Huckleberry Campground
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 24 BLM recreation sites in 13 states during fiscal year 2012 (FY12). 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 Huckleberry Campground 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 89%. 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>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>68%</td>
</tr>
<tr>
<td>Good</td>
<td>25%</td>
</tr>
<tr>
<td>Average</td>
<td>6%</td>
</tr>
<tr>
<td>Poor</td>
<td>0%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY12 - 111 respondents

<table>
<thead>
<tr>
<th>FY12</th>
<th>Satisfaction measure: 94%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average evaluation score: 4.6</td>
</tr>
</tbody>
</table>

### FY12 GPRA Satisfaction Measure

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

94%
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.

```
Very | Poor | Good
     |   1  |   2   |   3  |   4   |   5
```

- 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 FY12. The survey response rate is described on the first page of this report, meaning that 89% 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 with in ±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
Huckleberry Campground
Visitor Information

Providing useful maps and brochures
FY12: 118 respondents

Rating

FY12

Satisfaction measure: 89%
Average evaluation score: 4.4

Ensuring public awareness of rules and regulations
FY12: 125 respondents

Rating

FY12

Satisfaction measure: 89%
Average evaluation score: 4.4

Providing useful information on the Internet
FY12: 71 respondents

Rating

FY12:

Satisfaction measure: 76%
Average evaluation score: 4.2

Providing adequate signs on site for direction and orientation
FY12: 128 respondents

Rating

FY12:

Satisfaction measure: 89%
Average evaluation score: 4.5

Everything considered: quality of BLM visitor information
FY12: 124 respondents

Rating

FY12:

Satisfaction measure: 94%
Average evaluation score: 4.5
Huckleberry Campground
Developed Facilities

Maintaining roads for motorized vehicles
FY12: 128 respondents

Rating

Very good

Very poor

Satisfaction measure: 95%
Average evaluation score: 4.7

Maintaining a clean site
FY12: 127 respondents

Rating

Very good

Very poor

Satisfaction measure: 96%
Average evaluation score: 4.8

Maintaining trails for non-motorized use
FY12: 73 respondents

Rating

Very good

Very poor

Satisfaction measure: 81%
Average evaluation score: 4.1

Maintaining cleanliness of restrooms and other physical facilities
FY12: 123 respondents

Rating

Very good

Very poor

Satisfaction measure: 97%
Average evaluation score: 4.8

Everything considered: overall condition of developed facilities
FY12: 129 respondents

Rating

Very good

Very poor

Satisfaction measure: 97%
Average evaluation score: 4.7
Managing the appropriate use of vehicles

FY12: 124 respondents

Rating

Very good 60%
Good 33%
Average 6%
Poor 0%
Very poor 0%

FY12: Satisfaction measure: 94%
Average evaluation score: 4.5

Managing the number of people

FY12: 123 respondents

Rating

Very good 57%
Good 37%
Average 4%
Poor 1%
Very poor 0%

FY12: Satisfaction measure: 93%
Average evaluation score: 4.5

Keeping noise at appropriate levels

FY12: 123 respondents

Rating

Very good 91%
Good 31%
Average 7%
Poor 1%
Very poor 0%

FY12: Satisfaction measure: 92%
Average evaluation score: 4.5

Providing sufficient law enforcement presence to prevent crime

FY12: 85 respondents

Rating

Very good 40%
Good 29%
Average 29%
Poor 0%
Very poor 0%

FY12: Satisfaction measure: 69%
Average evaluation score: 4.0

Everything considered: visitor and recreation management

FY12: 121 respondents

Rating

Very good 57%
Good 30%
Average 7%
Poor 0%
Very poor 0%

FY12: Satisfaction measure: 93%
Average evaluation score: 4.5
Understanding the Results

**Adequately protecting the natural resources**

- **FY12:** 123 respondents
- **Very good:** 54%
- **Good:** 36%
- **Average:** 11%
- **Poor:** 1%
- **Very poor:** 0%

**FY12**
- Satisfaction measure: 89%
- Average evaluation score: 4.4

**Ensuring that visitor activities do not infringe on resource protection**

- **FY12:** 107 respondents
- **Very good:** 56%
- **Good:** 30%
- **Average:** 14%
- **Poor:** 0%
- **Very poor:** 0%

**FY12**
- Satisfaction measure: 86%
- Average evaluation score: 4.4

**Adequately protecting the cultural resources**

- **FY12:** 83 respondents
- **Very good:** 58%
- **Good:** 30%
- **Average:** 12%
- **Poor:** 0%
- **Very poor:** 0%

**FY12**
- Satisfaction measure: 88%
- Average evaluation score: 4.5

**Everything considered: BLM protection of natural and cultural resources**

- **FY12:** 123 respondents
- **Very good:** 52%
- **Good:** 33%
- **Average:** 15%
- **Poor:** 0%
- **Very poor:** 0%

**FY12**
- Satisfaction measure: 85%
- Average evaluation score: 4.4
Staff treated me courteously
FY12: 125 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of respondents</td>
<td>81%</td>
<td>18%</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY12: Satisfaction measure: 98%
Average evaluation score: 4.8

Staff demonstrated knowledge about the natural and cultural resources in the area
FY12: 97 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of respondents</td>
<td>72%</td>
<td>20%</td>
<td>6%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

FY12: Satisfaction measure: 93%
Average evaluation score: 4.6

Staff demonstrated knowledge about recreational opportunities in the area
FY12: 102 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of respondents</td>
<td>30%</td>
<td>16%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
</tr>
</tbody>
</table>

FY12: Satisfaction measure: 96%
Average evaluation score: 4.7

Everything considered: performance of BLM staff
FY12: 120 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Very good</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of respondents</td>
<td>78%</td>
<td>17%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY12: Satisfaction measure: 95%
Average evaluation score: 4.7
Providing *quality* educational and interpretive material about the resources at this site

FY12: 96 respondents

- **Very good**: 43%
- **Good**: 39%
- **Average**: 18%
- **Poor**: 3%
- **Very poor**: 1%

FY12: Satisfaction measure: 81%
Average evaluation score: 4.2

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

FY12: 91 respondents

- **Very good**: 36%
- **Good**: 35%
- **Average**: 15%
- **Poor**: 7%
- **Very poor**: 4%

FY12: Satisfaction measure: 74%
Average evaluation score: 4

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

FY12: 94 respondents

- **Very good**: 49%
- **Good**: 34%
- **Average**: 16%
- **Poor**: 3%
- **Very poor**: 1%

FY12: Satisfaction measure: 83%
Average evaluation score: 4.3

Everything considered: interpretive and educational program

FY12: 99 respondents

- **Very good**: 37%
- **Good**: 39%
- **Average**: 20%
- **Poor**: 2%
- **Very poor**: 1%

FY12: Satisfaction measure: 77%
Average evaluation score: 4.1
Huckleberry Campground

Fees

Total fees paid
FY12: 133 respondents

<table>
<thead>
<tr>
<th>Amount spent</th>
<th>Proportion of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>No fees</td>
<td>12%</td>
</tr>
<tr>
<td>Under $25</td>
<td>17%</td>
</tr>
<tr>
<td>$25 - $50</td>
<td>31%</td>
</tr>
<tr>
<td>&gt; $50</td>
<td>41%</td>
</tr>
</tbody>
</table>

How appropriate was the fee charged for this site/area?
FY12: 126 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Far too low</td>
<td>0%</td>
</tr>
<tr>
<td>Too low</td>
<td>0%</td>
</tr>
<tr>
<td>About right</td>
<td>83%</td>
</tr>
<tr>
<td>Too high</td>
<td>10%</td>
</tr>
<tr>
<td>Far too high</td>
<td>1%</td>
</tr>
</tbody>
</table>

The value of the recreation opportunity was at least equal to the fee asked to pay.
FY12: 126 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>39%</td>
</tr>
<tr>
<td>Agree</td>
<td>59%</td>
</tr>
<tr>
<td>Not Sure</td>
<td>7%</td>
</tr>
<tr>
<td>Disagree</td>
<td>4%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>1%</td>
</tr>
</tbody>
</table>

Commercial Recreation Operations

Quality of Commercial Services
FY12: 5 respondents

The chart for this question has been excluded because there were fewer than 10 responses. See page 2 for discussion regarding the required minimum response count.
**Primary activities**

FY12: 133 respondents**

- Camping: 94%
- Fishing: 53%
- Hunting: 5%
- Target shooting: 7%
- Sightseeing: 36%
- Picnicking: 14%
- Hiking/walking: 44%
- Swimming: 29%
- Motorized boating: 1%
- Non-motorized boating/rafting: 27%
- Horseback riding: 1%
- Rock climbing: 1%
- Driving for pleasure: 26%
- Bicycling: 17%
- Motorized recreation vehicles: 20%
- Education and interpretation: 4%
- Birdwatching/wildlife viewing: 17%
- Other: 5%

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

Programs (interpretive, walk, tour, exhibit, presentations, etc.)

**Quality of program(s) attended**

FY12: 4 respondents

The chart for this question has been excluded because there were fewer than 10 responses. See page 2 for discussion regarding the required minimum response count.

FY12

Satisfaction measure: 100%

Average evaluation score: 5
Huckleberry Campground
Demographics

Visitor group composition
FY12: 114 groups

Age group
- Adults (18 and over): 78%
- Teenagers (13-17): 9%
- Children (under 12): 14%

Number of teenagers (13-17) in group
FY12: 114 groups

- 6 and more: 1%
- 3-5: 1%
- 1-2: 13%
- none: 83%

Number of adults (18 and over) in group
FY12: 114 groups

- 6 and more: 0%
- 3-5: 21%
- 1-2: 79%
- none: 0%

Number of children (under 12) in group
FY12: 114 groups

- 6 and more: 1%
- 3-5: 0%
- 1-2: 21%
- none: 74%

Respondent age
FY12: 115 respondents

- 71 and over: 0%
- 61-70: 8%
- 51-60: 7%
- 41-50: 30%
- 31-40: 18%
- 22-30: 30%
- 18-21: 11%

Gender
FY12: 96 respondents

- Male: 56%
- Female: 44%