



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 AGREE 1 | Somewhat 2 | Neither 3 | Somewhat DISAGREE 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 <u>unofficial trails</u> and MORE CLEARLY identify <u>official trails</u> , or... |
| 73% | Clearly DESIGNATE <u>unofficial trails</u> as part of the trail system and ADD them to the park map as <u>official trails</u> |
| 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**.

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

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

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% |
|----------------------------|---------------------------|---------------------------|----------------------------|------------------|

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