

APPENDIX A: June 2007 Trip Report: Designing Research to Assess Current and Potential Impacts of Cruise Ships on Visitor Experiences in Glacier Bay National Park and Preserve

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Introduction

Trip Purpose

This document is a report of observations and insights made during my trip to Juneau and Gustavus from May 31 to June 15, 2007. The primary purpose of the trip was to assess a variety of potential issues that could affect researchers' ability to contact GLBA visitors for the mail surveys to be conducted in 2008. A secondary purpose was to investigate/observe other issues that might be relevant to the design and conduct of the mail surveys. Finally, I also facilitated the qualitative interview survey conducted during the same time-frame by Dr. Douglas Deur. This report focuses on the findings relevant to the mail survey. A separate report, to be prepared by Dr. Douglas Deur, will describe the results of the qualitative research and the implications of that research for the design of the 2008 research program.

Assumed Sampling Scheme

The existing problem analysis (Vande Kamp and Nelson 2006) proposed that four mail surveys of differing GLBA visitor populations should be conducted. The four populations were:¹

- Cruise ship passengers
- Other one-day visitors on motorized vessels
- Multi-day visitors on motorized vessels
- Multi-day visitors on non-motorized vessels (i.e., kayakers)

The four survey populations do not correspond perfectly with the different categories of vessels used in the GLBA vessel management plan (i.e., cruise ships, tour boats, charter boats, private vessels). For example, some visitors on tour boats are one-day-motorized, and others are multi-day motorized. In addition, the four populations are not mutually exclusive – for example, some motorized charter-boat visitors spend time kayaking and many backcountry kayakers ride the tour boat associated with the lodge.²

¹ Note that the problem analysis recommended that one-day visitors on non-motorized vessels (i.e., day kayakers) were sufficiently unlikely to be directly affected by cruise ships that they could be exempted from the survey research program.

² Some of the issues (discussed below) that complicate the research design and affect the recommended research program options arise from, or are otherwise related to the discrepancies between the four survey populations and the vessel categories used in the vessel management plan.

The problem analysis also proposed survey sample sizes based on an analysis of the relative proportion of different types of visitors. These samples are represented in the table below.

	Individuals (not parties)			Individuals (not parties)			Total
	SAMPLE SIZES			TOTAL POPULATION (EST)			
	Motorized		Multi	Motorized		Multi	
	Single	Multi	non-mot	Single	Multi	non-mot	
Tour boat							
Day	256			6034			6034
Other	510	342		12692	2081		14773
Charter	22	219		520	1284		1804
Private	12	239		306	1428		1734
Backcountry			1300			1300	
	800	800	1300	19552	4793	1300	

Note that the proportion of the relevant populations sampled for each of the different surveys varies widely. In particular, the rate of sampling for the multi-day motorized survey is quite high. Later in this report I discuss a variety of issues related to the contact of these visitors. Accordingly, the appropriateness of the proposed sample sizes should be closely examined in the process of writing the work-plan.

Organization of this Report

Despite the fact that the proposed research is organized around the four visitor populations described above, this report is generally organized by the vessel categories used in the vessel management plan. There is a reasonable degree of overlap between the vessel categories and the four survey populations, and where they differ, the logistical issues of concern in this report correspond more closely with the type of vessel.

Each section below discusses issues concerning researchers' ability to contact specific groups of GLBA visitors for the mail surveys. In addition, some miscellaneous information that might be of use in planning and conducting the surveys may also be included at the end of each section. Finally, Appendix A1 describes the author's daily activities during the course of his trip and Appendix A2 summarizes information collected in the course of contacting charter operators.

Sampling of Cruise Ship Passengers

The primary logistical issues facing the mail survey of cruise ship passengers concern the selection of an unbiased sample and the ability to obtain passengers' cooperation and complete the contact procedure without having a negative impact on their experiences or incurring high refusal rates.

Issues with the Survey Contacts with Disembarking Passengers

Currently, the most promising strategy for contacting cruise ship passengers is to approach them on the dock in Juneau, immediately after they have departed their ship. Four issues must be addressed if this strategy is to prove successful: 1) the time available to complete contacts with passengers who are immediately embarking on a tour or guided activity, 2) selecting a representative sample during the time when the survey worker is present, 3) selecting the ships that should be sampled, and 4) selecting the times when the survey worker should be present.

Time Available for Passenger Contact

Observation of passengers disembarking a number of cruise ships suggests that there is sufficient time for survey workers to contact even those visitors who are immediately embarking on a tour or guided activity. As long as the contact procedure is kept brief, there should be few passengers who refuse to participate due to insufficient time. However, some proportion of passengers who are relatively late in leaving their ship may be rushed for time. Some higher degree of non-response among those passengers may be unavoidable.

Although the available time should be sufficient for the mail survey's short contact procedure, it is not sufficient for the more extensive conversations necessary if further qualitative surveys of cruise ship passengers are conducted. Observations of visitor behavior on cruise ships sailing in GLBA by Deur, Vande Kamp, and Nelson suggest that the ideal time for those conversations to occur would be while passengers were actually on board their ship. However, a complete discussion of the desirability of such passenger access and the obstacles to obtaining it is premature until such a qualitative study is deemed necessary.

Selecting a Representative Sample

The ideal method of selecting a representative sample of visitors would be to set an arbitrary interval, such as every 40th disembarking passenger, and have a survey worker ask each of those passengers to participate in the survey. The McDowell Group has successfully employed this approach to conduct surveys of cruise ship passengers in Juneau. The problem with such a strategy is that it would require two survey workers because a single worker can not simultaneously approach specified passengers and count the number of disembarking passengers.

A more practical approach might be to have the survey worker simply complete each contact, move back to a position where they can see the gangplank, and then identify the Nth (possibly fourth) disembarking passenger as the next selected individual. The keys to maintaining an unbiased sample using this approach would be for the survey worker to maintain a consistent contact duration (no long conversations), and to have a rule that selects the next selected individual before that individual can be seen by the survey worker (to avoid subtle selection biases due to worker preferences or expectations).

The number of passengers sampled from each ship will depend on a combination of factors including the number of available days of survey worker time, the number of

contacts a survey worker can make while all passengers are disembarking, and the desired sample size for the mail survey. Some of these factors are not known at this time, but parameters such as the number of disembarking passengers and the rate at which they leave each ship will be important. Such information may be available from the cruise lines or the Port of Juneau, or could be collected through observation. It is likely that it will vary for different ships and/or docks (e.g., how many gangplanks can be used for each ship?)

Selecting Ships

The number of ships from each cruise line that should be met and sampled will depend on the number of times that specific ships and cruise lines visit GLBA. When the 2008 schedule is set, a sample of ships can be drawn such that cruise lines (and, ideally, vessels) are represented proportionately in the sample.

One factor associated with the selection of ships to be sampled is the need to conduct survey activities on privately-owned docks. On either of the private docks it is critical that the survey worker have advance communication with cruise line and port authorities, and that they identify themselves to dockside security workers. Survey activities on the South Franklin Street Dock should otherwise be similar to the public Juneau docks. However, passenger activity at the AJ Dock is qualitatively different because none of the passengers walk into town from that location. If visitor contacts are made as passengers disembark, then the procedure will likely be similar at all the docks, but if visitor contacts are made as passengers return to their ships, it may be necessary to develop different contact methods for ships using the AJ Dock.

Selecting the Sampling Time

A sampling bias could arise if the targeted number of passengers to be sampled from each ship can be surveyed in less time than that needed for all passengers to disembark. If the survey worker was to always start approaching visitors as soon as they began disembarking, the survey would over-represent passengers who were among the first to leave the ships and under-represent those who were slow to disembark. This source of potential bias could be eliminated if the survey worker began contacting passengers at randomly selected amounts of time after the first passengers disembark. These sample times could be determined based on the number of contacts a survey worker can make while all passengers are disembarking and the number of survey contacts desired from each ship.

Miscellaneous

One insight gained from discussions with the McDowell Group concerned the benefits to be gained by providing some source of official looking uniform to survey workers. The McDowell Group uses a simple red vest and ID badge for their workers. Something similar should be used for the mail survey workers. A vest in the NPS green/khaki color and an official-looking nametag with photo would go a long way in helping survey workers make a good first impression. This official appearance should be maintained for contacts with all the surveyed populations.

With one notable exception, cruise ships entering GLBA are very large vessels (> 750ft). This exception, the Spirit of Oceanus, poses an unresolved question concerning the classification of its passengers – should they be included in the population of cruise ship passengers, or should they be included in the one-day motorized population? The vessel is much more similar to other large tour boats than to the large cruise ships, and it is operated as part of a Cruise West fleet that is otherwise made up of tour boats. I would recommend that these passengers be included in the one-day motorized survey population.

In our final meeting with the park, the growing size of cruise ships was brought up as a potential issue to be examined in the mail surveys. I was under the impression that the current ship sizes are maximized to fit the Panama Canal locks and unlikely to increase. Before spending effort and questionnaire space on questions concerning the acceptability of larger and larger cruise ships, it would be useful to determine whether larger ships are slated to operate in GLBA within the next ten-twenty years.

Alternate Method of Survey Contact: Approaching Visitors Returning to Ships

The problem analysis recommended that cruise ship passengers be contacted as they return to their ships. It is possible that this contact method could work well. However, it would probably make less efficient use of survey worker time and/or be more likely to produce systematic over and under sampling as visitors return to the ship at a rate that is less consistent than the rate of disembarkation. Given the success of the McDowell Group in conducting survey contacts as people disembark, our short survey contact procedure was thought to be best suited to disembarkation.

Alternate Method of Survey Contact: Approaching Visitors in Public Areas of Juneau

A final method of contacting visitors would be to approach visitors in the public areas of Juneau and ask if they were passengers on the specific ships known to have visited (or be scheduled to visit) GLBA. This method is least attractive because it will under-sample passengers who take extensive tours/outings and spend little or no time in Juneau.

Sampling of Tour Boat Passengers

The primary logistical issues facing the mail survey of tour boat passengers concern the times and places when access to passengers is available, and decisions about which passengers should be sent the one-day motorized questionnaire and which should be sent the multi-day motorized questionnaire.

Issues Concerning Access to Tour Boat Passengers

Only one tour boat operates out of Bartlett Cove. It follows a one-day itinerary. Access to passengers on the Glacier Bay Lodge tour boat (the day boat) is relatively straightforward, requiring only that the survey worker gain clearance to meet passengers as they board the vessel in the morning of their trips. The number of visitors to be contacted on a given day and the days on which contacts are made should be determined

based on the number of day boat passengers and the total number of one-day motorized passengers in 2007.

I believe that all other tour boats operate out of Juneau (this should be checked). Access in Juneau (like that in Bartlett Cove) is dependent on the tour operators, but discussions with those operators suggest that they are very willing to cooperate.

Cruise West vessels dock at the Seadrome Dock in Juneau and disembarking passengers can be contacted as they prepare to leave on tours or outings or as they spend time in the hospitality room of the Goldbelt Hotel directly across the street from the dock. Several procedures could be used to randomly select participants. Every Nth visitor disembarking the vessel could be approached (although maintaining a count would be difficult), or some other selection rule could be applied (see the discussion of selection rules for cruise ships above). The key would be to make the rule work in such a way that survey worker preferences will not bias selection. One option would be to attempt a contact census of all passengers on selected days and then randomly select some of those contacted passengers for the survey. The persons we spoke to at Cruise West were the Southeast Regional Manager, Larry Johansen, and the Juneau Division Manager, Chris Murray. The number of Cruise West cruises to be sampled will be set such that operators (and, ideally, vessels) are represented proportionately in the sample.

Lindblad vessels also dock at the Seadrome Dock. I talked with Peter Butz (206.292.9606 ext 1516), who reported that during the changeover day that Lindblad vessels spend in Juneau, departing passengers have a final breakfast on board, and embarking passengers have a first dinner on board. He suggested that our survey worker could visit at the end of those meals and make a brief presentation describing the study and asking for participation. Here again, the details of participant selection are yet to be determined. It might be simplest to attempt a contact census of all passengers on selected days and then randomly select some of those contacted passengers for the survey. The number of Lindblad cruises to be sampled will be set such that operators (and, ideally, vessels) are represented proportionately in the sample.

American Safari Cruises operates one vessel (the Safari Quest) that stages out of Auke Bay. I talked with Tamara (206.284.0300 ext 100) who suggested that we could talk to departing passenger and embarking passengers in the same way that was suggested for Lindblad. Another contact (who wasn't available when I was calling) is the director of operations, Tim Voss (360.222.3167, timv@amsafari.com). The number of American Safari cruises to be sampled will be set such that passengers on the Safari Quest are represented proportionately in the sample.

The remaining tour boat companies that I did not contact were American West Steamboat Company (their vessel was disabled shortly before I left on the trip), and Glacier Bay Cruiseline. The American West Steamboat Company is unlikely to operate in Glacier Bay in 2008 because they currently have no permits and will only be able to enter if other vessels give up their permits. Glacier Bay Cruiseline has four vessels that make overnight trips but make day trips into Glacier Bay.

A second option for contacting some tour boat passengers would be to contact them at the airport while they wait to board their planes. If groups of visitors are transferred to the airport together, then they could be contacted efficiently at that time. The McDowell Group has used this contact method in the past. It requires that workers apply for security clearance badges (the background check takes a period of months), but remains a viable possibility for this project.

Classifying Tour Boat Passengers as One-day or Multi-day Visitors

In talking with a captain of one of the Cruise West vessels it became clear that the distinction between one-day and multi-day itineraries in Glacier Bay might not be completely straightforward. The “wilderness cruise” offered by Cruise West technically includes two days in GLBA, but those two days consist of a first day spent docked at Bartlett Cove, a night spent steaming up bay, and a full day spent sailing down bay. During the trip down bay, the vessel generally visits the same attractions that are included in most one-day trips, but there is more flexibility to look for wildlife and spend greater amounts of viewing wildlife and glaciers. This type of trip falls somewhere in between the classic one-day trip, which would visit virtually the same attraction points but follow a more rigid schedule, and a true multi-day trip in which vessels anchor up bay and spend multiple days actually viewing GLBA attractions. Some decisions are necessary concerning how to classify these tour boat passengers and whether questionnaire items will need to be adjusted to fit their experiences.

Is Tour Boat Passengers’ Exposure to Cruise Ships Consistent?

One of the issues thought important in analyzing the effect of cruise ships on visitor experiences is the extent to which specific visitors spent time in areas where they were potentially and/or actually exposed to cruise ship activity. A variety of sources suggest that one-day itineraries are very similar and consistent in their exposure to cruise ships. This consistency may result from the simple constraints of time, distance, and ship speed, but may also result from NPS regulations specifying the attractions to be visited (we should check on whether such regulations exist and how specific they are). Such consistency would simplify questionnaire design and possibly remove the need for questions about vessel itinerary (or attempts to record vessel itineraries upon contact).

The exposure of multi-day tour boats to cruise ships is likely to be a much more complex matter. Asking passengers about the specific itinerary of their vessel in GLBA is unlikely to be successful, so the obvious alternative is to collect specific itinerary information from the operator at the time of contact (for those departing the vessel) and after trip completion (for contacts made with embarking passengers).

Survey Workers Must Maintain Strong Communication With Operators

Because survey workers must both, 1) collect information about specific itineraries (i.e., cruise ship exposure) for sampled vessels, and 2) make the contact procedure run

smoothly and present little or no problem to the tour operators, it will be necessary to make routine contact with operators and maintain a detailed schedule of communication, information requests, and passenger contacts.

If possible, survey contacts for the multi-day survey might be focused on passengers who had made their visits to GLBA, so that the survey worker would not need to have a follow-up interview with the operator in order to record their itinerary.³

Sampling of Charter Boat Passengers

Like tour boats, the primary logistical issues facing the mail survey of charter boat passengers concern the times and places when access to passengers is available. It is not clear whether some charter boat itineraries will fall into the gray area where it is not clear whether passengers should be sent the one-day motorized questionnaire or the multi-day motorized questionnaire. The relatively small number of multi-day motorized visitors on charter boats also raises an important issue regarding the desired sample size for that mail survey.

Summary of Charter Operators

Appendix A2 summarizes the known information and contact to date with charter operators.

Issues Concerning Access to Charter Boat Passengers

Discussions with charter operators suggest that they are very willing to cooperate with the survey. The key will be to determine the number of desired passenger contacts for each operator and vessel ahead of time, and to contact operators and arrange for that number of contacts as far ahead of time as possible.

Issues Concerning the Sample Sizes of Charter Boat Passengers

If charter passengers making one-day trips into GLBA are sampled in proportion to their share of all one-day motorized visitors, then only a very few such charter passengers will be contacted – likely so few that they will not be represented with great statistical accuracy (see the sampling table on page 2 of this document). This issue may or may not be important (either in terms of managers' decisions or politically), but it should be considered.

In contrast to one-day charters, passengers making multi-day trips will be sampled at a high rate. With 800 contacts, the sampling plan described in the problem analysis calls for 17 percent (219/1284) of multi-day charter passengers to be contacted for survey participation. The statistical argument for such a high rate of sampling is not strong, and decreased rates of sampling should be considered.

³ It is possible that the sample of visitors who have completed their trips will differ from the sample drawn from visitors who have not yet visited. However, describing the survey as a general investigation of experiences in Glacier Bay will limit the likelihood that any such differences will be strongly related to experiences with cruise ships.

The number of charter passengers used in the problem analysis appears to be higher than the likely number of charter passengers 2007. The table below shows the charter operators licensed to operate during the peak season and the number of passengers carried on each vessel. Considering only multi-day use, there is a total capacity of 81 passengers. If each vessel operates at capacity and enters GLBA on a weekly basis, the total multi-day charter use in 2007 could be expected to reach 1053 passengers, considerably less than the 1284 passengers cited in the problem analysis. In reality, contacts with a number of charter operators indicate that they are running nowhere near the assumed maximum capacity.

Name	Vessel Name	Max. # of clients	Overnight
Adventures Afloat	Valkyrie	12	y
Alaska Yacht Charters	Alaskan Song	8	y
	Alaskan Story	8	y
Chichagof Charters	?		?
Dolphin Charters	Delphinus	8	y
Fairweather Adventures		6	n
First in Last out	Legend	7	y
Glacier Guides	Alaskan Grandeur	8	y
Gustavus Marine Charters	Kahsteen	6	y
Lisianski Charters			?
MAST			
Sea Wolf Adventures	Sea Wolf	12	y
Sound Sailing	?	6	y
Southeast Alaska Adventures	?		n
Woodwind Charters	Great Sea	6	y
		81	

Sampling of Private Vessel Passengers

The primary logistical issues facing mail surveys of private vessel passengers concern: 1) the contact conducted at the VIS, and 2) the specification of whether they should receive the one-day or multi-day questionnaire.

Contacting Private Vessel Passengers at the VIS

Contacting passengers for the mail survey will require the full cooperation of the VIS staff. One way to maximize the likelihood of successful contact would be to include information about the survey into the end of the video orientation. For example, the superintendent might be videotaped describing the study and asking for cooperation. One problem with this approach is that not all passengers will be sent a mail survey. Two possible solutions to this problem are: 1) we could attempt to get contact information only from a selected subset of private vessel passengers (this would place more responsibility in the hands of the VIS staff or survey worker to properly select when to collect contact information), or 2) we could get contact information from all vessels and then send questionnaires to a subset of those. In either case, the video approach would

simply be an appeal that says “you may be contacted/sent a mail questionnaire – please cooperate IF you are selected”.

The sampling of private vessel passengers is complicated by the issue of multiple entries for some local vessels. If we only sample visitors on first entry, then local visitors will be sampled primarily for early season trips. This is a potential bias that should be discussed before settling on a sampling strategy. It is possible that the appeal placed in the video orientation combined with a strategy to gain contact information for all private vessel passengers (and select those who will get questionnaires) might be more effective than a lower-profile approach that would require more explanation over the radio.

Sampling of Kayakers

Several issues affect the mail survey of kayakers: 1) the contact conducted at the VIS, 2) contact with guided kayak parties, 3) sampling kayakers for participation in other surveys, 4) determining the potential exposure of individual kayakers to cruise ship activity, and 5) the proper frame of reference for asking kayakers about cruise ships and other vessels.

Contacting Kayakers at the VIS

Contacting kayakers for the mail survey will require the full cooperation of the VIS staff. The fact that the survey will attempt to census all kayakers simplifies the task slightly, because there is no requirement that VIS staff must decide whether or not to collect contact information from a given kayaker. On the other hand, all the VIS staff must be aware that collecting the survey contact information will be a standard aspect of the orientation procedure.

Contacting Guided Kayakers

Guided kayaking is managed by what is essentially a single company (although there is some transition/confusion regarding the two companies involved – Alaska Discovery and Alaska Mountain Guides. Contact in '06 and '07 has been with Butch Carber. Cooperation has been excellent thus far and is likely to be good next year. Guided groups this year arrive in Gustavus and have a pre-trip dinner (currently work with Annie Mae). Butch suggested we could make a presentation at their dinners. As with tour and charter contacts, the communication and timing associated with these contacts is critical for the survey worker to coordinate.

Kayakers Who Might Complete Different Mail Surveys

Many kayakers sail on motorized vessels before and after the paddling portions of their trips, and are thus eligible to participate in other surveys. For example, the “day boat” from Glacier Bay Lodge drops off kayakers at two sites in the park, and the guided kayak concession has a charter boat license to bring in its guided parties. These kayakers are thus having a multi-day kayak experience and (at least) a one-day motorized experience. It would be logical to randomly select some kayakers to participate in the one-day motorized survey because it would otherwise be biased by their exclusion. Dropping a

randomly selected subgroup from the census of kayakers should not bias the results of the kayaker survey.

The Existing Backcountry Survey and Kayakers' Exposure to Cruise Ships

All kayakers are currently asked to complete a backcountry survey in which they report their itinerary (by recording campsites, but not necessarily indicating all routes paddled). The first issue regarding this survey is whether it should be conducted in 2008. Asking kayakers to complete both the on-site backcountry survey and the mail survey is likely to reduce the response rates to the mail survey.

On a more positive note, if the data from the two questionnaires can be linked, the information collected in the backcountry survey could be used to estimate kayakers' exposure to cruise ships (as well as a few other pieces of important information) and eliminate the need to ask questions about those issues in the mail questionnaire. A second argument for continuing the backcountry survey is that it is already a routine part of the VIS kayaker contact. The response rate to the backcountry survey is a potential concern, and it is not clear how easily (if at all) it could be linked with the mail survey. However, it is clear that there are important questions regarding the existing backcountry survey that must be answered before implementing the 2008 mail survey.

The Frame of Reference for Cruise Ship Effects

Based on my multi-day kayak trip in the Beardslee Islands, I would suggest that questions asking about encounters with motorized transport are most easily answered when tied to a single day. For example, it would be much easier to answer the question, "To what extent did aircraft detract from your experience on the day when aircraft impact was greatest?" than to answer "Across your trip, to what extent did aircraft detract from your experience?" Even questions that are seemingly purely objective, such as "How many aircraft did you see or hear during the course of your trip?" are difficult to answer accurately. Of course, this is one person's opinion, and should be taken as such.

Appendix A1: Daily Summary of Activity

5/31 Travel day. Drove into Juneau for re-orientation.

6/1 Called charter operators (see Charter Contact Summary). Met with Butch Carber of Alaska Discovery (see discussion of multi-day non-motorized visitor contact). Observed docking of Zaandam and visitor movement of docked Coral Princess.

My early observation of visitor numbers and behavior suggests that there should not be major obstacles for either the qualitative contact this year or the mail survey contacts. This conclusion may shift based on observations when the weather is more normal. It's a beautiful day in Juneau and visitors were accessible in many outdoor locations. One potential issue is that visitors who get off the ship and are committed to pre-arranged tours are less accessible. Some of them might be contacted for a mail survey, but my opinion is that a qualitative interview is not feasible. However, the sheer number of visitors is such that there are plenty of other parties to be contacted. There is still some uncertainty about the ability to just approach visitors in public areas of downtown and ask which ship they are aboard, but I'll try that in the next few days.

6/2 Pretty much an off day. I was hesitant to try and call charter operators on Sunday. Did send out emails and determined that a couple of operators had shoulder-season permits and that their clients were not eligible for the survey.

6/3 Still more calls and attempts to contact charter operators. Picked up Doug in the evening.

6/4 Showed Doug the layout of downtown and made contact with Cruise West office near the Seadrome Dock. Larry Johansen is the SE Regional Manager and Chris Murray is the Juneau Division Manager. They showed us how they have a hospitality room at the Goldbelt Hotel across the street and were very cooperative in suggesting that we talk with visitors there. A "wilderness cruise" was scheduled to arrive on the 5th. Doug and I also looked around downtown for likely interview spots. Went to Mendenhall Glacier later in the afternoon.

6/5 Dropped Doug at the Goldbelt to do interviews with Cruise West folks. I asked some questions of Chris Murray and he suggested that we talk with the captain of the Spirit of Endeavor who had just got back from the "wilderness cruise" that morning. I ended up talking with him and the lead guide on the ship.

My primary questions to them concerned the itinerary they follow, their interactions with cruise ships, and their passengers' reactions to cruise ships. Below are bulleted points that came out of that interview.

- All Cruise West vessels are entering with Tour Boat permits but the "wilderness cruise" actually spends two days technically in the park.

- Two day sequence is that the ship docks at Bartlett Cove, disembarks visitors who can hike and visit the park facilities, and then leaves to go up bay at ~11:00 pm. Ship reaches Margerie Glacier at ~5:00 am and spends considerable time there before working its way back southward, looking for wildlife and visiting the same attractions that it (and the lodge boat) normally visit on a 1-day trip.
- Extra time available by starting at Margerie is used in a less hurried pace with more flexibility to look for wildlife and by adding time in Geikie inlet.
- Johns Hopkins is sometimes visited, but as an alternative to Margerie and not in addition to it.
- Single day trip hits the same spots but makes fewer, shorter stops because the Cruise West vessels have a lot of distance to cover and do not sail as fast as larger ships or the catamaran style tour boats.
- The exposure to the cruise ships of all the Cruise West vessels in the bay is very similar (among themselves, and to other tour boats) particularly when they go to Margerie rather than Johns Hopkins glacier. The map question intended to assess exposure is not necessary (in my opinion) and could be replaced by some other method of simply assessing whether the trip went to Margerie or Johns Hopkins.
- Encounters with ships are primarily transitory. Lately there has been some overlap at Lamplugh Glacier. Captain indicated that it was not a big deal at all and that the ships work with his ship to share space.
- Two ship days not a big deal. Captain and lead guide basically said they never see two ships at once and that they attribute that to the staggered entries of the big ships.
- In general, GLBA is not perceived as a crowded place. However, they also indicated that it wasn't that much different than the rest of their trip. They generally see one big ship per day, except in ports and at specific times that often fall late at night. Whether by accident or purposefully, the pattern of movement they described limits visitor exposure to cruise ships in "wilderness" areas.
- Visitor reactions to the ships are generally not overtly negative. Often say "glad I'm here and not there" and contrast experiences. This is consistent with Cruise West marketing literature (see brochure) that makes explicit contrast between big and small ship experience. Guide described how the big ship in front of the glacier can serve to provide scale that increases the sense of how large the glaciers are.

Also, I got some data from Pete to calculate likely numbers of charter visitors and made some calls to other tour companies but did not end up talking with people who could actually tell me about their daily operations in Juneau or GLBA.

Called Susan Bell at the McDowell group and set up a meeting for the morning of the 6th.

6/6 Met with Susan Bell and Natasha Bailey of the McDowell Group. Susan described some of the survey work they had done and were doing. Some of the most relevant work was done for the 2005 or 2006 Alaska Visitor Statistics Program. A few bulleted notes from that meeting:

- Surveying cruise ship passengers on the dock at Juneau is difficult because they are commonly on their way to or from and not in a relaxed mode. This is less of a problem for a short contact survey.
- They get best results by employing friendly but firm interviewers who wear a red vest uniform and a name badge.
- Bad weather makes refusals rise.
- Surveying people upon their return to the ship works better for a longer interview, but complicates sampling because it's easier to introduce bias than when a long string of visitors is coming off the ship and you can click off to the next eligible person.
- They have surveyed people at the airport and have gotten security clearance badges for their people to work in the actual gate area. This is an advantage because visitors are killing time, and also because their people are seen as more official. Note: for us, this would probably work best with larger tour groups that are all transferred to the airport together. Finding charter passengers in the airport might be difficult. However, it might be possible to arrange to meet them there and have some identifying characteristic to help identify them (?)
- They see cooperation between our groups as being a good thing and would like to maintain communication about what we are doing and what they will be doing next year.
- We arranged for Jane and I to stop back in at their office to meet a few people and make it easier to maintain communication.

After meeting I dropped Doug off to start interviewing, went back to my hotel to check out, and then went to the library to type up notes and check email.

Talked with Doug about morning experiences and issue with security at the Princess dock.

Travel to GLBA/Gustavus.

6/7 Touched base with Allison Banks and David Nemeth. Called in to talk with Jane. Met with Margaret about the VIS. Discussed getting names and numbers for later contact by Doug. Also talked about Doug's schedule of time at the VIS. Arranged meeting between Doug and Margaret at the VIS on the 8th. Also discussed potential of sharing an employee. That may not be as necessary as thought. The VIS is now conducting orientations on a set schedule, which decreases the work load on the staff and makes it more predictable.

Went to VIS and talked with Bill Unkel. Got schedule for private, charter, and tour vessels over the next few days. Talked with him about Doug coming by tomorrow. Asked about sharing an employee and he pointed out the background check needed and the potential awkwardness of that.

Talked to Kara at GLBA Sea Kayaks about schedule of people returning from trips. No pickups scheduled for the days Doug is on the lodge boat. Kara would be willing to give

contact information for Doug to do phone interviews and there are people coming back in from the bay next week.

Talked to Tamara at American Safari (206.284.0300 ext 100). They have one vessel doing 2-3 days a week in GLBA. They run from Auke Bay to Sitka, trade passengers and go back. In Auke Bay, land at 9:00 and leave at 5:30/6:00. Director of operations is Tim Voss (timv@amsafari.com, 360.222.3167). He is out until June 18 transferring a vessel to AK. They do have a permit to operate a second vessel as well. I didn't ask about their plans for next year.

6/8 Talked with Fritz and Kate (?) of the Great Sea (i.e., Woodwind Tours). Stage out of Gustavus. Eager to have visitors participate in survey. Kate stated that they are much more concerned with the small cruise ships than the large ones because they go to the same places as the Great Sea and put large groups (12 at a time) on shore or in kayaks, sometimes with very inexperienced guidance.

6/12 Met with Jane to discuss meeting with park staff and review project progress.

6/13 Met with park staff to describe state of project and describe anticipated course of events. Met with Rick Fleischman in evening.

6/14 Met with Margaret Hazen to discuss VIS operations and watched VIS orientation/made contact with private boaters. Traveled to Juneau. Dinner with Doug in Juneau.

6/15 Breakfast with Doug. Met with Natasha at McDowell Group. Toured downtown Juneau. Visited Auke Bay. Met with Jason Gasper. Travel day home.

Appendix A2: Charter Operator Summary

Charter Operators

***Adventures Afloat** – 6/1 Got an answer, but cut off. No answer on call back. Sent email on 6/2. They responded by email and I tried to call them on Saturday but no connection. They said they were going “out of town” on Sunday.

Join us aboard our elegant, classic 106' M/V VALKYRIE for your personalized Glacier Bay wilderness sightseeing, whalewatching, and kayaking charter experience. Run by Frances and Linda Kadrlik.

***Alaska Yacht Charters** – 6/1 Talked with Geoff Wilson. They have two 100-foot vessels that sometimes (but it's an option, not a default) take clients into GLBA with a maximum of 8 clients per vessel. By January or February they should know how many permits they will be getting for the Bay. This summer they have two trips that already went into GLBA, and only one other trip later in the year. Their trips almost always start or end in Juneau. They would have no problem letting a worker contact their people for the survey, but the timing is critical because they don't spend much time in Juneau before leaving.

He suggested that the proposed increase was unlikely to make much difference to his clients because the ships are in and out so quickly and are only a transitory part of the experience. The proposed increase wouldn't really change that.

***Chichagof Charters** – 6/1 Left a message with hotel #. Emailed.

The lodge at Gull Cove Alaska is the gathering point at the beginning and end of each day. *Excursion to Glacier Bay*. A boat or flightseeing trip to Glacier Bay is a truly memorable experience. We hold a special National Park Service permit to take guests into Glacier Bay to view the changing landscape created by glaciers that have retreated as much as 30 miles in the past 100 years.

Likely to be only day trips into GLBA but not certain without contact.

***Dolphin Charters** – Jane made contact. Ron Patterson. Vessel = Delphinus. Carries up to 12 but usually 8. Docks at different places.

***Fairweather Adventures** – 6/1 Left a message with hotel #. Sent email on 6/2. Talked in Gustavus on 6/13.

Specializing in small groups of up to eight guests we will treat you to some of Alaska's best sportfishing amidst the magnificent scenery of this well-known paradise. It's breathtaking!

Small 26' vessel doing only day trips into GLBA.

***First Out Last In** – 6/1 sent email.

"First Out Last In" Yacht Adventures specializes in private liveaboard cruises, Glacier Bay National Park, Whale Watching, Bear Watching and Wildlife Viewing of all kinds, fishing and hunting transport.

USCG licensed Captain Craig Loomis was born and raised in Alaska. At 56 years old, he has fished and subsistence hunted in Alaska for over 40 years. Hop aboard for the trip of a lifetime and listen to Craig's adventure stories about life in Alaska!

The cruising vessel "Legend" is a 1987 45-foot Bayliner yacht. She features three staterooms: Master with King size or two single accommodations; Double with one double and one single; Bunk with two singles.

***Glacier Guides** – 6/1 They are out in the field for the next two weeks.

The *Alaskan Grandeur* is an elegant new yacht furnished in granite, cherry, leather and brass. This vessel is a world-class base camp and a lavish home away from home. This 78-foot custom built yacht is accompanied by a 22-foot Sport Fisher, *Seclusion*, four 16-foot Lund skiffs and four 18-foot sea kayaks. With four Queen Suites, each with a private, full-bath, up to four hunters and their companions are comfortably accommodated.

***Gustavus Marine Charters** – Sent email about meeting Doug on 8th instead of 7th.

Our forty-two foot Californian "The Kahsteen" accomodates up to six guests for our Glacier Bay sightseeing tours and expeditions.

There are two full size double beds in a large aft cabin and two single berths in a smaller forward cabin. Both have their own head and shower. A spacious main cabin and open fly bridge make viewing and photography effortless.

Multi-day use of GLBA.

***Lisianski Charters** – 6/1 Left a message with hotel # and email address. Sent email 6/2.

Lodge that advertises Fishing Charters, Alaska wilderness adventures.

***MAST** – 6/1 is phasing out business in GLBA and may not work there at all next year. Andy Spear. Talked with us and but we did not pursue contact with his clients.

***Sea Wolf Adventures** – 6/2 Sent email.

The *Sea Wolf* (aka *USS Observer*) had her 97' hull laid in 1941 as a US Navy Harbor minesweeper. In 1947 she was decommissioned after serving as protection for San Francisco Bay. She was purchased by the Krieger Family and used as the family's private yacht and then as their company entertainment vessel. She was found tied to a dock in the early 1980's by another Alaskan charter company and refitted as a charter vessel. We found her for sale in 2003 and fell in love with her classic lines and were very happy her previous owners decided to build a larger vessel and put the *Sea Wolf* up for sale.

She is an ocean-going boat and capable of carrying 12 passengers plus 6 crew in great comfort anywhere in the world we choose to go!

***Sound Sailing** – 6/2 Sent email. Received reply:

I will not be in Juneau or Gustavus while you are there. I am currently in Petersburg and will be sailing to Sitka tomorrow. I will be turning the boat around in Sitka the afternoon of June 14 and will be there on the 15th as well. If I have time today I will try to call you at your hotel. If we don't talk--do you have an email version of your questions--that might be the most convenient way for me.

Good luck with your project,

Rick Fleischman\
Sound Sailing

And later:

I'm running behind today but will call Doug when I get a chance. I am sailing from Petersburg to Sitka and will get there on the 14th. If we haven't connected by then, have Doug call me on my cell--206.605.8363.

Our boat is a Catalina 50, completely equipped for your safety and comfort. We have three guest cabins, each with a large double berth and a private head with shower. We sail with a maximum of six participants each week.

***Southeast Alaskan Adventures** – 6/2 Sent email. Email returned as undeliverable.

Not multi-day except cooperates with parents who operate Glacier Guides.

***Woodwind Charters** – 6/2 Sent email.

Our vessel the "Great Sea" was built in Gustavus Alaska. The design is from the drawing board of Phil Bolger, a marine architect with a world wide reputation. Fritz Koschmann, the builder and captain of the "Great Sea", asked Phil Bolger to design a sailboat specifically for charter in the waters of Southeast Alaska. A catamaran was the obvious choice for spacious comfort and warm enclosed space with lots of large windows. Four staterooms, with a cozy double berth in each, offer plenty of privacy for up to six guests. The "Great Sea" also has ample outside deck space with seats for everyone. Kayaks, a rowboat, and a launch are carried for shore excursions or paddling adventures.

Talked with Fritz and Kate of the Great Sea (i.e., Woodwind Tours). Stage out of Gustavus. Eager to have visitors participate in survey. Kate stated that they are much more concerned with the small cruise ships than the large ones because they go to the same places as the Great Sea and put large groups (12 at a time) on shore or in kayaks, sometimes with very inexperienced guidance.

Charter Operator and Guided Kayak Operator

***Alaska Discovery** – 6/1 Met at 12:30 with Butch Carber. These guys are actually the guided kayaking concession. They do not do overnight motorized. They have all their clients fly into Gustavus and attend a pre-trip meeting at 6:00 pm the night before they depart. Our worker could make a short contact presentation at that time. I asked about how well the clients are likely to do on the map question and Butch suggested that the guides usually keep them pretty oriented. If we wanted to put a sheet of information in the guides' pre-trip packet that would be no problem. The concession is actually shared currently with Alaska Mountain Guides but they have pretty much combined operations with Alaska Discovery. The contact numbers are (907) 780-6505 for AK Discovery (currently Butch Carber, but may not be there next year) and are (907) 766-3366 (summer in Haines) and (801) 742-0100 (winter in Alta) for AK Mtn guides (Darsie or Sean).

Charter Operators Not Eligible for the Mail Survey

***Cove Lodge** – 6/1 Doesn't go into GLBA during the season. Dundas Bay permit.

***Cross Sound Express** – 6/1 Left a message with hotel # and email address. Sent email on 6/2. Vessel does not take passengers into GLBA during the season.

**APPENDIX B: Qualitative Interviews Exploring Visitor
Experiences in Glacier Bay National Park and Preserve**

**Douglas Deur
Scott Smiley
Mark E. Vande Kamp**

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Interviews Regarding Visitor Experiences in Glacier Bay

1. Introduction

1.1. Research Objectives

This qualitative study is intended to inform and improve the design of a 2008 research effort that will use quantitative questionnaires. By collecting information about visitors' experiences in Glacier Bay, and the effects of cruise ships on those experiences, this study will help researchers write questions that are more relevant to visitors and more sensitive to the effects of cruise ships (negative or positive) on those experiences. The value of qualitative work is that it allows the flexibility for interviewees to raise issues and concerns that might not have been anticipated by the interviewer. The bulk of this report is therefore description of and quotations from the respondent interviews along with analysis of the various dimensions of visitor experience brought up by respondents during the interviews.

The specific objectives of the qualitative research were as follows:

- Explore and define the range of dimensions or attributes that comprise a high quality experience for the various types of visitors to Glacier Bay.
- Determine how, if at all, encounters with cruise ships affect those dimensions or attributes.
- Determine whether experiences are consistent enough, across user types, to be evaluated by the same set of survey questions.

1.2. The Structure of this Report

This report includes first a statement of methodology and then a description and analysis of the interviewees' experiences, as expressed in the interviews. Much of the analysis is organized around dimensions of the visitor experience described by interviewees. More specifically, chapter three describes these valued attributes, which range from glaciers and wildlife to solitude and tranquility. Chapter four builds on chapter three by describing the effects of cruise ships on the valued attributes, as evident from visitors' comments.

Later chapters of this report describe a range of issues and comments that are important to the researchers designing the 2008 research, and to managers of GLBA. However, the majority of the relevant information is concentrated in chapters three and four.

2. Methods

For purposes of research methodology and analysis, Glacier Bay visitors were conceptualized as four separate target populations: 1) Cruise ship visitors (hereafter "CS"), 2) Single-day, motorized boat visitors (hereafter "SDM"), 3) Multi-day, motorized boat visitors (hereafter "MDM"), and 4) Multi-day, non-motorized visitors (hereafter "MDN"). For each target population, the respondent universe consisted of adult visitors to Glacier Bay (age 18 or older) contacted between June 1, 2007 and August 15, 2007.

Interview procedures were developed in consultation with quantitative researchers at the Pacific Northwest Cooperative Ecosystem Studies Unit. Park managers reviewed the instruments and methods. All interviews were conducted by Dr. Douglas Deur, a researcher with expertise in qualitative research in National Park settings. In addition to conducting the interviews as described below, Dr. Deur had the opportunity to observe Glacier Bay visitors while on-board the Glacier Bay Lodge tour boat (hereafter referred to as day boat), while on-board a cruise ship, while at the Visitor Information Station (VIS) and Glacier Bay Lodge, and in other settings. He was also able to speak informally with a number of park staff, tour boat charter operators, and others in the course of his research. Together, these experiences contributed significantly to an appreciation of the context and logistics of Glacier Bay visitation that informs the report that follows.

During the study period the surveyor contacted visitors at appropriate meeting locations to arrange interviews. Specific contact procedures related to each target population are described below:

2.1. Contacting Cruise Ship Visitors

Passengers were contacted individually by the interviewer as they left the cruise ship. All cruise ships that visit Glacier Bay stop in Juneau either before or after their visit to the park. The arrival and length of stay times for each day and vessel are public information and allowed our interviewer to be at the Juneau dock to contact visitors arriving on vessels that had already visited the park. During summer of 2007, all such ships spent at least 6 hours in Juneau.

2.2. Contacting Single-day, Motorized Boat Visitors

Passengers were contacted individually by the interviewer. Approximately one-third of these visitors take the day boat trip offered by Glacier Bay Lodge and Tours that leaves out of Bartlett Cove. The interviewer boarded this boat in the morning and contact single-day, day boat passengers after the tour boat had left the tidewater glacier. Also, approximately two-thirds of single-day, motorized boat visitors enter Glacier Bay on private tour boats. Many of these tours leave from the Juneau dock. Visitors of this type were contacted individually upon their return to Juneau – these individuals were contacted and interviewed at the Cruise West guest lobby, where passengers returning from Cruise West tours gather upon the completion of their trip. The use of the Cruise West guest lobby may skew the sample slightly toward passengers who are less mobile or active, as these were the passengers who were available and had no other obligations or activities at the time when the interviewer was present.

2.3. Contacting Multi-day, Motorized Boat Visitors

Some of the multi-day, motorized boat visitors enter the park on private vessel permits. Captains entering for the first time each season are required to stop at the Visitor Information Station (VIS) at Bartlett Cove to take a brief orientation. The interviewer and/or VIS staff contacted visitors individually at this time (see Appendix B1 for script). Visitors were asked to grant interviews that would be conducted later. Upon agreement, the visitor and interviewer set a time for a telephone interview with the visitor after the

completion of their trip. The visitor's name and phone number were collected to allow the interviewer to phone the visitor as agreed.

Captains that are entering for second or later trips are not required to stop at the VIS nor are boats required to stop at the VIS as they leave the park. All boats are required to radio the rangers at the VIS when they enter the bay and the captain's name and contact information is recorded in a database. A small number of interviews were conducted with captains from private vessels that entered on second or later trips. The contact information for these captains was provided from the park database, with the verbal consent of the captains. The interviewer contacted these captains and interviewed them by phone at a mutually agreed upon time.

Multi-day motorized boat visitors that enter the park on charter boats or on non-park tour boats that depart from the dock in Juneau or Gustavus are also common visitors to the park. These visitors proved difficult to contact during the early-summer season; names and phone numbers of people were gathered in the course of this research that will facilitate contacting visitors of this group in the 2008 study phase.

2.4. Contacting Multi-day, Non-motorized Boat Visitors

These visitors are primarily backcountry visitors (virtually all kayakers) who camp at Bartlett Cove and/or take the park day boat to and from drop-off points further up-bay. These visitors were contacted either before or after their kayak trips. For most, a mutually convenient telephone interview time was agreed upon, after their return from Glacier Bay. Four of these interviewees were interviewed at the VIS after their trip was complete. Two of the MDN interviewees – both regular kayakers in the park - were called on the basis of personal recommendations from other kayakers; both consented to phone interviews.

2.5. Interviews

The interviewer conducted a total of sixty-three interviews: 18 with CS visitors, 20 with SDM visitors, 13 with MDM visitors, and 12 with MDN visitors. Because the goal of this survey was to describe the range of visitor experiences for each target population rather than to create quantitative estimates of the prevalence of those experiences, sampling continued longer (up to the maximum of 20 respondents) for those target populations where visitors experiences were found to be most complex and/or heterogeneous. For all target populations, the number of interviews was sufficient to describe the breadth of visitor experiences.

The length of interviews varied considerably, ranging from seven minutes to roughly an hour and a half. The length of interviews was shaped in large part by the interviewees' available time and level of interest in the topic. During the time periods when the researcher was contacting visitors for immediate interviews, response bias was minimized by focusing each request for an interview on a visitor who had not observed the prior interview process.

In addition to the 63 formal interviews, 22 individuals provided some type of informal information. These persons included charter boat operators, and potential interviewees that did not have the time for, or interest in, participating in a full interview. While not interviewees, many of these individuals still provided valuable contextual information; for this reason, these individuals are sometimes alluded to as “informal” contacts, but are not quoted or mentioned by name in the report that follows.

In the case of face-to-face contacts, the initial contact with visitors to explain the study and determine if visitors were interested in participating took approximately 1 minute when visitors refused quickly and approximately three minutes when they read the consent form. Because the survey was being conducted through a cooperative agreement with the University of Washington, Office of Management and Budgeting (OMB) compliance information was also made available as part of the university-required consent form. The form included investigators’ contact information, a research statement, the research purpose and benefits, the research procedures, the associated risks, stress and discomforts, a confidentiality statement, voluntary participation request, and OMB compliance information (see Appendix B3). The respondent was provided with the opportunity to ask questions and was then asked to sign the form as a prelude to the interview. In addition, the surveyor verbally reiterated the voluntary and confidential nature of the interview process, and explained that interviewees could refuse to answer questions or could stop the interview at any time. Phone interviews involved similar procedures, except that the content of the informed consent form and OMB documentation was summarized verbally; those agreeing to phone interviews did so verbally.

Interviews with small groups of consenting visitors were conducted as described in the interview guide (see Appendix B4). During each interview, the interviewer made particular efforts to elicit the interviewees’ thoughts, opinions, values, and observations on the topic while maintaining a tone of value neutrality. As part of the introduction to each interview, each interviewee was given a very brief (less than 10 second) overview of the park’s efforts to assess the outcomes, if any, of different levels of motorized traffic in the park. Interviews followed the attached interview guide thematically. However, the interviewer attempted to maintain a conversational tone and to be responsive to interviewees’ interests and priorities. Thus, the specific content of the interviews, as well as the ordering of questions, varied between interviews. This variation in questioning reflected variation in the context of the interview, the interviewee’s experiences in the park, and the like. This type of variation is widely accepted as a valid and often necessary component of qualitative interviewing, which facilitates both the establishment of rapport with interviewees while also providing a flow of inquiry that is customized to fit the circumstances of any single interviewee. Interviews continued until the interviewees had touched on each of the principal themes mentioned in the interview guide to their satisfaction and/or had run out of time for their interview.

The interviewer took field-notes during each interview; the interviewer often clarified and augmented these notes as necessary after the interview was complete. Also, during face-to-face interviews, with the consent of the interviewee, audio recordings were made

of all or part of the interview. The interviewer reviewed the field-notes and interview recordings for recurring themes. Using these materials, as well as his own general impressions formed during formal and informal exchanges with park visitors, the interviewer produced an outline of interviewees' comments regarding the dimensions or valued attributes of the Glacier Bay experience. This outline, along with field-notes and audio recordings, was provided to Dr. Scott Smiley. Smiley, a specialist in visitor experiences of parks and other landscapes, used the interviewer's outline for organizing the field findings into this report.

3. Attributes of Glacier Bay Valued by Visitors

Consistent with the objectives of the study, this chapter (the first to discuss survey results) describes the dimensions or attributes that comprised a high quality experience for visitors to Glacier Bay. Before discussing the specific valued attributes revealed by visitors' comments, we present an important observation concerning the geographic focus of visitors' attention.

3.1. An Uneven Geographic Distribution of Valued Attributes

A pattern that emerged from the interviews, observations, and informal conversations is that motorized visitors to Glacier Bay experience the park as a scenic pathway punctuated by nodes of special interest. These nodes are made up largely of tidewater glaciers and wildlife sightings (the former being geographically fixed, the latter being more geographically variable). Interviewees' descriptions of valued attributes (discussed below) tend to focus on the nodes of interest. Similarly, Chapter 4 describes how the effects of cruise ships and other vessels are also focused on tidewater glaciers and wildlife. The focus of visitors' attention on glaciers and wildlife has important implications for the study and management of cruise ship effects on experience. In particular, visitors' experience of "Glacier Bay" is focused on a much smaller area than one might assume when looking at a map.

3.2. Specific Valued Attributes

3.2.1. Experiences with Nature

The nodes of special interest were those at which visitors could experience the natural wonders of Glacier Bay. As mentioned above, those nodes largely consisted of tidewater glaciers and wildlife sightings.

Glaciers

The glaciers came up in almost every exchange with visitors. However, interviewees tended to be very brief in their discussion of them. In fact, most seemed to get what they had to say "off their chest" before the interviewer could even complete the informed consent process and get the audio recorder running. By the time formal interviewing was in progress, it sometimes seemed that their comments on the general nature of Glacier Bay were clarification of what they had originally said about the glaciers, and to a lesser extent the wildlife and the wild, rugged landscape. Thus, many of the comments regarding Glacier Bay in general could be said to apply directly to the glaciers.

Interviewees also made specific comments regarding glaciers. Those who intentionally sought out Glacier Bay as a destination (i.e., those other than the cruise ship passengers who went there as an unintended consequence of their cruise itinerary) identified the glaciers as the principal reason for their visit. Some said that they had chosen to come to the park to see the glaciers before the ice retreats farther upslope due to global warming or other factors, and one cruise ship passenger had a different take on that theme, intimating that she had wanted to see the glaciers before government regulators shut down public access to protect the glaciers.

As far as the values expressed, interviewees tended to proclaim that "the glaciers were [awesome and/or ominous and/or amazing and/or incredible]." Almost everyone was wowed by them and several people noted that the glaciers exceeded their expectations in their grandeur and aesthetic interest. Many commented —seldom in more than a short sentence—on the amazing/unearthly sounds that the ice makes as it moves or calves. Many commented, with similar brevity, on the visual scale of the ice when the ship pulled close to it. A number also commented very briefly on the look of the ice, especially its deep blue color as a surprising but appealing aspect of their visit. Some mentioned what we might call the 'purity' of the solid pieces of ice. The combination of the sound of the ice and the sight of the ice (scale, blue color) seemed to be important and positive components of their experience. A few mentioned the novelty of seeing wildlife (usually harbor seals) floating on freshly calved ice. A small number mentioned the bracing blast of cold air descending off the glacier as an interesting and presumably appealing aspect of their visit. Four or five marveled at the antiquity of the ice, that the sections calving before them fell as snow hundreds or thousands of years ago. One or two of these people also commented on the purity of the water/air in these old glacial fragments, i.e., that they predated industrialization and presumably were pure as a result.

Wildlife

Apart from the ubiquitous mention of glaciers, "wildlife" was the most commonly mentioned attribute of Glacier Bay experiences (by 39 interviewees across all groups): "the wildlife, up close and personal" (#44mdn). "We saw the mother bear and two cubs ... That sort of changed our whole perspective. A wonderful introduction to Glacier Bay" (#8sdm). "We saw a bear and two cubs on the shore" (#23mdn). "We saw some whales, we saw some seals, and some bald eagles" (#18cs). "Ah, the wildlife [was] definitely [the high point]. We went to a rookery yesterday, and that was beautiful. Puffins and sea lions. It was a once-in-a-lifetime trip for me" (#4sdm).

Some were disappointed that they did not see more wildlife. "We were hoping to see moose and porcupines" (#6sdm). "That was the only wildlife that I'm aware of seeing, what I think was an eagle sitting on top... We didn't see any other wildlife... that was a disappointment" (#9cs). "We were surprised we didn't see as many animals... but we saw enough of each one... a lot of people may not have seen as much as we did. We really thought that there would be a lot of animals.... I have to wonder if so many people, if it scares them away" (#13cs). "[We] didn't get to see any moose or any walrus... [but we] did get to see 150 otters altogether [and] whales" (#4sdm). And signs of wildlife

were valued as well: “There were bear tracks every place we saw” (#21mdn). Wildlife was mentioned so frequently that it, along with viewing glaciers, might be considered essential attributes of a Glacier Bay experience. However, the interviews do not reveal the reasons for the wide discrepancy gap between CS passengers who reported seeing a lot of wildlife and those who complained of seeing little. Some possibilities are differences in attention, use of binoculars (mentioned by one respondent) or telephoto lenses, or interpretation. The interviewer noted, in his experience riding a cruise ship and the day boat, that the angle of view from the cruise ship allowed a much more commanding view of the area than did the day boat and thus, allowed more sightings. However, the speed and direction of the cruise ship precluded the intimate sightings of animals that were experienced on the day boat.

Intimacy

A number of interviewees indicated that they appreciated the sense of “intimacy” or being “up close” to the place or to the wildlife in particular (one to three in each population). This attribute of the Glacier Bay experience arises through interactions with attributes such as glaciers and wildlife. The sense of intimacy may act in balance against some of the other values, such as remoteness and solitude that seem to embody a sense of distance. While experiences of being “up close” can produce a sense of intimacy, they can also impress upon visitors how large the glaciers, mountains, and wildlife are.

Although they rarely used the term “intimate”, it was common for SDM respondents to mention that they were having a much closer and more personal experience than the passengers on large ships. One interviewee summed it up:

I wanted to do it in a small ship. They can get closer and into places, and far less impersonal than on most big ships that I have no desire to travel on.... We all had an interest in the wildlife or we wouldn't be doing this cruise, and to do it in the small ship where you can get into the nooks and crannies without disturbing nature (#4sdm)

One MDM visitor made a similar observation that small boats are able to experience the place more intimately, and that wildlife “swim right up to the boat” (#49mdm). Contrary to the expectations of visitors on smaller vessels, CS visitors also described experiencing a sense of intimacy: “Yeah, I like the restricted access. I think that makes it more personal and intimate” (#10cs). Another found the contact with nature “totally personal” (#11cs). These responses suggest that survey questions focused on intimacy and closeness to glaciers and wildlife may be appropriate for all visitor groups in the 2008 research. However, wording the questions to avoid the term “intimacy” may be necessary, as the term is likely to be confusing and/or misunderstood by many visitors.

3.2.2. Soundscapes

A soundscape refers to the total acoustic environment in an area and can include anthropogenic and natural sounds. Comments related to the natural soundscape were not common. However, a few interviewees described their experiences using terms such as peace, quiet, and silence. For example, one MDN visitor described Adams Inlet: “it was

just really quiet back in there...you're just hearing the bird life out there" (#37mdn). Similarly, respondent #55 (mdm) was amazed by hearing the eagles and the glacier calving into the water when there were no engines running. And another MDM visitor considers this a key aspect of the experience:

that's the way you should experience Glacier Bay—you pull into a quiet place like Blue Mouse Cove and you turn off all of the engines and generators and lights and just experience the place as it is, without all of the noise and distractions... that's what people really need to see at Glacier Bay (#48mdm).

The importance of natural soundscapes may be more evident in complaints about noise. Although only a few interviewees talked about Glacier Bay in terms of tranquility, peace, or quiet, the objections to noise from ships (see Section 4.2.3 below) indicate that natural soundscapes may be a significant attribute of experiences in Glacier Bay.

In order to explore visitor experiences of natural soundscapes it may be necessary to use a variety of terms—tranquility, peace, quiet, silence—or specific questions about the sounds visitors hear. The sound of glaciers calving and wildlife calls, as well as motors or loudspeakers define the soundscape and may determine whether the visitor experiences tranquility. “Silence” may be a problematic term in a questionnaire if used alone, as it implies the absence of any sound, whereas visitors clearly value the natural sounds of Glacier Bay.

3.2.3. Absence of Humans

The absence of humans or human artifacts in Glacier Bay is closely associated with a number of valued attributes including solitude, a pristine environment, and remoteness. Interviewees made a variety of comments concerning those more specific attributes (see below). In addition, a few interviewees remarked directly about the absence of humans or of any evidence of human activity. One MDN visitor said that in many places they “didn't see anybody... that was heaven” (#44mdn). And an MDM visitor said this was a highlight: “there's just not that many people there” (58mdm). Another MDN visitor was:

surprised just how raw the park felt... there's no logging roads, there's [no] mining roads, there's no towers on the ridges... and even in the channels, there's no navigation markers or buoys or anything... there's no stamp of man back there... there's no blown up debris like you find on other beaches” (#37mdn)

The absence of human artifacts and infrastructure is a hallmark of the conventional definition of wilderness, and is also likely to be an important determinant of the subjective sense of “wilderness” mentioned by some interviewees. Due to its relationship with so many different valued attributes of the Glacier Bay experience, the absence of humans and human artifacts might receive considerable attention in the 2008 survey.

Solitude

“Solitude” or the sense of being alone is an experience associated with the absence of other humans. Solitude was mentioned frequently by CS individuals and MDN

individuals, but only by three MDM visitors and one SDM visitor. Cruise ship passengers expressed the experience of solitude despite the presence of many fellow passengers: “Oh, yeah, you felt like you were alone in there, because people were being very quiet and stuff, very solemn... it feels like you’re alone in there even though you’re surrounded by hundreds of people” (#11cs). “I felt like we had the place to ourselves; well, with a thousand other people, lined up on the deck, on every deck. And the boat would turn, so everyone got a view of the glacier” (#14cs).

The sense of solitude appears to arise because “we” are alone or because there are few, if any, “other” people about. Looking out from the ship or the boat, visitors see nature, wildlife, scenery, etc., but not other people. Kayakers expressed this primarily in terms of not seeing motorized boats. “We never did see the cruise ships...not even off in the distance.¹ I was kind of surprised.... I would like to have not had any power boats in there, that would have been my preference...Mostly for the solitude of it” (#37mdn). “I mostly prefer to see nobody or other kayakers” (#46mdn). One MDM visitor expressed solitude as something of value as an ideal rather than as the reality experienced: “It would be nice to go up there and never see any body” (#54mdm). And another described solitude arising from seeing few people rather than none: “It’s hard to believe it’s a national park, there were so few people there...that was really nice. The solitude I guess” (#55mdm).

Pristine Environment

The idea that Glacier Bay is “pristine,” meaning clean or unspoiled, was mentioned by several interviewees across the population groups (one to three in each group). “It’s pristine. You can feel like the first person who’s ever been there; that’s why I come here” (#46mdn). “It’s a special place: nice, cold, pristine” (#36sdm). The one CS visitor who used the word pristine did so in the context of the need to maintain this quality: “They should really limit the environmental impact of these ships... maybe they need to place restrictions. Sure, the price of a cruise will go up if the demand for trips is higher, but that’s fine, let it go up. That will help to reduce the number of people that go there, and keep it pristine” (#50cs). This comment makes links between pristine quality, environmental impact, management restrictions, and numbers or crowding (all of which are issues being weighed by managers of GLBA).

The term “pristine” is closely tied to “wilderness” or “nature,” depending on how the speaker uses the term. It implies an area not degraded by human environmental impacts, and is thus related to concerns over the environmental impacts of cruise ships, especially pollution. The term “pristine” implies an environment that appears to be untouched by humans. However, it is not clear if the interviewees who expressed appreciation for this characteristic of Glacier Bay would endorse the sort of “zero-tolerance” policies regarding noise, litter, air pollution, or crowding of vessels that might be implied by a strict interpretation of their comments.

¹ Note that the collective sense of “we” may include other kayakers.

Remoteness

Only a few respondents mentioned remoteness. The term was used in reference to Glacier Bay as distant from civilization and difficult to access. Three interviewees (two MDN visitors and one MDM visitor) described Glacier Bay as “remote” or out of the way. One kayaker said he “loved it, absolutely spectacular, the scale of it, the remote feeling of it...” (#37mdn). Another mentioned this quality in the context of preservation:

There’s just such potential to ruin a place, and what makes this great is that it’s out of the way and hard to get to. I think that we need to treat it like a sacred place. You can’t have it so that just anyone gets to go there just anytime they feel like it...if there’s constant pressure when does it end. When does it end? (#62mdn)

The attribute of remoteness may also be implicit in other valued attributes: the pristine environment, solitude, wilderness, or the absence of humans. However, the scarcity of explicit comments suggests that remoteness is not a particularly salient factor in visitor experience of Glacier Bay.

3.2.5. Scale/Vastness

A sense of the vast expanse of Glacier Bay and its surrounding landscape was also evident in the comments of some visitors. In particular, scale may have been a factor in the sense of solitude. A sense of solitude was sometimes evoked when a visitor was faced with the vast landscape that made them feel “small”. This sense of scale was also mentioned by some respondents in relation to seeing a cruise ship in the distance, an experience that provided a sense of the potentially overwhelming scale of Glacier Bay.

3.3. Unanticipated Omissions and Inclusions

The problem analysis that formed part of the background for this study (Vande Kamp and Nelson 2006) included a review of literature that sought to describe recreational experiences of wilderness. A number of the attributes described in the literature did not appear in the interviews. Some of these attributes were oneness with nature, opportunity for primitive recreation, sense of humility, and timelessness. Accordingly, questions focused on those attributes are poor candidates for use in the 2008 research.

Photographic opportunities and photography were mentioned a number of times as valued attributes of the Glacier Bay experience. Photography was a particularly common topic among CS visitors (seven of them), several of whom (#12, #15/16, #31/32) said that photographing wildlife was a highlight of the visit. “I’ve got terrific photos of eagles coming right straight at me” (#12cs). One kayaker also discussed photography, objecting to the intrusion of jet streams from aircraft into photographs (#24mdn). Photography was not singled out for discussion in section 3.2 above because it is primarily a medium by which visitors’ experience the other attributes, rather than an attribute in its own right. For visitors concerned with photography, much of the glacial landscape is viewed through a camera’s lens. Potential visual impacts, such as the presence of cruise ships or other vessels, may be of particular importance to these people, due to their effects on photographic opportunities.

4. Effects of Cruise Ships on Valued Attributes

In the course of describing valued attributes of the Glacier Bay experience, and in response to direct questions about cruise ships, interviewees described a wide range of ways in which cruise ships affected their experiences. There are a number of ways in which these effects could be classified and presented. In this section, we discuss the effects of cruise ships on the various valued attributes that were described above in Chapter 3.

It is important to note that cruise ships can be seen as having a variety of effects, ranging from those that are, a) harmful, destructive, or that detract from the experience, b) potentially harmful or detracting, c) neutral, d) positive, or e) mixed in impact. These categories are not necessarily mutually exclusive. A respondent who felt that cruise ships detract from their experience at the glacier, for example, might also report that seeing the cruise ship from a distance helped them appreciate the scale of the glacier.

4.1. An Uneven Geographic Distribution of Cruise Ship Effects

Recall that motorized visitors to Glacier Bay tended to experience the park as a scenic pathway punctuated by nodes of special interest. Most interviewees did not seem to mind encountering other vessels along pathways but found that encounters at nodes detracted from experiences. Issues related to solitude, or the lack thereof, focused on these nodes or attractions. In fact, the likelihood of visitors on motorized vessels, particularly cruise ships, noticing other boats/ships at any point other than the glaciers or interpreter-announced wildlife sightings appears to be low. On cruise ships there are an abundance of windowless rooms, public areas with narrow views of specific angles, etc. Casual conversations confirmed that for many, boat sightings were an issue only at the attractions—glaciers and wildlife sightings—usually not elsewhere. Interviewees rarely discussed what they saw “in transit,” or on the pathways, focusing instead on attraction nodes in their comments. Margerie Glacier was the most-often mentioned node, while other tidewater glaciers that are visually striking and accessible by boat would be included in this general category of glaciers as nodes, including Johns Hopkins, Lamplugh, etc.

4.2. Cruise Ship Effects on Specific Valued Attributes

4.2.1. Glaciers

Few interviewees had concerns that cruise ships or other vessels might have direct and immediate effects on the tidewater glaciers. However, one CS visitor wondered whether boats could cause calving: “The glacier calved, and we felt sad. I think the boat motor running is making them do that... He sits there and goes around, and round, and round [expressing concern over impact], but it’s beautiful” (#14cs). Another CS visitor questioned specifically if the sound of cruise ships might affect the movement of glaciers:

Does the noise of the ship have some effect on the environment, the wildlife, the movement of the glacier, things like that?... If there is any damage to environment, then no additional ships should not be allowed. I really think the

environment is more important than the pleasure of a cruise if people can spoil it by their presence, even if it's totally unintentional. (#9cs)

In a similar manner one CS visitor suggested that the amount of glacial ice would be decreased by cruise ship traffic.

Right now there's a lot of ice in there, but with a constant flow of ships the ice would probably be pushed to the side. It would take away some of the natural beauty of it, I think. (#20cs)

It was more common for interviewees to express concerns that cruise ships produce pollution that might threaten the pristine ice or, at least, degrade visitors' ability to view the glacier. One CS visitor (#13) expressed such concerns, and they are clearly evident in the comments of a MDN visitor:

When you go see a glacier now, if there's no wind that day, all that exhaust stays right in front of you, so you're looking through smog.... how do we know that that alone doesn't have enough impact on the glaciers to cause some of the recessions?... And these are diesel fuel engines, so you know they're leaving tracks everywhere they go." (This respondent was concerned about the possibility of an oil spill like the Valdez as well.) (#24mdn)

Several respondents (2 CS visitors and 5 SDM visitors) thought that cruise ships were generally harmful or destructive to a wide range of features in Glacier Bay. These people believed that cruise ships have a negative impact on the Bay (including its wildlife, glaciers, or general environment) and that they should therefore be curtailed to minimized impacts. One person said the ships should be eliminated from the Bay on these grounds:

They ought to be sunk, visiting a place like Glacier Bay.... I don't think the things ought to be there, and I think the passengers ought to be there mainly because they are environmentalists, ecologists, that kind of people. (#36sdm)

4.2.2. Wildlife

When interviewees expressed concerns about the effects of cruise ships on wildlife it was sometimes unclear whether they had in mind an intrinsic value of the wildlife, or an instrumental value concerning their own ability to view and experience it. The distinction may prove important, depending on biological research measuring cruise ship effects on wildlife. For example, it is conceivable that cruise ships might serve to concentrate wildlife in small areas where they are easily viewed, but that such concentration may have negative effects on the health of the animals. It is difficult to predict whether visitors would evaluate such a situation as positive or negative. The comment below is an example of an ambiguous response:

It makes sense that you could allow a certain amount of shipping in without disturbing the wildlife too much, before it became an environmental impact. And

if more people could get to see it, that's great. At the same time, don't ruin the beauty of it. (#15cs)

Other comments clearly illustrated the instrumental value of wildlife. For example, comments concerning the possibility that cruise ships would scare away wildlife were quite common, and viewing wildlife was a highly valued attribute of the Glacier Bay experience. Anything that would interfere with this experience was commonly seen negatively. For example a SDM visitor said, "I'd rather not see them when I'm there... I don't want to see the big ships. And we don't want them to scare away the wildlife" (#6sdm). Similar statements were also made by CS visitors in regard to other ships and vessels, "We really thought that there would be a lot of animals.... I have to wonder if so many people, if it scares them away" (#13cs).

Crowding by boats at sites where wildlife gather was also described as an impediment to viewing wildlife. Although interviewees were not consistent in describing how the number of vessels at those sites affected opportunities for viewing, the number of vessels at sites where wildlife gather came up repeatedly in informal interviews.

Comments that may have been motivated, at least in part, by intrinsic values placed on wildlife were focused on a wide range of ways in which cruise ships might affect wildlife. One of the most common concerns focused on the sounds made by ships. For example a MDM visitor felt that noise "might disturb the birds and the wildlife" (#48mdm). Other visitors said, "I would also be concerned about the impacts that the frequency waves might have on the wildlife" (#52mdm), and, "That big ship with the loud speakers yesterday... you could just about hear every word of the presentation.... I'm sure the animals would have been disturbed by it too" (#4sdm), and finally,

I think that would freak out all the mammals in the water up there, too [to have more cruise ships]. I'm sure even our little boat, I'm sure the noise of the engine: they're probably used to it, but you start having more and more big cruise ships in, I think that would really encroach on their habitat (#35sdm).

Visitors also expressed concerns about other ways in which ships might affect wildlife. Several respondents mentioned the possibility of an oil spill:

We've been fortunate that we haven't had a Valdez situation here, but you don't think that those big old boys have a lot of fuel, and oils and things on board? ... But there is a disaster pending every year as far as I'm concerned... what's the cleanup period gonna be like. It would be a nightmare for wildlife. (#24mdn)

Similarly, a few interviewees expressed concern about the impact of sewage disposal by cruise ships, but lacked information on the subject. Finally, one kayaker said that wakes from cruise ships were disruptive,

...especially for those wolves and bears that feed in the intertidal zone; all the little crabs and barnacles get kind of torn up from the wake.... I'm not a biologist, I'm just assuming that the wake is disruptive, but I think that it is something that needs to be looked at. (#63mdn)

Intimacy

It is implicit in their comments suggesting that cruise ships might scare away wildlife that some visitors felt the ships could limit opportunities to build a sense of intimacy or personal experience with those animals. The impacts of cruise ships on the sense of intimacy with the glaciers was not evident in as direct a manner, but is implied in comments about crowding or "lining up" at glaciers that are reported in Section 4.2.4 below. For example, "[If we had seen other cruise ships] they might have been in the way" (#11cs).

4.2.3. Soundscapes

Sounds from loudspeakers and motors were a concern to a number of interviewees. It was a common complaint (for smaller boats as well as cruise ships) that public address systems were so loud that any other boats in the area were forced to hear the commentary for as much as an hour as the ship or boat passes by. This was considered a substantial intrusion into the experience of Glacier Bay.

But the worst thing, when I'm on Sturgess Island just recently on the east arm, and there I am thinking I'm by myself, I'm walking the beach and there's some great oyster catchers... and then all of a sudden you've got this cruise ship going by with this speaker system that I can hear from two and a half miles out! Well your passengers aren't two and a half miles out! So why do we have to hear it? ... You can't quite make out the words but you can definitely hear the system going. And it's not just a short term, it can be like 45 minutes as they cruise through. (#24mdn)

A big ship came in. And it sounded like it was a presentation happening.... And you could just about hear every word of the presentation. And to me, and to all of us, that was just sound pollution that we didn't need. I'm sure the animals would have been disturbed by it too. And it was sort of in an amphitheater of ice and mountains. It just was dreadful. It didn't appreciate that, and others on board didn't either. But then I understand they have to get the message across on that thing... It was just after we'd left the glacier... I'd rather listen to the water. (#4sdm)

In addition, some visitors complained about motor noise, but many of those complaints focused on smaller boats: "One of the smaller boats had their generator on at the glacier...that was kind of annoying" (#55mdm). "[There was a] problem with little boats that have a lot of noise and that are so slow that you have to listen to it forever. It can take an hour of noise before it passes; hear it 30 minutes before it arrives and 30 minutes after it passes" (#38mdn). For this interviewee noise was the biggest issue in the park, especially from charter boats with diesel engines.

4.2.4. Absence of Humans

A range of attributes arise from an absence of other humans. In this section we discuss three such attributes: solitude, the experience of a pristine environment, and the sense of remoteness from civilization. Because of their common origin, many of these attributes are closely related, and visitor comments often touched on more than one attribute at a time.

Solitude

Solitude is commonly defined as the feeling of being alone. The number of mentions of solitude indicates that it is a significant factor in the experience of Glacier Bay. Interviewees made a wide variety of comments concerning the effect of ships on solitude. In one of the most explicit comments, a SDM visitor described the interruption of solitude by the arrival of ships at the glacier:

It was great with solitude at the glacier, then those two big guys came in there and the solitude was just ruined. We had to hurry out of there to make way and there was a lineup... It was just awful (#39sdm) (it is unclear whether the interviewee is referring to large or small cruise ships).

Comments regarding solitude by numerous interviewees in the cruise ship and kayaking populations demonstrate that flexibility is needed in the interpretation of the term itself. Some find solitude in a solo kayak with no other human being within sight or earshot, while others find it standing on the deck of a large ship with hundreds of people at their backs. And there may therefore be variations in what visitors consider to be interruptions to their sense of solitude. What sounds, for example, interrupt the sense of solitude? Does it matter where the sound is coming from? Does sound coming from a visitor's own vessel tend to be less of a detractor? And what visual factors interrupt solitude? Further, as suggested in the above quote from interview #39, being forced to hurry may also disturb solitude. A SDM visitor described crowding at the Margerie Glacier, feeling that finding one ship at a time at the glacier was acceptable, but "that traffic jam... was really unacceptable" and destroyed the sense of solitude (#39sdm).

Visitors' experiences at some of the main attraction sites in Glacier Bay colored their comments. Some described numerous ships and boats "lined up" at glaciers or wildlife sites. One respondent noted that "wherever we went there was another boat [at anchorages and at all the glaciers]." This interviewee complained of a major glut of boats at Marjorie Glacier: sailboats, cruise ships, tour boats (#55mdm). Others, however, specifically said that they did not feel crowded. "It's pretty impressive to go that long without feeling crowded [not seeing other ships]" (#15cs). "I'm really glad that we didn't see anyone else at the glacier, any other boats, so that we could have it to ourselves" (#16cs).²

² In this case the respondent is voicing solitude in a very specific context: solitude *with* a glacier, or in relationship to it. Such an experience is very closely associated with the sense of intimacy discussed earlier.

Most interviewees who commented about crowding, however, were concerned that it could become a problem if the number of boats, ships, and people increased in the Bay, particularly at the glaciers. “I didn’t feel crowded [by other ships] but I wouldn’t want to see any more than we did... if they started backing up in there, it would be pretty awful” (#50cs). “Yeah, I think if there were a lot of ships, one right after the other, it tends to make you think like you’re little cattle... If you had *so* many liners in there it would probably change the bay a little bit” (#20cs). Several indicated that the problem of crowding could be avoided by managing the vessels to keep them from clumping in one location. “As long as they’re spaced I think that would be wonderful, but you don’t want a whole group at one time in there” (#18cs).

Pristine Environment

The sense that Glacier Bay is a pristine environment, one that can be seen as if you were the first to view it, is a valued attribute of the Glacier Bay experience. A number of interviewees expressed concern that large numbers of ships and people would inundate the area, reducing the pristine quality. “You can’t turn it into something like Yosemite, which has far too many” (#6sdm). “People come to Alaska to look at the wilderness and appreciate it. If you start inundating us with all these huge floating cities, it will change the whole landscape” (#35sdm). “I would be concerned if the floodgates opened like some of the other parks that are out there [referring to people rather than cruise ships specifically]” (#5sdm).

A few CS visitors expressed specific concern about more ships visually detracting from the place. “I think it [seeing other cruise ships] would take away. I’m glad have it spread out a little bit... If there was one behind us, which I’m sure there was, we never saw it” (#13cs). “If it was overrun with vessels in there, it would obviously detract from the experience” (the interviewee did not distinguish large from small vessels) (#12cs).

Some visitors expressed concern about the effects of cruise ships on air quality: “I wonder about the environmental impact... after the cruise ships would go by the air was brown” (#43mdn). “The constant black smoke that comes out of those ships is totally gross” (#62mdn). “When you go see a glacier now, if there’s no wind that day, all that exhaust stays right in front of you, so you’re looking through smog” (#24mdn). Such smog or haze is visual evidence of human activity and is inconsistent with a pristine environment.

Remoteness

Very few, if any, interviewees made direct comments concerning the effects of cruise ships on the sense of remoteness. However, a variety of comments bear indirectly on that attribute of the Glacier Bay experience. For example, a group of three SDM visitors (interviewed together) went on at length about the need to mitigate impacts, including effects of the wake, so that reduced speed should be required: “It doesn’t have to be bigger and bigger, faster and faster... this is not the place for that” (#25/26/27sdm). Their comments suggest that the large, fast cruise ships are not consistent with the perspective that Glacier Bay is a remote place, “...what makes this [place] great is that it’s out of the

way and hard to get to... You can't have it so that just anyone gets to go there just anytime they feel like it" (#62mdn).

Similar comments focused on the ability of cruise ships to provide a sense of remoteness to their passengers. One CS visitor argued that the cruise ship experience "leads you down the garden path" by keeping people traveling along engineered pathways that are intentionally created for commercial purposes (#50cs). And a kayaker went on a length:

I have a problem nowadays with some of these cruise ships where they literally have video cameras mounted on the decking, and they take them to the lounge downstairs, and they drive up to the glacier, and people stay inside and watch their TV monitors! ... You're not even getting to smell the air... So I got a problem with that, and the flotillas. Anything that holds 3000 people with 1200 workers on it and doesn't even rock... I don't like that because they cover so much area in such a short amount of time and take that money. (#24mdn)

4.2.5. Scale/Vastness

Visitors made comments concerning two very different effects of cruise ships on the sense of vast scale in Glacier Bay. Some visitors liked seeing a cruise ship because it helped to highlight just how big everything is: "it just looked tiny compared to everything else; it was actually kind of neat to get pictures of the ship, so that you can show the size of everything" (#16cs). "They [ships] give you a sense of the scale of the glacier...to see how massive it really is" (#53mdm). "There's nothing else around for reference! Didn't really affect my experience..." (#34sdm).

In contrast, a few comments suggested that cruise ships were inappropriately large. For example, one SDM visitor felt they should be eliminated on these grounds:³

I think there ought to be a law. They should not allow these big, huge floating cities to unload all their passengers into a town whose own population, summertime population, is only like 800. I mean, I think that's like overkill; it's ridiculous. No way, I hate it. People come to Alaska to look at the wilderness and appreciate it. If you start inundating us with all these huge floating cities, it will change the whole landscape. (#35sdm)

Several MDN visitors made similar comments, "they're almost scary—they're huge and look totally out of place. They're monsters... especially when you're next to them at water level in a kayak or on shore" (#43mdn).

Some comments suggested that the scale of Glacier Bay limited or eliminated the effect of cruise ships on their experience, particularly when cruise ships were seen only from a

³ A kayaker, on the other hand, used the metaphor as a way to limit her objections: She said to herself "there goes a city" when seeing cruise ships; this kind of travel is not what she wants to do, but it is not a problem (#38mdn).

distance and not encountered at close range. “We saw the cruise ships, but you couldn’t really hear anything... they were a long ways away” (#21mdn). “When you see them in the distance it’s no big deal” (#45mdn). “Cruise ships were not really a problem since the place is so vast” (#49mdn). These comments suggest that strategies maximizing the distance between cruise ships and other vessels could minimize their effect on visitor experiences.

4.3. Sources of Effects

Section 4.2 above discussed the effects of cruise ships on valued attributes of the Glacier Bay experience. In this section, we briefly discuss the different ways in which those effects occurred. Before describing the specific aspects of cruise ships that visitors noted, however, it is important to note that any particular encounter with another vessel might involve some or all of the different aspects. For example, a MDN visitor described an encounter with a cruise ship at Lamplugh Glacier that involved its visual presence (smoke), sound, and even smell:

It was so loud... there we are, as close as we got to a glacier and there’s this cruise ship with this constant noise, a loud buzzing sound all the time, and it smelled...we could smell their food and their perfume, and it was kind of nauseating. It kind of ruined the experience for us. Here we are in a wilderness area 50 feet from a glacier and we have to deal with that...the constant black smoke that comes out of those ships is totally gross. (#62mdn)

4.3.1. Visual Presence

A variety of comments suggested that seeing cruise ships had effects on a variety of experiences. As discussed above, these effects could be positive or negative. For example, on the positive side, some visitors reported that cruise ships provided a sense of scale that emphasized the vast space of the Glacier Bay environment, “It was actually kind of neat to get pictures of the ship, so that you can show the size of everything” (#16cs). “They [ships] give you a sense of the scale of the glacier...to see how massive it really is” (#53mdn).

In contrast, several MDN visitors felt that cruise ships detracted from the visual experience: “They’re almost scary—they’re huge and look totally out of place. They’re monsters... especially when you’re next to them at water level in a kayak or on shore” (#43mdn). “They’re *so* big; they really block your view. If you were in the wrong position, you’d miss things, even a whole glacier” (#62mdn). MDN visitors may have felt this more than other visitors due to the great difference in vessel sizes.

4.3.2. Sound

The sounds from loudspeakers and motors were a concern to a number of interviewees. It was a common complaint (for smaller boats as well as cruise ships) that public address systems were so loud that any other boats in the area were forced to hear the commentary for as much as an hour as the ship or boat passes by. This was considered a substantial

intrusion into the experience of Glacier Bay, affecting (or potentially affecting) a number of valued attributes. Sounds from ships obviously detract from the natural soundscape, but visitor comments also suggested concerns with sound impacts on other aspects of the natural environment and on visitors' ability to experience those resources. Comments sometimes described specific incidents:

A big ship came in. And it sounded like it was a presentation happening.... And you could just about hear every word of the presentation. And to me, and to all of us, that was just sound pollution that we didn't need. I'm sure the animals would have been disturbed by it too. And it was sort of in an amphitheater of ice and mountains. It just was dreadful. It didn't appreciate that, and others on board didn't either. But then I understand they have to get the message across on that thing... It was just after we'd left the glacier... I'd rather listen to the water. (#4sdm)

Other comments expressed uncertainty mixed with concern. One MDM visitor felt that noise, including underwater noise, "might disturb the birds and the wildlife; if that was going on it would really need to stop or be fixed somehow... I don't know for sure but you have to wonder... you have to wonder" (#48mdm). A CS visitor expressed similar concern:

Does the noise of the ship have some effect on the environment, the wildlife, the movement of the glacier, things like that?... If there is any damage to environment, then no, additional ships should not be allowed. I really think the environment is more important than the pleasure of a cruise if people can spoil it by their presence, even if it's totally unintentional." (#9cs)⁴

4.3.3. Wakes

A number of respondents in the MDM visitor and MDN visitor groups brought up the issue of wake disturbances from both cruise ships and smaller vessels. Comments about wakes were mixed; some thought it was a serious problem while others found it easily manageable. "We had some pretty good swells from them while we were on anchor" otherwise no problems" (#61mdm). "Everyone is pretty respectful and follows the rules, including trying to minimize wakes" (#56mdm). "I know they were really gentle with the ships when they pulled in, not to create any big wakes or anything" (#33cs). One kayaker (#62mdn) said that the cruise ships run a big wake up onto the shore; they had a few close calls on the shoreline. They found it necessary to paddle out into the water and wait out the wake. But another (#38mdn) said she simply gets prepared for the wake from ships, so it is not a problem.

Respondents who visited the Bay in smaller boats (MDM and MDN) more often described wake disturbances from ships as an issue that detracted from the experience. "Being a smaller boat, sometimes the wake from the cruise ships would really impact

⁴ This interviewee considered herself "not qualified to assess" impacts as they are biological in nature and outside of her expertise.

you...” (#55mdm). “When they’re leaving and heading out, they put out a fair wake...my only suggestion would be a 10 knot maximum speed for those ships...to cut the wake” (#59mdm). However, most who mentioned wake disturbances said that this problem is manageable. “They waked pretty badly, but it wasn’t a huge deal” (#47mdm). One kayaker felt that the problem was worse with tour and charter boats.

4.4. Cruise Ships Having No Effect

A few visitors reported that cruise ships had no effect on their trip experience. Most simply said that the cruise ships were not a problem or did not bother them personally. “I ignored it. It was kind of like a mosquito, you know; you just kind of bat it away. They had to stay in back of us, so they didn’t interrupt our experience of the landscape and seeing all the animals. It was wonderful!” (#35sdm). “We see a few...we are really there for a different reason than other people so we don’t really notice them” (#60mdm). “We’re kind of neutral about it. Everybody can’t do what we did.... Some people on our boat, though, didn’t like it” (#1sdm).

It didn’t matter to me at all. People would go out on the side and take pictures of them... I didn’t mind them being there... I never saw the people... They didn’t bother us; they didn’t go to the same places. Oh, when we was looking at the glacier, there was one in there all the same time we were. We got in closer and went around them... They didn’t get to see what we saw. (#3sdm)

Other visitors concluded that cruise ships had no effect on their experience in Glacier Bay because they successfully avoided cruise ships. These people avoided cruise ships based on the expectation that seeing cruise ships would have a negative effect on their experience in Glacier Bay, although no one knows if that indeed would have been the case. In sum, visitors reported that cruise ships had no effect on their experience for two very different reasons: 1) they encountered the ships and didn’t find them bothersome, or 2) they successfully avoided the ships and did consider them a problem.

5. Other Effects of Cruise Ships

5.1. Ships Provide Access

The most common reason for positive comments regarding cruise ships was that they provide access for people to see Glacier Bay. “That’s the only way you’re going to get people to support parks is to allow them to experience them on their own terms” (#21mdn).

A great way to get a zillion people in and out of the park without having an impact and then they go home and maybe they donate to a group that will help protect wilderness like this.... For some of them it’s as close as they’ll ever get to nature and if that’s all they can experience then great—I’m glad that they have had the opportunity to see it all. (#38mdn)

Many of these comments reflect a rather complex set of tradeoffs between specific impacts to Glacier Bay, personal preferences for desired experiences, beliefs that exposure to Glacier Bay will increase public support for all national parks, and pragmatic assessments of alternative policies. “I was happy that human beings got to see it; it might make some people more aware” (#2sdm). “You can’t lock them out, but you can minimize the impacts” (#22mdn). And several interviewees considered the impact relative to smaller vessels:

They are a real negative, but it is better than having all of those people in small boats.... I’d far rather not see any cruise ships, but the alternative is far worse in terms of wildlife, and expense and fuel spills. (#58mdm).

I think it’s a shame there are so many big ones, but then if we didn’t have the big ones we’d need a lot more smaller ones. It’s six of one, half a dozen of the other, isn’t it? And it’s probably better to have the big ones because they don’t get into these nooks and crannies. (#4sdm)

It may be important for the design of the future research (and is certainly important to its interpretation) to avoid looking at a single aspect of visitors’ views of cruise ships in isolation. If one considered only the stated opinion “I don’t like cruise ships” without considering the other half “but it’s great that they give so many people an opportunity to see this,” then the full meaning of the comment will be misinterpreted.

5.2. Effects on Local Communities

A number of respondents were concerned about the social impacts of cruise ships in Glacier Bay, particularly on Native communities and local port communities. One SDM visitor was concerned about economic and social impacts of cruise ships at port communities. He said that most of the proceeds don’t go to communities; in his view, the cruise ship industry has huge influence politically and can force themselves into places like Glacier Bay with negative impacts on both resources and visitors’ experience (#28sdm). A cruise ships passenger who had experience living in tourist towns said that the impacts of cruise ships on port communities was a concern. The town can be swamped by the numbers of tourists and the economic outcome for these towns is mixed (i.e., they derive income, but also some money goes to outside shops, housing costs go up, etc.) (#51cs). An SDM visitor (#2) was also concerned for people living in the area, mentioning fishermen and Sitka, while another felt for local Native Americans: “I can see that that would be a big issue if I were a Native here... to have everything kind of shut off from me, not be able to go to your homeland” (#1sdm). And a kayaker was surprised and concerned that local residents have no preferential access and so they have to wait on lists to get into the park, or simply don’t go (#62mdn). A kayaker voiced similar concerns: locals should be able to “come in and bring their family and friends in the summertime, and they find out that there’s a waiting list, and they can’t even get up-bay any more. And this is their neighborhood” (#24mdn)

5.3. Effects on Trip Planning and Itineraries

Among MDN and MDM visitors, a common response to the issue of cruise ships detracting is the strategy of avoidance. A number of respondents in both of these groups mentioned taking steps to avoid cruise ships, often by spending more time in the East arm of the bay where cruise ships are absent. “We chose that east arm just because we knew there would be far less boat traffic back there.” (This visitor researched ahead on the Internet) (#37K). “I kind of figured out their track and we were pretty much able to stay away from them” (#61mdm). One MDM respondent explained that cruise ships had no impact on them other than visual, as they saw them only from a distance because “we were keeping our distance on purpose when we saw them” (#48mdm). This avoidance will have an impact on survey results, affecting measures such as how many cruise ships were seen or way cruise ships affected visitors’ experiences. One potential implication of this finding is that managers should maintain opportunities for visitors to avoid cruise ships if they wish to do so. The finding also suggests that the future survey should address whether visitors make choices and plans based on other vessels at the onset of trips, in addition to measuring the experiences of visitors during their trips. The questionnaire might ask MDN and MDM respondents “did you plan your trip so as to intentionally avoid (other) motorized vessels?” And secondary effects of cruise ship avoidance, including potential crowding due to displacement, and limited effects of cruise ships based on lack of encounters, should be taken into account in the 2008 survey.

5.4. Ships as Corporate Symbols

A few interviewees (SDM, MDN, and CS) considered cruise ships offensive for symbolic or ideological reasons, including corporate power, commercialism and consumption of nature, impacts outside the park, and impersonalization. One SDM visitor pointed to the political power of money: “I know the big cruise ships are gonna win out. They’ve got money, they’ve got lobbyists, so they’ll win, that’s reality” (#35sdm).

The commercialism of cruise ships came up repeatedly in informal interviews. This attitude of cruise ships as offensive may often be formed apart from or prior to the actual experience of cruise ships during a visit to Glacier Bay. It may therefore be pertinent to ask those holding this attitude whether the actual experience of the visit to the Bay and what they saw there had any impact on this attitude (or whether the what they saw in the Bay made them feel more strongly or less strongly about this).

5.5. Ships as an Object of Interest

Finally, a number of interviewees considered their encounters with cruise ships to be positive (4 CS respondents, 4 MDN respondents, 3 MDM respondents, 0 SDM respondents). One cruise ship passenger (#33) enjoyed them as a marvel of engineering, and several appreciated them as an object of interest in the landscape. One CS visitor liked seeing another ship because it helped you to see just how big everything is: “it just looked tiny compared to everything else; it was actually kind of neat to get pictures of the ship, so that you can show the size of everything” (#16cs). This reflects back on the quality of vastness discussed earlier. Another respondent pointed to the novelty of seeing them: “everybody enjoyed just watching that other ship go by, something that you don’t see every day” (#17cs).

6. Comments Summarizing Visitors' Perspectives on Cruise Ship Management and Policy

6.1. Comments Regarding the Number of Cruise Ships

Comments from interviewees regarding quotas for the number of cruise ships in Glacier Bay covered the full range of possible options. A few visitors simply felt that more ships should be allowed in the Bay. “The people who don’t want to see the cruise ships there are the same people who move into a new area and then start fighting to keep other people from moving there because they think it might spoil the place... I can’t stand that” (#53mdm). “It really wouldn’t bother me if they put another cruise ship in there a day...in fact, I’d like to see more small boats out there” (#57mdm). And another respondent pointed out that having a number of ships and other vessels in the area provides safety, “peace of mind” in case a smaller boater gets in trouble.

A number of interviewees (mostly MDM visitors) were neutral or mixed on the idea of more ships. “[The number of ships] really doesn’t effect what I do when I’m up there...we just go there for the fishing and I doubt that the boat traffic will affect the fish” (#60mdm). “From a kayaker’s perspective, the fewer ships the better. Yet, I also think it’s great that all those people can have the chance to see it—especially those people who aren’t really outdoorsy or don’t give a shit about the environment” (#62mdn). “I would say it was neutral. It was nice that there weren’t a lot of ships” (#19cs). “My personal opinion is that the level it is at now, it doesn’t negatively affect our operation or our clients’ experience in the bay.” This interviewee indicated that, an increase of two or three cruise ships would probably not be a problem; it would take a lot more (“like 10”) to be a problem and detract from visitors’ experiences. (#56mdm)

Similarly, several other visitors felt it might be all right to allow more ships, as long as they were managed properly:

There’s got to be a real balance between the protection of the wildlife and the number of people who are allowed to see it... You could actually divide ... Bartlett Cove ... in half, ... two ships could get up to maybe that point, but when you get further north, it start closing in, the islands start becoming more [and there is less room]. (#7sdm)

I don’t know, because I think that people need to have access to Glacier Bay and the impacts of all those people in small boats would be huge, but personally I’d really rather see no cruise ships in there. Right now they could really support a larger number of small boats than they have, but there are a lot of trade-offs, with water quality impacts, a greater chance for oil spills, the wakes and that kind of thing. (#58mdm)

As a resident of Alaska, I have such a mixed feeling [about the possibility of more ships].” He says that having them makes money for Alaskans, but also he enjoys nature, “pristine views.” He ends up being neutral on the issue because of the trade-offs. (#54mdm)

Several interviewees said that more ships are not needed, or that the current number is about right. “It sounds like the demand is being met. There’s probably not a need for seven cruise ships lines to all come in with the same size boats” (#7sdm). “It’s my perspective that we have kind of reached capacity. I think that the level they have right now is about right” (#47mdm). “From my perspective, they’ve got it at the perfect point” (#49mdm). “If they want to reduce the number of ships, then that would be fine, but they really shouldn’t let any more in there” (#50cs).

While most interviewees who voiced concerns about environmental impacts of cruise ships stopped at that point, a few specified that the number of ships should be reduced if they were found to have negative environmental impacts. “They should really limit the environmental impact of these ships... maybe they need to place restrictions. Sure, the price of a cruise will go up if the demand for trips is higher, but that’s fine, let it go up. That will help to reduce the number of people that go there, and keep it pristine” (#51cs).

In a similar manner, several interviewees felt that more ships should not be allowed at all, and possibly the number should be reduced. “Reduce or minimize the amount of usage [of both cruise ships and smaller motorized boats]” (#23mdn).

I should say that I wouldn’t want to see any more up there...because it felt like a wild experience, and to have more ships, more of any of the smaller boats, it would have become like a theme park, I suppose, and I wouldn’t want to see that happen. (#52mdm)

Finally, a few respondents presented the most extreme position, stating that they wished the cruise ships were absent entirely: “I’d rather not see them when I’m there... I don’t want to see the big ships. And we don’t want them to scare away the wildlife” (#6sdm).

6.2. Comments Regarding NPS Management of Cruise Ships and Other Vessels

In the course of the interviews, respondents made a number of comments, both favorable and unfavorable, regarding vessel management policies in Glacier Bay. Many were pleased to see the restrictions in place. “I was glad to see it so protected, [glad] the restrictions were strict [that they can’t discharge treated water], no business, no ship business, no cups once you enter the Bay, and I thought that was great” (#2sdm). “I think we were actually glad to see some of those restrictions on the paper or plastic cups while we were in the park” (#5sdm). “It would be terrible to see paper cups floating, or plastic bags” (#7sdm). “I like the restricted access. I think that makes it more personal and intimate” (#10cs). “That’s why I came [knowing the number of vessels are restricted]. I thought ‘someday they’re not going to let anybody see anything up here’” (#14cs).

Others were less positive about restrictions in the Bay. “I’m sure one way or another the government’s going to regulate it” (#41/42sdm). One MDM visitor argued that access to Glacier Bay as public land is the right of every American taxpayer and therefore should not be regulated: “you have people who really want nothing in there. Me, I figure it’s

federal money being spent and every one of us has got the right to go there if we want to” (#57mdm).

Another MDM visitor (#53) spoke at some length about management issues. He argued that Glacier Bay is “managed in a really anal way... they assume we’re all absolutely idiots.” For example, the respondent explains, you have to stay a mile off shore in the park, but as soon as you leave the park you can’t help but get within 10 feet of the whales sometimes and the whales don’t seem to mind. If this is not an issue, the policy should be changed. If this is actually an issue, then they need to educate the public as to the basis for this. If they can show the basis of their decisions then he would be happy to comply, but hates being given orders without explanations. He also mentions proximity to seals as an issue. “Kind of a cop first, and an ambassador maybe...you’ve got to kind of work at it... This is not Nazi Germany!” He adds that “repeating the boater education class is a problem too... two hours with same movie every year is tedious and unnecessary” (#53mdm).

7. Effects of Other Modes of Transport

7.1. Comments Regarding Other Vessels

In addition to discussion of cruise ships, interviewees made a number of comments about smaller ships, motorized boats, and aircraft. Many of the comments are about issues that were also discussed in terms of cruise ships: noise, wake, and crowding. While this topic may appear to be irrelevant in regard to the question of the effects of cruise ships on visitor experiences, the fact that many respondents considered this to be part of the topic under discussion demonstrates otherwise. For many of the aspects of cruise ships that impact visitor experiences, smaller ships and boats are not entirely separable, neither in the minds of respondents nor at a practical level. Crowding, for example, is not simply a matter of number of cruise ships but must take into account the total number of vessels at any particular location at one time. Furthermore, these comments suggest that some of the remarks directed at cruise ships may have as much or more to do with other ships and boats than with cruise ships themselves.

Several respondents admired or envied the charter and tour boats, their maneuverability and ability to access attractions. One kayaker complained of seeing a charter boat in Adams Inlet where he believed they were prohibited. Another advocated restricted access by boats in terms of both time and location: “It’s at the edge of this huge, huge tract of wilderness, and we don’t need to have access to every last part of it, and we don’t have to have access 24 hours a day” (#63mdn). And another would prefer to encounter no motorized boats at all: “I wouldn’t mind if it was all nonmotorized. I wouldn’t mind sailcraft, nonmotorized.” (#23mdn). Another respondent (#24mdn) also said that sailboats are the least offensive.

Numerous comments were made about noise from motorboats—all from kayakers. “We could hear small boats through the day... I don’t want to say non-stop, but it was all the time... we almost never had a time that was completely quiet.... It was clearly negative... [although] when we were on the interior of the islands it wasn’t too bad”

(#63mdn). “We saw one motor trawler. When it’s dead quiet out, ... you notice it” (#22mdn). “[The] problem with little boats that have a lot of noise and that are so slow that you have to listen to it forever. It can take an hour of noise before it passes; hear it 30 minutes before it arrives and 30 minutes after it passes” (#38mdn).

Wake was another issue raised regarding motor boats, although not as frequently as noise. One MDM visitor described problems with tour boats:

At Marjorie Glacier, tour boats got so close to the glacier that it seemed dangerous, then one of these tour boats when leaving went by them so fast—without slowing down—that it created a wake that knocked things off their shelves...that was kind of rude. But otherwise it was beautiful.... it was amazing. (#49mdm)

Another MDM visitor gave a similar description (possibly the same incident):

With some of the smaller boats, like the ones touring the glaciers...at least one time, [the impact] was very significant... This one small boat went by really fast and it had a huge wake... the wake was big enough that it knocked everything off of our shelves.... [Wake is a major issue] and it is mostly the small boats. (#52mdm)

Most comments made about wake disturbances, however, applied to cruise ships rather than smaller boats.

Crowding is another issue that arose in regard to smaller ships and boats. Quite a few MDN visitors and MDM visitors made comments in this regard. “We had to wait a long time for the main channel crossing- maybe an hour - for all the boats to go by” (#44mdn). “Wherever we went there was another boat.” (The respondent specifies at anchorages, and at all the glaciers, a “major glut” of boats at Marjorie Glacier: sailboats, cruise ships, tour boats) (#55mdm). Crowding is an issue that is not readily separable by type of vessel; it is the number of vessels at any time that seems to create the issue.

Contrary to complaints about crowding from MDN visitors and MDM visitors, a number of respondents (CS, SDM, and MDM) said they saw few or no other vessels. “I don’t have any idea how many small, private boats, charter boats, actually go in there. We didn’t see very many” (#7sdm). “We didn’t see many boats, hardly any, so there was plenty of room and you could see everything you wanted to see... there was nothing between us and the glacier and animals and stuff to get in the way and that was great, really great” (#15cs). “We were all alone at the glacier” (#17cs). A fisherman notes: “there are whole days when I don’t see another boat, except the cruise ships... I don’t have many encounters with other boats.... There really isn’t a crowding problem in there” (#57mdm).

7.2. Comments Regarding Aircraft

In addition to comments about other vessels, there were a few remarks from kayakers about the impact of aircraft flying overhead. Both the sound and the jet trails were considered intrusive. “You’re watching whales, it’s peaceful out, you got the Swanson’s Thrush singing in the background, and you’ve got a plane flying overhead or some boat going by; you’ve got motorized sounds that you try to avoid when you’re up there” (#24mdn). “Especially over there at McBride, low-flying aircraft over our heads” (#21mdn). “Every three minutes a jet flies over the east arm during the day, every three minutes. You can have six trails going across the east arm. How do you disguise that in your photograph?” (#24mdn). “I think they should have a moratorium on no flights over National Parks, especially in more of a wilderness type area” (#22mdn).

8. Perceptions of “Wilderness”

“Wilderness” was a term used by many respondents, and is closely related to many of the attributes of the Glacier Bay experience that were valued by all visitors. In fact, those valued attributes could be considered aspects of wilderness. As Nash (1982) points out, wilderness as a concept is much less straightforward than it may seem:

“Wilderness” has a deceptive concreteness at first glance.... There is no specific material object that is wilderness. The term designates a quality (as the “ness” suggests) that produces a certain mood or feeling within a given individual and, as a consequence, may be assigned by that person to a specific place. Because of this subjectivity, a universally acceptable definition of wilderness is elusive. One man’s wilderness may be another’s roadside picnic ground.

Because of the flexibility and inclusiveness of the concept of wilderness, an interviewee who emphasizes solitude, for example, is expressing a wilderness value even if the latter term is not used explicitly.

8.1. Are “Wilderness” Experiences Nonsensical to Some Glacier Bay Visitors?

One of the concerns that motivated this qualitative study was that the experiences of different visitors to Glacier Bay would be so dissimilar that questions relevant to one group would be nonsensical to another. In particular, there was concern that questions asking visitors about various aspects of a “wilderness” experience would be difficult for CS visitors to answer. In an effort to assess whether those concerns were warranted, one or more questions about wilderness were included in interviews with CS visitors.

Among the CS visitor population, mentions of glaciers, wildlife, solitude, and photography were common. Only one interviewee in this group used the term “wilderness” without prompting, so this may indicate that this population is less likely to think in those terms. “Nature,” “wildlife,” and “environment” are similar terms that could resonate with those who do not use the term “wilderness.” The low rate of unprompted use of the term does not necessarily support the conclusion that it has no meaning for this group -- almost all who were asked if they considered this a wilderness experience

answered “yes.” CS visitors made no mention of remoteness, tranquility, or absence of humans. The latter is perhaps not surprising given their situation on a large ship with many fellow passengers. However, CS interviewees did mention solitude with fair frequency. As discussed above, this may be due to the tendency to find solitude based on the scene visitors look out upon, without regard to how large a group “we” comprises. Other comments by CS respondents seemed to contrast wilderness with the packaged, repeatable quality of commercial entertainment: “One of the things I thought was so cool about it was that what we witnessed is never going to be seen again; not the same way, not the same sequence, not the same sounds” (#10cs). “This was so natural; nobody was paid to put on a show” (#11cs).

In general, CS visitors seemed to have little problem answering a question about their “wilderness” experience. Even the one CS visitor (#19) who reported not having a “wilderness experience” appeared to understand the question: “I didn’t feel like that, being on a ship.”

Wilderness appeared to be an even more significant concept for the experience of other Glacier Bay visitors. Interviewees from each of the three remaining populations mentioned wilderness, including a full two-thirds of the MDN visitor group (of course, all MDN visitors took wilderness trips). In an interesting contrast, the interviews show that SDM passengers saw themselves as more wilderness-oriented, more environmentally aware, less consumerist, and more interested in nature and Glacier Bay than cruise ship passengers. (The MDN visitor group seems to think of itself in terms of these qualities as well, but with less effort put into distinguishing themselves from the cruise ship passengers.) The majority of comments from some SDM interviewees (even in response to questions about the ships themselves) criticized cruise ship passengers as disinterested, ecologically ignorant, more interested in shopping than nature, or having an inferior experience of Glacier Bay. The possibility that SDM visitors will base their reactions to cruise ships on beliefs regarding cruise ship passengers may be an important factor for interpreting their responses in the 2008 survey. Researchers should consider whether to include questions regarding beliefs about cruise ship passengers in the survey instruments.

8.2. Comments Regarding “Wilderness” and Valued Attributes of the Glacier Bay Experience

A number of interviewees suggested that Glacier Bay was a special environment in terms of wilderness.

I’ve been in wilderness areas before but this is the first time I’ve actually felt like it was in wilderness... Eastern wildernesses [do] *not* feel like wilderness... In the Adirondacks you’ll come across a dozen other people during the trip, but [here] we didn’t see anybody (#23mdn).

Another visitor noted that it is one of the few wildernesses anywhere that “is truly wild with no people and no sign of people” (#46mdn). The one MDM visitor who mentioned wilderness did so in conjunction with other values: “quiet, wilderness feel, peace, getting

back to nature, getting to see what's there and hopefully will stay there...looking for animals, hoping to see animals that are indigenous to the area" (#49mdn).

One MDN visitor noted contrast between cruise ships and the emptiness of the Glacier Bay shoreline. "I've hiked most of the national parks in the US and this one is kind of unique in the entire country...[with] wilderness everywhere, but so many tourists all in one place" (#45mdn).

Very few, if any, interviewees commented on the Glacier Bay experience using the more subtle concepts found in the literature on wilderness experiences (e.g., oneness with nature, sense of humility, and timelessness). Two of the MDN interviewees (who were visiting together) did mention wilderness in terms of renewing the spirit or the soul, "We needed to patch up some holes in our soul. It worked" (#21mdn). You come back to wilderness and it just repairs your spirit" (#22mdn).

Some respondents were concerned that the possibility of crowding would threaten the wilderness quality in particular areas of Glacier Bay:

Would not like to see more than one boat/ship at a time at the glacier or at wildlife, could scare wildlife but it's not a lot less fun to sit there with other boats, all looking at the same thing... it should be a wilderness experience...wilderness without other motorized vehicles is an important experience for kids especially; they will remember it. (#29sdm)

Stating a more extreme position, one kayaker felt that cruise ships ruin the wilderness experience:

You are out in this wilderness and you worked hard to get there, and then you don't expect to have ... [a cruise ship sitting in front of glacier] it was so loud...there we are, as close as we got to a glacier and there's this cruise ship with this constant noise, a loud buzzing sound all the time, and it smelled... we could smell their food and their perfume, and it was kind of nauseating. It kind of ruined the experience for us. Here we are in a wilderness area fifty feet from a glacier and we have to deal with that. (#62mdn)

9. Conclusion

Comments collected in this qualitative study revealed a variety of attributes valued by visitors to Glacier Bay. These valued dimensions of the experience were largely determined by opportunities to view glaciers and wildlife, and by encountering an environment in which humans and human artifacts were absent or extremely rare. In general, the valued attributes of the Glacier Bay experience were similar across the different user groups – similar enough that potential survey questions about the range of valued attributes would likely make sense to all the groups.

Comments suggested that encounters with cruise ships had the potential to affect all the valued attributes of the Glacier Bay experience. Although some effects were rarely mentioned, interviewees described effects that spanned the range of valued attributes. Sound was one of the more commonly mentioned ways in which cruise ships might affect experiences, but the sight of the ships, and their wakes also had some effects. Comments also showed that cruise ships sometimes served as symbols, and that those associations played a role in their effects on visitors. Similarly, attitudes and beliefs regarding ships and their passengers also played a role in determining the effects of ships on visitor experiences.

Several additional insights of potential importance for the design of the 2008 survey can be taken from the results of this qualitative survey. First, most motorized visitors to Glacier Bay experience the park as a scenic pathway punctuated by nodes of special interest. These nodes are made up largely of tidewater glaciers and wildlife sightings (the former being geographically fixed, the latter being more geographically variable). Interviewees' descriptions of valued attributes focused on the nodes of interest. Similarly, the effects of cruise ships and other vessels are also focused on tidewater glaciers and wildlife.

Second, the comments of many visitors showed a sophisticated awareness of the various tradeoffs relevant to cruise ship management. Some of the factors included in those comments included specific impacts to Glacier Bay, personal preferences for desired experiences, beliefs that exposure to Glacier Bay will increase public support for all national parks, and pragmatic assessments of alternative policies.

Third, the language used by visitors to describe many valued attributes of the Glacier Bay experience varied across interviewees. For example, different visitors used the terms "tranquility," "peace," or "quiet" to convey roughly the same idea. Terminology is a key aspect of how experience is conceptualized, and concepts that are attached to multiple terms may not be evoked consistently by any one of those terms. At the same time, introducing a variety of terms may bring to mind concepts that would otherwise be salient, or even introduce visitors to new concepts. Thus, there may be some risk, when designing a questionnaire, of either using limited terminology that does not resonate with some visitors or of "putting words in their mouths" by introducing terminology that visitors may not often use themselves.

It may therefore be important to use more than one term in questions regarding valued attributes in order to make the broadest connection with respondents. For example, a respondent who does not attach meaning to the term "tranquility" may react to "peace and quiet" instead. Use of alternate terminology may help to eliminate any bias caused when particular terms fail to resonate with certain individuals. Terms may also be used differently by different visitors. Both a kayaker who has been thinking about wilderness experiences for years and a cruise ship passenger who has never seriously considered the notion may answer "yes" to a question asking whether this was a wilderness experience. Designing questionnaire items that use varying terminology (and in the case of

wilderness, items that include a range of values related to a wilderness experience) will minimize any distorting effects of language on the ways experiences are expressed.

References

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Appendix B1: Interview Schedule Guiding Qualitative Interviews

Introduction and request to participate.

Hello, my name is *Insert first and last name*. I work for the Protected Area Social Research Unit at the University of Washington. Along with Glacier Bay National Park and Preserve, we are doing a survey of visitors to Glacier Bay. Here is some information about the survey for you to review [hand person copy of Consent Form — give them time to review].

There are a few key points that I'd like to reiterate while you're looking it over:

- The purpose of this consent form is to assure you that the interview process is completely voluntary and confidential.
- You have the option of stopping the interview at any time
- You don't have to answer any question you don't want to.

As you can see, park management is interested in learning about visitors and their trips to Glacier Bay to help them provide the best quality of visitor experiences in the bay. This survey involves an interview concerning your experience on your trip to Glacier Bay that you just completed. The interview takes about fifteen minutes.

Do you have any questions about the study? *If yes, answer questions. If no, continue.*

Would you be willing to participate in the survey?

NO → Thank you for your time. Have a nice day.

YES → Thank you. Would you please sign the consent form in duplicate? I will be leaving one copy with you.

- ***Sign your line in advance and point out the line where they'll sign.***

The consent form asks if I can tape-record this interview so that I can represent your thoughts most accurately for this study. Please indicate if that is OK.

- Please keep in mind that the cassettes will be destroyed as soon as the project is completed and that all information in this interview is confidential.

Thank you for participating. I am going to start the interview by asking you some relatively simple questions.

Please feel free to stop me at any time for clarification.

1. What is your home zip code (or city and country if not US resident)?
2. Was this your first trip to Glacier Bay National Park?

If not...How many other trips have you made?

Interviews Regarding Visitor Experiences in Glacier Bay

What kind(s) of trip(s) did you take before? [*Lodge visit, cruise, backcountry*]

3. How long did you spend in Glacier Bay National Park on this trip?

The rest of the interview involves questions that are more open-ended. Feel free to talk through your answers in some detail.

[The topics addressed by the questions listed below will be addressed in the rest of the interview but may not be ordered or worded in the specific manner described here.]

- Describe the experience you had in Glacier Bay National Park?
 - What was the best? The worst?
 - What aspects of this experience were most important? Least important?
- Describe the experience you were expecting (hoping) to have in Glacier Bay?
- How important was a wilderness experience to your trip?
- What kinds of boats/ships did you see in Glacier Bay?
- Overall did the presence of other boats/ships affect the quality of your experience in Glacier Bay?
- How did the presence of boats/ships affect the quality of your experience?
- How did your experience with different kinds of boats compare to each other?
- How did your experience with boats/ships compare with your experience of aircraft in Glacier Bay?
- What aspects of [*insert type of vehicle*] affected your experience? [*Ask for each type of boat or aircraft that interviewee saw*]
- Where were you when [*insert type of vehicle*] affected your experience? [*Ask for each type of boat or aircraft that interviewee saw*]
- Were there other detractions to your trip?
 - What were they?
 - What aspects of your trip experience did they affect?

[Say this without referring to your notes] We have come to the end of our interview. I would really like to thank you again for taking the time out of your day to talk with me. Please be assured that everything we've discussed in this interview will be held totally confidential and your input will be a great help to park managers.

- If you have any questions for me in the future, or any concerns regarding our study, contact information is included on your copy of the consent form.
- Thanks very much! *Offer to shake their hand.*

Appendix B2: Incidental Information of Potential Interest to GLBA Managers

There were a number of comments about Park interpreters. “We had forest rangers twice in, and they are so intense, that that’s nice because if they’ve got somebody who’s not involved, not disposed to think it’s a problem, they will when it’s finished” (#36sdm). And a couple (#39/40sdm) found the cultural interpretation especially interesting but redundant at all of the different venues and, by default, simplistic; they would have enjoyed hearing about ‘intellectual property’ in traditional culture, not just hearing stories, but learning about traditional ownerships and telling rights. And a couple from a cruise ship had lengthier comments:

“Actually we were a little disappointed.... I understood from somebody who had been on a cruise that the park rangers come in and they’re going to explain about everything that you’re seeing... It was actually my mother, and she said ‘look for the park rangers on a cruise ship, they’ll just give a wonderful talk’ and we could never find where the rangers were. In the beginning they came on and they showed some animals, and that was nice, but I thought that was going to be in addition to other things.” (#19cs);

“And there was the slide show, and that was basically it. Then just announcing that we’re at Marjorie Glacier” (#20cs). “We just weren’t sure well where do you go to find them” (#19cs). “There was no history behind it.” “My personal opinion was that they were more interested in hawking their books and other paraphernalia than explaining what was going on” (#20cs). “We kept looking for areas where they might be speaking but we could never find areas; I’d see them eating, having lunch” (#19cs). “They could have, on the open P.A., said something, but there was nothing” (#20cs).

Regarding opportunities for multi-day motorized trips into Glacier Bay, one kayaker noted:

I was disappointed when I found out that Glacier Bay Lodge doesn’t even have a three-day charter out of the lodge any more. The *Spirit of Adventure* used to go out for three days... To me, if you really want to show people an intimate experience, it takes the smaller boats. (#24mdn)

Environmental awareness, particularly in terms of global warming, was discussed by several respondents. “We saw that program on global warming, and it was such an impact on us that when we saw all this, it made you really stop and think, just the beauty of everything, to really be ashamed (#13cs). “To see it [Glacier Bay] made you really appreciate how the earth needs to be, or how it was” (#2sdm).

“I come back later [after being here in 1992], and I’m expecting disaster after global warming, and I think ‘oh my God, I’m gonna go up there and I’d better try to see glaciers while they’re still there. They’re not gonna be there much longer;

Interviews Regarding Visitor Experiences in Glacier Bay

they make it sound like they're disappearing quickly.' And there might be some recession in the glaciers but there's some that are still advancing, so that kind of goes against the global norm (#24mdn).

Appendix B3: Additional Information Relevant to Researchers Developing Survey Instruments

One area of imprecision in this study arose from the way respondents answered some of the questions. Interviewees sometimes failed to answer the thrust of the question and instead commented on whatever related topic they felt strongly about. The most common example of this was the respondents in the SDM visitor group who, when asked about cruise ships, would comment on how glad they were that they were on a smaller ship where they had better experiences than the large cruise-ship passengers. This issue would presumably play a smaller role in a mail survey where response options are constrained.

An issue that may be of greater concern is the tendency of some respondents to mix up or combine categories that were treated as distinct for this study. Interviewees at times conflated cruise ships with other ships and boats or failed to distinguish between the number of vessels and the number of people. When addressing impacts, some focused on the ships themselves while others focused on impacts from numbers of people or from the sum total of vessels or people without distinction. This tendency to blur lines should be carefully considered in the design of the 2008 questionnaire.

The level of knowledge about Glacier Bay varied widely between groups, and within groups. The kayakers in the MDN group, for example, exhibited extensive geographical knowledge of Glacier Bay and its place names, while some cruise ship passengers fumbled for the name of Margerie Glacier or seemed unaware that there is more than one glacier in the Park. This is another factor that must be considered for the 2008 survey questionnaire study.

Interviewees were often embarrassed about taking strong positions. This created another area of imprecision in this study, and could similarly affect the 2008 research. Extreme opinions expressed before the recorder was turned on would be moderating when recorded, or positions would later be laughed away as facetious. Such interviewees appeared uncomfortable when these strong opinions were reflected back or restated. The design and/or interpretation of the 2008 survey should take into account the tendency of some respondents to moderate their opinions in this way.

The results of this study also suggest that the MDM (multi-day motorized) category was sufficiently diverse that it might be useful to distinguish between some of the sub-groups within this category. The MDM category currently includes visitors focused on fishing-recreation use of the Bay, aesthetic-recreational use (wilderness, wildlife, glaciers, scenery), and small commercial tour operators. A distinction was not made between these three categories for the purposes of this qualitative study, but such a distinction might be considered for the 2008 study.

This study also suggested it may be important to examine the ways in which “experiential gatekeepers,” such as charter boat captains, kayak tour guides, and the like, affect the

experiences of their clients or other visitors they advise. Many visitors were unaware of the effort put into avoiding encounters with (other) motorized vehicles. Accordingly, data gathered from visitors to describe their experiences may provide a relatively superficial or uninformed view with regard to control and mediation of the experience.

Comments regarding visitor experiences were consistent enough across the visitor groups to suggest that most would understand questions regarding experiences with nature and wilderness. For example, the responses from CS interviewees indicate that (contrary to the assumptions expressed by many SDM visitors) a good portion of cruise ship passengers are aware and concerned about potential impacts by cruise ships, just as they are aware of solitude, wilderness, and environment. At the same time, there is great variation in the way visitors, particularly CS passengers, spend their time during their visit, even during the relatively short time when the ships stop to view glaciers. Many stand on the decks and marvel, some hover near the NPS interpreters seeking guidance on how to comprehend, some sit at window-side chairs—of these, some watch attentively while others read books or doze—and a good many shop, typically in rooms without windows, and their experiences, at least for that portion of their trip, is not noticeably different than that of a shopper in any similar store, in any other part of America. One can hear passengers of one kind mocking the recreational choices of the others. This diversity in the level of engagement with the place is probably unique to the CS group. The MDN population might be considered to be at the other end of the scale, with maximum and consistent engagement.

It is a repeated pattern in the interviews that respondents had more objections to vessels the next larger size than their own. SDM visitors, particularly, took pains to differentiate themselves from the CS visitors, whose experiences on large ships they portrayed as inferior to their own on smaller ships. But it was much more common among CS visitors to demonstrate awareness of the impact of their own ships than among SDM visitors or MDM visitors. In general, however, the kayakers tended to find motorized boats intrusive, the motorized boats found small and large ships intrusive, and those on small ships found the large ships intrusive. It is not clear how this observation might alter the design of the 2008 questionnaire, but it may be relevant to the interpretation of the results.

The MDN visitor population and the CS visitor population (those in the smallest and largest vessels, respectively) were surprisingly close in their attitudes toward cruise ships. Two CS visitors and no MDN visitor called cruise ships harmful or destructive, and five of each population considered them potentially so. The attitudes of “detracting” and “neutral” is where the two groups diverged: six kayakers said that cruise ships were detracting, while no cruise ship passengers did so. And while four CS visitors said that cruise ships were neutral, only one MDN visitor did so. Two CS visitors and one MDN visitor considered the impact mixed, and four of each population said that cruise ships were positive. The similarity in the answers of these two groups is surprising, as they seem to be the most different in how they experience Glacier Bay: the MDN visitor from a small, unmotorized kayak and the CS visitor from a large ship with all the conveniences and hundreds of fellow passengers. Several factors could explain the similarity of the two

groups, especially why the MDN visitor population was the least negative of all populations toward cruise ships. First, avoidance of cruise ships by kayakers should mean fewer opportunities for negative encounters with cruise ships. Second, kayakers may experience more negative impact from smaller motorized boats that share the same spaces with them than from the cruise ships in the distance. Third, several pointed out that there is less impact with hundreds of people on one ship than there would be putting those people on many smaller boats. “From a kayaker’s perspective, the fewer ships the better” (#62mdn).

APPENDIX C: Contact Sheet for Cruise Ship Passengers

Vessel name _____ Interviewer: _____

OMB Control: 1024-0257
Expiration date: December 31, 2009

Date: _____ Time: _____

GLACIER BAY VISITOR SURVEY CONTACT SHEET CRUISE SHIP PASSENGERS

1. How many people are in your personal traveling party?

_____ Number of people

2. Please check the makeup of your personal traveling party:

- Individual
- Family
- Friends
- Family and friends
- Other _____
(please specify)

3. What year were you born? 19 ____

4. What are the ages of the other people in your personal traveling party:

5. During this cruise, have you already visited Glacier Bay National Park and Preserve?

- Yes
- No
- Don't know

6. Have you purchased a tour to participate in during your stay in Juneau?

- Yes, I purchased a tour prior to arriving in Juneau
- No, but I plan to purchase (take) a tour during my stay in Juneau
- No, I don't plan to take a tour during my stay in Juneau → GO TO QUESTION 7
- Don't know/Haven't decided → GO TO QUESTION 7

6a. Which tour(s) will you take during your stay in Juneau?

- Mendenhall Glacier Tour
- Mt. Roberts Tramway
- City tours (bus/van)
- Whale watching cruise
- Helicopter flightseeing
- Salmon bake
- Fish hatchery tour
- Other (please specify) _____

PLEASE TURN THE PAPER OVER AND COMPLETE THE OTHER SIDE.

7. Are you: FEMALE MALE

8. What is your home Zip or Postal Code? *(If you live outside of the United States, please write the name of your country.)*

We would like to send you a questionnaire that asks about your experiences during this trip in Glacier Bay National Park and Preserve. It is estimated to take on average 25 minutes to complete. To participate in this second part of the survey, please provide your name and address so that we can send you that questionnaire. This information will not be used for any purposes other than this survey.

PLEASE WRITE CLEARLY

First Name

Last Name

Street Address

City

State

Zip or Postal Code

Country, if not USA

PLEASE TURN THE PAPER OVER AND COMPLETE THE OTHER SIDE.

**APPENDIX D: Contact Sheet for Day-boat and Private Vessel
Visitors**

Type (please circle one) Day boat Private

OMB Approval: 1024-0257
Expiration date: December 31, 2009

Date: _____ Interviewer: _____

GLACIER BAY VISITOR SURVEY CONTACT SHEET DAY BOAT AND PRIVATE VESSEL PASSENGERS

1. How many nights do you plan to stay in Glacier Bay proper?

_____ Number of nights plan to stay

2. How many people are in your personal traveling party?

_____ Number of people

3. Please check the makeup of your personal traveling party:

- Individual
- Family
- Friends
- Family and friends
- Other _____
(please specify)

4. What year were you born? 19 ____

PLEASE CONTINUE AT THE TOP OF THE NEXT COLUMN

5. What are the ages of the other people in your personal traveling party:

6. Are you: FEMALE MALE

7. What is your home Zip or Postal Code? (If you live outside of the United States, please write the name of your country.)

8. We would like to send you a questionnaire that asks about your experiences during this trip in Glacier Bay National Park and Preserve. It is estimated to take on average 25 minutes to complete. To participate in this second part of the survey, please provide your name and address in the box below so that we can send you that questionnaire. This information will not be used for any purposes other than this survey.



PLEASE WRITE CLEARLY

First Name Last Name

Street Address

City State Zip or Postal Code

Country, if not USA

APPENDIX E: Contact Sheet for Charter and Tour-boat Visitors

Date: _____ Interviewer: _____

GLACIER BAY VISITOR SURVEY CONTACT SHEET CHARTER AND TOUR BOAT PASSENGERS

1. How many people are in your personal traveling party?

_____ Number of people

2. Please check the makeup of your personal traveling party:

- Individual
- Family
- Friends
- Family and friends
- Other _____
(please specify)

3. What year were you born? 19 ____

4. What are the ages of the other people in your personal traveling party:

PLEASE CONTINUE AT THE TOP OF THE NEXT COLUMN.

5. During this trip, have you already visited Glacier Bay National Park and Preserve?

- Yes
- No
- Don't know

6. Are you: FEMALE MALE

7. What is your home Zip or Postal Code? (If you live outside of the United States, please write the name of your country.)

8. We would like to send you a questionnaire that asks about your experiences during this trip in Glacier Bay National Park and Preserve. It is estimated to take on average 25 minutes to complete. To participate in this second part of the survey, please provide your name and address in the box below so that we can send you that questionnaire. This information will not be used for any purposes other than this survey.



PLEASE WRITE CLEARLY

First Name Last Name

Street Address

City State Zip or Postal Code

Country, if not USA

APPENDIX F: Contact Sheet for Backcountry Visitors

Date: _____ Interviewer: _____

GLACIER BAY VISITOR SURVEY CONTACT SHEET BACKCOUNTRY VISITORS

1. How many people are in your personal traveling party?

_____ Number of people

2. Please check the makeup of your personal traveling party:

- Individual
- Family
- Friends
- Family and friends
- Other _____
(please specify)

3. What year were you born? 19 ____

4. What are the ages of the people in your personal traveling party:

PLEASE CONTINUE AT THE TOP OF THE NEXT COLUMN.

5. How many nights do you plan to spend in the backcountry?

_____ Number of nights in backcountry

6. Do you plan to take the park day tour boat as part of this kayaking trip in order to view Margerie and Grand Pacific Glaciers?

- Yes
- No
- Don't know

7. Are you: FEMALE MALE

8. What is your home Zip or Postal Code? (If you live outside of the United States, please write the name of your country.)

PLEASE CONTINUE WITH QUESTION 9 BELOW.

9. We would like to send you a questionnaire that asks about your experiences during this trip in Glacier Bay National Park and Preserve. It is estimated to take on average 25 minutes to complete. To participate in this second part of the survey, please provide your name and address so that we can send you that questionnaire. This information will not be used for any purposes other than this survey.

PLEASE WRITE CLEARLY

First Name Last Name

Street Address

City State Zip or Postal Code

Country, if not USA

APPENDIX G: Mail Survey for Cruise Ship Passengers

*OMB Approval 1024-0257
Expiration date: 12/31/2009*

**Glacier Bay Visitor Experience Survey
Glacier Bay National Park and Preserve
Cruise Ship Passengers**



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. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus permanent data will be anonymous. 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 for this form is estimated to average **25** minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D.
Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

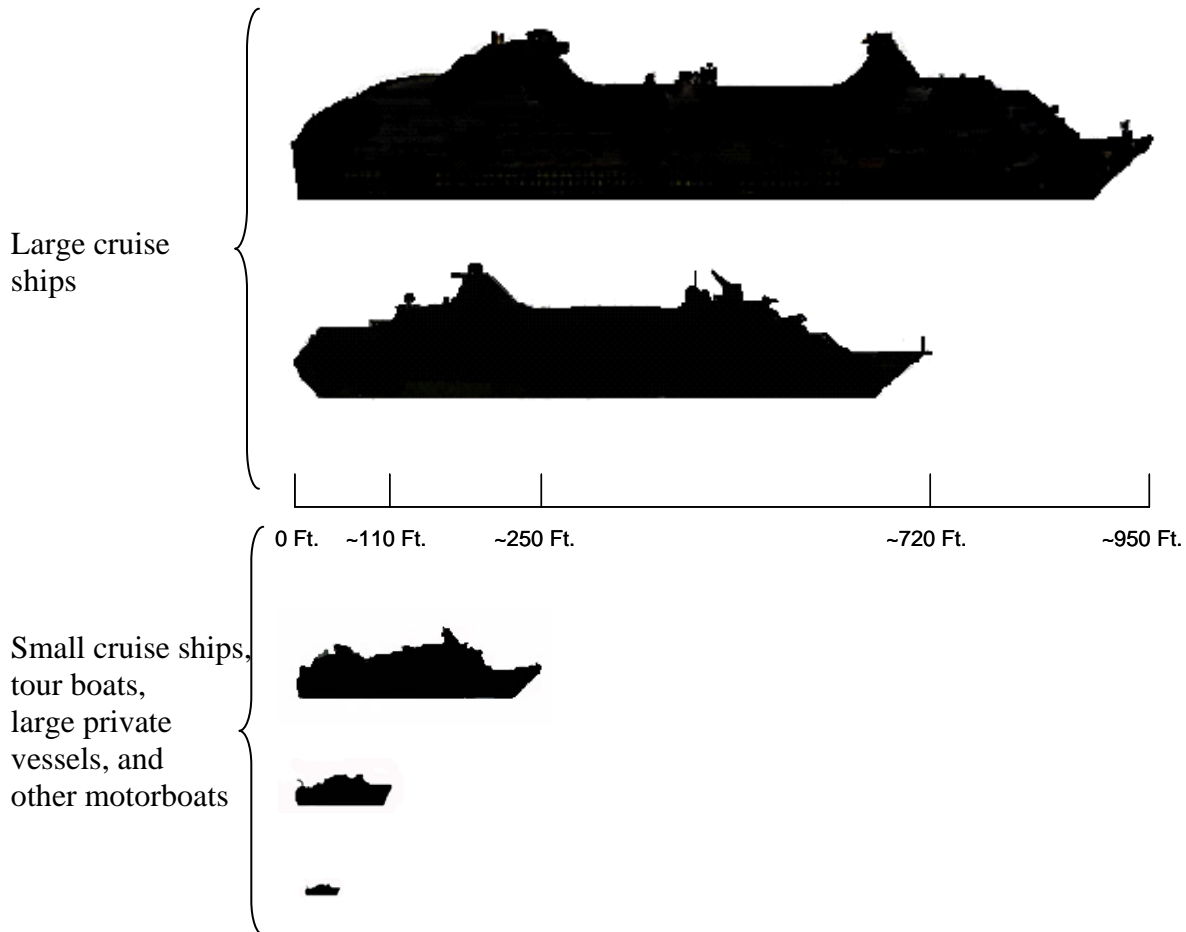
[INSERT SIGNED COPY OF LETTER FROM SUPERINTENDENT HERE]

BEGIN HERE:

Recently, you visited Glacier Bay National Park and Preserve. While you were in Alaska, you were contacted by a survey worker and agreed to complete this mail questionnaire about your experiences during the trip. Thank you for your cooperation.

Please note that this questionnaire focuses only on the trip to Glacier Bay National Park and Preserve when you were contacted for this survey. Also, please be sure to read each question carefully before answering it.

IMPORTANT: On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, you may have seen a number of different vessels that ranged in size from kayaks to cruise ships. For this survey, the motorized vessels have been grouped into two categories. Below are pictures of ships in each category and their relative size to each other to help you classify the vessels you saw into these categories.



1. Was the trip during which you were contacted your first trip to Glacier Bay National Park and Preserve?

- Yes → GO TO QUESTION 2
- No → 1a. **Including the trip during which you were contacted**, how many times have you visited Glacier Bay National Park and Preserve in the last 10 years?

_____ NUMBER OF VISITS TO GLACIER BAY NPP IN LAST 10 YEARS

2. How important was visiting Glacier Bay National Park in determining your choice of cruises?

- Not important
- Slightly important
- Moderately important
- Very important
- Extremely important

3. On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, which of the following activities did you engage in? (*Circle as many numbers as apply.*)

- 1 Viewing tidewater glaciers
- 2 Viewing wildlife
- 3 Viewing general scenery
- 4 Kayaking or canoeing
- 5 Hiking
- 6 Fishing
- 7 Taking photographs
- 8 Staying at Glacier Bay Lodge (in park)
- 9 Staying at Bartlett Cove campground
- 10 Camping in backcountry
- 11 Other(*please specify*) _____

The remaining questions ask about the time you spent in Glacier Bay proper. Glacier Bay proper is the part of the park that is north of a line drawn between Pt. Carolus and Pt. Gustavus. Your time in Glacier Bay proper corresponds approximately to the 8 hours when National Park Service interpreters were on board your cruise ship.

4. We are interested in the kinds of weather you experienced during your trip in Glacier Bay proper. Please indicate each type of weather you experienced and then estimate the number of hours that weather was present. (*Check as many as apply.*)

- Sunny and/or partly cloudy → About _____ hours OR Don't remember _____
- Cloudy without fog → About _____ hours OR Don't remember _____
- Cloudy with fog → About _____ hours OR Don't remember _____
- Rain with or without fog → About _____ hours OR Don't remember _____

5. Some possible experiences of people who visit recreation areas are listed below. How important to you was each of the following experiences during the visit to Glacier Bay proper in which you were contacted? (Circle one response for each reason.)

	How important to you was each experience during this visit to Glacier Bay proper?				
	not important	slightly important	moderately important	very important	extremely important
A. EXPERIENCE THE SCENIC BEAUTY	not important	slightly important	moderately important	very important	extremely important
B. EXPERIENCE TRANQUILITY	not important	slightly important	moderately important	very important	extremely important
C. BE AMAZED BY NATURE	not important	slightly important	moderately important	very important	extremely important
D. EXPERIENCE A PRISTINE SETTING	not important	slightly important	moderately important	very important	extremely important
E. ENJOY THE SOUNDS OF NATURE	not important	slightly important	moderately important	very important	extremely important
F. EXPERIENCE SOLITUDE	not important	slightly important	moderately important	very important	extremely important
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	not important	slightly important	moderately important	very important	extremely important
H. HAVE PERSONAL EXPERIENCES WITH NATURE	not important	slightly important	moderately important	very important	extremely important
I. VIEW WILDLIFE	not important	slightly important	moderately important	very important	extremely important
J. EXPERIENCE NATURE'S WONDERS	not important	slightly important	moderately important	very important	extremely important
K. BE CLOSE TO NATURE	not important	slightly important	moderately important	very important	extremely important
L. FEEL ALONE WITH NATURE	not important	slightly important	moderately important	very important	extremely important
M. EXPERIENCE PEACE AND CALM	not important	slightly important	moderately important	very important	extremely important
N. EXPERIENCE THE NATURAL SOUNDS	not important	slightly important	moderately important	very important	extremely important

6. On the day you were in Glacier Bay proper, how many hours did you spend in places (e.g., on deck, in a room with windows) where you could view the scenery and features of Glacier Bay?

_____ NUMBER OF HOURS SPENT WHERE COULD VIEW GLACIER BAY PROPER

Don't remember

7. During your time in Glacier Bay proper, did you see or hear large cruise ships (other than the one you were on)?

- No → GO TO QUESTION 9
 Don't know → GO TO QUESTION 9
 Yes

- 7a. During your time in Glacier Bay proper, how long did you see or hear large cruise ships (other than the one you were on)?

_____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY (*Please list partial hours as 1/4, 1/2, etc.*)

DON'T KNOW/DON'T REMEMBER

8. How did hearing or seeing a large cruise ship (other than the one you were on) affect each of the following aspects of your experience in Glacier Bay proper? (Circle one response for each aspect of your experience.)

	How did hearing or seeing a large cruise ship (other than the one you were on) affect each of the following aspects of your experience?				
	↓	↓	↓	↓	↓
	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
A. EXPERIENCE THE SCENIC BEAUTY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. EXPERIENCE TRANQUILITY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. BE AMAZED BY NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
D. EXPERIENCE A PRISTINE SETTING	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. ENJOY THE SOUNDS OF NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. EXPERIENCE SOLITUDE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. HAVE PERSONAL EXPERIENCES WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. VIEW WILDLIFE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. EXPERIENCE NATURE'S WONDERS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
K. BE CLOSE TO NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
L. FEEL ALONE WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
M. EXPERIENCE PEACE AND CALM	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
N. EXPERIENCE THE NATURAL SOUNDS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

9. During your time in Glacier Bay proper on this trip, you may have seen or heard different kinds of motorized craft. For each type of craft, please indicate if you heard or saw it during your time in Glacier Bay proper. Then, report the total time you heard or saw that type of craft and how many different craft of that type you saw or heard. *(Please do not include your own vehicle.)*

During your time in Glacier Bay proper...			
Type of craft	Did you hear or see? <i>(Circle one for each type)</i>	Total hours heard or seen <i>(Report partial hours as 1/4, 1/2, etc.)</i>	Number of craft heard or seen
A. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	YES→ NO DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
B. PROPELLER-DRIVEN AIRPLANES	YES→ NO DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
C. HELICOPTERS	YES→ NO DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW

10. During the trip in which you were contacted, how did seeing or hearing (other than the large cruise ship you were on) each type of motorized craft affect your enjoyment of Glacier Bay proper?

How did seeing or hearing the following vehicles affect your enjoyment of Glacier Bay proper?						
	↓	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C. PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D. HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

11. During your trip to Glacier Bay proper, did you visit Margerie/Grand Pacific tidewater glaciers?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

Please see map insert.

11a. At any time while you were at the Margerie/Grand Pacific tidewater glaciers, did you see one or more other water or air craft present (besides your own)?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

11b. Please indicate how many of each type of craft was present (excluding your own cruise ship) while you were at the Margerie/Grand Pacific tidewater glaciers.

- _____ Large cruise ships (other than the one you were on)
- _____ Motorized water craft other than large cruise ships
- _____ Kayaks
- _____ Propeller-driven airplanes
- _____ Helicopters

11c. How did the presence of each type of craft affect your enjoyment of the Margerie/Grand Pacific tidewater glaciers?

How did the presence of each type of craft affect your enjoyment of Margerie/Grand Pacific glaciers?						
	↓	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C. KAYAKS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D. PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
E. HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

12. During your trip to Glacier Bay proper, which of the other tidewater glaciers, if any, did you visit?

- Did not visit any other tidewater glaciers.
- Johns Hopkins
- Lamplugh
- McBride
- Reid
- Other (*please specify*) _____
- Don't know/Don't remember

13. During your trip to Glacier Bay proper, how did large cruise ships (other than the one you were on) affect your viewing of **land animals** (e.g., bear, moose, etc.)? (*Check all that apply.*)

- Other large cruise ships blocked my view of land animals.
- Other large cruise ships made land animals move to where I could easily see them.
- Other large cruise ships made land animals move to where I could not easily see them.
- Other large cruise ships had no effect.
- Don't know/Don't remember

14. During your trip to Glacier Bay proper, how did large cruise ships (other than the one you were on) affect your viewing of **marine animals** (e.g., whales, sea lions, etc.)? (*Check all that apply.*)

- Other large cruise ships blocked my view of marine animals.
- Other large cruise ships made marine animals move to where I could easily see them.
- Other large cruise ships made marine animals move to where I could not easily see them.
- Other large cruise ships had no effect.
- Don't know/Don't remember

15. Please indicate the extent to which you agree or disagree with each of the following statements.

Do you agree or disagree with this statement?					
	↓	↓	↓	↓	↓
	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
A. LARGE CRUISE SHIPS IN GLACIER BAY PROPER ARE MAJESTIC.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
B. LARGE CRUISE SHIPS PROVIDED A SENSE OF SCALE WHEN VIEWING SCENERY IN GLACIER BAY	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
C. LARGE CRUISE SHIPS ARE A GOOD WAY FOR A LARGE NUMBER OF PEOPLE TO VISIT GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
D. IT IS INAPPROPRIATE FOR LARGE CRUISE SHIPS TO BE IN GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

16. On the trip to Glacier Bay proper during which you were contacted for this survey, a variety of events may have occurred. For each event below, please indicate if it occurred and then circle how it affected your trip enjoyment of Glacier Bay proper.

		How did the event affect your trip enjoyment of Glacier Bay proper?				
<u>Did it occur?</u>		↓	↓	↓	↓	↓
<u>EXPERIENCES WITH HAZE.</u>						
A. Haze from other large cruise ship's exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. Haze from small cruise ship or tour boat exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. Haze from unidentified vessel affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH PUBLIC ADDRESS SYSTEMS</u>						
D. Heard sound from other large cruise ships' public address systems.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. Heard sound from small cruise ship or tour boat public address system.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. Heard sound from unidentified public address system.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH ENGINE SOUNDS</u>						
G. Heard other large cruise ships' engines.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. Heard engines of boats other than large cruise ships.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. Heard propeller-driven airplanes.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. Heard helicopters.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

17. Based on your trip experience cruising in Glacier Bay proper, how likely would you be to recommend that a friend or family member visit Glacier Bay on a cruise ship?

- Very likely to recommend visiting Glacier Bay on a cruise ship.
- Somewhat likely to recommend visiting Glacier Bay on a cruise ship.
- No opinion
- Somewhat unlikely to recommend visiting Glacier Bay on a cruise ship.
- Very unlikely to recommend visiting Glacier Bay on a cruise ship.

18. How did your experience (or lack of it) with each of the following types of craft affect whether you would recommend that a friend or family member visit Glacier Bay proper on a cruise ship?

	How did your experience (or lack of) with each craft affect whether you recommend others to visit Glacier Bay on a cruise ship?				
	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS (OTHER THAN THE ONE YOU WERE ON)	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
C. PROPELLER-DRIVEN AIRPLANES	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
D. HELICOPTERS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely

19. Overall, how would you rate the time you spent cruising in Glacier Bay proper during your trip? (Check one box.)

- Extremely poor
- Very poor
- Poor
- Good
- Very good
- Extremely good

20. Are you: (Check one box.)

- Female
- Male

21. What year were you born?

19 ____

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

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24+
(Elementary thru High School) (College/Vocational) (Graduate/Professional)

23. Are you Hispanic or Latino?

- YES – Hispanic or Latino
- NO – Not Hispanic or Latino

24. What is your race? (Check one or more races to indicate what you consider yourself to be)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White

25. Please use the space below to write any other comments you care to make about the positive or negative aspects of your trip to Glacier Bay National Park and Preserve or about National Park Service management of the area.

APPENDIX H: Mail Survey for Motorized Visitors

*OMB Approval 1024-0257
Expiration date: 12/31/2009*

**Glacier Bay Visitor Experience Survey
Glacier Bay National Park and Preserve
Motorized Visitors**



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. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus permanent data will be anonymous. 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 for this form is estimated to average **25** minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D.
Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

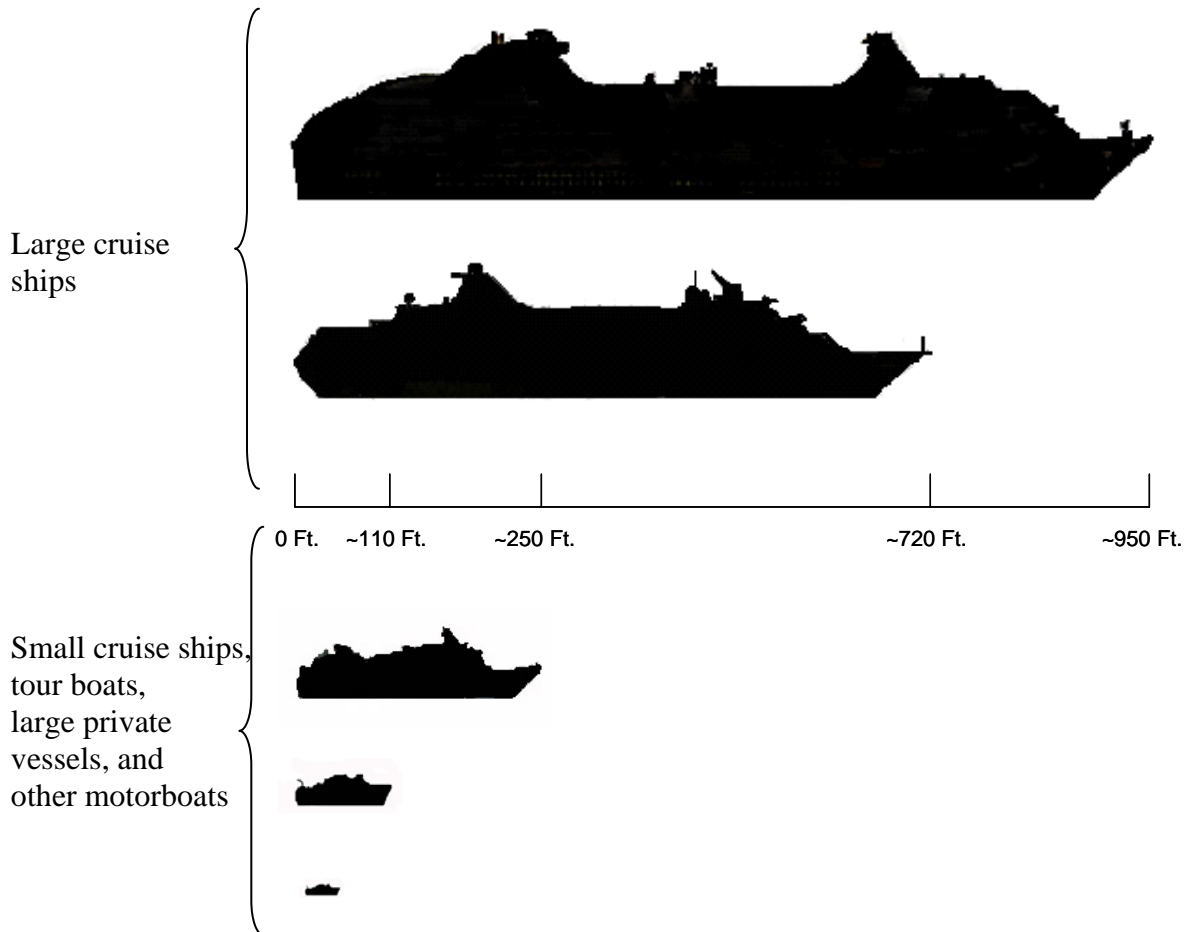
[INSERT SIGNED COPY OF LETTER FROM SUPERINTENDENT HERE]

BEGIN HERE:

Recently, you visited Glacier Bay National Park and Preserve. While you were in Alaska, you were contacted by a survey worker and agreed to complete this mail questionnaire about your experiences during the trip. Thank you for your cooperation.

Please note that this questionnaire focuses only on the trip to Glacier Bay National Park and Preserve when you were contacted for this survey. Also, please be sure to read each question carefully before answering it.

IMPORTANT: On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, you may have seen a number of different vessels that ranged in size from kayaks to cruise ships. For this survey, the motorized vessels have been grouped into two categories. Below are pictures of ships in each category and their relative size to each other to help you classify the vessels you saw into these categories.



1. Was the trip during which you were contacted your first trip to Glacier Bay National Park and Preserve?

Yes → GO TO QUESTION 2

No → 1a. **Including the trip during which you were contacted**, how many times have you visited Glacier Bay National Park and Preserve in the last 10 years?

_____ NUMBER OF VISITS TO GLACIER BAY NPP IN LAST 10 YEARS

2. On the trip during which you were contacted, did you stay overnight inside the park? (*Glacier Bay Lodge is within park boundaries, but lodging in Gustavus is outside the park.*)

Yes → How many nights did you stay overnight within park boundaries? _____ Nights OR
_____ Don't know

Don't remember → GO TO QUESTION 3

No → Did you visit Glacier Bay NPP on more than one day during your trip?

No → [How many hours did you spend in the park? _____ Hours OR _____ Don't know

Yes → a. How many days did you visit the park? _____ Days OR _____ Don't know

b. How many hours total did you spend in the park? _____ Hours OR _____ Don't know

3. On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, which of the following activities did you engage in? (*Circle as many numbers as apply.*)

- 1 Viewing tidewater glaciers
- 2 Viewing wildlife
- 3 Viewing general scenery
- 4 Kayaking or canoeing
- 5 Hiking
- 6 Fishing
- 7 Taking photographs
- 8 Staying at Glacier Bay Lodge (in park)
- 9 Staying at Bartlett Cove campground
- 10 Camping in backcountry
- 11 Other(*please specify*) _____

The remaining questions ask about the time you spent in Glacier Bay proper. Glacier Bay proper is the part of the park that is north of a line drawn between Pt. Carolus and Pt. Gustavus. Please refer to the map in Question 5 below for clarification, if necessary.

4. We are interested in the kinds of weather you experienced during your trip in Glacier Bay proper. Please indicate each type of weather you experienced and then estimate the number of hours that weather was present. (*Check as many as apply.*)

- Sunny and/or partly cloudy → About _____ hours OR Don't remember _____
- Cloudy without fog → About _____ hours OR Don't remember _____
- Cloudy with fog → About _____ hours OR Don't remember _____
- Rain with or without fog → About _____ hours OR Don't remember _____

6. Some possible experiences of people who visit recreation areas are listed below. How important to you was each of the following experiences during the visit to Glacier Bay proper in which you were contacted? (Circle one response for each reason.)

	How important to you was each experience during this visit to Glacier Bay proper?				
	not important	slightly important	moderately important	very important	extremely important
A. EXPERIENCE THE SCENIC BEAUTY	not important	slightly important	moderately important	very important	extremely important
B. EXPERIENCE TRANQUILITY	not important	slightly important	moderately important	very important	extremely important
C. BE AMAZED BY NATURE	not important	slightly important	moderately important	very important	extremely important
D. EXPERIENCE A PRISTINE SETTING	not important	slightly important	moderately important	very important	extremely important
E. ENJOY THE SOUNDS OF NATURE	not important	slightly important	moderately important	very important	extremely important
F. EXPERIENCE SOLITUDE	not important	slightly important	moderately important	very important	extremely important
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	not important	slightly important	moderately important	very important	extremely important
H. HAVE PERSONAL EXPERIENCES WITH NATURE	not important	slightly important	moderately important	very important	extremely important
I. VIEW WILDLIFE	not important	slightly important	moderately important	very important	extremely important
J. EXPERIENCE NATURE'S WONDERS	not important	slightly important	moderately important	very important	extremely important
K. BE CLOSE TO NATURE	not important	slightly important	moderately important	very important	extremely important
L. FEEL ALONE WITH NATURE	not important	slightly important	moderately important	very important	extremely important
M. EXPERIENCE PEACE AND CALM	not important	slightly important	moderately important	very important	extremely important
N. EXPERIENCE THE NATURAL SOUNDS	not important	slightly important	moderately important	very important	extremely important

7. During your time in Glacier Bay proper, did you see or hear large cruise ships?

- No → GO TO QUESTION 9
- Don't know → GO TO QUESTION 9
- Yes



7a. During your time in Glacier Bay proper, how long did you see or hear large cruise ships?

- A. _____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY (*Please list partial hours as 1/4, 1/2, etc.*)
- B. DON'T KNOW/DON'T REMEMBER

7b. On how many days did you see or hear large cruise ships?

- A. _____ NUMBER OF DAYS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY
- B. DON'T KNOW/DON'T REMEMBER

7c. On the day you saw or heard the **most** large cruise ships in Glacier Bay proper, how long did you see or hear large cruise ships?

_____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS ON DAY HEARD/SAW MOST LARGE CRUISE SHIPS IN GLACIER BAY (*Please list partial hours as 1/4, 1/2, etc.*)

- I ONLY SAW CRUISE SHIP(S) ONE DAY (SO SAME ANSWER AS QUESTION 7A.).
- DON'T KNOW/DON'T REMEMBER

8. How did hearing or seeing a large cruise ship affect each of the following aspects of your experience in Glacier Bay proper? (Circle one response for each aspect of your experience.)

	How did hearing or seeing a large cruise ship affect each of the following aspects of your experience?				
	↓	↓	↓	↓	↓
A. EXPERIENCE THE SCENIC BEAUTY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. EXPERIENCE TRANQUILITY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. BE AMAZED BY NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
D. EXPERIENCE A PRISTINE SETTING	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. ENJOY THE SOUNDS OF NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. EXPERIENCE SOLITUDE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. HAVE PERSONAL EXPERIENCES WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. VIEW WILDLIFE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. EXPERIENCE NATURE'S WONDERS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
K. BE CLOSE TO NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
L. FEEL ALONE WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
M. EXPERIENCE PEACE AND CALM	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
N. EXPERIENCE THE NATURAL SOUNDS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

9. During your time in Glacier Bay proper on this trip, you may have seen or heard different kinds of motorized craft. For each type of craft, please indicate if you heard or saw it during your time in Glacier Bay proper. Then, report the total time you heard or saw that type of craft and how many different craft of that type you saw or heard. *(Please do not include your own vehicle.)*

During your time in Glacier Bay proper...			
Type of craft	Did you hear or see? <i>(Circle one for each type)</i>	Total hours heard or seen <i>(Report partial hours as 1/4, 1/2, etc.)</i>	Number of craft heard or seen
A. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
B. PROPELLER-DRIVEN AIRPLANES	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
C. HELICOPTERS	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW

10. During the trip in which you were contacted, how did seeing or hearing (other than your own transport) each type of motorized craft affect your enjoyment of Glacier Bay proper?

How did seeing or hearing the following vehicles affect your enjoyment of Glacier Bay proper?						
	↓	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C. PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D. HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

11. During your trip to Glacier Bay proper, did you visit Margerie/Grand Pacific tidewater glaciers?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

11a. At any time while you were at the Margerie/Grand Pacific tidewater glaciers, did you see one or more other water or air craft present (besides your own)?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

11b. Please indicate how many of each type of craft was present (excluding your own vessel) while you were at the Margerie/Grand Pacific tidewater glaciers.

- _____ Large cruise ships
- _____ Motorized water craft other than large cruise ships (other than the one you were on)
- _____ Kayaks
- _____ Propeller-driven airplanes
- _____ Helicopters

11c. How did the presence of each type of craft affect your enjoyment of the Margerie/Grand Pacific tidewater glaciers?

		How did the presence of each type of craft affect your enjoyment of Margerie/Grand Pacific glaciers?					
		↓	↓	↓	↓	↓	
A.	LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B.	MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C.	KAYAKS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D.	PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
E.	HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

12. During your trip to Glacier Bay proper, which of the other tidewater glaciers, if any, did you visit?

- Did not visit any other tidewater glaciers.
- Johns Hopkins
- Lamplugh
- McBride
- Reid
- Other (*please specify*) _____
- Don't know/Don't remember

13. During your trip to Glacier Bay proper, how did large cruise ships affect your viewing of **land animals** (e.g., bear, moose, etc.)? (*Check all that apply*)

- Large cruise ships blocked my view of land animals.
- Large cruise ships made land animals move to where I could easily see them.
- Large cruise ships made land animals move to where I could not easily see them.
- Large cruise ships had no effect.
- Don't know/Don't remember.

14. During your trip to Glacier Bay proper, how did large cruise ships affect your viewing of **marine animals** (e.g., whales, sea lions, etc.)? (*Check all that apply*)

- Large cruise ships blocked my view of marine animals.
- Large cruise ships made marine animals move to where I could easily see them.
- Large cruise ships made marine animals move to where I could not easily see them.
- Large cruise ships had no effect.
- Don't know/Don't remember.

15. Please indicate the extent to which you agree or disagree with each of the following statements.

		Do you agree or disagree with this statement?				
		↓	↓	↓	↓	↓
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
A.	LARGE CRUISE SHIPS IN GLACIER BAY PROPER ARE MAJESTIC.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
B.	LARGE CRUISE SHIPS PROVIDED A SENSE OF SCALE WHEN VIEWING SCENERY IN GLACIER BAY	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
C.	LARGE CRUISE SHIPS ARE A GOOD WAY FOR A LARGE NUMBER OF PEOPLE TO VISIT GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
D.	IT IS INAPPROPRIATE FOR LARGE CRUISE SHIPS TO BE IN GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

16. On the trip to Glacier Bay proper during which you were contacted for this survey, a variety of events may have occurred. For each event below, please indicate if it occurred and then circle how it affected your trip enjoyment of Glacier Bay proper.

		<u>Did it occur?</u>	How did the event affect your trip enjoyment of Glacier Bay proper?				
			↓	↓	↓	↓	↓
<u>EXPERIENCES WITH HAZE.</u>							
A.	Haze from large cruise ship exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B.	Haze from small cruise ship or tour boat exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C.	Haze from unidentified vessel affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH PUBLIC ADDRESS SYSTEMS</u>							
D.	Heard sound from large cruise ship public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E.	Heard sound from small cruise ship or tour boat public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F.	Heard sound from unidentified public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH ENGINE SOUNDS</u>							
G.	Heard large cruise ship engines.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H.	Heard engines of boats other than large cruise ships.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I.	Heard propeller-driven airplanes.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J.	Heard helicopters.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

17. Did you plan your trip to minimize seeing or hearing other vessels?

- No → GO TO QUESTION 18
- Yes

17a. Which types of vessels did you plan your trip to minimize seeing or hearing? (*Please check all that apply.*)

- Large cruise ships
- Small cruise ships, tour boats, or large private vessels
- Small motor boats or sailboats
- Kayaks

17b. Please describe briefly how you planned your trip to minimize seeing or hearing other vessels.

18. Based on your trip experience boating/cruising in Glacier Bay, how likely would you be to recommend that a friend or family member visit Glacier Bay on the same kind of vessel you used (e.g., charter, small cruise, private vessel, etc.)?

- Very likely to recommend visiting Glacier Bay.
- Somewhat likely to recommend visiting Glacier Bay.
- No opinion
- Somewhat unlikely to recommend visiting Glacier Bay.
- Very unlikely to recommend visiting Glacier Bay.

19. How did your experience (or lack of it) with each of the following types of craft affect whether you would recommend that a friend or family member visit Glacier Bay proper on the same kind of vessel you used (e.g., charter, small cruise, private vessel, etc.)?

How did your experience (or lack of) with each craft affect whether you recommend others to visit Glacier Bay on the same kind of vessel you used?

	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
C. PROPELLER-DRIVEN AIRPLANES	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
D. HELICOPTERS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely

20. Overall, how would you rate the time you spent boating/cruising in Glacier Bay proper during your trip?
(Check one box.)

- Extremely poor
- Very poor
- Poor
- Good
- Very good
- Extremely good

21. Are you: (Check one box.)

- Female
- Male

22. What year were you born?

19 ____

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

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24+
 (Elementary thru High School) (College/Vocational) (Graduate/Professional)

24. Are you Hispanic or Latino?

- YES – Hispanic or Latino
- NO – Not Hispanic or Latino

25. What is your race? (Check one or more races to indicate what you consider yourself to be)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White

26. Please use the space below to write any other comments you care to make about the positive or negative aspects of your trip to Glacier Bay National Park and Preserve or about National Park Service management of the area.

APPENDIX I: Mail Survey for Non-Motorized Visitors

*OMB Approval 1024-0257
Expiration date: 12/31/2009*

**Glacier Bay Visitor Experience Survey
Glacier Bay National Park and Preserve
Non-Motorized Visitors**



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. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus permanent data will be anonymous. 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 for this form is estimated to average **25** minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D.
Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

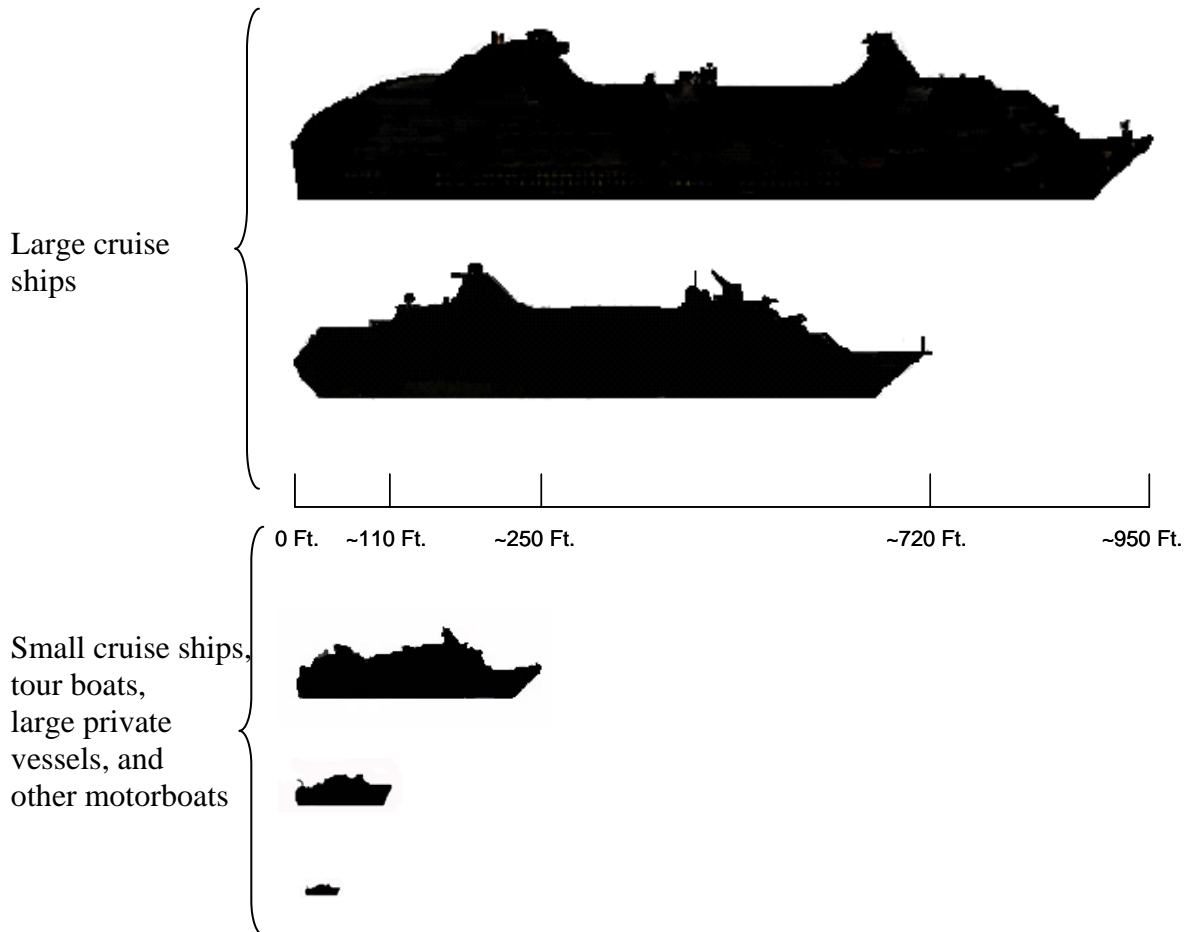
[INSERT SIGNED COPY OF LETTER FROM SUPERINTENDENT HERE]

BEGIN HERE:

Recently, you visited Glacier Bay National Park and Preserve. While you were in Alaska, you were contacted by a survey worker and agreed to complete this mail questionnaire about your experiences during the trip. Thank you for your cooperation.

Please note that this questionnaire focuses only on the trip to Glacier Bay National Park and Preserve when you were contacted for this survey. Also, please be sure to read each question carefully before answering it.

IMPORTANT: On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, you may have seen a number of different vessels that ranged in size from kayaks to cruise ships. For this survey, the motorized vessels have been grouped into two categories. Below are pictures of ships in each category and their relative size to each other to help you classify the vessels you saw into these categories.



1. Was the trip during which you were contacted your first trip to Glacier Bay National Park and Preserve?

Yes → GO TO QUESTION 2

No → 1a. **Including the trip during which you were contacted**, how many times have you visited Glacier Bay National Park and Preserve in the last 10 years?

_____ NUMBER OF VISITS TO GLACIER BAY NPP IN LAST 10 YEARS

2. On the trip during which you were contacted, how many nights did you stay overnight within park boundaries? (*Glacier Bay Lodge is within park boundaries, but lodging in Gustavus is outside the park.*)

_____ NIGHTS SPENT WITHIN PARK BOUNDARIES

DON'T REMEMBER

3. On the trip during which you were contacted, how long did you spend in the backcountry in Glacier Bay National Park and Preserve?

_____ NUMBER OF NIGHTS SPENT IN BACKCOUNTRY

DON'T REMEMBER

4. On the trip to Glacier Bay National Park and Preserve during which you were contacted for this survey, which of the following activities did you engage in? (*Circle as many numbers as apply.*)

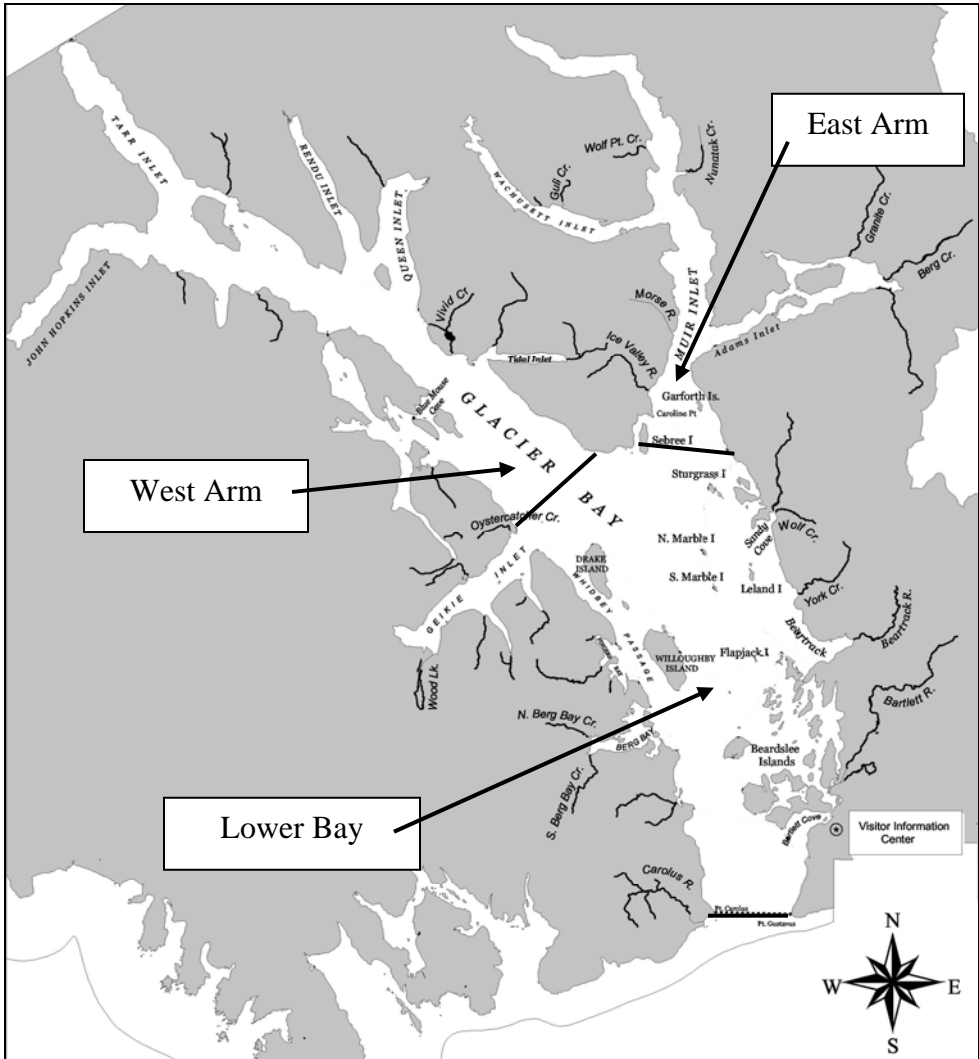
- 1 Viewing tidewater glaciers
- 2 Viewing wildlife
- 3 Viewing general scenery
- 4 Kayaking or canoeing
- 5 Hiking
- 6 Fishing
- 7 Taking photographs
- 8 Staying at Glacier Bay Lodge (in park)
- 9 Staying at Bartlett Cove campground
- 10 Camping in backcountry
- 11 Other(*please specify*) _____

The remaining questions ask about the time you spent kayaking or hiking in Glacier Bay proper. This time does not include any time you spent on the Glacier Bay Lodge tour boat.

(Glacier Bay proper is the part of the park that is north of a line drawn between Pt. Carolus and Pt. Gustavus. Please refer to the map in Question 6 below for clarification, if necessary.)

5. We are interested in the kinds of weather you experienced during the kayaking/hiking portion of your trip in Glacier Bay proper. Please indicate each type of weather you experienced and then estimate the number of hours that weather was present. *(Check as many as apply.)*
- Sunny and/or partly cloudy → About _____ hours OR Don't remember _____
 - Cloudy without fog → About _____ hours OR Don't remember _____
 - Cloudy with fog → About _____ hours OR Don't remember _____
 - Rain with or without fog → About _____ hours OR Don't remember _____

6. In the map below, Glacier Bay proper is divided into three areas: The Lower Bay; the East Arm, and the West Arm. During the kayaking/hiking portion of the trip, please indicate if you kayaked/hiked each area and your best estimate of how much time you spent in that area.



Area of Bay		Did you kayak/hike in this part of the bay? (Circle one for each area)	Number of hours spent in this area
A.	LOWER BAY	YES → NO DON'T KNOW	_____ (# hrs) DON'T KNOW
B.	EAST ARM	YES → NO DON'T KNOW	_____ (# hrs) DON'T KNOW
C.	WEST ARM	YES → NO DON'T KNOW	_____ (# hrs) DON'T KNOW

7. Some possible experiences of people who visit recreation areas are listed below. How important to you was each of the following experiences during the kayaking/hiking portion of your visit to Glacier Bay proper in which you were contacted? (Circle one response for each reason.)

	How important to you was each experience during the kayaking/hiking portion of this visit to Glacier Bay proper?				
	not important	slightly important	moderately important	very important	extremely important
A. EXPERIENCE THE SCENIC BEAUTY	not important	slightly important	moderately important	very important	extremely important
B. EXPERIENCE TRANQUILITY	not important	slightly important	moderately important	very important	extremely important
C. BE AMAZED BY NATURE	not important	slightly important	moderately important	very important	extremely important
D. EXPERIENCE A PRISTINE SETTING	not important	slightly important	moderately important	very important	extremely important
E. ENJOY THE SOUNDS OF NATURE	not important	slightly important	moderately important	very important	extremely important
F. EXPERIENCE SOLITUDE	not important	slightly important	moderately important	very important	extremely important
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	not important	slightly important	moderately important	very important	extremely important
H. HAVE PERSONAL EXPERIENCES WITH NATURE	not important	slightly important	moderately important	very important	extremely important
I. VIEW WILDLIFE	not important	slightly important	moderately important	very important	extremely important
J. EXPERIENCE NATURE'S WONDERS	not important	slightly important	moderately important	very important	extremely important
K. BE CLOSE TO NATURE	not important	slightly important	moderately important	very important	extremely important
L. FEEL ALONE WITH NATURE	not important	slightly important	moderately important	very important	extremely important
M. EXPERIENCE PEACE AND CALM	not important	slightly important	moderately important	very important	extremely important
N. EXPERIENCE THE NATURAL SOUNDS	not important	slightly important	moderately important	very important	extremely important

8. During the kayaking/hiking portion of your trip in Glacier Bay proper, did you see or hear large cruise ships?

- No → GO TO QUESTION 10
- Don't know → GO TO QUESTION 10
- Yes

8a. During the kayaking/hiking portion of your trip in Glacier Bay proper, how long did you see or hear large cruise ships?

_____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY (*Please list partial hours as 1/4, 1/2, etc.*)

- DON'T KNOW/DON'T REMEMBER

8b. During the kayaking/hiking portion of your trip in Glacier Bay proper, on how many days did you see or hear large cruise ships?

_____ NUMBER OF DAYS SAW OR HEARD LARGE CRUISE SHIPS IN GLACIER BAY

- DON'T KNOW/DON'T REMEMBER

8c. On the day you saw or heard the **most** large cruise ships during the kayaking/hiking portion of your trip in Glacier Bay proper, how long did you see or hear large cruise ships?

_____ NUMBER OF HOURS SAW OR HEARD LARGE CRUISE SHIPS ON DAY HEARD/SAW MOST LARGE CRUISE SHIPS DURING KAYAKING/HIKING PORTION OF TRIP IN GLACIER BAY (*Please list partial hours as 1/4, 1/2, etc.*)

- I ONLY SAW CRUISE SHIP(S) ONE DAY (SO SAME ANSWER AS QUESTION 8A.)
- DON'T KNOW/DON'T REMEMBER

9. How did hearing or seeing a large cruise ship affect each of the following aspects of your kayaking/hiking experience in Glacier Bay proper? (*Circle one response for each aspect of your experience.*)

	How did hearing or seeing a large cruise ship affect each of the following aspects of your kayaking/hiking experience?				
	↓	↓	↓	↓	↓
	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
A. EXPERIENCE THE SCENIC BEAUTY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. EXPERIENCE TRANQUILITY	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. BE AMAZED BY NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
D. EXPERIENCE A PRISTINE SETTING	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. ENJOY THE SOUNDS OF NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. EXPERIENCE SOLITUDE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
G. EXPERIENCE NATURE UNTOUCHED BY HUMANS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. HAVE PERSONAL EXPERIENCES WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. VIEW WILDLIFE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. EXPERIENCE NATURE'S WONDERS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
K. BE CLOSE TO NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
L. FEEL ALONE WITH NATURE	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
M. EXPERIENCE PEACE AND CALM	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
N. EXPERIENCE THE NATURAL SOUNDS	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

10. During the kayaking/hiking portion of your trip in Glacier Bay proper, you may have seen or heard different kinds of motorized craft. For each type of craft, please indicate if you heard or saw it during the kayaking/hiking portion of your trip in Glacier Bay proper. Then, report the total time you heard or saw that type of craft and how many different craft of that type you saw or heard. *(Please do not include your own vehicle.)*

During your time in Glacier Bay proper...			
Type of craft	Did you hear or see? <i>(Circle one for each type)</i>	Total hours heard or seen <i>(Report partial hours as 1/4, 1/2, etc.)</i>	Number of craft heard or seen
A. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
B. PROPELLER-DRIVEN AIRPLANES	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW
C. HELICOPTERS	YES→ No DON'T KNOW	_____ Total hrs <input type="checkbox"/> DON'T KNOW	_____ # of craft <input type="checkbox"/> DON'T KNOW

11. During the kayaking/hiking portion of your trip in which you were contacted, how did seeing or hearing (other than your own transport) each type of motorized craft affect your enjoyment of Glacier Bay proper?

How did seeing or hearing the following vehicles affect your enjoyment of Glacier Bay proper?						
	↓	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C. PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D. HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

12. During the kayaking/hiking portion of your trip to Glacier Bay proper, did you visit Margerie/Grand Pacific tidewater glaciers? (Check No if you only visited these glaciers on Glacier Bay Lodge tour boat.)

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

↓
12a. At any time during the kayaking/hiking portion of your trip while you were at the Margerie/Grand Pacific tidewater glaciers, did you see one or more other water or air craft present (besides your own)?

- No → GO TO QUESTION 12
- Don't remember → GO TO QUESTION 12
- Yes

↓
12b. Please indicate how many of each type of craft was present (excluding your own vessel) while you were at the Margerie/Grand Pacific tidewater glaciers.

_____ Large cruise ships

_____ Motorized water craft other than large cruise ships

_____ Kayaks (excluding your own)

_____ Propeller-driven airplanes

_____ Helicopters

12c. How did the presence of each type of craft affect your enjoyment of the Margerie/Grand Pacific tidewater glaciers during the kayaking/hiking portion of your trip?

		How did the presence of each type of craft affect your enjoyment of Margerie/Grand Pacific glaciers during the kayaking/hiking portion of your trip?					
		↓	↓	↓	↓	↓	↓
A.	LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
B.	MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
C.	KAYAKS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
D.	PROPELLER-DRIVEN AIRPLANES	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly
E.	HELICOPTERS	Did not see	Detracted greatly	Detracted somewhat	No Effect	Added somewhat	Added greatly

13. During the kayaking/hiking portion of your trip to Glacier Bay proper, which of the other tidewater glaciers, if any, did you visit?

- Did not visit any other tidewater glaciers.
- Johns Hopkins
- Lamplugh
- McBride
- Reid
- Other (*please specify*) _____
- Don't know/Don't remember

14. During the kayaking/hiking portion of your trip to Glacier Bay proper, how did large cruise ships affect your viewing of **land animals** (e.g., bear, moose, etc.)? (*Check all that apply*)

- Large cruise ships blocked my view of land animals.
- Large cruise ships made land animals move to where I could easily see them.
- Large cruise ships made land animals move to where I could not easily see them.
- Large cruise ships had no effect.
- Don't know/Don't remember.

15. During the kayaking/hiking portion of your trip to Glacier Bay proper, how did large cruise ships affect your viewing of **marine animals** (e.g., whales, sea lions, etc.)? (*Check all that apply*)

- Large cruise ships blocked my view of marine animals.
- Large cruise ships made marine animals move to where I could easily see them.
- Large cruise ships made marine animals move to where I could not easily see them.
- Large cruise ships had no effect.
- Don't know/Don't remember.

16. Please indicate the extent to which you agree or disagree with each of the following statements.

		Do you agree or disagree with this statement?				
		↓	↓	↓	↓	↓
		Strongly disagree	Disagree	Neutral	Agree	Strongly agree
A.	LARGE CRUISE SHIPS IN GLACIER BAY PROPER ARE MAJESTIC.	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
B.	LARGE CRUISE SHIPS PROVIDED A SENSE OF SCALE WHEN VIEWING SCENERY IN GLACIER BAY	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
C.	LARGE CRUISE SHIPS ARE A GOOD WAY FOR A LARGE NUMBER OF PEOPLE TO VISIT GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
D.	IT IS INAPPROPRIATE FOR LARGE CRUISE SHIPS TO BE IN GLACIER BAY PROPER	Strongly disagree	Disagree	Neutral	Agree	Strongly agree

17. During the kayaking/hiking portion of your trip to Glacier Bay proper during which you were contacted for this survey, a variety of events may have occurred. For each event below, please indicate if it occurred and then circle how it affected your trip enjoyment of Glacier Bay proper.

	<u>Did it occur?</u>	How did the event affect your trip enjoyment of Glacier Bay proper?				
		↓	↓	↓	↓	↓
<u>EXPERIENCES WITH HAZE.</u>						
A. Haze from large cruise ship exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
B. Haze from small cruise ship or tour boat exhaust affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
C. Haze from unidentified vessel affected my views in some manner.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH PUBLIC ADDRESS SYSTEMS</u>						
D. Heard sound from large cruise ship public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
E. Heard sound from small cruise ship or tour boat public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
F. Heard sound from unidentified public address system	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
<u>EXPERIENCES WITH ENGINE SOUNDS</u>						
G. Heard large cruise ship engines.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
H. Heard engines of boats other than large cruise ships.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
I. Heard propeller-driven airplanes.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly
J. Heard helicopters.	YES→ NO	Detracted greatly	Detracted somewhat	No effect	Added somewhat	Added greatly

18. Did you plan your trip to minimize seeing or hearing other vessels in Glacier Bay proper?

- No → GO TO QUESTION 19
- Yes

18a. Which types of vessels did you plan your trip to minimize seeing or hearing? (*Please check all that apply.*)

- Large cruise ships
- Small cruise ships, tour boats, or large private vessels
- Small motor boats or sailboats
- Kayaks

18b. Please describe briefly how you planned your trip to minimize seeing or hearing other vessels.

19. Based on your trip experience kayaking/hiking in Glacier Bay, how likely would you be to recommend that a friend or family member kayak/hike Glacier Bay?

- Very likely to recommend visiting Glacier Bay.
- Somewhat likely to recommend visiting Glacier Bay.
- No opinion
- Somewhat unlikely to recommend visiting Glacier Bay.
- Very unlikely to recommend visiting Glacier Bay.

20. How did your experience (or lack of it) with each of the following types of craft affect whether you would recommend that a friend or family member kayak/hike Glacier Bay proper?

	How did your experience (or lack of) with each craft affect whether you recommend others kayak/hike Glacier Bay?				
	↓	↓	↓	↓	↓
A. LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
B. MOTORIZED WATER CRAFT OTHER THAN LARGE CRUISE SHIPS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
C. PROPELLER-DRIVEN AIRPLANES	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely
D. HELICOPTERS	A lot less likely	Somewhat less likely	No Effect	Somewhat more likely	A lot more likely

21. Overall, how would you rate the time you spent cruising in Glacier Bay proper during your trip? (*Check one box.*)

- Extremely poor
- Very poor
- Poor
- Good
- Very good
- Extremely good

22. Are you: (*Check one box.*)

- Female
- Male

23. What year were you born?

19 ____

24. What is the highest level of formal schooling you have completed? (*Circle the appropriate number.*)

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24+
 (Elementary thru High School) (College/Vocational) (Graduate/Professional)

25. Are you Hispanic or Latino?

- YES – Hispanic or Latino
- NO – Not Hispanic or Latino

26. What is your race? (Check one or more races to indicate what you consider yourself to be)

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or other Pacific Islander
- White

27. Please use the space below to write any other comments you care to make about the positive or negative aspects of your trip to Glacier Bay National Park and Preserve or about National Park Service management of the area.

APPENDIX J: On-site contact script for Glacier Bay Phone Survey

Hello, my name is *insert first and last name*. I work for the Protected Area Social Research Unit at the University of Washington. Along with Glacier Bay National Park and Preserve, we are doing a survey of visitors to Glacier Bay. Here is some information about the survey for you to review.

[hand person copy of Information Sheet (see below)—give them time to review]

As you can see, park management is interested in learning about visitors and their trips to Glacier Bay to help them provide the best quality of visitor experiences in this area. The project involves an interview about your experience and will be conducted by phone at your convenience. The interview will take about 30 minutes to complete and all of your answers are voluntary.

Do you have any questions about the study? *If yes, answer questions. If no, continue.*

Would you be willing to be interviewed?

NO → Thank you for your time. Have a nice day.

YES → Thank you.

What is your name?

What is your phone number?

When will you be leaving Glacier Bay?

When is a good time to contact you?

Glacier Bay Qualitative Interview Information Sheet

Purpose of Study

Park management is interested in learning about visitors and their trips to Glacier Bay. Your input will help managers and planners provide quality experiences for visitors to the area.

Overview of Study

In this study, you will be interviewed by phone about your trip experiences in Glacier Bay. The phone interview is estimated to take 30 minutes on average to complete. We are asking people who want to participate to provide their names and phone numbers.

Privacy

All responses you provide are voluntary. We ask for your name and phone number so that we can call and interview you. Your name will not be placed on the interview notes or included in the final database. All name and phone information will be destroyed within nine months of being contacted (December 2008). Your name will not be published in the results of the study.

Risks

There are NO KNOWN RISKS associated with completing this survey. It should be noted that some people feel that providing information is an invasion of privacy.

Voluntary Participation

Participation in this survey is voluntary. You are not required to answer any question. You are free to stop at any time.

Contact Information

If you have questions about this survey, please contact Jane Swanson at the Protected Area Social Research Unit, University of Washington. She can be reached at (206) 685-9150 or by email at swansonj@u.washington.edu.

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 and phone number is requested for interviewing purposes only. When analysis of the interviews is completed, all name and phone number files will be destroyed. Thus permanent data will be anonymous and will not include your phone number. 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 for this form is estimated to average 3 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D. Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

APPENDIX K: Experience “Gatekeeper” Interview Guide

Hello, my name is Insert first and last name. I work for the Protected Area Social Research Unit at the University of Washington. Along with Glacier Bay National Park and Preserve, we are doing a survey of visitors to Glacier Bay. Here is some information about the survey for you to review [hand person copy of Consent Form (see below)— give them time to review].

There are a few key points that I'd like to reiterate while you're looking it over:

- The purpose of this consent form is to assure you that the interview process is completely voluntary.
- You have the option of stopping the interview at any time
- You don't have to answer any question you don't want to.

As you can see, park management is interested in learning about visitors and their trips to Glacier Bay to help them provide the best quality of visitor experiences in this area. The Paperwork Reduction Act requires approval of all federal government surveys by the Office of Management and Budget. This survey has been approved under this Act. The Office of Management and Budget control number and expiration date, as well as further information, is included on the Consent Form. The questions I would like to ask will only take about **15** minutes to complete. All of your answers are voluntary.

Do you have any questions about the study? *If yes, answer questions. If no, continue.*

Would you be willing to be interviewed?

NO → Thank you for your time. Have a nice day.

YES → Thank you. Would you please sign the consent form in duplicate? I will be leaving one copy with you.

- ***Sign your line in advance and point out the line where they'll sign.***

Thank you for participating. Please feel free to stop me at any time for clarification. Feel free to talk through your answers in some detail.

[The topics addressed by the questions listed below will be discussed but not necessarily in the order below]

1. Have you ever modified your itinerary to minimize your clients' exposure to other water or air craft?

If yes...

- a. Are you doing so currently? In the past? Both?
- b. Can you tell me more about why you do?
- c. What types of craft are you concerned about, and how do you adjust your itinerary?
- d. On how many trips a season do you modify your itinerary?
- e. For how many seasons have you been doing so?

f. Have you modified your strategies over time? If so, how, why, and when?

If no...

g. Can you tell me more about why you don't?

If perceive a problem with other craft but don't modify itinerary...

h. What types of craft cause problems for you?

i. On how many trips a season do you have problems with other craft?

j. For how many seasons have other craft been an issue for you?

If perceive no problem with other craft...continue below

2. If there were 2 cruise ships entering the bay every day, would that affect you? If so, how?

We have come to the end of our interview. I would really like to thank you again for taking the time out of your day to talk with me. Your input will be a great help to park managers.

- If you have any questions for me in the future, or any concerns regarding our study, contact information is included on your copy of the consent form.
- Thanks very much! *Offer to shake their hand.*

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 consent purposes only and will not be associated with your responses. Thus permanent data will be anonymous. 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 for this interview is estimated to average **15** minutes per respondent. Direct comments regarding the burden estimate or any other aspect of this form to:

Scott M. Gende, Ph.D. Ecologist
Glacier Bay Field Station
3100 National Park Road
Juneau, AK, 99801
Email: scott_gende@nps.gov

UNIVERSITY OF WASHINGTON CONSENT FORM

GLACIER BAY EXPERIENCE GATEKEEPER INTERVIEWS

Investigator:

Jane Swanson, Ph.D.
University of Washington
College of Forest Resources
PASRU
(206) 685-9150
swansonj@u.washington.edu

RESEARCHER'S STATEMENT

I am asking you to be in a research study. The purpose of this consent form is to give you the information you will need to help you decide whether to be in the study or not. Please read the form carefully. You may ask questions about the purpose of the research, what I would ask you to do, the possible risks and benefits, your rights as a volunteer, and anything else about the research or this form that is not clear. When all your questions have been answered, you can decide if you want to be in the study or not. This process is called 'informed consent.' I will give you a copy of this form for your records.

PURPOSE AND BENEFITS

Park managers are interested in learning about visitors and their trips to Glacier Bay National Park and Preserve. Your input will help managers and planners provide high quality experiences to visitors. If you do not visit the park again, you may not directly

benefit from this study. You will receive no pay or compensation for participating in this study.

PROCEDURES

If you choose to participate, you will be asked a few questions about your trips to Glacier Bay National Park and Preserve. I will ask about the things you did in Glacier Bay National Park and Preserve, about your experiences there, and about the effects, if any, of different motorized vehicles on your experience. Interviews take approximately 15 minutes.

RISKS, STRESS & DISCOMFORTS

There are no known risks associated with completing these interviews. Some people may feel that certain questions invade privacy.

VOLUNTARY PARTICIPATION

Participation in this survey is voluntary. You are not required to answer any of the questions. You are free to stop the interview at any time.

PRIVACY

We will not link your name on this consent form with the information you provide in the interview. Your name will not be published in any report or document.

Printed name of researcher

Signature of researcher

Date

SUBJECT'S STATEMENT

This study has been explained to me. I volunteer to take part in this research. I have had a chance to ask questions. If I have questions later on about the research I can ask the investigator listed above. If I have questions about my rights as a research subject, I can call the University of Washington Human Subjects Division at (206) 543-0098. I will receive a copy of this consent form.

Signature of subject

Printed name

Date

APPENDIX L: General Comments by User Group

The final question of the mail survey provided respondents an opportunity to include general comments about their trip experience or the management of Glacier Bay National Park and Preserve (see below for specific wording of question). Responses to the question were entered into a database and coded for primary themes.

General comment question included in mail surveys

Please use the space below to write any other comments you care to make about the positive or negative aspects of your trip to Glacier Bay National Park and Preserve or about National Park Service management of the area.

(at least a half page of blank space was provided)

Comments are presented below by user group in the following order: 1) Cruise, 2) Dayboat, 3) Tourboat, 4) Backcountry, 5) Private vessel, and 6) Charter. For each user group, there is a separate set of theme codes so readers are advised to be sure to they are referring to the correct set of codes.

Cruise ship Passenger's General Comments

Theme codes for cruise passenger comments

- a general -- positive
- b general -- negative
- c limit cruise ships
- d park restrictions
- e cruise ships are a good way to visit
- f park ranger comment-- positive
- g preservation theme/ecology concern
- h minimizing encounters
- i cruise ship comment -- positive
- j other crafts did not detract from experience
- k recommend cruise to others
- l miscellaneous comment
- m cruise ships cause calving of glaciers
- n no cruise ships should be allowed in Glacier Bay
- o access to Glacier Bay should not be limited
- p next time will try smaller ship to get closer to sights
- r cruise ships allow many people to visit Glacier Bay
- s cruise ships are environmentally aware of surroundings.
- t wish we could of gotten closer to glaciers
- v desired more private/remote trip
- w we were the only one in Glacier Bay

- x cruise ships disturb pristine nature of bay
- y limit motorized craft
- A did not see any other cruise ships
- B park ranger comment -- negative
- C weather comment
- D presence of other crafts *would* have detracted from experience
- E cruise ships detracted from experience
- F speed of motorized crafts
- G public address system
- H glaciers calving comment -- positive
- J did not encounter many other motorized crafts
- K recommend visiting Glacier Bay
- M comment on the survey itself
- N other motorized crafts detracted from experience
- O wildlife was limited

Cruise ship passenger comments

Codes	Comments
a A D	I enjoyed visiting Glacier Bay because of the beauty of the glaciers and surrounding scenery. I didn't see another ship of any size but I'm sure another large cruise ship would have detracted from the experience. I was disappointed that I didn't see any wildlife other than seagulls. I greatly appreciated learning about the glaciers as we cruised the bay.
a A	The area was wonderful. During our time there we did not encounter any other motorized vehicles.
a c	Glacier Bay National Park was beautiful. I hope that a balance can be maintained, for people to enjoy, but allow cruise to continue. I would not have a problem with switching to small ship, if this would be better to preserve the park.
a c	We had a very quiet and lovely trip through Glacier Bay. There were no other cruise ships that I saw. I can say that had there been many cruise ships in Glacier Bay at the same time that we were there, it would definitely detracted from the experience. I would recommend keeping large cruise ships to a minimum-one or 2 at a time-to maintain the serenity of the experience.
a C h	The experience was wonderful - we had beautiful weather during our time within the bay. The pace of our arrival and departure seemed to be synchronized to avoid other ships. I felt the captains did a great job avoiding overcrowding. Thank you.
a C H	We loved our trip through Glacier Bay. The weather was beautiful. We were able to hear the Margerie Glacier with the cracking sound and were able to see two sections, small sections, break and fall into the water.
a C i	We had a great trip-good weather. Nice cruise. Celebrated a 50th anniversary.

a C j D	It was truly a wonderful fantastic experience. I don't remember details like hours spent or the weather. But I spent as much time as I could watching either on deck or off my balcony. The weather wasn't important because I would have been out looking no matter what the weather as long as I could see-heavy fog would have kept me from seeing. I believe there was one other cruise ship and maybe a smaller tour boat but I am not sure because they didn't detract from my experience. If there had been many ships or boats, it would have been a distraction.
a C j	I thought Glacier Bay was beautiful. We had wonderful weather the day we were there and the whole experience was wonderful. It was peaceful, calm, and beautiful the day we were there. I saw another large cruise ship leaving the area ahead of us, but it certainly did not affect my enjoyment of the park. Glacier Bay National Park is a beautiful place.
a C	It was a great once in a lifetime experience. Just wish it was not raining so hard. We spent about 45 min. on the deck of ships viewing the glacier. Because of rain, we viewed from inside the stateroom.
a C	Glacier Bay was beautiful. I wish the weather had been more cooperative but we knew it would probably be raining. Wish the sun would have been out at least for a little while. Viewing was not too good.
a C	Great experience at Margerie and Grand Pacific. Even though the weather wasn't great, the ride into the park could not be explained in words. It was more than I expected.
a d g f	My wife and I enjoyed our cruise on the Norweigan Pearl to Glacier Bay National Park very much. I think the National Park service should limit access to Glacier Bay area to preserve the natural beauty and wildlife. We enjoyed the way the park service did the Glacier Bay tour narration by bringing them onboard by a smaller boat. This was very informative. Thanks for letting visitors fill out these surveys. This is a good way to get public input. We will write our senators and congressmen to let them know the park service is doing a good service and how much we enjoyed what nature has offer in the wild.
a d	It was beautiful . I do not think Glacier Bay was overcrowded. If companies were not restricted, I could easily see it getting out of hand.
a d	We enjoyed the park and would like to see it again. Please keep the current viewing system in-tact.
a D b	The scenery was spectacular. Spent many hours viewing land through binoculars but failed to catch a glimpse of any wildlife other than birds. Even the whales were in short supply as we entered and left Glacier Bay. The sea otters appeared quite frequently. Overall, I found the experience rather disappointing.
a D C	We enjoyed the scenic cruising of Glacier Bay. However, we saw no wildlife land or sea-minimal wildlife on land-one bear, one eagle, one moose and 2 calves during our 2 weeks-rained everyday. We absolutely loved Alaska!!
a D	I enjoyed the glacier and the scenery. Disappointed in not seeing wildlife.
a e c	It was beautiful and unlike anything I have ever seen. Cruise ships are a great way to see the area. I would continue to restrict the number permitted in the area.
a e g	It was lovely to see the Bay. I don't like cruises or cruise ships but it was the only way to get there for us. I was concerned that the ship we were on made a "hooting" noise when we were by the glacier. I felt it may have been done intentionally to cause the glacier to calf.
a e	Glacier Bay was one of the most beautiful places we have visited. The park is doing a good job keeping it pristine. The cruise ships are the best way to

	see this beautiful park.
a f A	This experience was one in a lifetime. We had a naturalist aboard ship that gave lectures in ship and moderated while on deck only to let us know when bear, sea otters, humpbacks and glaciers were in view and names of glaciers and information about them. We were the lone cruise ship and with engines unheard we were able to experience the majesty and wonder of our planet! I was thrilled, as was my family. Glacier Bay should be one of the wonders of the world.
a f g	VERY positive experience.Gave me appreciation for the park service as stewards of our environment on our behalf...
a f g	1)Pristine, breathtaking, serene setting. 2)Trip enhanced by park ranger commentary over speakers, but tremendously enjoyed formal nature lecture intertwined with Native Alaskan klingit ranger's story of his culture's respect for nature and spiritual intimacy. 3)Enjoyed watching rangers board by small boat. 4)Calving at Marjerie Glacier occurred 5 times over 15 minutes-amazing. 5)Deluge of water flowing into bay from base of one glacier-amazing. 6)Movement of glacier at 3 feet/day interesting fact. 7)Park service taking beautiful care-minimal cabins noted.
a f s	All of Alaska is astonishingly beautiful. The management of the area seems appropriate in consideration of both nature and humanity. The cruise line was also appropriately considerate and cooperative.
a f s	Scenery was incredible. The park service did an excellent job of describing and pointing out features. The ship we were on cruised at a very slow rate of speed, tried to keep noise and intrusion to a minimum. It was one of the best days of the trip.
a f	I thoroughly enjoyed my visit to Glacier Bay. The National Park representatives that came on board were professional, friendly and knowledgeable. No negative comments on my experience.
a f	Cruising Glacier Bay was one of the highlights of my trip. Having rangers come on board to describe the scenery and facts of the area was great!
a f	The Glacier Bay area was truly majestic-once in a lifetime experience. The park ranger who announced during our trip was informative and truly added to our experience.
a f	Great experience-the park rangers that were on the ship were excellent!
a f	It was very enjoyable to see the calving. It was nice that the captain allowed us to stay awhile to watch this occur. It would be nice to have park rangers talk more to the visitors.
a f	The area was very beautiful. The rangers on board were very helpful and knowledgeable.
a f	I was most impressed by the whole experience, with emphasis on the influence (good) of Holland and America's (staff) approach, together with park service staff, on enjoyment (and respect) of passengers for the experience.
a f	I thought Glacier Bay was incredible. We enjoyed the visit so much. The beauty, the quietness, the education from the rangers, all made for a great educational as well as personal experience. Thank for allowing us to see God's amazing creation.
a f	Overall, I think that the experience was exciting and positive. The park management is excellent.

a F r	A wonderful experience. The ship travelled very slowly and stopped at times so it was very peaceful and tranquil. The cruise ship enables 1200 people to be amazed at the scenic beauty of Glacier Bay. It was the highlight of our trip.
a g f	The trip to Glacier Bay was awesome! The glaciers were truly majestic and our ship looked so small in comparison. As a life-long resident of Florida, it is important to us as to Alaska to preserve our natural wonders. Our ship was quiet as we're entering the head of bay and the park ranger was so quiet and calm explaining everything to us. He made it a wonderful experience for us. Thank you for the survey! We wish you continued success on the surveys and protection of a beautiful park and state!
a g	A wonderful place with magnificent scenery but must be kept in pristine condition.
a g	I was frankly impressed and proud of the nice job you people are doing. You are responsible for a true national treasure. I am confident that you will continue to defend these pristine environments. I hope our grandchildren and their children can see, enjoy and respect these parks and the country that set them aside.
a g	We thought it was very beautiful. We felt everyone on board was in awe, and very respectful of the beauty and "awesome ness" of the area. We feel the earth's features must be preserved, remain "as is" as much as possible. Everyone must be a steward of the earth.
a g	Glacier Bay National Park is a beautiful place and I would like to see it preserved in this natural condition. I do have a concern about the amount of gas that enters the waters from the ships. We need to keep our waters clean and pure. Thank you all.
a g	The park was absolutely beautiful, but I wish humans would be more careful about the nature and wildlife there. People need to remember that the park is a well-functioning, natural ecosystem that can easily be disturbed and/or harmed (by human interruptions).
a g	The trip to GBNP was spectacular. It provided some of the best scenery I've ever experienced on any trip I've taken here and abroad. It was truly wonderful to view the beauty of nature untouched. It is my hope that it will remain that way for years to come for the enjoyment of all.
a H O	Positive: Feeling of serenity-felt like you were the only one there-the quietness and calm you felt-the ability to learn and see the calving of the glacier into the water was absolute thrill. Negative: Didn't see hardly any wildlife. Only saw one young eagle on ice berg.
a H	It is a beautiful area whether or not we saw wildlife there. Sometimes I was on the wrong side of the ship! I think we did see some birds that were kind of skimming the water or going after the ripples in the water that the cruise ship made. There was only 1 large chunk of ice that we saw break off. I think of the Titanic; so, I satisfied with that!
a i	I enjoyed the trip to Glacier Bay N.P. very much. I enjoyed seeing a lot of glaciers. How very small, even the big cruise ship seemed in comparison to the surrounding mountains. It is a very beautiful place. It think a cruise ship was a good way to see the park.
a i	Very enjoyable-well presented by large cruise ship.
a i	I felt my experience at Glacier Bay was very spiritual and the spokeman was wonderful. That was my favorite time on our cruise. Thank you.
a j e	I thought Glacier Bay NP seemed very well managed. Saw other boats but they were not distracting-it's water, no one gets to own such a place. I think our cruise ship did a nice job of being quiet and being away out so smaller ships could get in closer. I doubt I would have made a first trip to Glacier Bay without this cruise. However, if I go back to Alaska, I might fly to a city

	and figure out how to get Glacier Bay without a cruise ship. Thanks for asking!
a j e C	The trip was very positive. There was another large cruise ship in the area-but was far enough away to have no bearing on our trip. Was also a smaller explorer type cruise ship-that I wished I was on! Cruise ship gave the chance to go into Bay-which otherwise I probably wouldn't have. Provided a wonderful and memorable experience. Even with rain and 48/49 degree weather, I remained on deck almost the entire time. Thanks and good luck!
a j f	My favorite part of the whole trip were the beautiful (many) glaciers and the pristine snowy mountain tops. Living in desert, made a BIG impression on me-cruise ships or no. That was a big decision on what cruise line to take, as we (our group) really wanted to see Glacier Bay. Thanks for all that you do to preserve that wonderful part of the world.
a j	We were invited on this cruise by friends and had no pre-conceived ideas of what to expect of glacier viewing. We attended a lecture on board the day previous to our Glacier Bay adventure and that's when we started looking forward to it. It was a totally breathtaking experience. The other cruise ship was far enough away and we just barely noticed what appeared to be fishing boats. But we were so intent on focusing on the glaciers that we wouldn't have been distracted.
a J k	Our trip through Glacier Bay was fantastic! There weren't any other ships around or planes; it was a wonderful experience! The glaciers were awesome. I'm recommending this to all my family and friends! Hope to go on this cruise again in the next 2 or 3 years! Loved this trip! It's a trip my husband and I will never forget!
a K s	Glacier Bay is a beautiful and magnificent area and I would encourage other people to visit. We were on a small ship (Cruise West) who are very conscious of these preserves and we really enjoyed our visit.
a K	It was a very beautiful and untouched place. I would recommend it to everyone.
a K	I enjoyed my entire trip to Alaska and would recommend it to everyone.
a l K	Everything about it was wonderful from start to finish. Only thing that could have made it better would have been a closer look at whales, but it was an all-around fantastic experience that we'll remember forever; we'll recommend the experience without reservation.
a n x	I visited Glacier Bay on a cruise ship-MS Statendam-Holland America Line. My experience of the bay was very good, however, with the benefit of hindsight a experience I feel that it is not right to take large cruise ships into such a pristine and unique area. In fact, at times I witnessed a murky gray trail coming from our ship and this concerned me.
a N	Positive: Scenery/local people were awesome! Negative: Witnessed far too many helicopters during nature walk.
a o g	In general, it was a very pleasant experience. While Glacier Bay is only one of many beautiful parks and natural settings in the U.S. (and around the world for that matter), it is one that everyone should visit given an opportunity. While most of our natural wonders offer something unique; Glacier Bay has the market on glaciers in a setting that is relatively untouched.
a O f	Great experience. Surprised by the lack of wildlife. Rangers were great on answering questions!
a r	I was on a small cruise ship. I was very happy I was on a small boat but realize most people cannot afford that. Thus, some large ships are necessary so people can experience the amazing scenery.

a t c	Beautiful area, I wish I could have spent more time and gotten even closer. Even though I took a cruise, I think it is extremely important that large ships do not spoil the beauty, tranquility, and serenity of the area.
a t D	The experience was great! It just brings home just how blessed our family really is. We live in Alberta Canada and have travelled a lot to our own National Parks and have seen many glaciers and walked on some. This was a one time trip to Alaska and would have been a lot more memorable if we had got a lot closer to the Margerie glacier. We also live on 160 acres of mixed meadows and a open forest. We see deer every day and moose quite regularly as close as 100'-200' and at times even closer. So the absence of wildlife on this portion or as far as that goes, on all of our tours and excursions this vacation was extremely disappointing. For people who lived in the city this is a fabulous experience. I guess our family is just spoiled. keep up the good work.
a v c g	I enjoyed very much the trip through Glacier Bay. The cruise was excellent. I might want to try a smaller ship to get closer, but please limit the largest cruise ships to preserve the tranquility.
a v	The scenery was extraordinary, I would love to visit in a small boat, maybe even a kayak.
a	Beautiful!
a	One of the best trips we have had
a	Beautiful scenery!
a	I am a happy person after this trip.
a	This was a beautiful experience. I had no idea beforehand what to expect in Glacier Bay. It was spiritual. I would return immediately if I could.
a	I thoroughly enjoyed the scenic tour of Glacier Bay National Park. I was awestruck with the beauty and majesty of not only the glaciers, but the great and mighty mountains which surrounded us. My trip was truly the experience of a lifetime!
a	The beauty and majesty of Alaska is breathtaking. Silence and serenity is what I remember and took away with me when I left. Thank you for allowing me to be a part of such tranquility.
a	It was an amazing place, hope to return one day to visit again.
a	I absolutely was mesmerized with GBNP-loved it and have not stopped talking about it. Would do it again and again.
a	Wonderful experience!
a	It was a once in a lifetime experience, which was great.
a	Glad to see glaciers while they are still there!
a	Beautiful
a	Everything was neat, clean, and pristine. It was a beautiful trip and I intent to return someday.
a	This was very good. We had no preconceived idea about glaciers. Very good info. Pleasant surprise that Rangers came on board. Think traffic of ships was good for us. Not congested. Distance was good for large ship and length of time good. Not rushed. We did round trip and never bored. Good job on side tours also. Nice to have binoculars on smaller boats. We had brought 1 pair along. We got what we paid for and did not feel as if in a tourist trap. Most educational 2 week vacation we even had for 3 adults. Thank you so much.
a	I enjoyed the trip very much.
a	The visit to Glacier Bay was excellent. knowing where we were was difficult. We had a good map but it would be nice to have mileage points on the map and then the ship communication system could say we are point 10. Then we could follow along on our maps as we took pictures. I know the cruise

	ships believe they are keeping us informed but often I didn't pay much attention to them because of their constant chatter. I will revisit Glacier Bay in the future when an awesome adventure for my wife and I.
a	This was our first cruise-to us it was just perfect!
a	Awesome!
a	Glacier Bay is a beautiful place. Please try to keep it that way.
a	This was the trip of a lifetime. The park was amazing and breathtaking! I have planned for 20 years to go and it was well worth the wait. Thank You!
a	I forget but the only other craft I saw was the park service boat. It dropped off the park rangers directly under my balcony. I enjoyed watching and filming every minute of it. I was hoping to see bears or moose but did not, however, it was still a great experience and beautiful.
a	The National Park Center is amazing, very professional, great experience.
a	I only wish the pictures I took could impart the feeling of being there. Seeing something like that in person is simply unexplainable.
a	Very enjoyable. Awe inspiring. Peaceful.
a	It was a great trip. The scenery was fantastic.
a	We were very fortunate that our time at Glacier Bay, we were the only cruise ship or any other water or air vehicles in the area. This enabled the experience to be tranquil.
a	This was a fantastic experience and we were the only cruise ship we saw. Up to 2500 people experienced the glaciers.
a	Great trip.
a	I loved Glacier Bay. So did my parents. (They helped me on this survey). I loved seeing all the beautiful glaciers. We saw a grizzly bear in Glacier Bay and everything was beautiful. If anything had to go wrong, we weren't there long enough.
a	It was all good.
a	It was a beautiful and informative trip.
a	Most fantastic experience ever-it was the trip of a lifetime and the time spent in Glacier was certainly a large part of our wonderful experience. Have told everyone we see to go!
a	The time spent there felt very magical. I couldn't help but think of how amazing the work of God, our Creator, is. I was full of amazement at the part of the world that I've never visited. I was consumed with awe at the beauty of God's wonderful creation and was so grateful I had the privilege to experience Glacier Bay. It was a very emotional time for me.
a	The glaciers are beautiful.
a	A truly magnificent and enjoyable day. Wouldn't be a true Alaskan cruise without a visit to a National Glacier Park of some form.
a	A very positive part of our trip.
a	This experience, on a cruise ship, in Glacier Bay, was one of the most impressive views of nature that I have observed in my life.
a	Loved the trip. Would go back on a cruise ship anytime!
a	Beautiful and majestic. Loved every minute-sight and sound.
a	I was overwhelmed with the beauty of Glacier Bay and hope my children can visit it someday.
a	I think it is important to manage access to areas such as this to control pollution and wear and tear. This way, more people can enjoy nature's wonders and we can still maintain them for future generations. We had a fantastic time.
a	Excellent Park!
a	Some of the glaciers were exquisite.

a	Definitely a positive experience. Everyone should be able to experience in their own manner; with respect for others.
a	We choose the cruise we were on because it went to Glacier Bay National Park and we're glad that we had made that choice! It was beautiful!
a	Very, very beautiful and serene. Highlight of trip.
a	It was a wonderful experience-highlight of our cruise!
a	Was a very enjoyable trip. Would go again.
a	When you go on a trip you accept things as they are. Noise and all I didn't hear or see anything that disturbed the trip. It's just an overall of the surrounding areas.
a	We did not pick an Alaskan cruise because of Glacier Bay. However, it was the highlight of our cruise and the main reason we will cruise there again in 2011.
a	I'm ready to move there-its so beautiful! Loved it!
a	I know I left a Carbon footprint but its good to see how beautiful the world is. So I make a greater effort when I return home of which I do anyway.
a	I am glad there is still such a place for us to see-and in our own country of America.
a	The park was absolutely majestic. I loved the trip and would recommend it to anyone. It is a once in a lifetime experience to see glaciers, let alone get that close to them.
a	It was great.
a	It was the highlight of our family trip. Really beautiful. Thanks!
a	Beautiful. Surreal. Wonderful experience.
a	Wonderful experience-we want to come back and stay in the lodge!
a	Very good trip. Beautiful scenery!
a	Spectacular experience!
a	I loved every moment!
a	Beautiful
a	The park was an awesome experience! I would definitely take the trip again if I get the chance. Everyone in our group really enjoyed Glacier Bay.
a	Fantastic trip.
a	Glacier Bay is lovely, it is a spot that I wish my husband and I had visited earlier in our lives (by boat), it would have been fun to explore and pick up a mooring at the visitor information center-now , I fear, it would be too hard for us to do. We do have a boat and we cruise the Chesapeake Bay on the East Coast, the bay is forgiving with lots of places to tuck into if the weather turns bad.
a	Loved Glacier Bay. Will go back again, and again if I can.
a	Very enjoyable-no distractions.
a	I was very glad to have visited the Glacier Bay National Park and Preserve. It was my first time to see a glacier and I was in awe upon seeing the Margerie Glacier.
a	Glacier Bay was magnificent. I was a school teacher before I retired, so I taught the children about glaciers from materials provided by the school. My experiences in Glacier Bay were so much more than I could ever have imagined.
a	We enjoyed it very much.
a	Spectacular!
a	Loved the whole experience.
a	Glacier Bay was so much more larger than I expected. The scenery was out of this world!

a	Just wonderful!!
a	The trip was wonderful. I wish that I could have spent more time there. I bought the DVD so that I could relive some of the experiences and see parts of the park that I could not see.
a	Super!
a	It was wonderful-we truly enjoyed our vacation. Its hard to explain to friends at home-pictures help, but you really need to see/view and experience it yourself.
A a	While we were in Glacier Bay, there were no other large ships present and it was the greatest experience I've ever had.
A c	We were the only cruise ship in the bay. It was great and I would suggest only 1 ship at a time be allowed. It seems like it could be scheduled.
A C a	On the day we went to Glacier Bay, we were told we would be the only cruise ship for touring that day. Because of the weather, our helicopter rides were cancelled before and after we cruised Glacier Bay. Neither my husband or myself can remember seeing or hearing planes or helicopters. We do not know if we missed seeing some mountains-but everything was so breathtaking with no noise-even with haze-our viewing was wonderful!
A i	The whole time we were in Glacier Bay, I never saw another cruise ship (Large). It was wonderful to disturb nature as little as possible, yet still enjoy the wonder and beauty of it.
A r g	I am glad we did not have other large ships in the bay when we were there. I do think exposing large numbers of people to our parks, even if it means large ships to do it, can help build support for the parks over time.
A	Our cruise ship Diamond Princess was the only craft during our visit apart from when the rangers boarded. Glacier Bay is less narrow than Norwegian Fjords where we once met blue air pollution from the 3 cruise ships anchored at the end of the fjord. Alaska has more space.
b a	I was disappointed not to see any wildlife. But it was pretty.
B	National Park Service staff came on board but we were not informed where to be on the ship's to hear their narrative. Consequently, we missed a lot that would have made the experience more meaningful.
c e f	I believe that cruise ships limited in number within the bay at one time is a great way to view this historic area. NCL Cruise line took great care to make sure trash was not on decks. The National Park personnel was a good aspect of seeing the park.
c f	We did not see any other cruise ships in the Glacier Bay proper and we appreciated that. The pristine nature of Glacier Bay was preserved by limiting cruise ship traffic. Also, the rangers aboard our ship (the NCL Pearl) were excellent!
C a k	Except for the drizzly weather, I enjoyed my visit to the Glacier Bay and would recommend the cruise to my friends.
C A	Trip was marred by cloudy weather (although clear enough for good viewing). Believe it would have been spectacular with sunny weather. Lack of other vessels was a blessing.
C D B	It was rainy and foggy our entire time in Glacier Bay except for about 2 hours the fog let up, but it was still raining and cloudy. I only saw one tour boat, and no other craft. Also did not see any wildlife, probably due to the rain. Our park ranger was terrible. Instead of telling us about Glacier Bay, the geology, the wildlife, plant life, etc., he read poetry about how he feels when he travels thru Glacier Bay. I didn't need to hear that.
C D	We experienced heavy fog in Glacier Bay so viewing was at a minimum. We did not see any wildlife. Viewing of Margerie was good. But because of heavy fog, our viewing was at a minimum and greatly affected our

	experience.
C f a	Excellent weather! Enjoyed the information from park rangers. Beautiful creation, amazing to attempt understanding of glaciers (mind-boggling).
C i a	The weather wasn't great, but that really did not stop us from enjoying all the beautiful and exciting things we saw. Both the cruise ship and our tour boat and even buses were organized , efficient and friendly. It was a great experience.
C j G	Glacier Bay day visited-rain/overcast but very enjoyable. Solitude: although my wife and I value solitude and we backpack or camp in remote areas to obtain this, I feel multiple use access (such as cruise ships) is generally appropriate in this case. Few other options! It was not a problem for us (no other ships in close proximity). There are perhaps cases where limiting of public address announcements will provide benefits.
C O	The weather was bad. Would have liked to have seen whales.
C O	We were there during Aug 2008, during a period of rain and fog everyday and often whales had left the area.
C	It was too rainy and foggy to see anything the entire time. We huddled inside and could have been in Kansas for all I knew.
C	This was my second trip to see Glacier Bay National Park and Preserve. The weather the first trip was perfect with sun and only morning fog which lifted quickly (6AM start). My second trip weather was cloudy and rain. Completely a different feel and look. Both were beautiful and positive experiences.
C	It was a cold rainy, windy, foggy day. Not very enjoyable.
d a	I believe the delicate balance between persons touring and nature's serenity, peace, and pristine is very well monitored and achieved. There was a hush of awe while viewing Margerie Glacier.
d l	With Glacier Bay and any national park system, controlled visits are a must. Viewing and education is also fundamental.
d	Wish we could have gone further up the Bay but we were told we could not because of ice bergs and seal puppies
d	I feel fortunate that our cruise ship was allowed to visit Glacier Bay.
D r	I feel that too many large ships at one time would detract. However, I understand only 2 a day are allowed to cruise Glacier Bay. I did not find this to be a problem and it (2 ships) allowed probably close to 4000 people to see the majesty of Glacier Bay. It was one of my main objectives on my Alaskan cruise.
e a	Other than large cruise ships there are no practical/economically feasible ways for older persons to visit Glacier Bay, an amazing National Treasure!
e a	The trip was extremely important to me as I teach earth science. Without the cruise ship, I would not have had the opportunity to see Glacier Bay. Glacier Bay was the reason I went on the cruise. It was an amazing experience. I have over 200 photos to share with my students in Colorado. These photos will also be given to other science teachers in my district.
e a	Had I not been on a large cruise ship, I would not have experienced the wonders of Glaciers Bay. My wife and I took this cruise to observe nature at it's best and we were not disappointed one bit. Our experience in Glacier Bay is forever etched into my mind as is the birth of our daughter, climbing Mt. Fuji in Japan and meeting President Clinton.
e g	I believe the cruise allowed me and my family the opportunity to see and experience things we otherwise would not be able to do. It helped me to better understand what glaciers are, and to have a better respect for our ecosystem.

e o	The tone of the questionnaire suggests that you would like to ban large cruise ships from G. Bay. That would be a huge mistake! Are you trying to limit G. Bay to only a few who can afford an additional excursion? If you were to limit large cruise ship, I would not support G. Bay as a National Park! Who would get to see it?
e v f	Our family group ranged in ages from 16-83. This is the only way they would have to see this area. It is now on my list to visit again in a smaller boat and kayak. The National Park ranger did a great job with his presentation. That was the only time I was inside all day! The man who talked over the PA system got too subjective for me. I would rather that he talked more about what we were seeing and point out wildlife, geographic features than talk about unproven theories. I did like the way he brought up how important it is to have wild and natural places and quoted many famous writers and speakers.
e x f	As this way my first time in Alaska-a cruise was a good way to see different parts of SE Alaska. However, I would more likely visit Alaska now on a very small and "rugged" hiking type tour or holiday. I think it is very good that only 1 cruise ship was in Glacier Bay when we were and it is very good that people are not let off the ships. While I am thankful to have had the opportunity to see Alaska via cruise ship-I must admit that I think they are out-of-place in the pristine beauty of Alaska. We had a "naturalist" on board our ship-he was magnificent! All the shops and casino were shut down! I think that was great as people were very encouraged to spend the day just observing the environment. So, overall, it is a good way for a large amount of people to be educated and have the opportunity to experience the magnificent state fo Alaska!
e	The cruise ship was a wonderful way to experience Glacier Bay. We were able to sit on our private balcony and watch the sights. Thank you to the Park for allowing the large cruise ships into the Park!
e	After experiencing what has been done to/in the boundary waters areas. I vote to keep Glacier Bay available to the general public. Cruise ships seem like an efficient way to do this.
e	If not for the cruise we would not have seen Glacier Bay and it is worth seeing.
E F c	The only detraction that I experienced was that due to the fact that more than one cruise ship was in Glacier Bay. I felt that we were rushed through. More time could be spent in the area and less traffic coming through.
f a g	The NP guides were very good and added a lot of information. Also, the naturalist onboard the ship was very informative. Seeing Margerie Glacier gulf was the most amazing thing I've ever seen and for me, being in Glacier Bay was the highlight of two weeks spent in Alaska! It was thoroughly enjoyable and a moving experience. Thank you for protecting this magnificent resource!
f a i	The on-board presentation by your team both formal lectures and answering questions on deck were very good. The Margerie and Grand Pacific could have been watched by me for many more hours, they were magnificent. The John Hopkins less so. Two large ships would give a problem but it is the only way to get any idea of scale in pictures and movies. Highlight of the cruise.
f a	We thoroughly enjoyed the park guides who came on board-they were very informative. It was very quiet for us on the day we went. We were the only ones in the Bay and if there were any other crafts, I guess I didn't notice. It was a great experience!
f a	Very beneficial that the park ranger was onboard to explain what we were seeing. Wonderful experience!

f a	Was very impressed by the rangers on board and their narrative was very informative and yet they were silent when it was appropriate so we could hear the sounds of nature-they were excellent in pointing out the wildlife for us. It was a great experience and would love to return again someday.
f a	The park rangers were very interesting, informative and enhanced the overall experience. It was great to get so close to the glaciers and experience their beauty and power.
f C	The National Park rangers were very informative about information and history about the glaciers. Even though we were there on a cloudy/foggy day, it was gorgeous.
f d D O	1) The natl park rangers were wonderful. 2) The restrictions on the number of ships, boats, and planes are just about right. If there were more large and small ships in the bay at any one time, that could have a major negative impact on the wilderness experience. 3) The most disappointing aspect was the lack of sighting any marine mammals.
f g	The Park Rangers did a great job. I really want to go again, it was the most beautiful area I have been in. It is to bad that high school kids cannot go and see how important it is to take care of this very important gift we have!
f g	I would like to comment on how helpful it was to have park rangers on deck to answer our questions. When we went to College Fiord, the ship's naturalist rambled on over the PA system. Her delivery was too fast and at a monotone (just reading a script) so it really detracted from my experience. It would almost be worth it to post a colored symbol onshore that would identify the glaciers on a laminated card (in case of rain) with maybe a few facts. That way the PA system could be used less which would add to the tranquility of the experience.
f H	I thought the rangers who came on board did a very good job of informing the people on ship about the park. When by the glacier, it was great to hear the ice cracking and to see pieces brake off and hear the sound after it hit the water. I also think that no pictures can do the glaciers true justice. To view the glaciers with my own eyes and hear the sounds they make were priceless.
f i a	The positive aspect is that the Rangers boarding the ship was great. It was VERY informative. They were able to relate interesting facts. We saw 5 grizzly bears-looking thru binoculars-and that was extremely exciting too. We loved our cruise! And all of Alaska.
f i v	The park ranger was very knowledgeable and also explained the restrictions placed on our vessel while inside the park. I believe those restrictions are appropriate and applaud those responsible for them. Thank you for allowing the large cruise ships into the park and I will definitely be back via a similar vessel. I also anticipate a visit on a more intimate vessel for "up close and personal" viewing and interaction with the nature within the park. Again thanks for the privilege.
f l	The park ranger was well versed and we sat on our balcony which was more comfortable. I think these are an important part of a cruise to Alaska-I was there as the season was winding down so there didn't seem to be a lot of ships.
f	The presence and interpretation of the park ranger on board the ship added greatly to the experience.
f	We felt the tour guides felt a sense of respect and awe of the landscape around us. That added to the experience.
f	Onboard rangers/native Alaskans were very informative and helpful. They enhanced the experience.
f	Ranger talks on board very informative. Great way to give passengers knowledge of Glacier Bay.

f	Interpreters were very informative!
f	The presentation given the National Park Service Ranger on the sights and sounds of Alaska and Glacier Bay was great. It enhanced my experience of the natural wonders we saw.
f	Park rangers on ship were a nice touch.
f	The park service ranger and the Tliglet woman who joined us onboard added greatly to the experience.
f	Having the park rangers onboard was an added plus. They all did a great job-pointed out wildlife, explaining the history of the glaciers, etc.
f	Very much enjoyed the information given by the park service over the ships tannoy (PA system) . It made it far more interesting to know what we were seeing.
F d a	I appreciated how the cruise ship went slow and stopped to give us time to enjoy being in front of the Margerie and Lamplugh glaciers. I loved having time to really study the glacier with binoculars and in near silence. I think the controlled way we went in and out of the park was well done. Five ships at a time in one place would have spoiled the effect. However, I would not have visited without the ship-I loved it! (the park!)
F	What caught my attention was the speed of a small vessel (Cruise ship) travelling in these waters. I thought he was moving too quickly.
g a e	I understand and appreciate regularity the use of areas like Glacier Bay in an effort to keep them as pristine/natural as possible. However, my experience on this trip was very positive, and it did not appear that the cruise ship was overly intrusive or disruptive. It is also the only way some of these people will ever have a chance to see/experience areas like Glacier Bay.
g a l	My experience was well managed by the cruise ship. I would hope that your office is carefully monitoring the environmental impact of large ships. My family and I are very happy that we were able to view such majestic and natural beauty. Your research unit that asks people to volunteer to complete this study should be issued some form of identification.
g a	#15d: Large ship diesel emissions could cause greenhouse effect, however, would probably be less destructive than helicopters, many small boats, etc. Glacier Bay was the most awe inspiring scenery I have ever seen, most pristine and tranquil.
g a	I think the park service is doing a good job of managing the area. The visit to Glacier Bay was well worth the time and money spent!
g	I became impressed for the care is being taken in Glacier Bay National Park.
g	Thank you for continuing to consider and protect this natural setting. Please continue.
G	Public address system was too loud. It sounded like the ranger was shouting (he wasn't).
H f	Enjoyed viewing and hearing calving of Glaciers. Appreciated and enjoyed commentary by national park interpreters.
H i	I have dreamed of watching a tidewater glacier calving and that dream was fulfilled both times I visited the Glacier Bay Park on a large cruise ship. Awesome! Our second trip this year , we took our 10 and 12 year old granddaughters with us to share the adventure.
i a	Extremely positive experience on large cruise ship (Diamond Princess). Beautiful scenery was available to all passengers.

i A a	We were very fortunate when we cruised to Glacier Bay as the cruise ship was small-1250 people and there were no other cruise ships, planes or helicopters around-only another small vessel. Which made our time at Glacier Bay National Park very special. The tranquility, and beauty were just wonderful. All we could hear was the sounds from the glaciers. The day was beautiful.
i f	In my estimation, our Cruise ship had very little impact on the National experience in Glacier Bay. Very quiet and very informative info by the park ranger. Probably less intrusion than lots of smaller vessels with fewer people, after all the park systems are funded by tax payers and as many as possible should enjoy the experience.
i	At first the lack of scale made the glacier seem so small. When we got closer even from the top deck of a large cruise ship I was impressed. When we were leaving and I looked back and realized how big it was with the other cruise ship next to the glacier. I remembered the kayakers we saw and wondered how the glacier must have looked to them. If I come back, I hope to get a sense of size. Overall something I will never forget.
j a	Reflecting on your questions re: other ships, aircraft, we were unaware of any other crafts. We (my husband and I) stood on a covered, outdoor deck the entire time we cruised the glaciers and there was nothing between us and the glaciers. Our entire cruise ship had been informed there would be no activity on ship that created noise. It was very quiet. Truly awe inspiring experience.
j D	There was only 1 other cruise ship in the park when I was there. There also might have been 1 or 2 smaller boats. If the volume of boats had been high my answers would have been different.
j i	I don't remember seeing any other ships. If they were there they definitely didn't impact my experience. I feel the whole experience on Holland America very positive and I will go again.
j p	The lack of helicopters and aircraft was key. I would have been very disappointed in my experience if I heard them. Likewise, we only passed another cruise ship-if it were jammed with them, that would have been disappointing. Small craft have no effect-other than to make me want to be on one!
k H	Wonderful cruise-would highly recommend to others. It is amazing and awesome how the glaciers are formed and the age of some of them. Truly remarkable.
k j	This was our fifth cruise to Alaska and fourth to Glacier Bay. We recommend this cruise to anyone interested, especially first-timers. Depending on the stock market, we hope to cruise-tour next year. We have never been "bothered" by additional ships in Glacier Bay. We usually see smaller ships/boats nearer the glacier but there are never a problem.
K a	My trip to Glacier Bay was all positive and I would recommend it to everyone. I will probably visit again in the future.
l a	O.k. so we booked a trip to Alaska on a big boat. Mainly because the company told me I had to take my vacation with little time to plan and a good travel agent with 60% off the regular fare. I hadn't planned on going to Glacier Bay but rather relied on the large cruise ship to provide a memorable experience. The scenic cruise in Glacier Bay was an awesome experience that equaled or exceeded other shore excursions that were scheduled at additional cost.
l	I have been to about 40 national parks. A stamp or sticker for each one in my Park Book. Probably I've been to 5 or 6 more. No stamps. I didn't buy the book at first. Since it costs so much to keep everything up in our National Park. I would happy to pay to be admitted to visit them. Thank you.

I	Could show more than one glacier, would be more grateful.
I	Glacier helicopter/hike was the highlight
I	I anticipated being over-whelmed by the majestic beauty, but I still underestimated the magnitude of this wild scene.
m e d	While we saw a few other large cruise ships, they were always at a distance. I would not have liked to be at one of the glaciers with another ship close enough to smell or hear. This is a great way to see glaciers and numbers of ships should be controlled so as not to adversely affect the environment and to keep the solitude of the experience. Thank you!
M C d	My overall impression of the construction of this survey instrument is that it has a systematic bias against large cruise ships. My main disappointments were weather-too overcast and rainy. Large cruise ships (mine) could/would not get as close to shores where wildlife could be seen.
M d	Your survey suggests a strong bias against man in Glacier Bay National Park. I remind you that these National and State parks are owned by the people and there should be responsible access which in my opinion was achieved.
M	I think question 23 and 24 are inappropriate for this survey.
o	Access to Glacier Bay should not be limited.
o	There are no roads to Glacier Bay. Closing the park to cruise ships would mean people, especially the elderly, would be denied a chance to see this beauty-and that would be a shame. I have seen no evidence that cruising has damaged Glacier Bay. To the contrary-opening Glacier Bay to tourists allows people to become aware of the natural beauty of the area. I do not advocate closing an area to protect it. Beauty should be enjoyed by all-and access should not be denied to those too old, handicapped (or poor) to afford limited viewing. National parks need access to be enjoyed-they should belong to all the people.
O a	I was hoping to see more glaciers and wildlife but it wasn't what I expected from Alaska. I had fun during my cruise.
O j a f c	I was disappointed that I didn't see any wildlife or marine animals other than one seal. However, that is not the cruise ship's fault. I saw three fishing boats together, but they didn't detract from my enjoyment of the park. It was actually comical to see them move out of the ship's way as we drifted in their direction. Visiting Glacier Bay was truly the highlight of my first cruise. I like the way the ranger encouraged us to get outside and enjoy the beauty on a sun shine day. Even though seeing one other cruise ship for a short time didn't detract from my visit. I wouldn't recommend allowing any more than one! keep the visit quiet without noisy distractions.
O	I would have liked to have seen more animals. Perhaps the cruise line should make it more clear that binoculars or some sort of vision enhancement is needed to see the animals.
p g	Holland America fine tunes its cruise tours with onboard activity. My true regret? My brother in this car trailer saw more of Glacier National Park than we did aboard ship. He had no distractions to keep him from the beauty and peace to be found in nature. When I selected this cruise, it was 1)for the pleasure of going with my family-3 units-and the time to see "calve" glaciers alongside the ship. The second (it) did not happen. A green Alaska! Appeared at my window. At Mendenhall Glacier we learned that glacier changes in the area of Glacier Bay cannot be directly tied to short term climate changes. Our bus driver, a history teacher, said a 1999 study showed that in another 5-10 years the glaciers will be gone. Our tour bus drivers possessed reverence for the land the animals' needs. One stressed silence as we passed thru their habitat. As in other lands, it was only leave your footprints, not your trash. Think Green! Saw bald eagles, ptarmigans

	and whales. Only the constant rain was a negative. Page 4: Reply of no effect: in a perfect world I would have my own plane that would put me down away from a waterfront and a very small vessel with every anti-polluant device onboard. Now really, how do we get here? To Glacier Bay? The most advantageous are the large cruise ships.
r c	Cruise ships provide a means for large numbers of people to see their natural wonder. As long as speed and the number of vessels are controlled, I see no problem with these visits.
r c	The cruise ship brought 1900 people to see the natural wonder with a lot less noise than one catamaran bringing a 100! Limit it to one ship at the Glacier at a time! Thanks!
r d f	I think it is fabulous that such wonders of nature are available to large groups like cruise ships under the controlled circumstances of being on the ship. Thank you for your care of this great National Park.
r f	Without cruise ships, there would be a very limited number of people who could enjoy the bay. If managed properly it is an excellent way to share this beautiful land. The park ranger boarding was a wonderful added bonus to the trip.
r g	While in Glacier Bay, my husband and I saw a smaller cruise ship (Cruise West) and it only made us feel like we want to return and experience it all again on a smaller vessel where we could get in and out of smaller passages. I strongly believe cruise ships should be allowed to expose as many visitors as possible. The personal experience reinforces my beliefs towards the environment and protecting places like Glacier Bay.
r s	Cruise ships are a good way for lots of people to exp. the bay. They were very respectful of the area in every way-noise/pollution/gentle movement, it seems as if we were almost alone and left no trace behind.
r	Cruises are a good way for a large population of people to view nature. I feel this way is a safe way for the population to view nature with a minimum impact on the environment.
r	Cruise ships allow hundreds of people to view the glaciers and magnificence of Alaska without significant impact.
s j G	During our trip, the captain of the Coral Princess was very sensitive to the environment. The ship travelled so slowly that the wash dissipated before reaching the shore. We saw a few small crafts at a distance and did not hear them. Other than commentary, there was no other sound. The commentary was not continuous. I think it would have impacted if there were a number of cruise ships close together.
s r	When our cruise ship (Princess Diamond) got to the glacier, it seemed to get very quiet to see and hear the full effects of the glacier. Our ship did an excellent job of respecting nature. I feel that the large ships give many people the chance to enjoy the parks.
t B	I would have liked to get closer to the tide water glaciers. The ranger talks need to be a little more interesting-tell us about the history of the area and the people who lived there.
t	I wish we could have gotten closer to the glaciers.
t	It would have been a better experience if we could have gotten nearer to a lot more of the glaciers or even nearer to the land.
t	I would have enjoyed being closer to the glaciers to be able to appreciate a truer sense of scale.
t	I would have liked to get closer to the glaciers.
v	Next time I would prefer scheduling a more private trip.

w D c	I didn't see other large cruise ships except in Ketchikan. I think if I had, it would have detracted from the pleasure. I think there should be some restrictions on the number of large ships in the park at any given time. It is the most magnificent scenery and should be as 'untouched' as possible.
x n	When we visited Margerie Glacier, the glacier was calving a lot-very active. Many of us were speculating that the heightened activity was the result of vibrations from the ship's engines. Perhaps cruise ships should be told to stay further away from glaciers. Perhaps it would be worthwhile to keep cruise ships out of Glacier Bay; passengers could be off-loaded onto smaller craft to make the journey to the glaciers. (With the very real threat of global warming, those boats may have to be sail powered!). Thank you.
y h	Don't remember if I saw other watercraft during Glacier Bay visit, but I definitely think the quantity of other vehicles (motorized) should be kept low. Was not informed as to whether the presence of motorized vehicles has/will have detrimental effects, but I believe efforts should be made to minimize any effects.

Day-boat Passenger's General Comments

Theme codes for day-boat passenger comments

a	general -- positive
b	general -- negative
c	weather comment
f	comment about survey itself
g	park rangers/concession employee comment -- positive
h	park rangers/concession employee comment -- negative
i	limit the number of large cruise ships
j	cruise ships did not detract from experience
k	preservation theme/ecology concern
l	tour-boat comment
m	small motorized crafts are best way to visit Glacier Bay
n	small motorized crafts can go where large cruise ships cannot
o	keep current park restrictions
p	noise comment
q	wildlife comment
r	management comment -- positive
s	cruise ship comment -- negative
t	kayakers added to experience
u	miscellaneous comment
v	did not see any large cruise ships/motorized crafts/aircrafts
w	limited wildlife
x	large cruise ships allow large numbers of people to visit Glacier Bay
y	large cruise ships disturb pristine nature of bay
z	cost comment
A	saw only one cruise ship
C	too many large cruise ships/motorized crafts can detract from experience
E	park restrictions/reservation system comment
H	no cruise ships should be allowed in Glacier Bay
K	kayakers/small vessels/aircrafts detracted from experience
L	cruise ships did detract from experience
M	safety concern
N	public address system comment
R	needed/suggested improvements to Glacier Bay National Park
S	speed of boats
V	kayakers/aircrafts/small vessels did not detract from experience
W	facilities comment
Y	ships were at a distance-thus no effect
aa	limit the number of small motorized crafts
bb	limit the number of aircrafts
cc	would not recommend visiting on a large cruise ship
dd	would recommend a small boat

Day-boat passenger comments

Codes	Comment
a b g g	1) Experience was extremely positive. 2) Sewage treatment facilities need upgrade, as there was a strong odor in lodge. 3) Hiking trails are wonderful! 4) Room was fine. 5) Food was good, service friendly. 6) Interpretive Center was exceptional! 7) Fair-weather Express experience with NPS Naturalist/Ranger was great!
a c g	Thoroughly enjoyed Glacier Bay - otherwise would not have visited 4 times. Weather could have been better but we can't control that. Had a problem receiving credit for the coupon in the Great Alaska Tour Book but that was resolved. Again, we thoroughly enjoyed Glacier Bay. How about visit #5? Note: Ranger <name> did an excellent job on the cruise from Glacier Bay Lodge.
a c L	Great trip - we enjoyed all aspects of the trip except the continual rain and clouds - we still were able to adapt to the weather conditions. The cruise ships detracted from the natural beauty of the area.
a c	We liked it a great deal. I wish that there were more lodges in the park. The lodge that we stayed at provided a great experience. It rained all the time but we got used to it. Would have been great to get nicer weather but I guess that is Alaska for you.
a c	Great stay. We loved the Glacier Bay Lodge. The food was great. We enjoyed the beauty. Weather could have been better, but we understand that it was pretty typical.
a c	I was particularly impressed with our trip to view glaciers on Admiralty Island. We went in by sea plane. Although the weather was rainy and a bit chilly it did not detract from our experience. I forget the term the Park Ranger used but by controlling and "normalizing" the human behavior on the island it allowed us to get quite close to the bears as they were feeding on salmon. We got a number of great pictures.
a cc	Our trip to Glacier Bay was the highlight of our 12 days in S.E. Alaska. I would not want to go on a large cruise ship and think their members should be boated at any given time. However, I also believe that the beauty of G.B. should be accessible and experienced by all who wish to go there.
a e	Lovely Bay, great trip, nice weather Cruise West did the alternate planning. The Spirit of Glacier Bay had gone aground. We traveled in a catamaran.
a g e k	We had a wonderful visit to Glacier Bay! The dayboat trip was great - we saw humpback whales, orcas, bears, sea lions, sea otters ... The scenery was spectacular! All the staff was great. We were very lucky with the weather. Good luck with your study. We hope this area stays as beautiful and special for many years to come.

a g g i C	The trip was excellent. The captain and staff on the boat were excellent. They were knowledgeable and pleasant. The naturalist aboard the boat was fantastic. Great personality as well as being very knowledgeable, good at finding wildlife, answering questions etc. The presentation about the area all during the trip was great. She and the crew made the trip very special and gave my husband a much better understanding of the area. Glacier Bay is beautiful and I don't believe that I could have a better experience in seeing it. We also kayaked in Bartlett Cove. That was a great experience as well. Our first time kayaking. The guide was great. It was peaceful and scenic setting. I think or should say strongly believe limiting the number of large ships in Glacier Bay is extremely important in maintaining its beauty. Seeing only one large ship had little effect but any more would change our experience. Thanks for letting us respond to this survey. Sorry for our late response. Hope you use our information.
a g g	I loved it! I was shocked by everything. I loved the boat we went on because our captain told us about the wildlife and where to look. We also had a ranger who was extremely aware of the history and the Bay. I will go back.
a g g	This was our 5th time at Glacier Bay Lodge - need I say more? Facility excellent, food excellent, staff excellent, Park Rangers superb, Transportation good, whale watch excellent.
a g j x	Although we were staying on a private 44ft motor yacht anchored in Bartlett Cove, we saw the Bay on the catamaran operated by a vendor and bought tickets at the lodge. The cruise was excellent and the Park Service employee on board gave us a wealth of information. The cruise ship that we saw didn't bother us one bit. They were slow, quiet and did provide a reference scale. Not everyone can afford to come here by private boat, and the cruise ship enables many people to see the beautiful spot. In Feb. of this year, my wife and I spent 12 days cruising the Antarctic Peninsula and saw 2 cruise ships and they did not distract.
a g o w	The trip was excellent. The crew was professional and friendly. The lunch and snacks given were good. Our ranger guide was terrific. We saw only 2 cruise ships all day. Comment from Q7: Never heard - only saw. Q13: Did not see any land animals.
a g u	Thoroughly enjoyable experience on scheduled tour boat. Drinks, food available were good. Park rangers are knowledgeable and cautious in answering questions. My trip went from John Hopkins then lower bay, past east arm, up west arm, John Hopkins Inlet, Wrangell Island, Margorie Glacier to Canadian boarder and rock. A day full of adventure, traveling late in the season much fewer tourists nor large cruise ships. Comment from Q17b: Booked on scheduled tour boat.
a g W	Great place to visit. Park staff and lodge staff were friendly and informative. Lodge itself was nice in a nice site. My travel companion got good personalized meal

	when eating at the lodge.
a g x	I enjoyed the cruise from Glacier Bay Park Lodge dock. Park Naturalist on board did a good job! Also, whale watching and fish wheeling in Icy Straits was very enjoyable. Would not want to prohibit cruise ships since they provide economical access for many people but it is important to control access by small and large ships and especially aircrafts.
a g Y	I found the whale watching trip to be lots of fun - the captain of the boat was quiet, knowledgeable, and respectful of the whales and other sea life. He never put the whales in danger or chased after them. I can't say the same for the commercial fisherman who charged right into the water and then come to us. He seemed (commercial boat) to be excess to show his displeasure at us being there. There was one a tour cruise ship, but was off in the distance and did not affect our trip. Another whale watching boat was in the bay, but did not affect our trip either.
a g	Wonderful trip, met our expectation - exceeded them. Great National Park ranger guide on our boat.
a g	The park was magnificent. One of the best nature experiences of my life. We stayed at Glacier Bay Lodge, and I can't say enough about how much we enjoyed the hospitality and friendliness of the people working there.
a g	Had a wonderful trip. Park Service employees are very helpful.
a g	We enjoyed every part of our trip to Glacier Bay. We were very impressed with the Park Rangers we encountered. One was a young man who was a Native Tlingit took us on a marine hike. The other was a young lady who was on the Glacier Bay tour boat. She was very enjoyable and knowledgeable.
a g	The experience was fantastic! The members of the crew aboard our boat was very informative and professional. The National Park people provided good information as we moved from place to place.
a g	Wonderful experience. We used the catamaran out of Bartlett Cove. Very good experience - enhanced by park ranger commentary and the vessel's enthusiastic crew and catering.
a g	It was an extremely enjoyable trip and the guide on our boat was very knowledgeable (she was a park ranger). Thank you.
a g	It was a wonderful part of our Alaska visit. Absolutely repeatable and recommendable to others. The Park Service ranger <name> was knowledgeable, helpful and friendly. She greatly enhanced our experience.
a g	We enjoyed the trip to Glacier Bay, and found that the NPS guides were both knowledgeable and helpful. We took the Park Service boat and also did the guided hike. If we were to go again, we might look for a small boat with opportunities for novice kayakers.
a g	This is the fifth time I have taken the Glacier Bay Boat Tour. Wildlife viewing has always been good - sometimes

	extraordinary. The naturalists on board from the park service are very knowledgeable, helpful, and do a great job!!
a g	It was wonderful to see bears and eagles during the trip! A particular "thank you" to the ranger who was our guide during our visit. She was very prepared.
a g	Our trip there was fabulous. We took our grandchildren (12+14) to Alaska for 2 weeks to see its natural splendor and wildlife. Our trip to Glacier Bay was the end of our trip. Our park service guide was fabulous, she obviously loved her job and was extremely knowledgeable and did everything to make sure it was the best experience possible for everyone. She really helped us to understand glaciers, how they are formed and how they advance and retreat. We also enjoyed a whale watching excursion and saw many humpback whales. Hiking around the lodge was fantastic.
a g	We had other activities in your beautiful park, and appreciated your ranger, <name>.
a h	Our tour to the Glacial ice was spectacular. The Park Ranger pointed out little incidentals on the trip to make it interesting. We spent time at John Hopkins to see and hear the ice calve and at the Marble Islands to see the birds. All was quiet when we spotted the grizzly and cubs; how usual to see three. On our kayaking trip, we needed a [can't read word] and a little more information on the tide so we would not have to rush back. The receptionist at the lodge was very helpful. We could see that the waiters and waitresses were tired. Needed a posting on transportation to Gustavus - a sign to make appointments. Needed information on wolves as a person in our party while riding bike to town saw one. I enjoyed tremendously the solitude, peace, serenity of walking through the Forest Loop area and surroundings - seeing lichen/moss bear. Need posting of tide so when walking along the beach or tide pool, would be aware of tide coming in. Sure we had heard the helicopters, buses, and many people at the Mendenhall Glacier, we understand now why the limits have to be set for Glacier Bay. It was so nice to have the opportunity to see it in solitude and minimize outside noise.
a H g	The trip to Glacier Bay was outstanding. We had no concept of the size and color and formation of glaciers like the tidewater glacier we saw. The icebergs were also awesome. The sounds of the glacier calving were surprising in their intensity. I wanted to visit Alaska specifically to see the glaciers and wildlife. I would not have missed Denali Back Country or Glacier Bay for the world. Keep large cruise ship out of there! Our guide on the catamaran from Glacier Bay Lodge was a great help in understanding tide water glaciers, the effect of global warming, etc.

a i J q k	Glacier Bay is stunningly beautiful and pristine. I was on the Park Service tour boat, which is a beautiful way to see the Bay. I took the same cruise in 2007, during which we enjoyed sunny weather, and we did see and hear a large cruise ship at Grand Pacific Glacier. I think there should be an opportunity for two large cruise ships per day to go up the bay, to allow people to see the bay. However, I believe it should be limited to that. Anymore would be disturbing to the experience of seeing the bay, and I would think also disturbing to the land and marine wildlife of the Bay. Glacier Bay is a treasure that needs to be carefully managed. We appreciated the fact that this survey is being done. Thank you.
a i m W	Thought it was a beautiful area. The Cruise Ships should be limited - more use of smaller vessels. Keep large populations out, limit access so doesn't get like Yosemite or Grand Canyon. Lodge was great.
a i v	Glacier Bay is one of the most beautiful places on earth. I would restrict large boats to 1 or 2 per day. I did not see any planes or helicopters at all. Other Glaciers we hiked to had a few planes fly over but were gone after a minute or so. Not overly intrusive and does provide some perspective. People need to see the beauty and some can only do cruse lines. It is big enough to handle 1 or 2 per day and a few small air craft. There are plenty of options to get into complete solitude, but many only have the large ship experience and ability to visit Glacier Bay. I am no fan of cruise lines, but Glacier Bay is too special and beautiful to not allow some boats and planes to visit.
a i	We saw 3 brown bears that were less than 100 yards from kayakers on Sandy Cove! The animals are getting used to seeing humans. The views are, the best in the world, better than Ushuaia, Argentina or Switzerland. Please restrict the numbers of large cruise ships, (at John Hopkins there were 3 of them).
a k	Our stay in Glacier Bay National Park and Preserve Proper was a great experience. We deeply enjoyed the unique landscape and wildlife, as well as the close contact with nature. A close encounter with a young black bear along the beach trail was very exciting and breathtaking (it was more interested in wild berries than in chasing us). I warmly hope the place will be preserved as quiet and untouched as possible.
a k	It is an amazing place to see and experience. I hope that efforts continue to preserve the beauty, wildlife and solitude that Glacier Bay NP offers.
a l B v	I found my experience at Glacier Bay amazing. The tour boat I took from the lodge provided a naturalist/forester who explained the natural phenomena and gave thorough and interesting narratives of the impact of the glaciers on this area. My tour went from Bartlett Cove, up to Johns Hopkins inlet to the glacier and back. I was somewhat surprised at the number of boats, but thank goodness no big cruise ships!

a l C	We had a wonderful time in the park. The guided tour of the forest was superb. We enjoyed every minute of our Glacier Bay cruise aboard a Park Service boat. We were not near any other larger boats and therefore can't comment on them. However commonsense dictates that large cruise ships would be very upsetting to the flora and fauna and very disturbing to National Park visitors who hope to enjoy the beauty and pristine environment of that unique and beautiful National Park.
a l g g	We had a fantastic trip (except for the rain)! Catamaran tour was excellent. Knowledge of the ranger on the boat and the ranger in the lodge was exceptional. Lodge accommodations (cabins) were good. Food at the lodge was great - we ate breakfast, lunch and dinner there. Transportation to and from airport was right on time. I would like to commend the hotel and restaurant staffs. They were outstanding. We also appreciated the laundry facilities very much. Keep up the good work!
a l g	My stay at Glacier Bay Lodge and my trip on Glacier Bay was an incredibly beautiful experience. The boat ride on Glacier Bay provided a pleasant balance between wildlife viewing and glacier watching. Accommodations on the boat and commentary by the park ranger were excellent.
a l j Z	Glacier Bay is a special place. We were there 6 years ago and again this summer. We did the Glacier Bay Tour staying overnight in the Lodge both times. We have been very happy with the tour both times. Both times we saw a cruise ship at the Margerie Glacier. Even though I am not a person interested in taking a cruise, the cruise ship was not a distraction. After spending four days in Juneau, I am glad that we didn't have the noise of sea planes or helicopters buzzing around Glacier Bay.
a l s	The time I spent participating in non-motorized activities were my favorite - hiking and kayaking. However, the glacier and wildlife viewing opportunities provided by the Glacier Bay tour were fantastic. I feel a large cruise ship would detract from the experience.
a l Z	Enjoyed remoteness and tranquility of the area. Tour boat is excellent compromise between cruise ship and individual charter. Flyovers were annoying when they occurred by aircraft. Ban on viewing marine mammals from tour boat seemed ludicrous when same tour boat when to Point Adolphus outside the park to view marine life. Seems like 1 tour boat a day should be able to view marine life in the park.
a l	I visited because my father lived on Strawberry Island from 1921 to 1929. He and two friends started a fox farm out there. A man from the National Park took us out there in a ship on a beautiful day. Great for me to see where he lived and how some of the fox houses still stands there. Next day we took the tour up Glacier Bay was great, the glaciers, wildlife and the beautiful scenery. Glacier Bay and Gustavus is in my heart.
a l	The Glacier Bay Lodge was stunning. I would definitely go back except we live too far away. The bay was

	beautiful. I loved it and thoroughly enjoyed our days in trip in the day boat from the lodge. Keep up the good work!
a l	Fabulous trip! Great dinner at the lodge. Great tour to glaciers on FX2. Glaciers, birds, whales, brown bears, bald eagles, puffins etc. Wonderful.
a L g	Overall, I had a wonderful experience in Glacier Bay NP. Large water craft and cruise ships did detract somewhat from the tidewater glacier viewing during the National Park boat tour, however. The park rangers did a wonderful job of conveying information about the park. My time in Glacier Bay was the highlight of my trip to Alaska.
a L	We thoroughly enjoyed it. We did think that the large cruise ship we saw standing in front of the glacier was a distraction.
a L	It was beautiful, awesome and a wonderful experience. Would have been even better had we not encountered cruise ships!
a n g f	1) Everything was positive! 2) Relative to question 18: I recommend to friends to use the smallest vessel possible as they are more maneuverable and can get closer to something than the large cruise ships and generally they have more time on the Bay. 3) Ranger <name> did a super job as a guide on the "Fair-weather" operating out of Bartlett Cove/ Glacier Bay Lodge. 4) Relative to question 9: I'm not sure what you mean by Glacier Bay "proper". Most of those boats were at Bartlett Cove.
a n k g	My experience was very good. I was in Glacier Bay 20 some years ago on a cruise ship, so wasn't sure I wanted to do it again. It came as a package deal so went on the day cruising. It was very different as the smaller boat could get closer. They also watched for wildlife and pointed it out. I noticed a big change in the Glaciers. They are much smaller. Saw more wild life and it was explained better on the smaller boat.
a n k y	This was a great day in Glacier Bay. There must have been a cruise ship somewhere, but we never did see it. I say this because a cruise ship docked to take someone off for a medical emergency. People need to experience Glacier Bay in the small tour boat operated by the NP so they can get close to nature. This is not possible in a large cruise ship. Also, cruise ships tend to pollute water, air, animals and in general, destroy the serenity of the experience. Save Glacier Bay for future generations!
a o k	Magnificent area, I am glad for the NPS restrictions that preserve the experience.
a o s	It was everything we had hoped it would be. I had not appreciated that large cruise vessels could be allowed to somewhere like Glacier Bay National Park, but the limit placed on them and behaviors did not distract. I would expect this needs careful management. "Beware the Cruise Ship Cancer" It has turned Juneau into little more than a ferry terminal. This type of tourist does little for local economies that is true. What a wonderful state.
a o	It was very enjoyable, beautiful and serene. We loved seeing wildlife and the glacier. The regulations in place

	seem to be working as we weren't bothered by others viewing the area in cruise ships or other boats.
a o	Completely satisfied but would not want to see more large cruise ships in Glacier Bay.
a o	Good experience. Current level of large vessels in Glacier Bay is ok, but agree number per day should be limited to current numbers.
a p x	Overall our trip was great. The boat trip deeper into Glacier Bay was as good as a large boat trip could be meaning of course there was boat noise from our boat, but the captain would turn off engines often in areas of wildlife and beauty. A smaller boat may have been nicer, but the tour boat was a great size. We only saw one cruise ship at one glacier. It's a bit odd but I think a great way (maybe best) for lots of people to see G.B. I felt the trails, visitors centers and overall experience were great. I appreciated that there was not more motorized traffic or cruise ships.
a q o	Traveling with a 13 yr old daughter. Both enjoyed very much particularly wildlife: orcas, bears, sea lions, birds etc. Glaciers were not as large or numerous as expected. Two cruise ships did not affect overall experience, more than two may start to have an effect.
a q	We loved Glacier Bay. We also went fishing and whale watching, but I don't know if it was in the Park. I saw very few cruise ships which I appreciated and very few ships bigger than 40 ft or so. I loved that there were not many motorized vehicles, period. I saw way more humpbacks than boats.
a q	Primarily very good. Great concerns show for marine life with sharp regulations. Largely developed.
a r g o A	It was a lovely experience. Serene, well-managed, great wildlife viewing, informative interpretation and a very good lunch. Don't let it change! Comment Q17b: We did not visit popular cruise ship parks, i.e. Skagway and Ketchikan. We saw 1 cruise ship from a distance at Glacier Bay. We were surprised; we didn't think they were allowed. We would not be offended by a very limited number of environmentally safe boats, but on the whole, think it is better for the NP service to operate boats to minimize disturbing wildlife on polluting the bay. Q18: Very likely to recommend visiting Glacier Bay. In fact, we sent several people there. It was our favorite spot in S.E..
a r o	I thoroughly enjoyed my time in Glacier Bay. I think the Parks in USA are very well managed. I was happy that the number of large cruise ship has been limited.
a r o	My trip to Glacier Bay was an amazing experience. The most enjoyable aspect of the trip was the solitude. I go camping and hiking a lot in CA, but the silence was different at Glacier Bay. It was so silent that I could hear myself breathe. I think Glacier Bay has done a very good job of keeping the motorized vessels to a minimum. I think that keeping these vessels to a minimum is even more important to the wildlife. Thanks for keeping my Alaska experience intimate and peaceful.

a r x i	Having never experienced any geographical places like Glacier Bay, we thoroughly enjoyed the spectacular scenery. We perceived the National Park Service to be doing an excellent job in overseeing this pristine area. Whilst ambivalent are the presence of large cruise ships in Glacier Bay, this is a way for a large number of people to view the bay but also assume the Park Service supervise their access closely.
a R	The lodge is beautiful; liked the rooms. Would like to see more hiking trails near lodge. Shuttle to town and food choices at the lodge, very limited ... service and food could improve.
a u	Very well done. Our only disappointment was we did not get to see the glaciers melt and fall off.
a u	1) We've (spouse and I) have been visiting National Park sites since the early 1960's. The trips have always been pleasurable. We prefer "land" trips. 2) In reference to large cruise ships: Haines finished them and the area economy plummeted. The town is considering requesting the return of the ships (jobs /business). 3) We live on the East coast of the US. Loud motors sounds are common to our ears. We "tune out" such sounds. 4) This was our second trip to Alaska. It was superb on each visit.
a W z R	I love Glacier Bay but I would have liked better weather on the visit. Lodge is very nice but expensive menu. Think they should have free shuttle to Gustavus Airport. \$25 is a little over priced! Would enjoy a program put on by Klingit reps. They had that during our previous visit in 1999 but only had videos this time.
a W	This was our first trip to Alaska. We were pleasantly surprised how few people visited Glacier Bay stay at Glacier Bay Lodge. We enjoyed the intimacy of the Lodge. If we returned, we would spend a day kayaking. Although I believe Icy Straits is outside of Glacier Bay Proper, our half-day whale watching at Point Adolphus on the M/V Taz was phenomenal! We spent the day, mostly with the engine turned off, "hanging out" with a pod of 15 to 18 humpback whales. Listening to them blow a vocalize was a lifetime memory. Had there were many other ships, the experience would have been vastly different. There were 4 kayakers, and one large private yacht also in Icy Straight that morning. The yacht was distracting because she never turned her engine off.
a W	It was great. The only downside was a lack of transportation from Lodge to any of the community services such as restaurants. Would like to have seen more of the island and community.
a x C	My experience in Glacier Bay National Park was very positive. I would recommend it to anyone. While I understand that large cruise ships provide opportunity for more people to enjoy the park, I do feel that their presence diminishes the wilderness experience for us all.

a X g g k	1) Our experience was 100% excellent. Glacier Bay Lodge could 'polish' their in house service (speed them up) a bit more but overall, the staff was nice and helpful. 2) Ranger and boat staff are excellent. 3) Regarding cruise ships, I understand they help the economy and maybe necessary - more so for Skagway Juneau and even Wrangell, but I do think they pollute the environment. I feel very uncomfortable as how they steer clients to their shops/ their stores and as such 'take from the economy/local community' without 'sincerely' contributing to it. 4) Alaska is a wonderful state and you are all doing a wonderful job preserving it. Well done.
a y	Glacier Bay's relative emptiness made it incredibly beautiful and special. (Large cruise ships ruined the bay area in Skagway by comparison). We loved Glacier Bay and the National Park there plus the lodge was wonderful too!
a Y i	My recent visit to Glacier Bay National Park was the second; the first was in 1992. My wife and I enjoyed our stay very much and were not disturbed by an occasional motorized boat or plane. In fact, one of the planes we heard was an Air Excursions plane that landed at Bartlett Cove to pick up our group for a flight seeing trip to Lituya Bay, site of a massive tsunami in 1958. Our group included four people, two of whom (myself included) have professional interests in earthquakes and tsunamis. Although we saw a large cruise ship during our ferry trip through Glacier Bay, it was a considerable distance away so it did not distract or annoy us in any way. Being from a large urban area, the relative absence of noise was most refreshing. Although we were not negatively impacted by the presence of large cruise ships, other craft or aircraft, I think it's wise to limit access to Glacier Bay for such craft as the quality of the experience could be affected if some limits are not imposed.
a Y	We were very impressed with the trip to Glacier Bay. We wanted to see the glaciers when they still existed at tidewater. I think the large cruise ships were pretty well managed during our cruise. We only saw them at a distance of half a mile or more.
a z l	Trip to Glacier Bay was great. Big problem was the difficulty and cost of getting there. We took the ferry from Haines to Juneau. Then we took the Air Alaska flight to Gustavus. Then the effort of staying at the lodge. You have to be rich to get to Glacier Bay. How about a ferry from Juneau to the lodge to eliminate the very expensive flight? Common folks should be able to see Glacier Bay without the cruise ships and flights. The Park Service day trip was great.
a	What a great place, it was very nice!
a	A great experience. One of the most beautiful places I've ever seen.

a	"Smile" cost nothing. Greatly help the world go around! Our trip to Alaska on the whole was closer to perfect, we made only one small mistake by staying in town where 4 to 6 large cruise ship arrived everyday, but there were many things to see out of the town. If you did not stay in a place that served breakfast, it was not easy to find a good meal 7am to 9:30am all seem to be waiting for the cruise ship to start arriving. As you can see we (4 persons) did not use a cruise ship, we flew to Alaska then used small planes and local ferries.
a	Beautiful experience and lodge staff are the best!
a	I was pleased with the range of experiences on the trip - great wildlife viewing, close up viewing of a calving glacier, general scenery etc.
a	It is a beautiful park. The food at the lodge was wonderful.
a	Beautiful place. I'll be back.
a	We had a great time!
a	We felt the whole trip, in all aspects, was beautiful and uplifting.
a	A very positive, beautiful experience.
a	Thanks.
a	People are very friendly. Amazing scenic beauty.
a	Glacier Bay is a wonderful and unique setting. As an owner/operator of a small tour company and Alaskan Wild Values Our Natural Places, I am a strong supporter of the boat limitations in Glacier Bay. It important to continue to limit both large and small vessels in the park both for wildlife and the visitors' experience. NPS has a difficult task of allowing access to visitors but maintaining the wildness of the park and visitors' experience to a wild place. As someone who has visited Glacier Bay my entire life, I believe the current boat limitations find the proper mix of access, preservation and experience.
a	Nice trip.
a	Unforgettable, divine.
a	We had a great trip. We saw a lot of wildlife and scenic beauty. I hope to get another opportunity to visit again in the future.
a	It was an awesome, once-in-a-lifetime experience that created memories for our family that we'll cherish always. Thank you.
a	Wonderful experience.
a	Brought my grandsons because we had a wonderful experience in 2007. They are 11 and 13 and loved it.
a	It was wonderful. Please try to keep it that way.
a	Great!
a	Our trip to Glacier Bay was a great trip.
a	I thoroughly enjoyed my trip with my husband.
a	Enjoyed the 7 hour tour from the lodge.
a	This was my second trip to the Bay. I missed the warm cookies served on my first cruise, also enjoyed the upper park being enclosed.
a	Great. Loved the book shop too in Glacier Bay Lodge.

a	Everything was lovely - even the fog lifted! We loved it.
a	I was at glacier Bay Lodge three days before it closed down. Therefore there were not too many people and I loved it!
a	Flying in a small airplane (one motor) to Gustavus to get to Glacier Bay Lodge was quite an adventure itself!
a	A wonderful experience! Lord willing, I'll be back! Comment from Q17b: Tour a selected by the wedding party - recommended by Bear Track Inn in Gustavus.
a	Always a great trip!
a	My wife and I very much enjoyed our trip from Glacier Bay Lodge with Captain Dan on the Catamaran Hulled Tour Boat. The Glaciers were spectacular and the abundance of wildlife was not only delightful but very encouraging as well. Glacier Bay was the highlight of our two weeks in SE Alaska. Thank you for your efforts to protect it.
a	I loved it all!
a	Glacier Bay National Park and Preserve is outstanding, amazing, welcoming, phenomenal!
A bb	My comments relative to large cruise ships are based on a single ship being present for a short time. If multiple ships were present simultaneously at the Tidewater glaciers. This [my respond] would be different. Regarding the helicopter, this was a result of an emergency landing of the helicopter and so was interesting as an event. I would not like to see helicopters as a matter of routine.
A g	Saw one cruise ship at a distance. It did not interfere with our observations. Park Ranger was very helpful and informative.
A x	Glacier Bay is awesome! I support the big ships, allow lots of folks to learn to appreciate it [the park] without having a big impact on the ecosystem. You are doing a great job!
A Y	We only saw one large cruise ship in the distance. It was nowhere near our boat or the glaciers we visited.
A	We only saw one large cruise ship but I would not want to see more.
A	Seeing one large cruise ship was enough. Anymore would be detrimental to experience in Glaciery Bay. On the other hand, one cruise ship is preferable to large number of smaller craft. While I was there, the balance was just about right.
A	Fortunately for us, we saw only one cruise ship and it was quite far off.
b a g N	The food on board the tour boat from Glacier Bay Lodge was horrible (salmon sandwich was like cat food). Restrooms were not available usually. One was locked. The trip was beautiful and everyone was helpful and very nice. Our ranger guide was excellent, though the speaker system was not functioning and people were talking. Comment from Q17b: Was grateful for peace and quiet and isolation from other ships and planes.

b a	<p>It should be noted that our trip into Glacier Bay on the Fairweather Express II was very unusual. About an hour after departure, our captain received a call from a stranded small cruise ship which had run aground in shallow water near the Grand Pacific Glacier. The eight-hour scenic/wildlife tour became a rescue operation in which our vessel stood by along with coast guard helicopters, a coast guard rafter, and several national park service vehicle/water craft until the tide was high enough for the vessel to float off of the sand bar it had stranded on. Eventually the passengers were transferred to our vessel. The entire trip lasted 13 + hours. In the first couple of hours prior to the call and on the way up to Tarr Inlet we did see bears, humpback whales and a variety of smaller marine mammals and birds. We didn't get to see any other glaciers other than Margerie and Grand Pacific, but those were amazing. We even saw Margerie Glacier Calve several times, a sight unlike any other! Although we were disappointed that we missed out on other wildlife and glacier sightings, overall we had a great time, saw some amazing scenery and got to be eye witnesses to a rescue at sea. It wasn't what we set out to do, but it was an adventure, and we will never forget our visit to Glacier Bay!</p>
b g j	<p>Send more cookies. They were good. The trip was a little too long. The crew was great however. The cruise ships had no effect on our visit to Glacier Bay! Thank you for your time!</p>
b h R	<p>Our trip experience at Glacier Bay was not a usual one. Our tour boat was involved with the rescue of a small Cruise West vessel which was beached across from Margerie Glacier. There were many crafts involved in determining the what and how of the implementation of the rescue, then the rescue staff. What started as a tour turned into many hours of waiting. As a result, it is not possible for me to fill out this survey without having that experience color my responses. So please take that into consideration. Actually my tour experience on the water was not an unpleasant one, as it was interesting to watch the rescue process while being in a beautiful setting. My biggest disappointment on the park itself was in the dining room. The service was slow, staff unprofessional, a marginal breakfast. The lodge room we stayed in was O.K., but not exceptional. The trail for the hike we took was poor. The visitor's center in the lodge not open when it was supposed to be. I think for your dollar the park would be improved by focusing on those issues that foremost.</p>
b h	<p>Signage in the pick-up area at the Auke Bay Ferry is lacking and personnel at the "main ferry terminal" are rude and not at all helpful. Nearly 75% of people on ferry to Glacier Bay Lodge were unsure they were in correct place to board and at least 3 different time were given as boarding times. Poor Communication!</p>

b	N	1) I did not like the lunch. Please forget the wraps and use real bread and less spicy cold cuts. 2) Also I do not need a PC lecture on global warming. 3) The sound system on the boat was really useless.
b	z	We toured Glacier Bay on the day a small cruise ship stranded near Margerie Glacier. Rather than tour the bay, we became the rescue boat for a tour ship captained by an incompetent operator who can't read a tide chart. We spent 8 hours waiting for the tide to rise so the coast guard could perform a rescue. The highlight of our 3-day trip to Glacier Bay was supposed to be our NPS glacier tour. The cruise ship company didn't ever offer the courtesy of an apology for the great inconvenience it caused us. The cost to go to Glacier Bay in money/time/vacation planning etc is great only to have a cruise ship ruin a once in a lifetime trip for us.
b		Public information on cost of lodging at Glacier Bay Lodge dissuaded us from staying overnight.
b		To be fair - we were on the boat and maydayed when the Spirit of Glacier Bay went aground. Our trip was a mess of floating in front of the Margerie Glacier and watching the Coast Guard get a boat off ground. We were there to experience the bay but were unable to do so. I won't be back on a Glacier Bay trip. I'll wait for winter and go up bay with a friend on a pass. They mismanaged all of their guests and I was very disappointed.
b		The food could have been better.
c	a g z	Great trip but very very wet! Lot of pain and cold. Good glacier, whale & bear viewing, very knowledgeable and helpful guides but definitely expensive tours.
c	C	We took several one-day cruises while in Alaska as independent travelers. Glacier Bay was probably the least impressive but we have been told that when seen in sunny weather it is spectacular. If we had seen airplanes, helicopters, small motorized crafts we would have been distracted by the noise and probably would not have liked it. Don't know how we would have felt about large cruise ships had they been nearby. Comment from Q20: Weather was so poor we could not appreciate the scenery. Glaciers in Prince William sound and Tracy Arm more impressive.
c	q	Lonely place, not so warm temperature, it rained, but no muir says:"glorious". We spent 3 days camping and kayaking. Waves from the fast boats affected to wildlife.
c	W	1) Big ship because of the distance between lodge and glaciers 2) Bad weather (unpredictable) 3) Nice jelly at Glacier Bay Lodge 4) Too few hiking trails 5) Information about trails from/to Glacier Bay Lodge could be improved. 6) Transfer from Lodge to Airport: no seating, bus too tall.

c W	In spite of marginal - cloudy rainy - weather, we enjoyed our visit very much. The scenery was wonderful. We were distressed a bit about the lack of specific information from the G.B. lodge. Several couples went to the Juneau Ferry dock instead of the Ann Harbor Marina. Check-in at the lodge was very slow with each couple being told the same information personally. We could have all listened to it together at the late arrival hour. Meals were included in our package but many of us didn't know this. Then we were given dinner tickets to us for 2 nights, but we arrived well past dinner time (10:30pm). When we asked, they traded the extra dinners for lunch tickets, but we had to ask. It wasn't offered to us, which would have been logical. They need some systems! Food in the dinning room was wonderful!
c	The only problem was the weather and no one can do anything about that.
C W	We saw a cruise ship and also a private yacht, but neither distracted from our pleasure or viewing experience. If there had been a number of ships there or aircraft, I might have a negative opinion. Overall the catamaran trip to view the glaciers was a wonderful experience. We also enjoyed our cabin at the lodge. It was well kept and all the personnel were helpful and friendly.
C	Large cruise ships did not detract. However, too many of them could be a problem.
cc	Have no desire to be on a large cruise ship, I wanted in land near the scenery.
d	I did not realize how poor the weather is in the area. It's always cold and damp. The lodge's restaurant had no heat. The heat in the lodge's rooms was inefficient and slow. I was cold and wet all the time.
d	Poor experience of the trip due to weather conditions - rain, wind, waves. Weren't viewing the bay until we were actually in West Arm.
d	The weather was the biggest detraction we faced: cold rainy foggy.
D q	Despite disclaimers by some tour boat personnel and others, it was apparent during our visit to Glacier Bay National Park, that the presence of our tour boat had an effect on the activity of the wildlife that we saw (mostly bears), when that wildlife was approached closer than some point or other. The surprise factor seemed to be the most important thing, as the animals turned to look and then moved away from our presence. Whether or not increasing boat traffic in the Bay would minimize human presence effect, or just keep the wildlife away from those places from which they are most often viewed, is an important factor to consider, when making decisions concerning visitors' enjoyment of the Bay.

dd i	I would recommend to use the tour boat I used (a smaller boat). Regarding the cruise ships, I prefer limiting the numbers (in Glacier Bay and else where), and I prefer more "eco-friendly" ways of viewing natural settings (kayaking, hiking, small boats). That said, I only saw one cruise ship during the time we spent on the water in Glacier Bay near Margerie Glacier. It was quiet, and it left after about an hour or less, allowing us to see the glacier with no other boats in the way. I did not find its presence all that disturbing, and it did actually give a sense of the scale of the glacier. If pollution is monitored, and numbers are limited, I would not object to a few cruise ships in the bay.
dd	I highly recommend the small cruise ship tour - had a wonderful time!
E j	I don't want to see any restriction of ships in the bay. Large cruise ships did not distract from my experience. This is a national park and should be enjoyed by as many people as possible.
f a x	The questionnaire seems slightly negative and seems to be out to prove a negative point. We really enjoyed the time spent in Glacier Bay National Park, and would love to come back to kayak someday. There are different ways that people can enjoy this area. If you limit ship/plane access - thousands of people could not enjoy and experience the wonders of this area! Access should not be limited to fit young people who can hike or kayak into the park. (We consider ourselves to be kayakers/hikers).
f s	Questions not very clear and I didn't remember what vessel I was on. I went on a tour with a small operator - we were the first "tour" into Glacier Bay - as the ice was finally up/protection of seals, etc. It would seem to be too early for cruise ships. Having visited other places where there are 5-7 cruise ships-Glacier Bay is not for them.
f u	This was a trip on a boat with diesel engine ... not in super close contact with nature. Comment from Q19 - confusing question. I think smaller tour boats less than 300ft are a more appropriate manner in which to visit the park. The wave, sounds and site of the large cruise ships are detrimental to the experience of others, but some compromise must be made in order to allow visitors to see their National Parks in and somewhat (this is A.K. after all) economically sensible manner. The role of the N.P.S. is to preserve and protect the parklands for the people.
f	I think question 19 is confusing and not well worded.
f	Some of the questions are biased to certain outcomes. Question 24 and 25 are inappropriate to determine the quality of experience.
f	I did not visit on a cruise ship, some of the later questions [on the survey] were slanted as if everyone visited via a cruise ship.
g a	The permanent display by the NPS in Glacier Bay Lodge was interesting and informative, as was the video presentation we saw. The series of presentations by the

	NPS ranger given on board the G. Bay Lodge tour were excellent, and he was able to answer all questions in a clear and helpful manner. We also enjoyed the whale-watching trip to Point Adolphus very much.
g a	We came back to the park and went for a hike. The ranger was very helpful. The hike was beautiful. We visited the lodge. The upstairs display was wonderful. We thoroughly enjoyed our time in the park. Thank you.
g c i	NPS was fantastically informative. Shame about the endless rain, but it made it very atmospheric! Keep cruise ships out or to a minimum.
g c	I had forest science people on boats/ferries before and I usually tune them out. Our guide however was excellent! He was entertaining and very knowledgeable. Thanks! Too bad you guys couldn't fix the weather for us!
g g a	Ranger: very good, knowledge good, captain of vessel good. People working on ship: very nice and cooperative. Great trip again and again. Thank you.
g g v b	Our captain (private Glacier Bay tour on a catamaran) was terrific. He talked to the passengers regarding bumpy water ahead, wildlife etc. The kids on the crew were also wonderful spotters. Having a park ranger on board to discuss the wildlife, show pictures, etc. was extremely informative. We did not see any cruise ships in the bay while we were there, but we saw 5 in port in Juneau. We heard that all but 2 of the jewelry shops in town were owned by the cruise ship lines. They greatly detracted from the authenticity of the area.
g g	Captain was very aware of the wildlife and flora; and enhanced our viewing and overall experience. The park rangers and all boat staff were personable, helpful and knowledgeable. Thank you!
g h	Generally, NPS personnel are friendly and knowledgeable. Only negative note was one ranger who hadn't seen any blueberries when they lived the paths to and from Glacier Bay Lodge. Weird. Also the naturalist aboard the tour boat we took (who fancied himself as a poet) was so grandiloquent, when he finished speaking I'm sure little bluebirds dropped from the trees and dolphins washed up dead upon the shores, whew.
g H	We had the best crew ever. Very informative and very kind. Thanks! Comment from Q17b: We were with 4 couples - 2 couples chose to go on Cruise West, 2 couples including us stayed in Gustavus and took the National Park boat. We were surprised to see Cruise West doing the same tour we did. However, we also saw the Cruise West go aground, which is another good reason to keep them out.
g i	The ranger who accompanied our catamaran was very enthusiastic and informative. He did a good job! A big cruise ship does not disturb too much as long as it remains far away from the banks, moves slowly and does not make more noise than a small vessel. More than one cruise ship should not be allowed per day.

g i	Had a wonderful time, really appreciated the expertise of Park Service rangers. Severely limiting on excluding cruise ships enhances experience greatly.
g l	I thought the personnel was very informative and the tours beautiful! Wouldn't change a thing.
g q	Small charter boat, very positive experience. The captains narrator was extremely knowledgeable and enjoyable. Great trip to view the group of humpback whales feeding plus calving of Margerie Glacier. Enjoyed staying at the lodge!
g R	Concessionaire generally ran a good operation, but: 1) Ought to be some provision for light snacks/meal for other than the full restaurant service, and 2) they mishandled the booking of ours and other flights on Wings of Alaska from Gustavus to Juneau. (We arrived at airport and they had no scheduled flight for us and others).
g x	The well informed park ranger enhanced my experience. While I don't choose to travel in a large cruise ship it does enable large numbers of people to experience this amazing environment and hopefully they will be advocates for its preservation. Good luck!
g	The ranger was particularly informative. I enjoyed that he labeled a map with our route and all the wildlife we encountered at each location. Even the boat crew was equally excited about the view and wildlife, not at all humdrum. They made the trip more enjoyable with their attitudes.
g	The information the National Park Ranger provided during the Glacier Bay trip is very much appreciated.
g	I really appreciate the efforts of the Park Service and visitors to Glacier Bay make to give everyone the opportunity to experience Glacier Bay as unspoiled wilderness.
g	Park Service Personnel were very well informed and made my time there much more enjoyable.
g	Really enjoyed the Park Rangers on the boat and in the park on the nature walk.
g	A lady Park Ranger on the boat did an excellent job.
g	Amazing staff at NPS, great interpretive staff, everyone was friendly.
g	Having NPS on board was very important.
g	Very knowledgeable naturalists and guides.
g	The Park Ranger and people staffing the ferry were wonderful.
g	Very prepared ranger, very interesting conference in evening time in the visitor center, good explanation during the cruise about wildlives and glacier. Go on in educating people to love and treasure our earth for themselves and for the next generation. Good job! Thanks a lot.
g	The rangers we had in the Park for a small hike and on our small catamaran were very informative. We stopped on our hike and just listened to nature for 5 mins or so.
g	Enjoyed the programs the ranges had: hikes, slideshows (very informative). Enjoyed commentator education with

	extra visuals the ranger used on the cruise. Pleased to all the program the ranger did with the children and making them Jr. Rangers on the cruise.
g	The Executive Chef at the lodge <name> was excellent! Great Sauces! And very friendly.
g	Intelligent, helpful and friendly Park ranger!
g	Naturalist on Glacier Bay Day tours was very good.
g	Excellent commentary from naturalist really contributed to the experience - found her very professional and approachable. Loved the small ship and found the whole experience unforgettable!
g	The Park Service Ranger Staff was excellent. They were very friendly and knowledgeable and tried to make sure guests had an enjoyable experience.
h N	The naturalist on the Glacier Bay Tour and Lodge boat rarely stopped talking and his volume on the P.A. was too high. He was the number 1 nuisance.
h	Very disappointed at our tour guide, didn't give more historical information about the Tlingit Alaska Native who lived in Glacier Bay for thousands of years. When I asked the tour guide about this, she seemed to know very little. Also, I understand the economic importance of tourism. I will never understand how our policy makers can push it ahead of our environment- when and where will it end?
h	Your Park Ranger <name> did not know anything about global warming that would be believed by the scientific community. His assurance that all warming is caused by western people is ridiculous. His comments are harmful to all Euro-American people - untrue and hateful. He should not be allowed to speak at any "Park" function, for any reason, at any time.
H	I would not allow large cruise ships in Glacier Bay.
H	I strongly urge you to make Glacier Bay off limits to cruise ships period. They will by their presence, due to size and inappropriate scale, detract greatly from the existing pristine environment. Thank you.
i k	Please continue to protect the environment. Keep the cruise ships and its members limited and educate captains to maintain the distance for us to enjoy this celestial place! Comments from Q8: Because cruise ships were far away from us and only one ship in East Area that I saw, It was ok. Cruise ship detracted somewhat, only if ship approached sea animals we were viewing. Q10: Large cruise ships had no effect, because only few were speared in a distance. Q14: Only one large cruise ship and it was no where near us. We saw incredible number of bears! One dozen that day, and only one marine animals - it was far from us. Q18: Absolutely! Same way! We want to return. Nature and wildlife are amazing!! and abundant. Unaffected by people. Q19: Can see great expanses on Glaciers from above [other vessels]. Q20: [Trip was] phenomenal!! Animals are happy and thriving, and oblivious to people/small cruisers as the ships are respecting their space and you are very vigilant in controlling the numbers of ships present at any time.

	Thanks!
i v	We saw only 1-2 cruise ships during our day on the water. Just don't let it become like Juneau! Seriously, a limited number is ok though it would be better without. If I were a kayaker I would want some areas without motorized craft. We did not see or hear any aircraft and that was a bonus - compared to Denali for example.
i	Limit large ships to one at a time. Keep aircraft out. Comment Q17b: I took the one package town available.
j i f	I have some comment in the margins in the survey. Cruise ships generally were not at viewing points at the same time as our boat so they did not effect us. A few boats seem fine but more would be a distraction. Question 5 is confusing and not clear. Some large ships are okay but not more. I didn't visit on a cruise ship and would not recommend a cruise ship but would recommend our tour boat.
k a X	This is a beautiful resource worthy of preservation as its natural state. The pristine beauty is spectacular. My negatives are about the Lodge. Having stayed there 5 days, we could not have our Lodge meals changed to our room, annoying. The food quality was uneven. This is a beautiful place - serene, quiet, unique and a place where I could regain perspective and re-center myself.
k g	When I saw the cruise ships (1 Holland America and 1 National Geographic), I wondered whether they have someone on board who helps the passengers understand the special fragility of the area - to be really quiet if you spot wildlife, not to toss food overboard, etc.. I'd certainly hope they get such guidance, not just to help them that day, but to plant the needs in a better appreciation of it all upon returning home. It's okay to say so, but the whole "pull a thread here and everything can unravel" is really true, and too many cruise ships in Glacier Bay (or buses in Denali, etc.) can lead to an unbalance that might never be able to be corrected. My family is not innocent - we were on a motorized craft, the NPS tour, so we have done some damages in the way of exhaust, pollution, noise, etc.. I don't know how to get around this, short of prohibiting all motorized craft, but at least people like NPS rangers being along for the ride can help passengers or tourists understand what the "Circle of life" meant and how one stupid person can affect it. By the way, we had Ranger <name>, and he was great!
k H m r	More than scenic beauty, NPS should be concerned about heat/pollution emitted by large ships. There are many parts in the world (Bhutan, a Himalayan Kingdom where tourism is restricted to minimize the human impact). NPS should allow very small number of "small boats" in the bay per year. As of today, the bay looks wonderful. NPS has done a very good job. But the challenge is to keep it up, sustain it for future generations.

k o J	I have great concerns over how and where large cruise ships dispose of their waste, if it is in the water either inside or outside the park. Anything other than treatment systems meeting EPA municipal treatment standards determines my opinion of how appropriate large cruise ships are. The number of vessels seemed appropriate, greater number would detract. Comment from Q17b: Traveled for business, stayed for recreation.
k	Preserve, preserve, preserve! It's pristine and beautiful and should stay that way forever. The wildlife is abundant and whales need Glacier Bay to survive.
k	I would like the National Park Service to preserve the glaciers as humanly as possible. I was actually very surprised to see a Cruise Ship in the harbor. I had heard that a Cruise Ship actually got stuck in the bay.
k	Keep the park great.
k	Please preserve this treasure!
k	A wonderful National Park which requires full protection from "invaders" such as tourists who can view with awe and wonder at the natural history, but has no right of access to invade and pollute with the trappings of 21st century life of homo sapiens.
k	Large cruise ships that leave a dark cloud from their exhausts should not be allowed to enter Glacier Bay National Park. Comment Q8: Saw a large cruise ship in front of Margerie Glacier. When it left, it left a trail of black smoke from its smoke stack.
k	I had two very nice tours on the Glacier Bay Park Service Tour boat - the whale-watch/dinner cruise and the glacier tour. I saw two large cruise ships but they were two or three miles away. I enjoyed my flight back to Juneau in a float-plane.
k	Have long appreciated NPS - we must continue to keep commercial and residential development out of park areas so our future generations can enjoy wilderness.
K	So tired letting off kayaks taking away time to spend at the glaciers.
l a	Glacier Bay Tour was probably the best experience we had in all of Alaska, and we did a lot of great things in the 16 days that we visited Alaska and the Yukon. Thank you.
l a	The tour boat ride ranger/naturalist who provided commentary added a huge bonus to my personal experience to Glacier Bay. My friend <name> a Fisheries Biologist at Glacier Bay, who I stayed with, took me out fishing on his private boat and kayaking on his private kayaks. What a great host who represents Glacier Bay so well!
l a	The boat tours from Glacier Bay lodge were amazing. I would recommend to everyone I know to visit as I did. Possible life changing experiences.
l a	This tour was the highlight of my trip! I would recommend everyone visiting Alaska to go on a Glacier Bay day cruise! My family went a different day than me and saw different wildlife! It's incredible!!

l A x	We took the National Park Service boat into Glacier Bay. It was absolutely amazing. We saw grizzly bears on the shore, sea lions, otters, humpbacks, puffins and many types of birds and bald eagles. We saw one cruise ship, but did not hear it. It was far away. However, it did seem odd seeing such a large ship in such a pristine environment. Additionally, it would be a great way to get such a large number of people in and out of an area without disturbing the area. Thank you.
l dd	As an introduction to Glacier Bay, the lodge stay and tour boat trip were well worth it. If I were to return, I would choose a wilder option, and explore up close to this unique set of ecosystem. I have no desire to travel by cruise ship!
l dd	When researching the tour options of the area, the lodge/cruise option was the only one I found. If I could, I would hire a smaller boat and would spend more time viewing wildlife and includes some off boat activity such as hiking.
l e	Overall I had an awesome experience aboard the tour boat. Granted, it was a beautiful sunny and clear blue skied day and we saw tons of incredible wildlife. Thanks.
l g c g	Had an excellent tour with a Park Ranger in spite of the rain. The day cruise was excellent and well done with a good crew and captain.
l g c A	The Glacier Bay Lodge and Tour boat was very comfortable. The drinks, snacks, lunch and service were excellent. Narrations and views were excellent. I learned a lot on the trip. Rainy, windy weather did not detract from the experience. The ranger led hike from the Park center was really interesting - very worthwhile - would have liked free admission to the movie. We saw one large cruise anchored near a glacier and another tour boat, neither detracted from the experience.
l g d a w	The ferry was very good - staff and accommodation were very good. The weather - rainy cold and windy - had a negative impact on viewing. The park and bay are beautiful. We did not see much wildlife but the glaciers were great!
l g d j	The Glacier Bay Touring Boat was very well run. They had an expert staff on board and gave everyone a very positive experience. Unfortunately, the weather was rainy, and could and did not cooperate for the tourists to be outside for very long. This limited a lot of great photography to be had. Our experience viewing the Margerie Glacier was the highlight of our trip. The cruise boat which was present did not in any way take away from the calving experience.
l g n	We absolutely loved the Fairweather boat experience out of Glacier Lodge. It was big enough, the naturalist was excellent, food was great (loved the soup on my way back). We saw more animals and wildlife than we had hoped for (sea lions, 15 bears, otters, birds, seals, dolphins). We were able to be very close to the glaciers and not in total silence waiting and listening for Calvary.

	<p>We only saw one large cruise ship come around the corner and it actually enhanced the scene and put size in perspective. It was far enough away to make it ok. I would not want to be in their midst. Preserve this place. it is magic!</p>
I g x C	<p>The side trip from Juneau organized by Alaska Ferry Adventures was a highlight of our trip to Alaska staying at Glacier Bay Lodge and having the day visit in Glacier Bay on the small tour boat from Bartlett. National Park Ranger <name> provided an excellent commentary on all of the natural and wildlife features of the Bay with geological interpretation. While we preferred to visit Alaska on the State Ferry system and the smaller tour boat on Glacier Bay, we recognize that larger cruise ships provide an opportunity to see nature and glacial features by another means. We were fortunate not to be adversely affected by their presence and may have a different attitude if a large number of them had been in the Bay on the day of our visit.</p>
I g	<p>We enjoyed the boat we were on because it limited the number of tourists that it could carry. We also enjoyed the park ranger's informative and knowledgeable presentation throughout the day-long tour.</p>
I v	<p>Our trip would have been more enjoyable early in the day if the windows weren't so fogged up on our tour boat. (They cleared up as the day went on). We were lucky to take the tour on a quiet day in terms of boat traffic and the lack of other vessels did make our experience more enjoyable.</p>
I x	<p>Glacier Bay was a side trip for us on Alaska visit. Tour boat was great! I would not go on a cruise ship. Although I 'd hate to see all those people disassembled to take smaller boats.</p>
I Y	<p>Excellent park service small tour boat tour. Saw other boats only from a distance. Only possible effect was not going up East arm since a large cruise ship was already there but this seemed reasonable and don't know we would have time to see both arms. John Hopkins was great. Great ship captain and park ranger.</p>
I	<p>The guided tour on a small cruise ship is ideal for me and my companion who does not like to "rough it" - she was extremely feared with the cruise. I think the kayaking and camping would be attractive, especially with the drop off and pick up by the NP cruise ship. I have also visited other glaciers on a large cruise ship - nice, but I think it is a waste for rest of the passengers who would rather gamble, sleep, or eat than witness the awesome natural scenes around them, and it is cold outside.</p>
L a i	<p>Although the presence of large cruise ships detracted somewhat from my enjoyment of SE Alaska as a whole, my trip to Glacier Bay was quite a pristine experience. I saw/heard very few other motorized craft of any kind. I can barely remember that they were there at all. Limited use of cruise ships does not seem to diminish the experience.</p>

L p	Maybe we were lucky - there were 2 big cruise ships anchored at one glacier, not a nice sight. I think it kept our smaller boat from getting closer, but no noise.
L t	The cruise ships were not moving when we saw them, otherwise it might have been annoying. Seeing kayaks was nice though.
m aa H	1) I had a great experience on the smaller vessel to view the glaciers and animals. I think a limited number of smaller vessels should be allowed. 2) I would also like to try the kayaking. 3) I thinking large cruise ships should be banned from Glacier Bay Proper so as to protect the marine sanctuary.
m n o	We were in a smallish cruise ship (50 people or so) and generally felt that was a better way for us to see Alaska than a large cruise ship. We kind of felt sorry for people on the large ships that couldn't get as close to viewing the wildlife. The current amount of motorized traffic was fine, but I don't think you'd want much more of it!!!
n m	We took a ferry from Juneau to Glacier Bay. It was a 2 deck catamaran that can carry about 50-75 people plus the crew. We did a tour on the same vessel the next day. The large ships could not get close to the shore or the glacier, so they were not in the way. We saw Cruise West with small boats that I think are better suited for the area.
n o	Glacier Bay tours on a small water craft allow one to see spectacular scenery not available on a large cruise ship. However, many visited Glacier Bay by both means of transportation, the cruise ships implemented stringent protocol to minimize impacts to the Glacier Bay environment. Protocols included: clean fuel, no disposable dishware, cups, etc on deck, no sports equipment on deck, and speed deduction in critical areas. Cruise ships appear to be a good alternative for the public to see and experience Glacier Bay without impacting the surrounding environment to new hotels, roads, and water craft congestion.
o c j a	I believe the NPS staff is doing a very wonderful job of managing the GBNPP! Neither the high volume of rain or cruise vessels dampened my spirit while there! I commend everyone (including lodging staff) for their efforts in helping us (and others too) to enjoy such a beautiful park! My wife and I have visited 53 national parks! Though there are well over 300 park units within the NPS confines, only 58 parks have "National Park" status. The GBNPP rangers are performing admirably given the current "careless" attitude of the present President and white house staff!
o J	The amount of planes or ships or boats was low and because of that, it didn't bother me. If there was a large number of these vehicles, I would have been disappointed. We just arrived home from our trip so am sending this as soon as possible.

o K	I'm glad to know that the motorized boats are relatively contained to the West Arm so that kayaks in the East Arm have the opportunity to explore the bay without seeing or hearing motorized craft. I was pleasantly surprised how few motorized vessels I saw in Glacier Bay, compared to places such as Kenai Fjords or Prince William Sound. The appearance and noise of a helicopter appearing over a mountain while glacier viewing was an unpleasant visual/auditory surprise which degraded the scenic enjoyment.
o s g	1) Beautiful setting: seemed well-managed in terms of minimizing impact on the environment, we appreciated the limiting of large ships. 2) Main detractor: a large vessel stayed very close to Grand Pacific Glacier for the whole time we were there (further away). 3) Our boat's captain and naturalist (park ranger) were excellent in explaining the ways they protect wildlife and scenic beauty for all.
o S	I feel positively impressed when I heard that the number of motorized craft in the bay was limited. I appreciate the balance of preservation and access. I also appreciate the speed limits set to benefit the wildlife in the bay.
o	I knew the large cruise ships visited the Park. It is not the way I would choose to see the Park, but I guess it's good for those who can't get out and walk around. Ideally, I would prefer not to see the big ships, but I only saw one each day. And the regulation of the traffic seems adequate. I certainly would not let more in.
o	Keep the park like it is July of summer 2008.
o	Thanks for limiting the number of large cruise ships into the bay. Because of that policy, I will keep coming back!
o	I think a combination of vessels is removable for different options. A large cruise ship is far less disturbing than 100 small boats. The number of cruise ships currently at Glacier Bay is not a problem.
o	A limited number of cruise ships in Glacier Bay restricts the number of smaller (and possibly noisier) crafts needed for sightseeing, and is therefore a good idea. I understand that the number of large cruise ships and the amount of time they can be in the Bay is already controlled, and this is a good thing. The Bay is large, and people should be allowed access to see the majestic and beautiful scenery.
o	Ship traffic should not be allowed to rise above what it is now.
p q g R	The engine noise of the smaller craft was more disturbing than the large cruise ships. I would be more interested in the effect of these engines from cruise ships and small craft on the effect on marine life than my own experiences. Should we be more worried about the environmental impact? The Park Rangers at the lodge were wonderful! Knowledgeable and willing to share that knowledge. Perhaps the park should only be open to non-motorized craft or have a couple of days a week where motorized craft are banned. Give the wildlife a "weekend

	off" in the park season. Thanks.
p	The large cruise ship was at Margerie Glacier as we arrived but it moved away once we arrived. No noise was heard from the large cruise ship, but would have seen an issue if it was noisy. Comment from Q17b: Planned to travel with Cruise West - "up close and personal". due to grounding travelled on local catamaran. no special effort made to miss other vessels.
q h	When visiting Glacier Bay we couldn't help but notice (while watching from a considerable distance) that whales seemed to spout more frequently when cruise ships came close. It made us wonder whether the presence of cruise ships and other large water craft get whales stressed out. We did very much enjoy the guided nature walk offered at Glacier Bay Lodge, especially the ranger's expertise in plant ecosystem, interdependency as well as local anthropology. We were not cruise ship passengers, but were on a visit with family arrived by air.
q j k	We were watching an orca between our tour boat and the cruise ship and the smaller motor boat crossing to pick up kayakers came running right up the course and we never saw the orcas again. I was pleasantly surprised that the large cruise ship did not adversely impact my experience. Frankly our boat operator did not go close to the ship. It was unusually "scenic" against the mountain/background. But I did hear great concerns about the wave caused by the large cruise ships and the effects on kayakers. I am concerned about the discharge of effluent.
q	The tour to the wildlife doesn't go close enough to the object.
r a g o J	I found the way the park is being managed is very impressive. It was a great experience. From the availability of rangers and nature based experiences within the park and on the bay. I went on two different cruises (small charter craft) and found the staff friendly and knowledgeable. I hope that strong controls remain on the number of craft allowed in the bay. Too many boats would really ruin the experience. I loved Glacier Bay and will strongly recommend it to anyone contemplating Alaska.
r g R	Very well managed Park and Lodge - The naturalists on boat and at the lodge were very interesting and well informed with their knowledge. The transportation to and from the lodge needs to be better, i.e.: bus service or shuttle into Gustavus, to allow access to the community. Side note: Question 12 should include a map or indication which area listed Glaciers are in.
r k	Glacier Bay National Park and Preserve is doing a great job keeping Glacier Bay pristine for the wildlife and maintaining nature's delicate balance. Thanks for keeping places like this in the USA, we are not intelligent enough to preserve our planet without guidance.

r k	Glacier Bay National Park seemed to me to be well-managed and successful at maintaining an appropriate balance between preserving the environment (and protecting the habitat for the native animals) and making allowances so people could visit the area and see for themselves the beauty and majesty of the region. I've long appreciated National Park Service's management of the National Parks. Keep it up.
r	The Park is very well managed, and cruise ships are acceptable with the current limits. Other vessels traffic is also okay with existing limits. Overflights should be minimized to reduce impacts; do not left flightseeing get out of control. The day tour cruise from Bartlett Cove is a great way to see the park; a move up close and personal visit than is possible by a cruise ship. Lodging at Glacier Bay, managed by concessioner, has a lot of potential given the wonderful setting, but service is very poor. Service on the boat was great, by contrast. NPS interpretation was excellent.
R a	More hiking trails are needed! I love Glacier Bay and will return.
R k	I think the decision about large cruise ships in Glacier Bay National Park should be based on impact on wildlife rather than impact on visitors. We took the day boat up the Bay, and noticed black, sooty oil film left on top of the water behind our boat. My guess this is impacting the wildlife in a negative way.
R u	Add more vegetarian items on the menu at Glacier Bay Lodge. Improve the on-line booking facility. It was hard for me to book anything on-line.
R	My first visit to Glacier Bay was on a large cruise ship. Though nice, it made me want to return for a longer time. And I am so glad that I did. I thought the time at the glacier with the Glacier Bay Lodge tour was too short. Half an hour is not enough time to see calving. Please consider at least 45 mins there. Thanks. Comment from Q17b: Though I did not plan my trip to minimize seeing or hearing other vessels, I did check the cruise calendar after I made my plans firm to see if any other ships would be in Glacier Bay those days.
R	We should have appreciated to join more hiking tours than the short one hour tour offered at the Glacier Bay Lodge.
R	A suggestion that small tour boats have a deck overhang over the deck area. Also, boat could have Plexiglas screen at front of side deck area to protect from wind and rain. All staff could have microphone so all can hear any interpretation or explanations on viewing of wildlife.
R	I think there should be some more trails to hike around Glacier Bay Lodge so that visitors can experience the beauty of nature.
R	Need children meal selection: peanut butter and jelly, milk, and others.

s g f	It was a very enjoyable trip to a very special place. There are not many areas the site of CT that have only 10 mi. of trails and even fewer miles of road. Both our NPS on-board naturalist and the NPS employees staffing the visitor center were very helpful, knowledgeable, pleasant, and appropriate. <name> was a good balance of being approachable yet knowing when to let the scenery and view speak for itself. Your survey form needs to do more closely , follow the suggestions - Dillman, the tailored design method to be more user-friendly and provide better qualitative data and record support for NPS decision-making in these intentionally contentious areas. Please send me a copy of the survey findings, results, and any subsequently developed reports. Thank you.
s j	Frankly, being in one of those cruise ships would, for me, be like residing in the 8th ring of hell. But they - or their presence - wasn't a bother.
s o g	I enjoyed Glacier Bay National Park unanimously. They do a good job of keeping the cruise ships from "taking over" the park. I found the lower number of people (compared with other National Parks) to make for a more peaceful stay. I realize there are some who can only tour via cruise ships so I accept having a small number of them around. The lodge was comfortable, well-run. All three ranger talks we heard were superb. The food in the restaurant was better than expected.
s W L R	Did not think that cruise ships would be allowed! Would have avoided if possible. Amazing facility. Access to park by cruise ships seems to be given preference relative to smaller craft. Too many cruise ships in area. Must be \$ paid to the park. Big monster ships detract from experience. Should be banned from interior bays beyond Icy Straights. Open access to other vendors with smaller vessels. No P.A. systems. Thanks.
s	Cruise ships maybe a necessary evil at the park. Better to keep "tourist" on the boat rather than off-loading onto numerous smaller boats. Big cruise ship did block the view of Glacier at a time. They got very close to Glacier, need to move back. Do cruise ship pay a fee? Hope so! Need more trails.
S g a	The tour boat could have traveled more slowly in some areas where you see wild life. The people working on the tour boat were excellent, polite and kind. The naturalist who explained things as we went was very good. Had a very nice time.
t a	Picking up kayakers was a special addition to this trip. The glaciers are big and beautiful.
u a	We kayaked in Icy Strait with the whales (outside of "Glacier Bay Proper") and there were 3 fairly small motor boats also whale watching. It seemed like as these boats went closer to the whales, the whales went farther out (basically looked like the whales were running away or scared off by the boats). We were upset since the whales were traveling away from us, but as the boats followed them, they eventually "ran" the other way back towards

	us, which made our experience better.
u A	I did small vessel for whale watching, slightly large vessel for glaciers. Only saw 1 large cruise ship. We won't go on the latter.
u W R	Just FYI - We flew to Gustavus on Alaska Air, were transported to Glacier Bay Lodge on their bus and stayed at the lodge for 4 nights. We took a day sail up away from the Lodge. Couldn't find any canoes for rent. We would have rented a canoe if it had been available. Rooms at G.B. Lodge were clean and reasonably priced. Very surprised by the high quality of food and moderate pricing. Rangers were informed and helpful. Canoes should be available for rent in the Bartlett Cove area. If they are in fact available, rangers I talked with were unaware of it.
u	I really don't think there will be an issue in the future. The glaciers are disappearing and the Cruise Ships will not come up the inlet. It will become more of a camper/hikes/wildlife watching area.
u	Kayaking was my favorite part. Much better than the NPS tour.
u	My experience making bookings at Glacier Bay Lodge as a New Zealander, we travel the world often - bookings dealt with by Aramark were the worst I have ever experienced. (The lodge itself is great).
u	Late August -> fewer ships.
v C	Although I did not see any large cruise ships that day, I feel they would have been a great distraction and would have interfered with the serenity and natural beauty of Glacier Bay. The same goes for helicopters and propeller planes. Thank you.
v H	Maybe it is different on weekends, but while we visited the park during the week, we did not see any large cruise ships. Since Glacier Bay is a refuge for marine animals, I do not think large cruise ships should be allowed in the bay, but then I have no appreciation for cruise ships in general.
v K	We were fortunate not to experience any planes or helicopters as they markedly detracted from the experience at other glaciers. I would like the boat not to take other kayakers on and off the vessel. That took at least an hour of our sightseeing time and very much detracted from the experience.
v	I didn't see or hear other ships so I don't have much of an opinion. If I were kayaking or camping, I'm sure I would resent the intrusion of large cruise ships.
v	I really noticed and appreciated the lack of airplane and helicopter traffic over Glacier Bay.
w a	Did not see as much wildlife as expected. However, still beautiful in a different way.
w b d	Wildlife tour of the area was disappointing. Too many people and too few animals. I expected to be awed, and I wasn't. Weather: too rainy.

w	We sailed up the West Arm on the Park's tour boat, so that hearing nature was minimized. No chance for solitude or tranquility. I had hoped to see more wildlife in Glacier Bay. We only saw one grizzly bear. (I understand that this is beyond your control).
w	Would prefer more wildlife, focused less glacier focus opportunities
W a	Glacier Bay Lodge was overbooked, so when I showed up I had no room at the lodge. Other than that, I loved Glacier Bay, it was the highlight of my 2 weeks in Alaska.
W b	Very unimpressed by the rigidity and confusion at the Aramark facility. 1) Hard to reach the staff. Using the 1-800 number, got through in the morning after the phone said they would open later; no one picked up in the evening, even though phone message indicated it wasn't after hours (in Alaska, we assumed) yet. 2) Girl in Arizona looked up info and told us there would be no coffee-maker or hair dryer in the room (there was). 3) Website indicated one-way transportation to or from Gustavus was \$12.xx, but a girl on the phone kept saying \$16.xx. When told the web said \$12.xx, she then preferred that it must be \$12.xx one way, and \$16.xx another, due to "portage." 4) We stayed 4 nights, and would have liked to be able to pick a nice day (weather-wise) for our Glacier tour. 5) We booked the Taz through the lodge. The Taz cancelled on us once due to weather, and a record time because we think Aramark reneged on letting two girls do the Taz instead of the glacier tour, so the Taz didn't make it's minimum of 4, and we didn't get to see whales - a little consideration for the fact that we were spending 4 nights at the lodge, that we get to go on a whale-watching tour would have been nice, instead of calling wrong numbers ("couldn't care less") and telling us no one was picking up! Will definitely recommend that people not stay at the lodge.
W g l	Our Glacier Bay Tour experience was so wonderful and beautiful. Our Lodge accommodation for one night was clean; liked the bedding. Dinner at the Lodge was delicious, I had salmon with a maple sauce. Listened to an interesting forest service speaker very informative. Our day-long tour was just great. Friendly personnel. The lunch could have more options as I don't like flour tortilla wraps. Later on we enjoyed the clam chowder - could have oyster crackers and milk as added items. The on-board commentator was clear and concise. She visited the people all day long. Keep her. When the Captain talked it was garbled to me. Maybe the PA system or his "mic" could be checked-out. Continue operation - live and let live (large cruise ships). Room for all.
W g R	We had a very pleasant stay at Glacier Bay Lodge. The staff were friendly and helpful. The lodge is dated with not many amenities (pool, hot tub). We understand the unique atmosphere that you attempting to capture (untouched, remote setting), but I feel that a remodel might improve and attract more visitors. Thank you.

W g	Wonderful displays and education materials at Glacier Bay Lodge. The talk by the ranger was fantastic. The lodge itself very sympathetically designed in its surroundings.
W k	We liked the dayboat cruise leaving from the lodge (Glacier Bay Lodge). We would stay at the lodge again. It is important to protect the park and wildlife!
W	The lodge was terrific with the lodge deck overlooking the water, good food, interesting cabins with view into the woods. Please water tour!
x	Large cruise ship is a good way for them (the large number of people), but I don't care for them.
x	Don't ban cruise ships. The ships are a good way for a lot of people to see and enjoy the beautiful scenery and wildlife.
x	Don't ban cruise ships. The ships are a good way for a lot of people to see and enjoy the beautiful scenery and wildlife.
X g k j c w	My impression of Glacier Bay Lodge is that management is trying to "spruce up" the facilities and service, perhaps to recover from less-than-stellar past performance. Although the facilities are somewhat dated, we were happy with the service there. The staff seemed quite good. My only concern about large cruise ships in the Bay is the exhaust haze left from them (at least the two we saw). Other than that, their presence did not detract from our experience. The weather was not the greatest on the day we were there, and there wasn't a great deal of wildlife viewing, but we enjoyed our trip.
y	I believe the pristine environment will be reduced if too many cruise ships are allowed access as is the case in Juneau.
Y g r	The only cruise ship we saw was leaving as we approached, so there was not impact at all. The ranger and crew of the tour boat we were on enhanced the trip because of all the info they passed on about where we were and what we were seeing. They helped spot wild life and told us what to look for. I learned so much! It increased my appreciation of the trip and inspired me to returned. I was surprised to see so many kayakers coming and going to the different drop off sites. It seemed a very low impact way for people to experience the park more fully. Thank you for taking such great care of this beautiful resource. I really appreciate it!
Y i	It [large ship] was far away, and made no sound that I heard. Large ships should be limited in number to avoid their being a nuisance.
Y t	The cruise ship was far away so had no negative effect. If closer, would have had an effect. Small craft we observed on the park we all in the boat dock at the Lodge. Interesting to talk to kayakers that our boat packed up. Their experiences were interesting as we are kayakers.
Y	Comment from Q8: Our smaller boat stayed away from the cruise ships. Q13: Often [large] ships were in before us and whether that had an effect, I don't know.

z a	A very expensive side trip - using ferry, lodge, boat tour. A road trip ferry should be available to locals in particular who want to avoid staying overnight. Although our experience was very good. A foggy, rainy day would have negative effects considering the amount of money it cost to pre-book everything. Compliments to the small airport greeter who made everyone feel comfortable and safe.
z W h w	1) Overhyped - it's pretty but not significantly different from S.E. Alaska. 2) Very expensive to get to, stay and take trips from Glacier Bay Lodge. 3) Very disappointed with "view room" at Glacier Bay Lodge - no view. 4) Disappointed that staff/ranger on bay tour did not look out for or stop for wildlife. We stopped only for kayaks and glaciers - not my interest. 5) Not many whales (compared with Frederick Sound and Juneau). 6) Not tranquil - big boat, no time with engine off. 7) I wouldn't go again or recommend. But I would go to Wrangell and Petersburg again - fantastic (real community and wildlife).
z x	Glacier Bay is a very expensive park to visit as a tourist. This is largely why I chose to come here for the entire season and work. If the park could do more to make the Bay tour boat more affordable then that would be great. Spend more money towards allowing different sorts of people to enjoy the park and less money on projects like pointless road "improvements". Cruise ships could be a great way for less able people to experience the Bay, but every time I'd pass one up bad there'd be about people out on deck (out of hundreds), and I'd hear rangers/interp. say that it was hard to get people excited on board. This make me think that cruise ship access should be more limited to encourage only tourists who really care to be able to see the bay this way...although I support widespread environmental education opportunities.
z	Lodge very expensive and rooms were mediocre. Felt like giant was running the show and not a national park.

Tour-boat Passenger General Comments

Theme codes for tour-boat passenger comments

a	general positive
b	general negative
c	bad weather, no effect
f	comment about the survey itself
g	park rangers/concession employees/programs comment -- positive
h	park ranger comment -- negative
i	large cruise ships detracted from experience
j	large cruise ships did not detract from experience
l	did not see any other ships/boats/large cruise ship
m	too many motorized crafts can detract from experience
q	preservation theme/ecology concern
r	small cruise ship comment –positive/best way to go
s	small cruise ships go where large cruise ships cannot/get close to sights and wildlife
t	park restrictions
u	management comment – positive
v	no large cruise ships in Glacier Bay
w	large cruise ship comment-- negative/not recommend large cruise ship
z	large cruise ships allow large numbers of people to visit Glacier Bay
A	only saw one large cruise
B	limited wildlife
C	other motorized crafts did not detract from experience
D	limit cruise ships in Glacier Bay
H	large cruise ships disturb the pristine nature/wilderness of bay
J	miscellaneous comment

Tour-boat passenger comments

Codes	Comments
a c g	Very impressed. We did up and back cruise so we saw Glacier Bay twice. Going north, the weather was sunny and beautiful. Going south, the weather was cool and cloudy. Other cruise ships help give scale to the size of the glaciers. Having a narrator from Glacier Bay really enhanced the experience.
a c	It was magnificent even with the rain.
a c	It was wonderful! Thrilling! We had a sunny day; just magnificent!
a c	Magnificent-even if very rainy.
a C	It was a great experience. It was very nice that it was not overcrowded with boats. We were the only boat at each of the stops we made, except 1, and it was not very close to us.
a C	Was wonderful-so impressed with the beauty of Glacier Bay NPP and how it has been managed. I felt that all the motorized water vehicles did a very good job of not infringing on the space or views of other motoized water vehicles.

a f	The trip was wonderful. This questionnaire survey is extremely poorly thought out, worded, and presented. It also appears to be biased against vehicles other than small crafts. It has been a waste of my time!
a g A m	We had a wonderful day in Glacier Bay, helped by the presence and contribution of a park ranger. There were no negatives at all-the one large cruise ship we saw in the park was by the Margerie Glacier and didn't detract from our experience, but it is easy to see how large numbers of them could have a most detrimental effect on the park and its wildlife.
a g D s i	It's a beautiful area. The ranger who spent time with us during that part of the trip really contributed to the appreciation of the area. It seems to be logical to try and limit the number of vessels at the location at the same time if that is possible. The environment can only take so much! Thanks. I sailed on Cruise West. My choice to go with them was greatly influenced by the fact that they go where large ships can't. The ship also spends considerable good time without engine to view animals and scenery. Although the large ships weren't close to hear-they were annoying to see in the distance-they didn't belong.
a g r	The scenery was spectacular and awe-inspiring. It would have been nice to have had brighter weather. We had a park ranger on our boat all day and she added immeasurably to our understanding of the bay-and answered all our questions willingly and fully-a tremendous asset! I feel strongly that a small boat is the best way to experience the park.
a g	Wonderful trip. We had a park ranger (name) with us on this part of our trip. She was very knowledgeable and was eager to share with us. She also took my address and sent me my stamp for my passport book-above and beyond the call of duty! We sailed with Cruise West "Spirit of Discovery" and were extremely satisfied.
a g	I would have to say that it was the highlight of my trip to Alaska. Having ranger (name) and Tlingit (name) on board was exceptional!!
a g	Enjoyed the visit, the center (visitors) was interesting and the staff knowledgeable.
a g	We enjoyed every minute-(Name) was an outstanding speaker-we would go back again!!
a g	Most enjoyable and worthwhile. Had a park ranger on board at times and that was fabulous. Smaller cruise ship coasted right up to wildlife, which was awe-inspiring!
a g	Very fine trip primarily because of the following: 1)professional work of gov't employees, cruise ship chore, and "everyday" citizen that I had contact with during the time from arrival to going home. 2)the degree to which citizens appeared and acted like they were proud of the tremendous resource that Alaska is as a whole, and then congeniality.
a g	Our trip was literally awesome. It was quiet-almost ethereal. Our ship made very little noise, and, in fact, we were asked to be extremely quiet (by the captain) so that we could hear the cracking of the glacier ice and anticipate and view the ice caving. Travelling through the fjord was magical and we really appreciated the ranger being on deck to answer any questions we had. His presentation to the passengers in our ship's theatre was extremely well presented. The ranger spoke with clarity and conviction. His vocabulary was excellent, his organization superb and his delivery was flawless and made with ease. The presentation added to our understanding and appreciation of Glacier Bay.
a h	Wonderful experience. (Name) occasionally crossed the line politically in an election year. Quotes Pres. Carter for signing legislation that protected Glacier Bay. Yet, when Pres. Reagan signed giving it greater protection, he merely cites the year 198_, omitting the name of the president. The native

	people's representative seemed casual and measurably less interesting than other native interpreters we experienced in other settings.
a j t	I love Alaska and think everyone should experience it. I was glad to encounter only one large cruise ship because one did not detract from the experience. Regulating this activity is important.
a J	My son and I travelled on a small Cruise West ship. While it was a pleasant experience, looking back I would have preferred to get closer to nature (e.g., seeing whales on a smaller charter boat, more time hiking and kayaking, etc.).
a l	My husband and I were awed by the sheer beauty and wild majestic feel of Glacier Bay. We were in a small cruise ship during our awake time in Glacier Bay. I believe it would have detracted from the feel of nature to have shared it with anyone, especially a large cruise ship.
a m t	My husband and I spent a day aboard a Cruise West small boat visiting Glacier Bay. Our trip was unimpaired by any other vessel air or water. It would certainly have spoiled our excursion if we had encountered a large number of other vessels. Please continue to control the amount of traffic in this pristine wilderness.
a m	Glacier Bay was a beautiful, pristine area that I enjoyed very much. I would not like to see a lot of large cruise ships (like the 5 we saw in Ketchikan, Juneau and Sitka) in Glacier Bay. I think they would detract from the peacefulness of the bay. My husband was on the trip with me and shares the same opinions; we really filled out the questionnaire together. He was born in 1944 and has 18 years of formal schooling.
a q H	What a special and pristine area-just beautiful! What it did for my soul. Please do everything you can to keep it that way. I don't believe the large cruise ships belong there for pristine places are just that: absent of large masses of people (and they will no longer stay or be pristine with large masses of people i.e. large cruise ships).
a q	Overall, it was great. We will recommend it to everyone we discuss it with. Being a wildlife major, I understood the importance of wildlife and preserving it. We need the public on our side and these trips help educate the mass on the importance of wildlife and natural areas. If you look at the areas the cruise ships go, it is a small part of the park.
a q	I feel privileged to have visited Glacier Bay. I would not want cruise ships or any motorized vehicles, campers, etc, to jeopardize the beauty of the park.
a q	Glacier Bay is a world site-it should be accessed by many and managed carefully to preserve the pristine nature.
a q	My trip to Glacier Bay and the Rain Forest were most spiritually affecting my senses. To view the Bald Eagles and Puffins was so amazing-the seals and whales were fantastic as were the orcas. When viewing the glaciers and the mountains and rugged terrain, I was so moved to tears. It gave me time to go to the rear of the ship and reconcile myself to nature-fully realizing that as important as I may feel at times-I am just a speck in the scheme of things. This was a place of really humble one's self. When I look back at all that I have seen there-I do not question the enormity and majesty of this wondrous land. Keep it safe-do not disturb it-it has survived many generations and will remain unspoiled if we work hard to keep it that way.
a q	It was a wonderful experience. I would encourage any and all attempts to preserve the pristine and natural beauty of the land, air, and water, completely and totally free of any human development, logging, etc. Keep it new and in the future the way it always has been in the form of peace, undisturbed nature.

a q	The most beautiful place I've ever seen-displaced Yosemite/Death Valley/Yellowstone as the most spectacular places! The giant cruise ships in/near tidewater glaciers were most offensive in the _____ of brown smoke trapped near the surface of the glacier. Some annoying sounds too. I was on a small Cruise West ship and we may have been producing a lot of smoke too, but I wasn't aware of it.
a r c	We took care to choose a small boat (96 passengers) for our Inside Passage experience and this proved very successful from every angle. We would highly recommend to anyone to use this type of craft for exploring this area. Pity we could not control the weather, but it did not detract in any way our experience of the area.
a r j g	The whole area is awesome! We enjoyed thoroughly our trip on a 143 ft. tour ship and were very thankful not to be on one of those gigantic ships, crowded with thousands of people. The large ships did not bother us in any way, but we would not want to be a part of that type of tour. We had 49 people on board plus staff, a guide, a naturalist and at Glacier Bay, a park ranger came on board, giving us an excellent day of explaining and communicating on the natural wonders of the parks. Thank you!!
a r l	This was a fine trip for me. The service was perfect. Cruise West will be recommended by me. No other boats or ships were seen or heard when we visited Glacier Bay. We spent 8 hours there. It was amazing how quiet it was.
a r s	Besides the beauty and grandeur of Glacier Bay-we loved the gorgeous 1 mile hike through the rainforest of the loop trail. Took a lot of good pictures there. We had already experienced being on a large cruise ship-we thought it was fine, until this trip with a small clipper passenger ship called "The Spirit of Yorktown"-Tauck Tours. It was so fabulous that we will never be on a large cruise ship again. This was up close, personal and a very intimate appreciation and connection to nature, mountains, scenery, water and wildlife. We were able to navigate up fjords, inlets, and bays and view it all where larger ships could not go. If we saw bears, humpback whales, sea lions, birds, glaciers, waterfalls or other attractions-the ship had a lower (maindeck) stateroom where I could put my camera right up to the glass and take pictures of outside grandeur. I loved listening to the ship's low drone, and the sound of the water being parted off its slate-smooth surface. Glacier Bay is a vast and quiet place except when Glaciers calve-or sea lions roared.
a r	It was a very positive experience. We used a small (85 passenger) cruise vessel and like it very much.
a r	A great experience-the small cruise ship, Cruise West, was the way to go.
a r	It was a good experience to visit Glacier Bay on small cruise ship (Cruise West/Spirit of Endeavor)
a s C g	My experience in Glacier Bay was magical because I was on a small ship that visited small inlets, selected the best places to see wildlife and scenery, stopped when wildlife was present and stilled the engines so that we could watch in peace. For example, we drifted near the raft of sea otters and stopped for an hour to watch a brown bear on the shore. We spent an hour about 1 mile from the face of the John Hopkins glacier just watching glacier calving and the seals in the water and were not disturbed by any other vessel. We had 2 National Park rangers on board who were excellent and informative.
a s g	This was our first visit to Glacier Bay, and we thoroughly enjoyed the experience. We were on a small ship cruise, which allowed us to get close to many of the scenic features of G.B. Also, we were ashore for a short time at Bartlett Cove and benefitted from the National Park's staff

	presentations and assistance. Overall, it was a very pleasing and informative visit.
a t	It was a very interesting trip into the Glacier Bay. Obviously, steps are taken to maintain a pristine environment and I hope you continue to do this. I would like more shore trips but this may be the ASC cruise-our small cruise company.
a t	Glacier Bay is one of the last large pristine wilderness areas in the U.S. and maybe in the world. Please keep visitor/numbers under control to keep it as such. It belongs to the animals and the flora and humans should barely leave a footprint on it.
a u a	Enjoyed my entire cruise more than I can say-we did some hiking and found the park just great, and management certainly good. I made this trip with my granddaughter, aged 15. We had the most enjoyable time. She was the youngest and I was the oldest (87). Most all other passengers were couples and they were just delightful to us. My granddaughter also "hung out" with the crew who treated her royally. All in all, a beautiful trip.
a u	Thank you for allowing me to visit Glacier Bay. We will never forget the experience. Please be careful how you manage this beautiful place.
a u	Our trip to Glacier Bay was just fantastic all-around. There was so much to see and absorb-very, very well ran.
a v	We also took the Prince Island Fyord tour-during which we encountered no large ships-and it was marvelous. Huge cruise ships have no business in delicate environments such as Glacier Bay.
a z	It is easy to love a place to death. One might give persuasive argument to severely curtailing the number of visitors to the park but I don't suppose it is fair to keep people out just for the sake of serenity. As much as large cruise ships disturb me, they are probably a very efficient means of allowing large numbers of visitors to experience the bay without leaving much of a trace. All in all, we had an enjoyable stay.
a v	We very much enjoyed Glacier Bay. Ours was the only ship there so things were peaceful, wildlife was not disturbed, and we had a great time. Large cruise ships should not be allowed there. They would ruin the experience for everyone else.
a	Great experience!!
a	I found the scenery in Glacier Bay to be truly astounding and felt proud that my country has preserved this land in perpetuity.
a	Very nice docking and visit to lodge. Good gift shop. Good bar!
a	I enjoyed every minute of my stay at Glacier Bay National Park!
a	A fantastic experience with no negative aspects.
a	Loved it!
a	Fantastic!!
a	GBNP is a wonderful place. I would like to return and stay in the GB Lodge.
a	Very pristine, beautiful, isolated and very happy to have seen the rugged beauty.
a	It was the highlight of my trip.
a	Fabulous trip with Elderhostel. Had a wonderful time in Alaska AGAIN!!
a	We were on a 50 passenger tour boat from Cruise West.
a	Excellent experience.
a	Visit to Glacier Bay was/is one of my most memorable vacations.
a	Glacier Bay is one of the most beautiful and peaceful palces I have seen, but the changes in the glaciers in fifteen years have been amazing. I wonder what another 15 years will bring.
a	Great trip!
a	Hope to return soon with an expanded itinerary.

a f	Glacier Bay National Park is a beautiful place and should be shared with all. To exclude the large cruise ships would turn Glacier Bay into an elitist site to visit. I was raised on the "land" and learned as a child how to take care of the "land." I listened to a ranger in Glacier Bay spout this agenda and observed him making a fool of himself with emotion and misinformation rather than facts. We have a responsibility to take care of the earth and it will take care of us. However, we must be practical and not self/elitist. This is obviously a politically correct questionnaire with an agenda.
a	Beautiful, pristine. We will return.
a	Superb
a	An extremely enjoyable experience! This is my second visit to Glacier Bay and I would come back anytime friends would want to go for the first time.
a	Enjoyed experience as we knew we would, from first trip to Glacier Bay.
a	Don't change a thing.
a	Enjoyed every minute of the trip.
a	It was a great experience.
a	Our experience in Glacier Bay National Park was wonderful-the word is accurate but fails to convey appreciation for the majesty and beauty of Glacier Bay National Park.
a	No problems. First time visitor to Alaska. Spent an incredible two weeks with Cruise West. Glacier Bay was a highlight-one of many.
a	Glacier Bay was certainly a highlight of our Cruise West "inside passage" trip. Awesome! Inspiring! Unforgettable!
a	The scenery was awe inspiring-the wildlife (moose swimming across the bay and whales) made Glacier Bay even more exciting-my wife and I would highly recommend a trip to Glacier Bay to anyone thinking about an Alaska vacation.
a	We were on (my husband and I) a 120' charter boat. There were 10 couples (all friends) on board. It was a wonderful way to view the scenery, wildlife, and glaciers of Alaska. It was a fun and memorable experience.
A z	We saw only one large cruise ship on our day in Glacier Bay. No one was on deck as the weather was rainy with some fog in places. I question whether the passengers gained anything (except weight!) from their trip through the entire inside passage, as other ships we saw in other locations looked the same. The problem is of course, if the big ships stop cruising in Alaska, because of environmental issues, or because no one can see anything from them, then all the people who wish to see Glacier Bay will have to travel on small ships. Is it better to have one big ship pass through or 20 small ones? Would that become like safaris in Africa when 20 vehicles surround one animal? It's a very difficult problem to solve! I loved Alaska-thank you for the chance to help in your work.
A	Saw only one large cruise ship and at a distance, though we did joke about taking it over and scuttling it.
A	We were fortunate to see only one cruise ship departing Glacier Bay as we were entering the Lower Bay. It was at a distance that we did not hear its engines.
b a	Sorry to say-but this was the least enjoyable part of our trip (we actually liked Tracy Arm better because of the icebergs and because we could kayak in and around them with Linblad-Seabird). Glacier Bay is so huge that we felt not as intimate with nature as some other areas. But, we did really enjoy it there.
b	The main thing that affected my enjoyment (of lack thereof) of Glacier Bay was the "12 person" restriction which affected planning and activities while in the bay and seemed to be an arbitrary and unpleasant intrusion. This is

	the main reason I would not recommend visiting to others.
B	Missed seeing the brown bears!
c D	You cannot control the weather. Poor weather would be a major disappointment. 2 cruise ships a day gives a good number of people a chance to see and keep apart from such other! Good Luck!
c v t	The only thing lacking from my visit to Glacier Bay was some sunshine! My daughter and grandson had a marvelous kayaking trip in Glacier Bay a few years ago-in pretty good weather. This is a duplicate mailing. I received one of these booklets last week and have already returned it to you completed. Upon reflection, I think that there are so many glaciers to visit in Alaska that it is not necessary to have cruise ships in Glacier Bay. I endorse the present limits.
c	We had the best weather during our cruise in Glacier Bay.
D	I think that large cruise ships should be severely limited in Glacier Bay.
f z	Well, it is evident that this questionnaire is focused on eliminating cruise ships in Glacier Bay! I would say, that would be a distraction and if there were hoards of them, it would be awful. But, they are a device for serving more people (big ships) and 1) eyesore rather than a "100" little boats and to have a full ship of people confined to "1" unit (one) is less of an eyesore than the increased # of "little" ships it could take-imagine the "cluster sight" a hundred or so "little boats!!"
f	This questionnaire is very poorly designed, and did not accurately capture the characteristics of our trip. We get the point of the survey, to determine the effect of large cruise ships and other motorized vehicles, but the design of the survey instrument was so poor we doubt any valid information can be deduced from it.
f	Almost 2 months since the trip...not the most accurate memories with which to answers questions.
f	This should be given out on the ship or getting off. I couldn't remember names of glaciers. Since our contact with large ships was so slight, the survey was not relevant to my experience.
f	This project seems to represent an effort to get large ships out of Glacier Bay. Ideally, this would be nice, but I believe-if the big ships are eliminated-the effect of the economy in southeast Alaska would so great that-politically-it will never happen.
f	We were on a small cruise ship-this is a confusing survey since many questions assume we were on a large cruise ship.
g a u	The park ranger was fantastic. She spent the day with us and answered all of our questions very intelligently. It is a beautiful, serene place-we loved it. You all do a great job.
g a	Park ranger who came aboard our small tour boat was excellent (name). She remained on board 2 days and one night and was extremely knowledgeable. Glacier Bay is amazing-what a national treasure!
g a	The ranger and the Tlinglet Indian man were knowledgeable, entertaining and made the visit to Glacier memorable. The whole visit was fantastic. Possible plans for a visit to the lodge. Thanks!
g a	Having a park ranger join the ship was fantastic. We had 12 hours of access to ranger (name)'s great store of knowledge about the park, glaciers, birds, and other wildlife. We also very much enjoyed the opportunity to disembark at Bartlett Cove. The ranger talk on the sounds of the park was very interesting and added to our Glacier Bay experience.
g a	Excellent guide-friendly and knowledgeable. Beautiful and pristine area.
g a	Rangers were very helpful. Area was very clean.

g a	Enjoyed presence of park ranger on board the Spirit of Yorktown to our cruise from Bartlett Cove to end of West area and back. Cruise West integrated such profession preserve here and at Misty fjords. Aided in understanding the national historic nation of the beautiful bay.
g a	On American Safari, a park ranger spent 2 days with us-he was wonderful!! He knew everything-was enthusiastic, helpful, a pleasure as a cruising companion. My husband agrees. The park is beautiful and we loved our visit. Our vessel had a mechanical problem as we needed to wait for the sea plane to bring a part-the park personnel were wonderful and we enjoyed the extra time there.
g a	Two women came aboard Cruise West's "Spirit of Endeavour": (name:naturalist) and (name: Tlinglik woman). (Name: naturalist) was excellent, knowledgeable, and entertaining. I don't think she took 5 min. off all day. (Name: Tlinglik woman) was lovely and very likeable, but not real prepared for her presentation. Someone should mentor her. She has good potential. It was a very informative, fascinating day!
g c	Our ranger was excellent! She knew her stuff. The Tlingit guide was wonderful as well. All in all, a great day even with the cloudy, drizzly weather.
g f	Ranger (name) and Tlingit interpreter (name), who boarded our ship in Bartlett Cove, provided an informative commentary during our day's cruising. This added greatly to our Glacier Bay experience. The map on page 4 should include the Glaciers and their names; after all it is Glacier Bay National Park. I don't understand question 19. Would I recommend small ship cruising in Glacier Bay? Yes. Would I recommend large ship cruising in Glacier Bay? No.
g f	All who came aboard (Ranger, etc) and guides on shore added greatly to the enjoyment of the cruise. I do find their survey to be a little (more than little) biased. Obviously, to me, you're trying to keep out large cruise ships. Two years ago, my son and daughter and their young and teenage children took such a cruise on the smaller of the two large ships shown in the beginning of the survey. Both parents and children had a wonderful time because of the experience they could take (in raft like boat) plus the activities aboard ship. Had the eight of them been aboard a smaller ship, such as my wife and I were, the children wouldn't have enjoyed themselves. I think you're being a little snobbish.
g f	A park service ranger came aboard the ship and gave us great background and information about the park, the glaciers, and the wildlife. This definitely enhanced our visit. For this questionnaire, you might consider including a map of where the glaciers are located--I had to refresh my facts by looking at the park service may online.
g i	National Park ranger narrative and special presentations were superb! Including slide show. That was a major highlight of our cruise. Although probably unavoidable, we felt we got shortchanged on tidewater glacier viewing. We were on a small ship (Spirit of Discovery), and approached Margerie and Grand Pacific Glaciers with a large cruise ship (Princess Lines) ahead of us. I thought we would follow the large ship in line, seeing the glaciers from the same angles as people on that ship did. But instead, the Princess ship went to the end of the Tarr Inlet, while we did not. We had full view of only one half of the face of Margerie Glacier, and none of Grand Pacific Glacier (view blocked by the large cruise ship), while passengers on the large cruise ship saw 100% of the face of both glaciers. Do you give preference to large cruise ships over small ships? How about requiring that all ships follow in column, or switch places half way thru their allotted viewing time at head of Tarr Inlet.

g j C a	My husband and I were on a small cruise ship-Cruise West. We had a brilliant and dedicated ranger on board, pointing out places of interest, and explaining the geographical and wildlife sights we saw. We adored the tranquility and beauty of the area-and loved the birds and seals-and even had a good sighting of a grizzly bear and several whales. The large cruise ship arriving as we left shattered the illusion of peace, tranquility and beauty. The few small vessels we saw were no bother-anymore, would be. We ourselves were on a small cruise ship-but we were very quiet. The captain cut the engine noise right down and we moved slowly and quietly. Glacier Bay was my highlight for beauty.
g J	The park service employee who got on our boat added to the experience (with their discussion of nature). The only thing that was negative was the small boats which traveled fast with significant engine noise while we were sitting peacefully at a glacier.
g q	G.B.N.P. is a well kept secret. Park ranger (name) who was on board ship was fabulous. Protect our wild areas!
g s K	Positives: excellent park ranger as guide. Excellent rapport between naturalists on board our boat and the park ranger. Good preparation by on board naturalists prior to visit. Size of vessel meant that we could visit areas where large cruise ships couldn't go. As above, save flexibility for vessel to slow/stop when interesting (e.g. wildlife seen). Negatives: Could have appreciated a longer trail through rain forest in Bartlett Cove. We had 2 hours and 1 mile was not enough. We walked it twice and about a mile along a road.
g s K	Positives: Appreciated the information and guidance given the naturalists on board our ship and by the park ranger. Were pleased to be able to get up close to glaciers etc. due to being in smaller vessel and that captain could slow up or stop as necessary. Negatives: Would have appreciated a longer hike trail in Bartlett Cove as we are keen walkers and being on board ship for a week didn't give much scope for interesting walks!
g s	The naturalists greatly enhanced my enjoyment of the trip by explaining and highlighting features and uniquenesses of Glacier Bay. Also, the manageability of the small cruise ship allowed us to come relatively close to the glaciers and the land animals. And the ship's own noise was relatively unobtrusive and didn't disturb me during this part of the cruise.
g s	We chose to cruise on a vessel (102 passengers). It was enjoyable because it was so quiet, if wildlife was seen the captain made an announcement, but very quietly over the intercom system. The vessel was small enough to get into places where the large cruise ships could not go.
g t s j	We were on a Cruise West ship-49 passengers total. A Glacier Bay park ranger was on board during our Glacier Bay day. I believe large cruise ships should be limited in Glacier Bay-as they are now. We weren't bothered by large ships because we were able to get much closer to the glaciers and shores than the huge ships and only saw 1 huge ship.
g t	I was on Cruise West Spirit of Endeavor. We picked up (name), national park ranger, and (name), Hoonah Totem Cultural interpreter, in Bartlett Cove early in the morning and dropped them back there at the end of the day. They, along, with our exploration Cruise West leaders onboard (names), and the captain (name), made the opportunity 12 hours in Glacier Bay absolutely marvelous. They were so knowledgeable, so enthusiastic, and so respectful of the pristine area. I wish every person could experience Glacier Bay in this manner...spectacular. Please continue to keep large cruise ships in the park to a minimum.
g w a	Park ranger and Indian spokesperson were great. Loved the small boat, would never recommend larger cruise ships after seeing them. Great place-

	great trip.
g w	The National Park ranger added tremendously-the Hume Tlingit interpreter added some. Since you are hellbent on denigrating big cruise ships, let me say "amen." Was on one in Caribbean-an EDG ship: Eating, drinking and gambling. One of the passengers on Cruise West, Spirit of '98, said the difference between passengers on big ships prefer to vacation in Las Vegas and passengers on small ships watch PBS documentation!
g z a	We visited on a small cruise ship in the Cruise West fleet. The naturalists on board, the park ranger and Tlinkit Indian guide-greatly enhanced the experience. We were able to view lots of wildlife, who appeared indifferent to our presence on the ship-perfect! Glacier Bay is a large area, so a cruise ship does not appear out of place. It is a great way for many people to view "their" National Park with a minimum impact during the visit. It is spectacular! Please don't prevent visitors from viewing this treasure!
g	We had a park ranger from the park on our vessel for a couple of days. Her presence enhanced the experience. She was very knowledgeable and approachable.
g	N.P. ranger (name) boarded our ship "Spirit of Discovery" Cruise West early in the morning, along with a Hoonah-Tlingit interpreter, at Bartlett Cove. Ranger (name) gave an excellent talk that prepared all of us about what we might see. Her educational remark and answers to questions, etc, greatly enhanced the total experience.
g	The park ranger and Native Guide our ship picked were an excellent addition to the overall experience.
g	Wonderful briefing and knowledge shared by the Ranger aboard ship (name). Outstanding personality and knowledge.
g	Ranger (name) was an enjoyable guide.
g	We had 2 wonderful rangers board our vessel. They were well informed and we enjoyed listening to them.
g	Our small cruise ship (Cruise West) had an on-board guide who enhanced our understanding of what we saw each day. We also had an on-board visit from 2 female park kayak rangers whose knowledge enhanced even further the beautiful sights we were witnessing and our knowledge of local wildlife.
g	We had an outstanding Glacier Bay park ranger (name) on our Cruise West ship.
g	The ranger aboard our Cruise West ship was very helpful (invaluable) in identifying birds for me as well as explaining the ecology of the area.
g	The park ranger and naturalist that traveled on the Cruise West ship with us added to our adventure with their knowledge and sharing. They made the trip even more exciting.
g	Having a park ranger and native cultural representative on board our vessel greatly enhanced our experience of our time in Glacier Bay National Park.
g	Very knowledgeable ranger. Very good idea to have her.
g	We were in Glacier Bay aboard ship (215 fit-35 person ship) for two days. We had a National Park service ranger (name) with us on board for the whole time. He was terrific-knowledgeable, an expert on bears, great with kids and older people-not at all political and very helpful. He enhanced our Glacier Bay experiences greatly.
g	The park service and rangers seemed to be very good at protecting the park with limited public access.
g	The combination of park ranger who was very enthusiastic and a native cultural interpreter greatly enhanced my family's experience.
g	The park ranger who boarded at Bartlett Cove was very informative about the geology and flora and fauna of Glacier Bay National Park and Preserve. She was with us for our whole day on the waters of Glacier Bay.

g	Our guide (name) was wonderful.
g f	The park rangers who joined us were extremely helpful and well informed and added much to the experience. Note: this questionnaire assumes that visitors will know the names of various points which I doubt most visitors know or note. Also, many of your questions seem quite redundant.
g	Glad to have a ranger come on board to give us more info about the park and also to answer questions. Wish the directors had "mentioned" that we should be aware of other vessels in the water or flying nearby in order to be able to answer the questions concerning the afore mentioned.
g	The naturalist that spent the day with us added greatly to the visit. It is very important that citizens continue to have cruise ship and aircraft access to the wonderful place.
g	Glacier Bay National Park ranger and Native person provided excellent park background and information. They added significantly to the very positive experience that my wife and I had during our cruise in the park.
g	Dedication, enthusiasm and expertise of the rangers who narrated our trip through Glacier Bay greatly enhanced our experience.
h b B	I was not too impressed with the park ranger who boarded our vessel and felt that the time in Glacier Bay was too short. I was originally scheduled to be on "The Spirit of Glacier Bay" which was to have spent 2 days in Glacier Bay. I then was booked on the "Spirit of 76" which had a shorter stay in Glacier Bay. I was disappointed with the dearth of large animals-one bear and several sheep (goats) which were just dots in the distance and very little whale activity.
h K	We had a ranger board our ship (Sea Bird) and he basically stayed inside-said the ship naturalists would let us know if anything was there to see. Got better views of glaciers on Tracy Arm. The Glacier Bay Inn was a little disappointing to visit. Granted it was raining, but the glaciers weren't as impressive as I'd expected-maybe it's global warming.
j D r	I filled this out once before, shortly after my return, so I am sorry I don't remember some of the details. While the fact there was a large ship present in the bay during my stay really had no consequence to me. I would prefer the number allowed in per day be limited; 1, maybe 2 at most. I, myself, wouldn't want to be on one of the larger ships. It was much more enjoyable on the smaller ship.
j	Our time in G.B. started just after midnight and extended past dinner. We saw 1 large cruise ship from a distance and 1 smaller ferry. We saw 2 kayakers-these were a highlight. The ships were transient and did not alter our experience. If there had been multiple, we had heard them, or they interfered with our viewing, then it would have been a negative. We saw no helicopters (good), unlike in Juneau where we saw many (bad).
j	Although I saw a large cruise ship, we were not in the same immediate area. I would have been very disappointed if my experiences were faulted by a large ship.
j	We feel that the very large cruise ships detract from any experience-in Glacier Bay, in particular, but elsewhere also.
J	Our whole journey including port visits from Ketchikan to Juneau was marred by A) the sight of huge cruise ships, B) visits ashore encountering hundreds/thousands of other tourists swarming all over the streets/shops and restaurants like a plague of guzzling locusts. Don't kill the goose that laid the golden egg. History and time are not on our side.
J	I wish we had had more time in the park headquarters.
J	Please note that we were not on a large cruise ship but on "Spirit of Endeavour" which is 217 feet long with 66 passengers on board.

l C J g	We were on a small cruise ship (120 passengers) and had a ranger on board (name) while in GBNPP. We never saw any other cruise ships while in the park (about 18 hours), only a few fishing (small) boats. We had the most beautiful weather on our trip (sunny, clean skies) while in GBNPP and the ranger was very knowledgeable and impressive. Based on your survey, I'm assuming large cruise ships are ruining some visitors' experience at the park which is unfortunate. This did not happen to us.
m	I think that the quality of experience in Glacier Bay is dependent on how many large cruise ships and other motorized vehicles you experience. If the park turned into a parking lot of noise and large ships, planes, etc., it would certainly take away from the experience.
q H	Keep it pristine. Large cruise ships disturb this environment.
q t g	We are very delighted to see how it's been preserved. Even though some tourist thought the yacht should of gotten closer, we agree there should be limits of hours to spend and the amount of people at a time. Regulations keep the area clean, original conditions and protects the animals and fauna. The park ranger that was assigned to guide us was extremely knowledgeable, accurate, well spoken, knew the answer to everything and passionate about her job. It is wonderful to have a guide with that caliber!
q t z	Get rid of the "preserve," we do not need more hunting grounds. Make it part of the park and "preserve" our National Fauna! (Anything larger than mosquitoes!). I do not understand the gist of this survey, but if it has to do with assessing the impact of large cruise ships, we may have had a lucky day. I would rather not have too many of them around so a limit should probably be imposed. Certain fragile areas should probably be off limits to the large ships but they provide transport at the cheapest rates compared to the more exclusive travel on smaller ships like the National Geographic "Sea Bird/Sea Lion." We need to be able to keep our NPS accessible to as many visitors as bearable. The "people" own them!!
q t	The park service is successfully preserving a natural area for some reason. Possibly one of the following: 1)Bar all human influence, 2)Maintain natural area for scientific research, 3)Protect area for human experience, and 4)Protect area for human recreation. 1 and 2 are not worthy goals for taxpayer support while 3 and 4 are. I suggest the park service ease off on the number of regulations and be more flexible in enforcement. More people could enjoy the park with only minor loss from interference by thoughtless visitors.
q	The pristine nature of the park must be maintained. Glacier Park Lodge is an appropriate amount of intrusion but more would definitely degrade the wilderness experience. Some amount of intrusion is necessary so non-campers can experience wilderness in a manner their physical abilities allow.
r A	Small cruise ship way to go. Glad we saw only one large cruise ship and it was in distance and didn't interfere with view or experience in general.
r g w	We loved our small boat cruise (Cruise West) and especially enjoyed the 3 rangers who joined our cruise for a day (2 days) of first hand experience and knowledge of Glacier Bay-its flora, fauna, and geography. They reinforced its wild beauty and how important it is to preserve it. While we know the large cruise boats disgorge thousands at ports daily-and this helps you and Alaska-I could do without them!
r r	After cruising on large ships two other times in Alaska-we would never go any other way than on a small cruise ship especially Cruise West-it was the best!
r s a	We traveled on a small cruise ship and truly believe this allowed a much closer "personal" experience throughout the entire trip. We were able to

	access areas the large cruise ships would not be able to and thus enhanced our appreciation of the majesty and beauty of the area.
r s a	Small ships are the only way to see Glacier Bay. You are up close to the scenery and wildlife. Enjoyed Cruise West greatly. Learned about the history and culture of Alaska. Don't ever let the pressure of anyone ruin your lovely state.
r s	Cruise West was amazing with the nature, wildlife, and glacier viewing. They were also able to go places that large ships were not allowed.
r v s	I was on a small cruise ship, and enjoyed it much more than the large ones. I would suggest that only the smaller cruise ships be allowed in Glacier Bay. The large cruise ships don't get close enough to the shore to see the scenery. Don't clutter up the bay with a lot of big ships.
r z D	We loved our small ship cruise but do understand that large ships provide access for many people. I wouldn't want them denied access but do want some control over how many, etc. so the experience is not spoiled for others.
r z q	My wife and I had (at 71 years age) only been on one previous cruise (East Coast) OK but a mini 'Hong Kong.' Chose Alaska because of (to us) universal recommendation and love of nature. We've lived less than 30 years in Europe and Latin America and probably more used than normal to genuine 'crowds.' Small cruise boat was ideal. However, if large cruise vessels are the only way that Americans can enjoy magnificent nature (they are considerably cheaper than small ones) they should not be discouraged. Risks: oil spills a la Exxon Valdez (special precaution). Marine mammal disruption (Darwinian view: get used to it as inside or outside parks it will be there) and let natural selection help survival.
r	I was on a small ship (70-90). Cruise West did a great job.
r	We were on a Cruise West vessel-great way to go!
s c h	Because we were in a small ship, we could get relatively close to Johns Hopkins (although ice flows blocked access). But, the cloudy, foggy, and sometime rainy weather detracted from the potential of the experience. Not as impressed with the U.S. Park service ranger as we hoped we would be. He sat below, waiting for Lindblad Naturalist to identify/see something to point out, and seemed to be more focused on entertaining the passengers. Vis-a-vis informing the passengers. However, when asked direct questions, he was very knowledgeable and these could have contributed much more to the experience within Glacier Bay. We would have appreciated more informed presentations during the Glacier Bay experience.
s C D	My husband and I appreciated traveling on a small cruise ship (Cruise West) because we could get closer to the shore and natural beauty of Glacier Bay. While we were not affected by other ships which were quite a distance from us, we would certainly not want to see many larger (huge) ships in Glacier Bay. The area was well preserved and we surely hope it will remain that way.
s g b	Sought advice from interest sources. Talked to a recommended travel agent. Assumed correctly that the smaller ship meant closer to wildlife, different routes could be taken, more towns could be mooned at, all of which seemed accurate. Although we wanted an even smaller ship than Cruise West's Spirit of '98, we were completely satisfied with the experience we had-relaxed, purposeful, and strongly environmental. We intentionally chose a small boat for our cruising. It met all of our expectations. Naturalists on the boat and in the park service were great. Shocked to find 5 large cruise boats docked in Juneau on our arrival and wondered what we had come to. The shopping/consumerism was the worst aspect of our week in the inside passage. The towns have so much to offer

	without all the commercial hype and crappy product. Local/authentic business needs to be promoted, business consistent with the natural history of such a beautiful area not international diamonds and crafts from South America (or China). Give us a break!
s i b f	Booked passage on small cruise ship for a personal, intimate experience and was under the impression that only small cruise ships were allowed in Glacier Bay and those were controlled to avoid overcrowding. I was surprised and greatly annoyed to see large cruise ships allowed in the park. The small cruise ship Saving Grace, was the overnight anchor near Russell Island. The small cruise ships advertise that they can go where the large cruise ships can't go. That's not true in Glacier Bay. Object to questions #24 & #25. Of what value and importance are they?
s l	We specifically selected our trip to be on a smaller ship (78 passengers) of such a length that we could also visit Denali National Park. Although we did not see any of the super sized large vessels while in the park, I think they would be distracting.
s l	It was a pleasure to be on a small ship-we got very close to the glaciers and right up to the water falls and islands where sealions and seals were. I did not know jelly fish and starfish were in the cold water. It was exciting to see them so close. We did not see the big ships in the small channels. We only passed them in larger waters or they were anchored near towns.
s r	Spectacular scenery was viewed from our smaller ship and although seeing large cruise ships did detract somewhat, we were able to view areas that they were unable to approach, and so it wasn't a terribly negative impact. We were just grateful to have the smaller ship experience!
s	Best part of trip was to experience what so few get to see...avoided large ship travel for specific reasons. Wanted to be closer with nature on a small ship.
s	A small boat with 60 or 70 passengers gets away from the tracks of the large floating hotels and up close to shores. In the middle of the bay our small boat did not seem to bother the humpbacks. They played alongside us for 2 days.
t a	Like Denali Ntl Park, we feel that Glacier Bay Ntl Park is operated well using restrictions on tourist travel. Keeping our NH Parks "wild" and pristine is important to our family, so we really appreciated the instruction and restrictions that tourists face in the park. Thank you for a wonderful experience! Our children have now been Junior Rangers and/or regular visitors in 8+ National Parks.
t C g	We were on a small Cruise West ship. The traffic of all vessels was obviously controlled and limited. I'm a nature lover, and travel to as many places as possible to enjoy and experience nature; however, as much as I would love to be the only person on the only boat (a very small kayaker canoe) in Glacier Bay, or the only person hiking Yosemite falls, or the only person in the Boundary Waters, or the only person at wonder lake in Denali to see "The Mountain," all by myself and all alone, or the only person on the Hermit Trail in the Grand Canyon, etc., etc., etc., I know that is totally unrealistic and selfish. So, I'll cheerfully tolerate a limited number of other boats, planes, helicopters, and people. With that said, question #6F, L, and M are not applicable. Solitude, alone with nature and peace and calm could not be expected. I was on a boat with 60 guests and 20 crew, and I knew that going in. My experience was absolutely fabulous, outrageous and humbling. Other boats, planes and/or helicopters in limited amounts, did not and could not seriously take from the Glacier Bay experience. Your on board ranger, (name), was very much appreciated, she added greatly to the overall quality of the experience. The "sounds of nature," (question 8)

	were most impacted by my own shipmates and ship more than other vessels, sea or air. I suspect those on the giant cruise ships were impacted by themselves on themselves more than they impacted me (I'm really glad I was on a small cruise ship!). Also, (name), the young Tlingit native was refreshing and his devotion to his heritage and his state gives me hope for the future of Alaska and "politics" in general. So I think I know where you all are going with you line of questioning: it seems you are anti-large ships and aircraft. I am too, but it would be unfair to prohibit them. Either keep it the way it is, with limited traffic, both sea and air or make it "no motors," like the "Boundary waters," and I'll be there in my canoe, paddling it with my custom graphite bent shaft Werner kayak paddle! Thank you for the opportunity to offer my input and opinions. Also, thanks for caring enough to conduct this survey.
t g	I was surprised that I didn't constantly see other boats. I felt alone in the park (other than a couple times) and with nature because of it. I LOVE that you limit the number of boats that are allowed in the park. I enjoyed your park ranger (name) a great deal. It was wonderful she came on our boat.
t m	I appreciated that the ships are regulated in GBNP and permits are needed. Too many large ships would turn GBNP into an amusement park.
t q g	Excellent management and preservation of nature. Knowledgeable and friendly park rangers. Keep up the good work!
t q	I was extremely impressed by the park's strict management. It is a beautiful majestic wild place and needs to remain so. We already want to return and we've only been home one week!
t	Too short (because of 24 hr permit)-had to enter park and spend "day" time getting to our objectives to see them.
t	I believe there was some constraint on the availability of a park ranger or a time which limited us to only one day (from midnight to late evening). We were only able to visit John Hopkins within this time period. The original cruise plan was (I thought) for 2 days in the GBNP, instead we spent a day in Excursion Inlet. It would have been nice to have 2 days and visit a second glacier. We were on Spirit of Glacier Bay with about 80 passengers. This small cruise ship is much slower than the large ships (which is nice, but it does take longer to move through the NP).
u a	The area we saw was well maintained-and clean (both land and water). Enjoyed the visit. Thank you.
u c	The park service does a great job. So much depends on the weather!
w c J	This survey is obviously about the big ships in the bay. I was on a smaller vessel with minimal amenities. I guess the thing about the big ships for me is that they 'smack' off leisure which is not something I value in a nat'l park. Don't get me wrong, my Cruise West vessel was comfortable but the big boats have water slides and basketball courts. Who wants to 'head north to Alaska' and see waterslides pass you by? During my visit, the weather was wet and foggy with poor visibility most days so I can't honestly say the big ships blocked my views. But I can say, at least twice they created 'traffic jams' which wasted time. Also annoying (which has nothing to do with you folks) was that in some towns business's won't open unless the big boats are at port. That was frustrating. As far as aircraft, they have the opposite effect for me. The float planes and heli's reminded me how isolated and rugged the environment is up there. That actually added to my experience.
w f a	This questionnaire has been designed to question the appropriateness of large cruise ships in Glacier Bay-I am opposed to such visits, which is why I chose a small cruise boat/ship. Finally, I find the questionnaire confusing and wordy and believe you would have had a better, shaper and cleaner result with shorter questions and fewer answer options. Alaska is a lovely

	place to visit-dramatic landscape, friendly people, interesting history-my younger son did a project with Native Americans with Lake Clark area and the father of a good friend, (name), was instrumental in glacier research in Alaska and has me [can't read word] after him. Good luck with your survey.
w g	Cruise ship, even a small ship is not a good way to experience wildlife on land. Whales-seals very good venue. In 8 days only 2 bears were sighted. TV nature program much more interesting. Glacier viewing excellent experience. Whales and sea viewing also very good. Land wildlife not good. Park official very good.
w i g	I thought the large cruise ships really were terrible. The haze and the exhaust smell were terrible and distracting. The glaciers were magnificent. Also, special kudos to (name), the NPS ranger who acted as our guide in Glacier Bay. She was knowledgeable and inspiring.
w q H	I would never take a large cruise ship and would never recommend one. There is a significant issue with large cruise ships-environmentally and damaging the beauty and local atmosphere of local towns. For example, Juneau probably enjoys the \$\$ from large ship tourists; however, with 5 ships in port at a time, it is overwhelming the town, making it unpleasant to other visitors, destroying the peacefulness, and clearly adversely affecting the atmosphere of the town. It is clearly \$ versus maintaining a quality environment.
w z j	I view the large cruise ships as a sort of necessary evil. They make it possible for thousands of people to experience Glacier Bay who would otherwise be unable to visit this wonderful place. So long as we (on a small cruise ship) were more than 1-2 miles away from a large ship, there was no discernible adverse effect that I perceived.
w	Large cruise ships are an eyesore. But, I don't think Glacier Bay can be elitist and refuse the hordes.
z	I am not a fan of big cruise ships, though I don't feel it is my place to rain on them either. They do leave a footprint (their plume) everywhere they go. Our overall experience here was very satisfying-no other complaints. It was one of our goals to view unspoiled tracts of land while in Alaska and we were able to do this. (This is hard, if not impossible, to do in Virginia).

Backcountry Visitor's General Comments

Theme codes for backcountry visitors comments

- a general positive
- b general negative
- c increase restrictions in park
- d current park restrictions
- e park facilities comment
- f park ranger comment positive
- g park ranger comment negative
- h weather comment
- i safety concerns of kayaking
- j prefer not to see/hear motorized craft
- k preservation theme/ecology concern
- l planned or went in areas that minimized/avoided watercraft
- m research scientists seen affected experience
- n smaller motorized craft comment
- o noise comment
- p cost comment
- q wilderness comment
- r bear comment
- s concession comment
- t survey comment
- u kayak drop service
- v cruise ships allow large numbers of visitors/provides access to more folks
- w miscellaneous comment

Backcountry visitor comments

Codes	Comments
a d c	Glacier Bay Park is an amazing place. I was surprised by the non issuing of "use" permits. I think the park should limit the number of people allowed into the Backcountry. I also think large cruise ships should not be permitted into Glacier Bay. The most noticeable effect of the cruise ships was the layer of exhaust that loomed over the bay for many hours after they ships had left.
a d f	Glacier Bay National Park is one of the most magical places I have been to. The way the park is currently managed is great. I am glad that the park service only allows three cruise ships a day into the park. If it were any more than that, I believe it would have greatly detracted from my experience there. I could feel the wakes from the cruise ships even though they were miles away. The beauty and pristine environment is what originally brought me to this majestic place. The rangers and staff at the park office and lodge did an outstanding job in helping me to plan my trip. The openness and friendliness of the staff definitely heightened my experience at the National Park. Thank you for doing such a great job with managing the park. I hope you keep up the great work and continue saving the park for the enjoyment of future generations.

a d	Very positive experience. Area seemed well managed. Limits on cruise ships appreciated and important. Limitations should extend through other than summer months. Very impressive park!
a d	We loved our trip and for the most part the cruise boats only were a small part of all that we enjoyed viewing. I am sure that we will return to Glacier Bay and hope that they will continue to keep cruise boats down to a minimum.
a d	Any trip into GBNP is outstanding. We were here in 1994 and again with this trip. In '94 I believe only three cruise ships a week and 5 private vessels per day were allowed. With 3 large ships per day, plus smaller ships and private vessels, there were many days we encountered multiple boats. We often waited until the afternoon to paddle certain areas after the cruise ship traffic diminished. There should be some limits on cruise ship traffic within the national park, given the large amount of unprotected waters they can also travel elsewhere.
a h d	My wife and I (reference B3-275 and for whom these responses also speak other than that she is female and born in 1976) had a wonderful time in Glacier Bay. This was greatly aided by the fact we had 5 days of sunshine there-how lucky were we! We would encourage the limitation of cruise ships to keep the experience for kayakers as close to a wilderness one as possible. They are big and noisy, but with a max of 2 per day, they did not detract from our experience. In addition, it would add to the difficulty of navigating open passages if there were anymore. As it is, it required our delaying/re-routing to allow some to pass safely. Our biggest issue though was, in fact, with some of the smaller boats who were going well past the stated speed limit-therefore noisy, causing excessive wake and concern that they might not be able to avoid kayakers if surprised by them. Thanks to all in the park service. Keep up the good work. P.S. Apologies for delay-we have only recently returned from our travels.
a h	We stayed 7 days and 6 nights paddling and camping in the Beardslee Islands. We had exceptionally good weather (Aug 2-9) which greatly added to our enjoyment. More questions could have been asked about the wildlife. Loved the otters-"Mr. Good Bear," at our camp 2 different days. The Fairweathers showed their peaks. Calm waters calmed our souls. A beautiful week!
a i	Everyone was nice and helpful. We had a wonderful trip. Felt like we were gonna die when a large cruise ship was heading directly towards us in open water crossing. Other than that it was perfect.
a j q	I was impressed at the cleanliness of the park. The beaches we camped on, and stopped by were well kept by other campers. We found no signs of humans other than tent stakes. I appreciate the work of the Nat'l Park Service to maintain and regulate the park. Of course, being a kayaker, I would love not seeing and more importantly hearing motorized vehicles of any type. At some level I realize this is highly unlikely. The subject of cruise ships and motorized craft is a difficult one! Not everyone can or desires to travel by kayak; at least in the East Bay. The motorized traffic is limited. I appreciate the park service's ability to limit and regulate the small and large cruise ships in the West Bay and hope that there is at least no increase in ship traffic. I also appreciate the East Bay being kept as the quieter and more pure wilderness experience. We don't enjoy the sight, sound, or wakes from the cruise ships. If you can't get away from them in a Nat'l Park, where can you go? We're kayaking for the solitude and peacefulness. The long preparation and self-reliance are diminished by seeing cruise ships which for me symbolizes everything we're trying to get away from!
a l d	Overall my experience was AWESOME! Yes, the cruise ships are in the way but I plan the trip to be in places where they can't go. Given the chance, I will be back again. And I was there 10 years ago and did not see half as many cruise ships as I did this time. Limit the number of ships traveling through each day.

a l d	My group consisted of four experienced kayakers that have taken many kayak trips from Baja to Alaska. Overall, I'd say our trip was a very positive experience. Because we kayaked the Beardslee Islands and the East Arm of Glacier Bay, we didn't see many tour ships. I have in the past kayaked the West Arm where tour ships were a common everyday event. While we viewed the presence of the ships a mild annoyance, they were a possible contact point if we should need an emergency response. I believe our group thought the National Park service management was very good. I would like the park approach to keeping the wilderness a wilderness to continue. Making it easy to access these areas and flooding them with people would ruin the experience for those willing to make the extra effort. Once again, I believe the park service is doing a very good job. The lending of the bear cans, the excellent intro DVD presentation, the one to one answering of questions all resulted in a safe and enjoyable trip. One suggestion would be to offer the DVD presentation focusing on bear encounters at the introduction.
a l d	My trip to GB was probably the single most memorable experience of my life; beautiful, majestic, pristine. We hiked/kayaked the East Arm and saw virtually no one (2 boats in the distance). We took a tour of the West Arm and saw one large cruise ship there. Although, that didn't detract too much from the experience. I don't think I'd want to see any more boats up there than are currently allowed.
a l h	It was incredible! Plan on doing it again! We planned to be in the East Arm to stay away from the cruise ships. Wish it didn't rain so much!!
a m k	The trip in Glacier Bay was great. We especially enjoyed John Hopkins Glacier and contact with the sea life in the lower bay. At Chocolate falls, the seal researchers seemed to be in a particularly obtrusive spot which hurt the serenity of such an amazing spot. The cruise ships make me worry about the safety of the sea life and seemed out of place for such an amazing wildlife refuge.
a n l	The park is spectacular and well organized. The park staff are welcoming and did not treat us as an imposition on their park from which the park must be protected. The most distracting things in the park were some of the smaller mid-size boats which were slow and very noisy. It may be that it is just one loud tour boat that we could hear on some mornings. This particular boat could be heard for about twenty minutes. On the first night we camped on Strawberry Island and we saw a procession of ships of all sizes in the evening and again in the morning. We then paddled up the Whidby Passage and camped on a spot in the Geikie Inlet with no view of the main channel. We than paddled up the Hugh Miller Inlet and out of its north end back into boat territory. Two days later we camped in the Riced Inlet near the old prospector's cabin. We again chose a spot with a restricted view of the main channel.
a o i	Wonderful wilderness experience. The sound of cruise ships was most annoying- to be 5 miles away and hear their nature guide rattle on about the various sightings. It was ironic to hear our own boat tour park ranger speak of the concern the boats created to breeding birds and he was broadcasting over the loudspeaker, inside and outside of the boat! Shhhh! The other concern we had for the cruise ships was the impact of their wake. Both for the safety of kayakers and for the impact on the shoreline. Aside from that, it was an awesome experience and we hope to come back and do it again! It is a treasure!
a o s	Glacier Bay National Park is honestly the most beautiful place I have been to so far in my life. I'm not sure that any other place in the world could make you feel so in tune with the environment. Going up the bay into the wilds of Alaska is the best way to experience the vast beauty of Glacier Bay. If I could only use one word to describe the park, I would use peaceful. The cruise ships only bothered me when the rangers would talk over the loud speaker. And Aramark should not run the lodge. They are terribly under qualified!

a o s	I would recommend this trip to anyone/everyone. Lack of seeing/hearing many watercraft definitely makes the kayaking experience more enjoyable. Airplanes did detract from the experience somewhat. Accommodations, staff and food at the Glacier Bay lodge were excellent.
a q o r	I loved my trip to Glacier Bay. I will be back next year and I hope to bring more friends with. The cruise ships were a distraction for me. I thought they took away a lot of the "wild" feeling of Glacier Bay, and they are very loud. However, I think they are a great way to get a large amount of people in the bay at one time. I think GBNP needs a better bear camping video. We didn't have any problems but we did see 17 brown bears on the way to our campsite. More info would be helpful, especially when there were so many incidences.
a q	The scenery and wildlife are spectacular! One's satisfaction depends a lot on one's expectations. It is not a wilderness experience! There is little solitude, at least in the West Arm. Seeing your first cruise is okay, by the seventh day I was sort of tired of seeing them. That is hard to quantify, but continued exposure to motorized boats takes away from the overall experience. All the hours questions in your survey are difficult to answer. Glacier Bay is easy to do a multi-day kayak trip. However, there is really not much solitude (in West Arm) and little in the way of a wilderness experience. Kayakers will experience wonderful scenery and quite a lot of wildlife. It is not just the cruise ships and motor boats, encountering lots of other kayakers also detract from solitude and any potential wildlife experience. You really did not address the impact of seeing a large number of other kayakers. Their numbers can also detract from one's experience of solitude and wilderness.
a q	Glacier Bay is a beautiful park. I saw so much wildlife and definitely experienced a sense of solitude and peace during our kayak and camping trip. I definitely plan on returning in the future for another kayak and camping trip.
a w	Our visit to Glacier Bay was, despite the weather, the highlight of our 7.5 weeks in Alaska. It even beats Denali and the Brookes Range. Highlights were having time and space to experience wildlife behavior, not just tick the boxes' viewing, and the clouds lifting over the Fairweather (briefly). Adding to our enjoyment were: a choice of kayak operator with good equipment, introduction and induction into bear safety by the excellent, friendly and helpful park staff, the symbiotic relationship between the lodge and campers/hikers, each adding value to the other (For us especially access to showers, good meals, a small but appropriate shop, other activity options in foul weather or fair, internet access, interesting people), the freedom to visit such an outstanding place un-chaperoned (TOP FEATURE), the education center displays and lectures, meeting a variety of fellow visitors with different backgrounds and sailors, expeditors, older folk, students, and the left luggage shed from which we could borrow a bear spray left by previous visitors and return it after use (unused) since we left by air. Our suggestions: the Fairweather II shuttle to/from Auke Bay is not well advertised. We knew of it only from our Foda Guide. From the Marine Highway Ferry Terminal, we were directed to the Harbor Master's office at Auke Bay. That office had no information at all but the receptionist kindly looked it up on the internet and found the place number of the booking agent and ferry times and let us use her phone. The booking agent was competent to take Fairweather II bookings but incompetent to take kayak reservations or give information about kayaking or camping. Please could you provide DLE size brochures/fliers to put in the Harbor Waters, display shelves and keep them informed of schedules. They said they are willing to help.
a	It was an incredible experience! We were told about the cruise ships so it did not affect our trip so much. If we had not been told, I would have been distracted seeing them.
a	Had a great time at Glacier Bay.

a	I was pleased to hike and kayak in Glacier Bay National Park. Motorized craft were minor inconveniences and I consider them an unfortunate necessity for those who wish to tour without the rigors of weather and effort. Since parks should be open to all, then parks should be open to these motorized vehicles as well.
a	It is a beautiful place that is very much worth the hard work to preserve it.
a	Super precious place-please keep it wild as possible! There's not too many places left like it. Thanks!
a	I have been planning this trip for over 5 years. It was everything I had hoped. The only problem was it was too short.
c	My first experience to Glacier Bay, West Arm was by cruise ship (Princess Diamond). This experience caused us to fly back and enjoy the bay on a more personal level. It would be nice if there were some black out days for motorized watercraft during each week of cruise season. Below Hoover Dam, the Colorado River has black out days for kayakers.
c	Allow no cruise ships in the park. I think its inappropriate and a major distraction from enjoying the park.
c	Ideally, there should be no large cruise ships in Glacier Bay. It is not a question of whether it is better to have the large numbers of people consolidated on a ship and distribute their impact on smaller ones. If there were no cruise ships allowed, that demographic would not come at all. The East Arm should be kept free of motorized water craft and low flying sight seeing planes. The West Arm has already been compromised and gave over to this, why can't the East Arm be kept from this!? It is a shame that none of the backcountry is free from motorized activity. It is also a sad comment on the integrity of the park service to compromise so much to the cruise ship industry.
d k c	Cruise ships did not horribly distract from our trip. I applaud the park service for minimizing the number of ships allowed. However, keep the park pristine means something. Why do larger cruise ships need to be heading up bay. There are plenty of places to view glaciers and the scenery viewed on these cruise ships in the Southeast Alaska area. Ensure Glacier Bay's remoteness. Thanks.
d m	Personally, I'd rather have a root canal than take a cruise, but I suspect cruise ship passengers feel the same way about kayaking. To each his own, I'm glad that the number of large cruise ships is kept to a minimum, and that they park has implemented speed limits, etc., to protect wildlife. Overall, I was impressed by the flexibility and practicality of the park management as experienced by the visitor (a marked contrast to Grand Canyon, where I've spent a fairly large amount of time). I'm glad that research vessels are granted exemptions to the non-motorized rules, as research is essential to inform park management. Our trip was enhanced by meeting a group of researchers in Wachusetts, who kindly explained their work and who were very considerate of us as kayakers (Milner group).
d q v	I made comments all the way along the survey. Because the cruise ships were in the distance and only 2 per day-and I already knew I would see them-they weren't a big distraction. It would have been a distraction if they passed me closely or if there were any more of them. Please continue managing for a wilderness experience!! I support the management of the conflicting uses the park service has done and I did have a wilderness experience, while allowing large numbers of people to see Glacier Bay for a day.
d v u	I agree with your restrictions on motor boats in the park. Large cruise ships are not a fun thing to see or deal with as a kayaker, but I recognize their usefulness in their ability to provide large numbers of people the opportunity to see the park and the fees they provide allow campers to stay free and enjoy the on site facilities. I thought that the Mt. Wright drop off was too far from McBride. It took us 2 days to paddle each way, so we were only able to spend a couple of hours

	at the glacier, and didn't get to see Riggs at all.
e f d	Shed to store gear/exchange supplies was a great asset. Appreciated the variety of kayak prop sites. Ranger talks in lodge were wonderful. Appreciate limiting number of large cruise ships.
e k	Apart from cruise ships, motorized boat, planes and helicopters, other matters detract the backcountry experience. Backcountry campers are not employing good camping practices. I encountered 4 fire circles outside the intertidal zone. The fire circles were not only not dismantled, but garbage was left in them. One fire circle was in the forest and included an axe in a tree that had been hacked severely. Another fire circle at the same location, but on the beach had food and trash in it-partially burnt (e.g. tuna cans). Several "Lunar Landing Pads" were noted at McBride Glacier area. People are not cleaning up campsites. All were dismantled by my friends and I. It appears that large guided groups are not practicing 'Leave no trace' practices. I observed this first hand.
e q p	I would prefer better managed and better designated backcountry campsites. Trying to keep the better (and safer) sites a "secret" because the NPS is trying to maximize the "feel" of a wilderness experience is a fiction. Planes, motorized boats and other kayak parties, while not bothersome, do not support the Glacier Bay video that this is "extreme" wilderness. Proper backcountry campsites would lessen adverse impacts with the bears and increase margins of safety. In addition to Canadian-style backcountry campsites, a series of simple cabins (similar to those in NPS or the 10th mtn cabins in Colorado) would increase our enjoyment of the park, especially when expending large amounts of cash only to have poor weather and/or bears who are not inclined to "share" a more attractive site, resent our presence.
e r k	Bear spray-cannot bring it by plane. Cannot take it out-someone is collecting a lot of unused bear spray at \$60 a canister from the "Gift" store-could find a way to be more environmentally responsible-recycle??
e s	Great to have the facilities at the lodge available, even though we were just campers. A good idea is the storage area with "loan" or unused gas cylinders, bear spray, etc. Would be useful if the parks service rented pepper spray-we were a bit more comfortable when we had some with us, but flew around Alaska and wouldn't take any with us.
e	There's no water in Bartlett Cove campground-so that was a difficult thing to deal with. But the wheelbarrow they provided to transport our stuff to the campground were very helpful.
f l	Park employees were knowledgeable and helpful on the Glacier Bay tour and in the ranger station. Muir Arm much different in character than West Arm, esp. with regard to these questions. Would go back to kayak East Arm/Wachusett/Adams Inlet but not sure if I would paddle the West Arm due to large ship presence.
f o	Both NPS and concession employees were so helpful in planning our trip. Thank you! But we camped at Riggs Glacier on the only sunny day of our 6-day wilderness experience and the frequent buzzing of the sight-seeing airplanes was miserable!! I thought our campsite at Riggs was perhaps the very best of any wilderness campsites we've ever had and the airplanes were such a bummer!
f o	I thought the rangers were excellent, both in their knowledge of the area and advice on back country camping. They were very helpful in planning the details of our trip once we were there. The small boat motors were more annoying than planes because they lasted forever and could be heard from miles away (on their way to and from glaciers). Planes came and went quickly, and didn't impact my enjoyment significantly. One small vessel (catamaran with sail) played very loud music which we could hear for about an hour each direction. Are their noise limitations on these vessels?

f r e	NPS and Aramark staff were very helpful and accomodating. It was very important to know that the East Arm was going to be big-ship-free and that there were non-motorized areas as well. The orientation to kayakers given by NPS at VIS was perfunctory-wish we'd been told about the bear safety DVD (which we viewed after our return) as it had more relevant info-I think we were not clear about how bears (and moose) were most likely to behave, and this caused unhelpful anxiety. The cache near the VIS is an excellent way for campers and kayakers to share their extras. The GBNP website didn't mention that the gift shop carried stove gas and bear spray-more coordination here? A memorable experience-we won't forget this amazing place!
f s	Both NPS and concession employees extremely helpful in making me prepared to enjoy a successful wilderness experience.
f u i	NPS staff at Visitor's Center were extremely helpful. (Name), in particular, with hints about checking for white gas/fuel in the community storage shed, then empathizing about price gouging by lodge concession which charged \$10 per liter!! (Name), the NPS interpreter on the tour boat drop and pick up was extremely knowledgeable, articulate and engaging. It was impressive that there was "no charge" for camping at Bartlett Cove or for the backcountry permit. A welcome gift. Thank you! NPS management might direct the tour pick up and drop off operation to maintain at least 1 pick up and drop off site on both the east and west shores for kayakers. Winds can be tremendous and less experienced kayakers trying to make an east shore only pick up might make unwise choices an effort to cross miles on open waters for a timely pick up. Well done. Thank you. I'll come back!
f u v d	National Park staff and also the staff at the lodge were great. I am concerned about the costs associated with some of the services offered to kayakers. Seems inappropriate that the lodge charges more to kayakers to be dropped off, then those taking the day cruise. Regarding other boats, kayaking is the best way to keep the bay pristine. But, given the amount of evidence we saw of campers, I am delighted that more people don't do it. So, cruise ships are a great way for lots of folks to see the bay. However, the numbers and frequency of duration of their stay in the bay has to be strictly regulated. Any more than currently visit would be a mistake.
f u	The park service staff was very competent, friendly, and helpful. Spending 6 weeks kayaking in the park is one of the highlights of my life. I have one complaint and that is about the daily Glacier Bay tour boat captain. We were to have two companions leave us after 3 weeks at the Queen Inlet drop-off/pick-up point. We had gotten the GPS coordinates from the park service website. The boat arrived a mile away! Contacting the boat by VHF radio, captain said he could pick the companions up at 1:30 at the Lampugh Glacier-too far away to make it. I asked about Blue Mouse Cove. He said, ok also saying 1:30. I asked for clarification on time. No response. Asked for clarification on location-responded by the ranger station. We made it there in plenty of time. Looking for a good place for the boat to dock. We decided on the floating dock/ranger station. When the boat arrived, the captain said he could not dock there! (One of my companions had been a commercial fisherman and said the captain had to be incompetent). He said he would be back the next day. I asked where? He said, "On the steep beach." I looked around and saw 3 steep beaches, so asked for clarification. No response! Having played this game and lost, we met the boat the next day (different captain) at Queen Inlet.
f	Great ranger staff, very helpful in providing up-to-date info regarding the backcountry.
f	The park personnel at the registry office were extremely helpful. We did not meet or see any park personnel in the backcountry though other kayaking friends there at the same time had 2-3 conversations.

f	Experienced good and informative briefing from NPS.
h i	The weather was good, probably having the biggest impact on our enjoyment. With regard to cruise ships, I was terrified of bay crossings because of them and their unknown/unpredictable schedule. While in Johns Hopkins Inlet, a National Geographic boat gave us a scare, primarily because we could not predict its trajectory (it crossed in front of the glacier several times).
h r	Camping on gravel beds was "thrilling" during flooding. Approach of grizzly to camp (during breakfast) slow to respond to "discouragement" also "thrilling"-all part of the experience. Somewhat disappointed not to see more marine life (no whales, orcas, few seals, and two dolphins).
h r	The weather was cold and wet. We had several close encounters with bears. Both detracted from the trip significantly. The Canadian National Park service has a wonderful system of designated campsites with designated food storage methods that are not bear barrels that are much easier to use. They improved the camping experience significantly. We felt they lessened the camping impact on the surrounding areas while adding a level of comfort sites around Mt. Robson. I would be more likely to recommend Glacier Bay if Canadian equivalent campsites were added. The bear barrels are a pain to use. We were fastidious about using them, however, I wonder if those that have more significant bear encounters than we did got careless with food or toiletries. The Canadian metal food boxes or bear poles are much easier. Shelters for food preparation would have been a huge attraction given the quantity of rain we had.
h	Planned to kayak longer than we did, but lots of rain made us shorten the trip. Needed better raincoats (not waterproof breathable).
i f	We were paddling our trip and one cruise ship made us nervous but that was it. We had a great time and felt that the park rangers were helpful and nice. Can't wait to do it again soon. Thanks.
i h g	Park service should emphasize how fast wind and water conditions can change. We were trapped in a tent near Reid Glacier for 48 hours with 30-40 knot winds. The waves were too dangerous to make a crossing. During the briefing, the park service gave almost no emphasis on this. Leading most people I talked to in believing the bay was almost always ideal for kayaking. We initially were going to go to John Hopkins from Queen Inlet. The park service told us this should be no problem. A kayaker from another group had his kayak broken in half. Another group had to paddel at 2am in an effort to get back to the pick up site. A boat from Washington took us across the bay because sea's were too rough to kayak!
i l	We had difficulty with the wake of a fast moving catamaran when trying to launch kayak. We will try to find a less motorized area next time.
i	Emphasis needs to be placed on the dangers of turning over a kayak. You probably have less than 10 minutes to live with a water temp of 48 degrees.
i	Private yacht had no regard for the wake they put out but the cruise ship was very considerate of us.
k c	Beautiful park, pristine wilderness that should be preserved sustainably, from the perspective of the future of the park. As well as the experience while in the park. Would love to see a larger section of the park reserved to non-motorized craft, ie East Arm.
k h o	Please continue to protect this very special place. Despite a couple of days of rain (heavy at time and to be expected), we had a great time. We did encounter a loud floating plane and a loud private ship/yacht. Otherwise, we had a great experience. Thanks for the survey.

k l v	I do not like large cruise ships in general because they contribute to the environmental degradation of the areas they go through. That being said, I still enjoyed my kayaking trip GBNP because I went to an area where motorized crafts are not allowed. I rarely saw there monstrous crafts, but their wakes travel long distances. This is a tough issue on another level since most American travelers have little time and tend not to do 'non-package' type of travel, it seems like the cruise ships are one of the best ways for them to see the glaciers and have their appreciation for these disappearing features grow. I hope the cruise ship passengers are aware of their impact.
k o	Everything was beautiful, clean, pure, no signs of any other humans until cruise ships and other vessels came in. Very disappointed in the amount of pollution following the cruise ships. Their intercom/announcement systems were so loud, echoed for miles within the West Arm. For Glacier Bay to be one of the healthiest ecosystems on the planet, its quite surprising that cruise ships (with their bunker oil being the most harmful type of pollution) would be allowed in such a pristine area.
k	The cruise ships are ugly and not environmentally sound. Cruise ships as entities should be held to the same level of environmental responsibility as each individual visiting the park. Cruise ship companies fight every attempt made to create regulations on their behavior. They are only interested in making money at the expense of some of the most pristine places on earth.
l d	I am extremely grateful for non-motorized waters where we were completely free from motor vessels for 3 nights. The entire East Arm should be non-motorized. For motorized waters, I am grateful for quotas and restrictions that lessen the impact on non-motorized users (quieter, especially).
l i	This was my 2nd trip to this park. This time I came with 3 11-year olds in our group, so I avoided the main bay during cruise ship transits not for the noise/view issues, but rather for safety because of the wake the ships kick up. Compared to my last trip (2005), the viewing of marine mammals was way up (many more whales and sea otters) and the fishing was way down (a couple of dozen salmon caught compared to hundreds last time-same streams, same time frame). We had issues with lack of solitude during our camping in fingers bay and 2 boats came in one day, one stayed overnight, the other put a group of fishermen ashore, then stayed for the day. The next day, a third boat came into the little cove and poked around, launched a kayak-fished a little and left. Seemed to me to be many more small to medium craft in the bay compared to my last trip-we changed camp locations in Berg bay due to a boat at anchor there.
l j	Kayaking in the East Arm, we saw only a few motorboats, and only one large ship from a far distance on the last day. The lack of motor traffic was very, very important to our enjoyment of our time paddling. We took the day cruise in the West Arm and were very glad we had not chosen to paddle there. The numerous small and large cruise ships would have been very invasive to our quiet kayaking experience.
l o	We were in the Beardslee Island so the cruise ships were a long ways off. The only other motorized boats we saw were believed to be National Park Service patrol craft. The aircraft (floating planes) were a bit loud but passed by quickly.
l	We spent our time in the Beardslee Islands and it was extremely pleasant. We only saw big ships in the distance and heard them. They did not detract from the experience. Our trip was too short to explore very far into the park.
l	We spent most of our time in the lower bay (Beardsley's) and East Arm. Therefore, we did not encounter many boats/ships. Having nonmotorized areas is very important for a great wilderness experience. Had we visited the West Arm, I am sure our survey answers would have been different. Keep nonmotorized areas!

m	Saw an old crab pot washed up in the Beardslee. I told the VIS, and I hope some ranger went and got it; it was an ugly piece of trash!
o c v	Some of the smaller engine boats' noise were really loud. You may want to put a max engine noise decibel limit in place for small craft. As far as how many ships/boats allowed in the bay, it is just about right. It is important for a large number of Americans to visit our NP's. Most cruise ships would turn off their PA systems when they got close, but they should turn off PA systems when they first spot us. Rangers were nice and helpful.
o c	Since cruise ships aren't allowed in the East Arm, the biggest negative impact was from planes and helicopters. Keep limiting the number of cruise ships and decrease the plane and helicopter traffic.
o c	We have camped overnight on the Point Gustavus. It was so noisy during the day from the large cruise ships, and we couldn't believe how many small ships have been there during the night (we could hear some, and see many lights). That is the beginning of National Park, but we think the traffic is to high! We would like to see the big game fishing be more further away from the National Park.
o h	The large cruise ships were surprisingly quiet. There was one smaller ship that was so loud that we could hear it as we crossed from west to east in the inlet across from Composite Island. It was a good 2 miles away and we could hear it! There was a float plane that made several passes thru Johns Hopkins Inlet at fairly low AGL-maybe 1000-2000 feet. They spent a good hour making passes thru the inlet. There was a Norwegian Cruise ship that had extremely loud broadcasting. It sounded like music. It stopped when they "saw" us. We were coming out of Hopkins Inlet when they were turning around. This trip is our second week long adventure into Glacier Bay. It is one of the most memorable events in my life! It was extremely challenging with torrential rain for 60 hours straight with just a few breaks. Very difficult physically and emotionally, but finally on the morning of the 3rd day, the rain stopped. Everything after that was an incredible gift of beauty, tranquility and personal accomplishment. I hope very much to come back. We're hoping it will be in 2011! Please keep this place sacred and preserved!! It is one of God's extraordinary places on earth. As (name), our ranger of the FEII said, "this is reality."
o i	The single most disruptive experience with a large cruise ship was the 19 of August while were near Reid Glacier. The cruise ship was about a mile away but we could hear the P.A. system going on for over half an hour. The ship made a wake on the way in that banged our kayaks on the beach. We had a number of small boat experiences but they were not adverse. Still saw seals, bears, eagles and a marmot.
o i	I did not mind sharing Glacier Bay with motorized craft unless I heard them or had to deal with the wake or waves they generated. I could ignore their appearance by looking elsewhere but I could not turn off my ears. As a sea kayaker, I do not like craft that generate big wakes. We probably saw 2 big cruise ships per day but the one's I found disturbing were the one's with loud public systems in use.
o i	Small cruise ships and private boats created the most disruption because of their engine noise, which could be heard for many miles away, and their wake as they passed. Aircraft were also disruptive because of noise-can't they muffle their engine's noise? Newer planes were much quieter than older ones.
o k	I hate seeing cruise ships in the bay. They make a loud, booming basal noise. Another reason they bother me is because I know they take lots of fuel and contribute to global warming, as well as discharging waste outside the park (I think). I don't like being reminded of these things when I'm kayaking/hiking.

o l	I knew that 2 large cruise vessels are allowed into the West Arm each day. I guess I just didn't think that they spent all day cruising around with the loud speaker on starting at 8:30 in the morning until mid-afternoon. I will probably not return to the West Arm because of this unless I go directly to an area not visited by them. For example, Rendu or Blue Mouse Cove or East Arm, Dundas Bay-lots of areas to explore without this experience. We tried to spend most of our time at the campsites where the cruise ships would not be passing by, but we still saw them the days we paddled going to see the same glaciers we were. I thought that most of them would go to Marjarie and Grand Pacific that is why we went to Johns Hopkins.
o q c	The resource is beautiful, of course, but the number and size of the large cruise ships in the West Arm is appalling. Also, I was disappointed that there is nowhere in the park one can escape motorized boats and noise and persistent flight-seeing planes, not even in the East Arm backcountry. Please, please save just a little space for the humans and other animals seeking a truly wild environment; don't let the noisy profit-seeking ruin the park's soundscape and the wilderness experience of backcountry users.
o	The only real negative was one smaller boat that had a very loud exhaust and could be heard a great distance across the bay. The large cruise ships just come and go so quietly, but this one boat was definitely a nuisance. Great trip. Needs to be on every outdoor person's bucket list.
p f h	Expense to get there and cost of kayaking and especially lodge-very expensive. Forest Park service was very helpful and were open long hours. We didn't see any bear or moose (except from day tour boat) but had a great time-and we lucked out on the weather-4.5 days of good weather out of 5 on the kayak!
q h	Kayaking Glacier Bay gives you a chance to be at one with wilderness. To be in the wild and with the "basics." Although on this particular trip the weather was less than ideal (even for Glacier Bay standards), it was a successful one. We did adapt. We were well-planned (with gear) and we remembered the basics...and we didn't get hypothermia!
q k	I feel cruise ships are a great way for mass-tourism/visitors to come to Southeast Alaska, but they should be restricted to non-designated wilderness areas. There is no shortage of coastal areas to visit, leaving designated wilderness areas like Glacier Bay to be accessed on smaller vessels and by human powered craft. More than aesthetics, the risk of a catastrophic oil or fuel spill, or other contamination from a large ship, concerns be the most related to cruise ship access in Glacier Bay.
q v	Although seeing and hearing large ships detracted from my wilderness experience. I think they are very important for wilderness conservation in the park for two reasons. First, if the numbers were proportional between kayakers and cruise passengers, that is, if all of the cruise passengers decided to kayak, the impact would be astronomically higher. Second, the cruise allows folks the ability to see an area otherwise only accessible by kayak. The general public would probably rather cruise than paddle, so therefore cruises let more people see this place and potentially defend it. Maybe next time they will kayak the bay, but that never would have been an option if they hadn't cruised it first. As another thought, kayakers already love the wilderness (in general), but the chances are much higher that a cruise passenger seeing this place from the comfort of a ship may change his/her perspective about wild land conservation. I've met many Texas oil executives as cruise passengers but have yet to meet any while paddling. Overall, cruises are necessary and their benefit outweighs the cost to those of us few kayakers who unthinkingly wish the whole bay to ourselves.
q	Lack of people is great!

r g	I was impressed with your bear awareness/info program at Bartlett Cove and the lend of your bear canisters. I will recommend that you add either the loan or rental of bear spray-most visitors are flying in and can't bring their own on the planes. My kayak trip would have been helped by the park suggesting some kayak campsites. We spent too much time checking out sites that weren't any good and ended up camping a couple of times in places popular with the bears.
r h	Bears are scary. It rains too much. It is a truly amazing place.
s f	I visited Glacier Bay when it was run by Goldbelt. It was much busier. Now it seems to be neglected. Very few visitors. Employees were disgruntled and spoke about unfair wages (mandatory overtime with no OT pay). The Queen drop off is far from West Arm glaciers. Lots of boats anchored at Reid. The ranger is great.
s p	We were prepared for a great kayaking trip. It was necessary to rent kayaks at Bartlett Cove. The kayaks were below standard (sticker of purchase showed 1989). This caused many problems for our trip with a group of wilderness experienced people who live in the north. Glacier Bay Sea Kayaking needs to improve the quality of skirts and kayaks so that kayakers are confident with their time on a expensive trip to Glacier Bay National Park.
s q f	Neg: Aramark should provide free daily shuttle service in and around Gustavus. Very inconvenient to pay \$15 each way to go to the shore or to the dock. Pos: Very pristine paddling in Beardslee Island area. Excellent wildlife viewing, very clean, and no litter anywhere. Very much appreciate the non-motorized areas. Lots of marine wildlife. Park rangers very informative. Best I have encountered in any National Park!! Very helpful in telling us where to camp, kayak, etc...
s r	Rental equipment (kayaks) were of very poor quality. Food canisters that are required by NPS to use in Glacier Bay are not waterproof...but bearproof-allowed food was wet in spite of plastic bags etc. We have travelled extensively in Cdn North and along Alaskan coastline and in rainy conditions and have never had this problem (or bears) with our own equipment and system-(tying in trees)
s u i	Lodge reservations indicated \$174 per night but when I arrived I was told the rate was \$196. Bait and switch? Why are some tour guided groups allowed to have a drop off point (Ptarmigan Creek) while un-guided groups must obey the park regulations and can only be dropped off at one of two points? Making the open water crossing from Queen Inlet to Reid dangerous for novice kayakers trying to avoid the large cruise ships.
t i u r	I refuse to answer these questions (#25 & #26). I feel very strongly that the park service and government in general should not use quotas based on race, and should not use race in studies like this. Programs and opportunities should be race blind. The West Arm seems to be a sacrifice area. I think the cruise ship wakes are bad for wildlife, and dangerous for kayakers. Also, the tour boat goes way too fast. It scares away and nearly kills wildlife in its path. Baby ducks and otters beware! Even the tourists don't like the speed. The boat zooms by wildlife and barely spends enough time at the glaciers. People felt they were cheated. They wanted to wait a bit and see if the glaciers would calve. I would like to suggest that it is a very bad idea to make the ferry and the tour boat the same boat. Our captain had to run at warp speed to collect kayakers, finish the tour, then go run the Gustavus ferry. I suggest that the tour boat in the West Arm should be smaller, slower and friendlier to wildlife. Also, the tour should be half the distance. People got tired and bored they slept and played cards. The tour should slow down or stop for birds, seal and otters, not make them panic and dive for cover. It was disgraceful! The East Arm management was 180 degrees better. It was such a joy to see healthy and protected land and animals! The bear management was the best I've seen anywhere. We saw a young female grizzly who didn't even sniff the air to acknowledge us. She just ate roots and ignored humans entirely. It gave me hope, and that's not easy to do. I am a field scientist with 15 years of work in Alaska and the lower 48 west. Thanks! P.S. Your bear

	cans are getting rusted. It would be a crime to mess-up your bear program. I suggest you replace the locking tabs routinely. If I could manage Glacier Bay, I would find a way to let your public slow down and spend more time surrounded by wilderness and quiet. Slower, smaller boats would help. More naturalists, and even a day/night/hour or 10 minutes just sitting still and not cruising would help. Maybe a tour boat without loud speakers that just sits overnight waiting to hear the ice fall or the whales breath. This is what I wish all visitors to Glacier Bay could experience. My oldest friend also visited Glacier Bay this summer. She took a cruise. When I came home and she saw my photos, she said it was like we visited two different parks. She would love to visit my park, but is too afraid of bears and wet sleeping bags. Help her bridge the gap.
t	My comment regards this questionnaire. The reasons for visiting, described in section 7 (page 4) were difficult to select and understand. They seem difficult to measure. The listing of hours of experiences was difficult and probably inaccurate as a result. The multiple typographic errors in this survey challenge its validity. (page 8 #12 Go to..., page 12 #19 Crossed out text is potentially influential to answers)
t	The student who asked me to do this survey seemed very awkward and unsure of himself. I think a more convincing person would get a lot more surveys done. Perhaps some communication training. Also use of the word "good" in a survey does not help me understand what you want to know (cruise ships good way to get people to Glacier Bay? Do you mean effective or responsible?" Glacier Bay is beautiful, although I'm not a fan of the environmental impact of cruise ships, I don't think they affected my trip much.
u f	Kayak drop off points unfairly favor guided trips. All backcountry users should be required to use the same drop off points. Letting guided groups drop off at Ptarmigin while requiring non-guided groups to be dropped off at Queen is simply unfair and exposes un-guided groups to greater risk with larger open water crossings. The park service personnel at Bartlett Cove were extremely professional and friendly-greatly enhanced my visit. Also, interperative ranger on tour boat was great! Thanks for doing this survey. I hope it helps you to continue to make this park a special place.
u s	Great kayak drop service with the Tour Boat. Awesome Tour Boat staff. Liked G.B. Lodge Rest.
u	The daily lodge tour boat is also obnoxious but is nearly a requirement for kayakers to get affordable transport.
v d	The large cruise ships do effect a kayakers' experience in Glacier Bay, but many folks are unable (too young, old, disable, etc) to kayak Glacier Bay. Everyone should be able to experience the bay, so the cruise ships serve their purpose. Keep them limited though!
v d	Access to Glacier Bay is a valuable national asset-cruise ships-regulated are probably the best way for large numbers of people to visit with minimal damage. But it's all about the regulations and enforcement...
v q	I think the volume of visitors on cruise ships has important ramifications for awareness, which supports conservation efforts. That said, it is bizarre seeing such ships on a wilderness trip and I think a trip in the West Arm would have been severely compromised by the presence of motorized craft. My wife and I completed this survey together, and the only difference in our responses is that she is female..Feel free to double the results. Good Luck!
v	Even though I prefer self-propelled sports I am a strong proponent of cruise ships; their impact per person is quite small yet many thousands of passengers have a wonderful experience. When it comes time to find or defend Glacier Bay, it will have millions of fans and defenders because so many have seen it and know that it is special. Kayakers, while perhaps, tied more closely to the park, number in the small thousands. I welcome tour boat passengers to the

	constituency that support the park.
w	I broke my wrist while there and the park service people were very helpful and considerate. We had a great trip!
w	Since I expected the cruise ships, they did not bother me. If I had not known they would be there, I may have been more bothered by them.

Private Vessel Visitors' General Comments

Theme codes for private vessel visitors comments

Private vessel visitor comments

Codes	Comments
a c	Had an excellent time. Wish the weather would have cooperated better.
a e	Was the highlight of my visit at Alaska, very lucky with the weather.
a E j	We loved our time in Glacier Bay! We were in awe! We were impressed with the National Park Service. But we were amazed at how alone we felt/were, most nights our boat is the only one in our anchorage. Our friend/captain had told us how hard it was to get a permit to enter. So we are wondering if they are holding the access too tightly. We would have enjoyed seeing more boats and visitors like us. The cruise ships were not a problem.
a g	We enjoyed our visit. Everything was just right. The briefing given to small pleasure craft skippers and crew was very good.
a g	Glacier Bay National Park is beautiful. The Park Rangers are helpful and friendly. We saw lots of animals on land and in the water. Thanks for a great experience.
a h	Love it, good work. Park Rangers get a bit aggressive, especially with the tasers.
a i w S	We had an excellent experience in Glacier Bay, except for the weather which could have been better. It was a very cool and rainy summer throughout our Alaska adventure (2months cruising in a private vessel). However, the scenery was breathtaking. The Park experience was very good, including our Bartlett Cove orientation, the various anchorages and other boats. I believe the number of large cruise ships should be kept to a minimum; however, it was not obtrusive as scheduled this past summer. They do present a large wave into the cove where boats maybe at anchor. We were disappointed in the amount or number of wildlife observed - an absolute minimum, no bears or other large animals. A porcupine on the lodge trail was a surprise. An overall outstanding experience. Comment from Q17b: We followed one large cruise ship into the Margerie Glacier viewing area. However, it was not obtrusive or stayed too long. It was a Holland American ship; also we spoke on the NHF radio with the captain of another Holland American ship the next day who gave us forecasted weather. Important to us after two nights anchored in the park. The only negative: they created big waves when come into the coves. Maybe need to go slower speed in the park. They occurred in two different locations.

a i	On the day the ship went aground, there were coast guard. Our trip to Glacier Bay National Park and Gustavus was one of a kind, fantastic experience. If the area is to stay the way it is - limit the number of large ships in Glacier Bay and do not allow the Alaska Marine Highway start stopping there.
a j	We were with other sail boats and made plans to visit different areas and enjoyed the visit. Seeing wild life, hearing and seeing the beauty. Cruise ships didn't bother us while we were there. They weren't in all the areas we visited.
a k	As a European, I found the silence as a magnificent fact. Please keep Glacier Bay PROTECTED. Thanks.
a k	What magnificent part of the world! Thank you all for all your efforts to keep it this way!!!
a k	We have traveled the world and our experience here was one of the best. Thanks for keeping it pristine.
a L M k i	It was a wonderful experience to be able to enjoy Glacier Bay by sailboat. The pristine environment and marine life are my favorite aspects of the park. The only time my enjoyment of the park was detracted was when trying to fish along shore and/or in a small dingy when cruise ships went by. The waves the cruise ships created were somewhat dangerous for people fishing along shore and it would seem likely they would be causing some distress to the glaciers along the waterfront as well. Cruise ships are a delightful way to see areas but for Glacier Bay if they are deemed appropriate I would hope they would stay limited to one or two at most at a time. Thank you.
a m g	I can make my positive comments on this trip (first time). Since our trip was on a 70ft yacht, we experienced a greater opportunity for a senses-filled adventure in Glacier Bay. This experience was augmented by the careful and attentive observance to safety and courteous navigation of our captain.
a o j	It was a wonderful experience. Last year we visited on a cruise ship; this year on our own boat. I think regulated viewing by cruise ships allow more people to see these natural wonders. They certainly did not disturb us this year.
a o	I think it was an amazing experience and would highly recommend people visiting. I think the system of restricting the amount of vessels entering per day is a great idea. We were very lucky on our trip to Glacier Bay as we were on a private yacht. Maybe if I was on a cruise ship or other, my perceptions and experiences would have been different. But our time there was once in a lifetime experience.
a o	Glacier Bay was the absolute highlight of our three weeks cruising SE Alaska. I am encouraging all my family and friends to visit. A trip there is not to be missed. I felt the Park had achieved a wonderful balance of maintaining the quiet and solitude by restricting large numbers of vessels and yet still permitting a few to allow people the opportunity to experience this wonderful place.
a p	All experiences were positive - the only problems with noise happened during late night/early morning by other boats when we were camping in Bartlett Cove.

a R	We very much enjoyed our visits to Glacier Bay in all aspects but one. The park management claims to be protecting the whales who feed in the Bay by limiting the number of boats and where they can travel. Boaters are required to stay 1 mile offshore or in mid channel plus approach land or a bay at 90 degree angle. This supposedly protects feeding whales. During our 2 visits - 2007 and 2008 to the park both for 3 days in a private boat, we saw very few whales. 2 this year and 2 or 3 in 2007. Just outside the park at Point Adolphus there are always many whales feeding etc with lots of company, in various types of boats. It is obvious that they are not affected outside the park which brings into question the zealous (overzealous) protection of non-existent whales in the park. We find the above rules observed and hope the policy will be altered. Not support limiting the number of boats to preserve its tranquility.
a R	In my 6 visits to Glacier Bay proper during the past 7 years, I have always experienced a great deal of tranquility, natural beauty, and nature encounters. In all prior visits, I spent time in the West Arm viewing glaciers, but not during this visit. When anchoring our charter boat away from Bartlett Cove, we have almost always had a Bay or Inlet or Cove all to ourselves. There is no reason to reduce the number of vessels allowed into the Park, and a moderate increase in traffic (including cruise ships) could probably be accommodated without detracting from the experience!
a u	Very enjoyable. Rangers seemed to complain more to private boats than cruise boats.
a V	My wife and I live next to Glacier Bay, in Gustavus and we take our small boat in there occasionally. The bay is beautiful and we always enjoy our time there. The other boats we see there have little or no effect on the visit.
a V	I loved my experience! We saw a few small boats, but it was nice to see some human life just a little - but most of the time I felt like I had the whole park to myself - it was wonderful!
a Z	Catching fish was great. Whales, sea otters, sea birds, eagles were great. Lodge was also good. Poor transportation to Gustavus (very expensive). Would be better to fill this out as we did the area. Calving of the glaciers, scenery was awesome, mountains great. Weather was pretty good. Haven't gotten home until now to fill this out.
a Z	My trip to Glacier Bay was awesome! The helicopter while viewing the Grand Pacific was annoying but nothing can ruin my great trip.
a	Always great!
a	Very special place. Will return again.
a	We loved Glacier Bay, and saw much wildlife and very few other boats. We saw less mid cruise ships than we expected. The other vessels did not in anyway impede our experience of the beauty of this place.
a	Fantastic but brief.
a	We sailed into the Park on our 42' catamaran. The trip was even more spectacular than we anticipated. It was quiet, magnificent, seemingly empty of boats, but full of whales. It was the trip of a lifetime.

a	Thanks for a great park and a great trip.
a	Our experience was amazing - every aspect of sailing though Glacier Bay far exceeded my expectations. I kept a daily log on email that I would be happy to forward if it is of any value to your project. My email is <email> . My four year old was on the trip with us, and we talked about whale fightings all the time. He is convinced that he speaks whale, and I know the connection he felt being as close to them will leap him personally connected to wild life and preservation of habitats forever.
a	[!] need a Glacier Bay sweatshirt.
a	Your parks and anchorages are to die for. It is a total pleasure coming to a place like Taku, Misty (Bay) Punch Bowl, and Ketchikan-a total delight. Petersburg for boats like ours a great pleasure. Sitka, Juneau and wherever we went had horrible weather, but all the docks and park were fabulous. We paid \$500 for our fishing license and when we saw how the money was used it was well worth it. By the way, we never caught a fish because of the weather. Comment from Q17b: We didn't, boats and ships weren't heard when water is rushing or a storm is on.
a	Without exception, every single passenger on my boat in Glacier Bay has stated to me that the trip was the best vacation trip of their life. I have made the trip at least once per year for the past 14 years. It is very special, and I always look forward to going back to Glacier Bay.
a	It was an amazing and magical place.
a	We had a great time. Felt like we could get solitude if we wanted.
a	Great Park/experience/time. Took guests - outstanding trip. Well run and very much a wilderness experience.
a	Arrived on a 45' sailing vessel with my mother on board. We had a very nice dinner at the lodge. Also spent about 6-8 hours at the Bear Observation in Anon Bay which we both thought was a wonderful experience. Glaciers were beautiful, especially Margerie. Anchored in front of Reid one night with a waterfall beside us. Would highly recommend this trip to anyone, especially if they were able to do it like us, on a private sailing vessel.
a	I had a great trip and look forward to next year!
a	Extremely Beautiful. Glacier Bay should be made available to everyone, regardless of transportation, as long as it doesn't hurt the Park.
a	Excellent visit!
a	1) We enjoyed every minute of our visit. 2) One of the most exciting times of our lives. 3) Most memorable trip. 4) Loved the information centre at the Lodge at Bartlett Cove. 5) Everyone we met were very friendly.
a	It was simply wonderful. We had first visited Glacier Bay in a large cruise and the beauty seen then prompted us to go back on our own boat.
a	Wonderful experience.
a	I had a wonderful visit, what a beautiful resource!!

c w	It rained every day. Cruise ships did not cause the rain to fall. I saw more wildlife outside of Glacier than inside. I was not on a cruise ship.
c	Comment from Q4: Weather was very variable with sun, overcast and rain. More sun than rain.
c	Very easy to get permits and change entrance data due to weather. Very friendly personnel. Only complaint was the lack of weather information in Blue Mouse Cove or farther from Bartlett Cove.
d a	The biggest negative factor for our trip was the relatively cold and wet weather. Otherwise, Glacier Bay was delightful.
d a	Last 10 years or so have vacationed for 2-3 weeks on a 38ft sport fishing vessel and have seen much of SE Alaska. I'm glad we visited the park, but will probably not re-visit. I saw glacier at Tracy Arm on a sunny day and saw much more wildlife. Because of fog our view was limited most at our visit. We go to Dundas Bay quite often, especially the back. Beautiful!
d x o	Current quotas for pleasure craft and cruise ships seems just fine to me. The park is quite large, and I feel quotas could be increased somewhat. Increasing the number of cruise ships would provide the most opportunity for the public to view the Glacier Bay.
d	We felt fortunate that the large cruise ship was exiting the Margerie Glacier as we arrived, but was happy to be able to observe the size of the boat against the glacier, that greatly added to our enjoyment.
d	Unfortunately we had poor weather, which I wish you could control. Failing that we saw quite a bit below the 500 foot level. Thanks.
dd x	Wonderful trip which has made better by the opportunity to view from a small craft (42') under our control. It would be a shame, however, if large cruise ships were banned so only the few handful of people in small crafts or kayaks would be able to experience it.
E b	I visited the park with other boats between 42 and 52 feet in length. The reservation and permitting system made it very difficult to get our boats in on the same days. It would be nice to have had a better understanding of the system so that we could have made more of an informed decision regarding visiting the park as a group. In retrospect, a group, I would have chosen not to visit Glacier Bay with a group of boats.
E d	Restrictions on date of entry are too rigid if bad weather prevents arrival on time. A 72 hr grace period would make small boating safer for people trying to make the entry date in spite of the bad weather.
E g	The bureaucracy complicated rules seem arcane and unnecessary (we were on a sailboat). Staffing level (including volunteers) at Bartlett Cove were impressive.
E R	Too many unnecessary rules. Going though the same "boaters orientation" every year is stupid and don't waste my time. Make an online program that I can do to review the rules and not have to waste my time watching the same video each year.

E R	1) This is a very large National Park and way too restrictive to the general boating/pleasure-craft population. Many more pleasure-craft could be accommodated due to the size of the park. We hardly saw any other boats during our stay except in Bartlett Cove. 2) We seriously question the validity of closing so many areas within the park. 3) Anchor bays should be provided for pleasure-craft in Bartlett Cove. It would provide greater safety in windy conditions.
E	The restrictions for date of entry are not flexible enough.
E	The procedures for getting into the park made planning difficult. We were confused by the time we were expected to be out of park. We were able to get an exit permit. This should have been explained in advance. The handouts were good and useful. I know the park tries to limit the number and size of the vessels in the park at anytime. In my experience, doubling the number of vessels would have had no adverse impact on my experience.
E	The permit system is utterly ridiculous. This was my 5th visit but I have never been denied a permit until this trip even though I applied as far in advance as permitted. We had to use 4 separate permits to get 4 days of fishing. We even had to get a permit to exit the park on the day we were denied a permit. We lost at least 5 hours of fishing time simply applying for permits or sitting in the orientation. We had a boat for a 6-day charter so every delay is inconvenient. I was fishing in Glacier Bay well before the permits were required.
E	1) The reservation system to get a permit is not customer friendly and needs to be revised. 2) The lack of ability to get a permit for the week (even though we submitted a request on the very first day we could, and had at least a dozen follow-up conversations) caused us to waste time and fuel as we had to leave the park for one day. 3) The boater orientation happening every 3 hours is not efficient. 4) Requiring a transit permit to leave the park wasted two hours as we waited for two small vessels to enter the park.
E	Bartlett Cove should be open to "ALL" boaters. Park personnel have had improved attitude these past 10 years. Entrance regulations are too restrictive and seem to be administered showing favoritism. Park personnel have taken over Gustavus.
E	My comments concern the NPS trying its best to make Glacier Bay inaccessible to the general public. This survey is another example of trying to generate support to eliminate cruise ships from entering the Bay. In my experience (38 years), whales are not affected by boat traffic and the current regulations are based on faculty outdated data.
f x	It is very clear where the tone and purpose of this "survey" is headed. I am a bit angry as I thought the survey would be about the park. It appears as if you were merely gathering data to support some type of agenda to excise motor driver transport of any type from the park. The "tree hugger" tone of this survey really irritates me. National Park are for all citizens of the nation - not just those wealthy and hardy enough to hike, row or swim to them. Cruise ships, planes, helicopters and other modes of transportation are the means by which

	regular, ordinary citizens like me can see these amazing sights. The regular and ordinary citizens who pay taxes to provide the funds for the parks' maintenance, staffing, improvement and even its very existence. Please do not let special interests (and tiny minority) groups hold sway in the decision process of policy making at Glacier Bay. Removal of mass transport will simply erase the primary mode of visitation to the park. That would be a travesty.
f	We were not on our private boat in the park. We were away for 2 months and had a lot of mail from you when we returned. You should allow for more time to complete the survey. It would save you postage. Most private boaters spend 1-3 months away from home and mail in the summer.
g a	Rangers were well educated and shared their "passion". Wonderful experience!
g f j	1) There was less bureaucracy to get in than I expected. Favorable impression of all Park Service staff encountered. 2) The scenery and wildlife of the Park are highly overrated. It's nice, but not nearly as nice as other parts of SE Alaska. 3) This questionnaire appears highly biased against cruise ships. I've never been on one and have no plans to do so, but they were never a problem in the 5 days we spent in the park. I'd rather see them in the park than in smaller areas like Tracy Arm where there is much less room for them! Please do what you can to encourage them to go to GB NP than to Tracy or Endicott Arms!!
g f	The parks do a fantastic job in Glacier Bay! Comment from Q24 and Q25: This has nothing to do with Glacier Bay and Island. The question is very offensive!
g j	We traveled in our private vessel and found the Bartlett Cove Staff to be very accommodating. We were not affected by cruise ships because we had many days in the park and anchored in quiet coves. Since we cruise full time our mail is delayed as is this survey.
g k	1) The NPS staff are personable and welcoming. 2) The exhaust from several cruise ships was noticeable and remained as a layer of smoke long after the cruise ship left. Not good.
g o	National Park personnel were friendly and helpful yet serious about park rules and risks in the park. I respected that and was impressed by it. I was glad to see only a limited number of boats were allowed in the Park at anytime for the sake of such being able to experience some feeling of the expanse of the area. Though there were boats around, the sea life did not seem to be too distracted by them and that helped my perception of seeing wildlife in the "wild".
g R	All personnel were helpful, professional and courteous! I may anticipate another trip later and expect to get even more from it due to my 3 days recently spent. There were no negatives. If I could suggest anything, it might be mooring buoys to more easily accommodate private yachters unfamiliar with Bartlett Cove.
g W	Bartlett Cove: friendly, informative volunteers and scenic walk through pond area much enjoyed. Water availability on dock a very big help as we could not use boat's water maker one to

	glacier silt. Our family of 5 adults and 2 toddler really enjoyed our visit!
g	The National Park Service Rangers at Bartlett Cove did a good job in orientation, and provided good advice and decent written materials (kid Jr. Ranger books were especially good). Not as good as the Grand Canyon Rangers though, in my opinion.
g	Management helpful, [add] a cell phone tower/reception with service in Bartlett Cove would be helpful, tower could go in Gustavus.
g	Great staff!
g	Park Rangers were cordial and helpful.
g	Park staff are good.
g	Glacier Bay Park personnel were very helpful and friendly while at the visitor center and while entering or exit from the Park. Well done!
h	The Ranger need to be more accommodating of private boat owners.
h	The permanent Rangers seem to have a bad attitude toward boaters. I come away every year feeling I was being watched waiting for me to do something wrong instead of enjoying the park which I love. They can do their jobs in a friendlier manner. Most parks I've been in, the Rangers make you feel welcome and are there to help you enjoy the experience of nature.
h	The only negative experience was with the lodge. Poor service and a don't-give-a-shit attitude from restaurant staff. More caring management! The lodge is a great opportunity for someone, just not the present management team or lack of.
h	The lodge management service is far below expectations and much worse than when managed by prior company: horrible service, lack of supplies (food etc...), misrepresenting hours ie, cleaning early.
H y p	1) Cruise ships do not belong in this area! As it greatly detracts from the wilderness setting that travelers come to experience. 2) It was repulsive to see the ships in view when you are gazing at the serene mountains and beautiful waters and glaciers. 3) It was my first time to this area, and I have traveled to Europe and South America. I consider Alaska (Glacier Bay) my most serene, tranquil experience...until I experienced the cruise ships. Before I saw them, I was blown away...understand "the last frontier", then they came and it was so unnatural to see them. 4) If I were the "powers that be" I would not let cruise ships in. Let people experience this last great area for how it should be...wilderness experience. Comment from Q13: Noise made them [cruise ships affect viewing of land animals] not visible - The animals don't come out when cruise ships are about. Q14: They [marine animals] aren't about when cruise ships are around. They disappear. Q16: Never got close [to cruise ships]. We had to change course so they would not run us over. They aren't very gracious when coming through more or less they tell you to get out of the way. Bad scene.
H	Do not need large cruise ships, very distracting!!

i k	In Juneau, there were four [large cruise ships] at the city dock at one time. We were never close enough to them [large cruise ships] while underway. We only saw one at a time in the park. They [large cruise ships] should be kept to the minimum. Haze from large cruise ship was visible to the naked eye.
j S	Cruise ships are not a problem - they cruise very slowly.
k s	During previous trips there were only a few occasions when exhaust smoke was visible and then only for a short period. During this trip the exhaust smoke was present for an extended time. I suspect this was related to the number of cruise ships and their larger size compared to the previous times in the park.
l	When we were anchored in Bartlett Cove for 2 nights. The midsize boats that offered wave tours or excursions often created huge waves which was both uncomfortable (and broke a lot of dishes!). They need to be monitored. Comment from Q17b: We didn't plan [to minimize seeing or hearing other vessels], just hoped the cruise ships wouldn't be too visible.
L M	Everything was spectacular except the regular encounters with large cruise ships. The large cruise ships are very distracting because they require constant monitoring and course changes so that they do not run you over. They were our single biggest hazard to safe navigation while in the Bay.
L N k x	I had mixed feelings about cruise ships. When we were at the glaciers two mega cruise ships came and went. They basically ruined the experience until they motored away. The PA's were loud, the smoke belching from their engines was just wrong. When they left everything felt right again. However, thousands of people on those ships got to see nature that most of those people never would see. I have a hard time saying that I am entitled to be there on a sailboat but they cannot.
L x c	We visited Glacier Bay in our 44' Nauticat sailboat. We saw cruise ships everyday, and while they did detract from the "wilderness experience" aspects of visiting Glacier Bay, I think cruise ships should be allowed in, carefully, as is done now. Wilderness areas connect the protected (when I say wilderness area, I mean national park, monuments and any protected area) unless people see the area. A cruise ship brings so many people into this beautiful and pristine place - people who would never see it otherwise. We did notice haze from smokestacks smudging the air on one ship, but no others. And in fog we were concerned about colliding with one, but overall would consider them a "necessary evil".
o R	A place such as this ought to be experienced by as many people as possible. Limiting the number of vessels that can enter the park and remain at any given time seems to be managed responsibly by the Park Dept. I don't understand the role of commercial fishing boats there. They should not be allowed to fish there if they are permitted to now.

o s q	I appreciate the opportunity/ability for us to take our boat (37') into Glacier Bay and also appreciate that only a limited number of such craft are allowed in each day. While overall I was not disturbed by the cruise ships as I expected to be, I can't help but annoyed by the way they steam in and out, stopping briefly to snap photos of the glacier and then on they go. It is a very tranquil place and this was disruptive. I also was concerned about their impact to marine mammal populations. Lastly, I appreciate the opportunity to fish in Glacier Bay, fishing is not something you often get to do in an area that is so tranquil and it added greatly to the positive experience I had.
o	Keep it as it is, a few cruise ships are ok but keep the races going!
r j x	My family and I were impressed that a National Reserve like Glacier Bay, which is in much demand, is so rigorously and successfully managed. We cruise in on our own boat. For the five of us, large cruise ships, would more be a plus; but there seemed to be few enough allowed in the bay that they didn't interfere with us. They are necessary if the park is to be accessible to people beyond AK residents, and the lucky few like us can come in on their own boats.
r k w o L	1) The service management is commendable and should be congratulated. 2) I applaud your efforts to maintain a pristine environment. 3) was disappointed at not seeing any land animals but realize they are not trained to appear on demand. 4) was sad to see how much glacier receding has occurred. 5) Although large cruise ships are careful, they cannot change course quickly and I felt frustrated at having to continually maneuver my boat to stay out of their way. That is my take on the loss of peace, quiet and solitude. I couldn't just stop the boat and enjoy... Comment from Q15: It is ok to have cruise ships as long as you enforce the limit. My preference would be to lower the limit.
r R	1) Orientation session at Bartlett Cove was good and it was important for us on a small 30 ft boat. This should continue to be required. 2) Allowing only 2 or 3 permits per day is a good practice. The bay has only a few good anchor places and a small number of permits removed overcrowded nights at anchor. 3) Orientations should be every hour, if possible. 4) The pristine aspects should be preserved. 5) More complete ice conditions to be expected near the glaciers would help. Captains could be requested to radio information to Bartlett, which could then be added to weather broadcasts. 6) 10pm to 6 am quiet should apply to all areas of the park. 7) Glacier Bay is magical - keep it that way.
r s	We were on a private boat. I felt the NPS did a good job of minimizing the effect of private vessels. Cruise ships are too big.
R a	I would be happy to see a fish cleaning table at the end of the dock. I would like to see more kayaks available during the summer months. Thanks. A great place.
R	I would like to see some limited overnight dock facilities for pay I might stay. When anchoring in Bartlett Cove, I have seen two boats come off anchor. It is a difficult anchor spot for

	smaller transient boats.
R	The need for frequent park visitors to go to Bartlett Cove and view the video each time they enter. The park is questioned. I have seen the same video 5 times. Rather than waste the fuel to go all the way into and out of Bartlett Cove I wonder if the Park Service couldn't waive this requirement for all those other than first time visitors. Maybe renewed viewing of the video could be handled over the internet with the viewer certifying such viewing to the Park Service via e-mail.
s a	We would have liked to stay at the Margerie Glacier but a large cruise ship parked us out. The Floating Inn and the White Thunder, the breaking off of the glacier, was great to view. We did not [get] some clean ice for our drinks. Very beautiful.
s	If I have not made myself clear, I am deeply against cruise ships (large or small) in Glacier Bay. I was present when the cruise ship ran hard aground.
s	The cruise ships were difficult to see in that environment. They just don't fit.
S k o	The high speed boats were probably the most annoying. The haze from one cruise ship was very noticeable. The overall boat density seems good, I would recommend maintaining the current density.
S	As much as I do not like or even agree with too many rules, I noticed many boaters not adhering to the 13 mph speed limit and staying 1 mile away from the shore when able to do so. I saw several boats of all sizes obviously going faster than 13 mph including the Glacier Bay tour/ferry catamaran.
S	Tour boat are too fast.
u p	1) 7 days is not enough time for slow boats such as my sailboat. 2) I didn't share any anchorages with other boats. 3) I found personal motor boats more distracting than ships. Waves and noise.
u S	There should be more permits available for small craft on a daily bases. It is a large expense to get small craft to Glacier Bay and fuel, and did not be able to go out when you need to. The Park Service needs to reevaluate their speed limit laws, "based on a study done in marine" and make the park more accessible to visitors with private boats. Comment from Q17b: The Park is there to share. It is not overly populated like the lower 48. So minimizing is taken in guaranteed.
u x k	Reservation system is confusing. It only allows a few smaller ships all day. Cruise ships, while a great way for many people to see the park, are noisy polluters. To get a peak of the pollution, check out the smoke stacks of parked/docked ships in Juneau.
u	The reservation system for small vessels is very awkward and frustrating. There must be a more user friendly way of accomplishing the task. The system needs to accommodate weather to assure that boaters aren't pushed travel in weather that is beyond to pilot's experience or the limitations of the boat.
u	It's been proven that the movements of kayaks are more disturbing to whales than motorized vessels.

v y	This time no cruise ships were in same area as us. We have had them close in the past, which does cause an interruption in the quiet, peaceful and beautiful atmosphere at the park.
w k	Over the years, there has become less presence of wildlife and there seems to be less glacial ice - too bad -
W g	I really appreciated the excellent dock and access to pump out, showers and fresh water. Rangers and lodge staff were knowledgeable and very helpful - friendly, too.
x h	1) Although we did not like to see the large cruise ships in the park, we recognize that having an equivalent number of people on smaller craft would negatively impact the environment and the experience of Glacier Bay National Park. 2) While at Bartlett Cove doing the mandatory briefing, we witnessed a medical emergency situation with a small craft in Glacier Bay. We were disturbed by the fact that Park rangers made no attempt to give the party medical information that was available to them. In this case, a doctor was in the headquarters and offered his help in communicating with the vessel. It appeared to me that the rangers were in a position whereby they felt that they could offer no help but to call other resources (local ambulance and coast guard) to be there when the vessel arrived at Bartlett Cove. I'm very surprised that the Rangers acted in a way that would indicate to me that there is no "Good Samaritan" law that applies to them. I don't know if there is such a law that applies to them, but if there is, I'm sadly disappointed in their response. If there is not such a law then there should be one for the National Park Service employees especially for such a remote park such as Glacier Bay!
x i v c	I enjoyed glacier bay very much but also believe that many more people can enjoy the experience on a cruise ship. I personally do not cruise but believe a cruise ship provides the experience to thousands of people with very little impact. For all the cruise visitors to be in a small boat or a kayak! This would be a disaster. Of course all (cruise, small craft, and kayak) boats need to be limited. Planes and helicopters should be eliminated. I did not see any aircraft on my trip but weather was poor.

Charter Boat Visitors' General Comments

Theme codes for charter boat comments

a	general-- positive
b	General -- negative
f	comment about the survey itself
g	recommends a trip to Alaska, Glacier Bay
h	park ranger comment
i	large cruise ships raised safety concerns
j	current park restrictions comment
k	large cruise ships detract from experience
l	large cruise ships did not detract from experience
m	more large cruise ships than currently allowed can detract from experience
n	preservation theme/ecology concern
o	Glacier Bay lodge comment
p	limit the number of large cruise ships
q	small motorized craft comment
r	saw large cruise ship from a distance
s	management comment -- positive
t	aircraft comment
u	smaller motorized craft better way to visit Glacier Bay
v	large cruise ships are accessible for many people
x	efforts to minimize motorized exposure
y	charter guide comment

Charter boat visitor comments

Codes	Comments
a g o	Great place, lots of wildlife and scenery, would recommend, food at Lodge was great.
a g	A fantastic trip! I would highly recommend this trip to family and friends. Private charter on the craft - Kahsteen. [name] and [name] great people!!
a g	I really enjoyed my trip and have recommend it to dozens of friends and family. I am planning on the trip again in the future.
a h o	I enjoyed every aspect. The ranger led hike from the GB Lodge was very informative and enjoyable. I liked the lodge very much. I will be back to see more pristine beauty!
a i o	We thoroughly enjoyed our trip. On one occasion a large cruise ship came into our cove, making us uncomfortable, but our captain contacted them and they stopped. We thought the lodge was great too.
a j t r	The serenity and natural beauty of Glacier Bay Park are a treasure worth preserving. I strongly agree with efforts to limit large and small motorized boats in the park. I also support excluding motorized boats from the East Arm, even though this meant I would not be able to see it. I oppose allowing planes and especially nosy helicopters to fly over the bay. Luckily, I did not experience this. It would really ruin the experience and the environment. I support shutting down all motors at night. Comment from Q7: I greatly appreciated not seeing and hearing large ships much at all. Really amazing experience to be in Glacier Bay. Q16: The cruise ship I saw was not so close to us. I think it works to keep the large ships away from the shoreline and in the more quiet area of the bay. Q9: (Regarding motorized water craft) It set anchor very close to our ship for the evening and night.
a j	Beautiful, awesome, really pleased. It's still pristine and that access is limited by Park Service.
a j	I found Glacier Bay to be a profound wilderness experience. The scenery and wildlife are stunning. I felt a sense of solitude that is hard to find in other national parks, like Yellowstone. More restrictions on large cruise ships would add to my enjoyment of the park.
a j	Glacier Bay N.P. is a spectacular place, and I am so glad that access is limited. That is what keeps it so special.
a k n	Glacier Bay is an amazing place to discover by kayak but both cruise ships and "dayboat" vessels were both distracting and misplaced in terms of visual and auditory effects. I agree that Glacier Bay should be accessible to everyone but this should not be at the cost of preserving the visual beauty and auditory tranquility of the Park and Preserve. I was able to travel on a small vessel and kayak early as a paraplegic wheelchair user and so I do not believe that enabling less able visitors to experience the bay by travelling on large cruise ships is necessary.
a k	Overall, it was an amazing experience. I was on a 40' tug with 7 friends. It was wonderful. The large cruise ships were distracting because they would motor in front of smaller vessels blocking their [small boats] view of glaciers, etc.

a k	Overall, this experience was one of the most amazing that I have ever experienced. As a lifetime sailor and world cruiser, I was simply in a state of awe. The only negative experience, for me, was the sight of the cruise ships and their, seemingly, rude and purposeful positioning (view blocking, photo inhibitive), of the ships while at the various glaciers. I also happen to be aware of some of the collective studies and resulting data concerning the "footprint" left by one of those ships. It is hard for me to believe that they could be allowed into such a pristine and delicate environment. Comment from Q8: On 2 occasions, the cruise ships cut in front of our group of kayakers while in front of the glaciers and stopped there! Another time, they seemed to be purposefully be "jogging" to block our visual access to another while on our yacht.
a k	Beautiful area! Loved it! Happen to have seen only 2 cruise ships in area but for a very short amount of time.
a l	Had a very positive experience. The large cruise ships seemed out of place, but were pretty unassuming, they did not really impact my trip.
a l	I came to Glacier Bay for the scenic beauty and was not disappointed. Though there was noticeable boat traffic (cruise ships to personal fishing craft). I did not think it detracted from my stay.
a p r	Great trip. Cruise ships should be allowed on a limited basis and monitored carefully. Comment from Q8: We never got close to the one cruise ship we saw. Thanks to the excellent planning of our captain.
a q y	Overall - great experience - only few problems. Although our tour leader had permits for over-night anchorage, a somewhat less considerate captains of smaller private yachts showed up later in day after we were anchored and moved between us and the glaciers/ mouth of bays and anchored smack dab in front of us - so - maybe more education in the way of wilderness manners would help. Our guide and our trip was totally outstanding as far as introducing us to a variety of activities and environmental exposures.
a s	What a wonderful experience to spend, time in a place that is still ruled by the Laws of Nature, and not spoiled by the careless hand of human beings! Thank you to the NPS for all you do to protect and preserve our National Treasures.
a x i	Overall, we had a fantastic time in Glacier Bay. Either by luck or the experience and knowledge of our charter boat captain, we happened to be at the "major" scenic points when the cruise ships were not there. One distraction that the survey does not address is waves. We noticed significantly increased turbulence on the third day when we passed a large cruise ship heading in the opposite direction. While we did not actually see this have an effect on the wildlife ourselves, it is likely that the waves would have affected sea lions and seals at their pullout rocks or bears searching for barnacles or shellfish at the coastline. (To explain, we experienced this after we viewed a sea lion pull out).
a x	Totally, positive ecstatic experience for me and my family (3 others). Comment from 17b: Wasn't planned to do so [minimize seeing or hearing other vessels], but based on captain's experience minimized by small boat and be able to go to places that cruise ships could not.
a x	Wonderful trip. Exceeded our high expectations! I believe large cruise ships could have diminished our experience. However, our guide did an exception job revising our itinerary to avoid visual content with them as much as possible. For instance, we delayed going to Marjorie Glacier a few hours to allow one of the large cruise ships to clear out. If it had not been for our guide, I believe the large cruise ships could have been a problem. (Having said that, others may have found our 97ft vessel to be an issue).

	Thank you for allowing us to provide input!
a	Very much enjoyed - feel, it should be accessible to public.
a	Had a great time.
a	Nothing to add except that it was the trip we hoped for!
a	Fabulous!
a	Loved it!
a	I had a very exciting and fun trip visiting Glacier Bay.
a	It's a beautiful place to visit.
a	My experience was top- rate. We were primarily in Glacier Bay to fish, but took a long boat ride to see glaciers. The glaciers were beautiful, so much more than I ever imagined. We also saw whales, bear, sea otters, sea lions, and a variety of other wildlife. The whole Alaska experience was the "trip of a lifetime".
a	The Park was magnificent!
a	Glacier Bay a wonderful place to see and visit, we saw a lot of wildlife, beautiful scenery.
b a	My only negative experience was as follows: we had booked transportation from the airport to Glacier Bay Lodge ahead of time. The evening we stayed there, I booked return transportation to the airport for the day we were returning from our cruise on the Seawolf. Upon our return, we found that the owner, [name] (who is a great naturalist and a caretaker of Glacier Bay), had arranged a taxi to meet our boat and take us to the airport. We stopped at the lodge to cancel our trip to the airport that I had arranged before our cruise and was told we would be billed anyway since we were not cancelling 2 weeks ahead of time. The transportation is a big, old school bus, it was going anyway and we had not reserved seats that others could have had. In addition, we were not told when we signed up for them that there was a 2 week cancellation policy. Ridiculous. Except for this, everything else was great. Fabulous place. Thank you.
b h	Park imposed "whale watchers" require planing-hull vessels to operate just "off-step". That "off-step" operation does 2 things: 1) Operation of said vessel is much louder as a consequence of operating at non-optimum speed. 2) With the very high cost of fuel and, further, the "new" awareness of becoming more fuel-efficient in our nation, operating a planing-hull vessel at 13 knots creates much increased fuel consumption. Further, in the entire journey up and back through Whale Watchers on 2 separate days, Aug 18 & 19, we saw 1, single, whale. Also, several rangers acted very aggressively. Is it reasonable to have a "stun gun", pepper spray, a pistol, etc. at all times on their person? Let's face it (and be very grateful) Gustavus, AK is NOT California!! Perhaps "people skills" should be included in the training of Park Rangers.
b l	We landed at Juneau and boated down to Glacier Bay over a 5 day period. We stopped and fished many unnamed streams. It rained hard 3 out of the 5 days we were in our fishing trip. The thing that disturbed me the most was the effect of logging on the water sheds. Most of the streams were rivers and the bear had a hard time catching a salmon. I know logging doesn't take place in the natural park system. If you need a cause, it's not the cruise ships running the experience but seeing whole hill sides stripped of trees. The Native American areas we went by were the worse. They sold out their land and let the loggers destroy it. That was the most disturbing

	part of our trip.
f a j n	1) This survey was poorly written and a challenge to decipher! 2) The Park itself is a treasure and I was thrilled with my visit there. If cruise ships are allowed, limit their numbers and ensure they don't discharge waste/pollution in the Bay. Comment from Q15: Need to limit the number of large cruise ships in Bay per day to 1 or 2 per day.
h a	Park Service staff were very gracious. Enjoyed trip to tour of Gustavus. Time spent in Glacier Bay was extraordinary.
j a	I understand Glacier Bay is limited to two cruise ships per day. I think this is a good compromise. More people can experience the Bay without it getting crowded. Excellent experience.!
j a	The restriction on the number of large cruise ships and where they could go was a major plus. Most of the time while cruising on MV Seawolf or kayaking it felt like we were alone with nature. This was the high point of our trip to Alaska.
j k a	We were very impressed with what we heard about parliament - e.g. only limited number of vessels allowed per day, naturalist must be on board. It was unnecessary to have the humongous cruise ships go by while we were in kayaks. The scenery was unparalleled.
j m	I think the amount of traffic (boats) was right. More would have been a detraction from the beauty and wildlife. Less would limit the number of people that could see Glacier Bay.
j	1) Limited small boats, which allow kayaking, are a great way to experience the vast extent of Glacier Bay and be able to see wildlife from the water without disturbing the animals. 2) only seeing a couple of cruise ships for a short time on any day is acceptable trade off to an over abundance of small boats.
k j	On our trip we spent 3 days - 2 nights on a small charter boat in the bay. We kayaked and camped for 3 days - 2 nights in the Beardslee Islands and we spent several nights at the lodge at Bartlett cove. We saw a number of large cruise ships from the charter boat. And we saw and heard them in the distance while in the Beardslee. But for the most part they were just passing by. The only time that we felt our experience was directly impacted by the cruise ships was at Marjorie and Grand Pacific Glaciers. There was a large cruise ship pulled up seemingly very close to Marjorie glacier, between our boat and the glacier. They did not stay for long, perhaps 1/2 hour. For a few minutes our view of the glacier was largely obstructed. Our captain simply backed up and gave them room and we waited for things to quiet down again. I would not say that the cruise ship had a particularly bad impact on our experience, but it did detract from the natural scenery a bit. I had read about how many visitors visit Glacier Bay on large cruise ships and I was expecting the large ships to have more impact on our stay than they did. Overall it seemed that usage by the large ships was fairly well regulated and controlled.
k j	I live here and the park service continues to make it more difficult each year to enjoy the park during the summer season. We tend to avoid it and use it more during the spring and fall. I believe the access to Bartlett Cove needs to be free and easy and draw a line north of there for the "controls" they feel like they need. Uses ship of the park and its facilities and services would increase 10 fold if they would welcome visitors rather than restrict

	them and punish them.
l m t f	1) The few large cruise ships I saw, including the one that glided between our kayaks at Margerie, did not offend me. In fact the ship only blocked our view for about 4 minutes - tolerable. Any more large cruise ships would have been highly offensive. 2) The helicopters were necessary to evaluate and possibly assist the grounded ship in the sandbar as it was sustaining internal damage. It was not necessary for the one copter who landed on the beach to leave its motor running for 45 minutes at least - very offensive!! Comments from 11b: [Numbers of airplanes and helicopters] related to the medium size cruise ship running aground on a sandbar. Q2: Poorly worded question. I stayed 2 nights in Gustavus, then 5 nights in the park on a boat.
l p m f	I did not find cruise ships distracting; however, I would like access to continue to be limited. I do think they would become very distracting if there were many more. Also, I visited Alaska because I wanted to see "the Last Frontier". To me cruise ships are the antithesis of that. With regard to this survey and its format, I felt that the questions were somewhat biased against large cruise ships, whether or not that is actually the case. Thank you!
l	I can tell that you are trying to determine if cruise ships are a problem in Glacier Bay. I did not encounter any problems with cruise ships. Most of the cruise ships carry "older" people who do not have the luxury of seeing Glacier Bay the way I did. They should be encouraged to see the great area of the Earth, not discouraged!
n	Keep it wild and pristine as it is.
o	Glacier Bay Lodge should be a little more flexible about helping people on cruises that depart from Bartlett Cove.
p l	Although cruise ships are a very necessary part of the park limiting (which I'm sure you do). Enhances the experience for all who are not using this venue.
q	The smaller cruise ships like the one that ran aground @ Grand Pacific glacier are the most bothersome.
r a	We were on a weeks fishing trip and were in the park two different days. The cruise ships we saw were quite a distance from us. We really enjoyed the fishing and the wildlife.
t	For your information, the 2 helicopters that were so annoying were involved in a potential rescue, so this type of annoyance is not normal.
u	Great experience with a small craft, Sea Wolf. Travelled before in Glacier Bay on a cruise ship, but this was a much more rewarding experience of nature.
v k	The cruise ships are a Catch 22. It is one and maybe the only way some people will see Glacier Bay on an educational, fun, affordable way. But their presence is not within the interest of other visitors.
x	Comment from 17b: was a planned tour which I assume was designed to minimize other vessels.
y a	The places you visit depends upon the guide and also the number of persons in the group. Our group construct of 12 persons in a small motorized boat. Our leader was very knowledgeable and full of vitality and enthusiasm and really enjoyed what she was doing. So with the combination of our excellent guide and beauty of Glacier, hiking, kayaking, whales, birds, etc. It was a wonderfully trip for our family of 6 persons (2

	children age 5 and 10).
y r	We commend [name] owner of Sea Wolf most highly for her knowledge of Glacier Bay as well as other things. She takes care of the young (grandchildren age 6 - 10) as well as elders (age 78 - 80) and makes sure everyone experiences and enjoys the beauty of Glacier Bay and looks after our safety, enjoyment of food, relaxation time and interesting lecture and films. Comment from Q7: Owner of Sea Wolf made sure that we sailed away from large ships.
y	The fishing guide we had was very knowledgeable about the area and the animals. My brother commented that it was just like the Discovery Channel.