

Grand Canyon National Park Tusayan Shuttle Pilot Passenger Survey – 2008

We appreciate your time to help improve the Grand Canyon's newest shuttle service. This is a voluntary survey. Please complete this survey while you are on the bus and return the form to the bus driver. Please complete only one survey per party for your trip.

Please describe your trip to the Grand Canyon today:

1. Where did you begin your trip to the Grand Canyon from today? (Topic Area 2)

- Tusayan
- Flagstaff
- Williams
- Las Vegas
- Phoenix
- I spent last night inside Grand Canyon National Park
- Other (City/Town) _____

2. Did your trip today begin from _____? (Topic Area 2)

- Your home
- Someone else's home
- Hotel/motel
- Airport
- Other (specify): _____

3. What forms of transportation did you use to arrive at the bus stop in Tusayan?

Check all that apply. [3.TRANS1]

- Walked from hotel/motel
- Rental car
- Drove my own car
- Tour bus
- Flew into Grand Canyon Airport in Tusayan
- Other (specify): _____

4. From which bus stop in Tusayan did you start your trip into the Grand Canyon today? (Topic Area 2)

- Grand Canyon Airport
- Squire Inn
- IMAX/RP's
- Canyon Flight
- Did not board shuttle in Tusayan today

5. Why did you take the Tusayan Shuttle today? (check all that apply) (Topic Area 2)

- Avoid long entrance station lines
- Minimize carbon footprint
- Save money on gas
- Avoid parking congestion in park
- Ease of getting around park
- Do not have vehicle
- Other _____

6. Which of the in-park shuttles did you use today? (Topic Area 2)

- None – did not transfer to/from any other shuttle route

OR (check all that apply)

- Blue/Village Route
- Green/Kaibab route
- Orange/Desert View Route

7. How long did you have to wait to ride the Tusayan Shuttle? [3.TRANS4]

_____ (minutes)

8. On this visit today, how long did you and your group stay in Grand Canyon National Park? Please list partial hours as ¼, ½, or ¾. [3.TRIPC11]

_____ Number of hours

9. How many days will you be in the Grand Canyon area (within 20 miles of the park)? Check one. (Topic Area 3)

- Resident of area (Go to Question 10)
- Today only
- 2 days
- 3–4 days
- 5–7 days
- More than 7 days

10. Please rate the Tusayan Shuttle service on each of the following:

(check one response for each item) [6.EVALTRANS5]

| ITEM | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|---|-----------|------|------|------|-----------|------------|
| Ease of purchasing pass | | | | | | |
| Frequency of service | | | | | | |
| Convenience of hours of operation | | | | | | |
| Convenience of bus stop locations | | | | | | |
| Ease of transferring to other park shuttles | | | | | | |

| | | | | | | |
|--------------------------|--|--|--|--|--|--|
| Driver courtesy | | | | | | |
| Information at bus stops | | | | | | |
| Amenities at bus stops | | | | | | |
| Quality of vehicles | | | | | | |
| Safety/Security | | | | | | |
| Overall experience | | | | | | |

11. How many shuttles departed full before you were able to board? [3.TRANS5]

- None, I was able to board the first shuttle bus that arrived
- One
- Two or more

12. Would you use this shuttle again? (Topic Area 5)

- Definitely yes
- Probably yes
- Don't know
- Probably not
- Definitely not

13. What THREE improvements would make you more likely to use this shuttle again in the future? (choose no more than 3) [6.EVALTRAN6]

- More frequent bus shuttle service
- Improved connections between this shuttle and in-park shuttles
- Earlier morning service
- Later evening service
- Better visitor information at pass sales outlets, at bus stops, on buses
- More parking/better defined parking in Tusayan
- Better amenities at bus stops (i.e. shelters, restrooms)
- Other (specify:) _____

14. On this visit, have you driven into the park in your personal vehicle?

(Topic Area 3)

- Yes
- No

15. On this visit, if you have plans to go back into the park, how will you get there? (Topic Area 7)

- Will not be going back

OR (check all that apply)

- Drive personal vehicle (including rental)
- Take shuttle
- Other _____

16. How did you find out about this shuttle? (Topic Area 2)

- Park newspaper/flyer
- Website
- Hotel/motel staff suggestion
- Saw bus/bus stops/signage in Tusayan
- Saw electronic sign on Hwy 64, and followed sign instructions to tune into radio
- Other_____

The next set of questions relates to information you may have seen on highway message signs and/or heard about on the highway advisory radio on State Route 64.

17. Did you see the highway message signs on State Route 64? (Topic Area 3)

- Yes, an electronic message was on the sign
- Yes, saw the sign, but sign was blank → *(Skip to Question 18)*
- Do not recall seeing highway message sign → *(Skip to Question 18)*

17a. Did the highway message signs influence your decision to take the shuttle bus from Tusayan to Grand Canyon? (Topic Area 3)

- Yes
- No, did not plan on taking the shuttle
- No, planned on taking the shuttle anyway
- Other_____

17b. Please rate the information on the highway message signs for each of the following (check one for each item). (Topic Area 5)

| | ITEM | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|---------------|-------------------------|-----------|------|------|------|-----------|------------|
| Message signs | Accuracy of information | | | | | | |
| | Ease of understanding | | | | | | |

18. Did you tune into the highway advisory radio? (Topic Area 3)

- Yes, tuned into radio
- Aware that radio was available, but did not tune in → *(Skip to Question 19)*
- Did not know highway advisory radio was available → *(Skip to Question 19)*

18a. Did the highway advisory radio influence your decision to take the shuttle bus from Tusayan to the Grand Canyon? (Topic Area 3)

- Yes
- No, did not plan on taking the shuttle
- No, planned on taking the shuttle anyway
- Other_____

18b. Please rate the information from the highway advisory radio for each of the following (check one for each item). (Topic Area 5)

| | ITEM | Very Good | Good | Fair | Poor | Very Poor | No Opinion |
|----------------|-------------------------|-----------|------|------|------|-----------|------------|
| Advisory radio | Accuracy of information | | | | | | |
| | Ease of understanding | | | | | | |

19. Overall, HOW USEFUL to you were the highway advisory radio and highway message signs? (Please mark DID NOT USE if you did not see a message sign or use the radio.) (Topic Area 5)

| ITEM | Very Useful | Somewhat Useful | Not Useful | Did Not Use |
|------------------------|-------------|-----------------|------------|-------------|
| Highway advisory radio | | | | |
| Highway message signs | | | | |

20. What type of information would you want to see on the signs or hear on the radio? (Topic Area 7)

No opinion

OR (check all that apply)

- Road work/construction
- Transit/shuttle info
- Whether parking areas are full
- Weather at park
- Park hours and fees
- Activities at park
- Directions to tune to park radio
- Other (please list) _____

21. Where do you live? [1.RES1] City _____ State _____ ZIP _____
Country (if not US) _____

22. How many in your party are: (Topic Area 1)

18 years and under _____ 19-35 years _____
36-61 years _____ 62 years and over _____

23. Does anyone in your group have physical conditions that made it difficult to access or participate in park activities or services? [1.GR2]

- Yes
- No

24. Have you visited the Grand Canyon before this trip? [1.VISITHIS1]

Yes

No

If YES, approximately how many times have you visited Grand Canyon National Park (including this visit)?

_____ Number of visits **OR** Don't know/Not sure

25. Is there anything else you would like to tell us about the transportation to the Grand Canyon? [6.OPMGMT7]

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 visiting public. Response to this request is completely voluntary and anonymous. No action will 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.

BURDEN ESTIMATE STATEMENT: Public reporting burden for this form is estimated to average 10 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to: Vicky Stinson, Project Manager, Grand Canyon National Park, 823 N. San Francisco, Ste A, Flagstaff, AZ 86001-3265, Phone: (928) 774-3026; Fax: (928) 774-1757, victoria_stinson@nps.gov

Thank you for your help in completing this survey.

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