



National Park Service
U.S. Department of the Interior



Social and Economic Sciences Research Center
Washington State University

Lake Roosevelt National Recreation Area Visitor Study



Social & Economic Sciences
Research Center

WASHINGTON STATE UNIVERSITY

OMB Control Number: 1024-0224
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DIRECTIONS

For multiple choice questions, please indicate your response by **filling in the bubbles completely** with black or blue ink.

Like this: ☐ Not like this: ☒ ☐ ☐ ☐

In this questionnaire, your **personal group**, sometimes referred to as “your group”, is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger **organized group** that you might be traveling with, such as a school, church, scout troop, or tour group.

Q1. a) Prior to this visit, how did you and your personal group obtain information about Lake Roosevelt National Recreation Area (NRA)? Please mark all that apply in column (a).

☐ Did not obtain information prior to this visit **Skip part (a) of this question**

b) If you were to visit Lake Roosevelt NRA in the future, how would you and your personal group prefer to obtain information about the park? Please mark all that apply in column (b).

a) This visit	b) Future visit	Source of information
<input type="radio"/>	<input type="radio"/>	Chamber of commerce/welcome center
<input type="radio"/>	<input type="radio"/>	Friends/relatives/word of mouth
<input type="radio"/>	<input type="radio"/>	Inquiry to park via phone, mail, or email
<input type="radio"/>	<input type="radio"/>	Local businesses (motels, restaurants, outfitters, etc.)
<input type="radio"/>	<input type="radio"/>	Maps/brochures/rack cards
<input type="radio"/>	<input type="radio"/>	Newspaper/magazine articles
<input type="radio"/>	<input type="radio"/>	Lake Roosevelt NRA website: www.nps.gov/laro
<input type="radio"/>	<input type="radio"/>	Other websites, please specify: <input type="text"/>
<input type="radio"/>	<input type="radio"/>	Previous visits
<input type="radio"/>	<input type="radio"/>	School class/program
<input type="radio"/>	<input type="radio"/>	Social media (e.g., Facebook, Twitter, etc.)
<input type="radio"/>	<input type="radio"/>	Lake Roosevelt NRA social media
<input type="radio"/>	<input type="radio"/>	Television/radio programs/DVDs
<input type="radio"/>	<input type="radio"/>	Travel guides/tour books (such as AAA, etc.)
<input type="radio"/>	<i>na</i>	Other, this visit, please specify: <input type="text"/>
<i>na</i>	<input type="radio"/>	Other, future visit, please specify: <input type="text"/>

c) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed?

- ☐ No → **If NO, what type of park information did your group need that was not available? Please be specific.**
- ☐ Yes

Q2. a) If you and your personal group used the park website (www.nps.gov/laro) prior to or during this visit, please rate how helpful the website was in planning your visit, by marking one response below.

☐ Did not use the park website

Go to Question 3

☐ Not at all helpful

☐ Somewhat helpful

☐ Moderately helpful

☐ Very helpful

☐ Extremely helpful

b) If you rated the park website as “Not at all helpful” or “Somewhat helpful,” what would you suggest to improve the current website?

Q3. a) How did this visit to Lake Roosevelt NRA fit into your personal group’s travel plans? Please mark only one.

☐ Lake Roosevelt NRA was the primary destination

☐ Lake Roosevelt NRA was one of several destinations

☐ Lake Roosevelt NRA was not a planned destination

b) If Lake Roosevelt NRA was not your primary destination, what was?

Q4. Management of Lake Roosevelt NRA is a cooperative effort from the National Park Service, the Bureau of Reclamation, the Confederated Tribes of the Colville Indian Reservation, the Spokane Tribe of Indians, and the Bureau of Indian Affairs. Prior to receiving this questionnaire, were you aware of the different entities that collaboratively manage this site? Please mark only one.

☐ Yes, aware of the different groups managing Lake Roosevelt NRA

☐ No, thought Lake Roosevelt NRA was managed by National Park Service only

☐ No, thought Lake Roosevelt NRA was managed by other organizations, not by the National Park Service

☐ Didn’t know who managed Lake Roosevelt NRA

Q5. What were your reasons for visiting Lake Roosevelt NRA on this trip? Please mark all that apply.

- ☐ Visit a National Park Service site
- ☐ Water related recreational activities (fishing, swimming, boating, etc.)
- ☐ Other recreational activities (hunting, hiking, picnicking, etc.)
- ☐ Sightsee/take a scenic drive
- ☐ Camp in developed campgrounds
- ☐ Camp in a primitive setting such as shoreline camping
- ☐ Enjoy solitude/quiet
- ☐ Bird-watching
- ☐ Wildlife viewing (other than bird watching)
- ☐ Educational/learning reason
- ☐ Visit historic places around the lake area
- ☐ Other, please specify:

Q6. a) In many national park units, the National Park Service uses fire under prescribed weather and burning conditions to meet specific resource management objectives, such as reduction of non-native plants, restoration of native vegetation, and removal of unnatural levels of woody or grassy material that could cause a catastrophic fire. Prior to reading the statement above, were you aware of these purposes for conducting prescribed burns?

- ☐ Yes → *How did you become aware?*
- ☐ No

b) If you and your personal group were to visit Lake Roosevelt NRA in the future, would you be willing to tolerate short periods (up to 2 days) of occasional smoke or reduced visibility and/or temporarily blackened fields or trees resulting from prescribed burns?

- ☐ Yes, likely
- ☐ No, unlikely
- ☐ Not sure

Q7. On this visit, were the signs directing you and your personal group to your destinations at Lake Roosevelt NRA adequate? Please mark one response for each.

a) Signs on highways.

- ☐ Yes
- ☐ No → *Please explain:*
- ☐ Did not use

b) Signs in communities.

- ☐ Yes
- ☐ No → *Please explain:*
- ☐ Did not use


c) Signs inside the park.

- ☐ Yes
- ☐ No → *Please explain:*
- ☐ Did not use

Q8. How important is protection of the following to you and your personal group? Please mark one answer for each attribute, resource, or experience.

Attribute/resource/experience	Not important	Somewhat important	Moderately important	Very important	Extremely important
Clean air (visibility)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational opportunities (fishing, boating, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native vegetation (trees, shrubs, grasses, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wildlife habitat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Night sky viewing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural and historic sites/buildings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9. a) Were you aware of any fish advisories on your visit to Lake Roosevelt NRA?

- ☐ No  **Go to Question 10**
- ☐ Yes → *How did you become aware of the advisory?*

b) How did the advisories affect your visit?

Q10. a) Please rate the importance of the services and facilities listed to your visit from 1-5 in column (a).

b) Next, Please mark all the visitor services and facilities that you or your personal group used during this visit to Lake Roosevelt NRA in column (b).

c) Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5 in column (c).

a) Importance:

1=Not important

2=Somewhat important

3=Moderately important

4=Very important

5=Extremely important

**b) Used on
this visit**

Yes

No

c) Quality:

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

		Services and facilities	Yes	No	
		Access for people with disabilities	<input type="radio"/>	<input type="radio"/>	
		Assistance from staff	<input type="radio"/>	<input type="radio"/>	
		Visitor Center restrooms	<input type="radio"/>	<input type="radio"/>	
		Exhibits	<input type="radio"/>	<input type="radio"/>	
		Junior Ranger program	<input type="radio"/>	<input type="radio"/>	
		Visitor Center	<input type="radio"/>	<input type="radio"/>	
		Boat launches and marinas	<input type="radio"/>	<input type="radio"/>	
		Developed campgrounds	<input type="radio"/>	<input type="radio"/>	
		Shoreline camping	<input type="radio"/>	<input type="radio"/>	
		Public shoreline access	<input type="radio"/>	<input type="radio"/>	
		Park website	<input type="radio"/>	<input type="radio"/>	
		Picnic/day use areas	<input type="radio"/>	<input type="radio"/>	
		Park brochure/map	<input type="radio"/>	<input type="radio"/>	
		Ranger-led programs	<input type="radio"/>	<input type="radio"/>	
		Sales items at Visitor Center	<input type="radio"/>	<input type="radio"/>	
		Trails	<input type="radio"/>	<input type="radio"/>	
		Concession services (gas, groceries, mooring, etc.)	<input type="radio"/>	<input type="radio"/>	
		Restrooms	<input type="radio"/>	<input type="radio"/>	
		Parking areas	<input type="radio"/>	<input type="radio"/>	

Q11. a) On this visit to Lake Roosevelt NRA, did you and your personal group visit the NRA on more than one day?

☐ Yes

Go to Part B of this question

☐ No

Go to Part C of this question

b) If YES, on how many days did you visit Lake Roosevelt NRA?

Number of days

c) If NO, how many hours did you visit Lake Roosevelt NRA?

Number of hours

Q12. a) On this trip, did you and your personal group stay overnight away from your permanent residence in the Lake Roosevelt NRA area (within 50 miles)?

☐ Yes

☐ No

Go to Question 13

b) If YES, please list the number of nights you and your personal group stayed?

Number of nights (within 50 miles of Lake Roosevelt NRA)

c) In which types of lodging did you and your personal group spend the night(s)? *Please mark all that apply.*

☐ Lodge, motel, hotel, cabin, rented condo/home, bed & breakfast, etc.

☐ RV/trailer camping

☐ Tent camping in developed campground

☐ Camping in developed boat-in campground

☐ Shoreline camping

☐ Personal seasonal residence

☐ Residence of friends or relatives

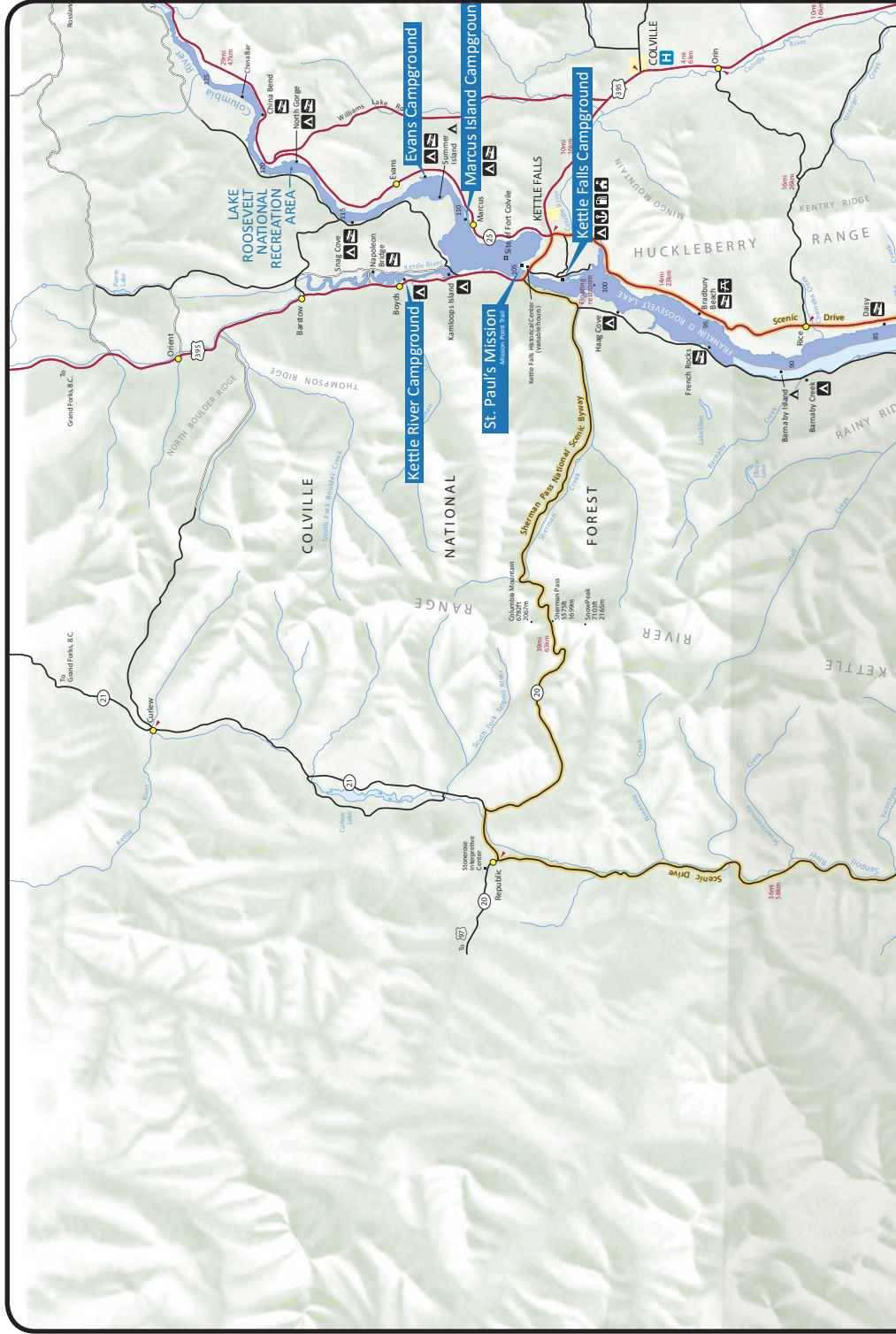
☐ Houseboat

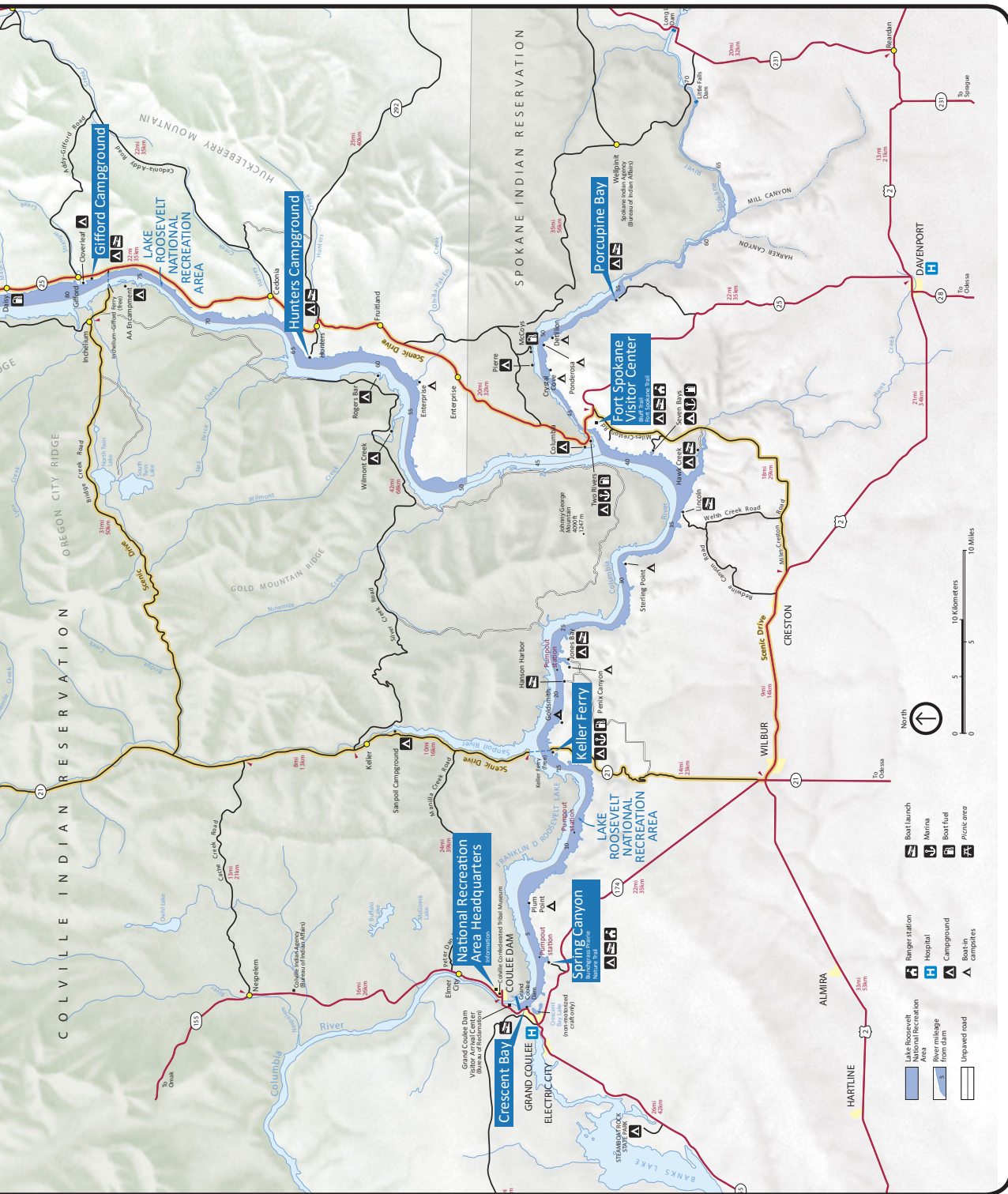
☐ Other, *please specify:*

Q13. Using the map below, please indicate locations where additional services or facilities would help to enhance your visit by placing the appropriate letter at the location.

Use these letters to identify locations where additional services or facilities would help to enhance your visit.

P = Additional parking or facilities
 S = Informational/directional signs
 E = Emergency or safety information
 R = Ranger presence





Q14. How would the above additional parking/facilities, signage, information, or ranger presence you identified on the map enhance your visit experience? *Please be specific.*

a) Additional parking or facilities

b) Informational/directional signs

c) Emergency or safety information

d) Ranger presence

Q15. a) On the list below, please mark all the areas at Lake Roosevelt NRA that you and your personal group visited on this trip. *Use the map on the previous page to help identify locations visited.*

☐ Crescent Bay

☐ Spring Canyon

☐ Keller Ferry

☐ Fort Spokane

☐ Porcupine Bay

☐ Hunters Campground

☐ Gifford Campground

☐ Kettle Falls Campground

☐ St Paul's Mission

☐ Kettle River Campground

☐ Marcus Island Campground

☐ Evans Campground

☐ Other, *please specify:*

On the lake in general:

☐ From Crescent Bay to Keller Ferry

☐ From Keller Ferry to Fort Spokane

☐ From Fort Spokane east on the Spokane Arm

☐ From Enterprise to Gifford

☐ From Gifford to Kettle Falls

☐ From Kettle Falls to Onion Creek

☐ On the Kettle River

b) At the locations you visited, did you experience any problems that should be addressed by park management?

☐ Yes, *please explain:*

☐ No

Q16. a) As you were planning your trip to Lake Roosevelt NRA, which activities did you and your personal group *expect to participate in* during this visit? *Please mark all that apply in column (a).*

b) Which activities did you and your personal group *actually participate in* at Lake Roosevelt NRA on this visit? *Please mark all that apply in column (b).*

a) Expected activity	b) Activity on this visit
<input type="radio"/> Attending ranger interpretive programs	<input type="radio"/>
<input type="radio"/> Camping	<input type="radio"/>
<input type="radio"/> Paddling (canoe or kayak)	<input type="radio"/>
<input type="radio"/> Boating (power or sail boats)	<input type="radio"/>
<input type="radio"/> Enjoying natural quiet	<input type="radio"/>
<input type="radio"/> Enjoying native vegetation/scenery	<input type="radio"/>
<input type="radio"/> Fishing	<input type="radio"/>
<input type="radio"/> Hiking	<input type="radio"/>
<input type="radio"/> Horseback riding	<input type="radio"/>
<input type="radio"/> Photography	<input type="radio"/>
<input type="radio"/> Picnicking	<input type="radio"/>
<input type="radio"/> Visiting historic and educational sites	<input type="radio"/>
<input type="radio"/> Star-gazing	<input type="radio"/>
<input type="radio"/> Swimming	<input type="radio"/>
<input type="radio"/> Houseboating	<input type="radio"/>
<input type="radio"/> Viewing wildlife/birds	<input type="radio"/>
<input type="radio"/> Other, <i>please specify below:</i> <input type="text"/>	<input type="radio"/>

c) Which one of the above activities was most important to you and your personal group on this visit? *Please list only one response.*

d) Were there any activities that you and your personal group had expected to do but were unable to do?

- ☐ Yes, *which activities:*
- ☐ No

e) If YES, why weren't you able to do what you wanted to do? *Please mark all that apply.*

- ☐ Facilities were unavailable at the time of the visit
- ☐ Time constraints
- ☐ Weather conditions
- ☐ Other, *please specify:*

Q17. During this visit to Lake Roosevelt NRA, please indicate how the following elements may have affected your personal group's park experience. *Please mark one response for each element.*

Element	Detracted from	No effect	Added to	Did not experience
Availability of ranger interpretive programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumption of alcohol by other visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Development along the lake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noisy visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crowding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Litter on the lake and shoreline (glass, plastic, Styrofoam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public access areas to the lake	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ranger presence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage for the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitors using good water ethics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitors using poor water ethics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. a) On this visit, were you and your personal group with the following types of organized groups? *Please mark one for each.*

Organized group type	Yes	No
Guided fishing or hunting group	<input type="radio"/>	<input type="radio"/>
School/educational group	<input type="radio"/>	<input type="radio"/>
Other organized group (business, church, scout, etc.)	<input type="radio"/>	<input type="radio"/>

b) If you were with one of these organized groups, how many people, including yourself, were in this organized group?

Number of people

Q19. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? *Please mark one.*

- ☐ Alone
- ☐ Family
- ☐ Friends
- ☐ Family and friends
- ☐ Other, *please specify:*

c) On this visit, how many people were in your personal group, including yourself?

Number of people

c) How many vehicles did your personal group use to enter Lake Roosevelt NRA?

Number of vehicles

Q20. For you and your personal group on this visit, please provide the following. *If you do not know the answer, please leave it blank.*

	a) Current age	b) Zip code	Number of visits (past 12 months)	Number of lifetime visits
Yourself	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #4	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #6	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Member #7	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Q21. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

- ☐ Yes
- ☐ No

Go to Question 22

b) If YES, what activities or services did the person(s) have difficulty accessing or participating in?

Please mark all that apply.

- ☐ Park facilities
- ☐ Exhibits or visual displays
- ☐ Audio programs
- ☐ Interpretive/educational programs or activities
- ☐ Other, *please specify:*

c) Because of the physical condition, what specific problems did the person(s) have during this visit to Lake Roosevelt NRA? *Please mark all that apply.*

- ☐ Hearing (difficulty hearing ranger programs, audio-visual exhibits or programs, or reservation desk staff, even with hearing aid)
- ☐ Visual (difficulty seeing exhibits, directional signs, visual aids that are part of programs)
- ☐ Mobility (difficulty accessing facilities, services, or programs, even with walking aid and/or wheelchair)
- ☐ Other, *please describe:*

Q22. a) Are you or members of your personal group Hispanic or Latino? Please mark one for each group member? *Please mark yes or no for each group member in section (a).*

b) What is the race of each member of your personal group? Please mark one or more for you and each group member in section (b).

	Hispanic or Latino		American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or other Pacific Islander	White
	Yes	No					
Yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #3	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #6	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Member #7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q23. Which category best represents your annual household income? *Please mark only one.*

- ☐ Less than \$24,999
- ☐ \$25,000-\$34,999
- ☐ \$35,000-\$49,999
- ☐ \$50,000-\$74,999
- ☐ \$75,000-\$99,999
- ☐ \$100,000-\$149,999
- ☐ \$150,000-\$199,999
- ☐ \$200,000 or more
- ☐ Do not wish to answer

Q24. a) What did you and your personal group like *most* about this visit to Lake Roosevelt NRA?

b) What did you and your personal group like *least* about this visit to Lake Roosevelt NRA?

Q25. Is there anything else you and your personal group would like to tell us about your visit to Lake Roosevelt NRA?

Q26. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Lake Roosevelt NRA during this visit? *Please mark only one.*

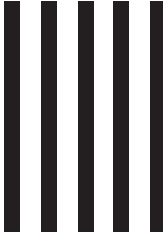
- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very poor | Poor | Average | Good | Very good |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thank you for your help!

Please seal this questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.



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