



Missouri Department of Natural Resources
Division of State Parks
800-334-6946

1998 Pomme de Terre State Park Visitor Survey

Project Completion Report

Submitted to

**Missouri Department of Natural Resources
Division of State Parks**

Prepared by

**Dawn K. Fredrickson
R. Neil Moisey Ph.D.**

**Department of Parks, Recreation, & Tourism
School of Natural Resources
University of Missouri-Columbia**

February, 1999

Executive Summary

The purpose of this study was to describe visitors' socio-demographic characteristics, patterns of use, and satisfaction with park facilities, programs and services at Pomme de Terre State Park (PTSP).

An on-site survey of adult visitors to PTSP was conducted from July 1, to August 31, 1998. Overall response rate was 64.6%, with 388 surveys collected. Results of the survey have a margin of error of plus or minus 5%. The following information summarizes the results of the study.

Socio-demographic Characteristics

- PTSP visitors were comprised of nearly equal numbers of males and females, and the average age of the adult visitors to PTSP was 44.
- The highest percentage had completed vocational school or some college and had an annual household income of \$25,000-\$50,000.
- The majority of visitors (94%) were Caucasian, 3% were Native American, 1% were Hispanic, 1% were Asian, and 0.5% were African American.
- Only 5% of the visitors reported having a disability.
- Over 83% of visitors were from Missouri and 4.9% were from Kansas.
- Most visitors came from ????

Use-Patterns

- About three-fourths of PTSP visitors had visited the park before.
- PTSP visitors had visited the park an average of 7 times in the past year.
- About three-fourths of the visitors were overnight visitors.
- Of the visitors staying overnight, four-fifths stayed in the PTSP campground, and almost half stayed two nights. The average number of nights visitors stayed was 3.2.
- The majority of PTSP visitors visited the park with family and/or friends. About 14% visited the park alone. Average group size of visitors to PTSP was 4.4 people.
- The most frequent recreation activities in which visitors participated were swimming, camping, picnicking, boating, viewing wildlife, and hiking.
- Only 4% of campers indicated they were camping at PTSP because they could not get a campsite at an Army Corps of Engineers campground.

Satisfaction and Other Measures

- Almost 99% of the visitors were either very or somewhat satisfied overall.
- Visitors to the Hermitage site had a significantly higher overall

satisfaction than visitors to the Pittsburg site.

- Visitors were most satisfied with the picnic areas and least satisfied with the marina.
- The majority of visitors gave high ratings on being free of litter and trash and being safe.
- Having clean restrooms was the area identified as needing the most attention. Disabled visitors identified disabled accessibility as needing more attention.
- Over two-fifths (43%) of visitors with safety concerns listed lack of law enforcement (lack of personnel/rangers patrolling the park, lake, and beaches and/or people breaking rules or being inconsiderate) as a major safety concern.
- Only 39% of visitors to PTSP felt crowded during their visit. More than one-third of them felt crowded in the campgrounds.
- Weekend visitors' perceptions of crowding were significantly higher than weekday visitors', and campers felt significantly more crowded than non-campers.
- Visitors who felt the park was safe also were more satisfied overall and felt less crowded.
- Over half (53%) of PTSP visitors supported allowing some campsites to be reserved and keeping the others first-come, first serve.
- Thirty-four percent (34%) of the respondents provided additional comments or suggestions, over one-fourth of which were positive comments.

Acknowledgements

Conducting and successfully completing a study of this magnitude and complexity could not have been accomplished without the cooperation of many individuals. About 3,900 visitors to Missouri State Parks participated in the 1998 Missouri State Parks Visitor Survey. Over 350 visitors to Pomme de Terre State Park voluntarily agreed to provide the information upon which this report is based. In many cases these individuals graciously extended their stay at particular recreation sites so that they could complete the questionnaire. It is clear from their input that these visitors care very much for the recreation resources in the Missouri State Park System. Their efforts will provide invaluable input into the planning process and providing for more effective and responsive management of these resources.

Many thanks also go to the numerous research assistants and students at the University of Missouri who collected the survey data and assisted in the coding and computer data entry of the questionnaires. They are: Li-chen Lin, Tucker Fredrickson, Carrie Robinett, Chris Thoele, and Casey Thornton.

Table of Contents

Executive Summary ii

Acknowledgements iv

Table of Contents v

List of Tables vii

List of Figures viii

Introduction 1

 Background 1

 Need for Recreation Research 1

 Study Purpose 2

 Study Area 2

 Scope of Study 2

Methodology 3

 Sampling Procedures 3

 Questionnaire 4

 Selection of Subjects 4

 Data Collection 4

 Data Analysis 5

Results 6

 Surveys Collected & Response Rates 6

 Sampling Error 6

 Socio-demographic Characteristics 7

 Age 7

 Gender 7

 Education 8

 Income 8

 Ethnic Origin 8

 Visitors with Disabilities 8

 Residence 8

 Use Patterns 8

 Visit Characteristics 8

 Group size 9

 Reason for Camping at Pomme de Terre 10

 Recreation Activity Participation 10

 Satisfaction Measures 10

 Overall Satisfaction 10

 Satisfaction with Park Features 10

 Performance Rating 11

 Importance-Performance Measures 12

 Crowding 13

 Crowding and satisfaction 14

 Safety Concerns of Visitors 14

 Support of Campsite Availability 15

 Additional Visitor Comments 15

Discussion 17

Management Implications.....17
Research Recommendations19
Methodology Recommendations and Considerations for Other Parks.....19
 Survey administration19
References.....21
Appendix A. Pomme de Terre State Park User Survey22
Appendix B. Survey Protocol25
Appendix C. Prize Entry Form27
Appendix D. Observation Survey29
Appendix E. Responses to Survey Questions31
Appendix F. List of Responses for Safety Concerns (Q 9).....37
Appendix G. List of Responses for Additional Comments (Q 22).....40

List of Tables

Table 1. PTSP Survey Schedule3
Table 2. Surveys Collected by Day of Week.....6
Table 3. Surveys Collected by Time Slot6
Table 4. Surveys Collected by Date.....7
Table 5. Surveys Collected by Site7
Table 6. Surveys Collected by Recreation Area7
Table 7. Mean Performance and Importance Scores for Park Attributes11
Table 8. Locations Where PTSP Visitors Felt Crowded During Their Visit.....13
Table 9. Frequency and Percentage of Comments and Suggestions from
PTSP Visitors.....16

List of Figures

Figure 1. Ethnic Origin of PTSP Visitors8
Figure 2. Residence of PTSP Visitors by Zip Code9
Figure 3. Participation in Recreational Activities9
Figure 4. Satisfaction with PTSP Features10
Figure 5. Importance-Performance Matrix of Park Attributes.....12
Figure 6. Comments from Visitors Not Rating PTSP Excellent on Safety14
Figure 7. Preferred campsite availability options15
Figure 8. Safety Ratings of PTSP17
Figure 9. Levels of Crowding and Satisfaction Ratings by Safety Concerns18
Figure 10. Overall Satisfaction is Lower for Those Who Felt More Crowded18

Introduction

BACKGROUND

In 1939, 15 years after Missouri obtained its first state park, 70,000 visitors were recorded visiting Missouri's state parks (Masek, 1974). Today, more than 16 million people visit the 80 state parks and historic parks Missouri offers (Holst & Simms, 1996). The increase in visits to Missouri state parks and historic sites may be due in part to the diversity of sites, resources, and recreational opportunities provided by the state park system. Visitors to state parks have different characteristics and preferences (Donnelly, Vaske, De Ruiter, & King, 1996), and may be attracted to Missouri's state parks and historic sites because of the diversity of resources and recreational opportunities (Holst, 1991).

The DSP recognizes the importance of this diversity, as is evidenced by the mission of the state park system: "To preserve and interpret the finest examples of Missouri's natural landscapes; to preserve and interpret Missouri's cultural landmarks; and to provide healthy and enjoyable outdoor recreation opportunities for all Missourians and visitors to the state" (Holst, 1990, p. 7).

In order to fulfill its mission, state park managers are challenged to determine what recreational opportunities are most sought after by visitors to state parks and to determine how satisfied those visitors are with state park facilities, services, and programs. In order to ensure continued citizen support for the Parks and Soils sales tax, a tax funding state

parks, managers are further challenged to determine whether all demographic populations are benefiting from the recreational opportunities provided at state parks.

To aid in meeting these challenges and to aid in the planning and management processes at recreation sites, surveys of visitors to the various state parks and historic sites should be conducted (TRRU, 1983). Specific information provided by the surveys should include use patterns of visitors to state parks, socio-demographic characteristics of those visitors, and visitor satisfaction of facilities, services, and programs (Lucas, 1985).

NEED FOR RECREATION RESEARCH

Recreation research has been identified as an important component in planning for recreational needs of visitors, particularly research that examines preferences and behaviors of visitors (Manning, 1986; Yoesting, 1981). In the past, it has been assumed that administrators of recreation sites were omniscient, knowing intuitively what the public wanted and should have in the way of recreational opportunities (Manning, 1986; Reid, 1963; Yoesting, 1981). Managers regarded visitors to recreation sites as static, and did not take into consideration that visitor preferences and desires can change. Because site administrators are not omniscient and visitor preferences do change (Cordell & Hartmann, 1983; Ditton, Fedler, Holland, & Graefe, 1982; Donnelly et al., 1996), studies examining the use patterns, socio-demographic

characteristics, and satisfaction of visitors are necessary for planning, implementing, and improving recreational opportunities.

Little site-specific information is available for state parks and historic sites in Missouri. Much of the survey work done for state parks and historic sites has focused on the state park system as a whole. A need exists for site-specific data to compare visitor information between parks, or to measure changing trends in these parks. Also, a need exists for consistent methodology in visitor surveys, in order that such comparisons and measurements can be made. Manning (1986) reported that many surveys, even when conducted by the same agency, were methodologically inconsistent in recreational activity definitions, data collection techniques, sample sizes and response rates, age of respondents, and question wording and sequence. Any comparison of data would be difficult because of the inconsistent methodologies.

STUDY PURPOSE

The purpose of this study is to gain information about visitor use patterns, socio-demographic characteristics, and satisfaction with park programs, facilities, and services.

This report examines the results of the visitor survey conducted at Pomme de Terre State Park (PTSP), one of the eight parks and sites included in the study. Objectives specific to this report include:

1. Describing the use patterns of visitors to PTSP during the period between July 1, and August 31, 1998.
2. Describing the socio-demographic characteristics of visitors to PTSP.
3. Determining if there are differences in select groups' ratings of park attributes, satisfaction with park features, overall satisfaction, and perceptions of crowding.
4. Determining any differences in select characteristics of visitors who highly rate park safety and those who did not.
5. Determining if perceptions of crowding influence visitors' overall satisfaction with their visit to PTSP.

STUDY AREA

Located in Hickory County, PTSP lies on the banks of Pomme de Terre Reservoir. The park consists of two areas separated by an arm of the lake, one area near Pittsburg, MO and the other near Hermitage, MO. Although both areas offer campgrounds and public swim beaches, each area has a special appeal to different visitors, and this difference was taken into account during data analysis.

SCOPE OF STUDY

The population of the visitor study at PTSP consisted of all PTSP visitors who were 18 years of age or older (adults), and who visited PTSP from July 1, to August 31, 1998. These results only reflect summer visitors.

Methodology

SAMPLING PROCEDURES

A 95% confidence interval was chosen with a plus or minus 5% margin of error. Based upon 1997 visitation data for July and August at PTSP, it was estimated that a population size of approximately

Table 1 shows the survey schedule along with the time slots used. Three time slots were chosen for surveying and two time slots were surveyed per day. The three time slots were as follows: Time Slot 1 = 8:00 a.m. - 12:00 p.m., Time Slot 2 = 12:00 p.m. - 4:00 p.m., and Time Slot 3

Table 1. Pomme de Terre State Park Survey Schedule

Date	Day	Site	Time slot
July 16	Thursday	Pittsburg	1. 8:00 a.m. - 12:00 p.m.
		Hermitage	2. 12:00 p.m. - 4:00 p.m.
July 18	Saturday	Pittsburg	2. 12:00 p.m. - 4:00 p.m.
		Hermitage	3. 4:00 p.m. - 8:00 p.m.
August 1	Saturday	Pittsburg	1. 8:00 a.m. - 12:00 p.m.
		Hermitage	2. 12:00 p.m. - 4:00 p.m.
August 3	Monday	Hermitage	1. 8:00 a.m. - 12:00 p.m.
		Pittsburg	3. 4:00 p.m. - 8:00 p.m.
August 8	Saturday	Pittsburg	2. 12:00 p.m. - 4:00 p.m.
		Hermitage	3. 4:00 p.m. - 8:00 p.m.
August 10	Monday	Pittsburg & Hermitage*	1. 8:00 a.m. - 12:00 p.m.
		Hermitage	2. 12:00 p.m. - 4:00 p.m.
August 22	Saturday	Hermitage	1. 8:00 a.m. - 12:00 p.m.
		Pittsburg	3. 4:00 p.m. - 8:00 p.m.
August 23	Sunday	Pittsburg	2. 12:00 p.m. - 4:00 p.m.
		Hermitage	3. 4:00 p.m. - 8:00 p.m.

* Pittsburg site was empty of visitors, so surveyor completed remaining time slot at Hermitage site.

307,367 visitors would visit PTSP during the period between July 1 and August 31, 1998 (DNR, 1998). Therefore, with a 95% confidence interval and a plus or minus 5% margin of error, a sample size of approximately 400 was required (Folz, 1996). A random sample of adult visitors (18 years of age and older) who visited PTSP during the study period were the respondents for this study.

= 4:00 p.m. - 8 p.m. A time slot was randomly chosen (Time Slot 1) and assigned to the first of the scheduled survey dates. Thereafter, time slots were assigned in ranking order based on the first time slot. For example, the first survey date would be surveyed during time slots 1 and 2, the second during time slots 3 and 1, the third during time slots 2 and 3, and so on. This method was chosen to allow each of the three time slots to be surveyed at least once during the two-day block, and each time

slot to be surveyed at least five times over the 8 days. This method was also chosen to allow visitors leaving the park at various times of the day an equal opportunity for being sampled.

QUESTIONNAIRE

The questionnaire used in this study was based on the questionnaire developed by Fink (1997) for the Meramec State Park Visitor Survey. A copy of the questionnaire for this study is provided in Appendix (A).

SELECTION OF SUBJECTS

The survey of visitors at PTSP was administered on-site, to eliminate the non-response bias of a mail-back survey. The survey at both the Pittsburg and Hermitage sites was originally intended to be an exit survey. However, because of potential traffic dangers discovered during the first two survey days, it was determined that a survey of identified recreation areas would be more feasible. The survey was administered at four identified recreation areas at both sites. Recreation Area 1 at the Pittsburg site included the swimming beach, picnic areas, and boat launch; at the Hermitage site, Recreation Area 1 included the swimming beach and picnic areas. Recreation Area 2 at both sites included the campgrounds at these sites. Recreation Area 3 was defined as the bath house and store at the Hermitage Site, and Recreation Area 4 was defined as the marina at the Pittsburg Site. All adults (18 years of age and older) in these areas were asked to participate in the survey.

DATA COLLECTION

The surveyor wore a state park t-shirt and walked a roving route encompassing all four recreation areas. During the selected time slot, the surveyor asked every visitor who was 18 years of age and older and in these areas to voluntarily complete the questionnaire, unless he or she had previously filled one out.

To increase participation rates, respondents were given the opportunity to enter their name and address into a drawing for a prize package and were assured that their responses to the survey questions were anonymous and would not be attached to their prize entry form. Willing participants were then given a pencil and a clipboard with the questionnaire and prize entry form attached. Once respondents were finished, the surveyor collected the completed forms, clipboards, and pencils. Survey protocol is given in Appendix B and a copy of the prize entry form is provided in Appendix C.

An observation survey was also conducted to obtain additional information about: date, day, time slot, and weather conditions of the survey day; the number of adults and children in each group of survey participants; and the number of individuals asked to fill out the questionnaire, whether they were respondents, non-respondents, or had already participated in the survey. This number was used to calculate response rate, by dividing the number of useable surveys collected by the number of adult visitors asked to complete a questionnaire. A copy of the observation survey form is provided in Appendix D.

DATA ANALYSIS

The data obtained for the PTSP study was analyzed with the Statistical Packages for the Social Sciences (SPSS) (SPSS, 1996).

Frequency distributions and percentages of responses to the survey questions and the observation data were determined. The responses to two open-ended questions, questions 9 and 22, were listed as well as grouped into categories for frequency and percentage calculations. The number of surveys completed by month, by date, by day of week, by weekend versus weekday, by time slot, by site, and by recreation area were also determined.

Comparisons using t-tests for each group were also made to determine any statistically significant differences ($p < .05$) in the following selected groups' satisfaction with park features (question 7), ratings of park attributes (question 8), overall satisfaction (question 12), and perceptions of crowding (question 13). The selected groups included:

1. First-time visitors versus repeat visitors (question 1).
2. Campers versus non-campers (question 3). Non-campers include both day-users and the overnight visitors who did not camp in the PTSP campground.
3. Weekend visitors versus weekday visitors. Weekend visitors were surveyed on

Saturday and Sunday, weekdays were Monday through Friday.

4. Hermitage visitors versus Pittsburg visitors.

Other comparisons were made using t-tests to determine any statistically significant differences in visitors who rated the park as excellent on being safe versus visitors who rated the park as good, fair, or poor on being safe, for the following categories:

1. First-time versus repeat visitors.
2. Campers versus non-campers.
3. Weekend versus weekday visitors.
4. Hermitage visitors versus Pittsburg visitors.

Differences between visitors who rated the park as excellent on being safe versus those who did not were also compared on the following questions: differences in socio-demographic characteristics, perceptions of crowding, and measures of satisfaction with park features and overall satisfaction of visitors with safety concerns.

Additional comparisons include: comparing which campsite availability was supported by campers and which was supported by non-campers (questions 3 and 10); and overall satisfaction between visitors who felt some degree of crowding and those who were not at all crowded on their visit (questions 12 and 13).

Results

This section describes the results of the Pomme de Terre State Park Visitor Survey. For the percentages of responses to each survey question, see Appendix E. The number of individuals responding to each question is represented as "n=."

SURVEYS COLLECTED & RESPONSE RATES

A total of 388 surveys were collected at PTSP during July and August, with 72 collected in July (18.6%) and 316 collected in August (81.4%). Tables 2, 3, 4, 5 and 6 show surveys collected by day of week, by time slot, by date, by site, and by recreation area, respectively. Of the 388 surveys collected, 321 (82.7%) were collected on weekends (Saturday and Sunday) and 67 (17.3%) were collected on weekdays (Monday through Friday).

The overall response rate was 94.6%. Daily response rates ranged from 70.8% to 100%. Monthly response rates varied from 75.5% in July to 100% in August (an exit survey was conducted in July and a roving route survey was conducted in August; refer to the "Data Collection" section of previous chapter).

SAMPLING ERROR

With a sample size of 388, a confidence interval of 95%, and a margin of error of plus or minus 5%, there is a 95% certainty that the true results of this study are within plus or minus 5% of the study findings. For example, from the results that 53.6% of the visitors to PTSP during the study period were female, it can be stated that between 48.6% and 58.6% of the PTSP visitors were female.

Table 2. Surveys Collected by Day of Week

Day	Frequency	Percent
Sunday	54	13.9%
Monday	42	10.8%
Thursday	25	6.4%
Saturday	<u>267</u>	<u>68.8%</u>
Total	388	100.0%

Table 3. Surveys Collected by Time Slot

Time Slot	Frequency	Percent
1. 8 a.m. - 12:00 p.m.	103	26.5%
2. 12:00 p.m. -- 4 p.m.	166	42.8%
3. 4:00 p.m. - 8 p.m.	<u>119</u>	<u>30.7%</u>
Total	388	100.0%

Table 4. Surveys Collected by Date

Day and Date	Frequency	Percent
Thursday, July 16	25	6.4%
Saturday, July 18	47	12.1%
Saturday, August 1	88	22.7%
Monday, August 3	11	2.8%
Saturday, August 8	50	12.9%
Monday, August 10	31	8.0%
Saturday, August 22	82	21.1%
Sunday, August 23	54	13.9%
Total	388	100.0%

Table 5. Surveys Collected by Site

Site	Frequency	Percent
Pittsburg	161	41.5%
Hermitage	227	58.5%
Total	388	100.0%

Table 6. Surveys Collected by Recreation Area

Recreation Area	Frequency	Percent
Area 1. Swimming beaches, picnic areas, & boat launches	127	40.2%
Area 2. Campgrounds	177	56.0%
Area 3. Bath house & store at Hermitage	1	0.3%
Area 4. Marina at Pittsburg	11	3.5%
Total	316	100.0%

SOCIO-DEMOGRAPHIC CHARACTERISTICS

Age

The average age of adult visitors to PTSP was 43.9. When grouped into four age categories, 23.3 % of the adult visitors were between the ages of 18-34,

54.7% were between the ages of 35-54, 13.1% were between the ages of 55-64, and 8.9% were 65 years of age or older.

Gender

Visitors to PTSP were almost equally male and female. Female visitors comprised 53.6% of all visitors, and male visitors comprised 46.4% of all visitors.

Education

Two-fifths (43.6%) of visitors to PTSP indicated they had completed some college or vocational school. One-third (34.7%) indicated they had a high school education or less, and 21.7% indicated they had completed a four-year college degree or a post-graduate degree.

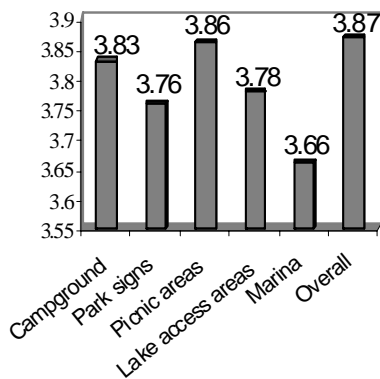
Income

The largest percentage (46.7%) of visitors to PTSP reported they had an annual income of between \$25,000 and \$50,000. The second largest percentage (22.5%) of visitors had an income of between \$50,001 and \$75,000. Visitors falling into the "less than \$25,000" category and into the "more than \$75,000" category were 19.2% and 11.5% respectively.

Ethnic Origin

Figure 1 indicates the ethnic origin of PTSP visitors. The vast majority (93.7%) of visitors was Caucasian. Only 1% were Asian, 1% were Hispanic, and

Figure 1. Ethnic origin of PTSP visitors.



3.4% were Native American. Less than one percent (0.5%) were African American.

Visitors with Disabilities

Only 5.3% of the visitors to PTSP reported having some type of disability that substantially limited one or more life activities or that required special accommodations. About half of the disabilities reported were mobility-impairing disabilities, but ranged from arthritis to poor eyesight. For a list of responses of disabilities, see Appendix E, question 19.

Residence

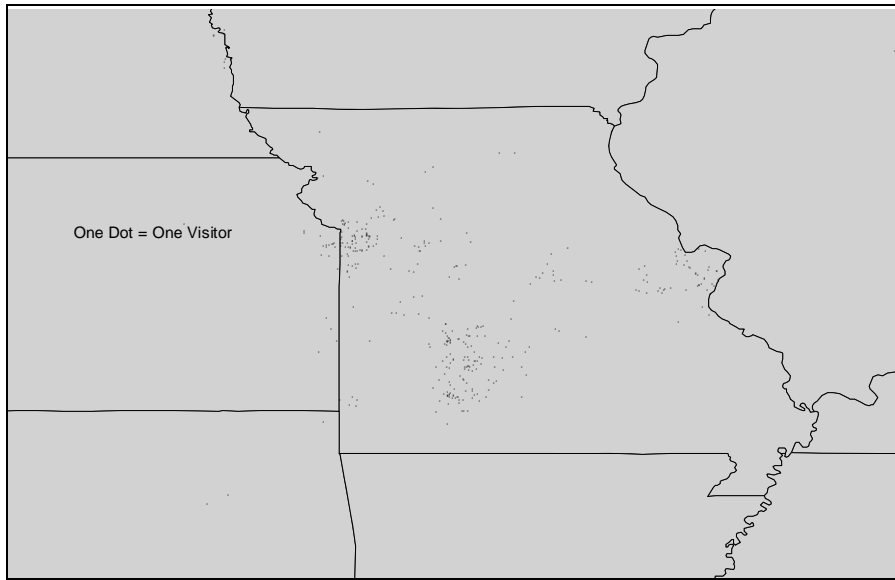
The majority of visitors were from Missouri (83.2%). Only 4.9% were from Kansas and 1.8% from Nebraska and 1% from Iowa. Figure 2 shows the residence of visitors by zip code. Most visitors either came from the local area or from Kansas City.

USE PATTERNS

Visit Characteristics

Three-fourths (76.8%) of the visitors to PTSP were repeat visitors, with 23.2% of the visitors being first time visitors. The average number of times all visitors reported visiting PTSP within the past year was 7.1 times.

Figure 2. Residence of PTSP Visitors by Zip Code.



Three-fourths (76.2%) of the visitors to PTSP during the study period indicated they were staying overnight, with only 23.8% indicating that they were day-users. Of those reporting overnight stays, almost half (45.2%) stayed two nights, 15.1% stayed one night, 15.1% stayed three nights, 8.8% stayed four nights, and 15.8% stayed five nights or more. The average number of nights visitors stayed was 3.2 nights.

Of those staying overnight during their visit, 80.3% stayed in the campgrounds at PTSP, 8.2% stayed at friends or relatives, 5.1% stayed at nearby lodging facilities, and 3.1% stayed at a nearby campground. Only 3.4% indicated staying at an “other” type of facility, and the majority of these responses referred to second or summer homes at the Pomme de Terre Reservoir.

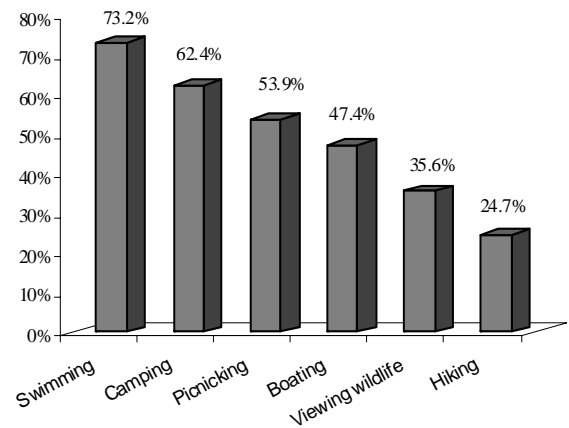
Over two-fifths (44.1%) of the visitors to PTSP visited the park with family. Not quite one-third (31.6%) visited with family and friends, while 8.2% visited

with friends, and 13.8% visited the park alone. Only 1.9% indicated visiting the park with a club or organized group, and 0.3% visited the park with "other" during their visit to PTSP.

Group size

Based on observational data, the average group size of visitors to PTSP was 4.4 people per group. Approximately 1,300 adults and 530 children visited PTSP

Figure 3. Participation in recreation activities at PTSP.



during the study period.

Reason for Camping at Pomme de Terre

Respondents were asked the question that if they were staying at the campgrounds in PTSP, were they staying at PTSP because they were unable to get a campsite at an Army Corps of Engineers (COE) campground. Of the respondents who answered this question, only 4.4% indicated that, yes, the reason they were camping at PTSP was because they were unable to get a site at a COE campground. The rest (95.6%) answered no to this question.

RECREATION ACTIVITY PARTICIPATION

Respondents to the survey were asked what activities they participated in during their visit to PTSP. Figure 3 shows the percentage of visitor participation in the six highest activities. Swimming was the highest reported (73.2%) and camping was second (62.4%). Picnicking, boating, viewing wildlife, and hiking were next at 53.9%, 47.4%, 35.6%, and 24.7% respectively.

PTSP visitors reported engaging in other activities, including studying nature (14.2%), attending a special event

(8.2%), attending a nature program (5.9%), boat rental (5.7%), and going on a guided nature hike (2.8%). Twelve percent (12.1%) of visitors reported engaging in an "other" activity. Of these other activities, fishing comprised 44.7%. By an oversight, fishing was not included as a recreational activity on the questionnaire.

SATISFACTION MEASURES

Overall Satisfaction

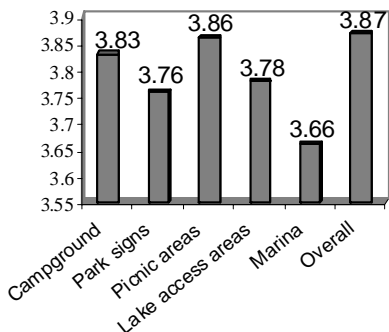
When asked about their overall satisfaction with their visit, only 1.1% of visitors were somewhat or very dissatisfied with their visit, whereas 98.9% of visitors were either somewhat or very satisfied. Visitors' mean score for overall satisfaction was 3.87, based on a 4.0 scale with 4 being very satisfied and 1 being very dissatisfied.

No significant differences ($p < .05$) were found in overall satisfaction between first time visitors and repeat visitors, between campers and non-campers, and between weekend and weekday visitors. However, visitors to the Hermitage site had a significantly higher ($p < .05$) satisfaction rating (3.91) than had visitors to the Pittsburg site (3.81).

Satisfaction with Park Features

Respondents were also asked to express how satisfied they were with five park features. Figure 4 shows the mean scores for the five features and also for visitors' overall satisfaction. The satisfaction score for the picnic areas (3.86) was the highest, with the other scores ranging from 3.83 (the campgrounds) to the lowest of 3.66 (the marina).

Figure 4. Satisfaction with PTSP features



No significant differences were found in mean satisfaction ratings of park attributes between first time visitors to PTSP and repeat visitors, except satisfaction with park signs. Repeat visitors had a significantly ($p < .01$) higher mean satisfaction rating (3.80) regarding satisfaction with park signs than first time visitors (3.61). A significant difference ($p < .05$) was found between satisfaction ratings of weekend and weekday visitors regarding PTSP's campgrounds. Weekday visitors had a significantly higher satisfaction rating (3.85) than weekend visitors (3.74). Visitors to the Hermitage site also had a significantly higher ($p < .01$) satisfaction rating (3.78) regarding the campgrounds when compared to the rating (3.73) of visitors to the Pittsburg site. A significant difference ($p < .01$) was found between Hermitage site visitors' satisfaction rating (3.84) of the lake access areas and Pittsburg visitors' rating (3.69) of the lake access areas. No significant differences were found in mean satisfaction ratings of park attributes between campers and non-campers.

PERFORMANCE RATING

Visitors were asked to rate the park's performance of seven select park attributes (question 8): being free of litter and trash, having clean restrooms, upkeep of park facilities, having a helpful and friendly staff, access for persons with disabilities, care of natural resources, and being safe. Performance scores were based on a 4.0 scale, with 4 being excellent and 1 being poor.

A significant difference ($p = .052$) regarding clean restrooms was found between first time and repeat visitors. First time visitors had a higher performance rating (3.53) of PTSP having clean restrooms than the rating of repeat visitors (3.34). A significant difference was found between campers' and non-campers' performance ratings of care of natural resources. Non-campers had a significantly higher ($p < .05$) rating (3.67) than campers did (3.54) regarding PTSP's care of the natural resources. Also, visitors to the Hermitage site rated PTSP significantly higher ($p < .05$) on being free of litter and trash than did the visitors to the Pittsburg

Table 7. Mean Performance and Importance Scores for Park Attributes

Attribute	Mean Performance Score*	Mean Importance Score*
A. Being free of litter/trash	3.73	3.94
B. Having clean restrooms	3.38	3.95
C. Upkeep of park facilities	3.60	3.89
D. Having a helpful & friendly staff	3.64	3.80
E ₁ . Access for persons with disabilities	3.62	3.65
E ₂ . Access for persons with disabilities	3.31	4.00
F. Care of natural resources	3.59	3.90
G. Being safe	3.75	3.93

E₁ = All visitors

E₂ = Disabled visitors only

* 1 = Poor performance or low importance rating, 4 = excellent performance or importance rating

site, with mean performance ratings of 3.77 and 3.65 respectively. No significant differences were found in ratings of performance between weekend and weekday visitors.

IMPORTANCE-PERFORMANCE MEASURES

The Importance-Performance (I-P) Analysis approach was used to analyze questions 8 and 11. Mean scores were calculated for the responses of the two questions regarding visitors' ratings of the performance and importance of seven select park attributes. Table 7 lists the scores of these attributes, which were based on a 4.0 scale of 4 being excellent and 1 being poor, and 4 being very important and 1 being very unimportant.

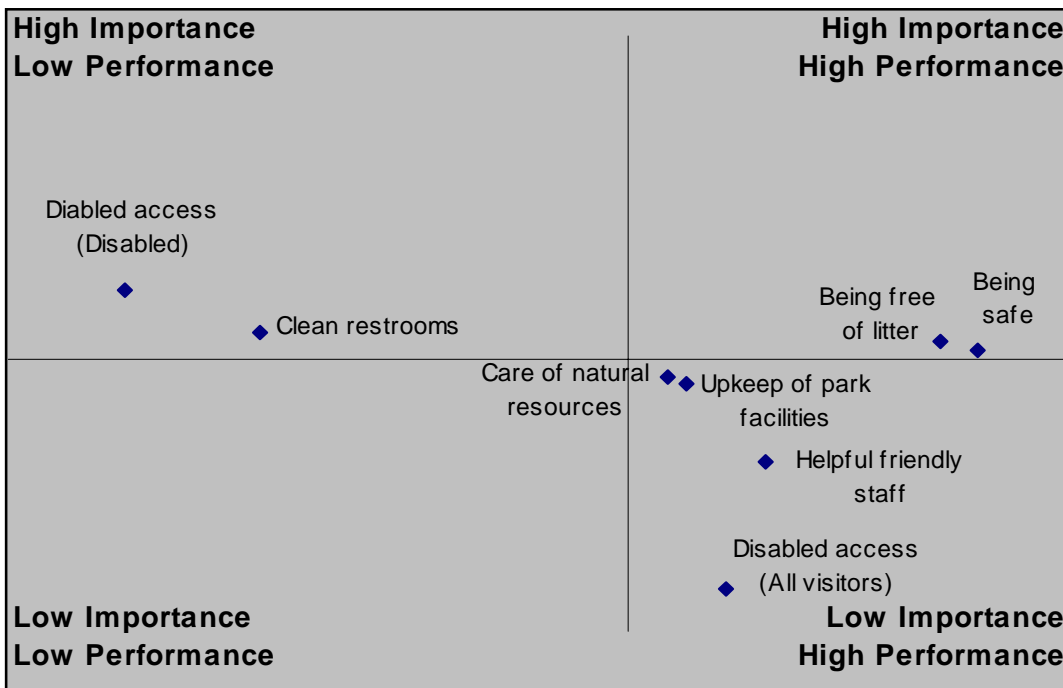
Figure 5 shows the Importance-Performance (I-P) Matrix. The mean scores were plotted on the I-P Matrix to illustrate the relative performance and

importance rating of the attributes by park visitors.

The I-P Matrix is divided into four quadrants to provide a guide to aid in possible management decisions. For example, the upper right quadrant is labeled "higher importance, higher performance" and indicates the attributes in which visitors feel the park is doing a good job. The upper left quadrant indicates that management may need to focus on these attributes, because they are important to visitors but were given a lower performance rating. The lower left and right quadrants are less of a concern for management, because they exhibit attributes that are not as important to visitors.

PTSP is rated high on of being free of litter and trash and being safe. A characteristic that visitors felt was important but rated PTSP low on performance was having clean

Figure 5. Importance-Performance Matrix of Park Attributes



restrooms. Disabled visitors rated PTSP low on performance regarding disabled accessibility at PTSP, but obviously felt this was an important characteristic.

There were no significant differences between the ratings of importance regarding clean restrooms for first time visitors and repeat visitors, campers and non-campers, weekend and weekday visitors, or for visitors to the Hermitage and Pittsburg sites.

CROWDING

Visitors to PTSP were asked how crowded they felt during their visit. The following nine-point scale was used to determine visitors’ perceptions of crowding:

1	2	3	4	5	6	7	8	9
Not at all		Slightly			Moderately		Extremely	
Crowded		Crowded			Crowded		Crowded	

Visitors’ overall mean response to this question was 2.01. About three-fifths (61.5%) of visitors to PTSP did not feel at all crowded (selected 1 on the scale) during their visit. The rest (38.5%) felt some degree of crowding (selected 2-9 on the scale) during their visit.

Visitors who indicated they felt crowded during their visit were also asked to specify where they felt crowded (question 14). A little over two-fifths (42.2%) of the visitors who indicated some degree of crowding answered this open-ended question. Table 8 lists the locations where visitors felt crowded at PTSP. Of those who reported feeling crowded, one-third (35.4%) felt crowded in the campgrounds/campsites, and another third (32.3%) felt crowded in the lake or at the swimming beaches. Only 9.2% indicated they felt crowded in an “other” location, and these included: feeling crowded because of the behavior of other visitors, and feeling crowded at picnic areas.

A significant difference (p<.01) was found in visitors’ perceptions of crowding between campers and non-campers. Campers had a significantly higher mean crowded score (2.22) than had non-campers (1.66). A significant difference (p<.05) was also found in visitors’ perceptions of crowding between weekend and weekday visitors. Weekend visitors had a significantly higher mean crowded score (2.10) than

Table 8. Locations Where PTSP Visitors Felt Crowded During Their Visit

Location	Frequency	Percent
Campgrounds/campsites	23	35.4%
On the lake/in the water/at the swimming beaches	21	32.3%
Restrooms/shower houses	8	12.3%
Crowded because of holiday/weekend	7	10.8%
Other	<u>6</u>	<u>9.2%</u>
Total	65	100.0%

had weekday visitors (1.58). There was no significant difference in visitors' perceptions of crowding between first time visitors and repeat visitors, or between visitors to the two sites.

Crowding and satisfaction

A significant difference ($p < .001$) was found in visitors' mean overall satisfaction with their visit and whether they felt some degree of crowding or not. Visitors who did not feel crowded had a mean overall satisfaction score of 3.91, whereas visitors who felt some degree of crowding had a mean overall satisfaction score of 3.80.

SAFETY CONCERNS OF VISITORS

A little over one-fifth (23.8%) of the visitors did not rate the park as excellent for safety. Of those, 58.4% noted what influenced their rating. Their comments were grouped into categories and are shown in Figure 6. Appendix F provides a list of the comments.

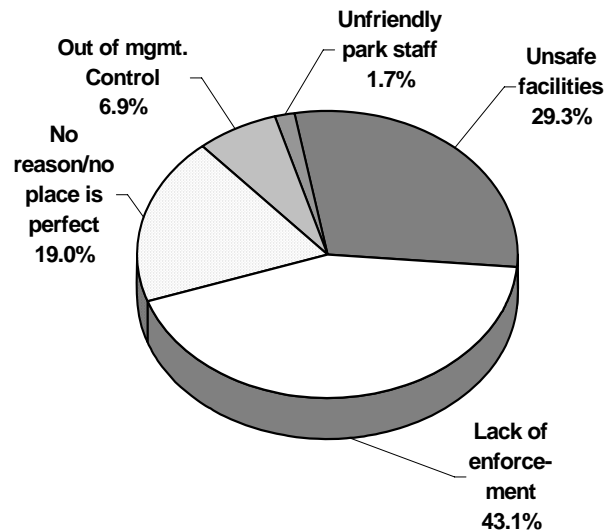
Over two-fifths (43.1%) of the responses were related to the lack of law enforcement, particularly lack of park personnel or rangers patrolling the park, lake, and beaches and keeping people from breaking rules or being inconsiderate. More than one-fourth (29.3%) of the responses fell into a category that included unsafe facilities, poor maintenance, problems with restrooms and shower houses, and lack of lighting.

Not quite one-fifth (19%) of the comments reflected those visitors who either did not have a reason for not rating the park excellent on being safe, or those visitors who believed that no

place is perfect and there is always room for improvement. Only 1.7% of the comments dealt with park staff being unfriendly, and 6.9% of the comments were complaints that management would not have had control over.

There were no significant differences in the rating of safety by first-time visitors versus repeat visitors, by campers versus non-campers, by weekend versus weekday users, or by Hermitage visitors versus Pittsburg visitors. To determine if there were differences in socio-demographic characteristics, perceptions of crowding, satisfaction with park features, and overall satisfaction,

Figure 6. Comments from Visitors Not Rating PTSP Excellent on Safety



responses were divided into two groups based on how they rated PTSP on being safe. Group 1 included those who rated the park excellent, and Group 2 included those who rated the park as good, fair, or poor.

A significant difference ($p < .001$) was found between the two groups and their

perceptions of crowding. The mean crowded score for Group 1 was 1.75, and the mean crowded score for Group 2 was 2.83, indicating that those who rated the park as excellent on being safe also felt less crowded. Group 1 also had a significantly ($p < .001$) higher satisfaction rating of all five park features, had a significantly higher ($p < .001$) rating of park attributes, and had a significantly higher ($p < .001$) overall satisfaction rating.

SUPPORT OF CAMPSITE AVAILABILITY

PTSP visitors were asked which campsite availability option at PTSP they would support. Of the three choices of campsite availability given to respondents, 52.5% chose the option that allowed some campsites to be reserved beforehand and allowed the other campsites to be on a first-come, first serve basis. The “all campsites first-come, first-serve” option was supported by 42.6% and the “all campsites reserved beforehand to ensure availability” was supported by 4.9%. Figure 7 shows the percentages of visitors and their preferred campsite availability option.

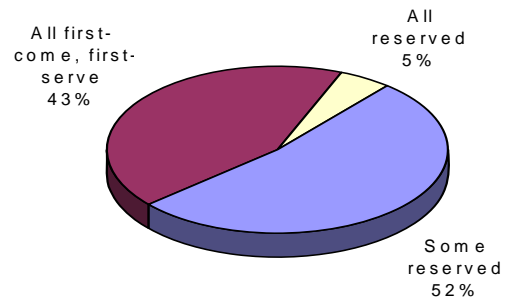
A significant difference ($p < .01$) was found between campers and non-campers regarding which campsite availability each would prefer. The majority of campers (49.7%) preferred that all campsites be first-come, first-serve, whereas the majority of non-campers (62.9%) preferred some campsites reserved beforehand. Forty-seven percent (47.0%) of campers preferred some campsites reserved

beforehand, and 31.1% of non-campers preferred all campsites be first-come, first serve. And finally, 3.5% of campers and 6.1% of non-campers supported a campsite availability of all campsites reserved beforehand to ensure availability.

ADDITIONAL VISITOR COMMENTS

Respondents to the survey were also given the opportunity to write any additional comments or suggestions on how DNR could make their experience at PTSP a better one (question 22). One-third (33.5%) of the total survey participants responded to this question, with 154 responses given by 130 respondents. The comments and suggestions were listed and grouped by similarities into 9 categories for

Figure 7. Preferred campsite availability options.



frequency and percentage calculations. The list of comments and suggestions is found in Appendix G. Table 9 lists the frequencies and percentages of the comments and suggestions by category.

Over one-fourth (29.8%) of the comments were positive comments, including such comments as: “Good job,” “I love Pomme de Terre,” and “Keep up the good work.” The rest (70.2%) of the comments were categorized based on similar suggestions or complaints, such as problems with the restrooms and/or shower houses, complaints or suggestions about the

campsites and campgrounds, complaints or suggestions about the reservation system and/or campsite rental and fees, or an “other” category for suggestions and complaints not fitting into any other category.

Table 9. Frequency and Percentage of Comments and Suggestions from PTSP Visitors

Category	Frequency	Percent
1. General positive comments	46	29.8%
2. Need better maintenance of facilities and/or need newer facilities	24	15.6%
3. Problems/suggestions about the restrooms and/or shower houses	22	14.3%
4. Problems/suggestions about the reservation system and campsite rental/fees	18	11.7%
5. Need more or better campsites/bigger campgrounds	10	6.5%
6. Improve lake access and/or provide better or more designated beaches	9	5.8%
7. Unfriendly park staff	5	3.3%
8. Problems with concessionaire services	3	2.0%
9. Other	<u>17</u>	<u>11.0%</u>
Total	135	100.0%

Discussion

MANAGEMENT IMPLICATIONS

The results of this study provide relevant information concerning PTSP visitors. However, the results should be interpreted with caution. The surveys were collected only during the summer months of July, and August; therefore, visitors who visit during other seasons of the year are not represented in the study's sample. The results, however, are still very useful to park managers and planners, because much of the annual visitation occurs during these two months.

Over 88% of PTSP visitors reported that they were very satisfied with their visit to the park. Williams (1989) states that visitor satisfaction with previous visits is a key component of repeat visitation. The high percentage of repeat visitation (77%) combined with their positive comments provide evidence that PTSP visitors are indeed satisfied with their park experience. Over one-fourth of the visitors who gave comments or suggestions provided positive comments concerning PTSP and its staff.

Interestingly, visitors to the Hermitage Site were significantly more satisfied with their visits than visitors to the Pittsburg Site. Hermitage visitors were also more significantly satisfied with the campgrounds and lake access areas than were Pittsburg visitors.

Although only a fourth (24%) of visitors did not report an excellent rating of the park as being safe, management should not dismiss their safety concerns. While these visitors have a variety of reasons

for not rating the park as excellent, a significant percentage of the visitors' responses (43%) were related to a lack of rangers patrolling or park personnel presence, a lack of enforcement, and/or people breaking rules. Another 29% of safety comments were directed at unsafe facilities and poor maintenance. To address the safety concerns of PTSP visitors, one solution would be a greater park personnel presence which could be accomplished by increasing ranger patrols and more enforcement of park rules and regulations. Maintenance schedules of park facilities might need to be reviewed.

To put the issue of park safety into perspective, 99% rated the park as good or excellent, while only 1% of visitors felt the park rated fair or poor (Figure 8). Visitor comments indicate that safety is largely a perceptual issue. Those with safety concerns also felt more crowded and less satisfied than those that rated safety as excellent (Figure 9). Additional research could focus on the effectiveness of approaches that address visitor safety perceptions (e.g., personnel

Figure 8. Safety ratings of PTSP.

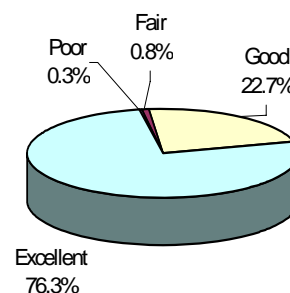
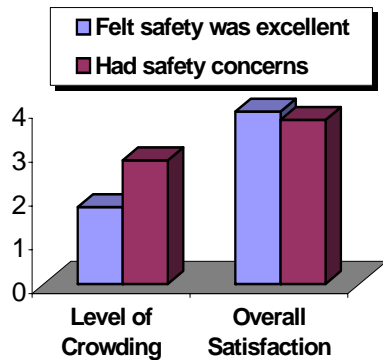


Figure 9. Levels of Crowding and Satisfaction Ratings by Safety Concerns



uniform policies, regularly scheduled patrols, or increased signage).

Crowding is also an issue identified by many PTSP visitors. Crowding is a perceptual construct not always explained by the number or density of other visitors. Expectations of visitor numbers and the behavior of other visitors also play a significant role in crowding perceptions.

PTSP visitors who felt crowded had significantly lower satisfaction ratings than visitors who did not feel crowded (Figure 10). Weekend visitors also felt significantly more crowded than weekday visitors, and campers felt significantly more crowded than non-campers.

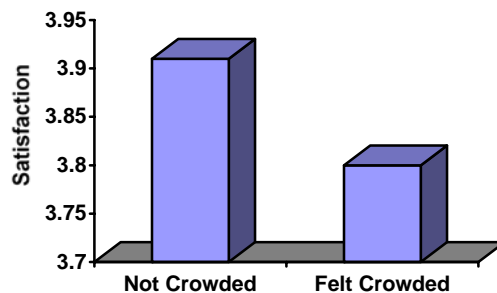
As perceptions of crowding are inversely correlated to overall satisfaction, park managers should address the issue of crowding. One option is to review comments relating to crowding and consider options that would reduce crowding perceptions. For example, most comments listed the campgrounds and campsites as where visitors felt crowded. Further study could determine

if crowding perceptions here are due to the number of people or perhaps the behavior of those in the campgrounds.

Visitors felt that clean restrooms were very important but rated PTSP's as needing attention. Repeat visitors rated the park lower (3.3) on having clean restrooms than first time visitors (3.5). Repeat visitors may have cleanliness expectations based on past experiences, and further study could determine whether these expectations were not met because of other factors. For instance, factors such as whether these repeat visitors were campers or were weekend visitors could influence their ratings.

The results of the present study suggest some important management and planning considerations for PTSP. Even though PTSP visitors rated their visits and the park features relatively high, attention to crowding, safety, and facility maintenance can positively effect these ratings.

Figure 10. Overall Satisfaction is Lower For Those Who Felt More Crowded



Just as important, on-going monitoring of the effects of management changes will provide immediate feedback into the

effectiveness of these changes. On-site surveys provide a cost effective and timely vehicle with which to measure management effectiveness and uncover potential problems.

RESEARCH RECOMMENDATIONS

The results of the present study serve as baseline visitor information of PTSP. The frequency and percentage calculations of survey responses provide useful information concerning socio-demographic characteristics, use patterns, and satisfaction of PTSP visitors. In addition, the “sub-analysis” of data is important in identifying implications for management of PTSP. (The sub-analysis in the present study included comparisons using Chi-square and ANOVA between selected groups and the Importance-Performance analysis.) Additional relevant information may be determined from further sub-analysis of existing data. Therefore, it is recommended additional sub-analysis be conducted to provide even greater insight to management of the park.

Additional visitor surveys at PTSP should also be conducted on a regular basis (e.g., every three, four, or five years). Future PTSP studies can identify changes and trends in socio-demographic characteristics, use patterns, and visitors’ satisfaction at PTSP.

The methodology used in this study serves as a standard survey procedure that the DSP can use in the future. Other Missouri state parks should be surveyed similarly to provide valid results for comparisons of visitor information between parks, or to measure change over time in other parks.

The present study was conducted only during the summer season. Therefore, user studies in parks and historic sites might be conducted during other seasons for comparison between summer visitors and visitors during other seasons.

METHODOLOGY RECOMMENDATIONS AND CONSIDERATIONS FOR OTHER PARKS

The on-site questionnaire and the methodology of this study were designed to be applicable to other Missouri state parks.

Survey administration

The prize package drawing and the one-page questionnaire undoubtedly helped attain the response rate in the present study. Also, the fact that the surveyor approached visitors on foot while they were in the various recreation areas greatly contributed to the high response rate. Many visitors expressed appreciation that they were being asked their opinion, and would often take the opportunity to further comment to the surveyor their feelings about PTSP. For this reason, and because the surveyor was required to walk a roving route between the recreation areas, an assistant to help administer the surveys would be helpful.

Achieving the highest possible response rate (within the financial restraints) should be a goal of any study. To achieve higher response rates, the following comments are provided.

The most frequent reason that visitors declined to participate in the survey was because they were in a hurry. The majority of non-respondents were very cooperative and many provided positive

comments about the park. Some non-respondents even asked if they could take a survey and mail it back. One recommendation would be to have self-addressed stamped envelopes available in future surveys to offer to visitors only after they do not volunteer to fill out the survey on-site. This technique may provide higher response rates, with minimal additional expense.

One caution, however, is to always attempt to have visitors complete the survey on-site, and to only use the mail-back approach when it is certain visitors would otherwise be a non-respondent.

References

- Cordell, H. K., & Hartmann, L. A. (1983). Trends in outdoor recreation in the two decades since ORRRC. Proceedings of the Southeastern Recreation Researchers' Conference, Asheville, North Carolina, 1-42.
- Ditton, R. B., Fedler, A. J., Holland, S. M., & Graefe, A. R. (1982). A user/setting approach to understanding recreational experiences. Proceedings of the Southeastern Recreation Researchers' Conference, Asheville, North Carolina, 237-252.
- Donnelly, M. P., Vaske, J. J., DeRuiter, D. S., & King, T. B. (1996). Person-occasion segmentation of state park visitors. Journal of Park and Recreation Administration, 14, 95-106.
- Fink, D. A. (1997). Meramec State Park user survey. Unpublished master's research project, University of Missouri, Columbia.
- Folz, D. H. (1996). Survey research for public administration. Thousand Oaks, CA: Sage Publications.
- Holst, S. (1990). The mission: A question of balance. Missouri Resources Review, 7(2), 6-11.
- Holst, S. (1991). Parks in peril. Missouri Resource Review, 8, (3), 2-7.
- Holst, S., & Simms, L. (1996). Park & soils: A decade of success for camps and crops. Missouri Resources, 13(2), 8-15.
- Lucas, R. C. (1985). Visitor characteristics, attitudes, and use patterns in the Bob Marshall Wilderness Complex, 1970-82 (Research Paper INT-345). Ogden, UT: U.S. Department of Agriculture, Forest Service, Intermountain Research Station.
- Manning, R. E. (1986). Studies in outdoor recreation. Corvallis, OR: Oregon State University Press.
- Masek, M. L. R. (1974). A park user fee survey for the Missouri state parks. Unpublished master's thesis, University of Missouri, Columbia.
- Missouri Department of Natural Resources. (1998). [Missouri state park attendance]. Unpublished raw data.
- Reid, L. M. (1963). Outdoor recreation preferences: A nationwide study of user desires. East Lansing, MI: Michigan State University.
- Statistical Package for the Social Sciences (1996). Version 6.1 [Computer software]. Chicago: SPSS.
- Tourism and Recreation Research Unit (TRRU). (1983). Recreation site survey manual. New York: E. & F. N. Spon.
- Williams, D. R. (1989). Great expectations and the limits to satisfaction: a review of recreation and consumer satisfaction research. Outdoor Recreation Benchmark 1988: Proceedings of the National Outdoor Recreation Forum, Tampa, Florida, 422-438.
- Yeosting, D. R. (1981). Research utilization in decision-making. In T. L. Napier (Ed.), Outdoor recreation planning, perspectives, and research (pp. 13-18). Dubuque, IA: Kendall/Hunt Publishing Company.

Appendix A. Pomme de Terre State Park User Survey

- Pittsburg
- Hermitage

POMME DE TERRE STATE PARK

The Missouri Department of Natural Resources is seeking your evaluation of Pomme de Terre State Park. This survey is voluntary and completely anonymous. Your cooperation is important in helping us make decisions about managing this park. Thank you for your time.

1. Is this your first visit to Pomme de Terre State Park? *(Check only one box.)* yes no **If no, how many times have you visited this park in the past year?** _____

2. During this visit to the park, are you staying overnight?
 yes **If yes, how many nights are you staying at or near the park during this visit?** _____
 no *(If no, skip to question 5.)*

3. If staying overnight, where are you staying? *(Check only one box.)*

<input type="checkbox"/> campground in Pomme de Terre State Park	<input type="checkbox"/> nearby campground
<input type="checkbox"/> friends/relatives	<input type="checkbox"/> nearby lodging facilities
	<input type="checkbox"/> other <i>(Please specify.)</i>

4. If you are staying at the campgrounds in Pomme de Terre State Park, are you staying here because you were unable to get a campsite at an Army Corps of Engineers campground? *(Check only one box.)*
 yes no

5. With whom are you visiting the park? *(Check only one box.)*

<input type="checkbox"/> alone	<input type="checkbox"/> family and friends	<input type="checkbox"/> club or organized group
<input type="checkbox"/> family	<input type="checkbox"/> friends	<input type="checkbox"/> other <i>(Please specify.)</i>

6. Which recreational activities have you engaged in during this park visit? *(Check all that apply.)*

- | | | |
|-------------------------------------|---|---|
| <input type="checkbox"/> picnicking | <input type="checkbox"/> boat rental | <input type="checkbox"/> attending special event |
| <input type="checkbox"/> hiking | <input type="checkbox"/> swimming | <input type="checkbox"/> going on guided nature hike |
| <input type="checkbox"/> camping | <input type="checkbox"/> viewing wildlife | <input type="checkbox"/> attending nature program |
| <input type="checkbox"/> boating | <input type="checkbox"/> studying nature | <input type="checkbox"/> other <i>(Please specify.)</i> |
- _____
- _____

7. How satisfied are you with each of the following in Pomme de Terre State Park? *(Check one box for each feature.)*

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
a. campground	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. park signs		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. picnic area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. lake access areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. How do you rate Pomme de Terre State Park on each of the following? *(Check one box for each feature.)*

	Excellent	Good	Fair	Poor	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. If you did not rate this park as excellent on being safe, what influenced your rating?

PLEASE TURN SURVEY OVER.

POMME DE TERRE STATE PARK

10. Which of the following campsite availability would you support?

(Check only one box.)

- all campsites first-come, first-serve
- some campsites reserved beforehand
- all campsites reserved beforehand

11. When visiting any state park, how important are each of these items to you? (Check one box for each feature.)

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	Don't Know
a. being free of litter/trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. having clean restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. upkeep of park facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. having a helpful & friendly staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. access for persons with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. care of natural resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. being safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Overall, how satisfied are you with this visit to Pomme de Terre State Park? (Check only one box.)

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Very Satisfied | Somewhat Satisfied | Somewhat Dissatisfied | Very Dissatisfied |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

13. During this visit, how crowded did you feel? (Circle one number.)

- | | | | | | | | | |
|--------------------|---|------------------|---|---|--------------------|---|---|-------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all Crowded | | Slightly Crowded | | | Moderately Crowded | | | Extremely Crowded |

14. If you felt crowded on this visit, where did you feel crowded?

- 15. What is your age?** _____ **16. Gender?** female male

17. What is the highest level of education you have completed? (Check only one box.)

- grade school vocational school graduate of 4-year college
- high school some college post-graduate education

18. What is your ethnic origin? (Check only one box.)

- Asian African American Native American/American Indian
- Hispanic Caucasian/White Other *(Please specify.)*

19. Do you have a disability that substantially limits one or more life activities or might require special accommodations?

- yes **If yes, what disability or disabilities do you have?**
- no

20. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? _____

21. What is your annual household income?

- less than \$25,000 \$50,001 - \$75,000
- \$25,000 - \$50,000 over \$75,000

22. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Pomme de Terre State Park a better one.

THANK YOU FOR YOUR HELP.
YOU ARE ALWAYS WELCOME IN MISSOURI STATE PARKS.

Appendix B. Survey Protocol

Protocol for Pomme de Terre State Park User Survey

Hi, my name is _____, and I am conducting a survey of park visitors for Missouri state parks. The information that I am collecting will be useful for future management of Pomme de Terre State Park.

The survey is one page, front and back side, and only takes about 3-5 minutes to complete. Anyone who is 18 or older may complete the survey, and by completing the survey, you have the opportunity to enter your name in a drawing for a prize package of \$100 worth of concession coupons. Your participation is voluntary, and your responses will be completely anonymous.

Your input is very important to the management of Pomme de Terre State Park. Would you be willing to help by participating in the survey?

[If no,] Thank you for your time. Have a nice day.

[If yes,]

Here is a pencil and clipboard with the survey attached (for each respondent). Please complete the survey on both sides. When finished, return the survey(s), clipboard(s), pencils, and prize entry form(s) to me.

Thank you for taking time to complete the survey. Your help is greatly appreciated. Have a nice day.

Appendix C. Prize Entry Form

**WIN A PRIZE PACKAGE OF CONCESSION COUPONS
WORTH \$100**

Enter a drawing to win \$100 worth of gift certificates! These certificates are good for any concessions at any state park or historic site. Concessions include cabin rentals, canoe rentals, boat rentals, restaurant dining, horseback riding, etc.

You may enter the drawing by simply filling out the back of this entry form and returning it to the surveyor. Your name, address, and telephone number will be used only for this drawing; thus, your survey responses will be anonymous. The drawing will be held November 1, 1998. Winners will be notified by telephone or mail. Redemption of gift certificates is based on dates of availability through August 31, 1999.

Name: _____

Address: _____

Phone #: () _____

Appendix D. Observation Survey

Date _____ Day of Week _____ Time Slot _____
 Weather _____ Temperature _____ Park/Site _____

	Survey #'s	# of Adults	# of Children	Area
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Time Slot Codes:

Time Slot 1 = 8:00 - 12:00 p.m.
 Time Slot 2 = 12:00 - 4:00 p.m.
 Time Slot 3 = 4:00 - 8:00 p.m.

Weather Codes (examples):

Hot & Sunny Windy
 Cold & Rainy Sunny
 Cloudy Humid

Appendix E. Responses to Survey Questions

Pomme de Terre State Park Visitor Survey

1. Is this your first visit to Pomme de Terre State Park? (n=388)

yes 23.2%
no 76.8%

If no, how many times have you visited this park in the past year? (n=220)

The responses from this open-ended question were grouped into the following 6 categories:

0	3.8%	4-5	17.5%
1	18.3%	6-10	18.7%
2-3	27.9%	11+	13.6%

The average # of times repeat visitors visited the park in the past year was 7.1 times.

2. During this visit to the park, are you staying overnight? (n=383)

yes 76.2%
no 23.8%

If yes, how many nights are you staying overnight at or near the park during this visit? (n=239)

The responses from this open-ended question were grouped into the following 5 categories:

1	15.1%
2	47.2%
3	15.1%
4-5	14.2%
6+	8.4%

The average # of nights respondents visiting the park for more than one day stayed was 3.2.

3. If staying overnight, where are you staying? (n=159)

campground in Pomme de Terre State Park	80.3%
friends/relatives	8.2%
nearby campground	3.1%
nearby lodging facilities	5.1%
other	3.4%

4. If you are staying at the campgrounds in Pomme de Terre State Park, are you staying here because you were unable to get a campsite at an Army Corps of Engineers campground? (n=250)

yes 4.4%
no 95.6%

5. With whom are you visiting the park? (n=376)

alone	13.8%	family & friends	31.6%	club or organized group	1.9%
family	44.1%	friends	8.2%	other	0.3%

6. Which recreational activities have you engaged in during this park visit? (n=388)

picnicking	53.9%	boat rental	5.7%	attending special event	8.2%
hiking	27.7%	swimming	73.2%	going on guided nature hike	2.8%
camping	62.4%	viewing wildlife	35.6%	attending nature program	5.9%
boating	47.4%	studying nature	14.2%	other	12.1%

In addition to percentages of responses, a mean score was calculated for each feature in questions 7, 8, 11, and 12. The score is based on a 4.0 scale with 4 = very satisfied, 3 = somewhat satisfied, 2 = somewhat dissatisfied, and 1 = very dissatisfied (Q. 7 & 12); 4 = excellent, 3 = good, 2 = fair, and 1 = poor (Q. 8); and 4 = very important, 3 = somewhat important, 2 = somewhat unimportant, and 1 = very unimportant (Q. 11). The mean score is listed in parenthesis following each feature.

7. How satisfied are you with each of the following in Pomme de Terre State Park?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
a. campground (3.83)	86.2%	11.7%	1.8%	0.3%	n=333
b. park signs (3.76)	79.1%	18.4%	1.6%	0.8%	n=364
c. picnic areas (3.86)	87.5%	11.6%	0.3%	0.6%	n=320
d. lake access areas (3.78)	82.2%	14.3%	2.9%	0.6%	n=349
e. marina (3.66)	72.7%	21.1%	5.4%	0.8%	n=242

8. How do you rate Pomme de Terre State Park on each of the following?

	Excellent	Good	Fair	Poor	
a. being free of litter/trash (3.73)	73.5%	25.5%	1.0%	0.0%	n=385
b. having clean restrooms (3.38)	54.7%	31.9%	10.2%	3.3%	n=364
c. upkeep of park facilities (3.60)	63.8%	32.7%	2.9%	0.5%	n=376
d. having a helpful/friendly staff (3.64)	67.5%	29.4%	2.5%	0.6%	n=354
e. access for disabled persons (3.62)	68.8%	26.0%	4.0%	1.2%	n=250
f. care of natural resources (3.59)	62.3%	34.4%	3.0%	0.3%	n=366
g. being safe (3.75)	76.3%	22.7%	0.8%	0.3%	n=375

9. If you did not rate this park as excellent on being safe, what influenced your rating?

52 visitors (58.4% of those who did not rate the park as excellent on being safe) responded to this question with 58 responses. The 58 responses were divided into 5 categories. Frequencies and percentages of responses in each category are listed.

	<u>Frequency</u>	<u>Percent</u>
1. Lack of enforcement	25	43.1%
2. Unsafe facilities	17	29.3%
3. No reason/no place is perfect	11	19.0%
4. Complaints out of management control	4	6.9%
5. Unfriendly park staff	<u>1</u>	<u>1.7%</u>
Total	58	100%

10. Which of the following campsite availability would you support? (n=366)

all campsites first-come, first-serve	42.6%
some campsites reserved beforehand	52.5%
all campsites reserved beforehand	4.9%

11. When visiting any state park, how important are each of these items to you?

	Very Important	Somewhat Important	Somewhat Unimportant	Very Unimportant	
a. being free of litter/trash (3.94)	94.3%	5.2%	0.3%	0.3%	n=383
b. having clean restrooms (3.95)	95.3%	4.4%	0.3%	0.0%	n=383
c. upkeep of park facilities (3.89)	88.9%	10.8%	1.0%	0.0%	n=390
d. having helpful/friendly staff (3.80)	80.5%	18.7%	0.8%	0.0%	n=379
e. access for disabled persons (3.66)	73.8%	19.6%	5.1%	1.5%	n=332
f. care of natural resources (3.90)	90.3%	9.4%	0.3%	0.0%	n=381
g. being safe (3.93)	93.2%	6.3%	0.5%	0.0%	n=383

12. Overall, how satisfied are you with this visit to Pomme de Terre State Park?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	
(Mean score = 3.87)	88.3%	10.6%	0.8%	0.3%	n=385

Mean score of Pittsburg visitors = 3.81, n=161

Mean score of Hermitage visitors = 3.91, n=224

13. During this visit, how crowded did you feel? (n=382)

On a scale of 1-9, with 1 = Not at all crowded and 9 = Extremely crowded, the mean response was 2.01.

14. If you felt crowded on this visit, where did you feel crowded?

A total of 65 open-ended responses were given by 62 visitors. The 65 responses were divided into 5 categories. Frequencies and percentages of responses in each category are listed.

	<u>Frequency</u>	<u>Percent</u>
campgrounds/campsites	23	35.4%
on lake/in water/at beaches	21	32.3%
restrooms/shower houses	8	12.3%
holiday/weekend	7	10.8%
other	<u>6</u>	<u>9.2%</u>
Total	65	100%

15. What is your age? (n=373)

Responses were divided into the following 4 categories:

18-34	23.3%
35-54	54.7%
55-64	13.1%
65+	8.9%
(Average age = 43.9)	

16. Gender? (n=377)

Female	53.6%
Male	46.4%

17. What is the highest level of education you have completed? (n=383)

grade school	1.8%	vocational school	8.6%	graduate of 4-year college	12.8%
high school	32.9%	some college	34.0%	post-graduate education	8.9%

18. What is your ethnic origin? (n=381)

Asian	1.0%	African American	0.5%	Native American/American Indian	3.4%
Hispanic	1.0%	Caucasian/White	93.7%	Other	0.3%

19. Do you have a disability that substantially limits one or more life activities or might require special accommodations? (n=375)

yes	5.3
no	94.7

If yes, what disability or disabilities do you have? (n=18)

The following is a list of all responses to this open-ended question.

Military service incurred.	Walking.
Can't walk too good.	Knee.
Arthritis.	Mother in wheelchair.
Knee surgery one year ago.	Spina bifida.
Trouble walking.	Heart, back, and legs.
Back injury.	Hand severed and nerve damage.

Problem walking.
Bad knees.
Renal failure.

Arthritis and walking.
Blind in one eye.
Fibromyalgia and pain syndrome -- limited to what I can do.

20. What is your 5-digit zip code (or country of residence, if you live outside the U.S.)? (n=)
The states with the highest percentages of respondents were: MO 82.3%, KS 4.9%, NE 1.8%, IA 1.0%

21. What is your annual household income? (n=338)

less than \$25,000	19.2%	\$50,001 - \$75,000	22.5%
\$25,000 - \$50,000	46.7%	over \$75,000	11.5%

22. Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Pomme de Terre State Park a better one.

130 of the 388 visitors (33.5%) responded to this question. A total of 154 responses were given, and were divided into 9 categories. Frequencies and percentages of responses in each category are listed.

	<u>Frequency</u>	<u>Percent</u>
1. General positive comments	46	29.8%
2. Need better maintenance of facilities and/or need newer facilities	24	15.6%
3. Problems/suggestions about the restrooms and/or shower houses	22	14.3%
4. Problems/suggestions about the reservation system and campsite rental/fees	18	11.7%
5. Need more or better campsites/bigger campgrounds	10	6.5%
6. Improve lake access and/or provide better or more designated beaches	9	5.8%
7. Unfriendly park staff	5	3.3%
8. Problems with concessionaire services	3	2.0%
9. Other	<u>17</u>	<u>11.0%</u>
Total	154	100%

Appendix F. List of Responses for Safety Concerns (Q 9)

Responses to Question # 9

If you did not rate this park as excellent on being safe (Question 8, letter g.), what influenced your rating?

Lack of law enforcement, people being inconsiderate and/or breaking rules

- Boats allowed a little too close to swimming area.
- Children in boat without life jackets on.
- Did not see park patrol until weekend.
- Entrance security non-existent. No one to monitor coming and going of non-campers.
- I'd like to see more patrol officers. No big dogs.
- No lifeguards. Parents don't watch enough.
- Not enough water patrol.
- People coming in to party and making it not a family environment.
- People drive too fast
- Ranger in park.
- Ranger not on duty enough.
- So many boats not using safety precautions. Too many raccoons in area.
- Some people tend to speed and not watch for children. But the park ranger works on it at night only.
- Speed of boats. No life guards.
- The amount of boat traffic.
- The boats around the swimmers.
- The boats going everywhere and not in a clockwise or counter clockwise manner.
- The lake needs more water patrol on weekends.
- Too many unsupervised children on bikes after dark. I am thinking about their safety.
- Traffic control; uneven, rocky campsites.
- Type of individuals at this lake.

Unsafe facilities and poor maintenance

- Electrical hook-ups are bad, blow continually, won't carry larger trailers, have bare wires that could cause serious injury.
- Electrical hook-ups are bad. Blow continually. Won't carry large trailers....have bare wires that could cause serious injury.
- Found bowel movement on floor of restroom first day and cobwebs in corners of women's shower.
- I know pit restrooms are hard to keep clean safe but they could do better.
- More lighting.
- Need sink to wash hands in restroom.
- No lights.
- No walk ramps accessing from lake into coves or beach.
- One way roads
- Ran out of paper in restroom.
- Restrooms could be cleaner.
- Shower and bathroom too far away.
- Showers and bathroom too far from all sites.

- Too many rocks.
- Too rocky.
- Traffic control; uneven, rocky campsites.
- We would like lights in the park.

No reason/no place is perfect/don't know/haven't been here long enough to know

- Always room for improvement, nothing is perfect.
- Didn't leave campsite.
- Do not know safety procedures.
- Don't really know. This is my first visit and we just came to check it out.
- First time here and haven't really got around much.
- Haven't seen everything.
- Have not been here long enough to feel I can get it excellent.
- I believe there is always room for improvement
- I don't know how safe it is, I just got here.
- I don't think any place is totally safe, even with park help, water patrol.
- Unaware how it could be more safe.

Complaints out of management control

- Afraid of snakes.
- Being too safe.
- So many boats not using safety precautions. Too many raccoons in area.

Unfriendly park staff

- State park staff is unfriendly.

Appendix G. List of Responses for Additional Comments (Q 22)

Responses to Question #22

Please write any additional comments about your park visit or suggestions on how the Missouri Department of Natural Resources can make your experience in Pomme de Terre State Park a better one.

General positive comments

- All in all, excellent park and well planned out for design.
- Always come here when at Pomme de Terre.
- Beach at campsite would be nice; however, overall I am very happy with park.
- Beautiful campground, but could use a couple more restrooms.
- Been visiting here about 25 years. We love it.
- Besides the beauty of the land, water, and wildlife this staff at this park is excellent. They are courteous, friendly, and made me feel safer at night when they patrolled. I'd prefer a lot less people as we come here to enjoy nature and get away from people. The peace and quiet is refreshing. Thank you. I don't mind any of the tax money going to construction.
- Best I've been to! Wappapello is now 2nd best!
- Best I've seen it in a long time.
- Don't get into reservations of campsites or day use feels like the Corps of Engineers has -- despite their increased revenues, the employee morale and public perception is at an all-time low. Don't farm out your maintenance to low bid contractors. The attitude of the employees is high and reflects on their accomplishments in the park management.
- Enjoy very much.
- Everyone associated with the park has been very helpful.
- Everything was great -- hate to leave tomorrow, just would be nice if there were more bathrooms and showers. DO NOT LIKE OUTHUSES. Outhouses not even lit at night. Thank you! Keep up the good work.
- Excellent.
- Good place.
- Great time! Thanks
- I have been very pleased with our visit. I would like to see improvements to the beach areas. Sand better maintained and neater.
- I live in the K.C. area and drive 2 1/2 hours to here because I love it here! I wouldn't change a thing!
- I love Pomme de Terre.
- I really enjoy it -- peaceful, colorful, no alcohol allowed.
- I really like the campsites and fees are very reasonable. Thank you.
- I think this is a great place. It's close to home and good fishing and fun!
- I've always liked it. Been coming here all my life.
- Keep doing an excellent job
- Lake is beautiful. Bathroom smells (outhouses).
- Love this park. Have been coming here for 25 years. This is our favorite place in Missouri to camp.
- Nice place.
- Nice place.

- One of the nicest parks we've stayed in.
- Overall, very nice. Good job!
- Park is kept up very good. Nice and clean.
- Park rangers and patrol are very friendly and helpful. Great visit.
- Pleasantly surprising about how well kept, clean, and well maintained park and facilities are. Will return.
- Please keep this as is...it is perfect!
- Thank you.
- The couple who run the damsite are the most polite people you have ever had. Would like to have more nature programs.
- The nicest one.
- The wheelchair access is why we come here. People in campground too loud.
- This is our favorite vacation spot. Please improve the bathroom and shower house and laundry facility.
- This is the nicest park I ever been in.
- Very beautiful campground.
- Very good and clean.
- Very impressed.
- Very nice facility -- will be back.
- We love it here.
- We love not having to camp right on top of other campers. Love the big lots.
- We really do enjoy this park! Keep up the good work! Thanks.

Need better maintenance of facilities and/or need newer facilities

- Campsites have randomly spaced rocks making it hard to locate a tent. Could smooth campsites.
- Fix light over telephone so that it lights up at night. Can't read numbers on phone due to darkness.
- Have used this park for 15 years. Would like to see it kept up and well maintained for years to come.
- I have been very pleased with our visit. I would like to see improvements to the beach areas. Sand better maintained and neater.
- It needs bigger play area for smaller kids and needs to be fenced in for toddlers.
- More access to lake besides marina and walk ramps for people with disabilities, (beach like) campgrounds from lake, or lake and want to go swimming, etc.
- Need more electricals in 400 loop for regular campers. Outside loop since there are 2 other "basic" site loops.
- Need more lights in campground area. It is very dark.
- Need more picnic tables in beach area.
- Need more picnic tables in beach area.
- Need playground for kids.
- Need to make more electric spots at the other state park areas (Pittsburg).
- Playground area only has one swing, steps to slide are too high, especially the first one.
- Playground equipment would be nice.

- Playgrounds anywhere in the shade.
- Please do something about the smell in the pit toilets and spray for the flies all over the park.
- Please put in sandlot volleyball court.
- The electric hook-up on Pittsburg side should be updated to 50 amp. (please).
- The electrical system should be rewired and updated to 50 amp. At present it is 20-30 amp. on Pittsburg State Park.
- This park needs much better maintenance. It is run down.
- Water hookups for campers.
- Water hookups for RVs.
- Would have been nicer to have more flattened out areas for tents. Every site was located on hilly ground.
- Would like to see some playground equipment for kids.

Problems/suggestions about the restrooms and/or shower houses

- Bathhouse and showers should be placed in center of campground.
- Beautiful campground, but could use a couple more restrooms.
- Better restrooms in the campsite area.
- Clean restrooms better -- more lime and deodorant.
- Everything was great -- hate to leave tomorrow, just would be nice if there were more bathrooms and showers. DO NOT LIKE OUTHOUSES. Outhouses not even lit at night. Thank you! Keep up the good work.
- Have restrooms and showers close to camping. Lights on outhouse and deodorize in them also.
- I think the restrooms and showers should be cleaned every day because so many people use them. Without sewer hook-ups, we need to use them when we stay over a week with the grandkids.
- Keep bathrooms open past October.
- Lake is beautiful. Bathroom smells (outhouses).
- More bathrooms would be nice.
- More sand, less rocks on beach. One more shower house and restroom in electric camping area.
- Need sandy beaches. More shower houses.
- Not crazy about "outhouses".
- Please do something about the smell in the pit toilets and spray for the flies all over the park.
- Restrooms need work.
- Sand on beach. More restrooms.
- Showers are needed at the beach.
- Some staff too strict on some rules. Should bend more. Wish they had flush toilets at swimming hole. They should allow seer at swimming hole.
- The Hermitage area bathhouse needs to be upgraded. If reservation system is imposed, allow reservations via an internet web page.
- This is our favorite vacation spot. Please improve the bathroom and shower house and laundry facility.

- Upgrade bathhouse. Same for 20 years. Showers are a mess.
- We absolutely don't want a reservation system. I feel the bathrooms, especially the showers, need to be kept cleaner.

Problems/suggestions about the reservation system and/or campsite rental/fees

- All states should join together for equal accommodations (size and sites and prices).
- Do not go to reservations, put in more campsites.
- Don't get into reservations of campsites or day use fees like the Corps of Engineers has -- despite their increased revenues, the employee morale and public perception is at an all-time low. Don't farm out your maintenance to low bid contractors. The attitude of the employees is high and reflects on their accomplishments in the park management.
- I am not in favor of campsite reservations.
- It makes no sense to let "reserved" site sit empty because no one reserved it 2 weeks in advance, yet drive-ins are not allowed to camp there either. Some people can't plan 2 weeks in advance what they will be doing.
- Keep the park reservation free. And feel this with limiting campsites availability.
- Please keep the campsite in Pomme De Terre State Park on a first-come.
- Please keep the Hermitage area campground on a first-come, first-serve program!
Thanks
- Relax the rules about dogs. I understand why at the beach, but always tied at campsites? Make certain each campsite has at least 1 level spot to put a tent, etc. Have been camping "generally" twice a year since 1968 at Pomme De Terre. If a National Reservation system is enacted, I fear crowding will be a definite problem. Keep the politicians away!
- Reservations would be a mistake for this campground because no one knows 90 days in advance.
- Same prices as Corps of Engineer parks.
- Same prices as Corps parks for seniors.
- The Hermitage area bathhouse needs to be upgraded. If reservation system is imposed, allow reservations via an internet web page.
- The reservation system is very questionable to me. I've tried many ways to figure out how it would be workable -- Bennett Spring has this system. I've quit going there because you cannot find a spot because of the reservation system.
- The rule about having to rent both campsites as a 'double' site stinks. What happens on crowded weekends when no single sites are available? Also, during the weekdays, it's silly. There are too many double sites, if you're going to enforce that rule.
- We absolutely don't want a reservation system. I feel the bathrooms, especially the showers, need to be kept cleaner.
We do not want reservations at this park. We spend around 30 to 40 days and nights at this park per year.
- We pay taxes here in Missouri. We should have first-come, first-serve for our campsites.

Need more or better campsites/bigger campgrounds

- Campsites need a little more grass instead of rock for softer sleeping.
- Do not go to reservations, put in more campsites
- Have tent camping in tent area only, with electric hookups provided, and not with RV units unless with groups.
- Like the distance between campsites.
- More campsites close to water (basic).
- More spread out campsites.
- Relax the rules about dogs. I understand why at the beach, but always tied at campsites? Make certain each campsite has at least 1 level spot to put a tent, etc. Have been camping "generally" twice a year since 1968 at Pomme De Terre. If a National Reservation system is enacted, I fear crowding will be a definite problem. Keep the politicians away!
- To widen the double campsites, so each person can put their canopies out. Thank you
- Wider spaces in double sites so 2 camps will have room for canopies to open to let both park on side.
- Would prefer full service sewer hook up. Had to ask ranger to spray area along picnic table for wasps.

Improve lake access and/or provide better or more designated beaches

- Beach at campsite would be nice, however overall I am very happy with park
- Boat beaching facilities should be expanded in my opinion.
- Lake access too brushy to access boat in water.
- More designated swimming beaches.
- More sand on beaches.
- More sand, less rocks on beach. One more shower house and restroom in electric camping area.
- Need sandy beaches. More shower houses.
- Put sand on the banks so boats can pull up without damage.
- Sand on beach. More restrooms.

Unfriendly park staff

- I have a bone to pick with our police officers. We were hustled from the first time we pulled in, just because it was 12 a.m. and the officer had nothing else to do with his time but to push us around and abuse his badge. I know there are good police officers because my best friend is one.
- I've always enjoyed coming here for the past 16 years, but this time the cop was very rude when we arrived.
- Lady who scoops ice cream and lady who works at state park marina is a rag.
- Some staff too strict on some rules. Should bend more. Wish they had flush toilets at swimming hole. They should allow seer at swimming hole.
- The cops here are bored and have to find someone to pick on.

Problems with concessionaire services

- Lady who scoops ice cream and lady who works at state park marina is a rag.
- Park store needs to be open at 8 a.m. in the mornings during the week instead of just on the weekend.
- Wish the store was open other than 4-8 on the weekdays.

Other

- Besides the beauty of the land, water, and wildlife this staff at this park are excellent. They are courteous, friendly, and made me feel safer at night was they patrolled. I'd prefer a lot less people as we come here to enjoy nature and get away form people. The peace and quiet is refreshing. Thank you. I don't mind any of the tax money going to construction.
- Boats with skiers are too close to shore line since the lake is so big.
- Do not mail ticket fine for \$1.00 to my home. It is more expensive to mail the fine than the money that is collected.
- Don't get into reservations of campsites or day use feels live the Corps of Engineers has -- despite their increased revenues, the employee morale and public perception is at an all-time low. Don't farm out your maintenance to low bid contractors. The attitude of the employees is high and reflects on their accomplishments in the park management.
- I didn't catch but a small bass and a tiny sunfish. Maybe you should have a fish market for those of us who don't get a good fish picture to take home and show off.
- I like the seclusion of the park; but felt the travel necessary for a restaurant and real grocery store was terrible.
- I wish the camp rules of the park wold be enforced, such as dumping gray water on ground, not using the bathrooms, but going behind their camp spots!! Quiet times.
- Jacuzzi in each site.
- Not really sure since this is my first visit.
- Prefer Hermitage over Pittsburg.
- Relax the rules about dogs. I understand why at the beach, but always tied at campsites? Make certain each campsite has at least 1 level spot to put a tent, etc. Have been camping "generally" twice a year since 1968 at Pomme De Terre. If a National Reservation system is enacted, I fear crowding will be a definite problem. Keep the politicians away!
- Some staff too strict on some rules. Should bend more. Wish they had flush toilets at swimming hole. They should allow seer at swimming hole.
- The couple who run the damsite are the most polite people you have ever had. Would like to have more nature programs.
- The curfew.
- The wheelchair access is why we come here. People in campground too loud.
- Would like to have a fishing dock 24 hours.
- Would prefer full service sewer hook up. Had to ask ranger to spray area along picnic table for wasps.