
Campground Consultation Report

2008



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Executive Summary

Reservations

- The percentage of NWT residents that used the Online Reservation System (ORS) was significantly higher than the percentage of visitors who used it.
- A large proportion of people that did not use the ORS were not aware of the system or preferred alternative methods.
- 61% of ORS users were somewhat or very dissatisfied with the value of the ORS, while there was a relatively even split in terms of the satisfaction with the service provided by the system.
- 83% of stakeholders supported the continued use of the ORS, which is the preferred reservation method for NWT residents and ORS users.
- Visitors and non-ORS users prefer making reservations in person or by telephone.

Extended Stay Discounts

- Large proportions of all respondents were in favour of discounted rates for weekly, monthly, shoulder season and full season Camping Permit Options.
- The stakeholders were not as supportive of weekly Camping Permit options.
- However, 63% of visitors were opposed to discounted rates for the entire season, while 59% of NWT residents were in favour of the discounts.

Fees, Discounts and Camping Permits

- 80% of respondents feel it is reasonable to increase Park Permit fees as operational costs increase.
- The majority of all respondents supported the continued sale of Day Use Permits and Shower Permits.
- A significant amount of respondents supported the introduction of Group Day Use Permits.
- There was not as much support for Seasonal Day Use Permits.
- There is overwhelming support for offering Park Permits at a discounted rate for senior citizens.

Importance of Parks

- According to stakeholders, parks are very important in terms of attracting visitors to the NWT, but not necessarily for attracting NWT residents from other communities;
- Parks are important or very important for providing accommodation to visitors from outside the NWT, and only have average importance while providing accommodation to NWT residents;
- Providing recreational opportunities to all three park user groups was viewed as important or very important to the majority of stakeholders.

Background

In the late spring of 2008, The Minister of Industry, Tourism and Investment (ITI) committed to undertake public consultation on proposed fee increases, changes to seasonal camping and changes to the online reservation system, to be completed by the fall of 2008.

ITI identified a number of changes required to the Regulations. ITI proposed some amendments ahead of the 2008 season to address the most urgent concerns, as well as proposed fee increases for daily camping. Additionally, the North Slave Regional Office proposed changes to the existing seasonal permits designed to accommodate a greater number of Yellowknife campers looking for longer term camping; to allow an increase availability of campsites to tourists during the peak season; and, to increase operating revenue in parks to assist in covering costs.

Regulations were drafted incorporating the above mentioned amendments and were due to come into force ahead of the 2008 season. However, ITI experienced considerable opposition to the changes by a group of seasonal campers from the Yellowknife area. This resulted in the Minister of ITI agreeing that no changes would be made to the current fees or seasonal permit structure ahead of the 2008 season. However, consultation took place in the summer of 2008, and ITI remains committed to introducing required amendments to the Regulations for the 2009 season.

Objectives

The online survey and self-administered surveys were open to the public, and the objectives were:

- To determine perspectives on the existing online reservation system;
- To determine preferred methods for reserving campsites;
- To determine perspectives on extended stay camping options; and
- To determine perspectives on a senior citizens' discount, day use permits, seasonal day use permits, group day use permits and shower permits.

The stakeholder survey was distributed to tour operators and Aboriginal Organizations, and the objectives were:

- To determine the importance of park user groups to organizations and communities;
- To determine the importance of Parks for attracting visitors and providing accommodation and recreational opportunities;
- To determine perspectives on a senior citizens' discount, day use permits, seasonal day use permits, group day use permits and shower permits;
- To determine perspectives on extended stay options; and

- To determine preferred methods for reserving campsites.

The objective of the emailed comments was to enable stakeholders and members of the public to provide additional feedback and suggestions that may not have been covered by the online, self-administered and stakeholder surveys.

Methodology

The consultation included:

- An online survey was launched on July 3, 2008 and ended on August 15, 2008. A total of 87 surveys were completed (83 NWT residents and 4 visitors).
- Self-administered surveys were distributed in all Territorial Parks and were available from July 1 to August 15, 2008. A total of 96 surveys were collected (36 NWT residents and 60 visitors).
- 12 stakeholder surveys were completed by tourism operators and Aboriginal organizations
- Additional comments were noted on many self-administered surveys and others came in by email.
- A telephone survey of park users was also completed on August 11, 2008. A total of 785 Northwest Territories (NWT) Park users were interviewed (418 NWT residents and 367 visitors). There is an additional report that summarizes the findings of the telephone survey.

This report presents the results of the online survey, the self-administered surveys collected at the parks, the stakeholder surveys and emailed comments from members of the public. The report is broken down into three sections:

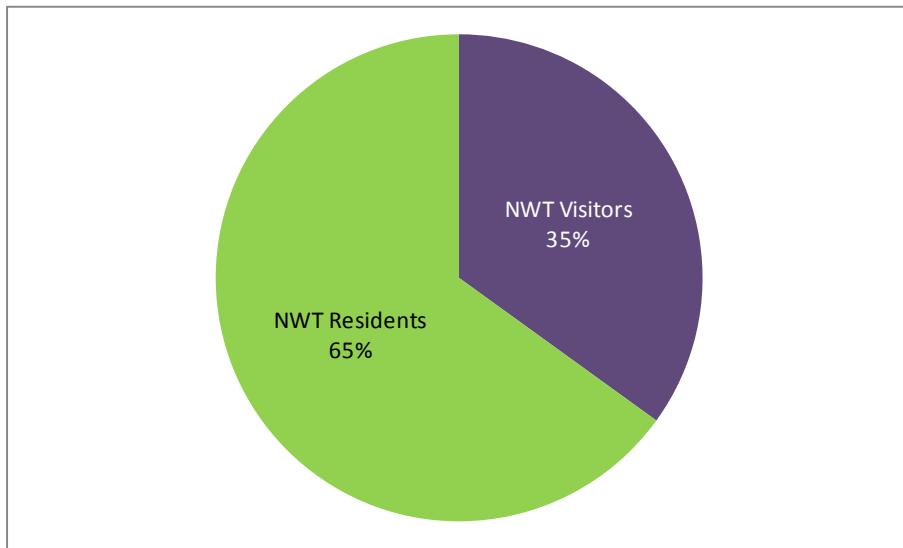
1. Results of the Online and Self-Administered Surveys;
2. Results of the Stakeholder Surveys; and
3. Summary of Additional Comments.

Note: It should be noted that non-probability sampling was used for the Online and Self-Administered Surveys. This means that only people who found the survey online or in the Parks, and were inclined to participate completed the survey. Those individuals who were highly motivated to respond (typically individuals who have strong opinions) may have been over-represented, and individuals that were indifferent or apathetic may have been less likely to respond. This can lead to a polarization of responses with extreme perspectives being given a disproportionate weight in the summary. The extent to which the sample actually represents the entire population cannot be known.

Results of the Online and Self-Administered Surveys

A total of 87 surveys were completed online and 96 self-administered surveys were collected at Territorial Parks. Of those surveys, 35% were completed by visitors and 65% were completed by residents of the Northwest Territories.

Figure 1: Survey Respondent Residency



Reservations

Of those surveyed, 53% had used the Online Reservation System (ORS) and 47% had not (Figure 2). The percentage of NWT residents that used the ORS was significantly higher than the percentage of visitors (Figure 3).

Figure 2: Online Reservation System Usage

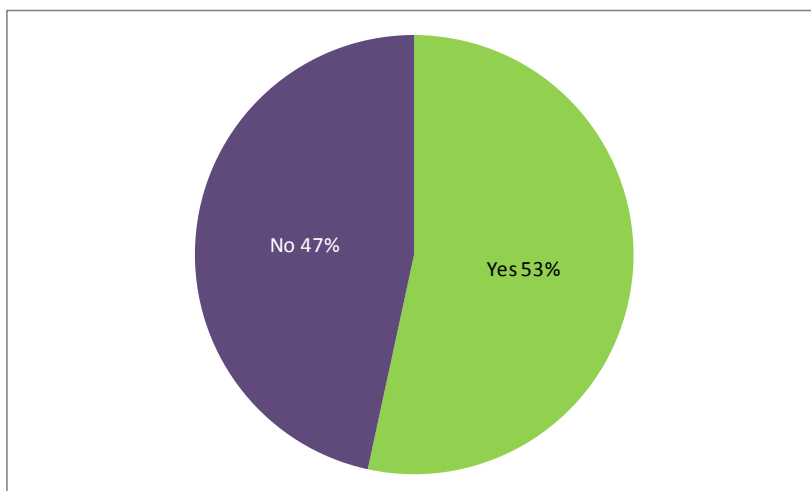
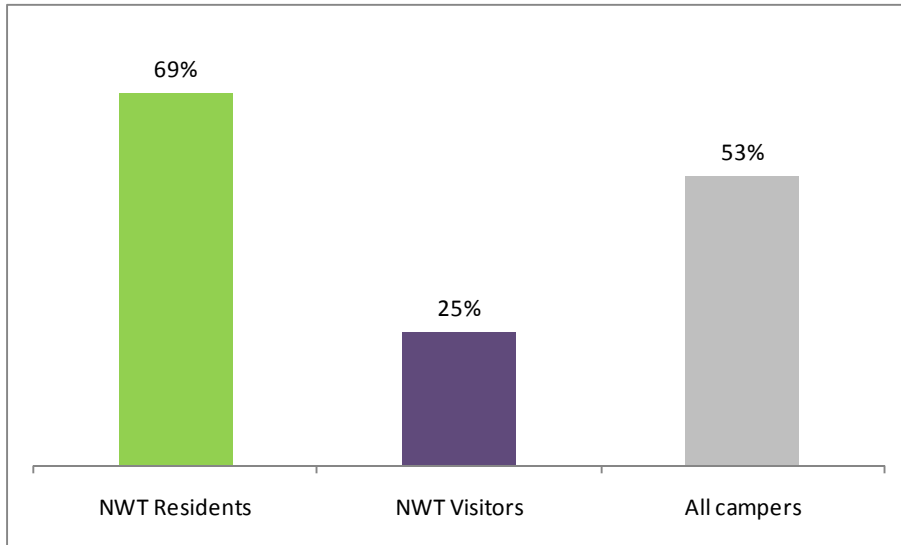
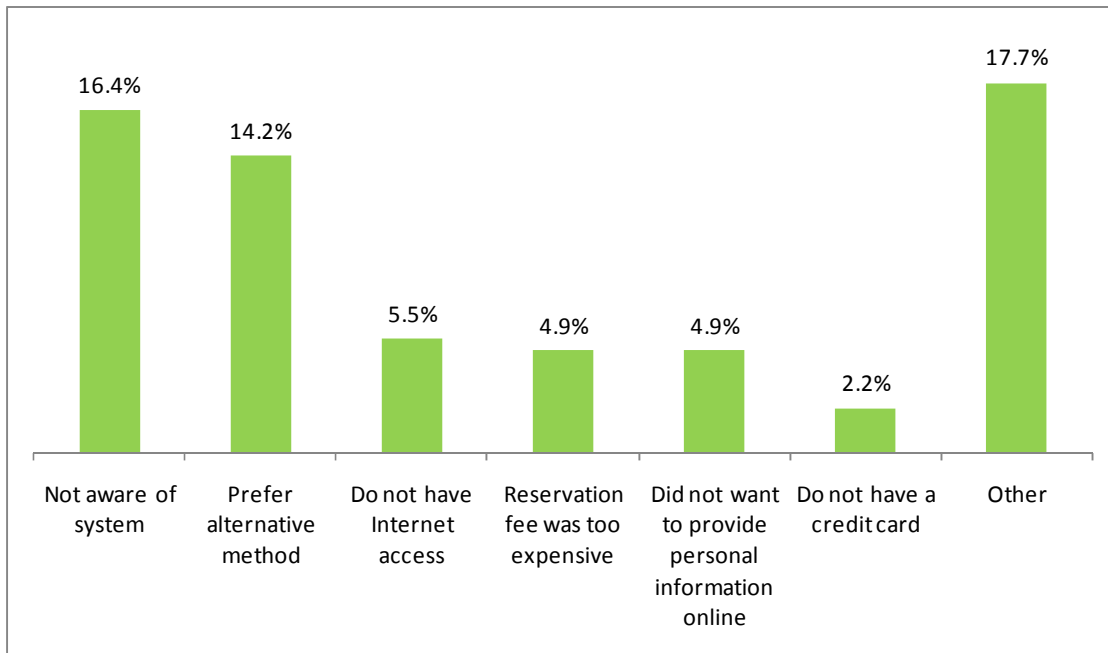


Figure 3: Online Reservation System Usage by Residency



The majority of people that did not use the ORS were either not aware of the system, or preferred alternative methods to reserving their sites (Figure 4). The alternative methods are unknown as the ORS is the only system recognized by the Tourism and Parks Division.

Figure 4: Reason for not using the Online Reservation System



Of those that used the ORS, 61% were somewhat or very dissatisfied with the value provided (Figure 5). NWT residents were significantly more likely to be dissatisfied with the value of the ORS than visitors (Figure 6).

Figure 5: Satisfaction with Value provided by the Online Reservation System

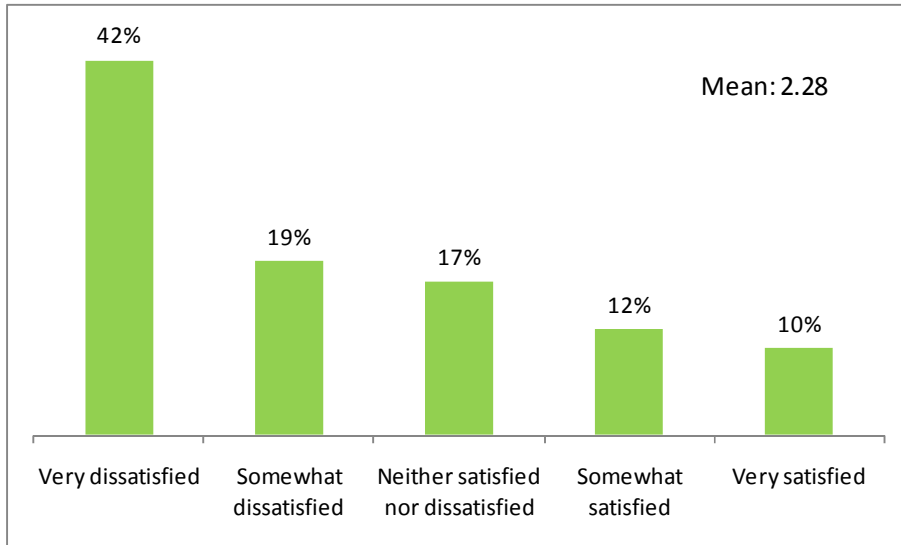


Figure 6: Satisfaction with Value provided by the Online Reservation System by Residency



There appeared to be a fairly even split of the number of ORS users who were somewhat or very dissatisfied and those who were somewhat or very satisfied (Figure 7). However, visitors were more likely to be somewhat or very satisfied with the service they received than NWT residents (Figure 8).

Figure 7: Satisfaction with Service provided by the Online Reservation System

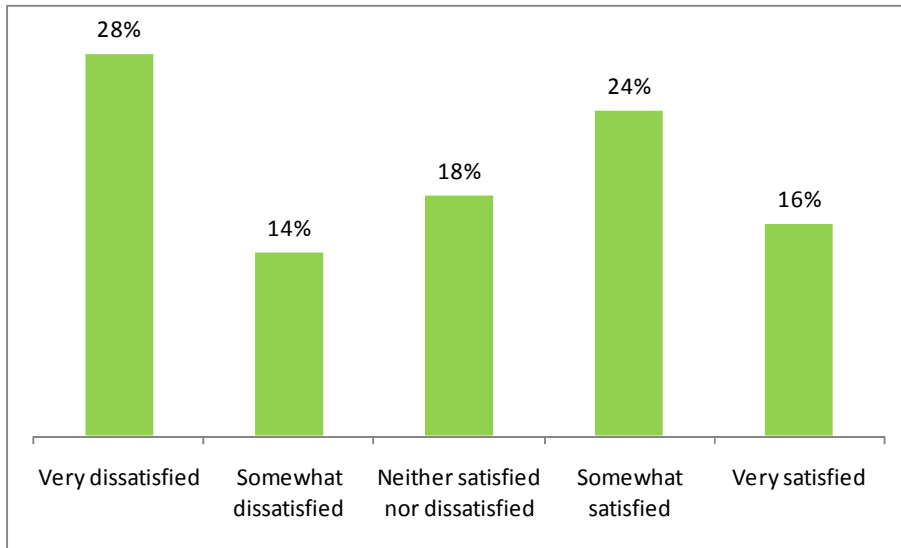
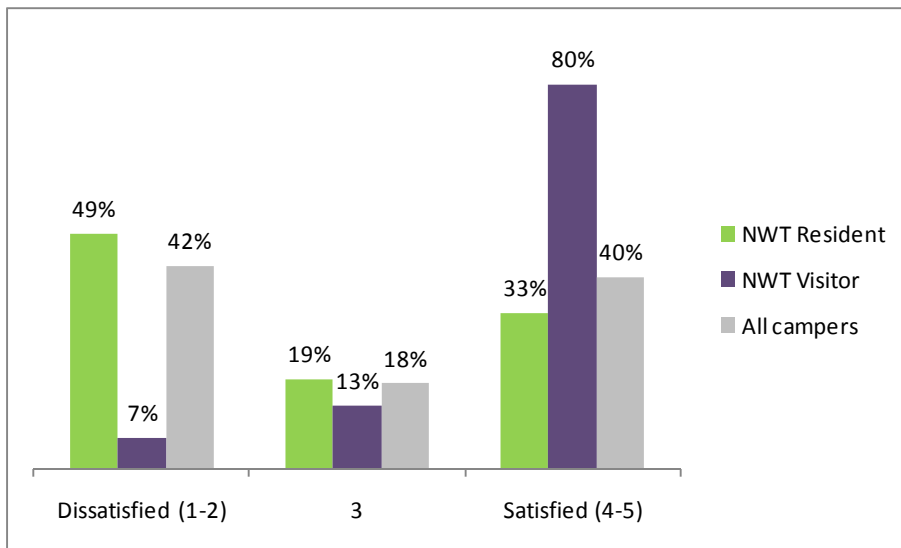
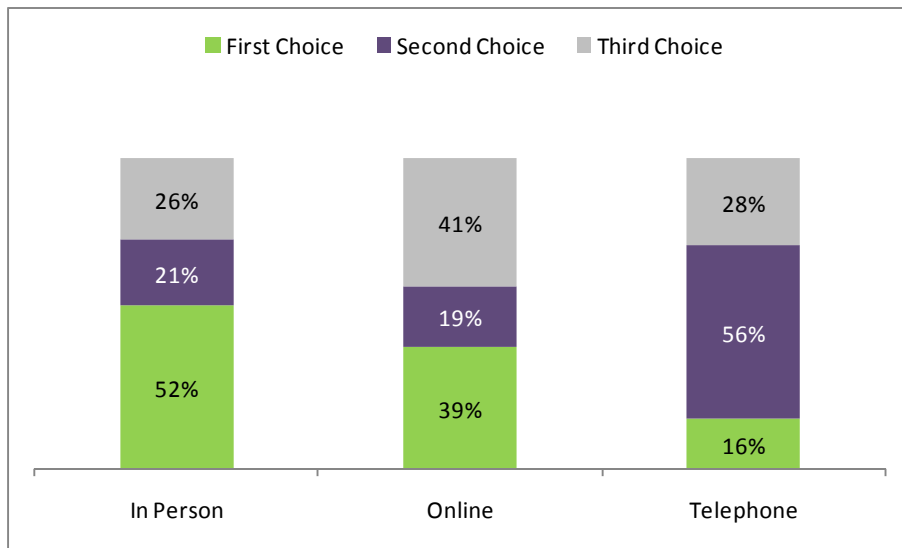


Figure 8: Satisfaction with Service provided by the Online Reservation System by Residency



Respondents were asked to rank the following reservation methods: in person, online and telephone (Figure 9). The most common first choice is to reserve a campsite in person at the campground (52%). The second most common first choice is to book online (39%), though a considerable proportion of people surveyed rank it as their third choice. The most common second choice is booking by telephone (56%).

Figure 9: Preferred Reservation Method



Cross-tabulations reveal that:

- NWT residents' order of "First Choices" is:
 1. Online (74%)
 2. In person (66%)
 3. By telephone (48%)

- Visitors' order of "First Choices" is:
 1. By telephone (52%)
 2. In person (34%)
 3. Online (26%)

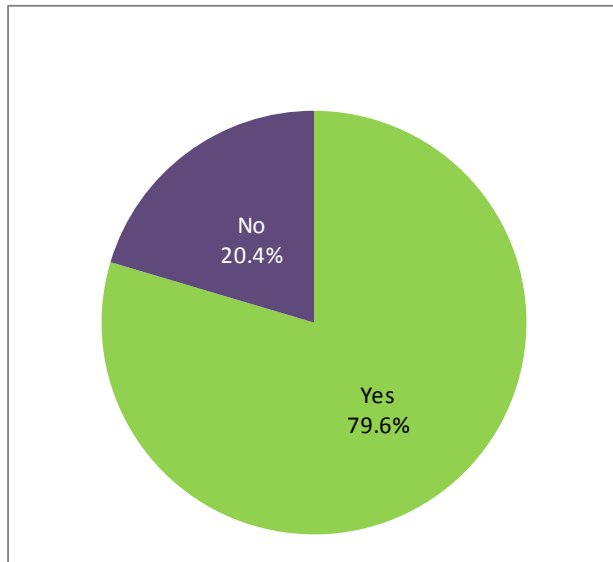
- Online Reservation Users' order of "First Choices" is:
 1. Online (79%)
 2. By telephone (44%)
 3. In person (39%)

- People that have not used the Online Reservation System state their "First Choices" are:
 1. In person (61%)
 2. By telephone (56%)
 3. Online (21%)

Park Permit Fees

Four fifths of respondents stated that they felt it is reasonable for Park Permit Fees to increase as park operation costs increase (Figure 10).

Figure 10: Park Permit Fee Increase



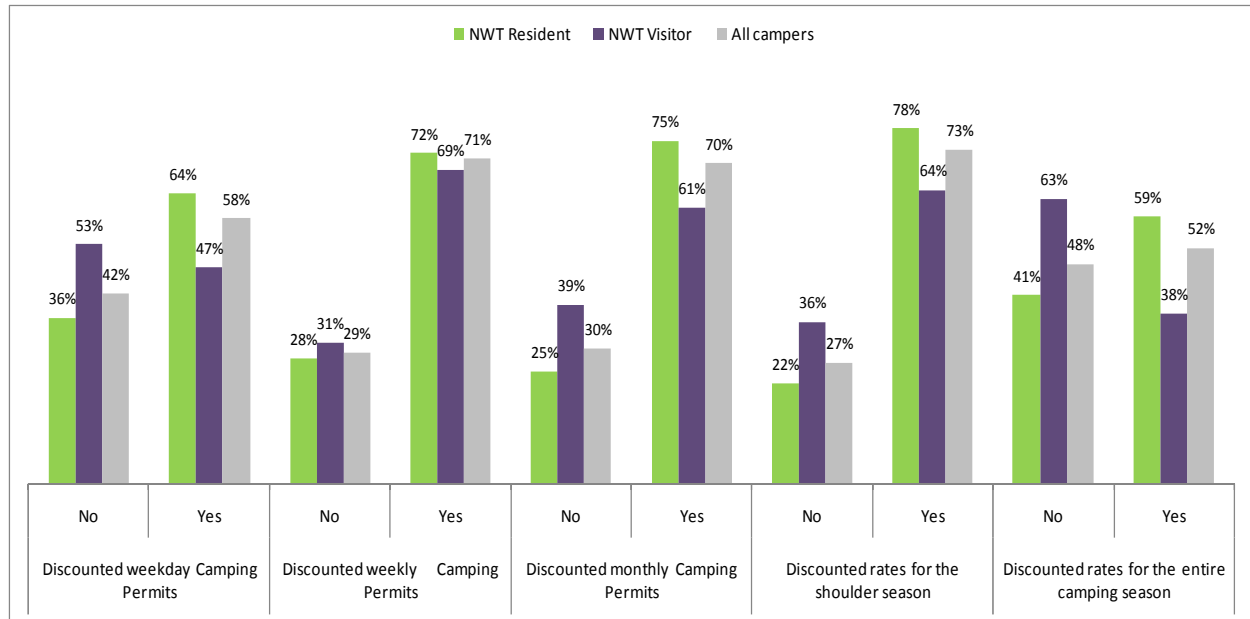
Extended Stay Discounts

Respondents were asked a series of questions about whether they agreed or disagreed with a number of discounted rate options for extended stay Camping Permits (Figure 11). It is obvious that the majority of respondents agreed with some form of discounted rates, whether it is for weekday, weekly, monthly or shoulder seasonal extended stays.

- 58% were in favour of discounted weekday Camping Permits;
- 71% were in favour of discounted weekly Camping Permits;
- 70% were in favour of discounted monthly Camping Permits;
- 73% were in favour of discounted rates for the shoulder season; and
- 52% were in favour of discounted rates for the entire season.

It should be noted that there was a relatively even split between those that supported and those that opposed discounted rates for the entire season. Of equal interest is that 63% of visitors were opposed to discounted rates for the entire season, while 59% of NWT residents were in favour of the discounts.

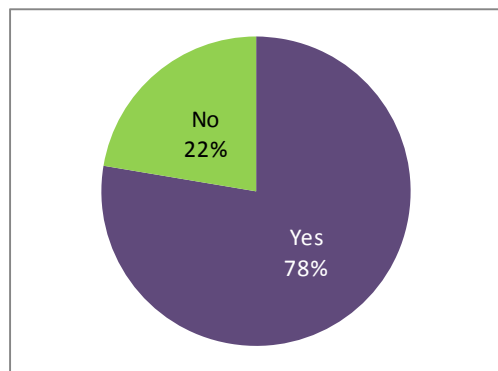
Figure 11: Extended Stay Discount by Residency



Additional Discounts and Permit Types

The majority of respondents stated that a discount should be given to senior citizens for their Camping Permits. The amount of the discount was not determined.

Figure 12: Discounted Rate for Senior Citizens



Day Use Permits (expires after one day), Seasonal Day Use Permits (expires at the end of the season) and Shower Permits are already sold in Territorial Parks. 72% of people surveyed said that Day Use Permits should continue to be sold, and 69% of people said Seasonal Day Use Permits should be sold (Figure 13 and Figure 14).

65% of respondents stated that Shower Permits should still be issued to people only wanting to use parks' shower facilities. And finally, three quarters of those surveyed indicate that Group

Day Use Permits should be available to groups of ten or more people. At this time, Group Day Use Permits are not sold at Territorial Parks.

Figure 13: Day Use Permits

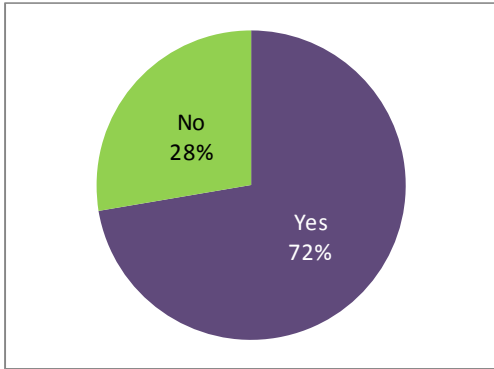


Figure 14: Seasonal Day Use Permits

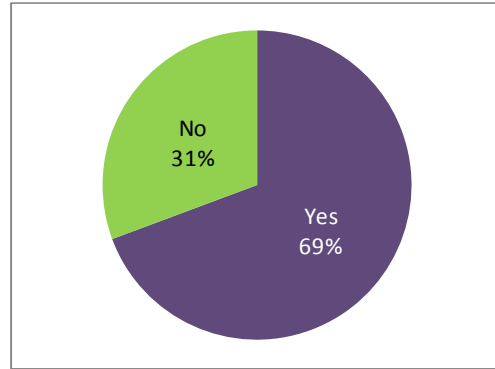


Figure 15: Shower Permits

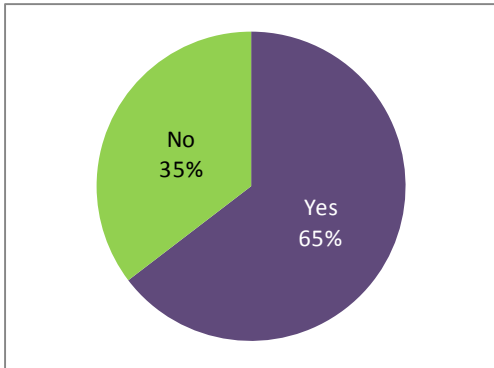
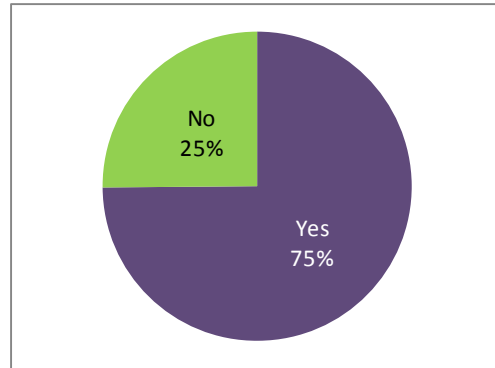


Figure 16: Group Day Use Permits



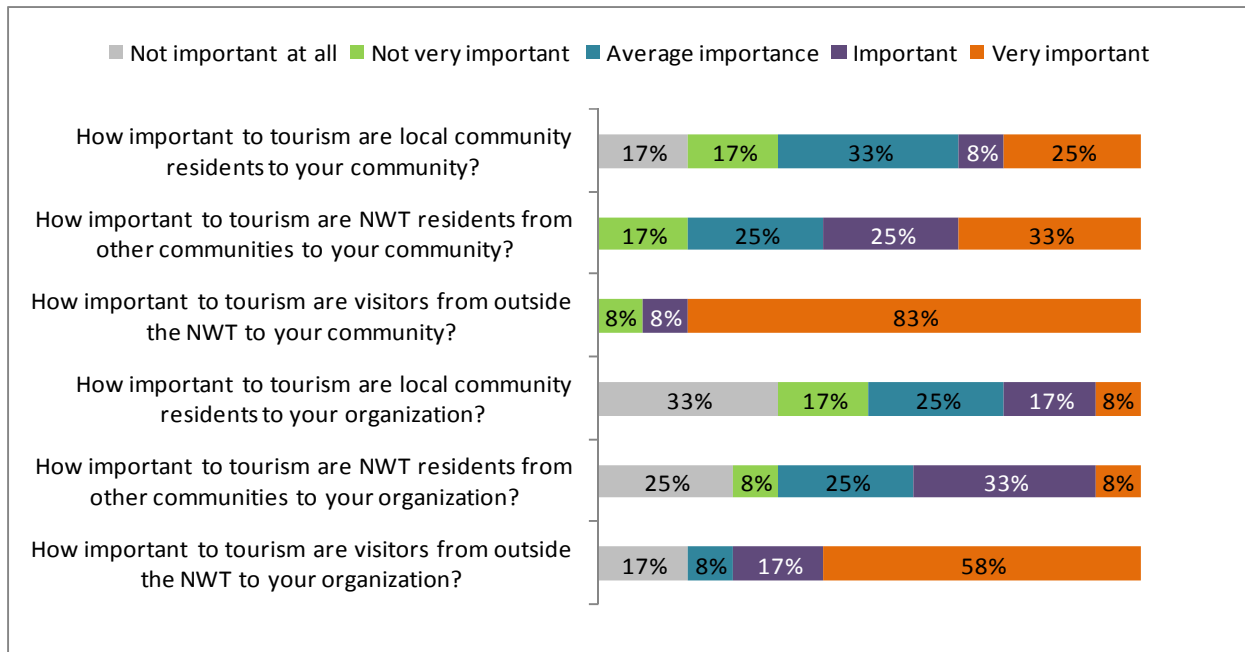
Results of the Stakeholder Surveys

Stakeholder surveys were distributed in all five regions of the Northwest Territories. Twelve surveys were completed: seven were from Tour Operators, three from Aboriginal Organizations, and two from community groups like the Chamber of Commerce.

Importance of Park User Groups and Parks

Stakeholders were asked a series of questions to determine the importance of three park user groups to their organization and their community from a tourism industry perspective (Figure 17). It is apparent that visitors from outside the NWT are important or very important to both communities and the organizations surveyed, while local community residents and, in some cases, NWT residents from other communities seemed less important.

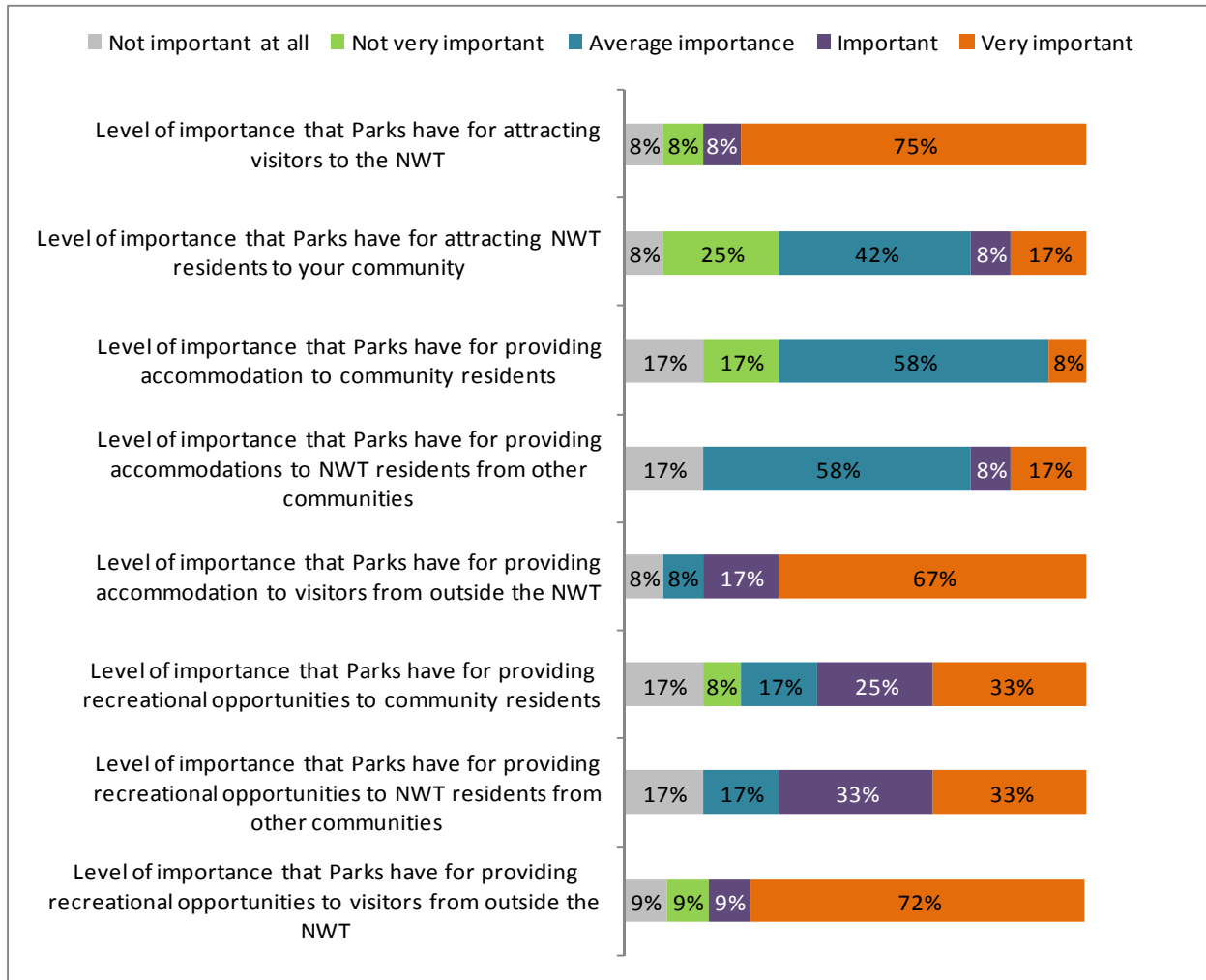
Figure 17: Importance of Park User Groups



It was also important to understand how stakeholders felt about the role of parks within their communities (Figure 18). The figure below shows that stakeholders feel:

- Parks are very important in terms of attracting visitors to the NWT, but not necessarily for attracting NWT residents from other communities;
- Parks are important or very important for providing accommodation to visitors from outside the NWT, and only have average importance while providing accommodation to NWT residents;
- Providing recreational opportunities to all three park user groups was viewed as important or very important to the majority of stakeholders.

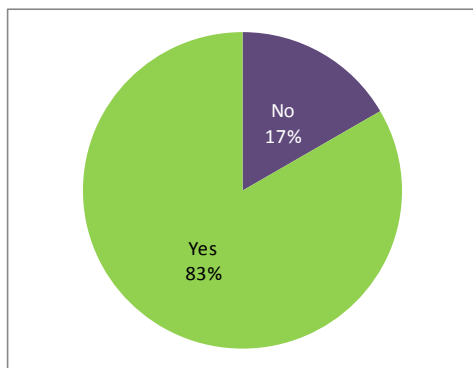
Figure 18: Importance of Parks to User Groups



Park Permits, Extended Stays and Discounts

83% of stakeholders surveyed felt it was reasonable for Park Permit fees to increase as operational costs increase.

Figure 19: Park Permit Fee Increase



Stakeholders were asked whether they agreed or disagreed that the Tourism and Parks Division should offer a wider variety of park permits and discounted rates for extended stays. There was obvious support for Day Use and Group Day Use Permits, mixed support for Shower Permits, and only marginal support for Seasonal Day Use Permits (Figure 20).

Two thirds of respondents felt that extended stays should be offered at parks (Figure 21). 83% of stakeholders felt there should be a discounted rate for senior citizens, while 67% of those surveyed agreed with discounts for monthly Camping Permits, the shoulder season and the entire season. Half of the respondents did not support the sale of weekly Camping Permits, while 58% were in favour of weekday discounts (Figure 22). There were mixed views as to whether extended stays should be offered at all Territorial Parks or at select parks. 41% felt that not all parks should offer extended stays, 25% supported extended stays in all parks, and 33% were undecided.

Those who did not support extended stays had these comments:

- Not until there is enough supply to meet this demand plus provide for tourists. Tourists are the priority.
- Parks are for recreational use, not summer residence.
- Possibility of (living) at campground under guise of extended stay permit.
- Inequity: Limited numbers of people have access to this, and if they don't use the space one weekend, it could have gone to someone who may need it.

Of those that supported the sale of extended stay campsites, there were 3 votes for week-long stays, 4 votes for month-long stays, 2 votes for extended stays during the shoulder season, and three votes for the entire season.

Figure 20: Park Permit Types

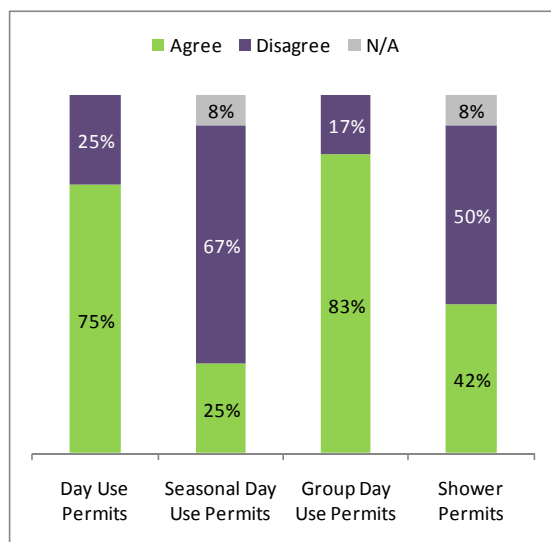


Figure 21: Extended Stays at Parks

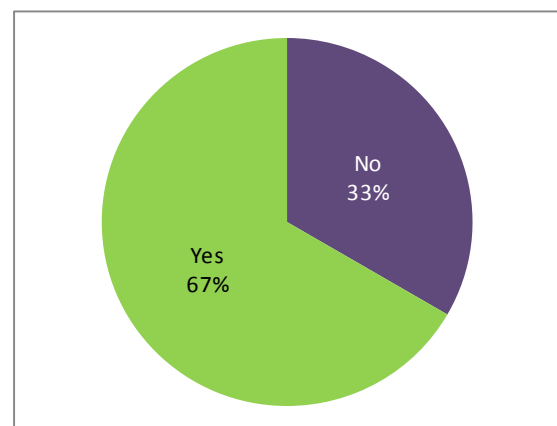
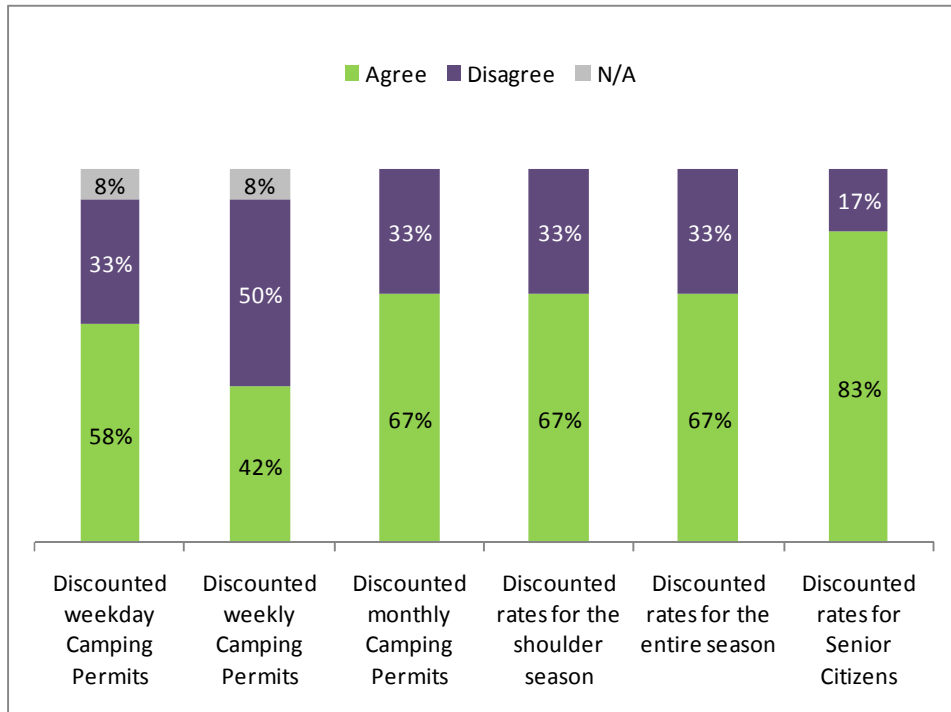


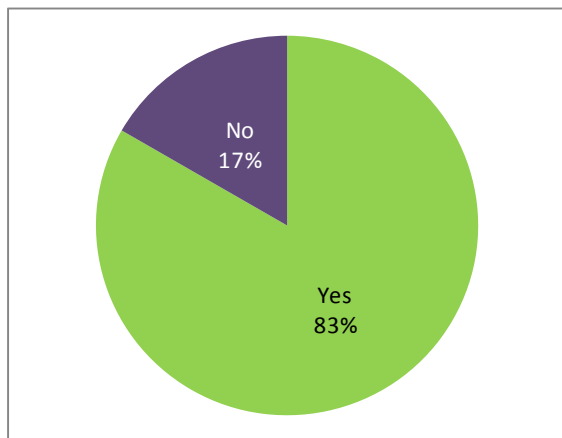
Figure 22: Discount Options for Park Permits



Reservations

Finally, almost all stakeholders felt the Government of the Northwest Territories should continue to offer the Online Reservation System (Figure 23). Similarly, almost all respondents felt that telephone, email, and in-person reservations should be available.

Figure 23: Support for the Online Reservation System



Additional Comments

Park Fees

- My concern is with the proposed price increases. I can't see how costs have increased so much to charge more than is already charged each night. Especially since there is rarely any staff that make any rounds through the parks, other than to clean up, no wood is provided, and many campers who bring motor homes or travel trailers don't use the water, shower or bathrooms! Increasing the cost is going to make camping impossible for low income families who would otherwise enjoy the time in NWT parks. Increasing the price is also going to make roadside or gravel pit camping much more enticing to many campers.
- If the hike will be substantial (say...20 to 40 %), then I suggest staging it in 2 or 3 years, but notify the public right from the start so they will have no excuse.
- It is ok to increase costs based on inflation every year, but not the operational costs.
- Should not need permits to use parks or at least minimal charges (for day use and showers).
- It's reasonable for fees to increase if the increase is reasonable
- Operating costs will not be covered by campers, so don't even try. Be reasonable.
- We have not stayed at any of the parks here yet and if \$15-\$20/ night are among the lowest in Canada, which I doubt, it is still too expensive. I stayed in many state parks in the US last winter for \$14/night with power.

Online Reservation System

- There has to be options of booking sites. You can not just have the online system as the only option. You should be able to book by phone or in person if you wish.
- Your computer system is terrible. It's awful that the gate staff can't take reservations. I'd like to reserve in person, if we were allowed. You need to change/update your system so gate staff can take reservations!
- My only constructive feedback would be that if you do offer online booking services then they must be reliable and efficient. I booked a site many weeks in advance and when I arrived my reservation was unheard of. I didn't travel with much cash on me either and as they don't take debit or visa it was a bit stressful. In the end the online reservation worked out but it would just be nice if the online service was checked and reflected on location. This ended up being a very insignificant minor flaw but it would have been nice to be confident in the online booking system. Overall-Amazing!
- Would prefer to send an email directly to the park to reserve.
- Would prefer to email reservations to park.

- Would prefer to email park directly/less cost.
- Would prefer to reserve by emailing park contractor.
- Would prefer to email contractor directly for reservation.
- Unable to secure a campsite two days prior to being here. The computer said the webpage was NOT SECURE! Should be better.
- Note the pictures on the various sites are nice. However, they are not a true representation of the site. Many of the sites are hard to access due to narrow roadway and placement of trees. Possibly a grading system could be applied as well. IE: Units 15-20 feet - good, 20-25 feet - difficult, 25+ feet - not usable. This would surely help out of town online bookings. Thanks.
- Online photos are very deceiving, not indicative of accessibility for larger units. Rating system for use of each site (from a user survey) should be implemented. IE: Site B11: Max 26' Trailer. Difficulty: Very. Fire pit close to awning when parked. Reason: Trees rub trailer/truck when parking.
- As long as I can book on line, and buy as much time at regular prices and stay in the park, then all is fine with me. If I am not successful in getting a seasonal site, then I will have to pay what the required fees are.
- The reservation fee is ridiculous and the way it is charged is unreliable and doesn't make sense.
- We were greatly unsatisfied with having to pay the online reservation fee (\$5/night) which brought our reservation to \$20/night. That fee seems so high in comparison with what we get. Only being reimbursed part of our fee seemed unreasonable as well, in light of the fact that we also lost our online reservation fee when we cancelled. We had to cancel because our camper was sold, not because we were frivolous with our bookings.
- Reserving online is my preference, but at no extra cost.
- Waive the service booking fee after booking three or four stays.
- Should be a one time fee, not a fee for each booking.
- Standard booking fee regardless of number of nights.
- Too expensive. Charges double for one reservation in two campgrounds.
- Did not reserve online because we don't agree with the fees.
- Reserving Online should be free.
- I have been pleased with the online reservation system in place. It is easy to use and makes reserving a spot very convenient. I do think having to pay \$10 and then \$5 for each subsequent night is a very steep price for reserving a spot though. Would you not want people to use the system if it is in place? For that price it makes it very difficult. I would suggest a fee of \$5 for reserving, one time only.

- Cancellations – shorten the notice to 24 hours from 48 hours.
- Give full refund back upon cancellation.
- Travelling from Saskatchewan - not sure when where we wanted to stay or when we would've arrived.
- We stayed 2000-2007 at Reid. I've camped my whole life at YK parks without the online system. NOT necessary for entire campground to be up for grabs online.
- Did not use online reservation because not sure of arrival date.
- Reserving in person at the park? How is this possible if I'm not here yet?!
- I don't like computers and I won't give a credit card on the internet.
- It was nice not to need a reservation (Queen Elizabeth Park)

Extended Stay Options

- I feel the \$500.00 fee to camp all season is way too low. I paid \$500.00 12 years ago to camp all season. I had the privilege of bringing my camper out in May and not having to move it again until Sept. I could go out anytime I wanted all for the low low price of \$500.00 for the entire season.
- If revenue is what is important to parks, then they need to look at the seasonal campsite costs. \$500.00 for an entire season of camping?!
- I think Parks should look at increasing the cost of the seasonal sites and not penalize the campers that want to camp the odd weekend by increasing their rates only. Maybe parks should also look at generating revenue by having a winter storage option. People can store their campers for the winter for a fee, having to move them out prior to the may long weekend. This space does sit empty all winter long and many people need places to store their boats/campers in the winter.
- There are no amenities for seasonal site holders as it is now \$500.
- Make all campsites available as seasonal and charge \$15/day, \$45/week, \$150/month, \$500/season on a first come, first serve basis.
- If you look at other campgrounds in Saskatchewan, Alberta and Manitoba the rate to set up seasonally is much higher. Yes they have full service at most of the campsite, but still that is why they are paying about \$500.00/month to camp all season. Some of the non powered sites we anywhere from \$600.00 season to \$1000.00 / season.
- I have been camping in Yellowknife for the past 12 years. I don't camp every weekend, but I would say I camp 10-12 weekends per season. Or at least I used to before the online booking system. I was from the days of old where if you wanted a camp site you went out Friday morning and seen if there was one. If it was going to be a really nice weekend you went Thursday to make sure you had a site. You didn't mind paying the extra day knowing you had a site and could set up early if you wanted to. Sometimes

you got a site sometimes you didn't just depended on how organized you were. But you realized that you had the same chance of getting a site and the next guy. When you camped at the campground and the sign said it was full every site was filled with a camper (sometimes 2) it was truly FULL. I camped at Fred Henne on the July long weekend this year. Friday morning when I went in to get my pre booked site the lady at the counter was turning people away saying it was full! There were 5 units in the overflow so anyone that came in was told to go to Wal-Mart. There were three sites I watched that sat empty ALL weekend. (With the exception of the Friday night for one of them.) When I left on July 1st they still had not seen anyone in them. I'm sure someone took advantage of the book 9 months in advance' system and decided to not camp, so yes the sites were paid for, but there were no units actually in the spot...so the park received money for them, but at least 3 other families had to stay in overflow or go to Wal-Mart because these site were marked as paid for even though the people that booked did not show up. There is something seriously wrong with this.

- I for one do like the draw system, and although I have not been successful this past 2 years, let democracy take its course. If fee increases are needed to maintain the parks, then I fee it is ok as long as all of the services are targeted a hike and not just one...i.e. the ballot for seasonal sites. There is still plenty of space for the locals, and the tourists, and that all should be the same for both.
- Prefer lottery whereby a non-refundable ticket is purchased to enter a draw to obtain an extended stay campsite, BUT can refuse and lot be re-entered.
- If weekday, weekly, monthly and shoulder season discounts were offered, I think people would park their campers but use it just to get a cheap rate.
- Contractor should hold a ballot for full season and part season campsite holders.
- Open up more extended stay sites.
- Need more seasonal campsites.
- 30 days in this campsite is long enough. At least keep 10 sites for visitors.
- Extended stay campsites should be limited to 30-40% of total campsite only. Including saving some bigger sites for short term stays.
- Prelude and Reid should be easily accessible for YK residents. YK Residents should be encouraged to enjoy these parks. Fred Henne should be more available for tourists (IE: No seasonal or extended stays at Fred Henne)
- No Seasonal Sites! I see lots of spaces with trailers and no one there for days. This deprives others of the park facilities.

Miscellaneous Comments

- We enjoyed the NWT so much this is our second trip. We had wonderful park experiences except at Louise Falls Campground.

- My family regularly uses the parks around Yellowknife. We have not had many concerns about the parks, facilities or staff. Things have remained the same for years. I have issues with the reservation system and the number of camping sites available. Yellowknife itself has so many families that enjoy camping in the summer; we could book up the parks easily. It's a fun, healthy activity for families that should be encouraged by our govt. I feel horrible for the unlucky visitors that drive all the way up to Yellowknife, arrive exhausted, and find out there is no room for them at Fred Henne and possibly even at Prelude. What a disappointment! I'm sure the staff at the parks make every effort to accommodate weary travelers, but parking your motor home beside the bathroom in a sandy parking lot is not a great option. We need to seriously consider developing the Folk on the Rocks Site for camping all other weekends on the summer besides Folk, making it an RV park. Invest some money into it; make it an attractive tourist destination! We need more sites, more sites = more revenue....
- I camp at prelude; and I feel you are doing a great job...carry on ladies and gentleman!!! Funny all of those who were doing all of the [complaining] just decided to stop all of a sudden... I have been going 9 years now, and am still currently there. Thanks for this venue.
- You need to install hot showers at Prelude and Reid Lake campgrounds. These could be funded partially by user fees. Some other campgrounds I've used outside NWT have coin operated water heaters.
- Prelude Park has some repairs necessary on the picnic tables installed in the walk in sites. The tables are pinned to rock, but the pins are working loose at some sites.
- At our last stay, we had to continually go and notify the attendant that there were overflowing bins of garbage right near our site... an attractant to wildlife, and a concern for our own safety. The excuse given was that it was the 'other' attendant's problem, and that since she (the one we talked to) walked with a cane it was difficult to deal with. While I sympathize, it's still unacceptable for piles of garbage (opened by birds) to be left there for most of a day. This occurred during the week after a long weekend and although we were one of very few people out there (Prelude), we still expected to have a clean loop to stay in. Thanks for hearing our concerns.
- Fred Henne Day Use and Beach: I was with my seven year old daughter on hot days at the beach. Through the years there have no longer been lifeguards or any noticeable supervision of any sort – it is more challenging to have an enjoyable family time. At the Beach, people with pets had their dogs in the water, as well as on the beach. Also, the change house is always locked and there are no on site washrooms. The shower/ bathroom / concession that burned ought to be replaced. In addition to change rooms and showers, the concession portion would be more viable than the previous operation if camping and beach supplies were also offered. There needs to be some kind of visible security on the beach, day use areas and campground. Storage Lockers of some sort would be useful. My wallet went missing during an outing to the beach. There needs to be bike racks by the shower house as well as the beach. There is a lack of benches – around the gatehouse should have benches, even a picnic table or two, there is

considerable walking distance from various areas of the park and would be useful to have benches, especially along areas that are also a viewpoint. More marked – walking and hiking paths in addition to Prospector’s trail A gazebo similar to one by shower house would be useful up on the ridge – both as a local interpretative center, shelter from... a shower, or sun. Fred Henne Campground: Again, the lack of visible security or enforcement is evident - speeding, unsafe use of ATV’s as well as environmentally damaging use of ATV. I realize vandalism is a challenge – however there needs to be more visible security anyway. The Gatehouse should be enlarged. During busy times – is very congested - an indoor waiting area (for taxi’s, waiting for service) would be a good edition as well as a computer station and wireless access (including a place to sit and put laptop). I have met many campers requiring wireless devices

- I just completed your online survey about parks and was quite surprised to see that the survey is not asking individuals what they think of the lack of sites available, both the residents in the area and to tourists. I think Yellowknife specifically needs to add a lot more sites available to both, especially in the short summer seasons. Tourism is certainly suffering because of the lack of available sites and because of the lack of serviced/electrified sites.
- Build more sites. Expand boat launch (Prelude).
- For bathrooms without water, there should be a sanitizer dispenser for hand cleansing.
- Prelude Lake Park is beautiful. Only thing missing is shower facilities.
- I am a frequent user of the campsite in Hay River, NT. While I have been very pleased with how nicely maintained the sites and bathrooms etc are I am very disappointed in the playground equipment at the park. It appears that this equipment is very old, rusting, and sharp bits poking out here and there. As well, there are no soft landing sites under the large swings or the high slide. Surely as a territorial park we can get some better playground equipment that would meet the safety standards in place for the current time? I know that due to the flooding, there is supposed to be new equipment coming for the beach area, please consider adding on another structure for the campground. Our campground in Hay River is often full of children and a safe, secure place for them to play would greatly improve the campsite.
- We recently returned from your fair Territory and took advantage of the Territorial parks - Twin Gorge, Samba Deh, Fort Simpson and Blackstone. The parks themselves are very nice and are kept very clean, we were impressed. We were however a little disappointed in the accessibility of the showers. They were only open for a few hours daily, usually starting at 8:00 AM, if the operator was available (some were later), which we found a bit late, especially if you want to get a head start on the day. Later in our travels, we came upon campgrounds in which the showers were also locked, but these had locks which were password accessible, thus making the showers/toilets accessible 24 hours. If I had one suggestion to improve your service, it would be that. I do understand that at some of these sites, the showers are controlled by availability of generators which may well have something to do with it. Our only complaint during our stays with you was at Blackstone where we paid for firewood and barely got enough to

have a 1 hour fire, whereas at the other parks, we had ample. Thank you for your consideration in this regard.

- Should have recycling collection facility for recyclables.
- The last time, which was our first time 10 years ago, we never brought our trailer (we left it in Hay River) because we did not know there would be a camping stall. After visiting Fort Smith and finding out there was enough space, we came back to spend more time here. The beauty of this area is the untouched wilderness. Keep it up!

Appendix A

Online and Self-Administered Survey

The Department of Industry, Tourism and Investment (ITI) has committed to consulting with campground users to gather input about our Territorial Parks fees, extended stay campsites and online reservation system.

Please take a moment to share your ideas and opinions with us.

I am: A resident of the NWT A visitor to the NWT

Name: _____

Home Telephone Number: (____) _____

In order to ensure that we receive only one survey per person, we require your name and telephone number. Your responses will be kept confidential.

1. Please indicate whether you agree or disagree with the following statements:

NWT Tourism and Parks should offer:	Agree	Disagree
Discounted weekday Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted weekly Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted monthly Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted rates for the shoulder seasons	<input type="checkbox"/>	<input type="checkbox"/>
Discounted rates for the entire camping season	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Camping Permits for senior citizens	<input type="checkbox"/>	<input type="checkbox"/>
Day Use Permits	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal Day Use Permits	<input type="checkbox"/>	<input type="checkbox"/>
Group Day Use Permits for groups of 10 or more people	<input type="checkbox"/>	<input type="checkbox"/>
Shower Permits for people only wanting to use the shower facilities	<input type="checkbox"/>	<input type="checkbox"/>

2. Please rate your satisfaction with:

	Not very satisfied			Very Satisfied	
The service you received at the park	1	2	3	4	5
The amenities available at the park	1	2	3	4	5
The value for money of your Park Permit	1	2	3	4	5

3. Is it reasonable for Park Permit fees to increase as park operation costs increase?

- Yes
 No

4. How should extended stay campsites be sold?

- On a first come, first serve basis
- A lottery whereby a non-refundable ticket is purchased to enter a draw to obtain an extended stay campsite
- An auction whereby extended stay campsites are auctioned off to the highest bidders
- A ballot draw whereby ballots are entered into a draw to obtain an extended stay campsite
- Other: _____

5. Have you ever used the Online Reservation System to book a campsite at a NWT campground?

- Yes
- No (Please skip to Question 7)

6. If yes, when thinking of the additional fee you paid for your online camping reservation, please rate your satisfaction with:

	Not very satisfied			Very Satisfied	
The service provided by the Online Reservation System	1	2	3	4	5
The value for money provided by the online Reservation System	1	2	3	4	5

(Please skip to Question 8)

7. If you have not used the Online Reservation System, please tell us why:

- Was not aware of the Online Reservation System
- Reservation fee was too expensive
- Did not want to provide personal information online
- Do not have Internet access
- Do not have a credit card
- Prefer alternative method
- Not applicable

8. Please rank the following methods of reserving a campsite, in order of preference, with 1 being the most preferred and 3 being the least preferred.

- ___ Reserving online
- ___ Reserving by telephone
- ___ Reserving in person at the campground

When you have completed the survey,
please leave it in the Comment Card Drop Box at the park.

If you have additional comments or ideas, please email us at parks@gov.nt.ca.

Thank you!

Appendix B

Stakeholder Survey

The Department of Industry, Tourism and Investment (ITI) has committed to consulting with stakeholders to gather input about our Territorial Parks.

Please take a moment to share your ideas and opinions with us.

Name: _____

Organization: _____

Telephone Number: (_____) _____

1. From a tourism industry perspective, how important are these three park user groups to your organization?

	Not at all important			Very important	
Local community residents	1	2	3	4	5
NWT residents from other communities	1	2	3	4	5
Visitors from outside the NWT	1	2	3	4	5

2. From a tourism industry perspective, how important are these three park user groups to your community?

	Not at all important			Very important	
Local community residents	1	2	3	4	5
NWT residents from other communities	1	2	3	4	5
Visitors from outside the NWT	1	2	3	4	5

3. Please indicate the importance of the role Parks play to:

	Not at all important			Very important	
Attracting visitors to the NWT	1	2	3	4	5
Attracting NWT residents to your community	1	2	3	4	5
Providing accommodation to community residents	1	2	3	4	5
Providing accommodation to NWT residents from other communities	1	2	3	4	5
Providing accommodation to visitors from outside the NWT	1	2	3	4	5
Providing recreational opportunities to community residents	1	2	3	4	5
Providing recreational opportunities to NWT residents from other communities	1	2	3	4	5
Providing recreational opportunities to visitors from outside the NWT	1	2	3	4	5

4. Please indicate whether you agree or disagree with the following statements.

Tourism and Parks should offer:	Agree	Disagree
Day Use Permits	<input type="checkbox"/>	<input type="checkbox"/>
Seasonal Day Use Permits	<input type="checkbox"/>	<input type="checkbox"/>
Group Day Use Permits for groups of 10 or more people	<input type="checkbox"/>	<input type="checkbox"/>
Shower Permits for people only wanting to use the shower facilities	<input type="checkbox"/>	<input type="checkbox"/>
Discounted weekday Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted weekly Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted monthly Camping Permits	<input type="checkbox"/>	<input type="checkbox"/>
Discounted rates for the shoulder seasons	<input type="checkbox"/>	<input type="checkbox"/>
Discounted rates for the entire camping season	<input type="checkbox"/>	<input type="checkbox"/>
Discounted Camping Permits for senior citizens	<input type="checkbox"/>	<input type="checkbox"/>

5. Is it reasonable for Park Permit fees to increase as park operation costs increase?

- Yes No

6. Should the GNWT offer extended stay campsites?

- Yes No

7. If "No", why not? _____

8. If "Yes", what duration should be considered an "extended stay"?

- A week The shoulder seasons
 A month The entire season

9. Also, if "Yes", should extended stay sites be offered in all parks?

- Yes No

10. Should the GNWT continue to offer the Online Reservation System to book campsites at a NWT campgrounds?

- Yes No

11. Should the GNWT offer other methods for reserving campsites?

- By phone In person at the campground
 By email Other: _____

12. Additional comments about the Territorial Parks System:

If you have additional comments or ideas, please email us at parks@gov.nt.ca.
 Thank you!