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Bureau of Land Management



BLM Online Customer Survey Quarterly Report

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1. Background and Data Collection Procedures

The Bureau of Land Management (BLM) is interested in achieving a better understanding of the experiences, perceptions, questions and satisfaction customers and users have with services they received at BLM field offices and sites across the states. To achieve this, the BLM customer research at the Washington Office has been conducting its online customer survey on the BLM feedback website (<http://www.blmfeedback.com/index.html>) since September 5th, 2002. In October, 2004, BLM contracted with the Social Research Laboratory (SRL) at Northern Arizona University (NAU) to conduct a study of BLM online customer survey (OCS) data. This project was approved by Northern Arizona University's Institutional Review Board and the Department of the Interior's Office of Management and Budget. The SRL, through NAU, is part of the Colorado Plateau Cooperative Ecosystems Studies Unit (CESU). This mission of the CESU is to provide cooperative agreements between the BLM and the study units (NAU – SRL) that encourage both agencies to gain research and education experiences.

The Social Research Laboratory is a full-service research and teaching facility located within the College of Social and Behavioral Sciences at Northern Arizona University. The SRL offers quality research services to public and nonprofit clients while providing graduate and undergraduate students at NAU with applied research instruction and experience. The Social Research Laboratory specializes in conducting program evaluations, public opinion studies, needs assessments, and demographic and social issues analyses.

Developing, gathering and understanding online customer comments are an involved endeavor with many players. The SRL worked collaboratively with BLM staff to obtain the online surveys. Survey results provide both quantitative and qualitative data which identify opportunities for improvement in BLM activities and programs. Surveys also provide a medium for BLM to obtain feedback information from customers about their experiences with BLM sites and offices. The data gathered from these surveys has been analyzed and shared with the BLM management and evaluation office, and recommendations have been made available to the appropriate offices. This report presents a summary of the BLM-OCS data, gathered from October 1st through December 31st, 2004. The general procedures for collecting and analyzing the OCS data are as follows:

Step 1: The BLM Online Customer Feedback Site

At the BLM online customer feedback website, each customer (a) selects a specific state and field office (or other/don't know) and (b) chooses one appropriate activity that they would like to comment on, from the nine different activities listed below:

- (1) Rangeland Management: Grazing Permits and Leases
- (2) Information/Visitor Center
- (3) Land Management Transactions
- (4) Minerals Filing and Information
- (5) Oil and Gas Operations
- (6) Rights-of-Way Customers
- (7) Recreational Permittees

- (8) Recreational and Educational Users
- (9) Wild horses and Burros

Each online customer feedback site has between seven and nine customer satisfaction questions and at least one open-ended comment (see the BLM Online Customer Survey Codebook).

Step 2: Online Comment Cards Delivery and Storage within the BLM

Each comment and survey response made by the individual customer through the BLM feedback site is delivered directly via email to the BLM Washington Office Management Analyst in Customer Research and a specific field office if the customer selected a specific field office. Additionally, since October 2004, each online comment is stored in the BLM online database at the BLM Denver Office. Prior to that date, data was stored with the subcontractor, Pacific Consulting Group.

Step 3: Data Transfer from the BLM Denver Office to the Social Research Laboratory

SRL was requested to analyze the online customer survey quarterly data and prepare a summary report. The quarterly online survey data from October 1st through December 31st, 2004, formatted in a comma separated value (CSV) file, was provided electronically to the SRL by the BLM Denver Office. The SRL staff transferred the CSV file to a statistical software (Statistical Package for the Social Sciences - SPSS) file for data management and analysis. Throughout the data management process, the SRL staff eliminated entries from the original data that did not have comments or responses to the survey questions (empty cells) and recoded responses according to the BLM Online Customer Survey Codebook.

Report Limitations

The SRL analyzed the available data and prepared this summary report. However, the figures and tables reported in the following sections only summarize and describe the data collected quarterly. The data cannot be generalized beyond those who submitted comments because the methods used for the online survey data collection did not employ random or systematic sampling methodologies. Furthermore, the sample size of this study is very small and analysis is limited. It is important to note that surveys and comment cards that utilize self-selection (respondents decide to participate on their own and are not randomly selected) often reflect opinions and comments from respondents that are highly motivated by a need, a question or a negative experience. Therefore, the reader must keep in mind that when a customer does not have a negative experience or question, they are less likely to submit a comment or complete a survey.

Due to rounding, some totals may not equal 100 percent. Open-ended comments made by customers have been presented exactly as they entered the comment and were not edited for grammar, tense or punctuation.

2. Overview of the Quarterly Online Customer Survey Data

A total of 135 individual online customer surveys from the nine activities/programs were collected between October 1st and December 31st, 2004 and reviewed for this report. Online customer surveys without comments and survey responses were automatically eliminated from this analysis.

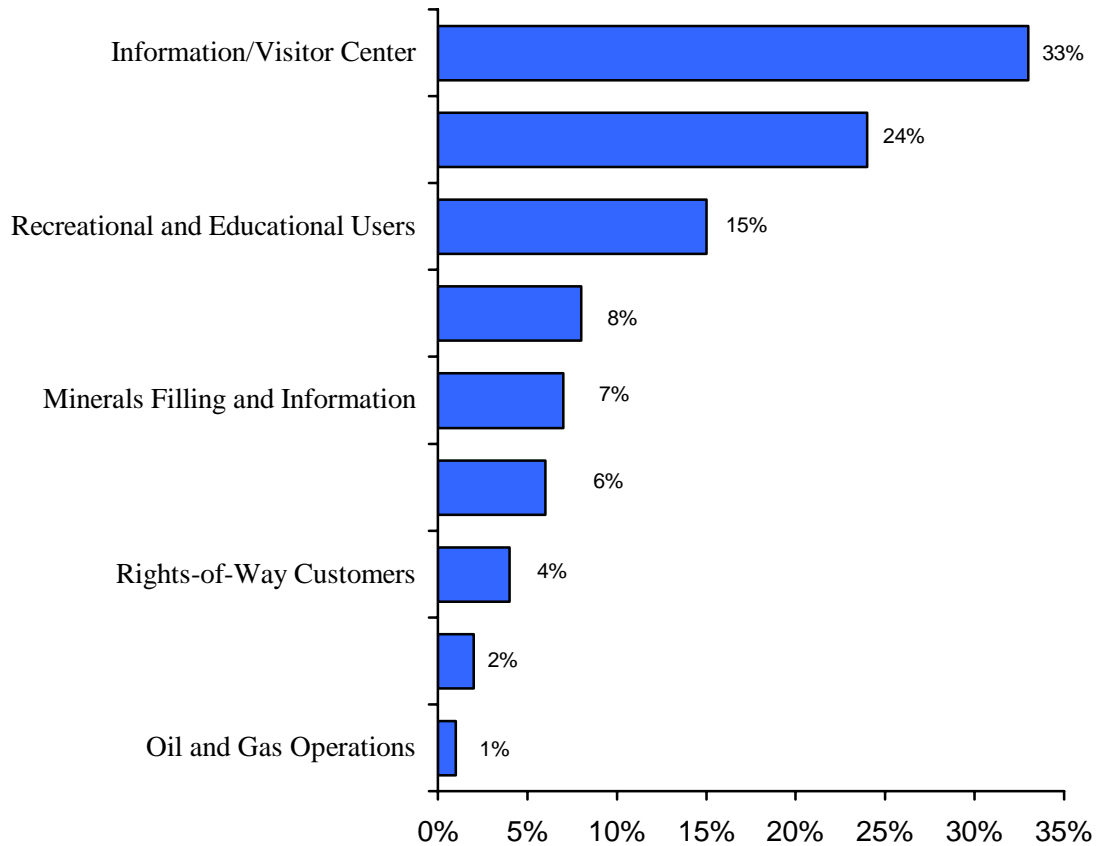
Except the Utah state office, other 11 state offices received at least one online customer's comments (see Table 1). Among the state offices, the Oregon-Washington state offices account for 37 percent (50) of all online comments. The California and Nevada state offices received 17 comments (13%) and 16 comments (12%), respectively, while the Eastern state office (Alabama, Florida, Indiana, Michigan, Missouri, New Jersey, Tennessee, Virginia, and Wisconsin), New Mexico-Oklahoma-Texas State Office, and the Colorado State office received 13 comments (10%), 12 comments (9%), and 10 (7%), respectively. The remaining offices received less than 10 comments each.

Table 1: Distribution of Online Comments across 12 State Offices

State Office	Percent	N
Oregon-Washington	37%	50
California	13%	17
Nevada	12%	16
Eastern States	10%	13
New Mexico-Oklahoma-Texas	9%	12
Colorado	7%	10
Montana-South Dakota	5%	7
Alaska	4%	5
Wyoming	2%	2
Arizona	1%	1
Utah	--	0
No Specification	2%	2
Total	102%	135

The largest percentage of online comments received was in regards to “Information/Visitor Center” with 33 percent of the comments (N=45) submitted for this activity. The online comments for “Wild Horses and Burros” and “Recreational and Education Users” activities accounted for 24 percent (N=32) and 15 percent (N=20), respectively. The other six activities (“Land Management Transactions,” “Minerals Filling and Information,” “Recreational Permittees,” “Rights-of way Customers,” “Rangeland Management,” and “Oil and Gas Operations”) received less than 10 percent (N=10) of the online comments during this specific period with the last three activities (“Rights-of way Customers,” “Rangeland Management,” and “Oil and Gas Operations”) receiving less than two percent or six actual online comments each.

Figure 1: Number of Online Comments across Activities (N=135)



The next section of this report summarizes data from activities that received sufficient online comments for analysis. These three activities are: “Information/Visitor Center,” “Wild Horses and Burros,” and “Recreational and Educational Users.” Each of these activities received over 20 online comments (more than 10% of the total comments). The remaining six activities received less than 20 online comments each and are reported in aggregate in Appendix A.

3. Information/Visitor Center Activity

Overall, the majority (33%; N=45) of online customer comments were related to “Information/Visitor Center” activity between October 1st and December 31st, 2004. Of these online comments, 44 percent (N=20) were sent to the field offices in the Oregon-Washington state office (Figure 3.1). The other field offices, which received at least three online comments during this period, are located in California (16%; N=7), New Mexico-Oklahoma-Texas (9%; N=4), Alaska and Nevada (7% each; N=3), Colorado (4%, N=2) (see Figure 3.1).

Figure 3.1: Distribution of Information/Visitor Center Comments across 12 State Offices

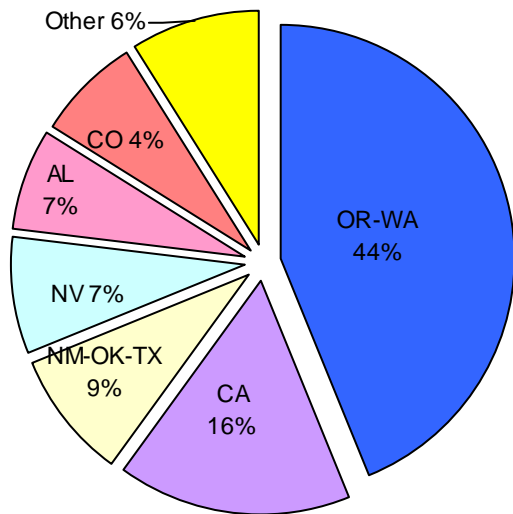


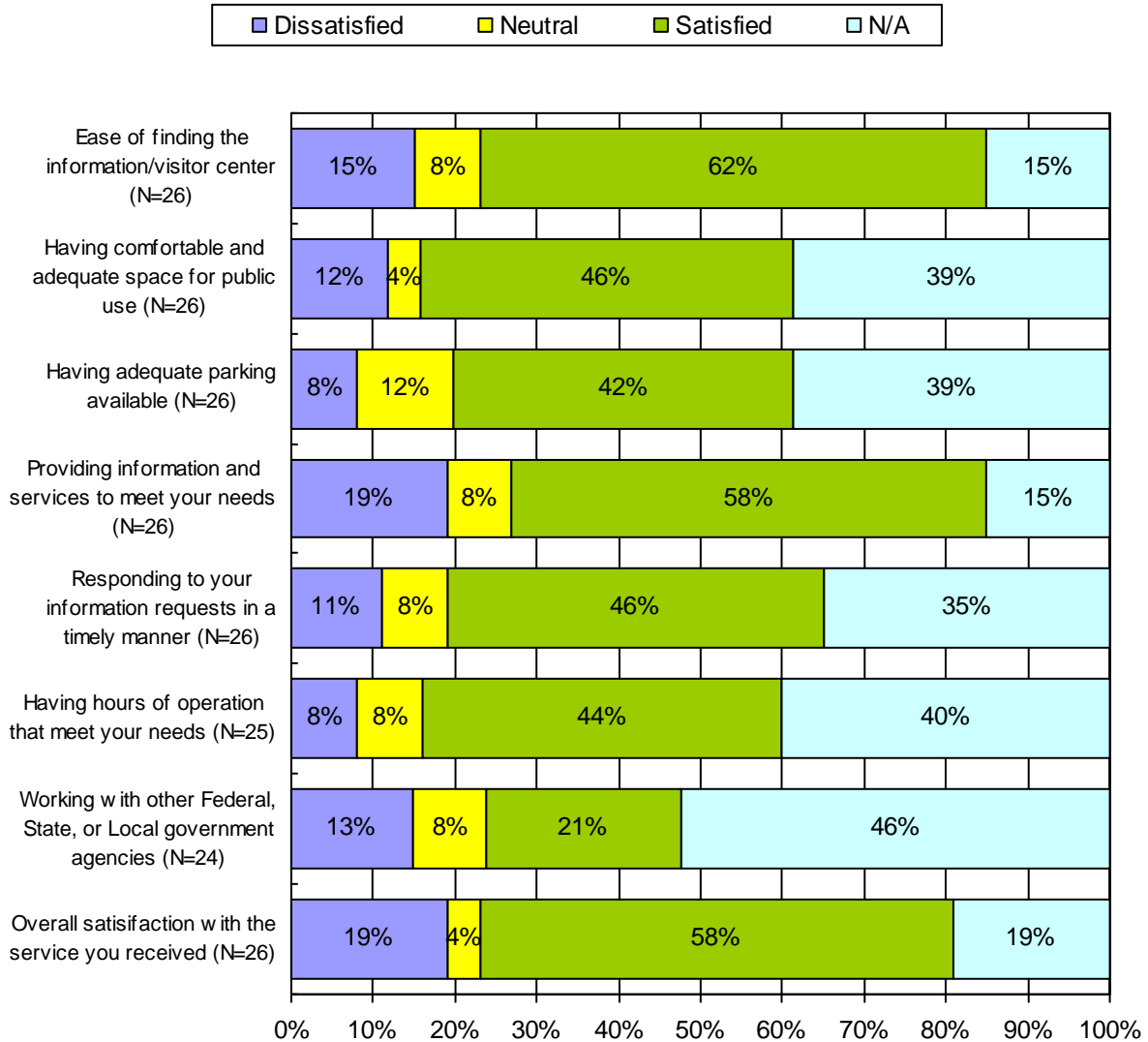
Table 3.1 Purpose of Visit

- | |
|--|
| <ul style="list-style-type: none"> • California News Bytes • Hiking • Locate map of BLM lands in Washington and Oregon • Locating an area for small bore rifle shooting • New ideas • Request OPF for a former employee now with USDA • Obtaining maps (2) • For research • To see Oregon trail information • To download GIS data • To use the outhouse • I have a question (2) |
|--|

Each customer was asked to specify the purpose of their visit to the site. Over sixty percent of the respondents (N=30) gave no response. However, fifteen customers did specify a purpose for their visit; reasons for visitation are quite diverse (see Table 3.1).

Each online respondent was also asked to answer eight satisfaction questions. Just over half (56%; N=26) of the respondents answered these questions (see Figure 3.2). Of these respondents (N=26), 58 percent (N=15) said they were satisfied overall with the services they received. Sixty-two percent (N=16) said they were satisfied with the “Ease of finding the information/visitor center” and 58 percent (N=15) said they were satisfied with the information/visitor center “Providing information and services to meet your needs.” “Working with other federal, state, or local government agencies” received the lowest rating by the respondents. However, 46 percent of the respondents (N=11) selected the answer “not applicable.” These respondents may have had some difficulty identifying the connection between the satisfaction question and activity in this context.

Figure 3.2: Information/Visitor Center Survey Results



Twenty-five respondents (52%) commented about the services they received or services that they would like to see improved. The comments cover a range of issues. The majority of the comments were concerned about the quality of the website for each state or field office. Some of the comments were very positive, but others requested some significant improvement on the website. Several respondents are requesting BLM field offices to upload maps to their websites. All open-ended comments are listed below (see Table 3.2).

Table 3.2: Open-Ended Comments on Service Improvement

- A ranger driving down a road very close to our camp without his lights on is a very unsafe practice for anyone driving at night time. He said he had night vision goggles. We have children and pets in our camp and that is our main concern.
- I'm attempting to locate a map showing the BLM lands in eastern Washington and eastern Oregon. I have not been able to locate a publication order number or description.
- I appreciate the invitation to the Appreciation and Recognition Day this Friday in Socorro. Unfortunately, I will be unable to attend. However, I wish to thank the officer for allowing me to be a part of this great event!
- I can't tell you how much I enjoy receiving California NewsBytes. I love the trivia quiz and articles on plants most of all; but really, all the information in the newsletter is interesting!
- I am unable to find accessible maps that clearly define the Imperial Dunes Recreational area and the different restricted areas.
- I found a salt cedar plant along the paved trail just past one of the displays on the right as you walk toward the lava flow. I looked for more but that was the only one I saw. I thought it would be a good idea to let you know so it can be removed.
- I found the Needles office very nice and helpful! I wanted to thank everyone in the office and I must say that the manger of the office must be a great manger. Great job. Keep up the great work.
- I have been researching various land use issues and have dealt with numerous desert area offices in southern California. Without exception they have ALL been friendly, informative, timely, accurate, etc. All around it has been rewarding.
- I have photos of Red Rock Canyon on my website at: <http://www.jonhartz.com/Hartz-Alvarez.com/RRChhtml/index.htm>. Feel free to link to this. I will be adding a link to your site, with your permission, thanks. The main page is <http://www.jonhartz.com>.
- I haven't seen anything about fires or what is done on BLM land. I know that you guys spread yourselves pretty thin at times. But the fact remains the same. It is being done everywhere but around here.
- I purchased several BLM-edition topographic maps when I visited the Tonopah office this September. I would like to purchase several more. How can I do so? The California BLM office has a direct link to purchase BLM-edition maps online.
- I tried to find a phone directory for an hour. It is public information. Quit trying to hide it.
- I was unable to find the answer to my question on the website. I would like to obtain a permit to take my family out in your designated areas and cut down a Christmas tree. Any information on this would be greatly appreciated.
- Is there any new power plant in construction or under consideration in Burley Idaho?
- The outhouse (women's side) at East Fourmile Draw trailhead, CO Hwy 139 South of Rangely, CO is FILTHY! There is trash all over the floor, and feces smeared on the wall. NO paper, but I always carry Kleenex.
- The website providing boater information for floating the Owyhee is excellent, and much better than any other I have seen.
- The woman who helped me went out of her way to figure out exactly what it was I needed, and made further suggestions on what would be beneficial for my purposes.
- Trying to find information on website. There should be a map online, showing lawful shooting areas. All I found was "there is an irregular shaped area for lawful shooting south of Barstow." Really, how helpful!
- What a wonderful site you have - keep up the good work in Oregon.
- Your website would be more helpful if it included a link to a map of the district, showing the delineations between the various resource areas. Also, please include a link to current RMPs.

4. Wild Horses and Burros Activity

Thirty-two comments were received regarding the “Wild Horses and Burros” activity. Twenty-eight percent (N=9) of the online comments were delivered to the field offices in the Oregon-Washington state office and 25 percent (N=8) were delivered to the offices in the Eastern state office. The field offices in the Colorado and New Mexico-Oklahoma-Texas state offices received 16 percent (N=5) each. The offices in the Montana-South Dakota and California state offices received 9 percent (N=3) and 6 percent (N=2) (see Figure 4.1).

Figure 4.1: Distribution of Wild Horse & Burro Comments across 12 States

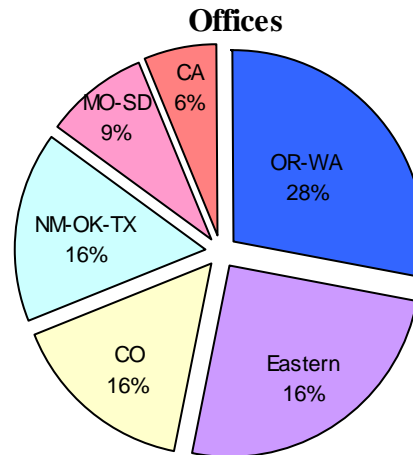
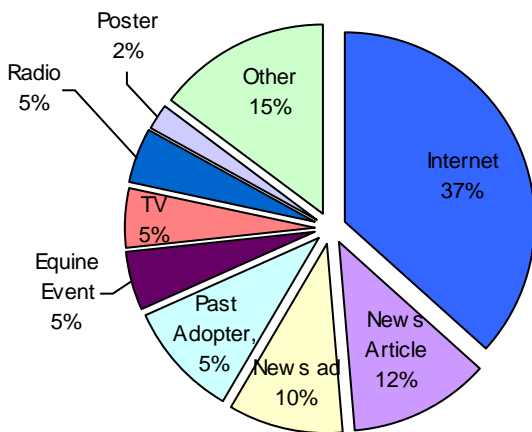


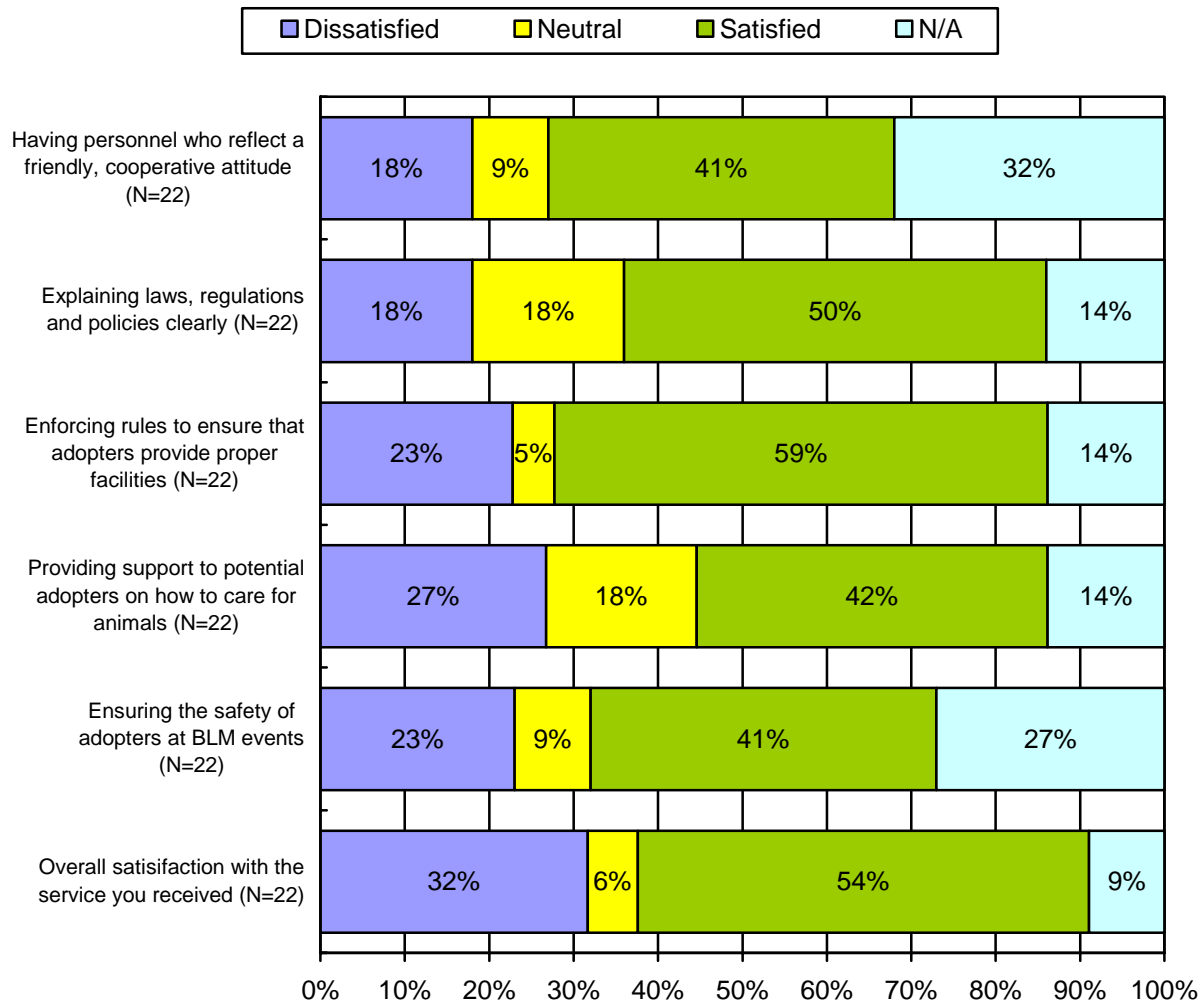
Figure 4.2: How Did You Find Out About the Program?



Each customer was asked, “How did you find out about the Wild Horse and Burro program?” Thirty-seven percent (N=15) of the respondents explained that they found out about the program by using the “Internet.” Twelve percent (N=5) of the respondents found out about the program by reading a “newspaper or magazine article” and ten percent (N=4) found through “newspapers or magazine advertisement.” According to the respondents, posting a “poster/flyer” (N=1) about the program was the least effective means of advertising (see Figure 4.2).

The respondents were also asked to answer seven satisfaction questions (see Figure 4.3). Approximately 70 percent (N=22) of the respondents answered the questions. Although 54 percent (N=12) said that overall they were satisfied with the service, 32 percent (N=7) were dissatisfied, and six percent (N=2) were neutral (neither satisfied nor dissatisfied). The respondents also rated dissatisfaction with the services such as “Providing support to potential adopters on how to care for their wild horse or burro” (27%; N=6), “Enforcing rules to ensure that adopters provide proper facilities, care, and humane treatment for wild horses and burros” (23%; N=5), and “Ensuring the safety of adopters at BLM adoption events” (23%; N=5).

Figure 4.3: Wild Horses and Burros Survey Results



Eighty percent of the respondents (N=26) answered the question: “Have you ever adopted a wild horse or burro?” Seventy-seven percent (N=20) of these respondents said “Yes”, they have adopted a wild horse or burro (see Figure 4.4). Twenty-three percent (N=6) of respondents that answered ‘No’ to “Have you ever adopted a wild horse or burro?” were then asked to explain if they plan on adopting. A total of 18 comments were recorded; nine respondents explained their reason for adoption (see Table 4.5). It appears that these respondents would like to have more information on the procedures for adoption before moving forward.

Figure 4.4: Have you ever adopted a wild horse or burro?

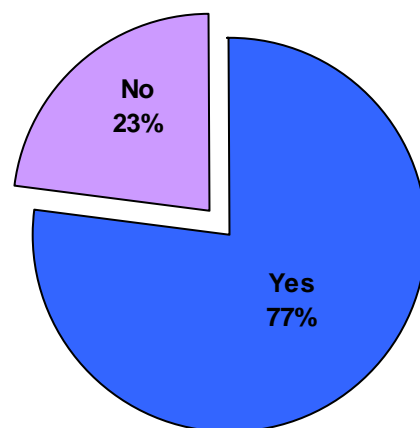


Table 4.5: Why do you plan to adopt a wild horse or burro?

- At some time, when I have the appropriate facilities, I would love to adopt a wild horse and/or burro.
- I currently live in Alaska, but plan on retiring in several years and moving. I may want to adopt an animal then.
- I am very interested in information on where I can ride on BLM land in TX, OK, NM, CO, WY to observe and enjoy these horses in their natural habitat. Please contact me, I have lots of ranch horses and lots of ranching experience.
- I have not adopted a horse just yet. I am waiting for just the right time.
- I live in Lafayette, GA My husband and I have 2 horses mine is a small one and I just love him. He was 2 when we got him and his 5 he's 14 high a good size for me. My husband's horse is a big one he's 16 high and so sweet. I would love to adopt.
- I was hoping to adopt a wild horse next year, maybe in the summer.
- I would plan on boarding and it would be hard to match all of the laws to adopt with the stuff that people have at boarding facilities.
- Waiting until we have the proper facility and large enough area to house these animals properly. I don't do a project part way.
- We are looking to adopt one or two burros. I haven't seen any on the on-line adoption pages. Are they ever listed? Is there any way to find out if any are going to be available?
- I am unable to devote the time necessary to work with an adopted horse but hope to in the future. I have not visited an adoption site or been to an auction.

Fifty percent (N=18) of the respondents made a comment for service improvements (see Table 4.6). One respondent suggested “clinics” and two of the comments were directed toward the Wild Horse and Burro website.

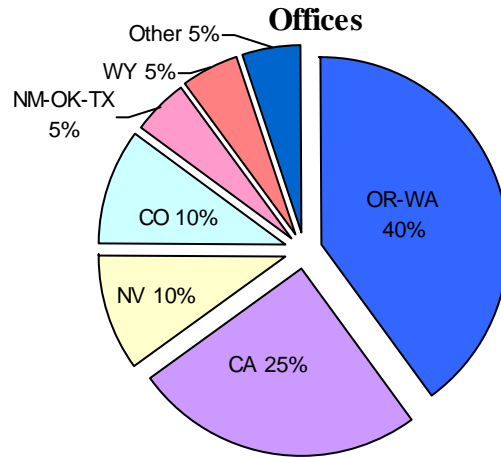
Table 4.6: Open-Ended Comments on Service Improvement

- I would like to see the BLM offer more clinics like that for adopters more often (maybe once every 2 months).
- On the BLM Eastern States Home page on the internet, there is no hyper link to <https://www.adoptahorse.blm.gov/>. So, how could I participate in the online adoptions, if I can not even get there? Very poor web design effort!
- Your site with the addition of photos of the animals available for adoption is very helpful. I think in general, people want to know the horses available ahead of time, especially if they must drive a long way for an adoption in the winter season.

5. Recreational and Educational Users Activity

“Recreational and Educational Users” activity received twenty online comments between October 1st and December 31st, 2004. Nearly 40 percent (N=8) of the comments were delivered to the offices in the Oregon-Washington state office and one-quarter of the comments were sent to the offices in California (N= 5). The offices in the Nevada and Colorado state offices received 10 percent (N=2) each (see Figure 5.1).

Figure 5.1: Distribution of Recreational and Educational Users across 12 States



Each customer was asked to fill the name of the facility or campground they visited and the purpose of their visit or contact.

Table 5.1 shows a list of facilities or campgrounds used by the respondents. Table 5.2 lists the purpose of visit or contact. Just under half (45%; N=9) of the respondents said “they used the facility for recreation,” while nearly one-third (30%; N=6) had no comment.

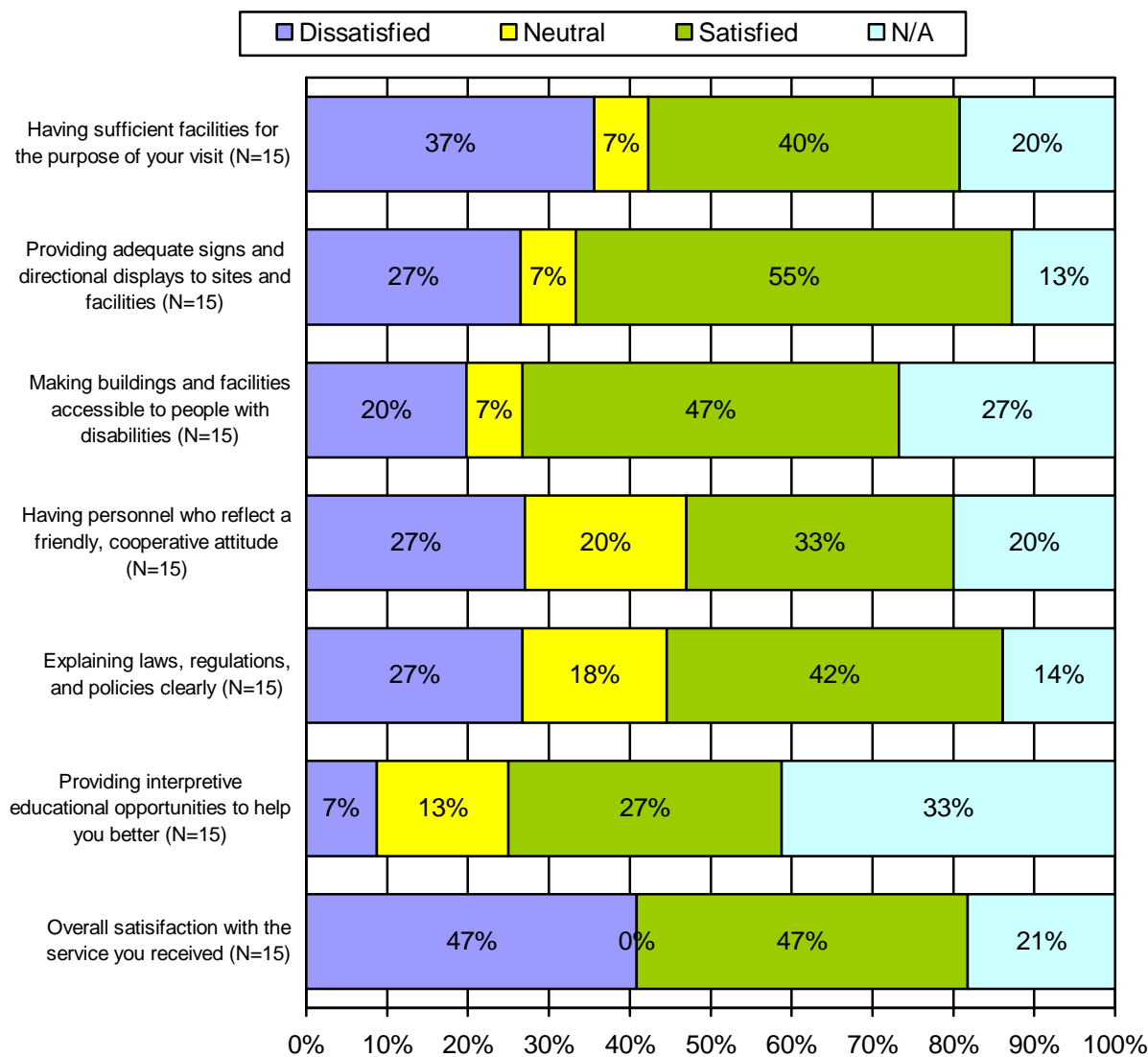
Table 5.1: Facility or Campground
<ul style="list-style-type: none"> • Badlands Wilderness Study Area east of Bend • Buttercup/ San Dunes • Fishermen’s Bend Recreation Site • Frenchglen • Glamis • Indian Creek • Nevada • Ogilby Road • Old Mojave Road • Page Springs • Red Gulch dinosaur tracksite • Roadrunner Loop, Glamis, Imperial County, California • Taos Field Office

Table 5.2: Purpose of visit or contact
<ul style="list-style-type: none"> • Camping, Birding, Sightseeing and Hiking • Dunes • Hunting • Information for first trip • Recreation - walk the trails, wade in river • Website Info on River Trips

The respondents were asked to answer seven satisfaction questions. Fifteen respondents (75%) answered these questions. An equal number of respondents (47%, N=7) said “they are satisfied” with the facility they used, or (47%; N=7) reported dissatisfaction (see Figure 5.2). This ambivalent result may reflect high dissatisfaction ratings across the questions. Thirty-seven percent (N=6) of respondents said they were dissatisfied with “Having sufficient facilities for the purpose of your visit.” Twenty-seven percent (N=4) reported dissatisfaction with “Providing

adequate signs and directional displays to sites and facilities,” “Having personnel who reflect a friendly, cooperative attitude,” and “Explaining laws, regulations, and policies clearly.”

Figure 5.2: Recreational and Educational Users Survey Results



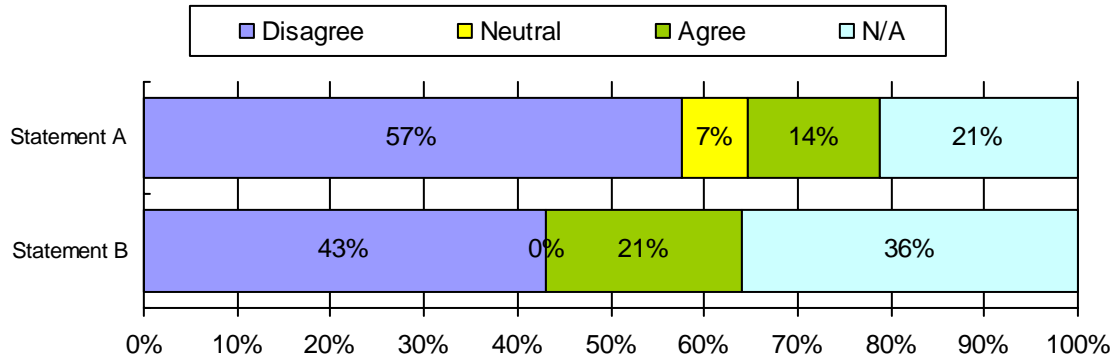
Each customer was also asked “if you paid a fee for this use, please indicate how much you agree or disagree with the two statements” below.

- A. The value of the recreation opportunities and services you experienced was at least equal to the fee you were asked to pay.
- B. The fees charged at this site are fair and consistent with fees charged at other federal, state, or local recreation facilities.

Forty respondents (70%) answered these questions (see Figure 5.3). Regarding the statement A, fifty-seven percent (N=8) of the respondents said “disagree” and fourteen percent agreed with

the statement. Forty-three percent (N=6) said “disagree” with the statement B, while twenty-one percent agree. However, twenty-one percent (N=3) and thirty-six percent (N=5) selected “not applicable” for each statement.

Figure 5.3: User Fee Survey



There were five readable comments on service improvement. Three comments were concerned about user fees on the site. One comment requested online reference to “camping areas” at the BLM website (see Table 5.4).

Table 5.4: Open-Ended Comments on Service Improvement

- I have been going to the area for 15 years. When the fee was \$10 I considered the cleanup issues. Last year it leaped to \$25 and you gave us nothing more for the money. No bathroom, no water, No picnic facilities, no road improvements, no clean up.
- The minimum fee is 25.00 for A WEEK. What about folks visiting for a few hours? Is there a day pass system in the works?
- I am concerned that the agencies that are collecting money to care for and upgrade the areas are not doing so.
- Please get the bicycles out of the Badlands Wilderness Study Area! Wilderness doesn't allow bikes! You are degrading the habitat.
- Very disappointed with the BLM website. I am looking for where the camping is in Nevada and can't find any reference to camping areas.

6. Appendix A: Other Activities (Frequency Tables)

6-A: Land Management Transactions

Table 6.1: Distribution of Land Management Transactions Comments

State Office	Percent	N
Nevada	55%	6
Eastern Offices	18%	2
New Mexico- Oklahoma-Texas	18%	2
California	9%	1
Total	100%	11

Table 6.2: Type of Land Transaction

Type of Transaction	Percent	N
Land Exchange	14%	6
Land Sale	57%	1
Recreation & Public Purpose Disposal	14%	1
Other Conveyances	14%	1
Total	99%	7

Table 6.3: Land Management Transactions Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Processing your land transaction application/proposal in a timely manner?	28% (N=2)	14% (N=1)	0% (N=0)	57% (N=4)	99% (N=7)
Responding promptly to your information requests?	43% (N=3)	0% (N=0)	0% (N=0)	57% (N=4)	100% (N=7)
Having personnel who reflect a friendly, cooperative attitude?	28% (N=2)	14% (N=1)	0% (N=0)	57% (N=4)	99% (N=7)
Explaining laws, regulations, and policies clearly?	33% (N=2)	0% (N=0)	33% (N=2)	33% (N=2)	99% (N=6)
Providing adequate opportunities to resolve issues and disputes?	28% (N=2)	14% (N=1)	14% (N=1)	43% (N=3)	99% (N=7)
Providing adequate opportunities for public involvement and comment?	29% (N=2)	14% (N=1)	14% (N=1)	43% (N=3)	100% (N=7)
Working with other federal, state, and local government agencies>	28% (N=2)	14% (N=1)	14% (N=1)	43% (N=3)	99% (N=7)
Overall satisfaction with the service you received?	28% (N=2)	14% (N=1)	14% (N=1)	43% (N=3)	99% (N=7)

Table 6.4: Open-ended Comments

- Attention decision land sale I appeal this decision which is not good for the people of the United States. There is substantial impact to the people whenever any land is sold.
- I am looking for information on the land sale in the Wendover area scheduled for 9-05. How are bids processed? How are bids tendered?
- I cannot find anywhere on your site any information on the next BLM land auction scheduled for the Las Vegas Valley.
- I can't believe that you have gone to the low point of restricting fuel sales on BLM land for off-road races. Can you please explain to me why this is a problem.
- I visited your MTP site. I noticed that you don't have an MTP for the Township 21 South Range 67 East. I work for Reclamation and the land in that township is withdrawn for Reclamation purposes (the lake).
- I was looking to find the closest BLM to me here in Indiana. I would prefer you to first email me or snail mail second. This would be in reference to obtaining a land patent.
- I would like to receive information on purchasing government land at auction. Couldn't find any other contact site.
- Please respect the territorial integrity of the Western Shoshone tribe. BLM lands are blatantly stolen from them and must be returned as soon as possible. Please share this idea with others.
- Your web site shows a topic Federal Lands Transaction Facilitation Act, but it won't open. How can I access it?

6-B: Recreation Permittees

Table 6.5: Distribution of Recreation Permittees Comments

State Office	Percent	N
Oregon-Washington	63%	5
Alaska	13%	1
Montana-South Dakota	13%	1
Nevada	13%	1
Total	102%	8

Table 6.6: Type of Transaction

Type of Transaction	Percent	N
Commercial (including vending)	0%	0
Competitive/Organized Group Private, non-commercial permit	100%	6
Private, non-commercial permit	0%	0
Total	100%	6

Table 6.7: Recreation Permittees Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Processing your application in a timely manner?	43% (N=3)	14% (N=1)	14% (N=1)	29% (N=2)	100% (N=7)
Providing alternatives if your initial request could not be met?	29% (N=2)	29% (N=2)	0% (N=0)	43% (N=3)	101% (N=7)
Having personnel who reflect a friendly, cooperative attitude?	0% (N=0)	14% (N=1)	43% (N=3)	43% (N=3)	100% (N=7)
Explaining laws, regulations, and policies clearly?	14% (N=1)	0% (N=0)	58% (N=4)	29% (N=2)	101% (N=7)
Working with other federal, state, and local government agencies as well as tribal entities, to provide better service?	0% (N=0)	0% (N=0)	17% (N=1)	83% (N=5)	100% (N=6)
Value of the reaction opportunities and services you experienced compared with the fee you had to pay?	14% (N=1)	14% (N=1)	43% (N=3)	29% (N=2)	100% (N=7)
Overall satisfaction with the service you received?	29% (N=2)	14% (N=1)	43% (N=3)	14% (N=1)	100% (N=7)

Table 6.8: Open-ended Comments

- I read in the Business Council newsletter than an ATV Jamboree is being planned in the Carson Valley. I hope that somebody with some sense will go look at other areas where these kinds of events have taken place and realize how much damage they are.
- Just wanted to comment on the website. Excellent website. Best government website I have seen yet. I'm glad about all the conservation efforts you mention on the website.
- Please find out what is wrong with the new and improved boaterpass.com website. It takes credit card info and charges my account but then doesn't show a page with the Deschutes River permit for me to print out.
- I tried to purchase a Deschutes Boater Pass online multiple times on October 2 and 3. At the very end of the process, when I should have gotten the finalized pass to print out, I would get a totally white blank page.
- Why don't you have a map showing all of the recreational areas in Montana? I would like to see one to know where I can ride my motorcycle since you had to shut down Shepard. If you have one I would appreciate if you could send me one or tell me were I may get it.

6-C: Minerals Filing and Information

Table 6.9: Distribution of Minerals Filing and Information Comments

State Office	Percent	N
Oregon-Washington	50%	5
Nevada	20%	2
Alaska	10%	1
California	10%	1
Colorado	10%	1
Total	100%	10

Table 6.10: Type of Claimant

Type of Claimant	Percent	N
Mining Claimant	67%	4
Lessee	0%	0
Other	33%	2
Total	100%	6

Table 6.11: Minerals Filing and Information Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Having up-to-date information available in an easy-to-use format?	0% (N=0)	0% (N=0)	40% (N=2)	60% (N=3)	100% (N=5)
Maintaining good communication with you during the filing and recording process?	0% (N=0)	0% (N=0)	40% (N=2)	60% (N=3)	101% (N=5)
Having personnel who reflect a friendly, cooperative attitude?	0% (N=0)	0% (N=0)	40% (N=2)	60% (N=3)	100% (N=5)
Explaining laws, regulations, and policies clearly?	0% (N=0)	0% (N=0)	50% (N=2)	50% (N=2)	101% (N=4)
Communicating about proposed changes and public hearings?	0% (N=0)	0% (N=0)	50% (N=2)	50% (N=2)	100% (N=4)
Referring you to the proper federal, state, or county agency where necessary?	0% (N=0)	0% (N=0)	50% (N=2)	50% (N=2)	100% (N=4)
Providing information regarding dispute resolution?	0% (N=0)	0% (N=0)	67% (N=3)	33% (N=1)	100% (N=4)
Overall satisfaction with the service you received?	0% (N=0)	0% (N=0)	40% (N=2)	60% (N=3)	100% (N=5)

Table 6.12: Open-ended Comments

- I can't get into the land records site. I click on the township and range and click on find and I get the results of the query OK. When I click on the hyperlink to the MTP plat and get a dialog box popup wanting my username and password.
- I would like more exact information on how to acquire federal land. I am director of a youth group in California, and the acquisition of some land for the at-risk youth would be wonderful for retreats from the inner city.
- I would like to download a copy of a Mining Claim Geographic Report by lead file or case type or whatever criteria are applicable. Is this possible?
- Very satisfied with everyone, they were more than helpful.

6-D: Rights-of-Ways Customers

Table 6.13: Distribution of Rights-of-Ways Customers' Comments

State Office	Percent	N
Oregon-Washington	50%	3
Nevada	33%	2
Eastern Offices	17%	1
Total	100%	6

Table 6.14: Type of Transaction

Type of Transaction	Percent	N
Power Line	17%	1
Fiber Optic	17%	1
Road	50%	3
Other	17%	1
Total	101%	6

Table 6.15: Rights-of-Ways Customers' Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Processing your application in a timely manner?	33% (N=1)	0% (N=0)	0% (N=0)	67% (N=2)	100% (N=3)
Responding promptly to your information requests?	0% (N=0)	33% (N=1)	33% (N=1)	33% (N=1)	99% (N=3)
Having personnel who reflect a friendly, cooperative attitude?	0% (N=0)	0% (N=0)	50% (N=1)	50% (N=1)	100% (N=2)
Explaining laws, regulations, and policies clearly?	33% (N=1)	0% (N=0)	33% (N=1)	33% (N=1)	99% (N=3)
Maintaining good communication among BLM offices?	33% (N=1)	0% (N=0)	33% (N=1)	33% (N=1)	99% (N=3)
Working with other federal, state, and local government agencies, as well as tribal entities, to provide better service?	0% (N=0)	0% (N=0)	50% (N=1)	50% (N=1)	100% (N=2)
Overall satisfaction with the service you received?	33% (N=1)	0% (N=0)	33% (N=1)	33% (N=1)	99% (N=3)

Table 6.16: Open-ended Comments

- Does BLM have any information you can post on your web site about the latest Juniper Dunes denial of access issues? I have been told that police are turning people away since the access road from the south is a private road.
- Someone needs to take a long hard look into Rattlesnake Christmas tree cutting area.
- We understand there is a federal law that prohibits a locked gate on a road or trail on private land that gives access to BLM Land. Can you advise me on this please?
- We understand there is a law that prohibits a locked gate that leads to BLM Land. Can you advise me on this please?
- Why is the Las Vegas BLM Field Office charging so little on rental rates for ROWS? This is an outrage. I believe the CFR says to charge the fair market value. The money made off the rentals can be returned to the field office to support their business.

6-E: Rangeland Management: Grazing Permits and Leases

Table 6.17: Distribution of Rangeland Management Comments

State Office	Percent	N
California	50%	1
Montana-South Dakota	50%	1
Total	100%	2

Table 6.18: Rangeland Management Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Processing your application in a timely manner?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=2)	100% (N=2)
Maintaining good communication during the permitting process?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=)	100% (N=2)
Having personnel who reflect a friendly, cooperative attitude?	0% (N=0)	0% (N=0)	50% (N=1)	50% (N=1)	100% (N=2)
Explaining laws, regulations, and policies clearly?	0% (N=0)	0% (N=0)	50% (N=1)	50% (N=1)	100% (N=2)
Having reasonable range improvement maintenance responsibilities?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=0)	100% (N=2)
Providing appropriate technical assistance (i.e. range improvement development, rangeland monitoring etc.)?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=2)	100% (N=2)
Providing adequate opportunities for consultation, cooperation, and coordination to resolve issues and disputes?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=2)	100% (N=2)
Giving you the opportunity to be part of the decision-making process?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=2)	100% (N=2)
Working with other federal, state, and local government agencies, as well as tribal entities, to provide better service?	0% (N=0)	0% (N=0)	0% (N=0)	100% (N=2)	100% (N=2)
Overall satisfaction with the service you received?	0% (N=0)	0% (N=0)	50% (N=1)	50% (N=1)	100% (N=2)

Table 6.19: Open-ended Comments

- I am interested in the use of BLM land along the ridge of the Sierra de Salinas between the Salinas and Carmel valleys, south of Mountain Toro. I assume the land is leased for grazing. I was wondering if there is any public access to this area.
- This is for law enforcement. Thanks for your time. A rancher is blocking access about 15 miles north of Pomey's Pillar. This is at the intersection of Pine View Rd and Antelope creek. GPS Loc. N46.14.119 W107.54.281; WGS84.

6-F: Oil and Gas Operations

Table 6.20: Distribution of Oil and Gas Operations Comments

State Office	Percent	N
Montana	100%	1
Total	100%	1

Table 6.21: Type of Customers

Types	Percent	N
Lessee	0%	0
Operator	0%	0
Federal	0%	0
Indian	0%	0
Total	0%	0

Table 6.22: Oil and Gas Operations Survey Results

	Dissatisfied	Neutral	Satisfied	Not Applicable	Total
Processing your application in a timely manner?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Responding promptly to your information requests?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Having personnel who reflect a friendly, cooperative attitude?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Explaining laws, regulations, and policies clearly?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Maintaining good communication among BLM offices?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Working with other federal, state, and local government agencies, as well as tribal entities, to provide better service?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)
Overall satisfaction with the service you received?	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)	0% (N=0)

Table 6.23: Open-ended Comments
<ul style="list-style-type: none"> I wanted to make it known that I am against oil drilling on any public preserves. Pristine land should be left that way because there is so little of it left. It made me sick to my stomach to think that new oil pumps may be put in parts of the Rocky Mountain.