NOTE: *For the purposes of this review and submission the justifications for each question or section of questions is highlighted in a shaded text box above each question. These text boxes will not be printed on the final version of the surveys. The Topic Areas noted are consistent with the currently approved pool questions for the NPS Programmatic Review Process (1024-0224). The questions that are slight variations are denoted as such. Any questions that are outside the general scope of the programmatic review process have been carefully discussed and generally approved by the NPS Information Collection Review Coordinator with understanding that that those questions will require further review and consideration by OMB before full determination and approval can be granted.*

OMB Control Number: 1024-0224
Current Expiration Date: 8-31-2014

Glacier National Park - Shuttle Rider Survey

Thank you for agreeing to help Glacier National Park!
Your input is important to park management. Response to this request is voluntary. While you are not required to respond, your cooperation is needed to make the survey results comprehensive, accurate, and timely. This survey is sponsored by the National Park Service, and the information will be used by park managers to better serve the public.

Please answer the following questions about your decision to stop at this pullout.

TOPIC AREA 3 – TRANS13 (*variation)*

1. Which of the following best describe why you chose to stop at this viewpoint (please check all that apply):
   - ❒ I saw wildlife near by
   - ❒ My kids needed a break
   - ❒ I wanted to look at this particular view
   - ❒ I am starting a hike here
   - ❒ I or someone in the group needed a stretch
   - ❒ I wanted to see the interpretive exhibit
   - ❒ I needed the facilities here (toilet, trash cans, etc.)
   - ❒ I wanted to photograph this particular view
   - ❒ We wanted to have a picnic here
   - ❒ Other (please specify)_____

TOPIC AREA 3 – TRANS (*variation)*

2. When you got off the shuttle where was it:
   - ❒ A spur of the moment decision, or
   - ❒ A stop planned ahead of time?

TOPIC AREA 3 – TRANS (*variation)*

3. Did the fact that you were riding the shuttle influence your decisions about where to stop? Please check the one answer that best fits you.
   - ❒ No (Go to question 4)
   - ❒ Yes, I stopped at more stops because I was riding the shuttle

❒ Yes, I stopped at fewer stops because I was riding the shuttle
❒ Yes, I stopped at different locations than I would have if I had driven my own personal vehicle.

TOPIC AREA 3– TRANS (*variation)*

4. Did riding the shuttle change what you decided to do at this stop?
   ❒ No (Go to question 5)
   ❒ Yes
   4.a. If yes, please explain: _____

Please answer the following questions about your decision to ride the shuttle today in Glacier.

TOPIC AREA 3 – TRANS16 (*variation)*

5. Please indicate how strongly you agree or disagree with the following statements about **why you chose to ride the shuttle**.

I chose to ride the shuttle because….	Strongly disagree	Disagree	No opinion	Agree	Strongly agree
It will benefit the environment of Glacier National Park.	1	2	3	4	5
It will help alleviate traffic and parking congestion in GNP.	1	2	3	4	5
I will avoid traffic congestion and difficulty finding a parking spot.	1	2	3	4	5
It is a more enjoyable way to experience the park, because I do not have the stress of driving.	1	2	3	4	5
It is a more enjoyable way to experience the park, because I can concentrate on viewing the scenery.	1	2	3	4	5

TOPIC AREA 1 – VISHIS2 (*variation)*

6. Did you visit one of the transit centers within Glacier National Park? (either St. Mary Visitor Center or Apgar Transit Center)
   ❒ No
   ❒ Yes

TOPIC AREA 1 – KNOW9 (*variation)*

7. Before completing this survey, were you aware that the primary purpose of the shuttle system is to reduce traffic congestion during reconstruction of the Going to the Sun Road, which will speed up completion of that reconstruction?
   ❒ No
   ❒ Yes

TOPIC AREA 2 – TPLAN7 (*variation)*

8. a. Please indicate whether or not you used the following information sources about the shuttle (circle yes or no below)

   b. For those sources you used (i.e. circled "yes" in part a), please indicate whether or not the information source was helpful.

Information source	a. Did you use this info?	b. Was this info helpful?
Park service website	No / Yes	No / Yes
Personal communication with National Park Service employees	No / Yes	No / Yes
Traveler radio information system (1610 am)	No / Yes	No / Yes
*511 cellular information service	No / Yes	No / Yes
Park newspaper/brochure	No / Yes	No / Yes
Information available at my hotel or campground	No / Yes	No / Yes
Signs and printed material at Apgar or St. Mary Transit Center	No / Yes	No / Yes
Word-of-mouth information from fellow travelers or local residents	No / Yes	No / Yes

TOPIC AREA 2 – TPLAN14 (*variation*)

9. Did the information you received about the shuttle system influence your decision to ride the shuttle?
   - ❒ No
   - ❒ Yes, It helped convince me to ride the shuttle

TOPIC AREA 3 – FVIS21

10. If you were to do this trip again, what sources of information would you have liked to have found about the shuttle system and when would you have liked to have received this information?

Information source	Would you like to use this information on a future visit?	When would you like to receive this information? (for example: at home while planning trip, at my hotel, once I arrive at the park, etc).
Park service website	No/ Yes	
Personal communication with National Park Service employees	No/ Yes	
Traveler radio information system (1610 am)	No/ Yes	
*511 cellular information service	No/ Yes	
Park newspaper/brochure	No/ Yes	
Information available at my hotel or campground	No/ Yes	
Signs and printed material at Apgar or St. Mary Transit Center	No/ Yes	
Word-of-mouth information from fellow travelers or local residents	No/ Yes	
Other (please specify):	No/ Yes	

TOPIC AREA 3 – FVIS26 (*variation)*

11. Please indicate how much you agree or disagree with the following statements about the shuttle service.

	Strongly Agree		Neither Agree or Disagree			Strongly Disagree	
The transfer stations seem crowded.	+3	+2	+1	0	-1	-2	-3
It is hard to get a place on the shuttle.	+3	+2	+1	0	-1	-2	-3
Other transportation modes are just better for what I like to do in the park.	+3	+2	+1	0	-1	-2	-3
Everyone should use the shuttle to visit this area, even if it means use is high	+3	+2	+1	0	-1	-2	-3
The service is so good that I want to use it in spite of the amount of time spent waiting for the shuttle	+3	+2	+1	0	-1	-2	-3
I don't know of another transportation mode within the park that offers the same opportunities as the shuttle	+3	+2	+1	0	-1	-2	-3

TOPIC AREA 3 – TRIPC35 (*variation)*

12. Which of the following elements ***detracted*** from your experience at the shuttle system?

Detractors	Level of Agreement							Frequency		
	Strongly Agree		Neither agree nor disagree			Strongly Disagree		Frequently	Occasionally	Never
Number of other people	+3	+2	+1	0	-1	-2	-3	3	2	1
Access to the service (time waiting in line)	+3	+2	+1	0	-1	-2	-3	3	2	1
Rude visitor behavior	+3	+2	+1	0	-1	-2	-3	3	2	1
Construction	+3	+2	+1	0	-1	-2	-3	3	2	1
Human-caused noise	+3	+2	+1	0	-1	-2	-3	3	2	1
Access to informational materials	+3	+2	+1	0	-1	-2	-3	3	2	1
Encounters with wildlife	+3	+2	+1	0	-1	-2	-3	3	2	1
Poor service	+3	+2	+1	0	-1	-2	-3	3	2	1
Weather	+3	+2	+1	0	-1	-2	-3	3	2	1
Other	+3	+2	+1	0	-1	-2	-3	3	2	1

TOPIC AREA 3 – TRIPC35 (*variation)*

13. Overall, which of the following reactions describe your behavior in response of the greatest detractor you found during your shuttle experience?

Reactions to the greatest detractor	Level of Agreement							Frequency		
	Strongly Agree		Neither agree nor disagree			Strongly Disagree		Always	Sometimes	Never
I had to accept it as it was.	+3	+2	+1	0	-1	-2	-3	3	2	1
I could change it or do something about it.	+3	+2	+1	0	-1	-2	-3	3	2	1
I needed to know more about it before I could act.	+3	+2	+1	0	-1	-2	-3	3	2	1
I had to hold myself back from doing something about it.	+3	+2	+1	0	-1	-2	-3	3	2	1

TOPIC AREA 5 – CRWDATT2 (*variation)*

14. Which of the following statements describe your level of satisfaction about your shuttle experience?

	Strongly agree		Neither agree nor disagree			Strongly disagree	
I was satisfied with my interaction with other visitors.	+3	+2	+1	0	-1	-2	-3
I was satisfied with the number of people that I encountered on the shuttle today.	+3	+2	+1	0	-1	-2	-3
I was satisfied with the level of shuttle etiquette exercised by other people today.	+3	+2	+1	0	-1	-2	-3
I was satisfied with my interaction with shuttle drivers.	+3	+2	+1	0	-1	-2	-3
I was satisfied with the amount of time I waited to access to the shuttle.	+3	+2	+1	0	-1	-2	-3
I was satisfied with the amount of space I had on the shuttle today.	+3	+2	+1	0	-1	-2	-3

TOPIC AREA 1 – VISITHIS5 (*variation)*

15. Is this your first trip to Glacier National Park?

❒ No.

❒ Yes.

We would like to know a little about you. Please answer the following questions about you and your personal group. Your personal group refers to members of your immediate travel party, such spouse, family, friends, etc. This does not include any larger, organized groups you may be traveling with, such as school, church, scouts, and tour groups.

TOPIC AREA 1 – RES3

16. Do you live in the United States or Canada?
    - ☐Yes
    - What is your home state/ province _____
    - What is your zip code/postal code_____
    - ☐No
    - What country do you live in? _____

TOPIC AREA 1 – GR1

17. On this visit, what kind of personal group (not guided tour/educational/other organized group) were you with? (please check only one response)
    - ☐ Alone
    - ☐ Family
    - ☐ Friends
    - ☐ Family and Friends
    - ☐ Business associates
    - ☐ Other (please specify _____)

TOPIC AREA 1 – GR3

18. On this visit, how many people are in your personal group, including yourself?
    - _____ number of people

TOPIC AREA 1 – GROUP CHARACTERISTICS (*variation)*

19. On this visit, how many children are in your personal group?
    - ____ Children under six years old
    - ____ Children six to nine years old
    - ____ Children 10 to 18 years old

TOPIC AREA 1 – GR2

20. On this visit, were you and your personal group with the following type of groups? Please check the yes or no.
    - Commercial guided tour
      ☐No ☐Yes
    - Educational group (school, etc.)
      ☐No ☐Yes
    - Other organized group (church, business, etc.)
      ☐No ☐Yes

TOPIC AREA 2 – TPLAN (*Variation)*

21. Do you plan to/ did you visit Waterton Lakes National Park in Canada as part of this trip?
    - ❒ No
    - ❒ Yes

Thank you for your participation!
Please use the back of this page to make any further comments.

PAPERWORK REDUCTION ACT STATEMENT: The National Park Service is authorized by 16 U.S.C. 1a-7 to collect this information. This information will be used by park managers to understand the visitor use and the perceptions of recreation management at Glacier National Park. Responses to this request are voluntary and anonymous. Your name will never be associated with your answers, and all contact information will be destroyed when the data collection is concluded. No action may be taken against you for refusing to supply the information requested. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number and expiration date.

BURDEN ESTIMATE STATEMENT: Public reporting burden for this form is estimated to average 10 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to: Phil Wilson, Glacier National Park; P.O. Box 128; West Glacier, MT 59936; Phil_Wilson@nps.gov (email).