

# Glacier Bay National Park

## Visitor Study



**The  
Visitor Services  
Project**

**United States Department of the Interior**

**NATIONAL PARK SERVICE**  
Glacier Bay National Park & Preserve  
P.O. Box 140  
Gustavus, AK 99826

Dear Visitor:

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

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take a few minutes during or after your visit.

When your visit is over, please complete the questionnaire. Seal it with the sticker provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, VSP Coordinator, Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, University of Idaho, Moscow, Idaho 83844-1133.

We appreciate your help.

Sincerely,



Tomie Patrick Lee  
Superintendent

### 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 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. 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. 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 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Office of Information and Regulatory Affairs of OMB, Attention Desk Officer for the Interior Department, Office of Management and Budget, Washington, D.C. 20503; and to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

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### YOUR VISIT TO GLACIER BAY NATIONAL PARK

1. Prior to this visit, were you aware that Glacier Bay National Park is a unit of the National Park System?

\_\_\_\_\_ NO                      \_\_\_\_\_ YES                      \_\_\_\_\_ NOT SURE

2. a) Prior to this visit to Glacier Bay National Park, how did you and your group obtain information about the park? Please check (✓) **all** that apply.

\_\_\_\_\_ RECEIVED NO INFORMATION PRIOR TO VISIT → **GO ON TO QUESTION 3**

\_\_\_\_\_ PREVIOUS VISIT(S)

\_\_\_\_\_ TRAVEL GUIDE/ TOUR BOOK

\_\_\_\_\_ TRAVEL AGENT

\_\_\_\_\_ FRIENDS/ RELATIVES

\_\_\_\_\_ TELEVISION/ RADIO PROGRAMS

\_\_\_\_\_ TELEPHONE/ WRITTEN INQUIRY TO PARK

\_\_\_\_\_ SCHOOL/ COLLEGE CLASS

\_\_\_\_\_ NEWSPAPER/ MAGAZINE ARTICLES

\_\_\_\_\_ INTERNET/ GLACIER BAY NP WEBSITE ([www.nps.gov/glba](http://www.nps.gov/glba))

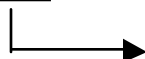
\_\_\_\_\_ ALASKA *MILEPOST*

\_\_\_\_\_ CENTENNIAL HALL INFORMATION CENTER IN JUNEAU, ALASKA

\_\_\_\_\_ OTHER (Please specify: \_\_\_\_\_)

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

\_\_\_\_\_ NO                      \_\_\_\_\_ YES                      \_\_\_\_\_ NOT SURE



**GO ON TO QUESTION 2d**

- c) If NO, what type of park information did you and your group need? Please be specific.

- 
- d) Please rate the amount of park information you received prior to your visit to Glacier Bay National Park. Please circle only **one**.

NOT ENOUGH

ABOUT RIGHT

TOO MUCH

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3. On this trip, what forms of transportation did you and your group use to **arrive** at Glacier Bay National Park? Please check (✓) **all** that apply.

Transport to park?(✓)

- \_\_\_\_\_ STATE OR PRIVATE FERRY
- \_\_\_\_\_ CHARTER BOAT
- \_\_\_\_\_ BARE BOAT CHARTER (self-operated, rented vessel)
- \_\_\_\_\_ TOUR BOAT (other than *Spirit of Adventure*)
- \_\_\_\_\_ PRIVATE BOAT
- \_\_\_\_\_ TAXI
- \_\_\_\_\_ SHUTTLE FROM GUSTAVUS LODGE/ BED & BREAKFAST
- \_\_\_\_\_ RENTAL CAR
- \_\_\_\_\_ FOOT/ BICYCLE
- \_\_\_\_\_ AIRPLANE
- \_\_\_\_\_ PRIVATE VEHICLE (car, pickup, van, etc.)
- \_\_\_\_\_ OTHER (Please specify:\_\_\_\_\_)

4. On the list below, please check (✓) **all** of the activities you and your group participated in during this visit to Glacier Bay National Park.

- \_\_\_\_\_ BOATING
- \_\_\_\_\_ FISHING
- \_\_\_\_\_ FLIGHTSEEING
- \_\_\_\_\_ TRAVELING ON A TOUR BOAT
- \_\_\_\_\_ KAYAKING
- \_\_\_\_\_ HIKING IN THE BACKCOUNTRY
- \_\_\_\_\_ CAMPING IN THE BACKCOUNTRY
- \_\_\_\_\_ ATTENDING RANGER-LED ACTIVITIES
- \_\_\_\_\_ RELAXING
- \_\_\_\_\_ VIEWING WILDLIFE
- \_\_\_\_\_ VIEWING GLACIERS
- \_\_\_\_\_ VISITING BARTLETT COVE
- \_\_\_\_\_ VISITING GUSTAVUS
- \_\_\_\_\_ OTHER (Please specify:\_\_\_\_\_)

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5. On this visit, how important were the following **reasons for visiting** Glacier Bay National Park to you and your group? Please circle **one** answer for each feature or quality.

<b>How important?</b>	Not important	Moderately important	Extremely important	Don't know		
VISIT A NATIONAL PARK	1	2	3	4	5	0
ENJOY SCENIC BEAUTY	1	2	3	4	5	0
VIEW WILDLIFE	1	2	3	4	5	0
VIEW GLACIERS	1	2	3	4	5	0
VISIT ALASKA	1	2	3	4	5	0
RECREATIONAL OPPORTUNITIES (hiking, kayaking, backpacking, etc.)	1	2	3	4	5	0
EDUCATIONAL OPPORTUNITIES	1	2	3	4	5	0
EXPERIENCE WILDERNESS	1	2	3	4	5	0
ENJOY SOLITUDE/ QUIET	1	2	3	4	5	0
PART OF A PACKAGED TOUR	1	2	3	4	5	0
SPEND TIME WITH FAMILY/ FRIENDS	1	2	3	4	5	0
USE BARTLETT COVE FACILITIES	1	2	3	4	5	0

6. On this visit, how long did you and your group spend **visiting Glacier Bay 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 this visit, how long did you and your group spend **visiting Bartlett Cove**?

DID NOT VISIT BARTLETT COVE \_\_\_\_\_ → **GO ON TO QUESTION 8**

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.)

8. On this visit, what kind of group were you with? Please check (√) only **one**.

- ALONE
- FAMILY
- FRIENDS
- FAMILY AND FRIENDS
- OTHER (Please describe: \_\_\_\_\_)

9. On this visit, how many people were in your group, including yourself?

\_\_\_\_\_ NUMBER OF PEOPLE

10. For you and each member of your group on this visit, please indicate:

	<b>CURRENT AGE</b>	<b>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</b>	<b>NUMBER OF VISITS TO GLACIER BAY NP (INCLUDING THIS VISIT)</b>
YOURSELF	_____	_____	_____
MEMBER #2	_____	_____	_____
MEMBER #3	_____	_____	_____
MEMBER #4	_____	_____	_____
MEMBER #5	_____	_____	_____
MEMBER #6	_____	_____	_____
MEMBER #7	_____	_____	_____

11. How do you and your group prefer to learn about Glacier Bay National Park? Please check (√) **all** that apply.

- MAPS AND BROCHURES
- ACCESS TO A LIBRARY AT THE PARK
- OTHER PUBLICATIONS (books, park newspaper, etc.)
- INDOOR EXHIBITS
- OUTDOOR EXHIBITS/ TRAIL SIGNS
- RANGER-LED PROGRAMS
- MOVIES/ VIDEOS SHOWN IN PARK
- MOVIES/ VIDEOS TO TAKE HOME
- OTHER (Please describe: \_\_\_\_\_)

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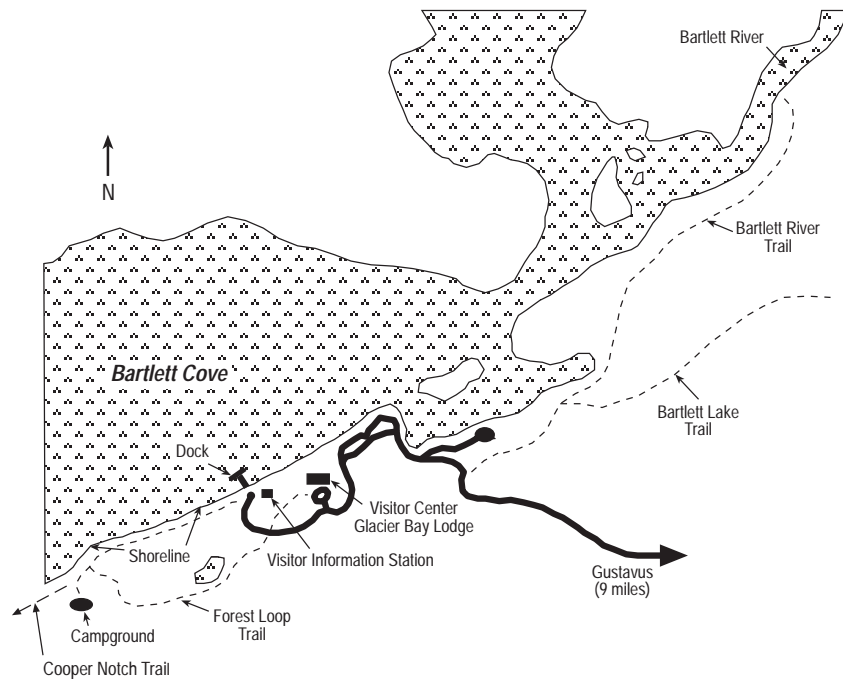


13. a) Please check (✓) the visitor facilities that you or your group **used** at Glacier Bay National Park during this visit. Use the map below to help you locate the facilities you used.

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

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

a) Used facility in Glacier Bay NP?	b) If used, how important?					c) If used, what quality?							
	Not important	1	2	3	4	5	Very poor	1	2	3	4	5	Very good
Check(✓)													
_____ BARTLETT COVE CAMPGROUND						_____							_____
_____ DOCK						_____							_____
_____ ACCESSIBILITY FOR DISABLED PERSONS						_____							_____
<b>BARTLETT COVE TRAILS</b>													
_____ SHORELINE TRAIL						_____							_____
_____ FOREST LOOP TRAIL						_____							_____
_____ BARTLETT LAKE TRAIL						_____							_____
_____ BARTLETT RIVER TRAIL						_____							_____
_____ COOPER NOTCH TRAIL						_____							_____



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14. a) Please check (✓) the concession/ commercial services and facilities that you or your group **used** during this visit to Glacier Bay National Park.
- 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.

Use concession service/ facility? quality? Check (✓)	If used, how important?					If used, what				
	Not important		Extremely important			Very poor		Very good		
	1	2	3	4	5	1	2	3	4	5
_____ GLACIER BAY LODGE HOTEL	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ GLACIER BAY LODGE RESTAURANT	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ GLACIER BAY LODGE GIFT SHOP	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ GLACIER BAY LODGE RESTROOMS	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ GLACIER BAY LODGE TOUR BOAT ( <i>Spirit of Adventure</i> )	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ TOUR BOAT (other than <i>Spirit of Adventure</i> )	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ FLIGHTSEEING	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ CAMPER FACILITIES (shower, laundry)	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ CHARTER BOAT	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ BARE BOAT CHARTER (self-operated, rented vessel)	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ KAYAK RENTAL	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____ GUIDED KAYAK TRIP	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

15. a) Did you and/or any members of your group fish during this visit to Glacier Bay National Park?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO → **GO ON TO QUESTION 16**



- b) If YES, please indicate the total number of fish you and members of your group caught and kept.
- c) Finally, please check (✓) whether the fish were caught in freshwater or saltwater.

	# CAUGHT SALTWATER	# KEPT	FRESHWATER	
SALMON	_____	_____	_____	_____
HALIBUT	_____	_____	_____	_____
OTHER	_____	_____	_____	_____

16. a) During this visit to Glacier Bay National Park, did you or anyone in your group kayak, hike, and/or camp in the backcountry (not at Bartlett Cove)?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO → **GO ON TO QUESTION 17**



b) If YES, did you see any evidence of human use on the shore? Please check (√) **all** that apply.

- \_\_\_\_\_ TRAILS
- \_\_\_\_\_ CAMPFIRE RINGS
- \_\_\_\_\_ HARDENED TENT SITES
- \_\_\_\_\_ LITTER
- \_\_\_\_\_ OTHER VEGETATION IMPACTS
- \_\_\_\_\_ FOOD SCRAPS
- \_\_\_\_\_ OTHER (Please specify: \_\_\_\_\_)

c) While kayaking, hiking, and/or camping, on average, how many of the following (other than your group) did you see **per day**? Please check (√) **one** answer in each column.

KAYAKERS/ CAMPERS	CRUISE SHIPS	OTHER BOATS	AIRPLANES
_____ 0	_____ 0	_____ 0	_____ 0
_____ 1 - 2	_____ 1	_____ 1 - 2	_____ 1 - 2
_____ 3 -10	_____ 2	_____ 3 -10	_____ 3 -10
_____ 11 OR MORE	_____ DO NOT REMEMBER	_____ 11 OR MORE	_____ 11 OR MORE
_____ DO NOT REMEMBER		_____ DO NOT REMEMBER	_____ DO NOT REMEMBER

d) While kayaking, hiking, and/or camping, how did seeing the following park uses affect you and your group's park experience? Please check (√) **one** answer for each item.

Affect your park experience?      Added to      No effect      Detracted from

- KAYAKERS/ CAMPERS                      \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_
- CRUISE SHIPS    \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_
- OTHER BOATS    \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_
- AIRPLANES    \_\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_

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17. a) On this visit to Glacier Bay National Park, did you and your group travel up into the bay (Glacier Bay proper) on a private, charter or tour boat (not a kayak)?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO → **GO ON TO QUESTION 18**



b) While on the vessel, how many of the following on average (other than your group) did you see **per day**? Please check (√) **one** answer in each column.

KAYAKERS/ CAMPERS	CRUISE SHIPS	OTHER BOATS	AIRPLANES
_____ 0	_____ 0	_____ 0	_____ 0
_____ 1 - 2	_____ 1	_____ 1 - 2	_____ 1 - 2
_____ 3 -10	_____ 2	_____ 3 -10	_____ 3 -10
_____ 11 OR MORE	_____ DO NOT REMEMBER	_____ 11 OR MORE	_____ 11 OR MORE
_____ DO NOT REMEMBER		_____ DO NOT REMEMBER	_____ DO NOT REMEMBER

c) While on the vessel, how did seeing the following park uses affect you and your group's park experience? Please check (√) **one** answer for each item.

Affect your park experience?      Added to      No effect      Detracted from

KAYAKERS/ CAMPERS	_____	_____	_____
CRUISE SHIPS	_____	_____	_____
OTHER BOATS	_____	_____	_____
AIRPLANES	_____	_____	_____

18. a) During this visit to Glacier Bay National Park, was there anything specific which you and your group wanted to see or do but were not able to?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO → **GO ON TO QUESTION 19**



b) If YES, what was it? \_\_\_\_\_

c) What prevented you from being able to see that feature or do that activity?

\_\_\_\_\_

\_\_\_\_\_

19. a) If you have visited Glacier Bay National Park in the past, have you noticed **any changes** to the park since your last visit?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO → **GO ON TO QUESTION 20**



b) If YES, what changes did you notice? \_\_\_\_\_

\_\_\_\_\_



21. For any of the following elements that you and your group experienced in Glacier Bay National Park, please indicate how they affected your park experience.

<b>Affect your park experience?</b>	<b>Added to</b>	<b>No effect</b>	<b>Detracted from</b>
AIRCRAFT NOISE	_____	_____	_____
BACKCOUNTRY PERMIT SYSTEM	_____	_____	_____
KAYAKER/ CAMPER NOISE	_____	_____	_____
NON-MOTORIZED AREAS	_____	_____	_____
NUMBER OF BOATS AT ANCHORAGES	_____	_____	_____
NUMBER OF PEOPLE AT BACK-COUNTRY CAMPSITES	_____	_____	_____
NUMBER OF PEOPLE ON BARTLETT COVE TRAILS	_____	_____	_____
NUMBER OF VESSELS AT GLACIERS	_____	_____	_____
SEEING HIKERS/ KAYAKERS/ CAMPERS	_____	_____	_____
VESSEL PERMIT SYSTEM	_____	_____	_____
VESSEL NOISE	_____	_____	_____
VESSEL STACK EMISSIONS	_____	_____	_____

22. a) On this visit, what did you and your group like **most** about your visit to Glacier Bay National Park?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

b) On this visit, what did you and your group like **least** about your visit to Glacier Bay National Park?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

23. If you were a manager planning for the future of Glacier Bay National Park, what would you propose? Please be specific.

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24. Is there anything else you and your group would like to tell us about your visit to Glacier Bay National Park?

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25. Overall, how would you rate the quality of the visitor services provided to you and your group at Glacier Bay National Park 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 sticker provided and drop it in any U.S. mailbox.



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**OFFICIAL BUSINESS**

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Cooperative Park Studies Unit  
Department of Forest Resources  
College of Forestry, Wildlife and  
Range Sciences  
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Moscow, Idaho 83844-1133**