

National Park Service

Comprehensive Survey of the American Public – (CSAP 4)

Non-response Survey

PAPERWORK REDUCTION ACT STATEMENT: The National Park Service (NPS) is authorized by 54 USC 100702 to collect this information. The purpose of this collection is to measure the awareness, engagement, values, and preferences of both visitors to NPS units and non-visitors and to assess changes over time. Responses to this request are voluntary and anonymous. Your name will never be associated with your answers, and all contact information will be destroyed at the end of the data collection process. No action may be taken against you for refusing to supply the information requested. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number and expiration date.

BURDEN ESTIMATE STATEMENT: Public reporting burden for this is estimated to average 4 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to: Bret Meldrum, Social Science Program, National Park Service, bret_meldrum@nps.gov (email).

Introductory Script

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 services the National Park Service offers. 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 public about managing parks. So, may I continue?

If **Yes** or maybe, à Skip to FULL SURVEY
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.

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**, → Skip to VOLUNTARY
If **Not private or not U.S.**, → Skip to SORRYPH
If **Don't know/Not sure** → Skip to SORRYPH
If **No answer/Refused** → 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**, → Skip to Q1
If **No**, → Skip to THANKS

THANKS.

Surveyor: 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

2. 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

3. 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

4. What is your age?

_____ (type answer here)

998. Don't know/Not sure

999. No Answer/Refused

5. Are you Hispanic or Latino?

1. Yes

2. No

998. Don't know/Not sure

999. No Answer/Refused

6. 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