

INTERVIEWER TRAINING WORKBOOK
National Visitor Use Monitoring Program
July 2004



Section 1

Q1. Name 3 people or places you can get help when you have a question about NVUM?

1.

2.

3.

Q2. Give 3 examples of how the data collected in the NVUM program is used?

1.

2.

3.

Q3. Does the data collected ever give site specific use numbers? If so, give an example?

Q4. What is the role of the Interviewer in the NVUM program?

Q5. What is the Forest NVUM manager's role?

Q6. Give two examples of when you may already have participated in sampling?

1.

2.

Q7. What is bias? Give some examples of how an interviewer might introduce bias into the interview process.

Section 2

Q8. What is a national forest visit?

Q9. What is a site visit?

Q10. What is a trip?

Q11. What is a GFA?

Q12. What does proxy code FR5 mean? Where can you look up the meaning of proxy codes?

Section 3:

Q13. Name 3 items that must be prepared and approved in the office before beginning field interviews?

1.

2.

3.

Q14. What are “quarterly reports”? What dates are they due? Who do you send them to?

Q15. What do you do with completed interview forms?

Section 4.

Q16. What is a survey calendar?

Q17. Name 4 pieces of information that are contained on a “survey calendar”.

- 1.
- 2.
- 3.
- 4.

Q18. When can you use a “backup calendar”?

Q19. What are 4 of the 10 steps in the basic Field Procedure process?

- 1.
- 2.
- 3.
- 4.

Q20. Explain how you would go about determining the distance needed between signs when setting up a roadside survey.

Q21. Why do we use traffic counters during survey days?

Q22. Why do we use hand-tally counters during survey days?

Q23. Do you use traffic counters on PROXY days?

Q24. Name 3 common problems with traffic counters and the solution to fix them.

1.

2.

3.

Section 5.

Q25. What do you do as an interviewer if you can't seem to get the respondent to answer the question you are asking?

Q26. What do you use "flash cards" for?

Q27. Explain the right way to mark answers on the interview form.

- 1.
- 2.
- 3.
- 4.

Q28. What is the Daily Summary Form? When is it used?

Q29. Where do you find the information needed to be filled in at the top of the Daily Summary Form?

Q30. What is the View Corridor Observation Form? When is it used?

Q31. When would you use the View Corridor Interview Form?

Q32. When do you use the Basic Individual Interview Form? How many versions of this form are there?

Q33. Explain the procedure to use when doing a View Corridor Survey Day without an interview location. Explain how this would differ from a VC day WITH an interview location.

Q34. How do you know what time of day to do interviews?

Q35. Can you adjust interview hours? Explain the exceptions to using set hours.

Q36. Whom do you interview?

Q37. How do you get people to agree to be interviewed?

Q38. Name 4 qualities of a good interviewer.

- 1.
- 2.
- 3.
- 4.

Q39. If a person does not agree to be interviewed, do you fill out an interview form?

FIELD PROBLEM SOLVING EXAMPLES:

Example 1.

R4-Payette NF

Brownlee CG

Situation: You are sampling the Brownlee CG (OUDS Non Proxy). This campground is located along forest road 044, which has through traffic to other sites on the forest. The campground is located along the forest road with camping spurs scattered along the forest road. Visitors can come in one direction, camp, and leave in the other direction although the majority of use exits south.

Questions:

- 1) Where to place traffic counter(s)? What do you count on the hand-tally count?**
- 2) How to conduct interviews?**

Example 2.

R5-Sierra NF

Portal Forebay CG

Situation: You are sampling the Portal Forebay CG (OUDS Non Proxy). This campground is located in two sections separated by approximately 7 miles. It was not listed as two sites in the pre-work because there are only 2 sites at the far end of the lake and they are usually only used when the 12 site CG is full. The road through the CG is a one-way road.

Questions:

- 1) Where to place traffic counter(s)?**
- 2) How to conduct interviews?**

Example 3

R5-Sierra NF

Dorabelle CG & Day Use Areas

Situation: You are sampling the Dorabelle Campground (OUDS Proxy). This campground is located in three separate loops along a single entrance road, which also accesses a day use area at Shaver Lake.

- 1) How to conduct interviews?**
- 2) How do you separate out the day users at the Day Use site from the campers?**

Situation: Now, you are sampling the Dorabelle Picnic Area (DUDS Non Proxy). This picnic area is located at the end of a road, which also accesses an OUDS area. Campers do drive over and park at the day use site and use it for the day also.

- 1) Where to place traffic counter(s)?**
- 2) How to conduct interviews?**
- 3) How do you separate out the campers from the day users? What do you do if you have a camper that used the day use site? Do they count as a day users?**

Example 4

R5-Sierra NF

Lakeside Picnic Area

Situation: You are sampling the Lakeside Picnic Area (DUDS Non Proxy). This picnic area is located along a lakeshore and across the street from an OUDS site. Visitors can walk into the day use site from the OUDS site along several different trails, drive and park in the DUDS parking, or park alongside the road and walk in. Visitors use the DUDS site either at developed picnic sites, or along the lakeshore, and also may come just to view campfire programs at the amphitheater. Half this site is on USDA land; half is on PG&E land.

- 1) Where to place traffic counter(s)?**
- 2) How to conduct interviews?**
- 3) How to report the USDA FS portion of the use?**

Example 5:

R5-Sierra NF

Dinkey Creek CG, Resort, DUDS Complex

Situation You are sampling the Dinkey Creek Complex. The area is a dead-end FS road that provides access to several campgrounds (proxy), Day Use sites, recreation residences, a resort, general forest area, and a forest service work center.

Scenario A: You are assigned an OUDS (overnight developed site) survey day with FE4 proxy code. All the family CGs are handled by the same concessionaire and were listed as one site- Dinkey Creek CG. Would you use a traffic counter? Where would you set up for interviews? Hint: You need to capture ALL campers except group site users.

Scenario B: Today you are assigned Dinkey Day Use interviews. There is no proxy count. Explain where you would setup the traffic counter. What would you be counting on your hand-tally counter (be specific on direction ect)? Where would you conduct interviews? How will you be sure people used the developed day use sites we are targeting and not just day use in the resort or at their recreation residence?

Scenario C: Now you are assigned the GFA Dinkey interview day. Where would you locate the traffic counter? Where would you conduct the interviews? Would you count a visitor who stayed in the campground or resort as a GFA user? If so, under what circumstances? Demonstrate how you would go through the interview form to find these visitors? How would you record someone who said they were just staying at their recreation residence? How about someone who stayed on the private property?

Example 6

R3-Tonto NF

Windy Hill CG

Situation: You are sampling the Windy Hill CG (OUDS Non proxy). This campground has several loops scattered along the same entrance road that also serves a day use area. It's not a through road.

- 1) Where to place traffic counter(s)?**
- 2) How to conduct interviews?**
- 3) If this was a DUDS interview day where would you place the counter and conduct interviews?**

Example 7:

Arizona

Scenario: You have a Forest Service road with no designated parking. Tons of vehicles park on the shoulder and go climb the cliffs on one-side of the road. Sometimes there are 100 people climbing. Vehicles come and go in both directions and park all over the place all day long. The road itself is high speed.

- 1. Where would you place traffic counter?**
- 2. Where would you conduct interviews?**

Example 8:

Anywhere the snow flies: skiing, snowmobiling, snow-play

Scenario: It's the dead of winter and snowplows run all day and night. No traffic counter is safe to use. How do you get the 24-hour count and where do you conduct interviews?

Example 9:

Major Potty-stop/trailhead/DUDS

There is an informal pullout along a major highway that accesses FS trails and a picnic area. Vehicles can pull into the site in either direction. Lots of people stop here just to use the bathroom but some do take a picnic break here or go for a hike on one of three trails. Trail #3 is used about 3x as much as the other trails.

1. For a DUDS interview day where would you place the traffic counter?
2. How do you account for people just stopping to use the restroom? Do you interview them?
3. For a DUDS day, what if someone is just hiking the trails- do you interview them?
4. For a GFA interview day where would you place the counter or counters?
5. Where would you conduct interviews?
6. How would you record traffic count information on the daily summary form?

**Example 10:
Lassen Ski Area**

Situation: You have a major ski area (DUDS proxy), which has two big parking lots about 10 miles apart. They access different sides of the mountain. Skiers can ski both sides with the same ski pass. The lower parking lot is open longer (Nov 30 to June 15) and also has a fee Nordic area and a free pass through to FS trails. The upper parking lot is pretty much just skiers and only open from Jan 5 thru April 1.

- 1) Your sample day is January 20 for DUDS proxy. Where would you conduct the interviews (upper or lower lot or both?) and during what time of the day?**
- 2) Your sample day is Dec 15 and it's a DUDS day. Do you count the fee Nordic system people in your interviews?**
- 3) Do you interview people parking in the lot but just going to ski FS dispersed trails?**
- 4) Do you interview people who are just building snow caves and sledding in the parking lot snow banks?**

Example 11

Pinecrest Recreation Complex

This is a large recreation complex with several hundred summer homes, two family campgrounds, two organization camps, a group camp, picnic area, developed swimming area, boat docks and trails.

Q1. You are assigned an overnight proxy sample day at Pinecrest CG- where would you set up the traffic counter? Where would you set up to conduct the interviews? The proxy is FE4- are there any additional questions on the survey form you need to ask?

Q2. You are assigned a nonproxy Day Use Developed Site day (the beach and picnic area). People access the beach by foot coming from the campgrounds and summer homes. Other people drive to the beach. Where would you set up a traffic counter? What would you be counting (people or vehicles or dogs?). What kind of traffic counter would you use (infrared or pneumatic)? Where would you set up your interviews?

Q3. You are assigned a General Forest Area (GFA) survey day. People from the summer homes go to the lake or hike the trail everyday. People from the Organization camp hike the Pinecrest trail every morning and hike the lake every evening. Where would you set up the traffic counter? Explain how you would work through the survey form. Where is summer home use accounted for?

Example 12

Superior NF recreation complex

This complex has one road leading to a variety of NF sites/areas including 3 different day use sites, a campground and GFA trails.

Q1. You are assigned a Day Use sample day. Where would you place the TC to capture all Day Use? Where would you conduct the interviews? Discuss pros and cons of forest having listed all Day Use here as one site versus listing each as 3 separate sites.

Q2. You are assigned an Overnight Developed Site sample day – nonproxy. Where do you set up the Traffic Counter? Where do you conduct the interviews?

Q3. You are assigned a GFA day. Where do you set up the TC and interview point? If you run into a camper who went hiking elsewhere on the forest (outside this complex) would that count as a GFA visit?

Example 13:

Vista Point

This Vista Point was listed as a GFA site. People can enter/exit anywhere along the pullout. When the site is busy people are going every which way.

Q1. Where can you set up the counter to catch everyone?

Q2. How would you effectively use your safety cones?

Q3. Where would you place your signs?

Q4. Where would you conduct the interviews?

Q5. If a visitor just stopped to use the bathroom and then walked over to look at the interpretive signs for 1 minute, do they count as GFA? What if you saw them look at the interpretive sign but when you ask them their purpose for stopping here they say “just stopped to use the bathroom”.