



# East Bay Regional Park District

## PARK USER SURVEY

### PLEASANTON RIDGE DATA

N=495- MAY THRU JULY 2009

N=62 WORKSHOP RESPONSES

N=433 IN PARK RESPONSES

- 1.0 What is the primary purpose for visiting this park today?
- 81% Walking/hiking
  - 40% Mountain Biking
  - 34% Relaxing or Escaping the pressures of everyday life
  - 30% Walking your dog(s)
  - 29% Cross Country Biking
  - 21% Running/jogging
  - 17% Free riding
  - 15% Bird watching
  - 13% Downhill Biking
  - 12% Photography
  - 12% Picnic
  - 11% Educate Children
  - 4% Botanic study
  - 3% Horseback riding
  - 3% Geocaching
  - 2% Other

- 1.1 List additional reasons for visiting this regional park today:
- Mentioned 8 Times Exercise
  - Mentioned 4 Times Family; Jumps
  - Mentioned 2 Times Relax
  - Mentioned once: Nature study; Girl Scouts; Painting

- 2.0 How many people are in your group, today?
- 29% One
  - 53% Two to three
  - 14% Four to six
  - 3% Seven to ten
  - 1% More than ten

- 3.0 Which of the following terms best describes you?
- |     |                              |
|-----|------------------------------|
| 40% | Advanced trail user          |
| 41% | Intermediate trail user      |
| 18% | Beginning/casual trail user  |
| 8%  | Competitive user in training |
- 4.0 How many total miles (out and back) do you travel on trails during a typical visit?
- |     |                       |
|-----|-----------------------|
| <1% | less than a half mile |
| 19% | 1-3 miles             |
| 32% | 3-5 miles             |
| 31% | 5-10 miles            |
| 17% | More than 10 miles    |
| 1%  | Unsure                |
- 5.0 How far did you travel from your home to the park trail where we are today?
- |     |                       |
|-----|-----------------------|
| 4%  | less than a half mile |
| 7%  | half mile to one mile |
| 50% | 1 mile to 5 miles     |
| 38% | over 5 mile           |
| 1%  | Unsure                |
- 6.0 How often do you or members of your family use the trail in this Regional park
- |     |                          |
|-----|--------------------------|
| 7%  | Daily                    |
| 30% | Couple times per week    |
| 26% | Weekly                   |
| 17% | Monthly                  |
| 15% | Less than six times/year |
| 5%  | First visit              |
- 7.0 Typically, do you visit regional park trails on weekdays, weekends, or BOTH?
- |     |           |
|-----|-----------|
| 10% | Weekdays  |
| 32% | Weekends  |
| 56% | Both      |
| 2%  | unsure/DK |
- 8.0 Generally, what time of day to you typically use the regional park trails? (Circle all that apply)
- |     |                            |
|-----|----------------------------|
| 7%  | Before dawn                |
| 76% | Morning (dawn to noon)     |
| 42% | Afternoon (noon to 5 p.m.) |
| 27% | Evening (5 p.m. to 9 p.m.) |
| 5%  | After dark                 |
- 9.0 How long is your typical visit?
- |     |                      |
|-----|----------------------|
| <1% | Less than 30 minutes |
| 8%  | 30 minutes to 1 hour |
| 52% | 1-2 hours            |
| 38% | 2-4 hours            |
| 2%  | More than 4 hours    |

10.0 Which seasons of the year do you use the East Bay Regional Park trails?

95% Spring  
 96% Summer  
 87% Fall  
 69% Winter

11.0 Do you regularly visit regional park facilities other than this one?

71% Yes  
 29% No

11.1 If yes, which one(s)?

# TimesPark  
 Mentioned

173	Sunol	12	Mt. Diablo
140	Del Valle	9	Coyote Hills
63	Mission Peak	9	Briones
63	Chabot	8	Diablo
36	Tilden	6	Garin
22	Morgan Territory	5	Pinole
19	Redwood	5	Lafayette Reservoir
19	Las Trampas		

Mentioned three times: Arroyo Trail; Brushy Peak; Findley; Joaquin Miller; Ohlone  
 Mentioned two times: Black Diamond; Robertson; Sycamore Grove; Ventura County  
 Mentioned once: Alum Rock; Alameda; Edgewood; Five Canyons; Foothills; Joseph Grant;  
 Point Reyes; Quarry Lakes; Rancho San Antonio; Round Valley; Santa Cruz;  
 Skyline; Wilder

12.0 When you, or members of your household, travel to a regional park facility, be it this facility or another regional park or trail, what is your normal mode of transportation?

4% Walk  
 89% Drive yourself or ride with another member of your household  
 <1% Use public transportation including bus, shuttle, taxi  
 1% Ride with some type of group (senior citizens, YMCA, etc.)  
 6% Ride a bicycle, skate, rollerblade, etc.  
 <1% other

13.0 Which of the following types of trail experience would you prefer? (mark all that apply)

- 14% Service road trails (10-12 feet wide)
- 52% Narrow trails (2-4 feet wide)
- 40% Mid-width trails (6-8 feet wide)
- 19% Off trail exploration opportunities
- 11% No preference

14.0 Should ALL or at least SOME of the trails in this regional park be designed as **multi-use**; thus, designated for some combination of mountain biking, jogging, horseback riding, and dog walking

- 80% YES (Go on to Q14.1)
- 10% NO (Skip to Q14.2)
- 10% No Preference (Skip to Q15.0)

14.1 Since you think that at least some of the trails here should be designed for multi-use, please tell me which of the following uses should be designated for multi-use? (Circle those that respondent thinks can/should be included as multi-use activities)

- 82% Hiking
- 72% Dog walking
- 48% Horseback riding
- 74% Off-road bicycling

14.2 Please tell me why do you NOT want Multi-Use trails?

- Mentioned 12 times: No multi-use
- Mentioned 10 times: Bikes
- Mentioned 1 time; Horses; Safety

15.0 Of the following three types of trails, which should be designated for multi-use? (Circle all those that respondent believes are appropriate for multi-use)

- 73% Service-road trails (10-12 foot wide)
- 29% Narrow, 2-4 foot wide trails
- 53% Mid-width trails (6-8 foot wide)
- 4% Other
- 5% Don't know/Unsure

16.0 Should dogs be allowed OFF LEASH and UNDER VOICE CONTROL on the trail you are using today?

- 56% Yes
- 35% No
- 9% No Preference

17.0 Does the East Bay Regional Park trail system have enough of the following trail types to meet your recreational needs?

- YES
- 17.1 89% Service-road trails (10-12 feet wide)
  - 17.2 50% Narrow trails (2-4 feet wide)
  - 17.3 73% Mid-width trails (6-8 feet wide)
  - 17.4 44% Off-trail exploration opportunities
  - 17.5 45% Adequate narrow trails
  - 17.6 29% No preference

18.0 Are you aware of any narrow paths or trails in the park that are not signed?

- 44% YES (GO ON to Q18.1)
- 54% NO (SKIP to Q19.0)
- 2% No Preference (SKIP to Q19.0)

Q18.1 The District views these pathways as “unofficial” or “volunteer” trails and we would like to ask you a few questions about this type of trail. I will read several characteristics...please rate each characteristic on the following scale: Strongly Agree, Somewhat Agree, Neither Agree nor Disagree, Somewhat Disagree, Strongly Disagree

	Strongly <b>AGREE</b> 1	Somewhat 2	Neither 3	Somewhat <b>DISAGREE</b> 4	Strongly 5	unsure/dk Refused 8
18.1a These trails add to my recreation experience	56%	29%	6%	2%	3%	4%
18.1b These trails provide unique challenges that I am seeking	52%	25%	12%	2%	3%	5%
18.1c These trails provide connections between two signed trails	40%	32%	11%	5%	4%	8%
18.1d These trails provide a route to a view/destination I like	47%	31%	11%	2%	4%	5%
18.1e These trails create confusion as to where I should be traveling	7%	12%	12%	20%	40%	9%
18.1f These trails detract from the park's beauty	5%	10%	10%	15%	49%	11%
18.1g These trails degrade the environment	7%	12%	12%	14%	42%	13%

Q18.2 If changes could be made to these “unofficial” or “volunteer” trails, what action would you prefer that the District take:

- 7% CLOSE the unofficial trails and MORE CLEARLY identify official trails, or...
- 73% Clearly DESIGNATE unofficial trails as part of the trail system and ADD them to the park map as official trails
- 20% Unsure/Declined to state

19.0 Do you believe that the East Bay Regional Park trail system adequately addresses standards for...

	YES	NO	Unsure Decline to State
19.1 Visitors with <u>varying skill levels</u>	72%	15%	13%
19.2 Visitors with <u>mobility limitations</u>	34%	17%	49%

**Building a Satisfaction Index**

20.0 We would like to know how satisfied you are with the trail you are using, today. I will read several characteristics...please rate each characteristic on the following scale; Extremely Dissatisfied, Somewhat Dissatisfied, Somewhat Satisfied, or Extremely Satisfied

	Extremely Dissatisfied	Somewhat Dissatisfied	Neutral/ Unsure (DO NOT read)	Somewhat Satisfied	Extremely Satisfied
20.1 Meeting your overall expectations	4%	6%	4%	36%	50%
20.2 Physical condition of the trail you are using, today.	3%	4%	3%	40%	50%
20.3 Maintenance of access points to trails	3%	2%	6%	34%	55%
20.4 Amenities offered in this particular park	3%	5%	15%	37%	40%
20.5 Public safety along the trails	3%	3%	11%	37%	46%
20.6 Courtesy shown to you by other users	2%	3%	6%	36%	53%
20.7 Compliance by other users with the rules and regulations	3%	6%	11%	41%	39%

21.0 Listed below are specific features that exist at various regional parks and trails. After reading each one, please indicate those that you would like to see included at the park you are at, today, that do NOT presently exist here? (Read Scale and Circle all that apply)

- 51% Hiking/jogging
- 20% Horse trails
- 31% Single track mountain bike trails
- 37% Interpretation of heritage sites
- 49% Back country camping
- 36% Picnic Shelters/areas
- 9% Playgrounds
- 23% Natural areas/nature preserve with limited or no public access
- 29% Organized trail events (e.g. endurance rides/runs)
- 21% Orienteering classes/events
- 14% Geocaching
- 11% Recreation programs
- 7% Sand volleyball courts

- 13% Youth group camping
- 14% Archery
- 9% Interpretive center
- 8% Children’s play area
- 4% Other

22.0 What do you like BEST about the park you are using, today?

- 26% Views/Scenery
- 19% Close
- 11% Good trails
- 6% Quiet/peaceful
- 6% Access
- 5% Challenge
- 5% Clean/Maintained
- 5% Nature
- 6% Misc.

Mentioned 16 times: Not crowded  
 Mentioned 11 times: Open space  
 Mentioned 9 times: Dog friendly  
 Mentioned 8 times: Hiking  
 Mentioned 5 times: Variety  
 Mentioned 3 times: Terrain  
 Mentioned 2 times: Lake  
 Mentioned 1 time: Mountain biking

23.0 What do you like LEAST about the park you are using, today?

- 19% No single tracks for bikes
- 6% Animal droppings
- 5% Better regulations – obey

Mentioned 11 times: Poison Oak  
 Mentioned 10 times: Bugs/flies/etc.  
 Mentioned 9 times: Cattle; Less gates/more access  
 Mentioned 8 times: Signage; Restrooms;  
 Mentioned 7 times: Dusty/dry; Dogs off leash  
 Mentioned 6 times: Parking  
 Mentioned 5 times: No shade; No drinking water; Loose gravel/erosion; Too crowded  
 Mentioned 4 times: Trash cans; Better maintenance  
 Mentioned 2 times: Heat; Hours; Rattlesnakes/Mt. Lions

**Barriers to Usage**

24.0 Have you experienced any incidences or conflicts involving other trail users or trail conditions that detract from your experience such that you do not use certain trails within the regional park system?

- 19% YES (Go on to Q24.1)
- 80% NO (Skip to Q25.0)
- 1% Declined to state (Skip to Q25.0, Do not read)

24.1 On which trail/trails did this conflict occur?

Times Mentioned

- 10 Pleasanton Ridge
- 5 Bernal
- 3 Golden Eagle
- 2 All; Foothill; Oak Tree; Ridge trail; Sinbad; trails; Valley View
- 1 Bikers on off limits; Chaparral; Dogs bit my dog; Fire Road; Hiking; Illegal single track; litter on trail; many; multi-use; narrow trail with bike; Overgrown poison oak; service roads; Steep upgrade from staging area

24.2 What was the nature of the incident(s) or conflict(s)? (Circle ALL that apply)

Percentage of those who said YES at Q24.0

- 37% Discourteous Users
  - 42% Mountain biker
  - 5% Equestrian
  - 14% Hiker
  - 4% Runner
- 25% Lack of compliance with rules by other users
- 8% Trails too crowded
- 5% Poor trail conditions
- 5% Confusing signage
- 20% Conflict with cattle
- 20% Other

24.3 Do you have any suggestions for minimizing future incidents or conflicts (e.g., better signage to direct users, more volunteer patrols, whatever)?

- 61% YES (Go on to Q24.3a)
- 33% NO (Skip to Q25.0)
- 6% Declined to state (Do not read, Skip to Q25.0)

24.3a If yes, please describe.

- Mentioned 9 times; Designate areas for usage; signage
- Mentioned 7 times: Multi-use trails
- Mentioned 5 times: Off leash dogs
- Mentioned 4 times: Enforce rules
- Mentioned 3 times: More patrols
- Mentioned 1 time: Restrict cattle; Trash cans

25.0 I would like to ask about additional factors that could be stopping you, or other members of your household, from taking full advantage of East Bay Regional Park District facilities more frequently than you do, today. I will read a short list of possible barriers. After I read each one, please tell me whether or not it is a **major** barrier, a **minor** barrier, or **not at all a barrier**.

	<b>Major Barrier</b>	<b>Minor Barrier</b>	<b>Not a Barrier</b>	unsure/dk Refused
25.1 <b>Distance</b> of regional park trails from your home	6%	21%	72%	1%
25.2 <b>No transportation</b> to get to and from these facilities	4%	7%	88%	1%
25.3 <b>Lack of time</b>	17%	32%	50%	1%
25.4 Barriers to trails due to <b>mobility limitations</b>	2%	5%	91%	2%

25.5	Concerns over <b>public safety and security</b> while on trails	3%	13%	83%	1%
25.6	<b>No single-track trails</b> that permit my activity	18%	14%	66%	2%
25.7	Trails <b>too steep</b>	3%	13%	83%	1%
25.8	Trails <b>too wide</b>	7%	12%	80%	1%
25.9	<b>Trail surface</b> in poor condition	4%	17%	78%	1%
25.10	<b>Too many gates</b>	5%	12%	82%	1%
25.11	Confusing <b>signage</b>	2%	15%	82%	1%
25.12	There are NO SIGNS in <u>my language</u>	2%	2%	85%	1%
25.13	Amenities are <b>not age appropriate</b>	2%	5%	92%	1%
25.14	Regional parks <b>don't have the amenities</b> I'm looking for	4%	6%	89%	1%

25.14.a Please tell me what facilities you would like to see made available at this trail that are not available today?

Times mentioned

33	Single track trails
12	Bathrooms
10	Signage
8	Water fountains
6	Chair life
3	Trash bins; Cows
1	Shade; Camping; Security

Criteria/Enhancements
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26.0 We would like to know what criteria you think should be used to decide if a trail should be included in the East Bay Regional Park trail system. I will read several characteristics; after I read each one...please tell me if this should be considered a High Priority, Somewhat of a Priority, or Not at all a Priority.

		High Priority	Somewhat a Priority	Not a Priority	unsure Refused
26.1	Accessibility — ease of unobstructed travel	30%	38%	30%	2%
26.2	Challenges for trail users with varying skills	50%	30%	19%	1%
26.3	Interpretive education opportunities	13%	35%	51%	1%
26.4	Type of terrain (e.g., rolling hills, canyon floors)	52%	35%	12%	1%
26.5	Views	62%	30%	7%	1%
26.6	Destinations	40%	40%	19%	1%
26.7	Trail connections	50%	37%	12%	1%
26.8	Provides logical loops	50%	38%	11%	1%
26.9	Trail surface	36%	43%	20%	1%
26.10	Environmental sensitivity (e.g., protecting animals, plants, and water quality)	54%	34%	11%	1%

27.0 Do you have any recommendations for trail design standards you would like to see incorporated into the trail you are using, today?

30%	YES	(Ask Q 27.1)
62%	NO	(Skip to Q28.0)
8%	Unsure/Declined to state	(DO NOT READ this option) (SKIP to Q28.0)

27.1 What would these be?

Times Mentioned

47	More single track trails
8	Better signage
7	Better surface/ no gravel
5	IMBA Standards; Logical loops
2	Bathrooms; Water fountains; More shade/trees
1	More benches

Classifying Respondents

28.0 People use the system of regional parks for a variety of reasons. I would like to ask you about the importance of each of the following reasons people might have for visiting or using the regional parks and trails in the East Bay Regional Park District. Please tell me if the item is extremely important, somewhat important, not very important, or NOT at all important to YOU. The first item is:

28.1 **Enjoy the great outdoors.**

Extremely Important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
86%	14%	0%	0%	0%

28.2 **Doing something with family.**

Extremely Important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
53%	33%	10%	3%	1%

28.3 **Escape the pressures of everyday life.**

Extremely Important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
68%	26%	5%	1%	0%

28.4 **Doing something that makes you feel fit and healthy.**

Extremely Important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
89%	10%	1%	0%	0%

28.5 **Being with friends.**

Extremely important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
52%	36%	11%	1%	0%

28.6 **Doing something to stimulate the mind.**

Extremely Important	Somewhat Important	Not very Important	NOT at all important	DK/ unsure
46%	40%	11%	2%	1%

28.7 **Learning about nature.**

Extremely Important 29%	Somewhat Important 46%	Not very Important 20%	NOT at all important 5%	DK/ unsure 0%
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Demographic Profile

29.0 How long have you lived in or near the East Bay area, Alameda or Contra Costa Counties?

15%	0 to 5 years
13%	6 to 10 years
36%	11 to 25 years
36%	Over 25 years
0%	Declined to state

30.0 What is your marital status?

32%	Single
67%	Married
1%	Widow/widower
0%	Declined to state

31.0 How many school-age children do you have living at home under the age of 18?

57%	None
17%	One
17%	Two
9%	Three or more
0%	Declined to state

32.0 Into what age range do you fall?

3%	15 and under
12%	16 to 25
9%	26 to 35
26%	36 to 45
34%	46 to 55
11%	56 to 65
3%	66 to 75
1%	76 or older
1%	Declined to state

33.0 Do you own or rent your home?

81%	Own
18%	Rent
1%	Declined to state

34.0 In what City do you reside?

60%	Pleasanton
39%	Other
1%	Declined to state

35.0 How many years of school have you completed??

4%	less than High School
7%	High School graduate (or Trade School)
16%	Some college
44%	College graduate
29%	Graduate school, Professional school
0%	Declined to state

36.0 Into what range does your annual household income fall?

3%	under \$25,000
3%	between \$25,000 and \$50,000
10%	between \$50,000 and \$75,000
9%	between \$75,000 and \$90,000
60%	over \$90,000
15%	Declined to state

38.0 How would you describe your ethnic background?

77%	White/Caucasian
7%	Hispanic/Latino
<1%	African American/Black
<1%	Native American
13%	Asian
2%	Other
1%	Declined to state

Gender of respondent?

66%	Male
34%	Female

Summer 2009