

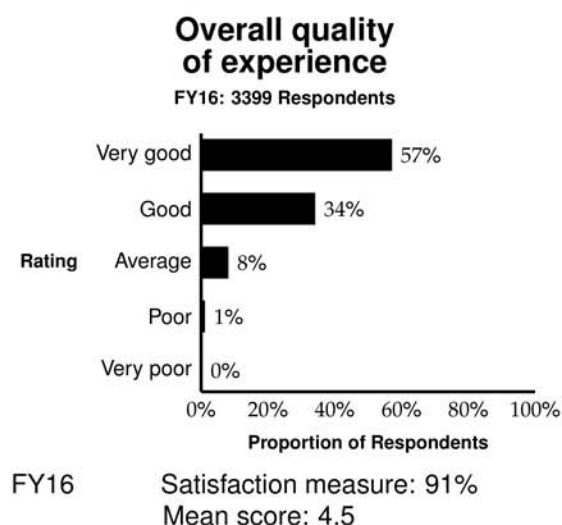
Bureau of Land Management 2016 National Report

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 24 BLM recreation sites in 13 states during fiscal year 2016 (FY16). Of the 24 units conducting the survey this year, 24 units successfully administered the survey. 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, recreation use management, resource management, BLM staff and service, programs, commercial recreation operations, educational and interpretive materials, fees, accessibility for visitors with disabilities, activities, and demographics.

The combined results of the visitor satisfaction surveys conducted in FY16 are summarized in this data report. A description of the research methods and limitations can be found on page two. Below (left) is a graph summarizing visitor opinions regarding the overall quality of their experience at this site. The satisfaction measure below (right) is a combined proportion of "good" and "very good" responses. This is the primary performance measure for GPRA Goal 3.1 and should be used when reporting performance for this goal. (NOTE: the satisfaction measure may not equal the sum of "very good" and "good" proportions due to rounding.)

The response rates for the BLM units surveyed ranged from 33% to 100%. The graph 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.



FY16 GPRA Satisfaction Measure

Proportion of site visitors satisfied overall with visitor information, facilities, management, interpretation/education, staff services, and programs:

91%

2016





2016 BLM Visitor Survey Research Methods

Understanding the Results

Inside this report are graphs that illustrate the survey results. The report contains ten 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," "providing useful information on the internet," 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.

All graphs include the following information:

- The number of visitor responses for the indicator;
- The proportion of responses for each answer choice;

Graphs for quality indicators also include:

- A "satisfaction measure" that combines the proportion of total responses which were "Very good" or "Good;"
- An average (mean) evaluation score where a number closer to five reflects a more positive visitor response;
- Quality indicators are based on the following scale:

"Very poor" = 1, "Poor" = 2, "Average" = 3, "Good" = 4, "Very good" = 5;

Very					Very	
Poor	1	2	3	4	5	Good

NOTE Graph proportions may not equal 100% due to rounding.

Procedure

A representative sample of the general visitor population were surveyed at 24 units in FY16. The data reflect visitor opinions about these sites's facilities, management, services, educational opportunities, and fees during the survey period. Visitor activities and selected demographics were also captured.

Returned surveys were electronically scanned and the data analyzed. Frequency distributions were calculated for each indicator and category.

The number of respondents for each indicator is reported at the top of each figure. All proportions are reported as whole percentages while averages are rounded to the nearest tenth.

Caution is advised when interpreting any data with fewer than 30 responses. When this occurs, the word "CAUTION!" is included above the graph. This report excludes any graphs or calculations for questions with fewer than 10 responses. "NA" has been inserted in place of excluded satisfaction and evaluation calculations.

For most indicators, the survey data are expected to be accurate within $\pm 6\%$ of the population 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 the
Social and Economic Sciences Research Center at Washington State University
(509) 335-1511 | sesrc@wsu.edu

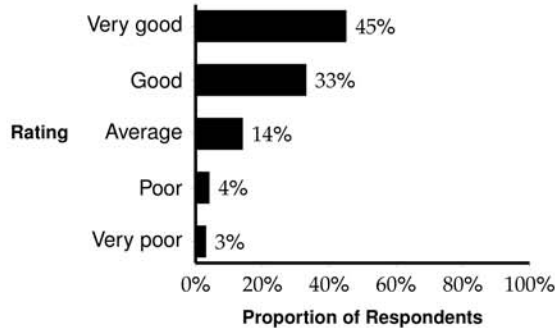
2016 BLM Visitor Survey

Visitor Information



Providing useful maps and brochures

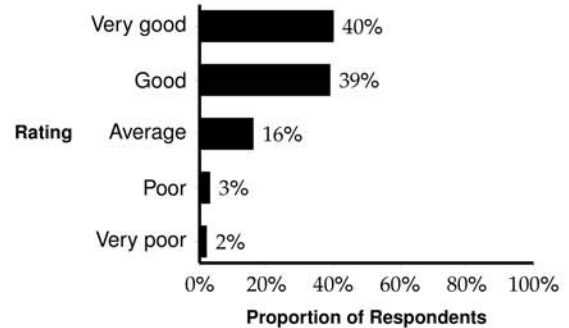
FY16: 3044 Respondents



FY16 Satisfaction measure: 79%
Mean score: 4.1

Providing useful information on the Internet

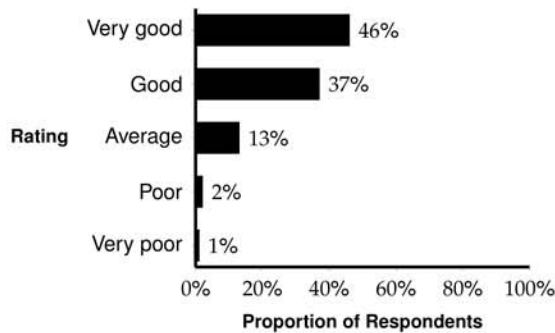
FY16: 2335 Respondents



FY16 Satisfaction measure: 79%
Mean score: 4.1

Ensuring public awareness of rules and regulations

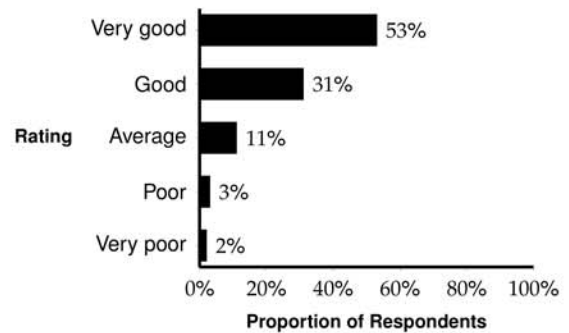
FY16: 3295 Respondents



FY16 Satisfaction measure: 83%
Mean score: 4.2

Providing adequate signs on-site for direction and orientation

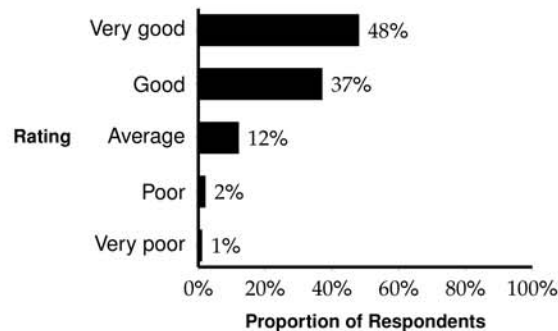
FY16: 3381 Respondents



FY16 Satisfaction measure: 84%
Mean score: 4.3

Everything considered: Quality of BLM visitor information

FY16: 3383 Respondents



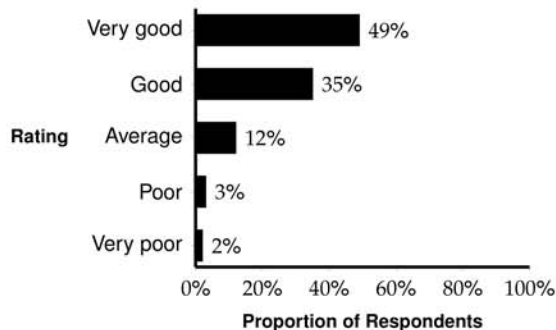
FY16 Satisfaction measure: 85%
Mean score: 4.3



2016 BLM Visitor Survey Developed Facilities

Condition of roads for motorized vehicles

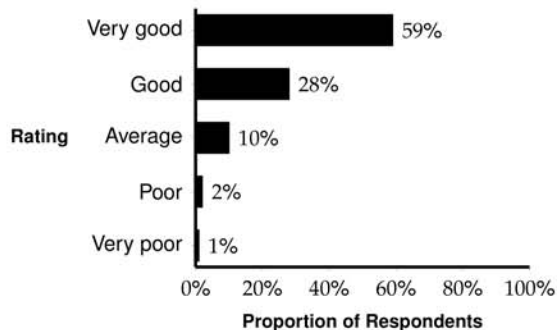
FY16: 3485 Respondents



FY16 Satisfaction measure: 83%
Mean score: 4.3

Cleanliness of site

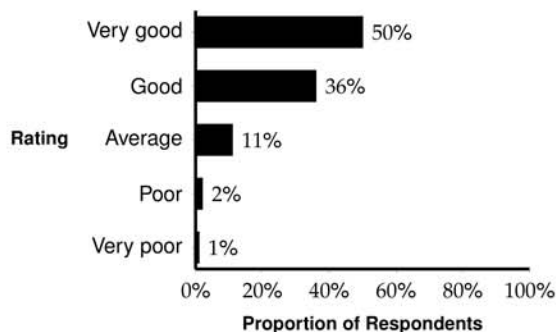
FY16: 3527 Respondents



FY16 Satisfaction measure: 87%
Mean score: 4.4

Condition of trails for non-motorized use

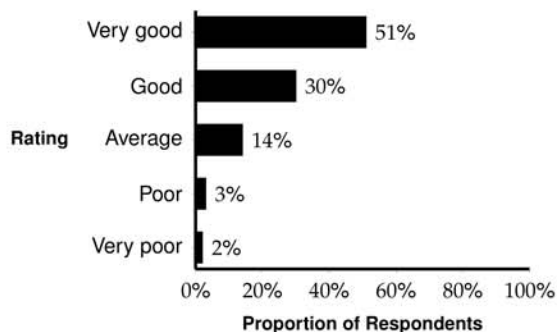
FY16: 2991 Respondents



FY16 Satisfaction measure: 86%
Mean score: 4.3

Cleanliness of restrooms and other physical facilities

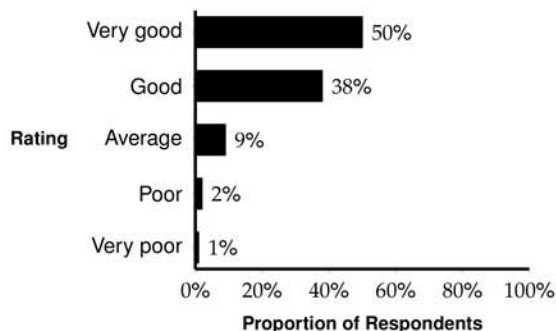
FY16: 3024 Respondents



FY16 Satisfaction measure: 80%
Mean score: 4.2

Everything considered: Overall condition of developed facilities

FY16: 3488 Respondents



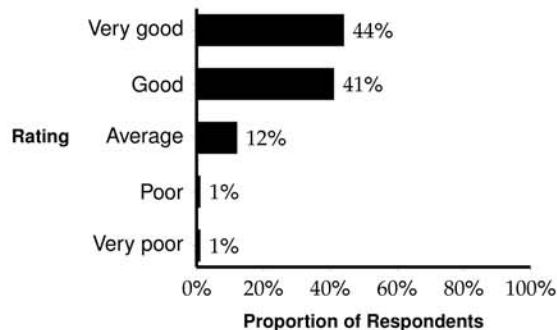
FY16 Satisfaction measure: 88%
Mean score: 4.4

2016 BLM Visitor Survey Recreation Use Management



Managing the appropriate use of vehicles

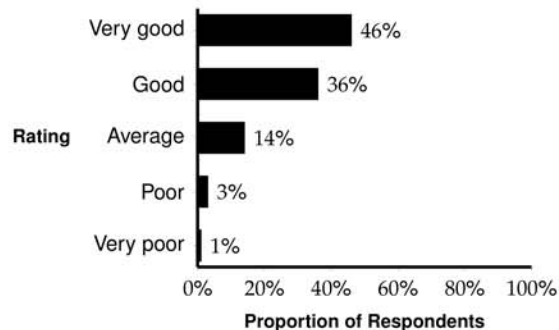
FY16: 3080 Respondents



FY16 Satisfaction measure: 86%
Mean score: 4.3

Managing the number of people

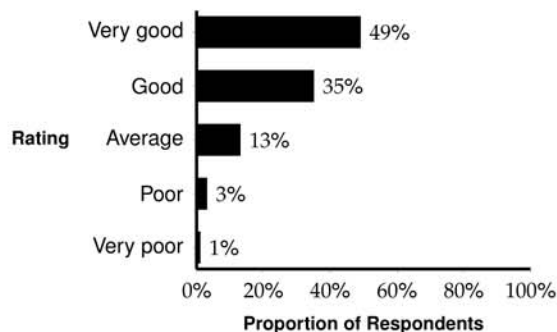
FY16: 3117 Respondents



FY16 Satisfaction measure: 82%
Mean score: 4.2

Keeping noise at appropriate levels

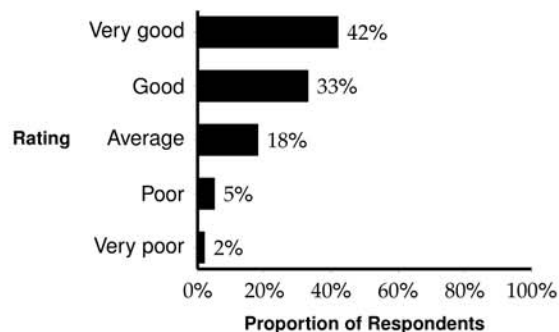
FY16: 3145 Respondents



FY16 Satisfaction measure: 84%
Mean score: 4.3

Providing a sufficient law enforcement presence to prevent crime

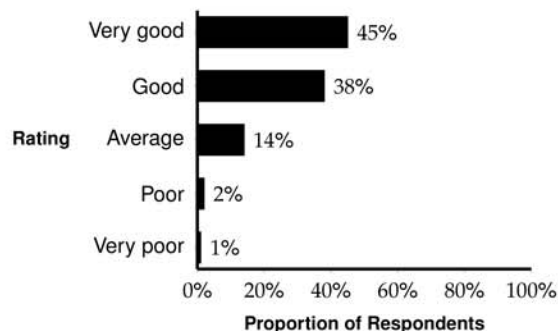
FY16: 2317 Respondents



FY16 Satisfaction measure: 75%
Mean score: 4.1

Everything considered: Visitor and recreation management

FY16: 3314 Respondents



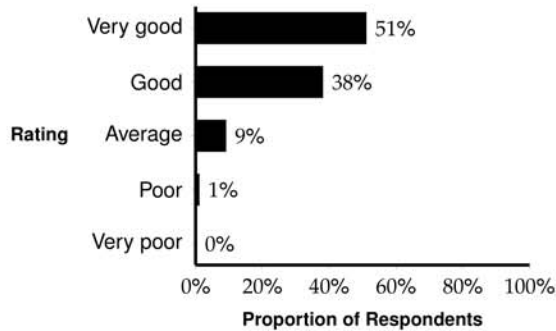
FY16 Satisfaction measure: 83%
Mean score: 4.3



2016 BLM Visitor Survey Resource Management

Adequately protecting the natural resources

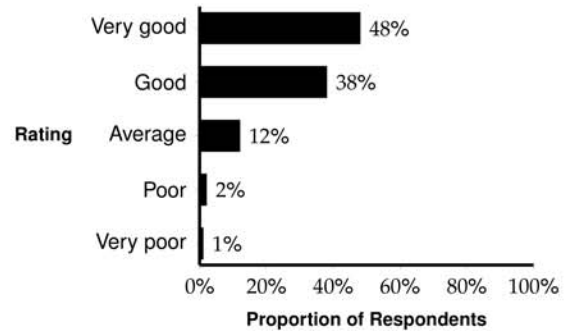
FY16: 3392 Respondents



FY16 Satisfaction measure: 89%
Mean score: 4.4

Ensuring that visitor activities do not interfere with resource protection

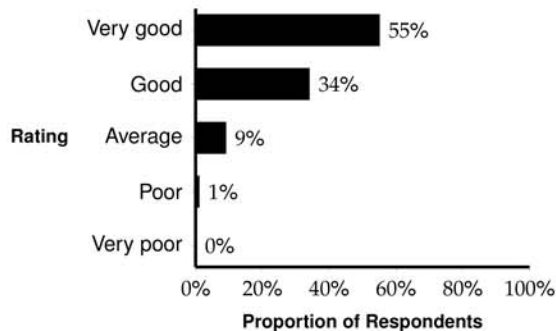
FY16: 3197 Respondents



FY16 Satisfaction measure: 86%
Mean score: 4.3

Adequately protecting the cultural resources

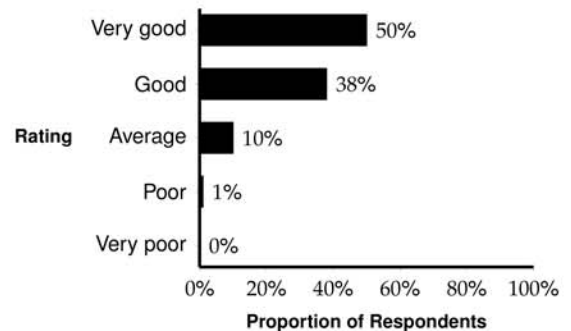
FY16: 3134 Respondents



FY16 Satisfaction measure: 89%
Mean score: 4.4

Everything considered: BLM Protection of natural and cultural resources

FY16: 3369 Respondents



FY16 Satisfaction measure: 88%
Mean score: 4.4

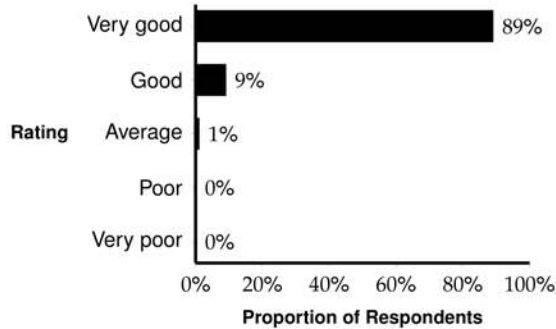
2016 BLM Visitor Survey

BLM Staff and Service



Staff treated me courteously

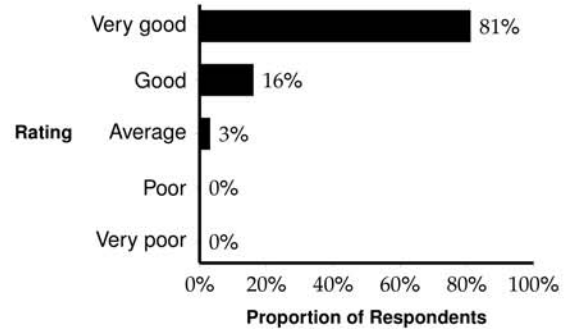
FY16: 2645 Respondents



FY16 Satisfaction measure: 99%
Mean score: 4.9

Staff demonstrated knowledge about natural and cultural resources

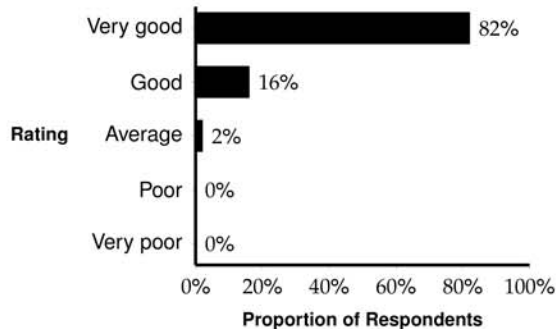
FY16: 2260 Respondents



FY16 Satisfaction measure: 97%
Mean score: 4.8

Staff demonstrated knowledge about recreational opportunities

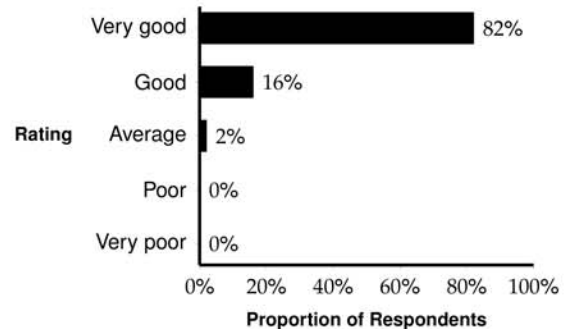
FY16: 2334 Respondents



FY16 Satisfaction measure: 98%
Mean score: 4.8

Everything considered: Performance of BLM staff

FY16: 2592 Respondents



FY16 Satisfaction measure: 98%
Mean score: 4.8

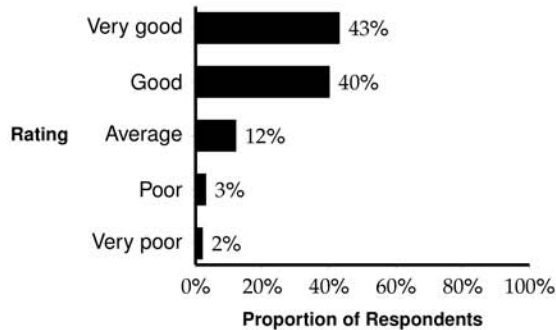


2016 BLM Visitor Survey

Providing Educational and Interpretive Material

Providing quality educational and interpretive material about the resources

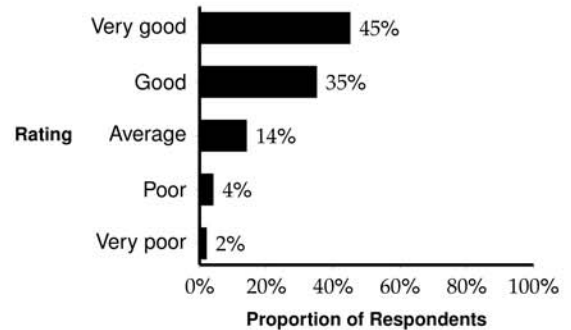
FY16: 2747 Respondents



FY16 Satisfaction measure: 83%
Mean score: 4.2

Providing stewardship information on protecting cultural and natural resources

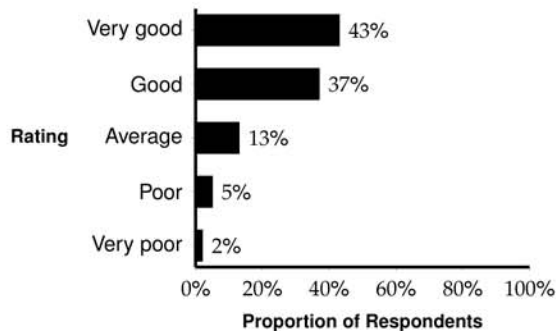
FY16: 2683 Respondents



FY16 Satisfaction measure: 80%
Mean score: 4.2

Providing sufficient quantity of educational and interpretive materials about the resources

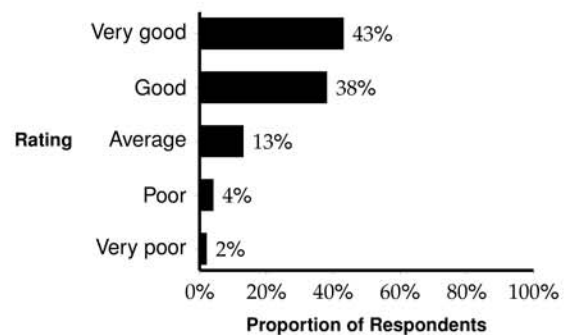
FY16: 2677 Respondents



FY16 Satisfaction measure: 81%
Mean score: 4.2

Everything considered: BLM interpretive and educational program

FY16: 2831 Respondents



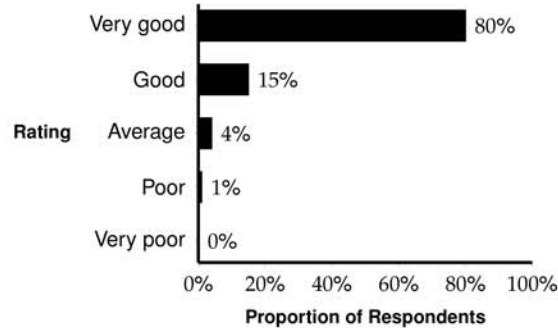
FY16 Satisfaction measure: 82%
Mean score: 4.2

2016 BLM Visitor Survey Programs & Fees



Quality of program(s) attended

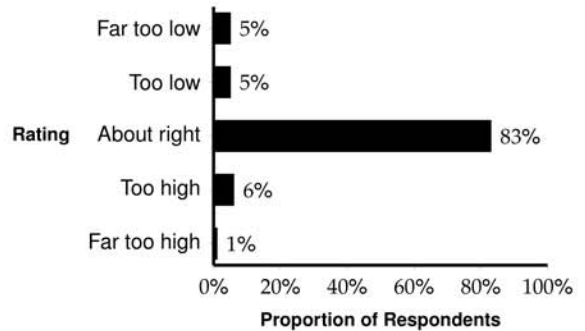
FY16: 526 Respondents



FY16 Satisfaction measure: 95%
Mean score: 4.7

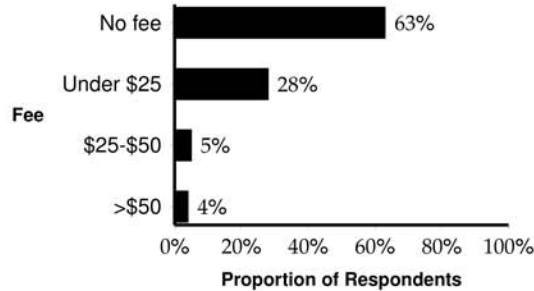
How appropriate was the fee charged for this site/area?

FY16: 1248 Respondents



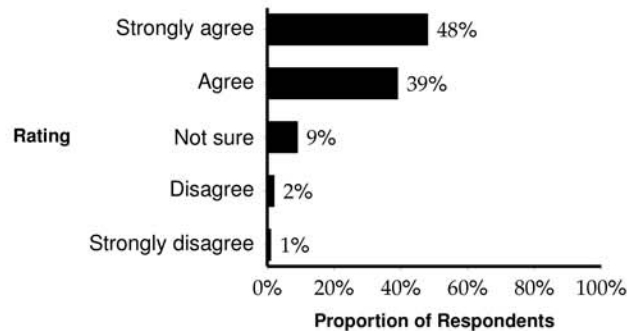
Total fees paid

FY16: 3328 Respondents



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

FY16: 1165 Respondents



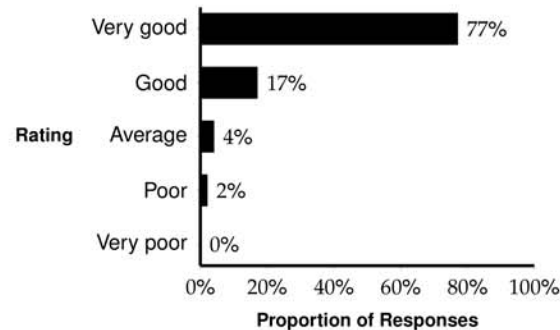


2016 BLM Visitor Survey

Commercial Recreation Operations & Activities

Quality of Commercial Services

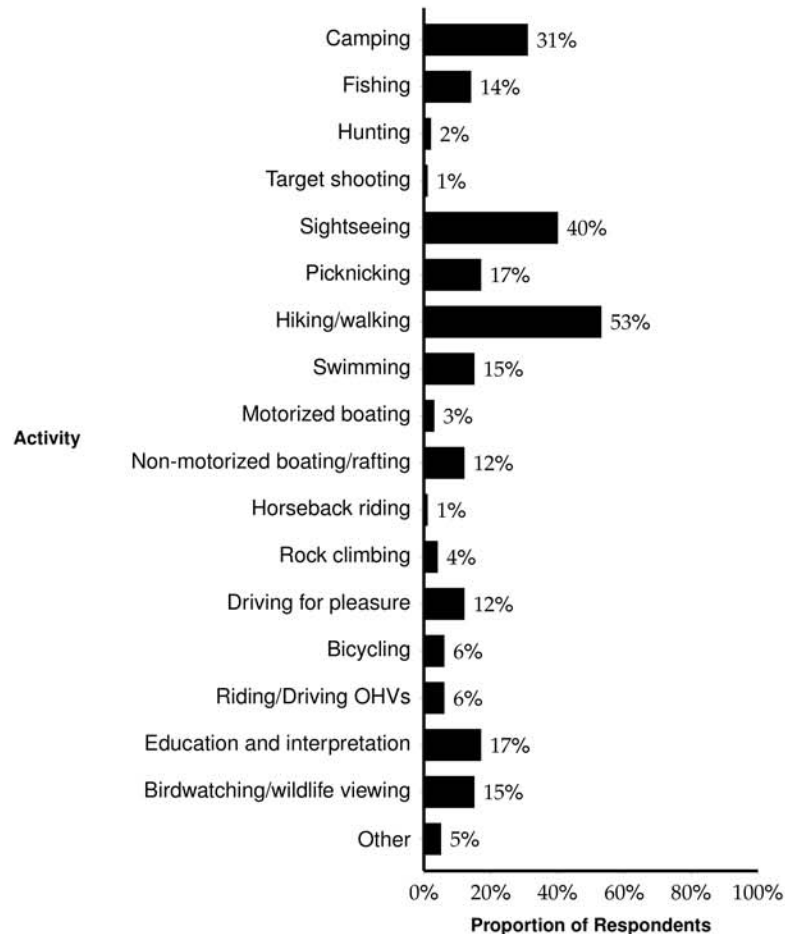
FY16: 669 Responses*



FY16 Satisfaction measure: 94%
Mean score: 4.7

Activities

FY16: 3283 Respondents**



*Each respondent could rate up to three services.

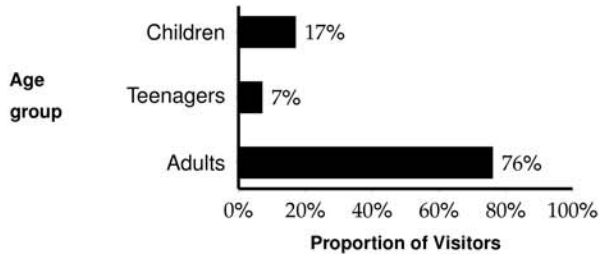
**Percentages do not sum to 100 because respondents could select more than one activity.

2016 BLM Visitor Survey Demographics



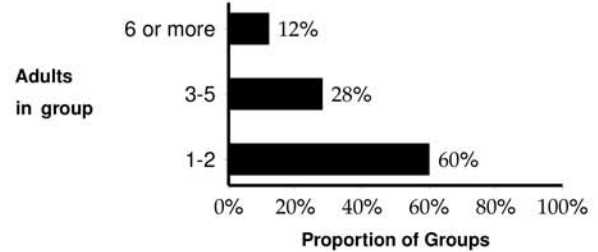
Visitor age groups

FY16: 16916 Visitors



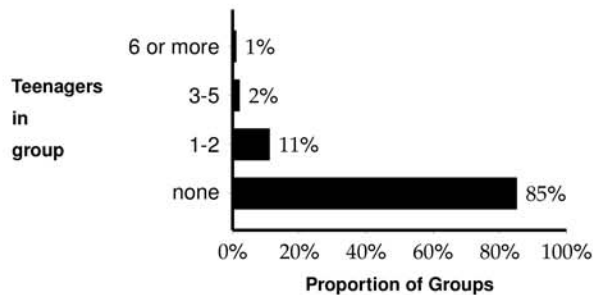
Number of Adults (18 and over) in group

FY16: 3303 Groups



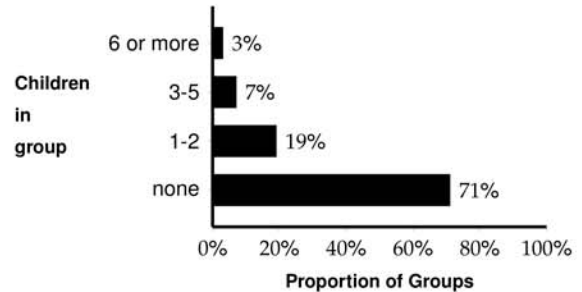
Number of teenagers (13-17) in group

FY16: 3322 Groups



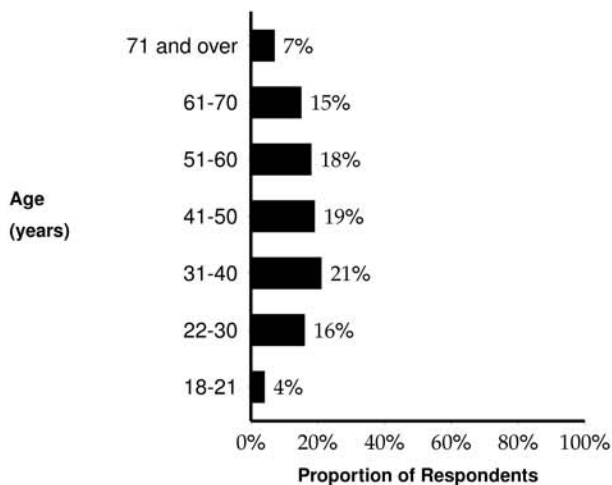
Number of children (under 12) in group

FY16: 3316 Groups



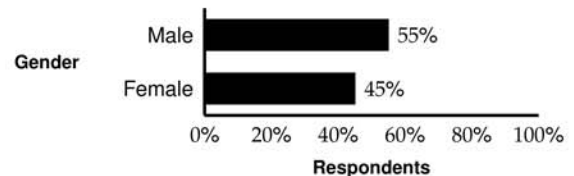
Respondent age

FY16: 3325 Respondents



Respondent gender

FY16: 3273 Respondents



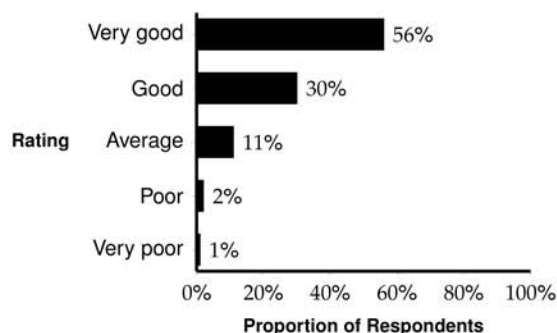
2016 BLM Visitor Survey

Accessibility for Visitors with Disabilities



Ability to adequately use facilities

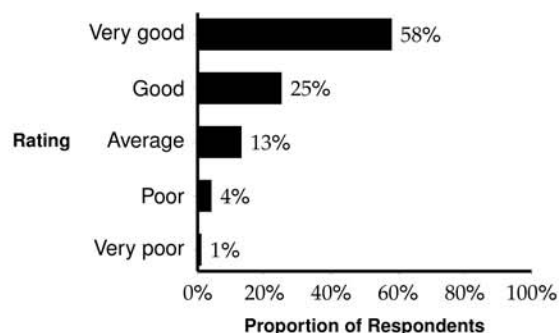
FY16: 327 Respondents



FY16 Satisfaction measure: 85%
Mean score: 4.4

Ability to access exhibits, waysides, etc.

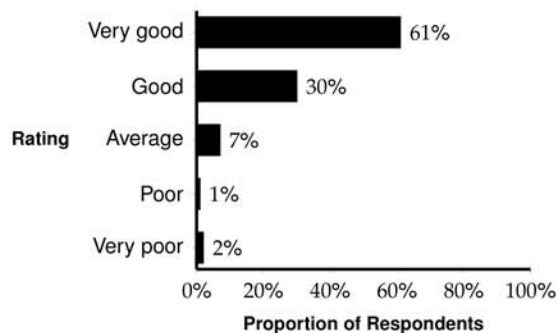
FY16: 306 Respondents



FY16 Satisfaction measure: 82%
Mean score: 4.3

Ability to understand messages

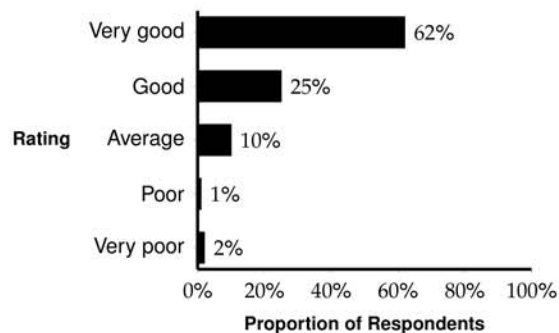
FY16: 315 Respondents



FY16 Satisfaction measure: 90%
Mean score: 4.5

Ability to use services

FY16: 322 Respondents



FY16 Satisfaction measure: 87%
Mean score: 4.4

