

# **Bandelier National Monument Visitor Study**



**The  
Visitor Services  
Project**

Superintendent's letter goes here

**DIRECTIONS**

One adult in your group should complete the questionnaire. It should only take a few minutes. When you have completed the questionnaire, please seal it with the sticker provided and drop it in any U.S. mailbox. We appreciate your help.

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:** 16 U.S.C. 1a-7 authorize collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of law.

**Burden estimate statement:** Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Service Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, D.C. 20013-7127; and to the Office of Management and Budget, Paperwork Reduction Project, 1024-0000, Washington, D.C. 20503.

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## Your Visit to Bandelier National Monument

1. On the list below, please check (✓) **all** of the activities that you and your group participated in at Bandelier National Monument during this visit.

- \_\_\_\_\_ VISIT THE RUINS
- \_\_\_\_\_ DAY HIKE IN DEVELOPED AREA
- \_\_\_\_\_ DAY HIKE IN BACK COUNTRY
- \_\_\_\_\_ VISIT YAPASHI/ STONE LIONS
- \_\_\_\_\_ CAMP IN DEVELOPED CAMPGROUND
- \_\_\_\_\_ CAMP IN WILDERNESS
- \_\_\_\_\_ PICNIC
- \_\_\_\_\_ VIEW WILDLIFE/ STUDY NATURE
- \_\_\_\_\_ VIEW FALLS
- \_\_\_\_\_ VIEW MUSEUM EXHIBITS
- \_\_\_\_\_ VIEW SLIDE PROGRAMS
- \_\_\_\_\_ ATTEND CAMPFIRE PROGRAMS
- \_\_\_\_\_ SHOP
- \_\_\_\_\_ OTHER (Please describe:\_\_\_\_\_)

2. On this visit, how much time did you and your group spend at Bandelier National Monument?

If **less** than 24 hours: \_\_\_\_\_ NUMBER OF HOURS

If 24 hours **or more**: \_\_\_\_\_ NUMBER OF DAYS

3. On the map below, please list the order in which you and your group visited these sites at Bandelier National Monument during this trip. Simply write 1, 2, 3, and so forth in the box beside each site you visited. If you did not visit a site, please leave the box blank.

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## You and Your Opinions

4. On this visit, how many people were in your group?

\_\_\_\_\_ NUMBER OF PEOPLE

5. On this visit, were you with a guided tour group?

\_\_\_\_\_ YES                      \_\_\_\_\_ NO

6. On this visit, what kind of group were you with? Please check (✓) only **one**.

\_\_\_\_\_ ALONE

\_\_\_\_\_ FAMILY

\_\_\_\_\_ FRIENDS

\_\_\_\_\_ FAMILY AND FRIENDS

\_\_\_\_\_ OTHER (Please describe: \_\_\_\_\_)

7. For you and your group, please indicate:

	<b>CURRENT AGE</b>	<b>U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY</b>	<b>NUMBER OF TIMES VISITED THIS PARK (INCLUDING THIS VISIT)</b>
YOURSELF	_____	_____	_____
MEMBER #2	_____	_____	_____
MEMBER #3	_____	_____	_____
MEMBER #4	_____	_____	_____
MEMBER #5	_____	_____	_____
MEMBER #6	_____	_____	_____
MEMBER #7	_____	_____	_____

8. Please list the ethnic backgrounds represented by the individuals in your group. Please check (✓) **all** that apply

\_\_\_\_\_ DO NOT WISH TO ANSWER - **GO ON TO QUESTION 9**

\_\_\_\_\_ AMERICAN INDIAN, ALASKAN NATIVE

\_\_\_\_\_ ASIAN OR PACIFIC ISLANDER

\_\_\_\_\_ HISPANIC

\_\_\_\_\_ BLACK, NOT OF HISPANIC ORIGIN

\_\_\_\_\_ WHITE, NOT OF HISPANIC ORIGIN

9. a) Does anyone in your group have any physical disabilities which limited their ability to visit Bandelier National Monument?

\_\_\_\_\_ YES      \_\_\_\_\_ NO      - **GO ON TO QUESTION 10**

- [  
b) If yes, what kind of disability? Please check (✓) **all** that apply.

\_\_\_\_\_ HEARING

\_\_\_\_\_ VISUAL

\_\_\_\_\_ MOBILITY

\_\_\_\_\_ LEARNING

\_\_\_\_\_ MENTAL

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10. a) Please (√) check all of the interpretive or visitor services you and your group **used** during this visit to Bandelier National Monument.
- b) Next, for only those services which you and your group **used**, please rate their **importance** from 1-5.
- c) Finally, for only those services which you and your group **used**, please rate their **quality** from 1-5.

Use service? Check (√)	If used, how important?					If used, what quality?				
	Very important	Not important		Very important		Very good			poor	
	1	2	3	4	5	1	2	3	4	5
___ VISITOR CENTER										
___ PARK PERSONNEL										
___ INFORMATION DESK SERVICE										
___ BOOK SALES AREA										
___ SLIDE SHOW/VIDEO										
___ MUSEUM EXHIBITS										
___ GUIDED WALKS										
___ CAMPFIRE PROGRAMS										
___ ENTRANCE STATION INFORMATION/ SERVICE										
___ FOREIGN LANGUAGE BROCHURE										
___ OTHER BROCHURES										
___ SELF-GUIDED RUINS TRAIL GUIDE										
___ TRAIL EXHIBITS										



11. a) Please (√) check all of the facilities which you and your group **used** during this visit to Bandelier National Monument.
- b) Next, for only those facilities which you and your group **used**, please rate their **importance** from 1-5. using the list below.
- c) Finally, for only those facilities which you and your group **used**, please rate their **quality** from 1-5.

Use facility?  Check (√)	If used, how important?					If used, what quality?				
	Very Not important					Very important		Very good		poor
	1	2	3	4	5	1	2	3	4	5
___ RESTROOMS										
___ CAMPGROUND										
___ RUINS TRAIL										
___ CEREMONIAL CAVE										
___ BACKCOUNTRY TRAILS										
___ FALLS TRAIL										
___ PICNIC AREA										
___ PARK DIRECTIONAL SIGNS										
___ HANDICAPPED ACCESS										
___ CONCESSION SNACK BAR										
___ GIFT SHOP										

PLEASE GO ON TO NEXT PAGE 

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12. Please rate how appropriate you feel the following activities are in Bandelier National Monument. Use the following scale to rate (from 1 to 4 or don't know) each activity. Please circle your answer.

1=Always appropriate 2=Usually appropriate 3=Sometimes appropriate 4=Never appropriate DK=don't know
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	How appropriate?				
	<u>Always</u>			<u>Never</u>	<u>Don't Know</u>
WALKING/ SITTING ON RUIN WALLS	1	2	3	4	DK
COLLECTING ARTIFACTS (such as pot shards)	1	2	3	4	DK
WALKING OFF-TRAIL AMONG THE RUINS	1	2	3	4	DK
EXPLORING RUINS IN CAVES	1	2	3	4	DK
FEEDING ANIMALS	1	2	3	4	DK
COLLECTING PLANTS (picking flowers, collecting pine cones, etc.)	1	2	3	4	DK

13. a) During this visit to Bandelier National Monument, how crowded did you and your group feel at each of the following areas? Please use the scale below to rate (from 1-5) to what extent you and your group felt crowded. If you did not visit one of the areas, write 0 (did not visit).

1=Not at all crowded  
 2=Somewhat crowded  
 3=Moderately crowded  
 4=Quite crowded  
 5=Extremely crowded

**Crowded?  
 (1-5)**

\_\_\_\_\_ RESTROOMS

\_\_\_\_\_ VISITOR CENTER

\_\_\_\_\_ RUINS TRAIL

\_\_\_\_\_ CEREMONIAL CAVE

\_\_\_\_\_ NUMBER OF VEHICLES IN PARKING LOT

- b) Overall, how crowded did you and your group feel during this visit to Bandelier National Monument? Please circle only **one**.

NOT AT ALL CROWDED		MODERATELY CROWDED		EXTREMELY CROWDED
1	2	3	4	5

PLEASE GO ON TO NEXT PAGE

14. To reduce congestion during peak summer visitation, a shuttle bus system is being considered at Bandelier National Monument. Visitors would park near the monument entrance and ride a shuttle bus into the monument.

a) If this system was available, would you use it on a future visit to Bandelier National Monument?

\_\_\_\_\_ YES            \_\_\_\_\_ NO            \_\_\_\_\_ NOT SURE

b) Would you be willing to pay a modest fee to ride the shuttle bus?

\_\_\_\_\_ YES            \_\_\_\_\_ NO            \_\_\_\_\_ NOT SURE

15. Several ways to reduce visitor congestion at Bandelier National Monument are being considered. Which do you prefer? Please check (✓) **only one**.

\_\_\_\_\_ FIRST COME, FIRST SERVED UNTIL THE MONUMENT IS FULL

\_\_\_\_\_ RAISE ENTRANCE AND USER FEES

\_\_\_\_\_ USE RESERVATION SYSTEM

\_\_\_\_\_ USE SHUTTLE BUS SYSTEM

\_\_\_\_\_ OTHER (Please specify: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ )

16. On this visit, what did you and your group like **most** about your visit to Bandelier National Monument?

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17. On this visit, what did you and your group like **least** about your visit to Bandelier National Monument?

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**OFFICIAL BUSINESS**

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Cooperative Park Studies Unit  
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Range Sciences  
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