



American Customer Satisfaction Index

Recreational Visitors U.S. Army Corps of Engineers Customer Satisfaction Study

Final Report
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Chapter I

Introduction & Methodology

a. Introduction

This is the sixth-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.

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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 10 economic sectors, 43 industries, 200 private sector companies, two types of local government services, the U.S. Postal Service, and 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. ACSI is a useful tool for improving practices and processes. It shows how customers evaluate the activities USACE does and identifies which of these activities has the most impact on the perception of the quality the agency delivers. Results can be used to prioritize future efforts to improve quality and, through quality, customer satisfaction and the desired outcome, Federal Retiree Trust.

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

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation econometric model, shown in Figure 1. Inputs into the cause and effect model come from a telephone survey of a random sample 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 produce 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 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

The U.S Army Corps of Engineers (USACE) chose as its customer segment 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.

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 October 11 and November 30, 2006, 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 130 unique USACE sites, with no site receiving more than 6 mentions. This is consistent with previous studies: the random-digit-dial telephone sampling method generates 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 49% are males, 51% females. The average age of respondents is 50, with 24% under the age of 40 and 14% 65 or older.

79% have at least some college education and 47% are college graduates. 3% are of Hispanic, Latino, or Spanish ethnicity; by race 93% are white; 1% black/African American; 2% American Indian/Alaska native; and 2% other. By income respondents are 8% under \$20,000, 36% \$20,000-\$60,000, and 40% \$60,000 or more; 13% refused to answer the income question.

Chapter II

ACSI Results

a. Model Indices

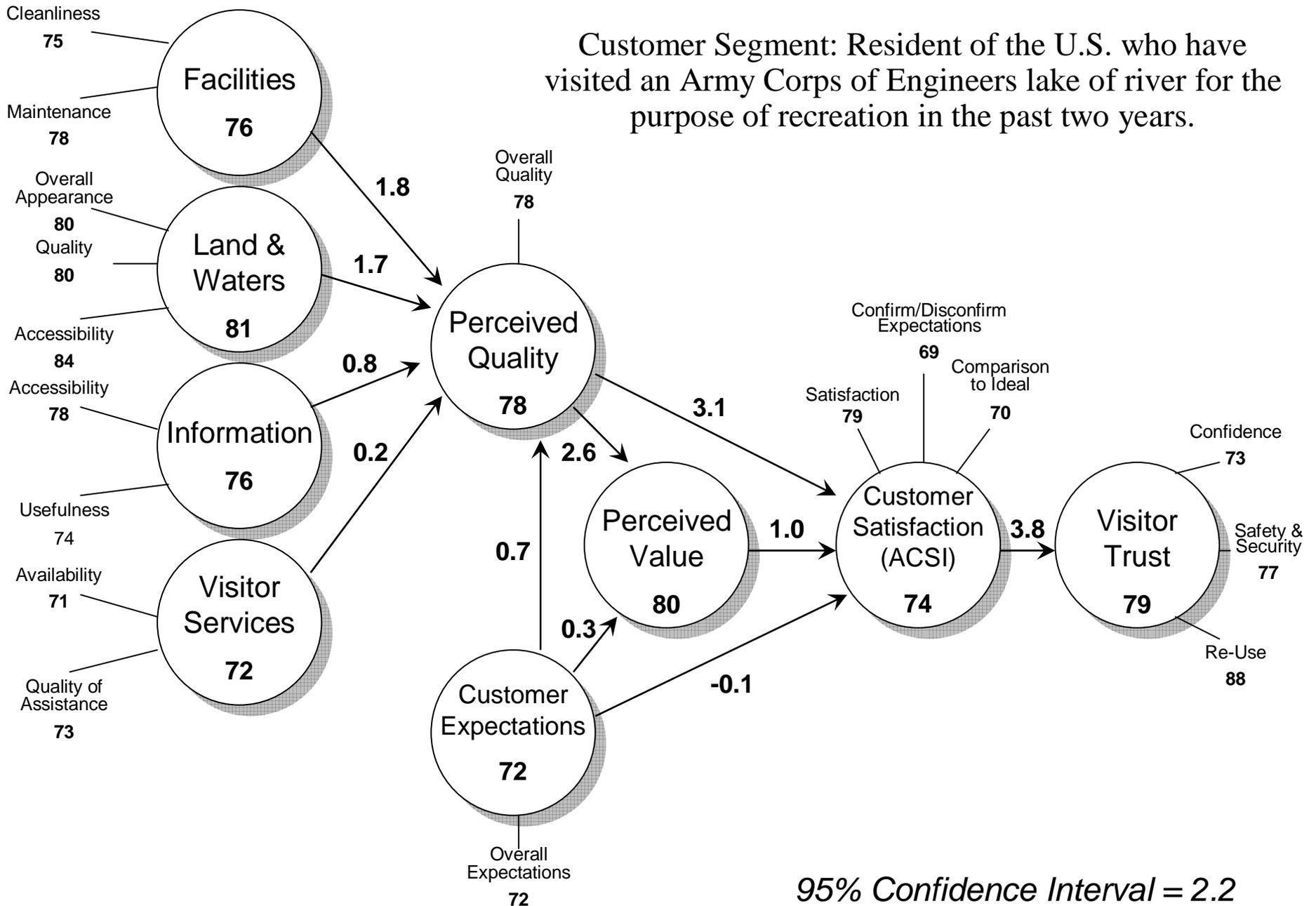
The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the Ross School of Business at the University of Michigan. Whereas the model for private sector, profit-making, companies measures Customer 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 the following figure 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 2006 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.

USACE

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



95% Confidence Interval = 2.2

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 2006 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 74 on a 0-100 scale. This is a non-significant drop of 1 point from last year's result and is not statistically lower than the high score to date of 76 achieved in 2003. As Table 1 below shows, the past four results reflect relatively stable satisfaction. The score of 74 is higher than the federal government average (ACSI of 71.3 as of December 2005) and just slightly below the national ACSI of 74.4 as of the 3rd quarter of 2006.

	2006	2005	2004	2003	2002	2001
Customer Satisfaction (ACSI)	74	75	75	76	73	71

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), the quality of the lands and waters for the specific recreational activities customers engaged in (Q4a), and the accessibility (Q5) of the lands 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). A new question for 2006, Q10c, asks customers to rate their

¹ The confidence interval for this agency's customer segment is plus or minus 2.2 points on a 0-100 scale at the 95% confidence level.

likelihood to return to USACE sites if a fee were assessed to gain entry to the sites. This question is not modeled as part of the value perception variable.

Table 1: Drivers of Satisfaction						
Activities That Drive Satisfaction:						
	2006	2005	2004	2003	2002	2001
FACILITIES	76	77	77	79	77	73
LAND & WATERS	81	80	82	84	81	79
INFORMATION	76	76	74	75	76	71
VISITOR SERVICES	72	71	71	72	71	66
Major Drivers of Satisfaction						
PERCEIVED VALUE	80	81	80	81	80	NM
CUSTOMER EXPECTATIONS (Anticipated Quality)	72	73	75	73	72	69
PERCEIVED QUALITY (Experienced Quality)	78	79	79	80	79	76

There are no statistical changes among any of the drivers of satisfaction this year, consistent with the non-significant 1 point drop in satisfaction. Since the 2001 baseline measure, Lands & Waters is statistically stable (81 in 2006 compared with 79 in 2001); however, the other three activity drivers have improved, with visitor services making the biggest improvement (6 points) over the six year period.

Among the four USACE-identified activities which drive satisfaction, Land & Waters scores highest this year and indeed in each of the six years of measurement. This year it improves a non-significant 1 point. Accessibility is up a single point to 84, the highest scoring element in the activity, while both overall appearance of land and waters and quality of lands and waters for specific recreational activities also improve a single point to 80. Facilities and Information score next highest at 76; Information is unchanged while Facilities declines a non-significant 1 point. Both cleanliness of facilities (down 1 point to 75) and maintenance of facilities (stable at 78) are statistically unchanged. Accessibility to information improves a non-significant 1 point to 78, while usefulness of information declines by a non-significant by 2 points. Visitor Services scores lowest in the model, as it has in each of the measurements, although at 72, up a point from a year ago, it matches a historical high for the driver. Visitors rate the availability of services at 71, unchanged from 2005, but the quality of assistance improves slightly, up a point to 73. After the baseline measure of 66 in 2001, Visitor Services has been very stable at 71-72 ever since without further statistically significant improvement.

Each of the three major drivers of satisfaction, customer expectations, perceived quality, and perceived value, are down a non-significant 1 point, consistent with the 1 point decline in customer satisfaction. The gap between what customers expect from the quality of their experiences and what

they actually perceive the quality to be remains a strong 6 points. This means that customers continue to perceive that the quality of services they receive surpasses their expectations, a perception that has existed throughout the five years of the study. Value scores slightly higher than quality and remains a strong driver of satisfaction, indicating prices are not out of line with expectations or experienced quality.

For 2006 a new question related to value was added but not modeled: “Assuming for a moment that the recreational site you visited was to charge a small fee for entering the site, how likely would you be to return to the same site in the future?” The results of this question are best compared with the results for the question about likelihood to visit a USACE site again in the future (Q16). The general question about likelihood to return scores an 88, while the question posing a hypothetical entry fee scores much lower at 69. A non-linear transformation of the two questions using the same ACSI formula to determine customer retention for private sector companies estimates that 79% of all USACE visitors will return in the future. This drops to 60% when the hypothetical fee is proposed.

d. Outcomes of Customer Satisfaction

Customer Complaints

For a fifth 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? (Q14); how safe and secure do you feel visiting a USACE recreational site (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 down a single, non-significant point from a year ago, marking a 2-point decline over the two year period 2004-2006, but still a strong measure of trust. Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future (score of 88, but down 2 points from a year ago). Visitors’ assessment of safety and security at the sites scores rather lower at 77 (unchanged), and confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers scores lowest of the three components at 73, down one point from 2005.

Visitors were asked a new question in 2006 to rate their three main reasons for indicating a likelihood to return to a USACE site in the future (or why they would not return for those who so indicated). Verbatim responses were recorded and can be found in Appendix B under the responses to Q17. The three most common positive responses concern convenience of location, cleanliness of the site, and the range of recreation services offered. Only a very limited number of respondents

provided feedback on reasons not to return (less than 10% of the total sample indicated a low likelihood to return). These responses can be found in Appendix B under the responses to Q17A.

e. Using the Model

Now, it is time to consider again the model for USACE 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, Facilities and Land & Waters have the highest impacts at 1.8 and 1.7 respectively, while Information has a much smaller impact of 0.8 and Visitor Services has a negligible impact of 0.2. Since Land & Waters already scores relatively high, further improvements in this activity, while by no means impossible, will be more difficult to achieve. Facilities is therefore the best area for leveraging improvements in overall satisfaction with USACE sites, as it has the strongest impact (1.8) and a lower score (76). In particular, cleanliness of the facilities scores the lowest of the two elements that make up the driver and would make a good focal point for improvement that would lead to a better perceived overall quality of the sites.

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 Facilities were improved by 5 points (from 76 to 81), Perceived Quality would go up from 78 to 79.8. Customer Satisfaction (ACSI) would, in turn increase by 1.3 to become 75.3 (which would round to 75).²

f. Summary

The results for the ACSI study of visitors to recreational sites managed by the U.S. Army Corps of Engineers are down just slightly but statistically unchanged from a year ago. Customer satisfaction is steady for a fourth straight year after healthy improvement from the baseline results of 2001. The quality of lands and waters remains the best selling point for USACE, scoring 80 or better in each of the past five years and the only driver of satisfaction to score 80 or better. At the other end of the satisfaction spectrum, visitor services continue to lag significantly behind, scoring 72 this year to match a historical high, but still well below the other drivers of satisfaction. Facilities score reasonably well at 76, but given the strong impact, here seems to be the best opportunity to create meaningful improvement with a specific focus on the cleanliness of facilities. Reaction to a hypothetical entry fee to sites was generally negative, with a significant drop-off in estimated customer retention. Overall, USACE continues to provide satisfying recreational opportunities at affordable costs; however, there remains plenty of room for improvement of visitors' overall experiences with the sites managed by USACE.

² The computation is: Impact of Perceived Quality on ACSI (Impact of Facilities on Perceived Quality/5) or $3.1(1.8/5)=1.1$ + Impact of Perceived Value on ACSI (Increase in Perceived Value from Perceived Quality/5) or $1.0(.9/5)=.2$.

APPENDIX A
SURVEY QUESTIONNAIRE

U.S. Army Corps of Engineers (USACE)
Department of Defense
ACSI Gov't 2006

Hello, I'm (NAME) calling on behalf of the University of Michigan. We are conducting research on how satisfied users are with services provided by federal government agencies and private companies as part of the American Customer Satisfaction Index.

The purpose of the research is to help the federal government improve its services to you. Your name will be confidential, and I will ask you only about products and services you have recently purchased and used. Your participation is voluntary and poses no foreseeable risk to you. You may stop at any time or skip any question you do not wish to answer. Your opinions are important because you have been chosen randomly to represent consumers across the United States and your responses will be added to a growing database of evaluations of customer satisfaction used by researchers, companies, and government agencies to improve the products and services provided to you, the consumer. This interview will take 8-10 minutes and is authorized by Office of Management and Budget Control No. 1505-0191.

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
- DK
- REF

{IF QA=1, ASK QB; OTHERWISE GO TO TERMINATE SCREEN}

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

PROG. NOTE: Insert Co./Brand list

- 1 Other (Specify)
- DK
- REF

{IF QB=1, DK OR REF, GO TO TERMINATE SCREEN; OTHERWISE CONTINUE}

PROG. NOTE: TERMINATE SCREEN

Those are all of the questions I have for you. Thank you for your interest in this project.

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 NUMBER 1-10]
DK
REF

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 NUMBER 1-10]
DK
REF

- 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 NUMBER 1-10]
DK
REF

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 NUMBER 1-10]

DK
REF

- Q4A. And how would you rate the quality of the lands and waters for the specific recreational activities you did? Using a 10 point scale on which “1” means “poor” and “10” means “excellent,” how would you rate the quality of the lands and waters for your specific recreational activities?

[RECORD NUMBER 1-10]
DK
REF

- 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 NUMBER 1-10]
DK
REF

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 NUMBER 1-10]
DK
REF

- 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 NUMBER 1-10]
DK
REF

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 NUMBER 1-10]

DK

REF

- 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 NUMBER 1-10]

DK

REF

- 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 NUMBER 1-10]

DK

REF

SCREEN DESIGN: ROTATE QUESTIONS

[RECORD NUMBER 1-10]

DK

REF

- 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."
- 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."
- Q10C. (FIRST/NEXT) Assuming for a moment that the recreational site you visited was to charge a small fee for entering the site, how likely would you be to return to the same site in the future? Please use a 10 point scale on which "1" means "not at all likely" and "10" means "very likely."

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 NUMBER 1-10]

DK

REF

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 NUMBER 1-10]
DK
REF

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 NUMBER 1-10]
DK
REF

Q14. 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 NUMBER 1-10]
DK
REF

Q15. 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 NUMBER 1-10]
DK
REF

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?

[RECORD NUMBER 1-10]

DK

REF

{IF Q16 = 7-10, ASK Q17; OTHERWISE GO TO SCREENER BEFORE Q17A}

Q17. What are the three main reasons you are **likely** to return to an Army Corps of Engineers recreation site in the future?

1 Has reason (SPECIFY)

2 No reason

DK

REF

{IF Q16=1-4, ASK Q17A; OTHERWISE GO TO INTRO BEFORE QD1}

Q17A. What are the three main reasons you are **not likely** to return to an Army Corps of Engineers recreation site in the future?

1 Has reason (SPECIFY)

2 No reason

DK

REF

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

QD1. What is your age, please?

[RECORD NUMBER OF YEARS 1-150]

DK

REF

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
 - DK
 - REF
-

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

- 1 Yes
 - 2 No
 - DK
 - REF
-

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

- 1 White
 - 2 Black or African American
 - 3 American Indian or Alaska Native
 - 4 Asian
 - 5 Native Hawaiian or other Pacific Islander
 - 6 Other race
 - DK
 - REF
-

QD5. What was your total annual family income in 2005? (*READ CODES 1-7 AS NECESSARY*)
(*READ IF NECESSARY: Before taxes*)

- 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

DK
REF

QD6. Gender (By Observation)

- 1 Male
 - 2 Female
-

PROG. NOTE: APPEND NAME OF USACE SITE VISITED

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	9	3.5	3.5	5.1
	4	3	1.2	1.2	6.2
	5	41	15.8	16.0	22.2
	6	19	7.3	7.4	29.6
	7	43	16.5	16.7	46.3
	8	67	25.8	26.1	72.4
	9	27	10.4	10.5	82.9
	10	44	16.9	17.1	100.0
Don't know	98	3	1.2	Missing	
	Total	260	100.0	100.0	
Mean	7.327				
Valid cases	257	Missing cases	3		

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	3	1.2	1.2	1.2
	2	1	.4	.4	1.6
	3	4	1.5	1.6	3.3
	4	3	1.2	1.2	4.5
	5	17	6.5	6.9	11.4
	6	27	10.4	11.0	22.4
	7	37	14.2	15.0	37.4
	8	73	28.1	29.7	67.1
	9	35	13.5	14.2	81.3
	10	46	17.7	18.7	100.0
Don't know	98	10	3.8	Missing	
Refused	99	4	1.5	Missing	
Total		260	100.0	100.0	

Mean 7.699

Valid cases 246 Missing cases 14

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	1	.4	.4	.4
	3	2	.8	.8	1.2
	4	3	1.2	1.2	2.4
	5	13	5.0	5.1	7.5
	6	21	8.1	8.2	15.7
	7	45	17.3	17.6	33.3
	8	73	28.1	28.6	62.0
	9	51	19.6	20.0	82.0
	10	46	17.7	18.0	100.0
Don't know	98	4	1.5	Missing	
Refused	99	1	.4	Missing	
Total		260	100.0	100.0	

Mean 7.953

Valid cases 255 Missing cases 5

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
	2	2	.8	.8	.8
	3	2	.8	.8	1.6
	4	1	.4	.4	1.9
	5	14	5.4	5.4	7.4
	6	20	7.7	7.8	15.1
	7	33	12.7	12.8	27.9
	8	65	25.0	25.2	53.1
	9	55	21.2	21.3	74.4
	10	66	25.4	25.6	100.0
Don't know	98	1	.4	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 8.178

Valid cases 258 Missing cases 2

Q4A. And how would you rate the quality of the lands and waters for the specific recreational activities you did? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the quality of the lands and waters for your specific recreational activities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	1	.4	.4	.8
	3	4	1.5	1.6	2.4
	4	4	1.5	1.6	3.9
	5	14	5.4	5.5	9.4
	6	11	4.2	4.3	13.8
	7	42	16.2	16.5	30.3
	8	58	22.3	22.8	53.1
	9	50	19.2	19.7	72.8
	10	69	26.5	27.2	100.0
Don't know	98	4	1.5	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 8.130

Valid cases 254 Missing cases 6

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
	1	1	.4	.4	.4
	3	4	1.5	1.6	1.9
	4	3	1.2	1.2	3.1
	5	13	5.0	5.0	8.1
	6	10	3.8	3.9	12.0
	7	28	10.8	10.9	22.9
	8	53	20.4	20.5	43.4
	9	40	15.4	15.5	58.9
	10	106	40.8	41.1	100.0
Don't know	98	1	.4	Missing	
Refused	99	1	.4	Missing	
		-----	-----	-----	
	Total	260	100.0	100.0	

Mean 8.488

Valid cases 258 Missing cases 2

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	4	1.5	1.6	1.6
	3	5	1.9	2.1	3.7
	4	4	1.5	1.6	5.3
	5	23	8.8	9.5	14.8
	6	13	5.0	5.3	20.2
	7	30	11.5	12.3	32.5
	8	51	19.6	21.0	53.5
	9	31	11.9	12.8	66.3
	10	82	31.5	33.7	100.0
Don't know	98	11	4.2	Missing	
Refused	99	6	2.3	Missing	
		-----	-----	-----	
	Total	260	100.0	100.0	

Mean 8.004

Valid cases 243 Missing cases 17

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	9	3.5	3.8	3.8
	3	2	.8	.9	4.7
	4	1	.4	.4	5.1
	5	23	8.8	9.8	14.9
	6	22	8.5	9.4	24.3
	7	34	13.1	14.5	38.7
	8	55	21.2	23.4	62.1
	9	26	10.0	11.1	73.2
	10	63	24.2	26.8	100.0
Don't know	98	21	8.1	Missing	
Refused	99	4	1.5	Missing	
	Total	260	100.0	100.0	

Mean 7.694

Valid cases 235 Missing cases 25

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	10	3.8	4.2	4.2
	2	1	.4	.4	4.6
	3	3	1.2	1.3	5.9
	4	4	1.5	1.7	7.6
	5	27	10.4	11.3	18.9
	6	21	8.1	8.8	27.7
	7	37	14.2	15.5	43.3
	8	64	24.6	26.9	70.2
	9	26	10.0	10.9	81.1
	10	45	17.3	18.9	100.0
Don't know	98	19	7.3	Missing	
Refused	99	3	1.2	Missing	
	Total	260	100.0	100.0	

Mean 7.366

Valid cases 238 Missing cases 22

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	6	2.3	2.6	2.6
	3	4	1.5	1.7	4.3
	4	3	1.2	1.3	5.7
	5	24	9.2	10.4	16.1
	6	23	8.8	10.0	26.1
	7	42	16.2	18.3	44.3
	8	44	16.9	19.1	63.5
	9	37	14.2	16.1	79.6
	10	47	18.1	20.4	100.0
Don't know	98	23	8.8	Missing	
Refused	99	7	2.7	Missing	
	Total	260	100.0	100.0	

Mean 7.552

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	2	.8	.8	.8
	4	3	1.2	1.2	2.0
	5	16	6.2	6.3	8.2
	6	15	5.8	5.9	14.1
	7	48	18.5	18.8	32.8
	8	67	25.8	26.2	59.0
	9	48	18.5	18.8	77.7
	10	57	21.9	22.3	100.0
Don't know	98	3	1.2	Missing	
Refused	99	1	.4	Missing	
	Total	260	100.0	100.0	

Mean 8.055

Valid cases 256 Missing cases 4

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	3	1.2	1.3	1.3
	2	3	1.2	1.3	2.6
	3	1	.4	.4	3.0
	4	6	2.3	2.6	5.6
	5	16	6.2	6.9	12.4
	6	16	6.2	6.9	19.3
	7	29	11.2	12.4	31.8
	8	42	16.2	18.0	49.8
	9	25	9.6	10.7	60.5
	10	92	35.4	39.5	100.0
Don't know	98	18	6.9	Missing	
Refused	99	9	3.5	Missing	
	Total	260	100.0	100.0	

Mean 8.137

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	2	.8	.9	.9
	2	1	.4	.4	1.3
	4	4	1.5	1.7	3.0
	5	19	7.3	8.1	11.1
	6	10	3.8	4.3	15.3
	7	33	12.7	14.0	29.4
	8	60	23.1	25.5	54.9
	9	36	13.8	15.3	70.2
	10	70	26.9	29.8	100.0
Don't know	98	17	6.5	Missing	
Refused	99	8	3.1	Missing	
	Total	260	100.0	100.0	

Mean 8.128

Valid cases 235 Missing cases 25

Q10C. (FIRST/NEXT) Assuming for a moment that the recreational site you visited was to charge a small fee for entering the site, how likely would you be to return to the same site in the future? Please use a 10 point scale on which "1" means "not at all likely" and "10" means "very likely."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	23	8.8	9.1	9.1
	2	8	3.1	3.1	12.2
	3	8	3.1	3.1	15.4
	4	4	1.5	1.6	16.9
	5	28	10.8	11.0	28.0
	6	11	4.2	4.3	32.3
	7	26	10.0	10.2	42.5
	8	36	13.8	14.2	56.7
	9	19	7.3	7.5	64.2
	10	91	35.0	35.8	100.0
Don't know	98	4	1.5	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 7.228

Valid cases 254 Missing cases 6

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
	1	1	.4	.4	.4
	2	1	.4	.4	.8
	3	1	.4	.4	1.2
	4	5	1.9	2.0	3.1
	5	13	5.0	5.1	8.2
	6	14	5.4	5.5	13.7
	7	44	16.9	17.2	30.9
	8	76	29.2	29.7	60.5
	9	37	14.2	14.5	75.0
	10	64	24.6	25.0	100.0
Don't know	98	2	.8	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 8.063

Valid cases 256 Missing cases 4

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	2	.8	.8	2.4
	4	5	1.9	2.0	4.3
	5	46	17.7	18.2	22.5
	6	30	11.5	11.9	34.4
	7	50	19.2	19.8	54.2
	8	58	22.3	22.9	77.1
	9	31	11.9	12.3	89.3
	10	27	10.4	10.7	100.0
Don't know	98	3	1.2	Missing	
Refused	99	4	1.5	Missing	
	Total	260	100.0	100.0	

Mean 7.130

Valid cases 253 Missing cases 7

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	7	2.7	2.9	5.0
	3	6	2.3	2.5	7.5
	4	5	1.9	2.1	9.5
	5	22	8.5	9.1	18.7
	6	19	7.3	7.9	26.6
	7	53	20.4	22.0	48.5
	8	56	21.5	23.2	71.8
	9	29	11.2	12.0	83.8
	10	39	15.0	16.2	100.0
Don't know	98	15	5.8	Missing	
Refused	99	4	1.5	Missing	
	Total	260	100.0	100.0	

Mean 7.266

Valid cases 241 Missing cases 19

Q14. 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	6	2.3	2.4	2.4
	2	3	1.2	1.2	3.6
	3	5	1.9	2.0	5.6
	4	11	4.2	4.4	9.9
	5	23	8.8	9.1	19.0
	6	19	7.3	7.5	26.6
	7	34	13.1	13.5	40.1
	8	55	21.2	21.8	61.9
	9	35	13.5	13.9	75.8
	10	61	23.5	24.2	100.0
Don't know	98	6	2.3	Missing	
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 7.552

Valid cases 252 Missing cases 8

Q15. 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
	3	6	2.3	2.4	2.4
	4	7	2.7	2.7	5.1
	5	21	8.1	8.2	13.3
	6	18	6.9	7.1	20.4
	7	37	14.2	14.5	34.9
	8	55	21.2	21.6	56.5
	9	44	16.9	17.3	73.7
	10	67	25.8	26.3	100.0
Don't know	98	2	.8	Missing	
Refused	99	3	1.2	Missing	
	Total	260	100.0	100.0	

Mean 7.937

Valid cases 255 Missing cases 5

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	1.9	1.9
	2	1	.4	.4	2.3
	3	1	.4	.4	2.7
	4	6	2.3	2.3	5.0
	5	11	4.2	4.3	9.3
	6	5	1.9	1.9	11.2
	7	20	7.7	7.8	19.0
	8	17	6.5	6.6	25.6
	9	24	9.2	9.3	34.9
	10	168	64.6	65.1	100.0
Refused	99	2	.8	Missing	
	Total	260	100.0	100.0	

Mean 8.880

Valid cases 258 Missing cases 2

Q17. What are the three main reasons you are **likely** to return to an Army Corps of Engineers recreation site in the future?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No reason	0	5	1.9	2.2	2.2
Has reason	1	224	86.2	97.8	100.0
.	.	31	11.9	Missing	
		-----	-----	-----	
Total		260	100.0	100.0	

Valid cases 229 Missing cases 31

- 00002 They are beautiful and we enjoy them. They are educational. They are well cared for. They are a source of pride for the whole area.
- 00005 Good for kids. Educational value. Something different to do.
- 00012 I love being on the lake. I pass at least four USACE sites on my way to work every day and they are very nice. They have very nice sites on the lake.
- 00030 Convenience. Safety. Entertainment.
- 00032 It's pretty. The lakes. Picnicking.
- 00036 To get in the water. Recreation. Boating.
- 00053 The lake. Beautiful land. It's presentable.
- 00056 For camping, fishing and pleasure. Enjoyment.
- 00074 Picnicking. Camping.
- 00134 They're good. Well maintained. Safe. Good family locations. Good place to bring a family.
- 00161 They're usually national sites, things that people shouldn't miss. They're places you want to see because they show the United States as it is. Unless you go to some resort or something.
- 00166 Sightseeing.
- 00193 Close to home. There's a big lake to sail on.
- 00249 Convenient. Well maintained. Fun.
- 00276 They have group rates. They have stores on the facilities. They also have a camp post that comes around and helps you. A couple of them are close, easy availability. The scenic view that you have. It's just nice to get back to nature.
- 00294 Value. Location. Facilities. Where we live, there are a lot of sites around that we like to visit. The prices are good compared to a lot of campgrounds.
- 00331 Good job on cleanliness and accessibility. Well established.
- 00354 Family tradition. Location. We promised my father we would go down every year after he passed away.
- 00411 Fishing spots.
- 00513 Hiking.
- 00609 They are marked on maps. Their reputation is solid. Can trust the quality of the projects that they do. Go back because they are familiar.
- 00616 Quality. Convenience.
- 00644 They're nice and clean. Well cared for. I give them a 10.
- 00650 Hunting. Fishing. Hiking.
- 00710 They maintain their integrity.
- 00715 Close to home. Nice place to visit. Nice facilities.
- 00741 It's a day out in nature and you can return to sites you like.
- 00751 Fishing.
- 00756 They have sufficient recreation, the overall appearance and the fact that they are close, not too far away. It looked good, it was clean. I couldn't find anything wrong with it. It's about an hour and a half to two hour drive to get

there. The kids were able to fish, they have plenty of things to ride and play on. I think someone went swimming.

00782 Fishing, boating and picnicking. We do salmon fishing for consumption, not catch and release. Has places to launch a canoe. Has shady places and restrooms available for picnicking.

00827 Very good prices. Good location for camping. Good fishing.

00834 Fishing, hiking, camping.

00854 Relaxing, recreation and site-seeing.

00863 The price, the recreation they have available and the water

00867 We go camping a lot. We enjoyed the last place we went and we will go there again.

00886 Daughter can see nature. Very pretty hiking.

00888 Convenient.

00897 Safety, cleanliness, accessibility. I just like to feel safe when I'm outdoors and I don't feel like I have to lock my camper or anything. When I use the cleaning facility I wanted it to be clean. If you stay in a hotel or motel, you want the cleaning spaces to be clean and this one was clean. I go hiking a lot and it wasn't that long of a hike to get to the area

00953 Joyful. Fishing, animals, camping, all in one.

00963 I travel and I like to explore. I'd take the opportunity to learn and I have kids.

00970 Location, it's close to where I live. The scenery. Low traffic.

00975 Low cost. Clean. Pretty well organized.

00995 Fishing is the main reason. Boating and recreational boating. Camping.

01011 Boating, family outings.

01015 Restaurant near lake. Boating. Barbecuing.

01051 Getting a spot by the water. You can get a spot there if you're early.

01061 Cleanliness. Convenient and well priced.

01065 The location is the main reason to go. Crawfish are great. The surrounding area is close enough to be very accessible. The less developed it is, the better it is. It is such a beautiful drive to get there.

01120 Well maintained, easily accessible, enjoyable.

01148 Convenience, location and activities.

01196 Cleanliness, information and activities.

01186 West Point Lake is located in the LaGrange and my club is out there in the same lake area. It is known to have too much pollution to eat the fish in the lake. It's in Troup County, Georgia.

01201 We've been to them in the past. There's really nothing we're aware of that are similar in experience.

01214 Pleasure, enjoying the outdoors and taking the grandkids.

01257 Beautiful land and convenient, but a little distance.

01313 I just enjoyed the lake.

01321 Education issues are interesting. Picnicking was enjoyable. Stunt kiting grounds were wonderful.

01327 It's clean and well maintained. The facilities and grounds are well maintained.

01333 It's clean, maintained and when you do need information, it is there. There is always help if you need help. There is someone there to ask. They have good facilities. They do a good job.

01357 Set up clean, felt safe, employees nice.

01386 I like the out-of-doors and the cleanliness of the park. I just love the outdoors. I can walk, but not far. It is easy to get around in the Army parks in my wheelchair.

01397 Nobody can interfere with your privacy.

01414 Cleanliness, water activities, locations.

01428 Boating, special events and outdoor recreation.

01433 I have friends there and family there. It's just a very pleasant place.

01444 We like to go camping and they're good places to camp. They're clean, accessible and Detroit Lake is a beautiful place to go. Easy to get into and they have pull-throughs, so with a fifth wheel, that's very nice. I love to camp because it gets me out of the city.

01461 Availability, distance, choice.

01540 Safety, camping, hiking.

01565 Proximity to where I live, the fact that it is free and the fact that it's a good place to go for the water activities I like to do, scuba boating. The lake is crystal clear and very deep.

01595 There is no other recreation place.

01597 Availability, security and cleanliness.

01617 The availability of landscape. There aren't many hills and woods in Iowa and Coralville is one place that has woods with no housing developments. If you don't want to be near people, you can do that there. It's not all accessible. The price is right. It's almost free. As a duck hunter, there are not many expansive waterways besides Coralville Lake and Mississippi Locks and Dams to duck hunt, so that's where I go to duck hunt.

01658 Enjoy the great outdoors, take advantage of the facilities.

01696 That is the only site on the lake.

01704 My brother has a boat and docks there, family gatherings and there really are lots of things to do there.

01720 I use the boat landing a lot. Good condition of boat landing. The concrete ramps are well constructed and the docks are very sturdy and padded nicely and don't scratch the boat. There's a nice fish cleaning station. Overall maintained well, the campgrounds are clean and the bathrooms are nice.

01725 Generally they are well set up. They are safety minded. We just enjoy going to a lot of them. Sometimes we camp. Lake of the Ozarks was excellent for camping. You could rent trailers and boats on the lake and in the caves. This was when my husband was in the Army. In New Mexico, we went to the Lincoln National Forest when my husband was stationed in El Paso.

01753 I like to be on the water and they're right there beside me. Since I float past them or go to dock in their marinas.

01766 Lakes and fish. Some of the largest bodies of water. Close to home, convenient.

01809 They are all very interesting. I think they have always done a good job on navigable waterways and I think they do it pretty well on a budget below other government agencies.

01811 One reason is because Grandma's marathon is there and my daughter will run in it again. The finish line is right in that complex. They like to see the boats and go through the museums. It is a beautiful spot up there. We always enjoy it. It is entertaining. It is very clean and fun.

01815 Close to home and nice.

01816 We do a lot of boating and camping, so we might go again.

01825 Close. Convenient. Cheaper.

01862 Wakeboarding, camping and fishing.

01877 Easy to get to. Offer the types of activities I would do. Picnicking, fishing, recreation, education.

01934 They do a good job with the resources they are given. They do an adequate job of providing a nice environment for swimming, camping, hiking, etc. They try to keep everything up. They do fall short in some places, but tax dollars only go so far. Sidebar: stop giving Congressmen wage increases and put money back into the State Parks and Recreation and Fish and Wildlife.

01957 Something for my kids to do. To be out in nature and to fish probably.

01965 Past experiences. Close by. Clean, safe, enjoyable.

02017 Fishing. Boating. Relaxing.

02038 It's beautiful and they keep it looking nice and clean.

00010 Quality of the site. Convenience of the site. Price is good.

00027 Convenience, appearance, ease of use.

00032 Accessibility, design, convenience. Great picnic and hiking site.

00044 Educational knowledge. Well kept up, clean. You don't find many people in them usually.

00061 Family went there once or twice a year ago. A friend has a place on the water not very far from my house.

00095 Access. We live near there.

00174 For fishing and boating.

00193 There is availability and the lakes are always there.

00238 We do a lot of outdoor hiking. We like beautiful vistas and we like water adventures.

00315 We like to camp and spend time with the grandchildren and we can afford to go there.

00342 It is accessible to my home, it is safe and good for picnicking.

00353 I like to camp and I travel.

00358 Family goes out on Labor Day. We go fishing in the summer.

00367 They filled a need very well. Well maintained. Good value.

00422 We like the lake and we like to swim.

00428 It's nearby and we go boating. It's accessible. It's nearby and we don't have to travel forever.

00524 I enjoy being outdoors.

00544 There are lots of fish. It is beautiful out there because the surroundings are peaceful and quiet.

00548 I like to travel and there are a lot of sites that are interesting and I am sure I will visit them again.

00600 Accessible, trails are clean and clear and there is nice access to the water.

00603 It's right next to us, just behind us about a mile away.

00628 Personal interest.

00640 I think it was well managed, it was clean and I don't think they charge enough for what they do. I think it's a bargain.

00690 Location and I like the site and the services.

00712 I have a cabin there.

00723 I like to fish.

00760 We own property there. We also go for vacationing purposes and it's a very clean area.

00810 Like their fishing. Like the campsites and the location of the campsites. Everyone there is friendly and helpful.

00835 Attractions, dining facility and convenient location

00892 God's beauty of the site, peaceful and serene.

00916 Convenience and accessibility.

00931 The site is near where I live. The site is free. It is a very interesting place to visit.

00955 Accessible, very clean and easy usage.

00991 It's the only place you can go to a lake, no reason not to go.

01010 Isolation, nearby, no fee.

01016 Close to home, natural habitat, price is reasonable.

01063 I like the care given the environment. I like the idea that they are gated, that someone is there and people cannot come and go as they please. I like that there is an overall type of security there. If there is a problem, there is someone to help me take care of it or to take care of it.

01102 Proximity, good facilities, natural attractiveness.

01107 Fishing and camping.

01202 I like to hike and it's close.

01251 In Arkansas, we have several facilities pretty close. My family has some property outside the area there. The third reason is that there is little or no operational charge and I take Scout troops and there is a discount for them.

01260 Location. I like the spot.
01342 Proximity, past experience, accessibility
01347 Easy access, clean, interesting.
01378 Proximity. The size of the park. Usually when I go, it's for hiking or walking a dog, or mountain biking. The bigger it is, the more terrain.
01430 So I don't have to pay for stickers to go on the state side.
01438 We take the Cub Scouts hiking on the hiking trails. We do picnic there some. We've had scavenger hunts in the picnic areas.
01479 Great get-away. We'll take kids next time. Close to home. Had dinner out on a boat on the lake, it was a wonderful experience, we'd like to do that again.
01490 Relaxation, hunting, and fishing.
01491 Convenience and location.
01522 Convenience, scenery, close to home.
01549 Accessibility. It's inexpensive. We enjoy outdoor activities.
01661 Water and camping and location.
01666 To see wildlife, to be surrounded by nature and to hike.
01736 Like to be outdoors. I like trees. I like to go hiking.
01766 Availability by location.
01904 Clean. Well maintained. There were people to talk to when I had a complaint.
01913 The scenery was beautiful, it was fun, and we got a lot of information, so we were well informed, which was nice.
01947 Close, clean and reasonably priced.
01957 I have a son who acts as a camp host for the one of the facilities.
01977 Proximity, the lake is good for kayaking, nice hiking area.
02050 Hiking, boating, enjoy the lodge.
02070 Would like to visit other places, so the chances are good that I will see more of them.
02080 Water. My friends.
02100 Close, very accessible, I like the area.
02131 Fishing for kids, clean.
02161 Nice place, close, well kept.
02179 Educational and cool. Engineering stuff.
02192 Pleasurable. Ambiance, pleasure and accessibility.
02193 Convenience. It's close to me.
02224 Cleanliness, security was great, price.
02233 Near my house, we know what it's like and that we like it. We've had experiences and have friends that go there. It's a clean lake and we can come and go in one day if we need to. The Army Corps of Engineers has done a lot there.
02237 They are ideal locations, they are easily accessible and for the natural beauty.
02267 Fishing.
02276 Convenience, value and the recreational experience.
02388 Nice campground, water activities, location.
02396 It's a nice place to relax and enjoy Nature. They have Jet Skis that I sometimes rent and that's a lot of fun. Sometimes I ride my bicycle down there.
02415 Quality of location.
02473 Close by, lots of Nature, easy parking.
02492 Entertainment, relaxation, something to do.
02526 We like camping, we like to swim and they are convenient.
02689 Good access, good fishing and they try to keep the people from littering in the water.
02700 The cleanliness and it's enjoyable.
02749 Cleanliness. It's well maintained. I feel comfortable when I am there.
02764 Accessible, better than private sites, they are always working on them.

02773 One is 35 miles away that we go to a lot. The one near Lake Ouachita has conferences. When we visit family, we go there for family fun together.

02781 I enjoyed the facility, the convenience of getting to them and all the things to do there.

02842 Only water in Kansas.

02923 I like the outdoors, it's a great stress reliever. I like to get away from the city. It's reasonable.

03036 The fishing, the boating and the camping.

03063 Proximity.

03143 Family is close and it's a good spot to picnic. It's the only recreation spot in the area.

03146 I like Nature.

03241 Being close to where I live. They are well managed and organized. The Visitor Center is helpful. The price is more economical.

03269 Locality.

03284 I like the accessibility they offer. I appreciate the cleanliness of their facilities. I appreciate that they're preserving a piece of Oregon that one would never find on their own. You may have to pay a small fee, but you want to see it.

03299 Nature, the beauty of the area.

03308 Boating, fishing, if children are with me, the parks are wonderful.

03338 Near the ocean, it has an observation deck, it is a beautiful place.

03362 The location, the beach and the playground. The cleanliness and the stock of the fishing pond.

03387 Cleanliness, accessibility and price.

03391 Proximity, cleanliness and price.

03429 Convenience, security and a good place to take family because of good facilities and they don't allow drinking. Convenience, I live near the site.

03448 My sister has a boat there.

03504 They are close by, recreation and convenience.

03563 I like to get out into Nature and get away from big city traffic. The view is great.

03574 Picnicking, fishing and boating. They could plant more trees. That's what most of them are lacking. They need more garbage cans in the parking lot.

03643 Location, simplicity, education.

03673 Close proximity, availability of services and price.

03804 Location. It's the closest one. Texas is a big state and it's a long way to the next park.

03811 I do a lot of motorcycle camping, so it will be just a difference of geographical location from the Chicago area. I do a lot of camping in Wisconsin and they do a good job there, too.

03867 Camping. Outdoor activities. Hunting.

03953 The water, the fishing, the picnicking, hiking, just everything that's there.

04083 Convenience and attractiveness.

04085 We like water. We were just very impressed with the way it was done. We like the area.

04108 Camping.

04110 I like going to the lake. I like the facilities of the outdoor recreation. And it is cheap and economical.

04114 To give my dad supper. To fish and take out the Jet Ski.

04136 Convenience, beauty and accessibility. The setting is beautiful. It's easy to get to.

04189 I work through them.

04275 Location, what it has to offer and a place to go. The site we discussed has a number of things you can do, including hiking, camping and whitewater

rafting. The more opportunities a place has, the more likely it is that I may show up there.

- 04297 Quality, price, accessibility.
- 04367 Well managed, well structured and I just like it.
- 04472 I like the camping and the boating.
- 04487 They are always well kept and there are a lot of things to do there. Location, the sites are always in a very nice place. Near a river or lake, so you have water as well as land activities to do.
- 04488 To have fun with my family, to camp and to swim.
- 04518 Relaxation, sightseeing, boating.
- 04521 They are clean. They are safe.
- 04528 Location, location, location. Proximity to my home. They satisfy my recreational needs. Hunting. Abundance of wildlife attracts me.
- 04530 Swimming, hiking, picnicking.
- 04537 Proximity. Entertainment value. Family value.
- 04546 It's the only thing in the area to go to.
- 04622 They are the only lakes around.

Q17A. What are the three main reasons you are **not likely** to return to an Army Corps of Engineers recreation site in the future?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No reason	0	1	.4	7.7	7.7
Has reason	1	12	4.6	92.3	100.0
	.	247	95.0	Missing	
		-----	-----	-----	
	Total	260	100.0	100.0	

Valid cases 13 Missing cases 247

- 00139 I won't be going anywhere because of my age and health.
- 00447 No way to get there. I'm elderly and I think I will be staying at home. I don't expect to go along with anyone because they have their own families, so I probably won't get there anymore.
- 00698 Not kid friendly. Not enough private camp sites.
- 01073 Average place. More options to choose from at the other sites.
- 01241 Not being maintained. Workers are just standing around wasting taxpayers' money.
- 01324 Lack of personal resources. Children's schedule. My job.
- 01637 I generally do my traveling overseas and I am not a National Parks kind of guy, i.e. a hiker or a camper. I prefer to play tennis.
- 01848 I lost my job and I don't have a car.
- 02009 Site not very well kept up. Dirty. Facilities not modern.
- 00165 Blocked off all the fishing holes after 9/11. They don't have anything recreation-wise. We fish and the mercury levels are high. They are supposed to keep the mercury levels down. And they restrict boat ramps on your own property.
- 01229 Too far.
- 04151 Because I can't see.

QD1. What is your age, please?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	3	1.2	1.2	1.2
	20	3	1.2	1.2	2.3
	22	1	.4	.4	2.7
	23	1	.4	.4	3.1
	24	4	1.5	1.6	4.7
	25	1	.4	.4	5.1
	26	2	.8	.8	5.9
	28	2	.8	.8	6.6
	29	3	1.2	1.2	7.8
	31	3	1.2	1.2	9.0
	32	4	1.5	1.6	10.5
	33	4	1.5	1.6	12.1
	34	1	.4	.4	12.5
	35	5	1.9	2.0	14.5
	36	6	2.3	2.3	16.8
	37	6	2.3	2.3	19.1
	38	4	1.5	1.6	20.7
	39	8	3.1	3.1	23.8
	40	4	1.5	1.6	25.4

QD1. What is your age, please?

	41	3	1.2	1.2	26.6
	42	5	1.9	2.0	28.5
	43	4	1.5	1.6	30.1
	44	12	4.6	4.7	34.8
	45	7	2.7	2.7	37.5
	46	7	2.7	2.7	40.2
	47	7	2.7	2.7	43.0
	48	4	1.5	1.6	44.5
	49	8	3.1	3.1	47.7
	50	12	4.6	4.7	52.3
	51	6	2.3	2.3	54.7
	52	6	2.3	2.3	57.0
	53	9	3.5	3.5	60.5
	54	6	2.3	2.3	62.9
	55	6	2.3	2.3	65.2
	56	7	2.7	2.7	68.0
	57	4	1.5	1.6	69.5
	58	8	3.1	3.1	72.7
	59	9	3.5	3.5	76.2
	60	5	1.9	2.0	78.1
	61	3	1.2	1.2	79.3
	62	6	2.3	2.3	81.6
	63	3	1.2	1.2	82.8
	64	5	1.9	2.0	84.8
	65	4	1.5	1.6	86.3
	66	2	.8	.8	87.1
	67	4	1.5	1.6	88.7
	68	4	1.5	1.6	90.2
	69	5	1.9	2.0	92.2
	70	7	2.7	2.7	94.9

		71	2	.8	.8	95.7
		72	2	.8	.8	96.5
		73	1	.4	.4	96.9
		74	2	.8	.8	97.7
		76	1	.4	.4	98.0
		77	1	.4	.4	98.4
		80	1	.4	.4	98.8
		83	2	.8	.8	99.6
		89	1	.4	.4	100.0
Refused		99	4	1.5	Missing	
		Total	260	100.0	100.0	

Mean 49.891

Valid cases 256 Missing cases 4

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

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Less than High School	1	10	3.8	3.9	3.9
High School	2	44	16.9	17.1	20.9
Some College or Associate Degree	3	83	31.9	32.2	53.1
College Graduate	4	76	29.2	29.5	82.6
Post-Graduate	5	45	17.3	17.4	100.0
Refused	99	2	.8	Missing	
Total		260	100.0	100.0	

Valid cases 258 Missing cases 2

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

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No	0	249	95.8	96.9	96.9
Yes	1	8	3.1	3.1	100.0
Refused	99	3	1.2	Missing	
Total		260	100.0	100.0	

Valid cases 257 Missing cases 3

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

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	241	92.7	94.1	94.1
Black/African American	2	2	.8	.8	94.9
American Indian/Alaska Native	3	6	2.3	2.3	97.3
Asian	4	1	.4	.4	97.7
Native Hawaiian or Pacific Islander	5	1	.4	.4	98.0
Other Race	6	5	1.9	2.0	100.0
Refused	99	4	1.5	Missing	
Total		260	100.0	100.0	

Valid cases 256 Missing cases 4

QD6. Gender (By Observation)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Male	1	128	49.2	49.2	49.2
Female	2	132	50.8	50.8	100.0
		-----	-----	-----	
	Total	260	100.0	100.0	

Valid cases 260 Missing cases 0

STATE STATE

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
ALABAMA	1	1	.4	.4	.4
ARKANSAS	5	10	3.8	3.8	4.2
CALIFORNIA	6	17	6.5	6.5	10.8
COLORADO	8	9	3.5	3.5	14.2
CONNECTICUT	9	1	.4	.4	14.6
DELAWARE	10	1	.4	.4	15.0
FLORIDA	12	6	2.3	2.3	17.3
GEORGIA	13	6	2.3	2.3	19.6
IDAHO	16	2	.8	.8	20.4
ILLINOIS	17	16	6.2	6.2	26.5
INDIANA	18	10	3.8	3.8	30.4
IOWA	19	5	1.9	1.9	32.3
KANSAS	20	8	3.1	3.1	35.4
KENTUCKY	21	10	3.8	3.8	39.2
LOUISIANA	22	2	.8	.8	40.0
MARYLAND	24	3	1.2	1.2	41.2
MASSACHUSETTS	25	1	.4	.4	41.5
MICHIGAN	26	7	2.7	2.7	44.2
MINNESOTA	27	6	2.3	2.3	46.5
MISSISSIPPI	28	2	.8	.8	47.3
MISSOURI	29	14	5.4	5.4	52.7
MONTANA	30	4	1.5	1.5	54.2
NEBRASKA	31	3	1.2	1.2	55.4
NEW YORK	36	1	.4	.4	55.8
NORTH CAROLINA	37	4	1.5	1.5	57.3
NORTH DAKOTA	38	1	.4	.4	57.7
OHIO	39	17	6.5	6.5	64.2
OKLAHOMA	40	13	5.0	5.0	69.2
OREGON	41	8	3.1	3.1	72.3
PENNSYLVANIA	42	16	6.2	6.2	78.5
SOUTH DAKOTA	46	3	1.2	1.2	79.6
TENNESSEE	47	8	3.1	3.1	82.7
TEXAS	48	23	8.8	8.8	91.5

STATE	STATE					
UTAH		49	1	.4	.4	91.9
VIRGINIA		51	4	1.5	1.5	93.5
WASHINGTON		53	5	1.9	1.9	95.4
WEST VIRGINIA		54	6	2.3	2.3	97.7
WISCONSIN		55	6	2.3	2.3	100.0
	Total		260	100.0	100.0	

Valid cases 260 Missing cases 0

BRAND Brand

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Black Warrior and Tombigbee Lakes - ALABAMA	4	1	.4	.4	.4
Beaver Lake - ARKANSAS	6	3	1.2	1.2	1.5
Degray Lake - ARKANSAS	11	3	1.2	1.2	2.7
Greers Ferry Lake - ARKANSAS	15	4	1.5	1.5	4.2
Lake Ouachita - ARKANSAS	18	2	.8	.8	5.0
Millwood Lake - ARKANSAS	19	1	.4	.4	5.4
Norfolk Lake - ARKANSAS	22	1	.4	.4	5.8
Black Butte Lake - CALIFORNIA	32	1	.4	.4	6.2
Carbon Canyon Dam - CALIFORNIA	34	1	.4	.4	6.5
Fullerton Dam - CALIFORNIA	36	1	.4	.4	6.9
Harry L. Englebright Lake - CALIFORNIA	38	1	.4	.4	7.3
Hensley Lake - CALIFORNIA	39	1	.4	.4	7.7
Lake Kaweah - CALIFORNIA	40	1	.4	.4	8.1
Lake Mendocino - CALIFORNIA	41	2	.8	.8	8.8
Lake Sonoma - CALIFORNIA	42	3	1.2	1.2	10.0
Mojave River Dam - CALIFORNIA	44	1	.4	.4	10.4
New Hogan Lake - CALIFORNIA	45	3	1.2	1.2	11.5
Pine Flat Lake - CALIFORNIA	47	1	.4	.4	11.9
S.F. Bay Model Regional Visitor Center - CALIFORNIA	49	3	1.2	1.2	13.1
Stanislaus River Parks - CALIFORNIA	53	1	.4	.4	13.5
Chatfield Lake - COLORADO	57	3	1.2	1.2	14.6
Cherry Creek Lake - COLORADO	58	2	.8	.8	15.4
John Martin Dam - COLORADO	59	2	.8	.8	16.2
Trinidad Lake - COLORADO	60	1	.4	.4	16.5
Lake Okeechobee and Waterway - FLORIDA	71	6	2.3	2.3	18.8
Lake Seminole - FLORIDA	72	2	.8	.8	19.6
Allatoona Lake - GEORGIA	74	2	.8	.8	20.4
Lake Sidney Lanier - GEORGIA	78	2	.8	.8	21.2
Walter F. George Lake - GEORGIA	81	1	.4	.4	21.5
West Point Project - GEORGIA	82	2	.8	.8	22.3
Albeni Falls Dam and Lake Pend Oreille - IDAHO	83	2	.8	.8	23.1
Lucky Peak Lake - IDAHO	84	1	.4	.4	23.5
Carlyle Lake - ILLINOIS	85	2	.8	.8	24.2

BRAND	Brand					
	Illinois Waterway - ILLINOIS	87	2	.8	.8	25.0
	Lake Shelbyville - ILLINOIS	88	3	1.2	1.2	26.2
	Rend Lake - ILLINOIS	91	4	1.5	1.5	27.7
	Brookville Lake - INDIANA	93	2	.8	.8	28.5
	Cecil M. Harden Lake - INDIANA	96	1	.4	.4	28.8
	Monroe Lake - INDIANA	100	5	1.9	1.9	30.8
	Patoka Lake - INDIANA	102	2	.8	.8	31.5
	Coralville Lake - IOWA	104	2	.8	.8	32.3
	Lake Red Rock - IOWA	105	1	.4	.4	32.7
	Mississippi River Pools 11-22 (10 l&d) - IOWA	106	2	.8	.8	33.5
	Saylorville Lake - IOWA	108	2	.8	.8	34.2
	El Dorado Lake - KANSAS	111	2	.8	.8	35.0
	Melvern Lake - KANSAS	118	1	.4	.4	35.4
	Wilson Lake - KANSAS	125	2	.8	.8	36.2
	Barkley Lock and Dam Lake Barkley - KENTUCKY	126	2	.8	.8	36.9
	Barren River Lake - KENTUCKY	127	2	.8	.8	37.7
	Cave Run Lake - KENTUCKY	130	1	.4	.4	38.1
	Greenriver <2 locks> - KENTUCKY	135	1	.4	.4	38.5
	Kentucky River <4 locks> - KENTUCKY	137	3	1.2	1.2	39.6
	Laurel River Lake - KENTUCKY	138	2	.8	.8	40.4
	Nolin River Lake - KENTUCKY	142	1	.4	.4	40.8
	Rough River Lake - KENTUCKY	144	3	1.2	1.2	41.9
	Wolf Creek Dam Lake Cumberland - KENTUCKY	146	3	1.2	1.2	43.1
	Ouachita-Black Rivers (4 l&d, Calion Pool) - LOUISIANA	150	1	.4	.4	43.5
	IWW Delaware R to Chesapeake Bay C + D Canal - MARYLAND	165	3	1.2	1.2	44.6
	St. Marys River - MICHIGAN	171	4	1.5	1.5	46.2
	Duluth-Superior Harbor - MINNESOTA	172	5	1.9	1.9	48.1
	Lake Traverse - MINNESOTA	175	1	.4	.4	48.5
	Mississippi River Headwaters Lakes Project - MINNESOTA	176	1	.4	.4	48.8
	Mississippi River Pool Number 4 - MINNESOTA	181	2	.8	.8	49.6
	Sardis Lake - MISSISSIPPI	194	1	.4	.4	50.0
	Clarence Cannon Dam and Mark Twain Lake - MISSOURI	197	1	.4	.4	50.4
	Clearwater Lake - MISSOURI	198	2	.8	.8	51.2
	Harry S Truman Dam and Reservoir - MISSOURI	199	3	1.2	1.2	52.3
	Longview Lake - MISSOURI	201	1	.4	.4	52.7
	Pomme de Terre Lake - MISSOURI	202	2	.8	.8	53.5
	Stockton Lake - MISSOURI	207	3	1.2	1.2	54.6
	Table Rock Lake - MISSOURI	208	8	3.1	3.1	57.7
	Wappapello Lake - MISSOURI	209	1	.4	.4	58.1
	Fort Peck Project- MONTANA	210	4	1.5	1.5	59.6
	Libby Dam and Lake Kooconusa - MONTANA	211	2	.8	.8	60.4
	Twin Lakes - NEBRASKA	224	1	.4	.4	60.8
	Franklin Falls Dam - NEW HAMPSHIRE	230	1	.4	.4	61.2
	Otter Brook Lake - NEW HAMPSHIRE	232	1	.4	.4	61.5
	Almond Lake - NEW YORK	241	1	.4	.4	61.9

BRAND Brand

B. Everett Jordan Dam and Lake - NORTH CAROLINA	244	2	.8	.8	62.7
Falls Lake - NORTH CAROLINA	246	1	.4	.4	63.1
W. Kerr Scott Dam and Reservoir - NORTH CAROLINA	247	1	.4	.4	63.5
Garrison Dam Lake Sakakawea - NORTH DAKOTA	250	1	.4	.4	63.8
Alum Creek Lake - OHIO	253	2	.8	.8	64.6
Atwood Lake - OHIO	254	2	.8	.8	65.4
Berlin Lake - OHIO	257	1	.4	.4	65.8
Deer Creek Lake - OHIO	264	3	1.2	1.2	66.9
Delaware Lake - OHIO	265	2	.8	.8	67.7
Dillon Lake - OHIO	266	1	.4	.4	68.1
Tappan Lake - OHIO	280	3	1.2	1.2	69.2
Arcadia Lake - OKLAHOMA	286	1	.4	.4	69.6
Birch Lake - OKLAHOMA	287	1	.4	.4	70.0
Eufaula Lake - OKLAHOMA	292	3	1.2	1.2	71.2
Oologah Lake - OKLAHOMA	302	1	.4	.4	71.5
Optima Lake - OKLAHOMA	303	1	.4	.4	71.9
Pine Creek Lake - OKLAHOMA	304	1	.4	.4	72.3
Tenkiller Ferry Lake - OKLAHOMA	308	3	1.2	1.2	73.5
Waurika Lake - OKLAHOMA	309	1	.4	.4	73.8
Bonneville Lock and Dam - OREGON	314	1	.4	.4	74.2
Cottage Grove Lake - OREGON	315	1	.4	.4	74.6
Detroit Lake - OREGON	317	4	1.5	1.5	76.2
Foster Lake - OREGON	322	2	.8	.8	76.9
John Day Lock and Dam, Lake Umatilla - OREGON	325	1	.4	.4	77.3
Beltzville Lake - PENNSYLVANIA	333	1	.4	.4	77.7
Blue Marsh Lake - PENNSYLVANIA	334	2	.8	.8	78.5
Francis E. Walter Dam - PENNSYLVANIA	343	1	.4	.4	78.8
Kinzua Dam and Allegheny Reservoir - PENNSYLVANIA	345	1	.4	.4	79.2
Raystown Lake - PENNSYLVANIA	363	3	1.2	1.2	80.4
Youghiogheny River Lake - PENNSYLVANIA	369	2	.8	.8	81.2
Big Bend Dam Lake Sharpe - SOUTH DAKOTA	371	1	.4	.4	81.5
Cold Brook Lake - SOUTH DAKOTA	372	1	.4	.4	81.9
Oahe Dam Lake Oahe - SOUTH DAKOTA	376	2	.8	.8	82.7
Center Hill Lake - TENNESSEE	377	2	.8	.8	83.5
Cheatham Lock and Dam - TENNESSEE	378	1	.4	.4	83.8
Cordell Hull Dam and Reservoir - TENNESSEE	379	1	.4	.4	84.2
J. Percy Priest Dam and Reservoir - TENNESSEE	381	3	1.2	1.2	85.4
Belton Lake - TEXAS	387	2	.8	.8	86.2
Canyon Lake - TEXAS	389	5	1.9	1.9	88.1
Grapevine Lake - TEXAS	393	2	.8	.8	88.8
Joe Pool Lake - TEXAS	395	4	1.5	1.5	90.4
Lavon Lake - TEXAS	397	3	1.2	1.2	91.5
Ray Roberts Lake - TEXAS	403	3	1.2	1.2	92.7
Sam Rayburn Reservoir - TEXAS	404	2	.8	.8	93.5

