

APPENDIX E: Cruise Ship Passenger Mail Questionnaire

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:

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Burden estimate statement: Public reporting for this form is estimated to average **25** minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

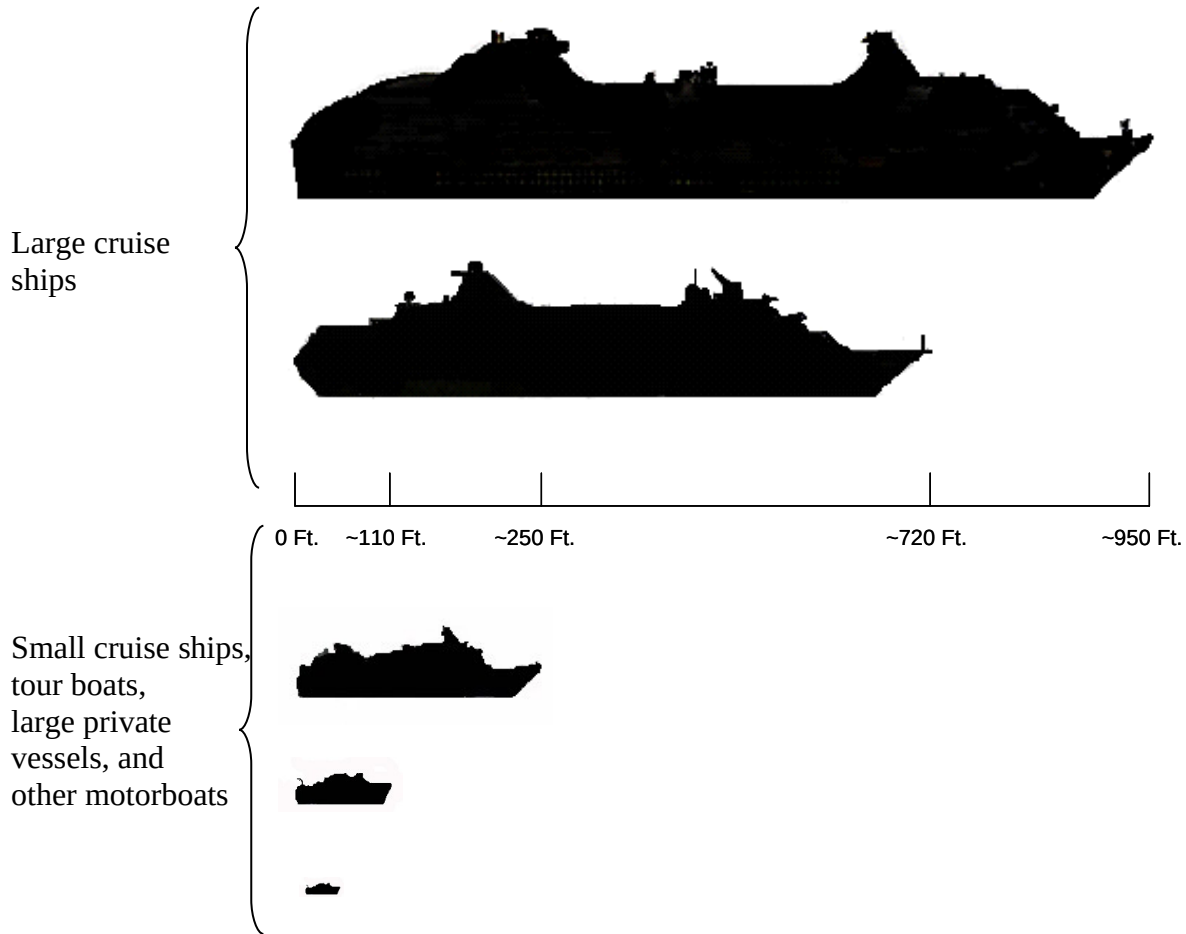
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BEGIN HERE:

Recently, you visited Glacier Bay National Park and Preserve. While you were in Alaska, you were contacted by a survey worker and agreed to complete this mail questionnaire about your experiences during the trip. Thank you for your cooperation.

Please note that this questionnaire focuses only on the trip to Glacier Bay National Park and Preserve when you were contacted for this survey. Also, please be sure to read each question carefully before answering it.

IMPORTANT: On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, you may have seen a number of different vessels that ranged in size from kayaks to cruise ships. For this survey, the motorized vessels have been grouped into two categories. Below are pictures of ships in each category and their relative size to each other to help you classify the vessels you saw into these categories.



1. Was the trip during which you were contacted your first trip to Glacier Bay National Park and Preserve?_

Yes → GO TO QUESTION 2

No → 1a. **Including the trip during which you were contacted**, how many times have you visited Glacier Bay National Park and Preserve in the last 10 years?

_____ NUMBER OF VISITS TO GLACIER BAY NPP IN LAST 10 YEARS

2. How important was visiting Glacier Bay National Park in determining your choice of cruises?

Not important

Slightly important

Moderately important

Very important

Extremely important

3. On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, which of the following activities did you engage in? (*Circle as many numbers as apply.*)

1 Viewing tidewater glaciers

2 Viewing wildlife

3 Viewing general scenery

4 Kayaking or canoeing

5 Hiking

6 Fishing

7 Taking photographs

8 Staying at Glacier Bay Lodge (in park)

9 Staying at Bartlett Cove campground

10 Camping in backcountry

11 Other(*please specify*) _____

The remaining questions ask about the time you spent in Glacier Bay proper. Glacier Bay proper is the part of the park that is north of a line drawn between Pt. Carolus and Pt. Gustavus. Your time in Glacier Bay proper corresponds approximately to the 8 hours when National Park Service interpreters were on board your cruise ship.

4. We are interested in the kinds of weather you experienced during your trip in Glacier Bay proper. Please indicate each type of weather you experienced and then estimate the number of hours that weather was present. (*Check as many as apply.*)

Sunny and/or partly cloudy → About _____ hours OR Don't remember _____

Cloudy without fog → About _____ hours OR Don't remember _____

Cloudy with fog → About _____ hours OR Don't remember _____

Rain with or without fog → About _____ hours OR Don't remember _____

5. Some possible experiences of people who visit recreation areas are listed below. How important to you was each of the following experiences during the visit to Glacier Bay proper in which you were contacted? (Circle one response for each reason.)

	How important to you was each experience during this visit to Glacier Bay proper?				
	not important	slightly important	moderately important	very important	extremely important
A. EXPERIENCE THE SCENIC BEAUTY	not important	slightly important	moderately important	very important	extremely important
B. EXPERIENCE TRANQUILITY	not important	slightly important	moderately important	very important	extremely important
C. BE AMAZED BY NATURE	not important	slightly important	moderately important	very important	extremely important
D. EXPERIENCE A PRISTINE SETTING	not important	slightly important	moderately important	very important	extremely important
E. ENJOY THE SOUNDS OF NATURE	not important	slightly important	moderately important	very important	extremely important
F. EXPERIENCE SOLITUDE	not important	slightly important	moderately important	very important	extremely important
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	not important	slightly important	moderately important	very important	extremely important
H. HAVE PERSONAL EXPERIENCES WITH NATURE	not important	slightly important	moderately important	very important	extremely important
I. VIEW WILDLIFE	not important	slightly important	moderately important	very important	extremely important
J. EXPERIENCE NATURE'S WONDERS	not important	slightly important	moderately important	very important	extremely important
K. BE CLOSE TO NATURE	not important	slightly important	moderately important	very important	extremely important
L. FEEL ALONE WITH NATURE	not important	slightly important	moderately important	very important	extremely important
M. EXPERIENCE PEACE AND CALM	not important	slightly important	moderately important	very important	extremely important
N. EXPERIENCE THE NATURAL SOUNDS	not important	slightly important	moderately important	very important	extremely important

6. On the day you were in Glacier Bay proper, how many hours did you spend in places (e.g., on deck, in a room with windows) where you could view the scenery and features of Glacier Bay?

_____ NUMBER OF HOURS SPENT WHERE COULD VIEW GLACIER BAY PROPER


Don't remember

7. During your time in Glacier Bay proper, did you see or hear large cruise ships (other than the one you were on)?

No → GO TO QUESTION 9

Don't know → GO TO QUESTION 9

Yes

- 
- 7a. During your time in Glacier Bay proper, how long did you see or hear large cruise ships (other than the one you were on)?

_____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY (*Please list partial hours as ¼, ½, etc.*)

DON'T KNOW/DON'T REMEMBER

8. How did hearing or seeing a large cruise ship (other than the one you were on) affect each of the following aspects of your experience in Glacier Bay proper? (Circle one response for each aspect of your experience.)

	How did hearing or seeing a large cruise ship (other than the one you were on) affect each of the following aspects of your experience?				
	↓	↓	↓	↓	↓
	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
A. EXPERIENCE THE SCENIC BEAUTY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. EXPERIENCE TRANQUILITY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. BE AMAZED BY NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
D. EXPERIENCE A PRISTINE SETTING	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. ENJOY THE SOUNDS OF NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. EXPERIENCE SOLITUDE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. HAVE PERSONAL EXPERIENCES WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. VIEW WILDLIFE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. EXPERIENCE NATURE'S WONDERS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
K. BE CLOSE TO NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
L. FEEL ALONE WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
M. EXPERIENCE PEACE AND CALM	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
N. EXPERIENCE THE NATURAL SOUNDS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

9. During your time in Glacier Bay proper on this trip, you may have seen or heard different kinds of motorized craft. For each type of craft, please indicate if you heard or saw it during your time in Glacier Bay proper. Then, report the total time you heard or saw that type of craft and how many different craft of that type you saw or heard. *(Please do not include your own vehicle.)*

During your time in Glacier Bay proper...			
Type of craft	Did you hear or see? <i>(Circle one for each type)</i>	Total hours heard or seen <i>(Report partial hours as ¼, ½, etc.)</i>	Number of craft heard or seen
A. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	YES→ NO DON'T KNOW	_____ Total hrs DON'T KNOW	_____ # of craft DON'T KNOW
B. PROPELLER-DRIVEN AIRPLANES	YES→ NO DON'T KNOW	_____ Total hrs DON'T KNOW	_____ # of craft DON'T KNOW
C. HELICOPTERS	YES→ NO DON'T KNOW	_____ Total hrs DON'T KNOW	_____ # of craft DON'T KNOW

10. During the trip in which you were contacted, how did seeing or hearing (other than the large cruise ship you were on) each type of motorized craft affect your enjoyment of Glacier Bay proper?

How did seeing or hearing the following vehicles affect your enjoyment of Glacier Bay proper?						
	↓	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C. PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D. HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

11. During your trip to Glacier Bay proper, did you visit Margerie/Grand Pacific tidewater glaciers?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes



11a. At any time while you were at the Margerie/Grand Pacific tidewater glaciers, did you see one or more other water or air craft present (besides your own)?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes



11b. Please indicate how many of each type of craft was present (excluding your own cruise ship) while you were at the Margerie/Grand Pacific tidewater glaciers.

- _____ Large cruise ships (other than the one you were on)
- _____ Motorized water craft other than large cruise ships
- _____ Kayaks
- _____ Propeller-driven airplanes
- _____ Helicopters

11c. How did the presence of each type of craft affect your enjoyment of the Margerie/Grand Pacific tidewater glaciers?

		How did the presence of each type of craft affect your enjoyment of Margerie/Grand Pacific glaciers?					
		↓	↓	↓	↓	↓	↓
A.	LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B.	MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C.	KAYAKS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D.	PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
E.	HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

12. During your trip to Glacier Bay proper, which of the other tidewater glaciers, if any, did you visit?

Did not visit any other tidewater glaciers.

Johns Hopkins

Lamplugh

McBride

Reid

Other (please specify) _____

Don't know/Don't remember

13. During your trip to Glacier Bay proper, how did large cruise ships (other than the one you were on) affect your viewing of **land animals** (e.g., bear, moose, etc.)? (Check all that apply.).

Other large cruise ships blocked my view of land animals.

Other large cruise ships made land animals move to where I could easily see them.

Other large cruise ships made land animals move to where I could not easily see them.

Other large cruise ships had no effect.

Don't know/Don't remember

14. During your trip to Glacier Bay proper, how did large cruise ships (other than the one you were on) affect your viewing of **marine animals** (e.g., whales, sea lions, etc.)? (Check all that apply.).

Other large cruise ships blocked my view of marine animals.

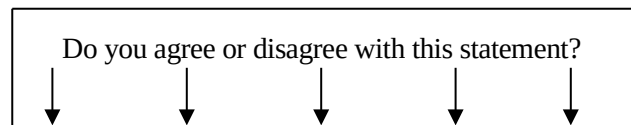
Other large cruise ships made marine animals move to where I could easily see them.

Other large cruise ships made marine animals move to where I could not easily see them.

Other large cruise ships had no effect.

Don't know/Don't remember

15. Please indicate the extent to which you agree or disagree with each of the following statements.



A. LARGE CRUISE SHIPS IN GLACIER BAY PROPER ARE MAJESTIC.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
B. LARGE CRUISE SHIPS PROVIDED A SENSE OF SCALE WHEN VIEWING SCENERY IN GLACIER BAY	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
C. LARGE CRUISE SHIPS ARE A GOOD WAY FOR A LARGE NUMBER OF PEOPLE TO VISIT GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
D. IT IS INAPPROPRIATE FOR LARGE CRUISE SHIPS TO BE IN GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

16. On the trip to Glacier Bay proper during which you were contacted for this survey, a variety of events may have occurred. For each event below, please indicate if it occurred and then circle how it affected your trip enjoyment of Glacier Bay proper.

		How did the event affect your trip enjoyment of Glacier Bay proper?					
<u>Did it occur?</u>		↓	↓	↓	↓	↓	
<u>EXPERIENCES WITH HAZE.</u>							
A.	Haze from other large cruise ship's exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B.	Haze from small cruise ship or tour boat exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C.	Haze from unidentified vessel affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH PUBLIC ADDRESS SYSTEMS</u>							
D.	Heard sound from other large cruise ships' public address systems.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E.	Heard sound from small cruise ship or tour boat public address system.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F.	Heard sound from unidentified public address system.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH ENGINE SOUNDS</u>							
G.	Heard other large cruise ships' engines.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H.	Heard engines of boats other than large cruise ships.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I.	Heard propeller-driven airplanes.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J.	Heard helicopters.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

17. Based on your trip experience cruising in Glacier Bay proper, how likely would you be to recommend that a friend or family member visit Glacier Bay on a cruise ship?

- Very likely to recommend visiting Glacier Bay on a cruise ship.
- Somewhat likely to recommend visiting Glacier Bay on a cruise ship.
- No opinion
- Somewhat unlikely to recommend visiting Glacier Bay on a cruise ship.
- Very unlikely to recommend visiting Glacier Bay on a cruise ship.

18. How did your experience (or lack of it) with each of the following types of craft affect whether you would recommend that a friend or family member visit Glacier Bay proper on a cruise ship?

	How did your experience (or lack of) with each craft affect whether you recommend others to visit Glacier Bay on a cruise ship?				
	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
C. PROPELLER-DRIVEN AIRPLANES	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
D. HELICOPTERS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely

19. Overall, how would you rate the time you spent cruising in Glacier Bay proper during your trip? (Check one box.)

- Extremely poor
- Very poor
- Poor
- Good
- Very good
- Extremely good

20. Are you: (Check one box.)

- Female
- Male

21. What year were you born?

19 ____

22. What is the highest level of formal schooling you have completed? *(Circle the appropriate number.)*

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24+
(Elementary thru High School) (College/Vocational) (Graduate/Professional)

23. Are you Hispanic or Latino?

YES – Hispanic or Latino
NO – Not Hispanic or Latino

24. What is your race? (Check one or more races to indicate what you consider yourself to be)

American Indian or Alaska Native
Asian
Black or African American
Native Hawaiian or other Pacific Islander
White

25. Please use the space below to write any other comments you care to make about the positive or negative aspects of your trip to Glacier Bay National Park and Preserve or about National Park Service management of the area.