Wrangell-St. Elias National Park
and Preserve Visitor Study

The
Visitor Services
Project
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 authorize 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.

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 Service Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, D.C. 20013-7127; and to the Office of Management and Budget, Paperwork Reduction Project, 1024-0173, Washington, D.C. 20503.
Visiting Wrangell-St. Elias National Park and Preserve

1. Prior to your visit, were you aware that Wrangell-St. Elias National Park and Preserve existed?
   
   _____ YES  _____ NO  _____ NOT SURE

2. Prior to your visit, how did you and your group get information about Wrangell-St. Elias National Park and Preserve? Please check (✓) all that apply.
   
   _____ RECEIVED NO INFORMATION PRIOR TO VISIT - GO ON TO QUESTION 3
   _____ ALASKA VACATION PLANNER
   _____ TRAVEL GUIDE/TOUR BOOK (other than Alaska Vacation Planner)
   _____ FRIENDS OR RELATIVES
   _____ PREVIOUS VISIT(S)
   _____ MILEPOST
   _____ NEWSPAPER/MAGAZINE (other than Milepost)
   _____ NORTH COUNTRY COMPANION
   _____ TELEPHONE OR WRITTEN INQUIRY TO THE PARK
   _____ ALASKA PUBLIC LANDS INFORMATION CENTER (in Tok, Anchorage or Fairbanks)
   _____ CHAMBER OF COMMERCE VISITOR INFORMATION CENTER
   _____ AHTNA NATIVE REGIONAL CORPORATION
   _____ OTHER (Please specify: ________________________________)

3. On this visit, how much time did you and your group spend in Wrangell-St. Elias National Park and Preserve?
   
   If less than 24 hours: _____ NUMBER OF HOURS
   If 24 hours or more: _____ NUMBER OF DAYS
4. On the list below, please mark the **order** in which you and your group visited these sites in the Wrangell-St. Elias National Park and Preserve area during this trip. Simply write 1, 2, 3 and so forth, on the line beside each place you visited. Use the map below to help you locate the sites.

<table>
<thead>
<tr>
<th>Number (order visited)</th>
<th>CHAMBER OF COMMERCE VISITOR INFORMATION CENTER (Glennallen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PARK VISITOR CENTER</td>
</tr>
<tr>
<td>2</td>
<td>SLANA RANGER STATION</td>
</tr>
<tr>
<td>3</td>
<td>NABESNA</td>
</tr>
<tr>
<td>4</td>
<td>MILE 29 (1st stream crossing on road to Nabesna)</td>
</tr>
<tr>
<td>5</td>
<td>SILVER LAKE</td>
</tr>
<tr>
<td>6</td>
<td>CHITINA RANGER STATION</td>
</tr>
<tr>
<td>7</td>
<td>KUSKULANA BRIDGE</td>
</tr>
<tr>
<td>8</td>
<td>McCarthy</td>
</tr>
</tbody>
</table>

PLEASE GO ON TO NEXT PAGE
6

**Your Activities**

5. On the list below, please check (√) all of the activities that you and your group participated in at Wrangell-St. Elias National Park and Preserve during this visit.

- SCENIC DRIVING
- WILDLIFE VIEWING
- FLIGHT SEEING
- DAY HIKING
- OVERNIGHT HIKING
- ICE CLIMBING/ GLACIER HIKING
- CAR CAMPING
- FLY-IN CAMPING
- STAYING AT A LODGE
- WALKING AROUND KENNICOTT
- PICNICKING
- MOUNTAIN BIKING
- FISHING
- RAFTING/ RIVER TRIP
- OTHER (Please describe: ____________________________)

6. On this visit, did you or your group do any day hiking?

- YES
- NO  **GO ON TO QUESTION 7**

If so, where did you go? __________________________________________

__________________________________________
7. a) On this visit, did you or your group do any overnight hiking/backpacking?
   _____ YES   _____ NO - GO ON TO QUESTION 8
   b) If so, where did you go?
   ________________________________
   ________________________________
   c) How many nights did you stay in the backcountry?
   _____ NUMBER OF NIGHTS
   ________________________________
   d) Did you take a plane to or from the location where you hiked?
   _____ YES   _____ NO

8. On this visit, what forms of transportation did you and your group use to get to
   Wrangell-St. Elias National Park and Preserve? Please check (√) all that apply.
   _____ PRIVATE VEHICLE   _____ CRUISE SHIP
   _____ RENTAL CAR   _____ FERRY
   _____ RV   _____ TOUR BUS
   _____ PLANE   _____ OTHER (Please specify:________
   ________________________________)

9. On this visit, what were your reasons for visiting Wrangell-St. Elias National
   Park and Preserve? Please check (√) all that apply.
   _____ VIEW WILDLIFE
   _____ VIEW GLACIERS/ SCENERY
   _____ VISIT A NATIONAL PARK
   _____ VISIT McCARTHY/KENNICOTT
   _____ VISIT WILDERNESS/BACKCOUNTRY
   _____ LEARN ABOUT NATIVE CULTURE
   _____ RECREATION (camping, hiking, etc.)
   _____ PART OF PACKAGE TOUR
   _____ OTHER (Please specify:__________________________)

PLEASE GO ON TO NEXT PAGE
You and Your Opinions

10. On this visit, how many people were in your group (including yourself)?
    ____ NUMBER OF PEOPLE

11. On this visit, were you with any of the following organized groups?
    GUIDED TOUR OF ALASKA    ____ YES    ____ NO
    GUIDED TOUR OF WRANGELL-ST. ELIAS    ____ YES    ____ NO
    EDUCATIONAL GROUP    ____ YES    ____ NO

12. What kind of group were you with? Please check (√) only one.
    ____ ALONE
    ____ FAMILY
    ____ FRIENDS
    ____ FAMILY AND FRIENDS
    ____ OTHER (Please describe:________________________________________)

13. For you and your group, please indicate:

<table>
<thead>
<tr>
<th>CURRENT AGE</th>
<th>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</th>
<th>NUMBER OF VISITS TO THIS PARK (INCLUDING THIS VISIT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>YOURSELF</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #2</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #3</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #4</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #5</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #6</td>
<td>____</td>
<td>____</td>
</tr>
<tr>
<td>MEMBER #7</td>
<td>____</td>
<td>____</td>
</tr>
</tbody>
</table>
14.  a) Please check (√) the visitor services and facilities which you and your group used during this visit to Wrangell-St. Elias National Park and Preserve in the left column.

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

c) Finally, for only those services and facilities 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>Extremely important</td>
<td>Not important</td>
</tr>
<tr>
<td></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>___ GUIDED TOURS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ ASSISTANCE FROM PARK EMPLOYEES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ NATIONAL PARK VISITOR CENTER (Copper Center)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ NATIONAL PARK RANGER STATIONS (Chitina/Slana)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ ROAD DIRECTIONAL SIGNS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ TRAILS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ PICNIC FACILITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ CAMPGROUNDS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ RESTROOMS/OUTHouses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ CHAMBER OF COMMERCE VISITOR INFORMATION CENTER (Glennallen)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ RESTAURANTS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>___ HOTEL/MOTEL/LODGE/ BED &amp; BREAKFAST</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE GO ON TO NEXT PAGE
15. During your visit to Wrangell-St. Elias National Park and Preserve, how much money did you and your group spend in the Wrangell-St. Elias area for lodging, travel, food, and other items? Please write "0" if you and your group did not spend any money.

**WRANGELL-ST. ELIAS AREA**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>LODGING (motel, camping, etc.)</td>
<td>$__________</td>
</tr>
<tr>
<td>TRAVEL (gas, bus fare, etc.)</td>
<td>$__________</td>
</tr>
<tr>
<td>FOOD (restaurant, groceries, etc.)</td>
<td>$__________</td>
</tr>
<tr>
<td>OTHER (recreation, film, gifts, etc.)</td>
<td>$__________</td>
</tr>
</tbody>
</table>

16. Which direction/town did you come from to arrive at Wrangell-St. Elias National Park and Preserve? Please check (√) only one.

- [ ] FROM DELTA JUNCTION (Highway 4)
- [ ] FROM VALDEZ (Highway 4)
- [ ] FROM TOK (Highway 1)
- [ ] FROM PALMER/MAT-SU VALLEY (Highway 1)
- [ ] FROM CANTWELL (via Denali Highway)

17. A new Wrangell-St. Elias National Park and Preserve visitor center is being planned near Copper Center. On a future visit, which of the following visitor center services/facilities would you and your group use if they were available? Please check (√) all that apply.

- [ ] INTERPRETIVE PROGRAMS
- [ ] EXHIBITS
- [ ] PARK MOVIE
- [ ] TRAILS
- [ ] OTHER (Please specify: _____________________________)

18. On a future visit, what services would you like to see provided along the road to McCarthy?

________________________________________________________________________

________________________________________________________________________
19. On a future visit, what services would you like to see provided along the road to Nabesna?

________________________________________________________________________

________________________________________________________________________

20. What advice would you give a manager planning for the future of Wrangell-St. Elias National Park and Preserve? Please be specific.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

21. Is there anything else you and your group would like to tell us about your visit to Wrangell-St. Elias National Park and Preserve

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

22. Overall, how would you rate the quality of the visitor services provided to you and your group at Wrangell-St. Elias National Park and Preserve during this visit? 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.

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OFFICIAL BUSINESS

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