



## NATIONAL WILDLIFE REFUGE SYSTEM CUSTOMER SURVEY

U.S. Fish and Wildlife Service



1. How do you think the USFWS should prioritize objectives for the National Fish Hatchery System over the next 3 years to best meet your needs? (Rank options from lowest to highest priorities) **E-6**
  - **Mitigating the impacts** on fishery resources that result from the construction or operation of Federal projects.
  - **Restoring certain fish stocks** which the Secretary of the Interior (Secretary) determines to be in need of restoration.
  - **Stocking waters to fulfill** international or Indian treaty obligations not under the fishery management jurisdiction of Indian tribes.
  - **Carrying out fisheries research** and development.
  - **Implementing recovery plans** for endangered species.
  - **Stocking of Federal waters and** waters under the fishery management jurisdiction of Indian tribes if such stocking is not averse to, or included among, the previous
  - **Other** (Please specify)
2. Do you have any emerging needs or opportunities that you would like to partner with the National wildlife Refuge System on? **F-1**
  - Yes. If yes, please describe.
  - No
  - Unsure
3. Which of the following additional needs or barriers need to be broken down to connect the local community to the National Fish Hatchery System (Select all that apply) **F-5**
  - Lack of funding for outreach and community programs.
  - Need for increased public access and opportunities for recreational activities on National Fish Hatchery System lands such as fishing, hiking, and wildlife watching, which connect people with nature.
  - Ensuring the local community understands the mission and purpose of hatcheries, including their role in conservation and mitigating impacts from federal projects.
  - Overcoming concerns about the potential negative ecological and genetic impacts of hatchery fish on wild populations.
  - Staffing cuts and resource limitations can affect operations and the ability to run community programs effectively.
  - Lack of clear priorities and goal setting.
  - Other (Please specify)
4. Overall, how satisfied are you with your experience working with the National Fish Hatchery System program? **G-8**
  - 1: Very Dissatisfied
  - 2: Dissatisfied
  - 3: Neutral / Unsure
  - 4: Satisfied
  - 5: Very Satisfied
5. In general, how would you rate your interactions with the USFWS Hatchery staff? **D-5**
  - 1: Very Poor / Not Useful at All
  - 2: Poor / Slightly Useful
  - 3: Good / Useful
  - 4: Excellent / Very Useful

6. Do you feel the National Fish Hatchery System is sufficiently responsive to new or outside knowledge in changing or adjusting resource management issues, practices, and focus? **G-38**
- Yes
  - No
  - Not sure
7. What suggestions do you have to improve the National Fish Hatchery System and/or specific refuges you interact with? **G-82**
8. Please use this space to provide feedback on anything we may have missed. **M-10**

**Paperwork Reduction Act Statement:** We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501 et seq.) to ensure the FWS is fulfilling the NWRS purpose in a manner that is effective, efficient, and collaborative. Your response is voluntary and we will not share the results 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 1090-0011.

**Estimated Burden Statement:** We estimate the survey will take you 15 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. You may submit comments on any aspect of this information collection to the Service Information Collection Clearance Officer, Division of Policy, Performance, and Management Programs, Fish and Wildlife Service, MS: PRB (JAO/3W), 5275 Leesburg Pike, Falls Church, VA 22041-3803, or via email at [Info\\_Coll@fws.gov](mailto:Info_Coll@fws.gov).