

**Reservations Northwest User Survey, 2000  
Ci3 Instrument**

CATI ON

SQN right  
REVIEW CtrlR

Q:HELLO1

T:

Hello. May I please speak with \_\_\_\_\_?

Hello. This is \_\_\_\_ calling from the University of Oregon Survey Research Laboratory. Earlier this year you (or someone in your household) called to make a reservation for a campground or day use site in Oregon or Washington. Would that be you?

PROBE: Is there someone else in the household who may have made a reservation who I could talk to?

1-->R SPOKE WITH RESERVATION OPERATOR  
R NOT AVAILABLE-->PRESS CTRL-END, SCHEDULE CALLBACK

t14:

Hello. My I please speak with \_\_\_\_\_?

This is \_\_\_\_ calling from the University of Oregon Survey Research Laboratory. I'd like to complete the survey we began a day or two ago about Oregon and Washington campgrounds.

-->PRESS "1" TO CONTINUE

I:

Key 1

Q:HELLO2

T:

The states of Oregon and Washington have asked us to conduct a 12-minute survey to find out what you think of the telephone campground reservation system and park operations in general.

I want to assure you that I am not selling a thing, and that this survey is completely confidential and voluntary.

Do you have any questions about the survey before we begin?

1 YES --> REFER TO INTERVIEWER INSTRUCTIONS

2 NO

3 R DOES NOT REMEMBER EVER CALLING RES NORTHWEST--> SKIPTO NOQAL

I:

Key 1-3

if (ans = 3) skipto noqal

qal noqal

Q:CALLS

T:

How many telephone calls did you make altogether to

Reservations Northwest in the past 12 months  
(in order to reserve (campsites or day use sites) in Oregon and Washington)  
--one, two to five, six to ten, eleven to twenty, or more  
than twenty?

1 ONE  
2 TWO TO FIVE  
3 SIX TO TEN  
4 ELEVEN TO TWENTY  
5 MORE THAN TWENTY

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
cmdi RecNum "RecordNumber"  
cmdi ASSIGN "ASSIGN" 1  
Key 1-5,7-9

Q:CALL1

T:  
In what month did you make your last (or most recent) telephone call  
to make a reservation to (camp or picnic)?

PROBE FROM LIST

01 BEFORE OCT 99  
02 OCT 99  
03 NOV 99  
04 DEC 99  
05 JAN 00  
06 FEB 00  
07 MAR 00  
08 APR 00  
09 MAY 00  
10 JUNE 00  
11 JULY 00  
12 AUG 00  
13 SEPT 00  
14 OCT 00

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
Num 0 99 2 0 25 1  
If (ans > 14)  
if (ans < 97) REASK  
endif

Q:CALL2

T:  
How easy or difficult was it for you to get through to an operator  
to make a reservation -- (was it) very easy, somewhat easy,  
somewhat difficult or very difficult?

1 VERY EASY  
2 SOMEWHAT EASY  
3 SOMEWHAT DIFFICULT  
4 VERY DIFFICULT  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:COURTOP

T:

How courteous was the telephone operator you spoke with when you made your reservation(s) -- very courteous, somewhat courteous, not very courteous, or not at all courteous?

PROBE: By "courteous," we mean polite and attentive to your needs.

1 VERY COURTEOUS  
2 SOMEWHAT COURTEOUS  
3 NOT VERY COURTEOUS  
4 NOT AT ALL COURTEOUS  
5 (IN VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:KNOWOP

T:

How knowledgeable was the operator you spoke with when you made your reservation(s) -- very knowledgeable, somewhat, not very, or not at all knowledgeable?

1 VERY  
2 SOMEWHAT  
3 NOT VERY  
4 NOT AT ALL  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:SITETYPE

T:

In the last twelve months, did you call to make a camping reservation, a picnic reservation, or both?

NOTE: INTERVIEWERS USE THIS ANSWER TO "FILL" FOR LATER QUESTIONS.

1 CAMPING  
2 PICNIC  
3 BOTH  
4 (IF VOLUNTEERED) SOMETHING ELSE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:CALL3

T:  
Did you know that you could call (Reservations Northwest)  
after 5:00 p.m. and on Saturdays during the summer?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9

Q:PLAN

T:  
How far in advance do you normally start making plans for  
(camping/picnicking) trips at state parks -- one week, two weeks,  
three to four weeks, one to two months, three to four months,  
five to six months, seven to eleven months, or twelve or more months?

PROBE: How far in advance do you make your plans, not necessarily your  
reservations.

01 ONE WEEK  
02 TWO WEEKS  
03 THREE TO FOUR WEEKS  
04 ONE TO TWO MONTHS  
05 THREE TO FOUR MONTHS  
06 FIVE TO SIX MONTHS  
07 SEVEN TO ELEVEN MONTHS  
08 TWELVE OR MORE MONTHS

96 (IF VOLUNTEERED) IT DEPENDS

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
Num 1 99 2 0 25 1  
If (ans > 8)  
if (ans < 96) REASK  
endif

Q:RESERVE1

T:

How far in advance do you normally make reservations for an Oregon or Washington (campsite/day use site) -- one week, two weeks, three to four weeks, one to two months, three to four months, five to six months, seven to eleven months, or twelve or more months?

01 ONE WEEK

02 TWO WEEKS

03 THREE TO FOUR WEEKS

04 ONE TO TWO MONTHS

05 THREE TO FOUR MONTHS

06 FIVE TO SIX MONTHS

07 SEVEN TO ELEVEN MONTHS

08 TWELVE OR MORE MONTHS

96 (IF VOLUNTEERED) IT DEPENDS

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

Num 1 99 2 0 20 1

If (ans > 8)

if (ans < 96) REASK

endif

Q:WINDOW

T:

You can currently reserve campsites and picnic sites as far as 11 months ahead. This means that people who wanted reservations in 1999 were calling at the same time as those who wanted reservations in 2000. Reservations Northwest might be able to reduce busy signals by changing the window of time for advance reservations to 9 months. Would you prefer to see (it/the reservation window of time) shortened to 9 months, or stay at 11 months?

PROBE: By changing the advance reservations to 9 months, you might get fewer busy signals, because campers and picnickers won't be calling in the middle of one summer season to get next summer's reservations.

1 PREFER 9 MONTHS

2 PREFER 11 MONTHS

3 (IF VOLUNTEERED) NO PREFERENCE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3,7-9

Q:RESERVE2

T:

Would you prefer to make a (campsite/day use site) reservation by telephone or by the World Wide Web or Internet?

PROBE: If you had access to the World Wide Web or Internet, [REPEAT QUESTION]

PROBE: If you had the choice, [REPEAT QUESTION]

- 1 TELEPHONE --> SKIPTO FEATURE6
- 2 WORLD WIDE WEB OR INTERNET
- 3 (IF VOLUNTEERED) IT DEPENDS
- 4 (IF VOLUNTEERED) NO ACCESS OR KNOWLEDGE OF WWW/INTERNET  
--> SKIPTO FEATURE6
- 5 (IF VOLUNTEERED) NEITHER, PREFER MAIL, DROP-IN, OR SOMETHING ELSE  
--> SKIPTO FEATURE6

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-5,7-9

If (ans = 1) skipto FEATURE6

If (ans > 3) skipto FEATURE6

Q:WWWARRAN

T:

Would you prefer to be able to make all of your (campsite/day use site) arrangements by the World Wide Web -- such as changing sites, changing days, or making cancellations?

PROBE: While you can make reservations through the website "Reservations America", you cannot make changes or cancellations at this website. If you have any questions about web-based reservations, you can contact Chris Havel at (503) 378-4168, extension 273.

- 1 YES
- 2 NO
- 3 (IF VOLUNTEERED) IT DEPENDS

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1-3,7-9

Q:FEATURE6

T:

Did you know that some (Oregon and Washington) state parks have (campsites/day use) sites available on a first-come, first-served basis?

PROBE: (Did you know that some state parks have (campsites/day use sites) available) without a reservation?

- 1 YES
- 2 NO

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

Key 1,2,7-9

Q:FEATURE7

T:

Do you think that \*all\* (campsites/day use sites) in state parks should be available by reservation?

PROBE: or should some be set aside for drop-ins (on a first-come, first-served basis)?

1 YES, ALL SITES RESERVATION

2 NO, SOME SITES DROP-IN

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:LETTER1

T:

Did you receive a confirmation letter from the reservation system for your (campsite/day use site)?

PROBE: Did you receive a letter that made certain your (campground/day use) site reservation was for a certain date and place?

1 YES

2 NO ---> SKIPTO CANC2

3 (IF VOLUNTEERED) SOMETIMES YES, SOMETIMES NO

7 REFUSED ---> SKIPTO CANC2

8 DON'T KNOW ---> SKIPTO CANC2

9 NO ANSWER ---> SKIPTO CANC2

I:

Key 1-3,7-9

If (ans = 2) skipto CANC2

If (ans > 3) skipto CANC2

Q:LETTER2

T:

Did you read the confirmation letter?

1 YES

2 NO

3 (IF VOLUNTEERED) SOMETIMES YES, SOMETIMES NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1-3,7-9

Q:LETTER3

T:

Did you bring it with you to the state park when you went (camping/picnicking)?

1 YES  
2 NO  
3 (IF VOLUNTEERED) SOMETIMES YES, SOMETIMES NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-3,7-9

Q:CANC2

T:  
Now I need to ask some questions about canceling or changing reservations at state parks. Did you know (in advance) that you can cancel a reservation on the same day you are due to arrive at the park?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9

Q:CANC1

T:  
Did you ever cancel, or try to cancel, a reservation in 2000 (for a (campsite/day use site) (in Oregon or Washington))?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9

Q:CHANGE1

T:  
\*Before\* you arrived at the park, did you make, or try to make, any changes in the \*dates\* you would be (camping/picnicking)?

1 YES  
2 NO-->SKIPTO CHANGE2

7 REFUSED-->SKIPTO CHANGE2  
8 DON'T KNOW-->SKIPTO CHANGE2  
9 NO ANSWER-->SKIPTO CHANGE2

I:  
Key 1,2,7-9  
If (ans > 1) skipto CHANGE2

Q:CHANGE1A



T:  
Why (did you make changes)?

PROBE: Is there anything else?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 22 60

Q:CHNGSAT1

T:  
How satisfied were you with how this change was handled  
-- (were you) very satisfied, somewhat satisfied,  
not very satisfied or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:CHANGE2

T:  
\*After\* you arrived at the park, did you make, or try to make,  
any changes in the \*dates\* you would be (camping/picnicking)?

1 YES  
2 NO-->SKIPTO CHANGE3

7 REFUSED-->SKIPTO CHANGE3  
8 DON'T KNOW-->SKIPTO CHANGE3  
9 NO ANSWER-->SKIPTO CHANGE3

I:  
Key 1,2,7-9  
If (ans > 1) skipto CHANGE3

Q:CHANGE2A

T:  
Why (did you make changes)?

PROBE: Is there anything else?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 22 60

Q:CHNGSAT2

T:

How satisfied were you with how this change was handled  
-- (were you) very satisfied, somewhat satisfied,  
not very satisfied or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-5,7-9

Q:CHANGE3

T:

\*Before\* you arrived at the park, did you make, or try to make,  
any changes in which (camp/day use) \*site\* you would be at?

1 YES  
2 NO-->SKIPTO CHANGE4

7 REFUSED-->SKIPTO CHANGE4  
8 DON'T KNOW-->SKIPTO CHANGE4  
9 NO ANSWER-->SKIPTO CHANGE4

I:

Key 1,2,7-9

If (ans > 1) skipto CHANGE4

Q:CHANGE3A

T:

Why (did you make changes)?

PROBE: Is there anything else?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 22 60

Q:CHNGSAT3

T:

How satisfied were you with how this change was handled  
-- (were you) very satisfied, somewhat satisfied,  
not very satisfied or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:CHANGE4

T:  
\*After\* you arrived at the park, did you make, or try to make,  
any changes in which (camp/day use) \*site\* you were at?

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9  
If (ans > 1) skipto RESSAT

Q:CHANGE4A

T:  
Why (did you make changes)?

PROBE: Is there anything else?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 22 60

Q:CHNGSAT4

T:  
How satisfied were you with how this change was handled  
-- (were you) very satisfied, somewhat satisfied,  
not very satisfied or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:RESSAT

T:  
Overall, how satisfied are you with the telephone reservation system  
-- (are you very satisfied, somewhat satisfied, not very satisfied

or not at all satisfied?)

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIED

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:PROBLEM1

T:  
Did any problems occur with your reservation(s) at a state park  
in the last 12 months?

1 YES  
2 NO-->SKIPTO IMPRES

7 REFUSED-->SKIPTO IMPRES  
8 DON'T KNOW-->SKIPTO IMPRES  
9 NO ANSWER-->SKIPTO IMPRES

I:  
Key 1,2,7-9  
If (ans > 1) skipto IMPRES

Q:PROBLEM2

T:  
What were those (problems)?

PROBE: Is there anything else?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 22 60

Q:IMPRES

T:  
If there is one thing you could change or improve about  
the telephone reservation system, besides too many busy signals,  
what would it be?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:  
opn 10 5 22 60

Q:CAMPSUM

T:  
We are over halfway done with the survey now and I want you to know

that we really appreciate your help in answering these questions.  
Now, thinking back over this past summer, between Memorial Day and  
Labor Day weekends, how many times did you camp in a campground (altogether),  
at state parks and elsewhere?

PROBE: That would be between May 26th and September 4th, 2000.

NOTE: ONLY WITHIN CAMPGROUNDS--NOT BACKPACKING OR FREE CAMPING.

RECORD EXACT NUMBER 0-96+

0 -->SKIPTO CAMPNEXT

96-->96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 20 10

If (ans = 0) skipto CAMPNEXT

Q:CAMPOFF

T:

What about off-season last year -- after Labor Day weekend 1999  
and before Memorial Day weekend 2000 -- how many times did you camp  
in a campground then?

PROBE: That would be between September 5th 1999 and May 25th 2000.

RECORD EXACT NUMBER 0-96+

96-->96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 20 10

Q:CAMPMOR2

T:

What could the state park system do to make camping off-season  
more attractive to you (besides improving the weather)?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 22 60

Q:CAMPLAST

T:

Comparing 1999 to 2000, did you use campgrounds more, less,  
or about the same this year?

1 MORE

2 ABOUT THE SAME

3 LESS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

Q:CAMPNEXT

T:

Many people would like to camp more, but they can't, because of problems with time, distance, and weather. Comparing 2000 to 2001, do you expect to use campgrounds more, less, or about the same next year?

1 MORE  
2 ABOUT THE SAME  
3 LESS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

If (CAMPSUM = 0) skipto PARKFUND

Q:RESNOW

T:

When you go camping now, do you usually make a reservation in advance?

PROBE: or do you usually just drop in for a first-come, first-served campsite?

1 YES, MAKE RESERVATION  
2 NO, DROP IN

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1,2,7-9

Q:CAMPGRP1

T:

In the past 12 months, did you ever take a camping trip with a group that used more than one campsite at a state campground?

PROBE: Did your group (use/reserve) more than one campsite in a single campground on a specific (day/night)?

1 YES  
2 NO-->SKIPTO SITENUM

7 REFUSED-->SKIPTO SITENUM  
8 DON'T KNOW-->SKIPTO SITENUM  
9 NO ANSWER-->SKIPTO SITENUM

I:

Key 1,2,7-9

If (ans > 1) skipto SITENUM

Q:CAMPGRP2

T:

(In the past 12 months,) how many people, including yourself, were typically in the camping group, including those at other campsites?

RECORD EXACT NUMBER 1-96+

96-->96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10

Q:SITENUM

T:

In the past 12 months, how many people, including yourself, were typically at \*your campsite\*?

PROBE: Not including those at other campsites.

RECORD EXACT NUMBER 1-96+

96-->96 OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 20 10

Q:MILES

T:

On your most recent camping trip to an Oregon or Washington state park, how many miles from home did you travel one-way in order to get there?

ENTER EXACT MILES

996-->996 OR MORE

997 REFUSED

998 DON'T KNOW

999 NO ANSWER

I:

num 0 999 3 0 20 10

Q:CAMPHOW

T:

Do you usually camp in a state park with a tent, motorhome, pick-up truck camper, trailer, recreational vehicle with tent, yurt, out in the open, in a cabin, or something else?

01 TENT

02 MOTORHOME  
03 PICK-UP TRUCK CAMPER  
04 TRAILER  
05 RV WITH TENT  
06 YURT  
07 OUT IN OPEN  
08 SOMETHING ELSE  
09 (IF VOLUNTEERED) COMBINATION OF ABOVE  
10 CABIN

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

I:  
Num 1 99 2 0 20 1  
If (ans > 10)  
if (ans < 97) REASK  
endif

Q:PARKFUND

T:  
Where do you think your state park system gets most of its funding --  
park fees, state property and income taxes, federal money, or something else?

1 PARK FEES  
2 STATE TAXES  
3 FEDERAL MONEY  
4 SOMETHING ELSE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-4,7-9

Q:POLICY1

T:  
Now I need your help with a problem in some Oregon and Washington  
state parks. Some people seem to reserve more campsites than they really need,  
or reserve more days at campgrounds than they really plan to use. Later on,  
they cancel some of their reserved sites or days.  
The parks call these people "over-bookers."  
Do you know any campers who over-book?

PROBE: (Do you know campers who) reserve more campsites or more days  
than they really plan to use?

1 YES  
2 NO

7 REFUSED-->SKIPTO OR\_INFO  
8 DON'T KNOW  
9 NO ANSWER-->SKIPTO OR\_INFO

I:  
Key 1,2,7-9  
If (ans = 7) skipto OR\_INFO



If (ans = 9) skipto OR\_INFO

Q:POLICY2

T:

The reservation system is considering a number of policies to try to reduce "over-booking." As I read you each one, please tell me if you strongly approve, somewhat approve, or do not approve of it. The first one is -- charging a fee to people who cancel a reservation, or part of a reservation.

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

COUNT1 = 0

if (ans = 1) COUNT1 = 1

Q:POLICY3

T:

The next one is -- charging people who cancel all or part of a reservation the cost of a one-night stay at the campground.

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

if (ans = 1) COUNT1 = COUNT1 + 1

Q:POLICY4

T:

(What about/ The next one is) charging both a fee and the cost of a one-night stay at the campground (to those who cancel all or part of a reservation).

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

if (ans = 1) COUNT1 = COUNT1 + 1

Q:POLICY5

T:

(What about/ The next one is) -- collecting full advance payment for the first three nights of camping?

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

if (ans = 1) COUNT1 = COUNT1 + 1

Q:POLICY6

T:

(What about/ The next one is) -- collecting full advance payment from those who reserve five or more campsites?

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

if (ans = 1) COUNT1 = COUNT1 + 1

Q:POLICY7

T:

(What about/ The next one is) -- collecting full advance payment from those who reserve a campsite less than four weeks in advance?

1 STRONGLY APPROVE  
2 SOMEWHAT APPROVE  
3 NOT APPROVE

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-3,7-9

if (ans = 1) COUNT1 = COUNT1 + 1

Q:POLICY8A

T:

You said you strongly supported [PROBE FROM LIST]. Which one do you support most?

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

if (COUNT1 < 2)

if (POLICY2 = 1) POLICY8 = 1

if (POLICY3 = 1) POLICY8 = 2

if (POLICY4 = 1) POLICY8 = 3

if (POLICY5 = 1) POLICY8 = 4

if (POLICY6 = 1) POLICY8 = 5

if (POLICY7 = 1) POLICY8 = 6

endif

POLPREF = POLICY8 + POLICY8A

if (COUNT1 < 2) skipto POLICY9

if (POLICY2 = 1)

SHOW "1 CHARGING A FEE" 4 1 16 GRN

endif

if (POLICY3 = 1)

SHOW "2 CHARGING ONE-NIGHT'S STAY" 5 1 28 GRN

endif

if (POLICY4 = 1)

SHOW "3 CHARGING BOTH A FEE AND ONE-NIGHT'S STAY" 6 1 42 GRN

endif

if (POLICY5 = 1)

SHOW "4 COLLECTING FULL ADVANCE PAYMENT FOR THE FIRST 3 NIGHTS" 7 1 56 GRN

endif

if (POLICY5 = 1)

SHOW " OF CAMPING" 7 57 68 GRN

endif

if (POLICY6 = 1)

SHOW "5 COLLECTING FULL ADVANCE PAYMENT TO THOSE WHO" 8 1 46 GRN

endif

if (POLICY6 = 1)

SHOW " RESERVE 5 OR MORE CAMPSITES" 8 47 75 GRN

endif

if (POLICY7 = 1)

SHOW "6 COLLECTING FULL ADVANCE PAYMENT TO THOSE WHO RESERVE" 9 1 54 GRN

endif

if (POLICY7 = 1)

SHOW "CAMPSITES LESS THAN 4 WEEKS IN ADVANCE" 10 5 46 GRN

endif

Key 1-9

Q:POLPREF

I:

Q:POLICY9

T:

If Reservations Northwest starts these policies, will you use  
(it/Reservations Northwest) less, about the same, or more?

1 LESS  
2 ABOUT THE SAME  
3 MORE  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER  
I:  
Key 1-4,7-9

Q:POLICY10

T:  
(If they do/ If Reservations Northwest starts these policies),  
will you camp in state parks less, about the same, or more?

1 LESS  
2 ABOUT THE SAME  
3 MORE  
4 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER  
I:  
Key 1-4,7-9

Q:OR\_INFO

T:  
Have you ever called the Oregon State Park information telephone line?

PROBE: The number is 1-800-551-6949

NOTE: GENERAL INFORMATION LINE, NOT RESERVATION LINE

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER  
I:  
Key 1,2,7-9

Q:ORSAT1

T:  
Overall, how satisfied are you with the quality of the campgrounds  
and picnic areas in Oregon state parks -- (are you) very satisfied,  
somewhat satisfied, not very satisfied, or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES  
6 (IF VOLUNTEERED) R HAS NEVER BEEN TO OREGON STATE PARK-->SKIPTO WA\_INFO

7 REFUSED -->SKIPTO WA\_INFO  
8 DON'T KNOW -->SKIPTO WA\_INFO  
9 NO ANSWER -->SKIPTO WA\_INFO

I:

Key 1-9

If (ans > 5) skipto WA\_INFO

Q:ORSAT2

T:

Overall, how satisfied are you with the facilities at Oregon state parks,  
such as restrooms and RV hookups?

PROBE: (Are you) very satisfied, somewhat satisfied, not very satisfied,  
or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-5,7-9

Q:ORSAT3

T:

Overall, how satisfied are you with the quality of service  
provided by the people who work at Oregon state campgrounds and picnic areas?

PROBE: (Are you) very satisfied, somewhat satisfied, not very satisfied,  
or not at all satisfied?

NOTE: THIS DOES NOT INCLUDE TELEPHONE RESERVATION OPERATORS.

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-5,7-9

If (ASSIGN < 1) skipto LOTFUND2

Q:LOTFUND1

T:

How much of Oregon State Parks' funding do you think comes from  
the Oregon Lottery -- none, less than one-third, between one-third and  
two-thirds, or more than two-thirds?

1 NONE  
2 LESS THAN 1/3  
3 BETWEEN 1/3 AND 2/3  
4 MORE THAN 2/3

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-4,7-9  
skipto RESAM1

Q:LOTFUND2

T:  
How much of Oregon State Parks' funding do you think comes from the Oregon Lottery -- more than two-thirds, between one-third and two-thirds, less than one-third, or none?

NOTE: ANSWER CATEGORY ORDER DOES NOT MATCH THE QUESTION

1 NONE  
2 LESS THAN 1/3  
3 BETWEEN 1/3 AND 2/3  
4 MORE THAN 2/3

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-4,7-9

Q:RESAM1

T:  
In the past 12 months, have you used the World Wide Website called "Reserve America" to make an Oregon state campsite reservation?

PROBE: "Reserve America"'s online address is [www.reserveamerica.com](http://www.reserveamerica.com)

1 YES  
2 NO-->SKIPTO WA\_INFO

7 REFUSED-->SKIPTO WA\_INFO  
8 DON'T KNOW-->SKIPTO WA\_INFO  
9 NO ANSWER-->SKIPTO WA\_INFO

I:  
Key 1,2,7-9  
if (ans > 1) skipto WA\_INFO

Q:RESAM2

T:  
How many times have you used the "Reserve America" Website?

RECORD EXACT NUMBER, 1-96+

96-->96 OR MORE

97 REFUSE  
98 DON'T KNOW  
99 NO ANSWER  
I:  
num 1 99 2 0 20 10

Q:RESAM3

T:

If each reservation you made on "Reserve America" cost three dollars, in addition to your campsite fee and the six dollar reservation fee, would you use "Reserve America" a lot less often, somewhat less often, the same, or more often?

1 A LOT LESS  
2 SOMEWHAT LESS  
3 SAME  
4 MORE  
5 (IF VOLUNTEERED) NOT AT ALL

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1-5,7-9

Q:WA\_INFO

T:

Have you ever called the Washington State Park information telephone line?

NOTE: GENERAL INFORMATION LINE, NOT RESERVATION LINE

1 YES  
2 NO

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:  
Key 1,2,7-9

Q:WASAT1

T:

Overall, how satisfied are you with the quality of the campgrounds and picnic areas in Washington state parks?

PROBE: (Are you) very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES  
6 (IF VOLUNTEERED) R HAS NEVER BEEN TO WASHINGTON STATE PARK

-->SKIPTO STRPARK

7 REFUSED -->SKIPTO STRPARK  
8 DON'T KNOW -->SKIPTO STRPARK  
9 NO ANSWER -->SKIPTO STRPARK

I:

Key 1-9

If (ans > 5) skipto STRPARK

Q:WASAT2

T:

Overall, how satisfied are you with the facilities  
at Washington state parks, such as restrooms and RV hookups?

PROBE: Are you very satisfied, somewhat satisfied, not very satisfied,  
or not at all satisfied?

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-5,7-9

Q:WASAT3

T:

Overall, how satisfied are you with the quality of service provided  
by the people who work at Washington state campgrounds and picnic areas?

PROBE: Are you very satisfied, somewhat satisfied, not very satisfied,  
or not at all satisfied?

NOTE: THIS DOES NOT INCLUDE TELEPHONE RESERVATION OPERATORS.

1 VERY SATISFIED  
2 SOMEWHAT SATISFIED  
3 NOT VERY SATISFIED  
4 NOT AT ALL SATISFIED  
5 (IF VOLUNTEERED) IT VARIES

7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

I:

Key 1-5,7-9

Q:STRPARK

T:

What do you think is the one greatest strength of the park system  
in your home state?



OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 22 60

Q:IMPPARK

T:

If there is one thing you could change or improve about Oregon or Washington state park campgrounds, campsites, or picnic sites, what would it be?

PROBE: For which state is that? Oregon or Washington?

OPEN-ENDED

TYPE IN EXACT RESPONSE BELOW

I:

opn 13 5 22 60

Q:AGE

T:

I'd like to end the survey by asking you a few questions about yourself. First, in what year were you born?

PROBE: 19--

ENTER LAST TWO DIGITS OF BIRTH YEAR

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 20 10

if (ans > 83)

if (ans < 97) REASK

endif

Q:SEX

T:

(I know this sounds silly but) Are you male or female?

1 MALE

2 FEMALE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

Key 1,2,7-9

Q:STATE

T:

What state do you live in?

01 ALABAMA

21 MARYLAND

41 SOUTH CAROLINA

02 ALASKA

22 MASSACHUSETTS 42 SOUTH DAKOTA

03 ARIZONA	23 MICHIGAN	43 TENNESSEE
04 ARKANSAS	24 MINNESOTA	44 TEXAS
05 CALIFORNIA	25 MISSISSIPPI	45 UTAH
06 COLORADO	26 MISSOURI	46 VERMONT
07 CONNECTICUT	27 MONTANA	47 VIRGINIA
08 DELAWARE	28 NEBRASKA	48 WASHINGTON
09 WASH D.C.	29 NEVADA	49 WEST VIRGINIA
10 FLORIDA	30 NEW HAMPSHIRE	50 WISCONSIN
11 GEORGIA	31 NEW JERSEY	51 WYOMING
12 HAWAII	32 NEW MEXICO	
13 IDAHO	33 NEW YORK	96 OTHER
14 ILLINOIS	34 NORTH CAROLINA	97 REFUSED
15 INDIANA	35 NORTH DAKOTA	98 DON'T KNOW
16 IOWA	36 OHIO	99 NO ANSWER
17 KANSAS	37 OKLAHOMA	
18 KENTUCKY	38 OREGON	
19 LOUISIANA	39 PENNSYLVANIA	
20 MAINE	40 RHODE ISLAND	

```

I:
Num 1 99 2 0 23 1
If (ans > 51)
  if (ans < 96) REASK
endif

```

Q:EDUC

T:

What is the highest level of education you have completed?

01 4TH GRADE OR LESS  
02 5TH, 6TH, 7TH, OR 8TH GRADES  
03 9TH-12TH GRADE, NO DIPLOMA  
04 HIGH SCHOOL DIPLOMA OR GED  
05 SOME COLLEGE, NO DEGREE  
06 ASSOCIATES DEGREE  
07 BACHELORS DEGREE (BA, BS, AB)  
08 MASTERS DEGREE (MA, MS, MBA, MEd)  
09 DOCTORATE DEGREE (PhD, EdD) OR PROFESSIONAL (MD, JD, DDS)

97 REFUSED  
98 DON'T KNOW  
99 NO ANSWER

```

I:
Num 1 99 2 0 17 1
If (ans > 9)
  if (ans < 97) REASK
endif

```

Q:INCOME

T:

Is your total annual household income, from all sources, before taxes, over or under \$60,000?

PROBE: Include money from jobs (wages, salary, tips, bonuses), interest, dividends, child support, alimony, welfare, social security, disability and retirement payments, net income from a business, farm or rent, or any other money income received by members of your family.

Do not include lump-sum payments, such as money from an inheritance or sale of a home.

1 OVER \$60,000 ---> SKIPTO INCOMED  
2 UNDER \$60,000

7 REFUSED ---> SKIPTO ENDING  
8 DON'T KNOW---> SKIPTO ENDING  
9 NO ANSWER---> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 1) skipto INCOMED

If (ans = 2) skipto INCOMEB

If (ans = 7) INCOME = 97

If (ans = 8) INCOME = 98

If (ans = 9) INCOME = 99

skipto ENDING

Q:INCOMEB

T:

Is it over or under \$40,000?

PROBE: Is your total annual household income, from all sources, before taxes, over or under \$40,000?

1 OVER \$40,000 ---> SKIPTO ENDING  
2 UNDER \$40,000

7 REFUSED ---> SKIPTO ENDING  
8 DON'T KNOW---> SKIPTO ENDING  
9 NO ANSWER---> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 1) INCOME = 3

If (ans = 7) INCOME = 97

If (ans = 8) INCOME = 98

If (ans = 9) INCOME = 99

If (ans = 2) skipto INCOMEC

skipto ENDING

Q:INCOMEC

T:

Is it over or under \$20,000?

PROBE: Is your total annual household income, from all sources, before taxes, over or under \$20,000?

1 OVER \$20,000--> SKIPTO ENDING  
2 UNDER \$20,000--> SKIPTO ENDING

7 REFUSED --> SKIPTO ENDING  
8 DON'T KNOW--> SKIPTO ENDING  
9 NO ANSWER--> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 1) INCOME = 2

If (ans = 2) INCOME = 1  
If (ans = 7) INCOME = 97  
If (ans = 8) INCOME = 98  
If (ans = 9) INCOME = 99  
skipto ENDING

Q:INCOMED

T:

Is it over or under \$80,000?

PROBE: Is your total annual household income, from all sources, before taxes,  
over or under \$80,000?

1 OVER \$80,000 ---> SKIPTO ENDING  
2 UNDER \$80,000

7 REFUSED ---> SKIPTO ENDING  
8 DON'T KNOW---> SKIPTO ENDING  
9 NO ANSWER---> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 2) INCOME = 4  
If (ans = 7) INCOME = 97  
If (ans = 8) INCOME = 98  
If (ans = 9) INCOME = 99  
If (ans = 1) skipto INCOMEE  
skipto ENDING

Q:INCOMEE

T:

Is it over or under \$100,000?

PROBE: Is your total annual household income, from all sources, before taxes,  
over or under \$100,000?

1 OVER \$100,000  
2 UNDER \$100,000 --> SKIPTO ENDING

7 REFUSED--> SKIPTO ENDING  
8 DON'T KNOW--> SKIPTO ENDING  
9 NO ANSWER--> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 2) INCOME = 5  
If (ans = 7) INCOME = 97  
If (ans = 8) INCOME = 98  
If (ans = 9) INCOME = 99  
If (ans = 1) skipto INCOMEF  
skipto ENDING

Q:INCOMEF

T:

Is it over or under \$120,000?

PROBE: Is your total annual household income, from all sources, before taxes,  
over or under \$120,000?

1 OVER \$120,000--> SKIPTO ENDING  
2 UNDER \$120,000--> SKIPTO ENDING

7 REFUSED--> SKIPTO ENDING  
8 DON'T KNOW--> SKIPTO ENDING  
9 NO ANSWER--> SKIPTO ENDING

I:

Key 1,2,7-9

If (ans = 2) INCOME = 6

If (ans = 7) INCOME = 97

If (ans = 8) INCOME = 98

If (ans = 9) INCOME = 99

If (ans = 1) INCOME = 7

Q:INCOME

I:

Q:ENDING

T:

That's the end of the survey! On behalf of the Oregon and Washington state park systems, I would like to thank you sincerely for taking part. Good-bye.

-->PRESS "1" TO CONTINUE

I:

Key 1

Q:INTOBS

T:

INTERVIEWER: PLEASE RECORD ANYTHING R SAID THAT IS RELEVANT TO THE SURVEY'S PURPOSES

TYPE IN EXACT RESPONSE BELOW

I:

opn 10 5 22 60

Q:INTID

T:

INTERVIEWER: NICE JOB! PLEASE ENTER YOUR ID NUMBER BELOW.

I:

num 1 999 3 0 20 10

CPL

DISPOS = 26

ENDQUEST

Q:NOQAL

T:

I'm sorry to have bothered you. Have a nice (day/evening).

PRESS 1 TO DISQUALIFY

I:

Key 1

DISPOS = 22

ENDQUEST

