

John Heinz National Wildlife Refuge at Tinicum Visitor Feedback Survey Instrument

Introduction

Thank you for agreeing to participate in our survey! This survey is being administered by ImpactED at the University of Pennsylvania, an organization working with the John Heinz Wildlife Refuge at Tinicum (John Heinz NWR) to help the Refuge collect information that will help them improve transportation conditions, recreation, and resource management. This survey is anonymous, so please answer as truthfully as possible.

Section 1: Transportation Questions

1. How did you get to John Heinz NWR today? *Please check all that apply if you used multiple modes of transportation today.*

- Bicycle
- Motorcycle
- Personal vehicle
- Hiked/walked
- Public transportation (SEPTA bus, regional rail or trolley)
- Taxi service, including Uber, Lyft
- Southwest Community Shuttle
- Charter bus
- Watercraft
- Other (please specify): _____

2. [Only ask/display If the answer to Q1 is NOT “shuttle”]

The Southwest Community Shuttle runs on days when there are special events at John Heinz NWR and Bartram’s Garden. The shuttle runs in Eastwick, Kingsessing, Elmwood, and Cobbs Creek Park.

Had the shuttle service been active today, would you have considered using it?

- Yes
- No
- Don’t Know

Section 2: Visitation History

3. Is this your first visit to John Heinz NWR?

- Yes
- No

[If No] Approximately how many times have you visited in the last 12 months?

Number of prior visits: ____ (drop down menu: 1-2 visits, 3-5 visits, 6 or more visits)

Section 3: Trip Purpose and Activities

4. How important was each of the following in your decision to visit to John Heinz NWR?

	Not at all important	Somewhat important	Important	Very Important
To escape from the urban setting				
To spend time with friends/family				
To appreciate the beauty and peacefulness of nature				
To view wildlife or natural scenery				
To get physical exercise				
To connect with others in my community				
Other (please specify: _____)				

5. In which of the following activities did you participate or will you participate during this visit to John Heinz NWR? (please mark all that apply.)

- Walking or hiking
- Running
- Bicycling
- Boating, canoeing, or kayaking
- Fishing
- Environmental education (e.g., classes, lessons, labs)
- Interpretation (e.g., tours, guided walks, exhibits)
- Wildlife observation (guided or self-guided) and/or photography
- Habitat planting or invasive species work
- Litter cleanups
- Special event (please specify: _____)
- Other (please specify: _____)

[If answer includes wildlife observation]: Were you bird watching?

- i. Yes
- ii. No

6. On this visit to John Heinz NWR, how satisfied were you with each of the following:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	Did not use/ experience
Visitor Center					
Signage (at the entrance and throughout the Refuge)					
Parking					
Trails					
Bathrooms					
Opportunities to view wildlife					
Opportunities to learn about nature and/or wildlife					
Experience with Refuge staff and volunteers					
Experience with other visitors					

What could have been improved about this visit John Heinz NWR?

7. Based on this visit to John Heinz NWR, how much do you disagree or agree with each statement below?

	Strongly disagree	Disagree	Agree	Strongly agree
I felt welcome during my visit to John Heinz NWR.				
I felt safe during my visit to John Heinz NWR.				
Crime is a problem at John Heinz NWR.				

8. Thinking about your overall experiences in nature, how much do you disagree or agree with each statement below?

	Strongly disagree	Disagree	Agree	Strongly agree
I feel comfortable being in nature.				
I do not like being in nature by myself.				
People closest to me enjoy participating in nature-based recreation.				
Generally, people who look like me are treated differently when they participate in nature-based recreation.				

9. On a scale from 0-10 (0 being not at all likely and 10 being extremely likely), how likely are you to recommend visiting John Heinz NWR to others? _____

Section 4: Knowledge/Awareness Questions

10. How important do you think the Refuge is in providing:

	Not at all important	Somewhat important	Important	Very important	Unsure/I don't know what this is
A place for recreation					
A place for wildlife					
A place for quiet and natural sounds					
A place for adventure					
A place for "me"					
A place to connect with others in my community					
A place to understand the effects of climate change					
A place that protects water and air quality					

11. Please rate your level of concern about the following issues that can impact resources at John Heinz NWR.

	Not at all concerned	Somewhat concerned	Concerned	Very concerned	Unsure/I don't know what this is
Air pollution					
Water pollution					
Littering					
Changes in climate caused by carbon dioxide (CO2)					
Habitat loss					
Harm to wildlife					

Section 5: About You

12. What is the zip code of your primary residence? _____

13. What is your age?

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65+

14. What is your gender?

- Female
- Male
- Non-binary/Third gender
- Prefer to self-describe (please specify: _____)

15. Which categories describe you? (check all that apply)

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

16. Which category best represents your annual household income (before taxes) last year? Please mark one.

- Less than \$24,999
- \$25,000-\$34,999
- \$35,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000-\$199,999
- \$200,000 or more
- Do not wish to answer

Paperwork Reduction Act Statement: We are collecting this information subject to the Paperwork Reduction Act (44 U.S.C. 3501) to better understand visitors' transportation and visitation related experiences at John Heinz National Wildlife Refuge ("the Refuge") and to obtain their evaluation of facilities, assets and conditions of the Refuge. 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. OMB has reviewed and approved this survey and assigned OMB Control Number 0596-0236.

Estimated Burden Statement: We estimate the survey will take you 10 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. 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: PRB (JAO/3W), Falls Church, Virginia 22041-3803, or via email at Info_Coll@fws.gov.