

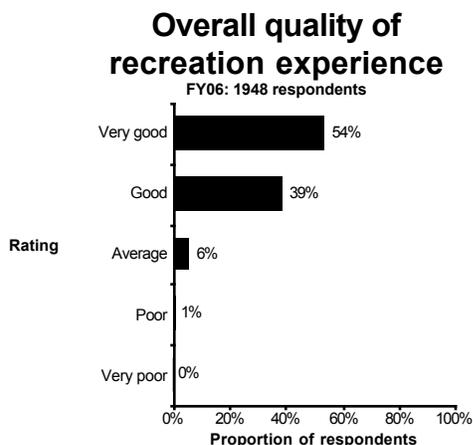
Bureau of Land Management 2006 System-wide Visitor Survey

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 13 BLM recreation sites in 9 states during fiscal year 2006 (FY06). 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 across the BLM system 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 FY06 BLM survey was 88%. 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.



FY06 Satisfaction measure: 93%
Average evaluation score: 4.5

**FY06 GPRA
Satisfaction Measure**
Percentage of site visitors satisfied
overall with appropriate facilities,
services, and recreational opportunities:

93%



Bureau of Land Management 2006 System-wide Visitor Survey Research Methods

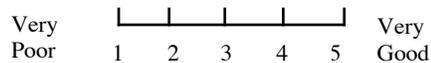


Understanding the Results

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.



- 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 13 sites during selected periods in FY06. The survey response rate is described on the first page of this report, meaning that 88% 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 $\pm 6\%$ with 95% confidence. This means that if different samples had been drawn, the results would have been similar ($\pm 6\%$) 95 out of 100 times.

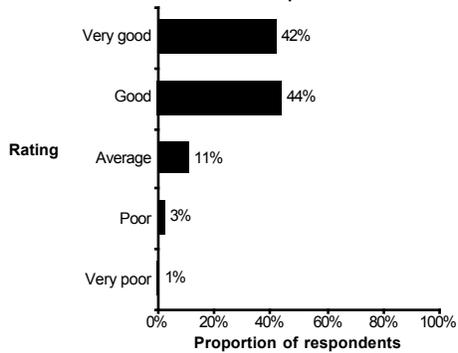
For more information about this survey, contact Jennifer Hoger Russell, BLM Survey Project Coordinator at the University of Idaho Park Studies Unit (208) 885-4806



Bureau of Land Management 2006 System-wide Visitor Survey Visitor Information

Providing useful maps and brochures

FY06: 1835 respondents

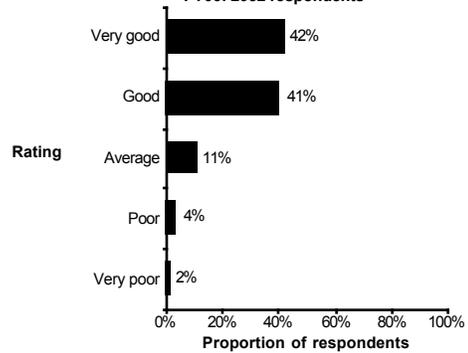


FY06

Satisfaction measure: 85%
Average evaluation score: 4.2

Providing adequate signs on site for direction and orientation

FY06: 2032 respondents

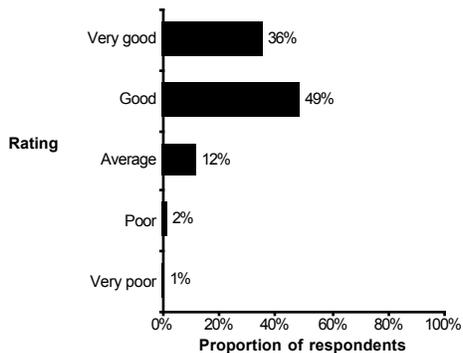


FY06:

Satisfaction measure: 83%
Average evaluation score: 4.2

Ensuring public awareness of rules and regulations

FY06: 1973 respondents

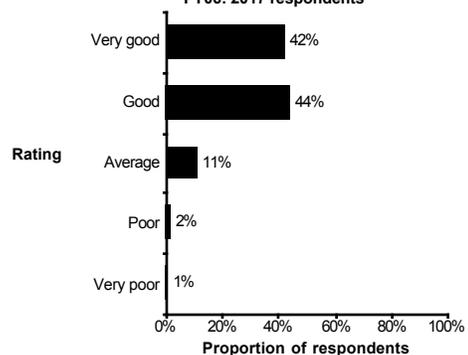


FY06

Satisfaction measure: 85%
Average evaluation score: 4.2

Everything considered: quality of BLM visitor information

FY06: 2017 respondents



FY06:

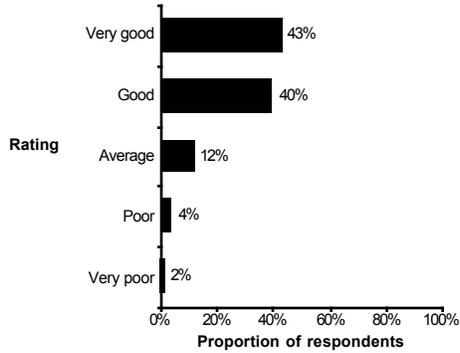
Satisfaction measure: 87%
Average evaluation score: 4.3

Bureau of Land Management 2006 System-wide Visitor Survey Developed Facilities



Maintaining roads for motorized vehicles

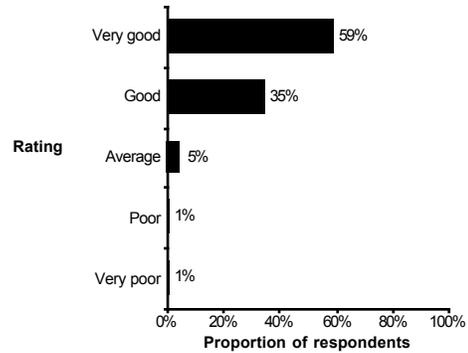
FY06: 2021 respondents



FY06 Satisfaction measure: 82%
Average evaluation score: 4.2

Maintaining a clean site

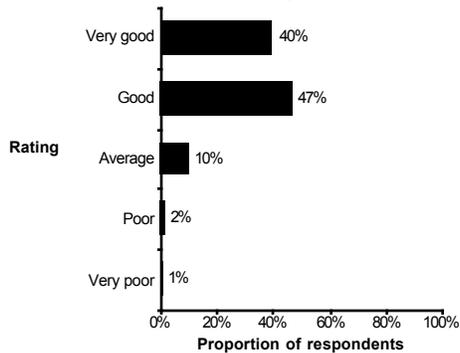
FY06: 2090 respondents



FY06: Satisfaction measure: 94%
Average evaluation score: 4.5

Maintaining trails for non-motorized use

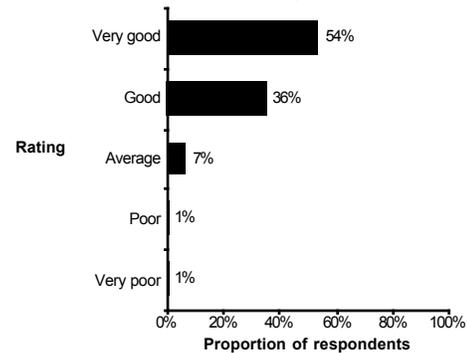
FY06: 1653 respondents



FY06 Satisfaction measure: 87%
Average evaluation score: 4.2

Maintaining cleanliness of restrooms and other physical facilities

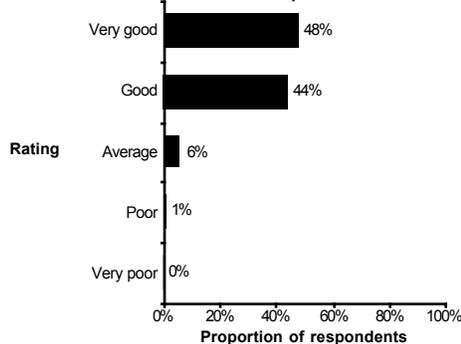
FY06: 1792 respondents



FY06: Satisfaction measure: 91%
Average evaluation score: 4.4

Everything considered: overall condition of developed facilities

FY06: 2055 respondents



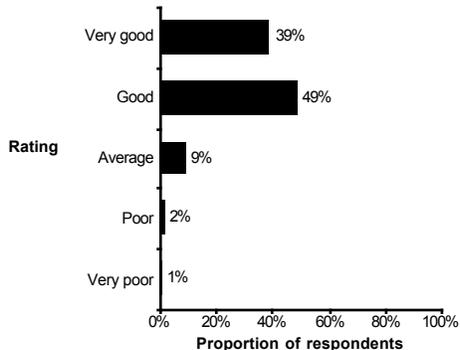
FY06: Satisfaction measure: 93%
Average evaluation score: 4.4



Bureau of Land Management 2006 System-wide Visitor Survey Managing Visitor and Recreation Use

Managing the appropriate use of vehicles

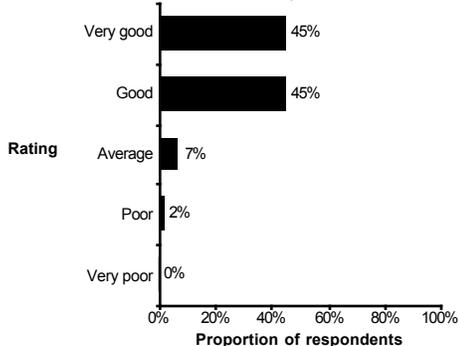
FY06: 1823 respondents



FY06 Satisfaction measure: 88%
Average evaluation score: 4.2

Managing the number of people

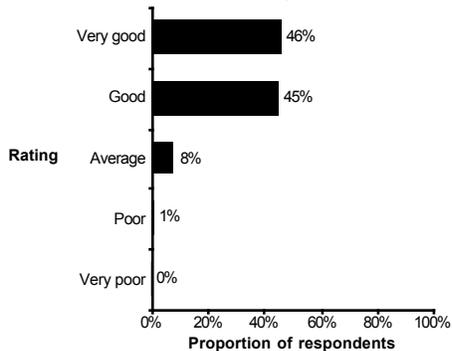
FY06: 1867 respondents



FY06: Satisfaction measure: 91%
Average evaluation score: 4.3

Keeping noise at appropriate levels

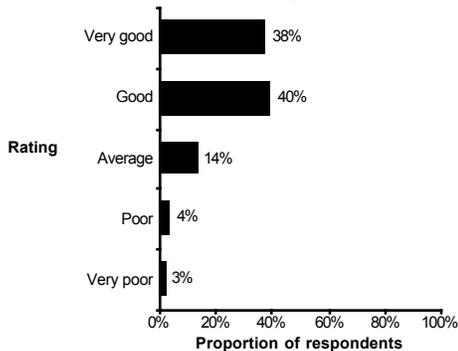
FY06: 1872 respondents



FY06 Satisfaction measure: 90%
Average evaluation score: 4.3

Providing sufficient law enforcement presence to prevent crime

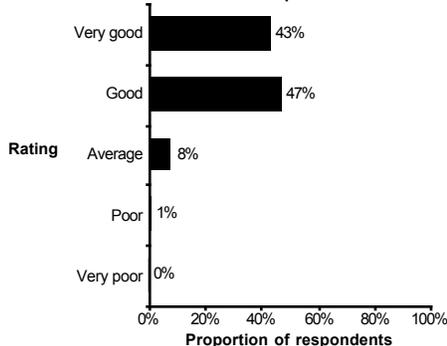
FY06: 1433 respondents



FY06: Satisfaction measure: 78%
Average evaluation score: 4

Everything considered: visitor and recreation management

FY06: 1988 respondents

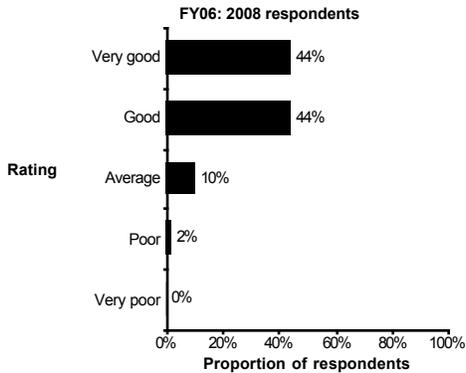


FY06: Satisfaction measure: 90%
Average evaluation score: 4.3

Bureau of Land Management 2006 System-wide Visitor Survey Resource Management

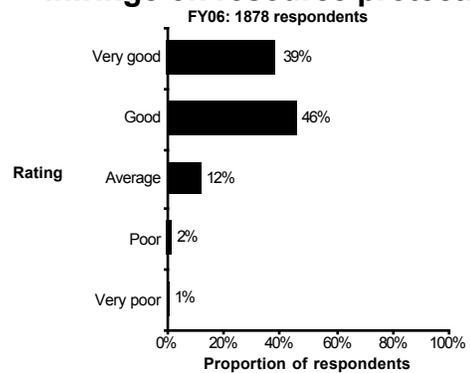


Adequately protecting the natural resources



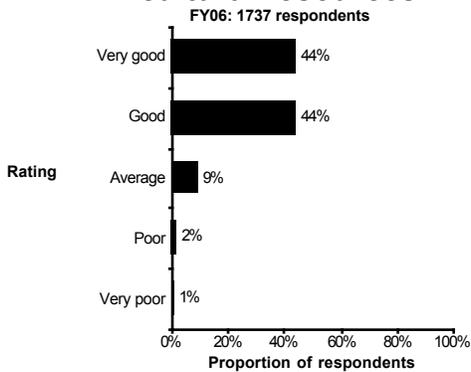
FY06 Satisfaction measure: 88%
Average evaluation score: 4.3

Ensuring that visitor activities do not infringe on resource protection



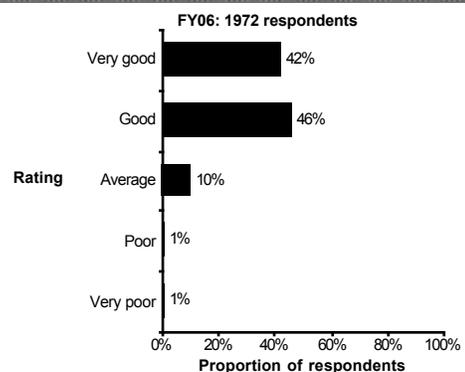
FY06: Satisfaction measure: 85%
Average evaluation score: 4.2

Adequately protecting the cultural resources



FY06 Satisfaction measure: 88%
Average evaluation score: 4.3

Everything considered: BLM protection of natural and cultural resources



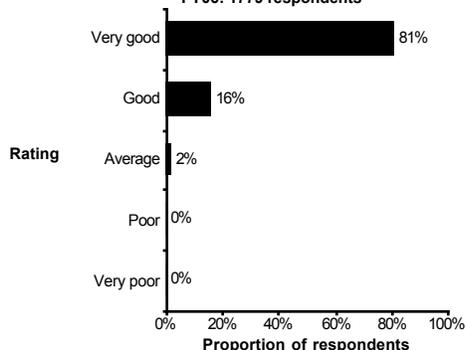
FY06: Satisfaction measure: 88%
Average evaluation score: 4.3



Bureau of Land Management 2006 System-wide Visitor Survey BLM Staff and Service

Staff treated me courteously

FY06: 1779 respondents

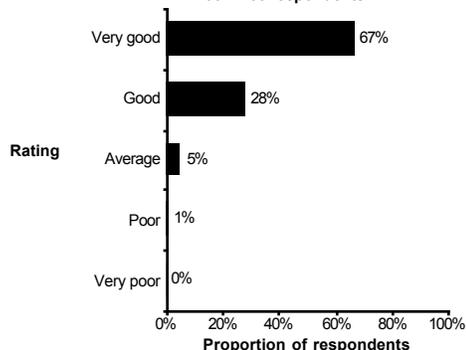


FY06

Satisfaction measure: 97%
Average evaluation score: 4.8

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

FY06: 1458 respondents

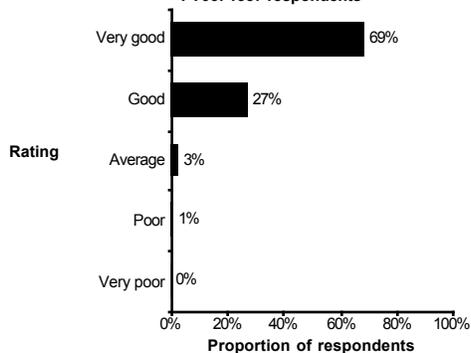


FY06:

Satisfaction measure: 94%
Average evaluation score: 4.6

Staff demonstrated knowledge about recreational opportunities in the area

FY06: 1537 respondents

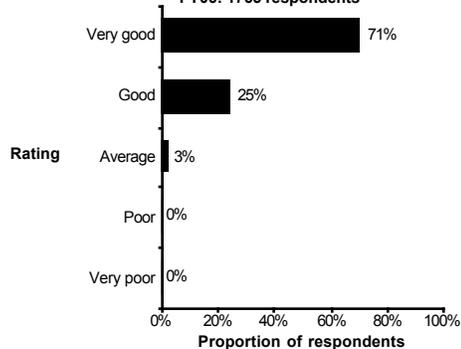


FY06

Satisfaction measure: 96%
Average evaluation score: 4.6

Everything considered: performance of BLM staff

FY06: 1765 respondents



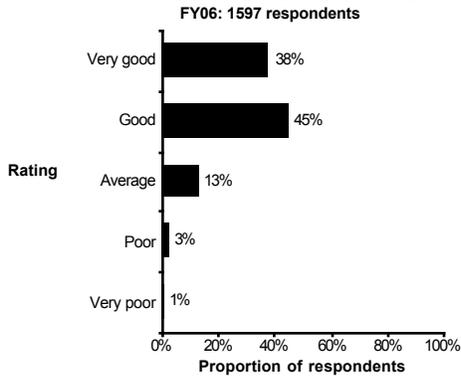
FY06:

Satisfaction measure: 96%
Average evaluation score: 4.7

Bureau of Land Management 2006 System-wide Visitor Survey Providing Educational and Interpretive Material

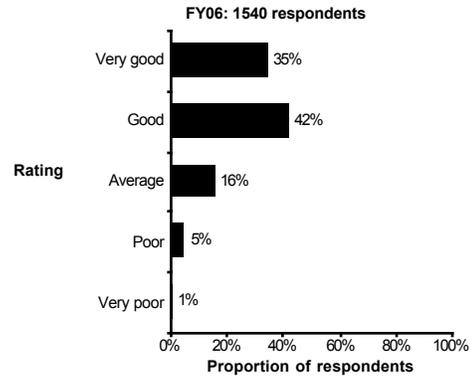


Providing *quality* educational and interpretive material about the resources at this site



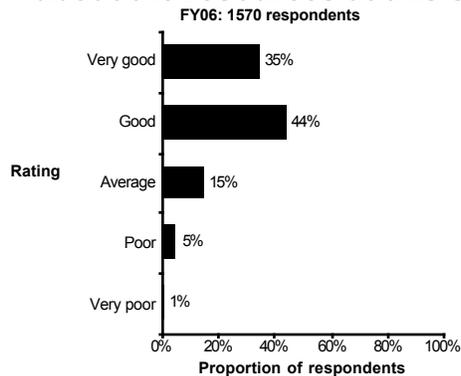
FY06 Satisfaction measure: 82%
Average evaluation score: 4.1

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



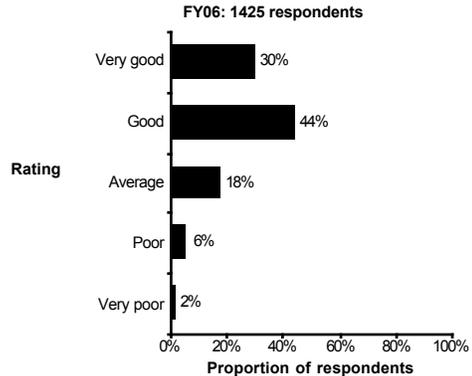
FY06: Satisfaction measure: 77%
Average evaluation score: 4

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



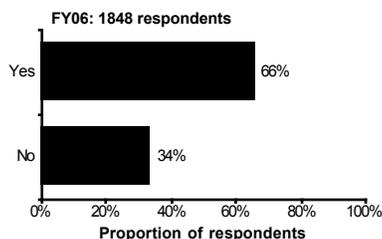
FY06 Satisfaction measure: 79%
Average evaluation score: 4.1

Providing information about resource preservation and management in this area

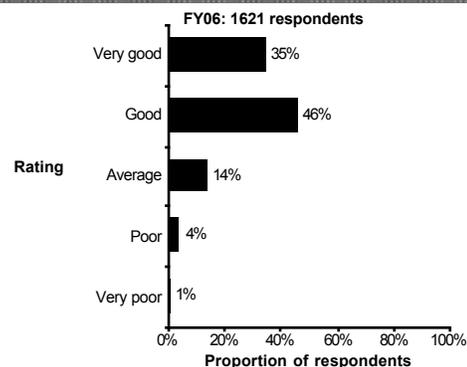


FY06: Satisfaction measure: 74%
Average evaluation score: 3.9

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



Everything considered: interpretive and educational program



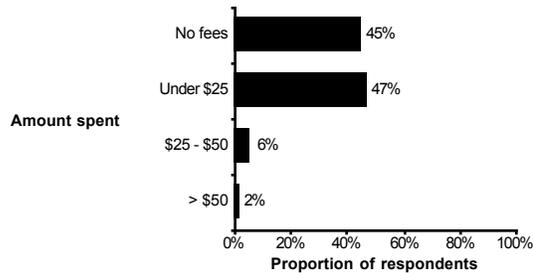
FY06: Satisfaction measure: 81%
Average evaluation score: 4.1



Bureau of Land Management 2006 System-wide Visitor Survey Fees

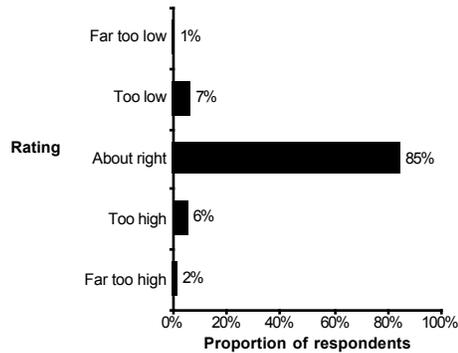
Total fees paid

FY06: 2125 respondents



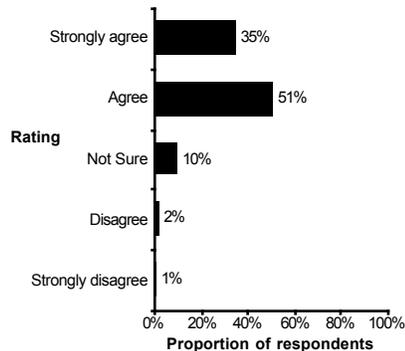
How appropriate was the fee charged for this site/area?

FY06: 1295 respondents

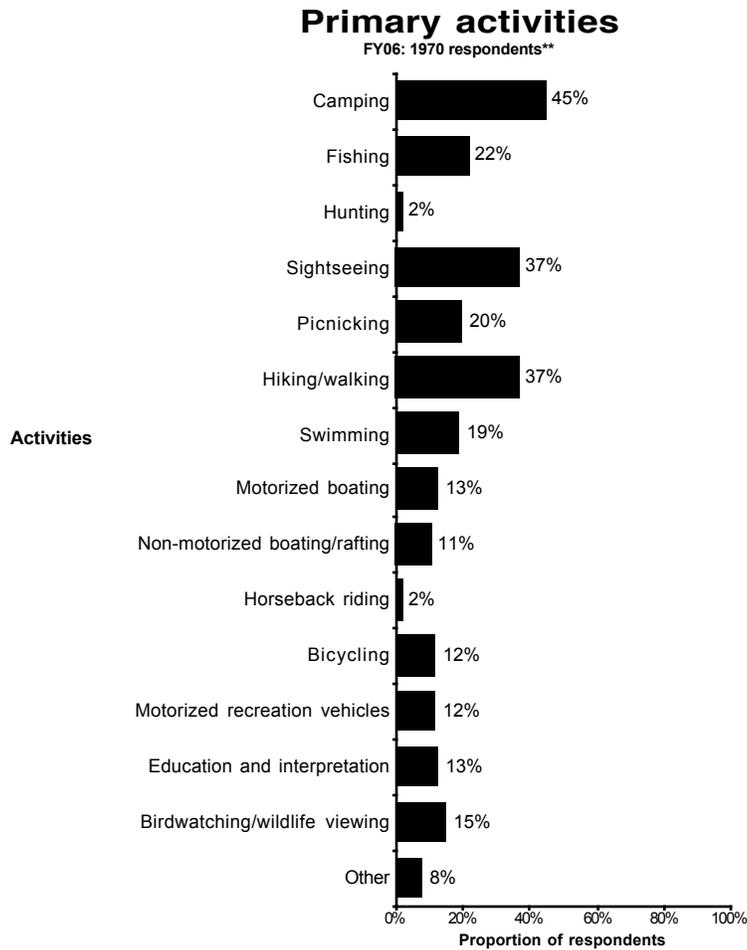


The value of the recreation opportunity was at least equal to the fee asked to pay.

FY06: 1261 respondents



Bureau of Land Management 2006 System-wide Visitor Survey Primary Activities at this Site/Area

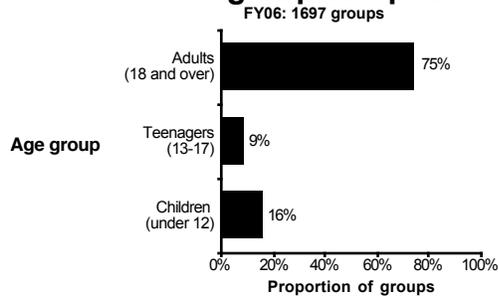


** Percentages do not equal 100 because visitors could choose more than one activity.

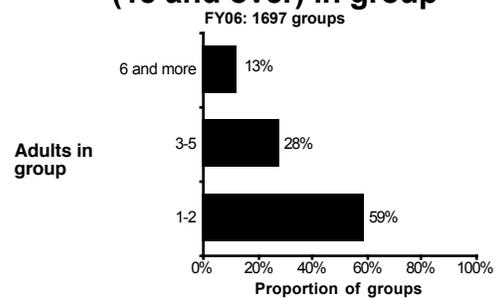


Bureau of Land Management 2006 System-wide Visitor Survey Demographics

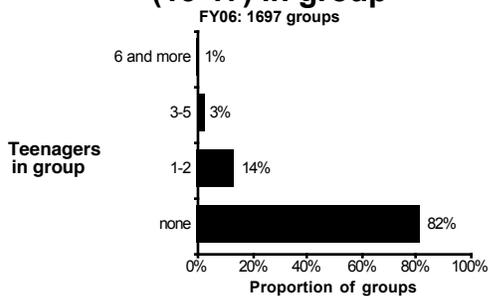
Visitor group composition



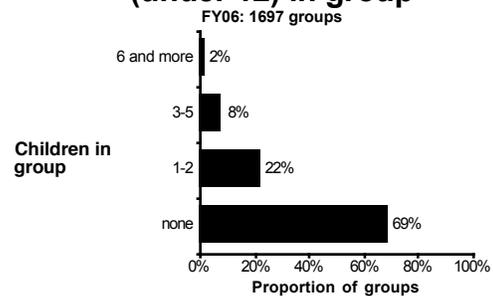
Number of adults (18 and over) in group



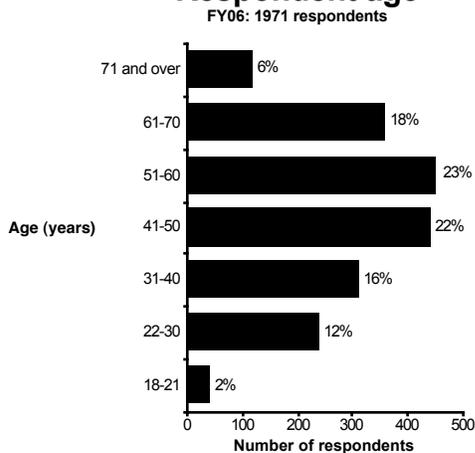
Number of teenagers (13-17) in group



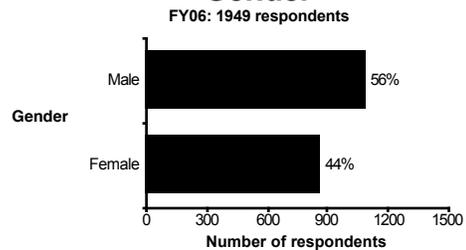
Number of children (under 12) in group



Respondent age



Gender





University of Idaho
Park Studies Unit