Kenai Fjords National Park

Exit Glacier Area Visitor Study

The Visitor Services Project
United States Department of the Interior

NATIONAL PARK SERVICE
Kenai Fjords National Park
P.O. Box 1727
Seward, AK 99664-1727

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Kenai Fjords National Park. This will assist us in our efforts to better manage this site and to serve you, the visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take a few minutes to complete during or after your visit.

When your visit is over, please complete the questionnaire. Seal it with the sticker provided on the last page and drop it in any U.S. mailbox.
If you have any questions, please contact Margaret Littlejohn, VSP Coordinator, Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, University of Idaho, Moscow, Idaho 83844-1133. We appreciate your help.

Sincerely,

Anne Castellina
Superintendent
DIRECTIONS
One adult in your group should complete the questionnaire. It should only take a few minutes. When you have completed the questionnaire, please seal it with the sticker provided and drop it in any U.S. mailbox. We appreciate your help.

PRIVACY ACT and PAPERWORK REDUCTION ACT statement: 16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law. 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.

Burden estimate statement: Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Office of Information and Regulatory Affairs of OMB, Attention Desk Officer for the Interior Department, Office of Management and Budget, Washington, D.C. 20503; and to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20013-7127.
VISITING EXIT GLACIER AREA OF KENAI FJORDS NP

1. **Prior to this trip**, how did you and your group obtain information about Kenai Fjords National Park? Please check (✓) all that apply.

   - [ ] RECEIVED NO INFORMATION PRIOR TO VISIT – **GO ON TO QUESTION 2**
   - [ ] LOCAL BUSINESSES
   - [ ] PREVIOUS VISIT(S)
   - [ ] FRIENDS/ RELATIVES
   - [ ] TRAVEL GUIDE/ TOUR BOOK
   - [ ] MILEPOST
   - [ ] TELEVISION/ RADIO PROGRAMS
   - [ ] TELEPHONE INQUIRY TO PARK
   - [ ] WRITTEN INQUIRY TO PARK
   - [ ] NEWSPAPER/ MAGAZINE ARTICLES
   - [ ] INTERNET/ KENAI FJORDS NP HOME PAGE (www.nps.gov/kefj/)
   - [ ] INTERNET/ OTHER WEB SITE
   - [ ] CHAMBER OF COMMERCE OR STATE VISITORS BUREAU
   - [ ] OTHER (Please specify: ________________________________________)  

2. On this visit, how much time did you and your group spend at the Exit Glacier area of Kenai Fjords National Park?

   If **less** than 24 hours: 
   
   [ ] NUMBER OF HOURS

   If 24 hours **or more**:

   [ ] NUMBER OF DAYS (Please list partial days as 1/4, 1/2, etc.)
3. During this trip, how many times did you and your group visit the Exit Glacier area?
   _____ NUMBER OF TIMES

4. a) In the left column below, please check (✓) all of the activities that you and your group **planned to do** while visiting the Exit Glacier area at Kenai Fjords National Park on this trip.

   b) In the right column below, please check (✓) all of the activities that you and your group **actually did** while visiting the Exit Glacier area at Kenai Fjords National Park on this trip.

   **a) Planned to do (✓)**
   
   _____ VISIT EXIT GLACIER RANGER STATION
   _____ VIEW WILDLIFE
   _____ CAMP IN DEVELOPED CAMPGROUND
   _____ CAMP IN BACKCOUNTRY
   _____ MOUNTAINEER/ MOUNTAIN CLIMB
   _____ TAKE PHOTOGRAPHS
   _____ PICNIC
   _____ ATTEND RANGER-LED PROGRAM
   _____ TOUCH THE GLACIER
   _____ HIKE HARDING ICEFIELD TRAIL
   _____ HIKE OTHER TRAILS NEAR GLACIER (other than Harding Icefield Trail)
   _____ OTHER
   (Please describe:__________________________)

   **b) Actually did (✓)**
   
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____
   _____

   PLEASE GO ON TO NEXT PAGE
5. On this visit, how many people were in your **immediate** group, including yourself?
   _____ NUMBER OF PEOPLE

6. On this visit, were you with a guided tour group?
   _____ YES  _____ NO

7. On this visit, what kind of group were you with? Please check (✓) only one.
   _____ ALONE
   _____ FAMILY
   _____ FRIENDS
   _____ FAMILY AND FRIENDS
   _____ OTHER (Please describe:___________________________)

8. For you and your group on this visit, please indicate:

<table>
<thead>
<tr>
<th></th>
<th>Current Age</th>
<th>US Zipcode or Country (if Foreign)</th>
<th>Number of Visits To This Park Site (Including this Visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>YOURSELF</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #2</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #3</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #4</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #5</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #6</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
<tr>
<td>MEMBER #7</td>
<td>_____</td>
<td>_________________________________</td>
<td>_____</td>
</tr>
</tbody>
</table>
9. a) Please rate the importance (from 1 to 5) of the following park features or qualities to Kenai Fjords National Park.

<table>
<thead>
<tr>
<th>Feature</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCENIC VIEWS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>RECREATIONAL OPPORTUNITIES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>(hiking, camping, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EDUCATIONAL OPPORTUNITIES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>SOLITUDE</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>QUIET</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>WILDLIFE</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>ACCESS TO GLACIER</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>0</td>
</tr>
</tbody>
</table>

b) Did anything detract from your enjoyment of any of the above features or qualities?

   _____ YES   _____ NO - **GO ON TO QUESTION 10**

   [ ]

c) If YES, what was it? Please explain:

   __________________________________________________________

   __________________________________________________________

10. a) During this visit, did other visitors and their activities interfere with your visit or cause you to feel unsafe during your visit to Kenai Fjords National Park?

   _____ YES _____ NO - **GO ON TO QUESTION 11**

   [ ]

   b) If YES, how

   __________________________________________________________

   __________________________________________________________

   __________________________________________________________
11. a) Please check (✓) the information services which you or your group used during this trip to Kenai Fjords National Park.

b) Next, for only those services which you or your group used, please rate their importance from 1-5.

c) Finally, for only those services which you or your group used, please rate their quality from 1-5.

<table>
<thead>
<tr>
<th>Use Service?</th>
<th>If used, how important?</th>
<th>If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nc: Important Extremely Important</td>
<td>Very Poor Very Good</td>
</tr>
<tr>
<td>Check (✓)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>PARK BROCHURE/ MAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASSISTANCE FROM RANGERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAILSIDE EXHIBITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SALES PUBLICATIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EXIT GLACIER RANGER STATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JUNIOR RANGER PROGRAM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RANGER-LED WALKS/ TALKS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HARDING ICEFIELD TRAIL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER TRAILS (other than Harding Icefield Trail)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESTROOMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARK DIRECTIONAL SIGNS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROADS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKING LOT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GARBAGE DISPOSAL FACILITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HANDICAPPED ACCESSIBILITY</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DRINKING FOUNTAINS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DEVELOPED CAMPGROUND</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. During this trip, how much money did you and your group spend in the Kenai Fjords National Park area (within 50 miles of the park)? Please write "0" if your group did not spend any money.

Local residents should only include expenditures that were directly related to this visit to the park.

$ _______ LODGING (motel, hotel, B&B, campsite, etc.)

$ _______ TRAVEL (gas, bus fare, train fare, etc.)

$ _______ FOOD (restaurant, groceries, etc.)

$ _______ TOURS/ ADMISSION FEES (tour boat, fishing charter, SeaLife Center, etc.)

$ _______ OTHER (clothing, film, gifts, etc.)

13. Please use the scale below to rate from 1 to 4 whether you and your group felt that the Exit Glacier area was crowded in the number of people and vehicles present during your trip. Circle only one answer for each item.

<table>
<thead>
<tr>
<th></th>
<th>Not at All Crowded</th>
<th>Somewhat Crowded</th>
<th>Very Crowded</th>
<th>Extremely Crowded</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEOPLE</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>VEHICLES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

14. In the future, if visitation to the Exit Glacier area at Kenai Fjords National Park has to be limited to protect park resources and the visitor experience, how would you rate the following alternatives? Please check (✓) only one answer for each option.

<table>
<thead>
<tr>
<th>Alternatives</th>
<th>Acceptable</th>
<th>Not Acceptable</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST COME, FIRST SERVED UNTIL A DAILY LIMIT IS REACHED</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHUTTLE SYSTEM FROM OFF-SITE PARKING AREA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESERVATION SYSTEM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER (Please Specify)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Hiking the Harding Icefield Trail
15. Did you or any members of your group hike the Harding Icefield Trail at Kenai Fjords National Park? Please check (✓) only one.

_____ YES   _____ NO - GO ON TO QUESTION 20

16. How did you and your group feel about the number of visitors encountered on the Harding Icefield Trail? Please check (✓) only one.

Check only one (✓)

_____ ENCOUNTERED TOO MANY VISITORS
_____ NUMBER OF VISITORS ENCOUNTERED WAS ABOUT RIGHT
_____ ENCOUNTERED TOO FEW VISITORS

17. If visitor use limits need to be imposed on the Harding Icefield Trail at Kenai Fjords National Park to protect park resources and the visitor experience, how would you rate the following alternatives? Please check (✓) only one answer for each option.

<table>
<thead>
<tr>
<th>Alternatives</th>
<th>Acceptable</th>
<th>Not acceptable</th>
<th>No opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIRST COME, FIRST SERVED UNTIL A DAILY LIMIT IS REACHED</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESERVATION SYSTEM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER (Please specify:__________________________)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. What did you and your group like most about hiking the Harding Icefield Trail at Kenai Fjords National Park?

________________________________________________________________________

________________________________________________________________________

19. What did you and your group like least about hiking the Harding Icefield Trail at Kenai Fjords National Park?

________________________________________________________________________

________________________________________________________________________
20. If you were a manager planning for the future of the Exit Glacier area of Kenai Fjords National Park, what would you propose? Please be specific.

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

21. Is there anything else you and your group would like to tell us about your visit to the Exit Glacier area of Kenai Fjords National Park?

__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________
__________________________________________________________________________

22. Overall, how would you rate the quality of the visitor services provided to you and your group in the Exit Glacier area at Kenai Fjords National Park during this trip? Please circle only one.

  VERY GOOD  GOOD  AVERAGE  POOR  VERY POOR

Thank you for your help! Please seal the questionnaire with the sticker provided and drop it in any U.S. mailbox.

Printed on recycled paper
OFFICIAL BUSINESS

Visitor Services Project
Cooperative Park Studies Unit
Department of Forest Resources
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