

Visitor Services Project — Bryce Canyon National Park

Introductory script used in contacting visitors:

Hello! The National Park Service is conducting a visitor survey at Bryce Canyon National Park to gather your opinions about the park's programs and services. Participation is voluntary. If you decide to participate we would like to have the survey mailed back. The mail-back questionnaire takes about 20 minutes to complete during or after your visit. Would you like to participate?

IF NO: Thank you. **IF YES:** Thank you. I have a few quick questions for you. Who in your group (at least 16 years old) has the next birthday?

Questions 1-4: Topic area 2—Trip/visit characteristics Question 5: Topic area 1—Individual Characteristics

- 1) What type of group are you traveling with today?
- 2) (If with an organized group-tours, school, etc.) How many people are in your group?
- 3) How many adults, 18 years and older, are in your personal group?
- 4) How many children, 17 years and younger, are in your personal group?
- 5) How old is the person who will complete the questionnaire?

So we can thank you and remind you to mail back the questionnaire, please write your name, address, and email address/phone number. Thank you. Be sure to mail the questionnaire—your opinions are important!

Training for interviewers: each interviewer receives 1-1/2 hours of training on how to conduct interviews. This training goes over every aspect of interviewing, including conducting the interviews using a sampling interval, avoiding sampling bias, and how to handle all types of interviewing situations, including safety of the visitor and the interviewer. Quality control is ensured by monitoring interviewers in the field, and by checking their paperwork at the end of each day of surveying.

1st follow-up printed on a scenic park postcard (sent to all participants 11 working days after completion of survey)

Dear Visitor:

Thank you for participating in the Bryce Canyon National Park visitor study. We look forward to hearing from you.

A select number of people were contacted for this study, so your opinions are very important!

If you have already returned your questionnaire, thank you. If not, please mail it today.

After eight months, look for the survey results at:
www.psu.uidaho.edu/vsp.reports.htm.

A handwritten signature in cursive script that reads "Eddie L. Lopez".

Eddie L. Lopez, Superintendent
Bryce Canyon National Park

2nd follow-up note and letter with replacement questionnaire (sent to non-respondents 21 working days after completion of survey)



United States Department of the Interior

NATIONAL PARK SERVICE
Bryce Canyon National Park
P.O. Box 640201
Bryce Canyon, UT 84764-0201

IN REPLY REFER TO:

September 2, 2009

Dear Visitor:

The National Park Service would like to thank you for participating in the Bryce Canyon National Park visitor study. As of today, we have not received your questionnaire. Because only a select number of visitors were contacted, each visitor's comments are very important.

If you have already returned your questionnaire, thank you. If you have not returned your questionnaire, please mail it today. Unless your questionnaire was mailed in the last few days, we would appreciate you completing another one. We are enclosing a replacement questionnaire.

In approximately eight months, the results of the visitor survey will be posted on the Visitor Services Project website at www.psu.uidaho.edu/vsp.reports.htm.

If you have any questions regarding your questionnaire, please contact Margaret Littlejohn, National Park Service Visitor Services Project Director by phone 208-885-7863 or email: littlej@uidaho.edu.

Thank you for sharing your opinions with us.

Sincerely,

Eddie L. Lopez, Superintendent
Bryce Canyon National Park

3rd follow-up letter with replacement questionnaire (sent to non-respondents 35 working days after completion of survey)



IN REPLY REFER TO:

United States Department of the Interior

NATIONAL PARK SERVICE
Visitor Services Project
PSU, College of Natural Resources
University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139

September 22, 2009

I am writing about the visitor study at Bryce Canyon National Park, in which you agreed to participate. As of today, we have not received your completed questionnaire.

The waiting period for incoming questionnaires is almost over and we have not yet received yours. I would appreciate you completing another one unless you mailed it within the past few days.

a

The staff of Bryce Canyon National Park is anxiously awaiting the survey results. They want to use your ideas and opinions in making decisions about what services and programs to provide for visitors in the future.

I urge you to complete the enclosed questionnaire and return it by October 6th. Your contribution to the success of this study is greatly appreciated.

In approximately eight months, the results of the visitor survey will be posted on the Visitor Services Project website at www.psu.uidaho.edu/vsp.reports.htm.

Should you have questions regarding your questionnaire, please contact me by phone: (208)-885-7863 or email: littlej@uidaho.edu.

Sincerely,

A handwritten signature in cursive script that reads "Margaret Littlejohn".

Margaret Littlejohn
Director, Visitor Services Project



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project

Bryce Canyon National Park

Visitor Study





United States Department of the Interior

NATIONAL PARK SERVICE
Bryce Canyon National Park
P.O. Box 640201
Bryce Canyon, UT 84764-0201

IN REPLY REFER TO:

July, 2009

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Bryce Canyon National Park. This information will help us improve our management of this park and better serve you, our visitor.

This questionnaire will be given to only a select number of visitors, so your participation is very important! It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

A handwritten signature in cursive script that reads "Eddie L. Lopez".

Eddie L. Lopez
Superintendent

DIRECTIONS

At the end of your visit:

- 1) Please have the selected individual complete this questionnaire.
- 2) Answer the questions carefully since each question is different.
- 3) For questions that use circles (○), please mark your answer by filling in the circle with black or blue ink, or a pencil with dark (e.g. #2) lead.

Like this: ● Not like this: ✓ ✗ /

- 4) Seal it with the stickers provided.
- 5) Drop it in a U.S. mailbox.

Thank you!

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. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. 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 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

Please go to the next page →

Your Visit To Bryce Canyon National Park

NOTE: In this questionnaire, **personal group** is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scouts, or tour group.

1. a) Prior to your visit, how did you and your personal group obtain information to plan your visit to Bryce Canyon National Park (NP)? Please mark (●) **all** that apply in the left column. [2.TPLAN11]

- Obtained no information prior to visit → **Go to part b of this question**
- Friends/relatives/word of mouth
- Travel guides/tour books (such as AAA, etc.)
- Park publications, maps, brochures, etc.
- Newspaper/magazine articles
- E-mail/written inquiry to park
- Phone inquiry to park
- Television/radio programs/videos
- Bryce Canyon NP website: www.nps.gov/brca/
- Park concession website: www.xanterra.com
- Other websites
- State welcome center/Chamber of commerce
- Information from local motel or other business
- Other (Please specify) _____

b) From the sources marked above, did you and your personal group receive the type of information about the park that you needed? [2.TPLAN12]

- No Yes → **Go to Question 2**

c) If NO, what type of park information did you and your personal group need that was not available? Please be specific. [2.TPLAN13]

Bryce Canyon National Park Visitor Study

2. a) On this trip, did you and your personal group stay overnight **away from home** inside Bryce Canyon NP or in the area within 50 miles of the park, including Panguitch, Escalante, Tropic, etc.? [3.TRIPC13]

Yes No → **Go to Question 3**

- b) and c) If YES, how many nights did you and your personal group spend in the following types of accommodations? Please write the number of nights stayed. [3.TRIPC15]

b) Number of nights inside park	c) Number of nights outside park within 50 miles
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_____ Lodge, motel, cabin, rented condo/home, or bed & breakfast _____

_____ Camping in developed campground _____

↘ At which location in park? _____

_____ Backcountry campsite _____

_____ Personal seasonal residence (summer home) _____

_____ Residence of friends or relatives _____

_____ Other (Please specify below) _____

b) _____ c) _____

3. a) In what town/city did you and your group stay on the **night before your arrival** at Bryce Canyon NP? If you stayed at home, please write the name of your hometown. [3.TRIPC16]

Nearest town/city: _____ State: _____

- b) In what town/city did you and your group stay on the **night after your departure** from Bryce Canyon NP? [3.TRIPC17]

Nearest town/city: _____ State: _____

Q. 4: Topic area 3 —Visitor activities and use of park resources

4. a) On this visit, did you and your personal group hike at Bryce Canyon NP?

Yes No → **Go to Question 5**

- b) If YES, where did you hike? Please mark (●) **all** that apply.

Along canyon rim Into canyon below the rim

- c) How much **total** time did you spend hiking in the park? Please mark (●) **one**.

Less than 2 hours Between 2 and 4 hours More than 4 hours

Bryce Canyon National Park Visitor Study

5. a) As you were planning your trip, what activities did you and your personal group expect to include on this visit? Please mark (●) **all** that apply in the **left** column. [3.ACT24]

b) On this visit, what activities did you and your personal group participate in? Please mark (●) **all** that apply in the **right** column.

a) Activities expected (●)	b) Activities actually participated in (●)
----------------------------	--

- | | |
|---|-----------------------|
| <input type="radio"/> Sightseeing/Scenic driving | <input type="radio"/> |
| <input type="radio"/> Day hiking | <input type="radio"/> |
| <input type="radio"/> Photography | <input type="radio"/> |
| <input type="radio"/> Attending ranger-led programs/activities | <input type="radio"/> |
| <input type="radio"/> Horseback riding | <input type="radio"/> |
| <input type="radio"/> Bicycling | <input type="radio"/> |
| <input type="radio"/> Overnight backpacking | <input type="radio"/> |
| <input type="radio"/> Camping in developed campgrounds | <input type="radio"/> |
| <input type="radio"/> Picnicking | <input type="radio"/> |
| <input type="radio"/> Nature study (plants, animals, etc.) | <input type="radio"/> |
| <input type="radio"/> Riding shuttle bus | <input type="radio"/> |
| <input type="radio"/> Shopping in gift shops/bookstores inside park | <input type="radio"/> |
| <input type="radio"/> Stargazing /Astronomy | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below) | <input type="radio"/> |

Expected: _____ Actual: _____

c) Which one of the above activities that you and your personal group participated in was your **primary** reason for visiting Bryce Canyon NP? Please list **only one** response. [3.ACT23]

6. On this visit to Bryce Canyon NP, how long did you and your personal group spend visiting the park? [3.TRIPC11]

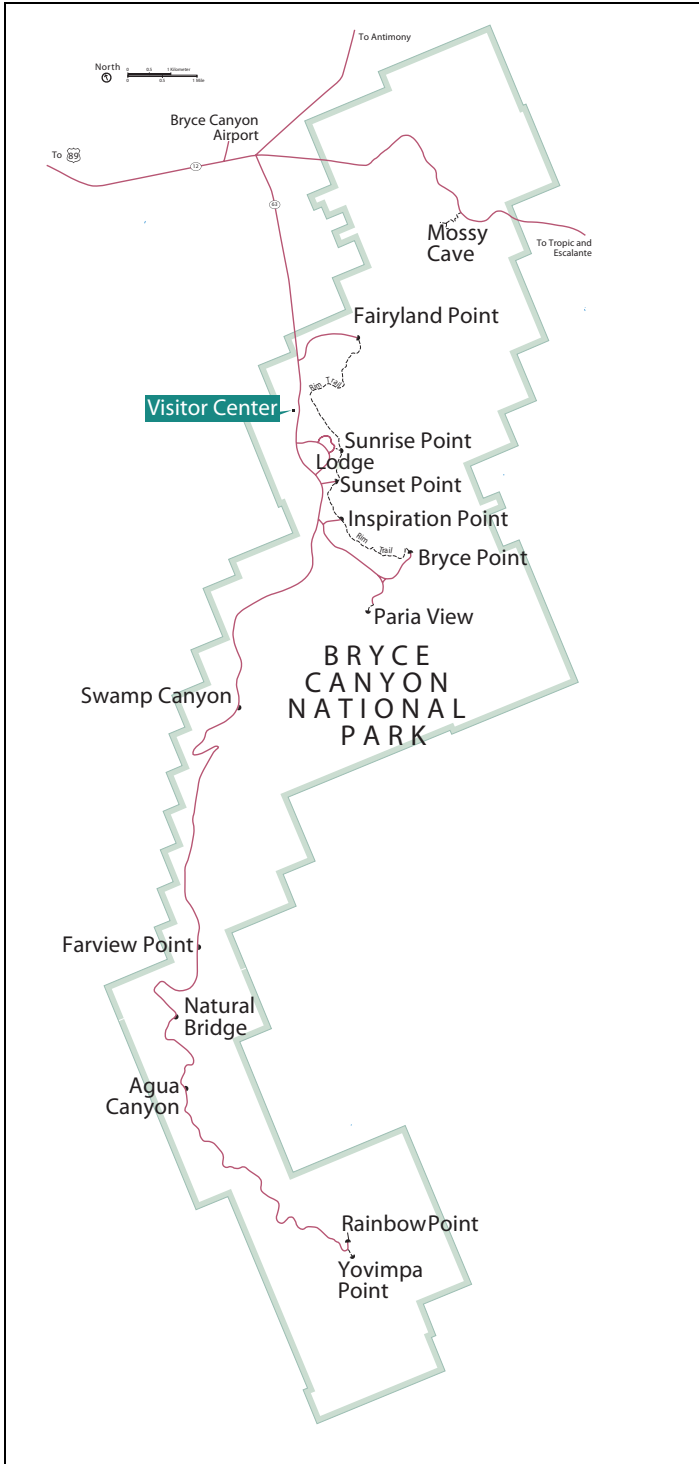
_____ Number of hours **if less than 24 hours, OR**

_____ Number of days **if 24 hours or more**

Bryce Canyon National Park Visitor Study

7. a) For this trip, please mark (●) **all** of the locations in Bryce Canyon NP that you and your personal group visited. Use the map to help you identify the locations that you visited. [3.ITIN1]

Did not stop at any locations in the park → **Go to Question 8**



- Mossy Cave
- Park entrance sign
- Fairyland Point
- Visitor center
- Sunrise Point
- Bryce Canyon Lodge
- Sunset Point
- Inspiration Point
- Bryce Point
- Paria View
- Farview Point
- Natural Bridge
- Rainbow Point
- Yovimpa Point
- Other (Please specify)

b) On this visit, what site in Bryce Canyon NP did you and your personal group visit **first**?

Bryce Canyon National Park Visitor Study

c) On this visit, which of the above sites did you most enjoy?

8. a) Please mark (●) **all** information services and facilities that you or your personal group **used** within Bryce Canyon NP during this visit. [6.EVALSERV21]
- b) Next, for only those information services and facilities that you or your personal group **used**, please rate their importance to your visit from 1-5.
- c) Finally, for only those information services and facilities that you or your personal group **used**, please rate their quality from 1-5.

a) Information services and facilities used	b) If used, how important?	c) If used, what quality?
Mark (●)	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Assistance from park staff	_____	_____
<input type="radio"/> Bryce Canyon NP website: www.nps.gov/brca/ (used before or during visit)	_____	_____
<input type="radio"/> Bulletin boards	_____	_____
<input type="radio"/> Junior Ranger program	_____	_____
<input type="radio"/> Park brochure/map	_____	_____
<input type="radio"/> Park newspaper – <i>The Hoodoo</i>	_____	_____
<input type="radio"/> Park radio information stations: AM 1610 and/or AM 1590	_____	_____
<input type="radio"/> Ranger-led programs	_____	_____
<input type="radio"/> Roadside exhibits	_____	_____
<input type="radio"/> Sales items in visitor center bookstore (selection, price, etc.)	_____	_____
<input type="radio"/> Self-guided nature trails	_____	_____
<input type="radio"/> Visitor center exhibits	_____	_____
<input type="radio"/> Visitor center video	_____	_____
<input type="radio"/> Park road directional signs (inside park)	_____	_____

Bryce Canyon National Park Visitor Study

9. a) Please mark (●) **all** recreational services and facilities that you or your group **used** within Bryce Canyon NP during this visit. [6.EVALSERV21]
- b) Next, for only those recreational services and facilities that you or your group **used**, please rate their importance to your visit from 1-5.
- c) Finally, for only those recreational services and facilities that you or your group **used**, please rate their quality from 1-5.

a) Recreational services and facilities used	b) If used, how important?	c) If used, what quality?
Mark (●)	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Access for disabled persons	_____	_____
<input type="radio"/> Backcountry campsites	_____	_____
<input type="radio"/> Bryce Canyon Lodge	_____	_____
<input type="radio"/> Canyon Trail Rides horseback rides	_____	_____
<input type="radio"/> Developed campgrounds	_____	_____
<input type="radio"/> General store	_____	_____
<input type="radio"/> Gift shop in Bryce Canyon Lodge	_____	_____
<input type="radio"/> Parking areas	_____	_____
<input type="radio"/> Picnic areas	_____	_____
<input type="radio"/> Recycling bins	_____	_____
<input type="radio"/> Restaurant in Bryce Canyon Lodge	_____	_____
<input type="radio"/> Restrooms	_____	_____
<input type="radio"/> Showers/laundromat	_____	_____
<input type="radio"/> Shuttle bus	_____	_____
<input type="radio"/> Trails	_____	_____
<input type="radio"/> Trash cans/dumpsters	_____	_____

Bryce Canyon National Park Visitor Study

10. a) It is the National Park Service's responsibility to protect Bryce Canyon's natural and cultural resources/attributes and visitor experiences that depend on these. How important is the protection of the following to you and your group? Please mark (●) one answer for each attribute/resource [6.OPMGMT4]

Attribute/resource	Not important	Somewhat important	Moderately important	Very important	Extremely important
Clean air	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geologic features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic drive/scenic views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretive/informational programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational opportunities (hiking, camping, biking, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human/cultural history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plants and animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Night sky/stargazing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning/educational opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) Did anything detract from your enjoyment of any of the above features or qualities?

Yes No → **Go to Question 11**

If YES, how? Please explain: _____

11. a) Bryce Canyon NP interpretive programs and exhibits discuss topics such as: geology, American Indian culture/history, pioneer history, night skies/astronomy and plants/animals. Please mark (●) **all** of the topics you learned about on this visit. [3.LEARN1]

Did not learn about any topics on this visit → **Go to part c of this question**

Bryce Canyon National Park Visitor Study

b) Please mark (●) in column b how much your understanding of each topic increased during your visit.

c) Next, mark (●) in column c which topics you would be interested in learning more about on a future visit.

a) Learned on this visit? (●)	b) Increase in understanding?				c) Interested on future visit?	
	Not at all	A little	Somewhat	A lot	Yes	No
<input type="radio"/> American Indian culture/history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Geology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Night skies/ astronomy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Pioneer history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/> Plants/animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

d) Please list any additional topics you and your personal group are interested in learning about Bryce Canyon NP.

O. 12: Topic area 1—Visitor characteristics

12. Please mark (●) your awareness level, both before and after your visit, of each safety issue at Bryce Canyon NP.

BEFORE visit			Safety Issue	AFTER visit		
Not aware	Somewhat aware	Very aware		Not aware	Somewhat aware	Very aware
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Need for appropriate footwear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Danger from lightning strikes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Need to drink plenty of water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	How to cope with altitude sickness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Danger of health/safety risks from feeding wildlife	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Danger from hiking off trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Danger from climbing over railings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	How to minimize sun exposure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Bryce Canyon National Park Visitor Study

13 a) Please indicate how crowded you and your personal group felt by people and/or vehicles during this visit. Please mark (●) **one** for each. [5CROWD2]

How crowded?	Not at all Crowded	A little crowded	Moderately crowded	Very crowded	Extremely crowded
People	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) If you felt “extremely crowded” or “very crowded,” please list the specific park location where you and your personal group felt crowded.

d) What time of day did you feel crowded? Please mark (●) **all** that apply.

- Morning (before noon)
 Afternoon (Noon-6 pm)
 Evening (after 6 pm)

14. a) Currently, Bryce Canyon NP provides a shuttle bus to transport visitors around the main park area from May to September. On this visit, did you and your personal group ride the park shuttle bus? [3.TRANS2]

- Yes No → b) If NO, why not? _____



c) If YES, where did you park your vehicle before boarding the shuttle bus? Please mark (●) **one**. [5.TRANS7]

- Ruby's Inn Shuttle Boarding Area (opposite Ruby's Inn)
 Visitor center Trailer drop-off lot (opposite visitor center)
 Sunset Point Ruby's Inn Campground
 Other (Please specify) _____

d) How can the shuttle system and services be improved for your next visit? [6.EVALTRAN6]

Bryce Canyon National Park Visitor Study

18. a) On this visit, how many people were in your personal group, including yourself?

_____ Number of people [1.GR3]

b) List the number of vehicles that you and your group used to arrive at Bryce Canyon NP? [1.GR4]

_____ Number of vehicles

c) On this trip, how many times did you and your personal group enter Bryce Canyon NP? [3.TRIPC5]

_____ Number of entries OR Don't Know

19. For you and your personal group on this visit, please provide the following. If you do not know the answer, please leave it blank. [1.AGE3]

	Current age	U.S. Zip Code or name of country other than U.S.	Number of visits made to Bryce Canyon NP (including this visit) lifetime
Yourself	_____	_____	_____
Member #2	_____	_____	_____
Member #3	_____	_____	_____
Member #4	_____	_____	_____
Member #5	_____	_____	_____
Member #6	_____	_____	_____
Member #7	_____	_____	_____

20. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in activities or services at Bryce Canyon NP? [1.GR2]

Yes No → **Go to Question 21**

b) If YES, on this visit, what activities or services did the person(s) have difficulty accessing or participating in? Please mark (●) **all** that apply.

- | | |
|--|---|
| <input type="radio"/> Bryce Canyon Lodge | <input type="radio"/> Campground |
| <input type="radio"/> Ranger-led activities/programs | <input type="radio"/> Restrooms |
| <input type="radio"/> Trails | <input type="radio"/> Viewpoints |
| <input type="radio"/> Visitor center | <input type="radio"/> Visitor center exhibits |
| <input type="radio"/> Other (Please specify) _____ | |

Bryce Canyon National Park Visitor Study

21. a) & b) When visiting an area such as Bryce Canyon NP, what **one** language do you and most members of your personal group prefer to use for the following? [1.LANG2]

a) Speaking: English Other (Specify) _____

b) Reading: English Other (Specify) _____

c) In your opinion, what **services** in the park need to be provided in languages other than English? Please specify a service or mark (●) **None**.

None Service(s): _____

22. If you were a manager planning for the future of Bryce Canyon NP, what would you propose? Please be specific. [6.OPMGMT7]

23. Is there anything else you and your personal group would like to tell us about your visit to Bryce Canyon NP? [6.OPMGMT8]

24. Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Bryce Canyon NP during this visit? Please mark (●) **one**. [6.EVALSERV1]

Very poor	Poor	Average	Good	Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for your help! Please seal the questionnaire with the stickers provided and drop it in any U.S. mailbox.

OFFICIAL BUSINESS

**Visitor Services Project
Park Studies Unit
College of Natural Resources
University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139**

