

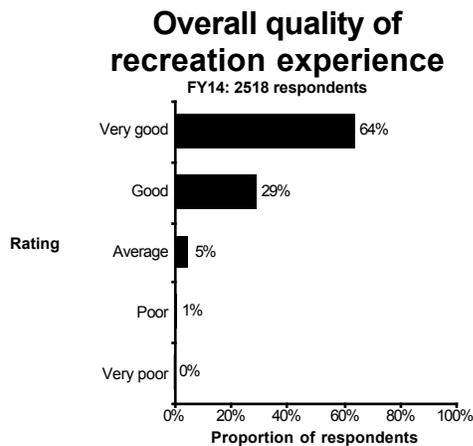
Bureau of Land Management 2014 National Report

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 22 BLM recreation sites in 12 states during fiscal year 2014 (FY14). 19 of the 22 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 FY14 BLM survey was 58%. 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.



**FY14 GPRA
Satisfaction Measure**
Percentage of site visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

94%

FY14 Satisfaction measure: 94%
Average evaluation score: 4.6



Report prepared by the Social and Economic Sciences Research Center for the Bureau of Land Management, US Department of the Interior

Bureau of Land Management 2014 Research Methods

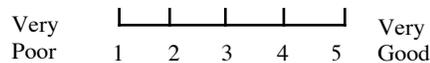


Understanding the Results

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 this site during a selected period in FY14. The survey response rate is described on the first page of this report, meaning that 58% 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.

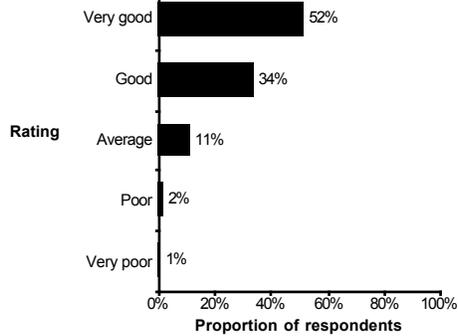
For most indicators, the survey data are expected to be accurate with in $\pm 6\%$ with 95% confidence. This means that if different samples had been drawn, the results would have been similar ($\pm 6\%$) 95 out of 100 times.



Bureau of Land Management 2014 Visitor Information

Providing useful maps and brochures

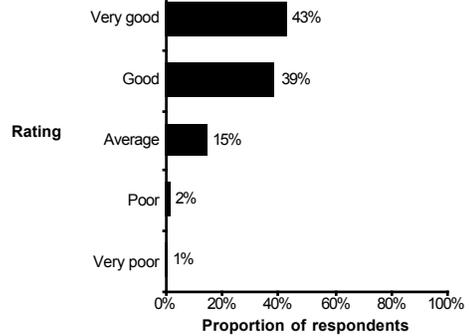
FY14: 2455 respondents



FY14 Satisfaction measure: 86%
Average evaluation score: 4.3

Providing useful information on the Internet

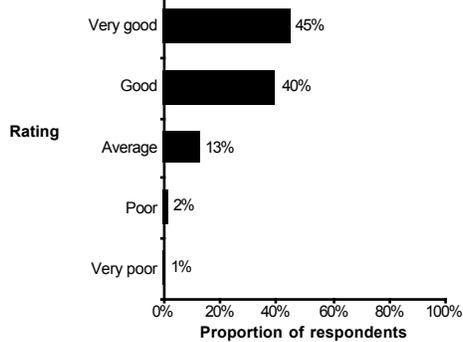
FY14: 1834 respondents



FY14: Satisfaction measure: 82%
Average evaluation score: 4.2

Ensuring public awareness of rules and regulations

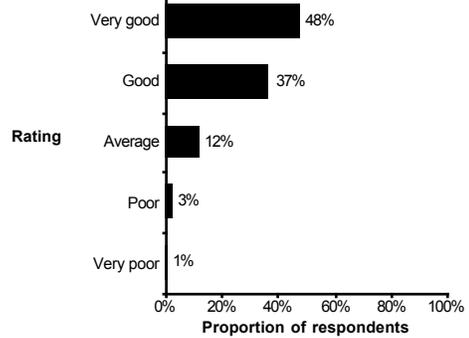
FY14: 2566 respondents



FY14 Satisfaction measure: 85%
Average evaluation score: 4.3

Providing adequate signs on site for direction and orientation

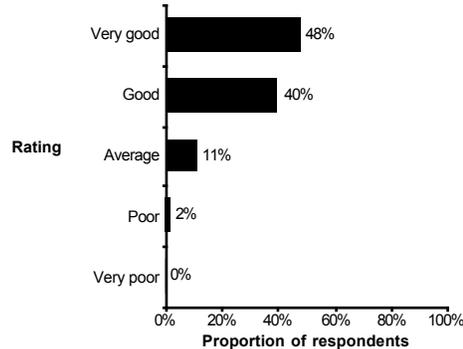
FY14: 2671 respondents



FY14: Satisfaction measure: 85%
Average evaluation score: 4.3

Everything considered: quality of BLM visitor information

FY14: 2644 respondents



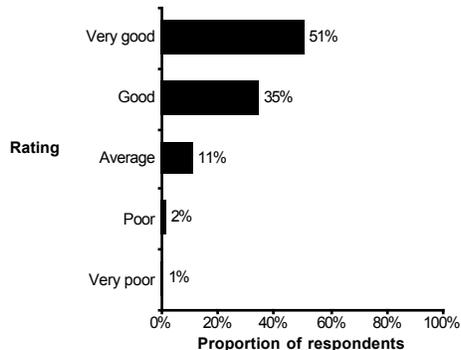
FY14: Satisfaction measure: 88%
Average evaluation score: 4.3

Bureau of Land Management 2014 Developed Facilities



Maintaining roads for motorized vehicles

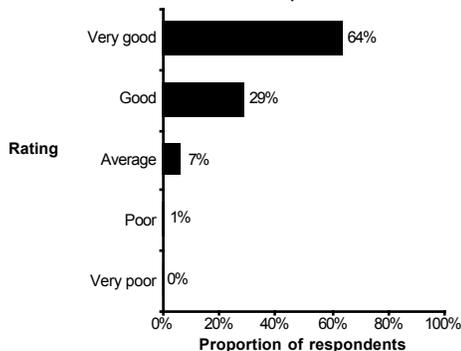
FY14: 2744 respondents



FY14: Satisfaction measure: 87%
Average evaluation score: 4.3

Maintaining a clean site

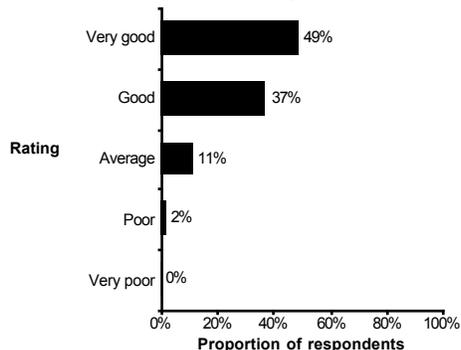
FY14: 2815 respondents



FY14: Satisfaction measure: 93%
Average evaluation score: 4.5

Maintaining trails for non-motorized use

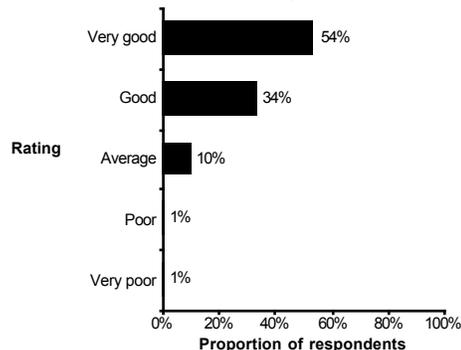
FY14: 2241 respondents



FY14: Satisfaction measure: 87%
Average evaluation score: 4.3

Maintaining cleanliness of restrooms and other physical facilities

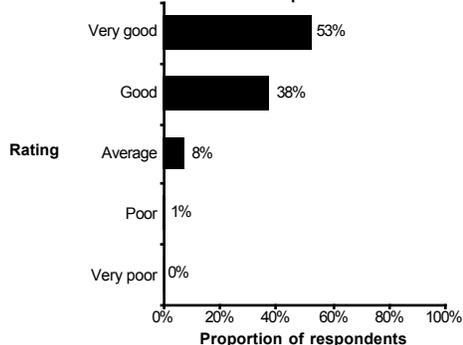
FY14: 2513 respondents



FY14: Satisfaction measure: 88%
Average evaluation score: 4.4

Everything considered: overall condition of developed facilities

FY14: 2783 respondents

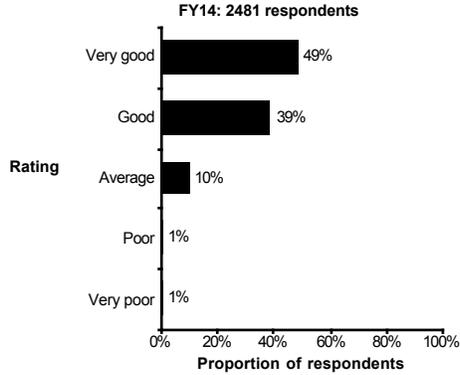


FY14: Satisfaction measure: 91%
Average evaluation score: 4.4



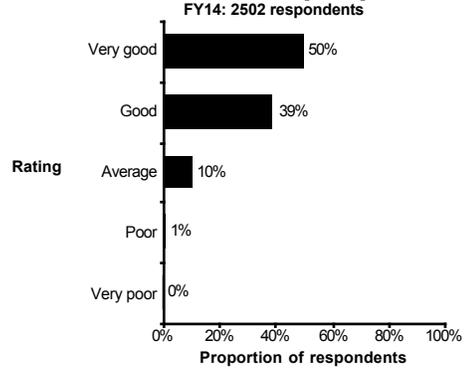
Bureau of Land Management 2014 Managing Visitor and Recreation Use

Managing the appropriate use of vehicles



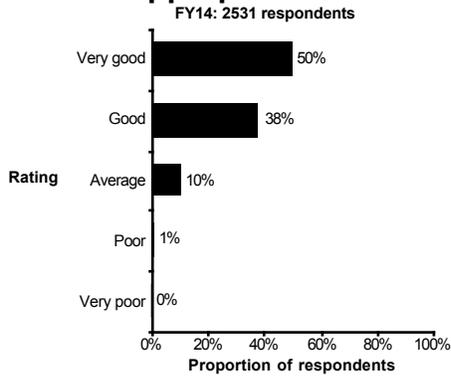
FY14: Satisfaction measure: 88%
Average evaluation score: 4.3

Managing the number of people



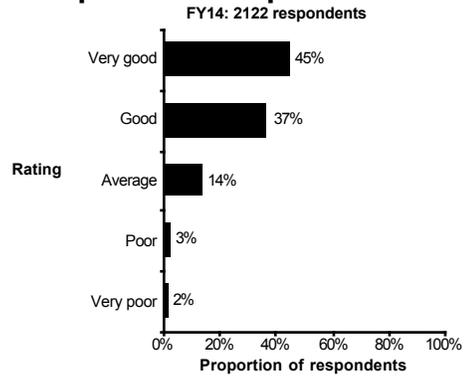
FY14: Satisfaction measure: 89%
Average evaluation score: 4.4

Keeping noise at appropriate levels



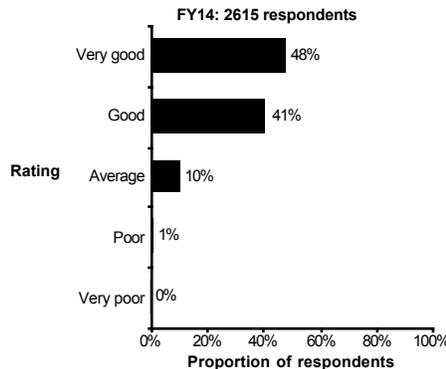
FY14: Satisfaction measure: 89%
Average evaluation score: 4.4

Providing sufficient law enforcement presence to prevent crime



FY14: Satisfaction measure: 82%
Average evaluation score: 4.2

Everything considered: visitor and recreation management

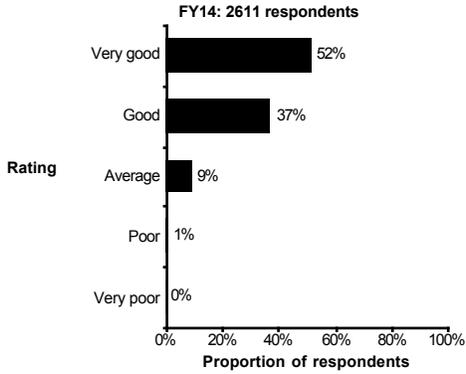


FY14: Satisfaction measure: 89%
Average evaluation score: 4.4

Bureau of Land Management 2014 Resource Management

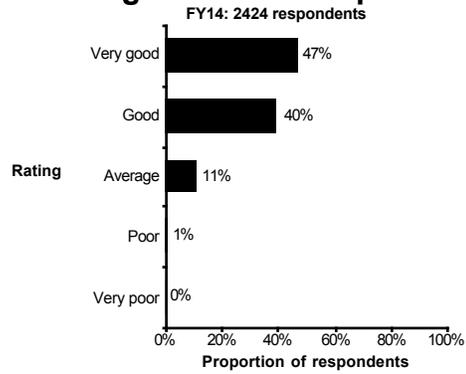


Adequately protecting the natural resources



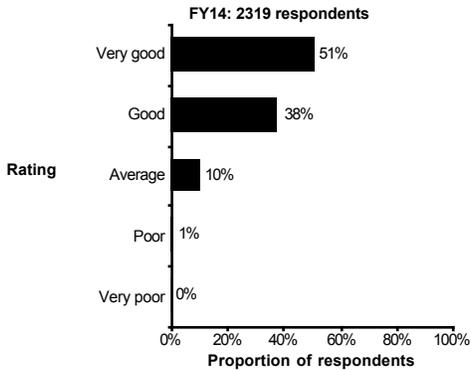
FY14 Satisfaction measure: 89%
Average evaluation score: 4.4

Ensuring that visitor activities do not infringe on resource protection



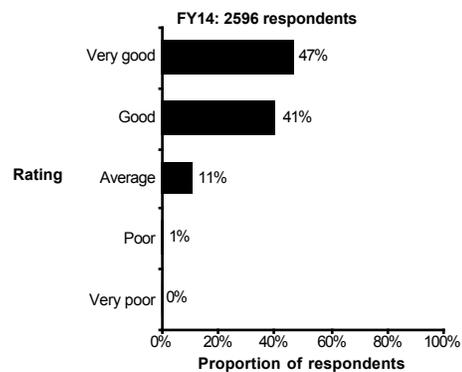
FY14: Satisfaction measure: 87%
Average evaluation score: 4.3

Adequately protecting the cultural resources



FY14 Satisfaction measure: 88%
Average evaluation score: 4.4

Everything considered: BLM protection of natural and cultural resources

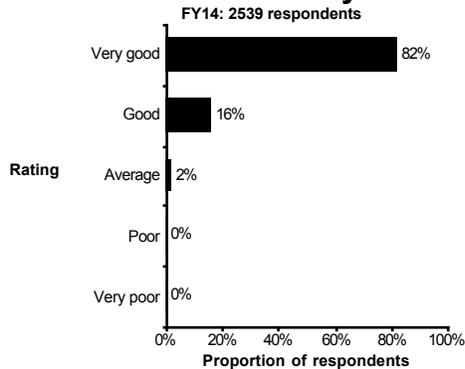


FY14: Satisfaction measure: 88%
Average evaluation score: 4.3



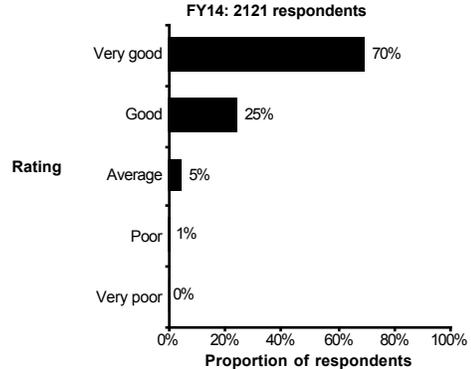
Bureau of Land Management 2014 BLM Staff and Service

Staff treated me courteously



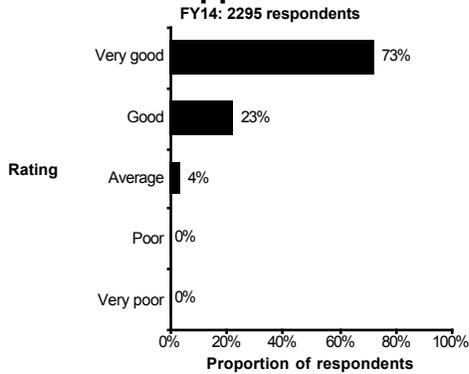
FY14 Satisfaction measure: 98%
Average evaluation score: 4.8

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



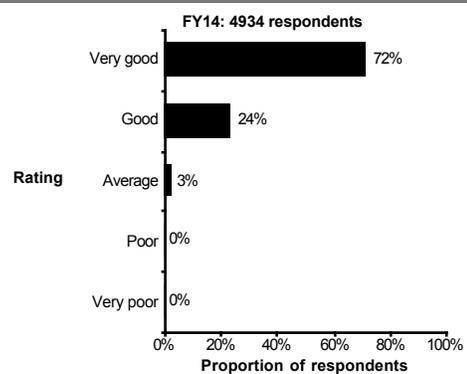
FY14: Satisfaction measure: 95%
Average evaluation score: 4.6

Staff demonstrated knowledge about recreational opportunities in the area



FY14 Satisfaction measure: 96%
Average evaluation score: 4.7

Everything considered: performance of BLM staff



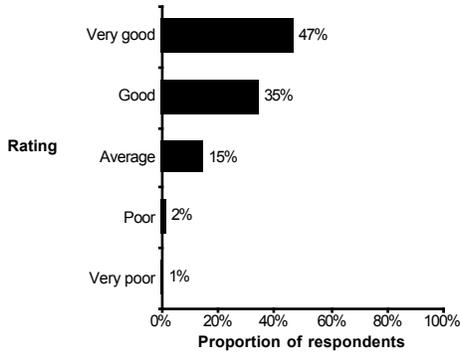
FY14: Satisfaction measure: 96%
Average evaluation score: 4.7

Bureau of Land Management 2014 Providing Educational and Interpretive Material



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

FY14: 1898 respondents

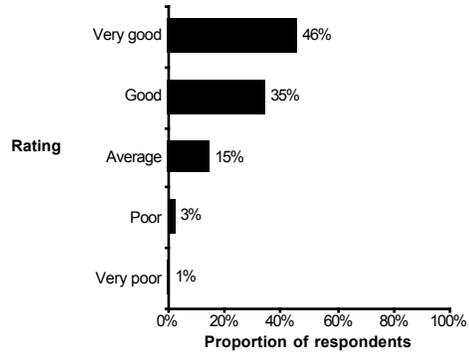


FY14

Satisfaction measure: 82%
Average evaluation score: 4.2

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

FY14: 1912 respondents

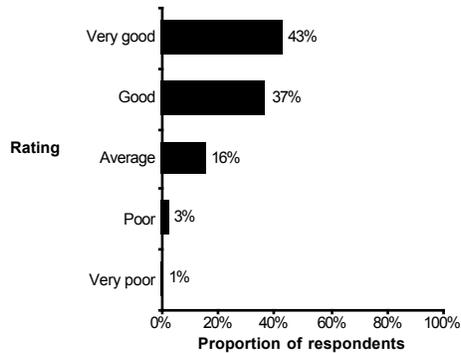


FY14:

Satisfaction measure: 81%
Average evaluation score: 4.2

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

FY14: 1836 respondents

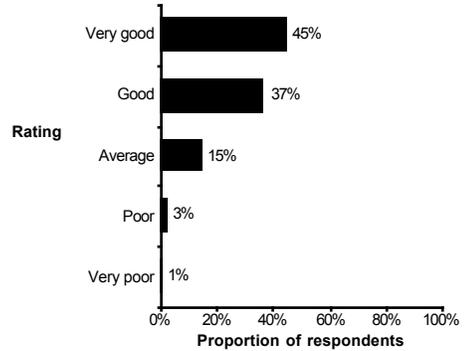


FY14

Satisfaction measure: 80%
Average evaluation score: 4.2

Everything considered: interpretive and educational program

FY14: 1969 respondents



FY14:

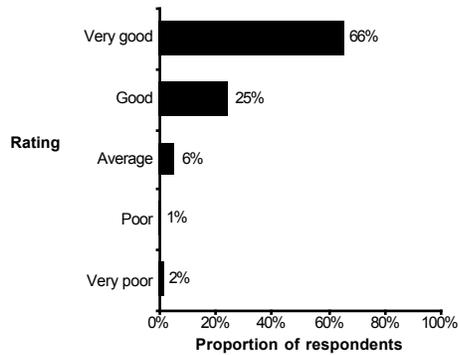
Satisfaction measure: 82%
Average evaluation score: 4.2



Bureau of Land Management 2014 Programs (interpretive, walk, tour, exhibit, presentations, etc.)

Quality of program(s) attended

FY14: 288 respondents



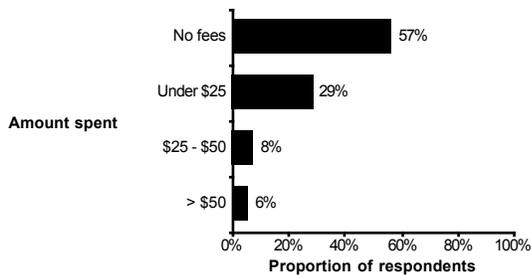
FY14

Satisfaction measure: 91%
Average evaluation score: 4.5

Fees

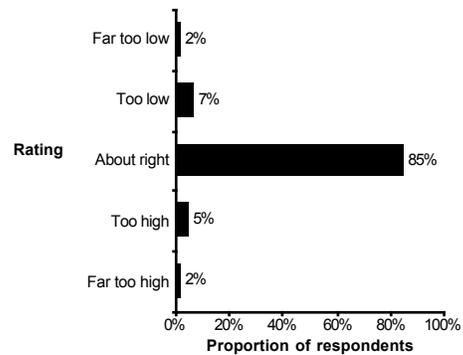
Total fees paid

FY14: 2899 respondents



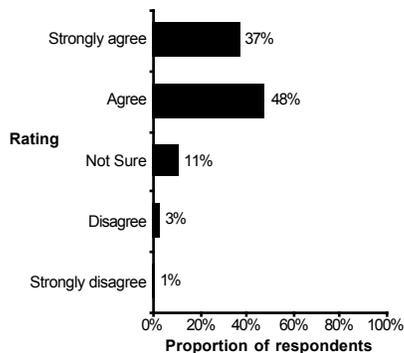
How appropriate was the fee charged for this site/area?

FY14: 1494 respondents



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

FY14: 1464 respondents

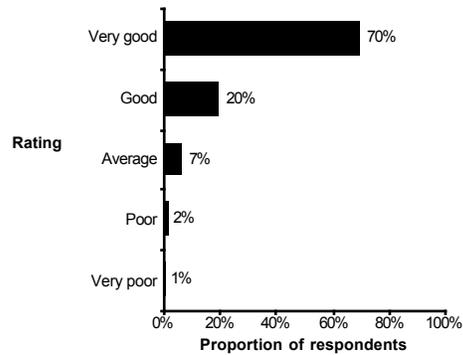


Bureau of Land Management 2014 Commercial Recreation Operations



Quality of Commercial Services

FY14: 378 respondents

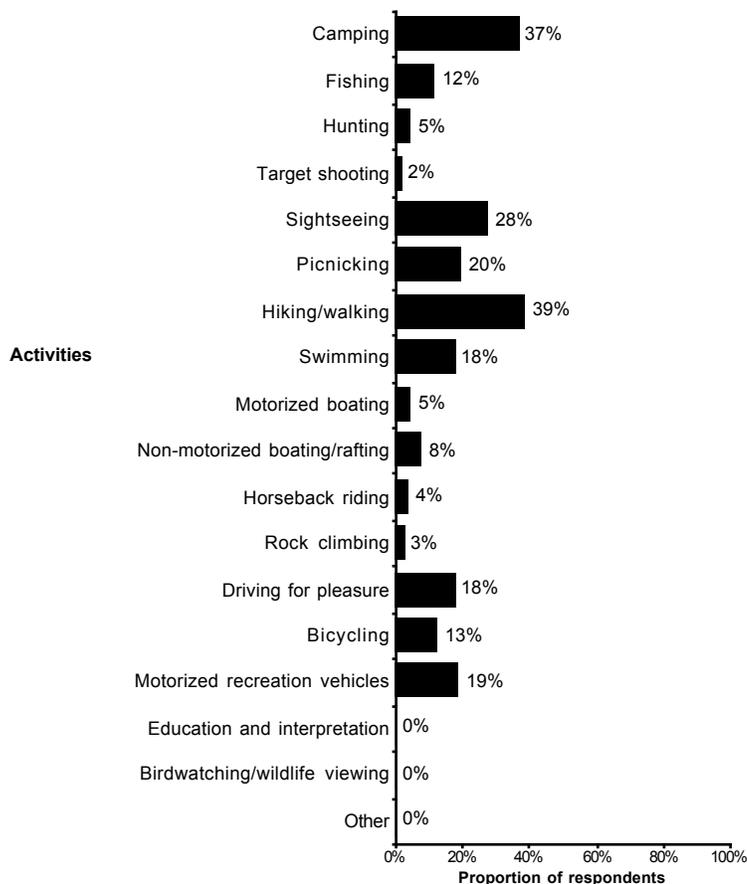


FY14 Satisfaction measure: 90%
Average evaluation score: 4.6

Primary Activities at this Site/Area

Primary activities

FY14: 2899 respondents**



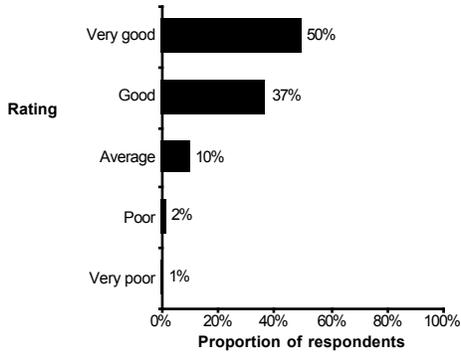
** Percentages do not equal 100 because visitors could choose more than one activity.



Bureau of Land Management 2014 Accessibility to Visitors with Disabilities

Ability to adequately use the facilities

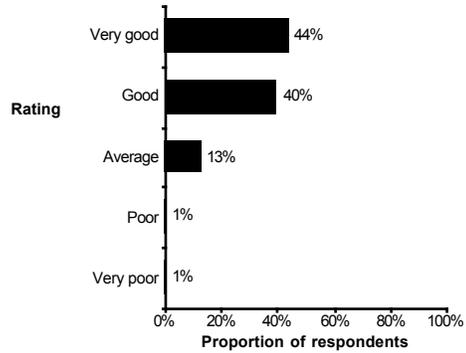
FY14: 444 respondents



FY14: Satisfaction measure: 87%
Average evaluation score: 4.3

Ability to access exhibits, waysides, etc.

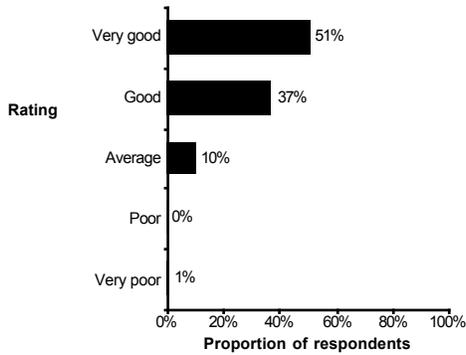
FY14: 424 respondents



FY14: Satisfaction measure: 84%
Average evaluation score: 4.2

Ability to understand the messages

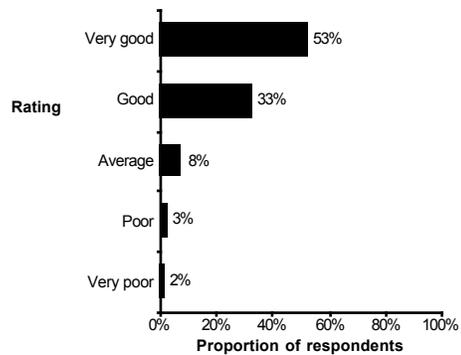
FY14: 420 respondents



FY14: Satisfaction measure: 88%
Average evaluation score: 4.4

Ability to use the services in this area

FY14: 437 respondents

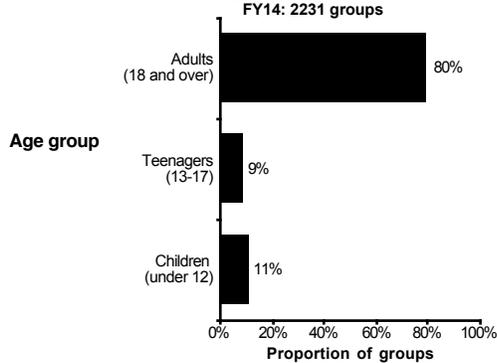


FY14: Satisfaction measure: 87%
Average evaluation score: 4.3

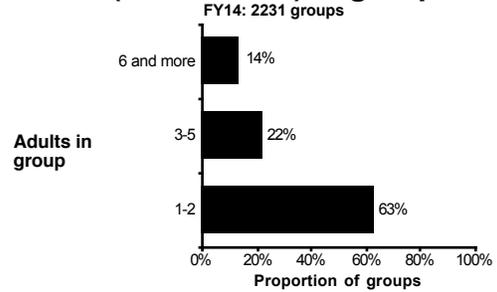
Bureau of Land Management 2014 Demographics



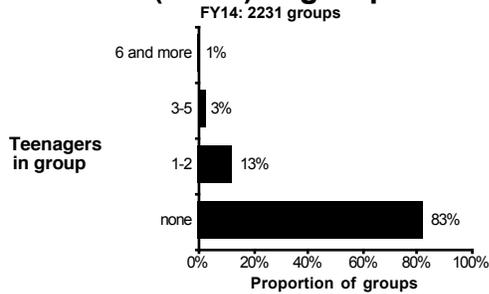
Visitor group composition



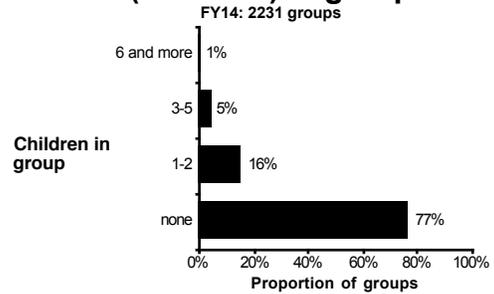
Number of adults (18 and over) in group



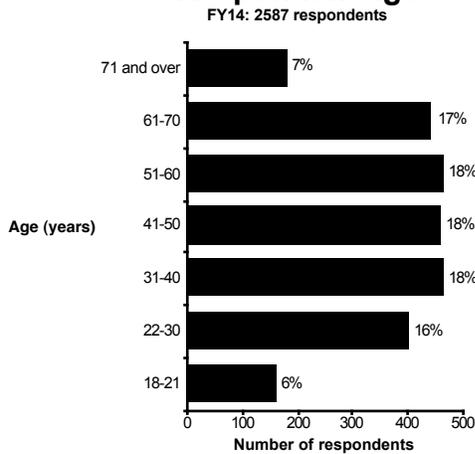
Number of teenagers (13-17) in group



Number of children (under 12) in group



Respondent age



Gender

