

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

- ☐ Less than \$24,999
- ☐ \$50,000-\$74,999
- ☐ \$150,000-\$199,999
- ☐ \$25,000-\$34,999
- ☐ \$75,000-\$99,999
- ☐ \$200,000 or more
- ☐ \$35,000-\$49,999
- ☐ \$100,000-\$149,999
- ☐ 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.

**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](mailto:lenale@uidaho.edu) (email).

OMB No. 1024-0224  
Expiration Date: 2014



In reply to:

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

Instructions:

For questions that use circles (O), please mark your answer by filling in the circle with **black or blue ink**. Please do not use pencil.

Like this: ● Not like this: ✓ ✗ ∅ ⊙

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                      ☐ 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             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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                      \_\_\_\_\_ Number of people  
18 years of age and over                      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?
- ☐ Yes ☐ 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**.
- ☐ Yes, likely ☐ No, unlikely ☐ 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.

Service	Did not use	Not at all satisfied	Slightly satisfied	Somewhat satisfied	Very satisfied	Completely satisfied
Bookstores/retail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campsites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ferry/water transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ranger-led programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special events/programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor centers/exhibits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.
- ☐ Park visitor center

☐ Beach
- ☐ Ice House Museum

☐ Dungeness Ruins
- ☐ Plum Orchard Mansion

☐ Stafford Cemetery
- ☐ First African American Church

☐ Wharf Ruins
- ☐ Other (please be specific) \_\_\_\_\_

☐ No

☐ Yes → c) If YES, how many days? \_\_\_\_\_

☐ Yes

☐ No → **Go on to Question 5**

**Not at all satisfied**

**Slightly satisfied**

**Somewhat satisfied**

**Very satisfied**

**Completely satisfied**

☐

☐

☐

☐

☐

☐ Was not aware of the shuttle service

☐ Wanted to take the shuttle but it wasn't available when we arrived

☐ Preferred to walk/bike

☐ Did not need to go that far onto the island

☐ The vehicle was not large enough for my entire group

☐ The vehicle looked uncomfortable

☐ 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).

a) This visit	b) Future visit	Activity
<input type="radio"/>	<input type="radio"/>	Attending ranger-led programs
<input type="radio"/>	<input type="radio"/>	Bicycling
<input type="radio"/>	<input type="radio"/>	Boating
<input type="radio"/>	<input type="radio"/>	Camping
<input type="radio"/>	<input type="radio"/>	Creative arts (photography/drawing/painting/writing)
<input type="radio"/>	<input type="radio"/>	Fishing/hunting
<input type="radio"/>	<input type="radio"/>	General sightseeing
<input type="radio"/>	<input type="radio"/>	Jogging/running for exercise
<input type="radio"/>	<input type="radio"/>	Learning/researching history
<input type="radio"/>	<input type="radio"/>	Obtaining a National Park Passport stamp
<input type="radio"/>	<input type="radio"/>	Picnicking
<input type="radio"/>	<input type="radio"/>	Playing on the beach/swimming
<input type="radio"/>	<input type="radio"/>	Stargazing
<input type="radio"/>	<input type="radio"/>	Viewing wildlife
<input type="radio"/>	n/a	Other, this visit (Specify) _____
n/a	<input type="radio"/>	Other, future visit (Specify) _____

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?
- ☐ Yes ☐ No
- b) On this visit, did you take the Lands and Legacies Tour?
- ☐ No ☐ 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.
- ☐ Had taken it in the past
- ☐ Generally not interested in guided tours
- ☐ Wanted to go but could not make a reservation
- ☐ The vehicle looked uncomfortable for a long trip
- ☐ Tour is too long, did not have time
- ☐ Cost of tour is too high
- ☐ 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**.
- ☐ Yes ☐ No ☐ 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**.
- ☐ Too high ☐ About right ☐ 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**.
- ☐ Yes, likely ☐ No, unlikely ☐ Not sure