

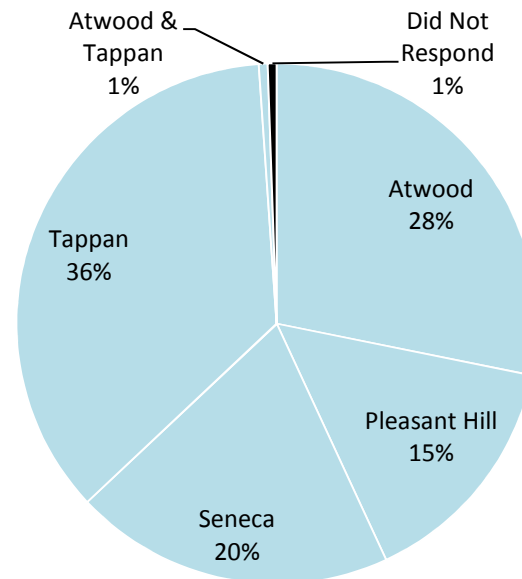
FAMILY VACATION CABINS

Overall Summary

Surveys sent: 530
Surveys returned: 180 33.96%

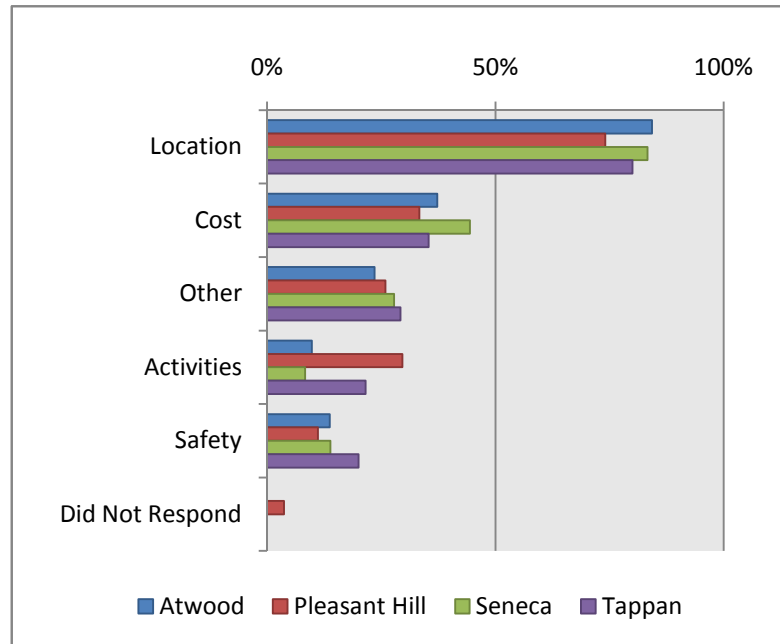
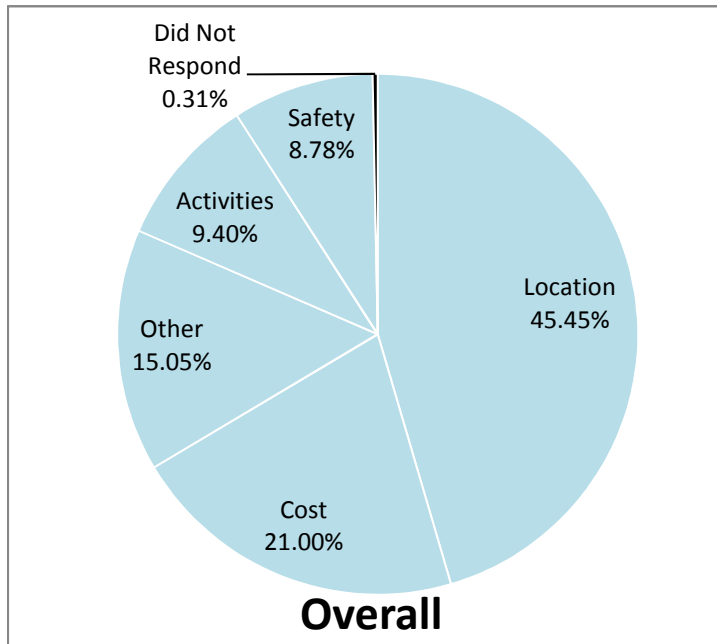
Q1. At which MWCD lake park did you stay in a family vacation cabin during 2009?

Atwood	51	28.18%
Pleasant Hill	27	14.92%
Seneca	36	19.89%
Tappan	65	35.91%
Atwood & Tappan	1	0.55%
Did Not Respond	1	0.55%



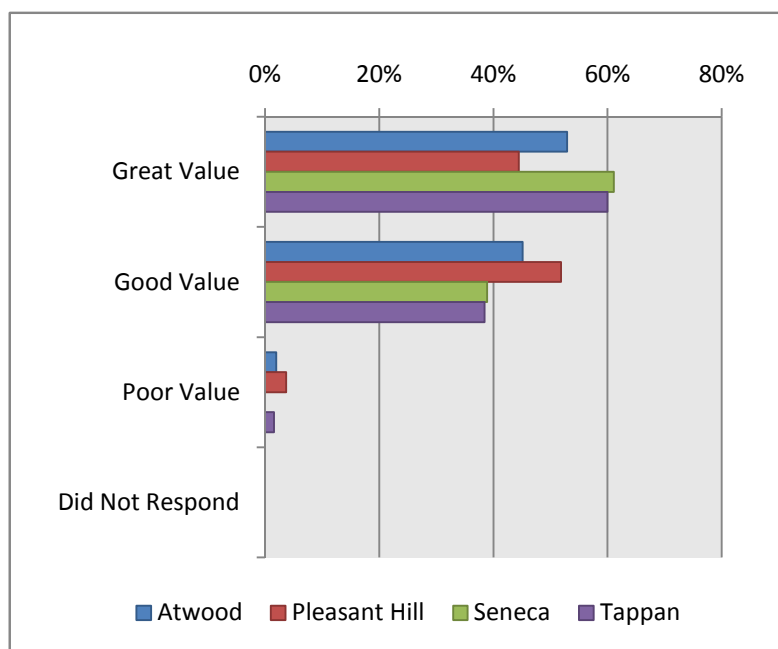
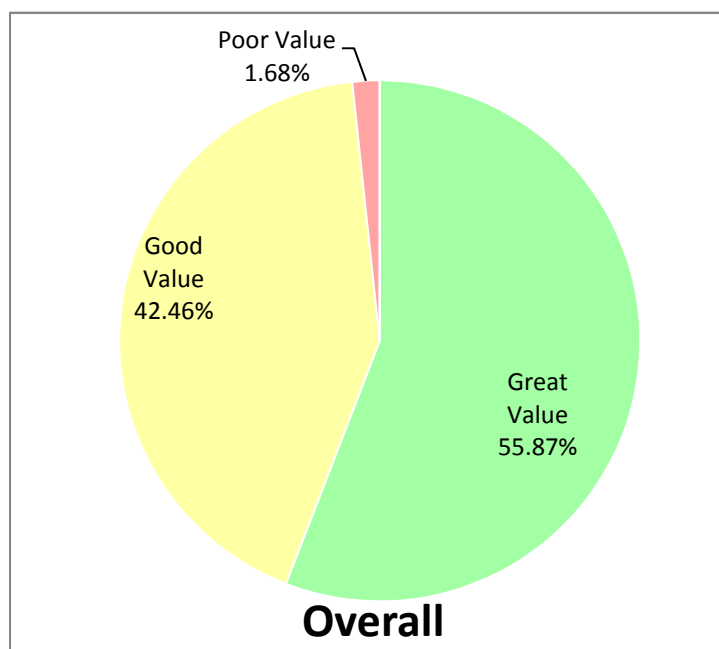
Q2. Why do you use the MWCD family vacation cabins? (Multiple Choice)

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Location	43	84.31%	20	74.07%	30	83.33%	52	80.00%	145	80.56%
Cost	19	37.25%	9	33.33%	16	44.44%	23	35.38%	67	37.22%
Other	12	23.53%	7	25.93%	10	27.78%	19	29.23%	48	26.67%
Activities	5	9.80%	8	29.63%	3	8.33%	14	21.54%	30	16.67%
Safety	7	13.73%	3	11.11%	5	13.89%	13	20.00%	28	15.56%
Did Not Respond	-	0.00%	1	3.70%	-	0.00%	-	0.00%	1	0.56%



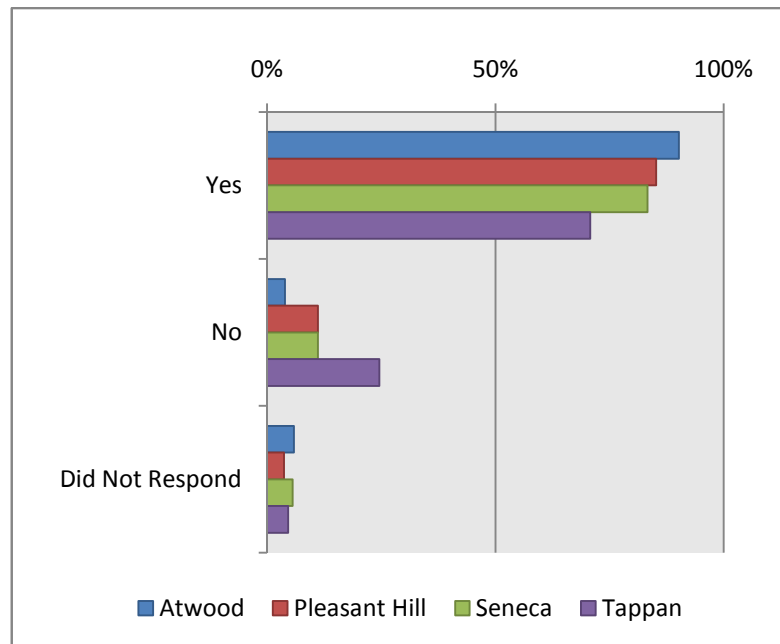
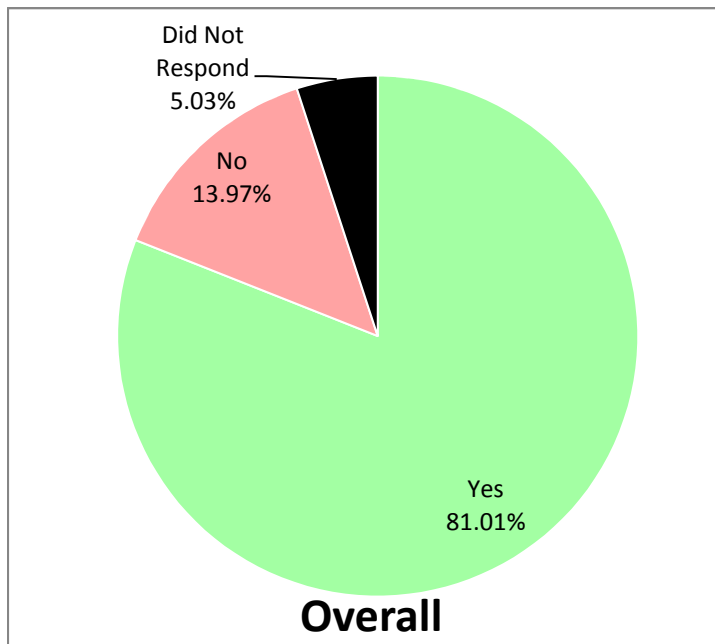
Q3. Do you believe that the MWCD family vacation cabins offer a good value?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Great Value	27	52.94%	12	44.44%	22	61.11%	39	60.00%	100	55.56%
Good Value	23	45.10%	14	51.85%	14	38.89%	25	38.46%	76	42.22%
Poor Value	1	1.96%	1	3.70%	-	0.00%	1	1.54%	3	1.67%
Did Not Respond	-	0.00%	-	0.00%	-	0.00%	-	0.00%	-	0.56%



Q4a. Do you like the reservation procedure offered by the MWCD?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Yes	46	90.20%	23	85.19%	30	83.33%	46	70.77%	145	80.56%
No	2	3.92%	3	11.11%	4	11.11%	16	24.62%	25	13.89%
Did Not Respond	3	5.88%	1	3.70%	2	5.56%	3	4.62%	9	5.00%

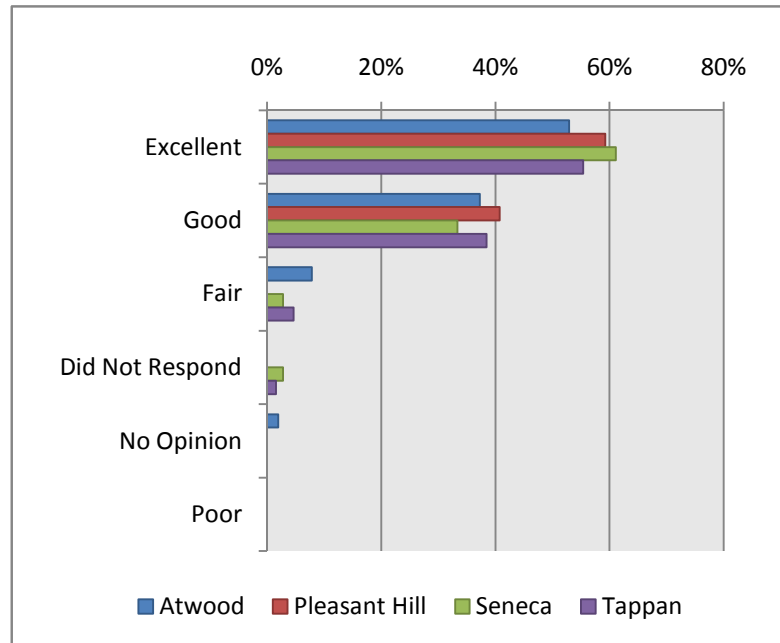
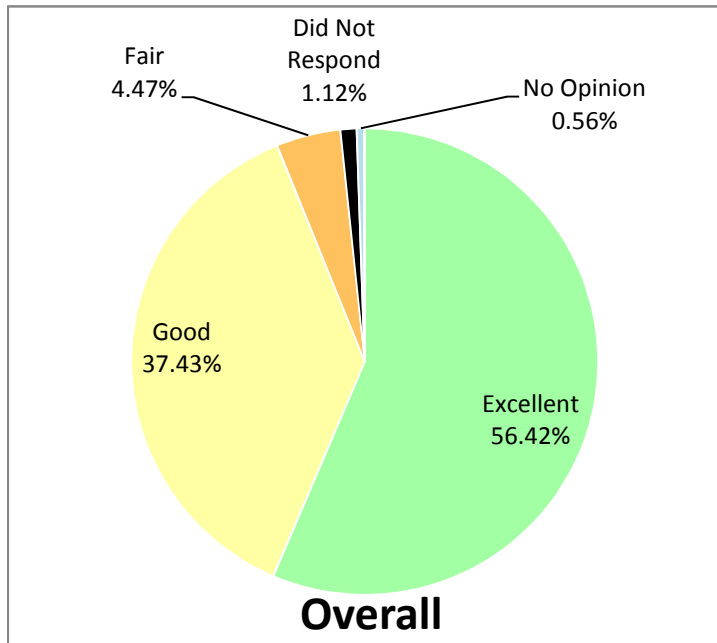


Q4b. What can we do to improve the reservation procedure offered by the MWCD?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Did Not Respond	37	72.55%	14	51.85%	23	63.89%	35	53.85%	109	60.56%
Responded	14	27.45%	13	48.15%	13	36.11%	30	46.15%	70	38.89%

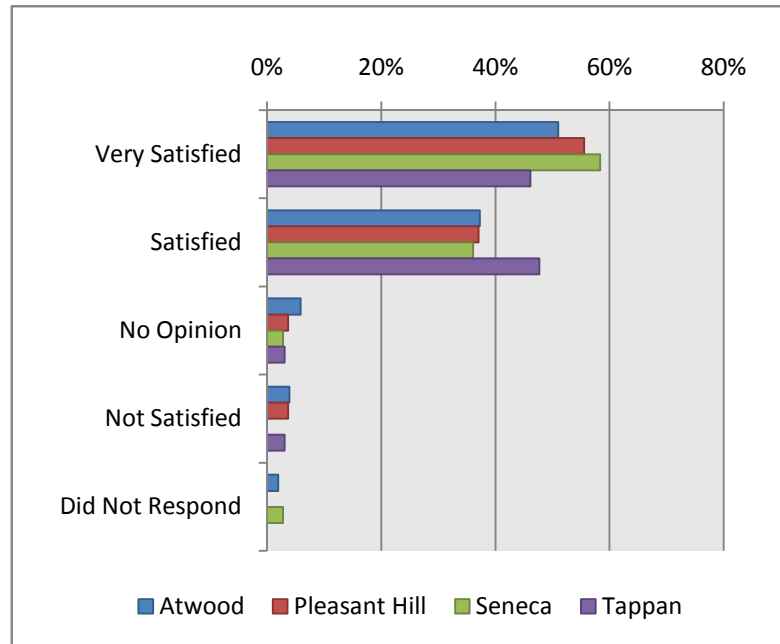
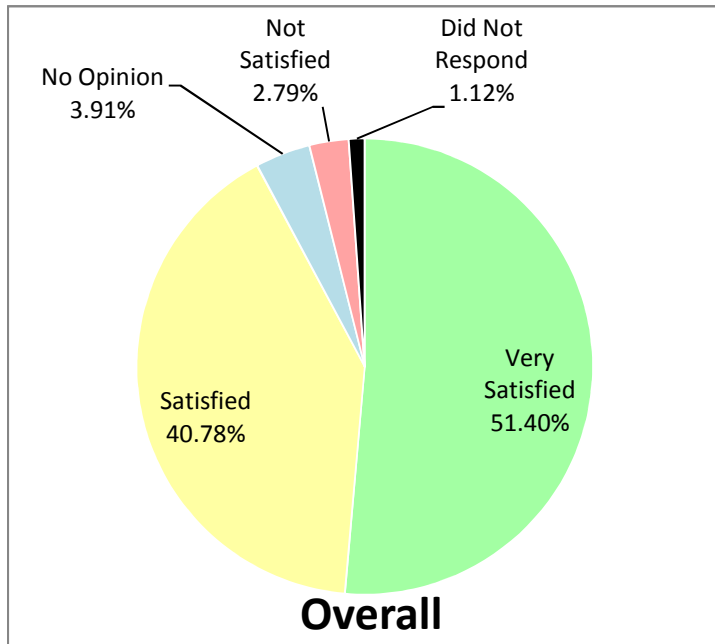
Q5. How would you rate the customer service provided by the park staff?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Excellent	27	52.94%	16	59.26%	22	61.11%	36	55.38%	101	56.11%
Good	19	37.25%	11	40.74%	12	33.33%	25	38.46%	67	37.22%
Fair	4	7.84%	0	0.00%	1	2.78%	3	4.62%	8	4.44%
Did Not Respond	0	0.00%	0	0.00%	1	2.78%	1	1.54%	2	1.11%
No Opinion	1	1.96%	0	0.00%	0	0.00%	0	0.00%	1	0.56%
Poor	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



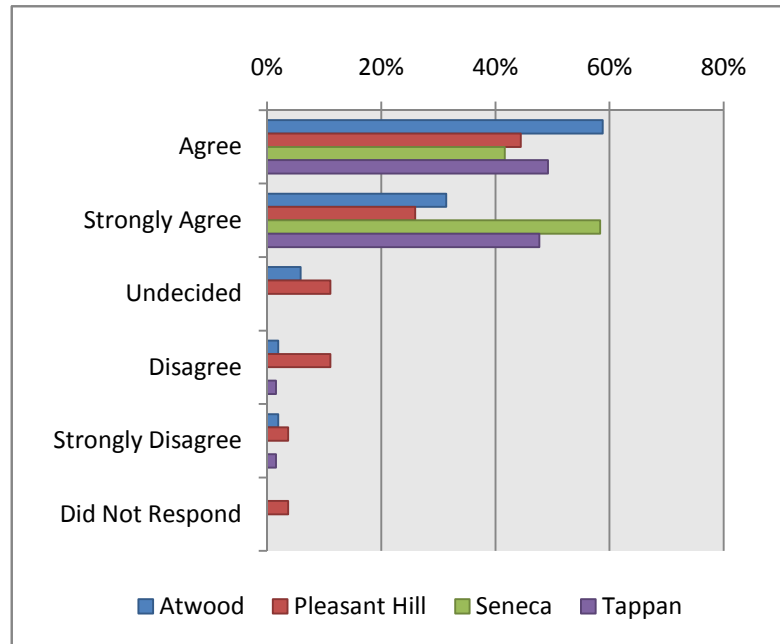
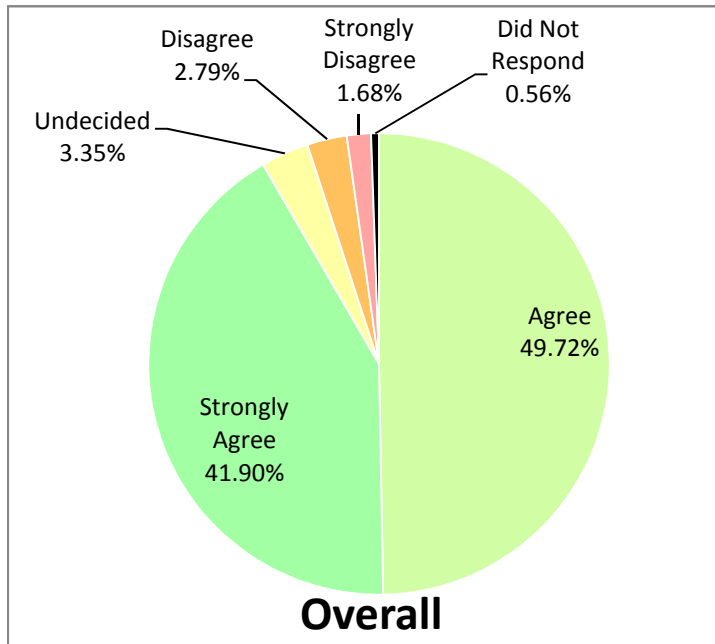
Q6. How satisfied are you with the communication by park staff to cabin guests?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Very Satisfied	26	50.98%	15	55.56%	21	58.33%	30	46.15%	92	51.11%
Satisfied	19	37.25%	10	37.04%	13	36.11%	31	47.69%	73	40.56%
No Opinion	3	5.88%	1	3.70%	1	2.78%	2	3.08%	7	3.89%
Not Satisfied	2	3.92%	1	3.70%	0	0.00%	2	3.08%	5	2.78%
Did Not Respond	1	1.96%	0	0.00%	1	2.78%	0	0.00%	2	1.11%



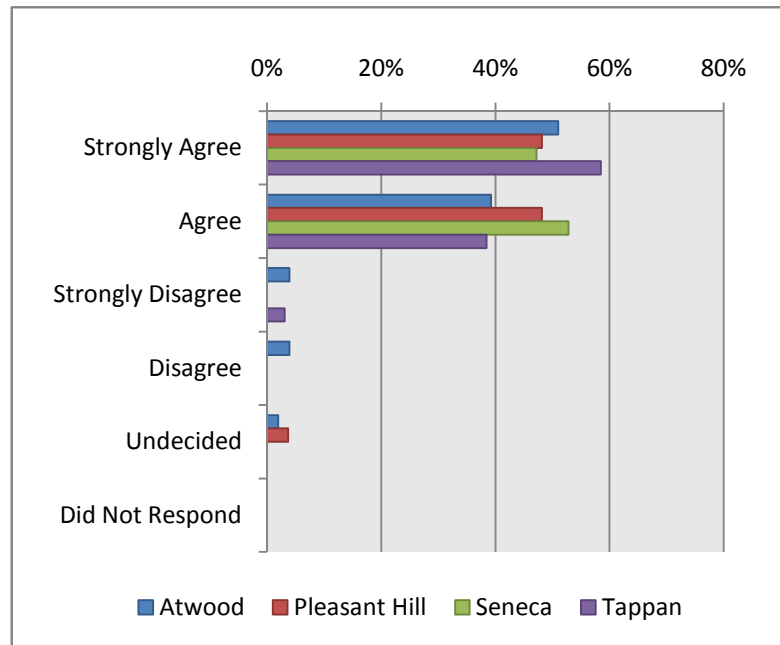
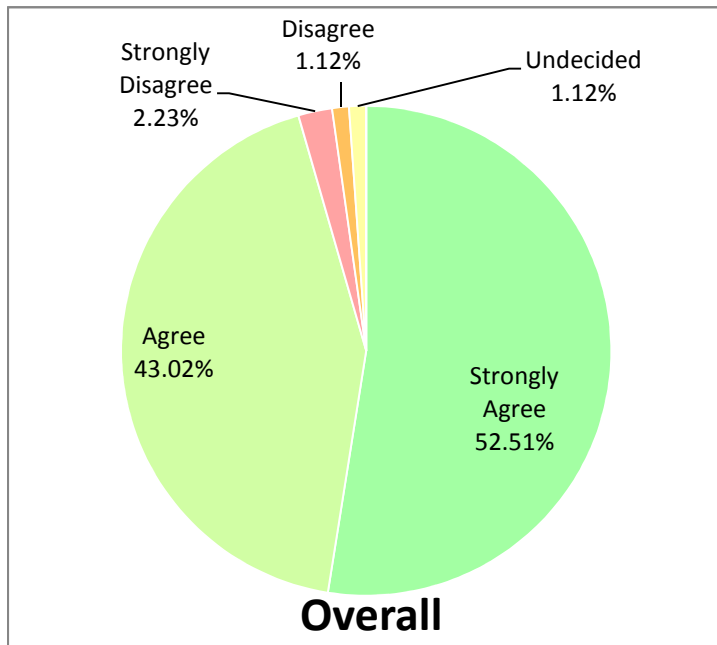
Q7. The family vacation cabins are clean and well-maintained

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Agree	30	58.82%	12	44.44%	15	41.67%	32	49.23%	89	49.44%
Strongly Agree	16	31.37%	7	25.93%	21	58.33%	31	47.69%	75	41.67%
Undecided	3	5.88%	3	11.11%	0	0.00%	0	0.00%	6	3.33%
Disagree	1	1.96%	3	11.11%	0	0.00%	1	1.54%	5	2.78%
Strongly Disagree	1	1.96%	1	3.70%	0	0.00%	1	1.54%	3	1.67%
Did Not Respond	0	0.00%	1	3.70%	0	0.00%	0	0.00%	1	0.56%



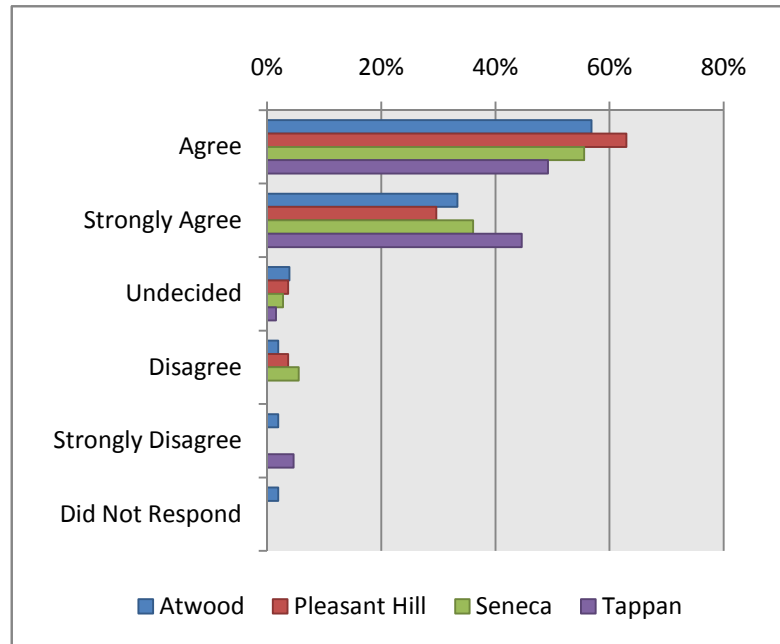
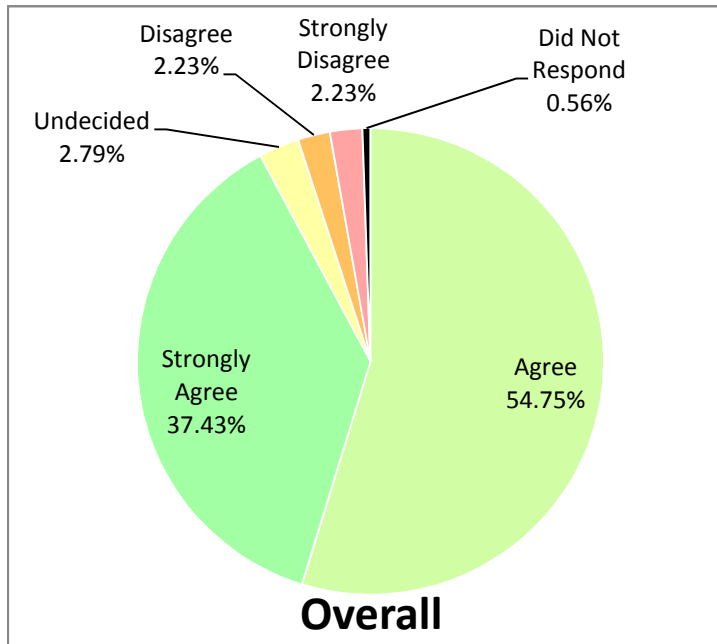
Q8. The grounds around the family vacation cabins are clean and well-maintained.

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Strongly Agree	26	50.98%	13	48.15%	17	47.22%	38	58.46%	94	52.22%
Agree	20	39.22%	13	48.15%	19	52.78%	25	38.46%	77	42.78%
Strongly Disagree	2	3.92%	0	0.00%	0	0.00%	2	3.08%	4	2.22%
Disagree	2	3.92%	0	0.00%	0	0.00%	0	0.00%	2	1.11%
Undecided	1	1.96%	1	3.70%	0	0.00%	0	0.00%	2	1.11%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



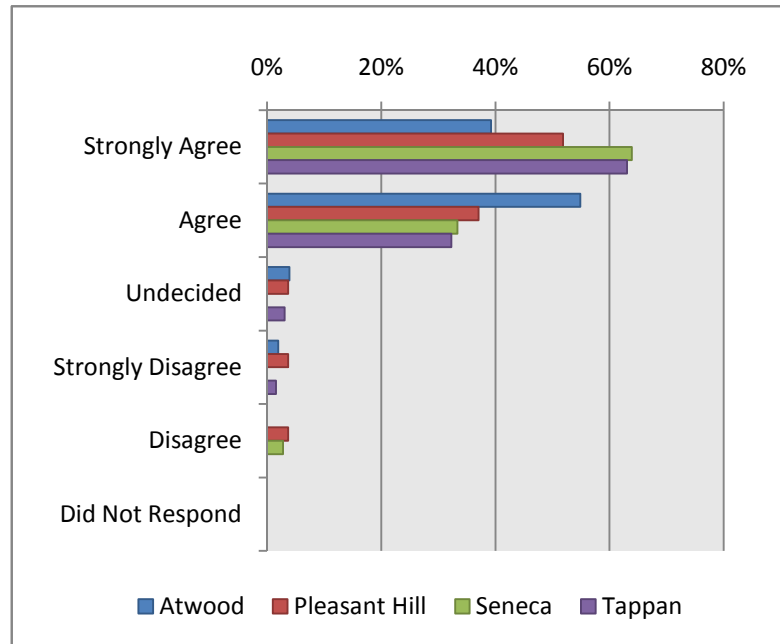
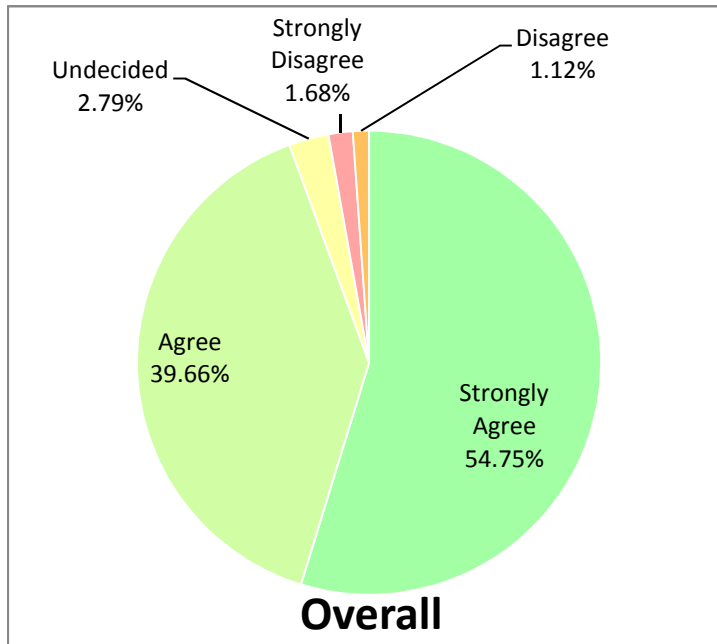
Q9. Security in the park and cabin areas makes me and my family feel safe.

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Agree	29	56.86%	17	62.96%	20	55.56%	32	49.23%	98	54.44%
Strongly Agree	17	33.33%	8	29.63%	13	36.11%	29	44.62%	67	37.22%
Undecided	2	3.92%	1	3.70%	1	2.78%	1	1.54%	5	2.78%
Disagree	1	1.96%	1	3.70%	2	5.56%	0	0.00%	4	2.22%
Strongly Disagree	1	1.96%	0	0.00%	0	0.00%	3	4.62%	4	2.22%
Did Not Respond	1	1.96%	0	0.00%	0	0.00%	0	0.00%	1	0.56%



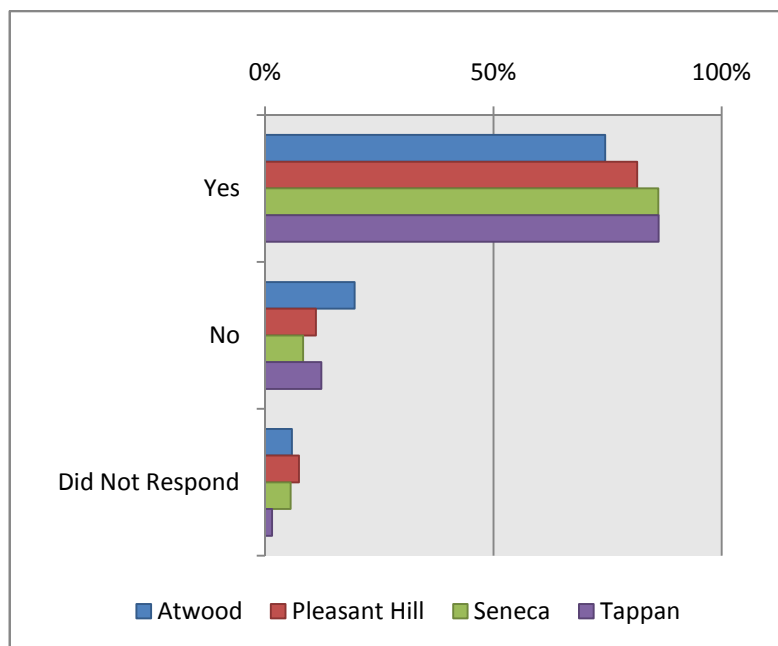
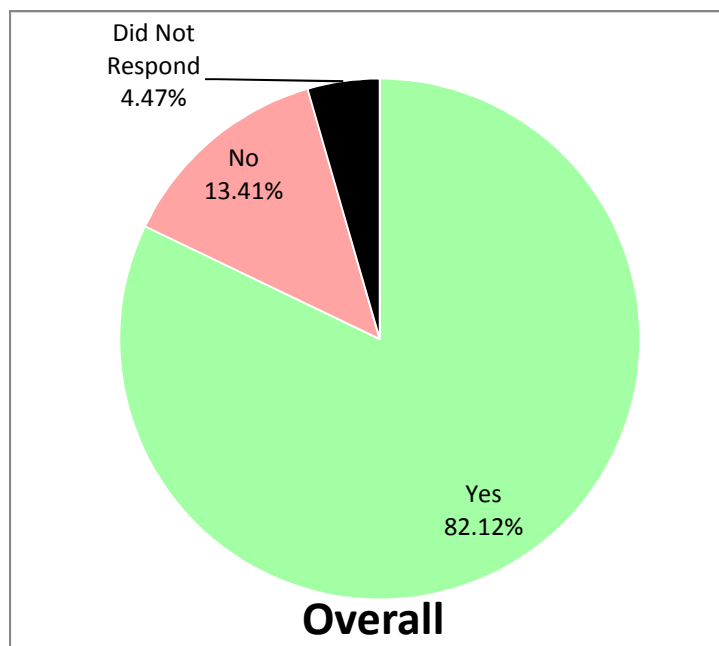
Q10. I would recommend the family vacation cabins and parks to a friend.

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Strongly Agree	20	39.22%	14	51.85%	23	63.89%	41	63.08%	98	54.44%
Agree	28	54.90%	10	37.04%	12	33.33%	21	32.31%	71	39.44%
Undecided	2	3.92%	1	3.70%	0	0.00%	2	3.08%	5	2.78%
Strongly Disagree	1	1.96%	1	3.70%	0	0.00%	1	1.54%	3	1.67%
Disagree	0	0.00%	1	3.70%	1	2.78%	0	0.00%	2	1.11%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



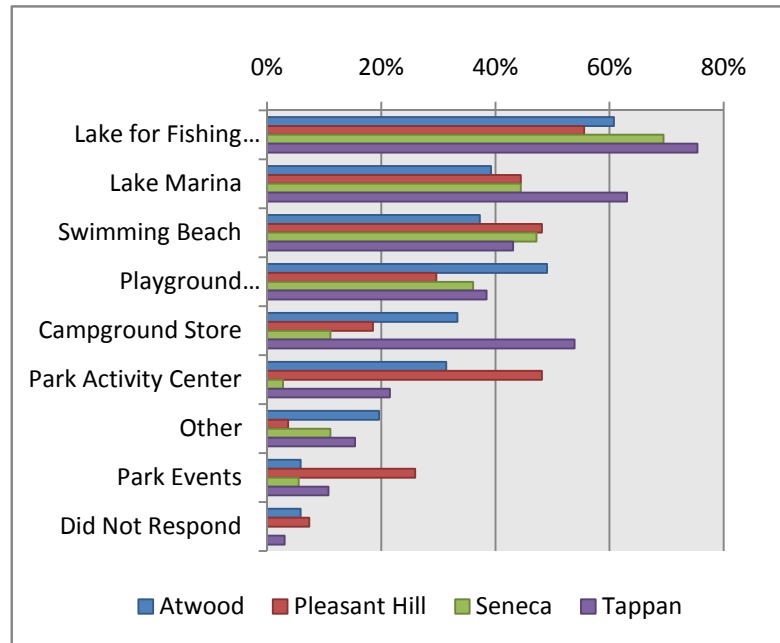
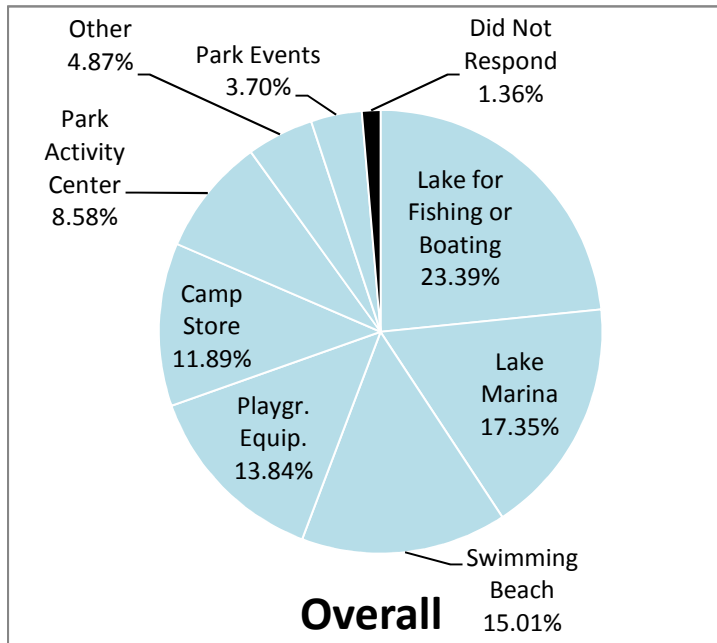
Q11. Based on your experience, will you return to this park in 2010?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Yes	38	74.51%	22	81.48%	31	86.11%	56	86.15%	147	81.67%
No	10	19.61%	3	11.11%	3	8.33%	8	12.31%	24	13.33%
Did Not Respond	3	5.88%	2	7.41%	2	5.56%	1	1.54%	8	4.44%



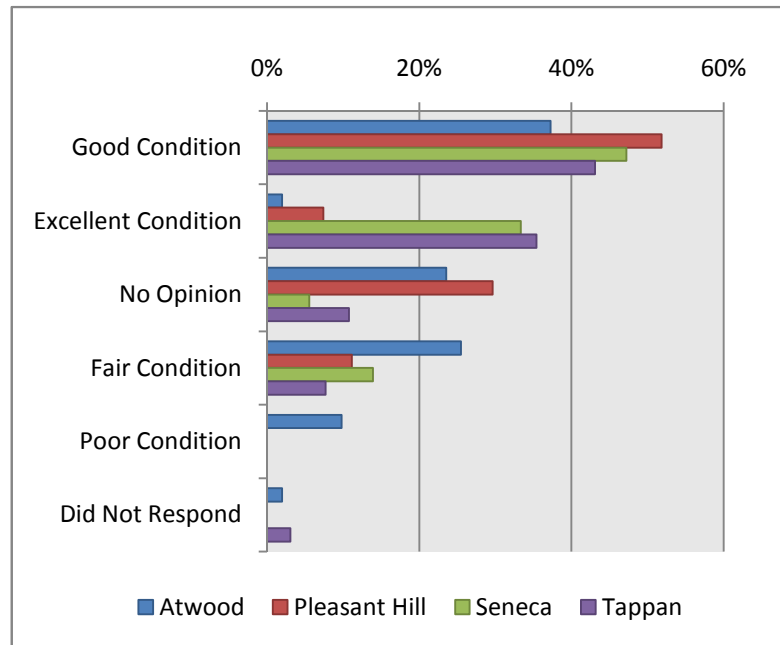
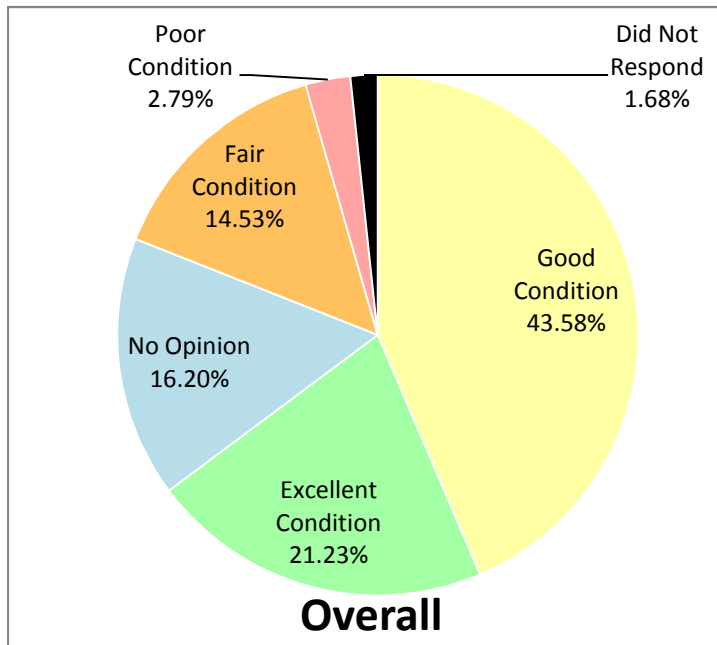
Q12. I visited and/or used the following amenities: (Multiple Choice)

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Lake for Fishing or Boating	31	60.78%	15	55.56%	25	69.44%	49	75.38%	120	66.67%
Lake Marina	20	39.22%	12	44.44%	16	44.44%	41	63.08%	89	49.44%
Swimming Beach	19	37.25%	13	48.15%	17	47.22%	28	43.08%	77	42.78%
Playground Equipment	25	49.02%	8	29.63%	13	36.11%	25	38.46%	71	39.44%
Campground Store	17	33.33%	5	18.52%	4	11.11%	35	53.85%	61	33.89%
Park Activity Center	16	31.37%	13	48.15%	1	2.78%	14	21.54%	44	24.44%
Other	10	19.61%	1	3.70%	4	11.11%	10	15.38%	25	13.89%
Park Events	3	5.88%	7	25.93%	2	5.56%	7	10.77%	19	10.56%
Did Not Respond	3	5.88%	2	7.41%	0	0.00%	2	3.08%	7	3.89%



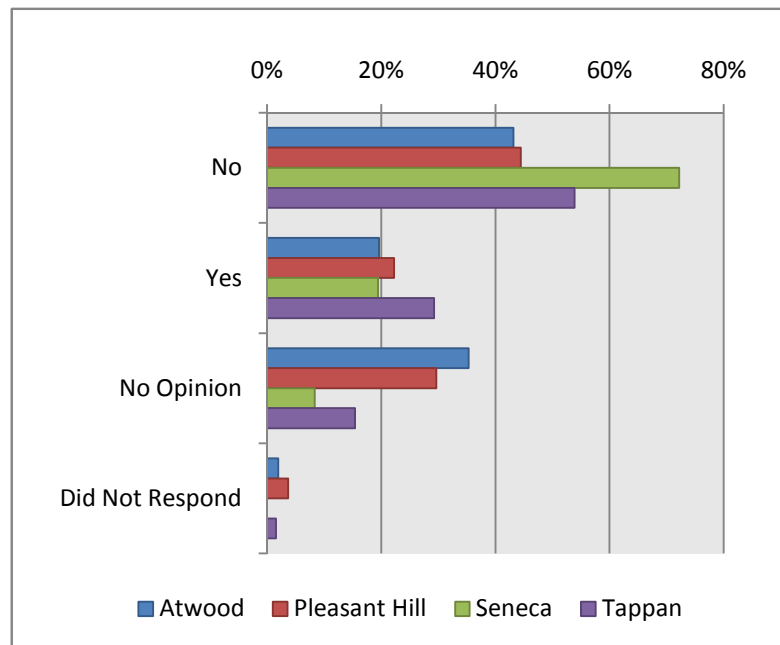
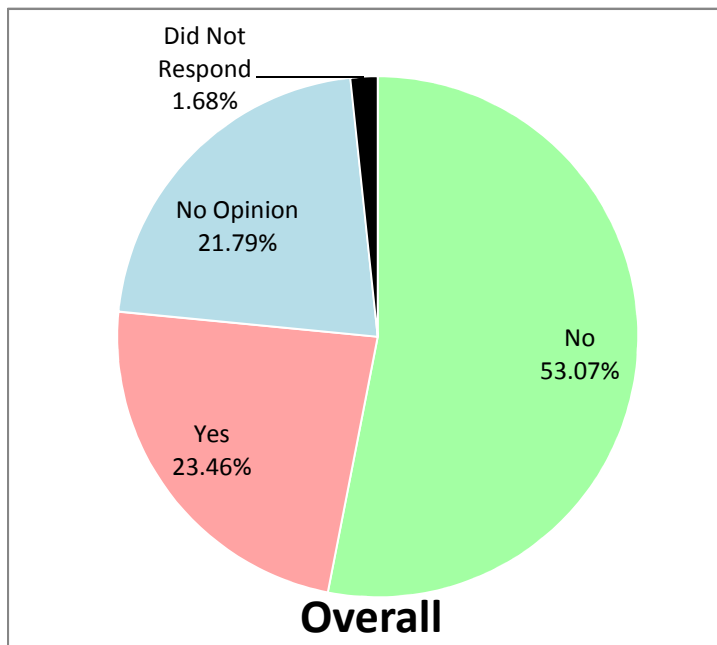
Q13. How would you rate the condition of the docks provided for cabin guests?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Good Condition	19	37.25%	14	51.85%	17	47.22%	28	43.08%	78	43.33%
Excellent Condition	1	1.96%	2	7.41%	12	33.33%	23	35.38%	38	21.11%
No Opinion	12	23.53%	8	29.63%	2	5.56%	7	10.77%	29	16.11%
Fair Condition	13	25.49%	3	11.11%	5	13.89%	5	7.69%	26	14.44%
Poor Condition	5	9.80%	0	0.00%	0	0.00%	0	0.00%	5	2.78%
Did Not Respond	1	1.96%	0	0.00%	0	0.00%	2	3.08%	3	1.67%



Q14. Do the horsepower limits on the MWCD lakes limit where you will stay?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
No	22	43.14%	12	44.44%	26	72.22%	35	53.85%	95	52.78%
Yes	10	19.61%	6	22.22%	7	19.44%	19	29.23%	42	23.33%
No Opinion	18	35.29%	8	29.63%	3	8.33%	10	15.38%	39	21.67%
Did Not Respond	1	1.96%	1	3.70%	0	0.00%	1	1.54%	3	1.67%



Q15. *What improvements and/or new facilities would you like to see in the future?*

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Responded	42	82.35%	21	77.78%	28	77.78%	50	76.92%	141	78.33%
Did Not Respond	9	17.65%	6	22.22%	8	22.22%	15	23.08%	38	21.11%

Q16. *Please tell us what we are doing right so that we can continue it.*

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Responded	32	62.75%	20	74.07%	28	77.78%	45	69.23%	125	69.44%
Did Not Respond	19	37.25%	7	25.93%	8	22.22%	20	30.77%	54	30.00%

Q17. *Please tell us what we could do differently to make your visit better.*

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Responded	31	60.78%	19	70.37%	25	69.44%	45	69.23%	120	66.67%
Did Not Respond	20	39.22%	8	29.63%	11	30.56%	20	30.77%	59	32.78%

Q18. Would you like a MWCD staff member to contact you for further discussion?

	Atwood		Pleasant Hill		Seneca		Tappan		Overall	
Yes	5	9.80%	3	11.11%	4	11.11%	11	16.92%	23	12.78%
No	1	1.96%	0	0.00%	1	2.78%	2	3.08%	4	2.22%
Did Not Respond	45	88.24%	24	88.89%	31	86.11%	52	80.00%	152	84.44%