

National Visitor Use Monitoring Results
USDA Forest Service
National Summary Report

Data collected FY 2003 through FY 2008

Last updated 23 July 2009

INTRODUCTION

The National Visitor Use Monitoring (NVUM) program provides sampling-based estimates of the volume and characteristics of recreation visitation to the National Forest System. Information about the quantity and quality of recreation visits is required for national forest plans, Executive Order 12862 (Setting Customer Service Standards), and implementation of the National Recreation Agenda. The agency's Strategic and Annual Performance Plans require measuring trends in user satisfaction and use levels. The NVUM methodology is explained in detail in: Forest Service National Visitor Use Monitoring Process: Research Method Documentation; English, Kocis, Zarnoch, and Arnold; Southern Research Station; May 2002 (<http://www.fs.fed.us/recreation/programs/nvum>).

NVUM has standardized measures of visitor use to ensure that all national forest visitor measures are comparable. These definitions are the same as established by the Forest Service in the 1970s, however the application of the definition is stricter. Visitors must pursue a recreation activity physically located "on" Forest Service managed land in order to be counted. They cannot be passing through; viewing from non-Forest Service managed roads, or just using restroom facilities. The NVUM basic use measurements are *national forest visits* and *site visits*. A *National forest visit* is the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A national forest visit can be composed of multiple site visits. A *site visit* is the entry of one person onto a national forest site or area to participate in recreation activities for an unspecified period of time. Results presented here are the compilation of forest-level data collected during the period FY2003 through FY2008.

VISITATION ESTIMATES

Table 1 displays the number of national forest visits and site visits for the National Forest System. The site visit estimate includes the Wilderness site visits. Table 2 shows the number of National Forest Visits in each Forest Service region. The current visitation estimate is 175.6 million national forest visits. The 90% confidence interval for that estimate is 170.0 million to 181.2 million. Wilderness on the National Forest System accommodates just over 6.5 million recreational visits.

Table 1. National visitation estimate for the National Forest System, for FY2003 - FY2008.

Visit Type		
	Visits (thousands)	90% confidence interval width (%)
Total Estimated Site Visits	201,857	3.1
Designated Wilderness Visits ^a	6,561	7.3
Total Estimated National Forest Visits	175,623	3.2

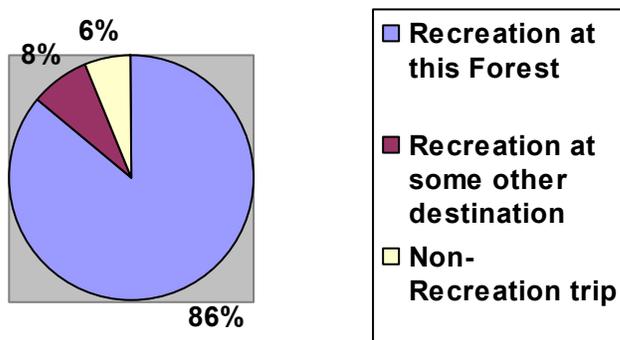
^a Designated Wilderness visits are included in the Site Visits estimate.

Table 2. Regional visitation estimates for the National Forest System, for FY2003 - FY2008.

Region	National Forest Visits (1000s)	90% Confidence interval, as % of visits
01	10,267	11.5
02	30,833	6.9
03	19,179	12.2
04	20,616	8.2
05	27,295	6.2
06	18,472	6.4
08	29,755	10.6
09	16,758	9.5
10	2,449	12.0
TOTAL	175,623	3.2

Most people who recreate on National Forests have that forest as the primary destination for their recreation trip. For about eight percent, the visit to the forest was a secondary destination, and for about six percent it was a side trip during a non-recreation trip away from home. Figure 1 displays the proportion of visits by the purpose of the trip.

Figure 1. Purpose of trip on which National Forest visit was made, for FY2003 - FY2008.



DESCRIPTION OF THE RECREATION VISIT

Demographics

Descriptions of forest recreational visits were by expanding the characteristics of interviewed visitors to the national forest visitor population. Tables 3 through Table 5 provide basic demographic information regarding Gender, Race/Ethnicity, and Age, respectively. Figure 2 provides information about self reported travel distance from home to the recreation site. Table 6 shows origin locations for foreign visitors. Just under two-thirds of the visits to National Forest System lands are made by men. Nineteen percent of visits come from children under the age of 16, slightly less than the percentage of visits from people in their forties. Slightly more than thirty percent of visits are made by people who live within 25 miles of the forest visited. Half of all visits to National Forests come from people who live within about 60 miles of the forest. Foreign visitors make up about two percent of all visits.

Table 3. Percent of National Forest Visits by gender, for FY2003 - FY2008.

Gender	National Forest Visits (%)
Female	34.1
Male	65.9
Total	100.0

Table 4. Percent of National Forest Visits by race and ethnicity, for FY2003 - FY2008.

Race/Ethnicity ^a	National Forest Visits (%)
American Indian/Alaska Native	2.3
Asian	1.9
Black/African American	1.0
Native Hawaiian or other Pacific Islander	0.5
White	95.0
Spanish, Hispanic, or Latino	4.6

Table 5. Percent of National Forest Visits by age class, for FY2003 - FY2008.

Age	National Forest Visits (%)
Under 16	19.0
16-19	3.4
20-29	13.2
30-39	16.0
40-49	19.5
50-59	16.1
60-69	9.4
70 and over	3.4
Total	100.0

Figure 2. Distribution of National Forest visits by travel distance categories, for FY2003 - FY2008.

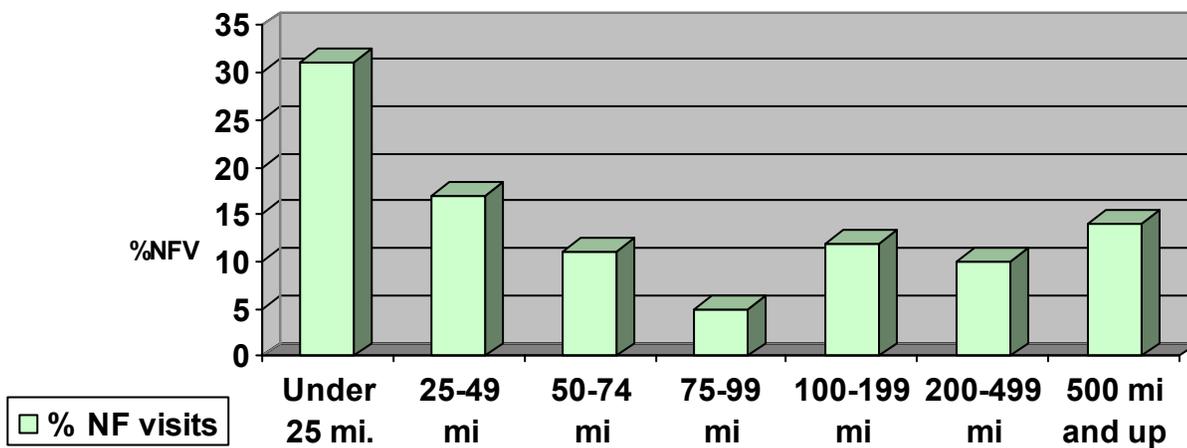


Table 6. Percent of National Forest Visits by origin for foreign visitors, for FY2003 - FY2008.

ORIGIN	PERCENT OF NF VISITS
Asia	0.1
Canada	0.4
Europe	0.9
Mexico	<0.1
South America	0.1
Some other origin	0.2

Visit Descriptions

Characteristics of the recreation visit such as length of visit, types of sites visited, activity participation and visitor satisfaction with forest facilities are often important aspects of visitation. The average national forest visit length of stay and average site visit length of stay by site type is displayed in Table 7. Since average durations are often influenced by a few visits that last a long time, median values are also shown. Figure 3 compares the distribution of visit durations for National Forest visits to visits to Wilderness areas. Although the average National Forest visit lasts nearly 23 hours, about half of them last less than 4.5 hours. Over 60 percent of these visits last 6 hours or less. In Wilderness areas, the average visit is just over 15 hours. Half of the Wilderness visits last 3.8 hours or less. Only about 12 percent of Wilderness visits last more than 36 hours.

The great majority of visitors to National Forests only go to one location on the forest during their visit (Table 8). Some visitors do go to more than one recreation site or area during their national forest visit and the average site visits per national forest visit is shown. Also displayed is the average people per vehicle for those on a recreation visit.

Visitors were asked how often they visit this national forest for all recreational activities, and how often for their primary activity (Table 9). Most visits are made by people who visit that forest only a few times per year. Forty-four percent of visits are made by persons who visit that forest at most 5 times per year. However, frequent visitors are not uncommon. About 14 percent of visits are made by people who visit that forest more than 50 times per year.

Table 7. Visit duration for National Forest visits, for FY2003 - FY2008.

Visit Type	Average Duration (hours)	Median Duration (hours)
	Site Visit	12.1
Day Use Developed	3.7	2.3
Overnight Use Developed	44.7	40.0
Undeveloped Areas	12.5	3.0
Designated Wilderness	15.3	3.8
National Forest Visit	22.8	4.4

Figure 3. Distribution of National Forest and Wilderness visits by duration categories, for FY2003 - FY2008.

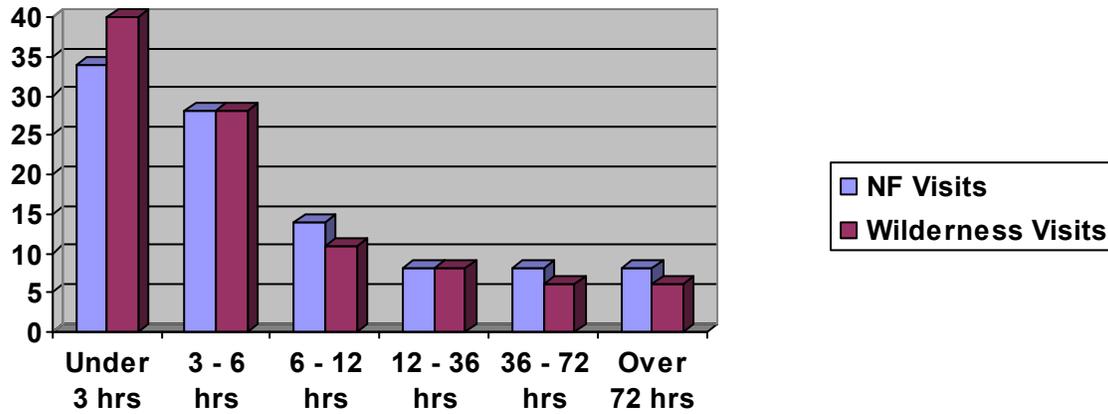


Table 8. Other visit characteristics for National Forest recreation visits, for FY2003 - FY2008.

Characteristic	
Percent of recreational visitors who visit just one National Forest site during their entire National Forest Visit	92.0%
Average number of national forest sites visited during each National Forest Visit	1.14
Average Group size	2.65

Table 9. Percent of National Forest Visits by annual visit frequency, for FY2003 - FY2008.

Number of Reported Annual Forest Visits	Percent of National Forest Visits	
	All Activities	Main Activity
1 – 5 times per year	44.35	55.66
6 – 10 times per year	12.57	12.53
11 – 15 times per year	8.11	6.45
16 – 20 times per year	5.45	4.60
21 – 25 times per year	3.65	2.97
26 – 30 times per year	3.96	3.05
31 – 35 times per year	0.74	0.75
36 – 40 times per year	2.41	1.80
41 – 50 times per year	4.66	3.08
51 – 100 times per year	7.06	4.97
101 – 200 times per year	3.93	2.73
201 – 300 times per year	1.94	0.96
Over 300 times per year	1.17	0.45

Activities

Most national forest visitors participate in several recreation activities during each visit. Most identify one of them as their main activity. Visitors were asked how many hours they spent doing their main activity. Table 10 displays activity participation results. Nearly half of the visits include participation in viewing natural features. About 40 percent of visits include participation in hiking/walking, and about 38 percent include viewing wildlife. The most commonly indicated main activity is hiking/walking (17.6 percent), followed by downhill skiing (14.7%), viewing natural features (12.9%), hunting (7.8%), and fishing (7.7%). Activities with the greatest hours in the activity are camping, backpacking, and resort use.

Table 10. Activity participation for National Forest recreation visits, for FY2003 - FY2008.

Activity	% of visitors who participated in this activity ^a	% indicating as their primary activity ^b	Average hours spent in primary activity ^c
Developed Camping	8.7	3.2	44.7
Primitive Camping	3.6	0.7	35.4
Backpacking	2.2	0.8	32.5
Resort Use	2.0	0.3	37.0
Picnicking	9.7	1.7	2.9
Viewing Natural Features	49.0	12.9	3.5
Visiting Historic Sites	6.6	0.4	2.9
Nature Center Activities	6.0	0.3	2.3
Nature Study	7.0	0.1	5.4
Relaxing	37.0	6.3	18.3
Fishing	12.9	7.7	6.9
Hunting	8.7	7.8	12.9
OHV Use	4.3	1.7	6.7
Driving for Pleasure	23.4	4.3	2.8
Snowmobiling	3.1	2.6	5.2
Motorized Water Activities	3.7	1.3	7.6
Other Motorized Activity	0.5	0.1	5.0
Hiking / Walking	40.6	17.6	3.6
Horesback Riding	1.2	0.6	6.2
Bicycling	3.9	2.1	2.8
Non-motorized Water	3.0	1.5	5.8
Downhill Skiing	15.3	14.7	8.7
Cross-country Skiing	3.4	2.6	3.0
Other Non-motorized	6.5	2.6	3.7
Gathering Forest Products	4.2	0.9	3.7
Viewing Wildlife	38.1	2.2	5.5
Motorized Trail Activity	4.5	1.7	4.8
Some Other Activity	6.1	3.3	4.3
No Activity Reported	2.6	2.7	.

^a Survey respondents could select multiple activities so this column may total more than 100%.

^b Respondents were asked to select one activity as their main one. Some selected more than one, so this column may total more than 100%.

^c Computed only for those who indicated the activity was the main activity on their visit.

Use of constructed facilities and designated areas

About one-third of recreation visitors interviewed were asked about the facilities and special designated areas they used during their visit. Results are displayed in Table 11. Over forty percent of visits indicated they did not use any of the listed facilities during their recreation visit. For the facilities listed, the most frequently listed was Scenic Byway. Nearly 25% of visits use these for recreation. Forest Roads were listed for about 1 in 8 visits.

Table 11. Reported National Forest visitor use of constructed facilities, for FY2003 - FY2008.

FACILITY/ Area	Percent of NF visits including use of this item (%)
Developed Swimming Site	6.9
Scenic Byway	24.2
Museum / Visitor Center	8.6
Designated OHV Area	7.7
Forest Roads	12.8
Interpretive Displays	6.2
Information Sites	6.9
Developed Fishing Site	7.9
Motorized Single Track Trail	5.0
Motorized Dual Track Trails	8.1
None of these	41.0

ECONOMIC INFORMATION

Many people are interested in the impact of National Forest recreation visits on the surrounding local economy. To estimate the total spending associated with recreation use, three pieces of information are needed: an overall visitation estimate, the proportion of visits in a series of visitor types, and the average spending profiles for each of the visitor types. Multiplying the three gives a total amount of spending by a particular type of visitor. Summing over all visitor types gives total spending. About one-third of the NVUM surveys included questions about trip-related spending within 50 miles of the site visited. For the first round of sampling, spending data were analyzed at Michigan State University by Dr. Daniel Stynes and Dr. Eric White. Results are in the report “Spending Profiles of National Forest Visitors: NVUM four-year report”, available at <http://www.fs.fed.us/recreation/programs/nvum/NVUM4YrSpending.pdf>. Analysis of spending data for the second round will begin after all the data for that round are collected.

Spending Segments

The spending that occurs on a recreation trip is greatly influenced by the type of trip taken. For example, visitors on overnight trips away from home typically have to pay for some form of lodging (e.g., hotel/motel rooms, fees in a developed campground) while those on day trips do not. In addition, visitors on overnight trips generally purchase more food during their trip in restaurants or grocery stores than visitors on day trips. Visitors who have not traveled far from home usually spend less than visitors traveling longer distances, especially on items such as fuel and food. Analysis of spending patterns has shown that a good way to construct segments of the visitor market with consistent spending patterns is the following seven groupings:

1. local visitors on day trips,
2. local visitors on overnight trips staying in lodging on the national forest,
3. local visitors on overnight trips staying in lodging off the national forest, and
4. non-local visitors on day trips,
5. non-local visitors on overnight trips staying in lodging on the national forest,
6. non-local visitors on overnight trips staying in lodging off the forest,
7. non-primary visitors.

Local visitors are those who travel less than 50 road miles from home to the recreation site and non-local visitors are those who travel greater than 50 road miles. Non-primary visitors are those for whom the primary purpose of their trip is something other than recreating on that national forest. Table 12 shows the national distribution of visits by spending segment. Over 44 percent of visits to National Forests are from residents of the local area who are on day trips away from home. Few local residents stay overnight on or near the forests. Slightly more than 13 percent of non-local residents make visits while on day trips away from home. More non-locals on overnight trips spend the night in facilities off the forest than on the forest. For 1 out of every 7 visits, National Forests were not the primary destination for the trip, but rather it was a side trip.

Table 12. Percent of National Forest Visits by Spending Segment, for FY2003 - FY2008.

	Non-local Segments			Local Segments			Non-Primary	Total
	Day	Overnight on NF	Overnight off NF	Day	Overnight on NF	Overnight off NF		
Percent of National Forest Visits	13.3	10.4	14.1	44.1	3.0	0.9	14.2	100.0

Spending Profiles

National average spending profiles for each segment can be found in Table 5 of the Stynes and White report noted above. It is essential to note that these spending profiles are in dollars spent per **party**. Obtaining per-visit spending is accomplished by dividing the spending for each segment by the average people per party for the segment found in Appendix Table A-3 of that report.

Total Direct Spending

Total direct spending made within 50 miles of the forest and associated with national forest recreation is calculated by combining estimates of per-visit spending averages from the spending profiles with estimates of the number of national forest visits in the segment. The number of visits in the segment equals the percentage in Table 12 times the number of National Forest visits reported in Table 1 of this report.

Other Information

There are several other economic aspects of the trips on which the recreation visits to the forest are made. These are summarized in Table 13. The first relates to total amount spent by the recreating party on the trip. This includes spending not just within 50 miles of the forest, but anywhere. The table shows both the average and the median. Another set describes the overall length of the trips on which the visits are made. The table shows the percent of the visits that were made on trips where the person stayed away from home overnight (even though the forest visit may be just a day visit), and the average total nights away from home and nights spent within 50 miles of the forest. For those spending one or more nights in or near the forest, the table shows the percentage that selected each of a series of lodging options. Together, these results help show the context of overall trip length and lodging patterns for visitors to the forest. These data are only available for Round 2 data.

Table 13. Visitor Trip Information, for FY2003 - FY2008.

Item	
Average total trip spending per visiting party	\$544.00
Median total trip spending per visiting party	\$63.00
Percent of visits that occur on trip with an overnight stay away from home	41.6
Percent of visits that occur on trip with an overnight stay within 50 miles of the visited forest	37.7
For overnight visits, average number of nights within 50 miles of the forest	4.9
For those staying overnight within 50 miles of the forest, Percent indicating each type of Lodging	
NF campgrounds ON the national forest	21.1
Camping in undeveloped areas of the national forest	13.1
Cabins, lodges, hotels or huts ON the national forest	6.4
Other public campgrounds (Park Service, BLM, State, other)	2.7
Private campgrounds NOT on the national forest	2.7
Rented home, condo, cabin, lodge or hotel NOT on the nf	35.4
Private home of friend or relative	13.8
Home, cabin, or condo visitor owns	8.4
Other	1.6

Household Income

Respondents were asked to report a general category for their total household income. Only very general categories were used, to minimize the intrusive nature of the question. Results help indicate the overall socio-economic status of visitors, and are found in Table 14. Over ten percent of visits are made by individuals whose household income is over \$150,000 per year. About the same percentage is made by people in households earning less than \$25,000 per year.

Table 14. Household income of National Forest recreation visits. For FY2003 - FY2008.

Household Income Categories	Percent of visits from the income category
Under \$25,000	10.7
\$25,000 to \$49,999	23.6
\$50,000 to \$74,999	24.0
\$75,000 to \$99,999	16.7
\$100,000 to \$149,999	14.8
\$150,000 and up	10.2

Substitute behavior

Visitors were asked to select one of several substitute choices, if for some reason they were unable to visit the national forest on which they were surveyed (Figure 4). Choices included going somewhere else for the same activity, coming back to the forest for the same activity at some later time, going someplace else for a different activity, going to work instead of recreating, and a residual 'other' category. Most often (52%), visitors indicate that their substitute behavior choice is activity driven (going elsewhere for same activity) and a smaller percentage (16%) indicate they would come back later for the same activity. Visitors who said they would have gone somewhere else for recreation were asked how far from their home this alternate destination was. These results are shown in Figure 5. The distribution of travel distances to alternative locations is very similar to the distribution of travel distances for National Forest visits, which may indicate that a reasonable set of alternative destinations exists for most visits.

Figure 4. Substitute behavior choices of National Forest visitors, for FY2003 - FY2008.

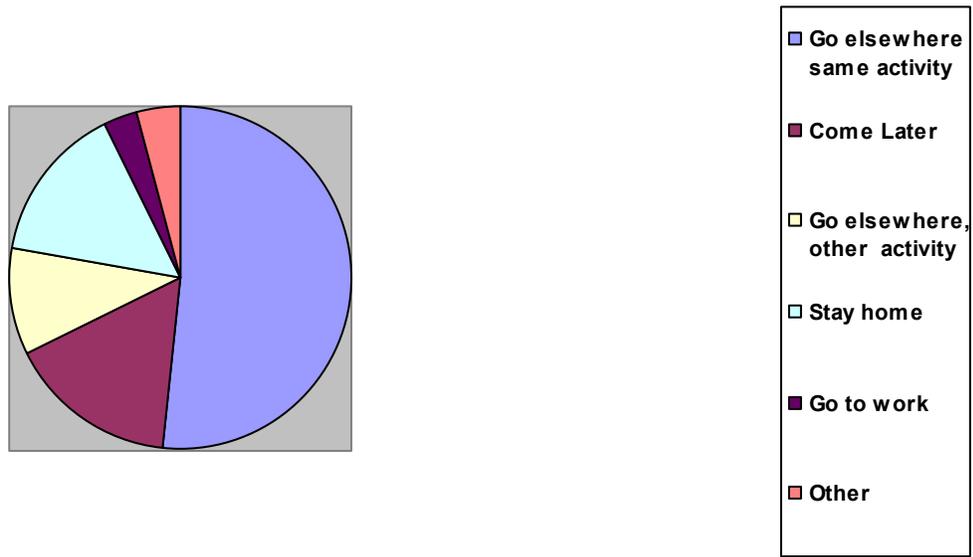
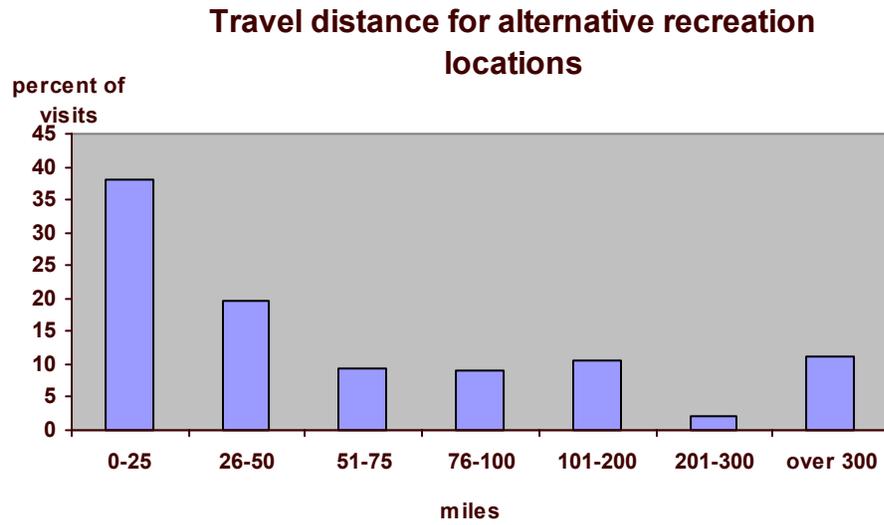


Figure 5. Reported distance visitors would travel to alternative recreation locations, for FY2003 - FY2008 .



CUSTOMER SATISFACTION

An important element of outdoor recreation program delivery is evaluating customer satisfaction with the recreation setting, facilities, and services provided. Customer satisfaction is a key piece of national- and forest-level performance measures. To describe customer satisfaction, several different measures are used. Recreation visitors were asked to provide an overall rating of their visit on a 5-point Likert scale. About one-third of visitors interviewed on the forest rated their satisfaction with fourteen specific items related to the recreation facilities and services at the specific site or area at which they were interviewed, and the importance of each to their recreation experience. Visitors rated both the importance and performance (satisfaction) of these elements using a 5-point scale. The Likert scale for importance ranged from not important to very important. The Likert scale for performance ranged from very dissatisfied to very satisfied. Results are summarized by types of sites: Day Use Developed (DUDS), Overnight Use Developed (OUDS), General Forest Areas, and Wilderness.

The satisfaction responses are analyzed in several ways. First, a graph of overall satisfaction is presented in Figure 5. Next, two aggregate measures were calculated from the set of individual elements. The satisfaction elements most readily controlled by managers were aggregated into four categories: developed facilities, access, services, and visitor safety. The site types sampled were aggregated into three groups: developed sites (includes both day use and overnight developed sites), dispersed areas, and designated Wilderness. The first aggregate measure is called “Percent Satisfied Index (PSI)”, which is the proportion of all ratings for the elements in the category where the satisfaction ratings were either ‘Somewhat satisfied’ or ‘Very Satisfied’. Conceptually, the PSI indicator shows the percent of all recreation customers who are satisfied with agency performance. The agency’s national target for this measure is 85%. It is usually difficult to consistently have a higher satisfaction score than 85% since given tradeoffs among user groups and other factors. Table 15 displays the aggregate PSI scores.

Another aggregate measure of satisfaction is called “Percent Meet Expectations (PME)”. This is the proportion of satisfaction ratings in which the numerical satisfaction rating for a particular element is equal to or greater than the importance rating for that element. This indicator tracks the congruence between the agency’s performance and customer evaluations of importance. The idea behind this measure is that those elements with higher importance levels must have higher performance levels. Figure 6 displays the PME scores by type of site.

An Importance-Performance Analysis (IPA) (Hudson, et al, Feb 2004) was calculated for the importance and satisfaction scores. A target level of importance and performance divides the possible set of score pairs into four quadrants. For this work, the target level of both was a numerical score of 4.0. Each quadrant has a title that helps in interpreting responses that fall into it, and that provides some general guidance for management. These can be described as:

1. Importance at or above 4.0, Satisfaction at or above 4.0: **Keep up the good work.** These are items that are important to visitors and ones that the agency is performing quite well;
2. Importance at or above 4.0, Satisfaction under 4.0: **Concentrate here.** These are important items to the public, but performance is not where it needs to be. Increasing effort here is likely to have the greatest payoff in overall customer satisfaction;
3. Importance below 4.0, Satisfaction above 4.0: **Possible overkill.** These are items that are not highly important to visitors, but performance is quite good. It may be possible to reduce effort here without greatly harming overall satisfaction;

4. Importance below 4.0; Satisfaction below 4.0: **Low Priority**. These are items where performance is not very good, but neither are they important to visitors. Focusing effort here is unlikely to have a great impact.

The numerical scores for visitor satisfaction and importance for each element by site type, and the sample sizes for each are presented in Appendix A (Tables A1 – A4). If an element had fewer than 10 responses no analyses are performed, as there are too few responses to provide reliable information.

Finally, visitors were asked about their overall satisfaction with and the importance of road condition and the adequacy of signage. Figures 7a and 7b show the results.

Overall satisfaction levels are quite high. Less than 3 percent of visits indicated that they were at all dissatisfied. Over 77 percent indicated being very satisfied. Results for the PSI show very high satisfaction levels for perception of safety. Satisfaction levels with access items were above the target for developed sites and Wilderness, but slightly below the target for dispersed areas. Across all types of sites, satisfaction levels with services (signage, information, and employee helpfulness) were over 70 percent, but below the target of 85 percent. The PME measure shows that the congruence between performance and expectations is quite high for the feeling of safety – greater than 85% in each of the three types of sites. Access elements are above 80% for each of the types of sites. The PME levels for developed facility items are slightly below the 80% goal for each of the three types of sites.

National importance-performance results show that there are no elements that fall into the ‘Concentrate Here’ quadrant. Most were in the ‘Keep up the Good Work’ quadrant. Parking lot conditions appear to be of somewhat lesser importance to visitors to dispersed areas. Across all site types, visitors’ evaluations of the importance of interpretive displays were somewhat lower, although satisfaction levels in developed sites was quite high. The overall ratings of road conditions and adequacy of signage were good – for just over half of all visits both the importance and satisfaction were rated as high as possible for both items.

Figure 5. Percent of National Forest visits by overall satisfaction rating, for FY2003 - FY2008.

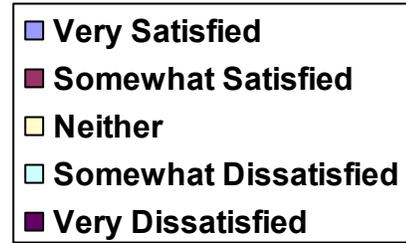
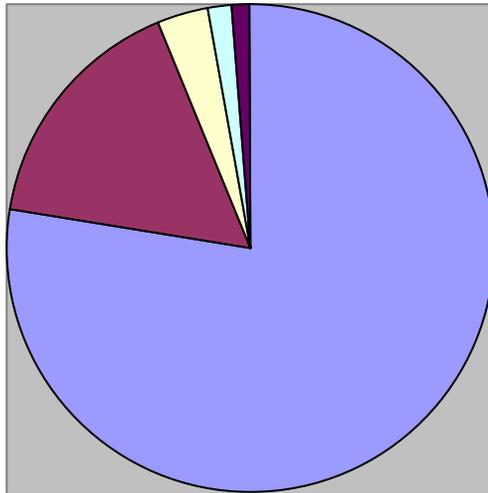


Table 15. National Forest visitation Percent Satisfaction Index^a scores for aggregate categories, for FY2003 - FY2008.

Items Rated	Satisfied Survey Respondents (%)		
	Developed Sites ^b	Undeveloped Areas (GFAs)	Designated Wilderness
Developed Facilities (includes restroom cleanliness and facility condition)	85.1	80.0	78.7
Access (includes parking availability, parking lot condition, road condition and trail condition)	87.0	82.0	87.5
Services (includes availability of information, signage, employee helpfulness)	82.1	74.2	76.1
Perception of Safety	95.0	92.8	95.7

^a This is a composite rating. It is the proportion of satisfaction ratings scored by visitors as good/satisfied or very good/very satisfied. It is computed as the percentage of all ratings for the elements within the grouping that are at or above the target level, and indicates the percent of all visits where the person was satisfied with agency performance.

^b This category includes both Day Use and Overnight Use Developed Sites.

Figure 6. Percent Meets Expectations scores for National Forest visits by type of site, for FY2003 - FY2008.

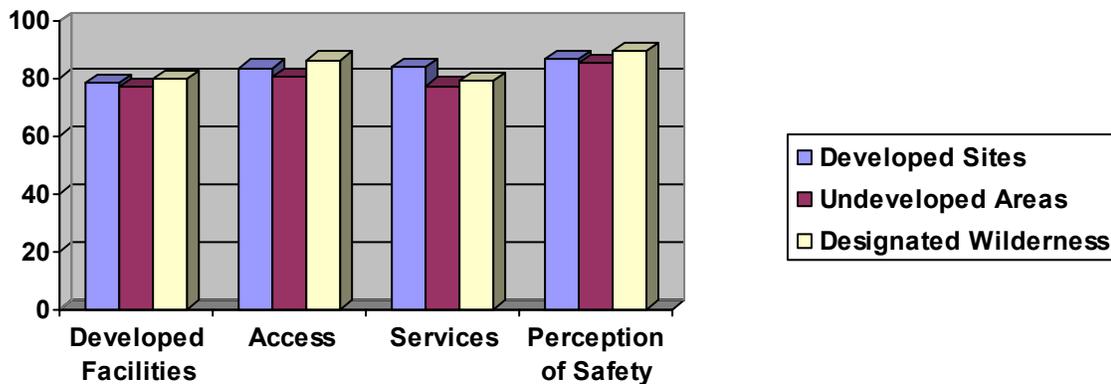


Table 16. Importance – Performance ratings for satisfaction elements, Day Use Developed Sites, Sherwood National Forest (National Visitor Use Monitoring data)

ITEM	Day Use Developed Sites	Overnight Use Developed Sites	General Forest Area	Designated Wilderness
Restroom cleanliness	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Developed facility condition	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Possible Overkill
Condition of environment	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Employee helpfulness	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Interpretive display	Possible Overkill	Possible Overkill	Low Priority	Low Priority
Parking availability	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Possible Overkill
Parking lot condition	Keep up the Good Work	Keep up the Good Work	Possible Overkill	Possible Overkill
Rec. info. available	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Road condition	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Feeling of safety	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Scenery	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Signage adequacy	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Trail condition	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work
Value for fee paid	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work	Keep up the Good Work

* Indicates fewer than 10 people responded, so no information is provided due to small sample size.

Figure 7a. Overall Satisfaction with Road Condition and Signage Adequacy, for FY2003 - FY2008.

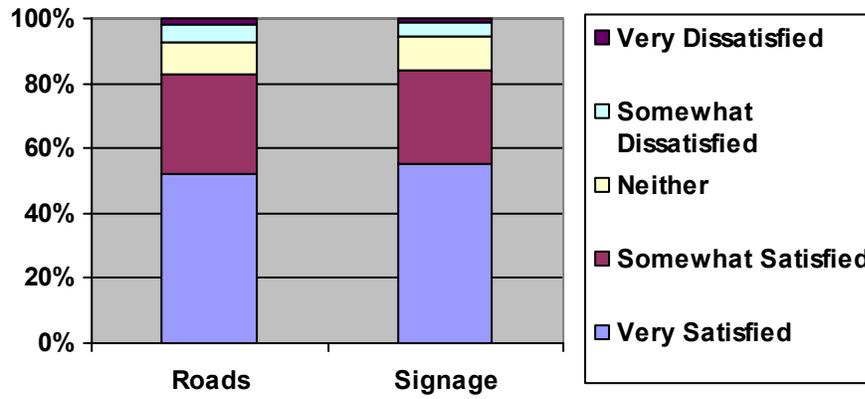
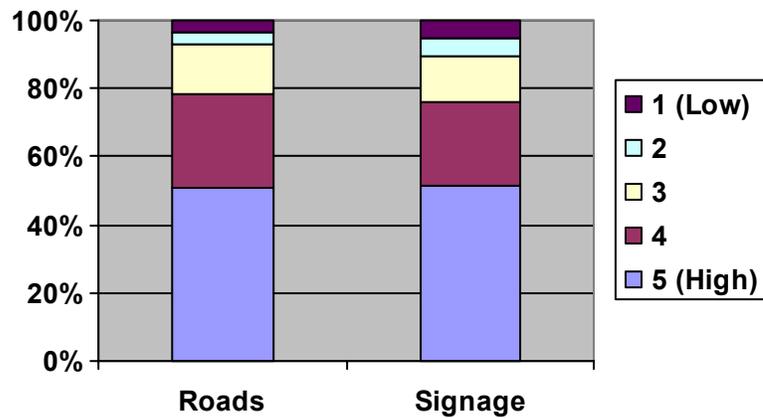


Figure 7b. Overall Importance ratings for Road Condition and Signage Adequacy, for FY2003 - FY2008.



Crowding

Visitors rated their perception of how crowded the recreation site or area felt to them. Perceptions take into account the type of site and the visitor’s expectations. In Wilderness 20 people may seem quite crowded, while at a ski area or swimming beach 250 people may seem quite unused. Table 17 shows the distribution of responses for each site type on a scale of 1 to 10 where 1 denotes hardly anyone was there, and a 10 indicates the area was perceived as overcrowded.

Table 17. National Forest visitor perceptions of crowding by site type, for FY2003 - FY2008.

Perception of Crowding by Site Types (Percent site visits %)				
Crowding Rating	Day Use Developed Sites ^c	Overnight Use Developed Sites	Undeveloped Areas (GFAs)	Designated Wilderness Areas
10 Overcrowded	1.6	3.7	1.4	1.0
9	3.1	6.8	2.4	2.5
8	6.3	8.6	4.2	3.8
7	7.2	8.2	4.5	4.6
6	15.4	16.2	12.0	10.6
5	14.0	13.0	10.8	13.1
4	14.6	9.6	12.9	14.6
3	14.3	9.8	16.7	16.5
2	15.5	18.7	23.6	22.1
1 Hardly anyone there	8.0	5.5	11.4	11.2

Disabilities

Providing barrier-free facilities for recreation visitors is an important part of facility and service planning and development. One question asked visitors if anyone in their group had a disability. If they responded yes, the visitor was then asked if the facilities at the sites they visited were accessible for this person (Table 18). Just over seven percent of visits are made by people in groups where one or more group members have a disability. For more than three-fourths of them, the facilities they used were accessible.

Table 18. Accessibility for National Forest visits by persons with disabilities, for FY2003 - FY2008.

Item	Percent
% of visitors interviewed with group member having a disability	7.3
Of this group, percent who said facilities at site visited were accessible	77.7

WILDERNESS VISIT DEMOGRAPHICS

Visits to Wilderness are sometimes made by a particular subset of the overall visitor population. In this section, tables are presented that describe the demographic characteristics of those who visit designated wilderness on this forest. Table 19 shows the gender breakdown, Table 20 the racial and ethnicity distribution, and Table 21 the age composition.

Table 19. Gender distribution of visits to National Forest Wilderness, for FY2003 - FY2008.

Gender	% of Wilderness Visits
Female	37.8
Male	62.2
Total	100.0

Table 20. Race/Ethnicity distribution of visits to National Forest Wilderness, for FY2003 - FY2008.

Race/Ethnicity ^a	Wilderness Visits (%)
American Indian/Alaska Native	1.4
Asian	2.2
Black/African American	0.8
Native Hawaiian or other Pacific Islander	0.2
White	95.9
Spanish, Hispanic, or Latino	3.2

^a The race/ethnicity questions were not asked identically in rounds 1 and 2. Due to OMB requirements in round 2, “Spanish, Hispanic or Latino” was presented in a separate question because it is an ethnicity not a race. In round 2 respondents first stated whether they were of this ethnicity, then in a separate question were asked which ones of the racial categories they felt applied to them. Respondents could choose more than one racial group. “Other” was allowed in round 1 but OMB required its removal in round 2.

Table 21. Age distribution of visits to National Forest Wilderness, for FY2003 - FY2008.

Visitor Characteristics	% of National Forest Visits
Under 16	8.2
16-19	3.1
19-29	16.1
30-39	17.3
40-49	20.0
50-59	21.6
60-69	10.5
70 and over	3.2
Total	100.0

Appendix A. Detailed Satisfaction Results

Table A-1. Satisfaction of National Forest recreation visitors at Developed Day Use sites, for FY2003 - FY2008.

ITEM	Percent Poor	Percent Fair	Percent Average	Percent Good	Percent Very Good	Avg Rating	Mean Importance
Restroom cleanliness	3.1	4.7	12.4	27.4	52.4	4.2	4.5
Developed facility condition	0.7	1.8	8.2	24.8	64.5	4.5	4.4
Condition of environment	0.6	1.8	4.3	25.3	68.0	4.6	4.7
Employee helpfulness	0.5	0.9	5.9	18.9	73.8	4.6	4.5
Interpretive displays	1.6	3.9	19.6	26.7	48.2	4.2	3.9
Parking availability	1.9	4.1	7.9	19.1	67.1	4.5	4.3
Parking lot condition	1.5	2.3	9.5	25.1	61.6	4.4	4.1
Rec. info. availability	1.7	4.2	14.4	26.7	53.1	4.3	4.2
Road condition	1.2	3.1	9.2	29.9	56.6	4.4	4.3
Feeling of safety	0.4	0.9	3.6	17.4	77.6	4.7	4.6
Scenery	0.2	0.6	2.2	11.4	85.6	4.8	4.6
Signage adequacy	1.2	4.0	10.3	26.4	58.1	4.4	4.3
Trail condition	0.5	1.9	8.2	25.2	64.1	4.5	4.5
Value for fee paid	1.6	7.6	9.8	26.5	54.5	4.2	4.6

*Scale is: Poor = 1 Fair = 2 Average = 3 Good = 4 Very good = 5

** Scale is: 1= not important 2= somewhat important 3=moderately important 4= important 5 = very important

Table A-2. Satisfaction of National Forest recreation visitors at Developed Overnight sites, for FY2003 - FY2008.

ITEM	Percent Poor	Percent Fair	Percent Average	Percent Good	Percent Very Good	Avg Rating	Mean Importance
Restroom cleanliness	2.2	4.5	11.8	21.6	59.8	4.3	4.6
Developed facility condition	0.9	2.4	6.9	28.9	61.0	4.5	4.4
Condition of environment	0.9	1.5	4.0	22.6	71.0	4.6	4.7
Employee helpfulness	1.9	1.9	5.8	14.7	75.7	4.6	4.6
Interpretive displays	2.6	5.4	24.5	24.2	43.2	4.0	3.9
Parking availability	1.1	3.9	7.5	20.4	67.1	4.5	4.3
Parking lot condition	1.0	2.4	9.3	21.7	65.6	4.5	4.1
Rec. info. availability	3.2	8.2	16.2	25.0	47.4	4.0	4.2
Road condition	2.5	4.1	9.5	31.8	52.1	4.3	4.4
Feeling of safety	0.4	0.8	4.1	16.5	78.2	4.7	4.7
Scenery	0.8	0.5	2.3	15.4	81.0	4.8	4.7
Signage adequacy	2.0	4.5	11.2	22.4	60.0	4.3	4.4
Trail condition	0.6	2.1	7.4	30.8	59.2	4.5	4.4
Value for fee paid	1.7	3.3	7.9	21.6	65.4	4.5	4.6

*Scale is: Poor = 1 Fair = 2 Average = 3 Good = 4 Very good = 5

** Scale is: 1= not important 2= somewhat important 3=moderately important 4= important 5 = very important

Table A-3. Satisfaction of National Forest recreation visitors in General Forest Areas, for FY2003 - FY2008.

ITEM	Percent Poor	Percent Fair	Percent Average	Percent Good	Percent Very Good	Avg Rating	Mean Importance
Restroom cleanliness	5.2	6.0	14.9	24.5	49.5	4.1	4.3
Developed facility condition	2.1	1.6	10.8	30.8	54.6	4.3	4.1
Condition of environment	0.9	3.2	5.2	26.1	64.6	4.5	4.7
Employee helpfulness	1.5	1.6	12.1	17.3	67.4	4.5	4.3
Interpretive displays	2.9	6.7	22.9	27.6	39.9	3.9	3.8
Parking availability	2.0	4.9	8.9	21.6	62.5	4.4	4.1
Parking lot condition	2.1	4.1	10.5	25.1	58.3	4.3	3.9
Rec. info. availability	3.8	6.3	19.2	29.9	40.8	4.0	4.1
Road condition	3.1	7.1	12.2	32.8	44.8	4.1	4.2
Feeling of safety	0.5	1.8	4.9	20.5	72.4	4.6	4.5
Scenery	0.4	0.7	3.5	14.5	80.8	4.7	4.6
Signage adequacy	3.9	6.5	13.0	28.9	47.7	4.1	4.1
Trail condition	1.5	4.5	10.5	28.9	54.6	4.3	4.3
Value for fee paid	2.3	3.2	10.2	20.7	63.6	4.4	4.3

*Scale is: Poor = 1 Fair = 2 Average = 3 Good = 4 Very good = 5

** Scale is: 1= not important 2= somewhat important 3=moderately important 4= important 5 = very important

Table A-4. Satisfaction of National Forest Wilderness Visitors, for FY2003 - FY2008.

ITEM	Percent Poor	Percent Fair	Percent Average	Percent Good	Percent Very Good	Avg Rating	Mean Importance
Restroom cleanliness	5.5	8.5	13.1	22.5	50.4	4.0	4.0
Developed facility condition	1.2	1.9	11.0	25.4	60.4	4.4	3.9
Condition of environment	0.3	1.4	3.1	20.1	75.0	4.7	4.8
Employee helpfulness	0.9	1.3	6.5	12.9	78.4	4.7	4.3
Interpretive displays	4.3	6.2	20.8	28.7	40.0	3.9	3.6
Parking availability	0.6	4.4	8.1	17.5	69.4	4.5	3.9
Parking lot condition	0.7	2.1	8.7	20.4	68.1	4.5	3.6
Rec. info. availability	1.7	5.6	16.8	28.8	47.1	4.1	4.1
Road condition	1.5	3.9	10.4	32.6	51.6	4.3	4.0
Feeling of safety	0.4	0.6	3.3	17.2	78.5	4.7	4.4
Scenery	0.1	0.3	2.1	10.1	87.3	4.8	4.7
Signage adequacy	2.4	7.8	14.5	25.5	49.9	4.1	4.2
Trail condition	0.8	3.3	6.1	28.7	61.1	4.5	4.4
Value for fee paid	2.3	2.2	5.5	14.8	75.2	4.6	4.3

*Scale is: Poor = 1 Fair = 2 Average = 3 Good = 4 Very good = 5

** Scale is: 1= not important 2= somewhat important 3=moderately important 4= important 5 = very important