

Appendix A.

Phase 1 Study Questionnaires

Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

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Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Thompson Island? (Circle one number.)

- 1 Yes (Skip to question 2.)
- 2 No

b. Approximately how many times have you visited Thompson Island?

2. How many people (including you) are in your group today?

Number of adults (18 and older): _____

Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)

- 1 Family
- 2 Friends
- 3 Family and Friends
- 4 Organized group or club
- 5 Commercial tour group
- 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)

- 1 Boston
- 2 Non-Boston metro area (Inside Rt. 128)
- 3 Suburban Boston (Between Rt.128 and Rt. 495)
- 4 Other area in Massachusetts (Outside Rt. 495)
- 5 Other New England state (Please specify.) _____
- 6 Other state (Please specify.) _____
- 7 Canada
- 8 Europe
- 9 Asia
- 10 Africa
- 11 Latin America
- 12 Australia/New Zealand/Pacific Islands
- 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in on Thompson Island? (Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity on Thompson Island.

6. a. What did you enjoy most about your visit to Thompson Island?

b. What did you enjoy least about your visit to Thompson Island? _____

c. Is there anything you think should be changed about the way visitors experience Thompson Island? _____

d. (1) Do you think visitors are causing any negative impacts to Thompson Island? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 6e.)
- 3 Not sure (Skip to question 6e.)

(2) If you think visitors are causing any negative impacts to Thompson Island, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Thompson Island before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

7. Do you think the following issues are problems on Thompson Island? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

8. How did you learn about opportunities to visit Thompson Island?

9. How crowded did you feel on Thompson Island today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

10. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Thompson Island today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

11. Are you : (Circle one number.)

- 1 Female
- 2 Male

12. What year were you born? _____

13. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
- (Elementary through high school) (College/Vocational) (Graduate/Professional)

14. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

15. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

16. Are there any other comments you would like to make regarding your visit to Thompson Island?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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. 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 10 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 Administration Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Boston Harbor Islands? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Boston Harbor Islands?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in at Boston Harbor Islands?
(Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at Boston Harbor Islands.

6. We would like to know where you went on your visit to Boston Harbor Islands today. Please complete the following questions. Please use the map of Boston Harbor Islands to refresh your memory of the area.

- a. Time that you got on the ferry in Salem: _____AM/PM
- b. Time that you arrived on George’s Island: _____AM/PM
- c. Time that you departed George’s Island to return to Salem:
_____AM/PM
- d. If you took the Water Shuttle to other islands, please fill out the following information for the sites that you visited. Please use the map of Boston Harbor Islands to remind you of the names of the different islands, or ask the survey administrator for assistance. If you cannot remember, please mark the blanks with an “X”. If you went directly back to Salem after visiting George’s Island, please skip to question 8.

| |
|---|
| <p>1) Lovell’s Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|---|

| |
|---|
| <p>2) Gallops Islands</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|---|

| |
|--|
| <p>3) Peddock’s Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|--|

| |
|--|
| <p>4) Bumpkin Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|--|

| |
|--|
| <p>5) Grape Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|--|

7. a. What did you enjoy most about your visit to Boston Harbor Islands? _____

b. What did you enjoy least about your visit to Boston Harbor Islands? _____

c. Is there anything you think should be changed about the way visitors experience Boston Harbor Islands? _____

d. (1) Do you think visitors are causing any negative impacts to Boston Harbor Islands? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 7e.)
- 3 Not Sure (Skip to question 7e.)

(2) If you think visitors are causing any negative impacts to Boston Harbor Islands, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Boston Harbor Islands before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

8. Do you think the following issues are problems at Boston Harbor Islands? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

9. How did you learn about opportunities to visit the islands in Boston Harbor?

10. What facilities or programs would you like to have available to improve your visit to Boston Harbor Islands?

11. How crowded did you feel at Boston Harbor Islands today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

12. How did the number of people you saw at Boston Harbor Islands compare to the number of people you expected to see? (Circle one number.)

- 1 A lot less than expected
- 2 Less than expected
- 3 About as expected
- 4 More than expected
- 5 A lot more than expected
- 6 Had no expectations about the number to be seen

13. How did the number of people you saw at Boston Harbor Islands compare to the number of people you preferred to see? (Circle one number.)

- 1 A lot less than I preferred
- 2 Less than I preferred
- 3 About as preferred
- 4 More than I preferred
- 5 A lot more than I preferred
- 6 Had no preference about the number to be seen

14. How did the number of visitors at Boston Harbor Islands affect your enjoyment of this trip? (Circle one number.)

- 1 Greatly added to enjoyment
- 2 Somewhat added to enjoyment
- 3 Had no effect
- 4 Somewhat reduced enjoyment
- 5 Greatly reduced enjoyment

15. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Boston Harbor Islands today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

16. Briefly explain why you chose to visit Boston Harbor Islands on this trip.

17. Did you know that Boston Harbor Islands is a national park area? (Circle one number.)

- 1 Yes
- 2 No

18. Below are some reasons that people might visit Boston Harbor Islands. Please indicate 1) how important each of these reasons was for you to visit Boston Harbor Islands (“Importance”), and 2) how well Boston Harbor Islands provided an opportunity to fulfill each of these reasons (“Opportunity”). (Circle two numbers for each reason.)

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| a. Do something with your family | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| b. Observe other people in the area | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| c. Bring your family closer together | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| d. Experience new and different things | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| e. Learn more about nature | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| f. Learn more about history | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| g. Get away from the usual demands of life | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| h. Be with others who enjoy the same things you do | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| i. Talk to new and varied people | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| j. Be with friends | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| k. Experience tranquility | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| l. Learn what you are capable of | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| m. Develop your skills and abilities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| n. Get some fresh air | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| o. Get some exercise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| p. Go for a boat ride | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| q. See views of Boston from the harbor | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

19. How did you get to the ferry terminal today? (Circle one number.)

- 1 Automobile
- 2 Bus
- 3 Subway
- 4 Other (Please specify.) _____

20. Are you : (Circle one number.)

- 1 Female
- 2 Male

21. What year were you born? _____

22. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
- (Elementary through high school) (College/Vocational) (Graduate/Professional)

23. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

24. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

25. Are there any other comments you would like to make regarding your visit to Boston Harbor Islands?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

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Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Boston Harbor Islands? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Boston Harbor Islands?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
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 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
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 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
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5. a. What recreation activities did you participate in at Boston Harbor Islands?
(Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at Boston Harbor Islands.

6. We would like to know where you went on your visit to Boston Harbor Islands today. Please complete the following questions. Please use the map of Boston Harbor Islands to refresh your memory of the area.

- a. Time that you got on the ferry in Quincy: _____AM/PM
- b. Time that you arrived on George’s Island: _____AM/PM
- c. Time that you departed George’s Island to return to Quincy:
_____AM/PM
- d. If you took the Water Shuttle to other islands, please fill out the following information for the sites that you visited. Please use the map of Boston Harbor Islands to remind you of the names of the different islands, or ask the survey administrator for assistance. If you cannot remember, please mark the blanks with an “X”. If you went directly back to Quincy after visiting George’s Island, please skip to question 8.

| |
|---|
| <p>1) Lovell’s Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|---|

| |
|---|
| <p>2) Gallops Islands</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
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|--|
| <p>3) Peddock’s Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
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|--|

| |
|--|
| <p>5) Grape Island</p> <p>Time arrived: _____AM/PM</p> <p>Time departed: _____AM/PM</p> |
|--|

7. a. What did you enjoy most about your visit to Boston Harbor Islands? _____

b. What did you enjoy least about your visit to Boston Harbor Islands? _____

c. Is there anything you think should be changed about the way visitors experience Boston Harbor Islands? _____

d. (1) Do you think visitors are causing any negative impacts to Boston Harbor Islands? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 7e.)
- 3 Not Sure (Skip to question 7e.)

(2) If you think visitors are causing any negative impacts to Boston Harbor Islands, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Boston Harbor Islands before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

8. Do you think the following issues are problems at Boston Harbor Islands? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

9. How did you learn about opportunities to visit the islands in Boston Harbor?

10. What facilities or programs would you like to have available to improve your visit to Boston Harbor Islands?

11. How crowded did you feel at Boston Harbor Islands today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

12. How did the number of people you saw at Boston Harbor Islands compare to the number of people you expected to see? (Circle one number.)

- 1 A lot less than expected
- 2 Less than expected
- 3 About as expected
- 4 More than expected
- 5 A lot more than expected
- 6 Had no expectations about the number to be seen

13. How did the number of people you saw at Boston Harbor Islands compare to the number of people you preferred to see? (Circle one number.)

- 1 A lot less than I preferred
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14. How did the number of visitors at Boston Harbor Islands affect your enjoyment of this trip? (Circle one number.)

- 1 Greatly added to enjoyment
- 2 Somewhat added to enjoyment
- 3 Had no effect
- 4 Somewhat reduced enjoyment
- 5 Greatly reduced enjoyment

15. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Boston Harbor Islands today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

16. Briefly explain why you chose to visit Boston Harbor Islands on this trip.

17. Did you know that Boston Harbor Islands is a national park area? (Circle one number.)

1 Yes
2 No

18. Below are some reasons that people might visit Boston Harbor Islands. Please indicate 1) how important each of these reasons was for you to visit Boston Harbor Islands (“Importance”), and 2) how well Boston Harbor Islands provided an opportunity to fulfill each of these reasons (“Opportunity”). (Circle two numbers for each reason.)

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| a. Do something with your family | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| b. Observe other people in the area | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| c. Bring your family closer together | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| d. Experience new and different things | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| e. Learn more about nature | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| f. Learn more about history | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|---|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | |
| g. Get away from the usual demands of life | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| h. Be with others who enjoy the same things you do | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| i. Talk to new and varied people | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| j. Be with friends | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| k. Experience tranquility | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| l. Learn what you are capable of | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| m. Develop your skills and abilities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| n. Get some fresh air | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| o. Get some exercise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| p. Go for a boat ride | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| q. See views of Boston from the harbor | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

19. How did you get to the ferry terminal today? (Circle one number.)

- 1 Automobile
- 2 Bus
- 3 Subway
- 4 Other (Please specify.) _____

20. Are you : (Circle one number.)

- 1 Female
- 2 Male

21. What year were you born? _____

22. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
 (Elementary through high school) (College/Vocational) (Graduate/Professional)

23. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

24. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

25. Are there any other comments you would like to make regarding your visit to Boston Harbor Islands?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Boston Harbor Islands? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Boston Harbor Islands?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in at Boston Harbor Islands? (Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at Boston Harbor Islands.

6. We would like to know where you went on your visit to Boston Harbor Islands today. Please complete the following questions. Please use the map of Boston Harbor Islands to refresh your memory of the area.

- a. Time that you got on the ferry in Long Wharf: _____AM/PM
- b. Time that you arrived on George’s Island: _____AM/PM
- c. Time that you departed George’s Island to return to Long Wharf: _____AM/PM
- d. If you took the Water Shuttle to other islands, please fill out the following information for the sites that you visited. Please use the map of Boston Harbor Islands to remind you of the names of the different islands, or ask the survey administrator for assistance. If you cannot remember, please mark the blanks with an “X”. If you went directly back to Long Wharf after visiting George’s Island, please skip to question 8.

| |
|--|
| 1) Lovell’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|--|
| 2) Gallops Islands Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|---|
| 3) Peddock’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 4) Bumpkin Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 5) Grape Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

7. a. What did you enjoy most about your visit to Boston Harbor Islands? _____

b. What did you enjoy least about your visit to Boston Harbor Islands? _____

c. Is there anything you think should be changed about the way visitors experience Boston Harbor Islands? _____

d. (1) Do you think visitors are causing any negative impacts to Boston Harbor Islands? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 7e.)
- 3 Not Sure (Skip to question 7e.)

(2) If you think visitors are causing any negative impacts to Boston Harbor Islands, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Boston Harbor Islands before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

8. Do you think the following issues are problems at Boston Harbor Islands? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

9. How did you learn about opportunities to visit the islands in Boston Harbor?

10. What facilities or programs would you like to have available to improve your visit to Boston Harbor Islands?

11. How crowded did you feel at Boston Harbor Islands today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

12. (How did the number of people you saw at Boston Harbor Islands compare to the number of people you expected to see? (Circle one number.)

- 1 A lot less than expected
- 2 Less than expected
- 3 About as expected
- 4 More than expected
- 5 A lot more than expected
- 6 Had no expectations about the number to be seen

13. How did the number of people you saw at Boston Harbor Islands compare to the number of people you preferred to see? (Circle one number.)

- 1 A lot less than I preferred
- 2 Less than I preferred
- 3 About as preferred
- 4 More than I preferred
- 5 A lot more than I preferred
- 6 Had no preference about the number to be seen

14. How did the number of visitors at Boston Harbor Islands affect your enjoyment of this trip? (Circle one number.)

- 1 Greatly added to enjoyment
- 2 Somewhat added to enjoyment
- 3 Had no effect
- 4 Somewhat reduced enjoyment
- 5 Greatly reduced enjoyment

15. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Boston Harbor Islands today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

16. Briefly explain why you chose to visit Boston Harbor Islands on this trip.

17. Did you know that Boston Harbor Islands is a national park area? (Circle one number.)

- 1 Yes
- 2 No

18. Below are some reasons that people might visit Boston Harbor Islands. Please indicate 1) how important each of these reasons was for you to visit Boston Harbor Islands (“Importance”), and 2) how well Boston Harbor Islands provided an opportunity to fulfill each of these reasons (“Opportunity”). (Circle two numbers for each reason.)

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| a. Do something with your family | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| b. Observe other people in the area | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| c. Bring your family closer together | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| d. Experience new and different things | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| e. Learn more about nature | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| f. Learn more about history | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| g. Get away from the usual demands of life | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| h. Be with others who enjoy the same things you do | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|---|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | |
| i. Talk to new and varied people | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| j. Be with friends | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| k. Experience tranquility | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| l. Learn what you are capable of | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| m. Develop your skills and abilities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| n. Get some fresh air | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| o. Get some exercise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| p. Go for a boat ride | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| q. See views of Boston from the harbor | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

19. How did you get to the ferry terminal today? (Circle one number.)

- 1 Automobile
- 2 Bus
- 3 Subway
- 4 Other (Please specify.) _____

20. Are you : (Circle one number.)

- 1 Female
- 2 Male

21. What year were you born? _____

22. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
- (Elementary through high school) (College/Vocational) (Graduate/Professional)

23. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

24. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

25. Are there any other comments you would like to make regarding your visit to Boston Harbor Islands?

Thank you for your help with this study! Please return the completed questionnaire to the interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Little Brewster Island? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Little Brewster Island?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in on Little Brewster Island?
(Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity on Little Brewster Island.

6. a. What did you enjoy most about your visit to Little Brewster Island?

b. What did you enjoy least about your visit to Little Brewster Island? _____

c. Is there anything you think should be changed about the way visitors experience Little Brewster Island? _____

d. (1) Do you think visitors are causing any negative impacts to Little Brewster Island? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 6e.)
- 3 Not Sure (Skip to question 6e.)

(2) If you think visitors are causing any negative impacts to Little Brewster Island, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Little Brewster Island before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

7. Do you think the following issues are problems on Little Brewster Island? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

8. How did you learn about opportunities to visit Little Brewster Island?

9. How crowded did you feel on Little Brewster Island today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

10. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Little Brewster Island today? (Circle one number.)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

11. Are you : (Circle one number.)

- 1 Female
- 2 Male

12. What year were you born? _____

13. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
(Elementary through high school) (College/Vocational) (Graduate/Professional)

14. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
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- 6 Other (Please specify.) _____

15. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

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- 3 Black or African American
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- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

16. Are there any other comments you would like to make regarding your visit to Little Brewster Island?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

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Interviewer: _____

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 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Boston Harbor Islands?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
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 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in at Boston Harbor Islands?
(Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at Boston Harbor Islands.

6. We would like to know where you went on your visit to Boston Harbor Islands today. Please complete the following questions. Please use the map of Boston Harbor Islands to refresh your memory of the area.

- a. Time that you got on the ferry in Hull: _____AM/PM
- b. Time that you arrived on George’s Island: _____AM/PM
- c. Time that you departed George’s Island to return to Hull: _____AM/PM
- d. If you took the Water Shuttle to other islands, please fill out the following information for the sites that you visited. Please use the map of Boston Harbor Islands to remind you of the names of the different islands, or ask the survey administrator for assistance. If you cannot remember please mark the blanks with an “X”. If you went directly back to Hull after visiting George’s Island, please skip to question 8.

| |
|--|
| 1) Lovell’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|--|
| 2) Gallops Islands Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|---|
| 3) Peddock’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 4) Bumpkin Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 5) Grape Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

7. a. What did you enjoy most about your visit to Boston Harbor Islands? _____

b. What did you enjoy least about your visit to Boston Harbor Islands? _____

c. Is there anything you think should be changed about the way visitors experience Boston Harbor Islands? _____

d. (1) Do you think visitors are causing any negative impacts to Boston Harbor Islands? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 7e.)
- 3 Not Sure (Skip to question 7e.)

(2) If you think visitors are causing any negative impacts to Boston Harbor Islands, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Boston Harbor Islands before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

8. Do you think the following issues are problems at Boston Harbor Islands? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

9. How did you learn about opportunities to visit the islands in Boston Harbor?

10. What facilities or programs would you like to have available to improve your visit to Boston Harbor Islands?

11. How crowded did you feel at Boston Harbor Islands today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

12. How did the number of people you saw at Boston Harbor Islands compare to the number of people you expected to see? (Circle one number.)

- 1 A lot less than expected
- 2 Less than expected
- 3 About as expected
- 4 More than expected
- 5 A lot more than expected
- 6 Had no expectations about the number to be seen

13. How did the number of people you saw at Boston Harbor Islands compare to the number of people you preferred to see? (Circle one number.)

- 1 A lot less than I preferred
- 2 Less than I preferred
- 3 About as preferred
- 4 More than I preferred
- 5 A lot more than I preferred
- 6 Had no preference about the number to be seen

14. How did the number of visitors at Boston Harbor Islands affect your enjoyment of this trip? (Circle one number.)

- 1 Greatly added to enjoyment
- 2 Somewhat added to enjoyment
- 3 Had no effect
- 4 Somewhat reduced enjoyment
- 5 Greatly reduced enjoyment

15. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Boston Harbor Islands today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

16. Briefly explain why you chose to visit Boston Harbor Islands on this trip.

17. Did you know that Boston Harbor Islands is a national park area? (Circle one number.)

- 1 Yes
- 2 No

18. Below are some reasons that people might visit Boston Harbor Islands. Please indicate 1) how important each of these reasons was for you to visit Boston Harbor Islands (“Importance”), and 2) how well Boston Harbor Islands provided an opportunity to fulfill each of these reasons (“Opportunity”). (Circle two numbers for each reason.)

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| a. Do something with your family | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| b. Observe other people in the area | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| c. Bring your family closer together | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| d. Experience new and different things | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|---|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | |
| e. Learn more about nature | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| f. Learn more about history | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| g. Get away from the usual demands of life | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| h. Be with others who enjoy the same things you do | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| i. Talk to new and varied people | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| j. Be with friends | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| k. Experience tranquility | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| l. Learn what you are capable of | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| m. Develop your skills and abilities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| n. Get some fresh air | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| o. Get some exercise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| p. Go for a boat ride | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| q. See views of Boston from the harbor | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

19. How did you get to the ferry terminal today? (Circle one number.)

- 1 Automobile
- 2 Bus
- 3 Subway
- 4 Other (Please specify.) _____

20. Are you : (Circle one number.)

- 1 Female
- 2 Male

21. What year were you born? _____

22. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
- (Elementary through high school) (College/Vocational) (Graduate/Professional)

23. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

24. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

25. Are there any other comments you would like to make regarding your visit to Boston Harbor Islands?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Boston Harbor Islands? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Boston Harbor Islands?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in at Boston Harbor Islands?
(Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at Boston Harbor Islands.

6. We would like to know where you went on your visit to Boston Harbor Islands today. Please complete the following questions. Please use the map of Boston Harbor Islands to refresh your memory of the area.

- a. Time that you got on the ferry in Hingham: _____AM/PM
- b. Time that you arrived on George’s Island: _____AM/PM
- c. Time that you departed George’s Island to return to Hingham:
_____AM/PM
- d. If you took the Water Shuttle to other islands, please fill out the following information for the sites that you visited. Please use the map of Boston Harbor Islands to remind you of the names of the different islands, or ask the survey administrator for assistance. If you cannot remember any of the information, please mark the blanks with an “X”. If you went directly back to Hingham after visiting George’s Island, please skip to question 8.

| |
|--|
| 1) Lovell’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|--|
| 2) Gallops Islands Time arrived: _____AM/PM Time departed: _____AM/PM |
|--|

| |
|---|
| 3) Peddock’s Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 4) Bumpkin Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

| |
|---|
| 5) Grape Island Time arrived: _____AM/PM Time departed: _____AM/PM |
|---|

7. a. What did you enjoy most about your visit to Boston Harbor Islands? _____

b. What did you enjoy least about your visit to Boston Harbor Islands? _____

c. Is there anything you think should be changed about the way visitors experience Boston Harbor Islands? _____

d. (1) Do you think visitors are causing any negative impacts to Boston Harbor Islands? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 7e.)
- 3 Not Sure (Skip to question 7e.)

(2) If you think visitors are causing any negative impacts to Boston Harbor Islands, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Boston Harbor Islands before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 8.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

8. Do you think the following issues are problems at Boston Harbor Islands? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | |
|---|---------------|---------------|-------------|---|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

9. How did you learn about opportunities to visit the islands in Boston Harbor?

10. What facilities or programs would you like to have available to improve your visit to Boston Harbor Islands?

11. How crowded did you feel at Boston Harbor Islands today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

12. How did the number of people you saw at Boston Harbor Islands compare to the number of people you expected to see? (Circle one number.)

- 1 A lot less than expected
- 2 Less than expected
- 3 About as expected
- 4 More than expected
- 5 A lot more than expected
- 6 Had no expectations about the number to be seen

13. How did the number of people you saw at Boston Harbor Islands compare to the number of people you preferred to see? (Circle one number.)

- 1 A lot less than I preferred
- 2 Less than I preferred
- 3 About as preferred
- 4 More than I preferred
- 5 A lot more than I preferred
- 6 Had no preference about the number to be seen

14. How did the number of visitors at Boston Harbor Islands affect your enjoyment of this trip? (Circle one number.)

- 1 Greatly added to enjoyment
- 2 Somewhat added to enjoyment
- 3 Had no effect
- 4 Somewhat reduced enjoyment
- 5 Greatly reduced enjoyment

15. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Boston Harbor Islands today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

16. Briefly explain why you chose to visit Boston Harbor Islands on this trip.

17. Did you know that Boston Harbor Islands is a national park area? (Circle one number.)

- 1 Yes
- 2 No

18. Below are some reasons that people might visit Boston Harbor Islands. Please indicate 1) how important each of these reasons was for you to visit Boston Harbor Islands (“Importance”), and 2) how well Boston Harbor Islands provided an opportunity to fulfill each of these reasons (“Opportunity”). (Circle two numbers for each reason.)

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| a. Do something with your family | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| b. Observe other people in the area | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| c. Bring your family closer together | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| d. Experience new and different things | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| e. Learn more about nature | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| f. Learn more about history | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| g. Get away from the usual demands of life | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| h. Be with others who enjoy the same things you do | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

| | <u>Importance</u> | | | | | <u>Opportunity</u> | | | | |
|--|-------------------|--------------------|----------------------|----------------|---------------------|--------------------|------------------|------------------|-----------------------|-----------------------|
| | Not important | Somewhat important | Moderately important | Very important | Extremely important | No opportunity | Poor opportunity | Good opportunity | Very good opportunity | Excellent opportunity |
| i. Talk to new and varied people | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| j. Be with friends | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| k. Experience tranquility | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| l. Learn what you are capable of | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| m. Develop your skills and abilities | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| n. Get some fresh air | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| o. Get some exercise | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| p. Go for a boat ride | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |
| q. See views of Boston from the harbor | 1 | 2 | 3 | 4 | 5 | 1 | 2 | 3 | 4 | 5 |

19. How did you get to the ferry terminal today? (Circle one number.)

- 1 Automobile
- 2 Bus
- 3 Subway
- 4 Other (Please specify.) _____

20. Are you : (Circle one number.)

- 1 Female
- 2 Male

21. What year were you born? _____

22. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
- (Elementary through high school) (College/Vocational) (Graduate/Professional)

23. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

24. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

25. Are there any other comments you would like to make regarding your visit to Boston Harbor Islands? _____

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands Visitor Survey



Number: _____

Time: _____ AM/PM

Date: _____

Interviewer: _____

Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to World's End? (Circle one number.)

- 1 Yes (Skip to question 2.)
- 2 No

b. Approximately how many times have you visited World's End?

2. How many people (including you) are in your group today?

Number of adults (18 and older): _____

Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)

- 1 Family
- 2 Friends
- 3 Family and Friends
- 4 Organized group or club
- 5 Commercial tour group
- 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)

- 1 Boston
- 2 Non-Boston metro area (Inside Rt. 128)
- 3 Suburban Boston (Between Rt.128 and Rt. 495)
- 4 Other area in Massachusetts (Outside Rt. 495)
- 5 Other New England state (Please specify.) _____
- 6 Other state (Please specify.) _____
- 7 Canada
- 8 Europe
- 9 Asia
- 10 Africa
- 11 Latin America
- 12 Australia/New Zealand/Pacific Islands
- 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in at World's End? (Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity at World's End.

6. a. What did you enjoy most about your visit to World's End?

b. What did you enjoy least about your visit to World's End? _____

c. Is there anything you think should be changed about the way visitors experience World's End? _____

d. (1) Do you think visitors are causing any negative impacts to World's End? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 6e.)
- 3 Not sure (Skip to question 6e.)

(2) If you think visitors are causing any negative impacts to World's End, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited World's End before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 7.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

7. Do you think the following issues are problems at World's End? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

8. How did you learn about opportunities to visit World's End?

9. How crowded did you feel at World's End today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

10. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to World's End today? (Circle one number.)

1 2 3 4 5 6 7 8 9 10

11. Are you : (Circle one number.)
- 1 Female
 - 2 Male
12. What year were you born? _____
13. What is the highest level of formal schooling you have completed? (Circle one number.)
- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
(Elementary through high school) (College/Vocational) (Graduate/Professional)
14. Which of the following best describes your current employment status? (Circle one number.)
- 1 Employed
 - 2 Unemployed
 - 3 Homemaker
 - 4 Retired
 - 5 Student
 - 6 Other (Please specify.) _____
15. In what ethnicity and race would you place yourself?
- Ethnicity: (Circle one number.)
- 1 Hispanic or Latino
 - 2 Not Hispanic or Latino
- Race: (Circle one number.)
- 1 American Indian or Alaska Native
 - 2 Asian
 - 3 Black or African American
 - 4 Hispanic or Latino
 - 5 Native Hawaiian or other Pacific Islander
 - 6 White
 - 7 Other (Please specify.) _____
 - 8 Do not wish to answer

16. Are there any other comments you would like to make regarding your visit to World's End?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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Boston Harbor Islands, a group of thirty islands in Boston Harbor, was recently added to the National Park System. To help plan and manage this area, the Boston Harbor Islands Partnership is conducting a survey of visitors to this area. We would greatly appreciate your answers to the following questions. Thank you!

1. a. Is this your first visit to Deer Island? (Circle one number.)
 - 1 Yes (Skip to question 2.)
 - 2 No

- b. Approximately how many times have you visited Deer Island?

2. How many people (including you) are in your group today?
Number of adults (18 and older): _____
Number of children (under 18): _____

3. How would you describe your group? (Circle one number.)
 - 1 Family
 - 2 Friends
 - 3 Family and Friends
 - 4 Organized group or club
 - 5 Commercial tour group
 - 6 Other (Please specify.) _____

4. Where do you live? (Circle one number.)
 - 1 Boston
 - 2 Non-Boston metro area (Inside Rt. 128)
 - 3 Suburban Boston (Between Rt.128 and Rt. 495)
 - 4 Other area in Massachusetts (Outside Rt. 495)
 - 5 Other New England state (Please specify.) _____
 - 6 Other state (Please specify.) _____
 - 7 Canada
 - 8 Europe
 - 9 Asia
 - 10 Africa
 - 11 Latin America
 - 12 Australia/New Zealand/Pacific Islands
 - 13 Other (Please specify.) _____

5. a. What recreation activities did you participate in on Deer Island? (Circle all numbers that apply.)

- 1 Sightseeing
- 2 Walking/hiking
- 3 Swimming
- 4 Camping
- 5 Picnicking
- 6 Fishing
- 7 Watching wildlife/nature observation
- 8 Touring historical/cultural sites
- 9 Ranger-led programs
- 10 Special event
- 11 Other (Please specify.) _____

b. Please place a check mark (✓) by the activity that you would say was your primary recreation activity on Deer Island.

6. a. What did you enjoy most about your visit to Deer Island?

b. What did you enjoy least about your visit to Deer Island? _____

c. Is there anything you think should be changed about the way visitors experience Deer Island? _____

d. (1) Do you think visitors are causing any negative impacts to Deer Island? (Circle one number.)

- 1 Yes
- 2 No (Skip to question 6e.)
- 3 Not Sure (Skip to question 6e.)

(2) If you think visitors are causing any negative impacts to Deer Island, please briefly describe the impacts:

Impacts to natural resources: _____

Impacts to historical/cultural resources: _____

Impacts to the quality of the visitor experience: _____

e. (1) Have you visited Deer Island before this trip? (Circle one number.)

- 1 Yes
- 2 No (skip to question 7.)

(2) How do you think the condition of these islands is improving or declining compared to a previous visit?

Improving? _____

Declining? _____

7. Do you think the following issues are problems on Deer Island? (Circle one number for each issue.)

| | Not a Problem | Small Problem | Big Problem | Don't Know |
|---|---------------|---------------|-------------|------------|
| a. Lack of public access to the island | 1 | 2 | 3 | 4 |
| b. Lack of facilities or services for visitors | 1 | 2 | 3 | 4 |
| c. Too many visitors on the islands | 1 | 2 | 3 | 4 |
| d. Too much visitor impact to natural/cultural resources | 1 | 2 | 3 | 4 |
| e. Not enough information about things to do on the island | 1 | 2 | 3 | 4 |
| f. Not enough information on natural/cultural resources of the island | 1 | 2 | 3 | 4 |
| g. Poor water quality in Boston Harbor | 1 | 2 | 3 | 4 |
| h. Too high a fee charged for ferry service | 1 | 2 | 3 | 4 |
| i. Lack of access to ferry terminals | 1 | 2 | 3 | 4 |
| j. Lack of availability of park staff | 1 | 2 | 3 | 4 |
| k. Lack of knowledge/helpfulness of park staff | 1 | 2 | 3 | 4 |
| l. Poor food service | 1 | 2 | 3 | 4 |
| m. Lack of restrooms | 1 | 2 | 3 | 4 |
| n. Lack of visitor safety | 1 | 2 | 3 | 4 |

8. How did you learn about opportunities to visit Deer Island?

9. How crowded did you feel on Deer Island today? (Circle one number.)

| | | | | | | | | |
|------------|---|----------|---|---|------------|---|-----------|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Not at all | | Slightly | | | Moderately | | Extremely | |
| Crowded | | Crowded | | | Crowded | | Crowded | |

10. On a scale of 1 (lowest satisfaction) to 10 (highest satisfaction), how satisfied were you with your visit to Deer Island today? (Circle one number.)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|----|

11. Are you : (Circle one number.)

- 1 Female
- 2 Male

12. What year were you born? _____

13. What is the highest level of formal schooling you have completed? (Circle one number.)

- 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 +
(Elementary through high school) (College/Vocational) (Graduate/Professional)

14. Which of the following best describes your current employment status? (Circle one number.)

- 1 Employed
- 2 Unemployed
- 3 Homemaker
- 4 Retired
- 5 Student
- 6 Other (Please specify.) _____

15. In what ethnicity and race would you place yourself?

Ethnicity: (Circle one number.)

- 1 Hispanic or Latino
- 2 Not Hispanic or Latino

Race: (Circle one number.)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Hispanic or Latino
- 5 Native Hawaiian or other Pacific Islander
- 6 White
- 7 Other (Please specify.) _____
- 8 Do not wish to answer

16. Are there any other comments you would like to make regarding your visit to Deer Island?

Thank you for your help with this study! Please return the completed questionnaire to the uniformed interviewer.

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. 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 10 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 Administration Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.