



PROGRAMMATIC REVIEW AND CLEARANCE PROCESS FOR NPS-SPONSORED PUBLIC SURVEYS



The scope of the Programmatic Review and Clearance Process for NPS-Sponsored Public Surveys is limited and will only include individual surveys of park visitors, potential park visitors, and residents of communities near parks. Use of the programmatic review will be limited to non-controversial surveys of park visitors, potential park visitors, and/or residents of communities near parks that are not likely to include topics of significant interest in the review process. Additionally, this process is limited to non-controversial information collections that do not attract attention to significant, sensitive, or political issues. Examples of significant, sensitive, or political issues include: seeking opinions regarding political figures; obtaining citizen feedback related to high-visibility or high-impact issues like the reintroduction of wolves in Yellowstone National Park, the delisting of specific Endangered Species, or drilling in the Arctic National Wildlife Refuge.

SUBMISSION DATE: May 8, 2018

PROJECT TITLE: Glacier Bay National Park Backcountry/Wilderness Visitor Use Study

ABSTRACT:

As in many National Parks, visitation at Glacier Bay National Park (GLBA) is increasing, with current visitation levels reaching historic highs. These increases in visitation include potential increases in backcountry use due to the 2011 addition of ferry service to Gustavus, AK, the gateway community for GLBA. However, little is currently known about dispersed backcountry visitor use and characteristics in the park. This study aims to characterize wilderness visitation in GLBA to inform development of a Wilderness Stewardship Plan. Visitor surveys will be used to collect data on visitor demographics, evaluations of their wilderness experience and normative evaluation of recreational impacts. Additionally, GPS-based tracking of visitors will be used to characterize the spatial behavior of kayakers in GLBA backcountry areas. This data will be used to inform development of indicators of quality for visitor experience, characterize visitor use and travel patterns relative to natural resource conditions, and inform the development of a quantitative survey of GLBA backcountry/wilderness users.

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PROJECT INFORMATION:

Short Title: GLBA Backcountry/Wilderness Visitor Use Study

Where will the collection take place? **Glacier Bay National Park (GLBA)**

Sampling Period Start Date: June 1, 2018

Sampling Period End Date: September 15, 2018

Type of Information Collection Instrument: (Check ALL that Apply)

- Mail-Back Questionnaire Face-to-Face Interview Focus Groups
 On-Site Questionnaire* Telephone Survey On-line/Web based Survey
 Other (List) Direct mail link to online questionnaire

Will an electronic device be used to collect information?

- No Yes - Type of Device: Apple iPad

* The Day boat and Expedition survey will be a paper survey.

SURVEY JUSTIFICATION:

Social science research in support of park planning and management is mandated in the NPS Management Policies 2006 (Section 8.11.1, "Social Science Studies"). The NPS pursues a policy that facilitates social science studies in support of the NPS mission to protect resources and enhance the enjoyment of present and future generations (National Park Service Act of 1916, 38 Stat 535, 16 USC 1, et seq.). NPS policy mandates that social science research will be used to provide an understanding of park visitors, the non-visiting public, gateway communities and regions, and human interactions with park resources. Such studies are needed to provide a scientific basis for park planning and development.

Glacier Bay National Park (GLBA) protects 3.3 million acres of mountains, glaciers, rainforest, and coastline within Alaska's Inside Passage and is part of a 25-million acre world heritage site. Visitation to Glacier Bay has exceeded 500,000 visits annually since 2013 and visitation increased over 20% from 2012 to 2015 with 551,353 recreation visits, a historic high. Although the bulk of these visitors are cruise ship passengers, GLBA staff has noted shifting patterns, and a potential increase, in backcountry/wilderness use since the Alaska Marine Highway System added ferry service to Gustavus in 2011.

The primary purpose for this collection is to provide experiential educational opportunities for to students to gain practical experiences with social science research from conception to final product. The information collection instruments are designed, implemented and analyze by the students and presented as a part of their Master's thesis project. The results of this collection will be added to a larger on-going research study by researchers at Utah State University (USU) S.J. & Jessie E. Quinney College of Natural Resources. The purpose of this research is to understand the motivations, expectations and expectations of users in GLBA's backcountry/wilderness. Park managers are preparing to gather data that will be used to inform the park's backcountry/wilderness management planning process. Recreation use, transportation systems and ecosystems management are key components of the planning

process and this collection will address a variety of visitor related issues including visitor experience (e.g. encounter rates, visitor expectations, emerging activities).

Currently, the social science information related to backcountry use at GLBA is limited to the worked conducted by USU. There is a needed to know more about visitor use and characteristics, particularly associated with dispersed activities in designated wilderness. USU and GLBA have collaborated to designated series of visitor use studies to be used as learning opportunities for USU graduate students. This will allow students to gain a practical experience while providing the NPS with data that could be used to inform a variety of management plans and initiatives. This collection will also allow students study encounter norms, social carrying capacity by using indicators and standards of quality experiences to understand how visitor perceptions could impact sustainable ecosystems management and recreation

SURVEY METHODOLOGY:

(A) Respondent Universe:

The respondent universe for this collection will be all adults (18 years and older) within the following subgroups:

- **Backcountry/Wilderness Survey** - All non-guided, permitted independent backcountry visitor groups (multiday overnight trips) to Glacier Bay proper who actively recreate in wilderness, and who register at the Visitor Information Station (VIS) from June 1 to September 15, 2018.
- **Day boat Guided Tour Survey** - All visitor groups who take commercial “Day boats” from June 1 to September 15, 2018.
- **Expedition Guided Tour Survey** – All visitor groups who take commercial “tour boats” from June 1 to September 15, 2018.
- **Gustavus Airport Survey:** All visitor groups departing from the Gustavus Airport from June 1 to September 15, 2018.

(B) Sampling Plan / Procedures:

Backcountry/Wilderness Survey

The 2017 GLBA Visitor Use Survey, used a census sampling method that yielded a 91% (n=82) respondent rate. Based upon this, a repeat census sampling method will be used to intercept all backcountry visitor groups exiting the Visitor Information Station (VIS) after they receive their backcountry permit. Based on last season’s respondent rate, we anticipate that we will have to make 122 contacts in order to reach our target of 111 completed visitor surveys. The VIS is the area closest to the primary put-in for backcountry kayakers visiting GLBA. A GPS tracking unit will be given to the participating respondent at the beginning of their trip and a short surveys will be administered post experience. When visitors return their GPS tracking unit, at three possible locations for post trip intercepts: (1) VIS, (2) dock in Bartlett Cove, and (3) on the Day boat during their return trip they will be asked to complete and return the survey.

Day boat Guided Tour Survey

The “Day boat” is a chartered catamaran vessel that carries visitors from Bartlett Cove to up-bay areas of the park one time each operating day (June 1-September 15). A park interpreter is present on this boat during each trip, and provides interpretation to the visitors beginning at about 15 minutes after the boat departs. To determine the potential universe for this survey¹, we estimated the possible number of operating days and multiplied that by the average number of visitors on each tour (75 visitors x 90 operating days = 6,750 visitors). The Day boat tour consists of traveling 130 miles through Glacier Bay viewing glaciers, wildlife, and scenery within the park. A graduate student will conduct the survey during the 7-hour boat trip for 15 days randomly selected during the summer sampling period (5 days in June, 7 days in July, and 3 days in August). A census sampling method will be used to select groups on the boat, however in order to minimize group bias, individuals within each group will be randomized by next birthday, with no more than one person per group being selected to serve as the respondent.

Expedition Guided Tour Survey

Commercial “tour boat” vessels are chartered vessels that typically arrive at GLBA from Skagway or other ports. Roughly 20 of these vessels enter the park each season, carrying an average of 100 visitors (n=2,000) per vessel to up-bay areas of the park. Visitors using these vessels often remain on the vessel for multiple days, and may or may not exit the boat during their tour. The time these vessels spend in Glacier Bay is typically a fraction of the overall trip. Each charter vessel will be surveyed when it is docked in Glacier Bay during the 10 sampling day period (4 days in June, 4 days in July and 2 days in August). A census sample will be conducted each sampling day with the expectation of obtaining at least with 21 participants each sampling day. Assuming a 98% (n=216) respondent rate we will need to make at least 220 contacts in order to reach the targeted respondent rate.

Gustavus Airport Survey

Gustavus Airport is the primary resource for visitors leaving the area and Alaska Airlines is the only commercial carrier out of this airport (Alaska Airlines, 2018). The respondent universe for this collection was determined by the estimated annual number of people departing the airport (n=9,242)² and based on the 84 flights arriving and departing in 2017, there was an average of 220 people per flight. A random sample of visitors at the Gustavus Airport will be approached after they have cleared the ticketing line. Every 3rd group will be approached asked if they have just completed a visit to Glacier Bay. If they answer yes, they will be asked if they would be willing to participate in our research. Visitors willing to participate will be asked if they rode the Day boat, a chartered boat, or completed an independent kayak trip during their visit in order to determine which survey version to administer. Visitors will be administered the survey instrument appropriate to their response. If visitors choose not to participate, the researcher will continue asking groups until an acceptance is achieved, then return to sampling

¹ Sara Doyle, personal communication

² US Department of Transportation, n.d.)

every 3rd group. Assuming a response rate similar to the VIS at 91%, During the 15 day sampling period (5 days per month June, July and August) we will plan to contact at least 204 visitors in an effort to obtain our targeted sample size (n=186). If the sampling interval of every 3rd group does not yield at least 7 surveys per sampling day, the sampling interval will be adjusted to every other group to reach our sample goal.

Table 1. Estimated Number of Visitor Contacts* during Sampling Period

Respondent Group	Estimated Number of Visitor Contacts			
	June	July	August	Total
Backcountry/Wilderness Survey	37	56	29	122
Day boat Guided Tour Survey	80	116	49	245
Expedition Guided Tour Survey	88	88	44	220
Gustavus Airport Survey	67	69	68	204
Total	272	329	190	791

*These data are derived from visitor use data collected by park staff (Sara Doyle, personal communication). While proportion of visitor use by month is derived from 2016 use data, the numbers of estimated visitor contacts are derived from response rates and calculated from 2017 survey efforts. Day boat, Expedition, and Gustavus Airport expected numbers of contacts by month are derived from the proportion of sampling dates that fall in each month.

(C) Instrument Administration:

Each of the surveys in this collection will follow the same sampling procedures although the locations and settings will differ. All visitors will be asked to complete a survey at the end of their experiences. The following script is an example of the initial contact. The script and protocol may be modified based upon the setting, available time between contacts, additional instructions required, and at the discretion of the researcher.

“Hello, my name is [Researcher’s Name]. I am conducting research for the National Park Service to understand more about your experiences in the park during this visit. Your participation will entail completing a short survey. The answers you provide based on your perception of the park will be used to help provide data for future management actions. Would you be willing to participate? Your participation is voluntary and all responses will be kept anonymous. It should take about XX minutes to complete the survey.

- If they **refuse**, we will ask the non – response bias check questions (see section e).
- If they **refuse** to answer non-response bias questions are, we will thank them for their time and end contact.
- If they **accept** the invitation to participate we will then ask, “have you (or – has any member of your group) been asked to participate in this research before?”
 - If **“YES”** (already asked to participate) then, “Thank you for agreeing to participate in this study. Have a great day.”

→ If “NO” (have not been previously asked to participate) then, “Thank you for agreeing to participate. Are you at least 18 years old (or- who in your group is at least 18 years old and has the next birthday)?

Backcountry/Wilderness Survey

The independent backcountry visitor survey will be administered at the VIS through direct personal contact by USU student researcher. USU researchers will be present and surveying visitors on site every day from 8am to 7pm during the sampling period.

Every person receiving a backcountry permit at the visitor center during the sampling period will be asked to participate in the study. Each participant will be asked carry a paired GPS-tracking unit to be kept in their gear bag that is typically carried on the front of their kayak for the duration of their trip and to complete a survey when they return the unit. If a group is encountered with multiple members over the age of 18, the person with the closest, upcoming birthday will be selected as the respondent in an effort to minimize the potential for leader bias. At the end of the trip the respondents will return the tracker to the VIS and complete the on-site survey administered via electronic tablet. If the visitor returns when the VIS is closed, or accidentally leaves the park with the GPS unit, there will be instructions on how to return the GPS by mail. Because of logistics, there is no survey option for late returns. The survey contains a series questions related their wilderness experiences and expectations. There will also be a set of photographs with accompanying questions for individuals who spent time recreating off their vessel (e.g., camping, hiking, etc.). These questions will require the researcher to show the respondent a series of photographs depicting varying degrees of environmental conditions. Visitors will use the electronic tablet to record the responses to their perceived level of acceptability of each of image.

Day boat and Expedition: Guided Tour Surveys:

The researcher will board the Day boat in the morning when the boat departs from Bartlett Cove, however the survey will not be administered until after the boat begins the return trip to Bartlett Cove (after lunch). Visitor groups will be approached and asked to participate in the survey as they mill about the deck and lounge. Visitors willing to participate will be given a paper survey and pencil, and asked to return the survey to the researcher once they have completed it, or before exiting the vessel. Visitors not interested in completing the full survey will be asked if they would be willing to answer the non-response bias check questions. If visitors are willing, the researcher will record the responses on a separate survey instrument. Once the contact with one group ends, the researcher will approach the next nearest group asking them to participate in this manner, multiple groups will be completing the survey simultaneously.

For Expedition Vessels, the survey will be administered when the vessels are docked at Bartlett Cove. The sampling dates have been pre-arranged with two different expedition vessel companies. When vessels dock at Bartlett Cove,

the researcher will approach all visitor groups as they leave the boat and enter the park. After administering the survey to visitors exiting the boat, the researcher will board the vessel to interact with any visitors remaining on the boat while it is docked. Each visitor group will be asked to participate in the survey. Visitors willing to participate will be given a paper survey and pencil, and will be instructed to complete and return the survey to the researcher. Visitors not interested in completing the full survey will be asked to answer the non-response bias questions. If visitors are willing, the researcher will record the responses on a separate survey instrument. Once the contact with one group ends, the researcher will approach the next nearest group asking them to participate in this manner, multiple groups will be completing the survey simultaneously.

Gustavus Airport Survey

This survey will use one of the two instruments above (Backcountry/Wilderness or Day boat Tours) depending on their experience in the park. Researcher will approach every third visitor group after they have completed the ticketing process but before they reach the departure gate. The following criteria will be used to determine eligibility - The respondent must have:

- completed the ticketing process and is inside the airport headed towards the departure gates
- visited Glacier Bay National Park
- not previously completed the survey
- experienced the Day boat, Expedition Vessel or other chartered vessel, or kayaked or boated in the park independently

Any visitor not meeting the criteria will be excluded from participation. If a visitor refuses to participate, the researcher will continue until an acceptance is achieved, then return to sampling every 3rd group. Surveying will occur on site every sampling day from 8am to 5pm. Only one member per group will be asked to complete the on-site survey, however if multiple members of the group are over the age of 18, the person with the closest, upcoming birthday will be selected for participation to minimize the potential for leader bias.

(D) Expected Response Rate / Confidence Level:

The following estimates are based on data from the 2017 Glacier Bay Backcountry Visitor Survey that is part of the first year of data collection for this research effort. We expect to contact a combined total of 791 potential participants across all sites during the sampling period. Based upon the 2017 survey response rate, we are estimating that 91% of all visitors contacted at the VIS (n=111) and at the airport (n=186) and 98% of visitors on guided Day boat tours (n=240) and Expedition Vessels (n=216) will be willing to complete the survey.

The target sample estimates are calculated using standard social science survey approaches which have been adopted for recreation and human dimensions of natural resources (Vaske 2008), i.e., a 95% confidence level,

approximately ±5% confidence interval and the aforementioned response distributions. The results of this survey will not be used to generalize beyond the specific populations participating in this study during this sampling period.

Table 2 Expected Response rates based upon the estimations of all visitors contacted

Respondent Group	Initial Contacts	Completed Responses 91%	All refusals 9%	Non-response survey 35%	Hard Refusals 65%
Backcountry/Wilderness Survey	122	111	11	4	7
Gustavus Airport Survey	204	186	18	6	12
Subtotal	326	297	29	10	19
	Initial Contacts	Completed Responses 98%	All refusals 2%	Non-response survey 35%	Hard Refusals 65%
Day boat Guided Tour Survey	245	240	5	2	3
Expedition Guided Tour Survey	220	216	4	1	3
Subtotal	465	461	9	3	6
Combined TOTAL	791	758	38	13	25

(E) Strategies for dealing with potential non-response bias:

The following four questions will be used in a non-response bias analysis across all samples. These questions will only be asked to visitors who refused to participate when initially contacted and did not give a “hard refusal” (refuse to participate in the study, and refuse to answer the non-response bias questions). Responses to these questions will be recorded by the survey administrator on a non-response log form.

1. What is your main constraint for not participating in this survey?
2. What is your home ZIP code? _____ OR, what country are you from? _____
3. Over your lifetime, how many trips have you made to Glacier Bay National Park, **including this trip**?
 Once, this is my first time 2 3 4-10 > 10
If you answered >10, please specify how many times you have visited.

(Numeric value only)

4. Backcountry (ONLY) - Please tell us what backcountry locations you plan on visiting during your trip to GBNP.

(Researchers will fill out the table below based on visitor responses. No map will be shown).

<i>Number to Left Corresponds to Location on Reference Map</i>	Yes	No	Not Sure
1. Beardslee Islands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. East Arm Glacier Bay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. West Arm Glacier Bay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Non-motorized waters of Glacier Bay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Lower Bay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Upland/alpine areas of the park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Dundas Bay, Taylor Bay/Fern Harbor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Outer Coast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Day boat (ONLY)- Is this trip on the Day boat your only experience in Glacier Bay National Park (GBNP) backcountry during your current visit?

YES NO

If NO, how long did you spend in the GBNP backcountry wilderness, outside of Bartlett Cove?

Hours _____ Days _____

What was your destination? _____

Responses to these questions will be recorded and the results will be reported. Any implications for applicability of survey results to generalizations about the study population will be discussed.

(F) Description of any pre-testing and peer review of the methods and/or instrument:

The survey questions were tested with <9 people who represent the GLBA user type and peer reviewed through extensive communication over several months with GLBA park staff and staff from the National Park Service Social Science Branch. The peer-review was instrumental in developing the motivations scale specific to the park, as well as modifying questions to include park-specific visitor destinations and desired experiences.

BURDEN ESTIMATES:

The total combined respondent burden (initial contact + acceptance + completed surveys + nonresponse bias surveys) for this collection is estimated to be 177 hours. The burden for each subgroup is described below.

Backcountry/Wilderness Survey

We expect that of all of the on-site visitor contacted, 91% (n=111) will agree to participate in the collection by agreeing to take a GPS tracker and completing a survey at the end of their trip. The estimated respondent burden for each response is 20 minutes. This includes the initial contact time (5 minutes) that will be used to explain the purpose of the survey and to provide instruction for the use and return of the GPS tracker. At the end of the visitor’s trip and upon the return of the GPS tracker, the visitor will use the remaining 15 complete the on-site questionnaire (111 completed responses x 15 minutes = 28 hours). Based upon our estimated response rate of all of the people that refuse to take the survey (n=11), we are anticipating that at least 35% (n=4) will agree to answer the non-response check questions and 65% (n=7) will give a “hard refusal” and walk away. The time to complete the non-response questions is estimated to take about two minutes (11 x 2 minute = .3 hour).

Table 3. Estimated Respondent Burden for On-site survey and GPS Tracker

On-site Survey and GPS Tracker	Responses	Completion Time * (minutes)	Burden Hours
Completed Responses	111	20	38
Non-response survey	4	7	<1
Total burden requested under this ICR:	115		38

*Includes initial contact

Guided Tour Surveys - Day boat and Expeditions

We plan to approach a combined total of 465 visitors on the Day-Boat (n=245) and Expedition Guided tours (n=220) for this collection. We expect that the initial contact will take about three minutes to explain the purpose of the survey and to determine willingness to participate, and that it will take visitors an additional 10 minutes to complete the survey. We are expecting that 98% (n=456) of all visitors contacted will agree to complete the survey before the end of either boat tours (13 minutes x 456 visitors = 99 hours). We expect that 2% (n = 9) of all visitors asked to participate will refuse, however we expect that 3 people will agree to answer the non-response bias questions and 6 people will give a “hard refusal” and walk away. For those responding, we will record their reason for refusal and record their answers the non-response check questions. For all others that completely refuse we will attempt to record any reasons for refusal when possible.

Table 4. Estimated Respondent Burden for Guided Tours Survey

	Responses	Completion Time * (minutes)	Burden Hours
Completed Responses			
Day boats	240	13	52
Expeditions	216	13	47
All Non-response surveys	9	3	<1
Total burden requested under this ICR:	495		99

*Includes initial contact

Gustavus Airport Survey

We plan to approach 204 potential participants among the visitors departing from Gustavus Airport. We expect that the initial contact to explain the purpose of the survey to take no more than 3 minutes. From this sample population we expect that 91% (n=186) will agree to complete the on-site survey. This will take an additional 10 minutes to complete (186 x 13 minutes = 40 hours). We expect that 9% (n = 18) of all visitors asked to participate will refuse; and for those individuals, we will record their reason for refusal and ask them to answer the non-response check questions. Based upon our estimated response rate of all of the people that refuse to take the survey 35% (n=6) will agree to answer the non-response check questions and 65% (n=12) will give a “hard refusal” and walk away. The time to complete the non-response questions is estimated to take about two minutes (6 x 2 minutes = .2 hours).

Table 5. Estimated Respondent Burden for Gustavus Airport Survey

	Responses	Completion Time * (minutes)	Burden Hours
Completed Responses	186	13	40
Non-response survey	6	5	<1
Total burden requested under this ICR:	192		40

REPORTING PLAN:

Results, including descriptive statistics (frequency distributions of visitors per month, duration of trips, and visitor motivations) as well as maps depicting visitor travel routes and spatial statistics (e.g. visitor use density) will be presented to GLBA in the form of a Natural Resource Technical Report. Additionally, a summary report of the collection will be submitted to the NPS Social Science branch. Results will be published in scientific journal as appropriate.

References

Alaska Airlines (2018). Available Flights. Retrieved from <https://www.alaskaair.com/Shopping/Flights/Shop>

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NOTICES

Privacy Act Statement

General: This information is provided pursuant to Public Law 93-579 (Privacy Act of 1974), December 21, 1984, for individuals completing this form.

Authority: National Park Service Research mandate (54 USC 100702)

Purpose and Uses: This information will be used by The NPS Information Collections Coordinator to ensure appropriate documentation of information collections conducted in areas managed by or that are sponsored by the National Park Service.

Effects of Nondisclosure: Providing information is mandatory to submit Information Collection Requests to Programmatic Review Process.

Paperwork Reduction Act Statement

We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) and is authorized by the National Park Service Research mandate (54 USC 100702). This information will be used by The NPS Information Collections Coordinator to ensure appropriate documentation of information collections conducted in areas managed by or that are sponsored by the National Park Service. All parts of the form must be completed in order for your request to be considered. We may not conduct or sponsor and you are not required to respond to, this or any other Federal agency-sponsored information collection unless it displays a currently valid OMB control number. OMB has reviewed and approved The National Park Service Programmatic Review Process and assigned OMB Control Number 1024-0224.

Estimated Burden Statement

Public Reporting burden for this form is estimated to average 60 minutes per collection, including the time it takes for reviewing instructions, gathering information and completing and reviewing the form. This time does not include the editorial time required to finalize the submission. Comments regarding this burden estimate or any aspect of this form should be sent to the Information Collection Clearance Coordinator, National Park Service, 1201 Oakridge Dr., Fort Collins, CO 80525.