

# American Customer Satisfaction Index

Recreational Visitors  
U.S. Army Corps of Engineers

2007 Customer Satisfaction Survey

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Final Report  
January 2008



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# **Chapter I**

## **Introduction & Methodology**

### **a. Introduction**

The American Customer Satisfaction Index (ACSI) is the national indicator of customer evaluations of the quality of goods and services available to U.S. residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides information unique to each agency on how its activities that interface with the public affect the satisfaction of customers. The effects of satisfaction are estimated, in turn, on specific objectives (such as public trust).

The ACSI is produced through a partnership of the University of Michigan Business School, CFI Group, and the American Society for Quality.

### **b. Overview of ACSI Methodology**

The model on page 8 illustrates the multi-equation, cause-and-effect econometric model that the ACSI uses. Data that is used to run the model comes from surveys of customers. For private sector industries, company scores for the satisfaction index and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by industry revenues to produce economic sector indices. The sector indices, in turn, are weighted by the sector's contribution to the Gross Domestic Product (GDP) to produce the national ACSI. For the public sector (i.e., the federal government agencies), each agency is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI score. The ACSI for the private sector is updated on a rolling basis, with data collected each quarter from 1-2 sectors to replace data from the prior year. Each company or agency is measured annually.

Every federal government agency serves many segments of the public and interacts with both internal and external users. For the first year of ACSI measurement, each agency was asked to identify a major customer segment central to its mission for which to measure satisfaction and the causes and effects of satisfaction. In the years following the initial measurement, government agencies continue to focus on customer segments of similar importance in their studies of customer satisfaction. Results can be used to prioritize future efforts to improve quality and satisfaction and the agency specific desired outcome. USACE's desired outcome for this study, as in the past, was Trust.

**c. Customer Segment**

The U.S. Army Corps of Engineers (USACE) chose as its main customer segment residents of the U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years. Additional data was collected from those who had visited a site between 2 – 5 years ago as well as over 5 years ago. These data were analyzed separately and are shown at the end of the report.

	<b>Within the past 2 years</b>	<b>More than 2 years to 5 years ago</b>	<b>More than 5 years</b>
<b>Sample Size</b>	<b>171</b>	<b>48</b>	<b>54</b>
	<b>63%</b>	<b>17%</b>	<b>20%</b>

**d. Data Collection**

Replicate, national, random-digit-dial samples of telephone households were selected for screening. Random-digit-dial (RDD) assures inclusion of both listed and unlisted telephones in proportion to the number of filled numbers in each area code and exchange.

At each household, the adult to be interviewed was selected as the individual who had a birthday closest to the date of interview. That adult was then asked if he or she had visited a recreation lake or river site within the past two years. If that adult said, “Yes,” he or she was then asked, “What is the name of the area you visited most recently and in what state was that?” The site was matched against a computerized database of all USACE sites accessible to the interviewer. The site identified by the respondent was compared with this database to assure that the visited site was an actual USACE site. The list of sites visited in the survey is shown at the beginning of Appendix B.

Using the above procedure, two hundred and seventy three (273) interviews were completed.

**e. Questionnaire and Interviewing**

The questionnaire used is shown in Appendix A. It was designed to be agency-specific in terms of activities and outcomes, and introductions to the questionnaire and to specific question areas. However, it follows a format common to all federal agency questionnaires, one that allows cause and effect modeling using the ACSI model.

Customer interviews were conducted by telephone between October 22 and December 5, 2007, by the professional interviewers of Market Strategies, Inc. working under monitored supervision from a central phone room. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire.

## f. Customer Responses

Customer responses to all questions are shown as frequency tables in Appendix B. Appendix B also shows the means of all scaled questions. Below is a table, which shows a comparison of 2007 and 2006 respondent characteristics. The table reflects that the populations from 2006 and 2007 are quite similar along all demographic categories.

	2006	2007
<b>Method of making reservation</b>		
By phone	--	57%
By Internet	--	19%
In-person/On-site	--	24%
<b>Used any of the following passes during visit to the recreation facility</b>		
Golden Age Passport	--	4%
Golden Access Passport	--	2%
Interagency Senior Pass	--	0%
Interagency Access Pass	--	1%
Corps of Engineers Annual Pass	--	4%
None of the above	--	80%
<b>Age</b>		
Under 30	8%	10%
30-39	16%	17%
40-49	24%	26%
50-59	29%	28%
60-69	16%	14%
70 and over	8%	6%
<b>Highest level of formal education completed</b>		
Less than high school	4%	4%
High school graduate	17%	18%
Some college or associate degree	32%	30%
College graduate	29%	32%
Post-graduate	17%	17%
Refused	1%	0%
<b>Hispanic, Latino or Spanish origin</b>		
Yes	3%	2%
No	96%	98%
Refused	1%	0%
<b>Race</b>		
White	93%	88%
Black or African American	1%	5%
American Indian or Alaska Native	2%	3%
Asian	0%	1%
Native Hawaiian or other Pacific Islander	0%	1%
Other race	3%	3%
<b>Total annual family income</b>		
Under \$20,000	8%	8%
\$20,000 but less than \$30,000	11%	7%
\$30,000 but less than \$40,000	8%	8%
\$40,000 but less than \$60,000	17%	19%
\$60,000 but less than \$80,000	16%	15%
\$80,000 but less than \$100,000	11%	12%
\$100,000 or more	14%	15%
Don't know	3%	2%
Refused	13%	14%
<b>Gender</b>		
Male	49%	41%
Female	51%	59%
<b>Sample Size</b>	<b>250</b>	<b>171</b>

## Chapter II ACSI Results

### a. Model Indices

The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School. Whereas the model for private sector, profit-making companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency defines the outcomes most important to it for the customer segment measured. Each agency also identifies the principal activities that interface with its customers. The model provides predictions of the impact of these activities on customer satisfaction.

The USACE Customer Satisfaction model – illustrated on page 8, should be viewed as a cause and effect model that moves from left to right, with satisfaction (ACSI) in the middle. The rectangles are multi-question components that are measured by survey questions. The numbers in the bottom right corners of the rectangles represent the strength of the effect of the component on the component to the right. These values represent "impacts." The larger the impact value, the more effect the component has on the component to the right. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

### b. Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of three questions, Q22, Q23, and Q24, in the questionnaire in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction (Q22); Satisfaction compared to expectations (Q23); and Satisfaction compared to an 'ideal' organization (Q24). The model assigns a weight to each question in a way that maximizes the ability of the index to predict changes in agency outcomes (at the right of the model on page 8).

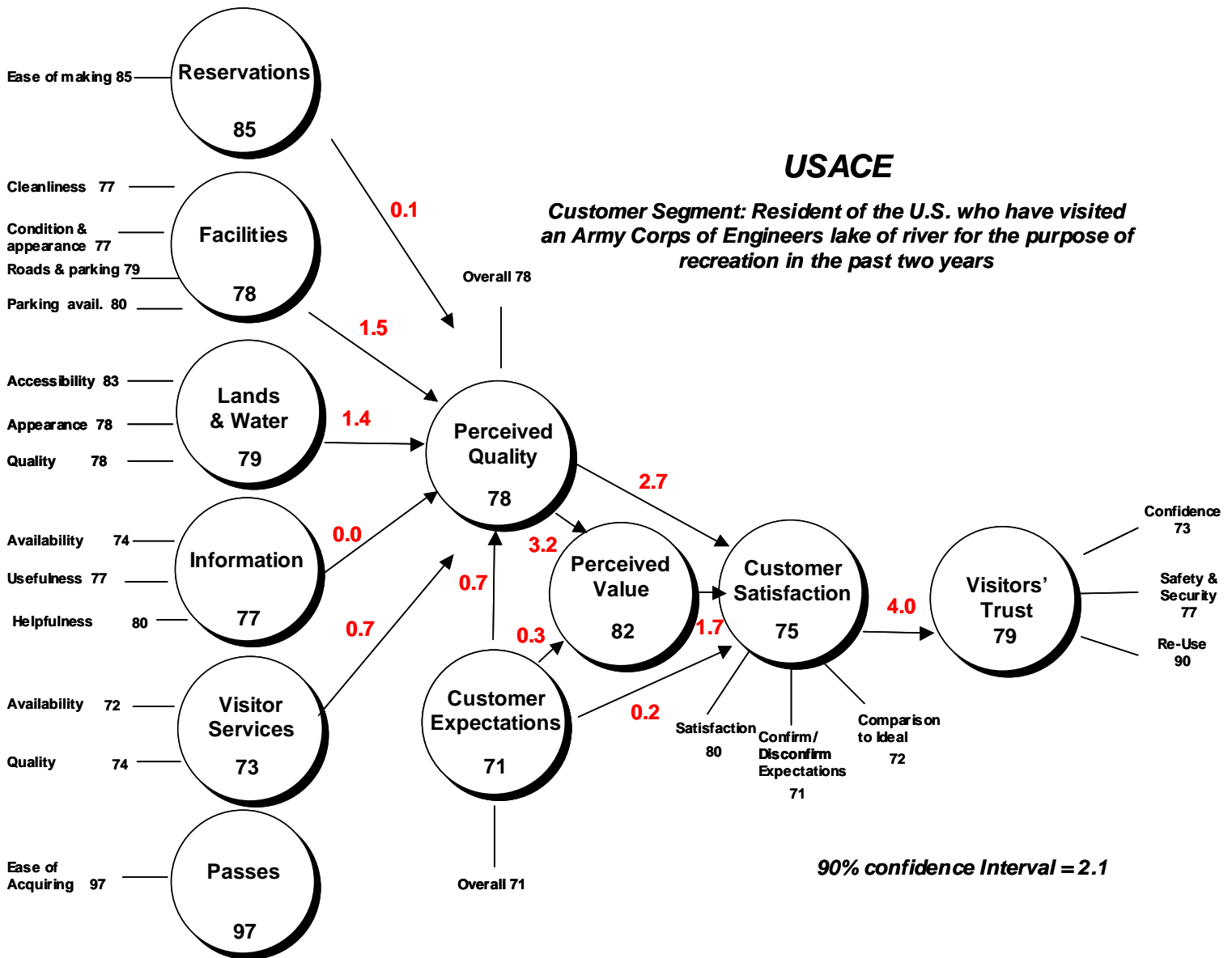
**The 2007 Customer Satisfaction (ACSI) score for residents of the U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years is 75 on a 0-100 scale.** This is a non-significant increase of 1 point from last year's result. As the table below shows, the past five years have seen virtually no change in score. The score of 75 is higher than the federal government average which was 68 in 2007.

	2007	2006	2005	2004	2003	2002
Satisfaction (ACSI)	75	74	75	75	76	73



### c. Customer Satisfaction Model

USACE can use the scores (in circles) and impacts (on the arrows) from the model shown to target areas for improvement that will have the greatest leverage on Customer Satisfaction.



Attribute scores are the mean (average) respondent scores to each individual question asked in the survey. Respondents are asked to rate each item on a 1-10 scale with “1” being “poor” and “10” being “excellent.” CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with 0 meaning “poor” and 100 meaning “excellent.”

A component score is the weighted average of the individual attributes comprising the component. A score is a relative measure of performance for a component, as given for a particular set of respondents. The impacts shown are the direct impact that an item has on the

item that follows it. For example, Facilities has an impact of 1.5 on Perceived Quality. Thus, if Facilities were to improve by 5 points to 83 from 78 Perceived Quality would improve by the amount of the direct impact Facilities has on it, 1.5 points. In turn, Perceived Quality has an impact on Value and Satisfaction. Carrying out the math across the entire diagram yields the impact that driver areas such as Facilities have on Satisfaction.

While the diagram on the previous page showed the *direct* impact items have on other areas, the table below shows the *total* impact that each of the driver areas has on Satisfaction, as well as the impact drivers have on value and quality. The Facilities and the Lands and Waters have the highest impact on Satisfaction.

<b>Driver Area</b>	<b>Impact on Quality</b>	<b>Impact on Value</b>	<b>Impact on Satisfaction</b>
<b>Reservations</b>	<b>0.1</b>	<b>0.1</b>	<b>0.1</b>
<b>Facilities</b>	<b>1.5</b>	<b>0.9</b>	<b>1.1</b>
<b>Lands and Waters</b>	<b>1.4</b>	<b>0.9</b>	<b>1.0</b>
<b>Information</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Visitor Services</b>	<b>0.7</b>	<b>0.4</b>	<b>0.5</b>
<b>Passes</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>

#### d. Drivers of Satisfaction

In conjunction with CFI Group, in 2007 USACE identified six activities that interface with its visitors for measurement. Four of these “drivers” are similar to “drivers” of satisfaction selected for the first USACE study. These four drivers are: Facilities, Land & Water, Information, and Visitor Services. The two new areas added this year were Reservations and Passes.

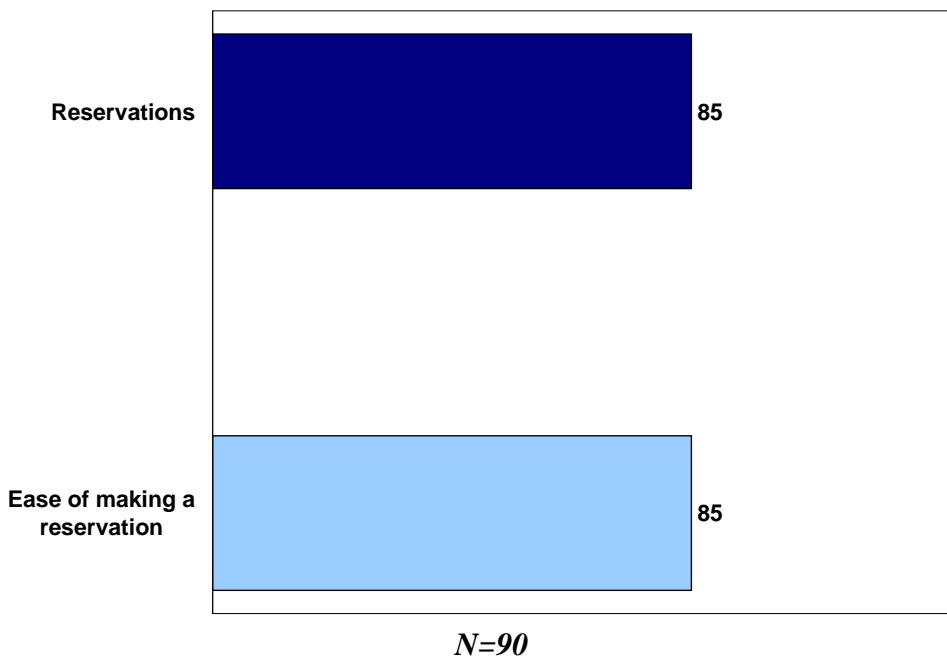
Three other components are major drivers of satisfaction. The first is the customer's expectations of the overall quality of USACE as an agency with which to do business -- expectations prior to use or, for longer-term users, prior to recent use. The second is his/her perception of the overall quality of USACE as an agency with which to do business after having had experience doing such business. The third is the customer’s perceptions of the value of the product and services received – including both the customer’s perceptions of the price given the quality and the quality given the price. The rest of this section will focus on the drivers of satisfaction.

#### Reservations

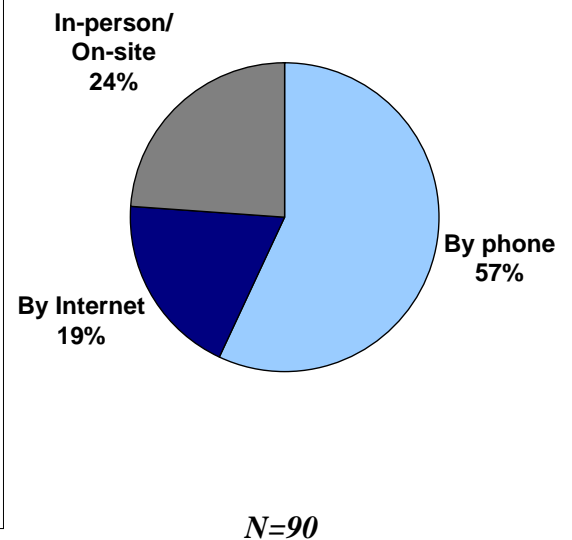
##### *Impact on satisfaction 0.1*

Reservations, is a new component to the satisfaction model this year, and with an impact of 0.1 it has a minimal impact on overall satisfaction. The only area under Reservations is the ‘ease of making a reservation’, which received a score of 85. This indicates that customers are rating the ease of making a reservation well and this is not an area that requires improvement. Phone was the most popular method of making reservations (57%), followed by in-person (24%) and by Internet (19%).

*Reservations*



*How reservation was made*

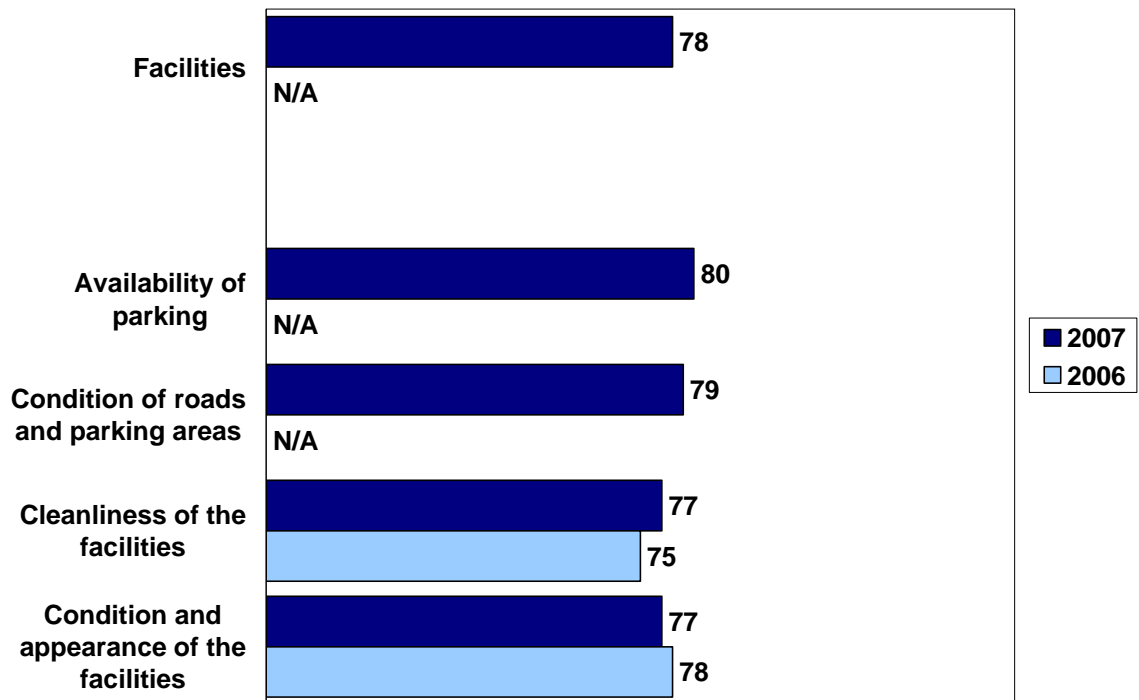


## Facilities

### *Impact on satisfaction 1.1*

Overall, Facilities has a sizable impact on satisfaction. Facilities had several new questions added in 2007. Thus at a component level the score is not comparable to that from 2006. However, the ratings are consistent for those items measured both in 2006 and 2007. The areas of cleanliness and condition and appearance of facilities are both rated at a 77. Conditions of the roads and parking areas and availability of parking (both new questions in 2007) received positive ratings as well.

### *Facilities*

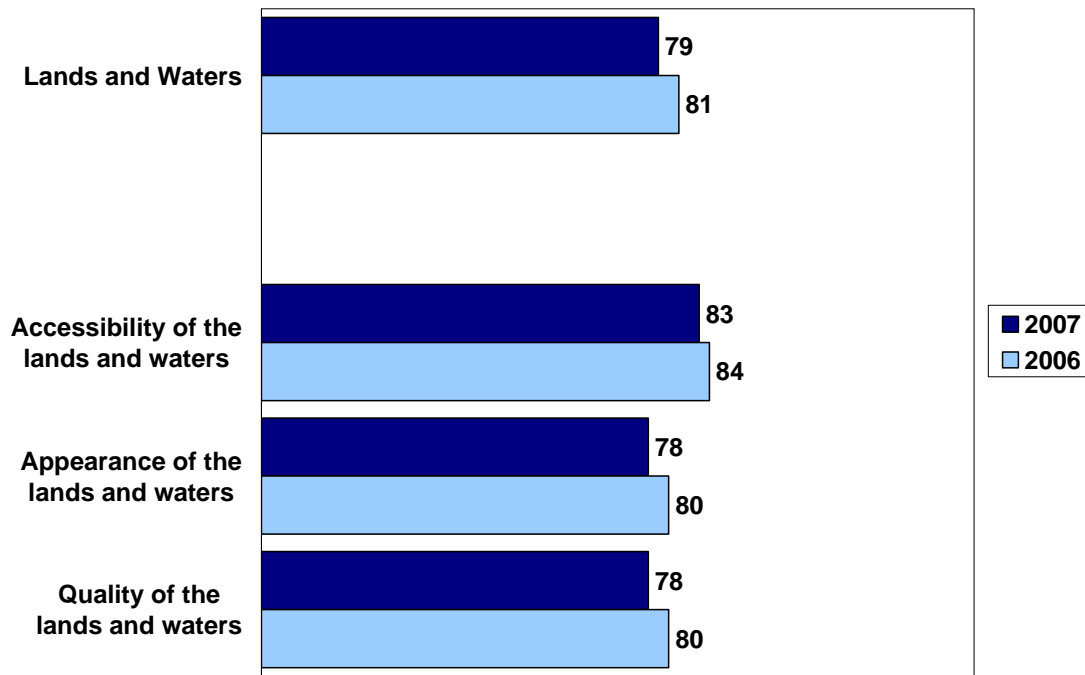


*N=170*

**Lands and Waters**  
*Impact on satisfaction 1.0*

Lands and Waters also have a sizable impact on satisfaction. Lands and Waters when compared to 2006 shows a 2-point decline in the overall score. This is not a statistically significant drop, but should be monitored. The accessibility of lands and waters continues to receive higher ratings while the appearance and quality of the lands and waters score slightly lower. This year's scores dropped from 80 to 78 for both items – not statistically significant but worthy of monitoring.

*Lands and Waters*

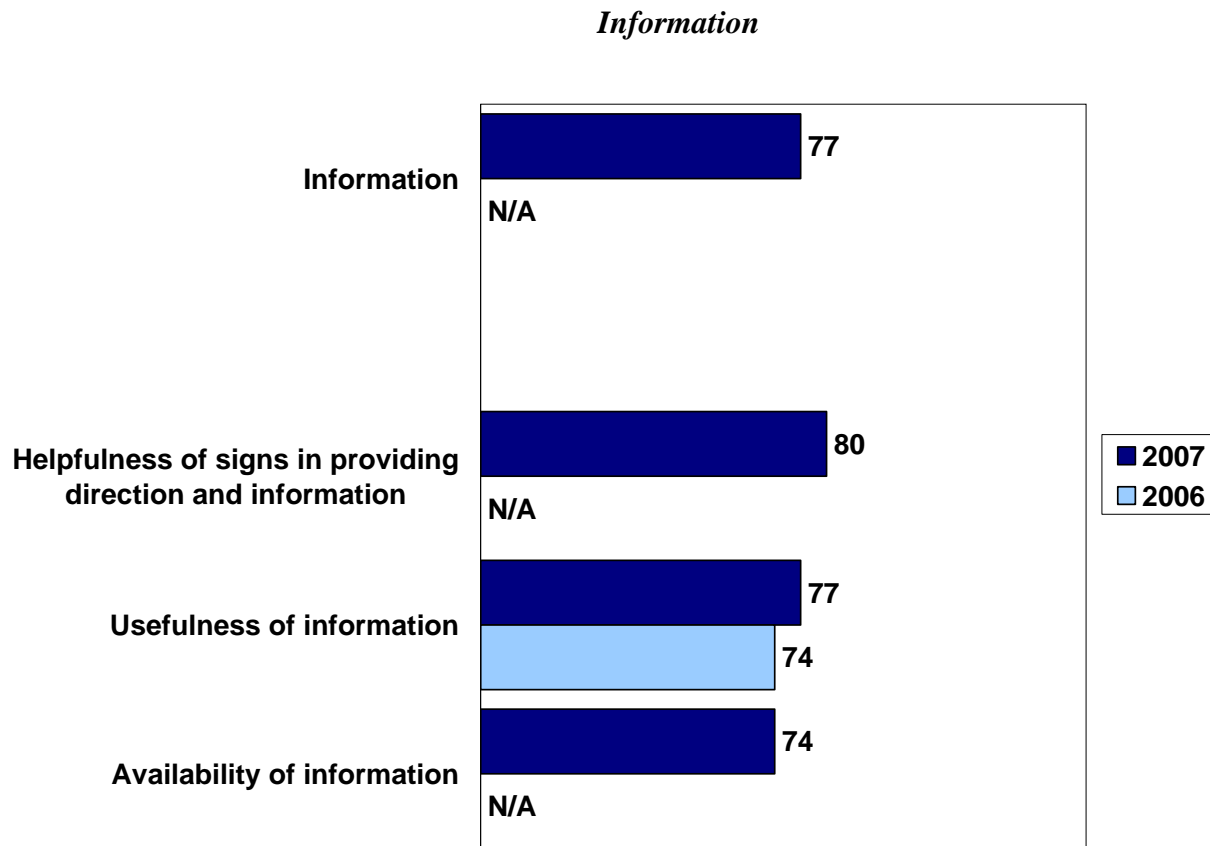


*N=170*

## Information

### *Impact on satisfaction 0.0*

Information has an impact of 0.0 on satisfaction, meaning not that this area is unimportant but rather that a further increase in performance will not drive up customer satisfaction. While not comparable at an aggregate level with 2006, because new questions were added to Information, the one similar question used in both 2006 and 2007, usefulness of information shows a 3-point increase. This is not quite statistically significant, but is a positive trend. Helpfulness of signs is rated highest at an 80 while the availability of the information rated slightly lower at 74. Both of these were new questions in 2007.

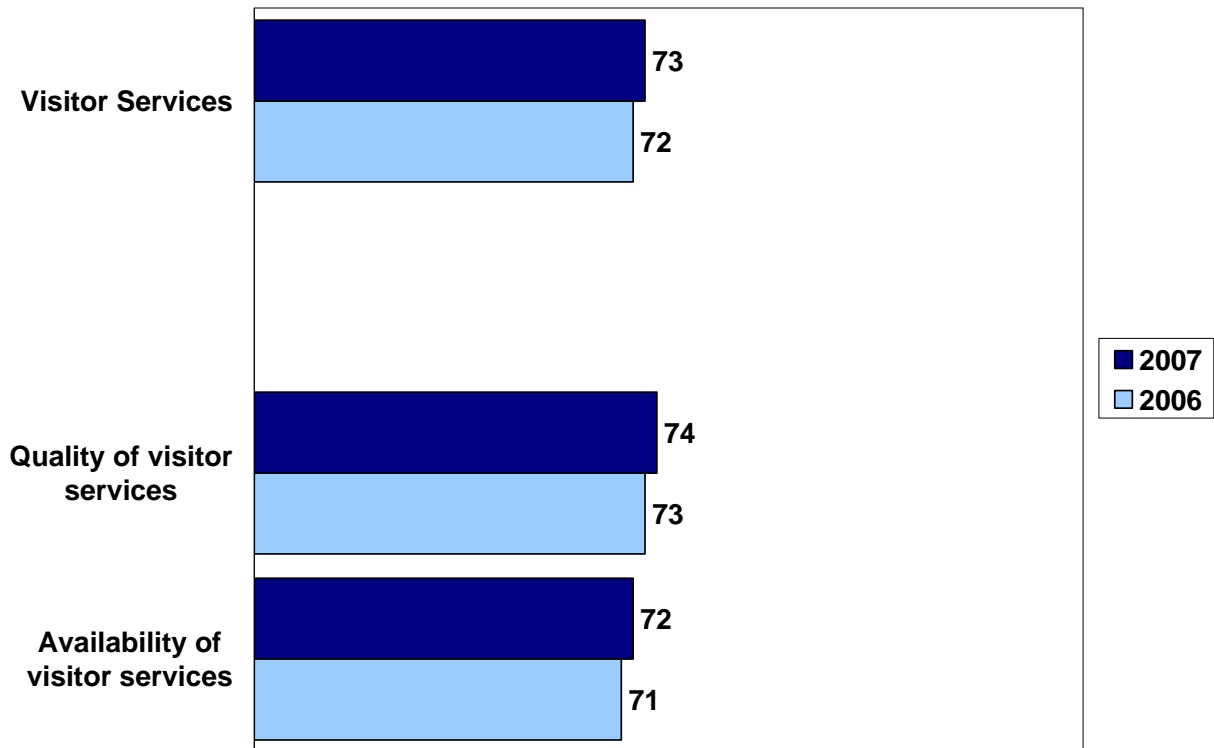


## Visitor Services

### *Impact on satisfaction 0.5*

Visitor services show similar results to last year with both quality of visitor services and available of visitor services scoring one point higher. These increases are not statistically significant and indicate performance remaining at last year's levels. Visitor services has a modest impact on satisfaction of 0.5.

### *Visitor Services*

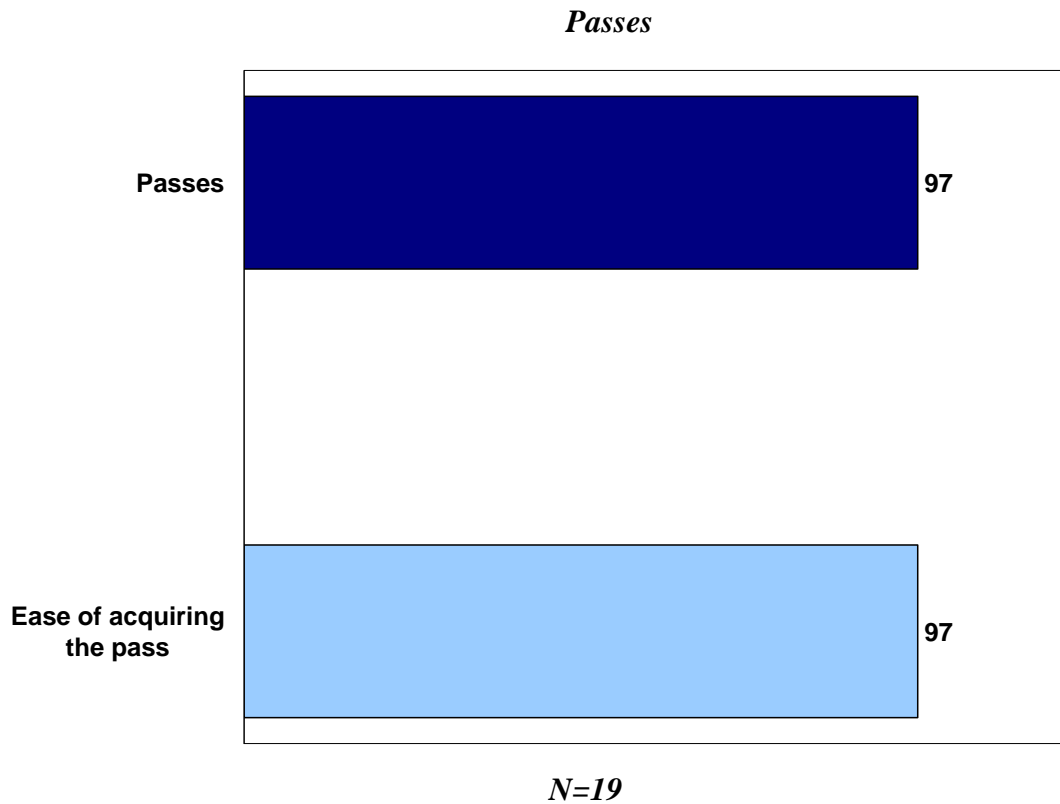


*N=165*

**Passes**

*Impact N/A*

Only 19 responded to the question about ease of acquiring the pass. Therefore, its impact on satisfaction could not be computed. However, respondents rated this item very high – 97. As to which passes they used. Only 5% of all respondents mentioned using the Golden Age Passport, 3.2% used the Corps of Engineers Annual Pass, 1.4% used the Golden Access Passport and one respondent (0.4%) each mentioned the Interagency Senior Pass and the Interagency Access Pass.





## Other Drivers

Driver Areas that were discussed in this section, Reservations, Facilities, Lands and Waters, Information and Visitor Services, impact satisfaction by directly impacting Quality. Quality is the biggest driver of satisfaction with an impact on satisfaction of 3.8.

However, Value and Customer Expectations also drive satisfaction. Below are the total impacts that Expectations, Quality and Value have on satisfaction as well as the impact Expectations has on Quality and Value and the impact Quality has on Value. Value also has a sizable direct impact on satisfaction with an impact of 1.7.

Driver Area	Impact on Quality	Impact on Value	Impact on Satisfaction
Expectations	0.7	0.7	0.8
Quality	-	3.2	3.8
Value	-	-	1.7

Each of the three “other” major drivers of satisfaction, customer expectations, perceived quality, and perceived value, remain similar to results in 2006. As seen in previous years, the gap between what customers expect from the quality of their experiences and what they actually perceive the quality has typically been a 6 or 7-point gap. This means that customers continue to perceive that the quality of services they receive surpasses their expectations, a perception that has existed throughout the entire study.

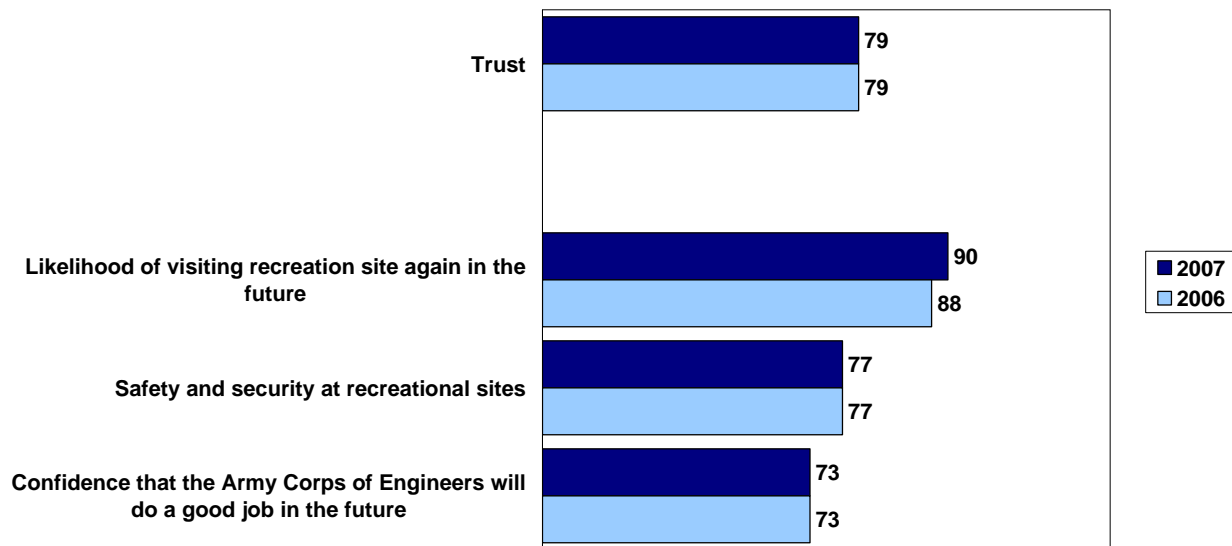
	2007	2006	2005	2004	2003	2002	2001
Expectations	71	72	73	75	73	72	69
Quality	78	78	79	79	80	79	76
Value	82	80	81	80	81	80	NM

## Outcomes of Customer Satisfaction

### Visitor Trust

The outcome USACE wants from satisfied customers is Visitor Trust. Visitor Trust, as in previous years, was measured by three questions: (Q25) how confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers; (Q26) how safe and secure do you feel visiting a USACE recreational site; and (Q27) how likely is it that you will visit an Army Corps of Engineers recreation site again in the future.

**The index of Visitor Trust remains at 79 on a 0-100 scale.** Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future (score of 90, which increased 2 points after the 2 point decline in 2006). Visitors' assessment of safety and security at the sites scores somewhat lower compared to likelihood to return at 77, and confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers continues to score the lowest of the three Trust attributes at 73.



Visitor Trust has remained consistent throughout the period of this study. Trust has stayed within a very narrow 2-point range (79-81) since 2002.

	2007	2006	2005	2004	2003	2002
<b>Trust</b>	<b>79</b>	<b>79</b>	<b>80</b>	<b>81</b>	<b>81</b>	<b>79</b>

**e. Segmentation: Lapsed customers**

**Last visited 3 to 5 years ago**

In 2007, USACE wanted to explore whether lapsed customers, those who had not visited in the past two years but had within the past five, were as satisfied as those who visited more recently. No significant difference was found between the two groups in satisfaction or in their evaluation of any of the areas of USACE sites. However, there was one item where there was a significant difference, likelihood of visiting a recreation site in the future. This item scored 90 with those who visited in the past 2 years but only 78 among those who had last visited between 3 and 5 years ago. This suggests that the reason for lapsed customers is not due to the quality of the experience or satisfaction with the USACE site, but rather for other reasons.

*Length of time from last visit*

	<b>Within the past 2 years</b>	<b>More than 2 years to 5 years ago</b>
<b>Reservations</b>	<b>85</b>	<b>80</b>
Ease of making a reservation	85	80
<b>Facilities</b>	<b>78</b>	<b>77</b>
Cleanliness of the facilities	77	75
Condition and appearance of the facilities	77	78
Condition of roads and parking areas	79	77
Availability of parking	80	79
<b>Lands and Waters</b>	<b>79</b>	<b>82</b>
Accessibility of the lands and waters	83	82
Appearance of the lands and waters	78	83
Quality of the lands and waters	78	80
<b>Information</b>	<b>77</b>	<b>81</b>
Availability of information	74	81
Usefulness of information	77	79
Helpfulness of signs in providing direction and information	80	83
<b>Visitor Services</b>	<b>73</b>	<b>77</b>
Availability of visitor services	72	75
Quality of visitor services	74	77
<b>Passes</b>	<b>97</b>	<b>89</b>
Ease of acquiring the pass	97	89
<b>Expectations</b>	<b>71</b>	<b>74</b>
Expectations of overall quality of the recreation site	71	74
<b>Quality</b>	<b>78</b>	<b>78</b>
Overall quality of recreational site	78	78
<b>Value</b>	<b>82</b>	<b>82</b>
Price paid given quality of the site	81	82
Quality of the site given price paid	82	82
<b>Satisfaction</b>	<b>75</b>	<b>77</b>
Overall satisfaction	80	83
Satisfaction compared to expectations	71	74
Satisfaction compared to ideal	72	74
<b>Trust</b>	<b>79</b>	<b>76</b>
Confidence that the USACE will do a good job in the future	73	74
Likelihood of visiting recreation site again in the future	90	78
Safety and security at recreational sites	77	78
<b>Non-modeled Questions</b>		
Likelihood to return to the same site if charged a fee	70	69
<b>Sample Size</b>	<b>171</b>	<b>48</b>

**Lapsed customers: More than five years ago**

The 2007 survey also asked those customers who had visited in the past, but not within the past five years why they had not visited recently and where else do they go. Age and health issues were frequently mentioned as was selecting other choices for recreation. These other choices included a range of responses to those that were closer to home such as local parks, cruises, Disney and a range of other locations.

The table below shows the number of individuals that had not visited in the past five years and how long it had been since their last visit. These individuals were screened out of the full customer satisfaction survey since the time since their experience was determined to be too long for reliable recall of their experiences with a USACE site.

Years since visit	n	Pct.	Cumulative Pct.
6	12	22%	22%
7	5	9%	31%
8	3	6%	37%
9	1	2%	39%
10	12	22%	61%
12	3	6%	67%
13	1	2%	69%
14	2	4%	72%
15	5	9%	81%
20	5	9%	91%
30	4	7%	98%
50	1	2%	100%

However, these individuals were asked a couple of open-end questions to which the results are shown below.

**Customers who have not visited within five years - Why have you not visited a U.S. Government-managed recreation lake or river site recently?**

**Age**

*Age.*

*Because I'm too old to drive around the country. Also, I'm retired, so I don't have as much money.*

*You try going when you're 88, you won't feel much like going anywhere.*

**Disability/Health Issues**

*Because I'm blind.*

*Disabled.*

*I don't have a car, I'm partially crippled and I just don't go places.*

*In 1993, I was paralyzed and they don't make those sites very accessible to people in wheelchairs.*

*My husband was sick and died. I have been sick ever since.*

*Physically disabled. No use of arms or legs and it disabled me. I can't stand crowds or noises, it is just nerve racking to me.*

*Toes amputated.*

**Lack of time**

*Because I'm working and I don't have enough time.*

*Because weekends make it hard.*

*Haven't taken the time to visit any.*

*Lack of time.*

*No time.*

*We're dairy farmers, we don't have time.*

**Other recreation choices**

*Because I like where I live and because I have my own recreation on my property.*

*I live in Arizona and there are not many lakes and rivers available.*

*I just do other things, I guess.*

*I live in Florida now. I lived in New York for quite a few years where I visited several over the years.*

*I live in New York City and don't really get out much. I have travelled all over the world and find it hard to make time for that.*

*In Florida, we have many wonderful state parks and many in the other local areas, too. We have a lot of natural springs that have parks with springs. We go to them.*

*It doesn't come into our plans. My wife, our children, we like camping on the shore of the Saint Mary's River.*

*Just been vacationing in other areas.*

*We do other things; have other interests.*

*We have been travelling overseas.*

*We just have other places we want to go.*

*We use our vacation time to visit relatives that have moved away.*

*Where we're at, there aren't any real close by, but there are several state and county parks that we use.*

**Lack of interest**

*Have no interest.*

*Not the recreation I normally do.*

*Not something I really enjoy doing.*

**Other**

*Caring for elderly parent.*

*Doesn't get invited.*

*Have not been on vacation since then.*

*Haven't travelled recently.*

*I am not much on outdoor life anymore.*

*I haven't had a vacation in that long.*

*I live on an island (Nantucket) and I don't get off very often.*

*In prison.*

*Just haven't.*

*No vehicle.*

*Retired.*

*The last time I went camping, my husband was still alive.*

**Customers who have not visited within five years - Where else do you visit for recreation?**

*Amusement parks, wildlife parks, places like that, camping.*

*Ballparks.*

*Casinos, Niagara Falls National Park.*

*Cruise ships, go back to homeland to visit relatives.*

*Cultural stuff in New York City.*

*Different cities.*

*Disney World a couple of times with the kids.*

*Disney World, Key West, Lancaster.*

*Disneyland, different rivers.*

*Dollywood, Tennessee.*

*Families.*

*Football and basketball games.*

*Gulf of Mexico.*

*I like to go watch my grandchildren play ball. I go to some football games. I go to some baseball games. Also, I cut my lawn.*

*I play wheelchair tennis.*

*I take my kids to the zoo, museum or aquarium.*

*Jersey Shore and Hawaii.*

*Las Vegas.*

*Local parks and I hunt on private land.*

*Local parks.*

*Lots of county places in the Detroit area. Pontiac Lake.*

*Manatee Springs State Park, Salt Springs State Park, John Pennycamp State Park, Fort DeSoto State Park, Unicoi State Park, Georgia.*

*Mountains in Arizona, beach in California.*

*Mountains of Tucson.*

*Nevada.*

*Niagara Falls, Chicago, Sault Ste. Marie.*

*Overseas, cruises. Places we haven't been before, new places each time. Europe, Germany, Austria, Switzerland, China, Thailand, Central America, Southern Caribbean, different islands.*

*RV parks.*

*San Diego, California and Philadelphia.*

*The ocean.*

*To the beach and Canada or cruises.*

*Tourist areas, suburban areas, big cities.*

*Work.*

*Yellowstone, ski resorts, hiking trails (Lost Trail), Chief Joseph ski area.*

## **Chapter III**

### **Summary and Recommendations**

Satisfaction with USACE recreation sites has remained fairly constant since 2003. Comments from customers also reflect that they feel USACE sites are accessible areas where they can enjoy a variety of outdoor activities.

Quality and Value are the key drivers of customer satisfaction. Many things drive customers' perceptions of quality of USACE sites, but foremost are facilities and lands and waters. Overall, these areas receive solid ratings, however, there is likely some room for improvement as most of the ratings of items in these areas are in the high 70s. In particular, focus on the cleanliness of facilities and their condition and appearance. Verbatim comments from customers had a fair number of mentions about cleanliness of restrooms as well. With respect to the lands and waters, customers would most like USACE to address their appearance and quality. Water cleanliness and upkeep of the grounds are areas within Lands and Waters where improvements will strongly impact satisfaction.

Visitor Services has a moderate impact on customers' perceptions of quality. As a lower priority action item, addressing the accessibility and quality of Visitor Services will contribute to improved satisfaction.

Customers continue to find good value in the USACE recreation sites. There are no recommended changes to the fee structure based on customer satisfaction data.

Signage appears to be meeting the customers' needs for the most part with just a few comments mentioning the issue. However, the model indicates further improvements in signage and Information will not provide a further increase in satisfaction. Maintain status quo in this area.

Customers remain quite loyal as they continue to have a high likelihood of visiting a USACE site in the future. Not surprisingly, those who visited in the past two years are significantly more likely to visit again compared to those who had visited most recently in the past three to five years. However, even those less frequent visitors say they are quite likely to return. USACE should use the information in this report to help prioritize areas for improvement if they seek to build upon current levels of satisfaction and ensure Visitor Trust remains high.

## **APPENDIX A : SURVEY QUESTIONNAIRE**

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## U.S. Army Corps of Engineers (USACE) Customer Satisfaction Survey 2007

Hello, I'm (NAME) calling on behalf of CFI Group. We are conducting research on how satisfied users are with services provided by the Army Corps of Engineers at their recreation sites. Your name will be confidential. Your participation is voluntary. You may stop at any time or skip any question you do not wish to answer. Your opinions are important because you have been chosen randomly to represent consumers across the United States. This interview will take about 12 minutes and is authorized by Office of Management and Budget Control No. 1505-0191.

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### Screener

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QS1. The United States Government manages several types of recreational lake and river sites for vacationing, sightseeing, hiking, fishing, boating, education and other recreational uses. In the **past two years** have you visited any recreation lake or river site?

- 1 Yes
- 2 No
- DK
- REF

[IF QS1=1 (YES) SKIP TO QA; IF QS1=2 (NO), DK or REF CONTINUE TO QS2]

QS2. How about in the time **before the past two years**? Have you visited a U.S. Government-managed recreation lake or river site during that time?

- 1 Yes
- 2 No
- DK
- REF

[IF QS2=1 (YES) CONTINUE TO QS3; IF QS2=2 (NO), DK or REF GO TO TERMINATE SCREEN]

QS3. And approximately how long ago (in years) was that visit?  
[RECORD NUMBER]

[IF QS3 < or = 5 SKIP TO QA; OTHERWISE CONTINUE TO QS4.]

QS4. Why have you not visited a U.S. Government-managed recreation lake or river site recently?  
[RECORD ANSWER AND CONTINUE TO QS5.]

QS5. Where else do you visit for recreation?  
[RECORD ANSWER AND GO TO TERMINATE SCREEN]

### **PROG. NOTE: TERMINATE SCREEN**

**Those are all of the questions I have for you. Thank you for your interest in this project.**

QA. What is the name of the area you visited **most recently** and in what state was that?

PROG. NOTE: Insert Co./Brand list

- 1 Other (Specify)
- DK [TERMINATE]
- REF [TERMINATE]

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## Expectations

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Now, I am going to ask you some questions about the Army Corps of Engineers recreation site, which you mentioned as the area you visited most recently. If you have visited more than one Army Corps of Engineers recreation site, please evaluate only the **one** you visited **most recently**.

- Q1. Before you visited the Army Corps of Engineers recreation site, you probably knew something about this site. Now think back and remember your expectations of the overall quality of that recreation site. Please give me a rating on a 10-point scale on which "1" means your expectations were "not very high" and "10" means your expectations were "very high."

How would you rate your expectations of the overall quality of the Army Corps of Engineers recreation site?

[RECORD NUMBER 1-10]

DK

REF

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## Reservations

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- Q2. Think about when you contacted the Army Corps of Engineers Recreation Services to make a reservation. How easy was it to make the reservation. Use a 10-point scale where "1" means "not very easy" and "10" means "very easy."

- Q3. Which of the following methods did you use to make your reservation?

1. By Phone
2. By Internet
3. In-Person/On-Site

DK

REF

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## Facilities

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Now, let's think about the facilities at the Army Corps of Engineers recreation site such as restrooms, buildings, trails, roads or paths, picnic grounds, campgrounds...

- Q4. How clean were the facilities? Again, we will use a 10-point scale on which "1" means "not very clean" and "10" means "very clean."

[RECORD NUMBER 1-10]

DK

REF

- Q5. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]

DK

REF

- Q6. How would you rate the condition of roads and parking areas at the facility? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]

DK

REF

- Q7. How would you rate the availability of parking at the facility? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]  
DK  
REF

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### Lands and Waters

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And next, considering the lands and waters at the Army Corps of Engineers recreation site...

- Q8. How would you rate the overall appearance of the lands and waters? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]  
DK  
REF

- Q9. How would you rate the quality of the lands and waters for the specific recreational activities you did? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]  
DK  
REF

- Q10. How accessible were the land and waters? Use a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible."

[RECORD NUMBER 1-10]  
DK  
REF

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### Information

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And thinking about information provided by the Army Corps of Engineers such as visitor information and signs...

- Q11. How available was information about recreational sites managed by the Army Corps of Engineers? Use a 10-point scale on which "1" means "not at all available" and "10" means "very available."

[RECORD NUMBER 1-10]  
DK  
REF

- Q12. How useful was the information you obtained about Army Corps of Engineers recreational sites? Use a 10-point scale on which "1" means "not at all useful" and "10" means "very useful."

[RECORD NUMBER 1-10]  
DK  
REF

- Q13. How helpful were the signs throughout the facility in providing directions and information? Use a 10-point scale on which "1" means "not at all helpful" and "10" means "very helpful."

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### Visitor Services

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And thinking about the visitor services at the Army Corps of Engineers recreational site you visited...

- Q14. How would you rate the availability of visitor services at that recreational site? Use a 10-point scale on which "1" means "poor" and "10" means "excellent."

[RECORD NUMBER 1-10]  
DK  
REF

- Q15. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Use a 10-point scale on which "1" means "very poor quality" and "10" means "very high quality."

[RECORD NUMBER 1-10]  
DK  
REF

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Quality

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- Q16. Please consider all your experiences in the past two years with Army Corps of Engineers recreational sites. Using a 10-point scale, on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the **overall quality** of Army Corps of Engineers recreational sites?

[RECORD NUMBER 1-10]  
DK  
REF

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Passes

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- Q17. Have you used any of the following passes during your visit to the recreation facility? (Select all that apply)
1. Golden Age Passport (NOTE: PREVIOUSLY ISSUED GOLDEN AGE PASSPORT STILL HONORED BUT AS OF JANUARY 1, 2007 ONLY THE NEW INTERAGENCY SENIOR PASS IS ISSUED FOR AGE-RELATED DISCOUNTS)
  2. Golden Access Passport (NOTE: PREVIOUSLY ISSUED GOLDEN ACCESS PASSPORT STILL HONORED BUT AS OF JANUARY 1, 2007 ONLY THE NEW INTERAGENCY ACCESS PASS IS ISSUED FOR DISABILITY-RELATED DISCOUNTS)
  3. Interagency Senior Pass (NOTE: SERVES AS PROOF OF ELIGIBILITY FOR AGE-RELATED DISCOUNTS)
  4. Interagency Access Pass (NOTE: SERVES AS PROOF OF ELIGIBILITY FOR DISABILITY-RELATED DISCOUNTS)
  5. Corps of Engineers Annual Pass (NOTE: \$30 ANNUAL PASS)
  6. None of the above

[IF Q17 = 1-5 THEN ASK Q18]

- Q18. How would you rate the ease of acquiring the Pass? Please use a 10-point scale where "1" means "not at all easy to acquire" and "10" means "very easy to acquire."

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Value

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- Q19. Given the quality of the Army Corps of Engineers site you visited, how would you rate the recreational fees that you paid? Please use a 10-point scale on which "1" means "very poor price given the quality" and "10" means "very good price given the quality."

[RECORD NUMBER 1-10]  
DK  
REF

- Q20. Given the recreational fees that you paid when you visited an Army Corps of Engineers site, how would you rate the quality of the recreational site? Please use a 10-point scale on which "1" means "very poor quality given the price" and "10" means "very good quality given the price."

[RECORD NUMBER 1-10]

DK

REF

- Q21. Assuming for a moment that the recreational site you visited was to charge a small fee for entering the site, how likely would you be to return to the same site in the future? Please use a 10-point scale on which "1" means "not at all likely" and "10" means "very likely."

[RECORD NUMBER 1-10]

DK

REF

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### ACSI Questions

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Satisfaction includes many things. Let's move on and talk about your overall satisfaction with Army Corps of Engineers recreational sites ...

- Q22. First, please consider all your experiences to date with Army Corps of Engineers recreational sites. Using a 10-point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how **satisfied** are you with Army Corps of Engineers recreational sites?

[RECORD NUMBER 1-10]

DK

REF

- Q23. Considering all of your expectations, to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations? Using a 10-point scale on which "1" now means "falls short of your expectations" and "10" means "exceeds your expectations," to what extent have Army Corps of Engineers recreational sites fallen short of or exceeded your expectations?

[RECORD NUMBER 1-10]

DK

REF

- Q24. Forget the Army Corps of Engineers for a moment. Now, I want you to imagine an ideal agency that provides sites for public recreation on lakes and rivers. (PAUSE) How well do you think the Army Corps of Engineers compares with that ideal agency? Please use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

[RECORD NUMBER 1-10]

DK

REF

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### Outcomes

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- Q25. How confident are you that the Army Corps of Engineers will do a good job in the future of providing recreational sites on lakes and rivers? Using a 10-point scale on which "1" means "not at all confident" and "10" means "very confident," how confident are you that the Army Corps of Engineers will do a good job providing recreational sites?

[RECORD NUMBER 1-10]

DK

REF

- Q26. Thinking about safety and security at recreational sites managed by the Army Corps of Engineers, how safe and secure do you feel at Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all safe and secure" and "10" means "very safe and secure," how safe and secure do you feel at Army Corps of Engineers recreational sites?

[RECORD NUMBER 1-10]

DK  
REF

- Q27. How likely is it that you will visit an Army Corps of Engineers recreation site again in the future? Using a 10-point scale on which "1" means "very unlikely" and "10" means "very likely," how likely is it that you will visit an Army Corps of Engineers recreation site in the future?

[RECORD NUMBER 1-10]

DK  
REF

[IF Q27 = 7-10, ASK Q28 THEN GO TO Q30; OTHERWISE GO TO SCREENER BEFORE Q29]

- Q28. What are the three main reasons you are **likely** to return to an Army Corps of Engineers recreation site in the future?

- 1 Has reason (SPECIFY)
- 2 No reason

DK  
REF

[IF Q27=1-4, ASK Q29; OTHERWISE GO TO Q30]

- Q29. What are the three main reasons you are **not likely** to return to an Army Corps of Engineers recreation site in the future?

- 1 Has reason (SPECIFY)
- 2 No reason

DK  
REF

- Q30. What improvements would you like to see at the recreation site you visited?

- Q31. Where else do you visit for recreation?

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## Demographics

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Now, we need to ask a few demographic questions for the ACSI consumer profile...

- QD1. What is your age, please?

[RECORD NUMBER OF YEARS 1-99]

DK  
REF

- QD2. What is the highest level of formal education you completed? (*READ CODES 1-5*)

- 1 Less than high school
- 2 High school graduate
- 3 Some college or associate degree
- 4 College graduate
- 5 Post-Graduate

DK  
REF

- QD3. Are you of Hispanic, Latino or Spanish origin?

- 1 Yes
- 2 No

DK  
REF

QD4. Do you consider your race(s) as: (READ CODES 1-5, ACCEPT UP TO 5 MENTIONS)

- 1 White
- 2 Black or African American
- 3 American Indian or Alaska Native
- 4 Asian
- 5 Native Hawaiian or other Pacific Islander
- 6 Other race

DK  
REF

QD5. What was your total annual family income in 2005? (READ CODES 1-7 AS NECESSARY)  
(READ IF NECESSARY: Before taxes)

- 1 Under \$20,000
- 2 \$20,000 but less than \$30,000
- 3 \$30,000 but less than \$40,000
- 4 \$40,000 but less than \$60,000
- 5 \$60,000 but less than \$80,000
- 6 \$80,000 but less than \$100,000
- 7 \$100,000 or more

DK  
REF

QD6. Gender (By Observation)

- 1 Male
- 2 Female

PROG. NOTE: APPEND NAME OF USACE SITE VISITED

Thank you for your time today. The Army Corps of Engineers appreciates your feedback and will use it to better serve their customers. Have a good day.



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## **APPENDIX B : AGGREGATE SCORES**

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**Table of Scores: USACE - Aggregate**

	2006	2007	2007 Impacts
<b>Reservations</b>	--	<b>85</b>	<b>0.1</b>
Ease of making a reservation	--	85	
<b>Facilities</b>	--	<b>78</b>	<b>1.1</b>
Cleanliness of the facilities	75	77	
Condition and appearance of the facilities	78	77	
Condition of roads and parking areas	--	79	
Availability of parking	--	80	
<b>Lands and Waters</b>	<b>81</b>	<b>79</b>	<b>1.0</b>
Accessibility of the lands and waters	84	83	
Appearance of the lands and waters	80	78	
Quality of the lands and waters	80	78	
<b>Information</b>	--	<b>77</b>	<b>0.0</b>
Availability of information	--	74	
Usefulness of information	74	77	
Helpfulness of signs in providing direction and information	--	80	
<b>Visitor Services</b>	<b>72</b>	<b>73</b>	<b>0.5</b>
Availability of visitor services	71	72	
Quality of visitor services	73	74	
<b>Passes</b>	--	<b>97</b>	--
Ease of acquiring the pass	--	97	
<b>Expectations</b>	<b>72</b>	<b>71</b>	<b>0.8</b>
Expectations of overall quality of the recreation site	72	71	
<b>Quality</b>	<b>78</b>	<b>78</b>	<b>3.8</b>
Overall quality of recreational site	78	78	
<b>Value</b>	<b>80</b>	<b>82</b>	<b>1.7</b>
Price paid given quality of the site	80	81	
Quality of the site given price paid	80	82	
<b>Satisfaction</b>	<b>74</b>	<b>75</b>	--
Overall satisfaction	79	80	
Satisfaction compared to expectations	69	71	
Satisfaction compared to ideal	70	72	
<b>Trust</b>	<b>79</b>	<b>79</b>	<b>4.0</b>
Confidence that USACE will do a good job in the future	73	73	
Likelihood of visiting recreation site again in the future	88	90	
Safety and security at recreational sites	77	77	
<b>Sample Size</b>	<b>250</b>	<b>171</b>	

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## **APPENDIX C: SITE BRAND**

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## Table of Brands: Aggregate

### Brand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	5 Chena River Lakes - ALASKA	1	.4	.4	.4
	6 Beaver Lake - ARKANSAS	3	1.1	1.3	1.8
	7 Blue Mountain Lake - ARKANSAS	1	.4	.4	2.2
	11 Degray Lake - ARKANSAS	1	.4	.4	2.7
	15 Greers Ferry Lake - ARKANSAS	2	.7	.9	3.6
	18 Lake Ouachita - ARKANSAS	1	.4	.4	4.0
	22 Norfolk Lake - ARKANSAS	1	.4	.4	4.5
	24 Ozark Lake - AR Riv Nav Sys - ARKANSAS	1	.4	.4	4.9
	37 Hansen Dam - CALIFORNIA	1	.4	.4	5.4
	40 Lake Kaweah - CALIFORNIA	1	.4	.4	5.8
	47 Pine Flat Lake - CALIFORNIA	1	.4	.4	6.3
	49 S.F. Bay Model Regional Visitor Center - CALIFORNIA	1	.4	.4	6.7
	51 Santa Fe Dam - CALIFORNIA	1	.4	.4	7.1
	53 Stanislaus River Parks - CALIFORNIA	1	.4	.4	7.6
	56 Bear Creek Lake - COLORADO	2	.7	.9	8.5
	57 Chatfield Lake - COLORADO	2	.7	.9	9.4
	60 Trinidad Lake - COLORADO	1	.4	.4	9.8
	61 Black Rock Lake - CONNECTICUT	2	.7	.9	10.7
	71 Lake Okeechobee and Waterway - FLORIDA	7	2.5	3.1	13.8
	72 Lake Seminole - FLORIDA	2	.7	.9	14.7
	73 Miami Harbor - FLORIDA	1	.4	.4	15.2
	74 Allatoona Lake - GEORGIA	2	.7	.9	16.1
	75 Carters Lake - GEORGIA	1	.4	.4	16.5
	76 George W. Andrews Lake - GEORGIA	1	.4	.4	17.0
	77 Hartwell Lake - GEORGIA	2	.7	.9	17.9
	78 Lake Sidney Lanier - GEORGIA	2	.7	.9	18.8
	80 Richard B. Russell Dam and Lake - GEORGIA	1	.4	.4	19.2
	82 West Point Project - GEORGIA	1	.4	.4	19.6
	84 Lucky Peak Lake - IDAHO	1	.4	.4	20.1
	85 Carlyle Lake - ILLINOIS	4	1.4	1.8	21.9
	87 Illinois Waterway - ILLINOIS	1	.4	.4	22.3
	91 Rend Lake - ILLINOIS	2	.7	.9	23.2
	92 Smithland Lock and Dam <Ohio River> - ILLINOIS	1	.4	.4	23.7
	93 Brookville Lake - INDIANA	4	1.4	1.8	25.4
	99 Mississinewa Lake - INDIANA	2	.7	.9	26.3
	100 Monroe Lake - INDIANA	3	1.1	1.3	27.7
	102 Patoka Lake - INDIANA	4	1.4	1.8	29.5
	103 Salamonie Lake - INDIANA	2	.7	.9	30.4
	104 Coralville Lake - IOWA	2	.7	.9	31.3
	105 Lake Red Rock - IOWA	3	1.1	1.3	32.6
	106 Mississippi River Pools 11-22 (10 I&d) - IOWA	2	.7	.9	33.5



109 Clinton Lake - KANSAS	1	.4	.4	33.9
117 Marion Reservoir - KANSAS	1	.4	.4	34.4
121 Perry Lake - KANSAS	1	.4	.4	34.8
123 Toronto Lake - KANSAS	1	.4	.4	35.3
126 Barkley Lock and Dam Lake Barkley - KENTUCKY	2	.7	.9	36.2
127 Barren River Lake - KENTUCKY	5	1.8	2.2	38.4
130 Cave Run Lake - KENTUCKY	4	1.4	1.8	40.2
141 McAlpine Lock and Dam <Ohio River> - KENTUCKY	1	.4	.4	40.6
146 Wolf Creek Dam Lake Cumberland - KENTUCKY	1	.4	.4	41.1
150 Ouachita-Black Rivers (4 l&d, Calion Pool) - LOUISIANA	1	.4	.4	41.5
155 Red River Waterway (5 locks & dams) - LOUISIANA	1	.4	.4	42.0
160 Cape Cod Canal - MARYLAND	1	.4	.4	42.4
171 St. Marys River - MICHIGAN	3	1.1	1.3	43.8
172 Duluth-Superior Harbor - MINNESOTA	1	.4	.4	44.2
176 Mississippi River Headwaters Lakes Project - MINNESOTA	2	.7	.9	45.1
192 Grenada Lake - MISSISSIPPI	1	.4	.4	45.5
194 Sardis Lake - MISSISSIPPI	1	.4	.4	46.0
197 Clarence Cannon Dam and Mark Twain Lake - MISSOURI	1	.4	.4	46.4
198 Clearwater Lake - MISSOURI	2	.7	.9	47.3
199 Harry S Truman Dam and Reservoir - MISSOURI	3	1.1	1.3	48.7
200 Long Branch Lake - MISSOURI	1	.4	.4	49.1
207 Stockton Lake - MISSOURI	3	1.1	1.3	50.4
208 Table Rock Lake - MISSOURI	5	1.8	2.2	52.7
209 Wappapello Lake - MISSOURI	1	.4	.4	53.1
210 Fort Peck Project- MONTANA	2	.7	.9	54.0
211 Libby Dam and Lake Kocanusa - MONTANA	1	.4	.4	54.5
213 Branched Oak Lake - NEBRASKA	2	.7	.9	55.4
244 B. Everett Jordan Dam and Lake - NORTH CAROLINA	2	.7	.9	56.3
245 Cape Rear River <3 locks and dams> - NORTH CAROLINA	1	.4	.4	56.7
246 Falls Lake - NORTH CAROLINA	1	.4	.4	57.1
247 W. Kerr Scott Dam and Reservoir - NORTH CAROLINA	4	1.4	1.8	58.9
250 Garrison Dam Lake Sakakawea - NORTH DAKOTA	3	1.1	1.3	60.3
253 Alum Creek Lake - OHIO	2	.7	.9	61.2
257 Berlin Lake - OHIO	3	1.1	1.3	62.5
259 Caesar Creek Lake - OHIO	1	.4	.4	62.9
264 Deer Creek Lake - OHIO	1	.4	.4	63.4
272 Mohicanville Dam - OHIO	1	.4	.4	63.8
276 Paint Creek Lake - OHIO	1	.4	.4	64.3
279 Senecaville Lake - OHIO	2	.7	.9	65.2
280 Tappan Lake - OHIO	1	.4	.4	65.6
288 Broken Bow Lake - OKLAHOMA	1	.4	.4	66.1
292 Eufaula Lake - OKLAHOMA	2	.7	.9	67.0
293 Fort Gibson Lake - OKLAHOMA	1	.4	.4	67.4
294 Fort Supply Lake - OKLAHOMA	1	.4	.4	67.9

298 Hulah Lake - OKLAHOMA	1	.4	.4	68.3
300 Keystone Lake - OKLAHOMA	1	.4	.4	68.8
302 Oologah Lake - OKLAHOMA	1	.4	.4	69.2
307 Skiatook Lake - OKLAHOMA	1	.4	.4	69.6
314 Bonneville Lock and Dam - OREGON	2	.7	.9	70.5
317 Detroit Lake - OREGON	2	.7	.9	71.4
321 Fern Ridge Lake - OREGON	1	.4	.4	71.9
333 Beltzville Lake - PENNSYLVANIA	2	.7	.9	72.8
334 Blue Marsh Lake - PENNSYLVANIA	1	.4	.4	73.2
363 Raystown Lake - PENNSYLVANIA	9	3.2	4.0	77.2
364 Shenango River Lake - PENNSYLVANIA	2	.7	.9	78.1
365 Tioga-Hammond Lakes - PENNSYLVANIA	2	.7	.9	79.0
369 Youghiogheny River Lake - PENNSYLVANIA	1	.4	.4	79.5
375 Gavins Point Project - SOUTH DAKOTA	1	.4	.4	79.9
376 Oahe Dam Lake Oahe - SOUTH DAKOTA	1	.4	.4	80.4
377 Center Hill Lake - TENNESSEE	1	.4	.4	80.8
380 Dale Hollow Lake - TENNESSEE	2	.7	.9	81.7
382 Old Hickory Lock and Dam - TENNESSEE	1	.4	.4	82.1
387 Belton Lake - TEXAS	1	.4	.4	82.6
389 Canyon Lake - TEXAS	6	2.2	2.7	85.3
390 Cooper Lake - TEXAS	1	.4	.4	85.7
393 Grapevine Lake - TEXAS	2	.7	.9	86.6
401 Pat Mayse Lake - TEXAS	1	.4	.4	87.1
403 Ray Roberts Lake - TEXAS	1	.4	.4	87.5
404 Sam Rayburn Reservoir - TEXAS	2	.7	.9	88.4
407 Texoma Lake - TEXAS	5	1.8	2.2	90.6
410 Waco Lake - TEXAS	1	.4	.4	91.1
412 Whitney Lake - TEXAS	1	.4	.4	91.5
416 North Springfield Lake - VERMONT	1	.4	.4	92.0
419 Aiw Albemarle and Ches and Dismal Swamp Canal - VIRGINIA	1	.4	.4	92.4
421 John H. Kerr Dam and Reservoir - VIRGINIA	2	.7	.9	93.3
424 Philpott Lake - VIRGINIA	1	.4	.4	93.8
429 Lake Washington Ship Canal - WASHINGTON	2	.7	.9	94.6
435 Mud Mountain Dam Project White River - WASHINGTON	1	.4	.4	95.1
436 Beech Fork Lake - WEST VIRGINIA	1	.4	.4	95.5
437 Bluestone Lake - WEST VIRGINIA	2	.7	.9	96.4
439 East Lynn Lake - WEST VIRGINIA	1	.4	.4	96.9
444 Morgantown Lock and Dam <Monongahela River> - WEST VIRGINIA	1	.4	.4	97.3
450 Stonewall Jackson Lake - WEST VIRGINIA	1	.4	.4	97.8
452 Sutton Lake - WEST VIRGINIA	1	.4	.4	98.2
453 Tygart Lake - WEST VIRGINIA	1	.4	.4	98.7
456 Sturgeon Bay and Lake Michigan Ship Canal - WISCONSIN	3	1.1	1.3	100.0
Total	224	80.6	100.0	
Missing System	54	19.4		
Total	278	100.0		

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## **APPENDIX D: VERBATIMS**

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**Verbatim comments from those who visited a U.S. Government managed recreation lake or river site within the past 5 years**

**Q28. What are the three main reasons you are likely to return to an Army Corps of Engineers recreation site in the future?**

*Accessibility, good bargain.*

*Accessibility, pretty to look at.*

*Accessibility. We take our grandmother everywhere we go, if it's not handicapped accessible, we might as well not go.*

*Area and accessibility, price.*

*Around water I go to, boating, fishing and open space.*

*Beautiful land. The fishing is great. I love to camp.*

*Beaver Lake is accessible, it's very nice and it's a good outdoor experience.*

*Because I am retired and I can go in the middle of the week when no one else is there. I go boating there. There's a bald eagle nest there.*

*Because I feel safe and I work with the Army Corps of Engineers at my job and I know a lot about them.*

*Because I felt good there and it was clean. I don't know, I just felt at home there, it just felt good. It was nice looking, it was clean.*

*Because it is pretty, it's very nice. It's just real relaxing. They had plenty of water and plenty of woods to walk around in. Everything seemed to be pretty accessible. They had plenty of everything, if I wanted to get out and paddle on the lake, they had plenty of canoes. They had plenty of stuff to get out there with.*

*Because it's close, it's clean, and it's where the water's at.*

*Because of the location where I live and the fact that my brother and sister-in-law boat in the summertime and I have always gone to that lake my whole life.*

*Because of the location. It's right next door to my mother's house. It's clean. It's unspoiled.*

*Because that is where my family and I go for recreation.*

*Because they have sites and we have a motor home. You're not scared to be in the area.*

*Because they have hookups and it's pleasant and they have rules.*

*Because we like to have a little adventure in most places that we go. I like birding.*

*Boating, fishing, camping. That's pretty much all I do if I go there. I go camping, then I get up and go fishing on the boat.*

*Boating, hiking, cross-country skiing.*

*Camping facilities. Hiking trails. Photography opportunities.*

*Camping, boating and vacation.*

*Camping, picnics, any outdoor activity.*

*Children enjoyed.*

*Clean and can cook outside on a fire. Restrooms were clean. I get the spot I like.*

*Clean lake, good fishing and like the beach.*

*Clean water of the lake, the beach, that it is under-utilized.*

*Clean, family environment, pretty.*

*Clean, natural beauty, out of the ordinary.*

*Cleanliness, location, pet friendly.*

*Cleanliness. Friendly. Somewhat private.*

*Clear and clean place. Natural environment, with clean air. Places to stay nearby at motels.*

*Close by and it's a nice place and it's nice to get away from a city area.*

*Close to home, we like the water and accessibility, family oriented.*  
*Close to me, good access to the ramps and they seem to care about me.*  
*Close to residence.*  
*Closeness to home, the variety of water sports.*  
*Consistency, cleanliness and caretakers.*  
*Convenience, close to my house.*  
*Convenience, services offered and cleanliness.*  
*Convenience, they are close by. The assistance is good there. Usually it doesn't cost a whole lot to go there.*  
*Convenience. Location. I like it.*  
*Convenient location and it is cool weather and it is beautiful there. The availability of recreation activities.*  
*Convenient location.*  
*Don't know the areas except for tourist attractions, such as the Grand Canyon. Scenery. Vacation.*  
*Easy access, boating, clean restrooms, lots to do, beautiful scenery, different types of boating and jet-skis, good fishing.*  
*Easy place to identify.*  
*Easy to get to. Location nearby. Accessibility. Once I get there, it is easy to get around.*  
*Enjoy the boating and lake.*  
*Enjoy walking along paths with dogs. They enjoy it too.*  
*Facility, easy access, cleanliness, safety and location.*  
*Fairly easy to get the boat in there, it is a good campground.*  
*Family get-togethers, work related and close proximity.*  
*Family lives near one of them. We love to travel and see new places. There is a cost factor, if gas goes down, we would do it more often.*  
*Family, location, atmosphere.*  
*Fishing and swimming and camping.*  
*Fishing is as good as sex. I love Nature. I love to take my family camping.*  
*Fishing, boat launch, distance from where I live.*  
*Fishing, boating and it's close and convenient to my home.*  
*Fishing, boating. (2)*  
*Fishing, camping, clean.*  
*Fishing, fishing and fishing.*  
*Fishing, fishing and more fishing.*  
*Fishing, fishing, fishing.*  
*Fishing, waterskiing, swimming.*  
*For my kids, they like fishing and the water park.*  
*For one thing, someone would have to drive me there. I enjoyed the beautiful scenery.*  
*For recreation, they have the facilities for the things that I like to do, for the natural beauty.*  
*For relaxation and the atmosphere. Just to get away.*  
*For the outdoor experience, take kids there, education purposes.*  
*For water sports, hiking, just enjoying the landscape.*  
*Friends have a houseboat and they invite us up.*  
*Go there to fish.*  
*Good facilities, good prices and good service.*  
*Good facility, cost, close.*  
*Good opportunity to get outdoors where these services are available. A certain standard can be*

*counted on at these sites.*

*Grounds and site were nice. It would be great if they could keep the beach and lake clean enough to use.*

*Have a boat and like to fish, kids like to swim and we like the water.*

*Have a home on the lake. The Corps is responsible for the marina I have my boat in and I use their launch ramps.*

*Hiking, good views, picnicking.*

*Hunting. Duck hunting. Fishing. Just for visiting. I like Civil War battlefields and the Army controls some of those in the South. I've never had a bad experience.*

*I enjoy being out in Nature, I enjoy getting away from the city. It is nice to see the wildlife. If I could still hunt, it would nice to bow hunt down there. I haven't learned how to do that in a wheelchair yet.*

*I enjoyed the quality of Garrison Dam, experiencing that kind of beauty is good for the soul, it's a place to revisit old memories.*

*I have fun, cleanliness, and you can get there easily.*

*I like fishing.*

*I like fishing. I like camping. Boating.*

*I like nature. They provide that, alligators and other animals. They are cheaper than private places.*

*I like the grounds and the site. I enjoyed myself every time I've been down there.*

*I like the place we went to. It had a lot of room and places to go to. Easy access.*

*I like the water. Anything around the water.*

*I like to go and it's close to home and doesn't cost anything.*

*I live one mile from it and I am a fisherman. We go there a lot. We have reunions there and my granddaughter goes there for the park.*

*It has good picnicking facilities.*

*It is clean. They have people there to help if you have an accident or need something. They monitor campers for safety.*

*It is the only lake around.*

*It was clean, there was a Sheriff on duty 24 hours a day, the rangers were very polite and helpful.*

*It's available and reasonably priced. Within a few hours drive.*

*Its close to home, the fees aren't that expensive, it's cheaper than a hotel to pitch a tent and the campsites are very nice.*

*It's close.*

*It's close. We have grandchildren. It's reasonably priced.*

*It's contiguous with where we normally vacation in the summers. It's close to where I grew up and I usually stop there when I see family. My father was employed by the Corps as well.*

*It's free, it's pretty local, been there before.*

*It's nice entertainment for my family and I enjoy the trails and the lake. We enjoy the picnic areas a lot, also.*

*It's the kind of place me and my friends like to hang out. It's a nice facility and it's better than going to the movies.*

*It's very close to my home, it takes me less than five minutes to get there, we enjoy going down there. The kids like to go, play in the water, go out in the boat, picnic, things like that.*

*It's well maintained and it's pretty and a good value.*

*Just the quality and accessibility and entertainment.*

*Like to take the kids camping.*



*Location for fishing, boating and camping. Price is good. Services are good. All our experiences have been very good.*

*Location, availability of hiking trails, facilities.*

*Location, availability of type of features, distance from where I live.*

*Location, close to home.*

*Location, it's right next door. It offers things that my children are interested in. The fish-viewing windows and ponds and the impact that it has nationally being a dam.*

*Location, price, cleanliness.*

*Location. It is only 10 minutes from the house. We have a boat and it is a good place for boating and fishing. It accommodates all recreational needs close by.*

*Location. It's fun.*

*Location. It's within a two-hour drive. It's a well-kept facility. The parking and facilities are just exceptional.*

*Location. Nearness of the location. The quality of the location. The swimming areas have sand and the camping areas are nice campsites. They are well maintained.*

*Location. What I am looking for is the recreation that I am interested in. The natural area and more natural facility, not a commercial site.*

*Locations, closeness, cleanliness, value of it.*

*Love the water. Good family vacation.*

*My kids want to go. It is easy to get to.*

*My wife wants to go, my kids liked it and it was nice. I enjoyed it.*

*One thing is that there's a lack of water sites. There's only one natural lake in Texas, everything else is all Army Corps of Engineers. All the dams, rivers and lakes. It's not like in the North, where there's green and rain. Texas does not have a lot of public land and they got to keep that land when they joined the Republic. With the lack of public land and water, the Army Corps of Engineers sites are all there is.*

*Paved roads, access to beautiful country, access to where I usually wouldn't have access to.*

*Personal or family gatherings.*

*Pleasure.*

*Price, convenience, and it is not far away.*

*Price, location and convenience.*

*Price, scenery and walking paths.*

*Proximity, value, type of service provided.*

*Quality, value for money, convenience, close to home.*

*Quiet, secluded and nobody bothers you.*

*Recreation, boating.*

*Recreation, for the attitude they have, and they are very clean.*

*Recreation, peace and enjoyment, and to get away from the hustle and bustle of life.*

*Recreation, swimming, boating.*

*Relatively close to home, something we enjoy doing. For the price, we are pleased with that.*

*Rest and relaxation. Fishing and hunting. Good fellowship -- meeting old friends and new friends.*

*Safety, cleanliness, ease of getting to it.*

*Scenery, all the recreation they have, area to dine in, picnics and parties.*

*Scenery, location and wildlife.*

*Scenery, water and the activities.*

*Seventy foot cliff, beaches and other recreational services.*

*Sightseeing.*

*Swimming, fishing and boating. Camping. Hiking.*

*That is where my boat is.*

*The actual site itself, the location in respect to my house, there is enough parking.*

*The beauty of it.*

*The cabin facilities. Very accommodating, it was a nice cabin. The proximity to my residence. I don't have to travel far to go there, they are close. I can take my pet.*

*The cleanliness, the upkeep and natural beauty that they preserve and the security. I was very pleased with it. The waterway was very clean and pristine and natural beauty was kept intact. I was very pleasantly surprised after seeing the way that some of the other lakes and rivers were overrun by houses, boats. It sometimes gets to the point where there are too many boats on the water and it seems dangerous to be on the lake, but it didn't feel that way at Patoka.*

*The closeness, the scenery and everything is very easy to access.*

*The cost is relatively inexpensive. The quality is pretty high. The location. The location is convenient to me.*

*The ease of getting in. The cleanliness of the place and the upkeep. The roads and areas are mapped out and with great signs for directions.*

*The facility, location and the value.*

*The location, convenience.*

*The natural beauty and the recreation.*

*The only problem I had were there were a lot a dead fish around, people cleaning on the side of the lake. Area was clean, besides the water. Shower rooms and bathrooms were okay. The roads were good.*

*Their locations, the quality of their environmental opportunity and the cleanliness and staff.*

*Their sites are always clean, the price for me is lower, they are always convenient to go to from my home. Good directions and layout on how to get to where you want to go in the facility.*

*There are plenty of things to do, great value and somewhat educational for my kids.*

*They are aesthetically pleasing. They are clean. Conveniently located.*

*They are close by and they are affordable.*

*They are in locations that I go quite a bit. They are in locations that are reasonably clean and easily accessible.*

*They are well kept. It is a nice place to get away. It is the atmosphere I like. It is a nice place to spend time with significant other.*

*They control all the big lakes.*

*They do a good job and I will return in the future.*

*They have really nice parks, they are clean and fairly close and we have a good time there too.*

*This lake was simply beautiful. The site was well maintained. We had an RV.*

*To get out, to be outdoors, being away from people.*

*To run. To kayak. To hike.*

*Vacation. Recreation.*

*Vacation. Fishing.*

*Very clean, very nice. Easy to get to.*

*Very economical, like nature and they're always clean.*

*We do a lot of bike riding, fishing, and hiking.*

*We enjoy the water. They are close to where we live. They are moderately priced.*

*We enjoyed it while we were there. It was enjoyable and had facilities for whatever we wanted.*

*We enjoyed it. Family gathering.*

*We have a houseboat on the site. We have been going there for 20 years.*

*We have a place on the lake.*

*We like to camp and they have some good camping facilities in Pennsylvania. Their facilities are nice and suitable for what we like to do.*

*We like to go camping. They are well maintained. They are low cost.*

*We love the boating, close to the house, the lakes are large.*

*We retired and like to go out to nature. We like fishing and hiking trails. We like to picnic there.*

*We're old enough now that we can. We consider the outdoors an extension of the house and like the outdoors. As we travel around, we have more time and are more apt to bump into them.*

**Q29. What are the three main reasons you are not likely to return to an Army Corps of Engineers recreation site in the future?**

*Age and opportunity. I'm past the age to do that.*

*I'm too old, we don't have a boat anymore and our kids are grown.*

*Lack of security, lack of interest and lack of accessibility to the disabled.*

*Low water. The Governor should have more to say than the Army.*

*Sites are not near me.*

*The bathrooms are filthy. I own my own property on the lake and I don't like the lake.*

### **Q30. What improvements would you like to see at the recreation site you visited?**

#### **Signage**

*A little bit better signs.*

*Better signs marking the trails.*

*Maybe a few more road signs, or maybe some new ones. I couldn't read some of the older ones. More and better signage.*

*The signage in a little bit bigger letters and also darker letters. Signs need to be darker and bolder for seniors. Repair broken and faded signs.*

*They could have better signs for direction. Better in-park signs telling you where to go, where the boat ramps and campgrounds are located. You don't know what is out there if no sign tells you about it.*

#### **Bathrooms**

*Bathrooms are dirty and should be cleaned. There are no provisions for drinking water. Water fountains are not working. Parking lots are not well paved, only gravel.*

*Bathrooms cleaner.*

*Better bathroom facilities. Kept up better. Information about the park. Maps of the park.*

*Better bathrooms. Paved instead of gravel roads. They can't help the lack of rainfall. The water was really low.*

*Better cabin conditions, better restroom facilities.*

*Better toilet facilities.*

*Better trails, better signage, better restroom facilities. Restroom facilities period.*

*Cleaner restrooms. (2)*

*Cleanliness. Bathrooms were pretty nasty.*

*I would like to see better campgrounds. I would like to see better bathroom facilities.*

*Improve bathroom facilities. Went to Cochiti Lake in New Mexico and the facilities were immaculate, but that was not the case at Raystown Lake.*

*It could use a little work. There was some kind of leak and there was water on the floor. We had to bring our own toilet paper.*

*Maybe lighting in the bathroom and making sure that there is a changing station in the men's and women's bathrooms.*

*More accessibility to bathrooms from the water.*

*More restrooms.*

*More restrooms. More parking. More picnic areas.*

*Restrooms should have running water instead of Port-a-Potties and holes in the ground.*

*The bathrooms could be a little cleaner and it would be nice if they fixed a couple of signs to direct you to banquet facilities. They have this building you can rent for functions and I drove around 20 minutes looking for it because it was hard to find.*

#### **Parking**

*Better parking.*

*Better parking. I would say a designated parking area that's safe. There's no public land to park near when you gorge below the lake. We had to take a shuttle.*

*Better parking. Pinpoint danger spots.*

*Better security in the parking.*

*Easier access to parking and more spaces for camping. Better facilities for children.*

*Little bit more parking.*

*I think parking can always be improved.*

*More parking spaces.*

*More parking. (2)*

*Probably more parking.*

*There wasn't that much parking, there should be more. People had to park on the streets.*

*They should pave the parking area down by the boat docks.*

### **Upkeep on grounds**

*Beaches and camping areas need upkeep. They look like they haven't been tended to since they were put in. Life guards are needed for safety.*

*Better, cleaner beaches. Cleaner water. I don't know how you get better water, but the water just wasn't clean. More beaches with better access from cabins to the water. You have to go down the steep, treacherous path, which isn't good for children, so a nice walkway down to the water from the cabins.*

*Better maintenance.*

*Clean up the trash.*

*Needs to be cleaned up a little.*

### **Water**

*Better control of the water. But that is up to the weather sometimes, too.*

*Better water quality. (2)*

*Cleaner water and better maintenance. Clean the rivers around the area.*

*Cleaner water.*

*Debris cleanup in the water. Natural things - trees and sandbars.*

*Have more water, the levels are low because of the drought.*

*Have people stop dumping sewage into the waters. People who don't use septic tanks.*

*Keep the water clean.*

*I would like them to hurry up and repair the dam and fill the lake.*

*I'd like you to do something about the water shortage, otherwise it's fine.*

*More water in the lake.*

*More water. Not much they can do about that.*

*Really need to get control of cleanliness of water.*

*Water high enough so docks reach it.*

*Would like to see the water levels go back up.*

### **Handicapped Access**

*I would like to see more handicapped places for veterans, so they have better access to the water and places to fish, especially disabled veterans.*

*I would like to see wheelchair accessible facilities. I probably went to 5 or 6 parks where I had to leave my husband sit because it wasn't wheelchair accessible. Handicapped accessible and wheelchair accessible don't mean the same thing. The lavatory doors won't let a wheelchair in. Round Springs is not either. I have literally had to hunt for help because you can't get into the bathrooms with a wheelchair.*

*Improved access in some areas because it was difficult to get into some areas. Better funding.*

*In the restrooms, they have partitions between the urinals. They are not accessible to bigger wheelchairs. The trails are wide enough, but they could just be groomed a little more.*

*More accessibility for handicapped individuals. Cheaper docking fees.*

### **Children's Activities**

*Better parks for the kids.*

*Maybe more playground areas for children.*

*More activities for kids.*

*More bike trails accessible for little kids.*

*The playground. There wasn't much to play on and it was in a wooded area rather than an open area. There were tree roots and the slide had bees.*

*Winter hours. More children's activities. Flexible trailer hookups.*

### **Availability of sites**

*I wish the camping areas were available more often. They close the camping areas partially during different times of the year.*

*I would like a chance to have a better opportunity to get the camping sites that we want.*

*I would like to see more sites, but improvements? Wow, we are fortunate to have what we have.*

### **Campgrounds**

*Bigger camping lots.*

*More campground area for people to use. Get the price down a bit. Reduce the hookup fees.*

*More campgrounds.*

*More camping areas and parking.*

*More camping grounds. We did the primitive camping there and they fill up pretty quick, so it can be hard to get a site.*

*More private space for camping.*

*More roofed campsites, campsites with a shelter. Many trees have died in this part of Texas and sometimes it gets really hot.*

*Updating campsites.*

### **Picnic areas**

*Maybe some larger cabins and some more picnic table areas.*

*More picnic spots.*

*More picnic tables and barbecue grills.*

*Probably replace the picnic tables. They are somewhat dilapidated. They were really weathered wood.*

*The parkland - the picnic area - grass, tables and barbecue facility.*

### **Other**

*Any overall improvement is better than nothing.*

*Better boat ramp.*

*Bigger fish.*

*Crack down on people that smoke in common areas.*

*Cut back on the drunk boaters.*

*Do more range management.*

*Full-time security from sundown to sunup to monitor the drinkers.*

*Easier access to the water.*

*Easier to get in through reservations.*

*I guess the biggest would be advance knowledge it was there - publicity. There is all kinds of information on the National Park Service, but you don't ordinarily bump into information on Corps of Engineers sites. Perhaps some kind of structure that provided weather shelter.*

*I like them a little primitive. Maybe offer more information and have it more readily available.*

*I would like the government to buy you a boat.*

*I would like to see another pump-out station where we empty our holding tanks.*

*I would like to see the ramps and other areas taken care of. They are talking about laying people off there and I hope they don't do it.*

*I would like to see them used more than just like more parks. I would like to see more good parks to go to. They built nice parks.*

*If they would smile, that would be nice.*

*Improved lighting. Lighting around the cabin was insufficient.*

*Keep the fees at the same level or small increase.*

*Maybe a better place for people to clean their fish.*

*Maybe a first aid station or something.*

*More and larger flat areas for sports and games.*

*More artificial bottom structure.*

*More cabins to stay in. They only have about a dozen and they book up pretty quick.*

*More gift shops.*

*More grass.*

*More onsite help. More services - stores. More workers - patrollers.*

*More public docking, a place that you could use for public boat docking. You have to put your boat in and pull it out. What I mean by public docking, is people who have their own dock have a place to put their boat. People like me have no place to dock their boat, like weekend campers.*

*More recreational opportunities, like rental jet-skis or paddleboats.*

*More security and limits on drinking.*

*More staff.*

*More tables and types of benches and stuff for sitting on.*

*More trees.*

*More work on the landscape, more improvements to the runoff into the lake and the river. Just general cleanup.*

*My experience with the Corps of Engineers is that their buildings are so far from the water. They can't build their buildings close enough to the water.*

*No blue tarps on the roof. It reminded me of Katrina where I lived with blue tarps on the roof.*

*Pave the roads.*

*Probably some more trails. More walking or running trails to get into the woods or swamp more.*

*Set a separate area for mountain bikes from the walkers.*

*Some food sites or longer hours.*

*Their water system. The pipes and tanks were rusty.*

*They used to rent canoes and paddle boats. It would be nice to see that again.*

*Walking trail.*

*With no funding they can't make everything there is available. Like camping, they will close down campgrounds and facilities because there is no one there to staff them. I wouldn't change anything other than put the funding back.*



**Q31. Where else do you visit for recreation?**

*A bar.*

*A lot of the state parks. Every weekend in the summer, we pick a different state park to go to.*

*All kinds of parks, Lake Tahoe, Sedona, Grand Canyon, Galena, Root River.*

*All kinds of places outside the U.S. and inside the U.S.. Mexico is our favorite.*

*All over Michigan.*

*All over Missouri.*

*All over the place, visit the Moland Reservoir and Kentucky Lake and Barker Lake. Hunting and fishing.*

*All over the place. Mount Hood, the White Salmon River, Columbia Gorge, Hood River, John Day.*

*All over the state of Texas, Lake Whitney, McKinney Falls, Summerville Lake, Caddo Lake.*

*All over.*

*All state parks, the coast of Carolina.*

*Amusement parks and movie theaters.*

*Amusement parks, camping a lot.*

*Angus Thora.*

*Aspen to ski.*

*Atlanta, Georgia. NCAA, GMS.*

*Bass Hall, Myerson, Fair Park.*

*Beach, amusement parks.*

*Beach, parks.*

*Beaches, amusement parks, zoos.*

*Beaches, Ocean City, Maryland, Florida, Bahamas.*

*Belize, Central America, Lake Michigan, the Phoenix area and the West Coast. I like to travel to the Ozark Mountains and Minneapolis, Minnesota.*

*Black Hills of South Dakota.*

*Blue Ridge, Georgia.*

*Branson, Missouri and Gulf Shores, Alabama.*

*Branson, Missouri, Arkansas and Tennessee.*

*Branson, Missouri.*

*Busch Gardens, Disney, Epcot.*

*Capacon, West Virginia, Prince Gallitzin, Pennsylvania, Robert Tremain, New York.*

*Car trips. Mexico. Arkansas*

*Carlyle Lake.*

*Carter Cave, Yatesville, Greenbow.*

*Cedar Lake, Crab Orchard Lake, Giant City, Dutchman Lake, Glen O. Jones Lake.*

*Clifty Falls.*

*Colorado and Utah skiing.*

*Condo in Texas.*

*County parks, city parks.*

*County parks. City parks.*

*Cruises.*

*Current river.*

*Delaware river.*

*Depoe Bay, Packanish Lake, Coltish Lake.*

*Devil's Den State Park, Lake Atlanta.*

*Different parks. State park in Brown County, Indiana, Clifty falls, Cumberland Lake. Taylorville Lake. The Ohio River. Riverside activities.*

*Disneyworld. Fairyland in Tampa, Florida. Christmas, Florida. Those are all nice places for the grandkids.*

*Football games outdoors.*

*Galveston Beach.*

*Go to Florida for vacation, fishing.*

*Golden Gate State Park. Rampart Range for camping. Wellington Lakes for camping and fishing.*

*Grand Canyon, Lake Cumberland.*

*Grand Canyon, national parks.*

*Gym.*

*Historical military sites, bike trails and cross country ski trails in National Parks and Forests.*

*Hocking Hills and Mansfield city parks. East Harbor on Lake Erie.*

*Hocking Hills.*

*Horse trails, dancing.*

*I go to state parks, city parks and to lots of lakes here in Indiana.*

*I go to the Y. I ride a motorcycle.*

*I have been all over Las Vegas and go to Florida every 2 or 3 years.*

*I like to go down to the Okefenokee Swamp. Been a couple of times to Wild Adventures with my family. We go to the rivers, we go hunting, fishing, camping.*

*I live between the Twin Rivers, Vertigus and Fall River.*

*I ride motorcycles, fish, hunt.*

*I visit sites in Texas like Falcon Dam Park.*

*I visit ski resorts in Utah, Montana, Wyoming.*

*I was in Tennessee and went to a park there. It wasn't run by the Army Corps of Engineers. I have been to several parks. I have been to the Everglades National Park. I have been to the Indiana Fairground park. I used to drive trucks, so I have been to a lot of National Parks.*

*Joe Pool Lake, Lake Travis.*

*Just the rivers, going waterskiing on the rivers.*

*Just visiting people, friends.*

*Kenny Woods.*

*Kentucky Lake in Kentucky.*

*Kentucky Lake. Lake Carlyle. Paris Landing in Tennessee. State parks in my city.*

*Kildeer, Medora.*

*Knoebles Grove.*

*Kokomo Reservoir. Wabash River.*

*Lake Arlington, Lake Ray Hubbard.*

*Lake Erie, Muskegon Watershed, Old Man's Cave, Mohican, Fox River in Illinois.*

*Lake Lanier.*

*Lake Louisa State Park, Hillsborough State Park and Yellowstone National Park.*

*Lake Ontario, Ocean City Maryland, any state parks.*

*Lake Placid.*

*Lake Rahebert, we're glad to eat and we do extracurricular activities with our kids.*

*Lake Weedadee.*

*Land Between the Lakes in Kentucky*

*Land Between the Lakes.*

*Las Vegas.*

*Little Springs up around Van Buren, Missouri. Greer Springs. One of them was called the Mill.  
Local lake at Anthony City Lake. We have a cabin there. Movies and church activities.  
Local parks and some in Ohio.  
Local parks and the mall and sports events.  
Local parks in Louisville.  
Locust Creek.  
Long Island, museums, lots of hiking trails.  
Lower Cheesman Canyon, Carry Falls Reservoir.  
Mackinaw.  
Many places in Ohio.  
Medina Lake, Colorado Rockies.  
Michigan, Van Buren State Park.  
Missouri River, Little Dixie Lake.  
Monongahela National Forest.  
Most of the national parks in the state of Washington. I do a lot of hiking in the summertime.  
Also, state parks.  
Mountains and beach.  
Mountains, Eastern Washington.  
My backyard.  
My own backyard.  
NASCAR races, golf courses.  
National Forest Resorts  
National parks, Grand Canyon.  
National parks.  
North Carolina beaches, coast, lighthouses and the mountains.  
Ocean, lakes, amusement parks.  
Oceanfront. The bay. Chesapeake Bay.  
Ohio River.  
Osage State Park and Cypremore Point, around Alexandria, Louisiana.  
Other hiking areas.  
Other lakes.  
Other municipal parks. Natural areas like hiking trails and outdoor water parks.  
Other private campgrounds, state parks.  
Outdoor-type places. State parks. Overseas to the Caribbean. Las Vegas.  
Overseas.  
Parks and lakes in Oklahoma.  
Payette River System.  
Private campsites, Ohio.  
Reservoir in Jackson, Mississippi. Colorado and Texas for hunting for my husband and we  
accompany him.  
Rivers and lakes, Greenbrier River, the New River.  
Rocky Fork Lake.  
Salt Fork Lake.  
San Marcus River.  
Sesquanna River and St. Lawrence River, 1000 Islands, New York.  
Shaver Lake and Huntington Lake.  
Silver Bullet Saloon, hunting all over the state.  
Smith Mountain Lake.*

*Some state parks in Pennsylvania.*  
*Sometimes my friends and I will go boating or skiing.*  
*Sporting events.*  
*State and local parks.*  
*State parks and local parks and other countries.*  
*State parks in Missouri and Kansas, urban rec centers and national park locations.*  
*State parks, KOA Campgrounds.*  
*State parks, national parks. Beavers Bend State Park in Oklahoma.*  
*State parks. (3)*  
*State parks. Giant City State Park. Wildlife center in central Illinois.*  
*Summersville Lake.*  
*The beach in Florida, also shopping in cities, such as Cincinnati and Louisville.*  
*The beach in Ocean City Maryland, Grand Canyon National Park, Museums in large cities, like Philadelphia and New York City.*  
*The beach. (2)*  
*The beach. Florida.*  
*The beach. Las Vegas. Resorts. The Sierra Mountains. Local southern California mountain range.*  
*The bowling alley, archery range, shooting range.*  
*The desert, parks, mountains for camping.*  
*The only other thing we do is visit relatives at Angel Fire, New Mexico and a daughter in Ontario, Canada. Take the grandchildren to different historical landmarks and amusement sports activities.*  
*The riverside in Detroit, where the Motor City Casino is.*  
*The state parks in Pennsylvania, Maryland and New York.*  
*The Texas Coast, Rockport, Corpus Christi. Nebraska.*  
*The zoo.*  
*Theme parks, local parks.*  
*Theme parks.*  
*Trail walk near my home. Zoo and wildlife reserves and alligator farms.*  
*Trips to the Caribbean. Out west to Arizona and various western states. Michigan and Illinois.*  
*Virginia Beach. Nags Head, North Carolina. Newport News Park.*  
*Wapello.*  
*Waterways, forests, beaches, golf courses, parks.*  
*We do a lot of amusement parks and sometimes cities.*  
*We go all over the place. Red River Gorge in Kentucky. We went to a creek in Ohio not too long ago. There is a lake in Indiana that we go to. We go to Manchester, Tennessee every year. Las Vegas. Mexico.*  
*We go to area national parks. I guess primarily areas of historical significance.*  
*We go to other parks, like KOA. Individual campgrounds.*  
*We go to the Kinzua Dam.*  
*We have been to Tenkiller Lake in Oklahoma.*  
*We walked the dam a lot.*