POOL OF KNOWN QUESTIONS

Table of Contents

TOPIC AREA 1: RESPONDENTS' CHARACTERISTICS AND KNOWLEDGE

The questions in this section will be used characterize the population of respondents participating in each sample. Individual characteristics collected will be attributes of individual park visitors or visitor groups, potential visitors or groups, and residents of communities near parks. Individual characteristics collected will be relevant and limited to the mission, management, and/or operations of National Park System units. The scope of the information will be limited to those that are germane to the topic being studied and relevant to the park and its management. This information will be used to check the representativeness of each sample against the population. Variables such as age, education, and knowledge are often good predictors of demand and visitation behavior.

AGE (AGE)

AGE1: For you and your personal group on this visit, please provide the following. (If you do not know the answer, please leave blank).

	Current Age	U.S. Zip Code or name of country other than U.S.	Number of visits made to [NPS site] (including this visit)	
			past [n] months	lifetime
Yourself				
Member #2				
Member #3				
Member #4				
Member #5				
Member #6				
Member #7				

AGE2: In what year were you born? _____

AGE3: What is your age? _____

EDUCATION (ED)

ED1: Please indicate the highest level of education you have completed. Please mark (•) **only one**.

O Some high school   O Bachelor's degree

O High school diploma/GED   O Graduate degree

O Some college

ED2: What is the highest level of formal education you have completed? Please mark (•) **only one**.

O Less than high school   O Two-year college degree
O Some high school   O Four-year college degree
O High school graduate   O Masters Degree
O Vocational/trade school certificate O Ph.D., M.D., J.D., or equivalent
O Some college

GENDER (GEND)

GEND1: What is your gender? Please mark (•) one.

O   Male   O   Female

GROUP CHARACTERISTICS (GR)

GR1: On this visit, what kind of personal group (not guided tour/school group) were you with? Please mark (●) **only one**.

- O   Alone

- O   Family

- O   Friends

- O   Family and friends

- O   Other (Please specify) _____

GR2: On this visit, were you and your personal group with the following type of organized groups?

Commercial guided tour group	O Yes	O No
School/educational group	O Yes	O No
Other organized group (such as business group, scout group, etc.)	O Yes	O No

GR3: How many people were in your [personal, organized, tour] group, including you?

_____ Number of people

GR4: a. Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

O Yes   O No

b. If **YES**, on this visit what activities or services did the person(s) have difficulty accessing or participating in?
(Please describe) _____

c. Because of the physical condition, which specific difficulties did the person(s) have? Please mark (●) **all** that apply.

- O   Hearing (difficulty hearing ranger programs, bus drivers, audio-visual exhibits or programs, or information desk staff even with hearing aid)

- O   Visual (difficulty in seeing exhibits, directional signs, visual aids that are part of programs even with prescribed glasses or due to blindness)

- O   Mobility (difficult in accessing facilities, services, or programs even with walking aid and/or wheelchairs)

- O   Other (Please specify) _____

GR5: Are you traveling with a pet today?

O   No   O Yes (Specify pet type(s) _____

KNOWLEDGE (KNOW)

KNOW1: Prior to this visit, were you and your personal group aware of [NPS site]?

      O Yes   O No   O Not sure

KNOW2: Prior to this visit, were you and your personal group aware that [NPS site] is managed by the National Park Service (NPS)?

      O Yes   O No   O Not sure

KNOW3: The National Park Service manages [NPS site]. [Other land management agency] manages land [near (e.g. east, south, etc)] of the [NPS site]. Prior to this visit, were you aware that two different organizations administer these sites? Please mark (•) only one.

           O Yes, aware sites were managed by two different organizations
           O No, thought both sites were managed by the National Park Service
           O No, thought both sites were managed by [other management agency]
           O Didn't know who managed either site

KNOW4: Prior to this visit, were you and your personal group aware that you would be visiting [NPS site], an area managed by the National Park Service?

           O Yes   O No   O Not sure

KNOW5: Prior to this visit to [NPS site], were you and your personal group aware of the difference between a national park area and a national forest? Please mark (•) **only one**.

           O Yes   O No   O Not sure

KNOW6: Prior to this visit, did you and your personal group know who [important person of NPS site] was?

           O Yes   O No   O Not sure

KNOW7: Prior to this visit, were you and your personal group aware of [important area in NPS site]?

           O Yes   O No   O Not sure

KNOW8: Prior to this visit, were you and your personal group familiar with [NPS site] rules and regulations?

           O Yes   O No   O Not sure

This is a new question. This information allows park managers to develop the content of informational media to best meet visitors' informational needs about park issues, activities, sites, services, programs.

KNOW9: Prior to your visit, were you and members of your personal group aware of [specific issues, activities, sites, services, programs, etc.] at [NPS site]?

      O   Not aware   O   Somewhat aware   O   Very aware

KNOW10: Prior to this visit, were you and your personal group aware of the following nearby National Park Service sites?

  a) If you were aware of these sites prior to this visit, please mark (•) all sites you were aware of in column a.

  b) If you were not previously aware of these sites, how did you and personal your group find out about them on this visit? Please mark (.) **all** that apply in **column b.**

  c) Have you and/or your personal group members ever visited these sites? Please mark (.) **all** that apply in **column c.**

a) Prior to visit, aware of site?	b) Find out on this visit?	c) Ever visited site?
O [area-specific list of nearby sites]	O	O

This is a new question. The information helps determine the effect of resource management policy on visitors' experience and enjoyment of the resource. It provides important feedback for park managers implementing fire management policies.

KNOW11:

a) In some units of the National Park System, the National Park Service follows a prescribed burn policy. This policy involves using mechanical reduction of fuels as well as setting fires under specific weather and fire conditions to reduce the buildup of undergrowth and help prevent catastrophic fires. Prior to this visit to [NPS site], were you aware of this burn policy?

       O   Yes   O   No

b) If you and your personal group were to visit [NPS site] in the future, would you be willing to tolerate temporarily blackened landscapes resulting from prescribed burns?

       O   Yes, likely   O   No, unlikely   O   Not sure

c) if you and your personal group were to visit [NPS site] in the future, would you be willing to tolerate short periods (up to 2 days) of occasional smoke or reduced visibility caused by prescribed burns?

       O   Yes, likely   O   No, unlikely   O   Not sure

This is a new question. This information will be used by park managers to determine the communication efforts needed regarding non-native and evasive species control/monitoring to the public.

KNOW12: The National Park Service has a policy to control or remove non-native plants and animals from within park boundaries. Non-native species occupy an area that is not part of their natural, historic range, and often originated from another continent or region. Many of these species are invasive and damage park resources. Were you aware of this policy prior to your visit to [NPS site]?

       O   Yes   O   No

KNOW13: How familiar are you with the purposes and characteristics of federally designated Wilderness areas? Please mark (.) **only one**.

- O Not at all familiar
- O Slightly familiar
- O Moderately familiar
- O Very familiar
- O Extremely familiar

KNOW14: Over X% of the [NPS site] is designated wilderness area. Prior to this visit to the park, were you aware of this fact?

O   Yes   O   No   O   Not sure

KNOW15: Prior to this visit, were you aware of the following values of a wilderness area? Please mark (•) in **column b** or leave blank if you were not aware of the value.

c)   If you were aware of values of a wilderness prior to this visit, please mark (•) all sites you were aware of in column b

d)   Did you learn about the values of a wilderness during this visit to [NPS site]? Please mark (•) in **column c** or leave blank if you did not learn.

e)   On a future visit, would you like to learn about the values of a wilderness? Please mark (•) in **column d** or leave blank if you are not interested in learning.

Values of a wilderness area	b) Aware before my visit)	c) Learned on this visit	d) Would like to learn more
[area-specific list of wilderness values (e.g. untouched/undeveloped landscape, opportunity for solitude, protection of unpolluted watershed, etc.)]	O	O	O
Other value of wilderness (Specify: _____)	O	O	O

KNOWLEDGE/Leave-No-Trace (LNT)

LNT1: Food scraps from meals/cooking should be… Please mark (•) **only one**.
O Disposed of in available trash cans
O Buried at least 6 inches below ground
O Packed out
O Placed in backcountry toilets
O Don't know

LNT2: Have you ever participated in an official low-impact practices training or workshop (e.g., Leave No Trace training)? Please mark (•) **only one**.
O Yes
O No

LNT3: How would you describe your current knowledge of low-impact practices in backcountry settings? Please mark (•) **only one**.
O Novice
O Intermediate
O Expert

LNT4: It is okay to walk off of the marked/signed trails to enjoy plants up-close, as long as you stay in places where others have already walked. Please mark (•) **only one**.

O True
O False
O Don't know

LNT5: What should you do when you see wildlife approaching your campsite? Please mark (●) **only one**.

    O Put food on the ground to feed the animal
    O Make noise to scare the animal away
    O Be quiet and try not to startle the animal
    O Quietly approach the animal to get a better view
    O Don't know

LNT6: When disposing of human waste in backcountry areas where toilets are not available, it is best too...
    Please mark (●) **only one**.
    O Leave all waste above ground
    O Bury all waste
    O Bury excretions, pack out toilet paper
    O Pack out all human waste
    O Don't know

LANGUAGE (LANG)

LANG1: a) When visiting an area such as [NPS site], what languages do you and most members of your personal group prefer to use for the following?

Speaking   O   English   O Other (Specify) _____

Reading   O   English   O Other (Specify) _____

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

        O   None   O Other (Specify) _____

LANG2: What language (*if any other than English*) is frequently spoken in your home?

    O   English only   Language (other than English): _____

LANG3: Which one language do you and members of your personal group primarily use to communicate with each other?

    O English   O Other (Specify)_

This is a new question. This information helps park managers determine the need to develop interpretive programs and printed materials/signage in other languages.

LANG4: a) Would you or any member of your personal group prefer to receive information about [NPS site, programs, services, etc.] in languages other than English?

        O   Yes   O   No

    b) If YES, which language(s)? _____

PARTNER (PART)

PART1: a) Are you or any members of your personal group a member of the [friends group]?

O   Yes   O   No

b) If **NO**, would you be interested in joining or supporting the [friends group]?

O   Yes, likely   O   No, unlikely

c) If **NO**, why not? _____

PART2: [Name of partner/friends group] is a friends group that supports [NPS site] through educational programs, awareness, and funding. Prior to this visit, were you and your personal group aware of the [friends group]?

O   Yes   O   No

PART3: Prior to your visit, had you and your personal group ever heard of the following groups? Please mark (•) **only one.**

[NPS site affiliate/partner group]   O   Yes   O   No

RACE/ETHNICITY (RACE/ETH)

RACE/ETH 1: Are you or members of your personal group Hispanic or Latino? Please mark (•) for you and each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
Hispanic or Latino?	O	O	O	O	O	O	O
Not Hispanic or Latino	O	O	O	O	O	O	O

RACE/ETH2: For you only, are you Hispanic or Latino?

O   Yes   O   No

RACE/ETH3: What is your race? What is the race of each member of your personal group? Please mark (•) **one or more** for you and each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
American Indian or Alaska Native	O	O	O	O	O	O	O
Asian	O	O	O	O	O	O	O
Black or African American	O	O	O	O	O	O	O
Native Hawaiian or other Pacific Islander	O	O	O	O	O	O	O
White	O	O	O	O	O	O	O

RACE/ETH4: What is your race? Please mark (•) **one or more.**

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

RACE/ETH5: Which of these categories best indicates your race? Answer only for yourself. Please check (•) **one or more**.

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

RESIDENCE (RES)

RES1: Where do you live?
City _____ State_____ ZIP _____
Country (if not US) _____

RES2: Are you a permanent resident or citizen of the U.S.?
O No — What is your country of origin? _____
O Yes — What is your zip code and state of residence?
Zip Code _____
State _____

RES3: Do you live in the United States?
O Yes (What is your Zip Code? _____)
O No (What country do you live in? _____)

RES4: How long have you lived in the community where you now live? _____ years

RES5: For you and your personal group on this visit, please provide the following information. (If you do not know the answer, leave blank.)

	U.S. Zip Code	or name of country other than U.S.
Yourself		
Member #2		
Member #3		
Member #4		
Member #5		
Member #6		
Member #7		

VISITATION HISTORY (VISITHIS)

VISITHIS1: Have you visited [NPS site] before today?
O Yes   O No

If **YES**, approximately how many times have you visited [during specific time period]?

Number of prior visits: _____

VISITHIS2: a) Have you visited [specific location within the park] before today?
O Yes   O No

b) If **YES**, about how many times have you visited [specific location within the park], including this visit?

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

VISITHIS3: How many times have you visited [NPS site] in the *last [x]* months?

_____ (Including today)

VISITHIS4: How many years have you been visiting [NPS site]?

_____ years   **OR**   O This is my first visit

VISITHIS5: For you and your personal group on this visit, please tell us the number and frequency of visits you've made to this site in the past year. (If you do not know the answer, please leave blank). (Note: number of visits and frequency of visit scale will vary)

Number of visits or Frequency of visits made to [NPS site]							
	First Visit	Less than 1 time/year	Number times in the past [n] months				lifetime
			1-11 times	12-50 times	51-360 times	Daily	
Yourself							
Member #2							
Member #3							
Member #4							
Member #5							
Member #6							
Member #7							

This is a new question. This information will help park managers understand about visitation use patterns. This will also allow programs and services to be scheduled or revamped to meet visitors' needs throughout the year and across different time periods.

VISITHIS6: Please mark (•) all [the seasons/days of week/times of day] that you and your group have visited [NPS site].

(Response for season)

Winter	Spring	Summer	Fall
O	O	O	O

(Response for day of week)

Weekdays	Weekends	Both weekdays and weekends
O	O	O

(Response for time of day)

Mornings (sunrise to 10 a.m.)	Mid-day (10 a.m. to 2 p.m.)	Late afternoon (2 p.m. to 6 p.m.)	Evenings (6 p.m. to sunset)	Night (sunset to sunrise)
O	O	O	O	O

TOPIC AREA 2 - TRIP PLANNING

The section on Trip Planning includes aspects of travel which affect a trip or decisions which individuals make prior to, during, or following their trips to parks, related areas, and nearby communities. Trip characteristics will be relevant to the mission, management, and/or operations of National Park System units that are included in the scope of this topic area. The scope of the information collected will be limited to those that are germane to the topic being studied and relevant to the park and its management.

TPLAN1: Prior to this visit, how did you and your personal group obtain information about [NPS site]? Please mark (●) **all** that apply in **column a.**

b) If you were to visit [NPS site] in the future, which sources would you and your personal group prefer to use to obtain information in planning your visit? Please mark (●) **all** that apply in **column b.**

a) Prior to this visit?	How did you and your personal group obtain information about [NPS site]?	b) On a future visit?
O	Obtained no information prior to visit	O
O	Live in local area	O
O	[area-specific list of options (e.g. web site, friends/family, school program, television show, other NPS sites, etc)]	O
O	Other (Please specify)	O

TPLAN2: From the sources marked above, did you and your personal group receive the type of information about the park that you needed?

    O Yes   O No   O   Not sure

TPLAN3: If NO, what was the information you and your personal group needed that was not available? Please be specific. _____

TPLAN4: Where do you prefer to get your National Park trip planning information?

        O   [list of options (e.g. web site, friends/family, television, NPS web site,

                other web sites, etc)]

        O   Other (Please specify) _____

TPLAN5: How did this visit to [NPS site] fit into your personal groups travel plans? Please mark (●) **only one**.

O [NPS site] was primary destination

O [NPS site] was one of several destinations

O [NPS site] was not a planned destination

This is a new question. This information helps the park determine visitor use of the park website and obtain visitor opinions on its current quality. Park managers will use this this information to improve the quality, content, and usefulness of the park website.

TPLAN 6: a) Did you and your personal group obtain information from the park website prior to or during this visit to plan your trip to [NPS Site]?
        O   Yes   O   No

b) How would you rate the quality of information provided on the park website to plan your visit? Please mark (•) one.

Very poor	Poor	Average	Good	Very good
O	O	O	O	O

c) Did you and your personal group find the information that you needed on the park website?

O   Yes   O   No

d) If you and your personal group did not use the park website, why not? _____

e) What type of information was most valuable to you and your personal group? _____

TPLAN7: If you and your personal group used the park website (www.nps.gov/[site]/) prior to or during this visit, please rate how helpful the website was in planning your visit. Please mark (•) **only one**.

O Did not use website

Not at all helpful	Slightly helpful	Moderately helpful	Very helpful	Extremely helpful
O	O	O	O	O

TPLAN8: Do you and your personal group have any suggestions to improve the park website? Please be specific.
_____

TPLAN 9: How much time did you and your personal group plan to spend in the park?

O   No planned amount of time

_____ Hours **OR**   _____ Minutes

TPLAN 10: Prior to your visit, who in your personal group made the decision to visit [NPS site]? Please mark (•) **all** that apply.

O [list of personal group members (e.g. head of household) and other individuals (such as tour guide, etc).]

TPLAN11: What determined when you left [NPS site]? Please mark (•) **all** that apply**.**
O   [area-specific list of factors (such as on a fixed tour schedule, bad weather conditions, lack of things to do/see, etc)]
O   Other (Please specify) _____

TPLAN12: When did you and your personal group make the decision to visit [NPS site]? Please mark (•) **only one.**
O   On the day of the visit
O   2-7 days before the visit
O   8-30 days before the visit
O   1-6 months before the visit
O   More than 6 months, but less than a year before the visit
O   A year or more before the visit

TPLAN13: Why did you and your personal group choose to visit [NPS site] when you did?
_____

TPLAN14: Which factors affected you and your personal group's decision to visit [NPS site] on the day that you visited? Please mark (●) **all** that apply.

     O   [area-specific list of factors]

     O   Other (Please specify) _____

TPLAN15: In deciding to visit this national park, please indicate (on a scale of 1-5) the extent to which the following factors influenced your decision. (Circle the number of your choice.)

	Not at all influential	Slightly influential	Somewhat Influential	Very influential	Extremely influential
[area-specific list of factors (e.g. activity participation, historical or culture elements, to visit an NPS site, etc.)]	1	2	3	4	5

TPLAN16: From the list above, which is the <u>most important reason</u> for you to visit this national park? _____

TPLAN17: In preparing for this visit to [NPS site], what safety measures (such as wearing sunscreen, bringing drinking water, wearing proper footwear, etc.) did you and your personal group take? Please be specific.

     O   None

_____

_____

TPLAN18: On this visit, did you and your personal group feel prepared for common safety situations (such as exposure to sun, heat, access to drinking water, flash floods, lack of proper footwear, etc.) that you encountered in the park?

     O Yes   O No

TPLAN19: Prior to this visit, how did you and your personal group obtain information about safety measures?

     O   Did not obtain any safety information
     O   [area-specific list of information options]
     O   Other (Please specify) __

TPLAN20: a) Prior to this visit, were you and your personal group aware of the tour reservations system at [NPS site]?
     O Yes   O No

     b) If YES, did you and your personal group make tour reservations prior to your visit?

     c) If NO, how did you and your personal group learn about the tours?

_____

TPLAN21: If you responded YES to the question above, did you get the tour reservation by calling the toll-free telephone number or by going online to the National Park Service reservation website?

     O Calling phone number   O Online   O Not sure

TOPIC AREA 3 - TRIP BEHAVIORS

Individuals participate in many activities during their visits to parks, related areas and nearby communities. The questions in this section will be used to identify individual activities, behaviors, or uses of natural and cultural resources which are relevant to the mission, management, and/or operations of National Park System units Understanding the current and future uses and purposes of park visitors will be helpful to managers when considering updating park management plans and educational efforts.

ACTIVITIES (ACT)

ACT1: This question lists activities available to visitors at [NPS site].

    a) <u>On past visits</u>, in which activities did you and your personal group participate? Please mark (●) **all** that apply in **column a.** If you did not participate in an activity in the past, please leave this column blank.

    b) As you were <u>planning your trip</u>, which activities did you and your personal group expect to include on this visit? Please mark (●) **all** that apply in **column b.**

    c) <u>On this visit</u>, in which activities did you and your personal group participate? Please mark (●) **all** that apply in **column c.**

    d) <u>If you were to visit in the future</u>, in which activities did you and your personal group participate? Please mark (●) **all** that apply in **column d.**

	A Activities <u>on past visits</u>	**B** Activities <u>expected</u>	**C** Activities <u>on this visit</u>	**D** Activities <u>on future visit</u>
area-specific list of activities	O	O	O	O
	O	O	O	O

    e) On this visit, which one activity in column c that you and your personal group participated in was the **most** important to your visit to this park? Please list **only one or mark none**.

_____

    O None

ACT2: Which one of the above activities in which you or your personal group participated was your **primary reason** for visiting [NPS site]? Please list only one.

ACT3: On **this** visit to [NPS site], in which activities did you and/or your personal group participate? Please mark (●) **all** that apply in the **column a.**

    For visits to [NPS site] during the past 12 months, please list the number of times you and/or your personal group participated in these activities. Mark (●) **only one** for each activity in **column B.** If you have not visited during the past 12 months, go on to question X after completing **column A.**

	Activity	**(B)**					
		Frequency of activities during past 12 months? Mark (●) one					
(A) This Visit		Never	Daily	Several times a week	Several times a month	Several times a year	Only once
O	List of area-specific list of activities	O	O	O	O	O	O
O	Other (Please specify)	O	O	O	O	O	O

ACT4: Was there anything you and your personal group expected to see or do on this visit to [NPS site] that you were not able to?

        O   Yes   O   No

ACT5: If YES, what was it? _____

ACT6: Why weren't you able to see or do what you wanted to? _____

ACT7:
a) On this visit, did you and your personal group attend any [ranger-led activities/ programs, informational/interpretive program] at [NPS site]?

        O   Yes   O   No

b) If **YES**, what program(s) did you and your personal group attend?

_____

c) If **NO**, why not?

        O   Not interested in activities/programs

        O   [area-specific list of reasons]

        O   Other reasons (Please specify) _

ACT8: On this visit, did anyone in your personal group participate in the Junior Ranger program? Please mark (•) **only one.**

        O   Yes, and earned the Junior Ranger badge

        O   Yes, participated but did not complete
                What prevented your group from earning the badge?

                _____

        O   No, we did not have any children in the group

        O   No, we had children in the group, but did not participate
                Why not? _____

                _____

ACT9: If your personal group **did not** participate in the Junior Ranger program, please indicate the reason. Please mark (•) **all** that apply.

        O   Did not have any children in the group
        O   Did not know about the program
        O   Did not have enough time
        O   Not interested
        O   Other reasons (Please specify) _____

ACT10: On this visit, did you and your personal group take a tour with an independent guide (not a park ranger)?

        O   Yes   O   No

ACT11: If YES, did your guide explain the park rules and regulations to you and your personal group?

        O   Yes   O   No

ACT12: Have you ever taken a scenic air tour over [NPS site] or any other national park? Please mark (●) **all** that apply.

    O Yes, I have taken a scenic air tour over [NPS site]

    O Yes, I have taken a scenic air tour over another national park

    O No, I have never taken a scenic air tour over a national park

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This is a new question. Visitor wait time for using services or facilities is important to their participation in such activities. This information can be used by park managers for service/facility planning and crowd control policies.

ACT13: How long did you and/or your personal group have to wait to take the [tour](s)? Please list partial hours as 1/4, 1/2, or 3/4.

_____ Number of hours and/or minutes

This is a new question. Due to limited capacity in some NPS sites, crowds are controlled by ticketing systems. This question provides managers with data about the level of usage of the services/facilities that the park offers and helps determine the effectiveness and/or the need for a new ticketing/reservation system.

ACT14: a) Were you able to obtain a ticket for [program or tour]?

    O   Yes   O   No

b) If NO, why not? _____

ACT15: On this visit, did you and your personal group use the audio tour in [area-specific list of available languages]?
    O   Yes   O   No

ACT16: Which of the following park programs (e.g., media exhibits, ranger programs, literature, audiovisual presentations, or informal ranger contacts) did you and your personal group participate in or use on this trip? (Check all that apply.)

    O The [area-specific list of programs__ program at the _[site]

ACT17: Of the above park programs and media, which one was the <u>most meaningful</u> to you?
    _____

ACT18: Why was the park program or media you identified above most meaningful? (Explain briefly.)_____

ACT19: a) On this visit, how did you and your personal group explore [NPS site]? Please mark (●) **only one**.

    O   [list of area-specific options (such as self-guided tour in private vehicle, education/school tour, commercial tour, etc.)]

This section of ACT 19 is new. This information helps to determine the need for adjusting or adding interpretive programs/media and other educational opportunities.

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b) Did the above method(s) of exploring the park meet you and your personal group's expectations?

    O Yes   O No

ACT20: On this visit, did you and your personal group view the [type of] exhibits?

       O   Yes   O   No

> **This is a new question.** Park managers need this information to identify and mitigate issues such as exhibit content and accessibility, as well as visitors' awareness of exhibits.

ACT21: If you and your personal group did not use [view] the [exhibit type] exhibits, why not?

_____

ACT22: On this visit, did you and your personal group attend a special event (such as cultural events, music, movies, etc.)?

       O   Yes   O   No

> **This is a new question.** Park managers need this information to determine the usage level of specific activities in order to make management decisions such as prioritizing spending and meeting the needs of specialized recreationists.

ACT23:
a) Did anyone in your personal group participate in [specific activity] in [NPS site] on this visit or past visit(s)? Please mark (•) **one.**

      O   No, have not participated in [specific activity]
      O   Yes, participated on both this visit and past visit(s)
      O   This is our first time participated in [specific activity] here
      O   Have participated in the past, but not on this visit

b)   Where is your personal group's preferred area to conduct [specific activity] at [NPS site]?

      O   Don't have a preferred area

    OR list **one** _____

c)   Has anyone in your personal group ever developed a new route/area for this activity in [NPS site]?

      O   Yes   O   No

> **This is a new question.** This question provides information about commercial/concession services level of usage by visitors. The information helps park managers in business/commercial planning.

ACT24: Did you and your personal group rent any equipment (canoe, kayak, tube, tank, etc.) from [a commercial outfitter, concessionaire, etc.]?

      O   Yes   O   No

> **This is a new question.** Park managers need this information to justify the purchase, maintenance, and enhancement of special needs equipment, as well as to identify gaps in visitors' awareness of this equipment.

ACT25:
a) Did you and your personal group use any of the special needs equipment available at [NPS Site]?
      O   Yes   O   No
b) If YES, was the special needs equipment easy to use?
      O   Yes   O   No
c) If [NPS site] were to have an [special needs equipment, e.g. electric golf cart] available for visitors, is there anyone in your group who would be likely to use it?
      O   Yes   O   No

ACT26:
a) Did you and your personal group observe [specific activity] during this visit?

      O Yes   O No

b) If Yes, did you and your personal group enjoy watching [specific activity].

      O Yes   O No

c) If NO, why not? _____

ACT27: On this visit to [NPS site], did you and your personal group obtain information from a [NPS site] uniformed employee (park ranger/volunteer/concession employee)?

      O Yes   O No

ACT28:
a) During this visit to [NPS site], did you and your personal group have any personal interaction with a park ranger?

      O Yes   O No

b) If YES, did the park ranger/ employee start the conversation with you?

      O Yes   O No   O Not sure

ACT29: Most of [NPS Site] (xx%) is Congressionally designated wilderness. Did the wilderness designation affect what you were able to do in the park?

      O Yes   O No

ACT30:
a) Do you think conducting scientific research on natural and cultural resources is a valuable use of public land and monies?

      O Yes   O No

b) Are you and your personal group interested in learning about the latest research that is being conducted in national park units?

      O Yes   O No

ACT31: About how many times did you run or hike on ANY trail in a park setting in the last 12 months? Please mark (**.**) **only one**.

      O [list of time intervals]   **OR**   O Don't know/Not sure

ACT32: Including this trip, about how many times did you hike on the [NPS trail] in the last 12 months? Please mark (**.**) **only one**.

      O [list of time intervals]   **OR**   O Don't know/Not sure

ACT33: To the best of your recollection, in what year did you first use [NPS location (e.g. trail, campground, etc)]?

      Year: _____   **OR**   O Don't know/Not sure

ACT34: To the best of your recollection, in what year did you start hiking or running on trails in a park setting at ANY location?

      Year: _____   **OR**   O Don't know/Not sure

ACT35: How likely is it you will [area-specific activity] during this visit? **(Circle one)**

Not at all likely	Slightly Likely	Moderately Likely	Very Likely	Completely Likely
1	2	3	4	5

ACT36: I will make an effort to [area-specific activity] during this visit. **(Circle one)**

Not at all Probable	Slightly Probable	Moderately Probable	Very Probable	Completely Probable
1	2	3	4	5

ACT37: I intend to [area-specific activity] during this visit. **(Circle one)**

Not at all Probable	Slightly Probable	Moderately Probable	Very Probable	Completely Probable
1	2	3	4	5

FUTURE VISIT (FVIS)

FVIS1: Would you and your personal group consider visiting [NPS site] again?

    O   Yes, likely   O   No, unlikely   O   Not sure

FVIS2: Why or why not? _____

> **This is a new question.** Park managers will use this information to understand potential motivation for repeat visitation. This can affect decisions regarding interpretive programs, services and facility planning.

FVIS3: What would encourage you and your personal group to visit [NPS site] again? _____

FVIS4: If you were to visit [NPS site] in the future, which subjects would you and your group be most interested in learning about? Please mark (●) **all** that apply.

    O   Not interested in learning any of the subjects
    O   [area-specific list of subjects]
    O   Other (Please specify) _____

FVIS5: If you were to visit in the future, how would you and your personal group prefer to learn about the [aspects of the park (e.g. geology, biology, and culture)] of [NPS site]? Please mark (●) **all** that apply.

    O   Not interested in learning about any of these topics.
    O   [area-specific list of learning sources, including interpretive media]
    O   Other (Please specify) _____

FVIS6: If you were to visit [NPS site] in the future, which types of interpretive services would you and your personal group like to have available? Please mark (●) **all** that apply.

    O   Not interested in interpretive services
    O   [area-specific list of interpretive services]
    O   Other (Please specify) _____

FVIS7: If you were to visit [NPS site] in the future, would you and your personal group be interested in attending ranger-led programs?

    O   Yes, likely   O   No, unlikely   O   Not sure

FVIS8: If YES, what length of program would you and your personal group like to attend?

    O   Under 1/2 hour
    O   1/2 - 1 hour
    O   1 - 2 hours
    O   Other (Please specify) _____

FVIS9: Where [within the park] would you and your personal group like to attend a program? Or if you have no preference, please mark (●).

    Locations:_____

    O   Have no preference

> **This is a new question.** Park managers need this information to schedule appropriate ranger-led programs, events and activities at times that best meet visitors' needs. This information will be used when making park program funding decisions.

FVIS10: If you were to visit [NPS site] in the future, which of the following ranger-led activities/ programs would you and your personal group like to have available? Please mark (•) **all** that apply.

      O   [specific list of additional activities/ programs]

FVIS11: Please mark (•) which are the best [days of week/times of day] to hold [programs, activities, tours, etc.].

(Response for day of week)

Weekdays	Weekends	Both weekdays and weekends
O	O	O

(Response for season)

SUN	MON	TUE	WED	THU	FRI	SAT
O	O	O	O	O	O	O

(Response for time of day)

Mornings (sunrise to 10 a.m.)	Mid-day (10 a.m. to 2 p.m.)	Late afternoon (2 p.m. to 6 p.m.)	Evenings (6 p.m. to sunset)	Night (sunset to sunrise)
O	O	O	O	O

FVIS12: If you were to visit [NPS site] in the future, what would encourage you and your personal group to attend a ranger-led activity/ program? Please mark (●) **all** that apply.

      O   Nothing
      O   Programs scheduled more often
      O   Greater variety of program topics
      O   Greater variety of types of activities
      O   Other reasons (Please specify) _

FVIS13: If you were to visit [NPS site] in the future, would you and your personal group be interested in taking a guided tour or attending special lectures?

      Guided tour   O Yes   O No   Special lecture   O Yes   O No

FVIS14: If YES, **where** would you and your personal group like to take a guided tour?

      _____

FVIS15: If YES, what subjects would you and your personal group like to learn about?

      _____

FVIS16: If you were to visit [NPS site] in the future, which of the following additional facilities would you and your personal group like to have available? Please mark (•) **all** that apply.

      •   [area-specific list of additional facilities]

FVIS17: If you were to visit [NPS site] in the future, would you and your personal group like to have the following services available in developed areas in [NPS site]?

list of services area-specific	Yes	No
internet access	O	O
cell phone access	O	O
Other (Please specify	O	O

FVIS18: If you were to visit [NPS site] in the future, would you and your personal group be likely to visit [location in park]?

O   Yes, likely   O   No, unlikely   O   Not sure

FVIS19: Please list the types of items (e.g. books, video tapes, etc.) that you would most like to have available for purchase in the [bookstore, gift shop, etc.] on a future visit to [NPS site].

_____

FVIS20 : If you were to visit in the future, would you and your personal group prefer to have a pre-visit reservation system to obtain tickets for the [tour]?

O   Yes   O   No

FVIS21: If you were to visit [NPS site] in the future, what information on the park website (http://www.nps.gov/[site]) would you and your personal group like to have available?

O   Not interested in using the website

O   [area-specific list of information]

FVIS22: If you were to visit [NPS site] in the future, would you and your group be willing to ride a shuttle bus to major park viewpoints?

O   Yes, likely   O   No, unlikely   O   Not sure

FVIS23: If you were to visit [NPS site] in the future, would you use [park specific] shuttle again? Please mark (●) only one.

O   Yes, likely   O   No, unlikely   O   Not sure

FVIS24: If you were to visit [NPS site] in the future, if a transit (bus) service existed, with service to the park's major destinations, how likely would it be that you would use such a service? *(check only one)*

O	O	O	O	O	O
Not at all Likely	Slightly likely	Moderately Likely	Very Likely	Extremely Likely	Undecided

FVIS25: If you answered "Not at all likely" or "Slightly likely", why might you not be interested in using it?
_____

FVIS26: If you were to visit [NPS site] in the future, how important would the following services on a shuttle bus be? Please circle mark (●) **one** for each characteristic.

Shuttle characteristic	Not at all important	Slightly important	Moderately important	Very important	Extremely important
[area-specific list shuttle characteristics (e.g., frequency of shuttle service, on-board orientation by employee)]	O	O	O	O	O

> **This is a new question.** Park managers will use this information to determine the level of support for a proposed management decisions and develop appropriate media messages related to the issue.

FVIS27: [NPS site] is considering [proposed policy (e.g. the concept of a trash-free environment to reduce waste collection time and costs)]. Would you willing to [specific action (e.g. haul out your own trash)] on a future visit to [NPS site]?

    O   Yes, likely   O   No, unlikely   O   Not sure

ITINERARY (ITIN)

ITIN1: On this visit to [NPS site], which of the following sites did you and your personal group visit? Please mark (●) **all** that apply. If you did not visit a site, please leave that circle blank. Use the map below to help you locate the sites you visited.

    O   [area-specific list of sites with map included]
    O   Other (Please specify) _____

ITIN2: Were you and your personal group able to visit all of the locations in [NPS site] that you planned to?

    O   Yes   O   No

ITIN3: If NO, why not? _____

ITIN4: From the preceding list, what locations were you and personal your group unable to spend enough time in?

_____

ITIN5: a. For this visit, please list the **order** (#1, 2, 3, etc.) in which you and your personal group visited the following sites at [NPS site]. If you did not visit a site, please leave that line blank. Please use the map to help you locate the sites.

    b) Next, compared to what you **expected**, what was the quality of the sites that you and your personal group **visited**? Please circle **one** number.

Order Visited (1,2,3)		Met expectations?		
		Poorer than expected	About the same	Better than expected
	[area-specific list of sites]	1	2	3
	Other (Please specify)	1	2	3

> **This is a new question.** Park managers will use this information to manage traffic flow, crowd control, facility planning and media messages.

ITIN6: Why did you and your personal group choose to visit in that order? [list of options e.g.]

- O   Convenient with traffic flow
- O   Followed directions on GPS, MapQuest, etc.
- O   Saw signs on highway
- O   Suggested by friends/relatives
- O   Other (Please specify) __

ITIN7: a) For this trip, please mark (●) **all** the park locations that you and your personal group visited in [NPS site]. Mark all that apply. Use the map on the next page to help you identify the locations you visited.

   b) Next, only for the sites that you **visited**, please list the amount of time you spent at each location in hours OR days. List partial hours or days as 1/4, 1/2, 3/4.

   O Did not stop at any locations in the park

	b) Time spent	
a) Visit park location (●)	Hours spent— if less than 24 hours	Days spent-- if 24 hours or more
O [area-specific list of sites]	_____ **OR**	_____

   c) Which **one** site was the **most** important reason for your visit to [NPS site]?

   _____

> **This is a new question** Park managers need this information to mitigate obstacles to particular sites, increase awareness of under-utilized sites, and make management decisions regarding the use of sites.

ITIN8: If you and your personal group did not visit any of the above sites, why not?
_____

> **This is a new question.**   Park managers will be able to usethis information to make planning decisions regarding facilities, crowding, programs and activities.

ITIN9: Why did you and your personal group choose the above destination(s)? Please mark (•) all that apply.

ITIN10: What other areas of the park do you plan to visit today?
- O   [area-specific list of sites with map included]
- O   Other (Please specify) _____

LEARNING (LEARN)

LEARN1: a. [NPS site] interpretive programs and exhibits discuss the following topics: [list of topics]. Please mark (.) **all** of the topics you and your personal group learned about on this visit in **column a.**

   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.

Learned on this visit?	TOPIC	Increase in understanding?				Interested on future visit?
		Not at all	A little	Somewhat	A lot	
O	[area-specific list of topics]	O	O	O	O	O

LEARN2: a. On this visit to [NPS site], did you and your personal group learn about the following topics? Please circle **one** answer for each topic in **column a.**

   b. Would you and your personal group be interested in learning about these topics on a future visit to [NPS site]? Please circle **one** answer for each topic in **column b.**

Topic	a) This visit?		b) Future visit?	
[area-specific list of activities]	Yes	No	Yes	No
Other (Please specify below.)	Yes	No	Yes	No
a)_____ b)_____				

LEARN3: Please list any additional topics you and your personal group are interested in learning about [NPS site].

LEARN4: What was the most important new information that you learned about [NPS site]?

_____

LEARN5: On this visit, did you and your personal group learn about [important area in NPS site]?

   O   Yes   O   No

LEARN6: On this visit to [NPS site], did you and your personal group encounter the [important park message] with its advice and warnings?

   O   Yes   O   No

LEARN7: If **YES**, where did you encounter it? Please mark (.) **all** that apply.

   O   [area-specific list of places (e.g. signs, ranger program, etc)]

This is a new question. Park managers will be able to use this information when developing planning communication and education strategies.

LEARN8: How did you and your personal group learn about the above [type information e.g., rules/regulations/person/subject/tour, etc.] on this visit? Please mark (•) all that apply.

O	list of methods/resources/services

LEARN9: [NPS site] was established because of its significance to the nation. In your opinion, what is the national significance of this park? _____

This is a new question. Park managers will be able to use this information to help determine the effectiveness of interpretative programs/media and provide a baseline from which to increase effectiveness.

LEARN10: After visiting [NPS site], what aspect of the park's story or history might you share with family and friends? Please be specific.

_____

LEARN11: During this visit (viewing exhibits, movies, taking a tour, etc.) did you learn something about [person, event, etc.] that is relevant or meaningful to your life today?

   O Yes   O No

TRAILS AND BACKCOUNTRY USE (TBACK)

TBACK1: On this visit, did you and your personal group go into the backcountry of [NPS site]?

   O Yes   O No

TBACK2: Including this visit, how often have you gone into [NPS site] backcountry?

   O Once   O 2-4 times   O 5 times or more

TBACK3: Approximately what time did you start and end your trip on [specific trail] today?

   Approximate start time: _____AM/PM OR O Don't know
   Approximate end time: _____AM/PM OR O Don't know

TBACK4: Approximately how far did you go (roundtrip) on the [specific] Trail today?

   O [list of distances (e.g. less than one mile, one to two miles, two to five miles, more than five miles)]

TBACK5: At which of the following trailheads did you start and end this overnight backcountry trip?

Starting location (Mark one.)	Listings of Specific Trailheads	Ending location (Mark one.)
O	[area-specific list of starting locations]	O
O	[area-specific list of ending locations]	O

TBACK6: How many <u>nights</u> did you spend in the backcountry of [NPS site] on this overnight backcountry trip?

   Number of nights: _____ **OR** O Don't know

TBACK7: On **this or past** visits, did you and your personal group desire to explore the backcountry of [NPS site]?
   O Yes   O No

TBACK8: If **YES**, were you be able to access the backcountry?
   O Yes   O No

TBACK9: If **NO**, what prevented you from accessing the backcountry?

_____

TBACK10: If **YES**, how did you and your personal group access the backcountry? Please mark (.) **all** that apply.

   O [list of access methods: ATV, boat, kayak, biking, hiking, etc.]
   O Other (Please specify) _____

TBACK11: On this visit to [NPS site], did you and your personal group [activity (e.g. walk, ride, etc.)] any park trails? [question may include a map for reference.]

   O Yes   O No

  b) If YES, **on this visit** which of the following trails did you and your personal group [activity (e.g. walk, ride, etc.)]? If you did not visit a trail, please leave that line blank. Use the map below to help you locate the trails you used.
  c) **On past visits,** which of the following trails did you and your personal group [activity (e.g. walk, ride, etc)]? If you did not use a trail, please leave that line blank.

> **This is a new question**   Part (d) of this question was added to help park managers understand future trail use patterns in the park for more effective planning. Whether visitors would use the same or different trails and the proportions of use can affect where the park uses funds towards trail improvement.

  d) If you were to visit the park in the future, which of the following trails would you and your personal group [activity (e.g. walk, ride, etc)]?

This visit	Trails	Past visits	Future visits
O	[area-specific list of trails]	O	O
O	[area-specific list of trails]	O	O

ONo past visits

> **This is a new question.** This question was added to improve park managers' understanding of visitors' trail use on this visit. This information will be used to determine the length of trails that visitors typically hike. This information will be useful when making decision about providing funds for trail improvement.

TBACK12: If YES, please indicate the length of hikes you and your group took on this trip to [NPS site]. Please mark (•) all that apply.

O	[list of trail lengths]
O	[list of trail lengths]
O	[list of trail lengths]
O	[list of trail lengths]
O	[list of trail lengths]

> **This is a new question.**   This information will be used to enhance park managers' understanding about the lengths of trails visitors would likely use on a future visit. The length of trails visitors would use affects future trail development (how long should trails be). This information will be useful when making decision about providing funds for trail improvement.

TBACK13: If YES, what lengths of trails would you and your personal group be willing to hike? _____

TBACK14: Why did you and your personal group choose the trails you did?
  _____

TBACK15: Please indicate if you walked off the marked/signed trails during this overnight backcountry trip for any of the following reasons. (Please mark (●) **only one** for each item.)

[The list below is an example of items. The lists of items in individual surveys will depend on the characteristics relevant to that park's backcountry/wilderness.]

I walked off the marked/signed trails…	Yes	No	Don't Know
To move past or out of the way of others hiking on the trail	O	O	O
To move out of the way of a horseback riding group	O	O	O
To "go to the bathroom"	O	O	O
To explore an area that looked interesting	O	O	O
To get around a difficult part of the marked/signed trail	O	O	O
To take a photograph/get a better view	O	O	O
To see [area-specific attraction or feature] up-close	O	O	O
To shortcut a portion of the marked/signed trail	O	O	O
Accidentally, because the trails were poorly marked	O	O	O
For another reason (please specify):	O	O	O

This is a new question. This question was added because it will improve park managers' understanding about visitor opinions/level of acceptability concerning the number of trails in a system. This information can be valuable during planning processes (e.g., are there enough trails, or are more needed, or is the park already maintaining too many trails?)

TBACK16:
a) What is your opinion about the number of trails in [NPS site]? Please mark (•) only one.

- O   TOO MANY
- O   ABOUT RIGHT
- O   TOO FEW

b) What is your opinion about the locations of the trails in [NPS site]? Please mark (•) only one.

- O   CURRENT TRAIL LOCATIONS ADEQUATE
- O   ADD NEW TRAILS IN DIFFERENT LOCATIONS
- O   OTHER (Please specify) _____

TRANSPORTATION (TRANS)

TRANS1: On this visit, which forms of transportation did you and your personal group use to arrive at [NPS site or NPS site area]? Please mark (●) **all** that apply.

- O   [area-specific list of transportation options (walk, private vehicle, etc.]

- O   Other (Please specify) _____

TRANS2: On this visit, how many vehicles did you and your personal group used to arrive at [NPS site]. Please write "0" if you did not arrive by vehicle.

_____ Number of vehicles

TRANS3: During this visit, how many miles did you and your group drive **inside** [NPS site]?

_____ Number of miles

TRANS4: a) On this visit to [NPS site], did you and your personal group ride the park shuttle bus?

      O   Yes   O   No

b) If no, why not?
_____

TRANS5:
a) If YES, please rate the usefulness of the shuttle bus service Please mark (.) **only one.**

Not at all Useful	Slightly useful	Moderately useful	Very useful	Extremely useful
O	O	O	O	O

b) If you rated the shuttle bus system as Not at all useful or somewhat useful, please explain:

_____

TRANS6: How long did you have to wait to ride the park's shuttle?
_____ (minutes)

TRANS7: How many buses departed full before you were able to board the shuttle?

      O [list of options (i.e. none, one, two, more than two)]

TRANS8: What destinations will you/did you visit from [NPS site] shuttle? (Mark (.) all that apply)

      O [list of destinations]

TRANS9: Have you ridden the park shuttle before today? Please mark (.) **only one.**

  O Yes, once   O   Yes, more than once   O   No,

TRANS10: How many times did you board the shuttle buses during this visit? _____ Number of times

TRANS11: Please provide any additional comments that you and your group may have about the shuttle bus system. _____

TRANS12:
a) During this visit, did you and your personal group have to wait for a shuttle bus to pick you up along the park road? This does NOT include courtesy shuttle buses in the entrance area.

      O   Yes   O   No

b) How acceptable was this wait time? Please mark (•) **one**.

Not at all Acceptable	Slightly Acceptable	Moderately Acceptable	Very Acceptable	Completely Acceptable
O	O	O	O	O

c) In your opinion, at what point is the wait time for a roadside shuttle no longer acceptable?

_____ Number of minutes

This is a new question. Parking is an issue at many parks. This question will help managers understand the areas that need improvement. Determining use patterns during certain times of the year will provide valuable information that will work towards managing parking issues.

TRANS13:
a) If you and your personal group drove a vehicle to [NPS site] on this visit, where did you park? Please mark (•) all that apply.

    O [specific locations within the park]
    O Other (Please specify) _____

b) Why did you choose to park at the above location? Please mark (•) all that apply.

This is a new question. Knowing more about the size of recreational vehicles entering the park is valuable information for planning or improving park facilities, such as roads, campsites, and parking lots. This data will provide valuable information when determining the proportion of RV use and sizes when planning facilities for this type of use.

TRANS14:
a) On this visit, did you and your group drive a recreational vehicle to [NPS site]?

       O   Yes   O   No

b) If **YES**, how long was it? ____ feet

c) Were you and your group in a vehicle or recreational vehicle pulling a trailer or another vehicle?

       O   Yes   O   No

d) If **YES**, how long was the trailer or other vehicle? ____ feet

---

This is a new question. Visitors' personal use of public transit can be translated into a willingness-to-ride-public-transit solution for some parks. This information is valuable for park managers in working with local communities to make parks more accessible to people.

TRANS15: How frequently do you ride public transit for work or commuting? Please mark (•) **only one.**

O Never   O Infrequently   O Monthly   O Weekly   O Daily

TRANS16: This question asks about your use of transportation modes inside [NPS site] and has three parts.

a) First, please identify whether or not you and your personal group used each of the following modes of transportation during your visit to the park. Mark (•) yes or no for each item.

b) Next, for only transportation modes that you and your personal group used, please use the 1-5 scale to rate *how important* it is for you to be able to use this mode inside the park.

c) Finally, for only those transportation modes that you and your personal group used, please use the 1-5 scale to rate your *satisfaction* with the convenience of using that mode in the park.

a) Mode of Transportation Used?	YES	NO	b) If used, how important to be able to use? 1= Not at all important 2= Slightly important 3= Moderately important 4= Very important 5= Extremely important					c) If used, how satisfied with convenience? 1=Very unsatisfied 2=Unsatisfied 3= Neutral 4=Satisfied 5=Very Satisfied				
[area-specific list of transportation modes (e.g. personal vehicle, bicycle, shuttle)]	O	O	1	2	3	4	5	1	2	3	4	5

TRIP CHARACTERISTICS (TRIPC)

TRIPC1:
a) On this visit, what was the primary reason that you and your personal group visited [NPS site] area? Please mark (•) one.

- O Resident of area (within x miles/x-hour drive of the park)
- O Visit [NPS site]
- O Visit other NPS sites
- O Visit other area attractions
- O Visit friends/relatives in the area
- O Passing through—unplanned visit
- O Business
- O Other (Please specify) _____

> **This is a new question.** Part B of this question was added to accurately specify a trip demand curve that can be used to estimate the economic benefit of a park by using the travel cost method. Only a portion of trip time and expenditures can be attributed to the park on trips where visiting the park was not the primary purpose of the trip.

b) If [NPS site] was not your primary destination, how far was your primary destination from the park?
    _____ miles

> **This is a new question.** The availability of and distance to alternative sites is important for correctly specifying the trip demand curve that estimates the economic benefit of a park by the travel cost method. Visitors will likely make fewer trips to a park if there are other sites closer that serve as substitutes for the park. On the other hand, if a visitor passes other sites along the way, and incurs increased costs in time and money to reach the park in question, it is indicative the park's greater benefit to the visitor.

TRIPC2:
a) On this trip, if you and your personal group had not chosen to visit [NPS site], what other recreation site would you have visited instead? _____

b) How far is this alternative site from your home?   _____ miles

TRIPC3:
a) On this trip, did you and your personal group stay overnight away from your **permanent residence** either inside [NPS site] or within the nearby area (within n-hour drive/n miles of the park)?

       O   Yes   O   No

b) If **YES**, please list the number of nights you and your personal group stayed in [NPS site] and in the area (within n-hour drive/n miles of the park).

       _____ Number of nights inside the park

       _____ Number of nights in the **area** outside the park

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.

Number of nights inside park		Number of nights outside park within (n-hour drive/n miles)
_____	Lodge, hotel, motel, cabin, rented condo/home, or bed & breakfast	_____
_____	RV/trailer camping	_____
_____	Tent camping	_____
_____	Backcountry camping	_____
_____	Personal seasonal residence	_____
_____	Residence of friends or relatives	_____
_____	Other accommodations (Please specify below)	_____

TRIPC4: In what town/city did you and your personal group stay on the **night before your arrival** at [NPS site]?

     Nearest town/city_____   State_____

TRIPC5: In what town/city did you and your personal group stay on the **night after your departure** from [NPS site]?

     Nearest town/city_____   State_____

TRIPC6: On this visit, did you and your personal group visit the park on more than one day?

       O   Yes   O   No

If YES, how many days did you visit [NPS site]?   If NO, how many hours did you visit [NPS site]?

     _____ Number of days   _____ Number of hours

(Please list partial days/hours as 1/4, 1/2, or 3/4.)

TRIPC7: On this visit to [NPS site], how many times did you and your personal group enter the park?

_____ Number of entries   **OR**   O Don't know

TRIPC8: On this visit, how long did you and your personal group stay at [NPS site]? Please list partial hours as 1/4, 1/2, or 3/4.

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

OR

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

TRIPC9: Compared with what you had planned, how much time did you and your personal group spend visiting [NPS site]? Please mark (.) **only one**.

O   Didn't have a planned amount of time
O   Spent longer time than planned
O   Spent about the time planned
O   Spent less time than planned

TRIPC10: If you and your personal group stayed for a shorter or longer time than planned, which were your reasons for changing your plans? Please mark (.) **all** that apply**.**

O   Fewer things to do/see than expected
O   More things to do/see than expected
O   Longer wait at [important area/site] than expected
O   Shorter wait at [important area/site] than expected
O   Unable to obtain a ticket for [important area/site]
O   Other (Please specify) _____

TRIPC11: What would make you and your group stay longer than you did in the [NPS site] **area (**within an X-minute drive)?

_____

OR   O   Would not stay longer

TRIPC12: On this visit to [NPS site], did you and your personal group have any difficulties locating the site?

O   Yes   O   No

TRIPC13: If YES, what was the problem?_____

TRIPC14: On this visit, which routes did you and your personal group use to arrive at [NPS site]? Please mark (.) **all** that apply.
O   [area-specific list of route options]
O   Other (Please specify) __

TRIPC15: On this visit to [NPS site], which entrance did you and your personal group **first** use to enter the park? Please mark (●) **only one**.

O   [area-specific list of park entrances]

TRIPC16: On this visit, through which park entrance will you leave on your final exit from the park? Please mark (.) **only one**.

O [area-specific list of park exits]

TRIPC17: What time of day did you and your personal group arrive at the [NPS site or specific park location] on the first day of your visit? Please mark (●) **only one** response.

Before 8 am	8-10 am	10am-12 pm	12-2 pm	2-4 pm	4-6 pm	6-7 pm	After 7 pm
O	O	O	O	O	O	O	O

TRIPC18: On this visit to [NPS site], which other places did you and your personal group visit in the area (within a X-minute drive)? Please mark (●) **all** that apply.

- O   [area-specific list of nearby attractions/places]
- O   Other (Please specify) _____

TRIPC19: Which other local and regional attractions did you (or do you plan to) visit on this trip?

O [area specific list of attractions]

TRIPC20: In which community(ies) did you and your personal group obtain support services (e.g. information, gas, food, or lodging) for this visit to [NPS site]? Please mark (●) **all** that apply.

O [area-specific list of communities]

TRIPC21: Were you and your personal group able to obtain all of the services that you needed in these communities?

O   Yes   O   No

TRIPC22: If NO, what needed services were not available?

Service (list)	Comments (Please be specific.)
_____	_____
_____	_____

TRIPC23: In **column a**, please mark (●) **all** the services that you and your personal group use in the nearby communities of [area-specific list of nearby communities] that were specifically related to this park visit.

In **column b,** please mark (●) **all** the services you would have used if they had been available.

O   Did not use any services on this visit.

a) Used on this visit	Services	b) Would have used if available
O	[area-specific list of services (e.g. buy gasoline, eat a meal, etc)]	O
O	Other (Please specify) _____	O

TRIPC24: Do you have any comments about these services?

Service (list)	Comments (Please be specific.)
_____	_____
_____	_____

TRIPC25: In the park, did you and your personal group have any difficulty finding the commercial services (such as lodging, food, gas, gift shops, etc.)?

        O   Yes   O   No

TRIPC26: If YES, which of the following reasons contributed to the problem? Please mark (●) **all** that apply.

        O   [area-specific list of reasons (such as signs, traffic, service was closed, etc)]

TRIPC27: On this visit, did you and your personal group eat in the [NPS site] restaurant/snack shop or shop in the gift shop?

        O   Yes   O   No

TRIPC28: Was your trip to [NPS site] part of a packaged tour (package tours commonly include transportation, meals, lodging, and activities sold as a pre-set itinerary from a single company)? You may have purchased a package tour directly from the company providing the service, or you may have worked with a travel agent who booked you on a package tour.

        O   Yes   O   No

TRIPC29: If YES, what was the name of the company (not travel agency) that provided the package tour?

        _____

TRIPC30: When visiting [NPS site], were you and your personal group on a fixed schedule, such as schedules set up by cruise ship tours or other tours, business meeting, etc.)?

        O   Yes   O   No

This is a new question. This question was added to help managers understand more about we want to un about visitor usage and dependency upon of electronic equipment. It is important to understand and try to meet visitor needs in terms of electronic connections, as a means of sharing t information before, during or after their visit to parks.

TRIPC31:
a) On this visit to [NPS site], did you and your personal group bring any of the following electronic devices with you? Please mark (●) **all** that apply.

b) On this visit, did you and your personal group use any of the following electronic devices **to obtain park information**? Please mark (●) **all** that apply.

a) Brought on this visit		b) Used for park information
O	None	O
O	Laptop computer	O
O	Cell phone	O
O	MP3/MP4 player (audio tour)	O
O	Other portable electronic device (iPhone, Blackberry, PDA, etc.)	O
O	Handheld Global Positioning System receiver (navigation)	O

c) What park information did you obtain using these devices?

_____

d) If you did not use these devices on this visit, would you like to use them to access information about [NPS site] on a future visit?

     O   Yes, likely   O   No, unlikely   O   Not sure

This is a new question. Park managers will be able to use this information to know how well the campsite reservation system is serving the public so that improvements can be implemented if needed.

TRIPC32:
a) Prior to this visit, did you or members of your group attempt to make reservations for campsites at [NPS site] for this trip?

     O   Yes   O   No

b) Were you able to make campsite reservations for this trip?

     O   Yes   O   No

This is a new question.   Some parks are experiencing significant drops in their campground use. These questions will be used to determine whether the park the continued utility of this type of facility, or whether changes are needed in the types of services offered.

TRIPC33:
a) On this trip, did you and your personal group camp inside [NPS site]? Please mark (•) one.
     O Yes
     O No, day use only
     O No, stayed overnight bit did not camp inside the park

b) If you and your personal group did not stay in [NPS site] lodges or campgrounds, why not? Please mark (•) all that apply (below is a list of answer choices).
     O Costs were too high
     O Facilities lacked desired amenities
     O Location not convenient
     O Lacked desired facilities
     O Other (Please specify)   _____

c) If the campgrounds lacked desired campsite types or facilities, what is it that you and your personal group needed that was not available? Please be specific. _____

This is a new question. This question will be used to help park employees understand complaints about other visitors and their activities. Quantifying the issues can be helpful in providing information about visitor use and perceived problems.

TRIPC34:
a) During this visit, did other visitors and their activities interfere with your visit to [NPS site]?

     O   Yes   O   No

b) If Yes, how? Please explain. _____

TRIPC35:
a) Did anything detract from your enjoyment of any of the above features or qualities?

O   Yes   O   No

b) How it they detract from your enjoyment?

TRIPC36:
a) Prior to your visit, did you or your personal group have any safety concerns about visiting [NPS site]?
O   Yes   O   No

b) If **YES**, what were the concerns?

c) Did you or your personal group encounter any safety issues during your visit to [NPS site]?
O   Yes   O   No

d) If **YES**, please explain. _____

TRIPC37: Where was the problem? _____

TRIPC38: Where was your [launch/ take-out] site on this trip? _____

TRIPC39: Did you see any aircraft during your visit in [NPS site] today?

O   Yes   O   No

TRIPC40: Did you hear any aircraft during your visit in [NPS site] today?

O   Yes   O   No

TRIPC41: Where are you coming FROM and going TO on your visit today?

I stayed last night (slept last night) at:
        O [area-specific list of locations]

I entered the park today at:
        O [area-specific list of park entrances]

I visited, or plan to visit, the following locations today:
        O [area-specific list of park locations]

I will leave the park today at:

       O [area-specific list of park exits]

I will spend the night (tonight) at:

       O [area-specific area specific list of locations]

TOPIC AREA 4: PREFERENCES/MOTIVES/ATTITUDES

Questions in this topic area will be used to collect data concerning the public's awareness and observations of the natural and social environments in the parks. Preferences, motives and attitudes will be measured to determine how individual observations influence overall experiences. For purposes of the programmatic review process perception questions will be limited to topics the park or the NPS can control and manage.

PLACE ATTACHMENT (PA)

PA1: Please indicate your level of agreement or disagreement with each of the statements. Please mark
(•) **only one** response for each item.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
[NPS site] means a lot to me.	O	O	O	O	O
I enjoy [activity] in [NPS site] more than in any other park.	O	O	O	O	O
I am very attached to [NPS site].	O	O	O	O	O
I wouldn't substitute any other [similar place] for the [activity] I do in [NPS site].	O	O	O	O	O
I identify strongly with [NPS site].	O	O	O	O	O
I get more satisfaction out of visiting [NPS site] than from visiting any other [similar] area.	O	O	O	O	O
[Activity] in [NPS site] is more important than [activity] in any other place.	O	O	O	O	O
I feel no commitment to [NPS site].	O	O	O	O	O
No other place can compare to [NPS site]	O	O	O	O	O
I feel that I can really be myself at [NPS site]	O	O	O	O	O
I feel [NPS site] is part of me.	O	O	O	O	O
Few people know [NPS site} like I do.	O	O	O	O	O
Visiting [NPS site] says a lot about who I am.	O	O	O	O	O
I feel a sense of pride in my heritage when I am at [NPS site]	O	O	O	O	O
[NPS site] is a special place for my family.	O	O	O	O	O
Many important family memories are tied to [NPS site]	O	O	O	O	O
[NPS site] contributes to the character of my community.	O	O	O	O	O
My community's history is strongly tied to [NPS site].	O	O	O	O	O
[NPS site] has helped put my community on the map.	O	O	O	O	O
My community's economy depends on [NPS site]	O	O	O	O	O
My family's income or livelihood depends on [NPS site]	O	O	O	O	O

Local economies depend on [NPS site]	O	O	O	O	O
[NPS site] is important to protecting the landscape from development.	O	O	O	O	O
[NPS site] is important in providing habitat for wildlife.	O	O	O	O	O
[NPS site] is important in protecting water quality.	O	O	O	O	O
[NPS site] is best for what I like to do.	O	O	O	O	O
The things I do at [NPS site] I would enjoy doing just as much at a similar site.	O	O	O	O	O
Doing what I do at [NPS site] is more important to me than doing it in any other place.	O	O	O	O	O
When I am at [NPS site] others see me the way I want them to see me.	O	O	O	O	O

PA2: What is your favorite place at [NPS site]? Please name it, describe its location, or mark (•) "none."

_____ is my favorite place (name or description)

O None

PA3: How important is [NPS site] to you? Please mark (•) **only one** response.

Not at all important	Slightly important	Moderately important	Very important	Extremely Important
O	O	O	O	O

RECREATION PREFERENCES (PREF)

PREF1: Below is a list of possible experiences you may want (prefer) to have while visiting [NPS site]. For each item please *indicate how important the experience is* to you on your visit to the park.

[This is a representative list of commonly used Recreation Experience Preference scale items]

	Importance				
Experience:	Not at all Important	Slightly Important	Moderately Important	Very Important	Extremely Important
To be in control of things that happen	1	2	3	4	5
To be with respectful people	1	2	3	4	5
To experience solitude	1	2	3	4	5
To be close to nature	1	2	3	4	5
To be alone	1	2	3	4	5
To be my own boss	1	2	3	4	5
To be where things are fairly safe	1	2	3	4	5
To be near considerate people	1	2	3	4	5
To avoid the unexpected	1	2	3	4	5
To see wildlife	1	2	3	4	5
To get away from noise	1	2	3	4	5
To be away from crowds of people	1	2	3	4	5

To get away from the clatter and racket of home	1	2	3	4	5
To know others are nearby	1	2	3	4	5
To view scenic beauty	1	2	3	4	5
To be near others who could help if you needed them	1	2	3	4	5
To feel my independence	1	2	3	4	5
To learn about things at [NPS site]	1	2	3	4	5
To view scenery	1	2	3	4	5
To see a specific species of wildlife	1	2	3	4	5
To photograph wildlife	1	2	3	4	5
To think about your personal values	1	2	3	4	5
To think about who you are	1	2	3	4	5
To be in a place that is quiet	1	2	3	4	5
To learn more about nature	1	2	3	4	5
To develop personal, spiritual values	1	2	3	4	5

PREF2: The following is a list of characteristics commonly associated with backcountry and wilderness areas. Please indicate how important each of the items listed below was to you as a reason to use the trails in the park today. (Circle one number for each item.)

[The list below is an example of items. The lists of items in individual surveys will depend on the characteristics relevant to that park's backcountry/wilderness.]

	Not at all Important	Slightly Important	Moderately Important	Very Important	Extremely Important	**Don't Know/ Not Sure**
Remoteness	1	2	3	4	5	DK/NS
Solitude	1	2	3	4	5	DK/NS
Primitive recreation/few facilities	1	2	3	4	5	DK/NS
Pristine natural environment	1	2	3	4	5	DK/NS
Physically challenging/ demanding	1	2	3	4	5	DK/NS
Unconfined recreation/free from rules and regulations	1	2	3	4	5	DK/NS
Requiring self-reliance	1	2	3	4	5	DK/NS
Fostering a sense of humility toward nature	1	2	3	4	5	DK/NS
Fostering intimacy/connection with others in your group	1	2	3	4	5	DK/NS
Fostering spiritual connection	1	2	3	4	5	DK/NS
Fostering immersion in nature	1	2	3	4	5	DK/NS

SOUNDSCAPE PERCEPTIONS (SOUND)

SOUND1: Many national historical parks such as [NPS site] commemorate historic events that include recreating cultural and historic sounds such as muskets, farm animals, fifes and drums, etc. How important are the cultural and historic sounds to the enjoyment of your park experience? Please mark (.) **only one**.

Not at all important	Slightly important	Moderately important	Very important	Extremely Important
O	O	O	O	O

SOUND2: While visiting an area such as [NPS site], how important are natural sounds (sounds of birds, wildlife, water, etc.) to the enjoyment of your park experience? Please mark (.) **only one**.

Not at all important	Slightly important	Moderately important	Very important	Extremely Important
O	O	O	O	O

SOUND3: On this visit to [NPS site], how did modern sounds (traffic noise, mowing machine, airplanes, construction, etc.) affect your ability to hear and enjoy the following sounds? Please mark (.) **only one** response for each item.

Ability to hear/enjoy	Did not experience	Detracted from	No effect	Added to
[area-specific list of natural sounds]	O	O	O	O
[area-specific list of cultural/historical sounds]	O	O	O	O

SOUND4: Please explain any "detracted from" responses to this question.
_____

SOUND5: We would like to know about the [sounds (such as natural sounds, mechanical sounds, sounds of other visitors, etc)] you heard in [NPS site] today.

Did you notice any natural sounds in [NPS site] today?

O   Yes   O   No

SOUND6: If YES, did you find any of these natural sounds pleasing?

O   Yes   O   No

SOUND7: If YES, did you find any of these natural sounds annoying?

O   Yes   O   No

SOUND8: Please describe the natural sounds that you found to be pleasing or annoying.

Pleasing: _____
Annoying: _____

SOUND9: Step 1: The listening portion of this survey will be lead by an NPS volunteer. Remember that all sounds are included, both human and natural.

Step 2: Close your eyes and relax, and keep track of each individual sound that you heard.

Step 3: While holding your concentration, focus on the sounds you have heard. Now, please take a moment to fill out the attached sheet before speaking with other participants about what you have heard. This exercise begins on the next page.

Step 4: Please put a √ check mark next to each sound that you heard during the exercise. If the sound is not listed, please write the sound(s) in the blank spaces provided at the bottom of the SOUNDS column on page 4. Again, only put a √ check mark next to each sound that you actually heard during the exercise.

Step 5: Under the ACCEPTABILITY OF SOUNDS AT THIS LOCATION column, please circle one number which best describes how unacceptable or acceptable the sound was for this location in the park:

Step 6: Under the PERSONAL INTERPRETATION column, please circle one number which best describes how pleasing or annoying the sound was to you

Step 7: Under the FEELINGS OR EMOTIONS ASSOCIATED WITH SOUNDS column, please list any feelings or emotions that you associated with each of the sounds you checked√. Please only respond questions corresponding to sounds you actually heard.

Examples: I felt *relaxed* because the stream was soothing to me.
              I felt *annoyed* because the bird was beeping like an alarm clock.
              I felt *frustrated* because the dog was barking when I wanted peace and quiet.

Sounds	ACCEPTABILITY OF SOUND AT THIS LOCATION						PERSONAL INTERPRETATION OF THIS SOUND						
	Did you hear this sound?	Highly Unacceptable	Unacceptable	Uncertain	Acceptable	Highly Acceptable		Very Annoying	Slightly annoying	Uncertain	Slightly pleasing	Very pleasing	Feelings or emotions associated with that sound
[list of sounds]	☐ Yes	1	2	3	4	5		1	2	3	4	5	

THEORY OF PLANNED BEHAVIOR QUESTIONS (TpB)

[These questions illustrate the Theory of Planned Behavior framework as it is applied to an NPS situation. Items will differ, depending on the nature of the study.]

TpB1: Please answer the following questions regarding your [activity at NPS site].

Doing specific activity (e.g., taking shuttle) will:	NOT AT ALL LIKELY	SLIGHTLY LIKELY	MODERATELY LIKELY	VERY LIKELY	COMPLETELY LIKELY
Cause me to be with new and different people	1	2	3	4	5
Allow me to have the type of experience I desire at the park	1	2	3	4	5
Allow me to engage in my chosen activities while at GNP	1	2	3	4	5
Allow me to go to the areas I want within the park	1	2	3	4	5
Shorten traffic delays in the park due to construction	1	2	3	4	5
Prevent me from having to deal with undesirable traffic conditions at the park	1	2	3	4	5
Allow me to see the sights at the park	1	2	3	4	5
Reduce my freedom to do the things I want to do at the park	1	2	3	4	5
Allow me more time to interact with my family	1	2	3	4	5
Require me to plan my day	1	2	3	4	5
Alleviate parking issues within the park	1	2	3	4	5
Be a safe way to travel the through the park	1	2	3	4	5
Reduce my stress while visiting the park	1	2	3	4	5
Help me decide where to stop along my route	1	2	3	4	5
Allow me to see more of the park	1	2	3	4	5
Benefit the environment the park	1	2	3	4	5
Make me more aware of time while visiting the park	1	2	3	4	5
Be a comfortable way to travel through the park	1	2	3	4	5
Relieve me of the responsibility of driving while in the park	1	2	3	4	5
Limit the number of things I can do while in the park	1	2	3	4	5
Benefit the environment in general	1	2	3	4	5

TpB2: Please evaluate the following possible outcomes of riding the shuttle at [NPS site].

	VERY BAD	MODERATELY BAD	SLIGHTLY BAD	NEITHER BAD NOR GOOD	SLIGHTLY GOOD	MODERATELY GOOD	VERY GOOD
Being with new and different people is	1	2	3	4	5	6	7
Having the type of experience I desire in the park is	1	2	3	4	5	6	7
Engaging in my chosen activities while in the park is	1	2	3	4	5	6	7
Not having to deal with undesirable traffic conditions in the park is	1	2	3	4	5	6	7
Shortened traffic delays due to construction are	1	2	3	4	5	6	7
Seeing the sights in the park is	1	2	3	4	5	6	7
Reduced freedom to do the things I want to do in the park is	1	2	3	4	5	6	7
Allowing me more time to interact with my family is	1	2	3	4	5	6	7
Requiring me to plan my day is	1	2	3	4	5	6	7
Alleviating parking issues within the park is	1	2	3	4	5	6	7
Safely traveling in the park is	1	2	3	4	5	6	7
Reducing my stress while visiting the park is	1	2	3	4	5	6	7
Helping me decide where to stop along my route is	1	2	3	4	5	6	7
Allowing me to see more of the park is	1	2	3	4	5	6	7
Benefiting the environment in the park is	1	2	3	4	5	6	7
Making me more aware of time while visiting the park is	1	2	3	4	5	6	7
Comfortably traveling through the park is	1	2	3	4	5	6	7
Relieving me of the responsibility of driving while in the park is	1	2	3	4	5	6	7
Limiting the number of things I can do while in the park is	1	2	3	4	5	6	7
Benefiting the environment in general is	1	2	3	4	5	6	7

[The following questions measure the "subjective norm" component of the Theory of Planned Behavior and the "motivation to comply" component.]

TpB3: Generally speaking, to what extent did each of the following people encourage you to ride the shuttle in the park? Please circle **only one** response for each item.

	Not at All	Slightly	Somewhat	Moderately	Very much
The group you are traveling with	1	2	3	4	5
Your family	1	2	3	4	5
Your friends	1	2	3	4	5
Park managers	1	2	3	4	5

TpB4: Generally speaking, to what extent do the following people care about what you should do while visiting GNP? Please circle **only one** response for each item.

	Not at All	Slightly	Somewhat	Moderately	Very much
The group you are traveling with	1	2	3	4	5
Your family	1	2	3	4	5
Your friends	1	2	3	4	5
Park managers	1	2	3	4	5

TOPIC AREA 5 - CROWDING AND VISITOR EXPERIENCES

Crowding and conflict are among the most intractable problems faced by recreation mangers. Concern over rising visitation in parks, and accompanying impacts on resources and on visitor experience, has led the National Park Service to focus increasing attention on the concept of crowding and carrying capacity. Crowding and conflict arise from the social encounters and interactions among recreationists ranging from basic competition for space (e.g., crowding) to conflicts between forms of activity and related expressions of acceptable or appropriate use. Research on crowding norms and conflict has been particularly helpful in establishing guidelines for Limits of Acceptable Change planning efforts by identifying key social impact indicators and the data required to monitor them. The questions in this topic area will help managers understand the factor associated with the acceptability of crowing and visitor carrying capacity.

CROWDING PERCEPTIONS (CROWD)

CROWD1: Please indicate how crowded you felt in the following locations today. (Circle **one** number for each location you visited.)

	Not at all crowded	Slightly crowded	Moderately crowded	Very crowded	Extremely crowded
[area-specific list of areas]	1	2	3	4	5

CROWD2: For the places you visited, please rate how crowded you and your personal group felt by the number of people present at the following locations. Please mark (●) **only one** answer for each place.

Visit on this trip? (●)	Not at all crowded	Slightly crowded	Moderately crowded	Very crowded	Extremely crowded
O [area-specific list of places]	O	O	O	O	O
O Other (Specify)	O	O	O	O	O

CROWD3: On this visit to [NPS site], compared to what you expected, how crowded did you and your personal group feel? Please mark (.) **only one.**

- O I didn't know what to expect
- O Less crowded than expected
- O About the same as expected
- O More crowded than expected

CROWD4: Overall, compared to what you expected, how much traffic congestion did you experience during your visit to [NPS site] Please mark (.) only one.

- O I didn't know what to expect
- O Less traffic congestion than I expected
- O About the same as I expected
- O More traffic congestion than I expected

CROWD5: While inside the park, were you able to find parking at all the areas you wanted to visit?
     O   Yes   O   No

CROWD6: If NO, at which area(s) were you unable to find parking?
_____

CROWD7: On this visit to [NPS site], did you and your group experience any parking problems?
     O   Yes   O   No

CROWD8: If YES, what parking problems did you experience?

_____

CROWD9: On this visit to [NPS site], did you and your personal group experience traffic congestion or parking difficulties at any of the following places? Please mark (●) **all** that apply.

     O   Did not experience traffic congestion or parking difficulties, **OR**
     O   [area-specific list of locations]

     [Question may include a park map for reference.]

CROWD10: Approximately how much time did you wait in traffic congestion to enter [NPS site] on this trip? (Enter 0 if you did not experience any congestion.)
     _____ Time in minutes

CROWD11: How acceptable was it to wait this amount of time to enter [NPS site]?

Very Acceptable	Acceptable	Neither Acceptable nor Unacceptable	Unacceptable	Very Unacceptable
O	O	O	O	O

CROWD12: Overall, approximately how much time did you spend in traffic congestion looking for parking at [NPS site] on this trip? (Enter 0 if you did not experience any congestion.)

     _____ Time in minutes

CROWD13: How acceptable was it to spend this amount of time looking for parking in [NPS site]?

Very Acceptable	Acceptable	Neither Acceptable nor Unacceptable	Unacceptable	Very Unacceptable
O	O	O	O	O

CROWD14: Please indicate the degree to which you experienced solitude while [specific activity at NPS site] today? Please circle **only one** answer.

Not at all	Slightly	Somewhat	Moderately	Very Much
O	O	O	O	O

CROWD15: About how many other hiking groups did you see <u>per day</u> while you were hiking on the trails during your backcountry trip? (Enter a question mark "?" if you don't remember)

# of hiking groups per day:_____   **OR**   O Did not see any hiking groups

CROWD16: How many nights were you able to see or hear other visitor groups staying overnight near your campsite/cabin during this overnight backcountry trip? (Enter a question mark "?" if you don't remember)

Number of nights:_____   **OR**   O Did not occur on any night

CROWD17: Please estimate the number of other visitors you saw at each of the following locations.

Location	Number of other visitors	I can't remember	Does not apply
[area-specific list of locations]	_____	O	O

CROWD18: Please indicate whether (and if so, how often) you have ever done each of the following in any [NPS site, including wilderness or backcountry recreation area].

	Ever Done?		If so, how often?				
	No	Yes	Rarely	Occasionally	Often	Usually	Always
Visit earlier or later in the season to avoid seeing other people	No	Yes→	1	2	3	4	5
Visit on weekdays to avoid weekend crowds	No	Yes→	1	2	3	4	5
Go to trails that are less crowded	No	Yes→	1	2	3	4	5
Avoid places that have limits on the amount of use	No	Yes→	1	2	3	4	5
Go to other areas where you are less likely to see other people	No	Yes→	1	2	3	4	5
Avoid places that regulate the use of horseback riders	No	Yes→	1	2	3	4	5
Avoid attractions that are crowded	No	Yes→	1	2	3	4	5

CROWD19: At which times of day did you and your personal group feel crowded? Please mark (•) all that apply.

MORNING (4 a.m. to noon)	AFTERNOON (Noon to 6 p.m.)	EVENING (6 p.m. to midnight)	I can't remember
O	O	O	O

CROWDING20: What do you and your personal group think is the maximum acceptable number of people in each [type of group e.g. cave, tour, wilderness] before it becomes too crowded?

It would be acceptable to have a maximum of __ people

CROWDING21 Several ways to reduce campground congestion at [NPS site] are being considered. Which option do you and your personal group prefer? Please mark (•) one [list of options].

- O   Not interested in camping inside the park
- O   First come, first served until the campground is full
- O   Use a reservation system
- O   Raise camping fees
- O   Other (Please specify) _____

CROWDING ATTITUDES (CRWDATT)

CRWDATT1: Please indicate the extent to which you agree or disagree with each of the following statements concerning management of [area-specific activity] in [NPS site]. (Circle **one** number for each item.)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know / Not Sure
If people feel crowded, use limits should be imposed	1	2	3	4	5	DK/NS
If visitor-caused resource impacts are high,	1	2	3	4	5	DK/NS

use limits should be imposed						
Use limits should never be imposed, even if use is high	1	2	3	4	5	DK/NS
If solitude is lost, use limits should be imposed	1	2	3	4	5	DK/NS
More trails should be added to reduce the number of people seen	1	2	3	4	5	DK/NS
The number of trails that allow horseback riding should be reduced	1	2	3	4	5	DK/NS
The number of trails that allow horseback riding should be increased	1	2	3	4	5	DK/NS
More trailheads should be added to disperse use away from busy areas	1	2	3	4	5	DK/NS

CRWDATT2: The number of other people I see while [participating in area-specific activity] in places like [NPS site] affects my ability to experience solitude. (Circle **one** number.)

1 Strongly agree
2 Agree
3 Neither agree nor disagree
4 Disagree
5 Strongly disagree

CRWDATT3: Please indicate for each of the following numbers of people seen <u>per hour</u> while [participating in area-specific activity] in [NPS site] how likely you would be to experience solitude during such a trip. A rating of "1" means you would be very unlikely to experience solitude, and a rating of "5" means you would be very likely to experience solitude. (Circle **one** number for each of item.)

	Not at all likely	Slightly Likely	Moderately Likely	Very Likely	Completely Likely	Don't Know/ Not Sure
See <u>no other people</u>	1	2	3	4	5	DK/NS
See <u>2</u> other people <u>per hour</u>	1	2	3	4	5	DK/NS
See <u>4</u> other people <u>per hour</u>	1	2	3	4	5	DK/NS
See <u>8</u> other people <u>per hour</u>	1	2	3	4	5	DK/NS
See <u>16</u> other people <u>per hour</u>	1	2	3	4	5	DK/NS

CRWDATT4: The amount of time that passes without seeing other people while [area-specific activity] in places like [NPS site] affects my ability to experience solitude (Circle <u>one</u> number.)

1   Strongly agree
2   Agree
3   Neither agree nor disagree
4   Disagree
5   Strongly disagree

CRWDATT5: Please indicate for each of the following lengths of time without seeing other people while [participating in area-specific activity] in [NPS site] how likely you would be to experience solitude during that time. A rating of 1" means you would be very unlikely to experience solitude within the time period, and a rating of "5" means you would be very likely to experience solitude within the time period. (Circle **one** number for each item.)

	Not at all likely	Slightly Likely	Moderately Likely	Very Likely	Completely Likely	Don't Know/ Not Sure
15 minutes without seeing other people	1	2	3	4	5	DK/NS
30 minutes without seeing other people	1	2	3	4	5	DK/NS
1 hour without seeing other people	1	2	3	4	5	DK/NS
2 hours without seeing other people	1	2	3	4	5	DK/NS
3 hours without seeing other people	1	2	3	4	5	DK/NS

CRWDATT6: Please indicate the extent to which you agree or disagree with each of the following statements about [area-specific activity] in [NPS site]. (Circle **one** number for each item.)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Even if I see several other people while [activity], I can still experience solitude if there are extended periods when I see no other people.	1	2	3	4	5
Even if I see several other people while [activity], I can still experience solitude if most of the other people I see are near the trailhead at the beginning and end of my trip.	1	2	3	4	5
Even if I see several other people while [activity], I can still have a sense of being in wilderness if there are extended periods when I see no other people.	1	2	3	4	5
Even if I see several other people while [activity], I can still have a sense of being in wilderness if most of the other people I see are near the trailhead at the beginning and end of my trip.	1	2	3	4	5

CRWDATT7: The number of other people I saw during my [area-specific activity] today interfered with my sense of solitude. (Circle **one** number, even if you did not see other groups.)

1   Strongly agree
2   Agree
3   Neither agree nor disagree
4   Disagree
5   Strongly disagree

CRWDATT8: The number of other people I saw during my [area-specific activity] today interfered with <u>my sense of being in wilderness.</u> (Circle **one** number, even if you did not see other groups.)

1   Strongly agree
2   Agree
3   Neither agree nor disagree
4   Disagree
5   Strongly disagree

CRWDATT9: We would like to know what you think about issues related to visitor use of [NPS site]. Please indicate the extent to which you agree or disagree with each of the following statements. (Circle **one** number for each statement.)

	Strongly Agree	Agree	Uncertain/ No Opinion	Disagree	Strongly Disagree
[list of items related to number of visitors, group size, and tour specifics (if applicable).]	1	2	3	4	5

CRWDATT10: We would like to know what you think about issues related to the quality of the visitor experience on [NPS site]. Please indicate the extent to which you agree or disagree with each of the following statements. (Circle **one** number for each statement.)

	Strongly Agree	Agree	Uncertain/ No Opinion	Disagree	Strongly Disagree
[area-specific list of items related to visitor experience (e.g. NPS does a good job protecting historic structures, land, or animals.]	1	2	3	4	5

CROWDATT11: Please indicate how your experience of each of the following items during this overnight backcountry trip <u>affected your sense of being in wilderness</u>. Please mark (•) **only one** for each item.

[The list below is an example of items. The lists of items in individual surveys will depend on the characteristics relevant to that park's backcountry/wilderness.]

	How did it affect your <u>sense of being in wilderness</u>?				
	Added greatly	Added somewhat	Had no effect	Detracted somewhat	Detracted greatly
The amount of time you were able to hike without seeing other hiking groups.	O	O	O	O	O
The number of horseback riding groups you saw while you were hiking on the trails	O	O	O	O	O
Not hearing or seeing other groups staying overnight while at your campsite/cabin.	O	O	O	O	O
The amount of time during the trip you heard aircraft	O	O	O	O	O
Your ability to see dark night skies	O	O	O	O	O
The extent to which you were able to see built structures	O	O	O	O	O

CROWDATT12: Please indicate how your experience of each of the following items during this overnight backcountry trip <u>compared with your expectations</u>. (Mark <u>one</u> for each item.)

[The list below is an example of items. The lists of items in individual surveys will depend on the characteristics relevant to that park's backcountry/wilderness.]

	How did it <u>compare to your expectations</u>?					
	A LOT MORE THAN EXPECTED	MORE THAN EXPECTED	ABOUT AS EXPECTED	LESS THAN EXPECTED	A LOT LESS THAN EXPECTED	I HAD NO EXPECTATION
The number of hiking groups you saw while you were hiking on the trails	O	O	O	O	O	O
The number of horseback riding groups you saw while you were hiking on the trails	O	O	O	O	O	O
The number of groups staying overnight that you could hear or see from your campsite/cabin	O	O	O	O	O	O
The amount of time during the trip you heard aircraft	O	O	O	O	O	O
The amount of glow from artificial light in the night-sky	O	O	O	O	O	O
The extent to which you were able to see built structures	O	O	O	O	O	O

VISITOR EXPERIENCE AND RESOURCE PROTECTION (VERP)

In 1992 the National Park Service (NPS) began developing the Visitor Experience and Resource Protection (VERP) framework to address visitor use management and carrying capacity issues in the units of the national park system. The concept of carrying capacity is intended to safeguard the quality both of the park resources and the visitor experience.

[Questions in this section are used in Visitor Experience and Resource Protection (VERP) surveys, which may include photographic or audio simulations of different experience settings.]

VERP1: We would like to know how many people you think could visit [area within NPS site] at any one time without feeling too crowded. To help judge this, a series of photographs of the [area within NPS site] is shown in the enclosure in this questionnaire. These photographs show different numbers of visitors in the [area w/in NPS site]

Please rate each photograph by indicating how acceptable you find each one based on the number of visitors shown. A rating of "-3" means the number of visitors is "very unacceptable", and a rating of "+3" means the number of visitors is "very acceptable". (Circle one number for each photograph.)

	Very unacceptable	Unacceptable	Slightly unacceptable	Neutral	Slightly acceptable	Acceptable	Very Acceptable
Photo 1	-3	-2	-1	0	+1	+2	+3
Photo 2	-3	-2	-1	0	+1	+2	+3
Photo 3	-3	-2	-1	0	+1	+2	+3
Photo 4	-3	-2	-1	0	+1	+2	+3

VERP2: Which photograph shows the level of use that you would <u>prefer</u> to experience in the [area within NPS site]?

Photo number: _____

VERP3: Which photograph shows the highest level of use that <u>the National Park Service should allow</u> in the [area within NPS site]? In other words, at what point should visitors be restricted from touring the [area w/in NPS site]? If use should not be restricted at any point represented in the photographs, or not restricted at all, you may indicate that by checking one of the box below.

Photo number: _____

O None of the photographs show a level of use high enough to restrict the number of visitors in
    [area within NPS site]

O The number of visitors in the [area within NPS site] should not be restricted.

VERP4: Which photograph looks most like the number of visitors you <u>typically saw</u> in [area w/in NPS site] today?
Photo number: _____

VERP5: What is the maximum acceptable number of other visitors to see while you are at the [specific park location (e.g. trailhead)]? (*Please fill in a number or mark one of the other two options*)

It is acceptable to see as many as _____ other visitors at the trailhead.

O   It doesn't matter to me
O   It matters to me, but I cannot specify a number.

VERP6: Please estimate the size (number of individuals) of the typical group that you saw today.

_____ Individuals   O I can't remember   O Does not apply

VERP7: We would like you to listen to several short recordings of sounds in [NPS site]. Please rate each recording based on the sounds heard. A rating of "-3" means the sounds are "very unacceptable" and a rating of "+3" means the sounds are "very acceptable". (Circle <u>one</u> number for each recording.)

	Very unacceptable	Unacceptable	Slightly unacceptable	Neutral	Slightly acceptable	Acceptable	Very Acceptable
Recording 1	-3	-2	-1	0	+1	+2	+3
Recording 2	-3	-2	-1	0	+1	+2	+3
Recording 3	-3	-2	-1	0	+1	+2	+3

VERP8: Did you find any of the sounds you heard on this recording to be pleasing? (Mark <u>one</u>.)

O   Yes   O   No

VERP9: If **YES**, briefly identify or describe the sounds you found pleasing.
_____

VERP10: Did you find any of the sounds you heard on this recording to be annoying? (Mark <u>one</u>.)

O   Yes   O   No

VERP11: If **YES**, briefly identify or describe the sounds you found annoying.

_____

VERP12: Which of the recordings you just heard sounds most like what you heard in [NPS site] today? (Mark <u>one</u>.)

O   [list of recordings by number]

VERP13: We would like you to listen to a short recording of sounds at [a specific park location]. We would like to know how often you think it would be acceptable to hear the sounds in the recording during your visit to [park location]. To help judge this, we have a series of scenarios that describe how often you would hear the sounds in the recording. Please rate each scenario by indicating how acceptable you find it based on how often you would hear the sounds in the recording. A rating of "-3" means the scenario is "very unacceptable" and a rating of "+3" means the scenario is "very acceptable". (Circle one number for each recording.)

	Very unacceptable	Unacceptable	Slightly unacceptable	Neutral	Slightly acceptable	Acceptable	Very Acceptable
Hear the sounds once X minute(s)	-3	-2	-1	0	+1	+2	+3
list continues with time intervals]	-3	-2	-1	0	+1	+2	+3

TOPIC AREA 6 - EVALUATIONS/OPINIONS OF SERVICES, FACILITIES, AND MANAGEMENT

Public opinion of the services and facilities helps management teams understand the values people hold in relation to park resources and the visitor experience and is critical to creating a plans that can be successfully implemented. Underlying all fundamental planning decisions are competing values, which must be resolved by a decision as to which value is of greater importance in a particular situation. A planning decision is the compromise between competing values at a given point in time. Understanding public values enables the management teams to make informed planning decisions. The questions in this topic area will be used to help managers learn about public concerns, issues, expectations, and values. The collected data can be used to provide information on how people use the park, on existing and desired conditions and on the acceptability of proposed indicators.

EVALUATION OF FEES (EVALFEE)

EVALFEE1: Currently no [fee type, e.g., entrance, shuttle, etc.] is charged at [NPS site]. In the future, a [fee type] may be considered, with most [or all] of the funds collected remaining at the park to [explanation of fee uses].

If a fee of $X were charged in the future, would you and your personal group be willing to pay it? Please mark (•) **only one.**

O   Yes, likely   O   No, unlikely   O   Not sure

EVALFEE2: Currently, the entrance fee to [NPS site] is $X/7 days per vehicle or $X/7 days per pedestrian/bike, but not to exceed $X per family. In your opinion, how appropriate is the fee amount? Please mark (•) **only one**.

O   Too low   O   About right   O   Too high

EVALFEE3: Do you think the current [fare of $X, fee, price] is reasonable for this [specific service]? Please mark (•) **only one.**

O   Yes, it is reasonable
O   No, it is too low
O   No, it is too high
O   No, there should be no fare

EVALFEE4: How would you and your personal group rate the value for the entrance fee you paid? Please mark (•) **only one**.

Very poor	Poor	Average	Good	Very good
O	O	O	O	O

EVALUATION OF SERVICES/RESOURCES (EVALSERV)

EVALSERV1: Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at [NPS site] during this visit? Please mark (•) **only one**.

Very poor	Poor	Average	Good	Very good
O	O	O	O	O

EVALSERV2: What did you and your personal group like **least** about your visit to [NPS site]?

_____

EVALSERV3: What did you and your personal group like **most** about your visit to [NPS site]?

_____

EVALSERV4: On this visit, were the signs directing you and your personal group to [NPS site] adequate? Please mark (•) **only one** response for each.

Signs on interstates	O Yes	O No	O Not sure
Signs on state highways	O Yes	O No	O Not sure
Signs in communities	O Yes	O No	O Not sure

EVALSERV5: If you answered NO to any of the above, please explain the problem.

_____

EVALSERV6: Inside the park, were the signs directing you and your personal group to facilities and sites adequate?

O   Yes   O   No

EVALSERV7: If NO, what would have helped you to find your way?

_____

EVALSERV8: Please indicate how safe you and your personal group felt from crime, accidents, and natural hazards during this visit to [NPS site]? Please mark (•) **only one** response for each safety issue.

How safe did you feel in the park?

Safety Issue	Very Unsafe	Somewhat Unsafe	Neither Safe nor Unsafe	Somewhat Safe	Very Safe
[area-specific list of safety issue (e.g. theft, crime, accidents)]	O	O	O	O	O

EVALSERV9: If you marked 'very unsafe' or 'somewhat unsafe' on any of the above issues, please explain why:

_____

EVALSERV10: Please rate the quality of your interaction with [park rangers, volunteers, concession employees] in [NPS site]. Please mark (●) **one** for each.

	Very poor	Poor	Average	Good	Very good
Helpfulness	O	O	O	O	O
Courteousness	O	O	O	O	O
Quality of information provided	O	O	O	O	O

EVALSERV11: Please indicate how the following elements may have affected you and your personal group's [dining or shopping, etc.] experience in [NPS site]. Please mark (●) **one** for each.

Element	Very poor	Poor	Average	Good	Very good
[area-specific food-service elements]	O	O	O	O	O
[area-specific gift-shop elements]	O	O	O	O	O

EVALSERV12: Please make any comments about the above elements. For example, if you were unable to [find an item you wanted], please list it below.

Element	Comment

EVALSERV13:
a) Please mark (●) **all** the [visitor, information, concession] services and facilities that you and your personal group used during this visit to [NPS site].

b) For only those services and facilities that you and your personal group used, please rate their **importance** from 1-5.

c) For only those services and facilities that you and your personal group used, please rate their **quality** from 1-5.

a) Used service/facility?	b) If used, how important? 1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important					c) If used, what quality 1=Very poor 2=Poor 3=Average 4=Good 5=Very good				
O [area-specific list of services/facilities	1	2	3	4	5	1	2	3	4	5
O [area-specific list of services/facilities	1	2	3	4	5	1	2	3	4	5

EVALSERV14: Please explain any ratings of "very poor" or "poor" in column d of this question.

_____

EVALSERV15: Please explain any ratings of "very good" in column d of this question.

_____

> **This is a new question.** This question will be used to help park managers understand which services, facilities, or activities would have enhanced visitor experiences. Part b provides an opportunity for respondent offer feedback concerning specific services, programs, activities that not available in previous versions of this question.

EVALSERV16:
a) Is there any [service, facility, activity] or another aspect of your visit that could have been enhanced by [specify management action]?

       O Yes   O No

b) What would you and your personal group recommend to improve current [services, programs, activities, etc.) provided at the park? Please be specific.

_____

> **This is a new question.** This question will be used to provide feedback about. visitor satisfaction with park services, facilities, programs, activities, etc. This information will provide park managers with the feedback needed develop on-site management plans.

EVALSERV17:
a) On this visit, how satisfied were you and your personal group with [service, facility, program, activity in [NPS site}?

Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
O	O	O	O	O

b) If you responded to part d above with "very dissatisfied" or "somewhat dissatisfied," please explain.

_____

EVALSERV18:

a) On this visit to [NPS site], which of the following commercial services did you and your group use?

b) If you and your personal group used lodging, campsites and/or restaurants/food service, were you able to get your first choice of location?

c) Did the commercial services that you and your personal group used meet your expectations? Please circle one answer.

Use service	Commercial service	Did you get your first choice		Meet expectations? Circle one		
				Worse than expected	About what was expected	Better than expected
O	Area-specific list of commercial services (e.g. campgrounds, purchase gas, medical services)]	Yes	No	1	2	3

EVALSERV19: Please explain any "no" or "worse than expected" responses in columns b and c of this question._____

> **This is a new question.** The responses to this question will provide information about the current interpretation of the park's "story". Visitors will be able to provide feedback on anything about the park's stories could be emphasize or strengthened, so that park managers can work towards improving interpretive programs/media as needed.

EVALSERV20:

a) In your opinion, were there any stories presented at [NPS site] that needed to be emphasized or strengthened?

    O   Yes   O No

b) If YES, what were the parts of the story that need to be strengthened? (open ended) _____

> **This is a new question.** The responses to this question will help managers understand how visitor's view the depth of information provided in park programs.

EVALSERV21: How appropriate was the depth of information in the programs you and your personal group attended? Please mark (●) one from the following options:
- O Too simple
- O About right
- O Too complex

This is a new question. Ranger-led tours are used by park managers who are trying to better inform the public. Visitor feedback about various aspects of the tours will help managers create programs that are beneficial to the visitor's experience.

EVALSERV22: If you took the ranger-led or volunteer-led tour of the [NPS site] on this visit, please mark (•) one response for each of the following aspects of the tour.

[List specific aspects of tour to rate, e.g.]

Topics discussed on tour
  O Of interest O Not of interest

Tour/program length
  O Too short O   About right   O Too long

Timing of programs/ Taking tour at desired time tour at desired time
  O Able to take tour at desired time   O Not able to take

Ability to see interior of room due to tour size
  O Able to see   O Not able to see

Historic appearance of rooms
  O Very Poor O Poor   O Average O Good O Very Good

This is a new question. This question will help manager understand how helpful the exhibits are to the educational and interpretive aspect to learning more about the site. This information will help to provide up-to-date information that can be used to determine the quality of current exhibits.

EVALSERV23: If YES, please provide one response to each of the following questions.

  a) Did you and your personal group find the exhibit objects interesting?

  b) Please rate the length of the exhibit text.

  c) Was the exhibit lighting adequate to see the objects on display and read the text?

  d) Were the exhibits easy to understand?

Exhibit	**a) Objects interesting?** Circle one	**b) Length of text?** 1=Too short 2=About right 3=Too long	**c) Exhibit lighting adequate?** Circle one	**d) Easy to understand?** Circle one
[area-specific list of exhibits]	Yes No	1 2 3	Yes No	Yes No

EVALSERV24: What did you and your personal group like **most** and **least** about [NPS site] visitor center and outdoor exhibits?

    Visitor center exhibits   O   Did not use

    Liked most:_____

    Liked least:_____

    Outdoor exhibits   O   Did not use

    Liked most:_____

    Liked least:_____

This is a new question. Measuring the effectiveness of interpretive exhibits will allow park managers make informed decisions about setting priorities and budgets for updating and improving exhibits.

EVALSERV25: For only those exhibits that you or your personal group viewed/read, please rate their helpfulness to you in understanding [the history of the site].

Not at all helpful	Slightly helpful	Moderately helpful	Very helpful	Extremely helpful
O	O	O	O	O

EVALSERV26: In your opinion, what information on the park website needs enhancement? Please mark (•) **all** that apply.

    O   Did not use park website/no opinion

                                                      Needs Enhancement

    [area-specific list of possible information]   O

    Other (Please specify below)   O

        a) _____   b)_____

EVALSERV27: On this trip to [NPS site], did you or any members of your personal group use the following reservation services? Please mark (•) **all** that apply in the left column.

For **each** reservation service that you and your personal group **used**, please rate its quality using a scale from 1-5 of each of the following features.

	If used, what was the quality?			
	1 Very poor 2 Poor 3 Average 4 Good 5 Very good			
Used service? mark (•)	Sufficiency of information provided	Efficiency of service	Ease of use	Accuracy of reservation/ permit
O [area-specific list of reservation services]	_____	_____	_____	_____

EVALSERV28: If you or your personal group used any of the above services, please describe any changes you would recommend to the current system.

       Service   Recommend changes

  _____   _____

EVALSERV29:
a) Please rate how satisfied you and your personal group were with your tour reservation-making experience. Please mark (•) **only one**.

Very Poor	Poor	Average	Good	Very Good
O	O	O	O	O

b) If you rated the reservation-making experience as "very poor" or "poor," what problems did you encounter?
_____

> **This is a new question.** This question will help managers understand how visitors rate the importance of park activities. This information will allow park managers to make decisions related to facilities, personnel, and interpretive services that support particular activities.

EVALSERV30: For those activities that you and your personal group participated in **on this visit**, please rate on a scale from 1 to 5 the importance of each activity to your park experience.

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
list of activities	1	2	3	4	5
list of activities	1	2	3	4	5

EVALSERV31:
b)   From the topics listed below, please tell us how important the information you received was in presenting different viewpoints [topic]? Please rate the importance from 1-5 in column b.

c)   Next, How would you describe the amount of information you and your personal for the topics listed below.

TOPIC	B					C		
	NOT AT ALL IMPORTANT	SLIGHTLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	NOT ENOUGH	ABOUT RIGHT	TOO MUCH
	1	2	3	4	5	1	2	3
	1	2	3	4	5		2	3

EVALSERV32: Would you recommend visiting [NPS site] to others?

O   Yes   O   No

EVALSERV33: If **YES**, please explain why.

_____

EVALSERV34: If **NO**, please explain why.
_____

EVALSERV35: If **YES**, how does [NPS site] compare to other [type] sites you have visited?
_____

EVALSERV36: How would you and your personal group rate the quality of your experience in the backcountry of [NPS site]? Please mark (.) **only one**.

Very Poor	Poor	Average	Good	Very Good
O	O	O	O	O

EVALSERV37: Is there anything you and your personal group would like to see changed in the way the backcountry is managed?

EVALSERV38: Please indicate which of the following statements best describes your impression of the night-sky during this overnight backcountry trip. Please mark (•) **only one.**

The darkness of the night-sky and brilliance of stars and planets were…

O   Not at all affected by artificial light glow

O   Slightly affected by artificial light glow

O   Moderately affected by artificial light glow

O   Very affected by artificial light glow

O   Extremely affected by artificial light glow

O   Don't remember

EVALUATION OF TRANSPORTATION (EVALTRAN)

EVALTRAN1: We would like to know how you feel about using different kinds of transportation in [NPS site]. For each item below, FIRST rate how much you think it describes the form of transportation you used to enter the park. THEN rate how much you think it describes the park shuttle bus. Please answer this last part even if you have not yet used the shuttle bus system.

	Vehicle you used to enter the park				[NPS site] Shuttle			
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE
[possible characteristics of transportation (such as easy access to personal belongings, affordable, sense of freedom)]	1	2	3	4	1	2	3	4

EVALTRAN2: Overall, what is your attitude toward the use of alternative transportation for visitor travel once inside U.S. National Parks, which includes modes of travel other than private automobiles, such as bicycle, bus, boat, carriage, ferry, train, tram, trolley, or van?

Very Favorable	Favorable	Unfavorable	Very Unfavorable
O	O	O	O

EVALTRAN3: How frequently would a bus need to pass by a stop (pick-up point) for you to consider using the service in [NPS site]? *(check only one)*

O   [list of time intervals]

EVALTRAN4: How important are the following features for a transit (bus) service within [NPS site]?

	NOT AT ALL IMPORTANT	SLIGHTLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT
[list of features (on-time service, frequency of service, ability to access trailheads, ability to bring gear with me, green technology)]	O	O	O	O	O

EVALTRAN5: Please rate the shuttle service on each of the following:

	Very Good	Good	Fair	Poor	Very Poor	No Opinion
[list of services/features (e.g. on-time performance, frequency, etc)]	O	O	O	O	O	O

EVALTRAN6: What improvements would make you more likely to use this shuttle again in the future? Please mark (●) **all** that apply.

O   [area-specific list of improvements (e.g. more frequent service, greener technology, more stops, etc)]

OPINIONS ON PARK MANAGEMENT (OPMGMT)

OPMGMT1: If you were a park manager planning for the future of [NPS site], what would you and your personal group propose? Please be specific.

_____

This is a new question. This information will provide park managers with direct feedback from visitors concerning their vision for the park's future, as they substantiate the value of work in progress, inspire ideas for the future, and highlight visitors' most important issues.

OPMGMT2: What could the managers at [NPS site] do as they plan for the future? Please be specific.
_____

OPMGMT3: Is there anything else you and your personal group would like to tell us about your visit to [NPS site]?

_____

OPMGMT4: It is the National Park Service's responsibility to protect this park'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 personal group? Please mark (●) **only one** answer for each resource/attribute/experience.

Resource/attribute	NOT AT ALL IMPORTANT	SLIGHTLY IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT
[area-specific list of site features]	O	O	O	O	O
Interpretive/informational programs	O	O	O	O	O
Clean water	O	O	O	O	O
Clean air	O	O	O	O	O
Scenic views	O	O	O	O	O
Solitude	O	O	O	O	O
Natural quiet/sounds of nature	O	O	O	O	O
Native plants	O	O	O	O	O
Wildlife	O	O	O	O	O

OPMGMT5: Please rate how appropriate you and your personal group feel the following activities are in [NPS site]. Please mark (●) **one** for each activity.

Activity	Never appropriate	Sometimes appropriate	Usually appropriate	Always appropriate
[area-specific list of activities (e.g. playing Frisbee, sunbathing, bicycling on trails, etc]	O	O	O	O

OPMGMT6: Please indicate the extent to which you and your personal group would support or oppose each of the following potential management actions at [NPS site]. (Please mark (●) one number for each item.)

	Strongly Support	Support	Neither Support nor Oppose	Oppose	Strongly Oppose	Don't Know/ Not Sure
[list of actions (e.g. require visitors to ride a free shuttle bus, prohibit specific activities, remove specific existing facilities, etc.]	O	O	O	O	O	DK

OPMGMT7: How much of a problem do you think the following issues are at [NPS site]? Please mark (•) **one** for each

	Not a Problem	Small Problem	Big Problem	Don't Know/ No Opinion
[area-specific list of issues (e.g. too many buses on the road; lack of visitor facilities; difficulty locating the trail, etc]	1	2	3	DK

This is a new question. This is information will be used by Park to determine how to maintain park grounds, and/or how to explain, through park publications and programs, the reasons for certain management practices.

OPMGMT8: The [NPS site] is currently maintained to reflect a manicured appearance. If you and your personal group were to visit in the future, which of the following maintenance options would you prefer? Please mark (•) only one.

- O   Maintain this area as it is now
- O   Restore [historic] appearance with farm crops and native grasses
- O   Combination of both of the above management methods
- O   No opinion/don't care

This is a new question. This information will provide park managers with feedback needed to understand visitors' preferences concerning the use entrance fees. In some parks, decisions will be considered about how to explain the use of fees, through park publications and programs.

OPMGMT9: Most of the entrance fees collected at [NPS site] remain at the park and are used for resource protection and visitor services. In the future, how would you like to see these funds used at [NPS site]? Please mark (•) all that apply.

[list of options]

This is a new question. This information will help park mangers to understand visitors' preferences for park anniversary activities. This will support planning efforts in ways that are supported by visitors.

OPMGMT10: [NPS site] will be celebrating its "xth" anniversary in [year]. How would you and your personal group like to see [NPS site] celebrate this event?

This is a new question. This information will help park managers to understand visitors' preferences regarding park policies and how to best communicate new policies to the public.

OPMGMT11: Several ways to reduce [type of congestion, crowding, impacts, resource degradation, etc.] at [NPS site] are being considered. Which option do you and your personal group prefer? Please mark (•) one. [list of options]

This is a new question. This information will be used by park managers to understand visitors' perspectives on services that need improvement, and helps prioritize management actions.

OPMGMT12: What would you and your personal group recommend to improve current visitor services provided at the park? Please be specific.

_____

This is a new question. Understanding visitors' opinions on preferred ways to limit seasonal use of services, facilities, or resources will assist park managers in making decisions that will have public support.

OPMGMT13: Below are some ways to limit [seasonal] use. Which do you prefer? Please mark (•) all that apply.

    O [site specific options]
    O other (Please specify)

This is a new question. Understanding visitors' opinions on preferred ways to limit visitation will assist park managers in making decisions that will have public support.

OPMGMT14: In the future, if visitation to the [recreational] area at [NPS site] has to be limited to protect park resources and the visitor experience, how would you rate the following alternatives? Please mark (•) only one answer for each option.

ACCEPTABLE	NOT ACCEPTABLE	NO OPINION
O	O	O

This is a new question. With this information, park managers will be able to prioritize interpretive activities and make decisions as to which should be continued and developed.

OPMGMT15: [NPS site] currently uses living history programs and encampments, including weapons and clothing, to interpret the [fort's] history. If you were to visit in the future which of the following options would you prefer? Please mark (•) **one.**

    O   Not interested in living history programs
    O   Continue current program
    O   Stop using living history programs, including weapons and clothing
    O   Offer more living history programs

TRUST IN THE NPS (TRUST)

TRUST1: Do you trust [NPS site] to manage the following? Please mark (•) **one** for each.

	Yes	No	Don't Know
[area-specific list of items, e.g., fishing trails, fires, forest health, water quality, wildlife,motorized use, overnight use, parking, safety, etc.]	O	O	O

TRUST2: How much do you trust the National Park Service? Please mark (•) **one** for each.

	Not at all	A little	Some	A lot	Don't know
At the national level?	O	O	O	O	O
At [NPS site]?	O	O	O	O	O

TRUST3: Over time, how has your level of trust in the [NPS site] staff changed? Please mark (•) **only one.**

Worsened	Has not changed	Improved	Don't know
O	O	O	O

TOPIC AREA 7 – ECONOMIC IMPACT AND BENEFIT ANALYSIS

Visitor expenditure and income information is needed to calculate the economic impact and benefit of park visitation. Economic impact measures how much the money people spend visiting parks and surrounding areas contributes to the local economy in terms of jobs and income. Economic benefit measures how much visitors value a park above what they spend, or the increase in social welfare a park provides. Accurate impact assessment requires identification of those portions of expenditures that occur in the local region and inside the park. Questions will be used to develop average spending estimates for visitors to the park and local region. Income and income foregone questions provide information about the value, or economic benefit, of a visit to the park.

ECONOMIC IMPACT AND BENEFIT (ECON)

ECON1: a) Which category best represents your annual household income? Please mark (•) only one.

O Less than $24,999   O $75,000 to $99,999
O $25,000 to $34,999   O $100,000 to $149,999
O $35,000 to $49,999   O $150,000 to $199,999
O $50,000 to $74,999   O $200,000 or more

O Do not wish to answer

This is a new question. This question will be used to calculate household income per capita. This information will be compatible with census data.

b) How many people are in your household? _____ Number of people

This is a new question. This question will provide information because the amount of foregone income a household incurs is important for accurately specifying the trip demand curve that estimates the economic benefit of a park by the travel cost method. It helps estimate the value of the trade-off the visitor made between earning more income and taking the trip to the park.

ECON2: a) Did your household take any unpaid vacation or take unpaid time off from work to come on this trip?

     O   Yes   O   No

b) How much income did your household forgo to make this trip? $_____

ECON3: What was your household's total income during the past 12 months?
_____

ECON4 For you and your personal group, please report all expenditures for the items listed below for this visit to the [NPS site] and the surrounding **area** (within a X-minute drive). Please write "0" if no money was spent in a particular category.

a) Please list your personal group's total expenditures inside [NPS site].

b) Please list your personal group's total expenditures in the surrounding area (within a X-minute drive of park).

> NOTE: Surrounding area residents should only include expenditures that were **directly related** to this visit to [NPS site].

	EXPENDITURES	
	a) Inside park	b) Surrounding area
Hotels, motels, cabins, B&B, etc.	$_____	$_____
Camping fees and charges	$_____	$_____
Guide fees and charges	$_____	$_____
Restaurants and bars	$_____	$_____
Groceries and takeout food	$_____	$_____
Gas and oil (auto, RV, boat, etc.)	$_____	$_____
Other transportation expenses(rental cars, taxis, auto repairs, but NOT airfare)	$_____	$_____
Admission, recreation, entertainment fees	$_____	$_____
All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)	$_____	$_____
Donations	$_____	$_____

ECON5 How many people do the above expenses cover?

_____   Adults (18 years or over)   _____ Children (under 18 years)

> **This is a new question.** Total trip expenditure is needed to develop an accurate estimate of the economic benefit of a park by the travel cost method. Total trip expenditure, which includes the costs of getting to and from the park, is indicative of the entire value the visitor placed on visiting the park, not just what they spent inside the park or immediately surrounding the park.

ECON6: What was the total cost of your personal group's trip to [NPS site] from when you left home until you returned?

$ _____

This is a new question. This information provides managers a more accurate record of visitor use of the various types of passes and entry methods, particularly if entrance stations have limited hours.

ECON7 On this visit, which one of the following entrance fees applied to you and your personal group? Please mark (•) one.

- O   DID NOT PAY A FEE OR USE A PASS TO ENTER THE PARK
- O   7 DAY ENTRANCE FEE ($10/vehicle or $3/individual)
- O   PASS (Golden Eagle Pass, Annual [NPS Site] Park Pass, Golden Age Pass, Golden Access Pass)
- O   FEE INCLUDED IN TOUR PACKAGE
- O   DON'T KNOW
- O   OTHER (Please specify) _____