

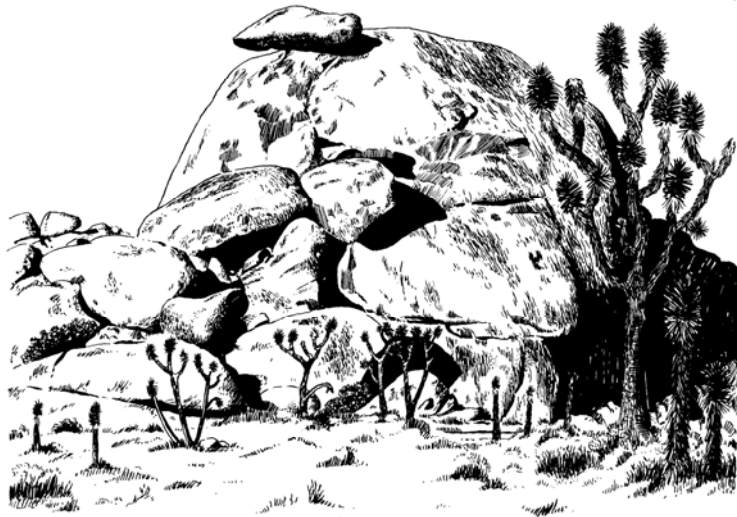


Social Science Program  
National Park Service  
U.S. Department of the Interior

Visitor Services Project

# Joshua Tree National Park

## Visitor Study



OMB Control Number 1024-0224

Expiration Date:

**United States Department of the Interior****NATIONAL PARK SERVICE**

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

IN REPLY  
REFER TO:

Fall 2010

Dear Visitor:

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

This questionnaire will be given to only a select number of visitors, so your participation is very important! It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

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

If you have any questions, please contact Margaret Littlejohn, NPS VSP Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: [littlej@uidaho.edu](mailto:littlej@uidaho.edu).

We appreciate your help.

Sincerely,

**Need electronic signature**

Acting Superintendent

**DIRECTIONS**

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

Like this: ● Not like this: ✓ ✗ /

- 4) Seal it with the stickers provided.
- 5) Drop it in a U.S. mailbox.

Thank you!

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

**Burden estimate statement:** Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

### Your Visit To Joshua Tree National Park

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

[2. TPLAN11]

1. a) Prior to this visit, how did you and your personal group obtain information about Joshua Tree National Park (NP)? Please mark (●) **all** that apply in column (a).
- b) If you were to visit Joshua Tree NP in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in column (b).

#### a) Prior to this visit

#### b) Prior to future visits

- |                       |   |                       |
|-----------------------|---|-----------------------|
| <input type="radio"/> | Did not obtain information prior to visit → <b>Go to part b of this question</b>                                      |                       |
| <input type="radio"/> | Joshua Tree NP website: <a href="http://www.nps.gov/jotr">www.nps.gov/jotr</a>  | <input type="radio"/> |
| <input type="radio"/> | Social media (such as Facebook, Twitter, etc.)  | <input type="radio"/> |
|                       | <input type="radio"/> Facebook <input type="radio"/> Twitter <input type="radio"/> Flickr <input type="radio"/> Other |                       |
| <input type="radio"/> | Other websites  | <input type="radio"/> |
| <input type="radio"/> | Friends/relatives/word of mouth   | <input type="radio"/> |
| <input type="radio"/> | Highway signs   | <input type="radio"/> |
| <input type="radio"/> | Inquiry to park via phone, mail, or email   | <input type="radio"/> |
| <input type="radio"/> | Local businesses (hotels, motels, restaurants, etc.)  | <input type="radio"/> |
| <input type="radio"/> | Maps/brochures  | <input type="radio"/> |
| <input type="radio"/> | Newspaper/magazine articles   | <input type="radio"/> |
| <input type="radio"/> | Other National Park Service sites/units   | <input type="radio"/> |
| <input type="radio"/> | Previous visits   | <input type="radio"/> |
| <input type="radio"/> | School class/program  | <input type="radio"/> |
| <input type="radio"/> | State welcome center/visitors bureau/chamber of commerce  | <input type="radio"/> |
| <input type="radio"/> | Television/radio programs/DVDs  | <input type="radio"/> |
| <input type="radio"/> | Travel guides/tour books (such as AAA, etc.)  | <input type="radio"/> |
| <input type="radio"/> | Other (Please specify below)  | <input type="radio"/> |

Prior to this visit \_\_\_\_\_ Prior to future visits \_\_\_\_\_

c) From the sources marked in column (a), did you and your personal group receive the type of information about the park that you needed? [2. TPLAN12]

- No                       Yes → **Go to Question 2**

[2. TPLAN13]

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

[2. TPLAN4]

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

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

[1. VARIATION KNOW11]

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

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

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



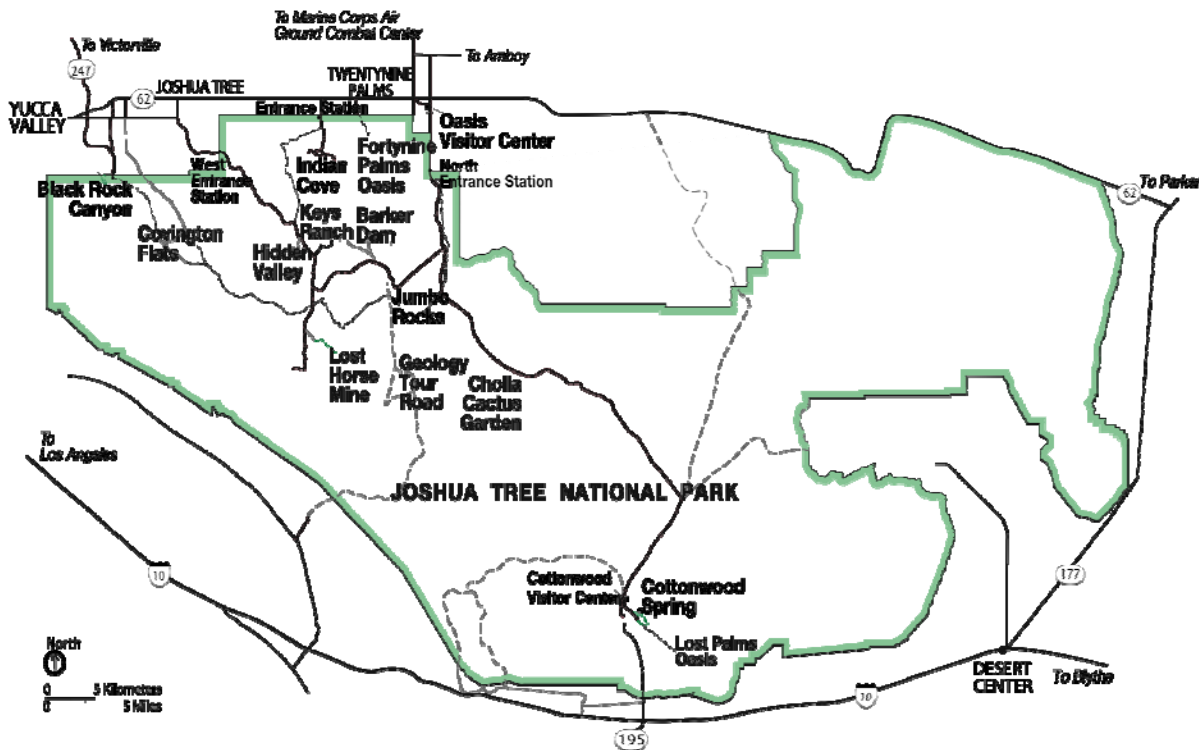
Other (Please specify) \_\_\_\_\_

[3. ITIN2]

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

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

Need to revise map—VSP can revise



[3. TRIPC13]

9. a) On this visit, did you and your personal group stay overnight away from home in Joshua Tree NP or the surrounding area (within XX miles of the park)?

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

[3. TRIPC13]

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

\_\_\_\_\_ Number of nights in Joshua Tree NP

\_\_\_\_\_ Number of nights in the surrounding area

[3. TRIPC15]

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

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

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

RV/trailer camping     

Tent camping in developed campground     

Backcountry campsite     

n/a Personal seasonal residence     

Residence of friends or relatives     

Other (Please specify) \_\_\_\_\_

[3. ACT22]

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

Attending ranger-led programs       Bicycling

Attending field classes or other guided activities       Camping

Backpacking overnight       Dayhiking

Horseback riding       Picnicking

Visiting historical or archeological sites       Sightseeing

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

Rock scrambling (without specialized gear or skills)

Stargazing/viewing night sky

Technical climbing (with specialized gear or skills)

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

Other (Please specify) \_\_\_\_\_



[3. ACT23]

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

[6. EVALSERV21]

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

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

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

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

- |   |       |       |
|---|-------|-------|
| <input type="radio"/> Assistance from visitor center staff                                      | _____ | _____ |
| <input type="radio"/> Assistance from entrance station staff                                    | _____ | _____ |
| <input type="radio"/> Assistance from roving rangers  | _____ | _____ |
| <input type="radio"/> Bulletin boards   | _____ | _____ |
| <input type="radio"/> Climbers' coffee  | _____ | _____ |
| <input type="radio"/> Joshua Tree NP website:<br>www.nps.gov/jotr (used before or during visit) | _____ | _____ |
| <input type="radio"/> Keys Ranch tour   | _____ | _____ |
| <input type="radio"/> Park brochure/map   | _____ | _____ |
| <input type="radio"/> Park newspaper: <i>Joshua Tree Guide</i>                                  | _____ | _____ |
| <input type="radio"/> Ranger-led programs (walks, talks, etc.)                                  | _____ | _____ |
| <input type="radio"/> Roadside exhibits   | _____ | _____ |
| <input type="radio"/> Sales items in visitor center<br>(selection, price, etc.)                 | _____ | _____ |
| <input type="radio"/> Self-guided trail brochures   | _____ | _____ |
| <input type="radio"/> Self-guided trail exhibits/signs  | _____ | _____ |
| <input type="radio"/> Visitor center exhibits   | _____ | _____ |

[6. EVALSERV21]

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

b) Next, for only those services and facilities that you or your personal group used, please rate their importance to your visit from 1-5.

c) Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5.

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

[6. OPNMGMT4]

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

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

[Topic area 3 – Visitor Activities and Use of Park Resources]

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

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

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

- Don’t have a preferred area

OR list **one** \_\_\_\_\_

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

- Yes
- No

[6. EVALSERV19]:

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

**How safe did you feel in Joshua Tree NP?**

| <b>Safety Issue</b>            | Very Unsafe           | Somewhat Unsafe       | Neither Safe nor Unsafe | Somewhat Safe         | Very Safe             |
|--------------------------------|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|
| Personal property—from crime   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> |
| Personal safety—from crime     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> |
| Personal safety—from accidents | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> |

- b) If you marked 'very unsafe' or 'somewhat unsafe' on any of the above items, please explain why: [6. EVALSERV20]

[6. VARIATION EVALSERV21]

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

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

[3. TRIPC26]

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

- a) Please list your group's total expenditures inside Joshua Tree NP.
- b) Please list your group's total expenditures in the surrounding area outside the park (within XX miles of the park).

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

| <u>Expenditures</u>  | <u>Inside Joshua Tree NP</u> | <u>Outside park</u> |
|--|------------------------------|---------------------|
| Lodges, hotels, motels, cabins, B&B, etc.  |                              | \$ _____            |
| Camping fees and charges   | \$ _____                     | \$ _____            |
| Guide fees and charges   | \$ _____                     | \$ _____            |
| Restaurants and bars   |                              | \$ _____            |
| Groceries and take out food  |                              | \$ _____            |
| Gas and oil (auto, RV, boat, etc.)   |                              | \$ _____            |
| Other transportation expenses<br>(rental cars, auto repairs, taxies, but <b>not</b> including airfare) | \$ _____                     | \$ _____            |
| Admissions, recreation, entertainment fees   | \$ _____                     | \$ _____            |
| All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)                           | \$ _____                     | \$ _____            |
| Donations  | \$ _____                     | \$ _____            |

c) How many people do the above expenses cover? [3. TRIPC27]

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

18. On this visit, were you and your personal group with the following types of organized groups? Please mark (●) **one** for each. [1. GR6]

- a) Commercial guided tour group                       Yes                       No
- b) School/educational group                               Yes                       No
- c) Climbing group     Yes                       No
- d) Other group (business, church, scout, etc.)       Yes                       No

e) If you were with one of these organized groups, how many people, including yourself, were in this organized group? [1. VARIATION GR3]

\_\_\_\_\_ Number of people in organized group

19. a) On this visit, which kind of personal group (not guided tour/school/climbing/ other organized group) were you with? Please mark (●) **one**. [1. GR5]

- Alone
- Friends
- Family
- Family and friends
- Other (Please specify) \_\_\_\_\_

[1. GR3]

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

\_\_\_\_\_ Number of people in personal group

[1. GR4]

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

\_\_\_\_\_ Number of vehicles

[3. TRIPC5]

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

\_\_\_\_\_ Number of times

[1. AGE3]

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

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

[1. LANG2]

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

- a) Speaking  English  Other language (Specify) \_\_\_\_\_
- b) Reading  English  Other language (Specify) \_\_\_\_\_

[1. GR2]





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



Printed on recycled paper



**OFFICIAL BUSINESS**

**Visitor Services Project  
Park Studies Unit  
College of Natural Resources  
University of Idaho  
P.O. Box 441139  
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