

Responses to Questions 22

Unedited individual responses to the question "Do you have any concerns, comments or suggestions regarding the collection or use of visitor monitoring information on Corps projects?" ([Question 22](#))

Need for Visitation Surveys Updates

Division	District	Comment
LRD	HUNTINGTON	Existing activity, visitor survey is not accurate because it's based on 1974 survey.
LRD	HUNTINGTON	Need accurate baseline data established through professionally done surveys.
LRD	HUNTINGTON	Our visitation percentages are based on a 20+ year old rec. use survey.
LRD	LOUISVILLE	All our visitation data is based on 25 year old surveys. This base needs to be updated.
LRD	LOUISVILLE	It's been years since last visitor survey -funding has not been provided.
LRD	LOUISVILLE	Our visitation figures are over 20 years old.
MVD	ST. LOUIS	Need updated surveys (VERS)
MVD	VICKSBURG	Antiquated project visitor load factors are not equal to current volume loading
MVD	VICKSBURG	Need Current Visitation Survey
MVD	VICKSBURG	The current monitoring data is outdated and authorization / funding is needed to perform.
NAD	BALTIMORE	Need a new round of visitor use surveys.
NWD	KANSAS CITY	Visitor surveys need to be updated on a regular basis; every 5 to 10 years.
NWD	WALLA WALLA	Need updated use surveys.

Accuracy of Visitation Surveys

Division	District	Comment
LRD	HUNTINGTON	Visitation estimation is mostly inaccurate for various reasons, including inability of counters to count all.
LRD	LOUISVILLE	My concern is about the accuracy of the figures used to determine visitation.
MVD	ROCK ISLAND	Visitor surveys used on conjunction with traffic counters do not accurately reflect the true picture. Surveys often result in sample size too small to properly reflect usage. Surveys should be combined with previous survey information to obtain sample sizes that are large enough. This assumes no basic changes to the character of the area and consecutive year sampling. Why can't we get an updated version of VERS? Have been waiting on the OMBIL/VERS setup way too long. Fluctuates greatly from survey to survey. Should use a longer term of data collection to average highs and lows.
NWD	KANSAS CITY	I do not think visitation data (surveys) have been historically accurate.
NWD	SEATTLE	Need to identify/recognize seasonal use patterns reliability of random surveys.
SAD	MOBILE	The info collected should be more current and reliable.
SPD	ALBUQUERQUE	Most of the project need a comprehensive survey. The data we are collecting is not accurate.

SPD	SACRAMENTO	Questions for future visitor use surveys should be able to accurately reflect the type
SWD	FORT WORTH	I question the accuracy of the information
SWD	LITTLE ROCK	I question the accuracy of this information. Recommend new surveys with everyone playing by the same rules and updated.
SWD	LITTLE ROCK	Data collecting varies from project to project-load factors get manipulated
SWD	LITTLE ROCK	The VERS/DDES does not accurately portray a good picture of camping on smaller projects

Funding / Staffing for Surveys

Division	District	Comment
LRD	HUNTINGTON	Recreation funding based on user trends and total visitation
LRD	HUNTINGTON	Periodic visitor trend and load factor surveys
LRD	HUNTINGTON	Nationwide traffic counter monitoring system utilizing satellite link uploads.
LRD	HUNTINGTON	Continued increases in administrative responsibilities do not allow time to analyze
LRD	HUNTINGTON	Lack of staffing
LRD	LOUISVILLE	No money is ever available for surveys. Manpower is limited.
MVD	ST. LOUIS	Need funds for updated surveys.
NWD	OMAHA	Provide needed money to collect info!
SWD	LITTLE ROCK	Cost in manpower, time, and money
SWD	TULSA	Money needed for new survey contracts.
SWD	TULSA	No, but it should be contracted.
SWD	TULSA	Information needs to be collected and monitored by contractors.

Value of Surveys to Projects

Division	District	Comment
LRD	HUNTINGTON	NRMS is practically useless to me, just another "data call"
LRD	PITTSBURGH	It is too complicated. WE only need to know how many people did what.
MVD	ST. PAUL	My concern is with the waste of time and money collecting all kinds of data, the
		bottom line is what's important, what's the usage, our recreation areas from May – Sept
		are 80% used/full, etc... The bottom line is our facilities are used heavily and if they weren't -- close them.
NWD	KANSAS CITY	Visitor monitoring information should be short but descriptive and targeted toward the lake having the survey.
NWD	PORTLAND	Managers know their users and user groups. I think we waste a lot of time on visitor use.
NWD	WALLA WALLA	Using such data to create performance measures vs. benchmarking for management decisions
SWD	FORT WORTH	Visitor information should be geared for use by on-site managers. Don't need more reporting exercises

SWD	LITTLE ROCK	We gather more data than the resultant benefit justifies.
Need for Dispersed Use Surveys		
Division	District	Comment
LRD	LOUISVILLE	Lack of current visitor safety. Lack of dispersed use visitor collection.
LRD	PITTSBURGH	We do not have an accurate/effective way of measuring dispersed rec., such as hunting
LRD	PITTSBURGH	Guidance/training monitoring dispersed area visitation.
MVD	ST. PAUL	There is no standard method of accurately collecting dispersed use visitation
NWD	PORTLAND	Grant needed for dispersed use surveys and more timely facility surveys.
SAD	WILMINGTON	Not done often enough or thoroughly enough.....particularly outside of developed sites (dispersed recreation)
SWD	LITTLE ROCK	Dispensed Recreation activities are not properly monitored and accounted for.
SWD	TULSA	Need more information on use in wildlife areas.
Need for Additional Information		
Division	District	Comment
LRD	HUNTINGTON	Difficult to asses monitoring of visitor information for present or future use.
MVD	ST. LOUIS	How do we obtain valuable customer information needed for program and facility improvements as well economic.
MVD	ST. PAUL	I would like to see information on use of golden age cards--specifically how it relates to users family income. I frequently get people in rigs that cost six figures presenting a card for half price. This I am sure was not the intent of the discount program. Those who are in need, or have a fixed income in the lower bracket deserve a break, not just everyone at age 62 or older
SWD	LITTLE ROCK	Recommend visitor comment cards
Recommended Visitation Survey Periodicity		
Division	District	Comment
LRD	LOUISVILLE	Collection of visitor data needs to be done every 5-10 years
NAD	NEW ENGLAND	I believe it to be a waste of time - once a base line is established a follow-up survey can be taken every 5 years -- Things don't change that much out here.
NWD	SEATTLE	Update vers/stats more often (3-5 years)
SPD	SAN FRANCISCO	Visitor/visitation survey should be done every 5 years by WES
Need for Visitor Center Surveys		
Division	District	Comment
LRD	DETROIT	Data collection formats tend strongly to be aimed specifically at park areas with a number of facilities and activities. Need to recognize sites that are primarily or

		only a visitor center!
NWD	OMAHA	We need to have a means to survey visitors at visitor centers if we don't already.
SPD	SAN FRANCISCO	The Corps needs to develop separate comment cards specific to visitor centers that measure/monitor
Standardization of Visitation Surveys		
Division	District	Comment
NAD	NEW ENGLAND	Only that all methods are consistent at all projects to achieve accurate results
SAD	MOBILE	Visitation information does not appear to be collected/reported in the same manner across.....
SPD	ALBUQUERQUE	We need a verifiable system that we are all on and all agree to go by.
SWD	LITTLE ROCK	Suggest that we standardize procedures within all Federal agencies.
Other Comments		
Division	District	Comment
LRD	HUNTINGTON	Our visitation is limited to a small picnic area and project tours, most of our visitors are highway traffic stopping for a rest. We very seldom interact with them
LRD	HUNTINGTON	# of visitors for project reporting is taken from questioning the private camps on the lake
LRD	LOUISVILLE	These projects are not visited much by the public, they go under water each year, preventing permanent information boards.
LRD	PITTSBURGH	Need to adapt VERS to windows
NAD	NEW ENGLAND	Privacy
NAD	NEW ENGLAND	We are in a small town and visitors may not like to be monitored. It may spoil the experience for some.
NWD	PORTLAND	We need to do a better job!
SAD	SAVANNAH	Visitor comments are easily shaped and influenced by the days events or the lake elevation.
SPD	SAN FRANCISCO	Will park rangers be involved in the collection of information and if so, to what degree?
SWD	FORT WORTH	Outdated survey model
SWD	FORT WORTH	None other than it has to approved by higher authority
SWD	TULSA	Time consuming information we have form surveys is repetitive -info use already were familiar with