

Q1: Likelihood to Recommend (Net Promote Score Question)



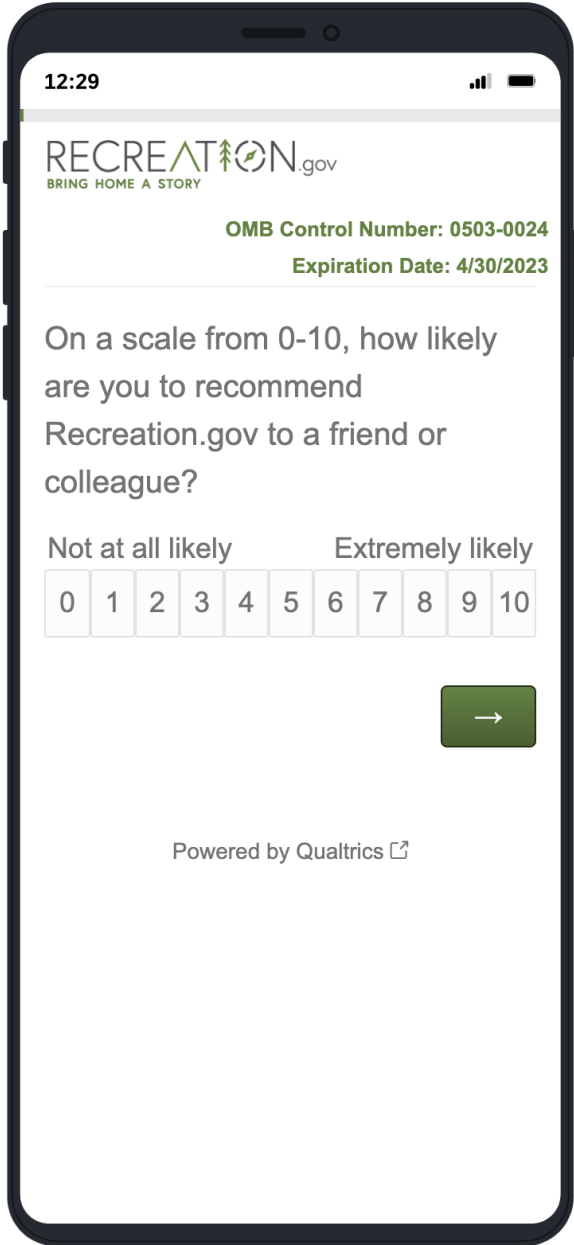
OMB Control Number: 0503-0024
Expiration Date: 4/30/2023

On a scale from 0-10, how likely are you to recommend Recreation.gov to a friend or colleague?

Not at all likely

Extremely likely

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|



12:29



OMB Control Number: 0503-0024
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On a scale from 0-10, how likely are you to recommend Recreation.gov to a friend or colleague?

Not at all likely Extremely likely

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|



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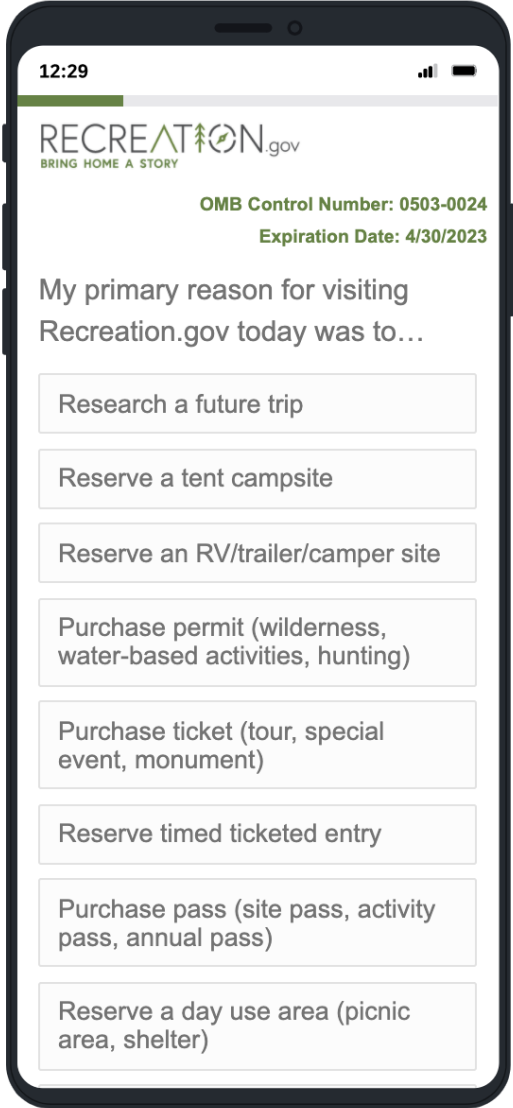
Q2 Reason for Visiting



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My primary reason for visiting Recreation.gov today was to...

- Research a future trip
- Reserve a tent campsite
- Reserve an RV/trailer/camper site
- Purchase permit (wilderness, water-based activities, hunting)
- Purchase ticket (tour, special event, monument)
- Reserve timed ticketed entry
- Purchase pass (site pass, activity pass, annual pass)
- Reserve a day use area (picnic area, shelter)
- Modify/Cancel current reservation
- Other...

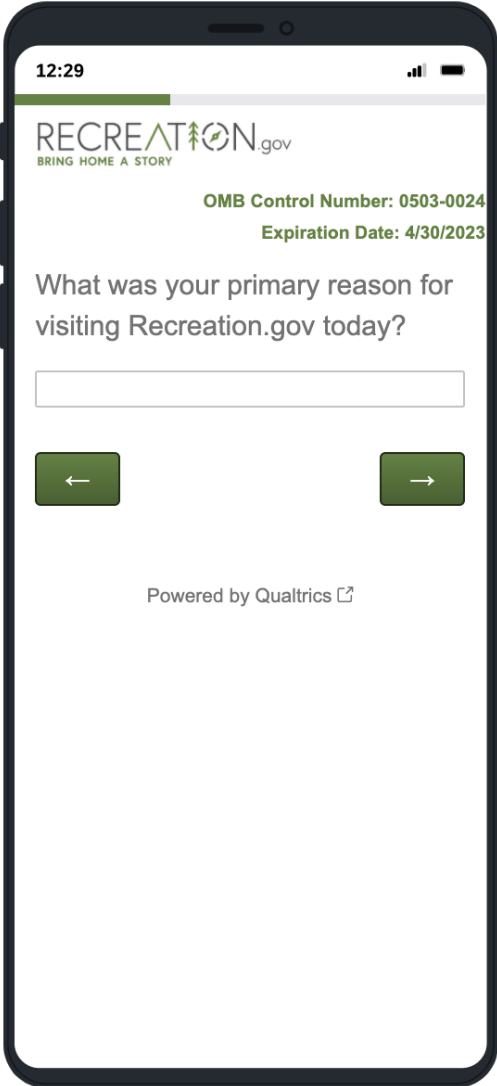


Q2-a: If "Other..." is selected from Q2



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What was your primary reason for visiting Recreation.gov today?



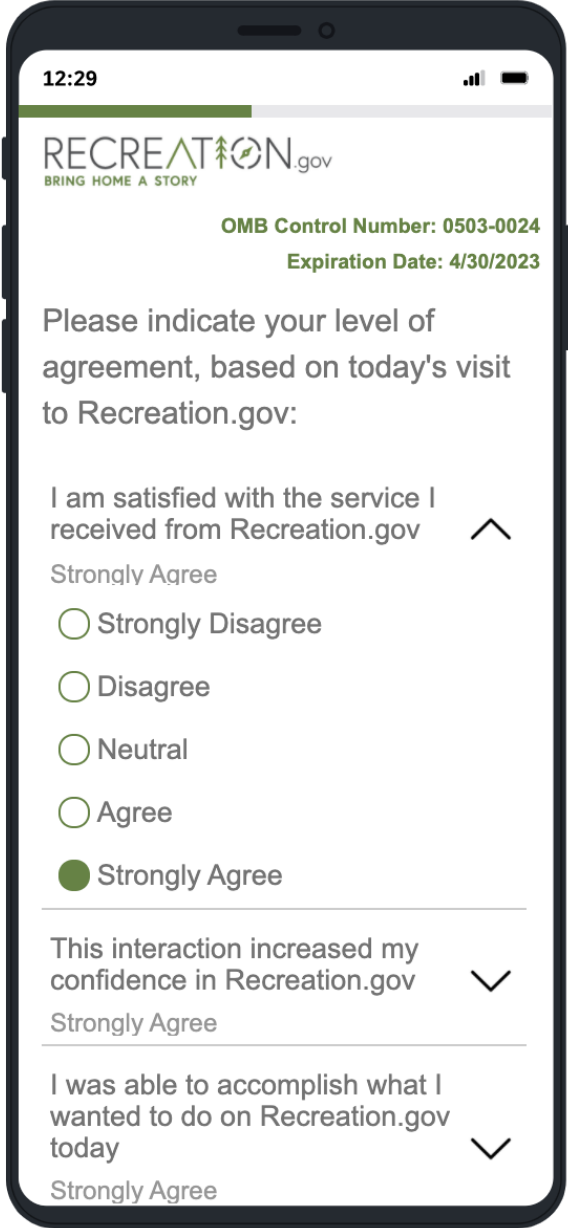
Q3: A-11 Metrics



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Please indicate your level of agreement, based on today's visit to Recreation.gov:

| | | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|------|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| Q2-a | I am satisfied with the service I received from Recreation.gov | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Q2-b | This interaction increased my confidence in Recreation.gov | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Q2-c | I was able to accomplish what I wanted to do on Recreation.gov today | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Q2-d | It was easy to complete what I needed to do | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Q2-e | It took a reasonable amount of time to do what I needed to do. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Q2-f | I understood what was being asked of me throughout my visit to Recreation.gov. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |



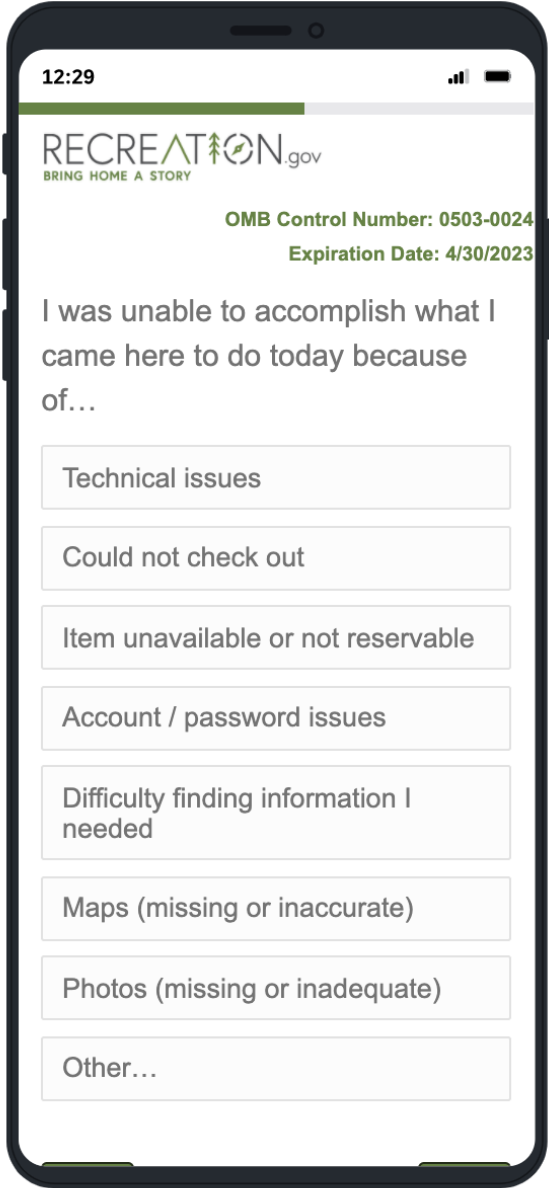
Q3-g: If “Strongly Disagree,” “Disagree,” or “Neutral” are selected in response to Q3-c



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I was unable to accomplish what I came here to do today because of...

- Technical issues
- Could not check out
- Item unavailable or not reservable
- Account / password issues
- Difficulty finding information I needed
- Maps (missing or inaccurate)
- Photos (missing or inadequate)
- Other...

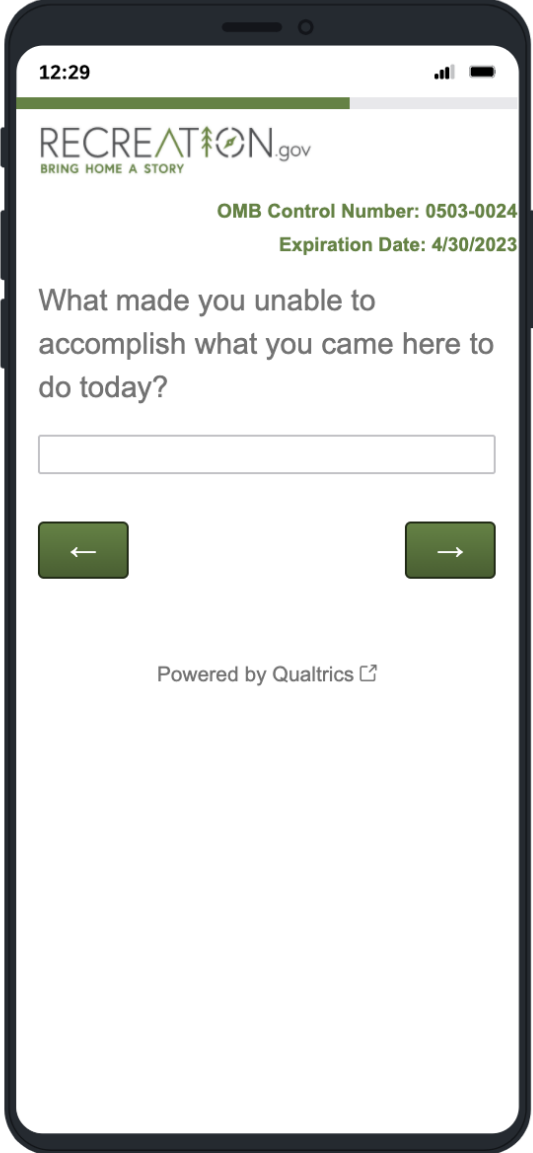


Q3-h: If "Other..." is selected in response to Q3-g.



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What made you unable to accomplish what you came here to do today?



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Q4: Visit Cadence



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I visit Recreation.gov...

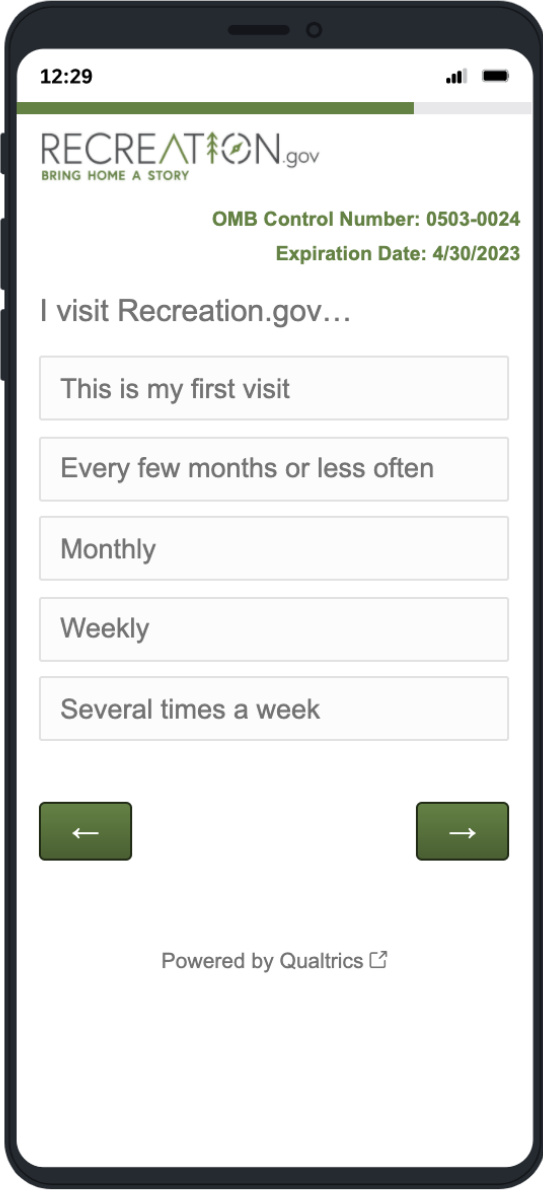
This is my first visit

Every few months or less often

Monthly

Weekly

Several times a week

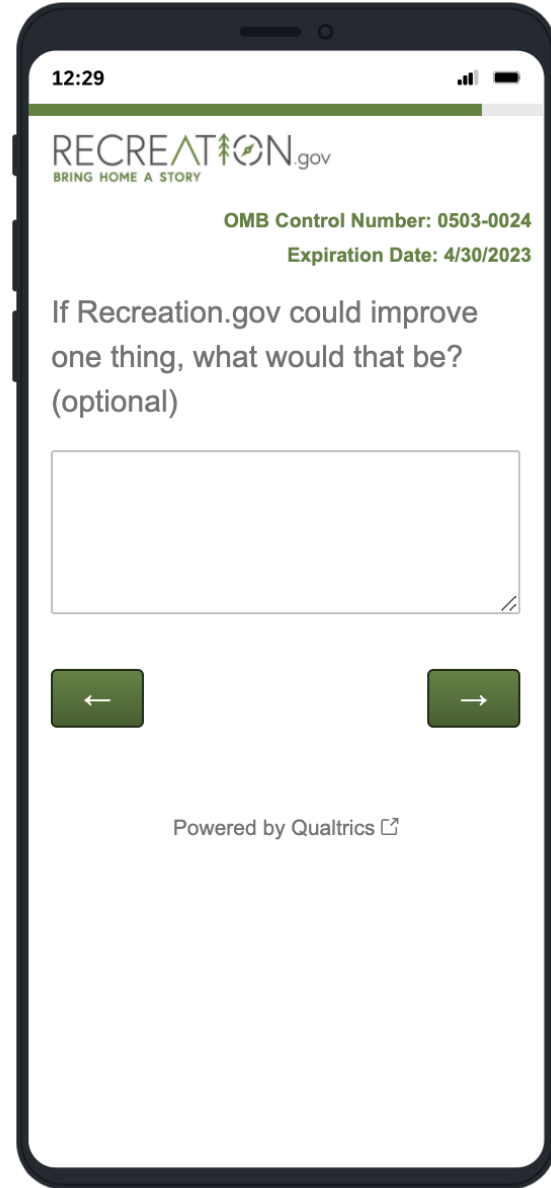


Q5: Open-Ended Comment



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If Recreation.gov could improve one thing, what would that be? (optional)



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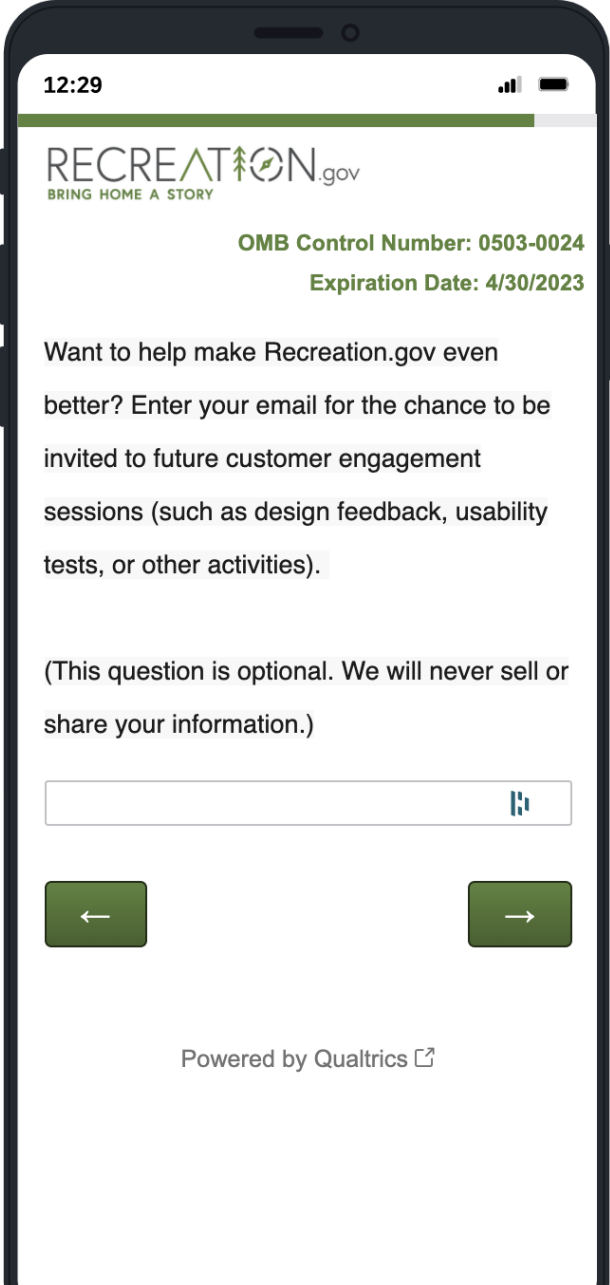
Q6: Volunteer Recruitment (this question will be enabled for 1 week at a time)



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Want to help make Recreation.gov even better? Enter your email for the chance to be invited to future customer engagement sessions (such as design feedback, usability tests, or other activities).

(This question is optional. We will never sell or share your information.)



Thank You + Burden Statement



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Thank you for completing this survey! Recreation.gov is designed with you in mind, and your comments provide valuable feedback to help us address issues, identify new features, and improve the overall experience on our site.

Burden Statement for Forms – Information Collection Requests

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0503-0024. The time required to complete this information collection is estimated to average 2 minutes per person, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Responses to this collection of information are voluntary (16 U.S.C.6801-6814).

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for minimizing respondent burden, including through the use of automated collection techniques to [Recreation.gov](https://www.recreation.gov). Include the OMB control number in any correspondence. Do not send the completed form to this address.

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