

# Overall Satisfaction

## Satisfaction for Visits to National Forest Recreation Facilities and Services

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	3.5	5.3	10.5	23.9	56.8	4.3	4.4	16,565
Developed Facilities	0.5	1.5	6.4	20.8	70.9	4.6	4.4	18,173
Condition of Environment	0.4	1.8	4.8	18.5	74.4	4.6	4.8	30,076
Employee Helpfulness	0.6	0.8	5.0	10.8	82.8	4.7	4.5	11,265
Interpretive Displays	1.5	4.5	16.1	22.4	55.6	4.3	4.0	17,948
Parking Availability	1.7	4.7	8.6	17.8	67.2	4.4	4.3	27,456
Parking Lot Condition	0.6	2.2	7.9	20.7	68.6	4.5	4.1	25,860
Rec. Info. Availability	1.2	4.4	12.6	23.6	58.3	4.3	4.3	22,701
Road Condition	2.5	4.9	10.5	26.1	56.0	4.3	4.4	22,569
Feeling of Safety	0.5	0.6	2.5	12.3	84.1	4.8	4.6	29,497
Scenery	0.2	0.4	2.2	9.5	87.6	4.8	4.7	30,144
Signage Adequacy	1.8	4.3	10.5	21.7	61.7	4.4	4.3	27,990
Trail Condition	0.7	2.0	6.5	24.6	66.1	4.5	4.6	21,738
Value for Fee Paid	0.8	3.3	9.2	18.5	68.2	4.5	4.5	13,080

### Selected Regions:

Northern Region (R1) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Rocky Mountain Region (R2) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Southwest Region (R3) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Intermountain Region (R4) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Pacific Southwest Region (R5) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Pacific Northwest Region (R6) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Southern Region (R8) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Eastern Region (R9) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)  
 Alaska Region (R10) (FY 2015, FY 2016, FY 2017, FY 2018, FY 2019)

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.

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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.

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