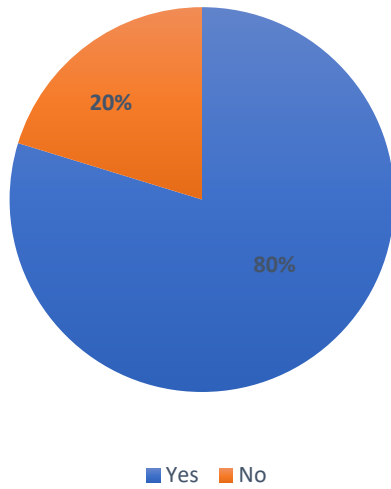


APPENDIX C

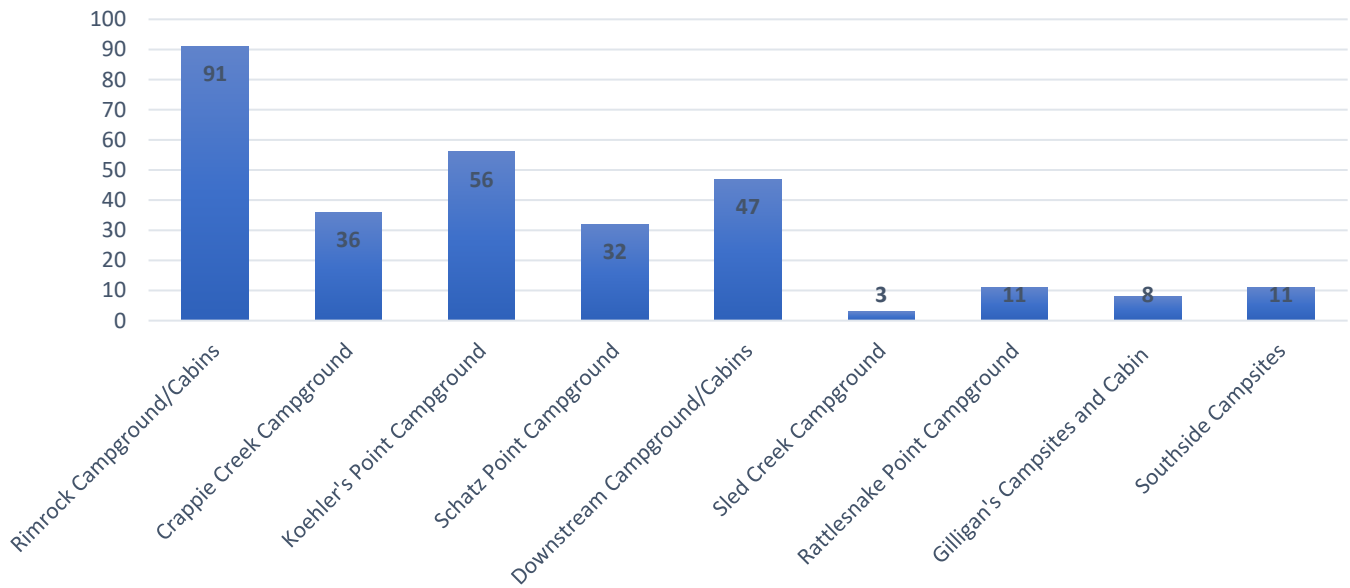
HEART BUTTE RMP 2021 USER SURVEY RESULTS

Question 1

Has Lake Tschida been your primary lodging destination?

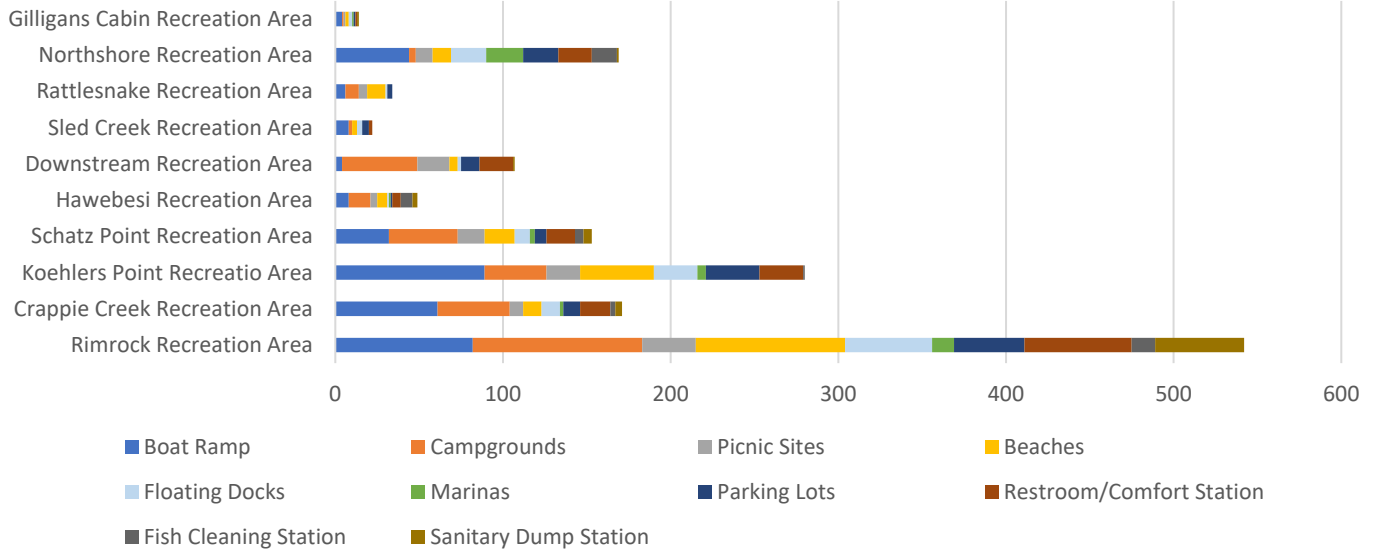


If yes, which campground?



Question 2

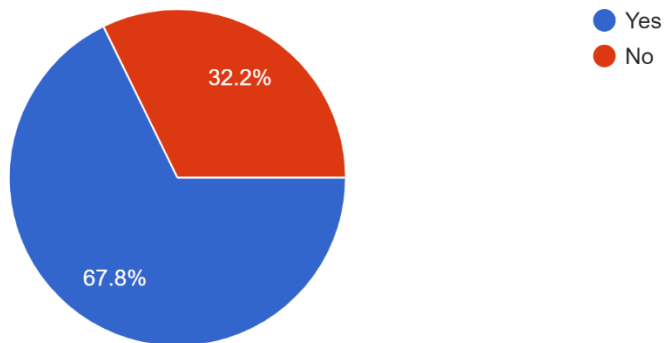
What facilities do you use at Lake Tschida?



Question 3

Do you own a boat?

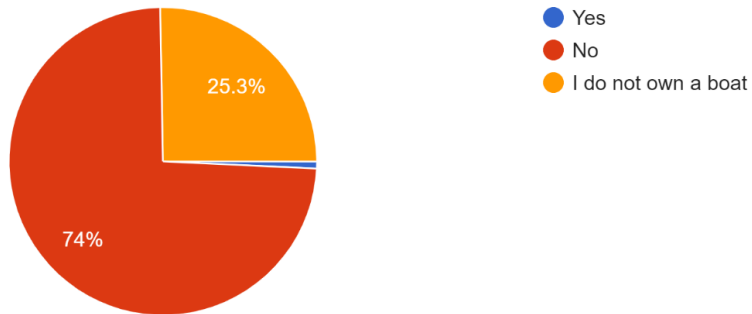
276 responses



Question 4

Are you now renting marina space for your boat?

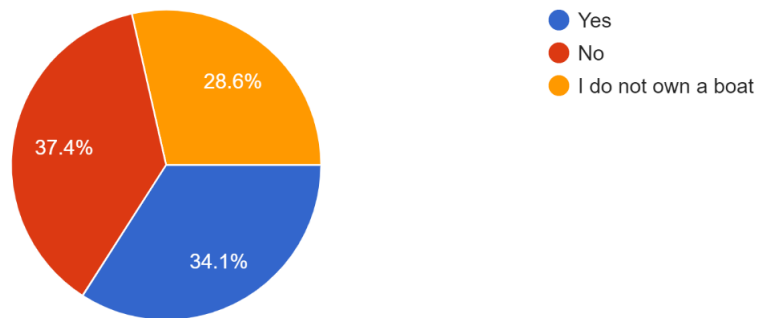
273 responses



Question 5

Would you consider renting a mooring space at Lake Tschida if a space was available for your boat and the price was comparable to marina mooring space rental prices at other lakes/reservoirs?

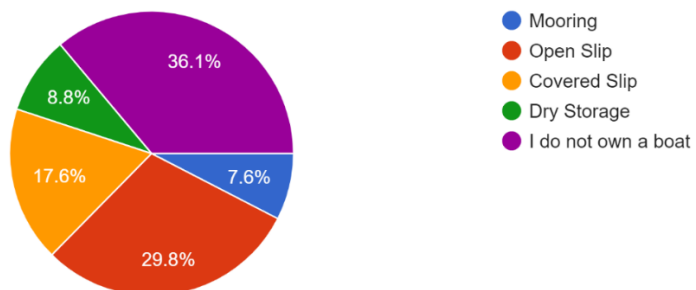
273 responses



Question 6

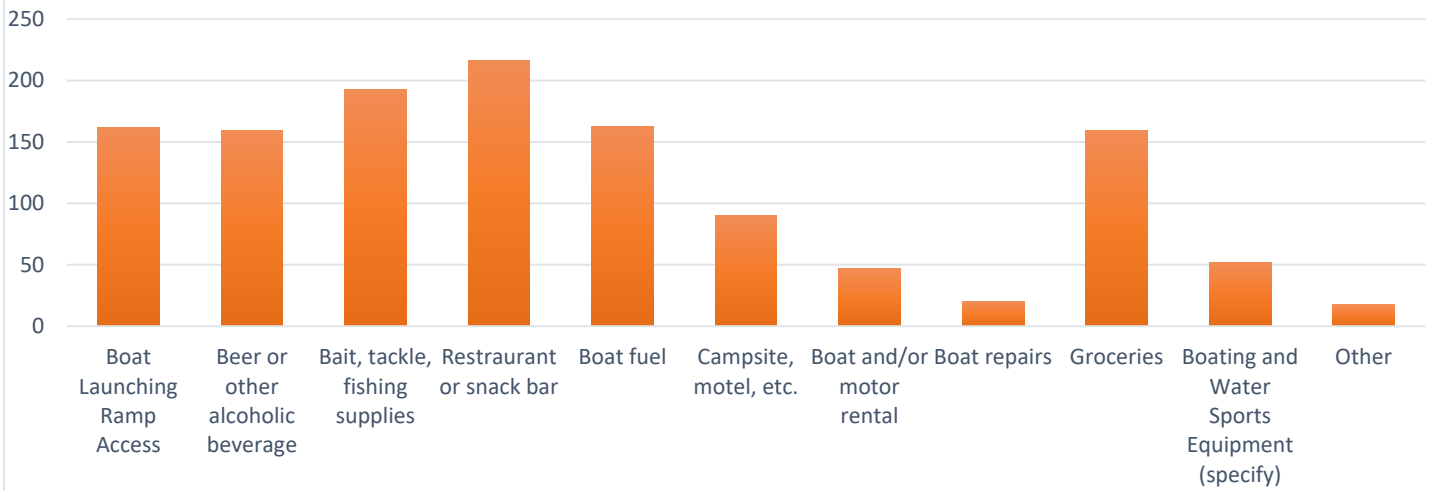
If you were to rent marina space at Lake Tschida, which type would you prefer?

238 responses

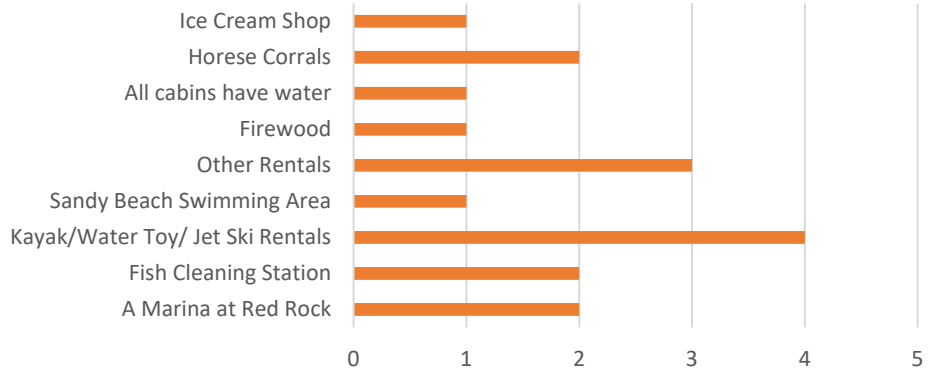


Question 7

Which goods and/or services would you use if a marina were provided at Lake Tschida?

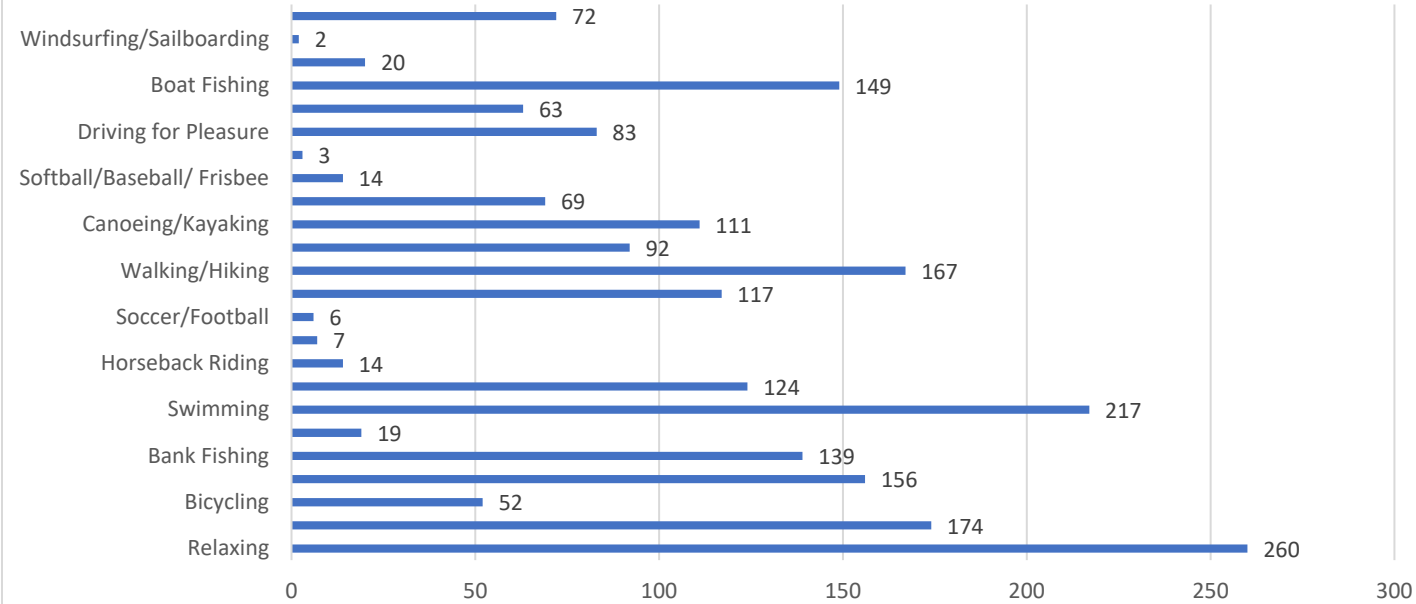


Which goods and/or services would you use if a marina were provided at Lake Tschida? Please check all that apply. (Other)



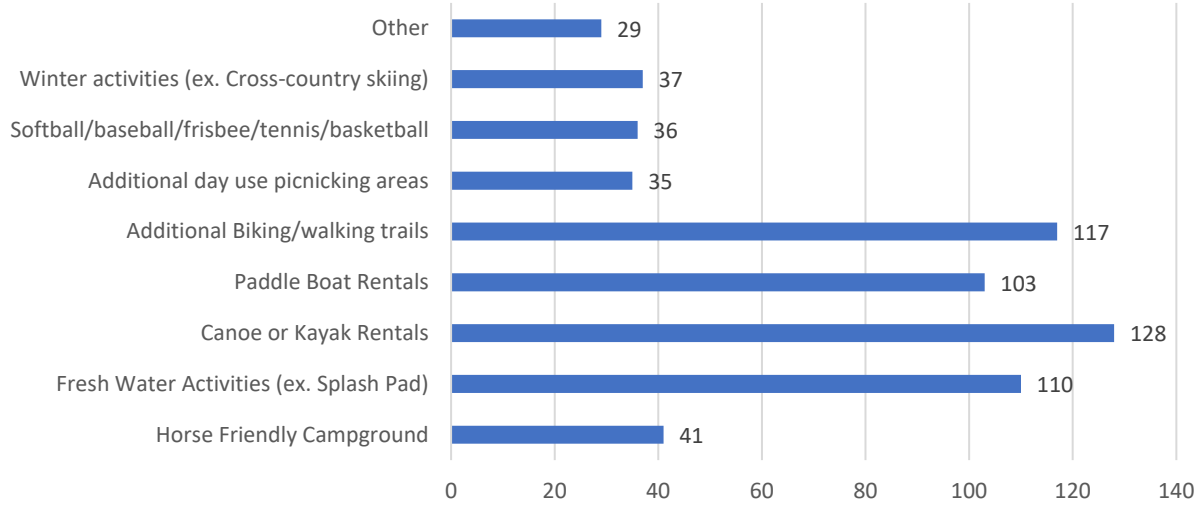
Question 8

What recreation activities did you or other members of your party participate in while visiting Lake Tschida during the last 12 months?

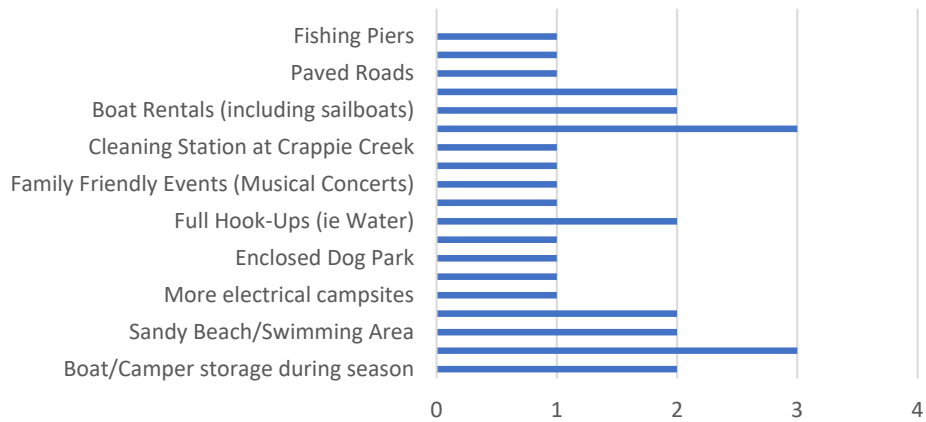


Question 9

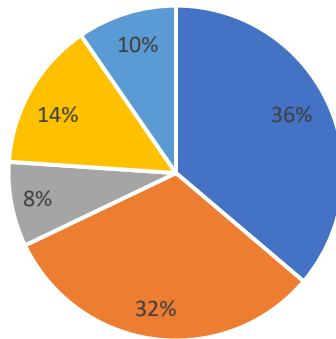
What additions to Lake Tschida would you support?



What additions to Lake Tschida would you support? (Other)



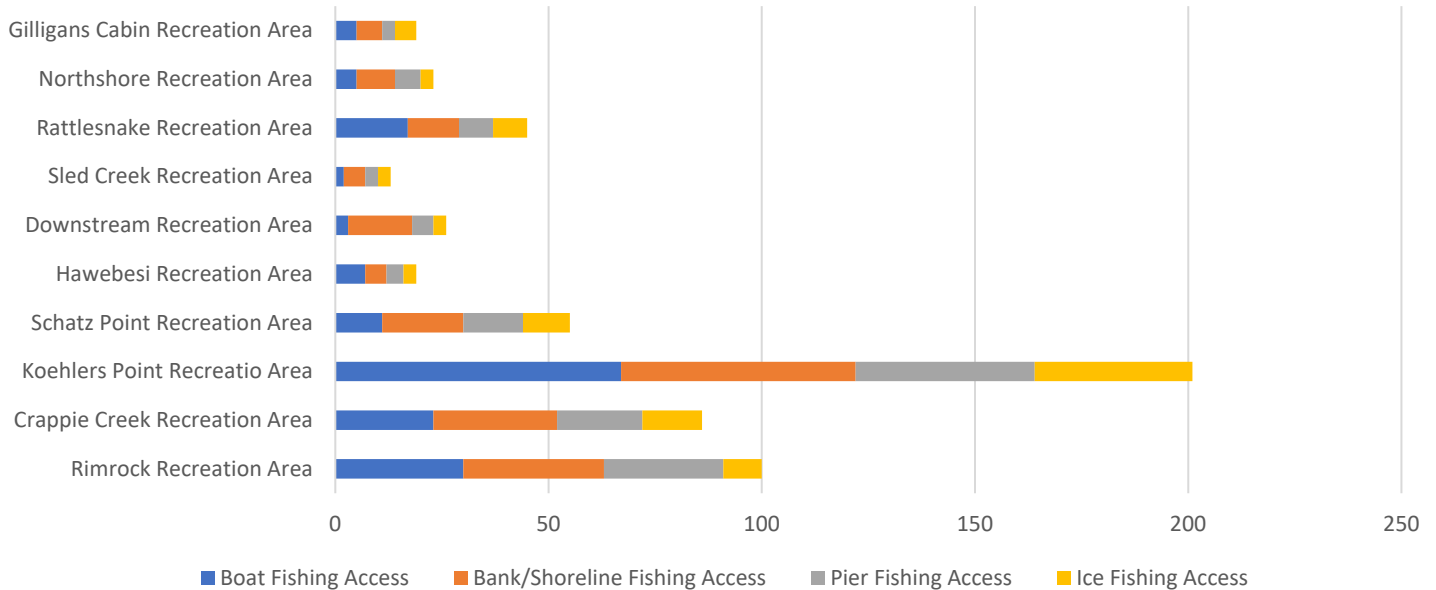
If fishing, did you boat, bank/shoreline, pier, or ice fish? Please check all that apply.



■ Boat Fish ■ Bank/Shoreline Fish ■ Pier Fish ■ Ice Fish ■ I Did Not Fish

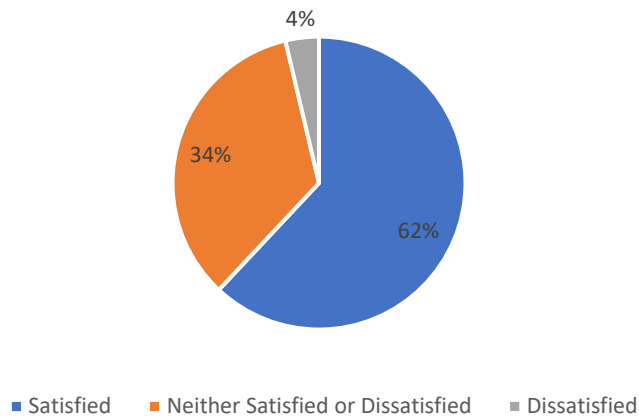
Question 11

If more boat, shore, pier, or ice fishing access would be considered at Lake Tschida, which area(s) would like to see more access? Please check all that apply.



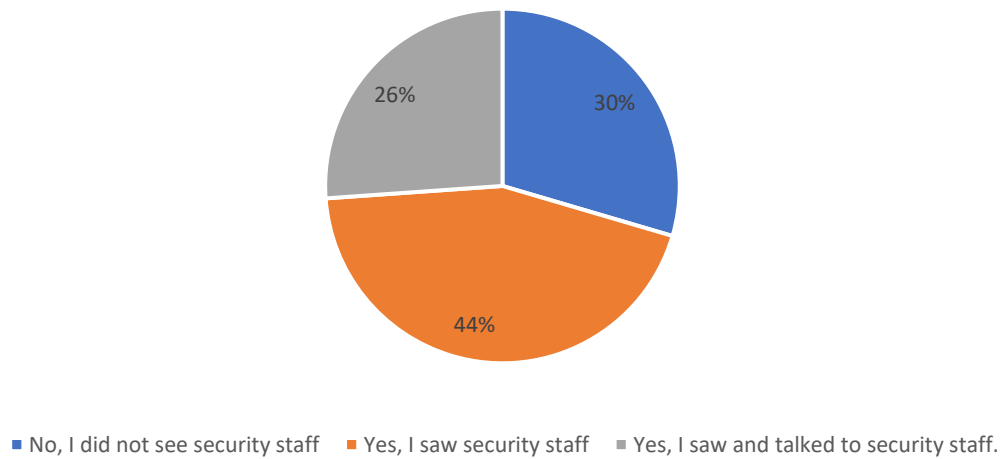
Question 12

Overall, are you satisfied with the value you received for the fee(s) paid?



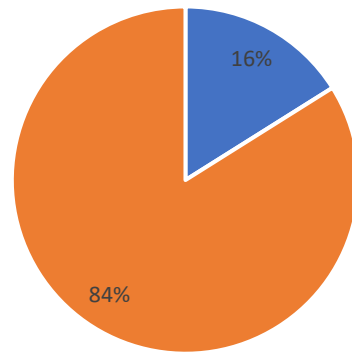
Question 13

During any of your visits to Lake Tschida during the last 12 months, have you seen security staff? Please check all that apply.



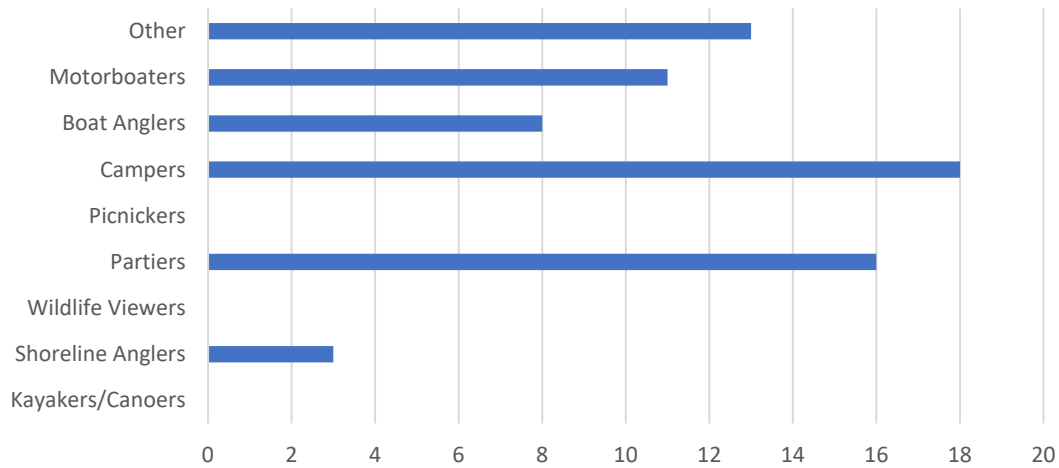
Question 14

Have you had any conflicts with other users while recreating here?



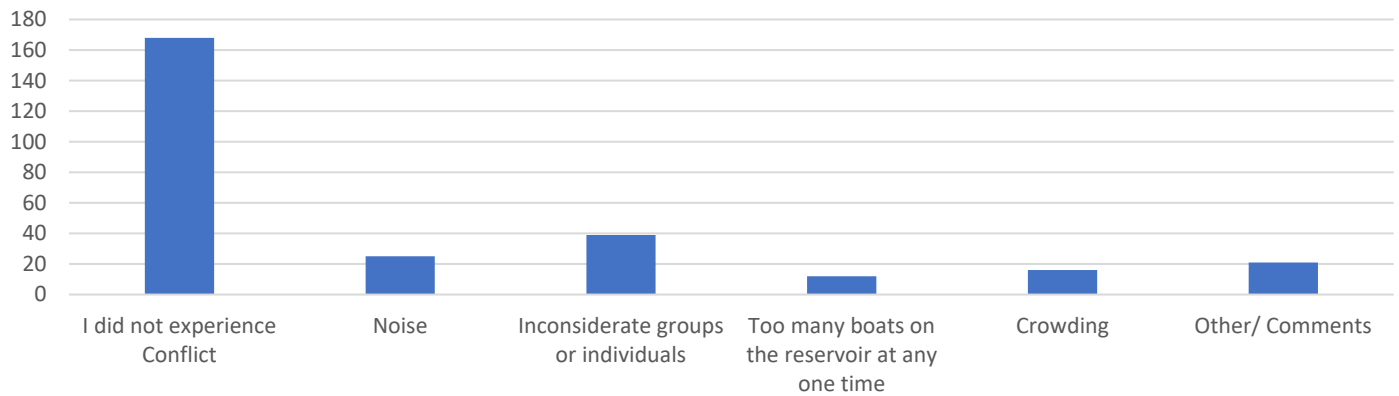
■ Yes ■ No

If yes, please check all that apply



Question 15

What types of conflicts have you experienced on the reservoir? Please check all that apply.

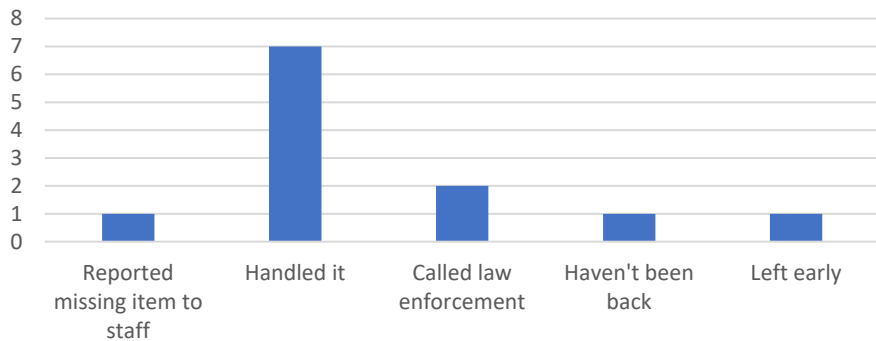


Question 16

What did you do about each conflict? Please check all that apply.

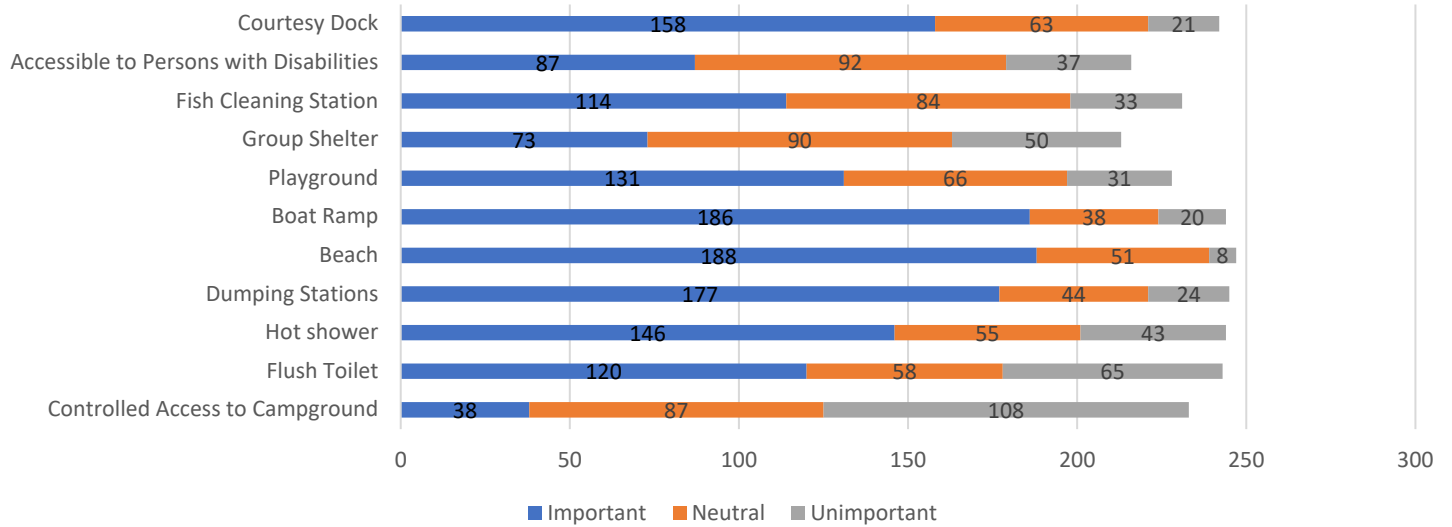


What did you do about each conflict? Please check all that apply. (Other)



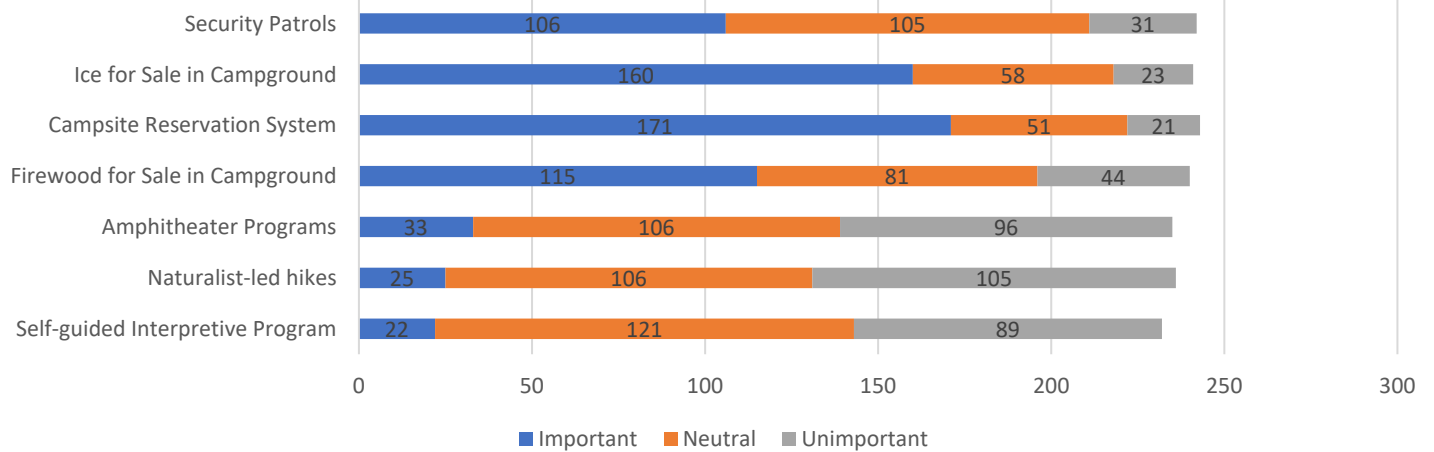
Question 17

How important was each item listed below when deciding where to camp during the last 12 months?



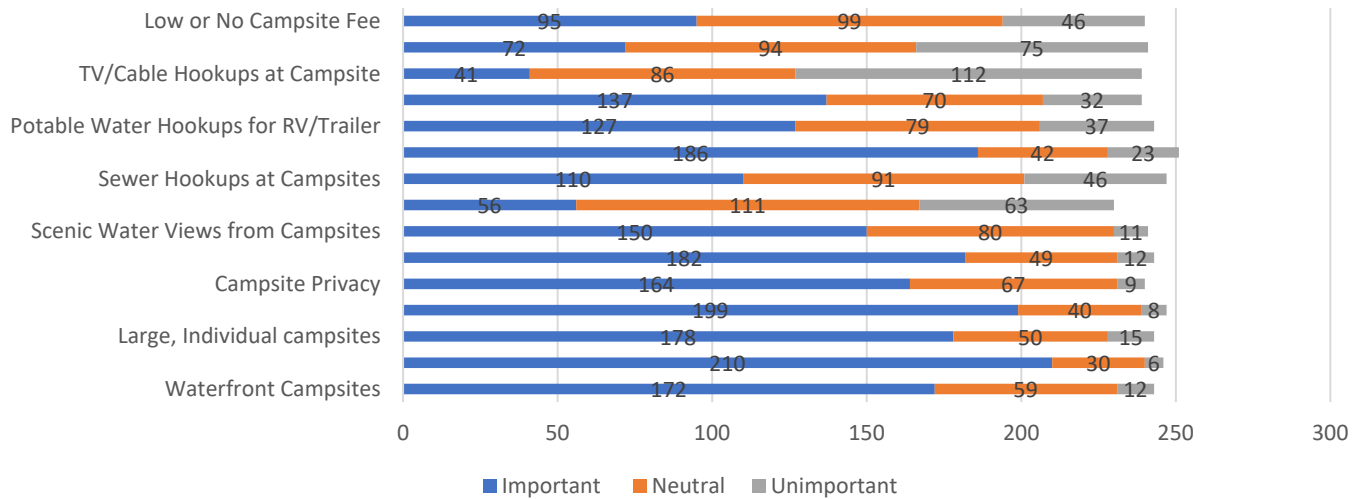
Question 18

Importance of Campground Services



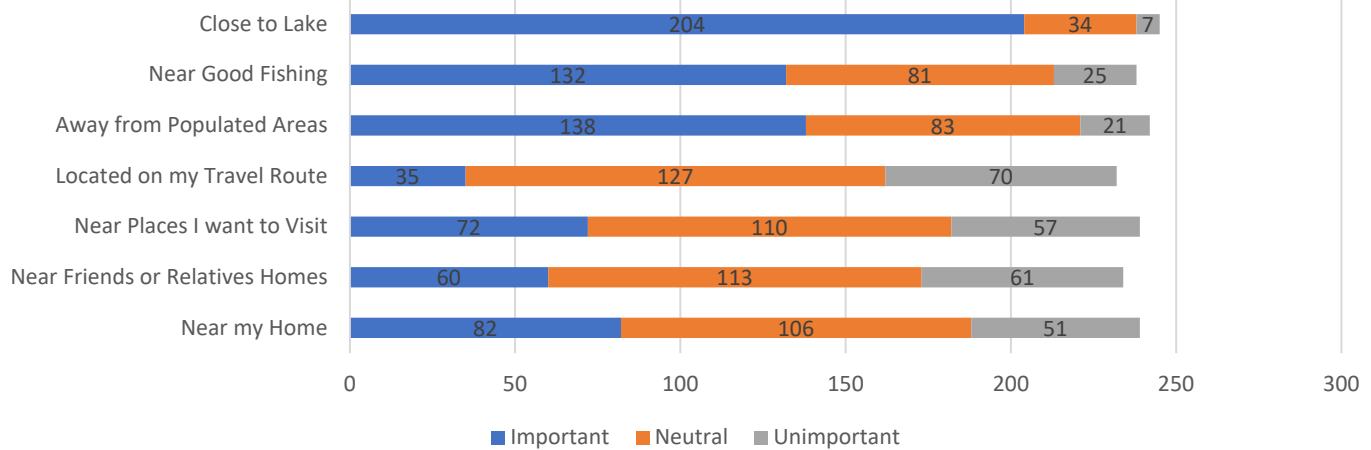
Question 19

Importance of Campsite Amenities

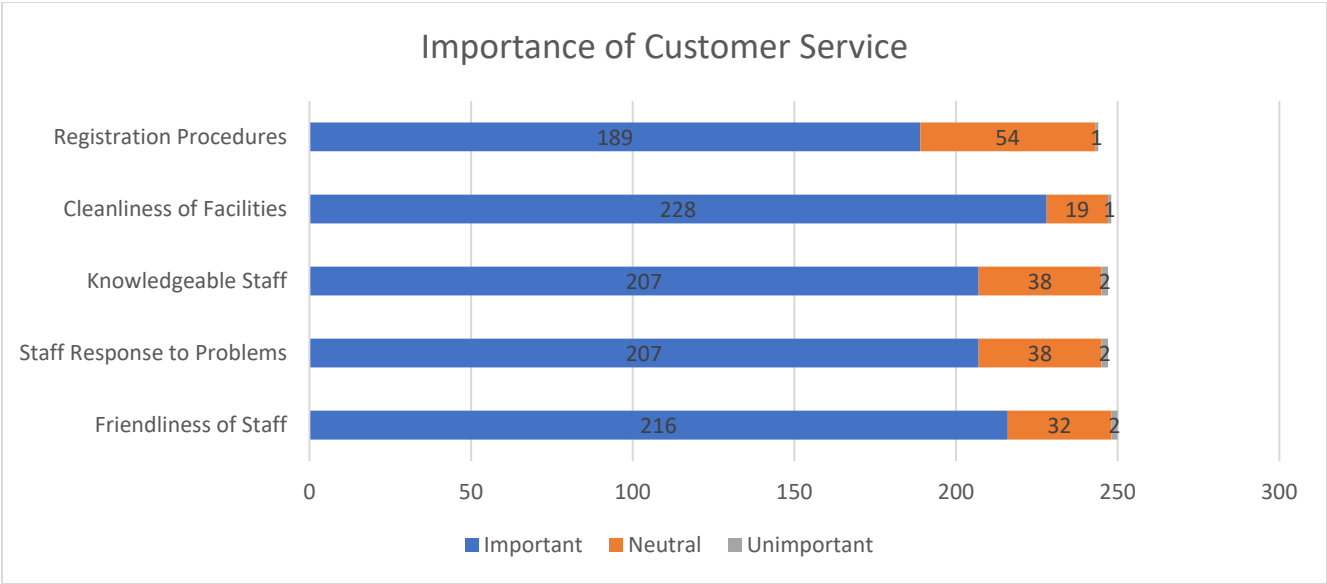


Question 20

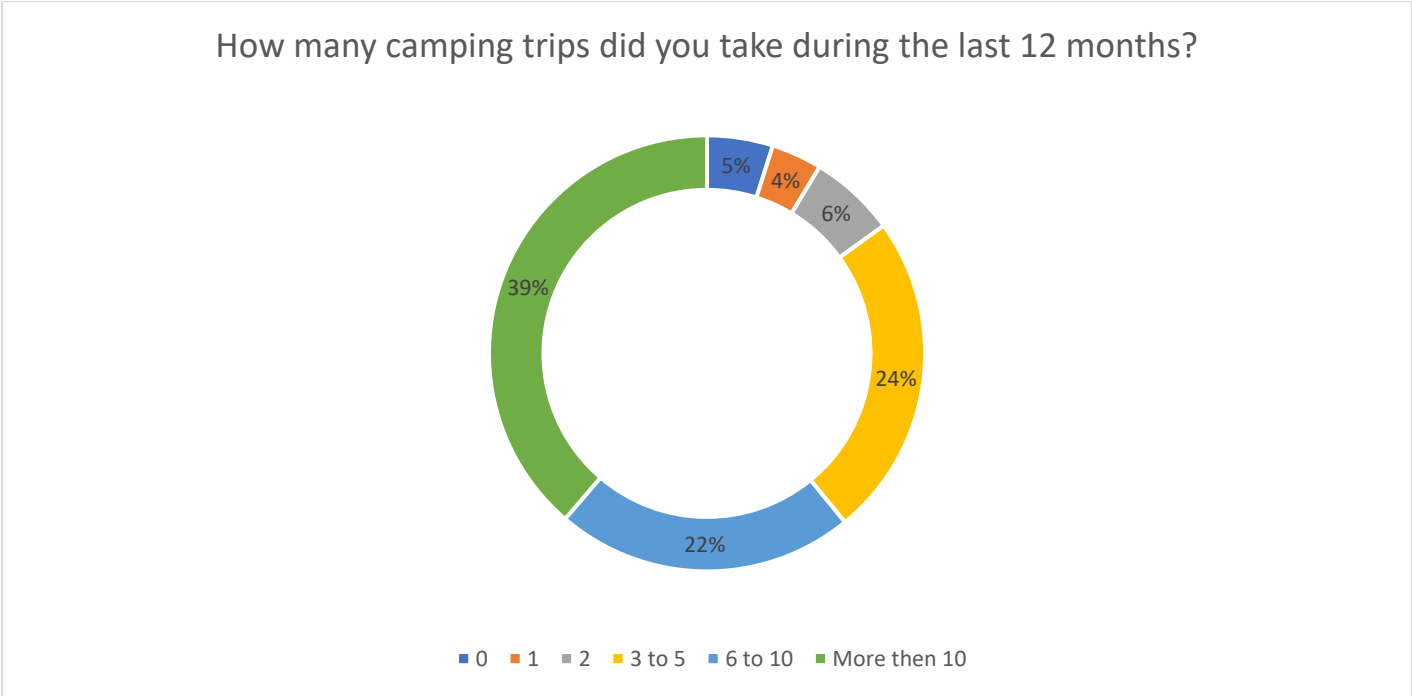
Importance of Campground Location



Question 21

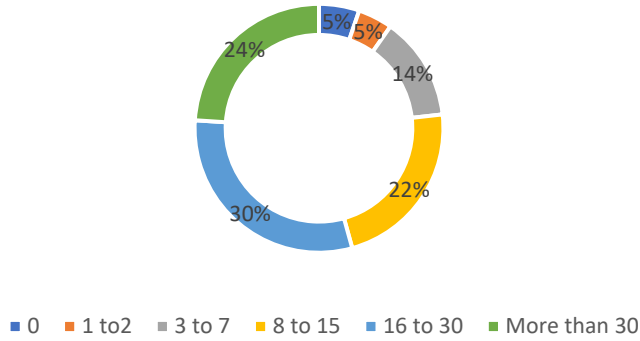


Question 22



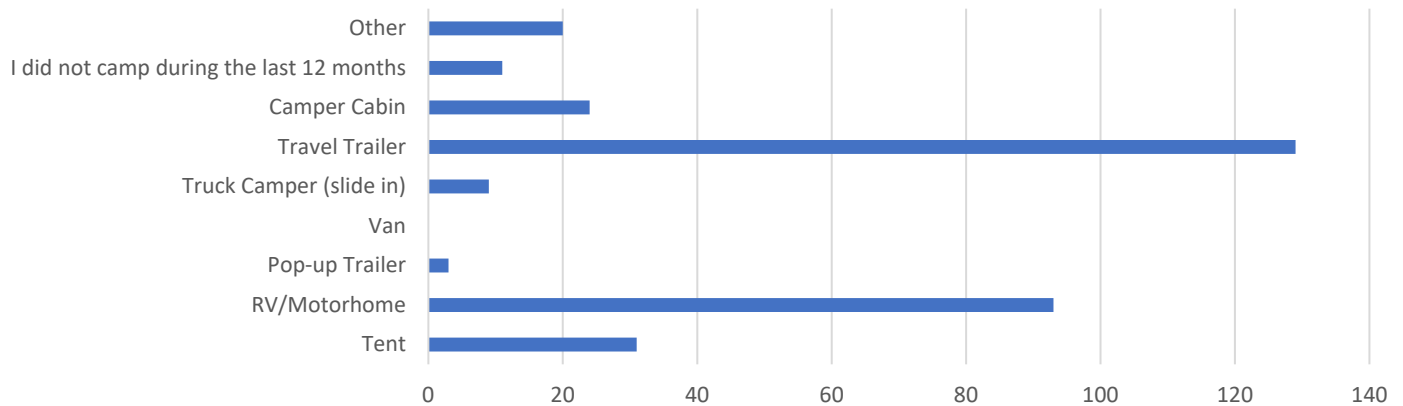
Question 23

How many total nights did you spend camping during the last 12 months?

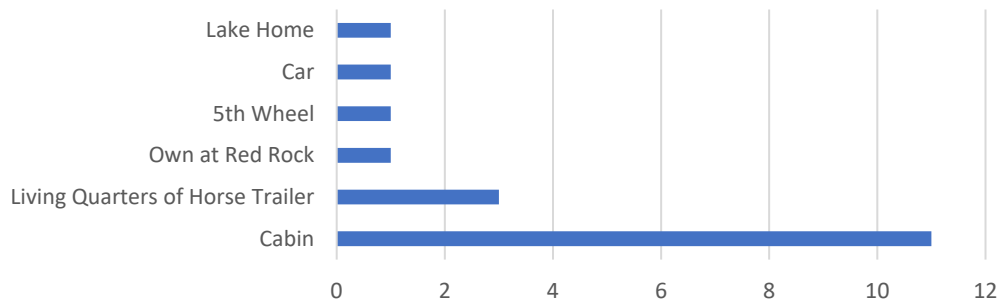


Question 24

What type of camping shelter did you and your camping party use during the last 12 months?

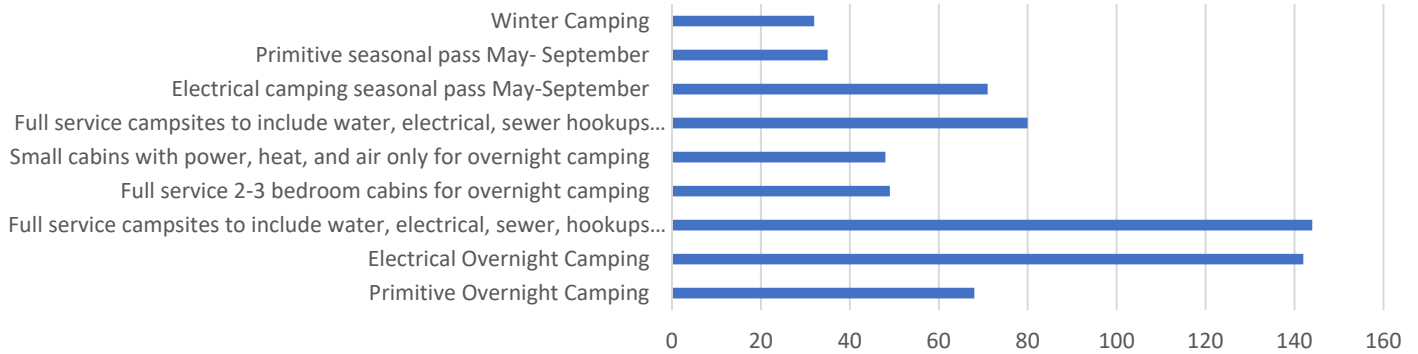


What type of camping shelter did you and your camping party use during the last 12 months?
(Other)

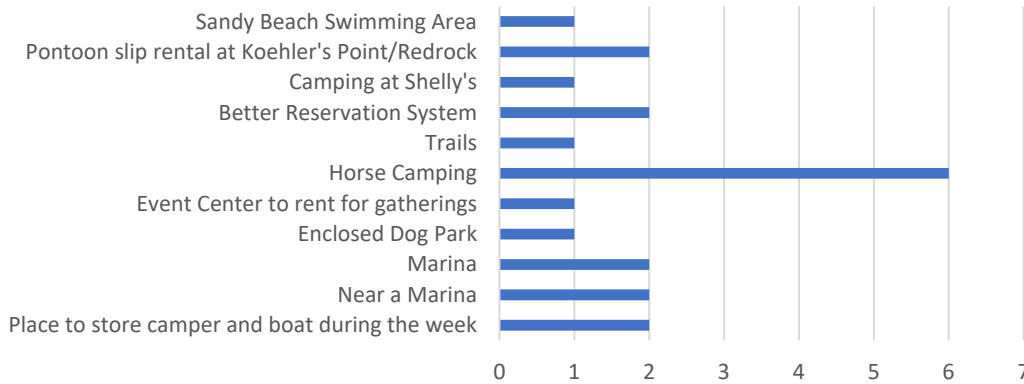


Question 25

What kinds of camping facilities or amenities would you be most interested in if Lake Tschida were to add facilities or amenities? Please check all that apply.

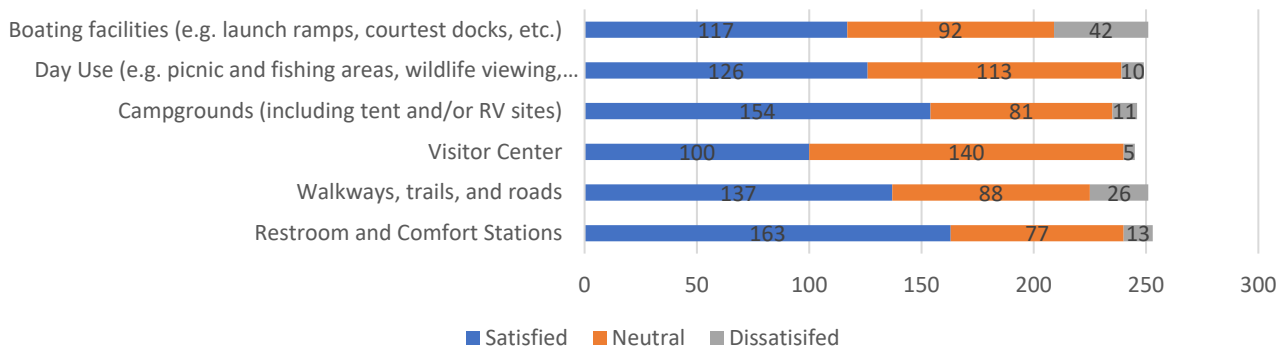


What kinds of camping facilities or amenities would you be most interested in if Lake Tschida were to add facilities or amenities? (Other)



Question 26

Satisfaction of Recreation Facilities



Is there anything else you would like to tell us about the recreation facilities?

Comment	Type	Location
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too crowded, scared the boats were going to hit each other.	Crowding	
At the Rimrock site, the camper next to us was very close & somewhat disappointed we camped between them and the lake. At night they burned something that smelled most caustic with smoke going directly to our camper. We would not likely camp there again.	Crowding	Rimrock
The downstream campgr is one of our favoritesit's away from the noisy lake and traffic. We are self contained and don't need anything except electricity. We drive from Moorhead to go there. If it gets too developed and busy...we likely would not go anymore.	General Comment	Downstream
very nice during the week	General Comment	
Survey sucked. Didn't populate my answers.	General Comment	
We have utilized a lot of different beaches around Lake Tschida while the lake has been low. I almost prefer the scheduled beaches to the popular day beach.	General Comment	
The pit toilets are some of the cleanest of anywhere I go. Keep up the good work!	General Comment	
Dirt roads into Lake Tschida need to be bladed weekly to prevent camper and vehicle damage. Some member of my family wont even camp at Lake Tschida due to the neglected dirt roads.	Maintenance - Road	
Dust is a major problem on the roads!	Maintenance - Road	
Road going to crappie creek needs work done.	Maintenance - Road	Crappie Creek
Roads are very dusty with the amount of traffic I've seen lately. Need better dust control!	Maintenance - Road	
Could the roads be bladed its terrible	Maintenance - Road	
Gravel road to gilligans house was terribly rough	Maintenance - Road	Gilligans Cabin
maintaining roads (there terrible)and filing in deep ruts at campsites	Maintenance - Road	
Roads are WAY too rough into Crappie Creek	Maintenance - Road	Crappie Creek
Paved roads would be a great improvement.	Maintenance - Road	
cancel last years reservations because the roads were terrible and wrecked our camper and pick ups	Maintenance - Road	
Grass is not always cut and weeds are not sprayed!	Maintenance - vegetation	
Make sure Grass is cut before each weekend	Maintenance - vegetation	
I really would like to see that vehicles would be able to drive along shore on the west side of Koehlers. There are a lot of elderly people that like to fish there but are not able to walk that far. Now, vehicles are not permitted to drive that shore and because there is very limited good shore fishing opportunities at Lake Tschida, i think that fishermen should have better access to the west side of Koehlers.	Recreation Facilities - ATV use	Koehlers Point

We want a sandy Beach for our kids to swim.	Recreation Facilities - Beach	
Need a 2nd boat dock at Koehler Point	Recreation Facilities - Boat Dock	Koehlers Point
Boat ramp dirt at crappie creek needs to be bladed, it's rutted out from rain water.	Recreation Facilities - Boat Ramp	Crappie Creek
Need more boat ramps and the ones that are there need maintenance	Recreation Facilities - Boat Ramp	
Boat ramps at Northshore and rimrock do not promote the use of larger boats (20') because too shallow	Recreation Facilities - Boat Ramp	Northshore, Rimrock
Reconstruct Rimrock boat ramp to extend into water at a greater angle. Too flat when water level is low.	Recreation Facilities - Boat Ramp	Rimrock
Better boat ramps	Recreation Facilities - Boat Ramp	
Bigger Boat Ramps so u can launch 2-3 boats at a time	Recreation Facilities - Boat Ramp	
Need to dredge the boat ramps at rim rock and north shore.	Recreation Facilities - Boat Ramp	Rimrock, Northshore
Koehler's Point needs additional boat ramp.	Recreation Facilities - Boat Ramp	Koehlers Point
Boat ramps are the worst in the state by far. Need to extend out further. If there is a storm its a mess trying to get boats loaded.	Recreation Facilities - Boat Ramp	
a better boat ramp at Koehlers	Recreation Facilities - Boat Ramp	Koehlers Point
When water is low we need more low water ramps	Recreation Facilities - Boat Ramp	
Better boat ramps for low water level!!	Recreation Facilities - Boat Ramp	
I would like to see docks and boat ramp at rattle snake point	Recreation Facilities - Boat Ramp, Dock	Rattlesnake Point
Koehler's Point needs a new double wide ramp, better dock, and a lot more parking. Also a marina would be very beneficial and in high demand.	Recreation Facilities - Boat Ramp, Dock, Marina	Koehlers Point
Need boat Ramp at Rattlesnake Point or a Marina there or near there!	Recreation Facilities - Boat Ramp, Marina	Rattlesnake Point
As much as we love camping at Koehlers it continues to be a hassle dealing with the traffic at the boat ramp and the problem of Red Rock people parking boats on the shore of camping areas.	Recreation Facilities - Boat Ramp, Parking	Koehlers Point
Boat ramp and trailer parking at Koelers Point is quite small and congested.	Recreation Facilities - Boat Ramp, Parking	Koehlers Point
Koehler boat ramp and parking need work	Recreation Facilities - Boat Ramp, Parking	Koehlers Point

Would like to see a larger boat ramp at Koelers point with more trailer parking	Recreation Facilities - Boat Ramp, Parking	Koehlers Point
Get Showers at downstream and water.	Recreation Facilities - Camping	Downstream
While I understand why there is no dumpsters at Koehlers it would sure be nice to not have to haul garbage home or drive 5 miles to use a dumpster.	Recreation Facilities - Camping	Koehlers Point
We absolutely love Rimrock. Keep adding electrical/water/sewer to all please!	Recreation Facilities - Camping	Rimrock
It is very hard to tell if the campsite is level enough for an RV either on the map or on the website. Also difficult to tell if you have access to a campsite when they are all grass sites. Maybe mark access routes?	Recreation Facilities - Camping	
RV camp sites need to be some what level.	Recreation Facilities - Camping	
leave spots to park camper	Recreation Facilities - Camping	
Some of the camping areas need to be leveled more so your camper is not high off the ground!	Recreation Facilities - Camping	
More fishing docks	Recreation Facilities - Dock	
A north side dump station would be nice	Recreation Facilities - dump station	North side
Would like to see an rv dump at Downstream campground	Recreation Facilities - Dump station	Downstream
A north side dump station would be nice	Recreation Facilities - Dump station	North side
I love loop A (Rimrock), loop B is a close second. We need more sites like these or add electric to more sites on loop A.	Recreation Facilities - Electrical	Rimrock
Need more electrical sites and WiFi would be nice	Recreation Facilities - Electrical	
Would be nice for all campsites to have electrical.	Recreation Facilities - Electrical	
We would appreciate being able to have access to electricity when camping in the primitive spots in Rimrock ... we love spot 3 which is considered primitive (best camping spot IMO) I have offered to pay for an electricity in order to camp there. Really do t understand why the best spots to camp in Rimrock are considered primitive!!	Recreation Facilities - Electrical	Rimrock
Electrical hookups at Koehlers campsites as well as other campsites, more full service campgrounds with shade (if possible)	Recreation Facilities - Electrical	Koehlers Point
Fish cleaning station on the south side of lake would be nice	Recreation Facilities - Fish Cleaning	South side

Rimrock campsite NEEDS a fishing pier to keep fishers off of the boating dock.	Recreation Facilities - Fishing Pier	Rimrock
We would be more likely to stay here if there were restaurants with boat access.	Recreation Facilities - Food	
We need more horse facilities.	Recreation Facilities - Horse	
It would be nice to have another choice for horses and camping.	Recreation Facilities - Horse	
We would come and camp specifically if there was an equestrian campground. We have stayed at Fort Ransom, Twisted Oaks, Little Missouri, Bar X (Medora, private) for trail riding/horse camping opportunities.	Recreation Facilities - Horse	
the recreation area lacks facilities for people who want to bring their horses to trail ride.	Recreation Facilities - Horse	
I would like Kayak launches and facilities to wash/sanitize boats for ANS.	Recreation Facilities - Kayak	
Docks for the Rimrock cabin renters and a mowed trail going up to the Rimrock cabins. Would be nice to keep the boat in the water while camping. More docks with slips in general for all campers to use while camping.	Recreation Facilities - Marina	Rimrock
We would like a marina	Recreation Facilities - Marina	
Marina at red rock and slips	Recreation Facilities - Marina	Red Rock
Would be great to be able to purchase your marine spot, reasonable price.	Recreation Facilities - Marina	
Would like Pontoon slip rental at Kohlers point/ Redrock	Recreation Facilities - Marina	Koehlers Point
More boat slip areas	Recreation Facilities - Marina	
Would love to see a marina near Koehlers point	Recreation Facilities - Marina	Koehlers Point
Full service marina would be nice for those that camp all summer long and most weekend. More cleaning stations around the lake would be helpful. More boat ramp accesses would be nice	Recreation Facilities - Marina, Fish Cleaning, Boat Ramp	
parking after launching my boat has been a problem during the summer holidays	Recreation Facilities - Parking	
Crappie creek offers very little shade for dogs that have to be tied up	Recreation Facilities - Shade	Crappie Creek
More shore access for shore fishing, remove rocks from Koehler's point. It's hard to fish for the kids or the elderly in the spring or fall when it's cool out if you can't drive on shore.	Recreation Facilities - Shore Fish	Koehlers Point
More activity for kids, the splash pad checked. sounded great	Recreation Facilities - Splash Pad	

The lack of hiking/biking trails is a real disappointment	Recreation Facilities - Trails	
More walking trails around the lake.	Recreation Facilities - Trails	
You have great terrain to put in mountain bike trails and it would be cheap and low maintance.	Recreation Facilities - Trails	
I want to see biking/hiking trails to connect the marina/cabin areas/camp areas together! And a park within the cabin areas similar to Schatz point park or beach park. The downstream park is lame and needs more stuff like the other two parks. Every time we have been at the other two parks there are lots of kids...not the case at downstream! The park needs swings/slide for kids!	Recreation Facilities - Trails, Playground	Downstream
Water hook ups at and restroom/shower facilities do not compare to state parks, although fees the same.	Recreation Facilities - Water	
Beautiful n fun place to camp. Wish potable water available more than not.	Recreation Facilities - Water	
Have water hookups for RV sites, showers were dirty.	Recreation Facilities - Water	
Potable H2O Downstream	Recreation Facilities - Water	Downstream
Another shower house especially for busy camping weekends	Recreation Facilities - Water	
Seasonal campsites would be awesome!!!! With sewer and water as well	Recreation Facilities - Water	
A single public bathhouse with running water and showers for south side primitive campsites.	Recreation Facilities - Water	South side
There needs to be a water supply at the Downstream campground.	Recreation Facilities - Water	Downstream
We tried Crappie Creek once but it doesn't have good water access or trees.	Recreation Facilities - Water	Crappie Creek
More day use would be nice. Love the fishing piers, would like to see more.	Recreation Facilities -Fishing Piers	
Frisbee golf course would be nice	Recreation Facilities-Frisbee Golf	
Well behaved dogs should be allowed leniency on leash laws. Being tied up all day isn't fun for anyone.	Rules/Safety/Law Enforcement	
There are excessive rules, no shells on the ground.	Rules/Safety/Law Enforcement	

<p>You need to allow us with low decibel generators to let them run 24/7 , some campers in electric sites air-conditioners are louder than my generator. 58 decibel generator conversations around fires are louder than that. I was discriminated last summer for my generator. Only one who was told to shut it off while others were allowed to let run and camp hosts coming through who are not even hosting the site then lie about a false complaint. I spend a lot of money every weekend camping there all summer. 58 decibel generators need to be allowed to run period.</p>	<p>Rules/Safety/Law Enforcement</p>	
<p>Koehler's point be checked more often with loud noises!</p>	<p>Rules/Safety/Law Enforcement</p>	<p>Koehlers Point</p>
<p>Limit the allowable days for fireworks.</p>	<p>Rules/Safety/Law Enforcement</p>	
<p>Need more patrolling on the lake by game warden/sheriff/whom ever to catch drunks boating as well as doing dangerous things around other boats. Before you invest any money in a marina please fix that or at least make it better. We were out there almost every single weekend and not one weekend did we not have an issue with that.</p>	<p>Rules/Safety/Law Enforcement</p>	
<p>Cabin owners are already paying an annual fee, yet when they have family park a camper behind their cabin, the camper must also pay per night. The cabin owner is providing the maintenance of the lot along with the utilities. I don't feel cabin owners should have to pay additional fees when campers are parked by their cabin.</p>	<p>Visitor Services</p>	
<p>Information board needs to be updated</p>	<p>Visitor Services</p>	
<p>The family that runs the boat gas place are very rude and extremely overpriced. I had an out of state family member help fill boat gas and the lady was rude and grumpy. Very sad. Time to get rid of the monopoly at the Lake. They need competition. Maybe they would be less snotty.</p>	<p>Visitor Services - Commercial</p>	
<p>Lack food services (both restaurant and groceries) is lacking</p>	<p>Visitor Services - Food</p>	
<p>Online reservation shows you are fully booked and we get there and you are not!</p>	<p>Visitor Services - Reservation Process</p>	
<p>We only camp downstream all summer long!. We love the bigger spaces where we have family gatherings. Only thing is wish we could see what is still available Friday afternoon on a spur of the moment!!! Otherwise we love everything.</p>	<p>Visitor Services - Reservation Process</p>	<p>Downstream</p>

Reservation booking system has a lot to be desired compared to state systems in searching for site availability, reservation system inconsistent in opening and not listing time or staff responding to inquiries.	Visitor Services - Reservation Process	
Being able to have a season pass for locations would be nice	Visitor Services - Reservation Process	
Your reservation website is not user friendly.	Visitor Services - Reservation Process	
Your reservation system extremely poor	Visitor Services - Reservation Process	
THE DISABILITY CAMPSITES SHOULD REQUIRE A DISABILITY PLACARD AND THEY SHOULD NEED TO ENTER THE PLACARD NUMBER WHEN MAKING RESERVATIONS. HAVE BEEN THERE WHEN YOUNG PEOPLE WITH NO DISABILITIES HAVE BEEN ON THOSE SITES WHEN WE HAVE HAD TO TAKE ONE THAT WASNT.	Visitor Services - Reservation Process	
Need to be able to book bigger parties at one time instead of having to go in to each camping are to reserve!	Visitor Services - Reservation Process	
The one thing that would be nice is when booking sites that there should be a cart so we don't have to book one site at a time	Visitor Services - Reservation Process	
Really would love to see Seasonal Camping Option!	Visitor Services - Reservation Process	
Campsites would be nice. Water quality limits our use of this lake past the end of June.	Water quality	
Lake smelled bad due to dying algae.	Water quality	

Question 27



Is there anything else you would like to tell us about the visitor services?

Comment	Type	Location
---------	------	----------

Small restaurant type food would be really great	Commercial Services	
Concession stand needs to be upgraded to include more inventory. Beer, cigarettes, ice, food, cheap firewood.	Commercial Services	
be nice if they had a visitor center with interaction/snack bar too	Commercial Services	
Would be nice to have more gift shop items. We really enjoyed that this past summer	Commercial Services	
I would like to see increase inventory of drumstick ice cream at North Shore.	Commercial Services	North Shore
I would like to see a full service marina.	Commercial Services	
Possibly a place to rent skis, wake boards, sail boat and other water toys.	Commercial Services	
Need more stores and restaurants	Commercial Services	
If you forget something it is kind of a drive to town to buy it.	Commercial Services	
Would really enjoy a sit down restaurant with more to offer than North Shore currently provides.	Commercial Services	
Roads are terrible. More maintenance is needed on roads.	Maintenance	
Leafy Spurge needs to be cleaned up it is more important to get that cleaned up than anything else you can build or add	Maintenance	
More dump stations. We did see Crappie was getting one during our last visit. Love being able to be by the water when camping.	Recreation Facilities	
Have not stayed at this facility but would if equestrian facilities were developed.	Recreation Facilities	
Overall satisfied. Wish that a yearly fishing tournament was discontinued. Love camping and boat fishing. Fishing quality is not good.	Recreation Facilities	
Paved roads to camp resorts	Recreation Facilities	
We want a sandy Beach for our kids to swim.	Recreation Facilities	
Dumpsters	Recreation Facilities	
Camp hosts that actually do their job and are present. Not just a free weekend camping spot for the season.	Visitor Services	
Always room for improvement but we love coming there once/year with our family! It's our one camping trip we take every summer. Thank you for all you do!	Visitor Services	

Only complaint. I had a run in with a security officer in which I felt was extremely unnecessary. A friend of mine brought out a fully licenses street legal side by side with a also fully licensed street legal trailer designed to be used as a hayride (minus the hay). We went for a small ride on it to go drive by the hidden shelter campground. That is a spot that i could not get into in past years cause my 5th wheeler didnt have enough clearance over my truck for the road. He told me the road was modified. I wanted to see it. This security guard was very disrespectful on yelling at us about shutting it down saying we were after noise ordinance. This side by side is a very quite vehicle. We werent being noisy. So we parked it and this security guy stayed parked at the top of the hill watching us for a couple hours. Meanwhile a loud truck with dual exhaust drove back and forth right by him about 4 times in that span. Not sure what that truck was driving around for, but it was much louder than my friends side by side and he was allowed to pass each time. So is it a noise ordinance thing or a legal side by side issue? As a father to young kids who was out on a family weekend trip taking them for a hayride I was rather surprised that we were treated that way and i had to comfort crying kids when they were told no more ride

Visitor
Services

Amazing customer service. Wonderful friendly hosts. Nice job.

Visitor
Services

It would be great if you could sponsor some activities/events during the summer while people are enjoying the lake. I really enjoy spending time at Lake Tschida!

Visitor
Services

Excellent staff. Take care of problem guests quickly. Areas to camp well kept and clean. Nice to see security/sheriffs frequent visits. Camp host makes rounds frequently. Love everything and everyone about downstream.

Visitor
Services

very friendly and helpful

Visitor
Services

Staff is always very helpful when changes of reservations are required.

Visitor
Services

I find the camp host at crappie creek very unfriendly.

Visitor
Services

Need to have after hours contact numbers for someone, there is nothing listed anywhere and there should be someone who can answer questions when office is closed.

Visitor
Services

See people drive through but no real interaction with staff. Not sure if there are emergency shelters or where this information is located. We have stayed twice & during our last stay there was a big storm. We camped in Crappie & the only shelter would have been the vault toilet.

Visitor
Services

Better security please

Visitor
Services

Very friendly staff, clean

Visitor
Services

Enjoy visiting the shop and neat to pick up a lake tschida souvenir. Always friendly and helpful.

Visitor
Services

I am very disappointed in the green algae. I will not camp at a lake with green algae

Water
quality

