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 23 BLM recreation sites in 12 states during fiscal year 2013 (FY13). 20 of the 23 sites successfully completed survey distribution and collection. 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 BLM sites across the country 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 national response rate for the FY13 BLM survey was 87%. 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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### FY13 GPRA Satisfaction Measure

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

95%

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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
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>Very Good</th>
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<th>Very Poor</th>
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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 FY13. The survey response rate is described on the first page of this report, meaning that 87% 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, please contact the University of Idaho Park Studies Unit (208) 885-2585 blm@psu.idaho.edu
The national response rate for the FY13 BLM survey was 87%. The graph and satisfaction quality of recreation experience. The satisfaction measure next to this graph is a combined measure of recreation experience. The survey was developed to measure each site's performance related to BLM GPRA Goal areas.

- **Providing useful maps and brochures**
  - FY13: 2661 respondents
  - Satisfaction measure: 82%
  - Average evaluation score: 4.2
  - Rating:
    - Very good: 52%
    - Good: 30%
    - Average: 10%
    - Poor: 5%
    - Very poor: 3%

- **Ensuring public awareness of rules and regulations**
  - FY13: 2702 respondents
  - Satisfaction measure: 84%
  - Average evaluation score: 4.3
  - Rating:
    - Very good: 45%
    - Good: 39%
    - Average: 14%
    - Poor: 2%
    - Very poor: 0%

- **Providing useful information on the Internet**
  - FY13: 1840 respondents
  - Satisfaction measure: 73%
  - Average evaluation score: 3.9
  - Rating:
    - Very good: 40%
    - Good: 33%
    - Average: 14%
    - Poor: 7%
    - Very poor: 6%

- **Providing adequate signs on site for direction and orientation**
  - FY13: 2787 respondents
  - Satisfaction measure: 86%
  - Average evaluation score: 4.3
  - Rating:
    - Very good: 51%
    - Good: 35%
    - Average: 11%
    - Poor: 2%
    - Very poor: 1%

- **Everything considered: quality of BLM visitor information**
  - FY13: 2769 respondents
  - Satisfaction measure: 89%
  - Average evaluation score: 4.4
  - Rating:
    - Very good: 52%
    - Good: 38%
    - Average: 9%
    - Poor: 1%
    - Very poor: 0%
Maintaining roads for motorized vehicles
FY13: 2762 respondents

- Very good: 56%
- Good: 26%
- Average: 9%
- Poor: 5%
- Very poor: 2%

FY13: Satisfaction measure: 83%
Average evaluation score: 4.3

Maintaining trails for non-motorized use
FY13: 2436 respondents

- Very good: 54%
- Good: 32%
- Average: 10%
- Poor: 3%
- Very poor: 1%

FY13: Satisfaction measure: 86%
Average evaluation score: 4.4

Maintaining a clean site
FY13: 2860 respondents

- Very good: 66%
- Good: 26%
- Average: 9%
- Poor: 1%
- Very poor: 0%

FY13: Satisfaction measure: 94%
Average evaluation score: 4.6

Maintaining cleanliness of restrooms and other physical facilities
FY13: 2389 respondents

- Very good: 61%
- Good: 30%
- Average: 7%
- Poor: 1%
- Very poor: 0%

FY13: Satisfaction measure: 91%
Average evaluation score: 4.5

Everything considered: overall condition of developed facilities
FY13: 2828 respondents

- Very good: 59%
- Good: 36%
- Average: 6%
- Poor: 0%
- Very poor: 0%

FY13: Satisfaction measure: 94%
Average evaluation score: 4.5
Managing the appropriate use of vehicles
FY13: 2404 respondents

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<tr>
<th>Rating</th>
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<td>Very good</td>
<td>52%</td>
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<td>Good</td>
<td>40%</td>
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<td>Poor</td>
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<td>Very poor</td>
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FY13: Satisfaction measure: 92%
Average evaluation score: 4.4

Managing the number of people
FY13: 2537 respondents

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<td>Very good</td>
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FY13: Satisfaction measure: 93%
Average evaluation score: 4.5

Keeping noise at appropriate levels
FY13: 2596 respondents

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FY13: Satisfaction measure: 92%
Average evaluation score: 4.5

Providing sufficient law enforcement presence to prevent crime
FY13: 1942 respondents

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<td>Very good</td>
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<td>Good</td>
<td>33%</td>
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<td>14%</td>
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<td>Poor</td>
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<td>Very poor</td>
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FY13: Satisfaction measure: 81%
Average evaluation score: 4.2

Everything considered: visitor and recreation management
FY13: 2687 respondents

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FY13: Satisfaction measure: 92%
Average evaluation score: 4.4
Adequately protecting the natural resources
FY13: 2738 respondents

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<td>Good</td>
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<td>Average</td>
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FY13: Satisfaction measure: 93%
Average evaluation score: 4.5

Adequately protecting the cultural resources
FY13: 2417 respondents

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FY13: Satisfaction measure: 92%
Average evaluation score: 4.5

Ensuring that visitor activities do not infringe on resource protection
FY13: 2587 respondents

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FY13: Satisfaction measure: 91%
Average evaluation score: 4.5

Everything considered: BLM protection of natural and cultural resources
FY13: 2735 respondents

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FY13: Satisfaction measure: 92%
Average evaluation score: 4.5
Staff treated me courteously

FY13: 2341 respondents

Very good: 80%
Good: 12%
Average: 2%
Poor: 0%
Very poor: 0%

FY13: Satisfaction measure: 98%
Average evaluation score: 4.8

Staff demonstrated knowledge about the natural and cultural resources in the area

FY13: 1966 respondents

Very good: 77%
Good: 19%
Average: 3%
Poor: 0%
Very poor: 0%

FY13: Satisfaction measure: 96%
Average evaluation score: 4.7

Staff demonstrated knowledge about recreational opportunities in the area

FY13: 2063 respondents

Very good: 30%
Good: 17%
Average: 3%
Poor: 0%
Very poor: 0%

FY13: Satisfaction measure: 97%
Average evaluation score: 4.8

Everything considered: performance of BLM staff

FY13: 2295 respondents

Very good: 80%
Good: 17%
Average: 3%
Poor: 0%
Very poor: 0%

FY13: Satisfaction measure: 97%
Average evaluation score: 4.8
Providing quality educational and interpretive material about the resources at this site

- **Very good**: 48%
- **Good**: 30%
- **Average**: 13%
- **Poor**: 2%
- **Very poor**: 1%

FY13: 2196 respondents

- Satisfaction measure: 84%
- Average evaluation score: 4.3

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

- **Very good**: 40%
- **Good**: 35%
- **Average**: 15%
- **Poor**: 3%
- **Very poor**: 1%

FY13: 2156 respondents

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

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

- **Very good**: 48%
- **Good**: 32%
- **Average**: 16%
- **Poor**: 3%
- **Very poor**: 1%

FY13: 2152 respondents

- Satisfaction measure: 80%
- Average evaluation score: 4.2

Everything considered: interpretive and educational program

- **Very good**: 48%
- **Good**: 35%
- **Average**: 13%
- **Poor**: 3%
- **Very poor**: 1%

FY13: 2272 respondents

- Satisfaction measure: 83%
- Average evaluation score: 4.3
Quality of program(s) attended

FY13: 643 respondents

Rating

Very good: 80%
Good: 16%
Average: 3%
Poor: 0%
Very poor: 1%

FY13
Satisfaction measure: 96%
Average evaluation score: 4.7

Fees

Total fees paid
FY13: 2922 respondents

Amount spent

No fees: 59%
Under $25: 24%
$25 - $50: 8%
> $50: 9%

How appropriate was the fee charged for this site/area?
FY13: 1568 respondents

Rating

Far too low: 3%
Too low: 10%
About right: 80%
Too high: 6%
Far too high: 2%

The value of the recreation opportunity was at least equal to the fee asked to pay.
FY13: 1568 respondents

Rating

Strongly agree: 40%
Agree: 47%
Not sure: 11%
Disagree: 2%
Strongly disagree: 1%
Quality of Commercial Services
FY13: 200 respondents

- Very good: 70%
- Good: 21%
- Average: 3%
- Poor: 1%
- Very poor: 1%

FY13: Satisfaction measure: 96%
Average evaluation score: 4.7

Primary Activities at this Site/Area

FY13: 2922 respondents**

- Camping: 29%
- Fishing: 8%
- Hunting: 2%
- Target shooting: 1%
- Sightseeing: 31%
- Picnicking: 14%
- Hiking/walking: 60%
- Swimming: 10%
- Motorized boating: 1%
- Non-motorized boating/rafting: 5%
- Horseback riding: 1%
- Rock climbing: 3%
- Driving for pleasure: 13%
- Bicycling: 13%
- Motorized recreation vehicles: 12%
- Education and interpretation: 0%
- Birdwatching/wildlife viewing: 0%
- Other: 0%

** Percentages do not equal 100 because visitors could choose more than one activity.
Ability to adequately use the facilities
FY13: 521 respondents

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FY13: Satisfaction measure: 90%
Average evaluation score: 4.5

Ability to access exhibits, waysides, etc.
FY13: 460 respondents

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FY13: Satisfaction measure: 88%
Average evaluation score: 4.4

Ability to understand the messages
FY13: 483 respondents

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FY13: Satisfaction measure: 90%
Average evaluation score: 4.5

Ability to use the services in this area
FY13: 496 respondents

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FY13: Satisfaction measure: 91%
Average evaluation score: 4.5