National Park Service

Comprehensive Survey of the American Public – (CSAP4)

Introductory Script (Phone-based Surveys)

This script section is maintained from the 3rd iteration of the Comprehensive Survey of the American

Public (CSAP).

INTRO
Surveyor: 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 firm called Omnitrak Group helping to produce the National Park Service Comprehensive Survey of the American Public. Your phone number was randomly chosen. I will need about 25 minutes of your time to ask some questions about the National Park Service and the services they offer. Would you be able to help me out with this?

If respondent hesitates or says "I don't know"
> **Surveyor: 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 **Yes** or maybe,   à Skip to PRIVATE
    If **No**,   à Skip to SOFT REFUSAL

SOFT REFUSAL.
Surveyor: Okay. Would you be willing to answer just five questions for me? It will take less than five minutes of your time.

    If **Yes** or **maybe**,   à Skip to NON-RESPONSE
    If **No**,   à Skip to THANKS

PRIVATE.
Surveyor: Have I reached you at a private household in one of the 50 United States or the District of Columbia?

    If **Yes**,   à Skip to VOLUNTARY
    If **Not private or not U.S.**,   à Skip to SORRYPH
    If **Don't know/Not sure**   à Skip to SORRYPH
    If **No answer/Refused**   à Skip to SORRYPH

SORRYPH.
Surveyor: I am sorry, but we are interviewing only private households. Thank you for your time.

VOLUNTARY.
Surveyor: I won't ask for your name, address or other personal information that may identify you. Your participation in this survey is voluntary. You don't have to answer any questions you don't want to and you may end the interview at any time. May I continue?

    If **Yes or maybe**,   à Skip to AGE
    If **No**,   à Skip to THANKS

THANKS.
Surveyor: Thank you for your time.

AGE.
Surveyor: I need to make certain that I am talking with someone who is at least 18 years of age. What is your age?

_____ (Type answer here)

998. Don't know/Not sure
999. No Answer/Refused

If **Age => 18**à Skip to CELL1
If **Age < 18 or refused**à **May I please speak with an adult in the household?**
If **Age 18 or older present,** repeat INTRO script.
If **No or no one 18 in household,** record as refusal.

CELL1.
Surveyor: Have you received this call on your wireless or landline phone?

1. Cell Phone
2. Landline

If **1**, à Skip to CELL2
If **2**, à Skip to question 1

CELL2.
Surveyor: Are you currently driving?

If **Yes**, à Skip to HFREE
If **No,** à Skip to question D1.

HFREE.
Surveyor: Are you using a hands-free device for this call?
If **Yes**, à Skip to question D1
If **No,** à Schedule a call back.

CBACK.
Surveyor: I'm sorry but due to safety concerns, we will need to call you while you are not driving. Can we call you back at a later time at this same number?
If **Yes**, à Schedule call back
If **No,** à Record as refusal.

SECTION ONE: INTRODUCTION (D)

> The content of this section is largely maintained from CSAP3. Any new questions are indicated as "New."

Surveyor: During the survey I will ask you questions about your visitation to national parks and your knowledge and experience with the National Park Service.

Surveyor: My first question is about your perception of the National Park Service.

> D1: Used to identify current satisfaction levels of the respondent with NPS management. May be used as a crosstab to other responses.

D1. **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

> D2-D3: Residency location information is important to understand as the survey is stratified by NPS region. Further, a more defined zip code location permits an increased geographic understanding of variation within region. [D3 is a new question.]

D2. **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

NEW

D3. **What is your ZIP code at this residence?**

    _____ (enter zip code)

    998. Don't know/Not sure
    999. No Answer/Refused

> D4: This information is used to further evaluate any differences in nonrespondents, and identify variation among respondents depending on household size and presence of children in the household.

D4**. How many children under the age of 18 do you have living with you?**

    _____ (type answer here)

    998. Don't know/Not sure
    999. No Answer/Refused

SECTION 2: PARK VISITATION (PV)

The purpose of this section is to explore motivations to visit and visitation characteristics at the park-specific level. NPS unit managers need information on visitor activities and planned visits in the park to help plan for infrastructure improvements, new activity additions, and trends over time. Furthermore, data on the motivations for visiting NPS sites can inform the types of programming and experiences offered on-site. The content of this section is largely maintained from CSAP3. Any new questions are indicated as "New."

Surveyor: In this next series of questions, I will be asking you about your history of park visitation. The National Park System consists of all the park units managed by the National Park Service. Park units include national parks, national seashores, historic sites, battlefields, national monuments and other designations. Although these different designations exist, I will refer to all park units in this survey as 'national parks.'

PV1-PV3: Establishes whether the respondent qualifies as a recent park visitor.

PV1. **How many times in the past two years have you visited a national park? If you've visited multiple parks, count each park visit individually.**

        _____ (type number of visits here)

        If PV1 > zero, skip to PV4

        998. Don't know/Not sure
        999. No Answer/Refused

PV2. **Have you ever, in your lifetime, visited a national park?**

        1. Yes
        2. No (skip to PV4)

        998. Don't know/Not sure (skip to PV4)
        999. No Answer/Refused (skip to PV4)

PV3. **We would like to know about the last time you visited a national park. Was your most recent visit …**

        1. **More than 5 years ago**
        2. **From 2 to 5 years ago**
        3. (Volunteered: Within the past two years)
        4. (Volunteered: Never)

        998. Don't know/Not sure
        999. No Answer/Refused

PV4: Identifies likelihood of a future visit in the near term.

Please tell us whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree, or strongly disagree with the following statement:

PV4. *"I plan to visit a national park within the next 12 months."*
1. Strongly agree
2. Somewhat agree
3. Neither agree nor disagree
4. Somewhat disagree
5. Strongly disagree

998. Don't know/Not sure
999. No Answer/Refused

If PV1= zero, skip to NV1

PV5-PV5a: Establishes the park unit of consideration for the remainder of this section.

PV5. **Which national park did you LAST visit?**

1. Successfully named a national park from the list of national park units
2. Did not name a national park (skip to NV1)

998. Don't know/Not sure (skip to NV1)
999. No Answer/Refused (skip to NV1)

PV5a. **So, we're calling [**Park Name] **your most recent visit to a national park. Do I have that right?**

1. Yes
2. No àIf No, make a correction to the park name last visited.

PV6-PV7b: Provides supporting information to understand the economic information collected in PV7c and provides further context related to previous visitation experiences.

PV6. **During your last visit to [**Park Name**], how much time did you spend in the national park itself?**

1. One day or less
2. Multiple days

998. Don't know/Not sure (skip to PV8)
999. No Answer/Refused (skip to PV8)

PV7a. **Including yourself, how many people were in your group during your last visit to [**Park Name**]?**

_____ (type number in group here)

998. Don't know/Not sure (skip to PV7c)
999. No Answer/Refused (skip to PV7c)

If PV7a = 1, skip to PV7c

PV7b. **How many were children under 18?**

_____ (type number in group here)

PV7c: Willingness to pay questions are used to determine the overall valuation respondents place on their visit to an NPS unit. No other question contained in this survey can effectively achieve the level of economic information as this payment card question. The information collected in this question will provide the NPS with a more complete understanding of the value park visitors place on their trips. Furthermore, it will provide NPS managers with vital information leading to a demonstration of return on investment in preserving and maintaining various park units. The question format used (payment card) is a familiar construct that imposes little in the way of cognitive burden on respondents.

PV7c. **As you know, some of the costs of travel such as gasoline, hotels, rental cars, and airline tickets often increase. Would you still have made your most recent visit to [**Park Name] **if your __personal __share of total trip costs were $** [bid amount] **more than the amount you spent on this trip?**

> If PV6=1, bid amount will be randomly selected from the following bid vector:
> 2, 10, 20, 30, 45, 60, 75, 100, 125, 150, 200, 250, 350, 500, 750
>
> If PV6=2, bid amount will be randomly selected from the following bid vector:
> 5, 15, 30, 50, 75, 100, 150, 200, 250, 350, 500, 750, 1000, 1500, 2000
>
> 1. Yes
> 2. No
>
> 998. Don't know/Not sure
> 999. No Answer/Refused

PV8-PV19: Managers can use these importance ratings to provide experiences that match up with what various visitor segments are seeking, creating a more custom park experience.

PV8-PV19. **Thinking about your last visit to** [Park Name], **please tell me __how important __was each of the following __reasons __for you to visit [**Park Name] **using the following scale.**

> 1. Very important
> 2. Important
> 3. Not so important
> 4. Not important at all
>
> 998. Don't know/Not sure
> 999. No Answer/Refused

"How important was getting [PV8-19] to your visit to [Park Name]?

PV8. **to spend time with friends/family.**
PV9. **to view wildlife or natural scenery.**
PV10. t**o get physical exercise.**
PV11. **to relax.**
PV12. **to learn more about American history and culture.**
PV13. **to learn more about nature.**
PV14. **to hear the sound of nature/quiet.**
PV15. **to experience solitude.**
PV16. **to be outdoors.**
PV17. **to view dark night sky/stars.**
PV18. **to visit a National Park.**
PV19. **Other (please specify)**

PV 20-PV41: NPS units rely on visitor feedback to improve their programs and to understand if learning objectives are being met. These questions are used to measure participation and assess learning outcomes in a variety of programs and services at parks. Furthermore, these questions provide information regarding nationwide program participation, which is currently unknown.

PV20-PV30. **On your last visit to** [Park Name] **please tell us if you used any of the following programs or services.** For each individual program or service, please use the following response options.

> 1. Yes
> 2. No
> 998. Don't know/Not sure
> 999. No Answer/Refused

"On your last visit to [Park Name] did you use [PV20-30]."

PV20. **Attend a ranger-led activity, such as a tour or talk?**
PV21. **Talk informally with a ranger?**
PV22. **View outdoor exhibits?**
PV23. **View indoor exhibits?**
PV24. **Attend a cultural demonstration or performance?**
PV25. **Read the park brochure or newspaper?**
PV26. **Go to the visitor center?**
PV27. **Watch movies or videos about the park, or listen to an audio tour or podcast?**
PV28. **Participate with a child in your group in a youth program? Please specify youth program.**
PV29. **Visit the National Park Service website (nps.gov)? (NEW)**
PV30. **Use a National Park Service mobile app?**

PV31-PV41. **How <u>important</u> are the following programs and services to you <u>when visiting</u> a national park? Please use the scale below for rating each question.**
> 1. Very important
> 2. Important
> 3. Not so important
> 4. Not important at all
>
> 998. Don't know/Not sure
> 999. No Answer/Refused

"How important is [PV31-PV41] to you <u>when visiting</u> a national park?

PV31. **Attending a ranger-led activity, such as a tour or talk?**
PV32. **Talking informally with a ranger?**
PV33. **Viewing outdoor exhibits?**
PV34. **Viewing indoor exhibits?**
PV35. **Attending a cultural demonstration or performance?**
PV36. **Reading the park brochure or newspaper?**
PV37. **Going to the visitor center?**
PV38. **Watching movies or videos about the park, or listen to an audio tour or podcast?**
PV39. **Participating with a child in your group in a youth program?**
PV40. **Visit the National Park Service website (nps.gov)?**
PV41. **Use a National Park Service mobile app?**

PV42-PV58: The responses to these questions gauge visitors' use of different information sources and

identify any topics where information either is missing or hard to find. This information is directly relevant to the planning experience of the public and can be used by managers to improve trip planning resources and subsequent, onsite visitor experiences.

PV42-PV58. **Thinking about your last visit to [**Park Name**], please tell me if you used any of the following information sources to <u>plan your visit</u>. Please use the following scale for each of the below information source options.**

       1. Yes
       2. No
       998. Don't know/Not sure
       999. No Answer/Refused

"Thinking back to your last visit to [Park Name], did you use [PV42-58] to plan your visit?"

PV42. **Did not obtain information prior to this visit. (**If yes, skip to PV47)
PV43. **Previous visits.**
PV44. **Friends/relatives/word of mouth.**
PV45. **Inquiry to park via phone, mail, or email.**
PV46. **National park Service website.**
PV47. **Other website (Please specify).**
PV48. **Local businesses (hotels, motels, restaurants, etc.).**
PV49. **Maps/brochures.**
PV50. **Newspaper/magazine articles.**
PV51. **Other units of the national park System.**
PV52. **School class/program.**
PV53. **Social media (such as Facebook, Twitter, etc.).**
PV54. **State welcome center/visitors bureau/chamber of commerce.**
PV55. **Television/radio programs/DVDs.**
PV56. **Travel guides/tour books (such as AAA, etc.).**
PV57. **National Park Service mobile app**
PV58. **Other (Please specify).**

PV59-63: Mangers can use these agreement ratings to provide experiences that match up with what the various visitor segments are seeking. Further, current programming and educational opportunities can incorporate these motivations for a more custom experience at parks.

PV59-PV63. **Now please tell me how much you agree or disagree with each of the following statements. Rank the following statements using the scale below.**

       1. Strongly agree
       2. Somewhat agree
       3. Neither agree nor disagree
       4. Somewhat disagree
       5. Strongly disagree
       998. Don't know/Not sure
       999. No Answer/Refused

PV59. **"I feel a sense of pride in my heritage when I am at a National park." (NEW)**
PV60. **"I have a feeling of peacefulness when I am at a National park."**
PV61. **"Visiting National parks is an opportunity for me to be around people who share my values."**
PV62. **"Visiting a National park is a good way to spend my free time."**
PV63. **"Given the chance, I would visit a National park again."**

Skip to NV20

SECTION 3: NON-VISITATION (NV)

Information in this section applies to those respondents who could not be identified as qualifying as a recent park visitor. The purpose of this section is to explore constraints or barriers to visitation. National, regional, and park unit managers need information on visitation barriers to develop/improve programs to increase opportunities for underserved populations. The content of this section is maintained from CSAP3.

We're interested in why people <u>don't visit national parks or don't visit more often</u>. In the following series of questions, I will be asking you about possible reasons for non-visitation.

NV1-NV20: Ratings scales provide an opportunity to explore the major barriers to visitation and compare across reasons and crosstab with additional information.

NV1-NV19. **I'm going to read a series of statements. I'd like you to think of your own experiences, and tell me how much you agree or disagree with each statement:**

     1. Strongly agree
     2. Somewhat agree
     3. Neither agree nor disagree
     4. Somewhat disagree
     5. Strongly disagree

     998. Don't know/Not sure
     999. No Answer/Refused

"I don't visit national parks or don't visit more often because [read NV1-19]"

NV1. **Entrance fees are too expensive/high at national parks.**

NV2. **The travel distance is too far from my home to get to any national parks I'm interested in visiting.**

NV3. **National parks are too crowded.**

NV4. **National parks are not accessible to people with disabilities.**

NV5. **I don't know much about what there is to do in national parks.**

NV6. **National parks are unpleasant places for me to be.**

NV7. **It costs too much money to travel to a national park.**

NV8. **I don't share the same interests as people who visit national parks.**

NV9. **There aren't good transportation options for me to get to a national park.**

NV10. **The risk of crime or vandalism in national parks makes me feel unsafe.**

NV11. **I'm just not that interested in national parks.**

NV12. **People who work in the national parks are a different racial/ethnic background than mine.**

NV13. **People who visit national parks are a different racial/ethnic background than mine. (NEW)**

NV14. **Personal health issues keep me from visiting the national parks.**

NV15. **I don't like being out of touch with family and friends due to the lack of connectivity in parks.**

NV16. **I'm just not that interested in travel/tourism.**

NV17. **National parks do not represent my identity or heritage. (NEW)**

NV18. **I don't feel welcome in a national park. (NEW)**

NV19. **The risk of natural hazards/wildlife in national parks makes me feel unsafe. (NEW)**

NV20. **What is the ONE most important thing the National Park Service could do to <u>encourage you to visit or visit more often</u>?**

_____ (List answer here)

      998. Don't know/Not sure
      999. No Answer/Refused

NEW QUESTIONS
Section 4: EXPECTATIONS (EX)

At a national level, there is not a comprehensive understanding of public expectations for infrastructure, including technology, visitor centers, and pathways. This section includes questions measuring the importance of varying levels of developed assets and services. Managers can use this data to explore whether adding more technological connectivity (e.g. Wifi, cellular service, etc.), transportation options, or infrastructure is warranted.

The National Park Service is interested in understanding your expectations for facilities and services at national parks, even if you haven't visited a park before.

EX1: This question identifies the different types of parks visitors may have or would be interested in visiting. Understanding these types allows for results to be segmented.

EX1. **The National Park Service manages a variety of different types of park units. What types of national parks would you be most interested in visiting? Some parks you think of may fit multiple categories, but select only one type.**

1. Historic - Urban park unit is a site focused on the preservation of American history and culture or the remembrance of significant events and people, located within a city/community setting.

2. Historic – Non-Urban park unit (A site focused on the preservation of American history and culture or the remembrance of significant events and people, located outside of a city/community setting)

3. Recreation-oriented park unit (A park focused on outdoor recreation opportunities)

4. Nature-oriented park unit (A park focused on the preservation of natural environments and features, shorelines, and bodies of water)

   998. Don't know/Not sure
   999. No Answer/Refused

EX2-EX14: These questions assess the level of importance of a variety of amenities, facilities, and services expressed by the public. NPS managers can use this information to understand if these features should be added to their park or improved within their park.

EX2-EX14. **National parks offer a variety of different amenities and services. We're interested in understanding your expectations for these facilities and services, whether you've visited or not.**

Think about the type of national park you just identified as being most interested in visiting. How important are or would the following amenities, facilities, and services be to your decision to visit this type of national park? Rank each using the following scale.

>   1. Very important
>   2. Important
>   3. Not so important
>   4. Not important at all
>
>   998. (Don't know/Not sure)
>   999. (No Answer/Refused)

"How important are or would [EX2-EX14] be to your decision to visit this type of national park?"

EX2. Modern visitor centers (e.g., new technology, modern designs)

EX3. Rustic visitor centers (e.g., limited technology, historic designs)

EX4. Public transportation options to access to the park

EX5. In-person educational opportunities with park staff

EX6. Virtual educational opportunities (e.g., audio tours, touch-pad programs)

EX7. Paved pathways and trails

EX8. Non-paved pathways and trails

EX9. WiFi

EX10. Cellular service

EX11. Modern lodging (e.g., hotels/lodges)

EX12. Rustic lodging (e.g., campgrounds, small cabins)

EX13. Accessibility features (e.g., ramps, accessible outdoor spaces)

EX14. Food and dining options

EX15-EX27: These questions will assess the expectations of the public as to the availability of a variety of amenities, facilities, and services in NPS units. In tandem with the previous set of questions, NPS managers can use this information to understand if these features should be added to their park or improved within their park.

EX15-EX27. **I'm going to read a series of statements. I'd like you to think of your own expectations at national park units, and tell me how much you agree or disagree with each statement using the following scale for each statement read:**

    1. Strongly agree
    2. Somewhat agree
    3. Neither agree nor disagree
    4. Somewhat disagree
    5. Strongly disagree

    998. Don't know/Not sure
    999. No Answer/Refused

EX15. **"I expect national parks to offer the same or better quality facilities and services as I would find in other major tourism and recreation destinations."**

EX16**. "I expect to have access to emergency services in all areas while visiting a national park."**

EX17. "**I expect to be able to visit all sites that I planned to see when visiting a national park."**

EX18. **"I expect to be able to enter a national park whenever I want."**

EX19. **"I expect to drive my own vehicle whenever possible in a national park."**

EX20. **"I expect alternative transportation options to be made available at national parks."**

EX21**. "I expect to have access to WiFi when visiting a national park."**

EX22. **"I expect to have access to cellular service when visiting a national park."**

EX23**. "I expect to be safe from crime in all areas while visiting a national park."**

EX24**. "I expect to be safe from natural hazards (e.g., cliffs, , geysers, extreme weather) while visiting a national park."**

EX25**. "I expect to be safe from wildlife in while visiting a national park."**

EX26**. "I expect to hear natural sounds in national parks."**

EX27. **"I expect national parks to have only minimal facilities and amenities to preserve the park's natural and historic qualities."**

NEW QUESTIONS

Section 5: Great American Outdoor Act Support (GAOA)

Questions in this section will be used to understand respondents' awareness of and level of support for programs and investments related to the GAOA. Questions will be focus on the Legacy Restoration Fund (LRF) and the Land and Water Conservation Fund (LWCF).

The network of roads, trails, restrooms, water treatment systems, and visitor facilities in national parks are aging and visitor use often exceeds the capacity for which these were designed decades ago. Over the last 50 years, aging facilities, growing visitation, and limited resources have made it challenging for NPS to address the extensive and long overdue maintenance deficiencies.

GAOA 1-GAOA9: These questions will assist NPS leadership in understanding the public's level of support for such investments. Currently in-park unit surveys do not routinely inquire about specific support of LRF type projects in a manner that is timely for investment and thus the NPS lacks suitable information to estimate the value of the program to US households. The following questions include a generalized level of support for actions associated with the LRF and are intended to narrow the range of household support of the LRF program. These questions can then be considered in conjunction with additional information (such as the number of visitors potentially impacted annually, or reduced infrastructure failure costs) to better understand the potential benefits of the program and increase opportunities for metrics for comparative evaluation and prioritization of proposed projects.

GAOA 1. **Please rate your level of support for repairing and maintaining park facilities, including campgrounds, picnic areas, roads, trails, visitor centers, water and wastewater systems and other critical infrastructure using the scale below.**

> 1. I strongly oppose these actions.
> 2. I moderately oppose these actions.
> 3. I am neutral about these actions.
> 4. I moderately support these actions.
> 5. I strongly support these actions.
>
> 998. Don't know/Not sure
> 999. No Answer/Refused

GAOA2-GAOA9. **Please indicate how important repairing and maintaining the following park facilities are to your willingness to visit National Park units in the future using the scale below.**

1. Very important
2. Important
3. Not so important
4. Not important at all

998. (Don't know/Not sure)
999. (No Answer/Refused)

"Please rate how important [GAOA2-GAOA9] is/are to your willingness to visit National Park units in the future."

GAOA2. Campgrounds

GAOA3. Picnic areas

GAOA4. Roads

GAOA5. Paved trails or boardwalks

GAOA6. Unpaved trails

GAOA7. Water and wastewater system

GAOA8. Visitor Center infrastructure

GAOA9. Accessibility features (e.g., ramps, accessible outdoor spaces)

NEW QUESTIONS
Section 6: MANAGEMENT (MAN)

MAN1-MAN6: The NPS frequently needs to seek public input to explore potential management options. Management options often arise out of perceived public concern or observed impacts on the visitor experience. These questions will be used to identify areas of concern by the public. This information will help inform future planning efforts and public perceptions of management actions.

MAN1: **What do you think is the most important issue facing our federally managed public lands? (Check only one response below)**
1. Littering/vandalism within national park sites
2. Crowding/too many people at parks
3. Overuse of park resources
4. Availability of water
5. Protection of plants and animals
6. Climate change
7. Funding for parks
8. Aging infrastructure
9. Social equity
10. Access to parks
11. Natural disasters
12. Invasive species
13. Inappropriate visitor behavior (e.g., interactions with wildlife, trespassing, dangerous behavior)
14. Other (specify)
15. Don't know/Not sure

MAN2-MAN6. **Please rate how concerned are you about the following conditions at national parks using the scale below.**
>   1. Not at all concerned
>   2. Slightly concerned
>   3. Moderately concerned
>   4. Very concerned
>
>   998. Don't know/Not sure
>   999. No Answer/Refused

"How concerned are you about [MAN2-MAN6] at national parks?"

MAN2. Crowding at major attractions and high use areas within national parks.
MAN3. Availability of parking at or within sites within national parks.
MAN4. Ability to get around areas of the park I want to visit.
MAN5. Overall crowding in national parks.
MAN6. Traffic congestion on roads or entrances of national parks.

MAN7-MAN12: These questions will help identify opinions and importance around potential management actions and gauge interest in possible scenarios. This information will help inform future planning efforts and general public perceptions of management actions. Multiple park units are evaluating the need for Visitor Use Management in response to growth in visitation volume. Currently, only perceptions of those visitors on site are routinely captured, missing those that may already be dissuaded or displaced. The following questions include a generalized level of support for actions and are intended to narrow the range of household support of the actions. These questions can then be considered in conjunction with additional information (such as site/park specific visitor surveys) to better understand the potential positive or negative benefits of the action and increase opportunities for metrics for comparative evaluation and prioritization of proposed management actions.

These questions are asked in a similar fashion as those found in the Transportation Management section of the Pool of Known Questions (OMB Control #:1024-0224; expiration: 08/31/2026)

MAN7-MAN12. **Please rate your level of support or opposition for the following management options for managing visitor use in national parks with high visitation. Rate each response with the scale below. (Note: Not all parks are subject to these policies.)**

>   1. I strongly oppose this policy
>   2. I moderately oppose this policy
>   3. I am neutral about this policy
>   4. I moderately support this policy
>   5. I strongly support this policy
>
>   998. Don't know/Not sure
>   999. No Answer/Refused

"Please rate your level of support or opposition for [MAN7-MAN12] for managing visitor use in national parks with high visitation."
MAN7. Require day-use reservations to enter parks to ease crowding.
MAN8. Requiring reservations at specific high use areas within a park to ease crowding.
MAN9. Establishing time limits for certain park attractions in order to increase the turnover rate of parking areas.
MAN10. Voluntary shuttle bus for travel on certain highly congested routes to ease crowding/congestion.
MAN11. Mandatory shuttle bus for travel on certain highly congested routes to ease crowding/congestion.
MAN12. Expand modes of transportation within a park to include alternative options (e.g., bicycling, public transit, shuttles, pedestrian walkways)

Section 7: Leisure (LEIS)

LES1-LES15: Managers can use these importance ratings to provide better understanding of variations between visitors and non-visitor in their broader leisure activities and improve and expand activities offered at NPS units. The content of this section is maintained from CSAP3.

LES1-LES15. **I'm going to list things that people might do during their leisure or free time. We are interested in <u>how important</u> these are to you personally. For each one, tell me how important it is to you personally to engage in the activity during your leisure or free time using the scale below.**

    1. Very important
    2. Important
    3. Not so important
    4. Not important at all

    998. (Don't know/Not sure)
    999. (No Answer/Refused)

"How important is [LEIS1-LEIS14] to you personally?"

LEIS1. **Volunteering in your community**

LEIS2. **Using a bike/pedestrian/multi-use path or trail**

LEIS3. **Going outside to experience nature**

LEIS4. **Learning about the environment**

LEIS5. **Learning about American history or culture**

LEIS6. **Attending art, music, or other performing arts events**

LEIS7. **Participating in an organized sport or recreational activity**

LEIS8. **Playing video games**

LEIS9. **Attending a sporting event**

LEIS10. **Reading a book, the newspaper, or a magazine**

LEIS11. **Shopping**

LEIS12. **Surfing the Internet**

LEIS13. **Watching television**
LEIS14. **Other (please specify)**

LEIS15. **Of the things you do during your free or leisure time, which one is most important to you?**

    _____ (Type response here)

    998. (Don't know/Not sure)
    999. (No Answer/Refused)

SECTION 7: DEMOGRAPHICS (D)

D5-D11: The questions in this section are designed to characterize the population of respondents in the sample. This information will be used to understand the diversity of park visitor and non-visitors. These variables are also used to monitor and assess response patterns and to explore differences. Demographic variables such as age, education, and knowledge are often good predictors of demand and visitation behavior. The content of this section is maintained from CSAP3.

To finish, I'd like to ask you some questions so we can be sure our sample is representative.

D5. **What is the highest grade of school or year of college that you have completed?**

1. Up to 8th grade
2. 9th to 11th grade
3. High school graduate or GED certificate
4. Some college, no degree
5. Degree from technical school or community college
6. University degree—BA/BS
7. Some graduate school, no advanced degree
8. Graduate degree—MA/MS/JD/MD/PhD, etc.

998. Don't know/Not sure
999. No Answer/Refused

D6. **Which one of the following best describes your situation?**

1. Single
2. Married
3. Living with a life partner
4. Divorced
5. Widowed

998. Don't know/Not sure
999. No Answer/Refused

D7. **Are you Hispanic or Latino?**

1. Yes
2. No

998. Don't know/Not sure
999. No Answer/Refused

D8. **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

D9. **Which one of the following income groups best describes your total household income in** [previous year] **before taxes? Please stop me when I read the correct category.**

       1. Less than $10,000 dollars
       2. $10,000 to $24,999 dollars
       3. $25,000 to $49,999 dollars
       4. $50,000 to $74,999 dollars
       5. $75,000 to $99,999 dollars
       6. $100,000 to $150,000 dollars
       7. Over $150,000 dollars

       998. Don't know/Not sure
       999. No Answer/Refused

D10. **And which <u>one</u> of the following <u>best</u> describes you?**
       1. Employed full time
       2. Employed part time
       3. Full time student
       4. Retired
       5. Not at all employed
       6. Other_____

       998. Don't know/Not sure
       999. No Answer/Refused

D11. **And I'm required to ask, what is your gender?**
       1. Male
       2. Female
       3. Transgender, non-binary, or another gender

       999. No Answer/Refused

Surveyor: That concludes the survey. Thank you very much for participating! Do you have any questions for me?