



National Park Service
U.S. Department of the Interior



Social and Economic Sciences Research Center
Washington State University

Lake Roosevelt National Recreation Area Visitor Study



OMB Control Number: 1024-0224
Expiration Date



United State Department of the Interior
NATIONAL PARK SERVICE
 Lake Roosevelt National Recreation Area
 1008 Crest Drive
 Coulee Dam, WA 99116



Summer 2016

Dear Visitor,

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Lake Roosevelt National Recreation Area. This information will assist us in our efforts to improve park facilities and services that help enhance visit experience.

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take about 20 minutes after your visit to complete.

We are asking that you complete this questionnaire at the end of your visit. When you are done please seal and return it by using the in the postage-paid envelope provided. You can drop it in any U.S. mail-box.

If you have any questions, please contact Matt Strawn, Study Director, Social and Economic Sciences Research Center, Wilson-Short Hall #133, Washington State University, Pullman, WA 99164-4014, 509-335-2350 (phone), matthew.strawn@wsu.edu (email).

Thank you very much for your help
 Dan Foster
 Superintendent

PAPERWORK REDUCTION ACT STATEMENT: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Lake Roosevelt National Recreation Area. Your response is voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed and will in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB Control Number.

BURDEN ESTIMATE: We estimate that it will take about 20 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Matt Strawn, Study Director, SESRC, matthew.strawn@wsu.edu (email).

DIRECTIONS

For multiple choice questions, please indicate your response by **filling in the bubbles completely** with black or blue ink.

Like this: ● Not like this: ☑ ☒ ☓ ☔

In this questionnaire, your **personal group**, sometimes referred to as “your group”, is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger **organized group** that you might be traveling with, such as a school, church, scout troop, or tour group.

Q1. a) Prior to this visit, how did you and your personal group obtain information about Lake Roosevelt National Recreation Area (NRA)? Please mark all that apply in column (a).

Did not obtain information prior to this visit Skip part (a) of this question

b) If you were to visit Lake Roosevelt NRA in the future, how would you and your personal group prefer to obtain information about the park? Please mark all that apply in column (b).

| a) This visit | b) Future visit | Source of information | Topic area 2- TPLAN11 |
|-----------------------|-----------------------|--|---|
| <input type="radio"/> | <input type="radio"/> | Chamber of commerce/welcome center | |
| <input type="radio"/> | <input type="radio"/> | Friends/relatives/word of mouth | |
| <input type="radio"/> | <input type="radio"/> | Inquiry to park via phone, mail, or email | |
| <input type="radio"/> | <input type="radio"/> | Local businesses (motels, restaurants, outfitters, etc.) | |
| <input type="radio"/> | <input type="radio"/> | Maps/brochures/rack cards | |
| <input type="radio"/> | <input type="radio"/> | Newspaper/magazine articles | |
| <input type="radio"/> | <input type="radio"/> | Lake Roosevelt NRA website: www.nps.gov/laro | |
| <input type="radio"/> | <input type="radio"/> | Other websites, <i>please specify:</i> | <input style="width: 100%;" type="text"/> |
| <input type="radio"/> | <input type="radio"/> | Previous visits | |
| <input type="radio"/> | <input type="radio"/> | School class/program | |
| <input type="radio"/> | <input type="radio"/> | Social media (e.g., Facebook, Twitter, etc.) | |
| <input type="radio"/> | <input type="radio"/> | Lake Roosevelt NRA social media | |
| <input type="radio"/> | <input type="radio"/> | Television/radio programs/DVDs | |
| <input type="radio"/> | <input type="radio"/> | Travel guides/tour books (such as AAA, etc.) | |
| <input type="radio"/> | <i>na</i> | Other, this visit, <i>please specify:</i> | <input style="width: 100%;" type="text"/> |
| <i>na</i> | <input type="radio"/> | Other, future visit, <i>please specify:</i> | <input style="width: 100%;" type="text"/> |

c) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed?

- No → **If NO, what type of park information did your group need that was not available? Please be specific.**
- Yes

Q2. a) If you and your personal group used the park website (www.nps.gov/laro) prior to or during this visit, please rate how helpful the website was in planning your visit, by marking one response below.

- Did not use the park website
- Not at all helpful
- Somewhat helpful
- Moderately helpful
- Very helpful
- Extremely helpful

Topic area 2- TPLAN2

b) If you rated the park website as "Not at all helpful" or "Somewhat helpful," what would you suggest to improve the current website?

Q3. a) How did this visit to Lake Roosevelt NRA fit into your personal group's travel plans? Please mark only one.

Topic area 2- TPLAN4

- Lake Roosevelt NRA was the primary destination
- Lake Roosevelt NRA was one of several destinations
- Lake Roosevelt NRA was not a planned destination

b) If Lake Roosevelt NRA was not your primary destination, what was?

Q4. Management of Lake Roosevelt NRA is a cooperative effort from the National Park Service, the Bureau of Reclamation, the Confederated Tribes of the Colville Indian Reservation, the Spokane Tribe of Indians, and the Bureau of Indian Affairs. Prior to receiving this questionnaire, were you aware of the different entities that collaboratively manage this site? Please mark only one.

- Yes, aware of the different groups managing Lake Roosevelt NRA
- No, thought Lake Roosevelt NRA was managed by National Park Service only
- No, thought Lake Roosevelt NRA was managed by other organizations, not by the National Park Service
- Didn't know who managed Lake Roosevelt NRA

Topic area 1- KNOW12

Q5. What were your reasons for visiting Lake Roosevelt NRA? Mark all that apply.

Topic area 3- TRIPC1

- Visit a National Park Service site
- Water related recreational activities (fishing, swimming, boating, etc.)
- Other recreational activities (hunting, hiking, picnicking, etc.)
- Sightsee/take a scenic drive
- Camp in developed campgrounds
- Camp in a primitive setting such as shoreline camping
- Enjoy solitude/quiet
- Bird watching
- Wildlife viewing (other than bird watching)
- Educational/learning reason
- Visit historic places around the lake area
- Other, Please specify:

Q6. a) In many national park units, the National Park Service uses fire under prescribed weather and burning conditions to meet specific resource management objectives, such as reduction of non-native plants, restoration of native vegetation, and removal of unnatural levels of woody or grassy material that could cause a catastrophic fire. How do you feel about this practice? Please mark only one.

Topic area 7: Visitor opinion about park management

- Yes → How did you become aware?
- No

b) If you and your personal group were to visit Lake Roosevelt NRA in the future, would you be willing to tolerate short periods (up to 2 days) of occasional smoke or reduced visibility and/or temporarily blackened fields or trees resulting from prescribed burns?

- Yes, likely
- No, unlikely
- Not sure

Q7. On this visit, were the signs directing you and your personal group to your destinations at Lake Roosevelt NRA adequate? Please mark one response for each.

a) Signs on highways.

Topic area 6- EVALSER17

- Yes
- No → Please explain:
- Did not use

b) Signs in communities.

- Yes
- No → Please explain:
- Did not use

c) Signs inside the park.

- Yes
- No → Please explain:
- Did not use

Q8. How important is protection of the following to you and your personal group? Please mark one answer for each attribute, resource, or experience.

| Attribute/resource/experience | Not important | Somewhat important | Moderately important | Very important | Extremely important |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Clean air (visibility) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Clean water | <input type="radio"/> | Topic area 6: OPMGM14 | | | <input type="radio"/> |
| Natural quiet/sounds of nature | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Recreational opportunities (fishing, boating, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Scenic views | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Native vegetation (trees, shrubs, grasses, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wildlife habitat | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Night sky viewing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Solitude | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Educational opportunities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cultural and historic sites/buildings | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9. a) Were you aware of any fish advisories on your visit to Lake Roosevelt NRA?

- No → **Go to Question 10**
- Yes → How did you become aware of the advisory?

Topic area 1- KNOW9

b) How did the advisories affect your visit?

Q10. a) In column (a), please rate the importance of the services and facilities listed to your visit from 1-5.

b) Next, Please mark all the visitor services and facilities that you or your personal group used during this visit to Lake Roosevelt NRA

c) Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5

| Topic area 6- EVALSER21 | | | | |
|--------------------------|---|-----------------------|-----------------------|---|
| Services and facilities | Importance: 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important | Used on this visit | | Quality: 1=Very poor 2=Poor 3=Average 4=Good 5=Very good |
| | | Yes | No | |
| <input type="checkbox"/> | Access for people with disabilities | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Assistance from staff | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Visitor Center restrooms | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Exhibits | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Junior Ranger program | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Visitor Center | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Boat launches and marinas | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Developed campgrounds | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Shoreline camping | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Public shoreline access | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Park website | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Picnic/day use areas | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Park brochure/map | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Ranger-led programs | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Sales items at Visitor Center | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Trails | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Concession services (gas, groceries, mooring, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Restrooms | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | Parking areas | <input type="radio"/> | <input type="radio"/> | <input type="checkbox"/> |

Q11. a) On this visit to Lake Roosevelt NRA, did you and your personal group visit the NRA on more than one day?

- Yes
- No

Topic area 2- TRIPC11

b) If YES, on how many days did you visit Lake Roosevelt NRA?

Number of days

c) If NO, how many hours did you visit Lake Roosevelt NRA?

Number of hours

Q12. a) On this trip, did you and your personal group stay overnight away from your permanent residence in the Lake Roosevelt NRA area (within 50 miles)?

- Yes
- No

Topic area 2- TRIPC15

b) If YES, please list the number of nights you and your personal group stayed?

Number of nights (within 50 miles)

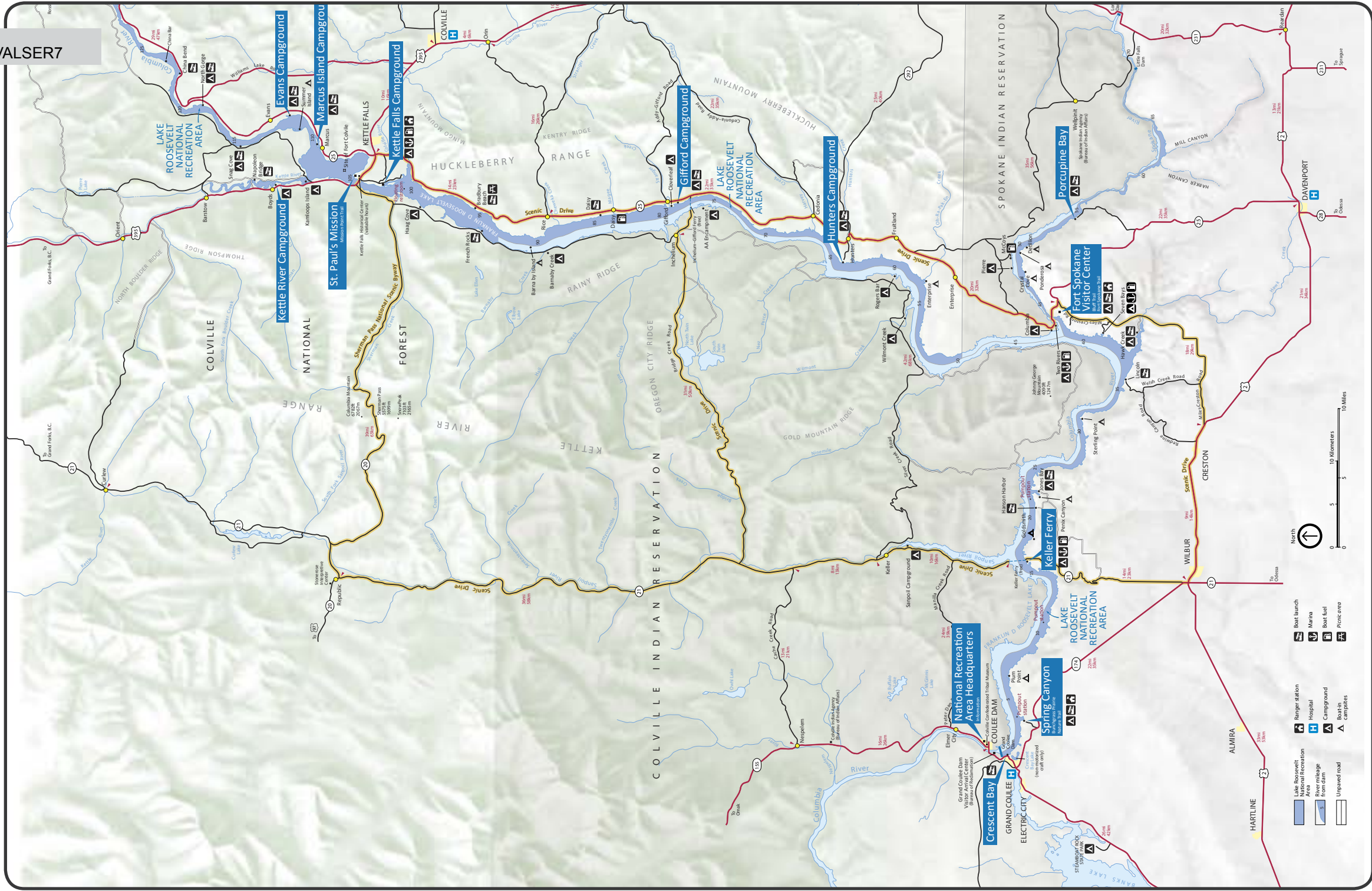
c) In which types of lodging did you and your personal group spend the night(s)? *Please mark all that apply.*

- Lodge, motel, hotel, cabin, rented condo/home, bed & breakfast, etc.
- RV/trailer camping
- Tent camping in developed campground
- Camping in developed boat-in campground
- Shoreline camping
- Personal seasonal residence
- Residence of friends or relatives
- Houseboat
- Other, please specify:

Q13. Using the map below, please indicate locations where additional services or facilities would help to enhance your visit experience by placing the appropriate letter at the location.

Please indicate locations where additional services or facilities would help to enhance your visit experience by placing the appropriate letter at the location.
P = Additional parking
S = Informational/directional signs
E = Emergency or safety information
R = Ranger presence

Topic area 6-EVALSER7



Q14. How would the above additional parking/facilities, signage, information, or ranger presence enhance your visit experience? *Please be specific.*

a) Additional parking or facilities.

Topic area 3- FVIS16

b) Informational/directional signs

c) Safety or emergency information

d) Informational/directional signs

Q15. a) On the list below, please mark all the areas at Lake Roosevelt NRA that you and your personal group visited on this trip. Use the map above to help identify locations visited.

Crescent Bay

Spring Canyon

Keller Ferry

Fort Spokane

Porcupine Bay

Hunters Campground

Gifford Campground

Kettle Falls Campground

St Paul's Mission

Kettle River Campground

Marcus Island Campground

Evans Campground

Other, please specify:

On the lake in general:

From Crescent Bay to Keller Ferry

From Keller Ferry to Fort Spokane

From Fort Spokane east on the Spokane Arm

From Enterprise to Gifford

From Gifford to Kettle Falls

From Kettle Falls to Onion Creek

On the Kettle River

b) At the locations you visited, did you experience any problems that should be addressed by park management?

Yes, please explain:

No

Q16. a) As you were planning your trip to Lake Roosevelt NRA, which activities did you and your personal group expect to include on this visit? *Please mark all that apply in column (a).*

b) On this visit, in which activities did you and your personal group participate at Lake Roosevelt NRA? *Please mark all that apply in column (b).*

Topic area 3- ACT3

a) Expected activity

b) Activity on this visit

Attending ranger interpretive programs

Camping

Paddling (canoe, or kayak)

Boating (power or sail boats)

Enjoying natural quiet

Enjoying native vegetation/scenery

Fishing

Hiking

Horseback riding

Photography

Picnicking

Visiting historic and educational sites

Star-gazing

Swimming

Houseboating

Viewing wildlife/birds

Other, please specify below:

c) Which one of the above activities was most important to you and your personal group on this visit? *Please list only one response.*

d) Were there any activities that you and your personal group had expected to do but were unable to do?

Yes, which activities:

No

e) If YES, why weren't you able to do what you wanted to do? Please mark all that apply.

- Facilities were unavailable at the time of the visit
- Time constraints
- Weather conditions
- Other, please specify:

Topic area 6- ACT6

Q17. During this visit to Lake Roosevelt NRA, please indicate how the following elements may have affected your personal group's park experience. Please mark one response for each element.

| Element | Detracted from | No effect | Added to | Did not experience |
|--|-------------------------|-----------------------|-----------------------|-----------------------|
| Availability of ranger interpretive programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Consumption of alcohol by other visitors | Topic area 6- EVALSER16 | | | |
| Development along the lake | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Noisy visitors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Crowding | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Human waste | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Litter on the lake and shoreline (glass, plastic, Styrofoam) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Public access areas to the lake | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ranger presence | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Signage for the area | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Visitors using good water ethics | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Visitors using poor water ethics | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q18. a) On this visit, were you and your personal group with the following types of organized groups? Please mark one for each.

| Organized group type | No |
|---|-----------------------|
| Guided fishing or hunting group | <input type="radio"/> |
| School/educational group | <input type="radio"/> |
| Other organized group (business, church, scout, etc.) | <input type="radio"/> |

Topic area 1- GR6

c) If you were with one of these organized groups, how many people, including yourself, were in this organized group?

Number of people

Q19. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? Please mark one.

- Alone
- Family
- Friends
- Family and friends
- Other, please specify:

Topic area 1- GR5

c) On this visit, how many people were in your personal group, including yourself?

Number of people

Topic area 1- GR3

c) How many vehicles did your personal group use to enter Lake Roosevelt NRA?

Number of vehicles

Topic area 1- GR4

Q20. For you and your personal group on this visit, please provide the following. If you do not know the answer, please leave it blank.

Topic area 1- GR1

| | a) Current age | b) Zip code | Number of visits (past 12 months) | Number of lifetime visits |
|-----------|----------------------|----------------------|-----------------------------------|---------------------------|
| Yourself | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #2 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #3 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #4 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #5 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #6 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Member #7 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Q21. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

- Yes
- No

Topic area 1- GR2

b) If YES, what activities or services did the person(s) have difficulty accessing or participating in?

Please mark all that apply.

- Park facilities
- Exhibits or audio-visual programs
- Exhibits or audio-visual programs
- Interpretive/educational programs or activities
- Other, please specify:

c) Because of the physical condition, what specific problems did the person(s) have during this visit to Lake Roosevelt NRA? Please mark all that apply.

- Hearing (difficulty hearing ranger programs, audio-visual exhibits or programs, or reservation desk staff, even with hearing aid)
- Visual (difficulty seeing exhibits, directional signs, visual aids that are part of programs)
- Mobility (difficulty accessing facilities, services, or programs, even with walking aid and/or wheelchair)
- Other, please describe:

Q22. a) Are you or members of your personal group Hispanic or Latino? Please mark one for each group member? Please mark yes or no for each group member in section (a).

b) What is the race of each member of your personal group? Please mark one or more for you and each group member in section (b).

Topic area 1- RACE/ETH1

| | Hispanic or Latino | | American Indian or Alaska Native | Asian | Black or African American | Native Hawaiian or other Pacific Islander | White |
|-----------|-----------------------|-----------------------|----------------------------------|-----------------------|---------------------------|---|-----------------------|
| | Yes | No | | | | | |
| Yourself | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #2 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #3 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #4 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #5 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #6 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Member #7 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q23. Which category best represents your annual household income? Please mark only one.

- Less than \$24,999
- \$25,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000-\$199,999
- \$200,000 or more
- Do not wish to answer

Topic area 7- ECON1

Q24. a) What did you and your personal group like most about this visit to Lake Roosevelt NRA?

Topic area 6- EVALSERV24

b) What did you and your personal group like least about this visit to Lake Roosevelt NRA?

Q25. Is there anything else you and your personal group would like to tell us about your visit to Lake Roosevelt NRA?

Topic area 6- OPMNMT1

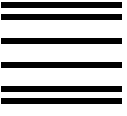
Q26. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Lake Roosevelt NRA during this visit? Please mark only one.

- Very poor Poor Average Good Very good
-

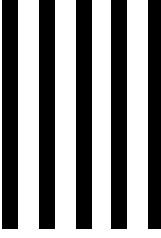
Topic area 6- EVALSERV1

Thank you for your help!

Please seal this questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.



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