Jean Lafitte National Historical Park and Preserve
Visitor Study

JEAN LAFITTE NATIONAL HISTORICAL PARK AND PRESERVE

The Visitor Services Project
Superintendent letter to go here
DIRECTIONS
One adult in your group should complete the questionnaire. It should only take a few minutes. When you have completed the questionnaire, please seal it with the sticker provided and drop it in any U.S. mailbox. We appreciate your help.

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:
16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law.
An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Burden estimate statement:
Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Office of Information and Regulatory Affairs of OMB, Attention Desk Officer for the Interior Department, Office of Management and Budget, Washington, D.C. 20503; and to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

PLEASE GO ON TO NEXT PAGE
VISITING JEAN LAFITTE NATIONAL HISTORICAL PARK AND PRESERVE

1. How did you and your group get information about Jean Lafitte National Historical Park and Preserve? Please check (√) all that apply.

   _____ RECEIVED NO INFORMATION PRIOR TO VISIT – GO ON TO QUESTION 2
   _____ INTERNET / WORLD WIDE WEB
   _____ HIGHWAY INFORMATION FACILITY / WELCOME CENTER
   _____ CHAMBER OF COMMERCE / LOCAL INFORMATION CENTER
   _____ LOCAL TOURISM MAGAZINE / NEWSPAPER / BROCHURE
   _____ NATIONAL MAGAZINES OR NEWSPAPERS
   _____ TRAVEL GUIDE / TOUR BOOK
   _____ OTHER NATIONAL PARK
   _____ FRIEND OR RELATIVE
   _____ CONCIERGE AT HOTEL OR RESORT
   _____ TRAILS AND RAILS PROGRAM (through Amtrak)
   _____ TV / RADIO
   _____ CONTACTED PARK HEADQUARTERS BY MAIL OR PHONE
   _____ PREVIOUS VISIT(S)
   _____ OTHER (Please specify:_________________________________________)

2. Prior to completing this questionnaire, were you aware that Jean Lafitte National Historical Park and Preserve is not a single site, but is instead comprised of six sites that are spread throughout southern Louisiana?

   _____ YES  _____ NO  _____ NOT SURE
3. On this visit, what were your reasons for visiting Jean Lafitte National Historical Park and Preserve? Please check (√) all that apply.

_____ VISIT A NATIONAL PARK SERVICE SITE
_____ LEARN ABOUT SOUTHERN LOUISIANA CULTURE
_____ LEARN ABOUT SOUTHERN LOUISIANA HISTORY
_____ NATURE / WILDLIFE STUDY
_____ LEARN ABOUT PERSONAL / FAMILY HISTORY
_____ ENJOY RECREATION IN THE PARK (walk, bike, picnic, art, etc.)
_____ OTHER (Please specify: ________________________________)

4. On the list below, please check (√) all of the activities that you and your group participated in during this visit to Jean Lafitte National Historical Park and Preserve.

_____ VIEW WILDFLOWERS
_____ VIEW BIRDS
_____ VIEW WILDLIFE (Other than birds)
_____ VISIT HISTORIC SITES
_____ ATTEND RANGER-LED PROGRAM / DEMONSTRATION
_____ ATTEND CULTURAL OR FOLKLIFE DEMONSTRATION / EVENT
_____ VIEW VIDEO / MOVIE
_____ ATTEND THEATER
_____ ART (paint, sketch, draw, photography, etc.)
_____ HIKE TRAILS / BOARDWALKS
_____ CANOE / BOAT
_____ FISH
_____ EXERCISE (run, walk, bike, etc.)
_____ PICNIC
_____ OTHER (Please describe: ________________________________)

PLEASE GO ON TO NEXT PAGE
5. a) On the list below, please indicate the sites you and your group visited in Jean Lafitte National Historical Park and Preserve **during this trip**. Simply check (v) the line next to each site you visited. Use the map to help you locate the sites.

b) On the list below, please indicate the approximate time you arrived at the sites you visited. Next to each of the sites you visited, simply write in the time you arrived and circle AM or PM.

<table>
<thead>
<tr>
<th>a) Visited site?</th>
<th>b) Arrival time?</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRENCH QUARTER VISITOR CENTER</td>
<td>AM / PM</td>
</tr>
<tr>
<td>CHALMETTE BATTLEFIELD</td>
<td>AM / PM</td>
</tr>
<tr>
<td>BARATARIA PRESERVE VISITOR CENTER</td>
<td>AM / PM</td>
</tr>
<tr>
<td>BAYOU COQUILLE TRAILHEAD</td>
<td>AM / PM</td>
</tr>
<tr>
<td>PRAIRIE ACADIAN CULTURAL CENTER</td>
<td>AM / PM (located in Eunice, LA)</td>
</tr>
<tr>
<td>ACADIAN CULTURAL CENTER</td>
<td>AM / PM (located in Lafayette, LA)</td>
</tr>
<tr>
<td>WETLANDS ACADIAN CULTURAL CENTER</td>
<td>AM / PM (located in Thibodaux, LA)</td>
</tr>
</tbody>
</table>
6. Please put a check (✓) next to the visitor centers you used or attempted to use on this visit. For each of the visitor centers you checked, please indicate the hours that you would prefer the visitor center to be open on a future visit.

<table>
<thead>
<tr>
<th>Used or attempted to use visitor center?</th>
<th>Preferred hours for future visit</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRENCH QUARTER VISITOR CENTER</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>CHALMETTE BATTLEFIELD</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>BARATARIA PRESERVE</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>PRAIRIE ACADIAN CULTURAL CENTER</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>(located in Eunice, LA)</td>
<td></td>
</tr>
<tr>
<td>ACADIAN CULTURAL CENTER</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>(located in Lafayette, LA)</td>
<td></td>
</tr>
<tr>
<td>WETLANDS ACADIAN CULTURAL CENTER</td>
<td>From _____ AM to _____ PM</td>
</tr>
<tr>
<td>(located in Thibodaux, LA)</td>
<td></td>
</tr>
</tbody>
</table>

7. Please put a check (✓) next to the sites where you attended or attempted to attend a ranger-led program on this visit. For each of the sites you checked, please indicate the one best time (including AM or PM) that you would prefer to have a program start and the length of time you would prefer to have a program last on a future visit.

<table>
<thead>
<tr>
<th>Attended or attempted to attend ranger program?</th>
<th>Preferred start time</th>
<th>Preferred length of program</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRENCH QUARTER VISITOR CENTER</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>CHALMETTE BATTLEFIELD</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>BARATARIA PRESERVE</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>PRAIRIE ACADIAN CULTURAL CENTER</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>(located in Eunice, LA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACADIAN CULTURAL CENTER</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>(located in Lafayette, LA)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WETLANDS ACADIAN CULTURAL CENTER</td>
<td>_____ AM / PM</td>
<td>_____ MINUTES</td>
</tr>
<tr>
<td>(located in Thibodaux, LA)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
8. On this trip, what forms of transportation did you and your group use to arrive in **southern Louisiana** (including New Orleans, Baton Rouge and Lafayette)? Please check (√) all that apply.

   ____ LIVE IN SOUTHERN LOUISIANA
   ____ PRIVATE VEHICLE
   ____ RENTAL CAR
   ____ TOUR BUS / VAN
   ____ CRUISE SHIP
   ____ RAILROAD
   ____ AIRLINE
   ____ COMMERCIAL BUS
   ____ OTHER (Please specify: _____________________________)

9. On this trip, what forms of transportation did you and your group use to arrive at **Jean Lafitte National Historical Park and Preserve**? Please check (√) all that apply.

   ____ PRIVATE VEHICLE
   ____ RENTAL CAR
   ____ TOUR BUS / VAN
   ____ CRUISE SHIP
   ____ RAILROAD
   ____ TAXI
   ____ WALK
   ____ CITY BUS
   ____ TOUR BOAT
   ____ OTHER (Please specify: _____________________________)
10. a) On this trip, how much time did you and your group spend in southern Louisiana (including New Orleans, Baton Rouge and Lafayette)?

If less than 24 hours: ______ NUMBER OF HOURS

If 24 hours or more: ______ NUMBER OF DAYS

(Please list partial days as 1/4, 1/2, etc.)

b) On this trip, how much total time did you and your group spend at all sites that make up Jean Lafitte National Historical Park and Preserve?

_____ NUMBER OF HOURS SPENT

YOU AND YOUR OPINIONS

11. a) On this visit, were you with a guided tour or educational group?

_____ YES  _____ NO  - GO ON TO QUESTION 12

b) If YES, how many people were in the guided tour or educational group?

_____ NUMBER OF PEOPLE

12. On this visit, how many people were in your immediate group, including yourself?

_____ NUMBER OF PEOPLE

13. On this visit, what kind of group were you with? Please check (√) only one.

_____ ALONE

_____ FAMILY

_____ FRIENDS

_____ FAMILY AND FRIENDS

_____ OTHER (Please describe: _______________________________________

PLEASE GO ON TO NEXT PAGE
14. For you and each member of your group on this visit, please indicate:

<table>
<thead>
<tr>
<th>CURRENT AGE</th>
<th>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</th>
<th>NUMBER OF VISITS TO THIS PARK (INCLUDING THIS VISIT) PAST 12 MONTHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>YOURSELF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. a) Is English the primary language spoken by you and your group?

   _____ NO   _____ YES – GO ON TO QUESTION 16

b) If NO, was at least one member of your group able to understand the English language information presented in exhibits, brochures, and signs?

   _____ NO   _____ YES – GO ON TO QUESTION 16

c) If NO, in what other language(s) would you like to have information presented?

________________________________________________________________

16. Please list below the types of items (e.g. books, video tapes, crafts, etc.) that you would most like to have available for purchase in visitor center bookstores on a future visit to Jean Lafitte National Historical Park and Preserve.

________________________________________________________________

________________________________________________________________
11

17. a) Do you or anyone in your group have a special interest in the history and culture of southern Louisiana?

[ ] YES  [ ] NO  - GO ON TO QUESTION 18

b) If YES, what subjects are you most interested in? Please be specific.


12

18. a) Please check (✓) the information and interpretive services which you or your group used at Jean Lafitte National Historical Park and Preserve during this visit.

b) Next, for only those services which you or your group used, please rate their importance from 1-5.

c) Finally, for only those services which you or your group used, please rate their quality from 1-5.

<table>
<thead>
<tr>
<th>a) Used service in Jean Lafitte NHP&amp;P?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check (✓)</td>
<td>1  2  3  4  5</td>
<td>1  2  3  4  5</td>
</tr>
</tbody>
</table>

• JUNIOR RANGER PROGRAM
• CHILDREN’S EDUCATION PROGRAMS
• RANGER-LED CANOE TOUR
• RANGER-LED TOURS OR PROGRAMS (other than ranger-led canoe tour)
• VISITOR CENTER EXHIBITS
• ROADSIDE / WAYSIDE EXHIBITS
• PARK BROCHURE / MAP
• PARK NEWSLETTER (Quoi ca dit?)
• INFORMATION OR ASSISTANCE FROM PARK STAFF
• VISITOR CENTER SALES PUBLICATIONS

PLEASE GO ON TO NEXT PAGE
19. a) Please check (✓) the visitor facilities which you or your group used at Jean Lafitte National Historical Park and Preserve during this visit.

b) Next, for only those facilities which you or your group used, please rate their importance from 1-5.

c) Finally, for only those facilities which you or your group used, please rate their quality from 1-5.

<table>
<thead>
<tr>
<th>a) Used facility in Jean Lafitte NHP&amp;P?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not important</td>
<td>Extremely important</td>
</tr>
<tr>
<td>Check (✓)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
</tr>
<tr>
<td>VISITOR CENTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESTROOMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GROUNDS</td>
<td></td>
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</tr>
<tr>
<td>TRAILS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROADS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PICNIC AREAS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKING</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIGHWAY SIGNS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CANOE LAUNCH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HANDICAPPED ACCESSIBILITY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

20. a) As a result of your visit, do you feel you have a better understanding of why Jean Lafitte National Historical Park and Preserve is nationally significant?

_____ YES    _____ NOT SURE    _____ NO

b) What is the most important information you learned about Jean Lafitte National Historical Park and Preserve?

________________________________________________________________________

________________________________________________________________________
21. Exhibits and programs at Jean Lafitte National Historical Park and Preserve address a variety of subjects. What subjects would you be most interested in learning about on a future visit? Please check (✓) all that apply.

_____ CAJUN CULTURE
_____ AFRICAN-AMERICAN CULTURE
_____ MILITARY HISTORY
_____ MARDI GRAS
_____ NATURAL HISTORY
_____ OTHER (Please specify: ____________________________)

22. On a future visit to Jean Lafitte National Historical Park and Preserve, what types of interpretive programs and folklife demonstrations would you like to have available? Please check (✓) all that apply.

_____ COSTUMED INTERPRETERS
_____ TEMPORARY MUSEUM EXHIBITS
_____ CHILDREN’S PROGRAMS
_____ FAMILY ACTIVITIES
_____ LECTURES
_____ MUSIC PROGRAMS
_____ COOKING DEMONSTRATIONS
_____ HANDS-ON EXHIBITS
_____ PONTOON BOAT / SWAMP TOUR
_____ BLACK POWDER DEMONSTRATIONS
_____ CRAFT DEMONSTRATIONS
_____ BIRD WALKS
_____ OTHER (Please specify: ____________________________)

23. a) On the scale below, please indicate from 1 to 5 how safe you and your group felt on this visit to Jean Lafitte National Historical Park and Preserve. Please circle only one.
How safe did you feel?

Extremely safe  Extremely unsafe

1  2  3  4  5

b) If you felt unsafe (if you circled 3, 4, or 5), please explain why:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

24. a) During this visit to Jean Lafitte National Historical Park and Preserve, was there anything specific which you and your group expected to see or do, but were not able to?

_____ YES  _____ NO - GO ON TO QUESTION 26

b) If YES, what was it?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

25. a) What did you like most about your visit to Jean Lafitte National Historical Park and Preserve?

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
b) What did you like least about your visit to Jean Lafitte National Historical Park and Preserve?

_________________________________________________________________________

_________________________________________________________________________

26. Overall, how would you rate the quality of the visitor services provided to you and your group at Jean Lafitte National Historical Park and Preserve during this visit? Please circle only one.

VERY GOOD    GOOD    AVERAGE    POOR    VERY POOR

27. Is there anything else you and your group would like to tell us about your visit to Jean Lafitte National Historical Park and Preserve?

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

_________________________________________________________________________

Thank you for your help! Please seal the questionnaire with the sticker provided and drop it in any U.S. mailbox.

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OFFICIAL BUSINESS

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Cooperative Park Studies Unit
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College of Forestry, Wildlife and
Range Sciences
University of Idaho
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