

**The Netherlands Carillon/  
The United States Marine Corps  
War Memorial (Iwo Jima)**

**Visitor Study**



# **The Visitor Services Project**



**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 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. 20013-7127.

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**YOUR VISIT TO THE NETHERLANDS CARILLON/  
THE UNITED STATES MARINE CORPS WAR MEMORIAL**

1. Prior to your visit to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima), were you aware that the site is managed by the National Park Service? Please check (✓) **only one**.

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

2. What forms of transportation did you and your group use to get to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)? Please check (✓) **all** that apply.

\_\_\_\_\_ FOOT

\_\_\_\_\_ ORGANIZED TOUR GROUP BUS

\_\_\_\_\_ METRO (Public transport)

\_\_\_\_\_ PRIVATE VEHICLE

\_\_\_\_\_ RENTAL VEHICLE

\_\_\_\_\_ TAXI CAB

\_\_\_\_\_ BICYCLE

\_\_\_\_\_ SHUTTLE FROM ARLINGTON CEMETERY FOR SUNSET  
PARADE

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

3. a) Please check (✓) **all** of the sites you visited at the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima), during this visit.

- b) Please list the length of time you spent at each of the sites you visited.  
Use the map on the next page to help you locate the sites.

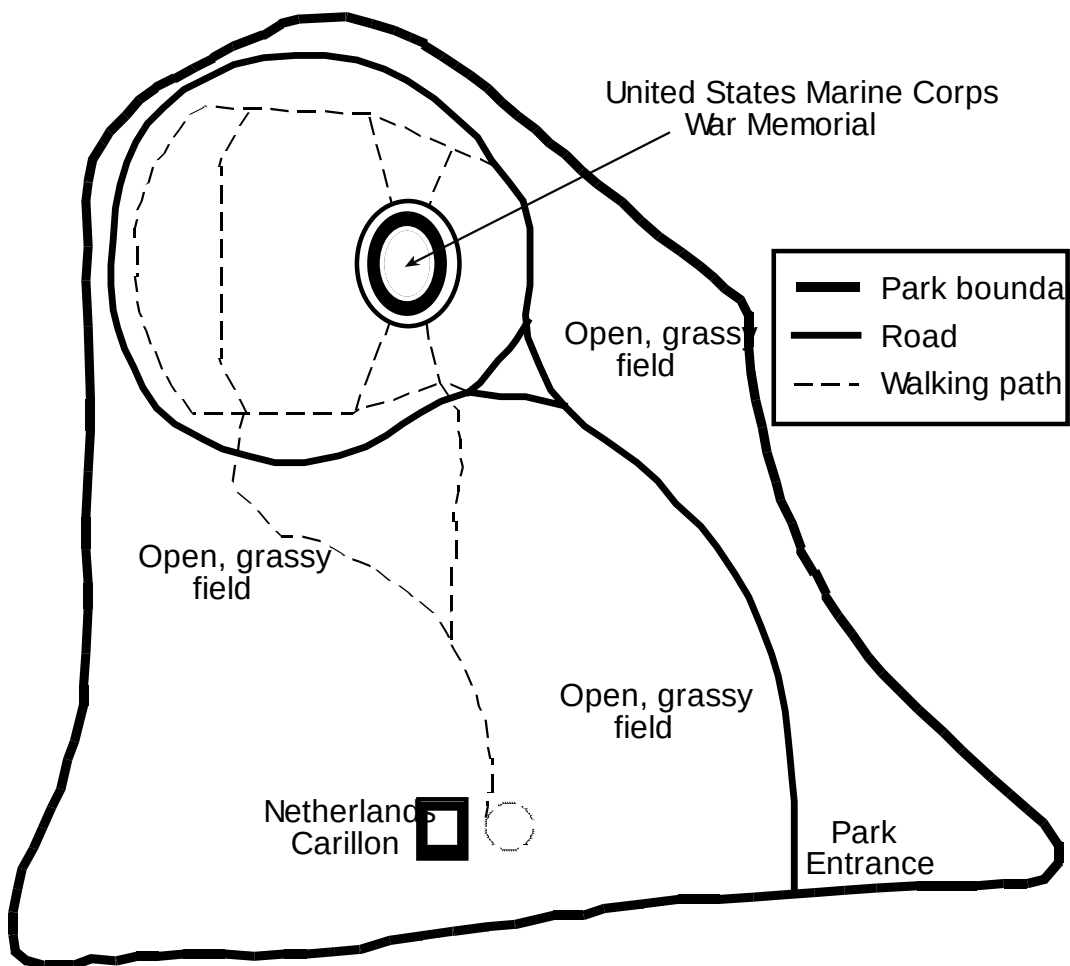
| Check (✓) if visited                               | Length of visit<br>(Please list 1/4, 1/2 hour, etc.) |
|----------------------------------------------------|------------------------------------------------------|
| _____ NETHERLANDS CARILLON                         | HOURS _____                                          |
| _____ U.S. MARINE CORPS WAR<br>MEMORIAL (IWO JIMA) | HOURS _____                                          |

\_\_\_\_\_ GRASSY, OPEN FIELD

HOURS \_\_\_\_\_

TOTAL TIME SPENT

HOURS \_\_\_\_\_



4. a) How often have you visited the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)? Please check (✓) **only one**.
- \_\_\_\_\_ THIS WAS FIRST VISIT      - **GO ON TO QUESTION 5**
- \_\_\_\_\_ THIS WAS A RETURN VISIT
- [
- b) If this was a **return** visit, how often have you visited during the past year? Please check only one.
- \_\_\_\_\_ EVERY DAY
- \_\_\_\_\_ 1 TO 6 TIMES A WEEK
- \_\_\_\_\_ 2 TO 3 TIMES A MONTH
- \_\_\_\_\_ ONCE A MONTH
- \_\_\_\_\_ LESS THAN ONCE A MONTH

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5. a) On this visit, what were you and your group's **reasons for visiting** the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)? Please check (✓) **all** that apply.

\_\_\_\_\_ VISIT U.S. MARINE CORPS WAR MEMORIAL (IWO JIMA)  
\_\_\_\_\_ VISIT NETHERLANDS CARILLON  
\_\_\_\_\_ RECREATION (walk, jog, bicycle, rollerblade, sunbathe, etc.)  
\_\_\_\_\_ PEDESTRIAN/BICYCLIST ENROUTE TO ANOTHER DESTINATION  
\_\_\_\_\_ PART OF PREPACKAGED TOUR  
\_\_\_\_\_ WATCH SUNSET PARADE  
\_\_\_\_\_ ATTEND CARILLON CONCERT  
\_\_\_\_\_ PERSONAL REASONS TO HONOR THOSE WHO DIED IN WAR  
\_\_\_\_\_ OTHER (Please specify: \_\_\_\_\_)

- b) Which of the above reasons was your **primary** reason for visiting the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)?

PRIMARY REASON: \_\_\_\_\_

6. What languages do you or members of your group regularly speak at home? Please check all that apply.

|                |                                     |
|----------------|-------------------------------------|
| _____ ENGLISH  | _____ KOREAN                        |
| _____ JAPANESE | _____ GERMAN                        |
| _____ SPANISH  | _____ FRENCH                        |
| _____ CHINESE  | _____ OTHER (Please specify: _____) |

7. a) On the list below, please check (✓) **all** of the activities that you and your group participated in at the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima) during this visit.

☐ VIEW MEMORIALS  
☐ ATTEND CARILLON CONCERT  
☐ WATCH MARINE SUNSET PARADE  
☐ SUNBATHE  
☐ JOG/RUN  
☐ WALK PET(S)  
☐ BICYCLE/ROLLERBLADE  
☐ PICNIC  
☐ PHOTOGRAPHY  
☐ ENJOY OUTDOOR SETTING  
☐ OTHER (Please describe: \_\_\_\_\_)

8. a) During this visit, did you receive enough information about the Netherlands Carillon and the United States Marine Corps War Memorial (Iwo Jima)?

☐ NO                      ☐ YES                      ☐ NOT SURE  


- b) If NO, how would you prefer to receive the information during a future visit? Please check (✓) **all** that apply.

☐ BROCHURE  
☐ WRITTEN EXHIBITS  
☐ "TALKING" EXHIBITS (with push button audio tape)  
☐ INFORMATION IN FOREIGN LANGUAGE(S)  
☐ RANGER ON SITE  
☐ BOOKSTORE  
☐ OTHER (Please describe: \_\_\_\_\_)

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9. On this visit, how many people were in your group, including yourself?

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

10. On this visit, were you with an organized tour group?

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

11. On this visit, were you with an educational group?

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

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

\_\_\_\_\_ ALONE

\_\_\_\_\_ FAMILY

\_\_\_\_\_ FRIENDS

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

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

13. For you and your group, please indicate:

|           | <b>CURRENT<br/>AGE</b> | <b>U.S. ZIP CODE<br/>OR NAME OF<br/>FOREIGN COUNTRY</b> | <b>NUMBER OF VISITS<br/>TO THIS PARK SITE<br/>(INCLUDING THIS VISIT)</b> |                         |
|-----------|------------------------|---------------------------------------------------------|--------------------------------------------------------------------------|-------------------------|
|           |                        |                                                         | <b>PAST 12<br/>MONTHS</b>                                                | <b>PAST 5<br/>YEARS</b> |
| YOURSELF  | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #2 | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #3 | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #4 | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #5 | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #6 | _____                  | _____                                                   | _____                                                                    | _____                   |
| MEMBER #7 | _____                  | _____                                                   | _____                                                                    | _____                   |



14. a) Please check (✓) the visitor services and facilities which you or your group **used** during this visit to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima).

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<br>service/facility?         | If used,<br>how important? |   |                        |   |   | If used,<br>what quality? |   |              |   |   |
|------------------------------------------|----------------------------|---|------------------------|---|---|---------------------------|---|--------------|---|---|
|                                          | Not<br>important           |   | Extremely<br>important |   |   | Very<br>poor              |   | Very<br>good |   |   |
| Check (✓)                                | 1                          | 2 | 3                      | 4 | 5 | 1                         | 2 | 3            | 4 | 5 |
| _____ PARK BROCHURE                      |                            |   |                        |   |   |                           |   |              |   |   |
| _____ CARILLON EXHIBIT                   |                            |   |                        |   |   |                           |   |              |   |   |
| _____ PORTABLE TOILETS                   |                            |   |                        |   |   |                           |   |              |   |   |
| _____ HIGHWAY DIRECTIONAL SIGNS          |                            |   |                        |   |   |                           |   |              |   |   |
| _____ PARKING                            |                            |   |                        |   |   |                           |   |              |   |   |
| _____ PARK STAFF                         |                            |   |                        |   |   |                           |   |              |   |   |
| _____ GROUNDS (landscaping, paths, etc.) |                            |   |                        |   |   |                           |   |              |   |   |

15. Overall, how would you rate the quality of the visitor services provided to you and your group at the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima) during this visit? Please circle **only one**.

VERY GOOD

GOOD

AVERAGE

POOR

VERY POOR

PLEASE GO ON TO NEXT PAGE



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16. During a future visit, what services/facilities would you prefer at the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima) site? Please check (✓) **all** that apply.

\_\_\_\_\_ ROVING RANGER

\_\_\_\_\_ RANGER AT INFORMATION STATION

\_\_\_\_\_ EXHIBITS ABOUT MEMORIALS

\_\_\_\_\_ RESTROOMS

\_\_\_\_\_ TELEPHONES

\_\_\_\_\_ EXPANDED PARKING

\_\_\_\_\_ TOURMOBILE STOP

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

17. a) On this visit, what did you and your group like **most** about your visit to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)?

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- b) On this visit, what did you and your group like **least** about your visit to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)?

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18. If you were a manager planning for the future of the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima) what would you propose? Please be specific.

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19. Is there anything else you and your group would like to tell us about your visit to the Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima)?

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



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**OFFICIAL BUSINESS**

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