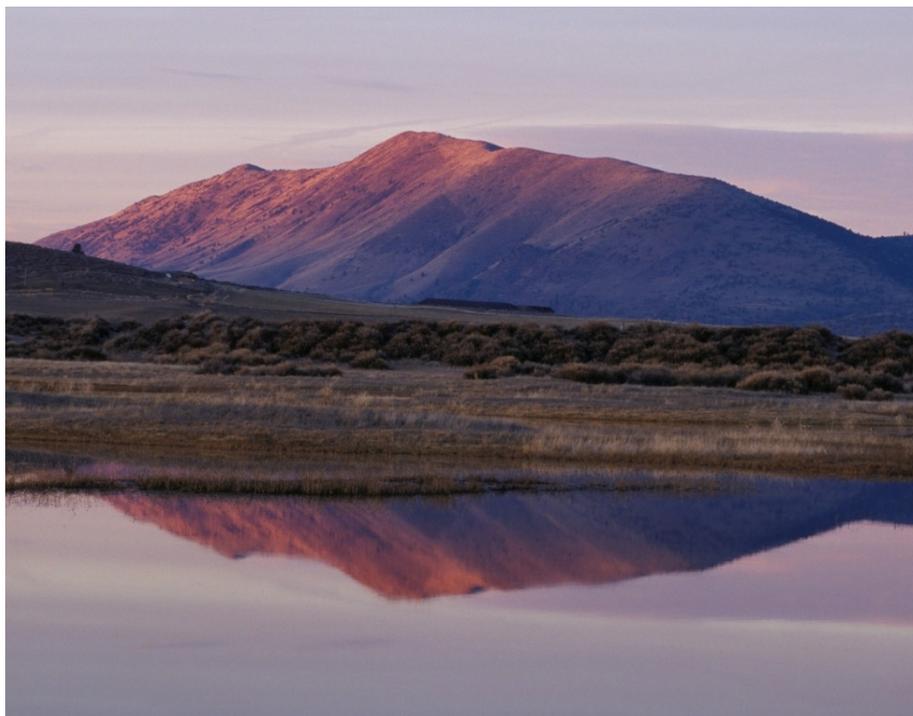




National Wildlife Refuge Visitor Survey 2010/2011: Individual Refuge Results for Lower Klamath and Tule Lake National Wildlife Refuges

By Natalie R. Sexton, Alia M. Dietsch, Andrew W. Don Carlos, Lynne Koontz, Adam N. Solomon and Holly M. Miller

[This refuge] offers one of the most impressive number and variety of birds I have ever seen anywhere. Also, it is relatively isolated and not many people visit there, making the experience particularly refreshing. We visit once or twice a year and regularly see great horned owls, pelicans, many varieties of geese and ducks, eagles, swans, grebes, herons, many types of wading birds, coyotes, deer, and recently pheasant and sand hill cranes. Occasionally we have spotted fox, muskrat, and other small creatures. Visiting the refuge is a treat we look forward to each year.—
Survey comment from visitor to Lower Klamath National Wildlife Refuge.



Tule Lake National Wildlife Refuge. Photo credit: J. and K. Hollingsworth.

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Introduction

The National Wildlife Refuge System (Refuge System), established in 1903 and managed by the U.S. Fish and Wildlife Service (Service), is the leading network of protected lands and waters in the world dedicated to the conservation of fish, wildlife and their habitats. There are 556 national wildlife refuges (NWRs) and 38 wetland management districts nationwide, including possessions and territories in the Pacific and Caribbean, encompassing more than 150 million acres. The mission of the Refuge System is to “administer a national network of lands and waters for the conservation, management and, where appropriate, restoration of the fish, wildlife, and plant resources and their habitats within the United States for the benefit of present and future generations of Americans.” Part of achieving this mission is the goal “to foster understanding and instill appreciation of fish, wildlife, and plants, and their conservation, by providing the public with safe, high-quality, and compatible wildlife-dependent public use” (Clark, 2001). The Refuge System attracts more than 45 million visitors annually, including 25 million people per year to observe and photograph wildlife, over 9 million to hunt and fish, and more than 10 million to participate in educational and interpretation programs (Uniack, 1999; U.S. Fish and Wildlife Service, 2007). Understanding visitors and characterizing their experiences on national wildlife refuges are critical elements of managing these lands and meeting the goals of the Refuge System.

The Service contracted with the U.S. Geological Survey (USGS) to conduct a national survey of visitors regarding their experiences on national wildlife refuges. The survey was conducted to better understand visitor needs and experiences and to design programs and facilities that respond to those needs. The survey results will inform Service performance planning, budget, and communications goals. Results will also inform Comprehensive Conservation Plan (CCPs), Visitor Services, and Transportation Planning processes.

Organization of Results

These results are for Lower Klamath and Tule Lake NWRs (this refuge) and are part of USGS Data Series 643 (Sexton and others, 2011). All refuges participating in the 2010/2011 surveying effort will receive individual refuge results specific to the visitors to that refuge. Each set of results is organized by the following categories:

- **Introduction:** An overview of the Refuge System and the goals of the national surveying effort.
- **Methods:** The procedures for the national surveying effort, including selecting refuges, developing the survey instrument, contacting visitors, and guidance for interpreting the results.
- **Refuge Description:** A brief description of the refuge location, acreage, purpose, recreational activities, and visitation statistics, including a map (where available) and refuge website link.
- **Sampling at This Refuge:** The sampling periods, locations, and response rate for this refuge.
- **Selected Survey Results:** Key findings for this refuge, including:
 - Visitor and Trip Characteristics
 - Visitor Spending in the Local Communities
 - Visitors Opinions about This Refuge
 - Visitor Opinions about National Wildlife Refuge System Topics
- **Conclusion**
- **References**
- **Survey Frequencies (Appendix A):** The survey instrument with the frequency results for this refuge.
- **Visitor Comments (Appendix B):** The verbatim responses to the open-ended survey questions for this refuge.

Methods

Selecting Participating Refuges

The national visitor survey was conducted from July 2010 – November 2011 on 53 refuges across the Refuge System (table 1). Based on the Refuge System’s 2008 Refuge Annual Performance Plan (RAPP; U.S. Fish and Wildlife Service, 2011, written comm.), 192 refuges with a minimum visitation of 25,000 were considered. This criterion was the median visitation across the Refuge System and the minimum visitation necessary to ensure that the surveying would be logistically feasible onsite. Visitors were sampled on 35 randomly selected refuges and 18 other refuges that were selected by Service Regional Offices to respond to priority refuge planning processes.

Developing the Survey Instrument

USGS researchers developed the survey in consultation with the Service Headquarters Office, managers, planners, and visitor services professionals. The survey was peer-reviewed by academic and government researchers and was further pre-tested with eight Refuge System Friends Group representatives from each region to ensure readability and overall clarity. The survey and associated methodology were approved by the Office of Management and Budget (OMB control #: 1018-0145; expiration date: 6/30/2013).

Contacting Visitors

Refuge staff identified two separate 15-day sampling periods and one or more locations that best reflected the diversity of use and specific visitation patterns of each participating refuge. Sampling periods and locations were identified by refuge staff and submitted to USGS via an internal website that included a customized mapping tool. A standardized sampling schedule was created for all refuges that included eight randomly selected sampling shifts during each of the two sampling periods. Sampling shifts were three- to five-hour randomly selected time bands that were stratified across AM and PM, as well as weekend and weekdays. Any necessary customizations were made, in coordination with refuge staff, to the standardized schedule to accommodate the identified sampling locations and to address specific spatial and temporal patterns of visitation.

Twenty visitors (18 years or older) per sampling shift were systematically selected, for a total of 320 willing participants per refuge—160 per sampling period—to ensure an adequate sample of completed surveys. When necessary, shifts were moved, added, or extended to alleviate logistical limitations (for example, weather or low visitation at a particular site) in an effort to reach target numbers.

Table 1. Participating refuges in the 2010/2011 national wildlife refuge visitor survey.

Pacific Region (R1)	
Kilauea Point National Wildlife Refuge (HI)	William L. Finley National Wildlife Refuge (OR)
Deer Flat National Wildlife Refuge (ID)	McNary National Wildlife Refuge (WA)
Cape Meares National Wildlife Refuge (OR)	Turnbull National Wildlife Refuge (WA)
Malheur National Wildlife Refuge (OR)	
Southwest Region (R2)	
Bitter Lake National Wildlife Refuge (NM)	Aransas National Wildlife Refuge (TX)
Bosque del Apache National Wildlife Refuge (NM)	San Bernard/ Brazoria National Wildlife Refuge (TX)
Wichita Mountains Wildlife Refuge (OK)	
Great Lakes-Big Rivers Region (R3)	
DeSoto National Wildlife Refuge (IA)	McGregor District, Upper Mississippi River National Wildlife and Fish Refuge – (IA/WI)
Neal Smith National Wildlife Refuge (IA)	
Muscatatuck National Wildlife Refuge (IN)	Big Muddy National Fish and Wildlife Refuge (MO)
Rice Lake National Wildlife Refuge (MN)	Horicon National Wildlife Refuge (WI)
Tamarac National Wildlife Refuge (MN)	Necedah National Wildlife Refuge (WI)
Southeast Region (R4)	
Wheeler National Wildlife Refuge (AL)	Banks Lake National Wildlife Refuge (GA)
Big Lake National Wildlife Refuge (AR)	Noxubee National Wildlife Refuge (MS)
Pond Creek National Wildlife Refuge (AR)	Cabo Rojo National Wildlife Refuge (Puerto Rico)
Merritt Island National Wildlife Refuge (FL)	Pea Island National Wildlife Refuge (NC)
St. Marks National Wildlife Refuge (FL)	Cape Romain National Wildlife Refuge (SC)
Ten Thousand Islands National Wildlife Refuge (FL)	Reelfoot National Wildlife Refuge (TN)
Northeast Region (R5)	
Stewart B. McKinney National Wildlife Refuge (CT)	Moosehorn National Wildlife Refuge (ME)
Bombay Hook National Wildlife Refuge (DE)	Great Swamp National Wildlife Refuge (NJ)
Monomoy National Wildlife Refuge (MA)	Montezuma National Wildlife Refuge (NY)
Parker River National Wildlife Refuge (MA)	Wertheim National Wildlife Refuge (NY)
Patuxent Research Refuge (MD)	Occoquan Bay/ Elizabeth Hartwell Mason Neck National Wildlife Refuge (VA)
Mountain-Prairie Region (R6)	
Monte Vista National Wildlife Refuge (CO)	Sand Lake National Wildlife Refuge (SD)
Quivira National Wildlife Refuge (KS)	National Elk Refuge (WY)
Charles M. Russell National Wildlife Refuge (MT)	
Alaska Region (R7)	
Alaska Maritime National Wildlife Refuge (AK)	Kenai National Wildlife Refuge (AK)
California and Nevada Region (R8)	
Lower Klamath/Tule Lake National Wildlife Refuge (CA)	Ruby Lake National Wildlife Refuge (NV)
Sonny Bono Salton Sea National Wildlife Refuge (CA)	

Refuge staff and/or volunteers (survey recruiters) contacted visitors on-site following a protocol provided by USGS to ensure a diverse sample. Instructions included contacting visitors across the entire sampling shift (for example, every n^{th} visitor for dense visitation, as often as possible for sparse visitation), and only one person per group. Visitors were informed of the survey effort, given a token incentive (for example, a small magnet, temporary tattoo), and asked to participate. Willing participants provided their name, mailing address, and preference for language (English or Spanish) and survey mode (mail or online). Survey recruiters also were instructed to record any refusals and then proceed with the sampling protocol.

Visitors were mailed a postcard within 10 days of the initial on-site contact thanking them for agreeing to participate in the survey and inviting them to complete the survey online. Those visitors choosing not to complete the survey online were sent a paper copy a week later. Two additional contacts were made by mail during the next seven weeks following a modified Tailored Design Method (Dillman, 2007): 1) a reminder postcard one week after the first survey, and 2) a second paper survey two weeks after the reminder postcard. Each mailing included instructions for completing the survey online and a postage paid envelope for returning the paper version of the survey. Those visitors indicating a preference for Spanish were sent Spanish versions of all correspondence (including the survey). Finally, a short survey of six questions was sent to nonrespondents four weeks after the second survey mailing to determine any differences between respondents and nonrespondents at the national level. Online survey data were exported and paper survey data were entered using a standardized survey codebook and data entry procedure. All survey data were analyzed by using SPSS v.18 statistical analysis software.

Interpreting the Results

The extent to which these results accurately represent the total population of visitors to this refuge is dependent on 1) an adequate sample size of those visitors and 2) the representativeness of that sample. The adequacy of the sample size for this refuge is quantified as the margin of error. The composition of the sample is dependent on the ability of the standardized sampling protocol for this study to account for the spatial and temporal patterns of visitor use specific to each refuge. Spatially, the geographical layout and public use infrastructure varies widely across refuges. Some refuges only can be accessed through a single entrance, while others have multiple unmonitored access points across large expanses of land and water. As a result, the degree to which sampling locations effectively captured spatial patterns of visitor use will likely vary from refuge to refuge. Temporally, the two 15-day sampling periods may not have effectively captured all of the predominant visitor uses/activities on some refuges during the course of a year. Therefore, certain survey measures such as visitors' self-reported "primary activity during their visit" may reflect a seasonality bias.

Herein, the sample of visitors who responded to the survey are referred to simply as "visitors." However, when interpreting the results for Lower Klamath and Tule Lake NWRs, any potential spatial and temporal sampling limitations specific to this refuge need to be considered when generalizing the results to the total population of visitors. For example, a refuge that sampled during a special event (for example, birding festival) held during the spring may have contacted a higher percentage of visitors who traveled greater than 50 miles to get to the refuge than the actual number of these people who would have visited throughout the calendar year (that is, oversampling of nonlocals). In contrast, another refuge may not have enough nonlocal visitors in the sample to adequately represent the beliefs and opinions of that group type. If the sample for a specific group type (for example, nonlocals, hunters, those visitors who paid a fee) is too low ($n < 30$), a warning is included. Additionally, the term "*this* visit" is used to reference the visit on which people were contacted to participate in the survey, which may or may not have been their most recent refuge visit.

Refuge Description for Lower Klamath and Tule Lake National Wildlife Refuges

Lower Klamath and Tule Lake NWRs are part of the Klamath Basin National Wildlife Refuge Complex that spans from southern Oregon to northern California. Lower Klamath NWR was established under Theodore Roosevelt in 1908 and covers almost 47,000 acres. An intensely managed mix of shallow freshwater marshes, open water, grassy uplands and croplands, the Refuge was established as a preserve and breeding ground for native birds. Established in 1928, Tule Lake NWR covers about 39,000 acres of open water and croplands, providing a major food source for migrating and wintering waterfowl. Just less than half of the refuge (17,000 acres) is leased by farmers as well.

Lower Klamath and Tule Lake NWRs were established to maintain habitat for endangered, threatened and sensitive species, provide and enhance habitat for fall and spring migrant waterfowl, and protect native habitats and wildlife representative of the natural biological diversity of the Klamath Basin. These refuges also aim to integrate the maintenance of productive wetland habitats and sustainable agriculture and ensure that the refuge agricultural practices conform to the principles of integrated pest management. Both refuges also strive to provide high quality wildlife-dependent visitor services.

Lower Klamath NWR attracts 135,000 annual visitors, while Tule Lake NWR attracts 60,000 annual visitors (based on 2008 RAPP database, U.S. Fish and Wildlife Service, 2011, written comm.). These refuges lend themselves to a wide range of outdoor activities, including wildlife viewing, hunting, and water-based recreation. Both refuges provide wildlife auto tour routes that provide visitors with up-close viewing experiences. Some of the prominent species that call the basin home include the American bald eagle; golden eagle; American white pelican; white-faced ibis; snow, Ross, white-fronted and Canada geese; peregrine falcon; pintail, mallard, gadwall & canvasback ducks; western and eared grebes; black tern; and the tri-colored blackbird. In addition, these refuges' visitor centers allow people the opportunity to engage with staff and learn more about what makes the refuges unique. Figure 1 below displays a map of Lower Klamath and Tule Lake NWRs. For more information on Lower Klamath NWR, visit <http://www.fws.gov/klamathbasinrefuges/lowerklamath/lowerklamath.html>. For more information on Tule Lake NWR, visit <http://www.fws.gov/klamathbasinrefuges/tulelake/tulelake.html>.

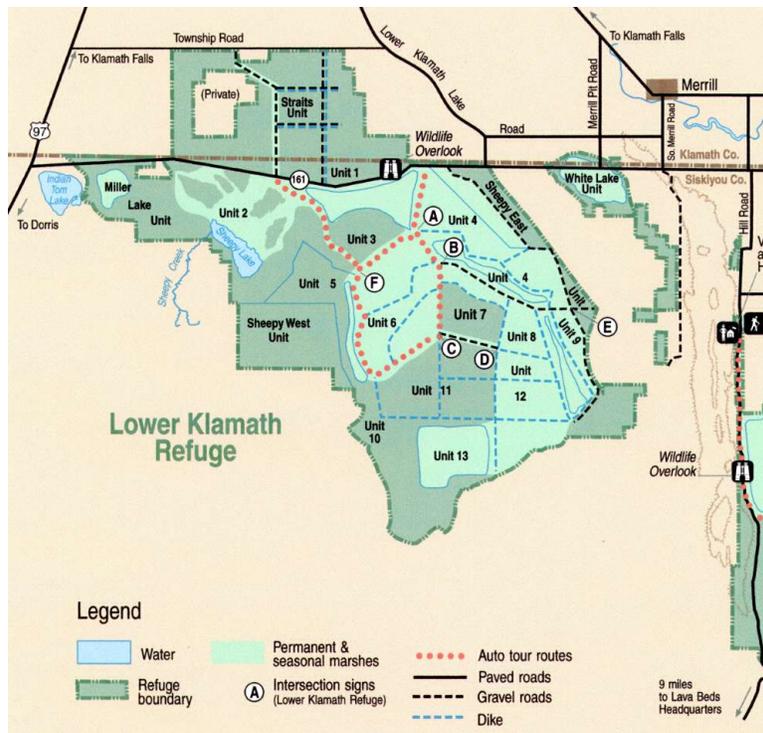


Figure 1. Map of Lower Klamath and Tule Lake NWRs, courtesy of U.S. Fish and Wildlife Service.

Sampling at Lower Klamath and Tule Lake National Wildlife Refuges

A total of 336 visitors agreed to participate in the survey during the two sampling periods at the identified locations at Lower Klamath and Tule Lake NWRs (table 2), with 58% of visitors contacted at Tule Lake NWR and 42% of visitors contacted at Lower Klamath NWR. In all, 276 visitors completed the survey for an 83% response rate and $\pm 5\%$ margin of error at the 95% confidence level.¹ These refuges were sampled as “one” unit and results are only generalizable to both refuges. It is not known from this survey the number of visitors who visited both refuges during the visit when they were contacted.

Table 2. Sampling and response rate summary for Lower Klamath and Tule Lake NWRs.

Sampling period	Dates	Locations	Total contacts	Undeliverable addresses	Completed surveys	Response rate
1	10/09/10 to 10/23/10	Hill Road Boat Launch	163	0	126	77%
		Sump 1A Boat Launch				
		Klamath Basin Refuges Visitor Center				
		Tule Lake Auto Tour Route Entrance				
		Tule Lake Hunter Check Station				
		Hunter Access Point				
		Entrance Parking Area				
2	02/12/11 to 02/26/11	Hunter Parking Areas	173	2	150	88%
		Sump 1B Boat Launch				
		Lower Klamath Auto Tour Route				
		Klamath Basin Refuges Visitor Center and Tule Lake Auto Tour Route				
Total			336	2	276	83%

Selected Survey Results

Visitor and Trip Characteristics

A solid understanding of refuge visitors and details about their trips to refuges can inform communication outreach efforts, inform visitor services and transportation planning, forecast use, and gauge demand for services and facilities.

Familiarity with the Refuge System

While we did not ask visitors to identify the mission of the National Wildlife Refuge System or the U.S. Fish and Wildlife Service, visitors to Lower Klamath and Tule Lake NWRs reported that before

¹ The margin of error (or confidence interval) is the error associated with the results related to the sample and population size. A margin of error of $\pm 5\%$, for example, means if 55% of the sample answered a survey question in a certain way, then 50–60% of the entire population would have answered that way. The margin of error is calculated with an 80/20 response distribution, assuming that for any given dichotomous choice question, approximately 80% of respondents selected one choice and 20% selected the other (Salant and Dillman, 1994).

participating in the survey, they were aware of the role of the U.S. Fish and Wildlife Service in managing national wildlife refuges (93%) and that the Refuge System has the mission of conserving, managing, and restoring fish, wildlife, plants and their habitat (92%). Positive responses to these questions concerning the management and mission of the Refuge System do not indicate the degree to which these visitors understand the day-to-day management practices of individual refuges, only that visitors feel they have a basic knowledge of who manages refuges and why. Compared to other public lands, many visitors feel that refuges provide a unique recreation experience (96%; see Appendix B for visitor comments on “What Makes National Wildlife Refuges Unique?”); however, reasons for why visitors find refuges unique are varied and may not directly correspond to their understanding of the mission of the Refuge System. Most visitors to Lower Klamath and Tule Lake NWRs had been to at least one other National Wildlife Refuge in the past year (79%), with an average of 6 visits to other refuges during the past 12 months.

Visiting This Refuge

Some visitors (44%) had only been to Lower Klamath and Tule Lake NWRs once in the past 12 months, while more than half had been multiple times (56%). These repeat visitors went to the refuge an average of 12 times during that same 12-month period. Visitors used the refuge during only one season (55%), during multiple seasons (30%), and year-round (15%).

Most visitors first learned about the refuge from friends/relatives (62%), refuge printed information (19%), or people in the local community (18%; fig. 2). Key information sources used by visitors to find their way to this refuge include previous knowledge (62%), signs on highways (37%), or a road atlas/highway map (23%; fig. 3).

Some visitors (26%) lived in the local area (within 50 miles of the refuge), whereas 74% were nonlocal visitors. For most local visitors, Lower Klamath or Tule Lake NWRs was the primary purpose or sole destination of trip (80%; table 3). For most nonlocal visitors, these refuges also were the primary purpose or sole destination of their trip (67%). Local visitors reported that they traveled an average of 47 miles to get to the refuge, while nonlocal visitors traveled an average of 284 miles. Figure 4 shows the residence of visitors travelling to the refuge. About half of visitors travelling to Lower Klamath and Tule Lake NWRs were from the state of California, while almost 40% were from Oregon.

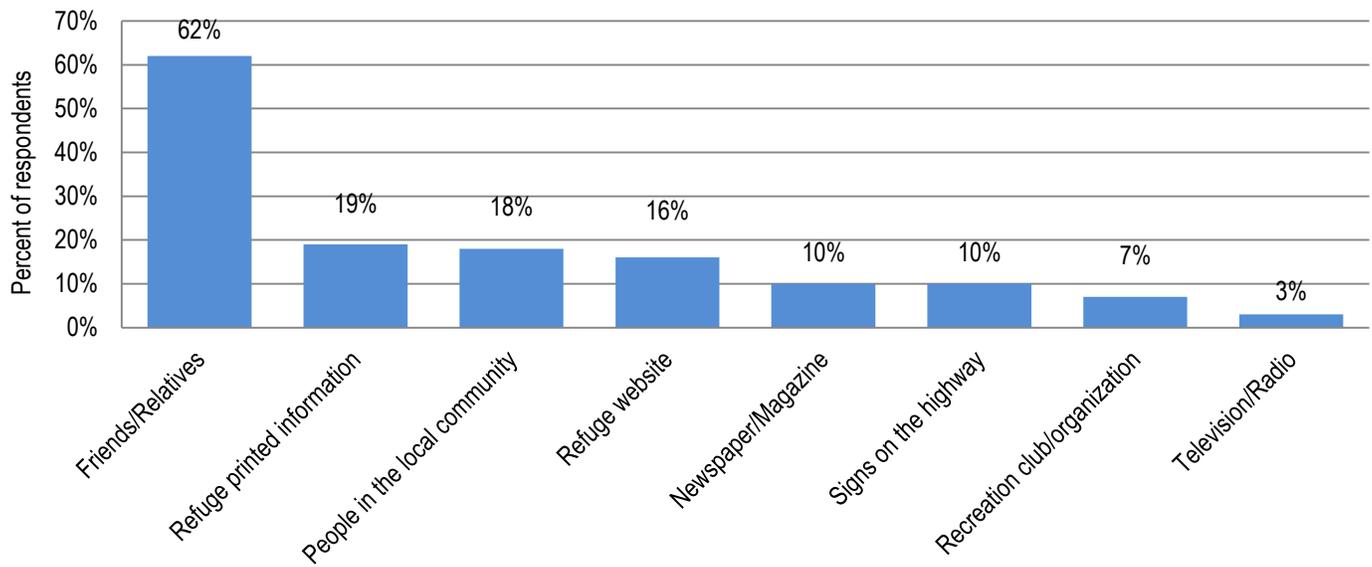


Figure 2. How visitors first learned or heard about Lower Klamath and Tule Lake NWRs (n = 260).

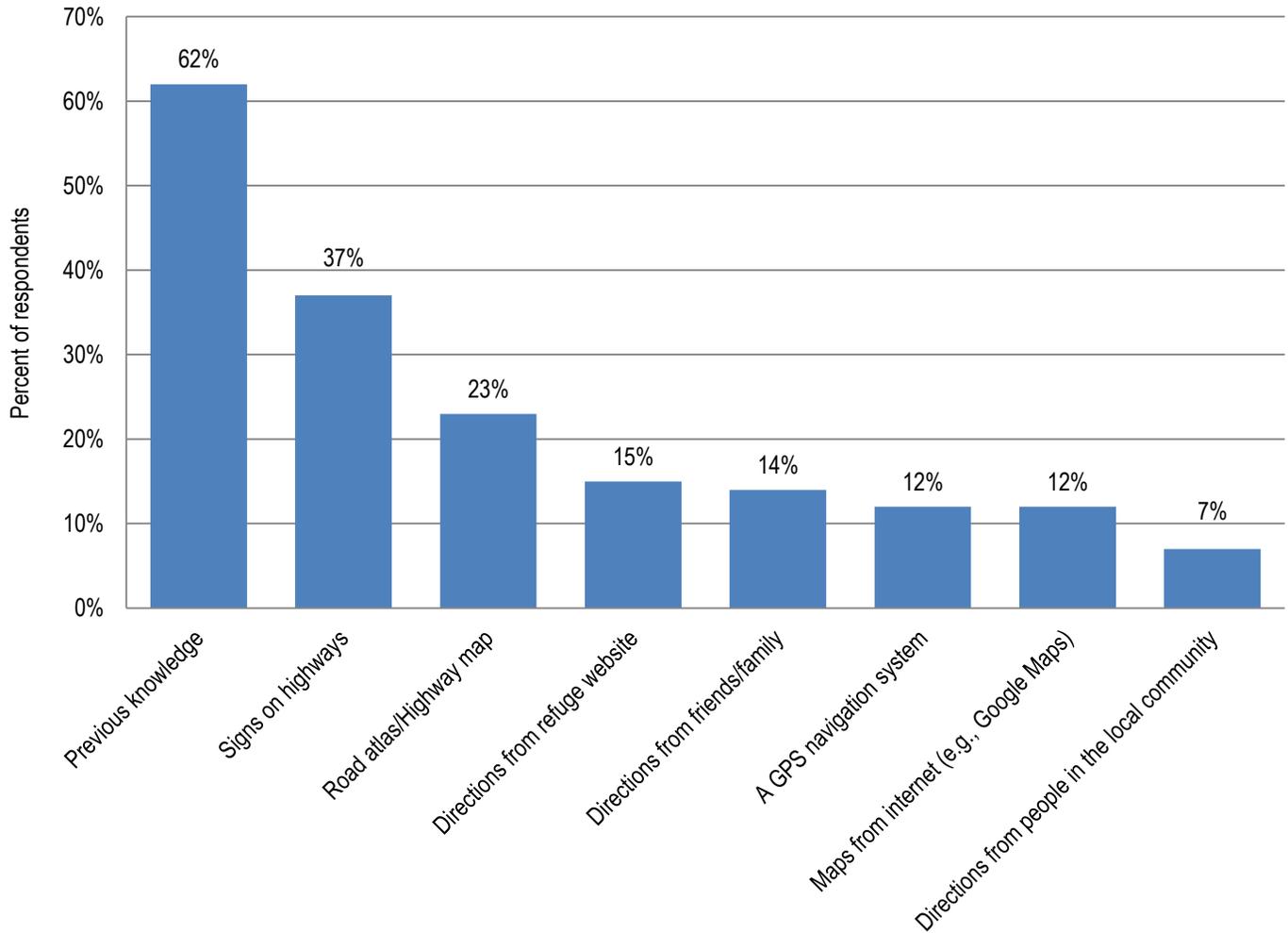


Figure 3. Resources used by visitors to find their way to Lower Klamath and Tule Lake NWRs during *this* visit (n = 273).

Table 3. Influence of Lower Klamath and Tule Lake NWRs on visitors' decision to take *this* trip.

Visitors	Visiting this refuge was...		
	the primary reason for trip	one of many equally important reasons for trip	an incidental stop
Nonlocal	67%	28%	5%
Local	80%	17%	3%
Total	71%	25%	4%

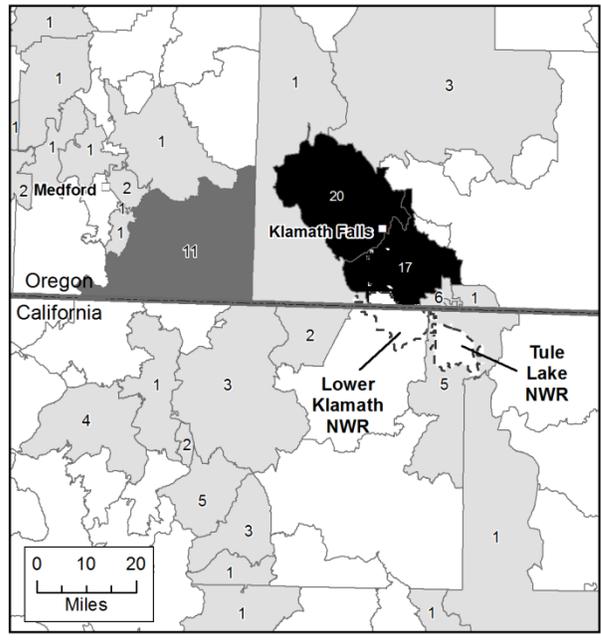
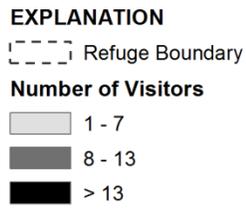
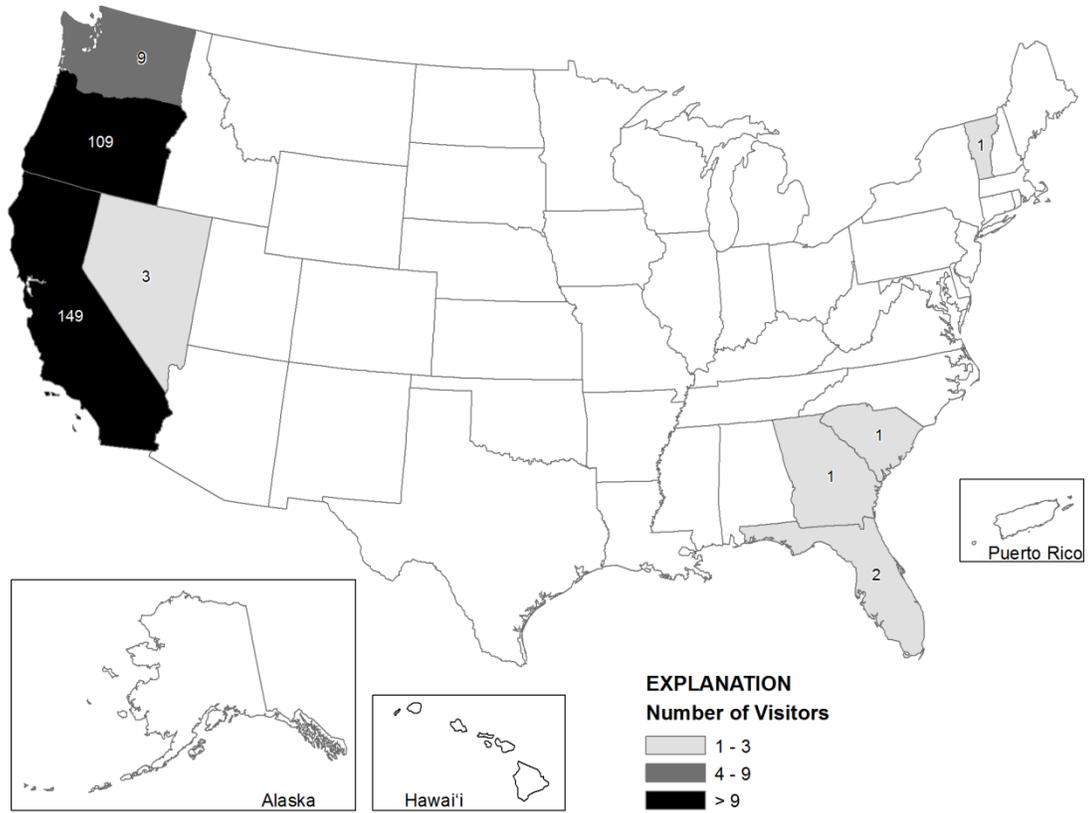


Figure 4. Number of visitors travelling to Lower Klamath and Tule Lake NWRs by residence. Top map shows residence by state and bottom map shows residence by zip codes near the refuge (n = 275).

Surveyed visitors reported that they spent an average of 6 hours at Lower Klamath and Tule Lake NWRs during one day there (a day visit is assumed to be 8 hours). However, the most frequently reported length of visit during one day was actually 8 hours (60%). The key modes of transportation used by visitors to travel around the refuge were private vehicle (85%), private vehicle with trailer (20%), and walking/hiking (16%; fig. 5). Most visitors indicated they were part of a group on their visit to this refuge (65%), travelling primarily with family and friends (table 4).

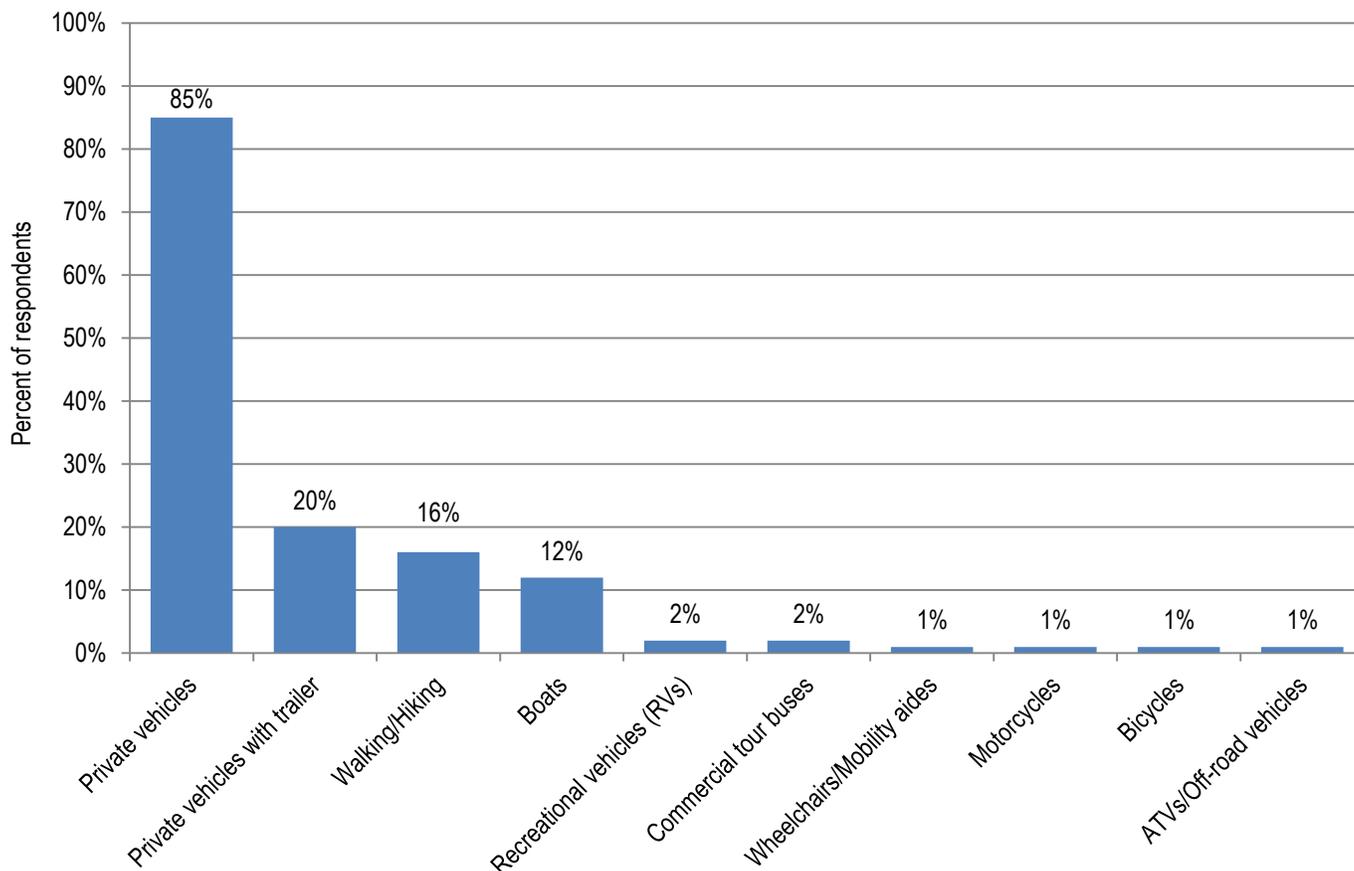


Figure 5. Modes of transportation used by visitors to Lower Klamath and Tule Lake NWRs during *this* visit (n = 273).

Table 4. Type and size of groups visiting Lower Klamath and Tule Lake NWRs (for those who indicated they were part of a group, n = 175).

Group type	Percent (of those traveling in a group)	Average group size		
		Number of adults	Number of children	Total group size
Family/Friends	83%	3	0	3
Commercial tour group	2%	7	0	7
Organized club/School group	11%	17	11	28
Other group type	4%	14	2	16

Surveyed visitors participated in a variety of refuge activities during the past 12 months (fig. 6); the top three activities reported were wildlife observation (69%), bird watching (69%), auto tour route/driving (58%) and photography (55%). The primary reasons for their most recent visit included bird watching (37%), hunting (31%), and photography (17%; fig. 7). The visitor center was used by 74% of visitors, mostly to ask information of staff/volunteers (80%), view the exhibits (74%), and stop to use the facilities (65%; fig. 8).

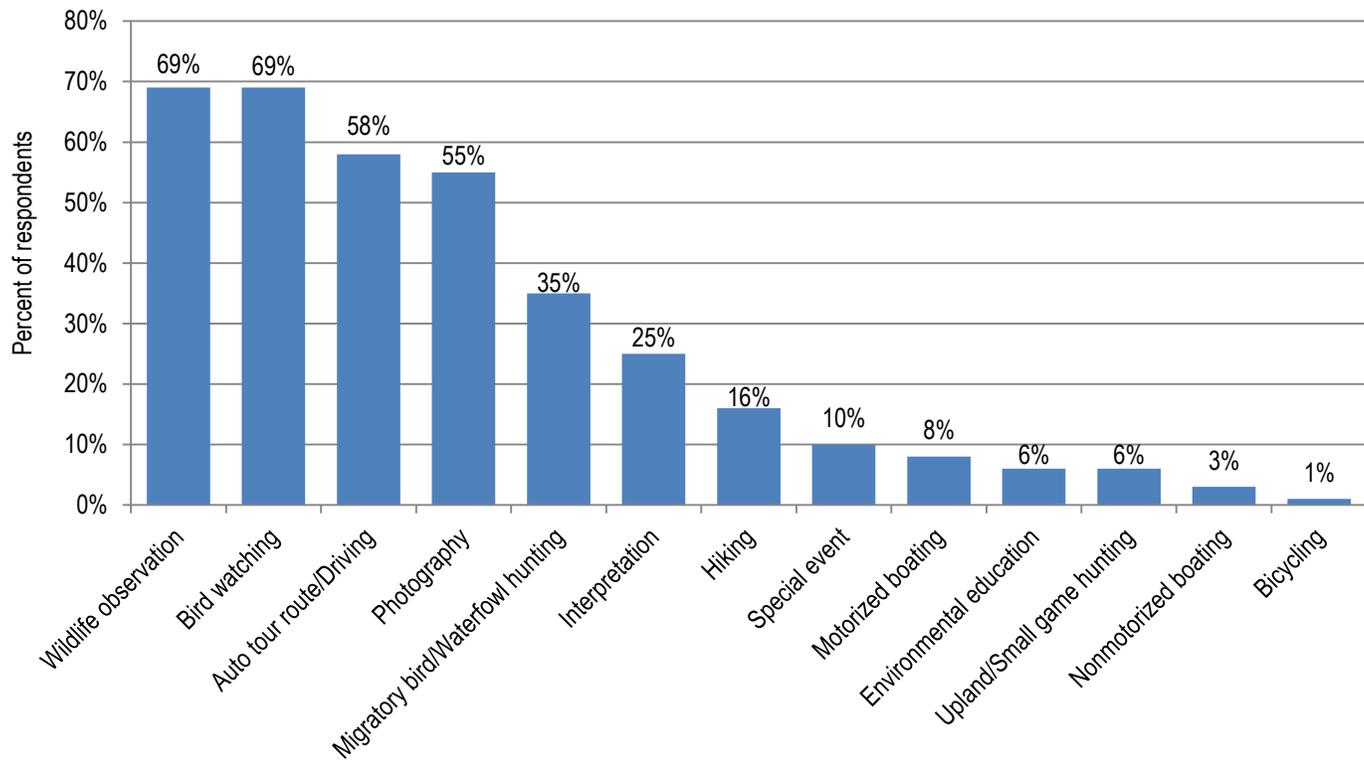


Figure 6. Activities in which visitors participated during the past 12 months at Lower Klamath and Tule Lake NWRs (n = 269). See Appendix B for a listing of “other” activities.

Visitor Characteristics

All surveyed visitors to Lower Klamath and Tule Lake NWRs indicated that they were citizens or permanent residents of the United States. Only those visitors 18 years or older were sampled. Visitors were a mix of 67% male with an average age of 56 years and 33% female with an average age of 57 years. Visitors, on average, reported they had 16 years of formal education (college or technical school). The median level of income was \$75,000–\$99,000. See Appendix A for more demographic information. In comparison, the 2006 National Survey of Fishing, Hunting and Wildlife-Associated Recreation found that participants in wildlife watching and hunting on public land were 55% male and 45% female with an average age of 46 years, an average level of education of 14 years (associate degree or two years of college), and a median income of \$50,000–\$74,999 (Harris, 2011, personal communication). Compared to the U.S. population, these 2006 survey participants are more likely to be male, older, and have higher education and income levels (U.S. Department of the Interior and U.S. Department of Commerce, 2007).

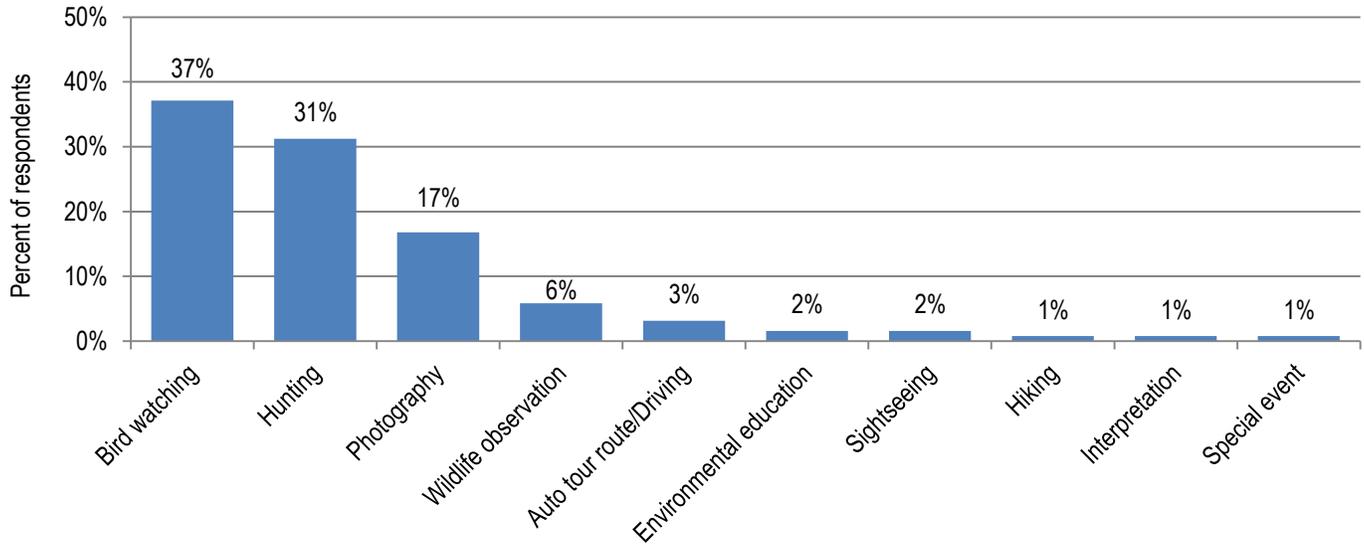


Figure 7. The primary activity in which visitors participated during *this* visit to Lower Klamath and Tule Lake NWRs (n = 256). See Appendix B for a listing of “other” activities.

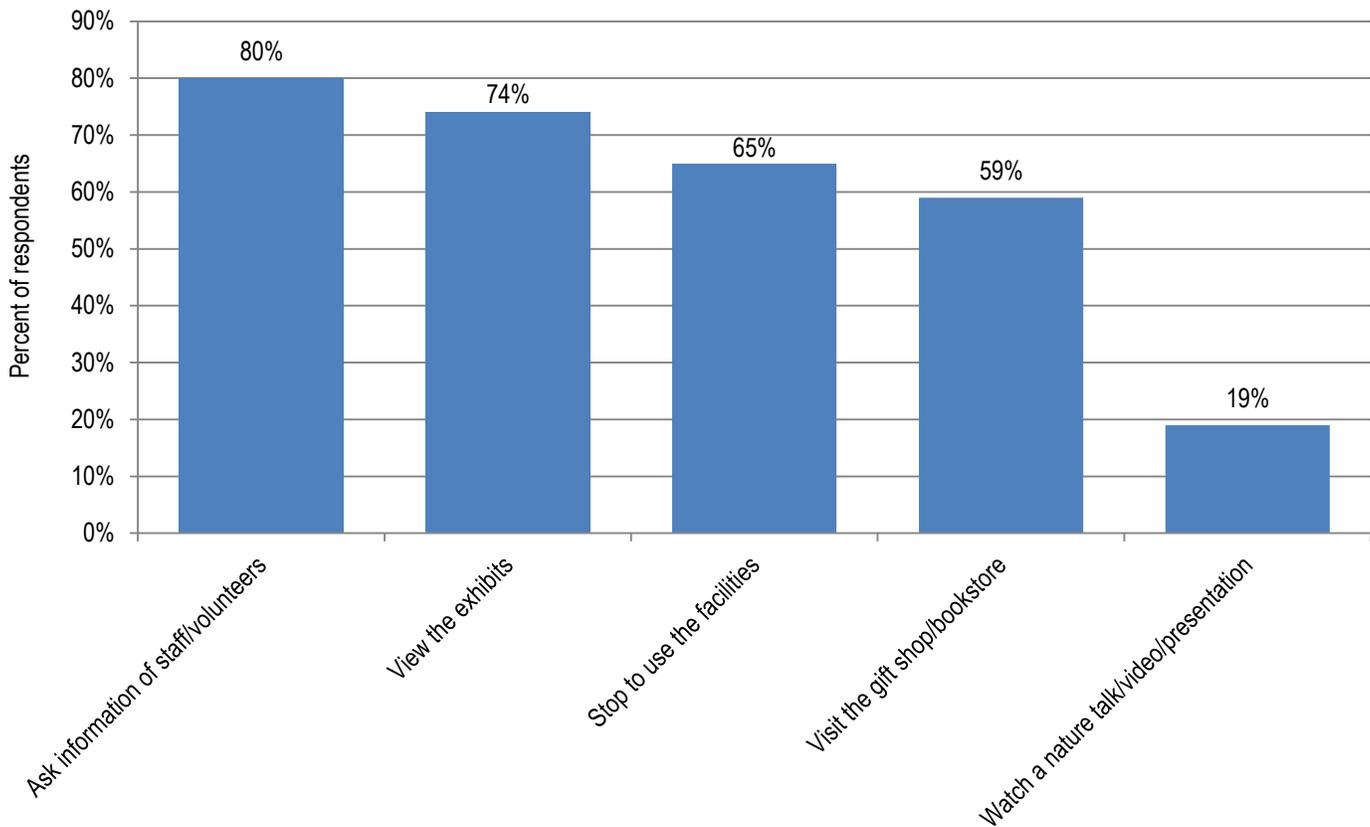


Figure 8. Use of the visitor center at Lower Klamath and Tule Lake NWRs (for those visitors who indicated they used the visitor center, n = 200).

Visitor Spending in Local Communities

Tourists usually buy a wide range of goods and services while visiting an area. Major expenditure categories include lodging, food, supplies, and gasoline. Spending associated with refuge visitation can generate considerable economic benefits for the local communities near a refuge. For example, more than 34.8 million visits were made to national wildlife refuges in fiscal year 2006; these visits generated \$1.7 billion in sales, almost 27,000 jobs, and \$542.8 million in employment income in regional economies (Carver and Caudill, 2007). Information on the amount and types of visitor expenditures can illustrate the economic importance of refuge visitor activities to local communities. Visitor expenditure information also can be used to analyze the economic impact of proposed refuge management alternatives.

A region (and its economy) is typically defined as all counties within 50 miles of a travel destination (Stynes, 2008). Visitors that live within the local 50-mile area of a refuge typically have different spending patterns than those that travel from longer distances. During the two sampling periods, 26% of surveyed visitors to Lower Klamath and Tule Lake NWRs indicated that they live within the local area. Nonlocal visitors (74%) stayed in the local area, on average, for 3 days. Table 5 shows summary statistics for local and nonlocal visitor expenditures in the local communities and at the refuge, with expenditures reported on a per person per day basis. During the two sampling periods, nonlocal visitors spent an average of \$80 per person per day and local visitors spent an average of \$41 per person per day in the local area. Several factors should be considered when estimating the economic importance of refuge visitor spending in the local communities. These include the amount of time spent at the refuge, influence of refuge on decision to take this trip, and the representativeness of primary activities of the sample of surveyed visitors compared to the general population. Controlling for these factors is beyond the scope of the summary statistics presented in this report. Detailed refuge-level visitor spending profiles which do consider these factors will be developed during the next phase of analysis.

Table 5. Total visitor expenditures in local communities and at Lower Klamath and Tule Lake NWRs expressed in dollars per person per day.

Visitors	n ¹	Median	Mean	Standard deviation	Minimum	Maximum
Nonlocal	189	\$69	\$80	\$56	\$0	\$342
Local	51	\$33	\$41	\$42	\$0	\$193

¹n = number of visitors who answered both locality *and* expenditure questions.

Note: For each respondent, reported expenditures were divided by the number of persons in their group that shared expenses in order to determine the spending per person per trip. This was then divided by the number of days spent in the local area to determine the spending per person per day for each respondent. For respondents who reported spending less than one full day, trip length was set equal to one day. These visitor spending estimates are appropriate for the sampling periods selected by refuge staff (see table 2 for sampling period dates and figure 7 for the primary visitor activities). They may not be representative of the total population of visitors to this refuge.

Visitor Opinions about This Refuge

National wildlife refuges provide visitors with a variety of services, facilities, and wildlife-dependent recreational opportunities. Understanding visitors' perceptions of their refuge experience is a key component of the Refuge System mission as it pertains to providing high-quality wildlife-dependent recreational opportunities. Having a baseline understanding of visitor experience can inform management decisions to better balance visitors' expectations with the Refuge System mission. Recent studies in outdoor recreation have included an emphasis on declining participation in traditional activities such as hunting and an increasing need to connect the next generation to nature and wildlife. These factors highlight the importance of current refuge visitors as a key constituency in wildlife conservation. A better understanding is increasingly needed to better manage the visitor experience and to address the challenges of the future.

Surveyed visitors' overall satisfaction with the services, facilities, and recreational opportunities provided at Lower Klamath and Tule Lake NWRs were as follows (fig. 9):

- 92% were satisfied with the recreational activities and opportunities,
- 89% were satisfied with the information and education about the refuge and its resources,
- 91% were satisfied with the services provided by employees or volunteers, and
- 84% were satisfied with the refuge's job of conserving fish, wildlife and their habitats.

Although 46% of visitors (n = 124) indicated they paid a fee to enter the Lower Klamath/Tule Lake NWRs, these refuges do not charge an entrance fee. They do charge a fee for hunting and using photo blinds on the refuges, however. It may be that some visitors were referencing these fees when they answered this question.

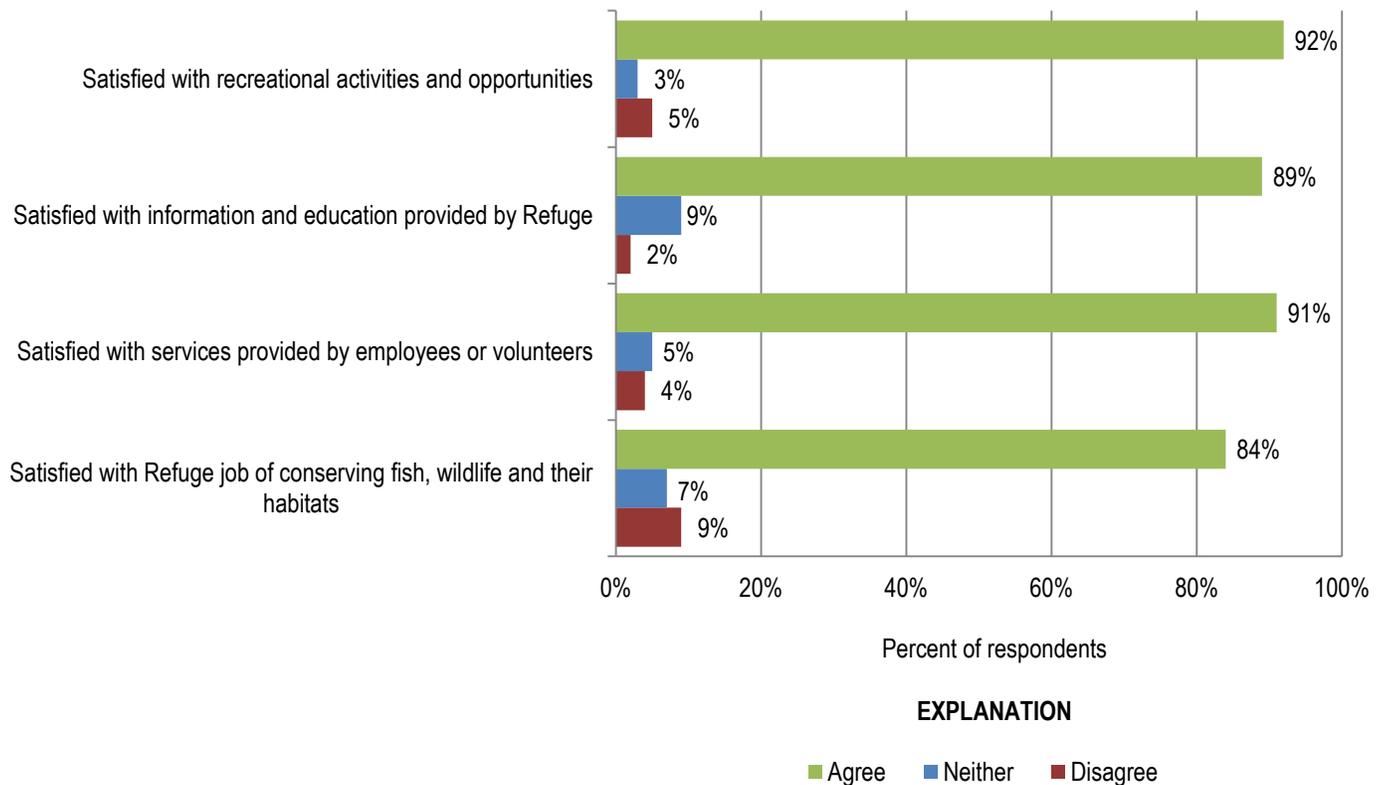


Figure 9. Overall satisfaction with Lower Klamath and Tule Lake NWRs during *this* visit (n ≥ 264).

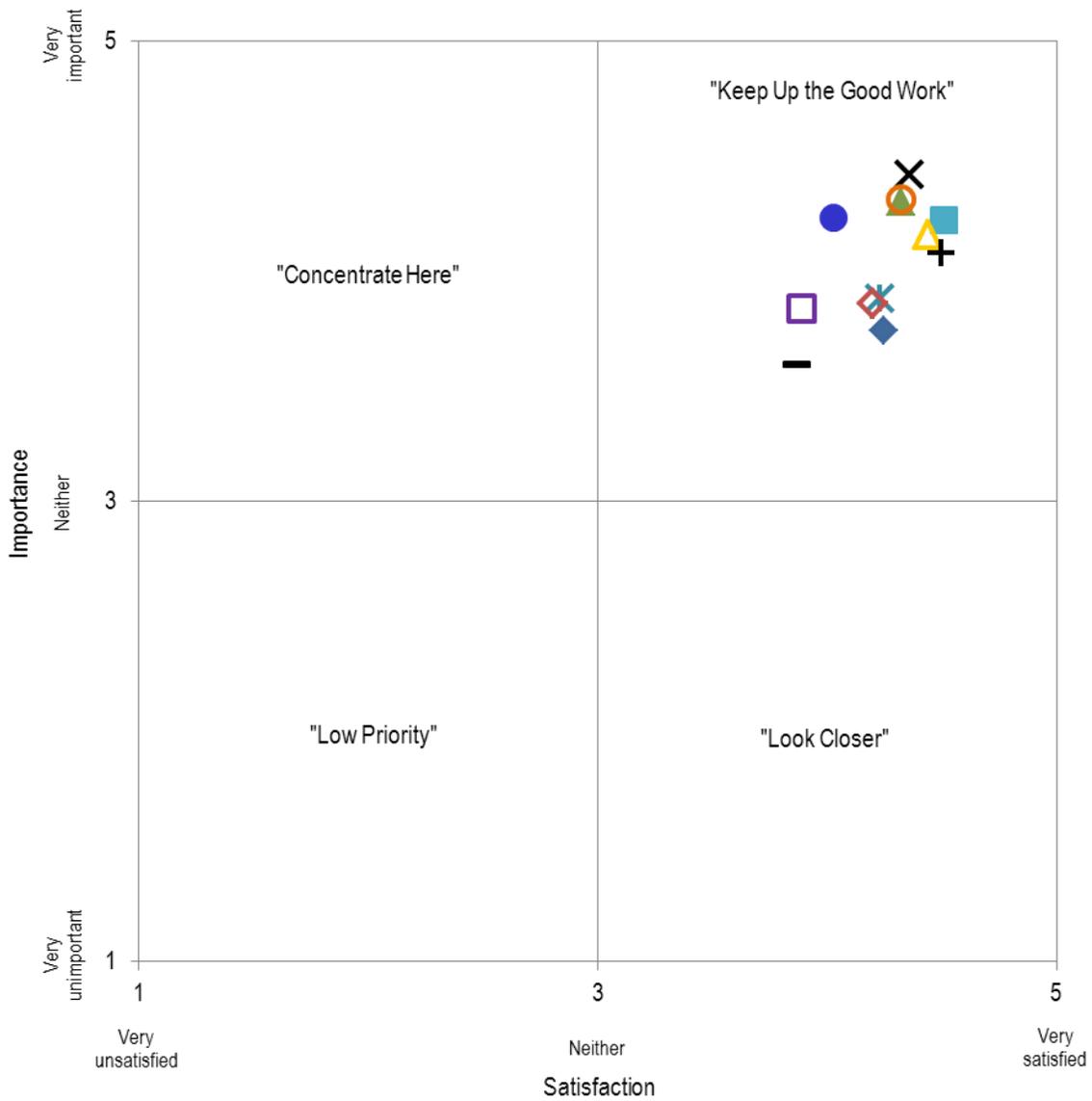
Importance/Satisfaction Ratings

Comparing the importance and satisfaction ratings for visitor services provided by refuges can help to identify how well the services are meeting visitor expectations. The importance-performance framework presented in this section is a tool that includes the importance of an attribute to visitors in relation to their satisfaction with that attribute. Drawn from marketing research, this tool has been applied to outdoor recreation and visitation settings (Martilla and James, 1977; Tarrant and Smith, 2002). Results for the attributes of interest are segmented into one of four quadrants (modified for this national study):

- Keep Up the Good Work = high importance/high satisfaction;
- Concentrate Here = high importance/low satisfaction;
- Low Priority = low importance/low satisfaction; and
- Look Closer = low importance/high satisfaction.

Graphically plotting visitors' importance and satisfaction ratings for different services, facilities, and recreational opportunities provides a simple and intuitive visualization of these survey measures. However, this tool is not without its drawbacks. One is the potential for variation among visitors regarding their expectations and levels of importance (Vaske et al., 1996; Bruyere et al., 2002; Wade and Eagles, 2003), and certain services or recreational opportunities may be more or less important for different segments of the visitor population. For example, hunters may place more importance on hunting opportunities and amenities such as blinds, while school group leaders may place more importance on educational/informational displays than would other visitors. This potential for highly varied importance ratings needs to be considered when viewing the average results of this analysis of visitors to Lower Klamath and Tule Lake NWRs. This consideration is especially important when reviewing the attributes that fall into the "Look Closer" quadrant. In some cases, these attributes may represent specialized recreational activities in which a small subset of visitors participate (for example, hunting, kayaking) or facilities and services that only some visitors experience (for example, exhibits about the refuge). For these visitors, the average importance of (and potentially the satisfaction with) the attribute may be much higher than it would be for the overall population of visitors.

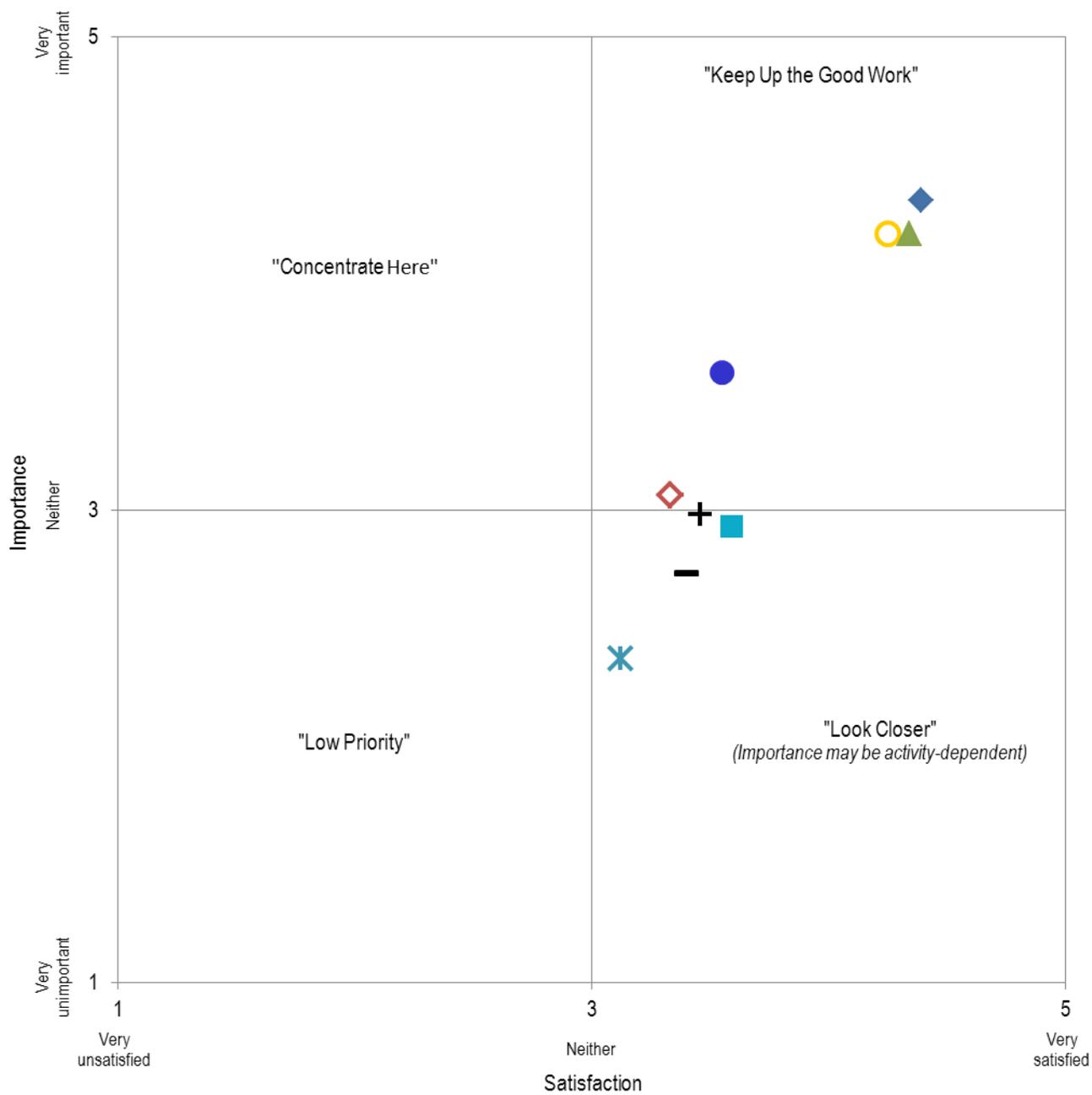
Figures 10-12 depict surveyed visitors' importance-satisfaction results for refuge services and facilities, recreational opportunities, and transportation-related features at Lower Klamath and Tule Lake NWRs, respectively. All refuge services and facilities fell in the "Keep Up the Good Work" quadrant (fig. 10). Most refuge recreational opportunities fell in the "Keep Up the Good Work" quadrant except hunting, fishing, bicycling, and volunteer opportunities, which fell into the "Look Closer" quadrant (fig. 11). The average importance for hunting opportunities in the "Look Closer" quadrant was much higher among visitors who indicated they participated in this activity (n = 88; mean importance score = 4.9), as compared to visitors who did not participate in hunting at all (mean importance score = 1.8). The refuges do not offer fishing opportunities and there were not enough individuals in the sample to evaluate the responses of those who participated in bicycling. All transportation-related features fell in the "Keep Up the Good Work" quadrant (fig. 12).



EXPLANATION

- ◆ Availability of employees/volunteers
- ✕ Printed information about this Refuge
- Signs with rules/regulations
- Environmental education programs/activities
- ▲ Visitor Center
- ◆ Courteous/welcoming employees/volunteers
- ▲ Knowledgeable employees/volunteers
- ✕ Informational kiosks/displays about this Refuge
- ◆ Exhibits about this Refuge
- Convenient hours/days of operation
- Well-maintained restrooms
- Wildlife observation structures

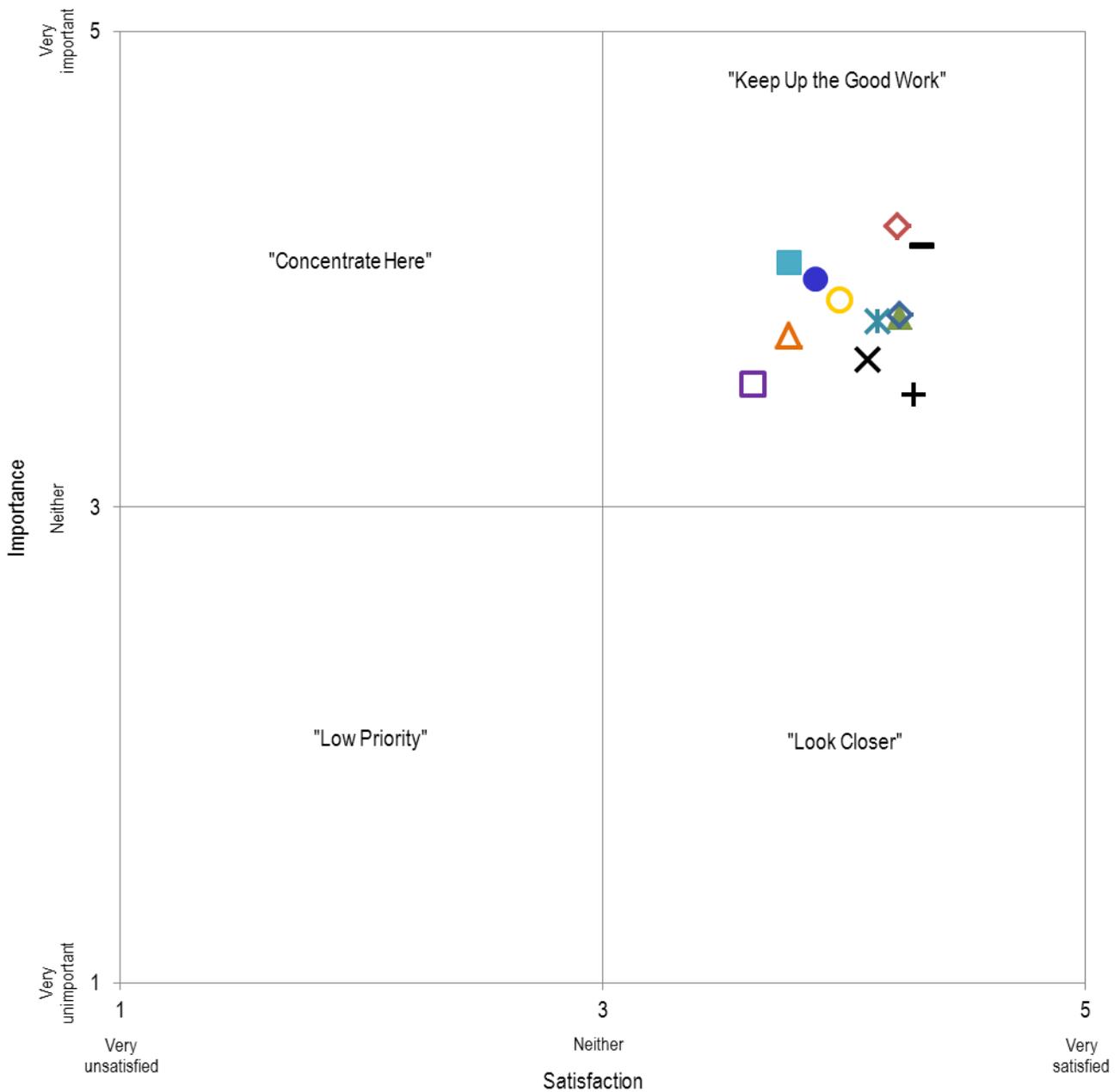
Figure 10. Importance-satisfaction ratings of services and facilities provided at Lower Klamath and Tule Lake NWRs.



EXPLANATION

- ◆ Bird watching opportunities
- Wildlife viewing opportunities
- ▲ Photography opportunities
- Hunting opportunities
- ✕ Fishing opportunities
- Hiking opportunities
- ◇ Kayak/Canoe opportunities
- Bicycling opportunities
- ⊕ Volunteer opportunities

Figure 11. Importance-satisfaction ratings of recreational opportunities provided at Lower Klamath and Tule Lake NWRs.



EXPLANATION

- | | | | |
|---------------------------------|-------------------------------|--------------------------------|----------------------------------|
| ▲ Condition of bridges | ◆ Condition of roads | + Condition of parking areas | ✕ Condition of trails/boardwalks |
| ✕ Number of parking places | ● Number of pullovers | ◇ Safety of driving conditions | — Safety of Refuge entrances |
| ○ Directional signs on highways | ■ Directional signs on Refuge | △ Directional signs on trails | □ Disabled access |

Figure 12. Importance-satisfaction ratings of transportation-related features at Lower Klamath and Tule Lake NWRs.

Visitor Opinions about National Wildlife Refuge System Topics

One goal of this national visitor survey was to identify visitor trends across the Refuge System to more effectively manage refuges and provide visitor services. Two important issues to the Refuge System are transportation on refuges and communicating with visitors about climate change. The results to these questions will be most meaningful when they are evaluated in aggregate (data from all participating refuges together). However, basic results for Lower Klamath and Tule Lake NWRs are reported here.

Alternative Transportation and the National Wildlife Refuge System

Visitors use a variety of transportation means to access and enjoy national wildlife refuges. While many visitors arrive at the refuge in a private vehicle, alternatives such as buses, trams, watercraft, and bicycles are increasingly becoming a part of the visitor experience. Previous research has identified a growing need for transportation alternatives within the Refuge System (Krechmer et al., 2001); however, less is known about how visitors perceive and use these new transportation options. An understanding of visitors' likelihood of using certain alternative transportation options can help in future planning efforts. Visitors were asked their likelihood of using alternative transportation options at national wildlife refuges in the future.

Of the six Refuge System-wide alternative transportation options listed on the survey, the majority of Lower Klamath and Tule Lake NWRs visitors who were surveyed were likely to use the following options at national wildlife refuges in the future (fig. 13):

- an offsite parking lot that provides trail access and
- a boat that goes to different points on Refuge waterways.

The majority of visitors were *not* likely to use

- a bus/tram that takes passengers to different points on the Refuge,
- a bike share program, a bus/tram that provides a guided tour, or
- a bus/tram that runs during a special event at national wildlife refuges in the future (fig. 13).

When asked about using alternative transportation at Lower Klamath and Tule Lake NWRs specifically, 36% of visitors indicated they were unsure whether it would enhance their experience; however, some visitors thought alternative transportation would enhance their experience (21%) and others thought it would not (43%).

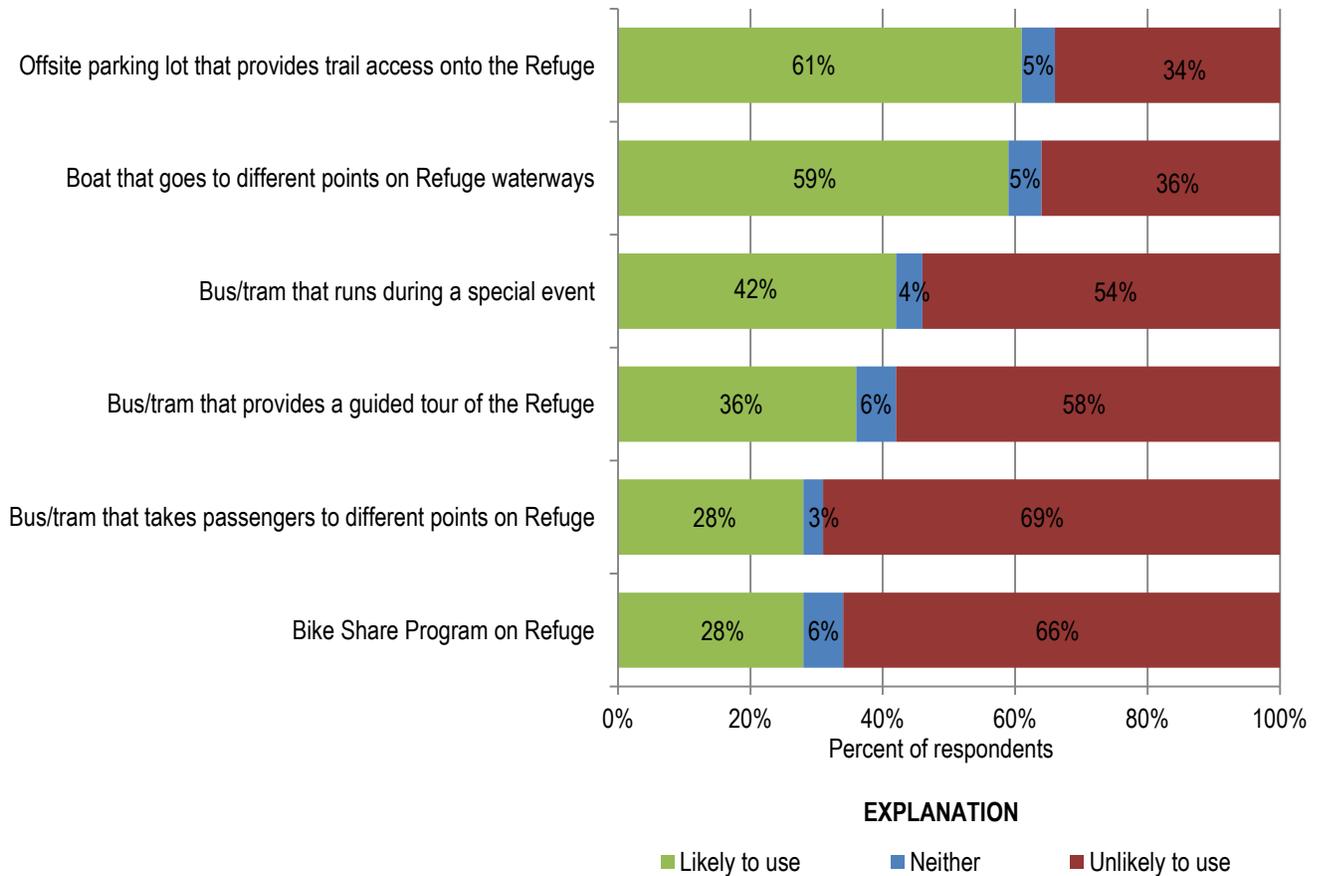


Figure 13. Visitors’ likelihood of using alternative transportation options at national wildlife refuges in the future (n ≥ 266).

Climate Change and the National Wildlife Refuge System

Climate change represents a growing concern for the management of national wildlife refuges. The Service’s climate change strategy, titled “Rising to the Urgent Challenge,” establishes a basic framework for the agency to work within a larger conservation community to help ensure wildlife, plant, and habitat sustainability (U.S. Fish and Wildlife Service, 2010). To support the guiding principles of the strategy, refuges will be exploring options for more effective engagement with visitors on this topic. The national visitor survey collected information about visitors’ level of personal involvement in climate change related to fish, wildlife and their habitats and visitors’ beliefs regarding this topic. Items draw from the “Six Americas” framework for understanding public sentiment toward climate change (Leiserowitz, Maibach, and Roser-Renouf, 2008) and from literature on climate change message frames (for example, Nisbet, 2009). Such information provides a baseline for understanding visitor perceptions of climate change in the context of fish and wildlife conservation that can further inform related communication and outreach strategies.

Factors that influence how individuals think about climate change include their basic beliefs, levels of involvement, policy preferences, and behaviors related to this topic. Results presented below provide baseline information on visitors’ levels of involvement with the topic of climate change related to fish,

wildlife and their habitats. The majority of surveyed visitors to Lower Klamath and Tule Lake NWRs agreed with the following statements (fig. 14):

- “I am personally concerned about the effects of climate change on fish, wildlife and habitats;”
- “I stay well-informed about the effects of climate change;” and
- “I take actions to alleviate the effects of climate change.”

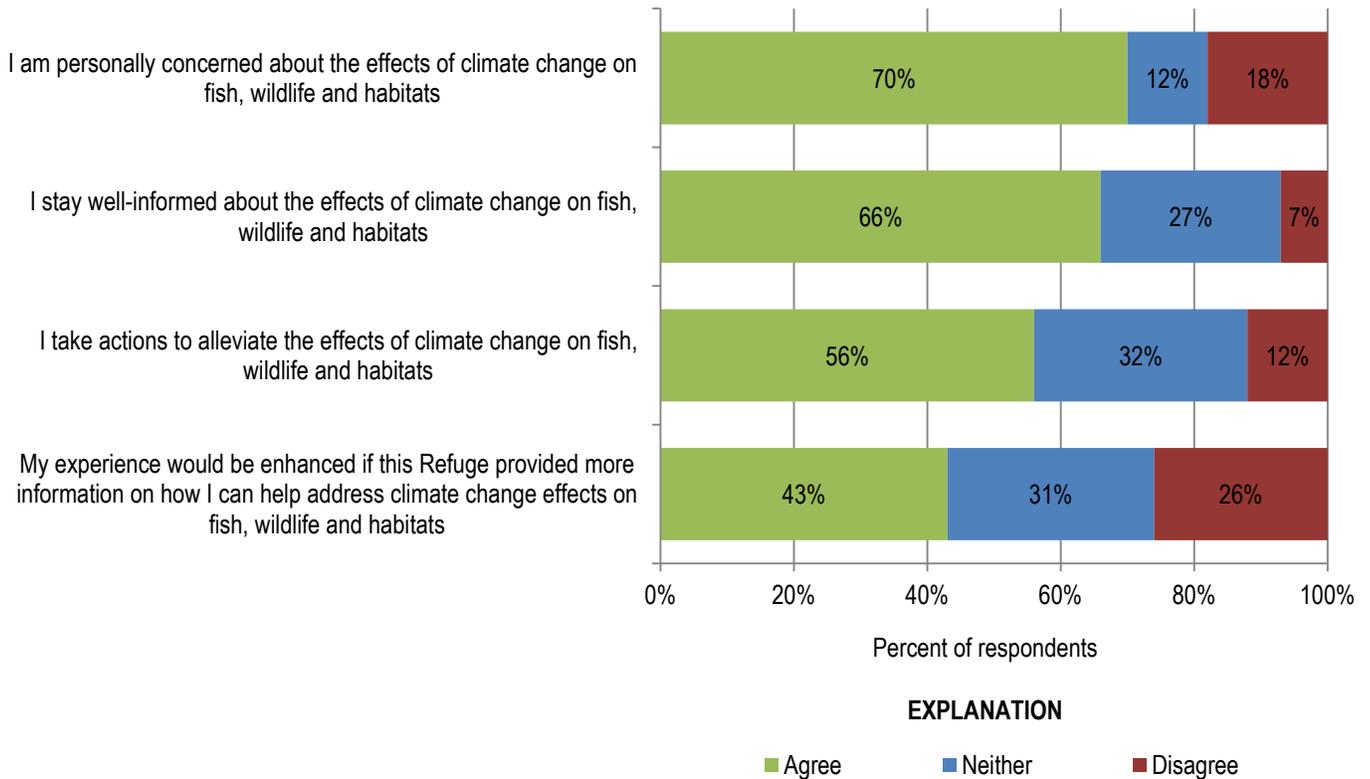


Figure 14. Visitors’ personal involvement with climate change related to fish, wildlife and their habitats (n ≥ 258).

These results are most useful when coupled with responses to belief statements about the effects of climate change on fish, wildlife and their habitats, because such beliefs may be used to develop message frames (or ways to communicate) about climate change with a broad coalition of visitors. Framing science-based findings will not alter the overall message, but rather place the issue in a context in which different audience groupings can relate. The need to mitigate impacts of climate change on Refuges could be framed as a quality-of-life issue (for example, preserving the ability to enjoy fish, wildlife, plants, and their habitat) or an economic issue (for example, maintaining tourist revenues, supporting economic growth through new jobs/technology).

For Lower Klamath and Tule Lake NWRs, the majority of visitors believed the following regarding climate change related to fish, wildlife and their habitats (fig. 15):

- “Future generations will benefit if we address climate change effects;”
- “We can improve our quality of life if we address the effects of climate change;” and
- “It is important to consider the economic costs and benefits to local communities when addressing climate change effects.”

The majority of visitors did *not* believe “There has been too much emphasis on the catastrophic effects of climate change.”

Such information suggests that certain beliefs resonate with a greater number of visitors than other beliefs do. This information is important to note because some visitors (43%) indicated that their experience would be enhanced if Lower Klamath and Tule Lake NWRs provided information about how they could help address the effects of climate change on fish, wildlife, and their habitats (fig. 14), and framing the information in a way that resonates most with visitors may result in a more engaged public who support strategies aimed at alleviating climate change pressures. Data will be analyzed further at the aggregate, or national level, to inform the development of a comprehensive communication strategy about climate change.

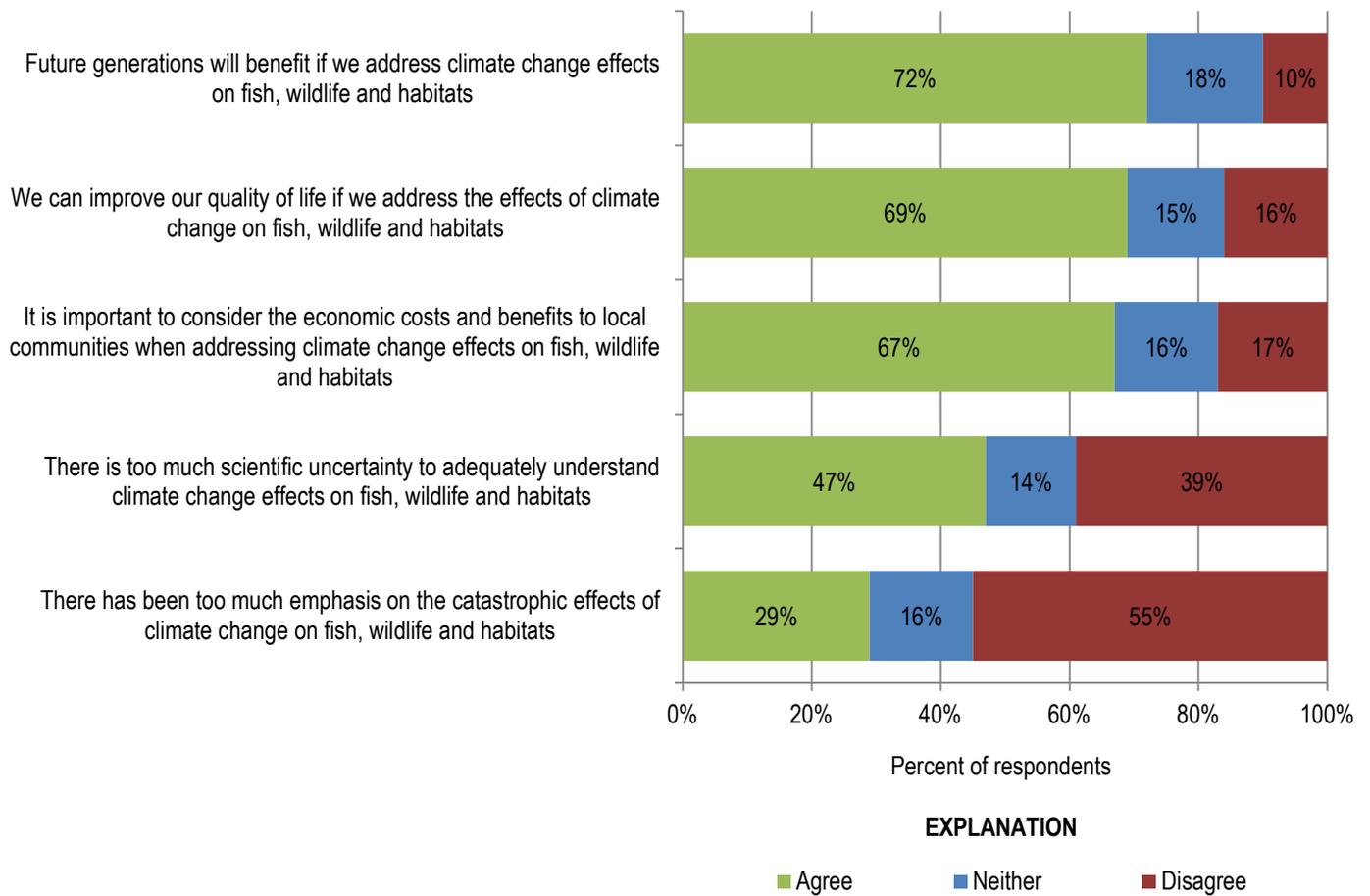


Figure 15. Visitors’ beliefs about the effects of climate change on fish, wildlife and their habitats (n ≥ 260).

Conclusion

These individual refuge results provide a summary of trip characteristics and experiences of a sample of visitors to Lower Klamath and Tule Lake NWRs during 2010–2011. These data can be used to inform decision-making efforts related to the refuge, such as Comprehensive Conservation Plan implementation, visitor services management, and transportation planning and management. For example, when modifying (either minimizing or enhancing) visitor facilities, services, or recreational opportunities, a solid understanding of visitors' trip and activity characteristics, their satisfaction with existing offerings, and opinions regarding refuge fees is helpful. This information can help to gauge demand for refuge opportunities and inform both implementation and communication strategies. Similarly, an awareness of visitors' satisfaction ratings with refuge offerings can help determine if any potential areas of concern need to be investigated further. As another example of the utility of these results, community relations may be improved or bolstered through an understanding of the value of the refuge to visitors, whether that value is attributed to an appreciation of the refuge's uniqueness, enjoyment of its recreational opportunities, or spending contributions of nonlocal visitors to the local economy. Such data about visitors and their experiences, in conjunction with an understanding of biophysical data on the refuge, can ensure that management decisions are consistent with the Refuge System mission while fostering a continued public interest in these special places.

Individual refuge results are available for downloading at <http://pubs.usgs.gov/ds/643/> as part of USGS Data Series 643 (Sexton and others, 2011). For additional information about this project, contact the USGS researchers at national_visitor_survey@usgs.gov or 970.226.9205.

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National Wildlife Refuge Visitor Survey



PLEASE READ THIS FIRST:

Thank you for visiting a National Wildlife Refuge and for agreeing to participate in this study! We hope that you had an enjoyable experience. The U.S. Fish and Wildlife Service and the U.S. Geological Survey would like to learn more about National Wildlife Refuge visitors in order to improve the management of the area and enhance visitor opportunities.

If you have recently visited more than one National Wildlife Refuge or made more than one visit to the same Refuge, please respond regarding only the Refuge and the visit when you were asked to participate in this survey. Any question that uses the phrase “this Refuge” refers to the Refuge and visit when you were contacted.

SECTION 1. Your visit to this Refuge

1. Including your most recent visit, which activities have you participated in during the past 12 months at this Refuge?
(Please mark **all that apply.**)

- | | | |
|---|---|---|
| <input type="checkbox"/> 0% Big game hunting | <input type="checkbox"/> 16% Hiking | <input type="checkbox"/> 6% Environmental education (for example, classrooms or labs, tours) |
| <input type="checkbox"/> 6% Upland/Small-game hunting | <input type="checkbox"/> 1% Bicycling | |
| <input type="checkbox"/> 35% Migratory bird/Waterfowl hunting | <input type="checkbox"/> 58% Auto tour route/Driving | <input type="checkbox"/> 10% Special event (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 69% Wildlife observation | <input type="checkbox"/> 8% Motorized boating | <input type="checkbox"/> 7% Other (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 69% Bird watching | <input type="checkbox"/> 3% Nonmotorized boating (including canoes/kayaks) | |
| <input type="checkbox"/> 0% Freshwater fishing | | <input type="checkbox"/> 1% Other (<i>please specify</i>)
<u>See Appendix B</u> |
| <input type="checkbox"/> 0% Saltwater fishing | <input type="checkbox"/> 25% Interpretation (for example, exhibits, kiosks, videos) | |
| <input type="checkbox"/> 55% Photography | | |

2. Which of the activities above was the ***primary*** purpose of your visit to this Refuge?
(Please write **only one activity** on the line.) See report for categorized results; see Appendix B for miscellaneous responses

3. Did you go to a Visitor Center at this Refuge?

- 26% No
- 74% Yes → If yes, what did you do there? (Please mark **all that apply.**)
- | | |
|--|---|
| <input type="checkbox"/> 59% Visit the gift shop or bookstore | <input type="checkbox"/> 20% Watch a nature talk/video/presentation |
| <input type="checkbox"/> 74% View the exhibits | <input type="checkbox"/> 65% Stopped to use the facilities (for example, get water, use restroom) |
| <input type="checkbox"/> 80% Ask information of staff/volunteers | <input type="checkbox"/> 27% Other (<i>please specify</i>) <u>See Appendix B</u> |

4. Which of the following best describes your visit to this Refuge? (*Please mark **only one.***)

Nonlocal	Local	Total	
67%	80%	71%	It was the primary purpose or sole destination of my trip.
28%	17%	25%	It was one of many equally important reasons or destinations for my trip.
5%	3%	4%	It was just an incidental or spur-of-the-moment stop on a trip taken for other purposes or to other destinations.

5. Approximately how many **miles** did you travel to get to this Refuge?

Nonlocal 284 number of miles

Local 47 number of miles

6. How much time did you spend at this Refuge on your visit?

See Report for Results

7. Were you part of a group on your visit to this Refuge?

35% No (*skip to question #9*)

65% Yes → What **type of group** were you with on your visit? (*Please mark **only one.***)

83% Family and/or friends

11% Organized club or school group

2% Commercial tour group

4% Other (*please specify*) See Appendix B

8. How many people were in your group, including yourself? (*Please answer each category.*)

5 number 18 years and over

1 number 17 years and under

9. How did you **first learn or hear about** this Refuge? (*Please mark **all that apply.***)

62% Friends or relatives

16% Refuge website

10% Signs on highway

5% Other website (*please specify*) See Appendix B

7% Recreation club or organization

3% Television or radio

18% People in the local community

10% Newspaper or magazine

19% Refuge printed information (brochure, map)

10% Other (*please specify*) See Appendix B

10. During which seasons have you visited this Refuge in the last 12 months? (*Please mark **all that apply.***)

31% Spring
(March-May)

22% Summer
(June-August)

59% Fall
(September-November)

72% Winter
(December-February)

11. How many times have you visited...

...this Refuge (including this visit) in the last 12 months? 7 number of visits

...other National Wildlife Refuges in the last 12 months? 5 number of visits

SECTION 2. Transportation and access at this Refuge

1. What **forms of transportation** did you use on your visit to this Refuge? (*Please mark **all that apply.***)

- | | | | | | |
|------------------------------|---|------------------------------|----------------------------------|------------------------------|---------------------------------------|
| <input type="checkbox"/> 85% | Private vehicle without a trailer | <input type="checkbox"/> 0% | Refuge shuttle bus or tram | <input type="checkbox"/> 1% | Bicycle |
| <input type="checkbox"/> 20% | Private vehicle with a trailer
(for boat, camper or other) | <input type="checkbox"/> 1% | Motorcycle | <input type="checkbox"/> 16% | Walk/Hike |
| <input type="checkbox"/> 2% | Commercial tour bus | <input type="checkbox"/> 1% | ATV or off-road vehicle | <input type="checkbox"/> 2% | Other (<i>please specify below</i>) |
| <input type="checkbox"/> 2% | Recreational vehicle (RV) | <input type="checkbox"/> 12% | Boat | <u>See Appendix B</u> | |
| | | <input type="checkbox"/> 1% | Wheelchair or other mobility aid | | |

2. Which of the following did you use to find your way to this Refuge? (*Please mark **all that apply.***)

- | | | | |
|------------------------------|--|------------------------------|---|
| <input type="checkbox"/> 37% | Signs on highways | <input type="checkbox"/> 15% | Directions from Refuge website |
| <input type="checkbox"/> 12% | A GPS navigation system | <input type="checkbox"/> 7% | Directions from people in community near this Refuge |
| <input type="checkbox"/> 23% | A road atlas or highway map | <input type="checkbox"/> 14% | Directions from friends or family |
| <input type="checkbox"/> 12% | Maps from the Internet (for example,
MapQuest or Google Maps) | <input type="checkbox"/> 62% | Previous knowledge/I have been to this Refuge before |
| | | <input type="checkbox"/> 5% | Other (<i>please specify</i>) <u>See Appendix B</u> |

3. Below are different alternative transportation options that could be offered at some National Wildlife Refuges in the future. Considering the different Refuges you may have visited, please tell us **how likely you would be to use each transportation option.** (*Please circle one number for each statement.*)

How likely would you be to use...	Very Unlikely	Somewhat Unlikely	Neither	Somewhat Likely	Very Likely
...a bus or tram that takes passengers to different points on the Refuge (such as the Visitor Center)?	<input type="checkbox"/> 54%	<input type="checkbox"/> 14%	<input type="checkbox"/> 3%	<input type="checkbox"/> 21%	<input type="checkbox"/> 7%
...a bike that was offered through a Bike Share Program for use while on the Refuge?	<input type="checkbox"/> 51%	<input type="checkbox"/> 14%	<input type="checkbox"/> 6%	<input type="checkbox"/> 19%	<input type="checkbox"/> 9%
...a bus or tram that provides a guided tour of the Refuge with information about the Refuge and its resources?	<input type="checkbox"/> 46%	<input type="checkbox"/> 12%	<input type="checkbox"/> 6%	<input type="checkbox"/> 25%	<input type="checkbox"/> 11%
...a boat that goes to different points on Refuge waterways?	<input type="checkbox"/> 29%	<input type="checkbox"/> 7%	<input type="checkbox"/> 5%	<input type="checkbox"/> 32%	<input type="checkbox"/> 28%
...a bus or tram that runs during a special event (such as an evening tour of wildlife or weekend festival)?	<input type="checkbox"/> 40%	<input type="checkbox"/> 14%	<input type="checkbox"/> 4%	<input type="checkbox"/> 27%	<input type="checkbox"/> 15%
...an offsite parking lot that provides trail access for walking/hiking onto the Refuge?	<input type="checkbox"/> 25%	<input type="checkbox"/> 9%	<input type="checkbox"/> 5%	<input type="checkbox"/> 34%	<input type="checkbox"/> 27%
...some other alternative transportation option? (<i>please specify</i>) <u>See Appendix B</u>	<input type="checkbox"/> 5%	<input type="checkbox"/> 0%	<input type="checkbox"/> 5%	<input type="checkbox"/> 30%	<input type="checkbox"/> 60%

4. If alternative transportation were offered at *this* Refuge, would it enhance your experience?

- 21% Yes 43% No 36% Not Sure

5. For each of the following transportation-related features, first, **rate how important** each feature is to you when visiting this Refuge; then **rate how satisfied** you are with the way this Refuge is managing each feature. *If this Refuge does not offer a specific transportation-related feature, please rate how important it is to you and then circle NA "Not Applicable" under the Satisfaction column.*

Importance						Satisfaction					
Circle one for each item.						Circle one for each item.					
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important		Very Unsatisfied	Somewhat Unsatisfied	Neither	Somewhat Satisfied	Very Satisfied	Not Applicable
8%	10%	6%	46%	30%	Surface conditions of roads	7%	6%	3%	26%	58%	NA
10%	13%	13%	44%	18%	Surface conditions of parking areas	4%	4%	7%	26%	58%	NA
8%	8%	16%	31%	36%	Condition of bridges	6%	2%	17%	16%	60%	NA
10%	9%	14%	41%	25%	Condition of trails and boardwalks	5%	3%	18%	25%	49%	NA
10%	8%	10%	40%	33%	Number of places for parking	4%	7%	10%	29%	50%	NA
10%	5%	7%	34%	44%	Number of places to pull over along Refuge roads	6%	11%	10%	34%	39%	NA
8%	2%	8%	28%	54%	Safety of driving conditions on Refuge roads	6%	6%	6%	24%	58%	NA
7%	4%	7%	36%	46%	Safety of Refuge road entrances/exits	4%	4%	7%	27%	59%	NA
9%	7%	9%	40%	36%	Signs on highways directing you to the Refuge	6%	11%	8%	28%	47%	NA
8%	6%	5%	38%	44%	Signs directing you around the Refuge roads	9%	12%	8%	36%	35%	NA
9%	9%	17%	33%	33%	Signs directing you on trails	6%	8%	23%	30%	33%	NA
10%	10%	24%	30%	26%	Access for people with physical disabilities or who have difficulty walking	5%	7%	35%	26%	27%	NA

6. If you have any comments about transportation-related items at this Refuge, please write them on the lines below.

See Appendix B

SECTION 3. Your expenses related to your Refuge visit

1. Do you live in the local area (within approximately 50 miles of this Refuge)?

26% Yes

74% No → How much time did you spend **in local communities** on this trip?

 3 number of hours OR 4 number of days

2. Please record the amount that **you and other members of your group** with whom you shared expenses (for example, other family members, traveling companions) spent in the local 50-mile area during **your most recent visit** to this Refuge. *(Please enter the amount spent to the nearest dollar in each category below. Enter 0 (zero) if you did not spend any money in a particular category.)*

Categories	Amount Spent in Local Communities & at this Refuge <i>(within 50 miles of this Refuge)</i>
Motel, bed & breakfast, cabin, etc.	
Camping	
Restaurants & bars	
Groceries	
Gasoline and oil	
Local transportation (bus, shuttle, rental car, etc.)	
Refuge entrance fee	
Recreation guide fees (hunting, fishing, wildlife viewing, etc.)	
Equipment rental (canoe, bicycle, kayak, etc.)	
Sporting good purchases	
Souvenirs/clothing and other retail	
Other <i>(please specify)</i> _____	

See Report for Results

3. Including yourself, how many people in your group shared these trip expenses?

 3 number of people sharing expenses

4. As you know, some of the costs of travel such as gasoline, hotels, and airline tickets often increase. If your total trip costs were to increase, what is the maximum extra amount you would pay and still visit this Refuge? *(Please circle the highest dollar amount.)*

\$0	\$10	\$20	\$35	\$50	\$75	\$100	\$125	\$150	\$200	\$250
4%	9%	8%	8%	15%	3%	21%	2%	4%	8%	15%

5. If you or a member of your group paid a fee or used a pass to enter this Refuge, how appropriate was the fee? *(Please mark **only one**.)*

2%	Far too low	6%	Too low	83%	About right	6%	Too high	3%	Far too high	54%	Did not pay a fee <i>(skip to Section 4)</i>
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6. Please indicate whether you disagree or agree with the following statement. *(Please mark **only one**.)*

The value of the recreation opportunities and services I experienced at this Refuge was at least equal to the fee I paid.

2%	Strongly disagree	3%	Disagree	9%	Neither agree or disagree	40%	Agree	46%	Strongly agree
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SECTION 4. Your experience at this Refuge

1. Considering your visit to this Refuge, please indicate the extent to which you disagree or agree with each statement. *(Please circle one number for each statement.)*

	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
Overall, I am satisfied with the recreational activities and opportunities provided by this Refuge.	2%	3%	3%	39%	54%	NA
Overall, I am satisfied with the information and education provided by this Refuge about its resources.	1%	2%	9%	38%	51%	NA
Overall, I am satisfied with the services provided by employees or volunteers at this Refuge.	1%	3%	5%	34%	57%	NA
This Refuge does a good job of conserving fish, wildlife and their habitats.	5%	4%	7%	26%	58%	NA

2. For each of the following services, facilities, and activities, first, **rate how important** each item is to you when visiting this Refuge; then, **rate how satisfied** you are with the way this Refuge is managing each item.
If this Refuge does not offer a specific service, facility, or activity, please rate how important it is to you and then circle NA "Not Applicable" under the Satisfaction column.

Importance					Refuge Services, Facilities, and Activities	Satisfaction					
Circle one for each item.						Circle one for each item.					
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important		Very Unsatisfied	Somewhat Unsatisfied	Neither	Somewhat Satisfied	Very Satisfied	Not Applicable
5%	11%	14%	47%	24%	Availability of employees or volunteers	4%	3%	13%	22%	57%	NA
4%	6%	10%	39%	42%	Courteous and welcoming employees or volunteers	5%	1%	7%	15%	72%	NA
4%	4%	5%	30%	57%	Knowledgeable employees or volunteers	5%	4%	8%	21%	62%	NA
3%	2%	3%	35%	57%	Printed information about this Refuge and its resources (for example, maps and brochures)	5%	4%	4%	24%	63%	NA
5%	7%	14%	43%	31%	Informational kiosks/displays about this Refuge and its resources	2%	4%	12%	32%	50%	NA
3%	1%	10%	41%	44%	Signs with rules/regulations for this Refuge	4%	6%	15%	32%	43%	NA
4%	5%	17%	47%	26%	Exhibits about this Refuge and its resources	2%	3%	17%	30%	49%	NA
7%	9%	27%	31%	26%	Environmental education programs or activities	3%	2%	36%	25%	35%	NA
4%	5%	9%	38%	45%	Visitor Center	3%	1%	9%	22%	64%	NA
3%	4%	10%	33%	50%	Convenient hours and days of operation	2%	0%	8%	22%	67%	NA
4%	3%	6%	32%	55%	Well-maintained restrooms	4%	7%	4%	25%	61%	NA
4%	8%	18%	40%	30%	Wildlife observation structures (decks, blinds)	4%	5%	21%	37%	33%	NA
5%	5%	7%	19%	64%	Bird-watching opportunities	2%	2%	10%	26%	60%	NA
4%	5%	8%	35%	48%	Opportunities to observe wildlife other than birds	1%	2%	13%	38%	46%	NA
6%	4%	8%	30%	52%	Opportunities to photograph wildlife and scenery	2%	2%	11%	28%	56%	NA
43%	3%	12%	3%	39%	Hunting opportunities	7%	5%	37%	24%	27%	NA
43%	7%	29%	10%	11%	Fishing opportunities	6%	2%	77%	6%	10%	NA
11%	6%	19%	44%	21%	Trail hiking opportunities	4%	11%	33%	30%	22%	NA
21%	9%	29%	26%	16%	Water trail opportunities for canoeing or kayaking	5%	8%	55%	16%	17%	NA
28%	11%	30%	22%	9%	Bicycling opportunities	3%	2%	64%	15%	16%	NA
22%	6%	37%	20%	15%	Volunteer opportunities	4%	2%	59%	14%	21%	NA

3. If you have any comments about the services, facilities, and activities at this Refuge, please write them on the lines below.

See Appendix B

SECTION 5. Your opinions regarding National Wildlife Refuges and the resources they conserve

1. Before you were contacted to participate in this survey, were you aware that National Wildlife Refuges...

...are managed by the U. S. Fish and Wildlife Service?

93%

Yes

7%

No

...have the primary mission of conserving, managing, and restoring fish, wildlife, plants and their habitat?

92%

Yes

8%

No

2. Compared to other public lands you have visited, do you think Refuges provide a unique recreation experience?

96%

Yes

4%

No

3. If you answered "Yes" to Question 2, please briefly describe what makes Refuges unique. _____

See Appendix B

4. There has been a lot of talk about climate change recently. We would like to know what you think about climate change as it relates to fish, wildlife and their habitats. To what extent do you disagree or agree with each statement below? (Please circle one number for each statement.)

Statements about climate change	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I am personally concerned about the effects of climate change on fish, wildlife and their habitats.	7%	10%	13%	27%	43%
We can improve our quality of life if we address the effects of climate change on fish, wildlife and their habitats.	9%	7%	15%	28%	40%
There is too much scientific uncertainty to adequately understand how climate change will impact fish, wildlife and their habitats.	20%	19%	14%	32%	15%
I stay well-informed about the effects of climate change on fish, wildlife and their habitats.	1%	6%	27%	51%	15%
It is important to consider the economic costs and benefits to local communities when addressing the effects of climate change on fish, wildlife and their habitats.	4%	13%	16%	46%	21%
I take actions to alleviate the effects of climate change on fish, wildlife and their habitats.	5%	7%	32%	40%	16%
There has been too much emphasis on the catastrophic effects of climate change on fish, wildlife and their habitats.	30%	25%	16%	18%	11%
Future generations will benefit if we address the effects of climate change on fish, wildlife and their habitats.	6%	4%	18%	28%	44%
My experience at this Refuge would be enhanced if this Refuge provided more information about how I can help address the effects of climate change on fish, wildlife and their habitats.	9%	17%	31%	31%	12%

SECTION 6. A Little about You

**** Please tell us a little bit about yourself. Your answers to these questions will help further characterize visitors to National Wildlife Refuges. Answers are not linked to any individual taking this survey. ****

1. Are you a citizen or permanent resident of the United States?

100% Yes 0% No → If not, what is your home country? See Figure 4 in Report

2. Are you? 67% Male 33% Female

3. In what year were you born? 1954 (YYYY)

4. What is your highest year of formal schooling? *(Please circle one number.)*

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20+
(elementary)					(junior high or middle school)			(high school)				(college or technical school)				(graduate or professional school)			
					0%			12%				49%				38%			

5. What ethnicity do you consider yourself? 4% Hispanic or Latino 96% Not Hispanic or Latino

6. From what racial origin(s) do you consider yourself? *(Please mark **all that apply.**)*

- 5% American Indian or Alaska Native 2% Black or African American 96% White
 3% Asian 1% Native Hawaiian or Pacific Islander

7. How many members of your household contribute to paying the household expenses? 2 persons

8. Including these members, what was your approximate household income from all sources (before taxes) last year?

- | | | |
|--|--|--|
| <input type="checkbox"/> 1% Less than \$10,000 | <input type="checkbox"/> 13% \$35,000 - \$49,999 | <input type="checkbox"/> 15% \$100,000 - \$149,999 |
| <input type="checkbox"/> 5% \$10,000 - \$24,999 | <input type="checkbox"/> 20% \$50,000 - \$74,999 | <input type="checkbox"/> 9% \$150,000 - \$199,999 |
| <input type="checkbox"/> 10% \$25,000 - \$34,999 | <input type="checkbox"/> 19% \$75,000 - \$99,999 | <input type="checkbox"/> 8% \$200,000 or more |

9. How many outdoor recreation trips did you take in the last 12 months (for activities such as hunting, fishing, wildlife viewing, etc.)?

22 number of trips

Thank you for completing the survey.

There is space on the next page for any additional comments you may have regarding your visit to this Refuge.

See Appendix B for Comments

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Appendix B: Visitor Comments to Open-Ended Survey Questions for Lower Klamath and Tule Lake National Wildlife Refuges

Survey Section 1

Question 1: "Including your most recent visit, which activities have you participated in during the past 12 months at this Refuge?"

Lower Klamath

Special Event	Frequency
Bird festival	1
Canon sponsored photo shoot	1
Klamath Winter Wings Festival	1
Migratory Bird Day	1
Migratory bird festival	1
Talked with ranger and was shown birds through his scope	1
Took Life Recovery Network Group	1
Wing Festival	1
Winter Wings Festival	4
Winter Wings Festival, Klamath Falls, OR	1
Winter Wings field trip	1
Total	14

Tule Lake

Special Event	Frequency
Bald eagle conference Klamath Falls, OR (weekend festival)	1
Klamath Falls, OR Winter Wings Festival	1

Leading Portland Audubon Birding Trip	1
Migratory Bird Day, Tule Lake NWR	1
Migratory bird festival	1
Refuge clean up day	1
Winter Wings Bird Festival	1
Winter Wings Festival	6
Total	13

Lower Klamath

Other Activity	Frequency
Bird watching	1
Cross country skiing	1
Diseased bird pick up	1
Hunting permit	1
Klamath Winter Wings Festival (annual)	1
Photography	1
Waterfowl hunting	1
Total	7

Tule Lake

Other Activity	Frequency
Bird blind photography	1
Christmas Bird Count covers areas within Tule Lake NWR	1
Created hand out to get water for wildlife (attached)	1

Eagle Watching	1
Migratory bird day	1
Relaxing, mental therapy	1
To see the refuge and local geology.	1
Volunteer clean up	1
We farm organically on this refuge, but I won't count those visits in this survey form.	1
Weekend Festival	1
Work for Tule Lake Irrigation District	1
Total	11

Lower Klamath

2 nd Other Activity	Frequency
Bird watching	1
Wildlife Birds	1
Total	2

Tule Lake

2 nd Other Activity	Frequency
North American Migratory Bird Count	1

Question 2: “Which of the activities above was the primary purpose of your visit to this Refuge?”
Primary activities are categorized in the main report; the table below lists the “other” miscellaneous primary activities listed by survey respondents.

Lower Klamath

Other Miscellaneous Primary Activities	Frequency
--	-----------

Not applicable

Tule Lake

Other Miscellaneous Primary Activities	Frequency
--	-----------

Not applicable

Question 3: “Did you go to a Visitor Center at this Refuge?”; If Yes, “What did you do there?”

Lower Klamath

Other Visitor Center Activity	Frequency
Buy entry permit	1
Observe birds at the feeder	1
Obtain hunting permit	2
Photograph wildlife	1
Purchase entry permits	1
Purchase permit	1
Purchased annual hunting permit	1
Read Information boards	1
Refuge pass	1
See friends	1
To buy a refuge pass to hunt	1
Total	12

Tule Lake

Other Visitor Center Activity	Frequency
Ate lunch at tables, bird watching	1
Ate lunch, viewed birds from inside the center	1
Bird watching at feeder and surrounding grounds	1
Bought hunting season pass	1
Bought seasonal pass	1
Buy a federal duck stamp	1
Buy a hunting permit if necessary	1
Buy pass	1
Buy pass for refuge	1
Buy permit	1
Buy picture postcards	1
Buy refuge pass	1
Buy season hunting pass	1
Buy season pass	1
Enjoyed your resident owl	1
Exercised my pet dog	1
Field trip presentation	1
Get annual printed data regarding waterfowl limits and shoot times.	1
Get map of the refuge	1
Got a map/guide	1
I am a vendor of photography at the visitor center	1
Identifying birds at bird feeder.	1

Look at birds using the feeders	1
Looked at birds at the feeders	1
Looked at The Great Horned owl!!	1
Observed a nesting owl through a spotting scope set up by staff.	1
Purchase a refuge use permit	1
Purchase Annual Recreation Pass	1
Purchase season hunting pass	1
Purchase season pass	1
Purchase yearly permit	1
To purchase a pass.	1
Took pictures of the horned owls in the trees outside.	1
Use a telescope to see a great horned owl on her nest!!! :)	1
Used refuge spotting scope to see nesting owl	1
Viewed birds	1
Viewed birds at feeder; check recent wildlife sightings	1
Viewed birds through the large window. The center had created a spring with running water and had bird feeders; it was great to watch the variety of birds.	1
Wanted to find out what birds had been sighted during the week.	1
Watch the feeder to see what birds were there.	1
Watched the outdoor bird feeder area	1
Waterfowl hunting informational meeting	1
Total	42

Question 7: “Were you part of a group on your visit to this Refuge?; If Yes, “What type of group were you with on your visit?”

Lower Klamath

Other Group Type	Frequency
Church group	1
Visited as part of the Winter Wings Festival	1
Total	2

Tule Lake

Other Group Type	Frequency
CAL-ORE Wetlands and Waterfowl Council	1
Winter Wings	1
Winter Wings 2011--Klamath Falls Bird Festival	1
Winter Wings Bird Festival	1
Winter Wings Field trip - one day	1
Total	5

Question 9: “How did you first learn or hear about this Refuge?”

Lower Klamath

Other Website	Frequency
Fred Miranda forums	1
I don't recall. It advertised the Eagle Festival.	1
Nature Conservancy	1
Winter Wings Festival	1
WPR - Oregon wild	1
Total	5

Tule Lake

Other Website	Frequency
DiscoverKlamath.com	1
Google	1
Klamath Falls	1
Klamath Falls, OR Winter Wings Festival	1
Klamath wildlife	1
National Wildlife Federation	1
Oregon Audubon	1
Total	7

Lower Klamath

Other Ways Heard about This Refuge	Frequency
Birders from my home town area.	1
Central Oregon Audubon Society	1
Rand McNally road atlas	1
Retired biologist	1
Various birder and photography groups	1
Worked there 1985-1999.	1
Total	6

Tule Lake

Other Ways Heard about This Refuge	Frequency
Bald Eagle Conference / Winter Wings Festival	1
Bella Vista School	1

Bird watching sites in California book	1
Birding books	1
Book by Gary Lopez	1
Books history	1
By its reputation as a bird sanctuary.	1
Discover Klamath Tourism board	1
Ducks Unlimited in Madera, CA. I'm a committee member.	1
Field trip	1
Guidebook	1
I saw it on a map.	1
I worked on CSAA maps of California and Oregon.	1
Klamath Basin Birding Trail	1
Road Map	1
School	1
School field trip	1
Staff at Running Y Resort in Klamath Falls, OR	1
Winter Wings	1
Winter Wings 2011 Bird Festival	1
Total	20

Survey Section 2

Question 1: "What forms of transportation did you use on your visit to this Refuge?"

Lower Klamath

Other Forms of Transportation	Frequency
Church bus	2

Cross country skis	1
Total	3

Tule Lake

Other Forms of Transportation	Frequency
School bus	1
School bus from winter wings 2011	1
Total	2

Question 2: "Which of the following did you use to find your way to this Refuge?"

Lower Klamath

Other Ways Found This Refuge	Frequency
Eagle festival trips	1
I called the visitor center and got directions.	1
Total	2

Tule Lake

Other Ways Found This Refuge	Frequency
Birding books	1
Directions from refuge personnel per phone call.	1
Directions from teacher	1
I was with a tour leader.	1
Klamath Basin Birding Trail booklet	1
Map from field trip	1

Map from refuge center	1
Refuge map from visitor center	1
Teachers / field trip	1
Visitor Center Ranger	1
Winter Wings Bus tour	1
Total	11

Question 5: "Below are different alternative transportation options that could be offered at some National Wildlife Refuges in the future...please tell us how likely you would be to use each transportation option."

Lower Klamath

Other Transportation Option Likely to Use	Frequency
A bus that serves as a blind for bird photography.	1
Auto	1
Canoe	1
Church Bus, Private Vehicle	1
Electric vehicle to use while visiting for a fee.	1
Horseback tour	1
Horse trail ride	1
Our own car	1
Walking	1
You may as well forget this idea. We are not Europeans or Asians; Americans want to drive their own cars and trucks.	1
Total	10

Tule Lake

Other Transportation Option Likely to Use	Frequency
Airplane	1
ATV tour route	1
Canoe	1
Driving around park in personal vehicle.	1
Horseback, golf cart	1
Individual canoes to rent	1
Kayak	1
Our own bicycles	1
Personal vehicle	2
Personal vehicle access	1
Private car	1
Private Vehicle	1
Walking	1
Total	14

Question 6: "If you have any comments about transportation-related items at this Refuge, please write them on the lines below."

Lower Klamath

Comments on Transportation-related Items at This Refuge (n = 26)

"Access for people with physical disabilities or who have difficulty walking" is overdone.

Areas designated for handicapped hunters are poor. Unit 5 in our refuge is a terrible hunting place, and Unit 1 doesn't get water. What is the deal with that? Also, regarding maintenance, the hunters pay a fee to use the refuge yet the birdwatchers do not. They use the roads, facilities and leave trash as much, if not more than the hunters, and they get to visit for free. This is not equitable!

Cars are allowed to speed on dirt roads causing much dust and disturbance of wildlife viewing. Some

cars were going in excess of 40 mph.

I have a concern with dust from the refuge roadways affecting the wildlife. I know, I know, speed limit. But it affects me so I have trouble believing it's not affecting the A) vegetation, and by extension the wildlife, and B) wildlife directly. I wonder if any studies have been conducted on EITHER or BOTH of these effects.

I love Klamath Falls because of few restrictions of movement. There are many open roads and side roads that I can explore. I would like to see even more if possible.

I visit the refuge for my own personal photography/video hobby and would be unlikely use any other forms of transportation as I need to be able to make my own decisions. I have really enjoyed my visits to the refuge.

It is a long walk for kids between parking areas. I would not want to be a person with disabilities and try to hunt Lower Klamath.

Magical place.

Many people stop to observe geese during migration along the California/Oregon highway which at times is very unsafe. More turnouts would help.

More places to pull over would be great, there were some great places to see the eagles in the trees but we had to park in the road to take pictures.

Not enough parking areas around the fields that are huntable, making for long walks. Signs in huntable fields that denote retrieval zones are too hard to see in the dark. Please put large reflectors on these that can be seen from all angles.

Not enough turn-outs and lack of respect for people photographing on roads for vehicles coming through.

Our visit was during winter, so the roads/parking were sometimes covered with snow.

Paved parking lots with outhouses or restrooms, trash bins, and good signage are important.

Signage was difficult. We became lost several times and the snow on the roads was a problem. The auto tour routes were not adequately plowed for safety. We were in a four wheel drive SUV.

Some of the roads should be better maintained like the road out of the refuge that follows the north side of 9 and runs east to west. When it rains it is very slick. It needs to be rocked.

Sounds like bureaucrats at FWS trying to justify spending more federal money on transportation programs which the larger public doesn't want. I realize that this comment will only generate a lazy shrug from the bureaucrat reading it.

The only basic complaint I have is the lack of directional signs to locate some of the staked hunt areas in Tule Lake fields.

The refuge needs additional parking lots.

There has been a great road improvement on Lower Klamath over the last few years! (Culverts, gravel-rock, and widening).

There was snow on the roads when we visited. The true condition was hard to judge but considering it was winter and the weather conditions, they seemed in pretty good shape. A few spots got a little muddy and soft when the snow melted.

Transportation system works fine for me.

Truckers are often not birder friendly. You need more pull-outs.

Walking should be an available form of transportation. Dog signs either yes or no.

We almost got stuck in DEEP snow on Tule Lake Auto Tour road. This road should have been posted as closed that day. It was quite dangerous.

Where the eagles have their nest--think about having Oak's park 100 yards away and only one side of the road. Cars were parked on both sides making it hard to drive by. (Drew picture of explanation.)

Tule Lake

Comments on Transportation-related Items at This Refuge (n = 34)

15 years ago the roads on the refuge were terrible. Washboard winter driving was exceedingly difficult. Today roads are so much better. Now in our financial circumstance we need to cut spending. I might take this to mean not spend as much to create new amenities, just maintain the existing ones we have. Granted, I think we should spend more of our tax dollars at home than abroad, but maybe I'm not getting the big picture. I am not for increasing human public amenities at the expense of wildlife. As bird populations decline, I am not interested in a "super wildlife preserve" if there's no wildlife in it!

A car in front of us got stuck in the snow on a refuge road. We and others were there for half an hour trying to get them out. We thought people in cars would bring chains or not be able to go out on refuge roads when snow is deep.

Access and transportation in Tule Lake Refuge is very good. Nothing else is needed.

Applies to only Tule Lake NWR - "Gravel" secondary road around the Lease Ag. Field becomes too slippery when wet.

As I near 80 years, importance increases!

At the Lower Klamath National Wildlife Refuge one has to be very careful in pulling off the road. Trucks zoom by and at times seem irritated that viewers of wildlife are slowing them down. The dirt tour routes are fine except sometimes in places get kind of muddy.

Better placement of the signs directing drivers to the staked hunting areas from the main roads. Also, better and more logical direction signs once in the hunting fields to the designated hunting stakes. This issue has varied from good to not so good over the years. This year was not so good.

Considering the weather conditions at the time, I thought the roads were well maintained. There were several inches of snow on most of the roads.

Driving in early morning on very dusty roads/dikes with someone in front of you is dangerous.

Either allow parking in some of the field/blind locations or provide more locations to park while hunting the blinds. It is a VERY long walk to where we parked the car. Walking problems do not help matters.

Enlarge parking lot at check station.

Few roads were plowed even though the refuge staff said they were. We almost got stuck in a snow bank after our 4 wheel drive slid. We were driving very slowly as well... We were scared and this was worsened by absent signage, which caused us to get lost.

I didn't walk on trails this trip but I would be interested in that on the next trip.

I really appreciate this survey and that you are making the Refuge enjoyable for so many.

I was a passenger on a bus so I wasn't paying attention to signs/parking, etc. These will be very important when I return on my own.

I'm always for ways to get people out of their cars or minimize use of POV's. It's expensive to run a tour bus, though, and needs riders to justify. This refuge has relatively light usage and very extensive road access. Luckily, I never have a problem with traffic or road conditions, but I do feel guilty for the number of miles I end up driving.

Maps from the check stations show the direction of travel, however the map said one thing and the signs at Lower Klamath said another. I got pulled over. The officer saw the mistake and let us go. I was busy looking at the map and did not see the sign. It should be very clear if you can drive down a road or not.

More paved roads would probably have caused us to come back with bicycles.

More, safer pull-outs around the refuge boundary.

Noted in Satisfaction of Road Safety "So many big trucks can go very fast." So many of the best places when you can't get to the tour routes (which are fairly good dirt roads) are the highways and there are not enough pull out areas.

Road along A-dike, in particular level road west of blinds A 1-5, A 5-8 and others south of it, is a DUST BOWL. DUST makes it impossible to drive creating a very unsafe condition (one side is the lake; the other side is a drop). Very dangerous conditions, with fog it is almost impossible. Need gravel to reduce DUST.

Roads and parking conditions have improved considerably in recent years, however some road/parking still can use some upgrading.

Signage at the highway entries was very poor: no mileage markers, no transitional signs to entry points.

The dirt/gravel roads are entirely appropriate for a wildlife refuge. If they were significantly improved you would have idiots speeding around, disturbing birds and visitors alike.

The gravel roads could be better maintained (graded).

The North-South auto-route road in the southern part of Tule Lake Refuge appears on the map to connect with the East-West Lava Beds National Monument road directly, but it turns out that you have to drive east quite a way parallel to the Lava Beds Nat'l Monument road before you can access it. If we had known that these roads didn't connect directly we would have turned back towards the exit on Hill Rd and we would have avoided the deeper, drifted snow on the bit of refuge road that parallels the Lava

Beds road.

The refuge roads on Lower Klamath and Tule Lake were full of potholes. We bounced around the refuge on them, but I figured the managers wanted them that way so people wouldn't go too fast and scare the birds!

The roads are mostly good. Unfortunately unless one is a hunter or government employee, Tule Lake refuge denies access to many roads and property. I may not quietly watch or photograph wildlife; however I could enter and kill it. There are entirely too many places forbidden to the public.

The roads to the refuge near the water need resurfacing.

The roads were great. They were plenty wide enough for two cars if you came across one. There was no problem pulling off to the side of the road because there weren't many people there. The only problem we had was trying to figure out what "road" we were on while driving the route in the refuge, and what direction we were traveling. We had to backtrack a couple of times when we realized "we've been here before". If we had not gotten a map from the visitor's center, we could still be driving around the roads.

We came out on a sunny day although there was a lot of snow around. We took the road through the refuge just south of the visitor center. All went well until the snow became, rather suddenly toward the end, deep. The car in front of us became stuck. He had chains but did not know how to use them. He was in a small compact car. My husband and friend spent 30 minutes or more getting the chains in his car. Our car, a medium Taurus sedan, got through the snow fine as I am sure an SUV behind us. On such a day it might be good to send a ranger on these roads and post a sign. If we had not been there and there were very few people, he would have had a long wait. (Although I did check and find there was good cell reception.)

We got stuck in the snow, which was suddenly deep in an area where we couldn't turn around.

We thought the driving route was done very well. There were good viewing areas of the ducks, pelicans, and other wildlife. We really enjoyed the drive.

We were told at the Visitor Center that there would be an auto route on a gravel road that was completely open--this was the end of February. There were signs with a picture of a car and a number along the way, but no brochures, etc. to tell us about them. Also, the snow was piled high on the road, making it extremely dangerous to drive.

Survey Section 4

Question 6: "If you have any comments about services, facilities, and activities at this Refuge, please write them on the lines below."

Lower Klamath

Comments on Services, Facilities, and Activities at This Refuge (n = 37)

4 with hunting opportunities for 2010 due to the lack of water on the refuge. I know this is out of the refuge manager's control as politics dictate water deliveries.

A key and critical source for this refuge is water, and this year is the first time in 30 years of my using this refuge that I have seen the refuge too dry!! Politics have interfered with our environment and wildlife refuge. This should not happen as the impact on future fall flights of waterfowl can be devastating!! This refuge has already seen a significant reduction in waterfowl birds migrating to the refuge due to the expansion of rice and water fields in the Sacramento Valley!!

Bird watching opportunities were fantastic.

Every refuge should provide a "birding wall" to provide opportunities for photography similar to those at Tishomingo NWR and Bosque del Apache.

Excellent and helpful staff.

How the Refuge manages water is always an important and key issue for this area.

I always have a fine time birding. I appreciated the handout with current bird sightings and locations.

I appreciated availability/use of photography blinds at this refuge (online booking would be helpful).

I don't think it is fair for bird watchers to have a free pass while hunters pay \$25 per year.

I would definitely appreciate more observation decks or blinds and more hiking opportunities. I would also much appreciate an on-site campground (preferably low-development). The one at Lava Beds is good but is just a tad too far away for good early-morning observation.

I would like to see more bird photography facilities, such as blinds, etc.

In spite of being the off-season and inclement weather I found the following. I found all facilities and refuge grounds very well maintained. All employees were helpful, knowledgeable, and courteous. The staff and facilities greatly enhanced our visit - the birds did not always cooperate.

It is always a wonderful experience. It is a very special place providing a unique and wild experience!

It's hard enough already to afford to take low income people to these areas. I would have to cancel our visits if it began to use a fee.

Keep roads open during eagle nesting. They are not bothered by us. Closing to roads made it difficult to bird watch and travel around the refuge. Hunting regulations could be better marked and made easier to understand. Water is very important to keep the marsh and the wildlife plentiful. This year there was a conflict with the BOR to release water to habitat sensitive areas of the refuge. One area went almost dry, which I have never seen before. There must be a workable compromise between FWS and the BOR. Keep in mind that the waterfowl depends on the water; the raptures depend on the waterfowl, etc. So much tax payer money being spent on the wildlife refuge, it is a shame to see to the BOR not give the refuge water during critical times. To me, as a tax payer, that is not right. Lower Klamath Refuge needs water to be a refuge to our beautiful wildlife.

Lack of water adversely affects this year's experience at the refuge.

Make roads to eagle nests accessible during nesting at the distance allowable. Possibly with viewing blinds.

My wife and I are serious bird photographers, and Lower Klamath NWR has fantastic bird photo opportunities from the auto tour route. We appreciate that we are allowed out of our car to photograph.

Need a water supply for the ponds. More and better wells.

Nice place!

Overall it is very good. It needs more water!

People visiting the refuge to observe birds or other wildlife should stay in their cars so not to spook them. Bicycles and walking usually cause wildlife to flee.

Questions I answered 0 I do not participate in and don't know if they are allowed at this refuge. I also did not see anyone doing these activities.

Refuge did not have much water.

Restrooms need to be serviced more often.

The port-a-potties on the refuge are of a design that when a person defecates, the blue water and whatever is in it splashes back up on the person. Quite disgusting--has happened to me EVERY time I use the port-a-potty to defecate. I won't use them for that purpose any more.

The refuge was very nice. I took a lot of pictures. I loved being there. I will come back again and again. It was awesome and beautiful to see the wildlife.

The restrooms are terrible, the visitor's center is outdated, the front desk volunteers are not too knowledgeable and give out bad/wrong information. If the refuge is going to offer more opportunities it should get the opportunities it has in order first.

The weather situation on Lower Klamath this year was horrible. Habitat is being reduced for migrating waterfowl. This will have an effect on my decision to hunt on Lower Klamath in the future. Reduced ducks equals reduced hunters equals reduced money for local businesses.

There was a very helpful guide that we met on the roads.

This refuge is terribly mismanaged. Water is put on land that is useless and other ground they could supply with resting birds is left dry. The employees work perhaps 2 hours out of 8, the other time is spent driving back and forth to the shop for their 2 coffee breaks per day and leaving the job early so they would be late clocking out. A disgrace!

Water is a big concern.

We had a great day at the refuge--it greatly exceeded my expectations.

We like it just the way it is.

You cater to the bird watchers not the hunters. I'm not sure if this is fair, it is unknown to me how many bird watchers are there.

You could rotate pheasant only and duck hunting only areas occasionally (every 2-3 years)

Tule Lake

Comments on Services, Facilities, and Activities at This Refuge (n = 47)

It was a dry season so not as many birds as usual.

Adequate water and predator control is a real problem on this refuge.

Being on a tour, I was relying on the guides, not the refuge, for information. The visitor center was well maintained and staff was helpful and informative.

Birds were shy, they flushed too quickly. Could an area be set aside for birdwatchers where hunters were prohibited? It would make a big difference.

Don't put spaced blind hunts in free roam areas.

Employees are friendly.

Excellent.

Good job thanks a lot!

Good job.

Great exhibits, friendly knowledgeable staff - thank you!

Hunting areas on the Tule Lake refuge: (A) When pre-season staked areas are unavailable due to harvest, alternative sites should be made available during the season. (B) Over the past 10 years the number of staked blinds for hunting has been reduced from 50+ to 30+. When late harvest is taken into account there are even less areas available. (C) The staked blinds are habitually moved farther from open water or reduced in numbers, thus leaving a larger buffer zone which keeps the feeding geese in the closed areas.

I grew up here. We have always farmed on FWS land of which waterfowl need the grain; 50% of their diet is from the farms. This year, with the lake brimful, much of the land went fallow. One side of the road was full of water, the other side weeds and dirt, not feed and habitat. Yet there were hunters in boats shooting the birds. I understand hunters pay well, however we feel people should not be killing wildlife on a bird refuge.

I love coming to the visitors center and checking out what's "new" and what birds have been sighted. I love to talk to the people at the center to get an idea of where the best place to bird is for that day. I'm always grateful for your bathrooms placed around the different trails too; they're always clean. You do a great job.

I love the Lower Klamath National Wildlife Refuge. It feels most conducive to drive it.

I love this visitor center at Lower Klamath Refuge. So informative. I always watch the video in the back. I take all of my guests here. I had two groups and they were so impressed with all the visitor centers in the US. Rangers are always courteous and helpful.

I would like unobtrusive notices at intervals around the refuge with pictures and notes on the birds likely to be seen. I dislike having to search in a bird book all the time. It would be excellent to have individual kayaks for rental to visitors. In the visitor center your personnel should be able to operate the cash register or be willing to take visitor's money anyway when they cannot operate it.

I would say the refuge hunting is well run at Lower Klamath/Tule Lake National Wildlife Refuge.

It is relatively hard to see in the Fall because of the hunting pressure.

Keep revolving the hunt-able fields from year to year, and flood fields when water is available.

Launch ramps in wet hunting units could be improved vastly. Water in hunting units would be nice.

More restrooms.

Need to rotate closed duck hunting zones annually to achieve better quality duck hunting.

No road signs.

Observation blinds and walkways need more work. They're overgrown.

Parking and boat launching is an issue for opening day, 30 boats trying to launch the same time. Guides shouldn't be allowed on public areas.

Personnel were very helpful with directions.

Please keep services to a minimum - too many fancy services distract from the wildlife experience.

Refuge officials need to develop some protocol concerning hunters poaching off of other hunters' set-ups!

Refuge personnel were very friendly, courteous, and helpful. Great employees.

See enclosed brochure hand out. Push for support of KBRA. Don't let bureau of "Reclamation" push you around. Insist on water - we have lots of cows, potatoes, and salmon action - fewer and fewer migratory birds.

Take a look at this refuge over the past 45 years and see the bird population and hunting opportunities. I think the management has done a very bad job.

The current refuge manager is doing a great job to try and improve the hunting experience after years of anti-hunter managers.

The hunting was great, and that's what we came for. The visitor center was beautiful and the staff was wonderful. We didn't take advantage of the hiking, bicycling, or water sports, or anything other than hunting related.

The lady at the visitor center was very knowledgeable and extremely friendly. She made the stop worthwhile.

The map of Lower Klamath which was given to us in the field was very bad, i.e. go to corner X but no X on the map.

The refuge agent was warm and helpful while the Game Warden was cold and suspicious in the field.

This facility is clean, bright, well-tended, with knowledgeable people and easily accessed. I have taken many groups, and the volunteers and employees have always been friendly and helpful.

This refuge needs water. It is at the tail end of water rights and on the Pacific flyway. Since before 1900

farming and ranching have severely impacted wildlife numbers and health in the region. I wish Americans valued the refuges more and allowed them more tax dollars and other resources. I think the Refuge staff is doing a heroic job balancing all the demands and I'm very glad the refuge is here.

Tule Lake NWR has a well-run visitor center that is dedicated to getting information to the public. It has friendly staff, excellent displays, and worthwhile printed maps.

Very helpful and informative.

Volunteers are nice, very helpful, and knowledgeable. Even though we used a GPS device to find the facility we could have used better signs directing us there.

Water is a problem that needs to be resolved. Take the politics out.

We came on a Saturday the first time and the lady at the desk was friendly, helpful, and accommodating. We came again the following Saturday and a very unfriendly woman was there with her daughter at the desk. She removed the telescope on the owl, growled at us for bringing our Yorkshire terrier, did not invite us to see the slide show or exhibits, and answered us only with yes or no. Plus she never smiled once. The first lady (I wish I knew her name) did all these things and invited us to do this survey.

We enjoyed the refuge and visitor's center very much and can't wait till our next visit.

We tend to get lost quite often. Better and more signs would be helpful. Dusty roads with so many cars could be replaced by bus tours or trams.

We wanted to rent and tour in a canoe, but they were not operating. We didn't use the restrooms while visiting the visitor's center. We don't hunt or fish and can't understand why anyone would do that in a wildlife reserve anyway. We hiked the Captain Jack inner loop, and it was pretty scary in places. The warning signs weren't there, the rocks had slipped into huge holes, leaving a narrow trail, and we were wondering where the park service was. We also took into account however, that it was winter, and there are not a lot of tourists. When I go again, I will take some rope or a sharp knife to cut some to help whoever it is that falls into the holes!

We were very impressed with the FWS employee that greeted us. She recently transferred from Iowa but had a great deal of knowledge of the refuge. She also set up a spotting scope for us to observe a nesting owl just outside the visitor's center. We also enjoyed the short video.

Survey Section 5

Question 3: "If you answered "Yes" to Question 2, please briefly describe what makes Refuges unique."

Lower Klamath

Comments on What Makes Refuges Unique? (n = 91)

A major stopover location for the Pacific Flyway.

All the different wildlife you can see in just one visit, and the fact that you have so many places to get out of your car to take photographs of all the different wildlife. This is the best in our area.

All the viewing and photography opportunities.

Attracts a lot of birds for hunting when waterfowl is there.

Because of the higher number of wildlife on the refuges compared to other state and federal lands.

Concentrated wildlife.

Critical waterfowl, raptor, and water bird staging area in the Pacific Flyway.

Diverse wildlife throughout the refuge.

Eagle habitat close to view. Bird habitat close to view.

Eagle population and snow geese number.

Easy for us to do the auto route and view the birds; other birding is usually a walking situation.

Forest Service provides the woods and forest wildlife. BLM provides the desert and open spaces and desert wildlife. Park Service provides awe-inspiring landscapes and big-game-type wildlife (in the West, anyway). Wildlife Refuges provide lakes, marshes, and wildlife in watery habitats. There is plenty of crossover between the four, but when I think of visiting these public lands those are the categories that they occupy in my mind.

Hunting is better on the refuge, more birds and better access to hunting spots.

I appreciate that they are specifically managed for conservation of plant, animals, and habitat year round.

I go to NWRs because I know that I will have a unique and rare wildlife viewing experience.

In this refuge, the Lower Klamath National Wildlife Refuge, although the numbers of birds are dramatically fewer than I saw 40 years ago, it still offers one of the most impressive number and variety of birds I have ever seen anywhere. Also, it is relatively isolated and not many people visit there, making the experience particularly refreshing. We visit once or twice a year and regularly see great horned owls, pelicans, many varieties of geese and ducks, eagles, swans, grebes, herons, many types of wading birds, coyotes, deer, and recently pheasant and sand hill cranes. Occasionally we have spotted fox, muskrat, and other small creatures. Visiting the Refuge is a treat we look forward to each year.

In years with plenty of water everything goes well so there is no management needed and plenty of resting areas, feeding areas, and hunting areas.

It has more wildlife (and less humans) than many of the over-crowded National Parks that we visit--great for wildlife photography!

It is a quiet place to observe wildlife.

It makes it possible for families and adults to see things they normally wouldn't see because there is no fee and they have no income or transportation to use it.

It's about the management of wildlife.

It's hard to find quality hunting land for a reasonable price. The refuge provides lots of opportunity at a high quality.

It's the one place I know of to come and see eagles.

Klamath Falls is special because of the eagles and the ability to photograph them in their environment. I would like more places to pull off the road that runs by it.

Large amounts of wildlife.

Left in a natural state with varied habitats leading to biodiversity.

Lower Klamath Refuge was the first refuge in the US and it's just over the hill from where I was born and raised (15miles).

Most public lands and parks I have visited are focused on scenery or geology. The refuges provide a unique opportunity to observe wildlife and wild birds close up in a natural setting. Refuges also help maintain and preserve wild populations by providing forest, meadow, and wetland environments. I think it's great!

Natural state, variety of wildlife.

Not unique but good, some of public land cannot be hunted even though it was bought, maintained, and developed with our tax dollars.

Only a bureaucrat would ask such a stupid question. It is obvious to anyone interested in the environment that refuges are exceedingly important and wonderful.

Open areas, maintained with good roads, year round opportunities.

Open to the public.

Properly maintained refuges provide quality fish and wildlife habitat not generally seen on other public lands.

Providing a diverse recreational experience while conserving and maintaining wildlife habitat.

Public (bird) hunting.

Recreational and educational opportunities; concern for protection of our natural resources as well as wildlife.

Saw over 100 eagles and their babies. It was an awesome site.

Somewhat safer than pulling over on a busy highway to observe or photograph wildlife.

The ability to observe large numbers of wildlife in their specific habitat. Information available to enhance the learning experience.

The ability to view birds and some animals, good hiking trails, and signs with information.

The ability to view wildlife in a natural setting where the wildlife is allowed to act normally and people must respect that this is their space. I love the wildlife refuges!!!

The ability to view wildlife.

The abundance of eagles. It provides opportunities to photograph all sorts of wildlife: birds, raccoons, etc. It

was very quiet from people, but filled with the sounds of the wildlife. I loved being there. I am going to return every year. My next trip will be in the summer time to observe different wildlife.

The access to wildlife, education, photography. I also believe NWR's are maintained more for the hunting public than non- hunting public. Money to maintain NWR's should also come from birders, hikers, and other non-hunting visitors so their concerns carry the same weight as the hunting visitors. This could be done with a small tax on outdoor wear, equipment, vehicles, etc.

The amount of water fowl and the eagle population.

The amount of wildlife and roads to access viewing.

The auto tour routes allow us to observe and photograph wildlife along the migration corridors.

The availability and abundance of eagles in the wintertime. Great photo opportunities!

The bird watching opportunities are amazing!

The birds were great. Roads were bad, not clean, signage. Road is dangerous. Nice visitor center.

The concentration of waterfowl and eagles are fantastic.

The exceptional wildlife viewing opportunities. Species preservation work is important too.

The fact that bald eagles nest at the Klamath Wildlife Refuge is important.

The fact that hunting requires paying for and has been such an important part of the refuge system. Hunters have been and are being pushed off of more and more public land. If you visit a refuge you should thank a hunter.

The high concentration of wildlife.

The lands are better managed for wildlife and on the refuge. You never know what you're going to see because there are complete ecosystems in the wild and everything is protected.

The location of the area. What happened to the water?? That's the reason the waterfowl stop here. Almost all the specks bounced right down to the sacred refuge and did not stay at Lower Klamath this year.

The Lower Klamath is by far the largest refuge that my family has visited in years. Very beautiful and the US Fish and Wildlife staff made it a very wonderful experience.

The management focuses on wildlife and their habitats.

The opportunity for the public to learn about the importance of water and its relationship to wildlife and waterfowl. The importance of proper management of water is essential, and politics should not play a part in this. Adults and children should learn the enjoyment of our right to hunt, and that it is important to know where food comes from. Proper management of land to provide feed for waterfowl that is migrating is essential as well. These are lessons about life that are not taught.

The opportunity to hunt on a daily basis.

The opportunity to see so many birds and wildlife.

The opportunity to see the many species of wildlife during their migration.

The opportunity to see wildlife so close to maintained roads and developed areas. Balancing local economic needs with wildlife/ecological needs and opportunities.

The opportunity to view birds in their natural habitat. It's fabulous!

The refuge is concerned about its wildlife.

The refuge provides natural habitat to survive and flourish! This effect helps balance our ecological system. Refuges are extremely important.

The refuges I have visited provide more wetlands that are managed for water fowl, shore birds, raptors, and other marsh dependent wildlife.

The refuges I have visited, beyond providing an opportunity to get out in nature, provided it is in season, the chance to view an abundance of wildlife far above that available on other public lands. Truly amazing! At Lower Klamath NWR even the handicapped are able to view almost anything that a non-handicapped person can, if they have a vehicle.

The road system is well maintained and there was no trash on the ground, but there was a lack of water.

The variety of bird life and variety of habitat.

The variety of wildlife to experience in one location.

The waterfowl numbers.

There is waterfowl, upland game hunting, and great bird watching AS LONG AS the refuge gets WATER! The eagle watching in the winter is absolutely unique.

They are great places to observe and photograph birds and sometimes other wildlife if you're lucky.

They are not commercialized.

They are places where the average person (not wealthy) can hunt and fish without having to own the property.

They do a pretty good job of providing opportunities for people of different interests such as hunting, wildlife watching and wildlife photography.

They maintain the "wild" feel to observing wildlife; it is what keeps us coming back year after year after year.

They offer a special opportunity for hunting for all ages, abilities and financial situations.

They offer the opportunity to see wildlife relatively uninterrupted by humans.

This refuge provides a unique experience in winter because of the concentration of eagles. Other refuges have or have not provided unique experiences for me.

We like it just the way it is. There is no fee to go.

While wildlife can be observed at many of the national parks, the refuges offer unique opportunities for study, photography, conservation, and monitor wildlife specifically.

Wildlife and bird watching, especially bald eagles.

Wildlife and their habitat are the primary focus of management.

Wildlife viewing and photographing opportunities.

You can see and photograph animals more-or-less in the wild without hordes of other people as in National Parks. We appreciate that NWRs are open to the public when safe for the managed animals, but closed during breeding and other times critical for their survival.

You can usually be assured of seeing whatever wildlife the refuge was established for such as antelope, waterfowl, etc.

You guide yourself and roam freely.

Tule Lake

Comments on What Makes Refuges Unique? (n = 129)

A haven for seeing our natural world. Priceless.

"Unique" is just the word because the natural geography of the area has created a special place for birds and wildlife. It's a good thing. That some of it was preserved before it was all drained for farming. Don't spoil it by building asphalt roads and parking lots all over the place. Its present simplicity helps make it special. DON'T SCREW IT UP.

A combination of animal conservation, hunting, and viewing.

A controlled environment for public use.

A dedicated hunting program makes them unique.

A hunting program available to the general public for a very affordable fee.

A special place to see things as undeveloped and conserved.

Absolutely it does! Oh my gosh, one only has to be there when the sun rises, and sets by the way, watch the swans in the sparkling twilight on the water, hear the snow geese in the midst of the swans' romantic cooing to each other, feel the sun's warmth as it slowly fills the vast sky with colors, and watch coyote hunt and sand hill cranes fly overhead to their feeding pastures. You are experiencing an ardent silence of beauty and wilderness that seeps into your soul and replenishes it with pure peace. Everyone needs an experience with nature, the eagles and hawks, and the plethora of waterfowl, the cacophony of bird calls, and the swooping grace of falcon. Then there is a silence where if you are really quiet you can hear your own heart beat with the fall of the snow that surrounds you. This refuge is particularly large and therefore attracts large numbers of

animals. I am a videographer and I hone. I can make a film on the beauty, history, and unique qualities of this refuge, for there are many. Sorry, so messy.

Absolutely. It's why I moved back to KF from SF. The chance to see and hear hundreds of thousands of geese, ducks, and swan is incomparable, along with the eagles, hawks, falcon, and black bird cranes. I realized that numbers dropped from millions to thousands. Let's not let it get any worse. The US government stole the land, killed the Indians, drained the marshes, displaced the wildlife, and turned it into a potato patch. We better quickly change from consumers to caretakers of our planet!

All the birds and wild animals.

Based on my experience with other public lands (BLM, Forest Service) the refuge seems to be in better shape.

Because they are operated specifically to conserve/preserve our national wildlife treasures - both plants as well as wildlife habitats. We should never lose these treasures for future generations to behold and admire.

Being able to drive through and see eagles.

Bigger flocks of birds, more kinds of birds, numbers on one place.

Birds, roads to the areas, being part of the migration, learning about the land/water use, seeing the animals and birds in the center to observe closely. Best part of living in Klamath Falls is having these opportunities so close.

Central location for migrating waterfowl and other bird species in the Pacific Northwest. The size and location of the Klamath Basin Refuges is unique and 5 to the western flyway.

Conservation management and restoration of habitat for fish, wildlife and plants - access for public including hunting.

Conservation of waterfowl and its surroundings.

Does not encourage a "picnic" type atmosphere which is good because people tend to litter.

Experience is more "raw" in terms of exploration. This is good. National Parks are more "Disneyland" experiences.

Farms and FWS have worked together 100 years on our refuge to feed and nurture birds. If the primary mission is conserving, managing and restoring fish, wildlife, plants, and habitat, it is not logical to permit hunting waterfowl, granting access to hunters but not the general public in many places.

Fascinating wildlife year-round.

Generally, the concentration of wildlife as opposed to scenery, timber and grazing resources, and other features of public lands.

Gives the hunter the opportunity to "free lance" which fields to use as the birds change their feeding habits from day to day.

GREAT EXPERIENCE, well managed, safe (rangers), organized, rich in WILDLIFE.

Great outdoor wildlife region, especially during migration.

Habitat.

History.

Hunting by boat is unique, but the mud is almost unbearable.

Hunting for wildlife is great. There are too many closed areas during hunting season!!!

Hunting opportunities are the reason I have hunted in the basin since 1972.

Hunting opportunities.

Hunting, farming, and opportunities to view all wildlife.

I checked yes with tongue-in-cheek. This refuge has the potential to provide many quality experiences, but with virtually no water, no predator control, and the virtual disregard for upland birds, this refuge has pretty much sacrificed its hunt program and pretty much forced its attention on bird watching. What a shame to sacrifice an opportunity to raise and nurture virtually thousands of waterfowl and upland birds. Two refuges side by side, Tule Lake National Wildlife Refuge and Lower Klamath National Wildlife Refuge (approximately 98 thousand acres). To the trained eye and those of us who live here and use the refuge, all you see is dry wetland areas and over-abundance of predators and no one on the refuge payroll who will pick up the ball and do something. Lease farming and bird watching carry the day.

I had always heard about the bird migration through Tule Lake, it offered more emphasis on the wildlife as opposed to hotels, cafes, shops, etc.

I like knowing that conservation and protection of the wildlife are priorities.

I liked the way it caters to the interests of bird watching.

It appears that at this refuge the hunting and viewing opportunities worked well together. It was kind of different hearing gunfire in the distant. At no time did we feel like we were in danger.

It gives one the chance to see unmolested wildlife in as close to a natural habitat as is now possible without going to a national park.

It has seven day per week waterfowl hunting!

It is a specialized habitat which helps continue to provide fish, birds, and mammals the habitat needed to survive and hopefully thrive.

It offers public hunting opportunities.

It provides excellent bird observation venues and opportunities. Generally the access is better and I am able to get close to the birds. Also varied habitats within a relatively short distance.

It's a place to view wildlife, migrating birds especially, however I take issue with the compromises wildlife have to make with agriculture. Wildlife gets the short end of the stick. My husband agrees! Less alfalfa! More birds!

It's beautiful, natural, and interesting. We love it.

It's so wonderful to see how all are living a life of freedom in the natural environment of well-maintained refuges and so all will be shared with our next generations.

LOTS OF BIRDS.

Lots of opportunity to observe nature at its best.

Migratory birds need to be protected, and educating the public is a great way to gain support from the taxpaying public.

Mixed use areas with primary goal of maintaining certain wildlife populations.

Most amazing spot in the world, and must be promoted so the public supports protection of these areas!

Not many public areas allow the kind of hunting you can find at a refuge.

Not only the opportunity to see natural habitat, but being able to interact with it is so very important for the public who were not brought up to do so.

Offers a 7-day a week hunting program.

Openness, availability, freedom, protection of the species.

Pacific Flyway and Bear Valley!!

People are pretty much assured that there will be wildlife and plants to photograph and/or study. You normally can't see those in un-protected areas.

Protected area where birds and other wildlife can gather and prosper.

Provides public access to hunting at a reasonable fee. Private camps and hunting clubs are very expensive.

Refuges are "primarily" managed for the benefit of wildlife instead of people.

Refuges are a reconstruction of a natural area that once existed in that area. They preserve the existing area and protect it for future generations. It's the only type of area offered for waterfowl hunting public lands.

Refuges are unique because they are pieces of land set aside for consideration of habitat as wildlife. Most public lands are set aside specifically for use of resources.

Refuges are unique because they offer the public an opportunity to view wildlife in a natural setting.

Refuges provide a greater balance between wildlife habitat and those that want to enjoy them by the thoughtful management of land resources. By limiting access and protecting sensitive breeding, feeding, and migration areas, the wildlife flourishes on the refuge lands compared to other public lands (National Forest, BLM, etc.) where it is self-managed (destroyed) by overuse and self-regulation of the sensitive areas mentioned above.

Refuges provide a unique opportunity to experience the natural world.

Refuges provide hunting opportunities that are not readily available otherwise. Therefore "hunting

opportunities" should be included in the "mission" statement above. Hunters provide a lot of dollars through the purchase of licenses, stamps, and sporting goods taxes, as well as the contributions to conservation organizations which support the overall mission of the refuges. Without this support from hunters, the funds to support the refuge system would decrease considerably.

So many forms of wildlife are visible to the visitor!

Special public lands available to the public. Exempt from exploitation.

Spring hatch, water and feeding for migration.

Sweeping vista, dazzling displays of wildlife, quiet with all the sounds and songs of the marsh.

The abundance of habitat for birding and the efforts to cooperate with local people/agencies to preserve the habitat.

The amount of birds and the variety of species found in their natural habitat. Amazing photo opportunities for any photographer from beginner to expert.

The amount of waterfowl, including bald eagles, swans, ducks, etc. as they travel the Pacific Flyway is spectacular!

The animals are not harassed on the refuges.

The balanced eco-system. Animals act natural and the abundance of birds is extraordinary.

The chance to observe wildlife (birds) in a natural but controlled environment. I mean controlled as far as the people are concerned.

The conservation of animals and birds and the need for their (safe) space.

The duck hunting is great; however the mud in 11A is dangerous. There are no other refuges I have hunted in California (about 12 different places) that have the mud or the potential to get stuck or hurt.

The entire experience!

The fact that the primary purpose is conservation, not multi-use by people. As a disabled person, I like having access to auto routes for observation.

The fact that their mission is conservation rather than education or public service.

The habitats that refuges manage for are generally only found on refuge land. Therefore, visiting the refuges is the only time one gets to visit those unique habitats. The refuge personnel accept qualified observations and view those observations as having some level of importance in the overall management of the refuge. Refuges also provide educational opportunities that can be positive experiences for school children.

The hunting.

The lake itself. Being used but regulated, a feeling of freeness to the lake and surrounding area.

The lowest cost for good waterfowl hunting.

The money generated from hunters is used for the enjoyment of all, hunters being only one group that benefits.

The number of birds is not matched anywhere else I have been.

The open areas so birds can gather. Flat and open spaces.

The opportunity for hunters and non-hunters to share a common wildlife experience.

The opportunity to experience wildlife in their natural environment. The protection the refuge system provides to the wildlife and their environment is critical to their future.

The opportunity to observe many different birds in such huge numbers. Refuges are wonderful resources for the birds as well as the people.

The opportunity to see wildlife (birds) close up and in great numbers.

The opportunity to view and photograph wildlife close up in a regulated environment (as far as firearms, traffic, ORV, activities go).

The opportunity to view birds and wildlife.

The opportunity to view wildlife in large numbers and opportunity to quality hunting in designated and controlled areas.

The primary mission of the FWS.

The quality with which they are managed for wildlife AND for people to enjoy and learn from the majesty of nature.

The variety of habitat and abundance of life. Clean water for groundwater recharge. Rest and nesting sites for stressed wildlife. They often provide excellent bird watching and always, solace for the soul.

Their primary use is to show the wildlife so people can see it in its natural habitat, not just as a side line while engaging in outdoor activity.

There is more focus on wildlife, and better balance, i.e. bird watching plus hunting plus fishing, not just something to look at.

There is much more opportunity to view birds and animals on a good refuge.

These are areas where controlled studies can be done.

These have a large concentration of bald eagles and waterfowl. Captain Jack's stronghold has wonderful low tube tunnels. My husband is a geologist with USFS and I love birds so our weekends are complete up there-always!!! :)

They allow both hunting and general wildlife observation. Visitor centers provide opportunities to learn about the habitat and species of birds & animals living there.

They allow us the opportunity to see wildlife up close and personal. They save land from overuse and buildings and help migration of wildlife to continue without interruption.

They are not supposed to be "all fixed up," and to me, that is the appeal, that it stays in its natural form.

They are quiet, not crowded, and focus on living environments rather than "places."

They are there for me, and everyone else and future generations. Conserving and restoring habitat for all to enjoy and appreciate.

They are undeveloped obviously and are for the wildness rather than for the human. Their safeguards are stressed.

They offer places to hunt that would otherwise be closed to the public at large.

They provide photography.

This is the LAST TRUE remaining hunting refuge in California. Please do not change the integrity of the hunting program!

This refuge has waterfowl hunting opportunities equal to or better than many private clubs.

Trail availability, preservation of habitat.

Tule Lake and Klamath offer a hunter vast access to many acres of public land to preserve his or her passion at an affordable price.

Unlike other federally managed public lands, refuges are only managed for the conservation and management and restoration of fish, wildlife, plants, and their habitat, not having to 'balance' with resource extractive activities.

Usually not so overrun by tourists. I prefer that maintaining the wildlife and environment be the top priority and that guns and hunting be extremely limited.

Very educational. Friendly to visitors.

Very important to preserve refuges!

Viewing and photographing birds, especially raptors, in the wild is phenomenal, and we thank you for preserving our wilderness for wild things!

Waterfowl flyway.

Waterfowl hunting opportunities.

Well, I think that ANY land set aside for public use is unique. Tule Lake is more unique in that this land is a wildlife refuge (a safe sanctuary/habitat for wildlife) managed for the financial benefit of the refuge, the public, and wildlife. The fact that some of the fields are farmed creates an income, profit for farmers, great hunting experiences, and food/habitat for wildlife. This is a wonderfully balanced approach to public land management!! Non-hunters will value all the same (except the experience of hunting).

Wildlife protection and education.

Wildlife refuges are for the benefit of the wildlife and we can only observe them.

Wildlife.

You can drive into hunting fields to set up decoys.

You forgot the mandate for hunting experience of refuge lands.

You get to see wildlife in a protected state.

Lower Klamath

Additional Comments (n = 28)

*Species diversity would be increased with better habitat management. *WATER is a critical issue for this refuge. *Reduce agricultural use.

FWS is incredibly out of touch with what the public wants of its federal environmental stewards. I spent a career trying to communicate with you guys--it was like trying to talk to a rock.

Hunters must pay \$50 for an entrance fee for a few duck hunts whereas bird watchers pay no fee. Federal biologists have told me that they feel that the bird watchers kill more birds here than duck hunters by walking to dikes in the spring and summer, scaring hatchlings into the water as prey for seagulls and birds of prey.

I have been coming to the Lower Klamath and Tule Lake NWR since 1971 to hunt ducks and geese. This is the only waterfowl hunting area in California where I can hunt every day, making the 10 plus hour trip worthwhile. Keep this unique refuge system as it is now, except with more water.

I have watched this refuge evolve over the past 30 years. The migration has changed significantly due to humans changing the birds' habitat. Climate has some small influence to the changes in the birds migrating. By the mere fact that the refuge is dry, human control of the water is what will impact the refuge and the habitat.

I love our refuge and consider it a wonderful resource to our community. I also feel however that it is under-appreciated! I know many people that have lived here many years and have never visited the refuge! They are missing a wonderful thing! It should be promoted more in our local communities for more support in the issues regarding the refuge management.

I was very impressed with the Lower Klamath Wildlife Refuge including facilities and staff. I had a great time. Regards (signature)

I would like to see this refuge receive more water allotments to continue to protect the future of these migrating birds environment.

I'm proud of this refuge and recommend it to my friends.

I've come to Klamath falls every year for the last 6 years just to photograph eagles and other birds.

It would be nice to have some areas open to walking instead of all auto tour. Other than the weather, we had a very nice time at the refuge and got a couple of great pictures.

Keep up the good work!

Keep up the good work. I think it's very important for the quality of life of all our citizens that we have quality shared space such as refuges, national and state parks, national forests and other shared lands, trail systems, etc.

Lower Klamath Refuge was (1950-1960's) the pheasant capital in California with tens of thousands of pheasants on and around the refuge. Now you are hard pressed to see 10 or 15 birds in a day. We've met and aired our concerns at meetings concerning pheasants and I seemed to fall on deaf ears. They tell us this is a migratory bird refuge. Someone planted them here. Another concern of mine is being the first National Wildlife Refuge in the United States. How or why was it dried up this past year? Is a snub nosed chub more valuable or endangered than thousands of baby ducks and geese and other waterfowl and shore birds? Weed patches don't feed migrating birds. Due to critical grains not being grown we have lost the Pacific Flyway. Not that many years ago there were millions of ducks and geese. Now there are only a few hundred thousand.

My wife and I travel 600 miles round trip to Lower Klamath NWR and the surrounding area every winter to see the bald eagles, and it is always one of the highlights of our year. Last year we returned in the summer for a different experience, which we also enjoyed. The NWR system represents one of the absolute best values the government provides to us citizens, and we are very grateful for them.

Natural wildlife refuges afford the opportunity to see, appreciate, learn, and connect to plants and life, birds, mammals, reptiles, fish...a full circle of life. They're (wildlife refuges) an important part of heritage we need to preserve.

Need better signage in some areas.

Over the years visiting this refuge, I have seen habitat loss for wildlife due to expanded farming and the diversion of water from the refuge. Wildlife has a smaller footprint for food and shelter. The word "Refuge" is lost when we lose this important habitat.

Something needs to be done to supply water to the Klamath Basin refuges. The condition of the refuge was the worst I have seen in the 20 years I have been hunting there. It was shocking to see. And sad. I would like to see someone take action and stand up to the BOR and make habitat for migratory waterfowl a priority when making water allocation decisions. Without water during the critical migratory time frame, Lower Klamath should suspend hunting opportunities on the refuge. I truly love hunting the Lower Klamath and Tule Lake refuges. It was a huge disappointment this year.

The Klamath area refuges are a treasure, and like all the refuges on the Pacific Flyway, it needs to be preserved.

The laws have been changed in Klamath. Water for the refuge is now being used to keep a river running for salmon. I do not agree with this. I was sad to see 95% of the refuge dry!!!! This refuge is the most important resting area for waterfowl on their migration along the Pacific Flyway. It is sad that my government would let this happen. Use some of my tax money and get us some water. Waterfowl numbers will decrease if water is not restored in the Klamath Basin.

The staff is doing a great job. I loved my visit and plan to return ASAP.

This refuge is a great place as are all the USFWS refuges that I have visited. Keep up the good work!

Water is important for the habitat for the waterfowl that use this flyway.

When flooding fields in the fall, sometimes flood Oregon fields also. I hunt in Oregon and without water in Oregon the waterfowl are all in California. Not fair to Oregon hunters.

Your Highway Patrol is out to harass the public. We were pulled over 3 separate times by the same two patrol cars for no reason, except the seat belt the first time.

Tule Lake

Additional Comments (n = 58)

1) Please discontinue the practice of growing alfalfa on the refuge. Too tough on animals and too much water use with alfalfa. 2) Your law enforcement officers are too militant and extreme. Hunters are not always guilty of doing something illegal. They need to be less suspicious - our duck stamp money supports the refuge! 3) Your current management team and hunt coordinator are doing a good job - Bravo! 4) Flooded grain fields - not more marsh - will turn around bird hunters. Thank you (signature)

Already in this survey: kayaks for rent individually would greatly enhance a visit, do not go around paving roads and parking lots with asphalt, bicycles are not such a good idea because the roads are dirt/ashes and should remain that way, personnel in your shop should provide smarter service and not take 15 minutes to charge for three postcards because no one can operate the cash register. You've got a great little refuge there. Don't screw it up by unnecessary and tasteless overbuilding and development as I've unfortunately seen in other government run facilities.

Beautiful, well-maintained, I'LL BE BACK!!!

Don't waste time or money on development of any refuge. Keep them as wild and as natural as possible. Fewer roads and trails. Less signs, less rules and regulations, less fees. It's not a park, but more of a wild area; let people explore it that way. Remember that hunters primarily fund many of these areas, so let's make sure we don't forget them. Conservation and preservation are very important, but can be done while allowing hunters to have successful outings, and managing the areas for this purpose. Keep things simple. Thank you (signature)

For my wife and me it was our first visit. We were impressed with the accessibility to all the areas and the facilities.

Great experience and we'll be back!

Great trip!

I appreciate what you do. Keep up the good work.

I appreciated the staff, info, and displays. You need to get more kids and their folks up here so they will want to continue to protect too! I also appreciated the whirly doo-dahs on the electric lines to diminish bird collisions. Thanks!

I believe that hunting is a very important and necessary element to refuge planning and management.

I couldn't figure out how to answer the question about economics of climate change. There's a difference between short term and long term, and a later question addressed long term. I don't think it can be one or the other, but will have to be a compromise. If climate isn't dealt with, long term effects will be unilaterally negative, but catastrophic change to large segments of an economy will not be tolerated by Americans.

I felt I was getting lost. No road signs to help me feel any better!

I had a wonderful hunting experience!

I have been coming to Tule Lake, Lower Klamath, and Clear Lake for 50 years. My brothers brought me when I was young, and now I bring my son and nephews. I hope they will, in turn, bring their children. A wonderful, beautiful place.

I have been to the refuge twice and it is well worth the long drive. I greatly appreciate the work that the U.S. Fish and Wildlife Service does to protect the environment.

I have hunted at this refuge for years. The hunting here was important enough for me to buy property in the local town. I am concerned in the way hunting areas are managed and that the quality of the hunting has lowered so much in recent years

I have visited this refuge multiple times over the past 30 years. I appreciate the ability to return to a unique place that remains relatively unchanged by the actions of humans.

I think that this was a waste of my time.

I thought I'd done and completed this online, but it must have been something different.

I will come back again, more to see.

I would like to come back when I have more time to explore the area more thoroughly. I've heard great things about the Klamath Falls area on birding and just recently learned that winter is a great time to spot raptors. We really enjoyed the refuge. Thank you for making it possible!

If you want a file of the hand out let me know - traveling now, back April. (signature and email)

It will be a good day when this Klamath Basin stops fighting over the water rights and starts considering the wetlands as the number 1 use of the water here in the basin.

Keep the hunting program going at Tule Lake!!

Keep up the good work. Get more water in the refuges.

Klamath Basin Refuges are managed in a highly professional manner. A problem is that the BOR is in charge of the refuge lease lands and therefore not in compliance with the Kuchel Act. Lease land revenue should belong to the Refuge for improvement of the refuge habitat. The refuge should be managed for wildlife first and farming second. Farming should continue only if done in compliance with the Kuchel Act with the refuge in charge of farming. Compatibility determination analysis should be required to properly balance farming and wildlife management.

LK/TL Refuge complex is a jewel that needs to be preserved for future generation. The FWS should work diligently to acquire rights to water delivery to the refuge for maintaining and protecting waterfowl habitat. Without guaranteed water, waterfowl migration will bypass the refuge and bird watching and hunting will deteriorate as has been happening in recent years. The refuge needs and must push for renegotiations of the water rights for the Klamath Basin.

Look at the photo on the front of this pamphlet. Then think of how many of these you will kill with hunting. According to California Waterfowl Association, waterfowl need 70 million pounds of feed on our local refuges, and over half comes from our farms. Fallowing land on one side of the road and having a brimful lake on the other side for hunting does not make sense.

Need to keep the farming practices going in the refuge. Need to keep the wetland rotations.

Over the years I've been going to Tule Lake NWR, the amount of birds holding at the refuge seems to be fewer and fewer each year during the fall migration period. The seventies had lot of pheasants and waterfowl. The late eighties had less pheasants and not quite as many waterfowl as the seventies. The nineties stunted the yearly decline on the number of birds overall. To present just a small amount of birds compared to twenty years ago. The raptor population seems to be much higher today than twenty years ago. Then during the spring migration the refuge seems to be over hoarded with birds ripe with deadly bacteria outbreaks. I don't know if there is anything that can be done to get the birds to "hold" in the fall, but any ideas or plans would be great to hear about. I guess "waterfowl" need water that's the bottom line. Thanks for the survey (signature)

Pretty lengthy survey - maybe if you shorten it a bit you will get more people to fill it out!

Primitive, excellent, some concerns about drainage for farming, some great observing.

Sorry I was in a rush to do this survey or I would write more if I had the time (and probably use the computer). The refuge is like the wilderness that lies in our hearts. Sometimes we don't touch that part of us because we are so cluttered with life challenges, but like Edward Abbey says in "Desert Solitaire," one of my favorite books on nature, "Wilderness is not a luxury, but a necessity of the human spirit, and as vital to our lives as water and good bread...We need a refuge whether or not we ever set foot on it. We need the possibility of escape as surely as we need hope." Thank you for your good work.

Thank you for all your concerns about the environment and wildlife in our area.

Thank you for permitting me to participate in this survey. If anyone ever decides to do something to improve conditions or opportunities on some of these refuges, instead of consulting "elected officials" and "pillars of the community", real refuge users, the folk who hunt, fish, boat, hike, photograph, and bird watch should be consulted and asked what really needs to be done to improve these refuges for all users. Thank you.

Thank you for the beautiful poster! I hope to frame it for my office.

Thank you!

Thanks for the beautiful poster. Nice staff - great work. Thank you!

The best way to limit personal carbon footprints is to not drive. That is counterproductive when it relates to your intentions. However, I think refuges should exist for the benefit of wild critters, not humans. If that means I can't watch birds, so be it; it is better for me to know that they have a home, untrammled by human footprints. I do volunteer to do bird counts, breeding bird surveys, and Audubon X-Mass bird counts to assess population stability. If volunteering is the only way to watch birds in a refuge of the future then I will gladly do so.

The scenic wonders of this area are beautiful. I am glad there is a staffed visitor's center with restrooms. I believe this is 5 to retain. It is a treat to takes friends and family to the refuge!

The sheer number of birds wintering at Tule Lake was amazing. Thank you for making this area accessible to public viewing.

The Tule Refuge provides good hunting opportunities for hunters of all ages. Of particular importance are the staked blind hunting areas for those who don't want to or are less able to race into the fields to find a hunting site. There is a "free roam" area that will accommodate all hunters as well. The refuge management might give thought to having some sort of a voluntary seminar consisting of frequent hunters to offer ideas on laying out hunt areas for annual hunting. Also, perhaps these individuals could provide some work assistance.

The water issues seem to be the biggest hold back with this refuge...

The Winter Wings Festival was really neat. I enjoyed the time with my son.

This refuge had a beautiful handicap program. They did away with it. They had special blinds for the handicapped that they could get a wheelchair in. They had good places to put them. The program was set up for that the handicapped would have a quality hunt. The blinds were maintained by a local club, built by them and taken out in the field and set up and taken down in the end of the season, and other refuges did not have to fool with them at all. The refuge did away with the blinds and no one puts them out anymore. I would like someone to look into this and see if we can get our disabled program back. A concerned hunter.

This was our first visit to Tule Lake. We loved photographing the birds so much that we changed our schedule to come back for another full day before heading off to Utah. We live in Florida...you should ask people where they live (what state or country). The dirt roads are in bad repair, but better roads bring the negative impact on the tourists...a balancing act that needs thoughtful decision making. Thanks for the opportunity to express my views. (signature and email)

Try to check the roads more frequently to ascertain if they are passable on winter days when it has snowed and there is wind, which puts snow drifts onto the roads in the refuge. It was rather frightening and seemed a bit unsafe.

Tule Lake and Lower Klamath are great refuges and it is very nice to visit them. People are very friendly and opportunities abound. Just being there is worth the expense. Improving the roads and parking areas will make it better and safer, in particular at Tule Lake fields near the A-Dike. It would also be good to provide additional opportunities for walk-in hunters in areas such as Tule Lake Marsh (took a bridge from A-Dike to marsh/Tule) and at Lower Klamath. Also, it is important to ensure that the area is flooded prior to the arrival of waterfowl/migratory birds-they depend on it. More than climate change, lack of water will destroy the refuge.

Tule Lake, Lower Klamath, Upper Klamath, and Klamath Marsh systems provide endless entertainment for me. I have been able to contribute my personal observations to these refuges. Having access to these refuges for bird watching purposes has been very much appreciated.

Water is key to the Tule Lake and Lower Klamath NWRs in fulfilling their objectives of providing habitat for countless numbers of waterfowl in the Pacific Flyway. However, the refuges have no water rights and are left severely wanting during key periods of the year due to "higher priority needs" for water as determined by contracts, agreements, and interpretations by government agencies. Because of this, hunting opportunities suffer, but more importantly the birds and animals suffer due to the refuge's inability to provide adequate habitat for their needs. There is no easy solution to this problem, but the refuges need to be allocated a certain portion of water and someone, some agency, department, bureau, etc., needs to make a tough decision to make sure it is provided...otherwise these magnificent refuges are in danger of failing.

We absolutely loved our visit! Thank you for making us feel "right at home"!

We loved the refuge! We will be back. I hope our trip and those of others have helped the local communities. We did try to spend our money there, and not in the 'big city'.

We thought it would have been nice to know that the road by the eagles was going to be closed the second weekend we came up.