

El Malpais NCA

Visitor Survey

Introduction

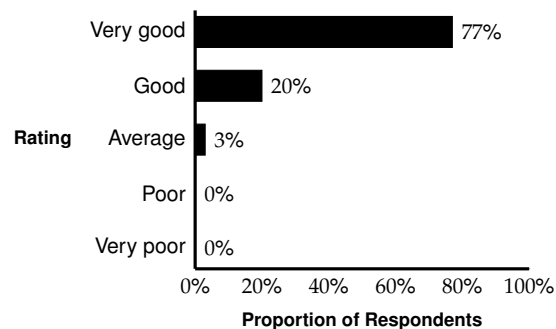
In order for the Bureau of Land Management (BLM) to comply with the Government Performance and Results Act (GPRA) and better meet the needs of the public, a visitor satisfaction survey was conducted at El Malpais NCA, NM, during fiscal year 2019. The survey was developed to measure a site's performance related to Mission Area 3, Goal 2, Strategy 1 (as specified in the DOI 2019/2020 Annual Performance Plan & 2018 Report) - *Enhance Public Satisfaction at DOI Sites by enhancing the enjoyment and appreciation of our natural and cultural heritage*; and Mission Area 2, Goal 3, Strategy 2: *Ensure effective collection and application of recreation fees*. 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 results of the visitor satisfaction survey conducted at El Malpais NCA 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 Mission Area 3, Goal 2.1 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 rate for this survey site was 84%. This indicates that 84% of those randomly sampled completed the survey. The graph summarizing visitor opinions of the "value for fee paid," which is the primary performance measure for GPRA Mission Area 2, Goal 3.2, can be found on page 9.

Overall quality of experience

FY19: 287 Respondents



FY19 Satisfaction measure: 97%
Mean score: 4.7

FY19 GPRA Satisfaction Measure

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

97%



El Malpais NCA 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

Surveys were distributed to a random sample of visitors at this site between June 7 and September 6, 2019. 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.

The survey response rate is described on page one of this report. 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

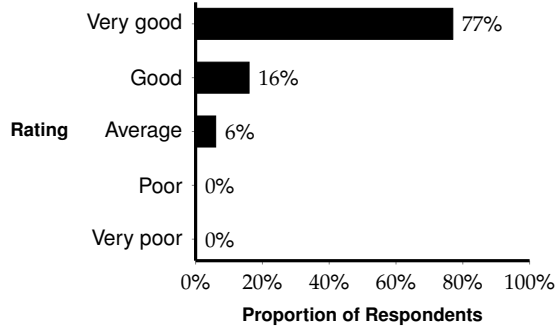
El Malpais NCA

Visitor Information



Providing useful maps and brochures

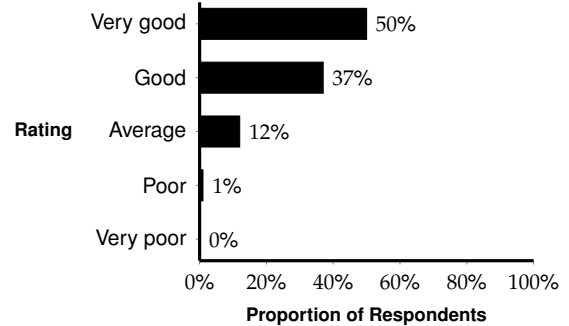
FY19: 265 Respondents



FY19 Satisfaction measure: 94%
Mean score: 4.7

Providing useful information on the Internet

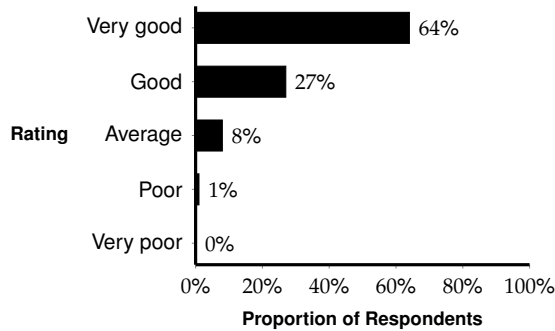
FY19: 176 Respondents



FY19 Satisfaction measure: 87%
Mean score: 4.4

Ensuring public awareness of rules and regulations

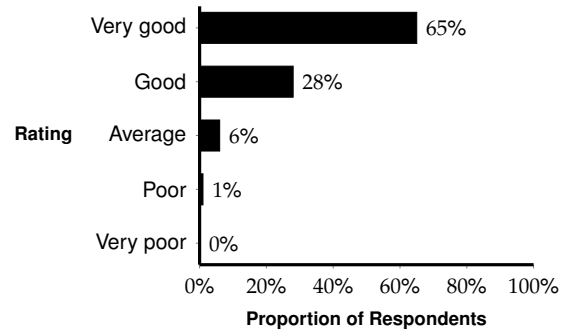
FY19: 258 Respondents



FY19 Satisfaction measure: 91%
Mean score: 4.5

Providing adequate signs on-site for direction and orientation

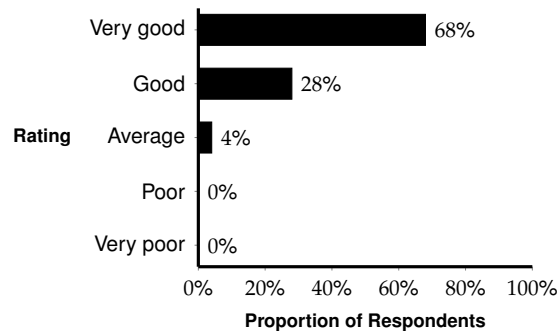
FY19: 284 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.6

Everything considered: Quality of BLM visitor information

FY19: 285 Respondents



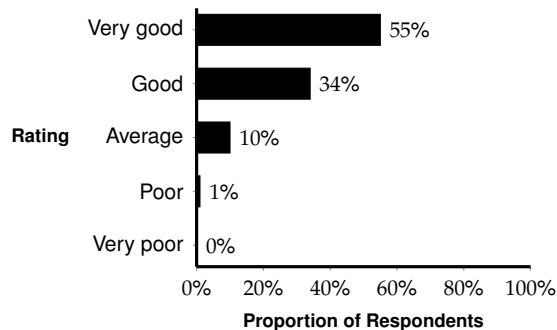
FY19 Satisfaction measure: 96%
Mean score: 4.6



El Malpais NCA Developed Facilities

Condition of roads for motorized vehicles

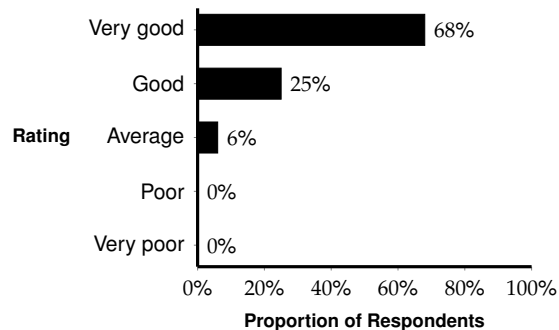
FY19: 294 Respondents



FY19 Satisfaction measure: 89%
Mean score: 4.4

Cleanliness of site

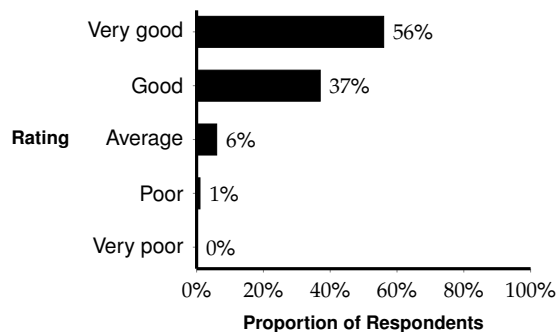
FY19: 295 Respondents



FY19 Satisfaction measure: 94%
Mean score: 4.6

Condition of trails for non-motorized use

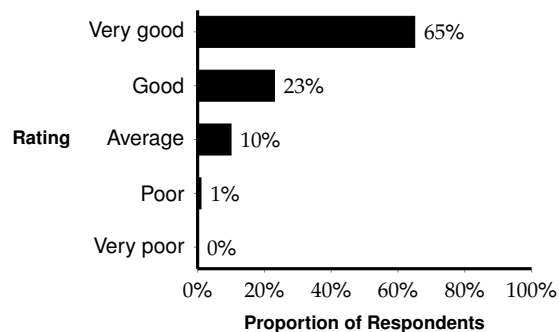
FY19: 202 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.5

Cleanliness of restrooms and other physical facilities

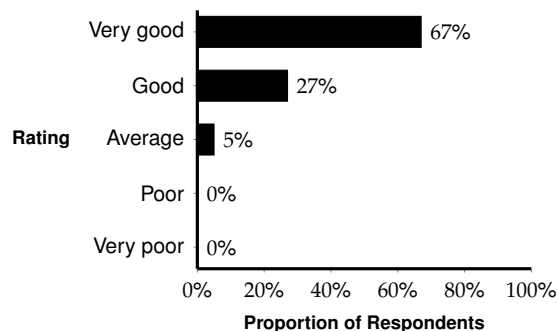
FY19: 270 Respondents



FY19 Satisfaction measure: 89%
Mean score: 4.5

Everything considered: Overall condition of developed facilities

FY19: 297 Respondents



FY19 Satisfaction measure: 95%
Mean score: 4.6

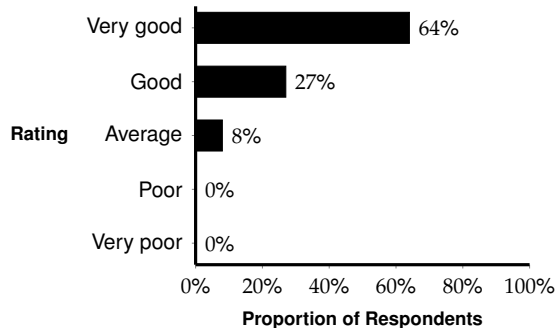
El Malpais NCA

Recreation Use Management



Managing the appropriate use of vehicles

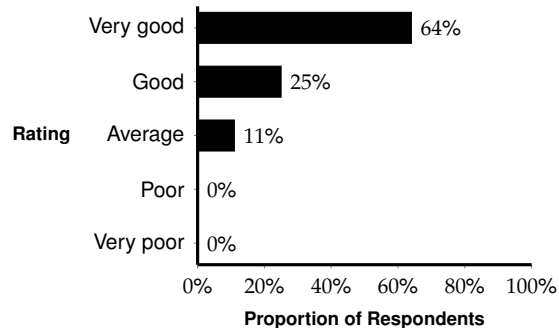
FY19: 213 Respondents



FY19 Satisfaction measure: 91%
Mean score: 4.5

Managing the number of people

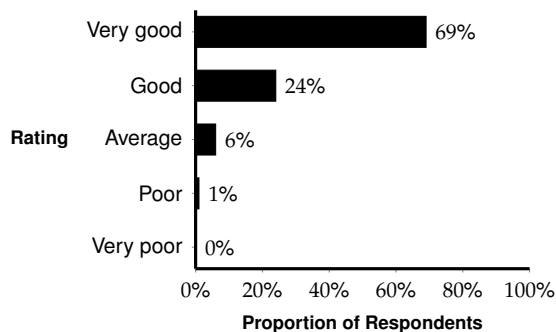
FY19: 226 Respondents



FY19 Satisfaction measure: 89%
Mean score: 4.5

Keeping noise at appropriate levels

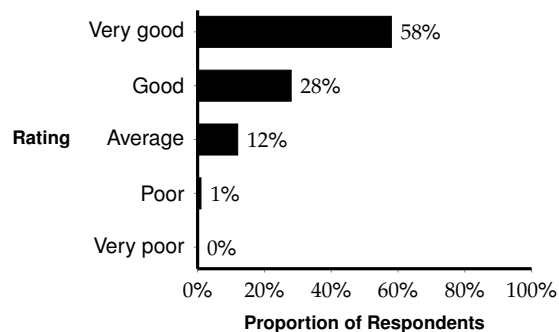
FY19: 219 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.6

Providing a sufficient law enforcement presence to prevent crime

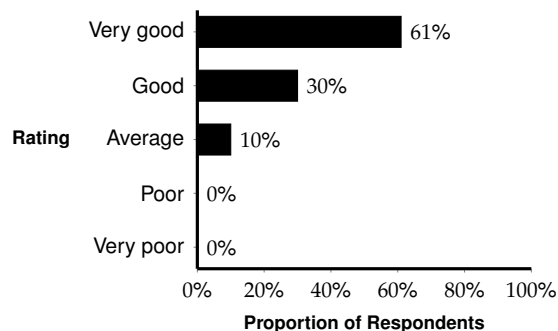
FY19: 153 Respondents



FY19 Satisfaction measure: 86%
Mean score: 4.4

Everything considered: Visitor and recreation management

FY19: 257 Respondents



FY19 Satisfaction measure: 90%
Mean score: 4.5

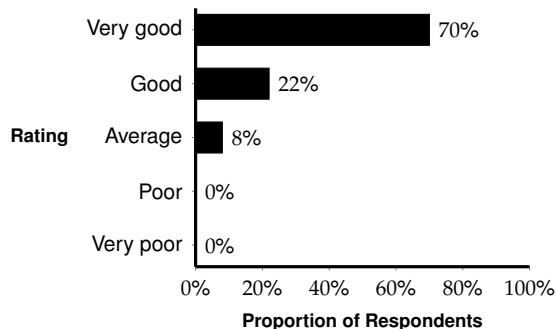


El Malpais NCA

Resource Management

Adequately protecting the natural resources

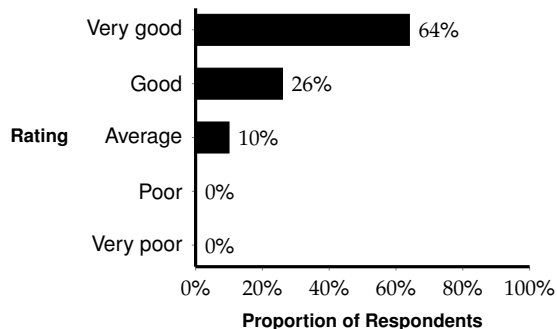
FY19: 282 Respondents



FY19 Satisfaction measure: 92%
Mean score: 4.6

Ensuring that visitor activities do not interfere with resource protection

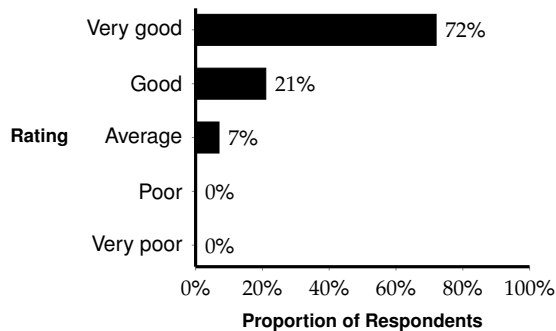
FY19: 252 Respondents



FY19 Satisfaction measure: 90%
Mean score: 4.5

Adequately protecting the cultural resources

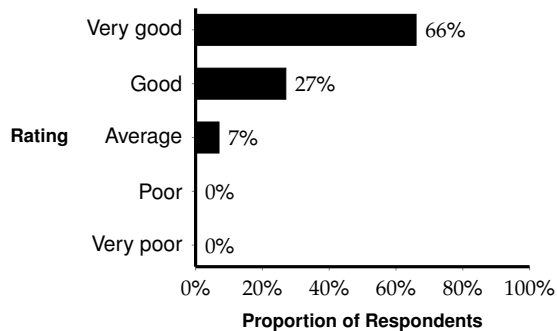
FY19: 260 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.7

Everything considered: BLM Protection of natural and cultural resources

FY19: 281 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.6

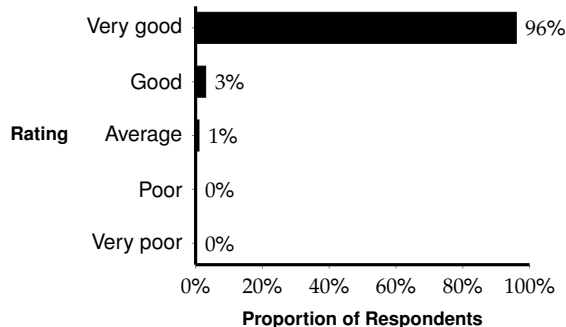
El Malpais NCA

BLM Staff and Service



Staff treated me courteously

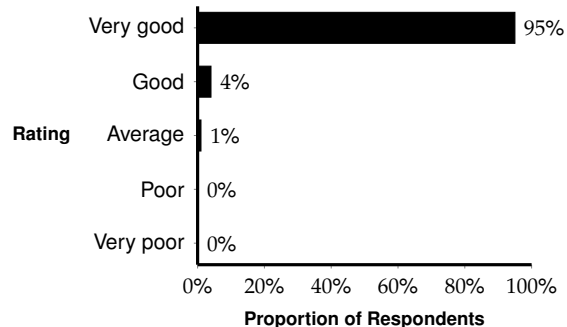
FY19: 292 Respondents



FY19 Satisfaction measure: 99%
Mean score: 4.9

Staff demonstrated knowledge about natural and cultural resources

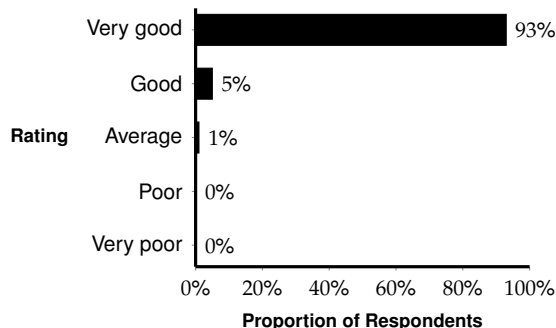
FY19: 262 Respondents



FY19 Satisfaction measure: 98%
Mean score: 4.9

Staff demonstrated knowledge about recreational opportunities

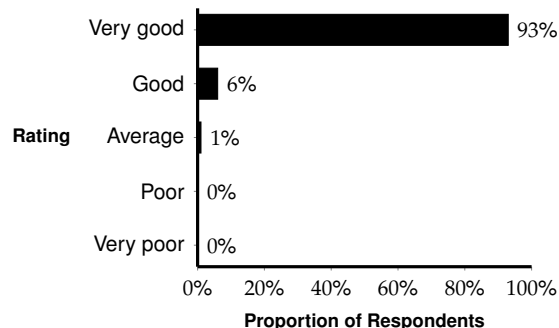
FY19: 265 Respondents



FY19 Satisfaction measure: 98%
Mean score: 4.9

Everything considered: Performance of BLM staff

FY19: 290 Respondents



FY19 Satisfaction measure: 98%
Mean score: 4.9

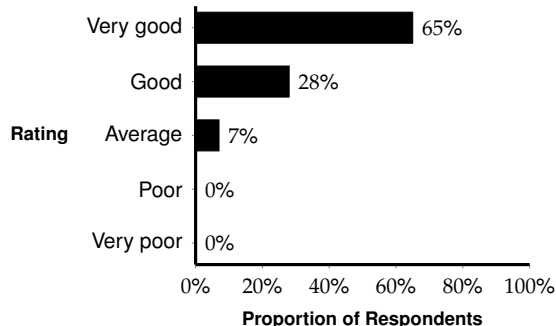


El Malpais NCA

Providing Educational and Interpretive Material

Providing quality educational and interpretive material about the resources

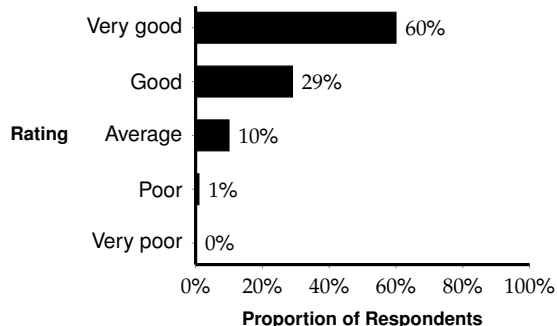
FY19: 235 Respondents



FY19 Satisfaction measure: 93%
Mean score: 4.6

Providing stewardship information on protecting cultural and natural resources

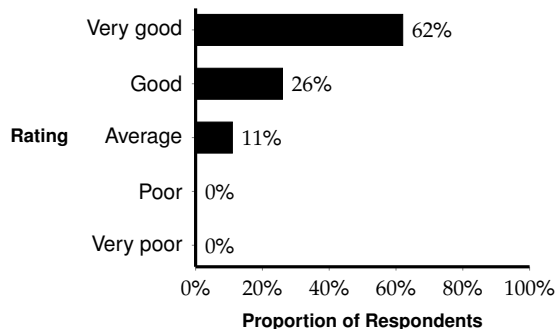
FY19: 210 Respondents



FY19 Satisfaction measure: 90%
Mean score: 4.5

Providing sufficient quantity of educational and interpretive materials about the resources

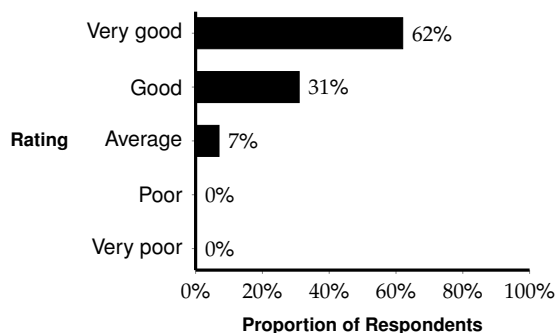
FY19: 229 Respondents



FY19 Satisfaction measure: 88%
Mean score: 4.5

Everything considered: BLM interpretive and educational program

FY19: 241 Respondents



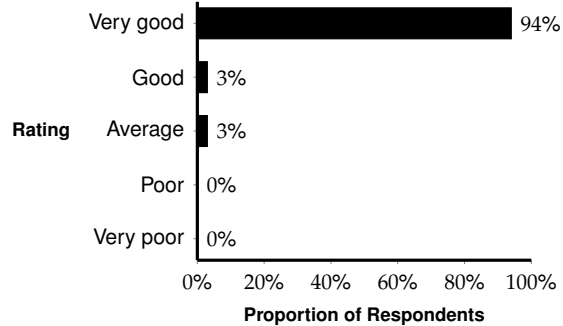
FY19 Satisfaction measure: 93%
Mean score: 4.5

El Malpais NCA Programs & Fees



Quality of program(s) attended

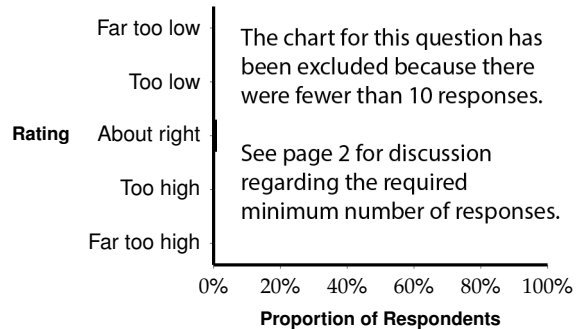
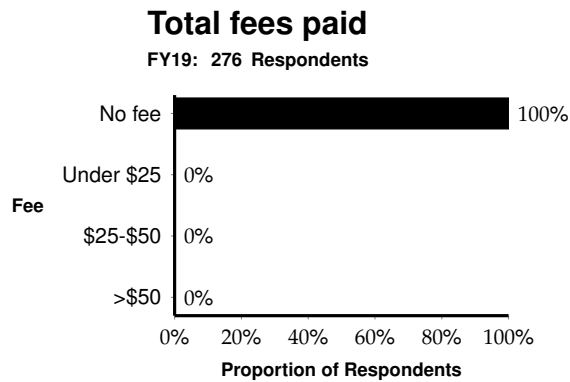
FY19: 32 Respondents



FY19 Satisfaction measure: 97%
Mean score: 4.9

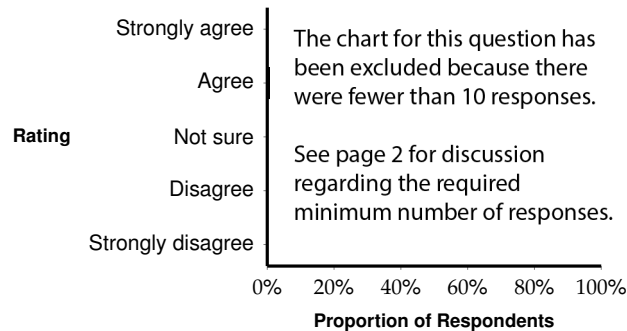
How appropriate was the fee charged for this site/area?

FY19: 2 Respondents



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

FY19: 1 Respondents





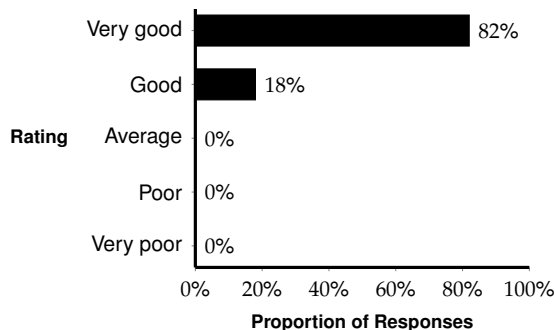
El Malpais NCA

Commercial Recreation Operations & Activities

Quality of Commercial Services

FY19: 28 Responses*

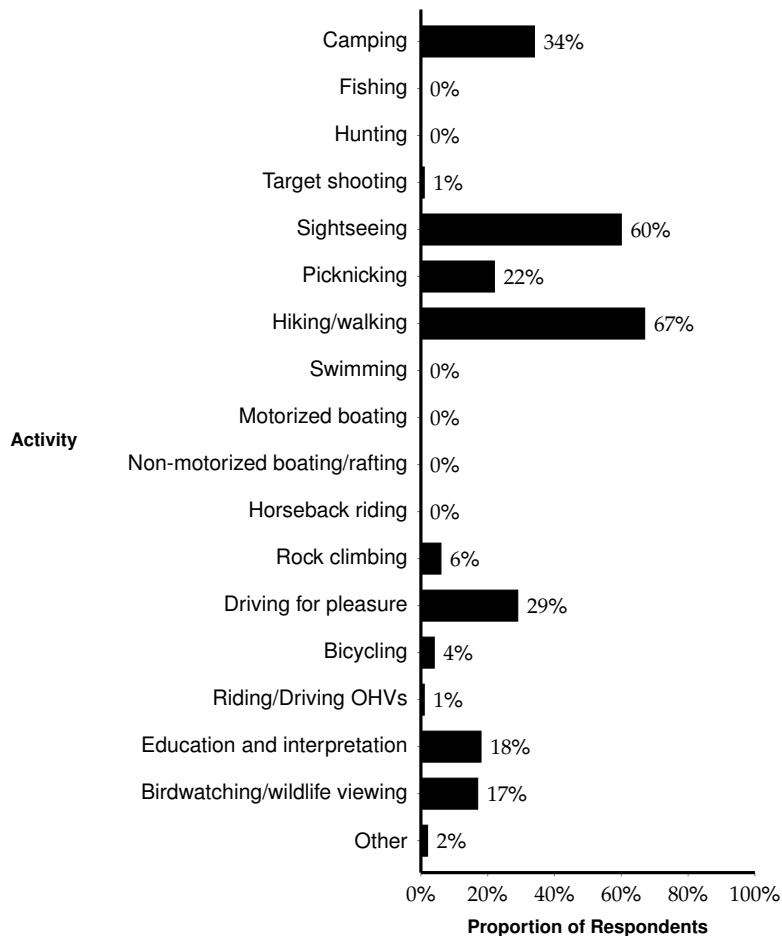
CAUTION!



FY19 Satisfaction measure: 100%
Mean score: 4.8

Activities

FY19: 283 Respondents**



*Each respondent could rate up to three services.

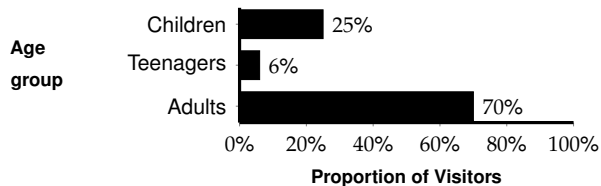
**Percentages do not sum to 100 because respondents could select more than one activity.

El Malpais NCA Demographics



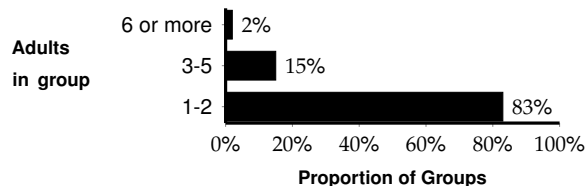
Visitor age groups

FY19: 883 Visitors



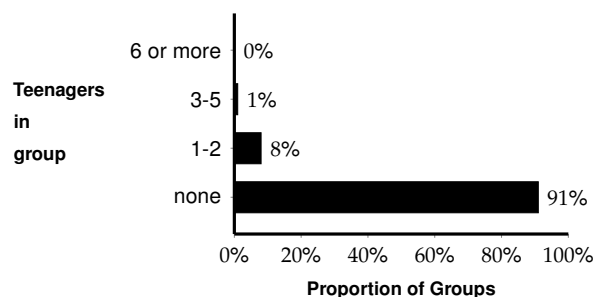
Number of Adults (18 and over) in group

FY19: 290 Groups



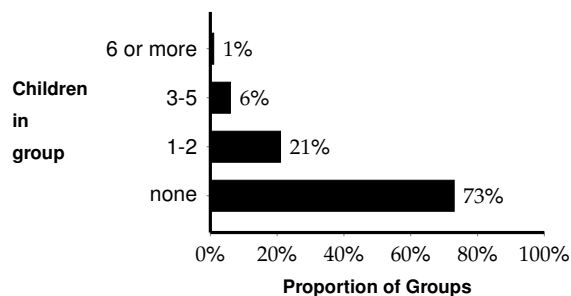
Number of teenagers (13-17) in group

FY19: 290 Groups



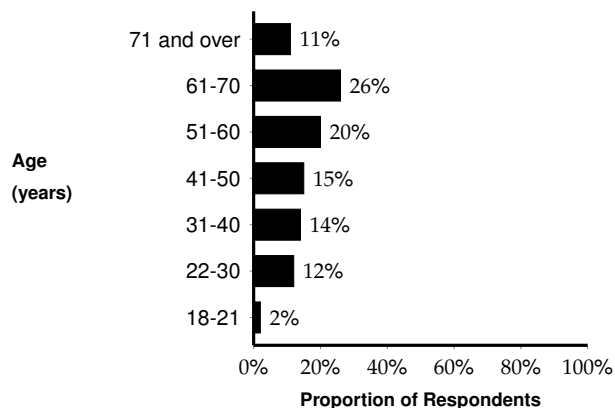
Number of children (under 12) in group

FY19: 290 Groups



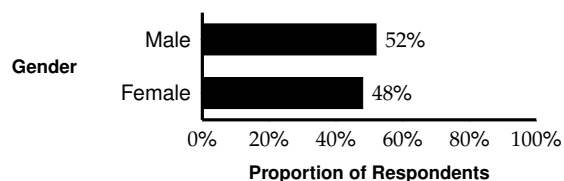
Respondent age

FY19: 283 Respondents



Respondent gender

FY19: 280 Respondents



New Mexico visitors came from 17 different counties.

FY19: 131 Respondents

County	Count
Bernalillo County	48
Cibola County	20
McKinley County	19
Sandoval County	9
Santa Fe County	9
Catron County	6
Valencia County	5
Other counties	15

Visitors came from 30 states across the country

FY19: 335 Respondents

State	Count
NM	131
AZ	52
CA	33
TX	19
CO	10
FL	10
MO	9
OK	7
Other states	64



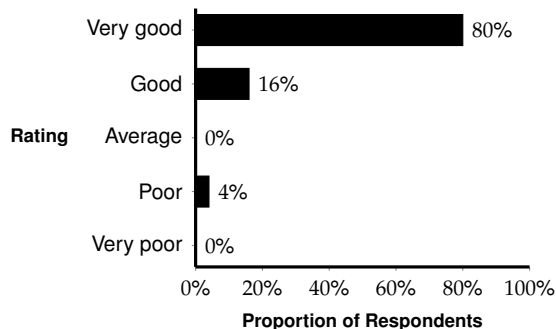
El Malpais NCA

Accessibility for Visitors with Disabilities

Ability to adequately use facilities

FY19: 25 Respondents

CAUTION!

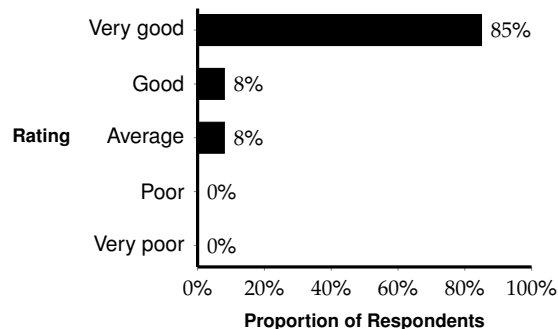


FY19 Satisfaction measure: 96%
Mean score: 4.7

Ability to access exhibits, waysides, etc.

FY19: 26 Respondents

CAUTION!

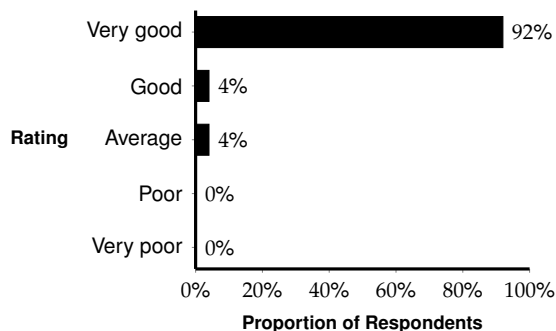


FY19 Satisfaction measure: 92%
Mean score: 4.8

Ability to understand messages

FY19: 24 Respondents

CAUTION!

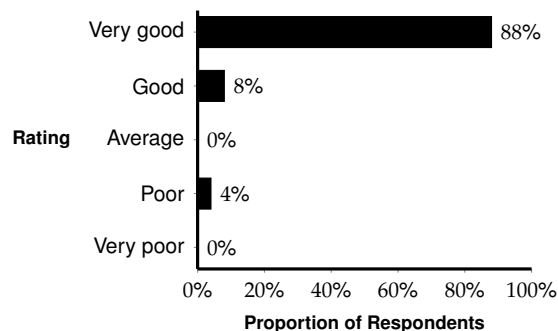


FY19 Satisfaction measure: 96%
Mean score: 4.9

Ability to use services

FY19: 26 Respondents

CAUTION!



FY19 Satisfaction measure: 96%
Mean score: 4.8



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