



BUREAU OF LAND MANAGEMENT RECREATION USE SURVEY



To improve customer service, the Bureau of Land Management (BLM), part of the U.S. Department of Interior, is asking recreational or educational visitors to BLM sites to answer questions about your experience.

Your individual responses are voluntary and confidential— they will not be seen by the Government. Your completed survey is sent to a research firm who adds your responses to those of other respondents to summarize the results. If you have any questions about this survey, please call Andrew Goldsmith at (202) 452-5169.

For the following five questions, please circle the number that indicates your sense of this site's condition, or check the "Not Applicable" box if you cannot rate the specific condition mentioned.

1. Managing Recreation Use. Please rate how BLM staff & volunteers do in managing appropriate recreation use at this site/area.

	Very Poor							Excellent	Not Applicable
a. Controlling the appropriate use of recreation vehicles. (e.g. motorcycles, motorhomes, dune buggies, ATV's).	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Keeping noise at appropriate levels.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Managing the number of people at the site.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate the recreation use management at <u>this</u> site/area?	1	2	3	4	5	6	7		<input type="checkbox"/>

2. Physical Facilities. Please rate the condition of the physical facilities at this site/area.

	Very Poor							Excellent	Not Applicable
a. Maintaining roads and trails.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Maintaining a clean site (controlling garbage and litter) .	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Maintaining clean restrooms and other physical facilities.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Providing entrance/directional signs to sites and facilities.	1	2	3	4	5	6	7		<input type="checkbox"/>
e. Everything considered, how do you rate the condition of <u>this</u> recreation facility?	1	2	3	4	5	6	7		<input type="checkbox"/>

3. Recreation Information. Please rate the recreation information found at this site/area.

	Very Poor							Excellent	Not Applicable
a. Ensuring public awareness of rules and regulations.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Providing accurate, detailed, and affordable maps and brochures.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Indicating where BLM public lands are located.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate the quality of the BLM recreation information about <u>this</u> site?	1	2	3	4	5	6	7		<input type="checkbox"/>

4. **Natural & Cultural Interpretation/Environmental Education.** Please rate the interpretation and/or environmental education at *this* site/area.

	Very Poor							Excellent	Not Applicable
	1	2	3	4	5	6	7		<input type="checkbox"/>
a. Providing quality educational and interpretive materials.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Providing the public with interpretation about the cultural, historical and natural history resources and management of those resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Providing public information about "Leave No Trace", "Tread Lightly", and how to protect/enjoy cultural, historical and natural resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate BLM's interpretive and/or environmental education program at <i>this</i> site?	1	2	3	4	5	6	7		<input type="checkbox"/>

5. **To what extent did you encounter or talk with any BLM staff or volunteers at this site? (Check one)**

- Not at all Very briefly (e.g. to pay fee) I spent several minutes talking with staff

6. **Staff Services.** Please rate the staff service at *this* site/area.

	Very Poor							Excellent	Not Applicable
	1	2	3	4	5	6	7		<input type="checkbox"/>
a. Staff at <i>this</i> site are courteous and friendly.	1	2	3	4	5	6	7		<input type="checkbox"/>
b. Staff are knowledgeable about <i>this</i> site and vicinity (e.g. recreation opportunities, nearby attractions, lodging, regulations)..	1	2	3	4	5	6	7		<input type="checkbox"/>
c. Staff are able to answer my questions about natural, historic, and cultural resources.	1	2	3	4	5	6	7		<input type="checkbox"/>
d. Everything considered, how do you rate staff service at this site?	1	2	3	4	5	6	7		<input type="checkbox"/>

7. **If you or any member of your group paid a fee or used a pass for entrance into *this* site/area, or if you paid for one or more services, in your opinion how appropriate was the amount charged? (Check *one* of the following)**

- ___ Far too low ___ Too Low ___ About right ___ Too high ___ Far too high

8. **The value of the recreation opportunity and services I experienced was at least equal to the fee I was asked to pay. (Check one of the following)**

- ___ Strongly Agree ___ Agree ___ Not Sure ___ Disagree ___ Strongly Disagree

9. **Considering all of the factors listed above (supporting recreation use; condition of facilities; recreation information; staff service; and interpretation/environmental education), how do you rate the overall quality of your recreation experience at *this* BLM site?**

Very Poor						Excellent
1	2	3	4	5	6	7

10. **If you had one wish that would improve your experience at *this* recreation site/area, what would it be?**

11. **What were your primary activities at *this* BLM site/area you visited? (Check all that apply)**

- Camping Sightseeing Hiking Boating Biking
 Fishing Swimming Rafting Motorized Recreation Vehicles

[This space to be used for site-specific questions]

Thank you for your help!

The reporting burden for this form is estimated to average 12 minutes, including the time for reviewing instructions, gathering and maintaining data, and completing and reviewing the form. Direct comments regarding the burden estimate or any other aspect of this form to the Bureau of Information Collection Clearance Officer, Bureau of Land Management, 1849 C Street NW, Washington, DC 20240; and the Office of Management and Budget, Paperwork Reduction Act, OMB No. 1004-0172, Washington, DC 20503, (202) 395-7340.

PAPERWORK REDUCTION ACT STATEMENT

This information is being collected to provide information to the Bureau of Land Management regarding satisfaction among customers who make recreational use of public lands and will be used to evaluate and improve the services that BLM provides to members of the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. No Privacy Act Information is being collected.

**U.S. Department of the Interior – Bureau of Land Management
1849 C Street, NW, Room LS1000, Washington, DC 20240
Management Systems Group – (202) 452-5173
Ver. 2000-0413**

Site/Area: _____

Date Administered: _____