



Lake Louise, Yoho, and Kootenay
Field Unit
2008 Campground Survey

Social Science Unit
Western and Northern Service Centre
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Parks Canada
Parcs Canada

Canada

Executive Summary

Background

The 2008 Lake Louise, Yoho, and Kootenay (LLYK) Campground Survey ran from June 22 – September 4, 2008 at the following campgrounds:

- Lake Louise
- Kicking Horse
- Redstreak

Camper Profile

Almost half of the campers who completed the questionnaire were from overseas (45%). A large majority of the campers (79%) were camping visiting for the first time. The largest number of international respondents was from Germany. US campers accounted for 19%.

Almost all USA campers had a passport for international travel (94%). More than half of the camping parties enter the park using an Annual National Park pass (62%).

The Visit

Campers' average length of stay for all three campgrounds was 2.1 nights.

The average party size is 2.9 for Lake Louise, Yoho, and Kootenay campgrounds and the majority of campers use motorhomes.

A majority (60%) of all campers said they would stay at this campground again.

More than half (53%) of all campers reported they are "Very Likely to Recommend" this campground to friends or family.

Lake Louise, Yoho, and Kootenay campgrounds had 48% of its campers indicate that they were 'very satisfied' with their 'Overall camping experience'.

Areas of Higher Satisfaction

Campers were very satisfied with the 'Friendliness and courtesy of kiosk staff' (74%) and 'Feeling of safety and security' (67%).

Areas of Lower Satisfaction

'Condition of facilities' (37%) and 'Cleanliness of washrooms' (41%) had the lowest top box score.

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Introduction

Background

The survey's objectives were to determine satisfaction with the camping experience and gather demographic and visit information about campers in Lake Louise, Yoho, and Kootenay National Parks. The camping survey was completed during the 2008 summer season.

Previous campground surveys have been conducted in Lake Louise, Yoho, and Kootenay National Parks in 2007, 2006, 2005, and 1998.

Research Methods

Survey Population

This survey collected and analysed information about campers in Lake Louise, Yoho, and Kootenay campgrounds during the 2008 summer season (June 22 – September 4, 2008).

A camper was defined as a new registration to the following campgrounds:

- Lake Louise
- Kicking Horse
- Redstreak

Sampling Frame

The sampling frame consisted of every camping party who registered at the kiosk to camp for one or more nights at any of the campgrounds.

Method

At the start of each shift, gate staff checked to see if questionnaires were to be handed out by checking the schedule. Questionnaires were handed out in 6 waves at the campgrounds. Questionnaires were given to all **new registrations** – excluding campers extending their stay. Campers were asked the following question to participate, "Parks Canada is conducting a survey to assess client satisfaction. Would you be interested in taking about 5 minutes to fill out this questionnaire?" If the camper agreed, they were given a questionnaire and pencil and asked to return the completed form to the return box at the entrance kiosk or to a staff member. At Lake Louise and Redstreak, each wave had a random start date and consisted of 300 questionnaires. Kicking Horse had 200 questionnaires per wave.

Cards were handed out to every new registration until the cards were gone for that wave. The last date a wave was handed out was recorded and the next wave started on the next random wave date.

Limitations

The sampling schedule appeared to be followed in all campgrounds, so there are very few limitations to the results of this survey.

Reliability

The 2008 survey collected a total of 997 questionnaires from the 4,500 distributed, representing 19,076 camping parties. The overall results have a margin of error of $\pm 3.0\%$. In other words, if the survey were administered twenty times to 997 different camping parties, the results would be the same, plus or minus $\pm 3.0\%$, in nineteen of those samples.

The analysis assumes a response that is representative of all campers at each campground during the survey period and all responses are weighted to represent the population of front-country campers in Lake Louise, Yoho, and Kootenay National Parks during the survey period.

With 997 questionnaires returned this year, it is a decrease from last year's return of 1,249 questionnaires. The fourth wave of questionnaires at the Lake Louise campground was not distributed. Lake Louise collected 246 completed questionnaires, compared to 417 in 2007. Kicking Horse collected 361 completed questionnaires, compared to 425 in 2007. Redstreak collected 390 completed questionnaires, compared to 407 in 2007.

Results are compared to previous years where possible.

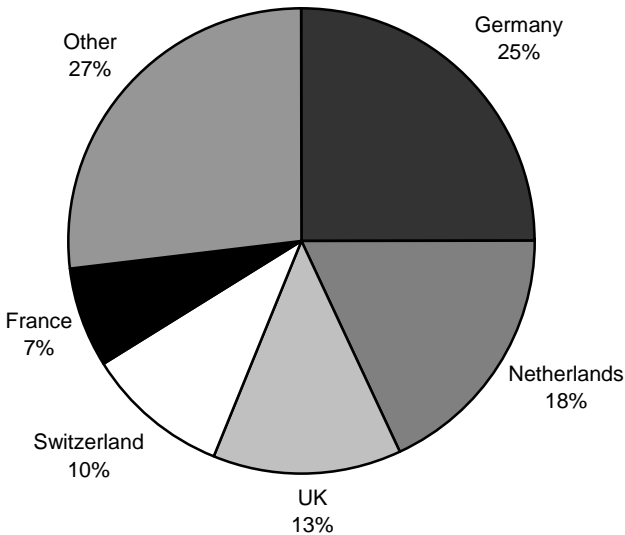
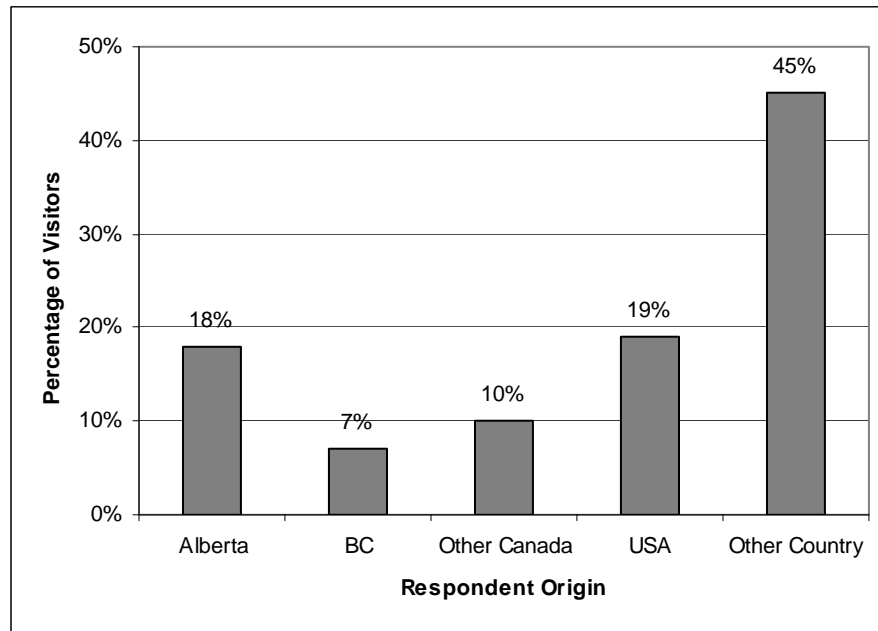
Table 1: Sampling Summary

Campground	Surveys Distributed	Valid Responses	Response Rate	Margin of Error
Lake Louise	1,500	246	16%	± 6.2
Kicking Horse	1,200	361	30%	± 4.8
Red Streak	1,800	390	22%	± 4.7

About the Campers

“Where is your permanent place of residence?”

The Majority of Campers come from Overseas



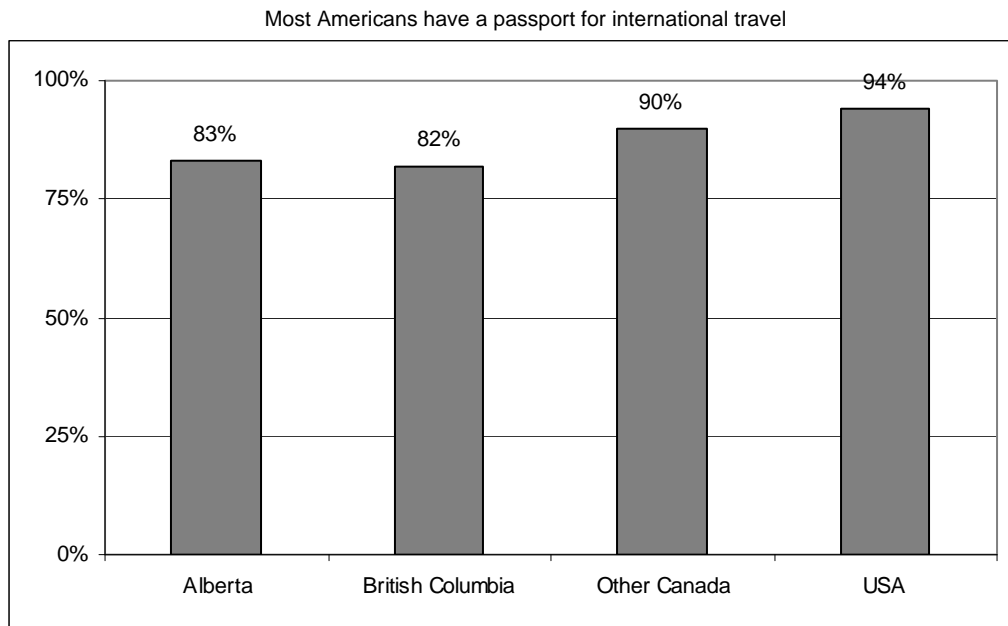
Almost half of the respondents were from overseas. Of the 10% of Canadian camping parties from outside Alberta and British Columbia; Ontario, Quebec, and Saskatchewan were the primary origins.

Consistent with last year’s survey, there were a high proportion of overseas visitors from Germany, Netherlands and the UK.

Redstreak drew a larger proportion of Albertans than Lake Louise and Kicking Horse. Lake Louise and Kicking Horse had a large proportion of overseas campers.

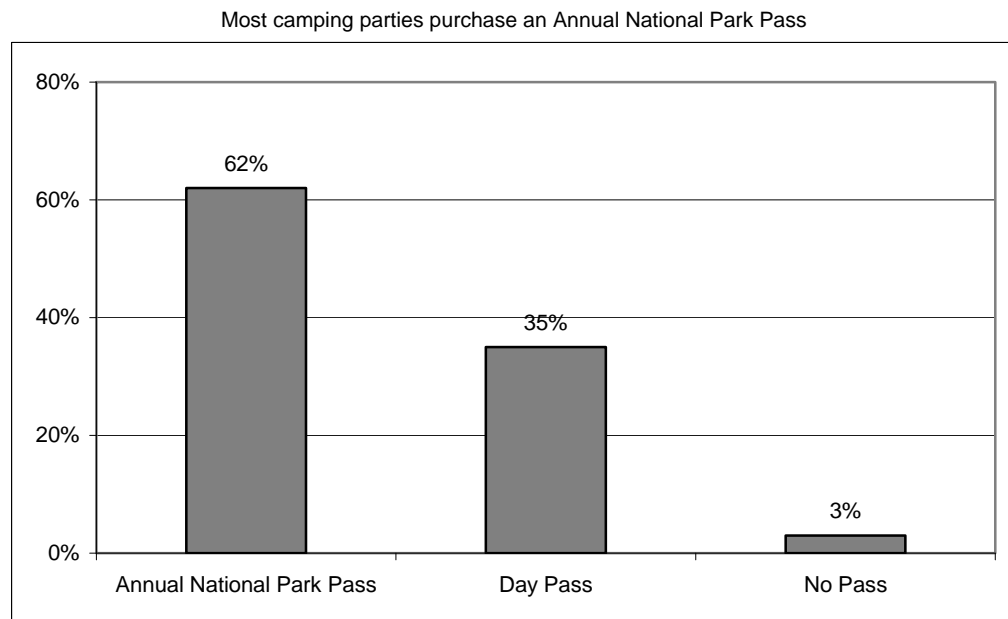
Visitor Origin By Campground	Lake Louise	Kicking Horse	Redstreak
Alberta	13%	15%	49%
BC	6%	10%	9%
Other Canada	12%	7%	6%
USA	23%	10%	10%
Other Country	46%	57%	25%

Passport



Consistent with new border security protocols, almost all American camping parties (94%) reported that they had a passport.

Personal Use Fee



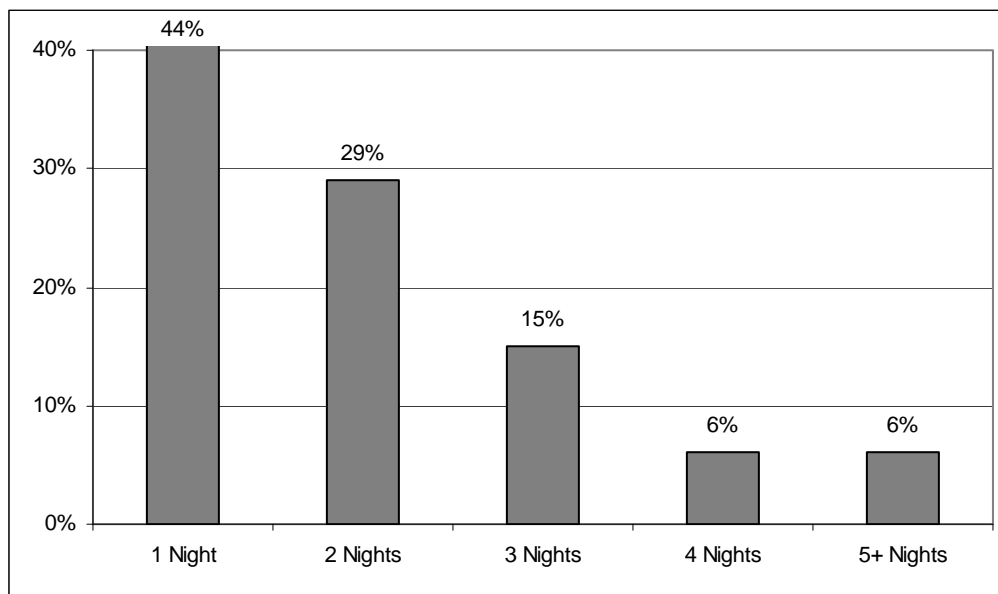
The majority of camping parties (62%) enter the Park using Annual Passes. A few parties (3%) reported having no park pass.

Type of PUF used by Camper Origin	Alberta	BC	Other Canada	USA	Overseas
Annual National Park Pass	75%	31%	55%	56%	65%
Day Pass	24%	60%	39%	43%	31%
No Pass	1%	9%	6%	2%	3%

Most campers from BC (60%) purchase day passes. Campers from Alberta (75%) and Overseas (65%) are more likely to report purchasing an annual pass.

Length of Stay

Most campers stay one or two nights in Lake Louise, Yoho, and Kootenay campgrounds



The average length of stay in all campgrounds was 2.1 nights. The majority of campers, regardless of origin, stayed for 1 or 2 nights. Overseas campers were most likely to stay for 1 night (54%).

Lake Louise	2.1
Kicking Horse	1.9
Redstreak	2.2

American campers stayed longer (2.7 nights) than campers from all other origins (2.0 nights).

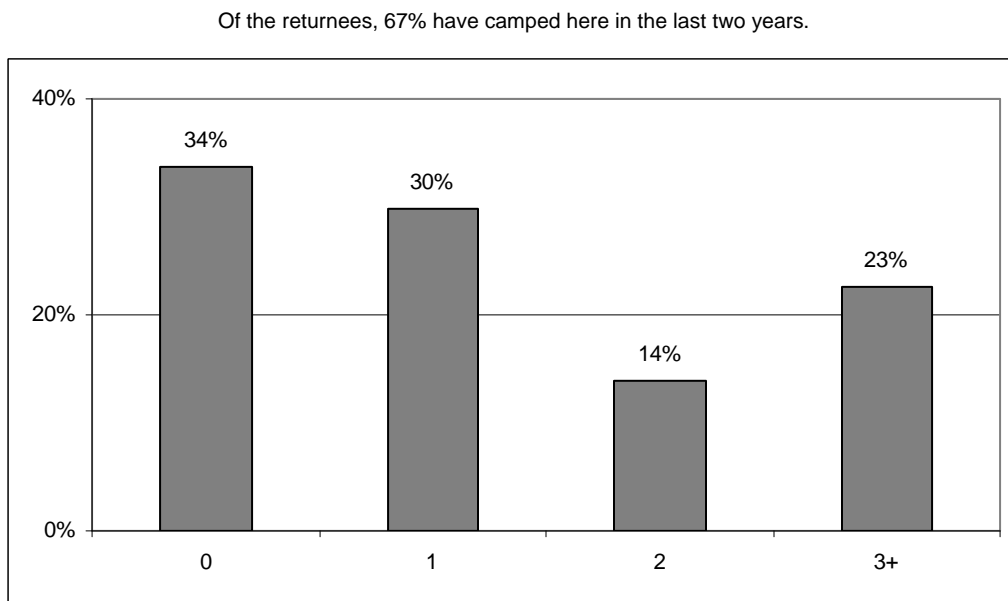
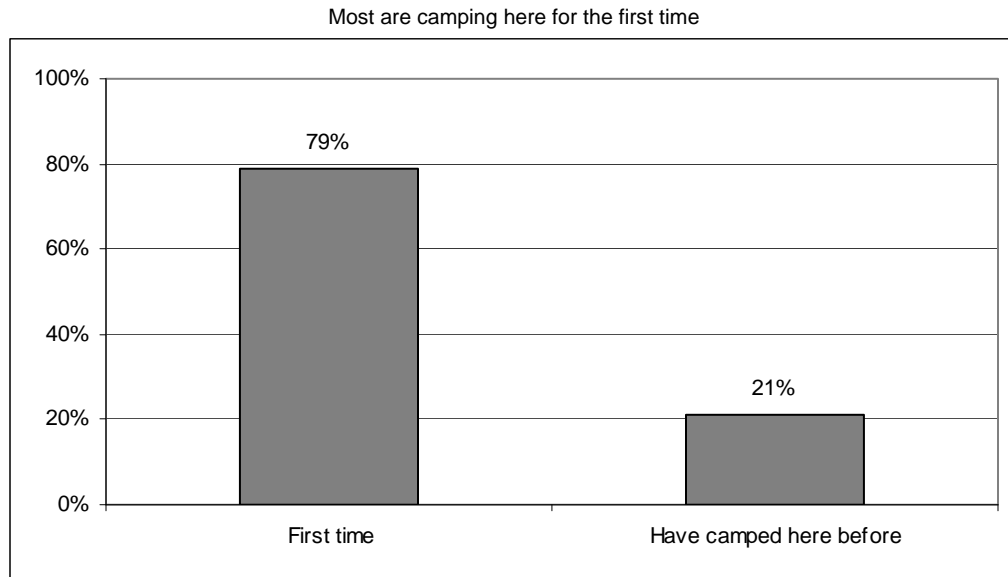
The average number of nights stayed was longer for those campers who made reservations:

Reservations	2.6
No Reservations	1.8

Party Size

The average camping party size is 2.9 for Lake Louise, Yoho, and Kootenay campgrounds, which remains consistent from last year's results.

Previous Visits



More than half (79%) of the campers in Lake Louise, Yoho, and Kootenay National Parks are here for the first time. Redstreak (39%) had a higher level of repeat campers. The majority of Albertans (60%) report staying in the campground before and 74% of those stays occurred within the past two years. Only 7% of overseas campers had stayed before, but 66% of those stays were within the past 2 years.

Will Stay at this Campground Again

More than half (60%) of all campers said they would stay at this campground again. There was very little difference between the three campgrounds.

Will you stay at this campground again?	Lake Louise	Kicking Horse	Redstreak
Yes	58%	59%	67%
No	8%	5%	6%
Am not returning to area	34%	27%	27%

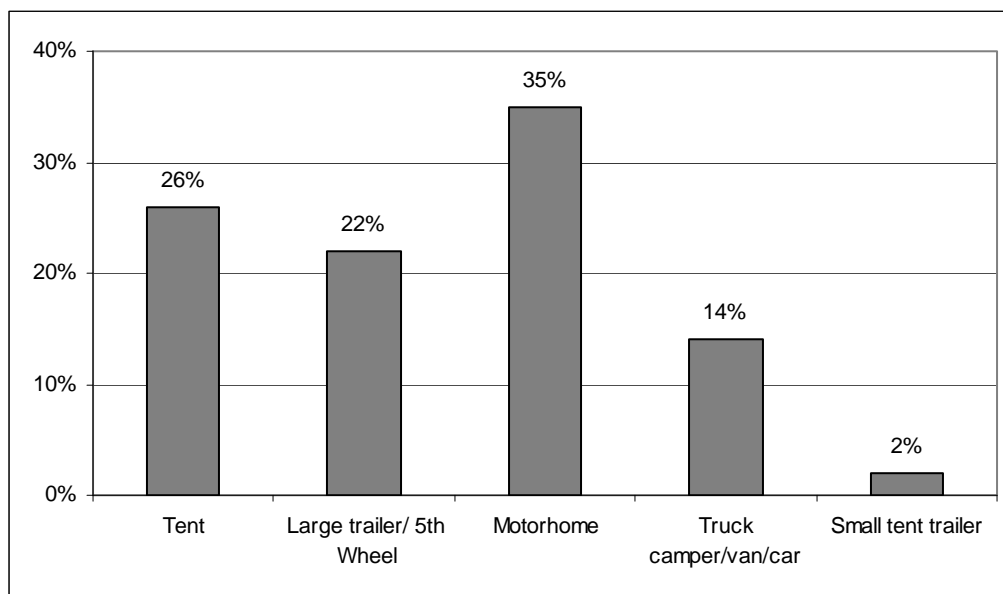
Likelihood to Recommend

More than half (53%) of all campers reported they are “Very Likely to Recommend” this campground to friends or family. There was little difference between the three campgrounds.

Would you recommend this campground to friends/family?	
	Very Likely
Lake Louise	53%
Kicking Horse	52%
Redstreak	54%

Camping Shelter

Tents and Motorhomes are the most common form of shelter overall



Motorhomes are the most common camping shelter used in Lake Louise, Yoho, and Kootenay campgrounds (35%). BC campers most frequently use tents as shelter (57%). Overseas visitors mostly use motorhomes (57%).

Camping Shelter Used By Campground	Lake Louise	Kicking Horse	Redstreak
Tent	24%	32%	32%
Truck camper/van/car	14%	20%	10%
Small tent trailer	1%	3%	6%
Motorhome	37%	35%	25%
Large trailer/5th Wheel	24%	10%	27%

The Parks Canada Campground Reservation Service

40% of campers indicated they had made a reservation for their most recent visit to Lake Louise, Yoho, and Kootenay campgrounds.

Did you make a reservation?		
	Lake Louise	Redstreak
Yes	42%	39%
No	58%	61%

Americans (54%) and Albertans (53%) were the most likely to report having made a reservation, with British Columbian campers (21%) being the least likely to report making a reservation.

Of those who did not make a reservation, 11% reported that they did not know about the service. Americans (14%), overseas campers (12%), and Albertans (11%) were more likely to report that they did not know about the service.

Why didn't you make a camping reservation?	
Do not travel following a planned itinerary	41%
Last minute trip/decision to stop	16%
Did not know about the service	11%
Other	10%
Do not think a reservation would be necessary for this campground	9%
Do not like to make reservations	8%
Reservation fee too high	5%

Satisfaction

Measuring Satisfaction

Respondents rate their satisfaction with the campground's facilities and services on a scale from 1 to 5, where 1 means 'not at all satisfied' and 5 means 'very satisfied'. Full results are presented in the appendices.

This report uses three measures of camper satisfaction:

Mean (average) scores are described as either:

Very good = 4.0 or higher

May need attention = below 4.0




Considered alone, averages do not reveal the proportion of campers who are *completely satisfied* nor those who are *dissatisfied*, so two other measures are included

"Top box" scores suggest the proportion of **completely satisfied clients**. Research in consumer behaviour has shown that totally satisfied respondents (top box) have a very low likelihood of switching to an alternative product or service, whereas those rating 4 or lower have a significantly higher propensity to switch.


Parks Canada's standard for a well-run facility or service is having 50% of respondents choose the top box


"Low box" scores, on the other hand, suggest the proportion of **dissatisfied clients**. This report considers scores of 1, 2 or 3 out of 5 to be low box scores. Any facility or service where **more than 15%** of the campers chose the "low box" may warrant management attention.

This report uses a traffic light system to summarise the three satisfaction measures

















Campground Satisfaction Items	RED	YELLOW	GREEN
	Needs Attention	May Need Attention	Very Good
			

The green light  indicates **high satisfaction** (all three measures above the thresholds described above)

The yellow light  indicates **good satisfaction** (one of the three measures failed to meet the thresholds)

The red light  indicates **low satisfaction** (two or three of the measures failed to meet the thresholds)

Overall summary of camper satisfaction

All Lake Louise, Yoho, and Kootenay Campgrounds	2008	2007
Condition of facilities		
Quality of scenery		
Availability of activities		
Cleanliness of campsite		
Cleanliness of washrooms		
Feeling of safety and security		
Friendliness and courtesy of kiosk staff		
Your overall camping experience		

The satisfaction scores produced similar results from last year. However, top box scores of 'Conditions of facilities', 'Quality of scenery', and 'Feeling of safety and security' decreased slightly.

















Lake Louise, Yoho, and Kootenay campgrounds had 48% of its campers indicate that they were 'very satisfied' with their 'Overall camping experience' (scoring 5/5). This is consistent with the 2007 results. Satisfaction scores for with the 'Overall camping experience' increased slightly at Redstreak from 2007 scores, but declined in the other two campgrounds.

Areas of Higher Satisfaction

Campers were very satisfied with the 'Friendliness and courtesy of kiosk staff' (74%) and 'Feeling of safety and security' (67%).

















Areas of Lower Satisfaction

'Condition of facilities' (37%) and 'Cleanliness of washrooms' (41%) had the lowest top box score.

Campground Satisfaction Items	LLYK	All Other Field Units
Condition of facilities		
Quality of scenery		
Availability of activities		
Cleanliness of campsite		
Cleanliness of washrooms		
Feeling of safety and security		
Friendliness and courtesy of kiosk staff		
Your overall camping experience		

















The Lake Louise, Yoho, and Kootenay campgrounds satisfaction items rate similar when compared to the results from all other Field Units. However, 'Overall camping experience' is rated lower in Lake Louise, Yoho, and Kootenay campgrounds than campgrounds in all other field units.

Lake Louise Campground Satisfaction

Lake Louise	2008	2007
Condition of facilities		
Quality of scenery		
Availability of activities		
Cleanliness of campsite		
Cleanliness of washrooms		
Feeling of safety and security		
Friendliness and courtesy of kiosk staff		
Your overall camping experience		

















Satisfaction items at Lake Louise remain similar to last year. However, the top box scores of 'Condition of facilities', 'Quality of scenery', and 'Feeling of safety and security' did decrease slightly from last year's results.

Kicking Horse Campground Satisfaction

Kicking Horse	2008	2007
Condition of facilities		
Quality of scenery		
Availability of activities		
Cleanliness of campsite		
Cleanliness of washrooms		
Feeling of safety and security		
Friendliness and courtesy of kiosk staff		
Your overall camping experience		

Satisfaction items at Kicking Horse campground are similar to last year's results. The top box score of 'Availability of activities', 'Cleanliness of washrooms', and 'Feeling of safety and security' did increase from the 2007 results.

Redstreak Campground Satisfaction

Redstreak	2008	2007
Condition of facilities		
Quality of scenery		
Availability of activities		
Cleanliness of campsite		
Cleanliness of washrooms		
Feeling of safety and security		
Friendliness and courtesy of kiosk staff		
Your overall camping experience		

'Condition of facilities', 'Quality of Scenery', and 'Overall camping experience' have all moved up to green light items, from yellow light items last year. The "top box" score for 'Overall camping experience' improved to 51%, up from 48% in 2007. The "top box" score for 'Condition of Facilities' improved by a remarkable 10% (from 46% in 2007, to 56% in 2008). The "low box" scores for 'Quality of Scenery' dropped from 15% in 2007 to 12% in 2008 (within the margin of error). Availability of activities' still remains a red light item, but its top box score did increase from 39% to 42% this year.

Appendices

Detailed Results – Satisfaction items in %

Lake Louise, Yoho, and Kootenay Campgrounds	Not at all Satisfied					Very Satisfied	19076 Camping Parties	
	1	2	3	4	5	Mean	Number of Cases	
Condition of facilities	2%	4%	16%	40%	37%	4.1	16667	
Quality of scenery	1%	2%	8%	28%	60%	4.4	16949	
Availability of activities	2%	3%	22%	32%	42%	4.1	11481	
Cleanliness of campsite	0%	1%	6%	32%	61%	4.5	17120	
Cleanliness of washrooms	2%	4%	17%	35%	41%	4.1	15810	
Feeling of safety and security	0%	0%	6%	27%	67%	4.6	17365	
Friendliness and courtesy of kiosk staff	0%	1%	3%	23%	74%	4.7	16886	
Your overall camping experience	1%	1%	8%	41%	48%	4.3	15810	

Lake Louise	Not at all Satisfied					Very Satisfied	12716 Total Responses	
	1	2	3	4	5	Mean	Number of Cases	
Condition of facilities	3%	5%	16%	40%	36%	4.0	12096	
Quality of scenery	1%	3%	8%	28%	60%	4.4	12302	
Availability of activities	2%	3%	24%	28%	43%	4.1	8219	
Cleanliness of campsite	0%	1%	6%	30%	62%	4.5	12406	
Cleanliness of washrooms	3%	5%	18%	34%	40%	4.0	11269	
Feeling of safety and security	0%	0%	6%	26%	68%	4.6	12716	
Friendliness and courtesy of kiosk staff	0%	1%	3%	23%	73%	4.7	12302	
Your overall camping experience	1%	1%	9%	41%	48%	4.3	11424	

Kicking Horse	Not at all Satisfied					Very Satisfied	2376 Total Responses	
	1	2	3	4	5	Mean	Number of Cases	
Condition of facilities	0%	3%	19%	45%	33%	4.1	2406	
Quality of scenery	0%	1%	7%	23%	69%	4.6	2463	
Availability of activities	2%	1%	16%	41%	40%	4.2	1604	
Cleanliness of campsite	0%	0%	4%	38%	58%	4.5	2513	
Cleanliness of washrooms	1%	4%	18%	45%	33%	4.0	2434	
Feeling of safety and security	0%	0%	4%	31%	65%	4.6	2477	
Friendliness and courtesy of kiosk staff	0%	0%	3%	21%	77%	4.7	2406	
Your overall camping experience	1%	0%	5%	48%	46%	4.4	2348	

Redstreak	Not at all Satisfied					Very Satisfied	3984 Total Responses	
	1	2	3	4	5		Mean	Number of Cases
Condition of facilities	1%	2%	9%	32%	56%	4.3	2166	
Quality of scenery	2%	1%	9%	32%	56%	4.4	2183	
Availability of activities	0%	4%	19%	43%	35%	4.1	1658	
Cleanliness of campsite	2%	2%	8%	30%	58%	4.4	2201	
Cleanliness of washrooms	1%	2%	10%	31%	57%	4.4	2107	
Feeling of safety and security	0%	1%	4%	30%	64%	4.6	2171	
Friendliness and courtesy of kiosk staff	0%	2%	2%	23%	73%	4.6	2177	
Your overall camping experience	1%	3%	7%	38%	51%	4.4	2037	

Sample Weighting

The results of this survey have been weighted up to the population of campers who camped within the Lake Louise, Yoho, and Kootenay Field Unit during the survey period of June 22 to September 4, 2008. The campgrounds had 44,165 estimated number of occupied site nights during this period.

Lake Louise	26,450
Kicking Horse	5,725
Redstreak	11,990

Dividing these numbers by the average length of stay reported by campers in each campground:

Lake Louise	2.46 (42% with reservation)	1.79 (58% without reservation)
Kicking Horse	1.87	
Redstreak	3.11 (39% with reservation)	1.67 (61% without reservation)

This produces an estimated population of camping parties of 19,076.

Lake Louise	5,379 camping parties (with reservation)	7,337 (without reservation)
Kicking Horse	2,376	
Redstreak	1,542 camping parties (with reservation)	2,442 (without reservation)

Returned questionnaires (964) were weighted by campground so that results presented in this report would reflect the entire population of camping parties during this period.

Lake Louise	104 questionnaires	51.721 weight factor
	142 questionnaires (without reservation)	51.669 weight factor
Kicking Horse	374 questionnaires	6.353 weight factor
Redstreak	102 questionnaires	15.118 weight factor
	242 questionnaires (without reservation)	10.091 weight factor

2008 Campground Questionnaires

Lake Louise



For Office Use Only

Welcome to Lake Louise Campground! Our goal is to provide you with the highest level of services and programs. Please take the time to complete this form before you leave and return it to the campground kiosk when you check out.

1. Where is your permanent place of residence?

- Alberta British Columbia United States
 Other Canada
 Other Country

2. What type of pass are you using for this visit to the park?

- No pass Day pass (or multiple single-day passes)
 National Parks Annual pass

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

- 1 2 3 4 5 6 7
 8 9 10 11 12 13 14+

4. How many people were in your camping party?

- 1 2 3 4 5 6 7+

5. Which of the following did you use at this campground during this visit? (shade all that apply)

- tent tent trailer truck camper or van motorhome
 travel trailer/5th wheel Other

6. Have you stayed in this campground before?

- No Yes

If yes, how many times in the past two years?

- 0 1 2 3 4 5 6 7+

7. Will you stay at this campground again?

- No Yes Am not planning to return to the area

8. Would you recommend this campground to friends or family?

- Very likely to recommend Not at all likely to recommend Don't know
 5 4 3 2 1

9. How well are we doing? Please rate your satisfaction with the following aspects of this campground (shade N/A for any items that do not apply to this visit).

	N/A	Very Satisfied	3	2	Not at all satisfied	
		5	4	3	2	1
Condition of facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of scenery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of campsite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of washrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling of safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness and courtesy of kiosk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall camping experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Do you currently have a passport for international travel?

- No Yes

11. Did you reserve this campsite using the Parks Canada Campground Reservation Service (pccamping.ca or 1-877-RESERVE)?

- No Yes → End of questions

12. If you did not make a camping reservation, why did you not?

- Did not know about the service
 Do not travel following a planned itinerary
 Last minute trip/decision to stop
 Do not like to make reservations
 Did not think a reservation would be necessary for this campground
 Reservation fee too high

Other, please specify:

Thank you for replying to this survey!
Your answers will help Parks Canada better understand our campers.



Kicking Horse



For Office Use Only

Welcome to **Kicking Horse Campground!** Our goal is to provide you with the highest level of services and programs. Please take the time to complete this form before you leave and return it to the **campground kiosk** when you check out.

1. Where is your permanent place of residence?

- Alberta British Columbia United States
 Other Canada
 Other Country

2. What type of pass are you using for this visit to the park?

- No pass Day pass (or multiple single-day passes)
 Annual National Park pass

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

- 1 2 3 4 5 6 7
 8 9 10 11 12 13 14+

4. How many people were in your camping party?

- 1 2 3 4 5 6 7+

5. Which of the following did you use at this campground during this visit? (shade all that apply)

- tent tent trailer truck camper or van motorhome
 travel trailer/5th wheel Other

6. Have you stayed in this campground before?

- No Yes

If yes, how many times in the past two years?

- 0 1 2 3 4 5 6 7+

7. Will you stay at this campground again?

- No Yes Am not planning to return to the area

8. Would you recommend this campground to friends or family?

- Very likely to recommend Not at all likely to recommend Don't know
 5 4 3 2 1

9. How well are we doing? Please rate your satisfaction with the following aspects of this campground (shade N/A for any items that do not apply to this visit).

	N/A	Very Satisfied			Not at all satisfied	
		5	4	3	2	1
Condition of facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of scenery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of campsite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of washrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling of safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness and courtesy of kiosk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall camping experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Do you currently have a passport for international travel?

- No Yes

Thank you for replying to this survey. Your answers will help Parks Canada better understand our campers.



Redstreak



41329



For Office Use Only

Welcome to Redstreak Campground! Our goal is to provide you with the highest level of services and programs. Please take the time to complete this form before you leave and return it to the campground kiosk when you check out.

1. Where is your permanent place of residence?

- Alberta British Columbia United States
 Other Canada
 Other Country

2. What type of pass are you using for this visit to the park?

- No pass Day pass (or multiple single-day passes)
 National Parks Annual pass

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

- 1 2 3 4 5 6 7
 8 9 10 11 12 13 14+

4. How many people were in your camping party?

- 1 2 3 4 5 6 7+

5. Which of the following did you use at this campground during this visit? (shade all that apply)

- tent tent trailer truck camper or van motorhome
 travel trailer/5th wheel Other

6. Have you stayed in this campground before?

- No Yes

If yes, how many times in the past two years?

- 0 1 2 3 4 5 6 7+

7. Will you stay at this campground again?

- No Yes Am not planning to return to the area

8. Would you recommend this campground to friends or family?

- Very likely to recommend Not at all likely to recommend Don't know
 5 4 3 2 1

9. How well are we doing? Please rate your satisfaction with the following aspects of this campground (shade N/A for any items that do not apply to this visit).

	N/A	Very Satisfied				Not at all satisfied
		5	4	3	2	1
Condition of facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of scenery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of campsite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of washrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling of safety and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness and courtesy of kiosk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your overall camping experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Do you currently have a passport for international travel?

- No Yes

11. Did you reserve this campsite using the Parks Canada Campground Reservation Service (pccamping.ca or 1-877-RESERVE)?

- No Yes → End of questions

12. If you did not make a camping reservation, why did you not?

- Did not know about the service
 Do not travel following a planned itinerary
 Last minute trip/decision to stop
 Do not like to make reservations
 Did not think a reservation would be necessary for this campground
 Reservation fee too high

Other, please specify:

Thank you for replying to this survey!
Your answers will help Parks Canada better understand our campers.

