Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to the San Juan National Historic Site. This will assist us in our efforts to better manage this site and to serve you, the visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take a few minutes during or after your visit.

When your visit is over, please complete the questionnaire. Seal it with the sticker provided on the last page and drop it in any U.S., Puerto Rico or U.S. Virgin Islands mailbox.

If you have any questions, please contact Margaret Littlejohn, VSP Coordinator, Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, University of Idaho, Moscow, Idaho 83844-1133.

We appreciate your help.

Sincerely,

/s/

Paul Hartwig
Superintendent
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., Puerto Rico, or U.S. Virgin Islands 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.
Your Visit to San Juan National Historic Site, Puerto Rico

1. Prior to your visit to San Juan National Historic Site, were you aware that this site is managed by the National Park Service? Please check (✓) only one.
   
   _____ YES          _____ NO           _____ NOT SURE

2. Prior to your visit to San Juan National Historic Site, how did you and your group get information about this site? Please check (✓) all that apply.

   _____ RECEIVED NO INFORMATION PRIOR TO VISIT  - **GO ON TO QUESTION 3**
   _____ LIVE IN THE LOCAL AREA
   _____ PREVIOUS VISIT(S)
   _____ FRIENDS/ RELATIVES
   _____ TOUR DIRECTOR
   _____ TRAVEL GUIDE/ TOUR BOOK
   _____ MAGAZINE OR NEWSPAPER ARTICLES
   _____ “PASSPORT TO YOUR NATIONAL PARKS” - STAMP BOOK
   _____ CHILD WHO ATTENDED SCHOOL PROGRAM AT THIS SITE
   _____ TELEPHONE/ WRITTEN INQUIRY TO THIS SITE
   _____ OTHER NATIONAL PARK AREAS
   _____ VIDEOS/ TELEVISION/ RADIO PROGRAMS
   _____ THE INTERNET/ WORLD WIDE WEB
   _____ TRAVEL AGENT

   _____ OTHER (Please specify: ________________________________)

3. On the day you received this questionnaire, how long did you and your group stay at San Juan National Historic Site?

   **NUMBER OF HOURS STAYED _____** (Please list partial hours as 1/4, 1/2, etc.)
4. On this visit, what were you and your group’s reasons for visiting San Juan National Historic Site? Please check (√) all that apply.

- LEARN ABOUT THE FORTS’ HISTORY
- PART OF PREPACKAGED TOUR
- VISIT A NATIONAL PARK SERVICE SITE
- PART OF MY CULTURAL AND HISTORIC HERITAGE
- SHOW FORTS TO A FRIEND/RELATIVE
- ENJOY RECREATION (relax, fly kites, sunbathe, etc.) AT THE ESPLANADE (open area in front of El Morro)
- OTHER (Please specify:______________________________)

5. On the list below, please check (√) all of the places at San Juan National Historic Site that you and your group visited during this visit. Use the map below to help you locate the places.

- EL MORRO
- ESPLANADE (open area)
- SAN CRISTÓBAL
- SAN JUAN GATE
- CITY WALL

PLEASE GO ON TO NEXT PAGE
6. On this visit, what forms of transportation did you and your group use to arrive at San Juan National Historic Site? Please check (✓) all that apply.

- AUTOMOBILE
- WALK
- TAXI
- OTHER (Please specify:)
- TOUR BUS

7. a) Did you and your group park in the San Cristóbal parking area?

- YES
- NO - GO ON TO QUESTION 8

b) Did you experience any problems in parking at San Cristóbal?

- YES
- NO - GO ON TO QUESTION 8

c) If YES, what problems did you have?

8. a) Prior to your visit, were you aware of the steep walk required to reach El Morro?

- YES
- NO
- NOT SURE

b) Did you and your group visit El Morro?

- YES
- NO - GO ON TO QUESTION 9

c) Did anyone in your group have difficulty walking to El Morro?

- YES
- NO

9. a) The forts at San Juan National Historic Site are historic structures with steep ramps and stairways leading to many levels. Were you and your group able to visit all levels of the fort(s) that you wanted to?

- NO
- YES - GO ON TO QUESTION 10

b) If NO, what was the reason you or your group members were unable to visit all levels in the fort?

- NOT ENOUGH TIME
- PHYSICAL DIFFICULTY
- OTHER (Please specify:)

10. Please make any comments you have regarding your visit to the fort(s) (including access, safety, parking, etc.)


11. a) On this visit, did you and your group arrive at Puerto Rico on a cruise ship?
   
   ____ YES  ____ NO - GO ON TO QUESTION 12

b) If YES, did you and your group take a package tour to arrive at San Juan National Historic Site?
   
   ____ YES  ____ NO

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:______________________________)

14. For you and your group, 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 Site (Including This Visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>YOURSELF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MEMBER #2</td>
<td></td>
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<tr>
<td>MEMBER #3</td>
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<td>MEMBER #4</td>
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<td>MEMBER #5</td>
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<td>MEMBER #6</td>
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<tr>
<td>MEMBER #7</td>
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</tbody>
</table>

15. Please list all of the languages that you or any members of your group speak and read fluently.


PLEASE GO ON TO NEXT PAGE
16. a) Please check (✓) the visitor services and facilities which you or your group **used** during this visit to San Juan National Historic Site.

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

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

<table>
<thead>
<tr>
<th>Use visitor service/ facility?</th>
<th>If used, how important?what quality?</th>
<th>If used, quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check (✓)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not important</td>
<td>Extremely important</td>
</tr>
<tr>
<td></td>
<td>1 2 3 4 5</td>
<td></td>
</tr>
<tr>
<td>_____ BROCHURE/ MAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ SALES ITEMS IN FORT BOOK SHOPS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ DIRECTIONAL SIGNS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ SAFETY SIGNS AT FORT ENTRANCES</td>
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<td></td>
</tr>
<tr>
<td>_____ EL MORRO MUSEUM EXHIBITS</td>
<td></td>
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<tr>
<td>_____ EXHIBITS (other than in El Morro Museum)</td>
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<tr>
<td>_____ VIDEO PROGRAM (In Spanish or English, 25 minutes long)</td>
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<tr>
<td>_____ ROOM WHERE AUDIOVISUAL PROGRAM IS SHOWN</td>
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<tr>
<td>_____ SELF-GUIDED TOUR MAP</td>
<td></td>
<td></td>
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<tr>
<td>_____ BULLETIN BOARDS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ ASSISTANCE FROM RANGER STAFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ RANGER-LED TALKS (Cannon talk, Troop Quarters talk)</td>
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<td></td>
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<tr>
<td>_____ RANGER-LED TOURS</td>
<td></td>
<td></td>
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<tr>
<td>_____ RESTROOMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ SAN CRISTÓBAL PARKING LOT</td>
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<td></td>
</tr>
</tbody>
</table>
17. a) During a future visit to San Juan National Historic Site, what type of informational/interpretive program would you prefer to attend? Please check (√) all that apply.

_____ NONE - GO ON TO QUESTION 18
_____ BASIC INFORMATION ABOUT THE FORTS (5 minute orientation)
_____ MORE IN-DEPTH ORIENTATION ABOUT FORTS (15 minute program)
_____ SHORT TOUR OF FORT (20 minute program)
_____ LONG TOUR OF FORT (40 minute program)

18. a) On a future visit to San Juan National Historic Site, what subjects would you be most interested in learning about? Please check (√) all that apply.

_____ NONE - GO ON TO QUESTION 19
_____ ARCHITECTURE/ CONSTRUCTION OF THE FORTS
_____ SOLDIERS’ LIFE IN THE FORTS
_____ CANNONS AND DEFENSE OF THE FORTS
_____ U.S. MILITARY PERIOD OF FORT HISTORY
_____ THE FORTS’ PLACE IN PUERTO RICAN HISTORY
_____ OTHER (Please describe: ________________________________ )

b) On a future visit to San Juan National Historic Site, how would you prefer to learn about the above subjects? Please check (√) all that apply.

_____ NONE - GO ON TO QUESTION 19
_____ RANGER-LED WALKING TOUR
_____ RANGER TALK
_____ RANGER IN COSTUME (LIVING HISTORY) PROGRAM
_____ CHILDREN’S PROGRAM (ranger-led)
_____ BROCHURE
_____ OTHER PUBLICATIONS (such as books, videos, etc.)
_____ INDOOR EXHIBITS
_____ OUTDOOR EXHIBITS
_____ AUDIO TOUR
_____ OTHER (Please describe: ________________________________ )

PLEASE GO ON TO NEXT PAGE
19. a) During this visit to San Juan National Historic Site, did you or a member of your group receive verbal information from a park ranger/employee?

_____ YES  _____ NO - **GO ON TO QUESTION 20**

b) Did the park ranger/employee start the conversation with you or your group member?

_____ YES  _____ NO  _____ NOT SURE

c) Was the park ranger/employee courteous and helpful? Please circle your answers.

<table>
<thead>
<tr>
<th>COURTEOUSNESS</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELPFULNESS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

20. San Juan National Historic Site currently has the following daily admission fee to visit both forts: Children under age 12 – free, Children ages 13-17 - $1, Adults - $2, Adults 62 or more years of age - $1. In your opinion, how appropriate is the amount of the daily fee for admission to El Morro and San Cristóbal? Please circle your answers.

<table>
<thead>
<tr>
<th>CHILDREN’S FEE:</th>
<th>TOO HIGH</th>
<th>ABOUT RIGHT</th>
<th>TOO LOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADULT’S FEE:</td>
<td>TOO HIGH</td>
<td>ABOUT RIGHT</td>
<td>TOO LOW</td>
</tr>
<tr>
<td>ADULT’S (age 62 &amp; over) FEE:</td>
<td>TOO HIGH</td>
<td>ABOUT RIGHT</td>
<td>TOO LOW</td>
</tr>
</tbody>
</table>

21. The San Juan National Historic Site fort book stores currently sell postcards, publications, and other items such as bottled water. On a future visit, what types of items would you like to have available for purchase in the fort book stores? Please check (✓) all that apply.

_____ NOT INTERESTED IN SALES ITEMS - **GO ON TO QUESTION 22**

_____ MAPS

_____ PUBLICATIONS ABOUT FORT HISTORY

_____ VIDEOTAPES OR AUDIO CASSETTES/ CDs

_____ SELF-GUIDED WALKING AUDIO TOUR

_____ SODAS AND/OR JUICES

_____ OTHER (Please specify: ___________________________)

22. a) On this visit, what did you and your group like most about your visit to San Juan National Historic Site?

________________________________________________________________________

________________________________________________________________________
b) On this visit, what did you and your group like **least** about your visit to San Juan National Historic Site?

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

23. If you were a manager planning for the future of San Juan National Historic Site what would you propose? Please be specific.

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

24. Is there anything else you and your group would like to tell us about your visit to San Juan National Historic Site?

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________

25. Overall, how would you rate the quality of the visitor services provided to you and your group at San Juan National Historic Site during this visit? Please circle only **one**.

VERY GOOD    GOOD    AVERAGE    POOR    VERY POOR

Thank you for your help! Please seal the questionnaire with the sticker provided and drop it in any U.S., Puerto Rico or U.S. Virgin Islands mailbox.
OFFICIAL BUSINESS

Visitor Services Project
Cooperative Park Studies Unit
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College of Forestry, Wildlife and Range Sciences
University of Idaho
Moscow, Idaho 83844-1133