



U.S. Department of Agriculture Natural Resources Conservation Service

WETLANDS RESERVE PROGRAM

Customer Satisfaction Survey

Final Report
April 2007

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Introduction

This report is about customer perceptions of services from the Wetlands Reserve Program of the U.S. Department of Agriculture Natural Resources Conservation Service. This report was produced by CFI Group in collaboration with the University of Michigan. If you have any questions regarding this report, please contact CFI Group at 734-930-9090.

Overview of ACSI Methodology

ACSI is produced by the University of Michigan in partnership with CFI Group, and the American Society for Quality. The American Customer Satisfaction Index (ACSI) is the 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. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries and more than 200 private sector companies. ACSI has measured more than 100 programs of federal government agencies since 1999. This allows benchmarking between the public and private sectors and provides 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).

Additional information can be found in the appendices of this report.

Appendix A: Questionnaire

The questionnaire used in the study was developed through a collaborative effort between CFI Group and the USDA NRCS Wetlands Reserve Program. The questionnaire used is shown in Appendix A in the back of this report.

Appendix B: Respondent Background

The USDA Natural Resources Conservation Service provided respondent sample of customers who had participated in the Wetlands Reserve Program. Information about the respondents' organization, position and responses to other similar questions such as organization and type of easement can be found in Appendix B.

Appendix C: Attribute Score Tables

Respondents were asked to evaluate items on a 1 to 10 scale. Results to these questions are reported on a scale of 0 to 100 and are included in Appendix C: Attribute Tables. Aggregate scores are included in these tables as well as comparisons of scores by segments, such as organization, 'final restoration occurred' and others.

Appendix D: Verbatims

Verbatim comments from all open-ended responses are included in Appendix D.

Data Collection

Interviews were conducted between November 28 and December 4, 2006 by the professional interviewers of Discovery Research Group working under monitored supervision according to specifications from CFI Group. Interviewers used CATI (computer-assisted-telephone-interviewing) terminals programmed for the specific questionnaire. The Wetlands Reserve Program provided CFI Group with customer names of those who had participated in the program. A total of 251 responses were collected. Of these, 242 responses were valid for modeling purposes. Respondent cooperation, participation among those who were qualified and successfully contacted, was 83.9%. The response rate that also accounts for non-interview events, where a respondent could not be reached (e.g., busy, answering machine, voice mail) was 25.9%.

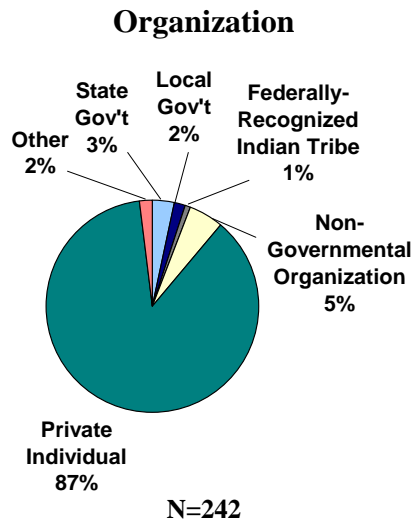
ACSI Code	Definition	n
U	UNIVERSE OF SAMPLED TELEPHONE NUMBERS	1339
	Interviews	
I	Total completed interviews	251
P	Partial interviews	7
I+P	Total interviews	258
	Eligible cases that are not interviewed (Non-respondents)	
	Break-offs	0
	Refusal, qualified cases	41
RQ	Total qualified cases refusals	41
	Cases of unknown eligibility (Unknown eligibility/No contact—Non-interview)	
	Cases of unknown eligibility (Unknown eligibility/No contact—Non-interview)	769
	Foreign language/hard of hearing	7
UE	Total unknown eligibility	776
	Cases that are not eligible (Non-eligible Respondents)	
	Disconnect/out of service	150
	Computer/FAX	18
	Wrong number	91
	Filter	0
	Other Non-eligible respondent	2
NER	Total Non-eligible Respondents	261
	Quota Filled so respondent not eligible for interview	
	Case of quota-filled subgroup	3
	Scheduled for callback, but subgroup quota filled or interview period ended	0
QF	Total Quota Filled Respondents	3
U	Universe of Sampled Numbers	1339
NER	Less Non-eligible Respondents	261
QF	Less Quota Filled Respondents	3
EU	Universe of Eligible Numbers	1075

COOPERATION RATE (AAPOR (2)) = I/(I+P)+RQ	83.9%
--	--------------

e = (I+P+RQ+QF)/(I+P+RQ+QF+NER)	53.6%
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RESPONSE RATE (AAPOR RR(3)) = I+COOP(QF)/(I+P+RQ+QF+NER+e(UE))	25.9%
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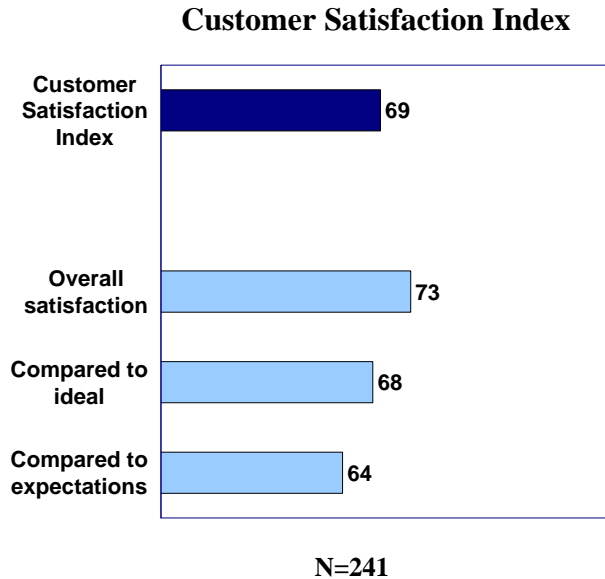
Most of the respondents (87%) identified themselves as ‘private individuals.’ Another 5% were from either state or local government.



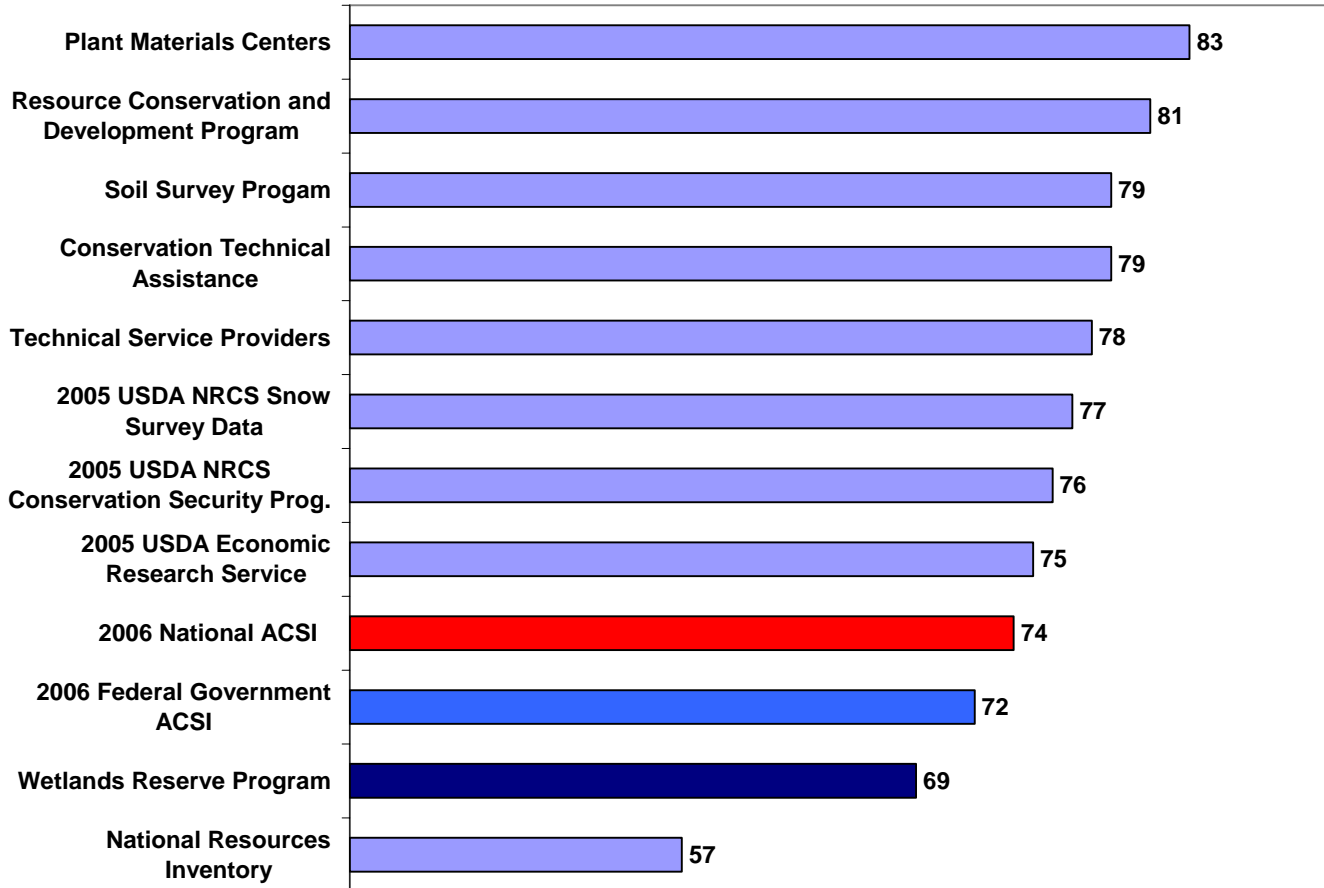
Customer Satisfaction (ACSI)

The **Customer Satisfaction Index (CSI)** is a weighted average of the three ACSI benchmark questions in the questionnaires in Appendix A. The questions are answered on 1-10 scale and converted to a 0-100 scale for reporting purposes. The three questions measure: Overall satisfaction; Satisfaction compared to expectations; and Satisfaction compared to an ideal organization. The model assigns the weights to each question in a way that maximizes the ability of the index to predict changes in agency outcomes.

The 2006 Customer Satisfaction Index (CSI) for the Wetlands Reserve Program is 69 on a 0-100 scale. This score is slightly below the Federal Government’s Customer Satisfaction Index for 2006 (72). Benchmarks with other Government and NRCS satisfaction scores are shown on the following page.



Satisfaction Benchmarks



Satisfaction with the Wetlands Reserve Program is below the Federal Government and National ACSI. These three-point and five-point differences are statistically significant at a 90% level of confidence.

Customer Satisfaction Model

The Wetlands Reserve Program Customer Satisfaction model illustrated on the following page should be viewed as a cause and effect model that moves from left to right. The rectangles are multi-variable components that are measured by survey questions. The numbers in the lower right corners of the rectangles represent the strength of the effect of the component on the left to the one to which the arrow points on the right. These values represent "impacts." The larger the impact value, the more effect the component on the left has on the one on the right.

The NRCS Wetlands Reserve Program can use the scores (in ovals) and impacts (in rectangles) from the model shown on the next two pages to target areas for improvement that will have the greatest leverage on Customer Satisfaction.

Attribute scores are the mean (average) respondent scores to each individual question that was asked in the survey. Respondents are asked to rate each item on a 1-10 scale with "1" being "poor" and "10" being "excellent." CFI Group converts the mean responses to these items to a 0-100 scale for reporting purposes. It is important to note that these scores are averages, not percentages. The score is best thought of as an index, with "0" meaning "poor" and "100" meaning "excellent."

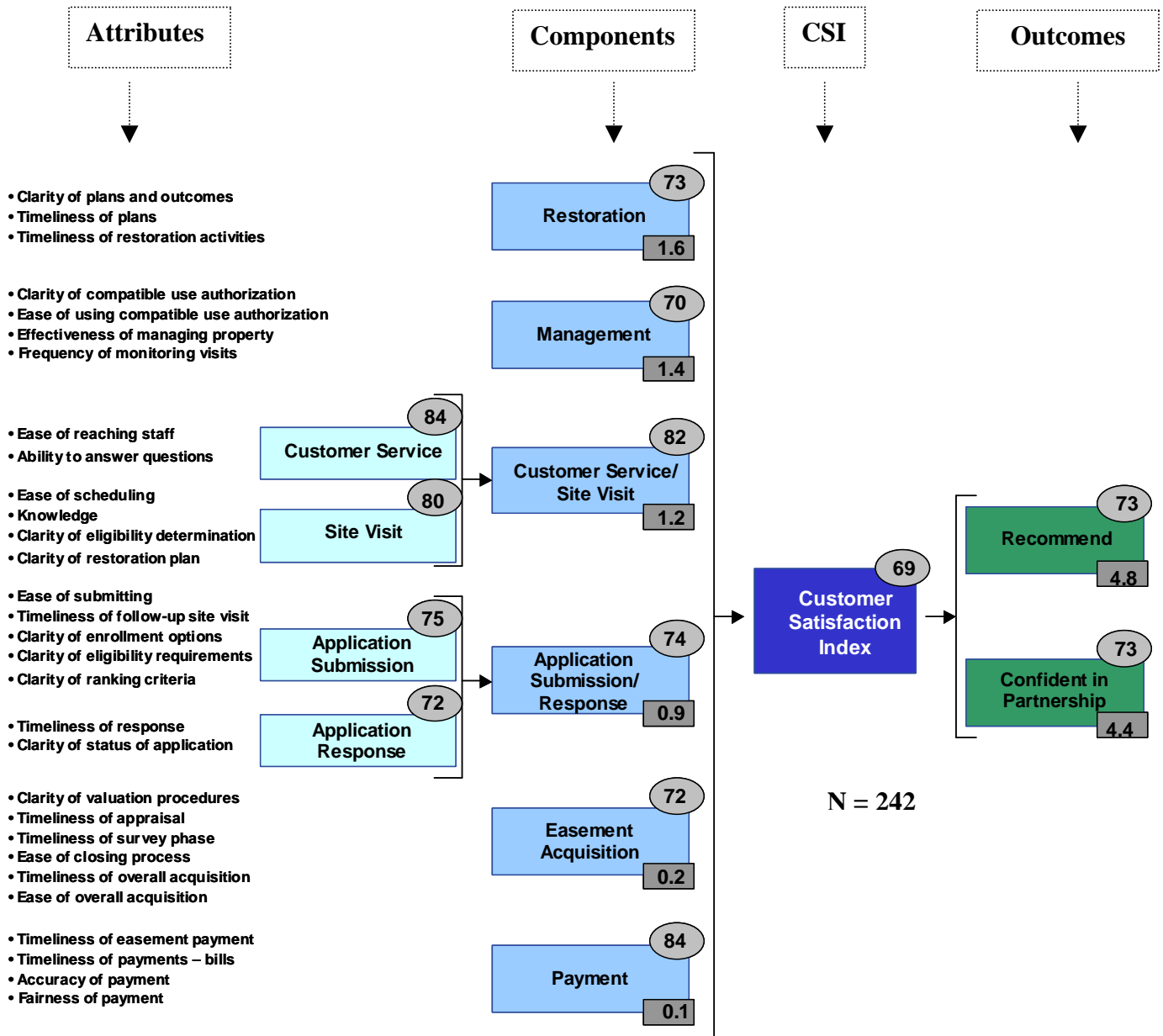
A component score in the ovals in the upper right corners is the weighted average of the individual attribute ratings given by each respondent to the questions presented in the survey. A score is a relative measure of performance for a component, as given for a particular set of respondents. In the model illustrated on the following page, scores for attributes such as 'Clarity of plans and outcomes', 'Timeliness of plans' and the others listed are combined to create the component score for 'Restoration.'

Impacts should be read as the effect on the subsequent component if the initial driver (component) were to be improved or decreased by five points. For example, if the score for Restoration increased by five points (73 to 78), Customer Satisfaction would increase by the amount of its impact, 1.6 points, (from 69 to 70.6). If the driver increases by less than or more than five points, the resulting change in the subsequent component would be the corresponding fraction of the original impact. Impacts are additive. Thus, if multiple areas were to each improve by five points the related improvement in satisfaction will be the sum of the impacts.

Similarly, if the Customer Satisfaction Index were to increase by five points, outcomes such as 'Recommending WRP' or 'Confidence in partnership' would increase by the amount of their impact. In the case of Recommending WRP, the likelihood to recommend would increase by 4.8 points with a five-point increase in satisfaction.

As with scores, impacts are also relative to one another. A low impact does not mean a component is unimportant. Rather, it means that a five-point change in that one component is unlikely to result in much improvement in Satisfaction at this time. Therefore, components with higher impacts are generally recommended for improvement first, especially if scores are lower for those components.

USDA NRCS Wetlands Reserve Program Customer Satisfaction Model



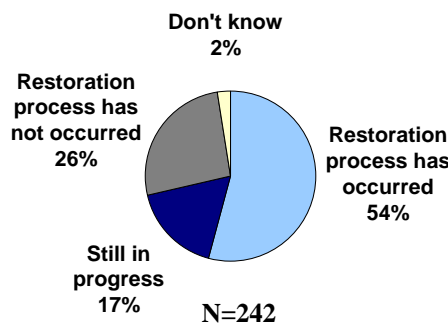
Drivers of Customer Satisfaction

Restoration

Impact 1.6

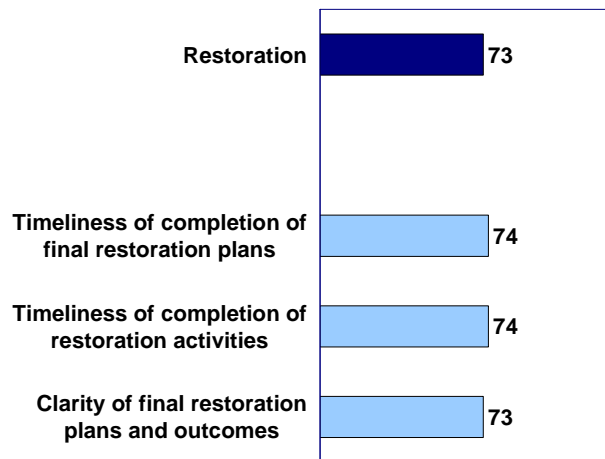
Of all of the areas of the Wetlands Reserve Program that were evaluated, restoration has the highest impact on Customer Satisfaction. For over half (54%) of the respondents, the restoration process has already occurred. Restoration is still in progress at 17% of the respondents’ properties and for one-quarter (26%) of respondents it has yet to occur. Satisfaction was highest among those who had restoration complete (72). Those who had restoration in process scored satisfaction 69 and for those who yet had restoration to occur satisfaction was the lowest at 63.

Restoration Occurred on Property



Respondents gave fairly solid scores to the performance in restoration with all three items scoring in the low 70’s. Given the high impact that the Restoration process has on Customer Satisfaction, improvements in this area will serve to boost satisfaction. Scores indicate that there is an opportunity to improve the clarity and timeliness of the restoration plans and the timeliness of the actual restoration activities. Also of note, those who have had the restoration process completed scored ‘Restoration’ higher than those who still had the restoration in process (75 versus 66). This is a statistically significant difference in scores at a 90% level of confidence.

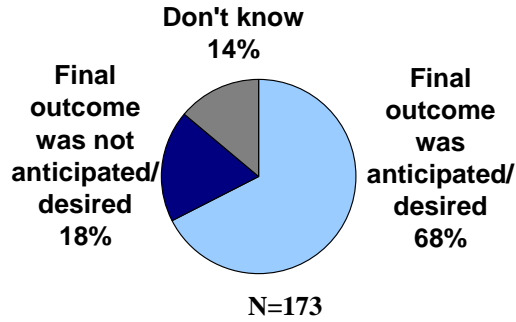
Restoration



N=166

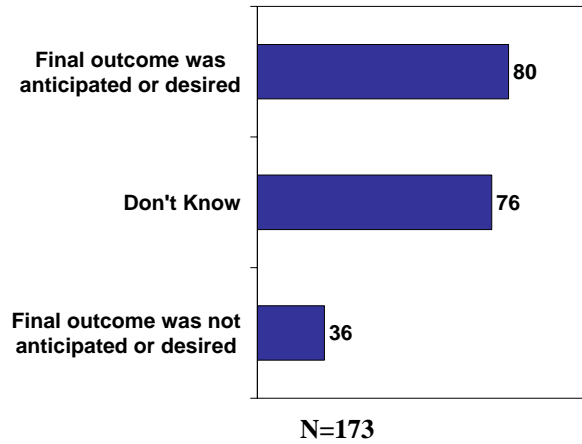
In over two-thirds of the cases the final outcome of restoration was what the respondent had anticipated or desired. However, in nearly one-fifth (18%) of the cases the outcome was not what the respondent had anticipated or desired. Another 14% of respondents did not know.

Final outcome was anticipated or desired



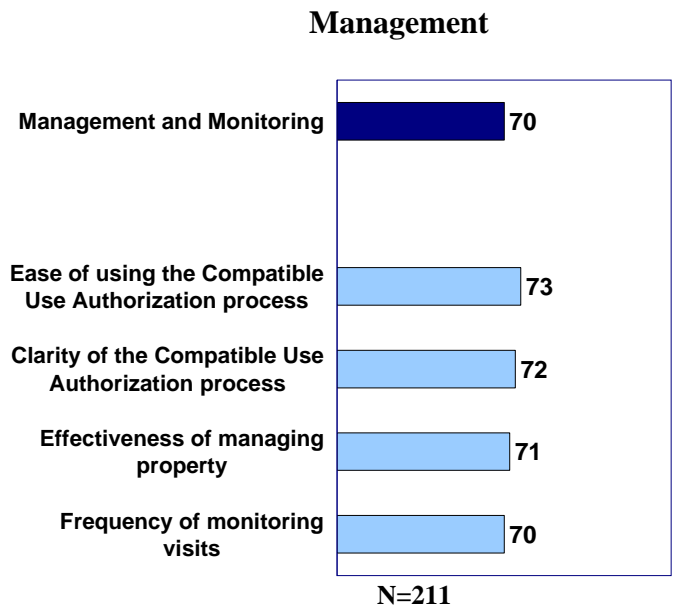
There is a large gap in satisfaction between those who had a desirable or anticipated outcome and those who did not. Those respondents who did have an anticipated or desirable outcome scored satisfaction forty-four points higher than those who did not (80 versus 36). Those who did not know whether or not the outcome was anticipated or desired still had satisfaction scores in line with those who had the anticipated or desired outcome.

Satisfaction by anticipated/desired outcome



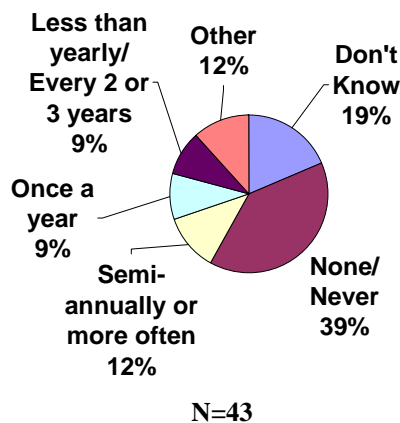
Management
Impact 1.4

Along with the restoration, management and monitoring of the property have high impact on Customer Satisfaction. With scores for all four Management items in the low 70s this is another area where there appears to be ample opportunity to improve. Improvements to the clarity and ease of using the Compatible Use Authorization process will increase overall satisfaction. Respondents’ scores indicate that more frequent monitoring visits and greater effectiveness in managing the property will increase satisfaction.



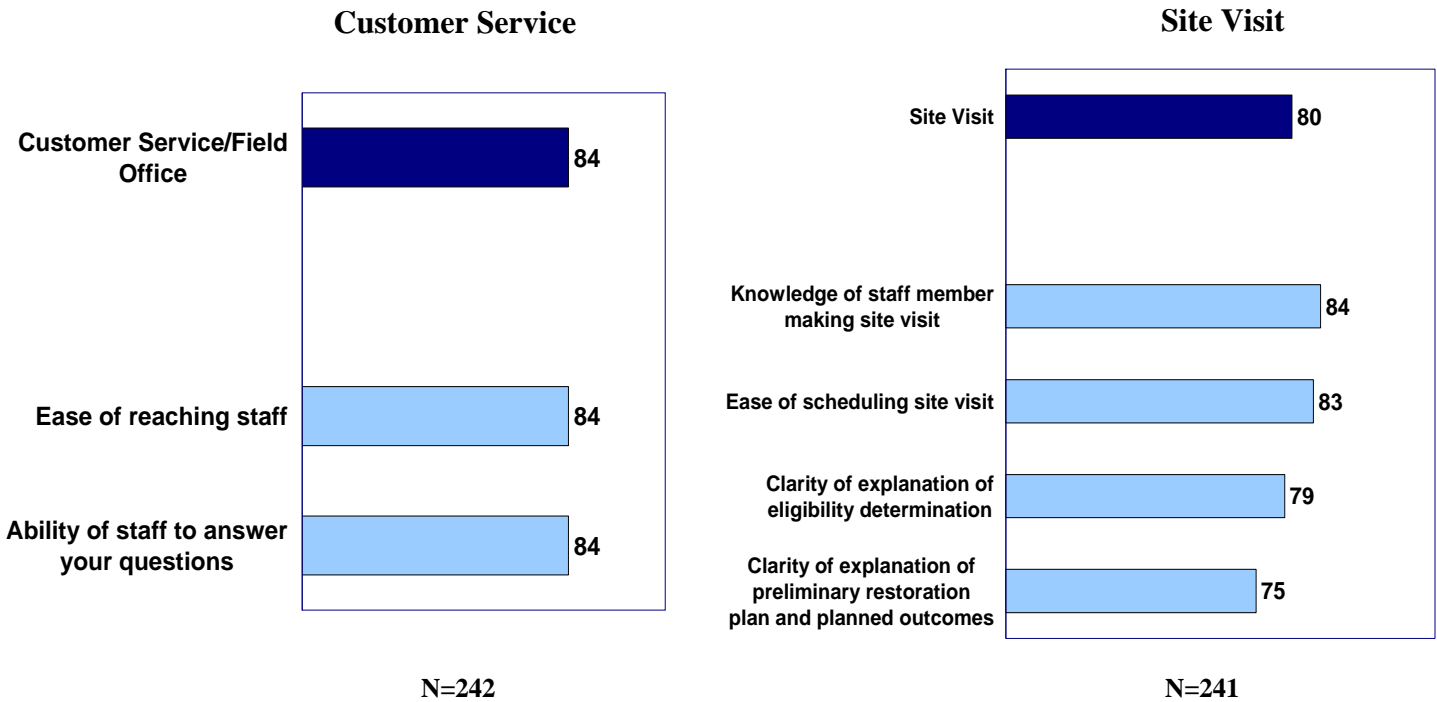
Those respondents who rated ‘frequency of monitoring visits’ lowest (5 and below) were asked ‘How frequently WRP personnel visit their property to monitor?’ Forty-three of the respondents gave ratings of five or lower to this question. The most common responses to how frequently WRP personnel visited their property to monitor were ‘None/Never’ followed by ‘Don’t Know.’

Frequency of monitoring visits
Only respondents scoring ‘Frequency of monitoring visits’ 5 or lower



Customer Service/Site Visit
Impact 1.2

While Customer Service and Site Visit were separate sections of the questionnaire, in modeling the data the two areas fit together as one component in the model. The area of Customer Service/Site Visit was recognized as a strength of the Wetlands Reserve Program. It is also a key driver of Customer Satisfaction.

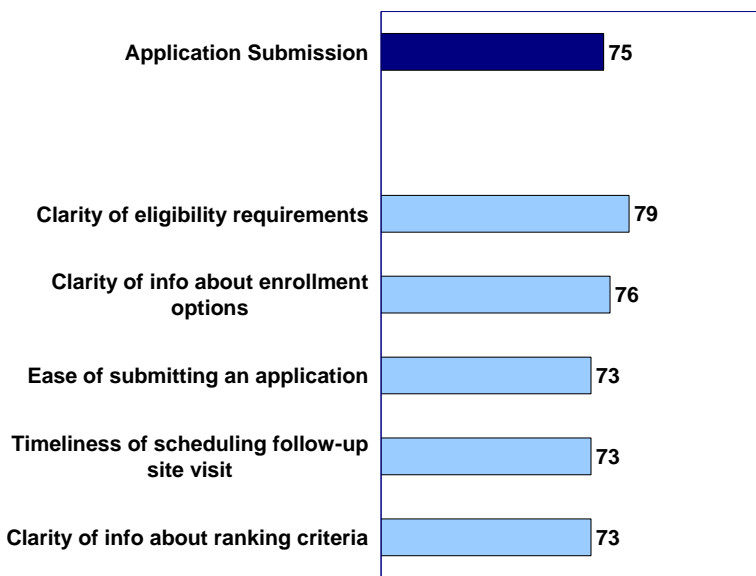


With respect to the customer service, respondents' scores indicate that the staff was easy to reach and able to answer questions. Knowledge and accessibility were also positives of Site Visits. The knowledge of WRP staff is also reflected in the score for knowledge of staff member making site visit, which also received strong marks for ease of scheduling. Providing clearer explanations of eligibility determination and the preliminary restoration plan and planned outcomes may be opportunities to improve Customer Service/Site Visit.

Application Submission/Response
Impact 0.9

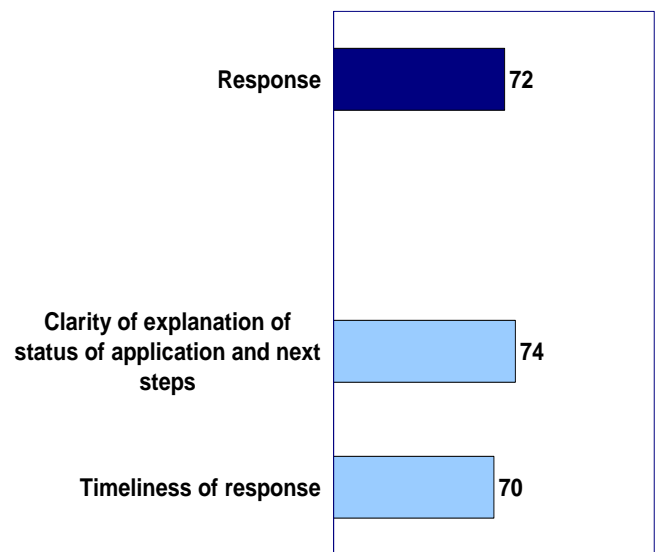
The entire application process from the submission and review of the application to the response has a moderate impact on satisfaction. Application submission and response were evaluated separately in the questionnaire, however the two areas fit as one component in the Customer Satisfaction model.

Application Submission



N=242

Response



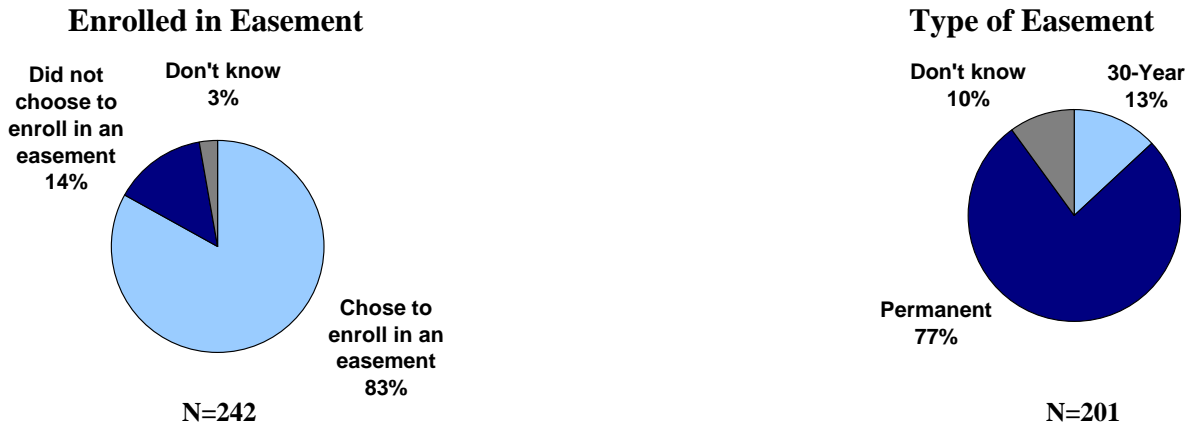
N=241

Within the area of Application Submission, respondents found the eligibility requirements to be clear for the most part as it was the highest scoring item in these areas. Other information, such as that about enrollment options or about the ranking criteria, was less clear. Respondents’ scores indicated that there might be an opportunity to improve the ease of submitting an application and the timeliness of scheduling a follow-up visit.

Respondents’ scores indicate that the timeliness of the response may be an opportunity to improve. The explanation itself could be clearer in explaining the application status and next steps.

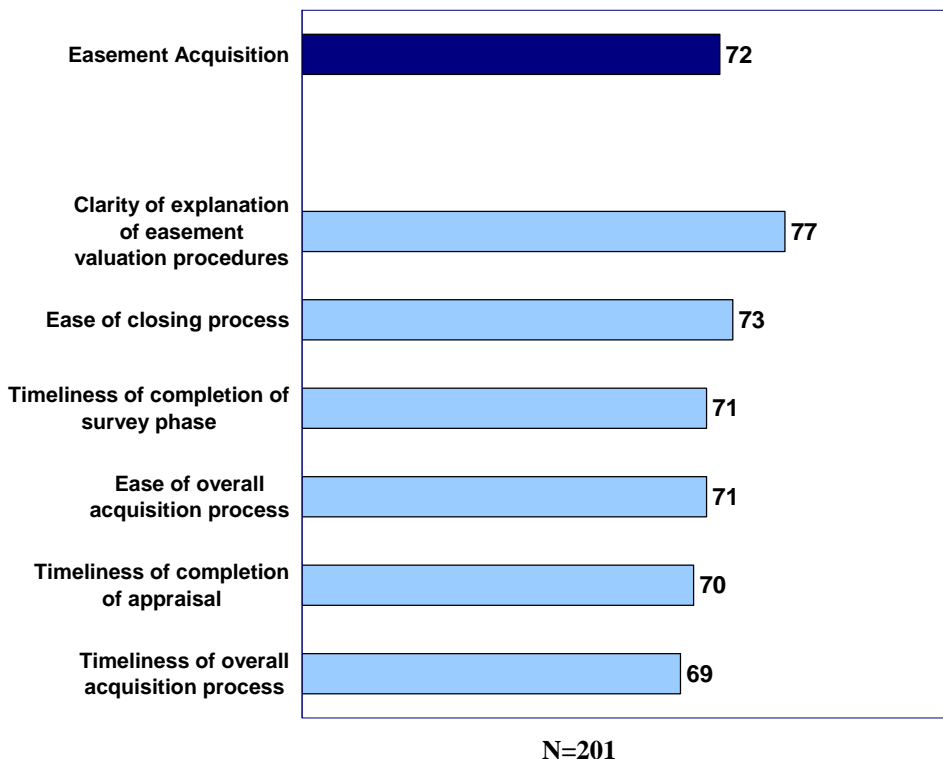
Easement Acquisition
Impact 0.2

A majority (83%) of respondents chose to enroll in an easement. Of those who had enrolled in an easement, most (77%) chose a permanent easement. Only 13% had enrolled in a thirty-year easement.



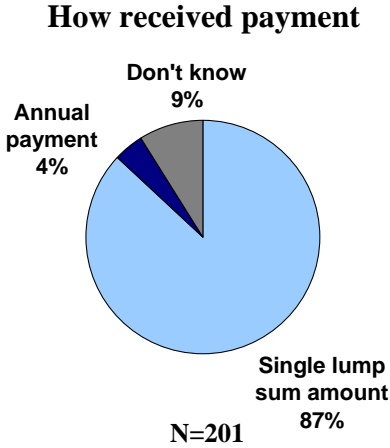
While Easement Acquisition was one of the lower scoring areas, it also has a low impact on satisfaction. Respondents gave highest marks to the clarity of the explanation of easement valuation procedures. Timeliness appeared to be an issue in a few areas including the overall acquisition process, the completion of the appraisal and timeliness of the completion of the survey phase. Given the low impact that this area has on satisfaction, it is likely not a priority area to address.

Easement Acquisition

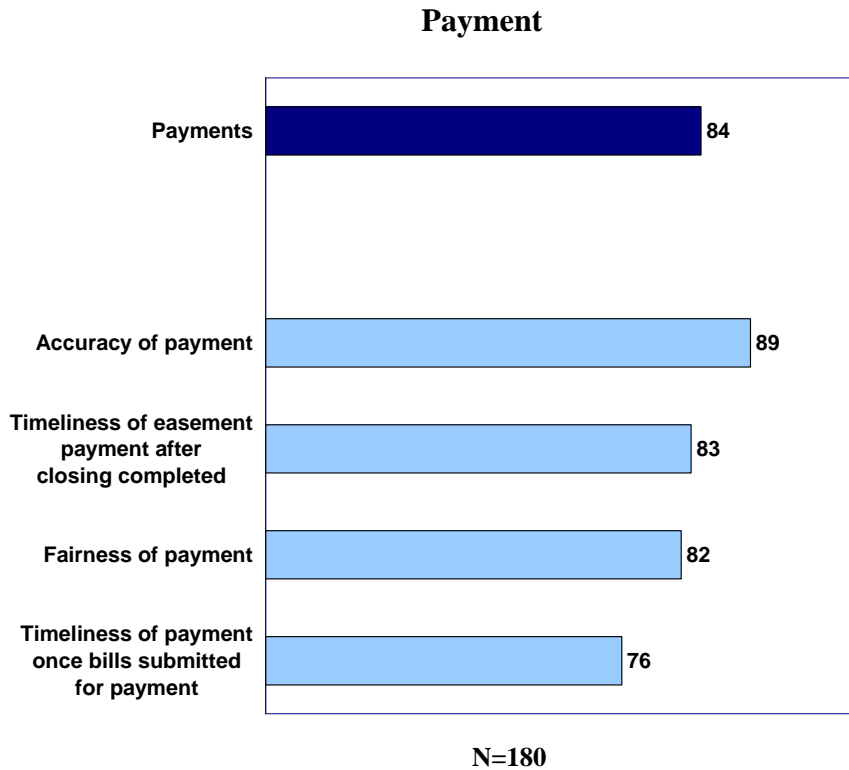


Payment
Impact 0.1

Most respondents (87%) received their payments in a single lump sum amount. Only 4% chose an annual payment.



Respondents gave the highest ratings to the area of Payment. They found the payments to be accurate, fair and timely after closing was completed. The timeliness of payment once bills were submitted received slightly lower ratings. However, given the low impact of Payments, improvements in this area will have at most a nominal effect on satisfaction.



Outcomes of Customer Satisfaction

Respondents are somewhat likely to recommend the Wetlands Reserve Program to others. Likelihood to recommend was rated 73. Confidence in the partnership with the Wetlands Reserve Program also was rated 73. Increasing Customer Satisfaction will boost the likelihood of customers recommending WRP and their confidence in the partnership.

Satisfaction has an impact of 4.8 on the likelihood to recommend and an impact of 4.4 on the confidence in the partnership.

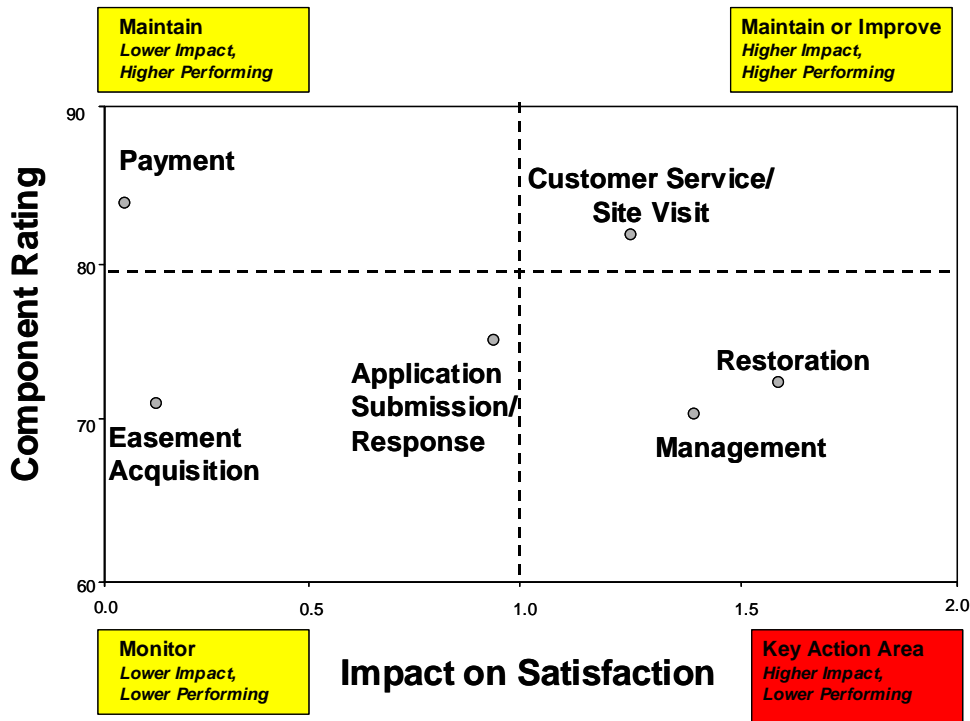
Summary and Recommendations

Customers of the Wetlands Reserve Program rated their satisfaction (69) just below the Federal Government average (72). Those who had a restoration with the outcome they had anticipated or desired were the most satisfied with a satisfaction index of 80. Just over two-thirds of the respondents who had restorations fall into this category. A great disparity in satisfaction (of 44 points) exists between this group and those who did not have the outcome they desired or anticipated. Likewise satisfaction is higher for those who had the restoration process occur (72) compared to those where it has yet to occur (63).

Respondents gave the Wetlands Reserve Program its highest marks for Payments and Customer Service/Site Visit. Staff were found to be accessible and knowledgeable. The payments were accurate, fair and timely after the closing was completed.

Restoration, Management and Customer Service/Site Visit had the most impact on Customer Satisfaction. It is recommended to focus on improving the high impact, lower performing areas as a first priority to increase Customer Satisfaction.

For restoration, respondents would like more clarity in the final plans and outcomes, as well as a timelier completion of the restoration plans and activities. With respect to management activities, respondents would like to have more frequent monitoring visit as 27% of those who rated this item scored it '5' or lower. Improving the clarity and ease of use for the Compatible Use Authorization process will also increase performance in 'Management.' While Customer Service/Site Visit is a higher performing area, improving the clarity of the explanation of the preliminary restoration plan and planned outcomes is an opportunity to improve in this area.



A lower priority area is the application process. Improving timeliness in the areas of scheduling a follow-up site visit in the response to the application are potential items for focus. Providing clearer information about both the ranking criteria and application status and steps are other areas.

The areas of Payment and Easement Acquisition are low impact and status quo should be maintained, as only a nominal increase in satisfaction would result from an improvement.

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APPENDIX A : SURVEY QUESTIONNAIRE

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USDA NRCS – Wetlands Reserve Program Customer Satisfaction Survey

Verify Respondent

Intro1. Hello. The US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) has hired my company, [Data Collection Company], to call on their behalf to conduct a brief survey about their Wetlands Reserve Program. My name is _____. May I please speak with _____?

WAIT FOR RESPONSE

1. Correct Person on Phone (**GO TO INTRO**)
2. Not correct person, but Person is available (**HOLD UNTIL RESPONDENT ANSWERS AND READ BELOW**)

Intro2. Hello. The US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) has hired my company, [Data Collection Company], to call on their behalf. My name is _____. (**GO TO INTRO**)

1. If Person not available (**Schedule a call back**)
2. If No Such Person **“Thank you and have a nice day!”**
3. Refusal/Hung Up

Intro

IF SPEAKING WITH CORRECT PERSON CONTINUE BELOW

The Wetlands Reserve Program of the US Department of Agriculture (USDA) Natural Resources Conservation Service (NRCS) would like your feedback about its program to ensure that they deliver the services that meet your needs.

Intro3. ARE YOU FAMILIAR WITH THE WETLANDS RESERVE PROGRAM FROM THE NATURAL RESOURCE CONSERVATION SERVICE (NRCS)?

1. Yes (Skip to Intro 4)
2. No/Don't Know (IF NO/DON'T KNOW PLEASE READ BELOW **IN BOLD**)

The Natural Resources Conservation Service (NRCS) administers several programs in order to provide technical assistance and financial incentives to enable owners and managers of privately owned land to make sound natural resource decisions and to promote conservation.

The Wetlands Reserve Program is one of these programs.

Specifically, The Wetlands Reserve Program provides:

Financial and technical assistance to eligible participants to restore, enhance and protect wetlands and associated adjacent lands. There are 3 options available for enrollment in WRP, a restoration cost share agreement where there is no easement payment and NRCS will pay up to 75% of the cost of required restoration practices, and 2 easement options. The 30-year easement option provides for a payment of 75% of the cost of restoration practices and a payment for land rights purchased equal to 75% of the lessor of the appraised market value, the geographic rate cap or the landowners offer. The permanent easement option provides for 100% of the easement value and a payment of 100% of the restoration costs.

Intro4. We ask on behalf of the Wetlands Reserve Program for your participation in a short survey that asks about your satisfaction with the services it provides.

This survey will take approximately 8-10 minutes of your time. This survey is authorized by the U.S. Office of Management and Budget Control No. 1505-0191.

(NOTE TO INTERVIEWER: IF THE RESPONDENT HAS ANY QUESTIONS ABOUT THE SURVEY PLEASE RECORD THE NATURE OF THEIR QUESTION AND HAVE THEM CONTACT MAGGIE RHODES)

Just to confirm, have you participated in the Wetlands Reserve Program?

1. Yes (Continue)
2. No (Terminate)
3. Don't Know (Terminate)

Intro5. Is now a good time?

1. Yes (Continue)
2. No "Can we schedule a time that is more convenient for you?"

(For all questions, please include choices 98 = Don't Know and 99 = Refused/Hung Up)

Demographics

Demo1. Which best describes your organization?

1. State Government
2. Local Government
3. Federally-Recognized Indian Tribe
4. Non-Governmental Organization
5. Private Individual
6. Other (Please Specify)

Customer Service/Field Office

Please think about the Field Office that you had contact with regarding the Wetlands Reserve Program. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the Field Office on the following:

- Q1. Ease of reaching staff
- Q2. Ability of staff to answer your questions

Application Submission/Evaluation

Please think about the application submission process for the Wetlands Reserve Program. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q3. Ease of submitting an application
- Q4. Timeliness of scheduling follow-up site visit
- Q5. Clarity of information about the program enrollment options including payment options
- Q6. Clarity of eligibility requirements
- Q7. Clarity of information about ranking criteria

Site Visit

Think about the site visit that was part of the evaluation process. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q8. Ease of scheduling site visit
- Q9. Knowledge of staff member making site visit
- Q10. Clarity of explanation of eligibility determination.
- Q11. Clarity of explanation of preliminary restoration plan and the planned outcomes

Response

Think about the response that you received regarding the proposal you submitted to WRP. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q12. Timeliness of response
- Q13. Clarity of explanation of status of application and next steps in the process

Easement Acquisition

- Q14. Did you choose to enroll in an easement?
 - 1. Yes (IF YES ASK Q15-21 AND Q27-31)
 - 2. No (SKIP TO Q22)
 - 3. Don't Know (SKIP TO Q22)
- Q15. In which type of easement did you enroll?
 - 1. 30-Year
 - 2. Permanent
 - 3. Don't Know

Think about the process you went through to get an easement. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q16. Clarity of explanation of easement valuation procedures
- Q17. Timeliness of completion of appraisal
- Q18. Timeliness of completion of survey phase
- Q19. Ease of closing process
- Q20. Timeliness of overall acquisition process
- Q21. Ease of overall acquisition process

 Restoration

- Q22. Has the restoration process occurred on your property?
1. Yes (ASK Q23-26)
 2. Still in progress (ASK Q23-26 PLEASE ANSWER THE FOLLOWING TO THE BEST OF YOUR ABILITY, IF A QUESTION DOES NOT APPLY PLEASE INDICATE SO)
 3. No (SKIP TO Q27)
 4. Don't Know (SKIP TO Q27)

Think about the restoration process that occurred on your property. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q23. Clarity of final restoration plans and outcomes
- Q24. Timeliness of completion of final restoration plans
- Q25. Timeliness of completion of restoration activities
- Q26. Was the final outcome what you anticipated/desired?
1. Yes
 2. No
 3. Don't Know

 Payments ASK ONLY IF Q14 = 1 YES, SKIP SECTION IF Q14= 2 NO or 3 DON'T KNOW

- Q27. If you enrolled in an easement, how did you choose to receive your easement payment?
1. Single lump sum amount
 2. Annual Payment
 3. Don't Know

Think about the payment you received through the Wetlands Reserve Program. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q28. Timeliness of easement payment after closing completed
- Q29. For restoration work, timeliness of payment once bills submitted for payment
- Q30. Accuracy of payment
- Q31. Fairness of payment

 Management and Monitoring

Think about the monitoring process that is ongoing through the Wetlands Reserve Program. On a scale from "1" to "10," where "1" is "poor" and "10" is "excellent," please rate the following:

- Q32. Clarity of the Compatible Use Authorization process
- Q33. Ease of using the Compatible Use Authorization process
- Q34. Effectiveness of managing property
- Q35. Frequency of monitoring visits
- Q36. (ASK ONLY IF Q35 <6) How frequently do WRP personnel visit your property to monitor?

ACSI Benchmark Questions

Now we are going to ask you to please consider your experiences with Wetlands Reserve Program (WRP) in answering the following.

- Q37. First, please consider all your experiences to date the USDA NRCS Wetlands Reserve Program. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with the USDA NRCS Wetlands Reserve Program?
- Q38. To what extent has the USDA NRCS Wetlands Reserve Program fallen short of your expectations or exceeded your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."
- Q39. Forget about the USDA NRCS Wetlands Reserve Program for a moment. Now, imagine the ideal program. How well does USDA NRCS Wetlands Reserve Program compare with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

Outcomes

- Q40. How likely would you be to recommend the USDA NRCS Wetlands Reserve Program to others? Please use a scale from 1 to 10, where "1" means "not very likely" and "10" means "very likely."
- Q41. How confident are you in the partnership with NRCS Wetlands Reserve Program resulting in the effective management of your land? Please use a scale from 1 to 10, where "1" means "not very confident" and "10" means "very confident."

Open-End

- Q42. How could USDA NRCS Wetlands Reserve Program better serve the needs of its customers?

Closing

The USDA NRCS Wetlands Reserve Program would like to thank you for your time and participation today. Your feedback is greatly appreciated.

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APPENDIX B: CUSTOMER BACKGROUND

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	Percent of Respondents
Organization	
State Government	3%
Local Government	2%
Federally-Recognized Indian Tribe	1%
Non-Governmental Organization	5%
Private Individual	87%
Other	2%
Number of Respondents	
242	
Chose to enroll in an easement	
Yes	83%
No	14%
Don't know	3%
Number of Respondents	
242	
Type of easement	
30-Year	13%
Permanent	77%
Don't know	10%
Number of Respondents	
201	
Restoration process has occurred on your property	
Yes	54%
Still in progress	17%
No	26%
Don't know	2%
Number of Respondents	
242	
Final outcome was what you anticipated/desired	
Yes	68%
No	18%
Don't know	14%
Number of Respondents	
173	
Method for receiving easement payment	
Single lump sum amount	87%
Annual payment	4%
Don't know	9%
Number of Respondents	
201	

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APPENDIX C: ATTRIBUTE TABLES

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Attribute Table – Aggregate Scores

	Score	Total Impact
Customer Service/Field Office + Site Visit	82	1.2
Customer Service/Field Office	84	--
Ease of reaching staff	84	
Ability of staff to answer your questions	84	
Site Visit	80	--
Ease of scheduling site visit	83	
Knowledge of staff member making site visit	84	
Clarity of explanation of eligibility determination	79	
Clarity of explanation of preliminary restoration plan and planned outcomes	75	
Application Submission/Evaluation + Response	74	0.9
Application Submission/Evaluation	75	--
Ease of submitting an application	73	
Timeliness of scheduling follow-up site visit	73	
Clarity of information about enrollment options	76	
Clarity of eligibility requirements	79	
Clarity of information about ranking criteria	73	
Response	72	--
Timeliness of response	70	
Clarity of explanation of status of application and next steps	74	
Easement Acquisition	72	0.2
Clarity of explanation of easement valuation procedures	77	
Timeliness of completion of appraisal	70	
Timeliness of completion of survey phase	71	
Ease of closing process	73	
Timeliness of overall acquisition process	69	
Ease of overall acquisition process	71	
Restoration	73	1.6
Clarity of final restoration plans and outcomes	73	
Timeliness of completion of final restoration plans	74	
Timeliness of completion of restoration activities	74	
Payments	84	0.1
Timeliness of easement payment after closing completed	83	
Timeliness of payment once bills submitted for payment	76	
Accuracy of payment	89	
Fairness of payment	82	
Management and Monitoring	70	1.4
Clarity of the Compatible Use Authorization process	72	
Ease of using the Compatible Use Authorization process	73	
Effectiveness of managing property	71	
Frequency of monitoring visits	70	
Customer Satisfaction Index	69	
Overall satisfaction	73	
Compared to expectations	64	
Compared to ideal	68	
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	73	4.8
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	73	
Confidence in the partnership with NRCS Wetlands Reserve Program	73	4.4
Confidence in the partnership with NRCS Wetlands Reserve Program	73	
Number of Respondents	242	

Attribute Table – Enrolled in Easement versus Did Not Enroll

	Chose to enroll in an easement	Did not choose to enroll in an easement	Significant Difference
Customer Service/Field Office + Site Visit	83	74	✓
Customer Service/Field Office	85	75	✓
Ease of reaching staff	85	75	✓
Ability of staff to answer your questions	85	75	
Site Visit	82	72	✓
Ease of scheduling site visit	84	76	
Knowledge of staff member making site visit	86	76	
Clarity of explanation of eligibility determination	82	69	✓
Clarity of explanation of preliminary restoration plan and planned outcomes	76	67	
Application Submission/Evaluation + Response	75	66	
Application Submission/Evaluation	76	67	✓
Ease of submitting an application	73	71	
Timeliness of scheduling follow-up site visit	74	65	
Clarity of information about enrollment options	78	63	✓
Clarity of eligibility requirements	81	70	✓
Clarity of information about ranking criteria	74	67	
Response	73	65	
Timeliness of response	71	63	
Clarity of explanation of status of application and next steps	75	67	
Easement Acquisition	72	--	
Clarity of explanation of easement valuation procedures	77	--	
Timeliness of completion of appraisal	70	--	
Timeliness of completion of survey phase	71	--	
Ease of closing process	73	--	
Timeliness of overall acquisition process	69	--	
Ease of overall acquisition process	71	--	
Restoration	74	68	
Clarity of final restoration plans and outcomes	73	66	
Timeliness of completion of final restoration plans	75	68	
Timeliness of completion of restoration activities	74	68	
Payments	84	--	
Timeliness of easement payment after closing completed	83	--	
Timeliness of payment once bills submitted for payment	76	--	
Accuracy of payment	89	--	
Fairness of payment	82	--	
Management and Monitoring	72	60	
Clarity of the Compatible Use Authorization process	73	66	
Ease of using the Compatible Use Authorization process	75	59	
Effectiveness of managing property	73	58	✓
Frequency of monitoring visits	73	61	
Customer Satisfaction Index	71	59	
Overall satisfaction	76	62	✓
Compared to expectations	66	55	
Compared to ideal	70	58	✓
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	75	63	
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	75	63	
Confidence in the partnership with NRCS Wetlands Reserve Program	75	65	
Confidence in the partnership with NRCS Wetlands Reserve Program	75	65	
Number of Respondents	201	34	

Attribute Table – Restoration Phase

	Restoration process has occurred	Restoration process is still in progress	Restoration process has not occurred
Customer Service/Field Office + Site Visit	82	81	82
Customer Service/Field Office	85	83	82
Ease of reaching staff	84	85	82
Ability of staff to answer your questions	85	80	82
Site Visit	80	80	82
Ease of scheduling site visit	82	84	85
Knowledge of staff member making site visit	84	82	87
Clarity of explanation of eligibility determination	79	80	81
Clarity of explanation of preliminary restoration plan and planned outcomes	77	74	74
Application Submission/Evaluation + Response	73	76	73
Application Submission/Evaluation	74	77	77
Ease of submitting an application	69	77	77
Timeliness of scheduling follow-up site visit	73	78	69
Clarity of information about enrollment options	76	73	78
Clarity of eligibility requirements	77	82	83
Clarity of information about ranking criteria	70	77	76
Response	73	73	68
Timeliness of response	70	70	68
Clarity of explanation of status of application and next steps	75	75	69
Easement Acquisition	73	78	64
Clarity of explanation of easement valuation procedures	75	81	76
Timeliness of completion of appraisal	71	78	63
Timeliness of completion of survey phase	72	80	59
Ease of closing process	76	78	60
Timeliness of overall acquisition process	72	75	55
Ease of overall acquisition process	74	74	60
Restoration	75	66	--
Clarity of final restoration plans and outcomes	74	66	--
Timeliness of completion of final restoration plans	76	64	--
Timeliness of completion of restoration activities	77	57	--
Payments	85	86	79
Timeliness of easement payment after closing completed	86	86	74
Timeliness of payment once bills submitted for payment	77	75	63
Accuracy of payment	89	93	86
Fairness of payment	84	88	76
Management and Monitoring	72	71	70
Clarity of the Compatible Use Authorization process	72	71	74
Ease of using the Compatible Use Authorization process	75	69	71
Effectiveness of managing property	72	70	67
Frequency of monitoring visits	73	67	66
Customer Satisfaction Index	72	69	63
Overall satisfaction	76	74	68
Compared to expectations	68	63	57
Compared to ideal	71	70	61
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	76	75	69
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	76	75	69
Confidence in the partnership with NRCS Wetlands Reserve Program	75	72	72
Confidence in the partnership with NRCS Wetlands Reserve Program	75	72	72
Number of Respondents	131	42	63

Attribute Table – Outcome Was Desired/Anticipated

	Final outcome was what you anticipated/ desired	Final outcome was not what you anticipated/ desired	Don't Know
Customer Service/Field Office + Site Visit	87	61	83
Customer Service/Field Office	89	68	83
Ease of reaching staff	89	69	84
Ability of staff to answer your questions	89	66	82
Site Visit	86	56	83
Ease of scheduling site visit	87	67	84
Knowledge of staff member making site visit	90	60	85
Clarity of explanation of eligibility determination	85	55	82
Clarity of explanation of preliminary restoration plan and planned outcomes	83	43	82
Application Submission/Evaluation + Response	79	52	80
Application Submission/Evaluation	79	52	82
Ease of submitting an application	73	57	82
Timeliness of scheduling follow-up site visit	80	47	86
Clarity of information about enrollment options	83	48	79
Clarity of eligibility requirements	83	55	85
Clarity of information about ranking criteria	75	51	80
Response	78	53	78
Timeliness of response	74	56	73
Clarity of explanation of status of application and next steps	81	51	81
Easement Acquisition	78	57	80
Clarity of explanation of easement valuation procedures	81	57	81
Timeliness of completion of appraisal	76	57	80
Timeliness of completion of survey phase	77	59	81
Ease of closing process	80	61	77
Timeliness of overall acquisition process	76	55	81
Ease of overall acquisition process	78	52	80
Restoration	84	34	74
Clarity of final restoration plans and outcomes	85	28	73
Timeliness of completion of final restoration plans	83	33	74
Timeliness of completion of restoration activities	84	39	65
Payments	90	66	83
Timeliness of easement payment after closing completed	89	72	87
Timeliness of payment once bills submitted for payment	82	58	67
Accuracy of payment	95	69	87
Fairness of payment	89	66	81
Management and Monitoring	80	40	73
Clarity of the Compatible Use Authorization process	81	42	71
Ease of using the Compatible Use Authorization process	82	45	70
Effectiveness of managing property	83	34	66
Frequency of monitoring visits	79	48	73
Customer Satisfaction Index	80	36	76
Overall satisfaction	85	39	80
Compared to expectations	78	28	68
Compared to ideal	77	40	80
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	83	41	82
Likelihood to recommend the USDA NRCS Wetlands Reserve Program to others	83	41	82
Confidence in the partnership with NRCS Wetlands Reserve Program	82	39	83
Confidence in the partnership with NRCS Wetlands Reserve Program	82	39	83
Number of Respondents	117	32	24

APPENDIX D: VERBATIM COMMENTS

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Demo1. Which best describes your organization? Responses to 'Other' Please Specify

Private partnership

National wildlife system, Patoka River National Wildlife Refuge

I think it is Federal Government

Hunting club (2)

Q36. How frequently do WRP personnel visit your property to monitor?**Don't Know**

(I'm) not sure.

Don't ask me. I never see them.

I don't know that they ever visit.

I don't know.

I have no idea.

I have no idea. They don't tell me when they are coming.

I'm not sure because they don't always let us know when they are doing an inspection.

I'm not sure.

No idea

No, they don't tell him and he doesn't know.

Once every 2 months

Once every 2 months

Infrequently/Once

Infrequently

Once

I have not seen anybody in a long time.

Semi-annually

At the present time, we have had zero visits. Prior to the current manager, it was about two times a year over the last 5 years.

Couple times a year

Every six months

Maybe twice a year. I'm not sure.

Annually

Less than once per year.

Once a year (3)

They have been out about six times in six years. They didn't come out for quite some time then they started coming more regularly toward the end of the process. They had changed supervisors and everything got put on hold.

Less than annually

Bi-annually

Once every three years

*They are very sporadic. The follow up after the fact is not very good. We believe there should more active involvement from WRP. Maintaining what they build.
I haven't seen them in two years.*

Only if called

*Only when I call them; not nearly often enough.
They have not come unless we called them.*

Never/None

*I have never had a monitoring visit.
I have not seen anyone since the beginning. I have only seen the surveyor.
I have not seen them at all.
I have not seen them.
I haven't seen them at all.
I never been there.
I never have.
I never see them.
Never (2)
Never. I have not seen anyone since finished.
No.
None (2)*

Q42. How could USDA NRCS Wetlands Reserve Program better serve the needs of its customers?**Advertise (8 comments)**

I guess have a more public campaign. A lot of the public doesn't even know about the program. Make the program more available to the public.

More advertisement.

More advertising the program is available.

Raise public awareness of their services.

They could do more advertisement in the newspaper and TV. Go around and talk to the farmers. If they don't have the funds, they should not do it. The hopes of people should not get up.

They need more contact with the public, so they know what is out there and to do.

They need to make it more open for the farming community. They need to get the word out more clearly.

Appraisal Process (3 comments)

Changing the appraisal process evaluation of the land.

Figure out the appraisal process. It is very muddled. The input during the appraisal was not existent.

It needs to return to the appraisal process.

Communication (24 comments)

A little more clarification and more communication

A little more contact. I would like to hear a little more from them. They communicate through registered letters and I work all day and I can't get to the post office before it closes. So I have to leave work early to get my registered mail. More regular contact. (It'd) be nice to know when things are going to happen before they do.

Asking for and actually do what the landowners want. Paid no attention to what I wanted.

Be fair and honest. They need to know what they are talking about.

Better communication and shorter time lines.

Better communication. No one called me about the survey results and no one has been out since April. I was told it has been sub contracted but no contact has been made. I still have not seen the final design of the wetland. I have seen the survey results but no one contacted me to let me know when they were going to do the survey. The sub contractor that did the survey just went out and did it going onto neighbor's property without any notice creating issues with my neighbors.

By finishing the job and standing behind what they say making things more clear what they are going to do.

By giving them all the facts of the program.

Concise and brief statement of required reporting and detailed limitations on behalf of the lessor.

I guess better communication amongst people at the office and property owners with concerns or needs they have for the property.

I like to know what was happening up front before it went through. There wasn't any chance to change. They were already doing it once the papers were signed.

I need a little more input in general on what is going on. I need more contact on what is happening. Now that we have come this far, it seems it has been pushed to the backburner.

I think before starting the project they need to make sure the funding is there and timeline laid out better.

I think better communication after project is approved but not finalized.

I think that communication with local landowners is very good. I don't know how they could really improve on it.

I would just like to have been more fully understood what I was getting into. It was explained one way and it turned out another.

Just more clear, concise information available. That is the essence of it. They told me I had to contract. I basically had to do all the management of tree planning. Neighbor said if they wanted it they could do it and they did. Had I known all the options I may have made a different deal. I feel I was taken advantage of relative to what the other guy got.

Listen to customers. It was supposed to be a partnership but it turns out to be just their program.

More regular communication regarding their schedules. What affects their schedules. A newsletter so they could send the same thing to all the participants. Case-by-case business on what they are going to do on individual properties.

Simplify the forms and the communication.

There could be better communication between each other.

They can communicate with their customers. They're impossible to talk with.

Vastly improve communication. Newsletter or something.

With more communication.

Follow-up (9 comments)

Check more regularly with the customer to find out their needs as far as property upkeep.

Complete the plan. It's been about four years.

Done what they offered to do.

Feedback and follow-up.

Follow through

Follow up with what they say they are going to do. They need to tell us the truth about projects.

Get their act together from the beginning.

Getting the programs right the first time.

The main thing is to return phone calls.

Local/State Relationship (9 comments)

Change their attitudes at the state level. Be fairer with farmers.

Get knowledgeable people involved in the program. The local people try hard but the higher ups in Washington have no clue.

Give more authority to the local offices and find a way to speed up the process. It's been two years and there is still no plan for restoration.

I would say as it moves away from the local office to stay in better touch, that is when things got more delayed and out of control. I do not think they do multiple pieces for many people. As it goes up the chain, it seemed we got more bogged down.

I would say have some more local control. We have some great people at the state people. [Name Deleted] has been a great help. There are some people in another county. They are too far away to keep a handle on it.

I'd like to see more continuity of local management. I would like to see more interest on the parts of local management in discussing the problems and solutions. I'd like to see them keep their appointments when made. They don't even keep them when they make them. Something I would like to see is more funds devoted to maintenance of on going projects with fewer acquisitions of new projects until the existing projects are being adequately managed and the desired results being implemented.

If the state and federal government could get together and work out their differences and not have me in the middle it would make me more comfortable.

We used Ducks Unlimited. I think it should have been done locally.

Work more effectively with local and county governments.

Payments/Funding (21 comments)

Buy more of my land. I was extremely satisfied. If they wanted to buy more land, I would sell it.

Do not offer it. They are paying way too much money for it.

Every time you ask me a question like that I think about the guy that originally came. When he made the offer he only gave me one day to answer, which I had to take what he offered. So I had to accept the moneys he had to offer which was only \$800.00 per acre and there are others that got up to \$1,000.00 per acre. I really feel like they took advantage of me and the quick time limit I had to accept their offer.

Get more money for the program, preferably for farm build money.

I am not sure how they surveyed it and said that I would have as much water as I wanted. I didn't get the amount that I wanted. I just got 3.5 acres and they said I was going to get six acres. It is a great place but just not what I was told. I am happy with it and I am just disappointed with it a little the contractor submitted the bid late after I had submitted mine. The contractor had to settle for the amount that was first submitted. The check came from New Orleans when there was Katrina and after the check came the contractor resubmitted the bid. He was disappointed and so was I. There was not much we could do about it. I am very happy with. I would recommend.

I didn't understand how the final payment was to be paid. As a result, we paid more then we expected to.

I guess, provide more opportunity with additional funding, that way we could include more land in the program.

I prefer the former way of purchasing the easement. They put a fixed price on each acre. They changed it to got an appraiser to fix the price. The result of it is I don't know. They have not been in touch with me. The program is excellent and the people are handling it well.

My biggest problem is not being able to generate any income on the property due to the easement and yet the county raises property taxes.

My concern and problem is that we are required to pay the contractor for the work to be done and we are paid by a cashable grant which means we have to pay money on the money we get from you so therefore we are losing money. I would like you to pay the contractor directly.

Pay little more.

Pay me more for my land. I have no complaints.

Pay more.

Pay the taxes on it.

The estimate for cost and the payment we received was very inaccurate and restored cost me 150% more then estimated.

The federal government has not provided the money to complete restoration. I have spoken to my rep and he says they don't have the funds in the budget to complete the ponds, etc.

The value of the ground.

They could offer money for the easements.

They got a bunch of trees on their property and they said to not get rid of them and we spent a lot of money and just spent 6,000 dollars to get rid.

They need to up their prices. Prices are too low.

Work to reduce the amount of taxes. They should be tax exempt. You can't use the land because it is a wetland. The best way to help us is with the taxes. The taxes are way too high. We have an urban problem. Lots of pressure. The land is under pressure because of growth. We are taxed more for the land that what it is worth. The taxes should be exempt for the wetlands. We are protecting the ground water for future growth. [Name Deleted] was wonderful and did an excellent job. The only office Portage County in Ohio is pleasant to go to.

Relationship/Partnering (10 comments)

A little more community involvement would be nice. Nothing else I can think of.

Access requirements. Requirements to gain access could be more flexible. That's it. That's the only hold up I have had. It's downhill from there.

Help the people. Landowners.

I don't know. I guess they could check in on more people with wetland property to see if they are interested in the program.

I think they need to work more with the landowners. They bought my property and I have not seen them. They said nothing needed to be done to (the) property.

The best thing is to inform the landowners to what level they are at on the project and what stage they are at after acquisitions.

The big company's ignore the farmer and push the water from non-wetlands onto my property. How do stop that. Who should I call?

They could be a little more flexible to the landowner.

They need to contact the landowner more often. They need to do things in a more timely manner and keep the landowner apprised of what they are doing.

Treat the customer as a real partner. Change the attitude. After the easement, they act as though they own the land and don't consult me on anything and that's not how things are supposed to be handled.

Staffing level (5 comments)

More effective communication and better explanation of programs. More knowledgeable staff.

More field people, needs more monitoring visits.

More staff.

They need to be better staffed and with more employees.

Train staff.

Technical Assistance (9 comments)

Assistance in drainage in our tributaries. Assist in the blockages of our tributaries, like big log jams to allow flowage so we do not get back up in our fields.

Better technical assistance. Accelerated time lines to complete acquisitions. Change the worthless, meaningless appraisal process that is designed for government benefit. Have employees more programmatically knowledgeable.

Build a better wetland.

First design wetlands that are capable of being maintained. Develop a maintenance program that is easy to maintain with wildlife management objectives. They don't care about the endangered species. They don't follow the endangered species act. They don't give the landowner any responsibility. They don't care if they dig up Indian bones or anything.

Have engineers who know what they are doing. They have no knowledge of water control. They are lacking in experience in what ducks like. They ruined my ground. That's all.

I guess the better their staff is trained the better results they will have. Both in terms of knowledge of the program and the ability. If they continue training staff, they will have success.

That each site needs a management plan for each site.

We are not happy with the way the ponds were dug.

Well if they tell you they are going to make a pond, you should get just that and not just create a mosquito hole. Everyone says they don't know what I was thinking in doing that and my neighbors aren't satisfied.

Timeliness/Response (27 comments)

Act more quickly. Timing is awful.

Be a little quicker on appraisals, application time, clearer about what appraisals are. Quicker on getting the job done.

Be more available. Do away with 90% of the paperwork. The field are too slow.

Conduct the process in a more timely fashion.

Currently their information has not come out on the internet in a timely manner seems to take a long time to get the info out there.

Expedite the surveying and the legal process.

I have no complaints. Speed it up a little bit.

Improve the timeliness of the time you apply to the time of completion.

In my case more prompt response to when it is proposed and when it starts. I think the implementation could be more designed to my needs.

Make things happen quicker.

More rapid responses in the process.

More timeliness as far as everything. I have been going on three years so far to complete the process. Needs to be better organized timewise.

More timely executions.

My whole complaint was timely then when they got the paperwork to me I had to do it immediately. They had all the time in the world to do this. The timeliness of their paperwork. We were way late starting because of the time it took them to complete their paperwork. I submit bill for dirt work, etc and still haven't received payment. They said six weeks and it has been longer than that.

Respond in a more timely manner.

Seems like they could speed up the processes. Seems like it took so long. Not really.

Speed the whole process up.

Speed things up.

The entire process needs to be more timely and the conclusion should be as was originally promised.

The process is awfully slow. Speeding up the process. Perhaps a good summary of the criteria they are really looking for. Types of soils, what types of things would best qualify.

The whole process was a long process. It took two years and can it be shortened up some.

They could be more efficient with their time. Seems like they lost track of their program.

They could get an appraiser who would respond more promptly.

They could get to the restoration more promptly. We have had an easement for over a year. They are just finely getting to the restoration. Overall it has been positive experience.

They could speed up the process or at least give you a completion date. We waited almost two years. Be more up front giving an idea of a completion instead of leaving people hanging.

They should relax on the eligibility process. Speed up the process. It's been a year and a half for.

To come through with the original payment that was promised.

Positive Comment/No change/Don't Know (85 comments)

Doesn't need to exceed.

Good program.

I am happy with it currently.

I am satisfied so I think it is fine as is.

I am well satisfied.

I can't answer that.

I can't think of any way to do better.

I can't think of anything that would make it better.

I can't think of anything.

I couldn't respond to that.

I do not know right now.

I do not know.

I don't have a clue.

I don't have any ideas.

I don't know if they could do any better.

I don't know of any. I think they do an excellent job.

I don't know what could be done. It is just fine the way it is.

I don't know. (14)

I don't know. I can't think of anything right now.

I don't know. I only know what they did and it is fine.

I don't know. The rep we have keeps us informed and up to date.

I don't know. We understood that it was quite a process to go through but it was very good. We only had 18 acres and we thought that it would be more difficult and the local office handled everything excellently.

I don't think that's for me to judge. I don't understand the entire process.

I don't want to answer this question.

I guess I couldn't ask for anything better.

I guess, I have been satisfied with the way things are going. I would say that everything is satisfactory. That every time I call the office, I get my questions answered but I am just in the process of doing this so I'm not very far into this program.

I have no comment on that.

I have no comment. (2)

I haven't been in it long enough to comment.

I really can't answer that either because I can't think of anyway that they can change.

I really don't have an opinion.

I really don't know. They could add more staff but they do exceptionally well.

I really haven't thought about it. It's too deep of a question for me to answer.

I think it is fine as is.

I think that they are doing a great job. The permits take a while. Everyone at the NRC has been great.

I think they are all right. I approve of it.

I think they are doing a good job now.

I think they are doing an outstanding job.

I think they are doing an outstanding job. I would not change a thing.

I think they could make sign up easier and clearer explanations of the entire process.

I think they do a good job.

I think they do good as is.

I think they doing great.

I think they done a pretty good job.

I think they need to continue on doing it and have been successfulness should talk to the people about the program. It has saved our farm and we are blessed and people that are doing it have saved their farm too.

It is a little premature to answer the question. I am still waiting to get some more information.

It is set up about as good as I could expect.

Just like they're doing.

Keep doing these types of projects. Get more funding to continue the program.

No changes.

No comment. (3)

No problems.

Not real sure. They do an excellent job already.

Not sure. (2)

Nothing.

They (did a) great job.

They are doing a great job right now.

They are doing a great job so nothing.

They are doing a perfect job. Keep doing what you are doing and everything will be fine.

They are good. (2)

They are right on target.

They are serving me very well as is.

They are wonderful.

They did a good job by me.

They have done everything excellent with me so I don't know what else they could do.

They're all right.

Totally satisfied.

Other (41 comments)

A far, distant future vision

Application easier to under and they should have a bid system for the contractors. Can have a deadline or penalty system if they go over a certain date they get penalized.

Flexibility, simplicity

Get all the red tape out of the way.

I feel that NRCS and WRP should put a little more emphasis on permanent easement programs. I think they should discourage 20-year easements in favor of permanent easements.

I guess I'm not an authority to give an answer. When you could get a hold of them the individual worked with was good but others in the program were not so good.

I think requiring yearly site visits to ensure that the program requirements are being met would be good.

I think that they should give the landowner more leeway on weed abatement.

I would say they need a management to manage the weeds.

If there are any changes after it is put in it should not differ from the original plans. Use chain link fence to keep out muskrats.

If they haven't got laws protecting the wetlands they should have. I would like some to help protect the wetlands. If they have laws protecting them that's where I'm having a problem. If anybody has any questions regarding the wetlands. Please feel free to contact me.

If we knew more about the specific area, they were going to dig then we could have been more aware of what we needed to do. It is not what we thought we were going to get but it works for the wildlife. It is just not what we were expecting to get.

Improve a long-term management program. They need to rework the evaluation program.

It needs to be based on agricultural use. I have a problem with developers going in and they have no problem getting easements and farmers are not given top priority and they should be.

Join together the permits. The \$500.00 and the restoration program.

Leave me alone.

Let them know upfront that they are particular. Everything has to be exactly like they want it. Clearer pictures of what they are going to demand.

Listen to them. They have an idea that there are muskrat holes.

Make it more available so it does not have to be a prior wet area.

Make sure it's going to be used as a wetlands program. I don't want people putting in gates for the land to monitor them to ensure that it's used a wildlife management area.

More consistency, less change during the process.

More options.

More realistic development of the plan.

Most of my land is low. The pond is the only place where I see the deer. The grass is so tall I only see the deer when they are in the pond.

No committee.

Not make the landowner responsible for invasive species. Landowner shouldn't have to be responsible for the eradication of the invasive species. The growth of the invasive species are not under the control of the landowner.

Not so much red tape.

Seems like working against me.

Shorten the follow-up interviews.

Should fund it more. Little better job on paperwork. Clarify paper better.

Simplify the process.

Supplying grass seeds and plants.

Take the politics out of it.

The ideas they have given me are excellent but they have not started on the property yet.

The only complaint I have is that they were to clear land and plant crops for the animals and they never did.

The people that I dealt with they told me many things. When I signed the contract, everything they told me was not on the contract. I would just like to see someone show up and understand what I do and the other farmers do. I would like a program that works that livestock and wildlife can live together. My land would go up in flame because of the ground. The 700 acres it would burn up and sink into the ground, a flood would have to put out the fire. We do not always get floods. It would smolder and smolder if we would did not get the flood. I am glad they took my land and the other land I have seen. My land should not have qualified. They do not need 700-900 acres.

There are programs that they have talked about offering that are not yet available.

They could come out and plant the trees that they said they were going to. They were going to build a pond and they still have not built it.

They need to get confident people who have a clue. Need to call back.

They should be more aggressive and stand their ground. If they are going to have a program, they need to stick with it.

USDA has career people that are minorities and long-term employees who do not always have to do the job correctly resulting in the rest of people who know what is going on to do the workload. There is no way to fire a government employee and no penalties or recourse to get rid of workers that do not do the job. I would like to see more programs that are not perpetual.