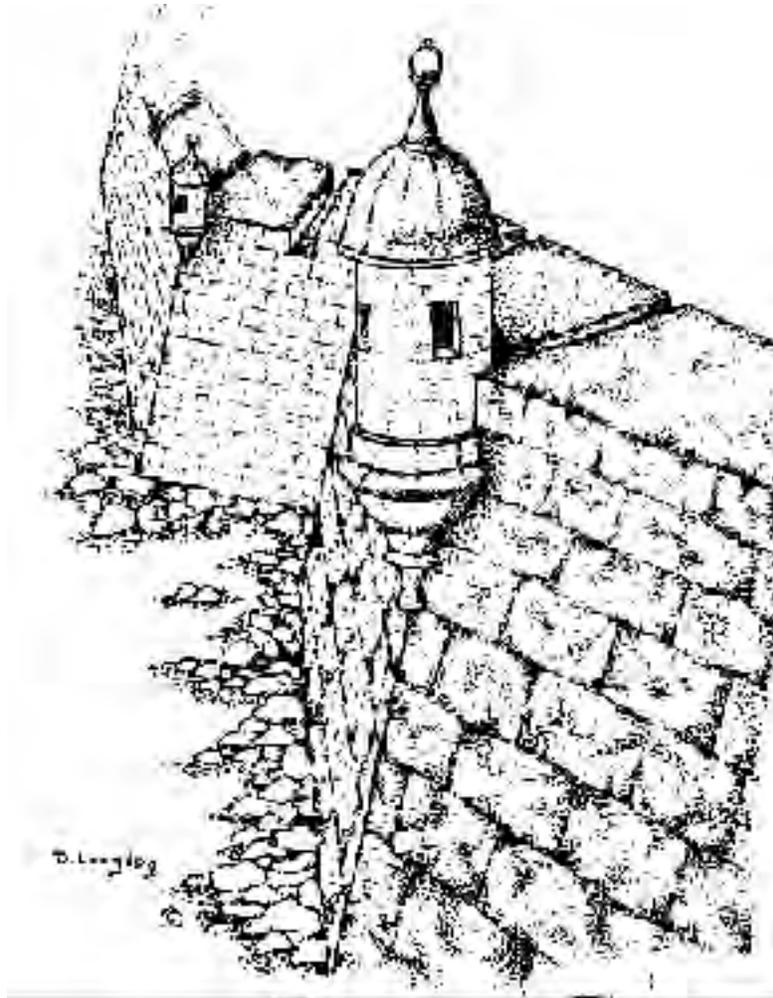


San Juan National Historic Site Puerto Rico Visitor Study



**The
Visitor Services
Project**

United States Department of the Interior

NATIONAL PARK SERVICE
San Juan National Historic Site
Fort San Cristóbal
Norzagaray Street
Old San Juan, Puerto Rico 00901-2094

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to the San Juan National Historic Site. This will assist us in our efforts to better manage this site and to serve you, the visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take a few minutes during or after your visit.

When your visit is over, please complete the questionnaire. Seal it with the sticker provided on the last page and drop it in any U.S., Puerto Rico or U.S. Virgin Islands mailbox.

If you have any questions, please contact Margaret Littlejohn, VSP Coordinator, Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, University of Idaho, Moscow, Idaho 83844-1133.

We appreciate your help.

Sincerely,

/s/

Paul Hartwig
Superintendent

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., Puerto Rico, or U.S. Virgin Islands mailbox. We appreciate your help.

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. 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. 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 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Office of Information and Regulatory Affairs of OMB, Attention Desk Officer for the Interior Department, Office of Management and Budget, Washington, D.C. 20503; and to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

PLEASE GO ON TO NEXT PAGE



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Your Visit to San Juan National Historic Site, Puerto Rico

1. Prior to your visit to San Juan National Historic Site, were you aware that this site is managed by the National Park Service? Please check (✓) **only one**.

_____ YES _____ NO _____ NOT SURE

2. Prior to your visit to San Juan National Historic Site, how did you and your group get information about this site? Please check (✓) **all** that apply.

_____ RECEIVED NO INFORMATION PRIOR TO VISIT - **GO ON TO QUESTION 3**

_____ LIVE IN THE LOCAL AREA

_____ PREVIOUS VISIT(S)

_____ FRIENDS/ RELATIVES

_____ TOUR DIRECTOR

_____ TRAVEL GUIDE/ TOUR BOOK

_____ MAGAZINE OR NEWSPAPER ARTICLES

_____ "PASSPORT TO YOUR NATIONAL PARKS" - STAMP BOOK

_____ CHILD WHO ATTENDED SCHOOL PROGRAM AT THIS SITE

_____ TELEPHONE/ WRITTEN INQUIRY TO THIS SITE

_____ OTHER NATIONAL PARK AREAS

_____ VIDEOS/ TELEVISION/ RADIO PROGRAMS

_____ THE INTERNET/ WORLD WIDE WEB

_____ TRAVEL AGENT

_____ OTHER (Please specify: _____)

3. On the day you received this questionnaire, how long did you and your group stay at San Juan National Historic Site?

NUMBER OF HOURS STAYED _____ (Please list partial hours as 1/4, 1/2, etc.)

11. a) On this visit, did you and your group arrive at Puerto Rico on a cruise ship?

YES NO - **GO ON TO QUESTION 12**



b) If YES, did you and your group take a package tour to arrive at San Juan National Historic Site?

YES NO

12. On this visit, how many people were in your **immediate** group, including yourself?

NUMBER OF PEOPLE

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

ALONE

FAMILY

FRIENDS

FAMILY AND FRIENDS

OTHER (Please describe: _____)

14. For you and your group, please indicate:

	CURRENT AGE	U.S. ZIP CODE OR NAME OF FOREIGN COUNTRY	NUMBER OF VISITS TO THIS PARK SITE (INCLUDING THIS VISIT)
YOURSELF	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #2	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #3	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #4	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #5	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #6	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEMBER #7	<input type="text"/>	<input type="text"/>	<input type="text"/>

15. Please list all of the languages that you or any members of your group speak and read fluently.

PLEASE GO ON TO NEXT PAGE



16. a) Please check (√) the visitor services and facilities which you or your group **used** during this visit to San Juan National Historic Site.
- b) Next, for only those services and facilities which you or your group used, please rate their **importance** from 1-5.
- c) Finally, for only those services and facilities which you or your group used, please rate their **quality** from 1-5.

Use visitor service/ facility? Check (√)	If used, how important?					If used, what quality?				
	Not important		Extremely important			Very poor		Very good		
	1	2	3	4	5	1	2	3	4	5
_____ BROCHURE/ MAP						_____				
_____ SALES ITEMS IN FORT BOOK SHOPS						_____				
_____ DIRECTIONAL SIGNS						_____				
_____ SAFETY SIGNS AT FORT ENTRANCES						_____				
_____ EL MORRO MUSEUM EXHIBITS						_____				
_____ EXHIBITS (other than in El Morro Museum)						_____				
_____ VIDEO PROGRAM (In Spanish or English, 25 minutes long)						_____				
_____ ROOM WHERE AUDIOVISUAL PROGRAM IS SHOWN						_____				
_____ SELF-GUIDED TOUR MAP						_____				
_____ BULLETIN BOARDS						_____				
_____ ASSISTANCE FROM RANGER STAFF						_____				
_____ RANGER-LED TALKS (Cannon talk, Troop Quarters talk)						_____				
_____ RANGER-LED TOURS						_____				
_____ RESTROOMS						_____				
_____ SAN CRISTÓBAL PARKING LOT						_____				

17. a) During a future visit to San Juan National Historic Site, what type of informational/ interpretive program would you prefer to attend? Please check (✓) **all** that apply.

_____ NONE - **GO ON TO QUESTION 18**

_____ BASIC INFORMATION ABOUT THE FORTS (5 minute orientation)

_____ MORE IN-DEPTH ORIENTATION ABOUT FORTS (15 minute program)

_____ SHORT TOUR OF FORT (20 minute program)

_____ LONG TOUR OF FORT (40 minute program)

18. a) On a future visit to San Juan National Historic Site, what subjects would you be most interested in learning about? Please check (✓) **all** that apply.

_____ NONE - **GO ON TO QUESTION 19**

_____ ARCHITECTURE/ CONSTRUCTION OF THE FORTS

_____ SOLDIERS' LIFE IN THE FORTS

_____ CANNONS AND DEFENSE OF THE FORTS

_____ U.S. MILITARY PERIOD OF FORT HISTORY

_____ THE FORTS' PLACE IN PUERTO RICAN HISTORY

_____ OTHER (Please describe: _____)

- b) On a future visit to San Juan National Historic Site, how would you prefer to learn about the above subjects? Please check (✓) **all** that apply.

_____ NONE - **GO ON TO QUESTION 19**

_____ RANGER-LED WALKING TOUR

_____ RANGER TALK

_____ RANGER IN COSTUME (LIVING HISTORY) PROGRAM

_____ CHILDREN'S PROGRAM (ranger-led)

_____ BROCHURE

_____ OTHER PUBLICATIONS (such as books, videos, etc.)

_____ INDOOR EXHIBITS

_____ OUTDOOR EXHIBITS

_____ AUDIO TOUR

_____ OTHER (Please describe: _____)

PLEASE GO ON TO NEXT PAGE



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19. a) During this visit to San Juan National Historic Site, did you or a member of your group receive verbal information from a park ranger/ employee?

____ YES ____ NO - **GO ON TO QUESTION 20**
↓

b) Did the park ranger/ employee start the conversation with you or your group member?

____ YES ____ NO ____ NOT SURE
↓ ↓ ↓

c) Was the park ranger/ employee courteous and helpful? Please circle your answers.

	Not courteous/ helpful		Average		Extremely courteous/ helpful
COURTEOUSNESS	1	2	3	4	5
HELPFULNESS	1	2	3	4	5

20. San Juan National Historic Site currently has the following daily admission fee to visit **both** forts: Children under age 12 – free, Children ages 13-17 - \$1, Adults - \$2, Adults 62 or more years of age - \$1. In your opinion, how appropriate is the amount of the daily fee for admission to El Morro and San Cristóbal? Please circle your answers.

CHILDREN'S FEE: TOO HIGH ABOUT RIGHT TOO LOW

ADULT'S FEE: TOO HIGH ABOUT RIGHT TOO LOW

ADULT'S (age 62 & over) FEE: TOO HIGH ABOUT RIGHT TOO LOW

21. The San Juan National Historic Site fort book stores currently sell postcards, publications, and other items such as bottled water. On a future visit, what types of items would you like to have available for purchase in the fort book stores? Please check (√) **all** that apply.

____ NOT INTERESTED IN SALES ITEMS - **GO ON TO QUESTION 22**

____ MAPS

____ PUBLICATIONS ABOUT FORT HISTORY

____ VIDEOTAPES OR AUDIO CASSETTES/ CDs

____ SELF-GUIDED WALKING AUDIO TOUR

____ SODAS AND/OR JUICES

____ OTHER (Please specify: _____)

22. a) On this visit, what did you and your group like **most** about your visit to San Juan National Historic Site?

b) On this visit, what did you and your group like **least** about your visit to San Juan National Historic Site?

23. If you were a manager planning for the future of San Juan National Historic Site what would you propose? Please be specific.

24. Is there anything else you and your group would like to tell us about your visit to San Juan National Historic Site?

25. Overall, how would you rate the quality of the visitor services provided to you and your group at San Juan National Historic Site during this visit? Please circle only **one**.

VERY GOOD GOOD AVERAGE POOR VERY POOR

Thank you for your help! Please seal the questionnaire with the sticker provided and drop it in any U.S., Puerto Rico or U.S. Virgin Islands mailbox.



OFFICIAL BUSINESS

**Visitor Services Project
Cooperative Park Studies Unit
Department of Forest Resources
College of Forestry, Wildlife and
Range Sciences
University of Idaho
Moscow, Idaho 83844-1133**