



Sample Site Name

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

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

Rating scale

Providing useful information on the Internet

Rating scale

Ensuring public awareness of rules and regulations

Rating scale

Providing adequate signs on-site for direction and orientation

Rating scale

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

Rating scale

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

Rating scale

Condition of trails for non-motorized use (hiking, biking, horses, etc.)

Rating scale

Cleanliness of site (controlling garbage, litter)

Rating scale

Cleanliness of restrooms and other physical facilities

Rating scale

Everything considered, rate the overall condition of developed facilities at this site/area

Rating scale

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.)

Rating scale

Keeping noise at appropriate levels

Rating scale

Managing the number of people

Rating scale

Providing a sufficient law enforcement presence to prevent crime

Rating scale

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

Rating scale

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.)

Rating scale

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

Rating scale

Ensuring that visitor activities do not interfere with resource protection

Rating scale

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

Rating scale

BLM Staff and Service.

Yes, No

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

Yes, No, 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

Rating scale

Staff demonstrated knowledge about recreational opportunities in the area

Rating scale

Staff demonstrated knowledge about natural and cultural resources in the area

Rating scale

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

Rating scale

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?

Yes, No, 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?

Yes, No, 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. \_\_\_\_\_

Rating scale

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

Rating scale

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

Rating scale

**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
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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
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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
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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
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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:

Very Good	Good	Average	Poor	Very Poor	Didn't Observe
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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)

Your gender (select one):  Male  Female

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