

**1999 Reservations Northwest Users Survey**  
*Survey Instrument*  
**November 1999**

Oregon Survey Research Laboratory

HELLO1 Hello. May I please speak with \_\_\_\_\_?  
1 R ON LINE

HELLO2 Hello. This is \_\_\_\_ calling from the University of Oregon Survey Research Laboratory. Earlier this year you called to make a reservation for a campground or day use site in Oregon or Washington. The states of Oregon and Washington have asked us to conduct a 15-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. PRESS ANY KEY TO CONTINUE INTERVIEWERS - YOU MAY SPEAK WITH ANY R WHO SPOKE WITH A RESERVATION OPERATOR

HELLO3 Do you have any questions about the survey before we begin?  
1 YES --> REFER TO INTERVIEWER INSTRUCTIONS  
2 NO --> SKIPTO LEARN  
3 R DOES NOT REMEMBER EVER CALLING RES NORTHWEST

HELLO4 Is there someone else in your household who could have made the campground reservation?  
1 YES --> GET R ON PHONE, SKIP BACK 2 SCREENS  
2 NO--> SKIPTO NOQAL  
7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

STAYBOTH Did you stay in both yurts and cabins in state parks in the last 12 months?  
1 YES  
2 NO  
7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

YURTCABN Which do you prefer?  
1 YURTS  
2 CABINS  
3 NO PREFERENCE  
7 REFUSED  
8 DON'T KNOW  
9 NO ANSWER

WHEREADD If you could choose one Oregon state park to add more yurts or cabins, which would it be?  
1 AINSWORTH 15 FAREWELL BEND 29 PRINEVILLE RESERVOIR  
2 BEACHSIDE 16 FORT STEVENS 30 SILVER FALLS  
3 BEVERLY BEACH 17 GOOSE LAKE 31 SOUTH BEACH  
4 BULLARDS BEACH 18 HARRIS BEACH 32 SUNSET BAY  
5 CAPE BLANCO 19 HONEYMAN 33 THE COVE PALISADES

- 6 CAPE LOOKOUT    20 HUMBUG MOUNTAIN    34 TUGMAN
- 7 CASCADIA        21 JOSEPH STEWART    35 TUMALO
- 8 CHAMPOEG       22 LAKE OWYHEE       36 UKIAH-DALE
- 9 CLYDE HOLIDAY   23 LAPINE               37 UMPQUA LIGHTHOUSE
- 10 COLLIER         24 LOEB                 38 UNITY LAKE
- 11 DESCHUTES RIVER 25 MEMALOOSE        39 VALLEY OF THE ROGUE
- 12 DETROIT LAKE   26 MILO MCIVER       40 VIENTO
- 13 DEVIL'S LAKE   27 NEHALEM BAY      41 WALLOWA LAKE
- 14 EMIGRANT SPRINGS 28 OSWALD WEST    42 WASHBURNE
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

ADDWHICH Would you add cabins or yurts to this park?

- 1 CABINS
- 2 YURTS
- 3 BOTH
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

MISSED In your opinion, what service or feature was missing from your yurt or cabin experience? OPEN-ENDED  
TYPE EXACT RESPONSE BELOW

FEEYURT Did you feel that the rate you paid for your yurt was just right, too high, or would you have been willing to pay a few dollars more?

- 1 JUST RIGHT
- 2 TOO HIGH
- 3 WOULD HAVE PAID A FEW DOLLARS MORE
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

FEECABN Did you feel that the rate you paid for your cabin was just right, too high, or would you have been willing to pay a few dollars more?

- 1 JUST RIGHT
- 2 TOO HIGH
- 3 WOULD HAVE PAID A FEW DOLLARS MORE
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CALLS How many telephone calls did you make altogether to Reservations Northwest in the past 12 months (in order to reserve campsites in Oregon and Washington)? NOTE: COUNT E-MAIL OR FAX, AS A CALL ENTER EXACT NUMBER

- 996 OR MORE
- 997 REFUSED
- 998 DON'T KNOW
- 999 NO ANSWER

CALL1 In what month did you make your last telephone call to make a reservation (to camp)?

- 0 BEFORE OCT 98
- 1 OCT 98
- 2 NOV 98
- 3 DEC 98
- 4 JAN 99

- 5 FEB 99
- 6 MAR 99
- 7 APR 99
- 8 MAY 99
- 9 JUNE 99
- 10 JULY 99
- 11 AUG 99
- 12 SEPT 99
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

CALL2 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
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CALL3 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

CALL4 Were you able to actually make a campsite or picnic area reservation by calling Reservations Northwest in the past 12 months? NOTE: INCLUDING E-MAIL OR FAX

- 1 YES ---> SKIPTO PLANS
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CALL4A What did you do about your planned camping trip (when you couldn't make a reservation)? PROBE: Did you camp somewhere other than a state park, (did you) camp without a reservation in a state park, (did you) cancel your camping trip, or something else?

- 1 CAMP IN NONSTATE PARK ---> SKIPTO COURTOP
- 2 CAMP IN STATE PARK W/O RESERVATION ---> SKIPTO COURTOP
- 3 CANCEL TRIP ---> SKIPTO COURTOP
- 4 SOMETHING ELSE ---> SKIPTO COURTOP
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

PLANS How far in advance do you normally start making plans for camping trips? ENTER NUMBER OF WEEKS

- 4 1 MONTH
- 9 2 MONTHS
- 13 3 MONTHS
- 17 4 MONTHS
- 21 5 MONTHS
- 26 6 MONTHS

- 30 7 MONTHS
- 34 8 MONTHS
- 39 9 MONTHS
- 43 10 MONTHS
- 47 11 MONTHS
- 52 1 YEAR
- 996 996 WEEKS OR MORE (ABOUT 19 YEARS)
- 997 REFUSED
- 998 DON'T KNOW
- 999 NO ANSWER

RESERVE How far in advance do you normally make reservations for a camp site? ENTER NUMBER OF WEEKS

- 4 1 MONTH
- 9 2 MONTHS
- 13 3 MONTHS
- 17 4 MONTHS
- 21 5 MONTHS
- 26 6 MONTHS
- 30 7 MONTHS
- 34 8 MONTHS
- 39 9 MONTHS
- 43 10 MONTHS
- 47 11 MONTHS
- 52 1 YEAR
- 996 996 WEEKS OR MORE (ABOUT 19 YEARS)
- 997 REFUSED
- 998 DON'T KNOW
- 999 NO ANSWER

FEATURE6 Did you know that some (Oregon and Washington) state parks have campsites available on a first-come/first-served basis? PROBE: Did you know that some state parks have campsites available without a reservation?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

FEATURE7 Do you think that all campsites in reservation state parks should be available by reservation, 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

LETTER1 Did you receive a confirmation letter (for your (campsite/picnic area)) from the reservation system? PROBE: Did you receive a letter that made certain your campground reservation was for a certain date and place?

- 1 YES
- 2 NO ---> SKIPTO CANC1
- 3 (IF VOLUNTEERED) SOMETIMES YES, SOMETIMES NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

LETTER2 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

LETTER3 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

CANC1 Did you ever cancel a reservation in 1999?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CANC2 Did you know (in advance) that you could 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

CHANGE1 Before you arrived at the park, did you (ever) make, or try to make, any changes in the dates you would be (camping/picnicking)?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CHANGE2 Before you arrived at the park, did you (ever) make, or try to make, any changes in which (campground/day use site) you would be at?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CHANGE3 After you arrived at the (campground/day use site), did you (ever) make, or try to make, any changes in which campsite you were at?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CHANGSAT How satisfied were you with how (this change/these changes) were handled? Were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED

- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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

- 1 VERY
- 2 SOMEWHAT
- 3 NOT VERY
- 4 NOT AT ALL
- 5 (IN VOLUNTEERED) IT VARIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

KNOWOP 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 (IN VOLUNTEERED) IT VARIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

TOLLFREE If you live outside the Portland area, your call to Reservations Northwest is currently toll-free. Is it very important, somewhat important, somewhat unimportant, or not important to you for the toll-free service to continue?

PROBE: If the toll-free service were discontinued and you lived Outside Portland, you'd have to pay long distance charges to call Reservations Northwest.

- 1 VERY IMPORTANT
- 2 SOMEWHAT IMPORTANT
- 3 SOMEWHAT UNIMPORTANT
- 4 NOT IMPORTANT
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

WINDOW You can currently make reservations as far as 11 months ahead. To reduce summertime busy signals at Reservations Northwest, this advance reservation window could be shortened to 7 to 9 months. What would you prefer, to see the reservation window shortened to

7 - 9 months, or remain at 11 months?

PROBE: By changing the advance reservation window to 7 to 9 months, campers won't be calling in the middle of the summer season to get next summer's camping reservations.

- 1 PREFER 7 TO 9 MONTHS
- 2 PREFER 11 MONTHS
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

FULLPAY When you pay your entire camping bill in advance, you qualify for faster check-in at the campground. Do you think full advance payment should be required for summer camping reservations (June to August, including Labor Day)?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

RESSAT Overall, how satisfied are you with the telephone reservation system? Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

PROBLEM Did any problems occur with your reservation(s) at a state park in the last 12 months? PROBE IF YES: What were those (problems)? OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

IMPRES 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

HOLIDAY For three-day holiday weekends, do you think (Oregon and Washington) state parks should have minimum two-night stays?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CAMPSUM We are over halfway done with the survey now and I want you to know that we really appreciate your views on these matters. Now, thinking back over this past summer, between Memorial Day and Labor Day weekends, how many times have you been camping in a campground (altogether), at state parks and elsewhere? PROBE: That would be between May 28th and September 6th, 1999. NOTE: Include only camping in campgrounds. Do not include backpacking. RECORD EXACT NUMBER

- 96 96 OR MORE
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

CAMPOFF How many times did you camp in a campground in the off-season last year, that is, after Labor Day weekend 1998 and before Memorial Day weekend 1999? PROBE: That would be between September 6th 1998 and May 28th

1999.

RECORD EXACT NUMBER

- 96 96 OR MORE
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

CAMPOR2 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

CAMPLAST Comparing 1998 to 1999, did you use campgrounds more, less, or about the same this year?

- 1 MORE
- 2 LESS

- 3 ABOUT THE SAME
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CAMPNEXT Comparing 1999 to 2000, do you expect to use campgrounds more, less, or about the same next year?

- 1 MORE
- 2 LESS
- 3 ABOUT THE SAME
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

RESNOW When you go camping, 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
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

CAMPGRP2 How many people, including yourself, were typically in your camping group in the past 12 months?

RECORD EXACT NUMBER

- 96 96 OR MORE
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

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

- 996 OR MORE
- 997 REFUSED
- 998 DON'T KNOW
- 999 NO ANSWER

CAMPHOW 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, 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
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

PARKFUND Where do you think your state park system gets most of its funding -- park fees, state 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

OR\_INFO Have you ever called the Oregon 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

ORSAT1 Overall, how satisfied are you with the quality of the campgrounds and picnic areas in Oregon state parks -- are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
  - 2 SOMEWHAT SATISFIED
  - 3 SOMEWHAT DISSATISFIED
  - 4 VERY DISSATISFIED
  - 5 (IF VOLUNTEERED) R HAS NEVER BEEN TO OREGON STATE PARK
- >SKIPTO WA\_INFO
- 7 REFUSED
  - 8 DON'T KNOW
  - 9 NO ANSWER

ORSAT2 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, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

ORSAT3 Overall, how satisfied are you with the quality of service provided by the people who work at Oregon state campgrounds? PROBE: Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied? NOTE: THIS DOES NOT INCLUDE TELEPHONE RESERVATION OPERATORS.

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

WA\_INFO 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

WASAT1 Overall, how satisfied are you with the quality of the campgrounds and picnic areas in Washington state parks -- are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED

- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 5 (IF VOLUNTEERED) R HAS NEVER BEEN TO WASHINGTON STATE PARK

--->SKIPTO STRPARK

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

WASAT2 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, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

WASAT3 Overall, how satisfied are you with the quality of service provided by the people who work at Washington state campgrounds? PROBE: Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied? NOTE: THIS DOES NOT INCLUDE TELEPHONE RESERVATION OPERATORS.

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

PREMPARK How much more would you be willing to pay per night to camp at popular Washington state parks? PROBE: Some Washington state parks feature more amenities and natural features than others. How much more above and beyond the regular campsite rental is such a site worth to you? OPEN-ENDED TYPE IN EXACT DALLAR AMOUNT, NO DECIMALS

PREMSITE How much more would you be willing to pay per night to stay at a higher-than average quality Washington state park campsite? PROBE:Some Washington state park campsites have better views or are closer to major natural features such as rivers and lakes. How much more above and beyond the regular campsite rental is such a site worth to you? OPEN-ENDED TYPE IN EXACT DALLAR AMOUNT, NO DECIMALS

STRPARK What do you think is the one greatest strength of the park system in your home state? OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

IMPPARK If there is one thing you could change or improve about Oregon or Washington state park campgrounds or campsites, what would it be? OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

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

- 19--
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

SEX Are you male or female?

- 1 MALE
- 2 FEMALE
- 7 REFUSED

- 8 DON'T KNOW
- 9 NO ANSWER

STATE 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

EDUC What is the highest level of education you have completed?

- 01 DOCTORATE (PhD, EdD) OR PROFESSIONAL (MD, JD, DDS)
- 02 MASTERS (MA, MS, MBA, MEd)
- 03 BACHELORS (BA, BS, AB)
- 04 ASSOCIATE
- 05 SOME COLLEGE, NO DEGREE
- 06 HIGH SCHOOL DIPLOMA OR GED
- 07 9th-12th GRADE, NO DIPLOMA
- 08 5th, 6th, 7th, or 8th GRADES
- 09 4th GRADE OR LESS
- 97 REFUSED
- 98 DON'T KNOW
- 99 NO ANSWER

INCOME

INCOMEA Is your total annual household income, from all sources, before taxes, over or under \$50,000? 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 \$50,000 ---> SKIPTO INCOMEF
- 2 UNDER \$50,000
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEB 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
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEC Is it over or under \$30,000? PROBE: Is your total annual household income, from all sources, before taxes, over or under \$30,000?

- 1 OVER \$30,000 ---> SKIPTO ENDING
- 2 UNDER \$30,000
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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

INCOMEE Is it over or under \$15,000? PROBE: Is your total annual household income, from all sources, before taxes, over or under \$15,000?

- 1 OVER \$15,000 ---> SKIPTO ENDING
- 2 UNDER \$15,000 ---> SKIPTO ENDING
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

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

- 1 OVER \$60,000
- 2 UNDER \$60,000 ---> SKIPTO ENDING
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEG Is it over or under \$70,000? PROBE: Is your total annual household income, from all sources, before taxes, over or under \$70,000?

- 1 OVER \$70,000
- 2 UNDER \$70,000 ---> SKIPTO ENDING
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEH 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
- 2 UNDER \$80,000 ---> SKIPTO ENDING
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEI Is it over or under \$90,000? PROBE: Is your total annual household income, from all sources, before taxes, over or under \$90,000?

- 1 OVER \$90,000
- 2 UNDER \$90,000 ---> SKIPTO ENDING

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

INCOMEJ 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
- 8 DON'T KNOW
- 9 NO ANSWER

INCOMEK 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
- 2 UNDER \$120,000 ---> SKIPTO ENDING
- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

ENDING That's the end of the survey! On behalf the Oregon and Washington state parks systems, I would like to thank you sincerely for taking part. Good-bye. PRESS ANY 1

INTOBS INTERVIEWER: PLEASE RECORD ANYTHING R SAID THAT IS RELEVANT TO THE SURVEY'S PURPOSES TYPE IN EXACT RESPONSE BELOW

INTID ENTER INTERVIEWER ID NUMBER

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