Haleakala National Park
Visitor Study

The Visitor Services Project
United States Department of the Interior

NATIONAL PARK SERVICE
Haleakala National Park
P.O. Box 369
Makawao, Hawaii 96768

IN REPLY REFER TO:

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Haleakala National Park. 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. mailbox.

If you have any questions, please contact Margaret Littlejohn, VSP Coordinator, Cooperative Park Studies Unit, College of Natural Resources, University of Idaho, Moscow, Idaho 83844-1133.

We appreciate your help.

Sincerely,

Don W. Reeser
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. 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 HALEAKALA NATIONAL PARK

1. a) Prior to this trip, how did you and your group obtain information about Haleakala National Park? Please check (√) all that apply.

- RECEIVED NO INFORMATION PRIOR TO VISIT ➔ GO ON TO QUESTION 2
- LIVE IN THE LOCAL AREA
- PREVIOUS VISIT(S)
- FRIENDS/ RELATIVES
- TRAVEL GUIDE/ TOUR BOOK
- CABLE TV VISITOR CHANNEL
- TELEVISION/ RADIO PROGRAMS (other than Cable TV Visitor Channel)
- TELEPHONE OR WRITTEN INQUIRY TO PARK
- NEWSPAPER/ MAGAZINE ARTICLES
- INTERNET—HALEAKALA NP HOME PAGE (www.nps.gov/hale/)
- INTERNET—OTHER WEB SITE
- CHAMBER OF COMMERCE/ MAUI VISITOR BUREAU
- CONCIERGE DESK AT HOTEL
- AIRLINE/ AIRPORT INFORMATION
- OTHER (Please specify: ____________________________)

b) From the sources checked above, did you and your group receive the type of information about the park that you needed?

- NO
- YES
- NOT SURE

GO ON TO QUESTION 1d

c) If NO, what type of park information did you and your group need that was not available? Please be specific.

________________________________________________________________________

d) Please rate the amount of park information you received from all sources prior to your visit to Haleakala National Park. Please circle only one.

- NOT ENOUGH
- ABOUT RIGHT
- TOO MUCH
2. a) On this visit, what were you and your group’s **reasons for visiting** Haleakala National Park? Please check (√) all that apply.

- [ ] VIEW SUNRISE
- [ ] SIGHTSEE/ TAKE SCENIC DRIVE
- [ ] USE RESTROOM
- [ ] RECREATIONAL OPPORTUNITIES (hike, fish, swim, camp, etc.)
- [ ] TAKE COMMERCIAL TOUR (horse, bicycle, etc.)
- [ ] SOLITUDE/ QUIET
- [ ] EXPERIENCE HAWAIIAN CULTURE
- [ ] RELIGIOUS REASONS
- [ ] EDUCATIONAL OPPORTUNITIES
- [ ] ATTEND RANGER-LED PROGRAMS
- [ ] VISIT A NATIONAL PARK
- [ ] EXPERIENCE WILDERNESS
- [ ] SEE HAWAIIAN ENDANGERED SPECIES
- [ ] OTHER (Please describe: ____________________________)

b) On this visit, which of the above reasons was the **primary** reason you and your group visited Haleakala National Park? Please list only one.

3. a) Are you and all members of your group residents of the **Hawaiian Islands**?

- [ ] NO
- [ ] YES ➔ **GO ON TO QUESTION 4**

b) If you are not residents of the Hawaiian Islands, how long did you stay in the Hawaiian Islands on this visit?

- [ ] NUMBER OF DAYS (Please list partial days as 1/2, 1/4, etc.)

4. a) Are you and all members of your group residents of **Maui**?

- [ ] NO
- [ ] YES ➔ **GO ON TO QUESTION 5**

b) If you are not Maui residents, how long did you stay on Maui on this visit?

- [ ] NUMBER OF HOURS (Please list partial hours as 1/2, 1/4, etc.)

**PLEASE GO ON TO NEXT PAGE**
5. On this visit, how long did you and your group stay at each of the following locations in Haleakala National Park?

SUMMIT ______ NUMBER OF HOURS (Please write "0" if you did not visit)

KIPAHULU AREA (Pools of Ohe’o)

_______ NUMBER OF HOURS (Please write "0" if you did not visit)

6. How did this visit to Haleakala National Park fit into your travel plans as a destination? Please check (✓) only one.

____ HALEAKALA NP WAS THE PRIMARY DESTINATION
____ HALEAKALA NP WAS ONE OF SEVERAL DESTINATIONS
____ HALEAKALA NP WAS NOT A PLANNED DESTINATION

7. On the list below, please check (✓) all of the activities that you and your group participated in at Haleakala National Park during this trip.

____ SIGHTSEEING/ SCENIC DRIVE
____ TAKING BICYCLE TOUR
____ HIKE LESS THAN 1 HOUR
____ HIKE 1 HOUR OR MORE
____ ATTENDING RANGER-LED PROGRAMS
____ CAMPING: Please list location where you camped: ____________________
____ RECREATIONAL FISHING
____ SUBSISTENCE FISHING
____ SWIMMING
____ PHOTOGRAPHY/ DRAWING/ PAINTING
____ TAKING COMMERCIAL HIKING TOUR
____ COLLECTING PLANTS BY PERMIT
____ VIEWING SUNRISE
____ VIEWING SUNSET

____ OTHER (Please describe: ________________________________ )
8. Please list the order in which you and your group visited the following sites in the Summit area of Haleakala National Park. Use the map below to help locate the sites you visited. Simply write 1 for the first site you visited, 2 for the second site, 3, etc. on the line beside each site you visited. If you did not visit a particular site, please leave that line blank.

Write number 1, 2, 3, etc.

_____ DID NOT VISIT SUMMIT AREA  ➔ GO ON TO QUESTION 9
_____ HEADQUARTERS VISITOR CENTER (just past entrance station)
_____ HOSMER GROVE PICNIC AREA/ CAMPGROUND/ TRAIL
_____ HALEMAU’U PARKING AREA
_____ LELIEWI OVERLOOK
_____ KALAHAKU OVERLOOK
_____ HALEAKALA VISITOR CENTER (near summit)
_____ SUMMIT VIEWING SHELTER
_____ WILDERNESS AREA (CRATER)
_____ SLIDING SANDS TRAIL
_____ WHITE HILL TRAIL
_____ KA LU’U O KA O’O CINDER CONE
_____ KAUPO TRAIL
9. a) On this visit, did you and your group visit the Kipahulu (Pools of Ohe'o) area of Haleakala National Park?

   _____ YES    _____ NO  ➔  GO ON TO QUESTION 11

b) On this visit, which of the following routes did you and your group take to arrive at the Kipahulu (Pools of Ohe'o) area? Please check (✓) only one.

   _____ ROUTE 36 TO 360 TO 31 (paved road through Hana)
   _____ HIGHWAY 37 AND 31 (with section of unpaved road through Kaupo)

c) Did you return by the same route?    _____ YES    _____ NO

10. Please list the order in which you and your group visited the following sites in or near the Kipahulu (Pools of Ohe'o) area of Haleakala National Park. Use the map below to help locate the sites you visited. Simply write 1 for the first site you visited, 2 for the second site, 3, etc. on the line beside each site you visited. If you did not visit a particular site, please leave that line blank.

   Write number 1, 2, 3, etc.

   _____ HANA
   _____ KIPAHULU VISITOR CENTER/
        RANGER STATION
   _____ WAIMOKU FALLS
   _____ KULOA POINT LOOP TRAIL
        (POOLS OF OHE'O)
   _____ CHARLES LINDBERG’S GRAVE
11. On this visit, what kind of personal group (not guided tour/ school group) were you with? Please check (√) only one.

   _____ ALONE
   _____ FAMILY
   _____ FRIENDS
   _____ FAMILY AND FRIENDS
   _____ OTHER (Please describe: __________________________)

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

   _____ NUMBER OF PEOPLE

13. For you and your personal 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 HALEAKALA NP (INCLUDING THIS VISIT)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>PAST 12 MONTHS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PAST 5 YEARS</td>
</tr>
<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>
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<tr>
<td>MEMBER #5</td>
<td></td>
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<tr>
<td>MEMBER #6</td>
<td></td>
<td></td>
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<tr>
<td>MEMBER #7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14. On this visit, were you and your personal group with a guided tour group?

   _____ YES     _____ NO

PLEASE GO ON TO NEXT PAGE
15. a) Please check (✓) the information services which you or your group used during this trip to Haleakala National Park.

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>Use information service?</th>
<th>If used, how important?</th>
<th>If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not important</td>
<td>Extremely important</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>PARK BROCHURE/ MAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OTHER PARK BROCHURES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(other than brochure/ map above)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARK NEWSPAPER - Ka Leo O Haleakala: The Voice of Haleakala</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BULLETIN BOARDS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HEADQUARTERS VISITOR CENTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOUCH SCREEN COMPUTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(at Headquarters Visitor Center)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HALEAKALA VISITOR CENTER</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VISITOR CENTER EXHIBITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>VISITOR CENTER BOOKS/ SALES ITEMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROADSIDE EXHIBITS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ASSISTANCE FROM PARK STAFF</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RANGER-LED PROGRAMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(walks, talks, campfire programs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SELF-GUIDING TRAIL SIGNS/ BROCHURE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>JUNIOR RANGER PROGRAM</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CULTURAL DEMONSTRATIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Hawaiian crafts)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
16. a) Please check (√) the visitor services and facilities which you or your group used during this trip to Haleakala National Park.

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 service/facility?</th>
<th>Not important</th>
<th>Extremely important</th>
<th>Very poor</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check (✓)</td>
<td>1 2 3 4 5</td>
<td>1 2 3 4 5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIRECTIONAL ROAD SIGNS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROADS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PARKING LOTS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PULL OUTS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RESTROOMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SHORT TRAILS (1 hour or less in length)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIGNS ON SHORT TRAILS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BACKCOUNTRY TRAILS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1 or more hours in length)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIGNS ON BACKCOUNTRY TRAILS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BACKCOUNTRY CAMPGROUNDS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WILDERNESS CAMPING PERMIT SYSTEM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOSMER GROVE CAMPGROUND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KIPAHULU CAMPGROUND</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCESS FOR DISABLED PERSONS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACCESS TO POTABLE DRINKING WATER</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE GO ON TO NEXT PAGE
17. a) On the scale below, please indicate from 1 to 5 how safe you and your group felt on this visit to Haleakala National Park. Please circle only one.

<table>
<thead>
<tr>
<th>Very safe</th>
<th>Somewhat safe</th>
<th>No opinion</th>
<th>Somewhat unsafe</th>
<th>Very unsafe</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

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

18. Please rate how appropriate you feel the following activities are in Haleakala National Park. Use the following scale (from 1 to 4 or "don't know") to rate each activity. Please circle one answer for each activity.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Never</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIKING OFF TRAILS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>CAMPING AT ARCHEOLOGICAL SITES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COLLECTING PLANT MATERIAL</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COLLECTING ROCKS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>BUILDING ROCK PILES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>BRINGING PETS TO THE PARK</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>OPEN FIRES</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COMMERCIAL BICYCLING</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>PRIVATE BICYCLING</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COMMERCIAL HORSEBACK RIDING ON TRAILS</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>PRIVATE HORSEBACK RIDING ON TRAILS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>SWIMMING IN STREAMS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COMMERCIAL HIKING TOURS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>COMMERCICAL CAMPING TOURS</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
<tr>
<td>CABINS IN THE WILDERNESS AREA</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>DK</td>
</tr>
</tbody>
</table>
19. a) Please use the scale below to rate (from 1 to 5) how crowded by other people you and your group felt during this visit to Haleakala National Park. Please circle only one.

<table>
<thead>
<tr>
<th>Not at all crowded</th>
<th>Crowded</th>
<th>Extremely crowded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

b) If you rated the above question by circling 3, 4, or 5, where in the park were you when you felt crowded? Please be as specific as possible.

______________________________________________________________

______________________________________________________________

c) What time of day did you feel crowded? Please circle all that apply.

- MORNING (4 a.m. to noon)
- AFTERNOON (Noon to 6 p.m.)
- EVENING (6 p.m. to midnight)
- CAN'T REMEMBER

20. If vehicle congestion at Haleakala National Park reaches a point when the number of passenger vehicles must be limited, which of the following alternatives for entering the park would you find most acceptable? Please check (√) only one.

CHECK ONLY ONE (√)

- _____ FIRST COME, FIRST SERVED UNTIL A DAILY LIMIT IS REACHED
- _____ USE A RESERVATION SYSTEM
- _____ USE A SHUTTLE SYSTEM
- _____ OTHER (Please specify: ______________________________________)

21. a) Haleakala National Park is a fee area. Fees to visit the entire park are currently collected only at the Summit entrance and are not currently collected at Kipahulu (Pools of Ohe‘o). Did you and your group visit ONLY the Kipahulu area?

- _____ YES  
- _____ NO  ⇒ GO ON TO QUESTION 22

b) Would you and your group be willing to pay a modest entrance fee (in the range of $5 to $10/ group) at the Kipahulu area (Pools of Ohe‘o)?

- _____ YES, LIKELY
- _____ NO, UNLIKELY
- _____ NOT SURE

PLEASE GO ON TO NEXT PAGE
22. On a future visit to Haleakala National Park, what subjects would you and your group be most interested in learning about? Please check (√) all that apply.

____ NONE → GO ON TO QUESTION 24
____ VOLCANOES/ GEOLOGY
____ HISTORY
____ NATURAL HISTORY/ NATURE STUDY
____ HAWAIIAN CULTURE
____ WILDERNESS MANAGEMENT
____ ECOLOGY/ RESOURCE MANAGEMENT (endangered, alien species, etc.)
____ NATIONAL PARK SYSTEM
____ OTHER (Please specify: ________________________________)

23. In the future, how would you and your group prefer to learn about the cultural and natural history of Haleakala National Park? Please check (√) all that apply.

____ NONE → GO ON TO QUESTION 24
____ VISITOR CENTER EXHIBITS
____ ROADSIDE EXHIBITS
____ TRAILSIDE EXHIBITS
____ PRINTED MATERIALS (brochures, books, maps, etc.)
____ AUDIOVISUAL METHODS (videos, movies, slide shows, etc.)
____ INTERACTIVE COMPUTER
____ RANGER-LED WALKS/ TOURS/ EVENING PROGRAMS
____ COSTUMED INTERPRETATION
____ CULTURAL DEMONSTRATIONS (Hawaiian crafts)
____ CULTURAL FESTIVAL (Hawaiian crafts, food, music, etc.)
____ CHILDREN'S PROGRAMS
____ STAFF VISIT TO SCHOOL/ SENIOR CENTER
____ INTERNET/ WEBSITE
____ LECTURE SERIES
____ OTHER (Please specify: ________________________________)

24. a) What did you and your group like most about your visit to Haleakala National Park?

________________________________________________________________________________________
b) What did you and your group like least about your visit to Haleakala National Park?

____________________________________________________________________________________

____________________________________________________________________________________

25. If you were a manager planning for the future of Haleakala National Park, what would you propose? Please be specific.

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

26. Is there anything else you and your group would like to tell us about your visit to Haleakala National Park?

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

27. Overall, how would you rate the quality of the visitor services provided to you and your group at Haleakala National Park during this trip? 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. mailbox.
OFFICIAL BUSINESS

Visitor Services Project
Cooperative Park Studies Unit
College of Natural Resources
University of Idaho
Moscow, Idaho 83844-1133