



American Customer Satisfaction Index

Recreational Visitors U.S. Army Corps of Engineers Customer Satisfaction Study

Final Report
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Chapter I

Introduction & Methodology

a. Introduction

This is the third-year report on customer satisfaction of residents of the United States who have visited a U.S. Army Corps of Engineers (USACE) lake or river for the purpose of recreation in the past two years. The methodology used for this study is that of the American Customer Satisfaction Index (ACSI) which combines survey input with cause and effect modeling to produce indices of satisfaction, and the drivers and outcomes of satisfaction.

Since 1994, the American Customer Satisfaction Index has been a 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. It produces indices of satisfaction, its causes and effects, for seven economic sectors, 39 industries, 200 private sector companies, two types of local government services, and the U.S. Postal Service. ACSI allows benchmarking between the public and private sectors, and for each customer segment, between one year's results and the next. While using a common methodology, ACSI produces 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 loyalty in the agency).

This study is produced by the National Quality Research Center at the University of Michigan Business School, CFI Group, and the Federal Consulting Group.

Typically, ACSI researchers will warn that a lag time exists between a company or agency inaugurating an improvement in a program and users becoming both aware of the improvement and evaluating it favorably. Certainly, favorable publicity about a change can impact customer perceptions, but government agencies rarely have public relations and advertising budgets to communicate changes they make.¹ Moreover, negative events or publicity can cause customer satisfaction to drop, and typically have more downward effect than positive events have upward effect. Government agencies are familiar with the effects of controversial Congressional hearings about their work. Thus, the individual agency should keep in mind the potential impact widely

¹ Some exceptions would be the U.S. Army for recruiting, the U.S. Postal Service, and the recent Census Bureau campaign for the 2000 census.

communicated events over the past 12 months – both negative and positive – may have had on their customer satisfaction score.

The user needs to take into account that some of the changes expressed in the model are too small to be meaningful, as measurement has some variability. With the survey sample size and modeling methodology used for ACSI, a rise or drop of less than 3 points is not necessarily a change for better or for worse. If an index registers 74 in 2002, but 72 in 2003, the change may be real, but it can also be the result of sampling error. However, if agencies continue to measure their customers' satisfaction over a multi-year period, they will be able to detect trends – hopefully, a rise in satisfaction as agencies become more responsive to the needs and interests of their customers.

The best use the Army Corps of Engineers can make of its 2001-2003 studies, however, is for learning how customers evaluate the services USACE provides, then identifying which of these activities has the most impact on the perception of the quality they deliver. This research is a tool with which to prioritize future efforts to improve quality and, through quality, customer satisfaction and the desired outcome – in this case, Visitor Trust in U.S. Army Corps of Engineers lakes and rivers.

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation, econometric model. The models used for paper filers this year are shown as Figures 1 and 2. Inputs into the cause and effect model come from a survey of tax filers who made their 2001 returns on paper forms. For private sector industries, company scores for satisfaction (ACSI) and other model components are weighted by company revenues to produce industry indices. Industry indices are weighted by 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. Similarly, each government agency is weighted by the budget expended on its activities for the measured customer segment to produce a Public Administration sector ACSI.

The ACSI is updated on a rolling basis with data from two or more economic sectors collected each quarter and used to replace data collected the prior year. Similarly, each government agency is measured annually, and the government-wide score is updated annually in mid-December (December 15, 2003).

Each federal government agency serves many segments of the public, both those internal to government and external users. For the ACSI measurement, each agency was asked to identify a major customer user segment, central to its mission, for which to measure satisfaction, and the causes and effects of that satisfaction.

c. Customer Segment Choice

U.S Army Corps of Engineers (USACE) chose as its customer segment residents of U.S. who have visited an Army Corps of Engineers lake or river for the purpose of recreation in the past two years.

d. Customer Sample

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 forty-nine (259) 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 August 4 and September 7, 2003, 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.

The 259 respondents identified 134 unique USACE sites that are geographically diverse, with no more than 10 respondents interviewed for any single site.

A demographic profile of those who responded to the USACE survey shows that 36% are males, 64% females. The average age of respondents is 44, with 40% under the age of 40 and only 10% 65 or older.

Nearly 80% have at least some college education and slightly more than 40% are college graduates. Three percent (3%) are of Hispanic, Latino, or Spanish ethnicity; by race 91% are white; 4% black/African American; 2% American Indian/Alaska native; and 3% other. By income respondents are 7% under \$20,000, 47% \$20,000-\$60,000, and 37% \$60,000 or more; 7% refused to answer the income question.

Chapter II

ACSI Results

a. Model Indices

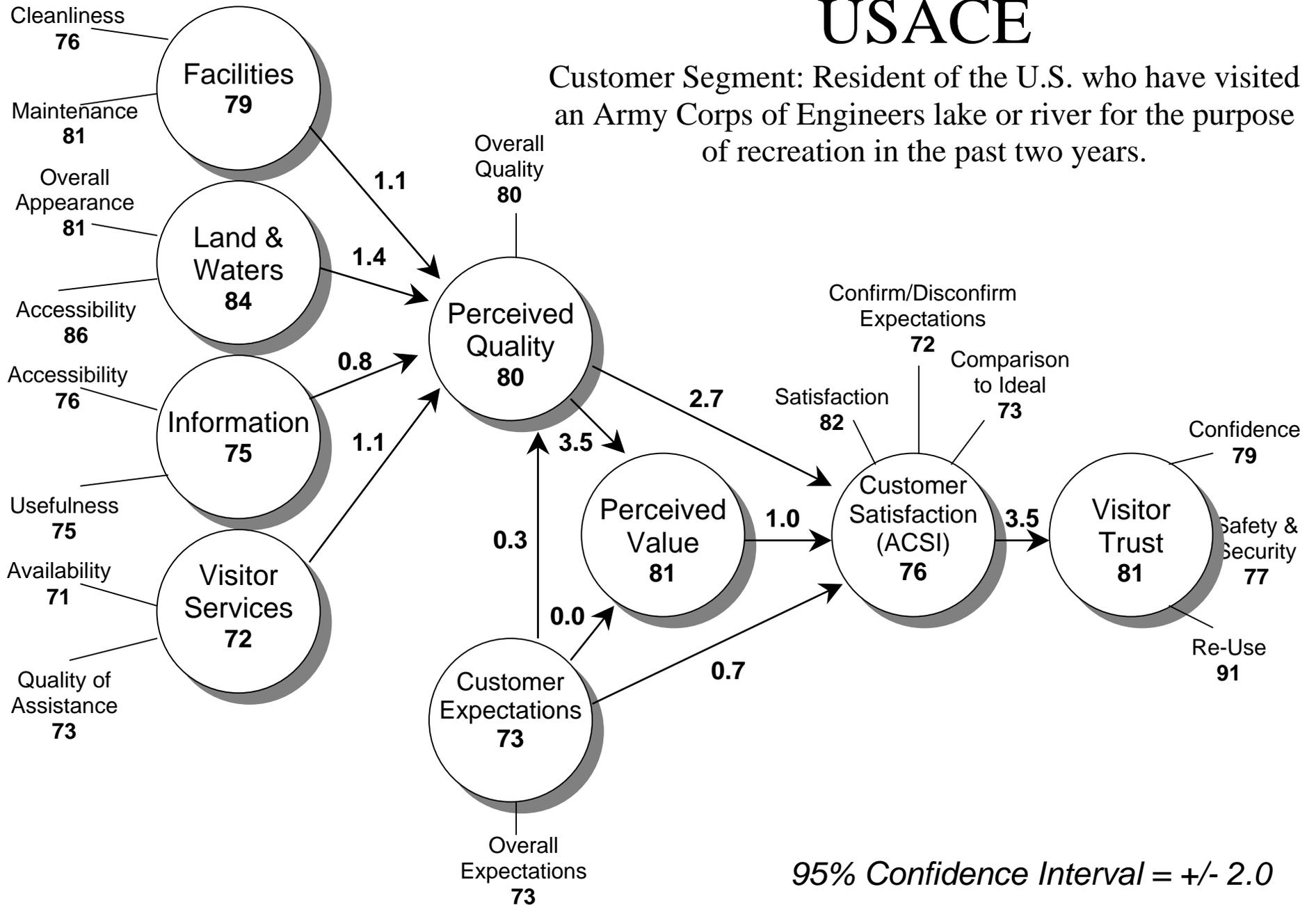
The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School. Whereas the model for private sector, profit-making, companies measures Customer Loyalty as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

Thus the model, shown in Figure 1 for USACE, should be viewed as a cause and effect model that moves from left to right, with Customer Satisfaction (ACSI) in the middle. The circles are multi-variable components that are measured by multiple questions (question topics are shown at the tips of the small arrows). The large arrows connecting the components in the circles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These arrows represent "impacts." The larger the number on the arrow, the more effect the component on the left has on the one on the right.

The 2003 USACE model 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 shown as Figure 1. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

Figure 1
USACE

Customer Segment: Resident 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.



95% Confidence Interval = +/- 2.0

b. Satisfaction: ACSI

The ACSI is a weighted average of three questions, Q11, Q12, and Q13, in the questionnaire in Appendix A. The questions are answered on 1-10 scales, but the weighted average is transposed and reported as an index on a 0-100 scale.² The three questions measure: Overall satisfaction (Q11); Fallen short of or exceeded expectations (Q12); and Comparison to an ideal (Q13). The model does the weighting to maximize the effect of satisfaction on the agency outcome at the bottom right of the model in Figure 1.

The 2003 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 76 on a 0-100 scale. This is a significant 3-point increase over last year's Customer Satisfaction (ACSI) score of 73 and continues an upward trend from the baseline measure of 71 in 2001. The score of 76 stands significantly higher than the national ACSI score for private sector services of 72.8 at the end of the third quarter of 2003 and the 2002 aggregate federal government ACSI score of 70.2.

c. Drivers of Satisfaction

In conjunction with ACSI researchers, USACE identified four activities that interface with its visitors for measurement. These are the same four "drivers" of satisfaction selected for the first USACE study. These drivers are: Facilities, measured by questions on the cleanliness (Q2) and overall maintenance (Q3) of USACE facilities; Land & Water, measured by questions on the overall appearance (Q4) and the accessibility (Q5) of the lakes and waters at USACE sites; Information, measured by questions on the accessibility (Q6) and usefulness (Q7) of information USACE provided to visitors; and Visitor Services, measured by questions on the availability (Q8) and quality (Q9) of assistance provided visitors to USACE sites. The indices for each of the three activities are weighted averages of these questions.

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 (Q1). 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. (Q10). 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 (Q10a), and the quality given the price (Q10b).

² The confidence interval for this agency's customer segment is plus or minus 2.0 points on a 0-100 scale at the 95% confidence level.

Table 1: Drivers of Satisfaction			
Activities That Drive Satisfaction:			
	2003	2002	2001
FACILITIES	79	77	73
LAND & WATERS	84	81	79
INFORMATION	75	76	71
VISITOR SERVICES	72	71	66
Major Drivers of Satisfaction			
PERCEIVED VALUE	81	80	NM
CUSTOMER EXPECTATIONS (Anticipated Quality)	73	72	69
PERCEIVED QUALITY (Experienced Quality)	80	79	76

All drivers of satisfaction are stable or improved from a year ago; indeed, the only activity that registers a drop is Information, which declined only a non-significant 1 point – in other words, the score for Information is statistically even with the 2002 result. The 2003 results confirm that last year’s improvement for USACE was no fluke.

Among the four USACE-identified activities which drive satisfaction, Land & Waters scores highest, as it has in each of the three years. This year it has improved a significant 3 points to an all-time high of 84. Improvements in both the overall appearance of lands and waters (up 2 points to 81) and accessibility to USACE sites (up 3 points to 86) factor into this overall improvement for the activity. The quality of USACE facilities at these sites has also improved by a borderline significant 2 points. Cleanliness of facilities is even with a year ago (up a non-significant 1 point), while the maintenance of the facilities (their condition and appearance apart from the issue of cleanliness) is up 3 points; this improvement plays the greatest role in driving the overall positive change for the Facilities activity. Information is statistically even from a year ago at 75, as are the two components that make up this activity. Accessibility to information mirrors the overall Information activity with a non-significant 1-point decline from 76 to 75, while Usefulness of information is even from a year ago at 75. Visitor Services remain statistically the lowest scoring activity in the model, as it has in each of the three years of measurement, although at 72 it is improved a non-significant 1-point from 2002 and is holding steady at a much improved 6-points from the baseline measure. Availability of services improved 2 points to 71, while quality of assistance is even at 73 from 2002.

The three major drivers of satisfaction are all improved a non-significant 1-point from 2002. Expectations are reasonably strong at 73, although they lag quality by 7 points – the same margin as in the previous two years. This is desirable, as it is an indicator that despite the fact that customers come to their experiences anticipating rather high quality, their actual experiences surpass their expectations significantly. Finally, visitors perceive the value of their experiences with USACE

managed sites to be very strong. The driver scores an 81 this year, up a single point from a year ago. Value is the evaluation of the quality of USACE sites given the fees visitors pay to enter and use them. The 1-point changes in each of the three major drivers are responsible for the overall 3-point improvement in customer satisfaction.

d. Outcomes of Customer Satisfaction

Customer Complaints

For a second year USACE personnel decided not to measure customer complaints, given the negligible one-percent of visitors who indicated they complained in the baseline study.

Visitor Trust

The outcome USACE wants from satisfied customers is Visitor Trust. Visitor Trust for this modeling was measured by three questions: 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? (Q15); how safe and secure do you feel visiting a USACE recreational site (Q15a); and how likely is it that you will visit an Army Corps of Engineers recreation site again in the future? (Q16).

The index of Visitor Trust is 81 on a 0-100 scale. This is a 2-point improvement from a year ago and is consistent with the 3-point improvement in customer satisfaction. Visitors indicate an extremely high degree of likelihood to return to a USACE site in the future (91 compared with 90 in 2002). Confidence in the job USACE will do in the future to provide recreational sites on lakes and rivers improved a strong 6 points to 79 from a year ago, while visitors' assessment of safety and security at the sites is statistically unchanged (up 1 point to 76).

e. Using the Model

Now, it is time to look again at the model for USACE in Figure 1 to examine the multivariate components in context, and to look at the effects, or "impact" of each component on subsequent components.

In this year's study, Land & Waters has the highest impact at 1.4, while Facilities and Visitor Services have slightly smaller, equal impacts of 1.1. Information has the smallest impact of 0.8, as it did a year ago. Since Land & Waters already scores so high, further improvements in this activity, while by no means impossible, will be more difficult to achieve. Since Visitor Services scores significantly lower than the other three activities at 72 and has a strong impact on quality and therefore on satisfaction, it is the best candidate for focusing improvement efforts.

Impact scores should be read as the effect on the subsequent component if the component at the tail of the arrow were to be improved by 5 points. Thus if Visitor Services were improved by 5

points (from 72 to 77), Perceived Quality would go up from 80 to 81.1. Customer Satisfaction (ACSI) would, in turn increase by 0.8 to become 76.8 (which would round to 77).³

f. Summary

The U.S. Army Corps of Engineers should be very pleased with this second straight year of solid improvement in the satisfaction level of visitors to its lakes and rivers for recreation. The result is that satisfaction that was equal to the national and government averages in 2001 is now significantly higher than both benchmarks. USACE provides recreational sites that are of very high quality, both in terms of their appearance and accessibility. Facilities are clean and well maintained and information is reasonably accessible and useful. One area of possible focus for the future remains the visitor services. USACE could make such services more readily available and improve the quality of assistance it provides. Overall, visitors have rather strong expectations of the quality of USACE sites; however, their experiences significantly surpass their expectations. Finally, visitors consider the recreation sites to be a good value. These strengths all translate into a high level of trust among visitors. They are very likely to return to a USACE managed lake or river at some time in the future and have a strong degree of confidence in the ability of USACE to manage these sites well in the future.

³ The computation is: Impact of Perceived Quality on ACSI (Impact of Visitor Services on Perceived Quality/5) or $2.7(1.1/5)=.6$ + Impact of Perceived Value on ACSI (Increase in Perceived Value from Perceived Quality/5) or $1.0(.8/5)=.2$.

APPENDIX A
SURVEY QUESTIONNAIRE

**2003 ACSI Questionnaire for
U.S. Army Corps of Engineers (USACE)
Department of Defense**

Scn33a. 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 (TERMINATE)
 - 98 Don't know (TERMINATE)
 - 99 Refused (TERMINATE)
-

Scn33b. What is the name of the area you visited most recently and in what state was that?

(CHECK NAME AGAINST ARMY CORPS OF ENGINEERS DATABASE. IF IT MATCHES A NAME OR PLACE, CONTINUE; OTHERWISE, PROBE FOR OTHER SITES OR TERMINATE)

Now, I am going to ask you some questions about the Army Corps of Engineers recreation site with which you have had experience. By experience I mean visiting an Army Corps of Engineers recreation site for sightseeing, camping, fishing, hiking, boating, picnicking, or any other use in the past two years.

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 RATING 1-10]

- 98 Don't know
 - 99 Refused
-

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...

Q2. 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." How clean were the facilities?

[RECORD RATING 1-10]

98 Don't know
99 Refused

Q3. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the condition and appearance of the facilities?

[RECORD RATING 1-10]

98 Don't know
99 Refused

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

Q4. How would you rate the overall appearance of the lands and waters? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the overall appearance of the lands and waters?

[RECORD RATING 1-10]

98 Don't know
99 Refused

Q5. How accessible were the land and waters? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible were the lands and waters?

[RECORD RATING 1-10]

98 Don't know
99 Refused

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

- Q6. How accessible was information about recreational sites managed by the Army Corps of Engineers? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible was information about Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

98 Don't know
99 Refused

- Q7. How useful was the information you obtained about Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful" how useful was information about Army Corps of Engineers recreational sites?

[RECORD RATING 1-10]

98 Don't know
99 Refused

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

- Q8. How would you rate the availability of visitor services at that recreational site? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the availability of visitor services?

[RECORD RATING 1-10]

98 Don't know
99 Refused

- Q9. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Using a 10 point scale on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the quality of the visitor services?

[RECORD RATING 1-10]

98 Don't know
99 Refused

Q10. 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 RATING 1-10]

98 Don't know
99 Refused

(RANDOMIZE Q10A AND Q10B)

Q10A. (FIRST/NEXT) 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 RATING 1 - 10]: _____

11 Don't know
12 Refused

Q10B. (FIRST/NEXT) 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 RATING 1 - 10]: _____

11 Don't know
12 Refused

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

Q11. 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 RATING 1-10]

98 Don't know
99 Refused

Q12. 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 RATING 1-10]

98 Don't know
99 Refused

Q13. 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 RATING 1-10]

98 Don't know
99 Refused

Q14. Not Asked

Q14A. Not Asked

Q14B. Not Asked

Q15. 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 RATING 1-10]

98 Don't know
99 Refused

Q15A. 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 RATING 1-10]

98 Don't know
99 Refused

Q16. 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 a Army Corps of Engineers recreation site in the future?

[RECORD RATING 1-10]

- 98 Don't know
- 99 Refused

APPEND NAME OF USACE SITE VISITED

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

D1. What is your age, please?

[RECORD NUMBER OF YEARS] _____

- 98 Don't know
- 99 Refused

D2. 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
 - 98 Don't know
 - 99 Refused
-

D3. Are you of Hispanic, Latino or Spanish origin?

- 1 Yes
 - 2 No
 - 98 Don't know
 - 99 Refused
-

D4. Do you consider your race(s) as: (READ CODES 1-4, ACCEPT UP TO FIVE MENTIONS)

- 1 White
 - 2 Black/African American
 - 3 American Indian/Alaskan
 - 4 Asian
 - 5 Native Hawaiian or Pacific Islander
 - 6 Other Race [VOL]
 - 98 Don't know
 - 99 Refused
-

D5. What was your total annual family income in 2002 before taxes? (READ COODES 1-7)

- 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
 - 98 Don't know
 - 99 Refused
-

D6. [RECORD GENDER BY OBSERVATION]

- 1 Male
 - 2 Female
-

APPENDIX B

FREQUENCIES AND MEANS OF SURVEY QUESTIONS

Site

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Alabama River Lakes	1	1	.4	.4	.4
Black Warrior and Tombigee	4	4	1.5	1.5	1.9
Chena River Lakes	5	1	.4	.4	2.3
Beaver Lake	6	6	2.3	2.3	4.6
Bull Shoals Lake	8	1	.4	.4	5.0
Gillham Lake	14	1	.4	.4	5.4
Greers Ferry Lake	15	2	.8	.8	6.2
Lake Greeson	17	1	.4	.4	6.6
Lake Ouachita	18	1	.4	.4	6.9
Millwood Lake	19	1	.4	.4	7.3
Murray Lock and Dam	20	1	.4	.4	7.7
Norfork Lake	22	2	.8	.8	8.5
Ozark Lake	24	1	.4	.4	8.9
Carbon Canyon Dam	34	1	.4	.4	9.3
Eastman Lake	35	2	.8	.8	10.0
Hansen Dam	37	1	.4	.4	10.4
Harry L. Englebright	38	1	.4	.4	10.8
Hensley Lake	39	1	.4	.4	11.2
Lake Kaweah	40	2	.8	.8	12.0
Lake Mendocino	41	1	.4	.4	12.4
Lake Sonoma	42	1	.4	.4	12.7
Mojave River Dam	44	1	.4	.4	13.1
Pine Flat Lake	47	3	1.2	1.2	14.3
Prado Dam	48	1	.4	.4	14.7
Salinas Dam Santa Margarita	50	1	.4	.4	15.1
Stanislaus River	53	1	.4	.4	15.4
Bear Creek Lake	56	7	2.7	2.7	18.1
Chatfield Lake	57	8	3.1	3.1	21.2
Cherry Creek Lake	58	4	1.5	1.5	22.8
John Martin Dam	59	2	.8	.8	23.6
Trinidad Lake	60	2	.8	.8	24.3
Thomaston Dam	67	1	.4	.4	24.7
Lake Okeechobee	71	6	2.3	2.3	27.0
Lake Seminole	72	4	1.5	1.5	28.6
Carters Lake	75	2	.8	.8	29.3
Hartwell Lake	77	3	1.2	1.2	30.5
Lake Sidney Lanier	78	4	1.5	1.5	32.0
New Savannah Bluff	79	1	.4	.4	32.4
West Point Project	82	1	.4	.4	32.8
Illinois Waterway	87	1	.4	.4	33.2
Rend Lake	91	1	.4	.4	33.6
Cecil M. Harden Lake	96	1	.4	.4	34.0
Monroe Lake	100	1	.4	.4	34.4
Patoka Lake	102	2	.8	.8	35.1
Coralville Lake	104	2	.8	.8	35.9
Lake Red Rock	105	3	1.2	1.2	37.1
Mississippi River Pools	106	1	.4	.4	37.5
Clinton Lake	109	3	1.2	1.2	38.6
Marion Reservoir	117	1	.4	.4	39.0

Melvern Lake	118	1	.4	.4	39.4
Milford Lake	119	1	.4	.4	39.8
Perry Lake	121	1	.4	.4	40.2
Barkley Lock and Dam	126	3	1.2	1.2	41.3
Barren River Lake	127	2	.8	.8	42.1
Carr Creek Lake	129	2	.8	.8	42.9
Cave Run Lake	130	2	.8	.8	43.6
Green River Lake	134	1	.4	.4	44.0
Kentucky River	137	2	.8	.8	44.8
Laurel River Lake	138	2	.8	.8	45.6
Nolin River Lake	142	3	1.2	1.2	46.7
Rough River Lake	144	1	.4	.4	47.1
Wolf Creek Dam Lake	146	4	1.5	1.5	48.6
IWW Delaware R to Chesapeake	165	1	.4	.4	49.0
St. Marys River	171	1	.4	.4	49.4
Duluth-Superior Harbor	172	3	1.2	1.2	50.6
Mississippi River Headwaters	176	2	.8	.8	51.4
Enid Lake	191	1	.4	.4	51.7
Sardis Lake	194	2	.8	.8	52.5
Tennessee-Tombigbee	195	1	.4	.4	52.9
Clarence Cannon Dam	197	1	.4	.4	53.3
Clearwater Lake	198	3	1.2	1.2	54.4
Harry S Truman Dam	199	2	.8	.8	55.2
Pomme de Terre Lake	202	3	1.2	1.2	56.4
Smithville Lake	206	2	.8	.8	57.1
Stockton Lake	207	2	.8	.8	57.9
Table Rock Lake	208	10	3.9	3.9	61.8
Libby Dam and Lake	211	1	.4	.4	62.2
Branched Oak Lake	213	1	.4	.4	62.5
Franklin Falls Dam	230	1	.4	.4	62.9
Hopkinton-Everett Lake	231	1	.4	.4	63.3
Surry Mountain Lake	233	1	.4	.4	63.7
Whitney Point	243	2	.8	.8	64.5
B. Everett Jordan Dam	244	3	1.2	1.2	65.6
Falls Lake	246	2	.8	.8	66.4
W. Kerr Scott Dam	247	2	.8	.8	67.2
Garrison Dam Lake	250	2	.8	.8	68.0
Alum Creek Lake	253	3	1.2	1.2	69.1
Beach City Lake	255	1	.4	.4	69.5
Clarence J. Brown Dam	262	2	.8	.8	70.3
Mosquito Creek Lake	273	2	.8	.8	71.0
Pleasant Hill Lake	278	1	.4	.4	71.4
Senecaville Lake	279	1	.4	.4	71.8
Tappan Lake	280	1	.4	.4	72.2
Arcadia Lake	286	2	.8	.8	73.0
Eufaula Lake	292	3	1.2	1.2	74.1
Fort Supply Lake	294	1	.4	.4	74.5
Oologah Lake	302	2	.8	.8	75.3
Skiatook Lake	307	1	.4	.4	75.7
Tenkiller Ferry Lake	308	1	.4	.4	76.1
Wister Lake	312	1	.4	.4	76.4
Bonneville Lock	314	2	.8	.8	77.2
Cougar Lake	316	1	.4	.4	77.6
Fern Ridge Lake	321	1	.4	.4	78.0
Lost Creek Lake	327	1	.4	.4	78.4
Willamette Falls Locks	329	1	.4	.4	78.8
Beltzville Lake	333	2	.8	.8	79.5

Blue Marsh Lake	334	2	.8	.8	80.3
Kinzua Dam and Allegheny	345	2	.8	.8	81.1
Raystown Lake	363	3	1.2	1.2	82.2
Shenango River Lake	364	1	.4	.4	82.6
Youghiogheny River	369	1	.4	.4	83.0
J. Strom Thurmond Lake	370	3	1.2	1.2	84.2
Gavins Point Project	375	1	.4	.4	84.6
Oahe Dam Lake Oahe	376	3	1.2	1.2	85.7
Center Hill Lake	377	1	.4	.4	86.1
Dale Hollow Lake	380	3	1.2	1.2	87.3
J. Percy Priest Dam	381	4	1.5	1.5	88.8
Old Hickory Lock	382	2	.8	.8	89.6
Barker Dam	386	1	.4	.4	90.0
Belton Lake	387	1	.4	.4	90.3
Benbrook Lake	388	1	.4	.4	90.7
Canyon Lake	389	6	2.3	2.3	93.1
Lewisville Lake	398	1	.4	.4	93.4
Ray Roberts Lake	403	1	.4	.4	93.8
Sam Rayburn Reservoir	404	4	1.5	1.5	95.4
Texoma Lake	407	1	.4	.4	95.8
Aiw Albemarle	419	1	.4	.4	96.1
Chief Joseph Dam	425	1	.4	.4	96.5
Lake Washington Ship	429	1	.4	.4	96.9
Bluestone Lake	437	1	.4	.4	97.3
Racine Locks and Dam	448	1	.4	.4	97.7
Stonewall Jackson Lake	450	2	.8	.8	98.5
Eau Galle Flood Control	455	1	.4	.4	98.8
Sturgeon Bay and Lake	456	3	1.2	1.2	100.0
		-----	-----	-----	
	Total	259	100.0	100.0	
Valid cases	259	Missing cases	0		

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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	2	.8	.8	1.2
	3	3	1.2	1.2	2.3
	4	3	1.2	1.2	3.5
	5	31	12.0	12.1	15.6
	6	25	9.7	9.7	25.3
	7	44	17.0	17.1	42.4
	8	82	31.7	31.9	74.3
	9	24	9.3	9.3	83.7
	10	42	16.2	16.3	100.0
Don't know	-8	2	.8	Missing	
		-----	-----	-----	
	Total	259	100.0	100.0	

Mean 7.514

Valid cases 257 Missing cases 2

Q2. 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." How clean were the facilities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.5	1.6	1.6
	2	2	.8	.8	2.4
	3	2	.8	.8	3.2
	4	5	1.9	2.0	5.1
	5	17	6.6	6.7	11.9
	6	14	5.4	5.5	17.4
	7	38	14.7	15.0	32.4
	8	70	27.0	27.7	60.1
	9	52	20.1	20.6	80.6
	10	49	18.9	19.4	100.0
Don't know	-8	6	2.3	Missing	
		-----	-----	-----	
	Total	259	100.0	100.0	

Mean 7.854

Valid cases 253 Missing cases 6

Q3. Apart from cleanliness, how would you rate the condition and appearance of the facilities? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the condition and appearance of the facilities?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	1	.4	.4	.4
	4	6	2.3	2.3	2.7
	5	10	3.9	3.9	6.6
	6	12	4.6	4.7	11.3
	7	32	12.4	12.5	23.8
	8	77	29.7	30.1	53.9
	9	55	21.2	21.5	75.4
	10	63	24.3	24.6	100.0
Refused	-9	1	.4	Missing	
Don't know	-8	2	.8	Missing	
	Total	259	100.0	100.0	

Mean 8.258

Valid cases 256 Missing cases 3

Q4. How would you rate the overall appearance of the lands and waters? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the overall appearance of the lands and waters?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	1	.4	.4	.4
	4	5	1.9	1.9	2.3
	5	11	4.2	4.2	6.6
	6	10	3.9	3.9	10.4
	7	38	14.7	14.7	25.1
	8	63	24.3	24.3	49.4
	9	59	22.8	22.8	72.2
	10	72	27.8	27.8	100.0
	Total	259	100.0	100.0	

Mean 8.332

Valid cases 259 Missing cases 0

Q5. How accessible were the land and waters? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible were the lands and waters?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	2	.8	.8	.8
	5	9	3.5	3.5	4.3
	6	15	5.8	5.8	10.1
	7	21	8.1	8.1	18.2
	8	56	21.6	21.7	39.9
	9	44	17.0	17.1	57.0
	10	111	42.9	43.0	100.0
Don't know	-8	1	.4	Missing	
	Total	259	100.0	100.0	

Mean 8.690

Valid cases 258 Missing cases 1

Q6. How accessible was information about recreational sites managed by the Army Corps of Engineers? Using a 10-point scale on which "1" means "not at all accessible" and "10" means "very accessible" how accessible was information about Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.5	1.6	1.6
	2	1	.4	.4	2.0
	3	3	1.2	1.2	3.3
	4	6	2.3	2.5	5.7
	5	28	10.8	11.5	17.2
	6	22	8.5	9.0	26.2
	7	22	8.5	9.0	35.2
	8	52	20.1	21.3	56.6
	9	31	12.0	12.7	69.3
	10	75	29.0	30.7	100.0
Refused	-9	1	.4	Missing	
Don't know	-8	14	5.4	Missing	
	Total	259	100.0	100.0	

Mean 7.828

Valid cases 244 Missing cases 15

Q7. How useful was the information you obtained about Army Corps of Engineers recreational sites? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful" how useful was information about Army Corps of Engineers recreational sites?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	2.0	2.0
	2	1	.4	.4	2.5
	3	1	.4	.4	2.9
	4	6	2.3	2.5	5.3
	5	30	11.6	12.3	17.6
	6	21	8.1	8.6	26.2
	7	28	10.8	11.5	37.7
	8	53	20.5	21.7	59.4
	9	30	11.6	12.3	71.7
	10	69	26.6	28.3	100.0
Don't know	-8	15	5.8	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 7.746

Valid cases 244 Missing cases 15

Q8. How would you rate the availability of visitor services at that recreational site? Using a 10 point scale on which "1" means "poor" and "10" means "excellent," how would you rate the availability of visitor services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	5	1.9	2.1	2.1
	2	4	1.5	1.7	3.7
	3	3	1.2	1.2	5.0
	4	8	3.1	3.3	8.3
	5	31	12.0	12.8	21.1
	6	24	9.3	9.9	31.0
	7	39	15.1	16.1	47.1
	8	51	19.7	21.1	68.2
	9	26	10.0	10.7	78.9
	10	51	19.7	21.1	100.0
Refused	-9	2	.8	Missing	
Don't know	-8	15	5.8	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 7.347

Valid cases 242 Missing cases 17

Q9. How would you rate the quality of the visitor services in terms of providing useful information and assistance you needed? Using a 10 point scale on which "1" means "very poor quality" and "10" means "very high quality," how would you rate the quality of the visitor services?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.7
	3	6	2.3	2.5	4.2
	4	7	2.7	2.9	7.1
	5	29	11.2	12.2	19.3
	6	26	10.0	10.9	30.3
	7	25	9.7	10.5	40.8
	8	51	19.7	21.4	62.2
	9	36	13.9	15.1	77.3
	10	54	20.8	22.7	100.0
Refused	-9	2	.8	Missing	
Don't know	-8	19	7.3	Missing	
		-----	-----	-----	
	Total	259	100.0	100.0	

Mean 7.563

Valid cases 238 Missing cases 21

Q10. 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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	1	.4	.4	.8
	5	13	5.0	5.0	5.8
	6	18	6.9	6.9	12.7
	7	30	11.6	11.6	24.3
	8	86	33.2	33.2	57.5
	9	53	20.5	20.5	78.0
	10	57	22.0	22.0	100.0
		-----	-----	-----	
	Total	259	100.0	100.0	

Mean 8.189

Valid cases 259 Missing cases 0

Q10A. 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."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	4	1.5	1.6	2.5
	3	4	1.5	1.6	4.1
	4	4	1.5	1.6	5.7
	5	15	5.8	6.1	11.9
	6	12	4.6	4.9	16.8
	7	31	12.0	12.7	29.5
	8	48	18.5	19.7	49.2
	9	35	13.5	14.3	63.5
	10	89	34.4	36.5	100.0
Refused	-9	3	1.2	Missing	
Don't know	-8	12	4.6	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 8.160

Valid cases 244 Missing cases 15

Q10B. 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."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	3	3	1.2	1.2	2.4
	4	2	.8	.8	3.2
	5	21	8.1	8.4	11.6
	6	7	2.7	2.8	14.4
	7	26	10.0	10.4	24.8
	8	52	20.1	20.8	45.6
	9	37	14.3	14.8	60.4
	10	99	38.2	39.6	100.0
Refused	-9	3	1.2	Missing	
Don't know	-8	6	2.3	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 8.352

Valid cases 250 Missing cases 9

Q11. 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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	3	1	.4	.4	.4
	4	3	1.2	1.2	1.6
	5	8	3.1	3.1	4.7
	6	8	3.1	3.1	7.8
	7	42	16.2	16.3	24.0
	8	73	28.2	28.3	52.3
	9	51	19.7	19.8	72.1
	10	72	27.8	27.9	100.0
Don't know	-8	1	.4	Missing	
	Total	259	100.0	100.0	

Mean 8.372

Valid cases 258 Missing cases 1

Q12. 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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	1	.4	.4	1.2
	3	2	.8	.8	1.9
	4	3	1.2	1.2	3.1
	5	36	13.9	14.0	17.1
	6	26	10.0	10.1	27.1
	7	42	16.2	16.3	43.4
	8	82	31.7	31.8	75.2
	9	32	12.4	12.4	87.6
	10	32	12.4	12.4	100.0
Don't know	-8	1	.4	Missing	
	Total	259	100.0	100.0	

Mean 7.426

Valid cases 258 Missing cases 1

Q13. 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."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	2	.8	.8	2.0
	4	8	3.1	3.2	5.1
	5	27	10.4	10.7	15.8
	6	26	10.0	10.3	26.1
	7	50	19.3	19.8	45.8
	8	54	20.8	21.3	67.2
	9	34	13.1	13.4	80.6
	10	49	18.9	19.4	100.0
Don't know	-8	6	2.3	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 7.542

Valid cases 253 Missing cases 6

Q15. 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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	3	1.2	1.2	1.6
	3	5	1.9	1.9	3.5
	4	9	3.5	3.5	7.0
	5	12	4.6	4.7	11.7
	6	15	5.8	5.8	17.5
	7	35	13.5	13.6	31.1
	8	61	23.6	23.7	54.9
	9	36	13.9	14.0	68.9
	10	80	30.9	31.1	100.0
Don't know	-8	2	.8	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 8.035

Valid cases 257 Missing cases 2

Q15A. 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?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	2	.8	.8	1.2
	3	3	1.2	1.2	2.4
	4	8	3.1	3.1	5.5
	5	16	6.2	6.3	11.8
	6	19	7.3	7.5	19.2
	7	31	12.0	12.2	31.4
	8	71	27.4	27.8	59.2
	9	33	12.7	12.9	72.2
	10	71	27.4	27.8	100.0
Don't know	-8	4	1.5	Missing	
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 7.969

Valid cases 255 Missing cases 4

Q16. 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 a Army Corps of Engineers recreation site in the future?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	3	4	1.5	1.5	2.7
	4	3	1.2	1.2	3.9
	5	7	2.7	2.7	6.6
	6	4	1.5	1.5	8.1
	7	8	3.1	3.1	11.2
	8	25	9.7	9.7	20.8
	9	20	7.7	7.7	28.6
	10	185	71.4	71.4	100.0
		-----	-----	-----	
Total		259	100.0	100.0	

Mean 9.158

Valid cases 259 Missing cases 0

QD1. What is your age, please?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	7	2.7	2.7	2.7
	19	3	1.2	1.2	3.9
	20	2	.8	.8	4.7
	21	1	.4	.4	5.1
	22	4	1.5	1.6	6.6
	23	3	1.2	1.2	7.8
	24	2	.8	.8	8.6
	25	6	2.3	2.3	10.9
	26	5	1.9	2.0	12.9
	27	5	1.9	2.0	14.8
	28	4	1.5	1.6	16.4
	29	3	1.2	1.2	17.6
	30	9	3.5	3.5	21.1
	31	2	.8	.8	21.9
	32	7	2.7	2.7	24.6
	33	8	3.1	3.1	27.7
	34	8	3.1	3.1	30.9
	35	7	2.7	2.7	33.6
	36	2	.8	.8	34.4
	37	8	3.1	3.1	37.5
	38	7	2.7	2.7	40.2
	39	2	.8	.8	41.0
	40	4	1.5	1.6	42.6
	41	10	3.9	3.9	46.5
	42	3	1.2	1.2	47.7
	43	1	.4	.4	48.0
	44	10	3.9	3.9	52.0
	45	6	2.3	2.3	54.3
	46	7	2.7	2.7	57.0
	47	7	2.7	2.7	59.8
	48	5	1.9	2.0	61.7
	49	6	2.3	2.3	64.1
	50	6	2.3	2.3	66.4
	51	6	2.3	2.3	68.8
	52	7	2.7	2.7	71.5
	53	10	3.9	3.9	75.4
	54	4	1.5	1.6	77.0
	55	6	2.3	2.3	79.3
	56	4	1.5	1.6	80.9
	57	3	1.2	1.2	82.0
	58	5	1.9	2.0	84.0
	59	2	.8	.8	84.8
	60	3	1.2	1.2	85.9
	61	2	.8	.8	86.7
	62	3	1.2	1.2	87.9
	63	1	.4	.4	88.3
	64	5	1.9	2.0	90.2
	65	2	.8	.8	91.0
	66	4	1.5	1.6	92.6
	67	1	.4	.4	93.0
	68	3	1.2	1.2	94.1

	69	1	.4	.4	94.5
	70	2	.8	.8	95.3
	72	1	.4	.4	95.7
	74	3	1.2	1.2	96.9
	75	1	.4	.4	97.3
	77	1	.4	.4	97.7
	78	1	.4	.4	98.0
	79	2	.8	.8	98.8
	80	2	.8	.8	99.6
	84	1	.4	.4	100.0
Refused	-9	3	1.2	Missing	
		-----	-----		
	Total	259	100.0	100.0	

Mean 44.008

Valid cases 256 Missing cases 3

QD2. What is the highest level of formal education you completed?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Less than High School	1	6	2.3	2.3	2.3
High School	2	50	19.3	19.3	21.6
Some College or Assoc. Degree	3	93	35.9	35.9	57.5
College Graduate	4	64	24.7	24.7	82.2
Post-Graduate	5	46	17.8	17.8	100.0
		-----	-----	-----	
	Total	259	100.0	100.0	

Valid cases 259 Missing cases 0

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

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No	0	250	96.5	96.9	96.9
Yes	1	8	3.1	3.1	100.0
Refused	-9	1	.4	Missing	
		-----	-----	-----	
	Total	259	100.0	100.0	

Valid cases 258 Missing cases 1

QD4V1. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	236	91.1	91.8	91.8
Black/African American	2	9	3.5	3.5	95.3
American Indian/Alaska Native	3	4	1.5	1.6	96.9
Asian	4	1	.4	.4	97.3
Other Race	6	7	2.7	2.7	100.0
Refused	-9	2	.8	Missing	
Total		259	100.0	100.0	

Valid cases 257 Missing cases 2

QD5. What was your total annual family income in 2002?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Under \$20K	1	18	6.9	7.7	7.7
20K-30K	2	32	12.4	13.6	21.3
30K-40K	3	40	15.4	17.0	38.3
40K-60K	4	49	18.9	20.9	59.1
60K-80K	5	43	16.6	18.3	77.4
80K-100K	6	24	9.3	10.2	87.7
\$100K or more	7	29	11.2	12.3	100.0
Refused	-9	18	6.9	Missing	
Don't know	-8	6	2.3	Missing	
Total		259	100.0	100.0	

Valid cases 235 Missing cases 24

QD6. Gender

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Male	1	93	35.9	35.9	35.9
Female	2	166	64.1	64.1	100.0
Total		259	100.0	100.0	

Valid cases 259 Missing cases 0