Timpanogos Cave
National Monument
Visitor Study
July 2005,

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Timpanogos Cave National Monument. This information will assist us in managing this site and serving you, our visitors.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take 20 minutes to complete.

When your visit is over, please complete the questionnaire, seal it with the stickers provided on the last page and drop it in any U.S. mailbox. If you prefer to complete the questionnaire online, please refer to the attached card for instructions.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Coordinator, Park Studies Unit, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, Idaho 83844-1139, Phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Kit Mullen
Superintendent
DIRECTIONS

One person, at least 16 years of age, in your personal group should complete the questionnaire. It should take about 20 minutes. When you have completed the questionnaire, please seal it with the stickers provided and drop it in any U.S. mailbox. If you prefer to complete the questionnaire online, please refer to the attached card and follow instructions on the website. We appreciate your help.

In this questionnaire, your personal group is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scouts, or tour group.

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. 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 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

Please go on to the next page ➔
YOUR VISIT TO TIMPANOGOS CAVE NATIONAL MONUMENT

1. a) Prior to this visit, how did you and your group obtain information about Timpanogos Cave National Monument? Please check ( ) all that apply.

   _____ Received no information prior to visit → Go on to Question 2
   _____ Previous visits
   _____ Friends/relatives/word of mouth
   _____ Walking/driving by/biking by/saw signs
   _____ Travel guides/tour books
   _____ Maps/brochures/calendar of events
   _____ Monument newspaper “Timpanogos Reflections”
   _____ Other newspaper/magazine articles
   _____ Videos/television/radio programs
   _____ Telephone/e-mail/written inquiry to monument
   _____ Monument website: www.nps.gov/tica/
   _____ Other websites
   _____ Other National Park Service sites
   _____ Uinta National Forest
   _____ Other tourist sites
   _____ Utah Valley Convention and Visitors Bureau
   _____ Local hotels/businesses (within 50 miles of the monument)
   _____ Other (Please specify: ____________________________)

   b) From the sources checked above, did you and your group obtain the type of information about the monument that you needed?

   _____ No    _____ Yes    _____ Not sure

   ↓  ↓  ↓  Go on to Question 2

   c) If NO, what type information did you and your group need that was not available? Please be specific.

   _____________________________________________________________
2. a) Prior to your visit, were you and your group aware of the difference between a state park and a national park?

   ______ Yes  ______ No  ______ Not sure

b) Prior to your visit, were you and your group aware of the difference between a national forest and a national park?

   ______ Yes  ______ No  ______ Not sure

c) Prior to your visit, were you and your group aware that Timpanogos Cave National Monument is a unit of the National Park System?

   ______ Yes  ______ No  ______ Not sure

3. On this trip, what was the **primary** reason that you and your group visited the Timpanogos Cave National Monument area (within 50 miles of the monument)? Please check ( ) only one.

   ______ Resident of the area  ➔  Go on to Question 4

   ______ Visit Timpanogos Cave National Monument

   ______ Visit other attractions in the area

   ______ Family reunion

   ______ Visit friends/relatives in the area (other than family reunion)

   ______ Business

   ______ Other (Please specify: ____________________________________________)

4. a) Were the signs directing you to Timpanogos Cave National Monument adequate?

   Signs on interstates  ______ Yes  ______ No  ______ Not sure

   Signs on state highways  ______ Yes  ______ No  ______ Not sure

   Signs in communities  ______ Yes  ______ No  ______ Not sure

b) Did you and your group have any difficulty locating the monument?

   ______ Yes  ______ No  ➔  Go on to Question 5

   ➔

c) If YES, please explain the problem. ____________________________________________

   ____________________________________________

   Please go on to the next page  ➔
5. How did this visit to Timpanogos Cave National Monument fit into your travel plans? Please check ( ) only one.
   _____ Timpanogos Cave National Monument was the primary destination
   _____ Timpanogos Cave National Monument was one of several destinations
   _____ Timpanogos Cave National Monument was not a planned destination

6. a) On the list below, please check ( ) all of the activities which you and your group participated in at Timpanogos Cave National Monument on this visit.

   _____ Taking cave tour
   _____ Taking special tour (Introduction to Caving Tour)
   _____ Attending ranger-led programs (other than cave tour)
   _____ Attending Junior Ranger program
   _____ Hiking/walking
   _____ Picnicking
   _____ Fishing
   _____ Nature study (birdwatching, wildlife, wildflowers viewing, etc.)
   _____ Wading in American Fork River
   _____ Photography
   _____ Visiting visitor center
   _____ Recreation in surrounding area (camping, rock climbing, etc.)
   _____ Attending evening programs
   _____ Other (Please specify: __________________________)

   b) Which one of the above was the primary activity that you and your group participated in during this visit to Timpanogos Cave National Monument?

7. a) On this visit, did you and your group have any specific safety concerns while visiting Timpanogos Cave National Monument?

   _____ Yes  _____ No  ➔ Go on to Question 8

   b) If YES, what were the concerns?______________________________

   ________________________________
8. Timpanogos Cave National Monument currently charges a fee ($7/adult aged 16 years and older, $5/junior aged 6 to 15, and $3/child aged 3 to 5) for the cave tour (not the Introduction to Caving Tour). In your opinion, how appropriate are the amounts of these fees? Please circle **only one** for each fee that applies.

<table>
<thead>
<tr>
<th>Adult fee ($7):</th>
<th>Too low</th>
<th>Low</th>
<th>About right</th>
<th>High</th>
<th>Too high</th>
</tr>
</thead>
<tbody>
<tr>
<td>Junior fee ($5):</td>
<td>Too low</td>
<td>Low</td>
<td>About right</td>
<td>High</td>
<td>Too high</td>
</tr>
<tr>
<td>Child fee ($3):</td>
<td>Too low</td>
<td>Low</td>
<td>About right</td>
<td>High</td>
<td>Too high</td>
</tr>
</tbody>
</table>

9. a) On this visit, did you and your group take the cave tour?

   - _____ Yes
   - _____ No ➔ Go on to Question 10

   b) If YES, please rate the value received for the fee paid for the tour. Please circle **only one**.

   - Very poor
   - Poor
   - Average
   - Good
   - Very good

c) How many people were in your cave tour? _____ Number of people

d) How crowded did you and your group feel during your cave tour? Please circle **only one** answer.

   - Extremely crowded
   - Somewhat crowded
   - Neither crowded nor uncrowded
   - Somewhat uncrowded
   - Not at all crowded

e) What do you and your group think is the maximum acceptable number of people in each cave tour group before it becomes too crowded? Please check ( ) **only one** of the following:

   - _____ It would be acceptable to see a maximum of _____ people.
   - _____ The number of people is important, but I cannot give a maximum.
   - _____ It would not matter how many people are in the cave tour.

10. For this visit, please check ( ) **all** the sites that you and your group visited in Timpanogos Cave National Monument.

   - _____ Visitor center
   - _____ Picnic area across from visitor center
   - _____ Cave
   - _____ Swinging Bridge picnic area
   - _____ Cave trail
   - _____ Canyon Nature Trail
   - _____ American Fork River

   Please go on to the next page ➔
11. a) Please check ( ) **all** the information services and facilities that you or your group used during this visit to Timpanogos Cave National Monument.

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

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

<table>
<thead>
<tr>
<th>a) Service/facility used?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monument brochure/map</td>
<td>1=Not important</td>
<td>1=Very poor</td>
</tr>
<tr>
<td>Monument newspaper</td>
<td>2=Somewhat important</td>
<td>2=Poor</td>
</tr>
<tr>
<td>“Timpanogos Reflections”</td>
<td>3=Moderately important</td>
<td>3=Average</td>
</tr>
<tr>
<td>Monument website (used before/during visit)</td>
<td>4=Very important</td>
<td>4=Good</td>
</tr>
<tr>
<td>“Along the way” booklet</td>
<td>5=Extremely important</td>
<td>5=Very good</td>
</tr>
<tr>
<td>Cave tour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special tour (Introduction to Caving Tour)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ranger-led programs (other than cave tour)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evening programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Junior Ranger program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitor center exhibits</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Orientation video (22 minutes)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cave tour video (45 minutes)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trailside interpretive signs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
12. a) Please check ( ) all the visitor services and facilities that you or your group used during this visit to Timpanogos Cave National Monument.

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

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

<table>
<thead>
<tr>
<th>a) Service/facility used?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check ( )</td>
<td>1=Not important</td>
<td>1=Very poor</td>
</tr>
<tr>
<td></td>
<td>2=Somewhat important</td>
<td>2=Poor</td>
</tr>
<tr>
<td></td>
<td>3=Moderately important</td>
<td>3=Average</td>
</tr>
<tr>
<td></td>
<td>4=Very important</td>
<td>4=Good</td>
</tr>
<tr>
<td></td>
<td>5=Extremely important</td>
<td>5=Very good</td>
</tr>
</tbody>
</table>

_____ Assistance from monument staff
_____ Visitor center restrooms
_____ Picnic area restrooms
_____ Bookstore sales items (books/maps/posters)
_____ Concession services (snack bar, gift shop)
_____ Swinging Bridge picnic area
_____ Trail to the caves
_____ Canyon Nature Trail
_____ Parking areas
_____ Access for disabled persons

13. On this visit, were you and your personal group with any of the following groups?

a) Guided tour group _____ Yes _____ No
b) School/educational group _____ Yes _____ No
c) Family reunion group _____ Yes _____ No
d) Corporate group _____ Yes _____ No
e) Scouts/youth group _____ Yes _____ No
f) Church group _____ Yes _____ No

Please go on to the next page ➔
14. On this visit, what kind of personal group (not tour/school/business group) were you with? Please check ( ) only one.

_____ Alone  
_____ Friends

_____ Family  
_____ Family and friends

_____ Other (Please specify: _________________________________)

15. On the day you received this questionnaire, how long did you and your group spend visiting Timpanogos Cave National Monument?

_____ Number of hours (Please list partial hours as 1/4, 1/2, or 3/4.)

16. a) On this visit, how many people were in your personal group, including yourself?

_____ Number of people

b) On this visit, please list the number of vehicles that you and your group used to enter the monument.

_____ Number of vehicles

17. For you and your personal group on this visit, please complete the answers below. If you do not have information for any group member, please leave those lines blank.

<table>
<thead>
<tr>
<th>Current age</th>
<th>U.S. Zip Code or name of foreign country</th>
<th>Number of visits to Timpanogos Cave National Monument (including this visit) past 12 months</th>
<th>Number of visits to Timpanogos Cave National Monument (including this visit) lifetime months</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td></td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Member #2</td>
<td></td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Member #3</td>
<td></td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Member #4</td>
<td></td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Member #5</td>
<td></td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Member #6</td>
<td></td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Member #7</td>
<td></td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>
18. a) Does anyone in your group have any disabilities/impairments that affected their visit to Timpanogos Cave National Monument?
   
   _____ Yes _____ No ➔ Go on to Question 19

   b) If YES, what kind of disability/impairment? Please check ( ) all that apply.

   _____ Hearing  _____ Mobility
   _____ Learning  _____ Visual
   _____ Mental  _____ Other (Specify: ____________________________)

   c) Because of this disability/impairment, did you and your group encounter any access or service problems during this visit to Timpanogos Cave National Monument?

   _____ Yes _____ No ➔ Go on to Question 19

   d) If YES, what were the problems? ________________________________

   19. For you and each of the members (age 16 or over) in your personal group on this visit, please indicate the highest level of education completed. Please check ( ) only one for each person.

<table>
<thead>
<tr>
<th>Highest level of education</th>
<th>Some high school</th>
<th>High school diploma/GED</th>
<th>Some college</th>
<th>Bachelor’s degree</th>
<th>Graduate degree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #2</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #3</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #4</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #5</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #6</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
<tr>
<td>Member #7</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
<td>_____</td>
</tr>
</tbody>
</table>

   20. a) Is English the primary language you and your group prefer to speak and write?

   _____ No _____ Yes ➔ Go on to Question 21

   b) If NO, what one language do you and your group prefer to speak and write?
c) What services in the monument would you like to have provided in languages other than English?

______________________________________________________________________________

______________________________________________________________________________

d) Which language? ____________________________________________________________

21. a) The map above shows the proposed site for a new visitor center, the current visitor center will be closed. On a future visit would you and your group be interested in visiting the new visitor center at the proposed site?

[ ] Yes, likely  [ ] No, unlikely  [ ] Not sure

Go on to Part b of this Question  Go on to Question 22

Please go on to the next page
b) If YES, what services/facilities would you like to have available at the new visitor center? Please check ( ) \textbf{all that apply}

- Bookstore/gift store
- Ranger talks/programs
- Children’s activities
- Evening programs
- Cave tour ticket sale
- Restrooms
- Information about Uinta National Forest
- Other travel information
- Cave experience room (accessible replica of cave)
- Activities for people who cannot take the cave tour due to physical limitations
- Interactive exhibits (exhibits that can be manipulated)
- Static exhibits (exhibits that are read or looked at)
- Film/video (Please specify: _____________________________)
- Other (Please specify: _____________________________)

22. It is the National Park Service’s responsibility to protect Timpanogos Cave National Monument cultural and natural resources while at the same time provide for public enjoyment. How important is protection of the following resources/qualities in the monument to you? Please circle \textbf{only one} response for each resource/quality.

<table>
<thead>
<tr>
<th>Resource/quality</th>
<th>Not important</th>
<th>Somewhat important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Escape from urban setting</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Scenic views</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Natural quiet/sounds of nature</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Clean air</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Cave features/environment</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Recreational opportunities</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Human history of the area</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Native plants/wildlife</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

Please go on to the next page \rightarrow
23. On this visit to Timpanogos Cave National Monument, please indicate how the following elements may have affected your park experience? Please check ( ) **only one** for each element.

<table>
<thead>
<tr>
<th>Affect your park experience?</th>
<th>Detracted from</th>
<th>No effect</th>
<th>Added to</th>
<th>Did not experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Noise from other visitors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of parking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cave access</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wait for cave tour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sold out cave tour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic noise</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large number of people in cave tour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small number of people in cave tour</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of tour guide</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

24. On a future visit, how would you and your group prefer to learn about Timpanogos Cave National Monument? Please check ( ) **all** that apply.

- [ ] Not interested in learning about monument  ➔ **Go on to Question 25**
- [ ] Visitor center information desk
- [ ] Visitor center exhibits
- [ ] Monument orientation program
- [ ] Other audiovisual programs (videos, movies, slide shows, etc.)
- [ ] Monument newspaper “Timpanogos Reflection”
- [ ] Other printed materials (brochures, books, maps, etc.)
- [ ] Monument website
- [ ] Other websites
- [ ] Trailside exhibits
- [ ] Self-guided tours
- [ ] Ranger-led tours
- [ ] Living history programs
- [ ] Junior Ranger program opportunities
- [ ] Volunteer opportunities
- [ ] Other (Please specify: ____________________________ )
25. a) What did you and your group like most about your visit to Timpanogos Cave National Monument?


b) What did you and your group like least about your visit to Timpanogos Cave National Monument?


26. If you were a park manager planning for the future of Timpanogos Cave National Monument, what would you propose? Please be specific.


27. Is there anything else you and your group would like to tell us about your visit to Timpanogos Cave National Monument?


28. Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Timpanogos Cave National Monument during this visit? Please circle only one.

Very poor Poor Average Good Very good

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

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