

# Percent Satisfied

## Percent Satisfied Index† Scores for Aggregate Categories

Satisfaction Element	Satisfied Survey Respondents (%)		
	Developed Sites‡	Undeveloped Areas (GFAs)	Designated Wilderness
Developed Facilities	91.6	79.4	76.1
Access	87.5	86.5	82.2
Services	88.5	77.2	76.1
Feeling of Safety	96.6	97.8	97.6

Selected Regions:
Pacific Southwest Region (R5) (FY 2020)

† 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.