**Hyatt Lake Rec Complex**

**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 Hyatt Lake Rec Complex 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.

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**Overall quality of recreation experience**

**FY12: 60 respondents**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tbody>
<tr>
<td>Very good</td>
<td>60%</td>
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<tr>
<td>Good</td>
<td>32%</td>
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<tr>
<td>Average</td>
<td>8%</td>
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<tr>
<td>Poor</td>
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<td>Very poor</td>
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**FY12 GPRA Satisfaction Measure**

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

**92%**

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Report prepared by the University of Idaho Park Studies Unit for the Bureau of Land Management, US Department of the Interior
Hyatt Lake Rec Complex
Research Methods

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.

<table>
<thead>
<tr>
<th>Very</th>
<th>Poor</th>
<th>Good</th>
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<tr>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>4</td>
<td>5</td>
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- 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 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 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

Report # HYLA912
Providing useful maps and brochures
FY12: 53 respondents

Rating

Proportion of respondents

0% 20% 40% 60% 80% 100%

Very good 56%
Good 30%
Average 11%
Poor 4%
Very poor 0%

FY12 Satisfaction measure: 85%
Average evaluation score: 4.4

Ensuring public awareness of rules and regulations
FY12: 64 respondents

Rating

Proportion of respondents

0% 20% 40% 60% 80% 100%

Very good 34%
Good 52%
Average 14%
Poor 2%
Very poor 0%

FY12 Satisfaction measure: 84%
Average evaluation score: 4.2

Providing useful information on the Internet
FY12: 39 respondents

Rating

Proportion of respondents

0% 20% 40% 60% 80% 100%

Very good 44%
Good 41%
Average 15%
Poor 0%
Very poor 0%

FY12: Satisfaction measure: 85%
Average evaluation score: 4.3

Providing adequate signs on site for direction and orientation
FY12: 67 respondents

Rating

Proportion of respondents

0% 20% 40% 60% 80% 100%

Very good 49%
Good 31%
Average 18%
Poor 1%
Very poor 0%

FY12: Satisfaction measure: 81%
Average evaluation score: 4.3

Everything considered: quality of BLM visitor information
FY12: 63 respondents

Rating

Proportion of respondents

0% 20% 40% 60% 80% 100%

Very good 41%
Good 49%
Average 8%
Poor 2%
Very poor 0%

FY12: Satisfaction measure: 90%
Average evaluation score: 4.3
Maintaining roads for motorized vehicles
FY12: 71 respondents

- Very good: 62%
- Good: 30%
- Average: 8%
- Poor: 0%
- Very poor: 0%

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

Maintaining trails for non-motorized use
FY12: 58 respondents

- Very good: 50%
- Good: 30%
- Average: 12%
- Poor: 2%
- Very poor: 0%

FY12: Satisfaction measure: 86%
Average evaluation score: 4.3

Maintaining a clean site
FY12: 71 respondents

- Very good: 68%
- Good: 27%
- Average: 0%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 94%
Average evaluation score: 4.6

Maintaining cleanliness of restrooms and other physical facilities
FY12: 79 respondents

- Very good: 80%
- Good: 24%
- Average: 14%
- Poor: 1%
- Very poor: 0%

FY12: Satisfaction measure: 84%
Average evaluation score: 4.4

Everything considered: overall condition of developed facilities
FY12: 70 respondents

- Very good: 64%
- Good: 29%
- Average: 7%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 93%
Average evaluation score: 4.6
The results of the visitor satisfaction survey conducted at Hyatt Lake Rec Complex are summarized in this report.

Managing the appropriate use of vehicles
- FY12: 61 respondents
- Very good: 44%
- Good: 44%
- Average: 10%
- Poor: 2%
- Very poor: 0%
- FY12: Satisfaction measure: 89%
- Average evaluation score: 4.3

Managing the number of people
- FY12: 66 respondents
- Very good: 44%
- Good: 47%
- Average: 8%
- Poor: 2%
- Very poor: 0%
- FY12: Satisfaction measure: 91%
- Average evaluation score: 4.3

Keeping noise at appropriate levels
- FY12: 67 respondents
- Very good: 45%
- Good: 45%
- Average: 4%
- Poor: 4%
- Very poor: 1%
- FY12: Satisfaction measure: 90%
- Average evaluation score: 4.3

Providing sufficient law enforcement presence to prevent crime
- FY12: 51 respondents
- Very good: 29%
- Good: 49%
- Average: 18%
- Poor: 0%
- Very poor: 4%
- FY12: Satisfaction measure: 78%
- Average evaluation score: 4

Everything considered: visitor and recreation management
- FY12: 68 respondents
- Very good: 44%
- Good: 47%
- Average: 9%
- Poor: 0%
- Very poor: 0%
- FY12: Satisfaction measure: 91%
- Average evaluation score: 4.4
Adequately protecting the natural resources
FY12: 63 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tbody>
<tr>
<td>Very good</td>
<td>43%</td>
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<tr>
<td>Good</td>
<td>52%</td>
</tr>
<tr>
<td>Average</td>
<td>5%</td>
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<tr>
<td>Poor</td>
<td>0%</td>
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<td>Very poor</td>
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FY12: Satisfaction measure: 95%
Average evaluation score: 4.4

Ensuring that visitor activities do not infringe on resource protection
FY12: 51 respondents

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<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
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<tr>
<td>Very good</td>
<td>41%</td>
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<tr>
<td>Good</td>
<td>49%</td>
</tr>
<tr>
<td>Average</td>
<td>10%</td>
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<td>Very poor</td>
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FY12: Satisfaction measure: 90%
Average evaluation score: 4.3

Adequately protecting the cultural resources
FY12: 42 respondents

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<th>Rating</th>
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<tbody>
<tr>
<td>Very good</td>
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<tr>
<td>Good</td>
<td>45%</td>
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<tr>
<td>Average</td>
<td>7%</td>
</tr>
<tr>
<td>Poor</td>
<td>0%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
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FY12: Satisfaction measure: 93%
Average evaluation score: 4.4

Everything considered: BLM protection of natural and cultural resources
FY12: 61 respondents

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<td>Poor</td>
<td>0%</td>
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<tr>
<td>Very poor</td>
<td>0%</td>
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</table>

FY12: Satisfaction measure: 89%
Average evaluation score: 4.3
Staff treated me courteously
FY12: 62 respondents
- Very good: 82%
- Good: 18%
- Average: 0%
- Poor: 0%
- Very poor: 0%
FY12: Satisfaction measure: 100%
Average evaluation score: 4.6

Staff demonstrated knowledge about the natural and cultural resources in the area
FY12: 43 respondents
- Very good: 58%
- Good: 40%
- Average: 2%
- Poor: 0%
- Very poor: 0%
FY12: Satisfaction measure: 98%
Average evaluation score: 4.6

Staff demonstrated knowledge about recreational opportunities in the area
FY12: 52 respondents
- Very good: 63%
- Good: 30%
- Average: 2%
- Poor: 0%
- Very poor: 0%
FY12: Satisfaction measure: 98%
Average evaluation score: 4.6

Everything considered: performance of BLM staff
FY12: 60 respondents
- Very good: 88%
- Good: 30%
- Average: 2%
- Poor: 0%
- Very poor: 0%
FY12: Satisfaction measure: 98%
Average evaluation score: 4.7
Hyatt Lake Rec Complex
Providing Educational and Interpretive Material

Providing quality educational and interpretive material about the resources at this site
FY12: 30 respondents
Rating
Very good 30%
Good 53%
Average 13%
Poor 3%
Very poor 0%
FY12 Satisfaction measure: 83%
Average evaluation score: 4.1

Providing stewardship information on how to protect the cultural and natural resources
FY12: 31 respondents
Rating
Very good 26%
Good 42%
Average 23%
Poor 10%
Very poor 0%
FY12: Satisfaction measure: 68%
Average evaluation score: 3.8

Providing a sufficient quantity of educational and interpretive materials about the resources at this site
FY12: 30 respondents
Rating
Very good 27%
Good 53%
Average 13%
Poor 7%
Very poor 0%
FY12: Satisfaction measure: 80%
Average evaluation score: 4

Everything considered: interpretive and educational program
FY12: 30 respondents
Rating
Very good 30%
Good 47%
Average 17%
Poor 3%
Very poor 3%
FY12: Satisfaction measure: 77%
Average evaluation score: 4
### Hyatt Lake Rec Complex

**Fees**

#### Total fees paid

**FY12: 71 respondents**

- No fees: 21%
- Under $25: 39%
- $25 - $50: 24%
- > $50: 15%

#### How appropriate was the fee charged for this site/area?

**FY12: 64 respondents**

- Far too low: 2%
- Too low: 6%
- About right: 91%
- Too high: 3%
- Far too high: 0%

#### The value of the recreation opportunity was at least equal to the fee asked to pay.

**FY12: 62 respondents**

- Strongly agree: 48%
- Agree: 42%
- Not sure: 8%
- Disagree: 2%
- Strongly disagree: 0%

### Commercial Recreation Operations

#### Quality of Commercial Services

**FY12: 11 respondents**

- Very good: 59%
- Good: 9%
- Average: 9%
- Poor: 9%
- Very poor: 18%

**FY12**

- Satisfaction measure: 64%
- Average evaluation score: 3.7
Primary activities

**FY12: 71 respondents**

- **Camping** 94%
- **Fishing** 62%
- **Hunting** 1%
- **Target shooting** 1%
- **Sightseeing** 32%
- **Picnicking** 32%
- **Hiking/walking** 68%
- **Swimming** 65%
- **Motorized boating** 30%
- **Non-motorized boating/rafting** 35%
- **Horseback riding** 6%
- **Rock climbing** 0%
- **Driving for pleasure** 13%
- **Bicycling** 13%
- **Motorized recreation vehicles** 3%
- **Education and interpretation** 1%
- **Birdwatching/wildlife viewing** 32%
- **Other** 1%

**Proportion of respondents**

**FY12: 71 respondents**

**Quality of program(s) attended**

**FY12: 8 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:** 4.6
Hyatt Lake Rec Complex
Demographics

Visitor group composition
FY12: 61 groups

Age group

- Adults (18 and over): 74%
- Teenagers (13-17): 7%
- Children (under 12): 19%

Number of teenagers (13-17) in group
FY12: 61 groups

- 6 and more: 0%
- 3-5: 2%
- 1-2: 20%
- None: 79%

Number of adults (18 and over) in group
FY12: 61 groups

- 6 and more: 15%
- 3-5: 39%
- 1-2: 40%
- None: 60%

Number of children (under 12) in group
FY12: 61 groups

- 6 and more: 0%
- 3-5: 13%
- 1-2: 25%
- None: 59%

Respondent age
FY12: 66 respondents

- 71 and over: 0%
- 61-70: 6%
- 51-60: 17%
- 41-50: 17%
- 31-40: 29%
- 22-30: 20%
- 18-21: 12%

Gender
FY12: 61 respondents

- Male: 44%
- Female: 56%
Ability to adequately use the facilities
FY12: 16 respondents

- Very good: 63%
- Good: 38%
- Average: 0%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 100%
Average evaluation score: 4.6

Ability to access exhibits, waysides, etc.
FY12: 15 respondents

- Very good: 47%
- Good: 47%
- Average: 7%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 93%
Average evaluation score: 4.4

Ability to understand the messages
FY12: 15 respondents

- Very good: 40%
- Good: 60%
- Average: 0%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 100%
Average evaluation score: 4.4

Ability to use the services in this area
FY12: 15 respondents

- Very good: 67%
- Good: 33%
- Average: 0%
- Poor: 0%
- Very poor: 0%

FY12: Satisfaction measure: 100%
Average evaluation score: 4.7