

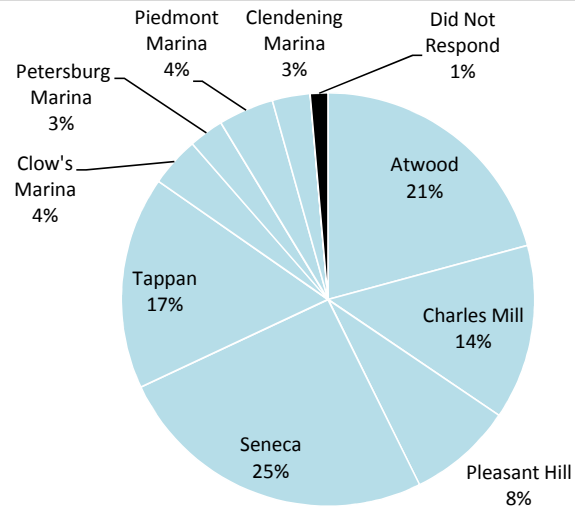
SEASONAL CAMPERS

Overall Summary

Surveys sent: 1328
Surveys returned: 438 32.98%

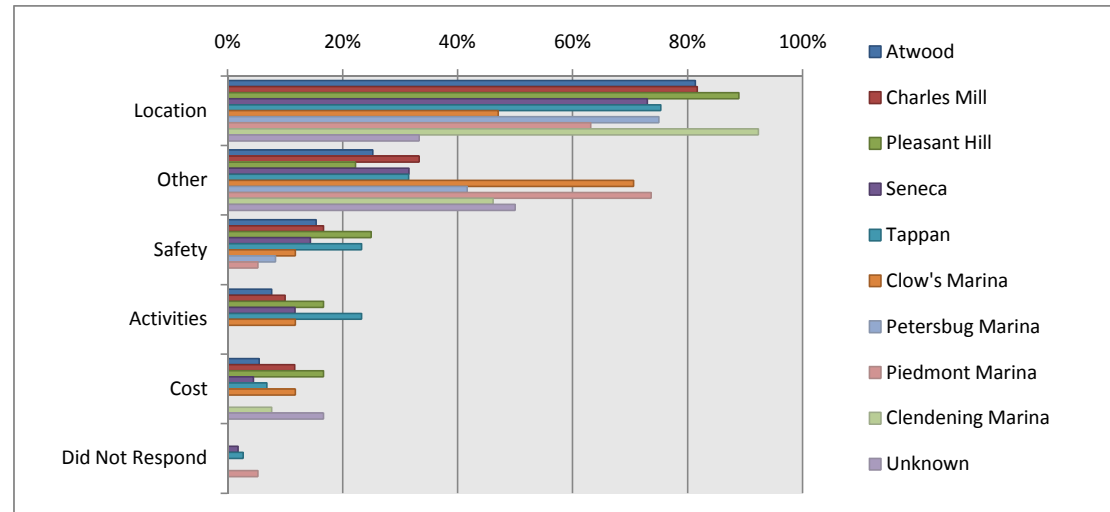
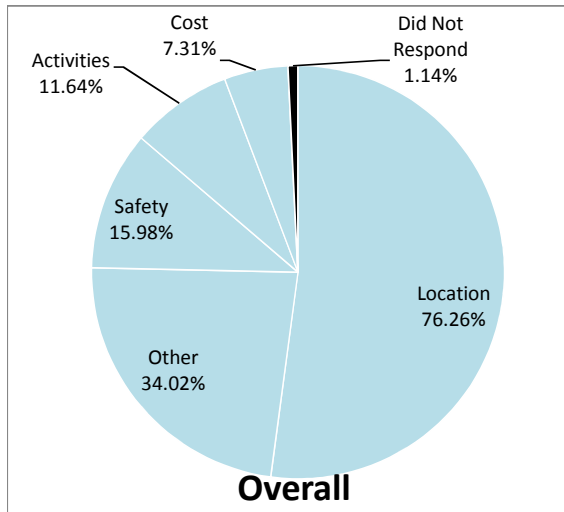
Q1. Which MWCD Lake park/campground did you camp in during the 2009 season?

Atwood	91	20.78%
Charles Mill	60	13.70%
Pleasant Hill	36	8.22%
Seneca	111	25.34%
Tappan	73	16.67%
Leesville Clow's Marina	17	3.88%
Leesville Petersburg Marina	12	2.74%
Piedmont Marina	19	4.34%
Clendening Marina	13	2.97%
Kokosing	0	0.00%
Did Not Respond	6	1.37%



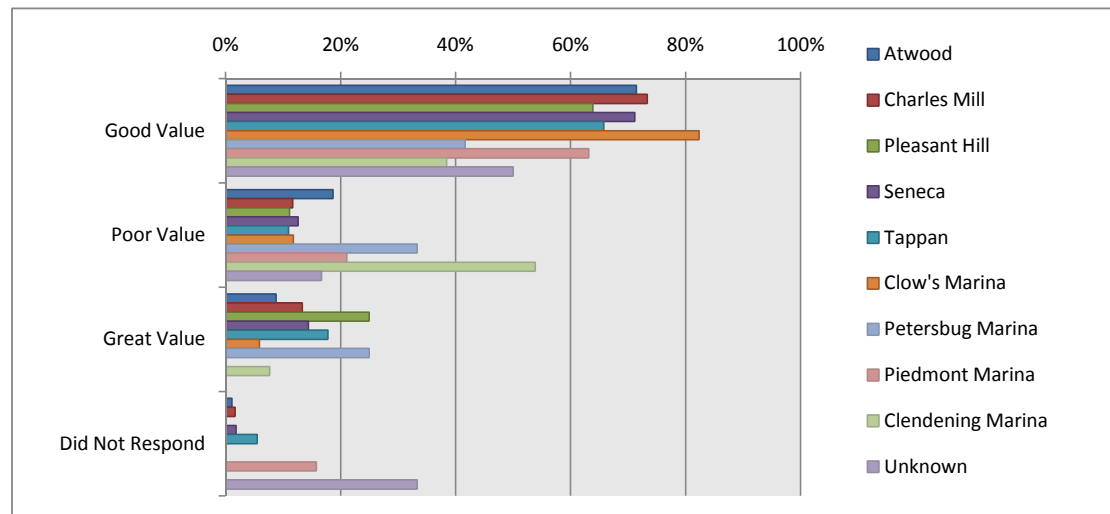
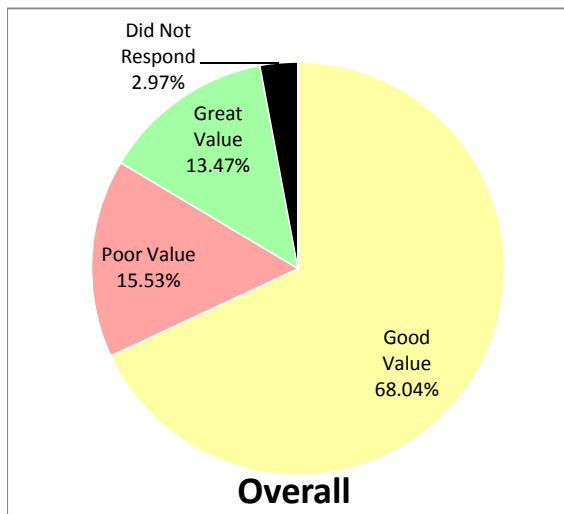
Q2. Why do you use the MWCD camprgrounds/facilities? (Multiple Choice)

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Location	74	81.32%	49	81.67%	32	88.89%	81	72.97%	55	75.34%	8	47.06%	9	75.00%	12	63.16%	12	92.31%	2	33.33%	334	76.26%
Other	23	25.27%	20	33.33%	8	22.22%	35	31.53%	23	31.51%	12	70.59%	5	41.67%	14	73.68%	6	46.15%	3	50.00%	149	34.02%
Safety	14	15.38%	10	16.67%	9	25.00%	16	14.41%	17	23.29%	2	11.76%	1	8.33%	1	5.26%	0	0.00%	0	0.00%	70	15.98%
Activities	7	7.69%	6	10.00%	6	16.67%	13	11.71%	17	23.29%	2	11.76%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	51	11.64%
Cost	5	5.49%	7	11.67%	6	16.67%	5	4.50%	5	6.85%	2	11.76%	0	0.00%	0	0.00%	1	7.69%	1	16.67%	32	7.31%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	2	1.80%	2	2.74%	0	0.00%	0	0.00%	1	5.26%	0	0.00%	0	0.00%	5	1.14%



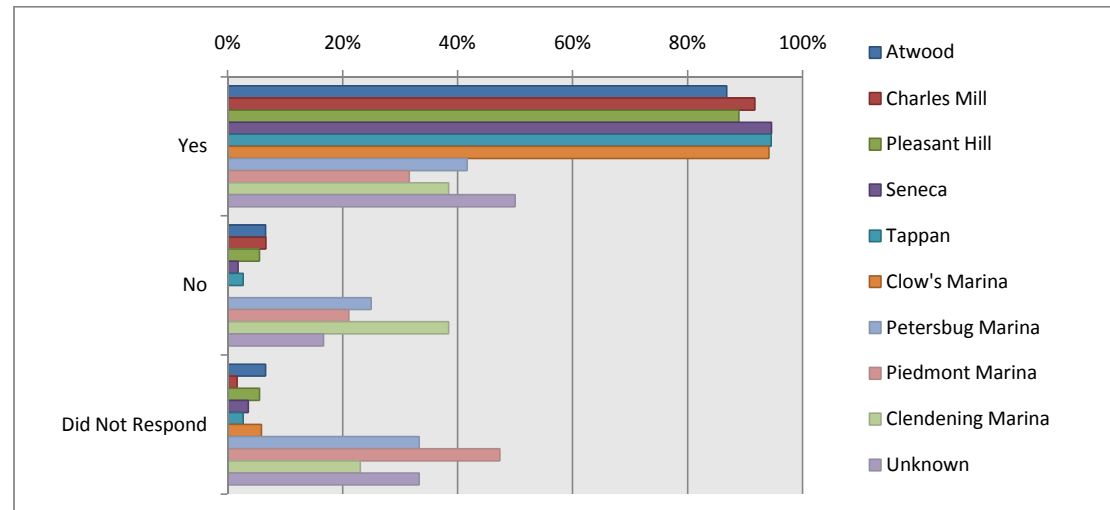
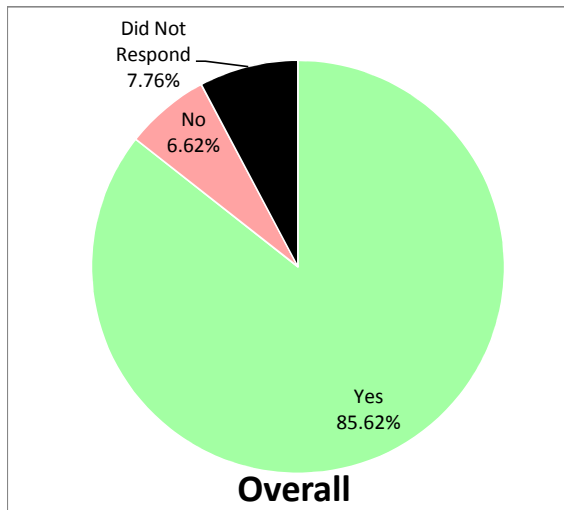
Q3. Do you believe that the MWCD campgrounds/facilities offer a good value?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Good Value	65	71.43%	44	73.33%	23	63.89%	79	71.17%	48	65.75%	14	82.35%	5	41.67%	12	63.16%	5	38.46%	3	50.00%	298	68.04%
Poor Value	17	18.68%	7	11.67%	4	11.11%	14	12.61%	8	10.96%	2	11.76%	4	33.33%	4	21.05%	7	53.85%	1	16.67%	68	15.53%
Great Value	8	8.79%	8	13.33%	9	25.00%	16	14.41%	13	17.81%	1	5.88%	3	25.00%	0	0.00%	1	7.69%	0	0.00%	59	13.47%
Did Not Respond	1	1.10%	1	1.67%	0	0.00%	2	1.80%	4	5.48%	0	0.00%	0	0.00%	3	15.79%	0	0.00%	2	33.33%	13	2.97%



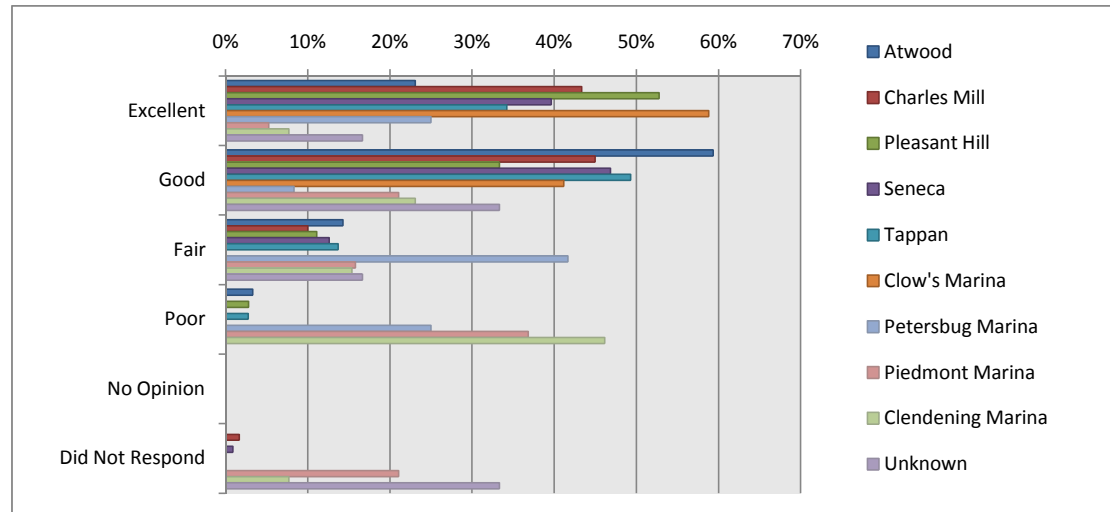
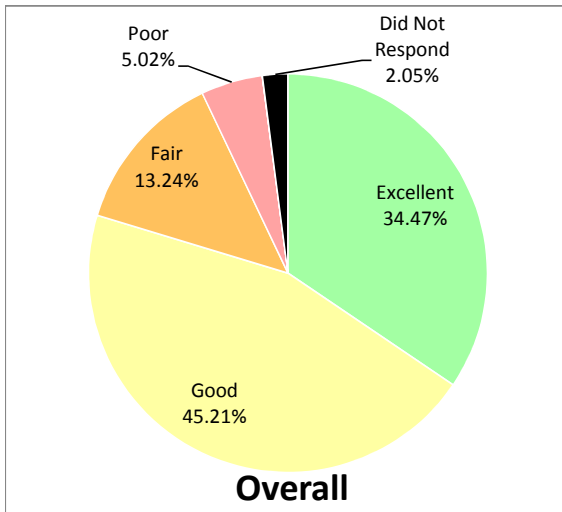
Q4. Do you like the different payment options offered by the MWCD?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Yes	79	86.81%	55	91.67%	32	88.89%	105	94.59%	69	94.52%	16	94.12%	5	41.67%	6	31.58%	5	38.46%	3	50.00%	375	85.62%
No	6	6.59%	4	6.67%	2	5.56%	2	1.80%	2	2.74%	0	0.00%	3	25.00%	4	21.05%	5	38.46%	1	16.67%	29	6.62%
Did Not Respond	6	6.59%	1	1.67%	2	5.56%	4	3.60%	2	2.74%	1	5.88%	4	33.33%	9	47.37%	3	23.08%	2	33.33%	34	7.76%



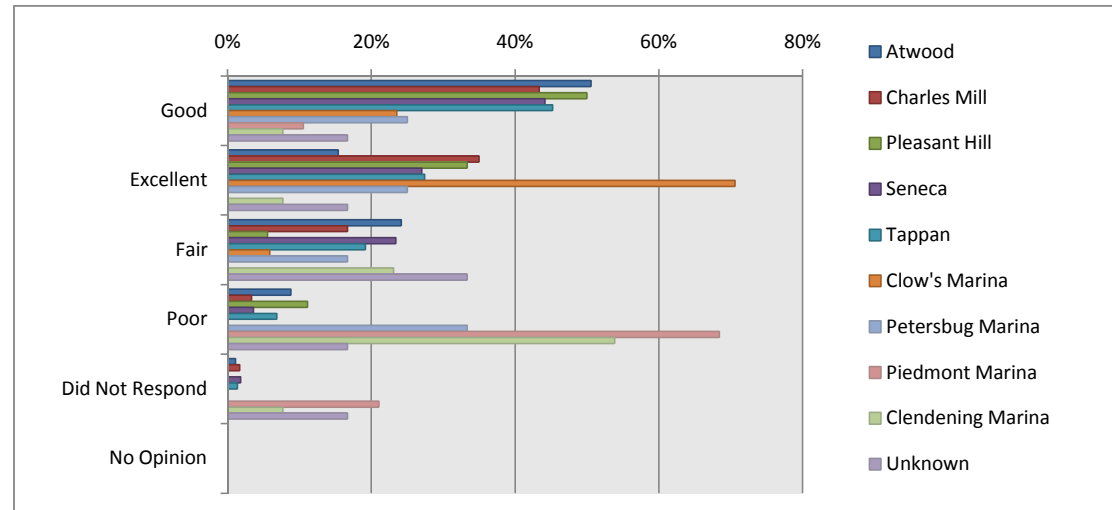
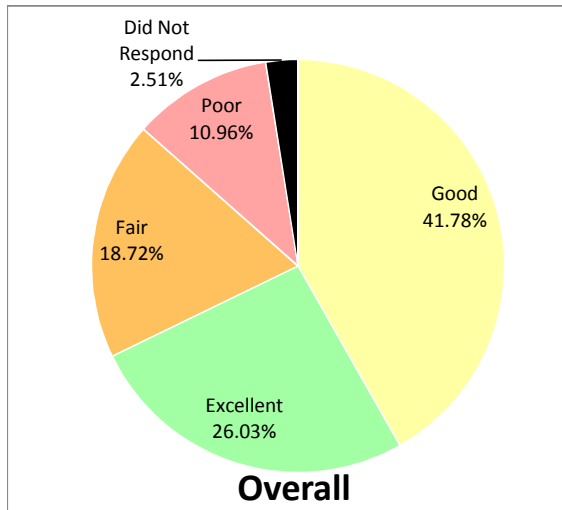
Q5. How would you rate the customer service provided by the park staff?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Excellent	21	23.08%	26	43.33%	19	52.78%	44	39.64%	25	34.25%	10	58.82%	3	25.00%	1	5.26%	1	7.69%	1	16.67%	151	34.47%
Good	54	59.34%	27	45.00%	12	33.33%	52	46.85%	36	49.32%	7	41.18%	1	8.33%	4	21.05%	3	23.08%	2	33.33%	198	45.21%
Fair	13	14.29%	6	10.00%	4	11.11%	14	12.61%	10	13.70%	0	0.00%	5	41.67%	3	15.79%	2	15.38%	1	16.67%	58	13.24%
Poor	3	3.30%	0	0.00%	1	2.78%	0	0.00%	2	2.74%	0	0.00%	3	25.00%	7	36.84%	6	46.15%	0	0.00%	22	5.02%
No Opinion	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Did Not Respond	0	0.00%	1	1.67%	0	0.00%	1	0.90%	0	0.00%	0	0.00%	0	0.00%	4	21.05%	1	7.69%	2	33.33%	9	2.05%



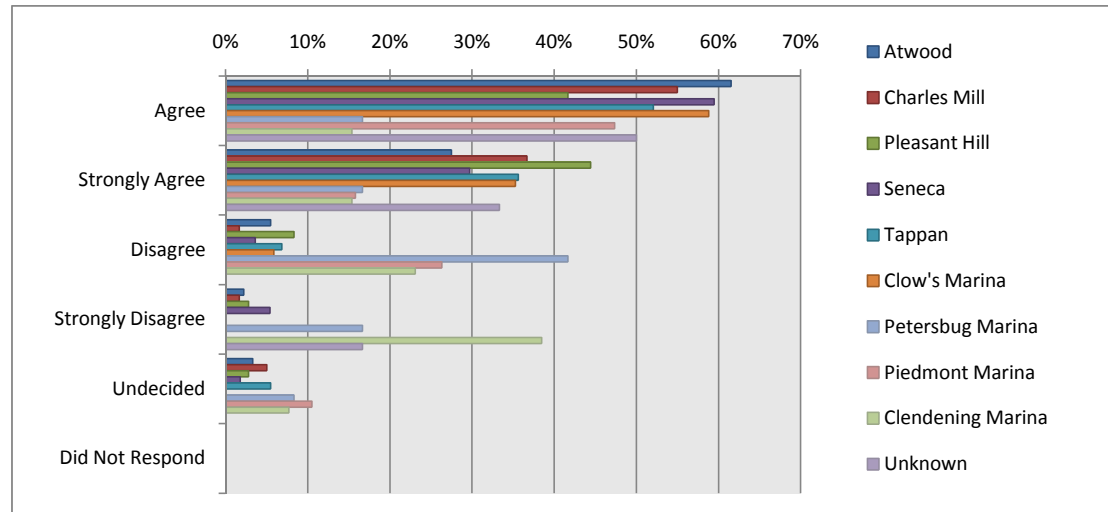
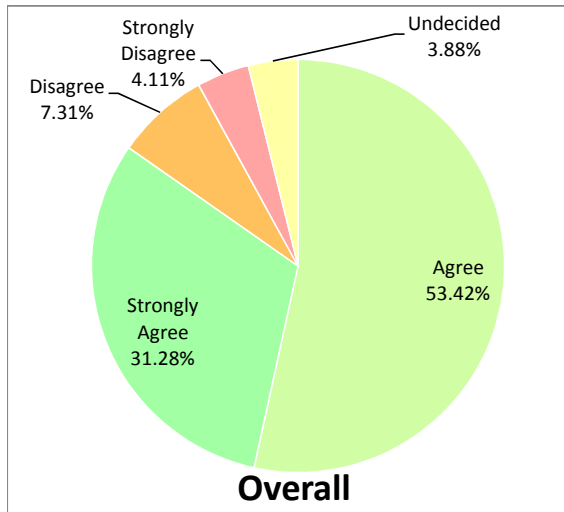
Q6. How would you rate the communication provided by the park staff to campers?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Good	46	50.55%	26	43.33%	18	50.00%	49	44.14%	33	45.21%	4	23.53%	3	25.00%	2	10.53%	1	7.69%	1	16.67%	183	41.78%
Excellent	14	15.38%	21	35.00%	12	33.33%	30	27.03%	20	27.40%	12	70.59%	3	25.00%	0	0.00%	1	7.69%	1	16.67%	114	26.03%
Fair	22	24.18%	10	16.67%	2	5.56%	26	23.42%	14	19.18%	1	5.88%	2	16.67%	0	0.00%	3	23.08%	2	33.33%	82	18.72%
Poor	8	8.79%	2	3.33%	4	11.11%	4	3.60%	5	6.85%	0	0.00%	4	33.33%	13	68.42%	7	53.85%	1	16.67%	48	10.96%
Did Not Respond	1	1.10%	1	1.67%	0	0.00%	2	1.80%	1	1.37%	0	0.00%	0	0.00%	4	21.05%	1	7.69%	1	16.67%	11	2.51%
No Opinion	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



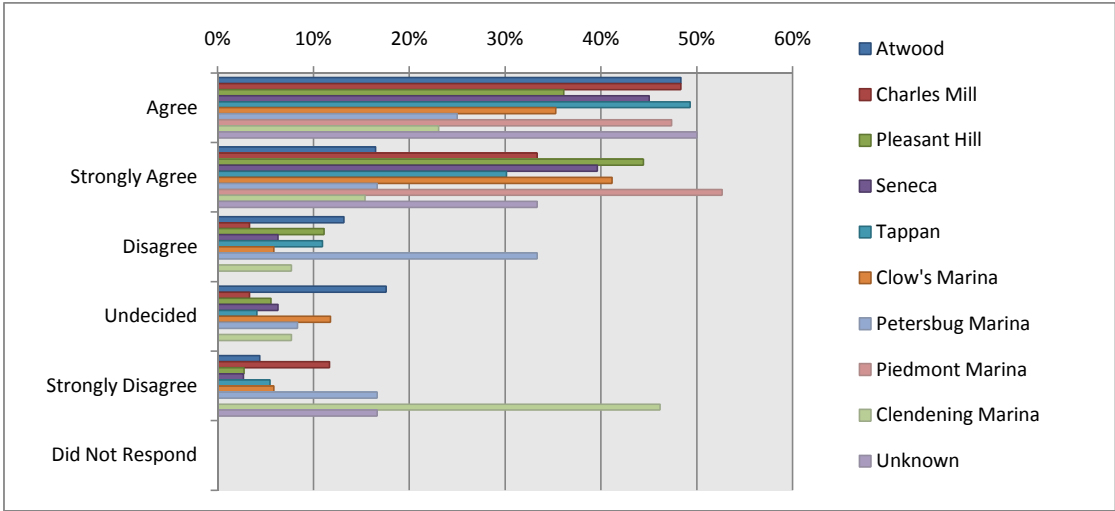
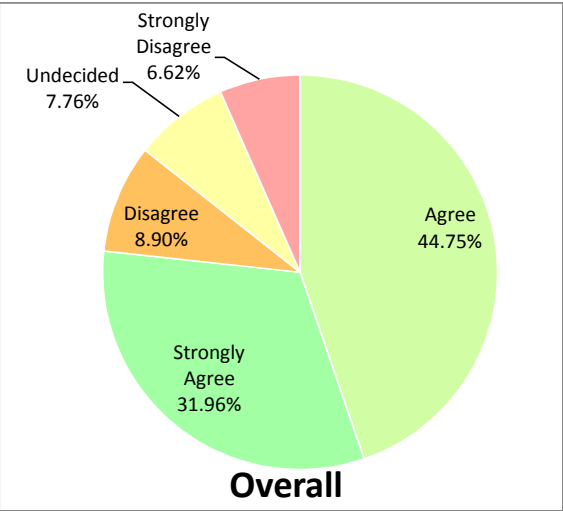
Q7. The campgrounds are clean and well-maintained.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Agree	56	61.54%	33	55.00%	15	41.67%	66	59.46%	38	52.05%	10	58.82%	2	16.67%	9	47.37%	2	15.38%	3	50.00%	234	53.42%
Strongly Agree	25	27.47%	22	36.67%	16	44.44%	33	29.73%	26	35.62%	6	35.29%	2	16.67%	3	15.79%	2	15.38%	2	33.33%	137	31.28%
Disagree	5	5.49%	1	1.67%	3	8.33%	4	3.60%	5	6.85%	1	5.88%	5	41.67%	5	26.32%	3	23.08%	0	0.00%	32	7.31%
Strongly Disagree	2	2.20%	1	1.67%	1	2.78%	6	5.41%	0	0.00%	0	0.00%	2	16.67%	0	0.00%	5	38.46%	1	16.67%	18	4.11%
Undecided	3	3.30%	3	5.00%	1	2.78%	2	1.80%	4	5.48%	0	0.00%	1	8.33%	2	10.53%	1	7.69%	0	0.00%	17	3.88%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



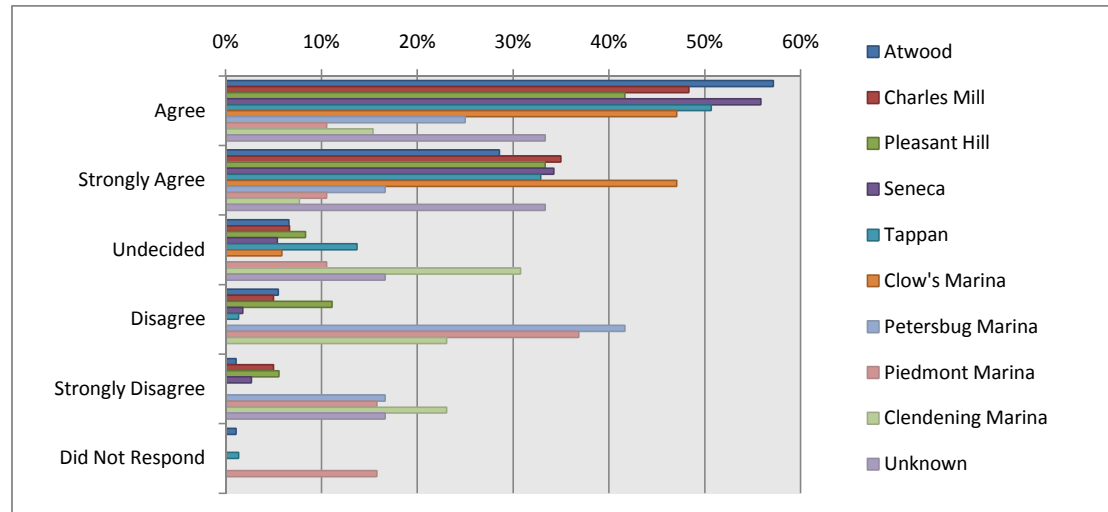
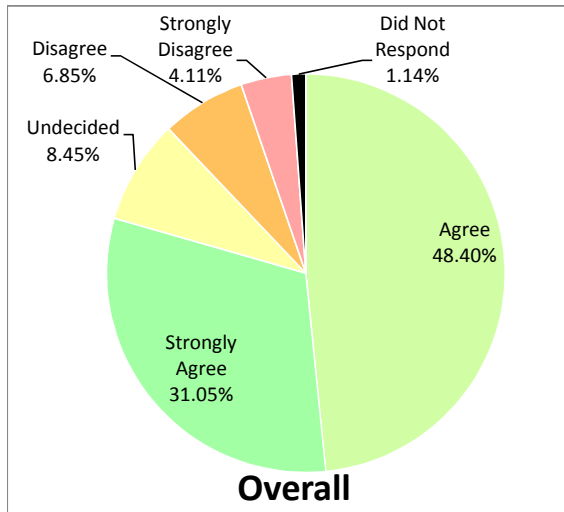
Q8. The restrooms and shower facilities are clean and well-maintained.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Agree	44	48.35%	29	48.33%	13	36.11%	50	45.05%	36	49.32%	6	35.29%	3	25.00%	9	47.37%	3	23.08%	3	50.00%	196	44.75%
Strongly Agree	15	16.48%	20	33.33%	16	44.44%	44	39.64%	22	30.14%	7	41.18%	2	16.67%	10	52.63%	2	15.38%	2	33.33%	140	31.96%
Disagree	12	13.19%	2	3.33%	4	11.11%	7	6.31%	8	10.96%	1	5.88%	4	33.33%	0	0.00%	1	7.69%	0	0.00%	39	8.90%
Undecided	16	17.58%	2	3.33%	2	5.56%	7	6.31%	3	4.11%	2	11.76%	1	8.33%	0	0.00%	1	7.69%	0	0.00%	34	7.76%
Strongly Disagree	4	4.40%	7	11.67%	1	2.78%	3	2.70%	4	5.48%	1	5.88%	2	16.67%	0	0.00%	6	46.15%	1	16.67%	29	6.62%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



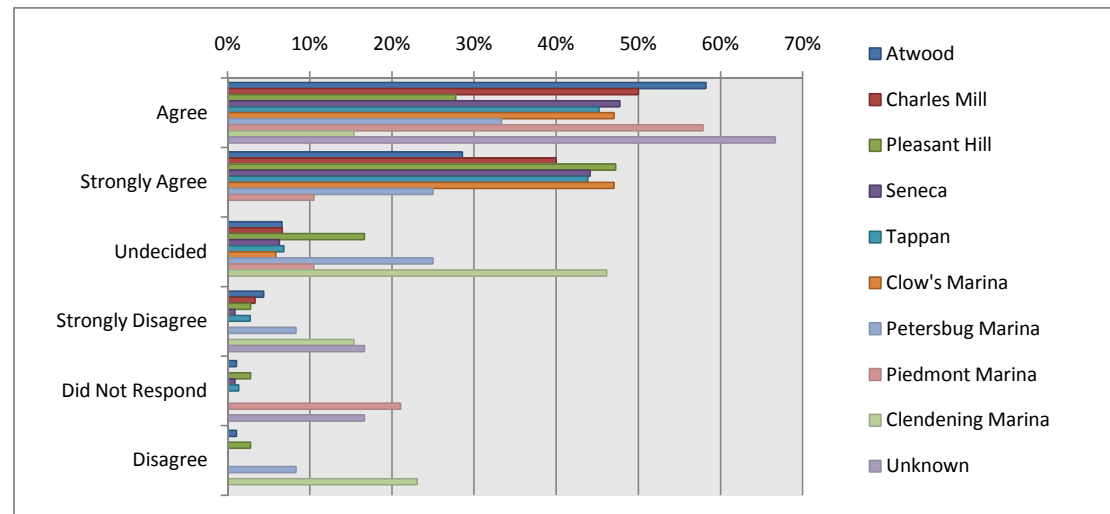
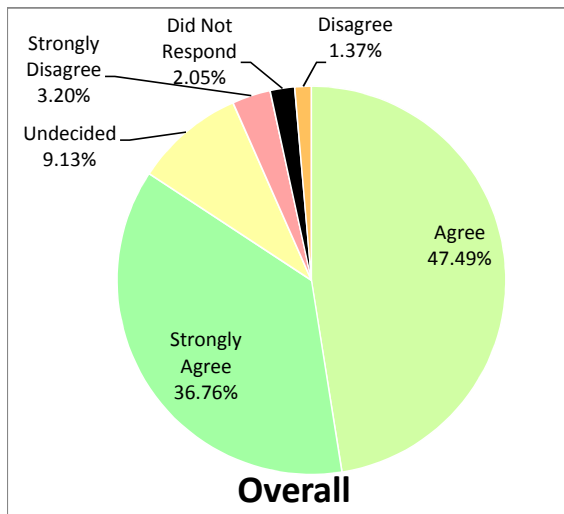
Q9. Security in the park and campgrounds makes me and my family feel safe.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Agree	52	57.14%	29	48.33%	15	41.67%	62	55.86%	37	50.68%	8	47.06%	3	25.00%	2	10.53%	2	15.38%	2	33.33%	212	48.40%
Strongly Agree	26	28.57%	21	35.00%	12	33.33%	38	34.23%	24	32.88%	8	47.06%	2	16.67%	2	10.53%	1	7.69%	2	33.33%	136	31.05%
Undecided	6	6.59%	4	6.67%	3	8.33%	6	5.41%	10	13.70%	1	5.88%	0	0.00%	2	10.53%	4	30.77%	1	16.67%	37	8.45%
Disagree	5	5.49%	3	5.00%	4	11.11%	2	1.80%	1	1.37%	0	0.00%	5	41.67%	7	36.84%	3	23.08%	0	0.00%	30	6.85%
Strongly Disagree	1	1.10%	3	5.00%	2	5.56%	3	2.70%	0	0.00%	0	0.00%	2	16.67%	3	15.79%	3	23.08%	1	16.67%	18	4.11%
Did Not Respond	1	1.10%	0	0.00%	0	0.00%	0	0.00%	1	1.37%	0	0.00%	0	0.00%	3	15.79%	0	0.00%	0	0.00%	5	1.14%



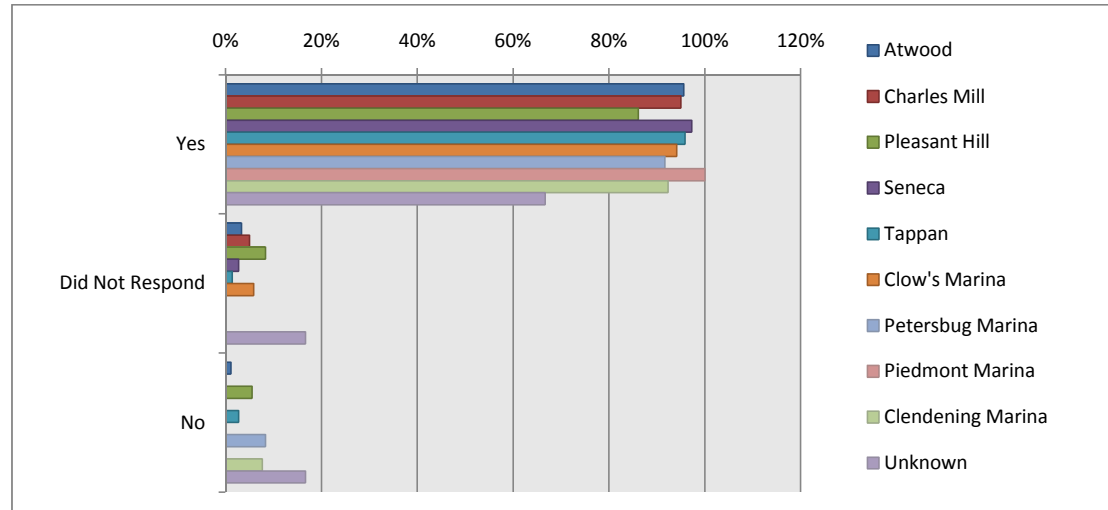
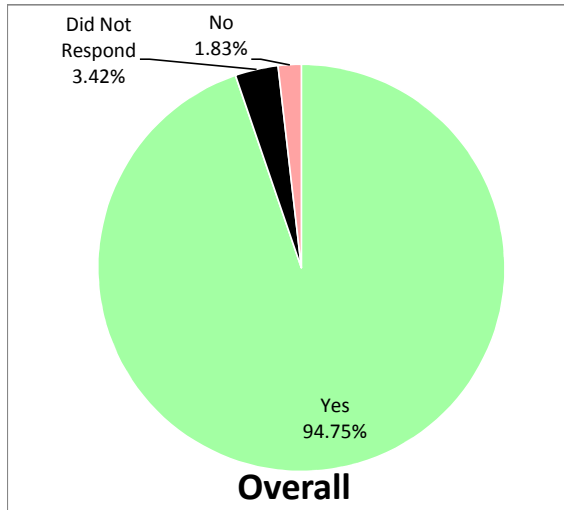
Q10. I would recommend the park and campgrounds to a friend.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Agree	53	58.24%	30	50.00%	10	27.78%	53	47.75%	33	45.21%	8	47.06%	4	33.33%	11	57.89%	2	15.38%	4	66.67%	208	47.49%
Strongly Agree	26	28.57%	24	40.00%	17	47.22%	49	44.14%	32	43.84%	8	47.06%	3	25.00%	2	10.53%	0	0.00%	0	0.00%	161	36.76%
Undecided	6	6.59%	4	6.67%	6	16.67%	7	6.31%	5	6.85%	1	5.88%	3	25.00%	2	10.53%	6	46.15%	0	0.00%	40	9.13%
Strongly Disagree	4	4.40%	2	3.33%	1	2.78%	1	0.90%	2	2.74%	0	0.00%	1	8.33%	0	0.00%	2	15.38%	1	16.67%	14	3.20%
Did Not Respond	1	1.10%	0	0.00%	1	2.78%	1	0.90%	1	1.37%	0	0.00%	0	0.00%	4	21.05%	0	0.00%	1	16.67%	9	2.05%
Disagree	1	1.10%	0	0.00%	1	2.78%	0	0.00%	0	0.00%	0	0.00%	1	8.33%	0	0.00%	3	23.08%	0	0.00%	6	1.37%



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

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Yes	87	95.60%	57	95.00%	31	86.11%	108	97.30%	70	95.89%	16	94.12%	11	91.67%	19	100.00%	12	92.31%	4	66.67%	415	94.75%
Did Not Respond	3	3.30%	3	5.00%	3	8.33%	3	2.70%	1	1.37%	1	5.88%	0	0.00%	0	0.00%	0	0.00%	1	16.67%	15	3.42%
No	1	1.10%	0	0.00%	2	5.56%	0	0.00%	2	2.74%	0	0.00%	1	8.33%	0	0.00%	1	7.69%	1	16.67%	8	1.83%



Q12. What activities would you like to see the park provide in the future?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Responded	54	59.34%	44	73.33%	26	72.22%	79	71.17%	44	60.27%	11	64.71%	12	100.00%	17	89.47%	10	76.92%	2	33.33%	299	68.26%
Did Not Respond	37	40.66%	16	26.67%	10	27.78%	32	28.83%	29	39.73%	6	35.29%	0	0.00%	2	10.53%	3	23.08%	4	66.67%	139	31.74%

Q13. What improvements and/or new facilities would you like to see in the future?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Responded	76	83.52%	52	0.86667	31	86.11%	94	84.68%	63	86.30%	16	94.12%	12	100.00%	19	100.00%	12	92.31%	2	33.33%	377	86.07%
Did Not Respond	15	16.48%	8	13.33%	5	13.89%	17	15.32%	10	13.70%	1	5.88%	0	0.00%	0	0.00%	1	7.69%	4	66.67%	61	13.93%

Q14. Please tell us what we are doing right so that we can continue it.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Responded	57	62.64%	51	0.85	31	86.11%	90	81.08%	50	68.49%	13	76.47%	11	91.67%	18	94.74%	12	92.31%	1	16.67%	334	76.26%
Did Not Respond	34	37.36%	9	15.00%	5	13.89%	21	18.92%	23	31.51%	4	23.53%	1	8.33%	1	5.26%	1	7.69%	5	83.33%	104	23.74%

Q15. Please tell us what we could do differently to make your visit better.

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Responded	65	71.43%	43	0.71667	27	75.00%	89	80.18%	62	84.93%	12	70.59%	11	91.67%	18	94.74%	12	92.31%	2	33.33%	341	77.85%
Did Not Respond	26	28.57%	17	28.33%	9	25.00%	22	19.82%	11	15.07%	5	29.41%	1	8.33%	1	5.26%	1	7.69%	4	66.67%	97	22.15%

Q16. Would you like a MWCD staff member to contact you for further discussion?

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Clow's Marina		Petersbug Marina		Piedmont Marina		Clendening Marina		Unknown		Overall	
Did Not Respond	82	90.11%	57	95.00%	32	88.89%	95	85.59%	65	89.04%	14	82.35%	6	50.00%	14	73.68%	8	61.54%	5	83.33%	378	86.30%
Yes	8	8.79%	3	5.00%	3	8.33%	13	11.71%	6	8.22%	3	17.65%	5	41.67%	4	21.05%	5	38.46%	1	16.67%	51	11.64%
No	1	1.10%	0	0.00%	1	2.78%	3	2.70%	2	2.74%	0	0.00%	1	8.33%	1	5.26%	0	0.00%	0	0.00%	9	2.05%