Devils Postpile National Monument
Visitor Study
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,

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 ➔
Your Visit To Devils Postpile National Monument

1. a) Prior to your visit to Devils Postpile National Monument, were you and your group aware that this is a unit of the National Park Service? Please check (✓) only one.

   _____ Yes  _____ No  _____ Not sure

b) Prior to your visit to Devils Postpile National Monument, were you and your group aware of the difference between a national park area and a national forest? Please check (✓) only one.

   _____ Yes  _____ No  _____ Not sure

2. a) Prior to this visit, how did you and your group obtain information about Devils Postpile National Monument? Please check (✓) all that apply in the left column.

b) On future trips to Devils Postpile National Monument, what sources would you and your group prefer to use to obtain information in planning your visit? Please check (✓) all that apply in the right column.

  a) Prior to this visit? (✓)  b) Prior to future visits? (✓)

   _____ Obtained no information prior to visit ➔ Go on to Part b of this Question

   _____ Previous visits

   _____ Friends/relatives/word of mouth

   _____ Travel guides/tour books/publications

   _____ Telephone/written/email inquiry to the monument

   _____ Newspaper/magazine articles

   _____ Videos/television/radio programs

   _____ Monument website (www.nps.gov/depo)

   _____ Monument’s partner websites (e.g. www.visitmammoth.com)

   _____ Forest Service website (www.fs.fed.us/r5/inyo/)

   _____ Other websites

   _____ School class/program

   _____ Other National Park Service sites

   _____ Mammoth Lakes Welcome Center

   _____ Local businesses
______ 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
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_____ 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

d) 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
   (✓) Inside monument

   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


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 (✓)

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

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.

<table>
<thead>
<tr>
<th>a) Used service/facility?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1=Not important</td>
<td>1=Very poor</td>
</tr>
<tr>
<td></td>
<td>2=Somewhat important</td>
<td>2=Poor</td>
</tr>
<tr>
<td></td>
<td>3=Moderately important</td>
<td>3=Average</td>
</tr>
<tr>
<td></td>
<td>4=Very important</td>
<td>4=Good</td>
</tr>
</tbody>
</table>

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 ➔
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
      (church, business, etc.)  ______ Yes    ______ No

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:

<table>
<thead>
<tr>
<th>Current age</th>
<th>U.S. ZIP Code or name of country other than U.S.</th>
<th>Number of visits to Devils Postpile NM (including this visit) before 2002</th>
<th>2002 and after</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #2</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #3</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #4</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #5</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #6</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
<tr>
<td>Member #7</td>
<td>______</td>
<td>_________________________</td>
<td>______</td>
</tr>
</tbody>
</table>

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  ➔
b) Prior to this visit, were you aware of the following values of a wilderness area? Please check in column b or leave blank if you were not aware of the value.

c) Did you learn about the values of a wilderness during this visit to Devils Postpile? Please check in column c or leave blank if you did not learn.

d) On a future visit, would you like to learn about the values of a wilderness? Please check in column d or leave blank if you are not interested in learning.

<table>
<thead>
<tr>
<th>Values of a wilderness area</th>
<th>b) Aware before my visit (✓)</th>
<th>c) Learned on this visit (✓)</th>
<th>d) Would like to learn more (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Untouched/undeveloped landscape</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Opportunity for solitude</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preservation of biodiversity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Habitats in original state</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(minimum impacts by human activities)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preservation of early American heritage (Native American and pioneer)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protection of unpolluted watershed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Protection of unpolluted airshed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural quiet/sounds of nature</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other value of wilderness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Please specify below:)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

b) __________________ c) __________________ d) __________________

22. On a future visit to Devils Postpile National Monument, how would you and your group like to learn about natural and cultural history of the monument? Please check (✓) all that apply.

- Not interested in learning about the monument ➔ Go on to Question 23
- Indoor exhibits
- Outdoor exhibits
- Trailside information panels
- Ranger-led programs
- Self-guided audio tour
- Narration on bus
- Other (Please specify: _____________________________)
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).

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

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.

<table>
<thead>
<tr>
<th>Attribute/resource</th>
<th>Attribute/resource</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wilderness area</td>
<td>Solitude</td>
</tr>
<tr>
<td>Clean air</td>
<td>Native plants</td>
</tr>
<tr>
<td>Clean water</td>
<td>Native animals</td>
</tr>
<tr>
<td>Availability of campgrounds</td>
<td>Recreational opportunities</td>
</tr>
<tr>
<td>Availability of restrooms</td>
<td>Educational opportunities</td>
</tr>
<tr>
<td>Safe, crime-free environment</td>
<td>Natural quiet/sounds of nature</td>
</tr>
<tr>
<td>Scenic views</td>
<td></td>
</tr>
</tbody>
</table>
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
   _____ Junior Ranger program
   _____ Geology talk at Rainbow Falls
   _____ Rainbow Falls ranger-led talk/walk
   _____ 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?

   __________________________________________________________
   __________________________________________________________

26. 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.