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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

{acode}

## Bureau of Land Management Visitor Survey

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

Providing useful information on the Internet

Ensuring public awareness of rules and regulations

Providing adequate signs on-site for direction and orientation

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

**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

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

**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.)

Keeping noise at appropriate levels

Managing the number of people

Providing a sufficient law enforcement presence to prevent crime

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

**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.)

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

Ensuring that visitor activities do not interfere with resource protection

**Everything considered,** rate the extent to which BLM protects the natural and cultural resources at this site/area

### BLM Staff and Service.

Yes No

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

**If No, skip this section**

If Yes, please rate the performance of BLM staff or volunteers while visiting this site/area

Very Good Good Average Poor Very Poor Didn't Observe

Staff treated me courteously

Staff demonstrated knowledge about recreational opportunities in the area

Staff demonstrated knowledge about natural and cultural resources in the area

**Everything considered,** rate the performance of BLM staff in this site/area

### 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?

**If No, skip this section**

If Yes, please rate the quality of the program attended

Very Good Good Average Poor Very Poor

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

Yes No

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

**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

Very Good Good Average Poor Very Poor

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**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

Providing **quality** education and interpretive material about the resources at this site/area.  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

Providing a sufficient **quantity** of educational and interpretive materials about the resources at this site/area (printed or electronic)  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

Providing stewardship information such as "Leave No Trace" and "Tread Lightly," on how to protect cultural and natural resources  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

**Everything considered**, rate the BLM interpretive and educational program at this site/area  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

**Overall Satisfaction.**

Very Good Good Average Poor Very Poor

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

**Fees.**

Yes No

Did you or a member of your group pay an entrance fee and/or use fee?  Yes  No **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 Low  Too Low  About Right  Too High  Far Too High

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

**Accessibility for Visitors with Disabilities.**

Yes No

Does anyone in your party have a physical, sensory, or learning disability, or general difficulty with mobility?  Yes  No **If No, skip this section**

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

Ability to adequately use facilities (campsite, picnic areas, trails, overlooks, etc.)  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

Ability to access exhibits, waysides, etc.  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

Ability to understand messages  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

Ability to use services in this area (restrooms, water, etc.)  Very Good  Good  Average  Poor  Very Poor  Didn't Observe

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

- Camping
- Picnicking
- Horseback Riding
- Education and Interpretation
- Fishing
- Hiking/Walking
- Rock Climbing
- Birdwatching/Wildlife Viewing
- Hunting
- Swimming
- Driving for pleasure
- Other: \_\_\_\_\_
- Target Shooting
- Motorized boating
- Bicycling (Mountain or Road)
- Riding/Driving OHVs
- Sightseeing
- Non-motorized Boating/Rafting

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

How do you identify yourself? (select one)  Man  Woman  Non-binary  A gender identity not listed here

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

Your home ZIP code:

Country (if not U.S.A.):

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

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

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