

John Heinz National Wildlife Refuge at Tinicum Visitor Intercept Introductory Script

*Good morning [/afternoon]. My name is (first and last name), and I am conducting a study for the John Heinz National Wildlife Refuge to learn about visitors' experiences. We are asking users to complete a brief survey now, which should take fewer than 10 minutes to complete. Your participation is voluntary, and **you can withdraw from the study at any time.** Would you be willing to take 10 minutes to complete the survey now?*

IF YES: "Thank you! May I ask who in your group has most recently celebrated his or her birthday? Can you please complete the survey? I am going to ask you questions and enter your responses on this mobile device, or if you prefer, we also have a paper version of the survey.

[IF NECESSARY EXPLAIN: "We ask who has celebrated their birthday most recently because we are trying to randomly select who completes the survey from each group"]

IF NO: Thank you. Have a great visit.

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, VA 22041-3803, or via email at Info_Coll@fws.gov.