

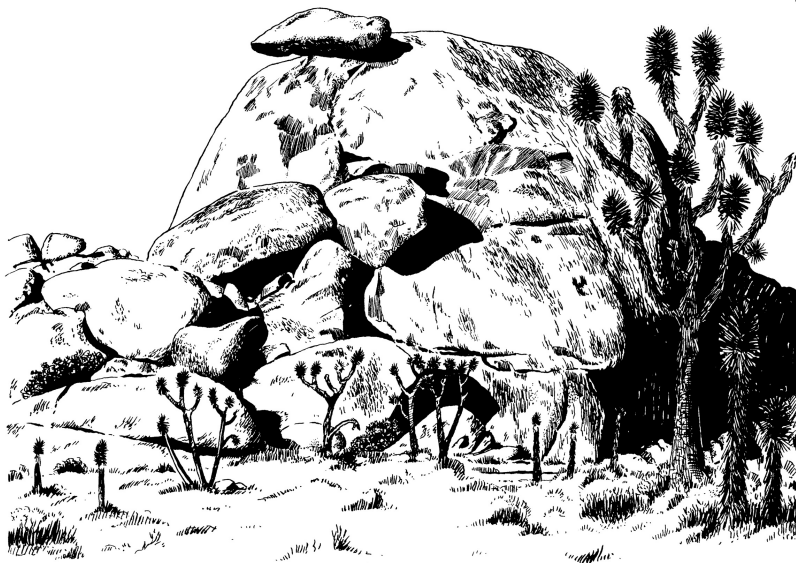


Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project

Joshua Tree National Park

Visitor Study



OMB Approval 1024- (NPS # 0024)
Expiration date: 06-30-2011



United States Department of the Interior

NATIONAL PARK SERVICE

Joshua Tree National Park
74485 National Park Drive
Twentynine Palms, CA 92277

IN REPLY
REFER TO:

Fall 2010

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Joshua Tree National Park. This information will help us improve our management of this park 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.

Results of this study will be available to the public in 2011 and will be posted on the web at www.nps.gov/jotr and www.psu.uidaho.edu.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Director, 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,

Acting Superintendent

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 (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:   

- 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 Joshua Tree National 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 this visit, how did you and your personal group obtain information about Joshua Tree National Park (NP)? Please mark (●) **all** that apply in column (a).
- b) If you were to visit Joshua Tree NP 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"/> Joshua Tree NP website: www.nps.gov/jotr | <input type="radio"/> |
| <input type="radio"/> Social media -- Which one(s)? | <input type="radio"/> |
| <input type="radio"/> Facebook <input type="radio"/> Twitter <input type="radio"/> Flickr <input type="radio"/> Other | |
| <input type="radio"/> Other websites | <input type="radio"/> |
| <input type="radio"/> Friends/relatives/word of mouth | <input type="radio"/> |
| <input type="radio"/> Highway signs | <input type="radio"/> |
| <input type="radio"/> Inquiry to park via phone, mail, or email | <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"/> Other National Park Service sites/units | <input type="radio"/> |
| <input type="radio"/> Previous visits | <input type="radio"/> |
| <input type="radio"/> School class/program | <input type="radio"/> |
| <input type="radio"/> State welcome center/visitors bureau/chamber of commerce | <input type="radio"/> |
| <input type="radio"/> Television/radio programs/DVDs | <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"/> |

Prior to this visit _____ Prior to future visits _____

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. How did this visit to Joshua Tree NP fit into your personal group's travel plans? Please mark (●) **one**.

- ☐ Joshua Tree NP was the primary destination
- ☐ Joshua Tree NP was one of several destinations
- ☐ Joshua Tree NP was not a planned destination

3. a) **Prior to this visit**, were you and your personal group aware of the following issues at Joshua Tree NP? Please mark (●) **one** answer for each item in column (a).

b) Did you and your personal group learn or learn more about (via publications, signs, talking to park staff, etc.) these issues **during this visit** to Joshua Tree NP? Please mark (●) **one** answer for each item in column (b).

a) Aware prior to visit?		Issue	b) Learned/learned more during visit?	
Yes	No		Yes	No
<input type="radio"/>	<input type="radio"/>	Air pollution impacts	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Damage to cryptobiotic crust (a living crust of bacteria, algae, fungi, lichen and moss that decreases soil erosion and increases water and nutrient retention)	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Dark night sky	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Desert fire ecology	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Effects of climate change on the park	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Off-road vehicles damaging the desert	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Theft of cultural resources	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Theft of natural resources	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Threats to desert tortoise populations	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Urban/industrial development near park	<input type="radio"/>	<input type="radio"/>

4. a) Prior to this visit, did you know that Joshua Tree NP contains Congressionally designated wilderness areas?

☐ Yes ☐ No ☐ Not sure

- b) During this visit to Joshua Tree NP, did you visit these wilderness areas?

☐ Yes ☐ No ☐ Not sure

5. On this trip, what was the **primary** reason that you and your personal group came to the Joshua Tree NP **area** (Yucca Valley, Joshua Tree, Twentynine Palms)? Please mark (●) **one**.

- ☐ Resident of the area (Yucca Valley, Joshua Tree, Twentynine Palms)
- ☐ Visit Joshua Tree NP
- ☐ Visit other attractions in the area
- ☐ Visit friends/relatives at the Twentynine Palms U.S. Marine Corps base
- ☐ Visit friends/relatives in the area (other than the Marine Corps base)
- ☐ Traveling through - unplanned visit
- ☐ Business
- ☐ Other (Please specify) _____

6. a) Prior to this visit, did you or members of your personal group attempt to make reservations for campsites at Joshua Tree NP for this trip?

☐ Yes ☐ No → **Go to Question 7**

- b) Were you able to make campsite reservations for this trip?

☐ Yes ☐ No

7. On this trip, how long did you and your personal group spend visiting Joshua Tree NP? Please list partial hours/days as $\frac{1}{4}$, $\frac{1}{2}$, $\frac{3}{4}$.

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

OR

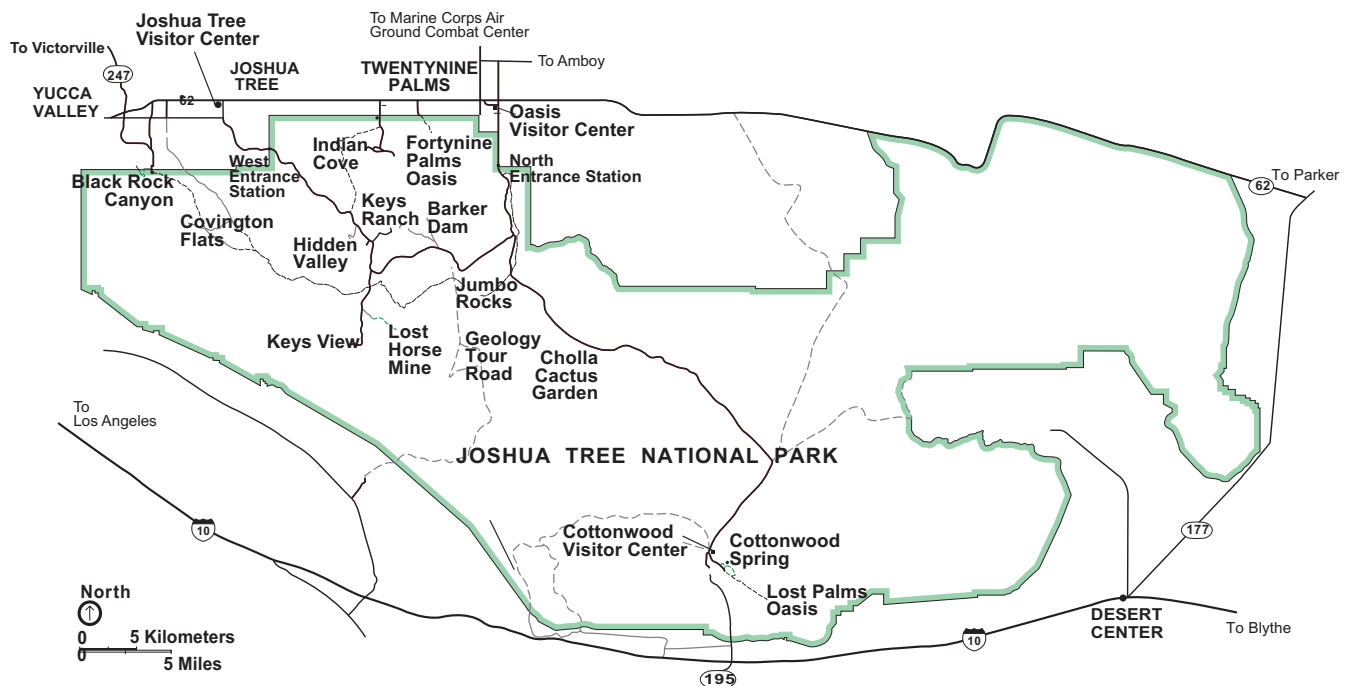
_____ Number of days, **if 24 hours or more**

8. a) At which entrance did you and your personal group **first** enter the park? Please mark (●) **one**.

- ☐ North entrance station (Twentynine Palms) ☐ Cottonwood Spring (I-10)
- ☐ West entrance station (Joshua Tree) ☐ Indian Cove
- ☐ Other (Please specify) _____

b) For this trip, please list the order (1, 2, 3, etc.) in which you and your personal group visited the following sites in Joshua Tree NP. If you did not visit a site, please leave that line blank. Use the map below to help you locate the sites you visited.

- | | |
|------------------------------------|-----------------------------|
| _____ Joshua Tree Visitor Center | _____ Cholla Cactus Garden |
| _____ Oasis Visitor Center | _____ Fortynine Palms Oasis |
| _____ Cottonwood Visitor Center | _____ Lost Palms Oasis |
| _____ Keys Ranch | _____ Indian Cove |
| _____ Keys View | _____ Black Rock Canyon |
| _____ Barker Dam | _____ Lost Horse Mine |
| _____ Hidden Valley | _____ Covington Flats |
| _____ Jumbo Rocks Area | _____ Geology Tour Road |
| _____ Cottonwood Spring | |
| _____ Other (Please specify) _____ | |



9. a) On this visit, did you and your personal group stay overnight away from home in Joshua Tree NP or the surrounding area (Yucca Valley, Joshua Tree, Twentynine Palms)?

- ☐ Yes ☐ No → **Go on to Question 10**

b) Please list the number of nights you and your personal group stayed inside **and** outside the park during this visit.

_____ Number of nights in Joshua Tree NP

_____ Number of nights in the surrounding area

c & d) In what type of lodging did you and your personal group spend the night(s)? Please mark (●) **all** that apply.

c) In Joshua Tree NP _____ d) Outside park in surrounding area
(Yucca Valley, Joshua Tree, Twentynine Palms)

n/a Lodge, motel, cabin, rented condo/home, or bed & breakfast ☐

☐ RV/trailer camping ☐

☐ Tent camping in developed campground ☐

☐ Backcountry campsite ☐

n/a Personal seasonal residence ☐

☐ Residence of friends or relatives ☐

☐ Other (Please specify) ☐

Inside park _____ Outside park _____

10. a) On this visit, in which activities did you and your personal group participate within Joshua Tree NP? Please mark (●) **all** that apply.

☐ Attending ranger-led programs ☐ Bicycling

☐ Attending field classes or other guided activities ☐ Camping

☐ Backpacking overnight ☐ Dayhiking

☐ Horseback riding ☐ Picnicking

☐ Visiting historical or archeological sites ☐ Sightseeing

☐ Bouldering (using pads and bouldering guides) ☐ Visiting visitor center(s)

☐ Rock scrambling (without specialized gear or skills)

☐ Stargazing/viewing night sky

☐ Technical climbing (with specialized gear or skills)

☐ Walking self-guided nature trails (with brochures or signs)

☐ Other (Please specify) _____

b) Which **one** of the above activities was the primary activity in which you and your personal group participated at Joshua Tree NP on this visit?

11. a) Please mark (●) **all** the information services and facilities that you or your personal group **used** during this visit to Joshua Tree NP.

b) Next, for only those services and facilities that you or your personal group **used**, please rate their importance 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) Information services/facilities used Mark (●)	b) If used, how important? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Assistance from visitor center staff	_____	_____
<input type="radio"/> Assistance from entrance station staff	_____	_____
<input type="radio"/> Assistance from roving rangers	_____	_____
<input type="radio"/> Bulletin boards	_____	_____
<input type="radio"/> Climbers' coffee	_____	_____
<input type="radio"/> Joshua Tree NP website: www.nps.gov/jotr (used before or during visit)	_____	_____
<input type="radio"/> Keys Ranch tour	_____	_____
<input type="radio"/> Park brochure/map	_____	_____
<input type="radio"/> Park newspaper: <i>Joshua Tree Guide</i>	_____	_____
<input type="radio"/> Ranger-led programs (walks, talks, etc.)	_____	_____
<input type="radio"/> Roadside exhibits	_____	_____
<input type="radio"/> Sales items in visitor center (selection, price, etc.)	_____	_____
<input type="radio"/> Self-guided trail brochures	_____	_____
<input type="radio"/> Trailside exhibits/signs	_____	_____
<input type="radio"/> Visitor center exhibits	_____	_____

12. a) Please mark (●) the visitor services and facilities that you or your personal group **used** during this visit to Joshua Tree NP.

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? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good
<input type="radio"/> Access for disabled persons	_____	_____
<input type="radio"/> Campgrounds	_____	_____
<input type="radio"/> Directional road signs—outside park	_____	_____
<input type="radio"/> Directional road signs—in park	_____	_____
<input type="radio"/> Emergency telephone	_____	_____
<input type="radio"/> Garbage disposal	_____	_____
<input type="radio"/> Overlooks/pullouts	_____	_____
<input type="radio"/> Park-provided water (at campgrounds and visitor centers)	_____	_____
<input type="radio"/> Paved roads	_____	_____
<input type="radio"/> Unpaved roads	_____	_____
<input type="radio"/> Picnic areas	_____	_____
<input type="radio"/> Recycling	_____	_____
<input type="radio"/> Restrooms	_____	_____
<input type="radio"/> Trails	_____	_____
<input type="radio"/> Cottonwood Visitor Center (overall)	_____	_____
<input type="radio"/> Joshua Tree Visitor Center (overall)	_____	_____
<input type="radio"/> Oasis Visitor Center (overall)	_____	_____

13. Joshua Tree NP was established to preserve and protect outstanding geological features and scenery while conserving natural and cultural resources, and allowing for public enjoyment of these resources. On this visit, how important were the following attributes/resources to you and your personal group? Please mark (●) **one** answer for each attribute/resource.

Attribute/resource	Not important	Somewhat important	Moderately important	Very important	Extremely important
Access to historical/cultural sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to rock formations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean air	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dark, starry night skies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desert plants/wildflowers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native wildlife	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Views without development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. a) Did anyone in your personal group participate in rock climbing in Joshua Tree NP on this visit or past visit(s)? Please mark (●) **one**.

- ☐ No, have not participated in climbing activities → **Go to Question 15**
- ☐ Climbed on both this visit and past visit(s)
- ☐ This is our first time climbing here
- ☐ Have climbed in the past, but not on this visit

- b) Where is your personal group's preferred area to climb in Joshua Tree NP?

- ☐ Don't have a preferred area

OR list **one** area _____

- c) Has anyone in your personal group ever developed a new climbing route in Joshua Tree NP?

- ☐ Yes ☐ No

15. a) For the questions below, please indicate from 1 to 5 how safe you and your personal group felt from crime and accidents during this visit to Joshua Tree NP. Please mark **one** response for each safety issue.

How safe did you feel in Joshua Tree NP?

Safety Issue	Very unsafe	Somewhat unsafe	Neither safe nor unsafe	Somewhat safe	Very safe
Personal property—from crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety—from crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety—from accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- b) If you marked “very unsafe” or “somewhat unsafe” on any of the above items, please explain why:
-

16. How important are the following services to the enjoyment of your visit to Joshua Tree National Park? Please circle one answer for each question.

Service	Not important	Somewhat important	Moderately important	Very important	Extremely important
<u>Current services</u>					
Availability of emergency medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of park employees & volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of search and rescue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of wildland firefighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet/WIFI at visitor centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Law enforcement presence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>Future service</u>					
Shuttle system to take visitors between major park sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. For you and your personal group, please report all expenditures for the items listed below for this visit to Joshua Tree NP and **surrounding area** (Yucca Valley, Joshua Tree, Twentynine Palms). Please write "0" if no money was spent in a particular category.

- a) Please list your personal group's total expenditures inside Joshua Tree NP.
- b) Please list your group's total expenditures in the surrounding area outside the park (Yucca Valley, Joshua Tree, Twentynine Palms).

NOTE: Surrounding area residents should only include expenditures that were **directly related** to this visit to Joshua Tree NP.

Expenditures	a) Inside Joshua Tree NP	b) Outside park
Lodges, hotels, motels, cabins, B&B, etc.		\$ _____
Camping fees and charges	\$ _____	\$ _____
Guide fees and charges	\$ _____	\$ _____
Restaurants and bars		\$ _____
Groceries and take out food		\$ _____
Gas and oil (auto, RV, boat, etc.)		\$ _____
Other transportation expenses (rental cars, auto repairs, taxies, but not including airfare)	\$ _____	\$ _____
Admissions, recreation, entertainment fees	\$ _____	\$ _____
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. On this visit, were you and your personal group with the following types of organized groups? Please mark (●) **one** for each.

- | | | |
|--|---------------------------|--------------------------|
| a) Commercial guided tour group | <input type="radio"/> Yes | <input type="radio"/> No |
| b) School/educational group | <input type="radio"/> Yes | <input type="radio"/> No |
| c) Climbing group | <input type="radio"/> Yes | <input type="radio"/> No |
| d) Other group (business, church, scout, etc.) | <input type="radio"/> Yes | <input type="radio"/> No |

- e) 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

19. a) On this visit, which kind of personal group (not guided tour/school/climbing/ 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

- c) On this visit, how many vehicles did you and your personal group use to arrive at the park? Please write "0" if you did not arrive by vehicle.

_____ Number of vehicles

- d) On this visit, how many times did you and your personal group enter the park?

_____ Number of times

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

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

21. When visiting an area such as Joshua Tree NP, which language(s) do you and most members of your personal group prefer to use for the following?

- a) Speaking ☐ English ☐ Other language (Specify) _____
 b) Reading ☐ English ☐ Other language (Specify) _____

22. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in activities or services in Joshua Tree NP?

- ☐ Yes
 ☐ No → **Go to Question 23**

b) If YES, on this visit, which activities or services did the person(s) have difficulty accessing or participating in? Please mark (●) **all** that apply.

- ☐ Visitor center ☐ Restrooms ☐ Publications
☐ Trails ☐ Ranger-led programs
☐ Other (Please specify) _____

23. Some scientists have proposed that Joshua Tree National Park may lose its Joshua trees due to the effects of global climate change in the next 100-150 years. Were you and your personal group aware that Joshua trees are declining and that climate change may be a direct cause? Please mark (●) **one**.

- ☐ Yes ☐ No ☐ Not sure

24. To you and your personal group, how important is the presence of healthy Joshua tree populations to the future of Joshua Tree NP? Please mark (●) **one**.

- | | | | | |
|-----------------------|-----------------------|-------------------------|-----------------------|------------------------|
| Not
important | Somewhat
important | Moderately
important | Very
important | Extremely
important |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

25. If you were a manager planning for the future of Joshua Tree NP, what would you and your personal group propose? Please be specific.

26. Is there anything else you and your personal group would like to tell us about your visit to Joshua Tree NP?

27. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Joshua Tree NP 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.



Printed on recycled paper

OFFICIAL BUSINESS

**Visitor Services Project
Park Studies Unit
College of Natural Resources
University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139**

