



Visitor Survey of Day-use and Overnight Visitors at Fort Stevens State Park

Final Report

Terry Bergerson
and
Wesley Mouw

Oregon Parks and Recreation Department

2011



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. Barbara Webb, Mike Stein, Lawrence and Denise Yadon, and individuals at Reservations Northwest such as Sheri Miller and Ken Steinbacher are thanked for their assistance with data collection and entry. A special thank you is extended to all of the day users and 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 day and overnight user activities, demographic characteristics, and opinions about conditions and management at this park and provide recommendations for maintaining or improving conditions at this park.

Methods

Data were obtained from questionnaires administered to random samples of day users and overnight visitors to the park between July 2 and August 14, 2011. Separate methods were used for each of these visitor types. The total number of completed questionnaires was $n = 949$ with a response rate of 59%. Completed questionnaires were received from $n = 338$ day users (61% response rate) and $n = 611$ overnight users (58% response rate). These combined sample sizes across survey methods allow generalizations about the population of day users at Fort Stevens State Park at a margin of $\pm 5.3\%$, overnight users at $\pm 4.0\%$, and both day and overnight users at $\pm 3.2\%$ at the 95% confidence level. The day-use visitor survey involved on-site intercepts. The overnight visitor survey involved an internet survey of visitors who stayed overnight at the park during the survey period and made a reservation through Reservations Northwest. Data were weighted by day-use and overnight user population proportions calculated from a three year average of park visitation statistics to ensure that responses were representative of the total population of all users at this park.

Results

Personal and Visit Characteristics

- The most popular activities were hiking / walking (60%), sightseeing (53%), beachcombing (52%), visiting historic sites (41%), and picnicking or barbecuing (37%); the least popular were clam digging (4%), boating (5%), participating in ranger led programs (5%), and surfing / boogie boarding (5%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park.
- The most common main activity groups were people beachcombing (15%), sightseeing (12%), and picnicking or barbecuing (11%). The least common groups were people bird or wildlife watching ($< 1\%$), bicycling on local roads ($< 1\%$), and participating in ranger-led programs ($< 1\%$). Day users were more likely to consider beachcombing, sightseeing, and picnicking or barbecuing as their main activities, whereas overnight users were more likely to consider camping or bicycling on trails as their primary activity.
- Day users spent an average of almost four hours in the park, with 79% of these users spending up to five hours in the park. The majority of day users (69%), however, spent two to five hours. Overnight users spent an average of almost three and a half days at the park, although the largest proportions spent two (25%) or three (23%) days at the park and an additional 16% spent four days, 12% spent five days, and 11% spent six or more days.
- Most visitors to the park were non-locals (77%), driving 31 miles or more to reach the park. Day users, on average, traveled shorter distances ($M = 216.54$ miles) to visit the park than overnight visitors ($M = 281.85$ miles). Most overnight visitors (24%) traveled 91 to 120 miles to reach the park.

- In total, 72% of respondents had visited this park before, but day users were more likely (72%) than overnight users (68%) to have visited before. Although users had visited an average of three and one third times in the past 12 months, the highest proportion (27%) had made just one trip to this park with the majority (67%) having made two or fewer trips. On average, day users had visited more times ($M = 3.74$) than overnight users ($M = 1.40$).
- Average group size was between five and six people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of three to four people (32%) or five to 10 people (34%). Overnight users, on average, visited in larger groups ($M = 6.39$ people) than day users ($M = 5.28$), but these averages were again influenced by a few large groups. The majority of both day users (33%) and overnight users (35%) visited in groups of five to 10 people.
- In total, 67% of users did not bring dogs with them; 33% brought dogs. Overnight users were more likely (49%) than day users (30%) to bring dogs.
- Most users arrived at the park in their family vehicle (89%), 6% came in someone else's vehicle, and 5% in another form of transportation. On average, there were 3.46 people in each family vehicle and 3.25 in someone else's vehicle. For all day-use vehicles, there was an average of 3.68 people in the vehicle.
- Over half (58%) of users considered visiting this park the main reason for their trip with significantly more overnight users (80%) than day users (54%) considering this park their main destination.
- If they had been unable to go to Fort Stevens State Park for this visit, most park visitors would have either gone somewhere else for the same activity (54%) or come back another time (14%).

Visitor Spending

- Most local day-use visitor parties reported spending on gasoline and oil (70%), groceries (58%), and park entry fees (57%).
- Non-local overnight visitor party spending was higher than non-local day users, with the highest percentage (38%) reporting spending \$151-\$350 on their trip.
- Most visitors reported spending some money on gasoline and oil (75%), groceries (64%), restaurants and bars (59%), and park entry fees (50%).

Obtaining Information about the Parks

- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like photographs of each RV space and campsite online to decide on the best spot; more information on the Reserve America and OPRD websites about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of privacy); day-use policies; conditions for handicapped; how to reserve online when a disabled veteran; and directions on how to navigate OPRD and Reserve America websites.
- The most heavily used sources of information were previous visits (75% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 70%), highway signs (57%), and brochures (42%). The least used sources were health care providers (9%), videos or DVDs (11%), church (17%), work

(17%), and radio (17%). Day users utilized most sources much more often, but overnight users (93%) were more likely than day users (65%) to obtain information from official internet websites.

- Official internet websites were used by most respondents (59%) as their first primary information source, followed by friends or family (22%), and past visits (8%). Overnight users were almost entirely dependent on official websites as their primary source (86%). Day users were also heavily dependent on these websites (54%), but also used other sources such as friends or family (25%) and previous visits (9%).

Satisfaction with Experiences and Conditions

- Users considered the most important characteristics at this park were its cleanliness (e.g., lawn care, lack of graffiti; 97%), absence of litter (96%), cleanliness of toilets (95%), parking for vehicles (89%), courteousness of park staff (88%), and good value for fee paid at the park (88%). The least important attributes were the facilities for groups to gather (48%), ease of movement or access (e.g., wheelchair, elderly, stroller; 52%), number and quality of information / education programs or materials (53% to 57%), and presence of park rangers (68%). Day users considered parking, facilities for groups to gather, signs with directions to the park, and ease of movement or access to be more important. Overnight users considered the cleanliness of park and bathrooms, courteousness and presence of staff, good value for fee paid, personal safety, having a variety of things to do, and number of trails to be more important. Almost all (95%) overnight users considered comfort of campsites to be important and 87% believed that shading provided by trees and other structures was important.
- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (61%). Users were most satisfied with the park’s cleanliness (95%), absence of litter (90%), courteousness and presence of staff (89 and 85%), level of personal safety (88%), number of toilets/ bathrooms (86%), having a variety of things to do (86%), and value for fee(s) paid (85%). Users were least satisfied with facilities for groups to gather (62%), amount and quality of educational materials (both 66%), and ease of movement / access (e.g., wheelchair, stroller; 68). Day users were more satisfied with the group facilities, ease of movement, and signs with directions to the park, whereas overnight users were more satisfied with the park’s cleanliness, lack of litter, level of personal safety, fee(s) paid, variety of things to do, and the number and condition of park trails. Overnight users were also satisfied with the comfort of campsites (86%) and shading provided by trees (87%). Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences.
- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (62%) and a large proportion were already encountering more people than they would tolerate in the park’s overnight use areas (82%). This suggests that crowding at the overnight use area is at “more than capacity”, and may soon or already exceed social carrying capacity, indicating more studies may be needed to allow management to preserve experiences.

Attitudes about Management Strategies

- Users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (71%), recycling containers (67%), trash cans (64%), opportunities for escaping crowds (56%), and more information and education (nature, history; 56%). The least supported strategies were to close park to all recreation / tourism activities (6%), limit the number of people allowed per day (20%), limit the number of large groups allowed (23%), provide downloadable mobile phone applications (26%), wireless internet access (35%), and provide more enclosed shelters (41%). Day users were more supportive of providing more recycling containers, information and education, group picnic areas, enclosed shelters, ranger-led programs, as well as supporting not changing anything, making the park more pet friendly, and restoring the park to historical conditions. Overnight users were more supportive of requiring dogs be kept on leash at all times, wireless internet access in park, downloadable mobile phone applications, and limiting the number of large groups and people allowed in the park.
- A majority of overnight users only supported adding more space between sites (67%), and providing campsites accommodating both RV and tent camping (64%). They were least supportive of walk in sites (19%), more group camping sites (26%), and more tent camping in campground (36%).
- In total, 77% of overnight users reserved their park visit on the internet reservation system, 20% used the telephone reservation system, and 3% had someone else make the reservation. Satisfaction with the reservation system was high, as 86% were satisfied and only 14% were not satisfied, and the highest proportion of overnight users was “very satisfied” (46%).

Sociodemographic Characteristics of Users

- There were a few more female (58%) than male (42%) users at this park.
- The average age of users was approximately 46 years old, and the largest proportions of users were 30 to 39 years old (25%) and 40 to 49 years old (24%).
- The average annual household income before taxes of respondents was \$68,800, and the largest proportion of users had incomes of \$50,000 to \$69,999 (20%). Visitors to Fort Stevens State Park are generally wealthier than the Oregon population at large (Oregon median income household income in 2010 was \$51,994).
- Most respondents were white (i.e., Caucasian; 88%) with few Hispanic / Latinos (5%), Asians (3%), American Indian / Alaska Natives (2%), and Blacks / African Americans (1%).
- There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasians) at overnight areas (93%) than at day areas (87%). There were a significantly more Hispanic / Latino day users (6%) compared to overnight users (2%) at Fort Stevens State Park.
- Almost all respondents (96%) reported English as their primary language spoken in their homes.
- About 58% of users lived in Oregon, 25% resided in Washington State, and 2% were from California. Among park users, 33% of park users resided in the Portland Metro region of Oregon, 9% lived in the coastal region, 7% lived in the Willamette Valley, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the

Portland Metro region (34%), whereas day users came primarily from the Portland Metro (31%) and Coastal regions (22%). A majority of day users lived in Oregon (60%), Washington State (25%), British Columbia (Canada; 3%), or California (2%). Fewer overnight users were from Oregon (46%), whereas more lived elsewhere such as Washington State (29%), British Columbia (13%), California (3%), and Idaho (3%).

- In total, 81% of park users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (13% of park users), while 4% had a hearing disability, 2% had learning disabilities, and 1% had impaired sight.

Recommendations

Management Recommendations

- Almost all day and overnight users traveled to this park in their own vehicles (89%), so adequate parking is important and should be considered in planning and management.
- The average number of visitors per vehicle for Fort Stevens State Park day-use visitors (3.68) was slightly lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers may want to use this updated figure in future day-use visitation calculations for the park.
- Approximately one third of users (33%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags, signs specifying regulations or restrictions), especially in the overnight camping areas because almost half of overnight users brought dogs (49%). Managers may want to consider examining enforcement of existing pet regulations in the park's campground areas, given that 69% of overnight respondents supported requiring dogs be on leash at all times and only 35% of overnight respondents supported making the park more pet friendly.
- Almost all users (97%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for group facilities (62%) and the amount and quality of information and education materials and programs (both 66%). Managers may wish to evaluate these services to users to ensure they are meeting visitor needs.
- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 68%). Given that over 22% of park visitors were over the age of 60 and 19% of users had disabilities (13% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- Approximately 71% of overnight users felt crowded at the park, and 82% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is at "more than capacity", and may soon or already exceed social carrying capacity, indicating more studies may be needed to allow management to preserve experiences. Monitoring and management of park use levels is needed, especially given that 61% of overnight users supported the provision of more opportunities for escaping crowds.
- Over 46% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (71%), recycling containers (67%), trash cans (64%), information / education (56%), opportunities for escaping crowds (56%), and more opportunities for

hiking (54%). A majority of overnight users also supported adding space between campsites (67%), and providing campsites accommodating both RV and tent camping (64%). 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 (38%) reporting spending \$150-\$350 on their trip (within 30 miles of the park). Most visitors reported spending some money on gasoline and oil, groceries, restaurants and bars, and park entry fees. 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 Fort Stevens State Park visitor spending on the local economies.
- The largest proportion of users (59%) depended on official internet websites as the first primary source of obtaining information about state parks such as Fort Stevens State Park, and the majority of overnight users (77%) reserved their spot at this park using the online / internet reservation system. Given these findings, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Almost all park visitors (96%) were able to find the information they needed when planning their visit to Fort Stevens State Park. However, some visitors (4%) were not able to find all information needed. The most popular information needed was photographs of each RV space and campsite online to decide on the best spot; more information on the Reserve America and OPRD websites about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of privacy); day-use policies; conditions for handicapped access; instructions for disabled veterans to book campsites online; and directions on how to navigate OPRD and Reserve America websites.
- The demographic analysis shows that there were more Hispanic day users (6%) than Hispanic overnight users (2%) at Fort Stevens State Park. Given that the Hispanic population is the fastest growing ethnic group in the state, park managers might consider enacting strategies intended to increase Hispanic camping at Fort Stevens State Park.
- Users provided 696 verbatim open ended positive and negative comments, and suggestions for possible improvement of Fort Stevens State Park and other park related issues. The most common concerns raised involved: (a) lack of spacing, buffers, and privacy in the overnight areas, which caused users to be overcrowded; (b) more accessible garbage cans and recycle bins throughout the campsite loops; (c) better directions on how to get to park from Highway 101; (d) improved signage on trails (e) a need to control the mosquitos; (f) better enforcement of noisy children and adults, especially after quiet hours in overnight areas; (g) better enforcement of off-leash dogs and noise from barking dogs, especially in overnight areas and beaches; (h) want more campsites and RV sites (especially with full hook-ups); (i) lack of clean or updated bathrooms and shower water too hot or too cold; (j) issues with the reservation system (better accommodation of large groups, navigation, and policies); and (k) adding Wi-Fi.

TABLE OF CONTENTS

Executive Summary ii

Table of Contents viii

List of Tables x

List of Figures xi

Introduction and Objectives 1

Methods 1

 Onsite Survey of Day Users 1

 Internet Survey of Overnight Users 2

 Sample Sizes and Response Rates 2

Results 4

 Personal and Visit Characteristics 4

 Activity Groups 4

 Duration of Visit 6

 Distance Traveled 7

 Previous Visitation 8

 Group Size 8

 Bringing Dogs to the Park 9

 Transportation to the Park 9

 Reasons for Visiting 10

 Alternatives to Visit 10

 Section Summary 11

 Visitor Spending 13

 Section Summary 15

 Obtaining Information about the Parks 15

 Section Summary 17

 Satisfaction with Experiences and Conditions 18

 Overall Satisfaction 18

 Satisfaction and Expectations with Specific Characteristics 18

 Importance – Performance Analysis 21

 Encounters, Norms, and Crowding 24

 Section Summary 26

 Attitudes about Management Strategies 28

Section Summary	30
Sociodemographic Characteristics of Users	31
Section Summary	34
Recommendations.....	35
Management Recommendations.....	35
References.....	38
Appendix A. Open-Ended Comments	39
Appendix B. Questionnaires	62
Appendix C. Uncollapsed Percentages	76

LIST OF TABLES

1	Sample sizes and response rates for each survey approach	3
2	Comparison of day and overnight users for recreation activities at the park.....	5
3	Comparison of day and overnight users for primary activity at the park	6
4	Duration of visit at the park	7
5	Comparison of day and overnight users distance traveled to the park	7
6	Comparison of day and overnight user previous visitation to the park	8
7	Comparison of day and overnight user number of previous visits to the park in the last 12 months	8
8	Comparison of day and overnight user group size at the park.....	9
9	Comparison of day and overnight users bringing dogs with them to the park	9
10	Comparison of day and overnight user transportation to the park.....	10
11	Comparison of day and overnight users in whether the park was their main destination	10
12	Comparison of day and overnight users alternatives to park visit.....	11
13	Comparison of day and overnight users, local / non-local.....	13
14	Comparison of day and overnight total spending, dollars per party per trip	14
15	Comparison of percent of day and overnight party spending of any dollars in eight spending categories.....	14
16	Comparison of day and overnight users in whether they found the information needed	15
17	Comparison of day and overnight user use of information sources.....	16
18	Comparison of day and overnight users for primary information source	17
19	Comparison of day and overnight user overall satisfaction.....	18
20	Comparison of day and overnight user specific expectations at the park	19
21	Comparison of day and overnight user specific satisfactions at the park	20
22	Comparison of day and overnight user likelihood of returning and satisfaction with the park fees, facilities, and environment	24
23	Comparison of day and overnight user encounters, norms, and crowding.....	25
24	Relationships among encounters, norms, and crowding.....	26
25	Comparison of day and overnight user attitudes about management at the park	29
26	Overnight user reactions to the reservation systems.....	30
27	Comparison of day and overnight user demographic characteristics	32
28	Respondent location of residence	28
29	Comparison of day and overnight user disabilities.....	34

LIST OF FIGURES

1	Importance-performance (I-P) analysis matrix	21
2	Importance-performance (I-P) analysis matrix for day users	22
3	Importance-performance (I-P) analysis matrix for overnight users.....	23

INTRODUCTION AND OBJECTIVES

The Oregon State Parks system provides public access to a collection of the state's outstanding natural, cultural, scenic, and outdoor recreation resources. Understanding the opinions of park users regarding issues such as the quality of facilities, recreational opportunities, social and resource conditions, and how they use these parks is critical to providing effective facilities, programs, and services. Project objectives were to describe day and overnight user activities, demographic characteristics, and opinions about conditions and management at this park and provide recommendations for maintaining or improving conditions at this park.

METHODS

Data were obtained from questionnaires (see Appendix B) administered to randomly selected samples of day and overnight users at Fort Stevens State Park between July and August 2011. Separate survey methods were used for each of these visitor types — on-site (face to face) for day users and electronic (email, internet) for overnight users. Questionnaires administered to overnight users were basically identical to those administered to day users, but contained a few additional questions specific to overnight activities (e.g., camping). Each day user or overnight user contacted only completed the full length questionnaire once using only one of these methods, not multiple times using more than one approach.

Onsite Survey of Day Users

Day users 18 years of age and older who visited Fort Stevens State Park between July 2 and August 14, 2011 were approached in person (face to face) and asked to complete the six page questionnaire onsite at this park. Onsite questionnaires were necessary because personal contact information (e.g., home mail and email addresses, telephone numbers) required for alternative approaches such as telephone or mail surveys are not available from day users, as OPRD does not regularly collect this information from these users. Day users were asked if they would be willing to complete the questionnaire and asked to immediately complete and return the full length questionnaire onsite. Questionnaires were printed on both sides of two legal sized (8 ½ x 14) pages and folded into a small booklet, and took most respondents approximately 15 to 20 minutes to complete. Respondents were provided with a clipboard and pen to complete the questionnaire onsite. Two volunteers (e.g., Camp Hosts) administered these questionnaires to reduce costs.

Internet Survey of Overnight Users

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

Users were sent a first email letter that requested their participation by completing an internet questionnaire, provided standard verbiage regarding recruitment / consent and length. A week after this initial email, a second email letter was sent to those who had not yet completed the internet questionnaire stressing the importance of the study, emphasizing anonymity and confidentiality, and requesting participation. A third final email letter was sent to those that had not yet completed the questionnaire. No further email letters were sent, so users were considered a nonresponse if they did not complete the internet questionnaire following these three email letters. Email letters requesting participation were sent between August 1 and September 30, 2011. These emails and internet questionnaires were administered by researchers at the Oregon Parks and Recreation Department.

Sample Sizes and Response Rates

As shown in Table 1, the total number of completed questionnaires across all survey approaches was $n = 949$ with an estimated total response rate of 59%. Completed questionnaires were received from $n = 338$ day users (61% response rate) and $n = 611$ overnight users (58% response). These combined sample sizes across survey methods allow generalizations about the population of day users at Fort Stevens State Park at a margin of $\pm 5.3\%$, overnight users at $\pm 4.0\%$, and both day and overnight users at $\pm 3.2\%$ at the 95% confidence level.

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

	Initial contacts	Completed surveys (<i>n</i>)	Response rate (%)
Day Users	554	338	61
Overnight Users	1056	611	58
Total	1610	949	59

Table 1 shows that the total number of completed questionnaires for overnight users (*n* = 611) was higher than day users (*n* = 338). Between 2008 and 2010, however, a much larger proportion of the total population of users at Fort Stevens State Park consisted of day users. Actual population estimates for day users, for example, ranged from 1,036,690 in 2008, 1,187,899 in 2009, and 1,151,789 in 2010 compared to just 206,108 overnight users in 2008, 227,807 in 2009, and 214,718 overnight users in 2010. These average use levels across the three years from 2008 to 2010 show that approximately 83.9% of users at Fort Stevens State Park were day users and 16.1% were overnight users. The sample for this project, however, consisted of 35.6% day users and 64.4% overnight users. Consequently, in the results sections reporting findings only for all users taken together (i.e., total users at Fort Stevens), the data were weighted by population proportions calculated from the three year average using the following formula (Vaske, 2008) to ensure that questionnaire responses were statistically representative of the total population of all users at this park:

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

$$\text{Weight (day users)} = \frac{0.839}{0.356} = 2.36$$

$$\text{Weight (overnight users)} = \frac{0.161}{0.644} = 0.25$$

Questionnaires administered to both the day users and overnight users included questions on a range of topics such as prior visitation, activity participation, visitor spending, satisfaction, support of management, and demographic characteristics. Results in this report are grouped into subsections according to these questions. Within each subsection, analysis is conducted on potential differences between day users and overnight users. Percentages, crosstabulations, and bivariate statistical tests were used to analyze and present results. These tests produce *p*-values and when a *p*-value associated with any statistical tests (i.e., χ^2 , *F*) presented in this report is $p \leq$

.05, a statistically significant relationship or difference was observed between groups or variables. In addition to these tests of statistical significance, effect size statistics (e.g., Cramer's V , eta η) were used to compare the strength of relationships. In general, a value of .10 for effect sizes can be considered a "minimal" (Vaske, 2008) or "weak" (Cohen, 1988) relationship or difference. An effect size of .30 is considered "medium" or "typical," and .50 or greater is a "large" or "substantial" relationship or difference; larger effect sizes imply stronger relationships or differences. To highlight key findings, data were often recoded into major response categories (e.g., agree, disagree; support, oppose), but basic descriptive findings of uncollapsed questions (i.e., strongly, slightly agree) are provided in Appendix C.

RESULTS

Personal and Visit Characteristics

Activity Groups. The questionnaires asked respondents to check all of the activities in which they participated at Fort Stevens State Park on their most recent trip. Table 2 shows that the most popular activities at this park were hiking / walking (60%), sightseeing (53%), beachcombing (52%), visiting historic sites (41%), and picnicking or barbecuing (37%). The least popular activities were clam digging (4%), boating (5%), ranger led programs (5%), and surfing / boogie boarding (5%). Participation rates differed significantly between day users and overnight users for 12 of these 18 activities; participation in swimming / wading, bird or wildlife watching, fishing, running or jogging, surfing / boogie boarding, and clam digging did not differ between these two groups. In most cases, overnight users were significantly more likely to participate in the various activities, which is not surprising given that they had much more time at the park to engage in activities. Participation in camping was the most substantial difference among the two user groups (0% of day users, 95% of overnight users).

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Hiking or walking	56	82	60	74.63	< .001	.29
Sightseeing	50	67	53	23.05	< .001	.16
Beachcombing	49	69	52	36.01	< .001	.20
Picnicking or barbequing	36	43	37	4.88	.027	.07
Visiting historic sites	36	70	41	99.97	< .001	.33
Swimming/ wading	32	33	32	0.01	.928	.00
Dog walking	25	37	27	14.17	< .001	.12
Bird or wildlife watching	17	19	17	0.46	.496	.02
Bicycling on trails	16	61	24	182.13	< .001	.43
Fishing	14	14	14	0.15	.700	.01
Kite flying	13	22	15	12.87	< .001	.12
Other ^c	12	5	11	13.91	< .001	.13
Running or jogging	8	10	8	1.06	.304	.03
Surfing/boogie boarding	6	5	5	0.32	.570	.02
Bicycling on local roads	5	22	8	53.00	< .001	.22
Boating (motor, canoe, kayak)	4	9	5	9.47	.002	.10
Clam digging	4	4	4	0.13	.717	.01
Ranger-led program(s)	3	16	5	43.45	< .001	.20
Camping	0	95	16	985.81	< .001	.93

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

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

^c The most popular “other” activities were: military reenactments and museum, driving on the beach, visiting or shopping in Astoria/Seaside, geocaching, bicycle and kayak tour, kite surfing, photography, relaxing/playing on beach, play in the playground.

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Fort Stevens State Park. Table 3 shows that the most common primary activity groups were people beachcombing (15%), sightseeing (12%), and picnicking or barbequing (11%). The least common activity groups were people bird or wildlife watching (< 1%), bicycling on local roads (< 1%), and participating in ranger-led programs (< 1%). There was, however, a statistically significant and “substantial” difference between day users and overnight users. Day users, for example, were more likely to consider beachcombing, sightseeing, and picnicking or barbequing as their primary activities, whereas overnight users were much more likely to consider camping or bicycling on trails as their primary activity.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Beachcombing	17	6	15
Sightseeing	14	4	12
Picnicking or barbequing	13	< 1	11
Fishing	10	2	9
Hiking or walking	8	6	8
Swimming/ wading	8	1	7
Bicycling on trails	8	16	9
Visiting historic sites	7	6	7
Other ^c	6	1	5
Dog walking	4	2	4
Surfing/boogie boarding	2	< 1	1
Kite flying	2	1	2
Clam digging	1	1	1
Boating (motor, canoe, kayak)	1	1	1
Bird or wildlife watching	< 1	< 1	< 1
Running or jogging	1	< 1	1
Bicycling on local roads	0	1	< 1
Camping	0	53	9
Ranger-led program(s)	0	< 1	< 1

^a $\chi^2 = 486.56, p < .001, V = .66$.

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

^c The most popular “other” activities were: military reenactments and museum, driving on the beach, visiting or shopping in Astoria/Seaside, geocaching, bicycle and kayak tour, kite surfing, photography, relaxing/playing on beach, play in the playground.

Duration of Visit. Day users were asked to report how many *hours* they spent at Fort Stevens State Park on their recent trip and overnight users were asked how many *nights* in a row they spent at the park on their trip. Table 4 shows that, on average, day users spent almost four hours in the park, with 79% of these users spending up to five hours in the park. The majority of day users (69%), however, spent two to five hours.

Overnight users spent an average of almost three and a half days at the park, although the largest proportions spent two (25%) or three (23%) days at the park (Table 4). An additional 16% spent four days at the park, 12% spent five days, and another 11% spent six or more days.

Table 4. Duration of visit at the park

Day Users (Hours)	
1 hour	10
2 hours	27
3 hours	16
4 to 5 hours	26
6 to 9 hours	18
10 or more hours	3
Mean / average hours	3.84
Overnight Users (Nights)	
1 day	13
2 days	25
3 days	23
4 days	16
5 days	12
6 or more days	11
Mean / average days	3.46

¹ 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 23% of visitors were local (driving 30 miles or less to reach the park) and another 41% originated 31 to 120 miles from the park. A higher percentage of day-use visitors were local (27%) than overnight visitors (1%). Day users, on average, traveled shorter distances ($M = 216.54$ miles) to visit the park than overnight visitors ($M = 281.85$ miles).

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
30 miles or less	27	1	23
31 to 60 miles	6	3	5
61 to 90 miles	18	19	18
91 to 120 miles	17	24	18
121 to 150 miles	5	9	6
151 to 250 miles	9	16	10
251 to 500 miles	10	16	11
501 or more miles ^c	8	14	9
Mean / average	216.54	281.85	227.17

^a $\chi^2 = 337.37, p < .001, V = .56.$

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

^c $t = 2.43, p = .015, r_{pb} = .08.$

Previous Visitation. Users were asked if they had ever visited Fort Stevens State Park before their most recent trip. Table 6 shows that 72% of respondents had visited this park before, whereas 28% had not visited previously. There was, however, a significant difference between day users and overnight users, with day users being more likely to have visited this park previously (72%) than overnight users (68%).

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yes, visited park before	72	68	72
No, not visited park before	28	32	28

^a $\chi^2 = 2.16, p = .141, \phi = .05$.

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

Users who had previously visited this park were then asked how many trips they had made to this park in the past 12 months. Table 7 shows that although users had visited an average of three and one third times in the past 12 months, the highest proportion (27%) had made just one trip to this park in the past year with the majority (67%) having made two or fewer trips. On average, day users had visited significantly more times ($M = 3.74$) than overnight users ($M = 1.40$). For example, 88% of overnight users had visited two or fewer times in the past 12 months and only 3% had visited six or more times, whereas 20% of day users had visited six or more times.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
0 Trips	23	25	23
1 Trip	24	45	27
2 Trips	17	18	17
3 to 5 Trips	18	9	16
6 to 12 Trips	10	2	9
13 to 24 Trips	6	1	5
More than 24 Trips	4	0	3
Mean / average trips ^c	3.74	1.40	3.33

^a $\chi^2 = 85.98, p < .001, V = .37$.

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

^c $t = 5.76, p < .001, r_{pb} = .29$.

Group Size. Respondents were asked to report how many people, including themselves, accompanied them at Fort Stevens State Park on their most recent trip. Table 8 shows that the average group size was between five and six people, but this average was skewed by a few

extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of three to four people (32%) or five to 10 people (34%). Overnight users, on average, visited in larger groups ($M = 6.39$ people) than day users ($M = 5.28$), but these averages were again influenced by a few extremely large groups. The majority of both day users (33%) and overnight users (35%) visited in groups of five to 10 people. Day users were slightly more likely to visit alone (5%) than overnight users (4%), and overnight users (14%) were also more likely than day users (9%) to visit in large groups consisting of more than 10 people.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
1 Person (alone)	5	4	5
2 People	21	19	21
3 or 4 People	32	29	32
5 to 10 People	33	35	34
11 to 25 People	8	11	9
More than 25 People	1	3	1
Mean / average ^c	5.28	6.39	5.44

^a $\chi^2 = 42.14, p = .070, V = .20$.

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

^c $t = 2.99, p = .003, r_{pb} = .10$.

Bringing Dogs to the Park. The questionnaires asked day users and overnight users if they or anyone else in their group brought dog(s) with them to Fort Stevens State Park. Table 9 shows that 67% of park users did not bring dogs with them and 33% brought dogs. Overnight users (49%) were significantly more likely than day users (30%) to bring dogs.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
No, did not bring dog(s)	70	51	67
Yes, brought dog(s)	30	49	33

^a $\chi^2 = 30.43, p < .001, \phi = .19$.

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

Transportation to the Park. Respondents were asked how they got to Fort Stevens State Park on their most recent trip. Table 10 shows that almost all users arrived at the park in their family’s personal vehicle (89%), 6% arrived in somebody else’s vehicle, and 5% arrived in another form of transportation. On average, there were 3.46 people in each personal family vehicle and 3.25

people in somebody else’s vehicle. For all day-use vehicles, there was an average of 3.68 people in the vehicle. For all overnight vehicles, there was an average of 3.37 people in the vehicle. There was a significant, but relatively weak difference between day users and overnight users, with almost all overnight users arriving in their own vehicles (94%) compared to day users (88%) who were slightly more likely to not only use their own vehicles, but also other modes of transportation.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
My family’s personal vehicle ^c	88	94	89
Somebody else’s personal vehicle ^d	6	2	6
Other	6	4	5

^a $\chi^2 = 9.01, p = .011, V = .11.$

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

^c Number of people in vehicle: mean / average = 3.46 (1-2 people = 34%, 3-4 people = 43%), day user = 3.72, overnight = 3.37.

^d Number of people in vehicle: mean / average = 3.25 (1-4 people = 74%), day user = 3.00, overnight = 3.41.

Reasons for Visiting. Visitors were asked if this park was the main reason for their trip. Table 11 shows that 58% of users considered this park their main destination with significantly more overnight users (80%) than day users (54%) considering it the reason for their trip.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Primarily for recreation – this park was main destination	54	80	58
Primarily for recreation – main destination was not this park	31	18	29
Primarily for business, family, or other reasons – park was side trip	12	2	10
Some other reason	3	1	3

^a $\chi^2 = 84.78, p < .001, \phi = .31.$

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

Alternatives to Visit. Respondents were then asked what things they would have considered doing if they were not able to go to Fort Stevens State Park for this visit. As shown in Table 12, most users responded that, if unable to go to the park for this visit, they would have either gone somewhere else for the same activity (54%) or come back another time (14%). Overnight users (65%) were more likely than day users (51%) to go somewhere else for the same activity.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Gone somewhere else for same activity ^c	51	65	54
Gone somewhere else for a different activity ^d	9	7	8
Come back another time	13	15	14
Stayed home	13	6	12
Gone to work at my regular job	1	1	1
Something else (none of these)	13	6	12

^a $\chi^2 = 27.69, p < .001, V = .19$.

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

^c If gone somewhere else for same activity, how far from home is the place you would have gone instead: mean / average = 152.26 miles, day user = 88.77, overnight = 178.99. ($t = 6.96, p < .001, r_{pb} = .29$).

^d If gone somewhere else for different activity, how far from home is the place you would have gone instead: mean / average = 132.69 miles, day user = 61.53, overnight = 172.22. ($t = 4.68, p < .001, r_{pb} = .53$).

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

- The most popular activities were hiking / walking (60%), sightseeing (53%), beachcombing (52%), visiting historic sites (41%), and picnicking or barbecuing (37%); the least popular were clam digging (4%), boating (5%), participating in ranger led programs (5%), and surfing / boogie boarding (5%). Overnight users were more likely to participate in most activities, which is not surprising given that they had more time at the park.
- The most common main activity groups were people beachcombing (15%), sightseeing (12%), and picnicking or barbecuing (11%). The least common groups were people bird or wildlife watching (< 1%), bicycling on local roads (< 1%), and participating in ranger-led programs (< 1%). Day users were more likely to consider beachcombing, sightseeing, and picnicking or barbecuing as their main activities, whereas overnight users were more likely to consider camping or bicycling on trails as their primary activity.
- Day users spent an average of almost four hours in the park, with 79% of these users spending up to five hours in the park. The majority of day users (69%), however, spent two to five hours. Overnight users spent an average of almost three and a half days at the park, although the largest proportions spent two (25%) or three (23%) days at the park and an additional 16% spent four days, 12% spent five days, and 11% spent six or more days.

- Most visitors to the park were non-locals (77%), driving 31 miles or more to reach the park. Day users, on average, traveled shorter distances ($M = 216.54$ miles) to visit the park than overnight visitors ($M = 281.85$ miles). Most overnight visitors (24%) traveled 91 to 120 miles to reach the park.
- In total, 72% of respondents had visited this park before, but day users were more likely (72%) than overnight users (68%) to have visited before. Although users had visited an average of three and one third times in the past 12 months, the highest proportion (27%) had made just one trip to this park with the majority (67%) having made two or fewer trips. On average, day users had visited more times ($M = 3.74$) than overnight users ($M = 1.40$).
- Average group size was between five and six people, but this average was skewed by a few extremely large groups (e.g., weddings, reunions). Groups most commonly consisted of three to four people (32%) or five to 10 people (34%). Overnight users, on average, visited in larger groups ($M = 6.39$ people) than day users ($M = 5.28$), but these averages were again influenced by a few large groups. The majority of both day users (33%) and overnight users (35%) visited in groups of five to 10 people.
- In total, 67% of users did not bring dogs with them; 33% brought dogs. Overnight users were more likely (49%) than day users (30%) to bring dogs.
- Most users arrived at the park in their family vehicle (89%), 6% came in someone else's vehicle, and 5% in another form of transportation. On average, there were 3.46 people in each family vehicle and 3.25 in someone else's vehicle. For all day-use vehicles, there was an average of 3.68 people in the vehicle.
- Over half (58%) of users considered visiting this park the main reason for their trip with significantly more overnight users (80%) than day users (54%) considering this park their main destination.
- If they had been unable to go to Fort Stevens State Park for this visit, most park visitors would have either gone somewhere else for the same activity (54%) or come back another time (14%).

Visitor Spending

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

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

Table 13 includes the percentages of all park day users and overnight users that are local and non-local visitors. Most visitors to the park are non-local (living 31 or more miles from the park) visitors (78%). More overnight users (99%) are non-local than day users (74%). Based on previous year visitation estimates, approximately 83.9% of users at Fort Stevens State Park are day users and 16.1% overnight users.

Table 13. Comparison of day and overnight users, local / non-local ^a

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Local	26	1	22
Non-Local ^c	74	99	78

^a $\chi^2 = 160.99, p < .001, \phi = .42.$

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

Table 14 shows the proportion of total spending for each visitor profile type and reported on a party trip basis. For local day-use visitors, the highest percentage (22%) reported spending \$1-\$25 and \$51-\$150. There were only three local overnight respondents who reported visitor party spending. For non-local day-use visitors, the highest percentage (24%) reported spending \$51-\$150 on their trip. Non-local overnight visitor spending was higher than local day-users, with the highest percentage (38%) reporting spending \$151-\$350 on their trip.

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

	<u>Local</u>		<u>Non-Local</u>		All ^a (%)
	Day (%)	Overnight (%)	Day (%)	Overnight (%)	
Spent no money	18	0	6	0	8
\$1 - \$25	22	0	5	1	8
\$26 - \$50	15	0	9	2	9
\$51 - \$150	22	67	24	16	22
\$151 - \$350	13	0	22	38	23
\$351 - \$550	5	0	19	24	17
\$551 - \$1,000	5	33	16	20	14

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

Table 15 includes the proportion of visitor parties that reported spending any dollars on the eight spending categories (e.g., motel, camping, restaurants and bars, groceries, etc.). For local day use visitors, most reported spending some money on gasoline and oil (70%), groceries (58%), and park entry fees (57%). Most non-local overnight visitors reported spending money on groceries (88%), gasoline and oil (83%), camping fees (70%), restaurants and bars (68%), and souvenirs (51%). The “All” spending average is estimated as a weighted average for spending by day-user and overnight visitors. Most visitors to Fort Stevens State Park reported spending some money on gasoline and oil (75%), groceries (64%), restaurants and bars (59%), and park entry fees (50%).

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

Spending Categories	<u>Local</u>		<u>Non-Local</u>		All ^b (%)
	Day (%)	Overnight (%)	Day (%)	Overnight (%)	
Motel, lodge, cabin, B&B, other lodging	6	0	32	8	23
Camping	12	100	32	70	33
Restaurants and bars	26	0	68	68	59
Groceries	58	67	61	88	64
Gasoline and oil	70	67	75	83	75
Park entry, parking, or recreation use fees	57	33	50	39	50
Recreation and equipment (guide fees, equipment rental)	6	0	12	12	11
Souvenirs, clothing, and other miscellaneous	13	0	43	51	38

^a $\chi^2 = 123.68$ $p < .001$, $V = .41$.

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

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

- Most local day-use visitor parties reported spending on gasoline and oil (70%), groceries (58%), and park entry fees (57%).
- Non-local overnight visitor party spending was higher than non-local day users, with the highest percentage (38%) reporting spending \$151-\$350 on their trip.
- Most visitors reported spending some money on gasoline and oil (75%), groceries (64%), restaurants and bars (59%), and park entry fees (50%).

Obtaining Information about the Parks

The questionnaires contained several questions examining how users obtained information about state parks such as Fort Stevens State Park and whether they were able to obtain the information they needed. Table 16 shows that almost all users (96%) were able to find the information they needed when planning their visit to this state park, and the few (4%) who did not find the information they needed would like additional: photographs of each RV space and campsite online to decide on the best spot; more information on the Reserve America and OPRD websites about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of privacy); day-use policies; conditions for handicapped; how to reserve online when a disabled veteran; and directions on how to navigate OPRD and Reserve America websites. There were no differences between day and overnight users in their responses to these questions.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Yes, found the information needed	96	94	96
No, did not find the information needed ^c	4	6	4

^a $\chi^2 = 1.71, p = .191, \phi = .05$.

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

^c The most popular information needed was: photographs of each RV space and campsite online to decide on the best spot; more information on Reserve America and OPRD website about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of privacy); day use policies; conditions for handicapped; how to reserve online when a disabled veteran; directions for how to navigate OPRD and Reserve America websites.

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Previous visit	75	74	75	4.07	.396	.07
Friends / family	74	71	74	3.41	.492	.07
Official internet websites (OPRD)	65	93	70	144.01	< .001	.42
Highway signs	62	33	57	86.55	< .001	.33
Brochures	41	50	42	10.67	.031	.11
Other ^c	32	27	32	2.60	.627	.10
Books	29	24	28	5.99	.200	.09
Magazines	28	21	27	15.47	.004	.14
Newspapers	26	16	25	19.01	.001	.16
Social media websites	26	19	25	7.08	.132	.10
Television	19	12	18	27.92	< .001	.19
Radio	18	9	17	39.50	< .001	.22
Work	17	15	17	15.80	.003	.14
Community organizations or church	17	14	17	18.47	.001	.15
Videos / DVDs	12	7	11	17.01	.002	.15
Health care providers	10	5	9	28.05	< .001	.19

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

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

^c The most popular “other” ways were: AAA books, directories, and internet (ifish.net, travel forums, Facebook); local, weatherman, maps and telephone calls to OPRD and RNW.

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 Fort Stevens State Park. Table 17 shows that the most heavily used sources of information were previous visits (75% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 70%), highway signs (57%), and brochures (42%). The least used sources were health care providers (9%), videos or DVDs (11%), church (17%), work (17%), and radio (17%). Day users and overnight users differed significantly on all but five information sources, with day users utilizing almost all of these sources much more often. Overnight users (93%), however, were more likely than day users (65%) to obtain information from official internet websites.

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Official internet websites (OPRD)	54	86	59
Friends / family	25	7	22
Previous visit	9	3	8
Other	3	1	3
Highway signs	3	0	2
Books	2	< 1	2
Social media websites	1	1	1
Newspapers	1	0	1
Magazines	1	< 1	1
Television	< 1	0	< 1
Brochures	1	1	1
Radio	0	0	0
Work	0	0	0
Community organizations or church	0	< 1	< 1
Videos / DVDs	0	0	0
Health care providers	0	0	0

^a $\chi^2 = 118.94, p < .001, V = .38$.

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

Respondents were then asked to specify from this list of information sources what one source they would use first when obtaining information about an Oregon State Park such as Fort Stevens State Park. Table 18 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (59%) as the first primary information source, followed by friends or family (22%), and previous visits (8%). Few people used other sources when obtaining information. There was a significant difference between day users and overnight users, with overnight users almost entirely dependent on official internet websites as their primary source (86%). Day users were also heavily dependent on these websites (54%), but also used other sources such as friends and family (25%) and previous visits (9%).

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

- Almost all users (96%) were able to find the information they needed when planning their visit to this park, and the few (4%) who did not find it would like photographs of each RV space and campsite online to decide on the best spot; more information on the Reserve America and OPRD websites about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of

privacy); day-use policies; conditions for handicapped; how to reserve online when a disabled veteran; and directions on how to navigate OPRD and Reserve America websites.

- The most heavily used sources of information were previous visits (75% used sometimes or often), friends or family members (74%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 70%), highway signs (57%), and brochures (42%). The least used sources were health care providers (9%), videos or DVDs (11%), church (17%), work (17%), and radio (17%). Day users utilized most sources much more often, but overnight users (93%) were more likely than day users (65%) to obtain information from official internet websites.
- Official internet websites were used by most respondents (59%) as their first primary information source, followed by friends or family (22%), and past visits (8%). Overnight users were almost entirely dependent on official websites as their primary source (86%). Day users were also heavily dependent on these websites (54%), but also used other sources such as friends or family (25%) and previous visits (9%).

Satisfaction with Experiences and Conditions

Overall Satisfaction. Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Fort Stevens State Park?” Table 19 shows that overall satisfaction was extremely high, as 97% were satisfied and almost no respondents (4%) were dissatisfied. In addition, the highest proportion of users was “very satisfied” (61%).

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

	Day Users (%)	Overnight Users (%)	Total (%) ^b
Very Satisfied	62	52	61
Satisfied	35	41	36
Dissatisfied or Neutral	3	7	4

^a $\chi^2 = 18.57, p < .001, V = .13.$

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

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

Park were *important* to their visit (e.g., absence of litter, personal safety, signs, parking). Then, respondents reported their *satisfaction* of these same attributes at this park to measure *performance* of these attributes.

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

	User Group ^a			χ^2 value	<i>p</i> value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Cleanliness of park (graffiti, lawns)	97	99	97	17.95	.001	.14
Absence of litter	96	98	96	6.76	.149	.08
Cleanliness of toilets / bathrooms	94	95	95	23.49	< .001	.16
Parking for vehicles	91	79	89	28.91	< .001	.17
Number of toilets / bathrooms	87	88	87	4.92	.296	.07
Courteousness of rangers / personnel	87	95	88	19.82	.001	.15
Good value for fee paid at the park	86	96	88	37.96	< .001	.20
Signs with directions <i>in</i> the park	86	88	86	5.66	.226	.08
Signs with directions <i>to</i> the park	85	79	84	10.34	.035	.10
Personal safety	84	93	86	19.60	< .001	.15
Variety of things to do	76	83	77	11.42	.022	.11
Condition / maintenance of trails	75	86	77	16.06	.003	.14
Information about conditions / hazards	72	75	73	1.95	.745	.05
Number of park trails	70	84	72	25.80	< .001	.17
Presence of park rangers / personnel	66	84	68	41.04	< .001	.22
Quality of educational information	57	58	57	4.49	.344	.07
Ease of movement / access (wheelchair, elderly, stroller)	54	41	52	35.17	< .001	.20
Amount of educational information	54	52	53	4.96	.291	.08
Facilities for groups to gather	51	32	48	32.88	< .001	.19
Comfort of campsites ^c	--	95	--	--	--	--
Shading provided by trees / structures ^c	--	87	--	--	--	--

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

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

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

Table 20 shows that the most important characteristics were the park’s cleanliness (e.g., lawn care, lack of graffiti; 97%), absence of litter (96%), cleanliness of toilets (95%), parking for vehicles (89%), courteousness of park staff (88%), and good value for fee paid (88%). The least important attributes were the facilities for groups to gather (48%), ease of movement or access (e.g., wheelchair, elderly, baby stroller; 52%), number and quality of information / education programs or materials (53% to 57%), and presence of park rangers (68%). There were differences among day users and overnight users for 13 of the 21 possible comparisons. Day users considered parking, facilities for groups to gather, signs with directions to the park, and

ease of movement or access to be more important. Overnight users felt that cleanliness of park and bathrooms, courteousness and presence of staff, good value for fee paid, personal safety, having a variety of things to do, and number of trails were more important at this state park. Responses for two additional items that were asked in the questionnaires administered only to overnight users showed that 95% of overnight users considered the comfort of campsites to be important and 87% believed that shading provided by trees and other structures was important.

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
Cleanliness of park (graffiti, lawns)	95	97	95	12.23	.016	.11
Absence of litter	89	94	90	9.67	.046	.10
Courteousness of rangers / personnel	89	90	89	6.27	.180	.07
Personal safety	87	93	88	9.92	.042	.11
Number of toilets / bathrooms	86	89	86	7.63	.106	.08
Parking for vehicles	85	82	84	5.51	.239	.08
Good value for fee paid at the park	85	89	85	14.85	.005	.13
Variety of things to do	85	90	86	11.14	.025	.11
Presence of park rangers / personnel	84	88	85	4.29	.369	.07
Signs with directions <i>to</i> the park	83	81	83	11.13	.025	.10
Cleanliness of toilets / bathrooms	82	81	81	12.58	.014	.10
Signs with directions <i>in</i> the park	82	82	82	9.63	.047	.10
Number of park trails	79	91	81	26.65	< .001	.18
Condition / maintenance of trails	79	91	81	24.21	< .001	.17
Information about conditions / hazards	71	74	72	1.59	.810	.04
Ease of movement / access (wheelchair, elderly, stroller)	69	60	68	21.83	< .001	.16
Facilities for groups to gather	66	45	62	36.84	< .001	.20
Quality of educational information	66	68	66	5.78	.216	.08
Amount of educational information	65	69	66	6.09	.192	.09
Comfort of campsites ^c	--	86	--	--	--	--
Shading provided by trees / structures ^c	--	87	--	--	--	--

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

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

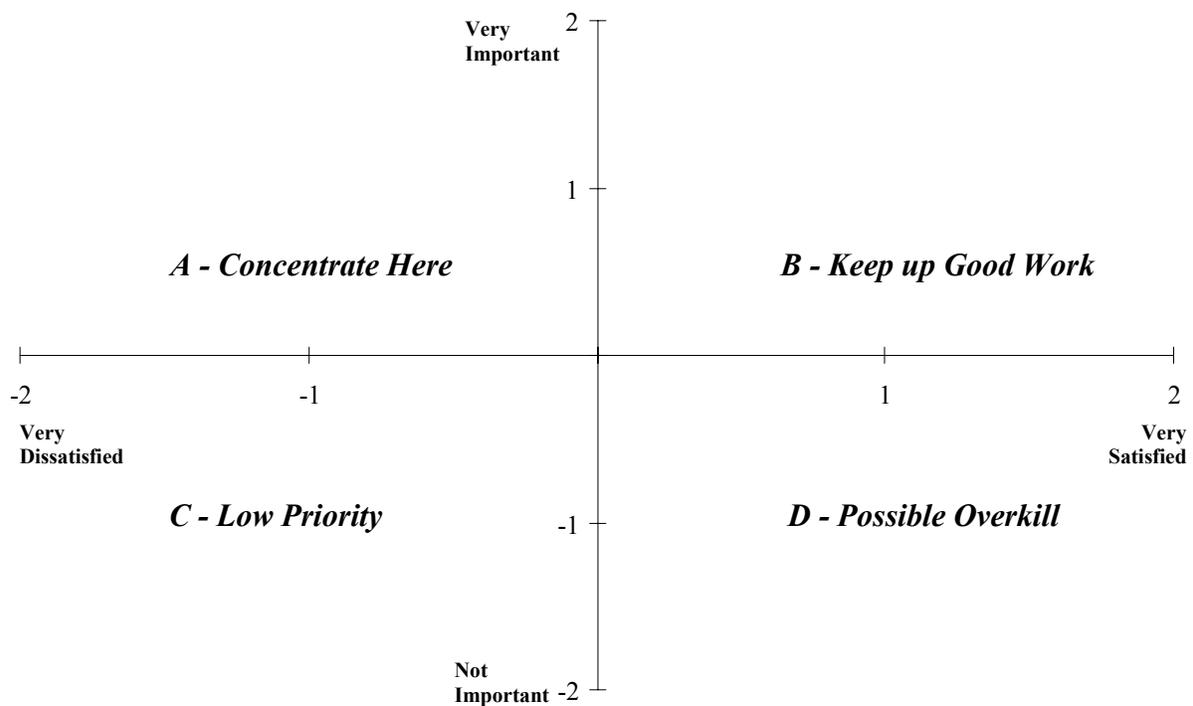
^c Only asked in questionnaires of overnight users, not day users.

Table 21 shows that the majority of users were satisfied with most of these characteristics at Fort Stevens State Park. Users were most satisfied with park cleanliness (95%), absence of litter (90%), courteousness and presence of park staff (89% to 85%), level of personal safety (88%), number of toilets / bathrooms (86%), having a variety of things to do (86%), and value for fee(s) paid (85%). Users were least satisfied with the facilities for groups to gather (62%), amount and quality of educational information provided (both 66%), and ease of movement / access (e.g.,

wheelchair, elderly, stroller; 68%). Day users were more satisfied with the group facilities, ease of movement, and signs with directions to Fort Stevens State Park. Overnight users were slightly more satisfied with the park’s cleanliness, lack of litter, level of personal safety, fee(s) paid, variety of things to do, and number and condition of trails. Overnight users were also satisfied with the comfort of campsites (86%) and shading provided by trees (87%).

Importance – Performance Analysis.

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



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

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

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

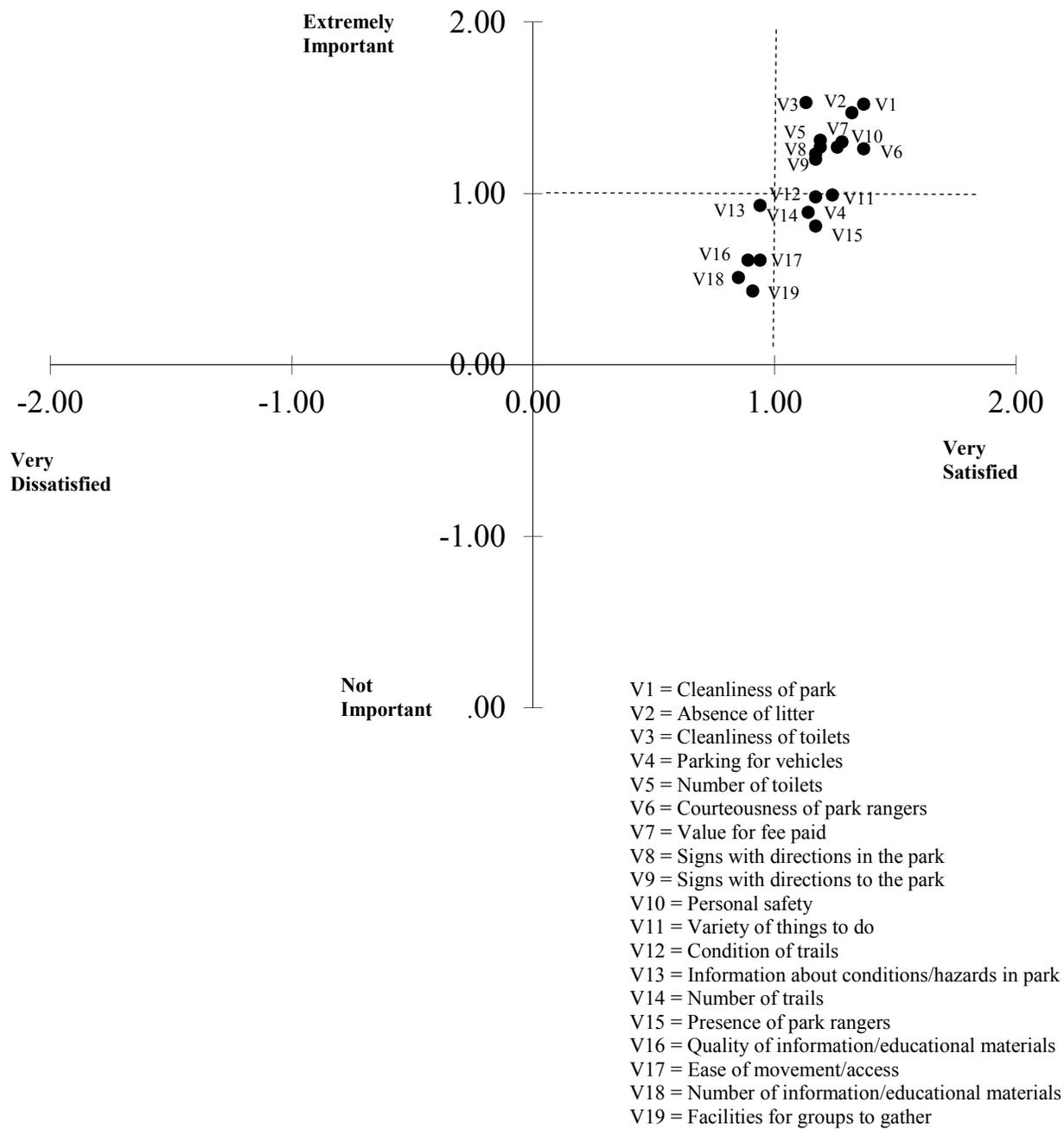


Figure 3. Importance-performance (I-P) analysis matrix for *overnight users*

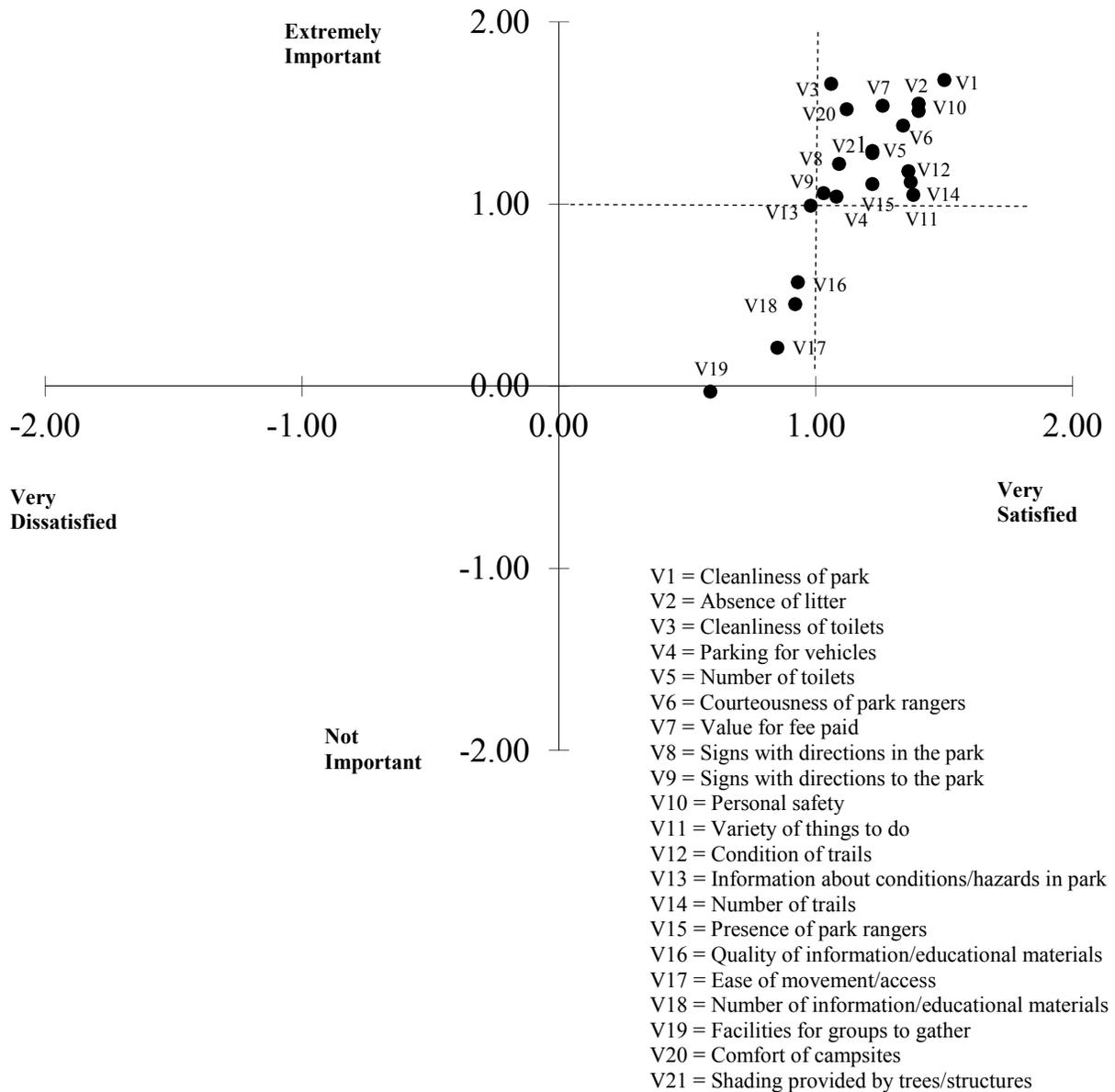


Figure 2 is the I-P matrix for day users and Figure 3 is the matrix for overnight users. Both matrices show that almost all attributes were in the “keep up the good work” quadrant, indicating that users thought that park staff were doing a good job managing conditions and experiences at Fort Stevens State 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 Figures 2 and 3. These results also show that park staff were doing a good job managing conditions and experiences at Fort Stevens State Park.

Respondents were asked several additional questions about their satisfaction with Fort Stevens State Park, including this park’s natural environment, facilities and services, and fees. Users were also asked how likely they would return to this state park. Table 22 shows high user satisfaction with the environment (96%), facilities and services (88%), and fees at this park (77%). Day and overnight users were similar in their satisfaction with the park’s natural environment, but day users (87%) were significantly less satisfied than overnight users (88%) with the facilities and services at this park. Day users (75%) were also significantly less satisfied than overnight users (85%) with the fee paid. In total, 95% of respondents said they were likely to return to this park in the future, with day users (96%) more likely than overnight users to return (86%).

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

	User Group			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^a			
Satisfaction with natural environment ^b	97	95	96	6.82	.146	.08
Satisfaction with facilities and services ^b	87	88	88	18.53	.001	.14
Satisfaction with fee paid ^b	75	85	77	39.06	< .001	.21
Likelihood of returning ^c	96	86	95	44.50	< .001	.19

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

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

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

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

they likely encountered more than their maximum acceptance (i.e., their norm) of impacts (e.g., use levels) for the particular setting (Manning, 2010; Needham & Rollins, 2009).

Table 23. Comparison of day and overnight user encounters, norms, and crowding

	User Group			<i>t</i> value	<i>p</i> value	Effect size <i>r</i> _{pb}
	Day Users	Overnight Users	Total ^a			
Encounters with other people ^b	113.50	137.02	116.13	2.89	.004	.11
Perception of crowding ^c	3.05	4.16	3.22	7.41	< .001	.24
Maximum tolerance for encountering other people (norm) ^d	184.88	152.03	182.91	0.89	.377	.10

^a Cell entries in this column based on data weighted by population proportions to represent total population of all park users.
^b Cell entries are mean numbers of people seen / encountered on users' most recent trip. Median = 100, Mode = 100.
^c Cell entries are means on 9 point crowding scale of 1-2 "not at all crowded" to 3-4 "slightly crowded" to 5-7 "moderately crowded" to 8-9 "extremely crowded." Median = 3, Mode = 1, Percent crowded = 62% (48% Day Users, 71% Overnight).
^d Cell entries are mean maximum numbers of people that users would accept seeing / encountering. Median = 100, Mode = 100.

Table 23 shows that, on average, park users encountered approximately 116 other people on their visit at Fort Stevens State Park, but would be willing to accept encountering a maximum of approximately 183 other users. Overnight users encountered significantly more people ($M = 137.02$) than day users ($M = 113.50$), but overnight users would accept seeing slightly fewer people ($M = 152.03$) than day users ($M = 184.88$). On average, both day users and overnight users felt slightly crowded, but overnight users felt significantly more crowded; 62% of all park users felt some degree of crowding on their visit, with 48% of day users feeling crowded and 71% of overnight users feeling crowded. According to Shelby, Vaske, and Heberlein (1989) and Vaske and Shelby (2008), these results suggest that crowding at the day-use areas are at "low normal", where a problem situation does not exist at this time and the area may offer unique low-density experiences. However, crowding at the overnight use area is at "more than capacity", and may soon or already exceed social carrying capacity, indicating more studies may be needed to allow management to preserve experiences.

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

Donnelly, 2002). If many users are encountering more people than they feel are acceptable, management may need to address social capacity related issues (e.g., quotas, zoning).

Table 24. Relationships among encounters and norms

	Reported encounters compared to norm ^a	
	% Fewer encounters	% More encounters
Day Users	66	35
Overnight Users	19	82
Total ^b	63	37

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

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

Table 24 shows relationships among encounters and norms at Fort Stevens State Park. In total, 63% of all users reported encountering fewer people than their norm, with 37% encountering more than their maximum tolerance. Crowding scores were significantly higher for users reporting more encounters than their norm. Most day users (66%) did not encounter more people than they would tolerate, but 82% of overnight users did encounter more people than their maximum acceptance. Taken together, these results suggest that crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded and a large proportion were already encountering more people than they would tolerate in the overnight use areas.

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

- Users considered the most important characteristics at this park were its cleanliness (e.g., lawn care, lack of graffiti; 97%), absence of litter (96%), cleanliness of toilets (95%), parking for vehicles (89%), courteousness of park staff (88%), and good value for fee paid at the park (88%). The least important attributes were the facilities for groups to gather (48%), ease of movement or access (e.g., wheelchair, elderly, stroller; 52%), number and quality of information / education programs or materials (53% to 57%), and presence of park rangers (68%). Day users considered parking, facilities for groups to gather, signs with directions to the park, and ease of movement or access to be more important. Overnight users considered the cleanliness of park and bathrooms,

courteousness and presence of staff, good value for fee paid, personal safety, having a variety of things to do, and number of trails to be more important. Almost all (95%) overnight users considered comfort of campsites to be important and 87% believed that shading provided by trees and other structures was important.

- Overall satisfaction among users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (61%). Users were most satisfied with the park’s cleanliness (95%), absence of litter (90%), courteousness and presence of staff (89 and 85%), level of personal safety (88%), number of toilets/ bathrooms (86%), having a variety of things to do (86%), and value for fee(s) paid (85%). Users were least satisfied with facilities for groups to gather (62%), amount and quality of educational materials (both 66%), and ease of movement / access (e.g., wheelchair, stroller; 68). Day users were more satisfied with the group facilities, ease of movement, and signs with directions to the park, whereas overnight users were more satisfied with the park’s cleanliness, lack of litter, level of personal safety, fee(s) paid, variety of things to do, and the number and condition of park trails. Overnight users were also satisfied with the comfort of campsites (86%) and shading provided by trees (87%). Most respondents (95%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences.
- Crowding among day users was reasonably low and most of these users were not encountering more people than they would tolerate, but the majority of overnight users felt crowded (62%) and a large proportion were already encountering more people than they would tolerate in the park’s overnight use areas (82%). This suggests that crowding at the overnight use area is at “more than capacity”, and may soon or already exceed social carrying capacity, indicating more studies may be needed to allow management to preserve experiences.

Attitudes about Management Strategies

Several items in the questionnaires examined user attitudes about possible management strategies at Fort Stevens State Park. Users were asked, for example, the extent they opposed or supported several potential new strategies for this park. Table 26 shows that the most strongly supported strategies were to provide more opportunities at the park for viewing wildlife (71%), recycling containers (67%), trash cans (64%), opportunities for escaping crowds (56%), and information and education (nature, history; 56%). The least supported strategies were to close park to all recreation / tourism activities (6%), limit the number of people allowed per day (20%), limit the number of large groups allowed (23%), provide downloadable mobile phone applications (26%), provide wireless internet access (35%), and provide more enclosed shelters (41%).

Day users were significantly more supportive of providing more recycling containers, information and education, group picnic areas, enclosed shelters, ranger-led programs, as well as supporting not changing anything, making the park more pet friendly and restoring the park to historical conditions (Table 25). Overnight users were more supportive of requiring dogs be kept on leash at all times, providing wireless internet access in park, downloadable mobile phone applications, and limiting the number of large groups and people allowed in the park. Overnight users were also asked to rate their support of five additional strategies specifically related to lodging and camping in the park. The majority of these users only supported adding more space between campsites (67%), and providing campsites accommodating both RV and tent camping (64%). They were least supportive of providing more walk in campsites (19%), group camping areas (26%), and more tent camping in campgrounds (36%).

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

	User Group ^a			χ^2 value	p value	Effect size Phi (ϕ)
	Day Users	Overnight Users	Total ^b			
More opportunities for viewing wildlife	71	69	71	2.38	.667	.05
More recycling containers	68	59	67	13.01	.011	.12
More trash cans	65	59	64	6.14	.189	.08
Do not change anything / keep as is	57	33	54	55.02	< .001	.25
More info / education (nature, history)	57	50	56	14.89	.006	.13
More opportunities for escaping crowds	55	61	56	4.22	.377	.07
Better maintenance / upkeep of facilities	54	49	53	2.08	.721	.05
More opportunities for hiking	54	55	54	8.78	.067	.10
Restore to historical conditions	54	44	53	11.62	.020	.12
Natural buffers block view of development	53	59	54	5.99	.200	.09
More group picnic areas	50	23	46	72.15	< .001	.29
Require dogs be kept on leash at all times	49	69	52	47.06	< .001	.24
Make park more pet friendly	47	35	45	13.95	.007	.13
More paved trails	47	49	47	2.11	.716	.05
More enclosed shelters	44	24	41	49.21	< .001	.24
More programs led by rangers	44	39	43	14.90	.005	.14
Wireless internet access in park	32	52	35	39.71	< .001	.21
Downloadable mobile phone applications	26	28	26	15.77	.003	.14
Limit the number of large groups allowed	21	36	23	29.44	< .001	.19
Limit number of people allowed per day	19	31	20	77.28	< .001	.31
Close park to all recreation/tourism activities	6	2	6	11.42	.022	.12
More space between campsites ^c	--	67	--	--	--	--
More walk in / cart in campsites ^c	--	19	--	--	--	--
More tent camping in campgrounds ^c	--	36	--	--	--	--
Campsites with both RV and tent camping ^c	--	64	--	--	--	--
More group camping areas ^c	--	26	--	--	--	--

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

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

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

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 Fort Stevens State Park. Table 26 shows that 77% of overnight users reserved their visit using the internet reservation system, 20% used the telephone reservation system, and 3% had someone else make the reservation. Second, users were asked to report their satisfaction with the reservation system, which was high with 86% satisfied and only 14% not satisfied (Table 26). In addition, the highest proportion of users was “very satisfied” (46%).

Table 26. Overnight user reactions to the reservation systems

Type of reservation system used	
Internet reservation system	77
Telephone reservation system	20
Did not make the reservation	3
Satisfaction with reservation system	
Very Satisfied	46
Satisfied	40
Dissatisfied or Neutral	14

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

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

- Users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (71%), recycling containers (67%), trash cans (64%), opportunities for escaping crowds (56%), and more information and education (nature, history; 56%). The least supported strategies were to close park to all recreation / tourism activities (6%), limit the number of people allowed per day (20%), limit the number of large groups allowed (23%), provide downloadable mobile phone applications (26%), wireless internet access (35%), and provide more enclosed shelters (41%). Day users were more supportive of providing more recycling containers, information and education, group picnic areas, enclosed shelters, ranger-led programs, as well as supporting not changing anything, making the park more pet friendly, and restoring the park to historical conditions. Overnight users were more supportive of requiring dogs be kept on leash at all times, wireless internet access in park, downloadable mobile phone applications, and limiting the number of large groups and people allowed in the park.
- A majority of overnight users only supported adding more space between sites (67%), and providing campsites accommodating both RV and tent camping (64%). They were least supportive of walk in sites (19%), more group camping sites (26%), and more tent camping in campground (36%).
- In total, 77% of overnight users reserved their park visit on the internet reservation system, 20% used the telephone reservation system, and 3% had someone else make the reservation. Satisfaction with the reservation system was high, as 86% were satisfied and

only 14% were not satisfied, and the highest proportion of overnight users was “very satisfied” (46%).

Sociodemographic Characteristics of Users

Table 27 shows demographic characteristics of users. There were a few more female (58%) than male (42%) users at Fort Stevens State Park, and there were no statistically significant differences in proportions of males and females between day and overnight users. The average age of respondents was 46 years old, and the largest proportions of users were 30 to 39 years old (25%) and 40 to 49 years old (24%). On average, overnight users (49 years) were older than day users (45 years). Almost all respondents were white (i.e., Caucasian; 88%) with few Hispanic / Latinos (5%), Asians (3%), American Indian / Alaska Natives (2%), and Blacks / African Americans (1%). The average annual household income before taxes of respondents was \$68,800, and the largest proportion of users had incomes from \$50,000 to \$69,999 (20%), \$30,000 to \$49,999 (17%) and \$70,000 to \$89,000 (17%). Visitors to Fort Stevens State Park are generally wealthier than the Oregon population at large (Oregon median household income in 2010 was \$51,994). The average annual household income of overnight users (\$79,800) was significantly larger than day users (\$67,000). Almost all users (96%) considered English as the primary language spoken in their homes. There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasian) at overnight areas (93%) than at day areas (87%). There were also a significantly greater number of Hispanic / Latino day use visitors (6%) compared to overnight visitors (2%). Finally, there were significantly more English speakers among overnight visitors (99%) compared to the day use visitors (96%).

Table 27. Comparison of day and overnight user demographic characteristics

	User Group ^a			χ^2 or <i>t</i> value	<i>p</i> value	Effect size ϕ or r_{pb}
	Day Users	Overnight Users	Total ^b			
Gender				0.33	.566	.02
Female	58	56	58			
Male	42	44	42			
Age				126.56	< .001	.37
Less than 20 years old	2	< 1	2			
20 – 29 years	13	3	11			
30 – 39 years	26	19	25			
40 – 49 years	22	33	24			
50 – 59 years	16	20	16			
60 – 69 years	17	19	17			
70 – 79 years	4	5	4			
80+ years old	1	1	1			
Average age (mean years)	45	49	46	3.94	< .001	.14
Household income (before taxes)				29.49	.001	.20
Less than \$10,000	6	1	5			
\$10,000 – \$29,999	7	3	7			
\$30,000 – \$49,999	17	14	17			
\$50,000 – \$69,999	20	21	20			
\$70,000 – \$89,999	17	20	17			
\$90,000 – \$109,999	15	14	15			
\$110,000 – \$129,999	5	9	6			
\$130,000 – \$149,999	5	6	5			
\$150,000 – \$169,999	2	5	2			
\$170,000 or more	7	9	7			
Average income (mean dollars)	67,000	79,800	68,800	3.83	< .001	.14
Ethnicity				21.33	.002	.16
White (Caucasian)	87	93	88			
Black / African American	1	0	1			
Hispanic / Latino	6	2	5			
Asian	3	3	3			
American Indian / Alaska Native	2	< 1	2			
Other	1	2	1			
Language spoken most often at home				10.15	.006	.11
English	96	99	96			
Spanish	3	< 1	2			
Other	2	1	2			

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

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

Table 28 shows that 58% of users lived in Oregon, 25% resided in Washington State, 5% were from British Columbia (Canada), and 2% were from California. Among park users, 33% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 9% lived in the Coastal region, 7% lived in the Willamette Valley region, and 1% or fewer lived in each of the other regions of the state (i.e., Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (34%), whereas day users came primarily from the Portland Metro (31%) and Coastal regions (22%). A majority of day users lived in Oregon (60%), Washington State (25%), British Columbia (Canada; 3%) or California (2%). Fewer overnight users resided in Oregon (46%), whereas more lived elsewhere such as Washington State (29%), British Columbia (Canada; 13%), California (3%), and Idaho (3%).

Table 28. Respondent location of residence

	Day Users (%)	Overnight Users (%)	Total (%) ^a
Country			
USA	96	87	95
Canada	4	13	5
State			
Oregon ^b	60	46	58
Washington	25	29	25
California	2	3	2
British Columbia (Canada)	3	13	5
Idaho	2	3	2
Other	8	6	8

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

^b In total, 33% of park users resided in the Portland Metro region of Oregon, 9% lived in the coastal region, 7% lived in the Willamette Valley, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (34%), whereas day users came primarily from the Portland Metro (31%) and Coastal regions (22%).

Table 29 shows that 81% of users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. There were no significant differences between day and overnight users. Of those who had a disability, the most common was associated with walking (13% of park users), while 4% had a hearing disability, 2% had learning disabilities, and 1% had impaired sight.

Table 29. Comparison of day and overnight user disabilities

Disability in group	User Group ^a			χ^2 value	p value	Effect size ϕ
	Day Users	Overnight Users	Total ^b			
No	80	84	81	1.64	.200	.04
Yes ^c	20	16	19			

^a Cell entries are percentages (%).

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

^c Types of disabilities: walking = 13%, hearing = 4%, learning = 2%, sight = 1%, other = 3%

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

- There were a few more female (58%) than male (42%) users at this park.
- The average age of users was approximately 46 years old, and the largest proportions of users were 30 to 39 years old (25%) and 40 to 49 years old (24%).
- The average annual household income before taxes of respondents was \$68,800, and the largest proportion of users had incomes of \$50,000 to \$69,999 (20%). Visitors to Fort Stevens State Park are generally wealthier than the Oregon population at large (Oregon median income household income in 2010 was \$51,994).
- Most respondents were white (i.e., Caucasian; 88%) with few Hispanic / Latinos (5%), Asians (3%), American Indian / Alaska Natives (2%), and Blacks / African Americans (1%).
- There was a significant difference in ethnicity between day and overnight users with a greater number of whites (Caucasians) at overnight areas (93%) than at day areas (87%). There were a significantly more Hispanic / Latino day users (6%) compared to overnight users (2%) at Fort Stevens State Park.
- Almost all respondents (96%) reported English as their primary language spoken in their homes.
- About 58% of users lived in Oregon, 25% resided in Washington State, and 2% were from California. Among park users, 33% of park users resided in the Portland Metro region of Oregon, 9% lived in the coastal region, 7% lived in the Willamette Valley, and 2% or fewer lived in each of the other regions of the state (i.e., Southern, Eastern, Central, Mt. Hood / Gorge). The largest percentage of overnight users was from the Portland Metro region (34%), whereas day users came primarily from the Portland Metro (31%) and Coastal regions (22%). A majority of day users lived in Oregon (60%),

Washington State (25%), British Columbia (Canada; 3%), or California (2%). Fewer overnight users were from Oregon (46%), whereas more lived elsewhere such as Washington State (29%), British Columbia (13%), California (3%), and Idaho (3%).

- In total, 81% of park users said that nobody in their group had a disability, whereas 19% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (13% of park users), while 4% had a hearing disability, 2% had learning disabilities, and 1% had impaired sight.

RECOMMENDATIONS

Management Recommendations

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

- Almost all day and overnight users traveled to this park in their own vehicles (89%), so adequate parking is important and should be considered in planning and management.
- The average number of visitors per vehicle for Fort Stevens State Park day-use visitors (3.68) was slightly lower than the current FMS assumption of 4.0 visitors per vehicle. Park managers may want to use this updated figure in future day-use visitation calculations for the park.
- Approximately one third of users (33%) brought dogs with them to this park, so it will be important to ensure adequate facilities to accommodate dogs and their owners (e.g., pick up bags, signs specifying regulations or restrictions), especially in the overnight camping areas because almost half of overnight users brought dogs (49%). Managers may want to consider examining enforcement of existing pet regulations in the park's campground areas, given that 69% of overnight respondents supported requiring dogs be on leash at all times and only 35% of overnight respondents supported making the park more pet friendly.
- Almost all users (97%) were satisfied with their experiences and the conditions at this park. Satisfaction, however, was consistently lower for group facilities (62%) and the amount and quality of information and education materials and programs (both 66%).

Managers may wish to evaluate these services to users to ensure they are meeting visitor needs.

- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 68%). Given that over 22% of park visitors were over the age of 60 and 19% of users had disabilities (13% with disabilities related to walking), managers may want to consider evaluating access throughout the park and perhaps even obtaining a current ADA or related audit.
- Approximately 71% of overnight users felt crowded at the park, and 82% of these users encountered more people than their maximum tolerance limit. These results suggest that crowding at overnight use areas is at “more than capacity”, and may soon or already exceed social carrying capacity, indicating more studies may be needed to allow management to preserve experiences. Monitoring and management of park use levels is needed, especially given that 61% of overnight users supported the provision of more opportunities for escaping crowds.
- Over 46% of users did not support leaving the park as it is and not changing anything. Users most strongly supported strategies designed to provide more opportunities for viewing wildlife (71%), recycling containers (67%), trash cans (64%), information / education (56%), opportunities for escaping crowds (56%), and more opportunities for hiking (54%). A majority of overnight users also supported adding space between campsites (67%), and providing campsites accommodating both RV and tent camping (64%). 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 (38%) reporting spending \$150-\$350 on their trip (within 30 miles of the park). Most visitors reported spending some money on gasoline and oil, groceries, restaurants and bars, and park entry fees. 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 Fort Stevens State Park visitor spending on the local economies.
- The largest proportion of users (59%) depended on official internet websites as the first primary source of obtaining information about state parks such as Fort Stevens State

Park, and the majority of overnight users (77%) reserved their spot at this park using the online / internet reservation system. Given these findings, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.

- Almost all park visitors (96%) were able to find the information they needed when planning their visit to Fort Stevens State Park. However, some visitors (4%) were not able to find all information needed. The most popular information needed was photographs of each RV space and campsite online to decide on the best spot; more information on the Reserve America and OPRD websites about campsite/campground attributes/amenities/rules (booked vs. un-booked sites, availability of ice, sites with satellite TV coverage, size of camp sites, how many tents per site allowed, level of privacy); day-use policies; conditions for handicapped access; instructions for disabled veterans to book campsites online; and directions on how to navigate OPRD and Reserve America websites.
- The demographic analysis shows that there were more Hispanic day users (6%) than Hispanic overnight users (2%) at Fort Stevens State Park. Given that the Hispanic population is the fastest growing ethnic group in the state, park managers might consider enacting strategies intended to increase Hispanic camping at Fort Stevens State Park.
- Users provided 696 verbatim open ended positive and negative comments, and suggestions for possible improvement of Fort Stevens State Park and other park related issues. The most common concerns raised involved: (a) lack of spacing, buffers, and privacy in the overnight areas, which caused users to be overcrowded; (b) more accessible garbage cans and recycle bins throughout the campsite loops; (c) better directions on how to get to park from Highway 101; (d) improved signage on trails (e) a need to control the mosquitos; (f) better enforcement of noisy children and adults, especially after quiet hours in overnight areas; (g) better enforcement of off-leash dogs and noise from barking dogs, especially in overnight areas and beaches; (h) want more campsites and RV sites (especially with full hook-ups); (i) lack of clean or updated bathrooms and shower water too hot or too cold; (j) issues with the reservation system (better accommodation of large groups, navigation, and policies); and (k) adding Wi-Fi.

REFERENCES

- Bruyere, B. L., Rodriguez, D. A., & Vaske, J. J. (2002). Enhancing importance – performance analysis through segmentation. *Journal of Travel and Tourism Marketing*, 12, 81-95.
- Cohen, J. (1988). *Statistical power analysis for the behavioral sciences*. Hillsdale, NJ: Erlbaum.
- Manning, R. E. (2010). *Studies in outdoor recreation: Search and research for satisfaction* (3rd ed.). Corvallis, OR: Oregon State University Press.
- Needham, M. D., & Rollins, R. (2009). Social science, conservation, and protected areas theory. In P. Dearden & R. Rollins (Eds.), *Parks and protected areas in Canada: Planning and management* (3rd ed.) (pp. 135-168). Don Mills, ON: Oxford University Press.
- Needham, M. D., Rollins, R. B., & Wood, C. J. B. (2004). Site-specific encounters, norms and crowding of summer visitors at alpine ski areas. *International Journal of Tourism Research*, 6, 421-437.
- Shelby, B., Vaske, J. J., & Heberlein, T.A. (1989). Comparative analysis of crowding in multiple locations: Results from fifteen years of research. *Leisure Sciences*, 11, 269-291.
- Vaske, J. J. (2008). *Survey research and analysis: Applications in parks, recreation and human dimensions*. State College, PA: Venture.
- Vaske, J. J., & Donnelly, M. P. (2002). Generalizing the encounter-norm-crowding relationship. *Leisure Sciences*, 24, 255-270.
- Vaske, J. J., & Shelby, L. B. (2008). Crowding as a descriptive indicator and an evaluative standard: Results from 30 years of research. *Leisure Sciences*, 30, 111-126.

APPENDIX A: OPEN-ENDED COMMENTS

Positive Comments

- All of you do a good job, and thanks for keeping our group safe and together in the campground. We will be coming back next year.
- At present: Don't change a thing.
- We love Fort Stevens and all the family memories she has given us. I have followed behind my children on their wobbling bicycles and now follow my grandchildren. You have been a great, great blessing to us.
- Love the bike trails, love love.
- Did not see skunks so hopefully they were moved somewhere else and that was very good.
- Keep wonderful, friendly staff and volunteers.
- Overall, our favorite campground between Northern Washington and the Redwood Forest on our recent family vacation. See you again soon.
- Fort Stevens is really a nice park - we loved our stay.
- Very quiet, clean, friendly & enjoyable.
- It's a nice park.
- Enjoyed our stay, can't think of any great improvements. Good time had by all.
- Everything else was great.
- Fantastic park. We had a great experience.
- I had a great stay. Thank you.
- Fort Stevens is our annual vacation for 5/6 years now.
- Fort Stevens is the absolute best. Love,love, love the new cabins. The park rangers rock.
- Great access for disabled is nice.
- Good as is.
- Great as it is.
- Great day with good friends love it.
- Great job. Loved it.
- Great park.
- Great park.
- Great.
- Group camp site. Great park.
- Park was very clean and staff was friendly.
- Including showers was a nice surprise for our family as we are used to paying in Washington State Parks.
- I am pleased with the park, it suits my needs.
- I am very pleased with this park and will return again.
- I brought 7 kids ages 17-19, and they had a wonderful time. They enjoyed the beach and the shipwreck.

- The campground was very clean, beautiful foliage. Not too crowded. Most of all our camp neighbors were quiet and friendly. The rangers were actually happy and engaging. Nice to see. Plenty of info available. Well done. We will be back.
- Very peaceful.
- It has been a favorite since the mid 50's.
- I enjoy the park the way it is. All the employees are very friendly.
- I have been coming to Ft. Stevens my whole 63 years. I think you are doing an excellent job.
- Your rangers were very friendly and the camp hosts were also. Thanks for the great job you do for our country.
- I really like the yurt bathrooms.
- I like it the way it is
- I like it the way it is. Have been coming here since I was a child - lots of good memories.
- I liked it just the way it is.
- I liked the park as it is.
- I enjoy being able to get back to Fort Stevens every year. I enjoy the quiet and being able to visit your wonderful park.
- I love it just the way it is.
- I love it just the way it is.
- I pretty much enjoy it the way it is.
- I really enjoyed the park.
- Loved your new playground, the ranger programs, the recycling opportunities, and the biking.
- I thought it was great.
- Nice park and I love the addition of the cabins.
- This is a beautiful place to come.
- All the other rangers I spoke with were wonderful, as they have been every year. We will be returning again next year. Thanks for keeping the park so well kept.
- We are your biggest fans. Thank you.
- I was really happy with the park. It is one of my favorite places to visit, and I know my husband and I will return as often as possible.
- I love this park and had not been there for 20 years. Still a beautiful place and really a good experience overall.
- It is awesome, love the beach.
- It is fine.
- It is just fine. Love the quietness.
- It is perfect.
- Always enjoy coming to Ft. Stevens State Park.
- It was an excellent park, great bike trails and activities. I don't think you need to improve a thing.
- It was great.

-
- Overall, this is the best camping area I have ever camped at.
 - Outstanding staff as well as outstanding facilities. Please keep up the good work.
 - Love the nice and clean bathrooms, and clean campsites Keep it up.
 - Thanks. We did have a very nice stay at Fort Stevens.
 - It's a beautiful park! Keep it clean and the way it is.
 - It's a fine park.
 - It's a great park
 - It's great the way it is.
 - Keep doing the great job you are doing.
 - Keep doing what you are doing.
 - Keep it clean and open.
 - Keep it clean, very impressed.
 - Just keep the historical programs going.
 - Keep as is.
 - Keep it just as it is. Love it here.
 - Keep it like it is.
 - Keep it open.
 - Keep it the way it is.
 - Keep up the good work.
 - Keep up the nice conditions.
 - Keep up the nice facilities and park.
 - Like it the way it is.
 - Like it the way it is, thank you.
 - Like it the way it is.
 - Love the new cabins.
 - Love this park.
 - Loved it.
 - Loved our visit, (even though it poured down rain).
 - The tours of the fort (underground, guardhouse and Army truck) were fun and very informative.
 - The guardhouse tour is our favorite because the volunteers there obviously love what they do.
 - Your bathroom maintenance is above and beyond what Washington State provides.
 - Loved the movie about fishing.
 - We would much rather camp here than in Washington because the park is much nicer.
 - Things are overall good at the park.
 - There is very little needed to be done to improve what is already a fantastic place to vacation.
 - Our children, who are now adults, are now returning to visit Fort Stevens with their spouses and showing them what a great place it is.
 - It was a beautiful park, despite the cool temperatures and rain.

- I loved that the proceeds from your reasonably priced ice and fire wood went to the local community.
- The park hosts were very friendly.
- Loved the new cabins. They do not need a TV and DVD however.
- Overall, I love Ft. Stevens.
- Found this to be an excellent facility, especially for being so large. It did not feel as large as it is.
- Mostly keep it as it is. Very enjoyable and family friendly.
- Ft. Stevens is one of our favorite spots.
- Clean, friendly and quiet at 10pm.
- Just keep up what your doing-great job.
- No improvement needed.
- No suggestions. That is why we choose to camp there.
- We love it.
- It's great.
- One of the best parks around.
- Our family likes this park.
- Overall, beautiful park. Everyone seems to do a great job. We love it here.
- Overall, this is a wonderful place and I would return.
- Overall, the experience was great, and I would recommend the park to others.
- Park was great. We stopped in for a short while & thoroughly enjoyed the experience.
- We had a great time, and are looking forward to renting a cabin again next year.
- We love this place so please help us keep coming back.
- I do love Ft. Stevens. We have been coming for 30 years. Tradition is important.
- Washrooms were nice and clean. Overall a lovely park to visit and we enjoyed our experience. Parks personnel were a pleasure to deal with.
- Satisfied.
- Stay as it is.
- Thank you for what you do for so little and w/limited budgets.
- Thank you guys you are doing great.
- Thanks to all the staff and park hosts for all the work they do to make it a clean and enjoyable place. Don't reduce the staffing or hosts.
- We have enjoyed our stays at Ft. Stevens.
- Had an enjoyable time with our friends who camped next to us. Thank you.
- We love this park, the bike trails, the beach, and the lake.
- The campground is very special to me as I camped there many times as a child.
- Our experience with my children was great.
- Overall, a great experience that we will do annually.
- Our trip was wonderful. Our kids love the programs offered and the beach is wonderful.
- Thanks to all the hard working personnel that made our stay enjoyable and memorable.
- Everything is awesome thanks.

- The park is fabulous.
- The park is fine.
- The park is great and we are having a wonderful time. Thanks.
- The park is great.
- The park was wonderful. The scenic routes were well signed. We will be back. Thank you.
- Everything else was great.
- The showers, hot water and soap are absolutely wonderful.
- It is a great park.
- We enjoyed the park and its location close to Astoria. We had a lot of activities to do at the park and Astoria so we were hardly at our campsite. The paved trails were wonderful to bike on and the shipwreck beach was great. We usually don't like to return to exactly the same place as before as we like to explore but the state park is centrally located and near Astoria so it may be a place we return to. Thanks.
- This is lovely. Glad we stopped in.
- I was very impressed with every Oregon State Park we visited.
- You are doing a wonderful job at all these parks! Thanks for making our trip that much more enjoyable. If we ever get up to Oregon again, we will make every attempt to exclusively stay in your state parks. They are a world away from the private parks.
- This was our first visit. We were really impressed with the bike trails and clean picnic area. Thank you.
- This was an excellent park. Oregon State Parks are some of the best in the country.
- You guys are doing fine. Thank you.
- Very enjoyable.
- Very pleased with the park. This was my first time using the bike trails and I was very impressed. I will definitely be coming back to use them.
- We love Ft. Stevens! Been coming here for 20+ years. Keep up the good work.
- We are very pleased with the way things are.
- We come almost every year and have a great time.
- We love it there.
- We love the park.
- We enjoyed our stay at the Park, Fort Stevens is beautiful.
- We go to Fort Stevens every year and love the park.
- Thank you for the wonderful park.
- We had a great time at this park.
- We had a great time. Thanks.
- We have been coming back to Fort Stevens annually for the past 22 years. My grandkids are now coming with family and we intend to continue our annual visit.
- We have been coming here (Coffenbury Lake) since I was born, and I have always loved it here.
- We just had a great time.

- We love coming here. It always seems clean and so much to do for all ages. Thank you for this lovely place.
- We love Ft. Stevens
- We love it the way it is.
- We love the state park and appreciate what it currently has to offer.
- We love this park and visit 3-4 times a year. Just keep it the way it is. It does not need adjusted at all.
- We love your park and all of the parks in the Oregon system which we have visited. We think you do a great job given the resources you have. All rangers/hosts have been helpful and friendly.
- We loved it and will come back.
- We loved it, thank you. Our girls in walkers had an easy time getting around and loved the beach.
- We loved it.
- We loved our trip. Thank you Fort Stevens.
- We really enjoyed our stay at the new cabin.
- Overall, we had a great time riding bikes on the paved trails and playing at the beach.
- We so enjoyed staying in one of your new cabins on our first stay here. No improvements necessary.
- We loved everything.
- We stayed in the new deluxe cabin (2 for six of us) and they were perfect. Reservations for these cabins, at all of the parks are very difficult. As the population ages, we will need more of this type of camping experience.
- Rangers and staff were very friendly, excellent by the way.
- One of our families' favorite parks and the rangers do a wonderful job. Thank you.
- We were pleasantly surprised by the beauty of the park. We only stayed overnight but could see how a family could spend a week there. Enjoyed looking at the beach and old fort. Campsites were easy to locate and quiet.
- We were very pleased with our experiences at the park.
- Wonderful time.
- You just can't improve on perfection.
- You're doing a pretty good job.
- Your park is amazing.
- Overall, your park is the best state or provincial park we've been to.

Negative Comments and / or Issues for Improvement

- Hotter water in the showers.
- New shipwreck or unbury the Iredale.
- The camp sites are too close together.
- There are not enough trails from the roads to the toilets.
- We had people coming through our site daily on their way to and from the facilities. Even some signs about etiquette could have helped.

- Make the bugs go away.
- Tired of the rain every trip, will not return.
- Advertise it more.
- Keep it natural.
- More activities for children.
- Help control unpaid campers by use of entry gate.
- Increase ranger patrols through crowded campgrounds to enforce rules.
- Limit the number of tents/cars per site.
- Prohibit automobiles on beach throughout the year. If impossible, then patrol the beach because autos drive dangerously and completely spoil the experience.
- Disallow the shooting range at Camp Rilea as it causes noise that completely obliterates the serenity one expects from a State park. Move the firing range to Eastern Oregon.
- The biggest problem is the cars driving on Shipwreck Beach. It's dangerous and environmentally destructive.
- Eight dollars is a little steep for the Reserve America reservation fee. Specials or discounts for frequent users.
- Stock more fish in Coffenbury Lake.
- More campsites.
- A few more fishing docks to help even out the crowding by the current 2 docks.
- Add another playground.
- Add more toilets/showers. Service and re-stock bathrooms more frequently during peak season.
- Hold campers accountable for the rules.
- Blacklist people who do not follow the rules in the computer so they can no longer use Oregon state parks. Those people ruin the experience for other people so you lose business either way. Keep the campers who follow the rules and respect the parks and ban the ones who do not.
- Add some non-paved hiking trails.
- Add wireless internet hotspot somewhere.
- Additional parking for guests of campsites.
- Coffinberry Lake as a place to swim.
- All state parks need to have more space for tents. It seems that tent space is getting smaller as RV space is getting larger.
- Allow a senior discount like the federal campgrounds do.
- Allow a waiting list for reservations for people currently camping in the park. It's extremely unfair to give a spot to someone who walks up off the street when I have been checking three times a day for six days.
- Allow disabled Vets to make reservations online.
- Allow pets in bathrooms.
- Allow for a cheaper reservation processing fee. During peak season it is risky to show up and see if a camping spot is open, if that is the only way to avoid a reservation fee.

- Anything you can do to keep the mosquitos down.
- Bathrooms in the campgrounds could be cleaner. Better enforcement of campground quiet hours.
- Trying to get that many campsites together, nine months in advance, and pay for it upfront is cumbersome and difficult.
- Ban driving on the beach. Limiting driving in the park would be nice too. Makes it feel less safe for kids playing.
- Bathroom by C57 campsite on the men's side has no hand soap.
- Better controls on campers who walk on roadways as if they are for pedestrians.
- Better descriptions of the campsites.
- Better handicapped access to docks.
- Better reservation system.
- More tent camping so you don't have to be rich to enjoy it.
- Better signage for bike trails.
- Bigger fenced off area for swimming at Coffenbury Lake.
- Better signage/directions to both North and South entrances to the park. Better signage to turn in the North entrance to the camping area, like coming from Hammond.
- We would have done Junior Beaver if it was a little earlier, like 10-10:30 instead of 11:30.
- Would like more information on area fishing.
- More yurts.
- Better signs on how to enter park from highway.
- Bigger sites with tent camping option.
- Bring back express check in.
- Add more garbage areas and overflow parking closer to each loop.
- Lawns were not mowed this time. Grass was so very long.
- Build about 3 more similar parks to accommodate the growing hordes of people desperate for some outdoor experiences.
- Build more of the new cabins with bath facilities. They are wonderful.
- Keeping the showers/bathrooms cleaner.
- Camp sites are too close to each other and do not provide enough privacy. Barely enough room for picnic tables.
- There is a lot of standing water (poor drainage) which attracted too many mosquitos.
- Campsites need more privacy and other campers need to be taught to not intrude on other peoples campsites.
- Campsites are too close together. Too many people. Campsites too small and dusty. Needs more trees and grass. It felt like camping in a parking lot.
- Campsites were very close together and enforcement of quiet time was inconsistent.
- The weekend had very loud people making lots of noise in their site.
- Campsites were way too crowded. Please allow more space and PLEASE maintain curfews for noise.

- Charging the reservation fee left me with bad feeling.
- Clean restrooms and showers more often or add more restroom facilities.
- Clean the bathrooms more frequently.
- Clean the bathroom and showers more often.
- Cleaner bathrooms.
- Better signage to the beach from within the campground suggesting how long it will take us to walk there.
- Cleaner facilities.
- Cleaner showers, have better water pressure/volume in shower. Cleaner bathrooms, empty bathroom trash can more frequently.
- Give wood options. Once our fire is started, we no longer need kindling.
- Cleanliness of bathrooms is a big thing.
- Cleanup after dogs.
- More bathrooms.
- Clearer signs.
- Coffenbury Lake needs more picnic tables and a small playground. Maybe a sandbox.
- Continue to improve the historical information.
- Control the mosquitos better.
- Think twice before showing movies that depict the Columbia River commercial fishery in a favorable light to tourists that don't know any better.
- Control the noise of large groups.
- Also, let us check in early when a spot is vacated.
- Decrease crowding.
- Define yurt spaces so other campers are not walking through your campsite area.
- Dig the ship out for better display.
- Distinguish the day area from the campground when approaching the park.
- Dog off leash area would be nice given the number of campers with pets.
- Our site was very small and very close to others (not used to that in state/provincial sites).
- Provide a dog park where dogs can be off-leash.
- Don't allow cars on the beach.
- Signs posting the tide highs and lows.
- Don't take reservations more than 3-4 months in advance.
- Drastically decrease the amount of mosquitos.
- During my stay I was walking my dog when we were attacked by a dog from another campsite which was off leash. When the nice firewood volunteers approached the campsite, the owner of the off-leash dog started to yell at us and say nasty things to me and the volunteers. I suggest they be black listed and not allowed to camp at Fort Stevens in the future. I won't come back to Fort Stevens again.
- Ensure all campsites are trimmed of enough vegetation to allow sunlight, graveled to reduce mud, and cleaned between visitors, including raked and fire pit emptied.
- Establish waiting list for certain campsites.

- Show photos and better descriptions such as Privacy and Shade Rating similar to Washington Parks.
- At the beginning of the evening presentation's at the amphitheater, have your presenters/hosts tell about what is upcoming tomorrow in the park. Remind the crowd to dress warm, use mosquito repellent, dress for rain for your events, and bring seats so you don't get their clothes dirty when you sit down, etc. As financial support shrinks, hosts can and must play a bigger role for the park's continued perceived good standing.
- Expand the campground so as to accommodate more campers during peak season.
- Develop group areas for the large church groups.
- Add more full-hookup RV sites.
- Add shower facilities to all sites.
- Add Wi-Fi. Add cable to RV sites.
- Clear sand from the beach viewing area. Regularly groom the beach access.
- Post beach closures (Camp Rilea) prior to closure.
- Provide a marker on the beach berm depicting the park boundary visible from the beach. Resist all attempts to close the ten miles of beach to vehicles.
- While we were there the only issue was the shower temperatures were uncontrollable. Either freezing or scalding.
- Fewer dogs.
- Find a different company to do your reservations. Gave us wrong information.
- Flatten the tent areas.
- More hiking trails.
- For the Park Rangers to be more consistent.
- A list of geo caches in the area would be fun.
- The only thing we can't do is get our sites all together, close but not side by side.
- Full hook ups would be a big help.
- Get rid of mosquitos.
- Get rid of mosquitos
- Get rid of the mosquitos. They were so bad we will not return to the park again.
- Get rid of the mosquitos.
- Get rid of the mosquitos.
- Give out free ice cream. (An ice cream trolley).
- Give priority to in state campers who pay Oregon State taxes. The parks are clogged with out-of-state campers who pay no state support.
- No more extra rules. No more big groups.
- Grade the parking lots and approaches.
- Have a little more space between campsites.
- Update shower facilities.
- Allow more than 5 reservations per online registration session. Perhaps 10 or 12. Reserving multiple campsites for group camping as a "Wagonmaster" via phone with

Reservations NW is frustrating due to number of redials and wait times required while the sites are taken by people reserving individual sites online.

- Have bike rentals.
- Have more programs for kids to participate in.
- More garbage centers would be a nice addition as the walk was far.
- Would be nice if dog owners would pick up after their pets, but park does all it can with signing and having bags available.
- Have pet owners clean up after their pets; especially on the beach.
- Have Senior Citizen special rates.
- Have some trash clean up days when I walk in the driftwood there are a lot of plastic bottle and some other kinds of trash.
- Have the no noise or quiet time enforced a little better.
- Hotter water for the showers.
- How about making a camp loop or two down in the dunes.
- Might be nice to have cable TV like Beverly Beach.
- I felt our campsite was way too small and too close to other sites.
- A paved walk to the bathroom may keep people from walking through campsites.
- Also because of the size of the sites the neighbor's dog was able to get into our site while on his line.
- It would be great to also find a way to curb the mosquitos a bit if at all possible.
- It was a lot of people crammed into a small area for camping and the park rangers were not able to control the noise level so it made for an unpleasant trip at best for us.
- My only problem is with having to make a reservation 9 months in advance to be able to get a space.
- I have stayed at Fort Stevens many times. The bathrooms were dirty this trip. There is more room to change.
- I hope you'll add Wi-Fi.
- We wish there had been more signs on the bike trails (telling us how to get down to the shipwreck for example).
- My only suggestion is maybe having letting visitors know ahead of time the possibility of being next to a large group and giving them the option of selecting a different site.
- I loved the fact that there was recycling but it was pain that it was so far away from the campground loop I was in (F).
- I reserved a full hook up RV spot. When I arrived I was informed that the sewer line in my reserved spot was broken. Frustrating as no one called ahead of my arrival to inform me of this issue.
- I stayed in loop O. Found it was too crowded between sites there.
- Recycle containers for water bottles should be at the registration area.
- I was so disappointed to see so few tent campsites.

- I wish it was a little easier for wagon masters to make reservations so that the group can be close together. Maybe some preference could be given to groups that return year after year.
- I would like to see less people in some of the loops. It was very crowded this year although we were there on the July 4th holiday which we would not do again.
- I would like to see less vandalism, and more displays in the battery and barracks areas themselves.
- I would like to see more sitting areas by lake.
- I would love to see camping sites with more privacy.
- Please post the tide tables at the beginning of the month.
- I would put the exact dimensions of the lot to accommodate tents. The max measured areas are 10x10 but that doesn't accommodate large tents these days.
- If it isn't broke don't fix it. Keep the day use beach access free.
- If possible upgrade some of the older bathrooms.
- Yes there are lots of people but most are very polite and courteous.
- Improve parking and signage.
- Improve privacy of individual camps.
- Improve the grass. There are thorns in the grass.
- Improve the restroom in the camping area. Add more full hookup RV sites. Add sites designed for newer larger (35-40 foot) RV's.
- We had to vacate the picnic area by 8 p.m., which seemed too early since "quiet hours" start at 10 p.m.
- I also think the website could have a little more information on weddings in the park.
- Install adjustable hot water faucets in the shower cabins. Currently the water runs at unpredictable temperatures.
- Internet access and cable TV access.
- Better burning wood. It was not dry and smoked a lot.
- It is a bit overcrowded.
- Felt there was nothing to do over ignorant neighbors so perhaps more signs up regarding sound issues and courteous camping.
- Trail to restroom was very muddy.
- It seems excessive to charge an \$8 reservation fee for each campsite reserved.
- It took us awhile to figure out what to do with our garbage/trash. There needs to be an explanation in material handed out at registration about the re-cycle center. There were no garbage containers in the campsite. I really like the way you do this - it just needs explained.
- The individual campsites need to be better marked as to space number.
- Some trash on the beach was the only problem.
- It would be great if there could be several different self-paced scavenger hunts for different aged kids to do.

- It would be great to have some "double sites" We like to go camping with another family and have a shared campfire/eating area.
- It would be nice if there was trash pick-up at the head of each circle so the stinky trash could be disposed of each evening without having to walk the length of the park to the dumpster.
- It would be nice to have more full hookup sites and maybe fewer electrical.
- I would love to eliminate the check in system when we arrive especially when we've already paid the camping fees up front. It seems like having to stop in when you already know your site number and have paid is an extra step for both the park workers and the campers.
- It would be nice to have more private campsites and areas without RV's in site.
- To be able to let a dog run free at the beach when no other people are around would be good for the dog's sake.
- It would have been nice to have a notice about the horrible mosquitoes in the camp ground.
- Keep beach access open later for fires, night runs.
- More drinking water access.
- More remote/primitive camping opportunities (e.g. hike in dunes camping).
- Keep dogs off beaches.
- Keep dogs on leashes on the beach, it is the law and it not enforced at all.
- You are taking your life in hand walking on the paved paths; the bikes will run you off.
- Keep restrooms properly stocked.
- I find it very helpful to see the campgrounds on an air photo when making my selection so I can pick the site best for me.
- Keep the dogs on a leash.
- Keep the restrooms cleaner.
- Mobile phone apps w/park maps and directions.
- Maybe setup the park a little more "rural" like it used to be 10-15 yrs ago. A little less "urban camping". Otherwise fantastic.
- Too much noise into the late evening from screaming children. Limit the hours for use of playground.
- Larger camp sites.
- Larger campsites would make the stay more comfortable and limit the number of people at any one time.
- Larger playground, updated restrooms/showers, keep beach parking lots clear of sand.
- Laundry.
- Leash free area (did not find it if you have one) for well-behaved dogs.
- Less children running/ biking wildly around and through your campsite.
- Less people.
- Lessen the fee to use the park.
- Make it more pet friendly.

- More garbage/trash cans.
- Let dogs run loose, put kids on leash (just kidding).
- Limit number people per campsite. Too many in loop L.
- Limit bicycling within campsite areas. There were too many. Bikes should be kept on roads and trails.
- Mosquitos would be our primary reason for not returning.
- Limit the number of campers per site even more than it seems to be now.
- Limit the number of people per campsite. We have been going to Ft. Stevens for over 15 years. The crowds have increased.
- Longer hours for historic area or permit bicycle access through after hour gates. We bicycle in park year round and would like access until dark. Thanks.
- More paved bike paths.
- Hot water in the showers.
- Trash bins on each loop so we don't have to walk it to just one location.
- Advertising for the remains of the Peter Iredale are a bit misleading since it's just one hunk of metal left in the ground.
- There also needs to be more than one staff member available in the office during peak times.
- There could be more of a buffer between camp sites.
- Make the beach more accessible for those with trouble walking.
- Make it bigger so it's never full. I love that place.
- Make it easier for groups to book yurts.
- Make park more dog friendly. Poop bags, wash/hose down stations.
- Make some of the cabins pet friendly.
- Make sure quite time is enforced.
- Make the disabled veteran program more user friendly.
- Make the garbage and recycling facilities more accessible.
- Make the lake deeper in spots to improve the fishing.
- Wish the site we had was bigger to accommodate our unit and had full hook up.
- Mileage on trail sign posts.
- More BBQ pits. We wanted to grill on the beach.
- More bike trails.
- We took the Mishler battery tour; much too long, too detailed, inappropriate for audience (i.e. children). Shorten; include socio-cultural history, instead of pure military, engineering history.
- More cabins and yurts.
- More cabins.
- More camping areas. RV spaces.
- More check in stations.
- More daily garbage cans. All the campers were using the bathroom cans for their garbage.

- More disabled parking and paved trails down to beach for wheelchair access.
- More docks at lake. More picnic tables at lake.
- More fish.
- More fish.
- More garbage cans next to picnic benches (w/recycling cans).
- More garbage cans with dog disposal bags at beach.
- More garbage containers.
- More garbage containers and enforced restrictions on leashed pets.
- More garbage sites.
- The mosquitoes were terrible.
- More information at each site about the history.
- More information on local activities.
- ID some of the parks trees, shrubs, plants and "critters".
- Enforce leash rules. We had several large dogs arrive in camp, one was a bit unfriendly.
- More mountain bike trails that intersect with the paved trails.
- More parking.
- Less dogs equals less dog poop.
- More privacy between campsites would be very welcome.
- More privacy between each campsite.
- More privacy in between the campsites and between the campsite and road.
- More pull throughs for larger vehicles.
- More rangers to enforce the park rules.
- Ban dogs.
- Enforce no bikes on paths to toilets/showers.
- More recycling dump areas.
- More restoration work on the battery's and on the view so visitors can see what it was like when the fort was used.
- More restrooms. Doors on restroom stalls.
- More restrooms and doors on restrooms at Coffenbury Lake.
- More lake front access if possible.
- More paved parking.
- More showers and more full hook up.
- Larger grassy field for games.
- More space and privacy between camp sites.
- More space between campsites.
- More plantings between campsites.
- Install sewer connections in RV/trailer sites.
- More space between campsites. The only issue we had was that we felt we were stacked in like sardines.
- More space between sites would be really nice.
- It would be nice if garbage drop sites were not so far away.

- Fort Stevens is wonderful, but overcrowded I would think.
- I would support a group site being added.
- More tent camping.
- More tent camping, less crowding.
- More tent sites and more paved bike trails. Trails to South Jetty are poorly marked. There are some signs, but it is not consistent.
- Need hooks and shelves in all the bathrooms to put toiletries and jackets on.
- More tent sites.
- More tent spaces.
- More trash cans.
- More trash cans for day use area.
- More trash cans in RV camping areas.
- More trash cans/recycling throughout the park instead of just at entrance.
- Day use - easier access to bathroom (stairs, trail etc.).
- More yurts.
- Mosquito control.
- More things for disabled people to do.
- Mosquito control.
- Mosquito control.
- Mosquitoes are the largest nuisance in the park that cause not only uncomfortable itching but also the potential to spread disease.
- Some trees need to be brushed back to allow for safe access to the campsite by travel trailers and motorhomes.
- My experience was good, just too crowded.
- Campsites too close together, no sign of privacy, but great park overall.
- My grandson who is 5 yrs old said we should have an elevator for handicapped people to go on top of the old buildings.
- My main complaint for our most recent visit was the amount of people that were cutting through our campsite to get to the restrooms and showers.
- Too many pets were off leash near our campsite. All in all we will probably return to Fort Stevens but with lower expectations.
- Our campsite was not private. Plant more barrier plants.
- Some of the showers were so hot you couldn't stand under them and others were ice cold.
- Widen the hiking/biking trails around the park.
- Keep the fees as reasonable as possible without sacrificing quality.
- Need more cabins built. Can you expand an entire loop dedicated to cabins?
- No pets - more programs.
- Not charge fee's when having to change campsites.
- On previous visits we have had express check in. I missed not being able to have that option this year.
- Would like RV camping a little more isolated from other campsites.

- More trash cans.
- Our campsite did not have a picnic table when we first arrived.
- The mosquitoes were horrible.
- Our group had problems with safety and noise levels with unsupervised children riding bicycles and skate boards at too high rate of speed.
- Our sewer line was closed off when we arrived, so we were not able to use our sewer dump on our RV. Your staff needs to notify people ahead of time if there are issues with any sites that are reserved.
- Constructive criticism includes making the website map more specific.
- Put garbage cans within the campground. At the very least, signage is needed to inform campers where garbage can be deposited.
- I found the campsites were very tight and small, with lots of traffic on the "loops", making very little safe space for young children to play.
- I would have liked a playground within close walking distance of our campsite.
- There were lots of mosquitos during our stay in early August, and I noticed several areas with stagnant creeks/standing water nearby.
- Pay stations should be programmed to take all \$1/5.00 bills.
- Perhaps more bike trails.
- The mosquitos were really bad this year.
- Pictures of the campsites on the website would be wonderful.
- Pictures on the reservation system of the campsites.
- More garbage/recycling stations.
- We were in an RV spot that was nearly too small.
- Plant some trees in front of the lake and make it look a little better and fix up the swimming area.
- Please add more campsites or limit length of stay and/or limit advance registration.
- Please add sites with full hook ups so that we can stay longer.
- Please allow a tent in the yurt sites.
- I sort of felt like the yurt village was a big parking lot, it needs trees.
- You have a major mosquito problem.
- Please fix shower heads so that they spray instead of dribble. Find some way of regulating temp of water in showers.
- Please fix the dock fishing areas they are very dangerous. They have missing boards in them and they don't float very well. This is on the far side of the lake.
- Please make it more apparent which sites are not good for tent camping.
- Please offer more secluded/private tent camping spots with some vegetation for privacy between spots.
- Please provide garbage cans/dumpsters in closer proximity to the campsites.
- Please put washroom at parking area B.
- Please spray for mosquitoes. That little insect ruined our visit.

- Please try to make sure that trails to bathrooms are not obstructed by campfire circles or picnic benches.
- Post a sign about where you can rent bikes.
- Create a map of the park and post it in various places.
- Post signs regarding trash/recycling and the benefits to beach.
- Prohibit barking dogs.
- Need to have better shower heads.
- Some sites are very difficult to back a large RV into.
- Provide a group gathering area in the loops.
- Providing more space between the campsites would be nice.
- Provide bicycle rental.
- Have the rangers provide monthly schedules of "talks" a few months out so camping can be planned around them. Have two talks available each day as well as two kayaking times.
- Provide group camping with full hookups for trailers.
- Provide more places where small groups (2-3) people can go and feel secluded.
- Provide camping spots that are more secluded - with greenery surrounding them so that we can get the "true" camping experience instead of camping city as it is now.
- I'm fairly sure the rules state that all dogs should be on leashes, but it seems most dogs are not.
- Provide more tent camping sites that are quiet and have adequate distance between each campsite for greater privacy.
- Require a greater number of showers and washroom facilities to service the number of campsites.
- Campsites were crowded and noisy.
- We saw very few recycle bins, in particular for plastic water bottles, cans, paper, etc.
- The park could use more trash bins in the parking lot and beach areas.
- Provide sites dedicated for tent camping
- Provide support for geocaches as these would encourage folks to explore the park.
- Put crushed rock around the fire pits and under the picnic tables to help keep the sand and dirt from tracking into RVs.
- Put doors on bathroom stalls.
- Put more full site hookups in.
- Rebuild Peter Iredale on higher ground. Not much left of the old girl.
- Put train atop jetty - for up close and personal look at ocean. Have a small submarine. Give tours of offshore underwater life.
- Reduce amount of bugs.
- Reduce camping fees. Plenty of money coming into this park system. Cut your overhead and reduce fees to families.
- Reduce overnight camp fees. Rate benefits for staying longer than 5 nights.
- Fewer rules and regulations regarding vehicles and guests.

- Reduce the number of campsites, don't allow more than 8 people in each campsite.
- Refund the money at the booth if we don't even turn off the car before turning around.
- Remove RV sites and convert back to tent sites. Restore vegetation between camping sites. Build additional loops just for tents.
- Renovate washroom/showers.
- More secluded, shaded campsites.
- List description of shaded/secluded or not shaded/open campsites.
- Bigger playground for the children.
- Rental boats.
- Replace older bathrooms similar to what is in other loops.
- Requiring dogs on leashes or specifying open dog areas so people w/out dogs or kids who are afraid of dogs can avoid off leash areas.
- Restock bathrooms more.
- Make water drainage spot in sites better, they flood and run all over the place.
- Restore some of the gun emplacements so we can see what they were like rather just seeing concrete walls.
- Restore the buildings and batteries for more of a complete walking tour.
- Roads torn up from tree roots.
- Crowded, but I don't think anyone should be turned away for sure.
- Simplify the internet reservation process for large groups by making group areas available.
- Since reservations are done online, make the sites more visible.
- Small trees and bushes need to be removed so you can back into the camping area.
- You need to have a sewer system in at the camp sites so you don't have to hook up and go dump the sewer.
- So not to bother the other campers, we would like group type camp where we can be noisy after 10 PM, maybe until midnight.
- Softball field.
- Some of the campsites are very close together with no brush or anything to separate them.
- Lots of people in a very small area. Still very fun, but feels a bit crowded.
- Some of your rangers were very rude.... most were very nice.
- Some rangers at times are rude and intrusive. They at times major on minor things and concerns that are none of their business.
- Hard for Oregonians to get reservations with all the out-of-state campers. Maybe first come - first serve would be better than reservations.
- Spaces are a little crowded together and exposed to roads.
- Play structure is small, and 2 or 3 more would be great.
- Fire rings are set too high in many cases.
- I don't care for the centralized garbage/recycling facilities.
- Spray for mosquitos.
- Spray for mosquitos.

- Show movies or videos that are FUN and interesting for both youth and adults.
- More signs and distances on bike trails.
- Clear brush away from most sites that make it feel enclosed and attract mosquitoes.
- Spray for the mosquitoes other than that we had a great time.
- Standing water in drainage ditch behind our campsite was stinky and attracted lots of bugs.
- Stock more fish.
- Stock tide tables that do not require calculation of tides relative to Newport.
- Stock/plant trout in Coffenbury Lake beyond September further into the fall.
- Stop smoking in the camp ground. Or clean camp area's better. I picked up around 50 butts from my camp site before we set up our tent.
- Take Visa/MasterCard.
- Better access to beach.
- Support out of state veteran's passes.
- Tell the camp hosts not to run their diesel truck so darn early in the AM.
- Extend the solid driveway for the vehicle access to the beach.
- Don't worry so much about overcrowding, it's self-limiting, it only gets full, not overcrowded.
- Better cell phone reception.
- Larger campsites and less mosquitoes would be helpful.
- The bathroom doors were not set on the hinges properly and swollen with moisture. The bathroom door squealed with noise all night long as people went in and out and it was heard all through our camping loop.
- It's hard to adjust the water knob to get either hotter or colder water.
- The bathrooms in the smaller loops seemed run down and not very accessible.
- On a rainy day there is quite a bit of mud and slosh around the play area.
- Any way to cut down on the mosquito population?
- The cabin floors were very slippery.
- The camping is too close.
- The campsite was dirty with sand/dog waste. Need natural dividers between campsites.
- The paved walks were nice but I tried to walk my dog along the trail by the lake and it was very overgrown.
- The Fort Stevens turn off road sign is not well marked.
- The line to check in was over 45 minutes. Checking out was just as bad
- The mosquitos were the only downside. Each year this is an issue.
- Campsites are too close together.
- The only complaint I have is about how difficult it is to use showers. Maintaining the water flow was frustrating.
- The only complaint we had was that our campsite was not very clean when we arrived.

- The only problem I witnessed was with the other campers. So many of them lack any sense of respect for other people or their property. Not only the young children, but "adults" too.
- I see the park rangers working very hard to provide an enjoyable experience for everyone, yet a few people can take away all that enjoyment with their abusive behaviors. I would completely support any policies that would allow the rangers to remove these types of people from the campgrounds and block them from using any campgrounds in the future.
- The only garbage on site was the main facility, which is a long walk from our site. It would be nice to have one smaller one near us.
- The only thing I wasn't really pleased with was that you took away the express check-in.
- The directions from Portland are a little fuzzy when we get to the turn from 101.
- My only frustration like many people, is how crowded all our public spaces are.
- I am very disappointed of the condition of Old Fort Stevens.
- The only thing that I can see would improve the trip would to not be required to pay for my entire trip when I register.
- Only change for the better, don't make it to where you can't come because of too many people. We traveled too far to be denied.
- The shower floors were dirty.
- The showers really need to be improved. They would not stay on and they ran out of hot water.
- The showers in our loop were horrible and I could barely rinse all of the soap out of my hair.
- It's great that the showers were handicap but I couldn't get enough water out of the hand held shower head.
- The showers/washrooms were very dirty and didn't seem to get cleaned at all. There was quite a bit of rain during the time we were there but that is no excuse for the filth in the showers/washrooms.
- The drains for the grey water within the campground always seemed to have food piled on them. Not very clean campground at all.
- The sites that have any length for RV's are often times at the wrong angle; very difficult to get into.
- The tent spaces were close together, but we'll be back again for all of the activities and sights available.
- The trails from the restrooms end in campsites instead of continuing to the road. This causes people to walk through campsites.
- There are many trees that are dangerous in the park.
- Some showers need towel bar/peg replacements and grout replacement in the showers.
- There was way too much smoke from campfires.
- The bathrooms are very dirty.

- There were 2 nights that had some rowdy partiers close by. It would be nice if they were shut down or relocated at quiet hour time but it went on for quite a while into the middle of the night. We could hear yelling from other campers that were closer telling them to be quiet. If we were closer to the disturbances, you would have heard something from us.
- It seems feasible to me that the information provided at check in could be used by an addition to your software in the office that would allow the clerks up to date info on who is in what spot and whether they have a pet, how many adults and kids there are, what kind of equipment they are using, etc. Why can't this information be used to place arriving campers? That would eliminate the guessing, and come much closer to actually fulfilling the request.
- Other than lots of kids forever riding their bikes back and forth, and the usual kid noise, the park was beautiful.
- Bathroom was old and showers were not up to usual standards. Had large family group camped next to us, felt campsite was too small. Their tents were too close to our site.
- This visit we noticed a lot more dogs and that people were not picking up after them. There needs to be a way to make sure leash and poop pickup is being done.
- Speed needs to be enforced.
- Trash cans could be little more accessible.
- Trim area for a little more sunshine.
- Trim the trees in the campground (there were a lot of low hanging branches everywhere).
- More full hookup sites.
- Try to get rid of the mosquitoes. They were very bad. Only negative of the weekend.
- Two words: mosquito control.
- Upgrade all the bathrooms- some were nice, others dated and dirty.
- We are here for a day trip only. The only issue we had was being able to walk to the restroom from the upper parking lot on pavement. The sand was piled around the entrance making it difficult to bring children in without getting sand in their shoes.
- It is always quite crowded but we just expect and accept that it is a popular place. More brush between campsites would be helpful in some sites.
- We don't like cars on the beach.
- We found it impossible to reserve a cabin. We called as soon as reservations were open but they were already gone. It almost seemed like some people have an inside track to getting first in line.
- We also noticed this time that people were not picking up their dog poop. It might be nice to have more signs posted on the open green areas about owners picking up after their dogs.
- It would be nice if there were doors on the bathroom stalls.
- Wish it was easier to find 3 or 4 spots near each other for family members to camp.
- Surprised at how dirty the floors were in the new cabins.
- Raccoons in park and was not mentioned by park ranger upon registration.

- There was party 3 nights in a row about 4 campsites away from us. They partied beyond 1am without a ranger doing anything about it.
- We stayed in a yurt which we loved, but the one we stayed in was very far from the bathroom, so with 3 young girls, I made the trip often.
- We used the campground for 4 nights and found loop O to be very crowded. Enjoyed our stay but prefer more privacy.
- We were extremely dissatisfied with your reservation system. Very difficult to get reservations and even more difficult to understand the conflicting information.
- Wheelchair access to beach.
- Add a small shelf in the shower area for toiletries.
- Add plantings between RV campsites to increase privacy.
- Improve cleanliness of bathroom floors.
- WIFI Internet access would be nice otherwise everything is great.
- Some problem to keep bathroom doors closed.
- Work on getting better at spraying for bugs.
- Work on your reservation system.
- Would be nice to have showers to rinse off sand after. Otherwise keep it natural.
- Would like more privacy in campsites.
- Would like to see more campers from Oregon rather than from out of state. Would rather see more hosts from Oregon rather than from out of state.
- Would love to be able to get campsites next to other members of our church group, instead of being somewhat scattered.
- You can go back to charging out of state visitors the extra \$5 a night that you used to.
- When I made the reservations I did not know I was to call because we were a church group of more than 10 camping spots. The lady that helped me made me feel very stupid.
- The only thing I might like to see is to have a rating of the "level of privacy" of each of your sites on your reservation system to help people select a site that best suits their needs.
- Some of the fire pit areas are very uneven.

APPENDIX B: QUESTIONNAIRES

Day Visitor Experiences and Perceptions at Fort Stevens State Park



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

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

2. How many hours did you spend at Fort Stevens State Park on this trip? (write number) _____ hour(s)

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

<input type="checkbox"/> A. Hiking or walking	<input type="checkbox"/> H. Kite flying	<input type="checkbox"/> O. Fishing
<input type="checkbox"/> B. Dog walking	<input type="checkbox"/> I. Sightseeing	<input type="checkbox"/> P. Boating (motor, canoe, kayak)
<input type="checkbox"/> C. Running or jogging	<input type="checkbox"/> J. Picnicking or barbecuing	<input type="checkbox"/> Q. Visiting historic sites
<input type="checkbox"/> D. Bicycling on trails	<input type="checkbox"/> K. Camping	<input type="checkbox"/> R. Ranger-led program(s)
<input type="checkbox"/> E. Bicycling on local roads	<input type="checkbox"/> L. Bird or wildlife watching	<input type="checkbox"/> S. Other (write response) _____
<input type="checkbox"/> F. Beachcombing	<input type="checkbox"/> M. Swimming/ wading	_____
<input type="checkbox"/> G. Surfing/ boogie boarding	<input type="checkbox"/> N. Clam digging	_____

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

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

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

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

10. How dissatisfied or satisfied were you with the **fee that you paid** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

11. How unlikely or likely are you to return to Fort Stevens State Park in the future? (check **ONE**)
 - Very Unlikely Unlikely Neither Likely Very Likely

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

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

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

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

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

I saw about _____ other people

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

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

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

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

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

17. Imagine that you were to visit Fort Stevens State Park and see more people than you would tolerate seeing.

If this situation were to occur, how likely would you take each of the following actions? **(circle one number for EACH)**

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

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

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

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1	2	3	4	5
Provide more opportunities for viewing wildlife.	1	2	3	4	5
Provide more group picnic areas.	1	2	3	4	5
Provide more opportunities for hiking.	1	2	3	4	5
Provide more paved trails.	1	2	3	4	5
Provide more trash cans.	1	2	3	4	5
Provide more recycling containers.	1	2	3	4	5
Provide more information / education about nature, history, or archeology.	1	2	3	4	5
Provide more programs led by park rangers.	1	2	3	4	5
Provide wireless internet access within the park.	1	2	3	4	5
Provide downloadable mobile phone applications.	1	2	3	4	5
Provide more enclosed shelters.	1	2	3	4	5
Improve maintenance or upkeep of facilities / services.	1	2	3	4	5
Require all dogs be kept on leash at all times.	1	2	3	4	5
Make the park more pet friendly.	1	2	3	4	5
Provide natural buffers to block views of development outside the park.	1	2	3	4	5
Restore it to historical conditions (e.g., replace non-native with native plants)	1	2	3	4	5
Limit the number of people allowed per day.	1	2	3	4	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	1	2	3	4	5
Close this park to all recreation / tourism activities.	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

20. **Including yourself**, how many people accompanied you at Fort Stevens State Park on this trip? _____ person(s)

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

22. Did anyone in your group have a disability?

No

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

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

Gone somewhere else for the same activity → how far from home is the place you would go instead? _____ miles(s)

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

Come back another time

Stayed home

Gone to work at my regular job

Something else (none of these)

24. How did you get to Fort Stevens State Park on this trip? (check ONE)

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

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

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

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

Letter _____

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

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

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

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

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

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

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

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

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

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

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

- English Spanish Russian Other (write response) _____

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

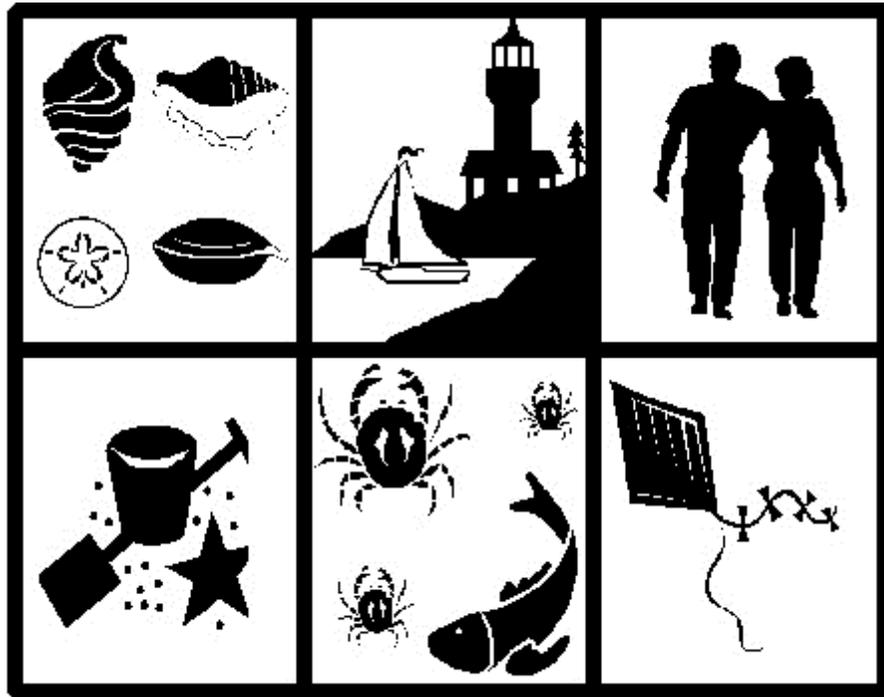
35. Which of these broad categories best describes your *current annual household income before taxes*? (**check ONE**)

- 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 Fort Stevens State Park:

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

Overnight Visitor Experiences and Perceptions at Fort Stevens State Park



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

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

2. How many nights in a row did you spend at Fort Stevens State Park on your recent trip? (write number) _____ night(s)

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

<input type="checkbox"/> A. Hiking or walking	<input type="checkbox"/> H. Kite flying	<input type="checkbox"/> O. Fishing
<input type="checkbox"/> B. Dog walking	<input type="checkbox"/> I. Sightseeing	<input type="checkbox"/> P. Boating (motor, canoe, kayak)
<input type="checkbox"/> C. Running or jogging	<input type="checkbox"/> J. Picnicking or barbecuing	<input type="checkbox"/> Q. Visiting historic sites
<input type="checkbox"/> D. Bicycling on trails	<input type="checkbox"/> K. Camping	<input type="checkbox"/> R. Ranger-led program(s)
<input type="checkbox"/> E. Bicycling on local roads	<input type="checkbox"/> L. Bird or wildlife watching	<input type="checkbox"/> S. Other (write response) _____
<input type="checkbox"/> F. Beachcombing	<input type="checkbox"/> M. Swimming/ wading	_____
<input type="checkbox"/> G. Surfing/ boogie boarding	<input type="checkbox"/> N. Clam digging	_____

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

Letter for primary activity _____

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

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

7. Overall, how dissatisfied or satisfied were you with your ***overall experience*** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

8. How dissatisfied or satisfied were you with the ***natural environment*** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

9. How dissatisfied or satisfied were you with the ***facilities / services*** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

10. How dissatisfied or satisfied were you with the ***fee that you paid*** at Fort Stevens State Park? (check **ONE**)
 - Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

11. How unlikely or likely are you to return to Fort Stevens State Park in the future? (check **ONE**)
 - Very Unlikely Unlikely Neither Likely Very Likely

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

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

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

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

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

I saw about _____ other people

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

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

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

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

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

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

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

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

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

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1	2	3	4	5
Provide more opportunities for viewing wildlife.	1	2	3	4	5
Provide more group picnic areas.	1	2	3	4	5
Provide more opportunities for hiking.	1	2	3	4	5
Provide more paved trails.	1	2	3	4	5
Provide more trash cans.	1	2	3	4	5
Provide more recycling containers.	1	2	3	4	5
Provide more information / education about nature, history, or archeology.	1	2	3	4	5
Provide more programs led by park rangers.	1	2	3	4	5
Provide wireless internet access within the park.	1	2	3	4	5
Provide downloadable mobile phone applications.	1	2	3	4	5
Provide more enclosed shelters.	1	2	3	4	5
Improve maintenance or upkeep of facilities / services.	1	2	3	4	5
Require all dogs be kept on leash at all times.	1	2	3	4	5
Make the park more pet friendly.	1	2	3	4	5
Provide natural buffers to block views of development outside the park.	1	2	3	4	5
Restore it to historical conditions (e.g., replace non-native with native plants)	1	2	3	4	5
Limit the number of people allowed per day.	1	2	3	4	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	1	2	3	4	5
Close this park to all recreation / tourism activities.	1	2	3	4	5
Provide more space between campsites.	1	2	3	4	5
Provide more walk-in / cart-in campsites.	1	2	3	4	5
Provide more tent camping in developed campgrounds.	1	2	3	4	5
Provide campsites that accommodate both RV and tent camping.	1	2	3	4	5
Provide more group camping areas.	1	2	3	4	5
Do not change anything / keep things as they are now.	1	2	3	4	5

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

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

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

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

22. **Including yourself**, how many people accompanied you at Fort Stevens State Park during your stay? _____ person(s)

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

24. Did anyone in your group have a disability?

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

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

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

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

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

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

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

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

Letter _____

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

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

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

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

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

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

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

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

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

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

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

- English Spanish Russian Other (write response) _____

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

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

- 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 Fort Stevens State Park:

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

APPENDIX C: UNCOLLAPSED PERCENTAGES

Day Visitor Experiences and Perceptions at Fort Stevens State Park



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

1. Before this trip, had you ever visited Fort Stevens State Park? (check **ONE**)
 - 28 No
 - 72 Yes → if yes, how many day trips have you made to this park in the past 12 months? (write number) *see report* trip(s)

2. How many hours did you spend at Fort Stevens State Park on this trip? (write number) M=3.84 hour(s)

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

56% A. Hiking or walking	13% H. Kite flying	14% O. Fishing
25% B. Dog walking	50% I. Sightseeing	4% P. Boating (motor, canoe, kayak)
8% C. Running or jogging	36% J. Picnicking or barbecuing	36% Q. Visiting historic sites
16% D. Bicycling on trails	0% K. Camping	3% R. Ranger-led program(s)
5% E. Bicycling on local roads	17% L. Bird or wildlife watching	12% S. Other (write response) _____
49% F. Beachcombing	32% M. Swimming/ wading	_____
6% G. Surfing/ boogie boarding	4% N. Clam digging	

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

Letter for primary activity *see report*

5. Which of the following best describes the purpose of your trip? (check **ONE**)
 - 54% Primarily for recreation – this park was my main destination
 - 31% Primarily for recreation – my main destination was NOT this park
 - 12% 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=307.93 mile(s)

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

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

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

1% Very Dissatisfied	< 1% Dissatisfied	2% Neither	35% Satisfied	61% Very Satisfied
----------------------	-------------------	------------	---------------	--------------------

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

1% Very Dissatisfied	2% Dissatisfied	10% Neither	47% Satisfied	41% Very Satisfied
----------------------	-----------------	-------------	---------------	--------------------

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

1% Very Dissatisfied	3% Dissatisfied	21% Neither	34% Satisfied	42% Very Satisfied
----------------------	-----------------	-------------	---------------	--------------------

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

2% Very Unlikely	0% Unlikely	2% Neither	29% Likely	68% Very Likely
------------------	-------------	------------	------------	-----------------

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

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	<1%	<1%	3%	40%	57%
Number of toilets / bathrooms.	1	1	12	45	42
Cleanliness / conditions of toilets / bathrooms.	0	1	5	35	59
Absence of litter.	<1	<1	4	43	53
Presence of park rangers / personnel.	3	4	27	40	26
Courteousness of park rangers / personnel.	1	2	11	46	42
Number of park trails.	2	3	25	44	26
Condition / maintenance of park trails.	1	2	21	48	28
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	7	8	31	26	28
Facilities for groups to gather.	10	8	32	32	19
Variety of things to do.	3	4	18	44	32
Personal safety.	1	3	12	35	50
Number of information / education programs or materials.	5	7	35	39	14
Quality of information / education programs or materials.	4	5	34	39	18
Information specifically about conditions or hazards in the park.	2	6	20	43	30
Signs about directions within the park.	0	4	11	44	41
Signs about directions to the park.	0	3	12	47	38
Parking for vehicles.	1	1	8	47	43
Good value for the fee that I paid at the park.	2	1	11	41	46

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

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	2%	3%	50%	45%
Number of toilets / bathrooms.	0	4	11	50	36
Cleanliness / conditions of toilets / bathrooms.	0	6	12	44	37
Absence of litter.	0	2	8	45	45
Presence of park rangers / personnel.	1	1	15	49	35
Courteousness of park rangers / personnel.	0	1	10	41	49
Number of park trails.	0	1	20	41	37
Condition / maintenance of park trails.	0	1	21	41	38
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	3	27	40	30
Facilities for groups to gather.	1	2	32	38	28
Variety of things to do.	0	1	14	46	40
Personal safety.	<1	2	10	44	44
Number of information / education programs or materials.	<1	4	31	41	24
Quality of information / education programs or materials.	<1	3	31	39	27
Information specifically about conditions or hazards in the park.	1	3	25	44	27
Signs about directions within the park.	<1	2	15	46	37
Signs about directions to the park.	0	4	13	45	38
Parking for vehicles.	<1	3	12	17	38
Good value for the fee that I paid at the park.	1	1	13	41	44

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

I saw about M=131.14 other people

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

31%	20%	15%	7%	6%	14%	4%	2%	1%
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

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

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

- OR** 37% The number of people does not matter to me
 30% The number of people matters to me, but I cannot specify a number

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

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	42%	34%	18%	7%
... express my opinions to members of my group about the condition or situation.	18	17	45	21
... express my opinions to other visitors at the park about the condition or situation.	36	33	24	7
... express my opinions to friends or family about the condition or situation.	15	21	40	24
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	44	33	18	5
... keep my opinions to myself.	20	28	32	20
... avoid peak use times (weekends, holidays) or visit earlier or later in the day when fewer people are here to avoid this condition or situation.	9	13	42	36
... come back to this park, but recognize that it offers a different type of experience than I first believed.	9	16	55	21
... 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	16	50	25
... accept the condition or situation by not doing anything about it.	10	21	52	18
... never visit this park again because of the condition or situation.	56	27	13	5

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

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
This park is very special to me.	1%	4%	34%	34%	28%
This park is one of the best places for doing what I like to do.	1	3	28	42	25
I am very attached to this park.	3	6	47	25	19
I would not substitute any other area for doing what I do at this park.	6	14	48	18	14
I identify strongly with this park.	5	7	44	27	16
No other place compares to this park.	6	12	46	25	12
I feel that this park means a lot to me.	4	6	41	30	19
I get more satisfaction out of visiting this park than any other.	4	12	52	20	12

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	42%	41%	15%
Provide more opportunities for viewing wildlife.	<1	1	28	53	18
Provide more group picnic areas.	<1	6	43	38	12
Provide more opportunities for hiking.	1	2	44	41	14
Provide more paved trails.	3	7	13	34	13
Provide more trash cans.	0	2	33	47	19
Provide more recycling containers.	0	1	30	43	26
Provide more information / education about nature, history, or archeology.	<1	2	40	43	14
Provide more programs led by park rangers.	1	5	51	33	12
Provide wireless internet access within the park.	14	14	40	20	12
Provide downloadable mobile phone applications.	12	15	47	17	8
Provide more enclosed shelters.	3	9	44	31	13
Improve maintenance or upkeep of facilities / services.	1	3	43	41	13
Require all dogs be kept on leash at all times.	11	12	27	19	31
Make the park more pet friendly.	7	8	39	31	16
Provide natural buffers to block views of development outside the park.	3	4	40	34	19
Restore it to historical conditions (e.g., replace non-native with native plants)	2	5	39	33	21
Limit the number of people allowed per day.	17	29	35	14	5
Limit the number of large groups allowed (e.g., no more than 10-20 people).	14	25	39	14	7
Close this park to all recreation / tourism activities.	59	17	89	4	2
Do not change anything / keep things as they are now.	2	5	35	35	22

20. **Including yourself**, how many people accompanied you at Fort Stevens State Park on this trip? M=5.26 person(s)

21. Did you or anyone in your group bring dog(s) with you to Fort Stevens State Park? **(check ONE)** 70% No 30% Yes

22. Did anyone in your group have a disability?

80% No

20% Yes → if yes, what are these disabilities? **(check ALL THAT APPLY)** 4% Hearing 1% Sight 14% Walking
3% Learning 3% Other _____

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

51% Gone somewhere else for the same activity → how far from home is the place you would go instead? M=129.34 mi(s)

9% Gone somewhere else for a different activity → how far from home is the place you would go instead? M=95.19 mi(s)

13% Come back another time

13% Stayed home

1% Gone to work at my regular job

13% Something else (none of these)

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

- 88% My family's personal vehicle → how many total people were in the vehicle? M=3.72 person(s)
- 6% Somebody else's personal vehicle → how many total people were in the vehicle? M=3.00 person(s)
- 6% Other (write response) _____

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

	Never		Sometimes		Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	30%	4%	23%	14%	28%
B. Social media internet websites (e.g., Facebook, Twitter).	65	9	15	5	7
C. Brochures.	46	13	24	12	5
D. Newspapers.	60	14	18	5	2
E. Magazines.	56	16	18	7	2
F. Books.	56	15	17	7	5
G. Television.	64	17	14	4	1
H. Videos / DVDs.	72	17	9	2	1
I. Radio.	64	17	12	4	2
J. Community organization or church.	69	15	10	5	1
K. Health care providers.	76	14	7	3	1
L. Work.	66	16	13	2	2
M. Friends or family members.	21	5	28	23	24
N. Highway signs.	30	9	28	22	12
O. Previous visit.	21	4	18	19	38
P. Other (write response) _____	62	6	16	3	13

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

Letter see report

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

- 96% Yes
- 4% No → if no, what additional information did you need? (**write response**)

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

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

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

56% No

44% Yes → if yes, how many nights are you staying away from home within 30 miles of this park? M=4.19 night(s)

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

31. How old are you? (**write response**) M=45.10 years old

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

87% White (Caucasian) 6% Hispanic / Latino 2% American Indian or Alaskan Native 1% Other (write response)

1% Black / African American 3% Asian <1%Native Hawaiian or Pacific Islander _____

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

96% English 3% Spanish 0% Russian 2% Other (write response) _____

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

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

6% Less than \$10,000 15% \$90,000 to \$109,999

7% \$10,000 to \$29,999 5% \$110,000 to \$129,999

17% \$30,000 to \$49,999 5% \$130,000 to \$149,999

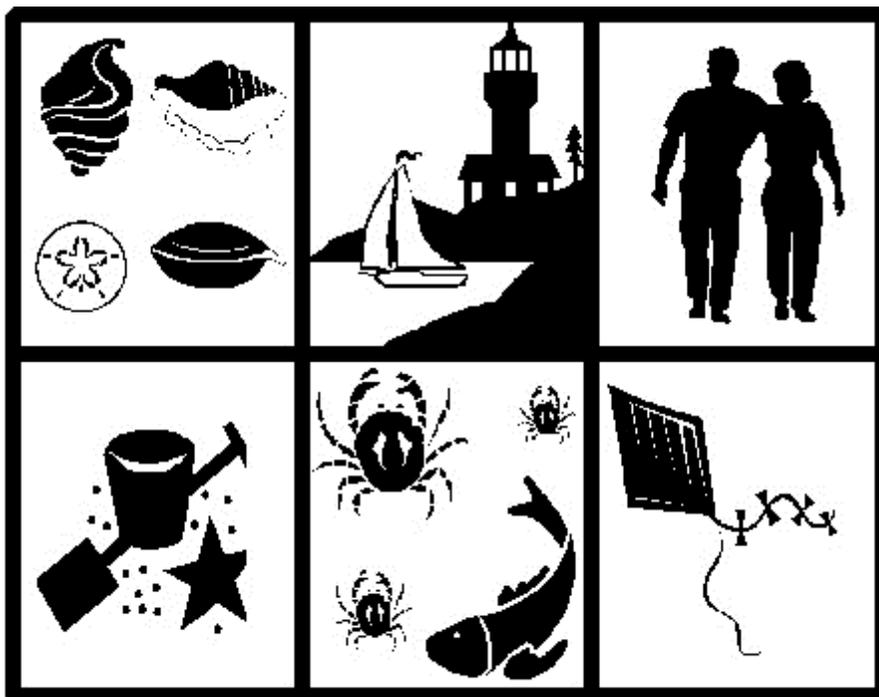
20% \$50,000 to \$69,999 2% \$150,000 to \$169,999

17% \$70,000 to \$89,999 7% \$170,000 or more

Please tell us how we can improve Fort Stevens State Park:

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

Overnight Visitor Experiences and Perceptions at Fort Stevens State Park



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

1. Before your most recent trip, had you ever visited Fort Stevens State Park? (**check ONE**)
 - 32% No
 - 68% Yes → if yes, how many trips have you made to this park in the past 12 months? (**write number**) M=1.40 trip(s)

2. How many nights in a row did you spend at Fort Stevens State Park on your recent trip? (**write number**) M=3.46 night(s)

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

82% A. Hiking or walking	22% H. Kite flying	14% O. Fishing
37% B. Dog walking	67% I. Sightseeing	9% P. Boating (motor, canoe, kayak)
10% C. Running or jogging	43% J. Picnicking or barbecuing	70% Q. Visiting historic sites
61% D. Bicycling on trails	95% K. Camping	16% R. Ranger-led program(s)
22% E. Bicycling on local roads	19% L. Bird or wildlife watching	5% S. Other (write response) _____
69% F. Beachcombing	33% M. Swimming/ wading	_____
5% G. Surfing/ boogie boarding	4% N. Clam digging	_____

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

Letter for primary activity see report

5. Which of the following best describes the purpose of your trip? (**check ONE**)
 - 80% Primarily for recreation – this park was my main destination
 - 18% Primarily for recreation – my main destination was NOT this park
 - 2% Primarily for business, family, or other reasons – this park was a side trip
 - 1% Some other reason

6. About how far from your home did you travel to get to this park? (**write number of miles**) M=281.85 mile(s)

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

2% Very Dissatisfied	3% Dissatisfied	2% Neither	41% Satisfied	52% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

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

1% Very Dissatisfied	2% Dissatisfied	2% Neither	38% Satisfied	57% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

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

2% Very Dissatisfied	6% Dissatisfied	5% Neither	46% Satisfied	42% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

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

1% Very Dissatisfied	4% Dissatisfied	10% Neither	52% Satisfied	33% Very Satisfied
----------------------	-----------------	-------------	---------------	--------------------

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

3% Very Unlikely	6% Unlikely	6% Neither	30% Likely	56% Very Likely
------------------	-------------	------------	------------	-----------------

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

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	<1%	1%	30%	69%
Number of toilets / bathrooms.	1	2	9	44	44
Cleanliness / conditions of toilets / bathrooms.	1	1	3	23	73
Absence of litter.	0	0	2	40	58
Presence of park rangers / personnel.	1	2	14	53	31
Courteousness of park rangers / personnel.	<1	<1	4	46	49
Number of park trails.	1	1	14	54	31
Condition / maintenance of park trails.	<1	1	13	52	34
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	11	11	37	29	12
Facilities for groups to gather.	17	12	39	21	11
Variety of things to do.	2	2	12	55	28
Personal safety.	<1	1	6	33	60
Number of information / education programs or materials.	5	7	36	43	10
Quality of information / education programs or materials.	5	6	32	45	13
Information specifically about conditions or hazards in the park.	2	4	19	44	31
Signs about directions within the park.	<1	2	10	51	37
Signs about directions to the park.	1	3	17	47	32
Parking for vehicles.	1	2	18	49	30
Comfort of campsites.	0	1	4	36	59
Shading provided by trees or other structures.	1	1	12	42	45
Good value for the fee that I paid at the park.	0	1	4	37	59

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

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	<1%	1%	2%	42%	55%
Number of toilets / bathrooms.	1	2	8	50	39
Cleanliness / conditions of toilets / bathrooms.	2	8	9	44	37
Absence of litter.	<1	1	4	46	48
Presence of park rangers / personnel.	1	1	10	51	37
Courteousness of park rangers / personnel.	1	2	8	42	48
Number of park trails.	<1	1	9	44	47
Condition / maintenance of park trails.	<1	<1	9	44	46
Ease of movement or access (e.g., wheelchair, elderly, stroller).	1	1	39	33	27
Facilities for groups to gather.	1	3	52	25	19
Variety of things to do.	<1	<1	9	41	49
Personal safety.	<1	<1	6	45	48
Number of information / education programs or materials.	<1	1	29	44	25
Quality of information / education programs or materials.	1	1	30	42	27
Information specifically about conditions or hazards in the park.	1	2	23	48	27
Signs about directions within the park.	1	5	12	49	33
Signs about directions to the park.	1	6	13	50	30
Parking for vehicles.	1	4	14	52	30
Comfort of campsites.	2	6	7	50	36
Shading provided by trees or other structures.	2	4	7	46	42
Good value for the fee that I paid at the park.	1	3	7	46	42

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

I saw about M=137.02 other people

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

16%	13%	18%	8%	8%	22%	9%	6%	1%
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

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

It is OK to see as many as M=152.03 other visitors at this park

- OR** 32% The number of people does not matter to me
 54% The number of people matters to me, but I cannot specify a number

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

I would ...	Very Unlikely	Unlikely	Likely	Very Likely
... express my opinions to park managers about the condition or situation.	26%	42%	26%	7%
... express my opinions to members of my group about the condition or situation.	8	10	49	34
... express my opinions to other visitors at the park about the condition or situation.	21	45	28	7
... express my opinions to friends or family about the condition or situation.	6	10	52	32
... express my opinions by writing reviews about the condition or situation (e.g., internet review websites, blogs, newspaper editorial).	32	42	20	5
... keep my opinions to myself.	19	44	29	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.	9	18	47	27
... come back to this park, but recognize that it offers a different type of experience than I first believed.	6	17	65	13
... 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.	6	15	62	17
... accept the condition or situation by not doing anything about it.	10	33	49	8
... never visit this park again because of the condition or situation.	40	42	14	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.	3%	6%	34%	37%	21%
This park is one of the best places for doing what I like to do.	2	7	25	43	23
I am very attached to this park.	5	10	42	26	17
I would not substitute any other area for doing what I do at this park.	8	26	39	19	8
I identify strongly with this park.	5	17	41	24	13
No other place compares to this park.	8	21	37	25	10
I feel that this park means a lot to me.	6	13	36	32	13
I get more satisfaction out of visiting this park than any other.	9	21	43	17	11

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	36%	48%	13%
Provide more opportunities for viewing wildlife.	<1	2	29	54	14
Provide more group picnic areas.	2	7	68	20	3
Provide more opportunities for hiking.	0	2	43	45	9
Provide more paved trails.	2	7	42	36	13
Provide more trash cans.	1	3	37	43	17
Provide more recycling containers.	1	3	38	40	18
Provide more information / education about nature, history, or archeology.	1	2	48	43	7
Provide more programs led by park rangers.	1	2	58	33	6
Provide wireless internet access within the park.	9	12	27	25	27
Provide downloadable mobile phone applications.	6	9	56	18	11
Provide more enclosed shelters.	2	7	67	20	4
Improve maintenance or upkeep of facilities / services.	1	3	48	37	12
Require all dogs be kept on leash at all times.	3	6	22	29	40
Make the park more pet friendly.	6	9	50	25	10
Provide natural buffers to block views of development outside the park.	1	2	38	38	20
Restore it to historical conditions (e.g., replace non-native with native plants)	2	7	46	31	13
Limit the number of people allowed per day.	5	13	51	25	6
Limit the number of large groups allowed (e.g., no more than 10-20 people).	8	16	40	24	12
Close this park to all recreation / tourism activities.	55	21	22	1	1
Provide more space between campsites.	1	5	27	39	28
Provide more walk-in / cart-in campsites.	5	9	67	14	5
Provide more tent camping in developed campgrounds.	5	7	53	25	11
Provide campsites that accommodate both RV and tent camping.	2	4	30	42	23
Provide more group camping areas.	5	11	58	18	8
Do not change anything / keep things as they are now.	7	13	47	22	11

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

20% Telephone reservation system 77% Internet reservation system 3% I did not make the reservation

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

5% Very Dissatisfied 4% Dissatisfied 4% Neither 38% Satisfied 45% Very Satisfied 4% Didn't make reservation

22. **Including yourself**, how many people accompanied you at Fort Stevens State Park during your stay? M=6.39 person(s)

23. Did you or anyone in your group bring dog(s) with you to Fort Stevens State Park? **(check ONE)** 51% No 49% Yes

24. Did anyone in your group have a disability?

84% No

16% Yes → if yes, what are these disabilities? **(check ALL THAT APPLY)** 4% Hearing 1% Sight 12% Walking
2% Learning 3% Other _____

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

- 65% Gone somewhere else for the same activity → how far from home is the place you would go instead? M=178.99 mi(s)
- 7% Gone somewhere else for a different activity → how far from home is the place you would go instead? M=172.22 mi(s)
- 15% Come back another time
- 6% Stayed home
- 1% Gone to work at my regular job
- 6% Something else (none of these)

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

- 94% My family's personal vehicle → how many total people were in the vehicle? M=3.37 person(s)
- 2% Somebody else's personal vehicle → how many total people were in the vehicle? M=3.41 person(s)
- 4% Other (write response) _____

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

	Never	Sometimes	Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	5%	3%	61%
B. Social media internet websites (e.g., Facebook, Twitter).	71	10	3
C. Brochures.	41	9	6
D. Newspapers.	73	11	1
E. Magazines.	65	14	1
F. Books.	64	11	3
G. Television.	78	9	1
H. Videos / DVDs.	83	10	<1
I. Radio.	82	9	1
J. Community organization or church.	80	7	2
K. Health care providers.	88	7	<1
L. Work.	77	9	1
M. Friends or family members.	24	5	19
N. Highway signs.	55	12	3
O. Previous visit.	23	3	42
P. Other (write response) _____	70	3	10

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 Fort Stevens State Park, were you able to find the information you needed? (**check ONE**)

- 94% Yes
- 6% No → if no, what additional information did you need? (**write response**) see report

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 Fort Stevens State Park. **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 Fort Stevens State Park on your trip? (**check ONE**)

81% No
 20% Yes → if yes, how many nights did you stay away from home within 30 miles of this park? M=5.07 night(s)

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

33. How old are you? (**write response**) M=49.16 years old

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

93% White (Caucasian) 2% Hispanic / Latino <1% American Indian or Alaskan Native 2% Other (write response)
 0% Black / African American 3% Asian <1% Native Hawaiian or Pacific Islander _____

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

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

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

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

1% Less than \$10,000	14% \$90,000 to \$109,999
3% \$10,000 to \$29,999	9% \$110,000 to \$129,999
14% \$30,000 to \$49,999	6% \$130,000 to \$149,999
21% \$50,000 to \$69,999	5% \$150,000 to \$169,999
20% \$70,000 to \$89,999	9% \$170,000 or more

Please tell us how we can improve Fort Stevens State Park:

See report

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