19. a) Which category best represents your annual household income? Please mark (●) one.

- O Less than $24,999
- O $50,000-$74,999
- O $75,000-$99,999
- O $100,000-$149,999
- O $150,000-$199,999
- O $200,000 or more
- O $25,000-$34,999
- O $35,000-$49,999
- O Do not wish to answer

b) How many people are in your household? ___________ Number of people

20. Is there anything else you would like to tell us about your visit to Cumberland Island National Seashore?

___________________________________________________________________________
___________________________________________________________________________

Thank you very much for your valuable input. Please return your completed questionnaire to the drop boxes by Sea Camp Ranger Station or on the ferry.

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United States Department of the Interior
NATIONAL PARK SERVICE
Cumberland Island National Seashore
101 Wheeler Street
St. Marys, GA 31558

Visitor Survey

Fall 2012

Dear Park Visitor,

Thank you for participating in this study. We would like to hear about your experience at Cumberland Island National Seashore, and learn about your opinions of visitor services and facilities on the island. We are especially interested in your opinions about transportation services on the island. This information will be used in park transportation planning processes, which aim to improve the quality of services and provide better visitor experiences.

This questionnaire is only being given to a select number of visitors, so your participation is important and appreciated. It should only take about 10 minutes to complete. Please return your completed questionnaire to the drop boxes by the Sea Camp Ranger Station or on the ferry.

We appreciate your help.

Sincerely,

Fred Boyles
Superintendent

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Paperwork Reduction Act Statement: 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 the transportation services provided by Cumberland Island National Seashore. Your responses are voluntary and anonymous. 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 and expiration date. We estimate that it will take an average of 15 minutes to complete the questionnaire. You may send any comments concerning the burden estimates or any aspect of this information collection to Lena Le, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; or lenale@uidaho.edu (email).

OMB No. 1024-0224
Expiration Date: 2014

Page 8
1. a) Prior to this visit, how did you obtain information to prepare for your visit to Cumberland Island National Seashore? Please mark (●) all that apply.

- Did not obtain information prior to visit ➔ Go to Question 2
- Previous visits
- Live in the local area
- Friends/relatives/word of mouth
- Inquiry to park via phone, mail, or email
- Cumberland Island National Seashore website: www.nps.gov/cuis
- Other websites — which one(s)?
- Ferry companies
- Local businesses (hotels/motels, restaurants, etc.)
- Maps/brochures
- Newspaper/magazine articles
- Other tourist sites (not National Park Service)
- Social media (such as Facebook, Twitter, etc.)
- State welcome center/visitors bureau/chamber of commerce
- Television/radio programs/DVDs
- Travel guides/tour books (such as AAA, etc.)
- Other (Please specify)

b) From the sources you used prior to this visit, did you receive the type of information about the park that you needed?

- No ➔ Go to Question 2
- Yes ➔ Go to Question 2

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


12. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you at Cumberland Island National Seashore during this visit? Please mark (●) one.

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

13. If you were a park manager planning for the future of Cumberland Island National Seashore, what would you propose? Please be specific.


14. On this visit, were you part of a larger organized group (such as a tour, school, scout, church group, etc.)?

- Yes
- No

15. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? Please mark (●) one.

- Alone
- Friends
- Family and friends
- Family
- Other (Please specify)

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

- Number of people 18 years of age and over
- Number of people under 18 years

16. What is your age?

17. a) What is your U.S. ZIP code?

b) If you are not from the U.S., please specify the name of your country

18. Including this visit, how many times have you visited Cumberland Island National Seashore?

- Number of visits
10. a) If transportation were offered, would you be interested in taking a guided tour of Plum Orchard Mansion?
   O Yes   O No ➔ Go to Question 11

b) Would you be willing to pay a fee of $10 per adult and $7 for senior citizens and children under 12, to take the Plum Orchard Mansion tour? Please mark (•) one.
   O Yes, likely   O No, unlikely   O Not sure

11. a) On this visit to Cumberland Island National Seashore, please indicate how satisfied you were with the following services. Please mark (•) one for each service.

<table>
<thead>
<tr>
<th>Service</th>
<th>Did not use</th>
<th>Not at all satisfied</th>
<th>Slightly satisfied</th>
<th>Somewhat satisfied</th>
<th>Very satisfied</th>
<th>Completely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstores/retail</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Campsites</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Ferry/water transportation</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Information services</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Picnic areas</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Ranger-led programs</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Special events/programs</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
<tr>
<td>Visitor centers/exhibits</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

b) For any service that was not satisfactory, please explain the problem.

2. Please list all the sites that you visited at Cumberland Island National Seashore on this visit. Please mark (•) all that apply.
   O Park visitor center   O Beach
   O Ice House Museum      O Dungeness Ruins
   O Plum Orchard Mansion  O Stafford Cemetery
   O First African American Church O Wharf Ruins
   O Other (please be specific)

3. a) On this visit to Cumberland Island National Seashore, how much time in total did you spend on the island? Please list partial hours as ¼, ½, ¾.

   __________ Total number of hours

   b) Did you visit the park on more than one day?
   O No   O Yes ➔ c) If YES, how many days? __________

4. a) Currently Cumberland Island National Seashore offers a free, unscheduled shuttle service to transport visitors along 3-mile loops at the south end of the island from Dungeness Dock to Dungeness Ruins and Sea Camp. On this visit, did you take the South End Shuttle?
   O Yes   O No ➔ Go on to Question 5

   b) If Yes, how satisfied were you with the shuttle service? Please mark (•) one.

<table>
<thead>
<tr>
<th>Not at all satisfied</th>
<th>Slightly satisfied</th>
<th>Somewhat satisfied</th>
<th>Very satisfied</th>
<th>Completely satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
<td>O</td>
</tr>
</tbody>
</table>

5. If you did not take the South End Shuttle Service during this visit, what prevented you from using the shuttle service? Please mark (•) all that apply.
   O Was not aware of the shuttle service
   O Wanted to take the shuttle but it wasn’t available when we arrived
   O Preferred to walk/bike
   O Did not need to go that far onto the island
   O The vehicle was not large enough for my entire group
   O The vehicle looked uncomfortable
   O Other (Please specify) ____________________________
6. a) On this visit, in which activities did you participate within Cumberland Island National Seashore? Please mark (●) all that apply in column a).

b) If you were to visit Cumberland Island National Seashore in the future, in which activities would you prefer to participate? Please mark (●) all that apply in column b).

<table>
<thead>
<tr>
<th>a) This visit</th>
<th>b) Future visit</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>O</td>
<td>Attending ranger-led programs</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Bicycling</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Boating</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Camping</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Creative arts (photography/drawing/painting/writing)</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Fishing/hunting</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>General sightseeing</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Jogging/running for exercise</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Learning/researching history</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Obtaining a National Park Passport stamp</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Picnicking</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Playing on the beach/swimming</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Stargazing</td>
</tr>
<tr>
<td>O</td>
<td>O</td>
<td>Viewing wildlife</td>
</tr>
<tr>
<td>O</td>
<td>n/a</td>
<td>Other, this visit (Specify) ____________________________</td>
</tr>
</tbody>
</table>

7. Currently Cumberland Island National Seashore offers a guided motorized tour of the North End of the island called the “Lands and Legacies Tour.” The tour is guided by park staff, takes five to six hours, and includes both natural and cultural sites.

a) Prior to receiving this questionnaire, were you aware of the Lands and Legacies Tour?

| O             | Yes |
| O             | No  |

b) On this visit, did you take the Lands and Legacies Tour?

| O             | No  |
| O             | Yes |

    ➔ Go to Question 8

c) If NO, what prevented you from taking the Lands and Legacies Tour on this visit? Please mark (●) all that apply.

| O             | Had taken it in the past |
| O             | Generally not interested in guided tours |
| O             | Wanted to go but could not make a reservation |
| O             | The vehicle looked uncomfortable for a long trip |
| O             | Tour is too long, did not have time |
| O             | Cost of tour is too high |
| O             | Other reasons (Please specify) ______________________________ |

8. If you were to visit Cumberland Island National Seashore in the future, would you be interested in taking the Lands and Legacies Tour? Please mark (●) only one.

| O             | Yes |
| O             | No  |
| O             | Not sure |

9. a) Currently the charge for the Lands and Legacies Tour is $15 per adult, and $12 for senior citizens and children under 12. In your opinion is this amount appropriate? Please mark (●) only one.

| O             | Too high |
| O             | About right |
| O             | Too low |

b) On a future visit, would you be willing to pay $20 per adult and $17 for senior citizens and children under 12, if the fees were used to fund the increasing costs of operating the Lands and Legacies Tour? Please mark (●) one.

| O             | Yes, likely |
| O             | No, unlikely |
| O             | Not sure |