



Visitor Survey of Day-use Visitors at Tryon Creek State Natural Area

Final Report

Terry Bergerson
Wesley Mouw and
Joshua Petit

Oregon Parks and Recreation Department

2011



Nature
HISTORY
Discovery

ACKNOWLEDGMENTS

The authors would like to thank Mark Needham, Randy Rosenberger, and Eric White at Oregon State University for their technical support for this project. Karen Houston, John Mullen, park volunteers and individuals at Reservations Northwest such as Sheri Miller and staff are thanked for their assistance with data collection and entry. A special thank you is extended to all of the day 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 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 user visitors to the park between July 2 and August 14, 2011. The total number of completed questionnaires was $n = 401$ with a response rate of 75%. The day-use visitor survey involved on-site intercepts. The sample size allows generalizations about the population of day users at Tryon Creek State Natural Area at a margin of error of $\pm 4.1\%$ at the 95% confidence level.

Results

Personal and Visit Characteristics

- The most popular activities at this park were hiking or walking (89%), sightseeing (30%), bird or wildlife watching (29%), and dog walking (25%). The least popular activities were horseback riding (<1%), ranger-led programs (2%), and bicycling on local roads (3%) and trails (3%).
- The most common primary activity groups were people hiking or walking (71%), running or jogging (11%), and dog walking (10%). The least common activity groups were people picnicking or barbecuing (1%), bicycling on trails (1%), and sightseeing (1%).
- Day users spent an average of approximately two hours in the park. Almost all of day users (89%) spent one to two hours in the park, with only 4% spending four or more hours in the park.
- On average, day users traveled 9 miles from home to visit the park.
- In total, 85% of day-use respondents had visited this park before. Day users had visited an average of 24 times in the past 12 months, with the highest proportions having made between 6-12 trips (20%) and more than 24 trips (20%) to this park in the past year, while only 34% had made two or fewer trips.
- Average day user group size was approximately three people ($M = 2.61$ people). Groups most commonly consisted of one person (35%) or two people (35%).
- In total, 75% of day users did not bring dogs with them; 25% brought dogs.
- Almost all day users arrived at the park in their family's personal vehicle (85%), 7% arrived in somebody else's vehicle, and 8% arrived in another form of transportation. On average, there were two people in each personal family vehicle and three people in somebody else's vehicle. When combining personal and somebody else's vehicle responses, the average number of people per vehicle was 2.08.
- Almost all (92%) of day users considered this park their main reason for the trip.

Obtaining Information about the Parks

- Almost all day users (98%) were able to find the information they needed when planning their visit to this park, and the few (2%) who did not find the information they needed

would like additional road signage, directions to the park, park maps, and maps at major trail intersections.

- The most heavily used sources of information were previous visits (83), friends or family members (75%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (50%), and brochures (48%). The least used sources were health care providers (8%), videos or DVDs (10%), community organizations (15%), radio (17%), and television (18%).
- Official internet websites were used by most respondents (63%) as their first primary information source, followed by friends or family (22%), past visits (5%), books (2%), and brochures (2%).

Satisfaction with Experiences and Conditions

- Users considered the most important characteristics at this park its absence of litter (95%), park cleanliness (e.g., lawn care, lack of graffiti; 94%), condition / maintenance of trails (94%), the number of park trails (91%), cleanliness of toilets (89%), signs with directions in the park (89%), personal safety (84%), and parking for vehicles (78%). The least important attributes were facilities for groups to gather (33%), variety of things to do (41%), the ease of movement or access (e.g., wheelchair, elderly, baby stroller; 43%), and the amount of educational information (45%).
- Overall satisfaction among day users was extremely high, as 97% were satisfied with the highest proportion of users being “very satisfied” (80%). Day users were most satisfied with park cleanliness (97%), absence of litter (97%), conditions / maintenance of trails (97%), number of park trails (95%), level of safety (91%), number and cleanliness of toilets / bathrooms (87% to 86%), and the courteousness and presence of park staff (86% and 78%). Users were least satisfied with facilities for groups to gather (63%), parking for vehicles (72%), ease of movement / access (wheelchair, elderly, stroller) (72%), and the amount of educational information (72%).
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences. There was, however, one attribute that was important to users, but these users were only slightly satisfied with the attribute. Managers should consider monitoring the availability of parking for vehicles at the park.
- Crowding among day users was in the high normal range where visitation is probably not greater than carrying capacity, and most of these users were not encountering more people than they would tolerate. In the future, crowding should be studied if increased use is expected, allowing management to anticipate problems.

Attitudes about Management Strategies

- Management strategies most strongly supported by day users were to provide more opportunities at the park for viewing wildlife (81%), offer more hiking opportunities (80%), give more chances for escaping crowds of people (73%), restore the park to historical conditions (69%), construct natural buffers to block views of development outside the park (69%), and require that dogs are kept on leash at all times (64%). The least supported strategies were to close the park to all recreation/tourism activities (8%), provide wireless internet access within the park (13%), limit the number of people allowed in the park per day (16%), and provide more enclosed shelters within the park (20%).

Sociodemographic Characteristics of Users

- There were slightly more female (56%) than male (44%) day users at this park.
- The average age of respondents was 47 years old, and the largest proportions of users were 40 to 49 years old (23%) and 30 to 39 years old (20%).
- The average annual household income before taxes of respondents was \$75,200, and the largest proportion of users had incomes from \$70,000 to \$89,999 (19%) and \$50,000 to \$69,999 (19%). Day-use visitors to Tryon Creek State Natural Area are generally wealthier than the Oregon population at large (Oregon median household income in 2009 was \$48,457).
- Almost all respondents were white (i.e., Caucasian; 94%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), and Asians (1%).
- Almost all day users (99%) considered English as their primary language both of themselves and in their homes.
- Over 92% of day users lived in Oregon, 2% resided in Washington State, and 1% were from California. Among day users, 90% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 1% lived in the Willamette Valley region, and 1% lived in the Central region of the state. No visitors resided in the other regions of the state (i.e., Coast, Southern, Eastern, Mt. Hood / Gorge).
- In total, 93% of park day users said that nobody in their group had a disability, whereas 7% had at least one group member with a disability. The most common disability was associated with walking (5% of day users), while 2% of day users had a hearing disability.

Recommendations

Management Recommendations

- Importance – Performance analysis identified that adequate parking is important to visitors and that satisfaction for parking among visitors was consistently low. The need for adequate parking should be considered in planning and management.
- One quarter of users (25%) 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). Managers may also want to consider implementing policies that dogs are kept on leash given that 64% of day users supported this strategy and only 31% supported making the park more pet friendly.
- Almost all day users (96%) were satisfied with their experiences and the conditions at this park, and almost all park attributes were in the “keep up the good work” category, indicating that users thought staff were doing a good job managing this park. Satisfaction, however, was consistently lower for amount (72%) and quality (73%) of information and education materials and programs. Managers may need to evaluate education information that is being disseminated to users to ensure it is meeting their needs.
- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 72%). Given that over 24% of day-use visitors were over the age of 60 and 7% of day users had disabilities (5% 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.

- Over 54% supported leaving the park as it is and not changing anything. Day users that support changes most strongly supported strategies designed to provide more opportunities for viewing wildlife (81%), offer more hiking opportunities (80%), escaping crowds of people (73%), constructing natural buffers to block views of development outside the park (69%), and to restore the park to historical conditions (69%), and require that dogs are kept on leash (64%). Managers may want to consider some or all of these strategies.
- A large proportion of day users (72%) depended on official internet websites as the first primary source of obtaining information about state parks such as Tryon Creek State Natural Area. Given these results, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Appendix A is a listing of 173 verbatim open ended positive comments (53 comments, 2 pages) and negative comments and suggestions for improvement of Tryon Creek State Natural Area (120 comments, 4 pages). Many comments may provide insights for future planning and management. The most common concerns expressed needs for: (a) more parking, (b) enforcement of dog on-leash policy, (c) more/better signage and maps, (d) more bathrooms and drinking fountains, (e) invasive plant removal, (f) more trails, and (g) mosquito control.

TABLE OF CONTENTS

Executive Summary ii

Table of Contents vi

List of Tables viii

List of Figures ix

Introduction and Objectives 1

Methods..... 1

 Onsite Survey of Day Users..... 1

 Sample Size and Response Rate 1

Results..... 2

 Personal and Visit Characteristics 2

 Activity Groups..... 2

 Duration of Visit 3

 Distance Traveled 3

 Previous Visitation..... 4

 Group Size 4

 Bringing Dogs to the Park..... 5

 Transportation to the Park..... 5

 Reasons for Visiting..... 6

 Section Summary 6

 Obtaining Information about the Parks..... 7

 Section Summary 9

 Satisfaction with Experiences and Conditions..... 10

 Overall Satisfaction..... 10

 Satisfaction and Expectations with Specific Characteristics 10

 Encounters, Norms, and Crowding..... 15

 Section Summary 17

 Attitudes about Management Strategies 18

 Section Summary 19

 Sociodemographic Characteristics of Users 20

 Section Summary 22

Recommendations..... 23

 Management Recommendations..... 23

References.....	25
Appendix A. Open-Ended Comments	26
Appendix B. Questionnaire.....	31
Appendix C. Uncollapsed Percentages	37

LIST OF TABLES

1	Sample size and response rate.....	1
2	Day-use recreation activities at the park.....	2
3	Primary day-use activities at the park.....	3
4	Duration of day user visit at the park.....	3
5	Day user distance traveled to the park.....	4
6	Day user previous visitation to the park.....	4
7	Day user number of previous visits to the park in the last 12 months.....	4
8	Day user group size at the park.....	5
9	Day users bringing dogs with them to the park.....	5
10	Day user transportation to the park.....	5
11	Whether the park was day users main destination.....	6
12	Whether day users found the information needed.....	7
13	Day user use of information sources.....	8
14	Day user primary information source.....	9
15	Day user overall satisfaction.....	10
16	Day user specific expectations at the park.....	11
17	Day user specific satisfactions at the park.....	12
18	Day user likelihood of returning and satisfaction with the park facilities and environment.....	15
19	Day user encounters, norms, and crowding.....	16
20	Relationships among day user encounters and norms.....	16
21	Day user attitudes about management at the park.....	19
22	Day user demographic characteristics.....	21
23	Day user location of residence.....	22
24	Day user disabilities.....	22

LIST OF FIGURES

1	Importance-performance (I-P) analysis matrix	13
2	Importance-performance (I-P) analysis matrix for day users	14

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 user activities, demographic characteristics, and opinions about conditions and management at this park and provide recommendations for maintaining or improving conditions at this park.

METHODS

Data were obtained from a questionnaire (see Appendix B) administered to a randomly selected sample of day users at Tryon Creek State Natural Area between July and August 2011. An on-site (face to face) survey method was used for day users. A respondent was only allowed one opportunity to complete a questionnaire.

Onsite Survey of Day Users

Day users 18 years of age and older who visited Tryon Creek State Natural Area 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. 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. A number of volunteers (e.g., Camp Hosts) administered these questionnaires to reduce costs.

Sample Size and Response Rate

As shown in Table 1, the total number of completed questionnaires was $n = 401$ with an estimated total response rate of 75%.

Table 1. Sample size and response rate

	Initial contacts	Completed surveys (n)	Response rate (%)
Day Users	534	401	75

The sample size allows generalizations about the population of day users at Tryon Creek State Natural Area at a margin of error of $\pm 4.1\%$ at the 95% confidence level, which is better than the conventional standard of $\pm 5\%$ that has been widely accepted and adopted in recreation and tourism research (Mitra & Lankford, 1995; Vaske, 2008).

Questionnaires administered to day users included questions on a range of topics such as prior visitation, activity participation, satisfaction, support of management, and demographic characteristics. To highlight key findings, data were often recoded into major response categories (e.g., agree, disagree; support, oppose), but basic descriptive findings of uncollapsed questions (i.e., strongly, slightly agree) are provided in Appendix C.

RESULTS

Personal and Visit Characteristics

Activity Groups. The questionnaire asked respondents to check all of the activities in which they participated at Tryon Creek State Natural Area on their most recent trip. Table 2 shows that the most popular activities at this park were hiking or walking (89%), sightseeing (30%), bird or wildlife watching (29%), and dog walking (25%). The least popular activities were horseback riding (<1%), ranger-led programs (2%), and bicycling on local roads (3%) and trails (3%).

Table 2. Day-use recreation activities at the park

Activity	% Participating ^a
Hiking or walking	89
Sightseeing	30
Bird or wildlife watching	29
Dog walking	25
Visiting nature store	22
Running or jogging	21
Other ^b	5
Picnicking or barbequing	4
Bicycling on trails	3
Bicycling on local roads	3
Ranger-led programs	2
Horseback riding	<1

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

^b The most popular “other” activities were: attending a class, volunteering, meditation, visiting with friends, photography, exercise, landscaping, birthday, and camping.

Respondents were then asked to specify the one primary activity in which they participated most often during their recent visit to Tryon Creek State Natural Area. Table 3 shows that the most common primary activity groups were people hiking or walking (71%), running or jogging (11%), and dog walking (10%). The least common activity groups were people picnicking or barbequing (1%), bicycling on trails (1%), and sightseeing (1%).

Table 3. Primary day-use activities at the park

Activity	Day Users (%)
Hiking or walking	71
Running or jogging	11
Dog walking	10
Other ^a	2
Bird or wildlife watching	2
Picnicking or barbequing	1
Bicycling on trails	1
Sightseeing	1

^a The most popular “other” activities were: attending a class, volunteering, meditation, visiting with friends, photography, exercise, landscaping, birthday, and camping.

Duration of Visit. Day users were asked to report how many *hours* they spent at Tryon Creek State Natural Area on their recent trip. Table 4 shows that, on average, day users spent approximately two hours in the park (M=1.75 hours). Almost all of day users (89%) spent one to two hours in the park, with only 4% spending four or more hours in the park.

Table 4. Duration of day user visit at the park

1 hour	50
2 hours	39
3 hours	7
4 to 5 hours	2
6 to 9 hours	1
10 or more hours	1
Mean / average hours	1.75

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 98% of day-use visitors were local (driving 30 miles or less to reach the park) and 2% originated 31 to 240 miles from the park. Day users, on average, traveled 9 miles to visit the park.

Table 5. Day user distance traveled to the park

30 miles or less	98
31 to 60 miles	1
61 or more miles	1
Mean / average	8.70

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

Previous Visitation. Users were asked if they had ever visited Tryon Creek State Natural Area before their most recent trip. Table 6 shows that 85% of day-use respondents had visited this park before, whereas 15% had not visited previously.

Table 6. Day user previous visitation to the park

	Day Users (%)
Yes, visited park before	85
No, not visited park before	15

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 day users had visited an average of 24 times in the past 12 months with the highest proportions having made between 6-12 trips (20%) and more than 24 trips (20%) to this park in the past year, while 34% had made two or fewer trips.

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

0 Trips	8
1 Trip	14
2 Trips	12
3 to 5 Trips	15
6 to 12 Trips	20
13 to 24 Trips	10
More than 24 Trips	20
Mean / average trips	23.61

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

Group Size. Respondents were asked to report how many people, including themselves, accompanied them at Tryon Creek State Natural Area on their most recent trip. Table 8 shows

that the average day user group size was approximately three people ($M = 2.61$ people). Groups most commonly consisted of one person (35%) or two people (35%).

Table 8. Day user group size at the park

1 Person (alone)	35
2 People	35
3 or 4 People	18
5 to 10 People	10
11 to 25 People	1
More than 25 People	1
Mean / average	2.61

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

Bringing Dogs to the Park. The questionnaires asked day users if they or anyone else in their group brought dog(s) with them to Tryon Creek State Natural Area. Table 9 shows that 75% of day users did not bring dogs with them and 25% brought dogs.

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

	Day Users (%)
No, did not bring dog(s)	75
Yes, brought dog(s)	25

Transportation to the Park. Respondents were asked how they got to Tryon Creek State Natural Area on their most recent trip. Table 10 shows that almost all day users arrived at the park in their family’s personal vehicle (85%), 7% arrived in somebody else’s vehicle, and 8% arrived in another form of transportation. On average, there were two people in each personal family vehicle and three people in somebody else’s vehicle. When combining personal and somebody else’s vehicle responses, the average number of people per vehicle was 2.08.

Table 10. Day users transportation to the park

	Day Users (%)
My family’s personal vehicle ^a	85
Somebody else’s personal vehicle ^b	7
Other	8

^a Number of people in vehicle: mean / average = 1.97 (1-2 people = 79%).

^b Number of people in vehicle: mean / average = 3.24 (1-4 people = 81%).

Reasons for Visiting. Day users were asked if this park was the main reason for their trip. Table 11 shows that 92% of day users considered this park their main reason for the trip.

Table 11. Whether the park was day users main destination

	Day Users (%)
Primarily for recreation – this park was main destination	92
Primarily for recreation – main destination was not this park	3
Primarily for business, family, or other reasons – park was side trip	3
Some other reason	3

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

- The most popular day-use activities at this park were hiking or walking (89%), sightseeing (30%), bird or wildlife watching (29%), and dog walking (25%); the least popular were horseback riding (<1%), ranger-led programs (2%), and bicycling on local roads (3%) and trails (3%).
- The most common main activity groups were people hiking or walking (71%), running / jogging (11%), and dog walking (10%). The least common groups were people picnicking / barbequing (1%), bicycling on trails (1%), and sightseeing (1%).
- Day users spent an average of approximately two hours in the park. Almost all of day users (89%) spent one to two hours in the park, with only 4% spending four or more hours in the park.
- On average, day users traveled 9 miles from home to visit the park.
- Almost all day-use visitors to the park (98%) are local visitors (living 30 miles or less from the park).
- In total, 85% of day-use respondents had visited this park before. Day-use visitors had visited the park an average of 24 times in the past 12 months. The highest proportions included those that had made 6-12 visits (20%) and those that had made more than 24 trips (20%).
- Average group size of day-use visitors was three people. The majority of day users (70%) visited in groups of one to two people.

- In total, 75% of day users did not bring dogs with them; 25% brought dogs.
- Almost all day users arrived at the park in their family vehicle (85%), 7% came in someone else’s vehicle, and 8% in another form of transportation. On average, there were two people in each family vehicle and three people in someone else’s vehicle. When combining personal and somebody else’s vehicle responses, the average number of people per vehicle was 2.08.
- Almost all (92%) of day users considered this park the main reason for their trip.

Obtaining Information about the Parks

The questionnaires contained several questions examining how day users obtained information about state parks such as Tryon Creek State Natural Area and whether they were able to obtain the information they needed. Table 12 shows that almost all day users (98%) were able to find the information they needed when planning their visit to this state park, and the few (2%) who did not find the information they needed would like additional: road signage, directions to the park, park maps, and maps at major trail intersections.

Table 12. Whether day users found the information needed

	Day Users (%)
Yes, found the information needed	98
No, did not find the information needed ^a	2

^a The most popular information needed was: better road signage, directions to the park, park maps, and maps at major trail intersections.

Table 13. Day user use of information sources ^a

	Day Users (%)
Previous visit	83
Friends / family	75
Official internet websites (OPRD)	72
Highway signs	50
Brochures	48
Books	40
Newspapers	38
Magazines	35
Other ^b	34
Social media websites	24
Work	22
Television	18
Radio	17
Community organizations (Church, etc.)	15
Videos / DVDs	10
Health care providers	8

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

^b The most popular “other” reasons were: school, word of mouth, park volunteers, and talking to OPRD rangers.

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 Tryon Creek State Natural Area. Table 13 shows that the most heavily used sources of information by day users were previous visits (83% used sometimes or often), friends or family members (75%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (50%), and brochures (48%). The least used sources were health care providers (8%), videos or DVDs (10%), community organizations (15%), radio (17%), and television (18%).

Table 14. Day user primary information sources

	Day Users (%)
Official internet websites (OPRD)	63
Friends / family	22
Previous visit	5
Brochures	2
Books	2
Other	2
Social media websites	1
Newspapers	1
Work	1
Radio	0
Community organizations	0
Television	0
Highway signs	0
Magazines	0
Videos / DVDs	0
Health care providers	0

Respondents were then asked to specify from this list of information sources what one source they would use first when obtaining information about an Oregon State Park such as Tryon Creek State Natural Area. Table 14 shows that official internet websites (e.g., Oregon State Parks, Travel Oregon) were used by most respondents (63%) as the first primary information source, followed by friends or family (22%), previous visits (5%), brochures (2%), and books (2%). Few people used other sources when obtaining information.

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

- Almost all day users (98%) were able to find the information they needed when planning their visit to this park, and the few (2%) who did not find it would like improved road signage, directions to the park, park maps, and maps at major trail intersections.
- The most heavily used sources of information by day users were previous visits (83%), friends or family (75%), official internet websites (e.g., Oregon State Parks, Travel Oregon; 72%), highway signs (50%), and brochures (48%). The least used sources were health care providers (8%), videos or DVDs (10%), community organizations (15%), radio (17%), and television (18%).

- Official internet websites were used by most respondents (63%) as their first primary information source, followed by friends or family (22%), past visits (5%), books (2%), and brochures (2%).

Satisfaction with Experiences and Conditions

Overall Satisfaction. Respondents were asked “overall, how dissatisfied or satisfied were you with your *overall experience* at Tryon Creek State Natural Area?” Table 15 shows that overall satisfaction was extremely high, as 96% were satisfied and almost no respondents (4%) were dissatisfied or neutral. In addition, the highest proportion of users was “very satisfied” (80%).

Table 15. Day user overall satisfaction

	Day Users (%)
Very Satisfied	80
Satisfied	16
Dissatisfied or Neutral	4

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

Table 16. Day user specific *expectations* at the park

	Day Users (%) ^a
Absence of litter	95
Cleanliness of park (graffiti, lawns)	94
Condition / maintenance of trails	94
Number of park trails	91
Cleanliness of toilets / bathrooms	89
Signs with directions <i>in</i> the park	89
Personal safety	84
Courteousness of rangers / personnel	79
Parking for vehicles	78
Number of toilets / bathrooms	71
Information about conditions / hazards	70
Signs with directions <i>to</i> the park	66
Quality of educational information	57
Presence of park rangers / personnel	52
Amount of educational information	45
Ease of movement / access (wheelchair, elderly, stroller)	43
Variety of things to do	41
Facilities for groups to gather	33

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

Table 16 shows that the most important characteristics were the park’s absence of litter (95%), park cleanliness (e.g., lawn care, lack of graffiti; 94%), condition / maintenance of trails (94%), the number of park trails (91%), cleanliness of toilets (89%), signs with directions in the park (89%), personal safety (84%), and parking for vehicles (78%). The least important attributes were facilities for groups to gather (33%), variety of things to do (41%), the ease of movement or access (e.g., wheelchair, elderly, baby stroller; 43%), and the amount of educational information (45%).

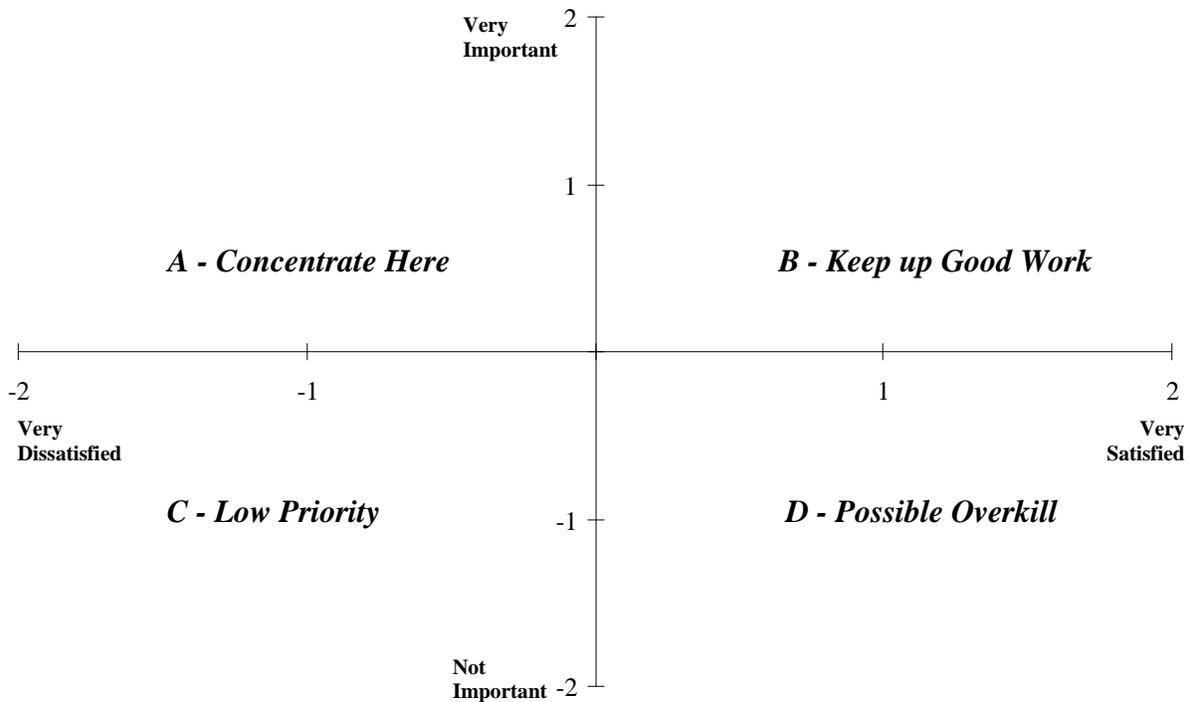
Table 17. Day user specific *satisfactions* at the park

	Day Users (%) ^a
Cleanliness of park (graffiti, lawns)	97
Absence of litter	97
Condition / maintenance of trails	97
Number of park trails	95
Personal safety	91
Number of toilets / bathrooms	87
Courteousness of rangers / personnel	86
Cleanliness of toilets / bathrooms	86
Signs with directions <i>in</i> the park	81
Presence of park rangers / personnel	78
Signs with directions <i>to</i> the park	76
Information about conditions / hazards	74
Quality of educational information	73
Variety of things to do	73
Parking for vehicles	72
Ease of movement / access (wheelchair, elderly, stroller)	72
Amount of educational information	72
Facilities for groups to gather	63

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

Table 17 shows that the majority of day users were satisfied with most of these characteristics at Tryon Creek State Natural Area. Day users were most satisfied with park cleanliness (97%), absence of litter (97%), conditions / maintenance of trails (97%), number of park trails (95%), level of safety (91%), number and cleanliness of toilets / bathrooms (87% to 86%), and the courteousness and presence of park staff (86% and 78%). Users were least satisfied with facilities for groups to gather (63%), parking for vehicles (72%), ease of movement / access (wheelchair, elderly, stroller) (72%), and the amount of educational information (72%).

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*

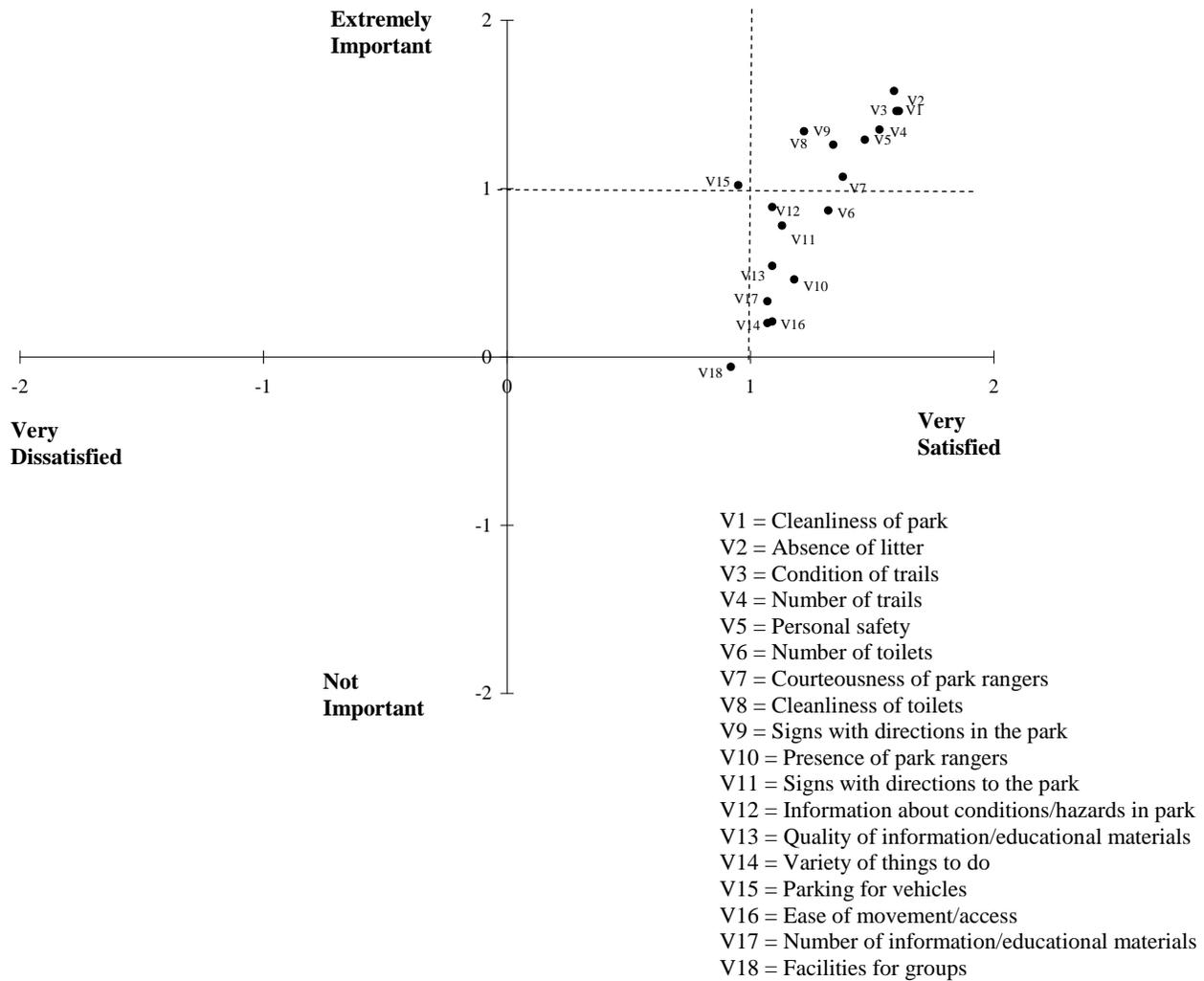


Figure 2 is the I-P matrix for day users at Tryon Creek State Natural Area. The matrix shows that almost all but one of the attributes were in the “keep up the good work” quadrant, indicating that day users thought that park staff were doing a good job managing conditions and experiences at the park. It may be important, however, to more carefully examine this quadrant (i.e., dashed lines), as there is one attributes that was important to users, but these users were only slightly satisfied with this attribute. Managers should, therefore, consider monitoring parking for vehicles at the park.

Respondents were asked several additional questions about their satisfaction with Tryon Creek State Natural Area, including this park’s natural environment, facilities, and services. Day users were also asked how likely they would return to this state park. Table 18 shows high day user satisfaction with the park’s environment (97%) and facilities and services (92%) In total, 97% of day users said they were likely to return to this park in the future.

Table 18. Day user likelihood of returning and satisfaction with the park facilities and environment

	Day Users (%)
Satisfaction with natural environment ^a	97
Satisfaction with facilities and services ^a	92
Likelihood of returning ^b	97

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

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

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

Table 19. Day user encounters, norms, and crowding

	Day Users
Encounters with other people ^a	24
Perception of crowding ^b	3
Maximum tolerance for encountering other people (norm) ^c	44

^a Cell entries are mean numbers of people seen / encountered on users' most recent trip. Median = 20, Mode = 20.

^b Cell entries are means on 9 point crowding scale of 1-2 "not at all crowded" to 3-4 "slightly crowded" to 5-7 "moderately crowded" to 8-9 "extremely crowded." Median = 3, Mode = 1, Percent crowded = 51%.

^c Cell entries are mean maximum numbers of people that users would accept seeing / encountering. Median = 30, Mode = 20.

Table 19 shows that, on average, day users encountered approximately 24 other people on their visit at Tryon Creek State Natural Area, but would be willing to accept encountering a maximum of approximately 44 other users. On average, day users felt slightly crowded, with 51% of day users having felt some degree of crowding on their visit. According to Shelby, Vaske, and Heberlein (1989) and Vaske and Shelby (2008), these results suggest that crowding at the day use areas can be considered "high normal" where visitation is probably not greater than carrying capacity but may be tending in that direction. Crowding should be studied if increased use is expected, allowing management to anticipate problems.

To estimate whether there are potential social carrying capacity problems at a recreation site, it is also important to examine relationships among encounters and norms. 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 20. Relationships among day user encounters and norms

	Reported encounters compared to norm ^a	
	% Fewer encounters	% More encounters
Day Users	72	28

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

Table 20 shows relationships among encounters and norms at Tryon Creek State Natural Area. In total, 72% of day users reported encountering fewer people than their norm; and 28% encountered more than their maximum tolerance. 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.

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

- Users considered the most important characteristics at this park were its absence of litter (95%), park cleanliness (e.g., lawn care, lack of graffiti; 94%), condition / maintenance of trails (94%), the number of park trails (91%), cleanliness of toilets (89%), signs with directions in the park (89%), personal safety (84%), and parking for vehicles (78%). The least important attributes were facilities for groups to gather (33%), variety of things to do (41%), the ease of movement or access (e.g., wheelchair, elderly, baby stroller; 43%), and the amount of educational information (45%).
- Overall satisfaction among day users was extremely high, as 96% were satisfied with the highest proportion of users being “very satisfied” (80%). The majority of day users were satisfied with most characteristics at Tryon Creek State Natural Area. Day users were most satisfied with park cleanliness (97%), absence of litter (97%), conditions / maintenance of trails (97%), number of park trails (95%), level of safety (91%), number and cleanliness of toilets / bathrooms (87% to 86%), and the courteousness and presence of park staff (86% and 78%). Users were least satisfied with facilities for groups to gather (63%), parking for vehicles (72%), ease of movement / access (wheelchair, elderly, stroller) (72%), and the amount of educational information (72%), although these numbers reflect relatively high satisfaction for these characteristics as well. OPRD should determine a target percentage for what level of satisfaction is acceptable versus what is unacceptable and deserves management attention (e.g., 50%, 70%). Most day users (97%) said they were likely to return to this park in the future.
- An Importance – Performance analysis showed that all park attributes were in the “keep up the good work” category, indicating that users thought that staff were doing a good job managing conditions and experiences. There was, however, one attribute that was important to users, but these users were only slightly satisfied with the attribute. Managers should consider monitoring parking for vehicles at the park.

- Crowding among day users was in the high normal range where visitation is probably not greater than carrying capacity, and most of these users were not encountering more people than they would tolerate. In the future, crowding should be studied if increased use is expected, allowing management to anticipate problems.

Attitudes about Management Strategies

Several items in the questionnaire examined user attitudes about possible management strategies at Tryon Creek State Natural Area. Day users were asked, for example, the extent they opposed or supported several potential new strategies for the park. Table 21 shows that the most strongly supported strategies by day users were to provide more opportunities at the park for viewing wildlife (81%), offer more hiking opportunities (80%), give more chances for escaping crowds of people (73%), restore the park to historical conditions (69%), construct natural buffers to block views of development outside the park (69%), and require that dogs are kept on leash at all times (64%). The least supported strategies were to close the park to all recreation/tourism activities (8%), provide wireless internet access within the park (13%), limit the number of people allowed in the park per day (16%), and provide more enclosed shelters within the park (20%).

Table 21. Day user attitudes about management at the park

	Day Users (%) ^a
More opportunities for viewing wildlife	81
More opportunities for hiking	80
More opportunities for escaping crowds	73
Restore to historical conditions	69
Natural buffers block view of development	69
Require dogs be kept on leash at all times	64
More info / education (nature, history)	55
More recycling containers	54
Do not change anything / keep as is	54
Limit the number of large groups allowed	49
Better maintenance / upkeep of facilities	44
More trash cans	40
More programs led by rangers	38
Make park more pet friendly	31
More group picnic areas	28
More paved trails	23
Downloadable mobile phone applications	21
More enclosed shelters	20
Limit the number of people allowed per day	16
Wireless internet access in park	13
Close park to all recreation/tourism activities	8

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

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

- Day users most strongly supported management strategies that would provide more opportunities at the park for viewing wildlife (81%), offer more hiking opportunities (80%), give more chances for escaping crowds of people (73%), restore the park to historical conditions (69%), construct natural buffers to block views of development outside the park (69%), and require that dogs are kept on leash at all times (64%). The least supported strategies were to close the park to all recreation/tourism activities (8%), provide wireless internet access within the park (13%), limit the number of people allowed in the park per day (16%), and provide more enclosed shelters within the park (20%).

Sociodemographic Characteristics of Users

Table 22 shows demographic characteristics of day users. There were more female (56%) than male (44%) day users at Tryon Creek State Natural Area. The average age of respondents was 47 years old, and the largest proportions of users were 40 to 49 years old (23%) and 30 to 39 years old (20%). Almost all respondents were white (i.e., Caucasian; 94%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), and Asians (1%). The average annual household income before taxes of respondents was \$75,200, and the largest proportion of users had incomes from \$70,000 to \$89,999 (19%) and \$50,000 to \$69,999 (19%). Day-use visitors to Tryon Creek State Natural Area are generally wealthier than the Oregon population at large (Oregon median household income in 2009 was \$48,457). Almost all day users (99%) considered English as the primary language both of themselves and in their homes.

Table 23 shows that 92% of day user visitors lived in Oregon, 2% resided in Washington State, and 1% were from California. Among day users, 90% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 1% lived in the Willamette Valley region, and 1% lived in the Central region of the state. No visitors resided in the other regions of the state (i.e., Coast, Southern, Eastern, Mt. Hood / Gorge).

Table 22. Day user demographic characteristics

	Day Users (%) ^a
Gender	
Female	56
Male	44
Age	
Less than 20 years old	2
20 – 29 years	13
30 – 39 years	20
40 – 49 years	23
50 – 59 years	19
60 – 69 years	18
70 – 79 years	4
80+ years old	2
Average age (mean years)	47
Household income (before taxes)	
Less than \$10,000	4
\$10,000 – \$29,999	9
\$30,000 – \$49,999	12
\$50,000 – \$69,999	19
\$70,000 – \$89,999	19
\$90,000 – \$109,999	10
\$110,000 – \$129,999	6
\$130,000 – \$149,999	4
\$150,000 – \$169,999	5
\$170,000 or more	12
Average income (mean dollars)	75,200
Ethnicity	
White (Caucasian)	94
Black / African American	1
Hispanic / Latino	2
Asian	1
American Indian / Alaska Native	1
Other	1
Language of respondent	
English	99
Other	1
Language spoken most often at home	
English	99
Other	1

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

Table 23. Day user location of residence

	Day Users (%)
Country	
USA	100
State	
Oregon ^a	92
Washington	2
California	1
Other	5

^a The largest percentage of day users were Portland Metro (90%), in addition to Willamette Valley regions (1%), the Central Region (i.e., Coast, Southern, Eastern, Central, Mt. Hood / Gorge) (1%). No visitors resided in the other regions of the state (i.e., Coast, Southern, Eastern, Mt. Hood / Gorge).

Table 24 shows that 93% of day users said that nobody in their group had a disability, whereas 7% had at least one group member with a disability. The most common disability was associated with walking (5% of day users), while 2% of day users had a hearing disability.

Table 24. Day user disabilities

	Day Users (%)
Disability in group	
No	93
Yes ^a	7

^a Types of disabilities: walking = 5%, hearing = 2%, learning = 0%, sight = 0%, other = 1%

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

- There were slightly more female (56%) than male (44%) day users at this park.
- The average age of day users was approximately 47 years old, and the largest proportions of day users were 40 to 49 years old (23%), and 30 to 39 (20%).
- The average annual household income before taxes of respondents was \$75,200, and the largest proportions of day users had incomes of to \$70,000 to \$89,999 (19%) and \$50,000 to \$69,999 (19%). Day-use visitors to Tryon Creek State Natural Area are generally wealthier than the Oregon population at large (Oregon median income household income in 2009 was \$48,457).
- Almost all respondents were white (i.e., Caucasian; 94%) with few Hispanic / Latinos (2%), Blacks / African Americans (1%), and Asians (1%).

- Almost all day users (99%) considered English as their primary language both of themselves and in their homes.
- Over 92% of day users lived in Oregon, 2% resided in Washington State, and 1% were from California. Among day users, 90% resided in the Portland Metro region of Oregon (<http://www.guidetooregon.com/regions/map.html>), 1% lived in the Willamette Valley region, and 1% lived in the Central region of the state. No visitors resided in the other regions of the state (i.e., Coast, Southern, Eastern, Mt. Hood / Gorge).
- Over 93% of park day users said that nobody in their group had a disability, whereas 7% had at least one group member with a disability. Of those who had a disability, the most common was associated with walking (5% of park users), while 2% had a hearing disability.

RECOMMENDATIONS

Management Recommendations

Based on these results from survey of day users, the following recommendations, in no particular order, are proposed for management of Tryon Creek State Natural Area:

- Importance – Performance analysis identified that adequate parking is important to visitors and that satisfaction for parking among visitors was consistently low. The need for adequate parking should be considered in planning and management.
- One quarter of users (25%) 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). Managers may also want to consider implementing policies that dogs are kept on leash given that 64% of day users supported this strategy and only 31% supported making the park more pet friendly.
- Almost all day users (96%) were satisfied with their experiences and the conditions at this park, and almost all park attributes were in the “keep up the good work” category, indicating that users thought staff were doing a good job managing this park. Satisfaction, however, was consistently lower for amount (72%) and quality (73%) of information and education materials and programs. Managers may need to evaluate education information that is being disseminated to users to ensure it is meeting their needs.

- Users were also somewhat less satisfied with the ease of movement and access around the park (e.g., wheelchair, stroller, elderly; 72%). Given that over 24% of day-use visitors were over the age of 60 and 7% of day users had disabilities (5% 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.
- Over 54% supported leaving the park as it is and not changing anything. Day users that support changes most strongly supported strategies designed to provide more opportunities for viewing wildlife (81%), offer more hiking opportunities (80%), escaping crowds of people (73%), constructing natural buffers to block views of development outside the park (69%), and to restore the park to historical conditions (69%), and require that dogs are kept on leash (64%). Managers may want to consider some or all of these strategies.
- A large proportion of day users (72%) depended on official internet websites as the primary source of obtaining information about state parks such as Tryon Creek State Natural Area. Given these results, it is imperative for staff to ensure that agency and park internet websites are easy to navigate, up to date, and provide comprehensive information.
- Appendix A is a listing of 173 verbatim open ended positive comments (53 comments, 2 pages) and negative comments and suggestions for improvement of Tryon Creek State Natural Area (120 comments, 4 pages). Many comments may provide insights for future planning and management. The most common concerns expressed needs for: (a) more parking, (b) enforcement of dog on-leash policy, (c) more/better signage and maps, (d) more bathrooms and drinking fountains, (e) invasive plant removal, (f) more trails, and (g) mosquito control.

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.
- Mitra, A., & Lankford, S. (1999). *Research methods in park, recreation, and leisure services*. Champaign, IL: Sagamore.
- 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

- By keeping the trails maintained & well marked & keeping the facilities clean-the parks has so much natural beauty it is a pleasure to visit.
- Dog poop on pavers :-(Keep up the good work!
- Doing a great job. Keep up with what you are doing.
- Don't change it and don't charge for it.
- Everything is great. Love this park! (maybe a newer computer at the front desk :-)
- Great park! Just found out about it from a neighbor & will be returning often-mainly for trail running & biking. Great signage makes running really easy, fun & always varied. Thanks.
- Great park: keep the trails in great shape!
- Great place. Well-kept trails :-)
- I am very satisfied with the park as it is. I want the natural beauty of the woods and trails to be preserved and maintained as it has been. I feel that the most important thing. I am very strongly opposed to providing wireless internet access within the park. It would be electronic pollution of the natural environment and there is way too much of that already outside of the park. This is a very bad idea.
- I come to this park because it is DOG FRIENDLY, close to my home and beautiful and safe.
- I enjoy the varied running trails. I spend 4-5 hours/wk in the park. The trails are well maintained. I run early and late in the day so crowds are not an issue. Being a small park perfect for hiking and running, I would not recommend adding a lot of picnic tables and facilities. This would make the park too crowded. Most people arrive, hike and leave in an hour or so. Good turnover and parking issues stay minimized. Don't change too much. This park is just about perfect.
- I enjoy this park very much and can't think of how to improve it. Great signage, friendly people in the store. Clean restrooms, not too crowded, easy to get to. Just a great park!! :-)
- I enjoyed the HIGH QUALITY of the forest and natural environment. It is always distressing to see some non-native, invasive plant species along the trail*. The overall habitat quality of the forest could be vastly improved by creation of snags in the forest to create mice habitat for cavity resting birds and small animals. It is the one ecological niche poorly represented in late successional forests like this at Tryon Creek. * Recommendation
- I like it the way it is. More trails would be good. A picnic area would be good. It's in an urban area-people are expected.
- I like the "wildness" of Tryon. The facilities are adequate.
- I love it here- been coming for 20+years, when I moved to the area. I love the varied access points. I love what you've done with the nature center, better bathrooms.
- I love it here. I can't think of anything that can improve it. It's TOPS!
- I love it the way it is & feel bad that I don't do more to help keep it this way.
- I love TCSNA!
- I love this park! Increase trails.
- I LOVE these parks. My wife & I come here often to run. We bring friends & grandchildren too to walk in the woods. Please continue the fine job you are doing to remove the invasive & non-native plants such as ivy & Himalayan blackberry. Also, please plant more native trees. I see only a few Yew (*Taxus Kneivifolia*) in the park: I'd like to see more. MOST people are good about keeping their dogs on leash and picking up dog poop-but not all. Please enforce that. There should be a substantial speed bump just as vehicles enter the main parking area, and one at the end. When walking to or from the nature center I have often had to look out for vehicles moving uncomfortably fast right at the pedestrian crossing.
- I love Tryon Creek!
- I think they are doing a good job. There are always maintenance issues- trail & bridge upkeep.
- I wish I could help with ivy eradication, but back problems prohibit it. Ivy is the only thing I would change. Also, in all the years I've been coming here, I've never seen the trails in such great condition. Thank you!
- It is a gem! It's so hard to find solitude and nature in the metro area-anything you can do to make this park quiet and natural (I love the idea of getting rid of non-native plants) would be delightful.
- It's a great place. We have seen other trails and this one is one of the best. We will definitely come back again. It works well for my family because my 6 year daughter can also keep up with us.
- It's fine!

- It's great :-)
- It's great the way it is. Keep up the good work!
- It's lovely. Keep up the good work!
- It's perfect!
- Just fine as it is.
- Keep it up.
- Keep the paths good for running & walking (as you do)! I like to run in this park when I come back to visit :-)
- Keep up the good work Julian!
- Keep up the great work!
- Like it just he way it is!
- Love it as is! You're doing a great job! Keep it wild, keep it well-maintained and free to the public. Thank you!!
- Love this park. Thank you!
- Loved this magical place in the midst of an urban environment! Thank you for all of your efforts to protect Tryon Creek!
- More trails, perhaps a few more drinking fountains around park, but overall I LOVE Tryon. Thank you! Number of people does not matter to me as long as trails are navigable. Most dogs are not a problem. Lots of kid ED groups but they were respectful.
- Only been 3 times, but I love it. It's a great family place, we feel safe here. Love the story & stroll and nature center. I only wish there were more trail maps because I can't memorize the whole map, and that the trail signs indicated miles.
- Please don't change a thing! Perfect as is-
- Some Ivy found on horse trail, otherwise very beautiful area!
- Thank you for the nice amount of benches provided for those who like to stop and rest
- The park is beautiful! One of my highlights on my first trip to Oregon !
- This is a great park, so more people should know about it. Kids and people with special needs could hugely benefit. :-)
- This is my 1st visit in a very long time. It looks beautiful and I hope to enjoy the afternoon.
- This is urban park-we really enjoy walking and biking here.
- This was my first visit after moving to PDX in April. I'll bring my family back soon. It was very rainy this morning, so probably that impacted the number of visitors. I love this park. Keep up the good work.
- We like it very much. Just the way it is managed. Keep it up.
- We love it! Great job guys!
- We love it. We especially enjoy events like the Trillium Festival where we found information about community programs. Thank you!

Negative Comments and / or Issues for Improvement

- Animal cams (owl cam?). Litter collection along Terwilliger
- Better soap in restroom. Clear info on website (what TIME is "dusk?" That's when it said it closes.
- Bring the art in the woods back! Thank you!
- Charge for entry/day-use. Say \$5. Will restrict crowds & improve quality of experience.
- Continue outreach to schools.
- Continue to restore natural habitat, especially the water areas.
- Crowded! Varies-sometimes. Crowds of joggers together are worrisome.
- Discourage dogs and cell phones.
- Dog poop on pavers :- (Keep up the good work!)
- Dogs on leash or not in park at all. Volunteers to walk park and enforce above. Tired of being jumped on, harassed by dogs off leash. I am a dog owner so I understand about dogs.
- Don't change it and don't charge for it.
- Enforce a leash rule for dog owners before and on the paths. Enforce a pick up after pet rule before and on path.
- Everything is great. Love this park! (maybe a newer computer at the front desk :-)
- Feel that the income question is invasive

- Find a way to compost dog waste- it is useless to provide degradable bags that then land in plastic - lined trash containers. 2. More signage & enforcement of LEASHES- I am tired of seeing big loose dogs run up to my Chihuahua (on leash). 3. More aggressive ivy removal- I contribute \$10 a month & appreciate your wonderful efforts, especially the one dedicated mom with glasses. 4. More "skirts" :-) by creeks to discourage dogs in water. Thanks! :-) Micki Carrier
- Garbage can by picnic table-barbeque pits?
- Get more parking, somehow. Use horse area? Water fountain was working!
- Get rid of pesky gnats! Restore the special projects to loops A & B.
- Get those stinking mosquitoes to go elsewhere.
- Gravel the trails, dog wash stations, drinking fountains
- Have rangers patrol trails
- I am very satisfied with the park as it is. I want the natural beauty of the woods and trails to be preserved and maintained as it has been. I feel that the most important thing. I am very strongly opposed to providing wireless internet access within the park. It would be electronic pollution of the natural environment and there is way too much of that already outside of the park. This is a very bad idea.
- I enjoyed the HIGH QUALITY of the forest and natural environment. It is always distressing to see some non-native, invasive plant species along the trail*. The overall habitat quality of the forest could be vastly improved by creation of snags in the forest to create mice habitat for cavity resting birds and small animals. It is the one ecological niche poorly represented in late successional forests like this at Tryon Creek. * Recommendation
- I have been coming here for years & never felt there were too many people. More trash cans, off leash areas, bring back the art!!!
- I have participated or used the park before it was a state park. There have been no new trails in the park for years. Can new trails be developed? I believe that property has been added to the park in the last few years. Can that property be put to use? New Trails?
- I like it the way it is. More trails would be good. A picnic area would be good. It's in an urban area-people are expected.
- I love this park! Increase trails!
- I LOVE these parks. My wife & I come here often to run. We bring friends & grandchildren too to walk in the woods. Please continue the fine job you are doing to remove the invasive & non-native plants such as ivy & Himalayan blackberry. Also, please plant more native trees. I see only a few Yew (*Taxus Kneivifolia*) in the park: I'd like to see more. MOST people are good about keeping their dogs on leach and picking up dog poop-but not all. Please enforce that. There should be a substantial speed bump just as vehicles enter the main parking area, and one at the end. When walking to or from the nature center I have often had to look out for vehicles moving uncomfortably fast right at the pedestrian crossing.
- I strongly dislike the number of dogs here and it stops us from coming on busy days.
- I think they are doing a good job. There are always maintenance issues- trail & bridge upkeep.
- I wish I could help with ivy eradication, but back problems prohibit it. Ivy is the only thing I would change. Also, in all the years I've been coming here, I've never seen the trails in such great condition. Thank you!
- If you have funding, do more adult interpretation, such as family moonlight hikes & science info. Geared towards adults. Good job on the kid programs!
- I'm more hesitant to use the park trails in the winter (unpaved) due to risk of slipping/falling. I'm not crazy about the idea of paved trails in this park so I don't know the solution to the slipping issue.
- Include mileage on signs about trail length.
- It is a gem! It's so hard to find solitude and nature in the metro area-anything you can do to make this park quiet and natural (I love the idea of getting rid of non-native plants) would be delightful.
- Ivy killing & Himalayan blackberry
- Keep dogs leashed.
- Keep dogs on leash (increase enforcement) and limit athletic teams in training in groups. Maintain NATURAL features of park (rather than recreational features such as playgrounds/ball fields/picnic grounds/vendors, etc.). Limit large fund raising activities so they do not interfere with the enjoyment of experiencing nature.
- Keep dogs on leash!
- KEEP DOGS OUT!!! Make a bike path that goes around the whole park, no matter how hilly.
- Keep it as is.
- Keep it as natural as possible.

- Keep parking available to equestrian users (trailers). It's frustrating to haul here and find cars filling the equestrian lot or locking access out of the lot.
- Keep the crowds to a minimum, mostly through limiting/not encouraging large groups. The park is wonderful for getting away right inside the city. The children camp groups need to be mindful of runners/walkers. Most are very courteous, but some take up the whole trail and are difficult to pass.
- Keep the old benches. The new ones are ugly and stand out too much.
- Less ivy, more trash cans, all else good.
- Let dogs drink out of creek! Maybe some more map signs of park using the trail signs as sometimes paper maps are empty. Maybe a few more garbage cans for dog waste.
- Long survey....
- Longer looped trails? Trying to decide which trail to take every 200ft can be annoying
- Loosen dog restrictions. More garbage cans along trail. More trail maps.
- Maintain the conditions without paving anything more.
- Make it bigger. Use horse trails for bike trails-not that many people have horses. More people have bikes. Have a coffee trailer so people can gather in parking area, in the morning, before a hike, run etc.
- Maybe put mileage on the signs and better signage. Also signs throughout that we can read to our children about various things like salmonberries vs. poisonous berries or beavers and birds. Anything in the habitat keep it simple but educational. The more people I see the safer I feel.
- Metal bicycle racks feel more secure. Picnic areas such as benches near the water or with a view of the creek would be great. More picnic benches.
- More area to sit by the creek for resting and watching the water
- More bathrooms please :-)
- More drinking fountains
- **MORE HIKING TRAILS!!! LIMIT KID PROGRAMS !!!** Bathrooms need auto turn on/off . Focus of trail should be on hiking & recreational activities! Too many school groups!
- More native flowers
- More parking
- More parking
- More parking
- More parking, especially on weekends.
- More picnic / bbq. areas. More wildlife viewing/info on local wildlife
- More rangers patrolling grounds to enforce dog off leash rule. Create designated dog off leash area (red fox tr. Head or "meadow". Observation tower that looks over canopy and out at city.
- More signs on nature trails
- More signs to keep dogs on leash
- More trails
- More trails and dogs off leash
- More trails, perhaps a few more drinking fountains around park, but overall I LOVE Tryon. Thank you! Number of people does not matter to me as long as trails are navigable. Most dogs are not a problem. Lots of kid ED groups but they were respectful.
- More trash bins along the trails
- More trash cans
- More trash cans in park. More and clearer signs at trail forks. Ensure/enforce pickup of all animal droppings on trails.
- More ways to see the owlets
- Mosquito abatement
- Mosquito control
- Need larger directional signs to park, need for parking for vehicles
- Need maps! And maybe drinking fountains...
- Need more parking
- Need more parking bad
- No dogs
- Number of people doesn't matter
- Offer a means of walking to Lake Oswego library. Lead hikes for Mazamas and neighbors

- Only been 3 times, but I love it. It's a great family place, we feel safe here. Love the story & stroll and nature center. I only wish there were more trail maps because I can't memorize the whole map, and that the trail signs indicated miles.
- Only thing-more parking! :-)
- Other resources from question 23- word of mouth.
- Over the years, I notice parking is getting more difficult. Expanding parking to the north would be reasonable trade off-since it would not impinge on the trails.
- Parking
- Parking is sometimes an issue. Sometimes kid's groups can be bit busy around nature center, but on the trails it feels very quiet and peaceful most of the time.
- Parking, water fountains, toilets
- Paving trails so walkers don't have mud to contend with.
- Pet off leash spot
- Please aggressively address the issue of DOGS OFF LEASHES. My chief complaint is about dog owners not having their dogs under control at all times. My second most significant issue is dog feces left on the trail. Dog owners must police their pets "poop". The Greatest offender of these two concerns appears to be locals who use the park as their dog's toilets and playground. Hikers and runners need to share the trails-average # of people refuse to allow others passage when approaching from the opposite direction. Many of the trail surfaces are extremely uneven- especially side to side.
- Please don't chop down more trees for parking area.
- Please enforce leash laws. Most dogs that I see on the trails are off their leashes. It would be nice if there were two or perhaps 3 self composting toilets at strategic locations in the park. I have seen people using the woods for "no. 2" nature's call, which is a concern as far as unwanted microbes in creeks.
- Please make sure dogs are on leash! This is very annoying when dogs run and can trip people.
- Please no wifi and no more pavement!
- Please re-instate art walk program
- Prohibit smoking in the park. Provide more maps, make the park easier to get around for people new to the park. Provide mileage markers. Provide info about wildlife.
- Provide more paved trails- use other materials.
- Remove ivy
- Require all dogs be kept on leash at all times/enforce. Weekends are the best. Love it!
- Restore the art program
- Sections for different purposes: shelters, paving, biking, groups vs. old, natural quiet, crowd restricted.
- Some Ivy found on horse trail, otherwise very beautiful area!
- Suggest connecting Tryon trails to adjacent Marshall park trails.
- Support the natural environment while making it accessible for everyone
- Survey too detailed & repetitious
- Survey far too long
- Survey on the web ;-)
- Survey too long
- Thanks for asking- keep trails up and clean
- The number of unleashed dog in the park seems to be growing and is a serious problem for hikers. The problem of dogs leaving poop on the trails is also increasing as is the problem of pet owners bagging their dog's poop but leaving it along side the trail. I don't know what can be done about these problems but is a frequent and severe irritation and greatly affects my experience at the park. I would like to see better parking but not necessarily more of it.
- This is way too long. There were too many different school groups here today. In the time it took me to fill this out two more groups of 20 or more arrived.
- Survey too long!
- Tryon Creek is a wonderful place close to the city. I think limiting the number of people coming to the park as was mentioned earlier would be a very bad idea. It would be nice if there was an off leash area for dogs.
- We saw several instances of dog waste on the trail-maybe more signs on what not to do.
- We want the art walk to return
- You're very lucky I took the time to fill this out - it is too long!

APPENDIX B: QUESTIONNAIRE

**Day Visitor Experiences and Perceptions
at Tryon Creek State Natural Area**



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



Nature
HISTORY
Discovery



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

1. Before your most recent trip, had you ever visited Tryon Creek State Natural Area? (check ONE)

No

Yes → if yes, how many day trips have you made to this park in the past 12 months? (write number)

2. How many hours did you spend at Tryon Creek State Natural Area on your most recent trip? (write number)

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

A. Hiking or walking

F. Horseback riding

K. Ranger-led programs

B. Dog walking

G. Sightseeing

L. Other (write response) _____

C. Running or jogging

H. Picnicking or barbecuing

D. Bicycling on trails

I. Bird or wildlife watching

E. Bicycling on local roads

J. Visiting nature store

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

Letter for primary activity:

5. Which of the following best describes the purpose of your trip?

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)

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Tryon Creek State Natural Area? (check ONE)

Very Dissatisfied

Dissatisfied

Neither

Satisfied

Very Satisfied

8. How dissatisfied or satisfied were you with the **natural environment** at Tryon Creek State Natural Area? (check ONE)

Very Dissatisfied

Dissatisfied

Neither

Satisfied

Very Satisfied

9. How dissatisfied or satisfied were you with the **facilities / services** at Tryon Creek State Natural Area? (check ONE)

Very Dissatisfied

Dissatisfied

Neither

Satisfied

Very Satisfied

10. How unlikely or likely are you to return to Tryon Creek State Natural Area in the future? (check ONE)

Very Unlikely

Unlikely

Neither

Likely

Very Likely

11. How **important** is it to you that each of the following is at Tryon Creek State Natural Area? (circle one number for **EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	1	2	3	4	5
Number of toilets / bathrooms.	1	2	3	4	5
Cleanliness / conditions of toilets / bathrooms.	1	2	3	4	5
Absence of litter.	1	2	3	4	5
Presence of park rangers / personnel.	1	2	3	4	5
Courteousness of park rangers / personnel.	1	2	3	4	5

Number of park trails.	1	2	3	4	5
Condition / maintenance of park trails.	1	2	3	4	5
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	1	2	3	4	5
Facilities for groups to gather.	1	2	3	4	5
Variety of things to do.	1	2	3	4	5
Personal safety.	1	2	3	4	5
Number of information / education programs or materials.	1	2	3	4	5
Quality of information / education programs or materials.	1	2	3	4	5
Information specifically about conditions or hazards in the park.	1	2	3	4	5
Signs about directions within the park.	1	2	3	4	5
Signs about directions to the park.	1	2	3	4	5
Parking for vehicles.	1	2	3	4	5

12. Now, how *dissatisfied or satisfied* were you with the following at Tryon Creek State Natural Area? (**circle a number for EACH**)

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

13. Approximately how many people did you see at Tryon Creek State Natural Area on your most recent trip? (**write a number**)

I saw about _____ other people

14. To what extent did you feel crowded at Tryon Creek State Natural Area on your most recent trip? (**circle a number**)

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

15. What is the maximum number of other people that you would accept seeing at Tryon Creek State Natural Area on a trip? (**write a number**)

It is OK to see as many as _____ other visitors at Tryon Creek State Natural Area

16. Imagine that you were to visit Tryon Creek SNA 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	Likely	Very
	Unlikely			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

17. 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

18. To what extent do you **oppose or support** each of the following possible management actions at Tryon Creek SNA? **(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

19. **Including yourself**, how many people accompanied you at Tryon Creek SNA on this trip? _____ person(s)

20. Did you or anyone in your group bring dog(s) with you to Tryon Creek SNA? **(check ONE)** No Yes

21. 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
- _____

22. How did you get to Tryon Creek SNA 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) _____

23. When you were thinking about visiting an Oregon State Park such as Tryon Creek SNA, 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
B. Social media internet websites (e.g., Facebook, Twitter).	1	2	3
C. Brochures.	1	2	3
D. Newspapers.	1	2	3
E. Magazines.	1	2	3

<i>F.</i> Books.	1	2	3	4	5
<i>G.</i> Television.	1	2	3	4	5
<i>H.</i> Videos / DVDs.	1	2	3	4	5
<i>I.</i> Radio.	1	2	3	4	5
<i>J.</i> Community organization or church.	1	2	3	4	5
<i>K.</i> Health care providers.	1	2	3	4	5
<i>L.</i> Work.	1	2	3	4	5
<i>M.</i> Friends or family members.	1	2	3	4	5
<i>N.</i> Highway signs.	1	2	3	4	5
<i>O.</i> Previous visit.	1	2	3	4	5
<i>P.</i> Other (write response) _____	1	2	3	4	5

24. From the list of sources in question 23 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter _____

25. When planning your visit to Tryon Creek SNA, were you able to find the information you needed? (**check ONE**)

Yes

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

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

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

28. 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 _____

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

- English Spanish Russian Other (write response) _____

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

31. 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 Tryon Creek SNA:

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

APPENDIX C: UNCOLLAPSED PERCENTAGES

Day Visitor Experiences and Perceptions at Tryon Creek State Natural Area



Please Complete this Survey and Return it as Soon as Possible

Participation is Voluntary and Responses are Anonymous

Thank You for Your Participation

A Study Conducted Cooperatively by:



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

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

2. How many hours did you spend at Tryon Creek State Natural Area on your most recent trip? (**write number**) see report hour(s)

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

89% A. Hiking or walking	0% F. Horseback riding	2% K. Ranger-led programs
25% B. Dog walking	30% G. Sightseeing	5% L. Other (write response) _____
21% C. Running or jogging	4% H. Picnicking or barbecuing	
3% D. Bicycling on trails	29% I. Bird or wildlife watching	
3% E. Bicycling on local roads	22% J. Visiting nature store	

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

Letter for primary activity see report

5. Which of the following best describes the purpose of your trip?
 - 92% Primarily for recreation – this park was my main destination
 - 3% Primarily for recreation – my main destination was not this park
 - 3% 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)

See report

7. Overall, how dissatisfied or satisfied were you with your **overall experience** at Tryon Creek State Natural Area? (**check ONE**)

3% Very Dissatisfied	0% Dissatisfied	1% Neither	17% Satisfied	80% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

8. How dissatisfied or satisfied were you with the **natural environment** at Tryon Creek State Natural Area? (**check ONE**)

2% Very Dissatisfied	1% Dissatisfied	1% Neither	21% Satisfied	76% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

9. How dissatisfied or satisfied were you with the **facilities / services** at Tryon Creek State Natural Area? (**check ONE**)

2% Very Dissatisfied	0% Dissatisfied	6% Neither	31% Satisfied	61% Very Satisfied
----------------------	-----------------	------------	---------------	--------------------

10. How unlikely or likely are you to return to Tryon Creek State Natural Area in the future? (**check ONE**)

1% Very Unlikely	1% Unlikely	2% Neither	11% Likely	86% Very Likely
------------------	-------------	------------	------------	-----------------

11. How **important** is it to you that each of the following is at Tryon Creek State Natural Area? (**circle one number for EACH**)

	Not Important		Neither		Extremely Important
Overall cleanliness of park (e.g., graffiti, lawn care).	1%	1%	5%	39%	55%
Number of toilets / bathrooms.	1	7	21	45	26
Cleanliness / conditions of toilets / bathrooms.	1	1	13	41	44
Absence of litter.	0	1	4	31	64
Presence of park rangers / personnel.	5	10	34	39	13
Courteousness of park rangers / personnel.	2	3	17	45	34
Number of park trails.	1	0	8	46	45
Condition / maintenance of park trails.	1	1	5	39	55
Ease of movement or access (e.g., wheelchair, elderly, baby stroller).	12	14	31	29	14
Facilities for groups to gather.	16	16	36	24	9
Variety of things to do.	10	12	38	29	12
Personal safety.	2	3	11	32	53
Number of information / education programs or materials.	6	13	36	34	11
Quality of information / education programs or materials.	5	9	29	40	16
Information specifically about conditions or hazards in the park.	2	4	23	43	27
Signs about directions within the park.	2	1	8	40	50
Signs about directions to the park.	6	6	23	37	29
Parking for vehicles.	3	3	16	44	34

12. Now, how **dissatisfied or satisfied** were you with the following at Tryon Creek State Natural Area? (**circle a number for EACH**)

	Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied
Overall cleanliness of park (e.g., graffiti, lawn care).	0%	1%	2%	34%	64%
Number of toilets / bathrooms.	0	2	12	39	48
Cleanliness / conditions of toilets / bathrooms.	0	1	13	37	49
Absence of litter.	0	1	3	34	63
Presence of park rangers / personnel.	0	1	21	36	42
Courteousness of park rangers / personnel.	0	1	14	33	53
Number of park trails.	0	0	4	38	57
Condition / maintenance of park trails.	0	1	2	33	64
Ease of movement or access (e.g., wheelchair, elderly, stroller).	0	2	26	36	37
Facilities for groups to gather.	1	1	35	32	31
Variety of things to do.	0	1	26	35	38
Personal safety.	0	0	9	35	56
Number of information / education programs or materials.	1	0	27	37	36
Quality of information / education programs or materials.	1	1	25	36	37
Information specifically about conditions or hazards in the park.	1	1	24	36	38
Signs about directions within the park.	1	4	15	36	46
Signs about directions to the park.	0	3	21	35	41
Parking for vehicles.	0	10	18	39	34

13. Approximately how many people did you see at Tryon Creek State Natural Area on your most recent trip? (**write a number**)

I saw about see report other people

14. To what extent did you feel crowded at Tryon Creek State Natural Area on your most recent trip? (**circle a number**)

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

15. What is the maximum number of other people that you would accept seeing at Tryon Creek State Natural Area on a trip? (**write a number**)

It is OK to see as many as see report other visitors at Tryon Creek State Natural Area

16. Imagine that you were to visit Tryon Creek SNA 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

17. 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

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

	Strongly Oppose	Oppose	Neither	Support	Strongly Support
Provide more opportunities for escaping crowds of people.	1%	2%	24%	45%	28%
Provide more opportunities for viewing wildlife.	0	2	17	51	30
Provide more group picnic areas.	8	20	44	22	6
Provide more opportunities for hiking.	1	1	18	48	32
Provide more paved trails.	15	27	35	16	7
Provide more trash cans.	3	10	47	33	7

Provide more recycling containers.	2	5	39	41	13
Provide more information / education about nature, history, or archeology.	1	1	42	43	12
Provide more programs led by park rangers.	2	5	56	32	6
Provide wireless internet access within the park.	34	25	28	10	3
Provide downloadable mobile phone applications.	19	18	43	17	4
Provide more enclosed shelters.	9	21	50	16	4
Improve maintenance or upkeep of facilities / services.	2	4	50	36	8
Require all dogs be kept on leash at all times.	6	11	19	27	37
Make the park more pet friendly.	8	13	48	20	11
Provide natural buffers to block views of development outside the park.	2	3	26	43	26
Restore it to historical conditions (e.g., replace non-native with native plants).	2	3	26	37	32
Limit the number of people allowed per day	20	33	31	12	4
Limit the number of large groups allowed	7	15	30	31	18
Close this park to all recreation/tourism activities	43	28	21	6	2
Do not change anything / keep things as they are now.	1	4	41	36	19

19. **Including yourself**, how many people accompanied you at Tryon Creek State Natural Area on your recent trip? See report person(s)

20. Did you or anyone else in your group bring dog(s) with you to Tryon Creek State Natural Area? (**check ONE**)

75% No

25% Yes

21. Did anyone in your group have a disability?

93% No

7% Yes → if yes, what are these disabilities? (**check ALL THAT APPLY**) 2% Hearing 0% Sight 5% Walking
0% Learning 1% Other

22. How did you get to Tryon Creek State Natural Area on your most recent trip? (**check ONE**)

85% My family's personal vehicle

7% Somebody else's personal vehicle

1% On a bicycle

8% Other

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

	Never	Sometimes	Often
A. Official internet websites (e.g., Oregon State Parks, Travel Oregon).	21%	7%	22%
B. Social media internet websites (e.g., Facebook, Twitter).	61	16	3
C. Brochures	34	17	4
D. Newspapers.	46	16	1
E. Magazines.	45	20	2
F. Books.	43	18	4
G. Television.	61	21	2
H. Videos / DVDs.	69	21	1
I. Radio.	63	20	1
J. Community organization.	68	16	1

<i>L.</i> Health care providers.	78	13	6	1	1
<i>M.</i> Work.	63	15	14	5	3
<i>N.</i> Friends or family members.	18	7	30	24	21
<i>O.</i> Highway signs.	28	21	25	18	7
<i>P.</i> Previous visit.	13	4	16	23	44
<i>Q.</i> Other (write response) <u>see report</u>	57	9	14	5	15

24. From the list of sources in question 23 above, which **ONE** would you use **FIRST** when obtaining information about an Oregon State Park? (**write letter**)

Letter see report

25. When planning your visit to Tryon Creek State Natural Area, were you able to find the information you needed? (**check ONE**)

98% Yes

2% No → if no, what additional information did you need? (**write response**) see report

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

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

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

94% White (Caucasian) 2% Hispanic / Latino 1% American Indian or Alaskan Native 0% Other (write response)
 1% Black / African American 1% Asian 0% Native Hawaiian or Pacific Islander

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

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

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

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

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