

Rivers, Trails, and Conservation Assistance



Page 1 - Introduction and Information

This is a government-mandated satisfaction survey for the **National Park Service Rivers, Trails and Conservation Assistance Program (RTCA)**. We are contacting you because you received assistance for RTCA in fiscal year 2010 (October 1, 2009-September 30, 2010).

The Government Performance and Results Act (GPRA) of 1993 calls on every federal agency to seek feedback and evaluate how effectively it is performing its job. We have created a short survey to evaluate the effectiveness of the FLP program and encourage you to provide us with your feedback.

We estimate completing the survey will take ten minutes. If you have any difficulties accessing the electronic survey, please contact _____, Survey manager at (202) 354-69## or via e-mail at _____@nps.gov.

Participation in this survey is voluntary and all answers will remain anonymous. We appreciate your time in providing us feedback.

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RTCA Satisfaction Survey

Page 2/6 - Importance of Assistance or Services Provided

On this and the following page, you are asked to indicate the importance of and your level of satisfaction with the assistance or services provided to your organization or partnership by the National Park Service Rivers, Trails, and Conservation Assistance Program (RTCA).

Please indicate the importance of the assistance or services provided to your organization or partnership by the National Park Service Rivers, Trails, and Conservation Assistance Program (RTCA).

	Very Unimportant	Somewhat Unimportant	Neither Important nor Unimportant	Somewhat Important	Very Important
1. Assistance with developing a vision, mission, goals, and/or action plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ensuring support and involvement from relevant interest groups, officials, and organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ensuring support from the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Assistance with facilitation of meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Assistance with developing the capacity of your organization to undertake the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Identifying natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Evaluating natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



officials, and organizations

- | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 3. Ensuring support from the community | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Assistance with facilitation of meetings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Assistance with developing the capacity of your organization to undertake the project | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Identifying natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. Evaluating natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Providing information on protection strategies for natural resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Providing information on trail development | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Providing information on river conservation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Providing information on open space protection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Providing information on protection strategies for cultural resources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Providing information on interpretation and education | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Providing a diversity of perspectives and experiences for the project | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Guidance on developing publications and graphic materials | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 16. Identifying, suggesting, and/or assistance in acquiring possible funding sources | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 17. Overcoming unexpected problems, obstacles, or crises | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 18. Fulfilling the commitments made to the project in a timely manner | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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RTCA Satisfaction Survey

Page 3/6 - Satisfaction with Assistance or Services Provided

Please indicate your level of satisfaction with the assistance or services provided to your organization or partnership by the National Park Service Rivers, Trails, and Conservation Assistance Program (RTCA). If a described type of assistance or service was not provided by RTCA, please select "Not Provided or Too Soon to Tell".

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Not Provided or Too Soon to Tell
1. Assistance with developing a vision, mission, goals, and/or action plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ensuring support and involvement from relevant interest groups, officials, and organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ensuring support from the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Assistance with facilitation of meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Assistance with developing the capacity of your organization to undertake the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Identifying natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Evaluating natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Providing information on protection strategies for natural	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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5. Assistance with developing the capacity of your organization to undertake the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Identifying natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Evaluating natural, cultural, historic, and recreational resources that are worthy of protection, restoration, or interpretation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Providing information on protection strategies for natural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Providing information on trail development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Providing information on river conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Providing information on open space protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Providing information on protection strategies for cultural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Providing information on interpretation and education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Providing a diversity of perspectives and experiences for the project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Guidance on developing publications and graphic materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Identifying, suggesting, and/or assistance in acquiring possible funding sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Overcoming unexpected problems, obstacles, or crises	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Fulfilling the commitments made to the project in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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RTCA Satisfaction Survey

Page 4/6 - Overall Impressions

For the following questions, please indicate your assessment of the effect of and your overall satisfaction with the assistance or services provided to your organization by the National Park Service Rivers, Trails, and Conservation Assistance Program (RTCA). Space is provided on the next page for your comments or suggestions about how the RTCA program can better meet your needs.

To what extent did the involvement of RTCA help in achieving the goals of the project undertaken by your organization?

- Greatly Hindered
- Somewhat Hindered
- Neither Helped nor Hindered
- Somewhat Helped
- Greatly Helped
- No Opinion/Undecided
- Too Soon to Tell

To what extent did the involvement of RTCA help in developing the organization's ability to successfully undertake future on-the-ground conservation and/or recreation projects?

- Greatly Hindered
- Somewhat Hindered
- Neither Helped nor Hindered
- Somewhat Helped

- No Opinion/Undecided
- Too Soon to Tell

To what extent did the involvement of RTCA help in developing the organization's ability to successfully undertake future on-the-ground conservation and/or recreation projects?

- Greatly Hindered
- Somewhat Hindered
- Neither Helped nor Hindered
- Somewhat Helped
- Greatly Helped
- No Opinion/Undecided
- Too Soon to Tell

Overall, how would you rate your level of satisfaction with the services and/or assistance provided by RTCA to the project undertaken by your organization?

- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied
- No Opinion/Undecided
- Too Soon to Tell

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RTCA Satisfaction Survey

Page 5/6 - Other Comments

Please use the space below to provide any additional comments or suggestions for the National Park Service Rivers, Trails, and Conservation Assistance Program (RTCA).

Check the box below if we may contact you to discuss your comments.

Your name is requested for follow-up mailing purposes only. Permanent data will be anonymous.

Yes, you may contact me regarding these comments.

Contact info:

Rivers, Trails, and Conservation Assistance



Page 6/6 – Exit Page

Thank you for completing this survey. By clicking on “Finish,” below, you will be directed to the National Park Service Rivers, Trails and Conservation Assistance Program’s web page.

PRIVACY ACT and PAPERWORK REDUCTION ACT Statement:

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by site/area managers to better serve the public. Response to this survey is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. Thus permanent data will be anonymous. A Federal agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB Control Number for this survey is 1024-0226 which expires xx-xx-xxxx.

Burden Estimate Statement:

Public reporting for this form is estimated to average 10 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1201 Eye Street, 12th floor, Washington DC 20005.

Finish – thank you!