

National Wildlife Refuge

Visitor Survey

[photo or illustration here]



PLEASE READ THIS FIRST:

Thank you for visiting a national wildlife refuge and for agreeing to participate in this study! We hope that you had an enjoyable experience. The U.S. Fish and Wildlife Service and the U.S. Geological Survey would like to learn more about refuge visitors in order to improve the management of the area and enhance visitor opportunities.

If you have recently visited more than one national wildlife refuge or made more than one visit to the same refuge, please respond regarding only the Refuge and the visit when you were asked to participate in this survey. Any question that uses the phrase “this Refuge” refers to the Refuge and visit when you were contacted.

PAPERWORK REDUCTION ACT STATEMENT: The Paperwork Reduction Act requires us tell you why we are collecting this information, how we will use it, and whether or not you have to respond. The information that we collect in this survey will help us understand visitor satisfaction with and use of national wildlife refuges and to make sound management and policy decisions. Your response is voluntary. An agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a valid OMB Control Number. We estimate it will take an average of 25 minutes to complete this survey. You may send comments concerning the burden estimate or any aspect of the survey to the Information Collection Clearance Officer, Fish and Wildlife Service, 4401 North Fairfax Drive, MS 222-ARLSQ, Arlington, VA 22203.

SECTION 1. Please tell us about your experience visiting this Refuge.

1. What activities did you participate in during your visit to this Refuge? (please mark ***all that apply***)

- | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> Hunting
<i>If you marked hunting, please mark which type below.</i>
___ Big game ___ Small game ___ Waterfowl | <input type="checkbox"/> Boating (including canoes / kayaks) | <input type="checkbox"/> Special event (please specify) _____ |
| <input type="checkbox"/> Fishing | <input type="checkbox"/> Environmental education (for example, classrooms or labs, tours) | _____ |
| <input type="checkbox"/> Photography | <input type="checkbox"/> Interpretation (for example, exhibits, kiosks, videos) | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Hiking | <input type="checkbox"/> Wildlife observation | _____ |
| <input type="checkbox"/> Bicycling | <i>Please mark if you were bird watching.</i>
___ Bird watching | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Auto Tour Route/Driving | | _____ |
-

1. Which of the activities above was the **primary** purpose of your visit to this Refuge? (please write ***only one activity*** on the line). _____

2. Did you go to a Visitor Center at this Refuge?

- No
- Yes → If yes, what did you do there? (please mark ***all that apply***)
- | | |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Visit the gift shop or bookstore | <input type="checkbox"/> Watch a nature talk/video/presentation |
| <input type="checkbox"/> View the exhibits | <input type="checkbox"/> Stopped to use the facilities (for example, get water, use restroom) |
| <input type="checkbox"/> Ask information of staff/volunteers | <input type="checkbox"/> Other (please specify) _____ |

3. Which of the following best describes your visit to this Refuge? (please mark ***only one***)

- It was the primary purpose or sole destination of my trip.
- It was one of multiple planned destinations for my trip.
- It was just an incidental or spur of the moment stop on a trip taken for other purposes or to other destinations.

4. Approximately how many **hours and miles** did you travel to get to this Refuge? (please write in numbers)

_____ Hours AND _____ Miles

5. How much time did you spend **at this Refuge** on your visit? (please write in the number)

_____ number of hours OR _____ number of days

6. Were you part of a group on your visit to this Refuge?

No (skip to question #9)

Yes → What **type of group** were you with on your most recent visit to this Refuge? (please mark **only one**)

Family and/or Friends

Organized club or School group

Commercial tour group

Other (please specify) _____

7. How many people were in your group? (please answer for each category)

_____ number 18 years and over

_____ number 17 years and under

8. How did you **first learn or hear about** this Refuge? (please mark **all that apply**)

Friends or relatives

Refuge website

Signs on highway

Other website (please specify) _____

Recreation club or organization

Television/Radio

People in the local community

Newspaper or magazine

Refuge printed information (brochure, map)

Other (please specify) _____

9. How many times have you visited...

...this Refuge (including this visit) in the last 12 months?

_____ number of visits

...other National Wildlife Refuges in the last 12 months?

_____ number of visits

SECTION 2. Please tell us about finding your way to this Refuge and your impression of the transportation system on this Refuge.

1. What **forms of transportation** did you use on your visit to this Refuge? (please mark **all that apply**)

Private vehicle without a trailer

Refuge shuttle bus or tram

Bicycle

Private vehicle with a trailer (for boat, camper or other)

Motorcycle

Walk/Hike

ATV or Off-road vehicle

Other (please specify below)

Commercial tour bus

Boat

Recreational vehicle (RV)

Wheelchair or other mobility aid

2. Did you use any of the following **to help you find your way** to this Refuge? (*please mark **all that apply***)

- | | |
|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Signs on highways | <input type="checkbox"/> Directions from Refuge website |
| <input type="checkbox"/> A GPS navigation system | <input type="checkbox"/> Directions from people in community near this Refuge |
| <input type="checkbox"/> A road atlas or highway map | <input type="checkbox"/> Directions from friends or family |
| <input type="checkbox"/> Maps from the Internet (for example, MapQuest or Google Maps) | <input type="checkbox"/> Other (<i>please specify</i>) _____ |

3. Please tell us how you feel about the following transportation-related items.

First **rate how important** each item is to you when visiting this Refuge.

Then **rate how satisfied** you are with the way this Refuge is managing for each item.

Circle NA “not applicable” if this Refuge does not offer a specific transportation-related item.

Importance

Please circle one.

Satisfaction

Please circle one.

Importance						Satisfaction					
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important		Very Unimportant	Somewhat Unimportant	Neither	Somewhat Satisfied	Very Satisfied	Not Applicable
1	2	3	4	5		1	2	3	4	5	NA
1	2	3	4	5	Surface conditions of roads	1	2	3	4	5	NA
1	2	3	4	5	Surface conditions of parking areas	1	2	3	4	5	NA
1	2	3	4	5	Condition of bridges	1	2	3	4	5	NA
1	2	3	4	5	Condition of trails and boardwalks	1	2	3	4	5	NA
1	2	3	4	5	Number of places for parking	1	2	3	4	5	NA
1	2	3	4	5	Number of places to pull over along Refuge roads	1	2	3	4	5	NA
1	2	3	4	5	Safety of driving conditions on Refuge roads	1	2	3	4	5	NA
1	2	3	4	5	Safety of Refuge road entrances/exits	1	2	3	4	5	NA
1	2	3	4	5	Signs on highways directing you to the Refuge	1	2	3	4	5	NA
1	2	3	4	5	Signs directing you around the Refuge roads	1	2	3	4	5	NA
1	2	3	4	5	Signs directing you on trails	1	2	3	4	5	NA
1	2	3	4	5	Access for people with physical disabilities or who have difficulty walking	1	2	3	4	5	NA

Please write any comments you have regarding your level of satisfaction with the transportation-related items.

4. Below are different alternative transportation options that could be offered at some national wildlife refuges in the future. Considering refuges you have visited, please tell us **how likely you would be to use each transportation option.**

How likely would you be to use...	Very Unlikely	Somewhat Unlikely	Neither	Somewhat Likely	Very Likely
...a bus or tram that takes passengers to different points on the refuge (such as the Visitor Center/Contact Station)?	1	2	3	4	5
...a bike that was offered through a Bike Share Program for use while on the refuge?	1	2	3	4	5
...a bus or tram that provides a guided tour of the refuge with information about the Refuge and its resources?	1	2	3	4	5
...a boat that goes to different points on refuge waterways?	1	2	3	4	5
...a bus or tram that runs during a special event (such as an evening tour of wildlife or weekend festival)?	1	2	3	4	5
...an offsite parking lot that provides trail access for walking/hiking on to the refuge?	1	2	3	4	5
...some other alternative transportation option? (please specify) _____	1	2	3	4	5

5. If alternative transportation were offered at *this* Refuge, would it enhance your experience? (please mark **only one**)

- Yes No Not Sure

SECTION 3. Please tell us about your expenses related to your visit to this Refuge.

1. Please estimate the amount you and members of your group with whom you shared expenses (for example, other family members, traveling companions) spent for **your entire trip within 50 miles** of this Refuge (please enter the amount for each category).

Categories	Amount Spent in Local Communities & at Refuge (within 50 miles of this Refuge)
Motel, bed & breakfast, cabin, etc.	\$ _____
Camping	\$ _____
Restaurants & bars	\$ _____
Groceries	\$ _____
Gasoline and oil	\$ _____
Local transportation (bus, shuttles, rental car, etc.)	\$ _____
Refuge entrance fee	\$ _____
Recreation guide fees (hunting, fishing, wildlife viewing, etc.)	\$ _____
Equipment rental (canoe/bicycle/kayak/etc.)	\$ _____
Sporting good purchases	\$ _____
Souvenirs/clothing and other misc. retail	\$ _____
Other: _____	\$ _____

2. Including yourself, how many people in your group shared these expenses on your trip to this Refuge? (*please write in the number*).

_____ # of persons in your group sharing these expenses

3. As you know, some of the costs of travel such as gasoline, hotels, and airline tickets often increase. If your total trip costs were to increase, what is the maximum extra amount you would pay and still visit this Refuge? (*please circle the highest dollar amount*)

\$0 \$10 \$20 \$35 \$50 \$75 \$100 \$125 \$150 \$200 \$250

4. Do you live in the local area (within approximately 50 miles of the Refuge)?

Yes

No → How much time did you spend **in the local communities** on this trip?

_____ number of hours OR _____ number of days

5. Did you pay a Refuge entrance fee?

Yes

No → *skip to Section 4*

I purchased and used a separate pass (for example, the America the Beautiful – National Park and Federal Recreation Lands Annual Pass) → *skip to Section 4*

6. In your opinion, how appropriate was the Refuge entrance fee? (*please mark **only one***)

Far too low Too low About right Too high Far too high Did not pay a fee

(skip to Section 4)

7. Please indicate whether you disagree or agree with the following statement. (*please mark **only one***)

The value of the recreation opportunities and services I experienced at this Refuge was at least equal to the fee I paid.

Strongly disagree Disagree Neither agree or disagree Agree Strongly agree

SECTION 4. Please tell us your opinion about services and facilities on this Refuge.

1. Considering your visit to this Refuge, please indicate the extent to which you disagree or agree with each statement. (*please circle one number for each statement*).

Overall, I am satisfied with...	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Not Applicable
...the recreational activities and opportunities provided by this Refuge.	1	2	3	4	5	NA
...the information and education provided by this Refuge about its resources.	1	2	3	4	5	NA
...the services provided by employees or volunteers at this Refuge.	1	2	3	4	5	NA
This refuge does a good job of conserving fish, wildlife, plants, and their habitats.	1	2	3	4	5	NA

2. Please tell us how you feel about the following services and facilities that may be offered on this Refuge.

First **rate how important** each item is to you when visiting this Refuge.

Then **rate how satisfied** you are with the way this Refuge is managing for each item.

Circle NA “not applicable” if this Refuge does not offer a specific service or facility.

Importance <i>Please circle one.</i>					Satisfaction <i>Please circle one.</i>												
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important	Refuge Services and Facilities							Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
1	2	3	4	5	1	2	3	4	5	NA							
1	2	3	4	5	Availability of employees or volunteers	1	2	3	4	5	NA						
1	2	3	4	5	Courteous and welcoming employees or volunteers	1	2	3	4	5	NA						
1	2	3	4	5	Knowledgeable employees or volunteers	1	2	3	4	5	NA						
1	2	3	4	5	Printed information (for example, maps and brochures) about this Refuge and its resources	1	2	3	4	5	NA						
1	2	3	4	5	Informational kiosks/displays about this Refuge and its resources	1	2	3	4	5	NA						
1	2	3	4	5	Signs with rules/regulations for this Refuge	1	2	3	4	5	NA						
1	2	3	4	5	Exhibits about this Refuge and its resources	1	2	3	4	5	NA						
1	2	3	4	5	Environmental education programs or activities	1	2	3	4	5	NA						
1	2	3	4	5	Visitor Center	1	2	3	4	5	NA						

Importance <i>Please circle one.</i>					Satisfaction <i>Please circle one.</i>						
Very Unimportant	Somewhat Unimportant	Neither	Somewhat Important	Very Important							
1	2	3	4	5							
Refuge Services and Facilities											
1	2	3	4	5	Convenient hours and days of operation	1	2	3	4	5	NA
1	2	3	4	5	Well-maintained restrooms	1	2	3	4	5	NA
1	2	3	4	5	Wildlife observation structures such as decks and blinds	1	2	3	4	5	NA
1	2	3	4	5	Bird-watching opportunities	1	2	3	4	5	NA
1	2	3	4	5	Opportunities to observe wildlife other than birds	1	2	3	4	5	NA
1	2	3	4	5	Opportunities to photograph wildlife and scenery	1	2	3	4	5	NA
1	2	3	4	5	Hunting opportunities	1	2	3	4	5	NA
1	2	3	4	5	Fishing opportunities	1	2	3	4	5	NA
1	2	3	4	5	Trail hiking opportunities	1	2	3	4	5	NA
1	2	3	4	5	Water trail opportunities for canoeing or kayaking	1	2	3	4	5	NA
1	2	3	4	5	Bicycling opportunities	1	2	3	4	5	NA
1	2	3	4	5	Volunteer opportunities	1	2	3	4	5	NA

Please write any comments you have regarding your level of satisfaction with any of the services or facilities.

SECTION 5. Please tell us about your understanding of and opinions regarding national wildlife refuges and the resources that they aim to protect.

1. Before you were contacted to participate in this survey, were you aware that national wildlife refuges... *(please mark **one answer** for each item below)*

- ...are managed by the U. S. Fish and Wildlife Service? Yes No
- ...have the primary mission of conserving, managing, and restoring fish, wildlife, plants and their habitat? Yes No

2. Compared to other public lands you have visited (besides other Refuges), do you think this Refuge provides a unique recreation experience? (please mark **only one**)

Yes No

3. If you answered yes to Question 2, please briefly describe what makes this Refuge experience unique.

4. To what extent do you disagree or agree with each statement below regarding climate change as it relates to fish, wildlife and their habitats?

Statements about climate change	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I am personally concerned about the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
I stay well-informed about the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
I take actions to alleviate the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
We can improve our quality of life if we address the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
There is too much scientific uncertainty to adequately understand how climate change will impact fish, wildlife and their habitats.	1	2	3	4	5
It is important to consider the economic costs and benefits to local communities when addressing the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
Future generations will benefit if we address the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
There has been too much emphasis on the catastrophic effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5
My experience at this Refuge would be enhanced if the Refuge provided more information about how I can help address the effects of climate change on fish, wildlife and their habitats.	1	2	3	4	5

SECTION 6. Please tell us about yourself. Your answers will not be associated with you personally in any way.

1. Are you a citizen or permanent resident of the United States?

Yes No → If not, what is your home country? _____

2. Are you? Male Female

3. In what year were you born? _____ (YYYY)

4. What is your highest year of formal schooling? (please circle one number)

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20+
(elementary)					(junior high or middle school)			(high school)				(college or technical school)				(graduate or professional school)			

5. What ethnicity do you consider yourself? (please mark **one**) Hispanic or Latino Not Hispanic or Latino

6. From what racial origin(s) do you consider yourself? (please mark **all that apply**)

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

7. How many members of your household contribute to paying the household expenses? _____ persons

8. Including these members, what was your approximate household income from all sources (before taxes) last year?

<input type="checkbox"/> Less than \$10,000	<input type="checkbox"/> \$35,000 - \$49,999	<input type="checkbox"/> \$100,000 - \$149,999
<input type="checkbox"/> \$10,000 - \$24,999	<input type="checkbox"/> \$50,000 - \$74,999	<input type="checkbox"/> \$150,000 - \$199,999
<input type="checkbox"/> \$25,000 - \$34,999	<input type="checkbox"/> \$75,000 - \$99,999	<input type="checkbox"/> \$200,000 or more

9. How many outdoor recreation trips did you take in the last 12 months (for such activities as hunting, fishing, wildlife watching, etc)?

_____ number of trips

Thank you for completing the survey. There is additional space below for you to write in any comments you have regarding your visit to this Refuge.