American Customer Satisfaction Index

Recreational Visitors

U.S. Army Corps of Engineers
Customer Satisfaction Study

Final Report
October 2004

FEDERAL CONSULTING GROUP
A function of the US Department of the Treasury

ACSI
American Customer Satisfaction Index™

CFI Group
Claes Fornell International

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Chapter I

Introduction & Methodology

a. Introduction

This is the fourth-year report on customer satisfaction of residents of the United States who have visited a U.S. Army Corps of Engineers (USACE) 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.

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, 41 industries, 200 private sector companies and two types of local government services. ACSI allows benchmarking between the public and private sectors, and for each customer segment, between one year's results 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 loyalty in the agency).

This study is produced by the National Quality Research Center at the University of Michigan Business School, CFI Group, and the Federal Consulting Group.

Typically, ACSI researchers will warn that a lag time exists between a company or agency inaugurating an improvement in a program and users becoming both aware of the improvement and evaluating it favorably. Certainly, favorable publicity about a change can impact customer perceptions, but government agencies rarely have public relations and advertising budgets to communicate changes they make.[1] Moreover, negative events or publicity can cause customer satisfaction to drop, and typically have more downward effect than positive events have upward effect. Government agencies are familiar with the effects of controversial Congressional hearings about their work. Thus, the individual agency should keep in mind the potential impact widely communicated events over the past 12 months – both negative and positive – may have had on their customer satisfaction score.

[1] Some exceptions would be the U.S. Army for recruiting, the U.S. Postal Service, and the Census Bureau campaign for the 2000 census.

The user needs to take into account that some of the changes expressed in the model are too small to be meaningful, as measurement has some variability. With the survey sample size and modeling methodology used for ACSI, a rise or drop of less than 3 points is not necessarily a change for better or for worse. If an index registers 74 in 2003, but 72 in 2004, the change may be real, but it can also be the result of sampling error. However, if agencies continue to measure their customers' satisfaction over a multi-year period, they will be able to detect trends – hopefully, a rise in satisfaction as agencies become more responsive to the needs and interests of their customers.

The best use the Army Corps of Engineers can make of its 2001-2004 studies, however, is for learning how customers evaluate the services USACE provides, then identifying which of these activities has the most impact on the perception of the quality they deliver. This research is a tool with which to prioritize future efforts to improve quality and, through quality, customer satisfaction and the desired outcome – in this case, Visitor Trust in U.S. Army Corps of Engineers lakes and rivers.

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation, econometric model. The models used for paper filers this year are shown as Figures 1 and 2. Inputs into the cause and effect model come from a survey of tax filers who made their 2001 returns on paper forms. 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. Similarly, each government agency is weighted by the budget expended on its activities for the measured customer segment to produce a Public Administration sector ACSI.

The ACSI is updated on a rolling basis with data from two or more economic sectors collected each quarter and used to replace data collected the prior year. Similarly, each government agency is measured annually, and the government-wide score is updated annually in mid-December (for this year December 14, 2004).

Each federal government agency serves many segments of the public, both those internal to government and external users. For the ACSI measurement, each agency was 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 (USACE) 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 (RDD) 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 a 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 USACE 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 USACE site. The list of sites visited in the survey is shown at the beginning of Appendix B.

Using the above procedure, two hundred and sixty (260) 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, one that allows cause and effect modeling using the ACSI model.

Customer interviews were conducted by telephone between August 12 and September 19, 2004, by the 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.

The 260 respondents identified 149 unique USACE sites, with one site receiving 11 mentions, one site receiving 9 mentions and no other site receiving more than 5 mentions. In short, as in previous studies, the data collection effort on which the USACE results are based captured a representative sampling of USACE sites that are geographically diverse with no sites dominating disproportionately in the sample.

A demographic profile of those who responded to the USACE survey shows that 39% are males, 61% females. The average age of respondents is 46, with 35% under the age of 40 and only 11% 65 or older.

Nearly three-quarters have at least some college education and slightly more than 40% are college graduates. Two percent (2%) are of Hispanic, Latino, or Spanish ethnicity; by race 89% are white; 3% black/African American; 4% American Indian/Alaska native; and 3% other. By income respondents are 7% under $20,000, 43% $20,000-$60,000, and 36% $60,000 or more; 14% refused to answer the income question.

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.

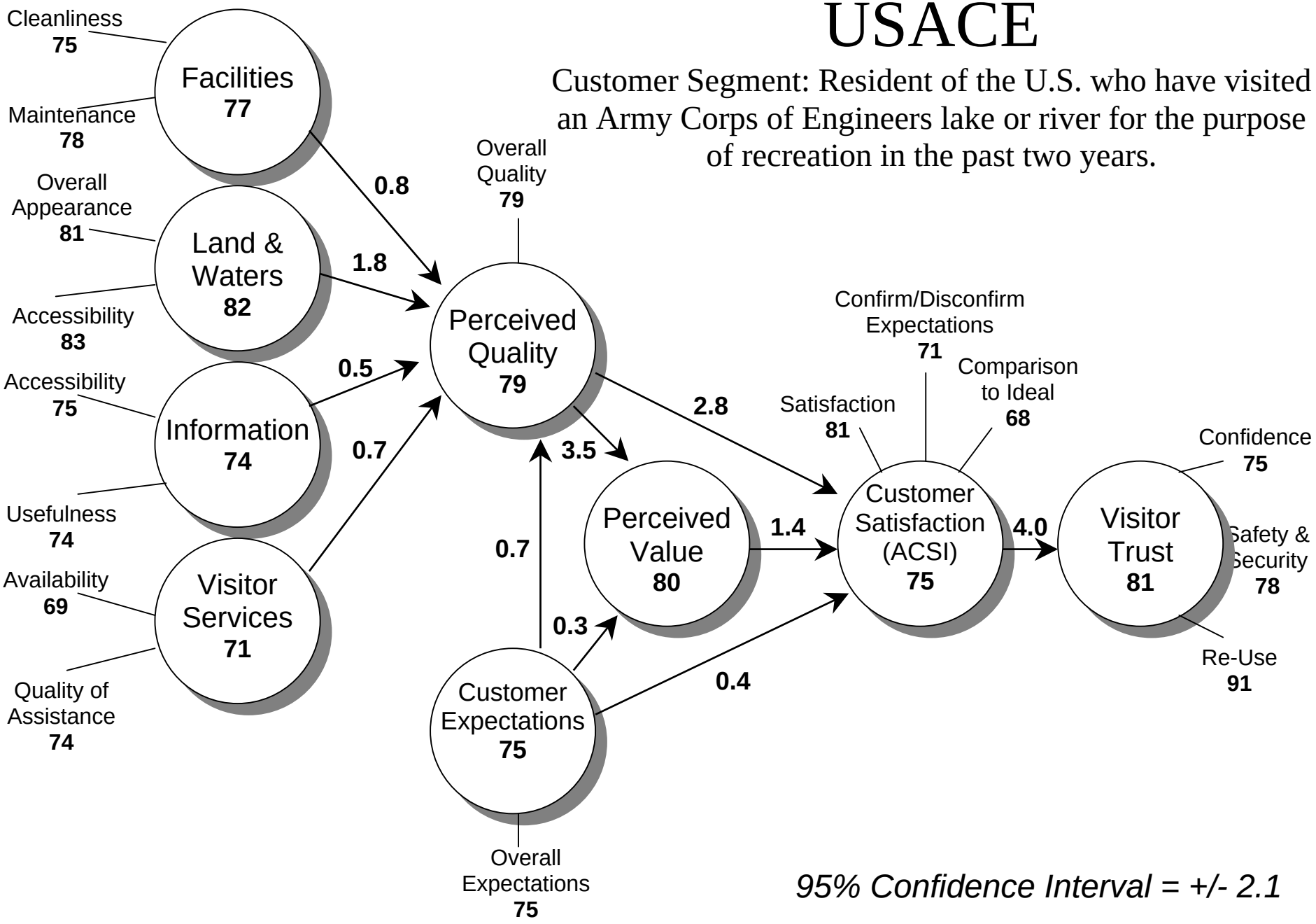
Thus the model, shown in Figure 1 for USACE, should be viewed as a cause and effect model that moves from left to right, with Customer Satisfaction (ACSI) in the middle. The circles are multi-variable components that are measured by multiple questions (question topics are shown at the tips of the small 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 2004 USACE model for residents of the 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.

Figure 1

USACE

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



95% Confidence Interval = +/- 2.1

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.[2] 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 2004 Customer Satisfaction (ACSI) score for residents of the U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is 75 on a 0-100 scale. This is a non-significant 1-point decline from last year's Customer Satisfaction (ACSI) score of 76. The score of 76 is slightly higher than the national ACSI of 73.9 for private sector services as of the end of the first quarter of 2004 and a significant 5 points above the 2003 aggregate federal government ACSI score of 70.9.

c. Drivers of Satisfaction

In conjunction with ACSI researchers, USACE identified four activities that interface with its visitors for measurement. These are the same four "drivers" of satisfaction selected for the first USACE study. These drivers are: Facilities, measured by questions on the cleanliness (Q2) and overall maintenance (Q3) of USACE facilities; Land & Water, measured by questions on the overall appearance (Q4) and the accessibility (Q5) of the lakes and waters at USACE sites; Information, measured by questions on the accessibility (Q6) and usefulness (Q7) of information USACE provided to visitors; and Visitor Services, measured by questions on the availability (Q8) and quality (Q9) of assistance provided visitors to USACE sites. The indices for each of the three activities are weighted averages of these questions.

Three other components are major drivers of satisfaction. The first is the customer's expectations of the overall quality of USACE 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 USACE as an agency with which to do business after having had experience doing such business. (Q10). The third is the customer's perceptions of the value of the product and services received – including both the customer's perceptions of the price given the quality (Q10a), and the quality given the price (Q10b).

[2] The confidence interval for this agency's customer segment is plus or minus 2.1 points on a 0-100 scale at the 95% confidence level.

Table 1: Drivers of Satisfaction				
Activities That Drive Satisfaction:				
	2004	**2003**	**2002**	**2001**
FACILITIES	77	79	77	73
LAND & WATERS	82	84	81	79
INFORMATION	74	75	76	71
VISITOR SERVICES	71	72	71	66
Major Drivers of Satisfaction				
PERCEIVED VALUE	80	81	80	NM
CUSTOMER EXPECTATIONS (Anticipated Quality)	75	73	72	69
PERCEIVED QUALITY (Experienced Quality)	79	80	79	76

All drivers of satisfaction with the exception of customer expectations have declined slightly, though not significantly from a year ago. A comparison of the current year with the past two years suggests that very little has changed over the three years but satisfaction as well as the individual components that drive it remain significantly improved from the baseline measure of 2001. All four activity drivers are 3-5 points higher than their 2001 levels.

Among the four USACE-identified activities which drive satisfaction, Land & Waters scores highest, as it has in each of the four years. This year it declined a non-significant 2-points from its all-time high a year ago, statistically equal to the 2002 result. Overall appearance of land and waters remains steady at 81; however, accessibility declined a significant 3 points to 83, driving the 2-point decline overall in this activity. Facilities scores second highest at 77, also registering a non-significant 2-point decline from a year ago. Cleanliness of facilities is statistically unchanged (down 1 point to 75), but maintenance of facilities declined a significant 3 points, driving the small decline in the activity. Information is down a non-significant 1-point to 74, with both accessibility and usefulness of information declining by 1-point. Visitor Services scores lowest at 71, down a non-significant 1-point from last year, with quality of assistance down 1-point and availability of services down 2-points. Nevertheless, this activity driver, which has always scored lowest in the USACE model, has made the biggest improvement from the baseline 2001 measurement.

Of the three major drivers of satisfaction, customer expectations increased slightly, though not significantly, by 2 points to 75. Both quality and value declined by a non-significant 1-point. Quality still surpasses expectations by a significant, if slightly smaller margin. What had been a 7-point gap each of the first three years is now only 4-points. Still, this means that customers perceive the quality of services they receive surpasses their expectations. Despite a 1-point decline, value remains a strong driver of satisfaction, as a rating of the quality of USACE sites given the fees visitors pay to

enter and use them. The 1-point changes in quality and value are responsible for the overall 1-point decline in customer satisfaction.

d. Outcomes of Customer Satisfaction

Customer Complaints

For a third year USACE personnel decided not to measure customer complaints, given the negligible one-percent of visitors who indicated they complained in the baseline study.

Visitor Trust

The outcome USACE wants from satisfied customers is Visitor Trust. Visitor Trust for this modeling was measured by three 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); how safe and secure do you feel visiting a USACE recreational site (Q15a); 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 81 on a 0-100 scale. This is unchanged from a year ago, and not surprising despite the 1-point decline in customer satisfaction considering that the decline is non-significant and within margin of error. Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future (91, unchanged from 2003). Visitors' assessment of safety and security at the sites is statistically unchanged (down a single point to 77). However, confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers declined a significant 4 points, offsetting somewhat the 6-point improvement in this component between 2002 and 2003.

e. Using the Model

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

In this year's study, Land & Waters has the highest impact at 1.8, while Facilities, Information and Visitor Services have smaller, roughly equal impacts of less than 1.0 (ranging between 0.5 and 0.8). Since Land & Waters already scores relatively high, further improvements in this activity, while by no means impossible, will be more difficult to achieve. Even though Visitor Services has a smaller impact, it scores significantly lower than the other three activities at 71 and therefore is a good candidate for focusing improvement efforts, all of the drivers offer opportunities for improvement.

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 Visitor Services were improved by 5

points (from 71 to 76), Perceived Quality would go up from 79 to 79.7. Customer Satisfaction (ACSI) would, in turn increase by 0.5 to become 75.5 (which would round to 76).[3]

f. Summary

The small negative changes in many of the components of the U.S. Army Corps of Engineers 2004 ACSI model should in no way be considered cause for alarm. There have been small fluctuations over the past three years that are to be expected as part of the sampling error that exists in any measurement of this type. Rather, a comparison of the last three years with the baseline measurement in 2001 suggests that USACE has improved significantly from that first measurement and has held that improvement statistically steady for three straight years. The result is that a level of satisfaction that was equal to the national and government averages in 2001 remains higher than both benchmarks today. Now the challenge for USACE is to take that plateau of 2002-2004 and move it up another notch. While all driver scores are improved significantly since 2001, all still stand in need of further improvement, particularly visitor services, which continues to score in the low 70s for a third straight year. USACE could explore ways to make visitor services more readily available and improve the quality of assistance it provides. This is all the more important as visitors now have higher expectations of the quality of USACE sites. Even though their experiences significantly surpass their expectations, that gap is narrowing. Finally, visitors consider the recreation sites to be a good value and they are very likely to return to a USACE managed lake or river at some time in the future.

[3] The computation is: Impact of Perceived Quality on ACSI (Impact of Visitor Services on Perceived Quality/5) or 2.8(0.7/5)=.4 + Impact of Perceived Value on ACSI (Increase in Perceived Value from Perceived Quality/5) or 1.4(.5/5)=.1.

APPENDIX A

SURVEY QUESTIONNAIRE

U.S. Army Corps of Engineers (USACE)
Department of Defense
ACSI Gov't 2004

QA. 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)
3 Don't know (TERMINATE)
4 Refused (TERMINATE)

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

(PROGRAMMING NOTE: IF POSSIBLE, WE WANT LISTS 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)

[INSERT CO./BRAND LIST]-------> (CONTINUE)
OTHER (SPECIFY) _____-----> (TERMINATE)
DON'T KNOW/REFUSED ---------> (TERMINATE)

APPEND NAME OF USACE SITE VISITED

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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don’t know
12 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]

11 Don’t know
12 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]

11 Don’t know
12 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]

11 Don’t know
12 Refused

(RANDOMIZE Q10A AND Q10B)

Q10A. (FIRST/NEXT) Given the quality of the Army Corps of Engineers site you visited, how would you rate the recreational fees that you paid? Please use a 10 point scale on which "1" means "very poor price given the quality" and "10" means "very good price given the quality."

[RECORD RATING 1 - 10]: ____

11 Don't know
12 Refused

Q10B. (FIRST/NEXT) Given the recreational fees that you paid when you visited an Army Corps of Engineers site, how would you rate the quality of the recreational site? Please use a 10 point scale on which "1" means "very poor quality given the price" and "10" means "very good quality given the price."

[RECORD RATING 1 - 10]: ____

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 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]

11 Don't know
12 Refused

Q15A. Thinking about safety and security at recreational sites managed by the Army Corps of Engineers, how safe and secure do you feel at Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all safe and secure" and "10" means "very safe and secure," how safe and secure do you feel at Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

11 Don't know
12 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]

11 Don't know
12 Refused

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

QI1. Within the past six months have you purchased any products or services via the Internet?

1 Yes
2 No
3 Don’t know
4 Refused

QD1. What is your age, please?

[RECORD NUMBER OF YEARS 18-84] _____

98 Don't know
99 Refused

QD2. 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
6 Don't know
7 Refused

QD3. Are you of Hispanic, Latino or Spanish origin?

1 Yes
2 No
3 Don't know
4 Refused

QD4. Do you consider your race(s) as:
(READ CODES 1-5; ACCEPT UP TO FIVE MENTIONS)

1 ***White***
2 Black/African American
3 American Indian/Alaska Native
4 Asian
5 Native Hawaiian or other Pacific Islander
6 (DO NOT READ) Other race
7 Don't know
8 Refused

QD5. What was your total annual family income in 2003? (READ CODES 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
8 Don't know
9 Refused

QD6. [RECORD GENDER BY OBSERVATION]

1 Male
2 Female

APPENDIX B

FREQUENCIES AND MEANS OF SURVEY QUESTIONS

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	1.2	1.2	1.2
	2	1	.4	.4	1.6
	3	1	.4	.4	2.0
	4	3	1.2	1.2	3.3
	5	24	9.2	9.8	13.0
	6	21	8.1	8.5	21.5
	7	48	18.5	19.5	41.1
	8	67	25.8	27.2	68.3
	9	31	11.9	12.6	80.9
	10	47	18.1	19.1	100.0
Don't know	98	13	5.0	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 7.671

Valid cases 246 Missing cases 14

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.6
	3	1	.4	.4	2.0
	4	9	3.5	3.7	5.7
	5	17	6.5	7.0	12.7
	6	22	8.5	9.0	21.7
	7	37	14.2	15.2	36.9
	8	65	25.0	26.6	63.5
	9	45	17.3	18.4	82.0
	10	44	16.9	18.0	100.0
Don't know	98	15	5.8	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 7.730

Valid cases 244 Missing cases 16

- -

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	3	1	.4	.4	1.2
	4	4	1.5	1.6	2.8
	5	15	5.8	6.0	8.7
	6	15	5.8	6.0	14.7
	7	38	14.6	15.1	29.8
	8	78	30.0	31.0	60.7
	9	48	18.5	19.0	79.8
	10	51	19.6	20.2	100.0
Don't know	98	7	2.7	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 8.008

Valid cases 252 Missing cases 8

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	3	1	.4	.4	.8
	4	6	2.3	2.4	3.1
	5	7	2.7	2.7	5.9
	6	12	4.6	4.7	10.6
	7	36	13.8	14.1	24.7
	8	68	26.2	26.7	51.4
	9	59	22.7	23.1	74.5
	10	65	25.0	25.5	100.0
Don't know	98	5	1.9	Missing	
	Total	260	100.0	100.0	

Mean 8.282

Valid cases 255 Missing cases 5

- -

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	2	.8	.8	.8
	3	1	.4	.4	1.2
	4	5	1.9	2.0	3.1
	5	13	5.0	5.1	8.3
	6	12	4.6	4.7	13.0
	7	26	10.0	10.2	23.2
	8	51	19.6	20.1	43.3
	9	38	14.6	15.0	58.3
	10	106	40.8	41.7	100.0
Don't know	98	6	2.3	Missing	
	Total	260	100.0	100.0	

Mean 8.488

Valid cases 254 Missing cases 6

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	2	.8	.8	.8
	2	4	1.5	1.7	2.5
	3	8	3.1	3.3	5.8
	4	6	2.3	2.5	8.3
	5	24	9.2	10.0	18.3
	6	19	7.3	7.9	26.1
	7	29	11.2	12.0	38.2
	8	43	16.5	17.8	56.0
	9	32	12.3	13.3	69.3
	10	74	28.5	30.7	100.0
Don't know	98	19	7.3	Missing	
	Total	260	100.0	100.0	

Mean 7.747

Valid cases 241 Missing cases 19

- -

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	6	2.3	2.5	2.5
	2	3	1.2	1.2	3.7
	3	5	1.9	2.1	5.8
	4	3	1.2	1.2	7.1
	5	34	13.1	14.1	21.2
	6	15	5.8	6.2	27.4
	7	30	11.5	12.4	39.8
	8	45	17.3	18.7	58.5
	9	28	10.8	11.6	70.1
	10	72	27.7	29.9	100.0
Don't know	98	18	6.9	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 7.639

Valid cases 241 Missing cases 19

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	8	3.1	3.4	3.4
	2	7	2.7	3.0	6.4
	3	3	1.2	1.3	7.7
	4	10	3.8	4.3	11.9
	5	28	10.8	11.9	23.8
	6	24	9.2	10.2	34.0
	7	32	12.3	13.6	47.7
	8	48	18.5	20.4	68.1
	9	21	8.1	8.9	77.0
	10	54	20.8	23.0	100.0
Don't know	98	23	8.8	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 7.200

Valid cases 235 Missing cases 25

- -

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	5	1.9	2.2	2.2
	2	5	1.9	2.2	4.3
	3	4	1.5	1.7	6.1
	4	4	1.5	1.7	7.8
	5	24	9.2	10.4	18.3
	6	13	5.0	5.7	23.9
	7	41	15.8	17.8	41.7
	8	44	16.9	19.1	60.9
	9	28	10.8	12.2	73.0
	10	62	23.8	27.0	100.0
Don't know	98	29	11.2	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 7.617

Valid cases 230 Missing cases 30

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	1	.4	.4	.4
	4	3	1.2	1.2	1.6
	5	9	3.5	3.6	5.2
	6	10	3.8	4.0	9.2
	7	50	19.2	19.9	29.1
	8	78	30.0	31.1	60.2
	9	49	18.8	19.5	79.7
	10	51	19.6	20.3	100.0
Don't know	98	6	2.3	Missing	
Refused	99	3	1.2	Missing	
	Total	260	100.0	100.0	

Mean 8.147

Valid cases 251 Missing cases 9

- -

Q10A. (FIRST/NEXT) Given the quality of the Army Corps of Engineers site you visited, how would you rate the recreational fees that you paid? Please use a 10 point scale on which "1" means "very poor price given the quality" and "10" means "very good price given the quality."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.5	1.7	1.7
	2	1	.4	.4	2.1
	3	2	.8	.9	3.0
	4	4	1.5	1.7	4.7
	5	18	6.9	7.7	12.4
	6	13	5.0	5.6	18.0
	7	26	10.0	11.2	29.2
	8	46	17.7	19.7	48.9
	9	29	11.2	12.4	61.4
	10	90	34.6	38.6	100.0
Don't know	98	21	8.1	Missing	
Refused	99	6	2.3	Missing	
	Total	260	100.0	100.0	

Mean 8.185

Valid cases 233 Missing cases 27

Q10B. (FIRST/NEXT) Given the recreational fees that you paid when you visited an Army Corps of Engineers site, how would you rate the quality of the recreational site? Please use a 10 point scale on which "1" means "very poor quality given the price" and "10" means "very good quality given the price."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.3	1.3
	3	3	1.2	1.3	2.5
	4	7	2.7	2.9	5.4
	5	11	4.2	4.6	10.0
	6	9	3.5	3.8	13.8
	7	29	11.2	12.1	25.8
	8	61	23.5	25.4	51.3
	9	29	11.2	12.1	63.3
	10	88	33.8	36.7	100.0
Don't know	98	17	6.5	Missing	
Refused	99	3	1.2	Missing	
	Total	260	100.0	100.0	

Mean 8.254

Valid cases 240 Missing cases 20

- -

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	4	3	1.2	1.2	1.2
	5	15	5.8	5.9	7.1
	6	12	4.6	4.7	11.8
	7	37	14.2	14.6	26.4
	8	70	26.9	27.6	53.9
	9	48	18.5	18.9	72.8
	10	69	26.5	27.2	100.0
Don't know	98	6	2.3	Missing	
	Total	260	100.0	100.0	

Mean 8.268

Valid cases 254 Missing cases 6

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	1	.4	.4	1.6
	3	4	1.5	1.6	3.2
	4	7	2.7	2.8	6.0
	5	25	9.6	10.0	15.9
	6	37	14.2	14.7	30.7
	7	41	15.8	16.3	47.0
	8	64	24.6	25.5	72.5
	9	28	10.8	11.2	83.7
	10	41	15.8	16.3	100.0
Don't know	98	9	3.5	Missing	
	Total	260	100.0	100.0	

Mean 7.382

Valid cases 251 Missing cases 9

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."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	2.1	2.1
	2	4	1.5	1.7	3.8
	3	3	1.2	1.3	5.0
	4	8	3.1	3.4	8.4
	5	30	11.5	12.6	21.0
	6	36	13.8	15.1	36.1
	7	41	15.8	17.2	53.4
	8	47	18.1	19.7	73.1
	9	30	11.5	12.6	85.7
	10	34	13.1	14.3	100.0
Don't know	98	16	6.2	Missing	
Refused	99	6	2.3	Missing	
	Total	260	100.0	100.0	

Mean 7.113

Valid cases 238 Missing cases 22

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.5	1.6	1.6
	2	2	.8	.8	2.4
	3	3	1.2	1.2	3.6
	4	15	5.8	6.0	9.6
	5	21	8.1	8.4	18.1
	6	16	6.2	6.4	24.5
	7	31	11.9	12.4	36.9
	8	49	18.8	19.7	56.6
	9	31	11.9	12.4	69.1
	10	77	29.6	30.9	100.0
Don't know	98	9	3.5	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 7.775

Valid cases 249 Missing cases 11

Q15A. Thinking about safety and security at recreational sites managed by the Army Corps of Engineers, how safe and secure do you feel at Army Corps of Engineers recreational sites? Using a 10-point scale on which “1” means “not at all safe and secure” and “10” means “very safe and secure,” how safe and secure do you feel at Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	6	2.3	2.4	2.4
	2	3	1.2	1.2	3.6
	3	4	1.5	1.6	5.2
	4	4	1.5	1.6	6.8
	5	16	6.2	6.4	13.2
	6	6	2.3	2.4	15.6
	7	34	13.1	13.6	29.2
	8	63	24.2	25.2	54.4
	9	31	11.9	12.4	66.8
	10	83	31.9	33.2	100.0
Don't know	98	10	3.8	Missing	
		260	100.0	100.0	
	Total				

Mean 8.028

Valid cases 250 Missing cases 10

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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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.5	1.6	1.6
	3	2	.8	.8	2.4
	4	1	.4	.4	2.8
	5	6	2.3	2.4	5.2
	6	6	2.3	2.4	7.5
	7	11	4.2	4.4	11.9
	8	20	7.7	7.9	19.8
	9	22	8.5	8.7	28.6
	10	180	69.2	71.4	100.0
Don't know	98	7	2.7	Missing	
Refused	99	1	.4	Missing	
		260	100.0	100.0	
	Total				

Mean 9.187

Valid cases 252 Missing cases 8

QI1. Within the past six months have you purchased any products or services via the Internet?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No	0	124	47.7	47.7	47.7
Yes	1	136	52.3	52.3	100.0
	Total	260	100.0	100.0	

Valid cases 260 Missing cases 0

- -

QD1. What is your age, please?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	2	.8	.8	.8
	19	3	1.2	1.2	2.0
	20	2	.8	.8	2.8
	21	3	1.2	1.2	4.0
	22	2	.8	.8	4.8
	23	2	.8	.8	5.6
	24	2	.8	.8	6.3
	25	4	1.5	1.6	7.9
	26	2	.8	.8	8.7
	27	3	1.2	1.2	9.9
	28	5	1.9	2.0	11.9
	29	5	1.9	2.0	13.9
	30	4	1.5	1.6	15.5
	31	5	1.9	2.0	17.5
	32	6	2.3	2.4	19.8
	33	5	1.9	2.0	21.8
	34	3	1.2	1.2	23.0
	35	4	1.5	1.6	24.6
	36	4	1.5	1.6	26.2
	37	6	2.3	2.4	28.6
	38	7	2.7	2.8	31.3
	39	8	3.1	3.2	34.5
	40	4	1.5	1.6	36.1
	41	5	1.9	2.0	38.1
	42	6	2.3	2.4	40.5
	43	6	2.3	2.4	42.9
	44	7	2.7	2.8	45.6
	45	5	1.9	2.0	47.6
	46	8	3.1	3.2	50.8
	47	8	3.1	3.2	54.0
	48	11	4.2	4.4	58.3
	49	6	2.3	2.4	60.7
	50	6	2.3	2.4	63.1
	51	7	2.7	2.8	65.9

QD1. What is your age, please?

	52	6	2.3	2.4	68.3
	53	3	1.2	1.2	69.4
	54	3	1.2	1.2	70.6
	55	8	3.1	3.2	73.8
	56	8	3.1	3.2	77.0
	57	4	1.5	1.6	78.6
	58	5	1.9	2.0	80.6
	59	5	1.9	2.0	82.5
	60	2	.8	.8	83.3
	61	6	2.3	2.4	85.7
	62	1	.4	.4	86.1
	63	3	1.2	1.2	87.3
	64	3	1.2	1.2	88.5
	65	4	1.5	1.6	90.1
	66	5	1.9	2.0	92.1
	67	1	.4	.4	92.5
	69	5	1.9	2.0	94.4
	70	2	.8	.8	95.2
	72	2	.8	.8	96.0
	74	3	1.2	1.2	97.2
	75	4	1.5	1.6	98.8
	76	1	.4	.4	99.2
	82	1	.4	.4	99.6
	84	1	.4	.4	100.0
Refused	99	8	3.1	Missing	
	Total	260	100.0	100.0	

Mean 46.087

Valid cases 252 Missing cases 8

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QD2. What is the highest level of formal education you completed?

Label	Value	Frequency	Percent	Valid Percent	CumValue Percent
Less than High School	1	8	3.1	3.1	3.1
High School	2	61	23.5	23.6	26.6
Some College or Associate Degree	3	77	29.6	29.7	56.4
College Graduate	4	75	28.8	29.0	85.3
Post-Graduate	5	38	14.6	14.7	100.0
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Valid cases 259 Missing cases 1

QD3. Are you of Hispanic, Latino or Spanish origin?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No	0	253	97.3	98.1	98.1
Yes	1	5	1.9	1.9	100.0
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Valid cases 258 Missing cases 2

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QD4V1. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	231	88.8	89.5	89.5
Black/African American	2	7	2.7	2.7	92.2
American Indian/Alaska Native	3	9	3.5	3.5	95.7
Asian	4	4	1.5	1.6	97.3
Other Race	6	7	2.7	2.7	100.0
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Valid cases 258 Missing cases 2

- -

QD4V2. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
American Indian/Alaska Native	3	3	1.2	100.0	100.0
	.	257	98.8	Missing	
	Total	260	100.0	100.0	

Valid cases 3 Missing cases 257

QD5. What was your total annual family income in 2003?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Under $20,000	1	17	6.5	7.7	7.7
$20,000 but less than $30,000	2	27	10.4	12.2	19.8
$30,000 but less than $40,000	3	35	13.5	15.8	35.6
$40,000 but less than $60,000	4	50	19.2	22.5	58.1
$60,000 but less than $80,000	5	39	15.0	17.6	75.7
$80,000 but less than $100,000	6	21	8.1	9.5	85.1
$100,000 or more	7	33	12.7	14.9	100.0
Don't know	98	6	2.3	Missing	
Refused	99	32	12.3	Missing	
	Total	260	100.0	100.0	

Valid cases 222 Missing cases 38

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QD6. Gender

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Male	1	102	39.2	39.2	39.2
Female	2	158	60.8	60.8	100.0
	Total	260	100.0	100.0	

Valid cases 260 Missing cases 0

STATE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	AL	5	1.9	1.9	1.9
	AR	14	5.4	5.4	7.3
	AZ	2	.8	.8	8.1
	CA	16	6.2	6.2	14.2
	CO	2	.8	.8	15.0
	CT	2	.8	.8	15.8
	DE	1	.4	.4	16.2
	FL	5	1.9	1.9	18.1
	GA	17	6.5	6.5	24.6
	IA	4	1.5	1.5	26.2
	ID	3	1.2	1.2	27.3
	IL	9	3.5	3.5	30.8
	IN	7	2.7	2.7	33.5
	KS	9	3.5	3.5	36.9
	KY	17	6.5	6.5	43.5
	LA	4	1.5	1.5	45.0
	MA	1	.4	.4	45.4
	ME	1	.4	.4	45.8
	MI	3	1.2	1.2	46.9
	MN	8	3.1	3.1	50.0
	MO	8	3.1	3.1	53.1
	MS	5	1.9	1.9	55.0
	MT	4	1.5	1.5	56.5
	NC	8	3.1	3.1	59.6
	ND	5	1.9	1.9	61.5
	NE	3	1.2	1.2	62.7
	NM	1	.4	.4	63.1
	NY	1	.4	.4	63.5
	OH	15	5.8	5.8	69.2
	OK	8	3.1	3.1	72.3
	OR	10	3.8	3.8	76.2
	PA	15	5.8	5.8	81.9
	RI	1	.4	.4	82.3
	SC	1	.4	.4	82.7
	SD	1	.4	.4	83.1
	TN	11	4.2	4.2	87.3
	TX	15	5.8	5.8	93.1
	VA	2	.8	.8	93.8
	WA	4	1.5	1.5	95.4
	WI	4	1.5	1.5	96.9
	WV	8	3.1	3.1	100.0
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	Total	260	100.0	100.0	

Valid cases 260 Missing cases 0

BRAND Brand

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Alabama River Lakes Claiborne - ALABAMA	1	11	4.2	4.2	4.2
Alabama River Lakes Dannelly - ALABAMA	2	3	1.2	1.2	5.4
Black Warrior and Tombigbee Lakes - ALABAMA	4	3	1.2	1.2	6.5
Chena River Lakes - ALASKA	5	1	.4	.4	6.9
Beaver Lake - ARKANSAS	6	2	.8	.8	7.7
Blue Mountain Lake - ARKANSAS	7	1	.4	.4	8.1
Bull Shoals Lake - ARKANSAS	8	1	.4	.4	8.5
Dardanelle Lake - ARKANSAS	9	1	.4	.4	8.8
Greers Ferry Lake - ARKANSAS	15	4	1.5	1.5	10.4
Lake Greeson - ARKANSAS	17	2	.8	.8	11.2
Lake Ouachita - ARKANSAS	18	3	1.2	1.2	12.3
Norfork Lake - ARKANSAS	22	1	.4	.4	12.7
Ozark Lake - AR Riv Nav Sys - ARKANSAS	24	1	.4	.4	13.1
Black Butte Lake - CALIFORNIA	32	1	.4	.4	13.5
Brea Dam - CALIFORNIA	33	1	.4	.4	13.8
Hansen Dam - CALIFORNIA	37	1	.4	.4	14.2
Lake Sonoma - CALIFORNIA	42	1	.4	.4	14.6
Mojave River Dam - CALIFORNIA	44	1	.4	.4	15.0
Pine Flat Lake - CALIFORNIA	47	2	.8	.8	15.8
S.F. Bay Model Regional Visitor Center - CALIFORNIA	49	1	.4	.4	16.2
Stanislaus River Parks - CALIFORNIA	53	1	.4	.4	16.5
Bear Creek Lake - COLORADO	56	3	1.2	1.2	17.7
Chatfield Lake - COLORADO	57	1	.4	.4	18.1
Cherry Creek Lake - COLORADO	58	1	.4	.4	18.5
Trinidad Lake - COLORADO	60	1	.4	.4	18.8
Lake Okeechobee and Waterway - FLORIDA	71	5	1.9	1.9	20.8
Miami Harbor - FLORIDA	73	1	.4	.4	21.2
Allatoona Lake - GEORGIA	74	1	.4	.4	21.5
Carters Lake - GEORGIA	75	2	.8	.8	22.3
Hartwell Lake - GEORGIA	77	2	.8	.8	23.1
Lake Sidney Lanier - GEORGIA	78	9	3.5	3.5	26.5
New Savannah Bluff Lock and Dam - GEORGIA	79	2	.8	.8	27.3
Albeni Falls Dam and Lake Pend Oreille - IDAHO	83	1	.4	.4	27.7
Carlyle Lake - ILLINOIS	85	1	.4	.4	28.1
Illinois Waterway - ILLINOIS	87	2	.8	.8	28.8
Lake Shelbyville - ILLINOIS	88	1	.4	.4	29.2
Lock & Dam 52 <Ohio River> - ILLINOIS	89	1	.4	.4	29.6
Rend Lake - ILLINOIS	91	3	1.2	1.2	30.8
Patoka Lake - INDIANA	102	1	.4	.4	31.2
Salamonie Lake - INDIANA	103	1	.4	.4	31.5

BRAND Brand					
Coralville Lake - IOWA	104	1	.4	.4	31.9
Mississippi River Pools 11-22 (10 l&d) - IOWA	106	1	.4	.4	32.3
Saylorville Lake - IOWA	108	1	.4	.4	32.7
El Dorado Lake - KANSAS	111	1	.4	.4	33.1
Hillsdale Lake - KANSAS	114	1	.4	.4	33.5
Marion Reservoir - KANSAS	117	2	.8	.8	34.2
Pearson-Skubitz Big Hill Lake - KANSAS	120	1	.4	.4	34.6
Perry Lake - KANSAS	121	2	.8	.8	35.4
Wilson Lake - KANSAS	125	1	.4	.4	35.8
Barkley Lock and Dam Lake Barkley - KENTUCKY	126	3	1.2	1.2	36.9
Buckhorn Lake - KENTUCKY	128	1	.4	.4	37.3
Cave Run Lake - KENTUCKY	130	2	.8	.8	38.1
Dewey Lake - KENTUCKY	131	1	.4	.4	38.5
Grayson Lake - KENTUCKY	133	1	.4	.4	38.8
Green River Lake - KENTUCKY	134	1	.4	.4	39.2
Kentucky River <4 locks> - KENTUCKY	137	5	1.9	1.9	41.2
Nolin River Lake - KENTUCKY	142	1	.4	.4	41.5
Rough River Lake - KENTUCKY	144	4	1.5	1.5	43.1
Wolf Creek Dam Lake Cumberland - KENTUCKY	146	3	1.2	1.2	44.2
Yatesville Lake - KENTUCKY	147	2	.8	.8	45.0
Bayou Bodcau Reservoir - LOUISIANA	148	1	.4	.4	45.4
Caddo Lake - LOUISIANA	149	1	.4	.4	45.8
Pearl River (3 locks and dams) - LOUISIANA	154	1	.4	.4	46.2
Cape Cod Canal - MARYLAND	160	1	.4	.4	46.5
IWW Delaware R to Chesapeake Bay C + D Canal - MARYLAND	165	2	.8	.8	47.3
St. Marys River - MICHIGAN	171	1	.4	.4	47.7
Duluth-Superior Harbor - MINNESOTA	172	3	1.2	1.2	48.8
Lac Qui Parle Lake - MINNESOTA	174	1	.4	.4	49.2
Mississippi River Headwaters Lakes Project - MINNESOTA	176	1	.4	.4	49.6
Mississippi River Pool Number 1 - MINNESOTA	177	1	.4	.4	50.0
Enid Lake - MISSISSIPPI	191	1	.4	.4	50.4
Okatibbee Lake - MISSISSIPPI	193	1	.4	.4	50.8
Sardis Lake - MISSISSIPPI	194	2	.8	.8	51.5
Tennessee-Tombigbee Waterway - MISSISSIPPI	195	1	.4	.4	51.9
Blue Springs Lake - MISSOURI	196	2	.8	.8	52.7
Pomme de Terre Lake - MISSOURI	202	1	.4	.4	53.1
Stockton Lake - MISSOURI	207	1	.4	.4	53.5
Table Rock Lake - MISSOURI	208	5	1.9	1.9	55.4
Fort Peck Project- MONTANA	210	2	.8	.8	56.2
Libby Dam and Lake Koocanusa - MONTANA	211	3	1.2	1.2	57.3
Glenn Cunningham Lake - NEBRASKA	215	1	.4	.4	57.7
Snyder-Winnebago - NEBRASKA	221	1	.4	.4	58.1

BRAND Brand					
Stagecoach Lake - NEBRASKA	222	1	.4	.4	58.5
Wagontrain Lake - NEBRASKA	225	1	.4	.4	58.8
Franklin Falls Dam – NEW HAMPSHIRE	230	1	.4	.4	59.2
Otter Brook Lake - NEW HAMPSHIRE	232	1	.4	.4	59.6
Cochiti Lake - NEW MEXICO	235	1	.4	.4	60.0
B. Everett Jordan Dam and Lake - NORTH CAROLINA	244	3	1.2	1.2	61.2
Falls Lake - NORTH CAROLINA	246	1	.4	.4	61.5
W. Kerr Scott Dam and Reservoir - NORTH CAROLINA	247	2	.8	.8	62.3
Baldhill Dam Lake Ashtabula – NORTH DAKOTA	248	1	.4	.4	62.7
Garrison Dam Lake Sakakawea - NORTH DAKOTA	250	4	1.5	1.5	64.2
Atwood Lake - OHIO	254	1	.4	.4	64.6
Berlin Lake - OHIO	257	3	1.2	1.2	65.8
Deer Creek Lake - OHIO	264	1	.4	.4	66.2
Delaware Lake - OHIO	265	2	.8	.8	66.9
Dillon Lake - OHIO	266	2	.8	.8	67.7
North Branch Kokosing River Lake - OHIO	275	1	.4	.4	68.1
Paint Creek Lake - OHIO	276	2	.8	.8	68.8
Senecaville Lake - OHIO	279	2	.8	.8	69.6
Tappan Lake - OHIO	280	1	.4	.4	70.0
Canton Lake - OKLAHOMA	289	1	.4	.4	70.4
Chouteau Lock and Dam 17 - OKLAHOMA	290	1	.4	.4	70.8
Eufaula Lake - OKLAHOMA	292	1	.4	.4	71.2
Fort Gibson Lake - OKLAHOMA	293	1	.4	.4	71.5
Keystone Lake - OKLAHOMA	300	2	.8	.8	72.3
Tenkiller Ferry Lake - OKLAHOMA	308	2	.8	.8	73.1
Bonneville Lock and Dam - OREGON	314	2	.8	.8	73.8
Detroit Lake - OREGON	317	2	.8	.8	74.6
Fern Ridge Lake - OREGON	321	3	1.2	1.2	75.8
Foster Lake - OREGON	322	1	.4	.4	76.2
Green Peter Lake - OREGON	323	1	.4	.4	76.5
Lost Creek Lake - OREGON	327	2	.8	.8	77.3
The Dalles Lock and Dam, Lake Celilo - OREGON	328	1	.4	.4	77.7
Alvin R. Bush - Kettle Creek - PENNSYLVANIA	331	1	.4	.4	78.1
Cowanesque Lake - PENNSYLVANIA	336	1	.4	.4	78.5
Foster Joseph Sayers Dam - PENNSYLVANIA	342	1	.4	.4	78.8
Francis E. Walter Dam - PENNSYLVANIA	343	2	.8	.8	79.6
Mahoning Creek Lake - PENNSYLVANIA	358	1	.4	.4	80.0
Raystown Lake - PENNSYLVANIA	363	1	.4	.4	80.4
Youghiogheny River Lake - PENNSYLVANIA	369	2	.8	.8	81.2

BRAND Brand

J. Strom Thurmond Lake - SOUTH CAROLINA	370	3	1.2	1.2	82.3
Big Bend Dam Lake Sharpe - SOUTH DAKOTA	371	1	.4	.4	82.7
Fort Randall Dam Lake Francis Case - SOUTH DAKOTA	374	2	.8	.8	83.5
Oahe Dam Lake Oahe – SOUTH DAKOTA	376	2	.8	.8	84.2
Dale Hollow Lake - TENNESSEE	380	1	.4	.4	84.6
J. Percy Priest Dam and Reservoir - TENNESSEE	381	4	1.5	1.5	86.2
Old Hickory Lock and Dam - TENNESSEE	382	2	.8	.8	86.9
Bardwell Lake - TEXAS	385	1	.4	.4	87.3
Belton Lake - TEXAS	387	3	1.2	1.2	88.5
Canyon Lake - TEXAS	389	1	.4	.4	88.8
Grapevine Lake - TEXAS	393	1	.4	.4	89.2
Joe Pool Lake - TEXAS	395	1	.4	.4	89.6
Lavon Lake - TEXAS	397	1	.4	.4	90.0
Lewisville Lake - TEXAS	398	3	1.2	1.2	91.2
Somerville Lake - TEXAS	405	2	.8	.8	91.9
Texoma Lake - TEXAS	407	1	.4	.4	92.3
Whitney Lake - TEXAS	412	3	1.2	1.2	93.5
Aiw Albemarle and Ches and Dismal Swamp Canal - VIRGINIA	419	1	.4	.4	93.8
Lake Washington Ship Canal - WASHINGTON	429	3	1.2	1.2	95.0
Beech Fork Lake - WEST VIRGINIA	436	1	.4	.4	95.4
Hildebrand Lock & Dam <Monongahela River> - WEST VIRGINIA	440	1	.4	.4	95.8
Marmet Locks and Dam <Kanawha River> - WEST VIRGINIA	443	1	.4	.4	96.2
Pike Island Locks and Dam <Ohio River> - WEST VIRGINIA	446	1	.4	.4	96.5
Stonewall Jackson Lake - WEST VIRGINIA	450	1	.4	.4	96.9
Sutton Lake - WEST VIRGINIA	452	1	.4	.4	97.3
Tygart Lake - WEST VIRGINIA	453	1	.4	.4	97.7
Eau Galle Flood Control Project - WISCONSIN	455	1	.4	.4	98.1
Sturgeon Bay and Lake Michigan Ship Canal - WISCONSIN	456	5	1.9	1.9	100.0
	Total	260	100.0	100.0	

Valid cases 260 Missing cases 0