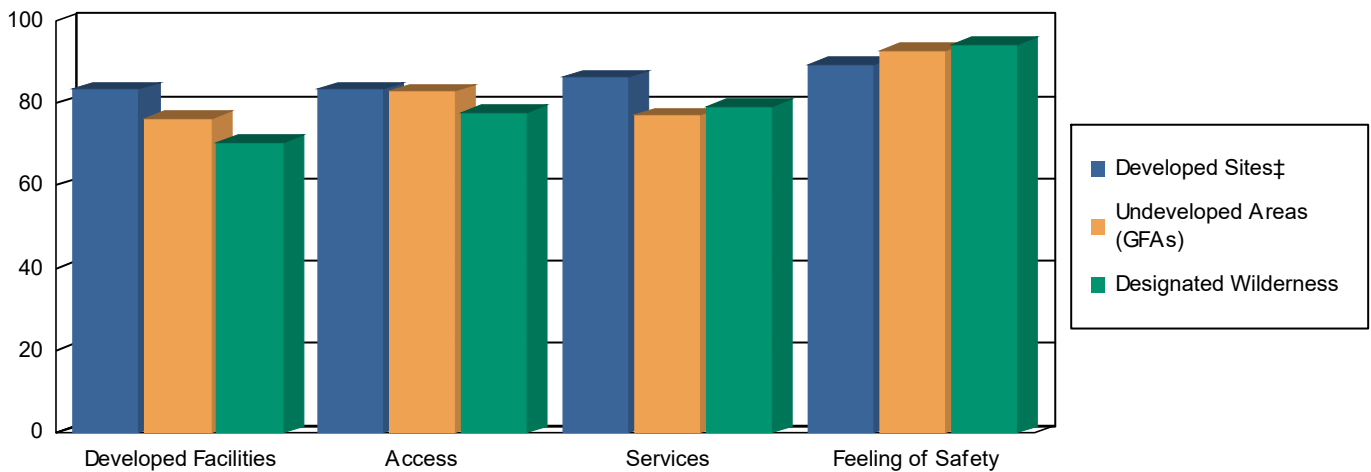


Percent Meets Expectations Scores*

Satisfaction Element	Percent Meets Expectations Score (%)		
	Developed Sites‡	Undeveloped Areas (GFAs)	Designated Wilderness
Developed Facilities	83.4	76.4	70.6
Access	83.3	82.8	77.8
Services	86.3	77.0	79.2
Feeling of Safety	89.6	92.9	94.3



Selected Regions:

Pacific Southwest Region (R5) (FY 2020)

* “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.