

Online/mail-back survey [administered to recreational users only]

Thank you for participating in our follow-up survey. If you recall, you completed the first part of the survey in-person at [INSERT SURVEY INTERCEPT LOCATION]. This follow-up survey is about [ALASKA RESIDENTS/NON-RESIDENTS: that same trip/your trip to Alaska], and it should only take about 18 minutes of your time to complete.

First, we'd like to ask you a few general questions about your trip and about information sources you used during your trip.

1. (TDUR4) How many total nights did you spend away from home on this trip? (Please check one response)
Dropdown: 0 -14, 15+

IF 1 or more nights checked in Q. 1, ASK:

2. (TDUR6) In what type(s) of accommodations did you and your personal group spend the night(s)? (Check all that apply.)

- ☐ Rental lodge or cabin
- ☐ Hotel, motel, rented condo/home or bed & breakfast
- ☐ Cruise ship
- ☐ Alaska Marine Ferry or other boat
- ☐ RV/trailer camping
- ☐ Tent camping
- ☐ Backcountry camping
- ☐ Personal seasonal residence
- ☐ Residence of friends/relatives
- ☐ Other accommodations (please specify)

3. (TINFO3) Which information sources did you and your personal group use during your trip for transportation or travel-related information? (Check all that apply in the “Used” column.) For each source used, how helpful was the information you received? (For each information source used, check one response in the “how helpful” column.)

	1) Used During Trip?	2) How helpful?			
		Not at all helpful	Slightly helpful	Moderately helpful	Very helpful
Federal or State websites					
Other websites					
Social media (e.g., Facebook, Twitter, etc.)					
Podcasts					
Maps (e.g., Motor Vehicle Use Maps for National Forests)					
Brochures or pamphlets					
Travel guides/books					
Newspaper/magazine article					
Alaska Milepost					
Radio/TV broadcasts					
Word of mouth (friends or relatives)					
Word of mouth (local businesses or residents)					
Package tour companies/providers (Alaska Railroads, airline, cruise, independent etc.)					
Visitor bureaus, Visitor centers or Information centers (e.g., Alaska Public Lands Information Center)					
Previous visits					
Other (Please specify)					
Did not use any sources					

4. (TINFO2) From the sources marked above, did you and your personal group receive the type of information that you needed?

___ Yes

___ No → IF No, What was the information that you and your personal group needed that was not available? Please be specific. _____

___ Not sure

5. (TINFO24) During your trip, did you and your personal group use any of the following electronic devices to obtain transportation or travel-related information? (Please check one response for each item.)

	Used	Did not use	Not sure
Laptop			
Tablet computer (e.g., iPad)			
Smartphone (e.g., iPhone, Android)			
Cell phone/Text (without internet)			
Global Positioning System (GPS)			
Marine/Aircraft radio (2-way radio)			
Other portable electronic device please specify:_____			
Other portable electronic device (please specify:_____)			

6. (TINFO24a) Please indicate if you had any of the following problems when trying to obtain information on your electronic device. (Check all that apply.)

- ☐ Service not available (e.g. no internet connection)
☐ Could not find the information I was seeking
☐ Information was incomplete, not detailed enough
☐ Other problem (please specify:_____)
☐ No, did not experience any problems

7. (TINFO26) On this trip, were the signs directing you and your personal group to your destination(s) adequate? (Please check one response for each item.)

	Yes	No	Not applicable
a. Signs on state highways			
b. Signs in communities			
c. Signs along trails			
d. Signs at airports			
e. Signs at ferry terminals or docks			
f. Signs at railroad stations/depots			
g. Signs inside Federal Lands (National Parks, National Forests, National Wildlife Refuges, etc.)			

- 7a. (TINFO27) [If no for one or more items]: Please explain any issues or problems you had with the signs. Please be as specific as possible.

The next set of questions is about the sites you visited and activities you engaged in.

8. (TDEST11) Were you and your personal group able to visit all of the Federal public land sites that you planned to visit on this trip?

☐ Yes – GO TO Q. 11

☐ No

9. (TDEST11) [IF NO]: Which sites were you not able to visit? _____

10. (TDEST11) What reasons prevented you from visiting those sites? (Check all that apply)

☐ Not enough time

☐ Didn't realize how long it would take to travel to destination(s)

☐ Transportation to/from the destination was too costly

☐ Transportation to/from the destination was not available

☐ Transportation to/from destination was not frequent enough/convenient

☐ Transportation-related mechanical problems

☐ Area was closed/Road closure

☐ Bad weather

☐ Other (please specify: _____)

11. (TACT9) Were you able to participate in all the activities that you and your personal group had planned on Federal public lands?

☐ Yes

☐ No – GO TO Q.14

12. IF YES: (TACT10) Which activity(s) were you and your personal group not able to participate in?

13. (TACT11) Which of the following reasons explain why you did not engage in the activity?

(Check all that apply.)

☐ Rules or regulations did not allow for activity

☐ Area was temporarily closed to the public

☐ Not enough time

☐ Safety concerns

☐ Not enough information about the activity

☐ Too crowded

☐ Could not get a reservation

☐ Difficult road or trail access

☐ No road or trail access

☐ Unsatisfactory conditions of facilities

☐ Resource damage due to overuse

☐ Bad weather

☐ Wildfire/other natural hazard

☐ Other (please specify: _____)

Next, we'd like to ask you about your travel experience, including questions evaluating different aspects of your trip.

14. (TRANUSE7) This question asks about your use of transportation during your trip and has two parts.

First, please indicate which of the following forms of transportation you and your personal group used during your trip. (Check all that apply in the "Used" column.)

Next, for each form of transportation that you and your personal group used, please use the 1 to 5 scale to rate your satisfaction, on average, with your travel experience.

	1) Used?	2) Satisfaction Rating				
		Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied
Private vehicle (car, truck, motorcycle, RV)		1	2	3	4	5
Rental vehicle (car, truck, motorcycle RV)						
All-terrain vehicle or off-road vehicle		1	2	3	4	5
Commercial Tour bus		1	2	3	4	5
Other public bus		1	2	3	4	5
Train		1	2	3	4	5
Denali Visitor Transportation System (Shuttle bus)						
Train		1	2	3	4	5
Cruise Ship		1	2	3	4	5
Motorboat		1	2	3	4	5
Alaska Marine Ferry System		1	2	3	4	5
Kayak, canoe or raft		1	2	3	4	5
Commercial aircraft (includes air taxis, helicopters)		1	2	3	4	5
Private airplane (includes ultralights)		1	2	3	4	5
Bicycle		1	2	3	4	5
Foot/hiking		1	2	3	4	5
Other (please specify:_____)		1	2	3	4	5
Other (please specify:_____)		1	2	3	4	5

14a. (TRANUSE7) [For any forms of transportation rated "1" or "2"]: **Why were you dissatisfied with your travel experience?**

15. (EVAL2) Thinking about your trip as a whole, please use the 5-point scale to rate how well your travel experience lived up to your expectations. (Please check one response)

Significantly below my expectations	Below my expectations	Met my expectations	Above my expectations	Significantly above my expectations
1	2	3	4	5

[IF RATED 1 – 2]: Why did your travel experience fall below your expectations?

16. (EVAL8) During your trip, did you experience any delays or other problems making connections from one form of transportation to another? For example, a weather delay making a connection from a bus to a train?

___ Yes → IF YES, Please indicate the nature of the problem. Please be as specific as possible.

___ No

___ Not applicable (didn't make any transportation connections during my trip)

17. (EVAL13) During your trip, how satisfied were you and your personal group with each of the following services or facilities on Federal public lands (e.g., National Parks, National Forests, Wildlife Refuges, National Conservation Areas, Wild and Scenic Rivers)? (For each item, check one response. If you had no experience with a particular service or facility, please check "Not applicable.")

	Very Dissatisfied	Dissatisfied	Neither Satisfied or Dissatisfied	Satisfied	Very Satisfied	Not Applicable
Condition of Roads	1	2	3	4	5	6
Condition of trails	1	2	3	4	5	6
Number of trail markers	1	2	3	4	5	6
Parking availability	1	2	3	4	5	6
Availability of transportation to the sites I wanted to visit	1	2	3	4	5	6
Availability of restrooms	1	2	3	4	5	6

18. (EVAL21) During your trip, to what extent do you feel the following issues were a problem when you were visiting Federal public lands (e.g., National Parks, National Forests, National Recreation Areas, National Wildlife Refuges)? For each item, please check one response.

	Not a problem	Small problem	Moderate problem	Big problem	No opinion
a. People walking on, across, or along the road	1	2	3	4	5
b. Interactions between motorized and non-motorized forms of transportation	1	2	3	4	5
c. Too many people at scenic overlooks	1	2	3	4	5
d. Motor vehicle sounds that interfered with natural sounds and quiet	1	2	3	4	5
e. Aircraft sound that interfered with natural sounds and quiet	1	2	3	4	5
f. Cars parked illegally (e.g., on road shoulders)	1	2	3	4	5
g. Too many regulations	1	2	3	4	5
h. Too few regulations	1	2	3	4	5
i. Traffic congestion					
j. Other (Please specify:_____)	1	2	3	4	5

19. (OPIN7) Thinking about your trip, would you have liked to have seen more of, the same, or less of each of the following on the Federal public lands that you saw or visited (e.g., National Parks, National Forests, National Wildlife Refuges, National Conservation Areas, and Wild and Scenic Rivers)? For each item, please check one response.

	Less	Same	More	No Opinion
Trails for hiking, biking, or horseback riding				
Trails for all-terrain vehicles				
Roads for passenger vehicles				
Primitive roads (e.g., high clearance roads)				
Campgrounds				
Signs that include directions or wayfinding information				
Safety cabins				
Remote airstrips				
Boat launches, moorings and docks				
Accessible-friendly (e.g., for wheelchairs) sites and facilities				
Other (please specify:_____)				
Other (please specify:_____)				

In this last section, we have a few questions on safety.

20. **(SAFE2)** Prior to your trip, did you or anyone in your travel group search for information about safety measures?

☐ Yes → IF YES, What were the safety concerns that you searched? Please list up to three of your top concerns. _____

☐ No

21. **(SAFE7)** While on Federal public lands in Alaska, did you or members of your personal group experience any safety concerns (e.g., concern about potential injury) as a result of the following: (For each item, please check one response).

Experienced:	Safety Concern:	
	Yes	No
a. Wildlife encounter		
b. Bad weather		
c. Got lost		
d. Poor road conditions		
e. Poor trail conditions		
f. Vehicles parked along the side of the road		
g. Interactions between vehicles and bicycles		
h. Interactions between vehicles and pedestrians		
i. Ran out of gas or other supplies in a remote area		
j. Lack of cell phone coverage		
k. Needing emergency services		
l. Other (please specify: _____)		

IF YES TO ANY ITEMS: Please describe: _____

22. **(SAFE9)** Considering all trips you have made on Federal public lands in Alaska, have you ever been involved in a transportation-related accident or safety incident? (Please check one response.)

☐ Yes, once

☐ Yes, more than once

☐ No - GO TO Q. 29

☐ Can't recall - GO TO Q.29

23. **(SAFE9a)** Was (were any of) the transportation related accident(s) or safety incident(s) reported?

☐ Yes → IF YES, to whom?: _____

☐ No

☐ Don't know

24. **(SAFE9b)** Please describe the transportation-related accident or safety incident(s). If more than one, please describe the most serious:

25. **(EVAL4)** Please use the space below to share any additional feedback on your travel experiences during your trip. In particular, we are interested in learning about any transportation-related issues or problems you faced. Please be as specific as possible.

26. **(EVAL6)** Do you have any suggestions for how travel/transportation to or through Federal public lands can be improved?

You have completed the survey. Thank you so much! Your participation is deeply appreciated.