

Lake Washington Ship Canal Project Master Plan 2026

Attachment E – Visitor Use Survey at the Lake Washington Ship Canal

EAXX-202-00-G3P-1735821983

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Summary of Recreation Area Survey June – August 2018

Customer Satisfaction Item	No. of Visitor Responses	Response Distribution (Percent)						Mean Response (1-5 Scale)
		Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)	Total	
Facilities:								
Suitability of park facilities for my recreational equipment and activities	93	71%	28%	1%	0%	0%	100%	4.7
Restroom cleanliness and availability of conveniences	86	55%	34%	10%	1%	0%	100%	4.4
Appearance of park grounds	98	77%	21%	1%	1%	0%	100%	4.7
Adequacy of signs providing directions and information	98	73%	26%	1%	0%	0%	100%	4.7
Parking space availability during my visit	87	54%	30%	11%	5%	0%	100%	4.3
Condition of roads and parking areas in the park	94	65%	32%	1%	2%	0%	100%	4.6
Employees:								
Availability of park rangers and staff	95	76%	23%	1%	0%	0%	100%	4.7
Helpfulness of park rangers and staff	94	81%	18%	1%	0%	0%	100%	4.8
Environmental Setting:								
Attractiveness of surrounding scenery and landscape	98	85%	12%	2%	1%	0%	100%	4.8
Quality of land and water resources for my activities	94	85%	14%	1%	0%	0%	100%	4.8
Overall:								
Waiting times needed to access park facilities and services	89	74%	25%	1%	0%	0%	100%	4.7
Feeling of safety and security in the park	98	79%	19%	1%	1%	0%	100%	4.8
Value received for any visitor fees paid	65	77%	23%	0%	0%	0%	100%	4.8
Overall satisfaction with my visit to this area	98	80%	20%	0%	0%	0%	100%	4.8

What do you like most about this area:

- Beautiful garden and lots of things going on. Rangers are friendly and helpful
HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES
- The benches *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

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- Natural beauty *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Katie McGillvray and Michael Vigil *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- fish *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- The locks and being able to see the salmon *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- gardens *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Customer service received by park ranger *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Gardens :) *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Walk here regularly, enjoy botanical garden *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Boats *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- I like the interaction with the tourists so encourage "regulars" to be patient with the tourists. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- the locks and seeing the fish/animals *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Everything *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Quiet, nice area to walk and relax. Enjoyed scenery *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Scenery *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Very informative! *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- The Locks, salmon ladder and fauna *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- The music *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Serenity *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- How diverse the plant life is in the park *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Commitment of USACE-NWS to recreation :) *HIRAM M. CHITTENDEN LOCKS RECREATION FACILITIES*
- Gorgeous gardens, loved the Boeing Employees Band *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Lots of space to lay out *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- I've been coming here for years, since I was a child. I love watching boats come and go through the locks. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- plants and landscape and locks *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- I love the onsite rangers. It was wonderful! Thank you! *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Wildlife *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

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- Grew up in Fremont. Lots of activities, walking, sounds, smells, environment is lovely. Trees marked as to type. WONDERFUL!! *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Uniqueness of locks operations *HIRAM M. CHITTENDEN LOCKS-RECREATION FACILITIES*
- trains *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Very interesting, keep the conservation, locks are amazing. and the rose garden was a highlight. :) *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- tugboats *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- salmon *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- watching salmon *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Beautiful, interesting. I love watching the boats come through, fish ladder and using park to cross through to discovery park. *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Cool and green on a hot day *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Water life *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Seeing the boats *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Fish Ladder *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- the boats *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- The scenery and wildlife *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- All of the park and fish locks *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Flowers everywhere! *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Beautiful surroundings, very interesting to watch boats and lock operations, great easy-going family friendly vibe. A great place to visit! *HIRAM M. CHITTENDEN LOCKSRECREATION FACILITIES*
- Outside, nature, history of locks *HIRAM M. CHITTENDEN LOCKS-RECREATION FACILITIES*
- Love it all! *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- salmon *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- garden *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- boats :) *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Very green. Well maintained. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- fish ladder and lock *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Watching the locks *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Everything *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

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- Seeing all the boats *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Seeing all forms of transportation coming together at locks and the wildlife - salmon, birds, couple sightings of sea lions. A very dynamic operation amid beautiful gardens A+! *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Friendly staff *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

What improvements would you like to see in this area:

FAC - Buildings Restrooms/Shower Houses

- Men's room at fish ladder smelled of urine. *HIRAM M. CHITTENDEN LOCKS RECREATION FACILITIES*
- The bathrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- more restrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- new restrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- bathrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Restrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

FAC - Other Facilities

- more bike racks *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- tables to eat at *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- a cafe *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- picnic tables needed *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Cleaner bathrooms, more bike racks on south side, traffic is terrible to navigate for bike commuters *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

FAC - Roads & Parking

- Parking biggest shortage *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- parking *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

OTHER - Miscellaneous Comments

- Nice! Continue recreational efforts *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Beautiful, very clean *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- A garden tour would be nice *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Complete the Gilman trail - Ballard bypass *HIRAM M. CHITTENDEN LOCKS RECREATION FACILITIES*
- Less Children *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

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- Very satisfied for most part. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

OTHER - No Comment or Suggestion Offered

- N/A *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- nothing, very nice and cool *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- I have none :) *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- none *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- none. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- none *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- None *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- none *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- None, it's honestly an awesome park *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- N/A *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- none *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

SVC - Facility Cleaning

- Goose feces all over park *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Restrooms need an upgrade. Buy tissue paper for restroom that is not so thin and shreadable. *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*
- Cleaner salmon ladder and soap in the restrooms *HIRAM M. CHITTENDEN LOCKS RECREATION FACILITIES*
- Cleaner bathrooms *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

SVC - Visitor Assistance

- MORE RANGERS *HIRAM M. CHITTENDEN LOCKS- RECREATION FACILITIES*

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Summary of Visitor Center Survey June – August 2018
Lake Washington Ship Canal Visitor Center

How *important* were each of the following to your visit?

Customer Satisfaction Item	No. of Visitor Responses	Response Distribution (Percent)					Total	Mean Response (1-4 Scale)
		Very Important (4)	Important (3)	Somewhat Important (2)	Not Important (1)			
Facilities:								
Exhibits	161	65%	29%	6%	1%	100%	3.6	
Restrooms	153	45%	38%	14%	3%	100%	3.3	
Parking	147	45%	33%	18%	5%	100%	3.2	
Accessibility to persons with disabilities	135	56%	24%	13%	7%	100%	3.3	
Programs & Services:								
Interpretive presentations & films	153	39%	46%	12%	3%	100%	3.2	
Guided tours	148	36%	32%	26%	5%	100%	3.0	
Pamphlets & brochures	154	31%	33%	25%	11%	100%	2.8	
Having staff available for assistance	158	53%	36%	9%	2%	100%	3.4	
Having staff available for assistance	158	53%	36%	9%	2%	100%	3.4	
Bookstore	148	30%	28%	33%	9%	100%	2.8	
Overall:								
Learning opportunities	157	67%	26%	6%	1%	100%	3.6	
Exhibits & activities for children	132	61%	23%	11%	5%	100%	3.4	

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How *satisfied* were you with each of the following today?

Customer Satisfaction Item	No. of Visitor Responses	Response Distribution (Percent)					Total	Mean Response (1-4 Scale)
		Very Good (5)	Good (4)	Average (3)	Poor (2)	Very Poor (1)		
Facilities:								
Exhibits	154	57%	40%	3%	0%	0%	100%	4.5
Restrooms	133	51%	44%	3%	1%	1%	100%	4.4
Parking	134	42%	40%	13%	4%	0%	100%	4.2
Accessibility to persons with disabilities	113	50%	46%	2%	2%	0%	100%	4.5
Programs & Services:								
Interpretive presentations & films	124	55%	40%	6%	0%	0%	100%	4.5
Guided tours	69	65%	32%	3%	0%	0%	100%	4.6
Pamphlets & brochures	141	50%	46%	4%	0%	0%	100%	4.5
Availability of visitor center staff	155	78%	21%	1%	1%	0%	100%	4.8
Helpfulness of visitor center staff	157	84%	15%	1%	1%	0%	100%	4.8
Items for sale in the bookstore	130	40%	48%	9%	2%	1%	100%	4.2
Overall:								
Learning experience	154	61%	37%	2%	0%	0%	100%	4.6
Exhibits & activities for children	124	49%	44%	7%	0%	0%	100%	4.4
Overall satisfaction with the visitor center	156	64%	33%	3%	0%	0%	100%	4.6