

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 | 2.4 | 6.1 | 10.3 | 22.8 | 58.4 | 4.3 | 4.4 | 2,178 |
| Developed Facilities | 0.7 | 2.4 | 5.6 | 24.1 | 67.2 | 4.5 | 4.3 | 2,307 |
| Condition of Environment | 0.4 | 1.2 | 6.1 | 21.8 | 70.5 | 4.6 | 4.8 | 3,846 |
| Employee Helpfulness | 0.3 | 0.8 | 6.3 | 10.5 | 82.1 | 4.7 | 4.5 | 1,479 |
| Interpretive Displays | 1.2 | 4.8 | 13.9 | 25.6 | 54.6 | 4.3 | 4.0 | 2,138 |
| Parking Availability | 0.9 | 2.1 | 5.6 | 15.6 | 75.8 | 4.6 | 4.3 | 3,472 |
| Parking Lot Condition | 1.1 | 1.8 | 6.3 | 18.9 | 71.9 | 4.6 | 4.1 | 3,252 |
| Rec. Info. Availability | 0.6 | 4.8 | 16.0 | 21.6 | 57.0 | 4.3 | 4.3 | 3,022 |
| Road Condition | 1.4 | 3.9 | 9.6 | 27.3 | 57.8 | 4.4 | 4.4 | 2,988 |
| Feeling of Safety | 0.3 | 0.6 | 3.1 | 12.8 | 83.1 | 4.8 | 4.6 | 3,768 |
| Scenery | 0.3 | 0.2 | 3.3 | 10.1 | 86.2 | 4.8 | 4.7 | 3,860 |
| Signage Adequacy | 2.1 | 5.1 | 9.8 | 21.1 | 61.9 | 4.4 | 4.3 | 3,588 |
| Trail Condition | 0.4 | 2.0 | 9.2 | 21.3 | 67.1 | 4.5 | 4.6 | 2,592 |
| Value for Fee Paid | 1.2 | 2.6 | 6.9 | 19.4 | 69.8 | 4.5 | 4.5 | 1,555 |

Selected Regions:

Intermountain Region (R4) (FY 2010, FY 2011, FY 2012, FY 2014, FY 2018)

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.

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.