

# American Customer Satisfaction Index

Recreational Visitors  
U.S. Army Corps of Engineers

2008 Customer Satisfaction Survey

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Final Report  
February 2009



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## TABLE OF CONTENTS

<b>I. Introduction and Methodology</b>	<b>4</b>
a. Introduction	4
b. Overview of ACSI methodology	4
c. Customer Segment	5
d. Data Collection	5
e. Reporting	5
f. Customer responses	6
<b>II. Results</b>	<b>7</b>
a. Model Indices	7
b. Customer Satisfaction (ACSI)	7
c. Customer Satisfaction Model	8
d. Drivers and Outcomes of Satisfaction	10
<b>III. Summary and Recommendations</b>	<b>18</b>
<b>Appendix A: Survey Questionnaire</b>	<b>19</b>
<b>Appendix B: Aggregate Scores</b>	<b>29</b>
<b>Appendix C: Non-Modeled Responses</b>	<b>33</b>
<b>Appendix D: Verbatims</b>	<b>37</b>

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# **Chapter I**

## **Introduction & Methodology**

### **a. Introduction**

The American Customer Satisfaction Index (ACSI) is the 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. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

The ACSI is produced through a partnership of the University of Michigan Business School, CFI Group, and the American Society for Quality.

### **b. Overview of ACSI Methodology**

The model on page 8 illustrates the multi-equation, cause-and-effect econometric model that the ACSI uses. Data that is used to run the model comes from surveys of customers. For private sector industries, company scores for the satisfaction index and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by industry 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 public sector (i.e., the federal government agencies), each agency is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI score. The ACSI for the private sector is updated on a rolling basis, with data collected each quarter from 1-2 sectors to replace data from the prior year. Each company or agency is measured annually.

Every federal government agency serves many segments of the public and interacts with both internal and external users. For the first year of ACSI measurement, each agency was asked to identify a major customer segment central to its mission for which to measure satisfaction and the causes and effects of satisfaction. In the years following the initial measurement, government agencies continue to focus on customer segments of similar importance in their studies of customer satisfaction. Results can be used to prioritize future efforts to improve quality and satisfaction and the agency-specific desired outcome. USACE's desired outcome for this study, as in the past, was Trust.

### **c. Customer Segment**

The U.S. Army Corps of Engineers (USACE) chose as its main 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. Data Collection**

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 in Appendix C.

Using the above procedure, one hundred fifty (150) 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 November 11 and December 8, 2008, 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

Below is a table, which shows a comparison of 2008 and 2007 respondent characteristics. The table reflects that the populations from 2008 and 2007 are quite similar along all demographic categories.

	2007	2008
<b>Method of making reservation*</b>		
By phone	57%	56%
By Internet	19%	17%
In-person/On-site	24%	29%
<b>Used any of the following passes during visit to the recreation facility</b>		
Golden Age Passport	4%	7%
Golden Access Passport	2%	3%
Interagency Senior Pass	0%	0%
Interagency Access Pass	1%	1%
Corps of Engineers Annual Pass	4%	3%
None of the above	80%	83%
<b>Age</b>		
Under 30	10%	7%
30-39	17%	16%
40-49	26%	25%
50-59	28%	22%
60-69	14%	22%
70 and over	6%	8%
<b>Highest level of formal education completed</b>		
Less than high school	4%	1%
High school graduate	18%	17%
Some college or associate degree	30%	34%
College graduate	32%	21%
Post-graduate	17%	26%
Refused	0%	1%
<b>Hispanic, Latino or Spanish origin</b>		
Yes	2%	5%
No	98%	93%
Refused	0%	1%
<b>Race</b>		
White	88%	91%
Black or African American	5%	3%
American Indian or Alaska Native	3%	2%
Asian	1%	1%
Native Hawaiian or other Pacific Islander	1%	0%
Other race	3%	3%
<b>Total annual family income in 2006</b>		
Under \$20,000	8%	9%
\$20,000 but less than \$30,000	7%	9%
\$30,000 but less than \$40,000	8%	10%
\$40,000 but less than \$60,000	19%	14%
\$60,000 but less than \$80,000	15%	15%
\$80,000 but less than \$100,000	12%	9%
\$100,000 or more	15%	23%
Don't know	2%	2%
Refused	14%	9%
<b>Gender</b>		
Male	41%	48%
Female	59%	52%
<b>Sample Size</b>	<b>171</b>	<b>150</b>

## 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 defines the outcomes most important to it for the customer segment measured. Each agency also identifies the principal activities that interface with its customers. The model provides predictions of the impact of these activities on customer satisfaction.

The USACE Customer Satisfaction model – illustrated on page 8, should be viewed as a cause and effect model that moves from left to right, with satisfaction (ACSI) in the middle. The circles are multi-question components that are measured by survey questions. The numbers on the arrows represent the strength of the effect of the component on the component to the right. These values represent ‘impacts.’ The larger the impact value, the more effect the component has on the component to the right. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

### b. Customer Satisfaction (ACSI)

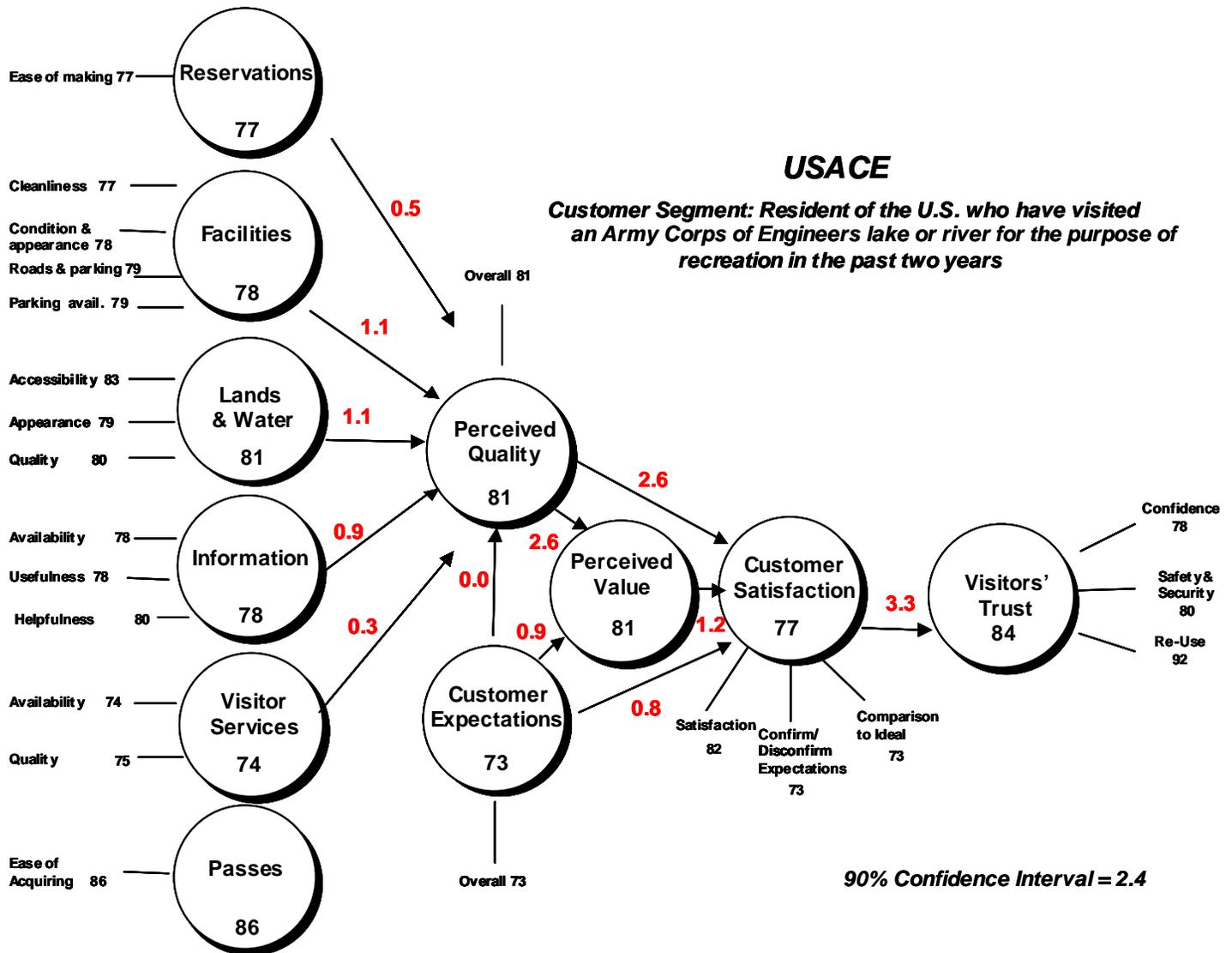
The **Customer Satisfaction Index (CSI)** is a weighted average of three questions, Q22, Q23, and Q24, in the questionnaire in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction (Q22); Satisfaction compared to expectations (Q23); and Satisfaction compared to an ‘ideal’ organization (Q24). The model assigns a weight to each question in a way that maximizes the ability of the index to predict changes in agency outcomes (at the right of the model on page 8).

**The 2008 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 77 on a 0-100 scale.** This is a non-significant increase of 2 points from last year’s result. As the table below shows, the past five years have seen virtually no change in score. The score of 77 is higher than the federal government average which was 69 in 2008.

	2002	2003	2004	2005	2006	2007	2008
<b>Satisfaction (ACSI)</b>	73	76	75	75	74	75	77
<b>Sample Size</b>	246	256	257	251	250	171	150

### c. Customer Satisfaction Model

USACE can use the scores (in circles) and impacts (on the arrows) from the model shown to target areas for improvement that will have the greatest leverage on Customer Satisfaction.



Attribute scores are the mean (average) respondent scores to each individual question asked in the survey. Respondents are asked to rate each item on a 1-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with “0” meaning “poor” and “100” meaning “excellent.”

A component score is the weighted average of the individual attributes comprising the component. A score is a relative measure of performance for a component, as given for a particular set of respondents. The impacts shown are the direct impact that an item has on the

item that follows it. For example, Facilities has an impact of 1.1 on Perceived Quality. Thus, if Facilities were to improve by 5 points to 83 from 78. Perceived Quality would improve by the amount of the direct impact Facilities has on it, 1.1 points. In turn, Perceived Quality has an impact on Value and Satisfaction. Carrying out the math across the entire diagram yields the impact that driver areas such as Facilities have on Satisfaction.

While the diagram on the previous page showed the *direct* impact items have on other areas, the table below shows the *total* impact that each of the driver areas has on Satisfaction, as well as the impact drivers have on value and quality. The Facilities and the Lands & Waters have the highest impact on Satisfaction.

	Impact on Quality	Impact on Value	Impact on Satisfaction
<b>Reservations</b>	<b>0.5</b>	<b>0.3</b>	<b>0.3</b>
<b>Facilities</b>	<b>1.1</b>	<b>0.6</b>	<b>0.7</b>
<b>Lands and Waters</b>	<b>1.1</b>	<b>0.6</b>	<b>0.7</b>
<b>Information</b>	<b>0.9</b>	<b>0.4</b>	<b>0.6</b>
<b>Visitor Services</b>	<b>0.3</b>	<b>0.2</b>	<b>0.2</b>
<b>Passes</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

#### d. Drivers of Satisfaction

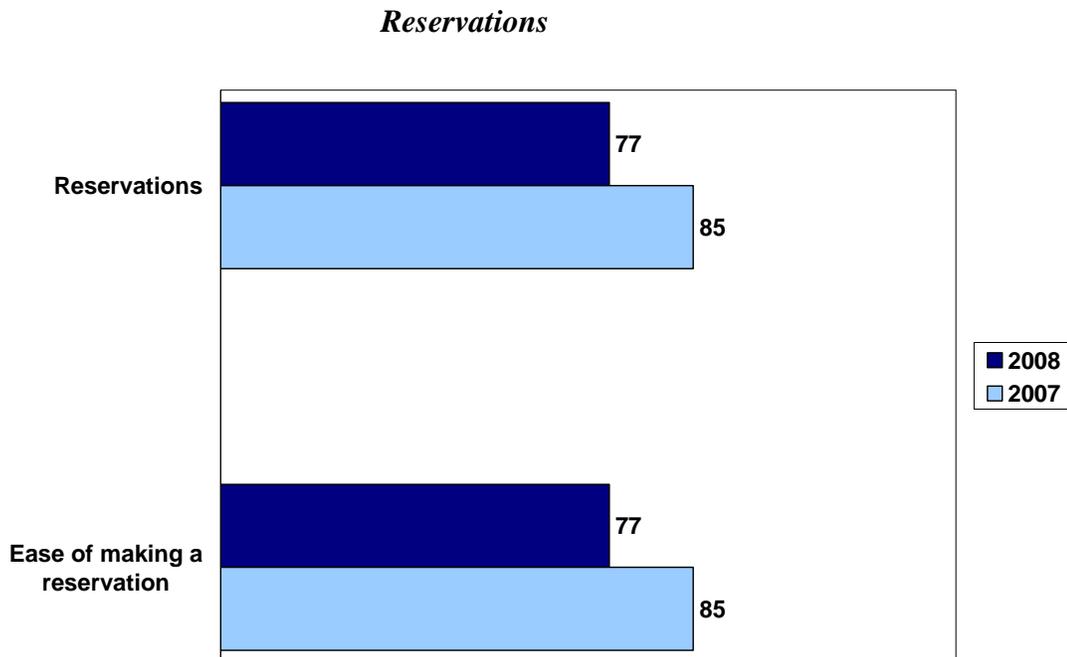
In conjunction with CFI Group, in 2008 USACE identified six activities that interface with its visitors for measurement. Four of these “drivers” are similar to “drivers” of satisfaction selected for the initial USACE study. These four drivers are: Facilities, Land & Water, Information, and Visitor Services. The two new areas added in 2007 were Reservations and Passes.

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. 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. 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 and the quality given the price. The rest of this section will focus on the drivers of satisfaction.

#### Reservations

##### *Impact on satisfaction 0.3*

Reservations has a relatively low impact on overall satisfaction with an impact of 0.3. The only area under Reservations is the ‘ease of making a reservation,’ which received a score of 77. When compared to 2007 results we see a significant 8-point decrease in 2008. Phone was the most popular method of making reservations (56%), followed by in-person (17%) and by Internet (29%).

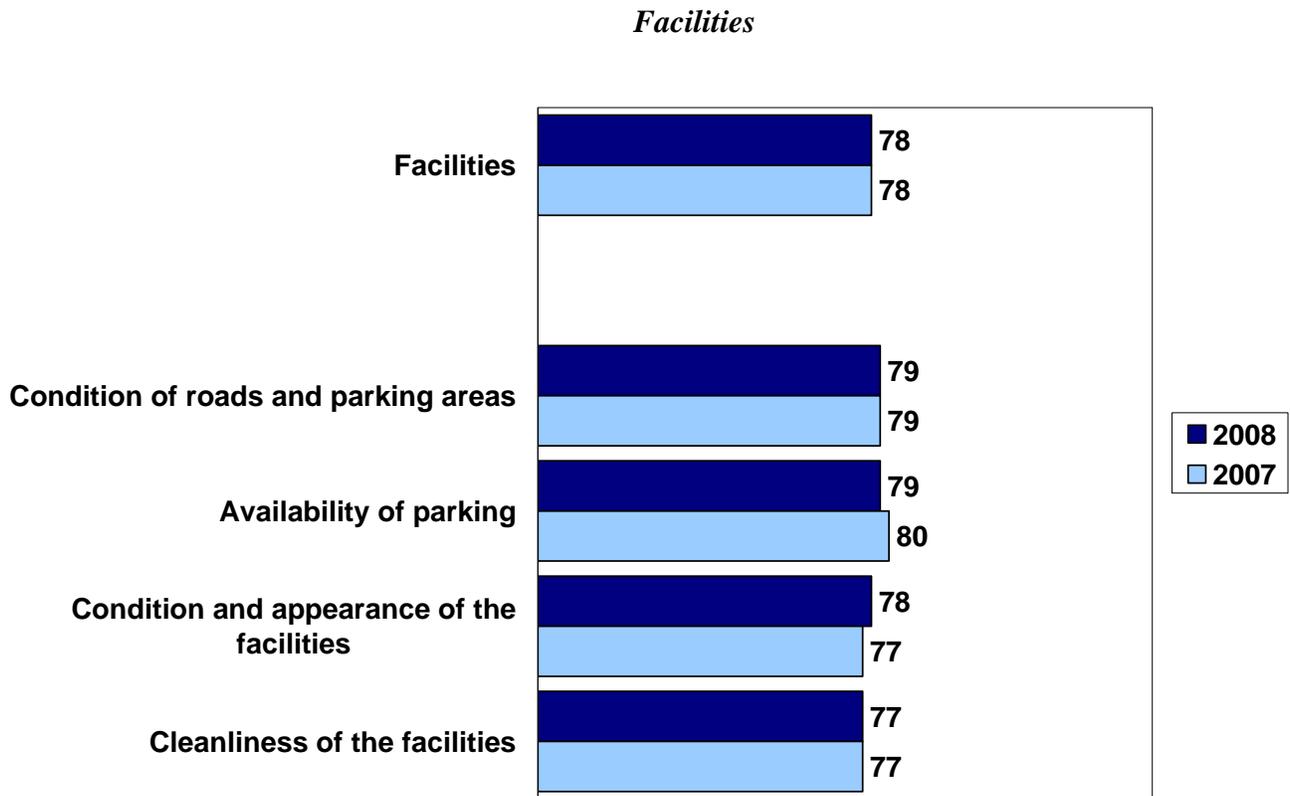


N=82

## Facilities

### *Impact on satisfaction 0.7*

Overall, Facilities has a moderate impact on satisfaction. When looking at comparisons to 2007 results we see that scores remained almost identical with no significant changes. The areas of cleanliness and condition and appearance of facilities are rated at a 77 and 78. Conditions of the roads and parking areas and availability of parking continue to receive positive ratings with a score of 79.



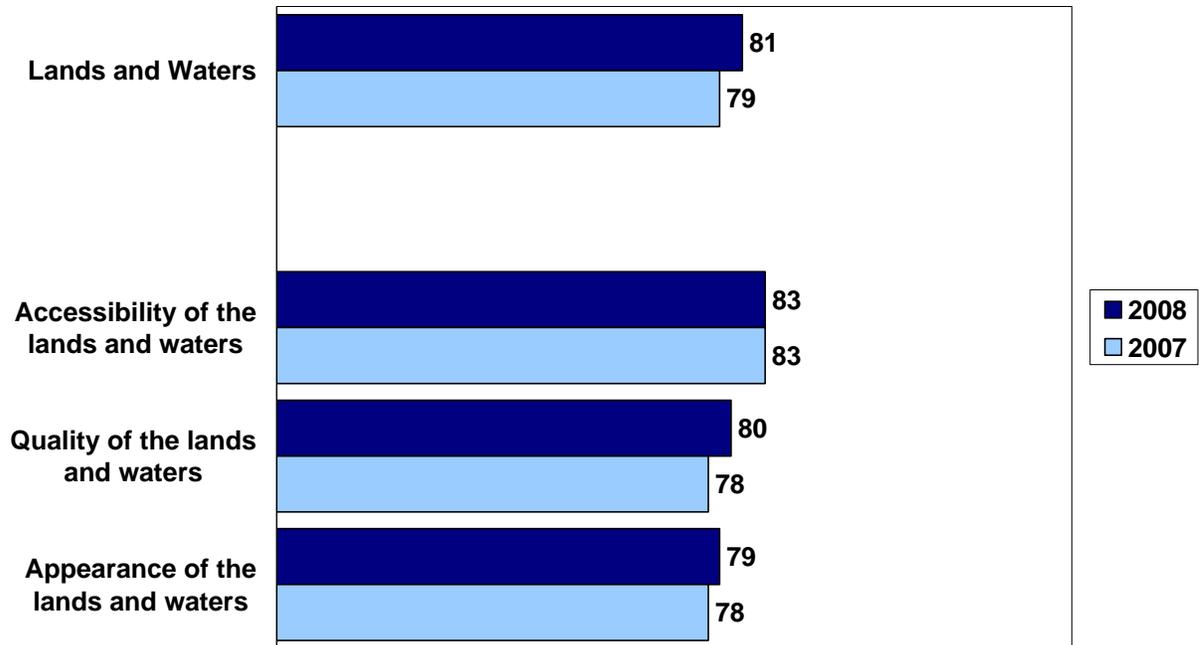
*N=150*

## Lands and Waters

### *Impact on satisfaction 0.7*

Lands and Waters also have a moderate impact on satisfaction. Lands and Waters had a less than statistically significant 2-point increase in the overall score. When compared to 2007 results scores remain quite similar. The accessibility of lands and waters continues to receive highest ratings while the quality and appearance of the lands and waters score slightly lower.

### *Lands and Waters*

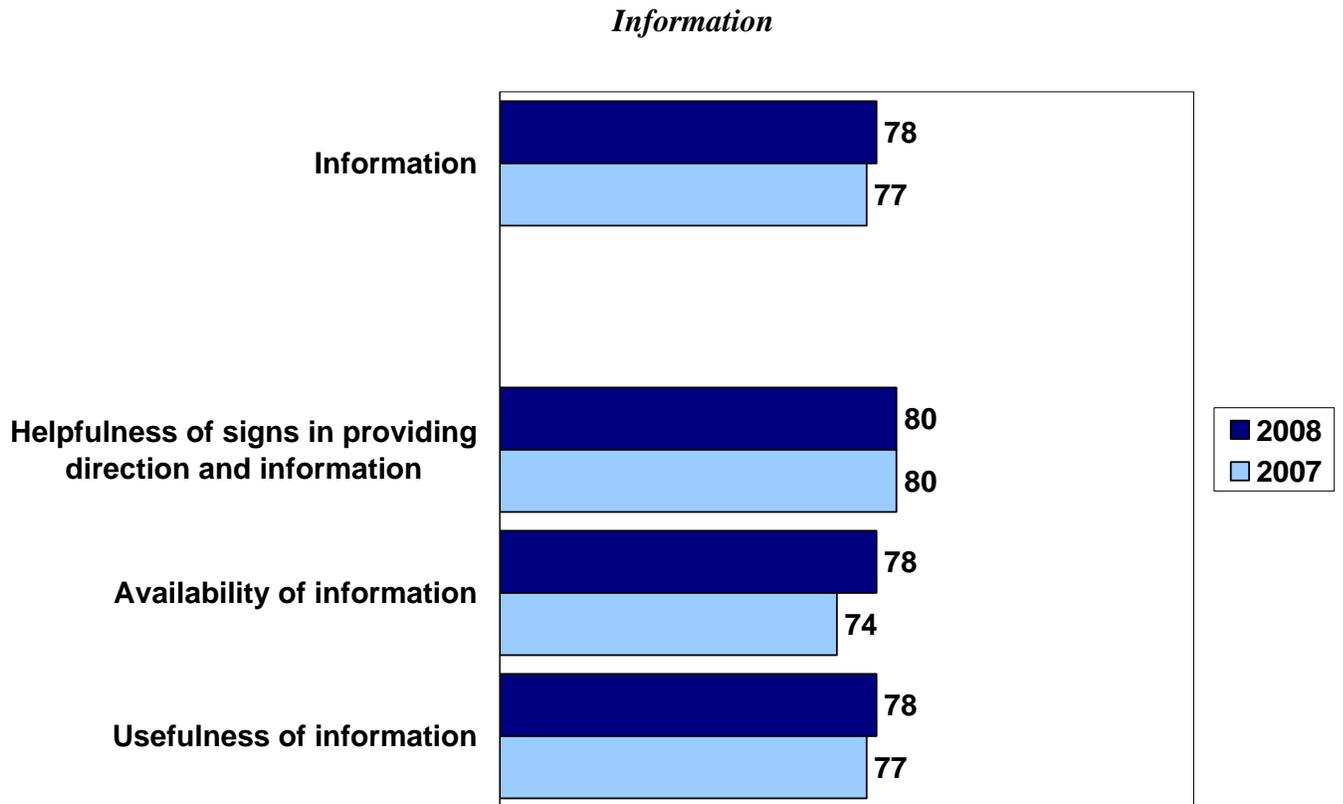


*N=150*

## Information

### *Impact on satisfaction 0.6*

Information has an impact of 0.6 on satisfaction. When compared to 2007 at an aggregate level scores for Information are almost identical. The helpfulness of signs continues to be rated highest at 80. Availability of information saw a 4-point increase and usefulness of information saw a 1-point increase.



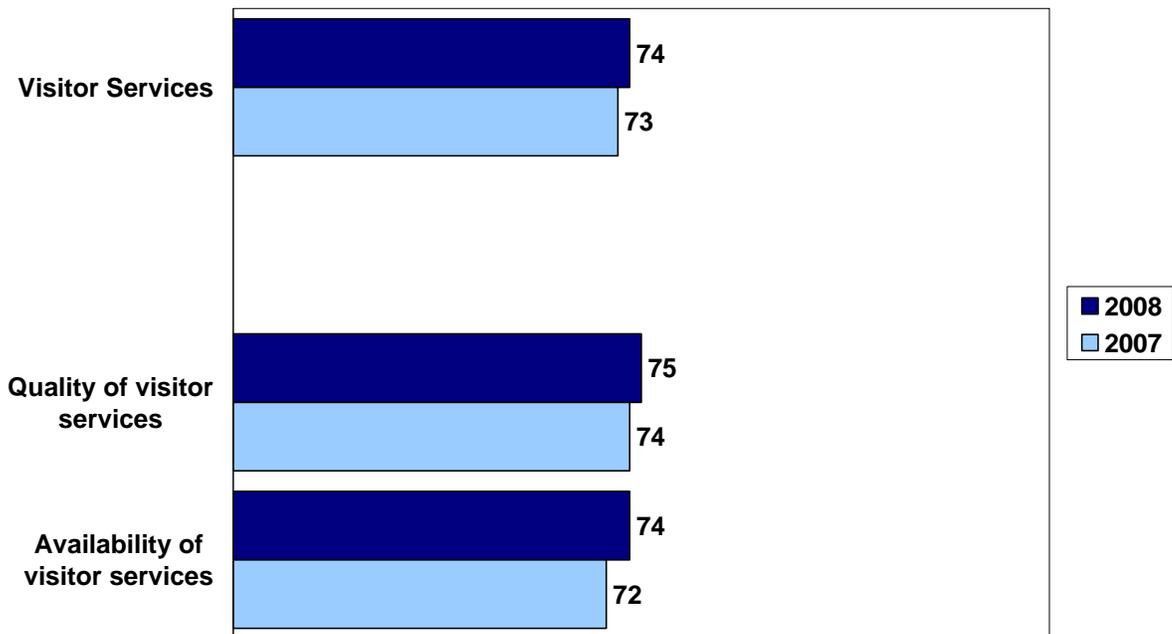
*N=147*

## Visitor Services

### *Impact on satisfaction 0.2*

Visitor services show similar results to last year with both quality of visitor services and availability of visitor services scoring one and two point(s) higher, respectively. These increases are not statistically significant and indicate performance remaining at last year's levels. Visitor Services has a relatively low impact on satisfaction with an impact of 0.2.

### *Visitor Services*

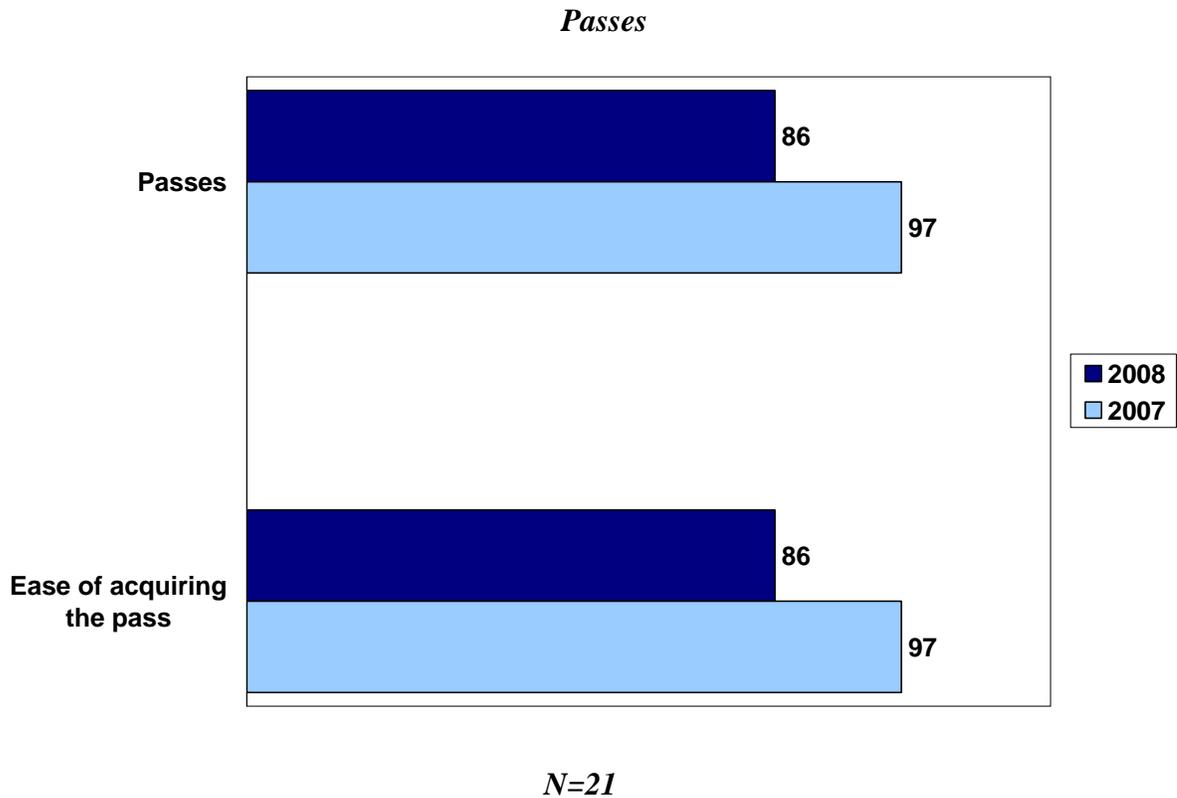


*N=142*

**Passes**

*Impact N/A*

Only 21 responded to the question about ease of acquiring the pass. Therefore, its impact on satisfaction could not be computed. The small group of respondents that answered did rate the area of Passes 11 points lower. As to which passes they used, only 7% of all respondents mentioned using the Golden Age Passport, 3% used the Corps of Engineers Annual Pass, 3% used the Golden Access Passport, and 1% mentioned the Interagency Access Pass.



## Other Drivers

Driver Areas that were discussed in this section, Reservations, Facilities, Lands and Waters, Information, and Visitor Services, impact satisfaction by directly impacting Quality. Quality is the biggest direct driver of satisfaction with an impact on satisfaction of 2.6.

However, Value and Customer Expectations also drive satisfaction directly and indirectly. Below are the direct impacts that Expectations, Quality and Value have on Quality, Value and Satisfaction. Quality has a sizable impact on Value (2.6), while Value has a rather sizable direct impact on satisfaction (1.2).

	Impact on Quality	Impact on Value	Impact on Satisfaction
Expectations	0.0	0.9	0.8
Quality	-	2.6	2.6
Value	-	-	1.2

Scores for the three “other” major drivers of satisfaction, customer expectations, perceived quality, and perceived value, remain similar to results in 2007. As seen in previous years, the gap between what customers expect from the quality of their experiences and what they actually perceive has typically been between 6 to 8 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 entire study.

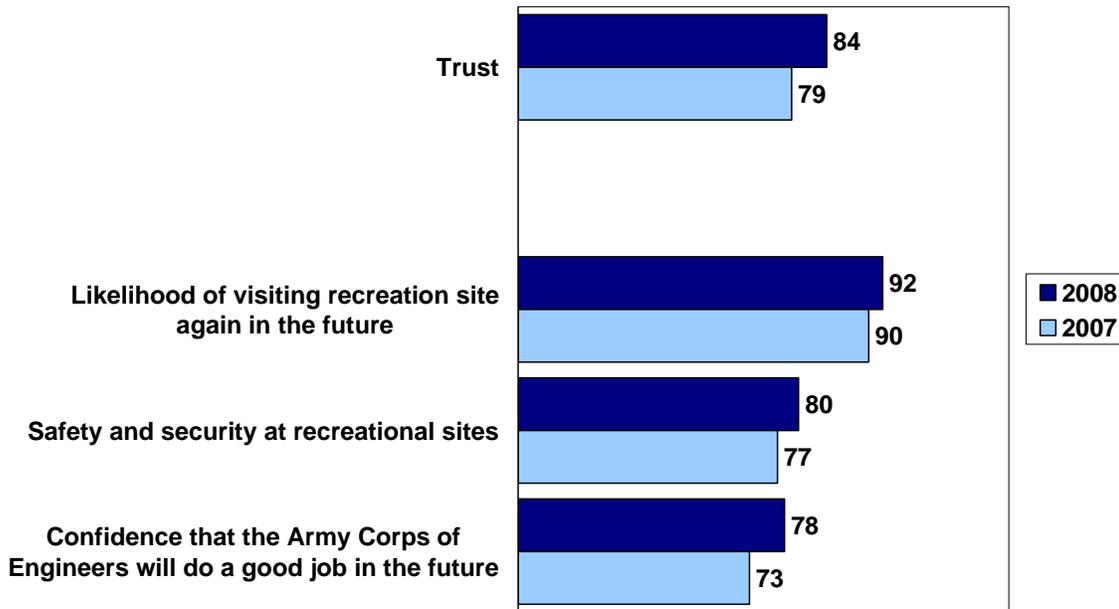
	2002	2003	2004	2005	2006	2007	2008
Expectations	72	73	75	73	72	71	73
Quality	79	80	79	79	78	78	81
Value	80	81	80	81	80	82	81
Sample Size	246	256	257	251	250	171	150

## Outcomes of Customer Satisfaction

### Visitor Trust

The outcome USACE wants from satisfied customers is Visitor Trust. Visitor Trust, as in previous years, was measured by three questions: (Q25) 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; (Q26) how safe and secure do you feel visiting a USACE recreational site; and (Q27) how likely is it that you will visit an Army Corps of Engineers recreation site again in the future.

**The index of Visitor Trust is 84 on a 0-100 scale.** This is a significant 5-point increase from the 2007 score of 79. Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future with a score of 92. Visitors' assessment of safety and security at the sites scores somewhat lower compared to likelihood to return at 80. Confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers continues to score the lowest of the three Trust attributes at 78 but did see a significant 5-point increase in 2008.



Visitor Trust, which from 2002 to 2007 only varied between 79 and 81, in 2008 was rated the highest since the program began at 84.

	2002	2003	2004	2005	2006	2007	2008
Trust	79	81	81	80	79	79	84
Sample Size	246	256	257	251	250	171	150

## **Chapter III**

### **Summary and Recommendations**

Satisfaction with USACE recreation sites was 77 in 2008. This is the highest score yet in the 7 measures conducted for USACE. In addition to satisfaction being at its highest level, visitor trust was also at its highest mark (84). Visitors continue to have a high likelihood of visiting again in the future, feel more safe and secure at the sites and have significantly higher confidence that USACE will do a good job in the future.

While there is positive news in terms of satisfaction and trust, there still are opportunities to improve performance. Most notably, ease of making a reservation was rated significantly lower in 2008. Addressing the reservation process is one area to target for improvement. Most of the other areas that drive perceptions of quality and value were not rated significantly different from last year. Two areas that have the most impact on quality and value, Facilities and Land & Waters had no significant changes from 2007. Visitors continued to give solid ratings to the cleanliness, condition and appearance of the facilities. Lands and waters continue to be rated highest for their accessibility, while their quality and appearance maintain solid ratings again this year.

Signage continues to meet customers' needs as information is found to be available and useful. Visitor Services, while having a low impact on satisfaction was one of the lowest rated areas and should be a secondary area to address. Items to address in Visitor Services include its accessibility and the quality. Respondents continue to find Value in the USACE recreation sites, which has been consistently rated in the low 80s since the initial visitor study. Even if the site charged a small fee for entering the site, visitors would be rather likely to visit again in the future.

Finally, USACE should review the verbatim comments in this report for further detail on specific issues that visitors would like to see improvements. Some frequent mentions include restrooms, cleanliness of sites and access to water. In addition, verbatim comments also include mentions of the positive attributes of sites that are the reason for visitors to return.

## **APPENDIX A : SURVEY QUESTIONNAIRE**

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## U.S. Army Corps of Engineers (USACE) Customer Satisfaction Survey 2008

Hello, I'm (NAME) calling on behalf of CFI Group. We are conducting research on how satisfied users are with services provided by the Army Corps of Engineers at their recreation sites. Your name will be confidential. Your participation is voluntary. 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. This interview will take about 12 minutes and is authorized by Office of Management and Budget Control No. 1505-0191.

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### Screener

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QS1. 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]
- DK [TERMINATE]
- REF

**PROG. NOTE: TERMINATE SCREEN**

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

QA. 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 [TERMINATE]
- REF [TERMINATE]

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### Expectations

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Now, I am going to ask you some questions about the Army Corps of Engineers recreation site, which you mentioned as the area you visited most recently. If you have visited more than one Army Corps of Engineers recreation site, please evaluate only the **one** you visited **most recently**.

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

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## Reservations

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- Q2. Think about when you contacted the Army Corps of Engineers Recreation Services to make a reservation. How easy was it to make the reservation. Use a 10-point scale where “1” means “not very easy” and “10” means “very easy.”
- Q3. Which of the following methods did you use to make your reservation?
1. By Phone
  2. By Internet
  3. In-Person/On-Site
- DK  
REF

---

## Facilities

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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...

- Q4. 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.”
- [RECORD NUMBER 1-10]  
DK  
REF
- Q5. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”
- [RECORD NUMBER 1-10]  
DK  
REF
- Q6. How would you rate the condition of roads and parking areas at the facility? Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”
- [RECORD NUMBER 1-10]  
DK  
REF
- Q7. How would you rate the availability of parking at the facility? Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”
- [RECORD NUMBER 1-10]  
DK  
REF

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## Lands and Waters

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

- Q8. How would you rate the overall appearance of the lands and waters? Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”
- [RECORD NUMBER 1-10]  
DK  
REF
- Q9. How would you rate the quality of the lands and waters for the specific recreational activities you did? Use a 10-point scale on which “1” means “poor” and “10” means “excellent.”

[RECORD NUMBER 1-10]  
DK  
REF

- Q10. How accessible were the land and waters? Use a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible."

[RECORD NUMBER 1-10]  
DK  
REF

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#### Information

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

- Q11. How available was information about recreational sites managed by the Army Corps of Engineers? Use a 10-point scale on which "1" means "not at all available" and "10" means "very available."

[RECORD NUMBER 1-10]  
DK  
REF

- Q12. How useful was the information you obtained about Army Corps of Engineers recreational sites? Use a 10-point scale on which "1" means "not at all useful" and "10" means "very useful."

[RECORD NUMBER 1-10]  
DK  
REF

- Q13. How helpful were the signs throughout the facility in providing directions and information? Use a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful."

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#### Visitor Services

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

- Q14. How would you rate the availability of visitor services at that recreational site? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]  
DK  
REF

- Q15. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Use a 10-point scale on which "1" means "very poor quality" and "10" means "very high quality."

[RECORD NUMBER 1-10]  
DK  
REF

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#### Quality

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- Q16. 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

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Passes

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- Q17. Have you used any of the following passes during your visit to the recreation facility? (Select all that apply)
1. Golden Age Passport (NOTE: PREVIOUSLY ISSUED GOLDEN AGE PASSPORT STILL HONORED BUT AS OF JANUARY 1, 2007 ONLY THE NEW INTERAGENCY SENIOR PASS IS ISSUED FOR AGE-RELATED DISCOUNTS)
  2. Golden Access Passport (NOTE: PREVIOUSLY ISSUED GOLDEN ACCESS PASSPORT STILL HONORED BUT AS OF JANUARY 1, 2007 ONLY THE NEW INTERAGENCY ACCESS PASS IS ISSUED FOR DISABILITY-RELATED DISCOUNTS)
  3. Interagency Senior Pass (NOTE: SERVES AS PROOF OF ELIGIBILITY FOR AGE-RELATED DISCOUNTS)
  4. Interagency Access Pass (NOTE: SERVES AS PROOF OF ELIGIBILITY FOR DISABILITY-RELATED DISCOUNTS)
  5. Corps of Engineers Annual Pass (NOTE: \$30 ANNUAL PASS)
  6. None of the above

[IF Q17 = 1-5 THEN ASK Q18]

- Q18. How would you rate the ease of acquiring the Pass? Please use a 10-point scale where "1" means "not at all easy to acquire" and "10" means "very easy to acquire."

---

Value

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- Q19. 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 NUMBER 1-10]

DK  
REF

- Q20. 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 NUMBER 1-10]

DK  
REF

- Q21. 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."

[RECORD NUMBER 1-10]

DK  
REF

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## ACSI Questions

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

- Q22. 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

- Q23. 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

- Q24. 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

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## Outcomes

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- Q25. 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

- Q26. 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

- Q27. 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 Q27 = 7-10, ASK Q28 THEN GO TO Q30; OTHERWISE GO TO SCREENER BEFORE Q29]

Q28. 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 Q27=1-4, ASK Q29; OTHERWISE GO TO Q30]

Q29. 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

Q30. What improvements would you like to see at the recreation site you visited?

Q31. Where else do you visit for recreation?

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### Demographics

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

QD1. What is your age, please?

[RECORD NUMBER OF YEARS 1-99]  
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

Thank you for your time today. The Army Corps of Engineers appreciates your feedback and will use it to better serve their customers. Have a good day.

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## **APPENDIX B : AGGREGATE SCORES**

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## Table of Scores: USACE - Aggregate

	2007	2008	Sig. Difference	2007 Impacts	2008 Impacts
<b>Reservations</b>	<b>85</b>	<b>77</b>	↓	<b>0.1</b>	<b>0.3</b>
Ease of making a reservation	85	77	↓		
<b>Facilities</b>	<b>78</b>	<b>78</b>		<b>1.1</b>	<b>0.7</b>
Cleanliness of the facilities	77	77			
Condition and appearance of the facilities	77	78			
Condition of roads and parking areas	79	79			
Availability of parking	80	79			
<b>Lands and Waters</b>	<b>79</b>	<b>81</b>		<b>1.0</b>	<b>0.7</b>
Accessibility of the lands and waters	83	83			
Appearance of the lands and waters	78	79			
Quality of the lands and waters	78	80			
<b>Information</b>	<b>77</b>	<b>78</b>		<b>0.0</b>	<b>0.6</b>
Availability of information	74	78			
Usefulness of information	77	78			
Helpfulness of signs in providing direction and information	80	80			
<b>Visitor Services</b>	<b>73</b>	<b>74</b>		<b>0.5</b>	<b>0.2</b>
Availability of visitor services	72	74			
Quality of visitor services	74	75			
<b>Passes</b>	<b>97</b>	<b>86</b>	↓	--	--
Ease of acquiring the pass	97	86	↓		
<b>Expectations</b>	<b>71</b>	<b>73</b>		<b>0.8</b>	<b>1.0</b>
Expectations of overall quality of the recreation site	71	73			
<b>Quality</b>	<b>78</b>	<b>81</b>		<b>3.8</b>	<b>3.2</b>
Overall quality of recreational site	78	81			
<b>Value</b>	<b>82</b>	<b>81</b>		<b>1.7</b>	<b>1.2</b>
Price paid given quality of the site	81	79			
Quality of the site given price paid	82	83			
<b>Satisfaction</b>	<b>75</b>	<b>77</b>		--	--
Overall satisfaction	80	82			
Satisfaction compared to expectations	71	73			
Satisfaction compared to ideal	72	73			
<b>Trust</b>	<b>79</b>	<b>84</b>	↑	<b>4.0</b>	<b>3.3</b>
Confidence that the Army Corps of Engineers will do a good job in the future	73	78	↑		
Likelihood of visiting recreation site again in the future	90	92			
Safety and security at recreational sites	77	80			
<b>Non-modeled Questions</b>					
Likelihood to return to the same site in the future if charged a fee	70	71			
<b>Sample Size</b>	<b>171</b>	<b>150</b>			

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## **APPENDIX C: NON-MODELED RESPONSES**

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	Frequency	Percent	Valid Percent	Cumulative Percent
Alabama River Lakes Woodruff - ALABAMA	1	0.7	0.7	0.7
Black Warrior and Tombigbee Lakes - ALABAMA	2	1.3	1.3	2.0
Beaver Lake - ARKANSAS	2	1.3	1.3	3.3
Degray Lake - ARKANSAS	1	0.7	0.7	4.0
Greers Ferry Lake - ARKANSAS	2	1.3	1.3	5.3
Lake Ouachita - ARKANSAS	2	1.3	1.3	6.7
Lake Kaweah - CALIFORNIA	1	0.7	0.7	7.3
Lake Mendocino - CALIFORNIA	1	0.7	0.7	8.0
Mojave River Dam - CALIFORNIA	1	0.7	0.7	8.7
S.F. Bay Model Regional Visitor Center - CALIFORNIA	1	0.7	0.7	9.3
Sepulveda Dam - CALIFORNIA	1	0.7	0.7	10.0
Cherry Creek Lake - COLORADO	1	0.7	0.7	10.7
Lake Okeechobee and Waterway - FLORIDA	4	2.7	2.7	13.3
Lake Seminole - FLORIDA	2	1.3	1.3	14.7
Allatoona Lake - GEORGIA	3	2.0	2.0	16.7
Hartwell Lake - GEORGIA	1	0.7	0.7	17.3
Lake Sidney Lanier - GEORGIA	7	4.7	4.7	22.0
New Savannah Bluff Lock and Dam - GEORGIA	1	0.7	0.7	22.7
Walter F. George Lake - GEORGIA	2	1.3	1.3	24.0
West Point Project - GEORGIA	1	0.7	0.7	24.7
Lucky Peak Lake - IDAHO	2	1.3	1.3	26.0
Carlyle Lake - ILLINOIS	1	0.7	0.7	26.7
Lake Shelbyville - ILLINOIS	3	2.0	2.0	28.7
Rend Lake - ILLINOIS	2	1.3	1.3	30.0
Brookville Lake - INDIANA	2	1.3	1.3	31.3
John T. Myers Lock and Dam - INDIANA	1	0.7	0.7	32.0
Patoka Lake - INDIANA	1	0.7	0.7	32.7
Salamonie Lake - INDIANA	1	0.7	0.7	33.3
Mississippi River Pools 11-22 (10 I&d) - IOWA	3	2.0	2.0	35.3
Saylorville Lake - IOWA	2	1.3	1.3	36.7
Hillsdale Lake - KANSAS	1	0.7	0.7	37.3
Barkley Lock and Dam Lake Barkley - KENTUCKY	6	4.0	4.0	41.3
Buckhorn Lake - KENTUCKY	1	0.7	0.7	42.0
Green River Lake - KENTUCKY	2	1.3	1.3	43.3
Greenriver <2 locks> - KENTUCKY	1	0.7	0.7	44.0
Rough River Lake - KENTUCKY	1	0.7	0.7	44.7
Red River Waterway (5 locks & dams) - LOUISIANA	1	0.7	0.7	45.3
IWW Delaware R to Chesapeake Bay C + D Canal - MARYLAND	2	1.3	1.3	46.7
St. Marys River - MICHIGAN	1	0.7	0.7	47.3
Mississippi River Headwaters Lakes Project - MINNESOTA	1	0.7	0.7	48.0
Okatibbee Lake - MISSISSIPPI	1	0.7	0.7	48.7
Sardis Lake - MISSISSIPPI	2	1.3	1.3	50.0
Clarence Cannon Dam and Mark Twain Lake - MISSOURI	1	0.7	0.7	50.7
Pomme de Terre Lake - MISSOURI	1	0.7	0.7	51.3
Stockton Lake - MISSOURI	1	0.7	0.7	52.0
Table Rock Lake - MISSOURI	3	2.0	2.0	54.0

Wappapello Lake - MISSOURI	4	2.7	2.7	56.7
Libby Dam and Lake Koocanusa - MONTANA	1	0.7	0.7	57.3
Branched Oak Lake - NEBRASKA	1	0.7	0.7	58.0
Conchas Lake - NEW MEXICO	1	0.7	0.7	58.7
B. Everett Jordan Dam and Lake - NORTH CAROLINA	2	1.3	1.3	60.0
W. Kerr Scott Dam and Reservoir - NORTH CAROLINA	2	1.3	1.3	61.3
Garrison Dam Lake Sakakawea - NORTH DAKOTA	3	2.0	2.0	63.3
Alum Creek Lake - OHIO	1	0.7	0.7	64.0
Berlin Lake - OHIO	1	0.7	0.7	64.7
Caesar Creek Lake - OHIO	2	1.3	1.3	66.0
Deer Creek Lake - OHIO	1	0.7	0.7	66.7
Mosquito Creek Lake - OHIO	1	0.7	0.7	67.3
William H. Harsha Lake - OHIO	1	0.7	0.7	68.0
Arcadia Lake - OKLAHOMA	1	0.7	0.7	68.7
Keystone Lake - OKLAHOMA	1	0.7	0.7	69.3
Sardis Lake - OKLAHOMA	1	0.7	0.7	70.0
Tenkiller Ferry Lake - OKLAHOMA	1	0.7	0.7	70.7
The Dalles Lock and Dam, Lake Celilo - OREGON	1	0.7	0.7	71.3
Beltzville Lake - PENNSYLVANIA	1	0.7	0.7	72.0
East Branch Clarion River Lake - PENNSYLVANIA	1	0.7	0.7	72.7
Raystown Lake - PENNSYLVANIA	1	0.7	0.7	73.3
Tionesta Lake - PENNSYLVANIA	1	0.7	0.7	74.0
J. Strom Thurmond Lake - SOUTH CAROLINA	1	0.7	0.7	74.7
Gavins Point Project - SOUTH DAKOTA	1	0.7	0.7	75.3
Oahe Dam Lake Oahe - SOUTH DAKOTA	2	1.3	1.3	76.7
Cheatham Lock and Dam - TENNESSEE	1	0.7	0.7	77.3
Old Hickory Lock and Dam - TENNESSEE	1	0.7	0.7	78.0
Canyon Lake - TEXAS	3	2.0	2.0	80.0
Grapevine Lake - TEXAS	2	1.3	1.3	81.3
Joe Pool Lake - TEXAS	3	2.0	2.0	83.3
Lewisville Lake - TEXAS	3	2.0	2.0	85.3
O.C. Fisher Lake - TEXAS	1	0.7	0.7	86.0
Sam Rayburn Reservoir - TEXAS	1	0.7	0.7	86.7
Somerville Lake - TEXAS	2	1.3	1.3	88.0
Texoma Lake - TEXAS	5	3.3	3.3	91.3
Waco Lake - TEXAS	1	0.7	0.7	92.0
Wright Patman Dam and Lake - TEXAS	1	0.7	0.7	92.7
Philpott Lake - VIRGINIA	1	0.7	0.7	93.3
Lake Washington Ship Canal - WASHINGTON	5	3.3	3.3	96.7
Beech Fork Lake - WEST VIRGINIA	1	0.7	0.7	97.3
Bluestone Lake - WEST VIRGINIA	2	1.3	1.3	98.7
R.D. Bailey Lake - WEST VIRGINIA	1	0.7	0.7	99.3
Sturgeon Bay and Lake Michigan Ship Canal - WISCONSIN	1	0.7	0.7	100.0
Total	150	100.0	100.0	

## **APPENDIX D: VERBATIMS**

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**Q28. What are the three main reasons you are likely to return to an Army Corps of Engineers recreation site in the future?**

*A nice place to visit, good swimming place and nice boating ramps, quiet and friendly people. Access to the water/lake/river. Inexpensive alternative to access for recreation. For camping. Accessibility, location and convenience.*

*Accessibility, availability and proximity.*

*Accessibility, cleanliness, beauty of the site.*

*Accessibility, price and facilities.*

*Accessibility, very easy to get to. They're clean, overall appearance is good and up to date and repairs are kept up.*

*Accessibility. The main roads to the place are very good, location. There's sites around that I enjoy and they just keep the sites in very good shape.*

*Accessible, clean and not expensive.*

*Aesthetics, convenience, pleasure.*

*Availability, accessibility, price.*

*Availability, launching facilities, camping facilities.*

*Because it very clean, well maintained and it's a nice place to go.*

*Because my sister-in-law lives near it.*

*Better than other places. Overall quality.*

*Bird watching, hiking, and some occasional fishing.*

*Bird watching, wildlife watching and walking or hiking.*

*Boating, hiking, picnicking, camping, cool weather.*

*Boating.*

*Camping, watercraft and hiking.*

*Clean, fun, good for kids.*

*Cleanliness, safety and accessibility.*

*Cleanliness, safety and the lands that Army Corps oversees and the job they do.*

*Close and reasonable in expense.*

*Convenience, entertainment value and price.*

*Convenience, location, cost.*

*Convenience, plenty of things to do, safety.*

*Convenience, quality and cost.*

*Convenience. Location, near where I live and visit family. When I travel, I look for National Forest and Army Corps of Engineers places where I can get in for a minimal amount of money.*

*Convenient and local a lot of things to do and the price*

*Easily accessible, family enjoys it and I know what to expect since I have been there before.*

*Easy access, lots of running room for the kids and they have such a good time there.*

*Enjoy the outdoors.*

*Enjoyment, recreation, variety.*

*Exercise, being in Nature, relaxation.*

*Facilities will be exactly what is advertised, good experience, safe and secure.*

*Family camping, waterskiing and Nature walks.*

*Family goes often.*

*Family outings. Learn more about water sports and enjoy them.*

*Family, for the recreation and for the atmosphere.*

*Fishing and boating.*

*Fishing and camping.*  
*Fishing, boating, camping.*  
*Fishing, clean facilities, lake is not polluted.*  
*Fishing, hunting, wildlife viewing.*  
*Fishing, I like the campgrounds and the scenery. I enjoy the forest area, looking out at the water and trees, watching the dam.*  
*Fishing.*  
*For fishing.*  
*For the recreational fishing and hunting and for family.*  
*Good place for family get-togethers, convenience, you know what to expect when you get there.*  
*Good place, good location, good fishing and clean.*  
*Good price, they are clean, don't have to worry about people around you.*  
*Had a good time.*  
*Had enjoyable times and easy access.*  
*I do Nature hikes, I observe and photograph wildlife and I prefer areas that limit motorized vehicles because they are bad for wildlife.*  
*I enjoy hiking, my husband enjoys fishing and we enjoy Nature.*  
*I enjoy it. I think it's scenic and it's convenient. It's close to home.*  
*I enjoyed it when I went there before. A good time without spending money. Time with Nature.*  
*I just like going to them. Scenic, well-marked, accessible, good atmosphere, secure, safe, well maintained.*  
*I like the area and they have good facilities and they were clean.*  
*I like the scenery. I have a boat and I just enjoy going to the lake. Fun and tubing and skiing and all that good stuff. I also have a child and she enjoys it.*  
*I like the site I go to, it's not too far and a very nice place.*  
*I like water skiing, hiking, fishing. Those are all available there.*  
*I liked it. It's beautiful.*  
*I live in that area.*  
*I love the outdoors, we have family in the military and we enjoy all the natural resources like fishing, camping and swimming.*  
*I'm right next to it, the lake for fishing, picnicking.*  
*It is a good way to spend time with my family.*  
*It is clean, it is accessible to the water and the people who work there are very friendly.*  
*It is close to my home, it is an unusual outing and I enjoy the wildlife.*  
*It is close to my home.*  
*It's a very convenient location, close to where we live, an easy, quick getaway. The lake area is wide open and we feel it is a safe area for our water vehicles. We feel safe with our children.*  
*It's about five minutes out my door, relaxing.*  
*It's beautiful. There's access for our boat and there's good fishing.*  
*It's close, they have nice bike trails and it's a nice lake to get out on the water.*  
*It's my favorite place to go, very well kept and is very clean. Boat ramp is not that great, it's adequate, but I've seen better.*  
*Just a place to go because we live nearby.*  
*Lakes, water parks for the kids.*  
*Like to swim, you can walk there, sit in the sun.*  
*Live five miles from the lake.*  
*Location, cost.*  
*Location, facilities and recreational amenities.*

*Location, facility, and accessibility.*

*Location, the niceness of the facilities and the price.*

*Location, well maintained and close by.*

*Location.*

*Location.*

*Management, security and customer service.*

*My daughter lives there. It has many childhood memories for me.*

*My family has a house on the lake. I grew up there and go home every summer. I grew up on that lake. It's fun. My kids make me.*

*My main interest is fishing and I like to fish the lakes.*

*Own property in the area, accessibility, pleasure.*

*Physical location compared to where I live. The facilities that they have. The scenery.*

*Price, fun, location.*

*Price, location, availability of services.*

*Price, value and cleanliness. The availability of the items that they have there is pretty good.*

*Readily available and reasonably priced and the people I go with like to go as well.*

*Reasonably priced, clean and fun.*

*Recreational opportunities, condition of the areas and locations of the areas.*

*Safe, clean, very accessible.*

*Sailing.*

*Security, cleanliness.*

*Security, lot sizes of the sites and lake size.*

*Ski in Midwest.*

*The availability, it's close to my house. It's not a populated area. It won't get overpopulated. I know it's not a real busy place.*

*The availability. I enjoy fishing and ski activities. It is a family place.*

*The care of the site, the appearance of the site and cost.*

*The convenience and the price. The facilities.*

*The hiking trails, the water activities (boating) and really close to me. Proximity.*

*The lake, the restaurant and the hotel.*

*The natural setting was nice. I like the wildlife. I like the trails.*

*The overall experience was good. The facility was clean and well kept up overall and the workers there were very friendly. It is much better for recreational activities since the lake is higher this year than last year.*

*The quality of the setting, the overall performance of staff. To expand knowledge of various topics and locations.*

*The quality of the sites.*

*The water.*

*There is a lot to do there. You can walk on walkways on paths. You can take the grandkids and they can play there.*

*They always have good facilities, they're always somewhere interesting and we always have a good time. Restrooms are always nearby. They're always well maintained.*

*They are always attractive and they are kept up. They are always clean.*

*They are just very helpful.*

*They are nice places to go to. We go out to have a good time and we have a good time.*

*They are usually clean. It's a good place to get together. It is fairly close to home.*

*They're accessible.*

*This site runs athletic events. Location and facilities, hiking, water etc.*

*To be outside.  
To get the kids outdoors, to get exercise, it's enjoyable.  
To get together with families, fishing and water activities, picnics.  
To go fishing, swimming, camping.  
To take my dog running, they have a dog run. To spend some quality time with my family. To enjoy the outdoors and Nature.  
To take nature walks. To admire the beauty.  
Vacation time. We like nature. Like a nice botanical garden or museum.  
We enjoy being outside. Some historical value. There is boating, picnicking and hiking. Leaf peeping.  
We like to fish and it's right there.  
We like water sports.  
Well kept, beautiful and accessible facilities.  
Well maintained, beauty, to check out something new.*

**Q29. What are the three main reasons you are not likely to return to an Army Corps of Engineers recreation site in the future?**

*Because I don't go by myself.  
Poor information.  
We have no water at the lake, it's down about 20 feet. It's a lot of paperwork to get a site.  
There's lots of people that come. It's very crowded.*

**Q30. What improvements would you like to see at the recreation site you visited?**

*A few more places to put campers.  
A few more signs on the main road to the lake.  
A higher water level in lake, something that has to come from nature.  
A lot more friendly hosts and security.  
Better bathrooms.  
Better boat launches.  
Better facilities, water and sewer hook-ups, cable TV.  
Better kept roads, better access to the water, more personnel.  
Better marina, more handicapped accessible spots.  
Better parking facilities.  
Better parking.  
Better rest facilities at the campgrounds.  
Better signs directing you to the different sections of the park and better information about the park.  
Better toilet facilities, buildings, they've been building new ramps.  
Bigger docking areas to load and unload boats and jet skis and ski-doo's.  
Clean bathrooms.  
Clean it up.  
Clean the bathrooms.  
Cleaner restrooms.  
Cleaner showers.*

*Do a better job cleaning.*

*Do better on the beaches, fewer goose droppings.*

*Docks upgraded and maybe more campsites.*

*Establish and maintain a Visitors Center. Currently there is no Visitors Center, therefore educational opportunities are limited in that location. I think they should establish lodges and cabins. Currently the only recreational accommodations are camping sites which we use. If they had the lodges and cabins, they would be more inclined to provide educational and recreational opportunities for the visiting public.*

*Fix the swimming areas, maybe move the buoys out because the water's low. More rangers because I do see people sneaking and drinking and driving.*

*Have a change maker at the entrance where they make you pay to enter. I only had a 20 dollar bill and they couldn't change it so I could pay the 4 dollar entrance fee.*

*I like the fact that they extended the ramps for the boats at all the facilities due to the low water levels.*

*I went there to observe a crew regatta and it would be good if they had more crew facilities for both the home and visiting team so the regatta can better run better, especially when the weather is not great.*

*I wish they would supply firewood.*

*I would like more land set aside for clean water, less growth in agricultural zones, no strip malls.*

*I would like more space so you can sit down, like a beach.*

*I wouldn't mind if there were more information about the wildlife and the site. I wouldn't mind if there were staff because it gets kind of creepy walking around there sometimes.*

*I'd just like to see it neater, cleaned up better, everything in place. Trash receptacles, just everything nice when you go camping. Utilities.*

*I'd like to see better controlled jet skis and those kind of things, boats aren't too bad, but jet skis are.*

*I'd like to see them put in cabins and a lodge so I could stay overnight, just like they do in state parks.*

*Improve maintenance.*

*Improvements for the road. Some of the paved roads needed repaving. Some of the boat landings need more maintenance. There are potholes in the area of the boat landings from usage.*

*Increase river and lake patrols in the area.*

*Internet service. WiFi wireless Internet.*

*It would be nice to see a few more personnel. It seems to me that the quality or something else has fallen off slightly because of not enough people to do the work.*

*I've seen plans that they're going to extend the bike trails from Grapevine to Coppell.*

*Keep up the maintenance.*

*Less traffic. More points of entry. An express lane for people with annual passports.*

*Lifeguards.*

*Lower fees to get into the park or area.*

*Lower prices.*

*More availability of covered picnic tables.*

*More bathrooms.*

*More changing facilities.*

*More cleanliness.*

*More electrical outlets at campgrounds.*

*More fishing spots.*  
*More garbage facilities and more restrooms.*  
*More hiking trails.*  
*More investment to keep it updated and more modern.*  
*More personal attention.*  
*More portable toilets.*  
*More recreational rental availability, more things to rent, more activities.*  
*More restrooms, more water in the lake.*  
*More restrooms.*  
*More shower facilities.*  
*More sites.*  
*More swimming area, I'd say cleaner water, but that's hard to do. A little more security.*  
*Bathrooms maybe.*  
*More trees. Maybe more garbage cans for trash.*  
*More water, when we went there it was a little on the low side in the summer.*  
*More water.*  
*More water.*  
*No glass or trash pickup on a regular basis.*  
*No loose dogs. Dogs should be on a leash, so they don't jump up on picnic tables and eat the food.*  
*Not letting out all the water in the lake. They have to let out so much out every day for electric.*  
*Parking closer to the water.*  
*Parking.*  
*Probably more bath houses.*  
*Recycling.*  
*Roads. Stocking the facilities.*  
*Showers in the bathrooms. They run out of water sometimes and showers would really help the situation. They just put up new bathrooms the other day.*  
*The bathrooms need to be cleaner and sanitary. The parking lot needs a lot of help, there were big chunks out of the asphalt when we were there.*  
*The bathrooms need to be cleaner.*  
*The bathrooms. Anything you could do to make it more comfortable.*  
*The cost was prohibitive. It wasn't really expensive, but I didn't have money at the time and if it wasn't for that we would have visited more often. Maybe some kind of lifeguards. First aid availability. Handicap accessibility.*  
*The roads and parking areas are deteriorating. One of the bathrooms looks beyond repair.*  
*There needs to be more funding for basic upkeep.*  
*The roads need to be improved.*  
*There needs to be more hotels, motels, and eateries.*  
*Too open, most places are side by side and it would be nice to have more natural space between campers. Too polished and clean.*  
*Upgraded boat ramps.*  
*Water was not easily accessible. Make it more accessible. Water area was too small for the whole site.*  
*We need water.*

**Q31. Where else do you visit for recreation?**

*I visit a trailer park adjacent to the beach in San Diego. There is a park in Riverside county called Bogart Park.*

*National forests, and state parks (any state). I travel and do puppets and stay at state parks a lot. National parks, too.*

*Lake Satwakagea, Cross Ranch.*

*Virginia Beach, North Carolina.*

*Seashore or beach. Considering an Amtrak trip to the West.*

*Port Stevenson, Lewis and Clark State Park.*

*Arbor Hills.*

*Europe, ballgames, golf.*

*City parks. Bowling alleys, ice skating rinks, libraries, movie theatres and museums.*

*All over, Lake Grapevine.*

*Cattle Lake.*

*National parks and city parks.*

*Coralville Reservoir.*

*Maine, North Carolina, Georgia.*

*Beaches.*

*Ocean beaches.*

*Park in the Dothan.*

*Other rivers.*

*Lone Creek, Lone Rivers.*

*Disney World, Clearwater Beach, Sea World.*

*Yellowstone, Grand Tetons, Arizona.*

*McBride or the river. I go to a lot of different places on the river. Mississippi River.*

*Silver Dollar City.*

*Louisiana, Texas, Florida.*

*King's Island. Disney World.*

*National Seashore, Padre Island Texas.*

*Long Lake, Minnesota Lake, Sharp SD. Missouri River Dams.*

*City parks. State parks.*

*Campground, Jackson, Missouri.*

*Occoquan Wild Refuge.*

*Park City, Utah. Up in the mountain. We had the Golden Pass and went to several parks.*

*Mammoth Caves in Kentucky.*

*All rivers.*

*Museum, opera, musicals.*

*Pawnee Lake.*

*Salamonie Lake.*

*Florida.*

*Land Between the Lakes.*

*Hammock State Park, bowling alleys.*

*The beach, local parks.*

*Mountain View, Arkansas.*

*Des Moines city parks and some state parks in the area. I run a lot, so city streets.*

*Branson and St. Louis.*

*State parks, Jim Edgar, Coffeen Lake.*

*On the beach by the Atlantic Ocean. Salamonie. It's nice and I love to be on the beach.*  
*Mississippi River, woods, fields.*  
*Toledo Bend Lake, Texas.*  
*Alabama state parks, national parks out West.*  
*Woodward Reservoir, California.*  
*Portage Lakes.*  
*Florida, Mexico, Finland, Canada, local New Jersey and New York.*  
*Old West Frankfort Lake, Hamilton Lake.*  
*A stream from Spring Creek, it's county owned.*  
*Gun Lake.*  
*National wildlife resorts. Mountain hiking.*  
*The John Day Dam. The McNary Dam.*  
*National parks.*  
*Local area parks, state parks, national parks and wildlife refuges. I also use trails that are available that are not part of state trails.*  
*Various campgrounds.*  
*If I'm going on vacation, I usually head west. Recently we went to Georgia. I want to go to Williamsburg. Yellowstone. I'm going to Montana, Glacier National Park.*  
*Ozark Mountains.*  
*Arbor Hills Nature Preserve, Lake Lavon, Glen Rose Park.*  
*Gym, bike riding, exercise, scuba diving, camping and hiking.*  
*Warm Springs, Georgia.*  
*Skaget River Parks, New York, fishing, skiing, hiking and boating.*  
*To the mountains.*  
*Local parks.*  
*Local parks.*  
*Kentucky Lake.*  
*We take trips to Disney World, spring break trips to Phoenix, family events, a lot of the Army Corps stuff is through Boy Scouts, caving, swimming, mountain climbing.*  
*Bruce Knobb, West Virginia, Yellowstone, Grand Canyon, Arches State Park in Utah.*  
*Various national forests and BLM lands.*  
*Fall Creek Falls, Bull Scholls Lake, Enid Lake.*  
*Petit Jean Mountain.*  
*Lake Rathburn, we go all over the place.*  
*Lake Georgetown and Barton Springs.*  
*A dam in Huntsville, Alabama and another that is owned by Alabama Power.*  
*National parks and national historic sites and battlefields.*  
*Land Between the Lakes, Natural Bridge State Resort Park, Lake Cumberland.*  
*Colorado, Yellowstone National Park, Arkansas.*  
*Disney World and stuff like that.*  
*Different parks.*  
*Cruises and casinos.*  
*I go to Florida. I went on a cruise and I go fishing.*  
*The Ocean Five Resort, SD for skiing, parks.*  
*Lakes and dams, Lake Ouachita, Lake Hamilton, Lake Catherine.*  
*State parks.*  
*Parks, lakes, rivers, hiking trails.*  
*Smith Mountain Lake.*

*We've been many places. Yellowstone National Park.  
Everywhere.  
Campsites, Fort Madison, Carpenters Park, Otter Lake.  
Eastern Washington, Orondo River Park, Lake Washington County Parks.  
The Cape, Everglades, Dry Tortugas, Grand Canyon, Yellowstone, Big Bend.  
Canada once a year, my two sons live in South Carolina and I spend time down there and I go there to visit.  
Family in Missouri.  
We just go to places that we can drive to.  
New York, the parks where I live.  
National parks and forests.  
Theme parks, travel with the seasons.  
State parks and Caesar Creek. Dillon Dam. Ium Creek.  
Tablerock Lake, MO, Grand Lake, OK, Gulf of Mexico.  
Movies, out to dinner, drive out of state for visiting and fun.  
Lake Weiss, Alabama.  
Hulser Lake.  
Snow skiing, have a beach house in Florida, visit the Chicago area.  
State parks.  
Texas State Park, Missouri, Florida, Vail, Colorado.  
Yellowstone Park.  
Barkley Lake, Kentucky Lake, Lake Barkley, Dolans Lake, Forbes Lake.  
Lake Ray Roberts.  
State parks. City parks.  
Lake Erie, Pymatuning Lake, Conneaut Lake.  
Toby Hanna State Park, Jones Beach State Park, Wallenpaupack.  
State and federal forest preserves, local hiking trails and paths, things of that variety.  
Sporting events.  
The beach.  
Mill Creek Park and several other parks that are free. Liberty Lake. Packer Park in Warren.  
McKinley Memorial.  
Big Sky, Montana, skiing.  
To the regular parks with my kids.  
Kentucky and Indiana state parks.  
King's Island, Sharon Woods, local parks.  
Disney World, St. Lawrence River, natural and historic attractions.  
Ocean, Everglades, golf courses.  
Salamonie Reservoir, Huntington, IN.  
Polly's Island. Litchfield and Folly Beach.  
Ray Roberts Lake.  
Yellowstone National Park, South Dakota national parks.  
Various California missions.  
Ansa Barago, desert sites, Santa Monica Mountains, the Palasades, redwood forests, most national parks, Reelfoot Lake in Tennessee, Horseshoe Lake in Illinois, Florida.*