



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project

Devils Postpile National Monument

Visitor Study



OMB Approval #1024-0224 (NPS #06-038)
Expiration Date: 02/01/2007



United States Department of the Interior

NATIONAL PARK SERVICE

Devils Postpile National Monument
P.O. Box 3999
Mammoth Lakes, CA 93546

IN REPLY REFER TO:

July, 2006

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Devils Postpile National Monument. This information will help us improve our management of this site and better serve you, our visitor.

This questionnaire will be given to only a few visitors, so your participation is very important! It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Coordinator, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

A handwritten signature in cursive script that reads "Deanna M. Dulen".

Deanna M. Dulen
Superintendent

DIRECTIONS

Please have the individual, who was randomly selected from your group, complete the following questionnaire. It should take about 20 minutes. When you have completed the questionnaire, please seal it with the stickers 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. 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 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; fax: 208-885-4261.

Please go on to the next page →

_____ Other (Please specify below:)

a) _____ b) _____

c) From the sources you used prior to this visit, did you and your group receive the type of information about the monument that you needed?

_____ No
 ↓
 ↓

_____ Yes
 ↓

_____ Not sure
 ↓

Go on to Question 3

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

3. What was your primary reason for visiting the Devils Postpile National Monument area (within 75 miles of the monument)? Please check (✓) **only one**.

_____ Resident of local area (within 75 miles of the park) → **Go on to Question 4**

_____ Visit Devils Postpile National Monument

_____ Visit other attractions in the area

_____ Visit friends/relatives in the area

_____ Business

_____ Other (Please specify: _____)

4. On this visit to Devils Postpile National Monument, what other places within a 2-hour drive of the monument did you and your group visit? Please check (✓) **all** that apply.

_____ Bodie State Historical Park

_____ Mono Lake and Mono Basin

_____ Yosemite National Park

_____ Hot Creek Geological Site

_____ Mammoth Lakes Visitor Welcome Center

_____ Manzanar National Historic Site

_____ Mammoth Lakes Basin

_____ Inyo National Forest

_____ Ancient Bristlecone Pine Forest

_____ Other (Please specify: _____)

Please go on to the next page →

5. a) On this trip, did you and your group stay overnight away from home in the Devils Postpile National Monument/Mammoth Lakes **area** (within 75 miles of park)?

_____ Yes _____ No → **Go on to Question 6**



- b) Please list the number of nights you and your group stayed in the Devils Postpile National Monument/Mammoth Lakes **area** (within 75 miles of park).

_____ Number of nights inside the monument (see map on page 7)

_____ Number of nights in Devils Postpile/Mammoth Lakes **area**

- c) In what type of lodging did you and your group spend the night(s)? Please check (√) **all** that apply.

(√) **Outside**

monument

(√) **Inside monument**

(within 75 miles)

Lodge/motel/hotel/B&B, etc.	n/a	_____
Tent camping in campground	_____	_____
Camping in RV/trailer park	n/a	_____
Personal seasonal residence	n/a	_____
Residence of friends or relatives	n/a	_____
Other (Please specify below:)	n/a	_____

6. a) On this visit to Devils Postpile National Monument, did **everyone** in your group ride the shuttle bus into the monument (see map on page 7)?

_____ No _____ Yes → **Go on to Question 7**



- b) If NO, how many **vehicles** did you and your group use to drive into the monument?

_____ Number of vehicles

- c) How many people in **total** were in the vehicles?

_____ Number of people

7. a) Were the signs directing you to sites at Devils Postpile National Monument adequate? Please check (√) **only one** response for each.

Signs on state highways _____ Yes _____ No _____ Not sure

Signs through Mammoth Lakes to Shuttle Bus Departure area _____ Yes _____ No _____ Not sure

Signs from Shuttle Bus Departure area through the valley to monument

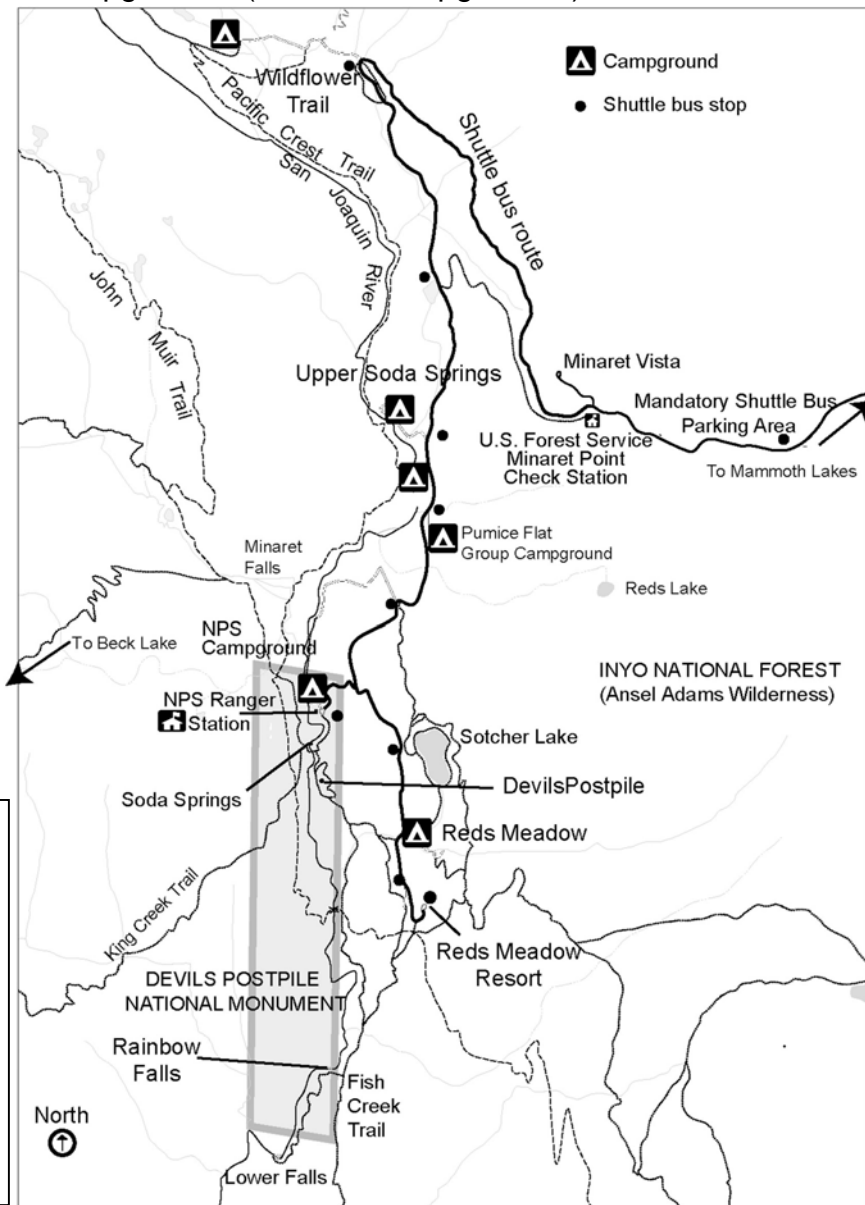
(via Minaret Vista Check Station) _____ Yes _____ No _____ Not sure

Signs inside the monument _____ Yes _____ No _____ Not sure

b) If NO, please explain the problem. _____

8. During this visit to Devils Postpile National Monument, which of the following sites did you and your group visit? Please check (✓) **all** that apply. Please use the map below to help you locate the sites.

- _____ Meadow/Day use area (next to NPS ranger station)
- _____ Devils Postpile Campground (NPS Campground)
- _____ Inyo National Forest campgrounds (all other campgrounds)
- _____ Soda Springs
- _____ Bottom of Devils Postpile
- _____ Top of Devils Postpile
- _____ Rainbow Falls
- _____ Lower Rainbow Falls
- _____ San Joaquin River
- _____ Reds Meadow Resort
- _____ John Muir Trail
- _____ Pacific Crest Trail
- _____ King Creek Trail
- _____ Minaret Falls



The framed area in this map shows the Devils Postpile National Monument. It is the 800-acre area managed by the National Park Service surrounded by Inyo National Forest – Reds Meadow Recreational Area.

Please go on to the next page →

9. a) On this visit, what activities did you and your group participate in while **inside** Devils Postpile National Monument (the framed area in map on page 7)? Please check (✓) **all** that apply in the left column.
- b) On this visit, what activities did you and your group participate in while visiting Reds Meadow Valley **area** (the area outside the shaded area in the map on page 7)? Please check (✓) **all** that apply in the right column.

a) In the monument (✓)**b) In Reds Meadow Valley (✓)**

<input type="checkbox"/> General sightseeing	<input type="checkbox"/>
<input type="checkbox"/> Enjoying solitude	<input type="checkbox"/>
<input type="checkbox"/> Fishing	<input type="checkbox"/>
<input type="checkbox"/> Hiking	<input type="checkbox"/>
<input type="checkbox"/> Backpacking	<input type="checkbox"/>
<input type="checkbox"/> Birdwatching/wildlife viewing	<input type="checkbox"/>
<input type="checkbox"/> Camping	<input type="checkbox"/>
<input type="checkbox"/> Horseback riding	<input type="checkbox"/>
<input type="checkbox"/> Attending ranger-led or interpretive programs	<input type="checkbox"/>
<input type="checkbox"/> Picnicking	<input type="checkbox"/>
<input type="checkbox"/> Painting/drawing/photography	<input type="checkbox"/>
<input type="checkbox"/> Boating	<input type="checkbox"/>
<input type="checkbox"/> Swimming	<input type="checkbox"/>
<input type="checkbox"/> Attending a resort event (dinner, BBQ, etc.)	<input type="checkbox"/>
<input type="checkbox"/> Biking	<input type="checkbox"/>
<input type="checkbox"/> Other (Please specify below:)	<input type="checkbox"/>

a) _____

b) _____

10. On this visit, how long did you and your group spend at Devils Postpile National Monument? (Please list partial hours/days as 1/4, 1/2, or 3/4.)

_____ Number of hours, if **less than 24 hours**_____ Number of days, if **more than 24 hours**

11. On this visit, how many times did you and your group enter Devils Postpile National Monument (the framed area in the map on page 7)?

_____ Number of entries

12. a) Please check (√) **all** of the services/facilities that you and your group used during this visit to Devils Postpile National Monument.
- b) Next, for only those services/facilities that you and your group used, please rate their importance from 1-5.
- c) Finally, for only those services/facilities that you and your group used, please rate their quality from 1-5.

a) Used service/facility?	b) If used, how important?	c) If used, what quality?
	1=Not important 2=Somewhat important 3=Moderately important 4=Very important	1=Very poor 2=Poor 3=Average 4=Good
Check (√)		
_____ Devils Postpile park brochure/map	_____	_____
_____ Devils Postpile newspaper	_____	_____
_____ Mammoth Lakes Welcome Center newspaper/map	_____	_____
_____ Access for disabled persons	_____	_____
_____ Junior Ranger program	_____	_____
_____ Assistance from ranger station staff	_____	_____
_____ Assistance from Minaret Vista checkpoint staff	_____	_____
_____ Assistance from Mammoth Lakes Welcome Center staff	_____	_____
_____ Assistance from Adventure Center staff	_____	_____
_____ Shuttle bus	_____	_____
_____ Ranger station exhibits	_____	_____
_____ Ranger-led programs/talks	_____	_____
_____ Trails	_____	_____
_____ Restrooms	_____	_____
_____ Monument website (www.nps.gov/depo) used before or during visit	_____	_____

13. Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Devils Postpile National Monument during this trip? Please circle **only one**.

Very poor Poor Average Good Very good

Please go on to the next page →

In this questionnaire, your personal group is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scout, or tour groups.

14. On this visit, were you and your personal group with the following groups?
- a) Commercial guided tour _____ Yes _____ No
- b) Educational group (school, etc.) _____ Yes _____ No
- c) Other organized group _____ Yes _____ No
 (church, business, etc.)
15. On this visit, what kind of personal group (not guided tour/educational/organized group) were you with? Please check (√) **only one**.

_____ Alone _____ Family

_____ Friends _____ Family and friends

_____ Other (Please specify: _____)

16. For this visit to Devils Postpile National Monument, how many people were in your personal group, including yourself?
- _____ Number of people

17. For you and your personal group on this visit, please indicate:

	Current age	U.S. ZIP Code or name of country other than U.S.	Number of visits to Devils Postpile NM (including this visit)	
			before 2002	2002 and after
Yourself	_____	_____	_____	_____
Member #2	_____	_____	_____	_____
Member #3	_____	_____	_____	_____
Member #4	_____	_____	_____	_____
Member #5	_____	_____	_____	_____
Member #6	_____	_____	_____	_____
Member #7	_____	_____	_____	_____

18. a) Is English the **primary** language you and your personal group prefer to speak and read?

_____ No _____ Yes → **Go on to Question 19**



- b) If NO, what **one** language do you and your group prefer to speak and read?

c) What services in the monument would you like to have provided in languages other than English?

d) Which languages? _____

19. a) For you only, are you Hispanic or Latino?

_____ Yes _____ No

b) For you only, which of these categories best indicates your race? Please check (√) **one or more**.

_____ American Indian or Alaska Native _____ Asian
 _____ Black or African American _____ White
 _____ Native Hawaiian or other Pacific Islander

20. a) Does anyone in your group have any disabilities/impairments that affected their visit to Devils Postpile National Monument?

_____ Yes _____ No → **Go on to Question 21**

↓

b) If YES, what kind of disability/impairment? Please check (√) **all** that apply.

_____ Hearing _____ Mobility
 _____ Learning _____ Visual
 _____ Mental _____ Other (Specify: _____)

c) Because of the disability/impairment, did you and your group encounter any access and/or service problems during this visit to Devils Postpile National Monument?

_____ Yes _____ No → **Go on to Question 21**

↓

d) If YES, what were the problems?

21. a) Devils Postpile National Monument provides hiking access to the High Sierra backcountry and Ansel Adams and John Muir Wilderness areas. Over 90% of the monument is designated wilderness area. Prior to this visit to the monument, were you aware of this fact?

_____ Yes _____ No

Please go on to the next page →

23. The current mandatory shuttle bus system with some exceptions (campers and visitors with disabilities) has been operating since 1979.

a) Please rank the importance of the following benefits of the current shuttle system from 1 to 9 (1=Most important and 9=Least important).

Rank importance from 1 to 9	Benefits of current shuttle system
_____	Reduces congestion
_____	Increases safety
_____	Protects park resources
_____	Conserves energy
_____	Improves park experience for visitors
_____	Improves hiking experience on one-way (no loop) trails
_____	Reduces bear damage to private vehicles
_____	Reduces vehicle emissions
_____	Other (Please specify: _____)

b) The current shuttle bus system taking visitors to Devils Postpile National Monument is operated by the Forest Service with the shuttle fee collected by the Forest Service according to the Recreation Fee Program. Prior to your visit, were you and your group aware of this fact?

_____ Yes _____ No

c) How would you rate the cost of the shuttle fee (\$7/adult, \$4/child)? Please circle **only one** answer for each fee.

Adult fee (\$7)	Too low	About right	Too high
Child fee (\$4)	Too low	About right	Too high

d) Over the next two years, in order to provide quieter and cleaner buses with more energy efficiency, additional funding is needed. Would you be willing to pay a \$3 increase in the shuttle bus fee for adults (to \$10) and children (to \$7) to fund the purchase of these buses? Without the increase, the park would continue to use the current buses.

_____ Yes, likely _____ No, unlikely _____ Not sure

Please go on to the next page →

- e) A plan for alternative access strategies at Devils Postpile National Monument is being considered. Which **one** of the following options would you and your group prefer? Please check (✓) **only one**.

_____ Reservations accepted prior to arrival and visitors without reservations admitted by a lottery system, allowing the fewest number of people to visit the monument (maximum of 500 private vehicles *a day*). This option has no waiting time during peak seasons, reduces congestion on roads and in parking areas, and has medium impact on native habitats. During peak seasons entrance is not guaranteed.

_____ First come/first serve policy to allow a maximum of 250 private vehicles in the monument *at a time*. During peak season, this option has a waiting time of more than 30 minutes, has maximum congestion on roads and in parking areas, and maximum impact on native habitats. Entrance is not guaranteed during peak seasons.

_____ Continue current shuttle bus system with existing exceptions to allow the greatest number of people to visit the monument. This option has a waiting time of approximately 30 minutes over the entire visit (due to a fixed bus schedule), minimizes congestion on roads and in parking areas, and has the least impact on native habitats. During peak seasons entrance is guaranteed.

- f) Is there anything else you want to tell us about the shuttle bus system?

24. It is the National Park Service's responsibility to protect Devils Postpile National Monument's natural, scenic, and cultural resources, while at the same time providing for public enjoyment. Choose **five** items from the list below that were the most important to you and your group during your visit to Devils Postpile, and rank them from 1-5 (1=Most important and 5=Fifth in importance). Leave the rest blank.

Choose five items that were the most important and rank them 1-5.

Attribute/resource	Attribute/resource
_____ Wilderness area	_____ Solitude
_____ Clean air	_____ Native plants
_____ Clean water	_____ Native animals
_____ Availability of campgrounds	_____ Recreational opportunities
_____ Availability of restrooms	_____ Educational opportunities
_____ Safe, crime-free environment	_____ Natural quiet/sounds of nature
_____ Scenic views	

25. On a future visit to Devils Postpile National Monument, what interpretive programs would you and your group like to have available at the monument? Please check (✓) **all** that apply.

- Not interested in interpretive programs → **Go on to Question 26**
- Nature walk to Devils Postpile Campfire programs
- Junior Ranger program Geology talk at Rainbow Falls
- Rainbow Falls ranger-led talk/walk Birdbanding
- Roving rangers available to answer questions
- Star gazing program
- Other (Please specify: _____)

26 a) What did you and your group like **most** about your visit to Devils Postpile National Monument?

b) What did you and your group like **least** about your visit to Devils Postpile National Monument?

27. If you were a manager planning for the future of Devils Postpile National Monument, what would you propose?

28. Is there anything else you would like to tell us about your visit to Devils Postpile National Monument?

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

OFFICIAL BUSINESS

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Park Studies Unit
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