



Visitor Survey of Overnight Visitors at Devils Lake State Recreation Area

Final Report

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Oregon Parks and Recreation Department

2011



Nature
HISTORY
Discovery

ACKNOWLEDGMENTS

The authors would like to thank Mark Needham, Randy Rosenberger, and Eric White at Oregon State University for their technical support for this project. Individuals at Reservations Northwest such as Ken Steinbacher are thanked for their assistance with data collection. A special thank you is extended to all of the overnight users who took time to complete questionnaires.

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 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 overnight user visitors to the park between July 2 and August 14, 2011. The total number of completed questionnaires was $n = 509$ with a response rate of 50%. The visitor survey involved an internet survey of visitors who stayed overnight at the park during the survey period and made a reservation through Reservations Northwest. The sample size allows generalizations about the population of overnight users at Devils Lake State Recreation Area at a margin of error of $\pm 4.3\%$ at the 95% confidence level.

Results

Personal and Visit Characteristics

- The most popular overnight visitor activities at this park were camping (96%), hiking / walking (74%), sightseeing (63%), picnicking or barbequing (41%), and dog walking (32%). The least popular activities were bicycling on trails (0%), windsurfing (0%), running or jogging (4%), bird or wildlife watching (15%), and boating (16%).
- The most common main activity groups were people camping (73%), hiking or walking (7%), and sightseeing (4%). The least common primary activity groups were windsurfing (0%), running or jogging (0%), bird or wildlife watching (0%), bicycling on local roads (0%), and swimming/wading (0%).
- Overnight users spent an average of two and a half days at the park, although the largest proportions spent two days (38%) or one day (22%) at the park. An additional 21% spent three days at the park, 9% spent four days, and another 10% spent five or more days.
- On average, overnight users traveled 276 miles from home to visit the park.
- In total, 40% of overnight respondents had visited this park before. Of those who had previously visited the park, the highest proportion (37%) had made just one trip to this park in the past year with most (89%) having made two or fewer trips.
- Average group size of overnight visitors was 4.64 people. Groups most commonly consisted of three to four people (31%) and five to ten people (30%).
- In total, 61% of overnight users did not bring dogs with them; 39% brought dogs.
- Almost all overnight users arrived at the park in their family vehicle (93%), 3% arrived in somebody else's vehicle, and 4% arrived in another form of transportation. On average, there were 3.19 people in each personal family vehicle and 3.82 people in somebody else's vehicle. When combining personal and somebody else's vehicle responses, the average number of people per vehicle for overnight users was 3.36.
- The majority (65%) of overnight users considered this park the main reason for their trip.
- If they had been unable to go to Devils Lake State Recreation Area for this trip, most overnight users would have either gone somewhere else for the same activity (75%) or come back another time (6%).

Visitor Spending

- Almost all (99%) of overnight users to the park are non-local (living 31 or more miles from the park).
- The highest percentage of non-local overnight visitors reported spending \$151-\$350 (40%) on their trip.
- Most non-local overnight visitors reported spending some money on groceries, gasoline and oil, restaurants and bars, camping, and souvenirs.

Obtaining Information about the Parks

- Almost all overnight users (97%) were able to find the information they needed when planning their visit to this state park, and the few (3%) who did not find the information they needed would like additional: highway signage, directions to the park, and pictures of individual campsites online.
- The most heavily used sources of information by overnight users were official internet websites (e.g., Oregon State Parks, Travel Oregon; 94% used sometimes or often), previous visits (63%), friends or family members (59%), brochures (45%), and highway signs (38%). The least used sources were health care providers (6%), videos or DVDs (7%), community organizations (10%), and radio (11%).
- Official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (88%) as the first primary information source, followed by friends or family (5%) and previous visits (3%). Few people used other sources when obtaining information.

Satisfaction with Experiences and Conditions

- Overnight users considered the most important characteristics at this park were the park's cleanliness (e.g., lawn care, lack of graffiti; 98%), absence of litter (97%), good value for fee(s) paid at the park (97%), cleanliness of toilets (96%), comfort of campsites (96%), courteousness of park staff (94%), and personal safety (93%). The least important attributes were facilities for groups to gather (28%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 36%), and the number and quality of information / education programs or materials (42% to 49%).
- Overall satisfaction among overnight users was somewhat high, as 89% were satisfied and few respondents (11%) were dissatisfied or neutral. In addition, the highest proportion of users was "very satisfied" (48%). Overnight users were most satisfied with park cleanliness (95%), absence of litter (95%), level of safety (91%), the number of toilets / bathrooms (90%), the cleanliness of toilets / bathrooms (89%), the presence of park rangers (88%), and the courteousness of park rangers (87%). Users were least satisfied with facilities for groups to gather (42%), the quality and amount of educational information (both 53%), ease of movement / access (e.g., wheelchair, elderly, stroller; 58%) and information about conditions / hazards (62%).
- 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. 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 Figure 2. These results show that managers should monitor parking for vehicles in park overnight areas.

- On average, overnight users felt slightly crowded, with 47% of overnight users feeling some degree of crowding on their visit. These results suggest that crowding at the overnight use areas can be considered “low normal” where access, displacement, or crowding problems are not likely to exist at this time.

Attitudes about Management Strategies

- Overnight users most strongly supported management strategies that would provide more natural buffers to block views of development (72%), opportunities at the park for viewing wildlife (68%), require dogs be kept on leashes at all times (67%), more chances for escaping crowds of people (63%), more opportunities for hiking (63%), more space between campsites (60%), and more recycling containers (56%). The least supported strategies were to close this park to all recreation activities (5%), provide more group camping areas (20%), more walk in / cart in campsites (22%), downloadable mobile phone applications (26%), and more group picnic areas (27%).
- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (54%) and adding more space between campsites (60%). They were least supportive of providing more group camping areas (20%), walk in campsites (22%), and more tent camping in developed campgrounds (36%).
- In total, 80% of overnight users reserved their visit using the internet reservation system, 15% used the telephone reservation system, and 5% had someone else make the reservation. Satisfaction with the reservation system was high, as 89% were satisfied and only 11% were not satisfied, and the highest proportion of users was “very satisfied” (52%).

Sociodemographic Characteristics of Users

- There were more female (61%) than male (39%) overnight users at this park.
- The average age of respondents was 47 years old, and the largest proportions of users were 40 to 49 years old (26%) 50 to 59 years old (25%), and 30 to 39 year olds (23%).
- The average annual household income before taxes of respondents was \$65,800, and the largest proportion of users had incomes from \$50,000 to \$69,999 (20%) and \$70,000 to \$89,999 (20%). Overnight visitors to Devils Lake State Recreation Area are generally wealthier than the Oregon population at large (Oregon median household income in 2010 was \$51,994).
- Almost all respondents were white (i.e., Caucasian; 89%) with few Asians (4%), Hispanic / Latinos (3%), American Indian / Alaska Natives (1%), Native Hawaiian or Pacific Islanders (1%), and African Americans (<1%).
- Almost all overnight users (99%) considered English as the primary language in their homes.
- Over 60% of all overnight visitors lived in Oregon, 19% in Washington State, 8% in British Columbia, 5% in California, and 2% in Idaho. Among overnight users, 33% resided in the Portland Metro region, 18% were from the Willamette Valley, 3% were from the Central region, 2% were from the Southern region, and 1% were from the Gorge / Mt. Hood region. No overnight visitors were from the Coastal and Eastern regions of Oregon (<http://www.guidetooregon.com/regions/map.html>).
- 86% of overnight users said that nobody in their group had a disability, whereas 14% had at least one group member with a disability. Of those who had a disability, the most

common was associated with walking (8% of overnight users), while 3% had a hearing disability, 1% had learning disabilities, and 1% had impaired sight.

Recommendations

Management Recommendations

- Almost all overnight users traveled to this park in their own vehicles (93%), so adequate parking is important and should be considered in planning and management.
- Over one third of overnight users (39%) 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. Managers may also want to consider examining enforcement of existing pet regulations at the park given that 67% of overnight users supported requiring dogs on leash at all times, and only 37% supported making the park more pet friendly.
- Almost all overnight users (89%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for facilities for groups to gather (42%), and the quality and amount of information and education materials and programs (both 53%). Managers may wish to evaluate these services to ensure they are meeting visitor needs.
- Overnight users were also less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 58%). Given that over 17% of overnight visitors were over the age of 60 and 14% of overnight users had disabilities (8% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- The results suggest that overcrowding is not presently a concern at Devils Lake State Recreation Area overnight camping areas.
- The Importance – Performance analysis shows 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. However, this analysis showed that managers should monitor parking for vehicles in park overnight areas.
- Overnight users most strongly supported strategies designed to provide more natural buffers to block views of development outside of the park (72%), opportunities for viewing wildlife (68%), require dogs be kept on leashes at all times (67%), more chances for escaping crowds of people (63%), more opportunities for hiking (63%), more space between campsites (60%), and more recycling containers (56%). Managers may want to consider some or all of these strategies.
- The visitor spending analysis showed that non-local overnight visitor party spending was substantial, with the highest percentage (40%) reporting spending \$151-\$350 on their trip (within 30 miles of the park). Most visitors reported spending some money on groceries, gasoline and oil, restaurants and bars, camping, and souvenirs. A more extensive visitor spending analysis of this data set is being conducted by Oregon State University (OSU) and will be available in a separate report. Park managers may want to use the OSU report findings to help inform local community leaders about the positive impact of Devils Lake State Recreation Area visitor spending on the local economies.

- The largest proportion of overnight users (88%) depended on official internet websites as the first primary source of obtaining information about state parks such as Devils Lake State Recreation Area, and most of overnight users (80%) reserved their spot at this park using the online / internet reservation system. Given these results, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Almost all overnight users (97%) were able to find the information they needed when planning their visit to Devils Lake State Recreation Area. However, some visitors (3%) were not able to find all information needed. The most popular information needed was highway signage, directions to the park, and pictures of individual campsites online.
- Appendix A is a listing of 222 verbatim open ended positive comments (41 comments, 2 pages) and negative comments and suggestions for improvement of Devils Lake State Recreation Area (181 comments, 8 pages). Comments may provide insights for future planning and management. The most common concerns involved: (a) making campsites larger/more private (i.e., adding space between sites, adding foliage to block views of other campers, etc.); (b) providing more yurts; (c) improving bathroom facilities; (d) providing more signage to and within the park; (e) better enforcement of quiet hours; (f) preventing flooding of campsites; (g) providing more trails (e.g., hiking, biking, ocean access, etc.); and (h) improving RV sites (i.e., electricity, cable, dump stations, etc.).

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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 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 a questionnaire (see Appendix B) administered to a randomly selected sample of overnight users at Devils Lake State Recreation Area between July and August 2011. An electronic (email, internet) survey method was used for overnight users. A respondent was only allowed one opportunity to complete a questionnaire.

Internet Survey of Overnight Users

Random samples of overnight users 18 years of age and older were contacted via email and directed to complete the questionnaire on the SurveyMonkey internet website (<http://www.surveymonkey.com/>). OPRD and Reservations Northwest collect contact information such as email addresses from overnight users when these users reserve their camping spot through the agency telephone or internet reservation systems. A single completion option on the SurveyMonkey website was used to ensure that respondents did not complete the full length questionnaire more than once.

Users were sent a first email letter that requested their participation by completing an internet questionnaire, provided standard verbiage regarding recruitment / consent and length. A week after this initial email, a second email letter was sent to those who had not yet completed the internet questionnaire stressing the importance of the study, emphasizing anonymity and confidentiality, and requesting participation. A third final email letter was sent to those that had not yet completed the questionnaire. No further email letters were sent, so users were considered a nonresponse if they did not complete the internet questionnaire following these three email letters. Email letters requesting participation were sent between August 1 and September 30,

2011. These emails and internet questionnaires were administered by researchers at the Oregon Parks and Recreation Department.

Sample Size and Response Rate

As shown in Table 1, the total number of completed questionnaires was $n = 509$ with an estimated total response rate of 50%.

Table 1. Sample size and response rate

	Initial contacts	Completed surveys (n)	Response rate (%)
Overnight Users	1015	509	50

The sample size allows generalizations about the population of overnight users at Devils Lake State Recreation Area at a margin of error of $\pm 4.3\%$ at the 95% confidence level, which is better than the conventional standard of $\pm 5\%$ that has been widely accepted and adopted in recreation and tourism research (Mitra & Lankford, 1995; Vaske, 2008).

The questionnaire administered to overnight users included questions on a range of topics such as prior visitation, activity participation, visitor spending, satisfaction, support of management, and demographic characteristics. 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 questionnaire asked respondents to check all of the activities in which they participated at Devils Lake State Recreation Area on their most recent trip. Table 2 shows that the most popular overnight visitor activities at this park were camping (96%), hiking / walking (74%), sightseeing (63%), picnicking or barbequing (41%), and dog walking (32%). The least popular activities were bicycling on trails (0%), windsurfing (0%), running or jogging (4%), bird or wildlife watching (15%), and boating (16%).

Table 2. Overnight user recreation activities at the park

Activity	% Participating ^a
Camping	96
Hiking or walking	74
Sightseeing	63
Picnicking or barbequing	41
Dog walking	32
Swimming/wading	26
Fishing	21
Bicycling on local roads	18
Boating (motor, canoe, kayak)	16
Bird or wildlife watching	15
Other ^b	10
Running or jogging	4
Windsurfing	0
Bicycling on trails	0

^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 The most popular “other” activities were: visiting the beach, shopping, and kite flying.

Table 3. Primary overnight user activities at the park

Activity	Overnight User (%)
Camping	73
Hiking or walking	7
Sightseeing	4
Other ^b	4
Dog walking	3
Boating (motor, canoe, kayak)	3
Fishing	3
Bicycling on trails	1
Picnicking or barbequing	1
Swimming/wading	0
Bicycling on local roads	0
Bird or wildlife watching	0
Running or jogging	0
Windsurfing	0

^a The most popular “other” activities were: visiting the beach, shopping, and kite flying.

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Devils Lake State Recreation Area. Table 3 shows that the most common primary activity groups were people camping (73%), hiking or walking (7%), and sightseeing (4%). The least common primary activity groups were windsurfing (0%), and

running or jogging (0%), bird or wildlife watching (0%), bicycling on local roads (0%), and swimming/wading (0%).

Duration of Visit. Overnight users were asked to report how many *nights* in a row they spent at Devils Lake State Recreation Area on their recent trip. Table 4 shows that, on average, overnight visitors spent two and a half days at the park, although the largest proportions spent two days (38%) or one day (22%) at the park. An additional 21% spent three days at the park, 9% spent four days, and another 10% spent five or more days.

Table 4. Duration of overnight visit at the park

1 day	22
2 days	38
3 days	21
4 days	9
5 days	6
6 or more days	4
Mean / average days	2.58

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

Distance Traveled. Respondents were also asked to report about how far from home they traveled to get to the park. Table 5 shows that almost all (99%) overnight users were non-local (driving 31 miles or more to reach the park). Overnight visitors, on average, traveled 276 miles to visit the park.

Table 5. Overnight user distance traveled to the park

30 miles or less	1
31 to 60 miles	11
61 to 90 miles	21
91 to 120 miles	17
121 to 150 miles	8
151 to 250 miles	13
251 to 500 miles	18
501 or more miles	11
Mean / average	275.94

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

Previous Visitation. Users were asked if they had ever visited Devils Lake State Recreation Area before their most recent trip. Table 6 shows that 60% of overnight respondents had not visited this park before, whereas 40% had visited previously.

Table 6. Overnight user previous visitation to the park

	Overnight User (%)
No, not visited park before	60
Yes, visited park before	40

Users who had previously visited this park were then asked how many trips they had made to this park in the past 12 months. Table 7 shows that the highest proportion (37%) had made just one trip to this park in the past year with most (89%) having made two or fewer trips.

Table 7. Overnight user number of previous visits to park in the last 12 months

0 Trips	24
1 Trip	37
2 Trips	28
3 to 5 Trips	9
6 to 12 Trips	2
13 to 24 Trips	1
More than 24 Trips	0
Mean / average trips	1.42

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

Group Size. Respondents were asked to report how many people, including themselves, accompanied them at Devils Lake State Recreation Area on their most recent trip. Table 8 shows that the average overnight user group size was approximately four and a half people ($M = 4.64$ people). Groups most commonly consisted of three to four people (31%) and five to ten people (30%).

Table 8. Overnight user group size at the park

1 Person (alone)	7
2 People	26
3 or 4 People	31
5 to 10 People	30
11 to 25 People	5
More than 25 People	0
Mean / average	4.64

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

Bringing Dogs to the Park. The questionnaire asked overnight users if they or anyone else in their group brought dog(s) with them to Devils Lake State Recreation Area. Table 9 shows that 61% of day users did not bring dogs with them and 39% brought dogs.

Table 9. Overnight users bringing dogs with them to the park

	Overnight Users (%)
No, did not bring dog(s)	61
Yes, brought dog(s)	39

Transportation to the Park. Respondents were asked how they got to Devils Lake State Recreation Area on their most recent trip. Table 10 shows that almost all overnight users arrived at the park in their family’s personal vehicle (93%), 3% arrived in somebody else’s vehicle, and 4% arrived in another form of transportation. On average, there were 3.19 people in each personal family vehicle and 3.82 people in somebody else’s vehicle. For all overnight vehicles, there was an average of 3.36 people in the vehicle.

Table 10. Overnight users transportation to the park

	Overnight Users (%)
My family’s personal vehicle ^a	93
Other form of transportation	4
Somebody else’s personal vehicle ^b	3

^a Number of people in vehicle: mean / average = 3.19 (3-4 people = 42%).

^b Number of people in vehicle: mean / average = 3.82 (1-4 people = 71%).

Reasons for Visiting. Overnight users were asked if this park was the main reason for their trip. Table 11 shows that 65% of overnight users considered this park their main reason for the trip.

Table 11. Whether the park was overnight users main destination

	Overnight Users (%)
Primarily for recreation – this park was main destination	65
Primarily for recreation – main destination was not this park	28
Primarily for business, family, or other reasons – park was side trip	4
Some other reason ^a	3

Alternatives to Visit. Respondents were then asked what things they would have considered doing if they were not able to go to Devils Lake State Recreation Area for this visit. As shown in Table 12, most overnight users responded that, if unable to go to the park for this visit, they

would have either gone somewhere else for the same activity (75%) or come back another time (6%).

Table 12. Overnight user alternatives to park visit

	Overnight Users (%)
Gone somewhere else for same activity ^a	75
Something else (none of these) ^c	8
Come back another time	6
Stayed home	6
Gone somewhere else for a different activity ^b	5
Gone to work at my regular job	1

^a If gone somewhere else for same activity, how far from home is the place you would have gone instead: mean / average = 190.61 miles.

^b If gone somewhere else for different activity, how far from home is the place you would have gone instead: mean / average = 115.67 miles.

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

- The most popular overnight visitor activities at this park were camping (96%), hiking / walking (74%), sightseeing (63%), picnicking or barbequing (41%), and dog walking (32%). The least popular activities were bicycling on trails (0%), windsurfing (0%), running or jogging (4%), bird or wildlife watching (15%), and boating (16%).
- The most common main activity groups were people camping (73%), hiking or walking (7%), and sightseeing (4%). The least common primary activity groups were windsurfing (0%), running or jogging (0%), bird or wildlife watching (0%), bicycling on local roads (0%), and swimming/wading (0%).
- Overnight users spent an average of two and a half days at the park, although the largest proportions spent two days (38%) or one day (22%) at the park. An additional 21% spent three days at the park, 9% spent four days, and another 10% spent five or more days.
- On average, overnight users traveled 276 miles from home to visit the park.
- In total, 40% of overnight respondents had visited this park before. Of those who had previously visited the park, the highest proportion (37%) had made just one trip to this park in the past year with most (89%) having made two or fewer trips.
- Average group size of overnight visitors was 4.64 people. Groups most commonly consisted of three to four people (31%) and five to ten people (30%).

- In total, 61% of overnight users did not bring dogs with them; 39% brought dogs.
- Almost all overnight users arrived at the park in their family vehicle (93%), 3% arrived in somebody else’s vehicle, and 4% arrived in another form of transportation. On average, there were 3.19 people in each personal family vehicle and 3.82 people in somebody else’s vehicle. When combining personal and somebody else’s vehicle responses, the average number of people per vehicle for overnight users was 3.36.
- The majority (65%) of overnight users considered this park the main reason for their trip.
- If they had been unable to go to Devils Lake State Recreation Area for this trip, most overnight users would have either gone somewhere else for the same activity (75%) or come back another time (6%).

Visitor Spending

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

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

Table 13 includes the percentages of all park overnight users that are local and non-local visitors. Almost all (99%) of overnight users to the park are non-local (living 31 or more miles from the park). Based on previous year visitation estimates, approximately 74.6% of users at Devils Lake State Recreation Area are day users and 25.4% overnight users.

Table 13. Overnight users, local / non-local

	Overnight Users (%)
Non-Local	99
Local	1

Table 14 shows the proportion of total spending for local and non-local overnight visitors and reported on a party trip basis. Since only 1% of overnight visitors were local, spending percentages for these visitors were not included in the table. The highest percentage of non-local overnight visitors reported spending \$151-\$350 (40%), \$351-\$550 (22%), and \$51-\$150 (19%) on their trip.

Table 14. Overnight user total spending, dollars per party per trip

	Local	Non-Local
Spent no money	*	1
\$1 - \$25	*	1
\$26 - \$50	*	4
\$51 - \$150	*	19
\$151 - \$350	*	40
\$351 - \$550	*	22
\$551 - \$800	*	9
\$801 - \$1,000	*	4

* Only 1% of overnight visitors were local visitors.

Table 15 includes the proportion of overnight visitor parties that reported spending any dollars on the eight spending categories (e.g., motel, camping, restaurants and bars, groceries, etc.). Most non-local overnight visitors reported spending some money on groceries (81%), gasoline and oil (77%), restaurants and bars (75%), camping (73%), and souvenirs (63%).

Table 15. Percent of overnight user party spending of any dollars in eight spending categories

Spending Categories	Local	Non-Local
Groceries	*	81
Gasoline and oil	*	77
Camping	*	73
Restaurants and bars	*	75
Souvenirs, clothing, and other miscellaneous	*	63
Park entry, parking, or recreation use fees	*	29
Recreation and equipment (guide fees, equipment rental)	*	14
Motel, lodge, cabin, B&B, other lodging	*	8

* Only 1% of overnight visitors were local visitors.

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

- Almost all (99%) of overnight users to the park are non-local (living 31 or more miles from the park).
- The highest percentage of non-local overnight visitors reported spending \$151-\$350 (40%) on their trip.
- Most non-local overnight visitors reported spending some money on groceries, gasoline and oil, restaurants and bars, camping, and souvenirs.

Obtaining Information about the Parks

The questionnaires contained several questions examining how overnight users obtained information about state parks such as Devils Lake State Recreation Area and whether they were able to obtain the information they needed. Table 16 shows that almost all overnight users (97%) were able to find the information they needed when planning their visit to this state park, and the few (3%) who did not find the information they needed would like additional: highway signage, directions to the park, and pictures of individual campsites online.

Table 16. Whether overnight users found the information needed

	Overnight Users (%)
Yes, found the information needed	97
No, did not find the information needed ^a	3

Respondents were also presented with a list of 16 possible sources for finding information and asked how often they obtained information from these sources when thinking about visiting an Oregon State Park such as Devils Lake State Recreation Area. Table 17 shows that the most heavily used sources of information by overnight users were official internet websites (e.g., Oregon State Parks, Travel Oregon; 94% used sometimes or often), previous visits (63%), friends or family members (59%), brochures (45%), and highway signs (38%). The least used sources were health care providers (6%), videos or DVDs (7%), community organizations (10%), and radio (11%).

Table 17. Overnight user use of information sources ^a

	Overnight Users (%)
Official internet websites (OPRD)	94
Previous visit	63
Friends / family	59
Brochures	45
Highway signs	38
Other ^b	29
Social media websites	24
Books	23
Magazines	21
Newspapers	17
Work	15
Television	13
Radio	11
Community organizations	10
Videos / DVDs	7
Health care providers	6

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

^b The most popular “other” sources were: maps, AAA, and word of mouth.

Table 18. Overnight user primary information sources ^a

	Overnight Users (%)
Official internet websites (OPRD)	88
Friends / family	5
Previous visit	3
Brochures	2
Books	1
Other	1
Social media websites	1
Highway signs	0
Newspapers	0
Television	0
Radio	0
Community organizations	0
Work	0
Magazines	0
Videos / DVDs	0
Health care providers	0

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 Devils Lake State Recreation Area. Table 18 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (88%) as the first primary information source,

followed by friends or family (5%) and previous visits (3%). Few people used other sources when obtaining information.

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

- Almost all overnight users (97%) were able to find the information they needed when planning their visit to this state park, and the few (3%) who did not find the information they needed would like additional: highway signage, directions to the park, and pictures of individual campsites online.
- The most heavily used sources of information by overnight users were official internet websites (e.g., Oregon State Parks, Travel Oregon; 94% used sometimes or often), previous visits (63%), friends or family members (59%), brochures (45%), and highway signs (38%). The least used sources were health care providers (6%), videos or DVDs (7%), community organizations (10%), and radio (11%).
- Official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (88%) as the first primary information source, followed by friends or family (5%) and previous visits (3%). Few people used other sources when obtaining information.

Satisfaction with Experiences and Conditions

Overall Satisfaction. Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Devils Lake State Recreation Area?” Table 19 shows that overall satisfaction was somewhat high, as 89% were satisfied and few respondents (11%) were dissatisfied or neutral. In addition, the highest proportion of users was “very satisfied” (48%).

Table 19. Overnight user overall satisfaction

	Overnight Users (%)
Very Satisfied	48
Satisfied	41
Dissatisfied or Neutral	11

Satisfaction and Expectations with Specific Characteristics. Although most overnight users were satisfied with their overall visit at Devils Lake State Recreation 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 Devils Lake State Recreation 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. Overnight user specific *expectations* at the park

	Overnight Users (%) ^a
Cleanliness of park (graffiti, lawns)	98
Absence of litter	97
Good value for fee paid at the park	97
Cleanliness of toilets / bathrooms	96
Comfort of campsites	96
Courteousness of rangers / personnel	94
Personal safety	93
Shading provided by trees / structures	89
Number of toilets / bathrooms	87
Presence of park rangers / personnel	83
Parking for vehicles	81
Signs with directions <i>in</i> the park	79
Signs with directions <i>to</i> the park	75
Condition / maintenance of trails	74
Information about conditions / hazards	70
Variety of things to do	69
Number of park trails	68
Quality of educational information	49
Amount of educational information	42
Ease of movement / access (wheelchair, elderly, stroller)	36
Facilities for groups to gather	28

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

Table 20 shows that the most important characteristics were the park’s cleanliness (e.g., lawn care, lack of graffiti; 98%), absence of litter (97%), good value for fee(s) paid at the park (97%), cleanliness of toilets (96%), comfort of campsites (96%), courteousness of park staff (94%), and personal safety (93%). The least important attributes were facilities for groups to gather (28%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 36%), and the number and quality of information / education programs or materials (42% to 49%).

Table 21. Overnight user specific *satisfactions* at the park

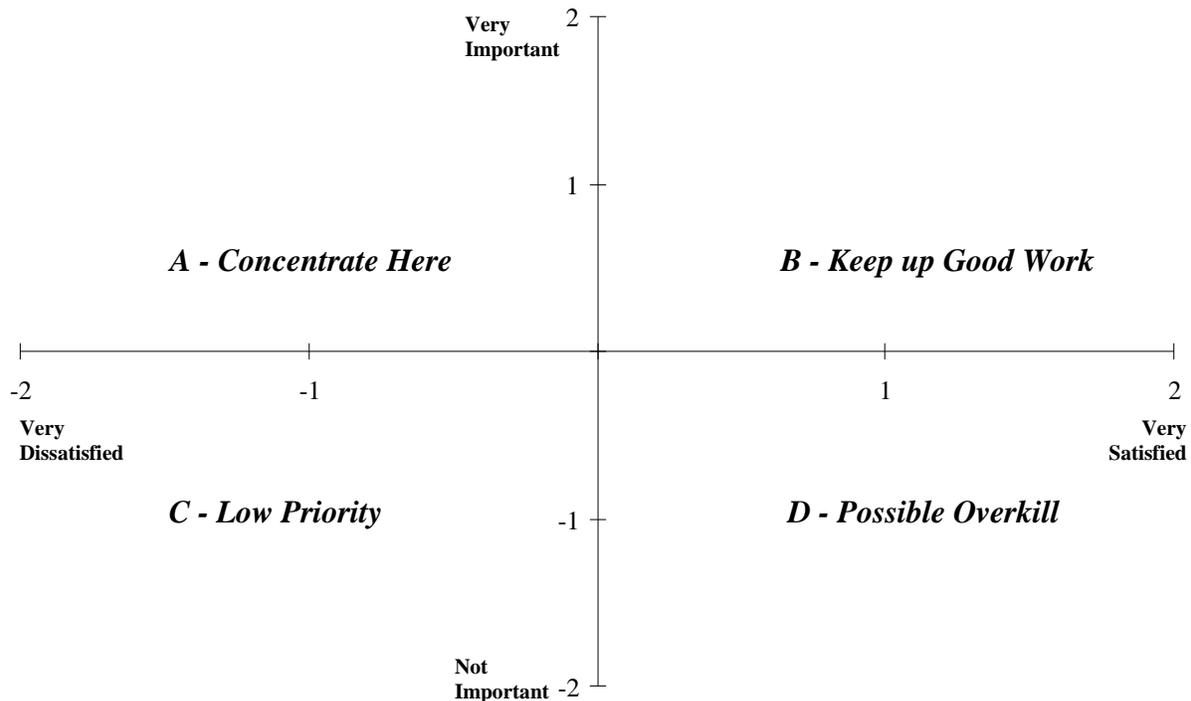
	Overnight Users (%) ^a
Cleanliness of park (graffiti, lawns)	95
Absence of litter	95
Personal safety	91
Number of toilets / bathrooms	90
Cleanliness of toilets / bathrooms	89
Presence of park rangers / personnel	88
Courteousness of rangers / personnel	87
Shading provided by trees or other structures	85
Good value for fee paid at the park	84
Comfort of campsites	84
Signs with directions <i>in</i> the park	81
Condition / maintenance of trails	75
Parking for vehicles	73
Signs with directions <i>to</i> the park	73
Variety of things to do	68
Number of park trails	67
Information about conditions / hazards	62
Ease of movement / access (wheelchair, elderly, strollers)	58
Amount of educational information	53
Quality of educational information	53
Facilities for groups to gather	42

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

Table 21 shows that the majority of overnight users were satisfied with almost all of these characteristics at Devils Lake State Recreation Area. Overnight users were most satisfied with park cleanliness (95%), absence of litter (95%), level of personal safety (91%), the number of toilets / bathrooms (90%), the cleanliness of toilets / bathrooms (89%), the presence of park rangers (88%), and the courteousness of park rangers (87%). Users were least satisfied with facilities for groups to gather (42%), the quality and amount of educational information (both 53%), ease of movement / access (e.g., wheelchair, elderly, stroller; 58%) and information about conditions / hazards (62%).

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 *overnight users*

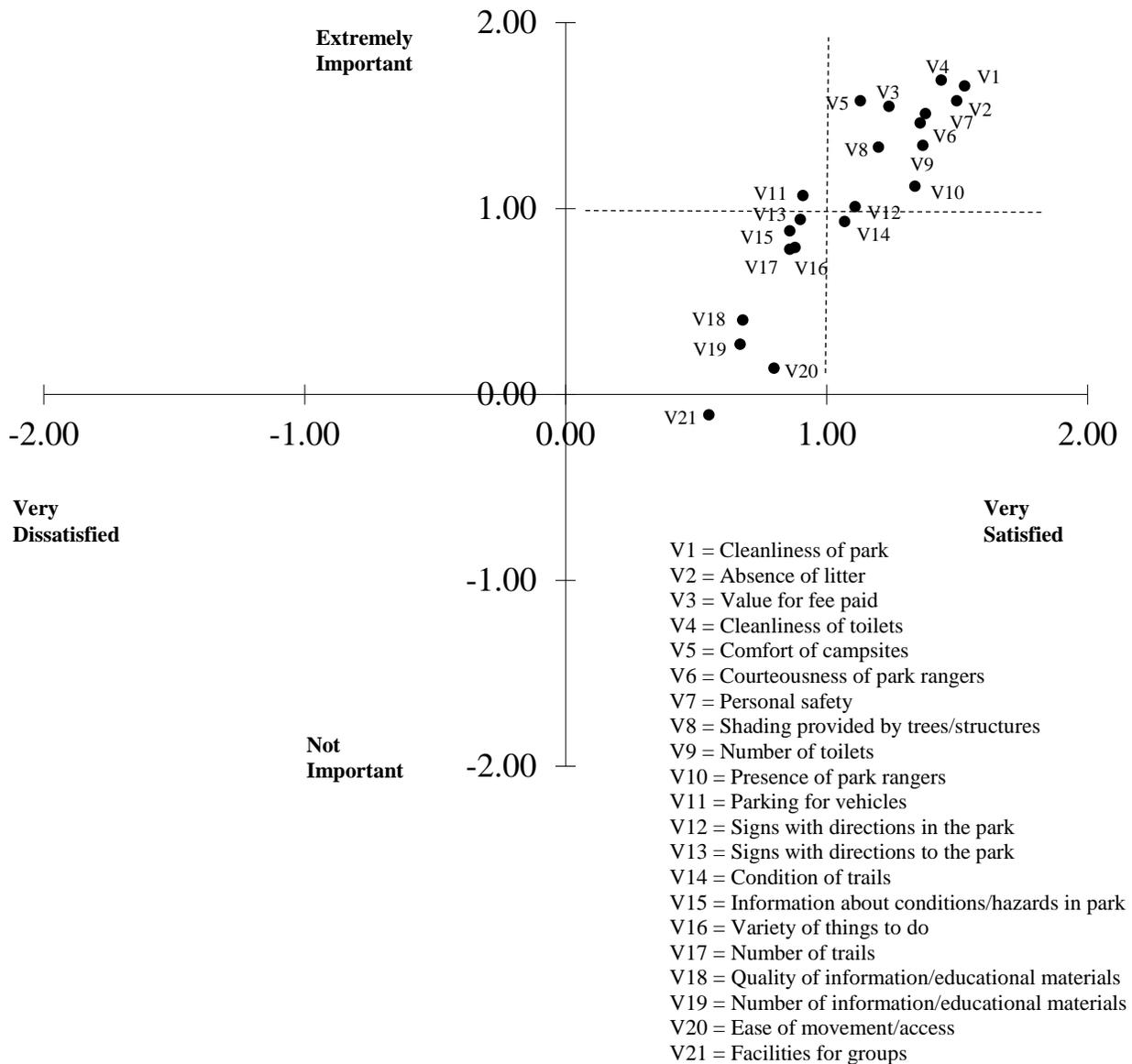


Figure 2 is the I-P matrix for overnight users at Devils Lake State Recreation Area. The matrix shows that almost all attributes were in the “keep up the good work” quadrant, indicating that overnight users thought that park staff were doing a good job managing conditions and experiences at the park. 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 Figure 2. Managers should, therefore, consider monitoring attributes such as parking for vehicles in park overnight areas.

Respondents were asked several additional questions about their satisfaction with Devils Lake State Recreation Area, including this park's natural environment, facilities and services, and fees. Overnight users were also asked how likely they would return to this state park. Table 22 shows high overnight user satisfaction with facilities and services (90%), the natural environment (89%), and fees at this park (84%). 80% of overnight users said they were likely to return to this park in the future.

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

	Day Users (%)
Satisfaction with facilities and services ^a	90
Satisfaction with natural environment ^a	89
Satisfaction with fee paid ^a	84
Likelihood of returning ^b	80

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

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

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. Overnight user encounters, norms, and crowding

	Overnight Users (%)
Encounters with other people ^a	55.54
Perception of crowding ^b	3.80
Maximum tolerance for encountering other people (norm) ^c	76.09

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

^b 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 = 3, Mode =1, Percent crowded = 47%.

^c Cell entries are mean maximum numbers of people that users would accept seeing / encountering. Median = 50, Mode = 100.

Table 23 shows that, on average, overnight users encountered approximately 56 other people on their visit at Devils Lake State Recreation Area, but would be willing to accept encountering a maximum of approximately 76 other users. On average, overnight users felt slightly crowded, with 47% of overnight users feeling some degree of crowding on their visit. According to Shelby, Vaske, and Heberlein (1989) and Vaske and Shelby (2008), these results suggest that crowding at the overnight use areas can be considered "low normal" where access, displacement, or crowding problems are not likely to exist at this time.

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

Table 24. Relationships among overnight user encounters and norms

	Reported encounters compared to norm ^a	
	% Fewer encounters	% More encounters
Overnight Users	27	73

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

Table 24 shows relationships among encounters, norms, and crowding at Devils Lake State Recreation Area. In total, 27% of overnight users reported encountering fewer people than their norm; with 73% encountered more than their maximum tolerance. These results suggest that the majority of overnight users felt crowded and a large proportion were already encountering more people than they would tolerate in the overnight use areas.

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

- Overnight users considered the most important characteristics at this park were the park's cleanliness (e.g., lawn care, lack of graffiti; 98%), absence of litter (97%), good value for fee(s) paid at the park (97%), cleanliness of toilets (96%), comfort of campsites (96%), courteousness of park staff (94%), and personal safety (93%). The least important attributes were facilities for groups to gather (28%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 36%), and the number and quality of information / education programs or materials (42% to 49%).
- Overall satisfaction among overnight users was somewhat high, as 89% were satisfied and few respondents (11%) were dissatisfied or neutral. In addition, the highest proportion of users was "very satisfied" (48%). Overnight users were most satisfied with park cleanliness (95%), absence of litter (95%), level of safety (91%), the number of toilets / bathrooms (90%), the cleanliness of toilets / bathrooms (89%), the presence of park rangers (88%), and the courteousness of park rangers (87%). Users were least satisfied with facilities for groups to gather (42%), the quality and amount of educational information (both 53%), ease of movement / access (e.g., wheelchair, elderly, stroller; 58%) and information about conditions / hazards (62%).
- 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. 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 Figure 2. These results show that managers should monitor parking for vehicles in park overnight areas.
- On average, overnight users felt slightly crowded, with 47% of overnight users feeling some degree of crowding on their visit. These results suggest that crowding at the

overnight use areas can be considered “low normal” where access, displacement, or crowding problems are not likely to exist at this time.

Attitudes about Management Strategies

Overnight users were asked the extent they opposed or supported several potential new strategies for this park. Table 25 shows that the most strongly supported strategies by overnight users were to provide more natural buffers to block views of development (72%), opportunities at the park for viewing wildlife (68%), require dogs be kept on leashes at all times (67%), more chances for escaping crowds of people (63%), more opportunities for hiking (63%), more space between campsites (60%), and more recycling containers (56%). The least supported strategies were to close this park to all recreation activities (5%), provide more group camping areas (20%), more walk in / cart in campsites (22%), downloadable mobile phone applications (26%), and more group picnic areas (27%).

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 Devils Lake State Recreation Area. Table 26 shows that 80% of overnight users reserved their visit using the internet reservation system, 15% used the telephone reservation system, and 5% had someone else make the reservation. Second, users were asked to report their satisfaction with the reservation system, which was high with 89% satisfied and only 11% not satisfied (Table 26). In addition, the highest proportion of users was “very satisfied” (52%).

Table 25. Overnight user attitudes about management at the park

	Overnight Users (%) ^a
Natural buffers block views of development	72
More opportunities for viewing wildlife	68
Require dogs be kept on leash at all times	67
More opportunities for escaping crowds	63
More opportunities for hiking	63
More space between campsites	60
More recycling containers	56
Campsites with both RV and tent camping	54
Wireless internet access in park	50
More info / education (nature, history)	47
Limit the number of large groups allowed	47
Better maintenance / upkeep of facilities	45
More trash cans	42
Restore to historical conditions	42
More paved trails	39
More programs led by rangers	38
Make park more pet friendly	37
Limit the number of people allowed per day	37
More tent camping in developed campgrounds	36
Do not change anything / keep as is	32
More enclosed shelters	32
More group picnic areas	27
Downloadable mobile phone applications	26
More walk in / cart in campsites	22
More group camping areas	20
Close this park to all recreation / tourism activities	5

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

Table 26. Overnight user reactions to the reservation systems

Type of reservation system used	
Internet reservation system	80
Telephone reservation system	15
Did not make the reservation	5
Satisfaction with reservation system	
Very Satisfied	52
Satisfied	37
Dissatisfied or Neutral	11

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

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

- Overnight users most strongly supported management strategies that would provide more natural buffers to block views of development (72%), opportunities at the park for viewing wildlife (68%), require dogs be kept on leashes at all times (67%), more chances for escaping crowds of people (63%), more opportunities for hiking (63%), more space between campsites (60%), and more recycling containers (56%). The least supported strategies were to close this park to all recreation activities (5%), provide more group camping areas (20%), more walk in / cart in campsites (22%), downloadable mobile phone applications (26%), and more group picnic areas (27%).
- A majority of overnight users only supported providing campsites accommodating both RV and tent camping (54%) and adding more space between campsites (60%). They were least supportive of providing more group camping areas (20%), walk in campsites (22%), and more tent camping in developed campgrounds (36%).
- In total, 80% of overnight users reserved their visit using the internet reservation system, 15% used the telephone reservation system, and 5% had someone else make the reservation. Satisfaction with the reservation system was high, as 89% were satisfied and only 11% were not satisfied, and the highest proportion of users was “very satisfied” (52%).

Sociodemographic Characteristics of Users

Table 27 shows demographic characteristics of overnight users. There were more female (61%) than male (39%) overnight users at Devils Lake State Recreation Area. The average age of respondents was 47 years old, and the largest proportions of users were 40 to 49 years old (26%), 50 to 59 years old (25%), and 30 to 39 year olds (23%). Almost all respondents were white (i.e., Caucasian; 89%) with few Asians (4%), Hispanic / Latinos (3%), American Indian / Alaska Natives (1%), Native Hawaiian or Pacific Islanders (1%), and African Americans (<1%). The average annual household income before taxes of respondents was \$65,800, and the largest proportion of users had incomes from \$50,000 to \$69,999 (20%) and \$70,000 to \$89,999 (20%). Overnight visitors to Devils Lake State Recreation Area are generally wealthier than the Oregon population at large (Oregon median household income in 2010 was \$51,994). Almost all day users (99%) considered English as the primary language used in their homes.

Table 28 shows that 60% of all overnight visitors lived in Oregon, 19% in Washington State, 8% in British Columbia, 5% in California, and 2% in Idaho. Among overnight users, 33% resided in the Portland Metro region, 18% were from the Willamette Valley, 3% were from the Central region, 2% were from the Southern region, and 1% were from the Gorge / Mt. Hood region. No visitors were from the Coastal and Eastern regions of Oregon (<http://www.guidetooregon.com/regions/map.html>).

Table 27. Overnight user demographic characteristics

	Overnight Users (%) ^a
Gender	
Female	61
Male	39
Age	
Less than 20 years old	0
20 – 29 years	9
30 – 39 years	23
40 – 49 years	26
50 – 59 years	25
60 – 69 years	15
70 – 79 years	2
80+ years old	0
Average age (mean years)	46.75
Household income (before taxes)	
Less than \$10,000	1
\$10,000 – \$29,999	10
\$30,000 – \$49,999	16
\$50,000 – \$69,999	20
\$70,000 – \$89,999	20
\$90,000 – \$109,999	15
\$110,000 – \$129,999	7
\$130,000 – \$149,999	5
\$150,000 – \$169,999	1
\$170,000 or more	4
Average income (mean dollars)	65,800
Ethnicity	
White (Caucasian)	89
Asian	4
Other	3
Hispanic / Latino	3
American Indian / Alaska Native	1
Native Hawaiian or Pacific Islander	1
Black / African American	<1
Language spoken most often at home	
English	99
Other	1

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

Table 28. Overnight user location of residence

	Overnight Users (%)
Country	
USA	93
Canada	7
State	
Oregon ^a	60
Washington	19
British Columbia (Canada)	8
Other	6
California	5
Idaho	2

^a Among overnight visitors, 33% resided in the Portland Metro region of Oregon, 18% lived in the Willamette Valley, 3% were from the Central region, 2% were from the Southern region, and 1% were from the Gorge / Mt. Hood region. No visitors were from the Coastal or Eastern regions of Oregon.

Table 29 shows that 86% of overnight users said that nobody in their group had a disability, whereas 14% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (8% of overnight users), while 3% had a hearing disability, 1% had learning disabilities, and 1% had impaired sight.

Table 29. Overnight user disabilities

	Overnight Users (%)
Disability in group	
No	86
Yes ^a	14

^a Types of disabilities: walking = 8%, hearing = 3%, learning = 1%, sight = 1%, other = 3%

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

- There were more female (61%) than male (39%) overnight users at this park.
- The average age of respondents was 47 years old, and the largest proportions of users were 40 to 49 years old (26%) 50 to 59 years old (25%), and 30 to 39 year olds (23%).
- The average annual household income before taxes of respondents was \$65,800, and the largest proportion of users had incomes from \$50,000 to \$69,999 (20%) and \$70,000 to \$89,999 (20%). Overnight visitors to Devils Lake State Recreation Area are generally wealthier than the Oregon population at large (Oregon median household income in 2010 was \$51,994).

- Almost all respondents were white (i.e., Caucasian; 89%) with few Asians (4%), Hispanic / Latinos (3%), American Indian / Alaska Natives (1%), Native Hawaiian or Pacific Islanders (1%), and African Americans (<1%).
- Almost all overnight users (99%) considered English as the primary language in their homes.
- Over 60% of all overnight visitors lived in Oregon, 19% in Washington State, 8% in British Columbia, 5% in California, and 2% in Idaho. Among overnight users, 33% resided in the Portland Metro region, 18% were from the Willamette Valley, 3% were from the Central region, 2% were from the Southern region, and 1% were from the Gorge / Mt. Hood region. No visitors were from the Coastal and Eastern regions of Oregon (<http://www.guidetooregon.com/regions/map.html>).
- 86% of overnight users said that nobody in their group had a disability, whereas 14% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (8% of overnight users), while 3% had a hearing disability, 1% had learning disabilities, and 1% had impaired sight.

RECOMMENDATIONS

Management Recommendations

Based on these results from the survey of overnight users, the following recommendations, in no particular order, are proposed for management of Devils Lake State Recreation Area:

- Almost all overnight users traveled to this park in their own vehicles (93%), so adequate parking is important and should be considered in planning and management.
- Over one third of overnight users (39%) 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. Managers may also want to consider examining enforcement of existing pet regulations at the park given that 67% of overnight users supported requiring dogs on leash at all times, and only 37% supported making the park more pet friendly.
- Almost all overnight users (89%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for facilities for groups to

gather (42%), and the quality and amount of information and education materials and programs (both 53%). Managers may wish to evaluate these services to ensure they are meeting visitor needs.

- Overnight users were also less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 58%). Given that over 17% of overnight visitors were over the age of 60 and 14% of overnight users had disabilities (8% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- The results suggest that overcrowding is not presently a concern at Devils Lake State Recreation Area overnight camping areas.
- The Importance – Performance analysis shows 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. However, this analysis showed that managers should monitor parking for vehicles in park overnight areas.
- Overnight users most strongly supported strategies designed to provide more natural buffers to block views of development outside of the park (72%), opportunities for viewing wildlife (68%), require dogs be kept on leashes at all times (67%), more chances for escaping crowds of people (63%), more opportunities for hiking (63%), more space between campsites (60%), and more recycling containers (56%). Managers may want to consider some or all of these strategies.
- The visitor spending analysis showed that non-local overnight visitor party spending was substantial, with the highest percentage (40%) reporting spending \$151-\$350 on their trip (within 30 miles of the park). Most visitors reported spending some money on groceries, gasoline and oil, restaurants and bars, camping, and souvenirs. A more extensive visitor spending analysis of this data set is being conducted by Oregon State University (OSU) and will be available in a separate report. Park managers may want to use the OSU report findings to help inform local community leaders about the positive impact of Devils Lake State Recreation Area visitor spending on the local economies.
- The largest proportion of overnight users (88%) depended on official internet websites as the first primary source of obtaining information about state parks such as Devils Lake State Recreation Area, and most of overnight users (80%) reserved their spot at this park

using the online / internet reservation system. Given these results, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.

- Almost all overnight users (97%) were able to find the information they needed when planning their visit to Devils Lake State Recreation Area. However, some visitors (3%) were not able to find all information needed. The most popular information needed was highway signage, directions to the park, and pictures of individual campsites online.
- Appendix A is a listing of 222 verbatim open ended positive comments (41 comments, 2 pages) and negative comments and suggestions for improvement of Devils Lake State Recreation Area (181 comments, 8 pages). Comments may provide insights for future planning and management. The most common concerns involved: (a) making campsites larger/more private (i.e., adding space between sites, adding foliage to block views of other campers, etc.); (b) providing more yurts; (c) improving bathroom facilities; (d) providing more signage to and within the park; (e) better enforcement of quiet hours; (f) preventing flooding of campsites; (g) providing more trails (e.g., hiking, biking, ocean access, etc.); and (h) improving RV sites (i.e., electricity, cable, dump stations, etc.).

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APPENDIX A: OPEN-ENDED COMMENTS

Positive Comments

- Can't think of anything currently. I enjoyed the experience!
- I feel like you have made good improvements since our stay in 2010. The new bathroom and shower facilities were a great new addition!
- I was happy with the overall park, staff, cleanliness. It being quiet. etc.
- It was my first time using the state parks. I found the booking and camping very pleasant. Thanks.
- It was very clean and impressive.
- It would be great if the RV pads were all level. Thanks for the new bath-shower facilities!
- Just keep on doing what you're doing you all do great job keep it up. Thank you for your service. -Bill
- Keep as is. Fully enjoy the park.
- Keep it the way it is.....very nice.
- More presence of camp hosts to enforce quiet hours. The group next to us was quite loud. Other than that, we loved it. The dish washing area was great!
- No change. I use Devils Lake as a stop over as I travel to other State Parks along the Oregon Coast.
- No complaints. My son and I had a wonderful time.
- None. This park is the nicest, cleanest State Park I have ever stayed. The restrooms and showers cleanliness I have never seen any Oregon State park that comes anywhere near. This park should be a model for others to follow.
- None perfect the way it is! Very open and a lot of light love it.
- Not allow campers to have music loud at any time. The new restrooms were wonderful!!!!!! A nice addition. And reservations made easier online. Not sure how, but easier.
- Not much. I wouldn't want any of the west end sites because they lack seclusion but I think those are mainly for RV sites. I think the park is very managed and maintained very well.
- Nothing at the moment other than creating a better trail under the bridge if possible. (avoid 101 traffic) We were on a trip down the coast and did a quick overnight. No other experience with the park, but hopefully my comments can help. Thanks.
- Nothing. It was great.
- Nothing; I thought it was great.
- Nothing, we had a great time!
- Nothing. It was perfect!
- Nothing. I've camped here for 50 years and love it!
- Oregon parks are the best. Great showers!
- Overall, enjoyed my stay.
- The bathrooms and showers were very clean. Loved the sink to wash dishes. That was amazing.
- The campground on the whole was fine. The new bathroom facilities were excellent. I prefer more private campsites.

- The overnight fee was a little high other than that was very nice good staff clean spots no problems with any people or dogs. Will come back again.
- The park was very nice. A dump station for RVs would be nice. My parents had to drive across down before heading home.
- This was the best campground we've been to in both Oregon and Washington. If we would change anything it would probably only be to add more sites so making reservations is easier and not booked.
- Very nice park. Good job!
- We had a great experience just the way it is. Wireless would be great!!
- We had a pleasurable weekend at Devil's Lake Campground. I would recommend more foliage between campsites if possible.
- We have been coming to Devil's Lake to camp for any years. We love the new shower facilities. New facilities in the A loop would be wonderful.
- We love the campground. Had a bad situation last time with disruptive neighbors and wet, flooded, muddy areas.
- We loved it! If changes and/or additions are planned I would like them to be consistent with the current atmosphere of the park.
- We really enjoyed our visit. We stayed in the yurts and loved it! This was our 2nd stay in a yurt and I have highly recommended the Oregon yurt system to many friends and family. Thank you for a great vacation.
- We spent nice time in the park and definitely consider it for our next trip to Oregon. The only complaint we had it was too close to the highway and a bit noisy.
- We think it is great as it is. We have stayed there 3 times and enjoyed it each time. The only thing might be to have larger groups greater than 10 camping in a group camping area while other areas are for smaller groups of 1-10 people.
- We visited on 4th of July week so the site was busy. But it was probably the busiest time to visit. We did thoroughly enjoy our stay, especially at the lake.
- We were very satisfied with the trip; it was my first time there and loved it. The only thing I wished you had is a larger area to walk around the lake at the boat ramp inside the campground with a few benches. No place to go and relax by the lake.
- You all are doing a great job! Thank You!

Negative Comments and / or Issues for Improvement

- Have posted times that showers and restroom facilities are to be cleaned. Firewood does not need to be a rip-off! If you price it fairly, people will not feel that you are price gouging, and will be less likely to bring their own.
- Wider campsites, a little less demanding park rangers, and continue the free hamburgers on free fishing weekend. When giving warnings for quiet time not such harsh words, just give a gentle warning once or twice first. Most will calm down without harsh words the first time. Sometimes family is just having fun and unaware they were disruptive, but they will calm down easier if not spoken to so harshly and will desire to come back and follow the rules. But, the environment feels pretty harsh and unfriendly when spoken to rude and abruptly the first time. It's understandable if someone is drunk, but others who were drunk were not even spoken to so make sure you speak to the correct campers if things are loud, etc. Some were spoken to so rudely they never wanted to return just for laughing too late unaware. I just think it was totally and completely unnecessary to go to those lengths over that type of thing.

- A square with camping sites on each side and a central gathering area for small groups of campers. Since it is cooler near the ocean, a little less shade on campsites. Otherwise very nice.
- Add a swimming area.
- Add more spaces so more people have a better chance of staying there. Have ODFW stock more fish!!
- Add more yurts and deluxe yurts! They are great!
- Add one more bathroom and shower to Devils Lake State Park.
- At check-in, I waited 15 minutes behind a walk-in camper. I was already preregistered. There were 3 or 4 rangers in the booth. Only one was helping us and there was a line of 2 or 3 more campers behind me. Also, the group of 10 across from me was very loud. Not relaxing for me. My cable TV did not work properly.
- Be able to bring dogs into Yurts. That is it!
- Benches provided for handicap visitors to sit when walking around the park. Also a bench at the booth for handicaps to sit while waiting for bus/shuttles/taxis. Provide Wifi.
- Better signs on the highway to the campground.
- Bigger campsites, pull-through, we had one heck of a time trying to park and it was far too tight, no room for our truck. We will not be back!
- Bigger sites, better signs, restrict large groups that rent out five sites even when they're all together. Provide more things to do for kids.
- Bigger, more spacious camp sites.
- Bike riding was rather dangerous.
- Bird droppings all over the benches at the outdoor movie. Maybe wash the benches right before the show so there is a clean place to sit.
- Campsite is too small.
- Campsite was kind of dirty when we arrived.
- Cleaner spots and more privacy between campsites. Separate RV's from tenters.
- Continue to improve showers and bathrooms. Leave everything as it is.
- Control of children on bikes.
- Create more privacy barriers between tent sites.
- Don't run garbage trucks at 8-9 am!
- Enforce quiet hour. Our neighbors were very loud & rude.
- Enlarge the campgrounds.
- Expand, but more space between campsites.
- Fewer guests at once.
- Flatten out some of the tent camping sites. Uneven ground made some space unusable for tent camping.
- Get a playground.
- Get the Devil out of the lake - he isn't making the water warmer.
- Have all of the bathrooms open and available for use. Eliminate the boardwalk around the campsites (it is the primary cause of having a feeling of non-privacy).
- Have more space between the campsites. Have more trees/bushes between the campsites. The washrooms were nice and clean.
- Have the educational learning films nightly, not just once or twice on weekends. Also, implement a trash can by the dock.
- Have travel trailer, like the park just the way it is.

- Have wireless internet available at all sites. A few longer pull-in sites to accommodate longer motor homes or trailers.
- Hiking or biking trails around the lake, swimming area easily accessible from campground.
- I did not see group campsites at Devil's Lake. Luckily one of our sites was big enough for us all to spend the day and meals together.
- I feel safe here when my husband goes to Chinook Winds and I stay and camp with my two dogs.
- I feel the tent sites were too close together.
- I love the campground, but I would prefer more privacy from those camping right next door.
- I loved the clean hot showers!
- I loved this park except for one thing: there needs to be more space between camp sites. There is absolutely no privacy and everyone can see and hear what is going on "next door". Besides that, I will be back!
- I realize it is geared primarily to tents, but I have a motor home and would appreciate at least two time periods where generator use would be permitted. My dinner for the group was frozen and I needed to use a microwave, but we made do!
- I really liked the campground and this was my first time staying there. I think the bathroom by our campsite needed some upgrading but it was okay. It seems like a lot of homeless people stay there maybe because it's so close to Hwy 101 and a charity food source. Some young people across from our site just stayed for part of a day and they were pretty disruptive, driving cars in and out and making lots of noise, drinking and smoking, etc. That really surprised me that you could use a campsite on a daily basis. My suggestion would be to monitor some of the campers more carefully. The rest of the campers were terrific. Seemed like most of them just stayed one night on their way to somewhere else. Maybe that was just the section we were in because it was closest to the highway. Anyway overall we enjoyed our stay and I would like to go back again. My only other suggestion is that our campsite was really small and right on the trail to the bathroom. Not the most private place. It could be expanded a little so that there was more privacy.
- I'm not sure it's possible, but it would be great if there were more walking/hiking trails. Otherwise, a beautiful area.
- Improve the dock area make it more conducive for sitting around the lake or strolling along the lake.
- Improve the site we had, which was not safe or ready to be occupied, thus the one free night at the end of the stay. Really disappointed to be put in site that had no cable, a ditch running through it, and a water hookup that leaked.
- Improve the sites so they do not flood when it rains.
- In our full hookup campsite the 110 volt GFI did not work .So we had no 110 electricity.
- Increase spacing between campsites. Add better trail signage and access directions to other Devil's lake beaches and playgrounds. Improve the boardwalk trail and signage once in the parking lot at the end at D river.
- Increased fish stocking.
- Install more yurts.
- It is very difficult to book a yurt. You have to schedule one almost 6 months in advance. Very tough thing to do in this day and age. Perhaps making the reservation window smaller. No booking more than 3 months out.

- It rained when we stayed there and half the campground was flooded (standing water in most campsites). Something needs to be done about this before I would consider staying there again.
- It was fine for what it is, a state park in the middle of a densely developed area. I was not dissatisfied with my stay, but next time I would stay at a park that is a little further from the highway and private properties.
- It was good but could improve if there was visual privacy between camp grounds. Bathroom doors slammed all night and early morning interrupting sleep. Could be a dog park for dogs off leash.
- It would be nice if the campsites were bigger and farther apart from each other. It felt like we were sardines all crammed in together. It would also have been nice if it wasn't raining. Anything we can do about that?
- It would be nice to have an area just for campers with dogs! There was one that left behind for the day when the owners went into town and all it did was bark and howl. Plus they didn't keep it on a leash and they are supposed to. Thank you.
- Keep clean showers.
- Keep improving bathroom/shower facilities. Enforce quiet time in campgrounds i.e. dogs & drunks specifically. Common courtesy is hard to expect anymore! Love Devils Lake state park campground!
- Keep the restrooms in good repair.....loved the new showers but one bathroom in "A" loop was terrible.
- Larger campsites!!
- Later quiet time.
- Less homeless people wandering around.
- Less raccoons. LOL.
- Let more people know about the boardwalk path that can lead to the ocean.
- Limit the amount of dogs per site.
- Little bigger sites, more seclusion with the sites.
- Lower power poles to allow trailer slides to open.
- Make bicycle and hiking trails.
- Make it bigger.
- Make it easier to find off the main road.
- Make it more dog friendly.
- Make sure the campsite is well-marked from the highway. We initially went to the day-use site on the other side of the lake and had to backtrack. It was not clear where the campsite was.
- Make the campsites more private and the grounds drier.
- Make this survey shorter.
- Make you sites larger; the site we had was a postage stamp. I was not able to use my awning because it would cover the fire ring.
- Map to bathrooms from campsite.
- Maybe have more signs of where the lake is and trails to get to it. The signs you had were probably fine though. It was a nice park to stay at.
- Maybe just more trees or other plant-like barriers around, just because it is located inside the city. I always enjoy my stays at Devil's Lake, usually, I am biking through and stay in the H/B area.
- Mini-store/market within the campground area.

- Monitor noise levels (e.g. radios) better.
- More activities maybe rental paddle boats. Allow dogs in yurts! My dogs would only lie on the floor.
- More campsites available for large RV's with Full hook ups. We love the park but book out 9 months in advance to get a site for our trailer and truck to fit. If you had more availability more during the year we would come more often.
- More grass around the campsite.
- More hiking and walking trails, clearer information on locating the existing trails.
- More hiking trails and ranger programs.
- More information and availability for yurts.
- More parking for extra cars.
- More paved trails.
- More pictures on website; some sites are very open (i.e. on street corners with little privacy).
- More presence of camp hosts to enforce quiet hours. The group next to us was quite loud. Other than that, we loved it. The dish washing area was great!
- More recycle for at least plastic and allow reservations for the boat rental.
- More RV spaces would be great, and maybe some that are a little larger. Our space, although beautiful was a bit tight. Oregon State Parks are all fabulous and we enjoy them as often as possible.
- More screening between camp sites for privacy. Barking, limit number of dogs per site to one.
- More shower facilities.
- More showers!
- More showers in campground A B & C; there were none in our location, requiring us to go across to campground B.
- More sites with more privacy and less flooding.
- More sites, less rules for dogs especially small dogs. Wifi available.
- More space between campsites, more seclusion. Less people. It was noisy with kids screaming on bikes, radios blaring from motor homes.
- More space between tent campers, and more yurts.
- More space between the campsites.
- More spacious campgrounds with more privacy and much less people.
- More trails and bike trails. Playground for children.
- More trails around the lake, to the swimming area, beach etc. Swimming area in the campground. A little bigger tent sites.
- More trees or privacy from other campsites.
- More yurts, more yurts, more yurts. More kid friendly activities like a playground or a little class or activity led by a ranger. This survey was too long.
- More/better signs to direct to the park. Pulling a trailer you need more time to get in correct lane etc.
- Move it away from the major roads? Ha ha. Seems like there was an ambulance siren every 15 minutes. Also, to wait a bit longer in the afternoon to cut the grass. 8am is too early.
- My negative responses had to do with the fact that the men's showers and washrooms were out of service while we were camped there. I am unaware if the ladies facilities were also unusable, as I prefer to use the trailer's facilities.

- Needs more advertisement and better website for the lake kayaking.
- New shower heads need to be able to adjust toward shower wall in order to keep water in shower area and not all over the entire room (small gripe I suppose).
- Not allow campers to have music loud at any time. The new restrooms were wonderful!!!!!! A nice addition. And....reservations made easier online. Not sure how...but easier.
- Not much. I wouldn't want any of the west end sites because they lack seclusion but I think those are mainly for RV sites. I think the park is very managed and maintained very well.
- Nothing at the moment other than creating a better trail under the bridge if possible (avoid HWY 101 traffic). We were on a trip down the coast and did a quick overnight. No other experience with the park, but hopefully my comments can help. Thanks!
- Offer wood for sale all day instead of for just two hours. We had to drive 20 miles out of the way, to find wood for sale that would actually burn.
- Pedal boats on the lake would be fun.
- Pet friendly yurts, more yurts in general. But I love the park!
- Plant grass at the camp sites. They have grass now that comes up in 3 days. I used it on my lawn. Try it! It will be much better than all that dirt.
- Plant more grass in the campsites. Or more concrete pads like the handy-cap space. Less bare dirt areas. This would cut down on the mud on rainy days and dust on dry days!
- Plant more shrubs and trees between camp sites. Space out camp sites. They are too close together. Make it more private.
- Please, please, please have internet access available. Cable TV is always nice, too.
- Provide campsite area for families with small children, infants and another area for those that want to enjoy the quietness of nature/camping.
- Provide hooks for hanging towels, toiletry bags in the bathrooms (for use while brushing teeth, doing hair, etc).
- Provide knowledge of any trails to campers as they enter the park.
- Put more space between camp sites.
- Put newspapers at the campground.
- Put shower/toilet facilities in each loop. The new showers in B loop are wonderful, though it seemed there should have been a couple more judging by the line waiting to use them.
- Renovated washroom was very nice, other could also be renovated. Biking trails if possible would be nice. A park for children.
- Road noise and proximity to highway is undesirable. Boat noise can be a problem too.
- Safer access to beach. Unsafe to cross highway.
- See the lake from the campground.
- Shelves in the bathrooms to place items when shaving and brushing teeth would be helpful.
- Showers were wonderful, but you need more of them. The dock was nice. Put the Wifi back that was in the brochures or fix the brochures. We use Wifi to pay bills. Provide info on where locally to get Wifi for short periods.
- Soap in the bathrooms, off-leash dog area.
- Some campsites were quite loud at night and no one came to stop them, which was annoying for me.
- Some hosts need to be more friendly. Most are friendly and helpful.

- Some of the sites could use more vegetation between sites to create a more peaceful atmosphere, but many of the sites are already great. In the future, I will try to reserve early enough to get a better site.
- Stop the kids from running up and down the roads screaming and disturbing other campers. The rangers never came through to control any of the kids from disturbing other campers.
- Tell some of the park rangers to relax a little.
- The overnight fee was a little high other than that was very nice good staff clean spots no problems with any people or dogs. Will come back again.
- The park was very nice. A dump station for RVs would be nice. My parents had to drive across down before heading home.
- The \$8 online fee seems kind of excessive since we paid almost \$30 for an overnight site.
- The campsites are way too close to one another - no privacy.
- The dishwashing station was a wonderful amenity. It would be helpful if you placed a garbage can next to it so we can clean out the sink of excess food when we are done washing.
- The fire wood, not good, very smoky, burned too fast. Went outside of camp on highway 101 by Hills restaurant and bought wood that lasted longer.
- The handicapped showers only for the handicapped.
- The only suggestion we have is possible animal control relating specifically to the raccoon population that inhabits the marsh behind most of the tent sites in A loop. There were a lot of them!
- The quiet time is quite early should consider it being 11:00 pm instead. Another shower building and better dish washing station where the old bathrooms are.
- The raccoons were bothersome. Other than that, nothing.
- The reservation system has to lock out people that over book then cancel to game the system into getting the days they want. Either that or make the cancellation fee for that type of cancellation, a partial cancellation, prohibitive.
- The spots are too small! The park rangers are rude. Gave us hell for sitting around campfire talking, not laughing. Won't be back.
- The water faucet at our site, B5, would not shut off - it kept dripping. It made a mess on the ground and we tracked sand in our camper for 2 days. Otherwise, it was a pleasant camping experience.
- The website said there would be a junior ranger program and night programs for families. We had a previous experience at Harris State Park in Brookings, OR that was AWESOME. We assumed the programs would be equally great at Devils Lake and were greeted by a young (college-aged?) woman who was so indifferent about the lack of programming. I was so disappointed that my kids wouldn't be able to take part in these activities and the staff person didn't even apologize for the lack of programming or the fact that it was misadvertised on the Oregon State Parks website. We visited July 4-6 but she told us it was too early in the summer for programming. It was disappointing.
- There are tsunami warning signs directing you to Hwy101. Then at 101 no signs that are easily seen as to what direction to take.
- There really needs to be more activities for the children like at most other state parks.
- There was no toilet paper in the ladies restroom at 8am, and the late-check-in-procedure was confusing. Signage said we'd find our name on a list; however, there was no list. Further, there was no tag on the post indicating it was reserved and when we arrived another family was there sleeping in their car. They were gracious to move along quickly.

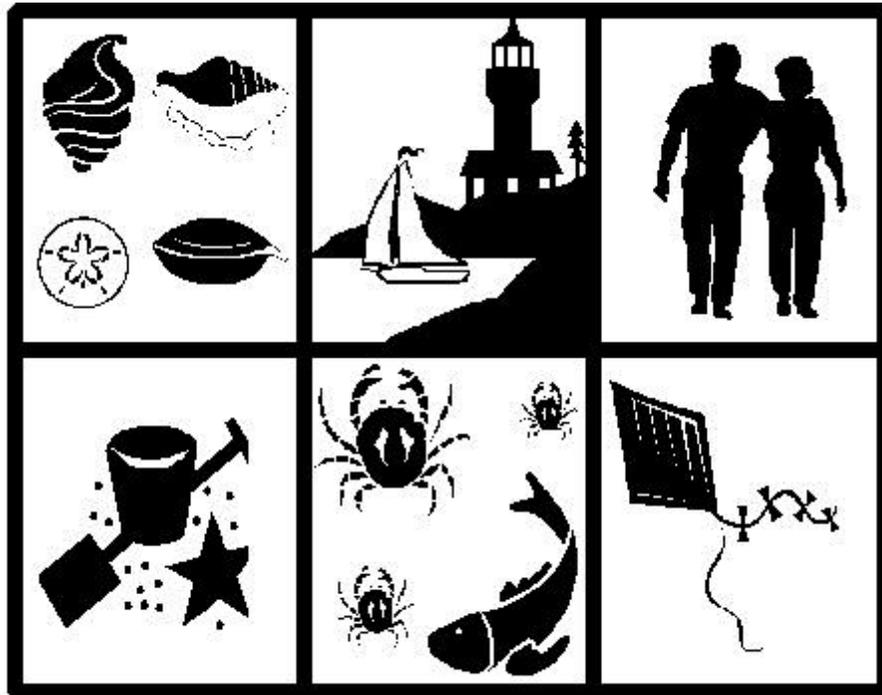
- This park felt like a "trailer park" with no campsite privacy. It was by far the most disappointing place we stayed on our 2 week camping trip.
- This was the best campground we've been to in both Oregon and Washington. If we would change anything it would probably only be to add more sites so making reservations is easier and not booked.
- Thought campsites too close to one another
- Too many smokers, it blows to other camp sites. It makes it hard to enjoy the park, breathing second hand smoke.
- Trailer and RV spaces are made for camping tent trailers. Would be nice to have enough room to back a 30 ft trailer in to the camping spot without having the neighbors move their vehicles. Road just too narrow and spots are difficult to back into.
- Trailer campsites are way too small.
- Trim trees at the back of the trailers so they can be backed in further.
- Try to make camping sites a little bigger or woodier.
- We had a great experience just the way it is. Wireless would be great!!
- We had a pleasurable weekend at Devil's Lake Campground. I would recommend more foliage between campsites if possible.
- We had a problem with a dog that was left in an RV and barked non-stop from 9:30 pm till at least 1:45am. There was no information anywhere regarding contacting someone if there is a problem after the ranger booth closes, not even an emergency number.
- We had some issues with loud partying campers and a really loud family in one of the yurts (like they thought the walls of the yurt were soundproof--lots of screaming and crying and yelling well into the night). There were also very aggressive campers who spread out a bit beyond their "boundaries." Otherwise, we thoroughly enjoyed ourselves! The rangers were great, the hosts were great, and the park is beautiful! Anytime we return to Lincoln City, we will definitely stay at Devils Lake! Thanks!
- We love the campground. Had a bad situation last time with disruptive neighbors and wet, flooded, muddy areas.
- We spent nice time in the park and definitely consider it for our next trip to Oregon. The only complaint we had it was too close to the highway and a bit noisy.
- We think it is great as it is. We have stayed there 3 times and enjoyed it each time. The only thing might be to have larger groups greater than 10 camping in a group camping area while other areas are for smaller groups of 1-10 people.
- We were very satisfied with the trip; it was my first time there and loved it. The only thing I wished you had is a larger area to walk around the lake at the boat ramp inside the campground with a few benches. No place to go and relax by the lake.
- We would love to see more space between campsites.
- Weather was windy. Can't do much about that.
- When we arrived for our stay, we were not told that the site we had reserved was known to flood during rain. We were aware that it was going to rain the first night, but the showers were going to stop by morning so we could enjoy the rest of our 3 night trip. Upon waking up, we found our entire site had flooded and there was four inches of standing water in our site. The entire parking pad was under water, all of the grass areas in our site were flooded, and we had to wade through this "lake" to pack up our camper, hitch it to our vehicle, and pull it out. Everyone in my family was soaked from the standing water by the time we were done, and much of our equipment was damaged. Upon informing the park staff that we were leaving, they said that they were aware that our site flooded and offered us another site that was dry. It was very upsetting to know

that they were aware of the fact our site would flood, had other sites open, and didn't offer us a dry site to begin with. I have been to this park multiple times each summer for the last few years, but I will never return after this most recent experience.

- Wind Blocks for the RV sites. The backside area by the program arena and the tent sites were very sheltered with very little wind at all. It seemed like a completely different climate. Our RV site had about a 25 MPH wind blowing through it.
- Would like a Friday and/or Saturday night Ranger Talk.
- You can improve the survey by allowing people not to disclose how much they make.
- Your survey is too long. Didn't want to finish it. Sorry.

APPENDIX B: QUESTIONNAIRES

Overnight Visitor Experiences and Perceptions at Devils Lake State Recreation Area



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

1. Before your most recent trip, had you ever visited Devils Lake State Recreation 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 Devils Lake State Recreation Area on your recent trip? (write number) _____ night(s)

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

<input type="checkbox"/> A. Hiking or walking	<input type="checkbox"/> F. Picnicking or barbecuing	<input type="checkbox"/> J. Fishing
<input type="checkbox"/> B. Dog walking	<input type="checkbox"/> G. Camping	<input type="checkbox"/> K. Boating (motor, canoe, kayak)
<input type="checkbox"/> C. Running or jogging	<input type="checkbox"/> H. Bird or wildlife watching	<input type="checkbox"/> L. Windsurfing
<input type="checkbox"/> D. Bicycling on local roads	<input type="checkbox"/> I. Swimming/ wading	<input type="checkbox"/> M. Other (write response) _____
<input type="checkbox"/> E. Sightseeing		_____

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

Letter for primary activity _____

5. Which of the following best describes the purpose of your trip? (check **ONE**)
 - Primarily for recreation – this park was my main destination
 - Primarily for recreation – my main destination was NOT this park
 - Primarily for business, family, or other reasons – this park was a side trip
 - Some other reason

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

7. Overall, how dissatisfied or satisfied were you with your ***overall experience*** at Devils Lake State Recreation Area? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

8. How dissatisfied or satisfied were you with the ***natural environment*** at Devils Lake State Recreation Area? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

9. How dissatisfied or satisfied were you with the ***facilities / services*** at Devils Lake State Recreation Area? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

10. How dissatisfied or satisfied were you with the ***fee that you paid*** at Devils Lake State Recreation Area? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

11. How unlikely or likely are you to return to Devils Lake State Recreation Area in the future? (check **ONE**)
 - Very Unlikely Unlikely Neither Likely Very Likely

12. How **important** is it to you that each of the following is at Devils Lake State Recreation 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 to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Comfort of campsites.	1	2	3	4	5
Shading provided by trees or other structures.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

13. Now, how **dissatisfied or satisfied** were you with the following at Devils Lake State Recreation 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 to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5
Comfort of campsites.	1	2	3	4	5
Shading provided by trees or other structures.	1	2	3	4	5
Good value for the fee that I paid at the park.	1	2	3	4	5

14. Approximately how many people did you see at Devils Lake State Recreation Area on your most recent trip? (**write a number**)

I saw about _____ other people

15. To what extent did you feel crowded at Devils Lake State Recreation 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	

16. What is the maximum number of other people that you would tolerate seeing at Devils Lake State Recreation 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 this park

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

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

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

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

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

19. To what extent do you **oppose or support** each of the following possible management actions at Devils Lake State Recreation 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 hiking.	1	2	3	4	5
Provide more paved trails.	1	2	3	4	5
Provide more trash cans.	1	2	3	4	5
Provide more recycling containers.	1	2	3	4	5
Provide more information / education about nature, history, or archeology.	1	2	3	4	5
Provide more programs led by park rangers.	1	2	3	4	5
Provide wireless internet access within the park.	1	2	3	4	5
Provide downloadable mobile phone applications.	1	2	3	4	5
Provide more enclosed shelters.	1	2	3	4	5
Improve maintenance or upkeep of facilities / services.	1	2	3	4	5
Require all dogs be kept on leash at all times.	1	2	3	4	5
Make the park more pet friendly.	1	2	3	4	5
Provide natural buffers to block views of development outside the park.	1	2	3	4	5
Restore it to historical conditions (e.g., replace non-native with native plants)	1	2	3	4	5
Limit the number of people allowed per day.	1	2	3	4	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	1	2	3	4	5
Close this park to all recreation / tourism activities.	1	2	3	4	5
Provide more space between campsites.	1	2	3	4	5
Provide more walk-in / cart-in campsites.	1	2	3	4	5
Provide more tent camping in developed campgrounds.	1	2	3	4	5
Provide campsites that accommodate both RV and tent camping.	1	2	3	4	5
Provide more group camping areas.	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

20. Did you make your reservation for your recent overnight visit to Devils Lake State Recreation 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

21. How dissatisfied or satisfied were you with the reservation system for your trip to Devils Lake State Recreation Area? **(check ONE)**

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

22. **Including yourself**, how many people accompanied you at Devils Lake SRA during your stay? _____ person(s)

23. Did you or anyone in your group bring dog(s) with you to Devils Lake State Recreation Area? **(check ONE)** No Yes

24. Did anyone in your group have a disability?

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

25. If you had NOT been able to go to Devils Lake State Recreation Area for this visit, what would you have done? (**check ONE**)

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

26. How did you get to Devils Lake State Recreation Area on your most recent trip? (**check ONE**)

- My family's personal vehicle → how many total people were in the vehicle? _____ person(s)
- Somebody else's personal vehicle → how many total people were in the vehicle? _____ person(s)
- Other (write response) _____

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

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

Letter _____

29. When planning your visit to Devils Lake State Recreation Area, were you able to find the information you needed? (**check ONE**)

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

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

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

31. Did you stay away from home within 30 miles of Devils Lake State Recreation Area on your trip? (**check ONE**)

- No
- Yes → if yes, how many nights did you stay away from home within 30 miles of this park? _____ night(s)

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

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

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

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

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

- English Spanish Russian Other (write response) _____

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

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

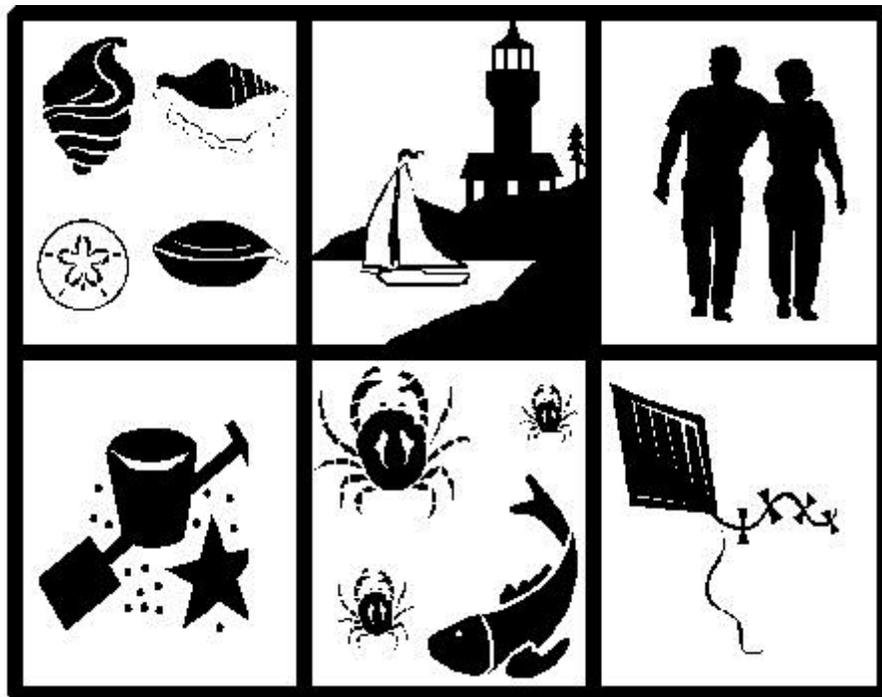
- Less than \$10,000 \$90,000 to \$109,999
- \$10,000 to \$29,999 \$110,000 to \$129,999
- \$30,000 to \$49,999 \$130,000 to \$149,999
- \$50,000 to \$69,999 \$150,000 to \$169,999
- \$70,000 to \$89,999 \$170,000 or more

Please tell us how we can improve Devils Lake State Recreation Area:

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

APPENDIX C: UNCOLLAPSED PERCENTAGES

**Overnight Visitor Experiences and Perceptions
at Devils Lake State Recreation Area**



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

1. Before your most recent trip, had you ever visited Devils Lake State Recreation Area? (**check ONE**)
 - 60% No
 - 40% Yes → if yes, how many trips have you made to this park in the past 12 months? (**write number**) M=1.42 trip(s)

2. How many nights in a row did you spend at Devils Lake State Recreation Area on your recent trip? M=2.58 night(s)

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

74% A. Hiking or walking	41% F. Picnicking or barbecuing	21% J. Fishing
32% B. Dog walking	96% G. Camping	16% K. Boating (motor, canoe, kayak)
4% C. Running or jogging	15% H. Bird or wildlife watching	0% L. Windsurfing
18% D. Bicycling on local roads	26% I. Swimming/ wading	10% M. Other (write response)_____
63% E. Sightseeing		

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

Letter for primary activity See report

5. Which of the following best describes the purpose of your trip? (**check ONE**)
 - 65% Primarily for recreation – this park was my main destination
 - 28% Primarily for recreation – my main destination was NOT this park
 - 4% Primarily for business, family, or other reasons – this park was a side trip
 - 3% Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) M=275.94 mile(s)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Devils Lake State Recreation Area? (**check ONE**)

3% Very Dissatisfied	4% Dissatisfied	4% Neither	41% Satisfied	48% Very Satisfied
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8. How dissatisfied or satisfied were you with the **natural environment** at Devils Lake State Recreation Area? (**check ONE**)

2% Very Dissatisfied	3% Dissatisfied	6% Neither	44% Satisfied	45% Very Satisfied
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9. How dissatisfied or satisfied were you with the **facilities / services** at Devils Lake State Recreation Area? (**check ONE**)

2% Very Dissatisfied	4% Dissatisfied	4% Neither	34% Satisfied	56% Very Satisfied
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10. How dissatisfied or satisfied were you with the **fee that you paid** at Devils Lake State Recreation Area? (**check ONE**)

1% Very Dissatisfied	5% Dissatisfied	10% Neither	48% Satisfied	36% Very Satisfied
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11. How unlikely or likely are you to return to Devils Lake State Recreation Area in the future? (**check ONE**)

4% Very Unlikely	7% Unlikely	9% Neither	34% Likely	46% Very Likely
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12. How **important** is it to you that each of the following is at Devils Lake State Recreation Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important	
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	0%	1%	31%	68%	
Number of toilets / bathrooms.	2	1	10	36	51	
Cleanliness / conditions of toilets / bathrooms.	1	0	3	20	76	
Absence of litter.	0	0	3	36	61	
Presence of park rangers / personnel.	1	3	14	48	34	
Courteousness of park rangers / personnel.	0	1	5	42	52	
Number of park trails.	2	3	28	51	16	
Condition / maintenance of park trails.	1	3	22	51	23	
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	12	9	43	23	13	
Facilities for groups to gather.	16	15	41	19	9	
Variety of things to do.	3	5	23	49	20	
Personal safety.	1	1	6	32	61	
Number of information / education programs or materials.	9	8	42	31	11	
Quality of information / education programs or materials.	9	6	36	34	15	
Information specifically about conditions or hazards in the park.	4	4	22	42	28	
Signs about directions within the park.	2	1	17	52	27	
Signs about directions to the park.	3	2	20	47	28	
Parking for vehicles.	1	2	17	51	30	
Comfort of campsites.	0	0	4	33	63	
Shading provided by trees or other structures.	1	1	9	43	46	
Good value for the fee that I paid at the park.	0	1	3	37	59	

13. Now, how **dissatisfied or satisfied** were you with the following at Devils Lake State Recreation Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	1%	3%	36%	60%
Number of toilets / bathrooms.	0	2	8	39	51
Cleanliness / conditions of toilets / bathrooms.	1	2	7	31	58
Absence of litter.	0	1	4	39	57
Presence of park rangers / personnel.	0	2	11	39	49
Courteousness of park rangers / personnel.	1	3	9	33	54
Number of park trails.	0	5	28	42	25
Condition / maintenance of park trails.	0	1	24	41	33
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	0	41	34	25
Facilities for groups to gather.	2	1	56	24	18
Variety of things to do.	1	6	25	40	28
Personal safety.	0	0	8	44	47
Number of information / education programs or materials.	1	4	42	33	20
Quality of information / education programs or materials.	1	3	43	33	20
Information specifically about conditions or hazards in the park.	0	1	36	36	26
Signs about directions within the park.	0	1	17	50	32
Signs about directions to the park.	1	7	19	46	27
Parking for vehicles.	2	6	19	46	28
Comfort of campsites.	2	5	9	45	39
Shading provided by trees or other structures.	1	3	11	44	41
Good value for the fee that I paid at the park.	2	3	11	38	46

14. Approximately how many people did you see at Devils Lake State Recreation Area on your most recent trip? (write a number)

I saw about M=55.54 other people

15. To what extent did you feel crowded at Devils Lake State Recreation Area on your most recent trip? (**circle a number**)

23%	14%	16%	7%	10%	17%	7%	4%	3%
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

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

It is OK to see as many as M=76.09 other visitors at this park

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

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	22%	40%	28%	10%
... express my opinions to members of my group about the condition or situation.	8	13	44	36
... express my opinions to other visitors at the park about the condition or situation.	19	46	29	6
... express my opinions to friends or family about the condition or situation.	5	14	49	32
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	26	45	22	8
... keep my opinions to myself.	21	44	27	8
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	10	20	50	20
... come back to this park, but recognize that it offers a different type of experience than I first believed.	9	23	59	10
... tell myself that there is nothing I can do about the condition or situation, so just try to enjoy the experience for what it is.	9	22	56	14
... accept the condition or situation by not doing anything about it.	12	36	43	9
... never visit this park again because of the condition or situation.	32	38	22	7

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

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	5%	12%	47%	26%	11%
This park is one of the best places for doing what I like to do.	5	12	35	35	12
I am very attached to this park.	6	19	46	20	8
I would not substitute any other area for doing what I do at this park.	10	30	45	11	5
I identify strongly with this park.	9	24	44	16	7
No other place compares to this park.	13	30	43	10	5
I feel that this park means a lot to me.	9	22	43	20	7
I get more satisfaction out of visiting this park than any other.	14	26	43	11	5

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

(circle one number for EACH)

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	1%	35%	48%	15%
Provide more opportunities for viewing wildlife.	1	1	30	53	15
Provide more group picnic areas.	2	9	63	24	3
Provide more opportunities for hiking.	0	1	37	49	14
Provide more paved trails.	1	10	50	32	8
Provide more trash cans.	1	5	52	35	7
Provide more recycling containers.	1	3	41	40	16
Provide more information / education about nature, history, or archeology.	0	1	51	38	9
Provide more programs led by park rangers.	1	4	58	29	9
Provide wireless internet access within the park.	9	12	30	25	25
Provide downloadable mobile phone applications.	7	12	55	17	9
Provide more enclosed shelters.	2	8	58	25	6
Improve maintenance or upkeep of facilities / services.	2	2	51	34	11
Require all dogs be kept on leash at all times.	4	5	23	33	35
Make the park more pet friendly.	4	8	50	27	12
Provide natural buffers to block views of development outside the park.	0	1	27	45	27
Restore it to historical conditions (e.g., replace non-native with native plants)	1	5	52	31	11
Limit the number of people allowed per day.	3	8	52	29	8
Limit the number of large groups allowed (e.g., no more than 10-20 people).	4	7	43	32	15
Close this park to all recreation / tourism activities.	40	26	29	4	1
Provide more space between campsites.	1	4	35	33	27
Provide more walk-in / cart-in campsites.	4	10	64	18	4
Provide more tent camping in developed campgrounds.	4	9	51	27	9
Provide campsites that accommodate both RV and tent camping.	3	7	37	36	18
Provide more group camping areas.	4	13	63	15	5
Do not change anything / keep things as they are now.	6	9	54	21	11

20. Did you make your reservation for your recent overnight visit to Devils Lake State Recreation Area using the Oregon State Parks

telephone or internet reservation system? (**check ONE**)

15% Telephone reservation system 80% Internet reservation system 5% I did not make the reservation

21. How dissatisfied or satisfied were you with the reservation system for your trip to Devils Lake State Recreation Area? (**check**

ONE)

1% Very Dissatisfied 3% Dissatisfied 4% Neither 37% Satisfied 52% Very Satisfied 4% Didn't make reservation

22. **Including yourself**, how many people accompanied you at Devils Lake SRA during your stay? M=4.64 person(s)

23. Did you or anyone in your group bring dog(s) with you to Devils Lake State Recreation Area? 61% No 39% Yes

24. Did anyone in your group have a disability?

86% No

14% Yes → if yes, what are these disabilities? 3% Hearing 1% Sight 8% Walking
1% Learning 3% Other _____

25. If you had NOT been able to go to Devils Lake State Recreation Area for this visit, what would you have done? (**check ONE**)

- 75% Gone somewhere else for the same activity → how far from home is the place you would go instead? M=190.61 miles(s)
- 5% Gone somewhere else for a different activity → how far from home is the place you would go instead? M=115.67 miles(s)
- 6% Come back another time
- 6% Stayed home
- 1% Gone to work at my regular job
- 8% Something else (none of these)

26. How did you get to Devils Lake State Recreation Area on your most recent trip? (**check ONE**)

- 93% My family's personal vehicle → how many total people were in the vehicle? M=3.19 person(s)
- 3% Somebody else's personal vehicle → how many total people were in the vehicle? M=3.82 person(s)
- 5% Other (write response) _____

27. When you were thinking about visiting an Oregon State Park such as Devils Lake State Recreation 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).	4%	3%	12%	20%	61%
B. Social media internet websites (e.g., Facebook, Twitter).	64	12	14	5	6
C. Brochures.	40	15	30	10	5
D. Newspapers.	71	13	13	2	2
E. Magazines.	64	15	16	3	2
F. Books.	62	15	15	5	3
G. Television.	73	14	10	2	1
H. Videos / DVDs.	79	14	6	1	1
I. Radio.	77	13	9	1	1
J. Community organization or church.	80	11	7	2	1
K. Health care providers.	84	11	4	1	1
L. Work.	74	11	10	4	2
M. Friends or family members.	33	9	22	23	14
N. Highway signs.	49	13	23	12	3
O. Previous visit.	32	5	18	19	26
P. Other (write response) _____	65	5	17	4	9

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

Letter See report

29. When planning your visit to Devils Lake State Recreation Area, were you able to find the information you needed? (**check ONE**)

- 97% Yes
- 3% No → if no, what additional information did you need? (**write response**)

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

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

31. Did you stay away from home within 30 miles of Devils Lake State Recreation Area on your trip? (**check ONE**)

23% No

77% Yes → if yes, how many nights did you stay away from home within 30 miles of this park? M=5.01 night(s)

32. Are you: (**check ONE**) 39% Male 61% Female

33. How old are you? (**write response**) M=46.75 years old

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

- 89% White (Caucasian) 3% Hispanic / Latino 1% American Indian or Alaskan Native 3% Other (write response)
- <1% Black / African American 4% Asian 1% Native Hawaiian or Pacific Islander _____

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

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

36. Where do you live?) City / town See report State See report Country See report Zipcode See report

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

- 1% Less than \$10,000 15% \$90,000 to \$109,999
- 10% \$10,000 to \$29,999 7% \$110,000 to \$129,999
- 16% \$30,000 to \$49,999 5% \$130,000 to \$149,999
- 20% \$50,000 to \$69,999 1% \$150,000 to \$169,999
- 20% \$70,000 to \$89,999 4% \$170,000 or more

Please tell us how we can improve Devils Lake State Recreation Area:

See report

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