To assist the National Park Service in complying with the Government Performance and Results Act (GPRA), a visitor survey was conducted in 318 units of the National Park System in FY06. The survey was developed to measure each park unit’s performance related to NPS GPRA Goals IIa1 (visitor satisfaction) and IIb1 (visitor understanding and appreciation).

The results of the Visitor Survey Card (VSC) survey are summarized in this data report. A description of the research methods and limitations is on the back page.

Below (left) is a graph summarizing visitor opinions of the "overall quality of facilities, services, and recreational opportunities" in the system. This graph compares FY06 data (shown in black) with an eight-year baseline data (FY98-05) shown in gray. The satisfaction measure below this graph is a combined percentage of "good" and "very good" responses. This is the primary performance measure for Goal IIa1. (The satisfaction measure may not equal the sum of "very good" and "good" percentages due to rounding.)

Below (right) is the FY06 GRPA reporting measure for Goal IIa1. The percentage included in the box should be used for reporting GPRA Goal IIa1 performance. The systemwide response rate was 28%.

**Overall quality of facilities, services & recreational opportunities**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Proportion of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>65%</td>
</tr>
<tr>
<td>Good</td>
<td>28%</td>
</tr>
<tr>
<td>Average</td>
<td>3%</td>
</tr>
<tr>
<td>Poor</td>
<td>1%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 96%
Average evaluation score: 4.7

**Understanding the Results**

Inside this report are graphs that present the combined survey results for the National Park System. The report contains three categories of data—park facilities, visitor services, and recreational opportunities. Within these categories are graphs for each indicator evaluated by park visitors. For example, the park facilities category includes indicators such as visitor center, exhibits, restrooms, and so forth. In addition, responses for indicators within each category are averaged into a combined graph for the category (e.g., combined park facilities).

Each graph includes the following information:

- the number of parks and visitor responses for the indicator;
- FY06 data (black), and baseline data (gray);
- the percentage of responses which were "very good," "good," "average," "poor," and "very poor;"
- a satisfaction measure that combines the percentage of total responses which were "very good" or "good;" and
- an average evaluation score (mean score) based on the following values: very poor = 1, poor = 2, average = 3, good = 4, very good = 5.

The higher the average evaluation score, the more positive the visitor response.
- graph percentages may not equal 100% due to rounding

**FY06 GPRA Reporting Measure for Goal IIa1**

Percentage of park visitors satisfied overall with appropriate facilities, services, and recreational opportunities:

96%
Systemwide response rate was 28%.

Visitor Center
FY06: 307 parks; 28797 respondents
Very good 71% 67%
Good 34% 28%
Average 5% 6%
Poor 1% 1%
Very poor 0% 0%
Proportion of respondents
FY06: Satisfaction measure: 95%
Average evaluation score: 4.6
Baseline (FY98-05)

Exhibits
FY06: 307 parks; 29079 respondents
Very good 64% 60%
Good 29% 31%
Average 9% 8%
Poor 1% 1%
Very poor 0% 0%
Proportion of respondents
FY06: Satisfaction measure: 93%
Average evaluation score: 4.6
Baseline (FY98-05)

Restrooms
FY06: 307 parks; 26660 respondents
Very good 51% 50%
Good 32% 30%
Average 13% 11%
Poor 1% 0%
Very poor 1% 1%
Proportion of respondents
FY06: Satisfaction measure: 85%
Average evaluation score: 4.4
Baseline (FY98-05)

Walkways, trails, and roads
FY06: 307 parks; 28799 respondents
Very good 64% 61%
Good 30% 31%
Average 7% 6%
Poor 1% 1%
Very poor 0% 0%
Proportion of respondents
FY06: Satisfaction measure: 93%
Average evaluation score: 4.6
Baseline (FY98-05)

Campgrounds and/or picnic areas
FY06: 307 parks; 13008 respondents
Very good 52% 51%
Good 34% 32%
Average 12% 13%
Poor 2% 2%
Very poor 1% 1%
Proportion of respondents
FY06: Satisfaction measure: 89%
Average evaluation score: 4.4
Baseline (FY98-05)

Combined park facilities
FY06: 29079 responses (based on 5 indicators)
Very good 63% 69%
Good 28% 30%
Average 9% 9%
Poor 1% 1%
Very poor 0% 0%
Proportion of respondents
FY06: Satisfaction measure: 91%
Average evaluation score: 4.5
Baseline (FY98-05)
Assistance from park employees
FY06: 307 parks; 29,773 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>FY06</th>
<th>Baseline (FY98-05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>62%</td>
<td>68%</td>
</tr>
<tr>
<td>Good</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Average</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Poor</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 97%
Average evaluation score: 4.8

Park map or brochure
FY06: 307 parks; 27,683 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>FY06</th>
<th>Baseline (FY98-05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>70%</td>
<td>67%</td>
</tr>
<tr>
<td>Good</td>
<td>24%</td>
<td>27%</td>
</tr>
<tr>
<td>Average</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Poor</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 95%
Average evaluation score: 4.6

Commercial services in the park
FY06: 117 parks; 6,879 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>FY06</th>
<th>Baseline (FY98-05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>34%</td>
<td>33%</td>
</tr>
<tr>
<td>Good</td>
<td>39%</td>
<td>39%</td>
</tr>
<tr>
<td>Average</td>
<td>21%</td>
<td>21%</td>
</tr>
<tr>
<td>Poor</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 75%
Average evaluation score: 4.1

Value for entrance fee paid
FY06: 142 parks; 13,407 respondents

<table>
<thead>
<tr>
<th>Rating</th>
<th>FY06</th>
<th>Baseline (FY05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>79%</td>
<td>71%</td>
</tr>
<tr>
<td>Good</td>
<td>22%</td>
<td>21%</td>
</tr>
<tr>
<td>Average</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Poor</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 92%
Average evaluation score: 4.6

Combined visitor services
FY06: 29,773 responses (based on 5 indicators)

<table>
<thead>
<tr>
<th>Rating</th>
<th>FY06</th>
<th>Baseline (FY98-05)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very good</td>
<td>72%</td>
<td>69%</td>
</tr>
<tr>
<td>Good</td>
<td>21%</td>
<td>23%</td>
</tr>
<tr>
<td>Average</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Poor</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Very poor</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

FY06: Satisfaction measure: 94%
Average evaluation score: 4.6
Survey cards were distributed to a random sample of visitors in 318 units in the system during the periods from February 1- August 31, 2006. At each park, visitors were sampled at selected locations representative of the general visitor population.

Returned cards were electronically scanned and the data analyzed. Responses from individual parks in the system were combined into one dataset. Data from parks with less than 30 returned cards, or from park with discrepancies in the data collection methods, were omitted from this report. Frequency distributions were calculated for each indicator and category.

Results reported for the survey questions: "Value for entrance fee paid" and "Commercial services in the park" consist of only parks that charge an entrance fee or offer commercial services. For this reason the number of parks and number of respondents will be lower in these charts than in others in this report.

All percentage calculations were rounded to the nearest percent. Therefore, individual percentages in each graph may not add to 100 percent. The response rate was calculated by dividing the total number of returned survey cards by the total number of survey cards distributed. The sample size ("N") varies from figure to figure, depending on the number of responses.

For most indicators, the survey data are expected to be accurate within ±6% with 95% confidence. This means that if different samples had been drawn, the results would have been similar (±6%) 95 out of 100 times.

The results do not necessarily apply to visitors during other times of the year, to park visitors who did not visit the survey locations, or to park units in the system that did not participate in the survey.

For more information about the VSC contact Jennifer Hoger Russell, VSC Project Director at the University of Idaho Park Studies Unit (208) 885-4806