



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

Visitor Services Project

Kalaupapa National Historical Park

Visitor Study





IN REPLY REFER TO:

United States Department of the Interior

NATIONAL PARK SERVICE
Kalaupapa National Historical Park
POB 2222
Kalaupapa, Hawai'i 96742

April 2010

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Kalaupapa National Historical Park. This information will assist us in our efforts to better manage this park and to serve you.

This questionnaire is only being given to 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 this 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,

Stephen Prokop
Superintendent
Kalaupapa National Historical Park

DIRECTIONS

- 1) Please have the selected individual (at least 16 years old) complete this questionnaire.
- 2) Answer the questions carefully since each question is different.
- 3) For questions that use circles (○), please mark your answer by filling in the circle with black or blue ink, or a pencil with dark (e.g. #2) lead.

Like this: ● Not like this: ✓ ✗ /

- 4) Seal it with the stickers provided.
- 5) 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 Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

Your Visit To Kalaupapa National Historical Park

NOTE: In this questionnaire "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, scouts, or tour group.

1. a) Prior to your visit, how did you and your personal group obtain information about Kalaupapa National Historical Park (NHP)? Please mark (●) **all** that apply in column (a).

b) If you were to visit Kalaupapa NHP in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

a) Prior to this visit

b) Prior to future visits

- | | |
|--|-----------------------|
| <input type="radio"/> Did not obtain information prior to visit → Go to part b of this question | <input type="radio"/> |
| <input type="radio"/> Chamber of commerce/visitors bureau/state welcome center | <input type="radio"/> |
| <input type="radio"/> Inquiry to park via phone, mail, or email | <input type="radio"/> |
| <input type="radio"/> Friends/relatives/word of mouth | <input type="radio"/> |
| <input type="radio"/> Information from another National Park Service site | <input type="radio"/> |
| <input type="radio"/> Kalaupapa NHP website: www.nps.gov/kala | <input type="radio"/> |
| <input type="radio"/> Other websites | <input type="radio"/> |
| <input type="radio"/> Local businesses (hotels/motels/restaurants, etc.) | <input type="radio"/> |
| <input type="radio"/> Maps/brochures | <input type="radio"/> |
| <input type="radio"/> Newspaper/magazine articles | <input type="radio"/> |
| <input type="radio"/> Previous visits | <input type="radio"/> |
| <input type="radio"/> School class/program | <input type="radio"/> |
| <input type="radio"/> Social media (such as Facebook, Twitter, etc.) | <input type="radio"/> |
| <input type="radio"/> Television/radio programs/videos | <input type="radio"/> |
| <input type="radio"/> Travel guides/tour books (such as AAA, etc.) | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below) | <input type="radio"/> |

This visit _____

Future visit _____

c) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed?

No Yes → **Go to Question 2**

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

2. Prior to this visit, were you and your personal group aware that Kalaupapa NHP is co-managed by the State of Hawaii Department of Health?

Yes No

3. On this trip, what were the reasons that you and your personal group visited Kalaupapa NHP? Please mark (●) **all** that apply.

- Learn about the general history of the Kalaupapa Peninsula
- Learn about the patient community of Kalaupapa
- Learn about Hansen's Disease (leprosy)
- Learn about Saint Damien (Joseph De Veuster)
- Learn about Mother Marianne
- Learn about Native Hawaiian history
- Learn about Kalaupapa's natural features (such as wildlife, plants, geology and marine resources)
- Visit a patient resident
- Visit for a spiritual or religious pilgrimage
- Visit a gravesite
- Other (Please specify) _____

4. a) How did this visit to Kalaupapa NHP fit into your personal group's travel plans? Please mark (●) **one**.

- Kalaupapa NHP was the primary destination
- Kalaupapa NHP was one of several destinations
- Kalaupapa NHP was not a planned destination

b) On this visit, how many vehicles did you and your personal group use to arrive “topside” of the park? Please write 0 if you did not arrive by vehicle.

_____ Number of vehicles

5. On this trip, what was the **primary** reason that you and your personal group came to the island of Moloka`i? Please mark (●) **only one**.

Resident of Moloka`i → **Go to Question 6**

Visit Kalaupapa NHP

Visit other attractions on Moloka`i

Visit friends/relatives on Moloka`i

Unplanned visit

Business

Other (Please specify) _____

6. a) On this trip, did you and your personal group stay overnight **away from your permanent residence** at Kalaupapa NHP or on Moloka`i?

Yes

No → **Go to Question 7**

b) If YES, please list the number of nights you and your personal group stayed at Kalaupapa NHP or on Moloka`i.

_____ Number of nights at Kalaupapa NHP

_____ Number of nights on topside Moloka`i

c) If YES, in which types of lodging did you and your personal group spend the night(s) at Kalaupapa NHP or on Moloka`i? Please mark (●) **all** that apply.

Lodges, hotels, motels, cabins, B&B, etc. on Moloka`i

Tent camping in developed campground on Moloka`i

Personal seasonal residence on Moloka`i

Residence of friends or relatives on Moloka`i

Residence of friends or relatives at Kalaupapa NHP

Visitor Quarters at Kalaupapa NHP

Other (Please specify) _____

b) If you marked that you felt “very unsafe” or “unsafe” while participating in any of the above activities, please explain why.

12. a) As you were planning your trip to Kalaupapa NHP, which activities did you and your personal group **expect** to include on this visit? Please mark (●) **all** that apply in column (a).

b) In which activities did you and your personal group **actually** participate on this visit? Please mark (●) **all** that apply in column (b).

a) Expected activity **b) Activity this visit**

- | | |
|---|-----------------------|
| <input type="radio"/> Attending ranger-led tours | <input type="radio"/> |
| <input type="radio"/> Creative arts (painting/drawing/taking photographs) | <input type="radio"/> |
| <input type="radio"/> Hiking/walking | <input type="radio"/> |
| <input type="radio"/> Picnicking | <input type="radio"/> |
| <input type="radio"/> Shopping in park bookstore | <input type="radio"/> |
| <input type="radio"/> Taking “Damien Tour” | <input type="radio"/> |
| <input type="radio"/> Taking a chartered flight | <input type="radio"/> |
| <input type="radio"/> Taking commercial flight | <input type="radio"/> |
| <input type="radio"/> Taking mule ride on Kalaupapa Trail | <input type="radio"/> |
| <input type="radio"/> Viewing exhibits | <input type="radio"/> |
| <input type="radio"/> Visiting a friend or relative of staff | <input type="radio"/> |
| <input type="radio"/> Visiting a patient resident | <input type="radio"/> |
| <input type="radio"/> Visiting historically significant sites at the park | <input type="radio"/> |
| <input type="radio"/> Visiting Kalaupapa Overlook | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below) | <input type="radio"/> |

Expected _____ This visit _____

13. If you and your personal group visited **only** the Kalaupapa Overlook and did not visit the Kalaupapa Settlement, why didn't you go down to the Settlement?

14. a) Please mark (●) **all** the visitor services and facilities that you or your personal group **used** at Kalaupapa NHP during this visit.
- b) Next, for only those services and facilities that you or your personal group **used**, please rate their importance to your visit from 1-5.
- c) Finally, for only those services and facilities that you or your personal group **used**, please rate their quality from 1-5.

a) Visitor services/facilities used Mark (●)	b) If used, how important?	c) If used, what quality?
	1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Access for people with disabilities	_____	_____
<input type="radio"/> Assistance from park staff	_____	_____
<input type="radio"/> Damien Tour	_____	_____
<input type="radio"/> Outdoor exhibits	_____	_____
<input type="radio"/> Park brochure/map	_____	_____
<input type="radio"/> Park website: www.nps.gov/kala used before or during visit	_____	_____
<input type="radio"/> Parking at trailhead	_____	_____
<input type="radio"/> Picnic areas	_____	_____
<input type="radio"/> Restrooms	_____	_____
<input type="radio"/> Visitor center bookstore	_____	_____
<input type="radio"/> Visitor center exhibits	_____	_____

15. What is the most important thing you and your personal group learned on this visit to Kalaupapa NHP?

16. Only 100 visitors per day are allowed to visit Kalaupapa NHP. In your opinion, should visitation continue to be limited to 100 visitors per day in the future?

- Yes No Not sure

17. It is the National Park Service's responsibility to protect Kalaupapa NHP's cultural, natural and scenic resources and values and visitor experiences that depend on these. How important is protection of the following to you and your group? Please mark (●) one answer for each attribute/resource/experience.

Attribute/resource/experience	Not important	Somewhat important	Moderately important	Very important	Extremely important
Cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic buildings associated with the Hansen's Disease settlement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic landscape associated with the Hansen's Disease settlement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifestyle and privacy of patient resident community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marine resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural features, such as wildlife, plants, clean air	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scenic views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spirituality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. If you were to visit when there is no longer a living patient community at Kalaupapa NHP, in which of the following activities would you and your personal group be interested in participating? Please mark (●) **all** that apply.

- Not interested in tours/programs → **Go to Question 19**
- Bicycle tour (self-guided or guided)
- Concession operated tours/programs
- Ranger-led tours/programs
- Self-guided tour
- Other (Please specify) _____

19. If you were to visit Kalaupapa NHP in the future, which topics would you and your personal group be interested in learning (or learning more) about? Please mark (●) **all** that apply.

- Not interested in learning about the park → **Go to Question 20**
- Hansen's Disease (leprosy)
- History of the Kalaupapa and Kalawao Settlements
- Native Hawaiian culture and traditions in Kalaupapa
- Natural features, such as wildlife, plants, and geology
- Personal and human stories related to Kalaupapa
- Saint Damien, Mother Marianne, and other religious figures
- Other topics (Please specify) _____

20. If you were to visit Kalaupapa NHP in the future, how would you and your personal group prefer to learn about cultural and natural features of the park? Please mark (●) **all** that apply.

- Not interested in learning about the park → **Go to Question 21**
- Audiovisual programs (DVD, video, or movie)
- Electronic media/devices for visitors (downloadable digital files, podcasts, cell phone tours, interactive computer programs/tours, audio, etc.)
- Indoor exhibits
- Outdoor exhibits
- Park website: www.nps.gov/kala
- Printed materials (brochures, books, maps, etc.)
- Ranger-led tours/programs
- Self-guided tours/programs
- Other (Please specify) _____

21. For you and your personal group, please estimate all expenditures for the items listed below for this visit to Kalaupapa NHP and topside Moloka`i. **Please write "0" if no money was spent in a particular category.**

a) Please list your group's total expenditures inside Kalaupapa NHP.

b) Please list your group's total expenditures topside Moloka`i.

NOTE: Surrounding area residents should only include expenditures that were **just for this trip** to Kalaupapa NHP.

EXPENDITURES		
	a) Inside park	b) Topside Moloka`i
Lodges, hotels, motels, cabins, B&B, etc.	\$ _____	\$ _____
State Visitor Quarters only		
Camping fees and charges	n/a	\$ _____
Guide fees and charges	\$ _____	\$ _____
Restaurants and bars	\$ _____	\$ _____
Groceries and takeout food	n/a	\$ _____
Gas and oil (auto, boat, etc.)	n/a	\$ _____
Other transportation expenses (rental cars, taxis, auto repairs, but NOT airfare)	n/a	\$ _____
Admission, recreation, entertainment fees	n/a	\$ _____
All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)	\$ _____	\$ _____
Donations	\$ _____	\$ _____
All air travel expenditures from home	\$ _____	\$ _____

c) How many people do the above expenditures cover?

_____ Adults (18 years or over) _____ Children (under 18 years)
 Please write "0" if no children were covered by the expenditures.

22. a) What did you and your personal group like **most** about your visit to Kalaupapa NHP?

b) What did you and your personal group like **least** about your visit to Kalaupapa NHP?

23. Kalaupapa NHP does not currently charge an entrance fee. In the future, an entrance fee may be considered, with the funds used to maintain park facilities and services, such as brochures, exhibits, and audio-visual programs.

If you were to visit in the future, would you and your personal group be willing to pay an entrance fee of \$15/adult (NPS passes would be honored)? Please mark (●) **one**.

Yes, likely No, unlikely Not sure

24. On this visit, were you and your personal group part of the following types of organized groups? Please mark (●) **one** for each.

a) Commercial guided tour group Yes No

b) School/educational group Yes No

c) Other (work, church) Yes No

d) If you were with one of these organized groups, how many people, including yourself, were in this organized group?

_____ Number of people in organized group

25. a) On this visit, which type of personal group (not commercial guided tour/school/other organized group) were you with? Please mark (●) **one**.

Alone Friends

Family Family and friends

Other (Please specify) _____

b) On this visit, how many people were in your personal group, including yourself?

_____ Number of people in personal group

26. For you only, what is your gender?

Male Female

27. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Yes No → **Go to Question 28**

b) If YES, which services or activities were difficult to access/participate in?

28. For you only, what is the highest level of education you have completed? Please mark (●) **one**.

- | | |
|---|---|
| <input type="radio"/> Some high school | <input type="radio"/> Bachelor's degree |
| <input type="radio"/> High school diploma/GED | <input type="radio"/> Graduate degree |
| <input type="radio"/> Some college | |

29. a) Are you or members of your group Hispanic or Latino? Please mark (●) **one** for each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
Yes, Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No, not Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) What is your race? What is the race of each member of your personal group? Please mark (●) **one or more** for you and each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
American Indian or Alaska Native	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Black or African American	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Pacific Islander	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. a) Which category best represents your annual **household** income? Please mark (●) **only one**.

- | | | |
|--|---|---|
| <input type="radio"/> Less than \$24,999 | <input type="radio"/> \$50,000-\$74,999 | <input type="radio"/> \$150,000-\$199,999 |
| <input type="radio"/> \$25,000-\$34,999 | <input type="radio"/> \$75,000-\$99,999 | <input type="radio"/> \$200,000 or more |
| <input type="radio"/> \$35,000-\$49,999 | <input type="radio"/> \$100,000-\$149,999 | <input type="radio"/> Do not wish to answer |

b) How many people are in your household? _____ Number of people

31. For you and your personal group on this visit, please provide the following. (If you do not know the answer, leave blank).

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	c) Number of visits to Kalaupapa NHP (including this visit) lifetime
Yourself	_____	_____	_____
Member #2	_____	_____	_____
Member #3	_____	_____	_____
Member #4	_____	_____	_____
Member #5	_____	_____	_____
Member #6	_____	_____	_____
Member #7	_____	_____	_____

32. If you were a manager planning for the future of Kalaupapa NHP, what would you propose? Please be specific.

33. Is there anything else you and your personal group would like to tell us about your visit to Kalaupapa NHP?

34. Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Kalaupapa NHP during this visit? Please mark (●) **one**.

Very poor	Poor	Average	Good	Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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
College of Natural Resources
University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139**

