

BRYCE CANYON VISITOR TRANSPORTATION SURVEY 2019

NATIONAL PARK SERVICE



SURVEY ID: _____ DATE: _____ ATTENDANT: _____

LOCATION ADMINISTERED:

- | | | | |
|-------------------|-----------------|-------------------|------------|
| • FAIRYLAND POINT | • SUNSET POINT | INSPIRATION POINT | MOSSY CAVE |
| • SUNRISE POINT | • RAINBOW POINT | BRYCE POINT | |

Paperwork Reduction and Privacy Act Statements: 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. The data collected in this study will assist managers in understanding visitor's level transportation experience in *Bryce Canyon National Park*. Additionally your input will be critical in understand possible future management scenarios at the park. Your responses are voluntary and anonymous. Your name and address will not be collected. At the completion of this collection all personal information will be destroyed and 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 an average of 10 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Linda Mazzu, Superintendent Bryce Canyon National Park, linda_mazzu@nps.gov (email) or the Social Science Branch, National Park Service, 1201 Oakridge Drive, Fort Collins, CO, 80525-5596; nps_nrss_social_science@nps.gov (email).

Dear Bryce Canyon National Park Visitor,
The National Park Service is conducting this survey to learn more about our visitors' experiences traveling in the park so that we can improve our service to you. You are one of a select number of people randomly chosen for this survey, so your feedback is important to us. Participation is voluntary and you may skip any question you do not wish to answer. This survey takes about 10 minutes to complete and all the information collected will be anonymous. Please read each question carefully.

TA1: AGE1

What is your age? _____

TA1: EDUC1

What is the highest level of formal education you have completed? (Please select only one response)

- Less than high school
- Some high school
- High school graduate
- Vocational/trade school certificate
- Some college
- Two-year college degree
- Four-year college degree (or Bachelor's degree)
- Master's Degree (or Graduate degree)
- Ph.D., M.D., J.D., or equivalent

TA1: GEND1

What is your gender? Please select one.

- Male
- Female

TA1: RACE/ETH1

For you only, are you Hispanic or Latino?

- YES
- NO

TA1: RACE/ETH2

Which of these categories best indicates your race? Answer only for yourself. Please select **one or more**.

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

TA1: RES2

Are you a permanent resident or citizen of the United States?

- NO - What is your country of origin? _____
- YES - What is your ZIP code and state of residence?

State _____ ZIP code _____

TA1: GROUP1

Please select the choice below that best describes your traveling party. (Please select only one choice)

- Individual
- Family plus friends
- Family only
- Tour or other group
- Friends only

TA1: GROUP7

Does anyone in your personal group have physical conditions that made it difficult to access or participate in park activities or services?

- NO
- YES

→ If **YES**, on this visit what activities or services did the person(s) have difficulty accessing or participating in?

(Please describe): _____

→ Because of the physical condition, which specific difficulties did the person(s) have? Please select **all** that apply.

- Hearing (difficulty hearing ranger programs, bus drivers, audio-visual exhibits or programs, or information desk staff even with hearing aid)
- Visual (difficulty in seeing exhibits, directional signs, visual aids that are part of programs even with prescribed glasses or due to blindness)
- Mobility (difficulty in accessing facilities, services, or programs even with walking aid and/or wheelchairs)
- Other (Please specify): _____

TA2: ITIN1

How would you describe your planning for this trip? (Please select only one response)

- Carefully planned
- Some pre-planning
- Very little pre-planning
- Spontaneous; no planning

TA2: ITIN2

When did you make the decision to visit Bryce Canyon National Park? (Please select only one response)

- On the same day of the visit
- A week before the visit
- 1 month before the visit
- 2-6 months before the visit
- More than 6 months but less than a year before the visit
- A year or more before the visit
- Don't know/Can't recall

TA2: ITIN4

How did your visit to Bryce Canyon National Park fit into your travel plans? (Please select only one)

- This park is my primary destination
- This park is one of several destinations
- I am passing through the park to my primary destination
- I did not plan to visit this park

TA2: ITIN14

What was the main source that you used for planning your trip to Bryce Canyon National Park? (Please select one)

- National Park Service website or other materials
- Commercial tour group
- Bryce Canyon National Park tickets website
- Travel agent
- Hotel concierge
- Word-of-mouth
- Other (please specify): _____

TA2: ITIN22

Prior to your trip, how did you and your personal group obtain information to plan the transportation and travel-related details of your trip? (Check all that apply) For each source used, how helpful was the information you received? (Please select one response for each source used or check the box if you did not use any of the sources to plan your trip)

	Not at all 1 2 3 4 5	Slightly 1 2 3 4 5	Moderately 1 2 3 4 5	Very 1 2 3 4 5	Extremely 1 2 3 4 5	Did not use to plan trip
Federal or State websites	1	2	3	4	5	•
Other websites	1	2	3	4	5	•
Social media (e.g. Facebook, Twitter, etc.)	1	2	3	4	5	•
Visitor bureaus, Visitor centers	1	2	3	4	5	•
Maps, brochures or pamphlets	1	2	3	4	5	•
Previous visits	1	2	3	4	5	•
Travel guides and tour books	1	2	3	4	5	•
Newspaper/magazine article	1	2	3	4	5	•
Radio/TV broadcasts	1	2	3	4	5	•
Package tour companies	1	2	3	4	5	•
Word of mouth (e.g. friends or relatives)	1	2	3	4	5	•
Other (please specify) _____	1	2	3	4	5	•

TA2: ITIN17

In planning the itinerary for this trip, were there any places or times you avoided because of conditions you have encountered in the past?

- NO
- YES – please describe the conditions you wanted to avoid

TA2: INFOSOURCE8

How likely would you have been to use each of the following sources of information to plan your trip to Bryce Canyon National Park, if you could have gotten information about parking and crowding conditions at Bryce Canyon National Park? (Check one box for each item)

	Likely	Not Likely	Don't Know/Not Sure
Website	•	•	•
Smartphone app	•	•	•
Social media (e.g. Facebook, Twitter)	•	•	•
Text updates on cellular phone/smartphone	•	•	•
AM radio station	•	•	•
Telephone information line (message updated daily)	•	•	•
Tourist information center	•	•	•
Other (Please specify): _____	•	•	•

TA2: ITIN8

Before your most recent visit to Bryce Canyon National Park, which mode(s) of transportation did you plan to use when you visit, and which did you actually use once you arrived? (Please check ALL that apply)

Planned to use	Actually used	
•	•	Personal vehicle (car, RV, motorcycle)
•	•	Rented vehicle
•	•	Visitor Shuttle/Bus
•	•	Bicycle
•	•	Walking/Hiking
•	•	Tour Bus

TA3: TRANSMODE4

If you arrived in a private passenger vehicle (not a bus or shuttle), how many people were in the vehicle, including yourself?

Number of passengers _____

TA4: DEST9

On this visit, how long did you and your personal group stay at Bryce Canyon National Park?
Please list partial hours as 1/4, 1/2, or 3/4.

Number of **hours**, if less than 24 hours _____

OR

Number of **days**, if 24 hours or more _____

TA4: DEST17

What time of day did you arrive at Bryce Canyon National Park on the first day of your visit?
(Please select **only one** response)

Early Morning Before 8 a.m.	Morning (8 a.m. to 10 a.m.)	Mid-day (10 a.m. to 2 p.m.)	Late afternoon (2 p.m. to 4 p.m.)	Early Evening (4 p.m. to 6 p.m.)	Evening (after 6 p.m.)
•	•	•	•	•	•

TA3: TRANSEVAL6

To what extent did the following factors impact your visit to Bryce Canyon National Park?
(Check one box for each statement)

	Level of Impact				
	Not at all	Very little	Somewhat	To a great extent	Not applicable
Traffic congestion on roads	•	•	•	•	•
Traffic congestion at entrance stations	•	•	•	•	•
Lack visual indication of arrival	•	•	•	•	•
Parking congestion/shortages	•	•	•	•	•
Traffic congestion at scenic overlooks	•	•	•	•	•
Lack of shuttle service/options	•	•	•	•	•
Unacceptable shuttle wait times	•	•	•	•	•
Passenger crowding on shuttles	•	•	•	•	•
Parking in unendorsed areas	•	•	•	•	•
Intersection and roadway safety	•	•	•	•	•
Lack of accessibility for people with disabilities	•	•	•	•	•
Pedestrian/vehicle conflicts	•	•	•	•	•
Wildlife/vehicle conflicts	•	•	•	•	•
Other (Please specify: _____)	•	•	•	•	•

TA3: PARKING15

On this visit to Bryce Canyon National Park, did you and your group experience any parking problems?

- NO
- YES
 - If YES, how did you respond to the parking problem?
 - Waited until a parking spot opened near my intended destination
 - Parked some distance away from my intended destination and walked
 - Went to alternative destination
 - Parked somewhere else and took the park shuttle to my destination
 - Other (please specify): _____

TA3: TRANSERV2

Did you and your personal group use the Bryce Canyon Shuttle on this visit?

- NO
- YES

TA3: TRANSERV5

How long did you have to wait for the Bryce Canyon Shuttle?

Number of minutes _____

TA3: TRANSERV6

In your opinion, at what point is the wait time for the Bryce Canyon Shuttle no longer acceptable?

Number of minutes _____

TA3: TRANSERV8

If you used the Bryce Canyon Shuttle, how would you rate your overall travel experience on your trip?

- Excellent
- Good
- Fair
- Poor
- Very Poor

TA3: TRAFFIC7

During your recent visit, how much of a problem, if any, do you think the following travel issues were at Bryce Canyon National Park? Please read each question carefully and select the number that best describes your opinion. (Please select one number to rate each item)

	Not a problem	Small Problem	Moderate Problem	Big Problem
Not enough travel and traffic information to help visitors plan for trips in Bryce Canyon National Park	1	2	3	4

Too many autos in Bryce Canyon National Park that impacts my experience	1	2	3	4
Ability to fully access desired recreation opportunities and attractions in Bryce Canyon National Park	1	2	3	4
Too many recreational vehicles in Bryce Canyon National Park that impacts my experience	1	2	3	4
Too many tour buses in Bryce Canyon National Park that impacts my experience	1	2	3	4
Seeing electronic bus signs in Bryce Canyon National Park	1	2	3	4
Too many autos having a negative impact on air quality	1	2	3	4
Too many people in Bryce Canyon National Park that impacts my experience	1	2	3	4
Vehicles parked along main roads causing unsafe conditions	1	2	3	4
Too many autos outside Bryce Canyon National Park that impacts my experience	1	2	3	4

TA3: TRAFFIC4

Compared to what you expected, how much traffic congestion did you experience during your visit to Bryce Canyon National Park?

- I didn't know what to expect
- Less traffic congestion than I expected
- About the same as I expected
- More traffic congestion than I expected

TA3: TRAFFIC11

Approximately what time of day did you first encounter traffic congestion problems? (Check one box)

- | | |
|------------|---------------|
| • 9:00 am | • 1:00 pm |
| • 10:00 am | • 2:00 pm |
| • 11:00 am | • 3:00 pm |
| • Noon | • Other _____ |

TA6: CROWD23

How crowded did you feel while at the following locations at Bryce Canyon National Park? (Please select one number for each location, or indicate that it was not applicable)

	Not at all Crowned	Slightly Crowned	Moderately Crowned	Very Crowned	Extremely Crowned	Not Applicable
At the Visitor Center	1	2	3	4	5	N/A
On trails	1	2	3	4	5	N/A
In parking lots	1	2	3	4	5	N/A
On park roads	1	2	3	4	5	N/A
At view points	1	2	3	4	5	N/A
At the picnic area	1	2	3	4	5	N/A
During your entire visit	1	2	3	4	5	N/A

TA3: TRANSEVAL1

Please rate your level of support or opposition for the following transportation management options for managing visitor use in Bryce Canyon National Park. (Please select one response for each item)

	Strongly support	Slightly support	Neither	Slightly oppose	Strongly oppose
Provide additional pull-outs for scenic views/attractions	1	2	3	4	5
Temporarily close congested park roads	1	2	3	4	5
Develop more parking at key attractions	1	2	3	4	5
Divert visitor traffic away from congested roads or attractions	1	2	3	4	5
Offer more frequent park shuttle bus service (free)	1	2	3	4	5
Increase hours of operation for the shuttle bus	1	2	3	4	5
Limit the number of private vehicles entering the park	1	2	3	4	5
Add shuttle bus service (free) to more areas of the park	1	2	3	4	5
Require use of park-and-ride shuttle system with automobile parking inside the park	1	2	3	4	5

TA9: OPMGMT9

What could the managers at Bryce Canyon National Park do as they plan for the future? Please be specific.

TA9: OPMGMT10

Is there anything else you would like to tell us about your visit to Bryce Canyon National Park?

Thank you for your help with this study! Please return this questionnaire to the Research Assistant.

Paperwork Reduction Act Statement Here