



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



Lassen Volcanic National Park Visitor Study

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United States Department of the Interior

NATIONAL PARK SERVICE
Lassen Volcanic National Park
P.O. Box 100
Mineral, CA 96063



IN REPLY REFER
TO:

January/June 2012

Dear Visitor:

Thank you for participating in this study. Our goal is to learn about the expectations, opinions, and interests of visitors to Lassen Volcanic National Park. This information will assist us in our efforts to better manage this park and to serve you.

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

Please complete this questionnaire. Seal it in and return it to us in the postage paid envelope provided.

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

We appreciate your help.

Sincerely,

Darlene M. Koontz
Superintendent

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 (O), 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.

PRIVACY ACT and 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 evaluate visitor services managed at Lassen Volcanic National Park. Your responses are voluntary. Your name and contact information have been requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files 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 about 20 minutes to complete this questionnaire. You may send comments concerning the burden estimates or any aspect of this information collection to: Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; littlej@uidaho.edu (email).

Your Visit To Lassen Volcanic National Park

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

*The questions below will be used in both the **summer and winter** versions of the survey unless otherwise indicated. The text in the shaded boxes above each question is used to annotate the questions that have been approved in the current Pool of Known Questions for the NPS Programmatic Review Process (OMB Control Number: 1024-0224).*

Topic Area 2 - TPLAN1

1. Prior to your visit, how did you and your personal group obtain information about Lassen Volcanic National Park (NP)? Please mark (•) **all** that apply.

- Did not obtain information prior to visit → **Go to Question 2**
- Chamber of commerce/visitors bureau/state welcome center
- Friends/relatives/word of mouth
- Highway signs
- Inquiry to park via phone, mail or email
- Lassen Volcanic NP website: www.nps.gov/lavo
- Other websites — which one(s)? _____
- Local businesses (hotels, motels, restaurants, etc.)
- Maps/brochures
- Newspaper/magazine articles
- Previous visits
- School class/program
- Social media (such as Facebook, Twitter, etc.)
- Television/radio programs/videos
- Travel guides/tour books (such as AAA, etc.)
- Other (Please specify) _____

Topic Area 3 - TRIPC4 and TRIPC5

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

- a) BEFORE visit: Nearest town/city _____ State _____
- b) AFTER visit: Nearest town/city _____ State _____

Topic Area 3 – TRIPC3

3. a) On this trip, did you and your personal group stay overnight away from your permanent residence either inside Lassen Volcanic NP or within the nearby area (within 75 miles of the park)?

Yes No → Go to Question 4

b) If YES, please list the number of nights you and your personal group stayed in Lassen Volcanic NP and the area within 75 miles of the park.

Number of nights inside Lassen Volcanic NP

Number of nights in the area outside Lassen Volcanic NP

c & d) In which types of lodging did you and your personal group spend the night(s) in Lassen Volcanic NP or in the area within 75 miles of the park? Please mark (•) all that apply.

| c) Inside park | d) Outside park (within 75 miles) | Accommodation |
|-----------------------|-----------------------------------|---|
| n/a | <input type="radio"/> | Lodge, hotel, motel, vacation rental, B&B, etc. |
| <input type="radio"/> | <input type="radio"/> | RV/trailer camping |
| <input type="radio"/> | <input type="radio"/> | Snow camping in campground [Winter only] |
| <input type="radio"/> | <input type="radio"/> | Backpacking in backcountry |
| <input type="radio"/> | <input type="radio"/> | Tent camping in developed campground [Summer only] |
| <input type="radio"/> | <input type="radio"/> | Cabin [Summer only] |
| <input type="radio"/> | <input type="radio"/> | Guest ranch [Summer only] |
| n/a | <input type="radio"/> | Camping in a backcountry roadside campsite [Summer only] |
| n/a | <input type="radio"/> | Other (Specify) _____ |

Topic Area 1 - RES1

4. a) Were all members of your personal group residents of the Lassen Volcanic NP area (within a 75-mile drive of park)?

No Yes → Go to Question 5

Topic Area 3 – TRIPC1

b) For non-residents of the Lassen Volcanic NP area (within a 75-mile drive of the park), was visiting the park the primary reason you and your group came to the area?

Yes No

Topic Area 3 – TRIPC4 variation

5. On this trip which of the following towns did you and your personal group travel through to arrive at Lassen Volcanic NP? Please mark (•) **all** that apply.

- Burney Chester Chico Susanville
 Red Bluff Redding Reno Shingletown

Topic Area 2 – TPLAN12 [WINTER SURVEY ONLY]

6. a) When did you and your group make the decision to visit Lassen Volcanic NP? Please mark (•) **one**.

- On the day of the visit
 The day before the visit
 3-7 days before the visit
 8-30 days before the visit
 1-6 months before the visit
 More than 6 months but less than a year before the visit
 A year or more before the visit

Topic Area 2 – TPLAN14 [WINTER SURVEY ONLY]

- b) Which factors affected you and your group's decision to visit Lassen Volcanic NP on the day that you visited? Please mark (•) **all** that apply.

- Availability of lodging and other amenities in the area
 Availability of vacation time
 Expecting fewer crowds in the park
 Expecting lower travel costs
 Information received after arriving in the Lassen Volcanic NP area (within 75 miles of any entrance point)
 Interest in seeing Lassen scenery in wintertime
 Interest in winter activities
 Snow and favorable weather conditions for winter activities
 Sun and mild weather conditions
 Other (Please specify) _____

Topic Area 3 – TRIPC8

7. a) On this visit, how long did you and your personal group stay at Lassen Volcanic NP? Please list partial hours or days as 1/4, 1/2, or 3/4.

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

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

Topic Area 3 – TRIPC7

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

_____ Number of times entered Don't know

Topic Area 3 – ACT1

8. a) On this visit, in which activities did you and your personal group participate within Lassen Volcanic NP? Please mark (•) **all** that apply in column (a).
- b) If you were to visit the park in the future, in which activities would you and your personal group prefer to participate at the park? Please mark (•) **all** that apply in column (b).

| a) This visit | b) Future visit | Activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | Attending ranger-led snowshoe programs [winter survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Camping |
| <input type="checkbox"/> | <input type="checkbox"/> | Creative arts (photography/drawing/painting/writing) |
| <input type="checkbox"/> | <input type="checkbox"/> | Cross-country skiing [winter survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Enjoying solitude/quiet |
| <input type="checkbox"/> | <input type="checkbox"/> | Nature study (birdwatching, wildlife viewing, stargazing) |
| <input type="checkbox"/> | <input type="checkbox"/> | Snowshoeing [winter survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Snowplay [winter survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Visiting visitor center |
| <input type="checkbox"/> | <input type="checkbox"/> | Attending living history demonstrations [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Attending ranger-led talks/programs [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Explore the Hydrothermal areas [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Fishing [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Horseback trips [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Scenic drive/byway [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Picnicking [summer survey only] |
| <input type="checkbox"/> | <input type="checkbox"/> | Walking/hiking [summer survey only] |
| <input type="checkbox"/> | n/a | Other – this visit (Specify) |
| n/a | <input type="checkbox"/> | Other – future visit (Specify) |

Topic Area 3 - ACT2

- c) Which one of the above activities was the **primary** reason you and your personal group visited Lassen Volcanic NP on this visit? Please list **one**.
- _____

Topic Area 3 – TRIPC2 variation

9. If for some reason you had been unable to go to Lassen Volcanic NP on this trip:
- Would you have come back another time? Yes No
 - What would you have done with the time you spent on this trip? Please mark (•) one.
 - Gone somewhere else for similar activities -> **Go to Question 1c**
 - Gone somewhere else for a different activity -> **Go to Question 1c**
 - Stayed home -> **Go to Question xx**
 - Gone to work at your regular job -> **Go to Question xx**
 - None of these -> **Go to Question xx**
 - About how far away from your home is the place you would have gone instead of Lassen?

_____ miles **OR** Location (city & state) _____

Topic Area 3 - TBACK11 Winter Survey ONLY

10. a) On this visit to Lassen Volcanic NP, which park routes did you and your personal group ski/snowshoe? Please mark (•) all that apply in column (a).

Topic Area 5 – CRWD1 Winter Survey ONLY

b) For the trails that you and your group skied/snowshoed, please rate from 1-4 how crowded you felt by people.

a) Trails skied/snow shoed? Mark (•)

b) If you skied/snowshoed, how crowded?

- 1=Not at all crowded
- 2=Slightly crowded
- 3=Moderately crowded
- 4=Extremely crowded

| | | |
|-----------------------|------------------------------------|-------|
| <input type="radio"/> | Brokeoff Mountain | _____ |
| <input type="radio"/> | Butte Lake Road | _____ |
| <input type="radio"/> | Forest Lake | _____ |
| <input type="radio"/> | Lassen Peak | _____ |
| <input type="radio"/> | Main Park Road from Southwest Area | _____ |
| <input type="radio"/> | Manzanita Creek | _____ |
| <input type="radio"/> | Manzanita Lake Snowshoe Loop | _____ |
| <input type="radio"/> | Nobles Emigrant Trail | _____ |
| <input type="radio"/> | Ridge Lakes | _____ |

Topic Area 6 – EVALSERV8

11. a) For the safety issues below, please indicate how safe you and your personal group felt from crime and accidents during this visit to Lassen Volcanic NP. Please mark (•) one answer for each issue.

How safe did you feel in the park?

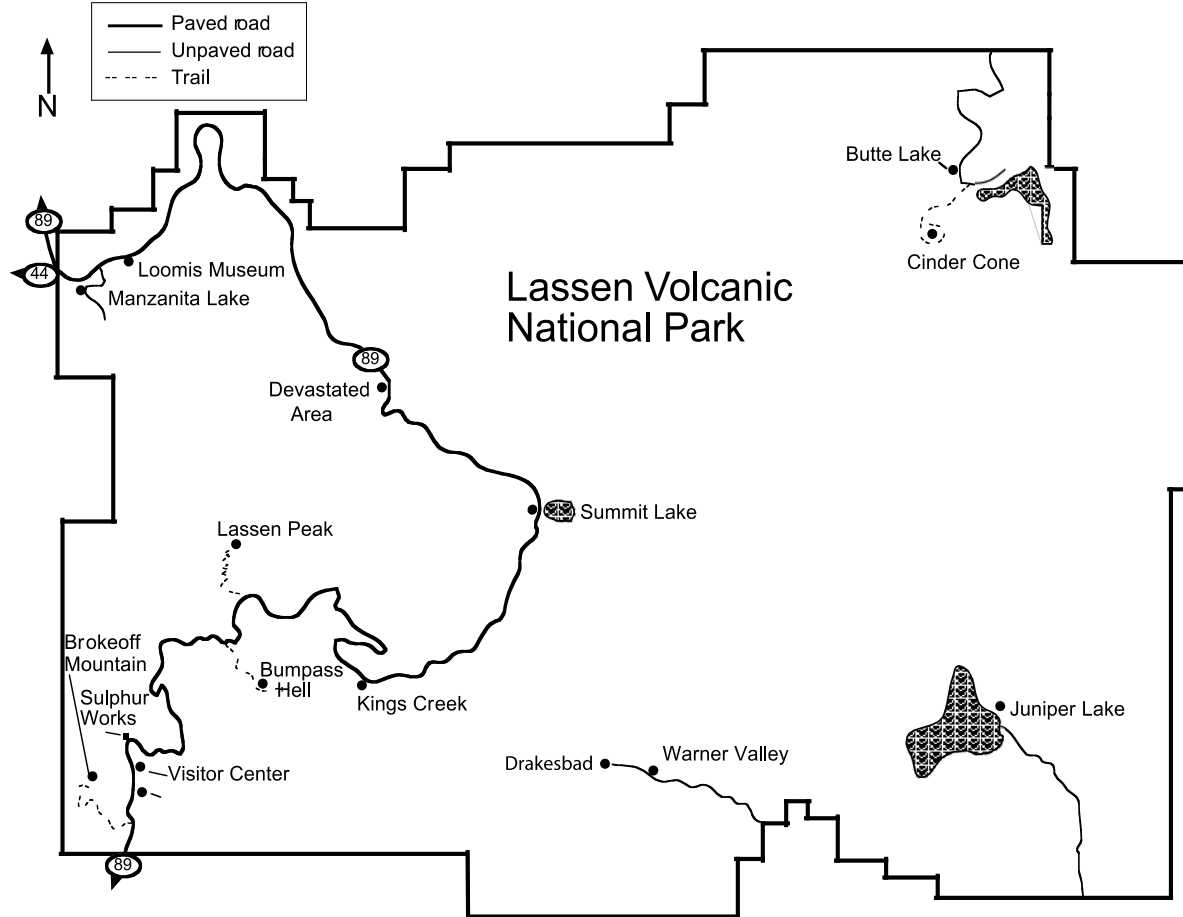
| Safety issue | Very unsafe | Unsafe | Neither safe nor unsafe | Safe | Very safe |
|--------------------------------|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|
| Personal safety—from crime | <input type="radio"/> | <input 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"/> |
| Personal property—from crime | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Topic Area 6 – EVALSERV9

b) If you marked that you felt “very unsafe” or “somewhat unsafe” for any of these issues, please explain why.

Topic Area 3 - ITIN1

12. On this visit to Lassen Volcanic NP, which park sites did you and your personal group visit?
Please mark (.) all that apply.



- | | |
|---|---|
| <input type="checkbox"/> Visitor Center | <input type="checkbox"/> Brokeoff Mountain |
| <input type="checkbox"/> Loomis Museum [summer survey only] | <input type="checkbox"/> Bumpass Hell [summer survey only] |
| <input type="checkbox"/> Sulphur Works | <input type="checkbox"/> Kings Creek [summer survey only] |
| <input type="checkbox"/> Lassen Peak | <input type="checkbox"/> Butte Lake |
| <input type="checkbox"/> Summit Lake | <input type="checkbox"/> Juniper Lake [summer survey only] |
| <input type="checkbox"/> Manzanita Lake | <input type="checkbox"/> Warner Valley [summer survey only] |
| <input type="checkbox"/> Cinder Cone [summer survey only] | <input type="checkbox"/> Devastated Area |
| <input type="checkbox"/> Drakesbad [summer survey only] | <input type="checkbox"/> Loomis Ranger Station [winter survey only] |
| Other (Please specify _____) | |

Topic Area 1 – LANG1

13. a) When visiting an area such as Lassen Volcanic NP, what **one** language do you and most members of your personal group prefer to use for the following?

- Speaking: English Other (Specify) _____
- Reading: English Other (Specify) _____

b) In your opinion, what **services** in the park need to be provided in languages other than English? Please specify or mark (.) **none**.

- None Other (Specify) _____

Topic Area 6 – EVALSERV13

14. a) Please mark (.) **all** of the information services and facilities that you or your personal group **used** at Lassen Volcanic NP during this visit.

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

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

| a) Information services/facilities used? Mark (.) | b) If used, how important? | 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"/> Bookstore sales items (selection, price, etc.) | _____ | _____ |
| <input type="radio"/> Bulletin boards | _____ | _____ |
| <input type="radio"/> Junior Ranger program | _____ | _____ |
| <input type="radio"/> Park brochure/map | _____ | _____ |
| <input type="radio"/> Park newspaper: <i>Peak Experiences</i> | _____ | _____ |
| <input type="radio"/> Park website: www.nps.gov/lavo/ used before or during visit | _____ | _____ |
| <input type="radio"/> Ranger-led snowshoe programs [winter survey only] | _____ | _____ |
| <input type="radio"/> Twitter.com/LassenNPS | _____ | _____ |
| <input type="radio"/> Youtube.com/LassenNPS) | _____ | _____ |
| <input type="radio"/> Facebook.com/pages/ Lassen-Volcanic-National-Park) | _____ | _____ |
| <input type="radio"/> Videos/films | _____ | _____ |
| <input type="radio"/> Visitor center exhibits | _____ | _____ |
| <input type="radio"/> Living history demonstrations [summer survey only] | _____ | _____ |
| <input type="radio"/> Loomis Museum exhibits [summer survey only] | _____ | _____ |
| <input type="radio"/> Self-guided trail brochures [summer survey only] | _____ | _____ |
| <input type="radio"/> Other | _____ | _____ |

Topic Area 6 – EVALSERV13

15. a) Please mark (●) **all** of the visitor services and facilities that you or your personal group **used** at Lassen Volcanic NP during this visit.

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

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

| a) Visitor services/facilities used? Mark (●) | b) If used, how important? | c) If used, what quality? |
|--|-----------------------------------|----------------------------------|
| ○ Access for people with disabilities | 1=Not at all important | 1=Very poor |
| ○ Kohm Yah-Mah-Nee Visitor Center | 2=Slightly important | 2=Poor |
| ○ Parking areas | 3=Moderately important | 3=Average |
| ○ Recycling | 4=Very important | 4=Good |
| ○ Restrooms | 5=Extremely important | 5=Very good |
| ○ Road directional signs (inside park) | _____ | _____ |
| ○ Road directional signs (outside park) | _____ | _____ |
| ○ Roads | _____ | _____ |
| ○ Southwest Campground [winter survey only] | _____ | _____ |
| ○ Camper store [summer survey only] | _____ | _____ |
| ○ Campgrounds [summer survey only] | _____ | _____ |
| ○ Guest ranch [summer survey only] | _____ | _____ |
| ○ Parking lots [summer survey only] | _____ | _____ |
| ○ Picnic areas/shelters [summer survey only] | _____ | _____ |
| ○ Pull outs [summer survey only] | _____ | _____ |
| ○ Trail signs [summer survey only] | _____ | _____ |
| ○ Trails [summer survey only] | _____ | _____ |

Topic Area 1 – GR2

16. On this visit, were you and your personal group part of the following types of organized groups?

- a) Commercial guided tour group Yes No
 - b) School/educational group Yes No
 - c) Other group (Please specify below) Yes No
- _____ Yes No
- _____

Topic Area 1 – GR3

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

Topic Area 1 – GR1

17. a) On this visit, with what kind of personal group (not guided tour/school/other organized group) were you?

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

Topic Area 1-GR3

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

_____ Number of people in personal group

Topic Area 3-TRANS2

18 a) On this visit, how many vehicles did you and your personal group use to arrive at the park?

_____ Number of vehicles

Topic Area 3-TRANS1

b) What was your primary method of transportation for getting from your home to the Lassen Volcanic NP area?

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

c) What was your primary destination on this trip?

- Lassen Volcanic NP **OR** Location _____ (city & state)
- _____

Topic Area 1 - RACE/ETH3

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

| | Yourself | Member #2 | Member #3 | Member #4 | Member #5 | Member #6 | Member #7 |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| American Indian or Alaska Native | <input type="radio"/> | <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"/> | <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"/> | <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"/> | <input type="radio"/> |
| White | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Topic Area 7 – ECON1

22. a) Which category best represents your annual **household** income? Please mark (•) **only one**.

| | | |
|--|---|---|
| <input type="radio"/> Less than \$24,999 | <input type="radio"/> \$50,000-\$74,999 | <input type="radio"/> \$150,000-\$199,999 |
| <input type="radio"/> \$25,000-\$34,999 | <input type="radio"/> \$75,000-\$99,999 | <input type="radio"/> \$200,000 or more |
| <input type="radio"/> \$35,000-\$49,999 | <input type="radio"/> \$100,000-\$149,999 | <input type="radio"/> Do not wish to answer |

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

Topic Area 7 – ECON2

c) Did your household take any unpaid vacation or take unpaid time off of work to come on this trip?

Yes No → **Go on to Question 23**

d) How much income did your household forgo to make this trip? \$ _____

Topic Area 7– ECON4

23. For you and your personal group, please estimate all expenditures for the items listed below for this visit to Lassen Volcanic NP and the surrounding **area** (within 75 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 Lassen Volcanic NP.

b) Please list your group's total expenditures in the **surrounding area** outside the park (within 75 miles of the park).

| | | |
|--|---------------------|-------------------|
| NOTE: Surrounding area residents should only include expenditures that were just for this trip to Lassen Volcanic NP. | | |
| | EXPENDITURES | |
| | a) Inside | b) Outside |

| | <u>park</u> | <u>park</u> |
|---|---------------|---------------|
| Spent no money (•) | O → Go to (b) | O → Go to (c) |
| Lodges, hotels, motels, cabins, B&B, etc. | NA | |
| Camping fees and charges | \$ _____ | \$ _____ |
| Guide fees and charges | \$ _____ | \$ _____ |
| Restaurants and bars | \$ _____ | \$ _____ |
| Groceries and takeout food | \$ _____ | \$ _____ |
| Gas and oil (auto, RV, boat, etc.) | \$ _____ | \$ _____ |
| Other transportation expenses rental cars, taxis, auto repairs, but NOT airfare | \$ _____ | \$ _____ |
| Admission, recreation, and entertainment fees | \$ _____ | \$ _____ |
| All other purchases (souvenirs, film, books sporting goods, clothing, etc.) | \$ _____ | \$ _____ |
| Donations | \$ _____ | \$ _____ |

Topic Area 7 – ECON5

c) How many people do the above expenses cover?

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

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

Topic Area 3 – FVIS5 [WINTER SURVEY ONLY]

24. If you were to visit Lassen Volcanic NP in the future, how would you and your personal group prefer to learn about cultural and natural history/features of Lassen? Please mark (•) all that apply.

- Not interested in learning about the park → Go to Question 25
- Indoor exhibits
- Outdoor exhibits
- Park website: www.nps.gov/lavo
- Self-guided tours
- Volunteer opportunities
- Special events
- Interactive computer programs tours
- Living history/costumed interpretive programs
- Electronic media/devices available to visitors (downloadable podcasts, MP3, Windows Media™, etc.)
- Audiovisual programs (DVD, video, or movie)
- Printed materials (brochures, books, maps, etc.)
- Other (Please specify) _____

Topic Area 6 – OPNMGMT3

25. Is there anything else you and your personal group would like to tell us about your visit to Lassen Volcanic NP?

Topic Area 6 - EVALSERV1

26. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Lassen Volcanic NP during this visit? Please mark (●) **one**.

| Very poor | Poor | Average | Good | Very good |
|-----------|------|---------|------|-----------|
| ○ | ○ | ○ | ○ | ○ |

NOTE: The questions on the following pages will be used in the Summer Survey ONLY

Topic Area 3 – TBACK 11

1. a) On this visit to Lassen Volcanic NP, which park trails did you and your personal group walk/hike? Please mark (●) **all** that apply in column (a).

Topic Area 5 – CROWD1

b) For the trails that you and your group walked/hiked, please rate from 1-4 how crowded you felt by people.

a) Trails walked/hiked? Mark (●)

b) If you walked/hiked trails, how crowded?

- 1=Not at all crowded
- 2=Slightly crowded
- 3=Moderately crowded
- 4=Extremely crowded

| | | |
|---|-------------------------|-------|
| ○ | Brokeoff Mountain Trail | _____ |
| ○ | Bumpass Hell Trail | _____ |
| ○ | Cinder Cone Trail | _____ |
| ○ | Kings Creek Trail | _____ |
| ○ | Lassen Peak Trail | _____ |
| ○ | Manzanita Lake Trail | _____ |
| ○ | Devils Kitchen Trail | _____ |

Topic Area 6 – EVALSERV24 variation

2. a) On this visit, what did you and your personal group like **most** about the roadside displays/exhibits along the main park road at Lassen Volcanic NP?

b) What did you and your personal group like **least** about the roadside displays/exhibits along the main park road at Lassen Volcanic NP?

Topic Area 6 – EVALSERV13

3. a) Please mark (•) **all** of the concession services and facilities that you or your personal group **used** at Lassen Volcanic NP during this visit.
- b) For only those services and facilities that you or your personal group **used**, please rate their importance to your visit from 1-5.
- c) For only those services and facilities that you or your personal group **used**, please rate their quality from 1-5.

| a) Concession services/facilities used? Mark (•) | b) If used, how important? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important | c) If used, what was the quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good |
|---|--|--|
|---|--|--|

Drakesbad Guest Ranch

| | | |
|---------------------------------|-------|-------|
| O Overnight lodging | _____ | _____ |
| O Food service/restaurant | _____ | _____ |
| O Guided horseback trips | _____ | _____ |
| O Fly fishing lessons | _____ | _____ |
| O Hot springs-fed swimming pool | _____ | _____ |
| O Massage | _____ | _____ |

Manzanita Lake

| | | |
|---------------------------|-------|-------|
| O Cabin | _____ | _____ |
| O Food service | _____ | _____ |
| O Gifts | _____ | _____ |
| O Gas station | _____ | _____ |
| O Equipment/kayak rentals | _____ | _____ |

Topic Area 6 – EVALSERV16b

- d) How could the concession services and facilities better serve you and your personal group on a future visit to Lassen Volcanic NP? Please be specific.

OFFICIAL BUSINESS

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