August, 2007

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Minute Man National Historical Park. 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 select number of 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 Lena Le, NPS VSP Assistant Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-2585, email: lenale@uidaho.edu.

We appreciate your help.

Sincerely,

Nancy A. Nelson
Superintendent

This visitor study is partially funded by Fee Demonstration funding.
DIRECTIONS

At the end of your visit:

1) Please have the selected individual complete this questionnaire.
2) Answer the questions carefully since each question is different.
3) Seal it with the stickers provided.
4) Drop it in a U.S. mailbox.

Thank you!

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 Lena Le, 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 Minute Man National Historical Park

This questionnaire has many questions that refer to “you and your group.” This phrase means your personal group, defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include a larger group that you might be traveling with, such as school, church, scouts, or tour group.

1. a) Prior to this visit, how did you and your personal group obtain information about Minute Man National Historical Park (NHP)? Please check (√) all that apply in column (a).

b) On future trips to Minute Man NHP, what sources would you and your personal group prefer to use to obtain information in planning your visit? Please check (√) all that apply in column (b).

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

- Obtained no information prior to visit ➔ Go on to part b
- Live in local area
- Previous visits
- Friends/relatives/word of mouth
- Travel guides/tour books/publications
- Maps/brochures
- Telephone/written/email inquiry to the park
- Newspaper/magazine articles
- Minute Man NHP website: www.nps.gov/mima
- Other websites
- Videos/television/radio programs
- School class/program
- Other National Park Service sites
- State Welcome Center
- Local Chamber of Commerce
- 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 park that you needed?

- No
- Yes ➔ Go on to question 2
d) If NO, what type of information did you and your group need that was not available? Please be specific.

____________________________________________________________________________________

____________________________________________________________________________________

2. What was your primary reason for visiting the Lexington-Concord area (Lexington, Concord, Lincoln, and Bedford, MA)? Please check (✓) only one.
   ______ Resident of local area (Lexington-Concord area) ➔ Go on to Question 3
   ______ Visit Minute Man NHP
   ______ Visit other attractions in the area
   ______ Visit friends/relatives in the area
   ______ Business
   ______ Other (Please specify: _________________________________)

3. a) On this visit, how did Minute Man NHP fit into your travel plans (whether or not you live in the Lexington-Concord area)? Please check (✓) only one.
   ______ Minute Man NHP was the primary destination
   ______ Minute Man NHP was one of the several destinations
   ______ Minute Man NHP was not a planned destination

   b) What other historic sites did you and your group visit while in the Lexington-Concord area? Please check (✓) all that apply.
   ______ None ➔ Go on to Question 4
   ______ Lexington Battle Green
   ______ Orchard House
   ______ Lexington Buckman Tavern
   ______ The Old Manse
   ______ Walden Pond (Thoreau Hut)
   ______ Concord Museum
   ______ Other (Please specify: ______________________________________)

4. a) During this visit to Minute Man NHP, did you and your personal group have any personal interaction with a park ranger?
   ______ Yes   ______ No   ______ Don’t know

   b) If YES, on a scale from 1 to 5, please rate the quality of your interaction with the park ranger. Please circle one number for each item.

<table>
<thead>
<tr>
<th>Helpfulness</th>
<th>Very poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Courteousness</th>
<th>Very poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Responsiveness</th>
<th>Very poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very good</th>
</tr>
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<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Quality of information provided</th>
<th>Very poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
5. a) On this visit to Minute Man NHP, did you and your personal group visit the park on more than one day?
   _____ Yes  _____ No
   
   b) If YES, how many days did you visit Minute Man NHP?
   _____ Number of days
   (Please list partial days/hours as 1/4, 1/2, or 3/4.)
   
   c) If NO, how many hours did you visit Minute Man NHP?
   _____ Number of hours
   
   d) How much time did you and your personal group plan to spend in the park?
   _____ No planned amount of time ➔ Go on to part e
   _____ Hours  _____ Minutes
   
   e) What determined when you left? Please check (√) all that apply.
   _____ On a fixed tour/bus/train/plane/car pool schedule
   _____ Bad weather conditions
   _____ Lack of things to do/see
   _____ Other (Please specify: ________________________________
   ________________________________)
   
6. a) What forms of transportation did you and your personal group use to travel between your overnight accommodations/home and Minute Man NHP? Please check (√) all that apply.
   _____ Private vehicle (car, SUV, pickup, RV, motorcycle, etc.)
   _____ Rental vehicle  _____ Tour motorcoach/bus
   _____ Hotel shuttle van/courtesy bus  _____ Taxi/limousine
   _____ Bicycle  _____ On foot
   _____ Public transportation (MBTA bus/subway/train, etc.)
   _____ Other (Please specify: ________________________________
   ________________________________)
   
   b) If your personal group arrived Minute Man NHP in private or rental vehicles, how many vehicles did you and your group use?
   _____ Number of vehicles
   
   c) Were the signs directing you to sites of Minute Man NHP adequate? Please check (√) only one response for each.
   Signs on state highways  _____ Yes  _____ No  _____ did not use
   Driving signs in Lexington-Concord directing to park sites  _____ Yes  _____ No  _____ did not use
   Pedestrian signs in Lexington-Concord to park sites  _____ Yes  _____ No  _____ did not use
d) If NO, please explain the problem. ____________________________________________

7. a) Prior to this visit, were you and your personal group aware that Route 2A is the historical Battle Road as well as a main travel route? Please check (✓) only one response for each.

Aware historical Battle Road?  _____ Yes  _____ No
Aware main travel route?  _____ Yes  _____ No

b) State Route 2A goes through the middle of Minute Man NHP. On this visit, did you travel on State Route 2A?

   _____ Yes  _____ No ➔ Go on to Question 8

c) If YES, please indicate how the following elements may have affected your park experience while traveling on State Route 2A. Please check (✓) only one for each element.

<table>
<thead>
<tr>
<th>Element</th>
<th>Detracted from</th>
<th>No effect</th>
<th>Added to</th>
<th>Did not experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>High traffic volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low traffic volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic noise</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles traveling too fast</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles traveling too slow</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of signs to identify park sites</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of parking</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

d) On a future visit, what would improve your park experience while traveling on State Route 2A? Please check (✓) all that apply.

   _____ Slower speed limit          _____ Reduce number of trucks
   _____ Reduce traffic volume       _____ Adding roadside pull-offs
   _____ Increase historic appearance of landscape
   _____ Shuttle bus with interpretive services
   _____ More signs identifying park sites
   _____ Other (Please specify:_______________________________________________)

8. a) While visiting an area such as Minute Man NHP, how important are natural sounds (sounds of birds, wildlife, water, etc.) to the enjoyment of your park experience? Please circle one.

   Not important  Somewhat important  Moderately important  Very important  Extremely important
b) Many national historic parks such as Minute Man NHP commemorate historic events that include recreating cultural and historic sounds such as muskets, farm animals, fifes and drums, etc. How important are the cultural and historic sounds to the enjoyment of your park experience? Please circle one.

<table>
<thead>
<tr>
<th>Not important</th>
<th>Somewhat important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

c) On this visit to Minute Man NHP, how did modern sounds (traffic noise, mowing machine, airplanes, construction, etc.) affect your ability to hear and enjoy the following sounds? Please circle only one response for each item.

<table>
<thead>
<tr>
<th>Ability to hear/enjoy</th>
<th>Detracted from</th>
<th>No effect</th>
<th>Added to</th>
<th>Did not experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural sounds</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Cultural/historical sounds</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

9. a) What services did you and your personal group use in the communities of Lexington, Concord, Lincoln, and Bedford that were specifically related to this park visit? Please check (√) all that apply in column (a).
   ______ Did not use any services ➔ Go on to part b

b) What services would you and your personal group have used in these communities had they been available? Please check (√) all that apply in column (b).

   a) Used on this visit (√)
   ______ Buy gasoline
   ______ Eat a meal
   ______ Stay overnight in a motel
   ______ Obtain information about Minute Man NHP
   ______ Obtain other travel/tourism information
   ______ Shop or purchase souvenirs
   (What did you buy? ____________________________________________)
   ______ Other (Please specify below.) ________________________

   b) Would have used if available (√)

   a) Used: ___________________ 
   b) Would have used: __________

c) Do you have any comments about these services?

<table>
<thead>
<tr>
<th>Service (List)</th>
<th>Comment (Please be specific.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

10. a) As you were planning your trip, what activities did you and your personal group expect to do? Please check (√) all that apply in column (a).

b) During this visit to Minute Man NHP, what activities did you and your personal group participate in? Please check (√) all that apply in column (b).

a) Expected activities (√)  

b) Participated activities (√)  

- Hiking on trails
- Bicycling on trails
- Watching theater program
- Birdwatching/wildlife viewing
- Learning/researching history
- Getting National Park Passport stamp
- Attending ranger talks/special programs
- Shopping at visitor center bookstores
- Shopping at farm stands
- Eating at visitor center café
- Attending concert
- Taking a self-guided MP3/cell phone tour
- Other (Please specify below.)

a) Expected to do: ____________________________  
b) Did: ____________________________

c) Which one of the above was the most important activity to your visit?


d) If you and your personal group were unable to participate in an expected activity, what prevented you from participating in that activity? Please check (√) all that apply.

- Did not plan enough time
- Unfavorable weather conditions
- Service/program was not available at the time of visit
- Unable to locate park site
- Heavy traffic made access difficult
- Other (Please specify: ___________________________________________)


11. a) For this visit, please list the order (#1, 2, 3, etc.) in which you and your personal group visited the following sites at Minute Man NHP. If you did not visit a site please leave that line blank. Please use the map on page 10 to help you locate the sites.

b) Next, compared to what you expected, what was the quality of the sites that you and your personal group visited? Please circle one number.

<table>
<thead>
<tr>
<th>a) Order visited (1, 2, 3, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____ North Bridge Visitor Center</td>
</tr>
<tr>
<td>_____ North Bridge</td>
</tr>
<tr>
<td>_____ Wayside: Home of Authors</td>
</tr>
<tr>
<td>_____ Meriam's Corner</td>
</tr>
<tr>
<td>_____ Battle Road Trail</td>
</tr>
<tr>
<td>_____ Bloody Angle</td>
</tr>
<tr>
<td>_____ Vernal Pool Trail</td>
</tr>
<tr>
<td>_____ Hartwell Tavern</td>
</tr>
<tr>
<td>_____ Paul Revere Capture Site</td>
</tr>
<tr>
<td>_____ Minute Man Visitor Center</td>
</tr>
<tr>
<td>_____ Fiske Hill</td>
</tr>
<tr>
<td>_____ Other (Please specify:___________________________)</td>
</tr>
</tbody>
</table>

b) Meet expectations?
1 = Poorer than expected
2 = About the same
3 = Better than expected

c) Which one site was the most important to your visit to Minute Man NHP?

__________________________________________________________________________

d) If you rated 1 (poor quality) for any of the above sites, please explain why:

__________________________________________________________________________

12. a) Would you and your personal group recommend visiting Minute Man NHP to your friends/relatives?

_____ Yes, likely _____ No, unlikely _____ Not sure

b) Please explain why or why not:

__________________________________________________________________________

__________________________________________________________________________
13. a) Please check (✓) all of the services/facilities that you and your personal group used during this visit to Minute Man NHP (see map on page 10).

b) Next, for only those services/facilities that you and your personal 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>Park brochure/map</td>
<td>1=Not important</td>
<td>1=Very poor</td>
</tr>
<tr>
<td>Park newspaper</td>
<td>2=Somewhat important</td>
<td>2=Poor</td>
</tr>
<tr>
<td>Indoor exhibits</td>
<td>3=Moderately important</td>
<td>3=Average</td>
</tr>
<tr>
<td>Outdoor exhibits</td>
<td>4=Very important</td>
<td>4=Good</td>
</tr>
<tr>
<td>Trails</td>
<td>5=Extremely important</td>
<td>5=Very good</td>
</tr>
<tr>
<td>Minute Man Visitor Center theater show</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Self-guided MP3/cell phone tour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visitor center sales items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(selection, quality, price etc.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Junior Ranger program</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Directional signs to find park sites</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assistance from park staff/volunteers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ranger-led programs/talks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restrooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Access for disabled persons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park website: <a href="http://www.nps.gov/mima">www.nps.gov/mima</a> used before or during visit</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14. On this visit, were you and your personal group part of any larger, organized group? Please check (✓) all that apply.

- Not part of any larger, organized group  ➔ Go to Question 15
- Commercial guided tour
- Educational group (school, etc.)
- Historical society/club
- Other organized group (Please specify: ____________________________)
15. On this visit, what kind of personal group (not guided tour/educational/historical/other organized group) were you with? Please check (√) only one.

- _____ Alone
- _____ Family
- _____ Friends
- _____ Family and friends
- _____ Other (Please specify: ________________________________)

16. For this visit to Minute Man NHP, 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>a) Current age</th>
<th>b) U.S. ZIP Code or name of country other than U.S.</th>
<th>c) Frequency of visits to Minute Man NHP (including this visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yourself</td>
<td>______</td>
<td>1= First visit 2= Several times (occasionally) 3= Frequently used (daily or weekly)</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>
<td></td>
</tr>
<tr>
<td>Member #5</td>
<td>______</td>
<td></td>
</tr>
<tr>
<td>Member #6</td>
<td>______</td>
<td></td>
</tr>
<tr>
<td>Member #7</td>
<td>______</td>
<td></td>
</tr>
</tbody>
</table>

18. a) When visiting an area such as Minute Man NHP, what one language do you and most members of your personal group prefer to use for the following?

- Speaking
- Reading

- ------------------------------------------ - ------------------------------------------

b) What services in the park would you and your personal group like to have provided in languages other than English? Please check (√) all that apply.

- _____ None  ➔ Go on to Question 19
- _____ Brochure
- _____ Ranger-led house tour
- _____ Video
- _____ Ranger-led walking tour
- _____ Audio tour
- _____ Other (Please specify: ________________________________)

- ------------------------------------------ - ------------------------------------------
c) In what language?

---

19. There are 36 historical structures at Minute Man NHP. What type of additional visitor services at the park would you like to have available at these sites on a future visit? Please check (√) all that apply.

- [ ] No further development of the site ➔ Go on to Question 20
- [ ] Bed & breakfast
- [ ] Gift shop/bookstore
- [ ] Tavern/restaurant to sell food and drinks
- [ ] Bike/ski rental
- [ ] Colonial craft demonstrations with crafts for sale
- [ ] Historic farming demonstrations with produce for sale
- [ ] Other (Please specify: ______________________)

20. It is the National Park Service’s responsibility to protect Minute Man NHP’s natural, scenic, and cultural resources and qualities, while at the same time providing for public enjoyment. Please rate the importance of each of the following attributes/resources to you and your personal group. Please circle only one response for each item.

<table>
<thead>
<tr>
<th>Attribute/resource</th>
<th>Not important</th>
<th>Somewhat important</th>
<th>Moderately important</th>
<th>Very important</th>
<th>Extremely important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenic views</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Historic views</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Escape from urban setting</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Commemoration of historic events</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Historic buildings/cultural resources</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Educational programs/opportunities</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Recreational opportunities (hiking, exercise, etc.)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Clean water</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Clean air</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Night skies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Native plants</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Native wildlife</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Solitude</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

21. a) What did you and your personal group like most about your visit to Minute Man NHP?
b) What did you and your personal group like least about your visit to Minute Man NHP?

__________________________________________________________________________

__________________________________________________________________________

22. On a future visit to Minute Man NHP, what interpretive programs/information services would you and your personal group like to have available at the park? Please check (✓) all that apply.

_____ Not interested in interpretive programs ➔ Go on to Question 23

_____ Indoor exhibits       _____ Outdoor exhibits

_____ Movies/films          _____ Ranger talks/programs

_____ Self-guided audio tours (with map/publication, audio, cell phone)

_____ Interactive exhibits (displays on computer/palm pilot/blackberry, etc.)

_____ Historian/expert lectures/talks

_____ Roving rangers available to answer questions

_____ Special events

_____ Children’s programs

_____ Living history programs and dramatic presentations (people in costume)

_____ Other (Please specify: _________________________________________________)

23. If you were a manager planning for the future of Minute Man NHP, what would you propose?

__________________________________________________________________________

__________________________________________________________________________

24. Is there anything else you would like to tell us about your visit to Minute Man NHP?

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

25. Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Minute Man NHP during this visit? Please circle only one.

Very poor    Poor    Average    Good    Very good

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