

NOTE TO REVIEWER:

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 – Current Expiration Date: 8-31-2014). The questions that are slight variations are denoted as such. These questions have been carefully discussed and generally approved by the NPS Information Collection Review Coordinator for inclusion in the currently approved questionnaire with understanding that that all questions will require further review and consideration by OMB before full determination and approval can be granted.

This will questionnaire will be administered on-site by interviewers using tablet computers with skip patterns based on responses to screening questions about travel modes. This is an effort to limit the individual respondent burden.

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

Dear Sequoia and Kings Canyon National Park Visitor:

We are conducting this survey to learn more about visitors to Sequoia and Kings Canyon National Parks so that we can improve our service to you. You have been randomly chosen to participate in this survey, so your opinions are important to us. The survey takes about 20 minutes to complete and the information you provide will be anonymous. Please read each question carefully and respond to the best of your ability.

In this questionnaire, your personal group is defined as anyone that you are traveling with such as spouse, partner, family, or friends. This does not include the larger group that you might be traveling with such as school, church, boy or girl scouts, or tour group.

General Park-wide Questions for all Respondents

Topic Area 1 – GR3

Including yourself, how many people are in your personal group during this visit?

- a. Number of people

Topic Area 3 – TRIPC8

On this visit to Sequoia and Kings Canyon NP, how long did you and your personal group spend, or plan to spend, inside the park? Please list partial hours or days as $\frac{1}{4}$, $\frac{1}{2}$, or $\frac{3}{4}$.

- b. Number of hours if less than 24 hours, *OR*
- c. Number of days if 24 hours or more

Topic Area 1 – VISITHIST2

Before this visit, had you ever been to Sequoia and Kings Canyon NP?

- a. No, this is my first visit to Sequoia and Kings Canyon NP → Go on to question 4
- b. Yes → If yes, how many times have you visited Sequoia and Kings Canyon NP in the past five years?
 1. # of Visits in past five years _____
 2. Don't know

Topic Area 3 – TRANS16

On this visit, what form of transportation did you and your personal group use to enter Sequoia and Kings Canyon NP?

- Automobile such as a car, SUV, or pickup
- Recreational Vehicle (RV)
- Motorcycle
- Commercial tour bus
- The Sequoia Shuttle (from Visalia to park)
- Other (Please specify _____)

Topic Area 3 – TRANS2

On this visit, how many total vehicles did you and your personal group use to enter the park?

Vehicles _____

Topic Area 5 Crowding/Visitor Experience

We would like to know how you feel about traveling on roadways in Sequoia and Kings Canyon NP. For each item below please rate how much you think it describes the experience of driving on roads park wide.

	Strongly agree	Slightly agree	Moderate agree	Slightly disagree	Strongly disagree
Stress and Conflict	1	2	3	4	5
You experience conflict with visitors using other kinds of transportation	1	2	3	4	5
You feel stressed while traveling through the park	1	2	3	4	5
You feel crowded by other visitors	1	2	3	4	5
You have trouble finding parking	1	2	3	4	5
You feel stressed about the lack of parking and attraction signage	1	2	3	4	5
Freedom	1	2	3	4	5
It is easy to get to scenic overlooks/vistas	1	2	3	4	5
You have easy access to different areas of the park	1	2	3	4	5
You experience a sense of freedom	1	2	3	4	5
Ease	1	2	3	4	5
It is easy to find your way around the park	1	2	3	4	5
You feel safe	1	2	3	4	5
You have pleasant interactions with other visitors	1	2	3	4	5

Topic Area 6 – OPMGT7

To what extent do you feel the following issues are a problem in Sequoia and Kings Canyon NP?

	Not a problem	A small problem	Moderate problem	A slight problem	A big problem	Don't know
Traffic congestion at park entrance	1	2	3	4	5	DK
Traffic congestion at park exit	1	2	3	4	5	DK
Traffic congestion along roadways in park	1	2	3	4	5	DK
Construction delays throughout the park	1	2	3	4	5	DK
Aggressiveness of other drivers	1	2	3	4	5	DK
Lack of convenient parking at overlooks	1	2	3	4	5	DK
Difficulty finding your way around	1	2	3	4	5	DK
Conflict between vehicles and pedestrians	1	2	3	4	5	DK
Conflict between vehicles and shuttle buses	1	2	3	4	5	DK
Lack of convenient parking at park facilities	1	2	3	4	5	DK
Sightsee drivers impeding traffic circulation/flow	1	2	3	4	5	DK
Lack of convenient parking at attraction sites	1	2	3	4	5	DK

Topic Area 6 – OPMGT6 variation

Please rate your level of support or opposition for the following transportation management options for managing visitor use in Sequoia and Kings Canyon NP.

	Strongly Support	Slightly Support	Moderate Support	Slightly Oppose	Strongly Oppose
Provide additional pull-outs for scenic views / attraction sites	1	2	3	4	5
Temporarily close congested park roads	1	2	3	4	5
Develop more parking at key attraction sites	1	2	3	4	5
Divert visitor traffic away from congested roads or attractions	1	2	3	4	5
Require day-use reservation for vehicles to enter Sequoia and Kings Canyon NP	1	2	3	4	5
Offer more frequent park shuttle bus service (free)	1	2	3	4	5
Increase hours of operation for park shuttle	1	2	3	4	5
Limit the number of private vehicles entering the park	1	2	3	4	5
Add park shuttle bus service (free) to more areas of the park	1	2	3	4	5
Add park shuttle bus service (fee based) to more areas of the park	1	2	3	4	5
Require use of park-and-ride shuttle system with automobile parking inside Sequoia and Kings Canyon NP	1	2	3	4	5

Improve directional signage	1	2	3	4	5
Provide additional parking at overflow/satellite location	1	2	3	4	5
Provide additional parking near attractions	1	2	3	4	5

Topic Area 1/2 – KNOW1 variation and TPLAN20 variation

Prior to this visit, were you and your personal group aware of a shuttle system to Sequoia and Kings Canyon NP (from Visalia to the park)?

- No
- Yes
- Don't Know

Topic Area 2 – TPLAN20 variation

If yes, did you plan to use the shuttle?

- Yes
- No

Topic Area 1/2 – KNOW1 variation and TPLAN20 variation

Prior to this visit, were you and your personal group aware of a shuttle system inside of Sequoia NP (shuttle between attractions and amenities)?

- No
- Yes

If yes, did you intend to use the shuttle?

- Yes
- No

Topic Area 3 – TRANS16

Please identify whether or not you and your personal group used each of the following modes of transportation during your visit to the park.

- Private Vehicle (skip to question 23)
- Sequoia Shuttle (Visalia to park)
- In park shuttle (between attractions and amenities)

} Go to question 13

Shuttle Rider Questions

Topic Area 2 – TPLAN1 variation

How did you and your personal group obtain information about the in-park shuttle (between attractions and amenities not shuttles entering the park)?

- Sequoia National Park website
- Park materials supplied at entrance station
- Park signage
- Fellow visitors
- At park entrance station and/or from Ranger
- Other, please specify _____

Topic Area 3 – TRANS9

Have you ridden the in park shuttle before today? Please mark (•) only one.

- No
- Yes, once
- Yes, more than once

Topic Area 3 – TRANS10

How many times did you board the shuttle buses during this visit?

Number of times _____

Topic Area 3 – TRANS8/12 variation

This question asks about your use of the shuttle inside Sequoia and Kings Canyon NP and has three parts. Please use the accompanying map as a reference.

- First, please identify whether or not you and your personal group rode the shuttle for each of the following sections of the park.
- Next, indicate the sequence of travel for the sections.
- Finally, for only those sections that you and your personal group used, please rate how acceptable or unacceptable you felt the shuttle wait time was for that section.

	Extremely Unacceptable		←—————→					Extremely Acceptable	
	-4	-3	-2	-1	0	1	2	3	4
Giant Forest Museum to Crescent Meadow/Moro Rock	-4	-3	-2	-1	0	1	2	3	4
Giant Forest Museum to General Sherman	-4	-3	-2	-1	0	1	2	3	4
Lodgepole to General Sherman	-4	-3	-2	-1	0	1	2	3	4
Entire General Forest Complex	-4	-3	-2	-1	0	1	2	3	4

Topic Area 3 – TRANS12 variation

In your opinion, what is the **acceptable** wait time for shuttles within Sequoia and Kings Canyon National Park?

- The wait time doesn't matter to me.
- The acceptable wait time in minutes is:
 - Less than 5 minutes
 - Less than 10 minutes
 - Less than 15 minutes
 - Less than 20 minutes
 - Less than 25 minutes
 - Less than 30 minutes
 - Less than 35 minutes
 - Less than 40 minutes

Topic Area 3 – TRANS12 variation

In your opinion, what is the **maximum** wait time the National Park Service should allow for a roadside shuttle?

- The wait time doesn't matter to me.
- The maximum wait time in minutes that should be allowed by the National Park Service.
 - Less than 5 minutes
 - Less than 10 minutes
 - Less than 15 minutes
 - Less than 20 minutes
 - Less than 25 minutes
 - Less than 30 minutes
 - Less than 35 minutes
 - Less than 40 minutes

Topic Area 3 – TRANS12 variation

In your opinion, what amount of time would be **so unacceptable** that you would no longer wait for a shuttle within Sequoia and Kings Canyon National Park?

- The wait time doesn't matter to me.
- The maximum wait time before I no longer wait.
 - Less than 5 minutes
 - Less than 10 minutes
 - Less than 15 minutes
 - Less than 20 minutes
 - Less than 25 minutes
 - Less than 30 minutes
 - Less than 35 minutes
 - Less than 40 minutes

Topic Area 3 – FVIS23/25 variation

If you were to visit Sequoia and Kings Canyon NP in the future, would you use the shuttle again? Please choose only one

- Yes, likely
- No, unlikely
- Not sure
- If you answered “No, unlikely,” please tell us why.

Topic Area 3 – FVIS26

If you were to visit Sequoia and Kings Canyon NP in the future, how important would the following items be regarding a shuttle bus? Please circle one for each characteristic.

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Information on where to board shuttle	1	2	3	4	5
Clear signage and directions to shuttle parking area	1	2	3	4	5
Clear route information displayed on each shuttle	1	2	3	4	5
Easy, convenient parking for shuttle	1	2	3	4	5
Frequency of shuttle service	1	2	3	4	5
Increased hours of shuttle operation	1	2	3	4	5
Shuttle is free	1	2	3	4	5
Information available about park; tour guides on buses	1	2	3	4	5
Bus comfort, not crowded					
Space for personal items (i.e. strollers, coolers)	1	2	3	4	5
Shuttle stops at facilities for food and drink	1	2	3	4	5
Knowing amount of reduced air pollution from not driving in park	1	2	3	4	5
Increased wait times for parking (at Giant Forest Museum or generalized question)	1	2	3	4	5
Knowing you are reducing traffic congestion in park	1	2	3	4	5
Options for other locations in the park	1	2	3	4	5

Topic Area 3 – TRANS11

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

Private Vehicle Questions

Topic Area 3 – TRANS13

What destinations did you park or attempt to park at during visit from Sequoia and Kings Canyon NP.
(Select all that apply)

- Moro Rock
- Crescent Meadow
- Giant Forest Museum
- General Sherman Tree
- Lodgepole Market and Visitor Center
- Grant Grove Visitor Center
- Grant Grove Main Parking

Topic Area 3/5 – TRANS12b variation/CROWD13

Please rate the availability of parking at each site you visited.

	Extremely Unacceptable		←—————→					Extremely Acceptable		
Moro Rock	-4	-3	-2	-1	0	1	2	3	4	N/A
Crescent Meadow	-4	-3	-2	-1	0	1	2	3	4	N/A
Giant Forest Museum	-4	-3	-2	-1	0	1	2	3	4	N/A
General Sherman Tree	-4	-3	-2	-1	0	1	2	3	4	N/A
Lodgepole Market and Visitor Center	-4	-3	-2	-1	0	1	2	3	4	N/A
Grant Cove Visitor Center	-4	-3	-2	-1	0	1	2	3	4	N/A
Grant Cove Main Parking	-4	-3	-2	-1	0	1	2	3	4	N/A

Topic Area 3 – FVIS26

If you were to visit Sequoia and Kings Canyon NP in the future, how important would the following items be regarding parking at key attractions and amenities?

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Clear signage and directions to shuttle parking area	1	2	3	4	5
Easy, convenient parking	1	2	3	4	5
Proximity of parking area to attraction	1	2	3	4	5

Topic Area 3 – Trip Behaviors – Transportation

How acceptable was the traffic flow along these road segments to you?

	Extremely Unacceptable		←—————→					Extremely Acceptable		
	-4	-3	-2	-1	0	1	2	3	4	DK/NA
Ash Mountain Entrance to Giant Forest Museum										
Giant Forest Area										
Lodgepole to Big Stump Entrance										
Big Stump Entrance to Grant Grove Village										
Grant Grove to Cedar Grove Village										

All Respondent Questions

New Question

Please choose the scenario you would prefer:

- I prefer Scenario A
- I prefer Scenario B
- I would go somewhere else

NOTE TO REVIEWER: Only one option for each scenario and attribute will be shown per survey. The options listed in the table below will be randomized automatically for each survey.

Attribute	(A) Drive Personal Vehicle	(B) Drive in Park and use in park shuttle
Parking Availability	<ul style="list-style-type: none"> • Park-sanctioned or approved private vehicle parking is available immediately adjacent to attraction • Park-sanctioned or approved private vehicle parking is available approximately half mile walk from attraction • Unofficial / unsanctioned / unapproved private vehicle parking is available adjacent to attraction but with risk of ticket 	<ul style="list-style-type: none"> • Shuttle parking is 15 minute drive away from major attractions • Shuttle parking is a 25 minute drive away from major attraction • Shuttle parking is 35 minute drive past major attraction • Shuttle parking is 45 minute drive past major attraction
Shuttle or Vehicle Access	<ul style="list-style-type: none"> • Vehicles are permitted on all roads in the park • Vehicle use is not allowed to Moro Rock/Crescent Meadow. • Vehicle use is restricted to certain areas (specify) 	<ul style="list-style-type: none"> • One shuttle route serves all locations in Sequoia NP but takes longer to make a round trip. • Multiple shuttle routes in Sequoia NP make trips faster.
Shuttle bus frequency	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Shuttle arrives every 5 minutes • Shuttle arrives every 15 minutes • Shuttle arrives every 30 minutes • Shuttle arrives every hour
Interpretation	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • None

	<ul style="list-style-type: none"> • A recording of a Park Ranger providing education and interpretation is available through the radio 	<ul style="list-style-type: none"> • A live Park Ranger provides education and interpretation
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- How confident are you in your scenario selection?

Not at all confident	Slightly confident	Neutral	Very confident	Extremely confident
1	2	3	4	5

New Question

Managers would like to know how you feel about some different possibilities for managing the visitation to Moro Rock and Crescent Meadow. Below are options that represent trade-offs between visitor freedom and managing traffic conflict. Please indicate which one of the following options is the closest to the way you feel. (Choose only one)

- Maintain existing
- You can drive your personal vehicle at all times
- You experience traffic delays during peak hours
- Parking at Moro Rock and Crescent Meadow is often full with wait times
- Limit hours of personal vehicle use
- Personal vehicles are allowed before 9 a.m. and after 5 p.m. only
- Parking is available for hours of personal vehicle travel
- Free in park shuttles are available for hours between 9 a.m. to 5 p.m. and leave every 15 minutes
- There are no road delays or traffic congestion
- Shuttle only
- Access is allowed by in park shuttle service only
- Shuttles leave every 15 minutes from Giant Forest Museum

Topic Area 3 – FVIS22/25 variation

If you were to visit Sequoia and Kings Canyon NP in the future, would you and your group be willing to ride a shuttle bus to major park viewpoints?

- Yes, likely
- No, unlikely
- Not sure
- If you answered “No, unlikely,” please tell us why.

Topic Area 3 – FVIS26

How important are the following reasons to consider using shuttle service on a future visit to Sequoia and Kings Canyon NP? Please circle one for each characteristic.

	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Information on where to board shuttle	1	2	3	4	5
Clear signage and directions to shuttle parking area	1	2	3	4	5
Proximity of parking area to attraction	1	2	3	4	5
Easy, convenient parking for shuttle	1	2	3	4	5
Frequency of shuttle service	1	2	3	4	5
Shuttle is free	1	2	3	4	5
Information available about park; tour guides on buses	1	2	3	4	5
Bus comfort, not crowded	1	2	3	4	5
Space for personal items (i.e. strollers, coolers)	1	2	3	4	5
Shuttle stops at facilities for food and drink	1	2	3	4	5
Knowing amount of air pollution saves from not driving in park	1	2	3	4	5
Increased parking times (at Giant Forest Museum or generalized question)	1	2	3	4	5
Knowing you will reduce traffic congestion in park.	1	2	3	4	5

Topic Area 3 – FVIS24 variation

Which sites in Sequoia and Kings Canyon NP are you most interested in visiting via shuttle?

	Not at all important	Slightly important	Moderately important	Very important	Extremely important	Don't Know
Lodgepole to Grant Grove Village	1	2	3	4	5	DK
Big Stump Entrance to Grant Grove Village	1	2	3	4	5	DK
Grant Grove to Cedar Grove	1	2	3	4	5	DK

Topic Area 1 – GEND

Are you ...?

- Male
- Female

Topic Area 1 – AGE

What is your age? _____

Topic Area 1 – RES3

Do you live in the United States?

Yes

What is your Zip Code? _____

No

What country do you live in? _____

Topic Area 1 – ED2

Please indicate the highest level of education that you have attained. (Select one)

- Less than high school
- High School Diploma/GED
- Technical school or Associates Degree
- Bachelor's Degree
- Master's Degree
- Ph.D., M.D., J.D., or equivalent

Topic Area 1 – RACE/ETH2

For you only, are you Hispanic or Latino? (Select one)

- Yes, Hispanic or Latino
- No, not Hispanic or Latino

Topic Area 1 – RACE/ETH2 Variation

For you only, are you of Middle Eastern/Arab ancestry/descent? (Select one)

- Yes, of Middle Eastern/Arab ancestry/descent
- No, not of Middle Eastern/Arab ancestry/descent

Topic Area 1 – RACE/ETH4

For you only, which of these categories best describes your race? (Select one or more)

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

Topic Area 1 – LANG2

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

Language (s)

Thank you for helping us with this important study. If there is anything else you would like to tell us?, Please do so in the space below.

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 need to understand how current transportation systems are used to facilitate visitor movement, provide for quality visitor experiences. Your response to this request is voluntary and anonymous. 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.

BURDEN ESTIMATE statement: Public reporting burden for this survey is estimated to be 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this collection to Colleen Bathe, Division Chief; Interpretation, Education and Partnerships, Colleen_Bathe@nps.gov (email), Sequoia and Kings Canyon National Parks, 47050 Generals Highway, Three Rivers, CA 93271.