

# 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.

**PLEASE GO ON TO NEXT PAGE**





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

\_\_\_\_\_ HIKING LESS THAN 1 HOUR

\_\_\_\_\_ HIKING 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

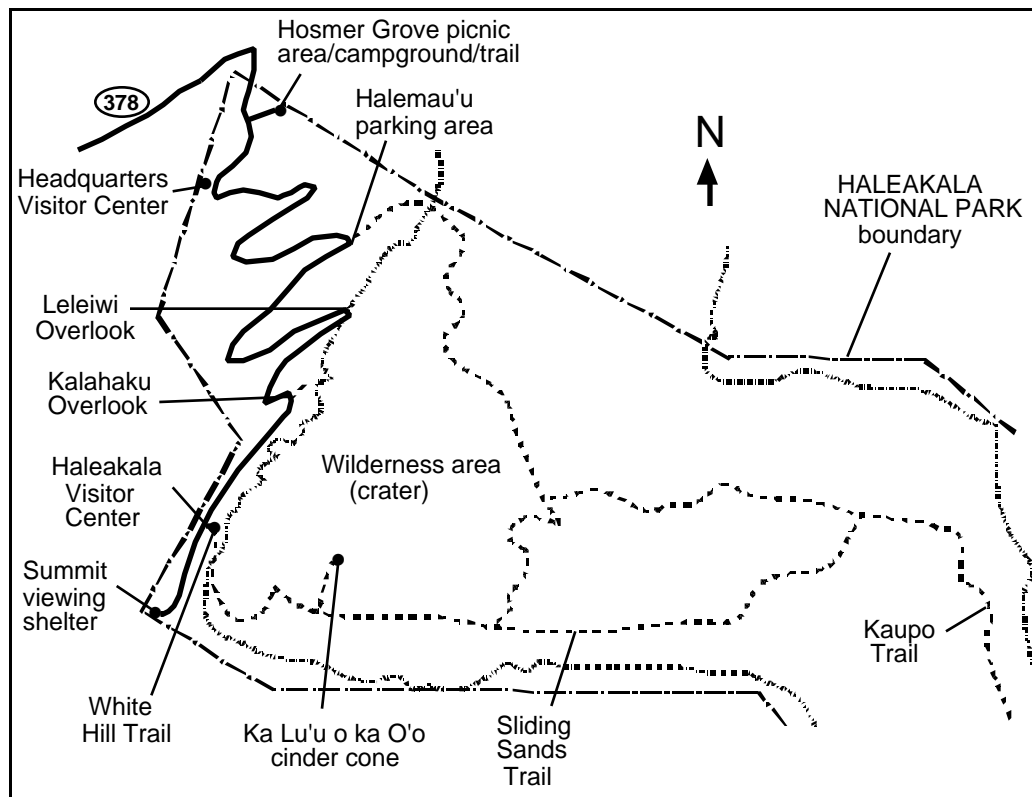
\_\_\_\_\_ VIEWING SUNSET

\_\_\_\_\_ 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
- \_\_\_\_\_ LELEIWI 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



PLEASE GO ON TO NEXT PAGE



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.

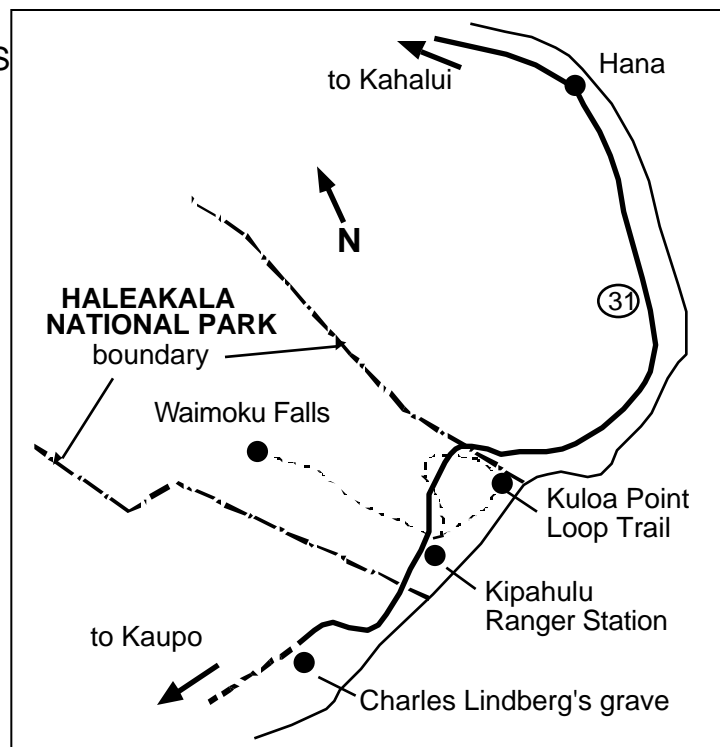
\_\_\_\_\_ HANA

\_\_\_\_\_ 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:

	CURRENT AGE	U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY	NUMBER OF VISITS TO HALEAKALA NP (INCLUDING THIS VISIT)	
			PAST 12 MONTHS	PAST 5 YEARS
YOURSELF	_____	_____	_____	_____
MEMBER #2	_____	_____	_____	_____
MEMBER #3	_____	_____	_____	_____
MEMBER #4	_____	_____	_____	_____
MEMBER #5	_____	_____	_____	_____
MEMBER #6	_____	_____	_____	_____
MEMBER #7	_____	_____	_____	_____

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.

Use information service? Check (✓)	If used, how important?					If used, what quality?				
	Not important		Extremely important			Very poor		Very good		
	1	2	3	4	5	1	2	3	4	5
_____ PARK BROCHURE/ MAP				_____					_____	
_____ OTHER PARK BROCHURES (other than brochure/ map above)				_____					_____	
_____ PARK NEWSPAPER - <i>Ka Leo O Haleakala: The Voice of Haleakala</i>				_____					_____	
_____ BULLETIN BOARDS				_____					_____	
_____ HEADQUARTERS VISITOR CENTER				_____					_____	
_____ TOUCH SCREEN COMPUTER (at Headquarters Visitor Center)				_____					_____	
_____ HALEAKALA VISITOR CENTER				_____					_____	
_____ VISITOR CENTER EXHIBITS				_____					_____	
_____ VISITOR CENTER BOOKS/ SALES ITEMS				_____					_____	
_____ ROADSIDE EXHIBITS				_____					_____	
_____ ASSISTANCE FROM PARK STAFF				_____					_____	
_____ RANGER-LED PROGRAMS (walks, talks, campfire programs)				_____					_____	
_____ SELF-GUIDING TRAIL SIGNS/ BROCHURE				_____					_____	
_____ JUNIOR RANGER PROGRAM				_____					_____	
_____ CULTURAL DEMONSTRATIONS (Hawaiian crafts)				_____					_____	

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.

Use service/ facility?  Check ( )	If used, how important?					If used, what quality?				
	Not important 1	2	3	Extremely important 4	5	Very poor 1	2	3	Very good 4	5
_____ DIRECTIONAL ROAD SIGNS										
_____ ROADS										
_____ PARKING LOTS										
_____ PULL OUTS										
_____ RESTROOMS										
_____ SHORT TRAILS (1 hour or less in length)										
_____ SIGNS ON SHORT TRAILS										
_____ BACKCOUNTRY TRAILS (1 or more hours in length)										
_____ SIGNS ON BACKCOUNTRY TRAILS										
_____ BACKCOUNTRY CAMPGROUNDS										
_____ WILDERNESS CAMPING PERMIT SYSTEM										
_____ HOSMER GROVE CAMPGROUND										
_____ KIPAHULU CAMPGROUND										
_____ ACCESS FOR DISABLED PERSONS										
_____ ACCESS TO POTABLE DRINKING WATER										

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**.

**How safe did you feel?**

Very safe	Somewhat safe	No opinion	Somewhat unsafe	Very unsafe
1	2	3	4	5

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

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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.

**How appropriate in Haleakala NP?**

	Always	Usually	Some- times	Never	Don't know
HIKING OFF TRAILS	1	2	3	4	DK
CAMPING AT ARCHEOLOGICAL SITES	1	2	3	4	DK
COLLECTING PLANT MATERIAL	1	2	3	4	DK
COLLECTING ROCKS	1	2	3	4	DK
BUILDING ROCK PILES	1	2	3	4	DK
BRINGING PETS TO THE PARK	1	2	3	4	DK
OPEN FIRES	1	2	3	4	DK
COMMERCIAL BICYCLING	1	2	3	4	DK
PRIVATE BICYCLING	1	2	3	4	DK
COMMERCIAL HORSEBACK RIDING ON TRAILS	1	2	3	4	DK
PRIVATE HORSEBACK RIDING ON TRAILS	1	2	3	4	DK
SWIMMING IN STREAMS	1	2	3	4	DK
COMMERCIAL HIKING TOURS	1	2	3	4	DK
COMMERCIAL CAMPING TOURS	1	2	3	4	DK
CABINS IN THE WILDERNESS AREA	1	2	3	4	DK

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**.

Not at all crowded		Crowded		Extremely crowded
1	2	3	4	5

- 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.

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- 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
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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?

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

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

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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.



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**OFFICIAL BUSINESS**

**Visitor Services Project  
Cooperative Park Studies Unit  
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