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, 1024-0193, Washington, D.C. 20503.
4

VISITING THE GREAT SMOKY MOUNTAINS NATIONAL PARK AREA

1. Prior to your trip, did you and your group receive any written information to help you plan your visit to the Great Smoky Mountains National Park?
   
   YES __ NO __ NOT SURE __

2. On this trip, what were your reasons for visiting the Great Smoky Mountains National Park area (within 50 miles of the park, including Knoxville, Asheville and other towns)? Please check (√) all that apply.
   
   √ VISIT GREAT SMOKY MOUNTAINS NATIONAL PARK
   √ ATTEND A FAMILY REUNION
   √ SHOP AT OUTLET MALLS
   √ SHOP AT CRAFT/ GIFT SHOPS
   √ VISIT DOLLYWOOD
   √ VISIT MUSICAL MUSEUMS/ THEATERS
   √ TRAVEL THROUGH THE AREA
   √ OTHER (Please specify:______________________________)

3. On this trip to the Great Smoky Mountains National Park area, was the national park your primary destination?
   
   YES __ NO __ NOT SURE __

4. On this trip, do you or someone in your group plan to attend any events related to the Olympic Games in Atlanta?
   
   YES __ NO __ NOT SURE __

5. On this trip to the Great Smoky Mountains National Park area, how many times did you and your group enter the park?
   
   NUMBER OF TIMES ENTERED __
6. a) On this trip, how much time did you and your group spend in the Great Smoky Mountains National Park area (within 50 miles of the park, including Knoxville, Asheville and other towns)?

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.)

b) On this trip, how much time did you and your group spend in Great Smoky Mountains 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.)

7. On the list below, please check (✓) all of the activities that you and your group participated in during this trip to Great Smoky Mountains National Park.

_____ VIEW SCENERY/ DRIVE FOR PLEASURE
_____ VIEW WILDLIFE/ WILDFLOWERS
_____ VISIT HISTORIC SITES
_____ PHOTOGRAPHY
_____ BICYCLE
_____ WALK/ DAY HIKE
_____ PICNIC
_____ RUN/ JOG
_____ FISH
_____ HORSEBACK RIDE
_____ CAMP IN DEVELOPED CAMPGROUND
_____ BACKPACK/ OVERNIGHT HIKE
_____ TUBE/ SWIM
_____ ATTEND FAMILY REUNION
_____ OTHER (Please describe: ________________________________________)

PLEASE GO ON TO NEXT PAGE
YOU AND YOUR OPINIONS

8. a) On this visit, how many people were in your group, including yourself?
   _____ NUMBER OF PEOPLE

   b) On this visit, how many vehicles did you and your group take into the park?
   _____ NUMBER OF VEHICLES

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

   b) On this visit, were you on a school/college trip?
   _____ YES     _____ NO

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

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

    | CURRENT AGE | U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY | NUMBER OF VISITS MADE TO THIS PARK (INCLUDING THIS VISIT) |
    |-------------|-----------------------------------------|---------------------------------------------------------|
    |             |                                         | PAST 12 MONTHS                                           | PAST 5 YEARS |
    | YOURSELF    |                                         | _____         | _____ |
    | MEMBER #2   |                                         | _____         | _____ |
    | MEMBER #3   |                                         | _____         | _____ |
    | MEMBER #4   |                                         | _____         | _____ |
    | MEMBER #5   |                                         | _____         | _____ |
    | MEMBER #6   |                                         | _____         | _____ |
    | MEMBER #7   |                                         | _____         | _____ |
12. For each of the following features or qualities, please rate its importance (from 1 to 5) to you and your group during this trip to Great Smoky Mountains National Park. Please circle one answer for each feature or quality.

<table>
<thead>
<tr>
<th>How important?</th>
<th>Not important</th>
<th>Average</th>
<th>Extremely important</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>NATIVE PLANTS AND ANIMALS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>CLEAN AIR</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>SCENIC VIEWS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>RECREATIONAL ACTIVITIES (hiking, camping, fishing, etc.)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>SOLITUDE</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>QUIET</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>HISTORIC BUILDINGS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

13. a) On this trip, where did you first enter the park? Please check (✓) only one.

- [ ] GATLINBURG
- [ ] CADES COVE
- [ ] TOWNSEND
- [ ] CHEROKEE
- [ ] OTHER LOCATION (Please specify: ________________________)

b) On this trip, where did you leave the park for the last time? Please check (✓) only one.

- [ ] GATLINBURG
- [ ] CADES COVE
- [ ] TOWNSEND
- [ ] CHEROKEE
- [ ] OTHER LOCATION (Please specify: ________________________)

PLEASE GO ON TO NEXT PAGE
14. On the list below, please mark the places you and your group visited in Great Smoky Mountains National Park during this trip. Simply check (√) each place you visited. Use the map to help you locate the sites.

_____ DID NOT STOP AT ANY PLACES IN THE PARK - GO ON TO QUESTION 15

_____ CADES COVE LOOP ROAD

_____ CABLE MILL COMPLEX (Cades Cove)

_____ LAUREL FALLS

_____ ROARING FORK MOTOR NATURE TRAIL

_____ SUGARLANDS VISITOR CENTER

_____ CHIMNEY TOPS

_____ ALUM CAVE

_____ NEWFOUND GAP

_____ CLINGMANS DOME

_____ MINGUS MILL

_____ OCONALUFTEE VISITOR CENTER

_____ MOUNTAIN FARM MUSEUM

_____ CATALOOCHEE

_____ FOOTHILLS PARKWAY EAST

_____ FOOTHILLS PARKWAY WEST
15. a) Please check (√) the information services which you or your group used at Great Smoky Mountains National Park during this trip.

   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>a) Use service in Great Smoky Mts. NP?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not important</td>
<td>Extremely important</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>______ PARK NEWSPAPER Smokies Guide</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ VISITOR CENTER INFORMATION DESK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ VISITOR CENTER STAFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ VISITOR CENTER EXHIBITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ VISITOR CENTER MOVIE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ ROAD GUIDE BOOKLETS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ VISITOR CENTER SALES PUBLICATIONS (other than Road Guide booklets)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ CAMPFIRE PROGRAMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ RANGER-LED WALKS/ TALKS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ SELF-GUIDED TRAILS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ ROARING FORK MOTOR NATURE TRAIL</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ ROADSIDE EXHIBITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>______ BULLETIN BOARDS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16. a) Please check (√) the visitor facilities or services in Great Smoky Mountains National Park which you or your group used during this trip.

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

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

<table>
<thead>
<tr>
<th>a) Use facility/service in Great Smoky Mts. NP?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check (√)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>RESTROOMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TRAILS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BACKCOUNTRY TRAIL SHELTERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BACKCOUNTRY CAMPSITES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAMPGROUNDS (other than backcountry)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAMPGROUND RESERVATIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PICNIC AREAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BICYCLING OPPORTUNITIES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARK INFORMATION RADIO STATION</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGHWAY DIRECTIONAL SIGNS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CONCESSION HORSEBACK RIDE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE GO ON TO NEXT PAGE
17. During this trip, how much money did you and your group spend in Great Smoky Mountains National Park and in the area (within 50 miles of the park including Knoxville, Asheville and other towns)? Please write "0" if you and your group did not spend any money.

<table>
<thead>
<tr>
<th>IN GREAT SMOKY MTS. NP</th>
<th>IN THE AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>miles of the park</td>
<td>(outside, yet within 50 miles of the park)</td>
</tr>
</tbody>
</table>

$_________ LODGING (motel, camping, etc.) $_________

$_________ TRAVEL (gas, bus fare, etc.) $_________

$_________ FOOD (restaurant, groceries, etc.) $_________

$_________ OTHER (recreation, film, gifts, etc.) $_________

**Issues**

18. If it would increase funds to operate Great Smoky Mountains National Park, would you be willing to pay an entrance fee ($5 to $10/vehicle) on a future visit?

- YES  _____  NO  _____  NOT SURE

19. a) During this trip to Great Smoky Mountains National Park, did you and your group feel crowded?

- YES  ________________  NO  ________________  DON’T KNOW

b) Please use the scale below to rate from 1 to 4 whether you and your group felt that the park was crowded in the number of people and vehicles present during your trip.

**Crowded?**

<table>
<thead>
<tr>
<th>Not at all crowded</th>
<th>Extremely crowded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  2  3  4</td>
<td></td>
</tr>
</tbody>
</table>

____ PEOPLE

____ VEHICLES
20.  a) Have you and your group visited Cades Cove on this trip or in the past?  

    [ ] YES  [ ] NO  [ ] NOT SURE 

    GO ON TO QUESTION 21 

    b) If the number of vehicles on the Cades Cove road needs to be limited at some times of the year, would you and your group be willing to park outside the park and ride a shuttle to Cades Cove on a future trip? 

    [ ] YES, LIKELY  [ ] NO, UNLIKELY  [ ] NOT SURE 

    c) If YES, would you and your group be willing to pay a fee to ride a shuttle to Cades Cove? 

    [ ] YES, LIKELY  [ ] NO, UNLIKELY  [ ] NOT SURE 

    d) If YES, how much would you and your group be willing to pay per person to ride the shuttle to Cades Cove? 

    [ ] less than $2  [ ] $2 to $3  [ ] $4 to $5 

21.  a) During this trip, did heavy traffic within 30 miles of the park significantly delay your arrival at Great Smoky Mountains National Park? 

    [ ] YES  [ ] NO  GO ON TO QUESTION 22 

    b) If YES, where was the worst traffic congestion? Please be specific. 

            

22.  If vehicle congestion at Great Smoky Mountains National Park reaches a point when the number of passenger vehicles must be limited, which of the following alternatives for entering the park would you find most acceptable? Please check (✓) only one. 

    ANSWER ONLY ONE (✓) 

    [ ] FIRST COME, FIRST SERVED UNTIL A DAILY LIMIT IS REACHED 

    [ ] USE A RESERVATION SYSTEM 

    [ ] USE A SHUTTLE SYSTEM 

    [ ] OTHER (Please specify: _________________________________) 

    PLEASE GO ON TO NEXT PAGE
23. On a future visit to Great Smoky Mountains National Park, what types of interpretive services would you most like to have available? Please check (√) all that apply.

   _____ INFORMATIONAL BROCHURES
   _____ RANGERS AT VISITOR CENTERS
   _____ ROAD OR TRAILSIDE EXHIBITS
   _____ RANGER-LED WALKS/TALKS
   _____ HAYRIDES
   _____ OTHER (Please specify: ________________________________)

24. Great Smoky Mountains National Park programs and exhibits address a variety of subjects such as plants, animals, ecology, history, environmental issues, etc. What subjects would you most like to learn about on a future visit to the park?

   ___________________________________________________________________
   ___________________________________________________________________
   ___________________________________________________________________

25. Prior to a future visit, what pre-trip information would you and your group like to receive from the park? Please check (√) all that apply.

   _____ NONE - GO ON TO QUESTION 26
   _____ PARK BROCHURE/MAP
   _____ TRAIL MAP
   _____ CAMPGROUND INFORMATION
   _____ PARK NEWSPAPER WITH INTERPRETIVE PROGRAM SCHEDULE
   _____ CATALOG OF SALES PUBLICATIONS
   _____ SAFETY INFORMATION
   _____ OTHER (Please specify: ________________________________)
26. Overall, how would you rate the quality of the visitor services provided to you and your group at Great Smoky Mountains National Park during this visit? Please circle only one.

   VERY GOOD       GOOD       AVERAGE       POOR       VERY POOR

27. If you were a manager planning for the future of Great Smoky Mountains National Park, what would you propose? Please be specific.

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

28. Is there anything else you and your group would like to tell us about your visit to Great Smoky Mountains National Park?

   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________
   ______________________________________________________

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

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College of Forestry, Wildlife and
Range Sciences
University of Idaho
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