

Instrument E – Transportation Effects on Park Shuttle Experience – MORA

2011



ID: _____

Location: _____

Date: _____

Time: _____ AM/PM

A. Trip Description

1. Including yourself, how many people are in your personal group today?

[Topic Area 1. GR3]

_____ Number of people

2. Are there any children under the age of 16 in your group today? (Check one.)

[Topic Area 1. VARIATION GR3]

Yes (_____ Number of children)

No

3. Which of the following activities have you or do you plan to do during this visit to Mount Rainier National Park? (Check all that apply.)

[Topic Area 3. VARIATION ACT18]

Day hike

Bicycle

Picnic

Drive to view scenery

View wildflowers

View wildlife

Take photographs

Visit a visitor center

Play in the snow

Backpack

Mountaineer/climb

Attend a park service naturalist program

Tour Longmire Museum

Camp overnight in a campground

Stay overnight at Longmire Inn or Paradise Lodge

Shop for souvenirs

Eat at one of the eating establishments within the park

Other (Please specify: _____)

4. Which of the activities listed in Question 3 would you consider to be your primary activity during this visit? [Topic Area 3. ACT23]

_____ Primary activity

5. Which of the following locations have you or do you plan to visit during this trip to Mount Rainier National Park? (Check all that apply.) [Topic Area 3. ACT19]

- Westside Road
- Longmire
- Comet Falls
- Cougar Rock
- Ricksecker Point
- Paradise area
- Ohanapecosh
- Tipsoo Lake
- White River
- Box Canyon
- Sunrise area
- Carbon River area
- Mowich Lake area
- Other (Please specify: _____)

6. Which of the following description best fits your group during this visit to Mount Rainier National Park? (Check one.) [Topic Area 2. VARIATION TPLAN4]

- We had not determined any specific destinations to visit before entering the park
- Before entering the park we had decided on ONE destination as the focus of our visit
(_____ *Name of destination*)
- Before entering the park we had decided on multiple destinations, all of which are important to our visit
(_____ *Name of destination*)
(_____ *Name of destination*)
(_____ *Name of destination*)
(_____ *Name of destination*)
(_____ *Name of destination*)

B. The Visitor Experience

Please answer the following questions as they apply to your use of the Mount Rainier shuttle bus today.

7. At which of the following locations did you first board the shuttle bus during this visit to Mount Rainier National Park? (Check one.) [Topic Area 3. VARIATION TRIPC2]

- Ashford, WA
- Longmire
- Cougar Rock
- Narada Falls
- Paradise
- Comet Falls
- Don't know/Not sure

8. For each of the following destinations, please indicate whether you visited the location using the Mount Rainier shuttle bus today? (Check one for each item.) [Topic Area 3. VARIATION TRANS7]

| Location | Yes | No | Don't Know/ Not Sure |
|--------------|--------------------------|--------------------------|--------------------------|
| Longmire | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Cougar Rock | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Narada Falls | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Paradise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Comet Falls | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Are there destinations in the park to which you would have liked to ride the shuttle bus today, but were unable to do so because the bus doesn't go there? (Check one.) [Topic Area 2. TRIP/VISIT CHARACTERISTICS]

- Yes (Please specify all destinations: _____

_____)
- No

10. **What did you most enjoy about your use of the Mount Rainier shuttle today?**
(Please tell us up to three things you enjoyed most.) [Topic Area 6. EVALSERV25]

a. _____

b. _____

c. _____

11. **What did you least enjoy about your use of the Mount Rainier shuttle today?**
(Please tell us up to three things you enjoyed least.) [Topic Area 6. EVALSERV24]

a. _____

b. _____

c. _____

12. **If you could ask the National Park Service to change some things about the way they manage the Mount Rainier shuttle, what would you ask them to do?**
[Topic Area 6. VARIATION EVALSERV7]

(Please tell us up to three things you would ask to be changed.)

a. _____

b. _____

c. _____

13. A. Please indicate (1) how important each of the following items is to your overall enjoyment of using the Mount Rainier shuttle bus, and (2) the extent to which you were satisfied or dissatisfied with each during your use of the shuttle bus system today. Please circle one response under IMPORTANCE and one response under SATISFACTION for each item. [Topic Area 6. VARIATION EVALTRAN4]

| | IMPORTANCE | | | | | SATISFACTION | | | | | |
|--|----------------------|--------------------|---------------------|---|---|-----------------------|---------|---------------------|----------------|---|----|
| | Not at all important | Somewhat Important | Extremely Important | | | Extremely Unsatisfied | Neutral | Extremely Satisfied | Not applicable | | |
| Frequency of buses/waiting time for next bus. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Availability of seats on the bus for everyone in your group. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Ability to see out bus windows to view scenery. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Hearing interpretive announcements while riding on the bus. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Not having to drive in traffic congestion on park roads. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Not having to pay a fare to ride the shuttle bus. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Not having to find parking at crowded destinations. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Being able to get to all the places in the park I want to visit. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| The amount of time it takes to ride the shuttle bus to the places in the park I want to visit. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Being able to explore the park at my own pace. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |

| | IMPORTANCE | | | | | SATISFACTION | | | | | |
|--|----------------------|---|--------------------|---|---------------------|-----------------------|---------|---|---|---------------------|----------------|
| | Not at all important | | Somewhat Important | | Extremely Important | Extremely Unsatisfied | Neutral | | | Extremely Satisfied | Not applicable |
| The amount of crowding onboard the bus. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| The shuttle bus arrives at stops on schedule. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Having enough space on the bus for personal belongings (e.g., backpack, cooler, stroller). | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Ability to find information about the shuttle bus system <u>while planning your visit.</u> | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |
| Traveling in the park in a way that minimizes my environmental impact. | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 | NA |

B. Please list any other items that are important to your overall enjoyment of using the Mount Rainier shuttle bus that were not included above. [Topic Area 6. VARIATION EVALTRAN4]

14. A. We would like to know how many people you think could ride the Mount Rainier shuttle bus without the bus being too crowded. To help judge this, please imagine you are riding the shuttle bus and indicate how acceptable each of the following scenarios would be. (Circle one number for each scenario.) [Topic Area 5. VARIATION VERP1]

| Visitor Use Level | | Very Unacceptable | | | | | Very Acceptable | | | | |
|-------------------|--|-------------------|----|----|----|---|-----------------|----|----|----|--|
| A | No rider needs to sit next to another. There are more than 2 seats for each rider. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| B | Riders can choose where to sit. There are 3 seats for every 2 riders. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| C | All riders can sit. There is 1 seat for each rider. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| D | All seats are occupied and a few riders must stand. There are 5 riders for every 4 seats. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| E | All seats are occupied and many riders must stand. There are 3 riders for every 2 seats. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| F | All seats are occupied and half of all riders must stand. There are 2 riders for every seat. | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |

B. Which of the above visitor use levels would you prefer on the Mount Rainier shuttle bus? [Topic Area 5. VARIATION VERP2]

Use level you prefer: _____ (Enter a letter from Question 14A)

C. Which of the above visitor use levels is the maximum amount the National Park Service should allow? In other words, at what point should the number of visitors on the Mount Rainier shuttle bus be limited? [Topic Area 5. VARIATION VERP3]

Max. use level the NPS should allow: _____ (Enter a letter from Question 14A)

OR

None of the use levels are high enough to limit the number of visitors on the shuttle bus.

OR

The number of visitors on the Mount Rainier shuttle bus should not be limited.

D. Which of the visitor use levels would be so unacceptable that you would no longer use the Mount Rainier shuttle bus? If none of these use levels are so unacceptable that you would no longer use the Mount Rainier shuttle bus, you may indicate that. [Topic Area 6. INDIVIDUAL PERCEPTIONS OF THEIR PARK EXPERIENCES]

Use level when you'd no longer use shuttle: _____ (Enter a letter from Question 14A)

OR

None of the use levels are so unacceptable that I would no longer use the Mount Rainier shuttle.

E. Please indicate which of the above visitor use levels best describes the average use you experienced while riding the Mount Rainier shuttle bus today. [Topic Area 5. VARIATION VERP4]

Use level most like today: _____ (Enter a letter from Question 14A)

F. How crowded did you feel on the Mount Rainier shuttle bus today? (Circle one number.) [Topic Area 5. VARIATION CROWD1]

| | | | |
|------------|----------|-------------|-----------|
| Not at all | Slightly | Moderately | Extremely |
| Crowded | Crowded | Crowded | Crowded |
| 1 2 | 3 4 | 5 6 7 | 8 9 |

15. A. Please rate the acceptability of the following service frequencies for the Mount Rainier shuttle bus. A rating of -4 means you find the frequency of service to be “very unacceptable,” and a rating of +4 means you find the frequency of service to be “very acceptable.” (Circle one number for each service frequency level.)
[Topic Area 5. VARIATION VERP1]

| Service Frequency Level | Very Unacceptable | | | | | | | | Very Acceptable | |
|-------------------------|--|----|----|----|---|----|----|----|-----------------|--|
| A | There is less than 10 minutes between bus departures from each stop. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| B | A bus departs from each stop every 10 to 14 minutes. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| C | A bus departs from each stop every 15 to 20 minutes. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| D | A bus departs from each stop every 21 to 30 minutes. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| E | A bus departs from each stop every 31 to 60 minutes. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |
| F | There is more than one hour between bus departures from each stop. | | | | | | | | | |
| | -4 | -3 | -2 | -1 | 0 | +1 | +2 | +3 | +4 | |

- B. Which of the above service frequencies would you prefer for the Mount Rainier shuttle? **[Topic Area 5. VARIATION VERP2]**

Service you prefer: _____ (Enter a letter from Question 15A)

- C. Which of the service frequencies would be so unacceptable that you would no longer use the Mount Rainier shuttle? If none of these levels of service frequency are so unacceptable that you would no longer use the Mount Rainier shuttle, you may indicate that. **[Topic Area 6. INDIVIDUAL PERCEPTIONS OF THEIR PARK EXPERIENCES]**

Service when you'd no longer use shuttle: _____ (Enter a letter from Question 15A)

OR

- None of the service frequencies are so unacceptable that I would no longer use the Mount Rainier shuttle.

D. Approximately how long did you wait, on average, for Mount Rainier shuttle buses to depart today? [Topic Area 3. TRANS4]

Average waiting time: _____ (minutes)

16. How likely would you be to use the Mount Rainier shuttle bus system on a future visit to the park? (Check one.) [Topic Area 3. VARIATION FVIS 18]

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely

| |
|----------------------------------|
| C. Background Information |
|----------------------------------|

17. **What is your gender? (Check one.) [Topic Area 1. GEND2]**
 Male
 Female
18. **In what year were you born? [Topic Area 1. AGE1]**
Year born: _____
19. **Do you live in the United States? (Check one.) [Topic Area 1. RES1]**
 Yes (What is your zip code? _____)
 No (What country do you live in? _____)
20. **What is the highest level of formal education you have completed? [Topic Area 1. ED2]**
(Check one.)
 Some high school
 High school graduate or GED
 Some college, business or trade school
 College, business or trade school graduate
 Some graduate school
 Master's, doctoral or professional degree
21. **Are you Hispanic or Latino? (Check one.) [Topic Area 1. RACE/ETH2]**
 Yes
 No
22. **What is your race? (Check all that apply.) [Topic Area 1. RACE/ETH3]**
 American Indian or Alaska Native
 Asian
 Black or African American
 Native Hawaiian
 Pacific Islander other than Native Hawaiian
 White

Thank you for your help with this survey! Please return it to the surveyor.

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