

Mission Area 3: Recreation— Provide Recreation Opportunities for America

- End Outcome 1 Provide for a Quality Recreation Experience, Including Access to and Enjoyment of Natural and Cultural Resources on DOI-Managed and Partnered Lands and Waters
- End Outcome 2 Provide for and Receive Fair Value in Recreation

“Recreation” is defined as a means “to refresh strength and spirits after toil.” Every year, more than 500 million people from all over the world renew their spirits on lands and waters managed by the Department of the Interior. Interior maintains and manages thousands of recreation areas, including 388 units within the National Park Service, 545 National Wildlife Refuges, 308 BOR areas, and more than 3,300 public land recreation sites administered by the BLM.

In FY 2005, we met 80% of our performance targets for our Recreation Mission Area (*Figure 1-6*). We had preliminary data for 7% and no data for 13% of our remaining targets for this area. This compares with 56% of targets met, 19% of unmet targets, and 25% of targets for which we had no preliminary data or no reports in FY 2004.

Performance fell short of, or exceeded targets within the Recreation Mission Area because of the following factors:

- More attention has been placed on improving our recreation facilities. Data collection and assessment methodology conducted in FY 2005 resulted in a better than expected number of verified performance reports regarding the number of facilities in proper condition. Additionally, more attention has been given to improving the facility status itself (from poor to fair to good).

Did You Know ...

America's first National Park was Yellowstone, established in 1872, 44 years prior to the establishment of the National Park Service!

President Theodore Roosevelt established America's first National Wildlife Refuge, Pelican Island, off the coast of Florida, in 1903. Roosevelt also helped establish 52 other refuges.

Lake Powell is one of the most scenic and popular recreation lakes in the world. In 1963, it began filling after the Bureau of Reclamation built the Glen Canyon Dam. It took 17 years for the lake to completely fill up!

TABLE 1-6

| Mission Area 3: Recreation Performance and Resource Scorecard | | | | | |
|--|--|--|--|--|----------------------|
| End Outcome Goal | Number of Measures Met (including estimates) | Number of Unmet Measures (including estimates) | Number of Measures Containing Preliminary Data | Number of Measures Containing No Reports | Costs (in thousands) |
| Goal #1: Provide for a Quality Recreation Experience, Including Access and Enjoyment of Natural and Cultural Resources on DOI-Managed and Partnered Lands and Waters | 9 | 0 | 0 | 2 | \$1,712,290 |
| Goal #2: Provide for and Receive Fair Value in Recreation | 3 | 0 | 1 | 0 | \$135,244 |
| Total | 12 | 0 | 1 | 2 | \$1,847,534 |
| Percentage (Total of 15 Measures) | 80% | 0 | 7% | 13% | |

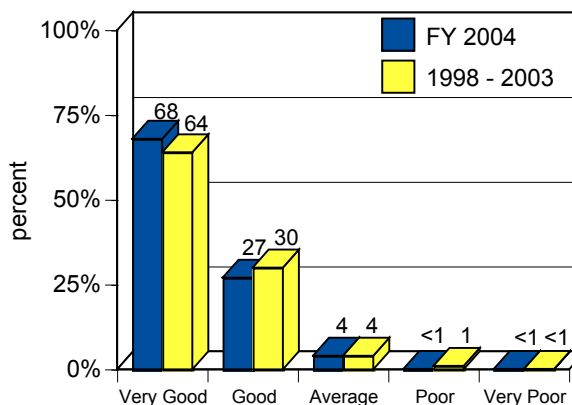
- Our success related to increased numbers of on-line transactions and use of interagency passes can be attributed to the fact that the public is becoming more familiar with these tools, as well as our own efforts to make the tools more user-friendly.
- We continue to experience difficulties reporting to some of our measures because of our inability to develop concise and consistent data recording methods. We are working to address these problems in FY 2006.

Measuring the Quality of Visitor Services

One of Interior’s goals is to improve visitor services at national parks, refuges, and other public lands in response to growing visitation and use (Figure 1-18). Interior’s NPS has conducted over 140 in-depth visitor studies in units of the National Park System through its Visitor Services Project (VSP). The studies provide park managers with accurate information about visitors—who they are, what they do, and their needs and opinions (Figures 1-19 and 1-20). Park managers use this information to improve visitor services, protect resources, and manage parks more efficiently. The Visitor Services Project produces an annual report, *Serving the Visitor*, which describes how well the NPS is serving its customers. Copies of that report and survey instruments are available at <http://www.psu.uidaho.edu/vsp.htm>.

FIGURE 1-18

Overall Visitor Satisfaction with Park Facilities



In FY 2005, an estimated 94% of visitors responding to a satisfaction survey reported that they were satisfied with the overall quality of their experience, against a target of 91% (Ref #89). Ninety-five percent indicated that they were satisfied with facilities at National Park units included in the survey. Final results for FY 2005 will not be available until March 2006 because many of these surveys are conducted during the summer season (May-October 2005); the data for FY 2005 are still being tabulated.

FIGURE 1-19

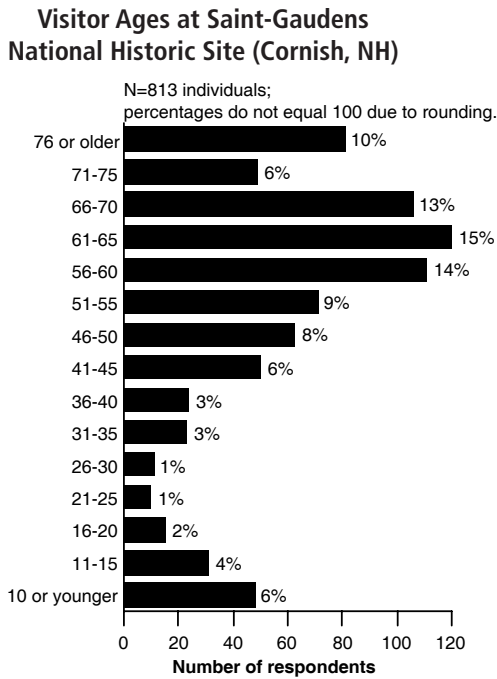
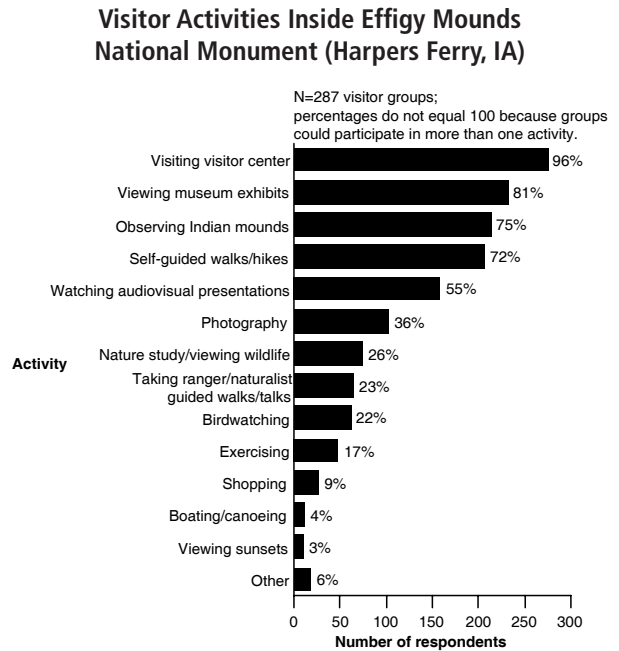


FIGURE 1-20



Educating the Visitor

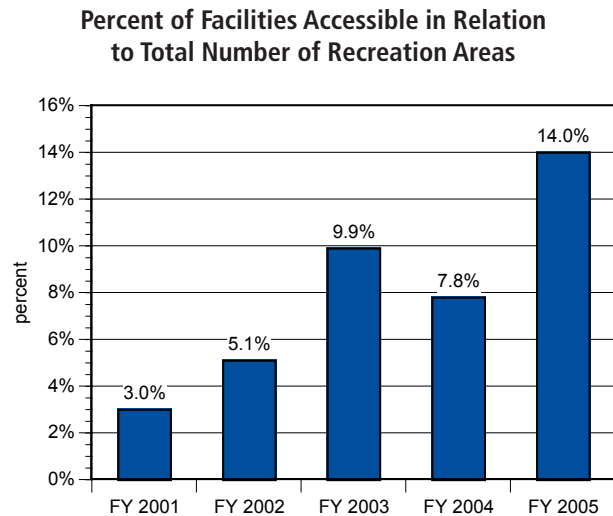
In FY 2005, 169 million visitors, is within 5% of our target of 177 million visitors, participated in educational and interpretive programs designed to provide life-long learning and enhance their experience (Ref #97). This reflects an increase over participation in FY 2004, where 156 million visitors, against a target of 125 million visitors, participated in interpretive programs. The increase in visitors participation in FY 2005 is due mostly to expanded programs at BLM interpretative centers.

Making Recreational Opportunities More Accessible

Interior has made progress toward enhancing physical and virtual access to recreational opportunities. In FY 2005, we ensured that 14% of our facilities were universally accessible (including access by the disabled) in relation to the total number of recreation areas that we manage (Ref #92), meeting our target for the year (Figure 1-21).

The Web-based, information-rich portal www.recreation.gov (part of our Recreation One-Stop initiative) continues to provide citizens with a wealth of data about our public lands through a single point. Eventually, Recreation One-Stop will ascend to a new

FIGURE 1-21



level of citizen service by providing a means to make recreation-related reservations using one Federal site and a single on-line “shopping cart.”

Already we have increased our capacity for handling on-line recreation transactions. In FY 2005, we handled 131,671 transactions against a target of 103,500 (Ref #93). This is significant progress over 2004, when we handled only 12,960 transactions, which still

exceeded our performance target for the year. The number of individuals using an interagency pass also jumped from 10,750 users in FY 2004 to an estimated 545,220 individuals in FY 2005, again exceeding our performance target of 497,000 (Ref #95). However, much of the increase in the number of individuals using the interagency pass from FY 2004 to FY 2005 is due to additional bureaus reporting results from FY 2005.

Interior is now transitioning recreation fee operations from the Recreational Fee Demonstration Program to the Federal Lands Recreation Enhancement Act (REA), enacted in December 2004. The Fee Demo program enabled agencies to charge user fees for recreation sites and to retain revenues collected to improve those sites. The REA extends the recreation fee authority for 10 years and makes a number of adjustments to the program. For example, the REA establishes additional parameters to ensure that fees are charged only in appropriate locations and that revenues are appropriately spent on infrastructure and services that directly benefit the public. It also authorizes the creation of a new pass, which will cover entrance and standard amenity fees for the five Interior and Agriculture Department bureaus authorized under the Act. The pass, once established, will replace the existing Golden Eagle, Golden Age, Golden Access, and National Park Pass.

As of September 30, 2005, 711 DOI sites were participating in the Recreational Fee Program, including 209 NPS sites, 390 BLM areas, and 112 FWS refuges. Total revenue collected under the program in FY 2005 was \$164.4 million (*Figure 1-22*), up from \$147 million generated in FY 2004 when 715 DOI sites participated in the program. In FY 2005, only an estimated 18% of recreation fee program receipts were spent on fee collection (Ref #103), less than our target of 20%. The remainder was reinvested to improve visitor services and facilities.

FIGURE 1-22
FY 2005 Recreation Fees
(in millions)

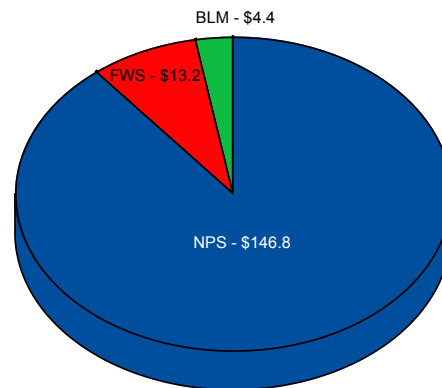


FIGURE 1-23

How We Measure Up: Performance on Key Recreation Goals

| Performance Goal (Total Number of Reported Results) | Average Performance Rating and Number of Reported Results | | | | |
|---|---|--------------|-----------|--------------|-----------------|
| | Target Not Met | Below Target | On Target | Above Target | Target Exceeded |
| End Outcome Goal – Provide for a Quality Recreation Experience, Including Access and Enjoyment of Natural and Cultural Resources on DOI Managed and Partnered Lands and Waters | | | | | |
| Satisfaction with quality of experience 3 Results | | | | | |
| Percent of universally accessible facilities in relation to the total number of recreation areas 3 Results | | | | | |
| Number of online recreation transactions supported by DOI 2 Results | | | | | |
| Number of individuals using an interagency pass 2 Results | | | | | |
| Number of visitors served by facilitated programs 3 Results | | | | | |
| End Outcome Goal – Provide For and Receive Fair Value in Recreation | | | | | |
| Percent of recreation fee program receipts spent on fee collection 3 Results | | | | | |

KEY

| | |
|-------|---|
| Range | 95% - 105% of Target |
| ▼ | DOI FY05 Aggregate Actual compared to FY05 Target |
| ▽ | DOI FY04 Aggregate Actual compared to FY04 Target (Relative position of Bureau results identified by number) |

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