OMB Control Number: 1024-0216

Expiration Date: XX/XX/XXXX

**National Park Service**

**Visitor Survey Card**

**[Name of Park]**



Dear Visitor,

The National Park Service is dedicated to providing a high-quality experience for our visitors. As part of our effort to continually improve services, we are asking for your help. Please take a few minutes at the end of your visit to complete this card. When you are finished, simply drop it in the survey return drop box or in a U.S. mailbox. Your participation is very important, and your opinion counts.

We appreciate your help!

Sincerely,

**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. This information will be used by the managers throughout the National Park System as authorized by 54 USC 100702. We will use this information to evaluate visitor experiences and y 16 to improve services in the National Parks.. Your response is voluntary and anonymous. 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 3 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Pacific Consulting Group, 200 S. California Avenue, Palo Alto, CA 94306; or Phadrea Ponds at: pponds@nps.gov (email).

1. Please rate the quality of facilities, services, and recreational opportunities you experienced here today at [PARK NAME] listed below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very Good** | **Good** | **Average** | **Poor** | **Very Poor** | **N/A** |
| **Park Facilities** |  |  |  |  |  |  |
| Visitor Center | **□** | **□** | **□** | **□** | **□** | **□** |
| Exhibits (indoor and outdoor) | **□** | **□** | **□** | **□** | **□** | **□** |
| Restrooms | **□** | **□** | **□** | **□** | **□** | **□** |
| Walkways, trails and roads | **□** | **□** | **□** | **□** | **□** | **□** |
| Campgrounds and/or picnic areas | **□** | **□** | **□** | **□** | **□** | **□** |
| **Visitor Services** |  |  |  |  |  |  |
| Assistance from park employees | **□** | **□** | **□** | **□** | **□** | **□** |
| Park map or brochure | **□** | **□** | **□** | **□** | **□** | **□** |
| Ranger programs | **□** | **□** | **□** | **□** | **□** | **□** |
| Value for entrance fee paid | **□** | **□** | **□** | **□** | **□** | **□** |
| Commercial services in the park (food, lodging, gifts, rentals, etc.) | **□** | **□** | **□** | **□** | **□** | **□** |
| Specify services used \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | | □ |
| **Recreational Opportunities** |  |  |  |  |  |  |
| Learning about nature, history, or culture | **□** | **□** | **□** | **□** | **□** | **□** |
| Outdoor recreation (sightseeing, camping, bicycling, boating, hiking, etc.) | **□** | **□** | **□** | **□** | **□** | **□** |

2. If you were to rate overall quality of facilities, services, and recreational opportunities you experienced here today at (full park name): would you say they were very good, good, average, poor, or very poor?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very Good** | **Good** | **Average** | **Poor** | **Very Poor** |
| □ | □ | □ | □ | □ |

3. How long were you in the park today? How long was your entire trip?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Today | | | | |  | Entire trip | | | |
| Less than 1 hour | 1-3  hours | 4-6  hours | 5-8  hours | More than 8 hours | 1 full day  (overnight) | 2-3 days | 4-5 days | More than 5 days |
| □ |  | □ | □ | □ | □ | □ | □ | □ |

**NEW** **QUESTION**

4. What is your gender and age?

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | |  | Age | | | | | | |
| Male | Female |  | 18-21 | 22-30 | 31-40 | 51-50 | 51-60 | 61-70 | 71+ |
| □ | □ |  | □ | □ | □ | □ | □ | □ | □ |

**NEW** **QUESTION**

5. Are you a US resident? What is your Zip code?

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| US Resident | |  | Zip Code | | | | |
| □YES | □NO |  |  |  |  |  |  |

6. This park was established because of its significance to the nation. In your opinion, what is the national significance of this park?

7. Is there anything else you would like to tell us about this park's facilities, services, or recreational opportunities?