



Comparison of Day Users, Overnight Users, and Survey Approaches at Champoeg State Heritage Area

Final Report

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EXECUTIVE SUMMARY

Objectives

Understanding opinions of park users about issues such as the quality of facilities, social and resource conditions, and how they use these parks is critical to providing adequate programs and services. It is important to collect this information in the most efficient and cost effective manner while still providing valid and reliable data on which to base management decisions. This project, therefore, involved a pilot test of multiple survey approaches during the 2010 summer season at one park, Champoeg State Heritage Area, to determine if an efficient and effective set of methods can be identified that provide reliable and valid results. Project objectives were to:

- Compare and contrast sample sizes, response rates, and questionnaire responses among onsite, telephone, internet, and mail survey approaches used to collect data from day users and overnight users at this state park.
- Describe day and overnight user activities, demographic characteristics, and opinions about conditions and management at this park.
- Provide recommendations for maintaining or improving conditions at this park, and collecting data from users across the state park system in an efficient and effective manner.

Methods

Data were obtained from questionnaires administered to random samples of day users and overnight users from July to September 2010. Four different survey approaches were used to collect data from day users – onsite (face to face), telephone, mail, and internet. Three different survey approaches were used to collect data from overnight users – telephone, mail, and internet. Questionnaire items did not differ among these approaches and each day user or overnight user only completed a questionnaire once using only one of these methods, not multiple times using more than one approach. Three volunteers (e.g., Camp Hosts) administered onsite questionnaires, Reservations Northwest administered telephone questionnaires, and both the mail and internet questionnaires were administered by researchers at Oregon State University. Contact information for overnight users (e.g., email and home addresses, telephone numbers) was provided by Oregon Parks and Recreation Department (OPRD) and Reservations Northwest who collect this information from overnight users when they reserve their camping spot through their telephone or internet reservation systems. Contact information for day users was provided by short onsite questionnaires that were administered to a large number of day users at Champoeg State Heritage Area. These short questionnaires asked users to answer a few questions and provide their contact information, which was then used for follow up mail, telephone, or internet approaches.

The total number of completed full length questionnaires was $n = 1,306$ with a response rate of 47%. Completed questionnaires were received from $n = 567$ day users (52% response rate) and $n = 739$ overnight users (45% response rate). There were an additional $n = 1,039$ onsite short questionnaires that provided usable contacts (i.e., email and home addresses, telephone numbers) for $n = 850$ day users to facilitate the follow up mail, telephone, and internet questionnaires. For day users, the highest sample size and response rate were from the onsite survey ($n = 251$, 71% response), followed by the mail ($n = 156$, 55% response), internet ($n = 104$, 40% response), and telephone approaches ($n = 56$, 29% response). For overnight users, the highest sample size and response rate were from the mail survey ($n = 298$, 60% response), which was closely followed by the internet approach ($n = 265$, 52% response). The telephone survey generated $n = 176$ completed questionnaires, but yielded a lower response rate of 29%. More questionnaires were received from overnight users, but visitation to this park is dominated by day users. As a result, data were weighted by population proportions calculated from a three year average of park

visitation statistics to ensure that responses were representative of the total population of all users at this park. Most of the survey approaches were successful, but the telephone questionnaires conducted by Reservations Northwest were largely unsuccessful because:

- They generated the lowest sample sizes ($n = 56$ day users, $n = 176$ overnight users) and response rates (29% for both day users and overnight users).
- Up to five callbacks per telephone number were to be conducted to determine viability of the number and attempt to complete a questionnaire, but only one attempt was made for 78% of the numbers, two attempts were made for 14%, three attempts were made for 7%, and four or five attempts were made for only 1% of the numbers provided.
- A total of 271 telephone contacts for day users and 910 contacts for overnight users were provided, but no calls were made to 50 of these day users and 163 of these overnight users. Had calls been made to these users, the sample sizes could have been larger.
- One of the employees working on this project for Reservations Northwest abbreviated the telephone questionnaire for many respondents by neglecting to ask large blocks of questions, which contributed to higher nonresponse for some questions.
- Responses to most questions were statistically equivalent across the onsite, mail, and internet surveys, but answers for many questions were different for those who completed the telephone questionnaires, raising concerns about validity of these telephone surveys.

Results

Personal and Visit Characteristics

- The most popular activities at this park were hiking / walking (58%), picnicking / barbequing (47%), sightseeing (33%), and bicycling on trails (31%); the least popular were geocaching / orienteering (2%), boating (2%), and fishing (3%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park. Participation in camping was the most substantial difference among groups (8% day users, 95% overnight users); the most likely reason for a few day users reporting camping was incorrect screening for them onsite. Disc golf, however, was more popular among day users (18%) than overnight users (13%).
- The most common main activity groups were people picnicking / barbequing (19%), hiking / walking (16%), bicycling on trails (15%), and camping (12%). The least common groups were people geocaching / orienteering (< 1%), boating (< 1%), fishing (1%), and bird / wildlife watching (1%). Day users were more likely to consider picnicking or barbequing, disc golf, and bicycling on roads as their main activities, whereas overnight users were more likely to consider camping as their primary activity.
- For overnight users, the most popular type of campsite was the RV sites (65%). Another 16% of these users stayed in tent campsites, 13% stayed in yurts, and 9% stayed in cabins. Few users (i.e., < 2%) stayed in group RV or tent sites and hiker / biker sites.
- For day users, 65% did not own an Oregon State Park Pass; 34% owned a pass. In addition, 49% had and 51% had not camped at an Oregon State Park in the last five years.
- Day users spent an average of approximately five hours in the park, with 81% of these users spending up to five hours in the park. The majority of day users (59%), however, spent one to three hours. Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (31%) or two (32%) days at the park and an additional 19% spent three days, 9% spent four days, and 9% spent five or more days.

- In total, 82% of respondents had visited this park before, but day users were more likely (85%) than overnight users (66%) to have visited before. Although users had visited an average of almost 10 times in the past 12 months, the highest proportion (29%) had made just one trip to this park with the majority (57%) having made two or fewer trips. On average, day users had visited more times ($M = 10.75$) than overnight users ($M = 2.28$).
- Average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions, car shows, dog shows). Groups most commonly consisted of two people (26%) or three to four people (24%). Day users, on average, visited in larger groups ($M = 9.96$ people) than overnight users ($M = 6.31$), but these averages were again influenced by a few large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people.
- In total, 71% of users did not bring dogs with them; 29% brought dogs. Overnight users were more likely (38%) than day users (23%) to bring dogs. Of those who brought dogs, 61% took them to the picnic area, 59% took them on hiking or walking trails, 25% took them to the off leash pet area, and 4% took them to the children's area. Day users (68%) were more likely than overnight users (25%) to take their dogs to the picnic area, whereas overnight users (85%) were more likely than day users (54%) to take them on trails.
- Almost all users arrived at the park in their family vehicle (89%), 6% came in someone else's vehicle, 4% arrived by bicycle, and 1% came by public transportation or boat. On average, there were 2.87 people in each family vehicle and 3.63 in someone else's vehicle.

Motivations and Reasons for Visiting

- About half (51%) of users considered this park the main reason for their trip with slightly more day users (52%) than overnight users (46%) considering it their main destination.
- Respondents themselves were most likely to suggest the idea of visiting the park (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). Most day users either suggested the idea themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.
- The most popular reasons for visiting the park were because of the types of activities to do there (86% agree), to rest or relax (86%), have fun or excitement (84%), spend time in nature (84%), and socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and stopping (6% agree), attending an educational / guided program (24%), visiting the Butteville store (25%), the area reminds users of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%). Day users were more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and because of the activities they can do at this park, whereas overnight users were more likely to visit to rest / relax, go to the Butteville store, and because the park is affordable.

Obtaining Information about the Parks

- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disk golf holes), photographs of each RV space and campsite to decide on best spots, information about water activities (e.g., swimming, boat access), the park's street address, if dogs are allowed, conditions for handicapped, dates of special events, and directions for how to navigate agency websites.

- The most heavily used sources of information were previous visits (82%), friends or family (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (54%), and brochures (50%). The least used sources were health care providers (7%), videos / DVDs (10%), church (14%), radio (18%), and television (19%). Day users utilized most of the sources much more often, but overnight users (91%) were more likely than day users (69%) to obtain information from official internet websites.
- Official internet websites were used by most respondents (63%) as their first primary information source, followed by friends or family (14%), past visits (9%), and brochures (6%). Overnight users were almost entirely dependent on official websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but used other sources such as friends or family (15%) and previous visits (9%).

Satisfaction with Experiences and Conditions

- Users considered the most important characteristics at this park were its cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for fee(s) paid (90%), courteousness of park staff (89%), and personal safety (87%). The least important attributes were public transportation to the park (22%), number of information / education programs or materials (52%), ease of movement or access (e.g., wheelchair, elderly, stroller; 52%), quality of information / education (56%), and facilities for groups (58%). Day users considered parking, group facilities, and public transportation to be more important. Overnight users considered fees, staff, safety, signs with directions to the park, and quality of educational information to be more important. Almost all (97%) overnight users considered comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.
- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (57%). Users were most satisfied with the park’s cleanliness (98%), environment (96%), absence of litter (95%), facilities and services (93%), level of safety (90%), presence and courteousness of staff (86% to 89%), number and cleanliness of bathrooms (87% to 88%), parking (87%), and value for fee(s) paid (86%). Users were least satisfied with public transportation to the park (24%), but this did not apply for many users, as 67% of day users and 78% of overnight users were neither satisfied nor dissatisfied with this characteristic. Satisfaction was also lower for information about conditions and hazards (59%), amount and quality of educational materials (62% to 63%), and ease of movement (e.g., wheelchair, stroller). OPRD should determine a target percentage for what level of satisfaction is acceptable versus what is unacceptable and deserves management attention (e.g., 50%, 70%). Day users were more satisfied with the group facilities and public transportation, whereas overnight users were more satisfied with cleanliness, lack of litter, safety, presence and courteousness of staff, fee(s) paid, number and condition of trails, and signs in and to this park. Overnight users were also satisfied with the comfort of campsites (94%) and shading provided by trees (80%). Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences. There were, however, several attributes that were important to users, but these users were only slightly satisfied with these attributes. These attributes included the amount and quality of information and education materials and programs, ease of movement and access in the park, and variety of things for youth to do.

- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (52%) and a large proportion were already encountering more people than they would tolerate in the park's overnight use areas (42%). This suggests that crowding at the overnight use areas is high and although it is probably not exceeding social carrying capacity yet, it may be trending in that direction and use should be studied to see if increases are expected, allowing management to anticipate future problems.

Attitudes about Management Strategies

- Users most strongly supported management actions that would provide more opportunities at the park for viewing wildlife (79%), offer more hiking opportunities (74%), give more chances for escaping crowds of people (67%), provide more recycling containers (65%), construct natural buffers to block views of development outside the park (63%), and require that dogs are kept on leash (62%). The least supported strategies were to provide downloadable mobile phone applications about the park (22%), offer wireless internet access in the park (30%), keep things as they are now and not change anything (39%), provide more group picnic areas (40%), make the park more pet friendly (43%), and provide more enclosed shelters (43%). Day users were more supportive of providing more recycling containers, trash cans, enclosed shelters, and group picnic areas, as well as better maintenance of facilities and restoring this park to its historical conditions. Overnight users were more supportive of wireless internet access, requiring dogs to be kept on leash, and using natural buffers to block views of development.
- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (65%) and adding more space between sites (61%). They were least supportive of more group camping sites (29%), walk in sites (31%), and cabins without bathrooms (40%). The majority of overnight users (52%) would need 30 amps of power, 22% need no power, and 21% need 50 amps. Few users (4%) would need 100 amps.
- In total, 64% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Satisfaction with the reservation systems was quite high, as 87% were satisfied and only 13% were not satisfied, and the highest proportion of overnight users was "very satisfied" (49%). The majority of these overnight users (54%) believed that reservations should be made between six and nine months in advance, with the highest proportion believing that reservations should be made six months in advance (27%).

Sociodemographic Characteristics of Users

- There were a few more female (59%) than male (41%) users at this park. The average age of users was approximately 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (23%).
- Almost all respondents were white (i.e., Caucasian; 93%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), Asians (1%), and American Indians (1%). Almost all (99%) respondents considered English as their primary language both of themselves and in their homes.
- Over 89% of users lived in Oregon, 5% resided in Washington State, and 2% were from California. Among park users, 42% resided in the Portland Metro region of Oregon, 39% lived in the Willamette Valley, and 1% or fewer lived in each of the other five regions of the state (i.e., Coast, Southern, Eastern, Central, Mt. Hood / Gorge). Almost all day users lived in Oregon (92%), Washington State (4%), or California (2%). Fewer overnight

users were from Oregon (69%), whereas more lived elsewhere such as Washington State (13%), California (8%), and British Columbia (6%).

- Over 92% of users had a computer with internet access at home and 94% of these users had high speed internet at home (85% of all park users).
- In total, 81% of park users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (14% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 2% had impaired sight.

Differences among Survey Approaches

- For 223 of 321 (69%) possible comparisons of respondent answers among the various survey approaches (i.e., onsite, mail, internet, telephone) there were no statistically significant differences among these approaches. There were, however, differences for 31% of these comparisons and in almost all of these cases responses were statistically equivalent across the onsite, mail, and internet survey approaches, but were different compared to those who completed questionnaires on the telephone. For example, 70% to 73% of overnight users who completed the questionnaire via mail or internet stated that camping was their main activity at the park, which makes sense given that these users stayed overnight, but only 32% of those who completed it on the telephone said that camping was their main activity. Users who completed questionnaires on the telephone also considered several of this park's attributes to be dramatically more important compared to those who completed them using the other approaches (i.e., mail, internet, onsite). In terms of their satisfaction with some of these attributes, users who completed questionnaires on the telephone also responded differently than those who completed questionnaires using the other methods. People who completed questionnaires on the telephone reported the highest encounters and maximum tolerance limits, and among the lowest levels of crowding. Users who completed questionnaires on the telephone also consistently reported obtaining information about the park from various sources far less often than those who responded using the other modes. Given these discrepancies and the small sample sizes and low response rates from the telephone survey approaches, there may be reasons to be concerned about validity of some results from the telephone survey.

Recommendations

Management Recommendations

- Almost all day and overnight users traveled to this park in their own vehicles (89%), so adequate parking is important and should be considered in planning and management.
- Approximately one third of users (29%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags, signs specifying regulations or restrictions), especially in the overnight camping areas because more overnight users brought dogs (38%). Managers may also want to consider implementing policies that dogs are kept on leash given that 62% of users supported this strategy and only 43% supported making the park more pet friendly.
- Almost all users (97%) were satisfied with their experiences and the conditions at this park, and almost all park attributes were in the "keep up the good work" category, indicating that users thought staff were doing a good job managing this park. Satisfaction, however, was consistently lower for the amount and quality of information and education materials and programs (59% to 63%). Managers may need to evaluate education information that is being disseminated to users to ensure it is meeting their needs.

- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 64%). Given that over 38% of park visitors were over the age of 60 and 19% of users had disabilities (14% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- Overnight users encountered more people than day users did, but would not tolerate seeing more people than day users. In addition, 52% of overnight users felt crowded at the park and 41% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is “high normal” where these areas have probably not exceeded social carrying capacity yet, but may be trending in that direction and use should be studied to see if increased use is expected, allowing management to anticipate problems. Monitoring and management of park use levels is needed, especially given that 69% of users were motivated to visit this park to escape crowds and 67% supported the provision of more opportunities for escaping crowds.
- Over 60% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (79%), offer more hiking opportunities (74%), give more chances for escaping crowds of people (67%), provide more recycling containers (65%), construct natural buffers to block views of development outside the park (63%), and require that dogs are kept on leash (62%). A majority of overnight users also supported providing campsites accommodating both RV and tent camping (65%) and adding space between campsites (61%). Managers may want to consider some or all of these strategies.
- In total, 92% of park users had a computer at home with internet access and 85% of users had high speed internet access at home. The largest proportion of users (63%) also depended on official internet websites as the first primary source of obtaining information about state parks such as Champoeg State Heritage Area, and the majority of overnight users (66%) reserved their spot at this park using the online / internet reservation system. Given these findings, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Users provided 1,165 open ended positive and negative comments, and suggestions for possible improvement of Champoeg State Heritage Area and other park related issues. The most common concerns raised involved: (a) lack of shading, spacing, and privacy in the overnight areas, which caused users to be too hot and overcrowded; (b) a need for three more holes, more garbage containers, better lawn mowing, and more concrete tee pads on the disc golf course; (c) wanting a designated area for swimming, especially in the river; (d) problems with the reservation systems, especially on the internet; (e) distance of yurts to the bathrooms and lack of lighting along the path, and distance of yurts to parking (several users suggested offering carts to transport luggage); (f) needing a playground area for children; (g) off-leash dogs and noise from barking dogs, especially in overnight areas; (h) wanting more campsites and RV sites (especially with full hook-ups); (i) the amount of poison oak, weeds, and ground holes (from moles, mice, rats) causing a potential safety hazard; (j) needing more trails; and (k) lack of clean bathrooms with some facilities (e.g., toilets, showers, doors) in a state of disrepair. Many of these comments may provide useful insights for future planning and management.

Methodological Recommendations

- The questionnaires were quite lengthy and a few respondents (especially those who completed it on the internet) commented on their length. Several questions could be

deleted due to redundancy, lopsided responses that reflect common sense, and inability for a management response to address user answers. Questions that could be deleted or changed include: question 3 (delete item “geocaching or orienteering”), question 5 (delete), question 6 (delete items “to explore a new area,” “because I have been here before,” “because it reminds me of my childhood experiences” because they are redundant with question 1), questions 13 and 14 (condense items “variety of things for adults to do” and “variety of things for youth to do” into a single item “variety of things to do”), questions 13 and 14 (delete item “public transportation to this park”), question 15 (move to end of questionnaire and integrate with final comments section), question 21 day user and question 26 overnight user (delete), question 21 overnight user (delete), question 24 overnight user (delete), question 27 day user and question 32 overnight user (delete), question 28 day user (delete), question 29 day user (delete), question 30 day user and question 33 overnight user (delete), and questions 34 and 35 day users and questions 37 and 38 overnight users (condense into a single question). It is important, however, to tailor questionnaire items to specific parks if these instruments are adopted elsewhere.

- For 223 of 321 (69%) possible comparisons of respondent answers among the various survey approaches (i.e., onsite, mail, internet, telephone) there were no statistical differences among these approaches. There were, however, differences for 31% of these comparisons and in almost all of these cases responses were statistically equivalent across the onsite, mail, and internet survey approaches, but were different compared to those who completed questionnaires on the telephone. Given: (a) these discrepancies, (b) the small sample sizes and low response rates from the telephone surveys, and (c) issues with some personnel at Reservations Northwest administering these telephone questionnaires (e.g., only one attempt instead of five for most telephone numbers, deliberately not asking questions), strict quality control measures must be implemented and enforced if Reservations Northwest is used to administer future telephone questionnaires.
- The onsite survey method was clearly the most successful in terms of sample size, response rate, and response accuracy for obtaining information from day users. Although onsite surveys can be costly and time consuming, the approach used here by having volunteers (e.g., Camp Hosts) administer questionnaires and collect data was quite successful. It is important, however, to carefully train and continually monitor these field personnel to ensure adequate sample sizes, response rate, and questionnaire completion.
- The mail survey method was the most successful in terms of sample size, response rate, and response accuracy for obtaining information from overnight users. Mail surveys, however, can be costly in terms of financial and personnel (i.e., time) obligations, especially when multiple printings and mailings are used to increase sample sizes and response rates, and data are entered manually into software. Given that the internet survey yielded similar, albeit slightly smaller, sample sizes and response rates coupled with the fact that internet surveys are substantially less costly (financial and personnel), internet approaches may be an alternative. It is important, however, to maintain the strictest rigor when implementing internet survey methods (e.g., unique ID numbers to control sample selection, multiple email contacts to increase response rates and sample sizes, websites that do not allow repeated access once a questionnaire has been completed). There are texts discussing steps for implementing rigorous and successful internet surveys (e.g., Dillman, 2007; Vaske, 2008).

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INTRODUCTION AND OBJECTIVES

The Oregon State Parks system provides public access to a collection of the state's natural, cultural, scenic, and outdoor recreation resources. Understanding the opinions of park users regarding issues such as the quality of facilities, recreational opportunities, social and resource conditions, and how they use these parks is critical to providing effective facilities, programs, and services. As a result, Oregon Parks and Recreation Department (OPRD) wants to eventually acquire data on user characteristics, preferences, and opinions across the entire state park system. It is important to collect this information in the most efficient and cost effective manner possible, yet still provide valid and reliable data on which to base management decisions at the park, region, and statewide organizational levels. Due to ongoing state budget constraints, however, it is essential to construct a low cost design for data collection that can continue over time without requiring large ongoing financial and personnel commitments.

Given these financial and personnel constraints, it may not be possible to collect data from users at day use and overnight camping areas across the entire state park system on an ongoing basis using traditional methods such as onsite interviews and mail surveys that can be costly and time intensive. As a result, the primary goal of this project is to examine the viability of a potentially more efficient and cost effective set of data collection methods, including the use of internet and telephone based survey approaches, to collect information from day and overnight users. The current literature, however, suggests that different survey methods (e.g., onsite, mail, internet, telephone) may not always provide comparable, consistent, and statistically valid and reliable results (e.g., Babbie, 1995; Dillman, 2000, 2007; Mitra & Lankford, 1995; Salant & Dillman, 1994; Vaske, 2008). Findings have been mixed across studies with some approaches proving to be more appropriate in some situations, but not in others. Therefore, this study involved an initial pilot test of these multiple survey approaches during the 2010 summer season at one park, Champoeg State Heritage Area, to determine if an efficient and effective set of methods could be identified that still provide reliable and valid results. Specific objectives of this project were to:

- Compare and contrast sample sizes, response rates, and questionnaire responses among onsite, telephone, internet, and mail survey approaches used to collect data from both day users and overnight users at Champoeg State Heritage Area.
- Describe day and overnight user activities, demographic characteristics, and opinions about conditions and management at Champoeg State Heritage Area.

- Provide recommendations for maintaining or improving current conditions at Champoeg State Heritage Area, and collecting data from day users and overnight users across the entire state park system in the most efficient and effective manner that still provides valid and reliable data on which to base management decisions.

This report addresses these objectives by summarizing responses from onsite, mail, telephone, and internet surveys conducted with people who visited Champoeg State Heritage Area. Results of this study were used to: (a) determine the most effective survey approaches that may be implemented by OPRD to conduct their own in-house routine data collection at other parks in the future; and (b) understand users and their preferences at Champoeg State Heritage Area to inform decision making and management at this park.

METHODS

Data were obtained from questionnaires (see Appendix B) administered to randomly selected samples of day and overnight users at Champoeg State Heritage Area from July to September 2010. Four different survey approaches were used to collect data from day users – onsite (face to face), telephone, mail, and electronic (email, internet). Three different survey approaches were used to collect data from overnight users – telephone, mail, and electronic (email, internet). Questionnaires administered to overnight users were basically identical to those administered to day users, but contained a few additional questions specific to overnight activities (e.g., camping). Each day user or overnight user contacted only completed the full length questionnaire once using only one of these methods, not multiple times using more than one approach.

Onsite Full Length Survey of Day Users

Day users 18 years of age and older who visited Champoeg State Heritage Area between July and September 2010 were approached in person (face to face) and asked to complete the full length six page questionnaire onsite at this park. Onsite questionnaires were necessary because personal contact information (e.g., home mail and email addresses, telephone numbers) required for alternative approaches such as telephone or mail surveys was not currently available from day users, as OPRD does not regularly collect this information from these users. Day users were asked if they would be willing to complete the questionnaire, asked to read the letter of recruitment / consent, and asked to immediately complete and return the full length questionnaire

onsite. Questionnaires were printed on both sides of two legal sized (8 ½ x 14) pages and folded into a small booklet, and took most respondents approximately 15 to 20 minutes to complete. Respondents were provided with a clipboard and pen to complete the questionnaire onsite. Three volunteers (e.g., Camp Hosts) administered these questionnaires to reduce costs.

Onsite Short Survey and Contact Information of Day Users

Given that OPRD does not routinely collect contact information (e.g., mail and email addresses, telephone numbers) from day users at its parks (including Champoeg), it was necessary to collect this information to enable this project's objective of comparing multiple survey approaches (e.g., mail, internet, telephone). As a result, day users 18 years of age and older who visited Champoeg State Heritage Area between July and September 2010 were approached in person (face to face) and asked to complete a short one page document asking them to answer a few questions and provide their contact information. Users who completed the longer full length onsite questionnaire described above were not asked to also complete this shorter document; this document was mainly used to collect user contact information (e.g., home mail and email addresses, telephone numbers) to enable contacting these individuals at a later time using one of the different survey approaches described below. Users were asked if they would be willing to answer a few questions and provide their contact information for a follow up mail, telephone, or internet survey; asked to read the letter of recruitment / consent; and asked to immediately complete and return the document onsite. This document was printed on one side of one letter sized (8 ½ x 11) page and took most respondents no more than two minutes to complete onsite. Respondents were provided with a clipboard and pen to complete this document onsite. The same three volunteers (e.g., Camp Hosts) administered these questionnaires to reduce costs.

Telephone Full Length Survey of Day Users and Overnight Users

Random samples of day users 18 years of age and older who completed the short onsite questionnaire / contact information document describe above, and overnight users 18 years of age and older were contacted via telephone and asked to complete the full length questionnaire over the telephone. OPRD and Reservations Northwest collect contact information such as telephone numbers from overnight users when these users reserve their camping spot through the agency telephone or internet reservation systems. These agencies provided this contact information to the researchers to enable questionnaire administration to overnight users. The

telephone survey questions for day users were identical to those in the onsite full length questionnaire, and questions for overnight users were identical to those used in the full length internet and mail questionnaires sent to overnight users. Once a questionnaire was completed, the telephone number was not contacted again because any duplicate responses would increase respondent burden, make the sample nonrandom, and bias representativeness and generalizability of results. The telephone questionnaire took most respondents 15 to 20 minutes to complete and was in digital format where respondents were read questions verbatim and answers were entered directly into the same software used for the internet questionnaires discussed below.

Telephone interviews were conducted during standard business hours (i.e., 9:00 a.m. to 5:00 p.m.) Pacific time five days a week between July and September 2010, although some telephone calls were made during the dinner hour (i.e., 5:00 p.m. to 8:00 p.m. Pacific Time) to ensure coverage during this important time when people are most likely to be at their place of residence. Up to five callbacks per number were supposed to have been conducted to determine viability of the number (e.g., voicemail, not home, appointment to call back). Respondents were called, given a brief introduction to the project's objectives and goals, and asked if they would be willing to complete a telephone questionnaire. If they declined, they were not contacted again. If they accepted, then the questionnaire was administered and completed. Only individuals at working household / residential numbers were asked to participate; working nonresidential (i.e., commercial, business) numbers and nonworking numbers were screened and excluded. All telephone questionnaires were conducted by personnel at Reservations Northwest.

Internet Full Length Survey of Day Users and Overnight Users

Random samples of day users 18 years of age and older who completed the short onsite questionnaire / contact information document describe above, and overnight users 18 years of age and older were contacted via email and directed to complete the full length questionnaire on an internet website hosted by the Oregon State University Business Solutions Group Internet Survey Portal (<https://surveys.bus.oregonstate.edu>). OPRD and Reservations Northwest collect contact information such as email addresses from overnight users when these users reserve their camping spot through the agency telephone or internet reservation systems. These agencies provided this contact information to the researchers to enable questionnaire administration to overnight users. The internet survey questions for day users were identical to those in the onsite full length questionnaire and questions for overnight users were identical to those in the full

length telephone and mail questionnaires sent to overnight users. To ensure that respondents did not complete the full length questionnaire more than once, each individual randomly selected to participate was given a unique identification (ID) code that was listed in the email cover letter. Respondents were asked in the email letter to type in this code on the internet website, which allowed them to access the questionnaire only once; if they tried to complete the questionnaire again, the internet software did not provide repeat access to the questions. This is a standard approach for avoiding duplicate responses (i.e., people completing the questionnaire more than once) or unauthorized people entering the website, which would make the sample nonrandom and bias representativeness and generalizability of results (Dillman, 2007; Vaske, 2008). This ID code also allowed researchers to identify who completed the questionnaire so that respondents were not contacted again in follow up correspondence.

Users were sent a first email letter that requested their participation by completing an internet questionnaire, provided standard verbiage regarding recruitment / consent and length, and gave the website and unique ID code for access to the internet questionnaire. Two to three weeks after this initial email, a second email letter was sent to those who had not yet completed the internet questionnaire stressing the importance of the study, emphasizing anonymity and confidentiality, and requesting participation. A third final email letter was sent to those that had not yet completed the questionnaire. Multiple contacts are standard for social science studies and are required for increasing response rates (Dillman, 2000; Vaske, 2008). No further email letters were sent, so users were considered a nonresponse if they did not complete the internet questionnaire following these three email letters. The use of three letters was used to mirror the mail survey protocol. Email letters requesting participation were sent between July and September, 2010. These emails and internet questionnaires were administered by researchers at Oregon State University.

Mail Full Length Survey of Day Users and Overnight Users

Random samples of day users 18 years of age and older who completed the short onsite questionnaire / contact information document describe above, and overnight users 18 years of age and older were contacted via mail and asked to complete the full length questionnaire. OPRD and Reservations Northwest collect contact information such as mailing addresses from overnight users when they reserve their camping spot through agency telephone or internet reservation systems. These agencies provided this contact information to the researchers to

enable questionnaire administration to overnight users. The mail survey questions for day users were identical to those in the onsite full length questionnaire and questions for overnight users were identical to those in the full length telephone and internet questionnaires sent to overnight users. To ensure that respondents did not complete the full length questionnaire more than once, each individual randomly selected to participate was given a unique identification (ID) code that was listed on the questionnaire. This is a standard approach for avoiding duplicate responses (i.e., people completing the questionnaire more than once), which would make the sample nonrandom and bias representativeness and generalizability of results (Vaske, 2008). This ID code also allowed researchers to identify who completed the questionnaire so that respondents were not contacted again in follow up correspondence and mailings.

Users were first sent a mail packet containing a questionnaire booklet (two legal sized [8 ½ x 14] pages printed on both sides and folded into a small booklet), postage paid business reply envelope, and cover letter requesting their participation. Two weeks after this first mailing, a postcard reminder was sent to those who had not yet completed the questionnaire requesting their participation. Three weeks after this postcard reminder, a final full mailing (i.e., cover letter, questionnaire, reply envelope) was sent to those who had still not completed and mailed back the questionnaire. Multiple mailings are standard for social science studies and are required for increasing response rates (Dillman, 2000; Vaske, 2008). No further mailings were sent, so users were considered a nonresponse if they did not complete the questionnaire following these three contacts (i.e., first mailing, postcard, final mailing). Mailings occurred between July and September 2010. These mail questionnaires were administered by researchers at Oregon State University. Taken together, these approaches for conducting onsite, mail, telephone, and internet surveys are consistent with almost all public opinion polling in general and research on recreationists and park visitors in particular (e.g., Dillman, 2000, 2007; Vaske, 2008).

Sample Sizes and Response Rates

As shown in Table 1, the total number of completed *full length* questionnaires across all survey approaches was $n = 1,306$ with an estimated total response rate of 47%. Completed full length questionnaires were received from $n = 567$ day users (52% response rate) and $n = 739$ overnight users (45% response). There were an additional $n = 1,039$ *onsite short* questionnaires completed that provided usable contact information (home mail and email addresses, telephone numbers) for $n = 850$ day users to facilitate the follow up full length mail, telephone, and internet surveys.

Table 1. Sample sizes and response rates for each full length survey approach ^a

	Initial contacts	Undeliverable / ineligible	Completed surveys (<i>n</i>)	Response rate (%)
Day Users				
Onsite	355	0	251	71
Mail	296	14	156	55
Internet	283	25	104	40
Telephone	221 ^b	12	56	29 ^c
Subtotal	1155	51	567	52 ^c
Overnight Users				
Mail	515	19	298	60
Internet	544	32	265	52
Telephone	747 ^b	67	176	29 ^c
Subtotal	1806	118	739	45 ^c
Total	2961	169	1306	47^c

^a Does not include the additional $n = 1,039$ onsite short questionnaires that provided usable contact information (i.e., mail address, telephone number, email address) for $n = 850$ day users to facilitate follow up mail, telephone, and internet surveys.

^b A total of 271 telephone contacts for day users and 910 contacts for overnight users were provided to Reservations Northwest, but no calls were made to 50 of these days users and 163 of these overnight users.

^c Calculated using the CASRO estimator, which includes “unknowns” not listed in table (i.e., no answer, busy, voicemail).

For day users, the highest sample size and response rate were generated using the onsite survey approach ($n = 251$, 71% response), followed by the mail ($n = 156$, 55% response), internet ($n = 104$, 40% response), and telephone survey approaches ($n = 56$, 29% response). For overnight users, the highest sample size and response rate were generated using the mail survey approach ($n = 298$, 60% response), which was closely followed by the internet survey method ($n = 265$, 52% response). The telephone survey generated $n = 176$ completed questionnaires, but yielded a much lower response rate of 29%. Response rates for the onsite, mail, and internet surveys were calculated with the standard formula: (completed surveys / [initial contacts – undeliverables]). Response rates for the telephone survey method were calculated using the estimator formula created by the Council of American Survey Research Organizations (i.e., CASRO estimator):

$$\text{Response rate} = \frac{C}{E + \left[\frac{E}{I + E} \right] U}$$

where:

C = the number of completed interviews (n)

E = the total number of eligible respondents (e.g., completed, refusal)

I = the number of ineligible (e.g., nonworking number, company line, fax)

U = the number of unknown final dispositions (e.g., no answer, line busy)

These combined sample sizes across survey methods allow generalizations about the population of day users at Champoeg State Heritage Area at a margin of error of $\pm 4.1\%$, overnight users at $\pm 3.6\%$, and both day and overnight users combined at $\pm 2.7\%$ at the 95% confidence level, which is better than the conventional standard of $\pm 5\%$ that has been widely accepted and adopted in recreation and tourism research (Mitra & Lankford, 1995; Vaske, 2008).

Overall, most of these survey approaches were quite successful in obtaining reasonably high completion and response rates. The telephone survey approaches conducted by Reservations Northwest, however, were largely unsuccessful in terms of both low sample sizes ($n = 56$ day users, $n = 176$ overnight users) and low response rates (29% for both day and overnight users) for multiple possible reasons. First, up to five callbacks per number were to be conducted to determine viability of the number (e.g., voicemail, not home, call back) and attempt a completed questionnaire, but only one attempt was made for 78% of the telephone numbers provided to Reservations Northwest, two attempts were made for 14% of the numbers, three attempts were made for 7% of numbers, and four or five attempts were made for only 1% of the numbers provided. Second, a total of 271 telephone contacts for day users and 910 contacts for overnight users were provided by the researchers to Reservations Northwest, but no calls were made to 50 of these day users and 163 of these overnight users. Had calls been made to these users, the sample sizes could have been larger. Third, one of the employees working on this project for Reservations Northwest apparently decided to abbreviate the telephone questionnaire for many respondents by neglecting to ask large blocks of questions. This apparently deliberate error contributed to higher nonresponse on some items in the questionnaire.

Table 1 shows that the total number of completed questionnaires for overnight users ($n = 739$) was higher than day users ($n = 567$). Between 2007 and 2009, however, a much larger proportion of the total population of users at Champoeg State Heritage Area consisted of day users. Actual population estimates for day users, for example, ranged from 373,568 in 2007 to 455,768 in 2009, compared to just 62,441 overnight users in 2007 to 67,300 overnight users in 2009. These average use levels across the three years from 2007 to 2009 show that approximately 86.4% of users at Champoeg State Heritage Area were day users and 13.6% were overnight users. The sample for this project, however, consisted of 43.4% day users and 56.6% overnight users. Consequently, in the results sections reporting findings only for all users taken together (i.e., total users at Champoeg), the data were weighted by population proportions calculated from the

three year average using the following formula (Vaske, 2008) to ensure that questionnaire responses were statistically representative of the total population of all users at this park:

$$\text{Weight} = \frac{\text{Population \%}}{\text{Sample \%}}$$

$$\text{Weight (day users)} = \frac{0.864}{0.434} = 1.99 \quad \text{Weight (overnight users)} = \frac{0.136}{0.566} = 0.24$$

Questionnaires administered to both the day users and overnight users included questions on a range of topics such as prior visitation, activity participation, satisfaction, motivations, support of management, and demographic characteristics. Results in this report are grouped into subsections according to these questions. Within each subsection, analysis is conducted first on potential differences between day users and overnight users, and then among survey approaches (i.e., mail, internet, telephone, onsite). Percentages, crosstabulations, and bivariate statistical tests were used to analyze and present results. These tests produce *p*-values and when a *p*-value associated with any statistical tests (i.e., χ^2 , *F*) presented in this report is $p \leq .05$, a statistically significant relationship or difference was observed between groups or variables. In addition to these tests of statistical significance, effect size statistics (e.g., Cramer's *V*, eta η) were used to compare the strength of relationships. In general, a value of .10 for effect sizes can be considered a "minimal" (Vaske, 2008) or "weak" (Cohen, 1988) relationship or difference. An effect size of .30 is considered "medium" or "typical," and .50 or greater is a "large" or "substantial" relationship or difference; larger effect sizes imply stronger relationships or differences. To highlight key findings, data were often recoded into major response categories (e.g., agree, disagree; support, oppose), but basic descriptive findings of uncollapsed questions (i.e., strongly, slightly agree) are provided in Appendix C.

RESULTS

Personal and Visit Characteristics

Activity Groups. The questionnaires asked respondents to check all of the activities in which they participated at Champoeg State Heritage Area on their most recent trip. Table 2 shows that the most popular activities at this park were hiking / walking (58%), picnicking or barbequing (47%), sightseeing (33%), and bicycling on trails (31%). The least popular activities were geocaching or orienteering (2%), boating (2%), and fishing (3%). Participation rates differed

significantly between day users and overnight users for 13 of these 15 activities; participation in only picnicking or barbecuing and running or jogging did not differ between these two groups. In most cases, overnight users were significantly more likely to participate in the various activities, which is not surprising given that they had much more time at the park to engage in activities. Participation in camping was the most substantial difference among the two user groups (8% of day users, 95% of overnight users); the most likely reason for a few day users reporting camping was incorrect screening for them onsite. Disc golf, however, was slightly more popular among day users (18%) than overnight users (13%).

Table 2. Comparison of day and overnight users for recreation activities at the park

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Hiking or walking	55	78	58	73.65	< .001	.24
Picnicking or barbecuing	47	48	47	0.02	.885	.01
Sightseeing	30	49	33	47.36	< .001	.19
Bicycling on trails	29	45	31	32.00	< .001	.16
Other ^c	22	12	21	24.38	< .001	.14
Camping	8	95	20	1124.38	< .001	.86
Dog walking	17	30	19	29.05	< .001	.15
Bird or wildlife watching	17	27	18	20.04	< .001	.12
Bicycling on local roads	16	22	17	6.64	.010	.07
Disc golf	18	13	17	6.28	.012	.07
Ranger-led programs	6	20	8	55.39	< .001	.20
Running or jogging	7	6	7	1.19	.275	.03
Fishing	2	7	3	13.21	< .001	.10
Boating (motor, canoe, kayak)	2	4	2	5.54	.019	.06
Geocaching or orienteering	2	4	2	4.98	.026	.06

^a Cell entries are percentages (%) of users who reported participating in the activity at the park on their most recent visit. Percentages do not sum to 100% because respondents could check more than one activity from the list.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c The most popular “other” activities were: company picnics, car / dog shows, visiting the Butteville store, visiting the Visitor Center, family reunions, Boy / Girl Scout camps, Heritage / Homestead / Pioneer Days, swimming, weddings, use restrooms.

Table 3 compares responses across the various survey approaches and shows that participation in only two of the 15 activities statistically differed among survey approaches for day users (hiking / walking, picnicking / barbecuing), and four activities differed for overnight users (bicycling on trails, picnicking / barbecuing, camping, bird / wildlife viewing). Most of the Cramer’s *V* effect sizes, however, were less than .12, suggesting that these differences were weak or minimal from a practical standpoint. Among overnight users, picnicking or barbecuing was participated in by

substantially more users who completed the questionnaire by telephone (70%) compared to those who completed it using the other survey modes (39% to 42%).

Table 3. Comparison of survey approaches for recreation activities at the park

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Hiking or walking	62	50	49	50	8.31	.040	.12
Dog walking	19	15	15	14	2.05	.563	.06
Running or jogging	9	5	11	2	7.44	.059	.11
Bicycling on trails	30	29	33	21	2.35	.502	.06
Bicycling on local roads	15	18	16	14	0.75	.861	.04
Sightseeing	39	32	30	34	0.64	.889	.03
Picnicking or barbequing	52	45	36	54	9.15	.027	.13
Camping	11	6	10	2	7.59	.055	.11
Bird or wildlife watching	17	16	14	25	3.40	.334	.08
Disc golf	20	14	18	20	2.73	.435	.07
Fishing	4	1	1	2	3.67	.299	.08
Boating (motor, canoe, kayak)	3	1	1	2	1.26	.739	.05
Geocaching or orienteering	3	1	2	0	2.80	.423	.06
Ranger-led programs	4	9	8	7	4.82	.185	.09
Other	21	21	19	32	3.67	.297	.09
Overnight Users							
Hiking or walking	--	78	78	76	0.25	.885	.02
Dog walking	--	31	33	23	5.90	.052	.09
Running or jogging	--	5	4	9	3.83	.147	.08
Bicycling on trails	--	45	49	37	6.07	.048	.09
Bicycling on local roads	--	23	17	25	4.57	.102	.08
Sightseeing	--	46	49	56	4.61	.100	.08
Picnicking or barbequing	--	42	39	70	46.24	<.001	.25
Camping	--	94	93	98	7.54	.023	.09
Bird or wildlife watching	--	24	25	37	10.70	.005	.12
Disc golf	--	13	14	11	0.78	.679	.03
Fishing	--	6	6	8	0.89	.642	.04
Boating (motor, canoe, kayak)	--	4	4	5	0.36	.834	.02
Geocaching or orienteering	--	3	3	6	3.36	.186	.07
Ranger-led programs	--	19	18	24	2.51	.285	.06
Other	--	11	12	12	0.25	.884	.02

^a Cell entries are percentages (%) of users who reported participating in the activity at the park on their most recent visit. Percentages do not sum to 100% because respondents could check more than one activity from the list.

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Champoeg State Heritage Area. Table 4 shows that the most common primary activity groups were people picnicking or barbequing (19%), hiking or walking

(16%), bicycling on trails (15%), and camping (12%). The least common activity groups were people geocaching or orienteering (< 1%), boating (< 1%), fishing (1%), and bird / wildlife watching (1%). There was, however, a statistically significant and “substantial” difference between day users and overnight users. Day users, for example, were more likely to consider picnicking or barbequing, disc golf, and bicycling on local roads as their primary activities, whereas overnight users were much more likely to consider camping as their primary activity.

Table 4. Comparison of day and overnight users for primary activity at the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Picnicking or barbequing	22	2	19
Hiking or walking	17	11	16
Bicycling on trails	15	12	15
Camping	4	62	12
Disc golf	11	1	10
Other ^c	12	3	10
Bicycling on local roads	6	1	5
Dog walking	5	3	4
Running or jogging	3	1	3
Sightseeing	3	2	2
Ranger-led programs	2	1	2
Bird or wildlife watching	1	1	1
Fishing	1	1	1
Boating (motor, canoe, kayak)	0	1	0
Geocaching or orienteering	0	0	0

^a $\chi^2 = 622.37, p < .001, V = .65$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c The most popular “other” activities were: company picnics, car / dog shows, visiting the Butteville store, visiting the Visitor Center, family reunions, Boy / Girl Scout camps, Heritage / Homestead / Pioneer Days, swimming, weddings, use restrooms.

Table 5 compares these primary activity groups among the various survey approaches. There were no significant differences in activity groups for day users, but there were for overnight users. Among overnight users, activity groups were almost identical for respondents who completed the questionnaire via mail or the internet, but these groups were significantly different from those who completed it on the telephone. For example, 70% to 73% of overnight users who completed the questionnaire via mail or internet stated that camping was their main activity at the park, which makes sense given that these users stayed overnight at the park. Only 32% of those who completed the questionnaire on the telephone, however, said that camping was their main activity. Likewise, 7% of overnight users who completed the questionnaire via mail or the internet claimed that hiking / walking was their primary activity, and 9% said that bicycling on

trails was their main activity at the park. Among overnight users who completed the questionnaire on the telephone, however, much higher percentages said that hiking (27%) and bicycling on trails (21%) were their main activities. Given these discrepancies, there is reason to be concerned about the validity of some results from the telephone survey approach.

Table 5. Comparison of survey approaches for primary activity at the park

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					54.53	.093	.18
Hiking or walking	15	20	17	18			
Dog walking	5	5	4	2			
Running or jogging	2	3	5	0			
Bicycling on trails	14	17	13	20			
Bicycling on local roads	5	5	11	2			
Sightseeing	4	2	2	2			
Picnicking or barbequing	24	22	17	18			
Camping	5	3	7	0			
Bird or wildlife watching	1	0	1	0			
Disc golf	12	9	10	16			
Fishing	1	0	0	0			
Boating (motor, canoe, kayak)	0	1	0	0			
Geocaching or orienteering	0	0	1	0			
Ranger-led programs	1	3	6	0			
Other	11	11	8	22			
Overnight Users					135.06	< .001	.31
Hiking or walking	--	7	7	27			
Dog walking	--	2	3	4			
Running or jogging	--	0	0	2			
Bicycling on trails	--	9	9	21			
Bicycling on local roads	--	3	1	1			
Sightseeing	--	1	2	4			
Picnicking or barbequing	--	2	3	2			
Camping	--	70	73	32			
Bird or wildlife watching	--	1	0	1			
Disc golf	--	1	1	2			
Fishing	--	0	0	2			
Boating (motor, canoe, kayak)	--	1	1	2			
Geocaching or orienteering	--	1	0	0			
Ranger-led programs	--	1	1	0			
Other	--	4	2	4			

Overnight Campsite Use. The questionnaires completed *only by overnight users* asked what type of campsite(s) they used on their most recent trip to Champoeg State Heritage Area. Table 6

shows that by far the most popular type of campsite was an RV site (65%). In addition, 16% of overnight users stayed in the tent campsites, 13% stayed in yurts, and 9% stayed in the cabins. Few overnight users (i.e., less than 2%) stayed in the group RV or tent sites and the hiker / biker sites. There were only a couple of statistically significant differences among the survey modes. For example, slightly fewer respondents who completed the mail questionnaire stayed in the cabins, but the effect size of $V = .11$ suggests that this difference was minimal.

Table 6. Overnight campsite use at Champoeg State Heritage Area

	Survey Approach (%) ^a				χ^2 value	<i>p</i> value	Cramer's <i>V</i>
	Mail	Internet	Telephone	Total			
RV Campsite	65	67	62	65	0.80	.670	.03
Tent Campsite	17	15	17	16	0.76	.684	.03
Yurt	13	14	10	13	1.11	.574	.04
Cabin	5	12	11	9	8.73	.013	.11
Group RV Camp	2	3	1	2	2.91	.233	.06
Group Tent Camp	2	2	2	2	0.17	.918	.02
Other	1	5	1	2	14.32	.001	.14
Hiker / Biker Campsite	2	1	1	1	3.91	.142	.07

^a Cell entries are percentages (%) of overnight users who reported using the campsite type at the park on their most recent visit. Percentages do not sum to 100% because respondents could check more than one campsite type from the list.

Day User Activities at Oregon State Parks. The questionnaires completed *only by day users* asked two questions related to an Oregon State Park Pass and camping at parks in the Oregon State Parks system. Table 7 shows that 65% of day users at Champoeg State Heritage Area did not own a 12 or 24 month Oregon State Park Pass, whereas 34% did own a pass. There were no differences in responses among the various survey approaches.

Table 7. Day user activities at Oregon State Parks

	Survey Approach (%)					χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone	Total			
Own Oregon State Park Pass						7.62	.268	.08
No	67	66	61	64	65			
Yes	33	32	39	34	34			
Unsure	0	2	1	2	1			
Camped at Oregon State Park						9.79	.020	.13
No ^a	50	59	46	36	51			
Yes	50	41	54	64	49			

^a The most popular reasons for not camping at an Oregon State Park were: age (too old), cost of camping and fees, do not camp or do not enjoy camping, preference for a hotel, no time / too busy, and preference for backpacking and more isolation.

Day users were relatively evenly split in terms of whether they had (49%) or had not (51%) camped overnight at an Oregon State Park in the past five years (Table 7). There was a significant, but weak or minimal difference in responses to this question among the survey modes, as those who completed the questionnaire on the telephone were more likely to have camped overnight at a state park (64%) compared to those who completed it using one of the other survey approaches (41% to 54%).

Duration of Visit. Day users were asked to report how many *hours* they spent at Champoeg State Heritage Area on their recent trip and overnight users were asked how many *nights* in a row they spent at the park on their trip. Table 8 shows that, on average, day users spent approximately five hours in the park, with 81% of these users spending up to five hours in the park. The majority of day users (59%), however, spent one to three hours. There was a significant difference among survey modes in the number of hours that day users spent at the park, as those who completed the questionnaire onsite reported significantly longer visits than those who completed it via mail.

Table 8. Duration of visit at the park

	Survey Approach ¹					χ^2 or <i>F</i> value	<i>p</i> value	Effect size Cramer's <i>V</i> or eta (η)
	Onsite	Mail	Internet	Telephone	Total			
Day Users (Hours)						34.93	.003	.14
1 hour	17	19	12	6	15			
2 hours	25	22	29	22	24			
3 hours	17	24	24	18	20			
4 to 5 hours	17	22	24	35	22			
6 to 9 hours	17	13	8	16	14			
10 or more hours	8	1	4	4	5			
Mean / average hours	6.18 ^a	3.30 ^b	4.75 ^{ab}	4.49 ^{ab}	4.96	3.16	.024	.13
Overnight Users (Nights)						6.49	.772	.07
1 day	--	33	28	31	31			
2 days	--	31	32	35	32			
3 days	--	19	19	19	19			
4 days	--	10	10	6	9			
5 days	--	4	6	5	5			
6 or more days	--	4	4	3	4			
Mean / average days	--	2.44	2.56	2.37	2.47	0.62	.540	.04

¹ Cell entries are percentages (%) unless specified as means / averages. Means with different letter superscripts differ at $p < .05$ using Tamhane's T2 post-hoc tests for unequal variances.

Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (31%) or two (32%) days at the park (Table 8). An additional 19% spent

three days at the park, 9% spent four days, and another 9% spent five or more days. There were no differences among survey approaches in the number of days overnight users spent at the park.

Previous Visitation. Users were asked if they had ever visited Champoeg State Heritage Area before their most recent trip. Table 9 shows that 82% of respondents had visited this park before, whereas 18% had not visited previously. There was, however, a significant difference between day users and overnight users, with day users being more likely to have visited this park previously (85%) than overnight users (66%).

Table 9. Comparison of day and overnight user previous visitation to the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yes, visited park before	85	66	82
No, not visited park before	15	34	18

^a $\chi^2 = 61.30, p < .001, \phi = .21$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Users who had previously visited this park were then asked how many trips they had made to this park in the past 12 months. Table 10 shows that although users had visited an average of almost 10 times in the past 12 months, the highest proportion (29%) had made just one trip to this park in the past year with the majority (57%) having made two or fewer trips. On average, day users had visited significantly more times ($M = 10.75$) than overnight users ($M = 2.28$). For example, 75% of overnight users had visited two or fewer times in the past 12 months and only 6% had visited six or more times, whereas 29% of day users had visited six or more times.

Table 10. Comparison of day and overnight user number of previous visits to the park in the last 12 months ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
0 Trips	13	9	12
1 Trip	28	39	29
2 Trips	15	27	16
3 to 5 Trips	16	18	17
6 to 12 Trips	13	5	12
13 to 24 Trips	6	1	5
More than 24 Trips	10	0	9
Mean / average trips ^c	10.75	2.28	9.82

^a $\chi^2 = 118.19, p < .001, V = .34$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c $t = 5.84, p < .001, r_{pb} = .19$.

Table 11. Comparison of survey approaches for previous visitation to the park

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					3.70	.296	.08
Yes, visited park before	85	89	84	79			
No, not visited park before	15	11	16	21			
Overnight Users					0.59	.746	.03
Yes, visited park before	--	68	65	65			
No, not visited park before	--	32	35	35			

Table 11 compares previous visitation by survey mode and shows that there were no statistically significant differences among these survey approaches for both day users and overnight users in terms of whether they had visited Champoeg State Heritage Area before. Likewise, Table 12 shows that the number of previous visits in the past 12 months by those who had visited the park also did not differ significantly among survey approaches for both day users and overnight users.

Table 12. Comparison of survey approaches for number of previous visits to the park in the last 12 months

Mean / average trips	Survey Approach				<i>F</i> value	<i>p</i> value	Effect size Eta (η)
	Onsite	Mail	Internet	Telephone			
Day Users	9.48	13.06	11.75	7.52	0.54	.652	.06
Overnight Users	--	1.91	2.55	2.49	1.83	.162	.09

Group Size. Respondents were asked to report how many people, including themselves, accompanied them at Champoeg State Heritage Area on their most recent trip. Table 13 shows that the average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions, car shows, dog shows). Groups most commonly consisted of two people (26%) or three to four people (24%). Day users, on average, visited in significantly larger groups ($M = 9.96$ people) than overnight users ($M = 6.31$), but these averages were again influenced by a few extremely large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people. Day users were slightly more likely to visit alone (17%) than overnight users (10%), and day users (18%) were also more likely than overnight users (10%) to visit in large groups consisting of more than 10 people.

Table 13. Comparison of day and overnight user group size at the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
1 Person (alone)	17	10	16
2 People	26	29	26
3 or 4 People	24	30	24
5 to 10 People	16	21	17
11 to 25 People	9	6	9
More than 25 People	9	4	8
Mean / average ^c	9.96	6.31	9.48

^a $\chi^2 = 34.32, p < .001, V = .17$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c $t = 3.29, p = .001, r_{pb} = .10$.

Table 14 compares group sizes among the various survey approaches. There were no significant differences among survey modes for group sizes of overnight users, but there were differences for day users. The average group size for day users who completed the questionnaire on the telephone was significantly higher than those who completed it using the other approaches, especially the internet. For example, 25% of day users who completed the questionnaire on the telephone reported that their group consisted of 25 or more people, whereas fewer than 10% of those who completed the other survey approaches reported this large group size.

Table 14. Comparison of survey approaches for user group size at the park

	Survey Approach ¹				χ^2 or <i>F</i> value	<i>p</i> value	Effect size Cramer's <i>V</i> or eta (η)
	Onsite	Mail	Internet	Telephone			
Day Users					36.77	.001	.15
1 Person (alone)	20	13	21	4			
2 People	23	33	22	29			
3 or 4 People	23	23	28	17			
5 to 10 People	17	13	19	17			
11 to 25 People	10	8	9	8			
More than 25 People	7	10	2	25			
Mean / average	10.62 ^{ab}	9.80 ^{ab}	5.45 ^a	16.83 ^b	2.67	.047	.12
Overnight Users					12.67	.243	.09
1 Person (alone)	--	11	11	6			
2 People	--	30	27	30			
3 or 4 People	--	29	29	37			
5 to 10 People	--	20	21	22			
11 to 25 People	--	6	8	3			
More than 25 People	--	4	6	3			
Mean / average	--	5.76	7.62	5.08	2.95	.053	.09

¹ Cell entries are percentages (%) unless specified as means / averages. Means with different letter superscripts differ at $p < .05$ using Tamhane's T2 post-hoc tests for unequal variances.

Bringing Dogs to the Park. The questionnaires asked day users and overnight users if they or anyone else in their group brought dog(s) with them to Champoeg State Heritage Area. Table 15 shows that 71% of park users did not bring dogs with them and 29% brought dogs. Overnight users (38%) were significantly more likely than day users (23%) to bring dogs.

Table 15. Comparison of day and overnight users bringing dogs with them to the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
No, did not bring dog(s)	73	62	71
Yes, brought dog(s)	23	38	29

^a $\chi^2 = 17.34, p < .001, \phi = .12$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Users who brought dogs with them were then asked where these dogs were typically located in the park. Table 16 shows that 61% of those who brought dogs took these animals to the picnic area, 59% took them on the hiking or walking trails, 25% took them to the off leash pet exercise area, and only 4% took dogs to the children's play area. There were, however, some substantial differences among day users and overnight users, as day users (68%) were much more likely than overnight users (25%) to take dogs to the picnic area, whereas overnight users (85%) were much more likely than day users (54%) to take dogs on the trails.

Table 16. Comparison of day and overnight user locations of dogs in the park

	Day Users (%)	Overnight Users (%)	Total (%) ^a	χ^2 value	<i>p</i> value	Effect size (ϕ)
Picnic area	68	25	61	66.59	< .001	.42
Hiking or walking trail	54	85	59	39.42	< .001	.33
Off leash pet exercise area	25	27	25	0.11	.746	.02
Children's play area	4	3	4	0.23	.634	.03

^a Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Table 17. Comparison of survey approaches for users bringing dogs with them to the park

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					1.94	.585	.06
No, did not bring dog(s)	72	76	73	67			
Yes, brought dog(s)	28	24	27	33			
Overnight Users					5.75	.056	.09
No, did not bring dog(s)	--	63	56	68			
Yes, brought dog(s)	--	37	44	32			

Tables 17 and 18 compare these responses among survey approaches, and show that there were no statistically significant differences among survey approaches for whether respondents brought dogs with them to the park and where these dogs were located in the park.

Table 18. Comparison of survey approaches for user locations of dogs in the park

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Picnic area	71	62	56	87	5.15	.161	.19
Hiking or walking trail	57	56	56	33	2.95	.399	.15
Off leash pet exercise area	27	25	32	7	4.23	.238	.16
Children's play area	6	0	4	7	3.55	.314	.13
Overnight Users							
Picnic area	--	21	23	39	5.01	.082	.15
Hiking or walking trail	--	87	84	81	1.10	.577	.07
Off leash pet exercise area	--	31	22	29	2.11	.349	.10
Children's play area	--	5	3	0	4.14	.126	.11

Transportation to the Park. Respondents were asked how they got to Champoeg State Heritage Area on their most recent trip. Table 19 shows that almost all users arrived at the park in their family's personal vehicle (89%), 6% arrived in somebody else's vehicle, 4% arrived by bicycle, and only 1% arrived by public transportation or boat. On average, there were 2.87 people in each personal family vehicle and 3.63 people in somebody else's vehicle. There was a significant, but relatively weak difference between day users and overnight users, with almost all overnight users arriving in their own vehicles (98%) compared to day users who were slightly more likely to not only use their own vehicles, but also other modes of transportation.

Table 19. Comparison of day and overnight user transportation to the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
My family's personal vehicle ^c	88	98	89
Somebody else's personal vehicle ^d	7	1	6
On a bicycle	4	1	4
Bus / public transportation	1	0	1
On a boat	0	0	< 1

^a $\chi^2 = 50.13, p < .001, V = .20$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c Number of people in vehicle: mean / average = 2.87 (1-2 people = 54%, 3-4 people = 34%), day user = 2.63, overnight = 3.00.

^d Number of people in vehicle: mean / average = 3.63 (1-4 people = 86%), day user = 3.85, overnight = 2.88.

Table 20 compares these transportation methods among the various survey approaches and shows that there were no statistically significant differences among survey approaches.

Table 20. Comparison of survey approaches for user transportation to the park

	Survey Approach (%)				χ^2 value	p value	Effect size Cramer's V
	Onsite	Mail	Internet	Telephone			
Day Users					18.01	.115	.11
My family's personal vehicle	91	84	85	89			
Somebody else's personal vehicle	6	7	10	7			
On a bicycle	3	6	4	4			
Bus / public transportation	0	3	0	0			
On a boat	0	0	1	0			
Overnight Users					13.18	.106	.09
My family's personal vehicle	--	96	99	98			
Somebody else's personal vehicle	--	2	0	1			
On a bicycle	--	2	1	1			
Bus / public transportation	--	0	1	0			
On a boat	--	0	0	0			

Section Summary. Taken together, results in this section showed that:

- The most popular activities were hiking / walking (58%), picnicking / barbequing (47%), sightseeing (33%), and bicycling on trails (31%); the least popular were geocaching / orienteering (2%), boating (2%), and fishing (3%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park. Participation in camping was the most substantial difference among groups (8% day users, 95% overnight users). Disc golf, however, was more popular among day users (18%) than overnight users (13%).
- The most common main activity groups were people picnicking / barbequing (19%), hiking / walking (16%), bicycling on trails (15%), and camping (12%). The least common groups were people geocaching or orienteering (< 1%), boating (< 1%), fishing (1%), and bird / wildlife watching (1%). Day users were more likely to consider picnicking or barbequing, disc golf, and bicycling on roads as their main activities, whereas overnight users were more likely to consider camping as their primary activity.
- For overnight users, the most popular type of campsite was the RV sites (65%). Another 16% of these users stayed in tent campsites, 13% stayed in yurts, and 9% stayed in cabins. Few users (i.e., < 2%) stayed in the group RV or tent sites and hiker / biker sites.

- For day users, 65% did not own an Oregon State Park Pass; 34% owned a pass. Day users were split in terms of whether they had (49%) or had not (51%) camped overnight at an Oregon State Park in the last five years.
- Day users spent an average of approximately five hours in the park, with 81% of these users spending up to five hours in the park. The majority of day users (59%), however, spent one to three hours. Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (31%) or two (32%) days at the park and an additional 19% spent three days, 9% spent four days, and 9% spent five or more days.
- In total, 82% of respondents had visited this park before, but day users were more likely (85%) than overnight users (66%) to have visited before. Although users had visited an average of almost 10 times in the past 12 months, the highest proportion (29%) had made just one trip to this park with the majority (57%) having made two or fewer trips. On average, day users had visited more times ($M = 10.75$) than overnight users ($M = 2.28$).
- Average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions, car shows, dog shows). Groups most commonly consisted of two people (26%) or three to four people (24%). Day users, on average, visited in larger groups ($M = 9.96$ people) than overnight users ($M = 6.31$), but these averages were again influenced by a few large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people.
- In total, 71% of users did not bring dogs with them; 29% brought dogs. Overnight users were more likely (38%) than day users (23%) to bring dogs. Of those who brought dogs, 61% took them to the picnic area, 59% took them on hiking or walking trails, 25% took them to the off leash pet area, and 4% took them to the children's area. Day users (68%) were more likely than overnight users (25%) to take their dogs to the picnic area, whereas overnight users (85%) were more likely than day users (54%) to take dogs on trails.
- Most users arrived at the park in their family vehicle (89%), 6% came in someone else's vehicle, 4% came by bicycle, and 1% came by public transportation or boat. On average, there were 2.87 people in each family vehicle and 3.63 in someone else's vehicle.
- In most cases, there were minimal or insignificant differences in these personal and visit characteristics among survey approaches (i.e., onsite, mail, internet, telephone). In a few

instances, however, results differed by survey mode, with responses from those who completed questionnaires by telephone often differing from those who completed them using other approaches. For example, picnicking / barbequing was participated in by far more overnight users who completed the questionnaire by telephone (70%) compared to those who completed it using the other modes (39% to 42%). Likewise, 70% to 73% of overnight users who completed the questionnaire via mail or internet stated that camping was their main activity at the park, which makes sense given that that these users stayed overnight, but only 32% of those who completed it on the telephone said that camping was their main activity. Finally, the average group size for day users who completed the questionnaire on the telephone was much higher than those who completed it using the other approaches, especially the internet. For example, 25% of day users who completed the questionnaire on the telephone reported that their group consisted of 25 or more people, whereas fewer than 10% of those who completed the other survey approaches reported this large group size. Given these discrepancies and small sample sizes, there may be reasons to be concerned about validity of some results from the telephone survey.

Motivations and Reasons for Visiting

Several items in the questionnaires examined user motivations or reasons for visiting Champoeg State Heritage Area. One question, for example, asked users if this park was the main reason for their trip. Table 21 shows that 51% of users considered this park their main destination with slightly more day users (52%) than overnight users (46%) considering it the reason for their trip.

Table 21. Comparison of day and overnight users in whether the park was their main destination ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yes, main reason for trip	52	46	51
No, not the main reason for trip	48	54	49

^a $\chi^2 = 3.80, p = .051, \phi = .06$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Table 22 compares responses to this question among the various survey approaches and shows that responses did not differ among approaches for day users, but did differ slightly for overnight users. Overnight users who completed the questionnaire on the internet were least likely to consider this park the main reason for their visit (39%), whereas those who completed it on the telephone were most likely to consider this park their main destination (57%).

Table 22. Comparison of survey approaches in whether the park was the main destination

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					1.00	.801	.04
Yes, main reason for trip	50	52	53	57			
No, not the main reason for trip	50	48	47	43			
Overnight Users					13.35	.001	.14
Yes, main reason for trip	--	47	39	57			
No, not the main reason for trip	--	53	61	43			

The questionnaires also asked users who first suggested the idea of visiting Champoeg State Heritage Area on their most recent trip. Table 23 shows that respondents themselves were most likely to suggest the idea (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). There was a significant difference between day users and overnight users. Most day users either made the decision themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.

Table 23. Comparison of day and overnight users for who suggested visiting the park^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yourself	43	63	46
Friend / other family member	31	15	29
Spouse / significant other	13	16	13
Someone else	9	4	8
Son or daughter	5	3	4

^a $\chi^2 = 74.82, p < .001, V = .25$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Table 24. Comparison of survey approaches for who suggested visiting the park

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					12.35	.418	.09
Yourself	39	44	52	43			
Friend / other family member	33	30	23	38			
Spouse / significant other	13	15	14	8			
Someone else	11	7	6	8			
Son or daughter	5	3	6	4			
Overnight Users					22.21	.005	.12
Yourself	--	59	68	62			
Friend / other family member	--	17	14	14			
Spouse / significant other	--	17	12	20			
Someone else	--	4	4	0			
Son or daughter	--	2	2	5			

Table 24 compares responses among the survey approaches and shows there were no differences for day users, and a statistically significant but minimal difference for overnight users.

Table 25. Comparison of day and overnight user agreement with reasons for visiting the park

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Like activities I can do here	87	79	86	13.51	< .001	.11
Rest or relax	85	94	86	29.06	< .001	.16
Have fun / excitement	85	84	84	0.01	.936	.00
Spend time in nature	84	83	84	0.15	.702	.01
Socialize with friends / family	79	75	79	2.64	.104	.05
Easy access by road / vehicle	76	80	76	3.49	.062	.05
Get physical exercise	78	65	76	26.38	< .001	.15
Been here before	77	60	75	39.33	< .001	.18
Park has everything I need	70	75	71	3.74	.053	.06
Escape crowds of people	69	72	69	1.35	.245	.03
Visiting is affordable	68	73	69	4.42	.036	.06
Park is close to my home	61	57	61	2.33	.127	.04
Explore a new area	55	65	56	11.03	.001	.10
Enjoy learning about Oregon history	55	54	55	0.34	.558	.02
Enjoy learning about nature	45	46	45	0.08	.782	.01
Use toilets / restrooms	34	29	34	3.22	.073	.05
See exhibits / buy at Visitor Center	28	28	28	0.02	.891	.00
Reminds me of my childhood	29	22	28	7.53	.006	.08
Visit the Butteville store	23	33	25	13.24	< .001	.11
Attend education / guided program	24	23	24	0.15	.695	.01
Other ^c	13	17	14	1.65	.199	.08
Saw highway sign and stopped	6	4	6	3.59	.058	.06

^a Cell entries are percentages (%) of users who agreed that the item influenced them to visit this park.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c The most popular “other” reasons were: opportunities to camp and stay in a yurt, bicycling, close to Portland and urban areas, disc golf, family reunion / group get together, nice area, recommended by a person, family or annual tradition.

Respondents were also presented with a list of 22 motivation items and asked the extent they agreed that each reason influenced their decision to visit Champoeg State Heritage Area. Table 25 shows that the main reasons why respondents visited the park were because of the types of activities they can do there (86% agree), to rest or relax (86%), have fun or excitement (84%), spend time in nature (84%), and socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and deciding to stop (6% agree), attending an educational or guided program (24%), visiting the Butteville store (25%), the area reminds them of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%).

Table 26. Comparison of survey approaches for user agreement with reasons for visiting the park

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Spend time in nature	86	85	82	76	3.67	.300	.09
Enjoy learning about nature	51	45	41	26	12.36	.006	.15
Enjoy learning about Oregon history	60	51	55	48	4.40	.221	.09
Attend education / guided program	25	26	24	22	0.27	.966	.02
Explore a new area	60	49	49	62	7.09	.069	.12
Have fun / excitement	84	84	83	91	2.18	.536	.06
Rest or relax	89	81	80	83	7.31	.063	.12
Escape crowds of people	79	58	61	68	22.51	< .001	.21
Socialize with friends / family	83	75	77	81	3.93	.269	.09
Get physical exercise	77	79	79	83	1.02	.797	.04
Use toilets / restrooms	37	34	32	28	1.84	.606	.06
See exhibits / buy at Visitor Center	30	32	25	18	4.92	.178	.10
Saw highway sign and stopped	9	5	5	2	5.02	.170	.10
Been here before	76	82	75	75	2.23	.525	.06
Reminds me of my childhood	32	22	28	33	4.71	.194	.10
Visiting is affordable	64	65	76	75	6.19	.103	.11
Like activities I can do here	86	84	92	88	4.53	.210	.09
Park has everything I need	72	71	67	65	1.28	.734	.05
Easy access by road / vehicle	77	73	77	76	1.01	.800	.04
Park is close to my home	65	60	61	51	3.59	.309	.08
Visit the Butteville store	18	30	26	24	7.79	.051	.12
Overnight Users							
Spend time in nature	--	87	81	80	4.23	.117	.08
Enjoy learning about nature	--	45	44	48	0.75	.688	.03
Enjoy learning about Oregon history	--	56	49	56	2.90	.234	.07
Attend education / guided program	--	24	24	21	0.62	.734	.03
Explore a new area	--	61	67	67	2.30	.317	.06
Have fun / excitement	--	84	81	91	8.61	.013	.11
Rest or relax	--	95	94	92	1.28	.527	.04
Escape crowds of people	--	72	71	71	0.14	.933	.01
Socialize with friends / family	--	78	78	67	7.15	.028	.10
Get physical exercise	--	60	68	69	4.87	.088	.09
Use toilets / restrooms	--	27	31	31	1.15	.563	.04
See exhibits / buy at Visitor Center	--	27	24	36	7.48	.024	.11
Saw highway sign and stopped	--	4	3	6	3.10	.213	.07
Been here before	--	60	59	62	0.19	.909	.02
Reminds me of my childhood	--	22	20	26	2.01	.366	.06
Visiting is affordable	--	67	75	83	12.97	.002	.14
Like activities I can do here	--	77	76	86	7.21	.027	.10
Park has everything I need	--	73	75	79	1.95	.378	.05
Easy access by road / vehicle	--	78	78	88	8.48	.014	.11
Park is close to my home	--	62	48	63	13.39	.001	.14
Visit the Butteville store	--	35	28	39	6.15	.046	.10

For 14 of the 22 reasons in Table 25, there were no statistically significant differences between day users and overnight users. Several items where differences occurred were related to the fact that day users were more likely to have visited this park before than overnight users (Table 9). For example, day users were significantly more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and because of various activities they can do at this park, whereas overnight users were more likely to visit to rest or relax, go to the Butteville store, and because the park is affordable.

Table 26 compares these motivation items among the various survey approaches, and 32 of the 42 possible comparisons did not show any statistically significant differences among these approaches. For those items where differences were revealed, effect sizes showed that most of these were weak or minimal. For eight of the 10 items where differences were found, however, differences in responses were from those who participated in the telephone survey mode.

Section Summary. Taken together, results in this section showed that:

- Approximately half (51%) of users considered visiting this park the main reason for their trip with slightly more day users (52%) than overnight users (46%) considering this park their main destination.
- Respondents themselves were most likely to suggest the idea of visiting the park (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). Most day users either suggested the idea themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.
- The most popular reasons for visiting the park were because of the types of activities to do there (86% agree), to rest or relax (86%), have fun or excitement (84%), spend time in nature (84%), and socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and stopping (6% agree), attending an educational / guided program (24%), visiting the Butteville store (25%), the area reminds users of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%). Day users were more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and

because of activities they can do at this park, whereas overnight users were more likely to visit to rest / relax, go to the Butteville store, and because the park is affordable.

- Again, there were not many differences among survey approaches, but when differences were found, they were primarily associated with those who completed questionnaires on the telephone. For example, those who completed questionnaires on the telephone were more likely than those who completed it onsite or via mail and the internet to consider this park their main destination (57%). In addition, for eight of the 10 motivation items where differences were found among survey modes, these differences were mainly associated with those who participated in the telephone survey approach.

Obtaining Information about the Parks

The questionnaires contained several questions examining how users obtained information about state parks such as Champoeg State Heritage Area and whether they were able to obtain the information they needed. Table 27 shows that almost all users (96%) were able to find the information they needed when planning their visit to this state park, and the few (4%) who did not find the information they needed would like additional: online maps of the park (e.g., group sites, day use areas, disk golf holes), photographs of each RV space and campsite to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), the park's physical street address, if dogs are allowed, conditions for handicapped, dates of special events, and directions for how to navigate the OPRD and Reservations Northwest websites. There were no differences between day and overnight users in their responses to these questions.

Table 27. Comparison of day and overnight users in whether they found the information needed ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yes, found the information needed	96	96	96
No, did not find the information needed ^c	4	4	4

^a $\chi^2 = 0.01, p = .999, \phi = .00$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c The most popular information needed was: online maps of the park (e.g., group sites, day use areas, disk golf holes); photographs of each RV space and campsite online to decide on the best spot; information about water activities (e.g., boat and kayak access, swimming); physical street address; if dogs are allowed; conditions for handicapped; dates of special events; directions for how to navigate OPRD and RNW websites.

Table 28 compares these responses among the various survey approaches and shows that there were no statistically significant differences among survey modes for day and overnight users.

Table 28. Comparison of survey approaches in whether they found the information needed

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					6.29	.098	.10
Yes, found the information needed	97	94	97	100			
No, did not find the information needed	3	6	3	0			
Overnight Users					4.43	.109	.08
Yes, found the information needed	--	95	96	99			
No, did not find the information needed	--	5	4	1			

Table 29. Comparison of day and overnight user use of information sources

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Previous visit	83	72	82	21.26	< .001	.14
Friends / family	76	62	74	28.32	< .001	.16
Official internet websites (OPRD)	69	91	72	90.00	< .001	.28
Highway signs	57	39	54	34.03	< .001	.18
Brochures	50	49	50	0.26	.612	.02
Newspapers	34	14	31	60.89	< .001	.23
Books	29	22	28	6.26	.012	.08
Magazines	30	19	27	10.89	.001	.10
Community organizations	25	10	23	44.39	< .001	.20
Work	24	11	22	30.33	< .001	.17
Social media websites	21	8	19	36.09	< .001	.18
Television	20	7	19	41.81	< .001	.19
Radio	20	5	18	59.09	< .001	.22
Church	14	10	14	5.42	.020	.07
Videos / DVDs	11	3	10	29.15	< .001	.16
Health care providers	7	2	7	17.25	< .001	.13
Other ^c	4	5	4	0.19	.663	.05

^a Cell entries are percentages (%) of users who used the information source "sometimes" to "often."

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c The most popular "other" reasons were: books, directories, and websites such as AAA, Good Sam, Trailer Life, Woodalls, Lonely Planet; other websites such as Google, maps, and telephone calls to OPRD and RNW.

Respondents were also presented with a list of 17 possible sources for finding information and asked how often they obtained information from these sources when thinking about visiting an Oregon State Park such as Champoeg State Heritage Area. Table 29 shows that the most heavily used sources of information were previous visits (82% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (54%), and brochures (50%). The least used sources were health care providers (7%), videos or DVDs (10%), church (14%), radio (18%), and television (19%). Day

users and overnight users differed significantly on all but two information sources, with day users utilizing almost all of these sources much more often. Overnight users (91%), however, were more likely than day users (69%) to obtain information from official internet websites.

Table 30. Comparison of survey approaches for user use of information sources

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Official internet websites (OPRD)	73	66	77	44	15.92	.001	.18
Social media websites	31	13	14	9	23.42	< .001	.22
Brochures	52	50	56	24	11.88	.008	.15
Newspapers	37	37	33	11	11.27	.010	.14
Magazines	32	29	26	6	12.54	.006	.14
Books	38	24	22	9	20.83	< .001	.20
Television	28	15	17	9	13.39	.004	.17
Videos / DVDs	20	3	7	3	32.19	< .001	.26
Radio	27	14	16	6	16.23	.001	.18
Community organizations	32	19	23	19	8.92	.030	.14
Church	20	9	12	6	12.08	.007	.16
Health care providers	12	4	4	0	14.75	.002	.17
Work	31	19	21	9	12.14	.007	.16
Friends / family	79	75	73	73	2.23	.527	.07
Highway signs	66	51	50	43	13.97	.003	.17
Previous visit	84	86	81	78	2.00	.573	.06
Overnight Users							
Official internet websites (OPRD)	--	87	95	92	10.80	.005	.13
Social media websites	--	7	11	5	5.10	.078	.09
Brochures	--	45	56	43	8.88	.012	.12
Newspapers	--	14	18	8	6.52	.038	.10
Magazines	--	17	23	19	3.16	.207	.07
Books	--	20	25	21	1.83	.400	.05
Television	--	6	9	7	1.21	.546	.04
Videos / DVDs	--	2	5	1	7.21	.027	.10
Radio	--	5	8	2	5.19	.075	.09
Community organizations	--	7	11	14	5.87	.053	.10
Church	--	7	11	13	4.42	.110	.08
Health care providers	--	2	4	2	2.61	.271	.07
Work	--	13	12	8	2.75	.253	.06
Friends / family	--	59	62	67	2.41	.288	.06
Highway signs	--	41	39	35	1.62	.445	.05
Previous visit	--	73	74	67	2.09	.352	.06

Table 30 compares these information sources among survey approaches. For overnight users, only four of the 16 possible comparisons showed statistically significant differences among these approaches, but the effect sizes were all $\leq .13$, suggesting that these differences were significant,

but weak or minimal. For day users, however, 14 of the 16 comparisons were significantly different and at least eight of these differences were directly attributable to the telephone survey mode, as those who completed the telephone questionnaire consistently obtained information from these sources far less often. These differences for day users are likely a result of the small sample size for day users who completed questionnaires on the telephone ($n = 56$).

Table 31. Comparison of day and overnight users for primary information source^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Official internet websites (OPRD)	60	82	63
Friends / family	15	5	14
Previous visit	9	6	9
Brochures	6	4	6
Books	2	1	2
Highway signs	3	0	2
Social media websites	1	0	1
Newspapers	1	0	1
Television	1	0	1
Radio	1	0	1
Community organizations	1	0	1
Work	1	0	1
Other	1	1	1
Magazines	0	0	0
Videos / DVDs	0	0	0
Church	0	0	0
Health care providers	0	0	0

^a $\chi^2 = 101.49, p < .001, V = .28$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Respondents were then asked to specify from this list of information sources what one source they would use first when obtaining information about an Oregon State Park such as Champoeg State Heritage Area. Table 31 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (63%) as the first primary information source, followed by friends or family (14%), previous visits (9%), and brochures (6%). Few people used other sources when obtaining information. There was a significant difference between day users and overnight users, with overnight users almost entirely dependent on official internet websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but also used other sources such as friends and family (15%) and previous visits (9%).

Table 32. Comparison of survey approaches for primary information source

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					115.70	< .001	.30
Official internet websites (OPRD)	66	62	63	24			
Social media websites	1	1	0	2			
Brochures	5	11	4	2			
Newspapers	1	1	1	0			
Magazines	0	1	0	0			
Books	3	1	1	2			
Television	1	0	0	0			
Videos / DVDs	1	0	0	0			
Radio	1	0	0	0			
Community organizations	1	1	0	4			
Church	0	0	0	0			
Health care providers	0	0	0	0			
Work	0	1	0	2			
Friends / family	12	13	22	18			
Highway signs	4	2	2	2			
Previous visit	5	5	7	43			
Overnight Users					44.57	.001	.18
Official internet websites (OPRD)	--	82	87	73			
Social media websites	--	0	0	0			
Brochures	--	5	2	6			
Newspapers	--	0	0	0			
Magazines	--	1	0	0			
Books	--	1	1	2			
Television	--	1	0	1			
Videos / DVDs	--	0	0	0			
Radio	--	0	0	0			
Community organizations	--	0	1	0			
Church	--	1	0	0			
Health care providers	--	0	0	0			
Work	--	0	0	0			
Friends / family	--	5	5	5			
Highway signs	--	1	0	0			
Previous visit	--	5	3	13			

Table 32 compares these responses among the various survey approaches and shows that responses differed significantly among these modes for both day users and overnight users. Again, these differences were directly attributable to the telephone survey mode, as day users and overnight users who completed the telephone questionnaire were far less likely to consider official internet websites as their first source of information and much more likely to consider previous visits as their primary source of information. For example, 24% of day users who

completed the telephone questionnaire considered official websites as their first source of information compared to 62% to 66% for those who completed it using the other survey modes.

Section Summary. Taken together, results in this section showed that:

- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disk golf holes), photographs of each RV space and campsite to decide on best spots, information about water activities (e.g., swimming, boat access), the park's street address, if dogs are allowed, conditions for handicapped, dates of special events, and directions for how to navigate agency websites.
- The most heavily used sources of information were previous visits (82%), friends or family (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (54%), and brochures (50%). The least used sources were health care providers (7%), videos / DVDs (10%), church (14%), radio (18%), and television (19%). Day users utilized most sources much more often, but overnight users (91%) were more likely than day users (69%) to obtain information from official internet websites.
- Official internet websites were used by most respondents (63%) as their first primary information source, followed by friends or family (14%), past visits (9%), and brochures (6%). Overnight users were almost entirely dependent on official websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but also used other sources such as friends or family (15%) and previous visits (9%).
- There were significant differences in information sources among survey approaches. Most differences occurred between those who completed questionnaires on the telephone and those who completed them using other modes (mail, internet, onsite). For example, those who completed them on the telephone consistently obtained information from sources far less often. Users who completed the telephone questionnaire were also far less likely to consider official websites their first source of information and much more likely to consider past visits as their primary information source. These differences are likely a result of the small sample sizes of users who completed questionnaires on the telephone.

Satisfaction with Experiences and Conditions

Overall Satisfaction. Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Champoeg State Heritage Area?” Table 33 shows that overall satisfaction was extremely high, as 97% were satisfied and almost no respondents (3%) were dissatisfied. In addition, the highest proportion of users was “very satisfied” (57%).

Table 33. Comparison of day and overnight user overall satisfaction ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Very Satisfied	57	63	57
Satisfied	41	33	40
Dissatisfied or Neutral	3	4	3

^a $\chi^2 = 8.82, p = .012, V = .08$.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Table 34 compares overall satisfaction among the various survey approaches and shows that there were no statistically significant differences among these survey modes.

Table 34. Comparison of survey approaches for overall satisfaction

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users					10.24	.115	.08
Very Satisfied	52	59	62	61			
Satisfied	44	38	39	38			
Dissatisfied or Neutral	4	3	0	2			
Overnight Users					8.86	.065	.07
Very Satisfied	--	63	60	65			
Satisfied	--	31	35	34			
Dissatisfied or Neutral	--	6	5	1			

Satisfaction and Expectations with Specific Characteristics. Although almost all users were satisfied with their overall visit at Champoeg State Heritage Area, this does not indicate that they were satisfied with every aspect of this park. In fact, uniformly high levels of overall satisfaction almost always occur in recreation research, thus are of only limited usefulness for managers (Manning, 2010; Needham & Rollins, 2009). Hendee's (1974) “multiple satisfactions” approach suggests that recreation resources offer people the opportunity for a range of experiences which, in turn, give rise to multiple human satisfactions. In other words, an individual's satisfaction is

complex; he or she may evaluate several attributes of the setting and experience (e.g., resource, social, managerial). Satisfaction is based on multiple factors that differ from person to person rather than a single overall or global evaluation of satisfaction. Research has also shown that although recreationists may be satisfied with an aspect of the setting or their experience, it may not be important to them that this characteristic is actually provided or available (Manning, 2010). Users, for example, may be satisfied with information provided about regulations at an area, but feel that educational information is not an important characteristic of good experiences in the setting. This project, therefore, first measured respondent *expectations* by asking them the extent they believed that several attributes of Champoeg State Heritage Area were *important* to their visit (e.g., absence of litter, personal safety, signs, parking). Then, respondents reported their *satisfaction* of these same attributes at this park to measure *performance* of these attributes.

Table 35. Comparison of day and overnight user specific *expectations* at the park

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Cleanliness of park (graffiti, lawns)	99	98	99	0.48	.487	.02
Absence of litter	97	97	97	0.01	.944	.00
Cleanliness of toilets / bathrooms	95	93	95	1.56	.212	.04
Good value for fee paid at the park	89	95	90	13.75	< .001	.11
Courteousness of rangers / personnel	88	94	89	12.80	< .001	.11
Personal safety	86	92	87	9.10	.003	.09
Number of toilets / bathrooms	86	86	86	0.06	.808	.01
Condition / maintenance of trails	85	86	86	0.24	.626	.01
Number of park trails	81	82	81	0.35	.554	.02
Parking for vehicles	82	74	81	12.69	< .001	.10
Signs with directions <i>in</i> the park	78	82	78	2.59	.108	.05
Presence of park rangers / personnel	69	88	72	61.26	< .001	.23
Variety of things for adults to do	71	71	71	0.11	.745	.01
Signs with directions <i>to</i> the park	66	76	67	12.94	< .001	.11
Information about conditions / hazards	65	68	65	1.50	.221	.04
Variety of things for youth to do	64	67	64	0.86	.354	.03
Facilities for groups to gather	60	43	58	31.87	< .001	.17
Quality of educational information	55	61	56	4.29	.038	.06
Ease of movement / access (wheelchair, elderly, stroller)	53	49	52	1.43	.231	.04
Amount of educational information	52	56	52	1.82	.177	.04
Public transportation to park	23	15	22	10.90	.001	.10
Comfort of campsites ^c	--	97	--	--	--	--
Shading provided by trees / structures ^c	--	93	--	--	--	--

^a Cell entries are percentages (%) of users who rated the characteristic as “somewhat” or “extremely important.”

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c Only asked in questionnaires of overnight users, not day users.

Table 35 shows that the most important characteristics were the park's cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for fee(s) paid at the park (90%), courteousness of park staff (89%), and personal safety (87%). The least important attributes were public transportation to the park (22%), number of information / education programs or materials (52%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%), quality of information / education programs or materials (56%), and facilities for groups to gather (58%). There were differences among day users and overnight users for nine of the 21 possible comparisons. Day users considered parking, facilities for groups to gather, and public transportation to be more important. Overnight users felt that value for fees paid, presence and courteousness of park staff, personal safety, signs with directions to the park, and quality of educational information and materials were more important at this state park. Responses for two additional items that were asked in the questionnaires administered only to overnight users showed that 97% of overnight users considered the comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.

Table 36 compares these responses among the various survey approaches. In total, 15 of the 44 possible comparisons showed statistically significant differences among survey modes. In all of these cases, users who completed questionnaires on the telephone considered these attributes dramatically more important than those who completed questionnaires using the other approaches (i.e., mail, internet, onsite). Among overnight users, for example, 46% of those who completed the mail questionnaire and 42% of those who completed the internet questionnaire considered ease of movement or access (e.g., wheelchair, elderly, baby stroller) to be important. Conversely, over 73% of users who completed the telephone questionnaire considered this attribute to be important. Although the sample sizes for the telephone surveys were lower than the other survey approaches, these types of dramatic discrepancies among approaches cast major concerns about the validity of some results from the telephone survey mode.

Table 36. Comparison of survey approaches for specific *expectations* at the park

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Cleanliness of park (graffiti, lawns)	98	99	99	100	2.42	.490	.06
Number of toilets / bathrooms	83	89	88	87	2.96	.398	.08
Cleanliness of toilets / bathrooms	93	97	95	99	3.89	.273	.08
Absence of litter	96	97	99	100	4.34	.227	.08
Presence of park rangers / personnel	72	69	67	58	2.75	.431	.07
Courteousness of rangers / personnel	86	90	89	84	1.68	.642	.06
Number of park trails	82	81	78	74	1.61	.657	.06
Condition / maintenance of trails	86	86	85	81	0.56	.905	.03
Ease of movement / access (wheelchair, elderly, stroller)	54	50	47	68	4.82	.186	.10
Facilities for groups to gather	64	56	52	80	10.68	.014	.14
Variety of things for adults to do	75	69	67	76	3.23	.358	.08
Variety of things for youth to do	66	63	58	71	2.76	.430	.07
Personal safety	86	86	85	90	0.53	.913	.03
Amount of educational information	53	49	52	59	1.19	.756	.05
Quality of educational information	53	55	56	65	1.65	.649	.06
Information about conditions / hazards	62	64	65	86	7.43	.059	.11
Signs with directions <i>in</i> the park	77	76	78	97	8.83	.032	.11
Signs with directions <i>to</i> the park	70	57	64	83	10.22	.017	.14
Public transportation to park	25	20	17	38	7.01	.072	.12
Parking for vehicles	84	77	82	97	9.17	.027	.12
Good value for fee paid at the park	91	86	88	96	3.87	.276	.08
Overnight Users							
Cleanliness of park (graffiti, lawns)	--	97	100	98	6.90	.052	.10
Number of toilets / bathrooms	--	83	88	88	2.94	.229	.07
Cleanliness of toilets / bathrooms	--	92	94	94	1.99	.370	.06
Absence of litter	--	97	97	98	0.51	.773	.03
Presence of park rangers / personnel	--	85	90	92	5.68	.059	.09
Courteousness of rangers / personnel	--	93	94	96	1.52	.467	.05
Number of park trails	--	78	83	89	6.83	.033	.10
Condition / maintenance of trails	--	83	88	91	4.61	.100	.08
Ease of movement / access (wheelchair, elderly, stroller)	--	46	42	73	28.85	< .001	.21
Facilities for groups to gather	--	39	38	67	20.08	< .001	.21
Variety of things for adults to do	--	67	73	76	4.24	.120	.08
Variety of things for youth to do	--	65	63	80	10.96	.004	.13
Personal safety	--	91	90	96	4.05	.132	.07
Amount of educational information	--	51	51	81	33.35	< .001	.22
Quality of educational information	--	58	55	87	38.13	< .001	.23
Information about conditions / hazards	--	63	65	91	34.33	< .001	.21
Signs with directions <i>in</i> the park	--	81	78	94	15.45	< .001	.14
Signs with directions <i>to</i> the park	--	72	72	94	26.96	< .001	.18
Public transportation to park	--	10	11	40	46.09	< .001	.30
Parking for vehicles	--	70	71	92	24.61	< .001	.18
Good value for fee paid at the park	--	95	95	96	0.18	.914	.02
Comfort of campsites ^b	--	95	97	99	3.52	.172	.07
Shading provided by trees / structures ^b	--	93	91	94	1.14	.565	.04

^a Cell entries are percentages (%) of users who rated the characteristic as "somewhat" or "extremely important."

^b Only asked in questionnaires of overnight users, not day users.

Table 37. Comparison of day and overnight user specific *satisfactions* at the park

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Cleanliness of park (graffiti, lawns)	97	99	98	7.02	.008	.08
Absence of litter	95	98	95	7.05	.008	.08
Personal safety	89	94	90	12.23	< .001	.10
Courteousness of rangers / personnel	88	93	89	7.06	.008	.08
Cleanliness of toilets / bathrooms	88	86	88	1.54	.214	.04
Parking for vehicles	87	84	87	3.49	.062	.05
Number of toilets / bathrooms	87	86	87	0.02	.885	.01
Presence of park rangers / personnel	85	91	86	11.49	.001	.10
Good value for fee paid at the park	85	92	86	14.48	< .001	.11
Condition / maintenance of trails	80	87	81	11.39	.001	.10
Number of park trails	78	86	79	12.52	< .001	.10
Variety of things for adults to do	78	75	78	2.21	.137	.04
Signs with directions <i>in</i> the park	76	85	77	15.30	< .001	.11
Signs with directions <i>to</i> the park	75	82	76	9.35	.002	.09
Facilities for groups to gather	70	55	68	29.95	< .001	.16
Variety of things for youth to do	68	65	67	0.65	.419	.02
Ease of movement / access (wheelchair, elderly, stroller)	64	65	64	0.27	.601	.02
Quality of educational information	62	65	63	1.19	.275	.03
Amount of educational information	61	66	62	3.91	.055	.06
Information about conditions / hazards	59	63	59	2.34	.126	.04
Public transportation to park	25	18	24	8.03	.005	.08
Comfort of campsites ^c	--	94	--	--	--	--
Shading provided by trees / structures ^c	--	80	--	--	--	--

^a Cell entries are percentages (%) of users who rated the characteristic as “satisfied” or “very satisfied.”

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c Only asked in questionnaires of overnight users, not day users.

Table 37 shows that the majority of users were satisfied with most of these characteristics at Champoeg State Heritage Area. Users were most satisfied with park cleanliness (98%), absence of litter (95%), level of safety (90%), presence and courteousness of park staff (86% to 89%), number and cleanliness of toilets / bathrooms (87% to 88%), parking (87%), and value for fee(s) paid (86%). Users were least satisfied with public transportation to the park (24% satisfied), but this did not apply for many users, as 67% of day users and 78% of overnight users selected “neither” satisfied nor dissatisfied for this characteristic. Satisfaction was also lower for information provided about conditions and hazards (59%), amount and quality of educational information provided (62% to 63%), and ease of movement / access (e.g., wheelchair, elderly, stroller). Day users were slightly more satisfied with the group facilities and public transportation at Champoeg State Heritage Area. Overnight users were slightly more satisfied with the park’s cleanliness, lack of litter, level of safety, presence and courteousness of rangers and other staff, fee(s) paid, number and condition of trails, and signs within and to this park. Overnight users were also satisfied with the comfort of campsites (94%) and shading provided by trees (80%).

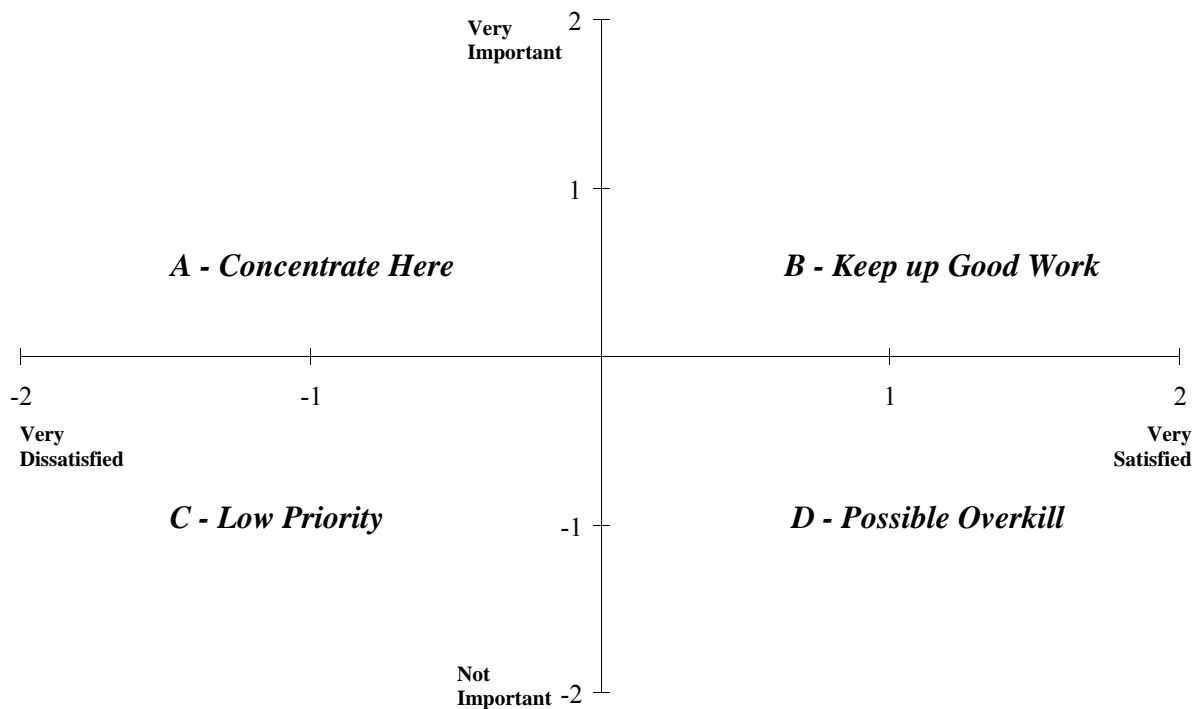
Table 38. Comparison of survey approaches for specific *satisfactions* at the park

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Cleanliness of park (graffiti, lawns)	96	97	100	96	6.69	.082	.09
Number of toilets / bathrooms	88	88	85	80	2.57	.462	.07
Cleanliness of toilets / bathrooms	87	90	88	89	0.74	.865	.04
Absence of litter	94	93	97	96	2.21	.531	.06
Presence of park rangers / personnel	88	83	90	73	9.45	.024	.14
Courteousness of rangers / personnel	88	87	92	83	2.84	.417	.07
Number of park trails	80	76	82	65	6.69	.083	.12
Condition / maintenance of trails	84	80	82	59	14.15	.003	.18
Ease of movement / access (wheelchair, elderly, stroller)	69	60	58	63	4.50	.213	.09
Facilities for groups to gather	76	64	65	72	7.41	.060	.12
Variety of things for adults to do	81	76	79	74	1.70	.638	.06
Variety of things for youth to do	73	64	66	57	6.34	.096	.11
Personal safety	90	88	85	94	3.95	.267	.08
Amount of educational information	63	63	61	46	5.34	.149	.10
Quality of educational information	66	65	63	41	11.50	.009	.15
Information about conditions / hazards	67	58	55	33	20.90	< .001	.20
Signs with directions <i>in</i> the park	80	72	72	76	4.77	.190	.10
Signs with directions <i>to</i> the park	82	69	63	82	17.83	< .001	.19
Public transportation to park	33	21	24	4	26.18	< .001	.21
Parking for vehicles	90	82	91	87	6.37	.095	.11
Good value for fee paid at the park	86	82	83	90	2.14	.543	.06
Overnight Users							
Cleanliness of park (graffiti, lawns)	--	99	100	99	1.82	.403	.05
Number of toilets / bathrooms	--	89	87	81	4.66	.097	.08
Cleanliness of toilets / bathrooms	--	90	85	82	5.55	.062	.09
Absence of litter	--	96	100	98	10.07	.006	.11
Presence of park rangers / personnel	--	90	93	92	1.86	.395	.05
Courteousness of rangers / personnel	--	93	94	89	3.78	.151	.08
Number of park trails	--	85	90	80	8.59	.014	.11
Condition / maintenance of trails	--	87	91	81	7.28	.026	.10
Ease of movement / access (wheelchair, elderly, stroller)	--	63	59	78	18.18	< .001	.16
Facilities for groups to gather	--	57	56	49	2.98	.226	.07
Variety of things for adults to do	--	73	76	75	0.76	.865	.03
Variety of things for youth to do	--	66	64	67	0.60	.739	.03
Personal safety	--	95	93	95	0.74	.690	.03
Amount of educational information	--	68	65	67	0.51	.775	.03
Quality of educational information	--	68	65	61	2.38	.304	.06
Information about conditions / hazards	--	63	61	66	1.37	.505	.04
Signs with directions <i>in</i> the park	--	85	82	89	3.70	.157	.07
Signs with directions <i>to</i> the park	--	81	81	85	1.35	.510	.04
Public transportation to park	--	19	25	6	26.19	< .001	.18
Parking for vehicles	--	80	81	94	19.65	< .001	.15
Good value for fee paid at the park	--	91	91	95	3.11	.211	.06
Comfort of campsites ^b	--	96	92	93	3.70	.157	.07
Shading provided by trees / structures ^b	--	85	79	74	7.37	.025	.10

^a Cell entries are percentages (%) of users who rated the characteristic as "satisfied" or "very satisfied."^b Only asked in questionnaires of overnight users, not day users.

Table 38 compares user satisfaction with these attributes among the various survey approaches, and only 13 of the 44 possible comparisons showed statistically significant differences among these approaches. Again, users who completed questionnaires on the telephone responded to these 13 attributes much differently than those who completed questionnaires using the other approaches (i.e., mail, internet, onsite). Among day users, for example, 21% of those who completed the mail questionnaire and 24% of those who completed the internet questionnaire were satisfied with public transportation to the park. On the other hand, only 4% of those who completed the telephone questionnaire were satisfied with this attribute.

Figure 1. Importance-performance (I-P) analysis matrix



One approach for visualizing relationships between expectations (i.e., importance of attributes) and satisfaction (i.e., performance of these attributes) is Importance – Performance (I-P) analysis (Figure 1). Importance or expectations are represented as averages (i.e., means) on the vertical axis (i.e., y-axis) and average performance or experiences (i.e., satisfaction) are measured on the horizontal axis (i.e., x-axis). When combined, these axes intersect and produce a matrix of four quadrants that can be interpreted as “concentrate here” (high importance or expectation, low satisfaction or poor experiences; Quadrant A), “keep up the good work” (high importance or

expectation and high satisfaction or good experiences; Quadrant B), “low priority” (low importance or expectation and low satisfaction or poor experiences; Quadrant C), and “possible overkill” (low importance or expectation, high satisfaction or good experiences; Quadrant D). This matrix provides managers with an easily understandable picture of the status of services, facilities, and conditions as perceived by users, and reveals conditions that may or may not need attention (Bruyere, Rodriguez, & Vaske, 2002; Vaske, Beaman, Stanley, & Grenier, 1996).

Figure 2. Importance-performance (I-P) analysis matrix for *day users*

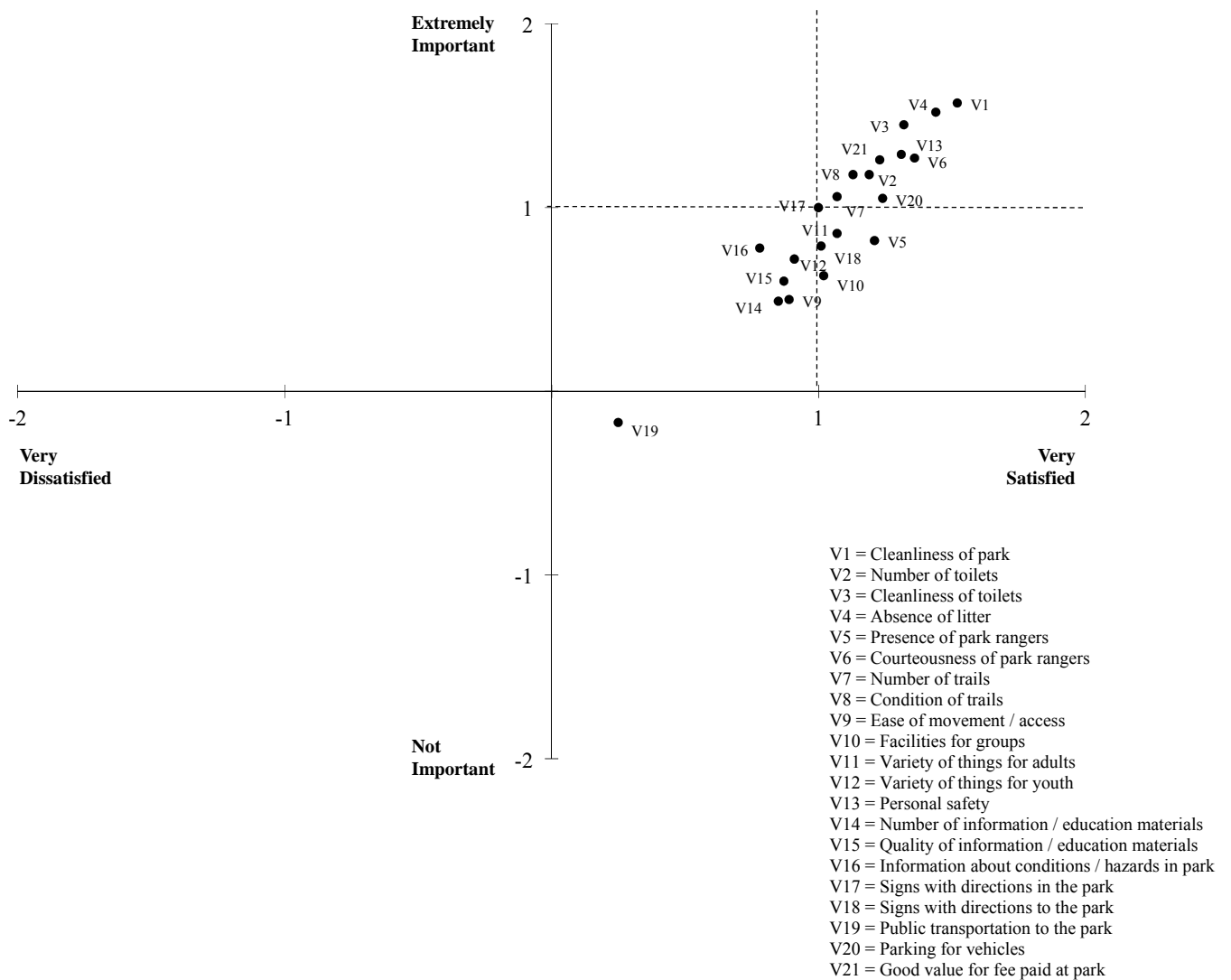


Figure 3. Importance-performance (I-P) analysis matrix for *overnight users*

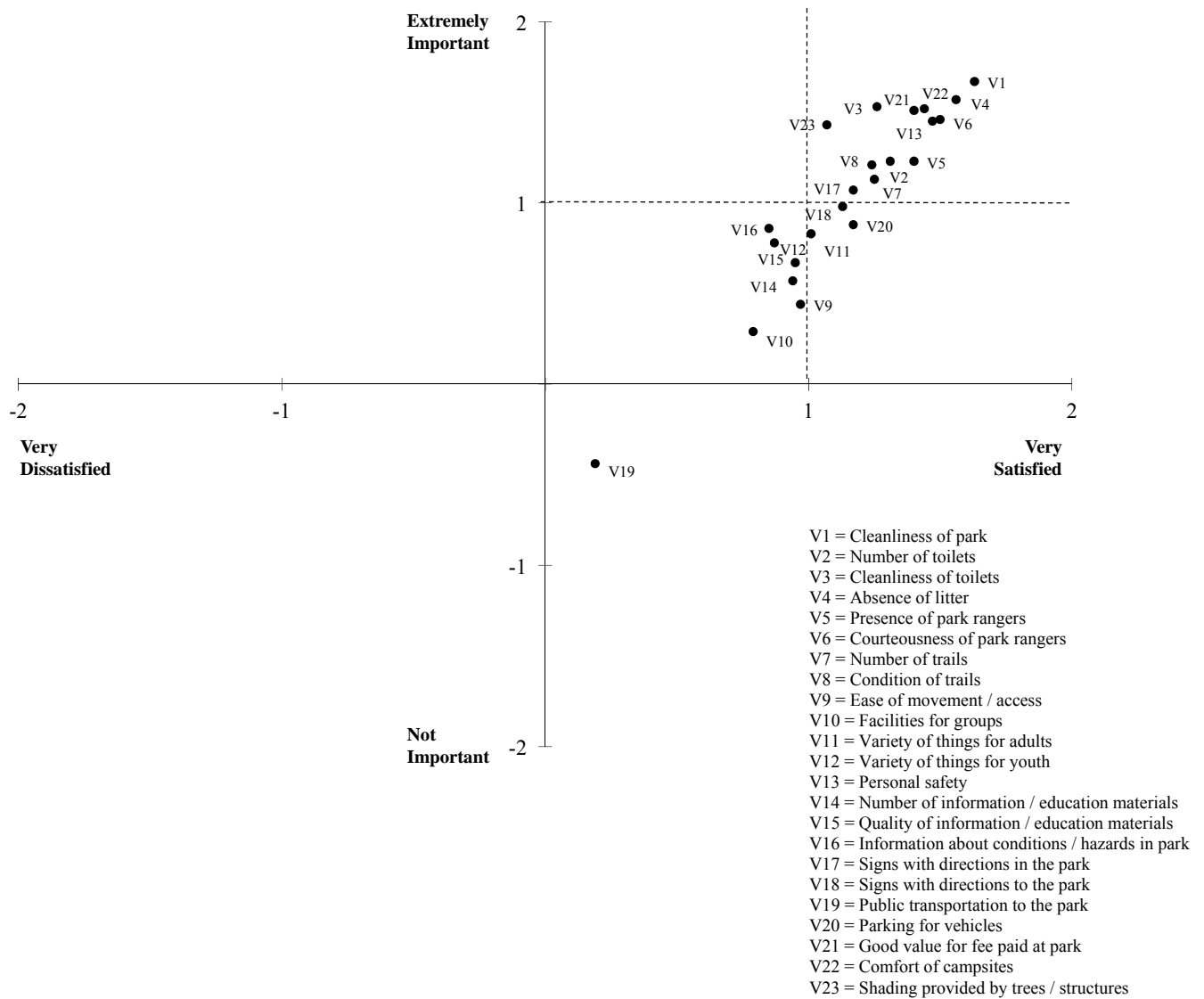


Figure 2 is the I-P matrix for day users and Figure 3 is the matrix for overnight users. Both matrices show that almost all attributes were in the “keep up the good work” quadrant, indicating that users thought that park staff were doing a good job managing conditions and experiences at Champoeg State Heritage Area. It may be important, however, to more carefully examine this quadrant (i.e., dashed lines), as there are several attributes that were important to users, but these users were only slightly satisfied with these attributes. Managers should, therefore, consider monitoring attributes such as the amount and quality of information and education materials and programs, ease of movement and access around the park, and variety of things for youth to do.

Respondents were asked several additional questions about their satisfaction with Champoeg State Heritage Area, including this park's natural environment, facilities and services, and fees. Users were also asked how likely they would return to this state park. Table 39 shows high user satisfaction with the environment (96%), facilities and services (93%), and fees at this park (80%). Day and overnight users were similar in their satisfaction with the park's environment and facilities, but day users (79%) were significantly less satisfied than overnight users (87%) with fees at this park. In total, 95% of respondents said they were likely to return to this park in the future, with day users (95%) slightly more likely than overnight users to return (92%).

Table 39. Comparison of day and overnight user likelihood of returning and satisfaction with the park fees, facilities, and environment

	User Group			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^a			
Satisfaction with natural environment ^b	96	96	96	0.42	.519	.02
Satisfaction with facilities and services ^b	93	91	93	1.58	.210	.04
Satisfaction with fee paid ^b	79	87	80	14.25	< .001	.11
Likelihood of returning ^c	95	92	95	4.22	.040	.06

^a Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^b Cell entries are percentages (%) of users who rated the characteristic as "satisfied" or "very satisfied."

^c Cell entries are percentages (%) of users who said they were "likely" or "very likely" to return to the park in the future.

Table 40. Comparison of survey approaches for user likelihood of returning and satisfaction with the park fees, facilities, and environment

	Survey Approach (%)				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Satisfaction with natural environment ^a	96	95	99	96	3.99	.262	.08
Satisfaction with facilities and services ^a	92	91	98	95	7.19	.066	.10
Satisfaction with fee paid ^a	79	81	79	77	0.65	.885	.03
Likelihood of returning ^b	96	93	95	92	2.50	.475	.07
Overnight Users							
Satisfaction with natural environment ^a	--	94	97	97	2.03	.363	.05
Satisfaction with facilities and services ^a	--	93	90	92	1.46	.482	.05
Satisfaction with fee paid ^a	--	85	89	89	3.08	.215	.07
Likelihood of returning ^b	--	91	92	93	0.54	.765	.03

^a Cell entries are percentages (%) of users who rated the characteristic as "satisfied" or "very satisfied."

^b Cell entries are percentages (%) of users who said they were "likely" or "very likely" to return to the park in the future.

Table 40 compares these responses across the various survey approaches and shows that there were no statistically significant differences among survey modes for day and overnight users.

Encounters, Norms, and Crowding. The concepts of reported encounters, perceived crowding, and norms (i.e., maximum acceptance or tolerance) have received considerable attention in the recreation literature. *Reported encounters* describe a subjective count of the number of other people that an individual remembers observing in an area. *Perceived crowding* is a subjective and negative evaluation that this reported number of encounters or people observed in an area is too many. Understanding users' reported encounters and perceived crowding, however, may not reveal maximum acceptable or tolerable use levels, or an understanding of how use should be managed and monitored. *Norms* offer a theoretical and applied basis to help address these issues. Norms are standards that individuals use for evaluating activities, environments, or management strategies as good or bad, better or worse, and they help to clarify what people believe conditions *should* or *should not be*. Research suggests that when users perceived an area to be crowded, they likely encountered more than their maximum acceptance (i.e., their norm) of impacts (e.g., use levels) for the particular setting (Manning, 2010; Needham & Rollins, 2009).

Table 41. Comparison of day and overnight user encounters, norms, and crowding

	User Group			<i>t</i> value	<i>p</i> value	Effect size <i>r</i> _{pb}
	Day Users	Overnight Users	Total ^a			
Encounters with other people ^b	60.59	87.67	63.78	5.85	< .001	.18
Perception of crowding ^c	2.43	3.27	2.54	7.50	< .001	.20
Maximum tolerance for encountering other people (norm) ^d	162.79	145.39	160.58	1.09	.276	.04

^a Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^b Cell entries are mean numbers of people seen / encountered on users' most recent trip. Median = 40, Mode = 50.

^c Cell entries are means on 9 point crowding scale of 1-2 "not at all crowded" to 3-4 "slightly crowded" to 5-7 "moderately crowded" to 8-9 "extremely crowded." Median = 2, Mode = 1, Percent crowded = 38% (36% Day Users, 52% Overnight).

^d Cell entries are mean maximum numbers of people that users would accept seeing / encountering. Median = 100, Mode = 100.

Table 41 shows that, on average, park users encountered approximately 64 other people on their visit at Champoeg State Heritage Area, but would be willing to accept encountering a maximum of approximately 160 other users. Overnight users encountered significantly more people ($M = 87.67$) than day users ($M = 60.59$), but overnight users would accept seeing slightly fewer people ($M = 145.39$) than day users ($M = 162.79$). On average, both day users and overnight users felt slightly crowded, but overnight users felt significantly more crowded; 38% of all park users felt some degree of crowding on their visit, with 36% of day users feeling crowded and 52% of overnight users feeling crowded. According to Shelby, Vaske, and Heberlein (1989) and Vaske and Shelby (2008), these results suggest that crowding at the day use areas can be considered

“low normal” where access, displacement, or crowding problems are not likely to exist at this time. Crowding at the overnight use areas, however, is “high normal” where they have probably not exceeded social carrying capacity yet, but may be trending in that direction and use should be studied to see if increased use is expected, allowing management to anticipate future problems.

To estimate whether there are potential social carrying capacity problems at a recreation site, it is also important to examine relationships among encounters, norms, and crowding. In particular, it is important to determine what proportion of users is encountering more people than they would tolerate at a site (i.e., their norm). Research has shown that when recreationists encounter more people than they believe are acceptable (i.e., their norm), they feel more crowded compared to those who encounter less than they would accept (Needham, Rollins, & Wood, 2004; Vaske & Donnelly, 2002). If many users are encountering more people than they feel are acceptable, management may need to address social capacity related issues (e.g., quotas, zoning).

Table 42. Relationships among encounters, norms, and crowding

	Reported encounters compared to norm ^a		Average crowding scores ^b		<i>t</i> value	<i>p</i> value	Effect size (<i>r</i> _{pb})
	% Fewer encounters	% More encounters	Fewer than norm	More than norm			
Day Users	83	17	2.17	4.12	7.41	< .001	.43
Overnight Users	59	41	2.70	3.85	5.13	< .001	.27
Total ^c	80	20	2.21	4.06	10.82	< .001	.41

^a Percent of users who encountered either fewer than or more than their norm (minimum acceptable condition).

^b Mean perceived crowding based on a 9-point scale from 1 "not at all crowded" to 9 "extremely crowded."

^c Cell entries based on data weighted by population proportions to represent total population of all park users.

Table 42 shows relationships among encounters, norms, and crowding at Champoeg State Heritage Area. In total, 80% of all users reported encountering fewer people than their norm; only 20% encountered more than their maximum tolerance. Crowding scores were significantly higher for users reporting more encounters than their norm. Most day users (83%) did not encounter more people than they would tolerate, but 41% of overnight users did encounter more people than their maximum acceptance. Taken together, these results suggest that crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded and a large proportion were already encountering more people than they would tolerate in the overnight use areas.

Table 43 compares encounters, norms, and crowding among the various survey approaches, and shows that there were statistically significant differences among survey modes for both day users and overnight users. In general, day users and overnight users who completed questionnaires on the telephone reported the highest levels of encounters and maximum tolerance limits (i.e., norms), and among the lowest levels of perceived crowding.

Table 43. Comparison of survey approaches for user encounters, norms, and crowding

	Survey Approach ¹				F value	p value	Effect size Eta (η)
	Onsite	Mail	Internet	Telephone			
Day Users							
Encounters with other people ²	51.01 ^a	66.59 ^{ab}	68.90 ^{ab}	77.26 ^b	3.05	.028	.14
Perception of crowding ³	2.71 ^a	2.51 ^{ac}	2.05 ^{bc}	1.67 ^b	7.45	< .001	.20
Maximum tolerance for encountering other people (norm) ⁴	123.45 ^a	135.15 ^a	251.99 ^b	298.44 ^{ab}	9.15	< .001	.26
Overnight Users							
Encounters with other people ²	--	70.98 ^a	92.55 ^b	133.49 ^c	16.49	< .001	.24
Perception of crowding ³	--	3.59 ^a	2.95 ^b	3.20 ^{ab}	5.69	.004	.13
Maximum tolerance for encountering other people (norm) ⁴	--	106.97 ^a	175.62 ^b	189.89 ^{bc}	5.23	.006	.16

¹ Means with different letter superscripts differ at $p < .05$ using Tamhane's T2 post-hoc tests for unequal variances.

² Cell entries are mean numbers of people seen / encountered on users' most recent trip.

³ Cell entries are means on 9 point crowding scale of 1-2 "not at all crowded" to 3-4 "slightly crowded" to 5-7 "moderately crowded" to 8-9 "extremely crowded."

⁴ Cell entries are mean maximum numbers of people that users would accept seeing / encountering.

Section Summary. Taken together, results in this section showed that:

- Users considered the most important characteristics at this park were its cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for fee(s) paid (90%), courteousness of park staff (89%), and personal safety (87%). The least important attributes were public transportation to the park (22%), number of information / education programs or materials (52%), ease of movement or access (e.g., wheelchair, elderly, stroller; 52%), quality of information / education programs (56%), and facilities for groups (58%). Day users considered parking, group facilities, and public transportation to be more important. Overnight users considered fee(s) paid, presence and courteousness of staff, safety, signs with directions to the park, and quality of educational information to be more important. Almost all (97%) overnight users considered comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.

- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (57%). Users were most satisfied with the park’s cleanliness (98%), environment (96%), absence of litter (95%), facilities and services (93%), level of safety (90%), presence and courteousness of staff (86% to 89%), number and cleanliness of toilets / bathrooms (87% to 88%), parking (87%), and value for fee(s) paid (86%). Users were least satisfied with public transportation to the park (24%), but this did not apply for many users, as 67% of day users and 78% of overnight users selected neither satisfied nor dissatisfied for this characteristic. Satisfaction was also lower for information about conditions / hazards (59%), amount and quality of educational materials (62% to 63%), and ease of movement (e.g., wheelchair, stroller). OPRD should determine a target percentage for what level of satisfaction is acceptable versus what is unacceptable and deserves management attention (e.g., 50%, 70%). Day users were more satisfied with the group facilities and public transportation, whereas overnight users were more satisfied with the area’s cleanliness, lack of litter, level of safety, presence and courteousness of staff, fee(s) paid, number and condition of trails, and signs within and to this park. Overnight users were also satisfied with the comfort of campsites (94%) and shading provided by trees (80%). Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences. There were, however, several attributes that were important to users, but these users were only slightly satisfied with these attributes. These attributes included the amount and quality of information and education materials and programs, ease of movement and access in the park, and variety of things for youth to do.
- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (52%) and a large proportion were already encountering more people than they would tolerate in the park’s overnight use areas (42%). This suggests that crowding at the overnight use areas is high and although it is probably not exceeding social carrying capacity yet, it may be trending in that direction and use should be studied to see if increases are expected, allowing management to anticipate future problems.

- Users who completed questionnaires on the telephone considered several of the park's attributes to be much more important compared to those who completed questionnaires using the other approaches (i.e., mail, internet, onsite). In terms of their satisfaction with some of these attributes, users who completed questionnaires on the telephone also responded differently than those who completed questionnaires using the other methods. Finally, people who completed questionnaires on the telephone reported the highest encounters and maximum tolerance limits, and among the lowest levels of crowding. Although sample sizes for the telephone surveys were lower than the other approaches, these types of discrepancies among approaches cast concerns about the validity of some results from the telephone survey mode.

Attitudes about Management Strategies

Several items in the questionnaires examined user attitudes about possible management strategies at Champoeg State Heritage Area. Users were asked, for example, the extent they opposed or supported several potential new strategies for this park. Table 44 shows that the most strongly supported strategies were to provide more opportunities at the park for viewing wildlife (79%), offer more hiking opportunities (74%), give more chances for escaping crowds of people (67%), provide more recycling containers (65%), construct natural buffers to block views of development outside the park (63%), and require that dogs are kept on leash at all times (62%). The least supported strategies were to provide downloadable mobile phone applications about the park (22%), offer wireless internet access in the park (30%), keep things as they are now and not change anything (39%), provide more group picnic areas (40%), make the park more pet friendly (43%), and provide more enclosed shelters (43%).

Day users were significantly more supportive of providing more recycling containers, trash cans, enclosed shelters, and group picnic areas, as well as better maintenance of facilities and restoring the park to its historical conditions (Table 44). Overnight users were more supportive of wireless internet access, requiring dogs to be kept on leash, and using natural buffers to block views of development. Overnight users were also asked to rate their support of nine additional strategies specifically related to lodging and camping in the park, and the majority of these users only supported providing campsites accommodating both RV and tent camping (65%) and adding

more space between campsites (61%). They were least supportive of providing more group camping areas (29%), walk in campsites (31%), and cabins without bathrooms (40%).

Table 44. Comparison of day and overnight user attitudes about management at the park

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
More opportunities for viewing wildlife	79	78	79	0.07	.790	.01
More opportunities for hiking	74	72	74	0.83	.362	.03
More opportunities for escaping crowds	67	66	67	0.01	.965	.00
More recycling containers	66	57	65	8.94	.003	.09
Natural buffers block view of development	62	69	63	5.16	.023	.07
Require dogs be kept on leash at all times	61	70	62	9.90	.002	.09
Restore to historical conditions	58	49	57	7.72	.005	.08
More info / education (nature, history)	56	55	56	0.39	.533	.02
More paved trails	54	57	55	0.81	.369	.03
Trails linking park to communities	56	52	55	1.35	.245	.03
More trash cans	54	44	53	11.30	.001	.10
Better maintenance / upkeep of facilities	49	42	48	5.65	.017	.07
More opportunities for mountain biking	46	41	46	3.61	.057	.06
More programs led by rangers	44	50	45	3.55	.060	.06
More enclosed shelters	44	32	43	18.70	< .001	.13
Make park more pet friendly	43	41	43	0.25	.620	.02
More group picnic areas	42	25	40	38.41	< .001	.18
Do not change anything / keep as is	39	41	39	0.74	.391	.03
Wireless internet access in park	27	50	30	66.06	< .001	.24
Downloadable mobile phone applications	22	21	22	0.10	.751	.01
Campsites with both RV and tent camping ^c	--	65	--	--	--	--
More space between campsites ^c	--	61	--	--	--	--
More cabins with bathrooms ^c	--	44	--	--	--	--
More yurts without bathrooms ^c	--	43	--	--	--	--
More yurts with bathrooms ^c	--	43	--	--	--	--
More tent camping in campgrounds ^c	--	42	--	--	--	--
More cabins without bathrooms ^c	--	40	--	--	--	--
More walk in / cart in campsites ^c	--	31	--	--	--	--
More group camping areas ^c	--	29	--	--	--	--

^a Cell entries are percentages (%) of users whose response was “support” or “strongly support.”

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c Only asked in questionnaires of overnight users, not day users.

Table 45 compares user attitudes toward these management strategies among the various survey approaches, and only 13 of 49 possible comparisons showed statistically significant differences among these approaches. The effect sizes, however, were all minimal or weak, as they were all below .20 and there were no patterns in these differences among survey modes.

Table 45. Comparison of survey approaches for user attitudes about management at the park

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
More opportunities for escaping crowds	70	65	67	52	5.48	.140	.11
More opportunities for viewing wildlife	82	77	79	70	3.90	.272	.09
More group picnic areas	50	34	38	33	12.61	.006	.16
More opportunities for mountain biking	51	38	44	58	8.52	.040	.13
More opportunities for hiking	74	78	72	69	1.81	.613	.06
More paved trails	58	51	51	54	2.07	.558	.07
More trash cans	59	48	50	57	5.21	.157	.10
More recycling containers	70	66	61	60	3.50	.321	.08
More info / education (nature, history)	55	57	58	58	0.27	.966	.02
More programs led by rangers	43	42	45	53	1.50	.682	.06
Wireless internet access in park	30	20	32	27	5.49	.139	.10
Downloadable mobile phone applications	24	16	24	23	3.25	.354	.08
More enclosed shelters	43	42	45	56	2.80	.424	.07
Better maintenance / upkeep of facilities	51	47	51	43	1.30	.727	.05
Require dogs be kept on leash at all times	60	63	54	80	9.24	.026	.13
Make park more pet friendly	48	32	43	53	10.01	.018	.14
Trails linking park to communities	57	52	60	51	2.03	.567	.06
Natural buffers block view of development	63	62	63	55	1.04	.791	.05
Restore to historical conditions	64	52	49	65	9.36	.025	.14
Do not change anything / keep as is	41	39	36	26	3.60	.308	.08
Overnight Users							
More opportunities for escaping crowds	--	65	69	66	0.80	.670	.04
More opportunities for viewing wildlife	--	78	79	77	0.28	.872	.02
More group picnic areas	--	20	26	33	7.74	.021	.11
More opportunities for mountain biking	--	35	43	49	8.07	.018	.11
More opportunities for hiking	--	74	70	70	1.27	.530	.04
More paved trails	--	56	62	49	6.22	.054	.10
More trash cans	--	41	49	40	3.75	.153	.08
More recycling containers	--	60	57	53	2.38	.304	.06
More info / education (nature, history)	--	59	49	56	4.73	.094	.09
More programs led by rangers	--	51	47	51	1.17	.557	.04
Wireless internet access in park	--	45	59	46	11.66	.003	.13
Downloadable mobile phone applications	--	17	25	21	4.28	.118	.08
More enclosed shelters	--	27	36	35	5.80	.055	.09
Better maintenance / upkeep of facilities	--	42	44	38	1.10	.576	.04
Require dogs be kept on leash at all times	--	70	64	81	11.39	.003	.13
Make park more pet friendly	--	40	39	47	2.32	.313	.06
Trails linking park to communities	--	50	53	57	2.18	.335	.06
Natural buffers block view of development	--	72	70	60	6.13	.051	.10
Restore to historical conditions	--	48	47	57	3.71	.150	.08
Do not change anything / keep as is	--	47	40	30	8.89	.012	.12
More space between campsites ^b	--	63	63	55	3.06	.217	.07
More walk in / cart in campsites ^b	--	29	25	44	13.88	< .001	.15
More tent camping in campgrounds ^b	--	40	33	60	26.44	< .001	.20
Campsites with both RV and tent camping ^b	--	65	63	66	0.32	.853	.02
More cabins without bathrooms ^b	--	38	39	47	2.79	.248	.07
More cabins with bathrooms ^b	--	42	44	45	0.41	.817	.03
More yurts without bathrooms ^b	--	40	41	53	6.55	.038	.10
More yurts with bathrooms ^b	--	41	44	45	0.85	.655	.04
More group camping areas ^b	--	27	27	36	4.47	.107	.09

^a Cell entries are percentages (%) of users whose response was "support" or "strongly support."

^b Only asked in questionnaires of overnight users, not day users.

A number of additional questions related to management of facilities and services were asked in questionnaires completed only by *overnight users*. One question, for example, asked overnight users what power supply they would require if they were to stay at a RV or tent campsite. Table 46 shows that the majority of these users (52%) would need 30 amps, 22% need no power, and 21% would need 50 amps. Few users (4%) would need 100 amps. There were no statistically significant differences in responses to this question among the various survey approaches.

Table 46. Overnight user power supply needs

	Survey Approach (%) ^a			Total
	Mail	Internet	Telephone	
30 amps	52	54	49	52
50 amps	17	22	29	21
100 amps	4	4	6	4
No electric power needed	27	20	16	22

^a Cell entries are percentages (%) of overnight users who require this type of power supply.
 $\chi^2 = 10.32, p = .112, V = .09$.

Overnight users were also asked several questions about the Oregon State Parks reservation systems. First, these users were asked what reservation systems they used for their most recent overnight trip to Champoeg State Heritage Area. Table 47 shows that 64% of overnight users reserved their visit using the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Users who completed questionnaires on the internet were slightly more likely to use the internet reservation system. Second, users were asked to report their satisfaction with the reservation system, which was high with 87% satisfied and only 13% not satisfied (Table 47). In addition, the highest proportion of users was “very satisfied” (49%). There were no differences in this satisfaction among the various survey modes. Third, overnight users were asked how far in advance they believed that site reservations should be allowed to be made. Table 47 shows that the majority of overnight users (54%) believed that reservations should be made between six and nine months in advance, with the highest proportion believing that reservations should be made six months in advance (27%). There was a difference among survey modes, as a higher proportion of users who completed questionnaires on the telephone believed that reservations should be made nine months in advance.

Table 47. Overnight user reactions to the reservation systems

	Survey Approach (%)			Total	χ^2 value	<i>p</i> value	Cramer's <i>V</i>
	Mail	Internet	Telephone				
Type of reservation system used					31.87	< .001	.13
Internet reservation system	62	73	64	66			
Telephone reservation system	27	26	24	26			
Did not make the reservation	11	1	12	8			
Satisfaction with reservation system					7.48	.486	.07
Very Satisfied	47	49	53	49			
Satisfied	39	39	36	38			
Dissatisfied or Neutral	14	12	11	13			
How far in advance reservation should be allowed to be made					42.71	.005	.17
1 month	7	7	9	7			
2 months	5	6	4	5			
3 months	12	10	7	10			
4 months	2	3	1	2			
5 months	2	1	0	1			
6 months	28	29	20	27			
7 months	1	1	1	1			
8 months	3	1	1	2			
9 months	20	19	40	24			
10 months	1	2	1	2			
11 months	3	3	0	2			
12 months	17	17	18	17			

Section Summary. Taken together, results in this section showed that:

- Users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (79%), offer more hiking opportunities (74%), give more chances for escaping crowds of people (67%), provide more recycling containers (65%), construct natural buffers to block views of development outside the park (63%), and require that dogs are kept on leash (62%). The least supported strategies were to provide downloadable mobile phone applications about the park (22%), offer wireless internet access in the park (30%), keep things as they are now and not change anything (39%), provide more group picnic areas (40%), make the park more pet friendly (43%), and provide more enclosed shelters (43%). Day users were more supportive of providing more recycling containers, trash cans, enclosed shelters, and group picnic areas, as well as better maintenance of facilities and restoring the park to its historical

conditions. Overnight users were more supportive of wireless internet access, requiring dogs to be kept on leash, and using natural buffers to block views of development.

- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (65%) and adding more space between campsites (61%). They were least supportive of providing more group camping areas (29%), walk in campsites (31%), and cabins without bathrooms (40%). The majority of these overnight users (52%) would need 30 amps of power, 22% would need no power, and 21% would need 50 amps. Few users (4%) would need 100 amps.
- In total, 64% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Satisfaction with the reservation system was high, as 87% were satisfied and only 13% were not satisfied, and the highest proportion of overnight users was “very satisfied” (49%). The majority of overnight users (54%) believed that reservations should be made between six and nine months in advance, with the highest proportion believing that reservations should be made six months in advance (27%).
- Responses to these management actions did not vary much among survey approaches. Although there were some statistically significant differences among survey modes, the effect sizes were minimal or weak and there was no clear pattern in these differences.

Sociodemographic Characteristics of Users

Table 48 shows demographic characteristics of users. There were a few more female (59%) than male (41%) users at Champoeg State Heritage Area, and there were no statistically significant differences in proportions of males and females between day and overnight users. The average age of respondents was 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (23%). Average age also did not differ between day and overnight users. Almost all respondents were white (i.e., Caucasian; 93%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), Asians (1%), and American Indians (1%). Almost all users (99%) considered English as the primary language both of themselves and in their homes. There were no differences in ethnicity and language between day and overnight users.

Table 48. Comparison of day and overnight user demographic characteristics

	User Group ^a			χ^2 or <i>t</i> value	<i>p</i> value	Effect size ϕ or r_{pb}
	Day Users	Overnight Users	Total ^b			
Gender				1.94	.164	.04
Female	58	62	59			
Male	42	38	41			
Age				18.57	.010	.12
Less than 20 years old	1	0	1			
20 – 29 years	8	5	8			
30 – 39 years	19	16	18			
40 – 49 years	20	23	20			
50 – 59 years	23	25	23			
60 – 69 years	18	24	19			
70 – 79 years	8	7	7			
80+ years old	3	1	3			
Average age (mean years)	50	51	50	1.59	.112	.05
Ethnicity				14.39	.056	.11
White (Caucasian)	93	95	93			
Black / African American	1	0	1			
Hispanic / Latino	2	1	2			
Asian	1	2	1			
American Indian / Alaska Native	0	1	1			
Other	3	1	3			
Language of respondent				1.22	.545	.03
English	99	99	99			
Other	1	1	1			
Language spoken most often at home				1.87	.599	.04
English	99	99	99			
Other	1	1	1			

^a Cell entries are percentages (%) unless specified as means or averages.

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

Tables 49 and 50 illustrate that only one of the 10 comparisons showed statistical differences in these demographics among the various survey approaches, suggesting that these survey modes are basically equivalent in terms of demographic representation.

Table 49. Comparison of survey approaches for *day user* demographic characteristics

	Survey Approach ^a				χ^2 or F value	<i>p</i> value	Effect size Cramer's V or η
	Onsite	Mail	Internet	Telephone			
Gender					7.85	.051	.12
Female	52	66	59	64			
Male	48	34	41	36			
Age					44.04	.002	.17
Less than 20 years old	0	1	1	4			
20 – 29 years	9	6	13	6			
30 – 39 years	20	14	21	21			
40 – 49 years	26	14	19	11			
50 – 59 years	21	29	22	21			
60 – 69 years	17	21	16	23			
70 – 79 years	7	7	8	11			
80+ years old	1	8	0	4			
Average age (mean years)	48.48 ^a	53.75 ^b	47.27 ^{ac}	51.91 ^{abc}	5.35	.001	.17
Ethnicity					16.84	.329	.10
White (Caucasian)	92	93	95	92			
Black / African American	1	0	0	3			
Hispanic / Latino	3	1	1	0			
Asian	1	1	0	0			
American Indian / Alaska Native	0	0	0	3			
Other	2	4	5	3			
Language of respondent					2.21	.529	.06
English	99	100	99	100			
Other	1	0	1	0			
Language spoken most often at home					8.78	.458	.08
English	99	99	98	100			
Other	1	1	2	0			

^a Cell entries are percentages (%) unless specified as means or averages. Means with different letter superscripts differ at $p < .05$ using Scheffe post-hoc tests for equal variances.

Table 50. Comparison of survey approaches for *overnight user* demographic characteristics

	Survey Approach ^a			χ^2 value	<i>p</i> value	Cramer's <i>V</i>
	Mail	Internet	Telephone			
Gender				0.67	.717	.03
Female	61	64	62			
Male	39	36	38			
Age				15.18	.366	.10
Less than 20 years old	1	0	1			
20 – 29 years	4	4	8			
30 – 39 years	15	18	15			
40 – 49 years	24	22	22			
50 – 59 years	21	28	26			
60 – 69 years	26	23	21			
70 – 79 years	8	5	6			
80+ years old	2	1	1			
Average age (mean years)	52.29	51.07	50.20	1.29	.277	.06
Ethnicity				14.16	.291	.11
White (Caucasian)	96	95	94			
Black / African American	0	0	1			
Hispanic / Latino	1	0	2			
Asian	1	2	2			
American Indian / Alaska Native	0	2	0			
Other	1	1	2			
Language of respondent				3.98	.408	.05
English	99	100	99			
Other	1	0	1			
Language spoken most often at home				3.75	.441	.04
English	99	100	99			
Other	1	0	1			

^a Cell entries are percentages (%) unless specified as means or averages.

Table 51 shows that 89% of users lived in Oregon, 5% resided in Washington State, and 2% were from California. Among park users, 42% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>, <http://www.traveloregon.com/Explore%20Oregon.aspx>), 39% lived in the Willamette Valley region, and 1% or fewer lived in each of the other five regions of the state (i.e., Coast, Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (35%), whereas day users were evenly split between the Portland Metro and Willamette Valley regions (both 43%). Almost all day users lived in Oregon (92%), Washington State (4%), or California (2%). Fewer overnight users resided in Oregon (69%), whereas more lived elsewhere such as Washington State (13%), California (8%), and British Columbia, Canada (6%).

Table 51. Respondent location of residence

	Day Users (%)	Overnight Users (%)	Total (%) ^a
Country			
USA	100	94	99
Canada	0	6	1
State			
Oregon ^b	92	69	89
Washington	4	13	5
California	2	8	2
British Columbia (Canada)	0	6	1
Idaho	1	1	1
Other	1	3	2

^a Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^b In total, 42% of park users resided in the Portland Metro region of Oregon, 39% lived in the Willamette Valley, and 1% or fewer lived in each of the other five regions of the state (i.e., Coast, Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (35%), whereas day users were evenly split between the Portland Metro and Willamette Valley regions (both 43%).

Table 52 shows that over 92% of park users had a computer with internet access at home (only 8% did not) and 94% of these users had high speed internet at home (85% of all park users). There were no differences between day and overnight users. In total, 81% of users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Again, there were no differences between day and overnight users. Of those who had a disability, the most common was associated with walking (14% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 2% had impaired sight.

Table 52. Comparison of day and overnight user other characteristics

	User Group ^a			χ^2 value	<i>p</i> value	Effect size ϕ
	Day Users	Overnight Users	Total ^b			
Computer with internet				8.34	.005	.08
Yes ^c	92	96	92			
No	8	4	8			
Disability in group				0.01	.934	.00
No	80	81	81			
Yes ^d	20	19	19			

^a Cell entries are percentages (%).

^b Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

^c Percent of those who have high speed internet access = 94% of those with computers, 85% of all users

^d Types of disabilities: walking = 14%, hearing = 3%, learning = 2%, sight = 2%, other = 2%

Table 53 compares these responses among the various survey approaches and shows that there were no substantive differences among survey modes, other than slightly fewer overnight users

who completed questionnaires by mail had computers with internet access at home. The effect size of .17, however, suggests that this difference is minimal or weak.

Table 53. Comparison of survey approaches for day and overnight user other characteristics

	Survey Approach ^a				χ^2 value	<i>p</i> value	Effect size Cramer's <i>V</i>
	Onsite	Mail	Internet	Telephone			
Day Users							
Computer with internet					7.51	.057	.11
Yes	92	89	97	89			
No	8	11	3	11			
Disability in group					1.16	.772	.05
No	80	82	83	77			
Yes	20	18	17	23			
Overnight Users							
Computer with internet					21.94	< .001	.17
Yes	--	92	99	98			
No	--	8	1	2			
Disability in group					1.31	.520	.04
No	--	81	79	84			
Yes	--	19	21	16			

^a Cell entries are percentages (%).

Section Summary. Taken together, results in this section showed that:

- There were a few more female (59%) than male (41%) users at this park.
- The average age of users was approximately 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (23%).
- Almost all respondents were white (i.e., Caucasian; 93%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), Asians (1%), and American Indians (1%).
- Almost all respondents (99%) considered English as their primary language both of themselves and in their homes.
- Over 89% of users lived in Oregon, 5% resided in Washington State, and 2% were from California. Among park users, 42% resided in the Portland Metro region of Oregon, 39% lived in the Willamette Valley, and 1% or fewer lived in each of the other five regions of the state (i.e., Coast, Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (35%), whereas day users were evenly split between the Portland Metro and Willamette Valley regions (both 43%). Almost all day users lived in Oregon (92%), Washington State (4%), or California

(2%). Fewer overnight users were from Oregon (69%), whereas more lived elsewhere such as Washington State (13%), California (8%), and British Columbia (6%).

- Over 92% of users had a computer with internet access at home and 94% of these users had high speed internet at home (85% of all park users).
- In total, 81% of park users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (14% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 2% had impaired sight.
- There were no major or substantive differences in these sociodemographic characteristics between day users and overnight users, and among the various survey approaches.

RECOMMENDATIONS

Management Recommendations

Based on these results from surveys of day and overnight users, the following recommendations, in no particular order, are proposed for management of Champoeg State Heritage Area:

- Almost all day and overnight users traveled to this park in their own vehicles (89%), so adequate parking is important and should be considered in planning and management.
- Approximately one third of users (29%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags, signs specifying regulations or restrictions), especially in the overnight camping areas because more overnight users brought dogs (38%). Managers may also want to consider implementing policies that dogs are kept on leash given that 62% of users supported this strategy and only 43% supported making the park more pet friendly.
- Almost all users (97%) were satisfied with their experiences and the conditions at this park, and almost all park attributes were in the “keep up the good work” category, indicating that users thought staff were doing a good job managing this park. Satisfaction, however, was consistently lower for amount and quality of information and education materials and programs (59% to 63%). Managers may need to evaluate education information that is being disseminated to users to ensure it is meeting their needs.

- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 64%). Given that over 38% of park visitors were over the age of 60 and 19% of users had disabilities (14% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- Overnight users encountered more people than day users did, but would not tolerate seeing more people than day users. In addition, 52% of overnight users felt crowded at the park and 41% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is “high normal” where these areas have probably not exceeded social carrying capacity yet, but may be trending in that direction and use should be studied to see if increased use is expected, allowing management to anticipate problems. Monitoring and management of park use levels is needed, especially given that 69% of users were motivated to visit this park to escape crowds and 67% supported the provision of more opportunities for escaping crowds.
- Over 60% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (79%), offer more hiking opportunities (74%), give more chances for escaping crowds of people (67%), provide more recycling containers (65%), construct natural buffers to block views of development outside the park (63%), and require that dogs are kept on leash (62%). A majority of overnight users also supported providing campsites accommodating both RV and tent camping (65%) and adding space between campsites (61%). Managers may want to consider some or all of these strategies.
- In total, 92% of park users had a computer at home with internet access and 85% of users had high speed internet access at home. The largest proportion of users (63%) also depended on official internet websites as the first primary source of obtaining information about state parks such as Champoeg State Heritage Area, and the majority of overnight users (66%) reserved their spot at this park using the online / internet reservation system. Given these results, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Appendix A is a listing of 1,165 verbatim open ended positive comments (268 comments, 7 pages) and negative comments and suggestions for improvement of Champoeg State

Heritage Area (897 comments, 22 pages). Many comments may provide insights for future planning and management. The most common concerns involved: (a) lack of shading, spacing, and privacy in the overnight areas, which caused users to be too hot and overcrowded; (b) need three more holes, more garbage containers, better lawn mowing, and more concrete tee pads on the disc golf course; (c) want an area for swimming, especially in the river; (d) problems with reservation systems, especially on the internet; (e) distance of the yurts to the bathrooms and lack of lighting along the path, and distance of the yurts to parking (several users suggested providing carts to transport luggage); (f) need a playground or play area for children; (g) off-leash dogs and noise from barking dogs, especially in overnight areas; (h) want more campsites and RV sites (especially with full hook-ups); (i) the amount of poison oak, weeds, and ground holes (from moles, mice, rats) causing a potential safety hazard; (j) need more trails; and (k) lack of clean bathrooms with some facilities (e.g., toilets, showers, doors) in a state of disrepair.

Methodological Recommendations

Based on these results, the following recommendations are proposed for future data collection efforts at this and other state parks:

- The questionnaires were quite lengthy and several respondents (especially those who completed them on the internet) commented on their length. Several questions could be deleted due to redundancy, lopsided responses that reflect common sense, and inability for a management response to address user answers. Questions that could be deleted or changed include: question 3 (delete item “geocaching or orienteering”), question 5 (delete), question 6 (delete items “to explore a new area,” “because I have been here before,” “because it reminds me of my childhood experiences” because they are redundant with question 1), questions 13 and 14 (condense items “variety of things for adults to do” and “variety of things for youth to do” into a single item “variety of things to do”), questions 13 and 14 (delete item “public transportation to this park”), question 15 (move to end of questionnaire and integrate with final comments section), question 21 day user and question 26 overnight user (delete), question 21 overnight user (delete), question 24 overnight user (delete), question 27 day user and question 32 overnight user (delete), question 28 day user (delete), question 29 day user (delete), question 30 day user and question 33 overnight user (delete), and questions 34 and 35 day users and questions

37 and 38 overnight users (condense into a single question). It is important, however, to tailor questionnaire items to specific parks if these instruments are adopted elsewhere.

- For 223 of 321 (69%) possible comparisons of respondent answers among the various survey approaches (i.e., onsite, mail, internet, telephone) there were no statistical differences among approaches. There were, however, differences for 31% of these comparisons and in almost all of these cases responses were statistically equivalent across the onsite, mail, and internet survey approaches, but were different compared to those who completed questionnaires on the telephone. Given: (a) these discrepancies, (b) the small sample sizes and low response rates from the telephone surveys, and (c) issues with some personnel at Reservations Northwest administering these telephone questionnaires (e.g., only one attempt instead of five for most telephone numbers, deliberately not asking questions), strict quality control measures must be implemented and enforced if Reservations Northwest is used to administer future telephone questionnaires.
- The onsite survey method was clearly the most successful in terms of sample size, response rate, and response accuracy for obtaining information from day users. Although onsite surveys can be costly and time consuming, the approach used here by having volunteers (e.g., Camp Hosts) administer questionnaires and collect data was quite successful. It is important, however, to carefully train and continually monitor these field personnel to ensure adequate sample sizes, response rate, and questionnaire completion.
- The mail survey method was the most successful in terms of sample size, response rate, and accuracy for obtaining information from overnight users. Mail surveys, however, can be costly in terms of financial and personnel obligations, especially if multiple printings and mailings are used to increase sample sizes and response rates, and data are entered manually into software. Given that the internet survey yielded similar, albeit slightly smaller, sample sizes and response rates coupled with the fact that internet surveys are less costly (financial, personnel), internet approaches may be an alternative. It is important, however, to maintain the strictest rigor when implementing internet surveys (e.g., unique ID numbers to control sample selection, multiple email contacts to increase response rates and sample sizes, websites that do not allow repeated access once a questionnaire has been completed). There are texts discussing steps for implementing rigorous and successful internet surveys (e.g., Dillman, 2007; Vaske, 2008).

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APPENDIX A: OPEN-ENDED COMMENTS

Positive Comments

- There was a group that was loud and drinking beer and someone on a golf cart (maybe park host or ranger) got this group to leave who were loud and using foul language, and it was handled very well without much confrontation.
- All good.
- Already a very pleasant park.
- Keep up the good work with the beauty and cleanliness of the grounds!
- Personnel were very helpful and cooperative.
- We had a very good time at group camp.
- Everything is good.
- Everything seems great.
- Great area, keep it up!
- Happy how it is now.
- Happy with the way it is.
- I am happy with the park. I bird here in the spring and hike with friends every winter on the bike trail to Butteville. I am really please that state parks owns the Butteville store and have brought my 90 year old friend there for lunch twice - then visited the visitor's center and dar house once and the newell house the other time.
- I believe it can't get any better. It is one of the best state parks that we stay at.
- I feel it is very important. I brought my grandkids and the volunteer took about an hour showing them around and explaining about things. We went to the garden and they got to dig up spuds and carrots. It was a blast to watch them when they putted a carrot out of the ground and got to was it off and eat it. We also learned about people that lived in the area before us. Had a great time and want to come back again.
- No more to comment on. This is shangri la.
- I like how it is now.
- We love the heritage garden though! The visitor center remodel was well done.
- I like the park as is, calm and peaceful. Doesn't attract a lot of obnoxious visitors.
- I think it's beautiful.
- I think it's very nice the way it is.
- I think it's great the way it is.
- I thought everything was perfect--just keep it that way.
- I was very happy to see the improvement to the bike/hike trail toward Butteville.
- I'm a novice who lives by Mt. Tabor. I don't visit this park very often. I like it the way it is, but thank you for asking.
- It was lovely. Can't think of an improvement.
- It was very nice.
- It's all good.
- It's ok.
- It's a wonderful park to play and relax at.
- Keep doing the same thing! It's great!
- Keep it the way it is.
- Like it as is.
- Loved how the bike trail was redone recently and the respondent kept thanking the parks for that "thank you thank you thank you"
- Loved it! Quiet - beautiful bike trails - not too many people -- keep it up!
- Nice the way things are.
- No complaints!
- Very pleased with park, very clean sites real roomy, nice for more full hook-ups.
- Nothing needs improvement, from my experience there.
- Ok as is.
- Our recent trip lasted 10 weeks. Champoeg was one of the best experiences we had. Don't change anything.

- Our wedding and reception were perfect. We really loved holding it at this park. The rangers were very helpful and pleasant. I can think of anything we would change. Thank you!
- Overall good experience.
- People that were participating in the history of the programs were very knowledgeable.
- Rangers were really good and able to speak to the whole crowd of all age levels.
- Seems fine.
- The park is fine as is. Very comfortable.
- The park was very satisfactory.
- There's not much to improve on.
- Very nice park - only here 1x/year for dog show.
- We had a great time.
- We loved the park - campgrounds were beautiful, clean, spacious - camp hosts wonderful, we liked the disc golf course.
- Accessible, good facilities, managing people, good trails, lots to do outside.
- Keep up hard work making Champoeg a beautiful park.
- Nice sized park, even when full doesn't seem crowded.
- Rangers were very helpful.
- The hiker/biker campsite was great because we didn't need a reservation.
- The park is wonderful.
- The park was wonderful. My grandkids had a wonderful time camping, riding their scooters, walking.
- This park is one of the best state parks, along with Fort Stevens. Very welcomed by the park.
- We loved the vastness of the park. It was shady and beautiful.
- We really enjoyed our camping trip.
- The visitor's center was very nice and the interpreters there were great.
- Well, get more word out about it i guess. It's such a beautiful place and I'd be more than willing to share it with people. Hosting events is a good thing. I always loved our cross country race here, church picnics and such.
- The improved trails were nicer; nice to have more in-depth educational programs.
- "Oregon state parks are beautiful!"
- A lovely park, but we were just passing through. Would like to come back again and explore the area and sample some local produce.
- Appreciate the paved trails for wheelchairs.
- Beautiful and so close to our home. Plan to bring out of state guests soon.
- Beautiful park, always enjoy it. Your walking/biking/hiking paths are wonderful.
- Very courteous staff at the park and we love your firewood and its packaging. Keep up the awesome work. We will be back next year.
- Beautiful park.
- Love the pie from the Butteville store.
- Bottom line - we love the park.
- Had an amazing time and will be visiting again.
- Champoeg is a fantastic park and a real asset to the state and local area. We are very happy to live so close to the park and often visit it to attend one of the special historical events held there.
- Thank you for conducting this survey.
- Champoeg is a lovely state park with lots to offer. I wish i had planned to stay longer and/or had children with me. I know they would have like all it had to offer.
- Champoeg is a very special place. I have been going there for 40 + years. It has always been well managed. I visit many Oregon state parks every year for many years. I take my own wife and small children, my classes of students (middle school), elderly and disabled relatives, visitors from near and far, a real variety of people who always have a good experience.
- Champoeg is one of Oregon's treasures. It is an extraordinary park with beautiful scenery in a quiet, natural setting.
- Champoeg is very clean and one of the best parks we have visited.
- Champoeg state heritage area as well as all other Oregon state parks we've visited have left us completely satisfied. Thank you.

- Champoeg was the easiest park to make a reservation at; was an out-of-towner from Wisconsin and said that Oregon was beautiful and the state parks in general were just marvelous, just marvelous!
- The main reason me and my family chose Champoeg was because of location and they had just the best time!
- Campsite was beautiful.
- Overall me and my family were pretty satisfied.
- Continue to think that Oregon state parks are the best in the country.
- Definitely Oregon's best state park of its many excellent state parks. It is unique for its size and open space.
- This survey is an excellent program and demonstrates that you are proactive in always looking at improvements with foresight while also looking for input good or bad.
- Definitely our favorite holiday destination! Would love to spend more time exploring the area, especially by canoe. I personally find the history and archaeology of the area fascinating--it's amazing to think that 200 years ago fur traders and early explorers were travelling between here and my hometown in central Saskatchewan!
- Doing great. Keep up the good work.
- Enjoyed it very much.
- Enjoyed our visit and plan to return soon.
- Enjoyed our visit very much and learning about the earlier settlers and all the many things they accomplished.
- Enjoyed period actors/ interpreters.
- Enjoyed the visit, glad I stayed.
- Excellent park.
- Fabulous park; recently became a single mom and stayed in a cabin and it was a huge accomplishment because single moms usually don't get out and do those things and staying in the cabin with kids was great!
- First trip to Oregon state park and doesn't know why we hasn't been to a state park before after going to Champoeg, Just loved it, gorgeous!
- Go every year, spend five days at a time, love it, enjoyed new information about archeological dig at info center and love the books at info center, occasionally buy books.
- Have been going to Champoeg for more than 10 years, this most recent trip was "amazingly quiet" considering amount of families and children.
- Good job, you guys, given all the obstacles you face. Thanks for the work.
- Good location to visit family.
- Great campsites and very courteous folks.
- Great park.
- Great park.
- Great park.
- Great park. One of the nicest we've been to overall. Great trails and history.
- Great place for a reunion.
- Great place!
- Greatly enjoyed this location and its bike paths.
- Had a great experience at the Visitor Center.
- Had a great time.
- Had a great time.
- Had a great time. Thanks.
- Had a really nice time.
- Had a wonderful time.
- Haven't spent much time here yet but visitors center was very nice and i liked the info. The re-enactor was very outgoing and interesting.
- I annually come to Oregon, as it is my favorite state, but i stay in private RV parks. This year I stayed at 5 state parks and found them superior to the private parks. State camping sites are well planned, clean washrooms and showers, and excellent ranger support and activities. In future I will stay at state camping sites and have highly recommended them to my friends. Champoeg is the best of all!
- I enjoyed my stay.
- I felt like there were less people around me than there probably was in actuality. That's good!
- I have a great time every time I am here. Thank you.

- I love Champoeg park. I go there often. Thank you for keeping it beautiful.
- I like the Willamette valley bike trail that begins at Champoeg.
- I really enjoy the disc golf course.
- I really enjoyed my cabin: the views, the screens, the simple furnishings. And I loved the accessible shower room. I hope to come back with my family at some point.
- I really enjoyed the changes at the history museum...the exhibits were different from 2 years ago. Also, the book shop was nice...lots of good books on Oregon and Pacific Northwest history. Also, I had the chance to see a film about steamboats on the Willamette river. Champoeg truly is a wonderful place to visit.
- I really liked the park.
- I very much liked the shows put on by the volunteers there about the history of the area -- very well done!
- Impressed with the park and facilities.
- It is a great park. I'll be bringing a group of boy scouts through there on their 50 mile bike ride. We also have family reunions there every couple of years.
- It is a wonderful place to get away. We come there every summer.
- It was a very pleasant experience. Thank you.
- Outside of the campsite areas, I thought the park was one of the prettiest I'd ever been to in Oregon. Really nice trails, etc. And the river views were great.
- It was very nice.
- It's a great park and reasonably priced. You have peace and quiet with access to shopping nearby and also Portland for any other needs. I like the country setting.
- It's a great place.
- It's a wonderful place to bike or hike.
- Keep up the good work.
- Keep up the good work. I'm impressed that the state cares.
- Keep up the great work.
- Keep up the great work!
- Like the spaciousness of the B loop, everything clean and well kept. People very friendly.
- Liked the big sequoia trees; one of the things really liked about the park is the agricultural activity and appropriate; grew up in Oregon and grew up with heritage in Oswald West and the state parks are a great treasure of Oregon,
- Love Champoeg park, have been going since I was 8 years old.
- Love long bike trails. Enjoy ranger programs.
- Love the disc golf and the geocaching! Please keep these two features they are what make this park special for us. We also love the kayaking!
- Love the dog exercise area. Expand rather than contract.
- Love the park! It's the jewel of the Willamette valley.
- Love the park. It's a beautiful, well maintained facility. We use it often as a starting point for rides on local roads as well as within the park. Happy trails!
- Love the park.
- Love the variety of areas in park. Close to family. Easy for elderly to camp because of facilities. Great for children and bikes. Good history displays.
- Love the yurts! Love the Oregon park system overall!
- Love your park - it is always on our must stay list when traveling in Oregon!
- Loved it!
- Loved it! Everything about it was great. Enjoyed the camping and the history, especially the history presenters. Really loved the Butteville store!
- Loved it! It was clean and the camp hosts were friendly. We will definitely be returning. Next time for a longer visit. We really loved the free showers!
- Loved our stay, the camp was packed, but we never felt crowded and the facilities are so well laid out and accessible our group plans on booking campsites next year for the same timeframe. Beautiful area in and around the park.
- Loved the owl hike.
- Loves the Butteville store and thinks Champoeg is just fabulous.
- My wife and I very much enjoy the garden area here.
- Loved how quiet Champoeg was compared to the cove palisades

- Thinks Oregon state parks are some of the most beautiful in all of the states!
- Overall experience was great, great atmosphere.
- Overall, the park is in great shape and well taken care of. I am very happy to live close and be able to visit often. I come here 3-4 times/week.
- Park host was extremely helpful.
- Park rangers are informative and pleasant to deal with.
- Parks are critical for the quality of life in Oregon!
- Really enjoy myself every time I go to Champoeg, lives right between Champoeg and Silver Falls and thinks those are the two best parks!
- Really like the online system.
- Reason for trip was daughter's softball tournament, live in Washington and thinks Oregon state parks are the greatest and very well maintained, returning to Champoeg next year for the tournament and the whole team is going to try and book reservations to stay at Champoeg.
- Really nice park, never been, found on the internet, loved it!
- Respondent and family camps a lot, has never been to Champoeg and it's now one of their favorite parks!
- Love it!
- Respondent and his family really enjoyed themselves, foster parent.
- Respondent had a great time!
- Respondent has foster children and thinks the discount pass is a great thing! That's a huge plus for him and his family.
- Respondent has gone to Champoeg for the past 30 years and thinks the park is just great!
- Respondent is a host at Beverly beach, is dying to get into to Champoeg as a host.
- Respondent really enjoyed the visitor center.
- Respondent said they had a great time!
- Respondent thinks it's the greatest park ever!
- Respondent thought the shower facilities were really great!
- Special kudos to the rangers and museum. Rangers allowed us to move to a different site to help us to get closer to the dog walking area. They were very helpful. Ranger who did the oak tree presentation was very good. We will be back.
- State parks were excellent overall.
- Terrific visit, surprised how much information was there and the history, the children really loved.
- Thank you.
- Thank you all for your hard work. This is a very nice park and we're lucky to have it.
- Thank you for a wonderful visit as the park was clean and well kept. We will come back again as it is convenient to explore nearby communities (wine tasting, portland, etc.) While offering desired recreational opportunities right at the park/campground.
- Thank you for letting us use lawn sprinklers to keep the kids cool. They had so much fun. Some of the grownups walked through the sprinklers, too. It was very hot that weekend. We had a great time. Staff were very helpful in facilitating the wedding.
- Thank you hope to visit again soon.
- Thank you!
- Thank you!
- Thank you! We enjoy walking our dog there and always have her on a leash and this isn't a problem for us and she still gets great exercise (as do we!).
- Thank you. Nice park.
- Thank you. We enjoy the park for our family reunions.
- Thanks for a great stay!
- Thanks for a nice park.
- Thanks for wanting to hear our views on the matter at hand.
- Thanks for your help.
- Thank you! We will be back next year for our anniversary!
- The camping trip was a wonderful experience for my grandchildren (ages 4-10) and it was close to the house. It was a great way to show kids the beauty of Oregon, and, they got a dose of rain as well.
- The group RV area worked out beautifully for our family reunion. The staff was very helpful. We would come again!

- The guides were amazing - so friendly, so full with information. My children had a really great time and we appreciated it so much. We had an hour to kill and saw the road sign and decided to swing on it.
- The oak groves are lovely. Sitting here and listening to the birds is my favorite thing – especially in the winter when there's less people. This is a great place for families so I hope the funding enables the state to continue to support such a lovely and convenient park.
- The park host in our area was very nice and helpful.
- The park host was a very nice man. Always enjoyed talking to him as he made his rounds.
- The park is clean I like that.
- The park rangers and hosts in the a loop were very helpful and extremely accommodating.
- The park system is absolutely fabulous.
- Thinks Champoeg is a wonderful place to visit.
- This is a wonderful park. Thanks to all of the people that make and keep it that way!
- This is our very favorite state park in Oregon. Keep up the good work! And thank you!
- This park is a great place to come picnic, relax and enjoy time with the family. It is a good size park with lots of great thing to do and a place that you can bring your own yard games to enjoy, great for riding bikes, hiking and berry picking. Another perk is have some camping so close to home.
- We did immensely enjoy our time at Champoeg! Thanks!
- Very clean, park rangers were awesome!
- Very impressed with the park.
- Very interesting
- Very nice return trip, respondent and his wife really enjoy the park!
- Very pleased with our experience!
- Very supportive of the park system and its people. Very impressed with what we do with our parks.
- Visit as part of a longer trip. Very nice park. Appreciate the off-highway quiet location.
- Visit was very enjoyable. We will return.
- We always enjoy our stay at the park.
- We always love coming to Champoeg
- We appreciate Champoeg so very much.
- We enjoy Champoeg with our grandchildren. The visitor center and people are great.
- We enjoyed ourselves. It's a beautiful park close to home. We love the Butteville store too.
- We especially appreciate the ranger's assistance with check in and walking around at quiet hours. Very kind and helpful.
- We had a fabulous time. The park was clean and the staff we encountered was very friendly. A+++ for sure!
- We had a great time biking at the park with kids aged 5-8. Really look forward to coming back.
- We had a very pleasant trip. The park was beautiful and very spacious.
- We have a family reunion every year here and we enjoyed the park
- We have enjoyed camping at Champoeg more often than any other Oregon state park. The reasons are: the closeness, usually available campsites, state and national history, bike trails, frisbee golf course, the beauty and nature.
- We have enjoyed coming to the Champoeg state heritage area for over 10 years. We find the park has an excellent balance of camping, day use, biking and hiking trails. The information center and all the staff we have encountered are extremely informant and helpful. The park is also well maintained and spread out over such a large area that you never seem to be crowded. We enjoy how well the park blends into the neighboring farm fields and is maintained in the manor of a working farm. Overall Champoeg is a gem of a park and we love when the birds or deer become part of the camping experience. Keep up the great work! Thank you.
- We have in the past been camp hosts ourselves, and would like to say that the ones you have now at the park were most helpful and hard working. The rangers were also very available when one needed at ask questions.
- We have visited Champoeg a few times and have always been very happy with the campground.
- We love Champoeg.
- We love Champoeg - like to visit the heirloom rose gardens.
- We love Champoeg and look forward to our visit next year and hope to stay even longer. Thank you!
- We love Champoeg for its incredible history, beautiful park, and great campgrounds.

- We love Champoeg.
- We love it here.
- We love it just the way it is. Especially like the disc golf and the owl prow! this last visit.
- We love Oregon state parks!
- We love our state parks!
- We love this campground. Due to disabilities the access to facilities is wonderful. Staff is very courteous and helpful.
- We love this park.
- We love this park area and know that it is well loved by other Newberg area residents. It's close to town but far enough out to give a sense of a "road trip."
- We love this park, the programs, and the bike trails. Keep up the good work.
- We loved it and wished we had come here before, since it is so close to our home. We will return.
- We loved our visit to your campgrounds. We plan to come back and our family reunion will most likely be at your campgrounds again.
- We originally came to Champoeg on recommendation of relative in Portland and stayed here when visiting Portland; enjoyed the park 25 years ago. It has been expanded but still retains similar atmosphere, and a little quieter now. We like the sense of being out in the farm fields and also enjoyed the interpretive center. Now it is a stopping place on our way up the coast.
- We were very impressed with the park.
- We will come back and bring friends. I work in the RV world. I send new travelers to you all the time.it would be nice to have some info to give out to my clients.
- We will return soon.
- What a wonderful park. The campsites were immaculate. We will definitely go back.
- What a beautiful place and so close to Portland. We will be back to camp next time. Very family friendly loved this visit. Thanks for everything.
- Will bring bicycles next time, so many trails.
- Will return when able.
- Will visit again.
- You are on our must do yearly family camping trip.
- Yurts and cabins are great. We love camping lite.
- You have a beautiful park. We enjoy staying there. "b" loop is our favorite, has nice large campsites.
- Probably our favorite activity is the whole family riding our bikes to the Butteville store for ice cream and history of the store.
- Short distance to travel and great bike trails.
- Thanks for the summer--we are staying in Oregon yurts and cabins all summer and the reservation agent helped us ensure we got places we could go from one to the other to spend the summer with our grandchildren in the out of doors in an economical way. We like biking, hiking, swimming and the junior ranger programs. The yurt system in Oregon is great!
- We especially enjoy returning to the little school house and museum and the historical Butteville store for delicious lunches. Thanks so much!
- Really liked the fact that you are surveying our campers/customers, really appreciate it.

Negative Comments and / or Issues for Improvement

- "Pioneer" activities were unavailable this year. We really like them.
- Benches and hooks in bathrooms.
- Poison oak warnings and abatement.
- Reflectors on paths to bathrooms, to better accommodate elderly.
- More shading at the sites in "b" loop, and more screening between sites in "b" loop.
- Volunteers and hosts were constantly visible and active, but park employees (rangers and assistants) were noticeably absent during our stay. The latter usually cruise through the campground several times daily, but not this year. I really could have used help from a ranger to change sites, but during my 2-day stay, no one was available.
- More bushes/trees between campsites for privacy!
- Three more disc golf holes.
- Three more disc golf holes.

- Three more holes on the golf course.
- A better path around off leash pet area - gravel or paved so it doesn't flood in winter - better drainage.
- Better views of river from paths. Get rid of some foliage blocking views.
- A boat dock would be nice.
- A designated swimming area.
- A lot of garbage on disc golf course such as beer cans.
- A lot of the sites could be made more full service sites, only a few dump stations.
- A map with the biking and hiking trails pictured.
- A nice play structure for kids would be great!
- A playground facility would be nice for the kids, as the camping experience could have been a little nicer for the young ones if they had equipment to play on.
- A swimming hole.
- Ability to access other state park reservations via internet.
- Ability to pay park fee with credit/debit card.
- Access to the river.
- Activity news.
- Add three more disc golf holes.
- A trash and recycling at hole 7, there is often a lot of trash.
- Add three more holes to disc golf course.
- Add a boat ramp.
- Add a pool.
- Add a shower in the group RV area. It isn't that important, because it isn't a long walk or bike ride to loop a or b. But it would be very nice.
- A few of the tables in the group area will need to be repaired or replaced over the next few years. One bench was starting to split.
- Add a swimming area.
- Add another loop of pull thru campsites and cabins. That loop is very nice and impressive.
- Add horseshoe pits and a playground.
- Add material to river path to minimize mud and dust.
- Add more bike trails that are unpaved.
- Add more bike trails.
- Canoe or kayak rentals.
- Add more disc golf holes to the disc golf course.
- Add more holes to disc golf course.
- Add more holes to the disc golf.
- Add more water access or an area for swimming-type recreation (even if it is a pool or splash area).
- Add play structure for kids.
- Add playground.
- Add recycle bins.
- Add three more holes to the disc golf course to make a total of 18 holes.
- Add trees to create natural shade.
- Some sort of swimming hole.
- Add a running trail that's close to the river.
- Additional toilet facilities.
- Allow bikes on some hiking trails.
- Allow fewer RVs!
- Allow groups to reserve only area they use, not larger area that the group won't use.
- Pay closer attention to bathroom supplies and cleanliness.
- Allow less cars in camping loops, 1 per site.
- Allow one car to be driven in instead of towed behind the motorhome without being charged. My father in law cannot drive his motorhome because of his surgery. So he drove his car in and we drove his motorhome for him to stay the five nights and then came back to pick him up. He had his car and motorhome with him and they wanted to charge him an extra car fee because it was not towed. That is crazy.
- Always make sure restrooms are well stocked.

- Another bathroom near the entrance with some shade and seating.
- Assure access in the early morning to bikers.
- B loop needs more shade.
- Basketball court.
- Bathroom along path.
- More garbage cans.
- Internet access would be wonderful.
- Bathroom and showers were very dirty.
- Bathrooms are slippery and muddy throughout the day after they hose it down.
- Removing stumps so that children running around are safe.
- Be careful about companies coming in and giving away free samples of things to children without parents permission.
- Waiting until a later time to start doing maintenance (not at 8am when people still sleeping).
- Bathrooms and parking are way too far from yurt area and the path is not well lit.
- Bathrooms need to be closer to yurts.
- Better signs from I-5
- Bathrooms closer to yurts.
- Shade!
- Bathrooms in the parking area for the disc golf users are really far away; solution is hit bathroom on way out while visiting the visitor's center.
- Beach access to river.
- Benches along the trails and on the way to the bathrooms.
- Better access to the river...although maybe it's better (no drownings) to have it inaccessible.
- Wish I could launch my 40 pound kayak from the dock.
- Better care of horseshoes pits.
- Better signage to the park, especially when travelling from the west. The turn off (in town) comes up out of nowhere.
- Better signs on the trails throughout the park.
- Better tops on picnic tables.
- Better trail markers.
- Better maps.
- Bigger signs about directions to the park.
- A swimming area would be nice.
- Build a playground in the camping area!
- Butteville store should sell uncooked hotdogs for campers.
- By keeping control of the noisy campers after midnight.
- Cable in the campsite.
- More campsites.
- Campsites need to have a little more privacy.
- Better control of no bikes on townsite trail - have had quite a few "run-ins" lately with bikes.
- Better directions to the park.
- More rangers available to ask questions.
- Better disc golf signage.
- Better concrete tee pads.
- Better drainage at picnic sites.
- Better grass around campsites.
- Better hiker/biker camp area.
- Better signage for the trails.
- Campsites not private; felt like camping in a parking lot.
- Champoeg didn't have trails to the river's edge that would've been nice.
- Champoeg needs a playground.
- Cheaper day passes.
- Children's play equipment.
- Children's playground.
- Children's play structure would be a great addition to the b loop, such as at stub stewart and many others.

- Clean out invasive species along river trails and replace with native flora.
- Cleaner facilities.
- Cleanup the tree branches hanging in the trail pathways.
- More tables for the group areas for group areas.
- Playgrounds for the kids.
- Clear the overgrowth on the trails, clean up the foilage on the trails for safety.
- Closer access to the river.
- Mow so trails are wider.
- Consider offering wagons or carts to yurt campers when moving in and out.
- Continue offering programs / activities for kids.
- Information and ways to help wildlife flourish.
- Continue to improve disc golf.
- Continue to present more about the unique history of the area.
- Control noxious and poisous weeds.
- Wi-fi needed.
- Could use a little more privacy between the different sites.
- Could you plant more trees so that the campsite is more private?
- Create a swimming area for kids
- Create a swim area.
- Create flat tent surfaces at heron group site. Hard to pitch and set a tent on a hill.
- Crowded campsites.
- An area where no motor vehicles are permitted.
- Day use group area at less cost than 24 hour use.
- Decrease park fees.
- Designated site should have marked parking per group limited and overflow in another area.
- Designated swim area.
- Didn't visit the heritage center.
- Direction signs to hiker/biker/boater camp close to the boat dock.
- Directions to historical cafe and store, very hard to find - the butteville store hard to get to, poor, confusing which way to go.
- Parking facilities far for people staying in yurt, need wagon or cart to load stuff up to take to yurt.
- Directions within the park.
- Disappointed in removal of large oak tree at dayuse oakgrove # 4.
- Problems with the electrical outlet shorting out at oakgrove #4.
- Dissatisfied with number of trees in b loop and club loop.
- Discounted fees for seniors.
- Don't charge double the fee for using the inside rooms at the riverside pavilion.
- Don't drop any services.
- Don't know that we have room, but would like to see some more disc golf holes, nice to have a full 18-hole frisbee golf course.
- Don't lease to commercial interests.
- Don't want to pay for second car.
- Easier access to river for canoes/kayaks.
- Easy access to water.
- Enforce quite time during the week as well as weekends.
- Enforce rules regarding number of people per site.
- Increase the number of toilets.
- Get rid of the stainless steel look of the bathrooms.
- Enhance natural elements and discourage urbanization.
- Establish a swimming area somewhere along the river.
- Expand campground.
- Fenced dog park for small dogs to be off leash.
- Figure out a way to bring back a designated swimming area along the Willamette.
- First aid info inside cabins.

- Fix bike trails and make it a nicer place for campers.
- Flushing toilets at the group sites.
- Flushing toilets in the group camping.
- Maybe a centerline on paved bike routes.
- For some of the picnic areas access by vehicles to transport people with disabilities.
- Provide it free.
- Offer access for free.
- Garbage cans at each disc golf hole.
- Cement pads for disc golf holes.
- Get rid of the mice in the yurts. We saw a few on our trip.
- Get rid of the poison oak.
- Get rid of the yellow jackets nest at the dog park.
- Get some shade trees planted in the new campground areas, please!
- Go back to mailing or e-mailing the express check in slips so it is easy to do express check in. I don't enjoy sitting in a line of cars to check in to the campground or have to wait for a ranger to come to the booth.
- Make a better access to the river for people and boats.
- Please, please, get more shade in loop b! It was miserably hot and not very much shade!
- More cabins might be nice.
- Group site at oak grove should have electricity and a shelter.
- Have a designated quiet area.
- Having a no pets camping area, as the dogs in other camps kept us awake.
- Having physical limitations, walking to the restrooms was a challenge because of distance. Especially from the yurts. We will not be using yurts again although the lack of water and restroom facilities was the only problem we had with them.
- Hookups are very old in the a loop and they are kind of old, very heavy use, where there use to grass, there is now dust, respondent said they had to put mats down.
- Another thing that happened that was weird was the people who parked next to respondent there were a lot of people and lots of tents - 8 people is too many people at one campsite, too much activity and noise.
- People aren't good about keeping their dogs on leashes.
- It would be nice to have the dar house and newell house open more days during the week.
- I found the map of the camping/rv/cabin areas to be confusing because I could not tell the scale.
- The signs directing traffic had no meaning for me (do I want oak grove? Or river area? What are these? Might i want to go look later?). It would have been nice to have a bigger sign of the whole park with more information on it at the entrance.
- I had problems with the parks department when I tried to get a new permit for my vehicle. I left there very unhappy.
- Although the disc golf facilities are adequate, I would like to see them upgraded. Some more information about the holes such as distance between launch pad and basket would be nice and upgrade the rubber tee-off pads to concrete. Also the pars listed for each hole seem arbitrary.
- I like the idea of access via public transport.
- Keep working on replacing modern farm fields with native vegetation.
- One thing that might be important (and it was from several months ago, not on this last trip) - there were litters of kittens living under the yurts - I would hope this info won't lead to any harm done to them but rather they might be captured, spayed/neutered, and released back in the park or otherwise taken good care of. I worry about them.
- I noticed that some of your campsites remained empty with a "full sign" on the road and no reservation showing for that site on the board. I am not sure if that is to leave a site open for last minute people or a computer glitch.
- I have arrived without reservations and was told I could only stay one night at a time and had to repay the next day if the site was free even though there was no one booked (reserved) for that site. I think it would be more inviting to let people pay for the length of time that site is empty.
- I suppose the dog owners have taken over all the Oregon parks. They are everywhere, and the constant bark, bark, bark, day and night is very disturbing. I can't imagine how anyone can nap, or sleep or rest/relax with the ever incessant barking. It seems that no rules about dogs being quiet are ever enforced, and I've noticed in other Oregon parks that the "dog owners" have now got it all, and the non-dog owners have no voice. I would probably look around for a "no pets" campsite if i wanted to get any sleep.

- I think having 1 yurt or cabin that allows small dogs would be great.
- Wish the 2 museums were less expensive.
- I think that a playground would be a wonderful addition!
- I think that if you want people to go to your Butteville store, you need to give clearer directions to it in your ads
- Possibly a larger group area with more hook-ups. Our RV group might like an outing there.
- I wish the pioneer cabin and newell house were less expensive to see and learn from. It is too expensive for our whole family to visit, yet I know the kids would enjoy it.
- I wish there were more full hook-ups.
- I would like to see more trails.
- If there was a possible chance to have a larger selection of full hook up sites.
- Improve disc golf course make it 18 holes or create another course.
- Improved vehicle access to the shelters especially the shelter near the river.
- In the group RV site it would be nice to have hot water in the large meeting room.
- Increase tent site size, privacy, and number of them.
- Increase the number and improve the condition of the hiking trails.
- Provide an off leash area for dogs.
- Enforce speed rules.
- Shade around yurts.
- Allow dogs in yurts.
- Information about the winery or a path, or better information regarding them.
- Install a boat ramp, and made it easier to access the river.
- Irrigate lawns in lunch area to reduce dust from dead lawns.
- It felt like camping in a park. Way more RV friendly than tent friendly.
- It would be great if there was a place where we could get into the river from the camping part of the park.
- It would be great if there was safe beach access for kid/family swimming.
- It would be nice if there were more covered picnic/gathering areas.
- It's been sad in the past few years because of budget cuts to see lawns not mowed and park area not as well maintained as in the past.
- Just make sure bathrooms are clean.
- Kayak launches were sketchy.
- Keep the oaks healthy.
- Keep the sewer filter tubes from smelling so bad.
- Keep trails cleared.
- Keeping lights on at night so it's easier to see while walking during the evening/nights.
- Lack of watering plants will damage park.
- Lacking toilets and bathrooms in area where the company picnic was near a big parking area.
- Large areas of my campsite were just dirt, would like to have grass.
- Less people the better.
- Let dogs be in camp without leash.
- More lights in camp b.
- Let people know about the poison oak.
- Letting the trees grow in the back camping loop.
- Maintaining trails along the river for downed trees.
- Better signing for trails when they have to follow the roads when crossing streams.
- Like to see more yurts and cabins and more tent sites.
- Limit 2 dogs per campsite.
- Longer biking routes.
- Longer/more bike trails.
- Loop b could use more plantings - have things open during the week.
- Lose the perfumed dog bags.
- It is handy to buy ice but want the option to have block ice or crushed ice.
- Kids at abandoned campsite were being too loud and needed park host to intervene.
- Lots of beer bottles on frisbee gold course.

- Lots of poison oak around the park and there are no signs to alert people on trails of the poison oak - it's everywhere.
- Lower camping fees. They are unreasonably high for the amount of time you allow for camping. Check in at 4:30 pm and leave by 1:00 pm the next day for \$24.00 is too much.
- Lower day use fee.
- More trails (nature).
- Signage could be improved.
- Lower price of camping and no online reservation fee.
- Make a natural looking safe play structure for children.
- Make a swimming area.
- More disc golf courses.
- Make better trail signs.
- Make disc golf course a full 18 holes.
- Make fees more affordable according to our economy these days.
- Make it an 18 hole course.
- Make new pads for disc golf.
- Make one of the fields by the campsites a no leash dog area. The no leash area in riverside is too far to walk to from the campsites.
- Make people be quiet.
- Make sure all park personnel have knowledge of what activities are taking place in park.
- Make the disc golf course 18 holes.
- Add a playground.
- Make the park bigger with another camping loop.
- Many of the campsites in a loop need to be more handicapped friendly, without being strictly for handicapped. Some of the sites have a paved type table area, more are needed.
- Off site parking in a loop is not too good either.
- Maps should show parking lots.
- Maybe add a couple extra bathrooms in the location of group picnic area 5.
- Maybe have a few more cabins.
- Maybe something else for some activities for adults.
- Monitor dog owners, make them clean up after dogs better.
- Monitor more closely dogs not on leashes outside of the off leash area on trails.
- More accessible swimming.
- More bathrooms.
- More park rangers.
- More trash cans
- More bathrooms closer to various areas.
- More bathrooms on the other side of the day use area of the park.
- More disc golf holes.
- More biking trails.
- More bird feeders.
- Museum cabins could be more accessible.
- More camp hookups.
- More campsites.
- More campsites with full hookups (i.e. Waste water).
- More covered picnic areas.
- More detailed walking map distances, trail markers, etc.
- More disc golf.
- More disc golf holes.
- More disc golf holes.
- More trash cans.
- More distance between camping site and more tent only sites.
- More full hook up campsites.
- More full hook up sites.
- Clog free toilets.

- More full hookups.
- More full hookups in campsites.
- Availability of firewood.
- More full service RV sites.
- More 50 amp electrical.
- More group covered area for more year round use.
- More history days.
- More holes on the disc golf course.
- More trash cans.
- A covered area.
- More noticeable information about daily activities.
- More privacy around yurts and cabins.
- More privacy in campsites.
- More programs during the week.
- More rebuilt buildings.
- More restrooms in oak grove area.
- More restrooms.
- More running and hiking trails.
- More sewer connections in loop b.
- Better access to cell phone service.
- More sewer hookups for RVs in loop b.
- More shade.
- A designated swimming area.
- More shade around campsites.
- Lower fee for tent sites,
- No reservation fee if booked online.
- The ability to book same day.
- More shade around yurts
- More shade for yurts.
- More shade in b loop.
- More shade needed!
- More showers.
- More showers and restrooms near yurts.
- Closer parking to yurts.
- More showers.
- Clean the bathrooms more often or better.
- The handicapped shower should have a shower head you can mount not all handicapped people can hold the shower head.
- More shrubs for privacy between campsites.
- More sites.
- More sites with full hookups. I paid for a full hook up, I should get a full hookup.
- More sites.
- Better / easier access to a loop.
- More smaller trash cans.
- More tent sites.
- Lower prices for tent sites.
- More things for kids age 2-5 years to do.
- More toilets.
- More trails.
- More trails.
- More rustic cabins.
- More trails.
- Heritage markers throughout the park.
- More trails should allow the use of bikes.

- More trash receptacles.
- More sheltered areas.
- More trees.
- More trees around camps.
- Water the grass so it is green.
- More trees around yurt would be nice.
- It would be nice to have bike trails in loop, not go one way and come back same way.
- More trees at the b loop campsites.
- More trees in b loop.
- More trees in the camping areas.
- More open field.
- Prefer wood camping.
- More trees.
- Larger campsites with more privacy.
- More trees/bushes between sites.
- For extra fee let families set up tents by the cabins.
- More trails for biking and hiking.
- More vegetation between campsites for privacy.
- More visitor parking.
- More with sewer hook ups in loop b.
- More yurts.
- More yurts.
- More bicycle trails in shaded areas.
- Playground in the a loop w/ park benches.
- Move it closer to Portland.
- Mow down the weeds.
- Mow fairways more often on disc golf course.
- Mow lawns of campsites.
- Make sure people pick up dog poop.
- Mow the grass.
- Mow the grass more often.
- My family goes for the biking, however, there is really only one trail for bikers. If trail expansion is being considered, I'd like to see more trails that include bikers.
- My main complaint is that the signs telling us about the heritage aspect of the park, and the way to find the heritage area were almost non-existent and therefore we didn't explore this part of the park that was so present in the name.
- My only comment is that on the west side of loop b, where the pull through spaces are. People tend to walk on the pull out loop and then realize that they have to walk through one of the campsites to get to the main loop road. It might be good to have a sign that says what that road is and there is no through exit, as I don't appreciate people walking through my campsite.
- Nature trail by the group camp could be better maintained.
- Need advance signs before park entrance.
- Shower heads cannot be adjusted up or down.
- Need firewood service.
- Need more full hook-ups.
- B loop needs more shade.
- State parks need to quit increasing the price.
- Need more full hookups.
- Need more sewer sites.
- Do not charge the same for water/electric as opposed to full hookup.
- Need more shading for RV campsites.
- Need to plant more shade trees and shrubbery between campsites in the "b" loop.
- Need trees for shade in lower area.
- Sewer system!
- Needed more shading - too hot of a weekend at 93 degrees.

- Needs to have a playground for children.
- Neighbors next to us were up very late at night, 2-3 am with cars. Coming and going and it was disturbing to us and our peace and quiet.
- No generators close to other people.
- Company parties too loud.
- No pets allowed.
- No shelves or hooks in the bathrooms in the a loop - missing items in the bathroom that would be easy to put in.
- Not enough restrooms.
- Very far distance for the elderly or handicapped to get to the bathroom.
- Not enough sew-on badges for junior ranger program for level 3. My kids didn't want to compete without the patch.
- Not enough shade by the yurts. When it was hot it was unbearable.
- Not enough shade, yurts are in the direct sun too hot!
- Easier access to information online about events. Some events seem to be publicized by the parks department, others by the historical society. Sometimes it gets frustrating. Especially when looking for info about the mule plowing event each spring.
- People camping there need to increase their maturity. Our trailer was hit by a frisbee from two kids and a dad who continued to throw frisbees way to close to camping. Go figure.
- Old loop RV parking spaces are a little short.
- On b site, plant more almost mature trees. It is very bare.
- Make a swimming or wading area that is accessible to the campers.
- On hot days, access to swimming area would be appreciated.
- On paved paths make lanes for bikes and one for pedestrians.
- One of the bathrooms looked run down - the doors didn't shut and no paper towels - it was the bathroom behind the activity area where programs went on about Oregon history.
- One or two more garbage cans along the disc golf course.
- More enforcement of people picking up after dogs.
- When it got chilly, the heaters in the yurt are over burden, didn't keep air warm at all, especially during the night - they heated up too much and turned themselves off during the night - kind of uncomfortable, check the adequacy of the yurt heaters and the open-air part of the yurt, somehow increase output of heat vs outside air coming in.
- Please consider limiting the number of dogs people can bring camping. We so appreciate being able to bring our family dog, but there were numerous folks who brought multiple dogs (3+). We just spent two nights there and the campsite next to us had 10 golden labs!!! Yes, that was 10!!! I kindly asked the folks how many dogs they had when we struck up a friendly conversation, and they told us 10. There was also another family who had 5 boxers. I think there should be a 2 pet limit.
- One very big suggestion: it's one end of the Willamette bike end, could highly promote it as premier bike riding, ways to get there on a bus to ride bike, if state would look at whole Willamette bikeway and look into adding camping spots, could promote Champoeg more to bicyclists.
- Only two sinks in the restroom? Doesn't seem like enough to me for as many visitors as you had. The sinks were plugged up from over use.
- Open space in group b area near restrooms did have gopher holes and made it somewhat difficult for public to play/use the area as the surface was so uneven.
- Our camp site was very dirty with ash from the fire pit. It could have been swept up in minutes. When the wind blow the ash came into our trailer and was tracked in with feet. If it had rained while we were there it would have been a real mess. Five minutes with a brush and dust pan would really help.
- Paint on the buildings and signs.
- Paint the disc golf baskets.
- More signage for the disc golf course.
- Park hosts did not seem to be available during our stay, but not critical because we asked the rangers our questions instead.
- Since we camp with an RV, it would be nice if there were more sites available with septic connections, but not critical.
- Perhaps handout or website with history of area relating sites, museums, and territory.
- Perhaps more camping facilities and areas.

- Perhaps swimming access.
- More privacy between camp sites is always appreciated.
- Place to buy ice cream in the summer.
- More full hook up RV sites.
- Place to swim.
- Plant a few more trees and bushes for privacy between campsites.
- Plant a few more trees over in the b group area. We were in the direct sun over the weekend and not many trees over in that area b9 and b10 area.
- Plant more trees in b loop to shade campsites.
- Plant more trees in the newer campgrounds.
- Plant trees in loop b.
- Play area for the children.
- Play structure for kids.
- Play structure within walking distance of campground.
- Playgrounds would be nice.
- Playground.
- Playground.
- Playground area.
- Playground for children.
- Playground for children.
- Another bathroom/shower building.
- Playground for kids.
- Got lost on a walking trail, signs would be helpful.
- Steps to picnic table.
- Playground structure.
- Please install hooks or shelves in the bathrooms. Ever since you built new ones, it's been very difficult to perform personal necessities (i.e. Washing face, brushing teeth) without a place to hang a towel or toiletry bag. I realize that it cuts down on misuse of bathrooms (washing dishes etc.), but for those of us who camp without amenities it's tough!
- Poison oak on the park trails.
- Signs to the park are a little confusing, especially with old maps.
- Possibly some play structure areas for kids.
- Privacy/ bushes between cabins.
- Promote private rentals of the pavilion for weddings/reunions, special events in local publications at a reasonable rental rate.
- Hold special events in the pavilion (native plant sales and educational exhibits).
- Allow food vendors into the park to promote longer stays by people who have not packed picnic foods.
- Build and maintain a boomed area of public swimming.
- Have a nearby toilet/shower facility for swimming area.
- Offer short/guided boat tours of the area to promote regional history and enjoyment.
- Offer music events again.
- Offer youth camping experiences/overnight camp outs led by rangers.
- Provide more hiking trails.
- Provide more tent only camping, especially for motorcycles/bicycles.
- Provide river access for swimming and boating.
- Provide some minimal food availability at the park, like the food you can get at Silver Falls. Use the heritage pavilion building by the river.
- More clearly mark the frisbee golf course and provide a handout of the layout, with a score sheet on the other side.
- Public transportation to the park would be great.
- Additional opportunities for involvement within the park - groups that meet regularly (bird watching, gardening, historical, quilting, etc.).
- Additional opportunities for volunteering within the park.
- Put a playground by the picnic tables.
- Put a sign on I5 at exit/entrance to park.

- Put bathrooms at the group tent site. Two port-a-potties is not enough for 79 people.
- Put in sewers around the place, but respondent knows that isn't going to happen, specifically in a loop.
- Put restrooms in the yurt area.
- Get rid of the poison oak.
- Put the vent pipe for drain field in the campground by the restroom near site 41 about 20 feet higher to disperse sewage smells.
- Put up a sign at turnoff when you approach from the west.
- Quiet hours were not enforced. Very loud group next to us - still noisy around campfire after midnight. We asked them to be quiet, to no avail. Pretty much ruined our experience.
- Ranger programs during the week.
- Rangers need to be more polite.
- Recycle/trash bins at every disc golf tee.
- Mow disc golf course more often (winter and spring).
- Reenactments on weekdays.
- Refundable pet deposit for yurts, cabins, etc.
- Remind campers that quiet time is 10pm.
- Remote bathrooms open during off season.
- Remove poison oak around campsites.
- Remove thorn bushes at the yurts for safety of children.
- Rent canoes.
- Newer areas don't have trees like the older areas.
- Did have problems getting there.
- The hiker/biker camp could've been more integrated with other campgrounds, felt like outcasts at the hiker/biker sites.
- Rest area improved on soap and towels.
- Restroom more centrally located for the people staying in yurts too far to walk for people with mobility issues.
- River access.
- River access.
- River access and dock.
- Safety issue. Our young rider almost had a very bad accident on the way to the Butteville store. Very steep hill at the end of the park trail with no warning signs anywhere. She flew down the hill and just missed the two yellow poles at the bottom. Luckily I pulled her off the bike before she crashed into the woods. Could have been serious injury or even death. She was going very fast. A warning should be posted well before riders reach that hill. You are going to have a bad incident there one day if you don't. It is surprising how steep it is and how fast you get going so quickly. It is not for beginning riders. I am just glad I was already at the bottom or she might not be with us right now. And she could have hit one of those poles. Granted that as parents we didn't do our part either. She had just learned to use her brakes and was doing fine on the little slopes. We didn't see the danger. We thought she would stop, but she didn't. It still affects us when we think about it. We were going to say something on the day we left, but no one was at the booth.
- Shade in the newer part of the park.
- Shade trees at the RV sites would really help cool the park down in the summer.
- Showers at the group area.
- Showers in group camping area.
- Signs by pavilion were confusing.
- Signs from I-5 were good, but no notice of upcoming right turn until we were on it.
- Signs telling people not to cut through occupied campsites.
- All dogs on leash.
- Programs on weekdays.
- Signs to the amphitheater were hard, there weren't direct, even ranger gave directions, but respondent didn't know where it was.
- Signs within the park are unclear, confusing.
- Site a-41 smells of raw sewage, very unpleasant stay!
- Park rangers could be a little more polite.
- Restrooms are not cleaned daily.

- Sometimes the handicapped restrooms are closed down.
- Some of the hiking trails had a lot of brambles, and we couldn't get through easily.
- Some more signage on the trails would be nice.
- Somewhere to swim.
- Sorry to not be able to visit the cabin during the hours it was open.
- Spray for and mark poison oak near yurt area.
- Spray for poison oak.
- Stayed in new part and there wasn't enough shading.
- Still unsure how to maneuver around once in the park
- Is there a playground for kids anywhere...we could not find it if so...if there is i would love to have one!
- Stock the river with fish.
- Strongly enforce quiet hours.
- Swim area for kids.
- Swimming area.
- Swimming area.
- Swimming facility.
- Swimming hole for the kids.
- Swimming hole.
- Tent campers should not have to pay the RV spot price when using a RV spot.
- The area by the barn and woodworking could have been a paved trail for walkers.
- The attractions at the park were not open during the week; that the whole reason we came to the park.
- It was hot and there was only one access to a swimming hole.
- It was crowded.
- There was only one little tree for shade.
- Very disappointed! Will never come to your campground again! And I will tell all of our friends not to come to your park too!
- The b loop needs more trees - especially in the 98 degree weather that we had all weekend long.
- In hot conditions, dogs should be allowed in the cabins to cool off.
- The bathroom doors slammed all night and kept campers up, which was shocking for a place that was so well thought out.
- The bathroom toilets were awful...they were always plugged up and did not flush well at all, which was smelly and messy.
- The garbage truck came way too early in the morning, should not be there before 7:00 am.
- The campsites offer little to no privacy, they are stacked one on top of each other... We spent any time in the site itself awkwardly try to avoid our neighbors and their fighting and bad parenting skills... Example...daughter: "damn it" mom: "where the hell did you learn that? We do not speak like that in this family!!!! Richard!!!, did you just hear what your daughter said... Are you teaching her friends that crappy language?" Needless to say we took lots of long walks, and spent a great deal of time in our trailer because of it.
- The disc golf area is a little confusing and none of the rangers we spoke with knew where the first hole was located. Better signage would have been helpful.
- The disc golf course is well maintained, but a slightly more frequent mow would make it perfect.
- The hiker and biker spots need a water spigot! Had to fill water bottles in the shower house.
- The lady at the visitor's center that took my fee wasn't very friendly.
- The lawn area in loop b needs some TLC, as there are a lot of animal holes in the grass area.
- The long story: we were tent camping. We were unhappy with the very few tent camping sites (all occupied) and ended up with an RV site. It was comfortable enough, and surrounding guests were not real noisy ,as is sometimes the case with generators, etc. When we first arrived and found no tent sites, but many RV sites, we asked if we could put a tent on one them, the wife of the host said she didn't think so, but to check back later! We saw that other tents were doing the same, so we just went ahead. More tent spaces, please. Walk-in, maybe, away from all the RVs.
- The only complaint I have, but it was very annoying, is that the empty campsite next to us was finally occupied.
- The only complaint is that the signs directed occupants of loop b to self register out at loop b but the signboard at loop b directed folks back to the main registration booth.

- The only problem that really stuck out was that the toilet (men's room, a loop) kept getting clogged. It was serviced rather quickly every time, but there were numerous occasions when I went over that it was stopped up and not working.
- The only thing i can think of is even more bike trails.
- The only thing I didn't necessarily like was no access to get feet wet in water or access for swimming.
- We would love more self-guided birding material for birds in the area.
- We'd love a bigger dock area to fish from not boat launch from.
- We'd love a chance to rent kayaks or flat bottom row boats to experience the river.
- We'd also love a dedicated badminton, volleyball or horseshoe area.
- The park needs a better system to deal with last minute cancellations and people waiting on standby for a campsite. At present, the rangers just say check-in every hour. This is not practical if you want to be doing some other activity. For cancellations within 48 hours, there needs to be an onsite standby list. Then any campsite that become available need to be given out at a specific time, say 3 pm.
- I would have liked to fish a little, but was a little leery of having young ones so close to the river (on the dock provided).
- I would like to see a more kid friendly fishing dock. Or, maybe even a fishing pond in the park.
- The programs all started the week after we were there even though we were there during summer vacation.
- More shade in general would be nice. Our site had shade but some didn't. It wasn't much of a natural feel like other state campgrounds.
- The second (newer?) camping loop was too open. I was very glad we booked a spot in the RV loop, even though we had a tent.
- I did not like the condition/small size of the tent only area. --too small, and the not enough shade in the "second" or "newer" camping loop at the back.
- The signage/description of bike trip to Butteville historic store was a bit misleading. We biked there with our 6, 4 & 2 year old children. (the 2 year old was in a bike carrier) but the 4 year old took a serious tumble on the down slope about 1/4 mile from the store...maybe need to better describe the ride and stress the distance...it was a bit far from the campground and down the ("big" for a 4 year old) hill towards the store.
- I wish there had been some way to take a tour/experience the park from the water. --maybe a historic trip along a section of the river?
- The site we were at was far from the lot which was difficult for the grandparents.
- I would have really like to have more trees and shade in the parking lot.
- The squirrels are a nuisance. Post more signs about not feeding them.
- The state parks new bathroom/shower facilities are lacking for my needs. There are no shelves or mirrors in the showers for shaving which is important for men because there is no hot water in the bathrooms. I ran around for several days with a stubble beard. The bathrooms need some place to set a toiletry bag while washing up or brushing teeth; right now there's only an air dryer between the sinks to set anything on.
- The yurts are handicapped accessible, but the restrooms aren't close enough for a handicapped person to get to. We came with a person who uses a scooter and if she needed to use the restroom during the night, she would have had to go down a dark sidewalk area quite a ways to the nearest restroom.
- The yurts were a bit of a distance from the restrooms.
- I did think that garden carts should have been available to move camping gear from parking area to yurts.
- There was a mix up on the sites being numbered for campsites, that was the only mix up.
- There were people camping on one side in loop a when customer was there, there were seven in tents in one campsite and it was too crowded and the rangers and the host and hostesses didn't do anything, as well as other campsites, it was a constant distraction - didn't follow the rules.
- The bathrooms smelled horrible!
- There were thousands of holes (we debated between ground squirrel and rabbit) in the ground. While I understand that's nature and can't be helped, maybe some kind of warning sign or something could be posted. My son is only 2 and kept getting tripped up on them.
- Time will improve the lack of shade in loop b as the trees mature.
- I wish there was access to a swim area to enjoy the river on hot days.
- Too many barking dogs, dogs were constantly barking; people should have more control.
- Trash cans along the way to Butteville store.
- Trash cans at campsites.
- Trash/recycling bins at more locations (9th hole seems to attract a lot of trash).
- Tree limb, junk on ground clean up.

- Mice holes throughout park.
- Tree/plant identification tags throughout the park.
- Raptor/ falcon education.
- Trees in b loop.
- Try to get the sewage smell away around loop a site 39 (i think that's the #). The smell was horrible and making it hard for my in-laws to stay in that site. Fortunately we were a big group so we were able to hang out at another site. But the smell was awful.
- Turn down bathroom lights they shined into our site all night.
- TV for evenings.
- Two of my showers were ice cold. I checked with the camp host and he had the rangers check the heaters and I was told they were all o.k. the camp host suggested I try using the handicapped restroom and shower. At 5:30 a.m. I used the handicapped restroom, but found that the room had not been cleaned and was very much in need of cleaning.
- Unhappy with camping spot location.
- Updated bathrooms.
- Upgrade the bathrooms.
- Add more plant information and historical postings around the park.
- Swimming area.
- View deck by or on the river.
- Volleyball court.
- Swimming area.
- Warm water in showers.
- Large trees for more shade.
- Water faucet at dog area.
- Water trough for animals under faucets.
- We experienced two different rangers who were not courteous and were close to being outright rude. The ranger led program on owls was a success only because we actually saw two owls. The ranger leading this program did not have authoritative knowledge of owls. She made it clear that we could learn more from websites, but she didn't have any specific sites and recommending searching the internet. With a smart phone it would have been possible to get more information and more accurate information. This ranger also spent a lot of time on our night walk telling participants to turn off their flashlights. We were walking on uneven trails in the dark. Since the use of flash lights wasn't demonstrated to scare the owls it was very frustrating to have to walk in darkness.
- We had a bad experience with the bugs in the cabin and were not able to sleep any of the nights. The baby who stayed in our playpen is now terribly afraid of bugs. De-bug.
- A playground near the camping area.
- A swimming area.
- Very few trees where we were camped in the "b" loop.
- We reserved two group camping sites but did not know and could not tell that they were not adjacent to one another! Another group was in between us! This was a very unpleasant surprise and for awhile we were very unhappy about it. We decided among ourselves to "let it go" and have a good time in spite of the setup.
- We stayed in 2 of the yurts. They are definitely in need of repair. One of them had a 1" gap around the outer edge and the other had mice in it.
- The walk to/from the washroom from the yurts is very long, especially late at night. A straighter path through the a loop would be a benefit.
- Picnic tables in the yurt area would be good and the ability to have 1 8x8 tent per yurt (like other Oregon state campgrounds) would be beneficial. I would even be willing to pay an extra tent fee (eg \$10/night) for this. Because a family with small children and teens can't really use 1 yurt effectively. We were lucky we had booked 2 of them.
- We stayed in a yurt that was in the hot sun all day long and had broken window flaps that made noise all night long.
- I am pregnant and had to use the restroom several times a night and the bathroom was way too far away from the yurts.
- The yurts need shade and their own restroom facility.

- We stayed in one of the cabins for 3 nights. Sorry, i can't remember which #. For some reason the water tap in front of our cabin was permanently shut off. This was extremely annoying and inconvenient. Please turn it back on.
- We use the RV facilities. Getting one of the four full service sites (with sewer, electric hookup and water) is difficult. If you had more of them, we would stay much longer. Our stay is limited to the capacity of our grey and black water holding tanks.
- We were sold wet wood by the park ranger on the first night. I overheard him tell a different family that the first 10 bags he sold were wet. He did offer to bring me more (dry) wood, but the night was already dark and I'd used all my kindling on the wet wood. People make mistakes, but why did he sell all 10 bags and once he knew they were wet why didn't he come over to rectify the situation?
- We were there on a weekday and there were not a lot of programs related to the historical aspects of the area and the cabin wasn't open. I realize that this is probably because it was a weekday, but those things would have improved our experience.
- We were there primarily to attend the St. Paul rodeo, and had to take a taxi to and from. More affordable public transportation would have allowed us to get out more than once a day to visit other sites nearby without driving our camper around.
- We would have liked to have swimming.
- Three more disc golf holes and cement pads would be very helpful.
- Maybe put a couple more signs up explaining the history of the street posts and the significance of what happened in the town.
- When I tried to reserve the day use area the number was always busy.
- When person comes into park, they should immediately be given info about what all the park has to offer and the programs available.
- When reserved sites are going unused make them available to onsite users if not occupied by a certain time.
- When we asked if there was a non-RV camp area we were told that all walk up sites were full. They did not tell us about the hiker-biker sites. Quiet was what we were searching for.
- Why is there an \$8.00 charge for booking a campsite?
- Wider asphalt pads at sites to accommodate cars side by side.
- Wi-Fi.
- Another camping loop.
- Wi-Fi in campgrounds.
- Wish the dog run was closer to campsites.
- Wish they allowed as long as vehicles are on the pad, they should be there without the extra pay if it sits on the pad.
- On park trails they should probably sand some of the trails because it's uneven and people could twist ankles.
- Would be nice to be spontaneous with a camping trip by having more non-reservation sites.
- Would really like to see the newspaper at Butteville store, it would be very nice in the summer to have the Oregonian dropped off somewhere near or in the park, like Fort Stevens has - there is a newspaper stand in every loop.
- Bike trails were really bad by the meadow area.
- You have much open space /fields, which appear to be off limits for walking and dogs off leash, which could have additional trails. Open space to allow energetic dogs to be off leash is very important for many dog owners with larger dogs--and you have other open spaces which could be made available. However the existing off leash field is excellent.
- Camping area a was 50% tents 50% trailers. Perhaps they could be separated by developing an unused field.
- Shade is extremely important for all campers (trees in area b are still pretty unshaded).
- You need more campsites with all hookups. Electricity, water and sewer. We camp as a group of 10 RV's and have to call in reservations 9 months to the hour so to be able to get complete hook-ups at least for a few of us is important. We are retired people.
- Yurts are too far apart.
- Just wish the Butteville store was open later.
- Three more holes on the disc golf course.
- Cement pads and signage at disc golf.
- Some holes #5&7 need more regular mowing. 7 is understandable because of springtime water levels.

- A lot of bees!
- A playground would be wonderful.
- Carts for yurt campers to aid moving in and out.
- Bathrooms are a long way from yurts, could be a problem for people with children or the handicapped.
- Wish it had another loop for RVs with full hook up.
- Camping is getting too costly these days.
- Cancellation policy - should be at least three days to cancel without forfeiting first day because it ties up other campsites for other people who can make the reservation.
- In b loop in the handicap spot next to respondent, the water was brown and park personnel told them to let it run and it would be clear, but never cleared up and then respondent's water started running brown.
- Take better maintenance of the lawn.
- Carts to haul gear to yurts and cabins would be very helpful.
- Cell towers may be my one complaint about Oregon state parks in general.
- RVs are not a reasonable way to transport oneself. Increasingly with concerns about global warming, oil spills, motor vehicle pollutants, wars over petroleum etc. Driving an RV will become social unacceptable or even immoral. Oregon state parks have excessively catered to RVs, with a few parks (such as Wallowa Lake state park) almost being ruined by being paved and crowded for RVs. I know they provide good revenue, but I encourage state parks to take the high road and help people find lower impact ways to enjoy nature and culture.
- I think the development of yurts and cabins, many that are ADA compliant is a very good trend and serves the needs of a broad population.
- I appreciated your efforts to keep costs affordable.
- The "a loop" camping section is getting old and could use new landscaping/vegetation, more screening between sites, and RV sewer hook-ups.
- The "b loop" camping section could use more shade, more screening, and more RV sewer hook-ups.
- Making reservations at other Oregon state parks were a bit of a challenge.
- Clear signs for running water.
- Clear the blackberry patches/bushes on the trails, having trails blocked off were a bummer.
- Complaint about cancelling and changing reservations.
- Complaint about the check in system.
- Could not reserve tent site via internet, would have been nice if I could have.
- Cut the grass in disc golf area more often.
- Campsites should be spaced better wherever possible, you have the space.
- Nowadays Wi-Fi is very important.
- Need summer shade and dog exercise areas, and good showers which you have.
- There are dish water dump units at campsites, but still signs should be prominent telling campers to use them and not to wash dishes at their camp faucets, which we observed several times.
- Disappointed about the lack of tent-only campsites. The standard sites offer little or no privacy.
- Disappointed that we had to have our dog on leash in our campsite. No point in bringing him if he has to be tied up all the time. This will prevent us from camping here again.
- Do not like Reserve America at all. Maybe keep a loop un-reserveable until a month before, making it easier for people who work full time to plan a quick trip.
- During rainy season there is not enough drainage by bathroom from yurts. It makes it impassable at times.
- Like to delve into the history more, and it would be nice to have more programs at the theatre in between the a and b loop to provide more programs about the history of the area and Oregon.
- Fee quite expensive.
- Overcrowded.
- Felt that reservation and request for a handicapped accommodations were handled poorly by phone reservation person.
- Find a less busy time to clean the sewage.
- Fire pit could have been bigger and taller, for safety.
- Fix the toilets!
- Grass was too long, hindered games at the campsite.
- 10pm is too early for quiet time.
- Separate large group sites better.

- Any chance of clearing a beach area along the Willamette River?
- You simply need more shade trees in the newer campsite areas and fewer people--maybe create more natural vegetation surrounding camp sites so you don't feel like you're on top of each other.
- We would stay longer if we could get full hookups.
- I appreciate the leash requirements (we have two dogs) and also appreciate the opportunity to have a place where they can run after a toy off leash and stretch their legs. A tired puppy is a happy puppy (and less likely to be a nuisance to others).
- It would be nice to have bike trails going to wineries near Newberg.
- Had one bad experience - hubby went to Mcminville to take pictures, when got back, laid video camera on the front of the RV, camera was stolen when respondent went inside RV just for dinner.
- Hate Reservations Northwest - too much garbage to listen too. Employees are not knowledgeable about parks.
- Fees are out of line and too much. Lost revenue due to camping being reservation only.
- Hates the Oregon state parks reservation system, camping should be spontaneous, not planned 9 months in advance.
- There was a dog show and people had 4 to 5 dogs that were annoying and barking.
- Need opportunities for swimming.
- How about a free night? Pay for two nights get a third free?
- I believe the people who live, work and pay taxes in Oregon should have first choice at campsites. My second choice is out of state people pay an out of state fee. We support the state parks year around. Out of state people visit our beautiful state parks for a few days and leave.
- I come mostly to play golf, maybe camp once or twice annually. I would come more often, but it is usually booked solid. I lucked out and got a yurt on a week's notice (likely a cancellation).
- Sometimes parking is difficult near the golf course. It seems to me there is room for more golf to the west.
- I would like more information on reserving group picnic (sheltered) areas, fishing (if there are any to be caught) and more privacy camping.
- I don't think the reservation system is fair. The best sites get taken exactly 9 months in advance and for the person who can call at 8 am and stay on the line for a very long time. For example: I called exactly 9 months in advance and called at exactly 8 am and was on hold for 45 minutes. I did get the picnic site I wanted , but it is not fair to the person who cannot call at 8 am and stay on the line for such a long time. 9 months is too long to hold sites, and it keeps those who can't plan that far ahead from having sites still available for them.
- This survey was too long!
- I feel that the dog owners have a strong lobby. Non-dog owners don't have a "voice", obviously they are not listened to.
- Also smoking, I do prefer to have fresh air, but with people smoking anywhere, its sometimes difficult (ie. on trails) to breathe fresh air. I hate to sound militant, but without cigarette smoke and without dogs, my experience at Oregon parks would be 100% improved.
- I feel we pay too much for our area as we do not use the whole area.
- I like the Washington state park reservation website that has pictures of each site is more helpful when making reservations for places where I don't have first-hand knowledge.
- I mainly come for disc golf. If improvements to the course can be made, that would be great.
- I don't know how it would best be worked out, but I wonder if some way can be developed that would space groups from bunching up on the disc golf course.
- Although the daily parking fee is rather steep, the annual pass is not ridiculous.
- I think the state park system should continue charging for 1 and 2 year passes for each family. I am afraid the state parks will lose money on the new system as others will pass around their state park pass.
- I was disappointed that I could not make a reservation online using our "access" pass. Big pain in the butt having to make telephone reservations!
- I would enjoy it if you could get a mow on hole 5 and 7 more often and quit mowing the pin on hole 6.
- I would stay at Champoeg more if not for the \$24 fee.
- Ice machine would be a good idea.
- If check out is at 1 and check in is at 4 why are they rushing me to be out? So the motor coach parked in front of my site can check in as soon as I leave?
- If possible, make tent campsite reservations available online (rather than requiring campers to call in to make a tent campsite reservation).

- If they are thinking of expansion, it would be nice to have more full hook-up sites and more group RV sites to accommodate at least 10 RVs.
- Internet website does not allow disabled vet reservations. Phone and internet reservations are not friendly to last minute reservations.
- It was pretty loud at night. It would be great if there was some kind of "quiet" time around 10:00, there were two groups of people having parties outside until about midnight on Saturday night.
- It would be nice to have more plant screenings between spots like many of the coast parks.
- It would be nice if the yearly pass for Oregon parks also worked for the Washington county parks.
- It would be nice to provide more ranger programs during the week rather than most of them on the weekend especially during the summer months when kids are camping during the week.
- I hate the reservation system and Reserve America internet site, and I hate that you have to book so far in advance and you can't camp on a whim.
- It would be nice to see the river a little more.
- Please do not eliminate off leash area.
- We would like to see the circle opened up to off leash.
- Lighted sidewalk from the yurts to the restroom at night.
- Multiple problems with making reservations.
- A few redundancies in this survey. Refraining from asking the same question multiple times in a different way would certainly streamline it.
- More areas to walk dogs off leash (paths).
- More privacy between campsites.
- Other than the steep hill with no warning, everything went very well.
- An eye level shelf in the shower would be nice. I left my shampoo, conditioner and soap on top of the shower. I didn't see them from the changing area before I left and they were gone the next morning. My fault, but an eye level or lower shelf you can see from the changing area probably would have reminded me not to leave them behind.
- Lower yurt and cabin rates.
- Create a vehicle surcharge to promote alternate forms of transportation.
- Maintenance up keep with the grass, it was very brown and it should be watered more so it's more pleasant.
- More full hook-ups.
- Make fishing more accessible for visitors.
- Make the showers safer so it's not slippery.
- Allow no dogs in showers.... If they already aren't allowed, signs need to be put up.
- Make password retrieval easier for the internet.
- Too much holding for reservations at the call center.
- More church listings so people know where local churches are, also police phone number and veterinarian.
- Make sure that short people or people in a wheelchairs can see the river; the main reason why respondent and her husband go to Champoeg is because of the easy access to get around the park in a wheelchair.
- Make yurts less expensive.
- More accessible garbage and recycling in oak grove area would be nice.
- More disc golf holes.
- Try to include an off-leash area for pets that is closer to the campgrounds.
- More full hook-ups would be great.
- Could definitely be more restrooms, especially in the a-loop.
- More full hookup sites.
- Getting back the express check-in for online reservations. When we transferred over to the new reservation system they got rid of it.
- More non-reservation sites. When people travel it is hard to secure sites with so many reservation only areas.
- More space between campsites.
- More space between sites, more privacy - customer stated that's the main reason why they probably won't go back to Champoeg is because the campsites were too close and not enough privacy.
- Customer stated that he understood why there is a reservation system in place, but having reservations in general, especially nine months in advance, takes the fun and spontaneity out of camping.
- More tent sites.

- Lower tent site prices.
- More yurts would be nice. We love to stay in yurt.
- Native plantings would be a great management strategy.
- Education about native vs invasive species is something people need to learn about.
- Need longer bike trail
- Not enough people allowed per site. We have 9-11 grandchildren. To think that we would have to rent an additional site annoys us.
- One of the things that respondent noticed they would come to the park and it said it was full, then would get up in the morning, there was no one there at all the sites.
- Make a closer and bigger off-leash dog area - it's too far from the campground!
- Oregon state parks are extremely aggressive in their marketing.
- Placement of the 6th hole is awful. Too close to the creek and possible loss of disc and or intrusion into the drainage way. Suggest moving it away from stream bank.
- Wish list - 3 more holes to make it an 18 hole course.
- Please make this survey shorter. Takes too much time away from family/visiting.
- Please add playgrounds.
- Please do not even consider implementing wireless internet at a campground! That would be a single factor that would make me choose another park.
- Strongly encourage increased recycling at the park.
- Please don't start adding multi-lingual signage to the parks. English is our official language. I am completely supportive of more graphical signage as this makes it more friendly for foreign visitors, but please don't start adding additional languages to the signs.
- Please have more homestead days! I'm a descendant of pioneers, and I really like to learn about that period of history.
- Please replace rubber mats with cement pads on disc golf course.
- Pool or swimming area would be nice.
- Post signs that keep kids and people from walking and riding bikes though occupied campsites.
- Posted information for closest hospital and veterinarian.
- Privacy and space between campsites.
- Do something about the muddy trails along the river.
- Maybe have kid-sized life jackets that can be borrowed for playing in the river.
- Promote Champoeg more to the Boy Scouts for group trips because of disc golf.
- Structure and question of the survey was too long for Champoeg, questions were a bit redundant and exhausting.
- Should've included questions about a category for active elderly people/senior citizens.
- Provide discount passes for elderly - whole group of active retirement centers and active elders that Champoeg could do a better job targeting with promotions.
- Provide a playground.
- Provide doggy doo pickup bags.
- Provide fans to rent when it's extremely hot!
- Have carts to load stuff on to bring up to yurt, or vans available - should be part of package for the yurts.
- Provide more cabins and yurts.
- Provide more focus and information on the cultivation and growing process during farming instead of just focusing on the harvesting.
- Provide trash compactors.
- Enforce the dog rules.
- Provide wireless internet.
- Providing a fish cleaning stall would be nice so you don't get to look at blood and guts on the dock.
- Providing buffers between regular campsites and walk-in campsites. It wasn't very pleasant seeing naked people as they were changing.
- A back in boat ramp would be nice.
- Providing more off leash areas for dogs.
- Wasn't happy with the Reservation America website - confusing.
- More yurts.
- Public showers would be nice.

- Put in a playground and then it will be perfect.
- Questionnaire too long.
- Campground was full or nearly full but I did not feel it was crowded. Perhaps if the maximum number of people had been in each campsite it would be crowded, but that never happens.
- Ranger at check in booth more hours.
- Road noise was very loud.
- Seems a little pricy for camping.
- Reservation fees are excessive.
- Being able to book so far in advance ties up parks unnecessarily. Should have more drop in sites.
- Reserve America is horrible...it's call center needs to increase staffing and the website is by no means intuitive.
- Respondent said if he was a day user at Champoeg, the \$5 entry fee would've been a little stiff.
- Some rude people next family's campsite, but they left; main reason for respondent's trip was a family reunion.
- More river access.
- Shorter walk from yurts to restroom.
- Another family/non-group tent area with no RVs nearby.
- Signs identifying the various trees and shrubs in the area.
- Site a-41 had severe problem with sewage in a nearby holding tank which stunk like raw sewage that seeped through bottom of their tent and ruined everything. The park staff was unresponsive and acted like there was not much of a problem even to imply that the customer peed in their tent.
- Sorry you changed the park pass process. I think Oregon will lose a lot of money under this system. Before, many friends would buy passes, now we can just exchange one pass. Not smart. I am willing to pay for support of our parks.
- Survey should be shorter.
- Survey too long.
- Survey too long. Got bored doing it and didn't want to complete it.
- Tent campers should not have to pay the higher price for a site with electricity that we do not use.
- We think requiring everyone to pay for their full time reserved at the time of the reservation is the most fair way to do things. Otherwise people just take up reservations with little cash down and keep others from the opportunity.
- Your survey is too long. Lost interest half way through.
- It would be nice to have some more disc golf courses in the state parks system.
- The old sewer/septic system needs to be changed out or the sites nearby them should not be used.
- The only thing customer wishes she could've seen was the museum and the cabin, but didn't get a chance to see them because they weren't opened yet (customer went camping with family around the first week of June).
- The only thing I did not enjoy about our stay were the teens who were playing some kind of game where they ran through our campsites in the dark. They were very rude to those of us who asked that they respect our campsites.
- The only thing that was a bit of problem were the water taps, didn't seem to be user-friendly.
- The park needs a better system to deal with last minute cancellations and people waiting on standby for a campsite. At present, the rangers just say check-in every hour. This is not practical if you want to be doing some other activity. For cancellations within 48 hours, there needs to be an onsite standby list. Then any camp site that become available need to be given out at a specific time, say 3 pm.
- The site of the original vote near the river was hard to find.
- There should be more information on the Champoeg pamphlet about the frisbee golf course.
- Include more trash cans and recycle containers around the disc golf course - beer bottles and trash were everywhere.
- More mountain biking trails would be great.
- This questionnaire is too long! Shortening it would be a big improvement!
- This survey is too long- I'm happy to provide some feedback but i almost gave up several times due to length.
- This survey is too long.

- This survey is too long. I doubt you will get anyone who does not speak English well to complete it because of the length.
- This survey is too long!
- This survey was entirely too long.
- Thought the cabin/yurt fees were a little high.
- Want pull through campsites.
- Was disappointed because the museum was closed at the time of visit.
- Would've liked more shrubbery between campsites for more privacy because respondent was a smoker and wanted privacy in the morning to go out for her cigarette and morning coffee.
- Have designated off-leash areas if going to make park more pet friendly with time constraints on use in the area for overly noisy pets.
- We came to hike with our dog. We enjoyed the leash free area.
- We couldn't find the town site trail and wandered around looking for it most of the time. I will try the internet for a better map for next time.
- Would love more weekday activities.
- We had an accident at the visitor center when leaving. My 7 year old lost control of his bike coming down the steep paved trail that goes out the back of the building, along the garden and toward the main road. He ran into the fence pretty hard. I had to run up for bandages because he scrapped up his arm. He was pretty upset and i asked if someone could give us a ride back to the camp spot (we were way over in b circle). They did their best to help us, but we did have to wait 20 minutes for a ride in which we started walking instead while pushing his bike. Eventually someone was able to help by taking his bike back for us.
- We get lost almost every time we go to Champoeg state park. The highway signage leaves much to be desired. Have found at least 4-5 different routes, but it's always worth the effort.
- The only complaint I have is that the museums charged a fee for children. I can see possibly charging teenagers and up, but not little kids. That often prohibits our family from going to a museum when we have to pay for our younger children since we have four. Just something to consider. We would have loved to go visit both, but it wasn't in our budget.
- Would not camp at the park because the sites are not wooded or private.
- We felt slightly crowded in the campground, but in the rest of the park, there was plenty of room to roam without running into others.
- I would like to see a more detailed map on the walking trails with the approximate mileage from point a to b.
- We have never been able to use the online reservation system in Oregon successfully. We can navigate the system easily, but it always locks up when we try to actually reserve a site. We have high speed so we do not think it is our internet that is the problem. Also, we try many different times of day and always have the lock up problem. Consequently we end up having to phone for a reservation during the weekday 8-5 hours. We would really like to be able to use the online system! The system that Washington uses works much better.
- Our last visit was an extremely disappointing one. The site immediately beside us, meant for one tent/RV, was filled with 5 tents. In fact, it was so full that one of the tents was almost completely on our site. Along with the number of tents and tarps (and televisions and video games), were a large number of people and vehicles. The park was not overly crowded, but we felt extremely overcrowded in our site and, consequently, very uncomfortable. I believe that the rules in place are fair, yet do no good if not enforced. In speaking with one of the rangers, apparently the same group comes every year and must be reprimanded for something every year. Such groups really spoil the camping experience of those around them and that is a disappointment.
- Only complaint is no ranger programs during the week.
- Still would love to see more events to bring bigger crowds. Occasional big crowds will open the eyes of others so that they will come back and visit on non-event days.
- We missed the two museums because we were nit there during their limited schedule.
- We needed a sewer connection for the RV.
- Would have liked a way to buy a newspaper, perhaps at the Butteville store.
- We were there on the day the car club had their big get together. They were all gone by 3:00pm which is when we started. They had reserved the area for the whole day, so even though they were gone, the ranger made us move to an area fairly distant from the restrooms. This was almost an issue for my mom, who is

disabled, and also for my two year old potty training son. I was not very impressed by the customer service side of this situation.

- We would like to have the junior ranger program offered during the week, instead of only on weekends.
- We would prefer our group use the a-loop due to the better trees and shade, but the yurts are way too far away from the bathroom facilities. You really should provide at least a port-a-potty in the yurt area.
- We would strongly support a better bike path/sidewalk/trail from Newberg to Champoeg.
- We would visit Champoeg heritage area more often if there were more available camping spaces.
- Just wish you had a swimming area.
- Wi-fi would be nice, but not if it costs extra.
- Wish there were a docking area for kayaks that didn't require steps.
- Wishes there was more access to the river because it was a steep drop-off from the bike trails.
- Tent site area needs to have more room for the kids to get out, it was kind of congested - kids got in trouble for throwing a ball in the street.
- Would be nice to have children's play area in the oak grove site .
- Extra bathrooms needed.
- Would have been better if there were swings or a sand box. Any playground area! Even a paved area for small children to bike ride, away from traffic.
- Would like access to the Willamette for kayaking.
- Would like more full hookups.
- Would like to be able to make an online reservation 1 day in advance.
- Your yurt "village" needs to have their own bathrooms and showers. It is way too far to walk to the bathroom from the yurts. No wonder people pee in the bushes. If funds are short, why not sacrifice one trailer site and open up the fence so yurt campers don't have to walk all the way around the fence.
- I would really like to see more deluxe yurts and/or deluxe cabins in all Oregon state parks.
- Please be more strict with owners of barking dogs.
- Please expand these options and allow more pets.

APPENDIX B: QUESTIONNAIRES

Day Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



Nature
HISTORY
Discovery



We are conducting this survey to learn about your experiences at Champoeg State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you have completed this survey, please return it as soon as possible.**

1. Before your most recent trip, had you ever visited Champoeg State Heritage Area? (check **ONE**)
 - No
 - Yes → if yes, how many day trips have you made to this park in the past 12 months? (write number) _____ trip(s)
2. How many hours did you spend at Champoeg State Heritage Area on your most recent trip? (write number) _____ hour(s)
3. Please check **all** recreation activities you did at Champoeg State Heritage Area on your recent trip. (check **ALL THAT APPLY**)

<input type="checkbox"/> A. Hiking or walking	<input type="checkbox"/> F. Sightseeing	<input type="checkbox"/> K. Fishing
<input type="checkbox"/> B. Dog walking	<input type="checkbox"/> G. Picnicking or barbecuing	<input type="checkbox"/> L. Boating (motor, canoe, kayak)
<input type="checkbox"/> C. Running or jogging	<input type="checkbox"/> H. Camping	<input type="checkbox"/> M. Geocaching or Orienteering
<input type="checkbox"/> D. Bicycling on trails	<input type="checkbox"/> I. Bird or wildlife watching	<input type="checkbox"/> N. Ranger-led program(s)
<input type="checkbox"/> E. Bicycling on local roads	<input type="checkbox"/> J. Disc golf	<input type="checkbox"/> O. Other (write response) _____
4. From activities in Question 3 above, what **ONE primary activity** did you do at Champoeg State Heritage Area on your recent trip? (write a letter that matches your response)
 Letter for primary activity _____
5. What other activities would you have liked to do at Champoeg State Heritage Area? (write response) _____
6. To what extent do you **disagree or agree** that each of the following influenced your decision to visit Champoeg State Heritage Area? (circle one number for EACH)

<i>I visited Champoeg State Heritage Area ...</i>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
... to spend time in nature.	1	2	3	4	5
... to enjoy learning about nature.	1	2	3	4	5
... to enjoy learning about Oregon history.	1	2	3	4	5
... to attend an educational or guided program.	1	2	3	4	5
... to explore a new area.	1	2	3	4	5
... to have fun / excitement.	1	2	3	4	5
... to rest or relax.	1	2	3	4	5
... to escape crowds of people.	1	2	3	4	5
... to socialize with friends or family.	1	2	3	4	5
... to get physical exercise.	1	2	3	4	5
... to use the toilets / restrooms.	1	2	3	4	5
... to see exhibits or buy something at the Visitor Center.	1	2	3	4	5
... because I saw highway signs and decided to stop.	1	2	3	4	5
... because I have been here before.	1	2	3	4	5
... because it reminds me of childhood experiences.	1	2	3	4	5
... because visiting here is affordable.	1	2	3	4	5
... because I like the activities I can do here.	1	2	3	4	5
... because the park has everything I need.	1	2	3	4	5
... because of the easy access by road / vehicle.	1	2	3	4	5
... because this park is close to my home.	1	2	3	4	5
... to visit the Butteville store.	1	2	3	4	5
... other reason? (write response) _____	1	2	3	4	5

7. Was Champeog State Heritage Area the main reason for your trip? (**check ONE**) No Yes
8. Overall, how dissatisfied or satisfied were you with your **overall experience** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
9. How dissatisfied or satisfied were you with the **natural environment** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
10. How dissatisfied or satisfied were you with the **facilities / services** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
11. How dissatisfied or satisfied were you with the **fee that you paid** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
12. How unlikely or likely are you to return to Champeog State Heritage Area in the future? (**check ONE**)
 Very Unlikely Unlikely Neither Likely Very Likely
13. How **important** is it to you that each of the following is at Champeog State Heritage Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	1	2	3	4	5
Number of toilets / bathrooms.	1	2	3	4	5
Cleanliness / conditions of toilets / bathrooms.	1	2	3	4	5
Absence of litter.	1	2	3	4	5
Presence of park rangers / personnel.	1	2	3	4	5
Courteousness of park rangers / personnel.	1	2	3	4	5
Number of park trails.	1	2	3	4	5
Condition / maintenance of park trails.	1	2	3	4	5
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	1	2	3	4	5
Facilities for groups to gather.	1	2	3	4	5
Variety of things for adults to do.	1	2	3	4	5
Variety of things for youth to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Public transportation to this park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

14. Now, how *dissatisfied or satisfied* were you with the following at Champeog State Heritage Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	1	2	3	4	5
Number of toilets / bathrooms.	1	2	3	4	5
Cleanliness / conditions of toilets / bathrooms.	1	2	3	4	5
Absence of litter.	1	2	3	4	5
Presence of park rangers / personnel.	1	2	3	4	5
Courteousness of park rangers / personnel.	1	2	3	4	5
Number of park trails.	1	2	3	4	5
Condition / maintenance of park trails.	1	2	3	4	5
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	2	3	4	5
Facilities for groups to gather.	1	2	3	4	5
Variety of things for adults to do.	1	2	3	4	5
Variety of things for youth to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Public transportation to this park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

15. Please tell us how we can improve Champeog State Heritage Area. (**write response**)

16. Approximately how many people did you see at Champeog State Heritage Area on your most recent trip? (**write a number**)

I saw about _____ other people

17. To what extent did you feel crowded at Champeog State Heritage Area on your most recent trip? (**circle a number**)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

18. What is the maximum number of other people that you would accept seeing at Champeog State Heritage Area on a trip? (**write a number**)

It is OK to see as many as _____ other visitors at Champeog State Heritage Area

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area? **(circle one number for EACH)**

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1	2	3	4	5
Provide more opportunities for viewing wildlife.	1	2	3	4	5
Provide more group picnic areas.	1	2	3	4	5
Provide more opportunities for mountain biking.	1	2	3	4	5
Provide more opportunities for hiking.	1	2	3	4	5
Provide more paved trails.	1	2	3	4	5
Provide more trash cans.	1	2	3	4	5
Provide more recycling containers.	1	2	3	4	5
Provide more information / education about nature, history, or archeology.	1	2	3	4	5
Provide more programs led by park rangers.	1	2	3	4	5
Provide wireless internet access within the park.	1	2	3	4	5
Provide downloadable mobile phone applications.	1	2	3	4	5
Provide more enclosed shelters.	1	2	3	4	5
Improve maintenance or upkeep of facilities / services.	1	2	3	4	5
Require all dogs be kept on leash at all times.	1	2	3	4	5
Make the park more pet friendly.	1	2	3	4	5
Provide trails linking this park to nearby communities.	1	2	3	4	5
Provide natural buffers to block views of development outside the park.	1	2	3	4	5
Restore it to historical conditions (e.g., replace non-native with native plants)	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

20. ***Including yourself***, how many people accompanied you at Champoeg State Heritage Area on your recent trip? _____ person(s)

21. Who first suggested the idea of visiting Champoeg State Heritage Area on your most recent trip? (**check ONE**)

Yourself Spouse / significant other Son or daughter Friend / other family member Someone else

22. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? (**check ONE**)

No

Yes → if yes, where were these dog(s) in the park? (**check ALL THAT APPLY**)

Off-leash pet exercise area Hiking or walking trail Picnic area Children's play area

23. Did anyone in your group have a disability?

No

Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) Hearing Sight Walking
 Learning Other _____

24. When you were thinking about visiting an Oregon State Park such as Champoeg State Heritage Area, about how often did you obtain information from each of the following sources when making your decision? (**circle one number for EACH**)

	Never		Sometimes		Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	1	2	3	4	5
B. Social media internet websites (e.g., Facebook, Twitter).	1	2	3	4	5
C. Brochures.	1	2	3	4	5
D. Newspapers.	1	2	3	4	5
E. Magazines.	1	2	3	4	5
F. Books.	1	2	3	4	5
G. Television.	1	2	3	4	5
H. Videos / DVDs.	1	2	3	4	5
I. Radio.	1	2	3	4	5
J. Community organization.	1	2	3	4	5
K. Church.	1	2	3	4	5
L. Health care providers.	1	2	3	4	5
M. Work.	1	2	3	4	5
N. Friends or family members.	1	2	3	4	5
O. Highway signs.	1	2	3	4	5
P. Previous visit.	1	2	3	4	5
Q. Other (write response) _____	1	2	3	4	5

25. From the list of sources in question 24 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter _____

26. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)

Yes

No → if no, what additional information did you need? (**write response**) _____

27. How did you get to Champoeg State Heritage Area on your most recent trip? (**check ONE**)

My family's personal vehicle → how many total people were in the vehicle? _____ person(s)

Somebody else's personal vehicle → how many total people were in the vehicle? _____ person(s)

Bus or other public transportation

On a bicycle

On a boat

28. Do you currently own a 12 or 24 month Oregon State Park pass? (**check ONE**) No Yes Unsure

29. Have you camped overnight at an Oregon State Park in the last five years? (**check ONE**)

Yes

No → if no, what is one main reason you have not camped overnight at an Oregon State Park? _____

30. Do you have a computer with internet access at home? (**check ONE**)

No

Yes → if yes, is this *high-speed* internet access? (**check ONE**) No Yes

31. Are you: (**check ONE**) Male Female

32. How old are you? (**write response**) _____ years old

33. Which of the following best describes you? (**check ONE**)

White (Caucasian)

Hispanic / Latino

American Indian or Alaskan Native

Other (write response)

Black / African American

Asian

Native Hawaiian or Pacific Islander

34. What language do you read most of the time? (**check ONE**)

English

Spanish

Russian

Other (write response) _____

35. What language is spoken most often at your home? (**check ONE**)

English

Spanish

Russian

Other (write response) _____

36. Where do you live? (**write responses**) City / town _____ State _____ Country _____ Zipcode _____

We hope you enjoyed your visit. If you have any other comments, please write them below:

Thank you, your input is important! *Please return this survey as soon as possible.*

Overnight Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



We are conducting this survey to learn about your experiences at Champoeg State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you complete this survey, please return it as soon as possible.**

1. Before your most recent trip, had you ever visited Champoeg State Heritage Area? (**check ONE**)
 - No
 - Yes → if yes, how many trips have you made to this park in the past 12 months? (**write number**) _____ trip(s)

2. How many nights in a row did you spend at Champoeg State Heritage Area on your recent trip? (**write number**) _____ night(s)

3. Please check **all** recreation activities you did at Champoeg State Heritage Area on your recent trip. (**check ALL THAT APPLY**)

<input type="checkbox"/> A. Hiking or walking	<input type="checkbox"/> F. Sightseeing	<input type="checkbox"/> K. Fishing
<input type="checkbox"/> B. Dog walking	<input type="checkbox"/> G. Picnicking or barbecuing	<input type="checkbox"/> L. Boating (motor, canoe, kayak)
<input type="checkbox"/> C. Running or jogging	<input type="checkbox"/> H. Camping	<input type="checkbox"/> M. Geocaching or Orienteering
<input type="checkbox"/> D. Bicycling on trails	<input type="checkbox"/> I. Bird or wildlife watching	<input type="checkbox"/> N. Ranger-led program(s)
<input type="checkbox"/> E. Bicycling on local roads	<input type="checkbox"/> J. Disc golf	<input type="checkbox"/> O. Other (write response) _____

4. From activities in Question 3 above, what **ONE primary activity** did you do at Champoeg State Heritage Area on your recent trip? (**write a letter that matches your response**)

Letter for primary activity _____

5. What other activities would you have liked to do at Champoeg State Heritage Area? (**write response**) _____

6. To what extent do you **disagree or agree** that each of the following influenced your decision to visit Champoeg State Heritage Area? (**circle one number for EACH**)

<i>I visited Champoeg State Heritage Area ...</i>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
... to spend time in nature.	1	2	3	4	5
... to enjoy learning about nature.	1	2	3	4	5
... to enjoy learning about Oregon history.	1	2	3	4	5
... to attend an educational or guided program.	1	2	3	4	5
... to explore a new area.	1	2	3	4	5
... to have fun / excitement.	1	2	3	4	5
... to rest or relax.	1	2	3	4	5
... to escape crowds of people.	1	2	3	4	5
... to socialize with friends or family.	1	2	3	4	5
... to get physical exercise.	1	2	3	4	5
... to use the toilets / restrooms.	1	2	3	4	5
... to see exhibits or buy something at the Visitor Center.	1	2	3	4	5
... because I saw highway signs and decided to stop.	1	2	3	4	5
... because I have been here before.	1	2	3	4	5
... because it reminds me of childhood experiences.	1	2	3	4	5
... because visiting here is affordable.	1	2	3	4	5
... because I like the activities I can do here.	1	2	3	4	5
... because the park has everything I need.	1	2	3	4	5
... because of the easy access by road / vehicle.	1	2	3	4	5
... because this park is close to my home.	1	2	3	4	5
... to visit the Butteville store.	1	2	3	4	5
... other reason? (write response) _____	1	2	3	4	5

7. Was Champeog State Heritage Area the main reason for your trip? (**check ONE**) No Yes
8. Overall, how dissatisfied or satisfied were you with your **overall experience** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
9. How dissatisfied or satisfied were you with the **natural environment** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
10. How dissatisfied or satisfied were you with the **facilities / services** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
11. How dissatisfied or satisfied were you with the **fee that you paid** at Champeog State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied
12. How unlikely or likely are you to return to Champeog State Heritage Area in the future? (**check ONE**)
 Very Unlikely Unlikely Neither Likely Very Likely
13. How **important** is it to you that each of the following is at Champeog State Heritage Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	1	2	3	4	5
Number of toilets / bathrooms.	1	2	3	4	5
Cleanliness / conditions of toilets / bathrooms.	1	2	3	4	5
Absence of litter.	1	2	3	4	5
Presence of park rangers / personnel.	1	2	3	4	5
Courteousness of park rangers / personnel.	1	2	3	4	5
Number of park trails.	1	2	3	4	5
Condition / maintenance of park trails.	1	2	3	4	5
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	1	2	3	4	5
Facilities for groups to gather.	1	2	3	4	5
Variety of things for adults to do.	1	2	3	4	5
Variety of things for youth to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Public transportation to this park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Comfort of campsites.	1	2	3	4	5
Shading provided by trees or other structures.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

14. Now, how *dissatisfied or satisfied* were you with the following at Champeog State Heritage Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	1	2	3	4	5
Number of toilets / bathrooms.	1	2	3	4	5
Cleanliness / conditions of toilets / bathrooms.	1	2	3	4	5
Absence of litter.	1	2	3	4	5
Presence of park rangers / personnel.	1	2	3	4	5
Courteousness of park rangers / personnel.	1	2	3	4	5
Number of park trails.	1	2	3	4	5
Condition / maintenance of park trails.	1	2	3	4	5
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	2	3	4	5
Facilities for groups to gather.	1	2	3	4	5
Variety of things for adults to do.	1	2	3	4	5
Variety of things for youth to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Public transportation to this park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Comfort of campsites.	1	2	3	4	5
Shading provided by trees or other structures.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

15. Please tell us how we can improve Champeog State Heritage Area. (**write response**)

16. Approximately how many people did you see at Champeog State Heritage Area on your most recent trip? (**write a number**)

I saw about _____ other people

17. To what extent did you feel crowded at Champeog State Heritage Area on your most recent trip? (**circle a number**)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

18. What is the maximum number of other people that you would accept seeing at Champeog State Heritage Area on a trip? (**write a number**)

It is OK to see as many as _____ other visitors at Champeog State Heritage Area

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area? **(circle one number for EACH)**

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1	2	3	4	5
Provide more opportunities for viewing wildlife.	1	2	3	4	5
Provide more group picnic areas.	1	2	3	4	5
Provide more opportunities for mountain biking.	1	2	3	4	5
Provide more opportunities for hiking.	1	2	3	4	5
Provide more paved trails.	1	2	3	4	5
Provide more trash cans.	1	2	3	4	5
Provide more recycling containers.	1	2	3	4	5
Provide more information / education about nature, history, or archeology.	1	2	3	4	5
Provide more programs led by park rangers.	1	2	3	4	5
Provide wireless internet access within the park.	1	2	3	4	5
Provide downloadable mobile phone applications.	1	2	3	4	5
Provide more enclosed shelters.	1	2	3	4	5
Improve maintenance or upkeep of facilities / services.	1	2	3	4	5
Require all dogs be kept on leash at all times.	1	2	3	4	5
Make the park more pet friendly.	1	2	3	4	5
Provide trails linking this park to nearby communities.	1	2	3	4	5
Provide natural buffers to block views of development outside the park.	1	2	3	4	5
Restore it to historical conditions (e.g., replace non-native with native plants)	1	2	3	4	5
Provide more space between campsites.	1	2	3	4	5
Provide more walk-in / cart-in campsites.	1	2	3	4	5
Provide more tent camping in developed campgrounds.	1	2	3	4	5
Provide campsites that accommodate both RV and tent camping.	1	2	3	4	5
Provide more cabins without bathrooms for staying overnight.	1	2	3	4	5
Provide more cabins with bathrooms for staying overnight.	1	2	3	4	5
Provide more yurts without bathrooms for staying overnight.	1	2	3	4	5
Provide more yurts with bathrooms for staying overnight.	1	2	3	4	5
Provide more group camping areas.	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

20. What type of campsite(s) did you use on your most recent trip to Champoeg State Heritage Area? **(check ALL THAT APPLY)**

- RV campsite
 Cabin
 Group RV camp
 Hiker / biker campsite
 Tent campsite
 Yurt
 Group tent camp
 Other (write response) _____

21. If you were to stay at a RV or tent campsite, what type of power supply would you require? **(check ONE)**

- 30 amps
 50 amps
 100 amps
 No electric power needed

22. Did you make your reservation for your recent overnight visit to Champoeg State Heritage Area using the Oregon State Parks telephone or internet reservation system? **(check ONE)**

- Telephone reservation system
 Internet reservation system
 I did not make the reservation

23. How dissatisfied or satisfied were you with the reservation system for your trip to Champoeg State Heritage Area? (**check ONE**)
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied Didn't make reservation

24. How far in advance do you feel that site reservations should be allowed to be made? (**check ONE**)

- 1 month 3 months 5 months 7 months 9 months 11 months
 2 months 4 months 6 months 8 months 10 months 12 or more months

25. **Including yourself**, how many people accompanied you at Champoeg State Heritage Area during your stay? _____ person(s)

26. Who first suggested the idea of visiting Champoeg State Heritage Area on your recent trip? (**check ONE**)

- Yourself Spouse / significant other Son or daughter Friend / other family member Someone else

27. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? (**check ONE**)

- No
 Yes → if yes, where were these dog(s) in the park? (**check ALL THAT APPLY**)
 Off-leash pet exercise area Hiking or walking trail Picnic area Children's play area

28. Did anyone in your group have a disability?

- No
 Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) Hearing Sight Walking
 Learning Other _____

29. When you were thinking about visiting an Oregon State Park such as Champoeg State Heritage Area, about how often did you obtain information from each of the following sources when making your decision? (**circle one number for EACH**)

	Never		Sometimes		Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	1	2	3	4	5
B. Social media internet websites (e.g., Facebook, Twitter).	1	2	3	4	5
C. Brochures.	1	2	3	4	5
D. Newspapers.	1	2	3	4	5
E. Magazines.	1	2	3	4	5
F. Books.	1	2	3	4	5
G. Television.	1	2	3	4	5
H. Videos / DVDs.	1	2	3	4	5
I. Radio.	1	2	3	4	5
J. Community organization.	1	2	3	4	5
K. Church.	1	2	3	4	5
L. Health care providers.	1	2	3	4	5
M. Work.	1	2	3	4	5
N. Friends or family members.	1	2	3	4	5
O. Highway signs.	1	2	3	4	5
P. Previous visit.	1	2	3	4	5
Q. Other (write response) _____	1	2	3	4	5

30. From the list of sources in question 29 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter _____

31. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)
 Yes
 No → if no, what additional information did you need? (**write response**) _____
32. How did you get to Champoeg State Heritage Area on your most recent trip? (**check ONE**)
 My family's personal vehicle → how many total people were in the vehicle? _____ person(s)
 Somebody else's personal vehicle → how many total people were in the vehicle? _____ person(s)
 Bus or other public transportation
 On a bicycle
 On a boat
33. Do you have a computer with internet access at home? (**check ONE**)
 No
 Yes → if yes, is this *high-speed* internet access? (**check ONE**) No Yes
34. Are you: (**check ONE**) Male Female
35. How old are you? (**write response**) _____ years old
36. Which of the following best describes you? (**check ONE**)
 White (Caucasian) Hispanic / Latino American Indian or Alaskan Native Other (write response)
 Black / African American Asian Native Hawaiian or Pacific Islander _____
37. What language do you read most of the time? (**check ONE**)
 English Spanish Russian Other (write response) _____
38. What language is spoken most often at your home? (**check ONE**)
 English Spanish Russian Other (write response) _____
39. Where do you live? (**write responses**) City / town _____ State _____ Country _____ Zipcode _____

We hope you enjoyed your visit. If you have any other comments, please write them below:

Thank you, your input is important! *Please return this survey as soon as possible.*

APPENDIX C: UNCOLLAPSED PERCENTAGES

**Day Visitor Experiences and Perceptions
at Champoeg State Heritage Area**



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



Nature
HISTORY
Discovery



We are conducting this survey to learn about your experiences at Champoege State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you have completed this survey, please return it as soon as possible.**

1. Before your most recent trip, had you ever visited Champoege State Heritage Area? (**check ONE**)
 - 15% No
 - 85% Yes → if yes, how many day trips have you made to this park in the past 12 months? (**write number**) see report trip(s)
2. How many hours did you spend at Champoege State Heritage Area on your most recent trip? (**write number**) see report hour(s)
3. Please check **all** recreation activities you did at Champoege State Heritage Area on your recent trip. (**check ALL THAT APPLY**)

55% A. Hiking or walking	30% F. Sightseeing	2% K. Fishing
17% B. Dog walking	47% G. Picnicking or barbecuing	2% L. Boating (motor, canoe, kayak)
7% C. Running or jogging	8% H. Camping	2% M. Geocaching or Orienteering
29% D. Bicycling on trails	17% I. Bird or wildlife watching	6% N. Ranger-led program(s)
16% E. Bicycling on local roads	18% J. Disc golf	22% O. Other (write response) _____
4. From activities in Question 3 above, what **ONE primary activity** did you do at Champoege State Heritage Area on your recent trip? (**write a letter that matches your response**)

Letter for primary activity see report
5. What other activities would you have liked to do at Champoege State Heritage Area? (**write response**) see report
6. To what extent do you **disagree or agree** that each of the following influenced your decision to visit Champoege State Heritage Area? (**circle one number for EACH**)

<i>I visited Champoege State Heritage Area ...</i>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
... to spend time in nature.	3%	4%	10%	46%	38%
... to enjoy learning about nature.	3	13	39	30	14
... to enjoy learning about Oregon history.	4	12	29	33	22
... to attend an educational or guided program.	12	23	40	14	11
... to explore a new area.	4	11	30	34	21
... to have fun / excitement.	1	2	13	49	35
... to rest or relax.	2	3	10	48	36
... to escape crowds of people.	2	6	23	38	30
... to socialize with friends or family.	3	5	13	33	46
... to get physical exercise.	2	5	15	38	40
... to use the toilets / restrooms.	11	14	40	23	11
... to see exhibits or buy something at the Visitor Center.	13	22	36	20	9
... because I saw highway signs and decided to stop.	35	28	31	3	3
... because I have been here before.	8	5	10	32	45
... because it reminds me of childhood experiences.	14	18	39	21	8
... because visiting here is affordable.	5	6	22	40	28
... because I like the activities I can do here.	2	2	10	50	37
... because the park has everything I need.	2	4	24	44	26
... because of the easy access by road / vehicle.	3	4	18	50	26
... because this park is close to my home.	9	11	19	34	28
... to visit the Butteville store.	19	22	36	16	7
... other reason? (write response) <u>see report</u>	0	0	2	2	11

7. Was Champeog State Heritage Area the main reason for your trip? (**check ONE**) 48% No 52% Yes
8. Overall, how dissatisfied or satisfied were you with your **overall experience** at Champeog State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 1% Dissatisfied 2% Neither 41% Satisfied 57% Very Satisfied
9. How dissatisfied or satisfied were you with the **natural environment** at Champeog State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 0% Dissatisfied 3% Neither 45% Satisfied 52% Very Satisfied
10. How dissatisfied or satisfied were you with the **facilities / services** at Champeog State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 1% Dissatisfied 6% Neither 46% Satisfied 47% Very Satisfied
11. How dissatisfied or satisfied were you with the **fee that you paid** at Champeog State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 5% Dissatisfied 15% Neither 47% Satisfied 32% Very Satisfied
12. How unlikely or likely are you to return to Champeog State Heritage Area in the future? (**check ONE**)
 1% Very Unlikely 2% Unlikely 2% Neither 27% Likely 68% Very Likely
13. How **important** is it to you that each of the following is at Champeog State Heritage Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	0%	1%	40%	59%
Number of toilets / bathrooms.	0	2	12	52	34
Cleanliness / conditions of toilets / bathrooms.	0	1	4	44	52
Absence of litter.	0	0	2	43	55
Presence of park rangers / personnel.	2	3	25	49	20
Courteousness of park rangers / personnel.	0	1	12	48	39
Number of park trails.	1	2	17	51	29
Condition / maintenance of park trails.	1	1	13	50	36
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	7	6	35	36	17
Facilities for groups to gather.	6	6	28	39	21
Variety of things for adults to do.	2	3	24	50	21
Variety of things for youth to do.	5	5	27	42	22
Personal safety.	1	1	12	41	45
Number of information / education programs or materials.	5	9	35	36	15
Quality of information / education programs or materials.	4	7	35	36	19
Information specifically about conditions or hazards in the park.	2	5	29	43	21
Signs about directions within the park.	1	3	18	51	27
Signs about directions to the park.	3	4	27	42	24
Public transportation to this park.	17	14	47	14	9
Parking for vehicles.	1	2	15	55	27
Good value for the fee that I paid at the park.	1	1	9	51	39

14. Now, how *dissatisfied or satisfied* were you with the following at Champoeg State Heritage Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	1%	2%	42%	55%
Number of toilets / bathrooms.	1	4	8	48	39
Cleanliness / conditions of toilets / bathrooms.	0	2	10	43	45
Absence of litter.	0	1	4	45	50
Presence of park rangers / personnel.	0	1	14	49	36
Courteousness of park rangers / personnel.	0	1	12	40	49
Number of park trails.	0	2	21	47	31
Condition / maintenance of park trails.	0	2	18	45	35
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	1	35	36	28
Facilities for groups to gather.	1	1	28	37	34
Variety of things for adults to do.	0	1	20	48	30
Variety of things for youth to do.	0	3	29	40	27
Personal safety.	0	1	10	45	44
Number of information / education programs or materials.	0	1	38	35	26
Quality of information / education programs or materials.	0	1	37	35	27
Information specifically about conditions or hazards in the park.	0	2	39	36	22
Signs about directions within the park.	1	4	20	47	29
Signs about directions to the park.	1	3	22	43	31
Public transportation to this park.	3	5	67	13	12
Parking for vehicles.	0	1	11	50	38
Good value for the fee that I paid at the park.	1	3	12	42	43

15. Please tell us how we can improve Champoeg State Heritage Area. (**write response**)

See report

16. Approximately how many people did you see at Champoeg State Heritage Area on your most recent trip? (**write a number**)

I saw about see report other people

17. To what extent did you feel crowded at Champoeg State Heritage Area on your most recent trip? (**circle a number**)

45%	20%	14%	6%	6%	8%	2%	1%	0%
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

18. What is the maximum number of other people that you would accept seeing at Champoeg State Heritage Area on a trip? (**write a number**)

It is OK to see as many as see report other visitors at Champoeg State Heritage Area

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area? **(circle one number for EACH)**

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	0%	4%	30%	44%	23%
Provide more opportunities for viewing wildlife.	0	2	19	52	27
Provide more group picnic areas.	2	9	48	31	11
Provide more opportunities for mountain biking.	5	9	40	29	17
Provide more opportunities for hiking.	1	1	24	45	29
Provide more paved trails.	2	10	34	36	18
Provide more trash cans.	1	4	41	39	15
Provide more recycling containers.	0	3	31	39	27
Provide more information / education about nature, history, or archeology.	0	3	40	39	17
Provide more programs led by park rangers.	1	5	51	35	9
Provide wireless internet access within the park.	19	15	39	15	12
Provide downloadable mobile phone applications.	16	14	49	14	8
Provide more enclosed shelters.	2	7	46	35	10
Improve maintenance or upkeep of facilities / services.	1	5	46	37	12
Require all dogs be kept on leash at all times.	7	9	23	26	35
Make the park more pet friendly.	5	7	45	27	16
Provide trails linking this park to nearby communities.	3	7	34	37	18
Provide natural buffers to block views of development outside the park.	1	3	34	41	22
Restore it to historical conditions (e.g., replace non-native with native plants).	2	6	35	34	24
Do not change anything / keep things as they are now.	2	11	49	27	12

20. **Including yourself**, how many people accompanied you at Champoeg State Heritage Area on your recent trip? **See report** person(s)

21. Who first suggested the idea of visiting Champoeg State Heritage Area on your most recent trip? **(check ONE)**

43% Yourself 13% Spouse / significant other 5% Son or daughter 31% Friend / other family member 9% Someone else

22. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? **(check ONE)**

73% No

27% Yes → if yes, where were these dog(s) in the park? **(check ALL THAT APPLY)**

25% Off-leash pet exercise area 54% Hiking or walking trail 68% Picnic area 4% Children's play area

23. Did anyone in your group have a disability?

81% No

19% Yes → if yes, what are these disabilities? **(check ALL THAT APPLY)** 17% Hearing 11% Sight 76% Walking
9% Learning 13% Other

24. When you were thinking about visiting an Oregon State Park such as Champoeg State Heritage Area, about how often did you obtain information from each of the following sources when making your decision? (**circle one number for EACH**)

	Never		Sometimes		Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	27%	4%	24%	16%	30%
B. Social media internet websites (e.g., Facebook, Twitter).	69	10	12	4	5
C. Brochures.	40	10	28	15	7
D. Newspapers.	55	11	23	8	4
E. Magazines.	58	14	17	8	3
F. Books.	57	14	19	7	3
G. Television.	64	15	16	4	1
H. Videos / DVDs.	74	15	10	1	1
I. Radio.	68	13	16	3	2
J. Community organization.	61	14	17	6	3
K. Church.	74	12	11	3	1
L. Health care providers.	80	13	6	1	1
M. Work.	67	9	15	6	3
N. Friends or family members.	19	5	23	27	26
O. Highway signs.	32	11	29	20	8
P. Previous visit.	14	3	14	26	43
Q. Other (write response) <u>see report</u>	1	0	0	1	3

25. From the list of sources in question 24 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter see report

26. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)

96% Yes

4% No → if no, what additional information did you need? (**write response**) see report

27. How did you get to Champoeg State Heritage Area on your most recent trip? (**check ONE**)

87% My family's personal vehicle

7% Somebody else's personal vehicle

1% Bus or other public transportation

4% On a bicycle

0% On a boat

28. Do you currently own a 12 or 24 month Oregon State Park pass? (**check ONE**) 65% No 34% Yes 1% Unsure

29. Have you camped overnight at an Oregon State Park in the last five years? (**check ONE**)

49% Yes

51% No → if no, what is one main reason you have not camped overnight at an Oregon State Park? See report

30. Do you have a computer with internet access at home? (**check ONE**)
8% No
92% Yes → if yes, is this **high-speed** internet access? (**check ONE**) 6% No 94% Yes
31. Are you: (**check ONE**) 42% Male 58% Female
32. How old are you? (**write response**) see report years old
33. Which of the following best describes you? (**check ONE**)
93% White (Caucasian) 2% Hispanic / Latino 0% American Indian or Alaskan Native 3% Other (write response)
1% Black / African American 1% Asian 0% Native Hawaiian or Pacific Islander
34. What language do you read most of the time? (**check ONE**)
100% English 0% Spanish 0% Russian 0% Other (write response)
35. What language is spoken most often at your home? (**check ONE**)
99% English 0% Spanish 0% Russian 1% Other (write response)
36. Where do you live? (**write responses**) City / town see report State see report Country see report Zipcode see report

We hope you enjoyed your visit. If you have any other comments, please write them below: See report

Thank you, your input is important! ***Please return this survey as soon as possible.***

Overnight Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



We are conducting this survey to learn about your experiences at Champoeg State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you complete this survey, please return it as soon as possible.**

1. Before your most recent trip, had you ever visited Champoeg State Heritage Area? (**check ONE**)
 - 34% No
 - 66% Yes → if yes, how many trips have you made to this park in the past 12 months? (**write number**) see report trip(s)

2. How many nights in a row did you spend at Champoeg State Heritage Area on your recent trip? (**write number**) see report night(s)

3. Please check **all** recreation activities you did at Champoeg State Heritage Area on your recent trip. (**check ALL THAT APPLY**)

78% A. Hiking or walking	49% F. Sightseeing	7% K. Fishing
30% B. Dog walking	48% G. Picnicking or barbecuing	4% L. Boating (motor, canoe, kayak)
5% C. Running or jogging	95% H. Camping	4% M. Geocaching or Orienteering
45% D. Bicycling on trails	27% I. Bird or wildlife watching	20% N. Ranger-led program(s)
22% E. Bicycling on local roads	13% J. Disc golf	12% O. Other (write response) <u>see report</u>

4. From activities in Question 3 above, what **ONE primary activity** did you do at Champoeg State Heritage Area on your recent trip? (**write a letter that matches your response**)

Letter for primary activity see report

5. What other activities would you have liked to do at Champoeg State Heritage Area? (**write response**) see report

6. To what extent do you **disagree or agree** that each of the following influenced your decision to visit Champoeg State Heritage Area? (**circle one number for EACH**)

<i>I visited Champoeg State Heritage Area ...</i>	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
... to spend time in nature.	2%	4%	11%	47%	37%
... to enjoy learning about nature.	6	11	38	33	12
... to enjoy learning about Oregon history.	6	11	30	36	18
... to attend an educational or guided program.	12	23	42	15	8
... to explore a new area.	5	11	20	41	24
... to have fun / excitement.	1	2	13	46	38
... to rest or relax.	1	1	4	40	54
... to escape crowds of people.	3	7	19	41	31
... to socialize with friends or family.	4	7	14	31	44
... to get physical exercise.	3	8	25	44	21
... to use the toilets / restrooms.	13	15	43	21	9
... to see exhibits or buy something at the Visitor Center.	15	22	35	21	7
... because I saw highway signs and decided to stop.	42	26	28	3	1
... because I have been here before.	18	9	13	22	38
... because it reminds me of childhood experiences.	19	20	39	15	7
... because visiting here is affordable.	3	5	19	44	30
... because I like the activities I can do here.	2	2	17	46	33
... because the park has everything I need.	2	4	20	46	29
... because of the easy access by road / vehicle.	2	3	15	48	32
... because this park is close to my home.	16	11	17	28	29
... to visit the Butteville store.	16	17	34	25	8
... other reason? (write response) <u>see report</u>	0	0	3	5	12

7. Was Champeog State Heritage Area the main reason for your trip? (**check ONE**) 54% No 46% Yes
8. Overall, how dissatisfied or satisfied were you with your **overall experience** at Champeog State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 2% Dissatisfied 2% Neither 33% Satisfied 63% Very Satisfied
9. How dissatisfied or satisfied were you with the **natural environment** at Champeog State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 1% Dissatisfied 3% Neither 41% Satisfied 54% Very Satisfied
10. How dissatisfied or satisfied were you with the **facilities / services** at Champeog State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 3% Dissatisfied 5% Neither 37% Satisfied 54% Very Satisfied
11. How dissatisfied or satisfied were you with the **fee that you paid** at Champeog State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 5% Dissatisfied 8% Neither 45% Satisfied 42% Very Satisfied
12. How unlikely or likely are you to return to Champeog State Heritage Area in the future? (**check ONE**)
 1% Very Unlikely 3% Unlikely 4% Neither 26% Likely 66% Very Likely
13. How **important** is it to you that each of the following is at Champeog State Heritage Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	0%	2%	28%	70%
Number of toilets / bathrooms.	2	3	10	44	41
Cleanliness / conditions of toilets / bathrooms.	1	1	5	31	63
Absence of litter.	0	0	3	37	61
Presence of park rangers / personnel.	1	2	10	49	39
Courteousness of park rangers / personnel.	0	1	5	40	54
Number of park trails.	1	2	16	48	34
Condition / maintenance of park trails.	1	1	12	48	39
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	8	9	34	28	21
Facilities for groups to gather.	11	10	35	25	18
Variety of things for adults to do.	2	6	21	48	23
Variety of things for youth to do.	6	5	23	39	28
Personal safety.	0	0	8	38	54
Number of information / education programs or materials.	4	7	33	40	16
Quality of information / education programs or materials.	4	6	30	42	19
Information specifically about conditions or hazards in the park.	2	5	25	42	26
Signs about directions within the park.	1	2	15	52	30
Signs about directions to the park.	2	4	19	46	29
Public transportation to this park.	24	16	44	8	7
Parking for vehicles.	2	5	19	51	23
Comfort of campsites.	1	0	3	40	57
Shading provided by trees or other structures.	1	1	6	41	52
Good value for the fee that I paid at the park.	0	0	4	39	57

14. Now, how *dissatisfied or satisfied* were you with the following at Champeog State Heritage Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	0%	1%	35%	64%
Number of toilets / bathrooms.	0	4	10	44	42
Cleanliness / conditions of toilets / bathrooms.	1	4	9	41	45
Absence of litter.	0	1	1	38	60
Presence of park rangers / personnel.	0	2	7	41	51
Courteousness of park rangers / personnel.	0	1	6	33	60
Number of park trails.	0	1	13	45	41
Condition / maintenance of park trails.	0	2	12	42	45
Ease of movement or access (e.g., wheelchair, elderly, stroller).	0	0	35	32	33
Facilities for groups to gather.	0	2	43	28	26
Variety of things for adults to do.	0	2	23	46	29
Variety of things for youth to do.	1	3	31	39	27
Personal safety.	0	0	5	41	53
Number of information / education programs or materials.	0	1	32	37	29
Quality of information / education programs or materials.	0	1	34	34	31
Information specifically about conditions or hazards in the park.	0	1	36	39	24
Signs about directions within the park.	0	3	12	49	36
Signs about directions to the park.	1	3	14	46	36
Public transportation to this park.	2	2	78	11	8
Parking for vehicles.	0	2	14	47	37
Comfort of campsites.	1	3	2	39	55
Shading provided by trees or other structures.	2	8	10	42	39
Good value for the fee that I paid at the park.	0	3	5	41	51

15. Please tell us how we can improve Champeog State Heritage Area. (**write response**)

see report

16. Approximately how many people did you see at Champeog State Heritage Area on your most recent trip? (**write a number**)

I saw about see report other people

17. To what extent did you feel crowded at Champeog State Heritage Area on your most recent trip? (**circle a number**)

32%	16%	14%	6%	9%	15%	5%	1%	2%
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

18. What is the maximum number of other people that you would accept seeing at Champeog State Heritage Area on a trip? (**write a number**)

It is OK to see as many as see report other visitors at Champeog State Heritage Area

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area? **(circle one number for EACH)**

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	30%	44%	23%
Provide more opportunities for viewing wildlife.	1	2	19	51	27
Provide more group picnic areas.	3	11	61	20	5
Provide more opportunities for mountain biking.	3	9	47	29	12
Provide more opportunities for hiking.	1	3	24	52	20
Provide more paved trails.	3	10	31	41	16
Provide more trash cans.	1	8	47	34	11
Provide more recycling containers.	1	6	35	37	20
Provide more information / education about nature, history, or archeology.	1	5	39	42	13
Provide more programs led by park rangers.	1	5	44	37	13
Provide wireless internet access within the park.	12	16	22	22	28
Provide downloadable mobile phone applications.	15	17	47	13	8
Provide more enclosed shelters.	3	11	54	26	6
Improve maintenance or upkeep of facilities / services.	2	8	48	34	8
Require all dogs be kept on leash at all times.	4	7	20	32	39
Make the park more pet friendly.	6	13	40	29	13
Provide trails linking this park to nearby communities.	4	9	35	36	16
Provide natural buffers to block views of development outside the park.	2	6	24	41	28
Restore it to historical conditions (e.g., replace non-native with native plants).	3	9	39	32	17
Provide more space between campsites.	2	8	30	38	24
Provide more walk-in / cart-in campsites.	3	11	55	21	9
Provide more tent camping in developed campgrounds.	3	8	48	29	12
Provide campsites that accommodate both RV and tent camping.	3	7	26	46	19
Provide more cabins without bathrooms for staying overnight.	3	9	48	27	13
Provide more cabins with bathrooms for staying overnight.	5	9	43	26	18
Provide more yurts without bathrooms for staying overnight.	2	7	48	28	15
Provide more yurts with bathrooms for staying overnight.	5	9	44	23	20
Provide more group camping areas.	3	10	58	21	8
Do not change anything / keep things as they are now.	2	16	41	29	12

20. What type of campsite(s) did you use on your most recent trip to Champoeg State Heritage Area? **(check ALL THAT APPLY)**

65% RV campsite 9% Cabin 2% Group RV camp 1% Hiker / biker campsite
 16% Tent campsite 13% Yurt 2% Group tent camp 2% Other (write response) see report

21. If you were to stay at a RV or tent campsite, what type of power supply would you require? **(check ONE)**

52% 30 amps 21% 50 amps 4% 100 amps 22% No electric power needed

22. Did you make your reservation for your recent overnight visit to Champoeg State Heritage Area using the Oregon State Parks telephone or internet reservation system? **(check ONE)**

26% Telephone reservation system 66% Internet reservation system 8% I did not make the reservation

23. How dissatisfied or satisfied were you with the reservation system for your trip to Champoeg State Heritage Area? (**check ONE**)
 3% Very Dissatisfied 6% Dissatisfied 5% Neither 38% Satisfied 49% Very Satisfied 4% Didn't make reservation

24. How far in advance do you feel that site reservations should be allowed to be made? (**check ONE**)

7% 1 month 10% 3 months 1% 5 months 1% 7 months 24% 9 months 2% 11 months
 5% 2 months 2% 4 months 27% 6 months 2% 8 months 2% 10 months 17% 12 or more months

25. **Including yourself**, how many people accompanied you at Champoeg State Heritage Area during your stay? See report person(s)

26. Who first suggested the idea of visiting Champoeg State Heritage Area on your recent trip? (**check ONE**)

63% Yourself 16% Spouse / significant other 3% Son or daughter 15% Friend / other family member 4% Someone else

27. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? (**check ONE**)

61% No

39% Yes → if yes, where were these dog(s) in the park? (**check ALL THAT APPLY**)

27% Off-leash pet exercise area 85% Hiking or walking trail 25% Picnic area 3% Children's play area

28. Did anyone in your group have a disability?

81% No

19% Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) 14% Hearing 6% Sight 76% Walking
 9% Learning 18% Other

29. When you were thinking about visiting an Oregon State Park such as Champoeg State Heritage Area, about how often did you obtain information from each of the following sources when making your decision? (**circle one number for EACH**)

	Never		Sometimes		Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	7%	2%	15%	15%	62%
B. Social media internet websites (e.g., Facebook, Twitter).	86	6	5	2	1
C. Brochures.	44	8	27	14	8
D. Newspapers.	76	10	11	2	1
E. Magazines.	72	9	13	5	2
F. Books.	69	9	12	7	3
G. Television.	84	8	5	1	1
H. Videos / DVDs.	89	8	2	1	0
I. Radio.	87	8	4	2	0
J. Community organization.	82	7	7	3	1
K. Church.	84	6	6	2	2
L. Health care providers.	93	5	1	0	0
M. Work.	82	6	8	2	1
N. Friends or family members.	34	5	22	22	18
O. Highway signs.	51	10	24	12	4
P. Previous visit.	24	4	10	20	41
Q. Other (write response) <u>see report</u>	1	0	1	1	4

30. From the list of sources in question 29 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter see report

31. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)
96% Yes
4% No → if no, what additional information did you need? (**write response**) [see report](#)
32. How did you get to Champoeg State Heritage Area on your most recent trip? (**check ONE**)
98% My family's personal vehicle
1% Somebody else's personal vehicle
0% Bus or other public transportation
1% On a bicycle
0% On a boat
33. Do you have a computer with internet access at home? (**check ONE**)
4% No
96% Yes → if yes, is this *high-speed* internet access? (**check ONE**) 7% No 93% Yes
34. Are you: (**check ONE**) 38% Male 62% Female
35. How old are you? (**write response**) [see report](#) years old
36. Which of the following best describes you? (**check ONE**)
95% White (Caucasian) 1% Hispanic / Latino 1% American Indian or Alaskan Native 1% Other (write response)
0% Black / African American 2% Asian 0% Native Hawaiian or Pacific Islander
37. What language do you read most of the time? (**check ONE**)
100% English 0% Spanish 0% Russian 0% Other (write response)
38. What language is spoken most often at your home? (**check ONE**)
100% English 0% Spanish 0% Russian 0% Other (write response)
39. Where do you live? (**write responses**) City / town [see report](#) State [see report](#) Country [see report](#) Zipcode [see report](#)

We hope you enjoyed your visit. If you have any other comments, please write them below: [see report](#)

Thank you, your input is important! *Please return this survey as soon as possible.*

