

Comment Classification Categories with Examples of Classified Comments

Comment Category	Comments Appropriate For This Category
Facility Improvements (FAC):	
Part 1 of 3	
<p style="text-align: center;">Roads and Parking Areas</p> <p>All suggestions for improvement of roads and parking lots, including repairs.</p>	<ul style="list-style-type: none"> • More parking spaces at boat ramps • Fix the road coming into the beach • Road to dock and bump coming into park fixed • Need to repair potholes • Some asphalt needs repaired at campsite edges
<p style="text-align: center;">Boat ramps, Courtesy Docks, and Piers</p> <p>Include: All suggestions for improving boat ramps, courtesy docks, fishing piers and amenities such as lighting that directly related to these facilities.</p> <p>Exclude: Comments regarding lessee-operated marinas.</p>	<ul style="list-style-type: none"> • Steep drop off at end of boat ramp • Wider launch ramp • Maybe add another dock • Lights on boat dock or reflectors for night viewing • I would like a dock/pier for fishing only
<p style="text-align: center;">Buildings Used by Visitors</p> <p>Suggestions for new construction, improvement, upgrade, or modernization of buildings used by visitors. These buildings include restrooms, shower house group shelters, and pavilions.</p>	<ul style="list-style-type: none"> • A group picnic shelter would be a nice addition • Ceiling fans and lights in shelters • Bathrooms not handicapped accessible • Another shower area would be nice • Bath house larger and more modern • Change house at beach • Could use benches & hooks in showers
<p style="text-align: center;">Camping and Picnic Sites</p> <p>Include: Suggestions for new construction, improvement, upgrade, or modernization of camp sites and picnic sites.</p> <p>Exclude: Routine clean up or maintenance items.</p>	<ul style="list-style-type: none"> • Electrical hook-ups upgraded • Water and sewer hookups • Extend and widen all RV pads • More campsites along water and some pull thru's • Make dump station more easily accessible • Would like more picnic tables left side of park
<p style="text-align: center;">Signs</p> <p>All comments and suggestions regarding the signs occurring in recreation areas.</p>	<ul style="list-style-type: none"> • Large sign on main highway • Better signs providing directions to campground • Bike path signs • The signs about fees for swimming were unclear
<p style="text-align: center;">Other facilities</p> <p>Miscellaneous facility improvement suggestions that are not appropriate for any of the above facility categories. Suggestions pertaining to marinas may be included here.</p>	<ul style="list-style-type: none"> • More hiking trails • Fish cleaning station at the lake • Benches to sit and view lake • Expanded beach area • More playground area and equipment
Service Improvements (SVC)	
Part 2 of 3	

<p style="text-align: center;">Building Cleanliness and Conveniences</p> <p>Include: complaints and suggestions regarding the cleanliness of restrooms, shower houses, group shelters, pavilions and other building used by visitors. Also complaints and comments regarding the absence of necessary conveniences in these buildings. Also trash accumulation directly associated with these buildings.</p> <p>Exclude: Garbage pickup at collection stations. Also trash and garbage issues at camp sites and elsewhere on park grounds. These should be listed under Grounds Maintenance.</p>	<ul style="list-style-type: none"> • Extra cleaning of shelter houses • Have had to clean tables & floor at lakeside shelter each time before use • Clean better, bathrooms are dirty • Bad smell in showers • Toilet paper! • Portajohns need chemicals
<p style="text-align: center;">Grounds Maintenance</p> <p>Include: Any maintenance related to park grounds, including trash and garbage pickup</p> <p>Exclude: Maintenance related to buildings and other facilities.</p>	<ul style="list-style-type: none"> • Mow grass and trim more frequently • Get rid of poison ivy • Trim top off trees so they don't scrape camper • Grounds picked up • Need more garbage cans • Our campsite was a pigsty... trash on the ground and cans in the fire pit
<p style="text-align: center;">Visitor Assistance</p> <p>Comments or suggestions regarding interpretative programs; also comments or suggestions pertaining to rangers or cooperative law enforcement officers.</p>	<ul style="list-style-type: none"> • Ranger patrols from 12am to 6am during holiday • Not safe at night. Need more patrols • Better enforcement of "quiet time" • Reduce vandalism - increase security • Enforce the 5pm checkout • Water safety programs for kids
<p style="text-align: center;">Park Attendant or Host</p> <p>Comments about Park Attendants and Park Hosts. Include comments about entrance station services</p>	<ul style="list-style-type: none"> • There was nobody in the gatehouse • better gate attendants • The guy on the moped needs to work on customer service skills
<p style="text-align: center;">Reservations</p> <p>Comments about Reservation services</p>	<ul style="list-style-type: none"> • Reservations could be easier on the internet • Less reservable sites • Inaccurate info from reservation system • Limit on reservations for weekends only
<p style="text-align: center;">Facility Repairs</p> <p>Include: All urgent and routine repairs to any kind of facility except for roads and parking areas.</p> <p>Exclude: Major maintenance, modernization, new construction, facility replacement. Road and parking lot repairs shall be placed in Roads and Parking Areas.</p> <p style="text-align: center;">Other Services</p> <p>Miscellaneous service suggestions that are not applicable to any of the above service categories.</p>	<ul style="list-style-type: none"> • Privacy curtains in showers • Replace shower heads • Bathrooms need locks repaired on stalls • Showers don't drain out good • Hand dryer in men's restroom not working • Drainage in some camp fire boxes • Camp cooking table needs to be fixed, A-45 • A lifeguard • Clean logs out of lake • Canoe rental • More fish stocking • Raise the lake level

Other Comments (OTH)**Part 3 of 3****Miscellaneous Comments**

Comments that do not fit in any of the improvement categories above.

- Great as is, keep up the good work
- We have been coming here every year since 1989
- Don't change anything- keep all the same
- Whatever happened to the Smiths? They were wonderful gate attendants (*you should not include identifying information about specific individuals when entering comments*)

No Comment or Suggestion Offered

Select this item if the comment field was left blank or if the comment merely states the respondent had not comment.

- “ blank “
- Nothing
- None
- Can't think of anything right now

Inappropriate Or Offensive Comment

Select this item if a comment was made, but not entered in the database due to inappropriate or offensive content.

You will know them when you see them