

Federal Lands to Parks – facsimile of on line survey

Federal Lands to Parks Program

National Park Service
U.S. Department of the the Interior



- Introduction and Information

This is a government-mandated satisfaction survey for the **National Park Service Federal Lands to Parks Program (FLP)**. We are contacting you because you received assistance for PLP 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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- **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 you organization or partnership by the National Park Service Federal Land to Parks Program (FLP).

Please indicate the importance of the assistance or services provided to your organization by the National Park Service Federal Lands to Parks Program (FLP). If any of the described types of assistance or service were not provided or it is too soon to tell how it may affect your project, please select 'NA.'

Assistance or Service Provided:	Not Provided or Too Soon to Tell	Importance of Assistance or Service (Circle one)				
		Very Unimportant	Somewhat Unimportant	Neither Important or Unimportant	Somewhat Important	Very Important
1. Help with understanding the procedures and requirements of the FLP Program	NA	1	2	3	4	5
2. Notification about available property	NA	1	2	3	4	5
3. Information on the federal land disposal process or military base reuse process	NA	1	2	3	4	5
4. Information on other related agency programs and points of contact	NA	1	2	3	4	5
5. Identifying and/or evaluating natural, cultural, historic, and recreational resources on the property that are worthy of protection, restoration, or interpretation	NA	1	2	3	4	5
	NA	1	2	3	4	5

6. Help in planning for recreational use of the property						
7. Help in preparing FLP application materials	NA	1	2	3	4	5
8. Advocating for your acquisition or proposal with other agencies or organizations.	NA	1	2	3	4	5
9. Preparing property deeds and transferring property	NA	1	2	3	4	5
10. Helping community update allowed recreational uses of previously acquired properties	NA	1	2	3	4	5
11. Responsiveness to proposed changes in land use for previously acquired properties	NA	1	2	3	4	5
12. Responsiveness to request for third-party operating/use agreements	NA	1	2	3	4	5
13. Overcoming unexpected problems, obstacles, or crises	NA	1	2	3	4	5
14. Fulfilling the commitments made to the project in a timely manner	NA	1	2	3	4	5
15. Availability and extent of involvement by FLP staff	NA	1	2	3	4	5

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- Satisfaction with Assistance or Services Provided

Please indicate your level of satisfaction with the assistance or services provided to your organization by the National Park Service Federal Lands to Parks Program (FLP). If a described type of assistance was not provided by FLP, please select “Not Provided or Too soon to Tell.”

Assistance or Service Provided:	Not Provided or Too Soon to Tell	Importance of Assistance or Service (Circle one)				
		Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied or Dissatisfied	Somewhat Satisfied	Very Satisfied
1. Help with understanding the procedures and requirements of the FLP Program	NA	1	2	3	4	5
2. Notification about available property	NA	1	2	3	4	5
3. Information on the federal land disposal process or military base reuse process	NA	1	2	3	4	5
4. Information on other related agency programs and points of contact	NA	1	2	3	4	5
5. Identifying and/or evaluating natural, cultural,	NA	1	2	3	4	5

historic, and recreational resources on the property that are worthy of protection, restoration, or interpretation						
6. Help in planning for recreational use of the property	NA	1	2	3	4	5
7. Help in preparing FLP application materials	NA	1	2	3	4	5
8. Advocating for your acquisition or proposal with other agencies or organizations.	NA	1	2	3	4	5
9. Preparing property deeds and transferring property	NA	1	2	3	4	5
10. Helping community update allowed recreational uses of previously acquired properties	NA	1	2	3	4	5
11. Responsiveness to proposed changes in land use for previously acquired properties	NA	1	2	3	4	5
12. Responsiveness to request for third-party operating/use agreements	NA	1	2	3	4	5

13. Overcoming unexpected problems, obstacles, or crises	NA	1	2	3	4	5
14. Fulfilling the commitments made to the project in a timely manner	NA	1	2	3	4	5
15. Availability and extent of involvement by FLP staff	NA	1	2	3	4	5

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- 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 Federal Lands to Parks Program (FLP). Space is provided on the next page for your comments or suggestions about how the FLP program can better meet your needs.

What effect did the availability of the FLP program have in your decision to acquire the property for public parks, recreation, or conservation?

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

During the past year, please rate the effectiveness of the FLP program in helping you achieve the goals of the project or your requested action.

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

During the past year, has park and recreation use (or the number of park visitors) increased on the property?

- Yes
- No
- Do not know
- Too soon to tell
- Not applicable

Overall, how would you rate your level of satisfaction with the services and/or assistance provided during the past year by the FLP program to the project?

- Very Dissatisfied
- Somewhat Dissatisfied

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

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- Other Comments

Please use the space below to provide any additional suggestions or comments on how to improve the FLP program.

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:



- Exit Page

Thank you for completing this survey. By clicking on “Finish,” below, you will be directed to the National Park Service Federal Lands to Parks 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, 12 Floor, NW, Washington, D.C. 20005.

Finish – thank you!