



Pinnacles National Park Visitor Study

Spring 2013

Natural Resource Report NPS/NRSS/EQD/NRR—2014/766



ON THE COVER

Rock formations at Pinnacles National Park
Photograph courtesy of Gavin Emmons

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Executive Summary

This visitor study report profiles a systematic random sample of Pinnacles National Park (NP) visitors during April 5-11, 2013. A total of 600 questionnaires were distributed to visitor groups (598 English and 2 Spanish). Of those, 439 questionnaires were returned (438 English and 1 Spanish), resulting in a 73.2% response rate.

| | |
|--|--|
| Group size and type | Forty-four percent of visitor groups consisted of two people and 33% were visiting in groups of three or four. Fifty-nine percent of visitor groups consisted of family groups. |
| State or country of residence | United States visitors were from 17 states and comprised 98% of total visitation during the survey period, with 94% from California. Eighteen percent of visitor groups were residents of the area (within 50 miles of the park). International visitors were from eight countries, but there were too few respondents (26) to have reliable data. |
| Frequency of visits | Fifty-four percent of visitors visited the park once in their lifetime. Twenty-five percent had visited two or three times, while 17% had visited five or more times. |
| Age, ethnicity, and race | Forty-five percent of visitors were ages 41-65 years, 19% were ages 15 years or younger, and 14% were 66 years or older. Eight percent were Hispanic or Latino. Eight-seven percent of visitors were White and 12% were Asian. |
| Physical conditions | Six percent of visitor groups had members with physical conditions affecting their ability to access or participate in activities, facilities, or services. The activities, facilities, or services that visitors had difficulty accessing were trails/hiking and caves. |
| Information sources | Most visitor groups (92%) obtained information about the park prior to their visit, most often through the Pinnacles NP website (65%), friends/relatives/word of mouth (51%), and previous visits (37%). Most visitor groups (82%) would prefer to use the Pinnacles NP website to obtain information for a future visit. |
| Park as destination | During the on-site interview, 85% of visitor groups said the park was their primary destination, while 13% said it was one of several destinations. |
| Primary reason for visiting the area | The park was the primary reason that most nonresident visitor groups (81%) visited the area within 50 miles of Pinnacles NP. |
| Transportation | Sixty-nine percent of visitor groups used a car to travel most of the distance from their home to the area (within 50 miles of the park) and 13% used a SUV/truck/van. Eighty-five percent of nonresident visitor groups used one vehicle to arrive at the park, while 9% used two vehicles. |
| First arrival time/last departure time and day of week of visit | The greatest proportion of visitor groups first arrived at the park between 9 am and 10:59 am (27%), followed by 11 am and 12:59 pm (21%), and 1 pm and 2:59 pm (20%). The most common last departure time was between 3 pm and 4:59 pm (31%). The most common days of the week that visitor groups arrived were Friday (20%), Saturday (20%), and Sunday (17%). |
| Overnight stays | Forty-nine percent of visitor groups stayed overnight inside the park or in the area within 50 miles of the park. |

Executive Summary (continued)

| | |
|---|--|
| Overnight stays – number of nights | Of those visitor groups that stayed inside the park, 75% stayed two or three nights, Of those visitor groups that stayed outside the park within 50 miles, 81% stayed one or two nights. |
| Type of lodging used | Inside the park, 70% tent camped in a developed campground and 32% RV/trailer camped. Outside the park within 50 miles, 79% stayed in a lodge, hotel, motel, rented condo/ home, cabin, B&B, etc. while 15% RV/trailer camped. |
| Length of visit | Among visitor groups that spent less than 24 hours in the park (69%), the average length of stay was 5.7 hours. Of the visitor groups that spent 24 hours or more (31%), the average length of stay was 2.6 days. The average length of stay for all visitor groups was 23.1 hours or 1 day. |
| Places visited | The most common places visited in the park include Bear Gulch Caves (48%), Bear Gulch Reservoir (48%), Bear Gulch Picnic Area (45%), and Pinnacles Visitor Center (44%). |
| Activities on this visit | The most common activities were hiking/walking (96%), viewing wildflowers (68%), and viewing scenery/sightseeing/scenic drive (64%). The most common activities that were the primary reason for visiting the park were hiking/walking (61%) and camping (9%). |
| Viewing California condors | Over one-half of visitor groups (53%) viewed California condors during their visit. On a future visit, 76% of visitor groups would like to view California condors. Twenty-one percent of visitor groups were unable to view condors because they were not visible during their visit. |
| Climbing/hiking | Nine percent of visitor groups had some in their group that participated in climbing on this visit, most often in Bear Gulch (74%). Most visitor groups hiked (95%). The most common trailheads used were High Peaks and Bear Gulch Caves. |
| Information services and facilities | The information services and facilities most often used by visitor groups were the park brochure/map (86%), assistance from park staff (65%), and Pinnacles Visitor Center - overall (59%). |
| Visitor services and facilities | The visitor services and facilities most often used by visitor groups were the park road (73%), other restrooms beside the campground (70%), and directional signs in the park (62%). |
| Expenditures | The average visitor group expenditure (inside and outside the park within 50 miles of the park) was \$129. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$60. The average total expenditure per person (per capita) was \$53. |
| Preferred additional services/programs | Seventy-two percent of visitor groups were interested in additional services/ programs including an additional condor program (61%), night walks/night sky program (51%), and additional geology program (45%). |

Executive Summary (continued)

Overall quality Most visitor groups (94%) rated the overall quality of facilities, services, and recreational opportunities at Pinnacles NP as “very good” or “good.” Less than 1% of visitor groups rated the overall quality as “poor” and no groups rated quality as “very poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-2585 or the following website <http://www.psu.uidaho.edu>.

Acknowledgements

We thank Margaret Littlejohn for compiling the report, Nancy Holmes for overseeing the fieldwork, Debbie McLaughlin, and the staff and volunteers of Pinnacles NP for assisting with the survey, and Matthew Strawn and Brian Quigley for data processing.

About the Authors

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Introduction

This report describes the results of a visitor study at Pinnacles NP in Paicines, California, conducted April 5-11, 2013 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described in the National Park Service website for Pinnacles NP, “Pinnacles National Park gets its name from rock spires and crags that are remnants of an ancient volcanic field, which eroded over millions of years as portions of the field moved northward along the San Andreas Fault. Rock debris in the form of boulders has weathered and settled, leaving behind spires of volcanic rock and talus caves.” (www.nps.gov/pinn, retrieved October 2013).

Organization of the Report

This report is organized into three sections.

Section 1: Methods

This section discusses the procedures, limitations, and special conditions that may affect the study results.

Section 2: Results

This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

Section 3: Appendices

Appendix 1. *The Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

Appendix 3. *Decision rules for Checking Non-response Bias*. An explanation of how the non-response bias was determined.

Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

Key

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

* appears when the total percentages do not equal 100 due to rounding.

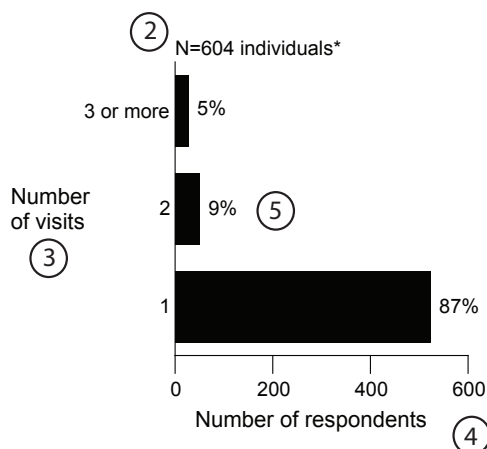
** appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

Example 1



① **Figure 14.** Number of visits to the park in past 12 months

Methods

Survey Design and Procedures

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this method, the sample size was calculated based on the park's visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at four sites during April 5-11, 2013. Visitors were surveyed between the hours of 8 a.m. and 6 p.m. Table 1 shows the four locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey, 621 visitor groups were contacted and 600 of these groups (97%) accepted questionnaires. (The average acceptance rate for 277 VSP visitor studies conducted from 1988 through 2012 is 91.3%). Two visitor groups elected to use the Spanish version of the questionnaire and one was returned. Questionnaires were completed and returned by 439 respondents, resulting in a 73.2% response rate for this study. (The average response rate for the 277 VSP visitor studies is 71.6%.)

Table 1. Questionnaire distribution

| Sampling site | Distributed | | Returned | | Returned % of total |
|-----------------------------|-------------|-----|----------|-----------|------------------------|
| | N | % | N | % by site | |
| Campground | 73 | 12 | 54 | 74 | 12 |
| East Side Moses Spring | 286 | 48 | 211 | 74 | 48 |
| East Side Overflow | 30 | 5 | 22 | 73 | 5 |
| West Side Chaparral Parking | 211 | 35 | 152 | 72 | 35 |
| Total | 600 | 100 | 439 | | 100 |

Questionnaire design

The Pinnacles NP questionnaire was developed through conference calls between the park and VSP staff to design and prioritize questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Pinnacles NP. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended. The questionnaire was available in English and Spanish.

No pilot study was conducted to test the Pinnacles NP questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, the age of the member completing the questionnaire, and how this visit to the park fit into their group's travel plans. These individuals were asked their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank-you postcard and follow-ups. Participants were asked to complete the survey after their visit, and return it using the Business Reply Mail envelope provided.

Two weeks following the survey, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Table 2). Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to participants who had not returned their questionnaires.

Table 2. Follow-up mailing distribution

| Mailing | Date | U.S. | International | Total |
|-----------------------------|----------------|-------------|----------------------|--------------|
| Postcards | April 29, 2013 | 555 | 12 | 267 |
| 1 st replacement | May 13, 2013 | 246 | 6 | 252 |
| 2 nd replacement | June 3, 2013 | 215 | 0 | 215 |

Data analysis

Visitor responses were entered twice and double-key validation was performed on numeric and short text responses. The remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software. Responses to open-ended questions were categorized and summarized prior to data analysis.

Numeric data were processed and statistics were calculated using Statistical Analysis Software® (SAS) and IBM SPSS Statistics.

Limitations

As with all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of April 5-11, 2013. The results present a 'snapshot in time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special conditions

The weather during the survey period ranged from sunny and warm/hot to cloudy, cool and breezy.

No special events occurred in the area that would have affected the type and amount of visitation to the park.

Checking non-response bias

Five variables were used to check non-response bias: participant age, group size, group type, park as destination, and participant distance from home to the park. Respondents and non-respondents were found to be significantly different except for group size and distance from home to the park (see Table 3 – Table 6). Respondents at younger age ranges (especially 40 and younger), visitors traveling with friends, and visitors who visited Pinnacles NP as one of several destinations may be underrepresented in the results. See Appendix 3 for more details of the non-response bias checking procedures.

Table 3. Comparison of respondents and non-respondents by average age and group size

| Variable | Respondents | Non-respondents | p-value (t-test) |
|-----------------|--------------------|------------------------|-------------------------|
| Age (years) | 51.26 (N=438) | 37.62 (N=158) | <0.001 |
| Group size | 3.23 (N=433) | 3.43 (N=145) | 0.450 |

Table 4. Comparison of respondents and non-respondents by group type

| Group type | Respondents | Non-respondents | p-value (chi-square) |
|--------------------|--------------------|------------------------|-----------------------------|
| Alone | 43 (10%) | 12 (8%) | 0.002 |
| Family | 255 (59%) | 75 (48%) | |
| Friends | 77 (18%) | 52 (33%) | |
| Family and friends | 52 (12%) | 18 (12%) | |
| Other | 4 (1%) | 0 (0%) | |

Table 5. Comparison of respondents and non-respondents by primary destination

| Destination | Respondents | Non-respondents | p-value (chi-square) |
|-------------------------------------|--------------------|------------------------|-----------------------------|
| Park as primary destination | 364 (83%) | 142 (89%) | 0.027 |
| Park as one of several destinations | 65 (15%) | 12 (8%) | |
| Unplanned visit | 8 (2%) | 6 (4%) | |

Table 6. Comparison of respondents and non-respondents by distance from home to park

| Destination | Respondents | Non-respondents | p-value (chi-square) |
|------------------------|--------------------|------------------------|-----------------------------|
| Within 100 miles | 207 (50%) | 98 (67%) | 0.090 |
| 101-200 miles | 137 (33%) | 33 (22%) | |
| 201 miles or more | 63 (15%) | 12 (8%) | |
| International visitors | 8 (2%) | 4 (3%) | |

Results

Group and Visitor Characteristics

Visitor group size

Question 21b

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

Results

- 44% of visitor groups consisted of two people (see Figure 1).
- 33% were in groups of three or four.

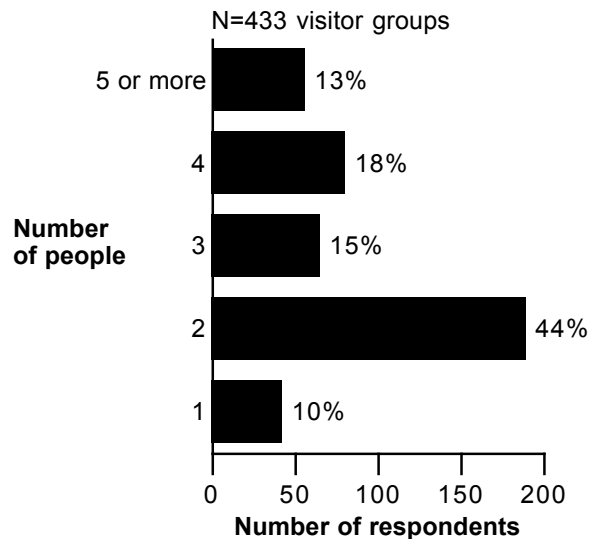


Figure 1. Visitor group size

Visitor group type

Question 21a

On this visit, which type of personal group (not guided tour/school/other organized group) were you with?

Results

- 59% of visitor groups consisted of family groups (see Figure 2).
- “Other” group types (1%) specified were:
 - Hiking group
 - Neighbors
 - Gay men’s hiking group

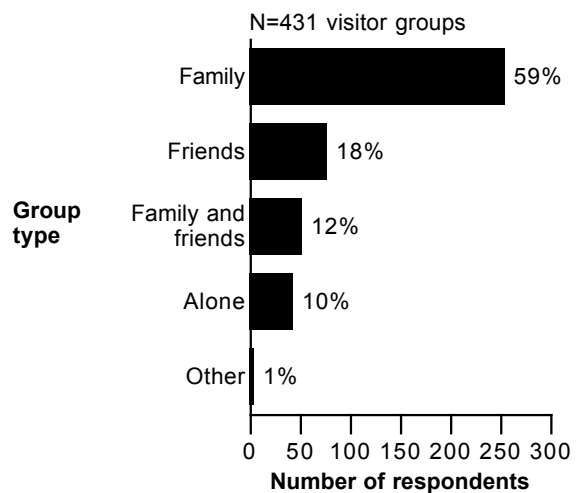


Figure 2. Visitor group type

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with organized groups

Question 20a

On this visit, was your personal group with a commercial guided tour group?

Results

- <1% of visitor groups were with a commercial guided tour group (see Figure 3).

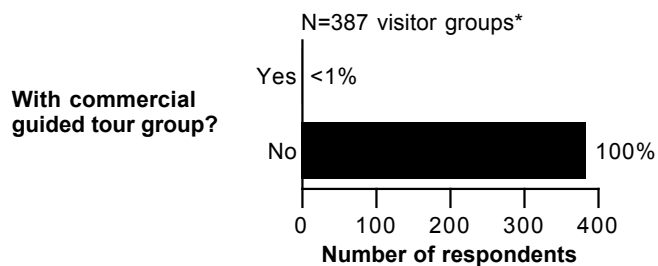


Figure 3. Visitors with a commercial guided tour group

Question 20b

On this visit, was your personal group with a school/educational group?

Results

- 2% of visitor groups were with a school/educational group (see Figure 4).

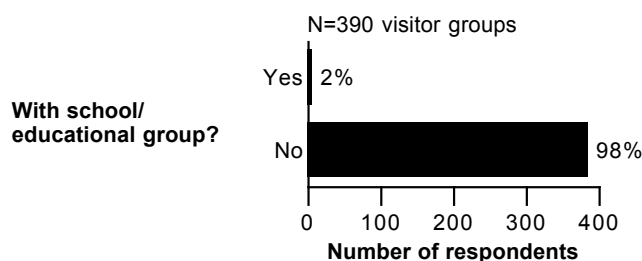


Figure 4. Visitors with a school/educational group

Question 20c

On this visit, was your personal group with an “other” organized group (scouts, work, church, etc.)?

Results

- 4% of visitor groups were with an “other” organized group (see Figure 5).

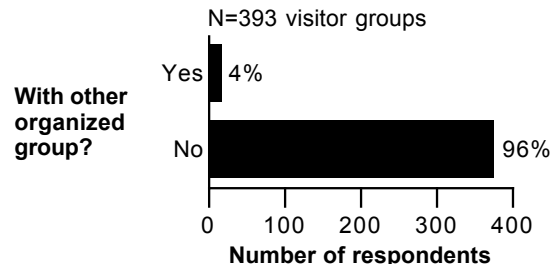


Figure 5. Visitors with an “other” organized group

Question 20d

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

Results – Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 6).

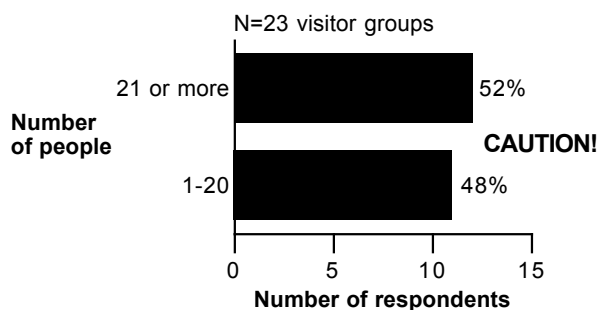


Figure 6. Organized group size

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence**Question 22b**

For your personal group on this visit, what is each member's state of residence?

Note: Response was limited to seven members from each visitor group.

Results

- U.S. visitors were from 17 states and comprised 98% of total visitation to the park during the survey period.
- 94% of U.S. visitors came from California (see Table 7 and Figure 7).
- Smaller proportions came from 16 other states.

Table 7. United States visitors by state of residence

| State | Number of visitors | Percent of U.S. visitors N=1153 individuals* | Percent of total visitors N=1179 individuals |
|----------------|--------------------|--|--|
| California | 1081 | 94 | 92 |
| Oregon | 16 | 1 | 1 |
| Nevada | 14 | 1 | 1 |
| Washington | 10 | 1 | 1 |
| Colorado | 8 | 1 | 1 |
| Wisconsin | 6 | 1 | 1 |
| Pennsylvania | 4 | <1 | <1 |
| Maryland | 3 | <1 | <1 |
| Minnesota | 2 | <1 | <1 |
| Ohio | 2 | <1 | <1 |
| Florida | 1 | <1 | <1 |
| Georgia | 1 | <1 | <1 |
| Idaho | 1 | <1 | <1 |
| Illinois | 1 | <1 | <1 |
| New Jersey | 1 | <1 | <1 |
| South Carolina | 1 | <1 | <1 |
| Texas | 1 | <1 | <1 |

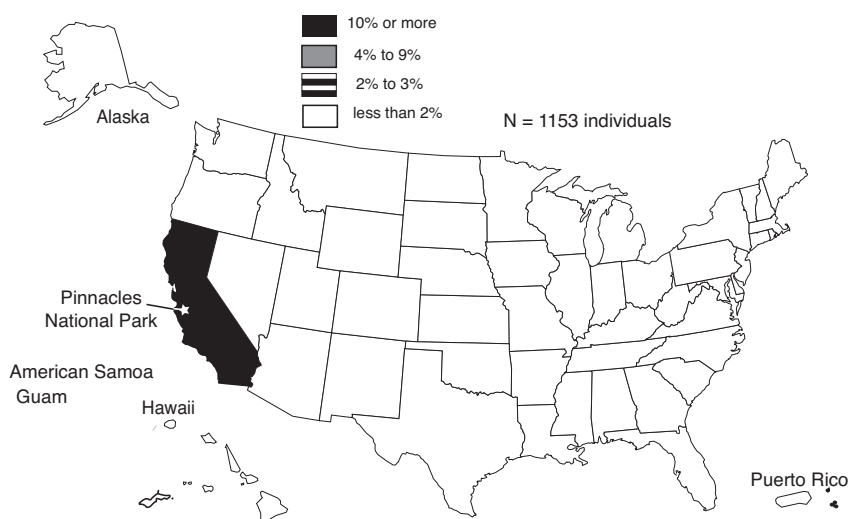


Figure 7. United States visitors by state of residence

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors from California and adjacent states by county of residence

Note: Response was limited to seven members from each visitor group.

Table 8. Visitors from California and adjacent states by county of residence

Results

- Visitors from California and adjacent states were from 47 counties and comprised 96% of the total U.S. visitation to the park during the survey period.
- 19% came from Santa Clara County, CA (see Table 8).
- 11% came from Santa Cruz County, CA.
- 10% came from Monterey County, CA.
- Small proportions of visitors came from 44 other counties in California and adjacent states.

| County, State | Number of visitors N=1105 individuals | Percent* |
|---------------------|---|----------|
| Santa Clara, CA | 215 | 19 |
| Santa Cruz, CA | 123 | 11 |
| Monterey, CA | 113 | 10 |
| Alameda, CA | 90 | 8 |
| Marin, CA | 72 | 7 |
| San Luis Obispo, CA | 52 | 5 |
| San Mateo, CA | 44 | 4 |
| San Francisco, CA | 43 | 4 |
| Contra Costa, CA | 42 | 4 |
| Orange, CA | 32 | 3 |
| Los Angeles, CA | 28 | 3 |
| Santa Barbara, CA | 26 | 2 |
| Sonoma, CA | 24 | 2 |
| San Benito, CA | 23 | 2 |
| Yolo, CA | 17 | 2 |
| Merced, CA | 16 | 1 |
| San Diego, CA | 16 | 1 |
| Sacramento, CA | 15 | 1 |
| Ventura, CA | 13 | 1 |
| 28 other counties | 101 | 9 |

Residents of the area

Question 2a

Was every member in your personal group a resident (year-round or part-time) of the Pinnacles NP area (within 50 miles of the park)?

Results

- For 18% of visitor groups, all members were area residents (see Figure 8).

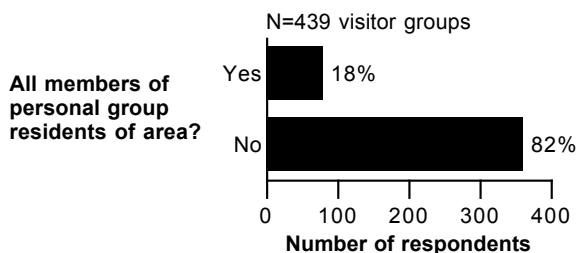


Figure 8. Visitor groups that were comprised of area residents only

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence**Question 22b**

For your personal group on this visit, what is each member's country of residence?

Note: Response was limited to seven members from each visitor group.

Results – Interpret with CAUTION!

- Not enough visitors responded to provide reliable results (see Table 9).

Table 9. International visitors by country of residence – **CAUTION!**

| Country | Number of visitors | Percent of international visitors N=26 individuals* | Percent of total visitors N=1179 individuals |
|----------------|---------------------------|--|---|
| Germany | 7 | 27 | 1 |
| United Kingdom | 5 | 19 | <1 |
| Canada | 4 | 15 | <1 |
| Chile | 3 | 12 | <1 |
| France | 2 | 8 | <1 |
| Jordan | 2 | 8 | <1 |
| Mexico | 2 | 8 | <1 |
| Singapore | 1 | 4 | <1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of visits to park in lifetime

Question 22c

For your personal group on this visit, how many times has each member visited Pinnacles NP in their lifetime (including this visit)?

Note: Response was limited to seven members from each visitor group.

Results

- 54% of visitors were visiting the park for the first time (see Figure 9).
- 25% visited two or three times.
- 17% had visited five or more times.

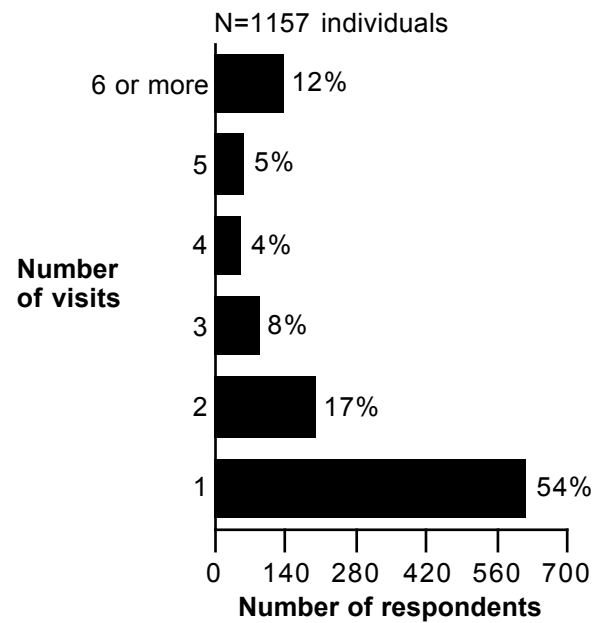


Figure 9. Number of visits to park in lifetime

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 22a

For your personal group on this visit, what is each member's current age?

Note: Response was limited to seven members from each visitor group.

Results

- Visitor ages ranged from 1 to 93 years.
- 45% of visitors were 41 to 65 years old (see Figure 10).
- 19% were 15 years or younger.
- 14% were 66 years or older.

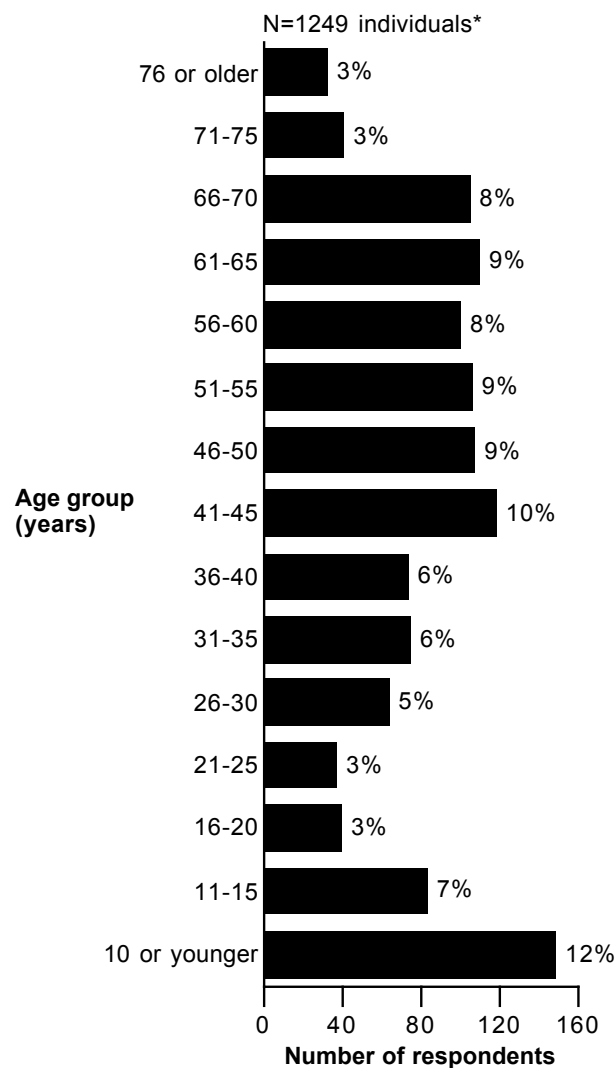


Figure 10. Visitor age

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors of Hispanic or Latino ethnicity

Question 25a

Are members of your personal group
Hispanic or Latino?

Note: Response was limited to seven
members from each visitor group.

Results

- 8% of visitors were Hispanic or Latino
(see Figure 11).

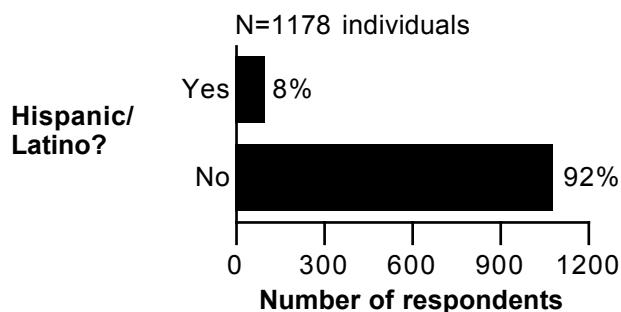


Figure 11. Visitors who were Hispanic or Latino

Visitor race

Question 25b

What is the race of each member of
your personal group?

Note: Response was limited to seven
members from each visitor group.

Results

- 87% of visitors were White (see
Figure 12).
- 12% were Asian.

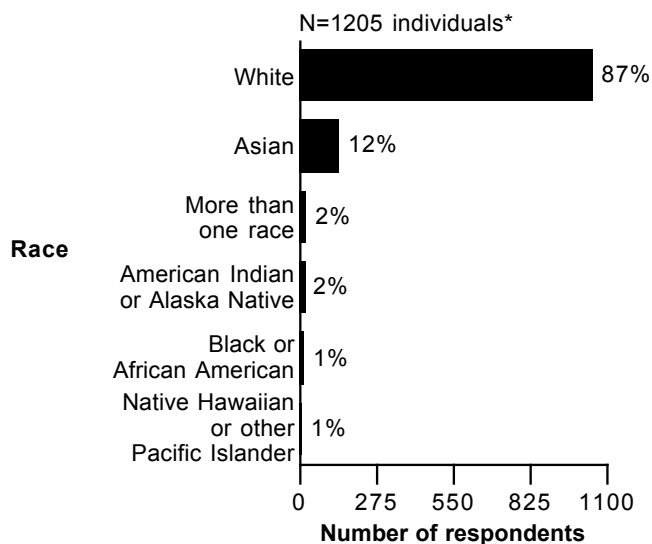


Figure 12. Visitor race

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with physical conditions affecting access/participation

Question 23a

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

Results

- 6% of visitor groups had members with physical conditions (see Figure 13).

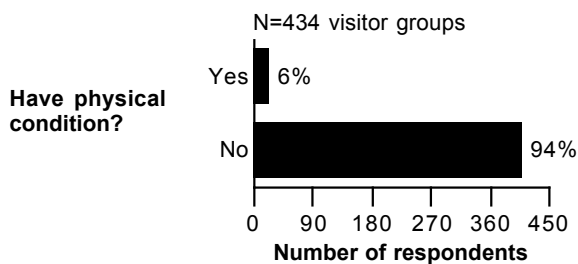


Figure 13. Visitor groups that had members with physical conditions affecting access or participation in park activities or services

Question 23b

If YES, what activities, facilities, or services were difficult to access/participate in? (Open-ended)

Results – Interpret results with **CAUTION!**

- Nineteen visitor groups listed activities, facilities, or services they had difficulty accessing or participating in (see Table 10).

Table 10. Activities/facilities/services that were difficult to access/participate in (N=21 comments; some visitor groups made more than one comment) – **CAUTION!**

| Activity/facility/service | Number of times mentioned |
|---------------------------|---------------------------|
| Trails/hiking | 12 |
| Caves | 7 |
| Restroom | 1 |
| Shower | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Respondent household income

Question 24a

For you only, which category best represents your annual household income?

Results

- 18% of respondents reported a household income of \$100,000-\$149,999 (see Figure 14).
- 17% had an income of \$50,000-\$74,999.

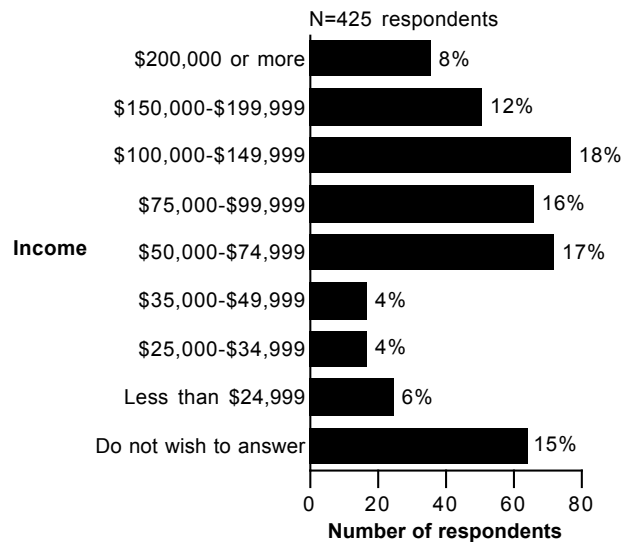


Figure 14. Respondent household income

Respondent household size

Question 24b

How many people are in your household?

Results

- 47% of respondents had two people in their household (see Figure 15).
- 29% had three or four people.
- 16% had one person.

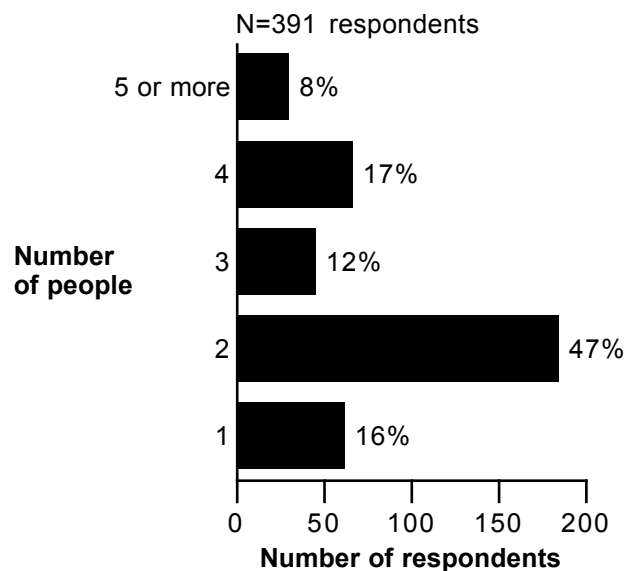


Figure 15. Number of people in respondent household

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to this visit, how did your personal group obtain information about Pinnacles NP?

Results

- 92% of visitor groups obtained information about Pinnacles NP prior to their visit (see Figure 16).
- As shown in Figure 17, among those visitor groups that obtained information about Pinnacles NP prior to their visit, the most common sources used were:

65% Pinnacles NP website
51% Friends/relatives/word of mouth
37% Previous visits

- Other websites (7%) used to obtain information prior to visit were:

co.monterey.ca.us
ebird.com
everytrail.com
friends of pinnacles.org
google.com
mudncrud.com
nps.gov
openstreetmap.org
recreation.gov
reservation.gov
reserveamerica.com
tripadvisor.com
wikipedia.com
yelp.com
Various hiking blogs

- “Other” sources of information (3%) were:

Condor Reintroduction Program
Geology Class at Community College
Naturalists at Large
Outdoor program/guide service
Road signs
Santa Cruz Recreation Department
Visitor Center

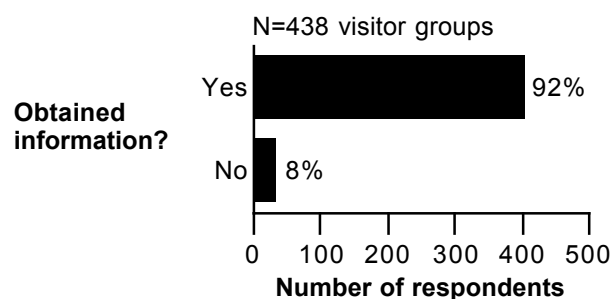


Figure 16. Visitor groups that obtained information prior to visit

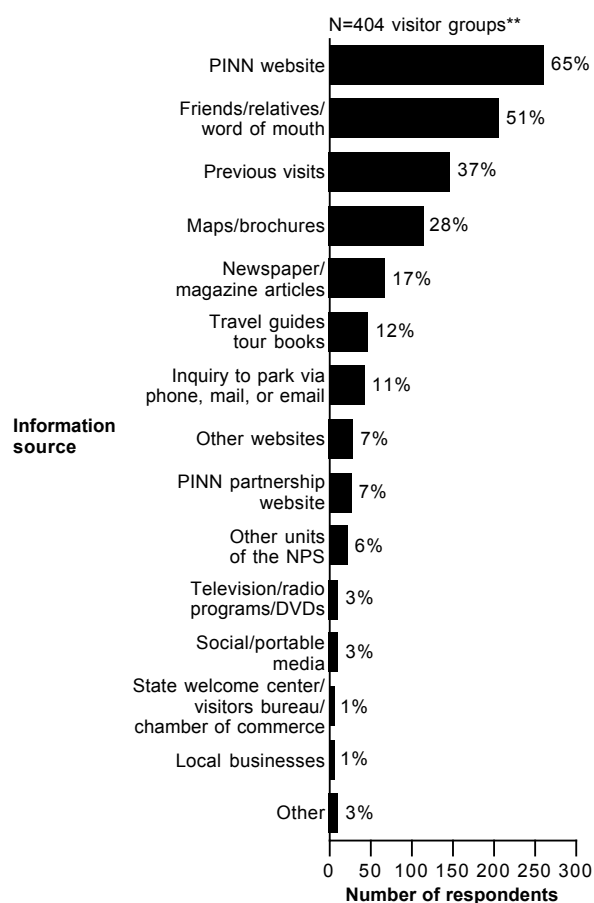


Figure 17. Sources of information used by visitor groups prior to visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Information sources for future visits

Question 1b

If you were to visit Pinnacles NP in the future, how would your personal group prefer to obtain information about the park?

Results

As shown in Figure 18, visitor groups' most preferred sources of information for a future visit were:

82% Pinnacles NP website
38% Previous visits
35% Maps/brochures

- "Other" websites (6%) were:

everytrail.com
mudncrud.com
nps.gov
openstreetmap.org
tripadvisor.com
yelp.com

- "Other" sources of information (1%) were:

Public library
Road signs

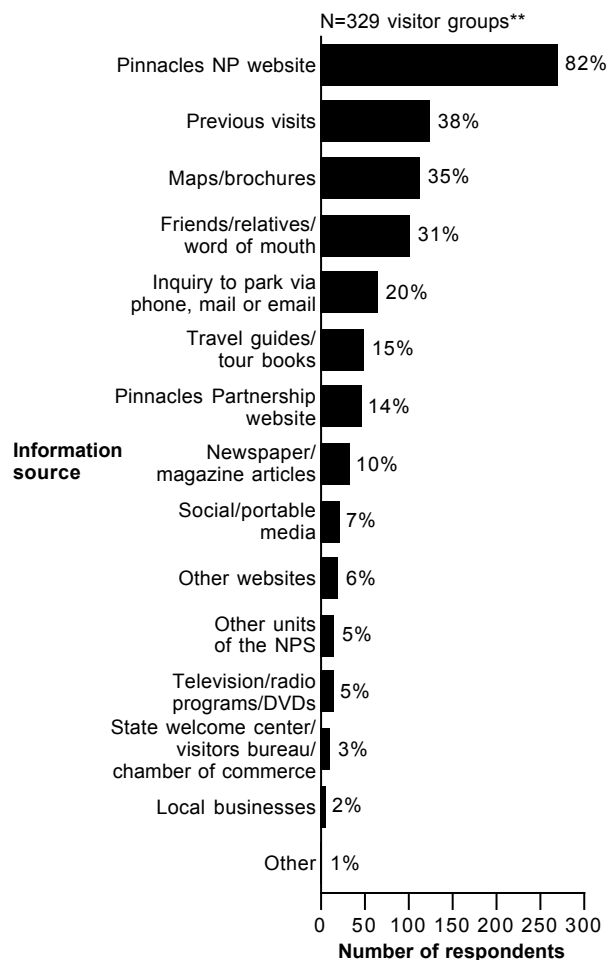


Figure 18. Sources of information to use for a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Park as destination

Question from on-site interview

A two-minute interview was conducted with each individual selected to complete the questionnaire. During the interview, the question was asked: “How did this visit to Pinnacles NP fit into your personal group’s travel plans?”

Results

- 85% of visitor groups said the park was their primary destination (see Figure 19).
- 13% said the park was one of several destinations.
- 2% said the park was not a planned destination.

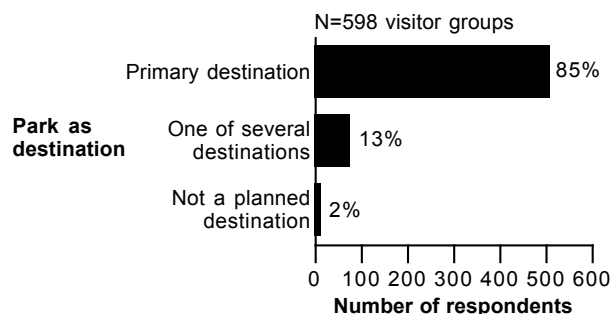


Figure 19. How visit to park fit into visitor groups' travel plans

Primary reason for visiting the park area

Question 2b

For the nonresident members in your personal group, was visiting Pinnacles NP the primary reason for being in the area (within 50 miles of the park) on this trip?

Results

For 81% of visitor groups, visiting the park was the primary reason nonresident group members visited the area (see Figure 20).

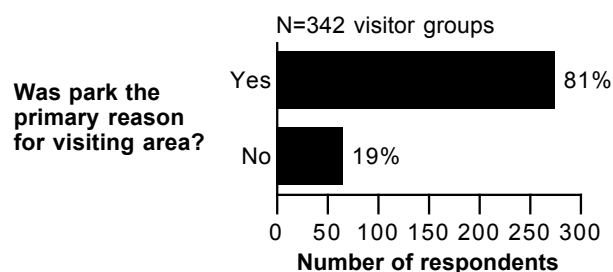


Figure 20. Primary reason for visiting the Pinnacles NP area (within 50 miles of the park)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Alternative plans to visiting Pinnacles NP

Question 3a

For you only, if you had been unable to visit Pinnacles NP on this trip, would you have visited another time?

Results

- 93% of respondents would have likely visited Pinnacles NP at another time had they been unable to visit on this trip (see Figure 21).

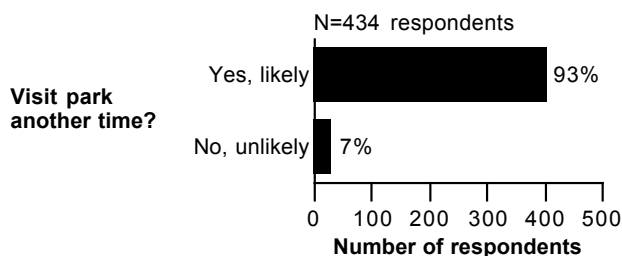


Figure 21. Respondents who would have visited the park at another time

Question 3b

If NO, what would you have done with the time you spent on this trip?

Results – Interpret results with **CAUTION!**

- Not enough visitors responded to this question to provide reliable results (see Figure 22).
- Five visitor groups listed alternate recreation sites they would have visited:

Los Gatos, CA
 Monterey, CA
 Pfeiffer Big Sur State Park, CA
 San Francisco, CA
 Sequoia National Park, CA

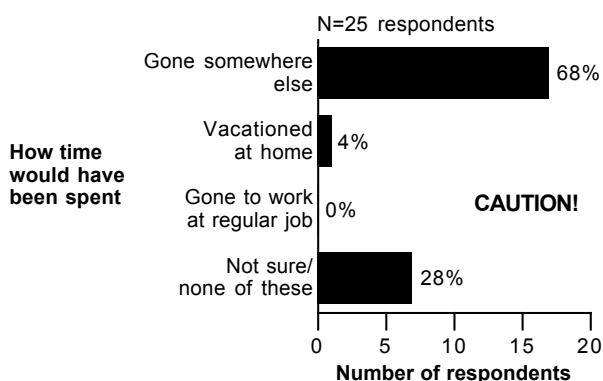


Figure 22. What respondents would have done with time spent on this trip had they been unable to visit the park on this trip

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Places stayed on night prior to visit**Question 5a**

On this trip, where did your personal group stay on the night before visiting Pinnacles NP? (Open-ended)

Results

- 434 visitor groups listed where they stayed on the night before visiting Pinnacles NP (see Table 11).

Table 11. Places stayed on the night before arrival at Pinnacles NP (N=434 places)

| Place | Number of times mentioned |
|---------------------|----------------------------------|
| San Jose, CA | 33 |
| Santa Cruz, CA | 23 |
| Monterey, CA | 20 |
| Salinas, CA | 20 |
| San Francisco, CA | 15 |
| Soledad, CA | 14 |
| Hollister, CA | 13 |
| Carmel, CA | 10 |
| Oakland, CA | 9 |
| Sunnyvale, CA | 9 |
| King City, CA | 8 |
| San Luis Obispo, CA | 8 |
| Aptos, CA | 7 |
| Berkeley, CA | 7 |
| Gilroy, CA | 7 |
| Los Altos, CA | 7 |
| Pacific Grove, CA | 7 |
| Paso Robles, CA | 7 |
| Arroyo Grande, CA | 6 |
| Atascadero, CA | 6 |
| San Rafael, CA | 6 |
| Watsonville, CA | 6 |
| Saratoga, CA | 5 |
| Morgan Hill, CA | 4 |
| San Mateo, CA | 4 |
| Santa Clara, CA | 4 |
| Seaside, CA | 4 |
| Soquel, CA | 4 |
| Cambria, CA | 3 |
| Carmel Valley, CA | 3 |
| Davis, CA | 3 |
| Fremont, CA | 3 |
| Livermore, CA | 3 |
| Marina, CA | 3 |
| Mountain View, CA | 3 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 11. Places stayed on the night before arrival at Pinnacles NP (continued)

| Place | Number of times mentioned |
|-----------------------|----------------------------------|
| Palo Alto, CA | 3 |
| Redwood City, CA | 3 |
| Santa Rosa, CA | 3 |
| Bakersfield, CA | 2 |
| Big Sur, CA | 2 |
| Castro Valley, CA | 2 |
| Corte Madera, CA | 2 |
| Dublin, CA | 2 |
| Fairfax, CA | 2 |
| Greenfield, CA | 2 |
| Los Gatos, CA | 2 |
| Los Olivos, CA | 2 |
| Los Osos, CA | 2 |
| Moss Landing, CA | 2 |
| Novato, CA | 2 |
| Orinda, CA | 2 |
| Paicines, CA | 2 |
| Petaluma, CA | 2 |
| Richmond, CA | 2 |
| Roseville, CA | 2 |
| Sacramento, CA | 2 |
| San Anselmo, CA | 2 |
| San Bento, CA | 2 |
| San Juan Bautista, CA | 2 |
| San Leandro, CA | 2 |
| Santa Barbara, CA | 2 |
| Tracy, CA | 2 |
| Woodside, CA | 2 |
| Other places | 81 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Places stayed on night after visit**Question 5b**

On this trip, where did your personal group stay on the night after visiting Pinnacles NP? (Open-ended)

Results

- 416 visitor groups listed the places they stayed on the night after visiting Pinnacles NP (see Table 12).

Table 12. Places stayed on the night after visiting Pinnacles NP (N=416 places)

| Place | Number of times mentioned |
|---------------------|----------------------------------|
| San Jose, CA | 34 |
| Santa Cruz, CA | 27 |
| San Francisco, CA | 21 |
| Salinas, CA | 18 |
| Monterey, CA | 15 |
| Oakland, CA | 13 |
| King City, CA | 11 |
| Carmel, CA | 10 |
| Hollister, CA | 10 |
| San Luis Obispo, CA | 10 |
| Soledad, CA | 8 |
| Atascadero, CA | 7 |
| Berkeley, CA | 6 |
| Gilroy, CA | 6 |
| Los Altos, CA | 6 |
| Pacific Grove, CA | 6 |
| Sunnyvale, CA | 6 |
| Aptos, CA | 5 |
| Arroyo Grande, CA | 5 |
| Morgan Hill, CA | 5 |
| Santa Rosa, CA | 5 |
| Carmel Valley, CA | 4 |
| Davis, CA | 4 |
| Fremont, CA | 4 |
| Fresno, CA | 4 |
| Paso Robles, CA | 4 |
| Sacramento, CA | 4 |
| San Mateo, CA | 4 |
| San Rafael, CA | 4 |
| Santa Clara, CA | 4 |
| Saratoga, CA | 4 |
| Watsonville, CA | 4 |
| Livermore, CA | 3 |
| Marina, CA | 3 |
| Morro Bay, CA | 3 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 12. Places stayed on the night after visiting Pinnacles NP (continued)

| Place | Number of times mentioned |
|-----------------------|----------------------------------|
| Palo Alto, CA | 3 |
| Seaside, CA | 3 |
| Soquel, CA | 3 |
| Big Sur, CA | 2 |
| Buellton, CA | 2 |
| Cotati, CA | 2 |
| Fairfax, CA | 2 |
| Firebaugh, CA | 2 |
| Greenfield, CA | 2 |
| Lodi, CA | 2 |
| Los Olivos, CA | 2 |
| Los Osos, CA | 2 |
| Mountain View, CA | 2 |
| Orinda, CA | 2 |
| Pismo Beach, CA | 2 |
| Redwood City, CA | 2 |
| Richmond, CA | 2 |
| Roseville, CA | 2 |
| San Anselmo, CA | 2 |
| San Juan Bautista, CA | 2 |
| San Leandro, CA | 2 |
| Santa Maria, CA | 2 |
| Tracy, CA | 2 |
| Other places | 80 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Transportation

Question 2c

For the nonresident members in your personal group, what was the method of transportation used to travel most of the distance from their home to the area (within 50 miles of the park)?

Results

- 69% of non-resident visitor group members used a car to travel most of the distance from home to the Pinnacles NP area (see Figure 23).
- 13% used a SUV/truck/van.

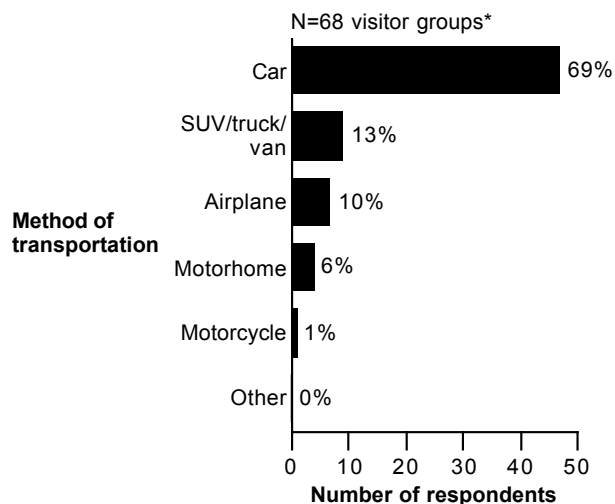


Figure 23. Method of transportation

Number of vehicles

Question 14a

On this visit, how many vehicles did your personal group use to arrive at the park?

Results

- 85% of visitor groups used one vehicle to arrive at the park (see Figure 24).

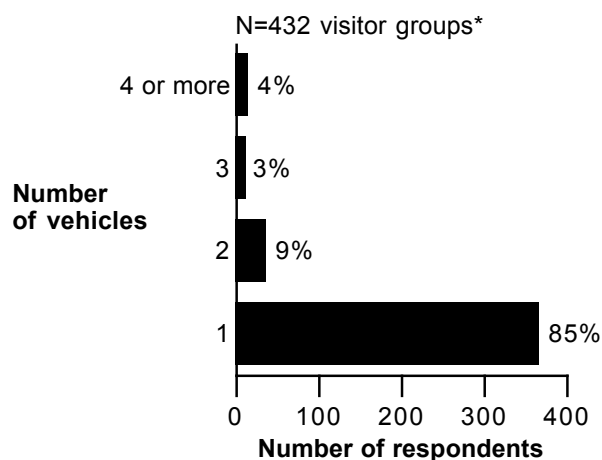


Figure 24. Number of vehicles used to arrive at the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of park entries

Question 14b

On this visit, how many times did your personal group enter the park?

Results

- 84% of visitor groups entered the park one time (see Figure 25).
- 11% entered twice.

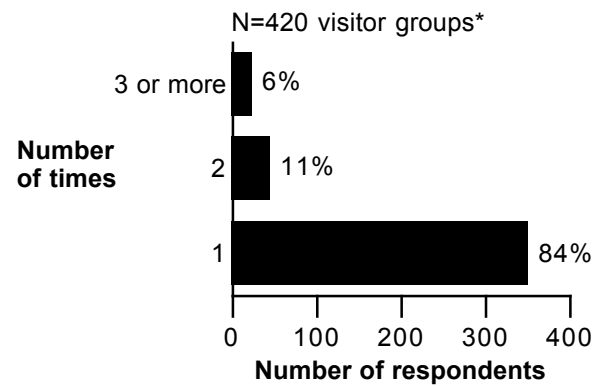


Figure 25. Number of park entries

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Use and ratings of shuttle bus

Question 8a

Currently Pinnacles National Park offers a shuttle service on busy weekends during spring and early summer. On this visit, did your personal group use the shuttle service between the campground and the Bear Gulch area?

Results

- 12% of visitor groups used the shuttle bus on this visit (see Figure 26).

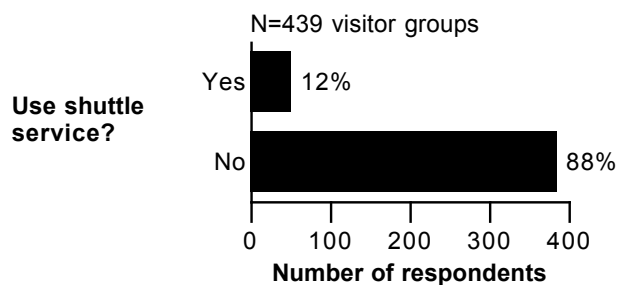


Figure 26. Use of shuttle bus on this visit

Question 8b

How many times did your personal group board the shuttle bus?

Results

- 59% of visitor groups boarded the shuttle bus twice on this visit (see Figure 27).

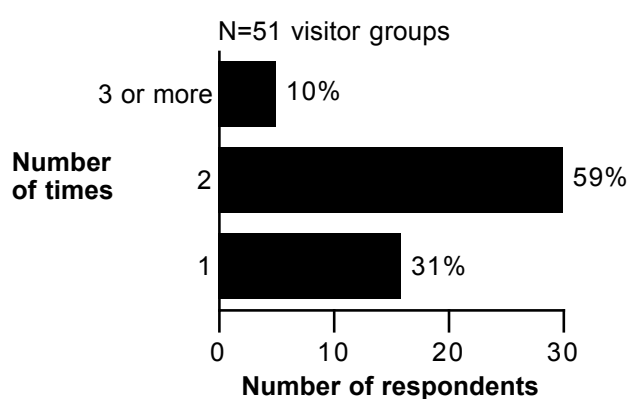


Figure 27. Number of times boarding the shuttle bus

Question 8c

How satisfied was your personal group with the shuttle service?

Results

- 72% of visitor groups were either “completely satisfied” or “very satisfied” with the shuttle service on this visit (see Figure 28).

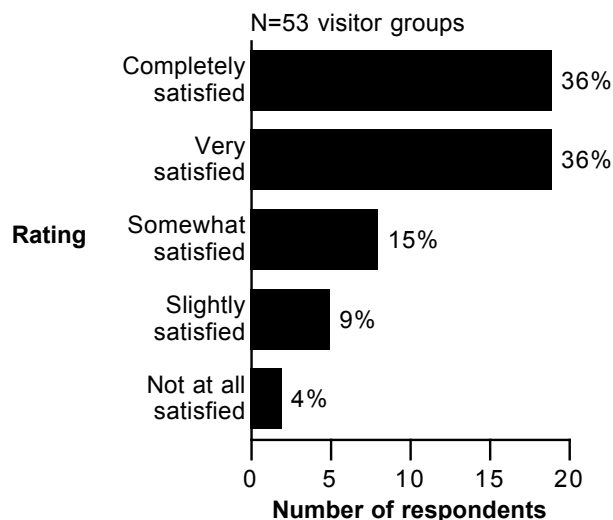


Figure 28. Satisfaction with shuttle service on this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 8d

Please provide any comments you may have about the shuttle service
(Open-ended)

Results

- 41 visitor groups listed comments about the shuttle service (see Table 13).

Table 13. Shuttle service comments
(N=41 comments)

| Shuttle service | Number of times mentioned |
|--|----------------------------------|
| Long wait | 14 |
| Great service | 8 |
| Add shuttles | 3 |
| Need longer hours (past 4 pm) | 3 |
| Add other trailheads | 2 |
| Driver unfriendly | 2 |
| Great driver | 2 |
| Provide larger shuttle bus | 1 |
| Didn't know about shuttle service | 1 |
| Provide shuttle schedule on sign | 1 |
| No service on Friday | 1 |
| Didn't know shuttle would not pick-up between trailheads | 1 |
| Drove too fast | 1 |
| Need weekday service | 1 |
| Add benches at shuttle stops | 1 |
| Too crowded | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight stays

Question 4a

On this trip, did your personal group stay overnight away from home inside Pinnacles National Park or in the area (within 50 miles of the park)?

Results

- 49% of visitor groups stayed overnight away from home in the area within 50 miles of the park (see Figure 29).

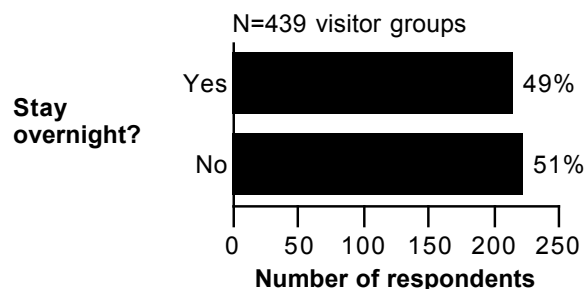


Figure 29. Visitor groups that stayed overnight away from home within 50 miles of the park

Question 4b

If YES, please list the number of nights your personal group stayed in Pinnacles National Park.

Results

- 75% of visitor groups stayed two or three nights inside Pinnacles NP (see Figure 30).
- 18% stayed one night.

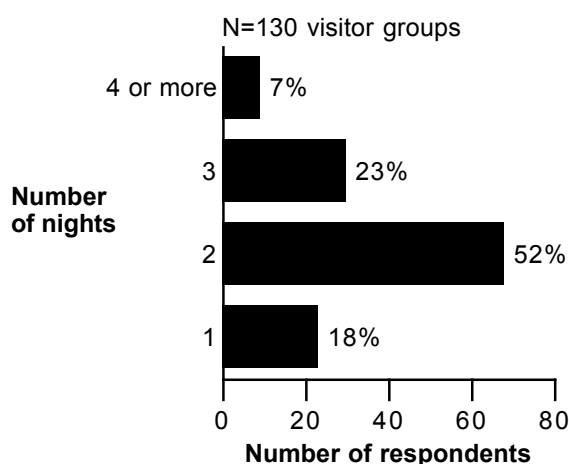


Figure 30. Number of nights spent inside the park

Question 4b

If YES, please list the number of nights your personal group stayed in the local area (within 50 miles of the park).

Results

- 81% of visitor groups stayed one or two nights outside the park within 50 miles (see Figure 31).
- 11% stayed four or more nights.

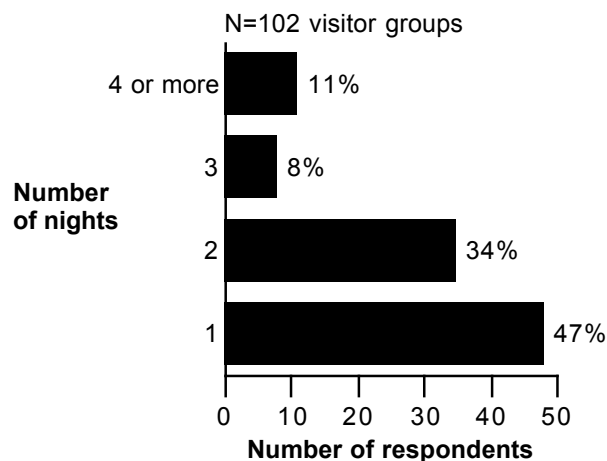


Figure 31. Number of nights spent in the area outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Accommodations used inside the park

Question 4c

In which types of accommodations did your personal group spend the night(s) inside the park?

Results

- As shown in Figure 32, among those visitor groups that stayed overnight inside the park, the most common types of accommodations used were:

70% Tent camping in a developed campground

31% RV/trailer camping

- “Other” type of accommodation (1%) was:

Inn at the Pinnacles

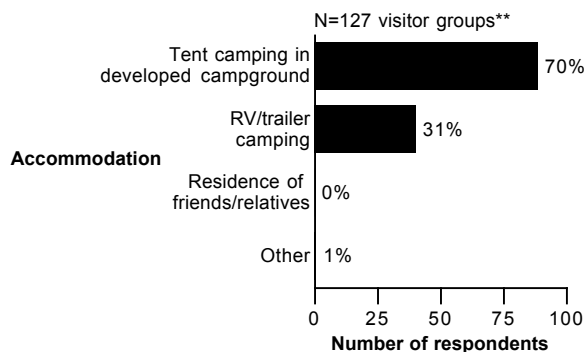


Figure 32. Accommodations used inside the park

Accommodations used in the area outside the park

Question 4d

In which types of accommodations did your personal group spend the night(s) in the area (within 50 miles of the park)?

Results

- As shown in Figure 33, among those visitor groups that stayed overnight in the area outside the park, the most common types of accommodations were:

79% Lodge, hotel, motel, rented condo/home, or bed & breakfast

15% RV/trailer camping

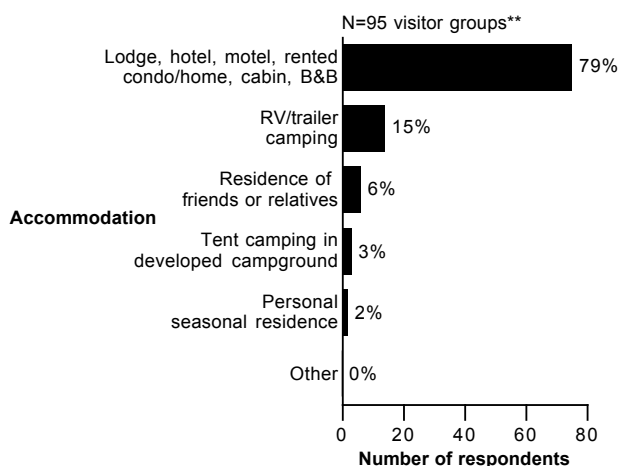


Figure 33. Accommodations used in the area outside the park within 50 miles

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Arrival and departure times; day of week of first arrival

Question 6a

For this visit to Pinnacles NP, what was your personal group's first arrival time?

Results

- As shown in Figure 34, visitor groups' most common first arrival times on this visit were:

27% 9:00 am – 10:59 am

21% 11:00 am – 12:59 pm

20% 1:00 pm – 2:59 pm

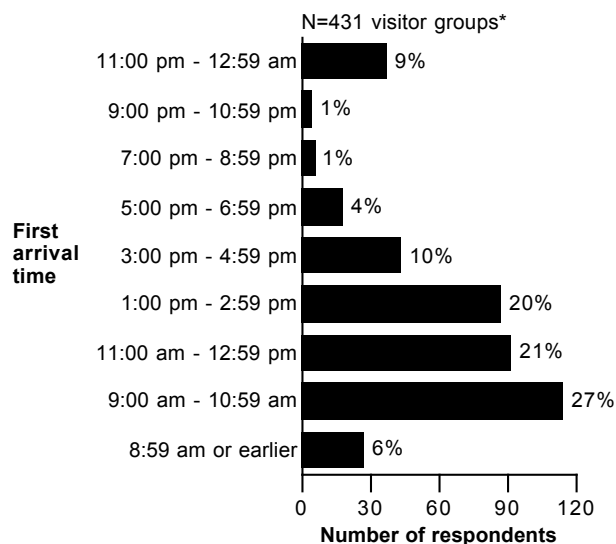


Figure 34. First arrival time at the park on this visit

Question 6b

For this visit to Pinnacles NP, what was your personal group's last departure time?

Results

- As shown in Figure 35, visitor groups' most common last departure times on this visit were:

31% 3:00 pm – 4:59 pm

21% 1:00 pm – 2:59 pm

18% 5:00 pm – 6:59 pm

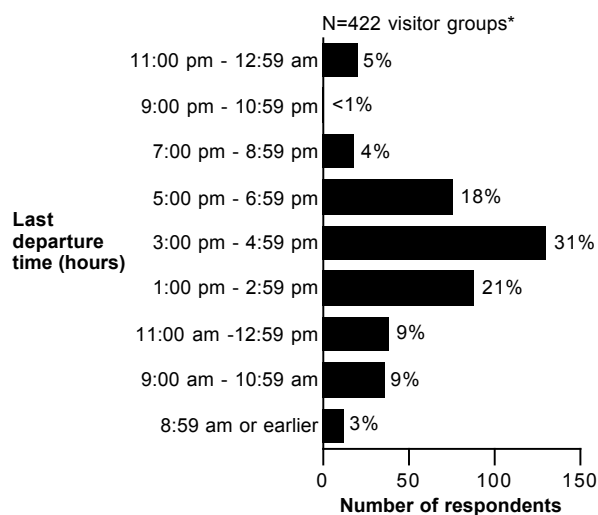


Figure 35. Last departure time from the park on this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 6c

For this visit to Pinnacles NP, what was the day of the week that your personal group first arrived?

Results

- As shown in Figure 36, visitor groups' most common days of the week they first arrived at the park on this visit were:

20% Saturday
20% Friday
17% Sunday

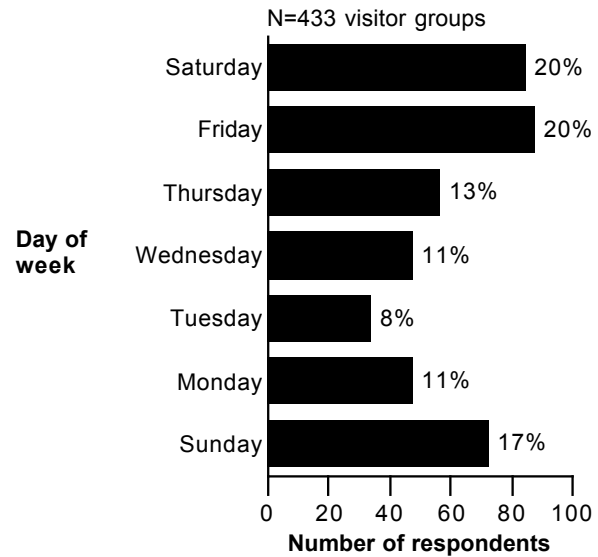


Figure 36. Day of the week that visitor groups first arrived at Pinnacles NP

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Length of stay in the park

Question 7a

On this trip, how long did your personal group spend visiting Pinnacles NP?

Results

Number of hours if less than 24 (69%)

- 40% of visitor groups spent four or five hours in the park (see Figure 37).
- 26% spent seven or more hours.
- The average length of stay for visitor groups that spent less than 24 hours was 5.7 hours.

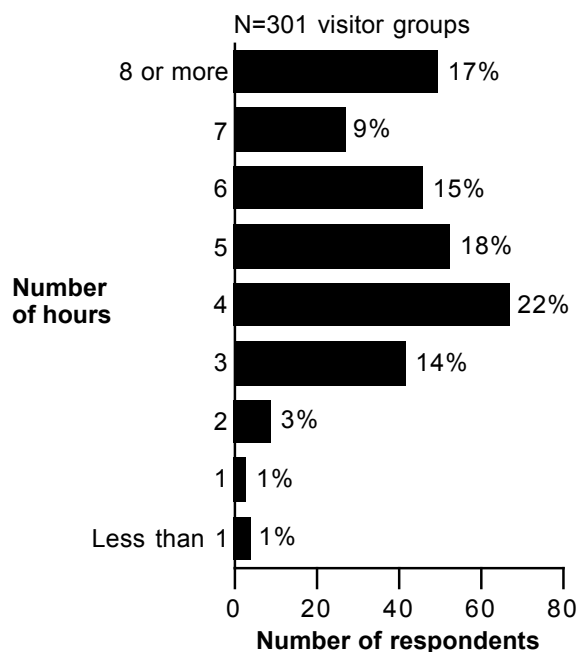


Figure 37. Number of hours spent in the park

Number of days if 24 hours or more (31%)

- 81% of visitor groups spent two or three days in the park (see Figure 38).
- 11% spent four or more days.
- The average length of stay for visitor groups that spent 24 hours or more was 2.6 days.

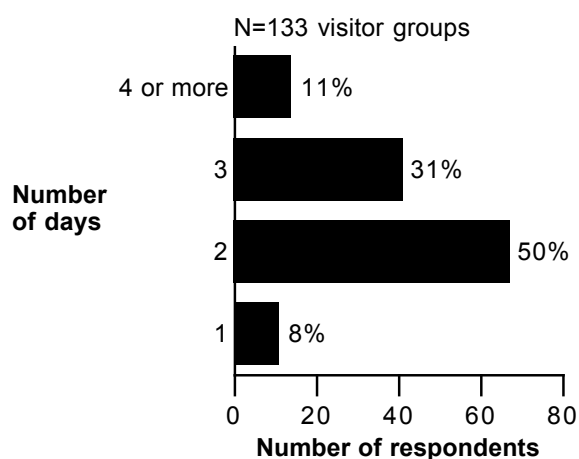


Figure 38. Number of days spent in the park

Average length of stay for all visitors

- The average length of stay for all visitor groups was 23.1 hours or 1 day.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Places visited in the park

Question 11

Please indicate all the places that your personal group visited on this visit to Pinnacles National Park.

Results

- As shown in Figure 39, the most commonly visited sites by visitor groups at Pinnacles NP were:

48% Bear Gulch Caves
48% Bear Gulch Reservoir
45% Bear Gulch Picnic Area
44% Pinnacles Visitor Center

- The least visited site was:

1% Backcountry – off trail

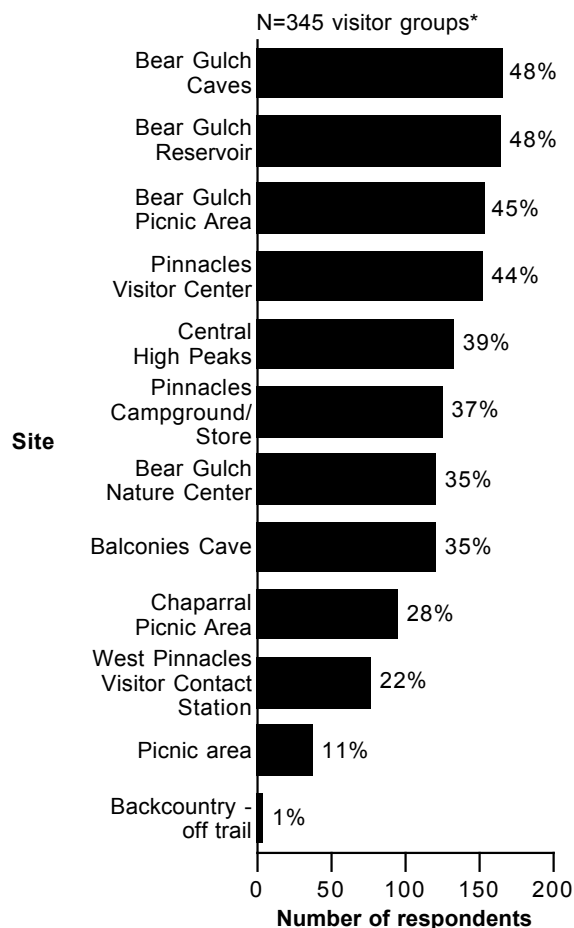


Figure 39. Sites visited in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activities on this visit

Question 12a

On this visit, which activities did your personal group participate within Pinnacles NP?

Results

- As shown in Figure 40, the most common activities in which visitor groups participated on this visit were:

96% Hiking/walking
68% Viewing wildflowers
64% Viewing scenery/sightseeing/
scenic drive

- “Other” activities (6%) were:

Biking
Drove through park
Frisbee golf
Learn about everything
Photography
Running
Spending time with family
Stargazing
Swimming
Visit this park

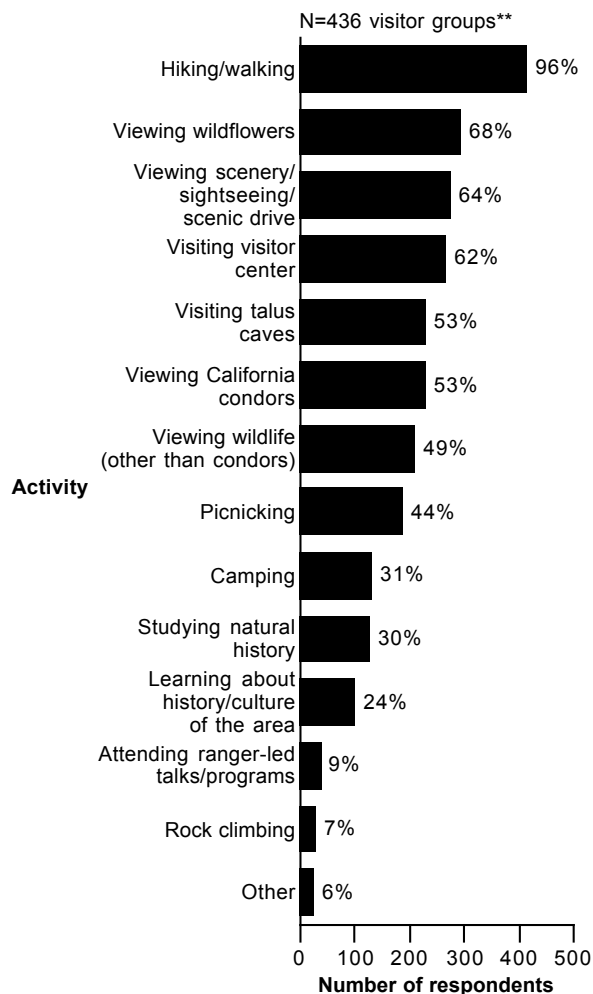


Figure 40. Activities on this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activity that was primary reason for visit

Question 12c

Which one of the above activities was the primary reason your personal group visited Pinnacles NP on this visit?

Results

- As shown in Figure 41, the most common activities that were the primary reason for the visiting the park were:

61% Hiking/walking
9% Camping
7% Visiting talus caves

- “Other activities (2%) that were the primary reason for visiting the park were:

Learning about everything
Photography
Spending time with family
Visiting the newest national park
View wildflowers

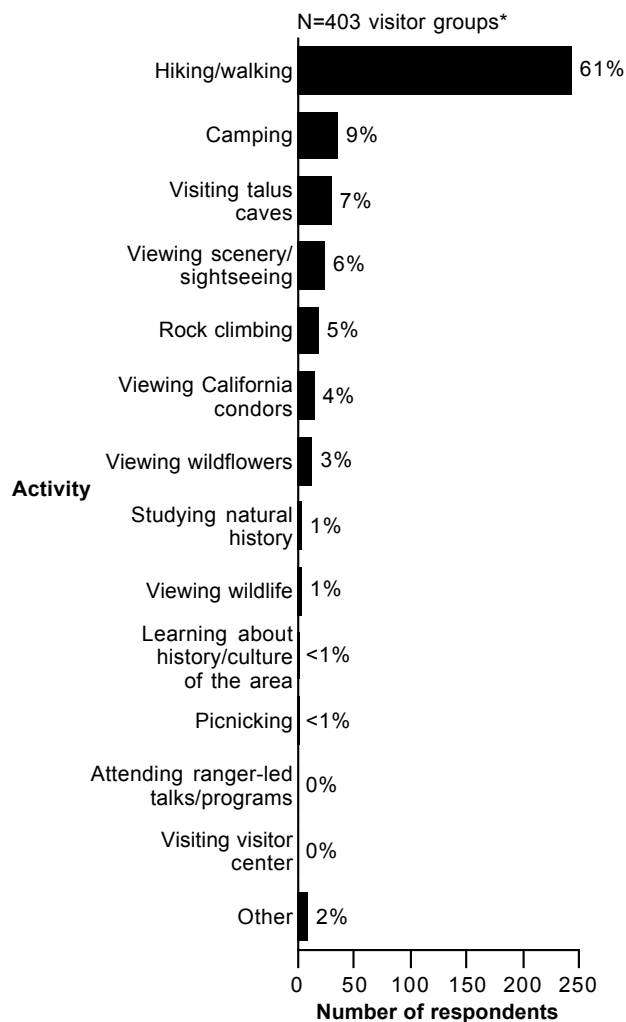


Figure 41. Activity that was primary reason for visiting the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activities on future visits

Question 12b

If you were to visit the park in the future, in which activities would your personal group prefer to participate within the park?

Results

- As shown in Figure 42, the most common activities in which visitor groups would prefer to participate on future visits were:

93% Hiking/walking
76% Viewing California condors
70% Viewing wildflowers

- “Other” activities (4%) were:

Bat discussion
Biking
Explore west side of park
Photography
Swim in the pool
Visit Bear Gulch Nature Center

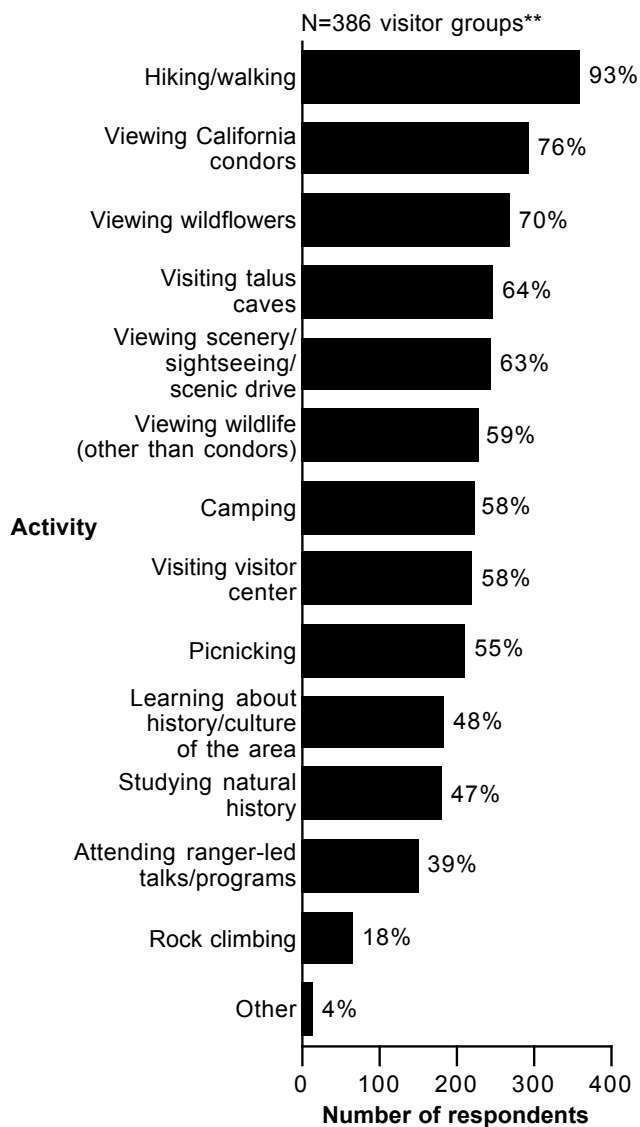


Figure 42. Activities on future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Climbing activities

Question 9a

On this visit, did anyone in your personal group participate in climbing activities?

Results

- 9% of visitor groups participated in climbing activities on this visit (see Figure 43).

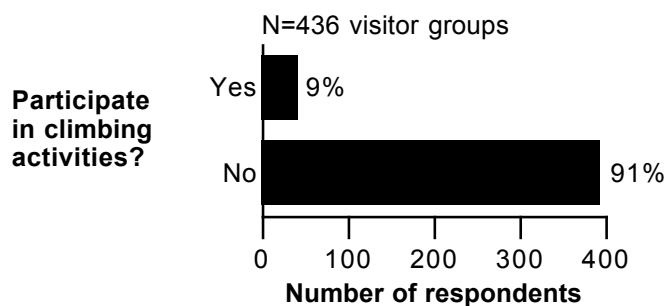


Figure 43. Visitor groups that participated in climbing activities on this visit

Question 9b

If YES, where did the person(s) climb?

Results

As shown in Figure 44, visitor groups most often climbed at the following locations:

74% Bear Gulch
28% The Balconies
28% High Peaks

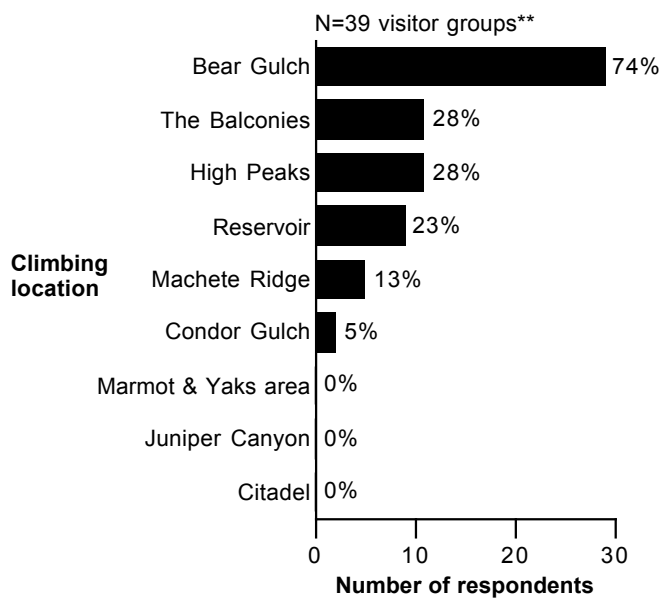


Figure 44. Climbing locations used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Hiking

Question 10a

On this visit to Pinnacles NP, did your personal group go hiking?

Results

- 95% of visitor groups participated in hiking on this visit (see Figure 45).

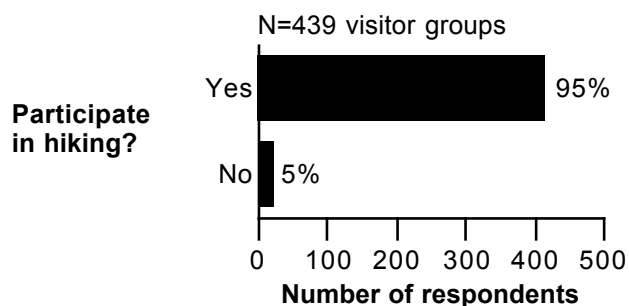


Figure 45. Visitor groups that participated in hiking on this visit

Question 10b

If YES, which trailhead did your personal group start from? (Open-ended)

Results

- 379 visitor groups listed the trailheads they started from (see Table 14).

Table 14. Starting trailhead (N=379 comments)

| Trailhead | Number of times mentioned |
|-----------------------|---------------------------|
| Bear Gulch | 187 |
| Chaparral parking lot | 75 |
| Old Pinnacles | 18 |
| Balconies | 16 |
| High Peaks | 15 |
| Campground | 14 |
| Condor Gulch | 14 |
| Juniper Canyon | 8 |
| Visitor Center | 6 |
| Moses Spring | 5 |
| Bench | 4 |
| Don't remember | 4 |
| East Entrance | 4 |
| Peaks View | 4 |
| North Wilderness | 3 |
| Parking lot | 2 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 10c

On this visit, which trails did your personal group hike? (Open-ended)

Results

- 348 visitor groups listed trails that they hiked (see Table 15).

Table 15. Trails hiked

(N=935 comments; some visitor groups made more than one comment)

| Trail | Number of times mentioned |
|-------------------------------|----------------------------------|
| High Peaks | 180 |
| Bear Gulch Caves | 105 |
| Bear Gulch | 93 |
| Balconies Caves | 87 |
| Bear Gulch Reservoir | 69 |
| Condor Gulch | 54 |
| Old Pinnacles | 52 |
| Bench | 38 |
| Rim | 35 |
| Central High Peaks | 32 |
| Juniper Canyon | 30 |
| Moses Spring | 27 |
| Balconies | 18 |
| Tunnel | 17 |
| Bear Gulch Nature Center | 11 |
| Chalone Peak | 11 |
| Balconies Cliffs | 9 |
| Chaparral Picnic Area | 9 |
| Balconies Loop | 8 |
| High Peaks Loop | 7 |
| South Wilderness | 6 |
| Bear Gulch Picnic Area | 5 |
| North Wilderness | 5 |
| Campground | 4 |
| North Chalone Peak | 4 |
| Bear Gulch Loop | 3 |
| Visitor Center | 3 |
| Juniper Canyon Loop | 2 |
| North and South Chalone Peaks | 2 |
| Scout Peak | 2 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 15. Trails hiked (continued)

| Trail | Number of times mentioned |
|-----------------|--------------------------------------|
| Backcountry | 1 |
| Caves | 1 |
| Chockstone Dome | 1 |
| East entrance | 1 |
| Machete Ridge | 1 |
| Tower | 1 |
| West Pinnacles | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sights or activities visitor groups were unable to see or do

Question 13a

On this visit to Pinnacles NP, was there anything specific that your personal group wanted to see or do, but were not able to?

Results

- 32% visitor groups said there was something they wanted to see or do, but were not able to (see Figure 46).

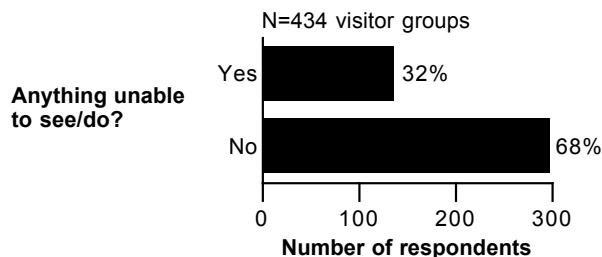


Figure 46. Visitor groups that were unable to see or do anything they expected to

Question 13b

If YES, what were you unable to see or do? (Open-ended)

Results

- 137 visitor groups listed sights or activities they were unable to see or do (see Table 16).
- The most common things that visitor groups were unable to see or do were:
 - 21% See condors
 - 12% Visit Bear Gulch Nature Center
 - 10% Hike more

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 16. Sights/activities visitor groups were unable to see or do
(N=154 comments; some visitor groups made more than one comment)

| Sights/activities | Number of times mentioned |
|--|----------------------------------|
| Condors | 32 |
| Bear Gulch Nature Center | 18 |
| Hike more | 16 |
| Ranger-led talks | 9 |
| Bats | 8 |
| Hike | 6 |
| More caves | 6 |
| Wildflowers | 6 |
| Balconies Caves | 5 |
| Camping | 5 |
| Caves | 4 |
| Talus caves | 4 |
| Difficult to park | 3 |
| Rock climb | 3 |
| Visitor Center | 3 |
| High Peaks | 2 |
| More camping | 2 |
| Ride shuttle | 2 |
| Bat Caves | 1 |
| Bats | 1 |
| BBQ grill didn't work at campsite | 1 |
| Bear Gulch area | 1 |
| Bear Gulch Cave | 1 |
| Bear Gulch/High Peaks too crowded | 1 |
| California Red-legged frog | 1 |
| Climb Costanoan | 1 |
| Lake/river water play | 1 |
| Park RV at trailheads | 1 |
| Peregrine falcons | 1 |
| Picnic spot | 1 |
| Reservoir | 1 |
| Ride shuttle to Bear Gulch Nature Center | 1 |
| South wall | 1 |
| Spend more time | 1 |
| Take dog hiking | 1 |
| Talk to ranger at visitor center | 1 |
| Use phone/internet | 1 |
| West side of park | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 13c

What prevented your personal group from being able to see or do what you wanted? (open-ended)

Results

- 137 visitor groups listed reasons they were unable to see or do what they wanted (see Table 17).

Table 17. Reason visitor groups were unable to see or do what they wanted (N=159 comments; some visitor groups made more than one comment)

| Reason | Number of times mentioned |
|------------------------------------|----------------------------------|
| No condors visible | 28 |
| Center closed | 21 |
| Not enough time | 21 |
| Bats not there | 6 |
| Lack of rain | 5 |
| Physical limitations | 5 |
| Campground full | 4 |
| Caves closed | 4 |
| No dogs allowed on trails | 3 |
| No ranger-led programs on weekdays | 3 |
| Not permitted to drive in park | 3 |
| Parking not available | 3 |
| Ranger-led programs not available | 3 |
| Small children | 3 |
| Too crowded | 3 |
| Campground too crowded | 2 |
| Injury limited hiking | 2 |
| Need longer shuttle hours | 2 |
| Need more climber access signs | 2 |
| Not properly equipped | 2 |
| Shuttle too crowded | 2 |
| Talus Caves closed | 2 |
| Too tired | 2 |
| Climbing friend unavailable | 1 |
| Could not find frogs | 1 |
| Could not find south wall | 1 |
| Didn't visit caves | 1 |
| Hike too strenuous | 1 |
| Hike/climb dangerous after dark | 1 |
| Hike/climb descent difficult | 1 |
| Impatient children | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 17. Reason visitor groups were unable to see or do what they wanted (continued)

| Reason | Number of times mentioned |
|--|----------------------------------|
| Lack of transportation | 1 |
| Long wait | 1 |
| No falcons visible | 1 |
| No flashlight | 1 |
| No handicapped accessible parking spaces | 1 |
| No lake/river in park | 1 |
| No ranger-led program schedule | 1 |
| No reason | 1 |
| No RV trailhead parking | 1 |
| No shuttle during week | 1 |
| No wildflowers | 1 |
| Not enough first come campsites | 1 |
| Picnic area hard to find | 1 |
| Shoes gave out | 1 |
| Sign changes in shuttle schedule | 1 |
| Started too late | 1 |
| Time of year | 1 |
| Too far | 1 |
| Traffic at the East entrance | 1 |
| Unfamiliar with park | 1 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Services, Facilities, Attributes, Resources, and Elements

Information services and facilities used

Question 15a

Please indicate all the information services and facilities that your personal group used during this visit to Pinnacles NP.

Results

- As shown in Figure 47, the most common information services and facilities used by visitor groups were:

86% Park brochure/map
65% Assistance from park staff
59% Pinnacles Visitor Center (overall)
59% Park website

- The least used service/facility was:

4% Junior Ranger program

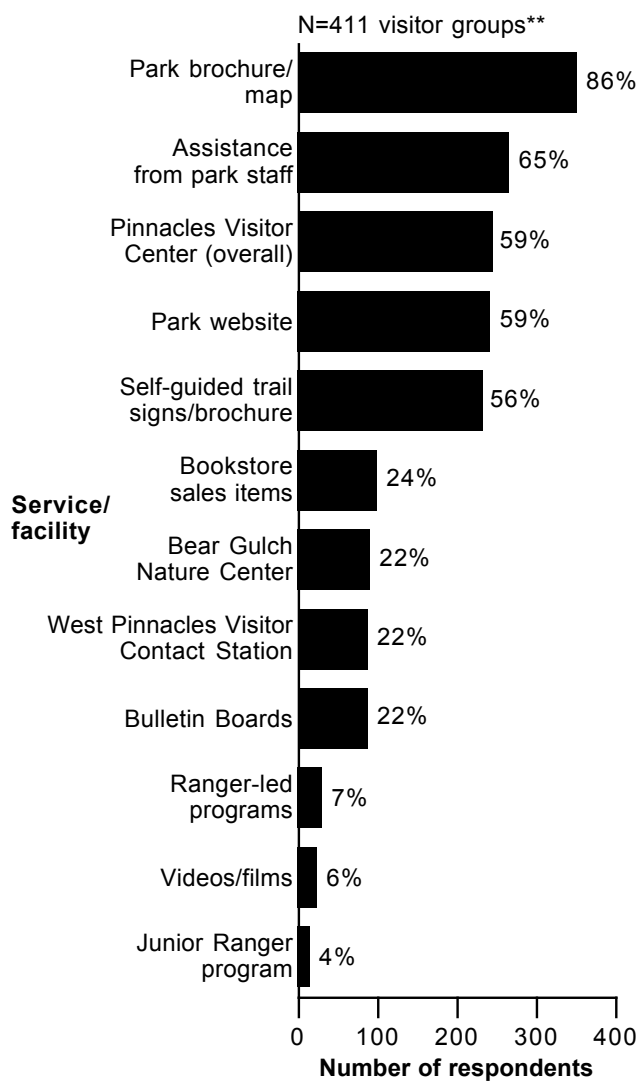


Figure 47. Information services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of information services and facilities

Question 15b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 48 shows the combined proportions of “extremely important” and “very important” ratings of information services and facilities that were rated by 30 or more visitor groups.
- Table 18 shows the importance ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

87% Park brochure/map
86% Self-guided trail signs/
brochure
82% Park website

- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:

4% Bookstore sales items

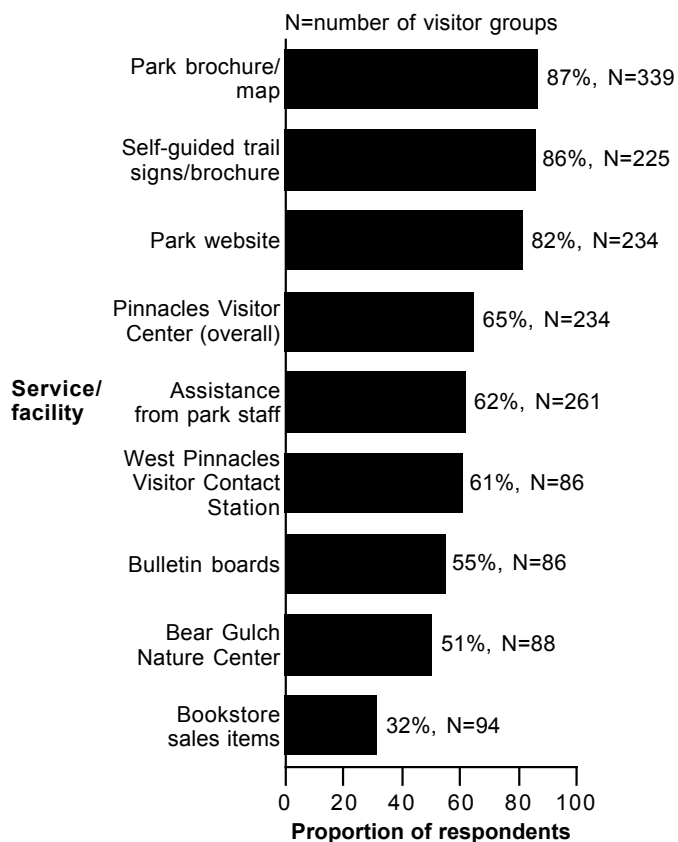


Figure 48. Combined proportions of “extremely important” and “very important” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 18. Importance ratings of information services and facilities
(N=number of visitor groups)

| Service/facility | N | Rating (%)* | | | | |
|--|-----|----------------------|--------------------|----------------------|----------------|---------------------|
| | | Not at all important | Slightly important | Moderately important | Very important | Extremely important |
| Assistance from park staff | 261 | 2 | 11 | 26 | 35 | 27 |
| Bear Gulch Nature Center | 88 | 3 | 8 | 38 | 32 | 19 |
| Bookstore sales items (selection, price) | 94 | 4 | 24 | 39 | 21 | 11 |
| Bulletin boards | 86 | 1 | 22 | 22 | 33 | 22 |
| Junior Ranger program – CAUTION! | 15 | 0 | 0 | 27 | 33 | 40 |
| Park brochure/map | 339 | 1 | 1 | 10 | 27 | 60 |
| Park website used before or during visit | 234 | 1 | 1 | 16 | 31 | 51 |
| Pinnacles Visitor Center (overall) | 234 | 2 | 7 | 27 | 32 | 33 |
| Ranger-led programs – CAUTION! | 28 | 0 | 7 | 21 | 43 | 29 |
| Self-guided trail signs/ brochure | 225 | 1 | 2 | 11 | 28 | 58 |
| Videos/films – CAUTION! | 24 | 4 | 8 | 25 | 21 | 42 |
| West Pinnacles Visitor Contact Station | 86 | 3 | 15 | 20 | 23 | 38 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of information services and facilities

Question 15c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 49 shows the combined proportions of “very good” and “good” ratings of information services and facilities that were rated by 30 or more visitor groups.

- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

91% Park brochure/map
87% Assistance from park staff
85% Bear Gulch Nature Center

- Table 19 shows the quality ratings of each service and facility.
- The service/facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:

4% West Pinnacles Visitor Center

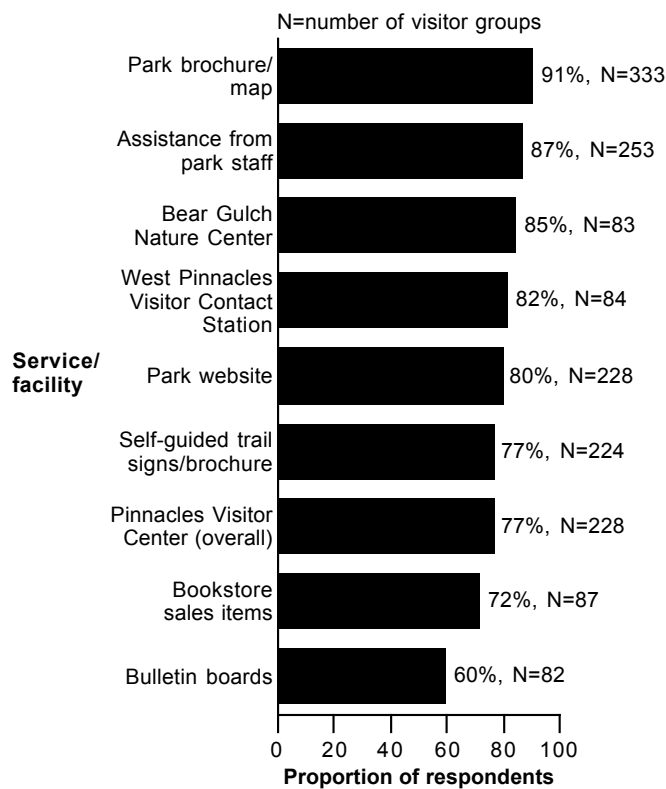


Figure 49. Combined proportions of “very good” and “good” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 19. Quality ratings of information services and facilities
(N=number of visitor groups)

| Service/facility | N | Very poor | Poor | Rating (%) [*] | | |
|--|-----|-----------|------|-------------------------|------|-----------|
| | | | | Average | Good | Very good |
| Assistance from park staff | 253 | 1 | 4 | 9 | 30 | 57 |
| Bear Gulch Nature Center | 83 | 1 | 4 | 10 | 31 | 54 |
| Bookstore sales items (selection, price) | 87 | 0 | 8 | 21 | 44 | 28 |
| Bulletin boards | 82 | 0 | 2 | 37 | 30 | 30 |
| Junior Ranger program – CAUTION! | 14 | 7 | 7 | 7 | 21 | 57 |
| Park brochure/map | 333 | <1 | 1 | 8 | 35 | 56 |
| Park website used before or during visit | 228 | <1 | 3 | 18 | 42 | 38 |
| Pinnacles Visitor Center (overall) | 228 | 2 | 6 | 16 | 43 | 34 |
| Ranger-led programs – CAUTION! | 27 | 0 | 0 | 15 | 15 | 70 |
| Self-guided trail signs/ brochure | 224 | 1 | 4 | 17 | 39 | 38 |
| Videos/films – CAUTION! | 21 | 0 | 0 | 5 | 33 | 62 |
| West Pinnacles Visitor Contact Station | 84 | 4 | 2 | 12 | 31 | 51 |

^{*}total percentages do not equal 100 due to rounding

^{**}total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of information services and facilities

Results

- Figures 50 and Figure 51 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average in importance and quality.

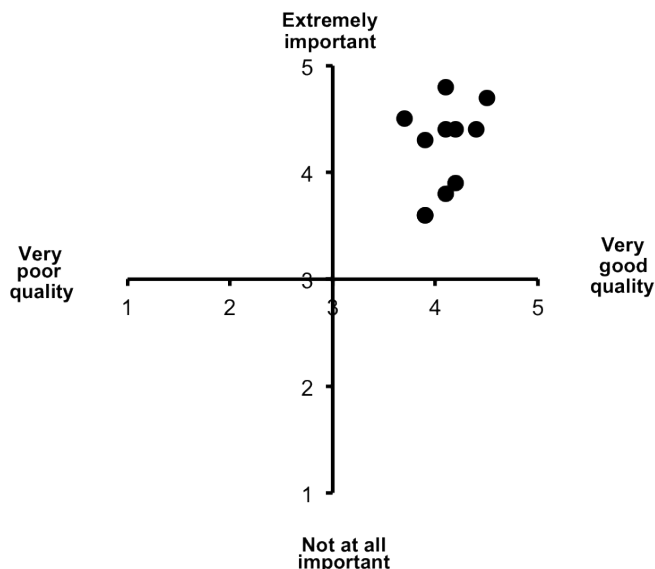
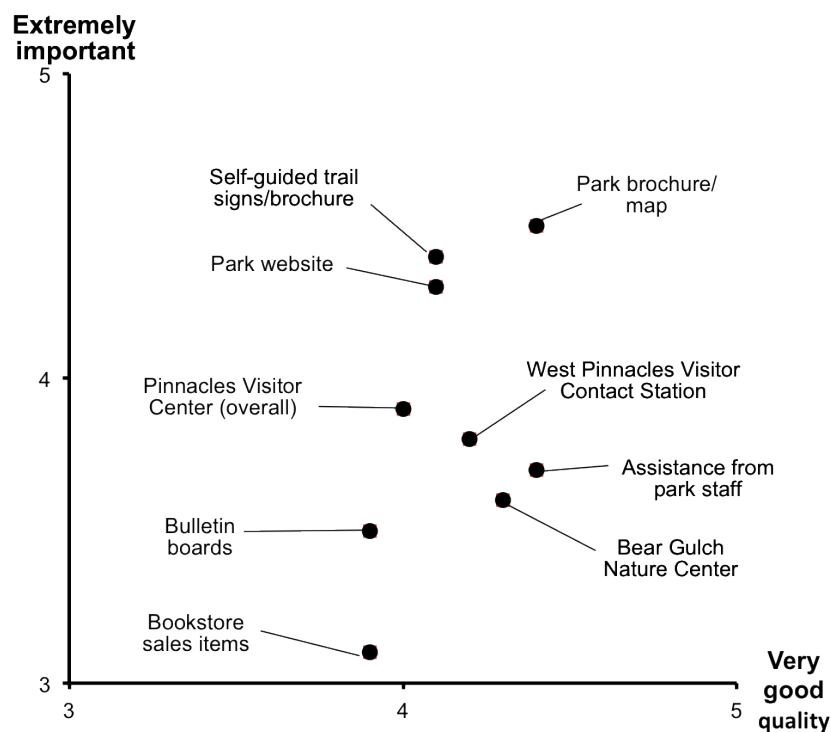


Figure 50. Mean scores of importance and quality ratings of information services and facilities



Average

Figure 51. Detail of Figure 50

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor services and facilities used

Question 16a

Please indicate all the visitor services and facilities that your personal group used at Pinnacles NP during this visit.

Results

- As shown in Figure 52, the most common visitor services and facilities used by visitor groups were:

73% Park road
70% Other restrooms (other than campground)
62% Directional signs in park

- The least used service/ facility was:

1% Access for people with disabilities

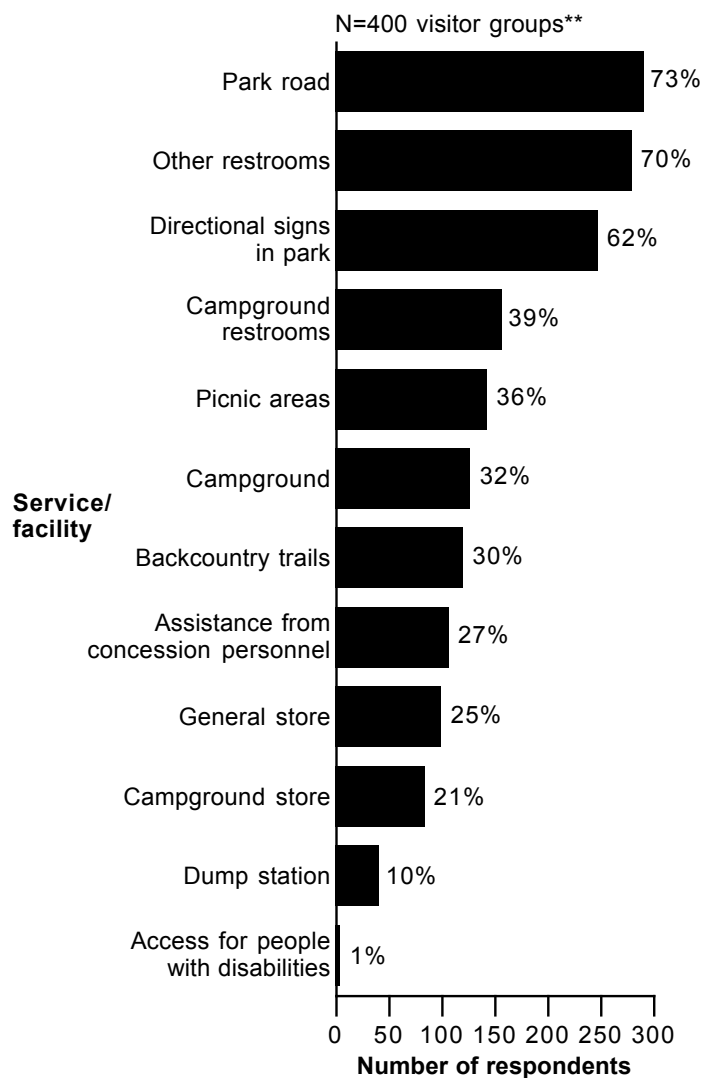


Figure 52. Visitor services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of visitor services and facilities

Question 16b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 53 shows the combined proportions of “extremely important” and “very important” ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- The visitor services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

99% Campground
97% Backcountry trails
90% Directional signs in park

- Table 20 shows the importance ratings of each service and facility.
- The services/facilities receiving the highest “not at all important” rating that were rated by 30 or more visitor groups were:

3% Dump station
3% Picnic areas

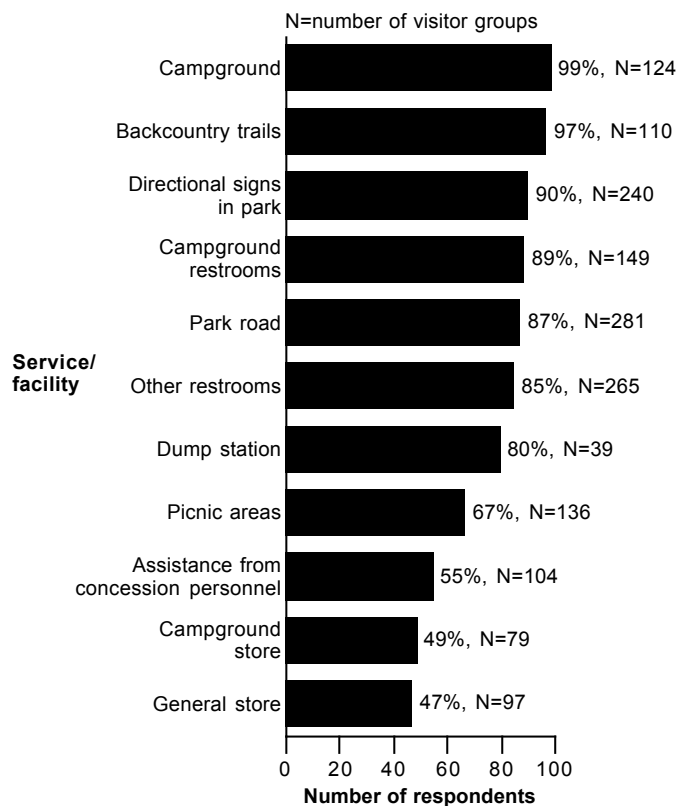


Figure 53. Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 20. Importance ratings of visitor services and facilities
(N=number of visitor groups)

| Service/facility | N | Rating (%)* | | | | |
|---|-----|----------------------|--------------------|----------------------|----------------|---------------------|
| | | Not at all important | Slightly important | Moderately important | Very important | Extremely important |
| Access for people with disabilities | 4 | 0 | 0 | 25 | 50 | 25 |
| Assistance from concession personnel (campground/general store) | 104 | 0 | 6 | 39 | 25 | 30 |
| Backcountry trails | 110 | 1 | 0 | 3 | 22 | 75 |
| Campground | 124 | 0 | 0 | 2 | 22 | 77 |
| Campground restrooms | 149 | 1 | 1 | 9 | 25 | 64 |
| Other restrooms | 265 | 2 | 2 | 11 | 25 | 60 |
| Directional signs (road signs) in park | 240 | <1 | 2 | 8 | 35 | 55 |
| Dump station | 39 | 3 | 5 | 13 | 21 | 59 |
| General store | 97 | 1 | 9 | 43 | 26 | 21 |
| Campground store | 79 | 1 | 6 | 43 | 34 | 15 |
| Park road | 281 | 1 | <1 | 11 | 31 | 56 |
| Picnic areas | 136 | 3 | 7 | 24 | 32 | 35 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor services and facilities

Question 16c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 54 shows the combined proportions of “very good” and “good” ratings of visitor services and facilities that were rated by 30 or more visitor groups.

- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

94% Backcountry trails
89% Park road
82% Directional signs

- Table 21 shows the quality ratings of each service and facility.
- The service/facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:

5% Dump station

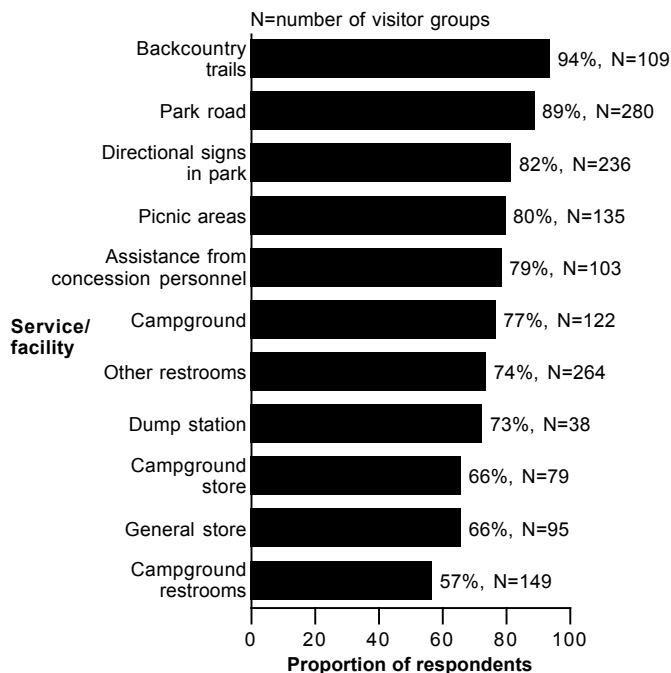


Figure 54. Combined proportions of “very good” and “good” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 21. Quality ratings of visitor services and facilities
(N=number of visitor groups)

| Service/facility | N | Very poor | Poor | Rating (%)* | | |
|--|-----|-----------|------|-------------|------|-----------|
| | | | | Average | Good | Very good |
| Access for people with disabilities – CAUTION! | 4 | 0 | 25 | 25 | 25 | 25 |
| Assistance from concession personnel (campgrounds/general store) | 103 | 1 | 3 | 17 | 44 | 35 |
| Backcountry trails | 109 | 0 | 0 | 6 | 34 | 60 |
| Campground | 122 | 0 | 2 | 21 | 39 | 38 |
| Campground restrooms | 149 | 3 | 6 | 34 | 36 | 21 |
| Other restrooms | 264 | <1 | 5 | 22 | 37 | 37 |
| Directional signs (road signs) in park | 236 | <1 | 1 | 17 | 41 | 41 |
| Dump station | 38 | 5 | 5 | 16 | 39 | 34 |
| General store | 95 | 1 | 1 | 32 | 40 | 26 |
| Campground store | 79 | 1 | 3 | 30 | 41 | 25 |
| Park road | 280 | 0 | 1 | 10 | 40 | 49 |
| Picnic areas | 135 | 0 | 1 | 19 | 41 | 39 |

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of visitor services and facilities

Results

- Figure 55 and Figure 56 show the mean scores of importance and quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities were rated above average in importance and quality.

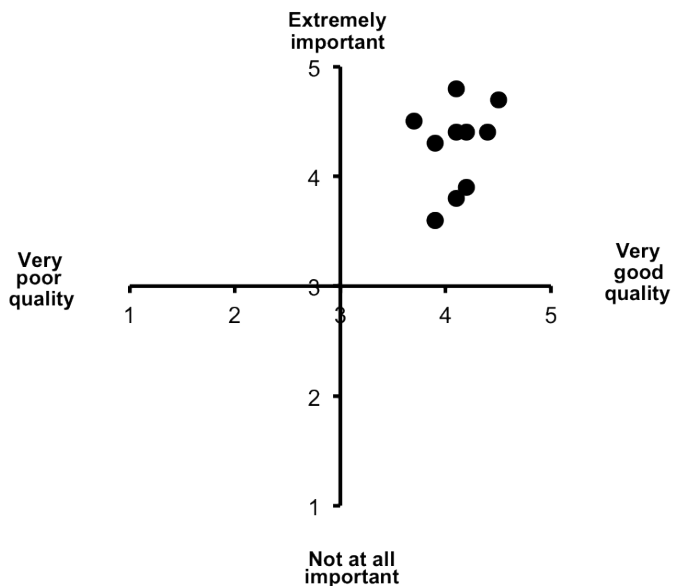


Figure 55. Mean scores of importance and quality ratings of visitor services and facilities

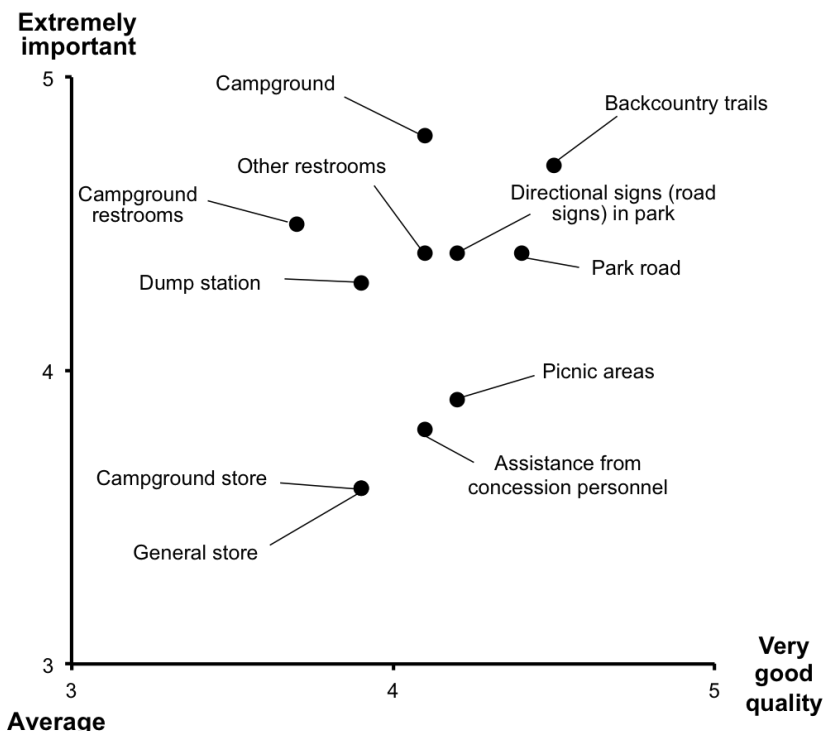


Figure 56. Detail of Figure 55

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures

Total expenditures inside and outside the park

Question 18

For your personal group, please estimate expenditures for the items listed below for this visit to Pinnacles NP and the surrounding area (within 50 miles of the park).

Results

- 63% of visitor groups spent \$1-\$200 (see Figure 57).
- 21% spent \$201 or more.
- 17% spent no money.
- The average visitor group expenditure was \$129.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$60.
- The average total expenditure per person (per capita) was \$53.
- As shown in Figure 58, the largest proportions of total expenditures inside and outside the park were:

25% Lodge, hotel, motel, cabin, B&B, etc.
18% Gas and oil
16% Camping fees

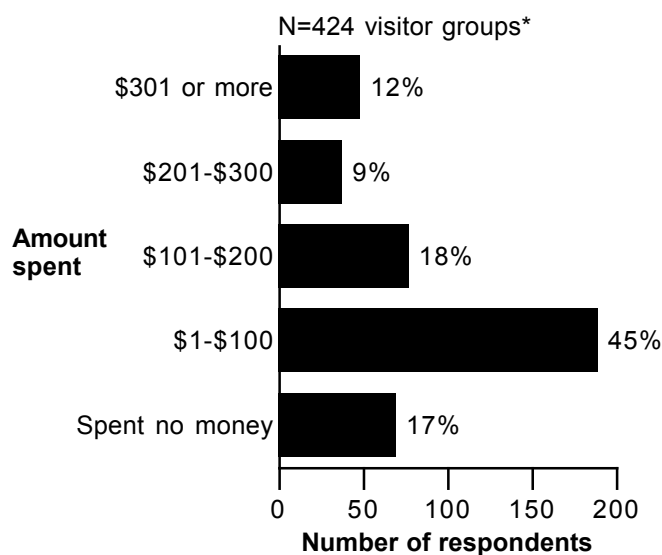


Figure 57. Total expenditures inside and outside the park

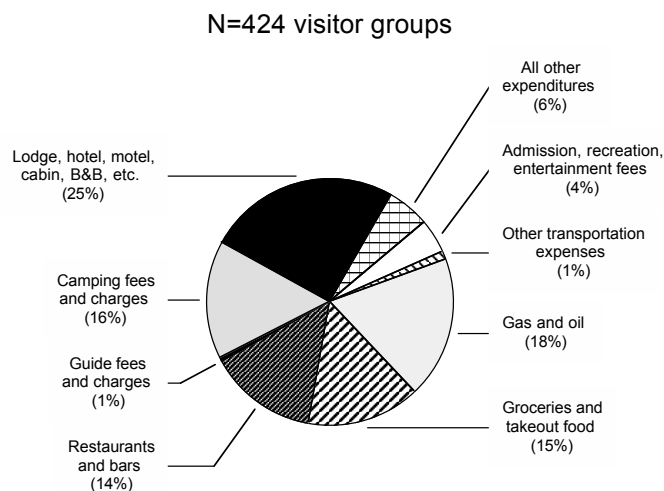


Figure 58. Proportions of total expenditures inside and outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of adults covered by expenditures

Question 18c

How many adults (18 years or older) do these expenses cover?

Results

- 60% of visitor groups had two adults covered by expenditures (see Figure 59).
- 15% had one adult covered by expenditures.
- 15% had four or more adults covered by expenditures.

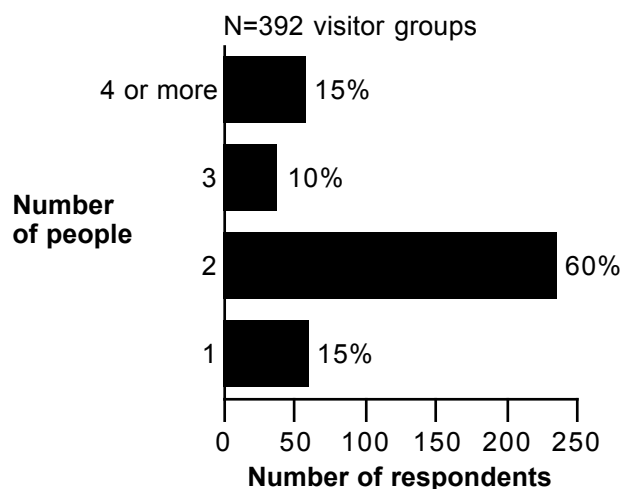


Figure 59. Number of adults covered by expenditures

Number of children covered by expenditures

Question 18c

How many children (under 18 years) do these expenses cover?

Results

- 66% of visitor groups had no children covered by expenditures (see Figure 60).
- 16% had two children covered by expenditures.

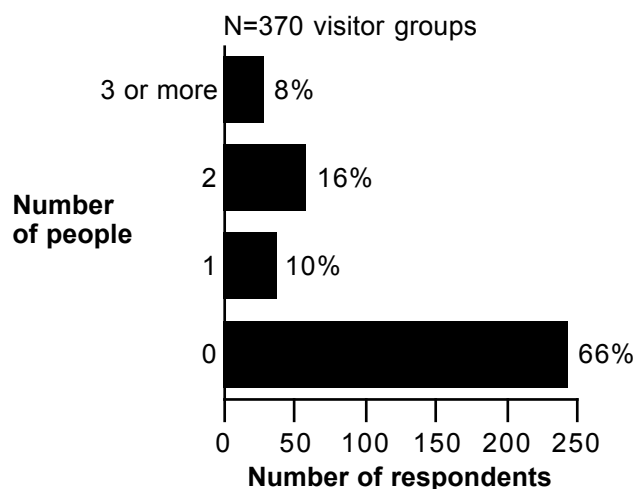


Figure 60. Number of children covered by expenditures

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures inside the park

Question 18a

Please list your personal group's total expenditures inside Pinnacles NP.

Results

- 63% of visitor groups spent \$1-\$100 (see Figure 61).
- 29% spent no money.
- The average visitor group expenditure inside the park was \$37.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$10.
- The average total expenditure per person (per capita) was \$17.
- As shown in Figure 62, the largest proportions of total expenditures inside the park were:

53% Camping fees and charges
18% Groceries and takeout food
16% All other expenditures

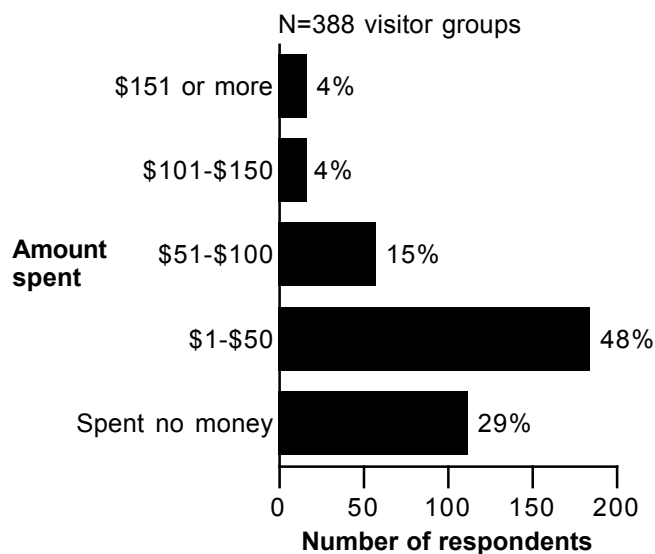


Figure 61. Total expenditures inside the park

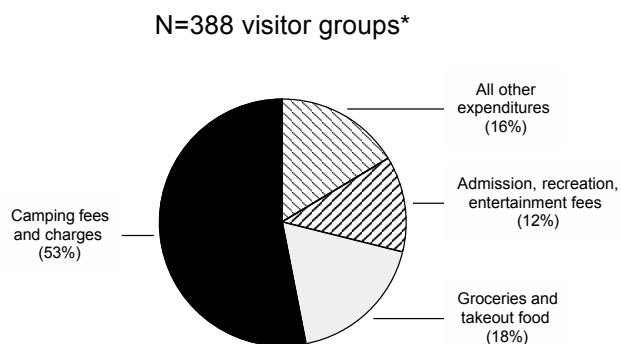


Figure 62. Proportions of total expenditures inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Camping fees and charges

- 54% of visitor groups spent no money on camping fees and charges inside the park (Figure 63).
- 29% spent \$1-\$50.

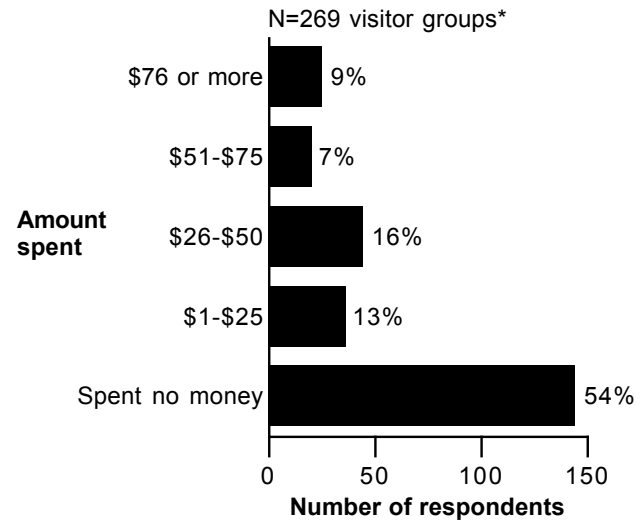


Figure 63. Expenditures for camping fees and charges inside the park

Groceries and takeout food

- 64% of visitor groups spent no money on groceries and takeout food inside the park (see Figure 64).
- 29% spent \$1-\$25.

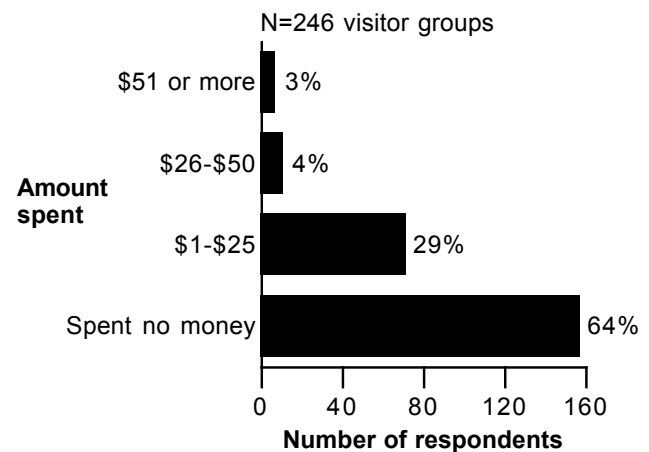


Figure 64. Expenditures for groceries and takeout food inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, and entertainment fees

- 51% of visitor groups spent \$1-\$25 on admission, recreation, and entertainment fees inside the park (see Figure 65).
- 45% spent no money.

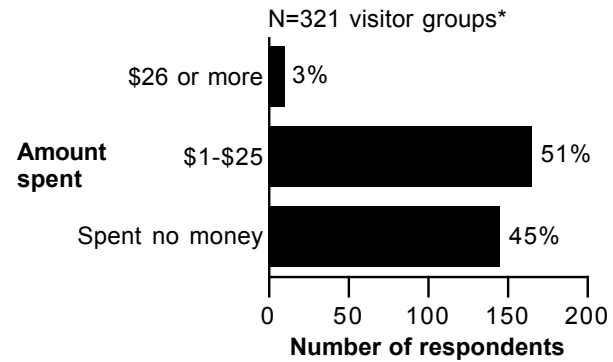


Figure 65. Expenditures for admission, recreation, and entertainment fees inside the park

All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.)

- 58% of visitor groups spent no money on all other purchases inside the park (see Figure 66).
- 32% spent \$1-\$25.

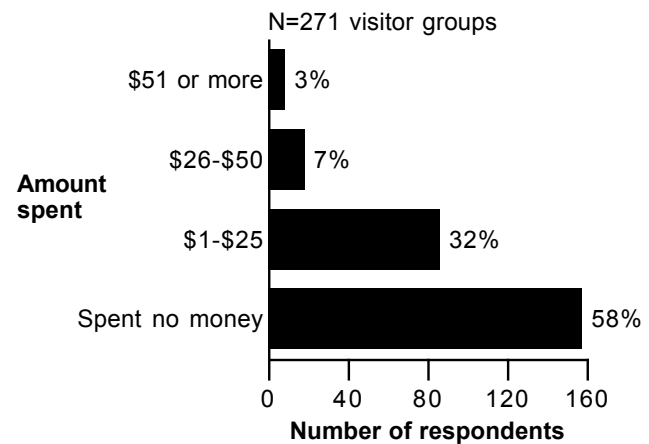


Figure 66. Expenditures for all other purchases inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures outside the park

Question 18b

Please list your personal group's total expenditures in the surrounding area outside the park (within 50 miles of the park).

Results

- 52% of visitor groups spent \$1-\$200 in total expenditures inside the park (see Figure 67).
- 30% spent no money.
- The average visitor group expenditure outside the park was \$116.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$50.
- The average total expenditure per person (per capita) was \$68.
- As shown in Figure 68, the largest proportions of total expenditures outside the park were:

34% Lodge, hotel, motel, cabin, B&B, etc.
25% Gas and oil
19% Restaurants and bars

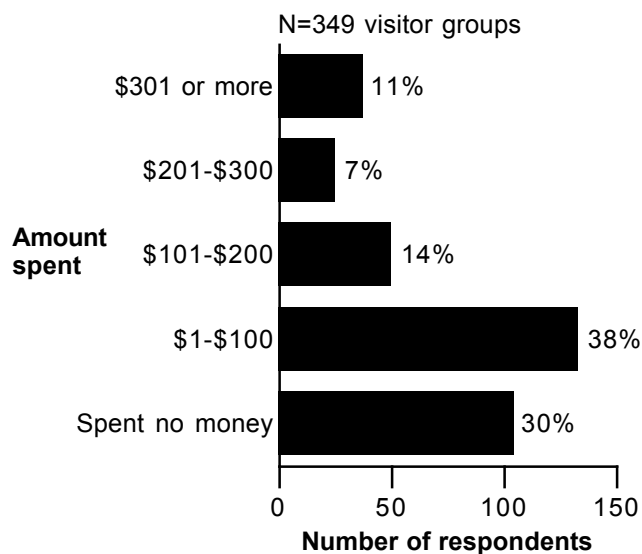


Figure 67. Total expenditures outside the park

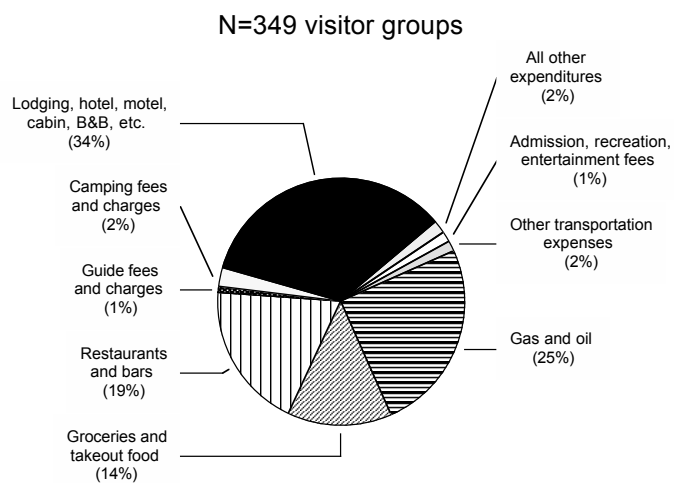


Figure 68. Proportions of total expenditures outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Lodge, hotel, motel, cabin, B&B, etc.

- 69% of visitor groups spent no money on lodging outside the park (see Figure 69).
- 23% spent from \$1-\$200.

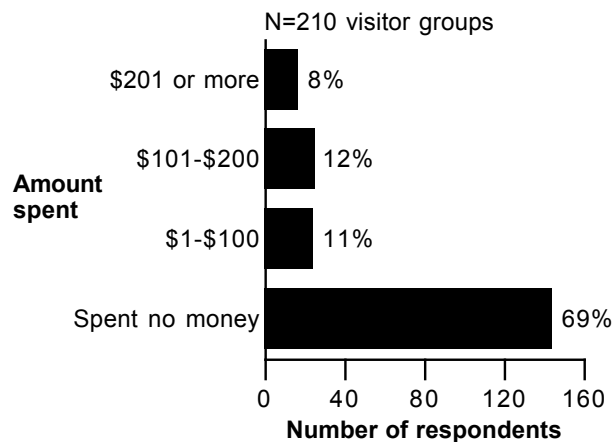


Figure 69. Expenditures for lodging outside the park

Camping fees and charges

- 91% of visitor groups spent no money on camping fees and charges outside the park (see Figure 70).
- 7% spent \$26 or more.

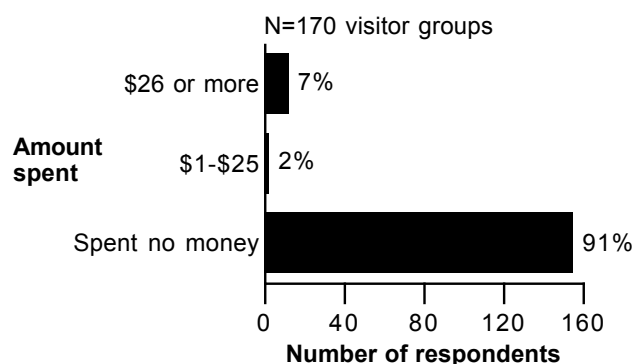


Figure 70. Expenditures for camping fees and charges outside the park

Guide fees and charges

- 99% of visitor groups spent no money on guide fees and charges outside the park (see Figure 71).

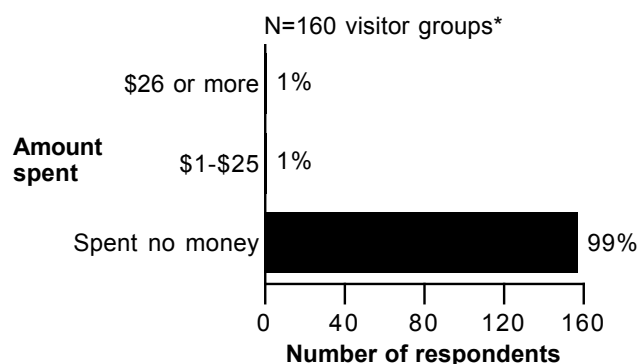


Figure 71. Expenditures for guide fees and charges outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

- 57% of visitor groups spent no money on restaurants and bars outside the park (see Figure 72).
- 19% spent \$51 or more.

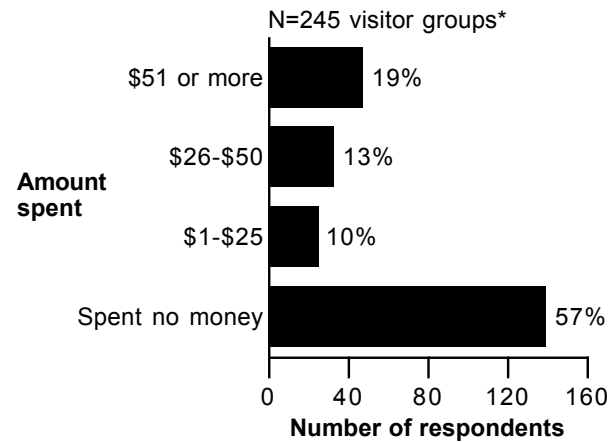


Figure 72. Expenditures for restaurants and bars outside the park

Groceries and takeout food

- 51% of visitor groups spent no money on groceries and takeout food outside the park (see Figure 73).
- 26% spent \$1-\$25.

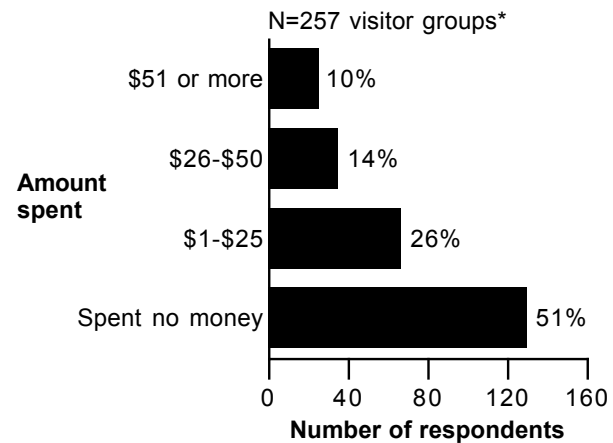


Figure 73. Expenditures for groceries and takeout food outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Gas and oil (auto, RV, etc.)

- 41% of visitor groups spent \$1-\$50 on gas and oil outside the park (see Figure 74).
- 39% spent no money.

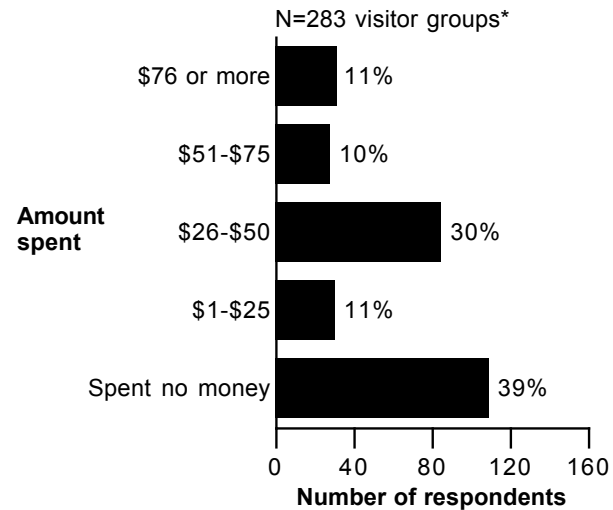


Figure 74. Expenditures for gas and oil outside the park

Other transportation (rental cars, taxis, auto repairs, but NOT airfare)

- 95% of visitor groups spent no money on other transportation outside the park (see Figure 75).

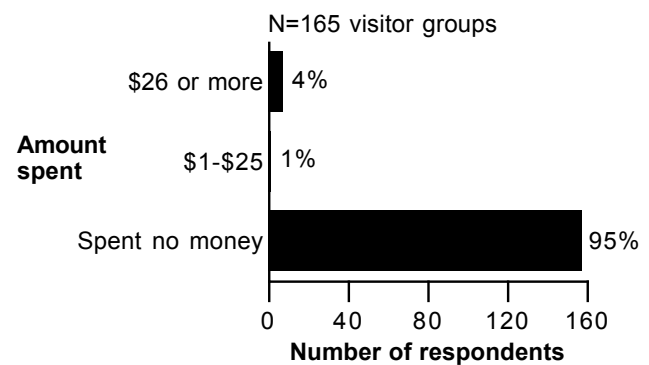


Figure 75. Expenditures for other transportation outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, and entertainment fees

- 89% of visitor groups spent no money on admission, recreation, and entertainment fees outside the park (see Figure 76).
- 9% spent \$1-\$25.

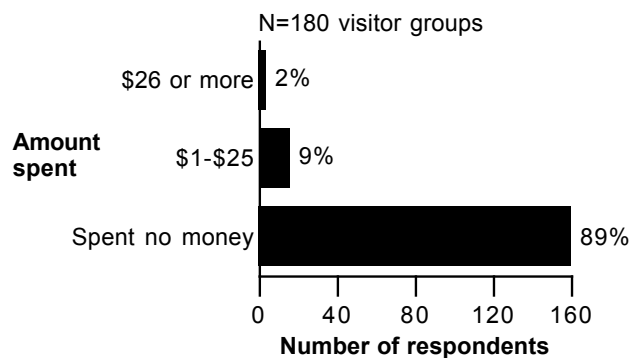


Figure 76. Expenditures for admission, recreation, and entertainment fees outside the park

All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.)

- 87% of visitor groups spent no money on all other purchases outside the park (see Figure 77).
- 7% spent \$1-\$25.

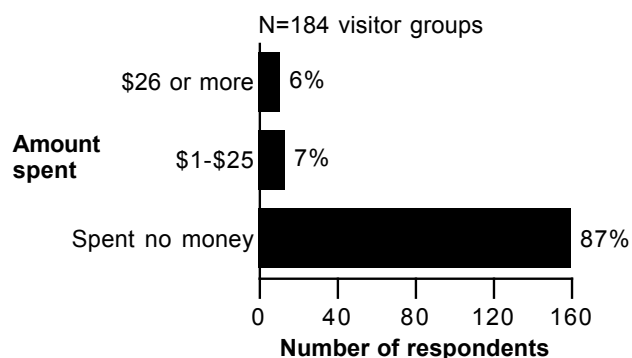


Figure 77. Expenditures for all other purchases outside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Income forgone to make this trip

Question 24c

For you only, how much income did your household forgo to make this trip (due to taking unpaid time off from work)?

Results

- 14% of respondents had forgone income to make this trip (see Figure 78).
- Of the respondents who had forgone income, 46% of respondents forewent \$1-\$200 (see Figure 79).
- 28% forewent \$401 or more.
- 26% forewent \$201-\$400.

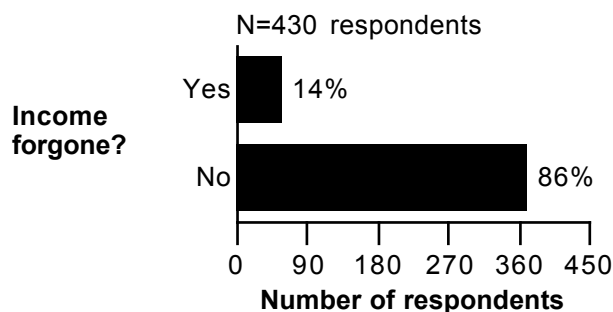


Figure 78. Respondents that had forgone income to make this trip

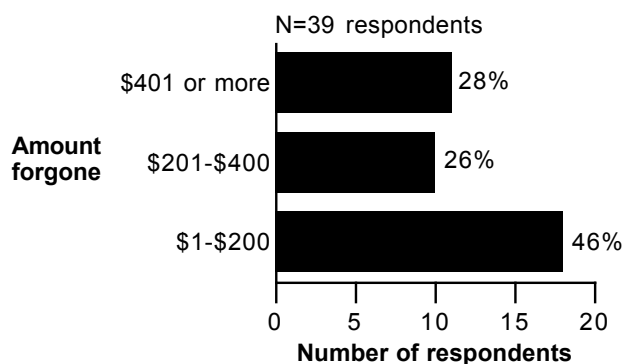


Figure 79. Income forgone to make this trip

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferences for Future Visits

Preferred interpretive services/programs

Question 19

If your personal group were to visit Pinnacles NP in the future, which types of interpretive services or programs would you like to have available?

Results

- 72% of visitor groups were interested in interpretive services or programs at the park on a future visit (see

Figure 80).

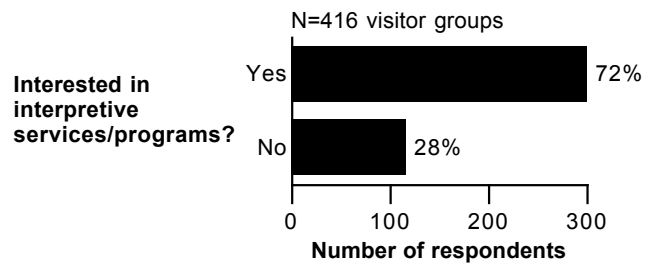


Figure 80. Visitor groups that were interested in interpretive services or programs at Pinnacles NP on a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

- As shown in Figure 81, among those visitor groups that were interested in interpretive services or programs, the most preferred services or programs were:

61% Additional condor program
 51% Night walks/night sky program
 45% Additional geology program

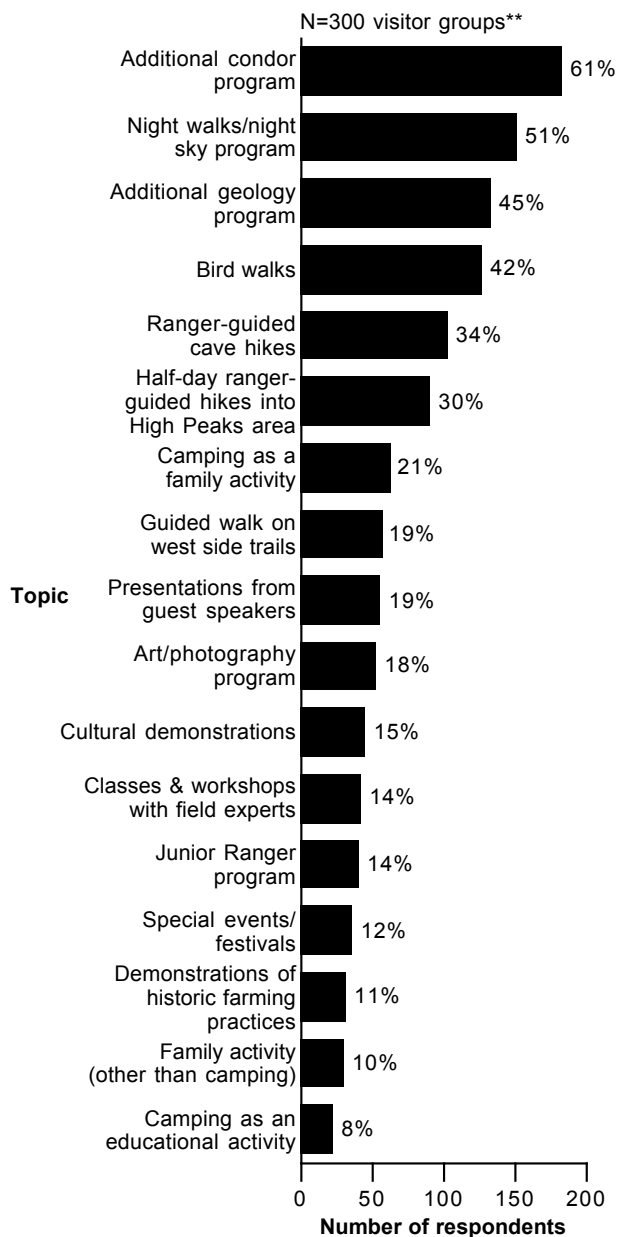


Figure 81. Interpretive services or programs preferred at Pinnacles NP on a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 17

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Pinnacles NP during this visit?

Results

- 94% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 82).
- Less than 1% of visitor groups rated the quality as “poor,” while no groups rated quality as “very poor.”

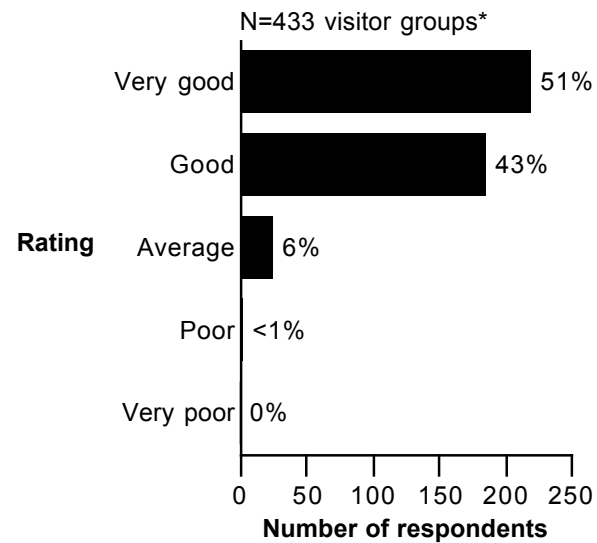


Figure 82. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comment Summaries

Planning for the future

Question 26

If you were a manager planning for the future of Pinnacles NP, what would you propose? (Open-ended)

Results

- 63% of visitor groups (N=280) responded to this question.
- Table 22 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 22. Planning for the future
(N=458 comments; some visitor groups made more than one comment)

| Comment | Number of times mentioned |
|---|---------------------------|
| PERSONNEL (3%) | |
| Need more ranger presence | 4 |
| Visitor center staff were not friendly | 3 |
| Shuttle driver should be more knowledgeable | 2 |
| Other comments | 3 |
| INTERPRETIVE SERVICES (19%) | |
| Upgrade/improve the visitor center/store | 12 |
| Extend hours of operation at nature center/visitor center | 6 |
| More information/programs on condors | 6 |
| More ranger-guided hikes/programs | 6 |
| More information/programs on geology | 4 |
| Art/painting workshops/shows | 3 |
| More hiking information | 3 |
| Provide more learning experiences | 3 |
| Provide a wildflower checklist/updates | 3 |
| Astronomy talks/night walks | 2 |
| Educate visitors on stewardship | 2 |
| More information/programs on flora/fauna | 2 |
| Movie in visitor center on Pinnacles formation | 2 |
| Provide interpretive programs during off-season | 2 |
| Teach camping etiquette | 2 |
| Teach leave-no-trace principles | 2 |
| Use website to announce/warn about busy season | 2 |
| Other comments | 24 |
| FACILITIES/MAINTENANCE (40%) | |
| Increase/improve parking | 19 |
| Add campground on west side | 11 |
| Expand shower facilities | 9 |
| More informative/detailed trails signs | 8 |
| Build more trails | 7 |
| Improve/widen/straighten park roads | 7 |

Table 22. Planning for the future (continued)

| Comment | Number of times mentioned |
|---|----------------------------------|
| FACILITIES/MAINTENANCE, (continued) | |
| Increase/improve restrooms | 7 |
| More campsites | 7 |
| Upgrade/renovate campground | 6 |
| Increase/improve trail signage | 5 |
| More space/screening between campsites | 5 |
| Increase/improve parking at Bear Gulch | 4 |
| More shade for picnic areas | 4 |
| Provide more benches | 4 |
| Additional/improved picnic areas | 3 |
| Better ADA access | 3 |
| Bike trails | 3 |
| Continue trail maintenance | 3 |
| Handicap accessible restrooms | 3 |
| Improve signage | 3 |
| Better access to trails during busy season | 2 |
| Better signage for rock climbing areas | 2 |
| Full hookups in campground | 2 |
| Increase/improve parking at Old Pinnacles Trailhead | 2 |
| Increase/improve parking on west side | 2 |
| Picnic areas at overflow parking | 2 |
| Trail map does not match signs | 2 |
| Other comments | 47 |
| POLICY/MANAGEMENT (28%) | |
| Park is good as is | 17 |
| More frequent shuttles | 11 |
| Do not overdevelop the park | 10 |
| Keep the park wild/natural | 8 |
| Connect Hwy 146 East and 146 West | 7 |
| Reduce/manage crowding | 7 |
| Expand the park boundaries | 5 |
| More backcountry/wilderness camping options | 5 |
| Advertise the park more | 4 |
| Wi-Fi and cell phone service | 4 |
| Offer weekday shuttles | 3 |
| Shuttle service to Old Pinnacles | 3 |
| Add an east-west shuttle | 2 |
| Better organization/monitoring of overflow parking | 2 |
| Improve shuttle service | 2 |
| Increase entrance fee | 2 |
| Place maps/brochures in local lodging | 2 |
| Protect park resources | 2 |
| Provide dog-walking trails | 2 |
| Publicize shuttle services | 2 |
| Other comments | 28 |

Table 22. Planning for the future (continued)

| Comment | Number of times mentioned |
|---------------------------------|--------------------------------------|
| RESOURCE MANAGEMENT (2%) | |
| Protect park resources | 3 |
| Protect wildlife | 2 |
| Other comments | 5 |
| CONCESSION (3%) | |
| Build lodging inside the park | 5 |
| Add restaurants | 3 |
| Binocular rentals | 2 |
| Store at west entrance | 2 |
| Other comments | 4 |
| GENERAL (5%) | |
| None | 7 |
| Hiking | 4 |
| Keep up the good work | 2 |
| Other comments | 11 |

Additional comments**Question 27**

Is there anything else your personal group would like to tell us about your visit to Pinnacles NP? (Open-ended)

Results

- 57% of visitor groups (N=252) responded to this question.
- Table 23 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 23. Additional comments

(N=367 comments; some visitor groups made more than one comment)

| Comment | Number of times mentioned |
|--|----------------------------------|
| PERSONNEL (10%) | |
| Rangers were helpful | 9 |
| Rangers were great | 7 |
| Rangers were nice/friendly | 7 |
| Rangers were knowledgeable | 3 |
| Staff was great | 3 |
| Rangers on west side were not friendly | 2 |
| Staff too busy to answer questions | 2 |
| Staff was friendly | 2 |
| Other comments | 2 |
| INTERPRETIVE SERVICES (16%) | |
| Enjoyed ranger programs | 3 |
| Unable to find self-guided trail brochure | 3 |
| Need better trail maps | 2 |
| Trail difficulty levels not accurate | 2 |
| Trail map/brochure was inadequate | 2 |
| Other comments | 15 |
| FACILITIES/MAINTENANCE (12%) | |
| Park is clean/well-maintained | 9 |
| Trails are well-maintained | 8 |
| Enjoyed campground | 5 |
| Enjoyed trails | 5 |
| Expand shower facility | 5 |
| Improve trail signs | |
| Restrooms need maintenance | 3 |
| Add campground to west side | 2 |
| More shade needed in campground/picnic areas | 2 |
| Restrooms are well-maintained | 2 |
| Other comments | 28 |

Table 23. Additional comments (continued)

| Comment | Number of times mentioned |
|---|----------------------------------|
| POLICY/MANAGEMENT (10%) | |
| Large youth groups in campground were noisy | 4 |
| Park was crowded | 3 |
| Campground was crowded | 2 |
| Park status may lead to over-crowding | 2 |
| Would like dog-friendly trails | 2 |
| Other comments | 25 |
| RESOURCE MANAGEMENT (5%) | |
| Enjoyed seeing condors | 9 |
| Concerned about poison oak | 4 |
| Enjoyed condor viewing with volunteer | 2 |
| Impressed with condor recovery program | 2 |
| Other comments | 2 |
| CONCESSION SERVICES (<1%) | |
| Comments | 2 |
| GENERAL (47%) | |
| Enjoyed visit | 73 |
| Great park | 20 |
| Love the park | 15 |
| Will return | 10 |
| Thank you | 7 |
| Beautiful park | 6 |
| Keep up the good work | 6 |
| Enjoyed hiking | 5 |
| Beautiful scenery | 3 |
| Enjoyed cave hike | 3 |
| Exceeded expectation | 3 |
| Enjoyed climbing | 2 |
| Enjoyed family hike | 2 |
| Other comments | 16 |

Visitor Comments

This section contains visitor responses to open-ended questions.

Question 26

If you were a manager planning for the future of Pinnacles NP, what would your personal group propose? (Open-ended)

- 100/month (or each season) Native American rotating with early settlers reenactment/living history and monthly specific animal talks, photography workshops, painting workshops
- A bigger, more elaborate visitor center. Shuttle during weekdays, a shuttle to old Pinnacles Trailhead.
- A campground on the west side below the new visitor center with nice view of High Peaks
- A different trail
- A more elaborate infrastructure for condor viewing
- A wildflowers checklist would be helpful, might be available at visitors center. Maybe food to buy at west entrance, e.g. fruit, crackers, flower post cards, flashlights if you don't already sell them.
- Access through park from west to east
- Acquire more land
- Acquire more land, build more trails, in specific make a trail from North Chalone Peak to South Wilderness Trail, for a big loop
- ADA access ability, renovate East entrance facilities, and renovate access road at West entrance.
- Add additional shuttle and stop to route: stop at Old Pinnacles Trailhead and start run at 8:30 am, run until 7:00 pm
- Add more parking space
- Adding cell/Internet service
- Additional camping at West Pinnacles
- Additional shower facilities and more informative recycling program
- Allow dogs on trails
- An enlarge visitor center with a movie/video about the creation of the Pinnacles and one about the Condor program
- Backcountry campground and the west side similar to Zion's Kolob Arch area
- Backcountry campsites along the unmaintained trails; trail runs or advanced races to raise money (pick a day and everyone has to pay \$50-100 to enter that day to participate)
- Backpacking camping! Pinnacles has many wonders day and night. This would bring in a lot of revenue.
- Be more consistent with signage throughout the park
- Been coming to the Pinnacles since 1982, generally very happy with how it's been run. The east side really needs a good motel/hotel in the immediate proximity...at least one with 20-30 units.
- Better access road to park, wheelchair access
- Better access to Bear Gulch. More parking near visitor center
- Better camping options - more shaded areas
- Better campsites - they are cramped and exposed
- Better crowd management; campground had very large scout groups, much more than 6 people and 2 cars that weren't in group sites
- Better guide books or else more available
- Better maps and trailhead markers. We didn't know we hit Old Pinnacles. Map didn't show switchbacks. We thought we had gone wrong way.
- Better marked trailheads. Friendlier visitor center staff. Ranger walks/tours/information.

- Better organization in parking lot. This was peak season and it appeared that all of the grounds were not being utilized. There needs to be more monitoring on where cars can park.
- Better propaganda, maybe. Keeping the way and natural beauty it is.
- Better road before entering park (two lanes instead of one)
- Better shower facilities. Better enforcement of quiet hours.
- Better shuttle service - it was fine but could use some improvement
- Better signage on park roads and hiking trails
- Better signs for the trails
- Binocular rentals
- Bicycle trails, bike racks (for locking)
- Bigger visitor center and nature center, more parking
- Bike lanes, trails for dogs
- Camp store/visitor center needs updating. CCC facilities are beautiful.
- Campground on the west side
- Campground on west side
- Camping and hike
- Camping on west side
- Camping on west side, shades over picnic areas. Wi-Fi hotspot at visitor center and cell phone access; emergency data.
- Can't think of anything
- Change nothing
- Come during weekday. Organized camping.
- Complete access from west. Expand camping in small units. Control the pigs if you haven't already. More easy hikes.
- Connect east and west roads
- Connect the roads between east and west, more detailed guides for self guided tour, and more snacks available in store
- Conservation of natural resources and environment. Educating visitors on stewardship of park. Also, parking seems to be an issue. We were not made aware of shuttle service. We would happily take a shuttle to cut down on car traffic.
- Consider demographics: activities targeted to seniors/kids
- Continue the federal funding to keep the park open and services operating smoothly
- Continue with good customer interface and exceptional care of facilities and campgrounds
- Crowd management - it was quite crowded at Bear Gulch when we were there on the weekend
- Didn't get to see too much, so I can't say
- Disable access to bathrooms
- Dry benches in shower stalls, merge sites together and add a few more new ones
- Educate the public on the value of preserving and enjoying the natural environment
- Education, especially for underprivileged children. We saw lots of private school groups (i.e. from private schools).
- Educational programs camp in a separate area than general public
- Eliminate pig fencing asap
- Emphasize public transportation system within park to reduce impact of autos
- Enlarge restroom facilities with group campgrounds
- Expand condor program, additional restroom/showers
- Expand parking, install cafeteria vs. camp store, more guided hikes

- Expand the park to include more of the surrounding area
- Expand the parking for busier times of the year, be flexible where the cars park (#27). We had to wait about 1 hour before getting into the park (along the road). Some groups left rather than wait. Don't expand park (not needed all year long). Find a creative solution to parking rather than clearing more space for parking lot. Is there a space close to the park where cars could park and people could be shuttled into the park during peak season (spring).
- Expansion of camping areas, connecting roads
- Find some way to lessen the crowding in the caves, seats at Bear Gulch shuttle stop, and info on website as to the busiest times in the park. (To avoid crowds)
- Friendly employee at West Pinnacles visitor center contact station
- Fun and exercise activities
- Get rid of poison oak at campgrounds. Put small black flags at trailheads to indicate high heat advisory.
- Get yourself listed in Moon and Lonely Planet guidebooks, even the NM wasn't mentioned
- Great as is - just maintain
- Greatly increase number of restrooms in campground
- Handicap accessibility restroom/shower/trails, full hookups, better separation of sites, paved roads and spurs, pull-throughs, Wi-Fi, cell service
- Handicap accessibility to restrooms, solar power for sustainability
- Have bikes available for rent, more frequent shuttles
- Have the campstore hours to into the evening for hikers/climbers
- Help visitors plan their schedules for the day or longer
- Helps to have flashlight in cave.
- Hikers/campers staying the far loop (sites 57-83) need direct access to Bench Trail
- Hiking
- Hiking and visiting caves
- Hiking to view the condors. wildflowers, butterflies, etc. good, too
- How about rental binoculars and/or fixed spotter scopes to view the condors
- I like the way it is. Please do not make it too commercialized.
- I really have no idea
- I would create a long-range master plan that would emphasize the park's natural beauty, flora and fauna. I would have it put into regulations so the next manager could not just change it and put in an ice rink which would then be removed by the following manager.
- I would like and use a ranger report section on the website - such as updates about wildlife, flora and weather all in one place
- I would make no changes
- I would plan an Plein Air art show
- I would propose adding night walks and hikes on the weekends with telescopes to observe stars, etc.
- I'd avoid going break weekend
- I've been there many times, and always enjoy my time there, but I would love to go on a guided tour to see more sites that I am sure I have missed
- If I had the funds, enlarge parking lot at Old Pinnacles Trailhead
- If increased visitation comes along with National Park status, parking or shuttle system needs improvement on west side
- Improve restroom on High Peaks. Solar powered venting? Facility was very rank. Widen/improve west access road.
- Improve the dumping station so trailer can be parked higher than sewage hole

- Improve the parking situation
- Improve the signs and the picnic area
- Improve trail management - clearer signs, reduce multiple tracks, emphasize nature interpretation
- Improve vegetation/screening between campsites in RV section
- Improve visitor center - better info on how pinnacles was formed, more info on condors, more info about animal & insect species here
- Improve/update campgrounds, bathrooms, additional rangers, staff in uniform presence, keep up trail maintenance
- Improve accommodations outside of the park
- Improvements to the RV camping, making it more attractive, paved roads, spacious sites
- In general, very pleased with the park as it is. A little expansion to round out watershed boundary perhaps.
- In park campgrounds for hikers - west park south of Scout Peak, etc. Astronomy seminars and observation deck at High Peaks/Canyon Trail junction.
- Increase number of showers and put more lights in them. Put cabins inside the park. Amphitheater in valley of the park.
- Increase overflow parking and shuttle frequency
- Increase parking area for day use visitors
- Increase parking of Bear Gulch and/or provide shuttle during week
- Increase the entrance fee. Compared with other National Park, Pinnacles is worth more than what you're charging.
- Internet at camp ride; a restaurant (small), more climbing activity, plus mountain bike trails
- Invite local schools for field trips
- It is such a small space I would not like to see more people using park - I know this makes for difficulties
- It would be nice to have a campground on the west side.
- Just a little bit better signs on reservoir trail/visitor center. There were a couple of places that I was unsure of the trail.
- Keep in as good condition as is now. Provide trash and recycle containers in good condition.
- Keep it a secret
- Keep it as natural as possible
- Keep it as nice as it is currently
- Keep it simple and unspoiled, include promo brochures in hotels and information centers
- Keep it small
- Keep it the same for future generations, but widen road on west side for more traffic
- Keep it the same, it's nice that it's relatively low key and not a lot of infrastructure
- Keep it the way it is
- Keep it wild and limited access; it is already too crowded
- Keep it wild. Keep the trails challenging. Protect natural features and wildlife.
- Keep maintaining the trails; they are in good shape now
- Keep the condors safe
- Keep the development light! The appeal of Pinnacles is as a wild, unspoiled area
- Keep the park as natural/untouched as possible. The park has already been well developed with picnic areas, trails with metal handrails. Therefore, don't do more development projects that would destroy the nature.
- Keep up the good work

- Larger parking area at Bear Gulch extended hours at visitor centers/stores or self service map/info areas
- Larger spaces between campsites, larger dump station (more than one dumping facility), and updated/improved store
- Leave it as it - preserve natural environment
- Leave the park as is, don't want to turn it into Yosemite
- Less RV's, more camping.
- Limit the number of visitors. Very busy since becoming national park. More trails! Very small area for a local to enjoy over a long period of time.
- Loved it like it is
- Maintaining open access for rock climbing
- Make High Peaks and Juniper/Tunnel Trails one-way to avoid hold up on stair sections
- Make it clear that [drawing of sign] signs are for climbers only
- Make preservation of the park first priority
- Make sure to have an ample amount of parking, picnic areas and serviced restrooms. Also, plenty of rangers on hand.
- Make the Balconies Caves more accessible
- Make the rock climbing locations better labeled
- Many people in the Bay area don't know how close they are to this national park
- Maybe a few more benches to sit on. I like the way it is. Too many people would spoil it!
- Moderate cost (under \$100 during peak times) in-park lodging
- More interpretive, informational signage
- More access to trailheads
- More accommodations, restaurants, picnic areas, parking, weekday activities, visitor centers that are open
- More advertising about the park
- More camping sites and ranger-led naturalist hikes, safer trails
- More camping spots
- More camping, more shuttles, and ban cars in upper park area
- More climbing signs, better topo's, Sherpa's
- More condor/environmental programs. This is a gem of a park.
- More educational opportunities
- More first come camping. west side - more tables to relax after hike (around trailhead), shade area. We sat in the dirt by the car. Offer handheld audio guides to rent from visitor center or app to download before visiting to use on trails as a guide.
- More frequent shuttles on Easter Break weekends and other holidays. Some people waited 1 1/2 hours.
- More friendly staff in visitor center (Staff member at visitor center was unfriendly and grouchy (Apr 5 & 6). Volunteers on premises were delightful.)
- More group sites - 5 more
- More hot showers, and charge \$2-3 to use it
- More info on condors. Manage parking.
- More land acquisition- west side camping
- More outreach and planning for hikers. Make visitors station more "natural" looking while keeping the pool.
- More parking

- More parking near Bear Gulch picnic area
- More parking on west side
- More parking or good frequent shuttle service. Visitor center with exhibits and film/video about Pinnacles. More restrooms.
- More parking or more shuttle service
- More parking or weekday shuttle
- More publicity to public
- More restrooms, clearer signage, longer operation hours for nature leader
- More showers spread throughout campgrounds
- More showers, fix up pool area
- More shuttles
- More shuttles to Bear Gulch and to Old Pinnacles Trailhead
- More trail signs with mileage
- More water fountains
- Move parking and more showers
- Move picnic area under trees for shade
- Move shuttle stop away from RV dump station. Camping etiquette signs.
- My visit was too short to be able to make meaningful management recommendations
- Nature center and programming during the week during spring break time
- Need to improve restrooms and parking
- Need to visit more to have an answer
- New bolts on the rocks, soap in campground bathrooms. Make the campgrounds \$20 not \$23 because no one has \$3.
- New visitor center, upgrade and renovate campground, improve bathrooms, more showers
- No charge
- None
- North Wilderness area is beautiful, but is vulnerable, in 3 hrs. we never saw a ranger
- Not interested in anything new, just maintain the trails
- Not sure - can't wait to return
- Not sure...even more signs/info on packing out trash (even things like orange peels & bananas
- Nothing
- Nothing different, all of my needs and expectations were met
- Nothing. Perfect.
- Nothing. The park is great how it is.
- Off road camping; one parking lot with wagons provided per site, it's nice
- Offer more choices for hiking trails
- Offer/encourage field study to promote wildlife/ecological awareness and sensitivity
- Open non-RV loop sites to self-contained smaller units (under 20')
- Open west side gate at sunrise. 1. Open a west side campground 2. Make closer parking for the "Old Pinnacles" Trailhead - across the creek from Maintenance Yard and Residences 3. Better trail development in both North and West Wilderness Trails 4. Possible "horse camp" and riding trails in North Wilderness area 5. Herbarium collection access 6. Electronic noise prohibition in campgrounds - boom boxes and such - broadcasted beyond personal campsite. Emphasize the nature experience!!
- Overflow parking needs picnic areas. Condor educational programs, geological/historical programs re: Pinnacles.

- Overnight lodge (each dwelling) with individual cabins
- Pamphlets in the motels in area, signs on freeway
- Perhaps a later shuttle trip, to allow for hikes during summer daylight evening hours
- Persist
- Picnic tables at the overflow parking would be nice
- Plan hikes
- Plant shade trees by the picnic tables
- Preservation of wildlife and balance recreational use/access for public
- Preserve the current beauty
- Programs in off peak months
- Promote the park to Boy Scout troops in the Bay area; they would come and could do service projects for the park
- Properly test the functionality of the combined BBQ/fire pit before replacing the remaining separate set-ups. They are a neat idea, but they don't seem to work.
- Provide a clean safe park where the public can learn about wildlife and the natural elements
- Provide a trail for dog walking
- Provide better access for people who want to hike on busy weekends
- Provide more info about the Indians
- Provide wildflower update (reports) in spring! I come here, in part for the flowers
- Publicize days when cows are fed to the condors via social media
- Put future reserved dates on campsite posts so those arriving before 3 PM won't have to move next day
- Raise entry fee. More law enforcement rangers.
- Ranger talks for large groups could be done by appointment. New septic system. The toilets spew out sewage when someone else flushes. It splashes up onto your body, so disgusting.
- Ranger-led event on weekday. Water at top of High Peaks (an impossible dream, but water is heavy to carry!)
- Renovate east visitor center and campground store, enhance the shuttle system
- Road connection east to west, campground shower at each restroom
- Rock climbing lessons for teenagers
- Same hike - caves to reservoir and back
- Scenery, wildflowers, hiking
- Seating at shuttle area, visitor center for ranger talks, some full hookups in campground where electric only now, more hooks in showers, pave in front of dump station, so no lip for hose to go up and over
- Seems fine to me
- Serious upgrade of visitor center. More info on geology and condors. More parking needed. Rebrand as a NP. Run shuttle from east to west side. Overall enhancement of visitor facilities.
- Shade structures at picnic tables
- Signage for Condor Trail was not marked; confusing because it was on the map
- Slow growth. Don't become another Yosemite. Culture is spoiled by crowding.
- Small concession stand on western side - for beverages, trail mix, fruit
- Some of the campsites are too close together (62-63)
- Some parking reserved for small (25' or less) at trailheads. Allow people to make online camping reservations on same day as stay.
- Some sort of lighting for Bear Gulch Caves

- Some wilderness or other camping options
- Special events/festivals such as 4th of July, Halloween, Christmas
- Staff the nature center
- Stay one night close to the park
- Teaching new campers/hikers about "leave no trace" principles, trail and campground etiquette
- Tent and primitive camping is awesome! Keep focus on this.
- Terrible front office
- The park is great
- The park is small so keep facilities proportional - don't over-build. Emphasize the importance of species preservation of human impact (both negative and positive)
- To build more trails, limit number of people on High Peaks and Bear Gulch Cave Trails on spring weekends. Acquire land and construct lodging at low to high price, and make the park available to broader range of people over a greater range of seasons, like elderly hikers in winter, for example.
- To not develop the park beyond the rustic rugged that it is now. To not modernize it with hotels or stores.
- To share with friends and family
- Trail map and sign posts do not match
- Trail signs should indicate steepness/level of hike (easy, moderate, strenuous)
- Trails need to be marked better
- Train driver of shuttle to be polite and knowledgeable about the park. He is the first impression for tourists.
- Try to connect Highway 146 E to 146 W, making easier access
- Update visitor center, more ranger programs, poison oak warnings
- Very clear markings on trail and caves, also level of difficulty
- Walk in campsite on west side, keep road narrow, no RV's
- Warning signs about the nature of the trail ahead and a few more railings
- We needed assistance from park staff about trails. Better information on hiking: mileage, physical rating, elevation, full description. Avoid commercialism and privatizing.
- We would have liked trail markers to include mileage; many did not
- We would love to have cell service or Wi-Fi access in park
- West entrance campgrounds
- When you know it is spring break, schedule more shuttles and warn visitors on website about crowds and shuttles
- Widen access roads and create much larger parking on west end. Ranger had to allow cars past a point because too many cars and no parking
- Widen road in west entrance
- Wider one lane road. Festival activities.
- You need more parking! There was quite a line when we left - no line as we entered.

Question 27

Is there anything else your personal group would like to tell us about your visit to Pinnacles NP?
(Open-ended)

- A park employee (part of the condor program) set up high-powered binocular to help spot condors - very cool!
- A party member tripped on the trail and sprained her ankle we thought. After assessment we compressed with an Ace bandage and walked her out. (Turned out to be a fibula break). We wondered - if it had been worse, what should we have done? In this popular climbing area, without cell phone service, advice on how to get help especially after hours would be welcome.
- A porta-potty by the reservoir would be nice (last time we saw many tourists going behind a rock too close to the water)
- A road connecting the east to the west sides of the park would be a huge improvement and bring more people back to the park
- A wonderful and a pleasure to visit
- A wonderful day - thanks
- Absolutely awesome, Plein air perfect. Easy to get around on west side and P.A. convention is coming to Monterey April 2014, produced by Eric Rhodes publisher of Plein Air Magazine. Please include me too - 750 of us at convention.
- Absolutely love the place, especially the campground
- Absolutely loved the park, beautiful, well maintained trails
- Amazing place, very well kept trails, a joy to visit
- Appreciated having the showers, appreciated having a no generator rule in the campground.
- April was awesome for hiking and seeing wildflowers.
- Awesome place! Thank you!
- Awesome
- Beautiful condors. We saw two of them, took lots of pictures. Amazing.
- Beautiful park/campground
- Beautiful spot! Keep it going!
- Beautiful
- Best park in San Francisco Bay area
- Better road signs to get to Pinnacles
- Better signage at top of lower caves; many people get confused about regular trail back down
- Better trail signs. Thanks, it's beautiful.
- Boy Scouts loud behavior after 10 pm ruined our last night
- California's least impressive NP, but still exceeded my expectations. Will go back at some point.
- Campground maps on web outdated, poor web design
- Campground needs more shade
- Campground reservations using the Internet were confusing. Non-electric sites for small RV's and trailers would be a plus. Please continue to keep generators OUT of the campground. All national parks should ban use of generators. They ruin the camping experience.
- Camping on the west side would be great!
- Cave hike was spectacular
- Caves area unique experience
- Cell service for maps/trail access on portable electronic devices would be beneficial
- Condors are spectacular! Trails are wonderful! No generators is a great idea!
- Condors and scenery were great

- Could not find self-guided trail brochure. I appreciate the availability of information, but do not like large groups in natural settings.
- Could use more showers. The trails were great!
- Didn't want to leave. This park is wonderful. The rangers were so friendly. Loved our visit
- Do not "improve" the park with more facilities, it will ruin it
- Don't recommend running the trails...you come upon rattlesnakes too fast, leaving very little time for either party to react. One lunged at me and fortunately hit a bush instead of my leg. Beautiful animal though.
- Double booking campsites and no refund is weird, not cool. Dude at counter with goatee super cool
- Drop in camping rules unclear. Pool hours not displayed at campground pool. Dead wood in trees above tenting sites in campground is dangerous (so is sitting in full sunlight during the heat of the day).
- "Easy to moderate" was more difficult than we expected in places
- Enjoyable
- Enjoyed all the kids/school groups programs and songs from a distance
- Enjoyed nice family hike to the Bear Gulch Caves
- Enjoyed our stay very much
- Fantastic place, great pool
- First visit to western side. Trails were in excellent condition. My main concern is avoidance of poison oak along trails - true concern on both sides. Thanks
- Fun experience
- Glad we stopped, great hiking scenery, caves awesome, Condors spectacular
- Gorgeous! Loved every minute of it! More shade by picnic tables. Rangers were helpful but cave trails were much more treacherous than they said. The shuttle buses at the west entrance set up as a one lane road is nerve-wracking, or a system where drivers would not have visited if shuttle buses were mandatory like at Pt. Reyes. Traffic wasn't a problem however. Which way and when, i.e. drive east on the hour and west on 1/2 hour.
- Great day hiking. Can't believe I hadn't visited previously!
- Great drive, great place, great views and trails, will be back soon
- Great park
- Great park
- Great Park! We had an awesome experience and lots of fun.
- Great place. Liked emphasis on reducing and re-using.
- Great surprise, had a fantastic time
- Great time, will bring friends next time
- Great visit to the newest NP! This survey, however, is too long.
- Great, magical place
- Groups of children in educational programs were very noisy
- Had a fantastic time. Rangers were very nice, trails were well marked and the best part - still wild. The trails were not over done - we felt like we were really in nature and not just on some overprotected walk. We loved the ruggedness of the trails. Many parks have 8-foot wide trails - not very natural. This park is natural.
- Had a great time! Will be back!
- Had a very good time. Everybody was friendly and helpful. Enjoyed ranger programs. Beautiful.
- Had fun, will come back
- Have a good day
- Have been visiting for 40 + years

- Have better showers
- Hope for more time. Visitor center staff was great on a full weekend.
- Hosted by condor volunteer
- Hosting a Kosher Jewish school this week. Firewood is overpriced and discourages "burn it where you buy it" ethics. The Boy Scouts are way too loud and destructive.
- I decided to disregard the ranger station's orders not to enter the park, drove to Old Pinnacles Trailhead and found parking there in a designated spot; enjoyed a wonderful hike to Balcony Caves. It would be helpful for the ranger station to have more accurate information about available parking and possibly create more overflow parking near the trailheads.
- I did not receive information about numbered items on trail
- I enjoyed the hikes very much and I was pleasantly surprised to see a condor at the top
- I enjoyed the park and the visitor center very much. Thanks!
- I had a wonderful time, got great views of condors. Clean, well-kept campgrounds and bathroom. Great showers, very helpful rangers. I liked seeing various school groups out in nature! Wonderful! I'll be back. Thanks!
- I hurt myself at the end of Old Pinnacles. I ran into an employee, Lucy - she works with plants. She drove me to the East Visitor Center and informed the people inside about me. While I waited for my husband to get the car (west side) staff continued to check on me. Really appreciated it.
- I love Pinnacles, shuttle mix-up aside, and think you're doing a wonderful job. Glad it's a park now, keep up the good work. Go condors and bats!
- I love the place! Especially early springtime.
- I love visiting Pinnacles, but I'm worried that National Park status may lead to over crowding
- If you want an amusement park build it near town
- Impressed by how well-maintained the trails, restrooms and campsites were
- It is a great park
- It is fabulous every time! I went there as a child and started going back when my 20 year old was 6.
- It was 1.5 hours from home, comfortable weather, beautiful, great camping, best hike for little kid we've ever been on! Love wildflowers. Can't wait to come back next spring!
- It was a beautiful visit
- It was a fun trip
- It was a good experience, will return and take more time to explore. I'm not sure what programs from question 19 are already available.
- It was a great trip
- It was a very enjoyable day, including the drive through all the "row crop" fields. We appreciate the hard work that goes into farming and appreciate the workers' efforts.
- It was awesome
- It was better before becoming a national park due to increased volume of visitors. We have never had to walk to our trail from the visitor center before.
- It was fabulous
- It was fantastic
- It was fantastic. Really enjoyed all areas visited.
- It was great - a lot of fun, and I'd visit again
- It was great. I visited on my birthday and had an awesome time. Thanks
- It was pretty great
- It was very enjoyable and we will visit again
- It was wonderful talking to Sierra; he is great
- It was wonderful

- It would be very helpful to have updated information on the website regarding status of wildflowers - what is and where are they blooming - seems like something a volunteer would like to do
- It's a beautiful park, great weather, great hikes, campground was crowded, but the noise was manageable considering the amount of people
- It's important to maintain the restrooms and have showers for the campers. The walking trails are long, and that's good.
- Just loved it; we'll be back again soon
- Keep up the good work
- Larger-scale trail maps, so easier to follow, also good signage at trail intersections, e.g. I couldn't find the trail from the reservoir to Bear Gulch via Moses Springs
- Liked it, would like to come back
- Limit visitors in peak season, no concession stands
- Linda at visitor center was extremely knowledgeable and helpful
- Love it, we go every year
- Love it; 11 year old says he likes it better than Yosemite
- Love this park
- Loved it
- More parking for the hiking trails
- More shower facilities would be greatly appreciated. My first shower was scalding hot (plus no way to adjust the temp), second shower was tepid, at best. Many thanks for all the work it takes to keep our US parks running.
- My financial income and race are none of your business and have nothing to do with visiting this park
- My parents live in LA; the last couple of years I have driven down with my boys and stopped at Pinnacles on the way. They enjoy it a lot.
- Great park overall
- Need a water source at Canyon Trail - High Peaks Summit (near the outhouse?)
- Need clearer trail maps was difficult to navigate junctions
- Nice park
- Not enough picnic tables - very crowded. Liked that there were people at top to ask questions about condors.
- Not enough to see and do from west entrance except for hiking and rock climbing; unlikely we will visit again
- Not enough warning about flashlights for caves; no information at overflow parking
- NPS should design apps for parks. Trail maps needed. Nature center was closed. Park was very nice. Hiking was great.
- One hour before getting into the park, some groups left rather than waiting. Do not expand parking, it's not needed all year long. Find a creative solution, do parking rather than creating space for parking lot. Is there a place close to the park where cars could park and people could be shuttled into the park during peak season?
- One of the best small parks in the system, sorry it took so long to visit
- Only visited west side this time
- Our kids had a memorable experience and a lot of fun hiking in the caves
- Out of the way, largely overlooked, but magnificent like other NPS units
- Outstanding trails, scenery, birds and staff. No really, the trails are well made, I'm impressed.
- Overall very satisfied
- Overall, a very nice and well-run park - well worth the time and money
- Park appeared very well maintained

- Pinnacles is great - keep up the great work you do. Hope Pinnacles doesn't get more popular - High Peaks is already too crowded.
- Please put trail maps at trail intersections, please put mile markers on every trail sign and also intermittently on each trail
- Ranger we met in picnic parking lots were very friendly and helpful, the staff at West Pinnacles Visitor Contact Station was not very friendly
- Rangers and even general store staff are great! Wonderful park! Thank you!
- Rangers very helpful
- Really enjoyed it - great nature, trails, nice campsites, well-organized
- Remove poison oak
- Restrooms were very clean and well stocked. The visitor employees were very friendly.
- Self-guided trail (booklet) was great
- Separate group sites from areas with individual sites
- Showers need directions! To use!
- Shuttle bus driver could have been more willing to answer park questions. What is Old Pinnacles? How long is xx Trail? Instead he seemed a bit surly.
- Soap in bathrooms and camp soap in store! Poison oak in site 76!!
- Some dog friendly trails if on leash like at GRCA NP; then we'd return
- Speed kills! Drive to east side dangerous for wild animals - two dead bobcats in two days on the road to east side. Reduce speed to entrance of park.
- Staff is doing well, but visitor center should be improved/expanded. Facilities and parking are barely adequate for current visitors; need to expand.
- Thank you
- Thank you for preserving this treasure
- Thank you very much for your hard work
- Thank you
- Thank you
- Thank you. Go Brownie Girl Scouts!
- Thanks for a great experience
- The Balconies Cave cave-part is a bit more difficult than you let on. I liked it, but we're in our 60's and it was more challenging than we expected.
- The bus system was inconvenient and did not fit our needs.
- The campground registration person was very helpful and friendly; likewise the maintenance staff and campgrounds - all staff very helpful and pleasant
- The camping facilities were excellent. Brochure/map was not very good and could have had more information as far as hiking degree of difficulty, etc.
- The climbing (and the community and culture) was wonderful! Pinnacles NP is amazing! We are students at Cal Poly. Also, we used a National Parks annual pass.
- The condors were great
- The current visitor center is more of a shop than an information center. Bring in more educational materials would be good.
- The female bathroom - 2 sinks out of order, need to be fixed
- The hiking is amazing! Our trip this time was good - but the park was very crowded. Camping was a little too cozy - and the trails were somewhat crowded. We liked it better when it was quieter
- The infrastructure needs to grow. More bathrooms (like the hand dryers) more shuttles in and out of park versus parking lots.

- The park facilities and surrounding area is beautiful and breathtaking. All staff was professional and very friendly and knowledgeable. Great visit.
- The park is so clean, well marked trails, staff so helpful - great experience! Thank you.
- The park was magnificent, great hike. We'll be back!
- The ranger at the visitor center (east entrance) was too busy with entry fees, store questions, campers' questions, bathroom location questions, etc., to chat with us. Bear Gulch Nature Center engulfed by group at line on our arrival - too late post hike.
- The ranger at the west pinnacles was unfriendly and unhelpful. Volunteer (SCA) was great.
- The ranger lady at the east gate is awesome; she took the time to engage the kids and was super friendly. She sets the bar for customer service. Great job. Thank you.
- The ranger that we spoke with, who was installing a warning/danger sign, was very pleasant
- The speed radar was not working. Could not see how fast/check our speed. Happy for increased speed limit since last visit.
- The staff was very friendly
- The views from the high peaks area were fantastic
- The visit was fantastic. We will be back!
- The visitor center is excellent! Thank you - it's a special place!
- There are 2 showers for 130+ campsites. We will discourage others from camping here because of this, and we will not return because of it.
- There was poison oak on the trail
- This has become an annual trip
- This is a gem of a park. One of the best we have visited! Excellent hiking trails.
- This is a great place
- This is a spectacular, well-maintained park but there are too many visitors for me
- This park blew away my expectations, it is a rare gem and should be continually showcased and protected
- This park is a great experience. Keep up the great work on all that the rangers are doing.
- Thoroughly enjoyed our 10+ mile hike. We'll be back!
- Too many people, too much trash
- Trails well built and maintained (excellent). Clean, simple facilities, well designed.
- Trails were great. Staff was friendly.
- Upgrade the visitor center staff's service quality and professionalism to the National Park standard
- Very clean and well maintained. Employees are very friendly and helpful.
- Very clean, strong ranger presence. Love it.
- Very enjoyable
- Very friendly staff, excellent trails. Very nice experience.
- Very impressed with condor recovery program
- Very impressed. Much more than I expected. I will be back.
- Very interesting country, especially the geology
- Very much enjoyed our visit - a great park
- Very nice park will come again
- Very quiet and peaceful place to camp. Loved it!
- Very tight fit in restrooms where toilet holders are high on both sides; moving one or both lower would help (Women's restroom by East Visitor Center)
- VIP gave a great lecture on photography
- Visit with Denise Louie - excellent

- Volunteer backcountry ranger program. Pinnacles are the best!
- Was nice, thank you
- We absolutely love this park
- We are all biologists/ecologists, so the recovery of the condor was the highlight. More on this subject would always be welcome. Great visit.
- We can't wait to come back to visit the east entrance
- We come ever year in the spring. We once came in August, no one else was there, 107 degrees
- We did not know what to expect and had a GREAT day
- We enjoyed our visit but wish our dog could have hiked with us
- We enjoyed the visit very much. Next time we want to try the pool.
- We enjoyed the wildlife an the hiking the most
- We found the maps not very helpful as some trails were not well marked
- We had a good climb
- We had a great campsite, but a lot of them are very small
- We had a great time
- We had a great time
- We had a great time and wish to visit again
- We had a great visit
- We had a very nice time, and wish we visited years ago. We just wanted to see geography.
- We had a wonderful time and loved the beautiful park
- We had a wonderful visit! It was a great experience for the children
- We had an awesome time! A highlight of our trip! Thanks
- We had fun
- We love it in the spring! We love how uncrowded it is!
- We love nature, so it was very fun. Pinnacles is awesome!
- We love Pinnacles - hope it doesn't get too overcrowded by its status change to the NP.
- We love Pinnacles and visit every year. Thank you! Raise your fees, state parks cost much more than Pinnacles.
- We love that place. I almost hate that the secret is out. Now I have to share.
- We love the off-trail just as much as the trails. Allow backcountry backpacking for extended period 2-3 days.
- We loved it, are telling all our friends about it and will definitely be back
- We loved it
- We loved our visit
- We needed to be better prepared for the tunnels/caves - flashlights on head, etc.
- We preferred the west entrance: low traffic, fewer people, loved the one-way road! Please don't expand the west entrance significantly
- We really enjoyed the trip
- We recognize that climbing is an important sport, however, does climbing affect future of a national treasure?
- We thoroughly enjoyed our time, just sorry that 2 of our group have such difficulty walking
- We were completely amazed by the condor population
- We were driving to Santa Cruz stopped through on our drive - we are national park annual pass holders

- We were in campsite #67; only 1 of 3 sinks in women's restroom had running water. We saw the trail sign # posts (e.g. 1, 2 etc.) but didn't see the brochure. We asked ranger in visitor center on day we rest about them. Brochure should be more obvious as to how to get.
- What a treasure
- While having our picnic lunch, seven wild turkeys walked right next to our table. Got a couple of good pictures.
- Wish we could have seen condors. Were they flying above us and we just didn't recognize them? Would have liked info like: Condors are occasionally seen/frequently seen.
- Would have been nice to have bath/shower in RV loop and pave RV loop road (dusty). We had a great time, thanks!
- You should make some trails accessible for wheelchairs and strollers
- Your young volunteer, Autumn, was very knowledgeable and helpful

Appendix 1: The Questionnaire

NO POSTAGE
NECESSARY
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VISITOR SERVICES PROJECT
PARK STUDIES UNIT
COLLEGE OF NATURAL RESOURCES
UNIVERSITY OF IDAHO
875 PERIMETER DRIVE
MOSCOW ID 83843-9960



Visitor Study

Pinnacles National Park

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



OMB Approval 1024-0224
Expiration date: 8-31-2013

United States Department of the Interior

NATIONAL PARK SERVICE
Pinnacles National Park
5000 Highway 146
Paicines, CA 95043



IN REPLY REFER TO:

April 2013

Dear Visitor:

Thank you for participating in this study. Our goal is to learn about the expectations, opinions, and interests of visitors to Pinnacles National Park. This information will help us to understand *how well existing services are meeting visitors' needs and expectations*.

This questionnaire is only being given to a select number of visitors, so your participation is very important. When your visit is over, please complete this questionnaire. It should take about 20 minutes to complete.

Once you are done, please seal it in the postage-paid envelope provided and drop it in any U.S. mailbox.

If you have any questions, please contact Lena Le, Director, Visitor Services Project, Park Studies Unit, College of Natural Resources, University of Idaho, 875 Perimeter Drive MS 1139, Moscow, Idaho 83844-1139, 208-885-2585 (phone), lenale@uidaho.edu (email).

We appreciate your help.

Sincerely,

Karen Beppler-Dorn

Karen Beppler-Dorn
Superintendent

c) For you only, how much income did your household forgo to make this trip (due to taking unpaid time off from work)? Mark (●) "None" or specify the amount forgone.

☐ None **OR** Amount forgone \$ _____

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

| | 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"/> |
| No, not Hispanic or Latino | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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

| | 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"/> |
| No, not Hispanic or Latino | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| American Indian or Alaska Native | <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"/> |
| Black or African American | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Native Hawaiian or other Pacific Islander | <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"/> |

26. If you were a manager planning for the future of Pinnacles National Park, what would you propose? Please be specific.

27. Is there anything else your personal group would like to tell us about your visit to Pinnacles National Park?

Thank you for your help! Please seal the questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.

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

22. For 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 Pinnacles NP (including this visit) |
|-----------|----------------|---|--|
| Yourself | _____ | _____ | _____ |
| Member #2 | _____ | _____ | _____ |
| Member #3 | _____ | _____ | _____ |
| Member #4 | _____ | _____ | _____ |
| Member #5 | _____ | _____ | _____ |
| Member #6 | _____ | _____ | _____ |
| Member #7 | _____ | _____ | _____ |

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

☐ Yes ☐ No → Go on to Question 24

b) If YES, what activities, facilities, or services did the person(s) have difficulty participating in or accessing? Please be specific.

24. a) For you only, which category best represents your annual **household** income? Please mark (●) only **one**.

- ☐ Less than \$24,999 ☐ \$50,000-\$74,999 ☐ \$150,000-\$199,999
- ☐ \$25,000-\$34,999 ☐ \$75,000-\$99,999 ☐ \$200,000 or more
- ☐ \$35,000-\$49,999 ☐ \$100,000-\$149,999 ☐ Do not wish to answer

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

DIRECTIONS

At the end of your visit:

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**. Please do not use pencil.

Like this: ● Not like this: ⊗ ⊙

4. Seal it in the postage-paid envelope provided.
5. Drop it in a U.S. mailbox.

Paperwork Reduction Act Statement: The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to help us to understand how well existing services are meeting the needs and expectations of our visitors. Your response is voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, your contact information will be destroyed and will in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a currently valid OMB Control Number.

We estimate that it will take 20 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Lena Le, Director, Visitor Services Project, Park Studies Unit, College of Natural Resources, University of Idaho, 875 Perimeter Drive MS1139, Moscow, Idaho 83844-1139, 208-885-2585 (phone), lenale@uidaho.edu (email).

Your Visit To Pinnacles National Park

NOTE: In this questionnaire, your **personal group** is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as a school, church, scout, or tour group.

1. a) Prior to this visit, how did your personal group obtain information about Pinnacles National Park? Please mark (●) **all** that apply in column (a).
- ☐ Did not obtain information prior to visit → **Go to part (b) of this question**
- b) If you were to visit Pinnacles National Park in the future, how would your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

| a) This visit | b) Future visit | Source of information |
|-----------------------|------------------------|---|
| <input type="radio"/> | <input type="radio"/> | Friends/relatives/word of mouth |
| <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 units of the National Park System (NPS) |
| <input type="radio"/> | <input type="radio"/> | Pinnacles National Park website: www.nps.gov/pinn |
| <input type="radio"/> | <input type="radio"/> | Pinnacles Partnership website: www.pinnaclespartnership.org |
| <input type="radio"/> | <input type="radio"/> | Other websites — Which one(s)? _____ |
| <input type="radio"/> | <input type="radio"/> | Previous visits |
| <input type="radio"/> | <input type="radio"/> | Social/portable media (such as Facebook, Twitter, apps, etc.) |
| <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"/> | n/a | Other, this visit (Specify) _____ |
| n/a | <input type="radio"/> | Other, future visit (Specify) _____ |

19. If your personal group were to visit Pinnacles National Park in the future, which types of interpretive services or programs would you like to have available? Please mark (●) **all** that apply.

- ☐ Not interested in additional services/programs → **Go to Question 20**
- ☐ Additional condor program ☐ Cultural demonstrations
- ☐ Additional geology program ☐ Guided walk on west side trails
- ☐ Art/photography program ☐ Junior Ranger programs
- ☐ Bird walks ☐ Night walks/night sky program
- ☐ Camping as a family activity ☐ Ranger-guided cave hikes
- ☐ Camping as an educational activity ☐ Special events/festivals
- ☐ Classes and workshops with field experts, for a fee
- ☐ Demonstration of historic farming practices
- ☐ Family activity (other than camping)
- ☐ Half-day ranger-guided hikes into High Peaks area
- ☐ Presentations from guest speakers

20. On this visit, was 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 (scouts, work, church, etc.) ☐ Yes ☐ No

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

_____ Number of people in organized group

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

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

18. For your personal group, please estimate all expenditures for the items listed below for this visit to Pinnacles National Park and the surrounding **area** (within 50 miles of the park). **Please write "0" if no money was spent in a particular category.**

a) Please list your personal group's total expenditures inside Pinnacles National Park.

b) Please list your personal group's total expenditures in the **surrounding area** outside the park (within 50 miles of the park).

NOTE: Surrounding area residents should only include expenditures that were **just for this trip** to Pinnacles National Park.

EXPENDITURES

| | a) Inside park | b) Outside park |
|--|-----------------------------------|-----------------------------------|
| Spent no money (●) | <input type="radio"/> → Go to (b) | <input type="radio"/> → Go to (c) |
| Lodge, hotel, motel, cabin, B&B, etc. | n/a | \$ _____ |
| Camping fees and charges | \$ _____ | \$ _____ |
| Guide fees and charges | n/a | \$ _____ |
| Restaurants and bars | n/a | \$ _____ |
| Groceries and takeout food | \$ _____ | \$ _____ |
| Gas and oil (auto, RV, etc.) | n/a | \$ _____ |
| Other transportation expenses (rental cars, taxis, auto repairs, but NOT airfare) | n/a | \$ _____ |
| Admission, recreation, entertainment fees | \$ _____ | \$ _____ |
| All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.) | \$ _____ | \$ _____ |

c) How many people do the above expenses cover? Please write "0" if no children were covered by the expenditures.

_____ Adults (18 years or over) _____ Children (under 18 years)

2. a) Was every member in your personal group a resident (year-round or part-time) of the Pinnacles National Park **area** (within 50 miles of the park)?

☐ No ☐ Yes → **Go to Question 3**

b) For the nonresident members in your personal group, was visiting Pinnacles National Park the primary reason for being in the **area** (within 50 miles of the park) on this trip? Please mark (●) **one**.

☐ No ☐ Yes → **Go to Question 3**

c) For the nonresident members in your personal group, what was the method of transportation used to travel most of the distance from their home to the **area** (within 50 miles of the park)? Please mark (●) **only one**.

☐ Car ☐ Motorcycle ☐ SUV/truck/van
☐ Motorhome ☐ Airplane
☐ Other (Please specify) _____

3. a) For you only, if you had been unable to visit Pinnacles National Park on this trip, would you have visited at another time?

☐ No, unlikely ☐ Yes, likely → **Go to Question 4**

b) If NO, what would you have done with the time you spent on this trip? Please mark (●) **one**.

☐ Gone somewhere else → Distance from home _____ miles
 - OR -

☐ Vacated at home ☐ Location _____ (Place, city, & state)

☐ Gone to work at my regular job

☐ Not sure/none of these

4. a) On this trip, did your personal group stay overnight away from home inside Pinnacles National Park or in the **area** (within 50 miles of the park)?

☐ Yes ☐ No → **Go to Question 5**

b) If YES, please list the number of nights your personal group stayed in Pinnacles National Park and in the local **area** (within 50 miles of the park).

Number of nights **inside** Pinnacles National Park _____

Number of nights in the **area** (within 50 miles of the park) _____

c & d) In which type(s) of accommodations did your personal group spend the night(s) inside the park and in the **area** (within 50 miles of the park)? Please mark (●) **all** that apply.

| Accommodation | c) Inside park | d) Outside park |
|---|-----------------------|------------------------|
| Lodge, motel, rented condo/home, cabin, B&B | n/a | <input type="radio"/> |
| Personal seasonal residence | n/a | <input type="radio"/> |
| Residence of friends or relatives | <input type="radio"/> | <input type="radio"/> |
| RV/trailer camping | <input type="radio"/> | <input type="radio"/> |
| Tent camping in a developed campground | <input type="radio"/> | <input type="radio"/> |
| Other (Please specify below) | <input type="radio"/> | <input type="radio"/> |
| c) Inside park _____ | | d) Outside park _____ |

5. On this trip, where did your personal group stay on the **night before** and the **night after** visiting Pinnacles National Park? If you stayed at home, please write the name of the town/city and state where you live.

a) BEFORE visit: Town/city _____ State _____

b) AFTER visit: Town/city _____ State _____

6. For this visit to Pinnacles National Park, please provide the following information for your personal group.

a) First arrival time _____ a.m. OR _____ p.m.

b) Last departure time _____ a.m. OR _____ p.m.

c) Day of the week that you **first** arrived. Please mark (●) **one** below.

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

7. On this visit, how long did your personal group spend visiting Pinnacles National Park? Please list partial hours or days as ¼, ½, or ¾.

_____ Number of hours, if **less than 24 hours**
OR
_____ Number of days, if **24 hours or more**

16. a) Please mark (●) **all** the visitor services and facilities that your personal group **used** at Pinnacles National Park during this visit.
- b) For only those services and facilities that your personal group **used**, please rate their importance, from 1-5.
- c) For only those services and facilities that your personal group **used**, please rate their quality, from 1-5.

| | b) If used, how important? 1=Not at all important 2=Slightly 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 |
|--|--|---|
| a) Visitor services/facilities used | | |
| Mark (●) | | |

| | | |
|-----------------------|---|-------|
| <input type="radio"/> | Access for people with disabilities | _____ |
| <input type="radio"/> | Assistance from concession personnel (campground/general store) | _____ |
| <input type="radio"/> | Backcountry trails | _____ |
| <input type="radio"/> | Campground | _____ |
| <input type="radio"/> | Campground restrooms | _____ |
| <input type="radio"/> | Other restrooms | _____ |
| <input type="radio"/> | Directional signs (road signs) in park | _____ |
| <input type="radio"/> | Dump station | _____ |
| <input type="radio"/> | General store | _____ |
| <input type="radio"/> | Campground store | _____ |
| <input type="radio"/> | Park road | _____ |
| <input type="radio"/> | Picnic areas | _____ |

17. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Pinnacles National Park 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"/> |

- c) What prevented your personal group from being able to see or do what you wanted?
-

14. a) On this visit, how many vehicles did your personal group use to arrive at the park? If you did not arrive by vehicle please write "0."

_____ Number of vehicles

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

_____ Number of times entered

15. a) Please mark (●) **all** the information services and facilities that your personal group **used** at Pinnacles National Park during this visit.

- b) For only those services and facilities that your personal group **used**, please rate their importance, from 1-5.

- c) For only those services and facilities that your personal group **used**, please rate their quality, from 1-5.

| a) Information services/facilities used Mark (●) | | b) If used, how important? | c) If used, what quality? |
|---|--|-------------------------------|------------------------------|
| | | | |
| | | 1=Not at all important | 1=Very poor |
| | | 2=Slightly important | 2=Poor |
| | | 3=Moderately important | 3=Average |
| | | 4=Very important | 4=Good |
| | | 5=Extremely important | 5=Very good |

- | | | | |
|-----------------------|---|-------|-------|
| <input type="radio"/> | Assistance from park staff | _____ | _____ |
| <input type="radio"/> | Bear Gulch Nature Center | _____ | _____ |
| <input type="radio"/> | Bookstore sales items (selection, price) | _____ | _____ |
| <input type="radio"/> | Bulletin boards | _____ | _____ |
| <input type="radio"/> | Junior Ranger program | _____ | _____ |
| <input type="radio"/> | Park brochure/map | _____ | _____ |
| <input type="radio"/> | Park website: www.nps.gov/pinn used before or during visit | _____ | _____ |
| <input type="radio"/> | Pinnacles Visitor Center (overall) | _____ | _____ |
| <input type="radio"/> | Ranger-led programs | _____ | _____ |
| <input type="radio"/> | Self-guided trail signs/brochure | _____ | _____ |
| <input type="radio"/> | Videos/films | _____ | _____ |
| <input type="radio"/> | West Pinnacles Visitor Contact Station | _____ | _____ |

8. a) Currently Pinnacles National Park offers a shuttle service on busy weekends during spring and early summer. On this visit, did your personal group use the shuttle service between the campground and the Bear Gulch area?

☐ Yes ☐ No → **Go to Question 9**

- b) How many times did your personal group board the shuttle bus?

_____ Number of times

- c) How satisfied was your personal group with the shuttle service? Please mark (●) **one**.

| | | | | |
|-------------------------|-----------------------|-----------------------|-----------------------|-------------------------|
| Not at all satisfied | Slightly satisfied | Somewhat satisfied | Very satisfied | Completely satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- d) Please provide any comments you may have about the shuttle service.
-

9. a) On this visit, did anyone in your personal group participate in climbing activities?

☐ Yes ☐ No → **Go to Question 10**

- b) If YES, where did the person(s) climb? Please mark (●) **all** that apply.

| | |
|---|--|
| <input type="radio"/> Bear Gulch | <input type="radio"/> Machete Ridge |
| <input type="radio"/> Citadel | <input type="radio"/> Marmot and Yaks area |
| <input type="radio"/> Condor Gulch | <input type="radio"/> Reservoir |
| <input type="radio"/> Juniper Canyon | <input type="radio"/> The Balconies |
| <input type="radio"/> High Peaks (including the Anvil area) | |

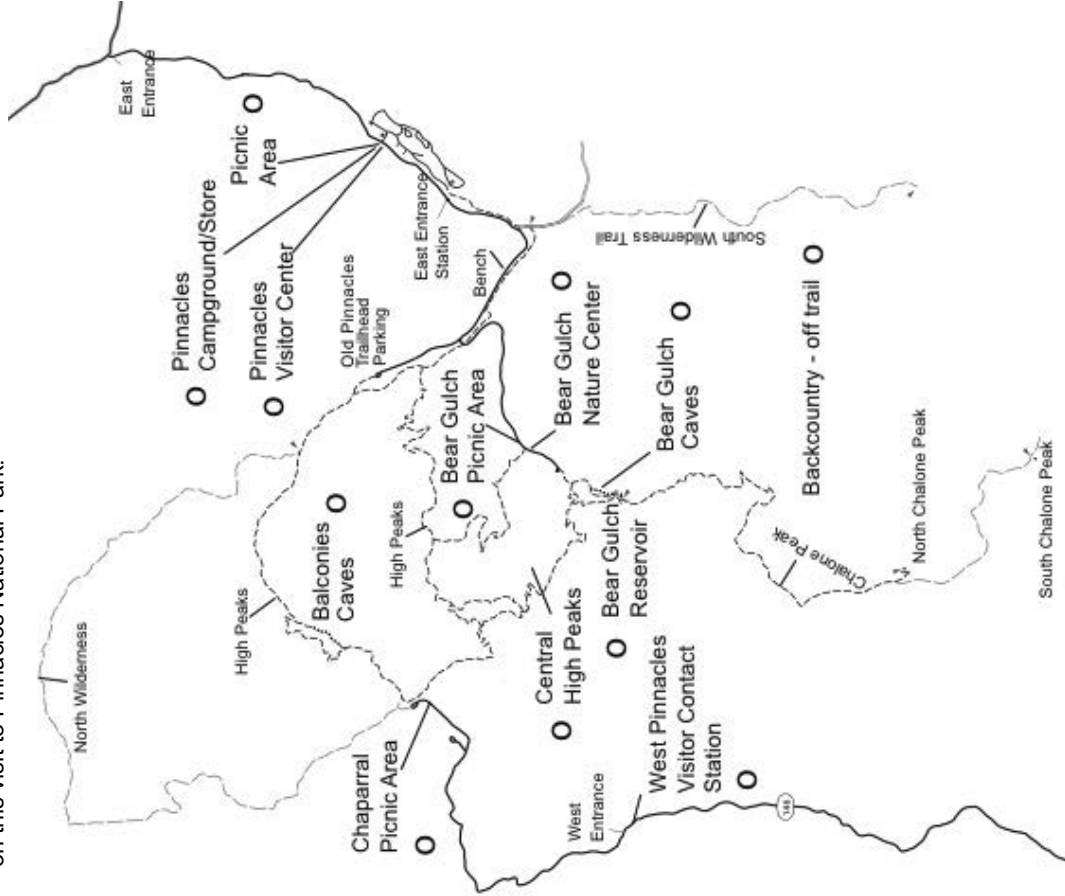
10. a) On this visit to Pinnacles National Park, did your personal group go hiking?

☐ Yes ☐ No → **Go to Question 11**

- b) If YES, which trailhead did your personal group start from?
-

c) On this visit, which trails did your personal group hike? Please list the trails you hiked, using the map below to help you.

11. On the map below, please mark (●) **all** the places that your personal group visited on this visit to Pinnacles National Park.



12. a) On this visit, in which activities did your personal group participate within Pinnacles National Park? Please mark (●) **all** that apply in column (a).

b) If you were to visit the park in the future, in which activities would your personal group prefer to participate within the park? Please mark (●) **all** that apply in column (b).

| a) This visit | b) Future visit | Activity |
|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | Attending ranger-led talks/programs |
| <input type="radio"/> | <input type="radio"/> | Camping |
| <input type="radio"/> | <input type="radio"/> | Hiking/walking |
| <input type="radio"/> | <input type="radio"/> | Learning about the history and culture of the area |
| <input type="radio"/> | <input type="radio"/> | Picnicking |
| <input type="radio"/> | <input type="radio"/> | Rock climbing |
| <input type="radio"/> | <input type="radio"/> | Studying natural history (geology, plants, animals, etc.) |
| <input type="radio"/> | <input type="radio"/> | Viewing California condors |
| <input type="radio"/> | <input type="radio"/> | Viewing scenery/sightseeing/scenic drive |
| <input type="radio"/> | <input type="radio"/> | Viewing wildflowers |
| <input type="radio"/> | <input type="radio"/> | Viewing wildlife (other than California condors) |
| <input type="radio"/> | <input type="radio"/> | Visiting talus caves |
| <input type="radio"/> | <input type="radio"/> | Visiting visitor center |
| <input type="radio"/> | <input type="radio"/> | Other – this visit (Specify) |
| n/a | <input type="radio"/> | Other – future visit (Specify) |

c) Which one of the above activities was the **primary** reason your personal group visited Pinnacles National Park on this visit? Please list **one** response.

13. a) On this visit to Pinnacles National Park, was there anything specific that your personal group wanted to see or do, but were not able to?

☐ Yes ☐ No → **Go to Question 14**

b) If YES, what were you unable to see or do?

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Box 1139

BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY ADDRESSEE



VISITOR SERVICES PROJECT
PARK STUDIES UNIT
COLLEGE OF NATURAL RESOURCES
UNIVERSITY OF IDAHO
875 PERIMETER DRIVE
MOSCOW ID 83843-9960

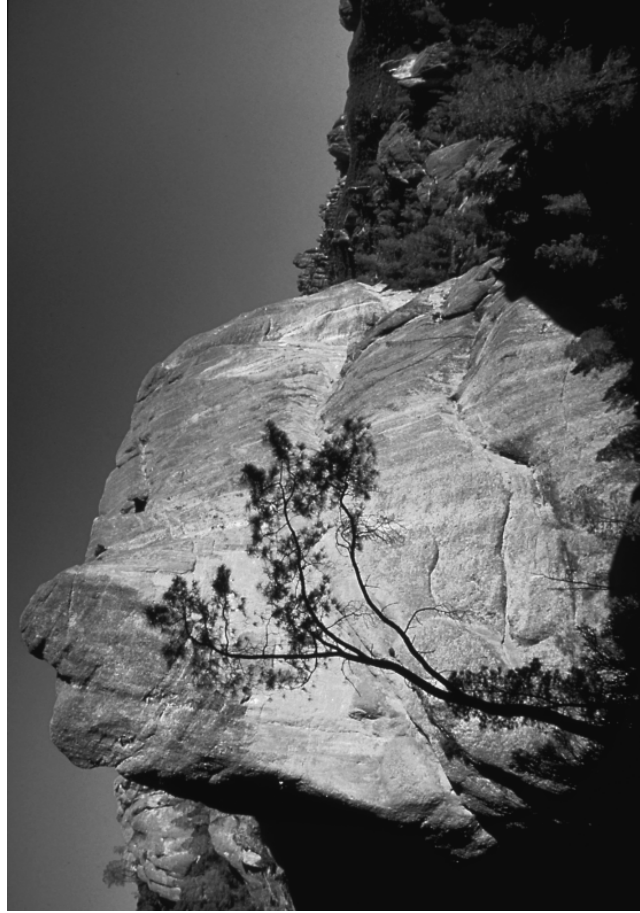


Departamento del Interior de los Estados Unidos
Servicios de Parques Nacionales



Programa de Ciencias Sociales
Proyecto de servicio a los visitantes



Parque Nacional Pinnacles Estudio de Visitantes



OMB aval 1024-0224
Fecha de expiración: 8-31-2013



Departamento del Interior de los Estados Unidos

SERVICIO DE PARQUES NACIONALES

Parque Nacional Pinnacles

5000 Highway 146

Paicines, CA 95043

En respuesta referirse a:

Abril 2013

Estimado visitante:

Gracias por participar en este estudio. Nuestra meta es aprender acerca de las expectativas, opiniones e intereses de los visitantes del Parque Nacional Pinnacles. Esta información nos ayudará a comprender en qué grado los actuales servicios atienden las necesidades y expectativas de los visitantes.


Este cuestionario es entregado a un número selecto de visitantes por lo que su participación es muy importante. Por favor, complete el cuestionario cuando haya finalizado su vista. El tiempo estimado para completar el cuestionario no es mayor a 20 minutos.

Una vez rellenado el cuestionario, colóquelo en el sobre prepagado y depositelo en cualquier buzón de correo de los Estados Unidos.

Si tiene alguna pregunta, por favor contacte a Lena Le, Director Visitor Services Project, Park Studies Unit, College of Natural Resources, University of Idaho, 875 Perimeter Drive MS 1139, Moscow, Idaho 83844-1139, 208-885-2585 (phone), lenale@uidaho.edu (email).

Apreciamos su ayuda.

Sinceramente,



Karen Beppler-Dorn
Superintendent

b) En esta visita, ¿cuántas personas estaban en su grupo personal, incluyéndose usted?

_____ Número de personas en su grupo personal

22. Para su grupo personal en esta visita, por favor provea lo siguiente (si no sabe la respuesta, déjelo en blanco).

| | a) Edad | b) Código postal en USA o nombre del país de no ser U.S.A | c) Número de visitas al PN Pinnacles (incluyendo esta visita) |
|------------|---------|---|---|
| Usted | _____ | _____ | _____ |
| Miembro #2 | _____ | _____ | _____ |
| Miembro #3 | _____ | _____ | _____ |
| Miembro #4 | _____ | _____ | _____ |
| Miembro #5 | _____ | _____ | _____ |
| Miembro #6 | _____ | _____ | _____ |
| Miembro #7 | _____ | _____ | _____ |

23. a) Alguien en su grupo personal tiene alguna condición física que dificultó el acceso o participación en actividades del parque, instalaciones o servicios?

☐ Sí ☐ No → Ir a pregunta 24

b) En caso afirmativo, ¿en qué actividades, instalaciones o servicios tuvo problemas esta persona para participar o acceder? Por favor sea específico.

24. a) Para usted únicamente, ¿qué categoría mejor representa su ingreso familiar anual? Por favor marque (●) solo una.

☐ Menos de \$24,999 ☐ \$50,000-\$74,999 ☐ \$150,000-\$199,999

☐ \$25,000-\$34,999 ☐ \$75,000-\$99,999 ☐ \$200,000 o más

☐ \$35,000-\$49,999 ☐ \$100,000-\$149,999 ☐ No quiero responder

b) ¿Cuántas personas forman parte de su grupo familiar?

_____ Número de personas

19. Si su grupo personal fuera a visitar el Parque Nacional Pinnacles en el futuro, ¿qué tipos de servicios interpretativos o programas le gustaría tener a disposición? Por favor marque (●) **todos** los que aplican.

- ☐ Sin interés en servicios o programas adicionales ➔ **Ir a la pregunta 20**
- ☐ Programa adicional de cóndor ☐ Demostraciones culturales
- ☐ Programa adicional de geología ☐ Caminata guiada en los senderos del sector oeste
- ☐ Arte/fotografía ☐ Programas de Junior Ranger
- ☐ Caminatas de aves ☐ Actividad familiar (diferente a acampar)
- ☐ Acampar como actividad familiar ☐ Excursiones en cuevas guiadas por guardaparques
- ☐ Acampar como actividad educacional ☐ Eventos especiales/festivales
- ☐ Clases y talleres con expertos en el campo, costo adicional
- ☐ Demostración de prácticas agrícolas históricas
- ☐ Caminatas por noche/programa cielo de noche
- ☐ Caminata de medio día guiada por guardaparques en el área de High Peaks
- ☐ Presentaciones de profesionales invitados

20. En este visita, ¿fue su grupo personal parte de los siguientes tipos de grupos organizados? Por favor marque (●) **uno en cada opción**.

- a) Tour comercial guiado para grupos ☐ Sí ☐ No
- b) Grupo escolar/educacional ☐ Sí ☐ No
- c) Otro (scouts, trabajo, iglesia, etc.) ☐ Sí ☐ No

d) Si fue parte de alguno de estos grupos organizados, ¿cuántas personas, incluyendo usted, formaron parte del grupo?

_____ Número de personas en el grupo organizado
21. a) En esta visita, ¿en qué tipo de grupo personal (tour no guiado/escuela/otro grupo organizado) estuvo usted? Por favor marque (●) solo **uno**.

- ☐ Solo ☐ Amigos
- ☐ Familia ☐ Familia y amigos
- ☐ Otro (Por favor especifique) _____

Instrucciones

Al final de su visita:

- 1. Por favor verifique que la persona seleccionada (al menos 16 años de edad) ha completado el cuestionario.
- 2. Responda cuidadosamente, ya que cada pregunta es muy importante.
- 3. Para las preguntas que utilizan el símbolo (O), por favor marque su respuesta rellenando el círculo con **tinta azul o negra. Por favor no utilice lápiz.**

Así: ☐ Like this: ☒ Not like this: ☒ Así no: ☒ ☐

- 4. Coloque el cuestionario en el sobre prepagado y séllelo.
- 5. Deposítelo en cualquier buzón de correo de los Estados Unidos.

Acta declaratoria de reducción de documentos: Según lo estipulado en el acta declaratoria de reducción de documentos es nuestra obligación indicarle por qué estamos recolectando esta información, cómo será utilizada, y si debe o no responder. Esta información será utilizada por el Servicio de Parques Nacionales, su recolección está autorizada por el 16 U.S.C. 1a-7. Esta información nos ayudará a comprender en qué grado los actuales servicios atienden las necesidades y expectativas de los visitantes. Su respuesta es voluntaria. Su nombre e información se han solicitado para dar seguimiento al envío postal únicamente. Cuando el análisis del cuestionario sea completado todos los archivos con nombres y direcciones serán destruidos y no se relacionarán de ninguna manera con los resultados de la encuesta. Una agencia federal no puede conducir o patrocinar, y no es obligatorio responder, una recolección de información que no cuente con un número válido y actualizado de la Oficina de Manejo y Control de Presupuesto. Estimamos que le tomará aproximadamente 20 minutos completar la encuesta. Puede enviar sus comentarios sobre cualquier preocupación u otro aspecto de este proyecto a: Lena Le, Director Visitor Services Project, Park Studies Unit, College of Natural Resources, University of Idaho, 875 Perimeter Drive MS 1139, Moscow, Idaho 83844-1139, 208-885-2585 (phone), lenale@uidaho.edu (email).

Su visita al Parque Nacional Pinnacles

Nota: En este cuestionario, su **grupo personal** se define como cualquier persona con la que esté visitando el parque como su cónyuge, familia, amigos, etc. Lo anterior no incluye grandes grupos como escuelas, iglesias, scouts o grupo de turistas.

1. a) Anterior a la visita; ¿cómo obtuvo su grupo personal información acerca del Parque Nacional Pinnacles? Por favor marque (●) **todos** los puntos que apliquen en la columna (a).
- ☐ No obtuvo información antes de la visita → Ir al apartado (b) de esta pregunta
- b) Si visitara nuevamente el Parque Nacional Pinnacles, ¿cómo le gustaría a su grupo personal obtener información acerca del parque? Por favor marque (●) **todos** los puntos que apliquen en la columna (b).

| a) Presente | | b) Próxima | | Fuente de información |
|-----------------------|-----------------------|-----------------------|-----------------------|---|
| Visita | visita | visita | visita | |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Amigos/familiares/terceras personas |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Consulta al parque vía telefónica, correo postal o electrónico |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Negocios locales (hoteles, moteles, restaurantes, etc.) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Mapas/folleto |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Periódico/artículos de revista |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Otras unidades del Sistema de Parques Nacionales (NPS) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Portal del Parque Nacional Pinnacles: www.nps.gov/pinn |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Portal de la Asociación Pinnacles: www.pinnaclespartnership.org |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Otros sitios web — Cuál(es)? _____ |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Visitas anteriores |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Redes sociales/móviles (Facebook, Twitter, aplicaciones, etc.) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Centro de bienvenida del Estado/Oficina de visitantes/cámara de comercio |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Televisión/programas de radio/DVDs |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Guías de viajero/turísticas (AAA, etc.) |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Otra, en esta visita (Especifique) _____ |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | Otra, visita futura (Especifique) _____ |

18. Para su grupo personal, por favor estime todos los gastos por los siguientes rubros para la visita al Parque Nacional Pinnacles y **áreas** aledañas (dentro de un radio de 50 millas del parque). Por favor escriba "0" si ningún dinero fue utilizado en una categoría en particular.

- a) Por favor indique todos los gastos de su grupo personal en la visita al Parque Nacional Pinnacles.
- b) Por favor indique todos los gastos de su grupo personal en la visita a **las áreas aledañas** fuera del parque (dentro de un radio de 50 millas del parque).

NOTA: Residentes de las áreas aledañas deben solo incluir gastos que correspondan a **este viaje** al Parque Nacional Pinnacles.

| Gastos | | | |
|--|-----------------------|---------------------|-----------------------|
| | | a) En el parque | |
| | | b) Fuera del parque | |
| Sin gasto de dinero (●) | <input type="radio"/> | → Ir a (b) | <input type="radio"/> |
| → Ir a (c) | <input type="radio"/> | | |
| Albergue, hotel, motel, cabina, hostal, etc. | | n/a | \$ _____ |
| Cargos y pagos en el campamento | | \$ _____ | \$ _____ |
| Cargos y pagos a guía | | n/a | \$ _____ |
| Restaurantes y bares | | n/a | \$ _____ |
| Comida/provisiones y comida para llevar | | \$ _____ | \$ _____ |
| Combustible y aceite (auto, RV, etc.) | | n/a | \$ _____ |
| Otros gastos de transporte (alquiler de auto, taxi, reparaciones de auto, no boleto aéreo) | | n/a | \$ _____ |
| Admisión, recreación, gastos en entretenimiento | | \$ _____ | \$ _____ |
| Otros gastos (recuerdos, libros, tarjetas, equipo deportivo, ropa, donaciones, etc.) | | \$ _____ | \$ _____ |

- c) ¿A cuántas personas cubren los gastos anteriores? Por favor escriba "0" si ningún niño fue cubierto en los gastos anteriores.

_____ Adultos (18 años o mayor) _____ Niños (menor a 18 años)

16. a) Por favor marque (●) **todos** los servicios para visitantes e instalaciones que su grupo personal **utilizó** en el Parque Nacional Pinnacles durante su visita.
- b) Para aquellos servicios e instalaciones que su grupo personal **utilizó**, por favor indique su importancia en una escala de 1-5.
- c) Para aquellos servicios e instalaciones que su grupo personal **utilizó**, por favor indique su calidad en una escala de 1-5.

a) **Servicios para visitantes e instalaciones usados**

Marque (●)

b) **Si lo utilizó, qué importancia?**

1=Ninguna importancia

2=Ligeramente importante

3=Moderadamente importante

4=Muy importante

5=Extremadamente importante

c) **Si lo utilizó, qué calidad?**

1=Muy malo

2=Malo

3=Promedio

4=Buena

5=Muy buena

| | |
|--|-------|
| <input type="radio"/> Acceso para personas con discapacidad | _____ |
| <input type="radio"/> Asistencia de personal concesionario (campamento/tienda general) | _____ |
| <input type="radio"/> Senderos en el campo/zona agreste | _____ |
| <input type="radio"/> Campamento | _____ |
| <input type="radio"/> Servicios sanitarios en campamento | _____ |
| <input type="radio"/> Otros servicios sanitarios | _____ |
| <input type="radio"/> Señales (en los caminos) en el parque | _____ |
| <input type="radio"/> Estación de descarga (aguas sucias) | _____ |
| <input type="radio"/> Tienda general | _____ |
| <input type="radio"/> Tienda de campamento | _____ |
| <input type="radio"/> Camino en el parque | _____ |
| <input type="radio"/> Área de picnic | _____ |

17. En general, ¿cómo calificaría la calidad de las instalaciones, servicios y oportunidades de recreación ofrecidos a su grupo personal en el Parque Nacional Pinnacles durante su visita? Por favor marque (●) **una**.

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Muy malo | Malo | Promedio | Bueno | Muy bueno |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

2. a) ¿Cada miembro de su grupo personal fue residente (todo el año o medio tiempo) del **área** del Parque Nacional Pinnacles (dentro de un radio de 50 millas del parque)?
- ☐ No ☐ Sí → **Ir a la pregunta 3**
- b) Para los miembros no-residentes de su grupo personal, ¿visitar el Parque Nacional Pinnacles fue la razón principal para estar en el área (dentro de 50 millas del parque en este viaje)? Por favor, marque (●) **una**.
- ☐ No ☐ Sí → **Ir a la pregunta 3**
- c) Para los miembros no-residentes de su grupo personal, ¿cuál fue el medio de transporte utilizado para viajar la mayor parte de la distancia desde su casa hasta el **área** (dentro de un radio de 50 millas del parque)? Por favor marque (●) **sólo una**.
- ☐ Automóvil ☐ Motocicleta ☐ Camioneta/furgoneta
- ☐ Casa rodante ☐ Avión
- ☐ Otro (Por favor especifique) _____
3. a) Para usted únicamente, si no hubiera logrado viajar al Parque Nacional Pinnacles en este viaje, ¿habría visitado el parque en otra ocasión?
- ☐ No, improbable ☐ Sí, probablemente → **Ir a la pregunta 4**
- b) De no ser probable, ¿en qué habría utilizado el tiempo destinado a esta visita? Por favor marque (●) **una**.
- ☐ Ir a otro lugar → Distancia desde su casa _____ millas - O - Destino _____ (Lugar, ciudad y estado)
- ☐ Vacacionar en casa
- ☐ Ir a trabajar
- ☐ No estoy seguro(a)/Ninguna de las anteriores
4. a) En este viaje, ¿su grupo familiar pasó la noche dentro del Parque Nacional Pinnacles o en el **área** (dentro de un radio de 50 millas del parque)?
- ☐ Sí ☐ No → **Ir a la pregunta 5**

b) En caso afirmativo, por favor indique el número de noches que su grupo personal pasó en el Parque Nacional Pinnacles y el **área alrededor** (en un radio de 50 millas del parque).

Número de noches **dentro** del Parque Nacional Pinnacles _____

Número de noches en el **área** del Parque Nacional Pinnacles (dentro de un radio de 50 millas del parque) _____

c & d) ¿En qué clase de alojamiento(s) pasó su grupo personal la noche(s) dentro del parque y en el **área** (dentro de un radio de 50 millas del parque)? Por favor marque (●) **todas** las opciones que apliquen.

| Alojamiento | c) En el parque | d) Fuera del parque |
|---|-----------------------|------------------------|
| Albergue, motel, condominio/casa alquilada, B&B | n/a | <input type="radio"/> |
| Residencia de vacaciones personal | n/a | <input type="radio"/> |
| Residencia de amigos o familiares | <input type="radio"/> | <input type="radio"/> |
| Campamento/casa rodante | <input type="radio"/> | <input type="radio"/> |
| Tienda de acampar en campamento formal | <input type="radio"/> | <input type="radio"/> |
| Otro (Por favor especifique abajo) | <input type="radio"/> | <input type="radio"/> |

c) En el parque _____ d) Fuera del parque _____

5. a) ¿Dónde se hospedó su grupo personal la noche previa a la visita al Parque Nacional Pinnacles?

Ciudad/Pueblo _____ Estado _____

b) ¿Dónde se hospedó su grupo personal la noche previa a la salida del Parque Nacional Pinnacles?

Ciudad/Pueblo _____ Estado _____

6. Para esta visita al Parque Nacional Pinnacles, por favor provea la siguiente información para su grupo personal.

a) Primera hora de llegada _____ a.m. o _____ p.m.

b) Última hora de salida _____ a.m. o _____ p.m.

c) Día de la semana de su **primer** arribo. Por favor marque (●) **solo uno**.

| | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Lunes | Martes | Miércoles | Jueves | Viernes | Sábado | Domingo |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

15. a) Por favor marque (●) **todos** los servicios de información e instalaciones que su grupo personal **utilizó** en el Parque Nacional Pinnacles durante su visita.

b) Para aquellos servicios de información o instalaciones que su grupo personal **utilizó**, por favor indique su importancia en una escala de 1-5.

c) Para aquellos servicios de información o instalaciones que su grupo personal **utilizó**, por favor indique su calidad en una escala de 1-5.

| a) Servicios de información e instalaciones usadas Marque (●) | b) Si lo utilizó, qué importancia? 1=Ninguna importancia 2=Ligeramente importante 3=Moderadamente importante 4=Muy importante 5=Extremadamente importante | c) Si lo utilizó, qué calidad? 1=Muy malo 2=Malo 3=Promedio 4=Buena 5=Muy buena |
|---|--|---|
| <input type="radio"/> Asistencia del personal del parque | _____ | _____ |
| <input type="radio"/> Centro Natural Bear Gulch | _____ | _____ |
| <input type="radio"/> Artículos en la librería (selección, precio) | _____ | _____ |
| <input type="radio"/> Pizarras informativas | _____ | _____ |
| <input type="radio"/> Programa de guardaparques juvenil | _____ | _____ |
| <input type="radio"/> Boletín del parque/mapa | _____ | _____ |
| <input type="radio"/> Portal del parque: www.nps.gov/pinn Utilizado anterior o durante la visita | _____ | _____ |
| <input type="radio"/> Centro de visitantes Pinnacles (en general) | _____ | _____ |
| <input type="radio"/> Programas guiados por guardaparques | _____ | _____ |
| <input type="radio"/> Señales/folleto para autoguiarse | _____ | _____ |
| <input type="radio"/> Vídeos/películas | _____ | _____ |
| <input type="radio"/> Estación para visitantes West Pinnacles | _____ | _____ |

14. a) En esta visita, ¿en qué actividades participó su grupo personal en el Parque Nacional Pinnacles? Por favor marque (●) **todas** las actividades que apliquen en la columna (a).

b) Si fuera a visitar el parque en el futuro, ¿en qué actividades preferiría su grupo personal participar? Por favor marque (●) **todas** las actividades que apliquen en la columna (b).

a)

b)

| Presente visita | Próxima visita | Actividad |
|-----------------------|-----------------------|---|
| <input type="radio"/> | <input type="radio"/> | Asistir a charlas/programas guiadas por los guardaparques |
| <input type="radio"/> | <input type="radio"/> | Acampar |
| <input type="radio"/> | <input type="radio"/> | Senderismo/caminatas |
| <input type="radio"/> | <input type="radio"/> | Aprender acerca de la historia y cultura de la zona |
| <input type="radio"/> | <input type="radio"/> | Día de campo/picnic |
| <input type="radio"/> | <input type="radio"/> | Alpinismo |
| <input type="radio"/> | <input type="radio"/> | Estudiar historia natural (geología, plantas, animales, etc.) |
| <input type="radio"/> | <input type="radio"/> | Observar el Cóndor de California |
| <input type="radio"/> | <input type="radio"/> | Observar el paisaje/hacer turismo/conducir en rutas escénicas |
| <input type="radio"/> | <input type="radio"/> | Apreciar flores silvestres |
| <input type="radio"/> | <input type="radio"/> | Apreciar vida Silvestre (distinta al Cóndor de California) |
| <input type="radio"/> | <input type="radio"/> | Visitar las cuevas talus |
| <input type="radio"/> | <input type="radio"/> | Visitar el centro de visitantes |
| <input type="radio"/> | n/a | Otro – presente visita (especifique) |
| n/a | <input type="radio"/> | Otro – visita futura (especifique) |

c) ¿Cuál de las actividades anteriores fue la **principal** razón de la visita de su grupo personal al Parque Nacional Pinnacles? Por favor, indique **solo una** actividad.

7. En esta visita, ¿cuántos días u horas pasó su grupo personal visitando el Parque Nacional Pinnacles. Por favor, indique horas parciales o días como 1/4, 1/2, o 3/4.

____ Número de horas, menor a **24 horas**

o

____ Número de días, **igual o mayor a 24 horas**

8. a) Actualmente, el Parque Nacional Pinnacles ofrece servicio de autobús durante los fines de semana más atareados en la primavera e inicio del verano. En este viaje, ¿su grupo personal utilizó el servicio de autobús entre el campamento y el área Bear Gulch?

☐ Sí ☐ No → **Ir a la pregunta 9**

b) ¿Cuántas veces su grupo personal utilizó el autobús?

____ Número de veces

c) ¿Qué nivel de satisfacción otorga su grupo personal al servicio de autobús? Por favor marque (●) **uno**.

| | | | | |
|-----------------------|------------------------|-----------------------|-----------------------|--------------------------|
| Ninguna satisfacción | Ligeramente satisfecho | Un poco satisfecho | Muy satisfecho | Completamente satisfecho |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

d) Por favor provea cualquier comentario respecto al servicio de autobús.

9. a) En esta visita, ¿alguien de su grupo personal participó en actividades de alpinismo?

☐ Sí ☐ No → **Ir a la pregunta 10**

b) En caso afirmativo, ¿en qué lugar escaló esa persona? Por favor marque (●) **todos** los lugares que apliquen.

| | |
|---|--|
| <input type="radio"/> Bear Gulch | <input type="radio"/> Machete Ridge |
| <input type="radio"/> Citadel | <input type="radio"/> Marmot and Yaks area |
| <input type="radio"/> Condor Gulch | <input type="radio"/> Reservoir |
| <input type="radio"/> Juniper Canyon | <input type="radio"/> The Balconies |
| <input type="radio"/> High Peaks (incluyendo el area Anvil) | |

10. a) En este viaje al Parque Nacional Pinnacles, ¿su grupo personal realizó senderismo?

☐ Sí ☐ No → Ir a la pregunta 11

b) En caso afirmativo, ¿en qué inicio de sendero su grupo personal empezó la caminata?

c) En esta visita, ¿qué senderos su grupo personal caminó? Por favor indique los senderos que su grupo personal caminó con base en el mapa adjunto a continuación.

11. a) En esta visita al Parque Nacional Pinnacles, ¿había algo específico que su grupo personal deseaba ver o hacer, pero no fue capaz de lograrlo?

☐ Sí ☐ No → Ir a la pregunta 14

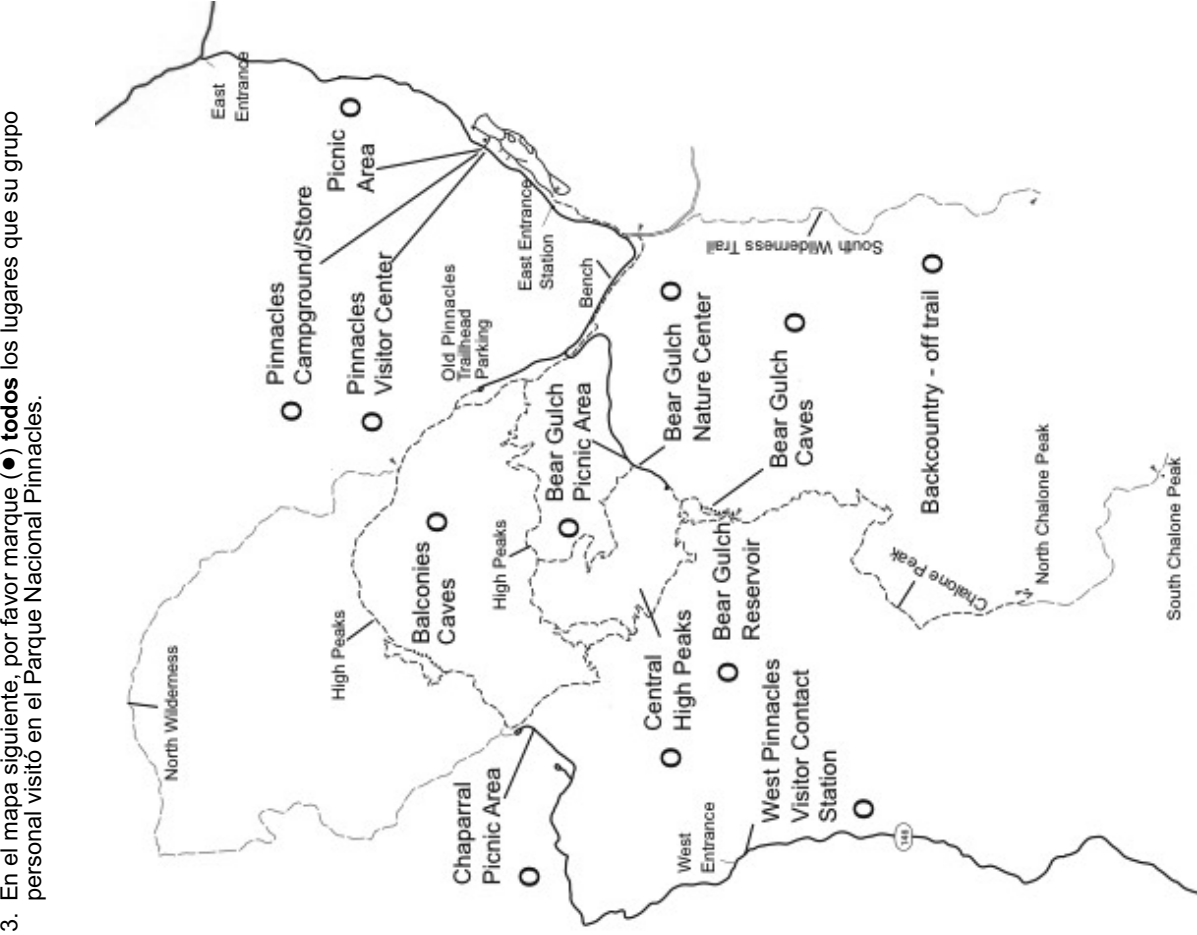
b) En caso afirmativo, ¿qué no logró ver o hacer?
c) ¿Qué impidió a su grupo personal ver o hacer lo que deseaba?

12. a) En esta visita, ¿cuántos vehículos empleó su grupo personal para trasladarse al parque? Si no llegó en vehículo por favor escriba "0."

Número de vehículos

b) En esta visita, ¿cuántas veces ingresó su grupo personal al parque?

Número de ingresos



Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

The VSP database website (<http://vsp.uidaho.edu>) allows data searches for comparisons of data from one or more parks.

For more information please contact:

Visitor Services Project
Park Studies Unit
College of Natural Resources
University of Idaho
875 Perimeter Drive MS 1139
Moscow, ID 83843-1139

Phone: 208-885-2585
Fax: 208-885-4261
Email: lenale@uidaho.edu
Website: <http://www.psu.uidaho.edu>

Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, we used five variable group type, group size, age of the group member (at least 16 years old) completing the survey, whether the park was the primary destination for the visit, and visitor's distance from home to the park to check for non-response bias.

Chi-square tests were used to detect the difference in the response rates among different group types, whether the park was the primary destination for this visit, and visitor's distance from home to the park. The hypothesis was that there is no significant difference across different categories (or groups) between respondents and non-respondents. If the p-value is greater than 0.05, the difference between respondents and non-respondents is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondent's and non-respondent's average age and group size. The p-values represent the significance levels of these tests. If the p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Therefore, the hypotheses for checking non-response bias are:

1. Respondents from different group types are equally represented
2. Respondents and non-respondents are not significantly different in terms of distance from home to the park
3. Respondents and non-respondents are not significantly different in terms of reason for visiting the park
4. Average age of respondents – average age of non-respondents = 0
5. Average group size of respondents – average group size of non-respondents = 0

As shown in Tables 3 to 6, the p-values for respondent/non-respondent comparisons for age and distance from home to the park are less than 0.05, indicating significant differences between respondents and non-respondents. The results indicate some biases occurred due to non-response. Visitors at younger age ranges (especially 40 and younger) and visitors traveling with friends were underrepresented in the survey results. The differences, however, were not found in other variables. Results of the study in this report only reflect the simple frequencies. Inferences of the survey results should be weighted to counterbalance the effects of nonresponse bias.

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