Site Name Here

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 # Exp.

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	Fair	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	Fair	Poor	Very Poor	Didn't Observe
Condition of roads for motorized vehicles.	○	○	○	○	○	○
Condition of trails for non-motorized use (hiking, biking, horses, etc.).	○	○	○	○	○	○
Clean site (controlling garbage and litter).	○	○	○	○	○	○
Cleanliness of restrooms and other physical facilities.	○	○	○	○	○	○
Everything considered, rate the overall condition of developed facilities at this site/area.	○	○	○	○	○	○

Managing Visitor and Recreation Use. Please rate how well the BLM manages recreation use at this site/area.	Very Good	Good	Fair	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	Fair	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 infringe on resource protection.	○	○	○	○	○	○
Everything considered, rate the extent to which BLM protects the natural and cultural resources at this site/area.	○	○	○	○	○	○

BLM Staff and Service.

Did you encounter or speak with any BLM staff or volunteers while visiting this site/area? ○ Yes ○ No - skip this section

If Yes, please rate the performance of BLM staff at this site/area.	Very Good	Good	Fair	Poor	Very Poor	Didn't Observe
Staff treated me courteously.	○	○	○	○	○	○
Staff demonstrated knowledge about recreational opportunities in the area.	○	○	○	○	○	○
Staff demonstrated knowledge about the natural and cultural resources in the area.	○	○	○	○	○	○
Everything considered, rate the performance of BLM staff at this area.	○	○	○	○	○	○

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

Did you participate in a program either led by a BLM staff member/volunteer or self guided at this site/area? ○ Yes ○ No - skip this section

	Very Good	Good	Fair	Poor	Very Poor	Didn't Observe
If Yes, please rate the quality of the program you attended.	○	○	○	○	○	○

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

During this visit, did you utilize any commercial recreation services at this site/area? ○ Yes ○ 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	Fair	Poor	Very Poor	Didn't Observe
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	Fair	Poor	Very Poor	Didn't Observe
Providing ***quality*** educational 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 the cultural and natural resources.	◯	◯	◯	◯	◯	◯
Everything considered, rate the BLM interpretive and educational program at this site/area.	◯	◯	◯	◯	◯	◯

Overall Satisfaction. ***Everything considered*** – visitor information, facilities, management, interpretation/education, staff service, and programs – rate the ***overall quality of your experience*** at this BLM site/area.

Very Good	Good	Fair	Poor	Very Poor
◯	◯	◯	◯	◯

Fees. Did you or a member of your group pay an entrance fee and/or use fee? ◯ Yes ◯ No - skip this section

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

	Far Too Low	Too Low	About Right	Too High	Far Too High
In your opinion, how appropriate was the fee charged for this site/area?	◯	◯	◯	◯	◯

	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
The value of the recreation opportunity and services I experienced was at least equal to the fee I was asked to pay.	◯	◯	◯	◯	◯

Accessibility for Visitors with Disabilities.

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

If Yes, please rate that person's experiences in the following areas at this site:

	Very Good	Good	Fair	Poor	Very Poor	Didn't Observe
Ability to adequately use the facilities (campsite, picnic areas, trails, overlooks, etc.).	◯	◯	◯	◯	◯	◯
Ability to access exhibits, waysides, etc.	◯	◯	◯	◯	◯	◯
Ability to understand the messages.	◯	◯	◯	◯	◯	◯
Ability to use the services in this area (restrooms, water, etc.).	◯	◯	◯	◯	◯	◯

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

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

Including yourself, how many people are in your personal 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.): _____

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 Clearance Officer, Bureau of Land Management, Mail Stop 401LS, 1849 C St. NW, Washington, DC 20240. OMB No. . Expiration Date: .

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.