



United States
Department of
Agriculture

Forest Service

Natural Resource
Manager

National Visitor
Use Monitoring
Program



Last updated:
28 September 2016

Visitor Use Report

Huron Manistee NF

USDA Forest Service

Region 9

**National Visitor Use Monitoring
Data collected FY 2007**

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1. INTRODUCTION

1.1. Scope and purpose of the National Visitor Use Monitoring program

The National Visitor Use Monitoring (NVUM) program provides reliable information about recreation visitors to national forest system managed lands at the national, regional, and forest level. Information about the quantity and quality of recreation visits is required for national forest plans, Executive Order 12862 (Setting Customer Service Standards), and implementation of the National Recreation Agenda. To improve public service, the agency's Strategic and Annual Performance Plans require measuring trends in user satisfaction and use levels. NVUM information assists Congress, Forest Service leaders, and program managers in making sound decisions that best serve the public and protect valuable natural resources by providing science based, reliable information about the type, quantity, quality and location of recreation use on public lands. The information collected is also important to external customers including state agencies and private industry. NVUM methodology and analysis is explained in detail in the research paper entitled: Forest Service National Visitor Use Monitoring Process: Research Method Documentation; English, Kocis, Zarnoch, and Arnold; Southern Research Station; May 2002 (<http://www.fs.fed.us/recreation/programs/nvum>).

In 1998 a team of research scientists and forest staff developed a recreation sampling system (NVUM) that provides statistical recreation use information at the forest, regional, and national level. Several Forest Service staff areas including Recreation, Wilderness, Ecosystem Management, Research and Strategic Planning and Resource Assessment were involved in developing the program. From January 2000 through September 2003 every national forest implemented this methodology and collected visitor use information. This application served to test the method over the full range of forest conditions, and to provide a rough national estimate of visitation. Implementation of the improved method began in October 2004. Once every five years, each National Forest and Grassland has a year of field data collection.

This NVUM data is useful for forest planning and decision making. The description of visitor characteristics (age, race, zip code, activity participation) can help forest staff identify their recreation niche. Satisfaction information can help management decide where best to place limited resources that would result in improved visitor satisfaction. Economic expenditure information can help forests show local communities the employment and income effects of tourism from forest visitors. In addition, the visitation estimates can be helpful in considering visitor capacity issues.

1.2. Methods

To define the sampling frame, staff on each forest classify all recreation sites and areas into five basic categories called "site types": Day Use Developed Sites (DUDS), Overnight Use Developed Sites (OUDS), Designated Wilderness Areas (Wilderness), General Forest Areas (GFA), and View Corridors (VC). Only the first four categories are counted as national forest recreation visits and are included in the visit estimates. The last category is used to track the volume of people who view national forests from nearby roads; since they do not get onto agency lands, they cannot be counted as visits. For the entire sampling year, each day on each site was given a rating of very high, high, medium, low, or no use according to the expected level of recreational visitors who would be

observed leaving that location for the last time (last exiting recreation use) on that day. The combination of a calendar day and a site or area is called a site day. Site days are the basic sampling unit for the NVUM protocol. Results of this forest categorization are shown in Table 1.

In essence, visitation is estimated through a combination of traffic counts and surveys of exiting visitors. Both are obtained on a random sample of locations and days distributed over an entire forest for a year. All of the surveyed recreation visitors are asked about their visit duration, activities, demographics, travel distance, and annual usage. About one-third were also asked a series of questions about satisfaction. Another one-third were asked to provide information about their income, spending while on their trip, and the next best substitute for the visit.

1.3. Definition of Terms

NVUM has standardized measures of visitor use to ensure that all national forest visitor measures are comparable. These definitions are basically the same as established by the Forest Service in the 1970's. Visitors must pursue a recreation activity physically located "on" Forest Service managed land in order to be counted. They cannot be passing through; viewing from non-Forest Service managed roads, or just using restroom facilities. The visitation metrics are ***national forest visits*** and ***site visits***. NVUM provides estimates of both and confidence interval statistics measuring the precision of the estimates. The NVUM methodology categorizes recreation facilities and areas into specific site types and use levels in order to develop the sampling frame. Understanding the definitions of the variables used in the sample design and statistical analysis is important in order to interpret the results.

National forest visit is the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A national forest visit can be composed of multiple site visits. The visit ends when the person leaves the national forest to spend the night somewhere else.

Site visit is the entry of one person onto a national forest site or area to participate in recreation activities for an unspecified period of time. The site visit ends when the person leaves the site or area for the last time on that day.

A ***confidence interval*** is a range of values that is likely to include an unknown population value, where the range is calculated from a given set of sample data. Confidence intervals are always accompanied by a ***confidence level***, which tells the degree of certainty that the value lies in the interval. Used together these two terms define the reliability of the estimate, by defining the range of values that are needed to reach the given confidence level. For example, the 2008 national visitation estimate is 175.6 million visits, with a 90% confidence interval of 3.2%. In other words, given the NVUM data, our best estimate is 175.6 million visits, and given the underlying data, we are 90% certain that the true number is between 170.0 million and 181.2 million.

Recreation trip is the duration of time beginning when the visitor left their home and ending when they return to their home.

Site day - a day that a recreation site or area is open to the public for recreation purposes.

Proxy - information collected at a recreation site or area that is directly related to the amount of

recreation visitation received. The proxy information must pertain to all users of the site and it must be one of the proxy types allowed in the NVUM pre-work directions (fee receipts, fee envelopes, mandatory permits, permanent traffic counters, group reservations, ticket sales, and daily use records).

Nonproxy - a recreation site or area that does not have proxy information. At these sites a 24-hour traffic count is taken to measure total use for one site day at the sample site .

Use level - for each day of the year for each recreation site or area, the site day was categorized as very high, high, medium or low last exiting recreation traffic, or no exiting use. No Use could mean either that the location was administratively closed, or it was open but was expected to have zero last exiting visitors. For example a picnic area may be listed as having no use during winter months (120 days), high last exiting recreation volume on all other weekends (70 days) and medium last exiting recreation use on the remaining midweek days (175 days). This accounts for all 365 days of the year. This process was repeated for every site and area on the forest.

1.4. Limitations of the Results

The information presented here is valid and applicable at the forest, regional, and national level. It is not designed to be accurate at the district or site level. The quality of the visitation estimate is dependent on the sample design development, sampling unit selection, sample size and variability, and survey implementation. First, preliminary work conducted by forests to identify and consistently classify sites and access points according to the type and amount of expected exiting visitation is the key determinant of the validity and magnitude of the visitation estimate. Second, the success of the forest staff in accomplishing its assigned set of sample days, correctly filling out the interview forms, and following the field protocols influence the reliability of the results, variability of the visitation estimate, and validity of the visitation descriptions. Third, the variability of traffic counts within a sampling stratum affects the reliability of the visitation estimates. Fourth, the range of visitors sampled must be representative of the population of all visitors. Finally, the number of visitors sampled must be large enough to adequately control variability. The results and confidence intervals will reflect all these factors.

Confidence intervals indicate the reliability of the visitation estimate, given the underlying data. Large confidence intervals indicate high variability in the national forest visit (NFV), site visit (SV) and Wilderness visit estimates. Variance is caused primarily by a small sample size in number of days or having a few sampled days where the observed exiting visitation volume was very different from the normal range. For example, on a particular National Forest in the General Forest Area low stratum, there were 14 sample days. Of these 14 sample days, 13 days had visitation estimates between zero and twenty. The remaining day had a visitation estimate of 440. So the stratum mean was about 37 per day, standard error was about 116, and the 90% confidence interval width is 400% of the mean. Causes for such outlier observations are not known, but could include a misclassification of the day (a high use day incorrectly categorized as a low use day), unusual weather, malfunctioning traffic counter, or reporting errors. Eliminating the unusual observation from data analysis would reduce the variability. However, unless the NVUM team had reason to suspect the observation was incorrect they did not eliminate these unusual cases.

The descriptive information about national forest visitors is based upon only those visitors that were interviewed. Every effort was made to incorporate distinct seasonal use patterns and activities that

vary greatly by season into the sampling frame. The sampling plan took into account both the spatial and seasonal spread of visitation patterns across the forest. Even so, because of the small sample size of site-days, or because some user groups decline to participate in the survey, it is possible to under-represent certain user groups, particularly for activities that are quite limited in where or when they occur.

Note that the results of the NVUM activity analysis DO NOT identify the types of activities visitors would like to have offered on the national forests. It also does not tell us about displaced forest visitors, those who no longer visit the forest because the activities they desire are not offered.

Some forest visitors were counted and included in the total forest use estimate but were not surveyed. This included visitors to recreation special events and organization camps. Their characteristics are not included in the visit descriptions.

Caution should be used in interpreting any comparisons of these results with those obtained during the 2000 - 2003 period. Differences cannot be interpreted as a trend. Several method changes account for the differences, for both visitation estimates and visit characteristics. One key factor is that the first application of the NVUM process was largely a national beta-test of the method, and significant improvements occurred following it. The NVUM process entailed a completely new method and approach to measuring visitation on National Forest lands. Simply going through the NVUM process for the first time enabled forest staff to do a much better job thereafter in identifying sites, accurately classifying days into use level strata, and ensuring consistency across all locations on the forest. These improvements enhanced the validity of all aspects of the NVUM results. Sampling plans and quality control procedures were also improved.

2. VISITATION ESTIMATES

2.1. Forest Definition of Site Days

The population of site days for sampling was constructed from information provided by forest staff. For each site, each day of the year was given a rating of very high, high, medium, low, or none according to the expected volume of recreation visitors who would be leaving the site or area for the last time (last exiting recreation use). The stratum, a combination of site type and use level, was then used to construct the sampling frame. The results of the recreation site/area stratification and days sampled are displayed in Table 1.

Table 1. Site Days and Percentage of Days Sampled by Stratum

Stratum*		Days Sampled	Site Days# in Use Level/Proxy Population	Sampling Rate (%)&
Site Type†	Use Level‡ or Proxy Code§			
DUDS	VERY HIGH	14	409	3.4
DUDS	HIGH	26	1,833	1.4
DUDS	MEDIUM	18	6,025	0.3
DUDS	LOW	8	19,712	0.0
OU DS	VERY HIGH	10	40	25.0
OU DS	HIGH	16	270	5.9
OU DS	MEDIUM	16	637	2.5
OU DS	LOW	8	4,114	0.2
OU DS	DUR4	14	2,802	0.5
GFA	VERY HIGH	14	660	2.1
GFA	HIGH	23	4,121	0.6
GFA	MEDIUM	31	20,474	0.2
GFA	LOW	12	70,619	0.0
WILDERNESS	VERY HIGH	5	10	50.0
WILDERNESS	HIGH	9	22	40.9
WILDERNESS	MEDIUM	10	160	6.3
WILDERNESS	LOW	8	1,132	0.7
Total		242	133,040	0.2

* Stratum is the combination of the site type and use level or proxy code. Sample days were independently drawn within each stratum.

† DUDS = Day Use Developed Site, OU DS = Overnight Use Developed Site, GFA = General Forest Area ("Undeveloped Areas"), WILDERNESS = Designated Wilderness

‡ Use level was defined independently by each forest by defining the expected number of recreation visitors that would be last-exiting a site or area on a given day. The forest developed the range for very high, high, medium, and low and then assigned each day of the year to one of the use levels.

§ Proxy Code - If the site or area already had counts of use (such as fee envelopes or ski lift tickets) the site was called a proxy site and sampled independent of nonproxy sites.

Site Days are days that a recreation site or area is open to the public for recreation purposes.

& 0.0 - This value is less than five one-hundredths.

2.2. Visitation Estimates

Visitation estimates are available at the national, regional, and forest level. This document provides only National Forest level data. Other documents may be obtained through the National Visitor Use Monitoring web page: www.fs.fed.us/recreation/programs/nvum.

When reviewing the results, users should discuss with forest staff if this forest experienced any unusual circumstances such as forest fires, floods, or atypical weather that may have created an unusual recreation use pattern for the year sampled. Table 2 displays the number of national forest visits and site visits by site type for this National Forest.

Table 2. Annual Visitation Estimate

Visit Type	Visits (1,000s)	90% Confidence Level (%)#
Total Estimated Site Visits*	3,745	±27.4
→ Day Use Developed Site Visits	608	±29.4
→ Overnight Use Developed Site Visits	131	±28.7
→ General Forest Area Visits	2,959	±34.1
→ Designated Wilderness Visits†	47	±46.7
Total Estimated National Forest Visits§	3,174	±29.2
→ Special Events and Organized Camp Use‡	15	±0.0

* A Site Visit is the entry of one person onto a National Forest site or area to participate in recreation activities for an unspecified period of time.

† Designated Wilderness visits are included in the Site Visits estimate.

‡ Special events and organizational camp use are not included in the Site Visit estimate, only in the National Forest Visits estimate. Forests reported the total number of participants and observers so this number is not estimated; it is treated as 100% accurate.

§ A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

This value defines the upper and lower bounds of the visitation estimate at the 90% confidence level, for example if the visitation estimate is 100 +/-5%, one would say "at the 90% confidence level visitation is between 95 and 105 visits."

The quality of the use estimate is based in part on how many individuals were contacted during the sample day and how many complete interviews were obtained from which to estimate NVUM numbers and visitor descriptions. Table 3 and Table 4 display the number of visitor contacts, number of completed interviews by site type and survey form type. This information may be useful to managers when assessing how representative of all visitors the information in this report may be.

Table 3. Number of Individuals Contacted by Site Type

Site Type	Total Individuals Contacted	Individuals Who Agreed to be Interviewed	Recreating Individuals Who Are Leaving for the Last Time That Day
Day Use Developed Sites	624	470	283
Overnight Use Developed Sites	525	434	212
Undeveloped Areas (GFAs)	969	799	227
Designated Wilderness	300	276	149
Total	2,418	1,979	871

Table 4. Number of Complete Interviews* by Site Type and Form Type

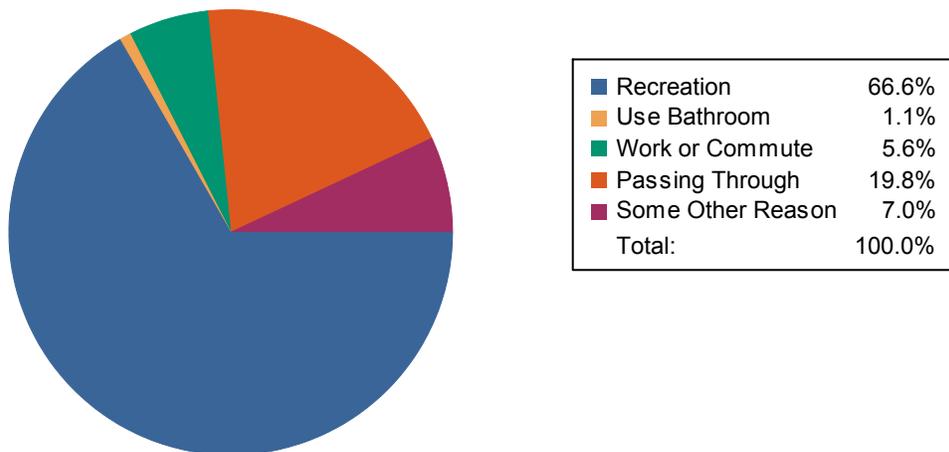
Form Type†	Developed Day Use Site	Developed Overnight	Undeveloped Areas (GFAs)	Wilderness	Total
Basic	101	77	77	54	309
Economic	93	69	78	41	281
Satisfaction	89	66	72	54	281
Total	283	212	227	149	871

* Complete interviews are those in which the individual contacted agreed to be interviewed, was recreating on the national forest and was exiting the site or area for the last time that day.

† Form type is the type of interview form administered to the visitor. The Basic form did not ask either economic or satisfaction questions. The Satisfaction form did not ask economic questions and the Economic form did not ask satisfaction questions.

Visitors were interviewed regardless of whether they were recreating at the site or not, however the interview was discontinued after determining that the reason for visiting the site was not recreation. Figure 1 displays the various reasons visitors gave as their purpose for stopping at the sample site.

Figure 1. Purpose of Visit by Visitors Who Agreed to be Interviewed



3. DESCRIPTION OF THE RECREATION VISIT

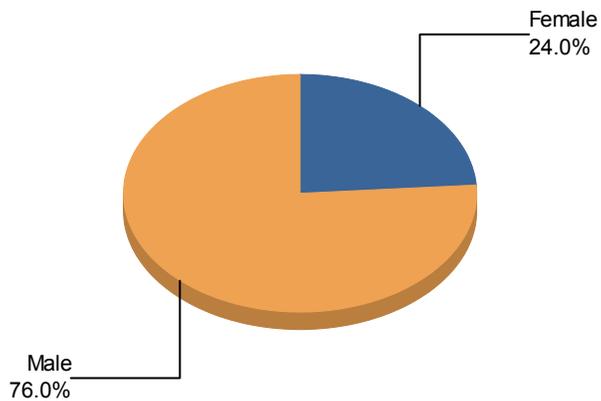
3.1. Demographics

Descriptions of forest recreational visits were developed based upon the characteristics of interviewed visitors (respondents) and expanded to the national forest visitor population. Basic demographic information helps forest managers identify the profile of the visitors they serve. Management concerns such as providing recreation opportunities for underserved populations may be monitored with this information. Table 5, Table 6 and Table 7 provide basic demographic information about visitors interviewed regarding Gender, Race/Ethnicity, and Age, respectively. Table 8 shows the 15 most common reported origins for recreation visitors. A complete list of reported zip codes for respondents is found in Appendix A. Table 9 provides information about self reported travel distance from home to the interview site.

Demographic results show that three-fourths of the visits to this forest are made by men. About 8 percent of visits are made by people with Native American ancestry. Children under the age of 16 comprise nearly 19 percent of all visits, and over one-fourth are made by people in their forties. Over forty percent of visits come from people who live within 50 miles of the forest; however a third of the visits are from people who live 100 – 200 miles away.

Table 5. Percent of National Forest Visits* by Gender

Gender	Survey Respondents†	National Forest Visits (%)‡
Female	679	24.0
Male	1,180	76.0
Total	1,859	100.0



* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

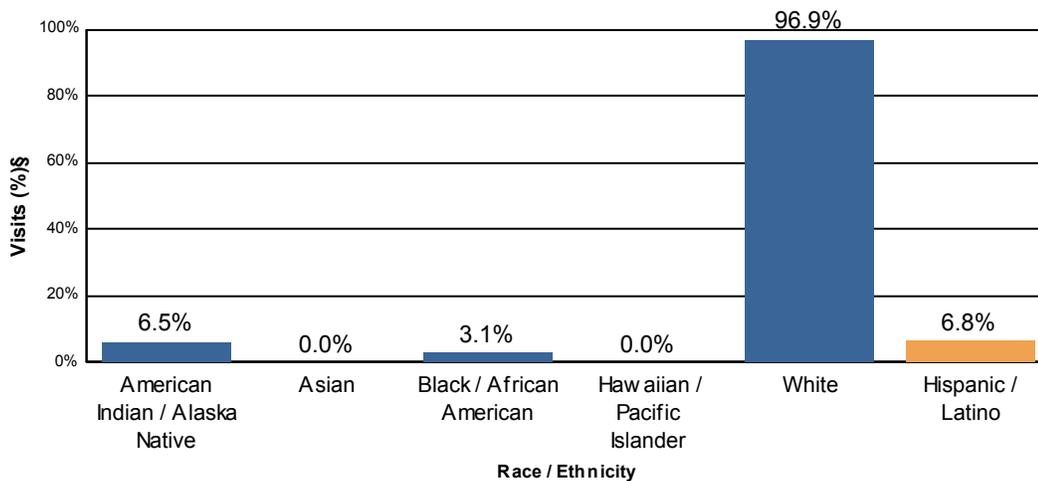
† Non-respondents to gender questions were excluded from analysis.

‡ Calculations are computed using weights that expand the sample of individuals to the population of National Forest Visits.

Table 6. Percent of National Forest Visits* by Race/Ethnicity

Race †	Survey Respondents‡	National Forest Visits (%)§
American Indian / Alaska Native	2	6.5
Asian	0	0.0
Black / African American	28	3.1
Hawaiian / Pacific Islander	1	0.0
White	180	96.9
Total	211	106.5#

Ethnicity†	Survey Respondents‡	National Forest Visits (%)§
Hispanic / Latino	36	6.8



* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

Respondents could choose more than one racial group, so the total may be more than 100%.

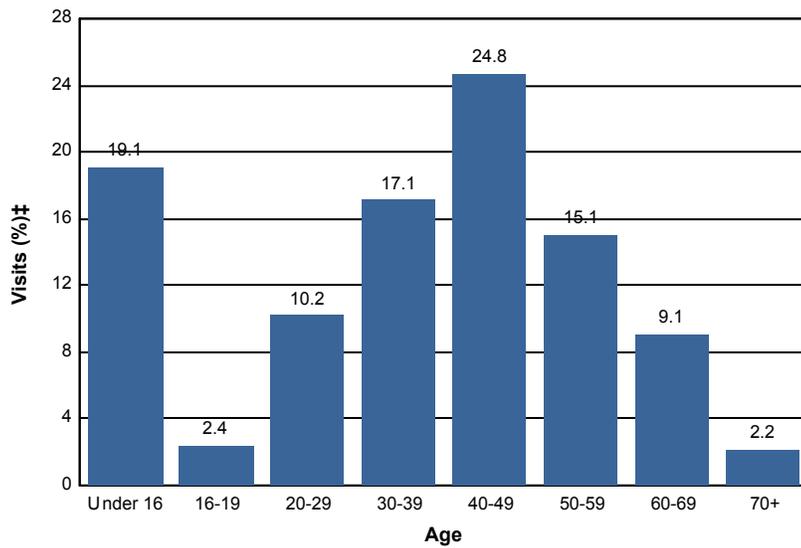
† Race and Ethnicity were asked as two separate questions.

‡ Non-respondents to race/ethnicity questions were excluded from analysis.

§ Calculations are computed using weights that expand the sample of individuals to the population of National Forest Visits.

Table 7. Percent of National Forest Visits* by Age

Age Class	National Forest Visits (%)‡
Under 16	19.1
16-19	2.4
20-29	10.2
30-39	17.1
40-49	24.8
50-59	15.1
60-69	9.1
70+	2.2
Total	100.0



* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

† Non-respondents to age questions were excluded from analysis.

‡ Calculations are computed using weights that expand the sample of individuals to the population of National Forest Visits.

Table 8. Top 15 Most Commonly Reported ZIP Codes, States and Counties of National Forest Survey Respondents

ZIP Code	State	County	Percent of Respondents	Survey Respondents (n)
49319	Michigan	Kent County	10.1	16
Unknown Origin*			9.5	15
48647	Michigan	Oscoda County	8.2	13
49307	Michigan	Mecosta County	7.6	12
49341	Michigan	Kent County	7.0	11
49349	Michigan	Newaygo County	7.0	11
49304	Michigan	Lake County	7.0	11
49503	Michigan	Kent County	6.3	10
49660	Michigan	Manistee County	6.3	10
48103	Michigan	Washtenaw County	5.7	9
49601	Michigan	Wexford County	5.7	9
49464	Michigan	Ottawa County	5.1	8
49346	Michigan	Mecosta County	5.1	8
49426	Michigan	Ottawa County	5.1	8
48750	Michigan	Iosco County	4.4	7

* Includes respondents reporting no ZIP code or an invalid ZIP code .

Table 9. Percent of National Forest Visits* by Distance Traveled

Miles from Survey Respondent's Home to Interview Location†	National Forest Visits (%)
0 - 25 miles	26.1
26 - 50 miles	12.1
51 - 75 miles	7.0
76 - 100 miles	12.3
101 - 200 miles	33.3
201 - 500 miles	7.5
Over 500 miles	1.7
Total	100.0

Note: Blank cells indicate that insufficient data were collected to make inferences .

* National Forest Visits are defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

† Travel distance is self-reported.

3.2. Visit Descriptions

Characteristics of the recreation visit such as length of visit, types of sites visited, activity participation and visitor satisfaction with forest facilities and services help managers understand recreation use patterns and use of facilities. This allows them to plan workforce and facility needs. The average national forest visit length of stay and average site visit length of stay by site type on this forest is displayed in Table 10. Since the average values displayed in Table 10 may be influenced by a few people staying a very long time, the median value is also shown.

Although most visits to this forest are relatively short – about half are six hours or less – some are much longer, since the average National Forest visit length is about 34 hours. For nearly all visits (almost 95%), the person goes to only one place on the forest for recreation.

Table 10. Visit Duration

Visit Type	Average Duration (hours)‡	Median Duration (hours)‡
Site Visit	20.5	4.0
Day Use Developed	2.9	2.3
Overnight Use Developed	58.5	42.0
Undeveloped Areas	22.8	5.0
Designated Wilderness	22.9	4.0
National Forest Visit	33.4	6.0

* A Site Visit is the entry of one person onto a national forest site or area to participate in recreation activities for an unspecified period of time. Sites and areas were divided into four site types as listed here.

† A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

‡ If this variable is blank not enough surveys were collected to make inferences.

Many of the respondents on this National Forest went only to the site at which they were interviewed (Table 11). Some visitors went to more than one recreation site or area during their national forest visit and the average site visits per national forest visit is shown below. Also displayed are the average people per vehicle and average axles per vehicle. This information in conjunction with traffic counts was used to expand observations from individual interviews to the full forest population of recreation visitors. This information may be useful to forest engineers and others who use vehicle counters to conduct traffic studies.

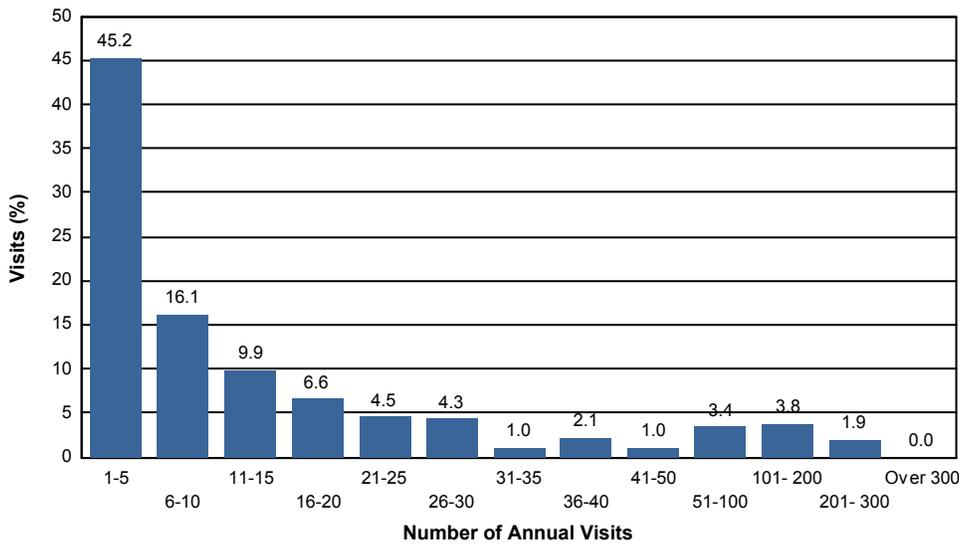
During the interview, visitors were asked how often they visit this national forest for all recreational activities, and how often for their primary activity. Table 12 summarizes the percent of visits that are made by those in each frequency category for this National Forest.

Table 11. Group Characteristics

Characteristic	Average
Percent of visits that were to just one national forest site during the National Forest Visit*	93.6
Number of national forest sites visited on National Forest Visit*	1.1
Group Size	2.2
Axles per Vehicle	2.1

Table 12. Percent of National Forest Visits* by Annual Visit Frequency

Number of Annual Visits	Visits (%)†	Cumulative Visits (%)
1 - 5	45.2	45.2
6 - 10	16.1	61.3
11 - 15	9.9	71.2
16 - 20	6.6	77.8
21 - 25	4.5	82.4
26 - 30	4.3	86.7
31 - 35	1.0	87.7
36 - 40	2.1	89.8
41 - 50	1.0	90.8
51 - 100	3.4	94.2
101 - 200	3.8	98.1
201 - 300	1.9	100.0
Over 300	0.0	100.0



* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

† The first row indicates the percent of National Forest Visits made by persons who visit 1 to 5 times per year. The last row indicates the percent of National Forest Visits made by persons who visit more than 300 times per year.

3.3. Activities

After identifying their main recreational activity, visitors were asked how many hours they spent participating in that main activity during this national forest visit. Some caution is needed when using this information. Because most national forest visitors participate in several recreation activities during each visit, it is more than likely that other visitors also participated in this activity, but did not identify it as their main activity. For example, on one national forest 63 % of visitors identified viewing wildlife as a recreational activity that they participated in during this visit, however only 3% identified that activity as their main recreational activity. The information on average hours viewing wildlife is only for the 3% who reported it as a main activity.

Over 60 percent of the visits to this forest come for one of three activities: viewing scenery (28%), hunting (25%) or fishing (10%). Viewing scenery is an activity participated in by over 43% of the people who visit the forest.

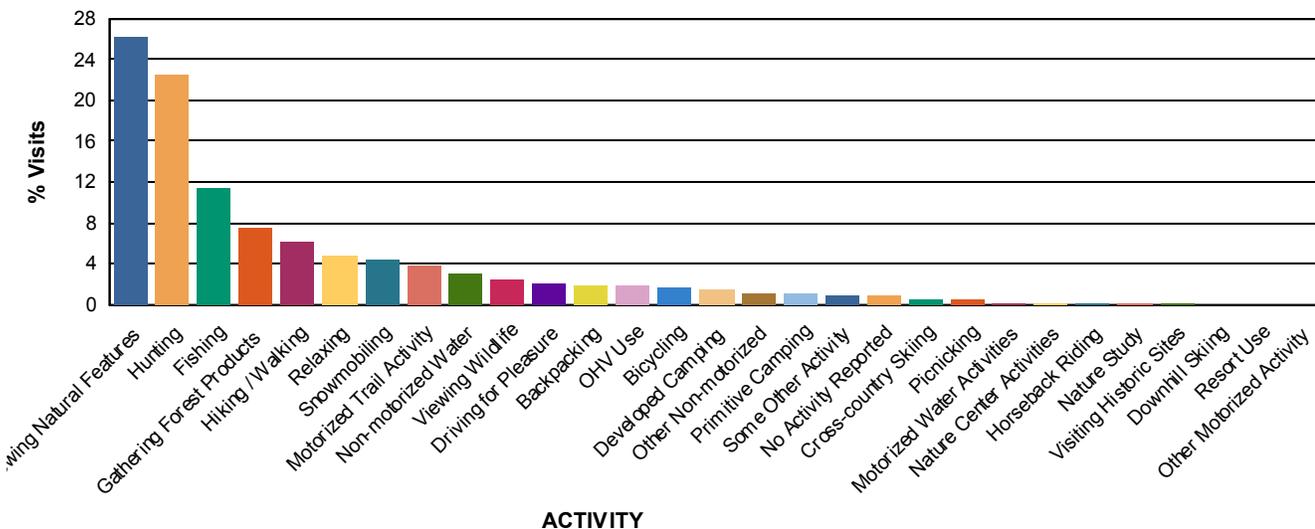
Use of Constructed Facilities and Designated Areas

About one-third of recreation visitors interviewed were asked about whether they made use of a targeted set of facilities and special designated areas during their visit. These results are displayed in Table 14.

Table 13. Activity Participation

Activity	% Participation*	% Main Activity‡	Avg Hours Doing Main Activity
Viewing Natural Features	42.2	26.3	1.8
Viewing Wildlife	28.1	2.4	5.2
Relaxing	25.3	4.9	10.9
Hiking / Walking	23.3	6.1	10.9
Hunting	22.9	22.5	18.9
Driving for Pleasure	17.3	2.0	1.5
Fishing	14.9	11.5	7.3
Gathering Forest Products	14.0	7.5	5.2
Primitive Camping	6.1	1.1	16.4
Motorized Trail Activity	5.7	3.9	4.3
Developed Camping	5.2	1.4	51.9
Picnicking	4.8	0.5	2.2
Non-motorized Water	4.8	3.0	3.9
Snowmobiling	4.5	4.4	5.7
Some Other Activity	4.1	0.9	2.2
Other Non-motorized	3.8	1.1	8.7
Nature Study	3.2	0.1	2.3
Bicycling	3.0	1.7	1.7
OHV Use	2.6	1.9	10.7
Visiting Historic Sites	2.5	0.1	2.3
Backpacking	2.3	1.9	23.2
Motorized Water Activities	1.5	0.2	4.0
Nature Center Activities	1.4	0.1	2.4
Resort Use	1.0	0.0	27.0
Cross-country Skiing	1.0	0.5	1.2
Other Motorized Activity	0.6	0.0	0.0
Horseback Riding	0.5	0.1	8.4
No Activity Reported	0.3	0.9	
Downhill Skiing	0.0	0.0	1.0

% Main Activity



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

† Survey respondents were asked to select just one of their activities as their main reason for the forest visit. Some respondents selected more than one, so this column may total more than 100%.

Table 14. Percent of National Forest Visits* Indicating Use of Special Facilities or Areas

Special Facility or Area	% of National Forest Visits†
Developed Swimming Site	5.8
Scenic Byway	17.4
Visitor Center or Museum	7.9
Designated ORV Area	10.0
Forest Roads	16.4
Interpretive Displays	10.2
Information Sites	11.6
Developed Fishing Site	11.0
Motorized Single Track Trails	24.3
Motorized Dual Track Trails	31.5
None of these Facilities	33.2

* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

† Survey respondents could select as many or as few special facilities or areas as appropriate.

4. ECONOMIC INFORMATION

Forest managers are usually very interested in the impact of National Forest recreation visits on the local economy. As commodity production of timber and other resources has declined, local communities look increasingly to tourism to support their communities. When considering recreation-related visitor spending managers are often interested both in identifying the average spending of individual visitors (or types of visitors) and the total spending associated with all recreation use. Spending averages for visitors or visitor parties can be estimated using data collected from a statistically valid visitor sampling program such as NVUM. To estimate the total spending associated with recreation use, three pieces of information are needed: an overall visitation estimate, the proportion of visits in the visitor types, and the average spending profiles for each of the visitor types. Multiplying the three gives a total amount of spending by a particular type of visitor. Summing over all visitor types gives total spending.

About one-third of the NVUM surveys included questions about trip-related spending within 50 miles of the site visited. Spending data collected from 2000 to 2003 were analyzed at Michigan State University by Dr. Daniel Stynes and Dr. Eric White. A description of that analysis and the results are in the report "Spending Profiles of National Forest Visitors: NVUM four-year report", available at <http://www.fs.fed.us/recreation/programs/nvum/NVUM4YrSpending.pdf>. Analysis of spending data for the 2005 - 2009 data collection periods was completed in summer of 2010.

4.1. Spending Segments

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

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

Local visitors are those who travel less than 50 road miles from home to the recreation site visited and non-local visitors are those who travel greater than 50 road miles to the recreation site visited. Non-primary visitors are those for whom the primary purpose of their trip is something other than recreating on that national forest. Table 15 shows the distribution of visits by spending segment.

About 48 percent of the visits to this forest occur on trips that do not involve an overnight stay away

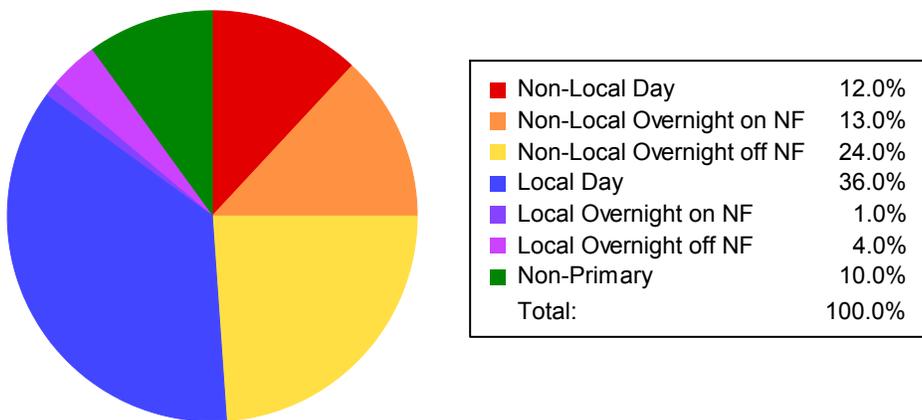
from home. For non-locals on overnight trips, about two out of three stay in lodging facilities off the forest. The most common type of lodging facility is a home or condo that the visitor owns.

Thirty-seven percent of visits come from people whose reported household income is \$25,000 to \$50,000; about the same percentage comes from households in the \$50,000 to \$75,000 income range.

Table 15. Distribution of National Forest Visits* by Market Segment†

	Non-Local Segments			Local Segments			Non-Primary‡	Total
	Day	Overnight on NF	Overnight off NF	Day	Overnight on NF	Overnight off NF		
Number of National Forest Visits	380,901	412,643	761,803	1,142,704	31,742	126,967	317,418	3,174,178
Percent of National Forest Visits	12	13	24	36	1	4	10	100

Percent of National Forest Visits



* A National Forest Visit is defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

† The market segments shown here relate to the type of recreation trip taken. A recreation trip is defined as the duration of time beginning when the visitor left their home and ending when they got back to their home. "Non-local" trips are those where the individual(s) traveled greater than approximately 50 miles from home to the site visited. "Day" trips do not involve an overnight stay outside the home, "overnight on-forest" trips are those with an overnight stay outside the home on National Forest System (NFS) land, and "overnight off-forest" trips are those with an overnight stay outside the home off National Forest System land.

‡ "Non-primary" trips are those where the primary recreation destination of the trip was somewhere other than the national forest under consideration.

Individuals are urged to consult an economist when interpreting the NVUM economic tables.

4.2. Spending Profiles

Spending profiles for each segment for this forest can be found in the Stynes and White report noted above. Appendix Table A-1 in that report identifies whether the forest has a high-spending profile (Table 7 of Stynes and White), an average profile (Table 5), or a low-spending profile (Table 8). It is essential to note that these spending profiles are in dollars spent per **party**. Obtaining per-visit spending is accomplished by dividing the spending for each segment by the average people per party for the forest and segment found in Appendix Table A-3 of that report.

4.3. Total Direct Spending

Total direct spending made within 50 miles of the forest and associated with national forest recreation is calculated by combining estimates of per-visit spending averages from the spending profiles with estimates of the number of national forest visits in the segment. The number of visits in the segment equals the percentage in Table 15 times the number of National Forest visits reported in Table 2.

4.4. Other Visit Information

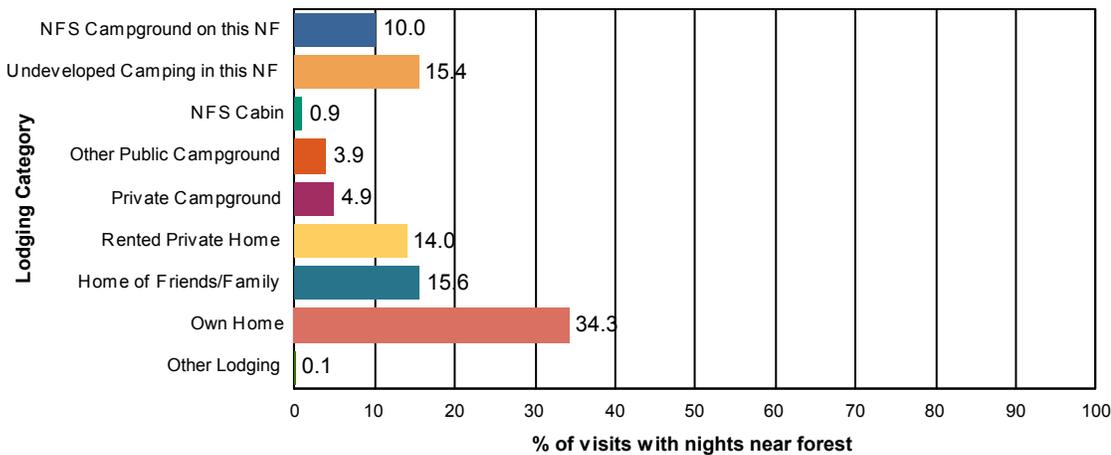
There are several other important aspects of the trips on which the recreation visits to the forest are made. These are summarized in Table 16. The first aspect relates to total amount spent by the recreating party on the trip. This includes spending not just within 50 miles of the forest, but anywhere. The table shows both the average and the median. Another set describes the overall length of the trips on which the visits are made. The table shows the percent of the visits that were made on trips where the person stayed away from home overnight (even though the forest visit may be just a day visit), and the average total nights away from home and nights spent within 50 miles of the forest. For those spending one or more nights in or near the forest, the table shows the percentage that selected each of a series of lodging options. Together, these results help show the context of overall trip length and lodging patterns for visitors to the forest.

Table 16. Trip Spending and Lodging Usage

Trip Spending	Value
Average Total Trip Spending per Party	\$287
Median Total Trip Spending per Party	\$100
% NF Visits made on trip with overnight stay away from home	38.8%
% NF Visits with overnight stay within 50 miles of NF	31.9%
Mean nights/visit within 50 miles of NF	3.6
Area Lodging Use	% Visits with Nights Near Forest
NFS Campground on this NF	10.0%
Undeveloped Camping in this NF	15.4%
NFS Cabin	0.9%
Other Public Campground	3.9%
Private Campground	4.9%
Rented Private Home	14.0%
Home of Friends/Family	15.6%
Own Home	34.3%
Other Lodging	0.1%

Area Lodging Use

% Visits with Nights Near Forest



4.5. Household Income

Visitors were asked to report a general category for their total household income. Only very general categories were used, to minimize the intrusive nature of the question. Results help indicate the overall socio-economic status of visitors to the forest, and are found in Table 17.

Table 17. Percent of National Forest Visits* by Annual Household Income

Annual Household Income Category	National Forest Visits (%)
Under \$25,000	6.1
\$25,000 to \$49,999	34.2
\$50,000 to \$74,999	37.4
\$75,000 to \$99,999	4.1
\$100,000 to \$149,999	12.8
\$150,000 and up	5.4
Total	100.0

* National Forest Visits are defined as the entry of one person upon a national forest to participate in recreation activities for an unspecified period of time. A National Forest Visit can be composed of multiple Site Visits.

4.6. Substitute Behavior

Visitors were asked to select one of several substitute choices, if for some reason they were unable to visit this national forest (Figure 3). Choices included going somewhere else for the same activity they did on the current trip, coming back to this forest for the same activity at some later time, going someplace else for a different activity, staying at home and not making a recreation trip, going to work instead of recreating, and a residual 'other' category. On most forests, the majority of visitors indicate that their substitute behavior choice is activity driven (going elsewhere for same activity) and a smaller percentage indicate they would come back later to this national forest for the same activity. For those visitors who said they would have gone somewhere else for recreation they were asked how far from their home this alternate destination was. These results are shown in Figure 4.

Figure 3. Substitute Behavior Choices

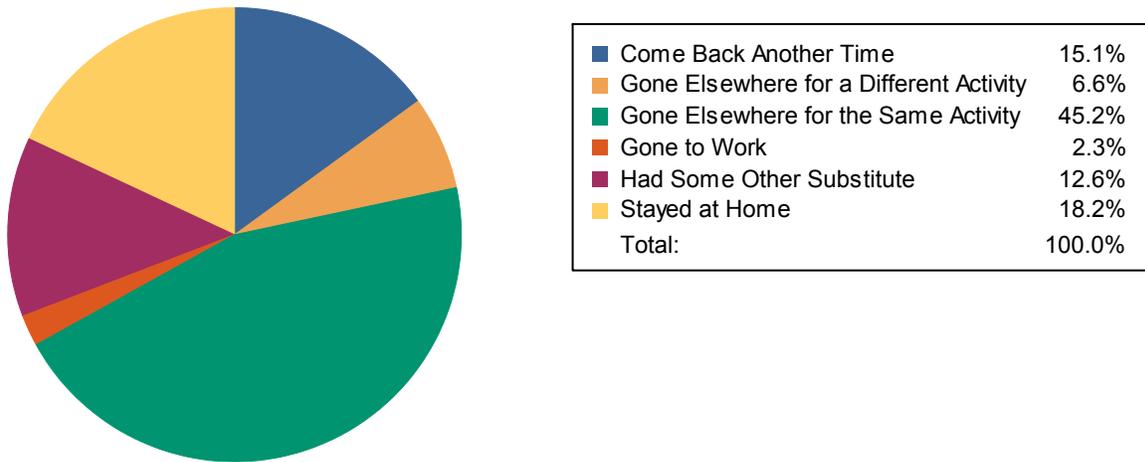
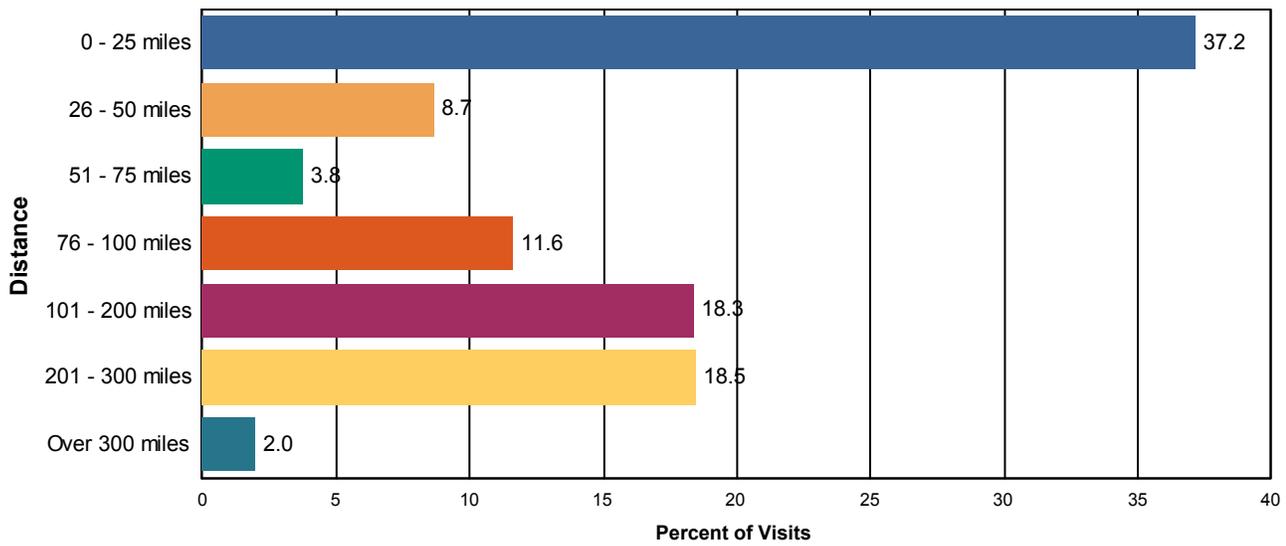


Figure 4. Reported Distance Visitors Would Travel to Alternate Location



5. SATISFACTION INFORMATION

An important element of outdoor recreation program delivery is evaluating customer satisfaction with the recreation setting, facilities, and services provided. Satisfaction information helps managers decide where to invest in resources and to allocate resources more efficiently toward improving customer satisfaction. Satisfaction is a core piece of data for national- and forest-level performance measures. To describe customer satisfaction, several different measures are used. Recreation visitors were asked to provide an overall rating of their visit to the national forest, on a 5-point Likert scale. About one-third of visitors interviewed on the forest rated their satisfaction with fourteen elements related to recreation facilities and services, and the importance of those elements to their recreation experience. Visitors were asked to rate the specific site or area at which they were interviewed. Visitors rated both the importance and performance (satisfaction with) of these elements using a 5-point scale. The Likert scale for importance ranged from not important to very important. The Likert scale for performance ranged from very dissatisfied to very satisfied. Although the satisfaction ratings specifically referenced the area where the visitor was interviewed, the survey design does not usually have enough responses for any individual site or area on the forest to present information at a site level. Rather, the information is generalized to overall satisfaction within the three site types: Day Use Developed (DUDS), Overnight Use Developed (OUDS), General Forest Areas, and on the forest as a whole.

The satisfaction responses are analyzed in several ways. First, a graph of overall satisfaction is presented in Figure 5. Next, two aggregate measures were calculated from the set of individual elements. The satisfaction elements most readily controlled by managers were aggregated into four categories: developed facilities, access, services, and visitor safety. The site types sampled were aggregated into three groups: developed sites (includes both day use and overnight developed sites), dispersed areas, and designated Wilderness. The first aggregate measure is called “Percent Satisfied Index (PSI)”, which is the proportion of all ratings for the elements in the category where the satisfaction ratings had a numerical rating of 4 or 5. Conceptually, the PSI indicator shows the percent of all recreation customers who are satisfied with agency performance. The agency’s national target for this measure is 85%. It is usually difficult to consistently have a higher satisfaction score than 85% since given tradeoffs among user groups and other factors. Table 18 displays the aggregate PSI scores for this forest.

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

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

1. Importance at or above 4.0, Satisfaction at or above 4.0: **Keep up the good work**. These are items that are important to visitors and ones that the forest is performing quite well;
2. Importance at or above 4.0, Satisfaction under 4.0: **Concentrate here**. These are important items to the public, but performance is not where it needs to be. Increasing effort here is likely to have the greatest payoff in overall customer satisfaction;
3. Importance below 4.0, Satisfaction above 4.0: **Possible overkill**. These are items that are not highly important to visitors, but the forest's performance is quite good. It may be possible to reduce effort here without greatly harming overall satisfaction;
4. Importance below 4.0; Satisfaction below 4.0: **Low Priority**. These are items where performance is not very good, but neither are they important to visitors. Focusing effort here is unlikely to have a great impact.

We present tables that show the I-P rating title for each satisfaction element. Each sitetype is presented in a separate table. Results are presented in Tables 19 - 22.

The numerical scores for visitor satisfaction and importance for each element by site type, and the sample sizes for each are presented in Appendix B (Tables B1 - B4). Most managers find it difficult to discern meaning from these raw tables; however they may wish to examine specific elements once they have reviewed the other satisfaction information presented in this section. Note that if an element had fewer than 10 responses no analyses are performed, as there are too few responses to provide reliable information. Finally, visitors were asked about their overall satisfaction with and the importance of road condition and the adequacy of signage. Figure 7a and Figure 7b show the results.

The overall satisfaction results for the Huron-Manistee are quite high – over ninety percent of visits have an overall rating of somewhat or very satisfied. Composite index ratings are somewhat lower. Ratings for services are below 80 percent satisfaction of all site types. For Wilderness, only the access composite had a satisfaction rating that was over the national target of 85% satisfied.

Figure 5. Percent of National Forest Visits by Overall Satisfaction Rating

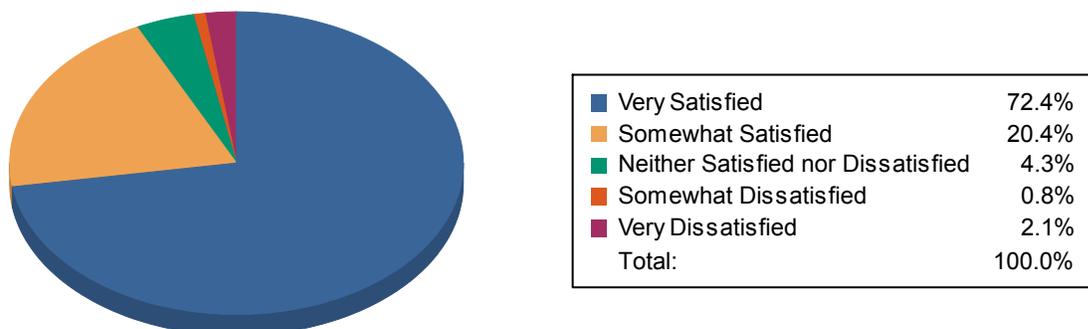


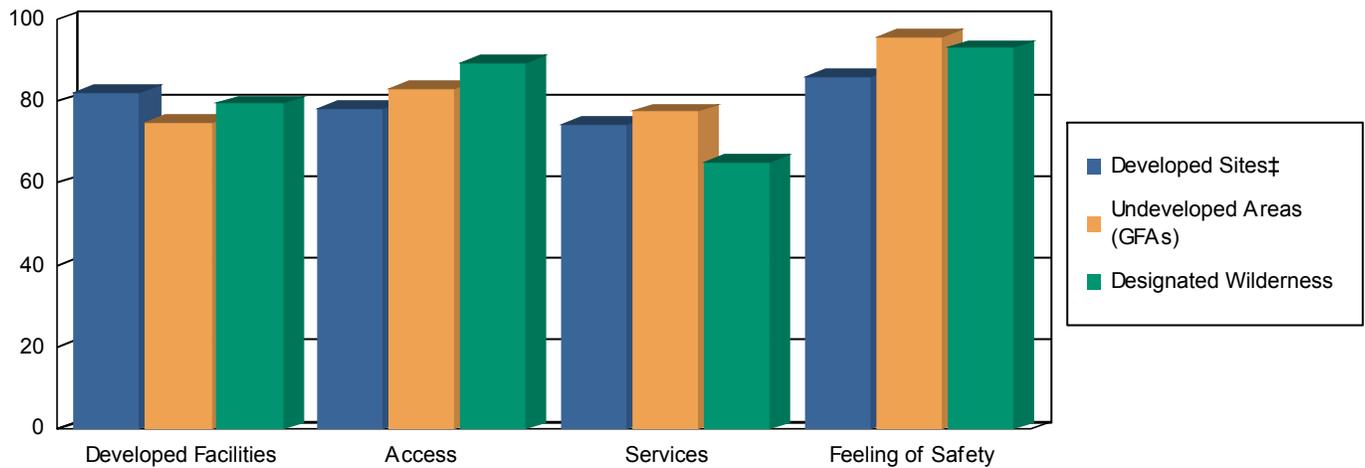
Table 18. Percent Satisfied Index† Scores for Aggregate Categories

Satisfaction Element	Satisfied Survey Respondents (%)		
	Developed Sites‡	Undeveloped Areas (GFAs)	Designated Wilderness
Developed Facilities	92.1	91.7	72.2
Access	86.9	76.1	87.0
Services	77.8	73.5	44.9
Feeling of Safety	95.6	94.6	82.4

† This is a composite rating. It is the proportion of satisfaction ratings scored by visitors as good (4) or very good (5). Computed as the percentage of all ratings for the elements within the sub grouping that are at or above the target level, and indicates the percent of all visitors that are reasonably well satisfied with agency performance.

‡ This category includes both Day Use and Overnight Use Developed Sites .

Figure 6. Percent Meets Expectations Scores*



* “Percent Meet Expectations (PME)” is the proportion of satisfaction ratings in which the numerical satisfaction rating for a particular element is equal to or greater than the importance rating for that element. This indicator tracks the congruence between the agency’s performance and customer evaluations of importance . The idea behind this measure is that those elements with higher importance levels must have higher performance levels. Lower scores indicate a gap between desires and performance.

‡ This category includes both Day Use and Overnight Use Developed Sites .

Table 19. Importance-Performance Ratings for Day Use Developed Sites

Satisfaction Element	Importance-Performance Rating
Restroom Cleanliness	Keep up the Good Work
Developed Facilities	Keep up the Good Work
Condition of Environment	Keep up the Good Work
Employee Helpfulness	Keep up the Good Work
Interpretive Displays	Concentrate Here
Parking Availability	Keep up the Good Work
Parking Lot Condition	Keep up the Good Work
Rec. Info. Availability	Concentrate Here
Road Condition	Keep up the Good Work
Feeling of Safety	Keep up the Good Work
Scenery	Keep up the Good Work
Signage Adequacy	Keep up the Good Work
Trail Condition	Keep up the Good Work
Value for Fee Paid	Keep up the Good Work

Table 20. Importance-Performance Ratings for Overnight Developed Sites

Satisfaction Element	Importance-Performance Rating
Restroom Cleanliness	Keep up the Good Work
Developed Facilities	Keep up the Good Work
Condition of Environment	Keep up the Good Work
Employee Helpfulness	Keep up the Good Work
Interpretive Displays	Keep up the Good Work
Parking Availability	Keep up the Good Work
Parking Lot Condition	Keep up the Good Work
Rec. Info. Availability	Keep up the Good Work
Road Condition	Keep up the Good Work
Feeling of Safety	Keep up the Good Work
Scenery	Keep up the Good Work
Signage Adequacy	Keep up the Good Work
Trail Condition	Keep up the Good Work
Value for Fee Paid	Keep up the Good Work

Table 21. Importance-Performance Ratings for Undeveloped Areas (GFAs)

Satisfaction Element	Importance-Performance Rating
Restroom Cleanliness	Keep up the Good Work
Developed Facilities	Possible Overkill
Condition of Environment	Keep up the Good Work
Employee Helpfulness	Keep up the Good Work
Interpretive Displays	Possible Overkill
Parking Availability	Possible Overkill
Parking Lot Condition	Keep up the Good Work
Rec. Info. Availability	Keep up the Good Work
Road Condition	Concentrate Here
Feeling of Safety	Keep up the Good Work
Scenery	Keep up the Good Work
Signage Adequacy	Possible Overkill
Trail Condition	Possible Overkill
Value for Fee Paid	Keep up the Good Work

Table 22. Importance-Performance Ratings for Designated Wilderness

Satisfaction Element	Importance-Performance Rating
Restroom Cleanliness	Concentrate Here
Developed Facilities	Possible Overkill
Condition of Environment	Keep up the Good Work
Employee Helpfulness	Keep up the Good Work
Interpretive Displays	Low Priority
Parking Availability	Keep up the Good Work
Parking Lot Condition	Possible Overkill
Rec. Info. Availability	Low Priority
Road Condition	Possible Overkill
Feeling of Safety	Possible Overkill
Scenery	Keep up the Good Work
Signage Adequacy	Low Priority
Trail Condition	Keep up the Good Work
Value for Fee Paid	Keep up the Good Work

Figure 7a. Satisfaction with Forest-wide Road Conditions & Signage Adequacy

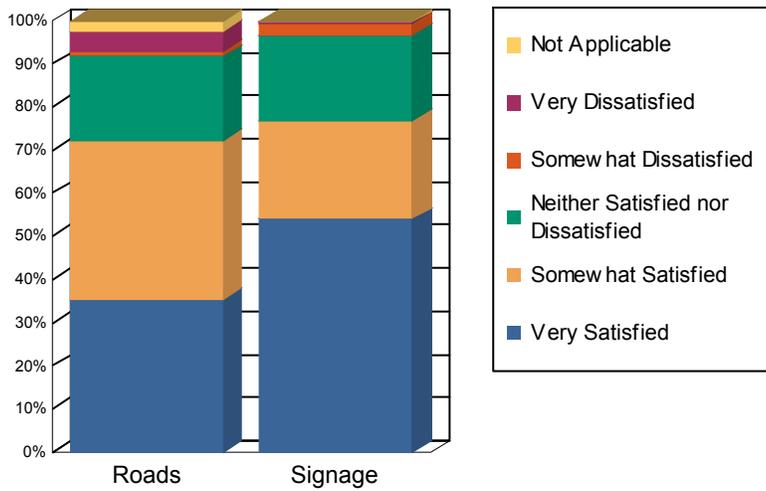
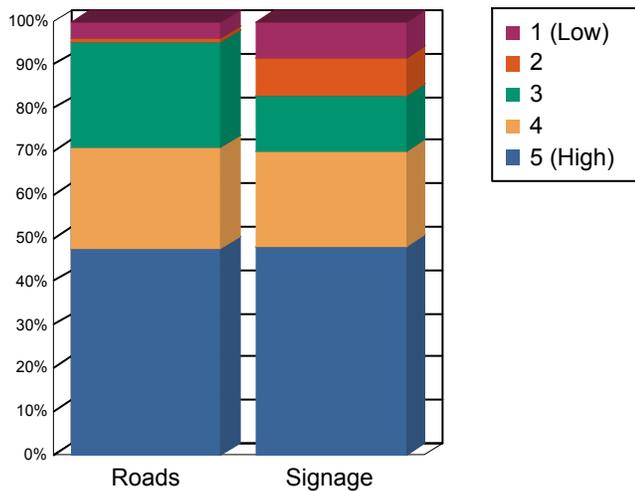


Figure 7b. Importance of Forest-wide Road Conditions & Signage Adequacy



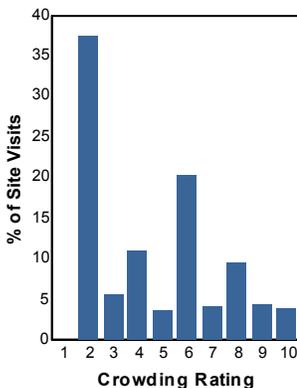
5.1. Crowding

Visitors rated their perception of how crowded the recreation site or area felt to them. This information is useful when looking at the type of site the visitor was using since someone visiting a designated Wilderness may think 5 people is too many while someone visiting a developed campground may think 200 people is about right. Table 23 shows the distribution of responses for each site type. Crowding was reported on a scale of 1 to 10 where 1 denotes hardly anyone was there, and a 10 indicates the area was perceived as overcrowded.

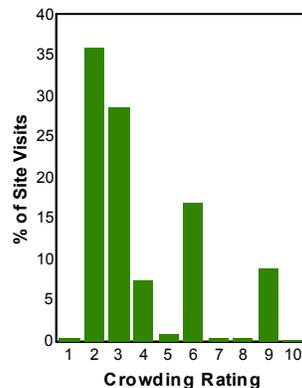
Table 23. Percent of Site Visits* by Crowding Rating and Site Type

Crowding Rating†	Site Types (% of Site Visits)			
	Day Use Developed Sites	Overnight Use Developed Sites	Undeveloped Areas (GFAs)	Designated Wilderness
10 - Overcrowded	3.9	0.2	0.0	0.0
9	4.3	9.0	2.9	0.2
8	9.6	0.3	7.4	0.2
7	4.3	0.5	6.4	11.8
6	20.3	17.0	14.9	6.8
5	3.6	0.8	18.7	12.9
4	10.9	7.4	11.5	13.6
3	5.6	28.5	10.2	18.4
2	37.6	35.9	26.6	36.0
1 - Hardly anyone there	0.0	0.3	1.4	0.2
Average Rating	4.6	3.8	4.4	3.7

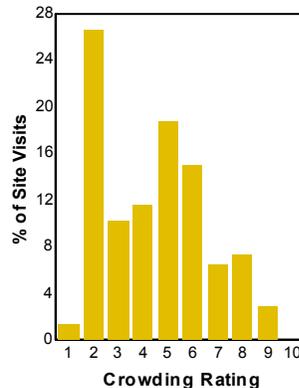
Day Use Developed Sites



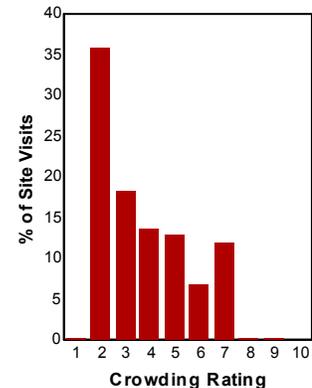
Overnight Use Developed Sites



Undeveloped Areas (GFAs)



Designated Wilderness



* A Site Visit is the entry of one person onto a national forest site or area to participate in recreation activities for an unspecified period of time.

† Survey respondents rated how crowded the site or area they were interviewed at was using a scale of 1 to 10 where 1 meant hardly anyone was there and 10 meant the site or area was overcrowded.

5.2. Disabilities

Providing barrier-free facilities for recreation visitors is an important part of facility and service planning and development. One question asked if anyone in their group had a disability. If so, the visitor was then asked if the facilities at the sites they visited were accessible for this person (Table 24).

Table 24. Accessibility of National Forest Facilities by Persons with Disabilities

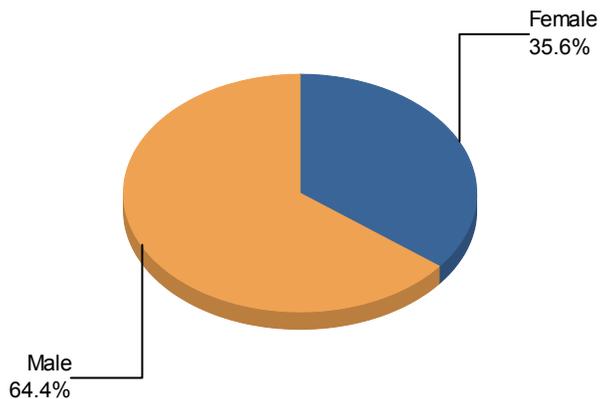
Item	Percent
% of visits that include a group member with a disability	16.7
Of this group, percent who said facilities at site visited were accessible	63.1

6. WILDERNESS VISIT DEMOGRAPHICS

Visits to Wilderness are sometimes made by a particular subset of the overall visitor population. In this chapter, tables are presented that describe the demographic characteristics of those who visit designated wilderness on this forest. Table 25 shows the gender breakdown, Table 26 the racial and ethnicity distribution, and the Table 27 age composition. In Table 28, a frequency analysis of Zip Codes obtained from respondents is presented, to give a rough idea of the common origins of Wilderness visitors.

Table 25. Percent of Wilderness Site Visits* by Gender

Gender	Survey Respondents†	Wilderness Site Visits (%)‡
Female	142	35.6
Male	216	64.4
Total	358	100.0



* A Site Visit is the entry of one person onto a National Forest site or area to participate in recreation activities for an unspecified period of time.

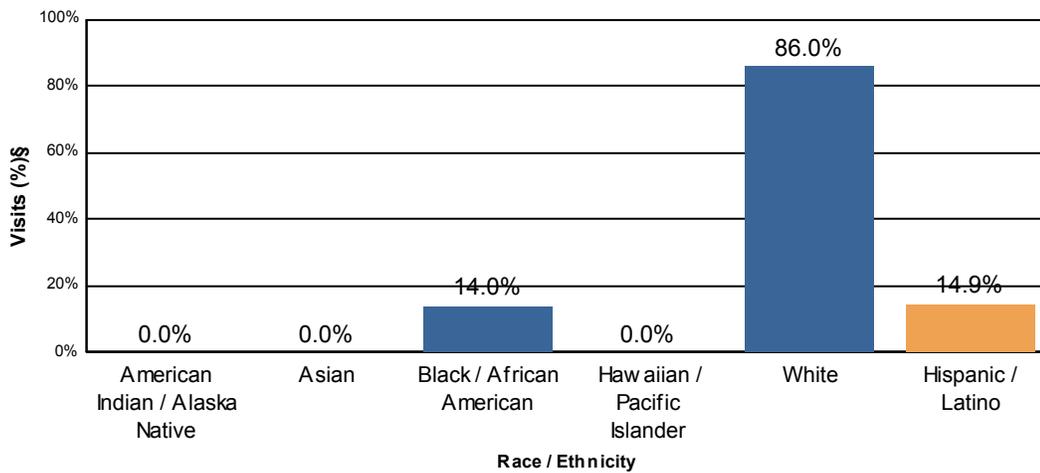
† Non-respondents to gender questions were excluded from analysis.

‡ Calculations are computed using weights that expand the sample of individuals to the population of Wilderness Site Visits.

Table 26. Percent of Wilderness Site Visits* by Race/Ethnicity

Race †	Survey Respondents‡	Wilderness Site Visits (%)§
American Indian / Alaska Native	0	0.0
Asian	0	0.0
Black / African American	12	14.0
Hawaiian / Pacific Islander	0	0.0
White	75	86.0
Total	87	100.0#

Ethnicity†	Survey Respondents‡	Wilderness Site Visits (%)§
Hispanic / Latino	18	14.9



* A Site Visit is the entry of one person onto a National Forest site or area to participate in recreation activities for an unspecified period of time.

Respondents could choose more than one racial group, so the total may be more than 100%.

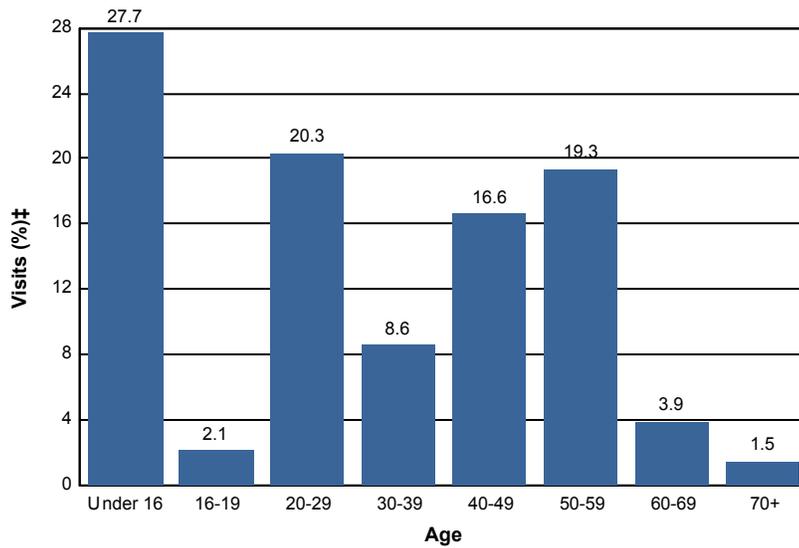
† Race and Ethnicity were asked as two separate questions.

‡ Non-respondents to race/ethnicity questions were excluded from analysis.

§ Calculations are computed using weights that expand the sample of individuals to the population of Wilderness Site Visits.

Table 27. Percent of Wilderness Site Visits* by Age

Age Class	Wilderness Site Visits (%)‡
Under 16	27.7
16-19	2.1
20-29	20.3
30-39	8.6
40-49	16.6
50-59	19.3
60-69	3.9
70+	1.5
Total	100.0



* A Site Visit is the entry of one person onto a National Forest site or area to participate in recreation activities for an unspecified period of time.

† Non-respondents to age questions were excluded from analysis.

‡ Calculations are computed using weights that expand the sample of individuals to the population of Wilderness Site Visits.

Table 28. Top 15 Most Commonly Reported ZIP Codes, States and Counties of Wilderness Survey Respondents

ZIP Code	State	County	Percent of Respondents	Survey Respondents (n)
49503	Michigan	Kent County	13.6	8
48103	Michigan	Washtenaw County	11.9	7
49660	Michigan	Manistee County	10.2	6
49504	Michigan	Kent County	6.8	4
49423	Michigan	Ottawa County	6.8	4
49464	Michigan	Ottawa County	5.1	3
48167	Michigan	Wayne County	5.1	3
49424	Michigan	Ottawa County	5.1	3
49431	Michigan	Mason County	5.1	3
49426	Michigan	Ottawa County	5.1	3
Unknown Origin*			5.1	3
49421	Michigan	Oceana County	5.1	3
49418	Michigan	Kent County	5.1	3
49506	Michigan	Kent County	5.1	3
48858	Michigan	Isabella County	5.1	3

* Includes respondents reporting no ZIP code or an invalid ZIP code .

7. APPENDIX TABLES

APPENDIX A - Complete List of ZIP Codes

Table A-1. ZIP Codes, States and Counties of National Forest Survey Respondents

ZIP Code	State	County	Percent of Respondents	Survey Respondents (n)
49319	Michigan	Kent County	1.8	16
Unknown Origin*			1.7	15
48647	Michigan	Oscoda County	1.5	13
49307	Michigan	Mecosta County	1.4	12
49341	Michigan	Kent County	1.3	11
49349	Michigan	Newaygo County	1.3	11
49304	Michigan	Lake County	1.3	11
49503	Michigan	Kent County	1.1	10
49660	Michigan	Manistee County	1.1	10
48103	Michigan	Washtenaw County	1.0	9
49601	Michigan	Wexford County	1.0	9
49464	Michigan	Ottawa County	0.9	8
49346	Michigan	Mecosta County	0.9	8
49426	Michigan	Ottawa County	0.9	8
48750	Michigan	Iosco County	0.8	7
49424	Michigan	Ottawa County	0.8	7
49421	Michigan	Oceana County	0.8	7
49417	Michigan	Ottawa County	0.8	7
49431	Michigan	Mason County	0.8	7
49638	Michigan	Wexford County	0.8	7
49337	Michigan	Newaygo County	0.8	7
48603	Michigan	Saginaw County	0.7	6
49504	Michigan	Kent County	0.7	6
49343	Michigan	Kent County	0.7	6
49329	Michigan	Montcalm County	0.7	6
49506	Michigan	Kent County	0.7	6
49309	Michigan	Newaygo County	0.7	6
48336	Michigan	Oakland County	0.6	5
48167	Michigan	Wayne County	0.6	5
49442	Michigan	Muskegon County	0.6	5
48858	Michigan	Isabella County	0.6	5
49444	Michigan	Muskegon County	0.6	5
49423	Michigan	Ottawa County	0.6	5
49677	Michigan	Osceola County	0.6	5
49401	Michigan	Ottawa County	0.6	5
49330	Michigan	Kent County	0.6	5
49505	Michigan	Kent County	0.6	5
49323	Michigan	Allegan County	0.6	5
49418	Michigan	Kent County	0.6	5
48105	Michigan	Washtenaw County	0.5	4

49461	Michigan	Muskegon County	0.5	4
48421	Michigan	Lapeer County	0.5	4
49321	Michigan	Kent County	0.5	4
48654	Michigan	Ogemaw County	0.5	4
49342	Michigan	Mecosta County	0.5	4
49507	Michigan	Kent County	0.5	4
49301	Michigan	Kent County	0.5	4
49338	Michigan	Mecosta County	0.5	4
49331	Michigan	Kent County	0.5	4
48763	Michigan	Iosco County	0.5	4
48506	Michigan	Genesee County	0.5	4
48657	Michigan	Midland County	0.5	4
49445	Michigan	Muskegon County	0.5	4
48838	Michigan	Montcalm County	0.5	4
49009	Michigan	Kalamazoo County	0.5	4
48185	Michigan	Wayne County	0.3	3
48739	Michigan	Iosco County	0.3	3
48085	Michigan	Oakland County	0.3	3
49339	Michigan	Montcalm County	0.3	3
48307	Michigan	Oakland County	0.3	3
49315	Michigan	Kent County	0.3	3
46514	Indiana	Elkhart County	0.3	3
48823	Michigan	Ingham County	0.3	3
48446	Michigan	Lapeer County	0.3	3
49097	Michigan	Kalamazoo County	0.3	3
48220	Michigan	Oakland County	0.3	3
48116	Michigan	Livingston County	0.3	3
49525	Michigan	Kent County	0.3	3
49316	Michigan	Kent County	0.3	3
49631	Michigan	Osceola County	0.3	3
49679	Michigan	Osceola County	0.3	3
48145	Michigan	Monroe County	0.3	3
48732	Michigan	Bay County	0.3	3
48917	Michigan	Eaton County	0.3	3
48642	Michigan	Midland County	0.3	3
48080	Michigan	Macomb County	0.3	3
49684	Michigan	Grand Traverse County	0.3	3
49639	Michigan	Osceola County	0.3	3
48178	Michigan	Oakland County	0.3	3
48618	Michigan	Midland County	0.3	3
49038	Michigan	Berrien County	0.3	3
49509	Michigan	Kent County	0.3	3
49036	Michigan	Branch County	0.3	3
48638	Michigan	Saginaw County	0.3	3
48809	Michigan	Ionia County	0.3	3
48189	Michigan	Washtenaw County	0.2	2
48009	Michigan	Oakland County	0.2	2
46322	Indiana	Lake County	0.2	2
48737	Michigan	Alcona County	0.2	2
49625	Michigan	Manistee County	0.2	2
49010	Michigan	Allegan County	0.2	2

49689	Michigan	Manistee County	0.2	2
49619	Michigan	Manistee County	0.2	2
48503	Michigan	Genesee County	0.2	2
49405	Michigan	Mason County	0.2	2
48846	Michigan	Ionia County	0.2	2
49101	Michigan	Berrien County	0.2	2
49008	Michigan	Kalamazoo County	0.2	2
48875	Michigan	Ionia County	0.2	2
48840	Michigan	Ingham County	0.2	2
48851	Michigan	Ionia County	0.2	2
49006	Michigan	Kalamazoo County	0.2	2
48430	Michigan	Genesee County	0.2	2
49332	Michigan	Mecosta County	0.2	2
49441	Michigan	Muskegon County	0.2	2
60613	Illinois	Cook County	0.2	2
48382	Michigan	Oakland County	0.2	2
49050	Michigan	Barry County	0.2	2
49001	Michigan	Kalamazoo County	0.2	2
48035	Michigan	Macomb County	0.2	2
48507	Michigan	Genesee County	0.2	2
48746	Michigan	Tuscola County	0.2	2
49544	Michigan	Kent County	0.2	2
60614	Illinois	Cook County	0.2	2
48609	Michigan	Saginaw County	0.2	2
48761	Michigan	Ogemaw County	0.2	2
48176	Michigan	Washtenaw County	0.2	2
48317	Michigan	Macomb County	0.2	2
48301	Michigan	Oakland County	0.2	2
49085	Michigan	Berrien County	0.2	2
49534	Michigan	Kent County	0.2	2
48661	Michigan	Ogemaw County	0.2	2
48036	Michigan	Macomb County	0.2	2
49333	Michigan	Barry County	0.2	2
48885	Michigan	Montcalm County	0.2	2
48117	Michigan	Monroe County	0.2	2
48864	Michigan	Ingham County	0.2	2
49546	Michigan	Kent County	0.2	2
48306	Michigan	Oakland County	0.2	2
48168	Michigan	Wayne County	0.2	2
48854	Michigan	Ingham County	0.2	2
48236	Michigan	Wayne County	0.2	2
48653	Michigan	Roscommon County	0.2	2
48240	Michigan	Wayne County	0.2	2
49327	Michigan	Newaygo County	0.2	2
49080	Michigan	Allegan County	0.2	2
49411	Michigan	Mason County	0.2	2
49613	Michigan	Manistee County	0.2	2
48640	Michigan	Midland County	0.2	2
48847	Michigan	Gratiot County	0.2	2
48180	Michigan	Wayne County	0.2	2
48439	Michigan	Genesee County	0.2	2

49448	Michigan	Ottawa County	0.2	2
49087	Michigan	Kalamazoo County	0.2	2
49428	Michigan	Ottawa County	0.2	2
Foreign Country			0.2	2
49451	Michigan	Muskegon County	0.2	2
43302	Ohio	Marion County	0.2	2
48650	Michigan	Bay County	0.2	2
48104	Michigan	Washtenaw County	0.2	2
49024	Michigan	Kalamazoo County	0.2	2
48855	Michigan	Livingston County	0.2	2
48310	Michigan	Macomb County	0.2	2
49548	Michigan	Kent County	0.2	2
48160	Michigan	Monroe County	0.2	2
48451	Michigan	Genesee County	0.2	2
49419	Michigan	Allegan County	0.2	2
49068	Michigan	Calhoun County	0.2	2
48118	Michigan	Washtenaw County	0.2	2
49408	Michigan	Allegan County	0.2	2
49456	Michigan	Ottawa County	0.2	2
48158	Michigan	Washtenaw County	0.2	2
49446	Michigan	Oceana County	0.2	2
48067	Michigan	Oakland County	0.2	2
48393	Michigan	Oakland County	0.2	2
49460	Michigan	Ottawa County	0.2	2
48820	Michigan	Clinton County	0.2	2
48634	Michigan	Bay County	0.2	2
48161	Michigan	Monroe County	0.2	2
48748	Michigan	Iosco County	0.2	2
48134	Michigan	Wayne County	0.2	2
49454	Michigan	Mason County	0.2	2
48813	Michigan	Eaton County	0.2	2
48895	Michigan	Ingham County	0.2	2
49756	Michigan	Montmorency County	0.2	2
49305	Michigan	Mecosta County	0.2	2
49412	Michigan	Newaygo County	0.2	2
49686	Michigan	Grand Traverse County	0.2	2
60134	Illinois	Kane County	0.1	1
60643	Illinois	Cook County	0.1	1
48060	Michigan	St. Clair County	0.1	1
48765	Michigan	Arenac County	0.1	1
48743	Michigan	Iosco County	0.1	1
48462	Michigan	Oakland County	0.1	1
48463	Michigan	Genesee County	0.1	1
59749	Montana	Madison County	0.1	1
60607	Illinois	Cook County	0.1	1
47401	Indiana	Monroe County	0.1	1
60615	Illinois	Cook County	0.1	1
48187	Michigan	Wayne County	0.1	1
48420	Michigan	Genesee County	0.1	1
60618	Illinois	Cook County	0.1	1
49632	Michigan	Missaukee County	0.1	1

49002	Michigan	Kalamazoo County	0.1	1
45142	Ohio	Highland County	0.1	1
43017	Ohio	Franklin County	0.1	1
48818	Michigan	Montcalm County	0.1	1
49404	Michigan	Ottawa County	0.1	1
48532	Michigan	Genesee County	0.1	1
48509	Michigan	Genesee County	0.1	1
48197	Michigan	Washtenaw County	0.1	1
49098	Michigan	Berrien County	0.1	1
49234	Michigan	Jackson County	0.1	1
49403	Michigan	Ottawa County	0.1	1
48730	Michigan	Iosco County	0.1	1
60453	Illinois	Cook County	0.1	1
48745	Michigan	Alcona County	0.1	1
49053	Michigan	Kalamazoo County	0.1	1
48043	Michigan	Macomb County	0.1	1
49015	Michigan	Calhoun County	0.1	1
48324	Michigan	Oakland County	0.1	1
49644	Michigan	Lake County	0.1	1
48371	Michigan	Oakland County	0.1	1
48054	Michigan	St. Clair County	0.1	1
48829	Michigan	Montcalm County	0.1	1
48419	Michigan	Sanilac County	0.1	1
49645	Michigan	Manistee County	0.1	1
32309	Florida	Leon County	0.1	1
49345	Michigan	Kent County	0.1	1
60805	Illinois	Cook County	0.1	1
48383	Michigan	Oakland County	0.1	1
49249	Michigan	Hillsdale County	0.1	1
48146	Michigan	Wayne County	0.1	1
60431	Illinois	Will County	0.1	1
53704	Wisconsin	Dane County	0.1	1
48207	Michigan	Wayne County	0.1	1
48412	Michigan	Lapeer County	0.1	1
48906	Michigan	Ingham County	0.1	1
49721	Michigan	Cheboygan County	0.1	1
48834	Michigan	Montcalm County	0.1	1
49707	Michigan	Alpena County	0.1	1
63011	Missouri	St. Louis County	0.1	1
53098	Wisconsin	Dodge County	0.1	1
49751	Michigan	Otsego County	0.1	1
25427	West Virginia	Berkeley County	0.1	1
48386	Michigan	Oakland County	0.1	1
27613	North Carolina	Wake County	0.1	1
48152	Michigan	Wayne County	0.1	1
48042	Michigan	Macomb County	0.1	1
49868	Michigan	Luce County	0.1	1
48015	Michigan	Macomb County	0.1	1
49340	Michigan	Mecosta County	0.1	1
60188	Illinois	DuPage County	0.1	1
46342	Indiana	Lake County	0.1	1

48329	Michigan	Oakland County	0.1	1
48629	Michigan	Roscommon County	0.1	1
49336	Michigan	Mecosta County	0.1	1
48239	Michigan	Wayne County	0.1	1
15108	Pennsylvania	Allegheny County	0.1	1
49770	Michigan	Emmet County	0.1	1
43235	Ohio	Franklin County	0.1	1
49688	Michigan	Osceola County	0.1	1
49436	Michigan	Oceana County	0.1	1
48308	Michigan	Oakland County	0.1	1
48706	Michigan	Bay County	0.1	1
48075	Michigan	Oakland County	0.1	1
49058	Michigan	Barry County	0.1	1
48188	Michigan	Wayne County	0.1	1
44024	Ohio	Geauga County	0.1	1
48346	Michigan	Oakland County	0.1	1
48625	Michigan	Clare County	0.1	1
48350	Michigan	Oakland County	0.1	1
49312	Michigan	Newaygo County	0.1	1
48458	Michigan	Genesee County	0.1	1
48635	Michigan	Ogemaw County	0.1	1
49251	Michigan	Ingham County	0.1	1
16066	Pennsylvania	Butler County	0.1	1
48768	Michigan	Tuscola County	0.1	1
75165	Texas	Ellis County	0.1	1
49618	Michigan	Wexford County	0.1	1
95051	California	Santa Clara County	0.1	1
48124	Michigan	Wayne County	0.1	1
43560	Ohio	Lucas County	0.1	1
48335	Michigan	Oakland County	0.1	1
48312	Michigan	Macomb County	0.1	1
48001	Michigan	St. Clair County	0.1	1
48045	Michigan	Macomb County	0.1	1
48757	Michigan	Tuscola County	0.1	1
40056	Kentucky	Oldham County	0.1	1
48631	Michigan	Bay County	0.1	1
46573	Indiana	Elkhart County	0.1	1
79904	Texas	El Paso County	0.1	1
46555	Indiana	Kosciusko County	0.1	1
60045	Illinois	Lake County	0.1	1
48658	Michigan	Arenac County	0.1	1
48125	Michigan	Wayne County	0.1	1
48466	Michigan	Sanilac County	0.1	1
49120	Michigan	Berrien County	0.1	1
48910	Michigan	Ingham County	0.1	1
49073	Michigan	Barry County	0.1	1
63368	Missouri	St. Charles County	0.1	1
43542	Ohio	Lucas County	0.1	1
46383	Indiana	Porter County	0.1	1
48327	Michigan	Oakland County	0.1	1
48328	Michigan	Oakland County	0.1	1

48476	Michigan	Shiawassee County	0.1	1
48111	Michigan	Wayne County	0.1	1
44001	Ohio	Lorain County	0.1	1
60540	Illinois	DuPage County	0.1	1
49107	Michigan	Berrien County	0.1	1
46951	Indiana	Miami County	0.1	1
49452	Michigan	Oceana County	0.1	1
46368	Indiana	Porter County	0.1	1
60108	Illinois	DuPage County	0.1	1
48601	Michigan	Saginaw County	0.1	1
48888	Michigan	Montcalm County	0.1	1
49095	Michigan	Cass County	0.1	1
48415	Michigan	Saginaw County	0.1	1
49634	Michigan	Manistee County	0.1	1
46507	Indiana	Elkhart County	0.1	1
46131	Indiana	Johnson County	0.1	1
48082	Michigan	Macomb County	0.1	1
49457	Michigan	Muskegon County	0.1	1
20008	District of Columbia	District of Columbia	0.1	1
49512	Michigan	Kent County	0.1	1
85755	Arizona	Pima County	0.1	1
48429	Michigan	Shiawassee County	0.1	1
48733	Michigan	Tuscola County	0.1	1
49455	Michigan	Oceana County	0.1	1
49434	Michigan	Ottawa County	0.1	1
48883	Michigan	Isabella County	0.1	1
49021	Michigan	Eaton County	0.1	1
95063	California	Santa Cruz County	0.1	1
48850	Michigan	Montcalm County	0.1	1
49048	Michigan	Kalamazoo County	0.1	1
48076	Michigan	Oakland County	0.1	1
48114	Michigan	Livingston County	0.1	1
60302	Illinois	Cook County	0.1	1
60532	Illinois	DuPage County	0.1	1
80234	Colorado	Adams County	0.1	1
48186	Michigan	Wayne County	0.1	1
48066	Michigan	Macomb County	0.1	1
49112	Michigan	Cass County	0.1	1
24065	Virginia	Franklin County	0.1	1
48853	Michigan	Clinton County	0.1	1
48198	Michigan	Washtenaw County	0.1	1
48621	Michigan	Oscoda County	0.1	1
28078	North Carolina	Mecklenburg County	0.1	1
48302	Michigan	Oakland County	0.1	1
43214	Ohio	Franklin County	0.1	1
60175	Illinois	Kane County	0.1	1
48879	Michigan	Clinton County	0.1	1
49306	Michigan	Kent County	0.1	1
48062	Michigan	Macomb County	0.1	1
49781	Michigan	Mackinac County	0.1	1
48759	Michigan	Huron County	0.1	1

49735	Michigan	Otsego County	0.1	1
48624	Michigan	Gladwin County	0.1	1
48740	Michigan	Alcona County	0.1	1
60423	Illinois	Will County	0.1	1
46516	Indiana	Elkhart County	0.1	1
48604	Michigan	Saginaw County	0.1	1
49302	Michigan	Kent County	0.1	1
48626	Michigan	Saginaw County	0.1	1
48842	Michigan	Ingham County	0.1	1
46804	Indiana	Allen County	0.1	1
48130	Michigan	Washtenaw County	0.1	1
49640	Michigan	Benzie County	0.1	1
44022	Ohio	Cuyahoga County	0.1	1
49203	Michigan	Jackson County	0.1	1
48027	Michigan	St. Clair County	0.1	1
32725	Florida	Volusia County	0.1	1
45356	Ohio	Miami County	0.1	1
48179	Michigan	Monroe County	0.1	1
49055	Michigan	Van Buren County	0.1	1
49663	Michigan	Wexford County	0.1	1
48423	Michigan	Genesee County	0.1	1
48101	Michigan	Wayne County	0.1	1
48034	Michigan	Oakland County	0.1	1
48475	Michigan	Huron County	0.1	1
46805	Indiana	Allen County	0.1	1
47021	Indiana	Ripley County	0.1	1
60012	Illinois	McHenry County	0.1	1
48722	Michigan	Saginaw County	0.1	1
48742	Michigan	Alcona County	0.1	1
46385	Indiana	Porter County	0.1	1
48890	Michigan	Eaton County	0.1	1
46204	Indiana	Marion County	0.1	1
49202	Michigan	Jackson County	0.1	1
48762	Michigan	Alcona County	0.1	1
49623	Michigan	Lake County	0.1	1
49022	Michigan	Berrien County	0.1	1
48044	Michigan	Macomb County	0.1	1
48613	Michigan	Bay County	0.1	1
91104	California	Los Angeles County	0.1	1
19008	Pennsylvania	Delaware County	0.1	1
48193	Michigan	Wayne County	0.1	1
48651	Michigan	Roscommon County	0.1	1
48348	Michigan	Oakland County	0.1	1
48453	Michigan	Sanilac County	0.1	1
49668	Michigan	Wexford County	0.1	1
46561	Indiana	St. Joseph County	0.1	1
48038	Michigan	Macomb County	0.1	1
49245	Michigan	Calhoun County	0.1	1
49402	Michigan	Mason County	0.1	1
48154	Michigan	Wayne County	0.1	1
49348	Michigan	Allegan County	0.1	1

49616	Michigan	Benzie County	0.1	1
48867	Michigan	Shiawassee County	0.1	1
48872	Michigan	Shiawassee County	0.1	1
48726	Michigan	Tuscola County	0.1	1
49014	Michigan	Calhoun County	0.1	1
54843	Wisconsin	Sawyer County	0.1	1
48083	Michigan	Oakland County	0.1	1
49420	Michigan	Oceana County	0.1	1
48003	Michigan	Lapeer County	0.1	1
48821	Michigan	Eaton County	0.1	1
49326	Michigan	Kent County	0.1	1
49029	Michigan	Calhoun County	0.1	1
48755	Michigan	Huron County	0.1	1
48192	Michigan	Wayne County	0.1	1
48708	Michigan	Bay County	0.1	1
48837	Michigan	Eaton County	0.1	1

* Includes respondents reporting no ZIP code or an invalid ZIP code .

APPENDIX B - Detailed Satisfaction Results

Table B-1. Satisfaction for Visits to Day Use Developed Sites

Satisfaction Element	Percent Rating Satisfaction as:					Mean Rating§	Mean Importance†	No. Obs‡
	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied			
Restroom Cleanliness	1.0	0.0	15.3	28.1	55.7	4.4	4.1	38
Developed Facilities	0.0	0.6	1.7	18.5	79.3	4.8	4.5	64
Condition of Environment	0.0	0.6	4.6	16.3	78.5	4.7	4.7	87
Employee Helpfulness	0.0	0.0	4.9	13.8	81.3	4.8	4.6	34
Interpretive Displays	4.9	15.7	9.9	28.1	41.4	3.9	4.0	59
Parking Availability	0.0	0.0	17.3	8.4	74.3	4.6	4.7	80
Parking Lot Condition	0.0	0.7	2.4	21.2	75.7	4.7	4.3	83
Rec. Info. Availability	11.7	4.1	14.0	19.0	51.2	3.9	4.2	71
Road Condition	0.0	4.2	17.0	32.0	46.9	4.2	4.3	72
Feeling of Safety	0.0	4.5	0.8	15.9	78.8	4.7	4.9	80
Scenery	0.0	0.0	1.3	15.0	83.7	4.8	4.6	87
Signage Adequacy	4.3	5.5	14.7	25.6	49.9	4.1	4.4	86
Trail Condition	0.0	3.4	13.4	36.0	47.2	4.3	4.5	65
Value for Fee Paid	0.0	0.0	2.7	14.7	82.6	4.8	4.6	46

NOTE: The data was not reported for items with fewer than 10 responses. Satisfaction and Importance were asked as two separate questions so one of these may have 10 responses even though the other does not.

§ Scale: Very Dissatisfied = 1, Somewhat Dissatisfied = 2, Neither Satisfied nor Dissatisfied = 3, Somewhat Satisfied = 4, Very Satisfied = 5

† Scale: Not Important = 1, Somewhat Important = 2, Moderately Important = 3, Important = 4, Very Important = 5

‡ No. Obs is the number of survey respondents who responded to this item.

Table B-2. Satisfaction for Visits to Overnight Developed Sites

Satisfaction Element	Percent Rating Satisfaction as:					Mean Rating§	Mean Importance†	No. Obs‡
	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied			
Restroom Cleanliness	0.4	0.1	10.5	20.2	68.8	4.6	4.8	53
Developed Facilities	0.0	0.0	6.9	32.2	60.9	4.5	4.8	65
Condition of Environment	0.0	7.7	0.4	13.4	78.5	4.6	4.6	66
Employee Helpfulness	0.0	0.0	0.5	60.9	38.6	4.4	4.8	34
Interpretive Displays	0.0	0.0	0.8	41.6	57.6	4.6	4.4	43
Parking Availability	0.0	0.0	16.8	8.7	74.5	4.6	4.6	64
Parking Lot Condition	0.0	0.0	0.7	30.0	69.3	4.7	4.5	36
Rec. Info. Availability	0.0	6.6	14.7	22.8	55.8	4.3	4.4	63
Road Condition	0.7	0.1	8.7	49.3	41.2	4.3	4.5	63
Feeling of Safety	0.0	0.0	0.2	7.7	92.1	4.9	4.7	66
Scenery	0.0	0.0	7.8	13.2	79.0	4.7	4.7	66
Signage Adequacy	0.1	0.3	8.1	22.3	69.1	4.6	4.6	66
Trail Condition	0.0	0.0	0.4	39.0	60.6	4.6	4.4	60
Value for Fee Paid	0.0	0.0	16.1	7.7	76.3	4.6	4.8	64

NOTE: The data was not reported for items with fewer than 10 responses. Satisfaction and Importance were asked as two separate questions so one of these may have 10 responses even though the other does not.

§ Scale: Very Dissatisfied = 1, Somewhat Dissatisfied = 2, Neither Satisfied nor Dissatisfied = 3, Somewhat Satisfied = 4, Very Satisfied = 5

† Scale: Not Important = 1, Somewhat Important = 2, Moderately Important = 3, Important = 4, Very Important = 5

‡ No. Obs is the number of survey respondents who responded to this item.

Table B-3. Satisfaction for Visits to Undeveloped Areas (GFAs)

Satisfaction Element	Percent Rating Satisfaction as:					Mean Rating§	Mean Importance†	No. Obs‡
	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied			
Restroom Cleanliness	8.7	9.5	3.0	28.4	50.3	4.0	4.1	18
Developed Facilities	0.0	0.0	0.0	46.7	53.3	4.5	3.9	20
Condition of Environment	0.0	3.7	1.3	32.7	62.3	4.5	4.6	53
Employee Helpfulness	0.0	7.6	24.7	15.8	51.9	4.1	4.0	17
Interpretive Displays	0.0	3.8	26.4	17.9	51.9	4.2	3.5	25
Parking Availability	0.0	0.2	7.1	30.6	62.1	4.5	3.9	34
Parking Lot Condition	0.4	0.0	18.2	18.6	62.8	4.4	4.1	25
Rec. Info. Availability	2.3	0.0	27.4	29.9	40.5	4.1	4.1	35
Road Condition	1.4	7.7	20.9	36.7	33.3	3.9	4.0	49
Feeling of Safety	0.0	0.0	5.4	24.0	70.6	4.7	4.5	52
Scenery	0.0	0.0	2.7	12.6	84.7	4.8	4.6	53
Signage Adequacy	0.0	4.9	16.0	31.2	47.8	4.2	3.8	43
Trail Condition	0.0	8.3	24.9	25.1	41.7	4.0	3.6	32
Value for Fee Paid	0.0	6.4	13.3	13.9	66.4	4.4	4.7	24

NOTE: The data was not reported for items with fewer than 10 responses. Satisfaction and Importance were asked as two separate questions so one of these may have 10 responses even though the other does not.

§ Scale: Very Dissatisfied = 1, Somewhat Dissatisfied = 2, Neither Satisfied nor Dissatisfied = 3, Somewhat Satisfied = 4, Very Satisfied = 5

† Scale: Not Important = 1, Somewhat Important = 2, Moderately Important = 3, Important = 4, Very Important = 5

‡ No. Obs is the number of survey respondents who responded to this item.

Table B-4. Satisfaction for Visits to Designated Wilderness*

Satisfaction Element	Percent Rating Satisfaction as:					Mean Rating§	Mean Importance†	No. Obs‡
	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied			
Restroom Cleanliness	10.6	0.5	11.3	76.0	1.6	3.6	4.1	24
Developed Facilities	0.0	0.0	37.4	2.9	59.8	4.2	3.5	19
Condition of Environment	0.0	0.7	0.4	6.6	92.3	4.9	4.8	53
Employee Helpfulness	0.0	0.0	2.9	31.9	65.2	4.6	4.3	11
Interpretive Displays	0.5	8.4	24.4	41.4	25.3	3.8	3.8	35
Parking Availability	0.0	0.2	12.8	38.6	48.4	4.4	4.1	51
Parking Lot Condition	0.0	6.4	13.2	33.7	46.7	4.2	3.9	51
Rec. Info. Availability	6.3	0.6	51.6	26.9	14.6	3.4	3.6	42
Road Condition	0.0	0.2	19.5	59.4	20.9	4.0	3.7	36
Feeling of Safety	0.0	5.9	11.7	18.8	63.6	4.4	3.8	51
Scenery	0.0	0.0	0.0	11.7	88.3	4.9	4.9	53
Signage Adequacy	7.2	23.9	52.1	8.6	8.2	2.9	3.8	45
Trail Condition	0.0	0.0	0.0	39.5	60.5	4.6	4.3	52
Value for Fee Paid	0.0	6.2	6.4	26.3	61.0	4.4	4.0	49

NOTE: The data was not reported for items with fewer than 10 responses. Satisfaction and Importance were asked as two separate questions so one of these may have 10 responses even though the other does not.

§ Scale: Very Dissatisfied = 1, Somewhat Dissatisfied = 2, Neither Satisfied nor Dissatisfied = 3, Somewhat Satisfied = 4, Very Satisfied = 5

† Scale: Not Important = 1, Somewhat Important = 2, Moderately Important = 3, Important = 4, Very Important = 5

‡ No. Obs is the number of survey respondents who responded to this item.

* Data supplied is for all Designated Wilderness on the forest combined. Data was not collected for satisfaction for each individual Wilderness on the forest.