American Customer Satisfaction Index

Report on

U.S. ARMY CORPS OF ENGINEERS (USACE)

DEPARTMENT OF DEFENCE

May 2001

Table of Contents

Chapter I

Introduction & Methodology

a. Introduction

This report is on customer satisfaction of residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years. The methodology used for this study is that of the American Customer Satisfaction Index (ACSI) which combines survey input with cause and effect modeling to produce indices of satisfaction, and the drivers and outcomes of satisfaction.

In 1999, the American Customer Satisfaction Index (ACSI) was expanded to include 31 customer segments of 30 Federal agencies in 12 departments and seven non-departmental agencies and administrations. Most of the agencies for which customer satisfaction was measured are high impact agencies that deal with 90% of the government's public customers. Each agency chose a customer segment relevant to the central mission of the agency within which to assess customer satisfaction. The 1999 measure was the first cross-agency measure of customer satisfaction using the comparable methodology of the ACSI. The study for the original 31 customer segments was repeated in 2000. For this present study an additional 32 customer segments are being measured for the first time in 2001.

Since 1994, the American Customer Satisfaction Index has been a national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. It produces indices of satisfaction, its causes and effects, for seven economic sectors, 29 industries, approximately 180 private sector companies, two types of local government services, the U.S. Postal Service, and, now, a substantial portion of federal government. ACSI allows benchmarking between the public and private sectors, and for each customer segment, between one year's result and the next. While using a common methodology, ACSI produces information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust in the agency).

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation, econometric model, shown in Figure 1. Input to the cause and effect model comes from surveys of customers of each measured

company/agency. For private sector industries, company scores for satisfaction (ACSI) and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by revenues to product economic sector indices. The sector indices, in turn, are weighted by the sector's contribution to the Gross Domestic Product (GDP) to produce the national ACSI. For the federal government agencies, each is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI.

The ACSI is updated on a rolling basis with data from 1-2 sectors collected each quarter and used to replace data collected the prior year. Each company or agency is measured annually.

Each federal government agency serves many segments of the public, both those internal to government and external users. For the ACSI measurement, each agency is asked to identify a major customer user segment, central to its mission, for which to measure satisfaction, and the causes and effects of that satisfaction.

c. Customer Segment Choice

U.S Army Corps of Engineers (ACE) chose as its customer segment residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years.

d. Customer Sample

Replicate, national, random-digit-dial samples of telephone households were selected for screening. Random-digit-dial assures inclusion of both listed and unlisted telephones in proportion to the number of filled numbers in each area code and exchange. At each household, the adult to be interviewed was selected as the individual who had a birthday closest to the date of interview. That adult was then asked if he or she had visited an recreation lake or river site within the past two years. If that adult said, "Yes," he or she was then asked, "What is the name of the area you visited most recently and in what state was that?" The site was matched against a computerized database of all ACE sites accessible to the interviewer. The site identified by the respondent was compared with this database to assure that the visited site was an actual ACE site. The list of sites visited in the survey is shown at the beginning of Appendix B. Two hundred and sixty-one (261) interviews were completed.

e. Questionnaire and Interviewing

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities and outcomes, and introductions to the questionnaire and to

specific question areas. However, it follows a format common to all federal agency questionnaires, that allows cause and effect modeling using the ACSI model.

Customer interviews were conducted by telephone between February 8 and February 20, 2001, by professional interviewers of Market Strategies, Inc. working under monitored supervision from a central phone room. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire.

f. Customer Responses

Customer responses to all questions are shown as frequency tables in Appendix B. Appendix B also shows the means of all scaled questions.

A demographic profile of those who responded to the USACE survey shows that 50.2% are males, 49.8% females. By age, 5.0% are under 25; 17.5% are 25-34; 27.1% are 35-44; 23.7% are 45-54; 11.2% are 55-64; 12.8% are 65-74 and 2.7% are 75 or over.

Education levels are: 14.2% have post-graduate education; 28.5% are college graduates; 33.1% have some college or associate degree; 21.2% are high school graduates and only 3.1% have less than high school education.

Ethnically, 2.7% are Hispanic, Latino or Spanish. Racially, 90.7% are white; 3.9% African American and 2.3% American Indian/Alaskan. Less than 1% Asian. 2.3% report "other race."

62.2% have household incomes of $60,000 or lower; 12% have incomes of $100,000 or higher. 9.1% report incomes of less than $20,000.

Of those respondents who indicated they have communicated with USACE, 39.4% visit the agency; 18.5% used email/internet; 13.3% telephone call; 6.0% written communication; and 14.9% used others means of communication.

Chapter II

ACSI Results

a. Model Indices

The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School.   Whereas the model for private sector, profit-making, companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency, defined the outcome most important to it for the customer segment measured. Each agency also identified the principal activities that interface with its customers. The effects of these activities on customer satisfaction/dissatisfaction are estimated by the model.

Thus the model, shown in Figure 1 for USACE should be viewed as a cause and effect model that moves from left to right, with satisfaction (ACSI) in the middle. The circles are multi-variable components that are measured by several questions (question topics are shown at the tips of the small arrows). The large arrows connecting the components in the circles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These arrows represent "impacts." The larger the number on the arrow, the more effect the component on the left has on the one on the right.

The 2001 USACE model for residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is shown as Figure 1. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

ACSI Model for
Army Corps of Engineers

Segment: Residents of U.S. who have visited an Army Corps of Engineers
lake or river for the purpose of recreation in the past two years

FACILITIES 73

Cleanliness 7.5

Maintenance 7.6

LAND & WATERS 79

Appearance 8.1

Accessibility 8.2

INFORMATION 71

Accessibility 7.5

Usefulness 7.3

VISITOR SERVICES 66

Availability 6.9

Quality of Assistance 7.1

PERCEIVED QUALITY 76

Overall 7.9

CUSTOMER EXPECTATIONS 69

Overall 7.2

CUSTOMER SATISFACTION (ACSI) 71

Satisfaction 8.0

Confirm/ Disconfirm Expectations 6.9

Comparison to Ideal 7.1

CUSTOMER COMPLAINTS 1.1%

Complaint Behavior

VISITOR TRUST 79

Confidence 7.5

Re-Use 8.9

0.8

2.0

0.5

0.6

0.7

4.5

0.2

-0.2

-1.3

3.8

C.I. 95% = 2.3

b. Satisfaction: ACSI

The ACSI is a weighted average of three questions, Q11, Q12, and Q13, in the questionnaire in Appendix A. The questions are answered on 1-10 scales, but the weighted average is transposed and reported as an index on a 0-100 scale.[1] The three questions measure: Overall satisfaction (Q11); Fallen short of or exceeded expectations (Q12); and Comparison to an ideal (Q13). The model does the weighting to maximize the effect of satisfaction on the agency outcome at the bottom right of the model in Figure 1.

The 2001 customer satisfaction index (ACSI) for residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is 71 on a 0-100 scale. This is equal to the national ACSI score for private sector services of 71.2 at the end of the fourth quarter of 2000 and slightly above the 2000 Federal government index of 68.6.

c. Drivers of Satisfaction

ACE identified four activities that interface with its visitors. These are: Facilities, Land And Water, Information provided by ACE such as visitor information and signs, and Visitor Services. The indices for each of the three activities are weighted averages of these questions.

Two other components are major drivers of satisfaction. The first is the customer's expectations of the overall quality of ACE as an agency with which to do business -- expectations prior to use or, for longer term users, prior to recent use (Q1). The second is his/her perception of the overall quality of ACE as an agency with which to do business after having had experience doing such business. (Q10).

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[1] The confidence interval for this agency's customer segment is plus or minus 2.3 points on a 0-100 scale at the 95% confidence level.

Table 1: Drivers of Satisfaction	
Activities That Drive Satisfaction:	
FACILITIES	73
LAND & WATERS	79
INFORMATION	71
VISITOR SERVICES	66
Major Drivers of Satisfaction	
CUSTOMER EXPECTATIONS (Anticipated Quality of USACE as agency with which to do business)	69
PERCEIVED QUALITY (Experienced Quality of USACE as agency with which to do business)	76

Among the four activities, Land and Water scores the highest at 79. Visitors consider ACE recreation sites to have a very good appearance and to be very accessible (means of 8.1 and 8.2 respectively). Facilities, which include restrooms, buildings, trails, roads or paths, picnic grounds, and campgrounds, receives the second-highest score of 73. Visitors find these facilities reasonably clean and well maintained. They both score similarly with means of 7.5 and 7.6 respectively.

Information has the third highest score of 71. Respondents find the information provided by the Army Corps of Engineers such as visitor information and signs relatively accessible and useful (means of 7.5 and 7.3). Visitor Services has the lowest score of 66, 13 points below Land and Water. Respondents feel that the quality of the visitor services in terms of providing useful information and assistance needed is somewhat low (mean of 7.1). They also rate the availability of visitor services relatively lower (mean of 6.9).

Customer expectations at 69 are 7 points lower than perceived quality (score of 76), which means that while respondents have relatively low expectations about the quality of ACE recreational sites, the experienced quality exceeds those expectations.

d. Outcomes of Customer Satisfaction

Customer Complaints

1.1% of visitors have complained to ACE in the past year. With so few complainers it is not possible to analyze meaningfully the number of complaints or how well they were handled.

Visitor Trust

The outcome ACE wants from satisfied customers is Visitor Trust. Visitor Trust for this modeling was measured by two questions: how confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? (Q15); and how likely is it that you will visit an Army Corps of Engineers recreation site again in the future? (Q16).

The index of Visitor Trust is 79 on a 0-100 scale. This is 8 points higher than the overall satisfaction score and a relatively high index for Trust. Visitors are reasonably confident that ACE will do a good job in the future (mean of 7.5); however the index for Trust is considerably higher due to a very high indication of re-use of the service (mean of 8.9). A conversion of the re-use question indicates that 78.3% will use the service again. This is a high proportion.

e. Using the Model

Now, it is time to look again at the model for ACE in Figure 1 to examine the multivariate components in context, and to look at the effects, or "impact" of each component on subsequent components.

Land and Water has the greatest impact of 2.0 on perceived quality. The high impact indicates that perceptions of the quality of ACE are much more sensitive to the Water and Land component than any other measured aspect of the relationship. Facilities, Visitor Services, and Information have all roughly the same impact on quality. Therefore, even though it has the highest score, Land and Water represents the best area aimed at boosting customer satisfaction.

Impact scores should be read as the effect on the subsequent component if the component at the tail of the arrow were to be improved by 5 points. Thus if Land and Water were improved by 5 points, Perceived Quality would go up from 76 to 78. Customer Satisfaction (ACSI) would, in turn increase by 1.8 to become 72.8.[2]

Perceived Quality has a very strong impact on satisfaction. A 5-point improvement in quality would raise satisfaction by 4.5 points to a 75.5. In turn, Customer satisfaction has a strong impact on visitor trust (3.8).

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[2] The computation is: Impact of Perceived Quality on ACSI (Impact of Land and Water on Perceived Quality/5) or 4.5(2.0/5)= 1.8.

f.   Summary

The satisfaction index of 71 for ACE is equal to the national average private companies providing goods and services and slightly above federal agency average. There are many areas in which ACE could improve that would in turn have positive effects on this overall index. First, Land and Water offers an excellent opportunity for improvement, because it has the highest impact, allowing for significant improvements that will have a major impact on overall quality, satisfaction, and visitor trust. Even though Land and Water has already a relatively high index, making further improvements somewhat more difficult, ACE should focus its resources at making its recreational sites more accessible and at giving them a better appearance.

ACE should also improve the availability of its visitor services as well as their quality by offering more useful information and more assistance. ACE recreational sites could also be cleaner and better maintained.

The good news for ACE is that visitor trust is high, despite a lower overall satisfaction rating. Visitors indicate a reasonable level of confidence in ACE and are very willing to re-use its services. Moreover, ACE has an extremely low percentage of customer complaints. Customer expectations are low, while the quality of service scores significantly higher, indicating that visitors are pleasantly surprised by the quality of service compared to their prior expectations.

APPENDIX A

SURVEY QUESTIONNAIRE

2001 ACSI Questionnaire for
U.S. Army Corps of Engineers (USACE)
Department of Defense

Scn33a.   The United States Government manages several types of recreational lake and river sites for vacationing, sightseeing, hiking, fishing, boating, education and other recreational uses. In the past two years have you visited any recreation lake or river site?

      1   Yes
      2   No (TERMINATE)
    98   Don't know (TERMINATE)
    99   Refused (TERMINATE)

_____

Scn33b.   What is the name of the area you visited most recently and in what state was that?

(PROGRAMMING NOTE: IF POSSIBLE, WE WANT LISTS FOR SCREENER 33A TO BE SET-UP BY STATE SO TECHS CAN LOOK-UP SITES BY STATE. ALTERNATIVELY, SET-UP ONE LIST THAT TECHS CAN SCROLL THROUGH BY STATE TO FIND WILDLIFE REFUGE SITES)

    (CHECK NAME AGAINST ARMY CORPS OF ENGINEERS DATABASE. IF IT MATCHES A NAME OR PLACE, CONTINUE; OTHERWISE, PROBE FOR OTHER SITES OR TERMINATE)
_____

Now, I am going to ask you some questions about the Army Corps of Engineers recreation site with which you have had experience. By experience I mean visiting an Army Corps of Engineers recreation site for sightseeing, camping, fishing, hiking, boating, picnicking, or any other use in the past two years.

Q1.   Before you visited the Army Corps of Engineers recreation site, you probably knew something about this site. Now think back and remember your expectations of the overall quality of that recreation site. Please give me a rating on a 10 point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of the Army Corps of Engineers recreation site?

    [RECORD RATING 1-10]

    98   Don't know
    99   Refused

_____

Now, let's think about the facilities at the Army Corps of Engineers recreation site such as restrooms, buildings, trails, roads or paths, picnic grounds, campgrounds…

Q2.   How clean were the facilities? Again, we will use a 10 point scale on which "1" means "not very clean" and "10" means "very clean." How clean were the facilities?

        [RECORD RATING 1-10]

        98   Don't know
        99   Refused
_____

Q3.   Apart from cleanliness, how would you rate the condition and appearance of the facilities? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the condition and appearance of the facilities?

        [RECORD RATING 1-10]

        98   Don't know
        99   Refused
_____

And next, considering the lands and waters at the Army Corps of Engineers recreation site…

Q4.   How would you rate the overall appearance of the lands and waters? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the overall appearance of the lands and waters?

        [RECORD RATING 1-10]

        98   Don't know
        99   Refused
_____

Q5.   How accessible were the land and waters? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible were the lands and waters?

        [RECORD RATING 1-10]

        98   Don't know
        99   Refused
_____

And thinking about information provided by the Army Corps of Engineers such as visitor information and signs…

Q6.   How accessible was information about recreational sites managed by the Army Corps of Engineers? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible was information about Army Corps of Engineers recreational sites?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Q7.   How useful was the information you obtained about Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful" how useful was information about Army Corps of Engineers recreational sites?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

And thinking about the visitor services at the Army Corps of Engineers recreational site you visited…

Q8.   How would you rate the availability of visitor services at that recreational site? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the availability of visitor services?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Q9.   How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Using a 10 point scale on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the quality of the visitor services?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Q10.   Please consider all your experiences in the past two years with Army Corps of Engineers recreational sites. Using a 10 point scale, on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the OVERALL QUALITY of Army Corps of Engineers recreational sites?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with Army Corps of Engineers recreational sites …

Q11.   First, please consider all your experiences to date with Army Corps of Engineers recreational sites. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how *satisfied* are you with Army Corps of Engineers recreational sites?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Q12.   Considering all of your expectations, to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations?

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Q13.   Forget the Army Corps of Engineers for a moment. Now, I want you to imagine an ideal agency that provides sites for public recreation on lakes and rivers. (PAUSE) How well do you think the Army Corps of Engineers compares with that ideal agency? Please use a 10- point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

       [RECORD RATING 1-10]

       98   Don't know
       99   Refused
_____

Next, I want you to think about any communication you may have had with Army Corps of Engineers regarding complaints about your experience at Army Corps of Engineers recreation sites.

Q14.   Have you complained to the Army Corps of Engineers in the past two years?

       1   Yes
       2   No
       98   Don't know
       99   Refused

_____

{IF Q14 = 1, ASK Q14A – 14B; OTHERWISE GO TO Q15}

Q14A. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

    [RECORD RATING 1-10]

     98   Don't know
     99   Refused

_____

Q14B. How difficult or easy was it to make your most recent complaint? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?

    [RECORD RATING 1-10]

     98   Don't know
     99   Refused

_____

Q15.   How confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that the Army Corps of Engineers will do a good job providing recreational sites?

    [RECORD RATING 1-10]

     98   Don't know
     99   Refused

_____

Q16.   How likely is it that you will visit an Army Corps of Engineers recreation site again in the future? Using a 10 point scale on which "1" means "very unlikely" and "10" means "very likely," how likely is it that you will visit a Army Corps of Engineers recreation site in the future?

    [RECORD RATING 1-10]

     98   Don't know
     99   Refused

Q17.   What is the primary means you use to obtain services from the Army Corps of Engineers?

       1   E-mail
       2   Internet/World Wide Web
       3   Telephone call
       4   Visit
       5   Written communication
       6   Some other means
       7   Not applicable/do not obtain services from this organization [VOL]
      98   Don't know
      99   Refused

_____

APPEND NAME OF USACE SITE VISITED

Now, we need to ask a few demographic questions for the ACSI consumer profile…

D1.   What is your age, please?

      [RECORD NUMBER OF YEARS] _____

      98   Don't know
      99   Refused

_____

D2.   What is the highest level of formal education you completed? (READ CODES 1-5)

       1   Less than high school
       2   High school graduate
       3   Some college or associate degree
       4   College graduate
       5   Post-Graduate
      98   Don't know
      99   Refused

_____

D3.   Are you of Hispanic, Latino or Spanish origin?

       1   Yes
       2   No
      98   Don't know
      99   Refused

_____

D4.	Do you consider your race(s) as: (READ CODES 1-4, ACCEPT UP TO FIVE MENTIONS)

     1   White
     2   Black/African American
     3   American Indian/Alaskan
     4   Asian
     5   Native Hawaiian or Pacific Islander
     6   Other Race [VOL]
     98   Don't know
     99   Refused

_____

D5.	What was your total annual family income in 2000 before taxes? (READ COODES 1-7)

     1   Under $20,000
     2   $20,000 but less than $30,000
     3   $30,000 but less than $40,000
     4    $40,000 but less than $60,000
     5   $60,000 but less than $80,000
     6   $80,000 but less than $100,000
     7   $100,000 or more
     98 Don't know
     99 Refused

_____

D6.   [RECORD GENDER BY OBSERVATION]

     1   Male
     2   Female

_____

APPENDIX B

FREQUENCIES AND MEANS OF SURVEY QUESTIONS

Scn33b.What is the name of the area you visited most recently and in what state
    was that?


```
          Valid     Cum
Value Label                              Value  Frequency  Percent  Percent  Percent

Black Warrior and Tombigbee Lakes-
 ALABAMA                                   4        1        .4       .4       .4
Beaver Lake - ARKANSAS                     6        1        .4       .4       .8
Bull Shoals Lake - ARKANSAS                8        1        .4       .4      1.1
Degray Lake - ARKANSAS                    11        4       1.5      1.5      2.7
Greers Ferry Lake - ARKANSAS              15        3       1.1      1.1      3.8
Lake Ouachita - ARKANSAS                  18        1        .4       .4      4.2
Ozark Lake - AR Riv Nav Sys - ARKANSAS    24        1        .4       .4      4.6
Toad Suck Ferry Lock and Dam - ARKANSAS   29        1        .4       .4      5.0
Fullerton Dam - CALIFORNIA                36        3       1.1      1.1      6.1
Harry L. Englebright Lake - CALIFORNIA    38        1        .4       .4      6.5
Lake Sonoma - CALIFORNIA                  42        3       1.1      1.1      7.7
Painted Rock Dam - CALIFORNIA             46        1        .4       .4      8.0
Pine Flat Lake - CALIFORNIA               47        1        .4       .4      8.4
S.F. Bay Model Regional Visitor Center-
 CALIFORNIA                               49        2        .8       .8      9.2
Salinas Dam Santa Margarita Lake-
 CALIFORNIA                               50        1        .4       .4      9.6
Success Lake - CALIFORNIA                 54        1        .4       .4     10.0
Whittier Narrows Dam - CALIFORNIA         55        1        .4       .4     10.3
Chatfield Lake - COLORADO                 57        2        .8       .8     11.1
John Martin Dam - COLORADO                59        1        .4       .4     11.5
Fernandina Harbor - FLORIDA               69        1        .4       .4     11.9
Lake Okeechobee and Waterway - FLORIDA    71        5       1.9      1.9     13.8
Lake Seminole - FLORIDA                   72        1        .4       .4     14.2
Allatoona Lake - GEORGIA                  74        3       1.1      1.1     15.3
West Point Project - GEORGIA              82        1        .4       .4     15.7
Lucky Peak Lake - IDAHO                   84        1        .4       .4     16.1
Carlyle Lake - ILLINOIS                   85        7       2.7      2.7     18.8
Lake Shelbyville - ILLINOIS               88        4       1.5      1.5     20.3
Smithland Lock and DAM - ILLINOIS         92        1        .4       .4     20.7
Brookville Lake - INDIANA                 93        1        .4       .4     21.1
Mississinewa Lake - INDIANA               99        2        .8       .8     21.8
Monroe Lake - INDIANA                    100        1        .4       .4     22.2
Patoka Lake - INDIANA                    102        1        .4       .4     22.6
Coralville Lake - IOWA                   104        1        .4       .4     23.0
Lake Red Rock - IOWA                     105        2        .8       .8     23.8
Mississippi River Pools 11-22 - IOWA     106        1        .4       .4     24.1
Saylorville Lake - IOWA                  108        1        .4       .4     24.5
Clinton Lake - KANSAS                    109        1        .4       .4     24.9
Council Grove - KANSAS                   110        1        .4       .4     25.3
Kanopolis Lake - KANSAS                  116        2        .8       .8     26.1
Milford Lake - KANSAS                    119        2        .8       .8     26.8
Pearson-Skubitz Big Hill Lake - KANSAS   120        1        .4       .4     27.2
Perry Lake - KANSAS                      121        1        .4       .4     27.6
Wilson Lake - KANSAS                     125        1        .4       .4     28.0
Buckhorn Lake - KENTUCKY                 128        1        .4       .4     28.4
Bayou Bodcau Reservoir - LOUISIANA       148        1        .4       .4     28.7
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Red River Waterway - LOUISIANA   155   1   .4   .4   29.1

Scn33b. What is the name of the area you visited most recently and in what
      state was that?

St. Marys River - MICHIGAN	171	1	.4	.4	29.5
Duluth-Superior Harbor - MINNESOTA	172	4	1.5	1.5	31.0
Mississippi River Headwaters Lakes Project - MINNESOTA	176	1	.4	.4	31.4
Mississippi River Pool Number 5 - MINNESOTA	182	1	.4	.4	31.8
Mississippi River Pool Number 6 - MINNESOTA	184	1	.4	.4	32.2
Mississippi River Pool U+L St. Anthony Falls - MINNESOTA	188	1	.4	.4	32.6
Arkabutla Lake - MISSISSIPPI	190	3	1.1	1.1	33.7
Grenada Lake - MISSISSIPPI	192	1	.4	.4	34.1
Okatibbee Lake - MISSISSIPPI	193	1	.4	.4	34.5
Tennessee-Tombigbee Waterway - MISSISSIPPI	195	2	.8	.8	35.2
Clearwater Lake - MISSOURI	198	1	.4	.4	35.6
Harry S Truman Dam and Reservoir - MISSOURI	199	5	1.9	1.9	37.5
Longview Lake - MISSOURI	201	1	.4	.4	37.9
Rivers Project-Illinois River-MISSOURI	203	1	.4	.4	38.3
Smithville Lake - MISSOURI	206	1	.4	.4	38.7
Table Rock Lake - MISSOURI	208	4	1.5	1.5	40.2
Fort Peck Project- MONTANA	210	2	.8	.8	41.0
Libby Dam and Lake Koocanus - MONTANA	211	2	.8	.8	41.8
Branched Oak Lake - NEBRASKA	213	1	.4	.4	42.1
Harlan County Lake - NEBRASKA	216	1	.4	.4	42.5
Holmes Lake - NEBRASKA	217	2	.8	.8	43.3
Stagecoach Lake - NEBRASKA	222	1	.4	.4	43.7
Hopkinton-Everett Lake - NEW HAMPSHIRE	231	1	.4	.4	44.1
Otter Brook Lake - NEW HAMPSHIRE	232	1	.4	.4	44.4
Abiquiu Dam - NEW MEXICO	234	1	.4	.4	44.8
Cochiti Lake - NEW MEXICO	235	1	.4	.4	45.2
Conchas Lake - NEW MEXICO	236	2	.8	.8	46.0
B. Everett Jordan Dam and Lake - NORTH CAROLINA	244	1	.4	.4	46.4
Cape Rear River - NORTH CAROLINA	245	1	.4	.4	46.7
W. Kerr Scott Dam and Reservoir - NORTH CAROLINA	247	1	.4	.4	47.1
Garrison Dam Lake Sakakawea - NORTH DAKOTA	250	2	.8	.8	47.9
Alum Creek Lake - OHIO	253	3	1.1	1.1	49.0
Atwood Lake - OHIO	254	2	.8	.8	49.8
Beach City Lake - OHIO	255	1	.4	.4	50.2
Berlin Lake - OHIO	257	4	1.5	1.5	51.7
Caesar Creek Lake - OHIO	259	1	.4	.4	52.1
Capt Anthony Meldahl Locks & Dam-OHIO	260	1	.4	.4	52.5
Dillon Lake - OHIO	266	1	.4	.4	52.9
Dover Dam - OHIO	267	1	.4	.4	53.3
Hannibal Locks and Dam - OHIO	268	1	.4	.4	53.6
Mohicanville Dam - OHIO	272	1	.4	.4	54.0
Mosquito Creek Lake - OHIO	273	3	1.1	1.1	55.2
Pleasant Hill Lake - OHIO	278	1	.4	.4	55.6
Senecaville Lake - OHIO	279	1	.4	.4	55.9

Scn33b. What is the name of the area you visited most recently and in what
         state was that?

Tappan Lake - OHIO	280	2	.8	.8	56.7
West Fork of Mill Creek Lake - OHIO	282	1	.4	.4	57.1
Willow Island Locks and Dam - OHIO	284	1	.4	.4	57.5
Copan Lake - OKLAHOMA	291	1	.4	.4	57.9
Fort Gibson Lake - OKLAHOMA	293	3	1.1	1.1	59.0
Kaw Lake - OKLAHOMA	299	1	.4	.4	59.4
Keystone Lake - OKLAHOMA	300	2	.8	.8	60.2
Oologah Lake - OKLAHOMA	302	1	.4	.4	60.5
Robert S. Kerr, Lock & Dam 15-OKLAHOMA	305	1	.4	.4	60.9
Skiatook Lake - OKLAHOMA	307	1	.4	.4	61.3
Tenkiller Ferry Lake - OKLAHOMA	308	1	.4	.4	61.7
Webbers Falls Lock & Dam 16 - OKLAHOMA	311	1	.4	.4	62.1
Blue River Lake - OREGON	313	2	.8	.8	62.8
Bonneville Lock and Dam - OREGON	314	6	2.3	2.3	65.1
Cougar Lake - OREGON	316	1	.4	.4	65.5
Detroit Lake - OREGON	317	4	1.5	1.5	67.0
Dorena Lake - OREGON	319	1	.4	.4	67.4
Fern Ridge Lake - OREGON	321	1	.4	.4	67.8
Lost Creek Lake - OREGON	327	1	.4	.4	68.2
Willamette Falls Locks - OREGON	329	1	.4	.4	68.6
Alvin R Bush-Kettle Creek-PENNSYLVANIA	331	1	.4	.4	69.0
Aylesworth Creek Lake - PENNSYLVANIA	332	1	.4	.4	69.3
Blue Marsh Lake - PENNSYLVANIA	334	1	.4	.4	69.7
Conemaugh River Lake - PENNSYLVANIA	335	1	.4	.4	70.1
Crooked Creek Lake - PENNSYLVANIA	337	3	1.1	1.1	71.3
Kinzua Dam and Allegheny Reservoir - PENNSYLVANIA	345	3	1.1	1.1	72.4
Lock and Dam 8 <Allegheny River> - PENNSYLVANIA	352	1	.4	.4	72.8
Locks and Dam 2 <Monongahela River> - PENNSYLVANIA	354	1	.4	.4	73.2
Loyalhanna Lake - PENNSYLVANIA	357	1	.4	.4	73.6
Mahoning Creek Lake - PENNSYLVANIA	358	1	.4	.4	73.9
Raystown Lake - PENNSYLVANIA	363	3	1.1	1.1	75.1
Shenango River Lake - PENNSYLVANIA	364	1	.4	.4	75.5
Youghiogheny River Lake - PENNSYLVANIA	369	2	.8	.8	76.2
J. Strom Thurmond Lake-SOUTH CAROLINA	370	1	.4	.4	76.6
Fort Randall Dam Lake Francis Case - SOUTH DAKOTA	374	2	.8	.8	77.4
Gavins Point Project - SOUTH DAKOTA	375	1	.4	.4	77.8
Oahe Dam Lake Oahe - SOUTH DAKOTA	376	4	1.5	1.5	79.3
Center Hill Lake - TENNESSEE	377	1	.4	.4	79.7
Cordell Hull Dam & Reservoir-TENNESSEE	379	1	.4	.4	80.1
Dale Hollow Lake - TENNESSEE	380	2	.8	.8	80.8
J. Percy Priest Dam & Reservoir - TENNESSEE	381	2	.8	.8	81.6
Aquilla Dam & Lake - TEXAS	384	1	.4	.4	82.0
Belton Lake - TEXAS	387	2	.8	.8	82.8
Benbrook Lake - TEXAS	388	1	.4	.4	83.1
Canyon Lake - TEXAS	389	4	1.5	1.5	84.7
Hords Creek Lake - TEXAS	394	1	.4	.4	85.1
Joe Pool Lake - TEXAS	395	2	.8	.8	85.8
Stillhouse Hollow Reservoir - TEXAS	406	2	.8	.8	86.6

Scn33b. What is the name of the area you visited most recently and in what
         state was that?

```
Texoma Lake - TEXAS                       407      1      .4      .4     87.0
Waco Lake - TEXAS                         410      1      .4      .4     87.4
Whitney Lake - TEXAS                      412      2      .8      .8     88.1
Aiw Albemarle and Ches and Dismal
 Swamp Canal - VIRGINIA                   419      1      .4      .4     88.5
Gathright Dam-Lake Moomaw - VIRGINIA      420      2      .8      .8     89.3
John H. Kerr Dam & Reservoir-VIRGINIA     421      1      .4      .4     89.7
Chief Joseph Dam and Rufus Woods
 Lake - WASHINGTON                        425      1      .4      .4     90.0
Ice Harbor Lock & Dam, Lake Sacajawea-
 WASHINGTON                               427      1      .4      .4     90.4
Lake Washington Ship Canal-WASHINGTON     429      3     1.1     1.1     91.6
Lower Granite Lock & Dam - WASHINGTON     431      1      .4      .4     92.0
Mill Creek Lake - WASHINGTON              434      1      .4      .4     92.3
Mud Mountain Dam Project White River -
 WASHINGTON                               435      1      .4      .4     92.7
Bluestone Lake - WEST VIRGINIA            437      1      .4      .4     93.1
Burnsville Lake - WEST VIRGINIA           438      1      .4      .4     93.5
Morgantown Lock and Dam-WEST VIRGINIA     444      2      .8      .8     94.3
Stonewall Jackson Lake - WEST VIRGINIA    450      4     1.5     1.5     95.8
Summersville Lake - WEST VIRGINIA         451      2      .8      .8     96.6
Sutton Lake - WEST VIRGINIA               452      3     1.1     1.1     97.7
Tygart Lake - WEST VIRGINIA               453      6     2.3     2.3    100.0
                                               -------  -------  -------
                                       Total     261    100.0    100.0
```

Valid cases   261   Missing cases   0

Q1.   Before you visited the Army Corps of Engineers recreation site, you
       probably knew something about this site. Now think back and remember your
       expectations of the overall quality of that recreation site. Please give
       me a rating on a 10 point scale on which "1" means your expectations were
       "not very high" and "10" means your expectations were "very high."

       How would you rate your expectations of the overall quality of the Army
       Corps of Engineers recreation site?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.1	1.2	1.2
	2	5	1.9	1.9	3.1
	3	4	1.5	1.6	4.7
	4	4	1.5	1.6	6.2
	5	41	15.7	16.0	22.2
	6	23	8.8	8.9	31.1
	7	52	19.9	20.2	51.4
	8	62	23.8	24.1	75.5
	9	18	6.9	7.0	82.5
	10	45	17.2	17.5	100.0
Don't know	98	3	1.1	Missing	
Refused	99	1	.4	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   7.222

Valid cases   257   Missing cases   4

26

Q2.   How clean were the facilities? Again, we will use a 10 point scale on
      which "1" means "not very clean" and "10" means "very clean." How clean
      were the facilities?

```
                                                      Valid     Cum
Value Label                 Value  Frequency  Percent  Percent   Percent

                              1         4       1.5      1.6      1.6
                              2         3       1.1      1.2      2.7
                              4         6       2.3      2.3      5.0
                              5        32      12.3     12.4     17.4
                              6        14       5.4      5.4     22.9
                              7        55      21.1     21.3     44.2
                              8        72      27.6     27.9     72.1
                              9        28      10.7     10.9     82.9
                             10        44      16.9     17.1    100.0
Don't know                   98         3       1.1   Missing
                                     -------   -------  -------
                           Total      261     100.0    100.0

Mean          7.484


Valid cases     258      Missing cases      3
```

- -

Q3.   Apart from cleanliness, how would you rate the condition and appearance of
      the facilities? Using a 10 point scale on which "1" means "poor" and "10"
      means "excellent," how would you rate the condition and appearance of the
      facilities?

```
                                                      Valid     Cum
Value Label                 Value  Frequency  Percent  Percent   Percent

                              1         2        .8       .8       .8
                              2         4       1.5      1.5      2.3
                              3         4       1.5      1.5      3.8
                              4         2        .8       .8      4.6
                              5        20       7.7      7.7     12.3
                              6        25       9.6      9.6     21.9
                              7        56      21.5     21.5     43.5
                              8        64      24.5     24.6     68.1
                              9        37      14.2     14.2     82.3
                             10        46      17.6     17.7    100.0
Don't know                   98         1        .4   Missing
                                     -------   -------  -------
                           Total      261     100.0    100.0

Mean          7.604


Valid cases     260      Missing cases      1
```

Q4.   How would you rate the overall appearance of the lands and waters? Using a
       10 point scale on which "1" means "poor" and "10" means "excellent," how
       would you rate the overall appearance of the lands and waters?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	3	1.1	1.2	1.2
	2	1	.4	.4	1.5
	3	2	.8	.8	2.3
	4	4	1.5	1.5	3.8
	5	9	3.4	3.5	7.3
	6	19	7.3	7.3	14.6
	7	34	13.0	13.1	27.7
	8	85	32.6	32.7	60.4
	9	38	14.6	14.6	75.0
	10	65	24.9	25.0	100.0
Refused	99	1	.4	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   8.062

Valid cases   260   Missing cases   1

- -

Q5.   How accessible were the land and waters? Using a 10-point scale on which
       "1" means "not at all accessible" and "10" means "very accessible", how
       accessible were the lands and waters?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.5
	3	3	1.1	1.2	2.7
	4	1	.4	.4	3.1
	5	14	5.4	5.4	8.5
	6	14	5.4	5.4	13.8
	7	41	15.7	15.8	29.6
	8	53	20.3	20.4	50.0
	9	41	15.7	15.8	65.8
	10	89	34.1	34.2	100.0
Refused	99	1	.4	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   8.242

Valid cases   260   Missing cases   1

Q6.   How accessible was information about recreational sites managed by the
       Army Corps of Engineers? Using a 10-point scale on which "1" means "not at
       all accessible" and "10" means "very accessible", how accessible was
       information about Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	2.0	2.0
	2	6	2.3	2.4	4.3
	3	6	2.3	2.4	6.7
	4	11	4.2	4.3	11.1
	5	27	10.3	10.7	21.7
	6	13	5.0	5.1	26.9
	7	36	13.8	14.2	41.1
	8	55	21.1	21.7	62.8
	9	34	13.0	13.4	76.3
	10	60	23.0	23.7	100.0
Don't know	98	8	3.1	Missing	
	Total	261	100.0	100.0	

Mean   7.470

Valid cases   253   Missing cases   8

- -

Q7.   How useful was the information you obtained about Army Corps of Engineers
       recreational sites? Using a 10-point scale on which "1" means "not at all
       useful" and "10" means "very useful", how useful was information about Army
       Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	10	3.8	4.0	4.0
	2	4	1.5	1.6	5.6
	3	5	1.9	2.0	7.6
	4	4	1.5	1.6	9.2
	5	34	13.0	13.6	22.8
	6	17	6.5	6.8	29.6
	7	31	11.9	12.4	42.0
	8	62	23.8	24.8	66.8
	9	30	11.5	12.0	78.8
	10	53	20.3	21.2	100.0
Don't know	98	9	3.4	Missing	
Refused	99	2	.8	Missing	
	Total	261	100.0	100.0	

Mean   7.336

Valid cases   250   Missing cases   11

29

Q8.   How would you rate the availability of visitor services at that
      recreational site? Using a 10 point scale on which "1" means "poor" and
      "10" means "excellent," how would you rate the availability of visitor
      services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	15	5.7	6.0	6.0
	2	5	1.9	2.0	8.0
	3	7	2.7	2.8	10.8
	4	5	1.9	2.0	12.9
	5	37	14.2	14.9	27.7
	6	23	8.8	9.2	36.9
	7	37	14.2	14.9	51.8
	8	59	22.6	23.7	75.5
	9	20	7.7	8.0	83.5
	10	41	15.7	16.5	100.0
Don't know	98	9	3.4	Missing	
Refused	99	3	1.1	Missing	
	Total	261	100.0	100.0	

Mean   6.867

Valid cases   249   Missing cases   12

- -

Q9.   How would you rate the quality of the visitor services in terms of
      providing useful information and assistance you needed? Using a 10 point
      scale on which "1" means "very poor quality" and "10" means "very high
      quality," how would you rate the quality of the visitor services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	14	5.4	5.6	5.6
	2	6	2.3	2.4	8.0
	3	8	3.1	3.2	11.2
	4	4	1.5	1.6	12.7
	5	31	11.9	12.4	25.1
	6	19	7.3	7.6	32.7
	7	34	13.0	13.5	46.2
	8	55	21.1	21.9	68.1
	9	30	11.5	12.0	80.1
	10	50	19.2	19.9	100.0
Don't know	98	7	2.7	Missing	
Refused	99	3	1.1	Missing	
	Total	261	100.0	100.0	

Mean   7.104

Valid cases   251   Missing cases   10

Q10. Please consider all your experiences in the past two years with Army
     Corps of Engineers recreational sites. Using a 10 point scale, on which
     "1" means "very poor quality" and "10" means "very high quality," how would
     you rate the OVERALL QUALITY of Army Corps of Engineers recreational sites?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	1	.4	.4	.4
	2	3	1.1	1.1	1.5
	3	1	.4	.4	1.9
	4	1	.4	.4	2.3
	5	18	6.9	6.9	9.2
	6	14	5.4	5.4	14.6
	7	50	19.2	19.2	33.7
	8	88	33.7	33.7	67.4
	9	41	15.7	15.7	83.1
	10	44	16.9	16.9	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   7.858

Valid cases   261   Missing cases   0

- -

Q11. First, please consider all your experiences to date with Army Corps of
     Engineers recreational sites. Using a 10 point scale on which "1" means
     "very dissatisfied" and 10 means "very satisfied," how *satisfied* are you
     with Army Corps of Engineers recreational sites?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	2	.8	.8	.8
	2	1	.4	.4	1.1
	3	2	.8	.8	1.9
	4	4	1.5	1.5	3.4
	5	19	7.3	7.3	10.7
	6	11	4.2	4.2	14.9
	7	43	16.5	16.5	31.4
	8	77	29.5	29.5	60.9
	9	45	17.2	17.2	78.2
	10	57	21.8	21.8	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   7.966

Valid cases   261   Missing cases   0

Q12. Considering all of your expectations, to what extent have Army Corps of
      Engineers recreational sites fallen short of or exceeded your expectations?
      Using a 10-point scale on which "1" now means "falls short of your
      expectations" and "10" means "exceeds your expectations," to what extent
      have Army Corps of Engineers recreational sites fallen short of or exceeded
      your expectations?

```
                                                   Valid      Cum
Value Label                 Value  Frequency  Percent  Percent  Percent

                              1         3       1.1      1.1      1.1
                              2         4       1.5      1.5      2.7
                              3         5       1.9      1.9      4.6
                              4         9       3.4      3.4      8.0
                              5        51      19.5     19.5     27.6
                              6        24       9.2      9.2     36.8
                              7        56      21.5     21.5     58.2
                              8        52      19.9     19.9     78.2
                              9        26      10.0     10.0     88.1
                             10        31      11.9     11.9    100.0
                                    -------   -------  -------
                            Total     261     100.0    100.0
```

Mean   6.946

Valid cases   261   Missing cases   0

Q13. Forget the Army Corps of Engineers for a moment. Now, I want you to
      imagine an ideal agency that provides sites for public recreation on lakes
      and rivers. (PAUSE) How well do you think the Army Corps of Engineers
      compares with that ideal agency? Please use a 10-point scale on which "1"
      means "not very close to the ideal," and "10" means "very close to the
      ideal."

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	4	1.5	1.6	1.6
	2	5	1.9	1.9	3.5
	3	8	3.1	3.1	6.6
	4	10	3.8	3.9	10.5
	5	26	10.0	10.1	20.6
	6	32	12.3	12.5	33.1
	7	57	21.8	22.2	55.3
	8	50	19.2	19.5	74.7
	9	27	10.3	10.5	85.2
	10	38	14.6	14.8	100.0
Don't know	98	3	1.1	Missing	
Refused	99	1	.4	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   7.089

Valid cases   257   Missing cases   4

- -

Q14. Have you complained to the Army Corps of Engineers in the past two years?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
Yes	1	3	1.1	1.1	1.1
No	2	258	98.9	98.9	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   1.989

Valid cases   261   Missing cases   0

Q14A. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	66.7	66.7
	4	1	.4	33.3	100.0
	.	258	98.9	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   2.000

Valid cases   3   Missing cases   258

- -

Q14B. How difficult or easy was it to make your most recent complaint? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	66.7	66.7
	9	1	.4	33.3	100.0
	.	258	98.9	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   3.667

Valid cases   3   Missing cases   258

Q15. How confident are you that the Army Corps of Engineers will do a good job
      in the future of providing recreational sites on lakes and rivers? Using a
      10-point scale on which "1" means "not at all confident" and "10" means
      "very confident," how confident are you that the Army Corps of Engineers
      will do a good job providing recreational sites?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	7	2.7	2.7	2.7
	2	4	1.5	1.5	4.2
	3	6	2.3	2.3	6.6
	4	5	1.9	1.9	8.5
	5	28	10.7	10.8	19.3
	6	19	7.3	7.3	26.6
	7	37	14.2	14.3	40.9
	8	63	24.1	24.3	65.3
	9	26	10.0	10.0	75.3
	10	64	24.5	24.7	100.0
Don't know	98	2	.8	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   7.506

Valid cases   259   Missing cases   2

- -

Q16. How likely is it that you will visit an Army Corps of Engineers recreation
      site again in the future? Using a 10 point scale on which "1" means "very
      unlikely" and "10" means "very likely," how likely is it that you will
      visit an Army Corps of Engineers recreation site in the future?

| | | | | Valid | Cum |
Value Label	Value	Frequency	Percent	Percent	Percent
	1	3	1.1	1.1	1.1
	2	1	.4	.4	1.5
	3	5	1.9	1.9	3.4
	4	1	.4	.4	3.8
	5	17	6.5	6.5	10.3
	6	8	3.1	3.1	13.4
	7	11	4.2	4.2	17.6
	8	25	9.6	9.6	27.2
	9	19	7.3	7.3	34.5
	10	171	65.5	65.5	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   8.870

Valid cases   261   Missing cases   0

Q17. What is the primary means you use to obtain services from the Army Corps
of Engineers?

```
                                                          Valid      Cum
Value Label                      Value  Frequency  Percent  Percent  Percent

E-mail                               1          1       .4       .4       .4
Internet/World Wide Web              2         45     17.2     18.1     18.5
Telephone call                       3         33     12.6     13.3     31.7
Visit to agency office               4         98     37.5     39.4     71.1
Written communication                5         15      5.7      6.0     77.1
Some other means                     6         37     14.2     14.9     92.0
Not applicable/do not obtain
  services from this organization    7         20      7.7      8.0    100.0
Don't know                          98         11      4.2  Missing
Refused                             99          1       .4  Missing
                                            -------  -------  -------
                                 Total        261    100.0    100.0

Mean          4.092


Valid cases    249     Missing cases     12
```

- -

D1.   What is your age, please?

```
                                                    Valid      Cum
Value Label                 Value  Frequency  Percent  Percent  Percent

                              18          2       .8       .8       .8
                              20          2       .8       .8      1.6
                              21          1       .4       .4      1.9
                              22          2       .8       .8      2.7
                              23          3      1.1      1.2      3.9
                              24          3      1.1      1.2      5.0
                              25          2       .8       .8      5.8
                              26          3      1.1      1.2      7.0
                              27          3      1.1      1.2      8.1
                              28          4      1.5      1.6      9.7
                              29          3      1.1      1.2     10.9
                              30         10      3.8      3.9     14.7
                              31          8      3.1      3.1     17.8
                              32          3      1.1      1.2     19.0
                              33          4      1.5      1.6     20.5
                              34          5      1.9      1.9     22.5
                              35          7      2.7      2.7     25.2
                              36          7      2.7      2.7     27.9
                              37          4      1.5      1.6     29.5
                              38          7      2.7      2.7     32.2
                              39          9      3.4      3.5     35.7
                              40          9      3.4      3.5     39.1
```

D1.   What is your age, please?

41	10	3.8	3.9	43.0
42	7	2.7	2.7	45.7
43	3	1.1	1.2	46.9
44	7	2.7	2.7	49.6
45	5	1.9	1.9	51.6
46	3	1.1	1.2	52.7
47	6	2.3	2.3	55.0
48	5	1.9	1.9	57.0
49	5	1.9	1.9	58.9
50	9	3.4	3.5	62.4
51	6	2.3	2.3	64.7
52	9	3.4	3.5	68.2
53	7	2.7	2.7	70.9
54	6	2.3	2.3	73.3
55	5	1.9	1.9	75.2
56	2	.8	.8	76.0
57	3	1.1	1.2	77.1
58	3	1.1	1.2	78.3
59	7	2.7	2.7	81.0
60	2	.8	.8	81.8
61	1	.4	.4	82.2
62	1	.4	.4	82.6
63	3	1.1	1.2	83.7
64	2	.8	.8	84.5
65	4	1.5	1.6	86.0
66	9	3.4	3.5	89.5
68	4	1.5	1.6	91.1
69	3	1.1	1.2	92.2
70	4	1.5	1.6	93.8
71	3	1.1	1.2	95.0
72	2	.8	.8	95.7
73	1	.4	.4	96.1
74	3	1.1	1.2	97.3
75	2	.8	.8	98.1
76	1	.4	.4	98.4
77	1	.4	.4	98.8
78	1	.4	.4	99.2
80	1	.4	.4	99.6
82	1	.4	.4	100.0
Refused	99	3	1.1	Missing
	-------	-------	-------	
	Total	261	100.0	100.0

Mean   46.360

Valid cases   258   Missing cases   3

37

D2.   What is the highest level of formal education you completed?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Less than high school	1	8	3.1	3.1	3.1
High school graduate	2	55	21.1	21.2	24.2
Some college or associate degree	3	86	33.0	33.1	57.3
College graduate	4	74	28.4	28.5	85.8
Post-Graduate	5	37	14.2	14.2	100.0
Don't know	98	1	.4	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   3.296

Valid cases   260   Missing cases   1

- -

D3.   Are you of Hispanic, Latino or Spanish origin?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Yes	1	7	2.7	2.7	2.7
No	2	252	96.6	97.3	100.0
Refused	99	2	.8	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   1.973

Valid cases   259   Missing cases   2

- -

D401.   Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	235	90.0	90.7	90.7
Black/African American	2	10	3.8	3.9	94.6
American Indian/Alaskan	3	6	2.3	2.3	96.9
Asian	4	2	.8	.8	97.7
Other	6	6	2.3	2.3	100.0
Refused	99	2	.8	Missing	
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   1.224

Valid cases   259   Missing cases   2

```
D402.  Do you consider your race(s) as:

                                                   Valid     Cum
Value Label                    Value  Frequency  Percent  Percent  Percent

White                              1          1       .4    100.0    100.0
                                   .        260     99.6  Missing
                                        -------  -------  -------
                                Total        261    100.0    100.0

Mean          1.000


Valid cases      1      Missing cases    260

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

D5.   What was your total annual family income in 2000?

                                                   Valid     Cum
Value Label                    Value  Frequency  Percent  Percent  Percent

Under $20,000                      1         22      8.4      9.1      9.1
$20K but less than $30K            2         26     10.0     10.8     19.9
$30K but less than $40K            3         32     12.3     13.3     33.2
$40K but less than $60K            4         70     26.8     29.0     62.2
$60K but less than $80K            5         34     13.0     14.1     76.3
$80K but less than $100K           6         28     10.7     11.6     88.0
$100,000 or more                   7         29     11.1     12.0    100.0
Don't know                        98          2       .8  Missing
Refused                           99         18      6.9  Missing
                                        -------  -------  -------
                                Total        261    100.0    100.0

Mean          4.112


Valid cases    241      Missing cases     20

- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -

D6.   Gender

                                                   Valid     Cum
Value Label                    Value  Frequency  Percent  Percent  Percent

Male                               1        131     50.2     50.2     50.2
Female                             2        130     49.8     49.8    100.0
                                        -------  -------  -------
                                Total        261    100.0    100.0

Mean          1.498


Valid cases    261      Missing cases      0
```

STRATA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	261	100.0	100.0	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   1.000

Valid cases   261   Missing cases   0

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Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	26	261	100.0	100.0	100.0
		-------	-------	-------	
	Total	261	100.0	100.0	

Mean   26.000

Valid cases   261   Missing cases   0