



National Park Service
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WWII Valor in the Pacific NM News Release

Access to USS *Arizona* Memorial Improves in Summer 2014

NPS Seeks Input on Recent Improvements

August 28, 2014-- The National Park Service announced today that it is accepting public comments on recent efforts to improve access to reservations for the USS Arizona Memorial. Several changes have been successfully implemented over the last two months and more improvements are planned.

Beginning in July, more than 300 “next day” tickets became available to visitors daily, using the recreation.gov reservation system. Since that time, the reserved tickets have been popular with visitors. Additional tickets continue to be available on a first-come-first-served basis. Prior to the implementation of next day tickets, half of tickets to the memorial were distributed on a first-come-first-served basis and half were available via reservation.

“As the number of visitors to the USS Arizona Memorial has increased substantially in recent years, the National Park Service is taking a series of steps to improve visitor access and experiences at the USS Arizona Memorial,” said World War II Valor in the Pacific National Monument Superintendent Paul DePrey. “The ticket reservation program is one of the most critical parts of the Pearl Harbor experience, and it impacts thousands of people each day and many dozens of businesses. I hope that the public will continue to be engaged in the process as we make improvements to the system.”

In response to a January review of ticketing conditions (<http://parkplanning.nps.gov/documentsList.cfm?projectID=54318>), park officials have made improvements to the ticket distribution process and the overall reservation program experience for visitors to the USS Arizona Memorial. The park’s website has been significantly updated to make the current ticketing processes easier to understand, and additional website improvements are planned.

For a period of time last year, a fee-based narrated tour -- part of the visitor experience in Pearl Harbor -- was often paired with USS Arizona Memorial tickets. As a result of concerns associated with this pairing, that practice was ended. All visitors have the option to take the narrated tour, which can enhance understanding of the site through the voices of Pearl Harbor survivors and witnesses.

Over the past year, the park has seen increased demand for group reservations, which resulted in a very limited number of reservable tickets available for visitors who decided to go to Pearl Harbor after they arrived on Oahu. In response, this past July the park began offering a “next day” reservation option-- with positive results. Demand for next day tickets remains very strong and park officials are considering expanding the number of tickets available in this manner.

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“As we have implemented the first round of changes to the ticketing process for the USS Arizona Memorial, the National Park Service has reached out to our partners so that we can better understand their concerns and hear their ideas for improving the system for everyone.” DePrey continued, “We’ve had several large group meetings and have learned a lot about what options are available to improve the system.”

The NPS is asking for public input on additional ideas to improve the reservation program through the NPS Planning, Environment & Public Comment website (www.parkplanning.nps.gov/projectHome.cfm?projectID=54318).

The National Park Service has also paid close attention to the condition of the USS Arizona Memorial, working closely with partners such as Pacific Historic Parks to invest over \$500,000 in the last several years on the structure’s condition. A \$350,000 donation from AMVETS is helping replace the marble panels in the Shrine Room Wall this fall.

The Pearl Harbor Visitor Center is open every day of the year from 7:00 am to 5:00 pm, with the exception of Thanksgiving, Christmas and New Year’s Day. Tickets to the USS Arizona Memorial are free, with a small reservation fee charged for visitors who choose to use the recreation.gov reservation system.

Honolulu, Hawaii –

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