

## APPENDIX H – User Satisfaction with Recreational Experiences

Table H-1 shows the results of the recreation user surveys completed since the 2011 Threshold Evaluation Report. The results of multiple surveys are organized into the general categories of 1) overall satisfaction, 2) range of recreation activities, 3) quality of developed facilities, 4) condition of environment, 5) quantity of parks and facilities, 6) access, and 7) safety. The average percent of respondents satisfied with each category is also provided.

**Table H-1:** *User satisfaction with recreational experiences*

Survey Topic	Satisfied or Very Satisfied (%) <sup>1</sup>	Source
<b>OVERALL SATISFACTION</b>		
South shore overall trip satisfaction	97.0	LTVA South Shore Intercept Survey <sup>2</sup> , Winter 2011
Satisfaction with south shore recreation activities	70.0	LTVA South Shore Intercept Survey <sup>2</sup> , Winter 2011
Overall experience	90.0	TCPUD Bike Trail Annual Survey <sup>3</sup> (2011 <sup>4</sup> , 2014, 2015)
<b>2015 Average Overall Satisfaction</b>	<b>85.7</b>	
<b>RANGE OF RECREATION ACTIVITIES</b>		
Satisfaction with variety of activities/attractions in the north shore	66.0	NLTRA Visitor Research Summary <sup>5</sup> , Summer 2014
Opportunities for recreation	85.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Opportunities for outdoor recreation	87.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
<b>2015 Average Satisfaction with Range of Recreation Activities</b>	<b>79.3</b>	
<b>QUALITY OF DEVELOPED FACILITIES</b>		
Quality of parks, recreation facilities, and services	67.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Attractiveness of parks	78.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Quality of facilities	76.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Quality of South Lake Tahoe and El Dorado County facilities	46.1	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>

Survey Topic	Satisfied or Very Satisfied (%) <sup>1</sup>	Source
Quality of South Lake Tahoe and El Dorado County parks	51.8	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Cleanliness and quality	96.7	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
<b>2015 Average Satisfaction with Developed Facilities</b>	<b>71.7</b>	
<b>CONDITION OF ENVIRONMENT</b>		
Quality of overall natural environment	86.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Amount of preserved natural areas/open space	76.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
<b>2015 Average Satisfaction with Condition of Environment</b>	<b>81.0</b>	
<b>QUANTITY OF PARKS AND RECREATION FACILITIES</b>		
Number of parks and recreation facilities	53.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Number of paths and walking/biking trails	53.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Availability and access	94.0	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
<b>2015 Average Satisfaction with Quantity of Parks and Recreation Facilities</b>	<b>69.0</b>	
<b>ACCESS</b>		
Ease of bicycle travel	52.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Ease of walking	46.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>
Trail crossings	81.7	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
<b>2015 Average Satisfaction with Access</b>	<b>59.9</b>	
<b>SAFETY</b>		
Feeling of safety in parks	77.0	South Lake Tahoe Parks, Trails and Recreation Master Plan <sup>6</sup>

Survey Topic	Satisfied or Very Satisfied (%) <sup>1</sup>	Source
Users generally follow the rules	76.0	TCPUD Bike Trail Annual Survey <sup>3</sup> (2015)
<b>2015 Average Satisfaction with Safety</b>	<b>76.5</b>	
<b>TRAIL CONDITION</b>		
Trail surface conditions	79.4	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
Trail Congestion	69.2	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
<b>2015 Average Satisfaction with Trail Condition</b>	<b>74.3</b>	
<b>SIGNAGE ADEQUACY</b>		
Signage and rules	81.3	TCPUD Bike Trail Annual Survey <sup>3</sup> (2014, 2015)
<b>2015 Average Signage Adequacy</b>	<b>81.3</b>	
Sources: SMG 2011; NLTRA 2014; MIG 2014; TCPUD 2011, 2014, 2015.		
<p>1 Surveys that reported results as “good” or “excellent” were considered equivalent to those that reported “satisfied” and “very satisfied.”</p> <p>2 The LTVA South Shore Intercept Survey was conducted on weekends and weekdays between December 27, 2010 and April 15, 2011 at various South Shore locations, including the casino hotels, the Heavenly Village, between the “Y” and Emerald Bay, Ski Run Marina, and Zephyr Cove Resort. Survey responses were received from 409 visitors.</p> <p>3 The TCPUD bike trail surveys occurred in August of 2011, 2014, and 2015. Intercept survey interviews were conducted at several locations near bike trails, including along North Lake Boulevard, Truckee River Trail, 64 Acres Park, West Shore Trail, and Lakeside Trail.</p> <p>4 The 2011, 2014 and 2015 trail user survey results are from a question asking users how the trail compared to others they have used.</p> <p>5 The NLTRA Visitor Research Summary conducted short interviewer intercept surveys in Summer 2014 at various locations in the North Shore. A kiosk survey was also placed in the North Lake Tahoe Visitors Center. This survey received responses from 530 people.</p> <p>6 The survey conducted for the Master Plan consisted of mailing surveys to City of South Lake Tahoe households in August and September 2013. Surveyors received responses from 324 households.</p> <p>Note: All surveys are available on the Lake Tahoe Info website at <a href="https://laketahoeinfo.org/MonitoringProgram/Summary/1">https://laketahoeinfo.org/MonitoringProgram/Summary/1</a></p>		