

CAMPER CUSTOMER SATISFACTION SURVEY

(Personal Interview)

OMB 0710-0001

Expires: 30 September 2012

The public report burden for this information collection is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this data collection, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, and the Office of Information and Regulatory Affairs, Office of Management and Budget, Washington, D.C. 20503, Attn.: Desk Officer for U.S. Army Corps of Engineers. Respondents should be aware that notwithstanding any other provision of law, an 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. Please DO NOT RETURN your completed form to either of these offices

CAMPER Customer Satisfaction Survey

NUMBER: _____ DATE: _____ TIME: _____ LAKE: _____

GENDER: _____ REC. AREA: _____

1. Is this your first visit to this lake? Yes No
if yes, skip to question 2 if no proceed with 1a. through 1e.

1a. About how many visits have you made here in the last 12 months? _____

1b. What year did you make your first visit here? _____

1c. Since you first visited this lake, has the quality of your experience...(check one)
 Improved Remained the Same Became Worse

1d. If you checked "Became worse," did you inform a staff member through phone, letter, in person, etc.?
 YES NO

1e. If you checked "Became worse," did you inform a family member through phone, letter, in person, etc.?
 YES NO

2. How long are you staying at the lake during this visit?

_____ Hours OR _____ Days

3. Please look at this list of activities and tell me which activities you and your group did or plan to do during this trip.

(Hand respondent the activity list card, check off each activity that they mention under the "participated" column)

ACTIVITY	NUMBER PARTICIPATING	RANK

3a. Now look over the list again and please rank those activities your group did in terms of their importance to you. [WRITE 1 FOR MOST IMPORTANT, 2 FOR SECOND MOST IMPORTANT, 3 FOR THIRD MOST IMPORTANT UNDER THE RANK COLUMN, LEAVE RANK BLANK FOR ACTIVITIES NOT PARTICIPATED IN.]

4. How many people are in your group today? _____ Total

How many: _____ Males _____ Female _____ Under 16

5. Which of the following best describes the composition of your group (check one)

Alone Family Friends Family and Friends Other

6. Does any member of your group have a disability or impairment? No Yes

7. What is your age? _____

8. Which of the following best describes your ethnic background?

1. HISPANIC ORIGIN
2. NON-HISPANIC ORIGIN

9. Which of the following best describes your race?

1. WHITE
2. BLACK
3. AMERICAN INDIAN OR ALASKAN NATIVE
4. ASIAN OR PACIFIC ISLANDER

10. On a scale of 1 to 10, with 10 being a perfect trip, how would you rate the **OVERALL QUALITY OF YOUR EXPERIENCE** at this lake during this trip? ____

11. Different people may expect different things when they visit this lake. Please look at the list on this card and tell me how **IMPORTANT** each item is to you, using a scale of 1 to 5 where 1 is not at all important and 5 is extremely important.

[Hand respondent the importance/satisfaction card, read each item to them while they look at the card and circle one number (1-5 or N/A) for each item]

	Not at all Important	Somewhat Important	Moderately Important	Very Important	Extremely Important	Not Applicable
Accessibility for those with disabilities	1	2	3	4	5	NA
Availability of staff to answer my question	1	2	3	4	5	NA
Opportunity to recreate without feeling crowded	1	2	3	4	5	NA
General information about the area	1	2	3	4	5	NA
Nature/historical information about the area	1	2	3	4	5	NA
Opportunity to recreate without interference from other visitors	1	2	3	4	5	NA
Availability of campsites	1	2	3	4	5	NA
Visibility of staff	1	2	3	4	5	NA
Safety information	1	2	3	4	5	NA
Appearance and maintenance of the area	1	2	3	4	5	NA
Safety and security at the area	1	2	3	4	5	NA
Ease of obtaining information	1	2	3	4	5	NA
Courteous and friendly staff	1	2	3	4	5	NA
Value for fee paid	1	2	3	4	5	NA
Compatibility of recreation activities at the area	1	2	3	4	5	NA
Opportunity to offer suggestions to the staff	1	2	3	4	5	NA
Current and accurate information	1	2	3	4	5	NA
Adequate ranger/visitor assistance patrols	1	2	3	4	5	NA
Places to recreate without conflict from other visitors	1	2	3	4	5	NA

12. In one sentence, could you tell us why you chose to visit this lake?

13. What did you like best about your visit to this lake?

14. What did you like least about your visit to this lake?

15. Now I'd like to show you the same list of items. Please tell me how SATISFIED you are during this trip, using the scale of 1 to 5 where 1 is not at all satisfied and 5 is extremely satisfied. [Show respondent the list again, and circle one number (1-5) for each item]

	Not at all Satisfied	Somewhat Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
Accessibility for those with disabilities	1	2	3	4	5	NA
Availability of staff to answer my question	1	2	3	4	5	NA
Opportunity to recreate without feeling crowded	1	2	3	4	5	NA
General information about the area	1	2	3	4	5	NA
Nature/historical information about the area	1	2	3	4	5	NA
Opportunity to recreate without interference from other visitors	1	2	3	4	5	NA
Availability of campsites	1	2	3	4	5	NA
Visibility of staff	1	2	3	4	5	NA
Safety information	1	2	3	4	5	NA
Appearance and maintenance of the area	1	2	3	4	5	NA
Safety and security at the area	1	2	3	4	5	NA
Ease of obtaining information	1	2	3	4	5	NA
Courteous and friendly staff	1	2	3	4	5	NA
Value for fee paid	1	2	3	4	5	NA
Compatibility of recreation activities at the area	1	2	3	4	5	NA
Opportunity to offer suggestions to the staff	1	2	3	4	5	NA
Current and accurate information	1	2	3	4	5	NA
Adequate ranger/visitor assistance patrols	1	2	3	4	5	NA
Places to recreate without conflict from other visitors	1	2	3	4	5	NA

16. Using the same 5-point scale, how would you rate the overall quality of the FACILITIES at this lake?

	Not at all Satisfied	Somewhat Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
Facilities	1	2	3	4	5	

17. How would you rate the overall quality of SERVICES at this lake?

	Not at all Satisfied	Somewhat Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
Services	1	2	3	4	5	

18. How would you rate the overall quality of INFORMATION at this lake?

	Not at all Satisfied	Somewhat Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
Information	1	2	3	4	5	

19. How would you rate the overall quality of RECREATION at this lake?

	Not at all Satisfied	Somewhat Satisfied	Moderately Satisfied	Very Satisfied	Extremely Satisfied	Not Applicable
Recreation	1	2	3	4	5	

20. Out how many miles is this recreation area from your primary place of residence?

_____ Miles

21. What is the Zip Code of your primary residence: _____ OR Country, if not USA _____

22. Please feel free to make any other comments about this recreation area:
