



Visitor Survey of Day-use and Overnight Visitors at Champoeg State Heritage Area

Final Report

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EXECUTIVE SUMMARY

Objectives

Understanding opinions of park users about issues such as the quality of facilities, social and resource conditions, and how they use these parks is critical to providing adequate programs and services. 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 users to the park between July and September 2010. Separate methods were used for each of these visitor types. The total number of completed questionnaires was $n = 1306$ with a response rate of 44%. Completed questionnaires were received from $n = 567$ day users (49% response rate) and $n = 739$ overnight users (41% response rate). These combined sample sizes across survey methods allow generalizations about the population of day users at Champoeg State Heritage Area at a margin of $\pm 4.1\%$, overnight users at $\pm 3.6\%$, and both day and overnight users at $\pm 2.7\%$ at the 95% confidence level. The day-use visitor survey involved on-site intercepts where users either completed a full length questionnaire, or a short questionnaire used to collect contact information. The short questionnaire was used to contact users at a later date by internet, phone or mail. The overnight visitor survey involved a telephone, mail, and internet survey of visitors who stayed overnight at the park during the survey period and made a reservation through Reservations Northwest. Questionnaire items did not differ among these approaches and each day user or overnight user only completed a questionnaire once using only one of these methods, not multiple times using more than one approach. 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 were hiking / walking (58%), picnicking or barbecuing (47%), sightseeing (33%), and bicycling on local trails (31%); the least popular were geocaching or orienteering (2%), boating (2%), fishing (3%), and running or jogging (7%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park. Disc golf was the only activity measured that was significantly more popular among day users (18%) than overnight users (13%).
- The most common main activity groups were people picnicking or barbecuing (19%), hiking or walking (16%), bicycling on local trails (15%), and camping (12%). The least common groups were people geocaching or orienteering (< 1%), boating (< 1%), fishing (< 1%), and bird or wildlife watching (< 1%). Day users were more likely to consider picnicking or barbecuing, hiking or walking, disc golf, and bicycling on local roads as their main activities, whereas overnight users were more likely to consider camping as their primary activity.
- For overnight users, the most popular type of campsite was the RV sites (65%). Another 16% of these users stayed in tent campsites, 13% stayed in yurts, and 9% stayed in cabins. Few users (i.e., 2% or less) stayed in group RV or tent sits and hiker / biker sites.

- For day users, 65% did not own an Oregon State Park Pass; 34% owned a pass. In addition, 51% had and 49% had not camped at an Oregon State Park in the last five years.
- Day users spent an average of over three and a half hours in the park, with 84% of these users spending up to five hours in the park. The majority of day users (68%), however, spent two to five hours. Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (30%) or two (33%) days at the park. An additional 20% spent three days at the park, 9% spent four days, 5% spent 5 days, and another 4% spent six or more days.
- In total, 82% of respondents had visited this park before, but day users were more likely (85%) than overnight users (66%) to have visited before. Although users had visited an average of almost 10 times in the past 12 months, the highest proportion (29%) had made just one trip to this park with the majority (57%) having made two or fewer trips. On average, day users had visited more times ($M = 10.75$) than overnight users ($M = 2.28$).
- Average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of one to four people (66%). Overnight users, on average, visited in smaller groups ($M = 6.31$ people) than day users ($M = 9.96$), but these averages were again influenced by a few extremely large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people.
- In total, 71% of users did not bring dogs with them; 29% brought dogs. Overnight users (39%) were more likely than day users (27%) to bring dogs. Of those who brought dogs, 61% took them to the picnic area, 59% took them on the hiking or walking trails, 26% took them to the off leash pet exercise area, and only 4% took dogs to the children's play area. Overnight users (85%) were much more likely than day users (54%) to take dogs on the trails, whereas day users (68%) were much more likely than overnight users (25%) to take dogs to the picnic area.
- Almost all users arrived at the park in their family's personal vehicle (88%), 6% arrived in somebody else's vehicle, 4% arrived by bicycle, and 1% came by public transportation or boat. On average, there were 2.87 people in each personal family vehicle and 3.63 people in somebody else's vehicle.
- Over half (51%) of users considered visiting this park the main reason for their trip with more day users (52%) than overnight users (46%) considering this park their main destination.
- The most popular reasons for visiting the park were to rest or relax (86%), because of the activities they can do there (86%), to have fun or excitement (85%), to spend time in nature (84%), and to socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and deciding to stop (6%), attending an educational or guided program (24%), visiting the Butteville store (24%), the area reminds them of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%). Day users were significantly more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and because of the various activities they can do at this park, whereas overnight users were more likely to visit to rest or relax, go to the Butteville store, and because the park is affordable

Obtaining Information about the Parks

- Respondents themselves were most likely to suggest the idea of visiting the park (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). Most day users either made the decision themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.
- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disc golf holes), photographs of each RV space and campsite online to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), physical address for GPS, if dogs are allowed, campsite amenities, dates of special events, and how to navigate OPRD and RNW websites.
- The most heavily used sources of information were previous visits (82% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 73%), highway signs (54%), and brochures (50%). The least used sources were health care providers (8%), videos or DVDs (10%), church (14%), and radio (18%). Day users utilized most sources much more often, but overnight users (91%) were more significantly more likely than day users (69%) to obtain information from official internet websites.
- Official internet websites were used by most respondents (63%) as their primary information source, followed by friends or family (14%), and past visits (9%). Overnight users were almost entirely dependent on official websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but also used other sources such as friends or family (15%) and previous visits (9%).

Satisfaction with Experiences and Conditions

- Users considered the most important characteristics at this park were its cleanliness (e.g., lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for the fee paid (90%), courteousness of park staff (89%), personal safety (87%), number of toilets / bathrooms (86%) and the conditions / maintenance of trails (86%). The least important attributes were the public transportation to the park (22%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%) amount and quality of information / education programs or materials (52% to 56%), and facilities for groups to gather (58%). Day users considered parking, facilities for groups to gather, quality of educational information and public transportation to the park to be important. Overnight users considered the good value for fee paid, courteousness and presence of staff, personal safety, signs with direction to the park, and quality of educational information were more important at this state park. Almost all (97%) overnight users considered comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.
- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (57%). Users were most satisfied with the park’s cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for the fee paid (90%), courteousness of park staff (89%), personal safety (87%), number of toilets / bathrooms (86%) and the conditions / maintenance of trails (86%). Users were least satisfied with the public transportation to the park (22%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%) amount and quality of information / education programs or materials

(52% to 56%), and facilities for groups to gather (58%). Day users were more satisfied with parking, facilities for groups to gather, quality of educational information and public transportation to the park, whereas overnight users were more satisfied with the good value for fee paid, courteousness and presence of staff, personal safety, signs with direction to the park, and quality of educational information. Overnight users were also satisfied with the comfort of campsites (97%) and shading provided by trees (93%).

- Users were overall satisfied with the natural environment (96%), facilities and services (93%), and with the fee paid (80%), although overnight users (87%) were more satisfied with the fee paid than day users (79%).
- Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that almost 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.
- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (52%) and a large proportion were already encountering more people than they would tolerate in the park’s overnight use areas (41%). This suggests that crowding at the overnight use area is in the “high normal” range, and although carrying capacity may not be exceeded at this time, it may be trending in that direction, indicating more carrying capacity studies may be needed to allow management to preserve experiences.

Attitudes about Management Strategies

- Users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (79%), more hiking opportunities (74%), more opportunities to escape crowds (67%), more recycling containers (65%), more buffers to block view of development (63%), require dogs be kept on leash at all times (62%), restore park to historical conditions (57%), and more information and education (nature, history; 56%). The least supported strategies were for providing downloadable mobile phone applications (22%) and wireless internet access in the park (30%), providing more group picnic areas (40%), making the park more pet friendly (43%), and providing more enclosed shelters (43%). Day users were significantly more supportive of more recycling containers (66%), restoring park to historical conditions (58%), more trash cans (54%), better maintenance / upkeep of facilities (49%), more enclosed shelters (44%), and more group picnic areas (42%). Overnight users were more supportive of more buffers to block view of development (69%), requiring dogs be kept on leash at all times (70%), and wireless internet in the park (50%).
- A majority of overnight users only supported providing more campsites accommodating both RV and tent camping (65%) and adding more space between campsites (61%). They were least supportive of more group camping areas (29%), more walk in / cart in campsites (31%), and more cabins without bathrooms (40%).
- The majority of overnight users (52%) would need 30 amps of power, 22% need no electric power, and 21% would need 50 amps. Few overnight users (4%) would need 100 amps.
- In total, 66% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Satisfaction with the reservation system was high, as 87% were satisfied and

only 13% were not satisfied, and the highest proportion of overnight users was “very satisfied” (49%).

- A majority of overnight users (54%) believed that reservations should be made between six and nine months in advance, with the highest proportion believing that reservations should be made six months in advance (27%).

Sociodemographic Characteristics of Users

- There were a few more female (59%) than male (41%) users at this park.
- The average age of users was approximately 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (20%).
- Most respondents were white (i.e., Caucasian; 93%) with few Hispanic / Latinos (2%), Asians (1%), Blacks / African Americans (1%), and American Indian / Alaska Natives (< 1%).
- There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasian) at overnight areas (95%) than at day areas (93%).
- Almost all respondents (99%) reported English as their primary language spoken in their homes.
- About 89% of users lived in Oregon, 5% resided in Washington State, 2% were from California, and 1% was from British Columbia. Among park users, 44% of park users resided in the Portland Metro region of Oregon, 29% lived in the Willamette Valley region, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Coastal, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (39%) and the Willamette Valley (20%). Likewise day users were also primarily from the Portland metro region (50%) and the Willamette Valley (40%). A majority of day users lived in Oregon (92%), Washington State (4%), or California (2%). Fewer overnight users resided in Oregon (69%), whereas more lived elsewhere such as Washington State (13%), California (8%), and British Columbia (6%).
- About 92% of park users had a computer with internet access at home (only 8% did not) and 94% of these users had high speed internet at home (85% of all users). Overnight users (96%) were more likely to have a computer with internet access at home than day users (92%).
- In total, 81% of users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (13% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 1% had impaired sight.

Recommendations

Management Recommendations

- Almost all day and overnight users traveled to this park in their own vehicles (88%), so adequate parking conditions are important and should be considered in planning and management.
- The average number of visitors per vehicle for Champoeg State Heritage Area day-use visitors (2.90) was lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers may want to use this updated figure in future day-use visitation calculations for the park.
- Over a quarter of users (29%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags,

signs specifying regulations or restrictions), especially in the overnight camping areas 40% of visitors brought dogs.

- Managers may want to consider examining enforcement of existing pet regulations in the park's campground areas, given that 70% of overnight respondents supported requiring dogs be on leash at all times and only 41% of overnight respondents supported making the park more pet friendly.
- Almost all users (97%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for public transportation to the park (24%) and the amount and quality of information on education materials and programs (both 62% to 63%). Managers may wish to evaluate these services to users to ensure they are meeting visitor needs.
- Although most were satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 64%), 36% of users were also somewhat less satisfied with this quality. Given that over 29% of park visitors were over the age of 60 and 19% of users had disabilities (13% 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.
- Approximately 52% of overnight users felt crowded at the park, and 59% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is at a "high normal capacity", and although carrying capacity may not be exceeded at this time, it may be trending in that direction, indicating more carrying capacity studies may be needed to allow management to preserve experiences. Monitoring and management of park use levels is needed, especially given that 66% of overnight users supported the provision of more opportunities for escaping crowds and 72% of overnight users indicated escaping crowds of people as a reason for visiting Champoeg State Heritage Area.
- Over 61% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (79%), hiking (74%), escaping crowds (67%), recycling containers (65%), buffers to block views of development (63%), require dogs be kept on leash at all times (62%), and restore park to historical conditions (57%). A majority of overnight users also supported providing campsite with both RV and tent camping (65%), and more space between campsites (61%). Managers may want to consider some or all of these strategies.
- A large proportion of all users (63%; 82% of overnight users) depended on official internet websites as the first primary source of obtaining information about state parks such as Champoeg State Heritage Area, and the majority of overnight users (66%) reserved their spot at this park using the online / internet reservation system. Given these findings, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Almost all park visitors (96%) were able to find the information they needed when planning their visit to Champoeg State Heritage Area. However, some visitors (4%) were not able to find all information needed. The most popular information needed was online maps of the park (e.g., group sites, day use areas, disc golf holes), photographs of each RV space and campsite online to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), physical address for GPS, if dogs are

allowed, campsite amenities, dates of special events, and how to navigate OPRD and RNW websites.

- The demographic analysis shows that there were more Hispanic day users (2%) than Hispanic overnight users (1%) at Champoeg State Heritage Area. Given that the Hispanic population is the fastest growing ethnic group in the state, park managers might consider enacting strategies intended to increase Hispanic camping at Champoeg State Heritage Area.
- Appendix A is a listing of 423 open ended positive comments (215 comments, 9 pages), negative comments (208 comments, 10 pages), and suggestions for possible improvement of Champoeg State Heritage Area and other park related issues. The most common concerns raised involved: (a) disc golf course maintenance (lawn care, cement pads instead of rubber mats, three more holes to make 18 holes); (b) a playground area for children; (c) carts for yurts to aid with transporting supplies; (d) day and overnight fees too expensive; (e) better reservation system (internet site too confusing, customer service, dislike of having to reserve so far in advance); (f) more ranger and interpretive programs and opportunities during the week; (g) better enforcement of dogs off leash, dog waste, and noise from barking dogs, especially in overnight areas; (h) want more campsites and RV sites (especially with full hook-ups); (i) more space or natural buffers between campsites; (j) better access to the river (boat ramp) for kayaking, boating, and swimming; (k) more sites with full hookups; (l) distance of yurts to bathrooms and lack of lighting along path; (m) lawn care throughout park (mowing and watering); and (n) adding Wi-Fi.

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

Onsite Full Length Survey of Day Users

Day users 18 years of age and older who visited Champoeg State Heritage Area between July and September 2010 were approached in person (face to face) and asked to complete the 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 (Camp Hosts) administered these questionnaires to reduce costs.

Onsite Short Survey and Contact Information of Day Users

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

Telephone Full Length Survey of Day Users and Overnight Users

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

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

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

Internet Full Length Survey of Day Users and Overnight Users

Random samples of day users 18 years of age and older who completed the short onsite questionnaire / contact information document describe above, and overnight users 18 years of age and older, were contacted via email and directed to complete the full length questionnaire on an internet website hosted by the Oregon State University Business Solutions Group Internet Survey Portal (<https://surveys.bus.oregonstate.edu>). OPRD and Reservations Northwest collect contact information such as email addresses from overnight users when these users reserve their camping spot through the agency telephone or internet reservation systems. These agencies provided this contact information to the researchers to enable questionnaire administration to overnight users. The internet survey questions for day users were identical to those in the onsite full length questionnaire and questions for overnight users were identical to those in the full length telephone and mail questionnaires sent to overnight users. To ensure that respondents did not complete the full length questionnaire more than once, each individual randomly selected to participate was given a unique identification (ID) code that was listed in the email cover letter.

Respondents were asked in the email letter to type in this code on the internet website, which allowed them to access the questionnaire only once; if they tried to complete the questionnaire again, the internet software did not provide repeat access to the questions. This is a standard approach for avoiding duplicate responses (i.e., people completing the questionnaire more than once) or unauthorized people entering the website, which would make the sample nonrandom and bias representativeness and generalizability of results (Dillman, 2007; Vaske, 2008). This ID code also allowed researchers to identify who completed the questionnaire so that respondents were not contacted again in follow up correspondence.

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

Mail Full Length Survey of Day Users and Overnight Users

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

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

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

Sample Sizes and Response Rates

As shown in Table 1, the total number of completed *full length* questionnaires across all survey approaches was $n = 1,306$ with an estimated total response rate of 44%. Completed full length questionnaires were received from $n = 567$ day users (49% response rate) and $n = 739$ overnight users (41% response). These combined sample sizes across survey methods allow generalizations about the population of day users at Champoeg State Heritage Area at a margin of $\pm 4.1\%$, overnight users at $\pm 3.6\%$, and both day and overnight users at $\pm 2.7\%$ at the 95% confidence level.

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

	Initial contacts	Completed surveys (n)	Response rate (%)
Day Users	1155	567	49
Overnight Users	1806	739	41
Total	2961	1306	44

Table 1 shows that the total number of completed questionnaires for overnight users ($n = 739$) was higher than day users ($n = 567$). Between 2008 and 2010, however, a much larger proportion of the total population of users at Champoeg State Heritage Area consisted of day users. Actual population estimates for day users, for example, ranged from 373,568 in 2007 to 455,768 in 2009, compared to just 62,441 overnight users in 2007 to 67,300 overnight users in 2009. These average use levels across the three years from 2007 to 2009 show that approximately 86.4% of users at Champoeg State Heritage Area were day users and 13.6% were overnight users. The sample for this project, however, consisted of 43.4% day users and 56.6% overnight users. Consequently, in the results sections reporting findings only for all users taken together (i.e., total users at Champoeg), the data were weighted by population proportions calculated from the three year average using the following formula (Vaske, 2008) to ensure that questionnaire responses were statistically representative of the total population of all users at this park:

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

$$\text{Weight (day users)} = \frac{0.864}{0.434} = 1.99$$

$$\text{Weight (overnight users)} = \frac{0.136}{0.567} = 0.24$$

Questionnaires administered to both the day users and overnight users included questions on a range of topics such as prior visitation, activity participation, 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., χ^2 , F) presented in this report is $p \leq .05$, a statistically significant relationship or difference was observed between groups or variables. In addition to these tests of statistical significance, effect size statistics (e.g., Cramer's V , eta η) were used to compare the strength of relationships. In general, a value of .10 for effect sizes can be considered a "minimal" (Vaske, 2008) or "weak" (Cohen, 1988) relationship or difference. An effect size of .30 is considered "medium" or "typical," and .50 or greater is a "large" or "substantial" relationship or difference; larger effect sizes imply stronger relationships or differences. To highlight key findings, data were often recoded into major response categories (e.g., agree, disagree; support, oppose), but basic descriptive findings of uncollapsed questions (i.e., strongly, slightly agree) are provided in Appendix C.

RESULTS

Personal and Visit Characteristics

Activity Groups. The questionnaires asked respondents to check all of the activities in which they participated at Champoeg State Heritage Area on their most recent trip. Table 2 shows that the most popular activities at this park were hiking / walking (58%), picnicking or barbecuing (47%), sightseeing (33%), and bicycling on local trails (31%). The least popular activities were geocaching or orienteering (2%), boating (2%), fishing (3%), and running or jogging (7%). Participation rates differed significantly between day users and overnight users for 13 of these 15 activities; participation in picnicking or barbecuing and running or jogging did not differ between these two groups. In most cases, overnight users were significantly more likely to participate in the various activities, which is not surprising given that they had much more time at the park to engage in activities. Participation in camping was the most substantial difference among the two user groups (8% of day users, 95% of overnight users).

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

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

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

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

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

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Champoeg State Heritage Area. Table 3 shows that the most common primary activity groups were people picnicking or barbecuing (19%), hiking or walking (16%), bicycling on local trails (15%), and camping (12%). The least common activity groups were people geocaching or orienteering (< 1%), boating (< 1%), fishing (< 1%), and bird or wildlife watching (< 1%). There was, however, a statistically significant and “substantial” difference between day users and overnight users. Day users, for example, were more likely to consider picnicking or barbecuing, hiking or walking, disc golf, and bicycling on local roads as their primary activities.

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

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

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

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

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

Overnight Campsite Use. The questionnaires completed *only by overnight users* asked what type of campsite(s) they used on their most recent trip to Champoeg State Heritage Area. Table 4 shows that by far the most popular type of campsite was an RV site (65%). In addition, 16% of overnight users stayed in the tent campsites, 13% stayed in yurts, and 9% stayed in cabins. Few overnight users (2% or less) stayed in the group RV or tent sites and the hiker / biker sites.

Table 4. Overnight campsite use at Champoeg State Heritage Area

RV Campsite	65
Tent Campsite	16
Yurt	13
Cabin	9
Group RV Camp	2
Group Tent Camp	2
Other	2
Hiker / Biker Campsite	1

¹ Cell entries are percentages (%) of overnight users who reported using the campsite type at the park on their most recent visit. Percentages do not sum to 100% because respondents could check more than one campsite type from the list

Day User Activity. The questionnaires completed only by day users asked two questions related to an Oregon State Park Pass and camping at parks in the Oregon State Park system. Table 5 shows that 65% of day users at Champoeg State Heritage Area did not own a 12 or 24 month Oregon State Park Pass, whereas 34% did own a pass.

Day users were relative evenly split in terms of whether they had (49%) or had not (51%) camped overnight at an Oregon State Park in the past five years (Table 5).

Table 5. Day visitors with OSP pass and recent OSP camping

Own Oregon State Park Pass	
No	65
Yes	34
Unsure	1
Camped at OSP within last 5 years	
No ^a	51
Yes	49

¹ The most popular reasons for not camping at an Oregon State Park within the last 5 years were: age (too old), cost of camping and fees, do not own camping gear, from out of state, do not enjoy camping, preference for a hotel, no time / too busy, and preference for backpacking and more isolation (too crowded).

Duration of Visit. Day users were asked to report how many *hours* they spent at Champoeg State Heritage Area on their recent trip and overnight users were asked how many *nights* in a row they spent at the park on their trip. Table 6 shows that day users spent an average of over three and a half hours in the park, with 84% of these users spending up to five hours in the park. The majority of day users (68%), however, spent two to five hours.

Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (30%) or two (33%) days at the park (Table 6). An additional 20% spent three days at the park, 9% spent four days, 5% spent 5 days, and another 4% spent six or more days.

Table 6. Duration of visit at the park

Day Users (Hours)	
1 hour	16
2 hours	25
3 hours	21
4 to 5 hours	22
6 to 9 hours	14
10 or more hours	2
Mean / average hours	3.66
Overnight Users (Nights)	
1 day	30
2 days	33
3 days	20
4 days	9
5 days	5
6 or more days	4
Mean / average days	2.48

¹ Cell entries are percentages (%) unless specified as means / averages.

Previous Visitation. Users were asked if they had ever visited Champoeg State Heritage Area before their most recent trip. Table 7 shows that 82% of respondents had visited this park before, whereas 18% had not visited previously. There was, however, a significant difference between day users and overnight users, with day users being more likely to have visited this park previously (85%) than overnight users (66%).

Table 7. Comparison of day and overnight user previous visitation to the park ^a

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

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

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

Users who had previously visited this park were then asked how many trips they had made to this park in the past 12 months. Table 8 shows that although users had visited an average of nearly ten times in the past 12 months, the highest proportion (29%) had made just one trip to this park in the past year with the majority (57%) having made two or fewer trips. On average, day users had visited significantly more times ($M = 10.75$) than overnight users ($M = 2.28$). For example, 75% of overnight users had visited two or fewer times in the past 12 months and only 7% had visited six or more times, whereas 29% of day users had visited six or more times.

Table 8. Comparison of day and overnight user number of previous visits to the park in the last 12 months ^a

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

^a $\chi^2 = 140.39, p < .001, V = .36$.

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

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

Group Size. Respondents were asked to report how many people, including themselves, accompanied them at Champoeg State Heritage Area on their most recent trip. Table 9 shows that the average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of one to four people (66%). Overnight users, on average, visited in smaller groups ($M = 6.31$ people) than day users ($M = 9.96$), but these averages were again influenced by a few extremely large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people. Day users were more likely to visit alone (17%) than overnight users (10%), and day users (18%) were also more likely than overnight users (10%) to visit in large groups consisting of more than 10 people.

Table 9. Comparison of day and overnight user group size at the park ^a

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

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

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

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

Bringing Dogs to the Park. The questionnaires asked day users and overnight users if they or anyone else in their group brought dog(s) with them to Champoeg State Heritage Area. Table 10 shows that 71% of park users did not bring dogs with them and 29% brought dogs. Overnight users (39%) were significantly more likely than day users (27%) to bring dogs.

Table 10. Comparison of day and overnight users bringing dogs with them to the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
No, did not bring dog(s)	73	62	71
Yes, brought dog(s)	27	39	29

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

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

Users who brought dogs with them were then asked where these dogs were typically located in the park. Table 11 shows that 61% of all park visitors who brought dogs took these animals to the picnic area, 59% took them on the hiking or walking trails, 26% took them to the off leash pet exercise area, and only 4% took dogs to the children’s play area. Overnight users (85%) were much more likely than day users (54%) to take dogs on the trails, whereas day users (68%) were much more likely than overnight users (25%) to take dogs to the picnic area.

Table 11. Comparison of day and overnight user locations of dogs in the park

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Picnic area	68	25	61	66.59	< .001	.42
Hiking or walking trail	54	85	59	39.42	< .001	.33
Off leash pet exercise area	25	27	26	0.11	.746	.02
Children’s play area	4	3	4	0.23	.634	.03

^a Cell entries are percentages (%) of users who brought dogs to these areas of the park.

^b 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 Champoeg State Heritage Area on their most recent trip. Table 12 shows that almost all users arrived at the park in their family’s personal vehicle (88%), 6% arrived in somebody else’s vehicle, and 7% arrived in another form of transportation. On average, there were 2.87 people in each personal family vehicle and 3.63 people in somebody else’s vehicle. For all day-use vehicles, there was an average of 2.63 people in each personal family vehicle, whereas for all overnight vehicles, there was an average of 3.00 people in each personal family vehicle. There was a significant difference between day users and overnight users, with almost all overnight users arriving in their own

vehicles (98%) compared to day users (87%) who were slightly more likely to not only use their own vehicles, but also other modes of transportation.

Table 12. Comparison of day and overnight user transportation to the park ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
My family’s personal vehicle ^c	87	98	88
Somebody else’s personal vehicle ^d	7	1	6
Bicycle	4	1	4
Bus / public transportation	1	< 1	1
Boat	< 1	< 1	< 1
Other	1	< 1	1

^a $\chi^2 = 61.52, p < .001, V = .22.$

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

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

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

Motivations and Reasons for Visiting. Visitors were asked if this park was the main reason for their trip. Table 13 shows that 51% of users considered this park their main destination, with more day users (52%) than overnight users (46%) considering it the main reason for their trip.

Table 13. Comparison of day and overnight users in whether the park was their main destination ^a

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

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

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

Respondents were also presented with a list of 22 motivation items and asked the extent they agreed that each reason influenced their decision to visit Champoeg State Heritage Area. Table 14 shows that the main reasons why respondents visited the park were to rest or relax (86%), because of the activities they can do there (86%), to have fun or excitement (85%), to spend time in nature (84%), and to socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and deciding to stop (6%), attending an educational or guided program (24%), visiting the Butteville store (24%), the area reminds them of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%). For 14 of the 22 reasons in Table 14, there were no statistically significant differences between day users and overnight users. Several items where differences occurred were related to the fact that day users were more likely to have visited this park before than overnight users (see Table 7). For example,

day users were significantly more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and because of the various activities they can do at this park, whereas overnight users were more likely to visit to rest or relax, go to the Butteville store, and because the park is affordable.

Table 14. Comparison of day and overnight user agreement with reasons for visiting the park

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Rest or relax	85	94	86	29.06	< .001	.16
Like activities I can do here	87	79	86	13.51	< .001	.11
Have fun / excitement	85	84	85	0.01	.936	.01
Spend time in nature	84	83	84	0.15	.147	.01
Socialize with friends / family	79	75	79	2.64	.104	.05
Get physical exercise	78	65	76	26.38	< .001	.15
Easy access by road / vehicle	76	80	76	3.49	.062	.05
Been here before	77	60	75	39.33	< .001	.18
Park has everything I need	70	75	71	3.74	.053	.06
Escape crowds of people	69	72	69	1.35	.245	.03
Visiting is affordable	68	73	69	4.42	.036	.06
Park is close to my home	61	57	61	2.33	.127	.04
Explore new area	55	65	56	11.03	.001	.10
Enjoy learning about Oregon history	55	54	55	0.34	.558	.02
Enjoy learning about nature	45	46	45	0.08	.782	.01
Use toilets / restrooms	34	29	33	3.22	.073	.05
See exhibits / buy at Visitor Center	28	28	28	0.02	.891	.00
Reminds me of my childhood	29	22	28	7.53	.006	.08
Visit the Butteville store	23	33	24	13.24	< .001	.11
Attend education / guided program	24	23	24	0.15	.695	.01
Other ^c	13	17	14	1.65	.199	.08
Saw highway sign and stopped	6	4	6	3.59	.058	.06

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

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

^c The most popular “other” reasons were: opportunities to camp and stay in a yurt, bicycling, close to Portland and urban areas, disc golf, group get together, nice area, specific event (e.g., dog show, reunion, convention, tournament, wedding, church, etc.), recommended by a person, family or annual tradition.

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

- The most popular activities were hiking / walking (58%), picnicking or barbecuing (47%), sightseeing (33%), and bicycling on local trails (31%); the least popular were geocaching or orienteering (2%), boating (2%), fishing (3%), and running or jogging

(7%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park.

- The most common main activity groups were people picnicking or barbecuing (19%), hiking or walking (16%), bicycling on local trails (15%), and camping (12%). The least common groups were people geocaching or orienteering (< 1%), boating (< 1%), fishing (< 1%), and bird or wildlife watching (< 1%). Day users were more likely to consider picnicking or barbecuing, hiking or walking, disc golf, and bicycling on local roads as their main activities.
- For overnight users, the most popular type of campsite was the RV sites (65%). Another 16% of these users stayed in tent campsites, 13% stayed in yurts, and 9% stayed in cabins. Few users (i.e., 2% or less) stayed in group RV or tent sites and hiker / biker sites.
- For day users, 65% did not own an Oregon State Park Pass; 34% owned a pass. In addition, 51% had and 49% had not camped at an Oregon State Park in the last five years.
- Day users spent an average of over three and a half hours in the park, with 84% of these users spending up to five hours in the park. The majority of day users (68%), however, spent two to five hours. Overnight users spent an average of two and a half days at the park, although the largest proportions spent one (30%) or two (33%) days at the park. An additional 20% spent three days at the park, 9% spent four days, 5% spent 5 days, and another 4% spent six or more.
- In total, 82% of respondents had visited this park before, but day users were more likely (85%) than overnight users (66%) to have visited before. Although users had visited an average of almost 10 times in the past 12 months, the highest proportion (29%) had made just one trip to this park with the majority (57%) having made two or fewer trips. On average, day users had visited more times ($M = 10.75$) than overnight users ($M = 2.28$).
- Average group size was between nine and 10 people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of one to four people (66%). Overnight users, on average, visited in smaller groups ($M = 6.31$ people) than day users ($M = 9.96$), but these averages were again influenced by a few extremely large groups. The majority of both day users (50%) and overnight users (59%) visited in groups of two to four people.

- In total, 71% of users did not bring dogs with them; 29% brought dogs. Overnight users (39%) were more likely than day users (27%) to bring dogs.
- Of those who brought dogs, 61% took them to the picnic area, 59% took them on the hiking or walking trails, 26% took them to the off leash pet exercise area, and only 4% took dogs to the children's play area. Overnight users (85%) were much more likely than day users (54%) to take dogs on the trails, whereas day users (68%) were much more likely than overnight users (25%) to take dogs to the picnic area.
- Almost all users arrived at the park in their family's personal vehicle (88%), 6% arrived in somebody else's vehicle, 4% arrived by bicycle, and 1% came by public transportation or boat. On average, there were 2.87 people in each personal family vehicle and 3.63 people in somebody else's vehicle.
- Over half (51%) of users considered visiting this park the main reason for their trip with more day users (52%) than overnight users (46%) considering this park their main destination.
- The most popular reasons for visiting the park were to rest or relax (86%), because of the activities they can do there (86%), to have fun or excitement (85%), to spend time in nature (84%), and to socialize with friends or family (79%). The least important reasons for visiting included seeing the highway sign and deciding to stop (6%), attending an educational or guided program (24%), visiting the Butteville store (24%), the area reminds them of their childhood (28%), and to see or buy exhibits from the Visitor Center (28%). Day users were significantly more likely to agree that they visited because they had been here before and it reminded them of their childhood, and disagree that they visited to explore a new area. Day users were also more likely to agree that they visited to get exercise and because of the various activities they can do at this park, whereas overnight users were more likely to visit to rest or relax, go to the Butteville store, and because the park is affordable.

Obtaining Information about the Parks

The questionnaires contained several questions examining how users obtained information about state parks such as Champoeg State Heritage Area and whether they were able to obtain the information they needed. The questionnaires also asked users who first suggested the idea of visiting Champoeg State Heritage Area on their most recent trip. Table 15 shows that respondents themselves were most likely to suggest the idea (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). There was a significant difference between day users and overnight users. Most day users either made the decision themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.

Table 15. Comparison of day and overnight users for who suggested visiting the park ^a

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

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

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

The questionnaires also contained several questions examining how users obtained information about state parks such as Champoeg State Heritage Area and whether they were able to obtain the information they needed. Table 16 shows that almost all users (96%) were able to find the information they needed when planning their visit to this state park, and the few (4%) who did not find the information they needed would like additional: online maps of the park (e.g., group sites, day use areas, disc golf holes), photographs of each RV space and campsite online to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), physical address for GPS, if dogs are allowed, campsite amenities, dates of special events, and how to navigate OPRD and RNW websites. 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 ^a

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

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

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

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

Respondents were also presented with a list of 17 possible sources for finding information and asked how often they obtained information from these sources when thinking about visiting an Oregon State Park such as Champoege State Heritage Area. Table 17 shows that the most heavily used sources of information were previous visits (82% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 73%), highway signs (54%), and brochures (50%). The least used sources were health care providers (8%), videos or DVDs (10%), church (14%), and radio (18%). Day users and overnight users differed significantly on all but two information sources, with day users utilizing almost all of these sources much more often. Overnight users (91%), however, were more likely than day users (61%) to obtain information from official internet websites.

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Previous visit	83	72	82	21.26	< .001	.14
Friends / family	76	62	74	28.32	< .001	.16
Official internet websites (OPRD)	69	91	73	90.00	< .001	.28
Highway signs	57	39	54	34.04	< .001	.18
Brochures	50	49	50	0.26	.612	.02
Newspapers	34	14	31	60.89	< .001	.23
Books	29	22	28	6.26	.01	.08
Magazines	28	19	27	10.89	.001	.10
Community organizations	25	10	23	44.39	< .001	.20
Work	24	11	22	30.33	< .001	.17
Social media websites	21	8	19	36.09	< .001	.18
Television	20	7	19	41.81	< .001	.19
Radio	20	5	18	26.09	< .001	.22
Church	14	10	14	5.42	.020	.07
Videos / DVDs	11	3	10	29.15	< .001	.16
Health care providers	7	2	8	17.25	< .001	.13
Other ^c	4	5	4	0.19	.663	.05

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

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

^c The most popular “other” ways were: books, word of mouth, directories and websites such as AAA, Good Sam, Trailer Life, Woodalls, and Lonely Planet, other websites such as Google, maps, and telephone calls to OPRD and RNW.

Respondents were then asked to specify from this list of information sources what one source they would use first when obtaining information about an Oregon State Park such as Champoeg State Heritage Area. Table 18 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (63%) as the first primary information source, followed by friends or family (14%), and previous visits (9%). Few people used other sources when obtaining information. There was a significant difference between day users and overnight users, with overnight users almost entirely dependent on official internet websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but also used other sources such as friends and family (15%) and previous visits (9%).

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

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

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

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

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

- Respondents themselves were most likely to suggest the idea of visiting the park (46%), followed by a friend or other family member (29%) and a spouse or significant other (13%). Most day users either made the decision themselves (43%) or were influenced by friends or family (31%), whereas 63% of overnight users made the decision themselves.
- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like online maps of the park (e.g., group sites, day use areas, disc golf holes), photographs of each RV space and campsite online to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), physical address for GPS, if dogs are allowed, campsite amenities, dates of special events, and how to navigate OPRD and RNW websites.
- The most heavily used sources of information were previous visits (82% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 73%), highway signs (54%), and brochures (50%). The least used sources were health care providers (8%), videos or DVDs (10%), church (14%), and

radio (18%). Day users utilized most sources much more often, but overnight users (91%) were more significantly more likely than day users (69%) to obtain information from official internet websites.

- Official internet websites were used by most respondents (63%) as their primary information source, followed by friends or family (14%), and past visits (9%). Overnight users were almost entirely dependent on official websites as their primary source (82%). Day users were also heavily dependent on these websites (60%), but also used other sources such as friends or family (15%) and previous visits (9%).

Satisfaction with Experiences and Conditions

Overall Satisfaction. Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Champoeg State Heritage Area?” Table 19 shows that overall satisfaction was extremely high, as 97% were satisfied and almost no respondents (3%) were dissatisfied. In addition, the highest proportion of users was “very satisfied” (57%).

Table 19. Comparison of day and overnight user overall satisfaction ^a

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

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

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

Satisfaction and Expectations with Specific Characteristics. Although almost all users were satisfied with their overall visit at Champoeg State Heritage Area, this does not indicate that they were satisfied with every aspect of this park. This project, therefore, first measured respondent *expectations* by asking them the extent they believed that several attributes of Champoeg State Heritage Area were *important* to their visit (e.g., absence of litter, personal safety, signs, parking). Then, respondents reported their *satisfaction* of these same attributes at this park to measure *performance* of these attributes.

Table 20. Comparison of day and overnight user specific *expectations* at the park

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

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

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

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

Table 20 shows that the most important characteristics were the park’s cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for the fee paid (90%), courteousness of park staff (89%), personal safety (87%), number of toilets / bathrooms (86%) and the conditions / maintenance of trails (86%). The least important attributes were the public transportation to the park (22%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%) amount and quality of information / education programs or materials (52% to 56%), and facilities for groups to gather (58%). There were differences among day users and overnight users for 9 of the 21 possible comparisons. Day users considered parking, facilities for groups to gather, quality of educational information and public transportation to the park to be more important, whereas overnight users felt that good value for fee paid, courteousness and presence of staff, personal safety, signs with direction to the park, and quality of educational

information were more important at this state park. Responses for two additional items that were asked in the questionnaires administered only to overnight users showed that 97% of overnight users considered the comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Cleanliness of park (graffiti, lawns)	97	99	98	7.02	.008	.08
Absence of litter	95	98	95	7.05	.008	.08
Personal safety	89	94	90	12.23	< .001	.10
Courteousness of rangers / personnel	88	93	89	7.06	.008	.08
Cleanliness of toilets / bathrooms	88	86	88	1.54	.214	.04
Number of toilets / bathrooms	87	86	87	0.02	.885	.01
Parking for vehicles	87	84	87	3.49	.062	.05
Good value for fee paid at the park	85	92	86	14.48	< .001	.11
Presence of park rangers / personnel	85	91	86	11.49	.001	.10
Condition / maintenance of trails	80	87	81	11.39	.001	.10
Number of park trails	77	86	79	12.52	< .001	.10
Variety of things for adults to do	78	75	78	2.21	.137	.04
Signs with directions <i>in</i> the park	76	85	77	15.30	< .001	.11
Signs with directions <i>to</i> the park	75	82	76	9.35	.002	.09
Facilities for groups to gather	70	55	68	29.95	< .001	.16
Variety of things for youth to do	68	65	67	0.65	.419	.02
Ease of movement / access (wheelchair, elderly, stroller)	64	65	64	0.27	.601	.02
Quality of educational information	62	65	63	1.19	.275	.03
Amount of educational information	61	66	62	3.91	.048	.06
Information about conditions / hazards	59	63	59	2.34	.126	.04
Public transportation to park	25	18	24	8.03	.004	.08
Comfort of campsites ^c	--	94	--	--	--	--
Shading provided by trees / structures ^c	--	80	--	--	--	--

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

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

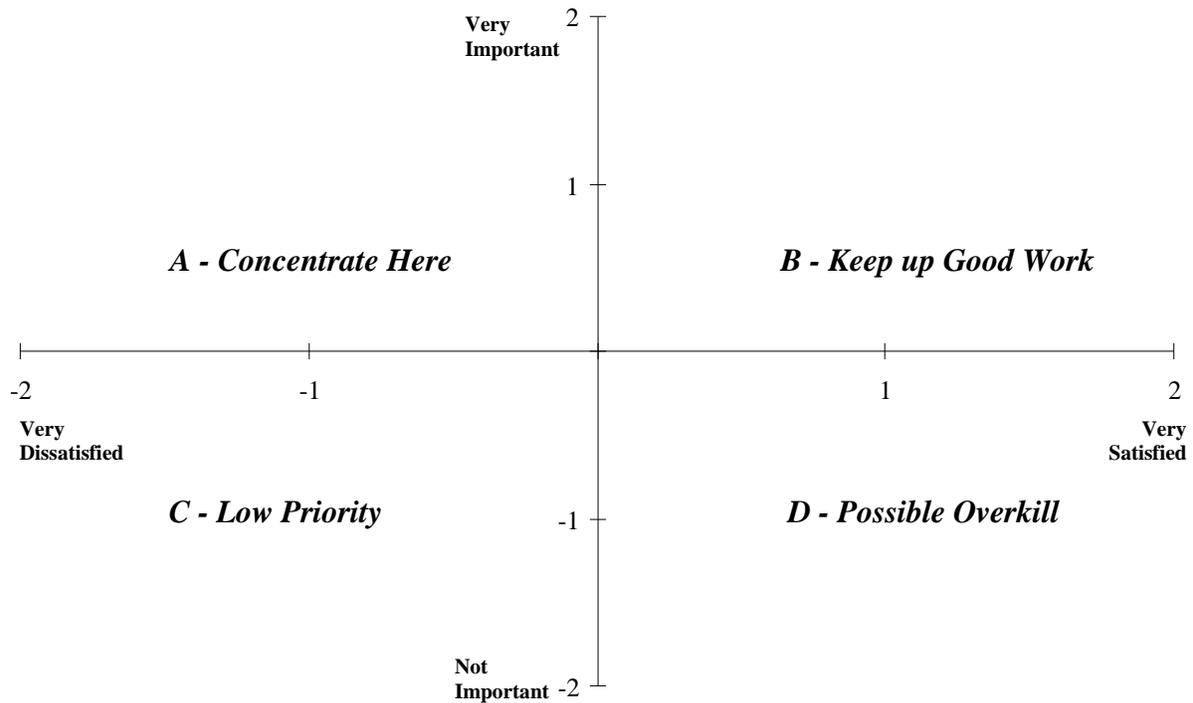
^c Only asked in questionnaires of overnight users, not day users.

Table 21 shows that the majority of users were satisfied with most of these characteristics at Champoeg State Heritage Area. Users were most satisfied with park cleanliness (98%), absence of litter (95%), level of personal safety (90%), courteousness and presence of park staff (89% to 86%), cleanliness and number of toilets / bathrooms (88% to 87%), parking for vehicles (87%), and with the park being a good value for fee(s) paid (86%). Users were least satisfied with the public transportation to the park (24%), amount and quality of educational information provided

(62% to 63%), and ease of movement / access (e.g., wheelchair, elderly, stroller; 64%). Day users were more satisfied with the group facilities and the public transportation to the park. Overnight users were more satisfied with the park’s cleanliness, absence of litter, level of personal safety, courteousness and presence of park staff, fee(s) paid, condition and number of trails, signs with directions in and to the park, and the amount of educational information. Overnight users were also satisfied with the comfort of campsites (94%) and shading provided by trees (80%).

Importance – Performance Analysis.

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



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

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

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

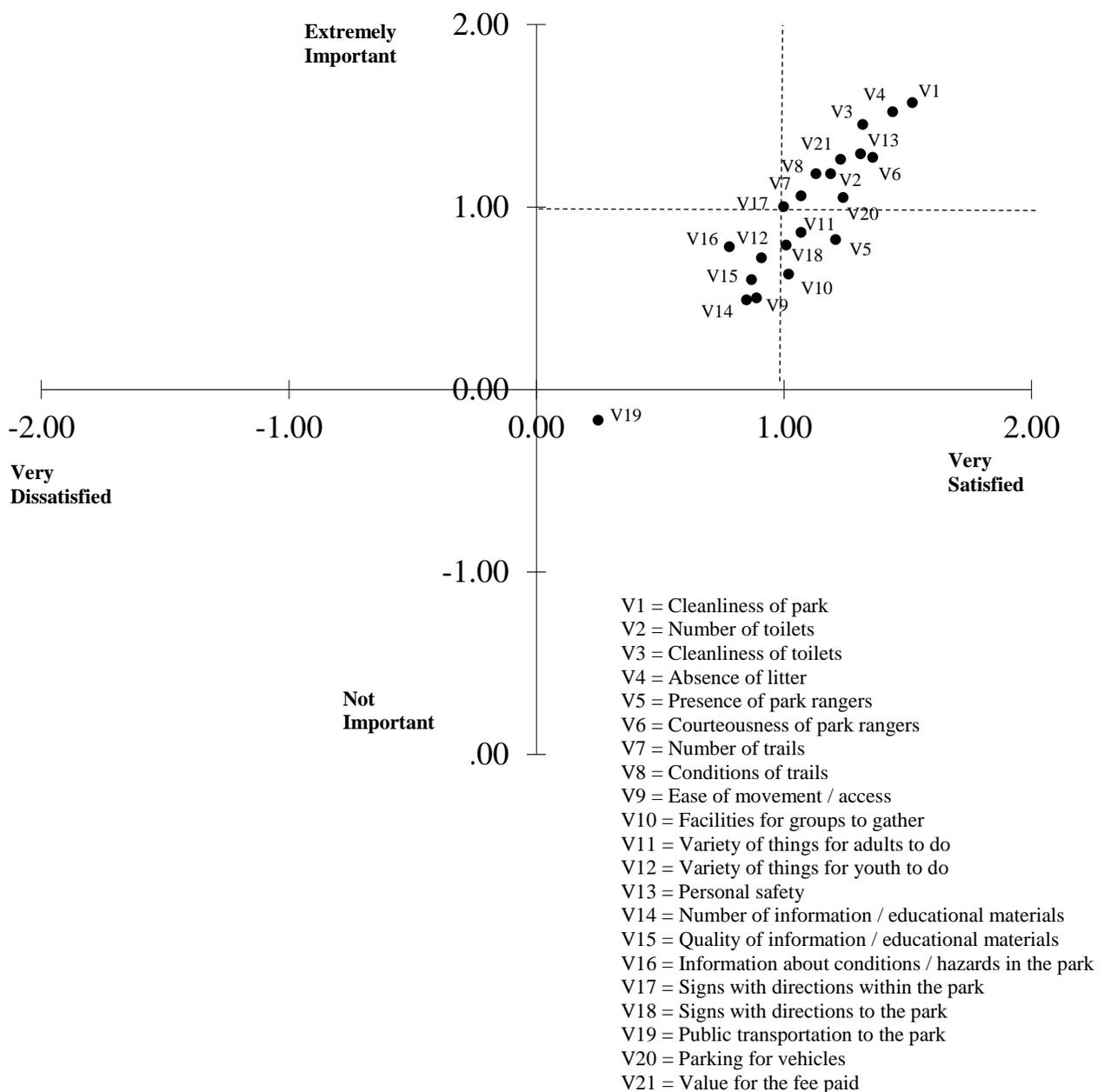


Figure 3. Importance-performance (I-P) analysis matrix for *overnight users*

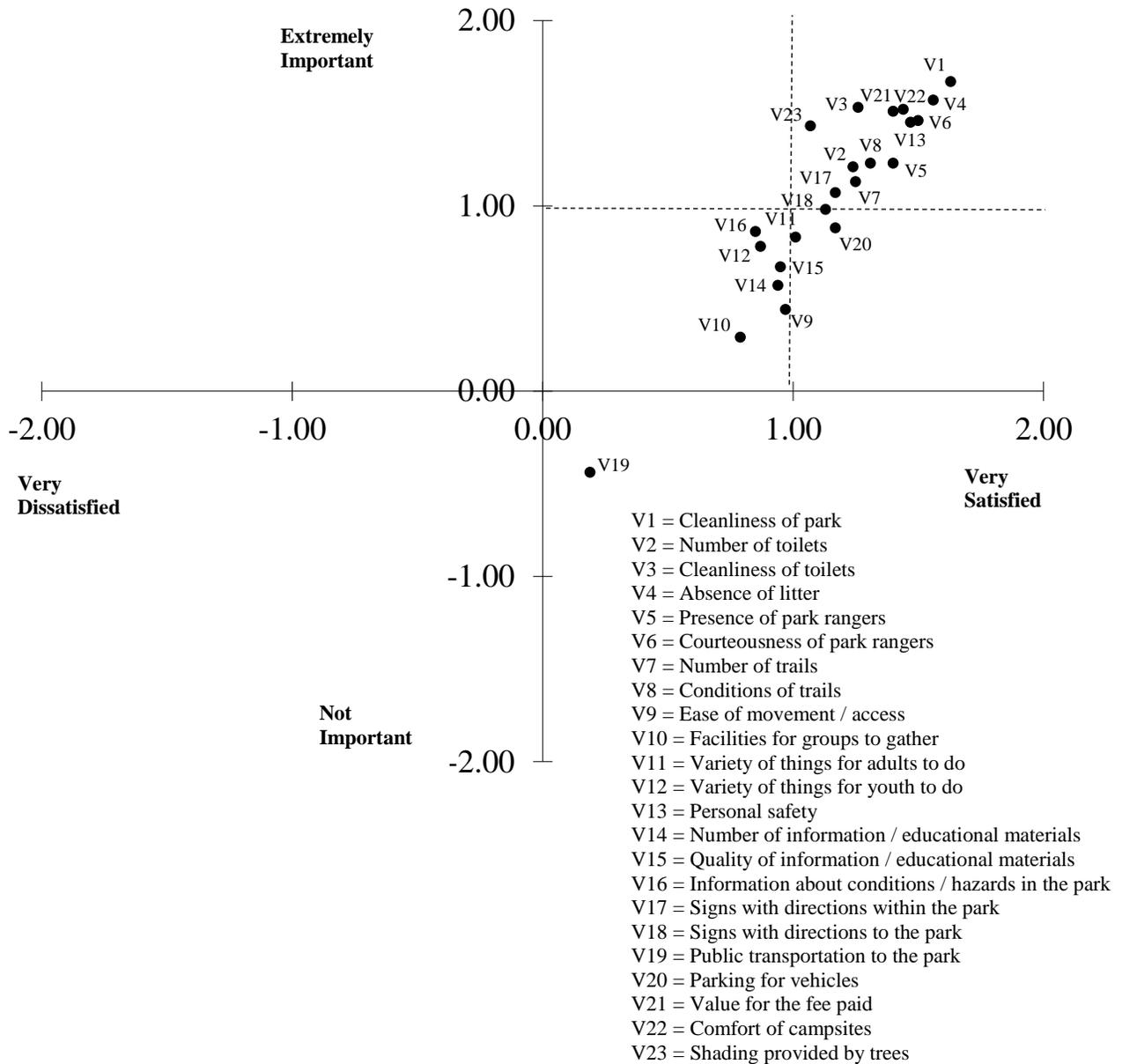


Figure 2 is the I-P matrix for day users and Figure 3 is the matrix for overnight users. Both matrices show that almost all attributes were in the “keep up the good work” quadrant, indicating that users thought that park staff were doing a good job managing conditions and experiences at Champoeg State Heritage Area. For this state park visitor survey project, we are also taking a closer examination of I-P scores in the “keep up the good work” quadrant within the dashed lines

included in Figures 2 and 3. These results also show that park staff were doing a good job managing conditions and experiences at Champoeg State Heritage Area.

Respondents were asked several additional questions about their satisfaction with Champoeg State Heritage Area, including this park’s natural environment, facilities and services, and fees. Users were also asked how likely they would return to this state park. Table 22 shows high user satisfaction with the environment (96%), facilities and services (93%), and fees at this park (80%). Day and overnight users were similar in their satisfaction with the park’s natural environment and with the facilities and services, but day users (79%) were significantly less satisfied than overnight users (87%) with the fee(s) paid at this park. In total, 95% of respondents said they were likely to return to this park in the future, with day users (95%) more likely than overnight users to return (92%).

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

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

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

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

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

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> _{pb}
	Day Users	Overnight Users	Total ^a			
Encounters with other people ^b	60.59	87.67	63.78	5.85	< .001	.18
Perception of crowding ^c	2.43	3.27	2.54	7.50	< .001	.20
Maximum tolerance for encountering other people (norm) ^d	162.79	145.39	160.98	1.09	.276	.04

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

^b Cell entries are mean numbers of people seen / encountered on users' most recent trip. Median = 50, Mode = 100.

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

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

Table 23 shows that, on average, park users encountered approximately 64 other people on their visit at Champoeg State Heritage Area, but would be willing to accept encountering a maximum of approximately 161 other users. Overnight users encountered significantly more people ($M = 87.67$) than day users ($M = 60.59$), but overnight users would accept seeing slightly fewer people ($M = 145.39$) than day users ($M = 162.79$). On average, both day users and overnight users felt slightly crowded, but overnight users felt significantly more crowded; 38% of all park users felt some degree of crowding on their visit, with 36% of day users feeling crowded and 52% of overnight users feeling crowded. According to Shelby, Vaske, and Heberlein (1989) and Vaske and Shelby (2008), these results suggest that crowding at the day-use areas are at "low normal", where a problem situation does not exist at this time and the area may offer unique low-density experiences. However, crowding at the overnight use area is in the "high normal" range, and although carrying capacity may not be exceeded at this time, it may be trending in that direction, indicating more carrying capacity studies may be needed to allow management to preserve experiences.

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, norms, and crowding

	Reported encounters compared to norm ^a		Average crowding scores ^b		<i>t</i> value	<i>p</i> value	Effect size (<i>r_{pb}</i>)
	% Fewer encounters	% More encounters	Fewer than norm	More than norm			
Day Users	83	17	2.17	4.12	7.41	< .001	.43
Overnight Users	59	41	2.70	3.85	5.13	< .001	.27
Total ^c	80	20	2.21	4.06	10.85	< .001	.36

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

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

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

Table 24 shows relationships among encounters and norms at Champoeg State Heritage Area. In total, 80% of all users reported encountering fewer people than their norm, with 20% encountering more than their maximum tolerance. Crowding scores were significantly higher for users reporting more encounters than their norm. Most day users (83%) encountered fewer people than they would tolerate, but 41% of overnight users did encounter more people than their maximum acceptance. Taken together, these results suggest that crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt slightly crowded and a large proportion were already encountering more people than they would tolerate in the overnight use areas.

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

- Users considered the most important characteristics at this park were its cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for the fee paid (90%), courteousness of park staff (89%), personal safety (87%), number of toilets / bathrooms (86%) and the conditions / maintenance of trails (86%). The least important attributes were the public transportation to the park (22%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%) amount and quality of information / education programs or materials (52% to 56%), and facilities for groups to gather (58%). Day users considered parking, facilities for groups to gather, quality of educational information and public transportation to the park to be important. Overnight users considered the good value for fee paid, courteousness and presence of

staff, personal safety, signs with direction to the park, and quality of educational information were more important at this state park. Almost all (97%) overnight users considered comfort of campsites to be important and 93% believed that shading provided by trees and other structures was important.

- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (57%). Users were most satisfied with the park’s cleanliness (e.g., lawn care, lack of graffiti; 99%), absence of litter (97%), cleanliness of toilets (95%), good value for the fee paid (90%), courteousness of park staff (89%), personal safety (87%), number of toilets / bathrooms (86%) and the conditions / maintenance of trails (86%). Users were least satisfied with the public transportation to the park (22%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%) amount and quality of information / education programs or materials (52% to 56%), and facilities for groups to gather (58%). Day users were more satisfied with parking, facilities for groups to gather, quality of educational information and public transportation to the park, whereas overnight users were more satisfied with the good value for fee paid, courteousness and presence of staff, personal safety, signs with direction to the park, and quality of educational information. Overnight users were also satisfied with the comfort of campsites (97%) and shading provided by trees (93%).
- Users were overall satisfied with the natural environment (96%), facilities and services (93%), and with the fee paid (80%), although overnight users (87%) were more satisfied with the fee paid than day users (79%).
- Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences.
- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (52%) and a large proportion were already encountering more people than they would tolerate in the park’s overnight use areas (41%). This suggests that crowding at the overnight use area is in the “high normal” range, and although carrying capacity

may not be exceeded at this time, it may be trending in that direction, indicating more carrying capacity studies may be needed to allow management to preserve experiences.

Attitudes about Management Strategies

Several items in the questionnaires examined user attitudes about possible management strategies at Champoeg State Heritage Area. Users were asked, for example, the extent they opposed or supported several potential new strategies for this park. Table 25 shows that the most strongly supported strategies were to provide more opportunities at the park for viewing wildlife (79%), more hiking opportunities (74%), more opportunities to escaping crowds (67%), more recycling containers (65%), more buffers to block view of development (63%), require dogs be kept on leash at all times (62%), restore park to historical conditions (57%), and more information and education (nature, history; 56%). The least supported strategies were for providing downloadable mobile phone applications (22%) and wireless internet access in the park (30%), providing more group picnic areas (40%), making the park more pet friendly (43%), and providing more enclosed shelters (43%).

Day users were significantly more supportive of more recycling containers (66%), restoring park to historical conditions (58%), more trash cans (54%), better maintenance / upkeep of facilities (49%), more enclosed shelters (44%), and more group picnic areas (42%; Table 25). Overnight users were more supportive of more buffers to block view of development (69%), requiring dogs be kept on leash at all times (70%), and wireless internet in the park (50%). Overnight users were also asked to rate their support of five additional strategies specifically related to lodging and camping in the park. The majority of these users only supported providing more campsites accommodating both RV and tent camping (65%) and adding more space between campsites (61%). They were least supportive of more group camping areas (29%), more walk in / cart in campsites (31%), and more cabins without bathrooms (40%).

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

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

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

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

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

A number of additional questions related to management of facilities and services were asked in questionnaires completed only by *overnight users*. One question, for example, asked overnight users what power supply they would require if they were to stay at an RV or tent campsite. Table 26 shows that the majority of these users (52%) would need 30 amps, (22%) need no power, and (21%) would need 50 amps. Few users (4%) would need 100 amps.

Table 26. Overnight user power supply needs ^a

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

^a Cell entries are percentages (%) of overnight users who require this type of power supply.

Overnight users were also asked several questions about the Oregon State Parks reservation systems. First, these users were asked what reservation systems they used for their most recent overnight trip to Champoeg State Heritage Area. Table 27 shows that 66% of overnight users reserved their visit using the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Second, users were asked to report their satisfaction with the reservation system, which was high with 87% satisfied and only 13% not satisfied (Table 27). In addition, the highest proportion of users was “very satisfied” (49%).

Table 27. Overnight user reactions to the reservation systems ^a

Type of reservation system used	
Internet reservation system	66
Telephone reservation system	26
Did not make the reservation	8
Satisfaction with reservation system ^b	
Very Satisfied	49
Satisfied	38
Dissatisfied or Neutral	13

^a Cell entries are percentages (%)

^b Satisfaction with reservation system measured on a 5-point scale of 1 = very dissatisfied; 5 = very satisfied.

Overnight users were also asked how far in advance they believed that site reservations should be allowed to be made. Table 28 shows that the majority of overnight users (54%) believed that reservations should be made between six and nine months in advance, with the highest proportion believing that reservations should be made six months in advance (27%).

Table 28. How far in advance overnight users feel reservations should be allowed to be made ^a

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

^a Cell entries are percentages (%).

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

- Users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (79%), more hiking opportunities (74%), more opportunities to escape crowds (67%), more recycling containers (65%), more buffers to block view of development (63%), require dogs be kept on leash at all times (62%), restore park to historical conditions (57%), and more information and education (nature, history; 56%). The least supported strategies were for providing downloadable mobile phone applications (22%) and wireless internet access in the park (30%), providing more group picnic areas (40%), making the park more pet friendly (43%), and providing more enclosed shelters (43%). Day users were significantly more supportive of more recycling containers (66%), restoring park to historical conditions (58%), more trash cans (54%), better maintenance / upkeep of facilities (49%), more enclosed shelters (44%), and more group picnic areas (42%). Overnight users were more supportive of more buffers to block view of development (69%), requiring dogs be kept on leash at all times (70%), and wireless internet in the park (50%).
- A majority of overnight users only supported providing more campsites accommodating both RV and tent camping (65%) and adding more space between campsites (61%). They were least supportive of more group camping areas (29%), more walk in / cart in campsites (31%), and more cabins without bathrooms (40%).

- The majority of overnight users (52%) would need 30 amps of power, 22% need no electric power, and 21% would need 50 amps. Few overnight users (4%) would need 100 amps.
- In total, 66% of overnight users reserved their park visit on the internet reservation system, 26% used the telephone reservation system, and 8% had someone else make the reservation. Satisfaction with the reservation system was high, as 87% were satisfied and only 13% were not satisfied, and the highest proportion of overnight users was “very satisfied” (49%).

Sociodemographic Characteristics of Users

Table 29 shows demographic characteristics of users. There were a few more female (59%) than male (41%) users at Champoeg State Heritage Area, and there were no statistically significant differences in proportions of males and females between day and overnight users. The average age of respondents was 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (20%). Average age did not significantly differ between overnight users (51 years) and day users (50 years). Almost all respondents were white (i.e., Caucasian; 93%) with few Hispanic / Latinos (2%), Asians (1%), Blacks / African Americans (1%), and American Indian / Alaska Natives (< 1%). There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasian) at overnight areas (95%) than at day areas (93%). Almost all users (99%) considered English as the primary language spoken in their homes.

Table 29. Comparison of day and overnight user demographic characteristics

	User Group ^a			χ^2 or <i>t</i> value	<i>p</i> value	Effect size ϕ or r_{pb}
	Day Users	Overnight Users	Total ^b			
Gender				1.94	.164	.04
Female	58	62	59			
Male	42	38	41			
Age				16.93	.018	.12
Less than 20 years old	1	< 1	1			
20 – 29 years	9	5	8			
30 – 39 years	19	16	18			
40 – 49 years	20	23	20			
50 – 59 years	23	25	23			
60 – 69 years	18	24	19			
70 – 79 years	8	7	7			
80+ years old	3	1	3			
Average age (mean years)	50	51	50	1.59	.112	.05
Ethnicity				14.39	.026	.11
White (Caucasian)	93	95	93			
Black / African American	1	< 1	1			
Hispanic / Latino	2	1	2			
Asian	1	2	1			
American Indian / Alaska Native	< 1	1	< 1			
Native Hawaiian or Pacific Islander	0	< 1	0			
Other	3	1	3			
Language of respondent				1.22	.545	.03
English	99	99	99			
Other	1	1	1			
Language spoken most often at home				1.87	.599	.04
English	99	99	99			
Other	1	< 1	1			

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

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

Table 30 shows that 89% of users lived in Oregon, 5% resided in Washington State, 2% were from California, and 1% was from British Columbia (Canada). Among park users, 44% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 29% lived in the Willamette Valley region, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Coastal, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (39%) and the Willamette Valley (20%). Likewise day users were also primarily from the Portland metro region (50%) and the Willamette

Valley (40%). A majority of day users lived in Oregon (92%), Washington State (4%), or California (2%). Fewer overnight users resided in Oregon (69%), whereas more lived elsewhere such as Washington State (13%), California (8%), and British Columbia (6%).

Table 30. Respondent location of residence

	Day Users (%)	Overnight Users (%)	Total (%) ^a
Country			
USA	99	94	99
Canada	1	6	1
State			
Oregon ^b	92	69	89
Washington	4	13	5
California	2	8	2
British Columbia	< 1	6	1
Other	2	10	3

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

^b In total, 44% of park users resided in the Portland Metro region of Oregon, 29% lived in the Willamette Valley, while 2% or fewer lived in each of the other regions of the state (i.e., Coast, Southern, Eastern, Central, Gorge). The largest percentage of overnight users was from the Portland Metro region (39%) and the Willamette Valley (20%) whereas day users were also primarily from the Portland Metro region (50%) and the Willamette Valley (40%).

Table 31 shows that over 92% of park users had a computer with internet access at home (only 8% did not) and 94% of these users had high speed internet at home (85% of all users). Overnight users (96%) were more likely to have a computer with internet access at home than day users (92%). Table 31 also shows that 81% of users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. There were no significant differences between day and overnight users. Of those who had a disability, the most common was associated with walking (13% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 1% had impaired sight.

Table 31. Comparison of day and overnight user disabilities

	User Group ^a			χ^2 value	<i>p</i> value	Effect size ϕ
	Day Users	Overnight Users	Total ^b			
Computer with internet ^c				8.34	.004	.08
Yes	92	96	92			
No	8	4	8			
Disability in group				0.01	.934	.00
No	81	81	81			
Yes ^d	19	19	19			

^a Cell entries are percentages (%).

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

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

^d Types of disabilities: walking = 13%, hearing = 3%, learning = 2%, sight = 1%, other = 3%

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

- There were a few more female (59%) than male (41%) users at this park.
- The average age of users was approximately 50 years old, and the largest proportions of users were 50 to 59 years old (23%) and 40 to 49 years old (20%).
- Most respondents were white (i.e., Caucasian; 93%) with only a few Hispanic / Latinos (2%), Asians (1%), Blacks / African Americans (1%), and American Indian / Alaska Natives (< 1%).
- There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasian) at overnight areas (95%) than at day areas (93%).
- Almost all respondents (99%) reported English as their primary language spoken in their homes.
- About 89% of users lived in Oregon, 5% resided in Washington State, 2% were from California, and 1% was from British Columbia. Among park users, 44% of park users resided in the Portland Metro region of Oregon, 29% lived in the Willamette Valley region, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Coastal, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (39%) and the Willamette Valley (20%). Likewise day users were also primarily from the Portland metro region (50%) and the Willamette Valley (40%). A majority of day users lived in Oregon (92%), Washington State (4%), or

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

- About 92% of park users had a computer with internet access at home (only 8% did not) and 94% of these users had high speed internet at home (85% of all users). Overnight users (96%) were more likely to have a computer with internet access at home than day users (92%).
- In total, 81% of users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (13% of park users), while 3% had a hearing disability, 2% had learning disabilities, and 1% 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 Champoeg State Heritage Area:

- Almost all day and overnight users traveled to this park in their own vehicles (88%), so adequate parking conditions are important and should be considered in planning and management.
- The average number of visitors per vehicle for Champoeg State Heritage Area day-use visitors (2.90) was lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers may want to use this updated figure in future day-use visitation calculations for the park.
- Over a quarter of users (29%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags, signs specifying regulations or restrictions), especially in the overnight camping areas 40% of visitors brought dogs.
- Managers may want to consider examining enforcement of existing pet regulations in the park's campground areas, given that 70% of overnight respondents supported requiring dogs be on leash at all times and only 41% of overnight respondents supported making the park more pet friendly.

- Almost all users (97%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for public transportation to the park (24%) and the amount and quality of information on education materials and programs (both 62% to 63%). Managers may wish to evaluate these services to users to ensure they are meeting visitor needs.
- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 64%). Given that over 29% of park visitors were over the age of 60 and 19% of users had disabilities (13% 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.
- Approximately 52% of overnight users felt crowded at the park, and 59% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is at a “high normal capacity”, and although carrying capacity may not be exceeded at this time, it may be trending in that direction, indicating more carrying capacity studies may be needed to allow management to preserve experiences. Monitoring and management of park use levels is needed, especially given that 66% of overnight users supported the provision of more opportunities for escaping crowds and 72% of overnight users indicated escaping crowds of people as a reason for visiting Champoeg State Heritage Area.
- Over 61% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (79%), hiking (74%), escaping crowds (67%), recycling containers (65%), buffers to block views of development (63%), require dogs be kept on leash at all times (62%), and restore park to historical conditions (57%). A majority of overnight users also supported providing campsite with both RV and tent camping (65%), and more space between campsites (61%). Managers may want to consider some or all of these strategies.
- A large proportion of all users (63%; 82% of overnight users) depended on official internet websites as the first primary source of obtaining information about state parks such as Champoeg State Heritage Area, and the majority of overnight users (66%) reserved their spot at this park using the online / internet reservation system. Given these

findings, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.

- Almost all park visitors (96%) were able to find the information they needed when planning their visit to Champoeg State Heritage Area. However, some visitors (4%) were not able to find all information needed. The most popular information needed was online maps of the park (e.g., group sites, day use areas, disc golf holes), photographs of each RV space and campsite online to decide on the best spot, information about water activities (e.g., boat and kayak access, swimming), physical address for GPS, if dogs are allowed, campsite amenities, dates of special events, and how to navigate OPRD and RNW websites.
- The demographic analysis shows that there were more Hispanic day users (2%) than Hispanic overnight users (1%) at Champoeg State Heritage Area. Given that the Hispanic population is the fastest growing ethnic group in the state, park managers might consider enacting strategies intended to increase Hispanic camping at Champoeg State Heritage Area.
- Appendix A is a listing of 423 open ended positive comments (215 comments, 9 pages), negative comments (208 comments, 10 pages), and suggestions for possible improvement of Champoeg State Heritage Area and other park related issues. The most common concerns raised involved: (a) disc golf course maintenance (lawn care, cement pads instead of rubber mats, three more holes to make 18 holes); (b) a playground area for children; (c) carts for yurts to aid with transporting supplies; (d) day and overnight fees too expensive; (e) better reservation system (internet site too confusing, customer service, dislike of having to reserve so far in advance); (f) more ranger and interpretive programs and opportunities during the week; (g) better enforcement of dogs off leash, dog waste, and noise from barking dogs, especially in overnight areas; (h) want more campsites and RV sites (especially with full hook-ups); (i) more space or natural buffers between campsites; (j) better access to the river (boat ramp) for kayaking, boating, and swimming; (k) more sites with full hookups; (l) distance of yurts to bathrooms and lack of lighting along path; (m) lawn care throughout park (mowing and watering); and (n) adding Wi-Fi.

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APPENDIX A: OPEN-ENDED COMMENTS

Positive Comments

- Oregon state parks are beautiful.
- A great facility.
- A lovely park but we were just passing through. Would like to come back again and explore the area and sample some local produce.
- Appreciate the paved trails for wheelchairs.
- Beautiful and so close to our home. Plan to bring out of state guests soon.
- Beautiful park, always enjoy it. Your walking / biking / hiking paths are wonderful.
- Very courteous staff at the park and we love your firewood and its packaging. Keep up the awesome work. We will be back next year.
- Beautiful park. Love the pie from the Butteville Store.
- Bottom line - we love the park.
- Had an amazing time and will be visiting again.
- Champoeg is a fantastic park and a real asset to the state and local area. We are very happy to live so close to the park and often visit it to attend one of the special historical events held there. Thank you for conducting this survey.
- Champoeg is a lovely state park with lots to offer. I wish I had planned to stay longer and had children with me. I know they would have liked all it had to offer.
- Champoeg is a very special place. I have been going there for 40 + years. It has always been well managed. I have visited many Oregon State Parks every year for many years. I take my wife and small children, my classes of students (middle school), elderly and disabled relatives, visitors from near and far, and a real variety of people who always have a good experience.
- I think the development of yurts and cabins, many that are ADA compliant is a very good trend and serves the needs of a broad population. I also appreciated your efforts to keep costs affordable.
- Champoeg is one of Oregon's treasures. It is an extraordinary park with beautiful scenery in a quiet, natural setting.
- Champoeg is a well-designed, very well managed state park.
- Champoeg is very clean and one of the best parks we have visited.
- Champoeg State Heritage Area as well as all other Oregon State Parks we've visited has left us completely satisfied. Thank you.
- Champoeg was the easiest park to make a reservation at. I am an out-of-towner from Wisconsin and Oregon is beautiful and the state parks in general are just marvelous, just marvelous. The main reason me and family chose Champoeg was because of location and we had just the best time.
- Campsite was beautiful.
- Overall customer and family were pretty satisfied.
- Continue to think that Oregon state parks are the best in the country.

- Definitely Oregon's best state park of its many excellent state parks. It is unique for its size and open space.
- This survey is an excellent program and demonstrates foresight; that you are proactive in always looking at suggestions for improvements, good and bad.
- Summer shade and dog exercise areas. Good showers are important, which you have.
- Definitely our favorite holiday destination. Would love to spend more time exploring the area, especially by canoe. I personally find the history and archaeology of the area fascinating.
- Doing great. Keep up the good work.
- Enjoyed it very much and would like to delve into the history more.
- Enjoyed our visit and plan to return soon.
- Enjoyed our visit very much, learning about the early settlers and all the many things they accomplished.
- Enjoyed the period actors and interpreters.
- Enjoyed the visit, glad I stayed.
- Excellent park.
- Fabulous park; recently became a single mom and stayed in a cabin and it was a huge accomplishment because single moms usually don't get out and do those things. Staying in the cabin with my kids was great.
- First trip to an Oregon State Park and do not know why, after going to Champoeg, that I have not been to a state park before. I just loved it, gorgeous.
- Go every year and spend five days at a time. Love it. Enjoyed new information about the archeological dig at info center and love the books at info center. I occasionally buy books and have been going to Champoeg for more than 10 years. This most recent trip was amazingly quiet considering the amount of families and children around.
- Good job you guys, given all the obstacles you face. Thanks for the work.
- Good location to visit family.
- Great campsites and very courteous folks.
- Great grandfather was present at what is now Champoeg in the meeting that divided the state of Oregon.
- Great park.
- Great park.
- I appreciate the leash requirements (we have two dogs). Also appreciate the opportunity to have a place where they can run after a toy off leash and stretch their legs. A tired puppy is a happy puppy (and less likely to be a nuisance to others).
- Great park.
- Great park. One of the nicest we've ever been to overall. Great trails and history. It would be nice to have bike trails going to wineries near Newberg.
- Great place for a reunion.
- Great place.
- Greatly enjoyed this location and its bike paths.

- Had a great experience at the visitor's center.
- Had a great time.
- Had a great time.
- Had a great time. Thanks.
- Had a really nice time.
- Had a wonderful time.
- Was a very enjoyable park and would recommend it to anyone.
- Haven't spent much time here yet but visitors center was very nice and I liked the info. The re-enactor was very outgoing and interesting.
- I annually come to Oregon, as it is my favorite state, but I normally stay in Private RV Parks. This year I stayed at 5 State Parks and found them superior to the private parks. State camping sites are well planned, have clean washrooms and showers, and excellent ranger support and activities. In the future I will stay at state camping sites and have highly recommended them to my friends. Champoeg is the best of all.
- Overall, the park is very well maintained and doesn't need a lot of changes.
- I enjoyed my stay.
- I felt like there were less people around me than there probably was in actuality. That's good.
- I have a great time every time I am here. Thank you.
- I like the Willamette Valley bike trail that begins at Champoeg.
- I love Champoeg state park. I go there often. Thank you for keeping it beautiful.
- I really enjoy the disc golf course.
- Annual pass is not ridiculously priced.
- I really enjoyed my cabin: the views, the screens, the simple furnishings. And I loved the accessible shower room. I hope to come back with my family at some point.
- I really enjoyed the changes at the history museum. The exhibits were different from 2 years ago. Also, the book shop was nice. Lots of good books on Oregon and the Pacific Northwest history. Also, I had the chance to see a film about steamboats on the Willamette River. Champoeg truly is a wonderful place to visit.
- I really liked the park and sorry for not filling out the survey earlier.
- I very much liked the shows put on by the volunteers there about the history of the area. Very well done.
- Impressed with the park and facilities.
- It is a great park. I'll be bringing a group of Boy Scouts through there on their 50 mile bike ride. We also have family reunions there every couple of years.
- It is a wonderful place to get away. We come there every summer.
- It was a very pleasant experience. Thank you.
- Outside of the campsite areas, I thought the park was one of the prettiest I'd ever been to in Oregon. Really nice trails, etc. and the river views were great.
- It was very nice.

- It's a great park and reasonably priced. You have peace and quiet with access to shopping nearby and also Portland for any other needs. I like the country setting.
- It's a great place. Please do not eliminate off leash area. We would like to see the circle opened up to off leash too.
- It's a wonderful place to bike or hike.
- Keep up the good work.
- Keep up the good work. I'm impressed that the state cares.
- Keep up the great work.
- Keep up the great work.
- Like the spaciousness of the B Loop. Everything was clean and well kept. People were very friendly.
- Liked the big Sequoia trees; also liked how appropriate the park is for agricultural activity. I grew up in Oregon and with the park. Oswald west and the state parks are a great treasure of Oregon
- Love Champoeg Park, and have been going since I was 8 years old.
- Love long bike trails. Enjoy ranger programs.
- Love the disc golf and the geocaching. Please keep these two features they are what make this park special for us. We also love the kayaking.
- Love the dog exercise area. Expand rather than contract.
- Love the park. It's the jewel of the Willamette Valley.
- Love the park. It's a beautiful, well maintained facility. We use it often as a starting point for rides on local roads as well as within the park. Happy trails.
- Love the park. Other than the steep hill with no warning, everything went very well.
- Love the variety of areas in park. Close to family. Easy for elderly to camp because of facilities. Great for children and bikes. Good history displays.
- Love the yurts. Love the Oregon park system overall.
- Love your park. It is always on our must stay list when traveling in Oregon.
- Loved it.
- Loved it. Everything about it was great. Enjoyed the camping and the history, especially the history presenters. Really loved the Butteville Store.
- Loved it. It was clean and the camp hosts were friendly. We will definitely be returning. Next time for a longer visit. We really loved the free showers.
- Loved our stay, the camp was packed but we never felt crowded and the facilities are so well laid out & accessible. Our group plans on booking campsites next year for the same timeframe. Beautiful area in and around the park.
- Loved the owl hike.
- Love the Butteville store and think Champoeg is just fabulous.
- We love to stay in yurt.
- My wife and I very much enjoy the garden area here.
- One comment that was said among respondent's group was how quiet Champoeg was compared to the Cove Palisades.

- Thanks. Oregon state parks are some of the most beautiful in all of the states.
- Overall experience was great. Great atmosphere.
- Overall, the park is in great shape and well taken care of. I am very happy to live close and be able to visit often. I come here 3-4 times/week.
- Park host was extremely helpful.
- Park rangers are informative and pleasant to deal with.
- Parks are critical for the quality of life in Oregon.
- Probably our favorite activity is the whole family riding our bikes to the Butteville store for ice cream and history of the store.
- The campground was full or nearly full but I did not feel it was crowded. Perhaps if the maximum number of people had been in each campsite it would be crowded, but that never happens.
- Really enjoy myself every time I go to Champoeg. Live right between Champoeg and Silver Falls and think those are the two best parks.
- Really like the online system.
- Really nice park, never been before, found on the internet, loved it.
- Reason for trip was daughter's softball tournament. I live in Washington and think Oregon State Parks are the greatest and very well maintained. Will return to Champoeg next year for the tournament and the whole team is going to try and book reservations to stay at Champoeg.
- My family camps a lot and has never been to Champoeg. It is now one of our favorite parks. Love it.
- Me and my family really enjoyed ourselves.
- Had a great time.
- Have foster children and think the discount pass is a great, great thing. That's a huge plus for me and my family.
- Have gone to Champoeg for the past 30 years and think the park is just great.
- Am a host at Beverly Beach, and am dying to get into to Champoeg as a host.
- Really enjoyed the visitor center.
- Had a great time.
- It's the greatest park ever.
- Think the shower facilities were really great.
- Was with my mother-in-law who had a walking cane who mentioned the park was very easy to get around for her ability.
- Short distance to travel and great bike trails.
- Special kudos to the rangers and museum. Rangers allowed us to move to a different site to help us to get closer to the dog walking area. They were very helpful. Park was absolutely full. Ranger who did the oak tree presentation was very good. We will be back.
- State Parks were excellent overall.

- Terrific visit. Surprised how much information was there and the history. The children really loved it.
- Thank you all for your hard work. This is a very nice park and we're lucky to have it.
- Thank you for a wonderful visit as the park was clean and well kept. We will come back again as it is convenient to explore nearby communities (wine tasting, Portland, etc.) while offering desired recreational opportunities right at the park/campground.
- Thank you for letting us use lawn sprinklers to keep the kids cool. They had so much fun. Some of the grownups walked through the sprinklers, too. It was very hot that weekend. We had a great time. Staff was very, very helpful in facilitating the wedding.
- Thank you. Hope to visit again soon.
- Thank you.
- Thank you.
- Thank you. We enjoy walking our dog there and always have her on a leash and this isn't a problem for us and she still gets great exercise; as do we.
- Thank you. Nice park.
- Thank you. We enjoy the park for our family reunions.
- Thanks for a great stay.
- Thanks for a nice park.
- Thanks for the summer--we are staying in Oregon yurts and cabins all summer and the reservation agent helped us ensure we got places we could go from one to the other to spend the summer with our grandchildren in the out of doors in an economical way. We like biking, hiking, swimming and the junior ranger programs. The Yurt system in Oregon is great! We think requiring everyone to pay for their full time reserved spot at the time of the reservation is the fairest way to do things. Otherwise people just take up reservations with little cash down and keep others from the opportunity.
- Thanks for wanting to hear our views on the matter at hand.
- Thanks for your help.
- Thank you. We will be back next year for our anniversary.
- The camping trip was a wonderful experience for my grandchildren (ages 4-10) and it was close to the house. It was a great way to show kids the beauty of Oregon, and they got a dose of rain as well.
- The group RV area worked out beautifully for our family reunion. The staff was very helpful. We would come again.
- The guides were amazing. So friendly and so full with information. My children had a really great time and we appreciated it so much. We had an hour to kill and saw the road sign and decided to swing on it.
- The oak groves are lovely. Sitting here and listening to the birds is my favorite thing. Especially in the winter when there's less people. This is a great place for families so I hope the funding enables the state to continue to support such a lovely and convenient park.
- The park host in our area was very nice and helpful.

- The park host was a very nice man. Always enjoyed talking to him as he made his rounds.
- The park is clean, I like that.
- The park rangers and hosts in the A loop were very, very helpful and extremely accommodating. I would have given 'em a 20.
- The park system is absolutely fabulous.
- Think Champoeg is a wonderful place to visit.
- This is a wonderful park. Thanks to all of the people that make and keep it that way.
- This is our very favorite state park in Oregon. Keep up the good work. And thank you.
- This park is a great place to come picnic, relax and enjoy time with the family. It is a good size park with lots of great things to do and a place that you can bring your own yard games to enjoy. Great for riding bikes, hiking, and berry picking. Another perk is having some camping so close to home.
- We did immensely enjoy our time at Champoeg. Thanks.
- Very clean and the park rangers were awesome.
- Very impressed with the park.
- Very interesting.
- Very nice return trip, respondent and his wife really enjoy the park.
- Very pleased with our experience.
- Very supportive of the park system and its people. Very impressed with what we do with our parks.
- Visit as part of a longer trip. Very nice park. Appreciate the off-highway quiet location.
- Visit was very enjoyable. We will return.
- Was a pleasant experience with the reservation system. Am new to RV camping and the reservation agent was respectful in asking the right questions and helping to book the correct RV site.
- We always enjoy our stay at the park.
- We always love coming to Champoeg.
- We appreciate Champoeg so very much. Brought many students here. You are very important.
- We came to hike with our dog. We enjoyed the leash free area.
- We enjoy Champoeg with our grandchildren. The visitor center and people are great.
- We enjoyed ourselves. It's a beautiful park close to home. We love the Butteville store too.
- We especially appreciate the ranger's assistance with check in and walking around at quiet hours. Very kind and helpful.
- We especially enjoy returning to the little school house and museum and the Historical Butteville store for delicious lunches. Thanks so much.
- We had a fabulous time. The park was clean and the staff we encountered was very friendly. A+++ for sure.

- We did enjoy the free museum. The staff who dressed up was so knowledgeable and fun to be around.
- We had a great time biking at the park with kids aged 5-8. Really look forward to coming back.
- We had a very pleasant trip. The park was beautiful and very spacious.
- We only felt slightly crowded in the campground, but in the rest of the park there was plenty of room to roam without running into others.
- We have a family reunion every year here and we enjoy the park.
- We have enjoyed camping at Champoeg more often than any other Oregon State park. The reasons are because of the closeness, usually available campsites, state and national history, bike trails, frisbee golf course, the beauty, and nature.
- We have enjoyed coming to the Champoeg State Heritage area for over 10 years. We find the park has an excellent balance of camping, day use, biking and hiking trails. The information center and all the staff we have encountered are extremely informant and helpful. The park is also well maintained and spread out over such a large area that you never seem to be crowded. We enjoy how well the park blends into the neighboring farm fields and is maintained in the manor of a working farm. Overall, Champoeg is a gem of a park and we love when the birds or deer become part of the camping experience. Keep up the great work. Thank you.
- We have in the past been Camp Hosts ourselves, and would like to say that the ones you have now at the park were most helpful and hard working. The rangers were also very available when one needed at ask questions.
- Thanks for a great few days of R & R.
- We have visited Champoeg a few times and have always been very happy with the campground.
- We love Champoeg.
- We love Champoeg. We also like to visit the Heirloom Rose Gardens.
- We love Champoeg and look forward to our visit next year and hope to stay even longer. Thank you.
- We love Champoeg for its incredible history, beautiful park, and great campgrounds.
- We love Champoeg.
- We love it here.
- We love it just the way it is. Especially like the disc golf and the owl prowl this last visit.
- We love Oregon State parks.
- We love our state parks.
- We love this campground. Due to disabilities, the access to facilities is wonderful. Staff is very courteous and helpful
- We love this park.
- We love this park area and know that it is well loved by other Newberg area residents. It's close to town but far enough out to give a sense of a "road trip". Still would love to see more events to bring bigger crowds. Occasional big crowds will open the eyes of others so that they will come back and visit on non-event days.

- We love this park, the programs, and the bike trails. Keep up the good work.
- We loved it and wished we had come here before, since it is so close to our home. We will return.
- We loved our visit to your campgrounds. We plan to come back and our family reunion will most likely be at your campgrounds again.
- We originally came to Champoeg on recommendation from relatives in Portland and stayed here when visiting Portland; enjoyed the park 25 years ago. It has been expanded but still retains similar atmosphere, and a little quieter now. We like the sense of being out in the farm fields & also enjoyed the interpretive center. Now it is a stopping place on our way up the coast.
- We were very impressed with the park.
- We will come back and bring friends. I work in the RV world. I send new travelers to you all the time. It would be nice to have some info to give out to my clients.
- We will return soon.
- What a wonderful park. The campsites were immaculate. We will definitely go back.
- What a beautiful place and so close to PDX. We will be back to camp next time. Very family friendly loved this visit. Thanks for everything.
- Will bring bicycles next time, so many trails.
- Will return when able.
- Will visit again.
- Really like the fact that you are surveying the campers / customers, I really appreciated it.
- You are on our must do yearly family camping trip.
- You have a beautiful park. We enjoy staying there. "B" Loop is our favorite, has nice large campsites.
- Yurts and cabins are great. We love camping light.

Negative Comments and / or Issues for Improvement

- Three more holes on the disc golf course. Cement pads and signage.
- Some holes (#'s 5 & 7) need more regular mowing. Hole seven is understandable because of springtime water levels.
- A lot of bee's.
- A playground would be wonderful.
- Carts for yurt campers to aid moving in and out.
- Bathrooms are a long way from yurts and could be a problem for people with children or the handicapped.
- Just wish the Butteville store was open later.
- Wish it had another loop for RVs with full hook up.
- Camping is getting too costly these days.
- Cancellation policy - should be at least three days to cancel without forfeiting first day because it ties up other campsites for other people who can make the reservation.

- In B loop in the handicap spot next to us, the water was brown and park personnel told them to let it run and it would be clear, but never cleared up and then the water started running brown.
- Take better maintenance of the lawn.
- Carts to haul gear to yurts and cabins would be very helpful.
- Cell towers maybe.
- RVs are not a reasonable way to transport oneself. Increasing concerns about global warming, oil spills, motor vehicle pollutants, wars over petroleum etc. Driving an RV will become socially unacceptable or even immoral. Oregon State Parks have excessively catered to RVs, with a few parks (such as Wallowa Lake State Park) almost being ruined by being paved and crowded for RVs. I know they provide good revenue, but I encourage OSP to take the high road and help people find lower impact ways to enjoy nature and culture.
- Making reservations at other Oregon state parks were a bit of a challenge.
- Clear signs for running water.
- Clear the blackberry patches/bushes on the trails, having trails blocked off were a bummer.
- Complaint about cancelling and changing reservations.
- Complaint about the check in system.
- Could not reserve tent site via internet, would have been nice if I could have.
- Cut the grass in disc golf area more often.
- Camp site should be spaced better wherever possible, you have the space.
- Nowadays WIFI is very important.
- There are dish water dump units at campsites but still signs should be prominent telling campers to use them and not to wash dishes at their camp faucets which we observed several times.
- Disappointed about the lack of tent-only campsites. The standard sites offer little or no privacy.
- Disappointed that we had to have our dog on leash in our campsite. No point in bringing him if he has to be tied up all the time. This will prevent us from camping here again.
- Do not like Reserve America at all. Maybe keep a loop un-reservable until a month before, making it easier for people who work full time to plan a quick trip.
- During rainy season there is not enough drainage by bathroom from Yurts. It makes it impassable at times.
- It would be nice to have more programs at the theatre in between the A and B loop to provide more programs about the history of the area and Oregon.
- Fee quite expensive.
- Overcrowded.
- Felt that our reservation and request for handicapped accommodations were handled poorly by phone reservation person.
- Finding a less busy time to clean the sewage.

- Fire pit could have been bigger and taller, for safety.
- Fix the toilets.
- Grass was too long, hindered games at the campsite.
- Ten pm is too early for quiet time.
- Separate large group sites better.
- Any chance of clearing a beach area along the Willamette?
- You simply need more shade trees in the newer campsite areas and fewer people. Maybe create more natural vegetation surrounding camp sites so you don't feel like you're on top of each other.
- We would stay longer if we could get full hookups.
- Had one bad experience. Hubby went to McMinnville to take pictures, when he got back, laid video camera on the front of the RV and the camera was stolen when he went inside RV just for dinner.
- Hate Reservations NW. Too much garbage to listen too. Employees are not knowledgeable about parks.
- Fees are out of line and too much. Lost revenue due to camping being reservation only.
- Hate the Oregon State Parks reservation system. Camping should be spontaneous, not planned 9 months in advance.
- The only thing was the weekend we stayed at Champoeg, there was a Labrador show and people had 4 to 5 dogs that were annoying and barking.
- Having opportunities for swimming.
- How about a free night? Pay for two nights and get a third free.
- I believe the people who live, work, and pay taxes in Oregon should have first choice at campsites. My second choice is out of state people pay an out of state fee. We support the state parks year around. Out of state people visit our beautiful state parks for a few days and leave.
- I come mostly to play golf, maybe camp once or twice annually. I would come more often, but it is usually booked solid. I lucked out and got a yurt on a week's notice (likely a cancellation).
- Sometimes parking is difficult near the golf course. It seems to me there is room for more golf to the West.
- I would like more information on reserving group picnic (sheltered) areas, fishing (if there are any to be caught).
- More privacy camping.
- I don't think the reservation system is fair. The best sites get taken exactly 9 months in advance and for the person who can call at 8 AM and stay on the line for a very long time. For example: I called exactly 9 months in advance and called at exactly 8 AM and was on hold for 45 minutes. I did get the picnic site I wanted, but it is not fair to the person who cannot call at 8 AM and stay on the line for such a long time. 9 months is too long to hold sites, and it keeps those who can't plan that far ahead from having sites still available for them.

- I feel that the dog owners have a strong lobby. Non-dog owners don't have a "voice". Obviously they are not listened to.
- Also smoking, I do prefer to have fresh air, but with people smoking anywhere, it's sometimes difficult (i.e., on trails) to breath fresh air. I hate to sound militant, but without cigarette smoke, and without dogs, my experience of Oregon Parks would be 1,000% improved.
- I feel we pay too much for our area as we do not use the whole area.
- I like the WA State Park reservation website that has pictures of each site. It is very helpful when making reservations for places where I don't have firsthand knowledge.
- The off leash dog area would be great with a path that stayed dry year round.
- I mainly come for disc golf. If improvements to the course can be made, that would be great. I don't know how it would best be worked out, but I wonder if some way can be developed that would space groups from bunching up on the course.
- The daily parking fee is rather steep.
- I think the state park system should not continue charging for one and 2 year passes for each family. I am afraid the state parks will lose money on the new system as others will pass around their state park pass.
- I was disappointed that I could not make a reservation online using our "Access" pass. Big pain in the butt having to make telephone reservations.
- I would enjoy it if you could mow on hole five and seven more often and quit mowing the pin on hole six.
- I would stay at Champoeg more if not for the \$24 fee.
- Ice machine would be a good idea.
- If check out is at 1 am and check in is at 4, why are they rushing me to be out? So the motor coach parked in front of my site can check in as soon as I leave?
- If possible, make tent campsite reservations available online, rather than requiring campers to call in to make a tent campsite reservation.
- If they are thinking of expansion, it would be nice to have more full hook-up sites and more group RV sites to accommodate at least 10 RVs.
- Internet website does not allow disabled vet reservations. Phone and internet reservations are not friendly to last minute reservations.
- It was pretty loud at night. Even aside from the incident with the late arriving vehicle with back up beepers. It would be great if there was some kind of "quiet" time around 10:00. There were two groups of people having parties outside until about midnight on Saturday night.
- It would also be nice to have more plant screenings between spots like many of the coast parks.
- It would be nice if the yearly pass for Oregon parks also worked for the Washington County parks.
- It would be nice to provide more ranger programs during the week rather than most of them on the weekend. Especially during the summer months when kids are camping during the week.

- Hate, hate the reservation system and Reserve America internet site. Hate that you have to book so far in advance, you can't camp on a whim.
- It would be nice to see the river a little more.
- Lighted sidewalk from the yurts to the restroom at night.
- Had problems with making reservations.
- More areas to walk dogs off leash (paths).
- More privacy between campsites.
- An eye level shelf in the shower would be nice. I left my shampoo, conditioner and soap on top of the shower. I didn't see them from the changing area before I left and they were gone the next morning. My fault, but an eye level or lower shelf you can see from the changing area probably would have reminded me not to leave them behind.
- Maintenance up keep with the grass, it was very brown and it should be watered more so it's more pleasant.
- More full hook-ups.
- Make fishing more accessible for visitors.
- Make the showers safer so it's not slippery.
- Allow no dogs in showers. If they already aren't allowed, signs need to be put up.
- Make password retrieval easier for the internet. Too much holding for reservations at the call center.
- More church listings so people know where local churches are. Also police phone number and veterinarian.
- Make sure that short people or people in wheelchairs can see the river. The main reason why we visit Champoeg is because of the easy access to get around the park in a wheelchair.
- Make yurts less expensive.
- More accessible garbage and recycling in Oak Grove area would be nice.
- More disc golf holes.
- Try to include an off-leash area for pets that is closer to the campgrounds.
- More full hook-ups would be great.
- Could definitely be more restrooms. Especially in the a-loop.
- More full hookup sites.
- Getting back the express check-in for online reservations. When we transferred over to the new reservation system they got rid of it.
- More non-reservation sites. When people travel it is hard to secure sites with so many reservation only areas.
- More space between campsites.
- More space between sites, more privacy. The main reason why we probably won't go back to Champoeg is because the campsites were too close and not enough privacy.
- Understand why there is a reservation system in place, but having reservations in general, especially nine months in advance, takes the fun and spontaneity out of camping.
- More tent sites and lower tent site prices.

- More yurts would be nice.
- Native plantings would be a great management strategy. Education about native versus invasive species is something people in the NW need to learn about.
- Need longer bike trail.
- Not enough people allowed per site. We have 9-11 grandchildren. To think that we would have to rent an additional site annoys us.
- One of the things that we noticed was that when we would come to the park and it said it was full, then we would get up in the morning and there was no one there at all the sites.
- A closer and bigger off leash dog area. It's too far from the campground.
- Oregon State Parks are extremely aggressive in their marketing.
- People who only stay one night at the park are unable to answer most of your questions.
- Placement of the sixth hole is awful. Too close to the creek and possible loss of disc and or intrusion into the drainage way. Suggest moving it away from stream bank. Also wish that there were three more holes to make it an 18 hole course.
- Please add playgrounds.
- Please do not even consider implementing wireless internet at a campground. That would be a single factor that would make me choose another park.
- Also, strongly encourage increased recycling at the park.
- Please don't start adding multi-lingual signage to the parks. English is our official language. I am completely supportive of more graphical signage as this makes it friendlier for foreign visitors, but please don't start adding additional languages to the signs.
- Please have more Homestead Days. I'm a descendent of pioneers, and I really like to learn about that period of history.
- Please replace rubber mats with cement pads on disc golf course.
- Pool or swimming area would be nice.
- Post signs that keep kids and people from walking and riding bikes though occupied campsites.
- Posted info for closest hospital and Veterans hospital.
- Privacy and space between campsites.
- Do something about the muddy trails along the river.
- Maybe have kid-sized life jackets that can be borrowed for playing in the river.
- Promote Champoeg more to the Boy scouts for group trips because of disc golf.
- Provide discount passes for active elderly people / senior citizens. With a whole group of active retirement centers and active elders around Champoeg could do a better job targeting with promotions to this demographic.
- Provide a playground.
- Provide doggy doo pickup bags.
- Provide fans to rent when it's extremely hot. Have carts to load stuff on to bring up to yurt, or vans available as part of the package for the yurts.
- Provide more cabins and yurts.

- Provide more focus and information on the cultivation and growing process during farming instead of just focusing on the harvesting.
- Provide trash compactors.
- Enforce the dog rules.
- Provide wireless internet.
- Providing a fish cleaning stall would be nice so you don't get to look at blood and guts on the dock.
- Providing buffers between regular campsites and walk-in campsites. It wasn't very pleasant seeing naked people as they were changing.
- A back in boat ramp would be nice.
- Providing more off leash areas for dogs.
- Wasn't happy with the Reservation Americas website. It was too confusing.
- More yurts.
- Public showers would be nice.
- Put in a playground and then it will be perfect.
- Ranger at check in booth for more hours.
- Road noise was very loud.
- Seems a little pricy for camping.
- Reservation fees are excessive. Being able to book so far in advance ties up parks unnecessarily. Should have more drop in sites.
- Reserve America is horrible. Its call center needs to increase staffing and the website is by no means intuitive. Don't get me wrong, I know how to navigate websites, but there's is just plain janky.
- If I was a day user at Champoeg, the \$5 entry fee would've been a little stiff.
- There was some rude people next my family's campsite, but they left.
- River access.
- Shorter walk from yurts to restroom.
- Another family / non group tent area with no RVs nearby.
- Signs identifying the various trees and shrubs in the area.
- Site A41 had severe problem with sewage in a nearby holding tank which stunk like raw sewage that seeped through bottom of the tent and ruined everything. The park staff was unresponsive and acted like there was not much of a problem, even to imply that they peed in their tent.
- Sorry you changed the park pass process. I think Oregon will lose a lot of money under this system. I, plus many friends would buy passes, now we can just exchange 1 pass. Not smart. I am willing to pay for support of our parks.
- Tent campers should not have to pay the higher price for a site with electricity that we do not use.
- It would be nice to have some more disc golf courses in the state parks. Thanks.
- The old sewer/septic system need to be changed out, or the sites near them should not be used.

- The only thing I wish I could've seen was the museum and the cabin, but didn't get a chance to see them because they weren't opened yet when we went camping around the first week of June.
- The only thing I did not enjoy about our stay was the teens that were playing some kind of game where they ran through our campsites in the dark. They were very rude to those of us who asked that they respect our campsites. Otherwise our stay was wonderful.
- The only thing that was a bit of problem was the water taps didn't seem to be user-friendly.
- The park needs a better system to deal with last minute cancellations and people waiting on standby for a camp site. At present, the rangers just say check-in every hour. This is not practical if you want to be doing some other activity. For cancellations within 48 hours, there needs to be an onsite standby list. Then any camp site that become available need to be given out at a specific time, say 3 pm.
- The site of the original vote near the river was hard to find.
- There should be more information on the Champoeg pamphlet about the frisbee golf course.
- Include more trash cans and recycle containers around the disc golf course. Beer bottles and trash were everywhere.
- More mountain biking trails would be great.
- Thought the cabin / yurt fees were a little high.
- Want pull through campsites.
- Was disappointed because the museum was closed at the time of visit.
- Would've liked more shrubbery between campsites for more privacy because I am a smoker and wanted privacy in the morning to go out for a smoke and morning coffee.
- Have designated off-leash areas if going to make park more pet friendly, with time constraints on use in the area for overly noisy pets.
- We couldn't find the town site trail and wondered around looking for it most of the time. I will try the internet for a better map for next time.
- Would love more weekday activities.
- Only glitch. We had an accident at the visitor center when leaving. My 7 year old lost control of his bike coming down the steep paved trail that goes out the back of the building, along the garden and toward the main road. He ran into the fence pretty hard. I had to run up for bandages because he scrapped up his arm. He was pretty upset and I asked if someone could give us a ride back to the camp spot (we were way over in B circle). They did their best to help us, but we did have to wait 20 minutes for a ride in which we started walking instead while pushing his bike. Eventually someone was able to help by taking his bike back for us.
- We get lost almost every time we go to Champoeg State Park. The highway signage leaves much to be desired. Have found at least 4-5 different routes to date, but it's always worth the effort.
- The only complaint I have is that the museums charged a fee for children. I can see possibly charging teenagers and up, but not little kids. That often prohibits our family

from going to a museum when we have to pay for our younger children since we have four. Just something to consider. We would have loved to go visit both, but it wasn't in our budget.

- Would not camp at the park because the sites are not wooded or private.
- I would like to see a more detailed map on the walking trails with the approximate mileage from point A to B.
- We have never been able to use the online reservation system in Oregon successfully. We can navigate the system easily but it always locks up when we try to actually reserve a site. We have FIOS so we do not think it is our internet that is the problem. Also, we try many different times of day and always have the lock up problem. Consequently we end up having to phone for a reservation during the weekday during 8-5 hours. We would really like to be able to use the online system. The system Washington uses works much better.
- Our last visit was an extremely disappointing one. The site immediately beside us, meant for one tent / RV, was filled with 5 tents. In fact, was so full that one of the tents was almost completely on our site. Along with the number of tents and tarps and televisions and video games, were a large number of people and vehicles. The park was not overly crowded, but we felt extremely overcrowded in our site and, consequently, very uncomfortable. I believe that the rules in place are fair, yet do no good if not enforced. In speaking with one of the rangers, apparently the same group comes every year and must be reprimanded for something every year. Such groups really spoil the camping experience of those around them and that is a disappointment.
- I was really stumped about "how many people I saw" at Champoeg. Who's counting? The only thing we noticed was that a lot of people come and go. It was nice to stay for 8 nights.
- Only complaint is no ranger programs during the week. The kids love those and I do too.
- We missed the two museums because we were not there during their limited schedule.
- We needed a sewer connection for the RV.
- Would have liked a way to buy a newspaper, perhaps at the Butteville store.
- We were there on the day the car club had their big get together. They were all gone by 3:00 pm which is when we started. They had reserved the area for the whole day, so even though they were gone, the ranger made us move to an area fairly distant from the restrooms. This was almost an issue for my mom, who is disabled, and also for my two year old potty training son. I was not very impressed by the customer service side of this situation.
- We would have like to have the junior ranger program offered during the week, instead of only on weekends.
- We would prefer our group use the A loop due to the better trees and shade, but the yurts are way too far away from the bathroom facilities. You really should provide at least a port-a-potty in the yurt area.
- We would strongly support a better bike path / sidewalk / trail from Newberg to Champoeg.

- We would visit Champoeg Heritage Area more often if there were more available camping spaces.
- Just wish you had a swimming area.
- Wi Fi would be nice, but not if it costs extra.
- Wish there were a docking area for kayaks that didn't require steps.
- Wish there was more access to the river because it was a steep drop-off from the bike trails.
- Tent site area needs to have more room for the kids to get out, it was kind of congested. Kids got in trouble for throwing a ball in the street.
- Would be nice to have a children's play area in the oak grove site.
- Need extra bathrooms.
- Would have been better if there were swings or a sand box. Any playground area. Even a paved area for small children to bike ride, away from traffic.
- Would like access to the Willamette for kayaking.
- Would like ice cream at Butteville store.
- Would like more full hookups.
- Would like to be able to make an online reservation 1 day in advance.
- Your yurt "village" needs to have their own bathrooms and showers. It is way too far to walk to the bathroom from the yurts. No wonder people pee in the bushes. If funds are short, why not sacrifice one trailer site and open up the fence so Yurt campers don't have to walk all the way around the fence.
- I would really like to see more deluxe yurts and/or deluxe cabins in all Oregon State Parks. Please be stricter with owners of barking dogs.
- Please expand the amount of yurts and cabins and allow more pets.
- The "A Loop" camping section is getting old and could use new landscaping / vegetation, more screening between sites, and RV sewer hook-ups.
- The "B Loop" camping section could use more shade, more screening, and more RV sewer hook-ups.
- Lower yurt and cabin rates and create a vehicle surcharge to promote alternate forms of transportation.

APPENDIX B: QUESTIONNAIRES

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



Please Complete this Survey and Return it to the Field Assistant

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

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

2. In total, how many hours are you spending at Champoeg State Heritage Area on this trip? (write number) _____ hour(s)

3. Please check **all** recreation activities you are doing at Champoeg State Heritage Area on this trip. (check **ALL THAT APPLY**)

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

4. From activities in Question 3 above, what **ONE primary activity** are you doing at Champoeg State Heritage Area on this trip? (write a letter that matches your response)
 Letter for primary activity _____

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

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

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

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

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

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

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

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

16. Approximately how many people have you seen at Champoeg State Heritage Area on your trip? (**write a number**)

I saw about _____ other people

17. To what extent have you felt crowded at Champoeg State Heritage Area on your trip? (**circle a number**)

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

18. What is the maximum number of other people that you would accept seeing at Champoeg State Heritage Area 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 Champoeg State Heritage Area

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

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area?

(circle one number for EACH)

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

20. **Including yourself**, how many people are accompanying you at Champoeg State Heritage Area on this trip? _____ person(s)

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

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

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

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

23. Does anyone in your group have a disability?

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

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

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

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

Letter _____

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

Yes

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

27. How did you get to Champoeg State Heritage Area on 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)

Bus or other public transportation

On a bicycle

On a boat

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

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

Yes

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

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

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

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

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

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

- White (Caucasian) Hispanic / Latino American Indian or Alaskan Native Other (write response)
 Black / African American Asian Native Hawaiian or Pacific Islander _____

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

- English Spanish Russian Other (write response) _____

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

- English Spanish Russian Other (write response) _____

36. What is your household's total annual income before taxes?

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

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

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

Thank you, your input is important! ***Please return this survey to the field assistant.***

Overnight Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it in the Postage Paid Envelope

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



Nature
HISTORY
Discovery



We are conducting this survey to learn about your experiences at Champoege State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you complete this survey, return it in the postage paid envelope.**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

I saw about _____ other people

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

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

18. What is the maximum number of other people that you would accept seeing at Champoeg State Heritage Area 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 Champoeg State Heritage Area

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

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area?

(circle one number for EACH)

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

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

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

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

- 30 amps
 50 amps
 100 amps
 No electric power needed

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

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

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

24. How far in advance do you feel that site reservations should be allowed to be made? (**check ONE**)
 1 month 2 months 3 months 4 months 5 months 6 months 7 months 8 months 9 months 10 months 11 months 12 or more months

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

26. Who first suggested the idea of visiting Champoeg State Heritage Area on this trip? (**check ONE**)
 Yourself Spouse / significant other Son or daughter Friend / other family member Someone else

27. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? (**check ONE**)
 No
 Yes → if yes, where were these dog(s) in the park? (**check ALL THAT APPLY**)
 Off-leash pet exercise area Hiking or walking trail Picnic area Children's play area

28. Did anyone in your group have a disability?
 No
 Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) Hearing Sight Walking
 Learning Other _____

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

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

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

31. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)
 Yes
 No → if no, what additional information did you need? (**write response**) _____

32. How did you get to Champoeg State Heritage Area on your recent trip? (**check ONE**)
 My family's personal vehicle → how many total people were in the vehicle? _____ person(s)
 Somebody else's personal vehicle → how many total people were in the vehicle? _____ person(s)
 Bus or other public transportation
 On a bicycle
 On a boat

33. Do you have a computer with internet access at home? (**check ONE**)
 No
 Yes → if yes, is this *high-speed* internet access? (**check ONE**) No Yes

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

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

36. Which of the following best describes you? (**check ONE**)
 White (Caucasian) Hispanic / Latino American Indian or Alaskan Native Other (write response)
 Black / African American Asian Native Hawaiian or Pacific Islander _____

37. What language do you read most of the time? (**check ONE**)
 English Spanish Russian Other (write response) _____

38. What language is spoken most often at your home? (**check ONE**)
 English Spanish Russian Other (write response) _____

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

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

Thank you, your input is important! *Please return this survey in the enclosed addressed postage-paid return envelope.*

APPENDIX C: UNCOLLAPSED PERCENTAGES

Day Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it to the Field Assistant

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

1. Before this trip, had you ever visited Champoeg State Heritage Area? (**check ONE**)
 - 15% No
 - 85% Yes → if yes, how many day trips have you made to this park in the past 12 months? (**write number**) see report trip(s)

2. In total, how many hours are you spending at Champoeg State Heritage Area on this trip? (**write number**) see report hour(s)

3. Please check **all** recreation activities you are doing at Champoeg State Heritage Area on this trip. (**check ALL THAT APPLY**)

55% A. Hiking or walking	30% F. Sightseeing	2% K. Fishing
17% B. Dog walking	47% G. Picnicking or barbecuing	2% L. Boating (motor, canoe, kayak)
7% C. Running or jogging	8% H. Camping	2% M. Geocaching or Orienteering
29% D. Bicycling on trails	17% I. Bird or wildlife watching	6% N. Ranger-led program(s)
16% E. Bicycling on local roads	18% J. Disc golf	22% O. Other (write response) <u>see report</u>

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

Letter for primary activity see report

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

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

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

7. Is Champoeg State Heritage Area the main reason for your trip today? (**check ONE**) 48% No 52% Yes

8. Overall, how dissatisfied or satisfied are you with your **overall experience** at Champoeg State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 1% Dissatisfied 2% Neither 41% Satisfied 57% Very Satisfied

9. How dissatisfied or satisfied are you with the **natural environment** at Champoeg State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 0% Dissatisfied 3% Neither 45% Satisfied 52% Very Satisfied

10. How dissatisfied or satisfied are you with the **facilities / services** at Champoeg State Heritage Area? (**check ONE**)
 0% Very Dissatisfied 1% Dissatisfied 6% Neither 46% Satisfied 47% Very Satisfied

11. How dissatisfied or satisfied are you with the **fee that you paid** at Champoeg State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 5% Dissatisfied 15% Neither 47% Satisfied 32% Very Satisfied

12. How unlikely or likely are you to return to Champoeg State Heritage Area in the future? (**check ONE**)
 1% Very Unlikely 2% Unlikely 2% Neither 27% Likely 68% Very Likely

13. How **important** is it to you that each of the following is at Champoeg State Heritage Area? (**circle one number for EACH**)

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

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

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

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

See report

16. Approximately how many people have you seen at Champoeg State Heritage Area on your trip? (**write a number**)

I saw about see report other people

17. To what extent have you felt crowded at Champoeg State Heritage Area on your trip? (**circle a number**)

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

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

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

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

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area?

(circle one number for EACH)

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

20. **Including yourself**, how many people are accompanying you at Champoeg State Heritage Area on this trip? see report person(s)

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

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

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

73% No

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

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

23. Does anyone in your group have a disability?

81% No

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

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

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

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

Letter see report

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

96% Yes

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

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

- 87% My family's personal vehicle → how many total people were in the vehicle? 2.63 person(s)
- 7% Somebody else's personal vehicle → how many total people were in the vehicle? 3.85 person(s)
- 1% Bus or other public transportation
- 4% On a bicycle
- 0% On a boat

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

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

49% Yes

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

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

9% No

92% Yes → if yes, is this *high-speed* internet access? (**check ONE**) 6% No 94% Yes

31. Are you: (**check ONE**) 42% Male 58% Female

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

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

93% White (Caucasian) 2% Hispanic / Latino 0% American Indian or Alaskan Native 3% Other (write response)

1% Black / African American 1% Asian 0% Native Hawaiian or Pacific Islander _____

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

100% English 0% Spanish 0% Russian 0% Other (write response) _____

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

99% English 0% Spanish 0% Russian 1% Other (write response) _____

37. Where do you live? (**write responses**) City / town see report State see report Country see report Zipcode see report

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

Thank you, your input is important! ***Please return this survey to the field assistant.***

Overnight Visitor Experiences and Perceptions at Champoeg State Heritage Area



Please Complete this Survey and Return it in the Postage Paid Envelope

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



Nature
HISTORY
Discovery



We are conducting this survey to learn about your experiences at Champoege State Heritage Area. Your input is important and will assist managers improve your experiences at this park. **Once you complete this survey, return it in the postage paid envelope.**

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

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

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

78% A. Hiking or walking	49% F. Sightseeing	7% K. Fishing
30% B. Dog walking	48% G. Picnicking or barbecuing	4% L. Boating (motor, canoe, kayak)
6% C. Running or jogging	95% H. Camping	4% M. Geocaching or Orienteering
45% D. Bicycling on trails	27% I. Bird or wildlife watching	20% N. Ranger-led program(s)
22% E. Bicycling on local roads	13% J. Disc golf	12% O. Other (write response) <u>see report</u>

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

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

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

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

7. Was Champoeg State Heritage Area the main reason for your trip? (**check ONE**) 54% No 46% Yes
8. Overall, how dissatisfied or satisfied were you with your **overall experience** at Champoeg State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 2% Dissatisfied 2% Neither 33% Satisfied 63% Very Satisfied
9. How dissatisfied or satisfied were you with the **natural environment** at Champoeg State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 1% Dissatisfied 3% Neither 41% Satisfied 54% Very Satisfied
10. How dissatisfied or satisfied were you with the **facilities / services** at Champoeg State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 3% Dissatisfied 5% Neither 37% Satisfied 54% Very Satisfied
11. How dissatisfied or satisfied were you with the **fee that you paid** at Champoeg State Heritage Area? (**check ONE**)
 1% Very Dissatisfied 5% Dissatisfied 8% Neither 56% Satisfied 42% Very Satisfied
12. How unlikely or likely are you to return to Champoeg State Heritage Area in the future? (**check ONE**)
 1% Very Unlikely 3% Unlikely 4% Neither 26% Likely 66% Very Likely
13. How **important** is it to you that each of the following is at Champoeg State Heritage Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	0%	2%	28%	70%
Number of toilets / bathrooms.	2	3	10	44	41
Cleanliness / conditions of toilets / bathrooms.	1	1	5	31	63
Absence of litter.	0	0	3	37	61
Presence of park rangers / personnel.	1	2	10	49	39
Courteousness of park rangers / personnel.	0	1	5	40	54
Number of park trails.	1	2	16	48	34
Condition / maintenance of park trails.	1	1	12	48	39
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	8	9	34	28	21
Facilities for groups to gather.	11	10	35	25	18
Variety of things for adults to do.	2	6	21	48	23
Variety of things for youth to do.	6	5	23	39	28
Personal safety.	0	0	8	38	54
Number of information / education programs or materials.	4	7	33	40	16
Quality of information / education programs or materials.	4	6	30	42	19
Information specifically about conditions or hazards in the park.	2	5	25	42	26
Signs about directions within the park.	1	2	45	52	30
Signs about directions to the park.	2	4	19	46	29
Public transportation to this park.	24	16	44	8	7
Parking for vehicles.	2	5	19	51	23
Comfort of campsites.	1	0	3	40	57
Shading provided by trees or other structures.	1	1	6	41	52
Good value for the fee that I paid at the park.	0	0	4	39	57

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

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

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

see report

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

I saw about see report other people

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

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

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

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

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

19. To what extent do you **oppose or support** each of the following possible management actions at Champoeg State Heritage Area?

(circle one number for EACH)

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

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

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

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

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

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

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

23. How dissatisfied or satisfied were you with the reservation system for your trip to Champoeg State Heritage Area? (**check ONE**)
 3% Very Dissatisfied 6% Dissatisfied 5% Neither 38% Satisfied 49% Very Satisfied 4% Didn't make reservation
24. How far in advance do you feel that site reservations should be allowed to be made? (**check ONE**)
 7% 1 month 10% 3 months 1% 5 months 1% 7 months 24% 9 months 2% 11 months
 5% 2 months 2% 4 months 27% 6 months 2% 8 months 2% 10 months 17% 12 or more months
25. **Including yourself**, how many people accompanied you at Champoeg State Heritage Area during stay? See report person(s)
26. Who first suggested the idea of visiting Champoeg State Heritage Area on this trip? (**check ONE**)
 63% Yourself 16% Spouse/significant other 3% Son or daughter 15% Friend/other family member 4% Someone else
27. Did you or anyone else in your group bring dog(s) with you to Champoeg State Heritage Area? (**check ONE**)
 61% No
 39% Yes → if yes, where were these dog(s) in the park? (**check ALL THAT APPLY**)
 27% Off-leash pet exercise area 85% Hiking or walking trail 25% Picnic area 3% Children's play area
28. Did anyone in your group have a disability?
 81% No
 19% Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) 14% Hearing 6% Sight 76% Walking
 9% Learning 18% Other _____
29. When you were thinking about visiting an Oregon State Park such as Champoeg State Heritage Area, about how often did you obtain information from each of the following sources when making your decision? (**circle one number for EACH**)
- | | Never | | Sometimes | | Often |
|--|-------|----|-----------|-----|-------|
| A. Official internet websites (e.g., Oregon State Parks, Travel Oregon). | 7% | 2% | 15% | 15% | 62% |
| B. Social media internet websites (e.g., Facebook, Twitter). | 86 | 6 | 5 | 2 | 1 |
| C. Brochures. | 44 | 8 | 27 | 14 | 8 |
| D. Newspapers. | 76 | 10 | 11 | 2 | 1 |
| E. Magazines. | 72 | 9 | 13 | 5 | 2 |
| F. Books. | 69 | 9 | 12 | 7 | 3 |
| G. Television. | 84 | 8 | 5 | 1 | 1 |
| H. Videos / DVDs. | 89 | 8 | 2 | 1 | 0 |
| I. Radio. | 87 | 8 | 4 | 2 | 0 |
| J. Community organization. | 82 | 7 | 7 | 3 | 1 |
| K. Church. | 84 | 6 | 6 | 2 | 2 |
| L. Health care providers. | 93 | 5 | 2 | 0 | 0 |
| M. Work. | 82 | 6 | 8 | 2 | 1 |
| N. Friends or family members. | 34 | 5 | 22 | 22 | 18 |
| O. Highway signs. | 51 | 10 | 24 | 12 | 4 |
| P. Previous visit. | 24 | 4 | 10 | 20 | 41 |
| Q. Other (write response) _____ | 1 | 0 | 1 | 1 | 4 |
30. From the list of sources in question 29 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)
Letter see reports

31. When planning your visit to Champoeg State Heritage Area, were you able to find the information you needed? (**check ONE**)
 96% Yes
 4% No → if no, what additional information did you need? (**write response**) see report

32. How did you get to Champoeg State Heritage Area on your recent trip? (**check ONE**)
 98% My family's personal vehicle → how many total people were in the vehicle? 3.00 person(s)
 1% Somebody else's personal vehicle → how many total people were in the vehicle? 2.88 person(s)
 0% Bus or other public transportation
 1% On a bicycle
 0% On a boat

33. Do you have a computer with internet access at home? (**check ONE**)
 4% No
 96% Yes → if yes, is this *high-speed* internet access? (**check ONE**) 7% No 93% Yes

34. Are you: (**check ONE**) 38% Male 62% Female

35. How old are you? (**write response**) see report years old

36. Which of the following best describes you? (**check ONE**)
 95% White (Caucasian) 1% Hispanic / Latino 1% American Indian or Alaskan Native 1% Other (write response)
 0% Black / African American 2% Asian 0% Native Hawaiian or Pacific Islander _____

37. What language do you read most of the time? (**check ONE**)
 100% English 0% Spanish 0% Russian 0% Other (write response) _____

38. What language is spoken most often at your home? (**check ONE**)
 100% English 0% Spanish 0% Russian 0% Other (write response) _____

39. Where do you live? (**write responses**) City/town see report State see report Country see report Zipcode see report

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

Thank you, your input is important! *Please return this survey in the enclosed addressed postage-paid return envelope.*