

Social Science Program National Park Service U.S. Department of the Interior

Visitor Services Project

Glen Canyon National Recreation Area Visitor Study



Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 54 U.S.C. 170001. We will use this information to evaluate visitor experiences and expectations at Glen Canyon National Recreation Area in order to better manage the resources in the park. Your response is voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed and will in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB Control Number

Burden Estimate: We estimate that it will take about 25 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Matt Strawn, Study Director, SESRC, Wilson-Short Hall #133, Washington State University, Pullman, WA 99164-4014, 509-335-2350 (phone), matthew.strawn@wsu.edu (email).



United States Department of the Interior

NATIONAL PARK SERVICE

Glen Canvon National Recreation Area P.O. Box 1507 IN REPLY REFER TO:

Page, AZ 86040-1507

Fall 2016

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Glen Canyon National Recreation Area. This information will help us improve our management of this site and better serve you, our visitor.

This questionnaire will be given to only a few visitors, so your participation is very important! It should only take about 25 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Matt Strawn, Study Director, SESRC, Wilson-Short Hall #133, Washington State University, Pullman, WA 99164-4014, 509-335-2350 (phone), matthew.strawn@wsu.edu (email).

We appreciate your help.

Sincerely,

William Shott Superintendent

DIRECTIONS

At the end of your visit:

- 1. Please have the selected individual (at least 18 years old) complete this questionnaire.
- 2. Answer the questions carefully since each question is different.
- 3. For questions that use circles (O), please mark your answer by filling in the circle with **black or** blue ink.

Like this: (



Not like this:









5. Drop it in a U.S. mailbox.

Your Visit To Glen Canyon National Recreation Area

-	•	0.1010014						
Гор		9: KNOW1						
1.	. Prior to this visit, were you and your group aware that Glen Canyon National Recreation Area (NRA) is a unit of National Park System?							
	0	Yes		0	No			
Тор	ic area	2- INFOSOUI	RCE9					
2a.	Prior appl O	• •	·			rmation about Glen Canyon NRA? Please mark (●) all that		
	0	Previous vi						
	0	Friends/rel	atives/wo	rd of r	nouth			
	0	Inquiry to p	oark via ph	one, r	nail, or	email		
	0	Glen Canyo	-					
	0	Colorado R	iver Disco	very w	ebsite/			
	0	Aramark ar	nd Antelop	e Poir	nt Marir	na's websites		
	0	Park partne	er website	: www	ı.glenca	nyonNHA.org		
	0	Other webs	site (Pleas	e spec	ify)			
	0	Local busin	esses (hot	els, m	otels, re	estaurants, etc.)		
	0	Maps/broc	hures					
	0	Newspaper	r/magazin	e artic	les			
	0	Other units	of the Na	tional	Park Sy	stem (NPS)		
	0	School class	s/program	1				
	0	Social med	ia (such as	Facel	ook, Tv	vitter, etc.)		
	0	State welco	me cente	r/visit	ors bure	eau/chamber of commerce		
	0	Television/	radio prog	grams/	/DVDs			
	0	Travel guid	es/tour bo	ooks (s	such as <i>i</i>	AAA, etc.)		
	0	Other (Plea	se specify	·)				
Tor	oic area	a 2- INFOSO	URCE13					
2b.	Did y	ou have the		on abo	out Gler	n Canyon NRA you needed on this trip? Please mark (●) one.		
	0	Yes No (Please	specify in	forma	tion vol	ı needed but didn't have on this trip.)		
	J		-p-cii y iiii					

Topic area 5: RECSAFE5 and Topic area 9: KNOW15

- 3. a) **Prior to this visit**, were you and your group aware of the following rules/ regulations at Glen Canyon NRA? Please circle **one** answer for each item in column (a).
 - b) For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them **during this visit** to Glen Canyon NRA? Please circle **one** answer for each item in column (b).

a) A	ware before visit?	Rules/regulations	b) Learn this vi	
Yes	No	All visitors camping within $\frac{1}{4}$ mile of the Lake Powell shoreline must have a portable toilet, unless they are within 200 yards of public toilet facilities.	Yes	No
Yes	No	Writing/painting/carving your name or other graffiti on the rocks within Glen Canyon NRA is illegal.	Yes	No
Yes	No	Diving from cliffs higher than 15 feet is prohibited within Glen Canyon NRA.	Yes	No
Yes	No	It is illegal to operate a boat on Lake Powell if it is capable of discharging waste overboard.	Yes	No
Yes	No	Lake Powell is infested with quagga mussels. You must clean, drain and dry your boat after leaving the lake	Yes	No
Yes	No	No swimming in marinas due to risk of electric shock	Yes	No

To	nic	area	5.	RF	$CS\Delta$	FF 5
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c) If you learned about any of the above rules/regulati	ions during this visit to Glen Canyon NRA
how did you learn about them? Please mark all tha	at apply.

0	Park brochure/newspaper	0	Park exhibits
0	Talking to rangers	0	Tour boat personnel
0	Park website	Ο	Reading signs
0	Other sources (Please specify:		

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- 1	go		21	201	1()		•	6 1	N	4
- 1	UU	ı	aı	Ca	TO	. L	u	9	·N	

4.	On this trip, how much total time did you spend within Glen Canyon NRA?
	Number of hours, if a day trip

Number	of days	, if greater	than	1 day

Topic area 3: TRANSMODE3

5 a) What forms of transportation did you and your group use to travel between your overnight accommodations or home and Glen Canyon NRA? Please mark **all** that apply.

0	Private vehicle (car, SUV, pickup,	0	Bicycle	
	RV, motorcycle, etc.)	0	Tour motorcoach/bus	
0	Rental vehicle	0	Taxi/limousine	
0	Hotel shuttle van/courtesy bus	0	On foot	
0	Other (Please specify:			

b) If your group arrived at Glen Canyon NRA in private or rental vehic you and your group use?	les, how many vehicles did
Number of vehicles	
Topic area 3: PARKING15 6 a. During this visit to Glen Canyon NRA, did you experience any p O Yes O No b. If yes, where did you encounter parking problems?	arking problems?
c. If Yes, for the location that you encountered parking problems would y designated area and ride the shuttle bus to the location? O Yes O No	ou be willing to park at a
Topic area 10: ECON6	
 7. a) On this trip to GCNRA and the nearby area, did you stay overning residence either inside GCNRA or within the nearby area (within Please mark (●) one. O Yes O No → Go to Question 8 	
b) If YES , please list the number of nights you stayed in GCNRA an shaded area of the map on p7) on this trip .	•
Accommodation	Number of Nights
Backcountry camping in GCNRA	
Camping in GCNRA Houseboat in GCNRA	<u> </u>
Camping outside GCNRA	
Lodging in GCNRA	
Lodging outside GCNRA	
Other accommodations (e.g., friends/relatives)	
Place Holder for Map	

Topio	area	4:	DES ₁	[22

8. On the list below, please mark $(ullet)$ all the locations at Glen Canyon NRA that you and your perso	onal group
visited on this trip. Use the map above to help identify locations visited.	

- O Antelope Point
- O Bullfrog
- O Halls crossing
- O Lees Ferry
- O Lone Rock
- O Wahweap
- O Horseshoe Bend
- O Hite
- O Carl Hayden visitor center
- O Dangling rope
- O Escalante Interagency Center
- O Navajo Bridge Interpretive Center

Topic area 4: RecACT15

9a.	On this trip, in which of the following activities did you personally participate within GCNRA? Please
	mark (●) all that apply.

- O Viewing wildlife, natural features, scenery, wildflowers, etc.
- O Creative arts (photography/drawing/painting/writing)
- O Visiting a cultural or historic site
- O Nature study
- O Scenic driving on paved road
- O Backroad driving on 4WDs or ORVs
- O Walking/short hike (less than 1 hour)
- O Day hiking (1 hour or more)
- O Bicycling
- O Running/jogging
- O Fishing
- O Non-motorized water travel (rafting, kayaking, canoeing, tubing, etc.) Please specify: _____

O	Motorized water travel (boating, jet skiing, etc.)	
	Please specify:	

- O Camping in developed sites
- O Camping via boat (houseboat, fishing boat, kayak)
- O Overnight backpacking
- O Overnighting in resort, cabin, or other accommodations in GCNRA
- O Family gathering/reunion
- O Picnicking
- O Water play (swimming, snorkeling, scuba diving, etc.)
 Please specify:
- O Hunting/trapping
- O Rock climbing/bouldering
- O Night sky/star gazing
- O Canyoneering
- O Other (Please specify)

7D. WHICH OHE OF THE ADOVE IS THE HIOST HIPOTTALL ACTIVITY:	of the above is the most important activity?
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Tonic	area	۸٠	F\/Λ	I SFD1	7

Factor

10. How would each of the following factors affect your likelihood of visiting Glen Canyon NRA in the future? Please mark **one** answer for each factor.

Less likely to	No effect	More likely to
visit		visit

Likelihood of future visit

Glen Canyon National Recreation Area Visitor Study

Higher gas prices	0	0	0
Lower gas prices	0	0	0
Higher water level in the lake	0	0	0
Lower water level in the lake	0	0	0
More tourist amenities	0	0	0
Fewer tourist amenities	0	0	0
More lake access locations	0	0	0
Fewer lake access locations	0	0	0
More evidence of grazing or mining	0	0	0
Less evidence of grazing or mining	0	0	0
More cell phone/wireless service/coverage	0	0	0
Less cell phone/wireless service/coverage	0	0	0
The presence of quagga mussels	0	0	0

Topic area 6: EVALSER21

- 11. a) In column (a), please rate the importance of the facilities listed to your visit from 1-5.
 - b) Next, Please mark all the visitor services and facilities that you or your personal group used during this visit to Glen Canyon NRA
 - c) Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5

Importance 1= Not important 2= Somewhat important 3= Moderately important 4= Very important 5= Extremely important		Use on t	this visit? No	Quality 1= Very poor 2= Poor 3= Average 4= Good 5= Very good
	Coul Handau Visitau Coutau		_	
	Carl Hayden Visitor Center	0	0	
	Navajo Bridge Interpretive Center	O	0	
	Glen Canyon Dam	0	0	
	Escalante Visitor Center	0	0	
	Bullfrog Visitor Center	0	0	
	Wahweap Visitor Contact Station	0	0	
	Antelope Point Marina	0	0	
	Wahweap Marina	0	0	
	Dangling Rope Marina	0	0	
	Bullfrog Marina	0	0	
	Halls Crossing Marina	0	0	
	Boat wash stations	0	0	
	Park headquarters	0	0	
	Campgrounds	0	0	
	Picnic areas	0	0	
Topic area 6: EVALSERV13				
	11: 4 4:1 1 4 11:1			

d) If you	rated	the	quality	of	any	of	the	above	facilities	as	1 0	r	2,	please
explain.														

Facilities	Comment

Topic area 6: EVALSER21

- a) In column (a), please rate the importance of the services listed to your visit from 1-5. 12.
 - b) Next, Please mark all the visitor services and facilities that you or your personal group used during this visit to Glen Canyon NRA
 - c) Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5

2= Son 3= Mo 4= Ver	ance : important newhat important derately important y important remely important	visitor serv	ices and facilities		Use on t	:his visit? No	Quality 1= Very poor 2= Poor 3= Average 4= Good 5= Very good
		Assistance from	nark rangers		0	0	
		Assistance from Ranger-led prog			0	0	
		Indoor exhibits	iaiiis		0	0	
		Outdoor exhibits	ς.		Ö	Ö	
		Park brochure/n		Ö	Ö		
		Park newspaper		Ö	Ö		
		Visitor center bo		0	0		
		Visitor center m		0	0		
		Using a smart pl	LCA	0	0		
		Glen Canyon Da	m tour		0	0	
		Junior Ranger pr			0	0	
			bsite: www.nps.gov/g	<u>lca</u>	0	0	
		used before or d	luring visit				
Topic	area 6: EVALSERV	(1.0					
•			he above services as 1	ا مدار مامم	o ovolo	in	
(u) ii you rated the	quality of any of t	The above services as I	Lor 2, pieas	е ехріа	III .	
Servic	e		Comment				
Topic	area 6: EVALSER7						
13. W	hat other service:	s or facilities you v	vould like to have avai	lable at the	park? (Check all t	hat apply
0 !	Self-guiding natur	e trails (developed	trails with interpretiv	e signage).			
	Where?		-				
	Other type of hikir						
	Swimming beach a						
0 /	Additional parking	g. Where?					
0 (Other						
	/ E) /A L CED 4						
-	area 6: EVALSER1						
			oup rate the quality of luring this trip? Please			and recre	eational
,	Very poor	Poor	Average	Good		Very	good
Topic	area 6: EVALSEI	R22					
15.			visit to Glen Canyon N	IRA?			
-	,	, - 2	,				

Topic area 6: EVALSER22

16. What did you like least about your visit to Glen Canyon NRA?

Topic area 1: GROUP5
17. Including yourself, how many people were in your personal group during your visit to Glen Canyon National Recreation Area (GCNRA) on the day you were contacted for this survey?
National Recreation Area (GCNRA) on the day you were contacted for this survey:
Number of adults (18 years or older)
Number of children (under 18 years)
Topic area 1: GROUP1
18. What type of group were you with, during your visit to Glen Canyon NRA on the day you were contacted
for this survey? Please mark (●) one .
O Alone
O Friends
O Family
O Family and friends
O Other (Please specify)

Topic area 1: GROUP3

19. For your personal group during your visit to Glen Canyon NRA on the day you were contacted for this survey, please provide the following information. (If you don't know the answer, enter "DK.")

	Current Age	U.S. ZIP code or name of country other than U.S.	Number of visits to GCNRA in last 12 months, including this trip	Number of visits to other NPS sites in the last 12 months
Yourself Member #2 Member #3 Member #4 Member #5 Member #6 Member #7				

Topic area 1: GROUP3

20. For your personal group during your visit to GCNRA on the day you were contacted for this survey, please provide the following information. Please mark (●) one for each group member, including yourself, for gender and Hispanic or Latino. (If you don't know the answer, mark (●) "Don't know.")

Additional members of your personal group

	Yoursel f	#2	#3	#4	#5	#6	#7
Male	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0
Hispanic or Latino	0	0	0	0	0	0	0
Not Hispanic or Latino	0	0	0	0	0	0	0
Don't know	_	0	0	0	0	0	0

Topic area 1: RACE/ETH3

21. For your personal group during your visit to GCNRA on the day you were contacted for this survey, please provide the following information. Please mark (●) one or more for each group member, including yourself. (If you don't know the answer, mark (●) "Don't know.")

	Yourself	#2	#3	#4	#5	#6	#7
American Indian or Alaska Native	0	0	0	0	0	0	0
Asian	0	0	0	0	0	0	0
Black or African American	0	0	0	0	0	0	0
Native Hawaiian or other Pacific Islander	0	0	0	0	0	0	0
White	0	0	0	0	0	0	0
Don't know	_	0	0	0	0	0	0

Topic area 1: EDUC1

22. For your personal group during your visit to GCNRA on the day you were contacted for this survey, what is the highest level of formal education completed by each member of your group? Please mark (●) one for each group member, including yourself. (If you don't know the answer, mark (●) "Don't know.")

	Yourself	#2	#3	#4	#5	#6	#7
Less than high school	0	0	0	0	0	0	0
Some high school	0	0	0	0	0	0	0
High school graduate or GED	0	0	0	0	0	0	0
Some college, business, or trade school	0	0	0	0	0	0	0
College, business, or trade school graduate	0	0	0	0	0	0	0
Some graduate school	0	0	0	0	0	0	0
Master's, doctoral, or professional degree	0	0	0	0	0	0	0
Don't know	-	0	0	0	0	0	0

Topic area 1: LANG1

23. When visiting an area such as GCNRA, what language do you personally prefer to use? Please mark (●) one for speaking and one for reading.

	Speaking	Reading
English	0	0
Spanish	0	0
Navajo	0	0
Other (Please specify)	0	0

Topic area 1: GROUP7

- 24. a) Did anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services, during your visit to GCNRA? Please mark (●) one.
 - O Yes
 - O No → Go to Question 25

b)	If YES, what activities, services, or facilities did the person(s) have difficulty participating in or
	accessing? Please be specific.

c) Because of the physical condition, which specified 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 (difficulty in accessing facilities, services, or programs even with walking aid and/or wheelchairs)
- O Other (Please specify)

Topic area 8: OPMGMT11

25. It is the National Park Service's responsibility to protect Glen Canyon NRA natural, scenic, and cultural resources, while at the same time providing for public enjoyment. How important is protection of the following attributes/resources in the park to you? Please circle **only one** response for each attribute/resource.

Attribute/resource	Not important	Somewhat important	Moderately important	Very important	Extremely important
Scenic views	0	0	0	0	0
Natural setting	0	0	0	0	0
Native wildlife	0	0	0	0	0
Native plants	0	0	0	0	0
Natural quiet/sounds of nature	0	0	0	0	0
Solitude	0	0	0	0	0
Clean air (visibility)	0	0	0	0	0
Clean water	0	0	0	0	0
Recreational opportunities	0	0	0	0	0
Educational opportunities	0	0	0	0	0
Access to the backcountry	0	0	0	0	0
Historical sites	0	0	0	0	0
Access to trails					
Lone Rock	0	0	0	0	0
Antelope Point	0	0	0	0	0
Hanging Garden	0	0	0	0	0
The Chains	Ō	Ō	Ō	Ō	Ō
Wiregrass Canyon	Ō	Ō	Ō	Ō	Ō
Horseshoe Bend	Ō	Ō	Ō	Ō	Ō
Toad stool trail	Ö	Ö	Ö	Ö	Ö
Lee's Ferry	Ö	Ö	Ö	Ö	Ö
Archeological sites	Ö	Ö	Ö	Ö	Ö
Access to boat launch ramps	Ö	Ö	Ö	Ö	Ö
Bullfrog Marina	Ö	Ö	Ö	Ö	Ö
Halls Crossing Marina	Ö	Ö	Ö	Ö	Ö
Dangling Rope Marina	Ö	Ö	Ö	Ö	Ö
Antelope Point Marina	Ö	Ö	Ö	Ö	Ö
Wahweap Marina	Ö	Ö	Ö	Ö	Ö
Hite	Ô	Ö	Ö	Ö	Ö
Beaches	Ô	Ö	Ö	Ö	Ö
Primitive camping opportunities	Ö	Ö	Ö	Ö	Ö
Campgrounds	Ö	Ö	Ö	Ö	Ö
Lees Ferry Campground	Ö	Ö	Ö	Ö	Ö
Lone Rock	Ö	Ö	ŏ	Ö	Ö
Wahweap	Ö	Ö	ŏ	Ö	Ö
Bullfrog	Ö	Ö	Ö	Ö	Ö
Halls Crossing	Ö	Ö	ŏ	Ö	Ö
Lake Powell resort (lodging and	Ö	Ö	Ö	Ö	Ö
dining)	J	O	J	O	O
Dark night sky	0	0	0	0	0
Dark Hight sky	U	O	U	O	U

Topic area 4: FVIS11

- 26. On a future visit to Glen Canyon NRA, what interpretive programs/information services would you and your group like to have available at the park? Please mark **all** that apply.
 - O Not interested in interpretive programs

 Go on to Question 27

Glen Canyon National Recreation Area Visitor Study Roving rangers available to answer questions 0 Night sky programs Children's programs 0 Rangers on tour boats 0 O Rangers on the lake (other than on tour boat) 0 **Outdoor exhibits** O Ranger talks/programs (other than on tour boat) Rafting trip on the river 0 O Campfire programs **Indoor exhibits** 0 O Electronic media/devices available to visitors (downloadable digital files, podcasts, cell phone tours/apps, interactive computer tours, audio, etc.) O Other (Please specify:_ Topic area 6: OPMNMT1 27. Is there anything else you would like to tell us about your visit to Glen Canyon NRA? Thank you for your help! Please seal the guestionnaire with the stickers provided and drop it in any U.S. mailbox.

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