Umtanum Recreation Site
Visitor Survey

Introduction

In order for the Bureau of Land Management (BLM) to comply with the Government Performance and Results Act (GPRA), and better meet the needs of the public; a visitor satisfaction survey was conducted at 21 BLM recreation sites in 12 states during fiscal year 2007 (FY07). The survey was developed to measure each site's performance related to BLM GPRA Goal 3.1 - Provide for a quality recreation experience, including access, and enjoyment of natural and cultural resources on DOI managed and partnered lands and waters; and Goal 3.2 - Provide for and receive fair value in recreation. The information collected during the survey will also help the BLM better serve the public. The survey collected visitor satisfaction data regarding visitor information (i.e., use of maps, signs, brochures), developed facilities, managing recreation use, resource management, BLM staff and customer service, and educational and interpretive materials.

The results of the visitor satisfaction survey conducted at Umtanum Recreation Site are summarized in this data report. A description of the research methods and limitations can be found on the next page. Below (left) is a graph summarizing visitor opinions of the "overall quality of recreation experience." The satisfaction measure next to this graph is a combined percentage of "good" and "very good" responses. This is the primary performance measure for GPRA Goal 3.1 and should be used for reporting performance for this goal (NOTE: the satisfaction measure may not equal the sum of "very good" and "good" percentages due to rounding).

The response rate for this site survey was 100%. The graph and satisfaction measure summarizing visitor opinions of the “value for fee paid”, which is the primary performance measure for GPRA Goal 3.2, can be found on page 9.

**Overall quality of recreation experience**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
</tr>
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<tbody>
<tr>
<td>Very good</td>
<td>32%</td>
</tr>
<tr>
<td>Good</td>
<td>58%</td>
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<tr>
<td>Average</td>
<td>8%</td>
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<tr>
<td>Poor</td>
<td>2%</td>
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<tr>
<td>Very poor</td>
<td>0%</td>
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**FY07 GPRA Satisfaction Measure**

Percentage of site visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

91%

Report prepared by the University of Idaho Park Studies Unit for the Bureau of Land Management, US Department of the Interior
Understanding the Results

Inside this report are graphs that illustrate the survey results. The report contains 8 categories of data regarding BLM amenities, staff, and services plus selected demographics. Within these categories are graphs for each indicator evaluated by site visitors. For example, the Visitor Information category includes indicators such as “providing useful maps and brochures,” “adequate signs on site for direction,” and so forth. In each category there is a graph entitled “Everything Considered” this graph is the basis for determining visitor satisfaction for each category and GPRA reporting numbers.

Each graph includes the following information:

- The number of visitor responses for the indicator;
- The percentage of responses which were "very good," "good," "average," "poor," and "very poor;"
- A "satisfaction measure" that combines the percentage of total responses which were "very good" or "good;", and
- An average evaluation score (mean score) based on the following values: very poor= 1, poor= 2, average= 3, good= 4, very good= 5.

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<th>2</th>
<th>3</th>
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<tbody>
<tr>
<td>Very</td>
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</table>

- The higher the average evaluation score, the more positive the visitor response
- Graph percentages may not equal 100% due to rounding

Research Methods

Surveys were distributed to a random sample of visitors at this site during a selected period in FY07. The survey response rate is described on the first page of this report, meaning that 100% of those randomly sampled responded to the survey. The data reflect visitor opinions about this site’s facilities, management, services, educational opportunities, and fees during the survey period. Visitor activities and selected demographics were also captured. A representative sample of the general visitor population were surveyed at selected locations. The results do not necessarily apply to visitors during other times of the year, or visitors who did not visit the survey locations on site.

Returned surveys were electronically scanned and the data analyzed. Frequency distributions were calculated for each indicator and category.

All percentage calculations were rounded to the nearest percent.

The survey response rate is described on the first page of this report. The sample size (n) varies from figure to figure, depending on the number of responses.

Caution is advised when interpreting any data with a sample size of less than 30. In such cases, the word “CAUTION!” is included in the graph. This report excludes any indicator with less than 10 responses.

For most indicators, the survey data are expected to be accurate within ± 6% with 95% confidence. This means that if different samples had been drawn, the results would have been similar (±6%) 95 out of 100 times.

For more information about this survey, contact Jennifer Hoger Russell, BLM Survey Project Coordinator at the University of Idaho Park Studies Unit (208) 885-4806
**Umtanum Recreation Site**  
Visitor Information

### Providing useful maps and brochures

**FY07:** 42 respondents  

- **Very good:** 62%  
- **Good:** 14%  
- **Average:** 21%  
- **Poor:** 2%  
- **Very poor:** 0%

**FY07**  
Satisfaction measure: 76%  
Average evaluation score: 3.9

### Providing adequate signs on site for direction and orientation

**FY07:** 46 respondents  

- **Very good:** 15%  
- **Good:** 57%  
- **Average:** 20%  
- **Poor:** 2%  
- **Very poor:** 0%

**FY07**  
Satisfaction measure: 72%  
Average evaluation score: 3.8

### Ensuring public awareness of rules and regulations

**FY07:** 50 respondents  

- **Very good:** 28%  
- **Good:** 56%  
- **Average:** 12%  
- **Poor:** 4%  
- **Very poor:** 0%

**FY07**  
Satisfaction measure: 84%  
Average evaluation score: 4.1

### Everything considered: quality of BLM visitor information

**FY07:** 50 respondents  

- **Very good:** 16%  
- **Good:** 68%  
- **Average:** 14%  
- **Poor:** 2%  
- **Very poor:** 0%

**FY07**  
Satisfaction measure: 84%  
Average evaluation score: 4
Maintaining roads for motorized vehicles
FY07: 52 respondents

Maintaining trails for non-motorized use
FY07: 43 respondents

Maintaining cleanliness of restrooms and other physical facilities
FY07: 45 respondents

Everything considered: overall condition of developed facilities
FY07: 52 respondents
The results of the visitor satisfaction survey conducted at Umtanum Recreation Site are summarized in this report. Each satisfaction measure, including access, and enjoyment of natural and cultural resources on DOI managed and partnered lands and services for recreation activities is the primary performance measure for GPRA Goal 3.1 and should be used for reporting performance for FY07.

**Managing the appropriate use of vehicles**
- FY07: 48 respondents
- Satisfaction measure: 88%
- Average evaluation score: 4

**Keeping noise at appropriate levels**
- FY07: 47 respondents
- Satisfaction measure: 74%
- Average evaluation score: 4

**Providing sufficient law enforcement presence to prevent crime**
- FY07: 47 respondents
- Satisfaction measure: 91%
- Average evaluation score: 4.3

**Everything considered: visitor and recreation management**
- FY07: 51 respondents
- Satisfaction measure: 88%
- Average evaluation score: 4.1
Adequately protecting the natural resources

FY07: 52 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tbody>
<tr>
<td>Very good</td>
<td>38%</td>
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<tr>
<td>Good</td>
<td>50%</td>
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<tr>
<td>Average</td>
<td>12%</td>
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<td>Poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 88%
Average evaluation score: 4.3

Ensuring that visitor activities do not infringe on resource protection

FY07: 48 respondents

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FY07: Satisfaction measure: 88%
Average evaluation score: 4.2

Adequately protecting the cultural resources

FY07: 44 respondents

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FY07: Satisfaction measure: 89%
Average evaluation score: 4.3

Everything considered: BLM protection of natural and cultural resources

FY07: 52 respondents

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FY07: Satisfaction measure: 92%
Average evaluation score: 4.3
Staff treated me courteously  
FY07: 50 respondents  
Very good: 78%  
Good: 22%  
Rating  
Average: 0%  
Poor: 0%  
Very poor: 0%  
FY07: Satisfaction measure: 100%  
Average evaluation score: 4.8

Staff demonstrated knowledge about the natural and cultural resources in the area  
FY07: 33 respondents  
Very good: 58%  
Good: 42%  
Rating  
Average: 0%  
Poor: 0%  
Very poor: 0%  
FY07: Satisfaction measure: 100%  
Average evaluation score: 4.6

Staff demonstrated knowledge about recreational opportunities in the area  
FY07: 40 respondents  
Very good: 58%  
Good: 43%  
Rating  
Average: 0%  
Poor: 0%  
Very poor: 0%  
FY07: Satisfaction measure: 100%  
Average evaluation score: 4.6

Everything considered: performance of BLM staff  
FY07: 50 respondents  
Very good: 60%  
Good: 40%  
Rating  
Average: 0%  
Poor: 0%  
Very poor: 0%  
FY07: Satisfaction measure: 100%  
Average evaluation score: 4.6
Providing quality educational and interpretive material about the resources at this site

FY07: 37 respondents

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</tr>
<tr>
<td>Very poor</td>
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FY07: Satisfaction measure: 70%
Average evaluation score: 3.9

Providing a sufficient quantity of educational and interpretive materials about the resources at this site

FY07: 37 respondents

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FY07: Satisfaction measure: 70%
Average evaluation score: 3.8

Should the BLM provide more educational and interpretive material about this area's resources?

FY07: 45 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tbody>
<tr>
<td>Yes</td>
<td>80%</td>
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<tr>
<td>No</td>
<td>20%</td>
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FY07: Satisfaction measure: 75%
Average evaluation score: 3.9

Providing stewardship information on how to protect the cultural and natural resources

FY07: 36 respondents

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<tbody>
<tr>
<td>Very good</td>
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FY07: Satisfaction measure: 75%
Average evaluation score: 4

Providing information about resource preservation and management in this area

FY07: 31 respondents

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</tr>
<tr>
<td>Poor</td>
<td>6%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
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FY07: Satisfaction measure: 71%
Average evaluation score: 3.8

Everything considered: interpretive and educational program

FY07: 40 respondents

<table>
<thead>
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<tbody>
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<tr>
<td>Good</td>
<td>63%</td>
</tr>
<tr>
<td>Average</td>
<td>23%</td>
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<tr>
<td>Poor</td>
<td>3%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY07: Satisfaction measure: 75%
Average evaluation score: 3.9
Staff demonstrated knowledge about educational and interpretive material in this area.

**Total fees paid**
FY07: 55 respondents

- No fees: 24%
- Under $25: 87%
- $25 - $50: 7%
- > $50: 2%

**How appropriate was the fee charged for this site/area?**
FY07: 44 respondents

- Far too low: 0%
- Too low: 2%
- About right: 84%
- Too high: 11%
- Far too high: 2%

**The value of the recreation opportunity was at least equal to the fee asked to pay.**
FY07: 43 respondents

- Strongly agree: 30%
- Agree: 49%
- Not sure: 21%
- Disagree: 0%
- Strongly disagree: 0%
**Primary activities**

**FY07: 53 respondents**

- **Camping** 57%
- **Fishing** 21%
- **Hunting** 0%
- **Sightseeing** 26%
- **Picnicking** 15%
- **Hiking/walking** 42%
- **Swimming** 23%
- **Motorized boating** 0%
- **Non-motorized boating/rafting** 34%
- **Horseback riding** 2%
- **Bicycling** 2%
- **Motorized recreation vehicles** 2%
- **Education and interpretation** 0%
- **Birdwatching/wildlife viewing** 11%
- **Other** 11%

**Proportion of respondents**

**Percentages do not equal 100 because visitors could choose more than one activity.**
Providing a sufficient FY07 rating:

- Satisfaction measure: 100%
- Satisfaction measure: 100%
- Satisfaction measure: 70%

**Very good**
- Average evaluation score: 3.8
- Good
- Poor
- Very poor
- Average
- Very good
- Poor
- Good
- Very poor
- Average

**Very poor**
- Average evaluation score: 4.8
- Good
- Poor
- Very poor
- Average
- Very good
- Poor
- Good
- Very poor
- Average

**Average**
- Average evaluation score: 4
- Good
- Poor
- Very poor
- Average
- Very good
- Poor
- Good
- Very poor
- Average

**Very good**
- Average evaluation score: 4.6
- Good
- Poor
- Very poor
- Average
- Very good
- Poor
- Good
- Very poor
- Average

Visitor group composition (under 12):
- 0%
- 0%
- 0%

Visitor group composition (13-17):
- 0%
- 0%

Visitor group composition (18 and over):
- 0%
- 0%

Number of adults 18-21:
- 0%
- 20%

Number of adults 22-30:
- 0%
- 20%

Number of adults 31-40:
- 0%
- 40%

Number of adults 41:
- 0%
- 23%

**Percentages do not equal 100 because visitors could choose more than one activity.**

Activities:
- Non-motorized recreation
- Motorized recreation
- Picnicking
- Swimming
- Hunting
- Education
- Recreation vehicles
- Boating
- Bicycling
- Horseback riding
- Sightseeing
- Far too low
- Too low
- About right
- Neither too low nor too high
- Too high
- Under $25
- $25 - $50
- > $50
- No fees
- Full fee asked to pay
- Too high
- Too low
- About right
- Neither too low nor too high
- Too low
- Too high
- Full fee asked to pay
- No fees
- Under $25
- $25 - $50
- > $50

**Specific**
- 0%
- 20%

**Goal**
- 0%
- 20%

Site preservation and management:
- 0%
- 20%

Proportion respondents:
- 0%
- 20%

Staff demonstrated knowledge about the park:
- 0%
- 20%

Providing information about resource use:
- 0%
- 20%

Providing stewardship information on how to protect the cultural and natural resources:
- 0%
- 20%

Education and interpretive materials:
- 0%
- 20%

Proportion respondents:
- 0%
- 20%

Proportion of respondents:
- 0%
- 20%

Proportion respondents:
- 0%
- 20%

Service:
- 0%
- 20%

Staff:
- 0%
- 20%

**Proportion of respondents:**
- 0%
- 20%

**Primary activities**:
- 0%
- 20%

**Proportion of respondents:**
- 0%
- 20%

Park Studies Unit