



How are we Doing? *2004*

A Survey of Campers to Alberta's Parks and Protected Areas
Provincial Summary

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April 2004

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About this Survey:

Initiated in 2002, the Camper Satisfaction (CS) Survey program includes a representative cross-section of 106 provincial parks or recreation area campgrounds according to size (visitation) and geography. Only campgrounds where visitation is greater than 1,050 occupied campsites (OCN's) were initially included in the program.

Alberta Parks and Protected Areas Division surveys campers at approximately 35 campgrounds per year on a 3-year rotational cycle. Each campground included in the program will be surveyed at least once every 3-year cycle.

The objectives of the 2004 CS Survey were to:

- establish a performance target for 2005 and to allow for long-term monitoring;
- determine the level of satisfaction with services, facilities and overall satisfaction on a site specific and province-wide basis; and
- collect ongoing demographic and visit information about campers to identify trends.

Respondents for the 2004 CS Survey were randomly selected from the target population of all campers to auto-accessible campgrounds in Alberta's provincial parks and recreation areas using a sampling frame defined as:

- all campers (over the age of 18) who visit any one of the 36 pre-selected survey locations from May 25 to September 6, 2004.

Sample sizes were calculated to provide statistically valid results on a site-by-site basis with a 7% margin of error at a 95% confidence interval. The reliability of site-specific results is a direct function of the total number of valid surveys returned at each site. (See Appendix 2. for sample targets and final response).

Supplemental Questions:

Every year, supplemental questions (i.e., those questions that are not part of the core question regarding satisfaction with campground services and facilities) are included in the survey and change from year to year. In 2002 a question regarding type of campsites preference was included. In 2003 this question was dropped and two additional questions were added to the survey to obtain data regarding party size (defined as the number of individuals included on a single overnight camping permit) and camper's opinions regarding the quality of various campsites features. In 2004 the question regarding party size was kept, while the campsites features question was dropped. Two new questions regarding activity participation were added. The first question asked what activities anyone in their group participated in while visiting the park (e.g., fishing, day hiking, resting/relaxing etc.). The second question asked which activity respondents spent the most time doing.

In-Season Changes:

Although 36 campgrounds were initially identified for sampling in the 2004 season, not all sites and/or surveys are included in the provincial summary analysis or any further reporting of the results for at least one of the following reasons:

- Two sites did not participate in survey sampling program due to non-participation (non-compliance with the program).
- Two sites did not achieve an adequate sample size/return. Statistically, a minimum sample size of 30 is required to provide reliable analysis on an individual site basis. As such, it was decided that sites with a sample size of less than 30 should not be included in the provincial summary or any further analysis due to the potential bias from poor or inadequate sampling/distribution methods and results.

Results from the following 4 campgrounds (Table 1) were removed entirely from the provincial summary and any further analysis for the reasons identified. A total of 3,289 surveys were returned province-wide, of which 25 from these sites were excluded from further analysis.

Table 1: Survey Locations Excluded from Provincial Analysis

Campground:	Sample Size	# Surveys excluded:	Reason excluded from analysis:
Dutch Creek PRA	12	12	inadequate sample size
Oldman River PRA	13	13	inadequate sample size
Police Outpost PP	0	n/a	non-participation (non-compliance with the program)
Crane Lake East PRA	0	n/a	non-participation (non-compliance with the program)
Total Survey - ALL sites	3,289	25	
Total Survey - Revised sites	3,264	n/a	Included in Provincial Analysis

2004 Results:

- This report provides provincial summary results from the 2004 CS Survey based on surveys collected at 32 campgrounds throughout Alberta* (Table 2).
- A total of 3,289 surveys were returned province-wide, of which 3,264 are included in this analysis (see Table 1 for an explanation of exclusions).
- The 2004 provincial summary results have a 1.6% margin of error at the 95% confidence level.
- For the purposes of the CS Survey, satisfaction was measured using 10 individual attributes related to services and facilities (see Summary of Camper Satisfaction, page 5) and a single overall satisfaction attribute. The attributes were chosen based on a comparison of key issues identified from previous surveys and a review of attributes used by other selected park agencies to measure visitor satisfaction.
- A detailed account of the sampling rationale, design and methodology is described in the 2004 Visitor Satisfaction Survey Planning Report.¹
- Individual reports detailing the specific survey results for each campground with an adequate sample size (i.e., >95) will also be released subsequent to the provincial summary.

¹ Copies of this report are available upon request by contacting Roy Finzel at Alberta Parks and Protected Areas (1-866-427-3582).

Table 2:
2004 Survey Locations included in Provincial Summary*

Provincial Parks:	# Surveys Returned
Aspen Beach - Lakeview	76
Bow Valley (KC)	37
Cold Lake	63
Crimson Lake - Twin Lakes	68
Cypress Hills - Ferguson Hill	199
Dinosaur	114
Lesser Slave Lake - Martin River	153
Park Lake	114
Peter Lougheed - Boulton (KC)	176
Peter Lougheed - Elkwood (KC)	273
Peter Lougheed - Mount Sarrail (KC)	73
Pigeon Lake - Zeiner	334
Queen Elizabeth	108
Sheep River Valley- Sandy McNabb (KC)	118
Sir Winston Churchill	83
Thunder Lake	59
Wabamun Lake	45
Whitney Lakes - Ross Lake	45
Willow Creek	54
Winagami Lake	71
Writing-On-Stone	82
Provincial Recreation Areas:	
Bow Valley - Bow River (KC)	30
Brazeau Reservoir - Reservoir	49
Elbow Falls - Beaver Flats (KC)	125
Elbow River - Paddys Flat (KC)	144
Highwood/Cataract – Cataract (KC)	116
Kootenay Plains - Two O'clock Creek	119
Lakeland - Touchwood Lake	89
Oldman Dam - Cottonwood	32
Racehorse	61
Sibbald - Sibbald Lake (KC)	45
Thompson Creek	109
Provincial Total	3,264

(KC) denotes Kananaskis Country locations.

* 4 sites not included in this list were identified for inclusion in the 2004 CS Survey, but were excluded from the results due to non-participation and/or inadequate sample sizes (see Table 1). No further reporting of results from these sites will occur.

Satisfaction Measures:

Campers were asked to rate 10 of the campground's services and facilities using a five-point Likert scale (see questionnaire in) where:

- 5=Very Good, 4=Good, 3=Average, 2=Poor, and 1=Very Poor.
- Scores calculated from these ratings are assumed to reflect satisfaction.

Campers also rated their overall satisfaction with the quality of services and facilities at the campground using a five-point Likert scale where:

- 5=Very Satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, and 1=Very Dissatisfied.
- Scores calculated from these ratings directly reflect satisfaction.

Satisfaction was then summarized using three interpretive measures: average score, 'top box', and 'low box'.

Average Score represents the mean score or average level of satisfaction with a given attribute. A threshold score of 4.0 or higher is described as satisfied, while a score less than 4.0 suggests the attribute may need attention.

Top box (5=very good or 5=very satisfied) represents the proportion of respondents who are considered 'very satisfied' (i.e., select a rating of 5) with a given attribute. It is assumed that a threshold of 40% or more of campers will choose the 'top box' if we are doing a good job of satisfying our clients.

Low box (1=very poor/dissatisfied or 2=poor/dissatisfied) represents the proportion of respondents who are considered 'dissatisfied' (i.e., select ratings of 1 or 2) with a given attribute. Attributes for which a threshold of 10% or more of campers chooses the 'low box' may need attention.

Each attribute is then assigned a 'traffic light' score based on the set thresholds of each satisfaction measure outlined above as follows:

-    A green light indicates **High Satisfaction** (all 3 measures meet set thresholds)
-    An amber light indicates **Moderate Satisfaction** (1 of 3 measures fail to meet thresholds)
-    A red light indicates potentially **Low Satisfaction** (2 or 3 measures fail to meet thresholds)

'Traffic light' scores (green, amber, red) are intended to provide an easily interpretable summary of satisfaction results and quickly highlight areas of potentially high, moderate and low satisfaction.

Summary of Camper Satisfaction:

2004			Park Services and Facilities	2003		
R	A	G		R	A	G
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of Noise	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of Washrooms	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and Courtesy of Staff	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Availability of Firewood	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of Facilities	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and Security	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of Grounds	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value of Camping Fee	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of Staff to Visitor Concerns	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Park Information Services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall, how satisfied were you with the quality of services and facilities?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Legend	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)
1	At least one of the three measures barely passed set thresholds
2	Two of the three measures barely passed set thresholds
3	Three of the three measures barely passed set thresholds

A few patterns emerged from the satisfaction scores across the province:

In the 2004 season, most campers were highly satisfied on average with the 10 services and facilities province-wide. Campers were least satisfied with the value for the camping fee, park information services, and availability of firewood, similar with results from 2003.

A few services and facilities barely passed set thresholds as denoted in the table above (note that some traffic lights are followed by a 1, 2 or 3 indicating how many of the measures were barely above set thresholds). For instance, two measures for cleanliness of washrooms barely met set thresholds (denoted by the number 2 following the green traffic light), which may reveal that it is an area for improvement, rather than an area of high satisfaction as it appears on first glance. In addition, at least one of the measures for the Park Information Services barely passed thresholds, indicating that it too, may be an area for improvement rather than one of moderate satisfaction.

As in 2003, campers were again **highly satisfied** with the **Overall** quality of services and facilities in 2004. Only 4 survey locations in 2004 received a red light score for the overall quality of services and facilities, although 6 locations received an amber light score indicating there is room for improvement.

For a detailed summary of ratings and satisfaction measures / thresholds for the province, please see Appendix 1.

Areas of High Satisfaction: ○○●

Responsiveness to Visitor Concerns

- 53% of campers were very satisfied with this attribute. However, it should be noted that over a third (36%) of all responses to this attribute indicated that it was 'not applicable'.
- Although this attribute had a high level of satisfaction provincially, 7 campgrounds received a low level of satisfaction (red light) for this attribute.²
- Of the 84 comments regarding staff, only 8% were related to staff responsiveness. The lack of available staff (29%) and the need for additional staff (16%) were frequently mentioned staff-related concerns, and are likely related to responsiveness issues.³

Cleanliness of Grounds

- Similar to results from 2002 and 2003, over half (59%) of all campers in 2004 were very satisfied with the cleanliness of grounds. Only 3 campgrounds received a red light for this attribute in 2004.
- 109 comments (3% of all comments) were received concerning the cleanliness of grounds and campsites.
- Of the related comments, those regarding the beach or swimming are being dirty (25%), dirty campsites (23%), and the grounds being dirty (18%) were the most common.

Control of Noise

- Over half (52%) of campers were very satisfied with this attribute and only 8 campgrounds did not receive a green light for controlling noise.
- Noise complaints only accounted for 3% of all negative comments received. Campers were most concerned with late-night noise levels (30% of all noise complaints), although barking dogs, loud music and generator noise were also frequently mentioned as irritants.

Safety and Security

- Campers at campgrounds surveyed in 2004 generally rated their satisfaction with safety and security slightly higher than in 2003. Almost half (49%) of campers in 2004 were very satisfied with this attribute (compared to 46% in 2003), although a relatively high number of campgrounds received either an amber (4) or red (4) light for this attribute.
- Comments regarding safety and security accounted for 5% of all comments received. Of the 194 related comments, those regarding other enforcement/safety issues accounted for (41%) of comments of this category. ATV/Quad issues were the most frequent concern of the other enforcement/safety issues category; however motorised boating on lakes, regulation of quiet time, concern of random camping, and requests for increased rules regarding dogs on site were also frequent. The other comments for this attribute addressed the need for additional patrols (13%), enforcement issues including excessive vehicle speed in campgrounds (22%), and complaints about dogs off leash (16%).

Friendliness and Courtesy of Staff

- Over two thirds (68%) of campers were very satisfied with this attribute and all but one campgrounds received a green light for this attribute.
- Campers in 2002, 2003 and 2004 consistently rated their satisfaction with friendliness and courtesy of staff the highest of all measured services and facilities.
- In 2004, 20% of comments related to staff concerned rude or unfriendly staff. However, only 2% of all comments were staff-related (n=84).
- It should be noted that this survey attribute did not distinguish between departmental staff and contractor staff.

² Traffic light summaries for each survey are included in Appendix 5.

³ A summary of the comments analysis is included in Appendix 4.

Areas of High Satisfaction : ○○● continued...

Condition of Facilities

- Although 45% of all campers were very satisfied with the condition of facilities, 11 campgrounds received an amber light for this attribute and 6 campgrounds received a red light for this attribute.
- 11% of all negative comments received in the 2004 survey were related to the deteriorating condition of facilities. Comments of this nature were made on 26% of all the surveys received with negative comments.
- Campers are consistently concerned with the deteriorating condition of facilities as indicated by the number of comments received. In 2002 and 2003, the majority of negative comments received from campers were also related to the deteriorating facilities, similar to 2004.
- Of the 437 comments concerning the condition of facilities, the most common issues in 2004 were the deteriorating condition of campsite features (e.g., fire-pits, picnic tables, more gravel in sites needed), campground facilities (e.g., landscaping, boat launch, beaches, buildings, trails, playground) and roadways (potholes, dust).
- Specifically, comments from campers regarding the poor or deteriorating condition of the beach/swimming area (n=51), landscaping (n=45) and boat launches (n=38) were the most common within this category.

Although this attribute achieved a green light, the proportion of negative comments related to deteriorating facilities indicates that this attribute warrants closer attention.

Cleanliness of Washrooms

- Although washroom cleanliness received a green light provincially, two of the three measures were very close to failing set thresholds (pass level 2). Scarcely 40% of campers were very satisfied with this attribute, while 7% were considered dissatisfied. 14 (almost half) of the campgrounds received a red light for this attribute.
- Washrooms and showers are a key concern for many campers as indicated by the number of comments consistently received regarding these facilities in 2002, 2003, and now 2004. Almost one fifth (18%) of all negative comments received were related to washrooms and showers in general, making it the most common general category (n=715). 43% of all surveys received with negative comments contained complaints of this nature.
- However, complaints related to the cleanliness or odours of washrooms and showers (n=227) only accounted for 6% of all negative comments.
- If all washroom and shower-related comments are amalgamated, then the need for new or additional shower facilities (15%), poor cleanliness (18%) and offensive odours (14%) were the most common concerns. Other washroom-related concerns were generally focused on the need for additional upgrades (8%), the need for flush toilets and running water (8%), and for the need of supplies (toilet paper, soap, light bulbs etc.) (6%).

Although this attribute achieved a green light, both the proportion of negative comments and percentage of dissatisfied respondents were high enough that this attribute warrants closer attention.

Areas for Improvement: ○●○

Park Information Services

- Similar to results from 2002 and 2003, campers in 2004 indicated that they are only moderately satisfied with information services at surveyed campgrounds. Only 8 campgrounds received a green light for this attribute and only 34% of all campers were very satisfied with this attribute. Notably, 7% of campers were dissatisfied with information services.
- Interestingly, 14% of all responses to this attribute indicated that it was 'not applicable', potentially pointing to some confusion with park information services.
- Of the 231 relevant comments, the majority were concerned with inadequate signage within the campground (25%), a need for improved trail maps (16%), and a need for improved campground maps (11%).
- Although perhaps only indirectly related to this attribute, complaints regarding the campsite reservation system were also common (n=91). These included complaints about the need for a reservation system (28%), overbooking the campground (21%), and improper reservation use (14%).

Availability of Firewood

- Consistent with results from 2002 and 2003, 48% of campers in 2004 were very satisfied with wood availability. However some campers were considered dissatisfied (10%).
- Of the 466 firewood-related comments, those regarding limited supply (11%), access to firewood (22%) and poor quality firewood (24%) were common. However, similar to 2002 and 2003, the majority of firewood-related comments concerned the cost of firewood (26%) indicating it should be free or less expensive.
- Although only 12% of all negative comments were firewood-related, they accounted for 28% of all surveys with negative comments.

Areas of Concern: ●○○

Value of Camping Fee

- Value for camping fees has consistently been an issue for campers in both 2002 and 2003, and now 2004 receiving the poorest scores of all attributes in all years. Only 11 campgrounds in 2004 received a green light for this attribute.
- In 2004, just over one-third (38%) of all campers were very satisfied with the value for camping fees. The average score for this attribute (3.9) was the lowest out of all attributes province-wide. A number of campers were dissatisfied (7%) with the value for camping fees.
- Although campers were dissatisfied with the value for camping, related comments only accounted for 3% of all comments received. Campers were primarily concerned with the high or increasing cost of camping (n=94). Charges for additional camping units on a single campsite (n=26) were also frequent concerns.

Additional Comments Analysis:

Unsolicited comments supplied by campers in the completed surveys provide valuable insight into potential issues in Alberta's provincial parks and recreation areas. A single unsolicited comment is potentially more important than is apparent from the frequency of the comment. As such, it is important to highlight all of the issues that came out of camper's feedback and to understand that every comment is potentially important.

In addition to the comments associated with services and facilities highlighted in the previous section, several additional types of comments were frequently mentioned in the completed surveys. The most common of these included requests for additional services/facilities, specifically installation of power campsites (n=123), installation of shower facilities (n=111), need for a concession/store (n=76), more playgrounds (n=63), additional/better campground signs (n=58), flush toilets/running water (n=54), sewage dump-station (n=54), and more potable water need (n=48).

Comments regarding firewood were also mentioned, accounting for 12% of all comments. Specifically the cost of firewood, poor quality, and poor access were a concern to campers. A shelter or upgrade to the firewood shelter was also noted (n=28). Other comments regarding campsite preferences were also raised, accounting for 3% of all comments (n=106). The most common preferences noted in the surveys were for more larger/wider campsites, followed by sites with more privacy, shaded/wooded sites, additional campsites, more grass cover, and better tent pads in sites. There were also a number of comments regarding campground operations (n=135) such as requests for change in fee structures to include day-users or incorporate seasonal passes/fees, a request for discounts (e.g., seniors, weekdays), opposition to contracted operations, and the request for extended booth/store hours. Other less frequent comments included the need for trail signage and concern of trail deterioration (n=88), animal or insect complaints (n=76), inadequate beach size or poor lake water quality (n=63), and the need for more interpretive programs and activities (n=38). Specific comment summaries for each campground surveyed are outlined in the various site-specific reports.

Rank Order of Negative Comments

General Category:	n	% of ALL comments	% of ALL surveys represented
Firewood	466	11.9%	28.0%
Condition of Facilities:	437	11.2%	26.2%
Hook-ups / Dump-stations / Water	308	7.9%	18.5%
Washrooms: Other	268	6.9%	16.1%
Campground Facilities	261	6.7%	15.7%
Information Services	231	5.9%	13.9%
Washrooms & Showers: Cleanliness	227	5.8%	13.6%
Showers: Other	220	5.6%	13.2%
Safety & Security	194	5.0%	11.7%
Miscellaneous	145	3.7%	8.7%
Campground Operations	135	3.5%	8.1%
Noise Complaints	123	3.2%	7.4%
Value for Camping	122	3.1%	7.3%
Grounds & Campsite Cleanliness	109	2.8%	6.6%
Campsite Preferences	106	2.7%	6.4%
Playgrounds / Play Areas	92	2.4%	5.5%
Reservation System	91	2.3%	5.5%
Trails	88	2.3%	5.3%
Staffing	84	2.2%	5.1%
Animal / Insect Complaints	76	1.9%	4.6%
Beach / Lake	63	1.6%	3.8%
Interpretive Programs	38	1.0%	2.3%
Fishing	26	0.7%	1.6%
TOTAL NEGATIVE COMMENTS:	3,910	100.0%	234.8%

Note: Percent of all surveys represented add up to >100% as many respondents made comments that applied to more than one general category and/or more than one subcategory. For a detailed summary of comments, please see Appendix 4.

Performance Measure:

As mentioned previously, one of the main objectives of this survey is to monitor visitor satisfaction, which will be used to gauge performance and set targets for the future. By asking visitors about their level of satisfaction on an annual basis using the same questions and procedures, measurable targets of performance can be established and compared year to year. These in turn can be used to improve on the quality of services and facilities being offered. In addition, visitor satisfaction provides valuable information that can contribute to program improvements. The performance target for visitor satisfaction was established in 2004. The target was set at 91% based on the average of 2003 and 2004 results. A stretch factor was not applied because three years of data were not available (see note below).

Table 3: Performance Measure: Overall Satisfaction with Quality of Services and Facilities

Overall, how satisfied were you with the quality of services and facilities?			Performance Measure:
2004 (n=3,136)	Very Satisfied	52%	91%
	Satisfied	39%	
2003 (n=3,006)	Very Satisfied	46%	90%
	Satisfied	44%	
2002 (n=5,336)	Very Good (~'Very Satisfied')	43%	87%
	Good (~'Satisfied')	44%	

Note: Due to a modification of the Likert scale wording measuring camper satisfaction, the results from 2002 should not be compared to 2003 and 2004. 2002 results are provided for reference purposes only.

In the 2004 season, 91% of the 3,136 respondents who rated their overall satisfaction with quality of services and facilities were either 'satisfied' or 'very satisfied'. Of those, 52% of respondents were considered 'very satisfied', while 39% were considered 'satisfied' (Table 3).

Performance Analysis:

If similar thresholds to those used by Parks Canada and in our topbox measure are used, we can expect that 91% of the campers at each park or recreation area will rate their overall experience as at least ‘satisfied’ and assume that 45% of all campers surveyed will be ‘very satisfied’ with their visit. (N.B. The thresholds used in this analysis are for internal comparison only). Applying these thresholds to each of the 10 measured attributes lends perspective to the overall measure and highlights problem areas that may not necessarily be apparent in the generalized traffic light summary results outlined previously. Table 4 highlights the number of survey locations in 2004 that either met or exceeded targets based on these thresholds.

Table 4: Number of Survey Locations Meeting or Exceeding Targets in 2004 (n=32)

Targets	Cleanliness of Washrooms	Friendliness and Courtesy of Staff	Park Information Services	Responsiveness of Staff to Visitor Concerns	Condition of Facilities	Cleanliness of Grounds	Control of Noise	Safety and Security	Value for Camping Fee	Availability of Firewood	Overall Satisfaction
91% of campers satisfied or very satisfied	5	23	2	12	8	19	11	12	3	3	21
45% of campers very satisfied	10	31	4	19	12	25	23	17	9	17	19

Although overall satisfaction was relatively high at several (66%) of the survey locations in 2004, fewer than half of the survey locations failed to meet or exceed the 91% ‘satisfied’ or ‘very satisfied’ target for 8 of the attributes: cleanliness of washrooms, park information services, responsiveness of staff to visitor concerns, condition of facilities, control of noise, safety and security, value for camping fee, and availability of firewood. Of these attributes cleanliness of washrooms received a green light provincially, but may be an area of concern or improvement at many of the survey locations. Two of the three attributes that did not receive green lights provincially, park information services and value for camping fee, had a low number (13% and 28% respectively) of the survey locations meet or exceed the 45% ‘very satisfied’ target. However, availability of firewood had 53% of survey locations meet or exceed the 45% ‘very satisfied’ target. Few survey locations were able to meet the 91% satisfied target for any of these three attributes.

However, survey locations in 2004 were most likely to meet or exceed both the 91% and 45% satisfaction targets when campers were asked to rate their satisfaction with the friendliness and courtesy of staff, cleanliness of grounds, and safety and security.

Table 5: Percentage of Locations Meeting or Exceeding Targets for all Years

Targets		Cleanliness of Washrooms	Friendliness and Courtesy of Staff	Park Information Services	Responsiveness of Staff to Visitor Concerns	Condition of Facilities	Cleanliness of Grounds	Control of Noise	Safety and Security	Value for Camping Fee	Availability of Firewood	Overall Satisfaction
2004 (n=32)	91% of campers satisfied or very satisfied	16%	72%	6%	38%	25%	59%	34%	38%	9%	9%	66%
	45% of campers very satisfied	31%	97%	13%	59%	37%	78%	72%	53%	28%	53%	59%
2003 (n=29)	91% of campers satisfied or very satisfied	14%	66%	7%	41%	38%	55%	45%	45%	3%	21%	59%
	45% of campers very satisfied	48%	93%	31%	66%	55%	66%	69%	59%	24%	59%	59%
2002 (n=36)	91% of campers satisfied or very satisfied	11%	53%	6%	25%	14%	44%	6%	17%	3%	25%	31%
	45% of campers very satisfied	22%	92%	11%	61%	36%	64%	25%	22%	17%	50%	44%

Compared to 2003, fewer sites in 2004 met or exceeded the 91% satisfied or very satisfied target for park information services, responsiveness of staff to visitor concerns, condition of facilities, control of noise, safety and security, and availability of firewood in particular (Table 5). In fact, 8 attributes had fewer than half of the survey locations that met or exceeded the 91% 'satisfied' target in 2004. Over half of the sites met or exceeded the 45% 'very satisfied' target for 6 attributes in 2004 compared to 7 attributes in 2003. Two thirds of locations in 2004 met or exceeded the 91% target for overall satisfaction compared to only one third in 2002.

Camper Profiles:

Party Size:

- The average party size (defined as the number of campers included on an overnight permit) for all sites surveyed in 2004 was 3 campers.
- In 2004, most camping parties were made up of either 2 (42%) or 4 campers (24%) on an overnight permit.
- Intriguingly, although the maximum number of people allowed on a permit (site) is 6, campers reported that their party size (the number of people included on one overnight permit) ranged from 1 camper to 12 campers per permit. Nonetheless, only 3% of campers reported party sizes greater than 6.

Origin:

- Similar to previous results, 98% of **all** campers in 2004 are from Canada (United States=1% and 'Other Country'=1%).
- The origin of Canadian campers in 2004 is virtually identical to 2003 and 2002. In 2004, 93% of **Canadian** campers are from Alberta, 3% are from British Columbia, 2% are from Saskatchewan, 1% are from Ontario and 1% are from the rest of Canada.
- The largest single centres of camping origin in the province were Calgary (32%) and Edmonton (13%), mirroring the two largest population centres of the province. The next largest centres of origin were Medicine Hat (4%), Lethbridge (4%), and Sherwood Park (3%). Together, these five cities accounted for 56% of all Alberta campers to surveyed campgrounds in 2004.

Origin	All Campers			Origin	Canadian Campers		
	2004 (n=3,222)	2003 (n=3,043)	2002 (n=5,369)		2004 (n=2,997)	2003 (n=2,869)	2002 (n=4,675)
Canada	97.5%	96.6%	97.2%	Alberta	92.9%	92.9%	93.1%
United States	1.5%	2.3%	2.0%	British Columbia	2.5%	3.1%	3.4%
Other International	1.0%	1.1%	0.8%	Saskatchewan	1.6%	2.0%	1.4%
				Ontario	1.5%	1.1%	1.1%
				Other Canada	1.5%	1.3%	1.0%

Repeat Visitation:

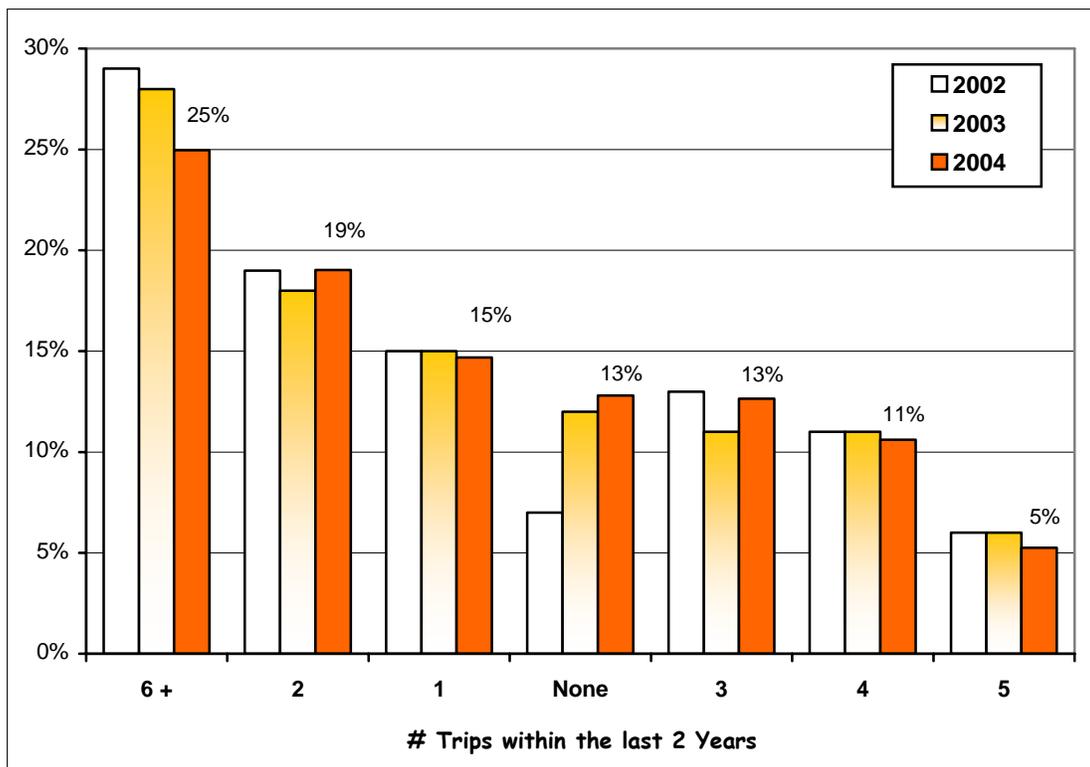
- 64% of **all** campers in 2004 had previously visited the campground at which they were surveyed.

First time Visitor?	All Campers		
	2004 (n=3,240)	2003 (n=3,073)	2002 (n=5,369)
Yes	36%	37%	40%
No (repeat)	64%	63%	60%

- Just over 99% of all repeat campers are Canadian, of which 96% are from Alberta.

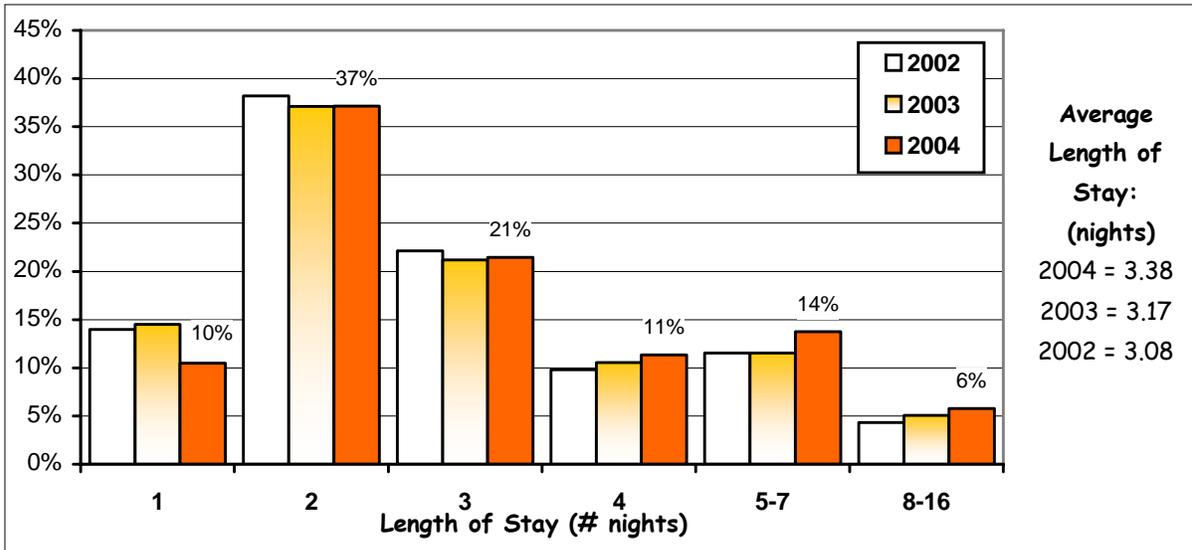
Origin Canadian Campers	Repeat Campers		
	2004 (n=1,946)	2003 (n=1,865)	2002 (n=2,861)
Alberta	96.3%	96.4%	96.1%
British Columbia	1.2%	1.4%	2.1%
Saskatchewan	1.1%	1.8%	1.0%
Other Canada	1.5%	0.4%	0.8%

- Similar to previous results, a quarter (25%) of **all** repeat campers in 2004 had visited the same site 6 or more times within the last 2 years.



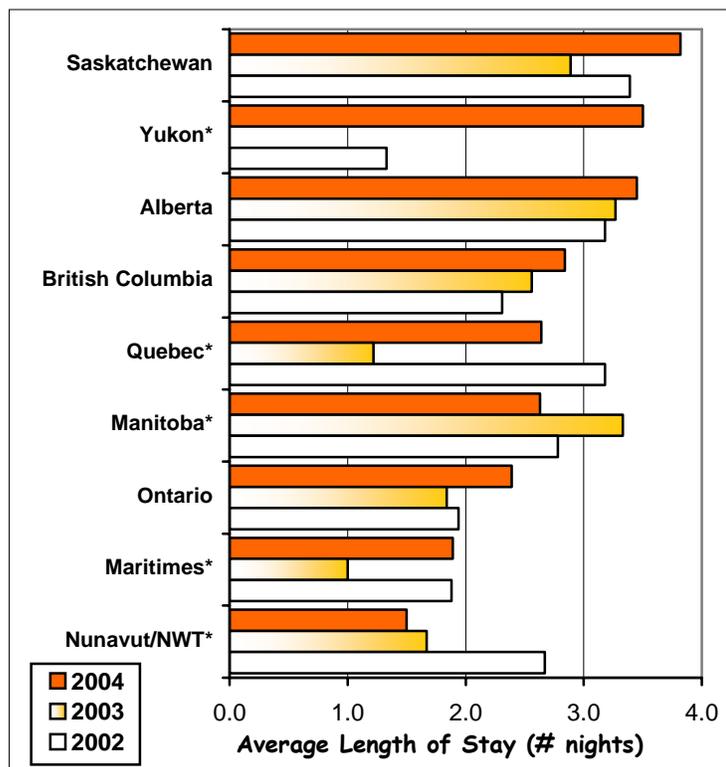
Length of Stay:

- In 2004, most campers stayed either 2 or 3 nights at their campground. The average length of stay for **all** campers in 2004 was just over 3 nights.



- RVers (towable and motorized), on average, were on longer camping trips (3.7 nights) than tent campers (2.6 nights).
- Campers from Saskatchewan, the Yukon, Alberta, and British Columbia stayed the longest on average at their campgrounds.

*N.B. *Statistics calculated on very small sample sizes for some provinces should be interpreted with caution.*

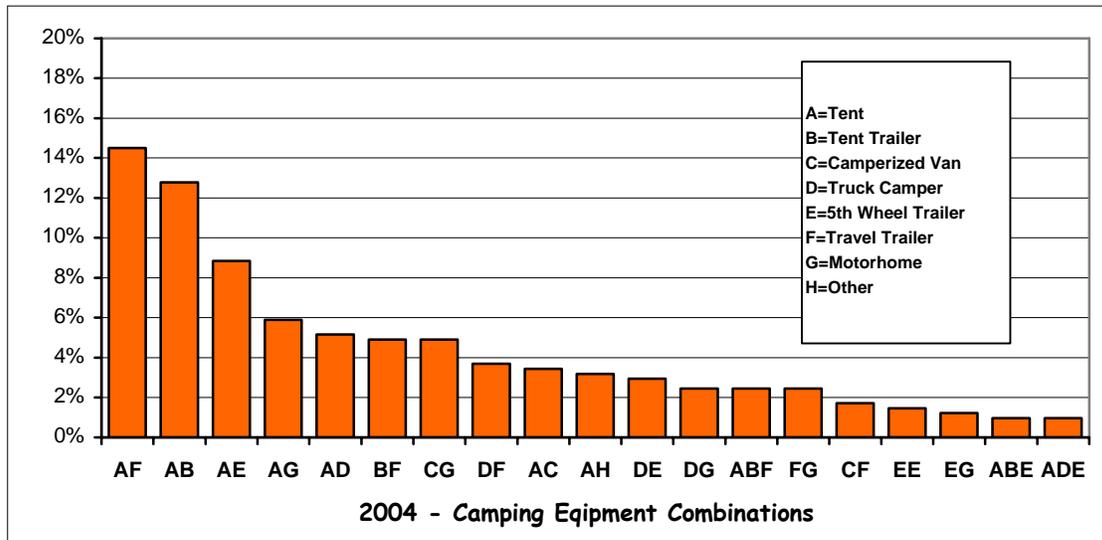


Camping Equipment:

- 88% of respondents in 2004 used a single type of camping equipment during their visit, a slight decrease from 2003.
- The graphic at the right shows the single type of camping equipment respondents utilized over the past three years. Compared to 2003 tent camping in 2004 increased in popularity, while 5th wheel trailer and motor home use decreased slightly in popularity. The majority of campers (61%) use a type of RV, either towable or motorized.
- For the 12% of respondents who used more than one type of camping equipment, the three most commonly used combinations were tent/travel trailer (14%), followed by tent/tent trailer (13%) and tent/5th wheel trailer (9%). In fact, tents in combination with other equipment accounted for 64% of all combinations and were included in the 4 most frequently used combinations.



	2004	2003	2002
Tent	27%	19%	22%
Travel Trailer	22%	22%	21%
Motorhome	15%	18%	17%
Truck Camper	10%	15%	12%
5th Wheel Trailer	7%	8%	7%
Camperized Van	4%	6%	6%
Other	3%	2%	3%



Units less than 29' in length accounted for most of the travel trailers used, while nearly 50% of 5th Wheel trailers tended to be between 25'-29'. The most common length for motorhomes was 20'-24'. Relatively few RV's used in 2004 were longer than 35'.

Length of RV	% of Campers Using....		
	Travel Trailer	5 th Wheel Trailer	Motorhome
<20'	30	5	8
20' – 24'	34	33	42
25' – 29'	31	48	28
30' – 34'	4	12	13
35' – 40'	<1	2	7
>40'	<1	0	1

Activity Participation:

- Resting / Relaxing was the most popular activity with a participation rate of 89%, followed by day hiking (unguided) (50%), and visiting viewpoints / lookouts (49%).
- Activities that campers spent the most time doing included resting/relaxing (49%), day hiking (unguided) (14%), swimming / beach use (7%), and fishing (7%).
- Picnicking (0.2%), guided hikes/walks (0.4%), and canoeing / kayaking (0.6%) were the three activities that campers spent the least time doing.

2004 Camper Activities Participation Rates

Did anyone in your group participate in any of the following activities while visiting this park?	Participation Rate
Resting / relaxing	89%
Day Hiking (unguided)	50%
Visiting viewpoints / lookouts	49%
Viewing / photographing nature or wildlife	44%
Swimming / beach use	38%
Casual play (e.g., Frisbee, horseshoes)	35%
Using playground facilities	31%
Birdwatching	26%
Other bicycling	26%
Fishing	26%
Picnicking	18%
Attending staff-led presentations / activities / amphitheatre programs	17%
Backcountry recreation (e.g., hiking, camping)	16%
Mountain biking (off road)	13%
Motorboating / waterskiing	10%
Guided hikes / walks	8%
Other	7%
Canoeing / kayaking	5%



Top Five

Appendix 1.

Satisfaction Score Results – Detailed Summary

**How Would You Rate Each of the Following?
Satisfaction with 10 Park Services and Facilities
2004 Provincial Summary**

How would you rate each of the following services and facilities?	N/A		Very Poor		Poor		Average		Good		Very Good		Number of Respondents #	Mean Score mean	Lowbox % poor + very poor	Topbox % very good	Evaluation Score Total #
	#	%	#	%	#	%	#	%	#	%	#	%					
Cleanliness of washrooms	155	4.8	73	2.3	129	4.0	507	15.8	1,109	34.6	1,229	38.4	3,202	4.08	6.6	40.3	3,047
Friendliness and courtesy of staff	103	3.2	17	0.5	24	0.8	162	5.1	780	24.3	2,118	66.1	3,204	4.60	1.3	68.3	3,101
Park information services	446	14.3	55	1.8	124	4.0	498	16.0	1,091	35.1	899	28.9	3,113	4.00	6.7	33.7	2,667
Responsiveness of staff to visitor concerns	1,130	35.9	36	1.2	34	1.1	218	6.9	652	20.7	1,074	34.2	3,144	4.34	3.5	53.3	2,014
Condition of facilities	29	0.9	28	0.9	81	2.5	423	13.3	1,217	38.2	1,412	44.3	3,190	4.24	3.4	44.7	3,161
Cleanliness of grounds	1	0.03	20	0.6	35	1.1	269	8.4	1,011	31.4	1,886	58.5	3,222	4.46	1.7	58.6	3,221
Control of noise	181	5.7	41	1.3	64	2.0	329	10.3	1,003	31.4	1,577	49.4	3,195	4.33	3.5	52.3	3,014
Safety and security	194	6.1	19	0.6	31	1.0	315	9.9	1,159	36.5	1,462	46.0	3,180	4.34	1.7	49.0	2,986
Value for camping fee	5	0.2	69	2.2	171	5.3	738	23.0	1,020	31.8	1,209	37.6	3,212	3.98	7.5	37.7	3,207
Availability of firewood	310	9.7	121	3.8	171	5.3	389	12.1	832	25.9	1,388	43.2	3,211	4.10	10.1	47.8	2,901

* Low Box, Top Box and Mean Scores are calculated using only rated responses. All 'not applicable' responses were removed for traffic-light evaluation purposes.

**Overall Satisfaction with Services and Facilities
2004 Provincial Summary**

Overall Satisfaction:	Very Dissatisfied		Dissatisfied		Neutral		Satisfied		Very Satisfied		Number of Respondents #	Mean Score mean	Lowbox % poor + very poor	Topbox % very good	Evaluation Score Total #
	#	%	#	%	#	%	#	%	#	%					
Overall, how satisfied were you with the quality of services and facilities?	21	0.67	66	2.10	198	6.31	1,237	39.45	1,614	51.47	3,136	4.39	2.8	51.5	3,136

**Satisfaction Measures: Thresholds and Traffic Light Scores for 10 Park Services and Facilities
2004 Provincial Summary**

Park Services and Facilities:	Mean Score	threshold	Lowbox	threshold	Topbox	threshold	Traffic Light Evaluation* ₁	Pass Level* ₂
	mean	>4.00	Poor + Very Poor (%)	<10%	Very Good (%)	>40%		
Cleanliness of washrooms	4.08	Pass	6.6	Pass	40.3	Pass	● Green	2
Friendliness and courtesy of staff	4.60	Pass	1.3	Pass	68.3	Pass	● Green	
Park information services	4.00	Pass	6.7	Pass	33.7	Fail	● Amber	1
Responsiveness of staff to visitor concerns	4.34	Pass	3.5	Pass	53.3	Pass	● Green	
Condition of facilities	4.24	Pass	3.4	Pass	44.7	Pass	● Green	
Cleanliness of grounds	4.46	Pass	1.7	Pass	58.6	Pass	● Green	
Control of noise	4.33	Pass	3.5	Pass	52.3	Pass	● Green	
Safety and security	4.34	Pass	1.7	Pass	49.0	Pass	● Green	
Value for camping fee	3.98	Fail	7.5	Pass	37.7	Fail	● Red	
Availability of firewood	4.10	Pass	10.1	Fail	47.8	Pass	● Amber	

**Overall Satisfaction Measure: Thresholds and Traffic Light Scores
2004 Provincial Summary**

Overall Satisfaction:	Mean Score	threshold	Lowbox	threshold	Topbox	threshold	Traffic Light Evaluation* ₁	Pass Level* ₂
	mean	>4.00	Poor + Very Poor (%)	<10%	Very Good (%)	>40%		
Overall, how satisfied were you with the quality of services and facilities?	4.39	Pass	2.8	Pass	51.5	Pass	● Green	N/A

*₁ **Legend:**
 ● (Green) **High Satisfaction** (all 3 measures meet set thresholds)
 ● (Amber) **Moderate Satisfaction** (1 of 3 measures fail to meet thresholds)
 ● (Red) **Potentially Low Satisfaction** (2 or 3 measures fail to meet thresholds)

*₂ **Pass Level**
 1 At least one of the three measures barely passed set thresholds
 2 Two of the three measures barely passed set thresholds
 3 Three of the three measures barely passed set thresholds

Appendix 2.

2004 Survey Distribution / Collection Quotas

Distribution and Collection Guidelines and Final Response
Number of Surveys by Survey Location
(includes returns from survey locations not included in final analysis)

2004 Park / PRA	Adjusted Population ¹ (OCN/2)	Sample Target to be Collected ²	Sample Target to be Distributed ³	Sample Targets					Sample Targets					Actual Returns	
				Collected					Distributed					Actual Return (# Surveys)	% of Collection Target Achieved
				MAY	JUNE	JULY	AUGUST	SEPTEMBER	MAY	JUNE	JULY	AUGUST	SEPTEMBER		
Aspen Beach – Lakeview	6,122	190	350	15	21	76	70	10	28	39	140	130	18	76	40%
Bow Valley – Bow River	1,004	165	300	20	28	51	48	18	36	51	93	87	33	30	18%
Bow Valley	5,522	190	345	21	21	63	59	27	38	38	114	107	48	37	19%
Brazeau Reservoir – Reservoir	596	150	270	18	17	53	47	17	32	30	95	84	30	49	33%
Cold Lake	1,504	175	320	12	26	65	60	11	22	48	118	109	19	63	36%
Crane Lake East*	591	150	270	8	30	62	48	3	14	54	111	86	5	0	0%
Crimson Lake – Twin Lakes	856	160	295	18	29	48	48	18	32	53	89	89	32	68	43%
Cypress Hills – Ferguson Hill	1,445	175	315	12	19	74	65	5	22	35	132	117	9	199	114%
Dinosaur	4,750	190	345	19	32	65	53	21	35	59	117	97	38	114	60%
Dutch Creek*	905	165	295	12	23	56	61	13	21	41	100	109	24	12 (0)	7%
Elbow Valley – Beaver Flats	1,245	170	310	22	34	51	54	10	40	62	93	99	19	125	74%
Elbow Valley – Paddys Flat	2,269	185	330	26	37	50	54	19	46	66	89	96	33	144	78%
Highwood/Cataract – Cataract	680	155	280	19	23	51	48	14	34	42	92	87	25	116	75%
Kootenay Plains – Two O’clock Creek	773	160	285	16	30	48	46	19	29	54	86	83	34	119	74%
Lakeland – Touchwood Lake	1,212	170	310	12	24	60	56	19	22	43	109	102	34	89	52%
Lesser Slave Lake – Martin River	2,798	185	335	7	19	70	78	9	13	34	127	141	17	153	83%
Oldman Dam – Cottonwood	1,016	165	300	15	26	56	54	13	27	48	102	99	24	32	19%
Oldman River*	993	165	300	17	30	53	45	21	30	54	96	81	39	13 (0)	8%
Park Lake	1,471	175	315	16	35	63	61	0	28	63	113	110	0	114	65%
Peter Lougheed Park – Boulton	3,808	190	340	15	27	70	65	15	27	48	126	116	27	176	93%
Peter Lougheed Park – Elkwood	3,953	190	340	10	25	76	74	6	17	44	136	133	10	273	144%
Peter Lougheed Park – Mount Sarrail	590	150	270	0	11	63	71	6	0	19	113	127	11	73	49%

Continued....

¹ Population sizes are based on recent camping visitation statistics: 2 or 3 year averages of most recent reported occupied campsite nights (OCN) from May - September for each site (estimates were not used in calculations). Populations are then adjusted to account for average length of stay of 2 nights/party (= OCN / 2).

² Collection targets are calculated to achieve a ±7% margin of error at a 95% confidence interval.

³ Distribution targets are calculated assuming a 45% non-response rate.

* Some or all completed surveys from survey locations eliminated from provincial analysis (total # included in analysis is in brackets).

2004 Park / PRA	Adjusted Population ¹ (OCN/2)	Sample Target to be Collected ²	Sample Target to be Distributed ³	Sample Targets										Actual	
				Collected					Distributed					Actual Return (# Surveys)	% of Collection Target Achieved
				MAY	JUNE	JULY	AUGUST	SEPTEMBER	MAY	JUNE	JULY	AUGUST	SEPTEMBER		
Pigeon Lake – Zeiner	2,505	185	335	15	30	65	68	7	27	54	117	124	13	334	181%
Police Outpost*	962	165	300	26	35	43	40	20	48	63	78	72	36	0	0%
Queen Elizabeth	699	155	280	17	29	47	51	11	31	53	84	92	20	108	70%
Racehorse	586	150	270	8	17	53	62	12	14	30	95	111	22	61	41%
Sheep River Valley – Sandy McNabb	1,327	175	315	26	28	47	51	23	47	50	85	91	41	118	67%
Sibbald	2,030	180	330	29	32	52	50	14	53	59	96	92	26	45	25%
Sir Winston Churchill	1,572	175	320	12	30	65	63	5	22	54	118	115	10	83	47%
Thompson Creek	1,152	170	305	15	24	54	58	19	27	43	98	104	34	109	64%
Thunder Lake	2,845	185	335	20	28	67	54	17	37	50	121	97	30	59	32%
Wabamun Lake	4,176	190	345	25	34	53	57	21	45	62	97	104	38	45	24%
Whitney Lakes – Ross Lake	1,277	175	310	12	25	63	63	12	22	43	112	112	22	45	26%
Willow Creek	980	165	300	18	28	54	50	17	33	51	99	90	30	54	33%
Winagami Lake	948	165	300	21	38	56	41	8	39	69	102	75	15	71	43%
Writing-On-Stone	2,890	185	335	19	28	61	59	19	34	50	111	107	34	82	44%
Provincial Total:⁴	68,043	6,190	11,200											3,264	53%

¹ Population sizes are based on recent camping visitation statistics: 2 or 3 year averages of most recent reported occupied campsite nights (OCN's) from May - September for each site (estimates were not used in calculations). Populations are then adjusted to account for average length of stay of 2 nights/party (= OCN's / 2).

² Collection targets are calculated to achieve a ±7% margin of error at a 95% confidence interval.

³ Distribution targets are calculated assuming a 45% non-response rate.

* Some or all completed surveys from survey locations eliminated from provincial analysis (total # included in analysis is in brackets).

⁴ Provincial total is NOT an estimate of the number of surveys needed to provided statistically valid results province-wide (i.e., only 200 surveys were needed provincially to provide statistically valid results at the 95% confidence interval with a ±7% margin of error).

Appendix 3.

Questionnaire

Welcome! to Alberta's Provincial Parks and Recreation Areas.

Please complete this questionnaire just before you leave the park near the end of your stay. We ask **ONLY ONE** adult (18 years or older) in your immediate group who most recently had a birthday to complete this questionnaire.

Please mark your choice by completely filling in the response circle. ○ ● ○

1. How would you rate each of the following? (mark N/A for any items that did not apply to this visit)

	VERY GOOD	AVERAGE GOOD	VERY POOR	POOR	N/A
a)					
Cleanliness of washrooms	○	○	○	○	○
Friendliness and courtesy of staff	○	○	○	○	○
Park information services	○	○	○	○	○
Responsiveness of staff to visitor concerns	○	○	○	○	○
Condition of facilities	○	○	○	○	○
Cleanliness of grounds	○	○	○	○	○
Control of noise	○	○	○	○	○
Safety and security	○	○	○	○	○
Value for camping fee	○	○	○	○	○
Availability of firewood	○	○	○	○	○

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED
b)					
Overall, how satisfied were you with the quality of services and facilities?	○	○	○	○	○

2. Did anyone in your group participate in any of the following activities while visiting this park? (mark ALL that apply). If you and someone else in your group did an activity, you should mark both boxes. Not all listed activities may be available or permitted at this park.

Activities:

	I DID	Someone else in my group DID
A. Attending staff-led presentations / activities / amphitheatre programs	○	○
B. Visiting viewpoints / lookouts	○	○
C. Using Playground Facilities	○	○
D. Swimming / beach use	○	○
E. Picnicking	○	○
F. Motorboating / waterskiing	○	○
G. Fishing	○	○
H. Birdwatching	○	○
I. Viewing / photographing nature or wildlife	○	○
J. Canoeing / kayaking	○	○
K. Mountain biking (off road)	○	○
L. Other bicycling	○	○
M. Day hiking (unguided)	○	○
N. Guided hikes / walks	○	○
O. Backcountry recreation (e.g., hiking, camping)	○	○
P. Casual play (e.g., frisbee, horseshoes)	○	○
Q. Resting / relaxing	○	○
R. Other (specify): _____	○	○

3. Which ONE activity listed above did YOU spend the MOST time doing? Please choose the letter that identifies that activity and write it in the box below (e.g., spent most time fishing = G).

Please specify only one letter from the list above:

4. Indicate the number of people that are included on your overnight camping permit (single permit only).

Please specify: (include yourself)

5. Was this your **FIRST** visit to **THIS** park?

Yes No

If NO, please indicate the number of previous visits to this park in the past two years:

None in the past 2 years 1 2 3 4 5 6 or more

6. How many nights did you stay at this campground during this visit?

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

7. What type(s) of camping shelter did your group use during this visit? (mark ALL that apply)

Tent
 Tent Trailer
 Camperized Van
 Truck Camper

5th Wheel Trailer: <20' 20'-24' 25'-29' 30'-34' 35'-40' >40'
 Travel Trailer: <20' 20'-24' 25'-29' 30'-34' 35'-40' >40'
 Motor Home: <20' 20'-24' 25'-29' 30'-34' 35'-40' >40'

Other (specify): _____

8. I live in:

Canada United States Other Country (specify): _____

Canadian Postal Code:

What could we have done to make your visit better?

Horizontal lines for handwritten feedback.

Your participation is very important in evaluating our services.

We appreciate your help.

Please do not write in this space

Vertical columns of circles for alphanumeric input (0-9, A-Z).

FOR PARK USE ONLY

Thank-you for your cooperation.

Please return your completed survey to any of our staff, or drop it off at the check-in station or in a self-registration vault or visitor comment box.

00005

How Are We Doing?

Dear Visitor,

We are dedicated to providing a high quality experience to our visitors. As part of our efforts to continually improve services, we are asking for your help.

Please take a few minutes at the end of your visit to complete this short survey. Depending on your location, your completed survey can be returned by one of the following options: return the survey in person to any of our staff (Conservation Officers, Campground Hosts, or Campground Operators), drop it off at the main check-in station, or deposit it in a self-registration vault or visitor comment box.

Appendix 4.

What Could We Have Done to Make Your Visit Better? Comment Analysis Summary

Comment Analysis:

As completed surveys were received over the 2004 survey season, all comments were entered and coded according to a comprehensive, pre-coded list. This list was developed based on all comments received in 2002 and consists of both general and sub-categories of comments as outlined in the table in the following pages. For analysis purposes, negative and positive comments were analysed separately. Negative comments were reported to provide additional insight into the traffic light analysis for each of the 10 measured attributes. Additional comments that did not fall into one of the 10 attribute categories were also reported briefly.

2004 Comment Analysis - Negative Comments Only

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Condition of Facilities:	437	11.2%	26.2%	<i>See 3 Main Subcategories Below</i>			
Campsite	104	2.7%	6.2%	Campsites Need Levelling	27	6.2%	0.7%
				Picnic Tables Deteriorating	24	5.5%	0.6%
				Firepits Deteriorating / Need Holes / Bigger	23	5.3%	0.6%
				Campsites Need More Gravel	15	3.4%	0.4%
				Campsite Needs to be Rearranged (position of firepit, posts)	9	2.1%	0.2%
				Campsites - Other	6	1.4%	0.2%
Grounds	276	7.1%	16.6%				0.0%
				Poor Condition of Beach / Swimming Area (sand, size, weeds)	51	11.7%	1.3%
				Landscaping (grass needs cutting, trim overgrowth, need more trees/shrubs)	45	10.3%	1.2%
				Boat Launch Deteriorating / Location / Needed	38	8.7%	1.0%
				Washroom Facilities Deteriorating	37	8.5%	0.9%
				Dock Facilities Deteriorating / Needed / Other	28	6.4%	0.7%
				Playgrounds Run Down / Need Upgrading / More Equipment	21	4.8%	0.5%
				General Deterioration / Needs Work, Upgrading	18	4.1%	0.5%
				Tree Hazards / Dead Fall	13	3.0%	0.3%
				Shower Facilities Deteriorating	12	2.7%	0.3%
				Trails / Pathways Deteriorating / Needed / Poor Positioning	9	2.1%	0.2%
				Fish Cleaning Station Deteriorating / Needed / Other	4	0.9%	0.1%
Roads	57	1.5%	3.4%				
				Dusty Roads / Pave Roads (campground and access roads)	23	5.3%	0.6%
				Poor Campground Road Conditions (potholes, washboard)	21	4.8%	0.5%
				Roads - Other	7	1.6%	0.2%
				Poor Access Road Conditions (potholes, washboard)	6	1.4%	0.2%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Firewood	466	11.9%	28.0%	Cost (too expensive, should be free)	119	25.5%	3.0%
				Poor Quality (too long, wet)	112	24.0%	2.9%
				Poor Access (location, timing)	101	21.7%	2.6%
				Firewood Quantity (not enough, no wood)	52	11.2%	1.3%
				Firewood Delivery Needed and other	34	7.3%	0.9%
				Firewood Shelter Needed/Upgraded	28	6.0%	0.7%
				Firewood Should be Included in Fees	20	4.3%	0.5%
Hook-ups / Dump-stations / Water	308	7.9%	18.5%	Install or Additional Power Campsites	123	39.9%	3.2%
				Sewage Dump-stations Needed / Dirty / Full	54	17.5%	1.4%
				Poor Drinking Water Quality / Need Potable Water	48	15.6%	1.2%
				Water Hook-ups Needed	26	8.4%	0.7%
				Other (specific amperage, water filling station needed)	21	6.8%	0.5%
				Full Power-Water-Sewer Hook-ups Needed	11	3.6%	0.3%
				Grey-water Disposal Needed	10	3.3%	0.3%
				More Taps / Water Locations	8	2.6%	0.2%
				Running Water Needed (not washroom related)	7	2.3%	0.2%
Washrooms: Other	268	6.9%	16.1%	Additional Upgrades Needed	54	20.1%	1.4%
				Flush Toilets/Running Water Needed	54	20.1%	1.4%
				Supplies Needed (paper, soap)	43	16.0%	1.1%
				Timing of Cleaning	40	14.9%	1.0%
				Washroom Lighting Needed (indoor, outdoor)	28	10.4%	0.7%
				More Washroom Facilities Needed	28	10.4%	0.7%
				Poor Accessibility (disabled, general)	13	4.9%	0.3%
				Other (water, disrupted)	8	3.0%	0.2%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Campground Facilities	261	6.7%	15.7%				
				Store Needed / Have More Supplies / Too Expensive	76	29.1%	1.9%
				Need More Facilities (firepits, marina etc.)	50	19.2%	1.3%
				Other	41	15.7%	1.1%
				More Garbage Bins Needed	29	11.1%	0.7%
				Boat/Seadoo Rentals Needed	28	10.7%	0.7%
				Need / Additional Phone Booth	17	6.5%	0.4%
				Need / Additional Laundry Facilities	13	5.0%	0.3%
				Recycle Bins Needed	7	2.7%	0.2%
Showers: Other	220	5.6%	13.2%				
				Install Shower Facilities	111	59.4%	2.8%
				Additional Shower Facilities Needed	33	15.0%	0.8%
				Upgrades Needed (shelves, mats, disabled access)	31	16.6%	0.8%
				Problems with Temperature / Pressure / Time Allotment	26	13.9%	0.7%
				Should be Free / Less Expensive	17	9.1%	0.4%
				Poor Accessibility	2	1.1%	0.1%
Washrooms & Showers: Cleanliness	227	5.8%	13.6%				
				Offensive Odour	100	44.0%	2.6%
				Poor Washroom Cleanliness	92	40.5%	2.4%
				Poor Shower Cleanliness	35	15.4%	0.9%
Campsite Preferences	106	2.7%	6.4%				
				Too Small / Narrow	31	29.3%	0.8%
				Other Preferences	23	21.7%	0.6%
				More Private	15	14.2%	0.4%
				More Shaded / Wooded	13	12.3%	0.3%
				Need Additional Campsites	11	10.4%	0.3%
				More Grass Cover	6	5.7%	0.2%
				Need Tent Pads	3	2.8%	0.1%
				Closer to the Lake / Water	3	2.8%	0.1%
				Need Pull-through Campsites	1	1.0%	0.03%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Safety & Security	194	5.0%	11.7%	Other Enforcement Issues	79	40.7%	2.0%
				Excessive Speed in Campgrounds	42	21.7%	1.1%
				Dogs Off-Leash (grounds or beach)	31	16.0%	0.8%
				Need More Security Patrols	26	13.4%	0.7%
				Boats Need Control (speeding, alcohol)	14	7.2%	0.4%
				Control of Parking (on roads, campsites, boats etc.)	2	1.0%	0.1%
Value for Camping	122	3.1%	7.3%	Camping Fees Too High (poor value for services provided)	94	77.1%	2.4%
				Charges for Additional Camping Units on a Campsite are Too High	26	21.3%	0.7%
				Shouldn't Have the \$6 Reservation Fee	1	0.8%	0.03%
				Free Camping for preferred visitors	1	0.8%	0.03%
Information Services	231	5.9%	13.9%	Additional / Better Campground Signs	58	25.1%	1.5%
				Other	42	18.2%	1.1%
				Need / Better Trail Maps	36	15.6%	0.9%
				Need / Better Campground Maps	26	11.3%	0.7%
				Additional / Better Access Road or Highway Signs to Park	24	10.4%	0.6%
				Lack of General Information about Area	19	8.3%	0.5%
				Campground guide / Website / Signs / Maps Inaccurate	16	7.0%	0.4%
				Need / Update Website	10	4.3%	0.3%
Grounds & Campsite Cleanliness	109	2.8%	6.6%	Beach / Swimming Area Dirty	27	24.8%	0.7%
				Campsite Dirty (garbage in site)	25	22.9%	0.6%
				Grounds Dirty	20	18.4%	0.5%
				Dog Feces Not Picked Up	17	15.6%	0.4%
				Fire pits Full / Dirty	14	12.8%	0.4%
				Campsite Needs Raking	4	3.7%	0.1%
				Garbage Overflowing / More Frequent Removal Needed / Offensive Odours	2	1.8%	0.1%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Noise Complaints	123	3.2%	7.4%	Late Night Parties / Other Campers	38	30.1%	1.0%
				Need Better Noise Control	22	17.9%	0.6%
				Music (too loud, disallow)	19	15.5%	0.5%
				Generator Noise	16	13.0%	0.4%
				Other	15	12.2%	0.4%
				Dogs Barking	13	10.6%	0.3%
Campground Operations	135	3.5%	8.1%	Other (tent-specific sites, check-out times)	53	39.3%	1.4%
				Fee Structure (should have day-use and seasonal fees)	22	16.3%	0.6%
				Fee Discounts Needed(seniors, weekdays)	20	14.8%	0.5%
				Opposed to Contracted Operations (should be Government run)	17	12.6%	0.4%
				Extended Booth Hours	14	10.4%	0.4%
				More Payment Options (Visa, Interac, cheque)	8	5.9%	0.2%
				Poor Refund Policy	1	0.7%	0.03%
Staffing	84	2.2%	5.1%	No Staff Seen / Available	24	28.6%	0.6%
				Other	18	21.4%	0.5%
				Unfriendly / Rude	17	20.2%	0.4%
				Additional Staff Needed	13	15.5%	0.3%
				Poor Response to Concerns	7	8.3%	0.2%
				Un-informed Staff	5	6.0%	0.1%
Playgrounds / Play Areas	92	2.4%	5.5%	Need / Additional Playgrounds	63	68.5%	1.6%
				Other (e.g., more activities)	15	16.3%	0.4%
				Horseshoe Pitches Needed / Upgrades	8	8.7%	0.2%
				Need More Playing Fields / Green Areas	6	6.5%	0.2%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Reservation System	91	2.3%	5.5%	Need Reservation System	25	27.5%	0.6%
				Overbooked / Did Not Get the Site that was Reserved	19	20.9%	0.5%
				Other (reservation policy not consistent etc.)	15	16.5%	0.4%
				Improper Reservation Use (site held with chair, stayed too long, pay extra nights to keep site)	13	14.3%	0.3%
				Want to Reserve a Specific Site (power, site #)	9	9.9%	0.2%
				Difficulty with Reservation System (couldn't get, online etc.)	6	6.6%	0.2%
				More First-Come-First-Served	3	3.3%	0.1%
				More sites needed for reservation	1	1.1%	0.03%
Animal / Insect Complaints	76	1.9%	4.6%	Other	34	44.7%	0.9%
				Dog Complaints (shouldn't allow dogs)	17	22.4%	0.4%
				Mosquito Complaints	17	22.4%	0.4%
				Wildlife Complaints (skunks, bears, gophers)	8	10.5%	0.2%
Trails	88	2.3%	5.3%	Need / Upgrade Trail Signage	45	51.1%	1.2%
				Other	30	34.1%	0.8%
				Trails Deteriorating	13	14.8%	0.3%
Beach / Lake	63	1.6%	3.8%	Poor Lake Water Quality	25	39.7%	0.6%
				Swimming Area / Beach Area Too Small / Needed	23	36.5%	0.6%
				Other	15	23.8%	0.4%

2004 Comment Analysis - Negative Comments Only (continued)

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category:	n	% of category*	% of ALL comments
Interpretive Programs	38	1.0%	2.3%				
				Need Programs / Re-Open Programs or Amphitheatre	22	57.9%	0.6%
				Additional Programs	11	29.0%	0.3%
				Need / Upgrade Interpretive Trail Signage	3	7.9%	0.1%
				Need More Children's Activities / Programs	2	5.3%	0.1%
Fishing	26	0.7%	1.6%				
				Should Stock the Lake	12	46.2%	0.3%
				Other	11	42.3%	0.3%
				Poor Fishing	3	11.5%	0.1%
Miscellaneous	145	3.7%	8.7%				
TOTAL NEGATIVE COMMENTS:	3,910	100.0%	234.8%				

2004 Comment Analysis - ALL Comments **

General Category:	n	% of ALL comments*	% of ALL surveys represented	Sub-Category	n	% of category*	% of all comments
Positive Comments	1,573	100.0%	193.5%	General (e.g., nice time, enjoyed stay, nothing wrong)	513	32.6%	63.1%
				Nice facilities (i.e., campground, campsites, grounds)	199	12.7%	24.5%
				Good staff, hosts, operator	241	15.3%	29.6%
				Lovely area	120	7.6%	14.8%
				Will Return to Campground	98	6.2%	12.1%
				Clean / Well Run Campground / Clean Washrooms	117	7.4%	14.4%
				Enjoyed Wildlife / Good Fishing	14	0.9%	1.7%
				Quiet Campground	52	3.3%	6.4%
				Good Interpretive/ Amphitheatre Programs	35	2.2%	4.3%
				Good Trails	24	1.5%	3.0%
				No Safety/Security Issues	11	0.7%	1.4%
				Other	149	9.5%	18.3%
Negative Comments	3,910	71.3%	234.8%				
Positive Comments	1,573	28.7%	193.5%				
TOTAL POSITIVE + NEGATIVE COMMENTS:	5,483	100.0%					

* In both tables, totals for general categories and subcategories may add up to >100% as many respondents made comments that applied to more than one general category and/or more than one subcategory.

** A total of 2,012 surveys with comments were received. Of these 2,012 surveys, 347 included **only** positive feedback related to the campground. Positive or congratulatory comments were only included in the above table for general comparison purposes. As such, the remaining 1,665 surveys with negative feedback or complaints about specific issues were included in the analysis and are outlined and categorized in the previous table. Of the 1,665 surveys with negative feedback, 1,199 surveys received had **only** negative comments. Of note, 466 of the 2,012 surveys included **both** positive and negative comments.

Appendix 5.

Traffic Light Summary - by Survey Locations: How Would You Rate Each of the Following?

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Aspen Beach - Lakeview (n=76)	● 1	○	○	Cleanliness of washrooms	1
	○	○	●	Friendliness and courtesy of staff	
	○	○	●	Park information services	
	○	○	●	Responsiveness of staff to visitor concerns	
	○	○	●	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	○	●	○	Value for camping fee	
	●	○	○	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	
Bow Valley – Bow River (n=30)	●	○	○	Cleanliness of washrooms	
	○	○	●	Friendliness and courtesy of staff	
	● 1	○	○	Park information services	1
	○	○	●	Responsiveness of staff to visitor concerns	
	○	●	○	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	● 1	○	Control of noise	1
	○	○	● 1	Safety and security	1
	●	○	○	Value for camping fee	
	●	○	○	Availability of firewood	
	○	○	● 1	Overall , how satisfied were you with the quality of services and facilities?	1
Bow Valley – Bow Valley (n=37)	● 1	○	○	Cleanliness of washrooms	1
	○	○	●	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	○	○	●	Responsiveness of staff to visitor concerns	
	○	○	● 1	Condition of facilities	1
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	○	● 1	○	Value for camping fee	1
	○	○	● 1	Availability of firewood	1
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
● (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
● (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
● (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Brazeau Reservoir (n=49)	● 1	○	○	Cleanliness of washrooms	1
	○	○	●	Friendliness and courtesy of staff	
	● 1	○	○	Park information services	1
	○	●	○	Responsiveness of staff to visitor concerns	
	○	●	○	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	●	○	Safety and security	
	○	○	●	Value for camping fee	
	○	○	●	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	
Cold Lake (n=63)	○	○	●	Cleanliness of washrooms	
	○	●	○	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	●	○	○	Responsiveness of staff to visitor concerns	
	○	○	●	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	● 1	Control of noise	1
	○	● 1	○	Safety and security	1
	●	○	○	Value for camping fee	
	● 1	○	○	Availability of firewood	1
	○	● 1	○	Overall , how satisfied were you with the quality of services and facilities?	1
Crane Lake East (n=0)	* Did not participate in survey.				

Legend		Pass Level: (see page 4 for explanation)	
● (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
● (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
● (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Crimson Lake – Twin Lakes (n=68)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Condition of facilities	1
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Control of noise	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	1
Cypress Hills – Ferguson Hill (n=199)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Park information services	1
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input checked="" type="radio"/> 2	<input type="radio"/>	Control of noise	2
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Dinosaur (n=114)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Responsiveness of staff to visitor concerns	1
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Control of noise	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Value for camping fee	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Dutch Creek (n=12)				*Inadequate sample size.	
Elbow Valley – Beaver Flats (n=125)	○	○	●	Cleanliness of washrooms	
	○	○	●	Friendliness and courtesy of staff	
	○	● ²	○	Park information services	2
	○	○	●	Responsiveness of staff to visitor concerns	
	○	○	●	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	●	○	○	Value for camping fee	
	○	○	●	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	
Elbow Valley – Paddys Flat (n=144)	○	○	●	Cleanliness of washrooms	
	○	○	●	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	●	○	○	Responsiveness of staff to visitor concerns	
	○	● ¹	○	Condition of facilities	1
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	●	○	○	Value for camping fee	
	○	○	●	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
● (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
● (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
● (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Highwood/Cataract – Cataract (n=116)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Value for camping fee	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
KP – Two O'clock Creek (n=119)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Park information services	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
LSL – Marten River (n=153)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Lakeland – Touchwood Lake (n=89)	●	○	○	Cleanliness of washrooms	
	○	○	●	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	○	●	○	Responsiveness of staff to visitor concerns	
	○	●	○	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●1	Control of noise	1
	○	○	●1	Safety and security	1
	●	○	○	Value for camping fee	
	●	○	○	Availability of firewood	
	○	●1	○	Overall , how satisfied were you with the quality of services and facilities?	1
Oldman Dam - Cottonwood (n=32)	○	○	●1	Cleanliness of washrooms	1
	○	○	●	Friendliness and courtesy of staff	
	○	●1	○	Park information services	1
	○	○	●	Responsiveness of staff to visitor concerns	
	○	○	●	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	○	○	●3	Value for camping fee	3
	○	○	●	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	
Oldman River – Oldman River (n=13)					*Inadequate sample size.

Legend		Pass Level: (see page 4 for explanation)	
● (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
● (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
● (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
PLP-Boulton (n=176)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
PLP-Elkwood (n=273)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
PLP-Mount Sarrail (n=73)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Park information services	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2	Value for camping fee	2
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Park Lake (n=114)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Park information services	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Pigeon Lake - Zeiner (n=334)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of grounds	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Control of noise	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input checked="" type="radio"/> 2	<input type="radio"/>	Availability of firewood	2
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	1

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Police Outpost (n=0)				* Did not participate in survey.	
Queen Elizabeth (n=108)	● 1	○	○	Cleanliness of washrooms	1
	○	○	●	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	●	○	○	Responsiveness of staff to visitor concerns	
	○	●	○	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	●	○	Safety and security	
	●	○	○	Value for camping fee	
	○	○	● 3	Availability of firewood	3
	○	●	○	Overall , how satisfied were you with the quality of services and facilities?	
Racehorse (n=61)	○	○	●	Cleanliness of washrooms	
	○	○	●	Friendliness and courtesy of staff	
	●	○	○	Park information services	
	○	○	●	Responsiveness of staff to visitor concerns	
	○	○	●	Condition of facilities	
	○	○	●	Cleanliness of grounds	
	○	○	●	Control of noise	
	○	○	●	Safety and security	
	○	○	●	Value for camping fee	
	○	○	●	Availability of firewood	
	○	○	●	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
● (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
● (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
● (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
SRV-Sandy McNabb (n=118)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Sibbald Lake (n=45)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Cleanliness of grounds	1
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Control of noise	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Sir Winston Churchill (n=83)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2	Responsiveness of staff to visitor concerns	2
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Condition of facilities	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Cleanliness of grounds	1
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Control of noise	1
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Safety and security	1
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Availability of firewood	1
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Thompson Creek (n=109)	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Park information services	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Thunder Lake (n=59)	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Cleanliness of washrooms	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Cleanliness of grounds	1
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Control of noise	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Wabamun Lake (n=45)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of grounds	
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Control of noise	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 2	Safety and security	2
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Whitney Lakes – Ross Lake (n=45)	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Cleanliness of washrooms	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Availability of firewood	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Willow Creek (n=54)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/> 1	<input type="radio"/>	<input type="radio"/>	Park information services	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Value for camping fee	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	
Winagami Lake (n=71)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	Condition of facilities	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Value for camping fee	
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> 1	Overall , how satisfied were you with the quality of services and facilities?	1

Legend		Pass Level: (see page 4 for explanation)	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

Campground	Traffic Light Evaluation			Park Services and Facilities:	Pass Level
	R	A	G		
Writing-On-Stone (n=82)	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cleanliness of washrooms	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Friendliness and courtesy of staff	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Park information services	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Responsiveness of staff to visitor concerns	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Condition of facilities	1
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Cleanliness of grounds	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Control of noise	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Safety and security	
	<input type="radio"/>	<input checked="" type="radio"/> 1	<input type="radio"/>	Value for camping fee	1
	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Availability of firewood	
	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	Overall , how satisfied were you with the quality of services and facilities?	

Legend		<i>Pass Level: (see page 4 for explanation)</i>	
<input checked="" type="radio"/> (G)	High Satisfaction (all 3 measures meet set thresholds)	1	1 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (A)	Moderate Satisfaction (1 of 3 measures fail to meet thresholds)	2	2 of 3 measures barely passed set thresholds
<input checked="" type="radio"/> (R)	Potentially Low Satisfaction (2 or 3 measures fail to meet thresholds)	3	3 of 3 measures barely passed set thresholds

2004 Camper Satisfaction Survey – Traffic Light Summary of All Sites

CAMPGROUND:	Cleanliness of washrooms	Friendliness and courtesy of staff	Park information services	Responsiveness of staff to visitor concerns	Condition of facilities	Cleanliness of grounds	Control of noise	Safety and security	Value for camping fee	Availability of firewood	Overall Satisfaction with Services and Facilities
Aspen Beach - Lakeview	● 1Red	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Amber	● Red	● Green
Bow Valley - Bow River	● Red	● Green	● 1Red	● Green	● Amber	● Green	● 1Amber	● 1Green	● Red	● Red	● 1Green
Bow Valley - Bow Valley	● 1Red	● Green	● Red	● Green	● 1Green	● Green	● Green	● Green	● 1Amber	● 1Green	● Green
Brazeau Reservoir - Reservoir	● 1Red	● Green	● 1Red	● Amber	● Amber	● Green	● Green	● Amber	● Green	● Green	● Green
Cold Lake	● Green	● Amber	● Red	● Red	● Green	● Green	● 1Green	● 1Amber	● Red	● 1Red	● 1Amber
Crimson Lake - Twin Lakes	● Amber	● Green	● Red	● Amber	● 1Amber	● Amber	● Amber	● Red	● Red	● Red	● 1Amber
Cypress Hills - Ferguson Hill	● Red	● Green	● 1Amber	● Amber	● Red	● Amber	● 2Amber	● Green	● Red	● Red	● Amber
Dinosaur	● Red	● Green	● Green	● 1Green	● Amber	● Green	● 1Green	● Green	● 1Amber	● Green	● Green
Elbow Valley - Beaver Flats	● Green	● Green	● 2Amber	● Green	● Green	● Green	● Green	● Green	● Red	● Green	● Green
Elbow Valley - Paddys Flat	● Green	● Green	● Red	● Red	● 1Amber	● Green	● Green	● Green	● Red	● Green	● Green
Highwood/Cataract - Cataract	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● 1Amber	● Green	● Green
KP - Two O'Clock Creek	● Green	● Green	● 1Amber	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green
LSL - Marten River	● 1Green	● Green	● Amber	● Green	● Green	● Green	● Green	● Green	● Green	● Amber	● Green
Lakeland - Touchwood Lake	● Red	● Green	● Red	● Amber	● Amber	● Green	● 1Green	● 1Green	● Red	● Red	● 1Amber
Oldman Dam - Cottonwood	● 1Green	● Green	● 1Amber	● Green	● Green	● Green	● Green	● Green	● 3Green	● Green	● Green
PLP - Boulton	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green
PLP - Elkwood	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green
PLP - Mount Sarrail	● Red	● Green	● 1Amber	● Green	● Green	● Green	● Green	● Green	● 2Green	● Green	● Green
Park Lake	● Amber	● Green	● 1Green	● Green	● Amber	● Green	● Green	● Green	● Green	● Green	● Green
Pigeon Lake - Zeiner	● Red	● Green	● Red	● Red	● Red	● Red	● Red	● Red	● Red	● 2Amber	● 1Red
Queen Elizabeth	● 1Red	● Green	● Red	● Red	● Amber	● Green	● Green	● Amber	● Red	● 3Green	● Amber
Racehorse	● Green	● Green	● Red	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green
SRV - Sandy McNabb	● Green	● Green	● Red	● Green	● Green	● Green	● Green	● Green	● Red	● Green	● Green
Sibbald Lake	● Red	● Green	● Red	● Red	● Red	● 1Red	● Red	● Red	● Red	● Red	● Red
Sir Winston Churchill	● Red	● Green	● Red	● 2Green	● 1Red	● 1Green	● 1Amber	● 1Amber	● Red	● 1Red	● Red
Thompson Creek	● Green	● Green	● 1Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green	● Green
Thunder Lake	● 1Amber	● Green	● Red	● Green	● Red	● 1Green	● Red	● Red	● Red	● Red	● Amber
Wabamun Lake	● Red	● Green	● Red	● Red	● Red	● Red	● 1Red	● 2Green	● Red	● Red	● Red
Whitney Lakes - Ross Lake	● 1Amber	● Green	● Red	● Red	● Green	● Green	● Green	● Green	● Red	● 1Green	● Green
Willow Creek	● Amber	● Green	● 1Red	● Green	● Amber	● Green	● Green	● Green	● Green	● Green	● Green
Winagami Lake	● Amber	● Green	● Red	● Green	● Amber	● Green	● Green	● Green	● Red	● Red	● 1Green
Writing-On-Stone	● Red	● Green	● Green	● Green	● 1Amber	● Green	● Green	● Green	● 1Amber	● Red	● Green

Legend: ○ ○ ● **High Satisfaction** (3/3 measures meet set thresholds)
 ○ ● ○ **Moderate Satisfaction** (1/3 measures fail to meet thresholds)
 ● ○ ○ **potentially Low Satisfaction** (2/3 measures fail to meet thresholds)

Pass Level: 1 At least one of the three measures barely passed set thresholds
 2 Two of the three measures barely passed set thresholds
 3 Three of the three measures barely passed set thresholds