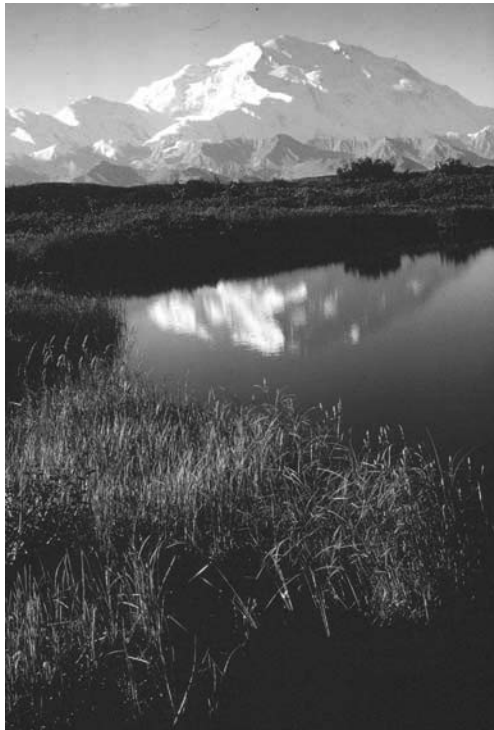




Social Science Division
National Park Service
U.S. Department of the Interior

Visitor Services Project

Denali National Park and Preserve Visitor Study



United States Department of the Interior

NATIONAL PARK SERVICE
Denali National Park and Preserve
P.O. Box 9
Denali Park, AK 99755-0009

IN REPLY REFER TO:

July, 2011

Dear Visitor:

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

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

When your visit is over, please complete this questionnaire. Seal it in the postage-paid envelope provided and drop it in any U.S. mailbox.

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

We appreciate your help.

Sincerely,

A handwritten signature in cursive script that reads "Paul R. Anderson".

Paul R. Anderson
Superintendent

DIRECTIONS

At the end of your visit:

1. Please have the selected individual (at least 16 years old) complete this questionnaire.
2. Answer the questions carefully since each question is different.
3. For questions that use circles (○), please mark your answer by filling in the circle with **black or blue ink**. Please do not use pencil!

Like this: ● Not like this:

4. Seal it in the postage-paid envelope provided.
5. Drop it in a U.S. mailbox.

Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Denali National Park and Preserve. Your response is voluntary. Your name and address have been requested for follow-up purposes only. At the completion of this collection all names and personal information will be destroyed and in no way be connected with the results of this survey. A Federal agency 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. We estimate that it will take an average of 20 minutes to complete the survey associated with this collection of information. You may send comments concerning the burden estimates or any aspect of this information collection to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

Your Visit To Denali National Park and Preserve

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

1. a) Prior to this visit, how did you and your personal group obtain information about Denali National Park (NP) & Preserve? Please mark (●) **all** that apply in column (a).
 - Did not obtain information prior to visit → **Go to part (b) of this question**
- b) If you were to visit Denali NP & Preserve in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

a) This visit	b) Future visit	Source of information
<input type="radio"/>	<input type="radio"/>	Denali NP & Preserve website (www.nps.gov/dena)
<input type="radio"/>	<input type="radio"/>	Other websites - which one(s)? _____
<input type="radio"/>	<input type="radio"/>	Friends/relatives/word of mouth
<input type="radio"/>	<input type="radio"/>	Inquiry to the park via phone, mail, or email
<input type="radio"/>	<input type="radio"/>	Maps/brochures/travel guides/tour books (such as AAA, etc.)
<input type="radio"/>	<input type="radio"/>	Newspaper/magazine articles
<input type="radio"/>	<input type="radio"/>	Package tours (Alaska Railroad, airline, cruise, independent, etc.)
<input type="radio"/>	<input type="radio"/>	Previous visits
<input type="radio"/>	<input type="radio"/>	Social media (such as Facebook, Twitter, etc.)
<input type="radio"/>	<input type="radio"/>	Television/radio programs/DVDs
<input type="radio"/>	<input type="radio"/>	Visitors bureau or state/federal information center (e.g. AK Public Lands Info. Center)
<input type="radio"/>	n/a	Other, this visit (Specify) _____
n/a	<input type="radio"/>	Other, future visit (Specify) _____

- c) Prior to this visit, what was the primary source of information that you and your personal group used to plan your visit?

- d) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed?

No Yes → **Go to Question 2**

- e) If NO, what type of park information did you and your personal group need that was not available? Please be specific. _____
2. On this trip, what was the primary reason that you and your personal group visited the Denali NP & Preserve **area** (from Nenana to Talkeetna)? See map on page 10. Please mark (●) **one**.
- Resident of local area
- Visit Denali NP & Preserve (includes use of park facilities/services/activities)
- Visit friends/relatives in the area
- Visit other attractions in the area
- Business
- Other (Please specify) _____
3. a) On this trip, did you and your personal group stay overnight away from home inside Denali NP & Preserve or in the local **area** (from Nenana to Talkeetna)? See map on page 10.
- Yes No → **Go to Question 4**

b) If YES, please list the number of nights you and your personal group stayed in Denali NP & Preserve and in the local **area** (Nenana to Talkeetna).

Number of nights **inside** Denali NP & Preserve (including Kantishna) _____

Number of nights in Denali NP & Preserve **area** (Nenana to Talkeetna) _____

c & d) In which type(s) of accommodations did you and your personal group spend the night(s) inside the park and in the local area? Please mark (●) **all** that apply.

<u>Type of accommodation</u>	<u>c) Inside park</u>	<u>d) Outside park</u>
Backcountry campsites	<input type="radio"/>	<input type="radio"/>
Kantishna area lodges/cabins	<input type="radio"/>	n/a
Lodge, motel, rented condo/home, B&B	n/a	<input type="radio"/>
Residence of friends or relatives	<input type="radio"/>	<input type="radio"/>
RV camping in developed campground	<input type="radio"/>	<input type="radio"/>
Tent in developed campground	<input type="radio"/>	<input type="radio"/>
Your own recreational home/cabin	<input type="radio"/>	<input type="radio"/>
Other (Please specify below)	<input type="radio"/>	<input type="radio"/>

c) Inside park _____ d) Outside park _____

4. a) On this visit, how long did you and your personal group stay at Denali NP & Preserve? Please list partial hours or days as 1/4, 1/2, or 3/4.
- _____ Number of hours, if **less than 24 hours**
- _____ Number of days, if **24 hours or more**
- b) On this trip, how many times did you and your personal group enter the park or visit the Talkeetna Ranger Station, including any entries by aircraft that landed in the park? (Only count one entry per 24 hours.)
- _____ Number of entries
5. On this trip, which forms of transportation did you and your personal group use to arrive at Talkeetna or the entrance area of Denali NP & Preserve (from Healy to Cantwell)? See map on page 10. Please mark (●) **all** that apply.
- Small airplane Bicycle Tour motorcoach
- Rental vehicle Highway shuttle bus/van
- Private vehicle (car, SUV, pickup, RV, motorcycle, etc.)
- Train (Please mark (●) train used): Denali Star (AK Railroad)
- Holland Princess Royal Caribbean
- Other (Please specify) _____
6. a) Inside the park, were the signs directing you and your personal group to facilities and sites adequate?
- No Did not use Yes → **Go to Question 7**
- b) If NO, what would have helped you to find your way? _____
7. a) On this visit to Denali NP & Preserve, did you have any children under 12 years old and/or under 4 years old in your personal group? Please mark (●) **one**.
- No → **Go to Question 8**
- Yes, under 12 Yes, under 4 Yes, both
- b) If YES, did your personal group have any difficulties accessing/using services or facilities while visiting Denali NP & Preserve?
- Yes No → **Go to Question 8**
- c) If YES, what problems did you and your personal group encounter? Please be specific.
- _____

8. a) On this visit to Denali NP & Preserve, in which activities did you and your personal group participate? Please mark (●) **all** that apply.
- b) For those activities in which you and your personal group participated on **this visit**, please rate on a scale from 1 to 5 the importance of each activity to your park experience.
- c) Please mark (●) **all** the activities in which you and your personal group participated on **previous visits** to the park. If you or your personal group have not visited the park in the past, please **go to part (d) of this question**.

b) If participated in, how important?

- 1=Not at all important
2=Slightly important
3=Moderately important
4=Very important
5=Extremely important

Activity	a) This visit		c) Past visits
Auto touring on park road between Headquarters and Savage River (Mile 14)	<input type="radio"/>	_____	<input type="radio"/>
Bicycling	<input type="radio"/>	_____	<input type="radio"/>
Birding/birdwatching	<input type="radio"/>	_____	<input type="radio"/>
Viewing wildlife (other than birdwatching)	<input type="radio"/>	_____	<input type="radio"/>
Experiencing wilderness	<input type="radio"/>	_____	<input type="radio"/>
Flightseeing	<input type="radio"/>	_____	<input type="radio"/>
Glacier landing by plane in park	<input type="radio"/>	_____	<input type="radio"/>
Hiking on trails	<input type="radio"/>	_____	<input type="radio"/>
Mountaineering/climbing/skiing	<input type="radio"/>	_____	<input type="radio"/>
Nature appreciation/study/natural sounds	<input type="radio"/>	_____	<input type="radio"/>
Off-trail hiking or backpacking	<input type="radio"/>	_____	<input type="radio"/>
Photography/painting/drawing	<input type="radio"/>	_____	<input type="radio"/>
Riding a park road bus	<input type="radio"/>	_____	<input type="radio"/>
River rafting or pack-rafting	<input type="radio"/>	_____	<input type="radio"/>
Shopping or dining out	<input type="radio"/>	_____	<input type="radio"/>
Viewing scenery	<input type="radio"/>	_____	<input type="radio"/>

- d) Please list **all** other activities in which you and your personal group participated within Denali NP & Preserve on **this** visit.

9. a) On this visit, did you or your personal group hike/walk any trails in Denali NP & Preserve?

Yes No → **Go to Question 10**

- b) If YES, please mark (●) **all** the trails that you and your personal group used on this visit.

- Triple Lakes Mt. Healy Roadside
 Jonesville/Bike Trail Meadow View Rock Creek
 Taiga Oxbow McKinley Station
 Savage Canyon Loop Thorofare/Alpine McKinley Bar
 Other (Please specify) _____

- c) Why did you and your personal group choose to hike/walk the trails that you did?

- d) On this visit, how satisfied were you and your personal group with the existing trail network in Denali NP & Preserve?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- e) If you responded to part d above with "very dissatisfied" or "dissatisfied," please explain.

10. a) On this visit, which of the following did you and your personal group use to travel past Savage River Check Station (Mile 14)?

- None → **Go to Question 13** Denali Natural History Tour
 Tundra Wilderness Tour VTS shuttle bus (green)
 Kantishna Experience Tour Camper bus (green)

- b) On this visit, how far along the park road did your and your personal group go? Please mark one of the following. (MP=Milepost)

- Don't remember
 Primrose--MP 17 Teklanika--MP 29 Igloo--MP 33
 Polychrome--MP 47 Toklat--MP 53 Stoney--MP 60
 Eielson Visitor Center --MP 66 Wonder Lake--MP 89 Kantishna--MP 91
 Other (Please specify) _____

11. a) During this visit, did you and your personal group have to wait for any VTS buses (shuttle or camper) to pick you up along the park road? This does NOT include courtesy buses in the entrance area.

- Yes No → **Go to Question 12**

b) If YES, how long did you and your personal group have to wait?

_____ Number of minutes

c) How acceptable was this wait time? Please mark (●) **one**.

- | | | | | |
|-----------------------|-----------------------|-------------------------------------|-----------------------|-----------------------|
| Very unacceptable | Unacceptable | Neither acceptable nor unacceptable | Acceptable | Very acceptable |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

d) In your opinion, at what point is the wait time for a roadside shuttle no longer acceptable?

_____ Unacceptable wait time (number of minutes)

12. a) For this visit, on your first bus ride on the Denali Park Road beyond Mile 14, how many other vehicles did you see at each of the following locations?

b) Given the number of other vehicles, how crowded did you feel at these locations? Please mark (●) one for each location.

b) Crowding by vehicles

Location	a) Number of vehicles seen	b) Crowding by vehicles					
		Don't remember	Not at all crowded	Slightly crowded	Moderately crowded	Very crowded	Extremely crowded
At wildlife stops	_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While moving along Denali Park Road	_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At restroom stops	_____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

c) In your opinion, how important is it for park managers to limit the number of vehicles to ensure an enjoyable visitor experience? Please mark (●) one for each location.

c) Importance of limiting the number of vehicles

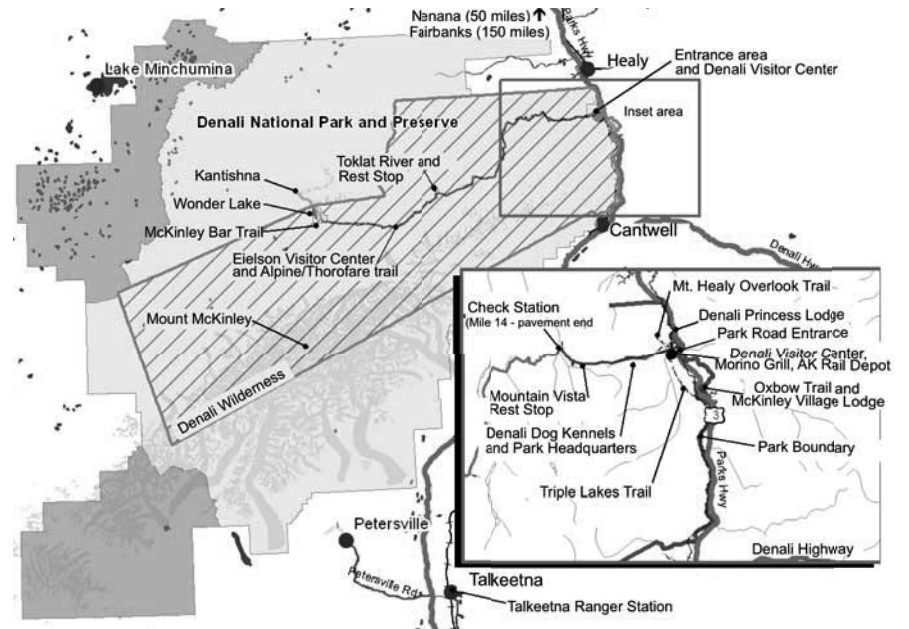
Location	c) Importance of limiting the number of vehicles				
	Not at all important	Slightly important	Moderately important	Very important	Extremely important
At wildlife stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While moving along Denali Park Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At restroom stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

d) How satisfied were you with the experience of viewing wildlife on the park road during your bus trip?

- | | | | | |
|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

13. If you were to visit Denali NP & Preserve in the future, how would you and your personal group prefer to learn about the park's cultural and natural history? Please mark (●) **all** that apply.

- Not interested in learning about park → **Go to Question 14**
- Audio-visual programs (video, movie, etc.)
- Environmental education programs
- Independent observation/study/experience
- Interactive computer programs
- Printed materials (brochures, books, maps, etc.)
- Tour bus driver-naturalist
- Other (Please specify) _____
- Indoor exhibits
- Junior Ranger program
- Outdoor exhibits
- Ranger-led activities
- Self-guided audio tours
- Volunteer opportunities



14. a) Please mark (●) **all** of the visitor facilities that you and your personal group **used during this visit** to Denali NP & Preserve. See the map on page 10 to help you locate the facilities.
- b) For only those visitor facilities that you and your personal group used **on this visit**, please rate their importance from 1-5.
- c) For only those visitor facilities that you and your personal group used **on this visit**, please rate their quality from 1-5.
- d) Finally, please mark (●) **all** visitor facilities that you and your personal group have used on past visits. If you have not visited the park in the past, please **go to part e of this question**.

a) Facility used on this visit	b) If used, how important?	c) If used, what quality?	d) Facility used on past visits
	1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good	

- | | | | |
|---|-------|-------|-----------------------|
| <input type="radio"/> Denali Visitor Center | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Kantishna historical sites | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Morino Grill | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Mountain Vista Rest/Picnic Area | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Murie Science & Learning Center | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Outdoor/wayside exhibits | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Park campgrounds (Riley Creek, Savage River, Sanctuary River, Teklanika River, Wonder Lake) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Riley Creek Mercantile | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Savage River parking areas | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Sled Dog Kennels | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Talkeetna Historical Society Museum | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Talkeetna Ranger Station | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Train depot | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Wilderness Access Center | _____ | _____ | <input type="radio"/> |

e) If you rated any of the above facilities as "very poor" or "poor," please explain why.

Facility _____ Reason _____

Facility _____ Reason _____

15. a) Please mark (●) **all** of the services that you and your personal group **used during this visit** to Denali NP & Preserve.
- b) For only those services that you and your personal group used **on this visit**, please rate their importance from 1-5.
- c) For only those services that you and your personal group used **on this visit**, please rate their quality from 1-5.
- d) Finally, please mark (●) **all** services that you and your personal group have used on past visits. If you did not visit the park in the past, please **go to part e of this question**.

a) Service used on this visit	b) If used, how important?	c) If used, what quality?	d) Service used on past visits
	1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good	

- | | | | |
|---|-------|-------|-----------------------|
| <input type="radio"/> Airplane landing on park glaciers | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Airplane transport to/from Kantishna or backcountry | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Assistance from information desk staff | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Bookstore items and service | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> <i>Denali Alpenglow</i> newspaper | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Guided hikes/talks (with guides other than park rangers) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Junior Ranger program | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Denali Natural History Tour into park (tan bus, 3-4 hours) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Tundra Wilderness Tour (TWT) into park (tan bus, 6-8 hours) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Visitor Transportation System (VTS) into park (green shuttle bus) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Other buses into park (to Kantishna) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Park brochure/map | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Park website (www.nps.gov/dena) | _____ | _____ | <input type="radio"/> |
| <input type="radio"/> Ranger-led programs/walks/talks | _____ | _____ | <input type="radio"/> |

e) If you rated any of the above services as "very poor" or "poor," please explain why.

Service _____ Reason _____

Service _____ Reason _____

16. a) On this trip to Denali NP & Preserve, did you or any members of your group use the following reservation services? Please mark (●) **all** that apply in the left column.

b) For **each** reservation service that you and your personal group **used**, please rate the quality on a scale from 1-5 for each of the following features.

b) If used, what quality?

1=Very poor 2=Poor 3=Average 4=Good 5=Very good

a) Reservation service used

Mark (●)

	Sufficiency of information provided	Assistance from reservation staff	Efficiency of service	Ease of use	Accuracy of reservation or permit
<input type="radio"/> Backcountry/wilderness permits (<i>Backcountry Information Center</i>)	_____	_____	_____	_____	_____
<input type="radio"/> Campground reservations by Internet	_____	_____	_____	_____	_____
<input type="radio"/> Campground reservations by phone	_____	_____	_____	_____	_____
<input type="radio"/> Campground reservations in person (<i>Wilderness Access Center desk</i>)	_____	_____	_____	_____	_____
<input type="radio"/> Park bus reservations by Internet	_____	_____	_____	_____	_____
<input type="radio"/> Park bus reservations by phone	_____	_____	_____	_____	_____
<input type="radio"/> Park bus reservations in person (<i>Wilderness Access Center desk</i>)	_____	_____	_____	_____	_____

c) If you or your group **used** any of the above reservation services, please describe any changes you would recommend to the current system.

Reservation service

Recommended changes

17. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Denali NP & Preserve during this visit? Please mark (●) **one**.

Very poor Poor Average Good Very good

18. On this visit, which type of personal group (not guided tour/school/organized group) were you with? Please mark (●) **one**.

Alone Family Friends

Family and friends Other (Specify) _____

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

_____ Number of people in personal group

b) For this visit to Denali NP & Preserve, please list the number of vehicles you and your personal group used to arrive at the park. Please write "0" if you did not use any vehicle.

_____ Number of vehicles

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

a) Commercial guided tour group Yes No

b) School/educational group Yes No

c) Other organized group (such as business group, scout group, etc.) Yes No

d) On this visit, how many people were in your organized group, including yourself?

_____ Number of people in organized group

21. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Yes No → **Go to Question 22**

b) If YES, which activities or services did the person(s) have difficulty accessing or participating in? Please mark (●) **all** that apply.

Bus tours or transportation, including park road rest areas

Campgrounds

Information/reservation desks or staff

Interpretive or educational programs or activities

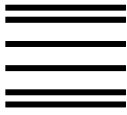
Stores or food service facilities and services

Trails

Visitor center facilities, exhibits, or audio-visual programs

Other (Please specify) _____

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c) Because of the physical condition, which specific problems did the person(s) have during this visit to Denali NP & Preserve? Please mark (●) all that apply.

- Hearing (difficulty hearing ranger programs, bus drivers, audio-visual exhibits or programs, or reservation desk staff even with hearing aid)
- Visual (difficulty seeing exhibits, directional signs, visual aids that are part of programs even with prescribed glasses or due to blindness)
- Mobility (difficulty accessing facilities, services, or programs even with walking aid and/or wheelchairs)
- Other (Please specify) _____

22. When visiting an area such as Denali NP & Preserve, which language(s) do you and most members of your personal group prefer to use for the following?

a) Speaking: English Other (Specify) _____

b) Reading: English Other (Specify) _____

c) Please list any services in Denali NP & Preserve that you would like to have translated into the language you use.

None Services to translate: _____

23. For you and your personal group on this visit, please provide the following information. If you don't know the answer, leave blank.

	a) Current age	b) U.S. ZIP Code or name of country other than the U.S.	c & d) Number of visits to Denali NP & Preserve (including this visit)	
			last 5 years	lifetime
Yourself	_____	_____	_____	_____
Member #2	_____	_____	_____	_____
Member #3	_____	_____	_____	_____
Member #4	_____	_____	_____	_____
Member #5	_____	_____	_____	_____
Member #6	_____	_____	_____	_____
Member #7	_____	_____	_____	_____

24. Is there anything else you and your personal group would like to tell us about your visit to Denali NP & Preserve?

Thank you for your help! Please seal the questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox. ♻️ Printed on recycled paper

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