



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

Visitor Services Project

Timpanogos Cave National Monument Visitor Study



OMB Approval: #1024-0224 (NPS #05-037)
Expiration Date: 01/31/2006



United States Department of the Interior

NATIONAL PARK SERVICE
Timpanogos Cave
National Monument
R.R. 3, Box 200
American Fork, UT 84003-9803

IN REPLY REFER TO:

July 2005,

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Timpanogos Cave National Monument. This information will assist us in managing this site and serving you, our visitors.

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

When your visit is over, please complete the questionnaire, seal it with the stickers provided on the last page and drop it in any U.S. mailbox. If you prefer to complete the questionnaire online, please refer to the attached card for instructions.

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

We appreciate your help.

Sincerely,

Kit Mullen
Superintendent

DIRECTIONS

One person, at least 16 years of age, in your personal group should complete the questionnaire. It should take about 20 minutes. When you have completed the questionnaire, please seal it with the stickers provided and drop it in any U.S. mailbox. If you prefer to complete the questionnaire online, please refer to the attached card and follow instructions on the website. We appreciate your help.

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

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. 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 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

Please go on to the next page →

YOUR VISIT TO TIMPANOGOS CAVE NATIONAL MONUMENT

1. a) Prior to this visit, how did you and your group obtain information about Timpanogos Cave National Monument? Please check () **all** that apply.

- _____ Received no information prior to visit → **Go on to Question 2**
- _____ Previous visits
- _____ Friends/relatives/word of mouth
- _____ Walking/driving by/biking by/saw signs
- _____ Travel guides/tour books
- _____ Maps/brochures/calendar of events
- _____ Monument newspaper "*Timpanogos Reflections*"
- _____ Other newspaper/magazine articles
- _____ Videos/television/radio programs
- _____ Telephone/e-mail/written inquiry to monument
- _____ Monument website: www.nps.gov/tica/
- _____ Other websites
- _____ Other National Park Service sites
- _____ Uinta National Forest
- _____ Other tourist sites
- _____ Utah Valley Convention and Visitors Bureau
- _____ Local hotels/businesses (within 50 miles of the monument)
- _____ Other (Please specify: _____)

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

_____ No _____ Yes _____ Not sure

↓ ↓ ↓

↓ **Go on to Question 2**

- c) If NO, what type information did you and your group need that was not available? Please be specific.

2. a) Prior to your visit, were you and your group aware of the difference between a state park and a national park?

_____ Yes _____ No _____ Not sure

- b) Prior to your visit, were you and your group aware of the difference between a national forest and a national park?

_____ Yes _____ No _____ Not sure

- c) Prior to your visit, were you and your group aware that Timpanogos Cave National Monument is a unit of the National Park System?

_____ Yes _____ No _____ Not sure

3. On this trip, what was the **primary** reason that you and your group visited the Timpanogos Cave National Monument **area** (within 50 miles of the monument)? Please check () **only one**.

_____ Resident of the area → **Go on to Question 4**

_____ Visit Timpanogos Cave National Monument

_____ Visit other attractions in the area

_____ Family reunion

_____ Visit friends/relatives in the area (other than family reunion)

_____ Business

_____ Other (Please specify: _____)

4. a) Were the signs directing you to Timpanogos Cave National Monument adequate?

Signs on interstates _____ Yes _____ No _____ Not sure

Signs on state highways _____ Yes _____ No _____ Not sure

Signs in communities _____ Yes _____ No _____ Not sure

- b) Did you and your group have any difficulty locating the monument?

_____ Yes _____ No → **Go on to Question 5**



- c) If YES, please explain the problem. _____

Please go on to the next page →

5. How did this visit to Timpanogos Cave National Monument fit into your travel plans? Please check () **only one**.

_____ Timpanogos Cave National Monument was the primary destination
_____ Timpanogos Cave National Monument was one of several destinations
_____ Timpanogos Cave National Monument was not a planned destination

6. a) On the list below, please check () **all** of the activities which you and your group participated in at Timpanogos Cave National Monument on this visit.

_____ Taking cave tour
_____ Taking special tour (Introduction to Caving Tour)
_____ Attending ranger-led programs (other than cave tour)
_____ Attending Junior Ranger program
_____ Hiking/walking
_____ Picnicking
_____ Fishing
_____ Nature study (birdwatching, wildlife, wildflowers viewing, etc.)
_____ Wading in American Fork River
_____ Photography
_____ Visiting visitor center
_____ Recreation in surrounding area (camping, rock climbing, etc.)
_____ Attending evening programs
_____ Other (Please specify:_____)

- b) Which **one** of the above was the **primary** activity that you and your group participated in during this visit to Timpanogos Cave National Monument?

7. a) On this visit, did you and your group have any specific safety concerns while visiting Timpanogos Cave National Monument?

_____ Yes _____ No → **Go on to Question 8**



- b) If YES, what were the concerns? _____

8. Timpanogos Cave National Monument currently charges a fee (\$7/adult aged 16 years and older, \$5/junior aged 6 to 15, and \$3/child aged 3 to 5) for the **cave tour** (not the Introduction to Caving Tour). In your opinion, how appropriate are the amounts of these fees? Please circle **only one** for each fee that applies.

Adult fee (\$7):	Too low	Low	About right	High	Too high
Junior fee (\$5):	Too low	Low	About right	High	Too high
Child fee (\$3):	Too low	Low	About right	High	Too high

9. a) On this visit, did you and your group take the cave tour?

_____ Yes _____ No → **Go on to Question 10**



- b) If YES, please rate the value received for the fee paid for the tour. Please circle **only one**.

Very poor Poor Average Good Very good

- c) How many people were in your cave tour? _____ Number of people

- d) How crowded did you and your group feel during your cave tour? Please circle **only one** answer.

Extremely crowded Somewhat crowded Neither crowded nor uncrowded Somewhat uncrowded Not at all crowded

- e) What do you and your group think is the *maximum acceptable number* of people in each cave tour group before it becomes too crowded? Please check () **only one** of the following:

_____ It would be acceptable to see a maximum of _____ people.

_____ The number of people is important, but I cannot give a maximum.

_____ It would not matter how many people are in the cave tour.

10. For this visit, please check () **all** the sites that you and your group visited in Timpanogos Cave National Monument.

_____ Visitor center	_____ Picnic area across from visitor center
_____ Cave	_____ Swinging Bridge picnic area
_____ Cave trail	_____ Canyon Nature Trail
_____ American Fork River	

Please go on to the next page →

11. a) Please check () **all** the information services and facilities that you or your group used during this visit to Timpanogos Cave National Monument.
- 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.

a) Service/facility used?	b) If used, how important?	c) If used, what quality?
Check ()	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good
_____ Monument brochure/map	_____	_____
_____ Monument newspaper <i>"Timpanogos Reflections"</i>	_____	_____
_____ Monument website (used before/during visit)	_____	_____
_____ <i>"Along the way"</i> booklet	_____	_____
_____ Cave tour	_____	_____
_____ Special tour (Introduction to Caving Tour)	_____	_____
_____ Ranger-led programs (other than cave tour)	_____	_____
_____ Evening programs	_____	_____
_____ Junior Ranger program	_____	_____
_____ Visitor center exhibits	_____	_____
_____ Orientation video (22 minutes)	_____	_____
_____ Cave tour video (45 minutes)	_____	_____
_____ Trailside interpretive signs	_____	_____

12. a) Please check () **all** the visitor services and facilities that you or your group used during this visit to Timpanogos Cave National Monument.
- 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.

a) Service/facility used?	b) If used, how important?	c) If used, what quality?
	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good
Check () _____ Assistance from monument staff	_____	_____
_____ Visitor center restrooms	_____	_____
_____ Picnic area restrooms	_____	_____
_____ Bookstore sales items (books/maps/posters)	_____	_____
_____ Concession services (snack bar, gift shop)	_____	_____
_____ Swinging Bridge picnic area	_____	_____
_____ Trail to the caves	_____	_____
_____ Canyon Nature Trail	_____	_____
_____ Parking areas	_____	_____
_____ Access for disabled persons	_____	_____

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

a) Guided tour group	_____ Yes	_____ No
b) School/educational group	_____ Yes	_____ No
c) Family reunion group	_____ Yes	_____ No
d) Corporate group	_____ Yes	_____ No
e) Scouts/youth group	_____ Yes	_____ No
f) Church group	_____ Yes	_____ No

Please go on to the next page →

14. On this visit, what kind of **personal** group (not tour/school/business group) were you with? Please check () **only one**.

_____ Alone _____ Friends
 _____ Family _____ Family and friends
 _____ Other (Please specify: _____)

15. On the day you received this questionnaire, how long did you and your group spend visiting Timpanogos Cave National Monument?

_____ Number of hours (Please list partial hours as 1/4, 1/2, or 3/4.)

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

_____ Number of people

- b) On this visit, please list the number of vehicles that you and your group used to enter the monument.

_____ Number of vehicles

17. For you and your personal group on this visit, please complete the answers below. If you do not have information for any group member, please leave those lines blank.

	Current age	U.S. Zip Code or name of foreign country	Number of visits to Timpanogos Cave National Monument (including this visit) past 12 months lifetime	
Yourself	_____	_____	_____	_____
Member #2	_____	_____	_____	_____
Member #3	_____	_____	_____	_____
Member #4	_____	_____	_____	_____
Member #5	_____	_____	_____	_____
Member #6	_____	_____	_____	_____
Member #7	_____	_____	_____	_____

18. a) Does anyone in your group have any disabilities/impairments that affected their visit to Timpanogos Cave National Monument?

_____ Yes

_____ No → **Go on to Question 19**



- b) If YES, what kind of disability/impairment? Please check () **all** that apply.

_____ Hearing

_____ Mobility

_____ Learning

_____ Visual

_____ Mental

_____ Other (Specify: _____)

- c) Because of this disability/impairment, did you and your group encounter any access or service problems during this visit to Timpanogos Cave National Monument?

_____ Yes

_____ No → **Go on to Question 19**



- d) If YES, what were the problems? _____

19. For you and each of the members (age 16 or over) in your personal group on this visit, please indicate the highest level of education completed. Please check () **only one** for each person.

	Highest level of education				
	Some high school	High school diploma/GED	Some college	Bachelor's degree	Graduate degree
Yourself	_____	_____	_____	_____	_____
Member #2	_____	_____	_____	_____	_____
Member #3	_____	_____	_____	_____	_____
Member #4	_____	_____	_____	_____	_____
Member #5	_____	_____	_____	_____	_____
Member #6	_____	_____	_____	_____	_____
Member #7	_____	_____	_____	_____	_____

20. a) Is English the **primary** language you and your group prefer to speak and write?

_____ No

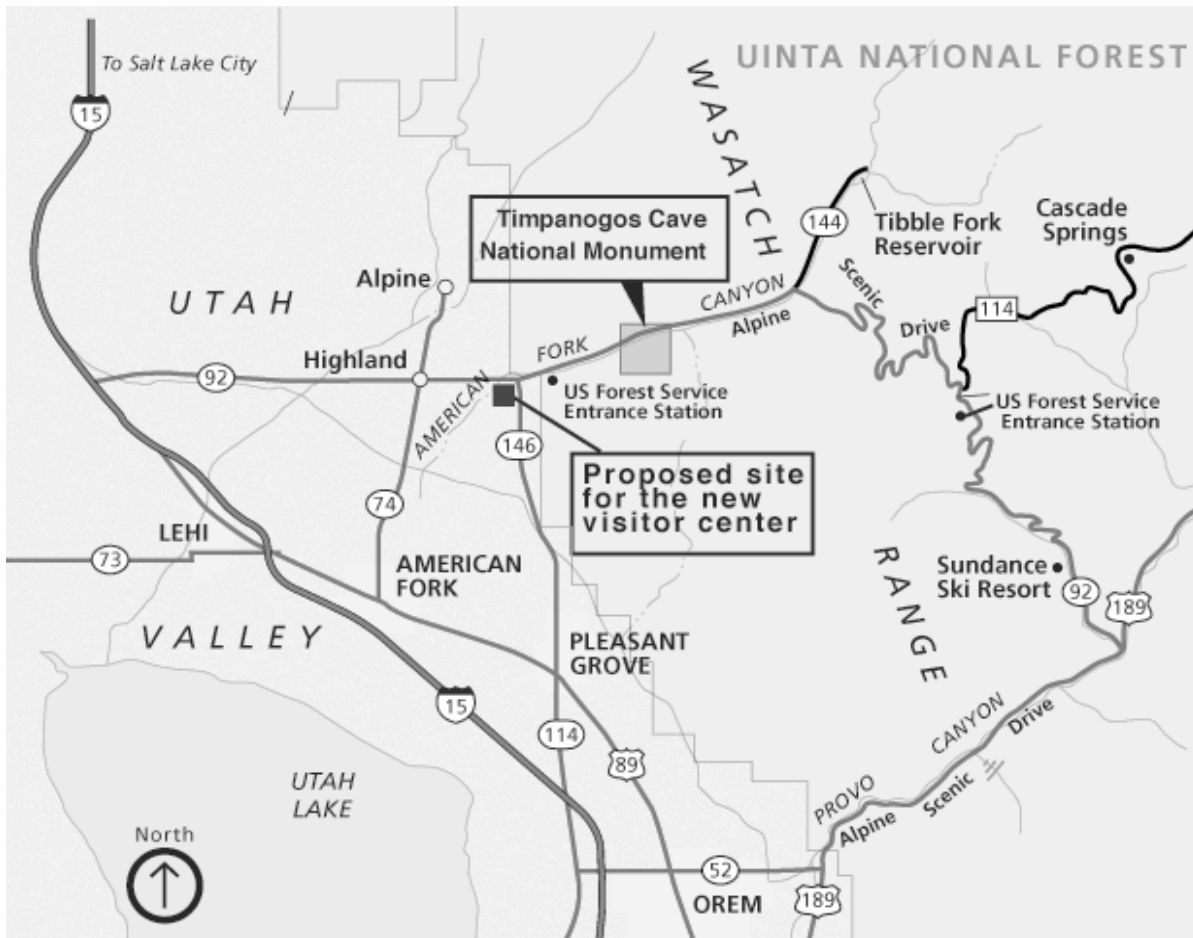
_____ Yes → **Go on to Question 21**



- b) If NO, what **one** language do you and your group prefer to speak and write?

c) What services in the monument would you like to have provided in languages other than English?

d) Which language? _____



21. a) The map above shows the proposed site for a new visitor center, the current visitor center will be closed. On a future visit would you and your group be interested in visiting the new visitor center at the proposed site?

_____ Yes, likely



**Go on to Part b of
this Question**

_____ No, unlikely



Go on to Question 22

_____ Not sure



Please go on to the next page →

b) If YES, what services/facilities would you like to have available at the new visitor center? Please check () **all** that apply

- ☐ Bookstore/gift store

 ☐ Ranger talks/programs
☐ Children's activities

 ☐ Evening programs
☐ Cave tour ticket sale

 ☐ Restrooms
☐ Information about Uinta National Forest
☐ Other travel information
☐ Cave experience room (accessible replica of cave)
☐ Activities for people who cannot take the cave tour due to physical limitations
☐ Interactive exhibits (exhibits that can be manipulated)
☐ Static exhibits (exhibits that are read or looked at)
☐ Film/video (Please specify: _____)
☐ Other (Please specify: _____)

22. It is the National Park Service's responsibility to protect Timpanogos Cave National Monument cultural and natural resources while at the same time provide for public enjoyment. How important is protection of the following resources/qualities in the monument to you? Please circle **only one** response for each resource/quality.

Resource/quality	Not important	Somewhat important	Moderately important	Very important	Extremely important
Escape from urban setting	1	2	3	4	5
Scenic views	1	2	3	4	5
Natural quiet/sounds of nature	1	2	3	4	5
Clean air	1	2	3	4	5
Cave features/environment	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Human history of the area	1	2	3	4	5
Native plants/wildlife	1	2	3	4	5

Please go on to the next page →

23. On this visit to Timpanogos Cave National Monument, please indicate how the following elements may have affected your park experience? Please check () **only one** for each element.

Affect your park experience?	Detracted from	No effect	Added to	Did not experience
Noise from other visitors	_____	_____	_____	_____
Availability of parking	_____	_____	_____	_____
Cave access	_____	_____	_____	_____
Wait for cave tour	_____	_____	_____	_____
Sold out cave tour	_____	_____	_____	_____
Traffic noise	_____	_____	_____	_____
Large number of people in cave tour	_____	_____	_____	_____
Small number of people in cave tour	_____	_____	_____	_____
Quality of tour guide	_____	_____	_____	_____

24. On a future visit, how would you and your group prefer to learn about Timpanogos Cave National Monument? Please check () **all** that apply.

- _____ Not interested in learning about monument → **Go on to Question 25**
- _____ Visitor center information desk
- _____ Visitor center exhibits
- _____ Monument orientation program
- _____ Other audiovisual programs (videos, movies, slide shows, etc.)
- _____ Monument newspaper "*Timpanogos Reflection*"
- _____ Other printed materials (brochures, books, maps, etc.)
- _____ Monument website
- _____ Other websites
- _____ Trailside exhibits
- _____ Self-guided tours
- _____ Ranger-led tours
- _____ Living history programs
- _____ Junior Ranger program opportunities
- _____ Volunteer opportunities
- _____ Other (Please specify: _____)

25. a) What did you and your group like **most** about your visit to Timpanogos Cave National Monument?

- b) What did you and your group like **least** about your visit to Timpanogos Cave National Monument?

26. If you were a park manager planning for the future of Timpanogos Cave National Monument, what would you propose? Please be specific.

27. Is there anything else you and your group would like to tell us about your visit to Timpanogos Cave National Monument?

28. Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Timpanogos Cave National Monument 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 stickers provided and drop it in any U.S. mailbox.



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OFFICIAL BUSINESS

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Park Studies Unit
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