

2006 Visitor Profile Report Completed by

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## EXECUTIVE SUMMARY

### Background/Introduction

In an effort to assist the NH Division of Parks and Recreation better profile its visitors and understand their preferences regarding experiences at NH State Parks, a survey was designed with the objectives of:

- Profiling visitors in terms of demographics and travel party characteristics.
- Documenting participation in various types of activities.
- Identifying sources of information which most influenced visitations.
- Documenting visitor satisfaction with regard to facilities and experiences.
- Obtaining suggestions for improving facilities and visitor experiences.

A copy of the survey instrument is included in the Appendix to this report.

Using a systematic sampling procedure, surveys were distributed to visitors at all New Hampshire State Parks (with the exception of Wadleigh) during the second week in August, 2006. A total of 470 usable returns were received representing a 7.5% response rate.

### Report Format

Survey results are presented for all respondents as well as those considered day visitors or overnight visitors. The notation (n=) is used to indicate the number of respondents for each question and the base upon which sample statistics are calculated.

With regard to Visitor Profiles...

- Over half of all visitors reportedly reside in New Hampshire. This percentage is noticeably higher (almost two-thirds) for day visitors. The balance of visitors reportedly reside primarily in other New England or Mid-Atlantic states.
- Over half of all visitors were reportedly in the 35-54 age group. Visitors under the age of 35 represented less than 20% of all visitors. Those at least 55 years of age were more likely to be day visitors.
- The responsibility for planning a trip to a New Hampshire State Park was more apt to be associated with a female.
- With regard to income groups, the percentage of visitors reporting under \$50,000/year (30%), between \$50,000-\$99,999 (50%), and \$100,000 or more (20%), was essentially the same for both day and overnight visitors.

With regard to State Park Visitation Particulars...

- Responses from day visitors outnumbered those from overnight visitors by a factor of 1.5.
- While most of the smaller State Parks appeared to accommodate either day or overnight visitors, a number of the larger Parks accommodate both types of visitors.
- The average party size for both day and overnight visitors was essentially the same – 2.7 adults and 1.7 children for a total of 4.4 people.
- The average number of nights spent by overnight visitors was reportedly 2.9.
- Activities such as hiking/biking, fishing, and canoeing/kayaking were reported considerably more by overnight visitors while picnicking was more apt to be associated with day visitors. Swimming was an activity reported with almost equal frequency by both day and overnight visitors.
- The source of information cited most frequently as “most important” in people’s decision to visit a New Hampshire State Park was “family and friends”. “Previous Visits” as a category was also cited as a major source by both types of visitors. “Websites” (particularly that of NH State Parks) were cited noticeably more by overnight than day visitors.

With regard to Visitor Satisfaction...

- Overall, NH State Parks received “high marks” (4.6 on a 5-point scale) in terms of mean satisfaction. Areas receiving somewhat lower mean satisfaction ratings (4.0-4.2) were: restrooms, store, and fees. These were all areas that were the subject of considerable comments as well.
- Almost all (97%) reported that, based on their experience at a particular NH State Park, they would come back.
- With regard to areas of dissatisfaction with “restrooms”, most of the comments primarily reflected complaints of lack of cleanliness. Other noticeable mentions related to lack of supplies and broken fixtures.
- With regard to areas of dissatisfaction with “store”, most of the comments reflected a desire for a wider food selection or the fact that the store was closed.
- With regard to areas of dissatisfaction with “fees”, the vast majority of comments reflected a feeling that charges for both day visitors and overnight campsites were too high.
- As would be expected, most of the suggestions for improvement were directly related to the areas of dissatisfaction mentioned above.

Caution is urged with regard to drawing conclusions from this research for a couple

of major reasons:

- Since the distribution of the survey forms was limited to one week in August, visitor profiles may be different at other times of the season.
- Since the sample size for any particular Park's visitors is considered too small to have a high level of confidence in the results, survey results should only be generalized to "all visitors".

Given the above limitations, however, the survey results are believed to reflect a reasonable profile of NH State Park visitors and their experience in general. In that regard, it appears that while the overall level of satisfaction with facilities and visitor experiences is reportedly quite high, write-in comments suggest there may be basis for concern in the areas of maintenance/upkeep (particularly with regard to restroom cleanliness), reduced hours and limited offerings in Park stores, and fees (price/value relationship). These may be reflective of cutbacks in staff during the 2006 summer season - a situation which if allowed to continue will undoubtedly lead to lower levels of visitor satisfaction in the future.

Included in the Appendix are additional verbatim comments offered by several visitors about their experiences at specific NH State Parks (some actually attached hand/ typewritten pages). All generally reflect special memories and the feeling that NH State Parks have been "near and dear" to multiple generations of families over the years.

VISITOR DEMOGRAPHICS

State of Residence

Respondents were asked to indicate the state/province/country of their residence. Table 1 presents the specifics which can be summarized as follows:

- As might be expected due to location, over half of all visitors reportedly reside in New Hampshire. This percentage is noticeably higher (almost two-thirds) for day visitors.
- For undoubtedly similar reasons of proximity, one third of overnight visitors reportedly reside in Massachusetts.
- The balance of visitors reportedly reside primarily in other New England or Mid-Atlantic states.

Table 1  
 State of Residence

<u>State</u>	All (n=464)	Day (n=275)	Overnight (n=181)
New Hampshire	55.6	64.7	42.0
Massachusetts	22.4	15.6	32.6
Maine	3.7	2.9	5.0
Rhode Island	3.2	1.5	6.1
New York	3.0	2.2	3.3
Connecticut	3.0	3.3	2.8
Vermont	2.2	2.2	2.2
New Jersey	1.3	1.5	1.1
Pennsylvania	1.3	1.1	1.7
Other	4.3	5.0	3.2
Total	100.0	100.0	100.0

Respondents were provided categories representing age groups and asked to indicate which one applied to the person most responsible for planning their trip to a New Hampshire State Park. As indicated in Table 2....

- Over half of all respondents were reportedly in the 35-54 age group.
- Visitors under the age of 35 represented less than 20% of all visitors.
- Visitors at least 55 years of age were noticeably more likely to be day visitors.

Table 2  
 Age of Respondents

<u>Age Group</u>	<u>All (n=464)</u>	<u>Day (n=275)</u>	<u>Overnight (n=183)</u>
18 – 24	3.7	4.0	3.3
25 – 34	14.2	14.9	13.7
35 – 44	28.2	27.6	28.4
45 – 54	26.5	22.9	32.8
55 – 64	18.1	19.3	15.8
65 or more	9.3	11.3	6.0
Total	100.0	100.0	100.0

A related question asked about the gender of the primary decision-maker. Table 3 summarizes the responses which indicate that the responsibility for planning a trip to a New Hampshire State Park was more apt to be associated with a female.

Table 3  
 Gender of Decision-Maker

<u>Gender</u>	<u>All</u> <u>(n=407)</u>	<u>Day</u> <u>(n=238)</u>	<u>Overnight</u> <u>(n=168)</u>
Male	27.1	24.8	30.4
Female	45.0	48.3	40.5
Joint	27.9	26.9	29.1
Total	100.0	100.0	100.0

Income

A final demographic question asked about the respondent’s relative annual household income before taxes. As indicated in Table 4, with regard to income groups, the percentage of visitors reporting under \$50,000/year (30%), between \$50,000-\$99,999 (50%), and \$100,000 or more (20%), was essentially the same for both day and overnight visitors.

Table 4  
 Income of Respondents

<u>Income Group</u>	<u>All (n=396)</u>	<u>Day (n=232)</u>	<u>Overnight (n=160)</u>
less than \$35,000	15.4	13.8	17.5
\$35,000-\$49,999	14.6	15.9	13.1
\$50,000-\$74,999	29.0	28.4	30.0
\$75,000-\$99,999	19.9	20.3	20.0
\$100,000-\$149,999	13.1	12.1	13.8
\$150,000 or more	8.0	9.5	5.6
Total	100.0	100.0	100.0

## STATE PARK VISITATION PARTICULARS

### State Park Visited

While survey forms were distributed at all New Hampshire State Parks with the exception of Wadleigh, return rates varied considerably. Table 5 summarizes the number of returns by State Park with the indication by the respondent whether their visit was considered a “day” or “overnight” visit. It is noticeable that...

- Responses from day visitors outnumbered those from overnight visitors by a factor of 1.5.
- While most of the smaller State Parks appeared to accommodate either day or overnight visitors, a number of the larger Parks accommodate both types of visitors.
- Separate responses have been listed for visitors specifying different areas of Franconia State Park (Echo Lake, Flume, Cannon Mountain Tramway) as well as those with unspecified areas. Collectively, all components would rank it a close second to Pawtuckaway State Park in terms of number of visitor respondents.

Table 5  
 State Park Visited  
 (# Mentions)

<u>State Park</u>	<u>All</u>	<u>Day</u>	<u>Overnight</u>
Pawtuckaway	55	14	41
White Lake	46	14	32
Mt. Sunapee (Beach)	37	33	3
Greenfield	27	2	24
Rollins	23	22	-
Franconia (Echo Lake)	22	21	-
Lake Francis	21	1	20
Hampton Beach	21	16	4
Wentworth	20	20	-
Miller	17	16	1
Wallis Sands	17	16	1
Odiorne	16	16	-
Bear Brook	15	13	2
Moosebrook	15	1	14
Franconia (Flume)	15	14	1
Ellacoya	14	8	5
Kingston	14	14	-
Wellington	14	14	-
Umbagog	11	1	10
Pillsbury	10	2	8
Franconia (Unspecified)	10	6	4
Crawford Notch	7	2	5
Franconia (Tram)	7	6	1
Monadnock	7	1	6
Silver Lake	6	6	-
Mollidgewock	3	-	3
Total	470	279	185

Note: No surveys distributed at Wadleigh State Park

Average Party Size

As indicated in Table 6, the average party size for both day and overnight visitors was essentially the same - 2.7 adults and 1.7 children for a total of 4.4 people.

Table 6  
 Average Party Size

	All (n=467)	Day (n=278)	Overnight (n=185)
# Adults	2.7	2.7	2.6
# Children	1.7	1.7	1.8
Total	4.4	4.4	4.4

Average Length of Stay

The average number of nights spent by overnight visitors was reportedly 2.9.

Activities

Respondents were provided a list and asked, “In which of the following activities did you or someone in your group participate while on this State Park visit?” Table 7 summarizes the information which include some other “write in” responses. It is noticeable that:

- Activities such as hiking/biking, fishing, and canoeing/kayaking were reported considerably more by overnight visitors.
- Picnicking was more apt to be associated with day visitors.
- Swimming was an activity reported with almost equal frequency by both day and overnight visitors.

Table 7  
 Visitor Activities

<u>Activity</u>	<u>All (n=469)</u>	<u>Day (n=278)</u>	<u>Overnight (n=185)</u>
Swimming	59.7	57.2	63.2
Picnicking	47.8	54.3	37.8
Hiking	40.9	32.4	55.1
Overnight Camping	40.1	-	96.2
Canoe/Kayaking	22.4	9.7	42.2
Biking	14.5	6.1	27.0
Fishing	6.6	2.5	13.0
Motorized Boating	6.0	4.0	9.2
Walking (beach, etc.)	5.1	7.2	2.2
Lounging/Relaxing	1.5	2.2	0.5
Sightseeing	1.5	1.8	1.1
Sunning/Tanning	1.1	1.8	-
Other	7.5	7.6	7.6

Note: Percentages add to more than 100% due to multiple mentions

All respondents were asked to indicate which source of information was most important in their decision to visit the New Hampshire State Park. Table 8 summarizes the responses which indicate that:

- The source cited most frequently by both day and overnight visitors was “family and friends”.
- “Previous visits” as a category was also cited as a major source by both types of visitors.
- “Websites” (particularly that of NH State Parks) were cited noticeably more by overnight than day visitors.

Table 8  
 Information Sources

<u>Source</u>	<u>All</u> <u>(n=469)</u>	<u>Day</u> <u>(n=261)</u>	<u>Overnight</u> <u>(n=178)</u>
Family/friend	41.4	44.1	37.1
Previous visits	24.8	25.7	24.2
Website	11.2	6.1	19.1
Drive by	4.7	4.2	5.6
Close to home	4.2	6.1	1.1
Newspaper	0.7	1.1	-
Television	0.2	0.4	-
Other	12.8	12.3	12.9
Total	100.0	100.0	100.0

VISITOR SATISFACTION

Satisfaction Ratings

Visitors were asked to rate various aspects of the particular State Park visited using a scale of 1 to 5, where 5 = Very Satisfied. Table 9 summarizes the responses in terms of average (mean) ratings which indicate that overall NH State Parks received “high marks” (4.6). Areas receiving relatively lower satisfaction ratings (4.0-4.2), however, were: restrooms, store, and fees. These are all areas that were the subject of considerable comments which are included in the following sections.

Table 9  
 Mean Visitor Satisfaction Ratings  
 (Scale: 1 to 5, where 5 = Very Satisfied)

<u>Park Aspect</u>	<u>All</u>	<u>Day</u>	<u>Overnight</u>
Staff	4.7	4.7	4.6
Restrooms	4.0	4.2	3.9
Store	4.2	4.3	4.1
Campground	4.6	4.6	4.7
Fees	4.2	4.2	4.2
Overall Experience	4.6	4.7	4.6

Visitors were asked, “Based on your experience at this particular State Park, would you come back?” As indicated in Table 10, almost all (97%) indicated they would.

Table 10  
 Will You Return?

	All (n=453)	Day (n=266)	Overnight (n=179)
Yes	97.1	97.4	96.6
No	1.1	1.1	1.1
Not sure	1.8	1.5	2.3
Total	100.0	100.0	100.0

Respondents providing a rating of “1” or “2” were asked to describe their dissatisfaction.

Comments have been captured and organized into categories. The number in parentheses indicates the number of times that particular comment was made.

*Restroom Issues*

- Bathroom not clean/sanitary; smells (33)
- Toilets often plugged/broken (5)
- No soap/toilet paper in bathroom (6)
- Bathrooms/showers are old and need renovation (2)
- Restrooms/showers closed before Park closed (2)
- No hot water (1)
- Only 1 little mirror for 3 sinks (1)
- Smelly pit toilets (1)
- No shelves in bathrooms (1)
- Rest room buildings replace with a “porta-potty” (1)
- Bathroom door broken (1)
- Only pay toilets; directions to others were confusing (1)

*Pricing Issues*

- \$10/car is steep considering services provided (8)
- Price of campsite very expensive for families (7)
- \$3 for 4 hours is steep; expensive to pay per person (6)
- Shouldn't have to pay extra for biking/hiking trails (3)
- Additional fee for visitors is excessive (1)
- Camping fee not in line with others (1)
- Cost of cabins is too high (1)
- Age at which person required to pay seems indiscriminate (1)
- There should be an “out-of-state” rate (1)
- Unbalanced rate increase last year; some sites aren't “premium” (1)

*Store Issues*

- Store closed (5)
- Prefer hot dogs/hamburgers like the “old days” (4)
- Store has limited food selection (3)
- Poor food selection – high sugar food/chips (1)

*Staff Issues*

- Staff seems disinterested; not welcoming/friendly (4)
- Park staff don't speak English/not helpful (3)
- Park staff offered no information such as maps, trails, etc. (2)
- Desk person not friendly – actually rude (1)
- Not told of Senior Citizen rates (1)

*Other Issues*

- Very difficult to get through to Concord for reservations (2)
- Swim area too small (1)
- Not enough picnic tables (1)
- Very poor campsite accessibility with camper (1)
- Leeches in lake (1)

Suggestions for Improvement

Follow-on questions asked for visitor suggestions for improvement in two categories – facilities and overall experience.

(1) Facilities

*Restroom/Shower*

- More frequent bathroom cleanings/stocking (35)
- More showers/restrooms in general (10)
- Soap in restrooms/better dispensers (8)
- Redo/renovate restrooms/toilets/showers (8)
- Shelf or bench in shower area (6)
- Diaper-changing station (6)
- Repair broken/noisy bathroom door (4)
- Workable locks on dressing room doors (3)
- Tampon machine (2)
- Better treatment/pumping of pit toilets (2)
- Use different/better quality toilet tissue/single sheet instead of roll (2)
- Better signage for restrooms (2)
- Disposal for women's personal products (2)
- Hot showers (2)
- Better marked "accessible" ramp signs from rest room (1)
- Use clean mop & sanitizer in each shower stall (1)
- Put bathroom at beach (1)
- Changing room for day use (1)
- More private showers (1)
- Flush toilets (1)
- Hot water in restroom sinks (1)

- Continuous running water faucets in restroom (1)
- Clean-up graffiti on bathroom walls (1)
- Keep bathrooms open in evening (1)
- Larger mirrors in bathroom (1)
- Hand sanitizer in pit toilets (1)
- Restroom for small children (1)
- Working hand dryer (1)
- Better lighting in bathrooms (1)

*Store*

- Healthier food in store – more choices (8)
- Add park store/refreshment stand (4)
- Offer hot coffee by the cup in the mornings (2)
- More souvenirs (patches, pins, flashlights with NH logo) and postcards (2)
- Inform of store hours when check-in (1)
- Vending machines for snacks (2)
- Sell temporary fishing licenses (1)
- Provide wood – complimentary? (1)
- Larger pieces of wood at camp store (1)
- Food (hamburgers/hot dogs) to purchase (1)
- Repaint drop-off area at Park store (1)
- Colder drinks in store/refill at end of day (1)
- Eggs and milk at store (1)
- Stock campground store like beach store (1)
- Keep store open later (1)

*Pricing*

- Reduced prices for cars (6)
- Out-of-state senior rates (5)
- Higher rates for out-of-state visitors (2)
- Make senior age 60 (1)
- Offer AAA discount (1)
- Lower campground prices (1)
- Prefer to buy season pass (1)
- Honor handicapped plaque at all Parks – free? (1)
- One price for all seniors (1)
- Senior citizens should be free (1)
- Post pricing for showers (1)
- Discounts for local residents (1)
- Showers should be free (1)

*Staff*

- Extra staff to clean-up/rake beach (7)
- Need more lifeguards (2)
- Staff more knowledgeable re: activities in area (1)
- Lifeguards need to pay more attention (1)
- More visibility of Adult Rangers (1)

*Reservations*

- Online reservation system (3)
- Website showing actual availability at Parks (1)
- More people answering phones to make reservations (1)
- Ability to contact individual Park directly for cancellation (1)

*Site*

- More sites with water & electricity (4)
- More boat trailer parking (3)
- Increase size of playground/better playground area (3)
- Enlarge boat launch area – wider and flatter (3)
- More private sites (2)
- Individual fire rings (2)
- Provide water source to fill trailer potable water (1)
- Sewage hook-ups (1)
- Temporary dock for short shore visits and/or beach boat area (1)
- Keep wildlife and trees populated between sites for privacy/health (1)
- More campsites (1)
- Some sites too small and sad looking (1)
- Beach for children to swim (1)
- Expand beach area (1)
- More bike trails (1)

*Maintenance/Buildings*

- More trash/garbage cans (7)
- Repair/maintenance of picnic tables/install newer type (7)
- Game room (2)
- Add laundry room (2)
- Bike racks near restroom/store (too many bicycles) (2)
- Pave parking areas for cars (2)
- Clean the sites between camper visits (2)
- Build up sites (they're low and flood) (2)
- Remove trash containers (attract bears) (1)
- Service dumpster sooner (1)
- Recycling containers clearly labeled and visible (1)
- Keep walkway swept and clean (1)

- More picnic tables for day use (1)
- Mow grassy areas (1)
- Youth group sites need more and better tables (1)
- Campers' beach needs more sand, vegetation clean-up (1)
- Trail around lake has eroded and needs attention (1)
- Channel to lake needs dredging to make deeper (1)
- Grade gravel roads (1)
- Signs marking where you are on trails (1)
- Upgrade dated & worn playground equipment (1)
- More sheltered window seating at summit house (1)
- Replace some fire pits (1)
- Update cottages – beds, appliances (1)
- Cover safety hazards sticking up from ground (1)
- Fix eroded beach (1)
- Make fire pit grid handles closer together so 1 person can move it (1)
- More benches along paths (1)
- Centrally-located camp lodge (1)
- Smooth path from parking lot for strollers/wheelchairs (1)
- Remove large trees at top for better views (1)
- More rings on edges of tent platforms for tie downs (1)
- Need rescue boats for emergencies (1)
- Park's main trail needs maintenance (1)
- Safety rail for top bunk (1)
- New beds/mattresses (1)
- Repair asphalt roadway (1)

*Other*

- Open longer season (3)
- Provide games/puzzles (1)
- Provide info on spiders – whether dangerous or not (1)
- Keep car gate open later in evening (1)

(2) Overall Experience

*Staff*

- More welcoming staff at front desk (2)
- Staff better monitor ball playing/frisbie (1)
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*Pricing*

- Not charge for showers (1)
- More cost-effective canoe rentals (1)

*Site*

- Provide canoe/kayak rentals; boating/canoe experience (3)
- Separate area for large RVs with generator noise (2)
- More row boats (1)
- More space for day use (1)
- Easier access to site (1)
- Need directions to campsite on website (1)
- Water had slight odor & cloudy (1)
- Hard to find on NH State map (1)
- Campground maps more plentiful (1)
- More unreserved sites (1)
- Brochures with exact directions for local B&Bs, hotels (1)
- Panorama diagrams of all views (1)
- Add motorized boat rental (1)

*Maintenance/Buildings*

- Update visitor center (2)
- Remove some of growth along waterfront sites (1)
- Provide rubbish collection (1)
- Fix tank for drinking water (1)
- Beach could be a lot more rock-free (1)

*Policies*

- Enforce quiet time rules (8)
- Allow dogs; continue to allow pets (4)
- American Flag flying from pole (3)
- Keep campfires low – fear of fire at night (2)
- Allow later time for campfires out (2)
- Better refund policy re: illness (2)
- Don't make cars wait for school buses when entering (2)
- Better enforcement of park speed limit (2)
- Would have liked to use our "floating devices" (2)
- No pets (1)

- Rules for not leaving items on walking trail (1)
- Beach use by campers only (1)
- Enforce use of bathrooms by gender (1)
- Signs “Don’t feed the ducks/gulls” (1)
- Open earlier during the week (1)
- Fines for littering (1)
- Open later in evening (1)
- No fishing! Want to be in nature not watch fish suffer (1)
- Call people back re: dissatisfaction/refunds (1)
- Seagulls are unhealthy; should “disappear” (1)

*Other*

- Better trail maps for hiking/biking – put trail numbers on map (7)
- More children’s activities – ex: learning center (3)
- Cable TV (1)
- Better description of difficulty/ease of trails on map (1)
- Kayak/canoe & nature trail guides – what to look for (flora/fauna) (1)
- Tips for repeat visitors – trying something new (1)

## APPENDIX

**NEW HAMPSHIRE STATE PARKS  
VISITOR SURVEY**

Dear New Hampshire State Park Visitor:

Welcome! We are asking for your input in helping us to better understand our visitors and their preferences.

**Please have one adult in your travel party complete this questionnaire** which should only take a few minutes of your time. The information is confidential and will be helpful in our efforts to provide an enjoyable NH State Park experience.

**You are encouraged to enter our “New Hampshire State Parks Sweepstakes” by completing the entry form at the end of the survey.** Multiple drawings will be held with the grand prize being a 5-night stay in a NH State Park campground and a family season pass.

We thank you for helping us serve you better and hope you enjoy New Hampshire’s State Parks.

Sincerely,

*Allison A. McLean*  
Allison A. McLean, Director  
NH Division of Parks and Recreation

**REGARDING YOUR VISIT**

1. What is the name of the NH State Park visited? \_\_\_\_\_
2. How many people were in your travel party on this State Park Visit?

# adults	_____
# children	_____
TOTAL	_____
3. a) Would you describe your visit as a ( ) day visit or an ( ) overnight visit?  
b) If overnight visitor: How many nights did you spend at this State Park? \_\_\_\_\_
4. In which of the following activities did you or someone in your group participate on this State Park visit?  
Please check all that apply.  
 Overnight camping     Swimming     Hiking     Biking     Picnicking  
 Motorized boating     Canoe/kayaking     Other (please describe): \_\_\_\_\_

**REGARDING THE STATE PARK VISITED**

5. Which of the following sources of information was MOST IMPORTANT in your decision to visit this particular State Park? (Please check only one)

- Family/friend             Newspaper             Radio             Television  
 Website (please specify): \_\_\_\_\_  
 Other (please specify): \_\_\_\_\_

6. Please rate your satisfaction with various aspects of this particular State Park’s facilities using a scale of 1 to 5, where 1 = Very Dissatisfied and 5 = Very Satisfied. Please circle one number for each item listed below:

	Very Dissatisfied				Very Satisfied		Not Applicable
Park Staff	1	2	3	4	5	n/a	
Park Restrooms	1	2	3	4	5	n/a	
Park Store	1	2	3	4	5	n/a	
Park Campground	1	2	3	4	5	n/a	
Park Fees	1	2	3	4	5	n/a	
Overall Experience	1	2	3	4	5	n/a	

If you provided a rating of a “1” or “2”, please describe your dissatisfaction:

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Do you have any suggestions for improvement regarding State Park facilities identified above?

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Is there anything else you feel could be done to improve your overall experience at this NH State Park?

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7. Based on your experience at this particular State Park, would you come back?  Yes             No

**REGARDING YOU/YOUR FAMILY**

8. Please indicate your state/province/country of residence and Zip/Postal Code  
State/Province/Country: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_
9. What is the age and gender of the person in your travel party who was most responsible for planning this trip?  
AGE:     18-24     25-34     35-44     45-54     55-64     65+  
GENDER:  Male     Female     Joint Decision
10. Which of the following categories best represents your total annual household income before taxes?  
 less than \$35,000     \$50,000-\$74,999     \$100,000-\$149,999  
 \$35,000-\$49,999     \$75,000-\$99,999     \$150,000+

**THANK YOU VERY MUCH FOR YOUR TIME AND INPUT!**

**To be eligible for the Sweepstakes, please provide the information below by October 1, 2006:**

Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

Address: \_\_\_\_\_ City/State/Zip \_\_\_\_\_

**After completing the form, simply refold and tape it with the return address showing. You may place it in any U.S. mailbox (postage is prepaid).**

## RESPONDENT COMMENTS

### Bear Brook

- Our family used to have a reunion here every year. We go elsewhere now (not a State Park) because your Park Ranger stopped my son's band from playing at the pavilion even after we previously made arrangements. It was no louder than a band at a wedding held at that spot. Your employees and the State needs to realize this Park is the "people's" not the Rangers.
- We love Bear Brook and biked every weekend all summer long. We would like to thank every person for all their work that has made it an awesome Park.

### Crawford Notch

- We had a wonderful time and plan on going back to the same site next year.
- Very impressed. Facility and trails were well maintained.

### Ellacoya

- Everything looked wonderful and I wouldn't change a thing.
- Very nice park. Hope to return next year.

### Franconia

- Do not force people at the end of the Flume walk to enter the gift shop. It makes you feel that you are in a ride at Disneyland – not a nature park. It ruins the feel of being in a State Park.
- Ralph, the bus driver at the Flume was great!
- Lonesome Lake trail was well-kept and enjoyable.

### Greenfield

- We went to Acadia National Park and it was so tiny there; #228's driveway is bigger than the whole site we had there.
- The campsites were large and nicely spaced out; bathrooms easily accessible. Thank you for providing the facilities for a great camping trip.

### Kingston

- I've been going to Kingston SP for swimming/picnicking for 20 years; always have a good time; my kids have enjoyed it over the years also.
- The porta-potty was well maintained; toilet paper and seat covers as well!
- Very impressed with the cleanliness and beauty of this park.

### Miller

- We love the opportunity to hike at Miller State Park. Thanks for painting the bathroom. The employees are very friendly.
- Overall, it was a great experience – especially for our granddaughter. She said it was better than "Great Adventure".
- Nice people!

Monadnock (campground)

- I want to compliment the Rangers on duty (Tom & Dennis) – easily the most helpful, informative, and pleasant Rangers I've ever met. And that's a high level of standard for them to exceed. Thanks!
- I like the spacing & layout of campsites; nice to have showers which weren't here in 1982.
- Staff are fabulous; trails very well marked; provide more visible recycling bins; don't change # of campsites.

Moose Brook

- We had a great visit; the Park was wonderful.

Mt. Sunapee (Beach)

- I'm not sure how to present this, but the whole time we were there (1.5 hours), a young man was aimlessly walking the beach and grounds. I think he meant no harm but was perhaps mentally challenged. Could increase security perhaps to help address such unfortunate distractions.
- It's a great place to take children. My son is 7 and it's perfect for us. We took 9 & 10 year olds also and they had a blast!
- Restore financial support to the Park System to provide the amenities which were cut.
- What I liked this year was Carl going around and talking to people – asking how they were doing? Having a good time? I only saw him once as he was busy but what great PR.

Odiorne

- It is a lovely, well kept up State Park.
- Very gracious attendant at entrance to Park.
- 

Pawtuckaway

- Great place; great staff; beautiful scenery; good fishing. I'm here 5-7 times a year.
- Well run and incredibly clean. You should see RI's State Parks...then again, maybe you shouldn't.
- It is a vacation to go camping at a State Park; visitors should feel welcomed – not a burden on the workers.
- It was great!
- All was nice...not great but convenient and we were all very satisfied.
- I'm a regular visitor and it's my favorite State Park.
- Staff were extremely helpful and pleasant.

Pillsbury

- I felt the staff was doing a great job. I found all the sites very clean – great job.
- Keep it primitive – no need to improve.
- Please keep it as primitive and natural as it is.

Umbagog

- Staff is excellent; my son uses a wheelchair and the first summer they built him a ramp and they put it up again each summer; really great people and knowledgeable.
- This is a beautiful spot and a very well maintained Park; always clean and a pleasure to visit; this is our 5<sup>th</sup> year in a row.
- Staff very pleasant and kind; accommodating to the children; acted very quickly with issues.

- Keep up the good work; restrooms were extremely clean this year!

#### Wellington

- Park was great; boat launch was excellent!

#### Wentworth

- Leave it the way it is.
- Love the staff! Very convenient Park
- Always spotless; attendants spectacular.
- You have everything I need.
- Everything was great.

#### White Lake

- Everything was fine. I have enjoyed coming to White Lake for many years. It's a great place for kids.
- I may have rated some things with a "1" or "2" in the past years, but last year and this year, I have seen a big improvement.
- You've added recycling collection – this is wonderful!
- Keep it this way. I have been coming here for 40 years and now bring my grandchildren.
- Park Manager, Arthur Charbonneau is doing a super job! He is on the right track and we look forward to continued trips to White Lake!
- When we go to a State Park, White Lake is our choice. We have been camping and enjoying day trips for many years.
- We like that there are no pets allowed.