



Thank you for agreeing to take this survey! Your answers to these questions will help us improve our transportation program to better accommodate visitors at John Heinz National Wildlife Refuge at Tinicum. The refuge is in the southwest Philadelphia neighborhood near the airport, at 8601 Lindbergh Blvd.

This survey is being completed for improvement of our transportation program, not to evaluate you. Your participation is voluntary and anonymous. You may skip any question you do not wish to answer.

1. In which neighborhood or state do you live? Please check one.

- | | | | |
|---------------------------------------------|---------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| <input type="checkbox"/> Eastwick | <input type="checkbox"/> Kingsessing | <input type="checkbox"/> Paschall | <input type="checkbox"/> Elmwood |
| <input type="checkbox"/> Center City | <input type="checkbox"/> West Philadelphia | <input type="checkbox"/> Collingdale | <input type="checkbox"/> Northeast Philadelphia |
| <input type="checkbox"/> North Philadelphia | <input type="checkbox"/> South Philadelphia | <input type="checkbox"/> Northwest Philadelphia | |
| <input type="checkbox"/> Tinicum Township | <input type="checkbox"/> Folcroft | <input type="checkbox"/> Norwood | <input type="checkbox"/> Darby Township |
| <input type="checkbox"/> Ridley | <input type="checkbox"/> Prospect Park | <input type="checkbox"/> Glenolden | <input type="checkbox"/> Folsom |
| <input type="checkbox"/> Yeadon | <input type="checkbox"/> Delaware | <input type="checkbox"/> New Jersey | |
| <input type="checkbox"/> Other _____ | | | |

2. Which of the following best describes how often you use public transportation at home? Please check one.

- | | | |
|-----------------------------------------------|--------------------------------------------|------------------------------------------------|
| <input type="checkbox"/> Almost everyday | <input type="checkbox"/> Less than monthly | <input type="checkbox"/> At least once a month |
| <input type="checkbox"/> At least once a week | <input type="checkbox"/> Never | |

3. How would you describe the frequency of your visits to John Heinz National Wildlife Refuge? Please check one.

- | | |
|---------------------------------------------------------------------------------|---------------------------------------------------------------|
| <input type="checkbox"/> First time visitor | <input type="checkbox"/> Weekly visitor (1-3 times a week) |
| <input type="checkbox"/> Occasional visitor (about 1-5 times per year) | <input type="checkbox"/> Frequent visitor (1-3 times a month) |
| <input type="checkbox"/> I have never visited the refuge. (Skip to question 14) | |

4. On average, how far is it from your home to the refuge? _____ minutes

5. Which modes of transportation did you use on your most recent visit to the refuge? Check all that apply.

- | | | |
|-------------------------------------------|---------------------------------------------------|-------------------------------------------------------------|
| <input type="checkbox"/> Personal Vehicle | <input type="checkbox"/> Refuge Community Shuttle | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Walking | <input type="checkbox"/> Group/School bus | <input type="checkbox"/> Public transportation (bus, train) |
| <input type="checkbox"/> Taxi/Uber/Lyft | <input type="checkbox"/> Motorcycle | <input type="checkbox"/> Other _____ |

6. Do you plan to visit John Heinz National Wildlife Refuge again in the next 12 months? Please check one.

- Yes
 No

7. Please rate the quality of each of the following items that you observed during your trip.

	Very Poor	Poor	Fair	Good	Excellent	Did not observe
Trail conditions						
Trail signage						
Bathrooms						
Parking lots						

Paperwork Reduction Act Statement: We estimate it will take you 5 minutes to complete the survey, including time to read instructions, gather information, complete, and submit the assessment. We will use the information to gauge audience satisfaction with transportation at the refuge, and to improve/make changes per audience suggestions. Your response is voluntary. We 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. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, U.S. Fish and Wildlife Service, 5275 Leesburg Pike, MS: BPHC, Falls Church, VA 22041-3803, or you may submit comments via email at Info_Coll@fws.gov.

8. Did you use the refuge shuttle on this visit? Please check one.

Yes (Please skip to question 10)

No

9. Which of the following would encourage you to take the refuge shuttle? Check all that apply. After answering, please skip to question 14.

More frequent shuttle service

Expanded schedule with earlier or later departures

Service to and from another area (please specify) _____

Improved amenities (lights, benches, etc.) at shuttle stops

Nothing would encourage me to take the shuttle

I was not aware of the shuttle service

Other _____

10. Why did you choose to use the refuge shuttle today (or on your most recent visit)? Check all that apply.

Do not have vehicle

To avoid driving in traffic

Save money on gas

To avoid looking for parking

Thought this was the only way to get to the refuge

I did not know where the refuge was located

Better for the environment

Saves time

Saves money

Other _____

11. Where did you first board the shuttle service today? Please check one.

Bartram's Garden

Kingsessing Library/Rec Center

Myers Recreation Center

SW Senior Center

Penrose Plaza

Eastwick Train Station

Other _____

12. Please rate the usefulness of the refuge shuttle. Please check one.

Not at all useful

Slightly useful

Moderately useful

Very useful

Extremely useful

13. Would you use the shuttle again? Please check one.

Definitely yes

Probably yes

Don't know

Probably not

Definitely not

Will not be back

14. What is your gender?

Male

Female

Other

15. What is your age?

Under 18

25-34

45-54

18-24

35-44

55-64

65+

16. Which categories describe you? Check all that apply.

- Black or African American Hispanic, Latino, or Spanish origin White
- Asian American Indian or Alaskan Native
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander
- Other race, ethnicity or origin (please specify) _____