

Table 51. Q15k: During *today's* visit at this National Wildlife Refuge, which of the following did you use – picnic area?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	273	8.3	100.0	100.0
Missing System	3007	91.7		
Total	3280	100.0		

Table 52. Q15l: During *today's* visit at this National Wildlife Refuge, which of the following did you use – restroom facilities?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1431	43.6	100.0	100.0
Missing System	1849	56.4		
Total	3280	100.0		

Table 53. Q15m: During *today's* visit at this National Wildlife Refuge, which of the following did you use – visitor center?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1960	59.8	100.0	100.0
Missing System	1320	40.2		
Total	3280	100.0		

Table 54. Q15n: During *today's* visit at this National Wildlife Refuge, which of the following did you use – wildlife observation?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	1495	45.6	100.0	100.0
Missing System	1785	54.4		
Total	3280	100.0		

Table 55. Q15o. During today's visit at this National Wildlife Refuge, which of the following did you use – other?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	219	6.7	100.0	100.0
Missing System	3061	93.3		
Total	3280	100.0		

Relationship between Primary Purpose and Use

Contingency tables relating primary purpose (Question 1) to refuge use (Question 15) were created and can be found in Appendix B. Almost regardless of their primary purpose for visiting refuges, visitors indicated that they used the visitors center more than any other facility or recreational/educational opportunity during their refuge visits. Visitors who indicated the primary purpose of their visit as being fishing or hiking were the exception to this general finding. The following table presents the two most frequent activities / facilities used, as cited by visitors identified with each primary purpose category¹⁹. As the data in Table 56 illustrate (a picture which is made more clear by looking at the full set of data presented in Appendix B) visitors usually engage in a range of activities, and use refuge facilities, that extend beyond the explicit and immediate purpose of their visit.

Table 56. Primary purpose and most frequent activities of refuge visitors

Primary Purpose of Visit (Q1)	Most Frequent Activities or Facilities Used (Q15)
Hunting	Visitors center - 55.0% / Hunting area – 28.3%
Fishing	Fishing area - 64.9 / Boat launch – 43.9%
Wildlife/nature observation	Visitors center - 65.0% / Wildlife observation – 63.8%
Environmental education	Visitors center - 75.2% / Environmental ed. – 53.6%
Drive through/incidental	Visitors center - 60.5% / Auto tour – 45.0%
Vacation/relaxation	Visitors center - 69.8% / Wildlife observation – 43.5%
Hiking	Hiking trail - 82.5% / Visitors center – 30.0%
Other	Visitors center - 47.1% / Hiking trail – 27.4%

¹⁹ In Question 1, respondents are asked to identify their primary purpose for visiting the refuge – and are instructed to choose only one of the available response categories. In Question 15, respondents are asked to identify the refuge facilities they used or activities they pursued, and are instructed to identify all response categories that apply.

Conclusions and Recommendations

Conclusions

In general terms, knowing the purpose of a visitor's trip to a refuge does not give a complete picture of the refuge facilities and resources that visitor will use during his or her visit. Data from Questions 1 and 15 indicate that while refuge visitors may well pursue their primary purpose in visiting a refuge, they will likely also engage in additional, perhaps related, activities.

Recommendations

Continue to track the activities engaged in and the facilities/resources used by refuge visitors as important data for focusing efforts to improve visitor satisfaction. Clarify and reexamine the reasons for, and utility of, tracking the purpose of individuals' visits.

Background

Information about survey participants is reported in this section and includes demographic and other background information. This section is organized as follows:

- Knowledge that site is a refuge (Question 4)
- Number of visits to this refuge (Question 5)
- Number of people in group (Question 6)
- Number of visits to other refuges (Question 8)
- Zip code (Question 22)
- Age (Question 23)
- Education (Question 24)
- Race (Questions 25 and 26)
- Gender (Question 27)
- Citizenship (Question 28)
- Primary language (Question 29)
- Time of day of survey completion (Question 31)

Knowledge that Site is a Refuge

The majority of respondents (83.5%) were aware, before the survey was administered to them, that they were at a NWR managed by the U.S. Fish and Wildlife Service (Question 4, Table 57).

Table 57. Q4: Before you saw this survey, did you know that this area is a National Wildlife Refuge managed by the U.S. Fish and Wildlife Service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2722	83.0	83.5	83.5
	No	537	16.4	16.5	100.0
	Total	3259	99.4	100.0	
Missing	System	21	.6		
	Total	3280	100.0		

Number of Visits to this Refuge

Respondents reported on average 12.3 visits, over the previous year, to the refuge they were visiting at the time of the survey. This number may be inflated, because a few individuals reported a very high number of visits. The median number of visits was two (half the number of visits indicated was below 2 and half above) and represents a less biased measure of central tendency (Question 5, Table 58). Interestingly, a large number of respondents were first time visitors to the refuge they were visiting – approximately 1400 respondents indicated this was their first trip to the refuge²⁰.

Table 58. Q5: How many times (including today) have you visited this National Wildlife Refuge over the past 12 months?

N	Valid	3138
	Missing	148
Mean		12.2718
Median		2.0000
Std. Deviation		47.1665
Minimum		.00
Maximum		1500.00

Number of People in Group

Refuge visitors tend to visit refuges as members of small groups. A substantial majority of survey respondents visited in groups of two to four people (Question 6, Table 59). Only 6% of

²⁰ Question 5 of the survey clearly indicates that respondents should include their current visit to the refuge when indicating the number of trips they have made to the refuge in the past 12 months. However, 380 respondents provided an answer of “0.” Because a respondent must be visiting the refuge to complete the survey, responses of “0” were included in the analysis as first time visits (this analytic step does not undermine the legitimacy of the data for Question 5). The fact that nearly 400 people responded with a “0” and thus clearly did not understand or follow the instructions included in Q5, does raise some concern with regard to all responses to this question. That is, did some portion of those who provided an answer of “1” mean to indicate that they had visited the refuge once *prior to and not including the current visit*, and so on. The Service should consider revising this question in future surveys to avoid this issue.

respondents indicated that they were members of a group of seven or more people. Though the survey data for this question make analysis somewhat difficult²¹, it does appear that between 15% and 20% of visitors come to refuges by themselves (it is important to remember that these data refer to high visitation refuges during the summer months).

Table 59. Q6: How many people are in your personal group?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No one in group	139	4.2	4.2	4.2
Group of 1	598	18.2	18.2	22.4
Group of 2 to 4	2061	62.7	62.7	85.2
Group of 5 to 6	295	9.0	9.0	94.2
Groups of 7 or more	192	5.8	5.8	100.0
Total	3285	100.0	100.0	

Number of Visits to Other Refuges

Respondents were most likely to indicate that they had visited between one and three other refuges in the last year (45.8%). It is worth noting that more than a third of respondents had not visited any other refuge during the previous 12 months (Question 8, Table 60). When considered in conjunction with data from Q5, this indicates that a substantial number of respondents visit – periodically – only a single refuge (e.g., perhaps if a refuge is located close to a respondents' home).

²¹ Interpretation of the survey data for Question 6 is made difficult by several related factors. The most critical factor, is the omission from the survey of any instruction regarding whether the respondent should/should not include themselves when listing/counting members of his/her group. We know that some respondents did not include themselves simply by looking at the fact that 139 respondents indicated “0” people were in their group. Because the survey did not include instructions, “0” should be consider a legitimate response to this question (and thus is included as a response category in Table 58). However, we cannot be overly precise in analyzing and interpreting the response data for Question 6. We must assume that for some portion of responses, the actual group size will vary by 1 person from the reported group size. Correspondingly, our interpretation is somewhat generalized and allows for this range of variation. The Service should consider revising this question in future surveys to avoid this issue.

Table 60. Q8: Over the past 12 months, how many *other* National Wildlife Refuges have you visited?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	1169	35.6	36.2	36.2
	1-3	1480	45.1	45.8	82.0
	4-6	329	10.0	10.2	92.2
	7-9	78	2.4	2.4	94.6
	10-12	29	.9	.9	95.5
	More than 12	62	1.9	1.9	97.5
	Don't know	82	2.5	2.5	100.0
	Total	3229	98.4	100.0	
Missing	System	51	1.6		
Total		3280	100.0		

Zip code

The five most often reported zip codes are listed below. All other zip codes were reported 20 or fewer times.

Zip code	Location	Number of times reported
71635	AZ, multiple cities	39
47274	IN, multiple cities	32
53963	Waupin, WI	30
01742	MA, multiple cities	29
33455	Hobe Sound, FL	24

Age

Respondents were most likely to indicate that they are between the ages of 41 and 50 (26.5%) with a high percentage of respondents reporting that they are between the ages of 31 and 40 (20.2%) or 51 and 60 (21.2%). See Table 61.

Table 61. Q23: What is your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-21	99	3.0	3.2	3.2
	22-30	293	8.9	9.6	12.8
	31-40	616	18.8	20.2	33.0
	41-50	811	24.7	26.5	59.5
	51-60	649	19.8	21.2	80.8
	61-70	382	11.6	12.5	93.3
	71 or over	205	6.3	6.7	100.0
	Total	3055	93.1	100.0	
Missing	System	225	6.9		
Total		3280	100.0		

Education

The level of education of survey respondents, taken as a whole, was very high. Over 80% of respondents indicated they had at least attended college or earned an associates degree; 31.2 % indicated they had earned a college degree and 27.4 % indicated they had earned a post-graduate degree. Though these data may vary from season to season, it seems clear that summertime refuge visitors are very well educated. See Table 62.

Table 62. Q24: What is the highest level of formal education you have completed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than high school	77	2.3	2.5	2.5
	High school graduate	504	15.4	16.6	19.2
	Some college or associates degree	675	20.6	22.3	41.4
	College graduate	945	28.8	31.2	72.6
	Post-graduate degree	831	25.3	27.4	100.0
	Total	3032	92.4	100.0	
Missing	System	248	7.6		
Total		3280	100.0		

Race and Ethnicity

Of respondents, 3.2% indicated they are Hispanic, 2.6% American Indian or Alaskan native, 2.0% Asian, 2.4% Black or African American, .4% Native Hawaiian or Pacific Islander, and 85.3% White. See Tables 63 – 68. These numbers are of particular interest when placed in the context of the racial and ethnic profile of (a) the general U.S. population and (b) the population of the communities closest to each respective refuge. With regard to the U.S. population, clearly Hispanics and Blacks/African Americans are underrepresented as refuge visitors. The U.S. Census Bureau estimates that in 2000, Blacks/African Americans and Hispanics/Latinos made up 12.3% and 12.5 %, respectively, of the U.S. Population.²² This report does not comment on the racial and ethnic profile of communities in close proximity to refuges.

As was discussed in the *Quality/Enjoyment* section of this report, a very large majority of refuge visitors from each of these groups expressed satisfaction with their refuge visits. Only a very, very small number of respondents (fewer than five) from these groups indicated in narrative responses to Q30 that they had any issues or problems related to their refuge visit that might be defined as racial or ethnic/cultural (e.g., language). In short, refuge visitors from these groups appear to enjoy and be satisfied with their refuge visits. The question remains then, why are refuges attracting so few visitors from these racial and ethnic communities?

Table 63. Q25: Are you Hispanic or Latino/Latina?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	97	3.0	3.2	3.2
No	2934	89.5	96.8	100.0
Total	3031	92.4	100.0	
Missing System	249	7.6		
Total	3280	100.0		

Table 64. Q26a: What do you consider your race – American Indian/Alaska Native?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Yes	86	2.6	100.0	100.0
Missing System	3194	97.4		
Total	3280	100.0		

²² U.S. Census Bureau numbers are taken from the Bureau's website. The specific URL is <http://quickfacts.census.gov/qfd/states/00000.html>.

Table 65. Q26b: What do you consider your race – Asian?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	64	2.0	100.0	100.0
Missing	System	3216	98.0		
Total		3280	100.0		

Table 66. Q26c: What do you consider your race – Black/African American?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	2.4	100.0	100.0
Missing	System	3201	97.6		
Total		3280	100.0		

Table 67. Q26d: What do you consider your race – Native Hawaiian/Pacific Islander?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	13	.4	100.0	100.0
Missing	System	3267	99.6		
Total		3280	100.0		

Table 68. Q26e: What do you consider your race – White?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2802	85.3	85.3	85.3
	No	484	14.7	14.7	100.0
Total		3286	100.0	100.0	

Gender

Over half the respondents indicated they were male (54.3%) and less than half indicated they were female (45.7%). See Table 69.

Table 69. Q27: What is your gender?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	1623	49.4	54.3	54.3
	Female	1365	41.5	45.7	100.0
	Total	2988	90.9	100.0	
Missing	System	298	9.1		
	Total	3286	100.0		

Citizenship

The vast majority of respondents, 96.0%, indicated that they are U.S. citizens (Table 70).

Table 70. Q28: Are you a United States citizen?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2990	91.0	96.0	96.0
	No	126	3.8	4.0	100.0
	Total	3116	94.8	100.0	
Missing	System	170	5.2		
	Total	3286	100.0		

Primary Language

The majority of respondents reported that English is the primary language spoken in their home (97.1%). It is perhaps somewhat surprising that that so few Spanish speakers are represented in the population of survey respondents. See Table 71.

Table 71. Q29: What is the primary language you speak at home?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	2984	90.8	97.1	97.1
	Spanish	29	.9	.9	98.1
	Chinese	10	.3	.3	98.4
	Japanese	4	.1	.1	98.5
	French	12	.4	.4	98.9
	German	20	.6	.7	99.6
	Other	13	.4	.4	100.0
	Total	3072	93.5	100.0	
Missing	System	214	6.5		
Total		3286	100.0		

Time of Day of Survey Completion

Most respondents indicated that they completed the survey in the middle of the day: 15.5% at noon, 14.2% at 1 PM, and 15.0% at 2 PM. See Table 72.

Table 72. Q31: Approximately what time of day did you complete this survey?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9 AM	134	4.1	4.8	4.8
	10 AM	272	8.3	9.7	14.4
	11 AM	352	10.7	12.5	26.9
	Noon	437	13.3	15.5	42.5
	1 PM	401	12.2	14.2	56.7
	2 PM	421	12.8	15.0	71.7
	3 PM	369	11.3	13.1	84.8
	4 PM	219	6.7	7.8	92.5
	5 PM	210	6.4	7.5	100.0
	Total	2815	85.8	100.0	
Missing	System	465	14.2		
Total		3280	100.0		

Conclusions and Recommendations

Conclusions

A typical refuge visitor, as represented by survey respondents, is an English speaker (97.1%), very well-educated (over 80% have at least attended college) and, White (85.3%). Most visitors also have had previous experience at National Wildlife Refuges. Importantly, “Non-white” racial groups are underrepresented as refuge visitors.

Recommendations

Through targeted assessments and evaluative activities, explore the reason for low visitation by “Non-white” racial groups. Dependent on the findings of this assessment, modify or supplement refuge services and facilities to better attract “Non-white” visitors.

IV. Summary of Conclusions

The following provides a summary of the conclusions and recommendations outlined earlier in the report.

Quality/Enjoyment

Refuges received very high marks for quality and enjoyment. Over ninety percent of visitors reported satisfaction with their experiences at refuges and almost 90.0% indicated that they would likely visit a refuge again within two years. Importantly, satisfaction was to a large extent, consistent across all sub-populations. Similarly, the primary purpose of an individual's visit to a refuge, as well as the range of activities s/he participated in while at the refuge, had very little apparent impact on his or her satisfaction – in all cases, satisfaction was very high. And visitor satisfaction was not only consistently high, it was also durable. That is, even visitors who perceived some aspect of a refuge's services or facilities to be inadequate, were very likely to express overall satisfaction with regard to their refuge visit. In short, the level, consistency and durability of the satisfaction felt by surveyed refuge visitors was quite remarkable.

As the previous paragraph should make evident, this survey identified no substantial system-wide patterns of dissatisfaction. This does not necessarily indicate that there are not issues related to visitor satisfaction, but rather, that a refuge-specific approach currently seems the most productive and appropriate means by which to identify and address visitor issues.

Having noted that systemic issues related to dissatisfaction are not evident in the survey data, two questions do appear worthy of further exploration. First, though visitors' perceptions of the level of law enforcement on refuges had little impact on their satisfaction, they did indicate this was an issue of some concern. The second issue relates to race. All (self-identified) racial groups of respondents expressed substantial levels of satisfaction. However, two groups – Asian and American Indian/Alaska Native – had a lower proportion of "satisfied visitors" than did the other racial groups. The gap between these sets of groups is large enough to warrant further examination.

It is important to note that all conclusions presented in this report can be applied only to summer season visitors of high visitation refuges (the survey population). Due to the (reasonable) limitations of both the survey instrument and the survey process, broader generalizations cannot be made. Similarly, as the survey instrument aims primarily to measure visitor satisfaction (within the context of related issues such as access and fees) it does not currently facilitate the collection of detailed information on visitors' specific concerns. The Service may wish to consider modifications to the current survey, either in terms of the survey instrument or survey administration, in order to collect additional and/or different data that would allow an increased understanding of both visitor satisfaction (across seasons and refuges of all types and sizes) and visitor concerns (through more targeted questions).

Access

Respondents indicated that refuges provide a high level of access to visitors. More specifically, respondents indicated that maps and signs made it easy to find the refuges, that they were satisfied with the accessibility of information while visiting a refuge, and that they were satisfied with the recreational and educational opportunities available to them while at refuges. This conclusion holds for visitors requiring special assistance or mobility aids. Interestingly, survey data indicate that highway/road signs are not only important for providing refuge visitors with directions to refuges, but also are very important for attracting visitors to refuges.

As a result of these findings and conclusions, it is recommended that current programs aimed at facilitating access by visitors to refuges and refuge resources be maintained. It is also recommended that the Service consider expanding or upgrading – or encourage individual refuges to expand or upgrade - highway/road sign programs.

Fair Value

The message from refuge visitors regarding fees and value is very unambiguous. That is, fees currently being charged by refuges are appropriate and represent fair value. Survey data also indicate that the current level of fees have no apparent impact on visitor satisfaction. Given these findings and conclusions, it is recommended the Service consider expanding the number of refuges that charge fees, if and as appropriate. An important corollary, based on visitor assessment of value, is that refuges should avoid any (or at least substantial) fee increases.

Purpose/Use

In general terms, knowing the purpose of a visitor's trip to a refuge does not give a complete picture of the refuge facilities and resources that visitor will use during his or her visit. Visitors frequently engage in activities that move beyond their original purpose for visiting a given refuge. Because a thorough understanding of how visitors use refuge facilities and resources is important in addressing visitor satisfaction, it is recommended that the Service continue to closely track visitor activities/use. It does not appear necessary, however, to continue to monitor visitors' primary purpose for visiting refuges.

Background

A review of the demographics of survey respondents indicates that "Non-white" racial groups are underrepresented as refuge visitors. It is recommended that the service conduct an assessment to explore the reason for low visitation by "Non-white" racial groups, and further, dependent on the findings of this assessment, modify or supplement refuge services and facilities to better attract visitors from these racial communities.

Summary

The results of the 2002 FWS National Wildlife Refuge Visitor Satisfaction Survey present an unambiguous and consistent picture of marked visitor satisfaction. Refuge services and

facilities, as well as refuge staff and volunteers, are all held in high regard by visitors. In addition, refuge fees are judged by survey respondents to be appropriate and fair, and access to refuge lands and resources is viewed by the vast majority to be adequate or better than adequate.

This seemingly unrelieved positive picture is slightly misleading. Issues which negatively impact on visitor satisfaction do exist. However, these issues are better understood as refuge-specific, rather than system wide, problems. As the Service continues to pursue improved visitor satisfaction, it may find that a refuge-by-refuge approach is more effective than trying to identify and implement systemic “remedies.”

Appendix A

Satisfaction Contingency Tables

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q1. Primary Purpose	Hunting	Count		1	2	16	34	1	54
		% within Q1. Primary Purpose		1.9%	3.7%	29.6%	63.0%	1.9%	100.0%
	Fishing	Count	4		6	81	53	8	152
		% within Q1. Primary Purpose	2.6%		3.9%	53.3%	34.9%	5.3%	100.0%
	Wildlife/nature observation	Count	22	5	8	267	518	27	847
		% within Q1. Primary Purpose	2.6%	.6%	.9%	31.5%	61.2%	3.2%	100.0%
	Environmental education	Count	4	1	1	56	134	5	201
		% within Q1. Primary Purpose	2.0%	.5%	.5%	27.9%	66.7%	2.5%	100.0%
	Drive through/incidental	Count	1	1	6	49	44	12	113
	% within Q1. Primary Purpose	.9%	.9%	5.3%	43.4%	38.9%	10.6%	100.0%	
Vacation/relaxation	Count	11	5	13	234	305	34	602	
	% within Q1. Primary Purpose	1.8%	.8%	2.2%	38.9%	50.7%	5.6%	100.0%	
Hiking	Count	1	2	6	55	72	6	142	
	% within Q1. Primary Purpose	.7%	1.4%	4.2%	38.7%	50.7%	4.2%	100.0%	
Other	Count	3	6	10	97	109	16	241	
	% within Q1. Primary Purpose	1.2%	2.5%	4.1%	40.2%	45.2%	6.6%	100.0%	
Total	Count	46	21	52	855	1269	109	2352	
	% within Q1. Primary Purpose	2.0%	.9%	2.2%	36.4%	54.0%	4.6%	100.0%	

“The percentage figures for the cells in any given row or column of the table above may, in some cases, not sum to 100%. This is a result of a “rounding” calculation that is performed for each cell (rounding is a standard and required artifact of statistical analysis).

Q5. Times visited * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q5. Times visited	None	Count	3	2	10	136	151	30	332
		% within Q5. Times visited	.9%	.6%	3.0%	41.0%	45.5%	9.0%	100.0%
	1-3	Count	32	9	32	524	829	65	1491
		% within Q5. Times visited	2.1%	.6%	2.1%	35.1%	55.6%	4.4%	100.0%
	4-6	Count	6	2	5	98	168	5	284
		% within Q5. Times visited	2.1%	.7%	1.8%	34.5%	59.2%	1.8%	100.0%
	7-9	Count	2	1		20	32	2	57
		% within Q5. Times visited	3.5%	1.8%		35.1%	56.1%	3.5%	100.0%
	10-12	Count	3		5	58	76	5	147
		% within Q5. Times visited	2.0%		3.4%	39.5%	51.7%	3.4%	100.0%
	More than 12	Count	11	10	14	172	241	17	465
		% within Q5. Times visited	2.4%	2.2%	3.0%	37.0%	51.8%	3.7%	100.0%
Total		Count	57	24	66	1008	1497	124	2776
		% within Q5. Times visited	2.1%	.9%	2.4%	36.3%	53.9%	4.5%	100.0%

“The percentage figures for the cells in any given row or column of the table above may, in some cases, not sum to 100%. This is a result of a “rounding” calculation that is performed for each cell (rounding is a standard and required artifact of statistical analysis).

Q8. Other NWR visits * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q8. Other NWR visits	None	Count	22	4	28	393	544	63	1054
		% within Q8. Other NWR visits	2.1%	.4%	2.7%	37.3%	51.6%	6.0%	100.0%
	1-3	Count	30	13	28	473	747	46	1337
		% within Q8. Other NWR visits	2.2%	1.0%	2.1%	35.4%	55.9%	3.4%	100.0%
	4-6	Count	5	3	8	99	170	11	296
		% within Q8. Other NWR visits	1.7%	1.0%	2.7%	33.4%	57.4%	3.7%	100.0%
	7-9	Count		3	1	30	32	3	69
		% within Q8. Other NWR visits		4.3%	1.4%	43.5%	46.4%	4.3%	100.0%
10-12	Count	1			9	15		25	
	% within Q8. Other NWR visits	4.0%			36.0%	60.0%		100.0%	
More than 12	Count	1	2	2	13	35	5	58	
	% within Q8. Other NWR visits	1.7%	3.4%	3.4%	22.4%	60.3%	8.6%	100.0%	
Don't know	Count		1	3	37	27	4	72	
	% within Q8. Other NWR visits		1.4%	4.2%	51.4%	37.5%	5.6%	100.0%	
Total	Count	59	26	70	1054	1570	132	2911	
	% within Q8. Other NWR visits	2.0%	.9%	2.4%	36.2%	53.9%	4.5%	100.0%	

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q10a. Answered questions - general	Strongly disagree	Count	23	1	1	5	16	2	48
		% within Q10a. Answered questions - general	47.9%	2.1%	2.1%	10.4%	33.3%	4.2%	100.0%
	Disagree	Count		3	3	5	3		14
		% within Q10a. Answered questions - general		21.4%	21.4%	35.7%	21.4%		100.0%
	Neither agree nor disagree	Count	3	3	9	45	39	3	102
		% within Q10a. Answered questions - general	2.9%	2.9%	8.8%	44.1%	38.2%	2.9%	100.0%
	Agree	Count	9	9	26	491	299	38	872
		% within Q10a. Answered questions - general	1.0%	1.0%	3.0%	56.3%	34.3%	4.4%	100.0%
	Strongly agree	Count	15	3	16	280	957	36	1307
		% within Q10a. Answered questions - general	1.1%	.2%	1.2%	21.4%	73.2%	2.8%	100.0%
	Not applicable	Count	6	6	16	209	255	49	541
		% within Q10a. Answered questions - general	1.1%	1.1%	3.0%	38.6%	47.1%	9.1%	100.0%
Total		Count	56	25	71	1035	1569	128	2884
		% within Q10a. Answered questions - general	1.9%	.9%	2.5%	35.9%	54.4%	4.4%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q10b. Answered questions - purpose	Strongly agree	Count	20	2	2	3	13	2	42
		% within Q10b. Answered questions - purpose	47.6%	4.8%	4.8%	7.1%	31.0%	4.8%	100.0%
	Disagree	Count		1	2	4	4		11
		% within Q10b. Answered questions - purpose		9.1%	18.2%	36.4%	36.4%		100.0%
	Neither agree nor disagree	Count	3	4	6	64	55	3	135
		% within Q10b. Answered questions - purpose	2.2%	3.0%	4.4%	47.4%	40.7%	2.2%	100.0%
	Agree	Count	6	6	31	408	245	27	723
		% within Q10b. Answered questions - purpose	.8%	.8%	4.3%	56.4%	33.9%	3.7%	100.0%
	Strongly agree	Count	15	1	7	184	724	27	958
		% within Q10b. Answered questions - purpose	1.6%	.1%	.7%	19.2%	75.6%	2.8%	100.0%
	Not applicable	Count	12	11	22	356	509	69	979
		% within Q10b. Answered questions - purpose	1.2%	1.1%	2.2%	36.4%	52.0%	7.0%	100.0%
Total		Count	56	25	70	1019	1550	128	2848
		% within Q10b. Answered questions - purpose	2.0%	.9%	2.5%	35.8%	54.4%	4.5%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q10c. Answered questions - nature	Strongly disagree	Count	17	1	1	1	12	2	34
		% within Q10c. Answered questions - nature	50.0%	2.9%	2.9%	2.9%	35.3%	5.9%	100.0%
	Disagree	Count		2	3	6	3		14
		% within Q10c. Answered questions - nature		14.3%	21.4%	42.9%	21.4%		100.0%
	Neither agree nor disagree	Count	2	3	14	69	54	5	147
		% within Q10c. Answered questions - nature	1.4%	2.0%	9.5%	46.9%	36.7%	3.4%	100.0%
	Agree	Count	7	6	22	388	243	21	687
		% within Q10c. Answered questions - nature	1.0%	.9%	3.2%	56.5%	35.4%	3.1%	100.0%
	Strongly agree	Count	12	2	9	193	804	27	1047
		% within Q10c. Answered questions - nature	1.1%	.2%	.9%	18.4%	76.8%	2.6%	100.0%
	Not applicable	Count	18	11	21	362	437	72	921
		% within Q10c. Answered questions - nature	2.0%	1.2%	2.3%	39.3%	47.4%	7.8%	100.0%
Total		Count	56	25	70	1019	1553	127	2850
		% within Q10c. Answered questions - nature	2.0%	.9%	2.5%	35.8%	54.5%	4.5%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q10d. Answered questions - recreation	Strongly disagree	Count	17	3			12	2	34
		% within Q10d. Answered questions - recreation	50.0%	8.8%			35.3%	5.9%	100.0%
	Disagree	Count		1	2	6	2		11
		% within Q10d. Answered questions - recreation		9.1%	18.2%	54.5%	18.2%		100.0%
	Neither agree nor disagree	Count	2	3	11	80	70	3	169
		% within Q10d. Answered questions - recreation	1.2%	1.8%	6.5%	47.3%	41.4%	1.8%	100.0%
	Agree	Count	7	6	22	362	221	19	637
		% within Q10d. Answered questions - recreation	1.1%	.9%	3.5%	56.8%	34.7%	3.0%	100.0%
	Strongly agree	Count	12	2	8	172	669	29	892
		% within Q10d. Answered questions - recreation	1.3%	.2%	.9%	19.3%	75.0%	3.3%	100.0%
	Not applicable	Count	18	10	27	393	577	72	1097
		% within Q10d. Answered questions - recreation	1.6%	.9%	2.5%	35.8%	52.6%	6.6%	100.0%
Total		Count	56	25	70	1013	1551	125	2840
		% within Q10d. Answered questions - recreation	2.0%	.9%	2.5%	35.7%	54.6%	4.4%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q10e. Answered questions - courteously	Strongly disagree	Count	25	1	1	5	22	3	57
		% within Q10e. Answered questions - courteously	43.9%	1.8%	1.8%	8.8%	38.6%	5.3%	100.0%
	Disagree	Count		2	1	4			7
		% within Q10e. Answered questions - courteously		28.6%	14.3%	57.1%			100.0%
	Neither agree nor disagree	Count		1	2	18	10	2	33
		% within Q10e. Answered questions - courteously		3.0%	6.1%	54.5%	30.3%	6.1%	100.0%
	Agree	Count	6	9	29	371	130	21	566
		% within Q10e. Answered questions - courteously	1.1%	1.6%	5.1%	65.5%	23.0%	3.7%	100.0%
	Strongly agree	Count	23	10	30	583	1342	85	2073
		% within Q10e. Answered questions - courteously	1.1%	.5%	1.4%	28.1%	64.7%	4.1%	100.0%
	Not applicable	Count	3	3	8	61	65	16	156
		% within Q10e. Answered questions - courteously	1.9%	1.9%	5.1%	39.1%	41.7%	10.3%	100.0%
Total		Count	57	26	71	1042	1569	127	2892
		% within Q10e. Answered questions - courteously	2.0%	.9%	2.5%	36.0%	54.3%	4.4%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q14a. NWR conservation	Strongly disagree	Count	25	3	3	4	7	1	43
		% within Q14a. NWR conservation	58.1%	7.0%	7.0%	9.3%	16.3%	2.3%	100.0%
	Disagree	Count	2	4	1	9	2		18
		% within Q14a. NWR conservation	11.1%	22.2%	5.6%	50.0%	11.1%		100.0%
	Neither agree nor disagree	Count	3	4	18	63	24	11	123
		% within Q14a. NWR conservation	2.4%	3.3%	14.6%	51.2%	19.5%	8.9%	100.0%
	Agree	Count	10	9	28	654	369	44	1114
% within Q14a. NWR conservation		.9%	.8%	2.5%	58.7%	33.1%	3.9%	100.0%	
Strongly agree	Count	16	1	11	237	1086	36	1387	
	% within Q14a. NWR conservation	1.2%	.1%	.8%	17.1%	78.3%	2.6%	100.0%	
Not applicable	Count	4	3	9	75	69	36	196	
	% within Q14a. NWR conservation	2.0%	1.5%	4.6%	38.3%	35.2%	18.4%	100.0%	
Total	Count	60	24	70	1042	1557	128	2881	
	% within Q14a. NWR conservation	2.1%	.8%	2.4%	36.2%	54.0%	4.4%	100.0%	

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q14b. NWR law enforcement	Strongly disagree	Count	16	1		5	13	1	36
		% within Q14b. NWR law enforcement	44.4%	2.8%		13.9%	36.1%	2.8%	100.0%
	Disagree	Count	1	8	6	60	28	1	104
		% within Q14b. NWR law enforcement	1.0%	7.7%	5.8%	57.7%	26.9%	1.0%	100.0%
	Neither agree nor disagree	Count	9	6	23	192	234	21	485
		% within Q14b. NWR law enforcement	1.9%	1.2%	4.7%	39.6%	48.2%	4.3%	100.0%
	Agree	Count	5	5	22	462	399	34	927
% within Q14b. NWR law enforcement		.5%	.5%	2.4%	49.8%	43.0%	3.7%	100.0%	
Strongly agree	Count	11	2	4	110	564	22	713	
	% within Q14b. NWR law enforcement	1.5%	.3%	.6%	15.4%	79.1%	3.1%	100.0%	
Not applicable	Count	16	3	14	194	299	48	574	
	% within Q14b. NWR law enforcement	2.8%	.5%	2.4%	33.8%	52.1%	8.4%	100.0%	
Total	Count	58	25	69	1023	1537	127	2839	
	% within Q14b. NWR law enforcement	2.0%	.9%	2.4%	36.0%	54.1%	4.5%	100.0%	

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q14c. Road/parking maintenance	Strongly disagree	Count	26	3	4	11	5	1	50
		% within Q14c. Road/parking maintenance	52.0%	6.0%	8.0%	22.0%	10.0%	2.0%	100.0%
	Disagree	Count		6	8	39	15	4	72
		% within Q14c. Road/parking maintenance		8.3%	11.1%	54.2%	20.8%	5.6%	100.0%
	Neither agree nor disagree	Count	4	2	10	57	27	5	105
		% within Q14c. Road/parking maintenance	3.8%	1.9%	9.5%	54.3%	25.7%	4.8%	100.0%
	Agree	Count	9	10	35	667	413	65	1199
		% within Q14c. Road/parking maintenance	.8%	.8%	2.9%	55.6%	34.4%	5.4%	100.0%
	Strongly agree	Count	16	3	10	242	1074	35	1380
		% within Q14c. Road/parking maintenance	1.2%	.2%	.7%	17.5%	77.8%	2.5%	100.0%
	Not applicable	Count	3	1	2	24	19	18	67
		% within Q14c. Road/parking maintenance	4.5%	1.5%	3.0%	35.8%	28.4%	26.9%	100.0%
Total		Count	58	25	69	1040	1553	128	2873
		% within Q14c. Road/parking maintenance	2.0%	.9%	2.4%	36.2%	54.1%	4.5%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q14d. Ease of inquiry/complaint	Strongly disagree	Count	23	3	2	3	13	1	45
		% within Q14d. Ease of inquiry/complaint	51.1%	6.7%	4.4%	6.7%	28.9%	2.2%	100.0%
	Disagree	Count	2	4	5	31	16	1	59
		% within Q14d. Ease of inquiry/complaint	3.4%	6.8%	8.5%	52.5%	27.1%	1.7%	100.0%
	Neither agree nor disagree	Count	4	6	18	128	100	14	270
		% within Q14d. Ease of inquiry/complaint	1.5%	2.2%	6.7%	47.4%	37.0%	5.2%	100.0%
	Agree	Count	7	9	27	535	329	43	950
		% within Q14d. Ease of inquiry/complaint	.7%	.9%	2.8%	56.3%	34.6%	4.5%	100.0%
	Strongly agree	Count	12	1	4	160	853	25	1055
		% within Q14d. Ease of inquiry/complaint	1.1%	.1%	.4%	15.2%	80.9%	2.4%	100.0%
	Not applicable	Count	9	2	12	175	231	42	471
		% within Q14d. Ease of inquiry/complaint	1.9%	.4%	2.5%	37.2%	49.0%	8.9%	100.0%
Total		Count	57	25	68	1032	1542	126	2850
		% within Q14d. Ease of inquiry/complaint	2.0%	.9%	2.4%	36.2%	54.1%	4.4%	100.0%

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Q15a. Auto tour * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15a. Auto tour	Yes	Count	26	8	18	373	593	37	1055
		% within Q15a. Auto tour	2.5%	.8%	1.7%	35.4%	56.2%	3.5%	100.0%
	No	Count	34	18	53	692	996	97	1890
		% within Q15a. Auto tour	1.8%	1.0%	2.8%	36.6%	52.7%	5.1%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15a. Auto tour	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15b. Bike trail * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15b. Bike trail	Yes	Count	3	2	2	55	119	6	187
		% within Q15b. Bike trail	1.6%	1.1%	1.1%	29.4%	63.6%	3.2%	100.0%
	No	Count	57	24	69	1010	1470	128	2758
		% within Q15b. Bike trail	2.1%	.9%	2.5%	36.6%	53.3%	4.6%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15b. Bike trail	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15c. Boat launch * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15c. Boat launch	Yes	Count	7	2	5	71	94	3	182
		% within Q15c. Boat launch	3.8%	1.1%	2.7%	39.0%	51.6%	1.6%	100.0%
	No	Count	53	24	66	994	1495	131	2763
		% within Q15c. Boat launch	1.9%	.9%	2.4%	36.0%	54.1%	4.7%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15c. Boat launch	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15d. Canoe/kayak * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15d. Canoe/kayak	Yes	Count			1	9	28		38
		% within Q15d. Canoe/kayak			2.6%	23.7%	73.7%		100.0%
	No	Count	60	26	70	1056	1561	134	2907
		% within Q15d. Canoe/kayak	2.1%	.9%	2.4%	36.3%	53.7%	4.6%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15d. Canoe/kayak	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15e. Environmental education * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15e. Environmental education	Yes	Count	12	1	4	159	375	12	563
		% within Q15e. Environmental education	2.1%	.2%	.7%	28.2%	66.6%	2.1%	100.0%
	No	Count	48	25	67	906	1214	122	2382
		% within Q15e. Environmental education	2.0%	1.0%	2.8%	38.0%	51.0%	5.1%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15e. Environmental education	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15f. Fishing area * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15f. Fishing area	Yes	Count	8	2	11	106	128	6	261
		% within Q15f. Fishing area	3.1%	.8%	4.2%	40.6%	49.0%	2.3%	100.0%
	No	Count	52	24	60	959	1461	128	2684
		% within Q15f. Fishing area	1.9%	.9%	2.2%	35.7%	54.4%	4.8%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15f. Fishing area	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15g. Guided tour/interpretive trail * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15g. Guided tour/interpretive trail	Yes	Count	4	2	5	69	197	5	282
		% within Q15g. Guided tour/interpretive trail	1.4%	.7%	1.8%	24.5%	69.9%	1.8%	100.0%
	No	Count	56	24	66	996	1392	129	2663
		% within Q15g. Guided tour/interpretive trail	2.1%	.9%	2.5%	37.4%	52.3%	4.8%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15g. Guided tour/interpretive trail	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15h. Hiking trail * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15h. Hiking trail	Yes	Count	19	10	24	328	600	29	1010
		% within Q15h. Hiking trail	1.9%	1.0%	2.4%	32.5%	59.4%	2.9%	100.0%
	No	Count	41	16	47	737	989	105	1935
		% within Q15h. Hiking trail	2.1%	.8%	2.4%	38.1%	51.1%	5.4%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15h. Hiking trail	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15i. Hunting area * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15i. Hunting area	Yes	Count	1		4	20	21		46
		% within Q15i. Hunting area	2.2%		8.7%	43.5%	45.7%		100.0%
	No	Count	59	26	67	1045	1568	134	2899
		% within Q15i. Hunting area	2.0%	.9%	2.3%	36.0%	54.1%	4.6%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15i. Hunting area	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15j. Photography * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15j. Photography	Yes	Count	8	3	9	205	395	9	629
		% within Q15j. Photography	1.3%	.5%	1.4%	32.6%	62.8%	1.4%	100.0%
	No	Count	52	23	62	860	1194	125	2316
		% within Q15j. Photography	2.2%	1.0%	2.7%	37.1%	51.6%	5.4%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15j. Photography	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15k. Picnic area * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15k. Picnic area	Yes	Count	4	3	5	73	155	4	244
		% within Q15k. Picnic area	1.6%	1.2%	2.0%	29.9%	63.5%	1.6%	100.0%
	No	Count	56	23	66	992	1434	130	2701
		% within Q15k. Picnic area	2.1%	.9%	2.4%	36.7%	53.1%	4.8%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15k. Picnic area	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15l. Restroom facilities * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15l. Restroom facilities	Yes	Count	24	12	21	422	804	50	1333
		% within Q15l. Restroom facilities	1.8%	.9%	1.6%	31.7%	60.3%	3.8%	100.0%
	No	Count	36	14	50	643	785	84	1612
		% within Q15l. Restroom facilities	2.2%	.9%	3.1%	39.9%	48.7%	5.2%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15l. Restroom facilities	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15m. Visitor center * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15m. Visitor center	Yes	Count	38	14	34	603	1050	75	1814
		% within Q15m. Visitor center	2.1%	.8%	1.9%	33.2%	57.9%	4.1%	100.0%
	No	Count	22	12	37	462	539	59	1131
		% within Q15m. Visitor center	1.9%	1.1%	3.3%	40.8%	47.7%	5.2%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15m. Visitor center	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

Q15n. Wildlife observation * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15n. Wildlife observation	Yes	Count	31	7	19	437	867	34	1395
		% within Q15n. Wildlife observation	2.2%	.5%	1.4%	31.3%	62.2%	2.4%	100.0%
	No	Count	29	19	52	628	722	100	1550
		% within Q15n. Wildlife observation	1.9%	1.2%	3.4%	40.5%	46.6%	6.5%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15n. Wildlife observation	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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Q15o. Other * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q15o. Other	Yes	Count	2	2	5	63	117	14	203
		% within Q15o. Other	1.0%	1.0%	2.5%	31.0%	57.6%	6.9%	100.0%
	No	Count	58	24	66	1002	1472	120	2742
		% within Q15o. Other	2.1%	.9%	2.4%	36.5%	53.7%	4.4%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q15o. Other	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q16a. Opportunity to observe nature	Strongly disagree	Count	27	2	1	2	3	1	36
		% within Q16a. Opportunity to observe nature	75.0%	5.6%	2.8%	5.6%	8.3%	2.8%	100.0%
	Disagree	Count		6	3	12	3		24
		% within Q16a. Opportunity to observe nature		25.0%	12.5%	50.0%	12.5%		100.0%
	Neither agree nor disagree	Count	1		9	55	19	8	92
		% within Q16a. Opportunity to observe nature	1.1%		9.8%	59.8%	20.7%	8.7%	100.0%
	Agree	Count	13	12	34	621	351	42	1073
% within Q16a. Opportunity to observe nature		1.2%	1.1%	3.2%	57.9%	32.7%	3.9%	100.0%	
Strongly agree	Count	12	3	13	247	1098	33	1406	
	% within Q16a. Opportunity to observe nature	.9%	.2%	.9%	17.6%	78.1%	2.3%	100.0%	
Not applicable	Count	2	3	8	94	73	39	219	
	% within Q16a. Opportunity to observe nature	.9%	1.4%	3.7%	42.9%	33.3%	17.8%	100.0%	
Total	Count	55	26	68	1031	1547	123	2850	
	% within Q16a. Opportunity to observe nature	1.9%	.9%	2.4%	36.2%	54.3%	4.3%	100.0%	

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q16b. Opportunity to obtain information	Strongly disagree	Count % within Q16b. Opportunity to obtain information	29 69.0%	2 4.8%	1 2.4%	6 14.3%	3 7.1%	1 2.4%	42 100.0%
	Disagree	Count % within Q16b. Opportunity to obtain information		4 10.5%	4 10.5%	18 47.4%	10 26.3%	2 5.3%	38 100.0%
	Neither agree nor disagree	Count % within Q16b. Opportunity to obtain information	4 2.3%	6 3.5%	17 9.9%	78 45.3%	58 33.7%	9 5.2%	172 100.0%
	Agree	Count % within Q16b. Opportunity to obtain information	10 .9%	7 .6%	24 2.2%	628 57.2%	388 35.4%	40 3.6%	1097 100.0%
	Strongly agree	Count % within Q16b. Opportunity to obtain information	13 1.1%	1 .1%	10 .8%	193 15.7%	984 80.1%	28 2.3%	1229 100.0%
	Not applicable	Count % within Q16b. Opportunity to obtain information		4 1.6%	12 4.8%	91 36.5%	99 39.8%	43 17.3%	249 100.0%
Total	Count % within Q16b. Opportunity to obtain information	56 2.0%	24 .8%	68 2.4%	1014 35.9%	1542 54.5%	123 4.4%	2827 100.0%	

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q16c. Opportunity to use trails	Strongly disagree	Count	24	3	1	6	11	1	46
		% within Q16c. Opportunity to use trails	52.2%	6.5%	2.2%	13.0%	23.9%	2.2%	100.0%
	Disagree	Count		3	3	15	7	3	31
		% within Q16c. Opportunity to use trails		9.7%	9.7%	48.4%	22.6%	9.7%	100.0%
	Neither agree nor disagree	Count	3	3	9	61	42	5	123
		% within Q16c. Opportunity to use trails	2.4%	2.4%	7.3%	49.6%	34.1%	4.1%	100.0%
	Agree	Count	10	14	24	563	304	28	943
		% within Q16c. Opportunity to use trails	1.1%	1.5%	2.5%	59.7%	32.2%	3.0%	100.0%
	Strongly agree	Count	14		19	213	1004	33	1283
		% within Q16c. Opportunity to use trails	1.1%		1.5%	16.6%	78.3%	2.6%	100.0%
	Not applicable	Count	5	3	11	145	169	53	386
		% within Q16c. Opportunity to use trails	1.3%	.8%	2.8%	37.6%	43.8%	13.7%	100.0%
Total		Count	56	26	67	1003	1537	123	2812
		% within Q16c. Opportunity to use trails	2.0%	.9%	2.4%	35.7%	54.7%	4.4%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q16e. Opportunity to hunt/fish	Strongly disagree	Count	17	3	2	19	25	2	68
		% within Q16e. Opportunity to hunt/fish	25.0%	4.4%	2.9%	27.9%	36.8%	2.9%	100.0%
	Disagree	Count		3	4	16	9	1	33
		% within Q16e. Opportunity to hunt/fish		9.1%	12.1%	48.5%	27.3%	3.0%	100.0%
	Neither agree nor disagree	Count	7	4	17	98	111	6	243
		% within Q16e. Opportunity to hunt/fish	2.9%	1.6%	7.0%	40.3%	45.7%	2.5%	100.0%
Agree	Count	4	5	10	276	166	14	475	
	% within Q16e. Opportunity to hunt/fish	.8%	1.1%	2.1%	58.1%	34.9%	2.9%	100.0%	
Strongly agree	Count	4	1	8	97	415	16	541	
	% within Q16e. Opportunity to hunt/fish	.7%	.2%	1.5%	17.9%	76.7%	3.0%	100.0%	
Not applicable	Count	23	10	25	482	790	83	1413	
	% within Q16e. Opportunity to hunt/fish	1.6%	.7%	1.8%	34.1%	55.9%	5.9%	100.0%	
Total	Count	55	26	66	988	1516	122	2773	
	% within Q16e. Opportunity to hunt/fish	2.0%	.9%	2.4%	35.6%	54.7%	4.4%	100.0%	

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Q17. Requires special assistance * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q17. Requires special assistance	Yes	Count	4	2	2	30	46	3	87
		% within Q17. Requires special assistance	4.6%	2.3%	2.3%	34.5%	52.9%	3.4%	100.0%
	No	Count	55	24	66	1016	1520	126	2807
		% within Q17. Requires special assistance	2.0%	.9%	2.4%	36.2%	54.2%	4.5%	100.0%
Total		Count	59	26	68	1046	1566	129	2894
		% within Q17. Requires special assistance	2.0%	.9%	2.3%	36.1%	54.1%	4.5%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q18. Appropriateness of fee	Far too low	Count		1	1	3	23	1	29
		% within Q18. Appropriateness of fee		3.4%	3.4%	10.3%	79.3%	3.4%	100.0%
	Too low	Count	2	1	3	26	59	2	93
		% within Q18. Appropriateness of fee	2.2%	1.1%	3.2%	28.0%	63.4%	2.2%	100.0%
	About right	Count	12	8	17	383	489	29	938
		% within Q18. Appropriateness of fee	1.3%	.9%	1.8%	40.8%	52.1%	3.1%	100.0%
	Too high	Count	2	4	6	26	11	3	52
		% within Q18. Appropriateness of fee	3.8%	7.7%	11.5%	50.0%	21.2%	5.8%	100.0%
	Far too high	Count			5	5	4	1	15
		% within Q18. Appropriateness of fee			33.3%	33.3%	26.7%	6.7%	100.0%
	Not applicable	Count	41	12	33	573	960	92	1711
		% within Q18. Appropriateness of fee	2.4%	.7%	1.9%	33.5%	56.1%	5.4%	100.0%
Total		Count	57	26	65	1016	1546	128	2838
		% within Q18. Appropriateness of fee	2.0%	.9%	2.3%	35.8%	54.5%	4.5%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q23. Age	18-21	Count	2	1	2	36	47	5	93
		% within Q23. Age	2.2%	1.1%	2.2%	38.7%	50.5%	5.4%	100.0%
	22-30	Count	3	2	6	103	151	10	275
		% within Q23. Age	1.1%	.7%	2.2%	37.5%	54.9%	3.6%	100.0%
	31-40	Count	15	3	8	226	316	22	590
		% within Q23. Age	2.5%	.5%	1.4%	38.3%	53.6%	3.7%	100.0%
	41-50	Count	16	9	26	252	430	36	769
		% within Q23. Age	2.1%	1.2%	3.4%	32.8%	55.9%	4.7%	100.0%
	51-60	Count	10	7	16	201	355	24	613
		% within Q23. Age	1.6%	1.1%	2.6%	32.8%	57.9%	3.9%	100.0%
	61-70	Count	6	3	7	151	177	16	360
		% within Q23. Age	1.7%	.8%	1.9%	41.9%	49.2%	4.4%	100.0%
	71 or over	Count	6	1	3	76	81	17	134
		% within Q23. Age	3.3%	.5%	1.6%	41.3%	44.0%	9.2%	100.0%
Total		Count	58	26	68	1045	1557	130	2834
		% within Q23. Age	2.0%	.9%	2.4%	36.2%	54.0%	4.5%	100.0%

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Q25. Hispanic * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q25. Hispanic	Yes	Count	3	2	3	28	46	3	85
		% within Q25. Hispanic	3.5%	2.4%	3.5%	32.9%	54.1%	3.5%	100.0%
	No	Count	55	21	62	997	1516	126	2777
		% within Q25. Hispanic	2.0%	.8%	2.2%	35.9%	54.6%	4.5%	100.0%
Total		Count	58	23	65	1025	1562	129	2862
		% within Q25. Hispanic	2.0%	.8%	2.3%	35.8%	54.6%	4.5%	100.0%

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q26a. Race - American Indian/Alaska native	Yes	Count	5	1	3	29	38	5	81
		% within Q26a. Race - American Indian/Alaska native	6.2%	1.2%	3.7%	35.8%	46.9%	6.2%	100.0%
	No	Count	55	25	68	1036	1551	129	2864
		% within Q26a. Race - American Indian/Alaska native	1.9%	.9%	2.4%	36.2%	54.2%	4.5%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q26a. Race - American Indian/Alaska native	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q26b. Race - Asian	Yes	Count	2	1	1	25	24	8	61
		% within Q26b. Race - Asian	3.3%	1.6%	1.6%	41.0%	39.3%	13.1%	100.0%
	No	Count	58	25	70	1040	1565	126	2884
		% within Q26b. Race - Asian	2.0%	.9%	2.4%	36.1%	54.3%	4.4%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q26b. Race - Asian	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q26c. Race - Black/African American	Yes	Count	1		1	31	31	1	65
		% within Q26c. Race - Black/African American	1.5%		1.5%	47.7%	47.7%	1.5%	100.0%
	No	Count	59	26	70	1034	1558	133	2880
		% within Q26c. Race - Black/African American	2.0%	.9%	2.4%	35.9%	54.1%	4.6%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q26c. Race - Black/African American	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q26d. Race - Native Hawaiian/Pacific Islander	Yes	Count	1			7	4		12
		% within Q26d. Race - Native Hawaiian/Pacific Islander	8.3%			58.3%	33.3%		100.0%
	No	Count	59	26	71	1058	1585	134	2933
		% within Q26d. Race - Native Hawaiian/Pacific Islander	2.0%	.9%	2.4%	36.1%	54.0%	4.6%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q26d. Race - Native Hawaiian/Pacific Islander	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q26e. Race - White	Yes	Count	50	21	61	933	1462	121	2648
		% within Q26e. Race - White	1.9%	.8%	2.3%	35.2%	55.2%	4.6%	100.0%
	No	Count	10	5	10	132	127	13	297
		% within Q26e. Race - White	3.4%	1.7%	3.4%	44.4%	42.8%	4.4%	100.0%
Total		Count	60	26	71	1065	1589	134	2945
		% within Q26e. Race - White	2.0%	.9%	2.4%	36.2%	54.0%	4.6%	100.0%

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			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q27. Gender	Male	Count	28	14	36	619	797	52	1546
		% within Q27. Gender	1.8%	.9%	2.3%	40.0%	51.6%	3.4%	100.0%
	Female	Count	27	11	29	397	733	76	1273
		% within Q27. Gender	2.1%	.9%	2.3%	31.2%	57.6%	6.0%	100.0%
Total		Count	55	25	65	1016	1530	128	2819
		% within Q27. Gender	2.0%	.9%	2.3%	36.0%	54.3%	4.5%	100.0%

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Q29. Primary language * Q21. Overall satisfaction Crosstabulation

			Q21. Overall satisfaction					Total	
			Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		Not applicable
Q29. Primary language	English	Count	58	23	66	1014	1530	123	2814
		% within Q29. Primary language	2.1%	.8%	2.3%	36.0%	54.4%	4.4%	100.0%
	Spanish	Count	2		1	8	10	3	24
		% within Q29. Primary language	8.3%		4.2%	33.3%	41.7%	12.5%	100.0%
	Chinese	Count			2	5	2	1	10
		% within Q29. Primary language			20.0%	50.0%	20.0%	10.0%	100.0%
	Japanese	Count		1		1	2		4
		% within Q29. Primary language		25.0%		25.0%	50.0%		100.0%
French	Count				4	5	2	11	
	% within Q29. Primary language				36.4%	45.5%	18.2%	100.0%	
German	Count				5	12	3	20	
	% within Q29. Primary language				25.0%	60.0%	15.0%	100.0%	
Other	Count				6	4	2	12	
	% within Q29. Primary language				50.0%	33.3%	16.7%	100.0%	
Total	Count		60	24	69	1043	1565	134	2895
	% within Q29. Primary language		2.1%	.8%	2.4%	36.0%	54.1%	4.6%	100.0%

“The percentage figures for the cells in any given row or column of the table above may, in some cases, not sum to 100%. This is a result of a “rounding” calculation that is performed for each cell (rounding is a standard and required artifact of statistical analysis).

Appendix B

Purpose Contingency Tables

			Q15a. Auto tour		Total
			Yes	No	
Q1. Primary Purpose	Hunting	Count	15	45	60
		% within Q1. Primary Purpose	25.0%	75.0%	100.0%
	Fishing	Count	15	156	171
		% within Q1. Primary Purpose	8.8%	91.2%	100.0%
	Wildlife/nature observation	Count	478	451	929
		% within Q1. Primary Purpose	51.5%	48.5%	100.0%
	Environmental education	Count	56	166	222
		% within Q1. Primary Purpose	25.2%	74.8%	100.0%
	Drive through/incidental	Count	58	71	129
		% within Q1. Primary Purpose	45.0%	55.0%	100.0%
	Vacation/relaxation	Count	216	446	662
		% within Q1. Primary Purpose	32.6%	67.4%	100.0%
	Hiking	Count	21	139	160
		% within Q1. Primary Purpose	13.1%	86.9%	100.0%
	Other	Count	34	229	263
		% within Q1. Primary Purpose	12.9%	87.1%	100.0%
Total		Count	893	1703	2596
		% within Q1. Primary Purpose	34.4%	65.6%	100.0%

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