

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

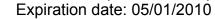
**Visitor Services Project** 

## Fort Larned National Historic Site

### **Visitor Study**



OMB Approval 1024-0224 (NPS# 09-012)





#### **United States Department of the Interior**

NATIONAL PARK SERVICE Fort Larned National Historic Site 1767 KS Hwy 156 Larned, KS 67550-9321

May - June 2009

Dear Visitor:

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

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,

Kevin McMurry Superintendent

#### **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) For questions that use circles (O), 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: (J)





- 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 personal 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 Fort Larned National Historic Site

NOTE: 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, scouts, or tour group.

1.	How did you and your personal group <b>first</b> learn about the existence of Fort Larned? Please mark (●) <b>all</b> that apply.										
O	Fri	ends/relatives/word of mouth		0	School class	s/program					
O	Te	levision or radio programs		0	Park websit	е					
Ο	His	story books/clubs		0	Other websi	ite					
Ο	Travel guides/tour books (such as AAA, etc.) O Other histo										
Ο	Brochure in Tourism Information Center										
Ο	Kansas Highway Department Magazine										
Ο	Ne	wspaper/magazine articles (other tha	n Kans	as Hig	hway Depart	ment)					
Ο	Pe	rsonal research/study in western fron	tier his	tory							
Ο	Personal research/study in Native American history/culture										
Ο	Saw signs on highway										
О	He	eard message on Highway Travelers I	nforma	tion Sta	ation						
	F	Please specify where									
O	Ot	her (Please specify)									
2.		to your visit, had you and your persor os? Please mark (●) <b>one.</b>	nal grou	nb evei	heard of the	following					
	Sa	nta Fe Trail Center	0	Yes	0	No					
	Sa	nta Fe Trail Association	Ο	Yes	Ο	No					
3.		did your visit to Fort Larned National l personal group's travel plans? Please				your and					
	Ο	Fort Larned NHS was primary destin	nation								
	Ο	Fort Larned NHS was one of severa	al destir	nations							
	Ο	Fort Larned NHS was not a planned	d destin	ation							

4.	Prior to yo	our visit, were unit of the Nat	you ar ional f	nd you Park S	r pe yste	rsonal gr m? Pleas	oup awa se mark	are that Fore.	ort Larned	
	O Yes	S	0	No						
5.	,	your visit, how ort Larned N	-		•		_	•		
-\ [	persona all that	vere to visit Fo al group prefe apply in colun	to ob	tain in			out the p	oark? Plea	ase mark (●)	
	Prior to thi		- C						o future visi	<u>ts</u>
0		obtain inform	ation p	orior to	VISI	t → Go	to part	b of this	question	$\sim$
0	Previou	ıs visits								O
O	Friends	/relatives/wor	d of m	outh						O
O	Travel (	guides/tour bo	oks (s	uch as	s AA	A, etc.)				O
O	Maps/b	rochures								O
O	Newspa	aper/magazine	e articl	es						O
0	E-mail/t	telephone/writ	ten ind	quiry to	pa	rk				O
0	Televis	ion/radio prog	rams/\	/ideos						O
0	Fort La	rned NHS wel	osite: v	www.n	ps.g	jov/fols				O
O	Other w	vebsites								O
0	School	class/progran	1							O
0	Local b	usinesses (ho	tels/m	otels/r	esta	iurants, e	etc.)			O
O	Chamb	er of commerc	e/visi	tors bu	ıreaı	u/state w	elcome	center		O
0	Other (I	Please specify	belov	v)						O
Thi	s visit				Futu	ure visit _				
C		sources you ne type of info							rsonal group	
	O No	)	Ο	Yes	<b>→</b>	Go to Q	uestion	6		
C	,	at type of par available? Ple				you and	your pe	ersonal gr	oup need tha	at

6					Fort L	arned Na	ational His	storic Site	Visitor Study
6.	O ca	n thi ame	s trip, what wa to the Fort Lar	s the <b>prir</b> ned NHS	mary reaso area? Ple	on that you	ou and yo k (●) <b>one</b>	ur persor	nal group
	С	)	Resident of th	Resident of the area (within 60 miles of the park) → Go to Question 7					
	С	)	Visit Fort Larr	ort Larned NHS					
	С	)	Visit other attr	actions ir	n the area				
	С	)	Visit friends/re	elatives in	the area				
	О	)	Business						
	О	)	Other (Please	specify)					
7. a) On this trip, did you and your personal group stay overnight <b>away from permanent residence</b> in the Fort Larned NHS area (within 60 miles of park)?									
		Ο	Yes	0	No <b>→ G</b>	o to Que	estion 8		
<ul> <li>b) If YES, please list the number of nights you and your personal group s in the Fort Larned NHS area.</li> </ul>							oup stayed		
			Number of	f nights w	rithin 60 mi	les of the	e park		
	c)	in th	which types of l ne area outside t apply.	odging di the park	id you and (within 60	your per miles of	rsonal gro f the park	up spend )? Please	the night(s) mark (●) <b>all</b>
		Ο	Lodges, ho	tels, vaca	ation rental	s, B&B,	etc.		
		Ο	RV/trailer c	amping					
		Ο	Tent campi	ng in dev	eloped car	mpgroun	d		
		Ο	Personal se	easonal r	esidence				
		Ο	Residence	of friends	s or relative	es			
		Ο	Other (Plea	ise specit	fy)				
8.	a)	a) In what town/city did you and your personal gro your arrival at Fort Larned NHS? If you stayed name of the city/town and state where you live					d at home		
		Nea	arest city/town				State		
	b)	dep	what town/city oparture from Fone of the city/to	ort Larne	d NHS? If	you stay	ed at hom		
		Nea	arest citv/town				State		

to trav	On this visit, which forms of transportation did you and your personal group use o travel between your overnight accommodations or home and Fort Larned NHS? Please mark (•) all that apply.							
Ο	Private vehicle (car, S	UV, pickup,	, RV, etc.)					
Ο	Rental vehicle	Tour/school bus	Ο	Bicycle				
0	Taxi/limousine	O	Motorcycle	Ο	On foot			
0	Other (Please specify	)						
	his visit, which activitie in Fort Larned NHS? P							
pers	u were to visit the park onal group prefer to pa		Please mark (●) <b>all</b> that	apply	in column (b).			
<u>a) <b>Ac</b></u>	tivities on this visit		b) Activitie	s on	<u>future visit</u>			
Ο	Self-guided tour of hi	ngs		0				
Ο	Attending living histo	rations		Ο				
Ο	Attending ranger-led		Ο					
Ο	Conducting genealog	jical researd	ch		0			
Ο	Creative arts (photog	raphy/draw	ing/painting/writing)		Ο			
Ο	Enjoying solitude/qui	et			0			
Ο	General sightseeing				0			
Ο	Nature study (birdwa	tching/wildli	fe viewing/stargazing)		Ο			
Ο	Picnicking				0			
Ο	Visiting museum				Ο			
Ο	Visiting research libra	ary			Ο			
Ο	Visiting Santa Fe Tra	il Ruts Unit			0			
Ο	Walking/hiking				Ο			
Ο	Other (Please specify		Ο					
Thie vieit			Tutura visit					

c)		n <b>one</b> of the above a nal group visited Fo								
		s visit to Fort Larned of the ranger-led tal			in your	personal g	roup par	ticipate		
	Ο	No	Ο	Yes →	Go to	part c of th	nis ques	tion		
		what prevented you -led talks/programs?					ipating ir	1		
	0	Not interested								
	Ο	Did not have time f	or this	activity						
	0	Were not aware of	any rai	nger-led ta	lks/prog	rams offere	ed at parl	<		
	0	Not enough progra	ms offe	ered						
	O Other (Please specify)									
c)		future visit, would yo ding ranger-led prog					sted in			
	Ο	Yes, likely	0	No, unlik	ely	0	Not su	ıre		
d)		YES, what length of program would you and your personal group be most ely to attend? Please mark (●) <b>only one.</b>								
	0	Under 1/2 hour	(	O Oth	er (Pleas	se specify b	pelow)			
	0	1/2 - 1 hour								
	0	1 - 2 hours								
12. a)		g this visit to Fort La nal interaction with բ								
	0	Yes C	) No	o <b>→ Go t</b>	o Quest	ion 13				
b)	If YES	S, on a scale from 1 ark employee. Pleas	to 5, pl e mark	ease rate t (●) <b>one</b> re	he quali esponse	ty of your ir for each ite	nteraction em.	n with		
				Very poor	Poor	Average	Good	Very good		
	Helpfu	ulness		Ο	Ο	Ο	Ο	Ο		
	Court	eousness		Ο	Ο	0	Ο	0		
	Qualit	y of information pro	vided	0	0	0	0	Ο		

- 13. a) On this visit to Fort Larned NHS, which park sites did you and your personal group visit? Please mark (●) all that apply in column (a).
  - b) For each place that you and your personal group **visited**, please rate the quality of the services/facilities provided. Mark (●) **one** answer for each location.

location. b) Quality of service/facility provided a) Location visited Very poor Poor Average Good Very good 0 O O O O O Visitor center OO 00O  $\mathbf{O}$ Museum O O O  $\mathbf{O}$ Commissary  $\mathbf{O}$  $\mathbf{O}$ 00 $\mathbf{O}$ O Infantry barracks O  $\mathbf{O}$  $\mathbf{O}$  $\mathbf{O}$  $\bigcirc$ Hospital O 0 0 OO  $\mathbf{O}$ Post blacksmith shop  $\bigcirc$  $\bigcirc$  $\mathbf{O}$ O  $\mathbf{O}$  $\mathbf{O}$ Block house O  $\mathbf{O}$ 0 $\mathbf{O}$ O  $\mathbf{O}$ Hospital 0 0 0 O O 0 School room O  $\mathbf{O}$ O O Arsenal  $\mathbf{O}$ O O O O O Picnic area O O O O  $\mathbf{O}$ Santa Fe Trail Ruts Unit O 0 0  $\bigcirc$  $\bigcirc$ Quartermaster warehouse O O O OO Nature trail Other (Please specify)  $\bigcirc$  $\bigcirc$ O  $\bigcirc$  $\mathbf{O}$  $\bigcirc$ c) Please explain any ratings of "poor" or "very poor." 14. a) On this visit, did you and your personal group visit Fort Larned NHS on more than one day? O O Yes No b) How many hours in **total** did you and your personal group spend visiting Fort Larned NHS?

Total number of hours (Please list the partial hours as 1/4, 1/2, 3/4.)

15. It is the National Park Service's responsibility to protect Fort Larned NHS's natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following park resources/attributes to you and your personal group? Please mark (●) one answer for each resource/attribute.

Resource/attribute	Not important	Somewhat important	Moderately important	Very important	Extremely important
Clean air (visibility)	0	0	0	0	0
Clean water	0	0	0	0	0
Clear night sky	Ο	0	0	0	0
Educational opportunities	Ο	0	0	0	0
Historic sites and buildings	Ο	0	0	0	0
Native plants	Ο	0	0	0	0
Native wildlife	Ο	0	0	0	0
Repair/maintenance of historical structures	Ο	Ο	Ο	Ο	0
Natural quiet/sounds of nature	Ο	0	0	0	0
Recreational opportunities	0	Ο	0	0	0
Historical scenic views	Ο	Ο	Ο	Ο	Ο
Natural scenic views	0	Ο	0	Ο	0

16. a) In which communities did you and your personal group obtain support services (e.g. information, gas, food, lodging) for this visit to Fort Larned NHS? Please mark (●) all that apply.

O	None → Go to Question 17							
0	Larned	0	Hays	Ο	Hutchinson			
Ο	Great Bend	0	Dodge City	Ο	Salina			
Ο	Garden City	0	Other (Please s	pecify)				

b) Were you and your personal group able to obtain all of the services that you needed in these communities?

es -> Go to Question 17
(

	• 3									
c) If NO, what needed services were not	available?									
Service (List) C	omments (Please	be specific)								
7. For you and your personal group, please estimate all expenditures for the items listed below for this visit to Fort Larned NHS area (within 60 miles of the park). Please write "0" if no money was spent in a particular category.										
a) Please list your group's total expenditu	a) Please list your group's total expenditures inside Fort Larned NHS.									
<ul><li>b) Please list your group's total expenditu 60 miles of the park).</li></ul>	b) Please list your group's total expenditures in the <b>area</b> outside the park (within 60 miles of the park).									
NOTE: Surrounding area residents should of were just for this trip to Fort Larne	•	ditures that								
		IDITURES b) Outside park								
Lodges, hotels, motels, cabins, B&B, etc.	N/A	\$								
Camping fees and charges	N/A	\$								
Guide fees and charges	N/A	\$								
Restaurants and bars	N/A	\$								
Groceries and takeout food	N/A	\$								
Gas and oil (auto, RV, 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	\$	\$								

c) How many people do the above expenses cover?

\_\_\_\_\_ Adults (18 years or over) \_\_\_\_\_ Children (under 18 years)

Please write "0" if no children were covered by the expenditures.

- 18. a) Please mark (●) **all** the visitor services and facilities that you or your personal group **used** at Fort Larned NHS 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.

Visito	r services/facilities used	1=Not 2=Som 3=Mod	mportant? important newhat important lerately important	c) If used, what quality' 1=Very poor 2=Poor 3=Average	
ark (●)			y important emely important	4=Good 5=Very good	
0	Access for people with disabilities				
0	Bookstore sales items (selection, price	e, etc.)			
0	Assistance from park staff				
0	Directional signs				
0	Information signs				
0	Junior Ranger program				
0	Living history demonstrations				
0	Outdoor exhibits				
0	Park brochure/map				
0	Park website: www.nps.gov/fols used before or during visit				
Ο	Ranger-led programs				
0	Restrooms				
0	Videos/films				
0	Nature trail				
0	Visitor center exhibits				
	arned NHS was established becaus opinion, what is the national signification		_	e nation. In	

20.	Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Fort Larned NHS during this visit? Please mark (•) one.								
	Very	poor	Poor	Average		Good	Ver	y good	t
	0		0	Ο		Ο	(	O	
21.	group	learn about	Fort Larned through exh all that apply	ibits, range	r-led	•	•	•	
	your		t Fort Larned up like to lea nn (b).				•	-	
	a) This	s visit					b)	Futur	e visit
		Not interest	ed in learning	g on a futu	re visi	t			Ο
	O Role of Santa Fe Trail in trading, travel, commerce and cultural exchange across the American West								
	How the U.S. government established its authority and control and extended its influence through Fort Larned O and other military posts								
	0		ains Indians o y altered by o				eople		0
	Ο	Fe Trail a	eractions at F mong soldier d racial backç	s and civilia		_			0
	Ο		the plains en hey altered t		on its	s inhabita	ants,		Ο
	0	Other (Plea	se specify) _					_	Ο
22.		visit, were yo	ou and your p	personal gr	oup p	art of the	e following	j types	of
	a) Comr	mercial guide	ed tour group	)	Ο	Yes	0	No	
	b) School	ol/education	al group		Ο	Yes	Ο	No	
	c) Histor	rical society/	club		Ο	Yes	Ο	No	
	d) Automobile (car/motorcycle) club O Yes							No	
	e) Other	(scouts, wo	rk, church)		Ο	Yes	Ο	No	
	, .	were with or elf, were in t	ne of these o his group?	rganized g	roups,	, how ma	any people	e, inclu	ıding
	_	Number o	of people in c	organized o	roup				

23.	23. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?									
		0	Alone		Ο	Friends				
		0	Family		Ο	Family and friends				
		Ο	Other (Please spec	ify)						
	b)	On th		eople were in	your p	personal group, including				
			_ Number of people	in personal (	group					
	c)		nis visit, how many vo e at the park?	ehicles did yo	ou and	your personal group use t	0			
			_ Number of vehicle	es						
	d) On this trip, how many times did you and your personal group enter the park?									
	Number of times entered									
24.	<ol><li>For you and your personal group on this visit, please provide the following. (If you do not know the answer, leave blank).</li></ol>									
	c & d) Number of visits to Fo b) U.S. ZIP code or Larned NHS name of country (including this visit) a) Current age other than U.S. Last 12 months Lifetime									
	Y	ourself			_					
	M	ember	#2							
	M	ember	#3							
	M	ember	#4							
	M	ember	#5							
	M	ember	#6							
	M	ember	<b>#</b> 7							
25.	a)		anyone in your perso It to access or partic			ohysical condition that mades	le it			
		0	Yes	O N	o <b>→ (</b>	Go on to Question 26				
	b) If YES, what services or activities were difficult to access/participate in?									

26. a) Are you o (●) <b>one</b> fo				roup Hisp	anic or La	itino? Ple	ease mark
_	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
Yes, Hispanic or Latino	0	0	0	0	0	0	0
No, not Hispanic or Latino	Ο	Ο	Ο	Ο	Ο	Ο	0
b) What is yo Please ma			ne race of <b>e</b> for you a				nal group?
	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
American Indian or Alaska Native	Ο	Ο	0	0	Ο	Ο	Ο
Asian	0	0	0	0	0	0	0
Black or African American	0	0	Ο	0	Ο	Ο	0
Native Hawaiian or other Pacific Islander	· O	Ο	0	0	0	Ο	Ο
White	0	0	Ο	Ο	Ο	Ο	Ο
27. If you were a you and you				ure of For	t Larned N	NHS wha	t would
28. Is there anyt your visit to			our perso	nal group	would like	to tell us	s about

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

Printed on recycled paper

# **OFFICIAL BUSINESS**

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