

2. In FY 2013 how was the visitor contact area staffed?

BLM Staff
BLM Volunteers
Interns
Friends/Cooperating Association Members
Other

3. In FY 2013 did the visitor contact area have staff with specialized skills?

Yes
No

A. If yes to question 3, please check all boxes that apply.

Interpretive Specialist
Education Specialist
Exhibit Specialist
Outdoor Recreation Planner
Other

4. In FY 2013 how did the visitor contact area attract visitation? Please check all boxes that apply.

Print Ads
Billboards
Social Media
Word of Mouth
Public Service Announcements
Special Events
Other

5. What are the major issues challenging the visitor contact area's **staffing (labor)** over the next three years?

6. What are the major issues challenging the visitor contact area's **operations** over the next three years?

7. What are the major issues challenging visitor contact area's **maintenance** over the next three years?

8. What are the priorities for the visitor contact area's **staffing (labor)** over the next three years?

9. What are the priorities for the visitor contact area's **operations** over the next three years?

10. What are the priorities for the visitor contact area's **maintenance** over the next three years?

Part II: Funding

1. What was the **TOTAL** FY 2013 budget for the visitor contact area?
 - A. How much of the FY 2013 budget was spent on labor. Please break down as much as possible.

Number of GS-03 employees

Average
GS-03
salary

Number of GS-04 employees

Average
GS-04
salary

Number of GS-05 employees

Average
GS-05
salary

Number of GS-07 employees

Average
GS-07
salary

Number of GS-09 employees

Average
GS-09
salary

Number of GS-11 employees

Average
GS-11 salary

Number of GS-12 employees	Average GS-12 salary
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Number of GS-13 employees	Average GS-13 salary
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Number of full time employees	Total salary for full-time employees
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Number of term employees	Total salary for term employees
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Number of seasonal employees	Total salary for seasonal employees
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B. How much of the FY 2013 budget was spent on operations?

C. How much of the FY 2013 budget was spent on maintenance and upkeep of facilities?

D. How was **labor** funded?

Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount

E. How was **operations** funded?

Subactivity	Amount
Subactivity	Amount
Subactivity	Amount

Subactivity	Amount
Subactivity	Amount
Subactivity	Amount

F. How was **maintenance** funded?

Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount
Subactivity	Amount

2. In the last 5 years has the base budget to support the **labor** of the visitor contact area changed?

- It increased
- It decreased
- It stayed the same

A. How much has it increased/decreased?

B. How has the increase/decrease impacted the ability of the visitor contact area to serve the public? Please be specific.

3. In the last 5 years has the base budget to support the **operations** of the visitor contact area changed?

- It increased
- It decreased
- It stayed the same

A. How much has it increased/decreased?

B. How has the increase/decrease impacted the ability of the visitor contact area to serve the public? Please be specific.

4. In the last 5 years has the base budget to support the **maintenance** of the visitor contact area changed?

It increased
It decreased
It stayed the same

A. How much has it increased/decreased?

B. How has the increase/decrease impacted the ability of the visitor contact area to serve the public? Please be specific.

5. Did the visitor contact area collect fees in FY 2013?

Yes
No

A. If yes, what was the total collected?

6. Did the visitor contact area collect donations in FY 2013?

Yes
No

A. If yes, what was the total collected?

7. With the trend of shrinking budgets over the past few and next few years, has management considered any alternative sources of funding for the visitor contact area?

Part III: Working with the Community

1. In FY 2013 did this visitor contact area share space with other **federal** agencies?

Yes
No

A. If yes to question 1, please check all boxes that apply.

USFS NPS
USFWS ACOE
Other

B. If yes to question 1, please provide an explanation on how other agencies used the space and how the space was funded.

2. In FY 2013 did the visitor contact area share space with **state or local organizations**? Yes
No

A. If yes to question 2, with which organizations was the space shared?

B. If yes to question 2, please provide an explanation on how other organizations used the space, and how the space was funded.

3. In FY 2013 did the visitor contact area work with a cooperating or friends association? Yes
No

A. If yes to question 3, please identify the group(s) and whether they were a cooperating association or friends group.

B. If yes to question 3, did the visitor contact area have a formal agreement with the group(s) or association(s)? Yes
No

C. If yes to question 3, what type and quantity of financial assistance, in-kind donations, or volunteer services did they provide? Please be specific.

D. If yes to question 3, how were those groups involved with the visitor contact area?

4. In FY 2013 were there other partners that the visitor contact area worked with on a regular basis?

5. How many hours did volunteers log at the visitor contact area in FY 2013?

6. Did the visitor contact area work with the local business community? (i.e. Chamber of Commerce, Rotary Club, Kiwanis Club, Economic Development Council, etc.) Yes
No

A. If yes to question 6, what kind of work was done? Please be specific.

Part IV: Services

1. In FY 2013 what was the focus of the visitor contact area? Please see instructions for definitions.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Interpretation					
Education					
Orientation					
Other					

If "other" please provide a detailed description.

2. How many visitors did the visitor contact area serve in FY 2013?

A. Please provide a detailed description of how visitors were counted.

B. Please provide a detailed description of the visitor contact area's hours, days, and seasons of operation in FY 2013.

3. In FY 2013 did the visitor contact area provide interpretive programs and/or products to the public? Please see instructions for definitions.

Yes

No

A. If yes to question 3, how many **personal** interpretive programs were provided?

B. If yes to question 3, how many **non-personal interpretive** products were provided?

C. If yes to question 3, please provide a detailed description of how programs/products were counted.

D. If yes to question 3, who created or presented these programs and produced these products? Please check all that apply.

- Staff
- Volunteers
- Interagency Partners
- Concessionaires
- Partners
- Other

E. If no to question 3, what was the main obstacle to providing these programs or producing these products?

- Lack of expertise
- Lack of funds
- Lack of volunteers
- Lack of staff
- Lack of space
- Other

4. In FY 2013 did the visitor contact area provide formal education programs and/or products to the public? Please see instructions for definitions.

- Yes
- No

A. If yes to question 4, how many **formal** education programs/products were provided?

B. If yes to question 4, please provide a detailed description of how programs/products were counted.

C. If yes to question 4, who created or presented these programs and produced these products?
Please check all that apply.

- Staff
- Volunteers
- Interagency Partners
- Concessionaires
- Partners
- Other

D. If no to question 4, what was the main obstacle to providing these program or producing these products?

- Lack of expertise
- Lack of funds
- Lack of volunteers
- Lack of staff
- Lack of space
- Other

5. Which type of plan(s) did the visitor contact area have in FY 2013?
Please see instructions for definitions.

- Interpretive Plan
- Recreation Area Management Plan
- Business Plan
- Other

A. How old is each plan?

Thank you for taking the time to fill out this survey. If you have additional comments, suggestions, or ideas please write them in the space provided, and then click the submit button. We appreciate your input.