

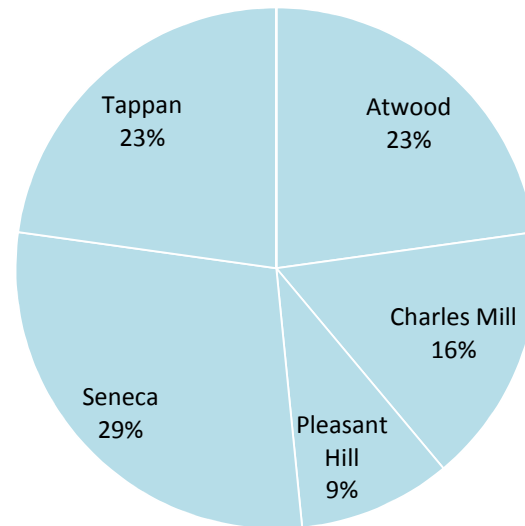
## TRANSIENT CAMPERS

## Overall Summary

Surveys sent: 1328  
Surveys returned: 316 23.80%

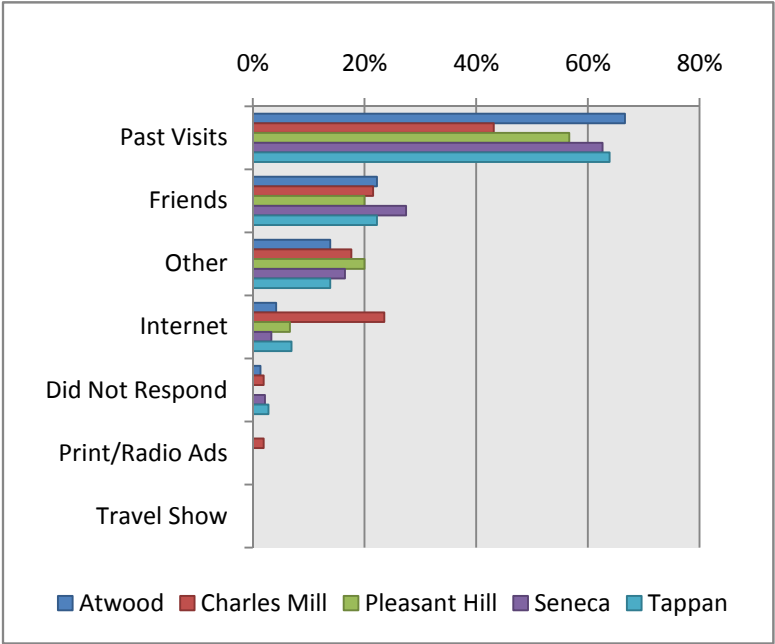
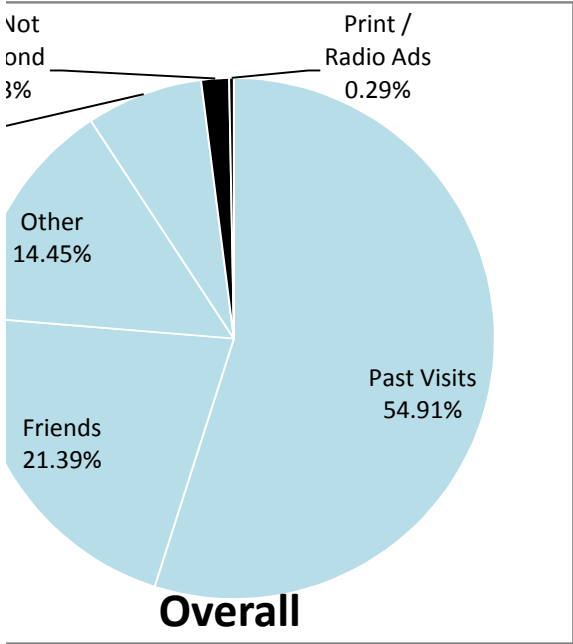
Q1. Which MWCD lake park did you visit in 2009?

Atwood	72	22.78%
Charles Mill	51	16.14%
Pleasant Hill	30	9.49%
Seneca	91	28.80%
Tappan	72	22.78%
Did Not Respond	0	0.00%



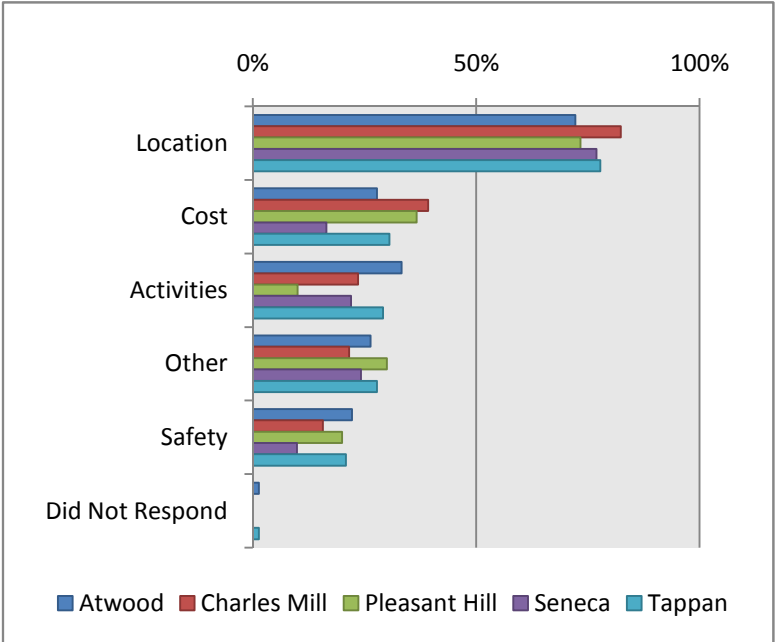
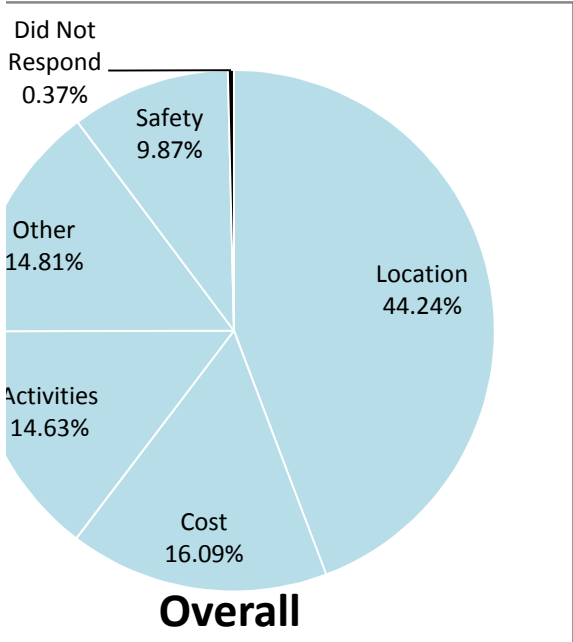
Q2. How did you hear about the MWCD campgrounds/facilities? (Multiple Choice)

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Past Visits	48	66.67%	22	43.14%	17	56.67%	57	62.64%	46	63.89%	190	60.13%
Friends	16	22.22%	11	21.57%	6	20.00%	25	27.47%	16	22.22%	74	23.42%
Other	10	13.89%	9	17.65%	6	20.00%	15	16.48%	10	13.89%	50	15.82%
Internet	3	4.17%	12	23.53%	2	6.67%	3	3.30%	5	6.94%	25	7.91%
Did Not Respond	1	1.39%	1	1.96%	0	0.00%	2	2.20%	2	2.78%	6	1.90%
Print/Radio Ads	0	0.00%	1	1.96%	0	0.00%	0	0.00%	0	0.00%	1	0.32%
Travel Show	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



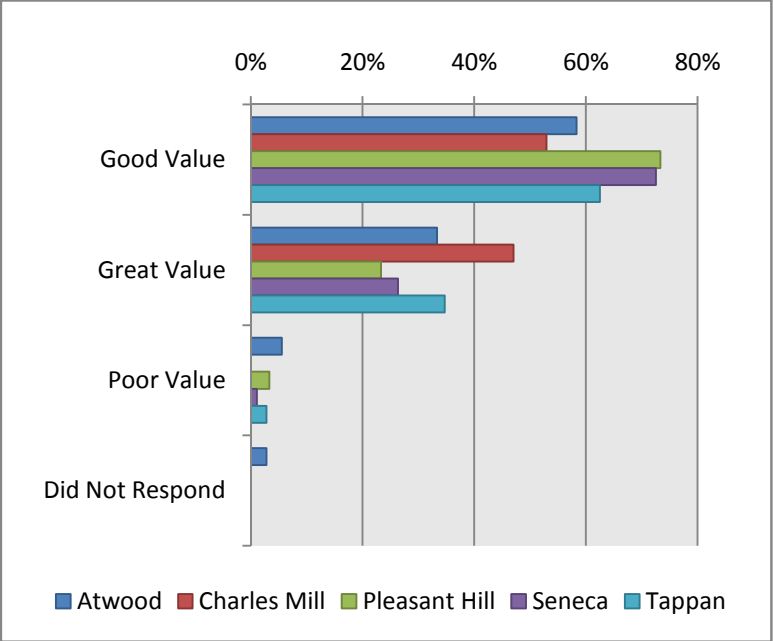
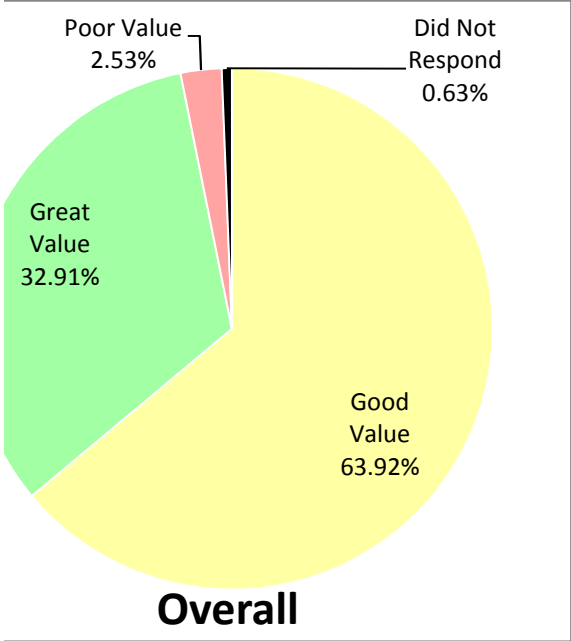
Q3. Why do you use the MWCD campgrounds/facilities? (Multiple Choice)

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Location	52	72.22%	42	82.35%	22	73.33%	70	76.92%	56	77.78%	242	76.58%
Cost	20	27.78%	20	39.22%	11	36.67%	15	16.48%	22	30.56%	88	27.85%
Activities	24	33.33%	12	23.53%	3	10.00%	20	21.98%	21	29.17%	80	25.32%
Other	19	26.39%	11	21.57%	9	30.00%	22	24.18%	20	27.78%	81	25.63%
Safety	16	22.22%	8	15.69%	6	20.00%	9	9.89%	15	20.83%	54	17.09%
Did Not Respond	1	1.39%	0	0.00%	0	0.00%	0	0.00%	1	1.39%	2	0.63%



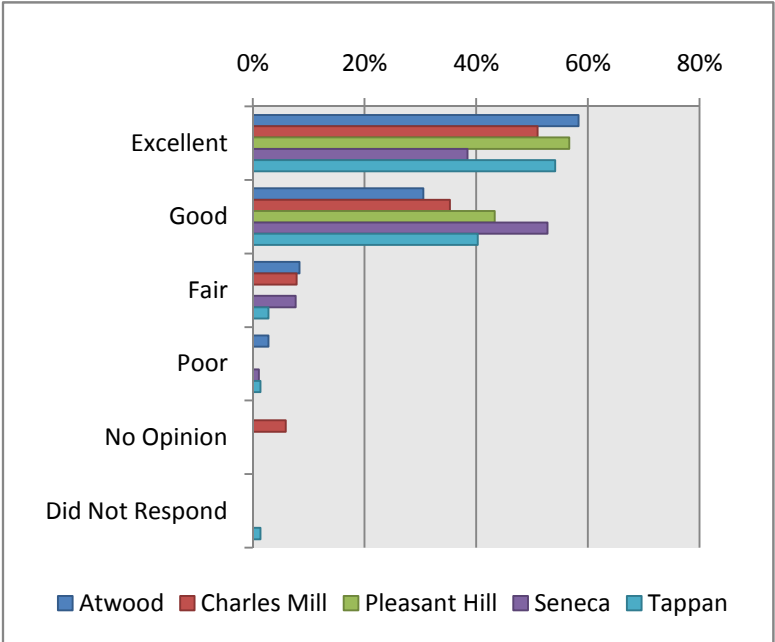
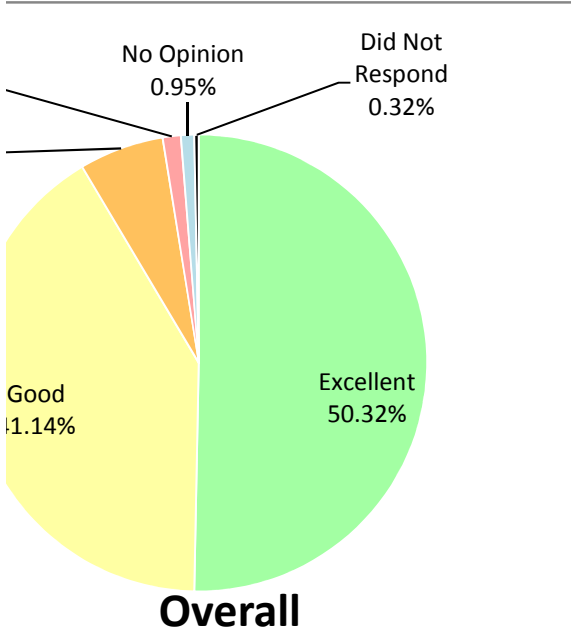
**Q4. Do you believe that the MWCD campgrounds/facilities offer a good value?**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Good Value	42	58.33%	27	52.94%	22	73.33%	66	72.53%	45	62.50%	202	63.92%
Great Value	24	33.33%	24	47.06%	7	23.33%	24	26.37%	25	34.72%	104	32.91%
Poor Value	4	5.56%	0	0.00%	1	3.33%	1	1.10%	2	2.78%	8	2.53%
Did Not Respond	2	2.78%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	0.63%



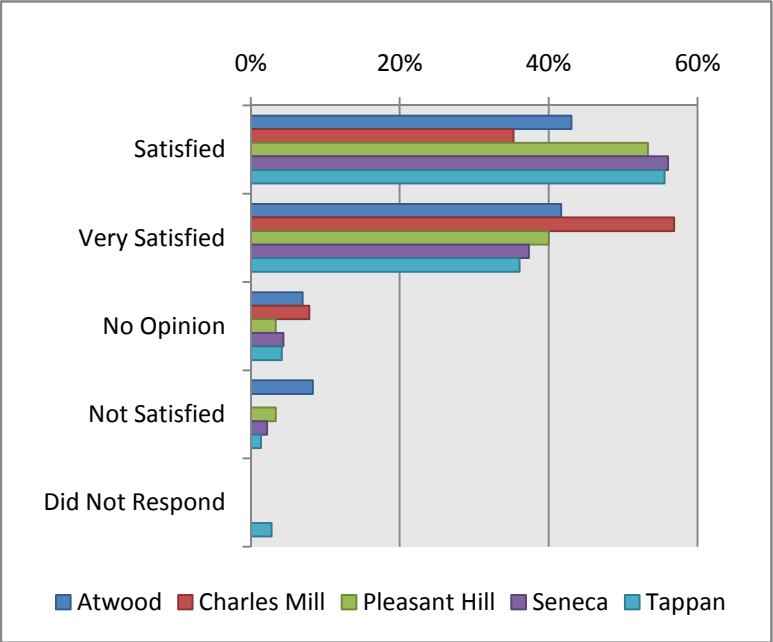
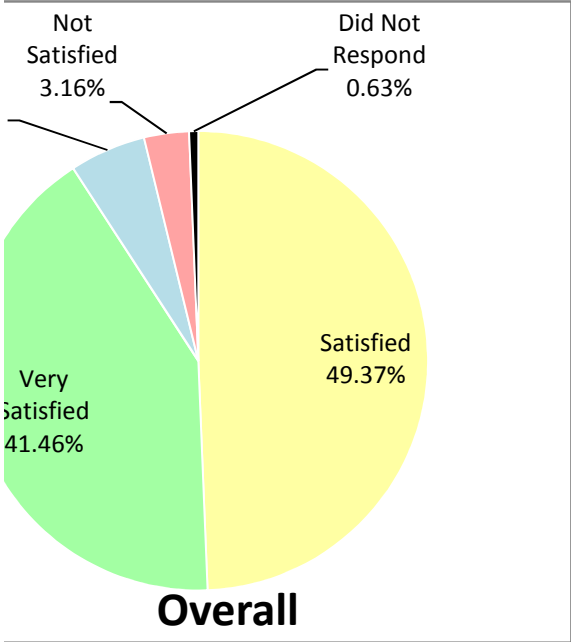
**Q5. How would you rate the customer service provided by the park staff?**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Excellent	42	58.33%	26	50.98%	17	56.67%	35	38.46%	39	54.17%	159	50.32%
Good	22	30.56%	18	35.29%	13	43.33%	48	52.75%	29	40.28%	130	41.14%
Fair	6	8.33%	4	7.84%	0	0.00%	7	7.69%	2	2.78%	19	6.01%
Poor	2	2.78%	0	0.00%	0	0.00%	1	1.10%	1	1.39%	4	1.27%
No Opinion	0	0.00%	3	5.88%	0	0.00%	0	0.00%	0	0.00%	3	0.95%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	1.39%	1	0.32%



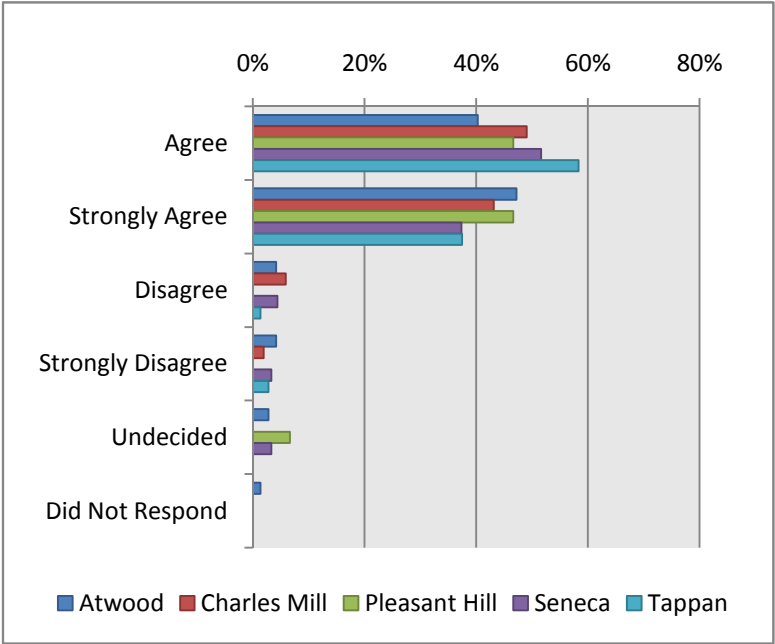
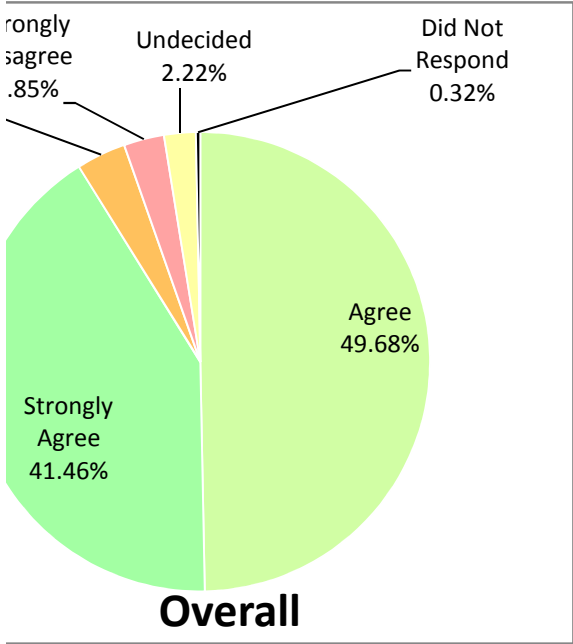
**Q6. How satisfied are you with the communication provided by park staff to campers?**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Satisfied	31	43.06%	18	35.29%	16	53.33%	51	56.04%	40	55.56%	156	49.37%
Very Satisfied	30	41.67%	29	56.86%	12	40.00%	34	37.36%	26	36.11%	131	41.46%
No Opinion	5	6.94%	4	7.84%	1	3.33%	4	4.40%	3	4.17%	17	5.38%
Not Satisfied	6	8.33%	0	0.00%	1	3.33%	2	2.20%	1	1.39%	10	3.16%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	2	2.78%	2	0.63%



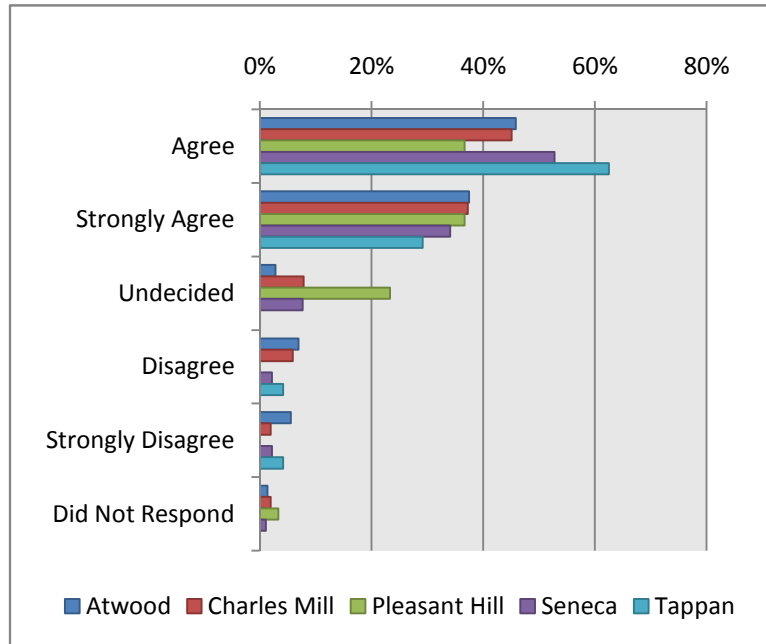
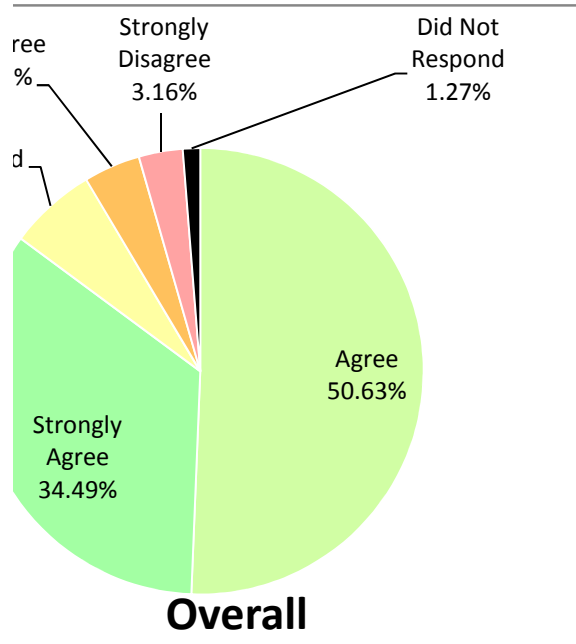
**Q7. The campgrounds are clean and well-maintained.**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Agree	29	40.28%	25	49.02%	14	46.67%	47	51.65%	42	58.33%	157	49.68%
Strongly Agree	34	47.22%	22	43.14%	14	46.67%	34	37.36%	27	37.50%	131	41.46%
Disagree	3	4.17%	3	5.88%	0	0.00%	4	4.40%	1	1.39%	11	3.48%
Strongly Disagree	3	4.17%	1	1.96%	0	0.00%	3	3.30%	2	2.78%	9	2.85%
Undecided	2	2.78%	0	0.00%	2	6.67%	3	3.30%	0	0.00%	7	2.22%
Did Not Respond	1	1.39%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	1	0.32%



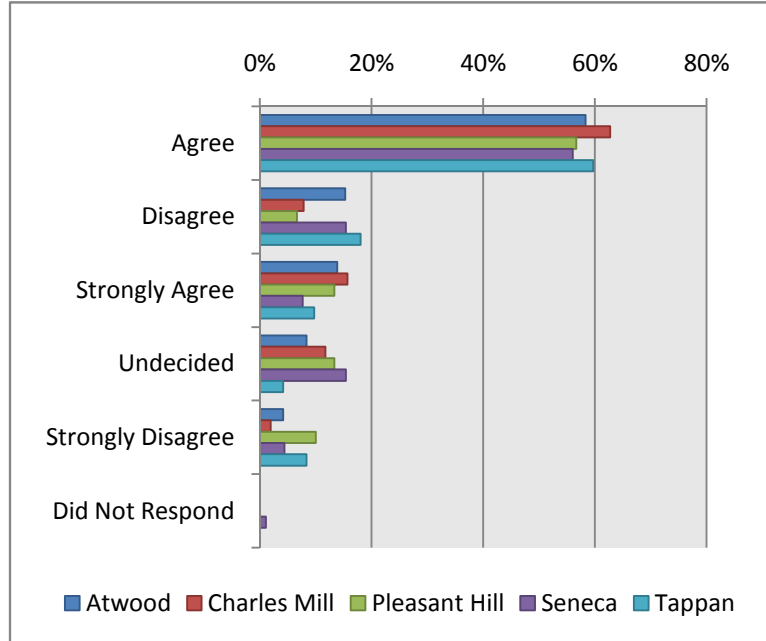
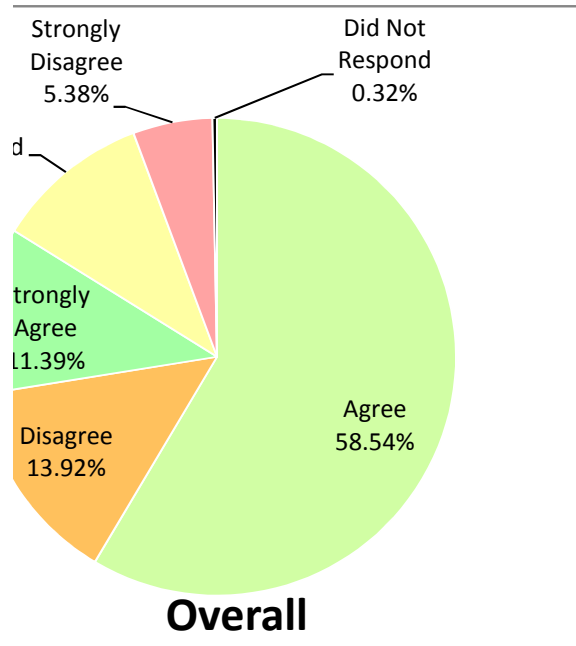
**Q8. The restrooms and shower facilities are clean and well-maintained.**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Agree	33	45.83%	23	45.10%	11	36.67%	48	52.75%	45	62.50%	160	50.63%
Strongly Agree	27	37.50%	19	37.25%	11	36.67%	31	34.07%	21	29.17%	109	34.49%
Undecided	2	2.78%	4	7.84%	7	23.33%	7	7.69%	0	0.00%	20	6.33%
Disagree	5	6.94%	3	5.88%	0	0.00%	2	2.20%	3	4.17%	13	4.11%
Strongly Disagree	4	5.56%	1	1.96%	0	0.00%	2	2.20%	3	4.17%	10	3.16%
Did Not Respond	1	1.39%	1	1.96%	1	3.33%	1	1.10%	0	0.00%	4	1.27%



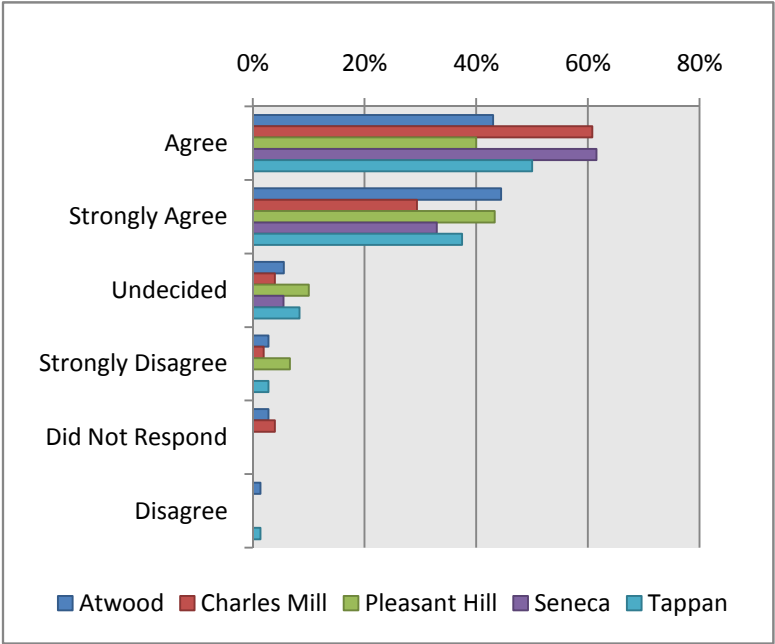
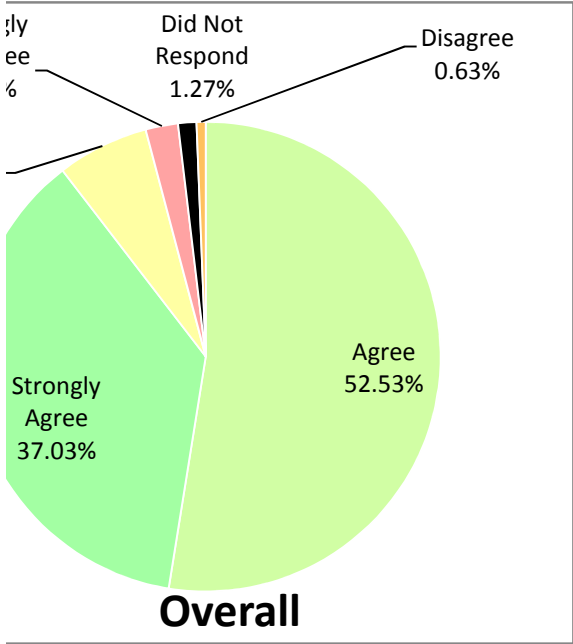
**Q9. The campsites are large enough.**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Agree	42	58.33%	32	62.75%	17	56.67%	51	56.04%	43	59.72%	185	58.54%
Disagree	11	15.28%	4	7.84%	2	6.67%	14	15.38%	13	18.06%	44	13.92%
Strongly Agree	10	13.89%	8	15.69%	4	13.33%	7	7.69%	7	9.72%	36	11.39%
Undecided	6	8.33%	6	11.76%	4	13.33%	14	15.38%	3	4.17%	33	10.44%
Strongly Disagree	3	4.17%	1	1.96%	3	10.00%	4	4.40%	6	8.33%	17	5.38%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	1	1.10%	0	0.00%	1	0.32%



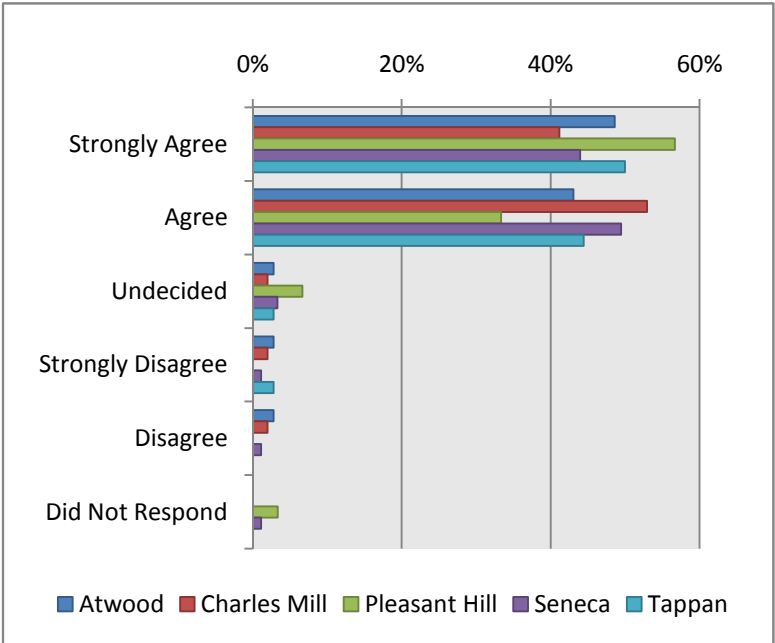
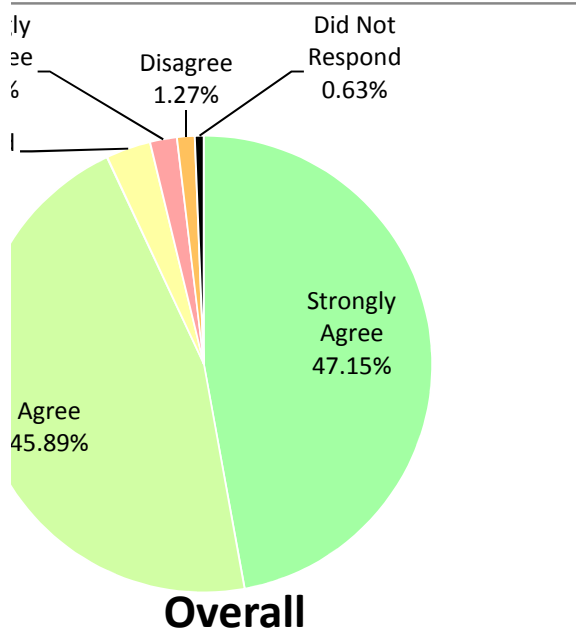
**Q10. Security in the park and campgrounds makes me and my family feel safe.**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Agree	31	43.06%	31	60.78%	12	40.00%	56	61.54%	36	50.00%	166	52.53%
Strongly Agree	32	44.44%	15	29.41%	13	43.33%	30	32.97%	27	37.50%	117	37.03%
Undecided	4	5.56%	2	3.92%	3	10.00%	5	5.49%	6	8.33%	20	6.33%
Strongly Disagree	2	2.78%	1	1.96%	2	6.67%	0	0.00%	2	2.78%	7	2.22%
Did Not Respond	2	2.78%	2	3.92%	0	0.00%	0	0.00%	0	0.00%	4	1.27%
Disagree	1	1.39%	0	0.00%	0	0.00%	0	0.00%	1	1.39%	2	0.63%



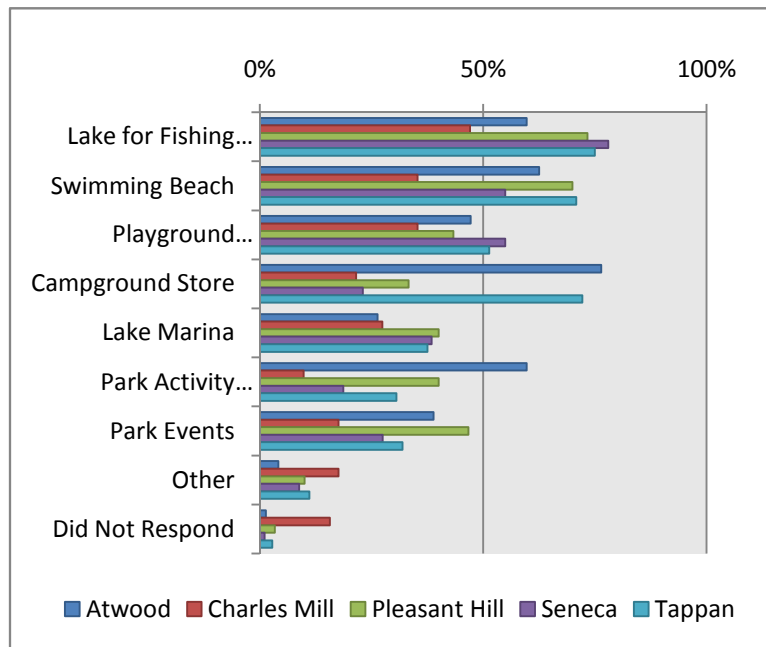
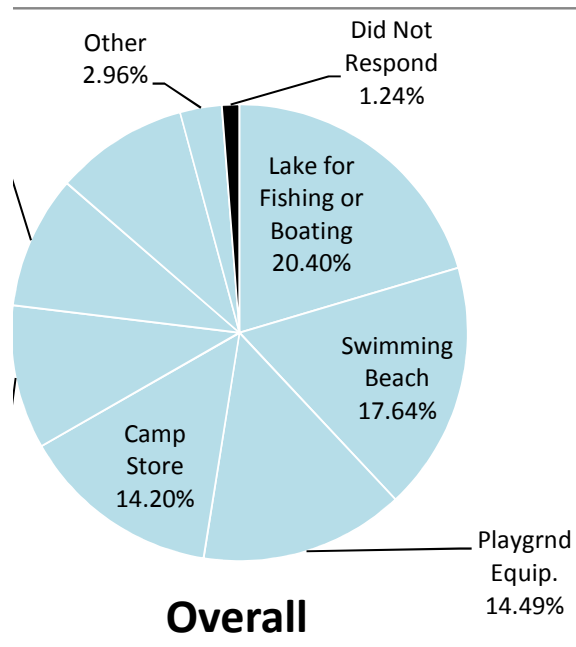
**Q11. I would recommend the park and campgrounds to a friend.**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Strongly Agree	35	48.61%	21	41.18%	17	56.67%	40	43.96%	36	50.00%	149	47.15%
Agree	31	43.06%	27	52.94%	10	33.33%	45	49.45%	32	44.44%	145	45.89%
Undecided	2	2.78%	1	1.96%	2	6.67%	3	3.30%	2	2.78%	10	3.16%
Strongly Disagree	2	2.78%	1	1.96%	0	0.00%	1	1.10%	2	2.78%	6	1.90%
Disagree	2	2.78%	1	1.96%	0	0.00%	1	1.10%	0	0.00%	4	1.27%
Did Not Respond	0	0.00%	0	0.00%	1	3.33%	1	1.10%	0	0.00%	2	0.63%



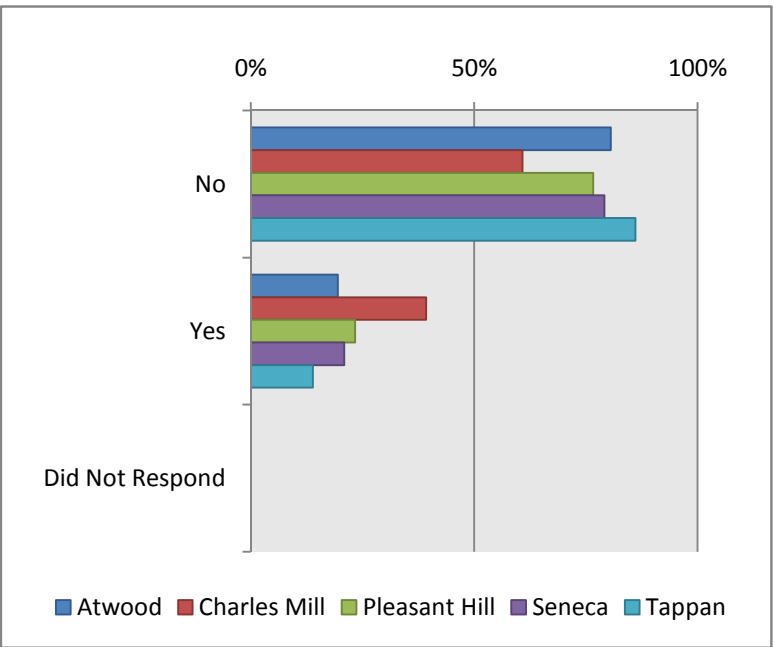
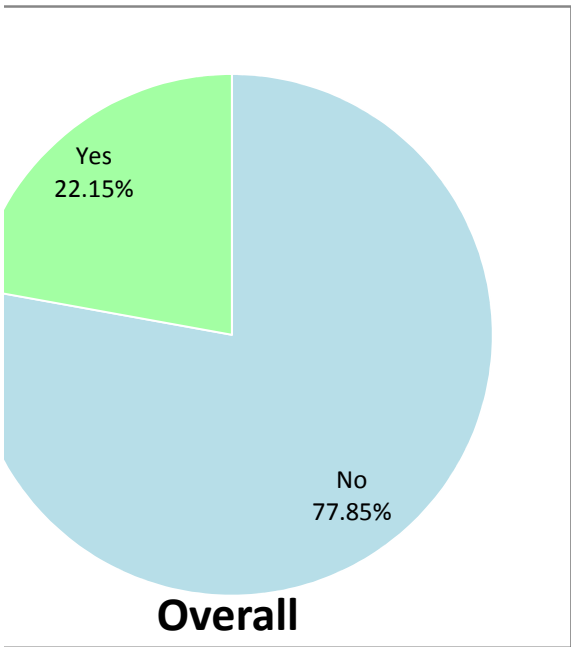
**Q12. I visited and/or used the following amenities: (Multiple Choice)**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Lake for Fishing or Boating	43	59.72%	24	47.06%	22	73.33%	71	78.02%	54	75.00%	214	67.72%
Swimming Beach	45	62.50%	18	35.29%	21	70.00%	50	54.95%	51	70.83%	185	58.54%
Playground Equipment	34	47.22%	18	35.29%	13	43.33%	50	54.95%	37	51.39%	152	48.10%
Campground Store	55	76.39%	11	21.57%	10	33.33%	21	23.08%	52	72.22%	149	47.15%
Lake Marina	19	26.39%	14	27.45%	12	40.00%	35	38.46%	27	37.50%	107	33.86%
Park Activity Center	43	59.72%	5	9.80%	12	40.00%	17	18.68%	22	30.56%	99	31.33%
Park Events	28	38.89%	9	17.65%	14	46.67%	25	27.47%	23	31.94%	99	31.33%
Other	3	4.17%	9	17.65%	3	10.00%	8	8.79%	8	11.11%	31	9.81%
Did Not Respond	1	1.39%	8	15.69%	1	3.33%	1	1.10%	2	2.78%	13	4.11%



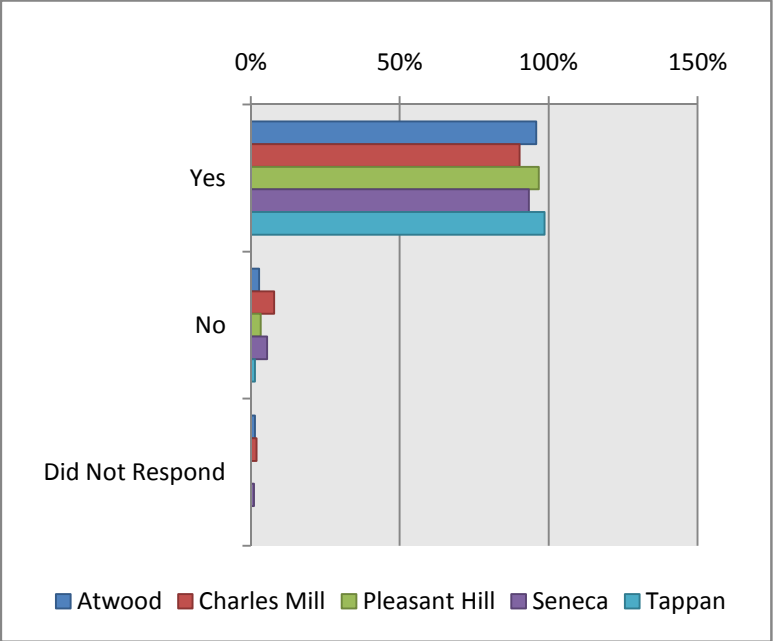
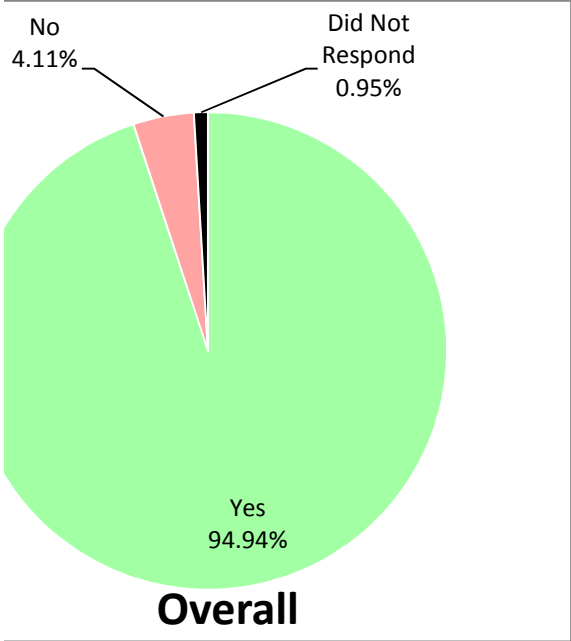
**Q13. Was this your first visit to the park/campgrounds?**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
No	58	80.56%	31	60.78%	23	76.67%	72	79.12%	62	86.11%	246	77.85%
Yes	14	19.44%	20	39.22%	7	23.33%	19	20.88%	10	13.89%	70	22.15%
Did Not Respond	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%



**Q14. Based on your experience, will you return to this park?**

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Yes	69	95.83%	46	90.20%	29	96.67%	85	93.41%	71	98.61%	300	94.94%
No	2	2.78%	4	7.84%	1	3.33%	5	5.49%	1	1.39%	13	4.11%
Did Not Respond	1	1.39%	1	1.96%	0	0.00%	1	1.10%	0	0.00%	3	0.95%



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

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Responded	72	100.00%	50	0.98039	30	100.00%	91	100.00%	69	95.83%	312	98.73%
Did Not Respond	0	0.00%	1	1.39%	0	0.00%	0	0.00%	3	4.17%	4	1.27%

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

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Responded	71	98.61%	50	1.66667	30	100.00%	91	100.00%	69	95.83%	311	98.42%
Did Not Respond	1	1.39%	1	1.39%	0	0.00%	0	0.00%	3	4.17%	5	1.58%

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

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Responded	70	97.22%	49	1.63333	30	100.00%	91	100.00%	71	98.61%	311	98.42%
Did Not Respond	2	2.78%	2	2.78%	0	0.00%	0	0.00%	1	1.39%	5	1.58%

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

	Atwood		Charles Mill		Pleasant Hill		Seneca		Tappan		Overall	
Did Not Respond	58	80.56%	44	86.27%	27	90.00%	75	82.42%	61	84.72%	265	83.86%
Yes	11	15.28%	4	7.84%	1	3.33%	11	12.09%	7	9.72%	34	10.76%
No	3	4.17%	3	5.88%	2	6.67%	5	5.49%	4	5.56%	17	5.38%