

National Park Service, Intermountain Region's Heritage Partnerships Program (HPP)

HERITAGE PARTNERSHIPS PROGRAM CUSTOMER SATISFACTION SURVEY

Dear Respondent,

The staff of the National Park Service (NPS) Intermountain Regional Office Heritage Partnerships Program (HPP) administers several programs to promote and protect nationally significant historic resources by helping community groups, local, state and federal agencies, tribal governments, nonprofits, and individuals identify, recognize and preserve national treasures that are located outside of our system of national parks. The (HPP) is responsible for administering the National Historic Landmarks Program in the states of Arizona, Colorado, New Mexico, Montana, Oklahoma, Texas, Utah, and Wyoming. These eight states encompass approximately 250 Landmarks, all of which reflect the diverse history of the West. We help by providing technical assistance and other resources to partners and stewards to ensure compliance with federal historic preservation laws, regulations and guidelines.

Through our HPP strategic plan we have identified customer service as an area of opportunity to improve our services. HPP plans to collect customer data to measure customer satisfaction levels associated with our services, products, and information through periodic surveys, face to face meetings, and frequent communication with our customers. This information provided will only be used internally to help us identify opportunities for improvement. We estimate that it will take about 5 minutes to complete this questionnaire.

PAPERWORK REDUCTION and PRIVACY 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. We are authorized by the National Park Service Protection Interpretation and research in System (54 USC §100702) to collect this information. The routine uses of this information will be for the benefit of Heritage Partnerships Program (HPP) staff in future initiatives related to the use of our programs within the National Park Service. The data collected will be summarized to evaluate customer satisfaction regarding HPP programs. Your responses to this collection are completely voluntary and will remain anonymous. You can end the process at any time and will not be penalized in any way for choosing to do so. All paper versions of the information collected will be destroyed at the end of the collection period and no personal identifiable records will be maintained or stored for any purposes. Data collected will only be reported in aggregates and no individually identifiable responses will be reported. 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 (1090-0011). We estimate that it will take about 5 minutes to complete this questionnaire. You may send comments concerning any aspect of this information collection to: Phadrea Ponds, NPS Information Collection Coordinator, Fort Collins, CO 80525, pponds@nps.gov.

1. Are you currently a partner or steward in the Intermountain Region's HPP: Yes No

2. Please indicate if you agree or disagree that following statement accurately reflects the HPP's mission:

The Heritage Partnerships Program assists those who preserve nationally significant historic places by providing innovative ideas, professional expertise and other resources.

Agree	Disagree	Not Sure
1	2	3

3. Has your property received assistance and/or participated in the following programs offered through the HPP (choose all that apply):

- National Historic Landmark (NHL) Program
- National Heritage Areas (NHA) Program
- Japanese American Confinement Sites (JACS) Grant Program
- Historic Surplus Properties
- Historic American Buildings Survey (HABS)
- Historic American Engineering Record (HAER)
- Historic American Landscapes Survey (HALS)
- Technical assistance
- Financial assistance
- Other (please specify): _____

4. I am currently representing a (choose all that apply):

- Steward of a National Historic Landmark
- National Heritage Area
- Non-profit organization
- State Historic Preservation Office (SHPO)
- Tribal Historic Preservation Office (THPO)
- State government/agency
- Federal government/agency
- Regional government
- Local government
- Recipient of a grant or other type of financial assistance
- other (please specify): _____

5. I would like to receive the following (choose all that apply):

- Heritage Partnerships Program (HPP) Brochure
- Japanese American Confinement Sites (JACS) Grant Program Newsletter
- Other (please specify) _____

6. What is your preferred way to receive information about the HPP?

- Email
- Facebook
- Twitter
- Instagram
- Websites
- Phone
- Regular Postal Mail (e.g., letter, postcards, etc.)
- Other (please specify): _____

7. How often do you interact with the HPP staff and programs?
- Never
 - Weekly
 - Monthly
 - Less than once a year
 - Once a year
 - More than once a year
8. Please rate your interactions with the HPP staff and programs
- Highly Satisfactory
 - Satisfactory
 - Neutral
 - Unsatisfactory
 - Highly Unsatisfactory
9. Please explain how we can improve our collaboration with you or if you would like to hear back from us, please provide the applicable mailing address, email address, and/or phone number below: (please limit your response to the space provide below):
- _____
- _____
- _____
- _____
- _____
- _____
10. Please select additional types of assistance or support that the HPP could provide to help you in your work saving historic places:
- Site visit by professional staff
 - Webinar (please suggest a topic): _____
 - Workshop (please suggest a topic): _____
 - Conference (please suggest a topic): _____
 - Send reference materials (please specify): _____
 - Project funding information
 - Other (please specify): _____

Please return the completed questionnaire to:
National Park Service, Intermountain Region’s Heritage Partnerships Program

[INSERT Program Manager Name]
 Heritage Partnerships Program
 National Park Service, Intermountain Region Office
 12795 W. Alameda Parkway, PO Box 25287
 Denver, CO 80225-0287

