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.*

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

Glacier National Park - Non-Shuttle Rider and Non-Hiker 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 understand the role of the shuttle system on the Going to the Sun Road. This questionnaire will take 10 minutes to complete.

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

TOPIC AREA 3 – ACTIVITIES (*variation)*

1. When you stopped here was it:
   - ❒ A spur of the moment decision, or
   - ❒ A stop planned ahead of time?

TOPIC AREA 3 – ACTIVITIES (*variation)*

2. Which of the following best describe why you chose to stop at this viewpoint (please check all that apply):
   - ❒ This was the first open spot available
   - ❒ I saw wildlife near by
   - ❒ Traffic was moving too slowly
   - ❒ My kids needed a break
   - ❒ I wanted to look at this particular view
   - ❒ I am starting a hike here
   - ❒ I needed a break from driving
   - ❒ I or someone in the group needed a stretch
   - ❒ My pet needed a break
   - ❒ 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
   - ❒ The presence of road construction
   - ❒ Other (please specify) _____

TOPIC AREA 6 – EVALTRAN (*variation)*

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

TOPIC AREA 6 – EVALTRAN (*variation)*

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

TOPIC AREA 2 – TPLAN1 (*variation)*

5. 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 3 – EVALTRAN (*variation)*

6. Did the information about the shuttle system influence your decision to ride the shuttle or not? (Please check one of the following)

   - ❒ No (go to question 8)
   - ❒ Yes, it helped convince me to ride the shuttle
   - ❒ Yes, it helped convince me NOT to ride the shuttle

TOPIC AREA 2 – TPLAN 1 (*variation)*

7. If you had this trip to do again, what sources of information would you have liked to have 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 the trip, at my hotel, once I arrive at the park, etc).
Park service website	Yes/ No	
Personal communication with National Park Service employees	Yes/ No	
Traveler radio information system (1610 am)	Yes/ No	
*511 cellular information service	Yes/ No	
Park newspaper/brochure	Yes/ No	
Information available at my hotel or campground	Yes/ No	
Signs and printed material at Apgar or St. Mary Transit Center	Yes/ No	
Word-of-mouth information from fellow travelers or local residents	Yes/ No	
Other: (Please specify: _____)	Yes/ No	

TOPIC AREA EVALSERV (*variation)*

8. Have you ever had an experience in Glacier National Park (including this trip) so unpleasant that it made you decide not to return to that area or use a particular service? If yes, please write in the name of the place or service and what caused you to stop going there or using it.

Place you no longer visit or shuttle service you no longer use	**Year of most recent visit to the area or use of the service**	**Reasons for no longer visiting or using**

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

9. 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

10. 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

11. On this visit, how many people are in your personal group, including yourself?

_____ Number of people

TOPIC AREA 1 – GR1 (*variation)*

12. On this visit, how many children are in your personal group?

____ Children under six years old
____ Children between six and ten years old
____ Children between 10 and 18 years old

TOPIC AREA 1 – GR2

13. On this visit, were you and your personal group with the following type of groups? Please circle 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)*

14. Do you plan to/ did you visit Waterton Lakes National Park in Canada as part of this trip?

❒ No
❒ Yes

TOPIC AREA 1 – VISITHIS5 (*variation)*

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

❒ 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).