

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	5.5	5.9	10.4	24.2	54.0	4.2	4.5	2,750
Developed Facilities	0.4	1.1	5.5	18.5	74.5	4.7	4.5	3,046
Condition of Environment	0.5	1.6	4.6	17.4	76.0	4.7	4.8	4,714
Employee Helpfulness	0.7	1.0	3.6	12.0	82.8	4.8	4.7	2,075
Interpretive Displays	1.7	4.0	18.7	18.8	56.9	4.3	4.2	2,668
Parking Availability	4.0	4.9	10.4	17.2	63.5	4.3	4.4	4,405
Parking Lot Condition	0.8	2.3	10.0	21.5	65.3	4.5	4.2	3,993
Rec. Info. Availability	1.3	4.4	11.3	20.8	62.2	4.4	4.4	3,511
Road Condition	1.5	4.1	7.1	24.8	62.5	4.4	4.4	3,444
Feeling of Safety	0.3	0.8	2.9	11.4	84.6	4.8	4.7	4,685
Scenery	0.1	0.5	1.5	8.1	89.7	4.9	4.8	4,726
Signage Adequacy	2.6	4.0	11.1	22.1	60.2	4.3	4.4	4,461
Trail Condition	0.8	1.7	6.9	22.5	68.1	4.6	4.6	3,436
Value for Fee Paid	1.0	2.9	16.6	22.7	56.8	4.3	4.6	2,078

Selected Regions:

Pacific Southwest Region (R5) (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.

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.