



American Customer
Satisfaction Index™

American Customer Satisfaction Index

Report on
U.S. FISH & WILDLIFE SERVICE
DEPARTMENT OF INTERIOR

April 2001

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Chapter I

Introduction & Methodology

a. Introduction

This report is on customer satisfaction of visitors to refuges of the Fish & Wildlife Service (FWS) of the Department of the Interior. 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.

In 1999, the American Customer Satisfaction Index (ACSI) was expanded to include 31 customer segments of 30 Federal agencies in 12 departments and seven non-departmental agencies and administrations. Most of the agencies for which customer satisfaction was measured are high impact agencies that deal with 90% of the government's public customers. Each agency chose a customer segment relevant to the central mission of the agency within which to assess customer satisfaction. The 1999 measure was the first cross-agency measure of customer satisfaction using the comparable methodology of the ACSI. The study for the original 31 customer segments was repeated in 2000. For this present study an additional 32 customer segments are being measured for the first time.

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, 29 industries, approximately 180 private sector companies, two types of local government services, the U.S. Postal Service, and the Internal Revenue Service and, now, a substantial portion of federal government. ACSI allows benchmarking between the public and private sectors, and for each customer segment, between one year's result 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 public trust in the agency).

b. Overview of ACSI Methodology

ACSI uses a tested, multi-equation, econometric model, shown in Figure 1. Input to the cause and effect model comes from surveys of customers of each measured

company/agency. 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. For the federal government agencies, each is weighted by the budget expended on activities for the chosen customer segment to produce a federal government ACSI.

The ACSI is updated on a rolling basis with data from 1-2 sectors collected each quarter and used to replace data collected the prior year. Each company or agency is measured annually.

Each federal government agency serves many segments of the public, both those internal to government and external users. For the ACSI measurement, each agency is 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

The Fish & Wildlife Service (FWS) chose adult visitors to FWS refuges within the past two years as its customer segment for which to measure satisfaction.

d. Customer Sample

Replicate, national, random-digit-dial samples of telephone households were selected for screening. Random-digit-dial 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 an area run by the U.S. Fish & Wildlife Service 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 FWS 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 FWS site. The list of sites those in the survey sample visited is shown at the beginning of Appendix B. These show a broad geographic distribution totaling 141 sites across 46 states. Two hundred and fifty-eight (258) 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, that allows cause and effect modeling using the ACSI model.

Customer interviews were conducted by telephone between February 8 and 20, 2001, by 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. The above mentioned database of all FWS sites was built into the CATI program for this study. Four calls were made on each selected telephone household, with calls conducted on both weekdays and weekend to reach the designated respondent. If an interview could not be completed in four calls, or if the designated respondent was screened out as not meeting the criteria described under Customer Segment Choice, another randomly selected telephone number was selected as a substitute and the four call process begun again.

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.

A demographic profile of those who responded to the FWS survey shows that 48.8% are males, 51.2% females. By age, 7.8% are under 25; 15.5% are ages 25-34; 24.2% are ages 35-44; 33.4% are ages 45-54; 10.9% are ages 55-64; and 8.2% are ages 65 or over.

Education levels are fairly high; 20.9% have a post-graduate education; 31.0% are college graduates; 31.4% have some college education, and 16.7% are high school graduates or less.

Ethnically, 2.7% are of Hispanic, Latino or Spanish origin. Racially, 94.6% are white; 1.2% African American; and 1.6% Asian. Less than 1% are American Indian/Alaskan. 1.9% report "other race."

Reflecting their high education levels, incomes are also relatively high: more than 50% have household incomes of \$60,000 or higher.

Of those respondents who indicated they have communicated with FWS, 36.1% used e-mail/internet; 12.9% telephone; 27.1% visit the agency; 6.7% written communication; and 14.9% used others means of communication.

Respondents were asked to identify the activities they participated in during their visit to a FWS site. The most popular categories: Observing wildlife or birds, 64%; Hiking, 57%; Visitors Center, 47%; and Photography, 40%. A complete list of responses about activities that respondents participated in is shown in Appendix B.

Chapter II

ACSI Results

a. Model Indices

The government agency ACSI model is a variation of the model used to measure private sector companies. Both were developed at the National Quality Research Center of the University of Michigan Business School. Whereas the model for private sector, profit-making, companies measures Customer Loyalty as the principal outcome of satisfaction (measured by questions on repurchase intention and price tolerance), each government agency, 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 Fish & Wildlife Service should be viewed as a cause and effect model that moves from left to right, with satisfaction (ACSI) in the middle. The circles are multi-variable components that are measured by several 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.

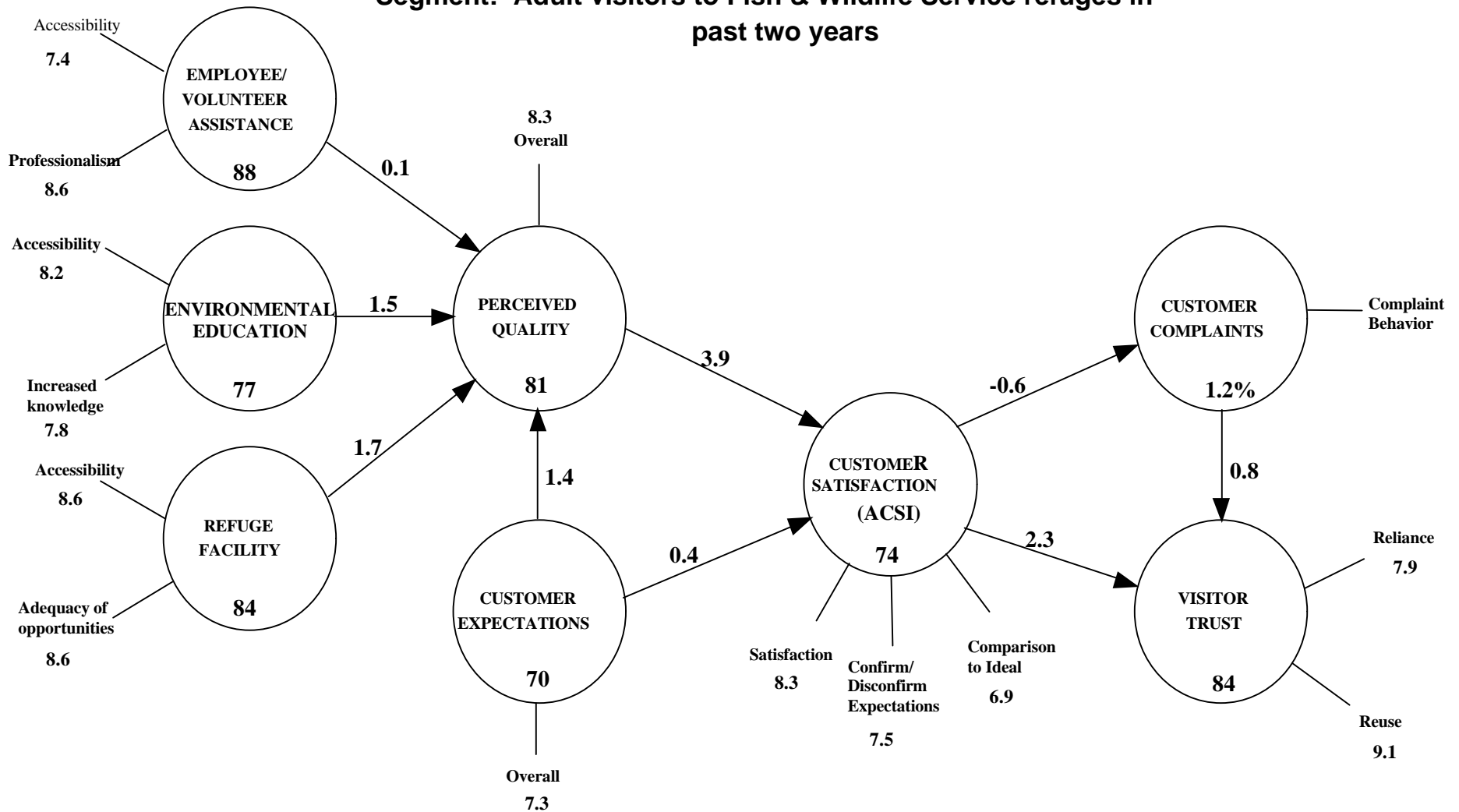
The 2001 FWS model for adult visitors to FWS sites is shown as Figure 1. The meanings of the numbers shown in the model are the topic of the rest of this chapter.

Figure 1 –

ACSI Model for Fish & Wildlife Service (FWS)

Department of the Interior

Segment: Adult visitors to Fish & Wildlife Service refuges in past two years



C.I. 95% = 2.3

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.¹ 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 2001 customer satisfaction index (ACSI) for visitors to FWS sites is 74 on a 0-100 scale. This is nearly 3 points higher than the national ACSI score for private sector services of 71.2 at the end of the fourth quarter of 2000 and roughly 5 points higher than the 2000 Federal government index of 68.6. Thus FWS is providing services better than the average private sector service provider and significantly higher than the average among Federal agencies.

c. Drivers of Satisfaction

FWS identified three activities that interface with its report publication users. These are: Employee/Volunteer Assistance, measured by two questions about the accessibility and professionalism of personnel; Environmental Education, measured by two questions about accessibility and increased knowledge; and Refuge Facility, measured by two questions about accessibility and adequacy of opportunities. The indices for each of the three activities are weighted averages of these questions.

Two other components are major drivers of satisfaction. The first is the customer's expectations of the overall quality of FWS 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 FWS as an agency with which to do business after having had experience doing such business (Q10).

¹ The confidence interval for this agency's customer segment is plus or minus 2.3 points on a 0-100 scale at the 95% confidence level.

Table 1: Drivers of Satisfaction	
Activities That Drive Satisfaction:	
EMPLOYEE/ VOLUNTEER ASSISTANCE	88
ENVIRONMENTAL EDUCATION	77
REFUGE FACILITY	74
Major Drivers of Satisfaction	
CUSTOMER EXPECTATIONS (Anticipated Quality of FWS as agency with which to do business)	70
PERCEIVED QUALITY (Experienced Quality of FWS as agency with which to do business)	81

Visitors to FWS sites give very high ratings to Employee/Volunteer Assistance, at 88, and Refuge Facility, at 84. Any ACSI score over 80 is considered high for a satisfaction driver. Respondents rate the professionalism of personnel very high (mean of 8.6 on a 10-point scale); however, they rate significantly less well (mean of 7.4) the ease with which they could locate personnel to obtain assistance. Facilities receive equal, and very high, ratings for accessibility and adequacy of opportunities of 8.6. Environmental Education scores somewhat less well, though still very strong at 77, with accessibility (mean of 8.2) receiving a slightly higher rating than increased knowledge (mean of 7.8).

Perceived Quality scores very strong at 81 and is 11 points higher than Customer Expectations, indicating that FWS delivers service significantly better than visitors expect.

d. Outcomes of Customer Satisfaction

Customer Complaints

Only a very small number (1%) of visitors have complained to the Fish & Wildlife Service within the past year. With so few complainers, it is not possible to analyze the number of complaints or how well the complaints were handled.

Contractor Trust

The outcome FWS wants from satisfied customers Visitor Trust. Trust for this modeling was measured by two questions: Willingness to rely on FWS to preserve fish and wildlife and the natural areas where they live (Q15); and likelihood that respondents will visit an FWS site in the future (Q16).

The index of Visitor Trust is 84 on a 0-100 scale. This is 10 points higher than the satisfaction score and an excellent outcome measure. Visitors give a high rating to reliance on FWS (mean of 7.9) and show a very strong likelihood to visit an FWS site in the future (mean of 9.1). A transformation of the reuse question indicates that 82% will visit an FWS site again.

e. Using the Model

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

Of the three activities, Refuge Facility and Environmental Education have very strong, nearly equal, impacts on quality and therefore on satisfaction (1.7 and 1.5 respectively). Employee/Volunteer Assistance scores very high at 88 but has virtually no impact on satisfaction (0.1). This is not to say that the accessibility and professionalism of FWS personnel do not matter at all to visitors, but rather that it is largely taken for granted that the assistance provided is of high quality. Given the scores and impacts for the three activities, Environmental Education is the activity that provides the greatest leverage for improving satisfaction, as it scores lowest and has a significant impact. It would not perhaps be prudent, on the other hand, to focus improvements on Employee/Volunteer Assistance, given that it already scores extremely high and its impact on satisfaction is negligible.

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 Environmental Education were improved by 5 points, Perceived Quality would go up from 81 to 82.5. Customer Satisfaction (ACSI) would, in turn increase by 1.2 to become 75.2.² Perceived Quality has a strong impact on satisfaction. A 5-point improvement in quality would raise satisfaction by 3.9 points to a 77.9.

² The computation is: Impact of Perceived Quality on ACSI (Impact of Environmental Education on Perceived Quality/5) or $3.9(1.5/5)=1.2$.

Summary

The Fish & Wildlife Service is clearly doing a good job providing satisfying experiences to visitors to its refuges. The ACSI score of 74 is slightly higher than the average for private sector services and significantly higher than the average government-wide agency score of 68.6. There are no glaring weaknesses in the FWS model. Visitors rate very highly both the personnel and the refuge facilities at 88 and 84 respectively. They give a somewhat lower score of 77 to Environmental Education, although this is still a strong score in ACSI measurement. Clearly visitors to FWS sites trust the Fish & Wildlife Service and are very loyal; an overwhelming number of them indicate that they will definitely visit an FWS site sometime in the future.

APPENDIX A
SURVEY QUESTIONNAIRE

**2001 ACSI Questionnaire for
U.S. Fish & Wildlife Service (FWS)
Department of Interior**

Screening questions for RDD Sample

The United States government manages many acres of federal lands and waters for the conservation, preservation, and enhancement of fish, wildlife, plants and their habitats. Some of these areas are managed by the Department of the Interior, U.S. Fish & Wildlife Service that provide opportunities for hunting, fishing, wildlife observation, photography, and for environmental education purposes. These lands and waters are part of the National Wildlife Refuge System and typically have a symbol of a blue goose on the Refuge System sign.

Scn32a. In the past *two years* have you visited an area run by the U.S. Fish & Wildlife Service?

- 1 Yes
 - 2 No (TERMINATE)
 - 3 Not sure whether area run by the U.S. Fish & Wildlife Service (GO TO Scn32b)
 - 98 Don't know (TERMINATE)
 - 99 Refused (TERMINATE)
-

Scn32b. What is the name of the area you visited most recently and in what state was that?

(TECH NOTE: ASK FOR STATE IN SCN32B. YOU CAN THEN SCROLL THROUGH LIST BY STATE AND DETERMINE IF RESPONSE FROM RESPONDENTS MATCHES ONE OF SITES FOR THAT STATE)

(CHECK NAME AGAINST U.S. FISH & WILDLIFE REFUGES DATABASE. IF IT MATCHES A NAME OR PLACE, CONTINUE; OTHERWISE, PROBE FOR OTHER REFUGES OR TERMINATE)

Scn32c. Which of the following activities did you participate in when you visited the Fish and Wildlife Refuge? (READ CODES 1-11; ACCEPT 11 MENTIONS)

- 1 Observing wildlife or birds
 - 2 Fishing
 - 3 Hunting
 - 4 Photography
 - 5 Visitors Center
 - 6 Guided tour, lecture, class
 - 7 Hiking
 - 8 Picnicking
 - 9 Boating, canoeing
 - 10 Off road vehicle use
 - 11 Other
 - 98 Don't Know/Not sure
 - 99 Refused
-

- Q1. Before you used the [REFUGE], you probably knew something about it. Now think back and remember your expectations of the overall quality of [REFUGE]. 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 [REFUGE]?

1 TO 10 _____

98 Don't know
99 Refused

Now, let's think about the assistance you received from employees or official trained volunteers at [REFUGE]...

- Q2. How difficult or easy was it to locate an employee or a volunteer who could assist you? Again, we will use a 10 point scale on which "1" means very difficult to locate an employee or volunteer and "10" means "very easy to locate an employee or volunteer."

1 TO 10 _____

98 Don't know/ Never located employee/volunteer/not relevant
99 Refused

- Q3. How professional were the employees and volunteers in terms of being knowledgeable, helpful, and responsive? Using a 10-point scale on which "1" means "not at all professional" and "10" means "very professional," how professional were the employees and volunteers?

1 TO 10 _____

98 Don't know
99 Refused

And next, considering information you were able to get about fish, wildlife, plants, and their habitats at [REFUGE]...

- Q4. How difficult or easy was it to get information about fish, wildlife, plants and their habitats at [REFUGE]? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to get this information?

1 TO 10 _____

98 Don't know
99 Refused

Q5. How useful was the information in terms of increasing your knowledge about fish, wildlife, plants, and their habitats? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful," how useful was the information in increasing you knowledge about fish, wildlife, plants and their habitats?

1 TO 10 _____

98 Don't know
99 Refused

And thinking about the [REFUGE]...

Q6. How difficult or easy was it for you to get to the area and to find it? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to get access to the Fish & Wildlife area?

1 TO 10 _____

98 Don't know
99 Refused

Q7. How adequate was the area in providing you the opportunity to do the activities you wanted to do -activities such as observing and obtaining information about fish, plants, wildlife and their habitats, or to do photography, hunting, or fishing? (IF ASKED, SAY "ADEQUACY" INCLUDES WHETHER THE VISITOR CENTER WAS ACCESSIBLE TO A DISABLED PERSON) Using a 10 point scale on which "1" means "area was not at all adequate for activities I wanted to do" and "10" means "very adequate for activities I wanted to do," how adequate was [REFUGE]?

1 TO 10 _____

98 Don't know
99 Refused

Q8. Not Asked

Q9. Not Asked

Q10. Please consider all your experiences in the past two years with the [REFUGE]. Using a 10-point scale, on which "1" means "not very high" and "10" means "very high", how would you rate the *overall quality* of [REFUGE]?

1 TO 10 _____

98 Don't know
99 Refused

Satisfaction includes many things. Let's move on and talk about your overall satisfaction with [REFUGE].

Q11. First, please consider all your experiences to date with the [REFUGE]. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how *satisfied* are you with the [REFUGE]?

1 TO 10_____

98 Don't know
99 Refused

Q12. Considering all of your expectations, to what extent has the [REFUGE] fallen short of your expectations 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 has [REFUGE] fallen short of or exceeded your expectations?

1 TO 10_____

98 Don't know
99 Refused

Q13. Forget the [REFUGE] for a moment. Now, I want you to imagine an ideal area for observing fish, wildlife and their habitats, or for hunting or fishing. (PAUSE) How well do you think the [REFUGE] compares with that ideal area? Use a 10-point scale on which "1" means "not very close to the ideal," and "10" means "very close to the ideal."

1 TO 10_____

98 Don't know
99 Refused

Next, I want you to think about any communication you may have had with the U.S. Fish & Wildlife Service regarding complaints or inquiries about your experience.

Q14. In the past two years have you complained about the [REFUGE]?

1 Yes
2 No
98 Don't know
99 Refused

{IF Q14 = 1, ASK Q14A – 14B; OTHERWISE GO TO Q15}

Q14A. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

1 TO 10_____

98 Don't know/not relevant/did not use
99 Refused

Q14B. How difficult or easy was it to make your most recent complaint or inquiry? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?

1 TO 10_____

98 Don't know/not relevant/did not use
99 Refused

Q15. How willing are you to rely on the U.S. Fish & Wildlife Service to do a good job in the future of preserving fish and wildlife and the natural areas in which they live. Using a 10 point scale on which "1" means "not at all willing to rely on the U.S. Fish & Wildlife Service" and "10" means "very willing to rely on the U.S. Fish & Wildlife Service," how willing are you to rely on this service?

1 TO 10_____

98 Don't know
99 Refused

Q16. How likely is it that you will visit [REFUGE] or another area run by the U.S. Fish & Wildlife Service in the future? Using a 10 point scale on which "1" means "very unlikely" and "10" means "very likely," how likely are you to visit one of these areas in the future?

1 TO 10_____

98 Don't know
99 Refused

Q17. What is the primary means you use to obtain services from this government agency?

- 1 E-mail
- 2 Internet/World Wide Web
- 3 Telephone call
- 4 Visit to agency office
- 5 Written communication
- 6 Some other means
- 7 Not relevant/do not obtain services from this agency [VOL]
- 98 Don't know
- 99 Refused

(IF ASKED WHERE TO GET MORE INFORMATION ON FISH AND WILDLIFE REFUGES, REFER RESPONDENT TO www.fws.gov or 1-800-344-WILD)

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 2000 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
 - 1 \$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

Scn32b. What is the name of the area you visited most recently and in what state was that?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Wheeler NWR - ALABAMA	8	3	1.2	1.2	1.2
Kenai NWR - ALASKA	16	2	.8	.8	1.9
Bill Williams River NWR - ARIZONA	25	1	.4	.4	2.3
Imperial NWR - ARIZONA	28	1	.4	.4	2.7
Leslie Canyon NWR - ARIZONA	30	2	.8	.8	3.5
San Bernardino NWR - ARIZONA	31	1	.4	.4	3.9
Logan Cave NWR - ARKANSAS	37	1	.4	.4	4.3
White River NWR - ARKANSAS	41	1	.4	.4	4.7
Bear Valley NWR - CALIFORNIA	43	2	.8	.8	5.4
Bitter Creek NWR - CALIFORNIA	44	1	.4	.4	5.8
Castle Rock NWR - CALIFORNIA	46	1	.4	.4	6.2
Clear Lake NWR - CALIFORNIA	48	1	.4	.4	6.6
Humboldt Bay NWR - CALIFORNIA	57	3	1.2	1.2	7.8
Modoc NWR - CALIFORNIA	62	2	.8	.8	8.5
Sacramento River NWR - CALIFORNIA	64	3	1.2	1.2	9.7
Salton Sea NWR - CALIFORNIA	66	1	.4	.4	10.1
Alamosa NWR - COLORADO	78	5	1.9	1.9	12.0
Arapaho NWR - COLORADO	79	4	1.6	1.6	13.6
Monte Vista NWR - COLORADO	83	1	.4	.4	14.0
Rocky Mountain Arsenal NWR - COLORADO	86	2	.8	.8	14.7
Bombay Hook NWR - DELAWARE	89	2	.8	.8	15.5
Caloosahatchee NWR - FLORIDA	93	2	.8	.8	16.3
Crystal River NWR - FLORIDA	97	1	.4	.4	16.7
J. M. (Ding) Darling NWR - FLORIDA	103	1	.4	.4	17.1
Key West NWR - FLORIDA	104	1	.4	.4	17.4
Merritt Island NWR - FLORIDA	109	1	.4	.4	17.8
Pinellas NWR - FLORIDA	114	2	.8	.8	18.6
St. Johns NWR - FLORIDA	115	1	.4	.4	19.0
Okefenokee NWR - GEORGIA	123	1	.4	.4	19.4
Tybee NWR - GEORGIA	127	5	1.9	1.9	21.3
Hanalei NWR - HAWAII	131	1	.4	.4	21.7
Kilauea Point NWR - HAWAII	137	2	.8	.8	22.5
Bear Lake NWR - IDAHO	139	2	.8	.8	23.3
Deer Flat NWR - IDAHO	141	1	.4	.4	23.6
Kootenai NWR - IDAHO	143	1	.4	.4	24.0
Minidoka NWR - IDAHO	144	1	.4	.4	24.4
Crab Orchard NWR - ILLINOIS	147	4	1.6	1.6	26.0
Mark Twain NWR - ILLINOIS	150	1	.4	.4	26.4
Patoka River NWR - INDIANA	154	2	.8	.8	27.1
DeSoto NWR - IOWA	156	1	.4	.4	27.5
Quivira NWR - KANSAS	165	2	.8	.8	28.3
Atchafalaya NWR - LOUISIANA	167	1	.4	.4	28.7
Aroostook NWR - MAINE	187	1	.4	.4	29.1
Rachel Carson NWR - MAINE	193	1	.4	.4	29.5
Seal Island NWR - MAINE	194	2	.8	.8	30.2
Blackwater NWR - MARYLAND	196	3	1.2	1.2	31.4
Eastern Neck NWR - MARYLAND	197	1	.4	.4	31.8
Patuxent NWR - MARYLAND	199	1	.4	.4	32.2
Susquehanna NWR - MAARYLAND	200	1	.4	.4	32.6
Mashpee NWR - MASSACHUSETTS	203	1	.4	.4	32.9

Scn32b. What is the name of the area you visited most recently and in what state was that?

Parker River NWR - MASSACHUSETTS	209	2	.8	.8	33.7
Harbor Island NWR - MICHIGAN	214	2	.8	.8	34.5
Huron NWR - MICHIGAN	215	2	.8	.8	35.3
Seney NWR - MICHIGAN	218	3	1.2	1.2	36.4
Big Stone WMD - MINNESOTA	220	1	.4	.4	36.8
Fergus Falls WMD - MINNESOTA	224	1	.4	.4	37.2
Mille Lacs NWR - MINNESOTA	227	2	.8	.8	38.0
Minnesota Valley WMD - MINNESOTA	228	1	.4	.4	38.4
Rice Lake NWR - MINNESOTA	230	1	.4	.4	38.8
Sherburne NWR - MINNESOTA	232	1	.4	.4	39.1
Tamarac WMD - MINNESOTA	233	1	.4	.4	39.5
Upper Mississippi River Refuge-MINNESOTA	234	2	.8	.8	40.3
Tallahatchie NWR - MISSISSIPPI	247	1	.4	.4	40.7
Clarence Cannon NWR - MISSOURI	250	1	.4	.4	41.1
Mingo NWR - MISSOURI	251	1	.4	.4	41.5
Ozark Cavefish NWR - MISSOURI	252	3	1.2	1.2	42.6
Squaw Creek NWR - MISSOURI	254	1	.4	.4	43.0
Swan Lake NWR - MISSOURI	255	2	.8	.8	43.8
Benton Lake NWR - MONTANA	256	2	.8	.8	44.6
Black Coulee NWR - MONTANA	257	1	.4	.4	45.0
National Bison Range - MONTANA	269	1	.4	.4	45.3
Nine-pipe NWR - MONTANA	270	1	.4	.4	45.7
Red Rock Lakes NWR - MONTANA	272	2	.8	.8	46.5
Fallon NWR - NEVADA	284	2	.8	.8	47.3
Stillwater NWR - NEVADA	288	1	.4	.4	47.7
Lake Umbagog NWR - NEW HAMPSHIRE	290	4	1.6	1.6	49.2
Cape May NWR - NEW JERSEY	291	2	.8	.8	50.0
Edwin B. Forsythe (BARNEGAT)-NEW JERSEY	292	1	.4	.4	50.4
Edwin B. Forsythe (BRIGANTINE)-NEW JERSEY	293	2	.8	.8	51.2
Great Swamp NWR - NEW JERSEY	294	2	.8	.8	51.9
Bitter Lake NWR - NEW MEXICO	297	2	.8	.8	52.7
Bosque del Apache NWR - NEW MEXICO	298	1	.4	.4	53.1
San Andres NWR - NEW MEXICO	301	1	.4	.4	53.5
Iroquois NWR - NEW YORK	306	1	.4	.4	53.9
Montezuma NWR - NEW YORK	308	2	.8	.8	54.7
Currituck NWR - NORTH CAROLINA	316	3	1.2	1.2	55.8
Pea Island NWR - NORTH CAROLINA	319	1	.4	.4	56.2
Pee Dee NWR - NORTH CAROLINA	320	1	.4	.4	56.6
Des Lacs NWR - NORTH DAKOTA	330	2	.8	.8	57.4
McLean NWR - NORTH DAKOTA	345	1	.4	.4	57.8
Sullys Hill Game Preserve - NORTH DAKOTA	348	1	.4	.4	58.1
Cedar Point NWR - OHIO	353	2	.8	.8	58.9
Ottawa NWR - OHIO	354	1	.4	.4	59.3
West Sister Island NWR - OHIO	355	4	1.6	1.6	60.9
Ozark Plateau NWR - OKLAHOMA	360	1	.4	.4	61.2
Tishomingo NWR - OKLAHOMA	363	1	.4	.4	61.6
Baskett Slough NWR - OREGON	368	1	.4	.4	62.0
Cold Springs NWR - OREGON	370	1	.4	.4	62.4
Hart Mountain Nation Antelope Refuge - OREGON	371	2	.8	.8	63.2
Malheur NWR - OREGON	373	2	.8	.8	64.0
Siletz Bay NWR - OREGON	378	1	.4	.4	64.3
William L. Finley NWR - OREGON	382	2	.8	.8	65.1

Scn32b. What is the name of the area you visited most recently and in what state was that?

Erie NWR - PENNSYLVANIA	383	9	3.5	3.5	68.6
John Heinz NWR at Tinicum - PENNSYLVANIA	384	3	1.2	1.2	69.8
Ninigret NWR - RHODE ISLAND	386	1	.4	.4	70.2
Santee NWR - SOUTH CAROLINA	393	1	.4	.4	70.5
Waccamaw NWR - SOUTH CAROLINA	394	2	.8	.8	71.3
Huron WMD - SOUTH DAKOTA	395	1	.4	.4	71.7
Sand Lake NWR - SOUTH DAKOTA	401	2	.8	.8	72.5
Anahuac NWR - TEXAS	410	1	.4	.4	72.9
Aransas NWR - TEXAS	411	2	.8	.8	73.6
Laguna Atascosa NWR - TEXAS	419	2	.8	.8	74.4
Lower Rio Grande Valley NWR - TEXAS	420	1	.4	.4	74.8
McFaddin NWR - TEXAS	421	1	.4	.4	75.2
San Bernard NWR - TEXAS	424	1	.4	.4	75.6
Santa Ana NWR - TEXAS	425	1	.4	.4	76.0
Texas Point NWR - TEXAS	426	1	.4	.4	76.4
Fish Springs NWR - UTAH	429	1	.4	.4	76.7
Ouray NWR - UTAH	430	1	.4	.4	77.1
Great Dismal Swamp NWR - VERMONT	431	1	.4	.4	77.5
Back Bay NWR - VIRGINIA	433	2	.8	.8	78.3
Chincoteague NWR - VIRGINIA	434	9	3.5	3.5	81.8
Eastern Shore Of Virginia NWR - VIRGINIA	435	4	1.6	1.6	83.3
Great Dismal Swamp NWR - VIRGINIA	438	2	.8	.8	84.1
James River NWR - VIRGINIA	439	1	.4	.4	84.5
Rappahannock River Valley NWR - VIRGINIA	444	1	.4	.4	84.9
Columbia NWR - WASHINGTON	446	1	.4	.4	85.3
Copalis NWR - WASHINGTON	448	1	.4	.4	85.7
Dungeness NWR - WASHINGTON	449	5	1.9	1.9	87.6
Flattery Rocks NWR - WASHINGTON	450	1	.4	.4	88.0
Grays Harbor NWR - WASHINGTON	452	1	.4	.4	88.4
Lewis and Clark NWR - WASHINGTON	454	1	.4	.4	88.8
Little Pend Oreille - WASHINGTON	455	1	.4	.4	89.1
Nisqually NWR - WASHINGTON	457	6	2.3	2.3	91.5
San Juan Islands NWR - WASHINGTON	463	3	1.2	1.2	92.6
Canaan Valley NWR - WEST VIRGINIA	469	4	1.6	1.6	94.2
Green Bay NWR - WISCONSIN	473	2	.8	.8	95.0
Horicon NWR - WISCONSIN	474	5	1.9	1.9	96.9
St. Croix WMD - WISCONSIN	477	1	.4	.4	97.3
Trempealeau NWR - WISCONSIN	478	1	.4	.4	97.7
National Elk Refuge - WYOMING	481	6	2.3	2.3	100.0
			-----	-----	-----
	Total	258	100.0	100.0	
Valid cases	258	Missing cases	0		

Scn32c. Which of the following activities did you participate in when you visited the Fish and Wildlife Refuge? (TOTAL MENTIONS)

Category label	Code	Count	Pct of Responses	Pct of Cases
Observing wildlife or birds	1	164	20.0	63.6
Fishing	2	60	7.3	23.3
Hunting	3	20	2.4	7.8
Photography	4	103	12.5	39.9
Visitors Center	5	120	14.6	46.5
Guided tour, lecture, class	6	38	4.6	14.7
Hiking	7	146	17.8	56.6
Picnicking	8	80	9.7	31.0
Boating, canoeing	9	51	6.2	19.8
Off road vehicle use	10	19	2.3	7.4
Other	11	16	1.9	6.2
Don't Know/Not sure	98	2	.2	.8
Refused	99	2	.2	.8
Total responses		821	100.0	318.2

0 missing cases; 258 valid cases

Q1. Before you used the [REFUGE], you probably knew something about it. Now think back and remember your expectations of the overall quality of [REFUGE]. 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 [REFUGE]?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.6	1.6	1.6
	2	4	1.6	1.6	3.1
	3	4	1.6	1.6	4.7
	4	9	3.5	3.5	8.2
	5	42	16.3	16.4	24.6
	6	17	6.6	6.6	31.3
	7	46	17.8	18.0	49.2
	8	58	22.5	22.7	71.9
	9	20	7.8	7.8	79.7
	10	52	20.2	20.3	100.0
Don't know	98	1	.4	Missing	
Refused	99	1	.4	Missing	
Total		258	100.0	100.0	

Mean 7.258

Valid cases 256 Missing cases 2

Q2. How difficult or easy was it to locate an employee or a volunteer who could assist you? Again, we will use a 10 point scale on which "1" means very difficult to locate an employee or volunteer and "10" means "very easy to locate an employee or volunteer."

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	11	4.3	5.3	5.3
	2	7	2.7	3.3	8.6
	3	3	1.2	1.4	10.0
	4	4	1.6	1.9	12.0
	5	27	10.5	12.9	24.9
	6	16	6.2	7.7	32.5
	7	20	7.8	9.6	42.1
	8	39	15.1	18.7	60.8
	9	15	5.8	7.2	67.9
	10	67	26.0	32.1	100.0
Never located employee/ Volunteer/Not relevant	13	43	16.7	Missing	
Don't know	98	6	2.3	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Valid cases 209 Missing cases 49

Q3. How professional were the employees and volunteers in terms of being knowledgeable, helpful, and responsive? Using a 10-point scale on which "1" means "not at all professional" and "10" means "very professional," how professional were the employees and volunteers?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	1.0	1.0
	2	2	.8	1.0	2.0
	3	1	.4	.5	2.5
	5	9	3.5	4.5	7.1
	6	8	3.1	4.0	11.1
	7	20	7.8	10.1	21.2
	8	40	15.5	20.2	41.4
	9	29	11.2	14.6	56.1
	10	87	33.7	43.9	100.0
.	.	43	16.7	Missing	
Don't know	98	14	5.4	Missing	
Refused	99	3	1.2	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Mean 8.551

Valid cases 198 Missing cases 60

Q4. How difficult or easy was it to get information about fish, wildlife, plants and their habitats at [REFUGE]? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to get this information?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	.8	.8
	2	2	.8	.8	1.7
	3	2	.8	.8	2.5
	4	6	2.3	2.5	5.0
	5	19	7.4	7.9	13.0
	6	14	5.4	5.9	18.8
	7	27	10.5	11.3	30.1
	8	45	17.4	18.8	49.0
	9	29	11.2	12.1	61.1
	10	93	36.0	38.9	100.0
Don't know	98	16	6.2	Missing	
Refused	99	3	1.2	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Mean 8.180

Valid cases 239 Missing cases 19

Q5. How useful was the information in terms of increasing your knowledge about fish, wildlife, plants, and their habitats? Using a 10-point scale on which "1" means "not at all useful" and "10" means "very useful," how useful was the information in increasing your knowledge about fish, wildlife, plants and their habitats?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	4	1.6	1.7	1.7
	2	1	.4	.4	2.1
	3	6	2.3	2.5	4.6
	4	4	1.6	1.7	6.3
	5	21	8.1	8.8	15.1
	6	21	8.1	8.8	23.9
	7	35	13.6	14.7	38.7
	8	53	20.5	22.3	60.9
	9	24	9.3	10.1	71.0
	10	69	26.7	29.0	100.0
Don't know	98	14	5.4	Missing	
Refused	99	6	2.3	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Mean 7.756

Valid cases 238 Missing cases 20

Q6. How difficult or easy was it for you to get to the area and to find it? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to get access to the Fish & Wildlife area?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	4	1.6	1.6	1.9
	3	1	.4	.4	2.3
	4	6	2.3	2.3	4.7
	5	12	4.7	4.7	9.3
	6	9	3.5	3.5	12.8
	7	18	7.0	7.0	19.8
	8	48	18.6	18.7	38.5
	9	31	12.0	12.1	50.6
	10	127	49.2	49.4	100.0
Don't know	98	1	.4	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Mean 8.595

Valid cases 257 Missing cases 1

Q7. How adequate was the area in providing you the opportunity to do the activities you wanted to do--activities such as observing and obtaining information about fish, plants, wildlife and their habitats, or to do photography, hunting, or fishing? (IF ASKED, SAY "ADEQUACY" INCLUDES WHETHER THE VISITOR CENTER WAS ACCESSIBLE TO A DISABLED PERSON) Using a 10 point scale on which "1" means "area was not at all adequate for activities I wanted to do" and "10" means "very adequate for activities I wanted to do," how adequate was [REFUGE]?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	2	3	1.2	1.2	1.2
	4	1	.4	.4	1.6
	5	13	5.0	5.1	6.6
	6	5	1.9	1.9	8.6
	7	28	10.9	10.9	19.5
	8	58	22.5	22.6	42.0
	9	47	18.2	18.3	60.3
	10	102	39.5	39.7	100.0
Don't know	98	1	.4	Missing	
		-----	-----	-----	
Total		258	100.0	100.0	

Mean 8.591

Valid cases 257 Missing cases 1

Q10. Please consider all your experiences in the past two years with the [REFUGE]. Using a 10-point scale, on which "1" means "not very high" and "10" means "very high," how would you rate the overall quality of [REFUGE]?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	2	.8	.8	1.2
	3	2	.8	.8	1.9
	4	5	1.9	1.9	3.9
	5	12	4.7	4.7	8.6
	6	4	1.6	1.6	10.1
	7	35	13.6	13.6	23.7
	8	66	25.6	25.7	49.4
	9	47	18.2	18.3	67.7
	10	83	32.2	32.3	100.0
Don't know	98	1	.4	Missing	
Total		258	100.0	100.0	

Mean 8.331

Valid cases 257 Missing cases 1

Q11. First, please consider all your experiences to date with the [REFUGE]. Using a 10 point scale on which "1" means "very dissatisfied" and 10 means "very satisfied," how satisfied are you with the [REFUGE]?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	1	.4	.4	.8
	3	2	.8	.8	1.6
	4	3	1.2	1.2	2.7
	5	14	5.4	5.4	8.1
	6	16	6.2	6.2	14.3
	7	33	12.8	12.8	27.1
	8	62	24.0	24.0	51.2
	9	34	13.2	13.2	64.3
	10	92	35.7	35.7	100.0
Total		258	100.0	100.0	

Mean 8.295

Valid cases 258 Missing cases 0

Q12. Considering all of your expectations, to what extent has the [REFUGE] fallen short of your expectations 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 has [REFUGE] 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	1	.4	.4	1.6
	4	5	1.9	1.9	3.5
	5	43	16.7	16.7	20.2
	6	15	5.8	5.8	26.1
	7	55	21.3	21.4	47.5
	8	52	20.2	20.2	67.7
	9	36	14.0	14.0	81.7
	10	47	18.2	18.3	100.0
Don't know	98	1	.4	Missing	
Total		258	100.0	100.0	

Mean 7.498

Valid cases 257 Missing cases 1

Q13. Forget the [REFUGE] for a moment. Now, I want you to imagine an ideal area for observing fish, wildlife and their habitats, or for hunting or fishing. (PAUSE) How well do you think the [REFUGE] compares with that ideal area? 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	7	2.7	2.8	2.8
	2	6	2.3	2.4	5.1
	3	6	2.3	2.4	7.5
	4	14	5.4	5.5	13.0
	5	27	10.5	10.6	23.6
	6	31	12.0	12.2	35.8
	7	54	20.9	21.3	57.1
	8	53	20.5	20.9	78.0
	9	17	6.6	6.7	84.6
	10	39	15.1	15.4	100.0
Don't know	98	2	.8	Missing	
Refused	99	2	.8	Missing	
Total		258	100.0	100.0	

Mean 6.925

Valid cases 254 Missing cases 4

Q14. In the past two years have you complained about the [REFUGE]?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Yes	1	3	1.2	1.2	1.2
No	2	255	98.8	98.8	100.0
	Total	258	100.0	100.0	

Mean 1.988

Valid cases 258 Missing cases 0

Q14A. How well, or poorly, was your most recent complaint handled? Using a 10-point scale on which "1" means "handled very poorly" and "10" means "handled very well," how would you rate the handling of your complaint?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	2	.8	66.7	66.7
	9	1	.4	33.3	100.0
	.	255	98.8	Missing	
	Total	258	100.0	100.0	

Mean 3.667

Valid cases 3 Missing cases 255

Q14B. How difficult or easy was it to make your most recent complaint or inquiry? Using a 10-point scale on which "1" means "very difficult" and "10" means "very easy," how difficult or easy was it to make a complaint?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	33.3	33.3
	2	1	.4	33.3	66.7
	9	1	.4	33.3	100.0
	.	255	98.8	Missing	
	Total	258	100.0	100.0	

Mean 4.000

Valid cases 3 Missing cases 255

Q15. How willing are you to rely on the U.S. Fish & Wildlife Service to do a good job in the future of preserving fish and wildlife and the natural areas in which they live? Using a 10 point scale on which "1" means "not at all willing to rely on the U.S. Fish & Wildlife Service" and "10" means "very willing to rely on the U.S. Fish & Wildlife Service," how willing are you to rely on this service?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	1	.4	.4	.4
	2	6	2.3	2.3	2.7
	3	7	2.7	2.7	5.5
	4	4	1.6	1.6	7.0
	5	22	8.5	8.6	15.6
	6	18	7.0	7.0	22.7
	7	32	12.4	12.5	35.2
	8	38	14.7	14.8	50.0
	9	41	15.9	16.0	66.0
	10	87	33.7	34.0	100.0
Don't know	98	2	.8	Missing	
	Total	258	100.0	100.0	
Mean	7.949				
Valid cases	256	Missing cases	2		

Q16. How likely is it that you will visit [REFUGE] or another area run by the U.S. Fish & Wildlife Service in the future? Using a 10 point scale on which "1" means "very unlikely" and "10" means "very likely," how likely are you to visit one of these areas in the future?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	3	1.2	1.2	1.2
	2	2	.8	.8	1.9
	3	1	.4	.4	2.3
	4	3	1.2	1.2	3.5
	5	7	2.7	2.7	6.2
	6	5	1.9	1.9	8.1
	7	10	3.9	3.9	12.0
	8	23	8.9	8.9	20.9
	9	24	9.3	9.3	30.2
	10	180	69.8	69.8	100.0
	Total	258	100.0	100.0	

Mean 9.136

Valid cases 258 Missing cases 0

Q17. What is the primary means you use to obtain services from the U.S. Fish & Wildlife Service?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
E-mail	1	13	5.0	5.1	5.1
Internet/World Wide Web	2	79	30.6	31.0	36.1
Telephone call	3	33	12.8	12.9	49.0
Visit	4	69	26.7	27.1	76.1
Written communication	5	17	6.6	6.7	82.7
Some other means	6	38	14.7	14.9	97.6
Not applicable/do not obtain services from this organization	7	6	2.3	2.4	100.0
Don't know	98	2	.8	Missing	
Refused	99	1	.4	Missing	
	Total	258	100.0	100.0	

Mean 3.533

Valid cases 255 Missing cases 3

D1. What is your age, please?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	4	1.6	1.6	1.6
	20	1	.4	.4	1.9
	21	6	2.3	2.3	4.3
	22	2	.8	.8	5.1
	23	3	1.2	1.2	6.2
	24	4	1.6	1.6	7.8
	25	2	.8	.8	8.6
	26	4	1.6	1.6	10.1
	27	4	1.6	1.6	11.7
	28	3	1.2	1.2	12.8
	29	6	2.3	2.3	15.2
	30	3	1.2	1.2	16.3
	31	2	.8	.8	17.1
	32	3	1.2	1.2	18.3
	33	4	1.6	1.6	19.8
	34	9	3.5	3.5	23.3
	35	6	2.3	2.3	25.7
	36	8	3.1	3.1	28.8
	37	2	.8	.8	29.6
	38	6	2.3	2.3	31.9
	39	4	1.6	1.6	33.5
	40	10	3.9	3.9	37.4
	41	10	3.9	3.9	41.2
	42	3	1.2	1.2	42.4
	43	6	2.3	2.3	44.7
	44	7	2.7	2.7	47.5
	45	10	3.9	3.9	51.4
	46	4	1.6	1.6	52.9
	47	5	1.9	1.9	54.9
	48	12	4.7	4.7	59.5
	49	6	2.3	2.3	61.9
	50	17	6.6	6.6	68.5
	51	8	3.1	3.1	71.6
	52	6	2.3	2.3	73.9
	53	9	3.5	3.5	77.4
	54	9	3.5	3.5	80.9
	55	3	1.2	1.2	82.1
	56	4	1.6	1.6	83.7
	57	4	1.6	1.6	85.2
	58	5	1.9	1.9	87.2
	59	5	1.9	1.9	89.1
	60	2	.8	.8	89.9
	61	1	.4	.4	90.3
	62	2	.8	.8	91.1
	63	1	.4	.4	91.4
	64	1	.4	.4	91.8
	65	3	1.2	1.2	93.0
	66	1	.4	.4	93.4
	68	1	.4	.4	93.8

D1. What is your age, please?

	69	2	.8	.8	94.6
	70	1	.4	.4	94.9
	72	2	.8	.8	95.7
	74	1	.4	.4	96.1
	75	4	1.6	1.6	97.7
	77	1	.4	.4	98.1
	80	1	.4	.4	98.4
	81	3	1.2	1.2	99.6
	82	1	.4	.4	100.0
Refused	99	1	.4	Missing	
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 44.879

Valid cases 257 Missing cases 1

D2. What is the highest level of formal education you completed?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Less than high school	1	2	.8	.8	.8
High school graduate	2	41	15.9	15.9	16.7
Some college or associate degree	3	81	31.4	31.4	48.1
College graduate	4	80	31.0	31.0	79.1
Post-Graduate	5	54	20.9	20.9	100.0
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 3.554

Valid cases 258 Missing cases 0

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

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Yes	1	7	2.7	2.7	2.7
No	2	250	96.9	97.3	100.0
Refused	99	1	.4	Missing	
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 1.973

Valid cases 257 Missing cases 1

D401. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	243	94.2	94.6	94.6
Black/African American	2	3	1.2	1.2	95.7
American Indian/Alaskan	3	2	.8	.8	96.5
Asian	4	4	1.6	1.6	98.1
Other	6	5	1.9	1.9	100.0
Refused	99	1	.4	Missing	
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 1.171

Valid cases 257 Missing cases 1

D402. Do you consider your race(s) as:

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	1	.4	33.3	33.3
Black/African American	2	1	.4	33.3	66.7
Native Hawaiian or Pacific Islander	5	1	.4	33.3	100.0
	.	255	98.8	Missing	
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 2.667

Valid cases 3 Missing cases 255

D5. What was your total annual family income in 2000 before taxes?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Under \$20,000	1	20	7.8	8.3	8.3
\$20,000 but less than \$30,000	2	20	7.8	8.3	16.5
\$30,000 but less than \$40,000	3	25	9.7	10.3	26.9
\$40,000 but less than \$60,000	4	54	20.9	22.3	49.2
\$60,000 but less than \$80,000	5	39	15.1	16.1	65.3
\$80,000 but less than \$100,000	6	30	11.6	12.4	77.7
\$100,000 or more	7	54	20.9	22.3	100.0
Don't know	98	5	1.9	Missing	
Refused	99	11	4.3	Missing	
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 4.562

Valid cases 242 Missing cases 16

D6. Gender

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Male	1	126	48.8	48.8	48.8
Female	2	132	51.2	51.2	100.0
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 1.512

Valid cases 258 Missing cases 0

STRATA

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	258	100.0	100.0	100.0
		-----	-----	-----	
	Total	258	100.0	100.0	

Mean 1.000

Valid cases 258 Missing cases 0

SMSAGNUM

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	16	258	100.0	100.0	100.0
	Total	258	100.0	100.0	

Mean 16.000

Valid cases 258 Missing cases 0