
Summary of Round Table Session

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The round table session was designed for interaction between the presenters and other round table participants. Twelve round tables, each capable of holding 10 participants were set up in one room. Presenters for the sessions were encouraged to lead discussions on one of many topics in these areas: a research idea that the presenter was just formulating; an unpublished, preliminary result from a recently completed or in-process study; or the latest management techniques used in a resource area. This session was moderated by Arthur W. Magill, Pacific Southwest Research Station, USDA Forest Service. Below are the topics discussed.

Research Topics

The first set of topics are research related and theoretical in nature. John L. Heywood served as presenter at the session entitled **"How Do Visitors Regulate Behavior in Urban-Proximate Forest Recreation Settings?"** This group discussed day use of urban-proximate forest settings, which encompasses a wide variety of recreation activities, engaged in by many different types of users, in widely varying forest settings. Heywood noted that in any particular setting regular patterns of behavior occur and asked, "How is it possible for these regular behavior patterns to emerge when completely different combinations of users occupy a site on any given occasion?" His answer—game theory. Game theory considers the payoffs players expect to receive by taking one or more actions. To understand how day-use visitors make choices that establish regular patterns of behavior in urban-proximate forest recreation settings, we must consider games of pure coordination. Pure coordination games are characterized by multiple payoffs that provide each player with equal benefits, or multiple equilibrium solutions. The particular equilibrium chosen makes no difference as long as most parties chose the same one. Verbal communication, however, is not an aspect of equilibrium choice, although coordinating parties may get clues from other sources about expected behavior. For example, picnicking in a variety of settings is characterized by regularity of behavior. The regularity does not come about because picnickers verbally negotiate an equilibrium, but because all have reciprocal, higher order expectations about an appropriate picnicking style for that setting. That is, as a picnicker I expect that you expect that I expect you to act in certain ways. Further you also expect that I expect you to act in certain ways. The equilibrium solutions to coordination problems that emanate from such higher order expectations result in conventions. Picnicking, and many other day use activities on urban-proximate forest lands, may be regulated by conventions that help solve coordination problems.

Linda Kruger presented **"Sense of Place: What Role Does It Play in the Wildland-Urban Interface?"** Kruger reported that a sense of place is the combination of social and physical

aspects of a setting with the psychological and other aspects that a person brings to the setting, and the interplay between the two. Sense of place does not exist separately from the experience of people and a setting. The questions presented for discussion include these: What meanings and importance do people invest in special places? How do people express their bonding and linkage to places? What poses a threat to sense of place experiences? How can we come to better understand sense of place, the role it plays in people's lives, the role it plays, or should play, in how we manage our land and resources?

Thomas A. More and James R. Averill addressed **"Satisfaction, Happiness, and Emotion in the Recreation Experience: Are We Asking the Right Questions?"** More reported that over the past two decades, the analysis of satisfaction has been arguably the dominant paradigm for recreation research, so much so, in fact, that customer satisfaction has now been institutionalized as part of the Forest Service's recreation management system. Yet, he noted, there is mounting concern in both the recreation literature and the consumer behavior literature about the very meaning and validity of the satisfaction concept. More's theoretical argument was that happiness, rather than satisfaction, is the dominant emotional system involved in recreation experiences. Satisfaction, by contrast, is a subsystem of happiness that is systematically related to other subsystems such as pleasure, fun, and cheerfulness. More argued that previous examinations of the emotions in recreation have tended to emphasize only one or another of these elements rather than integrating the three. Thus, some authors discuss arousal, others discuss congruence (or gaps) between expectations and reality, while still others discuss self-actualization. This lack of integration fosters confusion between the functions of an emotion and the mechanisms by which these *functions* are fulfilled.

Dorothy Parmelee presented the round table topic of Geographic Information Systems (GIS), entitled **"Using GIS as an Analytical Tool for Simulation Modeling."** She reported that spatial perspectives regarding recreational opportunities provide social scientists and recreation managers insights as to what influences a person or group of people in selecting recreational sites. Computerized GIS can be an essential tool in identifying spatial patterns and projecting future trends through analysis and simulation. Her discussion explored applications such as building a model to estimate the impact on usage patterns for recreational areas.

Management Tools and Techniques

The other round table sessions were geared toward management tools and techniques. The first of these was Betsy Barber's presentation entitled **"Customer Service Evaluation."** Customer values are constantly changing. A nice world, Barber reported, is one where customers would just tell you in a polite,

calm manner, when, where, and how you can keep them happy and what you can do to meet their needs. But many times they do not. Land managers need to create a means by which you can regularly measure the quality of the service provided. The focus of her round table discussion was to help professionals who are responsible for evaluating customer service. To do this required an in-depth look at the "moments of truth" found in the service cycle. These are those specific moments that influence a customer to have a positive experience or a negative one. The management of these moments are the key to high quality customer service.

"Market Segmentation, Tourism and Recreation Resource Allocation: The Case of the Caribbean National Forest," presented by James S. Bedwell, focused attention on the Caribbean National Forest as a good test case for market segmentation. The Caribbean National Forest, in the Commonwealth of Puerto Rico, is an important recreational resource whose values are important to the local citizens for not only their enjoyment but also as a major tourist attraction. Intense recreation pressure with limited resources, like that found in the Caribbean National Forest, requires greater sophistication in visitor management. By paying attention to the different types of visitors and their differing needs and desires managers help assure satisfying recreational opportunities. On the Caribbean National Forest, for example, the visitors were segmented into several groups from rural to international visitors. Bedwell reported that providing for specific market segments increases the efficiency of management by focusing management efforts and defining recreation opportunity settings, and information needs. Market segmentation can also help you gain a more supportive constituency, and giving value to the natural environment also provides greater protection to the forest. The future will require greater intensity of management and further research to fill in obvious information gaps.

Thomas R. Kettelcamp led a round table discussion entitled **"The Wilderness Ideal Potential for Urban America."** The discussion briefly examined the wilderness ideal (the natural environment is essentially unmodified with little or no evidence of the impact of man) and then examined compromises of that ideal (nonconforming issues) that presently exist within wilderness boundaries. Discussion centered on questions that included these: How does the wilderness manager handle structures such as old cabins, mines, bridges, and dams? What do we do with highly developed trails, signs, culverts, corduroys, and port-a-johns—all of which many feel just don't belong within wilderness area boundaries? What management techniques can be used to encourage use in urban-proximate areas and at the same time provide opportunities for the solitude that a wilderness area is designed to provide. And ultimately, by what criteria do resource managers make decisions on maintaining the integrity of the wilderness resource, yet be sensitive to tourism and urban proximate areas?

Brent H. McBeth examined a specific case of partnerships in his round table discussion entitled **"Partnerships and Communication in the Wildland-Urban Interface: Utah Byways and Backways."** McBeth described a unique Statewide partnership in Utah, which he argued has created a national model

for partnerships and communication in the wildland-urban interface. The partnership committee consisted of representatives from the Forest Service, Bureau of Land Management, National Park Service, Association of Governments, Utah Department of Transportation, Federal Highway Administration, Utah Travel Regions, Utah Travel Councils and local interest groups and publics. All participants shared funding and program implementation and direction responsibilities. The cooperation allowed a system of designation of State "Byways and Backways," which serve public needs without regard for single agency jurisdiction or boundaries. Utah has designated 27 "Scenic Byways" and 58 "Scenic Backways" throughout the State. The partnership published an attractive 50-page full-color brochure describing each travel way in the State. The partnership has now expanded to a Statewide effort for interpretive planning and implementation.

Maxine Terner led a round table discussion proposed by Thomas H. Mikkelson entitled **"Open Space Planning and Management: East Bay Regional Park District."** By the year 2000, the population of the nine-county San Francisco Bay Area is expected to grow to 6.6 million people, a growth rate of 120,000 people per year. Alameda and Contra Costa Counties, "The East Bay," is expected to absorb nearly one-third of this projected growth, but not, Terner reported, without difficulty. The relentless pace of urbanization is now seen by citizens as a threat to their lifestyle and well-being. Concern about protecting remaining open space is at an all-time high and thus, the role of government as provider and caretaker of open space has come center stage. There is an increasing need to develop more diverse land protection strategies that go beyond public agency acquisition of open space. One such tool, called "Guidelines for Open Space Planning and Management," provides public agencies, developers and citizens with concepts, criteria, and specific examples of how open space areas of varying size can be planned, managed, financed and incorporated into existing city, county and regional open space systems.

Larry Swan led the round table discussion proposed by Susan Odell entitled **"Recreation and Rural America—What Do Communities Want?"** Swan reported that rural issues and urban-wildland interface issues are just different points on the continuum of issues facing resource managers and communities as they deal with values associated with recreation, leisure, tourism, commerce, ecotourism, green space, and natural resource use and preservation. Since the USDA Forest Service has a revitalized mission to work with rural communities, and recreation resources are frequently cited as one potential source for community development, many people are searching for ideas and methods to analyze and evaluate this potential. Other people and communities see tourism and tourists as a negative change or prefer to look at community needs for parks, bike paths, or beautification of commercial areas. Discussion centered on questions that included these: As we learn what communities want, what are the implications for research? For the next round of forest plans? For the types of skills needed by resource professionals? And for the role of the Forest Service?

The round table discussion entitled **"Establishment and Management of USDA Forest Service, National Park Ser-**

vice, and Bureau of Land Management Specially Designated Areas" was led by Steve Plevel and Rick Dorrance. The Coronado National Forest in southern Arizona is exploring the possibility of creating a National Recreation Area. Their goal is to increase the quality of resource management. Because pertinent information was not readily available about such specially designated places, a nationwide survey of area managers was conducted to serve as a basis for a proposal. The survey method consisted of 1-hour telephone interviews of 47 Forest Service, National Park Service, and Bureau of Land Management managers. Preliminary survey analysis discussed at the round table indicated the following: special designation often is a reactive measure, with the proposal coming from outside the agency, and the agency not actively being involved in the designation procedure. Generally, management has been successful in implementing legislative directives. Designation improves relationships with the outside world, increases recognition of the attributes of the area, and increases funding. Adverse effects of designation are minimal.

Richard Barbar's round table discussion also focused on multiple agencies. His topic was **"Exploring Coordinative Mechanisms for Focusing Land Managing Agencies on joint Social Research Efforts."** Barbar noted that natural resource agencies often share similar management challenges. Some of these challenges involve visitor management issues such as customer service, resolution of conflicts, and communication. Also, many of these challenges are becoming more salient as culturally and ethnically diverse visitors use federal, state, and local lands. The purpose of this discussion was to begin to examine ways in which multiple agencies could work together in researching and addressing these challenges. Participants at his table included representatives from the Bureau of Land Management, the Forest Service, the National Park Service, and several universities. All agreed on the need to coordinate social research and to keep a dialog going between groups. Using a clearinghouse was suggested, though no mechanism for coordination was clearly articulated.

Appendixes

A. Symposium Agenda

Social Aspects And Recreation Research Symposium

February 19-22, 1992, Ontario, California

Theme: Social Aspects of the Wildland-Urban Interface

Wednesday, February 19, 1992

5 p.m.-7 p.m. Registration

7 p.m.-9 p.m. Welcoming Address by Barbara Weber, USDA Forest Service
Invited Speaker, Jim Williams, California State Polytechnic University, Pomona
Keynote Address by John Twiss, USDA Forest Service
Reception

Thursday, February 20, 1992

8 a.m.-9:30 a.m. Invited Speaker, Robert Pfister, California State Polytechnic University, Pomona
Keynote Address by John J. Moeller, Bureau of Land Management

9:30 a.m.-12 noon Concurrent Sessions

Access Initiatives

Session Chair: Gary Elsner

Edward J. Hamilton, "National Research, Technology and Training—Implementing Accessible Recreation Design Concepts"

Brian Kermeen, "Access to Public Recreation Opportunities and Universal Design"

Kenneth J. Kunert, "Improving Access to Outdoor Recreation Areas Through Partnerships and Volunteers: A Call for Involvement"

Laura McLachlin, "Vacationing Among Families Who Have a Child With A Disability"

Brian O'Callaghan, "Design Guidelines to Universally Accessible Outdoor Park and Recreation Facilities, Programs, and Services"

Barbara C. Weber, "Open Challenges to the Research Community: A Call for Action"

Fire Safety, Education, Multicultural Environments, and Land Stewardship in the Wildland/Urban Interface

Session Chair: Gail Van Der Bie

Thomas Combrink and Denver Hospodarsky, "Quality of Life Contributions of an Urban-Proximate Forest"

Kathy James, "Leveling the Barriers: Increasing Racial Diversity in Environmental Education"

Jennifer L. Rechel, James B. Davis, and Ted K. Bradshaw, "Fire Risk and Residential Development: A GIS Analysis"

Thomas C. Swearingen, "Comparative Analysis of Environmental Ethical Reasoning: Preliminary Observations"

Gail Van Der Bie, Don Morales, and Mary Anne Keller, "Land Stewardship in a Multicultural Environment: A Case Study on Bracken Fern Management—A New Shared Land Ethic"

Valuing Cultural Diversity: Research and Policy Questions

Session Chair: Robert Pfister

Maria T. Allison, "Fostering Cultural Diversity: Problems of Access and Ethnic Boundary Maintenance"

Rene Fukahara Dahl, "Leisure Service Delivery Systems: Are They Adequate?"

Robert E. Pfister, "What is Cultural Diversity and Multi-culturalism?: A Multinational Perspective"

Sharon J. Washington, "The Baggage You Carry With You: Unlearning Oppression"

1 p.m.-5 p.m. Concurrent Sessions

Land Use Ethics and Communication With Multicultural Groups

Session Chair: Steve Anderson

Deborah S. Carr and Daniel R. Williams, "The Socio-Cultural Meanings of Outdoor Recreation: An Exploration of Hispanic Recreation Experiences on the Forests of Southern California"

Deborah S. Carr and Daniel R. Williams, "Sources and Implications of Intra-Ethnic Variation: The Hispanic Users of the National Forest as an Illustrative Example"

Duane DePaepe, "Land Ethics for Bureau of Land Management Employees"

Thomas J. Gallagher, "Native Cultures and Language: Challenges for Land Managers in Alaska"

Maria Fernandez-Gimenez and Lynn Huntsinger, "Conflicting Values: Spirituality and Wilderness at Mt. Shasta"

Thursday, February 20, 1992, continued

Service Delivery Strategies for Multicultural Environments

Session Chair: Robert Laidlaw

John M. Baas, "Identifying Service Delivery Strategies for Ethnically Diverse Users of a Wildland/Urban Recreation Site"

Dale J. Blahna, "Managing Areas for Multicultural Recreationists: Motives and Preferences of African American, Asian, Hispanic, and White Fishermen at Moraine Hills State Park"

Daniel L. Dustin and Richard C. Knopf, "Building Multicultural Responsiveness Into Outdoor Recreation Management"

Wilderness Issues for Urban-Proximate Areas

Session Chair: George Duffy

George W. Duffy, "Los Angeles Basin Visitors to the National Forests: Understanding Their Awareness of Wilderness as a Distinct Resource"

Alan Ewert, "The Urban-Proximate Wilderness: Managing for the Difference"

Steven Hollenhorst, "The Indicator Performance Estimate (IPE) Approach to Defining Acceptable Conditions in Wilderness"

R. Steve Smith, "Facilitating Backcountry Use of Bureau of Land Management Wildlands"

5 p.m.-8 p.m.

Educational Poster Session

Moderators: Tracie and George Welton

Tess Albin-Smith and Pam Linstedt, "Resolving Recreation Land Use Conflicts on the Jackson Demonstration State Forest"

John M. Baas, "Communication Issues in Multicultural Environments"

Gillian C. Brown, "Understanding Social Stigma As A Barrier to Recreation Participation of Individuals With Disabilities Using Fishbein's Model of Attitude Formation"

Victor Caro, "Hispanic Culture Influence on Land Stewardship Development and Land Preservation Issues"

Deborah J. Chavez, "The Wildland-Urban Interface: Site Observations in Southern California"

Rick Dorrance, "Planning and Management of USDA Forest Service, National Park Service, and Bureau of Land Management National Recreation Areas"

J. Mark Fly, "A Conceptual Framework for Understanding Recreation Behavior from a Multicultural Perspective"

Reed E. Gardner, "Mount St. Helens National Volcanic Monument: A Decade of Excellence"

Dale Hom, "Natural Resource Challenges for a Culturally Diverse Pacific Northwest: An Outdoor Recreation Model"

Lynn Huntsinger and Jeremy S. Fried, "Resource Management Conflict at the Urban Fringe: The Case of Mt. Diablo State Park"

Brian Kermeen, "National Forests Are for Everyone"

Linda Everett Kruger, Roger Clark, and George Stankey, "Alaska as a Wildland-Urban Interface: What Questions Do We Need to Answer?"

Arthur W. Magill, "Our Managed Landscapes: Opinions of What People See"

Lynn Roberts, "Opportunities for Research at Mount St. Helens: A World-Class Living Laboratory"

8 p.m.-10 p.m.

Simulated Field Trip

Moderator: Robert Laidlaw

Veronica A. Fortun, "Discover Your California Desert District"

Emily Garber, "The Desert as Dessert: Recreation in the Desert/Urban Interface"

Timothy G. O'Keefe, "La Grande Forest"

Michael J. Rogers, "The Angeles National Forest: A Forest Service Laboratory for Wildland-Urban Interface Challenges"

Jose M. Salinas, Jr., "The Caribbean National Forest—Providing for a Hispanic Visitor"

Jim Tallerico, "Partnerships in Mill Creek Canyon"

Friday, February 21, 1992

8 a.m.-9:30 a.m.

Invited Speaker, Alan Ewert, USDA Forest Service

Keynote Address by Jack Kelly, University of Illinois

9:30 a.m.-12 noon

Concurrent Sessions

Agency and Visitor Interactions and Communication

Session Chair: John M. Baas

David W. Harmon, "Using an Interactive Computer Program to Communicate With the Wilderness Visitor"

Mylyn Sheffield, H. Leslie Furr, Charles Nelson, and George McIntyre, "Computer-Assisted Promotion of the Recreational Opportunities in Natural Resource Areas: A Demonstration and Case Example"

Michael A. Schnett, "Social Interaction in Adventure Recreation Participation"

Conflicts in the Wildland-Urban Interface

Session Chair: Steven Hollenhorst

Steven W. Anderson, "Management Decisions and the Dred Hills"

Chad Dawson and Wayne Zipperer, "Impacts of Land Use Change on Recreation and Open Space in the New York- New Jersey Highlands Region"

Arthur W. Magill, "Mountain Bicyclist Activities in the Interface"

Alan Watson, "Encounters Between Urban Residents and Packstock: Conflict in the Sierras"

Partners in the Wildland-Urban Interface

Session Chair: Frances Enkoji

Dianne Draper, "Partnerships in Sustainable Tourism Development: The Case of Canmore, Alberta, Canada"

Russ Kaldenberg, "Building a Commitment to Partnerships in the Coachella Valley: The Santa Rosa Mountains—A Case Study"

Brent H. McBeth, "Take Pride in Utah, Outdoor Ethics Campaign"

Friday, February 21, 1992, continued

1 p.m.-3 p.m.

Concurrent Sessions

Data Collection Techniques for Multicultural Environments

Session Chair: John F. Dwyer

Dale J. Blahna, "Understanding Multicultural Orientations Toward Nature: Evidence from Focus Group Research in Chicago"

John F. Dwyer, "Outdoor Recreation Participation: Blacks, Whites, Hispanics, and Asians in Illinois"

Patricia Farrell, "A Different Look at the Nature of Leisure Engagement"

Managing the Research Function for Human/Natural Environment Interaction: Research for the 1990's

Session Chair: Alan Ewert

Multiagency Panel to Include Bureau of Land Management, National Park Service, and the Forest Service

3 p.m.-5 p.m.

Round Table Sessions

Moderator: Arthur W. Magill

Dick Barbar, "Exploring Coordinative Mechanisms for Focusing Land Managing Agencies on Joint Social Research Efforts"

Betsy Barber, "Customer Service Evaluation"

James S. Bedwell, "Market Segmentation, Tourism and Recreation Resource Allocation: The Case of the Caribbean National Forest"

John L. Heywood, "How Do Visitors Regulate Behavior in Urban-Proximate Forest Recreation Settings?"

Thomas R. Kettelkamp, "The Wilderness Ideal Potential For Urban America"

Linda Kruger, "Sense of Place: What Role Does It Play in the Wildland-Urban Interface?"

Brent McBeth, "Partnerships and Communication in the Wildland-Urban Interface: Utah Byways and Backways"

Thomas More and James R. Averill, "Satisfaction, Happiness, and Emotion in the Recreation Experience: Are We Asking the Right Questions?"

Dorothy Parmelee, "Using GIS as an Analysis Tool for Simulation Modeling"

Steve Plevel and Rick Dorrance, "Establishment and Management of USDA Forest Service, National Park Service, and Bureau of Land Management Specially Designated Areas"

Larry Swan for Susan Odell, "Recreation and Rural America: What Do Communities Want?"

Maxine Turner, "Open Space Planning and Management: East Bay Regional Park District"

7 p.m.-9 p.m.

Mixer

Saturday, February 22, 1992

Field Trip To Angeles National Forest

Tour Leader: Tom Spencer

Field Trip To San Bernardino

National Forest

Tour Leader: Gary Earney

8 a.m.

Meet in hotel lobby

8:30 a.m.-9:30 a.m.

Leave hotel and travel to the site

9:30 a.m.-11:30 a.m.

Presentations by Forest managers

11:30 a.m.-12:30 p.m.

Travel back to hotel

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- Cooperation with State and local governments, forest industries, and private landowners to help protect and manage non-Federal forest and associated range and watershed lands
- Participation with other agencies in human resource and community assistance programs to improve living conditions in rural areas
- Research on all aspects of forestry, rangeland management, and forest resources utilization.

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- Represents the research branch of the Forest Service in California, Hawaii, American Samoa and the western Pacific.

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