

National Park Service

Centennial National Household Survey -Non-Response-

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Non-Response Script

Hello, my name is _____. I'm calling on behalf of the National Park Service, and I'm not selling anything. I'm working with a research group at the University of Wyoming to produce the National Park Service Centennial Survey. Your phone number was randomly chosen. I will need about 25 minutes of your time to ask some questions about the services the National Park Service offers. The purpose of this survey is to document the length of the interview so that the burden to the public is minimized. Would you be able to help me out with this?

If hesitation or "I don't know"

It's really important that we hear from all kinds of households, whether you think you know much about national parks or not. The National Park Service wants input from the American people about managing parks. So, may I continue?

If No, → Skip to SOFT REFUSAL

SOFT REFUSAL.

Okay. Would you be willing to answer just five questions for me? It will take about four minutes of your time.

If Yes or maybe, → Skip to NON-RESPONSE

If No, → Skip to THANKS

THANKS.

Thank you for your time.

NON-RESPONSE.

Thank you. Your answers will help us to understand a little about everyone we've contacted for this survey. After this, your phone number will be taken from our list and we will not call back.

If Yes or maybe, → Skip to question 1

If No, → Skip to THANKS

THANKS.

Thank you for your time.

1. Please tell me how satisfied you are with the way the National Park Service manages the national parks, national seashores, historic sites, battlefields, national monuments and other designations. In general, are you:

- 1. Very satisfied**
- 2. Somewhat satisfied**
- 3. Neither satisfied nor dissatisfied**
- 4. Somewhat dissatisfied, or**
- 5. Very dissatisfied?**

998. Don't know/Not sure

999. No Answer/Refused

PV1. How many times in the past two years have you visited a national park?

[Interviewer will read if needed for clarification: The National Park System consists of all the units managed by the National Park Service, including national parks, historic and cultural sites, and national monuments.]

_____ (type number of visits here)

998. Don't know/Not sure

999. No Answer/Refused

2. In what state do you currently live, or do you live in D.C.?

_____ (enter state or D.C.)

998. Don't know/Not sure

999. No Answer/Refused

3. What is your age?

_____ (type answer here)

998. Don't know/Not sure

999. No Answer/Refused

D3. Are you Hispanic or Latino?

- 1. Yes**
- 2. No**

998. Don't know/Not sure

999. No Answer/Refused

D4. I'm going to read a list of racial categories. Please select one or more to describe your race. Are you . . .

- 1. American Indian or Alaska Native**
- 2. Asian**

3. **Black or African American**
4. **Native Hawaiian or other Pacific islander**
5. **White**

998. Don't know/Not sure

999. No Answer/Refused

That's all I have – do you have any questions? Would you like to reconsider taking the full survey now? Or I could call you back at another more convenient time? “Thank you and good bye