

Reclamation Visitor Satisfaction Survey

The Bureau of Reclamation is conducting a visitor satisfaction survey to ask visitors about their experiences and to understand how satisfied they are with the services and facilities here. Your participation is voluntary and completion of this survey will take approximately 8 minutes. Your opinions are important, and your responses to the survey will help improve services and facilities here.



Will you take this survey?*

Accept

Reject



(Rejection) What is your zip code?

Visitor Information. Please rate how well Reclamation provides visitor information at this site/area

Providing useful maps and brochures

Very Poor Poor Average Good Very Good Didn't Observe

Providing useful information on the Internet

Very Poor Poor Average Good Very Good Didn't Observe

Ensuring public awareness of rules and regulations

Very Poor Poor Average Good Very Good Didn't Observe

Providing adequate signs on-site for direction and orientation

Very Poor Poor Average Good Very Good Didn't Observe

Everything considered, rate the quality of Reclamation visitor information about this site/area



Developed Facilities

Please rate how well Reclamation maintains the condition of the physical facilities at this site/area

Condition of roads for motorized vehicles



Condition of trails for non-motorized use (hiking, biking, horses, etc.)



Cleanliness of site (controlling garbage, litter)



Cleanliness of restrooms and other physical facilities



Everything considered, rate the overall condition of developed facilities at this site/area



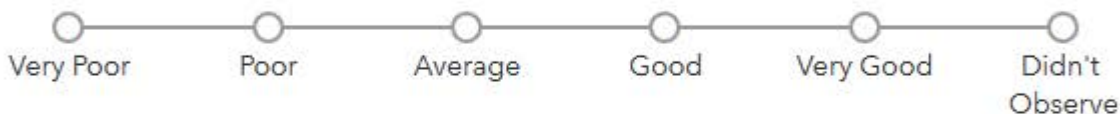
15 **Recreation Use Management** ▼

Please rate how well Reclamation manages recreation use at this site/area

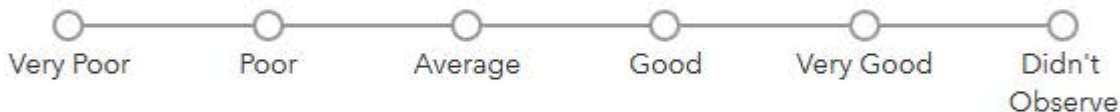
16 **Managing the appropriate use of vehicles (cars, trucks, motorcycles, motor homes, watercraft, OHVs, etc.)**



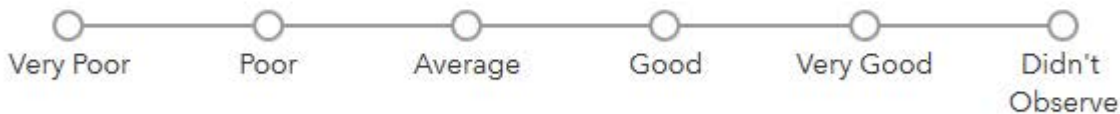
17 **Keeping noise at appropriate levels**



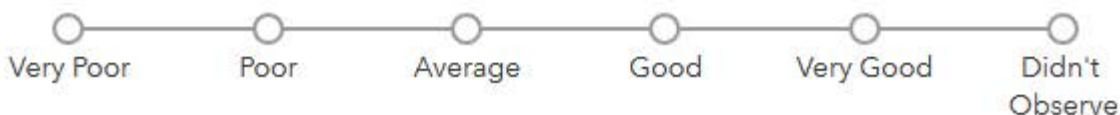
18 **Managing the number of people**



19 **Providing a sufficient law enforcement presence to prevent crime**



20 **Everything considered, rate the visitor and recreation management at this site/area**



21

Resource Management. Please rate the extent to which Reclamation protects the natural and cultural resources from recreational use at this site/area



22

Adequately protecting the natural resources (native plants, wildlife habitat, landscapes, etc.)



23

Adequately protecting the cultural resources (historic structures, archeological sites, rock art, etc.)



24

Ensuring that visitor activities do not interfere with resource protection



25

Everything considered, rate the extent to which Reclamation protects the natural and cultural resources



26

Reclamation Staff and Service

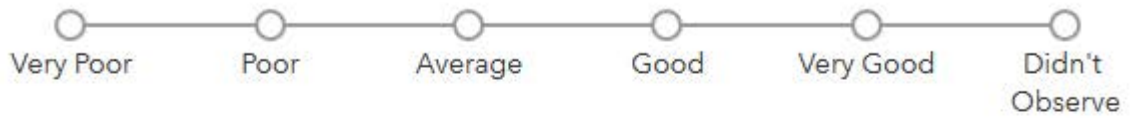
31 30 29 28

27

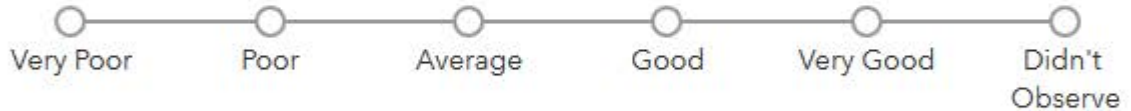
Did you encounter or speak with any Reclamation staff or volunteers while visiting this site/area?

Yes
 No

28

27 **Staff treated me courteously**

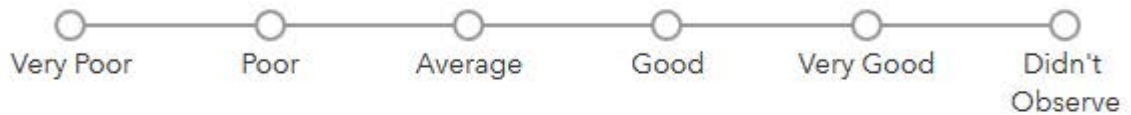
29

27 **Staff demonstrated knowledge about recreational opportunities in the area**

30

27 **Staff demonstrated knowledge about natural and cultural resources in the area**

31

27 **Everything Considered, rate the performance of Reclamation staff in this site/area**

32

Programs (Interpretive walk, tour, exhibit, presentation, etc.) 

33

Did you participate in a program either led by a Reclamation staff member/volunteer or self-guided at this site/area?

Yes No

If Yes, please rate the quality of the program attended



Commercial Recreation Operation (outfitter, guide, concessions/vendors, etc.)

42 40 38 41 39 37

During this visit, did you utilize any commercial recreation services at this site/area?

Yes No

36

Please list a service you used on this trip and rate the quality of that service

36

Rating for above service

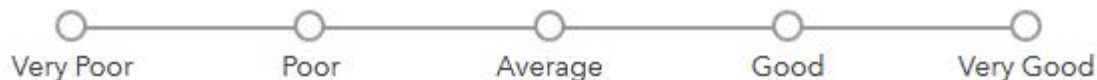


36

Please list a service you used on this trip and rate the quality of that service

36

Rating for above service



41

36 

Please list a service you used on this trip and rate the quality of that service

42

36 

Rating for above service



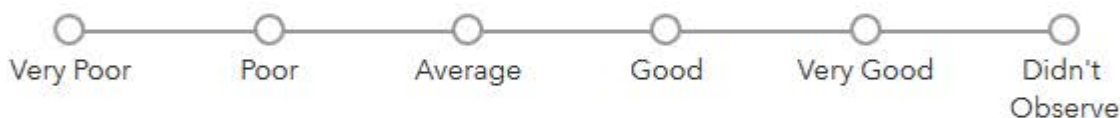
43

Providing Educational and Interpretive Material. Please rate how well Reclamation provides visitors with educational and interpretive material about this site/area



44

Providing quality education and interpretive material about the resources at this site/area



45

Providing a sufficient quantity of educational and interpretive materials about the resources at this site/area (printed or electronic)



46

Providing stewardship information such as "Leave No Trace" and "Tread Lightly", on how to protect cultural and natural resources



47 Everything considered, rate the Reclamation interpretive and educational program at this site/area



48 Overall Satisfaction

49 Everything considered - visitor information, facilities, management, interpretation/education, staff services, and programs - rate the overall quality of your experience at this Reclamation site/area



50 Fees

54 53 52

51 Did you or a member of your group pay an entrance fee and/or use fee?

Yes No

51

52 What were the total fees paid?

Please input a number greater than 0

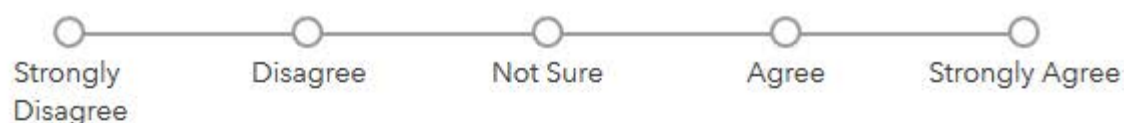
51

53 In your opinion, how appropriate was the fee charged for this site/area?



51

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



Accessibility for Visitors with Disabilities

60 59 58 57

Does anyone in your party have a physical, sensory, or learning disability, or general difficulty with mobility?

Yes No

56

Please rate that person's ability to adequately use facilities (campsite, picnic areas, trails, overlooks, etc.)



56

Please rate that person's ability to access exhibits, waysides, etc.



56

Please rate that person's ability to understand messages



56

Please rate that person's ability to use services in this area (restrooms, water, etc.)



61 **Activities. What were your activities at this Reclamation site/area? (mark all that apply)**

62 **What were your activities at this Reclamation site/area? (mark all that apply)**

| | | |
|--|---|--|
| <input type="checkbox"/> Camping | <input type="checkbox"/> Fishing | <input type="checkbox"/> Hunting |
| <input type="checkbox"/> Target Shooting | <input type="checkbox"/> Sightseeing | <input type="checkbox"/> Picnicking |
| <input type="checkbox"/> Hiking/Walking | <input type="checkbox"/> Swimming | <input type="checkbox"/> Motorized boating |
| <input type="checkbox"/> Non-motorized Boating/Rafting | <input type="checkbox"/> Horseback Riding | <input type="checkbox"/> Rock Climbing |
| <input type="checkbox"/> Driving for pleasure | <input type="checkbox"/> Bicycling (Mountain or Road) | <input type="checkbox"/> Riding/Driving OHVs |
| <input type="checkbox"/> Education and Interpretation | <input type="checkbox"/> Birdwatching/ Wildlife Viewing | |
| <input type="checkbox"/> Other | | |

63 **Including yourself, how many adults (18 and over) are in your group?**

Please input a number greater than 0

64 **Including yourself, how many children (12 and under) are in your group?**

Please input a number greater than 0

Including yourself, how many teenagers (13 - 17) are in your group?

Please input a number greater than 0

What is your gender

 Male Female

What is your age group?

 18 - 21 22 - 30 31 - 40 41 - 50 51 - 60 61 - 70 71 and above

What is your home ZIP code?

What is your home Country (if not U.S.A.)

Why did you choose to visit this Reclamation site/area on this trip?

In your opinion, what could Reclamation do to improve your experience at this site/area?

PAPERWORK REDUCTION ACT STATEMENT

We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to measure the satisfaction among customers who make recreational use of public lands and evaluate and improve services. Your response is voluntary and results will not be shared publicly. We 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. OMB has reviewed and approved this survey and assigned OMB Control Number 1040-0001, which expires ##/##/####.

Estimated Burden Statement: We estimate the Recreation Visitor Satisfaction Survey will take 8 minutes to complete. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, Bureau of Reclamation, Reclamation Law Administration Division, PO Box 25007, Denver, CO 80227.

Submit