



Pinnacles National Park Camper Study

Spring 2013

Natural Resource Report NPS/NRSS/EQD/NRR—2014/750



ON THE COVER

Rock formations at Pinnacles National Park

Photograph courtesy of the University of Idaho Park Studies Unit

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Executive Summary

This visitor study report profiles a sample of Pinnacles National Park (NP) campers during April 5 - May 3, 2013. A total of 377 questionnaires were distributed to visitor groups. Of those, 238 questionnaires were returned, resulting in a 63.1% response rate. No camping group elected to use the Spanish version of the questionnaire.

Camping group size and type	Forty-eight percent of camping groups consisted of two people and 42% consisted of four or more people. Forty-three percent of camping groups consisted of families and 27% were camping with friends.
State or country of residence	United States visitors were from 16 states and Washington, DC, and comprised 99% of total use of the campground during the survey period, with 94% from California. Nineteen percent of visitors were from Alameda County, CA and 11% were from Santa Clara County, CA. Not enough international visitors responded to provide reliable data.
Number of times camped in the park	Fifty-eight percent of visitors camped in the park campground once, 23% camped two or three times, and 19% camped four or more times.
Age, ethnicity, and race	Thirty-three percent of visitors were ages 56 to 70 years, 30% were 36 to 55 years old, 12% were ages 15 years or younger, and 8% were 71 years or older. Seven percent of respondents were Hispanic or Latino. Eighty-six percent of respondents were White, 8% were more than one race, and 4% were Asian.
Camping location in the park	Sixty-one percent of respondents were tent camping in an individual site, 33% were RV camping in an individual site, and 7% camped in a group site.
Services and facilities	The services and facilities most often used by respondents were the picnic tables (93%), restrooms (93%), water spigots (83%), and camp store (82%). The services and facilities receiving the highest combined proportions of “extremely satisfied” and “very satisfied” ratings included RV electric hook-ups (91%) and amphitheater programs (89%). The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings included restrooms (95%) and water spigot (94%).
Aspects of the campground	The campground aspects receiving the highest combined proportions of “extremely satisfied” and “very satisfied” ratings included overall cleanliness (96%) and accessibility – campground trails and roads (91%). The campground aspects receiving the highest combined proportions of “extremely important” and “very important” ratings included overall cleanliness (98%) and overall maintenance (96%).
Crowding in the campground	The campground locations receiving the highest combined proportions of “extremely crowded” and “very crowded” ratings included shower facility (27%) and swimming pool (25%).
Camping preferences	The camping preferences receiving the highest combined proportions of “strongly agree” and “agree” ratings included I prefer campgrounds where generators are not allowed (79%) and I like to tent camp in a secluded campsite (73%).

Executive Summary (continued)

Support of management actions

Sixty-six percent of respondents supported temporarily closing parts of the campground. Fifty-three percent of respondents supported permanently closing campsites that include critical habitat. Seventy-six percent of respondents supported re-configuring the campground sites without reducing the number of campsites.

Overall quality

Most respondents (93%) rated the overall quality of facilities, services, and recreational opportunities at Pinnacles Campground as “very good” or “good.” Two percent of groups rated the overall quality as “very poor” or “poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-2585 or the following website <http://www.psu.uidaho.edu>.

Acknowledgements

We thank Marc Manni for compiling the report, Nancy Holmes for overseeing the fieldwork, Debbie McLaughlin, the staff and volunteers of Pinnacles NP for assisting with the survey, and Matthew Strawn for data processing.

About the Authors

Marc Manni is the Research Team Supervisor for the Visitor Services Project. Yen Le, Ph.D., is Director of the Visitor Services Project, Park Studies Unit, Department of Conservation Social Sciences, at the University of Idaho.

Introduction

This report describes the results of a study of visitors camping at Pinnacles NP in Paines, California, conducted April 5 - May 3, 2013 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described in the National Park Service website for Pinnacles NP, “Pinnacles National Park gets its name from rock spires and crags that are remnants of an ancient volcanic field, which eroded over millions of years as portions of the field moved northward along the San Andreas Fault. Rock debris in the form of boulders has weathered and settled, leaving behind spires of volcanic rock and talus caves.” (www.nps.gov/pinn, retrieved October 2013).

Organization of the Report

This report is organized into three sections.

Section 1: Methods

This section discusses the procedures, limitations, and special conditions that may affect the study results.

Section 2: Results

This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

Section 3: Appendices

Appendix 1. *The Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

Key

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

* appears when the total percentages do not equal 100 due to rounding.

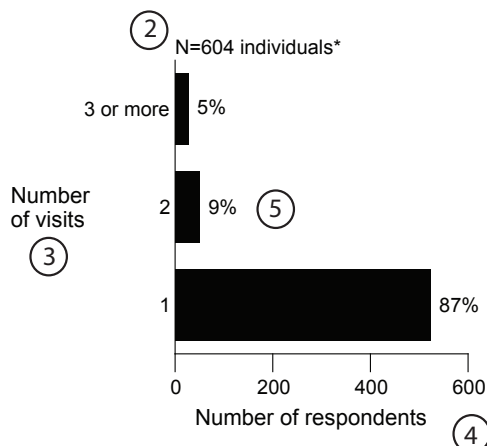
** appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

Example 1



① **Figure 14.** Number of visits to the park in past 12 months

Methods

Survey Design and Procedures

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this method, the sample size was calculated based on the park's visitation statistics of previous years.

Due to the nature of the study, eligible participants only included visitors who were at least 18 years of age who used the campground at Pinnacles NP during April 5 - May 3, 2013. Only one questionnaire was offered to each individual group. The selected individuals were instructed to return the completed questionnaire to a locked box or to hand it back to the interviewer. Every participant was asked three questions, and gender was noted.

1. Is it your first time camping at Pinnacles Campground?
2. What is your ZIP code (or name of country)?
3. What is your age?

The information was recorded on a survey log. Reasons for refusing to participate in the survey were also noted when appropriate. During the survey period, April 5 - May 3, 2013, a total of 381 visitors were approached, of whom 377 accepted the questionnaire and 238 completed and returned the instrument, resulting in a response rate of 63.1%. No camping group elected to use the Spanish version of the questionnaire.

Questionnaire design

The Pinnacles NP questionnaire was developed through conference calls between the park and VSP staff to design and prioritize questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Pinnacles NP. The questionnaire includes questions specific to their camping experience at Pinnacles NP and general questions to help establish demographics of park visitors. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended. The questionnaire was designed in booklet form of an appropriate size to fit the lock box. The questionnaire was available in English and Spanish.

No pilot study was conducted to test the Pinnacles NP questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitors at the campground were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors (at least 18 years old) agreed, an interview, lasting approximately two minutes was conducted with that person to determine whether this was their first time camping at Pinnacles Campground, their ZIP code (or name of country if not U.S.), and their age. Since the questionnaire was completed on-site, follow-up was not necessary.

Data analysis

Visitor responses were entered twice and double-key validation was performed on numeric and short text responses. The remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software. Responses to open-ended questions were categorized and summarized prior to data analysis.

Numeric data were processed and statistics were calculated using Statistical Analysis Software® (SAS) and IBM SPSS Statistics.

Limitations

As with all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the campground during the study period of April 5 - May 3, 2013. The results present a 'snapshot in time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special conditions

The weather during the survey period ranged from cool and breezy to hot and sunny.

No special events occurred in the area that would have affected the type and amount of visitation to the park.

Results

Group and Visitor Characteristics

Camping group size

Question 11

How many people in total were in your camping group?

Results

- 48% of camping groups consisted of two people (see Figure 1).
- 31% were in groups of five or more.
- 18% were in groups of three or four.

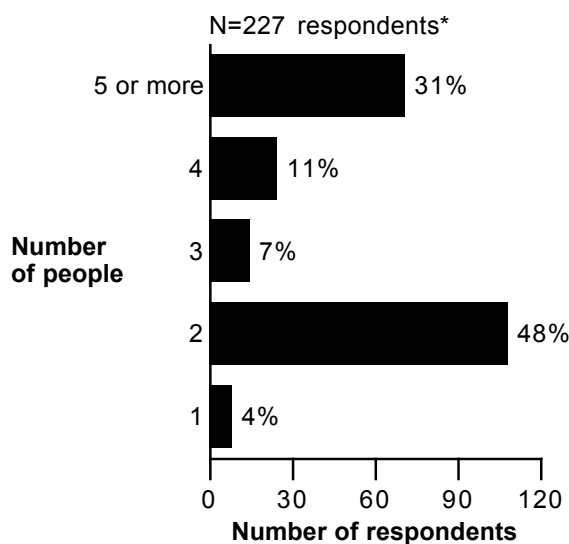


Figure 1. Camping group size

Camping group type

Question 10

On this visit, which type of group did you camp with?

Results

- 43% of camping groups consisted of families (see Figure 2).
- 27% were camping with friends,
- “Other” group type (<1%) was:
Wilderness volunteers

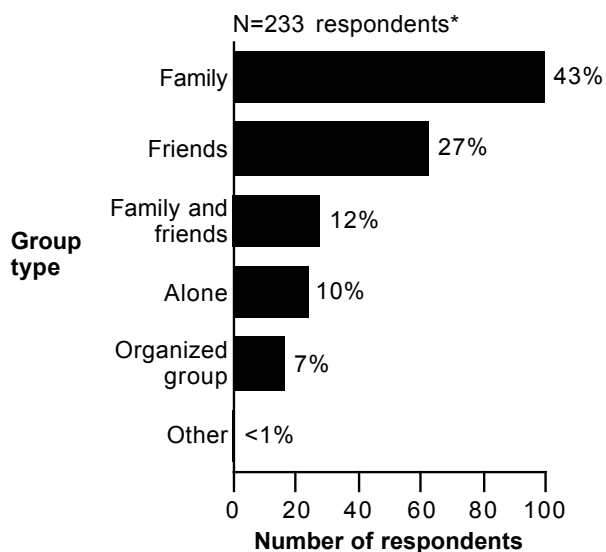


Figure 2. Camping group type

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence**Question 9b**

For your personal group on this visit, what is each member's state of residence?

Note: Response was limited to seven members from each camping group.

Results

- U.S. visitors were from 16 states and Washington, DC, and comprised 99% of total use of the campground during the survey period.
- 94% of U.S. visitors came from California (see Table 1 and Figure 3).
- Smaller proportions came from 15 other states and Washington, DC.

Table 1. United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=577 individuals*	Percent of total visitors N=581 individuals
California	543	94	93
Oregon	5	1	1
Ohio	4	1	1
Washington	4	1	1
Arizona	2	<1	<1
Colorado	2	<1	<1
Connecticut	2	<1	<1
Washington, DC	2	<1	<1
New Mexico	2	<1	<1
New York	2	<1	<1
North Carolina	2	<1	<1
Utah	2	<1	<1
Maryland	1	<1	<1
Missouri	1	<1	<1
South Carolina	1	<1	<1
Vermont	1	<1	<1
Virginia	1	<1	<1

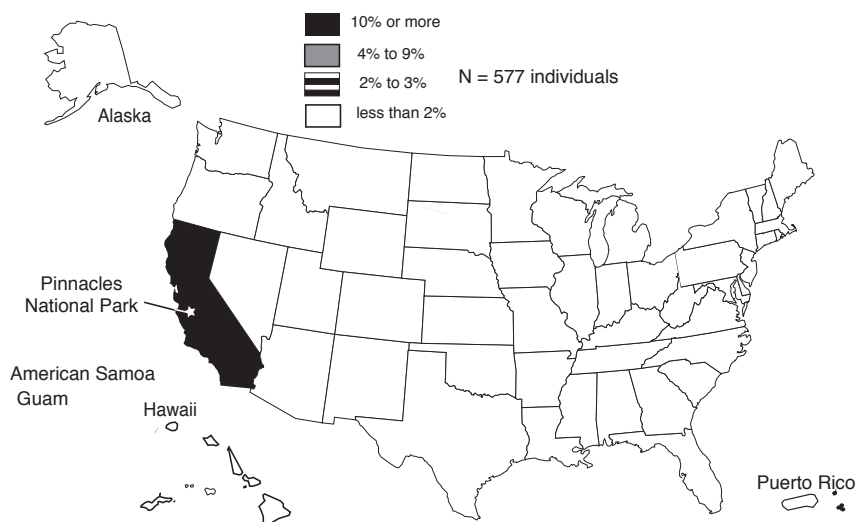


Figure 3. United States visitors by state of residence

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors from California and adjacent states by county of residence

Note: Response was limited to seven members from each camping group.

Table 2. Visitors from California and adjacent states by county of residence

Results

- Visitors from California and adjacent states were from 38 counties and comprised 95% of the total U.S. use of the campground during the survey period.
- 19% came from Alameda County, CA (see Table 2).
- 11% came from Santa Clara County, CA.
- Small proportions of visitors came from 36 other counties in California and adjacent states.

County, State	Number of visitors N=547 individuals	Percent*
Alameda, CA	105	19
Santa Clara, CA	61	11
San Luis Obispo, CA	51	9
Santa Cruz, CA	50	9
San Mateo, CA	40	7
San Francisco, CA	37	7
Contra Costa, CA	25	5
Sonoma, CA	22	4
Sacramento, CA	18	3
Monterey, CA	17	3
Stanislaus, CA	15	3
Fresno, CA,	10	2
Santa Barbara, CA	10	2
25 Other counties	86	16

International visitors by country of residence

Question 9b

For your personal group on this visit, what is each member's country of residence?

Note: Response was limited to seven members from each camping group.

Results – Interpret with CAUTION!

- Not enough respondents answered the question to provide reliable results (see Table 3).

Table 3. International visitors by country of residence – **CAUTION!**

Country	Number of visitors	Percent of international visitors N=4 individuals	Percent of total visitors N=581 individuals
United Kingdom	2	50	<1
Costa Rica	1	25	<1
Finland	1	25	<1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of times camped at Pinnacles NP

Question 9c

For your personal group on this visit, how many times has each member camped at Pinnacles?

Note: Response was limited to seven members from each camping group.

Results

- 58% of visitors camped at the park once (see Figure 4).
- 23% camped two or three times.
- 19% camped four or more times.

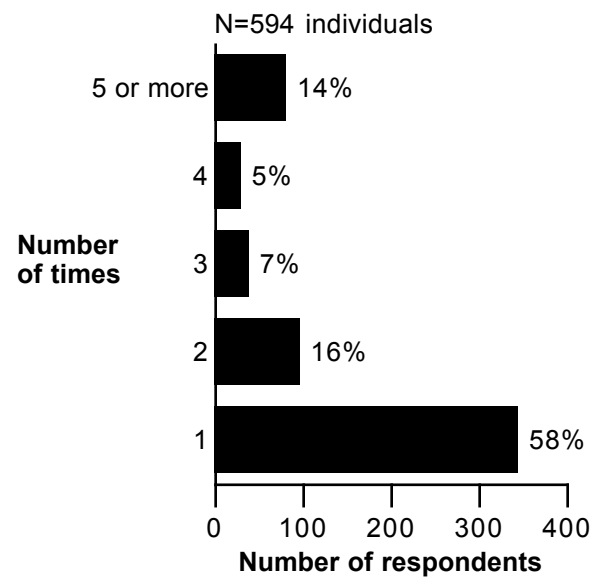


Figure 4. Number of times camped at Pinnacles NP

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 9a

For your personal group on this visit, what is each member's current age?

Note: Response was limited to seven members from each camping group.

Results

- Visitor ages ranged from 1 to 89 years.
- 33% of visitors were 56 to 70 years old (see Figure 5).
- 30% were 36 to 55 years old.
- 12% were 15 years or younger.
- 8% were 71 years or older.

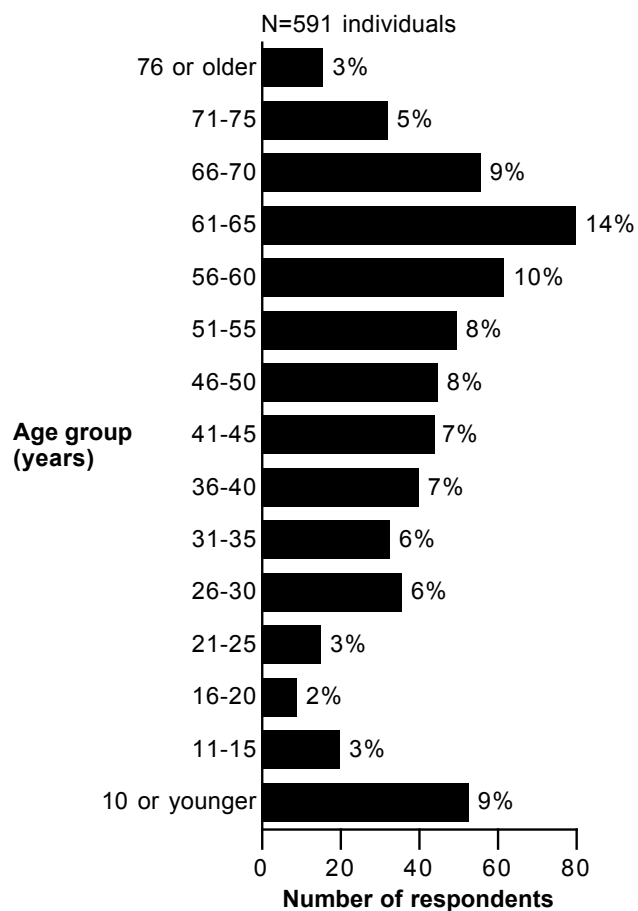


Figure 5. Visitor age

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Respondents of Hispanic or Latino ethnicity

Question 12a

Are you Hispanic or Latino?

Results

- 7% of respondents were Hispanic or Latino (see Figure 6).

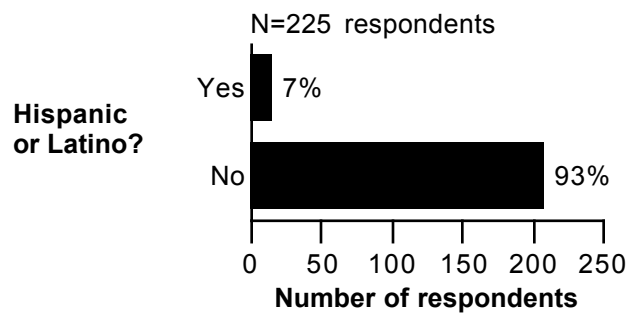


Figure 6. Respondents of Hispanic or Latino ethnicity

Respondent race

Question 12b

What is your race?

Results

- 86% of respondents were White (see Figure 7).
- 8% were more than one race.
- 4% were Asian.
- 4% were Asian.

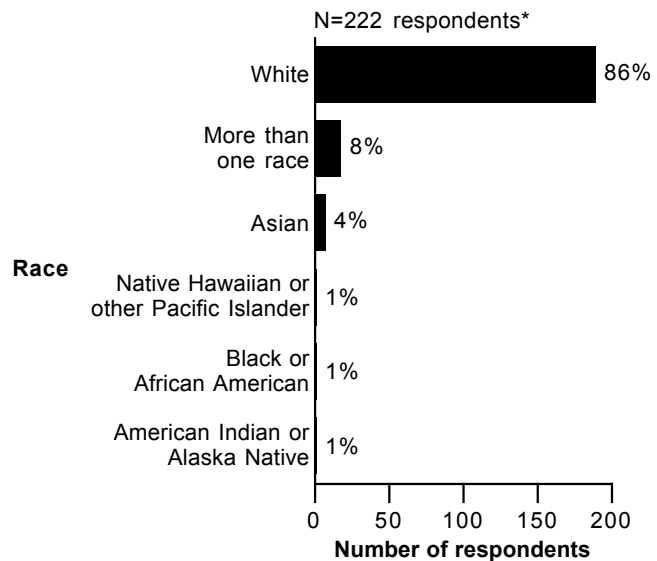


Figure 7. Respondent race

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Camping locations in the park

Question 13

Where did you camp on this visit?

Results

- 61% of respondents were tent camping in an individual site (see Figure 8).
- 33% were RV camping in individual site.
- 7% camped in a group campsite.

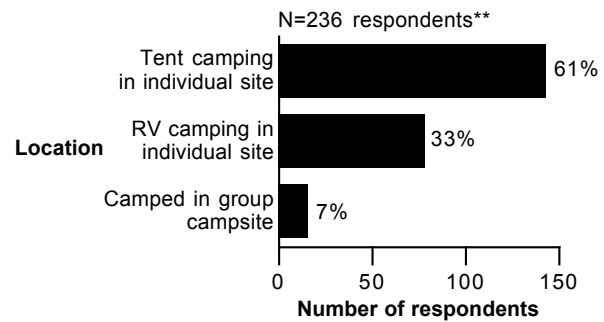


Figure 8. Camping locations in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Services, Facilities, Attributes, Resources, and Elements

Services and facilities used

Question 1a

Please indicate the services and facilities that you used at Pinnacles Campground.

Results

- As shown in Figure 9, the most common services and facilities used by respondents were:

93% Picnic tables
93% Restrooms
83% Water spigot
82% Camp store

- The least used service/facility was:

22% Amphitheater programs

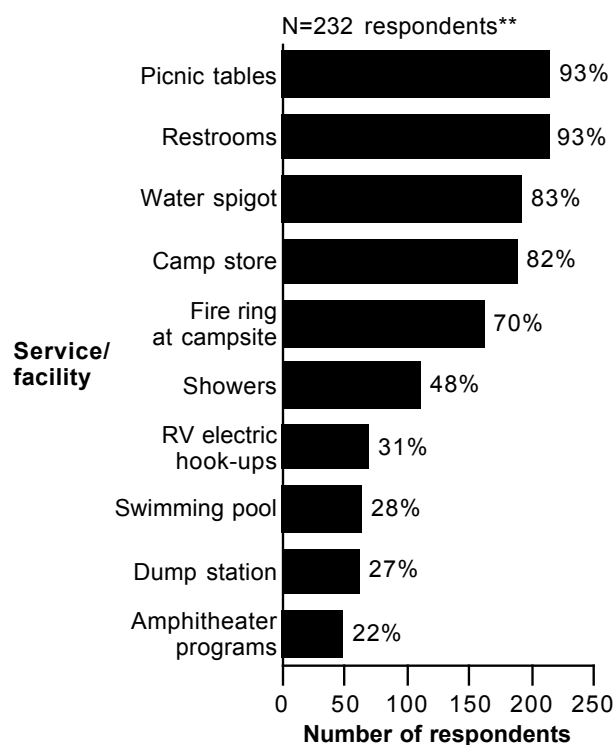


Figure 9. Services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Satisfaction ratings of services and facilities

Question 1b

For each service and facility that you used, please rate your level of satisfaction, from 1-5.

- 1=Not at all satisfied
- 2=Slightly satisfied
- 3=Moderately satisfied
- 4=Very satisfied
- 5=Extremely satisfied

Results

- Figure 10 shows the combined proportions of “extremely satisfied” and “very satisfied” ratings of services and facilities that were rated by 30 or more respondents.
- Table 4 shows the satisfaction ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely satisfied” and “very satisfied” ratings were:
 - 91% RV electric hook-ups
 - 89% Amphitheater programs
 - 86% Fire ring at campsite
 - 85% Water spigot
- The service/facility receiving the highest “not at all satisfied” rating that was rated by 30 or more respondents was:
 - 12% Showers

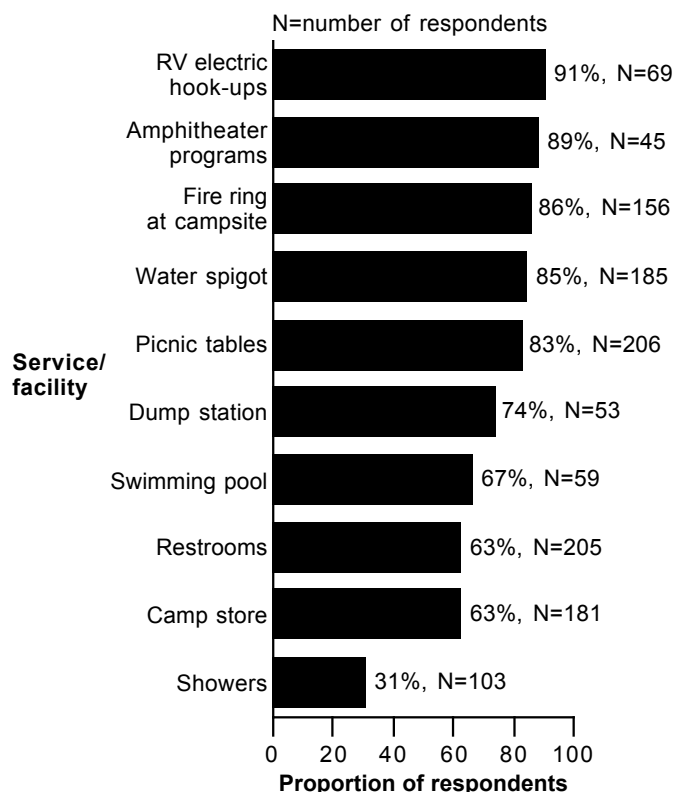


Figure 10. Combined proportions of “extremely satisfied” and “very satisfied” ratings of services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 4. Satisfaction ratings of services and facilities
(N=number of respondents)

Service/facility	N	Rating (%)*				
		Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied
Amphitheater programs	45	0	0	11	42	47
Camp store	181	2	11	24	41	22
Dump station	53	4	6	17	40	34
Fire ring at campsite	156	3	2	9	31	55
Picnic tables	206	2	6	10	34	49
Restrooms	205	3	13	21	37	26
RV electric hook-ups	69	0	1	7	17	74
Showers	103	12	21	36	21	10
Swimming pool	59	5	7	22	31	36
Water spigot	185	1	5	9	32	53

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 1d

If you were “slightly satisfied” or “not at all satisfied” with any of the campground facilities listed above, please explain.

Results

- 52% of respondents (N=123) answered this question.
- Table 5 shows respondents' explanations of “slightly satisfied” or “not at all satisfied” ratings of campground facilities. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (N=176 comments; some respondents made more than one comment)

Service/facility	Comment
Amphitheater programs	Programs each night, not just weekends. Thrilled with the Tuesday program.
Camp store	Better books about the area (geology, etc.) Camp store closed too early (6 pm) Camp store has to have exact change Camp store hours 9:30 am-5 pm on Saturday. Should be open 8 am-8 pm or 7 am-7 pm. Camp store needs to have more healthy items Extend hours Monday - Friday beyond 3 pm-5 pm Great selection, longer hours please Hours were unpredictable. I've had a serious problem with the management of camping reservations, which we will share with the superintendent. Limited hours on weekday - needed coffee Longer hours and more food options as well as legitimate reading materials Longer store hours Need more food at the store. Longer store hours. No cups at store Prices too high - \$2.50 for a candy bar Ridiculous to have such limited hours for camp store. Need block ice. Seemed like one person was doing all the work (forest green shirt) while two NPS employees (khaki shirts) did nothing. I asked them several questions and they laughed and said talk to the young lady. One guy was 300+ pounds and I never saw him get out of his chair. I've been here before and NPS employees checked me in. Not this time. Both of them were slugs; poor form. Store has a good selection, but would be nice if it stayed open after people come off of the trail; maybe 7 pm-8 pm Store should be manned Temperature in store - refrigerator was over 60 degrees. Camp store should be open until 8 pm. The store is not stocked well, hours of operation too short, prices too high Tried to use at 6 pm, but it was closed

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (continued)

Service/facility	Comment
Camp store (continued)	Would like longer hours for camp store
Dump station	Need potable water. Not just RV hook-ups - I've seen people in tents use them. Ring around dump drain is elevated making it difficult for a low vehicle to drain the sewer/discharge hose. Also, no water at site to flush the sewer hose. We need to get closer in order to dump
Fire ring	Fire pit too close to picnic table Fire ring was filled with trash Fire pit needs update Fix the grill Get rid of the grill on the fire ring or have the flip ones that you can move out of the way Our fire ring was too deep/the sides were too high We understand the need for safety, but the fire rings are too tall. Don't draw well, fills your face with smoke, have to hang your marshmallow and hot dog sticks downward (fall off) doesn't provide much heat and can't see/enjoy the campfire. Find a better solution.
Picnic tables	Benches unsteady on picnic tables Dirty, uncomfortable, surrounded by weeds and gopher holes Like wood picnic tables better then cement Picnic table in poor condition - one side so bowed - it is not functional for that side Picnic table was rickety Picnic table was very warped Picnic table wood warped Picnic tables are in rough shape and need to be refurbished Picnic tables are uncomfortable Picnic tables not level Picnic tables were not portable. Sometimes it is helpful to move a picnic table based on where your tent is or for privacy. Poor condition, not clean Some picnic tables in complete disrepair Table was uneven Tables - warped Tables are too short Tables should be level

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (continued)

Service/facility	Comment
Restrooms	All of the women's restrooms need soap, mostly just the ones by the store. The toilet paper is too thin and rips when you pull it (need better brand). Bathrooms not close Bathrooms lack of light, poor flush, lack of toilet paper Cold water Hand soap and clothing hooks needed in restrooms Hooks and a couple of shelves needed. Handicapped toilet needs repair. Slightly thicker toilet paper would be very appreciated. Shreds aren't a lot of fun. I would also put in a sink for dishes near the bathroom. Putting soap in the toilet is messy. It would be very helpful to have hooks by all sink areas/shelf for toothbrush, etc. in bathrooms Lights at night Lights in bathrooms Lights not working Maybe some very low, solar powered, night lights in the bathroom. Only one of three sinks in the bathroom at last loop worked. More toilet paper in restrooms - ran out More toilets, if you have less, it's more congested, more backed up, and less hygienic Need a shelf or hooks in the restroom for toiletries bags Need hooks and shelves for camper use in the bathroom Need lights in restroom, at least outdoors Need more restrooms by RV sites. There were many tent campers here and small RV's that need bathrooms No light at night, no hooks, dirty No lights in restroom, 2-ply toilet paper No lights in restrooms No lights in women's bathroom, only one sink works No soap in bathrooms Not enough of them Not enough of them, especially needed at RV sites Only one toilet worked at women's restroom so there was always a line Please put in water hook-ups for RV sites Poor condition, not clean Restrooms near RV site would be nice Restrooms are too far from most campers. Need more. Restrooms could use hooks or shelves to store towels, toiletries Restrooms extremely dirty in am, one toilet clogged, not dissatisfied with toilet - only users

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (continued)

Service/facility	Comment
Restrooms (continued)	Restrooms need better lighting at night Restrooms need hooks for towels, etc. by the sinks - place to sit. Store needs someone to help during the week. Restrooms need soap Restrooms not cleaned, sinks in women's bathroom did not have water Restrooms too far apart for your NBW status and visitor volume Restrooms were dark and the women's (two out of three) did not work. Toilet paper ply is too thin. Flush toilets are great. Restrooms were not convenient to RV sites; it is a long walk to one Sinks are too low, faucet may save water but frustrating. Faucet sticks into sink so hard to wash. The restrooms were far away from our particular site; it was difficult with small children Thicker toilet paper would be lovely Toilet paper is too thin Toilet paper is too thin and flimsy. This applies to the restrooms with the dispensers with smaller rolls. Toilets are weak and slow to refill, causing clogs Toilets back up when neighbors flush, also walks are too long to nearest bathroom. Campsites are in many cases too far from further campsites. Toilets need to be fixed so "volcano" does not occur. Don't clean bathrooms at 7 am - very inconvenient time. Two sinks in bathroom (women's) not working, lights in bathroom didn't work Water smelled a little funny We suggest composting toilets
RV electric	Electrical hook-up was in an inconvenient location in our site #101 Need to change orientation from RV/tent to electric/non-electric Water hook-ups would be great
Showers	Campers should be told showers are not included. 50 cents for three is steep. Could be hotter and harder. Can't control temperature, stall too small; made for shower before pool rather than regular shower Cannot take 3-4 showers at once. It was lukewarm water. The self-pay is great. An ATM that doles out the cash in \$5 bills would be excellent. Fix the quarter machine. Cold water Cramped, no shelves, only one hook - needed updating - not enough of them. Would pay more for better shower. Do not like the "quarter" coin showers. Never works well.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (continued)

Service/facility	Comment
Showers (continued)	Don't like being charged to shower High demand for showers. Difficult to adjust water temperature. Hot water was too hot Ladies' showers were scalding hot Mens' shower needs fixing More of them More shower facilities More showers More showers please. Hooks for shower baths also. Need better shower heads Need more campground areas Need more showers Not enough or many were broken Not enough showers for a very hot and active park One not working Only one shower was working and we had to wait four minutes before using it after the last person. People in line had to wait too long. Pay showers are tough! Should be free. Please do not remove the showers. There are only four shower stalls in a park that sleeps hundreds. In the 21st century, that is "roughing" it. Poor condition, not clean Shower stalls very small and water got very hot Shower was cold - or just ate quarters Shower was out of order Shower water too hot Showers are appreciated, but there are improvements that can be made; more space, more clothes hooks, better floor sanitation protection for fungi Showers are fine, but need a couple more (especially in lower areas) even a cold water exterior shower would be helpful Showers can't control hot water sometimes too hot, no way to know that you need quarters Showers did not work everyday, not practical controls, clear indication of privatization, lower quality Showers don't work half the time or are boiling hot - also need more of them Showers had no shelf to put soap and little room to dress. Would be nice to have bench in individual showers. Showers in men's bathroom were not working Showers in restrooms could be somewhat cleaner Showers need a place to put your stuff

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 5. Explanations of “slightly satisfied” or “not at all satisfied” ratings of services and facilities (continued)

Service/facility	Comment
Showers (continued)	Showers not at all working. Only one men's shower for the whole campground. Showers not enough; need more Showers were not hot. One men's shower was broken. Showers were shared with toilet - very stinky Showers were too crowded Showers were too crowded and 50% were not working Showers were very hot Showers would be good too; one set for all campsites is too few The water came out extremely hot and there did not appear to be any way to make it cooler. Also, I could not shut the water off when I was done, so the water kept running until the timer ran out. More hooks to hang stuff would be appreciated as well. There were many tent campers here and small RV's that need showers Time to upgrade showers
Swimming pool	Earlier and later hours at swimming pool, and quiet, adult only hours at pool with no electronic music or amplification Pool was dirty (slightly) Swimming pool needs better signage and longer hours Swimming pool was cold The pool needs upgrading The pool was too cold to enjoy
Water spigot	Better setup for washing dishes Hard to locate water spigot More needed Need new spigot Nice that there are water spigots, but it would nice to be able to screw a hose on to it No drainage at spigot - it was nasty No water spigot at our site Not located at each RV site Rusty water in the spigot and some spigots sprayed water everywhere Water spigot not comfortable for washing dishes Water spigot not operational at dump station- no water pressure Water spigots far from #129 Would be nice to have water available at each RV site Would like water at RV sites

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of services and facilities

Question 1c

Whether or not you used them, please rate the importance, from 1-5, of each service/facility at Pinnacles Campground to your camping experience.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 11 shows the combined proportions of “extremely important” and “very important” ratings of services and facilities that were rated by 30 or more respondents.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

95% Restrooms
94% Water spigot
93% Picnic tables

- Table 6 shows the importance ratings of each service and facility.
- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more respondents was:

24% RV electric hook-ups

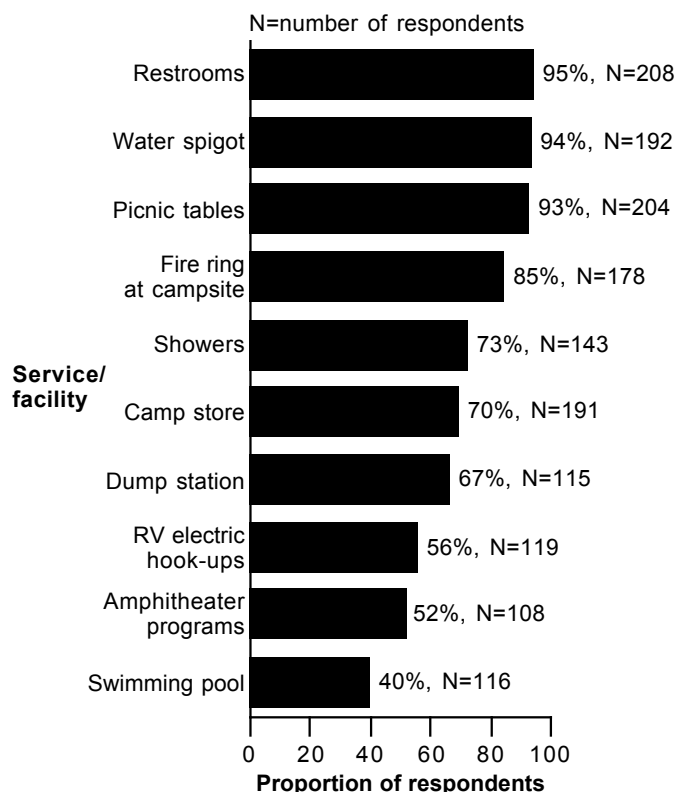


Figure 11. Combined proportions of “extremely important” and “very important” ratings of services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 6. Importance ratings of services and facilities
(N=number of respondents)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Amphitheater programs	108	9	13	25	32	20
Camp store	191	1	8	21	29	41
Dump station	115	18	7	8	15	52
Fire ring at campsite	178	2	3	10	17	68
Picnic tables	204	0	1	6	23	70
Restrooms	208	<1	1	2	18	77
RV electric hook-ups	119	24	8	12	17	39
Showers	143	4	5	18	24	49
Swimming pool	116	19	20	21	17	23
Water spigot	192	1	1	5	16	78

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of satisfaction and importance ratings of services and facilities

- Figure 12 and Figure 13 show the mean scores of satisfaction and importance ratings of services and facilities that were rated by 30 or more respondents.
- All services and facilities were rated average or above average in satisfaction and importance.

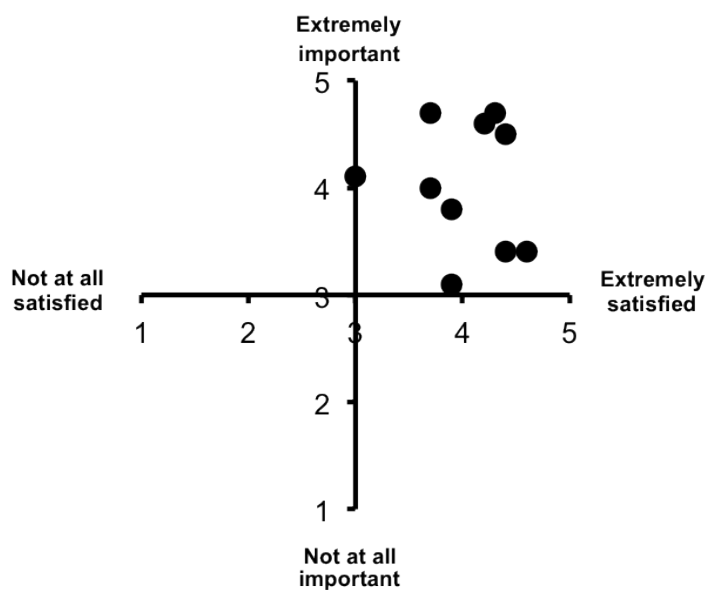


Figure 12. Mean scores of satisfaction and importance ratings of services and facilities

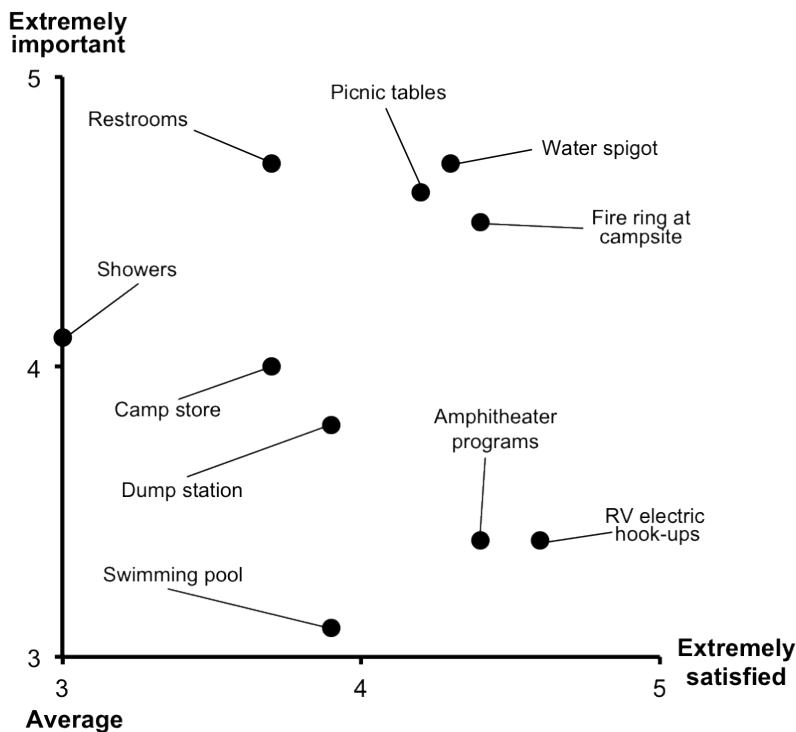


Figure 13. Detail of Figure 12

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Satisfaction ratings of aspects of Pinnacles Campground

Question 2a

Please rate your level of satisfaction with each aspect of Pinnacles Campground, from 1-5.

- 1=Not at all satisfied
- 2=Slightly satisfied
- 3=Moderately satisfied
- 4=Very satisfied
- 5=Extremely satisfied

Results

- Figure 14 shows the combined proportions of “extremely satisfied” and “very satisfied” ratings of aspects of Pinnacles Campground that were rated by 30 or more respondents.
- Table 7 shows the satisfaction ratings of each aspect.
- The aspects receiving the highest combined proportions of “extremely satisfied” and “very satisfied” ratings were:
 - 96% Overall cleanliness
 - 91% Accessibility – campground trails and roads
 - 90% Accessibility – campsites
 - 89% Overall maintenance
- The aspects receiving the highest “not at all satisfied” rating that were rated by 30 or more respondents were:
 - 4% Privacy of your campsite
 - 4% Quietness of campground

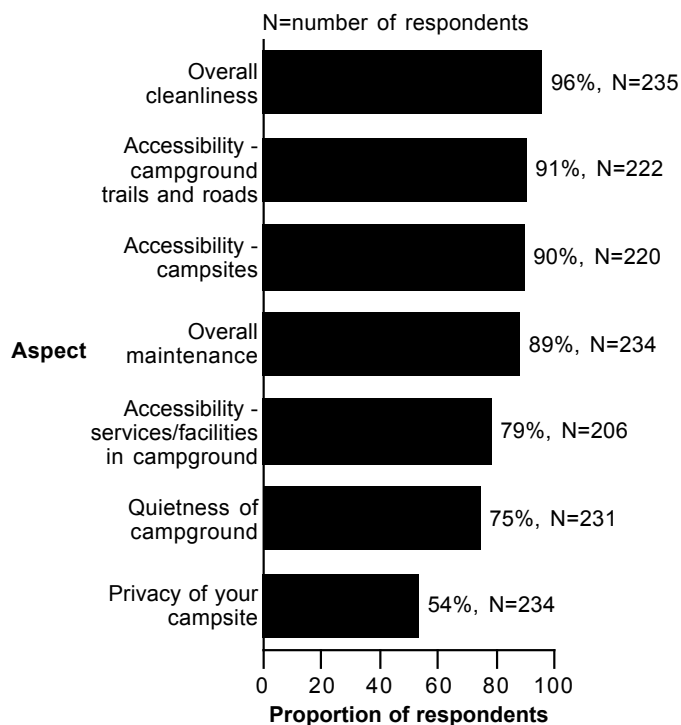


Figure 14. Combined proportions of “extremely satisfied” and “very satisfied” ratings of aspects of Pinnacles Campground

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 7. Satisfaction ratings of aspects of Pinnacles Campground
(N=number of respondents)

Aspect	N	Rating (%)*				
		Not at all satisfied	Slightly satisfied	Moderately satisfied	Very satisfied	Extremely satisfied
Overall cleanliness	235	0	<1	3	38	58
Overall maintenance	234	0	2	9	42	47
Accessibility – campground trails and roads	222	0	2	7	36	55
Accessibility – services/facilities in campground	206	1	4	15	35	44
Accessibility – campsites	220	0	1	9	34	56
Privacy of your campsite	234	4	12	30	26	28
Quietness of campground	231	4	8	14	36	39
Other – CAUTION!	20	25	45	5	0	25

- “Other” campground aspects were:

Availability
 Bathroom across from site #67
 Beauty
 Caves
 Hazards
 More bathrooms
 Pet friendly
 Picnic tables
 Poison oak
 Shade
 Shuttle
 Signage and dump
 Site lot layout
 Staff and visitors friendly
 Storage
 Trail map
 Visitor/Nature Center
 Water hook-up at site
 Weed abatement in sites

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 2c

If you were “slightly satisfied” or “not at all satisfied” with campground aspects listed above, please explain.

Results

- 34% of respondents (N=81) answered this question.
- Table 8 shows respondents' explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 8. Explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects (N=106 comments; some respondents made more than one comment)

Aspect	Comments
Accessibility – campsites	Bigger and strategically placed sign needed on how to get to campsites beyond 1st loop, to save from driving thru the 1st loop and disturbing the campers Need more campsites for Friday and Saturday We prefer less access to campsites
Accessibility – campground trails and roads	By accessibility I mean by able-bodied adults. Need shuttle schedule and trail maps. And on trail maps what info marker numbers mean. Could use a trail connector from end of campground (#60's) to Bench Trail More parking near trailheads Not easy access from campsite to trailhead. More creek crossing. Shuttle service very nice. Perhaps slower speed limit. Don't want two vehicles approaching each other in the "bridge area" just after the turn into the campgrounds. Trail signage is too small and very poor to mark trails We prefer access to both east and west sides of park Would be nicer if shuttles started sooner. It was too late to use for us.
Accessibility – services/facilities in campground	Camp store closed too early, opened late Could use another restroom in campground, sinks are difficult to use, showers need a bench inside More showers Need more restrooms Only two showers per gender. Long walk to toilets. Restrooms are further from most campers. Need more. Restrooms were too far away in RV section; restrooms are needed at the south end of RV section (we have a Westfalia camper with no toilet). It was a long walk in the middle of the night! Plus, if you expect campers to dispose of dishwashing water in a toilet, the toilets better be closer! But we made do! One of the most beautiful well-designed campgrounds we have visited! RV campground needs restroom

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Table 8. Explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects (continued)

Aspect	Comments
Accessibility – services/facilities in campground (continued)	Should we wash dishes at the faucet? Should we throw out dishwater on the ground? We put it in the toilet. There are no signs to explain their campaign on a place to toss dishes. The system of picking out and paying for a campsite is inefficient (driving back and forth to the visitor center). You should be able to pay for campsites near campsites using envelopes. Very few bathrooms for tent camping sites We were camping in a RV site, so we did not have close access to restrooms nor have any privacy Would like showers and bathrooms in RV area
Overall cleanliness	Recycled toilet paper tears too easily, creating lots of pieces which end up on the floor of bathroom Women's bathroom not cleaned/working
Overall maintenance	Clogged toilet and sink Larger restroom need in group camp, no lights, men's restroom clogged More dumpsters needed. Too far apart. Too much poison oak - not maintained and cut back from trails
Privacy of your campsite	Campsite #121 has a path through it to the amphitheater - not at all private. Plus, adjacent to another site without a break. Campground very overcrowded. Three and four vehicles per site and three large families equal 17 people in site behind us. It should be two vehicles and six people per site maximum. Campground was not private at all! Campsites #114 and #115 are too close together Chose poor spot. Baby cried nearby all night. Comes with the territory of an RV electrical site Few trees to conceal campsite from others and no shade Group site #2 on busy corner. Not enough privacy or shade. I wish the RV sites weren't so close together, but then there'd be fewer so I understand No privacy in RV campsites Our campground was very private, but some of the others looked a little cramped Our site had no privacy whatsoever. Also, a group camped across from us. One with three tents and it was not a group campsite. Luckily, they were retired/older couples and were very quiet and respectful. Other places in campground had two to five campsites with groups and they all congregated at one campfire. This is tricky and can be loud. Site #15 is out in the open and next to a busy road.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 8. Explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects (continued)

Aspect	Comments
Privacy of your campsite (continued)	Our site, as well as many others, lack any privacy. I'm not sure what can be done about that. Path to bathroom goes right through three campsites. Perhaps you could discontinue site #76. Many campsites are too small and provide no separation from others Privacy of sites in the RV section could be improved RV campers often get a "parking lot" environment due to spacing. Add some tree shrubs. Keep this campground hook-up free of water and sewer, self limits stays to four to five days holding tank capacity. RV sites very close together with little privacy. Neighbors were noisy. Sites are exceedingly close to each other. Some are clearly forced into place to increase the number of sites and revenue. Sites were very close and we were right next to the road Some of the sites are quite exposed plus lack of privacy screening. Maybe volunteers could plant some young oaks (although it looks like gophers got the ones planted years ago) Definitely don't make them smaller - sites like #11, #12, #13 used to be just two sites. Now they have no privacy/size. The campsites are so close, but not that important to me The sites are too close together and too populated Too close We were camping in a RV site, so we did not have close access to restrooms nor have any privacy Would be nice to be able to take your off road RV into more private sites
Quietness of campground	10 pm quiet time needs to be enforced Campground very overcrowded. Three and four vehicles per site and three large families equals 17 people in site behind us. It should be two vehicles and six people per site maximum. Campsites #51-#59 noisy until 12 am! No one monitored. Chose poor spot. Baby cried nearby all night. Dog barking in wee hours in morning. Was left to disturb others for 15-20 minutes It was quiet until Friday night when everyone arrived late. It was noisy until 11 pm. It was too loud at night! Even late! Large group of people shouting and screaming in the campground Large groups of RVers get drunk and loud with lack of patrol by park service to quiet them down Loud music by neighbors Most of the campsite are fine, but quiet hours could be better enforced (maybe with a reminder) Neighbors were noisy

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Table 8. Explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects (continued)

Aspect	Comments
Quietness of campground (continued)	Noise carries really well One loud person. Had to ask for quiet at 11 pm. People came in at 2 am and talked loudly until the morning Quiet hours should end at 8 am Quiet hours were not enforced on weekends, weekdays were great Quiet time was not enforced at 10 pm RV campground loop extremely noisy on Friday night through Sunday morning. Several sites had at least four vehicles present for the entire period, including the site next to us, which had 10 people staying there! Rules regarding numbers of vehicles and people at each site should be enforced, we were in camp most of that period and didn't see NPS law enforcement during that period. Ironically, NPS law enforcement was quite evident Sunday afternoon, after most people had left the RV loop. There was a large group in the individual campsite area that was parking all night and rangers never came by to quiet them down. They broke at least three rules - noisy after 10 pm, over six in a night, and over two cars. There was quite a bit of noise Saturday night There were many campers, especially kids, not adhering to quiet hours. It would be great if the hosts or rangers enforced them more stringently. There were some people making noise after "quiet time." But I've been an offender myself before, so I'm not complaining. Too much noise after 10 pm - quiet time should be enforced We had site #57, so we were happy with privacy. Wednesday - Thursday the campground was fabulous, but noise was out of control on Friday. We left after a Friday night so we did not get the complete party effect, but it did get noisy late Friday night
Other	Bathroom has no working light, no hooks except in stalls, and no trash cans Been at campsite for two days, trash bin near restroom still full from weekend Campsite lot layout and privacy were very lacking. It's very small and fire pit is too far from site. Dogs need to be banned outright in the campground because people are letting their dogs run wild and chase the rabbits and quail. They also do not heed the "no dogs on trails" rule, especially if they have small dogs, especially on Chapparet side. Dump station needs potable water Dumpster is packed to the brim - entire 3-day stay. No way to put in anything. Excessive poison oak in site # 76 Hard to interpret trail map/campground map High foxtails in site

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 8. Explanations of “slightly satisfied” or “not at all satisfied” ratings of campground aspects (continued)

Aspect	Comments
Other (continued)	I want to be able to do some easy hikes with dog, even if it just in the campground. Bench Trail in campground marked "no dogs". Pet area without foxtails, burrs, etc. Improvements needed: 1) parking for RV check in; 2) more stations at dumpsite (long lines); 3) campsites too close together (take out half and build a new loop); 4) More vegetation (landscaping) for RV camping --need shade-- also true for tent camping areas; 5) more water spigots in tent camping; 6) more shuttle buses - too crowded; 7) level picnic tables; 8) better signage for dump station. Many RV sites have several hazardous ground squirrel holes and trenches More walk-up sites. Accessibility, being out in nature, hard to create a perfect environment for equal access. Favorites, excluded, think about nature selection. Nature center was closed on Monday in the middle of the day. Not enough interpretive materials in visitor center and there were no hours for nature center posted on the door. Park could do more thorough job of clearing poison oak from campground area, especially since there are so many young children among the campers Shuttle needs to stop at all or more trailheads, especially Old Pinnacles Tables seemed to be child size, bench was way too close to table. Uncomfortable and cramped. The whole approach to RV is odd. The orientation for RV's is electric or not (many have solar). For signage, have information on size for electric/non-electric. Our RV fit in "tent" area but not all will. We are solar and don't want to pay electric. Some tent users (say with CPAP) would pay for electric. I had to go find a campground host to clarify. Trash can across from site #67 was too full and not emptied from Sunday - Tuesday Two sinks don't work in the women's near the 70's

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of aspects of Pinnacles Campground

Question 2b

Please rate the importance of each aspect of Pinnacles Campground to your camping experience, from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 15 shows the combined proportions of “extremely important” and “very important” ratings of aspects of Pinnacles Campground that were rated by 30 or more respondents.
- The aspects receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 98% Overall cleanliness
 - 96% Overall maintenance
 - 92% Accessibility – campground trails and roads
 - 91% Quietness of campground
- Table 9 shows the importance ratings of each aspect.
- The aspect receiving the highest “not at all important” rating that was rated by 30 or more respondents was:
 - <1% Accessibility of campsites

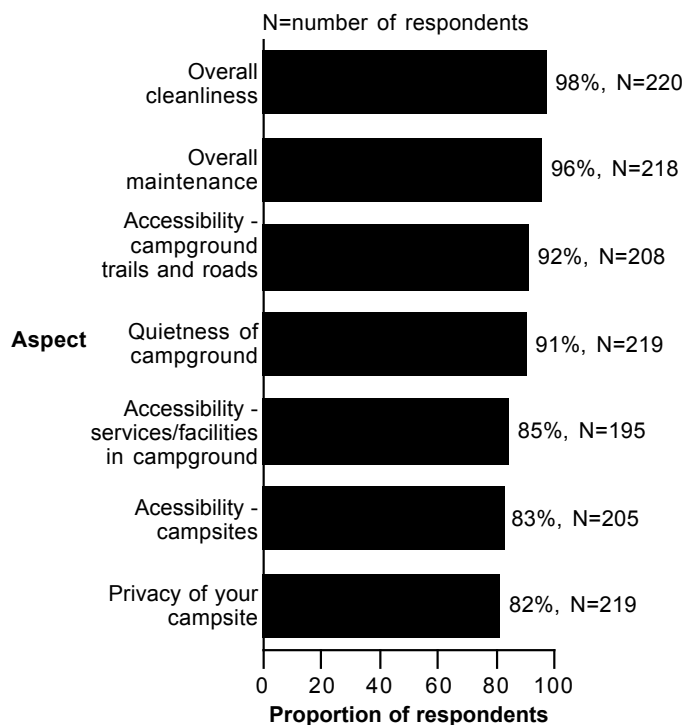


Figure 15. Combined proportions of “extremely important” and “very important” ratings of aspects of Pinnacles Campground

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 9. Importance ratings of aspects of Pinnacles Campground
(N=number of respondents)

Aspect	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Overall cleanliness	220	0	0	2	31	67
Overall maintenance	218	0	0	4	33	63
Accessibility – campground trails and roads	208	0	2	6	35	57
Accessibility – services/facilities in campground	195	0	4	11	35	50
Accessibility – campsites	205	<1	4	13	33	50
Privacy of your campsite	219	0	2	16	35	47
Quietness of campground	219	0	1	8	36	55
Other – CAUTION!	19	0	0	5	32	63

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of satisfaction and importance ratings of aspects of Pinnacles Campground

- Figure 16 and Figure 17 show the mean scores of satisfaction and importance ratings of aspects of Pinnacles Campground that were rated by 30 or more respondents.
- With the exception of the “Other” category, all aspects were rated above average in satisfaction and importance.

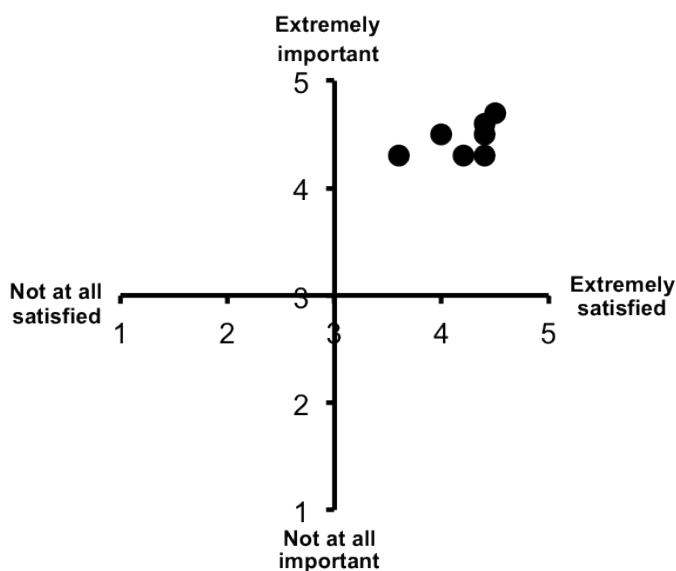


Figure 16. Mean scores of satisfaction and importance ratings of aspects of Pinnacles Campground

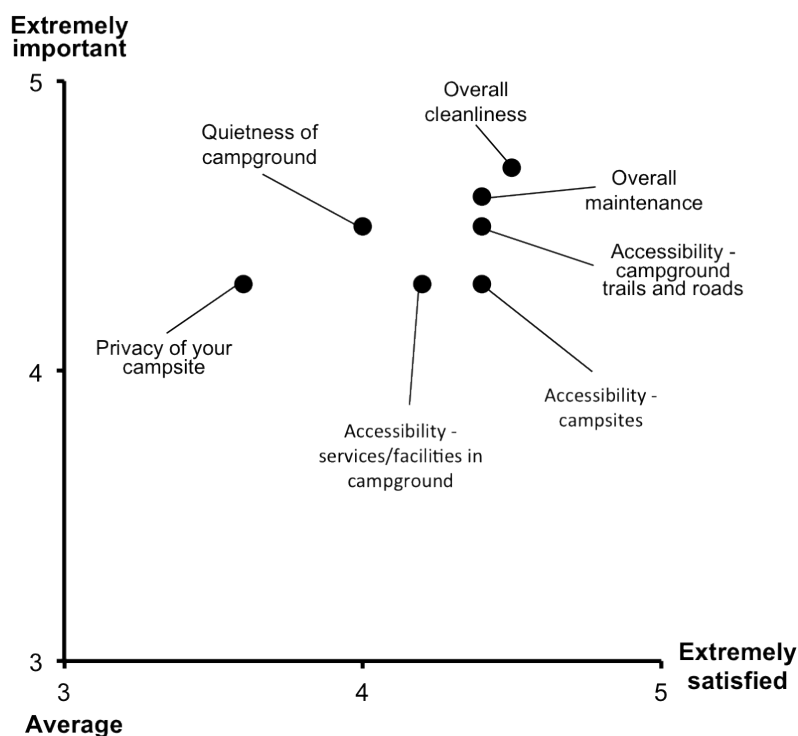


Figure 17. Detail of Figure 16

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Crowding in Pinnacles Campground

Question 3

Please indicate how crowded you felt at each of the following locations in Pinnacles Campground.

Not at all crowded
Slightly crowded
Moderately crowded
Very crowded
Extremely crowded

Results

- Figure 18 shows the combined proportions of “extremely crowded” and “very crowded” ratings of camping locations that were rated by 30 or more respondents.
- The locations receiving the highest combined proportions of “extremely crowded” and “very crowded” ratings were:
 - 27% Shower facility
 - 25% Swimming pool
- Table 10 shows the crowding ratings of each location.
- The location receiving the highest “extremely crowded” rating that was rated by 30 or more respondents was:
 - 14% Shower facility
- “Other” locations are shown in Table 11.

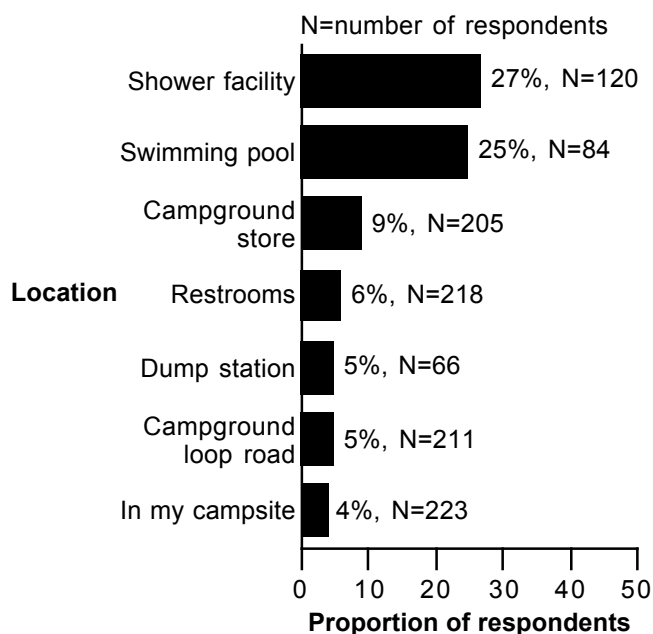


Figure 18. Combined proportions of “extremely crowded” and “very crowded” ratings of camping locations

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 10. Crowding at campground locations

(N=total number of respondents that answered the question)

n¹ = number of respondents that rated crowding at each locationn² = number of respondents that did not use/visit each location)

Location	Total N	Rating (%)*						Did not use/visit	
		n ¹	Not at all crowded	Slightly crowded	Moderately crowded	Very crowded	Extremely crowded	n ²	% of total
Campground store	230	205	44	27	20	9	<1	25	11
Campground loop road	220	211	75	15	5	4	<1	9	4
Dump station	196	66	80	6	9	5	0	130	66
In my campsite	223	223	77	14	5	4	<1	0	0
Restrooms	229	218	66	20	9	4	2	11	5
Shower facility	210	120	35	18	20	13	14	90	43
Swimming pool	211	84	36	20	19	20	5	127	60
Other – CAUTION!	12	12	25	0	8	8	58	N/A	N/A

Table 11. “Other” campground locations where respondents felt crowded

(N=10 comments; one respondent made more than one comment) – **CAUTION!**

Comment	Number of times mentioned
Shuttle bus	4
Parking lots	2
Trails	2
Caves	1
Trailhead parking	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Camping preferences

Question 5

We'd like to know about the types of camping experiences you prefer. Please indicate your level of agreement with each of the following statements.

Strongly disagree
Disagree
Neither agree nor disagree
Agree
Strongly agree

Results

- Figure 19 shows the combined proportions of “strongly agree” and “agree” ratings of camping preferences that were rated by 30 or more respondents.
- The preferences receiving the highest combined proportions of “strongly agree” and “agree” ratings were:
 - 79% I prefer campgrounds where generators are not allowed
 - 73% I like to tent camp in a secluded campsite
 - 69% I prefer campgrounds with showers
- Table 12 shows the ratings of each camping preference.
- The preference receiving the highest “strongly disagree” rating that was rated by 30 or more respondents was:
 - 35% I prefer RV campgrounds with full hook-ups

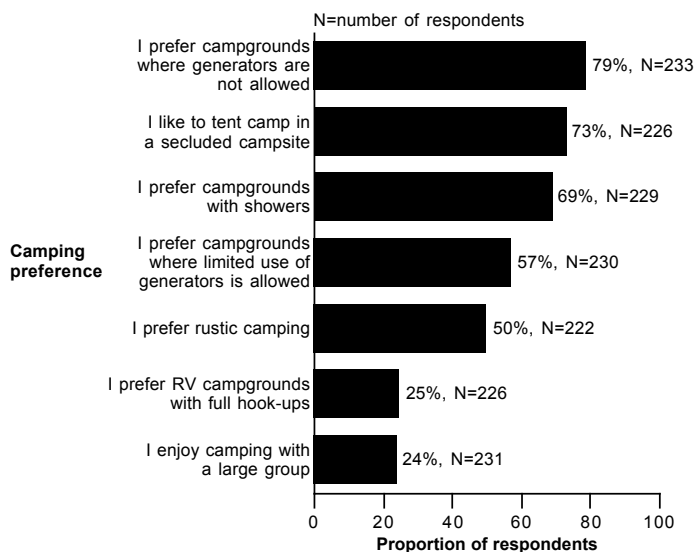


Figure 19. Combined proportions of “strongly agree” and “agree” ratings of camping preferences

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 12. Camping preferences
(N=number of respondents)

Statement	N	Rating (%)*				
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I like to tent camp in a secluded campsite	226	4	7	16	25	48
I prefer rustic camping	222	7	13	31	32	18
I prefer campgrounds with showers	229	3	3	24	35	34
I prefer RV campgrounds with full hook-ups (water and electricity)	226	35	15	24	11	14
I enjoy camping with a large group	231	23	24	29	18	6
I prefer campgrounds where generators are not allowed	233	3	5	14	21	58
I prefer campgrounds where limited use of generators is allowed (noise control in evening hours)	230	17	13	13	33	24

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Support of management actions

Question 4

The creek that runs through Pinnacles Campground provides critical habitat for native animals and plants. To minimize impact on the native habitat:

Question 4a

Would you support temporarily closing parts of the campground?

Results

- 66% of respondents supported temporarily closing parts of the campground (see Figure 20).

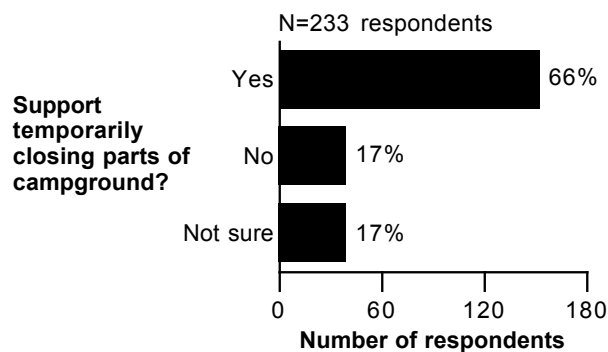


Figure 20. Respondents who support temporarily closing parts of the campground

Question 4b

Would you support permanently closing campsites that include critical habitat?

Results

- 53% of respondents supported permanently closing campsites that include critical habitat (see Figure 21).

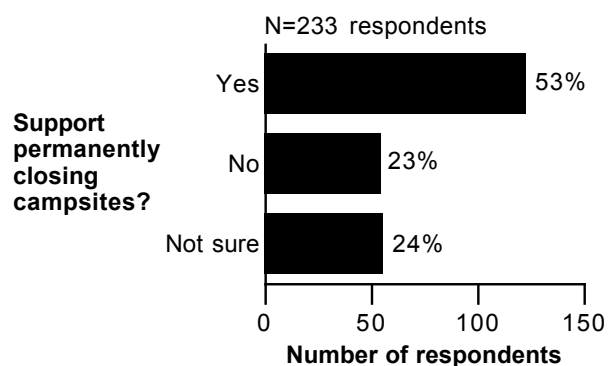


Figure 21. Respondents who support permanently closing campsites that include critical habitat

Question 4c

Would you support re-configuring the campground sites (i.e. re-distributing campsites away from the creek area) without reducing the number of campsites?

Results

- 76% of respondents supported re-configuring the campground sites without reducing the number of campsites (see Figure 22).

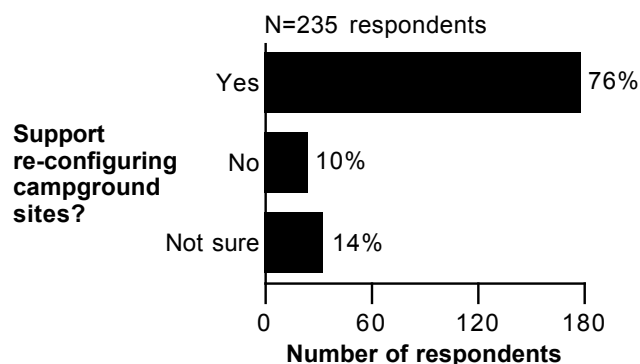


Figure 22. Respondents who support re-configuring the campground sites without reducing the number of campsites

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferences for Future Visits

Preferred educational/interpretive programs

Question 7

Are you interested in educational/interpretive programs at the campground? If yes, what types of programs should be available? (Open-ended)

Results

- 51% of respondents (N=121) answered this question.
- Table 13 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 13. Preferred educational/interpretive programs
(N=284 comments; some respondents made more than one comment)

Comment	Number of times mentioned
Flora and fauna	51
Geology	42
Condors	17
History	12
Local history	12
Astronomy/stargazing	10
Nature programs	10
Birding	8
Current programs offered	8
Children's programs	6
Moonlight/night hikes	6
Native Americans	6
Habitats	4
Adult programs	3
Bats	3
Bird walks	3
Ecology	3
Environmental education	3
Geology walks	3
Natural history	3
Ranger talks	3
Trails	3
Wildflower walks	3
Cave walks	2
Conservation	2
Junior Ranger program	2
Leave No Trace programs	2

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 13 Preferred educational/interpretive programs (continued)

Comment	Number of times mentioned
Nature walks	2
Poison oak identification	2
Preservation	2
Ranger-led walks	2
Self-guided nature walks	2
Trees	2
Various	2
Various, but Pinnacles specific	2
Other	38

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Additional facilities/amenities**Question 8**

If you were to camp at Pinnacles Campground in the future, what additional facilities and/or amenities would you like to have available? (Open-ended)

Results

- 66% of respondents (N=156) answered this question.
- Table 14 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 14. Additional facilities/amenities
(N=279 comments; some respondents made more than one comment)

Comment	Number of times mentioned
Showers	49
Restrooms	23
Water hook-ups	12
Fine as is	11
Better showers	7
Hooks/shelves in restroom	7
Dishwashing station	6
Longer camp store hours	6
Interpretive programs	5
Lights in restrooms	5
Shuttle stops at more locations	5
Interpretive materials and exhibits	4
Potable water	4
Shuttles	4
Dump station	3
Full hook-ups	3
Hot water in restrooms	3
More privacy between sites	3
Paved loop roads to reduce dust	3
Trails that allow dogs	3
Walk-in RV/campsites	3
Wireless/Internet access	3
Back country camping opportunities/permits	2
Better restrooms	2
Camp store gourmet/health conscious food (salad, sandwiches, fruit, eggs)	2
Campsites	2
Daily shuttle service	2
Empty dumpsters more frequently	2

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 14. Additional facilities/amenities (continued)

Comment	Number of times mentioned
Environmental way to wash dishes	2
Longer pool hours	2
Restaurant	2
Secluded campsites	2
Soap dispensers in restrooms	2
Water spigots	2
Working showers	2
Other	81

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 6

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you at Pinnacles Campground during this visit?

Results

- 93% of respondents rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 23).
- 2% rated the quality as “very poor” or “poor.”

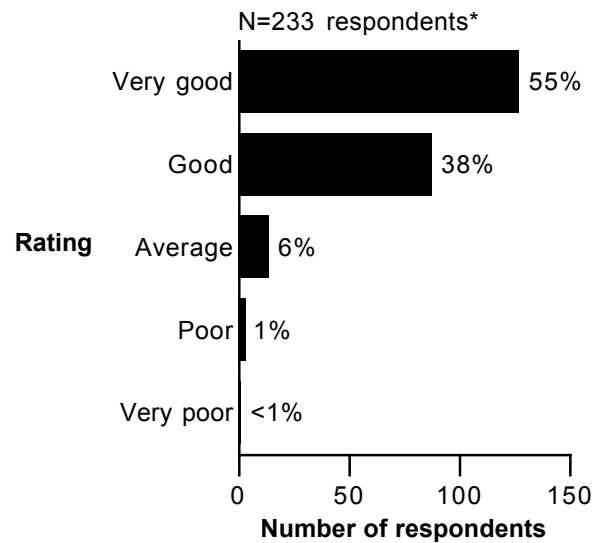


Figure 23. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comment Summaries

Camping experience

Question 14

Please describe your camping experience on this visit (what you liked, what you didn't like, was there anything missing?). (Open-ended)

Results

- 81% of respondents (N=192) answered this question.
- Table 15 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 15. Camping experience
(N=542 comments; some respondents made more than one comment)

Comment	Number of times mentioned
PERSONNEL (7%)	
Rangers and staff were friendly	9
Rangers and staff were helpful	8
Friendly people	5
Rangers and staff were knowledgeable	2
Other comments	15
INTERPRETIVE SERVICES (1%)	
Enjoyed ranger presentations	4
Other comments	3
FACILITIES/MAINTENANCE (39%)	
Excellent campsite	13
Need more restroom/shower facilities	11
Enjoyed campsite	10
Excellent trails	10
Beautiful campsite	8
Campsite was clean	7
Campsites were well maintained	7
Need more shade at campsites	7
Need restrooms/showers closer to campsites	7
Campsites need more privacy	6
Enjoyed shaded campsite	6
Enjoyed the pool	6
Enjoyed electrical hook-ups	5
Did not like the showers	4
Enjoyed privacy of campsite	4
Restrooms/showers need hooks/shelves	4
Well maintained trails	4

Table 15. Camping experience (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (continued)	
Well marked trails	4
Campsite was secluded	3
Campsites/picnic areas are sloped	3
Need water hook-ups/potable water at sites	3
Pave loop roads to reduce dust	3
Restrooms need lights	3
Restrooms were clean	3
RV/campsite layout was confusing	3
RV/campsites sites too close together	3
Add hedge/shrubs between sites	2
Campsite was easy to get to	2
Did not like restroom/shower cleaning schedule	2
Enjoyed condor viewing station	2
Enjoyed non-electric campgrounds	2
Enjoyed the easy access to water	2
Need cleaner restrooms	2
Need sink and hot water for washing dishes	2
Showers did not work	2
Toilets not working	2
Trails were not well marked	2
Well spaced campsites	2
Were able to switch to a more private site	2
Other comments	38
POLICY/MANAGEMENT (15%)	
Quiet campground	11
Enjoyed the quiet	9
Need to enforce quiet hours	7
Campground was too loud	5
Enjoyed shuttle service	3
Improve shuttle hours of operation	3
Improve shuttle services	3
Firewood was expensive	2
Improve camp store hours of operation	2
Like that generators were not allowed	2
Need shuttle from campsites to trailheads	2
Pool closed too early	2
Too many vehicles at campsites	2
Other comments	29

Table 15. Camping experience (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT (3%)	
Crowded	6
Less crowded during the week	2
Not crowded	2
Park is environmentally conscious	2
Other comments	5
CONCESSION SERVICES (1%)	
Comments	5
GENERAL (33%)	
Enjoyed experience/visit	63
Enjoyed hiking	28
Enjoyed flora and fauna	16
Lots of wildlife	15
Beautiful park	8
Enjoyed views	6
Did not enjoy bugs, flies, and mosquitoes	5
Wonderful place	5
Enjoyed camping	4
Enjoyed the park	4
Thank you	4
Beautiful weather	3
Beautiful scenery	2
Other comments	18

Additional comments**Question 15**

Is there anything else you would like to tell us about Pinnacles Campground?
(Open-ended)

Results

- 55% of respondents (N=130) answered this question.
- Table 16 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 16. Additional comments
(N=247 comments; some respondents made more than one comment)

Comment	Number of times mentioned
PERSONNEL (7%)	
Rangers and staff were friendly	6
Rangers and staff were excellent	5
Rangers and staff were helpful	2
Other comments	5
INTERPRETIVE SERVICES (4%)	
Comments	9
FACILITIES/MAINTENANCE (12%)	
Great hiking trails	5
Campgrounds are well maintained	4
More shower facilities	4
Excellent campground	3
Improve shower/restroom facilities/services	3
Keep the park clean	3
Park is well maintained	3
Clear poison oak out of sites	2
Don't like the cement picnic tables	2
Enjoyed the pool	3
Great trail maintenance	2
Need showers closer to campsites	2
Other comments	26

Table 16. Additional comments (continued)

Comment	Number of times mentioned
POLICY/MANAGEMENT (18%)	
Provide services/open facilities during the week	5
Improve shuttle service (more stops, more frequently)	3
Do not allow pets	2
Enforce rules (no campfires, quiet hours, etc.)	2
Provide cell service/Internet access	2
Other comments	31
RESOURCE MANAGEMENT (6%)	
Park is crowded	6
Limit number of backpackers and campers	2
Other comments	6
CONCESSION SERVICES (1%)	
Comments	2
GENERAL (39%)	
Thank you	10
Will visit again	10
Enjoyed flora and fauna	9
Enjoyed hiking	6
Enjoyed visit	6
Enjoyed camping	5
Excellent experience	5
Park is beautiful	5
Repeat visitor	5
Great park	4
Love the park	4
Park is nice	4
Enjoyed vistas	3
Good job	3
Park is amazing	3
Glad park is preserved as a national park	2
It just keeps getting better	2
Other comments	11

Visitor Comments

This section contains visitor responses to open-ended questions.

Question 1d

If you were “slightly satisfied” or “not at all satisfied” with any of the campground facilities listed above, please explain. (Open-ended)

- Bathrooms - lack of light, poor flush, lack of toilet paper
- Better books about the area (geology, etc.)
- Camp store closed too early (6 pm). Bathrooms not close.
- Camp store has to have exact change
- Camp store hours 9:30 am-5 pm on Saturday. Should be open 8 am-8 pm or 7 am-7 pm.
- Camp store needs to have more healthy items
- Camp store - hours were unpredictable toilets are weak and slow to refill, causing clogs. I've had a serious problem with the management of camping reservations, which we will share with the superintendent.
- Camp store - seemed like one person was doing all the work (forest green shirt) while two NPS employees (khaki shirts) did nothing. I asked them several questions and they laughed and said talk to the young lady. One guy was 300+ pounds and I never saw him get out of his chair. I've been here before and NPS employees checked me in. Not this time. Both of them were slugs, poor form.
- Campers should be told showers are not included. 50 cents for three is steep. Could be hotter and harder.
- Cold water
- Dirty, uncomfortable, surrounded by weeds and gopher holes
- Do not like the "quarter" coin showers. Never works well.
- Electrical hook-up was in an inconvenient location in our site #101
- Extend hours Monday - Friday beyond 3-5 pm!!! Lights in bathrooms!
- Fire ring was filled with trash
- Get rid of the grill on the fire ring or have the flip ones that you can move out of the way
- Hard to locate water spigot. High demand for showers. Difficult to adjust to water temperature.
- Hooks/couple of shelves (needed.) Handicapped toilet needs repair slightly thicker toilet paper would be very appreciated. Shreds aren't a lot of fun!
- Hot water was too hot
- I would also put in a sink for dishes near the bathroom. Putting soap in the toilet is messy. Need better showerheads.
- It would be very helpful to have hooks by all sink areas/shelf for toothbrush, etc. in bathrooms
- Ladies' showers were scalding hot
- Longer store hours. Hand soap/need clothing hooks in restrooms, more showers.
- Maybe some very low, solar powered, night lights in the bathroom. Only one of three sinks in the bathroom at last loop worked.
- More shower facilities
- More showers
- More showers please! Hooks for shower baths also! Thank you. Thicker toilet paper would be lovely.
- More toilet paper in restrooms - ran out

- More toilets, showers; if you have less, it's more congested, more backed up, and less hygienic. Earlier and later hours at swimming pool, and quiet, adult only hours at pool with no electronic music or amplification.
- Need a shelf or hooks in the restroom for toiletries bags.
- Need hooks and shelves for camper use in the bathroom. Need more campground areas.
- Need lights in restroom, at least outdoors. Programs each night, not just weekends. Thrilled with the Tuesday program.
- Need more food at the store. Longer store hours.
- Need more restrooms by RV sites. There were many tent campers here and small RV's that need bathrooms and showers.
- Need more showers
- Need more showers. Not appropriate to have swimming pool.
- Need potable water. Not just RV hook-ups - I've seen people in tents use them. Need to change orientation from RV/tent to electric/non-electric.
- Needs new spigot. Fix the grill.
- Nice that there are water spigots but it would nice to be able to screw a hose on to it. Restroom near RV site would be nice.
- No cups at store
- No lights in restroom, 2 ply toilet paper. Showers were shared with toilet- very stinky.
- No lights in restrooms
- No lights in women's bathroom, only one sink works
- No soap in bathrooms, don't like being charged to shower
- Not enough or many were broken
- Not enough showers for a very hot and active park. Restrooms too far apart for your NBW status and visitor volume.
- Not located at each RV site
- Only one shower was working and we had to wait four minutes before using it after the last person. People in line had to wait too long.
- Our fire ring was too deep/the sides were too high
- Our table was fabulous -- we helped move one and it was rickety
- Pay showers are tough! Should be free.
- Picnic table in poor condition - one side so bowed - it is not functional for that side
- Picnic table wood warped. Showers not at all working. Water hook-ups would be great. Only one men's shower for the whole campground.
- Picnic tables are in rough shape and need to be refurbished
- Picnic tables are uncomfortable
- Picnic tables not level. Showers not enough; need more.
- Picnic tables were not portable. Sometimes it is helpful to move a picnic table based on where your tent is or for privacy.
- Please do not remove the showers. There are only four shower stalls in a park that sleeps hundreds. In the 21st century, that is "roughing" it.
- Please put in water hook-ups for RV sites
- Pool was dirty (slightly)
- Poor condition, not clean (picnic tables, restrooms, showers)
- Prices too high - \$2.50 for a candy bar
- Restrooms are too far from most campers. Need more.
- Restrooms could use hooks or shelves to store towels, toiletries

- Restrooms need hooks for towels, etc. by the sinks - place to sit. Store needs someone to help during the week.
- Restrooms need soap
- Restrooms need soap. Fire pit needs update.
- Restrooms not cleaned, sinks in women's bathroom did not have water. Showers can't control hot water - sometimes too hot. No way to know that you need quarters.
- Restrooms were not convenient to RV sites, it is a long walk to one
- Restrooms - lights not working
- Restrooms - no light at night, no hooks, dirty
- Restrooms - not enough of them. Showers - one not working. Water spigot - more needed.
- Restrooms - all of the women's restrooms need soap, not just the ones by the store. The toilet paper is too thin and rips when you pull it (need better brand). Showers are fine, but need a couple more (especially in lower areas) even a cold water exterior shower would be helpful.
- Restrooms - not enough of them, especially needed at RV sites. Showers would be good too; one set for all camps is too few! Camp store - tried to use at 6 pm, but it was closed.
- Restrooms - toilet paper is too thin and flimsy. This applies to the restrooms with the dispensers with smaller rolls.
- Ring around dump drain is elevated making it difficult for a low vehicle to drain the sewer/discharge hose. Also, no water at site to flush the sewer hose.
- Rusty water in the sink and some spigots sprayed water everywhere
- Shower stalls very small and water got very hot
- Shower was cold - or just ate quarters
- Shower was out of order
- Shower water too hot
- Showers are appreciated, but there are improvements that can be made; more space, more clothes hooks, better floor sanitation protection for fungi. Restrooms need better lighting at night.
- Showers did not work everyday, not practical controls, clear indication of privatization lower quality
- Showers don't work half the time or are boiling hot - also need more of them
- Showers had no shelf to put soap and little room to dress. Would be nice to have bench in individual showers.
- Showers in men's bathroom were not working
- Showers in restrooms could be somewhat cleaner
- Showers need a place to put your stuff
- Showers were not hot. One men's shower was broken.
- Showers were too crowded
- Showers were too crowded and 50% were not working
- Showers were very hot
- Showers - can't control temperature, stall too small. Made for shower before pool rather than regular shower. Sinks - too low, faucet may save water, but frustrating. Faucet sticks into sink, so hard to wash.
- Showers - the water came out extremely hot and there did not appear to be any way to make it cooler. Also, I could not shut the water off when I was done, so the water kept running until the timer ran out. More hooks to hang stuff would be appreciated as well.
- Some picnic tables in complete disrepair; temperature in store - refrigerator was over 60 degrees. Fire pit is too close to picnic table. Camp store should be open until 8 pm.
- Sorry to have missed program

- Store has a good selection but would be nice if it stayed open after people come off of the trail. Maybe 7 pm-8 pm. Showers-cannot take 3-4 showers at once. It was lukewarm water. The self-pay is great. An ATM that doles out the cash in \$5 bills would be excellent. Fix the quarter machine.
- Store should be manned. Restrooms extremely dirty in the morning. One toilet clogged, not dissatisfied with toilet - only users.
- Store - great selection, longer hours please! Tables are too short! Bathroom - lights at night. Showers - more of them. In general, the facilities were very nice but the swimming pool needs better signage and longer hours.
- Store - longer hours and more food options as well as legitimate reading material. Showers - cramped, no shelves, only one hook, need updating, not enough of them. Would pay more for better shower.
- Store - limited hours on weekday- needed coffee! Water spigot - better set up for washing dishes.
- Swimming pool was cold. Only one toilet worked at women's restroom so there was always a line. Would like longer hours for camp store.
- Table was uneven, no drainage at spigot - it was nasty
- Tables - warped
- Tables should be level. Restrooms were dark and the women's (two out of three) did not work. Toilet paper ply is too thin. Flush toilets are great.
- The picnic table was very warped
- The pool was too cold to enjoy
- The store is not stocked well, hours of operation too short, prices too high
- Time to upgrade showers
- Toilet paper is too thin
- Toilets back up when neighbors flush, also walks are too long to nearest bathroom. Campsites are in many cases too far from further campsites.
- Toilets need to be fixed so "volcano" does not occur. Men's shower needs fixing, don't clean bathrooms at 7 am - very inconvenient time.
- Two sinks in bathroom (women's) not working, lights in bathroom didn't work. Like wood picnic tables better than cement.
- Water smelled a little funny
- Water spigot not comfortable for washing dishes
- Water spigot not operational at dump station, no water pressure
- Water spigots far from #129
- We loved the campground. The restrooms were far away from our particular site; it was difficult with small children. No water spigot at our site.
- We need to get closer in order to dump
- We suggest composting toilets
- We understand the need for safety, but the fire rings are too tall!!! Doesn't draw well, fills your face with smoke, have to hang your marshmallow and hot dog sticks downward (falls off), doesn't provide much heat and can't see/enjoy the campfire. Find a better solution.
- Would be nice to have water available at each RV site. The pool needs upgrading. Nice to have dumpsite at each RV site.
- Would like water at RV sites. Describing the geology of the park would be very cool.

Question 2c

If you were “slightly satisfied” or “not at all satisfied” with campground aspects listed above, please explain. (Open-ended)

- 10 pm quiet time needs to be enforced! Women's bathroom not cleaned/working.
- Accessibility - bigger and strategically placed sign needed on how to get to campsites beyond 1st loop, to save from driving thru the 1st loop and disturbing the campers.
- Bathroom has no working light, no hooks except in stalls, and no trashcans. Dumpster is packed to the brim - entire 3-day stay. No way to put in anything.
- Been at campsite for two days, trash bin near restroom still full from weekend
- By accessibility I mean by able-bodied adults. Need shuttle schedule and trail maps. And on trail maps what info marker numbers mean. Need more restrooms.
- Camp store closed too early, opened late
- Campground very overcrowded. Three and four vehicles per site and three large families equal 17 people in site behind us. It should be two vehicles and six people per site maximum. Many RV sites have several hazardous ground squirrel holes and trenches.
- Campground was not private at all!
- Campsite #114 and #115 are too close together
- Campsite lot layout and privacy were very lacking. It's very small and fire pit is too far from site.
- Campsites #51-#59 noisy until 12 am! No one monitored.
- Chose poor spot. Baby cried nearby all night.
- Clogged toilet and sink. Lights from campers.
- Comes with the territory of an RV electrical site
- Could use a trail connector from end of campground (#60's) to Bench Trail
- Could use another restroom in campground. Sinks are difficult to use, showers need a bench inside.
- Dog barking in wee hours in of morning. Was left to disturb others for 15-20 minutes
- Dump station needs potable water. The whole approach to RV is odd. The orientation for RV's is electric or not (many have solar), a dump with water, and signage on size of sites.
- Few trees to conceal campsite from others and no shade; large group of people shouting and screaming in the campground
- Group site #2 on busy corner. Not enough privacy or shade.
- Hard to interpret trail map/campground map
- High foxtails in site
- I want to be able to do some easy hikes with dog, even if it just in the campground. Bench Trail in campground marked "no dogs". Pet area without foxtails, burrs, etc.
- I wish the RV sites weren't so close together, but then there'd be fewer so I understand
- Improvements needed: 1) parking for RV check-in; 2) more stations at dumpsite (long lines); 3) campsites too close together (take out half and build a new loop); 4) more vegetation (landscaping) for RV camping --need shade-- also true for tent camping areas; 5) more water spigots in tent camping; 6) more shuttle buses -- too crowded; 7) level picnic tables; 8) better signage for dump station.
- It was quiet until Friday night when everyone arrived late. It was noisy until 11 pm.
- Large groups of RVers get drunk and loud with lack of patrol by park service to quiet them down. Dogs need to be banned outright in the campground because people are letting their dogs run wild and chase the rabbits and quail. They also do not heed the "no dogs on trails" rule, especially if they have small dogs, especially on Chapparet side.
- Larger restroom needed in group camp, no lights
- Liked the separation of group RV/tent sites. Good job!

- Loud music by neighbors
- More brush campsites
- More dumpsters needed. Too far apart.
- More parking near trail heads
- More showers. Perhaps slower speed limit. Don't want two vehicles approaching each other in the "bridge area" just after the turn into the campgrounds.
- More space markings for RV sites
- More walk-up sites. Accessibility, being out in nature, hard to create a perfect environment for equal access. Favorites, excluded, think about nature selection.
- Most of the campsites are fine, but quiet hours could be better enforced (maybe with a reminder). Some of the sites are quite exposed plus lack of privacy screening. Maybe volunteers could plant some young oaks (although it looks like gophers got the ones planted years ago). Definitely don't make them smaller sites like #11, #12, #13 (??) used to be just two sites. Now they have no privacy/size.
- Need more campsites for Friday and Saturday
- Not easy access from campsite to trailhead. More creek crossing. Shuttle service very nice.
- One loud person. Had to ask for quiet at 11 pm.
- Only one of two shower facilities operational
- Only two showers per gender. Long walk to toilets.
- Our campground was very private, but some of the others looked a little cramped
- Our site had no privacy whatsoever. Also, a group camped across from us. One with three tents and it was not a group campsite. Luckily, they were retired/older couples that were very quiet and respectful. Other places in campground had 2-5 campsites with groups, and they all congregated at one campfire. This is tricky and can be loud. Site #15 is out the open and next to a busy road.
- Our site, as well as many others, lacks any privacy. I'm not sure what can be done about that. There were many campers, especially kids, not adhering to quiet hours. It would be great if the hosts or rangers enforced them more stringently.
- Poison oak in site #76. Path to bathroom goes right through three campsites. Perhaps you could discontinue site #76.
- Privacy - many campsites are too small and provide no separation from others. Quietness - too much noise after 10 pm - quiet time should be enforced.
- Privacy - too close
- Privacy of sites in the RV section could be improved
- Quiet hours should end at 8 am
- Quiet hours were not enforced on weekends; weekdays were great
- Quietness: people came in at 2 am and talked loudly until the morning
- Quiet time was not enforced at 10 pm. Park could do more thorough job of clearing poison oak from campground area, especially since there are so many young children among the campers.
- Recycled toilet paper tears too easily, creating lots of pieces which end up on the floor of bathroom
- Restrooms are further from most campers. Need more.
- Restrooms were too far away in RV section; restrooms are needed at the south end of RV section (we have a Westfalia camper with no toilet). It was a long walk in the middle of the night! Plus if you expect campers to dispose of dishwashing water in a toilet, the toilets better be closer! But we made do! One of the most beautiful well-designed campgrounds we have visited!
- RV campers often get a "parking lot" environment due to spacing. Add some tree shrubs. Keep this campground hook-up free of water and sewer. Self-limits stays to 4-5 days holding tank capacity.

- RV campground loop extremely noisy on Friday night through Sunday morning. Several sites had at least four vehicles present for the entire period, including the site next to us, which had 10 people staying there! Rules regarding numbers of vehicles and people at each site should be enforced; we were in camp most of that period and didn't see NPS law enforcement during that period. Ironically, NPS law enforcement was quite evident Sunday afternoon, after most people had left the RV loop.
- RV campground needs restroom. No privacy in RV campsites.
- RV sites are very close together with little privacy. Neighbors were noisy.
- Should we wash dishes at the faucet? Should we throw out dishwater on the ground? We put it in the toilet. There are no signs to explain their campaign on a place to toss dishwater.
- Shuttle needs to stop at all or more trailheads, especially Old Pinnacles
- Sites are exceedingly close to each other. Some are clearly forced into place to increase the number of sites and revenue.
- Sites were very close and we were right next to the road
- Tables seemed to be child size, bench was way too close to table - uncomfortable and cramped
- Thank you for good care of bathrooms but needed even more
- The sites are too close together and too populated, noise carries really well. Nature center was closed on Monday in the middle of the day. Not enough interpretive materials in visitor center and there were no hours for nature center posted on the door.
- The system of picking out and paying for a campsite is inefficient (driving back and forth to the visitor center). You should be able to pay for campsites near campsites using envelopes.
- There was a large group in the individual campsite area that was parking all night and rangers never came by to quiet them down. They broke at least three rules: noisy after 10 pm, over six in a night, and over two cars.
- There was quite a bit of noise Saturday night
- There were some people making noise after "quiet time." But I've been an offender myself before, so I'm not complaining.
- Too much poison oak - not maintained and cut back from trails. Campsite #121 has a path through it to the amphitheater - not at all private. Plus adjacent to another site without a break.
- Trail signage is too small and very poor to mark trails
- Trashcan across from site #67 was too full and not emptied from Sunday - Tuesday
- Two sinks don't work in the women's near the 70's
- Vegetation management needs improvement - high fire fuel load is alarming; consider a resident goat herd or familiar strategy
- Very few bathrooms for tent camping sites
- We had site #57, so we were happy with privacy. Wednesday - Thursday the campground was fabulous, but noise was out of control on Friday.
- We left after a Friday night so we did not get the complete party effect, but it did get noisy late Friday night
- We prefer access to both east and west sides of park; less access to campsites; and it was too loud at night! Even late!
- We were camping in a RV site, so we did not have close access to restrooms nor have any privacy
- Would be nice to be able to take your off-road RV into more private sites
- Would be nicer if shuttles started sooner - it was too late to use for us. The campsites are so close, but not that important to me.
- Would like showers and bathrooms in RV area

Question 7

Are you interested in educational/interpretive programs at the campground? If yes, what types of programs should be available? (Open-ended)

- A talk describing the geology of the park would be very cool
- All types
- Animals, geology
- Birding and geological classes and plant walks
- Birding, kids programs, history, science
- Birding/bird identification, bats, other nocturnal creatures, geology, condors, the habitats in the park, the history of the CCC work at Pinnacles
- Birds, wildlife, local history, geology
- Both kids and adult programs
- Condor and caves
- Condor talk, geology talk, other birds
- Condors, trail explanation
- Condors (and other birds, wildlife), more written slides and visual aids, geology
- Condors, wildlife, trees, flowers, plants, stars, moon, anything nature
- Condors, identifying them, natural history, conservation
- Discussions of the geology information; the effect of humans on the area; the need to preserve these unique ecosystems; the obvious; the flora and fauna of the area: wild turkeys, turkey vulture, the humble crow, and all the trees that look dead and spring to life in April
- Enjoyed birding walk this trip. Others on geology of area and other animals here would be great. Our stay here was too short to go to any other activities.
- Especially nature and history of area
- Ethno botany, Native American influence, traditional use by natives
- Flora and fauna, photography
- Flowers, wildlife, birds
- For kids - they seem to need activities - educational - about the area
- Geological history of Pinnacles, condor release program
- Geological history of San Andreas Fault and Pinnacles, environmental concerns and importance of presentation
- Geology hikes, historical hikes
- Geology walks
- Geology, history, nature
- Geology, nature, plants, animals, habitats, information on diversity of birds with examples of calls (and pictures)
- Help people learn to conserve nature and the preservation of nature
- Helping out
- Historical, nature related, local flora
- History of area, description of animals and plants in area
- History of park, i.e. how it was discovered, how it was formed
- History, geological formations, wildlife
- History, geology
- History, geology, condors
- I love the Junior Ranger program

- I suggest offering both introductory and more advanced interpretive programs. We loved our bird walk.
- I would appreciate informative talks and/or hikes on the flora, fauna, and geological history of the area
- Information on local plants and animals
- Inquiry programs - questioning basic assumptions about usage, ecology, the planet, and the park
- Interpretive hikes, night hikes, star watering (with telescopes), wildlife talks
- Leave No Trace programs - LNT.org, and request a traveling trainer
- Less about condor and more about other things such as bats, owls, etc. Programs about the Indians who lived were (what they ate, where they lived, etc.). Programs about the Banditos (tubercis), California grizzlies (extinct). What was like for the early settlers? Who were they? California history.
- Local flora and fauna, geological history of the area
- Local floral and geological information.
- Local geology, local ecology, night sky
- Local history, geology, local flora and fauna
- Moonlight guided hikes
- More geology
- Native people, flora and fauna, astronomy, condors, Pinnacles geological/formation, bats
- Native plants of the Pinnacles area
- Natural history
- Nature, history, local facts - please not general environmental education; we can get that anywhere
- Need more rangers/staff to lead hikes, nature walks, star gazing, condor spotting, bird watches (short), times 1 hour
- Offer BSA merit badges
- Pinnacles geology and animal life
- Plants and condor information
- Poison oak identification. Especially geared toward kids. I know to look out for it, but they don't have the instinct for it yet.
- Programs on nature, natural history with audience involvement, Junior Ranger program, and for adults, Senior Rangers
- Programs on wildlife, local vegetation, and geology - not only on weekends, but also on weekdays
- Ranger programs are sufficient here
- Ranger talks
- Self-guided hikes for families (brochures)
- Slide shows of trails for those who can't access, geology, ecology, insects, butterflies, plants, seasons slide show
- Specific program subjects to the area
- Star gazing, plant and animal ID, natural history of the area
- Star gazing, moonlight walks, wildlife identification
- Talking tours of the caves, night tours to see the bats
- Talks about the geology of the place, the condors, etc. Educate people about the poison.
- The ones we participated in were excellent - "Bird & Bees, Flowers & Trees"
- Video presentation, special speakers (i.e. professors involved with conservation/ecostudies), ranger talks about the area
- We liked the geology talk by Sierra very much. Cultural history and wildlife talks would be good.
- We might be interested in interactive ranger tours of the Bear Gulch or Balcony Caves

- We would attend nature and history programs of the area, night slide and movie showings
- What you already provide, but not midday when I am hiking
- Wild flowers/native plants
- Wildflower hike, more about how the Native Americans used Pinnacles' resources
- Wildflower walks
- Wildlife, condors, geology, Native American history, California state history
- Wildlife, dendrology, ornithology, environmental education
- Wildlife, geology
- Wildlife, condor program education, geology
- Yes, about animals, history, geology
- Yes, adult educational with lots of pictures
- Yes, all kinds
- Yes, animals, plants, trail information
- Yes, astronomy
- Yes, condor, geology, rangers, specialties
- Yes, for adults and kids: about the area
- Yes, for kids: educational at camp theater, or short kid's interpretive hikes or activities. Shuttle stops at campsites or more locations.
- Yes, geology of area, history, and flora and fauna
- Yes, geology walks/talks, night sky programs, "Night-time animals of the campground", "Camping 101", and "Leave No Trace" educational workshops on how to be a more informed and responsible campers
- Yes, geology, wild flowers, American Indian history, animals. Sierra did a great job.
- Yes, historical accounts
- Yes, history, geology, birds
- Yes, info on geology (the program provided by Ranger Sierra was excellent); info on wild life; info on condors and their recovery; info on how to be a good visitor and steward of the national parks
- Yes, listened to one presentation "On the Edge" was very good
- Yes, local history, geology, animal life, your topics posted are excellent, but need to be available during the weekends
- Yes, love having rangers to answer questions and teach
- Yes, natural history of the Pinnacles - geared toward a general audience
- Yes, naturalists are doing a good job with the interpretive programs currently being offered
- Yes, nature for kids
- Yes, nature programs are great
- Yes, nature walks, even just a video
- Yes, nature, rocks, etc.
- Yes, park information about wildlife, plants, history, geology, etc.
- Yes, plant/animal/bird behavior/identification
- Yes, preservation on condors
- Yes, programs about geological, historical, and animals/plants of the park
- Yes, programs about native animals and plants
- Yes, programs about the area - geology, habitat, animals, astronomy
- Yes, ranger talks at night, singing in groups, stories
- Yes, ranger-led walks, self-guided nature walks, campfire programs

- Yes, strongly nice experience with the ranger, nice to see recounting of mountain lions
- Yes, sustainability/environment/wildlife/lower impact camping
- Yes, the programs here are great. The ranger that teach here are excellent.
- Yes, training of habits of animals
- Yes, various, but Pinnacles specific
- Yes, we attended the nature talk on Friday night and enjoyed it so much. The speaker was excellent and extremely knowledgeable.
- Yes, wildflower walks, wildflower lessons
- Yes, your programs are great; a nice, well rounded variety. Night programs are great for the hikers like us.

Question 8

If you were to camp at Pinnacles Campground in the future, what additional facilities and/or amenities would you like to have available? (Open-ended)

- A café like at Great Basin National Park - very popular and used. Partner with locals.
- A shelf at the sinks in the bathrooms to set toiletries bag
- Ability to use generator for limited time in campground loops; more space between campsites or better layout between spaces in RV area; and a toilet facility in RV area; a bike path between campground and Bear Gulch and bike racks there.
- Access to Bench Trail from end of tent loop, more trails away from congested areas
- Add water service for RV
- Additional handicapped access
- Additional secluded tent sites
- Additional showers
- All is perfect
- Allow teardrop and small tow-behinds at tent sites
- ATM machine and fix the lukewarm water
- Backcountry camping opportunities, more robust interpretive center
- Backcountry permits
- Bathroom at the RV area
- Better and closer showers, more and closer water - otherwise water was great
- Better restrooms
- Better showers, larger store, and longer store hours
- Better signage - info on size of site and electric or not. Need potable water at dumpsite.
- Better store hours
- Better store, better shower and restaurant
- Better water spigots with drainage
- Better working and additional showers
- Camp host should be more visible and be stationed among the campers and not isolated behind a building. In previous campgrounds, host is available and offers advice or service like free lending libraries etc.
- Camp store needs more gourmet and health conscious; possibly prefixed salad, sandwiches, like a deli
- Camp store needs to be open more hours
- Camp store needs more fruit, fresh eggs, less candy, nice personnel, good supply of equipment for camping, lights in the bathrooms, more than one working sink (of three), soap, and hand dryer in the bathroom. Would love hot water for hand/face washing in the bathrooms.
- Children's playground
- Clearer explanation of reserved campsites vs. first-serve
- Closer bathrooms
- Closer proximity of restrooms in RV area
- Closer restrooms with showers
- Cool water rinse showers, efficient electric shuttles transport to trailheads and campgrounds
- Current configuration is very good/excellent, also level of amenities - no generators is excellent
- Dogs on the trail
- Excellent as is
- Fine as is, shower at remote bath areas, solar

- Fly abatement
- Full hook-ups, expanded parking in day, more shuttles
- Game area by pool with Ping-Pong tables, patio area for socializing would be nice
- Geology guide to read while on trail
- Great just as it is
- Grill
- Have trails better marked
- Hooks/shelves in restroom, more shower facilities
- Hooks/shelves in the bathroom, showers in campground
- Hot springs
- Hot water for tea or coffee in store. Clean system for dishwashing. We understand the problem but not the solution. It would be nice to have a place for doing dishes next to the bathroom.
- Hot water in the bathrooms, paper towels, and electricity also
- Ice cream truck, rock climbing guided tours
- Improved restroom, larger interpretive center, more showers, and recycle trash
- Internet accessibility
- It is fine the way that it is
- Jacuzzi
- Keep as is with your current maintenance and campground lots
- Larger shower facility
- Larger swimming pool
- Lights in bathroom, some trails that allow a dog
- Lights in the restrooms
- Longer store hours, hooks in bathroom near sinks to hang items
- Lower prices at the store, water hook-ups at the campsites
- Lower prices for showers
- Many more shuttles, also maybe outdoor sink for washing dishes
- Maps of trails on signs at trailheads. A shuttle everyday
- Maybe I missed it, but I would like to see a chalk board listing the high and low temperatures, sunrise, sunset times, pollen count, etc.
- Medical cannabis dispensary, gluten free food products at store
- More and better showers
- More available restrooms
- More bathrooms, make more room for car parking at campsites
- More drinking water faucets, so we don't have to use plastic
- More environmental way to wash dishes
- More garbage cans - were filled by Saturday pm
- More information online about parking/shuttle runs, more showers
- More interpretive materials and exhibits
- More interpretive programs, guided walks
- More privacy at site #15, very dusty site seemed dirty. Bathrooms clean plus always stocked though. Staff was very helpful.
- More restrooms
- More restrooms and showers - some located in RV area
- More restrooms and showers, trail map with more info, better dissemination of information

- More restrooms, even if smaller. The restrooms didn't feel crowded, but were a long walk from our campsite.
- More restrooms, pave loop in campground - very dusty plant more trees in campground
- More shade and sites, more privacy between sites
- More shower facilities
- More showers
- More showers
- More showers
- More showers, maybe a small restaurant
- More showers and better showers
- More showers and lighting, bathroom lighting at night, hooks in bathrooms for towels, soap
- More showers and working change machine. Also, we would not visit again unless we could get a secluded site. We loved the quiet, the quail, and the bunnies!
- More showers needed, transportation from campsites to trailheads and Bear Gulch
- More showers and a place accessible for power outlets
- More showers, night hikes or evening hikes; some way to have (safe) campfires into the fall - use of charcoal/pressed wood logs; group campfire area in a safe location; more ranger supervision/monitoring during the fall, etc.
- More showers, possibly get more shower heads and have an open shower room
- More showers - possibly in restroom area
- More showers, better showers
- More showers/family showers, garbage facilities expanded - more dumping of dumpsters, extended store hours during week
- More showers/or free shower of limited length per day for registered
- More shuttle stops, more frequent services to campgrounds and Old Pinnacles
- More shuttles when full
- More shuttles, more showers, sinks for dishwashing
- More than two showers per gender
- More toilets, more showers, expand hours at pool, and create adult hours at pool
- More trails, more showers
- More walk-in sites where restrooms are not required
- More walk-up sites, a few more restrooms, Wi-Fi, Internet
- More water spigots, dishwashing sink
- Move fire pits to allow for easy sitting around the campfire and away from trees and poison oak
- Music on the Green (Saturday night), shuttle tours, book exchange
- Need bathroom and shower room
- Need more showers and more water hook-ups
- Nicer shower area
- None, great setup
- None, it was good for my needs
- OK as they are
- Outside shower at pool, water hook-up at RV sites
- Pool open until sundown on summer days
- Potable water available at or near dumpsite, restrooms nearer RV campsites, individual water temperature control in each shower stall
- Possibly more bathroom/shower facilities

- Quiet and showers
- Reopen west side campground for rustic/no electricity tent camping
- Restroom needs evening light, hooks and shelves - there is no place to put soap, towels, etc.
- Restroom with showers in RV section
- Restrooms/showers in RV area - having only restroom/shower at pool location is very inconvenient
- Shower at swimming pool (outdoor auto-shutoff). Signs at camping sites to trails.
- Showers
- Showers - two private, then school locker room style for quicker, more efficient use, more hooks
- Showers that work. We only camp in parks with working showers.
- Showers would be nice in our area/all areas
- Shuttle service not just weekends, full RV facilities, wireless
- Shuttle stops at more locations, more group sites
- Shuttles to all points
- Sink for dishes - not a dumper in the toilet
- Snack bar, hot food
- Soap dispensers in restrooms
- Stagger bathroom cleaning
- Store open more hours on weekends
- There should be a greater number of campsites, especially walk-in sites
- Trash bins emptied. They were filled in loop with site #60.
- Trees planted in middle of tent loop A. Bushes along hiking trails cut a road through from east to west (even if around park).
- Unmaintained trails need clearing, larger or more restroom facilities, portapotty dump, dishwashing sink, threaded spigot for attaching water tank refill hose, shaded shuttle stop area
- Vending machine when store is closed
- Water and sewer at RV sites, campground entrance fees aren't monitored so park is losing money
- Water at each RV site, a trail that dogs are allowed to be on, paved loop for RV, second dump station
- Water at RV sites
- Water at RV sites and more bathroom facilities at RV site areas
- Water connections at sites with electricity
- Water for RV hook-up
- Water hook-up, laundry
- Water hook-up
- We actually wouldn't like a thing to change. Its charm is simplicity and it would be devastating to have it become another Yosemite with concessionaires, etc.
- We are in RV, electric is great full hook-up would be better, but won't keep us away
- We have a Class A motor home, but for Pinnacles having only 30 AMP service is perfect. Runs refrigerator, small appliances. We can even run A/C if needed, but we won't come during the summer so a mute point. If you have no electricity, use of generators at specified times would be needed. Don't go full hook-ups, enough folks here already.
- We like it the way that it is

Question 14

Please describe your camping experience on this visit (what you liked, what you didn't like, was there anything missing?). (Open-ended)

- A+ restrooms - very clean - Thank you!
- Actually having 30 amp hookups eliminates all generator noise in RV loop. A good thing.
- Add pavement (dust free) road in D loop, hedge/shrubs along road at #89 and #90
- All was fine - I just chose a less desirable spot
- As usual hiking and enjoyable hours in camp
- Beautiful
- Beautiful park, great hiking
- Beautiful scenery, fabulous hiking, lots of small wildlife, very quiet during the week, good showers, clean restrooms, excellent store. Didn't like - staff should be better trained and all on the same page. Mix up with reservations different explanations depending on which staff member you talked to. Staff was very friendly. Park is very environmentally conscious.
- Birds, "Made in USA" store items, yeah!
- Bugs, mosquitos
- Campground well laid out with different camping styles. I like private and non-electric. It was great.
- Campsite was great - #58 next to the creek. It was shaded during the hot part of the day and quiet until Friday night.
- Campsite #34 is very private. We loved it.
- Campsite is very clean. Everyone is friendly and I love how environmental conscious the park and staff are.
- Campsite was too noisy, showers did not work or were too crowded
- Casita camper - not enough toilets for campers
- Cheaper fire wood. Men's restroom not as clean as women's restroom.
- Check-in procedure was awkward. One night only? Only can register from 3 pm to 4 pm? Who else does that?
- Clean, well kept. Staff friendly and helpful.
- Clean, well maintained, quiet, parking very limited at Balch Nature Center, should stress use of shuttle
- Cooler weather
- Day hikes were good also enjoyed our campsite. Too long distance from campsite to toilet facility.
- Did not like the wind
- Did volunteer work, liked setting and experience, did not like the showers
- Difficult to tell which camp is which. The lines make it even more difficult. Toilets not working, cleaning schedule, confusion of campsites.
- Dry camp overflow one night, no dogs
- Enjoyed hiking to caves, swimming pool, educational presentations. RV sites too close together and if on the road, a lot of traffic on the weekend, during day and evening hours. The maintenance man was very helpful.
- Enjoyed our stay. Would have preferred more shower facilities.
- Enjoyed ourselves. Lots of people here is great to see. Support of the park is important.
- Enjoyed the shuttle to the nature center and hike to reservoir and Rim Trail, quiet camping and friendly staff
- Everything exceeded our expectations except the showers
- Everything was fine

- Everything was good. More ranger talks during the walk.
- Excellent experience
- Excellent online reservation system. General upkeep is very good. Don't clean the restrooms during high use hours.
- Facilities were good. Hiking was great. Shuttle services were frustrating and inefficient (stressful).
- Fee was reasonable
- Fine, but a noisy dog
- Fun time
- Geology ranger talk liked. Bathrooms need hooks.
- Good food good friends
- Good shuttle service, nice trails, positive informative NPS staff
- Good trails
- Great
- Great
- Great
- Great campground, but showers are too far away. Camp store good, but hours too short (3 pm-5 pm).
- Great for groups
- Great hike to ridge trail. Amazing views of the condors. Fun hike through cave trail. Lots of fun cooking on camp stove and fire pit and drinking alcohol.
- Great hiking and camping. Good to be here on days other than weekends.
- Great hiking trails and very quiet at night. No street or night lights so star gazing is wonderful.
- Great hiking, well maintained trails, good signage, broken change machine, broken shower (men's)
- Great place, bathroom was too far from our site
- Great time, hiked to top of Pinnacles
- Great trails, wish they were better marked
- Great. Enjoyed the ranger presentations on Friday and Saturday night.
- Great. Only problem, other campers noisy at night. Please enforce quiet hours.
- Great. Secluded (#49).
- Great. Thanks.
- Great. The hiking and nature center were excellent. More privacy/less noise would have been nice, but would not deter a future trip.
- Great. Will be back.
- Handicap toilet in men's loop (#47) erupts when women's toilet is flushed
- High Peaks Trail and condors were great. Campsite was beautiful with lots of wildlife in the grounds.
- Hiking and wildlife were exceptional. Bugs (flies, mosquitoes) drove us out several times, but part of nature.
- Hiking is very good. Birds, habitat and all other nature.
- I always love camping here. Hats off to the staff for doing a great job.
- I didn't like the music from three sites away all of Saturday afternoon. The loop is not paved and very dusty; please pave it.
- I liked camping - wasn't noisy. Would like showers in the loop. Nice vegetation around camps and little animals.
- I liked it a lot
- I liked that generators were not allowed. It was nice and quiet.
- I liked the (very) "limited" use of generators, but think there should also be some hours (mid-day?) when they are allowed

- I really liked it here. Oak trees, the Pinnacles, and lots of wildlife. Did not like many sites because they were too close together. (Ours was good) Many were too sunny. Pool was not clean.
- I thought the Reserve America website said #93 was partially shaded, but it was very much out in the open sun in daylight hours. Would not choose #93 again.
- It would be nice to have hot water sink area to wash dishes
- Just would like more showers and closer to them. More hooks or/and shelves in the locker rooms. Thank you.
- Liked great hiking, pool, and knowledgeable rangers. Didn't like scarcity of restrooms.
- Liked it. Level picnic tables, more/better showers.
- Liked it. Quiet, friendly campground and good maintenance. Didn't like the dark restrooms, no shelves/hooks.
- Liked quietness, turkeys, quail, rabbits, other animals, rock climbing, and hiking.
- Liked that our site had shade and views of hills. Loved seeing wildlife. Had one of the better less crowded sites (#21).
- Liked the hikes
- Liked the natural beauty of the park
- Liked the wildflowers, birds, and animals (turkey, deer, squirrels). Would prefer more shade in campground and shuttle service during the week.
- Liked Tuesday evening presentation. Like privacy of campsite. Wonderful place! Would like some pet friendly trails near campground.
- Liked: electric hookup, natural feel along the sides of RV loop site #116 to #119, etc. Disliked: over crowded on weekend, lack of enforcement of camping rules after hours.
- Liked bear boxes, design of the fire ring, would like more trash receptacles
- Lot of birds and animals - nice site
- Love this park
- Love your park. Clean, well kept trails, well marked trails.
- Loved campsite #19, loved the pool. Was put off by disgruntled elderly woman shuttle driver complaining.
- Loved it all. Love the hike to Bear Cave, the campsites, and the pool.
- Loved it all. We switched from #67 to #60 for more privacy between sites. Last year the bushes weren't as heavily pruned.
- Loved the area, think trails need to be more clearly marked. What about Wi-Fi? Balconies Cave is treacherous - should be described as such.
- Loved the trails and wildlife. Needed another restroom closer to campground.
- Mid-week low occupancy was nice; the hiking is spectacular; staff helpful and courteous
- More shade please
- More shade trees in RV area for some sites, ramadas for tables without trees
- Need more showers and toilets. Good number of hiking trails. Need transportation from campsites to trailheads - Bear Gulch area. Friendly people.
- Need to empty trash bins more frequently
- Nice and shady
- Nice apart from showers
- Nice campground, more showers would be nice
- Nice place
- Nice shaded campsite, great hiking, cool off in pool, cold ice cream treats
- Nice, shady, well spaced and private campsite (#37)

- No complaints about campsite; only bummer was firewood - we aren't supposed to bring our own and yours is very expensive. It probably discourages others from doing the right thing by burning yours.
- No light in women's restroom across from site #67. That facility also has one non-working sink. Shower should have a timer and a way to control the temperature. Also, if you expect people to shower before entering the pool, you should provide a free, outdoor shower nearby. Bathroom needs hooks for hanging things and a trash can near sinks.
- Noise level after 10 pm; otherwise campsite was great #78
- Not enough shade in RV area. Liked closeness to water spigots. Would like restroom to be closer.
- OK
- Our campsite was oddly configured (#101). Parking was in neighbor's campfire ring and electric hook-up on wrong side.
- Our car battery was dead and within 10 minutes we had it charged by one of the staff
- Our experience was excellent as always, the sites are well maintained, and the campground is full of happy campers who are respectful of the beauty and quiet. We feel safe and comfortable here and the staff is always helpful, friendly, and available.
- Our first RV trip
- Overall a very good experience
- Overall very enjoyable, trails we used were well maintained, friendly, helpful staff
- Paying for site was confusing. Ranger was not in the office except from 2 pm - 5 pm. Host took our chairs that we marked the site with. We couldn't get them back.
- Peaceful, not crowded, very quiet beautiful scenery, unplug from technology. Add showers to RV area.
- Perfect
- Please discourage public music. I do not like large groups.
- Plus: liked the rangers, pretty area, and shuttle bus. Minus: privacy, poison oak, too much gravel/sand in site #121, raccoon box too small.
- Pool locked too early. Would love to have used. Camp store - would have liked to have had small gas canister for sale. Really enjoyed the peace and quiet and seeing the condors and other wild life.
- Prefer to camp (use our small trailer) at other "loops" like we have done on previous visits
- Quiet campground, beautiful hikes, loved all the birds, especially seeing condors
- Quiet during week and close to hikes. More recreational activities for kids in campground or volleyball net. Sink for dishes.
- Restroom floors were very wet
- RV- sparse setting, congested RV area, 2-3 cars per site is too much
- Satisfactory
- Saw some condors, it was great. There were lots of birds, bunnies, and quail. Did not like noisy kids group after dark.
- Showers, all other was great. #19 was lovely, other sites were not private. Nonspecific parking instructions. Very full park, rangers did not inform us about parking when standing in road.
- Shuttle line was too long and slow, but it seems like that got fixed. Need shade at shuttle stop would be good. Find maybe a system issuing numbers, like at a deli. Then you would really know exactly where you stand. And a sign indicating about how long you have to wait.
- Shuttle schedule didn't work for us since our ranger walk left at nine and the shuttle didn't go that early. Store needs signs to help visitors navigate where to go when arriving. Confusing to go to two stations to check in.
- Shuttle service didn't start until 11 am, no water hook-up for RV
- Signage needs improvement in campground. RV/tent should be called electric/non-electric. RV's can park in tent are so it's confusing as an RV user.

- Site #49 - outstanding, secluded, quiet, great hiking on well-marked trails
- Site #18 - beautiful site, secluded, lots of wildlife, loved the condor lookout spot, excellent hikes
- Staff very helpful and pleasant, special kudos to Phil
- Staff was great, we needed our car jump-started and they were so helpful. Attentive, caring people.
- Signage to the campground was poor
- The campground was easy to get to and we had a terrific experience. Closer bathrooms would be great.
- The campground was very clean, but no privacy and too loud. Even though we left on Sunday - Tuesday. Would like more secluded sites or backcountry camping for backpackers.
- The campsite and experience were great
- The experience was great, campground is well kept up and park employees were friendly
- The hiking, camping facilities, electrical hook-ups
- The shade - we were lucky
- The shuttling to the hiking trail. The trails were beautiful (caves).
- The very best thing was no generators
- The weather was lovely. Love the recycling option. Bathrooms were clean, did not like the trash at camp and in fire pit.
- There are insufficient numbers of restrooms in the RV area (don't need showers, but toilets would be good). RV campsites are too close together especially along the road where there are no trees or vegetation between sites. Found facilities to be very clean; liked viewing station for condors; did not like layout of RV spaces along road (#99 etc.); did like having electricity; overall great trails and pretty campground - had great time.
- There was no potable water at dump station
- This is a beautiful place. No need to change anything, just maintain. Thank you.
- This place is great
- Too few shuttles
- Too many bugs (although I know that's all part of the experience and time of year - April)
- Too many people and vehicles allowed at campsites; in RV loop families were doubling and tripling up in sites
- Trails are great, well-marked
- Very crowded
- Very enjoyable, clean, quiet
- Very good. Concerns center around vegetation management issue.
- Very good experience. Need water on each group site. Restrooms should have lights. Cleaner restrooms.
- Very good view and trail
- Very good, great weather, and wildlife
- Very good
- Very nice campground, quieter than most - good sites - lots of flies and bugs this time of year
- Very pleasant, would like to have jumped in pool after 5 pm to cool off
- We come here every year and like it very much
- We enjoyed how quiet the campground is, but wish there were more walk-up sites since we ended up pitching tents in a RV site
- We enjoyed it. The RV sites are great - the convenience of hooking up. The ease and space.
- We found it difficult to get our camper into our spot. But we loved our spot #37. I liked the privacy and beauty of #37. Don't like the ones out in the open.

- We had a fantastic time. Ridiculous to have such limited hours for camp store and need block ice. I'm not a fire fan, but my group enjoyed. Benches unsteady on picnic tables. Improved shuttle bus services. Increased store hours.
- We had a very enjoyable experience. It's great that there are hikes available for all abilities. Our scouts loved the pool.
- We had a very pleasant stay at Pinnacles. Our troop has been coming here annually for an overnight and to hike the peaks.
- We had the best site; only thing I didn't like were the mosquitos
- We like everything about our visit
- We liked all the animals we saw, viewing the condors in the evening from our RV site. Easy access to the park, even in the evening.
- We liked the hiking and views, cleanliness and availability of campground, and all wildlife seen
- We love the views, the great trails, and our campsite, which was large. What we didn't like was all the noise from the large groups - including after hours. We also hated the practice of blowing dust from the road into campsites. We've never stayed at national parks or state parks that do this.
- We loved our campsites (#70 and #71), but it would have felt crowded if two separate groups had come together. We reserved the both and loved the setting. The oak trees are lovely, and we saw all sorts of wildlife. We loved the beauty, the wildlife, the quiet, the friendliness of campers and staff. Great hiking and birdlife! Firewood delivery was great.
- We loved the birds, the hikes, and the books in the store
- We loved the quiet, all the wildlife visiting our site, and the easy access to water and restrooms
- We really enjoyed hiking in Pinnacles and the campgrounds were very scenic and well maintained. Overall, we had a very positive experience (except for the showers).
- We thoroughly enjoyed our visit. The grounds and surroundings are incredibly beautiful. The staff was very helpful and pleasant.
- We were able to switch to a more private site. Some campsites aren't ideal (sloped, etc.).
- We were delighted
- We were generally very happy
- We were not told about the shuttle when we registered. Trail descriptions on brochure were confusing: trailhead for each was not identified.
- Weather was perfect - had a very nice visit
- Whole experience, campground great, had kids with us and they loved it. Liked that we were left alone.
- Wonderful time, good experience
- Wonderful. Great site. I appreciate your online reservations.
- Would like shuttle to distant trailhead

Question 15

Is there anything else you would like to tell us about Pinnacles Campground? (Open-ended)

- A positive experience would return again
- Add second dump station - we have 4-6 waiting
- Add showers
- Bathrooms and showers near pool were somewhat crowded; in campsite they were fine
- Beautiful campground, great hiking trails
- Beautiful place. Please add more services for visitors.
- Better interpretive signage
- Camp program and employees referring to "us owning park" - how about stressing this is nature's space that we need to be good stewards of?
- Campsite #34, #35, #37, #39, #41 should definitely be preserved in any reconfiguring of the campground. Not sure what good temporarily closing parts of campgrounds would do. Best sites are above creek on E bank.
- Cell service
- Congrats on National Park status
- Control poison oak in the camping area better. Don't like the cement picnic tables. What about a recreation area - i.e. bocce ball, horseshoe, volleyball?
- Do not close campsites along the creek
- Doing survey was a delight, also people working for campground are friendly and helpful
- Don't give into pressure for artificial entertainment. The star should be the national park. Restroom was crowded only in the morning.
- Dumpster packed - cannot get anything in
- Enjoyable trip
- Fewer sites. More like #57 and better noise control would be great. We had a lovely time during Wednesday - Friday hiking and camping. However, Friday night was noisy.
- For signage, have info on size for electric/non-electric. Our RV fit in "tent" area but not all will. We are solar and don't want to pay electric. Some tent users (say with CPAP) would pay for electric. I had to go find a campground host to clarify.
- Good birds
- Good family camping. Clear poison oak out of sites.
- Good job
- Good to know you are considering reconfiguring camping to add privacy and preserve creek. Night lights at amphitheater not needed - harder to see stars and wastes energy.
- Great campground. Very impressed - we will be back.
- Great trails - had lots of fun
- Hike through caves was great
- Hope you get funding to continue the great trail maintenance and campground maintenance; and to improve layout of RV area. Good job on giving educational program - very important. Go NPS!
- I appreciate rangers coming by and inviting us to unscheduled interpretive program, etc.
- I know that it is difficult to have good RV camping in a National Park. I appreciate your campground and will visit again - in a different site.
- I liked all the recycling efforts
- Improve shower facilities so that I can get my wife here
- Improve shuttle services, more stops, more frequently

- It is not clear on where to dump dirty dishwater in campsite. Furnace Creek campground at Death Valley NP has a wonderful solution for dishwater dump stations in the campground.
- It is our favorite spring camp. We really like your sustainable program.
- It just keeps getting better. Have showers closer to campsites.
- It was busy, but enjoyable
- It's a nice place to visit to come and we'll be back in the future
- It's a wonderful place. We plan to visit again next spring. Also site #20 has a tilted picnic table, which was a little difficult.
- It's great
- It's quite far from anywhere, so more items in the store would be handy. Difficult - I know.
- Keep the back loops pristine and reduce crowds. It may be necessary to control numbers of campers.
- Keep the park pretty
- Less human impact
- Location is beautiful
- Longer store hours would be great
- Love this place
- Loved it
- Loved it
- Loved the wildlife
- Lovely experience overall
- Make website clearer about making reservations
- More mile markers along hiking paths
- More showers needed
- More walk up sites needed. More restroom/shower facilities for number of guests.
- Mostly good
- Never allow pets
- Nice place, private, but friendly. Areas to walk with our dogs, was very nice.
- No light pollution. Minimal concessions is good.
- Overall doing a good job
- Overall excellent experience
- Overall it was a great experience. A truly beautiful place. Very happy. Will back soon.
- Overall the park is very beautiful and scenic
- Pinnacle's brochure we bought in 2009 did not mention condors. Great park. Had a wonderful time.
- Pinnacles rocks!
- Please add more showers, please add soap to the restrooms, drier in the restrooms, better toilet paper
- Please don't change too much
- Please enforce rules (no campfires, quiet hours, etc.). I would like to see a rule for no electronic music (radios, etc.). Let us listen to nature.
- Please inform campers ahead of time that they can't drive in the park on Saturdays
- Please keep it primitive, clean, and in working order
- Please operate every day shuttle bus. Thank you.
- Price of entrance is too low for the value offered
- Quiet, lovely majestic trees, thanks for spotting scopes, one-way traffic. Need bird checklists like butterfly ones. Advertise shuttle more or even require its use.

- Ranger staff and volunteers were excellent, campground staff not great. Consider cell and Internet access points for all national parks out of private range.
- Really nice wildlife area. Keep it that way.
- Should not allow camp fire, bad for the environment
- Showers - water not hot, even at 4 pm with no one else showering in the last hour. Need hot water in the showers.
- Showers closer to camp sites
- Staff was great, jump-started car, delivered firewood, was always friendly
- Store should be open normal business hours: 9 am-5 pm
- Suggest a pedestrian bridge at west end of campground to allow low-impact crossing of creek to pig grate
- Suggest more signs warning visitors of the poison oak. Amazing how much is here and is surprising how many of us can't identify it.
- Survey too long
- Swimming pool not needed while camping (if money can be used for other things). Prefer wood to stone picnic tables. Nice experience, well-maintained, friendly staff.
- Tell hikers about evening shuttle limitations before they go out for day hike. Preference to drivers was a surprise. Additional three-mile hike was not doable for all hikers.
- Thank you
- Thank you
- Thank you
- Thank you
- Thank you for maintaining the park
- Thank you. Overall has potential, would prefer closing sites for a year or two to them regenerate. Our poor national parks need some recovery time. We are thinking of getting an RV. The RV sites/parks was crowded and crazy busy. We will come earlier in spring and later in fall. Staff was excellent.
- Thanks
- The campsite was spotless-even the area around the campfire seemed recently raked. Nice job.
- The concession man here seemed to be doing a good job. Please do not clean the toilets at a high use time (e.g. 8 am).
- The current level of RV/tent ratio is good, don't encourage/cater to more RV's
- The park has an overall look of maintenance needs due to lack of funding, I presume. The amphitheater area looks in great need of upgrading. Thank you - great spot. Enjoyed hiking, vistas, and wildflowers.
- The rangers and staff were fantastic. The shuttle to the caves trail was so appreciated. Absolutely amazing place to visit. The hiking was incredible. We hope to return soon.
- Things are getting better. Keep up the good work.
- This has been one of our best camping and hiking experiences. Everyone around us seemed to be equally enjoying themselves. Thank you.
- This is our third year we've camped with this group in April. We've noticed major improvements in the RV section. The only downside is when campground is full you need more shuttles.
- Trails are great
- Trails on brochure description/map and trailheads all have somewhat different names and was hard for me to tell which was which. Signal at trailheads very hard to find. Color-coding trails on map and description would be nice. More obvious trailhead signal using the same language as the brochure would help.

- Unfortunately we came at a time (Apr. 28-30) when it was abnormally hot (95 degrees). There were an incredible number of flies and mosquitos. This made it impossible to enjoy our trip and we were forced to leave a day early. We did see the Bear Gulch Trail and enjoyed that very much. Lots of lovely wildlife. Members of our group loved the pool and the pool area. We also enjoyed the BBQ area there to cook and eat with relief from the bugs in camp.
- Very friendly and helpful staff. Love the trees and surrounding views. Thank you. Other suggestion: supply a fleet of bicycles for people to borrow to shuttle to trailheads since parking is so limited.
- Very friendly staff - great place to camp. Need more RV spaces.
- Very nice
- Very, very nice other than bugs. Not your fault.
- Volunteer and paid rangers on trails appreciated
- We camp here in spring and fall. We prefer the quieter less busy, populated times.
- We come here mainly because we love a refreshing swim after long hike
- We consider it a hidden jewel. It is not overly popular, but because of its better protected and not like a state camps. Loved all of the wildlife, and that kids come and learn. I know wildlife needs protection but sites away from the creek are too hot. We only came on weekdays to camp. Matt and Chuck were excellent. Informative with great personalities.
- We enjoyed the hiking trails and quiet campground
- We expect a national park campground to be run by the NPS. While the concessionaire does a fine job at keeping the campground clean and orderly, management of the reservations and rules was lax. We would like to see/experience the campground more integrated into the Pinnacles National Park experience, rather than as a separate experience. We have been in the campground for six days and have not seen nor heard a case made regarding critical habitat.
- We experienced camp maintenance workers too early on our first morning (8 am) would have appreciated a later start time
- We heard there's discussion about allowing backpackers. We are in favor of a limited number of backpackers into a designated area/per day/per season.
- We like it here. A long way, but we keep coming back. Fire pits are so deep you can't cook with these or enjoy seeing the fire unless you stand up.
- We travel with our dog. Please do not prevent camping with pets.
- We were surprised. They have a pool. Cool!
- We will be back
- We would certainly not camp on a weekend - too crowded. You need a mail drop in the store. Neighbors can make or break. Days of a week a big factor. Time of day very important.
- We'll be back
- We're so grateful that this incredible treasure is close to our home, and is now preserved as a national park. The vistas from the hikes are world class and the flora and fauna and the condors are true national treasures. Love the lack of generators. We come here to hike and find the trails wonderfully maintained.
- Where did all these people come from??? Way too many people!
- Wonderful
- Would be nice a shuttle in the loop to go to the shower
- Would hope to have visitor center open during the week
- Would like if Bear Gulch store and ranger place were open during the week. We're here Sunday - Wednesday.
- Would support re-configuring campsites, but as long as you did not achieve this by making existing sites (or new sites) smaller than they already are

- You need new help or NPS. Your two reps I met didn't impress me as being serious about their jobs. I know you have a concessionaire hired to run the camp and that is why one person was running everything, however to have two NPS employees sitting on their butts and laughing at her really reflects poorly on the NPS. I hope they are volunteers and we aren't paying them.

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

The VSP database website (<http://vsp.uidaho.edu>) allows data searches for comparisons of data from one or more parks.

For more information please contact:

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