



# Visitor Survey of Day-use and Overnight Visitors at Milo McIver State Park

Final Report

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*Nature*  
**HISTORY**  
*Discovery*

## ***ACKNOWLEDGMENTS***

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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. Project objectives were to describe day and overnight user activities, demographic characteristics, and opinions about conditions and management at this park and provide recommendations for maintaining or improving conditions at this park.

### **Methods**

Data were obtained from questionnaires administered to random samples of day users and overnight visitors to the park between July 2 and August 14, 2011. Separate methods were used for each of these visitor types. The total number of completed questionnaires was  $n = 890$  with a response rate of 63%. Completed questionnaires were received from  $n = 356$  day users (83% response rate) and  $n = 534$  overnight users (54% response rate). These combined sample sizes across survey methods allow generalizations about the population of day users at Milo McIver State Park at a margin of  $\pm 5.2\%$ , overnight users at  $\pm 4.2\%$ , and both day and overnight users at  $\pm 3.3\%$  at the 95% confidence level. The day-use visitor survey involved on-site intercepts. The overnight visitor survey involved an internet survey of visitors who stayed overnight at the park during the survey period and made a reservation through Reservations Northwest. Data were weighted by day-use and overnight user 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.

### **Results**

#### ***Personal and Visit Characteristics***

- The most popular activities at this park were picnicking / barbequing (63%), hiking / walking (38%), sightseeing (25%), and dog walking (21%); the least popular were ranger-led programs (1%), bicycling on local roads (2%), and running or jogging (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 (1% day users, 92% overnight users); the most likely reason for a few day users reporting camping was incorrect screening for them onsite. Picnicking / barbequing and horseback riding were more popular among day users than overnight users.
- The most common main activity groups were people picnicking / barbequing (45%), horseback riding (10%), disc golfing (8%), and fishing (8%). The least common groups were people running or jogging (0%), attending ranger-led programs (< 1%), bicycling on trails (< 1%), and bicycling on local roads (<1%). Day users were more likely to consider picnicking or barbequing and horseback riding as their main activities, whereas overnight users were more likely to consider camping as their primary activity.
- Day users spent an average of approximately four hours in the park, with 82% of these users spending up to five hours in the park. Overnight users spent an average of two and a half days at the park, although the largest proportions spent two (42%) or three (26%) days at the park and an additional 16% spent one days, 10% spent four days, and 7% spent five or more days.
- Most visitors to the park were locals (68%), driving 30 miles or less to reach the park. Day users, on average, traveled shorter distances ( $M=71.58$  miles) to visit the park than

overnight visitors ( $M=162.98$  miles). Most overnight visitors (44%) traveled 30 miles or less to reach the park.

- In total, 66% of respondents had visited this park before, but day users were more likely (66%) than overnight users (60%) to have visited before. Although users had visited an average of almost 9 times in the past 12 months, the highest proportion (30%) had made just one trip to this park with the majority (63%) having made two or fewer trips. On average, day users had visited more times ( $M = 9.57$ ) than overnight users ( $M = 2.25$ ).
- Average group size was approximately 17 people, but this average was skewed by a few extremely large groups (e.g., family reunions, company picnics). Groups most commonly consisted of two people (19%) or three to four people (22%), or five to ten people (20%). Day users, on average, visited in larger groups ( $M = 17.96$  people) than overnight users ( $M = 8.99$ ), but these averages were again influenced by a few large groups. The majority of both day users (61%) and overnight users (76%) visited in groups of two to ten people.
- In total, 56% of users did not bring dogs with them; 44% brought dogs. Overnight users were more likely (52%) than day users (44%) to bring dogs.
- Most users arrived at the park in their family vehicle (83%), 13% came in someone else's vehicle, and 4% in another form of transportation. On average, there were 2.68 people in each family vehicle and 3.13 in someone else's vehicle.
- A majority (79%) of users considered visiting this park the main reason for their trip with slightly more overnight users (83%) than day users (78%) considering this park their main destination.
- If they had been unable to go to Milo McIver State Park for this visit, most park visitors would have either gone somewhere else for the same activity (57%) or stayed home (18%).

### ***Visitor Spending***

- Most visitors to the park are local (living 30 miles or less from the park) visitors (68%). More day users (70%) are local than overnight users (44%).
- Local overnight visitor party spending was higher than local day-user spending, with the highest percentage (39%) reporting spending \$151-\$350 per party on their trip.
- Non-local overnight visitor party spending was higher than non-local day users, with the highest percentage (36%) reporting spending \$51-\$150 on their trip.
- Most visitors reported spending some money on park entry fees, gasoline and oil, and groceries.

### ***Obtaining Information about the Parks***

- Almost all users (94%) were able to find the information they needed when planning their visit to this state park, and the few (6%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disk golf holes), more information on trails, better driving directions to the park, information about specific campsites, information about opportunities to ride bicycles at the park, where to fish, where to rent recreation equipment, and dates if disc golf events.
- The most heavily used sources of information were friends or family (75%), previous visits (68%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 62%), highway signs (45%), and brochures (40%). The least used sources were health care providers (14%), videos / DVDs (15%), church (20%), television (21%), and radio (22%). Day users and overnight users differed significantly on all but six information

sources, with day users utilizing most sources more often. Overnight users (95%), however, were more likely than day users (59%) to obtain information from official internet websites and more likely (54%) than day users (38%) to use brochures as an information source.

- Official internet websites were used by most respondents (54%) as their first primary information source, followed by friends or family (27%), past visits (5%), and social media websites (4%). Overnight users were almost entirely dependent on official websites as their primary source (85%). Day users were also heavily dependent on these websites (51%), but also used other sources such as friends or family (29%).

### ***Satisfaction with Experiences and Conditions***

- Users considered the most important characteristics the park's cleanliness (e.g., lawn care, lack of graffiti; 96%), absence of litter (94%), cleanliness of toilets (91%), good value for fee(s) paid at the park (89%), number of toilets / bathrooms (88%), and parking for vehicles (86%). The least important attributes were number of information / education programs or materials (43%), quality of information / education programs or materials (47%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 59%), and presence of park staff (68%). Day users considered group facilities and ease of movement or access to be more important. Overnight users considered the park's cleanliness, absence of litter, cleanliness of toilets, fee(s) paid, personal safety, and presence and courteousness of park staff to be more important. Almost all (93%) overnight users considered comfort of campsites to be important and 91% believed that shading provided by trees and other structures was important.
- Overall satisfaction among users was extremely high, as 95% were satisfied with the highest proportion of users being "very satisfied" (60%). Users were most satisfied with park cleanliness (91%), absence of litter (90%), parking (87%), courteousness of park staff (84%), level of safety (84%), number of toilets / bathrooms (83%), and value for fee(s) paid (83%). Users were least satisfied with quality and amount of educational information provided (53% and 53%). Satisfaction was also lower for information provided about conditions and hazards (67%), and ease of movement / access (70%). Day users were slightly more satisfied with the signs with directions to the park, group facilities number of trails, and the ease of movement /access at Milo McIver State Park. Overnight users were slightly more satisfied with the park's cleanliness, lack of litter, level of safety, fee(s) paid, presence rangers and other staff, and condition of trails. Overnight users were also satisfied with the shading provided by trees (95%) and comfort of campsites (90%). Most respondents (92%) 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 signs with directions in the park and signs with directions to the park.
- Crowding among day users was very low and most of these users were not encountering more people than they would tolerate, but a higher percentage of overnight users felt crowded (42%) and a large proportion were already encountering more people than they would tolerate in the park's overnight use areas (47%). This suggests that crowding at the overnight use areas is in the "low normal" category, where access, displacement, or crowding problems are not likely to exist at this time.

### ***Attitudes about Management Strategies***

- Users most strongly supported management strategies that would provide more recycling containers (70%), provide more opportunities at the park for viewing wildlife (66%), provide more trash cans (62%), give more chances for escaping crowds of people (59%), keep things as they are now and not change anything (57%), and construct natural buffers to block views of development outside the park (54%). The least supported strategies were to close the park to all recreation / tourism activities (11%), limit the number of large groups allowed (27%), limit the number of people allowed per day (27%), offer wireless internet access in the park (28%), provide downloadable phone applications (29%), and provide more programs led by rangers (32%). Day users were more supportive of providing more recycling containers, trash cans, keeping things as they are now and not change anything, better maintenance of facilities, group picnic areas, making the park more pet friendly, enclosed shelters, and closing the park to all recreation / tourism activities. Overnight users were more supportive of opportunities for viewing wildlife, using natural buffers to block views of development, requiring dogs to be kept on leash, more opportunities for hiking, more programs led by rangers, and wireless internet access.
- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (57%) and adding more space between campsites (50%). They were least supportive of providing more group camping areas (22%), walk in campsites (29%), and cabins without bathrooms (39%).
- In total, 72% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 2% 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” (51%).

### ***Sociodemographic Characteristics of Users***

- There were a few more female (56%) than male (44%) users at this park.
- The average age of users was approximately 45 years old, and the largest proportions of users were 30 to 39 years old (23%), 20 to 29 years old (20%), and 50 to 59 years old (20%).
- The average annual household income before taxes of respondents was \$54,800, and the largest proportion of users had incomes of \$30,000 to \$49,999 (24%) and \$50,000 to \$69,999 (19%). Visitors to Milo McIver State Park are generally wealthier than the Oregon population at large (Oregon median income household income in 2009 was \$48,457).
- Almost all respondents were white (i.e., Caucasian; 87%) with few Hispanic / Latinos (5%), Asians (4%), Blacks / African Americans (1%), and American Indians (1%). There is more ethnic diversity among day visitors than overnight visitors, with higher percentages of Hispanic / Latino and Asian day use visitors.
- Almost all respondents (95%) considered English as their primary language spoken in their homes.
- Over 88% of users lived in Oregon, 9% resided in Washington State, and 1% were from California and New York. Among park users, 69% resided in the Portland Metro region of Oregon, 9% 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 (64%) and day users (76%) were from the Portland Metro region. Almost all day users lived in Oregon (88%), Washington State (9%), California (1%), or New York (1%). Fewer overnight users resided in Oregon (77%), whereas more lived elsewhere such as Washington State (14%), California (4%), and British Columbia, Canada (2%).

- In total, 73% of park users said that nobody in their group had a disability, whereas 27% had at least one group member with a disability. Day use groups were significantly more likely to have someone in their group with a disability than overnight visitors. Of those who had a disability, the most common was associated with walking (20% of park users), while 6% had a hearing disability, 3% had learning disabilities, and 3% had impaired sight.

## **Recommendations**

### ***Management Recommendations***

- The average number of visitors per vehicle for Milo McIver State Park day-use visitors (2.82 people) was significantly lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers may want to consider using this updated figure in future day-use visitation calculations for the park.
- Approximately 44% of park visitor groups 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 (52%). Managers may also want to consider examining enforcement of existing pet regulations in the park's campground area, given that 58% of overnight users supported requiring dogs on leash at all times, and only 35% of overnight visitors supported making the park more pet friendly.
- The visitor spending analysis shows that total visitor spending was substantially higher for overnight visitors than day-use visitors. Park managers might consider adding additional campsites to the park as a local economic development strategy.
- Almost all users (95%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for the quality and amount of information and education materials and programs (both at 53%). Managers may need to evaluate education information that is being disseminated to users to ensure it is meeting their needs.
- The Importance – Performance analysis shows 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. However, this analysis showed that managers should consider examining the opportunity for improving signs with directions in the park and signs with directions to the park.
- Given that over 20% of park visitors were over the age of 60 and 28% of users had disabilities (20% 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.
- The results suggest that overcrowding is not presently a concern in either the parks day-use or overnight areas. Park managers should continue to monitor levels of perceived crowding in future visitor surveys.

- Users most strongly supported strategies designed to provide more recycling containers (70%), opportunities for viewing wildlife (66%), more trash cans (62%), give more chances for escaping crowds of people (59%), construct natural buffers to block views of development outside the park (54%), and more information on nature and history (52%). A majority of overnight users also supported providing campsites accommodating both RV and tent camping (57%) and adding space between campsites (50%). Managers may want to consider some or all of these strategies.
- Almost all park visitors (94%) were able to find the information they needed when planning their visit to Milo McIver State Park. However, some visitors (6%) were not able to find all information needed. The most popular information needed was online maps of the park, more information on trails, better driving directions to the park, information about specific campsites, information about opportunities to ride bicycles at the park, where to fish, where to rent recreation equipment, and dates of disc golf events. Managers may want to make some or all of this information available on the Milo McIver State Park webpage.
- The demographic analysis shows greater ethnic diversity among day-use visitors than overnight visitors at Milo McIver State Park. Park managers might consider enacting strategies intended to increase camping by underserved populations – in particular the Hispanic/ Latino, Asian, African American, and Russian-speaking populations in the Portland metro area.
- Users provided 547 open ended positive and negative comments, and suggestions for possible improvement of Milo McIver State Park and other park related issues. The most common concerns raised involved: (a) a need for additional restroom facilities; (b) a need for more garbage containers; (c) wanting a horse camp; (d) problems with a lack of after-hours enforcement of noise regulations in the campground area; (e) a need for improvements to existing restroom and shower facilities (faucets, showerheads, privacy); (f) needing additional bicycle trail riding opportunities within the park; (g) wanting more campsites (RV and tent) and an enlarged campground area to meet an increasing level of demand; (h) wanting better directional signs within the park; (i) needing easier walking access to the river; (j) need for improved campground screening/ privacy between campsites; (k) a need for improved trail signing to reduce confusion over trail identification, direction, and distances; and (l) a need for better highway directional signs to the park. Many of these comments may provide useful insights for future planning and management.

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## ***INTRODUCTION AND OBJECTIVES***

The Oregon State Parks system provides public access to a collection of the state's outstanding 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. Project objectives were to describe day and overnight user activities, demographic characteristics, and opinions about conditions and management at this park and provide recommendations for maintaining or improving conditions at this park.

## ***METHODS***

Data were obtained from questionnaires (see Appendix B) administered to randomly selected samples of day and overnight users at Milo McIver State Park between July and August 2011. Separate survey methods were used for each of these visitor types — on-site (face to face) for day users and electronic (email, internet) for overnight users. 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 Survey of Day Users**

Day users 18 years of age and older who visited Milo McIver State Park between July 2 and August 14, 2011 were approached in person (face to face) and asked to complete the 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 are not 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 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. Two volunteers (e.g., Camp Hosts) administered these questionnaires to reduce costs.

### **Internet Survey of Overnight Users**

Random samples of overnight users 18 years of age and older were contacted via email and directed to complete the questionnaire on the SurveyMonkey internet website (<http://www.surveymonkey.com/>). 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. A single completion option on the SurveyMonkey website was used to ensure that respondents did not complete the full length questionnaire more than once.

Users were sent a first email letter that requested their participation by completing an internet questionnaire, provided standard verbiage regarding recruitment / consent and length. A week 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. 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. Email letters requesting participation were sent between August 1 and September 30, 2011. These emails and internet questionnaires were administered by researchers at the Oregon Parks and Recreation Department.

### **Sample Sizes and Response Rates**

As shown in Table 1, the total number of completed questionnaires across all survey approaches was  $n = 890$  with an estimated total response rate of 63%. Completed questionnaires were received from  $n = 356$  day users (83% response rate) and  $n = 534$  overnight users (54% response). These combined sample sizes across survey methods allow generalizations about the population of day users at Milo McIver State Park at a margin of  $\pm 5.2\%$ , overnight users at  $\pm 4.2\%$ , and both day and overnight users at  $\pm 3.3\%$  at the 95% confidence level.

Table 1. Sample sizes and response rates for each survey approach

	Initial contacts	Completed surveys ( <i>n</i> )	Response rate (%)
Day Users	429	356	83
Overnight Users	990	534	54
Total	1419	890	63

Table 1 shows that the total number of completed questionnaires for overnight users (*n* = 534) was higher than day users (*n* = 356). Between 2007 and 2009, however, a much larger proportion of the total population of users at Milo McIver State Park consisted of day users. Actual population estimates for day users, for example, ranged from 327,756 in 2008 to 409,580 in 2009, compared to just 26,938 overnight users in 2009 to 29,863 overnight users in 2010. These average use levels across the three years from 2008 to 2010 show that approximately 93.0% of users at Milo McIver State Park were day users and 7.0% were overnight users. The sample for this project, however, consisted of 40.0% day users and 60.0% overnight users. Consequently, in the results sections reporting findings only for all users taken together (i.e., total users at Milo McIver), 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:

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

$$\text{Weight (day users)} = \frac{0.930}{0.400} = 2.33$$

$$\text{Weight (overnight users)} = \frac{0.070}{0.600} = 0.12$$

Questionnaires administered to both the day users and overnight users included questions on a range of topics such as prior visitation, activity participation, visitor spending, satisfaction, support of management, and demographic characteristics. Results in this report are grouped into subsections according to these questions. Within each subsection, analysis is conducted on potential differences between day users and overnight users. 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.,  $\chi^2$ , *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  $\eta$ ) 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 Milo McIver State Park on their most recent trip. Table 2 shows that the most popular activities at this park were picnicking or barbequing (63%), hiking / walking (38%), sightseeing (25%), and dog walking (21%). The least popular activities were ranger-led programs (1%), bicycling on local roads (2%), and running or jogging (3%). Participation rates differed significantly between day users and overnight users for 15 of these 16 activities; participation in only disc golf 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 (1% of day users, 92% of overnight users); the most likely reason for a few day users reporting camping was incorrect screening for them onsite. Picnicking or barbequing and horseback riding were more popular among day users than overnight users.

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

	User Group <sup>a</sup>			$\chi^2$ value	p value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>b</sup>			
Picnicking or barbequing	64	41	63	46.94	< .001	.23
Hiking or walking	35	78	38	165.39	< .001	.43
Sightseeing	23	45	25	43.07	< .001	.22
Dog walking	20	63	21	33.22	< .001	.19
Disc golf	16	20	16	2.75	.097	.06
Swimming/ wading	15	26	16	15.76	< .001	.13
Other <sup>c</sup>	15	8	14	8.66	.003	.10
Horseback riding	13	1	12	63.89	< .001	.26
Fishing	12	25	13	23.58	< .001	.16
Bird or wildlife watching	11	18	12	8.17	.004	.10
Boating (motor, canoe, kayak)	9	15	9	7.01	.008	.09
Running or jogging	3	6	3	5.45	.020	.08
Bicycling on trails	3	15	4	34.49	< .001	.19
Bicycling on local roads	1	15	2	59.24	< .001	.23
Camping	1	92	8	867.31	< .001	.90
Ranger-led program(s)	0	8	1	43.59	< .001	.18

<sup>a</sup> 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.

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

<sup>c</sup> The most popular “other” activities were: visiting the fish hatchery, family reunions, geocaching, company picnics, rafting, following the bat trail, and relaxing.

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Milo McIver State Park. Table 3 shows that the most common primary activity groups were people picnicking or barbequing (45%), horseback riding (10%), disc golfing (8%), and fishing (8%). The least common activity groups were people running or jogging (0 %), attending ranger-led programs (< 1%), bicycling on trails (< 1%), and bicycling on local roads (< 1%). Day users were more likely to consider picnicking or barbequing and horseback riding as their primary activities, whereas overnight users were much more likely to consider camping as their primary activity.

Table 3. Comparison of day and overnight users for primary activity at the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Picnicking or barbequing	49	7	45
Horseback riding	11	<1	10
Disc golf	8	5	8
Fishing	8	5	8
Other	7	2	7
Hiking or walking	5	8	5
Boating (motor, canoe, kayak)	5	3	5
Dog walking	2	2	2
Swimming/ wading	2	1	2
Sightseeing	1	1	1
Bird or wildlife watching	1	0	1
Bicycling on local roads	<1	1	<1
Running or jogging	0	0	0
Bicycling on trails	0	<1	<1
Camping	0	65	5
Ranger-led program(s)	0	<1	<1

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

**Duration of Visit.** Day users were asked to report how many *hours* they spent at Milo McIver State Park on their recent trip and overnight users were asked how many *nights* in a row they spent at the park on their trip. Table 4 shows that, on average, day users spent approximately four hours in the park, with 82% of these users spending up to five hours in the park.

Table 4. Duration of visit at the park<sup>1</sup>

Day Users (Hours)	
1 hour	5
2 hours	16
3 hours	22
4 to 5 hours	39
6 to 9 hours	17
10 or more hours	2
Mean / average hours	4.06
Overnight Users (Nights)	
1 day	16
2 days	42
3 days	26
4 days	10
5 days	4
6 or more days	3
Mean / average days	2.56

<sup>1</sup> Cell entries are percentages (%) unless specified as means / averages

Overnight users spent an average of two and a half days at the park, although the largest proportions spent two (42%) or three (26%) days at the park (Table 4). An additional 16% spent one day at the park, 10% spent four days, and another 7% spent five or more days.

**Distance Traveled.** Respondents were also asked to report about how far from home they traveled to get to the park. Table 5 shows that 68% of visitors were local (driving 30 miles or less to reach the park) and other 22% originated 31 to 60 miles from the park. A higher percentage of day-use visitors were local (70%) than overnight visitors (44%). Day users, on average, traveled shorter distances (M=71.58 miles) to visit the park than overnight visitors (M=162.98 miles).

Table 5. Comparison of day and overnight user distance traveled to the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
30 miles or less	70	44	68
31 to 60 miles	21	30	22
61 to 90 miles	2	4	2
91 to 120 miles	2	2	1
121 to 150 miles	1	1	1
151 to 250 miles	2	8	2
251 to 500 miles	1	5	1
501 or more miles	3	6	3
Mean / average	71.58	162.98	78.36

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

**Previous Visitation.** Users were asked if they had ever visited Milo McIver State Park before their most recent trip. Table 6 shows that 66% of respondents had visited this park before, whereas 34% had not visited previously. Day users were more likely to have visited this park previously (66%) than overnight users (60%).

Table 6. Comparison of day and overnight user previous visitation to the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Yes, visited park before	66	60	66
No, not visited park before	34	40	34

<sup>a</sup> 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 7 shows that although users had visited an average of 9 times in the past 12 months, the highest proportion (30%) had made just one trip to this park in

the past year with the majority (63%) having made two or fewer trips. On average, day users had visited significantly more times ( $M = 9.57$ ) than overnight users ( $M = 2.25$ ). For example, 77% of overnight users had visited two or fewer times in the past 12 months and only 5% had visited six or more times, whereas 24% of day users had visited six or more times.

Table 7. Comparison of day and overnight user number of previous visits to the park in the last 12 months

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
0 Trips	18	14	18
1 Trip	30	36	30
2 Trips	14	27	15
3 to 5 Trips	14	18	14
6 to 12 Trips	11	4	11
13 to 24 Trips	4	<1	4
More than 24 Trips	9	1	8
Mean / average trips	9.57	2.25	9.04

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

**Group Size.** Respondents were asked to report how many people, including themselves, accompanied them at Milo McIver State Park on their most recent trip. Table 8 shows that the average group size was approximately 17 people, but this average was skewed by a few extremely large groups (e.g., family reunions, company picnics). Groups most commonly consisted of two people (19%), three to four people (22%), or five to ten people (20%). Day users, on average, visited in significantly larger groups ( $M = 17.96$  people) than overnight users ( $M = 8.99$ ), but these averages were again influenced by a few extremely large groups. The majority of both day users (61%) and overnight users (76%) visited in groups of two to ten people. Day users were slightly more likely to visit alone (9%) than overnight users (6%), and day users (31%) were also more likely than overnight users (18%) to visit in large groups consisting of more than 10 people.

Table 8. Comparison of day and overnight user group size at the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
1 Person (alone)	9	6	9
2 People	19	25	19
3 or 4 People	22	26	22
5 to 10 People	20	25	20
11 to 25 People	17	11	16
More than 25 People	14	7	13
Mean / average	17.94	8.99	17.3

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

**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 Milo McIver State Park. Table 9 shows that 56% of park users did not bring dogs with them and 44% brought dogs. Overnight users (52%) were more likely than day users (44%) to bring dogs.

Table 9. Comparison of day and overnight users bringing dogs with them to the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
No, did not bring dog(s)	56	48	56
Yes, brought dog(s)	44	52	44

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

**Transportation to the Park.** Respondents were asked how they got to Milo McIver State Park on their most recent trip. Table 10 shows that almost all users arrived at the park in their family’s personal vehicle (83%), 13% arrived in somebody else’s vehicle, and 4% arrived in another form of transportation. On average, there were 2.68 people in each personal family vehicle and 3.13 people in somebody else’s vehicle. For all day-use vehicles, there was an average of 2.82 people in the vehicle. For all overnight vehicles, there was an average of 2.96 people in the vehicle. A higher percentage of overnight users arrived in their own vehicles (92%) compared to day users (72%).

Table 10. Comparison of day and overnight user transportation to the park

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
My family’s personal vehicle <sup>b</sup>	72	92	83
Somebody else’s personal vehicle <sup>c</sup>	12	2	13
Other	4	6	4

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

<sup>b</sup> Number of people in vehicle: mean / average = 2.68 (1-2 people = 58%, 3-4 people = 30%), day user = 2.65, overnight = 2.95.

<sup>c</sup> Number of people in vehicle: mean / average = 3.13 (1-4 people = 82%), day user = 3.62, overnight = 2.92.

**Reasons for Visiting.** Visitors were asked if this park was the main reason for their trip. Table 11 shows that 79% of users considered this park their main destination with slightly more overnight users (83%) than day users (78%) considering it the reason for their trip.

Table 11. Comparison of day and overnight users in whether the park was their main destination

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Primarily for recreation – this park was main destination	78	83	79
Primarily for recreation – main destination was not this park	6	10	6
Primarily for business, family, or other reasons – park was side trip	12	5	11
Some other reason <sup>b</sup>	4	2	4

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

**Alternatives to Visit.** Respondents were then asked what things they would have considered doing if they were not able to go to Milo McIver State Park for this visit. As shown in Table 12, most users responded that, if unable to go to the park for this visit, they would have either gone somewhere else for the same activity (57%) or stayed home (18%).

Table 12. Comparison of day and overnight user alternatives to park visit

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Gone somewhere else for same activity <sup>b</sup>	56	69	57
Gone somewhere else for a different activity <sup>c</sup>	3	5	3
Come back another time	7	12	7
Stayed home	19	8	18
Gone to work at my regular job	1	<1	1
Something else (none of these)	14	6	14

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

<sup>b</sup> If gone somewhere else for same activity, how far from home is the place you would have gone instead: mean / average = 51.13 miles, day user = 41.41, overnight = 143.39.

<sup>c</sup> If gone somewhere else for different activity, how far from home is the place you would have gone instead: mean / average = 38.03 miles, day user = 15.60, overnight = 137.00.

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

- The most popular activities were picnicking / barbequing (63%), hiking / walking (38%), sightseeing (25%), and dog walking (21%); the least popular were attending ranger-led programs (1%), bicycling on local roads (2%), and running or jogging (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 (1% day users, 92% overnight users). Picnicking or barbequing and horseback riding were more popular among day users than overnight users.
- The most common main activity groups were people picnicking / barbequing (45%), horseback riding (10%), disc golfing (8%), and fishing (8%). The least common groups were running or jogging (0%), attending ranger-led programs (< 1%), bicycling on trails (< 1%), fishing (1%), and bicycling on local roads (<1%). Day users were more likely to consider picnicking or barbequing and horseback riding as their main activities, whereas overnight users were more likely to consider camping as their primary activity.
- Day users spent an average of approximately four hours in the park, with 82% of these users spending up to five hours in the park. Overnight users spent an average of two and a half days at the park, although the largest proportions spent two (42%) or three (26%) days at the park and an additional 16% spent one day, 10% spent four days, and 7% spent five or more days.

- Most visitors to the park were locals (68%), driving 30 miles or less to reach the park. Day users, on average, traveled shorter distances ( $M=71.58$  miles) to visit the park than overnight visitors ( $M=162.98$  miles). Most overnight visitors (44%) traveled 30 miles or less to reach the park.
- In total, 66% of respondents had visited this park before, but day users were more likely (66%) than overnight users (60%) to have visited before. Although users had visited an average of almost 9 times in the past 12 months, the highest proportion (30%) had made just one trip to this park with the majority (63%) having made two or fewer trips. On average, day users had visited more times ( $M = 9.57$ ) than overnight users ( $M = 2.25$ ).
- Average group size was approximately 17 people, but this average was skewed by a few extremely large groups (e.g., family reunions, company picnics). Groups most commonly consisted of two people (19%) or three to four people (22%), or five to ten people (20%). Day users, on average, visited in larger groups ( $M = 17.96$  people) than overnight users ( $M = 8.99$ ), but these averages were again influenced by a few large groups. The majority of both day users (61%) and overnight users (76%) visited in groups of two to ten people.
- In total, 56% of users did not bring dogs with them; 44% brought dogs. Overnight users were more likely (52%) than day users (44%) to bring dogs.
- Most users arrived at the park in their family vehicle (83%), 13% came in someone else's vehicle, and 4% in another form of transportation. On average, there were 2.68 people in each family vehicle and 3.13 in someone else's vehicle.
- A majority (79%) of users considered visiting this park the main reason for their trip with slightly more overnight users (83%) than day users (78%) considering this park their main destination.
- If they had been unable to go to Milo McIver State Park for this visit, most park visitors would have either gone somewhere else for the same activity (57%) or stayed home (18%).

### Visitor Spending

Park visitors were asked to estimate how much they and the other members of their party spent on their trip within 30 miles of Milo McIver State Park on eight spending categories. The information included in this section of the report summarizes basic visitor spending results from the survey. A more extensive visitor spending analysis will be conducted by Oregon State University and available in a separate report.

For this analysis, “local” visitors are defined as those visitors reporting traveling 30 miles or less from home to get to the park. “Non-local” visitors are those respondents living 31 or more miles from the park. All foreign visitors were classified as “non-local” visitors. Spending reports of \$1,000 or more were considered as outliers and omitted from the analysis.

Table 13 includes the percentages of all park day users and overnight users that are local and non-local visitors. Most visitors to the park are local (living 30 miles or less from the park) visitors (68%). More day users (70%) are local than overnight users (44%). Based on previous year visitation estimates, approximately 93.0% of users at Milo McIver State Park are day users and 7.0% overnight users.

Table 13. Comparison of day and overnight users, local / non-local <sup>a</sup>

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Local	70	44	68
Non-Local <sup>c</sup>	30	56	32

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

Table 14 shows the proportion of total spending for each visitor profile type and reported on a party trip basis. For local day-use visitors, the highest percentage (29%) reported spending \$1-\$25. Local overnight visitor spending was higher than local day-users, with the highest percentage (39%) reporting spending \$151-\$350 on their trip. For non-local day-use visitors, the highest percentage (35%) reported spending \$1-\$25 on their trip. Again, non-local overnight visitor spending was higher than local day-users, with the highest percentage (36%) reporting spending \$51-\$150 on their trip.

Table 14. Comparison of day and overnight total spending, dollars per party per trip

	<u>Local</u>		<u>Non-Local</u>		All <sup>a</sup> (%)
	Day (%)	Overnight (%)	Day (%)	Overnight (%)	
Spent no money	13	2	16	1	14
\$1 - \$25	29	3	35	4	30
\$26 - \$50	15	6	19	7	16
\$51 - \$150	28	36	13	36	25
\$151 - \$350	8	39	12	31	9
\$351 - \$550	2	7	0	7	1
\$550 - \$1,000	2	7	4	14	5

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

Table 15 includes the proportion of visitor parties that reported spending any dollars on the eight spending categories (e.g., motel, camping, restaurants and bars, groceries, etc.). For local day use visitors, most reported spending some money on park entry fees and gasoline and oil. In addition to park entry fees and gasoline and oil, non-local day use visitors also reported spending money on groceries. Most local and non-local overnight visitors reported spending money on gasoline and oil, groceries, and camping fees. The “All” spending average is estimated as a weighted average for spending by day-user and overnight visitors. Most visitors to Milo McIver State Park reported spending some money on park entry fees, gasoline and oil, and groceries.

Table 15. Comparison of percent of day and overnight party spending of any dollars in eight spending categories

Spending Categories	<u>Local</u>		<u>Non-Local</u>		All <sup>a</sup> (%)
	Day (%)	Overnight (%)	Day (%)	Overnight (%)	
Motel, lodge, cabin, B&B, other lodging	5	1	13	3	6
Camping	10	68	15	71	14
Restaurants and bars	17	2	19	36	18
Groceries	52	84	38	73	49
Gasoline and oil	66	75	51	69	62
Park entry, parking, or recreation use fees	73	48	75	34	71
Recreation and equipment (guide fees, equipment rental)	13	10	7	11	10
Souvenirs, clothing, and other miscellaneous	6	6	7	20	6

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

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

- Most visitors to the park are local (living 30 miles or less from the park) visitors (68%). More day users (70%) are local than overnight users (44%).
- Local overnight visitor party spending was higher than local day-user spending, with the highest percentage (39%) reporting spending \$151-\$350 per party on their trip.
- Non-local overnight visitor party spending was higher than non-local day users, with the highest percentage (36%) reporting spending \$51-\$150 on their trip.
- Most visitors reported spending some money on park entry fees, gasoline and oil, and groceries.

### Obtaining Information about the Parks

The questionnaires contained several questions examining how users obtained information about state parks such as Milo McIver State Park and whether they were able to obtain the information they needed. Table 16 shows that almost all users (94%) were able to find the information they needed when planning their visit to this state park, and the few (6%) 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), more information on trails, better driving directions to the park, information about specific campsites, information about opportunities to ride bicycles at the park, where to fish, where to rent recreation equipment, and dates if disc golf events. There were no differences between day and overnight users in their responses to these questions.

Table 16. Comparison of day and overnight users in whether they found the information needed

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Yes, found the information needed	94	94	94
No, did not find the information needed <sup>b</sup>	6	6	6

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

<sup>b</sup> The most popular information needed was: online maps of the park; more information on trails, better driving directions to the park; information about specific campsites; information about opportunities to ride bicycles at the park; where to fish; where to rent recreation equipment; and dates of disc golf events.

Table 17. Comparison of day and overnight user use of information sources

	User Group <sup>a</sup>			$\chi^2$ value	p value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>b</sup>			
Friends / family	76	69	75	3.51	.061	.07
Previous visit	67	74	68	3.53	.060	.07
Official internet websites (OPRD)	59	95	62	148.72	< .001	.44
Highway signs	46	37	45	5.74	.017	.09
Brochures	38	54	40	18.02	< .001	.16
Other <sup>c</sup>	34	17	33	10.21	.001	.20
Newspapers	27	14	26	1869	< .001	.16
Books	26	9	26	0.01	.946	<.01
Social media websites	25	25	25	0.03	.875	.01
Magazines	25	20	25	2.90	.089	.06
Radio	24	9	22	26.41	< .001	.19
Work	24	21	24	1.04	.309	.38
Television	22	13	21	11.19	.001	.13
Community organizations or church	21	10	20	16.41	< .001	.15
Videos / DVDs	15	6	15	17.70	< .001	.16
Health care providers	15	5	14	22.93	< .001	.18

<sup>a</sup> Cell entries are percentages (%) of users who used the information source “sometimes” to “often.”

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

<sup>c</sup> The most popular “other” sources were: been coming here for years, live nearby, and word of mouth.

Respondents were also presented with a list of 16 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 Milo McIver State Park. Table 17 shows that the most heavily used sources of information were friends or family members (75% used sometimes or often), previous visits (68%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 62%), highway signs (45%) and brochures (40%). The least used sources were health care providers (14%), videos or DVDs (15%), church (20%), television (21%), and radio (22%). Day users and overnight users differed significantly on all but six information sources, with day users utilizing most sources much more often. Overnight users (95%), however, were more likely than day users (59%) to obtain information from official internet websites and more likely (54%) than day users (38%) to use brochures as an information source.

Table 18. Comparison of day and overnight users for primary information source

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Official internet websites (OPRD)	51	85	54
Friends / family	29	6	27
Previous visit	5	4	5
Other	4	1	3
Social media websites	4	1	4
Books	2	<1	2
Highway signs	1	0	1
Newspapers	1	<1	1
Magazines	1	0	1
Television	1	0	1
Brochures	<1	2	1
Radio	<1	0	<1
Work	<1	0	<1
Community organizations or church	0	<1	<1
Videos / DVDs	0	0	0
Health care providers	0	0	0

<sup>a</sup> 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 Milo McIver State Park. Table 18 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (54%) as the first primary information source, followed by friends or family (27%), previous visits (5%), and social media websites (4%). 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 (85%). Day users were also heavily dependent on these websites (51%), but also used other sources such as friends and family (29%).

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

- Almost all users (94%) were able to find the information they needed when planning their visit to this state park, and the few (6%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disk golf holes), more information on trails, better driving directions to the park, information about specific campsites, information about opportunities to ride bicycles at the park, where to fish, where to rent recreation equipment, and dates if disc golf events.

- The most heavily used sources of information were friends or family (75%), previous visits (68%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 62%), highway signs (45%), and brochures (40%). The least used sources were health care providers (14%), videos / DVDs (15%), church (20%), television (21%), and radio (22%). Day users and overnight users differed significantly on all but six information sources, with day users utilizing most sources more often. Overnight users (95%), however, were more likely than day users (59%) to obtain information from official internet websites and more likely (54%) than day users (38%) to use brochures as an information source.
- Official internet websites were used by most respondents (54%) as their first primary information source, followed by friends or family (27%), past visits (5%), and social media websites (4%). Overnight users were almost entirely dependent on official websites as their primary source (85%). Day users were also heavily dependent on these websites (51%), but also used other sources such as friends or family (29%).

**Satisfaction with Experiences and Conditions**

**Overall Satisfaction.** Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Milo McIver State Park?” Table 19 shows that overall satisfaction was extremely high, as 95% were satisfied and few respondents (5%) were dissatisfied. In addition, the highest proportion of users was “very satisfied” (54%).

Table 19. Comparison of day and overnight user overall satisfaction

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
Very Satisfied	53	60	54
Satisfied	41	36	41
Dissatisfied or Neutral	6	4	5

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

**Satisfaction and Expectations with Specific Characteristics.** Although almost all users were satisfied with their overall visit at Milo McIver State Park, this does not indicate that they were satisfied with every aspect of this park. This project, therefore, first measured respondent *expectations* by asking them the extent they believed that several attributes of Milo McIver State Park 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 20. Comparison of day and overnight user specific *expectations* at the park

	User Group <sup>a</sup>			$\chi^2$ value	<i>p</i> value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>b</sup>			
Cleanliness of park (graffiti, lawns)	96	98	96	6.44	.011	.09
Absence of litter	94	97	94	4.84	.028	.08
Cleanliness of toilets / bathrooms	91	95	91	5.98	.014	.09
Number of toilets / bathrooms	88	86	88	0.59	.444	.03
Good value for fee paid at the park	88	95	89	13.06	< .001	.13
Parking for vehicles	86	82	86	2.74	.089	.06
Personal safety	84	91	84	9.58	.002	.11
Signs with directions <i>in</i> the park	83	85	83	1.08	.299	.04
Courteousness of rangers / personnel	82	93	83	24.31	< .001	.17
Signs with directions <i>to</i> the park	79	74	79	2.87	.090	.06
Condition / maintenance of trails	78	80	78	0.75	.386	.03
Variety of things to do	74	70	73	1.40	.237	.04
Facilities for groups to gather	74	36	69	102.29	< .001	.35
Number of park trails	71	74	71	1.09	.297	.04
Information about conditions / hazards	71	69	71	0.22	.640	.02
Presence of park rangers / personnel	67	79	68	14.49	< .001	.13
Ease of movement / access (wheelchair, elderly, stroller)	61	39	59	37.63	< .001	.21
Quality of educational information	47	44	47	0.75	.388	.03
Amount of educational information	43	38	43	2.33	.127	.05
Comfort of campsites <sup>c</sup>	--	93	--	--	--	--
Shading provided by trees / structures <sup>c</sup>	--	91	--	--	--	--

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

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

<sup>c</sup> Only asked in questionnaires of overnight users, not day users.

Table 20 shows that the most important characteristics were the park’s cleanliness (e.g., lawn care, lack of graffiti; 96%), absence of litter (94%), cleanliness of toilets (91%), good value for fee(s) paid at the park (89%), number of toilets / bathrooms (88%), and parking for vehicles (86%). The least important attributes were number of information / education programs or materials (43%), quality of information / education programs or materials (47%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 59%), and presence of park staff (68%). There were differences among day users and overnight users for nine of the 21 possible comparisons. Day users considered facilities for groups to gather and ease of movement or access to be more important. Overnight users felt that the park’s cleanliness, absence of litter, cleanliness of toilets, value for fee(s) paid, personal safety, and presence and courteousness of

park staff 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 93% of overnight users considered the comfort of campsites to be important and 91% believed that shading provided by trees and other structures was important.

Table 21. Comparison of day and overnight user specific *satisfactions* at the park

	User Group <sup>a</sup>			$\chi^2$ value	p value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>b</sup>			
Cleanliness of park (graffiti, lawns)	91	98	91	19.81	< .001	.16
Absence of litter	89	95	90	9.94	.002	.11
Parking for vehicles	87	82	87	3.73	.054	.07
Courteousness of rangers / personnel	84	84	84	3.23	.072	.06
Personal safety	84	91	84	9.17	.002	.11
Number of toilets / bathrooms	83	86	83	1.03	.311	.04
Good value for fee paid at the park	82	89	83	7.87	.005	.10
Signs with directions <i>to</i> the park	79	72	78	4.84	.028	.08
Cleanliness of toilets / bathrooms	78	82	79	1.74	.188	.05
Presence of park rangers / personnel	78	85	78	7.62	.006	.01
Variety of things to do	78	79	78	0.34	.561	.02
Facilities for groups to gather	79	54	76	46.98	< .001	.24
Number of park trails	76	75	76	4.79	.029	.08
Signs with directions <i>in</i> the park	76	76	76	0.02	.890	.01
Condition / maintenance of trails	75	84	76	8.63	.003	.11
Ease of movement / access (wheelchair, elderly, stroller)	70	61	70	6.79	.009	.09
Information about conditions / hazards	67	61	67	3.34	.067	.07
Amount of educational information	52	56	53	1.31	.253	.04
Quality of educational information	52	56	53	1.10	.294	.04
Comfort of campsites <sup>c</sup>	--	90	--	--	--	--
Shading provided by trees / structures <sup>c</sup>	--	95	--	--	--	--

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

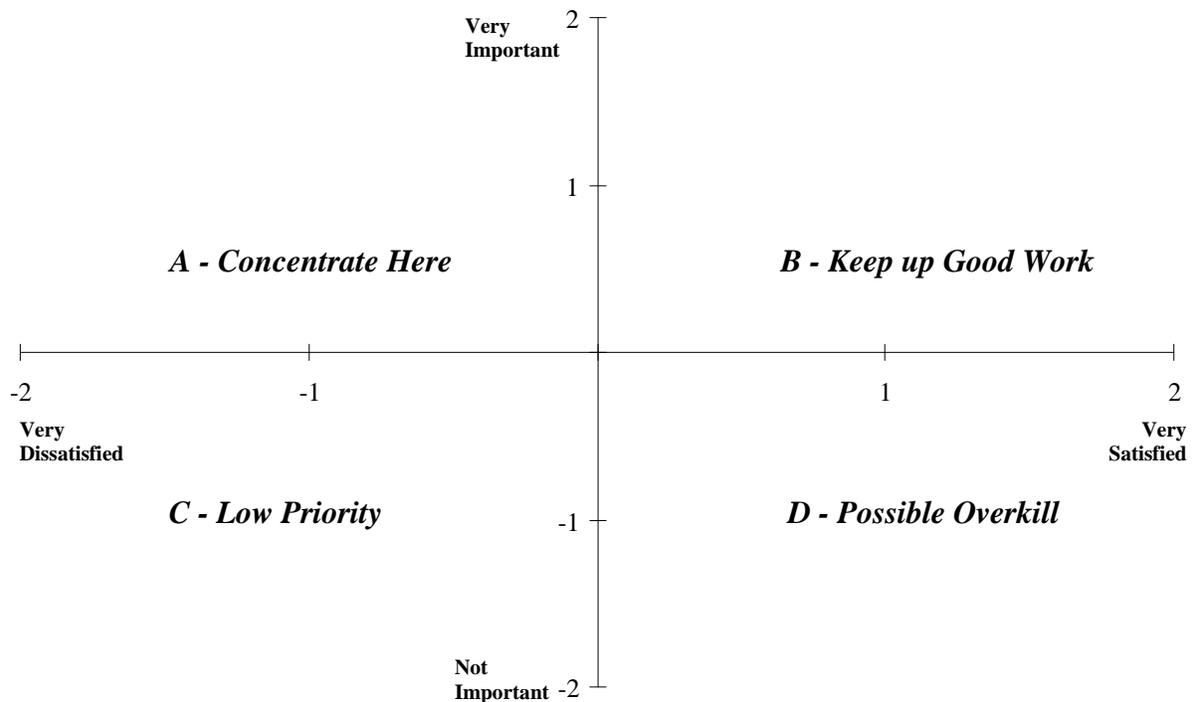
<sup>b</sup> Cell entries in this column based on data weighted by population proportions to represent total population of all park users.

<sup>c</sup> Only asked in questionnaires of overnight users, not day users.

Table 21 shows that the majority of users were satisfied with most of these characteristics at Milo McIver State Park. Users were most satisfied with park cleanliness (91%), absence of litter (90%), parking (87%), courteousness of park staff (84%), level of safety (84%), number of toilets / bathrooms (83%), and value for fee(s) paid (83%). Users were least satisfied with quality and amount of educational information provided (53% and 53%). Satisfaction was also lower for information provided about conditions and hazards (67%), and ease of movement / access (70%). Day users were slightly more satisfied with the signs with directions to the park, group facilities number of trails, and the ease of movement /access at Milo McIver State Park. Overnight users

were slightly more satisfied with the park’s cleanliness, lack of litter, level of safety, fee(s) paid, presence rangers and other staff, and condition of trails. Overnight users were also satisfied with the shading provided by trees (95%) and comfort of campsites (90%).

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*

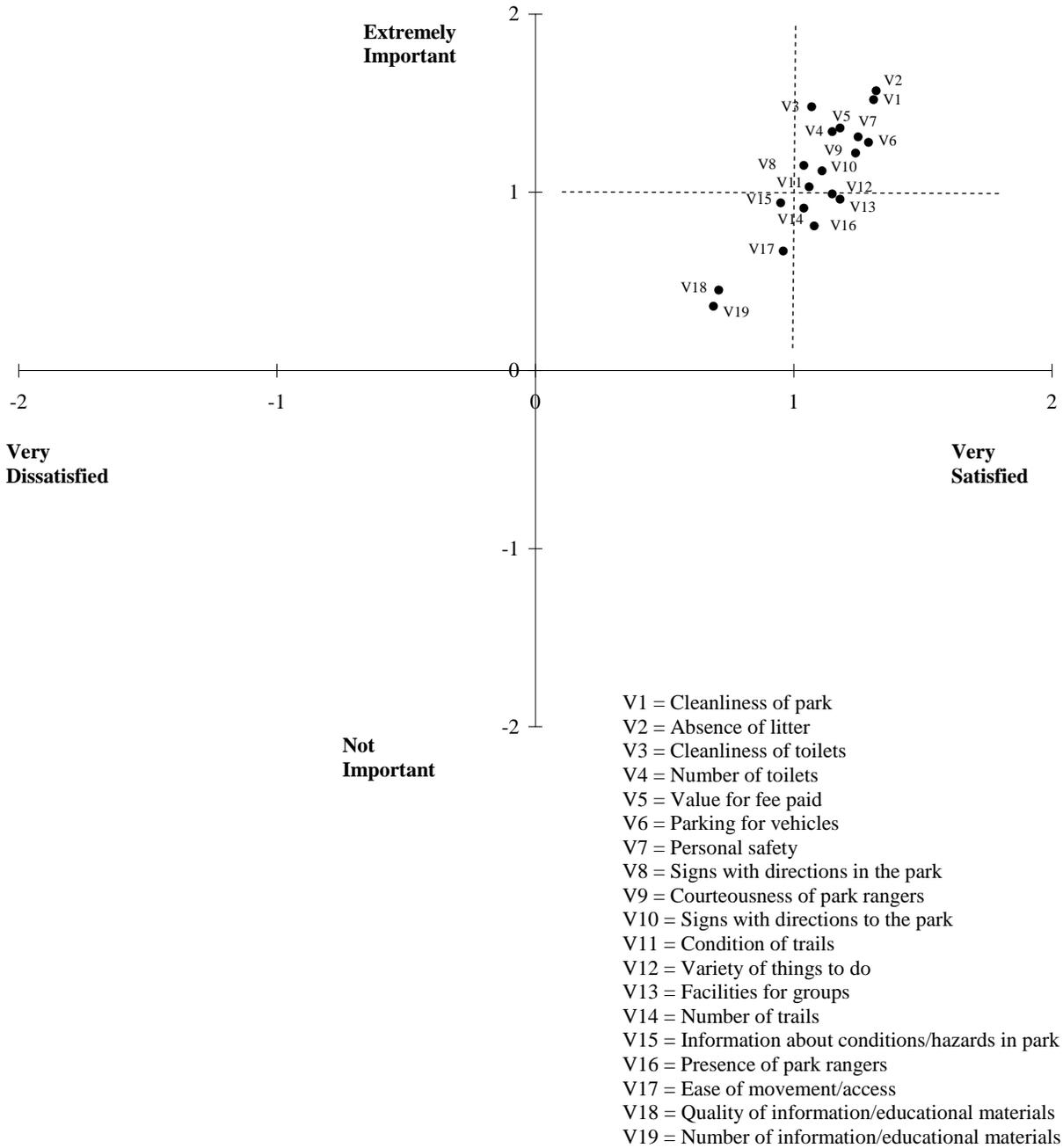
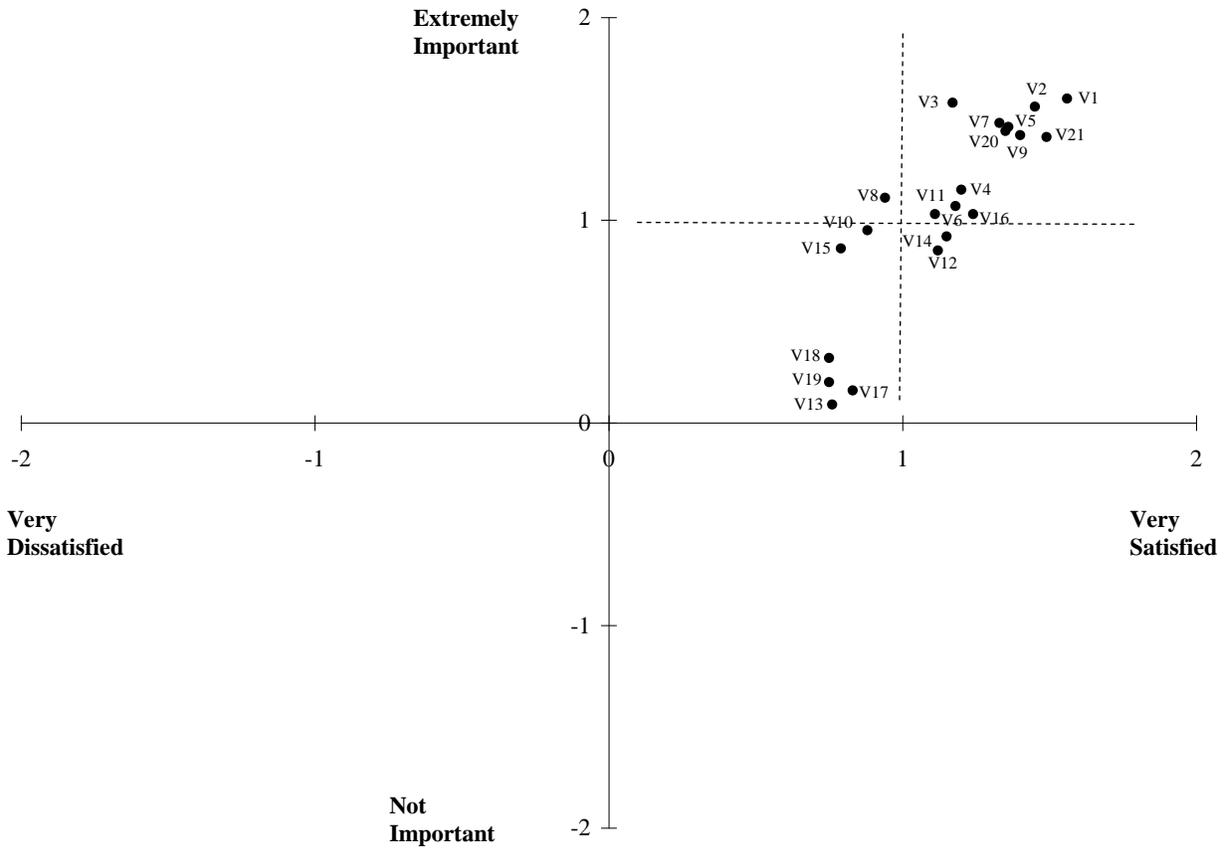


Figure 3. Importance-performance (I-P) analysis matrix for *overnight users*



- V1 = Cleanliness of park
- V2 = Absence of litter
- V3 = Cleanliness of toilets
- V4 = Number of toilets
- V5 = Value for fee paid
- V6 = Parking for vehicles
- V7 = Personal safety
- V8 = Signs with directions in the park
- V9 = Courteousness of park rangers
- V10 = Signs with directions to the park
- V11 = Condition of trails
- V12 = Variety of things to do
- V13 = Facilities for groups
- V14 = Number of trails
- V15 = Information about conditions/hazards in park
- V16 = Presence of park rangers
- V17 = Ease of movement/access
- V18 = Quality of information/educational materials
- V19 = Number of information/educational materials
- V20 = Comfort of campsites
- V21 = Shading provided by trees/structures

Figure 2 is the I-P matrix for day users and Figure 3 is the matrix for overnight users. Both matrices show that 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 Milo McIver State Park. 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 signs with directions in the park and signs with directions to the park.

Respondents were asked several additional questions about their satisfaction with Milo McIver State Park, 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 22 shows high user satisfaction with the environment (97%), facilities and services (86%), and fees at this park (85%). Day and overnight users were similar in their satisfaction with the park’s environment, but day users (85%) were significantly less satisfied than overnight users (91%) with park facilities and services, and significantly less satisfied (74%) than overnight users (85%) with fees at this park. In total, 92% of respondents said they were likely to return to this park in the future, with overnight users (92%) slightly more likely than day users to return (91%).

Table 22. Comparison of day and overnight user likelihood of returning and satisfaction with the park fees, facilities, and environment

	User Group			$\chi^2$ value	p value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>a</sup>			
Satisfaction with natural environment <sup>b</sup>	97	98	97	1.16	.282	.04
Satisfaction with facilities and services <sup>b</sup>	85	91	86	7.14	.008	.09
Satisfaction with fee paid <sup>b</sup>	74	85	75	17.41	< .001	.14
Likelihood of returning <sup>c</sup>	91	92	92	0.09	.763	.01

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

<sup>b</sup> Cell entries are percentages (%) of users who rated the characteristic as “satisfied” or “very satisfied.”

<sup>c</sup> Cell entries are percentages (%) of users who said they were “likely” or “very likely” to return to the park in the future.

**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 23. 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> <sub>pb</sub>
	Day Users	Overnight Users	Total <sup>a</sup>			
Encounters with other people <sup>b</sup>	56.48	64.05	56.97	1.53	.127	.06
Perception of crowding <sup>c</sup>	2.53	2.73	2.55	1.37	.173	.05
Maximum tolerance for encountering other people (norm) <sup>d</sup>	230.76	72.51	161.79	1.62	.107	.15

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

<sup>b</sup> Cell entries are mean numbers of people seen / encountered on users' most recent trip. Median = 35, Mode = 50.

<sup>c</sup> 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 = 34% (33% Day Users, 42% Overnight).

<sup>d</sup> Cell entries are mean maximum numbers of people that users would accept seeing / encountering. Median = 90, Mode = 100.

Table 23 shows that, on average, park users encountered approximately 57 other people on their visit at Milo McIver State Park, but would be willing to accept encountering a maximum of approximately 162 other users. Overnight users encountered more people ( $M = 64.05$ ) than day users ( $M = 56.48$ ), but overnight users would accept seeing fewer people ( $M = 72.51$ ) than day users ( $M = 230.76$ ). On average, both day users and overnight users felt slightly crowded, but overnight users felt more crowded; 34% of all park users felt some degree of crowding on their visit, with 33% of day users feeling crowded and 42% 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 "suppressed crowding" where the park may offer a unique low-density experience. Crowding at the overnight use areas, however, is "low normal" where access, displacement, or crowding problems are not likely to exist at this time.

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 24. Relationships among encounters and norms

	Reported encounters compared to norm <sup>a</sup>	
	% Fewer encounters	% More encounters
Day Users	75	25
Overnight Users	53	47
Total <sup>b</sup>	74	26

<sup>a</sup> Percent of users who encountered either fewer than or more than their norm (minimum acceptable condition).

<sup>b</sup> Cell entries based on data weighted by population proportions to represent total population of all park users.

Table 24 shows relationships among encounters and norms at Milo McIver State Park. In total, 74% of all users reported encountering fewer people than their norm; only 26% encountered more than their maximum tolerance. Crowding scores were significantly higher for users reporting more encounters than their norm. Most day users (75%) did not encounter more people than they would tolerate, but 47% 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 approximately half of overnight users felt crowded.

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

- Users considered the most important characteristics the park’s cleanliness (e.g., lawn care, lack of graffiti; 96%), absence of litter (94%), cleanliness of toilets (91%), good value for fee(s) paid at the park (89%), number of toilets / bathrooms (88%), and parking for vehicles (86%). The least important attributes were number of information / education programs or materials (43%), quality of information / education programs or materials (47%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 59%), and

presence of park staff (68%). Day users considered group facilities and ease of movement or access to be more important. Overnight users considered the park's cleanliness, absence of litter, cleanliness of toilets, fee(s) paid, personal safety, and presence and courteousness of park staff to be more important. Almost all (93%) overnight users considered comfort of campsites to be important and 91% believed that shading provided by trees and other structures was important.

- Overall satisfaction among users was extremely high, as 95% were satisfied with the highest proportion of users being “very satisfied” (60%). Users were most satisfied with park cleanliness (91%), absence of litter (90%), parking (87%), courteousness of park staff (84%), level of safety (84%), number of toilets / bathrooms (83%), and value for fee(s) paid (83%). Users were least satisfied with quality and amount of educational information provided (53% and 53%). Satisfaction was also lower for information provided about conditions and hazards (67%), and ease of movement / access (70%). Day users were slightly more satisfied with the signs with directions to the park, group facilities number of trails, and the ease of movement /access at Milo McIver State Park. Overnight users were slightly more satisfied with the park's cleanliness, lack of litter, level of safety, fee(s) paid, presence rangers and other staff, and condition of trails. Overnight users were also satisfied with the shading provided by trees (95%) and comfort of campsites (90%). Most respondents (92%) 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 signs with directions in the park and signs with directions to the park.
- Crowding among day users was very low and most of these users were not encountering more people than they would tolerate, but a higher percentage of overnight users felt crowded (42%) and a large proportion were already encountering more people than they would tolerate in the park's overnight use areas (47%). This suggests that crowding at the overnight use areas is in the “low normal” category, where access, displacement, or crowding problems are not likely to exist at this time.

### **Attitudes about Management Strategies**

Several items in the questionnaires examined user attitudes about possible management strategies at Milo McIver State Park. Users were asked, for example, the extent they opposed or supported several potential new strategies for this park. Table 25 shows that the most strongly supported strategies were to provide more recycling containers (70%), provide more opportunities at the park for viewing wildlife (66%), provide more trash cans (62%), give more chances for escaping crowds of people (59%), keep things as they are now and not change anything (57%), and construct natural buffers to block views of development outside the park (54%). The least supported strategies were to close the park to all recreation / tourism activities (11%), limit the number of large groups allowed (27%), limit the number of people allowed per day (27%), offer wireless internet access in the park (28%), provide downloadable phone applications (29%), and provide more programs led by rangers (32%).

Day users were significantly more supportive of providing more recycling containers, trash cans, keeping things as they are now and not change anything, better maintenance of facilities, group picnic areas, making the park more pet friendly, enclosed shelters, and closing the park to all recreation / tourism activities (Table 25). Overnight users were more supportive of creating additional opportunities for viewing wildlife, using natural buffers to block views of development, requiring dogs to be kept on leash, more opportunities for hiking, more programs led by rangers, and wireless internet access. Overnight users were also asked to rate their support of five 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 (57%) and adding more space between campsites (50%). They were least supportive of providing more group camping areas (22%), walk in campsites (29%), and tent camping in campgrounds (39%).

Table 25. Comparison of day and overnight user attitudes about management at the park

	User Group <sup>a</sup>			$\chi^2$ value	p value	Effect size Phi ( $\phi$ )
	Day Users	Overnight Users	Total <sup>b</sup>			
More recycling containers	71	64	70	4.05	.044	.07
More opportunities for viewing wildlife	65	73	66	5.01	.025	.08
More trash cans	62	53	62	5.86	.015	.09
More opportunities for escaping crowds	59	64	59	2.15	.143	.05
Do not change anything / keep as is	59	36	57	38.58	< .001	.23
Natural buffers block view of development	53	62	54	5.50	.019	.09
More info / education (nature, history)	52	51	52	0.09	.770	.01
Better maintenance / upkeep of facilities	51	43	50	5.23	.022	.08
Require dogs be kept on leash at all times	50	58	50	4.71	.030	.08
More opportunities for hiking	49	62	50	13.14	< .001	.13
Restore to historical conditions	48	46	47	0.12	.731	.01
More group picnic areas	47	22	45	52.01	< .001	.27
Make park more pet friendly	45	35	44	7.02	.008	.10
More enclosed shelters	42	18	40	50.87	< .001	.26
More paved trails	39	38	38	0.03	.088	.01
More programs led by rangers	32	37	32	1.60	.021	.05
Downloadable mobile phone applications	30	24	29	3.55	.059	.07
Wireless internet access in park	27	42	28	18.22	< .001	.15
Limit number of people allowed per day	27	31	27	1.51	.219	.05
Limit the number of large groups allowed	27	32	27	1.92	.166	.05
Close park to all recreation/tourism activities	12	4	11	16.42	< .001	.15
More space between campsites <sup>c</sup>	--	50	--	--	--	--
More walk in / cart in campsites <sup>c</sup>	--	29	--	--	--	--
More tent camping in campgrounds <sup>c</sup>	--	39	--	--	--	--
Campsites with both RV and tent camping <sup>c</sup>	--	57	--	--	--	--
More group camping areas <sup>c</sup>	--	22	--	--	--	--

<sup>a</sup> Cell entries are percentages (%) of users whose response was “support” or “strongly support.”

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

<sup>c</sup> Only asked in questionnaires of overnight users, not day users.

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 Milo McIver State Park. Table 26 shows that 72% of overnight users reserved their visit using the internet reservation system, 26% used the telephone reservation system, and 2% had someone else make the reservation. Second, users were asked to report their satisfaction with the reservation system, which was high with 87% satisfied and only 13% not satisfied (Table 26). In addition, the highest proportion of users was “very satisfied” (51%).

Table 26. Overnight user reactions to the reservation systems <sup>1</sup>

Type of reservation system used	
Internet reservation system	72
Telephone reservation system	26
Did not make the reservation	2
Satisfaction with reservation system	
Very Satisfied	51
Satisfied	36
Dissatisfied or Neutral	13

<sup>1</sup> Cell entries are percentages (%)

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

- Users most strongly supported management strategies that would provide more recycling containers (70%), provide more opportunities at the park for viewing wildlife (66%), provide more trash cans (62%), give more chances for escaping crowds of people (59%), keep things as they are now and not change anything (57%), and construct natural buffers to block views of development outside the park (54%). The least supported strategies were to close the park to all recreation / tourism activities (11%), limit the number of large groups allowed (27%), limit the number of people allowed per day (27%), offer wireless internet access in the park (28%), provide downloadable phone applications (29%), and provide more programs led by rangers (32%). Day users were more supportive of providing more recycling containers, trash cans, keeping things as they are now and not change anything, better maintenance of facilities, group picnic areas, making the park more pet friendly, enclosed shelters, and closing the park to all recreation / tourism activities. Overnight users were more supportive of opportunities for viewing wildlife, using natural buffers to block views of development, requiring dogs to be kept on leash, more opportunities for hiking, more programs led by rangers, and wireless internet access.
- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (57%) and adding more space between campsites (50%). They were least supportive of providing more group camping areas (22%), walk in campsites (29%), and cabins without bathrooms (39%).
- In total, 72% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 2% 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” (51%).

### **Sociodemographic Characteristics of Users**

Table 27 shows demographic characteristics of users. There were a few more female (56%) than male (44%) users at Milo McIver State Park, and there were no statistically significant differences in proportions of males and females between day and overnight users. The average age of respondents was 45 years old, and the largest proportions of users were 30 to 39 years old (23%), 20 to 29 years old (20%), and 50 to 59 years old (20%). Average age also did not differ between day and overnight users. Almost all respondents were white (i.e., Caucasian; 87%) with few Hispanic / Latinos (5%), Asians (4%), Blacks / African Americans (1%), and American Indians (1%). The average annual household income before taxes of respondents was \$54,800, and the largest proportion of users had incomes from \$30,000 to \$49,999 (24%) and \$50,000 to \$69,999 (19%). Visitors to Milo McIver State Park are generally wealthier than the Oregon population at large (Oregon median household income in 2009 was \$48,457). Overnight visitor average household income was significantly higher than day user average household income, with 23% recording an income of \$50,000 to \$69,999. Almost all users (95%) considered English as the primary language spoken in their homes. There were no differences in ethnicity between day and overnight users, but there was more ethnic diversity among day visitors than overnight visitors, with higher percentages of Hispanic / Latino (5%) and Asian (4%) day use visitors.

Table 27. Comparison of day and overnight user demographic characteristics

	User Group <sup>a</sup>			$\chi^2$ or <i>t</i> value	<i>p</i> value	Effect size $\phi$ or <i>r</i> <sub>pb</sub>
	Day Users	Overnight Users	Total <sup>b</sup>			
Gender				0.33	.855	.07
Female	56	55	56			
Male	44	45	44			
Age						
Less than 20 years old	1	<1	1			
20 – 29 years	21	8	20			
30 – 39 years	21	24	23			
40 – 49 years	16	29	17			
50 – 59 years	20	23	20			
60 – 69 years	12	14	12			
70 – 79 years	5	4	5			
80+ years old	4	<1	3			
Average age (mean years)	45	47	45	1.78	.075	.07
Household income (before taxes)						
Less than \$10,000	7	1	7			
\$10,000 – \$29,999	14	9	14			
\$30,000 – \$49,999	24	16	24			
\$50,000 – \$69,999	18	23	19			
\$70,000 – \$89,999	13	19	13			
\$90,000 – \$109,999	8	16	9			
\$110,000 – \$129,999	6	7	6			
\$130,000 – \$149,999	1	3	1			
\$150,000 – \$169,999	3	3	3			
\$170,000 or more	5	3	4			
Average income (mean dollars)	53,800	66,000	54,800	3.62	<.001	.15
Ethnicity				11.37	.078	.12
White (Caucasian)	86	93	87			
Black / African American	1	1	1			
Hispanic / Latino	5	2	5			
Asian	4	2	4			
American Indian / Alaska Native	1	<1	1			
Other	3	2	2			
Language spoken most often at home				10.39	.016	.11
English	95	98	95			
Other	5	2	5			

<sup>a</sup> Cell entries are percentages (%) unless specified as means or averages.

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

Table 28 shows that 88% of users lived in Oregon, 9% resided in Washington State, and 1% from California and New York. Among park users, 69% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 9% 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 (64%) and day users (76%) were from the Portland Metro region. Almost all day users lived in Oregon (88%), Washington State (9%), California (1%), or New York (1%). Fewer overnight users resided in Oregon (77%), whereas more lived elsewhere such as Washington State (14%), California (4%), and British Columbia, Canada (2%).

Table 28. Respondent location of residence

	Day Users (%)	Overnight Users (%)	Total (%) <sup>a</sup>
<b>Country</b>			
USA	100	98	99
Canada	<1	2	1
The Netherlands	0	<1	<1
France	0	<1	<1
<b>State</b>			
Oregon <sup>b</sup>	88	77	88
Washington	9	14	9
California	1	4	1
British Columbia (Canada)	<1	2	<1
New York	1	0	1
Colorado	0	1	<1
Other	2	3	2

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

<sup>b</sup> In total, 69% of park users resided in the Portland Metro region of Oregon, 9% 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 (64%) and the Willamette Valley region (10%). The largest percentage of day users was from the Portland Metro region (76%) and the Willamette Valley region (6%).

Table 29 shows that 73% of users said that nobody in their group had a disability, whereas 27% had at least one group member with a disability. Day use groups were significantly more likely to have someone in their group with a disability than overnight visitors. Of those who had a disability, the most common was associated with walking (20% of park users), while 6% had a hearing disability, 3% had learning disabilities, and 3% had impaired sight.

Table 29. Comparison of day and overnight user disabilities

	User Group <sup>a</sup>			$\chi^2$ value	<i>p</i> value	Effect size $\phi$
	Day Users	Overnight Users	Total <sup>b</sup>			
Disability in group				13.44	<.001	.13
No	72	83	73			
Yes <sup>c</sup>	28	17	27			

<sup>a</sup> Cell entries are percentages (%).

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

<sup>c</sup> Types of disabilities: walking = 20%, hearing = 6%, learning = 3%, sight = 3%, other = 5%

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

- There were a few more female (56%) than male (44%) users at this park.
- The average age of users was approximately 45 years old, and the largest proportions of users were 30 to 39 years old (23%), 20 to 29 years old (20%), and 50 to 59 years old (20%).
- The average annual household income before taxes of respondents was \$54,800, and the largest proportion of users had incomes of \$30,000 to \$49,999 (24%) and \$50,000 to \$69,999 (19%). Visitors to Milo McIver State Park are generally wealthier than the Oregon population at large (Oregon median income household income in 2009 was \$48,457).
- Almost all respondents were white (i.e., Caucasian; 87%) with few Hispanic / Latinos (5%), Asians (4%), Blacks / African Americans (1%), and American Indians (1%). There is more ethnic diversity among day visitors than overnight visitors, with higher percentages of Hispanic / Latino and Asian day use visitors.
- Almost all respondents (95%) considered English as their primary language spoken in their homes.
- Over 88% of users lived in Oregon, 9% resided in Washington State, and 1% were from California and New York. Among park users, 69% resided in the Portland Metro region of Oregon, 9% 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 (64%) and day users (76%) were from the Portland Metro region. Almost all day users lived in Oregon (88%), Washington State (9%), California (1%), or New York (1%). Fewer overnight users resided in Oregon (77%),

whereas more lived elsewhere such as Washington State (14%), California (4%), and British Columbia, Canada (2%).

- In total, 73% of park users said that nobody in their group had a disability, whereas 27% had at least one group member with a disability. Day use groups were significantly more likely to have someone in their group with a disability than overnight visitors. Of those who had a disability, the most common was associated with walking (20% of park users), while 6% had a hearing disability, 3% had learning disabilities, and 3% had impaired sight.

## ***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 Milo McIver State Park:

- The average number of visitors per vehicle for Milo McIver State Park day-use visitors (2.82 people) was significantly lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers want to consider using this updated figure in future day-use visitation calculations for the park.
- Approximately 44% of park visitor groups 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 (52%). Managers may also want to consider examining enforcement of existing pet regulations in the park's campground area, given that 58% of overnight users supported requiring dogs on leash at all times, and only 35% of overnight visitors supported making the park more pet friendly.
- The visitor spending analysis shows that total visitor spending was substantially higher for overnight visitors than day-use visitors. Park managers might consider adding additional campsites to the park as a local economic development strategy.
- Almost all users (95%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for the quality and amount of information and education materials and programs (both at 53%). Managers may need to

evaluate education information that is being disseminated to users to ensure it is meeting their needs.

- The Importance – Performance analysis shows 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. However, this analysis showed that managers should consider examining the opportunity for improving signs with directions in the park and signs with directions to the park.
- Given that over 20% of park visitors were over the age of 60 and 28% of users had disabilities (20% 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.
- The results suggest that overcrowding is not presently a concern in either the parks day-use or overnight areas. Park managers should continue to monitor levels of perceived crowding in future visitor surveys.
- Users most strongly supported strategies designed to provide more recycling containers (70%), opportunities for viewing wildlife (66%), more trash cans (62%), give more chances for escaping crowds of people (59%), construct natural buffers to block views of development outside the park (54%), and more information on nature and history (52%). A majority of overnight users also supported providing campsites accommodating both RV and tent camping (57%) and adding space between campsites (50%). Managers may want to consider some or all of these strategies.
- Almost all park visitors (94%) were able to find the information they needed when planning their visit to Milo McIver State Park. However, some visitors (6%) were not able to find all information needed. The most popular information needed was online maps of the park, more information on trails, better driving directions to the park, information about specific campsites, information about opportunities to ride bicycles at the park, where to fish, where to rent recreation equipment, and dates of disc golf events. Managers may want to make some or all of this information available on the Milo McIver State Park webpage.
- The demographic analysis shows greater ethnic diversity among day-use visitors than overnight visitors at Milo McIver State Park. Park managers might consider enacting strategies intended to increase camping by underserved populations – in particular the

Hispanic/ Latino, Asian, African American, and Russian-speaking populations in the Portland metro area.

- Users provided 547 open ended positive and negative comments, and suggestions for possible improvement of Milo McIver State Park and other park related issues. The most common concerns raised involved: (a) a need for additional restroom facilities; (b) a need for more garbage containers; (c) wanting a horse camp; (d) problems with a lack of after-hours enforcement of noise regulations in the campground area; (e) a need for improvements to existing restroom and shower facilities (faucets, showerheads, privacy); (f) needing additional bicycle trail riding opportunities within the park; (g) wanting more campsites (RV and tent) and an enlarged campground area to meet an increasing level of demand; (h) wanting better directional signs within the park; (i) needing easier walking access to the river; (j) need for improved campground screening/ privacy between campsites; (k) a need for improved trail signing to reduce confusion over trail identification, direction, and distances; and (l) a need for better highway directional signs to the park. Many of these comments may provide useful insights for future planning and management.

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## APPENDIX A: OPEN-ENDED COMMENTS

### *Positive Comments*

- Overall it was a great experience.
- Almost perfect.
- At this time the park meets our needs as a launch point for rafting the Clackamas River.
- Beautiful park - we had a great time!
- Continue to have "Molly" visit each site. Very friendly couple.
- Doing fine, keep up the good work.
- Don't change anything!
- You have a nice park just as it is.
- Don't let it get crowded.
- Don't try too hard to improve it. It's pretty nice the way it is. Go Ducks!!
- Fine as is.
- For me, the gem of the park is the disc golf courses. You guys do amazing upkeep in conjunction with the local clubs. I will always come back to Milo for rec and tournament golf. Everything else about our stay was very nice too.
- Great as it is.
- Great park.
- Great park.
- Great park. Thx. Have a great day!
- I adore Milo as it is.
- I believe the park needs no improvement. This is a first time visit and I was highly impressed.
- I don't know
- I enjoy McIver because we like to go tubing once or twice a summer on the river. We have not camped there often (we usually come for the day), but we enjoyed this camp trip and would come again. I felt the bathrooms were clean. There were quite a few people, but it didn't bother me (and I expected it at a park so close to a major city). I liked that this campground is so close to home and plan to use it again.
- I enjoy Milo for disc golf, camping and fishing and have had many memorable experiences doing all three. Usually I reserve the group campground for a annual gathering but did not get a reservation this year so chose to go with a single campground (A29) I had a good time but this site needs some bushes planted to shield it from the foot path to the bathrooms. There is too much foot traffic to the bathrooms at night and this sites privacy is compromised severely. Thank you.
- I have been coming to McIver for over 30 years. I usually come at least once a year. This year it will be twice. Everything is perfect for me. The park volunteers are very friendly and helpful.
- I like it the way it is. I'll be back.
- I love it there. We've stayed there for a business convention in Portland this year and several years ago, too. We just come in and camp, usually get there late at night, sleep, and leave. For what we need it for, it's great!
- I love this park don't change anything. The horse trails are beautiful, I didn't use them this time, but I have.
- I really don't know that you can. I like it the way it is!

- I really enjoyed Milo McIver State Park, and I will return even if nothing changes. I would rather see nothing changed than have you start to make lots of 'improvements' such as paving trails and adding facilities for large groups. I picked a weekday to visit so that I would escape crowds and full campgrounds. I want to see a continuation of the clean conditions I saw there, with good trail maintenance and perhaps more self-guided programs such as the Bat Barn and the system of trails there. I thoroughly enjoyed that.
- I think it's a great park.
- I think the park is well run, and doesn't need any changes. My experience is limited to camping. We did not use other facilities.
- I thought it was a nice park.
- I thought it was awesome.
- I'm very impressed with everything at the park.
- Impressed w/ friendliness of staff & volunteers. & ease of payment options.
- It was great.
- It's awesome as is.
- It's great!
- It's great!
- It's great!!
- It's perfect.
- It's pretty close to perfect :)
- It's wonderful but not so easy to find.
- Just keep supporting the disc golf course and the Beaver State Fling. It's one of the best courses and tournaments in the country.
- Just keep up the good work and make sure the environment at Milo McIver State Park stays safe and garbage free.
- Keep going on!
- Keep hiring excellent rangers like the guy who chatted with me about other State Park opportunities
- Keep it a secret - just kidding - I really like Milo! Do at South Beach or Ft. Stephens. Just a thought.
- Keep it beautiful and clean.
- Keep it clean, love it like it's your own backyard, don't cut any trees.
- Keep it open! We like to not spend so much gas money to come to you
- Keep it the same, don't change anything.
- Keep the park open year round!
- Keep up the good work!
- Keep up the good work, I will be back.
- Love it the way it is!
- Love it. No need to improve!
- Love the horse facilities! Thanks for allowing the dogs too.
- LOVE this park! It has so many different things to offer from day trips to amazing camping trips! Right on the Clackamas River which is clean and fun to float! Only thing I would like to see really changed is to make the park more pet friendly. We would love to be able to have dogs off leash in more areas of the park. But also understand that the leash policy is to help preserve the natural wild life of the park.
- Loved it! Thank you.
- Lovely, Lovely facilities overall.

- McIver is our favorite of all the Oregon State Parks; we've been visiting it for nearly 30 years and now our children visit w/their kids. It's special; don't change a thing.
- Milo is awesome!
- Milo McIver is my family's favorite park for early and late season - it is close to where we live in Milwaukie / Oregon City and Sherwood , comfortable, safe and most of all there are a lot of nice , private camping spots. We also like the option of the wheelchair access if my Mom comes with us and the hiking trails for us during the day. I would love to see even more private camping spots and more hiking trails. We also like that it is clean and we feel safe. The addition of more native plants would be a benefit.
- Milo McIver State Park was an overnight stop for us between Redwoods National Park and Mount Rainier. It truly was an unexpected pleasure, and is a local gem in Estacada. Everywhere I have lived, my family has always found a local state park close to home where would frequently camp and picnic. Milo McIver would certainly be that family favorite if I lived within 25 miles of the park. If given the opportunity, I will camp in this park again. Thank you.
- Milo sounded like a great park. However, after getting stuck in traffic Seattle through Olympia, we arrived at the campsite at 8:30pm, and had to leave in the am. As such, it was a stop-and-go visit. I would like to return in the future. From the little that I saw it was a gorgeous park. My one suggestion is more signs. Driving down the long road (7-8 miles or so), I was worried that I was getting really lost, and seeing more signs pointing to the park would have been comforting. I was about to turn around when I finally saw a park sign.
- My boyfriend and I enjoyed our stay. We appreciate having a nice, well-maintained state park close to home. Maybe trail signs or general maps/drawings that give a little more direction. The trails all seem to tie into each other, but we weren't sure what went where.
- My wife and I loved camping in the park.
- Nice Facility
- Nice park - we come here every summer to camp and raft. We arrive on Sundays to try to avoid the crowds.
- Nothing really. We camped here every year and enjoy ourselves every time. We also hold my husband's annual birthday celebration with you, he loves to play disc golf and we have found your shelters and location to be excellent. Your ranger staff go above and beyond what is required of them, they provide great customer service, are knowledgeable, and are extremely helpful. Thanks for years of great family experiences. Wendy
- Our kids love the Ranger Programs. Would love there to be more, as resources allow.
- Perfect the way it is
- Please don't close it! We love this place and cherish it as a family.
- Provide more tent camping. The park is top-notch.
- Above all, keep up the good work! This is an amazing park, and the disc golf courses make this a destination park. I would never have known about the park if it was not for disc golf, and my most recent stay was for the Beaver State Fling. The staff was outstanding for the event, and both the course and the park were looking
- Nice that there were horse trails.
- We thoroughly enjoyed our stay.
- Staff we met were very helpful and friendly, beautiful park.
- Stay AWESOME!!!
- The park is very nice, it is tied in our minds with The Deschutes Recreation Area as we love to bike and the Deschutes Park has lovely biking trails. Both parks have good

swimming, but the Deschutes feels safer. If we wanted a downtime, quick camping trip, Milo would be our pick. But for an active, longer camping trip, the Deschutes has more trails for biking, hiking and better swimming areas. Maybe an addition of a Disk Golf course at Milo McIver would be great to provide more leisure activities.

- The park is very well maintained and user friendly. I don't think there is much to change. I did see a fair amount of litter on the disc golf course but golfers should be accountable for their own actions and picking up after themselves. My wife and I had a great visit.
- The rangers have always been nice - thanks! I like the park as is; I prefer when only one set of the disc golf holes are in place, so that the unused course provides a quieter, more wilderness experience
- Things very good.
- This is the cleanest Oregon State Park that we have seen or stayed at.! Keep up the good work!
- Very lovely park
- Very nice park - just keep the campsites clean and facilities upgraded.
- We enjoy the park and come each year for rafting. This year we needed a location for the annual family picnic which includes 80 and 90 year old people. We needed a covered area with a "easy to walk to" bathroom. I downgraded the bathroom ONLY because someone was smoking pot in the men's room. Park was VERY clean as usual. The pathway to the covered picnic area and to the bathroom was not as smooth and easy to walk on as I would like to have had for the elderly in our party. In all our visits, I would never consider the park crowded. Thank you.
- We enjoy the park as it is.....
- We go every summer kids have a blast. It's our get away. Please keep the hosts and the beautiful woods.
- We have an RV, we don't need to use the showers, but are appreciated, but it would be nice to have a dump at the site and not have to move our trailer each time we need to empty when we are on extended stays. The park was very clean and enjoyed the trails. The lake was hard to fish from the shore, because of all the branches in the bottom, but with river access close, that was very good to change our fishing tactics. Internet would be greatly appreciated, we take our business with us and would greatly enjoy staying at this park, but still be able to conduct business.
- We have stayed at Milo for years. This is a very central location for our family gatherings. We have had Group site A, now known as Kingfisher, for many years. We have looked at group sites all over the state and this is by far the best. We have been very satisfied with the park, personal activities, and general condition of the park. We will continue to come to Milo as long as we can. Thank You for a great place.
- We like the park the way it is. Can't think of anything we'd want changed at this time. Would like to see it stay as natural as possible.
- We love it here. We like the upkeep at the group sites. it would be great if the bathroom by the trail worked, but we really don't have any complaints. it's a great place to host an outdoor event for friends.
- We love it!
- We loved our stay at Milo McIver. We especially loved the nature and distance between campsites. Beautiful campground.
- Wonderful location, signage could be improved both in and outside the park, wonderful blend of uses. The Disc Golf tournament was held while we were there. Great to see the blend of ages and interests. World class fly fishing destination.

- Works the way it is, for what I use it for.
- You have a very nice park and my wife and I always enjoy our weekend of camping/walking.
- You seem to be doing a good job!
- Your camp hosts work hard to maintain the park, as well as the rangers. They were all super friendly and helpful, especially since a few nights i didn't have a reservation booked. David and Brian were great as well as the two Larry's that host there with their wives. Thank you for a fun experience! We will stay again!
- You're doing great!
- Keep up the good work. I booked the Kingfisher group site for our wedding and I couldn't be happier. Thanks!

### *Negative Comments and / or Issues for Improvement*

- Shorter survey.
- Move disc golf basket locations more often and more holes.
- Maintain horseshoe pits better.
- More benches and signs at the disc golf tee pads.
- Mow the grass on the disc golf course more.
- More security at night. Intoxicated men walking around the campsites in the evening.
- Make the fee lower - \$3 ok.
- Don't really feel this location is a good place for big RV's.
- Horse camping and horse riding picnic area
- The bathrooms were so crowded and dirty that I drove home to shower and wash up each morning.
- There were constant dog fights. People do not control their dogs in regard to barking or viciousness. I used to have a dog who went camping all the time. I never allowed her to disturb others.
- A bit long of a survey but we are glad u care.
- A little more detailed map on boat access to and from the river (like boat ramp to picnic area). Provide little maps on post for area.
- A little more isolated camping options
- A little more signage in the park (some people had a hard time finding the shelter at the far north end because there should have been a sign at the bottom of the hill that turning left would take you to shelters X, Y, Z, etc...)
- A longer paved area for someone pulling a trailer RV would have been nice. We could not stay hooked to the trailer without partially blocking the road. Also had to practically back the trailer at a 90 degree angle. Seems to me that when you have a one lane loop through the camp ground you should be able to pull past your site and then back into the space at a much easier angle that does not include scratching paint on bushes.
- A very small store
- Add an additional 9 holes to make 2 18 hole courses. This will help with spread the number of players on the course and minimize play backups. Will be less confusing for other players in the park. Visitors can play 18 East or 18 West.
- Add more bathrooms
- Mow more.
- Shorter survey.

- Add more disc golf and large private group camps like Kingfisher. With only one spot like that it's difficult to secure a summer weekend!
- Add more hiker/biker spots. and clean up the horse crap that is basically covering 80% of the trails
- Add more sites
- Add swing sets.
- Why is there no soap in the bathroom?
- Add WIFI
- Alcohol was a problem. On this trip, the sheriff showed up twice to remove persons, never had that problem before and Indian Henry was closed because of storm damage we go both places. Rangers were not there enough and the camp hosts were rude at times.
- Allow everyone to use the "disabled" bathroom. Families should be able to use it as well as others in off hours.
- Allow more geo caches in the park.
- Allow people to book weddings more than 9 months advance.
- Are you kidding...great looking park BUT I haven't had a chance to do anything but fill this out! Too long
- As a trail rider, I would love to come here more often, but I don't because I can't bring my dog. Other state parks allow dogs on trails as long as the dog is under voice control, on leash at trail head, so I go there instead.
- Provide barbeque stands at the RV/tent camp sites.
- Playground for kids
- Bathroom Facilities
- More strict enforcement of noise outside the campsite after 10:00 p.m. After one warning, have the sheriff remove the offenders from the park and place them on a no trespassing list. Place signs at entrance of park how strict the state will be and the consequences.
- Paved trails would be great.
- Easier access to beach. Makes it tough on the elderly.
- better access to restrooms...and additional disabled facilities
- Better bathroom cleaning. Upgrade showers.
- Better bathrooms.
- Better directional signage on roads and trails.
- Better enforcement of campground noise restrictions please after 10 pm. After our neighbors were warned by the camp host, they quieted briefly and then resumed their loud chatter well into the night.
- Better hiking opportunities.
- Better maintenance / cleaning of Handicap restrooms.
- Better mapping of McIver as it fits in with surrounding area (detailed map of say 20mile or whatever circle around park so one knows how far and what is available and/or of interest. Better access to the lake and/or river for non-fishermen or non-boaters. Is there capability for swimmers/beach or even an off-leash dog swimming area. Realize natural limitations may prevent this but...it's the only thing really missing. I think more people might use this as a base for Portland shopping, etc if advertised as such. But then again it's good for us that it isn't that well known - lets it be a bit quieter. Why does it close completely for roughly half the year??? We'd be staying there more often if it was available.

- Better signage within the park.
- Survey is too long.
- Better view of the river from Day use Area B. Upper Boat Ramp.
- Better walking paths for seniors 70+
- Bike trails -- especially near campgrounds. The only place to ride is on the street.
- Boat launch road improve. Make boat launch parking larger.
- Buffer campsites around paved trails that are frequently used by the group site camping. People walking along the path at night disturb people who are tent camping. The trail is located too close to the camp site.
- Came just for the bat trail. Would have camped if there was a tent site.
- Camped at park for 3 days with grandkids -- would like to see better information about location of swimming area in park. No information in camping area about swimming at the park. Found swimming area by chance late on the 3rd day - too late to take kids swimming. Showers had a waiting line each evening. More shower facilities would be nice. I am disabled with walking/balance disability. Better information about what to expect on walking trails and paths (pavement, steepness, climbing required, etc.) would make the trails more friendly for disabled and strollers. Having a partially paved/smooth trail which changes to a rough terrain is very frustrating for disabled or parents with strollers. Please mark "friendly access" trails.
- Charging \$2 or less to come in.
- Clean gutters in shelters! Rain flooded shelter because of clogged gutters.
- Shorter questionnaire!
- Clean horse poop that's ALL over trails! Dog owners have to clean up - why don't horse owners?
- Clean your restrooms more than once a day. Especially when park is full and all group sites are full. I don't find it excusable to be out of toilet paper before afternoon.
- More parking spaces.
- Cleaner facilities.
- Cut down blackberry bushes.
- Put signs to identify flower names.
- Cut the nettles and eliminate the poison oak on the trails (and elsewhere).
- Make the disc golfers pick up their litter.
- Did not have any major problems but having trouble walking # 1 camp site had a hole big enough to trip everyone as they went by,
- Do not let it rain while I am there.
- Don't charge so much for the wood!
- Don't have fees.
- Don't have the ranger go around and try to get extra money from you for extra vehicles. If you pay for the site you should be able to park another vehicle there if it fits.
- Keep shade between sites.
- Keep planned activities to a minimum.
- Don't lock gate to camping area at night. This was very inconvenient for us and it was the only place I have ever seen this done. We had to leave our vehicle outside the gates at night to visit our son in Portland.
- Cleaner restrooms.
- Easier access by foot to the lake.

- Eliminate dogs! Oxbow has the right idea for inviting wildlife into their park. So much nicer without barking and cleaning after a dog was in your campsite. I could not answer the single dot questions on some pages. They did not work or allow a check where needed.
- End requirement to pay full fee at time of reservation. As a senior citizen it is difficult to pay way in advance when making an early reservation.
- Enforce dog leash rules, too many dogs running loose, and clean dog poop from camp sites
- Enforce quiet hours! The people next to us were talking until 4 am.
- Enforce public alcohol consumption laws.
- Clean-up campsites prior to occupancy (garbage left in campsite)
- Enforce speed limit down to river and fish hatchery (prior to arrival).
- Enforce the 10 pm quiet time rule. Had a very bad incident my last time camping in July with campers next to our family drinking and fighting with each other till 3 in the morning.
- Expand the park for camping purposes
- Fix water fountains on East Course Hole #1. Add another 9 holes of disc golf. Better advanced notice of course closures due to tournament or mass event like renaissance fest or boy scouts. Maybe a small playground would be cool as well.
- Flat driveways and pads, the tree roots in some camping pads make it hard to walk or back up .and a better swim aria for all ages.
- Garbage can lids don't close easily
- Get some picnic tables closer to river location.
- Soap in the bathrooms please.
- No leashes!
- Only complaint is that we had to move because of the park being fully reserved on the weekends.
- Group reservations could be a little cheaper. I do not like paying a service fee. Just make the cost the cost without "added" fees.
- Handrails in bathrooms.
- Have a rental place for horses or something like that.
- Have a signs in bathroom reminding people of quiet hours and how voices carry from campsite to campsite.
- Have ball here with the nets.
- Have facilities closer to tent sites. You have to walk over to the RV camp to use the restroom or shower. Don't RV's and camper trailers have restrooms in them?
- Have more brochures available.
- Have more historical information available, specify on literature hiking trail distances and difficulty levels. Otherwise, nothing. Don't tell anybody about this park. It is the best kept secret!
- Have sewer hook ups!
- having restrooms by each setting "gathering area" Willow Shelter
- Horse camp for camping overnight.
- Horse camp!
- Horse camping
- Horse camping area please.
- Horse camping!

- Horse camping, access to campgrounds and picnic areas on horseback.
- Horse camping. Horse camping. Horse camping. Make several round pens out of arena. We will even take the bat field.
- Add a hiking trail. I think the park could especially benefit from a challenging one.
- If you're looking to make changes, I'd love more tent sites away from the RVs and more unpaved
- I DON'T KNOW WHY YOU NEED SOO MUCH PERSONAL INFO????? ALL WE WANT TO DO IS JUST GO CAMPING!!!!
- I filled out this survey because I wanted to comment on the Park Staff. I had several phone calls with them and had two occasions to meet them in the office. In EVERY case they were outstanding!!! They were very knowledgeable, patient in answering my many questions, and very professional. When there was a mix up about the picnic shelter we reserved they were quick to take care of it and make everything alright. They were friendly and kind too!! Great job on the part of the park staff!!!
- I hate that I have to pay for parking when I go fishing, I buy all my licenses for fishing do not use park but still have to pay.
- I pay taxes. I shouldn't have to pay!!! Why was a ranger wasting time distributing this? An OSU person should. Shame! Instead do online so we don't waste our time. Stop drinking on river. We pick up bags of garbage from the river every trip (always beer/bottles) for alcohol.
- I think adding a playground for the kids would be very nice. We were able to do some hiking and bike riding, but it would have been nice for the kids to be able to play while we were making meals or other things like that when we couldn't hike with them.
- Survey is way too long!
- More walk in tent sites would be nice.
- Our only complaint was that there were too many RVs. That seems to be the case at most Oregon State Park camp grounds, though. We don't like paying the same fees to camp in a tent that an RV pays for the same site. We don't use the electrical or water hookups like an RV does, and should pay a lower a fee. That being said, Milo McIver is conveniently located to Portland and we will, likely, return.
- The only gripe that I have about my recent trip, is that other campers were not watching their small children close enough...letting them leave their bikes in the road. I don't know what could be done about that. I had a terrific time.
- I was severely disappointed with the campground host, who made us feel as though she had it out for us. I'd reserved a campsite online with the understanding that we could fit 8 people in it, but when we arrived it was clearly too small for that many. However, since several of us had biked to the park, we decided that those who biked would stay in the hiker/biker site. We paid the appropriate fee (\$20 I think on top of what I'd already spent to reserve the initial campsite, which I was not super excited about but was okay), only to be told by the host that we couldn't do it, couldn't hang out there, and needed to leave. She even, it seemed, sent some rangers to come find us near the river. We felt a little hounded. The rangers were super courteous and told us we were fine, but the extreme distrust and hostility of the campground host is enough to make me never go there again. You need to be way friendlier to cyclists. Allowing more than one group in the biker site would be a good start, as would telling the host to chill the heck out.
- I was very disappointed with our camping experience. I felt that we were outcasts at the park from the start. There were a lot of people complaining about how loud we were at night and during the day. Of course the complaints started getting filed at 10pm. I can't

believe that you are not allowed to converse and have a decent time without worrying about if you are going to get kicked out of your camp site and have be forced to pack up and drive home under the influence. I was very upset that we got complaints during the day and we were told that we would need to also watch our language, or we could get booted from the park and have the sheriff called. What happened to free speech and having a good time at an awesome park. I am 32 years old, not a young irresponsible kid. I have paid my dues and deserve to enjoy our State Parks the way I want to enjoy them. I cannot help the fact that I have a deep and carrying voice. This will be the last time that I stay at an Oregon State Park. I am extremely disgusted with the siding that takes place...

- I would like to see a few more trash cans on your disk golf course.
- I would like to see more bathroom facilities
- This survey is a bit long.
- If I make a reservation and pay for equipment (such as a BBQ) make sure that it is at my day use site when I arrive. I don't want to have to call and wait for someone to come set it up - especially when it's for a company meeting that I need to start preparing food for
- If you are going to lock gates, have a way for people to contact you.
- Improve restroom/facilities.
- Improved access to the river. Safe swimming areas or a water feature. Improved access to water for day picnicking. Improved bathroom facilities. No signage for men and women. Do not lock the door in women's bathroom near the upper day use area.
- Increase length of equestrian trails and allow equestrian camping.
- It is nice. We stayed here while attending a wedding in Sandy. Disc golf championship that weekend too. Nice park... Good, helpful Rangers.
- It was a great park and next time I will bring my horses. I didn't know where the park was because some of us are directionally challenged and we got a little lost. Overall, it was a great experience which we hope to do again.
- I only wish there were more signs on the highway.
- It was a little unclear where the group sites were located and there was no one to check us in to help. When we found them, the signs were not labeled right (our group and the other group were switched). The trail from the group site to the loop with the showers was not very clear. Since we were out at the group sites, there was not a recycling receptacle close to us. But really those are minimal. We were very impressed and thankful for the facilities by our site, the quiet, the large space - it was great!
- It would be nice if there were more campsites for RV's. Most of the Oregon State Parks are very outdated and the sites are too small for bigger rigs. We recently stayed at Farewell Bend State Park where they had just put in some very nice sites for RV's. Wish more of the state parks would do the same! Cape Disappointment in WA is one of the best laid out parks we have ever stayed in-10 sites to a loop and every site is 60 feet long, so you always know exactly what you are getting when you camp there.
- It would be nice to know where a person can be near the river w/out a boat
- More disc golf!
- It's beautiful, but would love better access to water - beach access
- More bushes between my campsite and the next, but that's all. Maybe more info on where to get camping items you may have forgotten.
- The dog on leashes is a little annoying and one thing I would change.
- I've only visited once and it was a good experience overall except for not knowing in advance about the disc golf tournament, which I feel should have been clearly highlighted on the website since it was such a major impact to the park.

- Just check more than once the sites that are still noisy after 10 p.m.
- Keep ALL dogs on leash.
- Keep tent campers noise (music, being loud) down. I left the camp early because of loud tent campers nearby.
- It would be fun to have someone do some kind of kayak trip like they do on the coast.
- Improve / increase swimming area at Estacada Lake.
- Keep making trails and developing the horse areas
- Keep the bathrooms in better condition, as well as the showers.
- Keep the gate open a little later. I like to visit friends in the area and would like to return later in the evening.
- Keep the porta-potties cleaner smelling - or just get rid of them.
- Keep trails open. Thanks :)
- Kingfisher group camp is all messed up now due to the solar panel work done there. That was a really BAD idea.
- Keep campers quiet at night not have sites so close together. Huge parties each night with loud booming car music and disrespectful campers is more than one site. Parties lasted until weeeee hours of morning. Spread out campsites allowing all to enjoy the campground area. Day time music blaring in sites , I'm not a grouchy person but feel that the park rangers could have made sure this would not occur.
- Label the "Womens" restroom more adequately - especially the door! Please!
- Label the restrooms better!
- Larger and cleaner swimming area that is safe for small children. The debris was floating in and was trapped in the buoy area at Estacada Lake. Would also like to see the swimming area moved away from the boat launch which would improve the water quality in the swimming area.
- Leave the Tournament Baskets up at least as many as you can. We pay to play disc golf. Empty parking lots don't constitute taking baskets down. Label the garbage cans "trash cans" so everyone knows, tell them about what you do with the cans and everyone would try harder.
- Recreation equipment store!
- Fewer park rangers :)
- Limit large group assembly (camping) in one site. The site next to us appeared to have a conference or something with 30 + people. When we got there, someone had "moved in" to our site prior to our arrival and occupied it. I assume, in hopes we wouldn't show up. Thankfully the park staff helped resolve the situation. Our main purpose for being there was Geocaching :-)
- Longer horse trails by river and more horse trails - no horse camp
- Lots of land - need to expand campground. Everything is all tight together. An area for RV's to get a satellite signal.
- More "tent-only" areas would be great!
- More prominent recycling bins at the campsites.
- Lower priced year pass.
- Maintain the horseshoe pits.
- More benches and signs on the disc golf course.
- Shorten the survey.
- Change the basket locations more often.
- Mow the disc golf course more often.

- Make a better swimming area for the kids. I brought my grandkids with me and there really wasn't a good place for them to swim within walking distance of the campsites.
- Make entry fee voluntary. Any fee at all excludes someone.
- Make firewood more affordable
- Make inside the loop campsites easier to get into with an RV. In some of our spots we were pretty much butted up to other campsites trailer ( make sites more private).
- Make more fish!! Lol. You can't!
- Make more sites first come, first serve. Or create more sites for smaller RVs (Campers, trailers, or pop-ups)
- Shorter survey.
- Make sure bathrooms always have toilet paper soap and paper towels.
- Have more trash cans around park.
- Make survey form shorter, maybe about 15 questions. Thanks
- Make survey shorter.
- Make the campsites more secluded from each other.
- Provide more information on what the park offers.
- Make the fish hatchery more educational.
- Make the shower heads higher and not so forceful.
- Make the shower water hotter.
- Make the survey shorter.
- Make the trails available for everyone and bigger camp sites.
- Make this survey shorter!!
- Medical Marijuana Access.
- The biggest thing I wish is that you have all 36 holes up OR have at least the holes that don't affect parking lots. This place would bring more people and fun to the park!! Very seriously!
- More active supervision. More often than not, we have loud, late night partiers in the park and the park host's or rangers do not respond to the situation. These parties are loud enough for the host sites to hear. As a host, I would be cautious about approaching such groups in today's world, but I feel they could call an LE Ranger or the Sheriff's Dept. Other than that we love to camp at Milo McIver.
- More and better signage for the hiking trails. I lost the trail twice!
- More bathroom/shower facilities and more tent sites. A set of restrooms/showers closer to the tent sites would make us more likely to come again. With small children, it's difficult to make the trek to the middle of the park multiple times a day/night to use the restrooms.
- More bathrooms
- More trash/recycling receptacles.
- Park map handouts.
- More bathrooms.
- More bathrooms. It's very odd that the whole camping area including tent and RV sites use the same restrooms. There are not enough bathrooms and those that you have are very far away from tent campers. The portable potties were very dirty and full. It makes me sick just thinking about what I saw in there....
- More BBQs.
- Stalls need dividers in bathroom.

- More bike friendly areas instead of having the "bike Gang" races around the camping loop.
- More Group locations.
- Hike in camping would be nice. Maybe self-adventure, with known information on a given loop that one can go to the trail head get the information page and do a self-guided tour. Even some adventures for younger people (6-14) that involves turn left at forked tree, spin in 10 circles at forked tree then go to.... Such simple games can give kids plenty to do. We bring our own games, but having park knowledge helps.
- Better river access and area for hanging out at the river. Better signage to river.
- More bike paths.
- More bike trails and too much horse drop around trail/hiking area that what make our hiking less enjoyable.
- More bike trails would be nice and more areas for families to access the water for wading.
- More biking trails for the kids to ride. There were several trails that you couldn't bike on near the campground and that is one of the favorites for kids to do while camping.
- More brochures about activities in the area.
- More camp sites, you have the property you just need to develop it!!!!
- More camping and group camping sites!!!!!!!!!!!! There is lots of available space to do smaller "pods" of sites throughout the park. Disc golf in particular would draw more campers if sites were readily available. Allow some sites to be first come, first serve; it would be nice to have a place where one could spontaneously decide to camp the night before (without having to plan it 6 months in advance). Or have a few sites, both group and individual, that can only be reserved one week in advance. Availability of camping is a tough one, I do understand, but it sure would be great to be able to just decide to do it, without having to have settled on it half a year previous. Charge what it takes to break even on sites; people will pay if the availability is there.
- More camping sites, you are usually full every weekend.
- More camping spots.
- More camping spots or fewer sites with reservations. I saw some campsites unused for the whole weekend but held because they we're reserved.
- More campsites.
- More campsites would be nice because you book up pretty fast, and we really like being able to go camping closer to home for the cost factor.
- More trails for the disabled.
- More places to fish.
- Make the park more dog friendly.
- More fishing docks.
- Less horses.
- More trails for bank fishing.
- More trails for hiking.
- More privacy between campsites.
- More garbage cans and parking in the campsites.
- More garbage cans at day-use sites.
- More garbage cans/recycling in covered areas!
- Closer bathrooms.
- Keep disc golf course mowed!

- ASHTRAYS FOR CIGARETTE BUTTS!
- SHORTEN SURVEY!!!
- More group camping sites with flush better bathrooms would be awesome!
- More hiker/biker camps.
- Allow bikes on horse trails (within reason).
- Provide better maps online and more photos online.
- More horse trails with more challenge.
- More horse trails!!
- Better signage from equestrian use area to where trails are.
- Maps at trail head.
- More horse trails.
- Camping for horses.
- More locations to sunbath or more locations for fisherman.
- More picnic tables.
- More places to take trash.
- More and cleaner Handicap restrooms.
- More handicap sites.
- Deliver wood to sites with handicap occupants on request.
- More privacy between camping spots and the road and other camping spots.
- More ranger programs for children during the week.
- A dedicated swimming area in Estacada Lake.
- Stricter enforcement of loud, noisy campers after say 9 pm. thank you for all your efforts.
- More garbage collection sites at dog creek so that children are not stepping on fish hooks left by the river.
- More recycling!
- More group shelters that can be reserved, keep mirrors and toilet paper, paper towels equipped there, have a volleyball net, and sandbox available for adult and children.
- More restrooms and showers closer to tent camping.
- More restrooms in the camping area would be nice, but I understand that you are fixing the critical problem--the unusability of the hiker-biker site.
- More restrooms.
- More river access.
- More RV sites. Better use of this huge park for more people.
- More secluded camp sites and dogs on leashes. Someone's dog came over and pooped in our campsite. We came around 4th of July and it was a bit crowded. The falls are beautiful. Nice park!!
- More signage and paper towels in the bathroom.
- More guided water activities.
- More signs explaining where things are!!!
- More signs to McIver State Park on main road.
- More signs!!!
- More space between campsites, privacy, being able to talk and laugh without the park host complaining to us when we are NOT partying or disrupting other campsites. An ice machine in the campground would be sooooo convenient!
- More space between campsites, too much noise from other campers nearby.
- More tables around the park - not all in one area
- More TP in bathrooms

- More trail closer to the river and more inter linking trail throughout the park and nature photo opportunities.
- More trails for riding bikes with family. We were told we could only ride bikes on the road, where cars were traveling at speeds of 45 mph - not a safe place to ride bikes with children.
- More trash cans and bathrooms along horse trails.
- More trash cans.
- More group camping areas, even nine months in advance, it's hard to reserve a site.
- More visible signs directing to the park.
- More waste cans around campsites.
- Level and repave campsite parking pads.
- My best friend had her wedding and wedding reception at Milo McIver on 7/2/11 (I believe we were in the Maple area/shelter). She was told the reception had to be over by 10 PM, so she reserved the site. It was a lovely wedding and the facilities were just what she wanted, however at 9 pm a ranger came in and very angrily told us we had to leave. He said he had had a long day, and it was time for everyone to leave. We tried to explain to him that when my friend had planned her wedding she was clearly told we could stay until 10pm. He said too bad, he had been working since 7 am and he had a long day so everyone needs to leave. My friend made the decision about where to have her wedding reception based on that information. If she had known we had to be out by 9, she would have chosen another facility, or started the reception earlier. I realize this is only an hour difference, but this is someone's wedding reception. It was very unfortunate that we thought we had another hour to celebrate, but then were very rudely interrupted. The park needs to come up with a clear policy... is it 9 or 10?? This way people can know what to expect on one the most important days of their lives. My friends name is Montana xxx and her husband's name is Scott xxx in case you would like to get feedback from them.
- For my last visit, my reserved campsite was given to someone else. I was moved to a far less desirable spot, any kind of refund was denied.
- My one complaint about this specific trip had nothing to do with the park, rather, with the rainy weather! However, in the tent camping portion of the park, more division between campsites would be ideal.
- My only suggestion would be to renovate the showers. The water comes out of the showers really hard and the stream is really fine and it actually hurts when it hits you.
- Get rid of the disc golf!
- Need a bathroom facility close to the entry to the river.
- Need more garbage cans!
- Never did find a clearly marked path to the river from the campground. But loved the campground - it was small and nicely forested. We didn't get told to move the second vehicles from the sites, which was a big help as we cannot carpool to the campground. It was a great getaway close to home and I look forward to returning! Thank you!
- Trail guides with distances would be beneficial. The current park guide does not offer much info on the trails - helpful to know when hiking with kids.
- No bathrooms around Willow Shelter
- Not much... it is a great park and we had a wonderful time.
- Offer free WiFi.
- One of the biggest problems we had at our camp site was late night noise. People are not observing the quiet hours of 10pm to 7am. We had people around us talking until 2:30 and

even some until 4:30am .I am not sure how you can police this but this is a major problem.

- Outlets for electric pumps.
- Overnight camping for horseman.
- Overnight horse camping.
- Paved walking path access from the campground to the boat ramp.
- Paved road to the boat ramp.
- Sewer hookups.
- Wireless Internet access.
- Cable TV access.
- A children's playground would be great!
- A children's playground.
- Yurts.
- Swimming.
- Please ask if you need a map or ideas about activities.
- Please clean gutters on covered areas (at Riverbend).
- Please fill and grade uneven areas in campsite parking pads. Some leave huge puddles after rain storms. Thanks.
- Please have dogs off leash with certificate.
- Pick up horse poop.
- Please improve the trail to Estacada Lake on A loop. Our friend with the scooter could get through it with help but it was too rough for our wheelchair person. It would be so nice if they could access the lake that way. It is a lot of work to load them in cars and drive around. The gravel road is also to rough.
- Please make more trails for biking. There are so many for horseback riding and not enough for biking.
- Please post warning signs advising that ALL FOOD be secured safely due to animals in the area.....
- Please put more signs on the road, the park was difficult to find for us and write bigger the closing time for the campground. During our trip, we went in about 20 different campgrounds around USA and it was the only one that close during the night!
- Please widen the roads...It's a challenge to drive and park a large Class A motorhome on the narrow roadways.
- Provide a portable toilet near or at the dog park. Extra bark dust or rocks at East (?) Riverside of dog park where in middle where water runs down to river to reduce mud.
- Prevent overcrowding. Improve or enlarge fishing pier and include an area for launching kayaks such as a small sandy beach area not used by motor boats.
- Provide 36 holes of disc golf year round. :)
- Provide ice.
- Provide more secluded full hook up sites while retaining some of the private hiking areas
- become more pet friendly
- expand the disc golf courses
- Provide some kind of car wash for the camping side that would clean cars and RV's. Cause the trees produce a lot of pitch there, which is put on to your stuff
- Purchasing wood for campfires has changed for the worse. Bring the price back to \$5 a cart. We ended up leaving the site to buy cheaper at the grocery store. The park host wasn't on site on one of the busiest nights (Friday) and we had a strange guy wander into

our site asking for an aspirin. He was also seen at the restrooms and wandering around more. The park always felt family friendly, but this year was different.

- Put barrier between the dog park off-leash area and horse trail.
- Put distance on the trail signs. Pick up horse poop.
- Put handicap parking next to fishing access.
- Quit handing out questionnaires.
- Race and income are not questions of integrity. English is the official language of the United States.
- RANGERS SOMETIMES ACT TO RUDE KEEP SAFE CLEAN AND QUIET AT NITE
- Really like to play disc golf out at Milo. I would like to see all 36 holes in the ground more frequently than for the two tournaments that go on there. Other than that I LOVE THIS PARK.
- Redesign the showers so the water spray doesn't soak the close you hung up and the clean close you brought in the drying area.
- Install sewer hook-ups so I can use my own shower.
- Have trails for bike use not just horses and hikers.
- Reduced campsite fees.
- More campsites while retaining campsite privacy.
- Reduced the price for handicapped people.
- Provide sign saying where the water is. We never saw lake or river but people said both were there.
- We had to move our trailer so larger trailer could exit their space. Pull throughs would be good.
- Inform people with large rigs ahead of time that spots are small.
- Remove extra vegetation at access points along the river.
- Remove horse poop from the walking trails.
- Post more signs along the trails to show where you are.
- More garbage cans and recycling bins throughout the campground.
- Provide a playground for small children near the campground.
- Remove invasive blackberry bushes.
- Rent frisbees, life vests and rafts in the park.
- Put Orange Rubber Slalom pylons in the river every few hundred yards to navigate between and avoid underwater hazards.
- Print brochures of how to raft safely on the slalom course in the river between the boat docks.
- Dam tours. Everyone likes dam tours.
- More camp sites. Need both electrical and fresh water at camp sites.
- The camp sites at the park are gorgeous. Best of any state park I've seen. The staff was tremendous. Just needed more to do. Either frisbee golf or rafting would have made it a very memorable experience.
- Restrooms need to be closer.
- Shorten this questionnaire - you might get better response.
- Need bathrooms closer to day picnic area.
- Shorten your questionnaire/survey. A lot of questions seemed redundant and tedious.
- Shorter surveys.

- Shorter surveys would be good. I would venture to say more people would fill these out if they weren't 6 pages of questions.
- Shorter surveys!
- Showers/bathrooms in the campground could be improved.
- Sidewalks are rough for a 90 year old.
- Smooth out tree roots that have made pavement very bumpy and a hazard for my disabled husband.
- Make this survey shorter!
- Soap and paper towels in bathroom - Hemlock area
- Mark trails in park better - I like trail maps that say "you are here" so I can see where I am going and decide whether to turn around or keep going (we had to guess our way through some waterfront trails.
- Soap in the bathrooms.
- Free showers for guests - give out tokens to guests or no tokens
- Don't lock gates overnight.
- Some of the trails could be marked better and cleared of debris.
- More info on the wild life that one might see while hiking.
- Some sites are difficult to get in. Driveways need to be widened or redone so that is it easier to back into the site.
- Speaking for me and my family, we strongly feel there should be more campsites added (i.e., more camp loops). McIver Park is such a popular state park because it is fairly close to the Portland metro area. We feel the park would always be full during prime season even with more campsites added.
- Bathroom stall doors that actually work.
- Not so many questions on the survey so more people will finish the surveys.
- Survey is too complicated.
- You need more signs (directions) within park, or maybe a map, pointing to different shelters. Need more signs on the way to the park.
- Survey too long.
- Swings and play equipment for children slides, etc.
- Swings or some play structure for younger kids.
- Build a lodge to be used or rented for very large groups.
- Teach boat ramp etiquette. Get off quickly, don't hog the ramp. The boat ramp should be for trailers. Provide a trail to the water so people carrying their rafts and inner tubes don't have to walk on the ramp. On a crowded weekend, many pedestrians act as if the boat ramp is their own personal sidewalk rather than a place for vehicle with trailers. So I suppose I would suggest spending money on more river access points.
- The "available/reserved" signs on individual campsites are confusing. When we arrived at our 'reserved' campsite, the signpost said it was 'available'. What if someone had set-up camp in that site before we arrived? We have a large RV; it might have been difficult to put us into another site. And upsetting to move someone out of that site.
- The bathrooms at the group campsite needed attention. One of the toilet lids was broken and it took more than one call to the ranger to fix this and I am not sure it actually was replaced on our visit. The other toilet clogged and it took a bit of time to fix too. I felt that 2 toilets for the group campsites are not enough- I recommend a third one. Also, it would be nice to have motion sensor lights inside and outside the toilets.

- The bathrooms at the campground were clean, but the faucets were horrible. One sink was out of order the whole time and the other two only one had a cold one and the other hot they you had to hold them down and are too close to the sink you can't get your hand under to wash. The sprayed water in your face because the faucet is too short and it was impossible for my three year old to wash his hands even with help. Please put better sinks in. Keep paper towels with optional hand dryers. Kids are scared of hand dryers because they are noisy. The showers were GREAT!
- The brush needs to be trimmed back. There are far too many dead limbs on mature fir trees. I would be very concerned in this environment should there be significant winds. The campsites need to have work done such that water does not pool when it rains as is very frequent here. Overgrown brush includes thorn bearing bushes that should be cut back.
- The campsite bathrooms are great, but down by the boat launch they are dirty and could use a little upgrading.
- The last time we camped at Milo there was a new fire pit installed. We did not like it at all! It's WAY too big...you couldn't even see the fire to enjoy it. We felt like we were homeless people standing around a burn barrel. And we spent \$25.00 every day just to fill the thing. Bring back the horse-shoe fire pits. They are superior!!
- The noise at night after 10 pm was a problem. I would have liked more patrols for this.
- The number of people were not a problem, the behavior of some of the people (heavy drinking) was a problem. The other concern was the litter, especially broken glass.
- The one tent campsite we stayed in was secured from the internet reservation system but turned out to be the only campsite that was in full sun all day long. This was the only part of our trip which was not ideal because it was so hot that we couldn't hang out in our campsite during the day or even early evening. Also, my 6 year old brought his bike, but was not allowed to take it on the trails to the bathroom but was forced to go on the street. I understand this when there are lots of people, but there was hardly anyone there. I'd rather him go on the trails than the street when he deals with cars (some that drive a little too fast).
- The only issue I had was that the lower boat ramp was not easily identifiable from the river. Members of my party past it while on a float trip and had issues being picked up further down river due to limited river access. Related to this, more trail access FROM the river would be an asset if issues were encountered while floating.
- The only issue we had was that our garbage was not picked up all week that we were there in our group campsite. By the time we left garbage was overflowing.
- The only issue we had was that there was a trail that ran parallel to our campsite and we had many people walking within 3 feet of our tents.
- The only issue we had was that there was construction at the entrance to the park that made the road extremely narrow and not wide enough for trailers. There were not the appropriate flaggers and I'm quite sure OSHA regulations were being broken. Perhaps work like this could be scheduled for some time other than the first open camping weekend of the year and it could be done in a safe manner.
- The only thing that I saw that needed improvement was the lookout area. It could be cut down a bit so you can see the river a little better. But other than that, it was a great trip. So thank you for a wonderful time.
- The park entry fee needs to be flexible. My son in law was coming to pick up my his wife and son (my daughter and grandson) from our campsite and was forced to pay \$5 to come in to the park for approximately 20 minutes. He explained he was just picking

someone up and they would not let him in without paying the fee. I realize they probably hear a lot of stories from people and cannot trust mankind in general but that \$5 fee did nothing but annoy our family. Please allow your Rangers the authority to be flexible at times when it seems warranted. You make people feel like criminals and liars.

- The restrooms seem to be okay, but the showers didn't drain and I had to turn the water off to allow the standing water to go down and then finish my shower. Also the spray was very hard, seems like a nozzle change could save the park water.
- The showers take your skin off--way too much pressure out of jet-like nozzle shower head. Otherwise it is great--love the park.
- The weekend we were there it poured down rain - if you could have prevented that it would have been perfect. Many people left after the 1st night because of the weather, but we stuck it out and in spite of everything we had a terrific time - we just played games and watched movies in our pup tent trailer and stayed in out of the rain except to walk the dogs.
- There was a domestic disturbance at the park, after-hours (11pm) - as it was too late to get a ranger, and we didn't have a cell signal; many campers may have been unaware as to what action to take. Not sure what improvements could've been made - maybe camp host in more of a central area??
- There was a sewage odor near the group campsite H1 and H2 that was unpleasant.
- This is a great and informative survey, but very, very long. I am sorry I did not have time to complete it all. I actually did not really have an opinion about most of the items.
- This is a really great park, but like most of them has been given over to RV campers and tenting is a dying art. Many sites have little cover between them or too small a tent area. We were staying there while in West Linn on business, so were gone all day. There were way too many people there for our tastes for vacationing. Your survey forgot to list our preferred solution to this problem. If it were a vacation trip, and there was overcrowding and no privacy, we would move on to another park, Why be stressed on vacation?
- This survey is much too long.
- This survey is too hard to click on any circle so makes it hard to answer questions.
- This survey is too long!!
- This survey is very thorough which makes it too long. I lost interest in giving the feedback due to not knowing it was going to take so much time. I enjoyed the park.
- This survey is way too long!!
- This survey needs to be shorter. Add N/A. (TLDR) Too Long Didn't Read. I am an OSU alumni - this is a long survey.
- This was my first overnight camping trip ever ! I really liked my stay at the park. The only problem that I had was there were other campers with a Pit Bull that they kept letting off leash. Even though he was asked by several other campers to keep him on it ! I just think that there should be a more strict policy & possible fine for the people that don't follow the rules.
- This was my first visit and I thought it was a lovely park. I would come back to camp. But you really, really need to improve the signage to the park on Hwy 211. I was expecting the traditional blue/white State Park sign --with adequate warning (i.e. State Park 1/2 mile) -not an illegible brown sign right at the turnoff.
- Thoroughly clean bathrooms with disinfectant. Bathrooms in the campground smelled of urine.
- Toilet in dog area. Fence dog area.
- Toilet floor needs to be cleaned a little more often.

- I was a little rowdy with groups before quiet hours, which campers respected. I smelled a lot of pot smoke which tends to indicate unsavory campsite neighbors, although I did not have any bad experiences. Camping is my personal vacation; I like to be alone and outside, camp and run/hike/watch wildlife, and not interact with people very much.
- Trail maps.
- Trash cans seriously needed at picnic areas.
- Trash/recycling closer to campsite.
- Unfortunately, during our stay - there was a camp where at least 1 person spoke very LOUDLY all NIGHT LONG!!! If the Hosts could make a quiet - un-noticed "walk thru" a couple hours AFTER people are supposed to be quiet - perhaps they could have persuaded the people to BE QUIET. That was the only thing that spoiled it for us @ McIver. It really is a nice park - but that experience - EVEN on the 2nd night after having mentioned it to the Hosts from the first night - SPOILED our overall experience.
- Want a horse camp.
- Want a horse camp.
- Want a horse camp.
- We do not like the new fire pits at all!! They are log hogs-it take \$25.00 worth of wood to fill the thing and then no one can see the fire. We felt like we were standing around a trash burn can. Good grief, who's idea was that?!!! The simple angle fire pits are the most efficient and easiest to use if you want to replace the old ones. I will NOT come back to Milo if you have those fire pits at all the sites. Sitting around the campfire is our favorite thing about camping! Don't spoil it!
- We love the park, but feel it gets too crowded in the campsite and too rowdy on the water sometimes.
- We stayed right after the 4th of July crowd. Restrooms were very dirty and we felt they should have been a cleaning priority. We're cleaned until the 6th.
- We use the off leash area a lot and would love to see some kind of shelter. My only worry is being close to the horse trail with no fence in between. Dogs love to chase horses. We love this park.
- We use the park for a large tournament. Parking is the number one issue - we end up over paying because of the way the system works. We love this park and using it for our party and camping - but could use some more support in making it as smooth and cost efficient as possible!
- We used one of the day-use picnic sites for my daughter's graduation party. It was wonderful. The only thing I would change is more garbage cans, and even though I requested the volleyball area, the grass was still pretty high. Other than that, we will definitely come back and recommend the park to others.
- We went to play disc golf and after making our reservation were informed that there was a tournament and we would not be able to play.
- We were not able to hike some trails because they were shared by horses and there was a lot of manure on the trail.
- We were VERY bothered by the large amount of poison oak throughout the park and the fact that there was not 1 sign or posting about it anywhere. We encountered it all of the disc golf course and all around the fishing area. Because our kids kept finding themselves in patches of poison oak and we needed to do extreme showers to prevent breakout - we will not return to Milo McIver St Park. I will say that the fish hatchery was a highlight of our trip and that our campsite was fabulous.

- We would LOVE to see greater accessibility to the Clackamas River from the Kingfisher Group site. (Access from the Steelhead group site was great!)
- When are you going to fix the Vortex trail? When are you going to pave the lower boat ramp? Lots of cans and bottles from disc golfers - and garbage. Too much litter - get rid of disc golfers. Too many (park rangers) all after me. Stop harassing people with dogs off leash.
- Where is the bathroom facility at picnic area C1?
- More places to view wildlife.
- Boat rentals.
- More space between campsites.
- With walking difficulty, I had to drive to the bathrooms from the walk-in sites, but there was nowhere to park at the bathrooms. The host suggested parking in the RV handicapped site, but then campers took that site. I parked in another empty site as close to the bathrooms as I could.
- Wood NOT as dry as it was. Burnt up in fir too quickly. Clean/empty the porta-potties more often.
- Wood prices went up and quantity down also low quality wood very bad.
- Would be nice to have an overnight horse camp.
- Would like to see trash cans and recycle bins at the campsites.
- You need bike paths in addition to the horse paths. The kids can only ride on the roads and quite often they ride on the paved trails to the restrooms, even though it's against the rules. The existing trails for walking and horses are nice, and we understand that bikes and horses do not mix well. Kids with bikes are in need of more space.
- Your rangers are rude. They also lied to me about leaving the gate open for me and then another ranger called me a liar when I told him the next day
- Leave the park open a little later at night. We came back after staying out until 11pm and we had to go and get a hotel for the night.
- More bike trails, paved and dirt.
- There was a noisy group next to us who kept us awake late.

## APPENDIX B: QUESTIONNAIRES

# Day Visitor Experiences and Perceptions at Milo McIver State Park



**Please Complete this Survey and Return it as Soon as Possible**

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

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A Study Conducted Cooperatively by:



We are conducting this survey to learn about your experiences at Milo McIver State Park. 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 this trip, had you ever visited Milo McIver State Park? (**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 Milo McIver State Park on this trip? (**write number**) \_\_\_\_\_ hour(s)

3. Please check **all** recreation activities you did at Milo McIver State Park on this trip. (**check ALL THAT APPLY**)

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

4. From activities in Question 3 above, what **ONE primary activity** did you do at Milo McIver State Park on this trip? (**write a letter that matches your response**)

**Letter** for primary activity \_\_\_\_\_

5. Which of the following best describes the purpose of your trip? (**check ONE**)

- Primarily for recreation – this park was my main destination
- Primarily for recreation – my main destination was NOT this park
- Primarily for business, family, or other reasons – this park was a side trip
- Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) \_\_\_\_\_ mile(s)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

10. How dissatisfied or satisfied were you with the **fee that you paid** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

11. How unlikely or likely are you to return to Milo McIver State Park in the future? (**check ONE**)

- Very Unlikely
- Unlikely
- Neither
- Likely
- Very Likely

12. How **important** is it to you that each of the following is at Milo McIver State Park? (**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 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
Parking for vehicles.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

13. Now, how **dissatisfied or satisfied** were you with the following at Milo McIver State Park? (**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 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
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. Approximately how many people did you see at Milo McIver State Park on this trip? (**write a number**)

I saw about \_\_\_\_\_ other people

15. To what extent did you feel crowded at Milo McIver State Park on this trip? **(circle a number)**

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

16. What is the maximum number of other people that you would tolerate seeing at Milo McIver State Park on a trip? **(write a number or check one of the other two responses)**

It is OK to see as many as \_\_\_\_\_ other visitors at this park

- OR**  The number of people does not matter to me  
 The number of people matters to me, but I cannot specify a number

17. Imagine that you were to visit Milo McIver State Park and see more people than you would tolerate seeing. If this situation were to occur, how likely would you take each of the following actions? **(circle one number for EACH)**

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	1	2	3	4
... express my opinions to members of my group about the condition or situation.	1	2	3	4
... express my opinions to other visitors at the park about the condition or situation.	1	2	3	4
... express my opinions to friends or family about the condition or situation.	1	2	3	4
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	1	2	3	4
... keep my opinions to myself.	1	2	3	4
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	1	2	3	4
... come back to this park, but recognize that it offers a different type of experience than I first believed.	1	2	3	4
... tell myself that there is nothing I can do about the condition or situation, so just try to enjoy the experience for what it is.	1	2	3	4
... accept the condition or situation by not doing anything about it.	1	2	3	4
... never visit this park again because of the condition or situation.	1	2	3	4

18. To what extent do you disagree or agree with each of the following statements? **(circle one number for EACH statement)**

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	1	2	3	4	5
This park is one of the best places for doing what I like to do.	1	2	3	4	5
I am very attached to this park.	1	2	3	4	5
I would not substitute any other area for doing what I do at this park.	1	2	3	4	5
I identify strongly with this park.	1	2	3	4	5
No other place compares to this park.	1	2	3	4	5
I feel that this park means a lot to me.	1	2	3	4	5
I get more satisfaction out of visiting this park than any other.	1	2	3	4	5

19. To what extent do you **oppose or support** each of the following possible management actions at Milo McIver State Park? (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 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 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
Limit the number of people allowed per day.	1	2	3	4	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	1	2	3	4	5
Close this park to all recreation / tourism activities.	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 Milo McIver State Park on this trip? \_\_\_\_\_ person(s)

21. Did you or anyone in your group bring dog(s) with you to Milo McIver State Park? (check ONE)  No  Yes

22. 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 \_\_\_\_\_

23. If you had NOT been able to go to Milo McIver State Park for this visit, what would you have done? (check ONE)

- Gone somewhere else for the same activity → how far from home is the place you would go instead? \_\_\_\_\_ miles(s)
- Gone somewhere else for a different activity → how far from home is the place you would go instead? \_\_\_\_\_ miles(s)
- Come back another time
- Stayed home
- Gone to work at my regular job
- Something else (none of these)

24. How did you get to Milo McIver State Park on this 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)
- Other (write response) \_\_\_\_\_

25. When you were thinking about visiting an Oregon State Park such as Milo McIver State Park, 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 or church.	1	2	3	4	5
K. Health care providers.	1	2	3	4	5
L. Work.	1	2	3	4	5
M. Friends or family members.	1	2	3	4	5
N. Highway signs.	1	2	3	4	5
O. Previous visit.	1	2	3	4	5
P. Other (write response) _____	1	2	3	4	5

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

Letter \_\_\_\_\_

27. When planning your visit to Milo McIver State Park, were you able to find the information you needed? (**check ONE**)

- Yes
- No → if no, what additional information did you need? (**write response**) \_\_\_\_\_

28. For each of the following categories, please estimate how much you and other members of your party spent and plan to spend on this trip within **30 miles** of Milo McIver State Park. **Please round off to the nearest dollar.**

- Motel, lodge, cabin, B&B, other lodging: \$ \_\_\_\_\_ .00
- Camping: \$ \_\_\_\_\_ .00
- Restaurants and bars: \$ \_\_\_\_\_ .00
- Groceries: \$ \_\_\_\_\_ .00
- Gasoline and oil: \$ \_\_\_\_\_ .00
- Park entry, parking, or recreation use fees: \$ \_\_\_\_\_ .00
- Recreation and equipment (guide fees, equipment rental): \$ \_\_\_\_\_ .00
- Souvenirs, clothing, and other miscellaneous: \$ \_\_\_\_\_ .00

29. Are you staying away from home within 30 miles of Milo McIver State Park on this trip? (**check ONE**)

- No
- Yes → if yes, how many nights are you staying away from home within 30 miles of this park? \_\_\_\_\_ night(s)

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

31. How old are you? (**write response**) \_\_\_\_\_ years old

32. 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      \_\_\_\_\_

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

- English       Spanish       Russian       Other (write response) \_\_\_\_\_

34. Where do you live? (**write responses**) City / town \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_ Zipcode \_\_\_\_\_

35. Which of these broad categories best describes your *current annual household income before taxes*? (**check ONE**)

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$10,000   | <input type="checkbox"/> \$90,000 to \$109,999  |
| <input type="checkbox"/> \$10,000 to \$29,999 | <input type="checkbox"/> \$110,000 to \$129,999 |
| <input type="checkbox"/> \$30,000 to \$49,999 | <input type="checkbox"/> \$130,000 to \$149,999 |
| <input type="checkbox"/> \$50,000 to \$69,999 | <input type="checkbox"/> \$150,000 to \$169,999 |
| <input type="checkbox"/> \$70,000 to \$89,999 | <input type="checkbox"/> \$170,000 or more      |

Please tell us how we can improve Milo McIver State Park:

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

# Overnight Visitor Experiences and Perceptions at Milo McIver State Park



**Please Complete this Survey and Return it as Soon as Possible**

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

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A Study Conducted Cooperatively by:



We are conducting this survey to learn about your experiences at Milo McIver State Park. 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 Milo McIver State Park? (**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 Milo McIver State Park on your recent trip? (**write number**) \_\_\_\_\_ night(s)

3. Please check **all** recreation activities you did at Milo McIver State Park on your recent trip. (**check ALL THAT APPLY**)

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

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

**Letter** for primary activity \_\_\_\_\_

5. Which of the following best describes the purpose of your trip? (**check ONE**)

- Primarily for recreation – this park was my main destination
- Primarily for recreation – my main destination was NOT this park
- Primarily for business, family, or other reasons – this park was a side trip
- Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) \_\_\_\_\_ mile(s)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

10. How dissatisfied or satisfied were you with the **fee that you paid** at Milo McIver State Park? (**check ONE**)

- Very Dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very Satisfied

11. How unlikely or likely are you to return to Milo McIver State Park in the future? (**check ONE**)

- Very Unlikely
- Unlikely
- Neither
- Likely
- Very Likely

12. How **important** is it to you that each of the following is at Milo McIver State Park? (**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 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
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

13. Now, how *dissatisfied or satisfied* were you with the following at Milo McIver State Park? (**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 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
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. Approximately how many people did you see at Milo McIver State Park on your most recent trip? (**write a number**)

I saw about \_\_\_\_\_ other people

15. To what extent did you feel crowded at Milo McIver State Park 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	

16. What is the maximum number of other people that you would tolerate seeing at Milo McIver State Park on a trip? (**write a number or check one of the other two responses**)

It is OK to see as many as \_\_\_\_\_ other visitors at this park

- OR**  The number of people does not matter to me  
 The number of people matters to me, but I cannot specify a number

17. Imagine that you were to visit Milo McIver State Park and see more people than you would tolerate seeing. If this situation were to occur, how likely would you take each of the following actions? (circle one number for EACH)

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	1	2	3	4
... express my opinions to members of my group about the condition or situation.	1	2	3	4
... express my opinions to other visitors at the park about the condition or situation.	1	2	3	4
... express my opinions to friends or family about the condition or situation.	1	2	3	4
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	1	2	3	4
... keep my opinions to myself.	1	2	3	4
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	1	2	3	4
... come back to this park, but recognize that it offers a different type of experience than I first believed.	1	2	3	4
... tell myself that there is nothing I can do about the condition or situation, so just try to enjoy the experience for what it is.	1	2	3	4
... accept the condition or situation by not doing anything about it.	1	2	3	4
... never visit this park again because of the condition or situation.	1	2	3	4

18. To what extent do you disagree or agree with each of the following statements? (circle one number for EACH statement)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	1	2	3	4	5
This park is one of the best places for doing what I like to do.	1	2	3	4	5
I am very attached to this park.	1	2	3	4	5
I would not substitute any other area for doing what I do at this park.	1	2	3	4	5
I identify strongly with this park.	1	2	3	4	5
No other place compares to this park.	1	2	3	4	5
I feel that this park means a lot to me.	1	2	3	4	5
I get more satisfaction out of visiting this park than any other.	1	2	3	4	5

19. To what extent do you *oppose or support* each of the following possible management actions at Milo McIver State Park? (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 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 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
Limit the number of people allowed per day.	1	2	3	4	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	1	2	3	4	5

Close this park to all recreation / tourism activities.	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 group camping areas.	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

20. Did you make your reservation for your recent overnight visit to Milo McIver State Park using the Oregon State Parks telephone or internet reservation system? (**check ONE**)

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

21. How dissatisfied or satisfied were you with the reservation system for your trip to Milo McIver State Park? (**check ONE**)

- Very Dissatisfied     Dissatisfied     Neither     Satisfied     Very Satisfied     Didn't make reservation

22. **Including yourself**, how many people accompanied you at Milo McIver State Park during your stay? \_\_\_\_\_ person(s)

23. Did you or anyone in your group bring dog(s) with you to Milo McIver State Park? (**check ONE**)     No     Yes

24. 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 \_\_\_\_\_

25. If you had NOT been able to go to Milo McIver State Park for this visit, what would you have done? (**check ONE**)

- Gone somewhere else for the same activity → how far from home is the place you would go instead? \_\_\_\_\_ miles(s)  
 Gone somewhere else for a different activity → how far from home is the place you would go instead? \_\_\_\_\_ miles(s)  
 Come back another time  
 Stayed home  
 Gone to work at my regular job  
 Something else (none of these)

26. How did you get to Milo McIver State Park 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)  
 Other (write response) \_\_\_\_\_

27. When you were thinking about visiting an Oregon State Park such as Milo McIver State Park, 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 or church.	1	2	3	4	5
K. Health care providers.	1	2	3	4	5
L. Work.	1	2	3	4	5
M. Friends or family members.	1	2	3	4	5
N. Highway signs.	1	2	3	4	5
O. Previous visit.	1	2	3	4	5
P. Other (write response) _____	1	2	3	4	5

28. From the list of sources in question 27 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter \_\_\_\_\_

29. When planning your visit to Milo McIver State Park, were you able to find the information you needed? (**check ONE**)

Yes

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

30. For each of the following categories, please estimate how much you and other members of your party spent on your trip within **30 miles** of Milo McIver State Park. **Please round off to the nearest dollar.**

Motel, lodge, cabin, B&B, other lodging: \$ \_\_\_\_\_ .00

Camping: \$ \_\_\_\_\_ .00

Restaurants and bars: \$ \_\_\_\_\_ .00

Groceries: \$ \_\_\_\_\_ .00

Gasoline and oil: \$ \_\_\_\_\_ .00

Park entry, parking, or recreation use fees: \$ \_\_\_\_\_ .00

Recreation and equipment (guide fees, equipment rental): \$ \_\_\_\_\_ .00

Souvenirs, clothing, and other miscellaneous: \$ \_\_\_\_\_ .00

31. Did you stay away from home within 30 miles of Milo McIver State Park on your trip? (**check ONE**)

No

Yes → if yes, how many nights did you stay away from home within 30 miles of this park? \_\_\_\_\_ night(s)

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

33. How old are you? (**write response**) \_\_\_\_\_ years old

34. 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     
 \_\_\_\_\_

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 \_\_\_\_\_

37. Which of these broad categories best describes your *current annual household income before taxes*? (**check ONE**)

- |   |   |
|---|---|
| <input type="checkbox"/> Less than \$10,000   | <input type="checkbox"/> \$90,000 to \$109,999  |
| <input type="checkbox"/> \$10,000 to \$29,999 | <input type="checkbox"/> \$110,000 to \$129,999 |
| <input type="checkbox"/> \$30,000 to \$49,999 | <input type="checkbox"/> \$130,000 to \$149,999 |
| <input type="checkbox"/> \$50,000 to \$69,999 | <input type="checkbox"/> \$150,000 to \$169,999 |
| <input type="checkbox"/> \$70,000 to \$89,999 | <input type="checkbox"/> \$170,000 or more      |

Please tell us how we can improve Milo McIver State Park:

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

**APPENDIX C: UNCOLLAPSED PERCENTAGES**

# **Day Visitor Experiences and Perceptions at Milo McIver State Park**



**Please Complete this Survey and Return it as Soon as Possible**

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

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A Study Conducted Cooperatively by:



*Nature*  
**HISTORY**  
*Discovery*



We are conducting this survey to learn about your experiences at Milo McIver State Park. 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 this trip, had you ever visited Milo McIver State Park? (**check ONE**)

34% No

66% Yes → if yes, how many day trips have you made to this park in the past 12 months? (**write number**) M=9.57 trip(s)

2. How many hours did you spend at Milo McIver State Park on this trip? (**write number**) M=4.06 hour(s)

3. Please check **all** recreation activities you did at Milo McIver State Park on this trip. (**check ALL THAT APPLY**)

- 35% **A.** Hiking or walking      23% **G.** Sightseeing      12% **M.** Fishing
- 20% **B.** Dog walking      64% **H.** Picnicking or barbecuing      9% **N.** Boating (motor, canoe, kayak)
- 3% **C.** Running or jogging      1% **I.** Camping      0% **O.** Ranger-led program(s)
- 3% **D.** Bicycling on trails      11% **J.** Bird or wildlife watching      15% **P.** Other (write response) \_\_\_\_\_
- 1% **E.** Bicycling on local roads      16% **K.** Disc golf
- 13% **F.** Horseback riding      15% **L.** Swimming/ wading

4. From activities in Question 3 above, what **ONE primary activity** did you do at Milo McIver State Park on this trip? (**write a letter that matches your response**)

**Letter** for primary activity see report

5. Which of the following best describes the purpose of your trip? (**check ONE**)

- 78% Primarily for recreation – this park was my main destination
- 6% Primarily for recreation – my main destination was NOT this park
- 12% Primarily for business, family, or other reasons – this park was a side trip
- 4% Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) M=71.58 mile(s)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Milo McIver State Park? (**check ONE**)

2% Very Dissatisfied      1% Dissatisfied      2% Neither      41% Satisfied      53% Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Milo McIver State Park? (**check ONE**)

1% Very Dissatisfied      <1% Dissatisfied      2% Neither      39% Satisfied      57% Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Milo McIver State Park? (**check ONE**)

2% Very Dissatisfied      4% Dissatisfied      9% Neither      48% Satisfied      38% Very Satisfied

10. How dissatisfied or satisfied were you with the **fee that you paid** at Milo McIver State Park? (**check ONE**)

3% Very Dissatisfied      9% Dissatisfied      14% Neither      48% Satisfied      26% Very Satisfied

11. How unlikely or likely are you to return to Milo McIver State Park in the future? (**check ONE**)

2% Very Unlikely      1% Unlikely      5% Neither      35% Likely      56% Very Likely

12. How **important** is it to you that each of the following is at Milo McIver State Park? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	1%	<1%	4%	37%	58%
Number of toilets / bathrooms.	1	3	9	37	50
Cleanliness / conditions of toilets / bathrooms.	1	2	7	32	59
Absence of litter.	<1	5	27	55	87
Presence of park rangers / personnel.	3	5	26	41	25
Courteousness of park rangers / personnel.	1	2	16	38	44

Number of park trails.	4	3	23	41	30
Condition / maintenance of park trails.	4	2	18	43	35
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	6	8	26	36	25
Facilities for groups to gather.	2	5	22	39	32
Variety of things to do.	3	3	21	40	34
Personal safety.	2	3	12	30	54
Number of information / education programs or materials.	8	8	41	27	17
Quality of information / education programs or materials.	7	8	38	26	21
Information specifically about conditions or hazards in the park.	3	4	23	38	33
Signs about directions within the park.	1	3	13	45	38
Signs about directions to the park.	1	5	15	40	39
Parking for vehicles.	1	2	11	41	45
Good value for the fee that I paid at the park.	1	1	10	38	50

13. Now, how *dissatisfied or satisfied* were you with the following at Milo McIver State Park? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	1%	1%	7%	46%	44%
Number of toilets / bathrooms.	2	4	12	44	61
Cleanliness / conditions of toilets / bathrooms.	2	5	14	40	38
Absence of litter.	1	2	8	42	47
Presence of park rangers / personnel.	0	3	19	45	33
Courteousness of park rangers / personnel.	1	2	14	41	43
Number of park trails.	1	1	23	46	30
Condition / maintenance of park trails.	1	2	22	41	34
Ease of movement or access (e.g., wheelchair, elderly, stroller).	2	2	26	39	31
Facilities for groups to gather.	<1	1	21	36	42
Variety of things to do.	0	1	21	40	38
Personal safety.	1	0	16	41	43
Number of information / education programs or materials.	1	2	45	30	22
Quality of information / education programs or materials.	2	2	44	29	24
Information specifically about conditions or hazards in the park.	1	2	30	37	30
Signs about directions within the park.	2	4	18	41	35
Signs about directions to the park.	1	4	17	41	38
Parking for vehicles.	1	1	11	43	44
Good value for the fee that I paid at the park.	1	4	12	39	43

14. Approximately how many people did you see at Milo McIver State Park on this trip? (**write a number**)

I saw about M=56.48 other people

15. To what extent did you feel crowded at Milo McIver State Park on this trip? (**circle a number**)

48%	19%	9%	3%	8%	8%	2%	1%	2%
Not at all Crowded	Slightly Crowded		Moderately Crowded			Extremely Crowded		

16. What is the maximum number of other people that you would tolerate seeing at Milo McIver State Park on a trip? (**write a number or check one of the other two responses**)

It is OK to see as many as M=231 other visitors at this park

- OR**  The number of people does not matter to me  
 The number of people matters to me, but I cannot specify a number

17. Imagine that you were to visit Milo McIver State Park and see more people than you would tolerate seeing. If this situation were to occur, how likely would you take each of the following actions? (circle one number for EACH)

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	32%	36%	21%	11%
... express my opinions to members of my group about the condition or situation.	14	21	40	25
... express my opinions to other visitors at the park about the condition or situation.	31	35	25	9
... express my opinions to friends or family about the condition or situation.	13	13	51	23
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	39	31	22	9
... keep my opinions to myself.	25	32	29	15
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	9	18	44	29
... come back to this park, but recognize that it offers a different type of experience than I first believed.	11	21	51	17
... tell myself that there is nothing I can do about the condition or situation, so just try to enjoy the experience for what it is.	11	21	51	18
... accept the condition or situation by not doing anything about it.	14	28	43	15
... never visit this park again because of the condition or situation.	43	30	19	8

18. To what extent do you disagree or agree with each of the following statements? (circle one number for EACH statement)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	2%	4%	42%	28%	23%
This park is one of the best places for doing what I like to do.	1	5	35	38	22
I am very attached to this park.	3	11	42	25	20
I would not substitute any other area for doing what I do at this park.	5	20	48	13	14
I identify strongly with this park.	5	11	43	27	16
No other place compares to this park.	7	16	45	18	14
I feel that this park means a lot to me.	4	13	38	27	19
I get more satisfaction out of visiting this park than any other.	7	16	44	19	14

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	38%	38%	20%
Provide more opportunities for viewing wildlife.	1	2	31	45	20
Provide more group picnic areas.	1	5	48	34	13
Provide more opportunities for hiking.	1	2	49	34	14
Provide more paved trails.	7	13	42	30	8
Provide more trash cans.	1	1	36	40	22
Provide more recycling containers.	1	1	28	46	25
Provide more information / education about nature, history, or archeology.	1	2	45	36	16
Provide more programs led by park rangers.	2	7	59	22	10
Provide wireless internet access within the park.	16	16	41	17	10
Provide downloadable mobile phone applications.	14	13	43	20	10
Provide more enclosed shelters.	2	9	47	29	13
Improve maintenance or upkeep of facilities / services.	1	2	46	39	12
Require all dogs be kept on leash at all times.	10	12	29	26	24
Make the park more pet friendly.	5	6	44	28	17
Provide natural buffers to block views of development outside the park.	2	4	41	34	19
Restore it to historical conditions (e.g., replace non-native with native plants)	3	6	43	30	18
Limit the number of people allowed per day.	14	18	42	20	7
Limit the number of large groups allowed (e.g., no more than 10-20 people).	18	17	39	20	7

Close this park to all recreation / tourism activities.	42	18	28	9	3
Do not change anything / keep things as they are now.	2	3	36	37	22

20. **Including yourself**, how many people accompanied you at Milo McIver State Park on this trip? M=17.96 person(s)

21. Did you or anyone in your group bring dog(s) with you to Milo McIver State Park? (**check ONE**) 56% No 44% Yes

22. Did anyone in your group have a disability?

72% No

28% Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) 6% Hearing 3% Sight 20% Walking  
3% Learning 5% Other \_\_\_\_\_

23. If you had NOT been able to go to Milo McIver State Park for this visit, what would you have done? (**check ONE**)

56% Gone somewhere else for the same activity → how far from home is the place you would go instead? M=41.41 miles(s)

3% Gone somewhere else for a different activity → how far from home is the place you would go instead? M=15.60 miles(s)

7% Come back another time

19% Stayed home

1% Gone to work at my regular job

14% Something else (none of these)

24. How did you get to Milo McIver State Park on this trip? (**check ONE**)

72% My family's personal vehicle → how many total people were in the vehicle? M=2.65 person(s)

12% Somebody else's personal vehicle → how many total people were in the vehicle? M=3.62 person(s)

4% Other (write response) \_\_\_\_\_

25. When you were thinking about visiting an Oregon State Park such as Milo McIver State Park, 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).	34%	7%	21%	18%	20%
B. Social media internet websites (e.g., Facebook, Twitter).	63	12	14	8	4
C. Brochures.	49	12	23	12	4
D. Newspapers.	58	15	18	6	3
E. Magazines.	59	16	18	6	1
F. Books.	58	17	17	5	4
G. Television.	62	16	15	6	2
H. Videos / DVDs.	71	14	11	3	1
I. Radio.	61	15	17	5	2
J. Community organization or church.	66	13	14	4	3
K. Health care providers.	74	11	9	5	1
L. Work.	63	13	12	8	4
M. Friends or family members.	21	4	23	23	30
N. Highway signs.	41	14	25	15	6
O. Previous visit.	29	4	18	22	28
P. Other (write response) _____	61	5	15	10	9

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

**Letter** for primary information source see report

27. When planning your visit to Milo McIver State Park, were you able to find the information you needed? (**check ONE**)

94% Yes

6% No → if no, what additional information did you need? (**write response**)

\_\_\_\_\_

28. For each of the following categories, please estimate how much you and other members of your party spent and plan to spend on this trip within **30 miles** of Milo McIver State Park. **Please round off to the nearest dollar.**

Motel, lodge, cabin, B&B, other lodging:	\$ _____ .00
Camping:	\$ _____ .00
Restaurants and bars:	\$ _____ .00
Groceries:	\$ _____ .00
Gasoline and oil:	\$ _____ .00
Park entry, parking, or recreation use fees:	\$ _____ .00
Recreation and equipment (guide fees, equipment rental):	\$ _____ .00
Souvenirs, clothing, and other miscellaneous:	\$ _____ .00

See report

29. Are you staying away from home within 30 miles of Milo McIver State Park on this trip? (**check ONE**)

88% No

12% Yes → if yes, how many nights are you staying away from home within 30 miles of this park? M=3.65 night(s)

30. Are you: (**check ONE**) 44% Male 56% Female

31. How old are you? (**write response**) M=45 years old

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

86% White (Caucasian) 5% Hispanic / Latino 1% American Indian or Alaskan Native 3% Other (write response)  
 1% Black / African American 4% Asian 0% Native Hawaiian or Pacific Islander \_\_\_\_\_

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

95% English 2% Spanish 1% Russian 2% Other (write response) \_\_\_\_\_

34. Where do you live? (**write responses**) City / town \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_ Zipcode \_\_\_\_\_

See report

35. Which of these broad categories best describes your *current annual household income before taxes*? (check ONE)

7% Less than \$10,000	8% \$90,000 to \$109,999
14% \$10,000 to \$29,999	6% \$110,000 to \$129,999
24% \$30,000 to \$49,999	1% \$130,000 to \$149,999
18% \$50,000 to \$69,999	3% \$150,000 to \$169,999
13% \$70,000 to \$89,999	5% \$170,000 or more

Please tell us how we can improve Milo McIver State Park:  
See report

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

**UNCOLLAPSED PERCENTAGES**  
**Overnight Visitor Experiences and Perceptions**  
**at Milo McIver State Park**



**Please Complete this Survey and Return it as Soon as Possible**

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

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A Study Conducted Cooperatively by:



*Nature*  
**HISTORY**  
*Discovery*



We are conducting this survey to learn about your experiences at Milo McIver State Park. 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 Milo McIver State Park? (**check ONE**)  
 40% No  
 60% Yes → if yes, how many trips have you made to this park in the past 12 months? (**write number**) M=2.25 trip(s)

2. How many nights in a row did you spend at Milo McIver State Park on your recent trip? (**write number**) M=2.56 night(s)

3. Please check **all** recreation activities you did at Milo McIver State Park on your recent trip. (**check ALL THAT APPLY**)

- |  |   |   |
|--|---|---|
| 78% <b>A.</b> Hiking or walking        | 45% <b>G.</b> Sightseeing               | 25% <b>M.</b> Fishing                       |
| 63% <b>B.</b> Dog walking              | 41% <b>H.</b> Picnicking or barbecuing  | 15% <b>N.</b> Boating (motor, canoe, kayak) |
| 6% <b>C.</b> Running or jogging        | 92% <b>I.</b> Camping                   | 8% <b>O.</b> Ranger-led program(s)          |
| 15% <b>D.</b> Bicycling on trails      | 18% <b>J.</b> Bird or wildlife watching | 8% <b>P.</b> Other (write response) _____   |
| 15% <b>E.</b> Bicycling on local roads | 20% <b>K.</b> Disc golf                 | _____                                       |
| 1% <b>F.</b> Horseback riding          | 26% <b>L.</b> Swimming/ wading          |   |

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

**Letter** for primary activity [see report](#)

5. Which of the following best describes the purpose of your trip? (**check ONE**)

- 83% Primarily for recreation – this park was my main destination
- 10% Primarily for recreation – my main destination was NOT this park
- 5% Primarily for business, family, or other reasons – this park was a side trip
- 2% Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) M=162.98 mile(s)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Milo McIver State Park? (**check ONE**)

- 1% Very Dissatisfied
- 2% Dissatisfied
- 2% Neither
- 36% Satisfied
- 60% Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Milo McIver State Park? (**check ONE**)

- <1% Very Dissatisfied
- <1% Dissatisfied
- 2% Neither
- 35% Satisfied
- 62% Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Milo McIver State Park? (**check ONE**)

- <1% Very Dissatisfied
- 3% Dissatisfied
- 5% Neither
- 42% Satisfied
- 50% Very Satisfied

10. How dissatisfied or satisfied were you with the **fee that you paid** at Milo McIver State Park? (**check ONE**)

- 1% Very Dissatisfied
- 3% Dissatisfied
- 11% Neither
- 50% Satisfied
- 35% Very Satisfied

11. How unlikely or likely are you to return to Milo McIver State Park in the future? (**check ONE**)

- 1% Very Unlikely
- 1% Unlikely
- 6% Neither
- 28% Likely
- 64% Very Likely

12. How **important** is it to you that each of the following is at Milo McIver State Park? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	<1%	<1%	1%	36%	63%
Number of toilets / bathrooms.	3	2	10	50	36
Cleanliness / conditions of toilets / bathrooms.	1	1	3	30	65
Absence of litter.	<1%	0	3	38	59
Presence of park rangers / personnel.	2	4	16	47	32
Courteousness of park rangers / personnel.	<1%	1	6	42	51
Number of park trails.	1	3	21	50	24

Condition / maintenance of park trails.	1	3	17	49	31
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	12	13	35	24	15
Facilities for groups to gather.	14	14	36	21	15
Variety of things to do.	2	5	23	45	25
Personal safety.	1	2	7	35	56
Number of information / education programs or materials.	8	13	42	28	10
Quality of information / education programs or materials.	8	10	38	30	14
Information specifically about conditions or hazards in the park.	3	4	24	42	27
Signs about directions within the park.	1	3	11	55	31
Signs about directions to the park.	3	3	20	45	29
Parking for vehicles.	1	3	14	55	27
Comfort of campsites.	1	1	6	37	56
Shading provided by trees or other structures.	<1	1	8	39	51
Good value for the fee that I paid at the park.	<1	<1	4	42	54

13. Now, how *dissatisfied or satisfied* were you with the following at Milo McIver State Park? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	<1%	2%	40%	58%
Number of toilets / bathrooms.	<1	3	11	47	38
Cleanliness / conditions of toilets / bathrooms.	1	5	12	41	41
Absence of litter.	1	1	3	43	52
Presence of park rangers / personnel.	1	3	12	43	42
Courteousness of park rangers / personnel.	1	1	10	34	55
Number of park trails.	0	2	16	48	35
Condition / maintenance of park trails.	<1	2	14	47	36
Ease of movement or access (e.g., wheelchair, elderly, stroller).	0	3	36	37	24
Facilities for groups to gather.	<1	1	45	30	24
Variety of things to do.	<1	1	19	45	35
Personal safety.	0	1	8	46	45
Number of information / education programs or materials.	<1	3	41	35	22
Quality of information / education programs or materials.	0	3	41	34	22
Information specifically about conditions or hazards in the park.	<1	2	36	40	21
Signs about directions within the park.	1	6	17	51	25
Signs about directions to the park.	1	7	20	47	25
Parking for vehicles.	<1	2	16	50	32
Comfort of campsites.	1	1	8	42	48
Shading provided by trees or other structures.	<1	<1	4	41	54
Good value for the fee that I paid at the park.	<1	1	10	45	45

14. Approximately how many people did you see at Milo McIver State Park on your most recent trip? (**write a number**)

I saw about M=64 other people

15. To what extent did you feel crowded at Milo McIver State Park on your most recent trip? (**circle a number**)

38%	20%	15%	6%	6%	12%	2%	1%	1%
Not at all Crowded	Slightly Crowded	Moderately Crowded	Extremely Crowded					

16. What is the maximum number of other people that you would tolerate seeing at Milo McIver State Park on a trip? (**write a number or check one of the other two responses**)

It is OK to see as many as M=73 other visitors at this park

**OR** 30% The number of people does not matter to me

53% The number of people matters to me, but I cannot specify a number

17. Imagine that you were to visit Milo McIver State Park and see more people than you would tolerate seeing. If this situation were to occur, how likely would you take each of the following actions? (circle one number for EACH)

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	26%	38%	26%	10%
... express my opinions to members of my group about the condition or situation.	8	11	45	37
... express my opinions to other visitors at the park about the condition or situation.	23	46	24	7
... express my opinions to friends or family about the condition or situation.	6	10	54	30
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	32	43	20	5
... keep my opinions to myself.	23	42	26	9
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	5	17	45	33
... come back to this park, but recognize that it offers a different type of experience than I first believed.	7	24	58	12
... tell myself that there is nothing I can do about the condition or situation, so just try to enjoy the experience for what it is.	8	21	54	17
... accept the condition or situation by not doing anything about it.	14	35	42	10
... never visit this park again because of the condition or situation.	37	41	17	5

18. To what extent do you disagree or agree with each of the following statements? (circle one number for EACH statement)

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	2%	7%	42%	32%	16%
This park is one of the best places for doing what I like to do.	2	7	28	44	19
I am very attached to this park.	3	12	46	25	14
I would not substitute any other area for doing what I do at this park.	6	26	46	15	8
I identify strongly with this park.	4	17	44	23	12
No other place compares to this park.	8	23	45	16	8
I feel that this park means a lot to me.	4	16	44	23	14
I get more satisfaction out of visiting this park than any other.	7	23	50	13	7

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	33%	48%	16%
Provide more opportunities for viewing wildlife.	<1	1	26	51	22
Provide more group picnic areas.	2	11	66	18	4
Provide more opportunities for hiking.	1	1	36	47	15
Provide more paved trails.	3	16	44	30	8
Provide more trash cans.	<1	2	44	43	10
Provide more recycling containers.	1	1	34	48	16
Provide more information / education about nature, history, or archeology.	<1	2	46	40	11
Provide more programs led by park rangers.	2	5	57	28	9
Provide wireless internet access within the park.	15	15	27	22	20
Provide downloadable mobile phone applications.	11	13	53	18	5
Provide more enclosed shelters.	3	9	70	14	4
Improve maintenance or upkeep of facilities / services.	1	4	53	32	10
Require all dogs be kept on leash at all times.	6	11	26	27	31
Make the park more pet friendly.	6	8	51	26	9
Provide natural buffers to block views of development outside the park.	2	2	35	41	21
Restore it to historical conditions (e.g., replace non-native with native plants)	2	4	48	33	14
Limit the number of people allowed per day.	6	13	50	24	7
Limit the number of large groups allowed (e.g., no more than 10-20 people).	10	15	44	21	11

Close this park to all recreation / tourism activities.	50	22	25	3	1
Provide more space between campsites.	3	9	38	33	17
Provide more walk-in / cart-in campsites.	4	8	59	20	9
Provide more tent camping in developed campgrounds.	2	7	52	27	12
Provide campsites that accommodate both RV and tent camping.	3	4	37	36	21
Provide more group camping areas.	4	10	64	18	5
Do not change anything / keep things as they are now.	3	8	53	24	12

20. Did you make your reservation for your recent overnight visit to Milo McIver State Park using the Oregon State Parks telephone or internet reservation system? (**check ONE**)

26% Telephone reservation system      72% Internet reservation system      2% I did not make the reservation

21. How dissatisfied or satisfied were you with the reservation system for your trip to Milo McIver State Park? (**check ONE**)

2% Very Dissatisfied    5% Dissatisfied    4% Neither    36% Satisfied    51% Very Satisfied    2% Didn't make reservation

22. **Including yourself**, how many people accompanied you at Milo McIver State Park during your stay? M=8.99 person(s)

23. Did you or anyone in your group bring dog(s) with you to Milo McIver State Park? (**check ONE**)    48% No    52% Yes

24. Did anyone in your group have a disability?

83% No

17% Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**)    3% Hearing    2% Sight    13% Walking  
 1% Learning    2% Other \_\_\_\_\_

25. If you had NOT been able to go to Milo McIver State Park for this visit, what would you have done? (**check ONE**)

69% Gone somewhere else for the same activity → how far from home is the place you would go instead? M=143 miles(s)  
 5% Gone somewhere else for a different activity → how far from home is the place you would go instead? M=137 miles(s)  
 12% Come back another time  
 8% Stayed home  
 <1% Gone to work at my regular job  
 6% Something else (none of these)

26. How did you get to Milo McIver State Park on your most recent trip? (**check ONE**)

92% My family's personal vehicle → how many total people were in the vehicle? M=2.95 person(s)  
 2% Somebody else's personal vehicle → how many total people were in the vehicle? M=2.92 person(s)  
 6% Other (write response) \_\_\_\_\_

27. When you were thinking about visiting an Oregon State Park such as Milo McIver State Park, 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).	2%	3%	68%
B. Social media internet websites (e.g., Facebook, Twitter).	64	12	5
C. Brochures.	35	10	6
D. Newspapers.	73	14	1
E. Magazines.	67	13	2
F. Books.	62	13	3
G. Television.	72	15	1
H. Videos / DVDs.	81	14	1
I. Radio.	78	13	1
J. Community organization or church.	77	13	1
K. Health care providers.	84	11	0
L. Work.	70	9	2
M. Friends or family members.	24	6	17
N. Highway signs.	50	14	3
O. Previous visit.	21	5	34
P. Other (write response) _____	79	5	5

28. From the list of sources in question 27 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

**Letter** See report

29. When planning your visit to Milo McIver State Park, were you able to find the information you needed? (**check ONE**)

94% Yes

6% No → if no, what additional information did you need? (**write response**) \_\_\_\_\_

30. For each of the following categories, please estimate how much you and other members of your party spent on your trip within **30 miles** of Milo McIver State Park. **Please round off to the nearest dollar.**

Motel, lodge, cabin, B&B, other lodging:	\$ _____ .00
Camping:	\$ _____ .00
Restaurants and bars:	\$ _____ .00
Groceries:	\$ _____ .00
Gasoline and oil:	\$ _____ .00
Park entry, parking, or recreation use fees:	\$ _____ .00
Recreation and equipment (guide fees, equipment rental):	\$ _____ .00
Souvenirs, clothing, and other miscellaneous:	\$ _____ .00

See report

31. Did you stay away from home within 30 miles of Milo McIver State Park on your trip? (**check ONE**)

70% No

30% Yes → if yes, how many nights did you stay away from home within 30 miles of this park? M=3.9 night(s)

32. Are you: (**check ONE**) 45% Male 55% Female

33. How old are you? (**write response**) M=47 years old

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

93% White (Caucasian)      2% Hispanic / Latino      <1 American Indian or Alaskan Native      2% Other (write response)  
 1% Black / African American      2% Asian      0% Native Hawaiian or Pacific Islander      \_\_\_\_\_

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

98% English      0% Spanish      <1% Russian      2% Other (write response) \_\_\_\_\_

36. Where do you live? (**write responses**)      City / town \_\_\_\_\_      State \_\_\_\_\_      Country \_\_\_\_\_      Zipcode \_\_\_\_\_  
 \_\_\_\_\_ See report

37. Which of these broad categories best describes your *current annual household income before taxes*? (**check ONE**)

1% Less than \$10,000	16% \$90,000 to \$109,999
9% \$10,000 to \$29,999	7% \$110,000 to \$129,999
16% \$30,000 to \$49,999	3% \$130,000 to \$149,999
23% \$50,000 to \$69,999	3% \$150,000 to \$169,999
19% \$70,000 to \$89,999	3% \$170,000 or more

Please tell us how we can improve Milo McIver State Park:  
 See report

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