



BLM unit

Bureau of Land Management Visitor Survey

To improve customer service, the Bureau of Land Management (BLM) is asking visitors to answer questions about their experience at BLM sites. The survey should take about 8 minutes to complete. Your responses are voluntary, anonymous and confidential-your completed survey is sent to an independent research university that provides only a summary (your responses with those of others) to the government.

OMB Control # 1040-0001 Expires: 6/30/2015

PLEASE USE BLUE OR BLACK INK or PENCIL

Correct mark

Fill in the oval completely

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

	Very Good	Good	Average	Poor	Very Poor	Didn't Observe
Providing useful maps and brochures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing useful information on the Internet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring public awareness of rules and regulations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing adequate signs on-site for direction and orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything considered , rate the quality of BLM visitor information about this site/area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Developed Facilities. Please rate how well the BLM maintains the condition of the physical facilities at this site/area

	Very Good	Good	Average	Poor	Very Poor	Didn't Observe
Condition of roads for motorized vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Condition of trails for non-motorized use (hiking, biking, horses, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of site (controlling garbage, litter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of restrooms and other physical facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything considered , rate the overall condition of developed facilities at this site/area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Recreation Use Management. Please rate how well the BLM manages recreation use at this site/area

	Very Good	Good	Average	Poor	Very Poor	Didn't Observe
Managing the appropriate use of vehicles (cars, trucks, motorcycles, motor homes, dune buggies, OHVs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping noise at appropriate levels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing the number of people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing a sufficient law enforcement presence to prevent crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything considered , rate the visitor and recreation management at this site/area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Very Good	Good	Average	Poor	Very Poor	Didn't Observe
Adequately protecting the natural resources (native plants, wildlife habitat, landscapes, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequately protecting the cultural resources (historic structures, archeological sites, rock art, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring that visitor activities do not interfere with resource protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Everything considered , rate the extent to which BLM protects the natural and cultural resources at this site/area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

BLM Staff and Service.

	Yes	No
Did you encounter or speak with any BLM staff or volunteers while visiting this site/area?	<input type="radio"/>	<input type="radio"/>
If No, skip this section		
If Yes, please rate the performance of BLM staff or volunteers while visiting this site/area		
Staff treated me courteously	<input type="radio"/>	<input type="radio"/>
Staff demonstrated knowledge about recreational opportunities in the area	<input type="radio"/>	<input type="radio"/>
Staff demonstrated knowledge about natural and cultural resources in the area	<input type="radio"/>	<input type="radio"/>
Everything considered , rate the performance of BLM staff in this site/area	<input type="radio"/>	<input type="radio"/>

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

	Yes	No
Did you participate in a program either led by a BLM staff member/volunteer or self-guided at this site/area?	<input type="radio"/>	<input type="radio"/>
If No, skip this section		
If Yes, please rate the quality of the program attended		
	<input type="radio"/>	<input type="radio"/>

Commercial Recreation Operations (Outfitter, guide, concessions/vendors, etc.)

	Yes	No
During this visit, did you utilize any commercial recreation services at this site/area?	<input type="radio"/>	<input type="radio"/>
If No, skip this section		
If Yes, please list up to three services you used on this trip and rate the quality of those services		
1. _____	<input type="radio"/>	<input type="radio"/>
2. _____	<input type="radio"/>	<input type="radio"/>
3. _____	<input type="radio"/>	<input type="radio"/>

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

Very Good	Good	Average	Poor	Very Poor	Didn't Observe
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Providing **quality** education and interpretive material about the resources at this site/area.
 Providing a sufficient **quantity** of educational and interpretive materials about the resources at this site/area (printed or electronic)
 Providing stewardship information such as "Leave No Trace" and "Tread Lightly," on how to protect cultural and natural resources
Everything considered, rate the BLM interpretive and educational program at this site/area

Overall Satisfaction.

Very Good	Good	Average	Poor	Very Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Fees.

Yes	No
<input type="radio"/>	<input type="radio"/>

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

If No, skip this section

If Yes, what were the total fees paid? \$

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

Far	Too	About Right	Too High	Far Too High
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Accessibility for Visitors with Disabilities.

Yes	No
<input type="radio"/>	<input type="radio"/>

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

If No, skip this section

If Yes, for each of the following items, please rate that person(s)' ability to:

Very Good	Good	Average	Poor	Very Poor	Didn't Observe
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Ability to adequately use facilities (campsite, picnic areas, trails, overlooks, etc.)
 Ability to access exhibits, waysides, etc.
 Ability to understand messages
 Ability to use services in this area (restrooms, water, etc.)

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

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

Including yourself, how many people are in your group? Adults (18 and over) Children (Under 12) Teenagers (13 - 17)

Your gender: Male Female

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

Your home ZIP code or Country (if not U.S.A.): Zip code OR _____ Country

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

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

Thank you for your help!

PAPERWORK REDUCTION ACT STATEMENT:
 A Federal agency may not conduct or sponsor a collection of information, and a person is not required to respond unless it displays a currently valid OMB control number. The burden for completing this survey is estimated to average 8 minutes, including the time for reviewing instructions and completing the form. Comments regarding this collection of information should be directed to the Information Collection Officer, Bureau of Land Management, Mail Stop 401LS, 1849 C St. NW, Washington, DC 20240. OMB Control #1040-0001 Expires: 6/30/2015.

This information is being collected to provide information to the Bureau of Land Management regarding this satisfaction among customers who make recreational use of public lands and will be used to evaluate and improve the services

ID number