

Introduction - 10/31/02

This report describes the experiences and assessments of individuals and families who reserved a park facility in a Washington County park between 2000 and 2001. The report identifies the facilities and features of the public parks in Washington County that facility users liked the “best” and the “least” and examines the rapport between park users and County staff. It also details how park users rate the current facilities, features, and reservation system.

The report’s conclusions are drawn from the results of a mail survey of Washington County residents. The survey was designed by Survey Center and Washington County Planning & Parks Department staff in consultation with the Parks & Open Space Plan Technical Advisory Committee based on a prior survey conducted in 1996. The survey itself was conducted by the Center for Urban Initiatives and Research at the University of Wisconsin-Milwaukee during August 2002. 161 surveys were completed and returned for analysis.

Appendix A to this report provides a copy of the mail survey instrument used to gather information from individuals who reserved park sites in Washington County. Appendix B provides a breakdown of mail survey respondents by the location of their residence within Washington County.

Park Facility Where Reserved

Mail survey respondents reserved a site in one of five County parks: Sandy Knoll Park, Homestead Hollow Park, Glacier Hills Park, Ridge Run Park, and Ackerman’s Grove. A slightly greater proportion of the respondents (27 %) reserved a site at Sandy Knoll Park in comparison to the other three parks (see Table 1). In comparison to the Washington County Park Assessment of 1996, park users reserved a site in five county parks during 2000-2001, which is an increase from the four county parks respondents used in 1994-1995. The proportion of respondents reserving a site at Sandy Knoll decreased from 34 % in 1995 to 27 % in 2000-2001.

Table 1

County Park Where Site was Reserved

	Frequency 2001	Percent 2001	Percent 1996
Sandy Knoll Park	43	27%	34%
Homestead Hollow Park	41	26%	19%
Glacier Hills Park	37	23%	21%
Ridge Run Park	37	23%	23%
Ackerman's Grove	3	2%	NA
Number of cases	161		

Type of Park Facility Reserved

More than half of the respondents reserved a closed shelter (see Table 2). Thirty two percent (32 %) of the respondents reported having reserved an open shelter. Three percent (3 %) of the respondents reserved the Chapel at Glacier Hills Park in 2000-2001. Two percent (2 %) of the respondents reported reserving an area for a school group. Table 3 shows the distribution of park facility reservations across the four parks.

Table 2

Type of Facility Reserved

	Frequency	Percent
Closed Shelter	96	63%
Open Shelter	49	32%
Chapel at Glacier Hills Park	4	3%
Area only (for school groups only)	3	2%
Number of Cases	152	

Table 3

Type of Facility Reserved by Park

	Ackerman's Grove	Glacier Hills	Homestead Hollow	Ridge Run	Sandy Knoll
Open Shelter	0%	8%	0%	49%	64%
Closed Shelter	100%	70%	95%	43%	29%
Chapel	0%	11%	0%	0%	0%
Area Only	0%	0%	2%	3%	2%
Total	N=3	N=37	N=41	N=37	N=43

Age of Park Users

As can be noted from Table 4, adults (18-64 years of age) were present at nearly all of the events for which a park site was reserved. Children and adolescents (13 years of age and younger) were present at 73 % of the events and teenagers (14-17 years of age) were present at 57 % of the events. Senior citizens (65 years of age and older) participated less in park events than the other three age groups, being present at 49 % of the events. In this administration of the survey the senior group was represented at a larger percentage of events (39% in 1996, 49% in 2001). This is consistent with the aging of the population at large. In comparison to the 1996 park assessment, the four age cohorts were more widely represented at park events during 2000-2001.

Table 5 reports the percent of the park events participated in by age group and park.

Table 4

Percent of Events Where One or More Persons in Age Group Represented

Age Group	Percent of Events 2001	Percent of Events 1996
13 Years or Younger	73%	66%
14-17 Years	57%	51%
18-64 Years	93%	94%
65 Years and Over	49%	39%
Number of cases	161	206

Table 5

Percent of Events Where One or More Persons in Age Group Presented by Park

	Ackerman's Grove	Glacier Hills	Homestead Hollow	Ridge Run	Sandy Knoll
13 Years or Younger	67%	87%	76%	70%	60%
14-17 Years	67%	60%	49%	51%	67%
18-64 Years	100%	95%	93%	95%	88%
65 Years and Over	33%	54%	37%	54%	52%
Total	N=3	N=37	N=41	N=37	N=43

Purposes for Reserving Park Facilities

The mail survey respondents were asked to describe their purpose for reserving a site in a Washington County Park. More than half (57 %) of the respondents reported using the site for a picnic activity. Family picnics/reunions were the most frequent use for a picnic activity, followed by picnics organized by companies, churches, and scout or youth outings (see Table 6). Thirty percent (30 %) of the respondents reported reserving a site for a party, while 13 % reserved a site for some other activity, such as weddings, school reunions, and organized sporting events. Respondents were given the opportunity to discuss “other” purposes for reserving a site. Among the nineteen percent (19 %) of respondents who provided “other” comments, 39 % reported reserving a site for graduations, followed by special events, club events, and showers. The purposes for reserving park facilities are similar in both 1996 and 2002; picnic activity remains the most popular reason for park reservations. The percentage using the site for a party was similar in 1996 and 2002 (27% and 30%, respectively).

Table 7 reports the use of park reservation sites by park. In all four parks, the most frequent purpose for reserving a park site was picnic activities. Similar to the 1996 report, about a quarter of park site reservations in all four parks were for parties. Glacier Hills Park was the most prominent location for weddings, due to the presence of the Chapel there.

Table 6

Type of Park Activity or Function Reported

	Frequency	Percent
<i>Picnic</i>		
Family Picnic/Reunion	47	27%
Company Picnic	16	9%
Church Picnic	7	4%
Scout or Youth Picnic	11	6%
Subtotal	(81)	(46%)
<i>Party</i>		
Subtotal	(42)	(25%)
<i>Other Activity</i>		
Wedding	15	9%
School reunion	2	1%
Organized sporting event	1	1%
Graduation	12	7%
Special event	9	5%
Club event	8	5%
Shower	2	1%
Subtotal	(49)	(29%)
<hr/>		
Number of cases	172	

Table 7

Type of Park Activity or Function Reported by Park

	Ackerman's Grove	Glacier Hills	Homestead Hollow	Ridge Run	Sandy Knoll
<i>Picnic</i>					
Family Picnic/Reunion	0%	19%	23%	36%	44%
Company Picnic	33%	5%	15%	3%	15%
Church Picnic	0%	5%	3%	6%	5%
Scout or Youth Picnic	0%	11%	10%	6%	2%
Subtotal	(33%)	(40%)	(51%)	(51%)	(66%)
<i>Party</i>					
Subtotal	67% (67%)	30% (30%)	30% (30%)	28% (28%)	17% (17%)
<i>Other Activity</i>					
Wedding	0%	22%	8%	8%	2%
School reunion	0%	3%	3%	0%	0%
Organized sporting event	0%	0%	3%	0%	0%
Subtotal	(0%)	(26%)	(14%)	(8%)	(2%)
<i>Other</i>	33%	14%	18%	19%	20%
Number of cases	N=3	N=37	N=40	N=30	N=41

Importance of Park Facility Features

Respondents were asked to identify the importance of various features of the reserved park site. Figure 1 shows the relative importance of park facility features by comparing the mean (average) response for each feature. Importance is measured on a scale of 1 to 10, where 1=Not at all Important and 10=Very important. The midpoint of the scale is 5; means greater than 5 indicate overall importance, while means under 5 indicate overall unimportance. The availability of electricity, proximity to restrooms, parking and size of shelter were among the most important features that respondents reported.

Respondents were also given the opportunity to discuss “other” facility features. As noted in Table 8, respondents described “other” responses, which included cooking facilities, quality of restrooms, privacy, and picnic tables.

Figure 1

Relative Importance of Facility Features

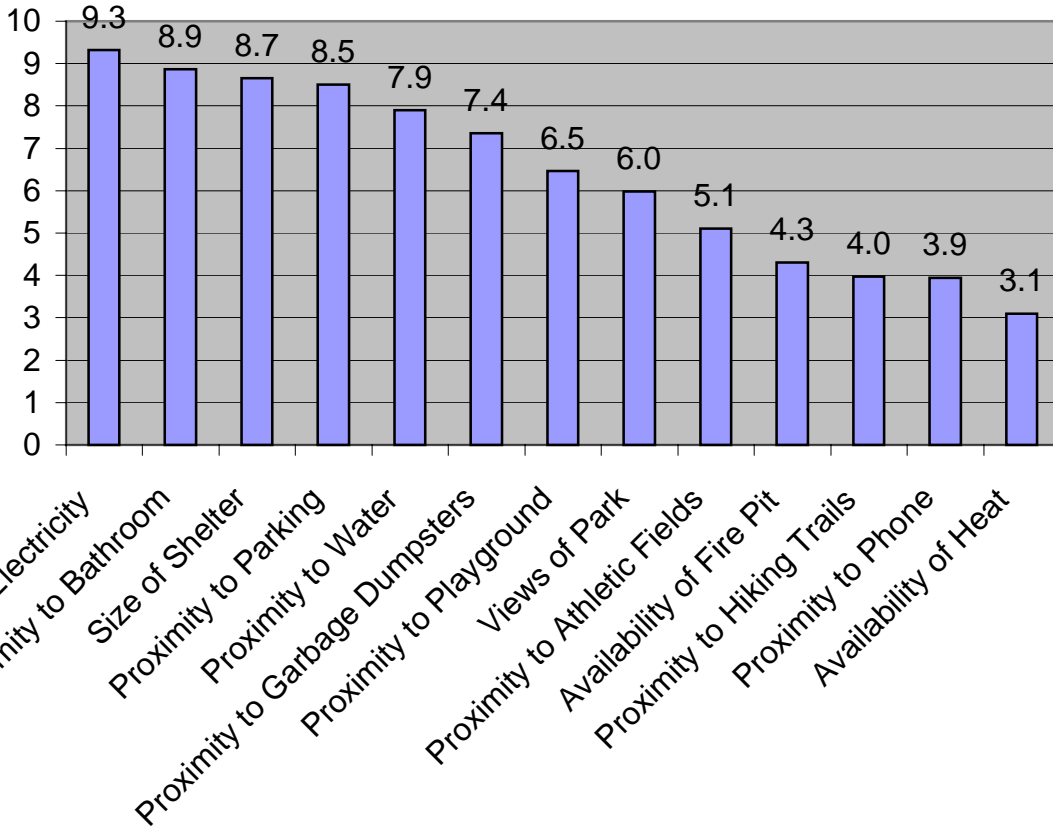


Table 8

Other Facility Features

	Frequency	Percent
Cooking Facilities	6	14%
Bathroom Quality-Plumbing	5	12%
Picnic Tables	5	12%
Privacy	5	12%
Maintenance & Cleanliness	4	10%
Park Policy	4	10%
Handicap Accessibility	4	10%
Park Setting	3	7%
Recreation Facilities	2	5%
Shelter	2	5%
Electricity	1	2%
Safety	1	2%
Number of cases	42	

Mail survey respondents were asked if they would have reserved an adjacent outdoor area if given the option. About seventy percent (70 %) of the respondents would not reserve an adjacent outdoor area (see Table 9). About 28 % of the respondents reported that they would be interested in reserving an outdoor area. Among the respondents who would reserve an outdoor area, 61 % would have reserved a volleyball court, 16 % would have reserved an athletic field, 9 % would have reserved a basketball court, and 7 % would have reserved a playground area (see Table 10). Other responses included Horseshoe Pits and the area around the barn.

Table 9

Would You Have Reserved an Adjacent Outdoor Area?

	Frequency	Percent
No	112	72%
Yes	44	28%
Number of cases	156	

Table 10

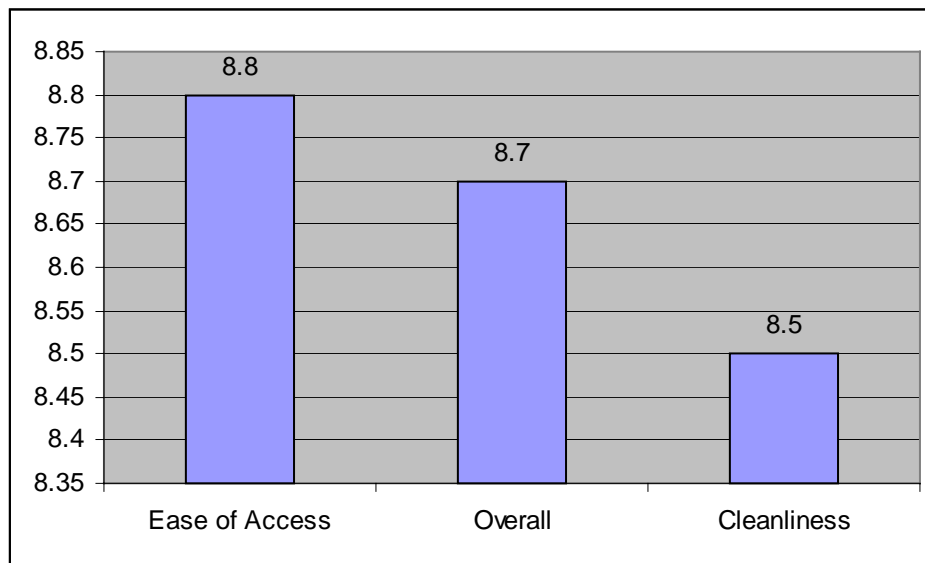
Preference for an Adjacent Outdoor Area Reservation

	Frequency	Percent
Volleyball court	27	57%
Athletic fields	7	15%
Basketball court	4	9%
Playground	3	6%
Other	6	13%
Number of cases	47	

Respondents were asked to rate the quality of various features of the reserved park site. Figure 2 shows the relative rating of the park facility by comparing the mean (average) response for each feature. Quality is measured on a scale of 1 to 10, where 1=Very poor and 10=Excellent. The midpoint of the scale is 5; means greater than 5 indicate overall good quality, while means under 5 indicate overall poor quality. The average score for ease of access was 8.8 and for cleanliness was 8.5. The overall score was 8.7

Figure 2

Relative Rating of Facility



Park Amenities

Table 12 shows the amenities respondents took advantage of when reserving the park site. More than 80 % of the respondents used the picnic areas (see Table 11). Seventy three percent (73%) of the respondents used the playground equipment. Respondents were given the opportunity to describe “other” amenities. Only four respondents stated “other” responses, which included grills and covered shelters.

Table 11

Respondents' Use of Park Amenities

	Percent
Picnic area	82%
Playground equipment	73%
Play fields	48%
Hiking trails	46%
Volleyball Court	31%
Fishing	21%
Basketball court	18%
Horseshoe area	16%
Swimming beach	15%
Sledding	7%
Cross Country Ski Trails	4%
Boat Launch	3%
Ice Skating	3%
Snowmobile Trails	2%
Number of cases	161

Features “Liked Best” About Parks Where Reservations Made

After describing their purpose in reserving park sites, respondents to the mail survey were asked in an open-ended question to identify things they liked best where they reserved a site. Respondents were allowed to give multiple answers. Respondents identified over 274 things they liked best about the park where they reserved a site. These 274 features identified by respondents as things they liked about the park have been organized into 6 broad categories, which are broken down into a series of more detailed subcategories (see Table 12).

Over one-third (43 %) of the respondents identified positive amenities that included restroom facilities, provision of shelters, picnic tables, and barbecue grills. Recreation

activities represent another category of positive features identified by mail respondents. Twenty four percent (24 %) of respondents noted that the recreational facilities and hiking trails were things they liked best about the park where they reserved a site. Twenty percent (20 %) liked the park's natural setting, privacy, spaciousness, and location. To a lesser extent, survey respondents identified park administration (including maintenance and cleanliness), shelter amenities like electricity and cooking facilities, and safety and security as things they liked about the park. Similar to the 1996 assessment, park users during 2000-2001 were very satisfied with park amenities, such as provision of shelters, picnic tables, and grills. In 2002, respondents appeared slightly more satisfied with park amenities; satisfaction with these facilities increased from 41 % in 1996 to 43 % in 2002. Furthermore, in 2002, more respondents noted positive features about the recreation facilities than in 1996; satisfaction with these facilities increased from 17 % in 1996 to 24 % in 2002.

Responses were analyzed by individual parks. (Given the relatively small number of respondents per park one must be cautious in interpreting results. This is most important when looking at the results for Ackerman's Grove because there were only 3 respondents.) There were two park features noted by 2 of the 3 (67%) respondents for Ackerman's Grove. These were the park setting and recreation facilities. For Glacier Hills the most commonly noted features were recreational facilities (30%), the park setting (19%) and the shelter (19%). The most commonly noted features for Homestead Hollow were the shelter (29%), grills & fire pits (15%), spaciousness (15%), convenient location of park (15%) and maintenance and cleanliness (15%). For Ridge Run the most commonly noted features were the shelter (35%), bathroom facilities (32%) and recreation facilities (30%). The most commonly noted features for Sandy Knoll were recreation facilities (35%) and the shelter (26%).

Table 12

Park Features and Facilities Liked Best

	Frequency 2001	Percent 2001	Percent 1996
<i>Park Amenities</i>			
Bathroom Facilities	23	9%	8%
Potable Water	2	1%	2%
Shelter	43	17%	19%
Parking	6	2%	6%
Picnic Tables	18	7%	3%
Grills & Fire Pits	13	5%	3%
Subtotal	(105)	(43%)	(41%)
<i>Park Characteristics</i>			
Privacy	8	3%	6%
Park Setting	16	7%	9%
Spaciousness	9	4%	5%
Convenient Location of Park	17	7%	5%
Subtotal	(50)	(20%)	(25%)
<i>Recreation</i>			
Trails & Hiking	16	7%	2%
Recreation Facilities	44	18%	15%
Subtotal	(60)	(24%)	(17%)
<i>Park Administration</i>			
Maintenance & Cleanliness	13	5%	7%
Park Policy	2	1%	1%
Park Staff	1	0%	1%
Subtotal	(16)	(7%)	(9%)
<i>Shelter Amenities</i>			
Electricity	9	4%	3%
Telephone Services	0	0%	1%
Cooking Facilities	7	3%	3%
Subtotal	(16)	(7%)	(7%)
<i>Safety & Security</i>			
Subtotal	(0)	(0%)	(1%)
Number of responses	247		398

Features “Liked Least” About Parks Where Reservations Made

Mail Survey respondents were asked to identify what they liked least about the reserved park site. Over all 161 respondents, 190 least liked features were identified. Respondents were more willing to identify positive features than negative features of the reserved park, which is comparable to the assessment of 1996.

Seven broad categories are used to organize the features respondents liked least; these are also broken out by subcategories (see Table 13). The category most frequently cited was restroom facilities. Thirty three percent (33 %) of the responses pertained to a complaint about restrooms. Nineteen percent (19 %) had issues with shelter amenities, such as inadequate cooking facilities, poor building conditions, and inadequate electrical service. Seventeen percent (17 %) noted a problem with park administration, particularly maintenance and cleanliness. To a lesser extent, respondents identified features of inadequate recreation facilities and safety as things they like least, which is similar to the findings of 1996. The category most cited in both 1996 and 2002 was restroom facilities. Also, similar to 1996, respondents were not satisfied with the park administration, most notably the maintenance of park facilities. Respondents had more problems with shelter amenities during 2000-2001 than in 1996. Park users appear to be more satisfied with park amenities, especially restrooms, and park characteristics during 2000-2001 than in 1996.

Responses were analyzed by individual parks. (Given the relatively small number of respondents per park one must be cautious in interpreting results. This is most important when looking at the results for Ackerman's Grove because there were only 3 respondents.) There were no features mentioned by more than one respondent for Ackerman's Grove. For Glacier Hills the most common featured liked least were in the area of shelter amenities (25%). The most commonly noted features for Homestead Hollow were in the area of restroom facilities. For Ridge Run the most commonly noted features were in the area of restroom facilities (14%) and park administration (14%). The most commonly noted features for Sandy Knoll were in the area of restroom facilities (12%). Some differences emerge as one compares responses across parks. For instance, in Homestead Hollow park complaints about the restroom facilities were mentioned proportionately more often. Shelter amenities, particularly inadequate cooking facilities, were mentioned more often in Glacier Hills Park.

Table 13**Park and Facilities Liked Least**

	Frequency 2001	Percent 2001	Percent 1996
<i>Restroom Facilities</i>			
General Complaint	9	9%	15%
No Water to Wash With	5	5%	5%
Odor-Smell-Cleanliness	4	4%	7%
Pit Toilets	9	9%	7%
Distance to Restrooms	3	3%	5%
Subtotal	(30)	(32%)	(39%)
<i>Park Administration</i>			
Maintenance	11	11%	9%
Park Policy	3	3%	3%
Park Staff	2	2%	1%
Lack of Supplies	0	0%	4%
Subtotal	(16)	(16%)	(17%)
<i>Park Amenities</i>			
Lack of Potable Water	5	5%	9%
Parking	3	3%	1%
Lack of Tables-Old	1	1%	3%
Subtotal	(9)	(9%)	(13%)
<i>Park Characteristics</i>			
Lack of Privacy	1	1%	2%
Park Setting	3	3%	NA
Lack of Shade	0	0%	5%
Inconvenient Location of Park	0	0%	1%
Poor Access to Reserved Site	6	7%	5%
Subtotal	(10)	(11%)	(13%)
<i>Shelter Amenities</i>			
Condition of Buildings	5	5%	NA
Inadequate Electrical Service	3	3%	4%
Inadequate Cooking Facilities	6	7%	1%
Inadequate Cooling System	2	2%	NA
Poor Lighting	1	1%	3%
Subtotal	(17)	(18%)	(8%)
<i>Inadequate Recreation Facilities</i>			
Subtotal	(8)	(9%)	(6%)
<i>Safety</i>			
Subtotal	(5)	(5%)	(4%)
Number of responses	95		150

Respondents were also able to discuss the reasons for disliking the park site amenities. Survey respondents only gave 56 responses to the question of why they disliked park features and facilities (see Table 14).

Table 14
Respondents' Reasons for Disliking Site Amenities

	Frequency 2001	Percent 2001
<i>Restroom Facilities</i>		
Restrooms Unclean-Odor-Small	6	11%
No Plumbing	1	2%
Far Distance from Bathroom	1	2%
Subtotal	(8)	(14%)
<i>Park Administration</i>		
Poor Maintenance & Cleanliness	14	25%
Pay Extra to Decorate	1	2%
Park Staff Unavailable-Rude	2	4%
Equipment Not Available	2	4%
Subtotal	(19)	(34%)
<i>Park Amenities</i>		
Food	1	2%
Lack of Water	4	7%
Poor Parking	3	5%
Unmovable Picnic Tables	1	2%
Subtotal	(9)	(16%)
<i>Park Characteristics</i>		
Inconvenient Location of Park	1	2%
Difficult for Old-Handicapped	2	4%
Poor Access to Site	3	5%
Subtotal	(6)	(11%)
<i>Shelter Amenities</i>		
Small-Old Facilities	2	4%
Poor Electrical Service	3	5%
Inadequate Coolers	1	2%
No Cooling System	3	5%
Poor Lighting	2	4%
Subtotal	(11)	(20%)
<i>Inadequate Recreation Facilities</i>		
Recreation Facilities Unavailable	2	4%
Subtotal	(2)	(4%)
<i>Safety</i>		
Safety-Drug Activity	1	2%
Subtotal	(1)	(2%)
Number of responses	56	

Respondent Views about Improving and Expanding Facilities

Respondents were asked in open-ended questions to give suggestions to improve existing amenities and suggest new amenities for the parks.

Improving Existing Parks

Survey respondents gave 82 responses on ways to improve the park sites. These suggestions are clustered into categories and subcategories similar to those used in earlier tables (see Table 15). Thirty four percent (34 %) of suggestions for improving parks focused on park amenities, particularly providing additional dumpsters and recycling containers. Other suggestions for improvements mentioned relatively less often focused on restroom facilities and additional recreation facilities. The suggestions in the 1996 assessment report focused more on improving restroom facilities and park administration with an emphasis on park security. Park users during 2000-2001 suggest improvements with park administration, but particularly with maintenance and cleanliness. It appears that park users are more satisfied with restroom facilities than when surveyed in 1996.

Responses were analyzed by individual parks. (Given the relatively small number of respondents per park one must be cautious in interpreting results. This is most important when looking at the results for Ackerman's Grove because there were only 3 respondents.) One item was mentioned by more than one respondent for Ackerman's Grove. Two of the 3 (67%) noted adding or improving shelters. For Glacier Hills the most commonly noted items were in the area of park amenities (15%). The most commonly noted items for Homestead Hollow were in the area of park amenities (32%), in particular, additional dumpsters (15%) and adding or improving shelters (10%). For Ridge Run the most commonly noted items were in the area of recreational facilities (17%), especially improving recreational facilities (14%). The most commonly noted items for Sandy Knoll were in the areas of park amenities (9%) and recreation facilities, specifically, improving recreational activities (9%). The pattern of suggestions is fairly common across parks, although at Homestead Hollow suggestions for improvements in park amenities are relatively greater than at other parks.

Table 15**Suggestions for Improving Existing Facilities**

	Frequency 2001	Percent 2001	Percent 1996
<i>Restroom Facilities</i>			
Improved Restrooms-Plumbing-Closer	10	12%	26%
Cleaner Restrooms	1	1%	4%
Subtotal	(11)	(13%)	(30%)
<i>Park Administration</i>			
Maintenance-Cleanliness	9	11%	5%
Better Park Security	NA	NA	7%
Change Park Policy	1	1%	5%
Improve Park Staff	1	1%	3%
Provide Additional Supplies	1	1%	5%
Improve Barn	1	1%	4%
Lower Prices	3	4%	NA
Subtotal	(16)	(20%)	(29%)
<i>Park Amenities</i>			
Provide Potable Water-Drinking Fountain	5	6%	5%
Add-Improve Shelters	7	9%	4%
Improve Parking	2	2%	2%
Additional Picnic Tables	1	1%	3%
Better Access to Reserve Sites	2	2%	2%
Improve Fire Pits	2	2%	NA
Plant Shade Trees	NA	NA	1%
Additional Dumpsters-Recycling	9	11%	NA
Subtotal	(28)	(34%)	(17%)
<i>Shelter Amenities</i>			
Additional Electrical Service	4	5%	6%
Additional Telephones	NA	NA	1%
Improve Lighting	5	6%	2%
Install Refrigerator-Freezer-Sink	6	7%	1%
Install Fans	NA	NA	1%
Install New Flooring	NA	NA	1%
Install Heating and Air Conditioning	NA	NA	1%
Subtotal	(15)	(18%)	(13%)
<i>Recreation Facilities</i>			
Improve Recreation Facilities	11	13%	NA
Equipment Rental	1	1%	1%
Improve Trails	NA	NA	2%
Additional Recreational Facilities	NA	NA	7%
Life Guard	NA	NA	1%
Subtotal	(12)	(14%)	(11%)
Number of responses	82		

New Amenities for the Parks

Table 16 clusters the 60 responses given by mail survey respondents to the question asking them to identify new park amenities they would like to have provided at the park where they made their reservation. Twenty eight percent (28 %) suggested new amenities for the recreation facilities, such as volleyball courts, dog park, and playground equipment. Thirty five percent (35 %) noted suggestions concerning park amenities, such as providing additional benches and tables, and providing additional dumpsters and recycling containers. Twenty two percent (22 %) suggested improvements in shelter amenities, particularly electrical service improvements. In 1996, 16 % of the responses suggested that new restrooms be installed, whereas 6 % of the responses in 2002 suggested restroom improvements, suggesting that park users are more satisfied with the current restroom facilities than in previous years. Furthermore, in 1996 16 % of the responses recommended adding shelters to the parks; however, in 2002 0 % of the respondents suggested the addition of shelters.

Responses were analyzed by individual parks. (Given the relatively small number of respondents per park one must be cautious in interpreting results. This is most important when looking at the results for Ackerman's Grove because there were only 3 respondents.) No single suggestion was made by more than one respondent for Ackerman's Grove. For Glacier Hills the most commonly noted suggestion was for additional benches and tables. The most commonly noted suggestion for Homestead Hollow was improving electrical service. For Ridge Run the most commonly noted suggestion adding a dog park (5%). The most commonly noted suggestion for Sandy Knoll was updating the shelter (5%). Comparing across parks, Glacier Hills and Homestead Hollow were more likely to receive suggestions in the area of park amenities whereas Ridge Run received proportionately more suggestions for different recreation facilities.

Table 16

Suggestions for New Amenities/Facilities at Park

	Frequency 2001	Percent 2001	Frequency 1996	Percent 1996
<i>Park Amenities</i>				
New-Closer Restrooms & Plumbing	3	5%	12	16
Add Windbreaks at Sites	0	0%	1	1%
Additional Benches-Tables	4	7%	1	1%
Additional Changing Areas	0	0%	1	1%
Additional Dumpsters-Recycling	5	8%	0	0%
Additional Shelters	0	0%	12	16%
Availability of Firewood	1	2%	0	0%
Awnings for Rain	1	2%	0	0%
Better Grills	3	5%	2	3%
Concession Stands	0	0%	4	5%
Improve Parking	1	2%	0	0%
Plant Shade Trees at Site	1	2%	0	0%
Provide Potable Water	1	2%	1	1%
Safety & Security	0	0%	2	3%
Sitting Area for Disabled	1	2%	0	0%
Subtotal	(21)	(35%)	(36)	(47%)
<i>Recreation Facilities</i>				
Baseball Diamond	0	0%	1	1%
Basketball Court	1	2%	1	1%
Boat Access to Water	0	0%	2	3%
Biking Trails	2	3%	0	0%
Bridal Path	0	0%	1	1%
Camping	1	2%	5	7%
Dog Park	3	5%	0	0%
Frisbee Golf	1	2%	0	0%
Music and Dancing	2	3%	0	0%
Nature Walks	0	0%	1	1%
Night Sledding & Skating	0	0%	2	3%
Playground Equipment	3	5%	3	4%
Rent Recreation Equipment	0	0%	1	1%
Sand Beach	1	2%	2	3%
Skate Park	1	2%	1	1%
Soccer Goals	1	2%	0	0%
Swimming Pool	2	3%	6	8%
Volleyball Courts	3	5%	0	0%
Water Slide	2	3%	0	0%
X-Country Ski Trails	0	0%	2	3%
Youth Group Day Camp	1	2%	0	0%
Subtotal	(24)	(40%)	(28)	(37%)

(continued on page 20)

<i>Shelter Amenities</i>				
Cabin Fixtures	0	0%	1	1%
Update Shelter	3	5%	0	0%
Improve Electrical Service	6	10%	2	3%
Install Refrigerator	2	3%	0	0%
Kitchen Remodeling	0	0%	2	3%
Sleeping Platforms in Cabins	0	0%	3	4%
Dish Washing Facilities	2	3%	0	0%
Subtotal	(13)	(22%)	(8)	(11%)
<i>Other</i>				
Close Park at Night	0	0%	1	1%
Improve Access for Elderly	0	0%	1	1%
Rebuild Barn	0	0%	3	4%
Stay Open Later	1	2%	0	0%
Better ID System	1	2%	0	0%
Subtotal	(2)	(3%)	(5)	(6%)
Number of responses	60			

Assessment of Park Reservation System

Respondents were asked if they were satisfied with the registration process or whether they would prefer a telephone reservation system, internet based reservation system, mail-in reservation system, in-person reservation system, or another type of system. More than half (51 %) of the respondents indicated a preference for a telephone reservation system (see Table 17). Thirty two percent (32 %) preferred an internet-based system, while 32 % were satisfied with the current in-person reservation system. In the 1996 report, the majority of respondents were satisfied with the current reservation system; however, in 2002, the majority of park users would prefer a telephone reservation system.

Table 17

Park Reservation System Preferences

	Percent 2001	Percent 1996
Telephone reservation system	51%	26%
Internet based reservation system	32%	NA
In-person system	32%	45%
Mail-in reservation system	19%	9%
Prefer telephone and mail	NA	17%
Another type of system	11%	3%
Number of Cases	230	199

County Staff

Respondents were asked whether county staff was helpful while taking reservations. Almost all, 94 %, replied affirmatively (see Table 18), which is similar to the 1996 report responses.

Table 18

Were the County Staff Helpful and Courteous While Taking Your Reservation?

	Percent 2001	Percent 1996
Yes	94%	96%
No	6%	4%
Number of cases	160	203

Respondents were also asked if County staff at the park site were helpful and courteous. Similar to the 1996 report, over half (55 %) of the respondents had no contact with park staff (see Table 19). Of those who did have contact with park staff, forty three percent (43 %) reported that staff was helpful and courteous.

Table 19

Was the County Staff at Park Helpful and Courteous?

	Percent
Yes	43%
No	3%
Did not encounter park staff	54%
Number of cases	160

In assessing the cost for the park site reservation, residents were asked to rate fees about right, too high, or too low. Eighty two percent (82 %) said the cost was about right and 18 % said it was too high (see Table 20). The 2002 responses to park reservation costs were very comparable to the 1996 responses; in both surveys, over 80 % reported that the reservation cost was about right.

Table 20

Is the Cost of Reserving a Site at the Park...?

	Percent 2001	Percent 1996
About right	82%	85%
Too high	18%	13%
Too low	0%	2%
Number of cases	159	195

Additional Comments

Mail survey respondents were asked to add any additional comments about the park reservation (see Table 21). Thirty nine percent (39 %) of the survey respondents reported a complaint about park reservations and price. For instance, several park users complained that in-person system was inconvenient and cumbersome; several suggested providing more reservation systems and options. Thirty nine percent (39 %) were satisfied with their park reservation experience; several respondents commented on the beautiful park settings and would recommend reserving a park site to others.

Table 21

Additional Comments about the Park Reservation

	Frequency	Percent
Park Reservations & Price Complaint	16	39%
Satisfied with Reservation & Experience	16	39%
Maintenance-Cleanliness	3	7%
Provide Bug Spray	1	2%
Improve Privacy & Quiet	1	2%
Need Cooling System	1	2%
Activities for Elderly	1	2%
Other	2	5%
Number of responses	41	

Appendix A
Mail Survey Instrument

Appendix B

Distribution of Responses by Respondent Residence

Distribution of Responses by Respondent Residence

	Frequency	Percent
City of West Bend	48	30%
Town of Richfield	24	15%
Town of West Bend	13	8%
Village of Germantown	11	7%
Town of Wayne	10	6%
Village of Jackson	8	5%
Town of Polk	6	4%
Town of Trenton	6	4%
Town of Barton	6	4%
Village of Kewaskum	5	3%
Town of Farmington	5	3%
City of Hartford	4	3%
Village of Slinger	4	3%
Town of Germantown	4	3%
Village of Newburg	3	2%
Town of Erin	1	1%
Town of Jackson	1	1%
Town of Hartford	1	1%
Town of Kewaskum	1	1%
Number of cases	161	