

## Great Basin National Park: Lehman Caves Survey

1. (TOPIC AREA 6) What was the main message you learned during your cave tour? *(Please explain)*

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2. [2.TPLAN4] On this trip, how did Great Basin National Park fit into your travel plans? *(Please check only one)*

- Great Basin National Park was the primary destination  
 Great Basin National Park was one of several destinations  
 Great Basin National Park was not a planned destination

3. [2.TPLAN11] Prior to this visit, how did you and the people you traveled with obtain information about Great Basin National Park? *(Please check all that apply)*

- |  |   |
|--|---|
| <input type="checkbox"/> Obtained no information prior to visit  | <input type="checkbox"/> Newspaper/magazine articles                |
| <input type="checkbox"/> Previous visits                         | <input type="checkbox"/> Videos/television/radio programs           |
| <input type="checkbox"/> Friends/relatives/word of mouth         | <input type="checkbox"/> Brochures/maps                             |
| <input type="checkbox"/> Travel guides/tour books/publications   | <input type="checkbox"/> Local businesses                           |
| <input type="checkbox"/> Telephone/written/email inquiry to park | <input type="checkbox"/> Chamber of Commerce/Visitor Bureau         |
| <input type="checkbox"/> Great Basin National Park website       | <input type="checkbox"/> Other websites (not National Park Service) |
| <input type="checkbox"/> Other _____                             | <i>( Please explain)</i>  |

4. (TOPIC AREA 2) From the information sources you checked above, which one was the most useful to you in obtaining information about Great Basin National Park?

\_\_\_\_\_ *(Please enter one letter)*

5. [3.TRIPC11] On this visit, how long did you and your group stay at Great Basin National Park? Please list partial hours as 1/4, 1/2, or 3/4.

\_\_\_\_\_ Number of **hours**, if less than 24 hours

**OR**

\_\_\_\_\_ Number of **days**, if 24 hours or more

6. [variation of 3.ACT23] So far on this trip, what has been your primary activity at Great Basin National Park? *(Please check only one)*

- |  |  |
|--|--|
| <input type="checkbox"/> Tour Lehman Caves | <input type="checkbox"/> Climbing              |
| <input type="checkbox"/> Scenic driving    | <input type="checkbox"/> Fishing               |
| <input type="checkbox"/> Bicycling         | <input type="checkbox"/> Hiking or backpacking |
| <input type="checkbox"/> Bird watching     | <input type="checkbox"/> Horseback riding      |
| <input type="checkbox"/> Camping           | <input type="checkbox"/> Picnicking            |

7. [1.GR5] On this visit, what kind of personal group (not guided tour/school group) were you with? *(Please check only one)*

- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> Alone   | <input type="checkbox"/> Family and friends     |
| <input type="checkbox"/> Family  | <input type="checkbox"/> Other (specify: _____) |
| <input type="checkbox"/> Friends |   |

8. [1.GR6] On this visit, were you and your personal group with the following type of groups?  
*(Please check all that apply)*

- Guided tour group      \_\_\_ Yes                      \_\_\_ No  
 School/educational group      \_\_\_ Yes                      \_\_\_ No  
 Other organized group      \_\_\_ Yes                      \_\_\_ No  
 (such as business group, scout group, etc.)

9. (TOPIC AREA 1) Including yourself, how many people in your personal group are in the following age categories? *(Enter number of people in each age group below)*

\_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_  
 5 or younger                      6-12 yrs. old                      13-19 yrs. old                      20 or older

10. [2.TPLAN19] When did you and your group make the decision to visit Great Basin National Park? *(Please check only one)*

- \_\_\_ On the day of the visit                      \_\_\_ 1-6 months before the visit  
 \_\_\_ 2-7 days before the visit                      \_\_\_ More than 6 months before the visit  
 \_\_\_ 8-30 days before the visit                      \_\_\_ A year or more before the visit

11. [1.VISHIS1] Have you visited Great Basin National Park before today?

- \_\_\_ Yes    \_\_\_ No

12. [1.VISHIS2] Have you visited Lehman Caves before today?

- \_\_\_ Yes    \_\_\_ No

13. (TOPIC AREA 3) On this visit, did you stop at the new Great Basin National Park visitor center before coming up to Lehman Caves? *(Check only one)*

- \_\_\_ Yes    \_\_\_ No

14. [variation of 1.KNOW5] Prior to your visit, did you know that Lehman Caves is within a National Park? *(Check only one)*

- \_\_\_ Yes    \_\_\_ No

**The following questions ask for your evaluation of your cave tour and conditions you may or may not have experienced during the tour.**

15. [variation of 6.OPMGMT2] For each of the following items, please indicate if you noticed it in Lehman Caves during your tour, and if so, how much of a problem it was for you.

*(For each item, circle No or Yes, and if Yes, please circle how much of a problem it was.)*

	Noticed? If yes →	Not a Problem	Slight	Moderate	Big Problem
Camera flashes that impaired your vision	No / Yes	→ 1	2	3	4
Camera flashes that appeared to distract the guide	No / Yes	→ 1	2	3	4
People not following guide's instructions about camera use	No / Yes	→ 1	2	3	4
Crying babies or noisy children	No / Yes	→ 1	2	3	4
People wandering off the cave trail	No / Yes	→ 1	2	3	4

People intentionally touching cave formations	No / Yes	→ 1	2	3	4
Being too far away to hear the guide	No / Yes	→ 1	2	3	4
Difficulty hearing the guide due to other visitors talking	No / Yes	→ 1	2	3	4
Difficulty seeing cave formations because people were in the way	No / Yes	→ 1	2	3	4
Having to wait for people at back of the tour to catch up	No / Yes	→ 1	2	3	4
Other people hanging back from the group to take photos	No / Yes	→ 1	2	3	4
Guide needing to remind people to comply with the rules	No / Yes	→ 1	2	3	4

16. (TOPIC AREA 6) Please indicate how satisfied you were with each of the following during your tour of Lehman Caves. *(Circle one answer for each item)*

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Opportunity to ask the guide questions	1	2	3	4	5
Amount charged for this tour	1	2	3	4	5
Availability of information in advance to choose a tour	1	2	3	4	5
Number of opportunities to stop for photos in the cave	1	2	3	4	5
Tour group size	1	2	3	4	5
Your overall satisfaction with the quality of the facilities, services, and recreational opportunities provided at Lehman Caves during this visit	1	2	3	4	5

17. (TOPIC AREA 6) Compared with other guided tours you have attended this one was:  
*(Check one for each item)*

Well below average    \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_    Well above average

Not at all entertaining    \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_    Very entertaining

Of no educational value (I didn't learn anything)    \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_    Very educational (I learned a great deal)

18. (TOPIC AREA 6) Please indicate whether you agree or disagree with the following statements about the educational and interpretive material covered in your Lehman Caves tour. *(Circle one answer for each item)*

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The guide was knowledgeable about the caves	1	2	3	4	5
The information provided was interesting	1	2	3	4	5
I would have liked to have had more in-depth information about the caves	1	2	3	4	5

The guide provided information about how visitors can protect cave resources	1	2	3	4	5
I gained an understanding of cave formation processes	1	2	3	4	5
I gained an understanding of the diversity of the cave environment and its fragility	1	2	3	4	5
I gained an understanding of the types of organisms living in caves	1	2	3	4	5
The tour increased my awareness of the Great Basin ecosystem outside the caves	1	2	3	4	5

19. (TOPIC AREA 6) Lehman Caves typically charges adults \$8.00 for 60-minute tours and \$10.00 for 90-minute tours and youth (5 to 15 years old) are charged \$4.00 and \$5.00, respectively. Based upon your experience on your recent cave tour do you think these prices are: *(Circle one number.)*

Too Low                      About Right                      Too High  
 1                      2                      3                      4                      5

20. [6.OPMGMT 1] Please indicate the extent to which you would support or oppose each of the following potential management actions at Lehman Caves. *(Circle one answer for each item)*

	Strongly Oppose	Oppose	Neutral	Support	Strongly Support
Having shorter tours in order to make tour groups smaller	1	2	3	4	5
Having some tours that are for adults only	1	2	3	4	5
Having some tours prohibiting camera use	1	2	3	4	5
Strictly limiting camera use to designated stops	1	2	3	4	5
Increasing the maximum tour size to accommodate more visitors	1	2	3	4	5
Having more tour spaces available for first-come/first-served purchase	1	2	3	4	5

21. (TOPIC AREA 5) Before or during your tour, did you see or hear any messages about proper behavior in the caves from any of the following sources? *(Please check all that apply)*

- The park website
- Announcement by your tour guide
- Sign at cave entrance
- Messages given at the time of ticket sale
- Advertisement of issues and rules in the *Bristlecone* (the park newsletter)
- Regulations printed on ticket stub
- I heard no messages about proper behavior

22. (TOPIC AREA 6) Do you think you will visit Lehman Caves again in the next 2 years? *(Please check one)*

Yes     No     Don't know/unsure

If **Yes**, what makes you want to come back to the caves?

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**Finally, we would like a little information about you. This information will be used to describe the types of people who take Lehman Caves tours.**

23. [1.AGE1] In what year were you born? \_\_\_\_\_

24. [1.ED2] What is the highest level of formal education you have completed? (Mark one)

- Less than high school                       4-year college degree  
 High school degree                       Post college degree  
 Some college/Associate's degree

(TOPIC AREA 5, 6, 7). Do you have any other comments you would like to make?

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Permanent data will be anonymous. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

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Burden estimate statement: Public reporting for this form is estimated to average 15 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

Betsy Duncan-Clark, Chief of Interpretation & Resource Education

Great Basin National Park

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Email: [Betsy\\_Duncan\\_Clark@nps.gov](mailto:Betsy_Duncan_Clark@nps.gov)

Phone: 775-234-7331 Extension 234

## Introductory Script:

*Hello, my name is Ashley Lange. I am a graduate student from the University of Idaho and I am conducting a survey for the National Park Service of people who took the Lehman Cave tour. This survey will help the Park Service adopt management practices that provide the very best possible cave experience for you while protecting and preserving the natural resources for future generations to enjoy. You have been randomly selected and your responses will be completely anonymous. Would you please take approximately 15 minutes to answer the questions on this voluntary survey?*

*If no: Thank you very much. Have a nice day.*

*If yes: Thank you for your assistance in this important survey. Your opinions do count. I would be happy to answer any questions you might have after you complete the questionnaire.*

**Survey Log: Great Basin NP Lehman Caves**

<b>Date / Time</b>	<b>Tour #</b>	<b>Person #</b>	<b>Tour type (60/90)</b>	<b>Tour size (T/A/C)*</b>	<b>Sex</b>	<b>Personal group**(A/C)</b>	<b>Agreed (yes/no)</b>

\* T = Total; A = Adults; C = Children (under age 16)  
 \*\* Indicate number of adults and children in target’s personal group