



**Glacier Bay National Park
Barlett Cove
Visitor Study**

Summer 1999

Report 114
Visitor Services Project
Cooperative Park Studies Unit



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Margaret Littlejohn

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Report 114**

August 2000

Margaret Littlejohn is VSP Coordinator, National Park Service, based at the Cooperative Park Studies Unit, University of Idaho. I thank Alyson Vander Stoep, Leigh Blackburn, Sara Kohan and the staff and volunteers of Glacier Bay National Park for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

Visitor Services Project
Glacier Bay National Park
Bartlett Cove Visitor Study
Report Summary

- This report describes the results of a visitor study at Bartlett Cove in Glacier Bay National Park from July 23 - August 1, 1999. A total of 666 questionnaires were distributed to Bartlett Cove visitors. Visitors returned 545 questionnaires for an 81.7% response rate.
- This report profiles Bartlett Cove visitors at Glacier Bay National Park, including both land-based activities and tour boats that entered Bartlett Cove. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Less than one-half of the visitor groups (45%) were in family groups and 42% were in groups of two. Forty-seven percent of visitors were aged 46-65; 7% were aged 15 years or younger.
- Most visitors (87%) were making their first visit to Glacier Bay National Park. Thirty-five percent of the visitor groups spent one or two days at the park and 33% spent less than a day. Of those groups that spent less than a day at the park, 84% spent seven or more hours.
- United States visitors were from California (17%), New York (6%), Alaska (6%), Washington (6%) and 42 other states. International visitors comprised 10% of Bartlett Cove's visitation, with 26% from Canada, 18% from Germany, 15% from England and the remainder from 13 other countries.
- On this visit, the most common activities were viewing glaciers (88%), viewing wildlife (87%) and traveling on a tour boat (76%).
- The most used sources of information were travel guides or tour books (51%), friends or relatives (35%), internet/ Glacier Bay website (22%) and travel agents (19%).
- In regard to the use, importance and quality of services, it is important to note the number of visitor groups that responded to each question. The services that were most used by 470 respondents were the park brochure/map (86%) and ranger narration on tour boat (75%). According to visitors, the most important services were ranger narration on tour boat (90% of 347 respondents) and assistance from park employees (81% of 202 respondents). The highest quality services were ranger-led walk/hike (93% of 55 respondents) and ranger narration on tour boat (91% of 334 respondents).
- The facilities that were most used by 398 respondents were the dock (72%) and Forest Loop Trail (53%). According to visitors, the most important facilities were Bartlett Cove Campground (96% of 47 respondents), dock (87% of 267 respondents) and Bartlett River Trail (87% of 60 respondents). The highest quality facilities were the Forest Loop Trail (92% of 206 respondents) and Shoreline Trail (83% of 141 respondents).
- The commercial facilities and services that were most used by 434 respondents were the Glacier Bay Lodge restrooms (63%), Glacier Bay Lodge tour boat, *Spirit of Adventure* (62%) and Glacier Bay Lodge restaurant (62%). According to visitors, the most important facilities were tour boats other than *Spirit of Adventure* (98% of 102 respondents), the *Spirit of Adventure* (96% of 255 respondents) and Glacier Bay Lodge hotel (94% of 195 respondents). The highest quality facilities were tour boats other than the *Spirit of Adventure* (96% of 101 respondents) and guided kayak trips (93% of 30 respondents).
- Almost one-fourth of visitor groups (23%) said they kayaked, hiked or camped in the backcountry. When asked to report evidence of human use on the shore, visitors said they observed trails (50%), litter (30%), campfire rings (25%), hardened tent sites (23%) and several other signs.
- Ninety-three percent of Bartlett Cove visitor groups rated the overall quality of visitor services at Glacier Bay National Park as "very good" or "good." Visitors made many additional comments.

For more information about the Visitor Services Project, please contact the
University of Idaho Cooperative Park Studies Unit, phone (208) 885-7129 or 885-7863.

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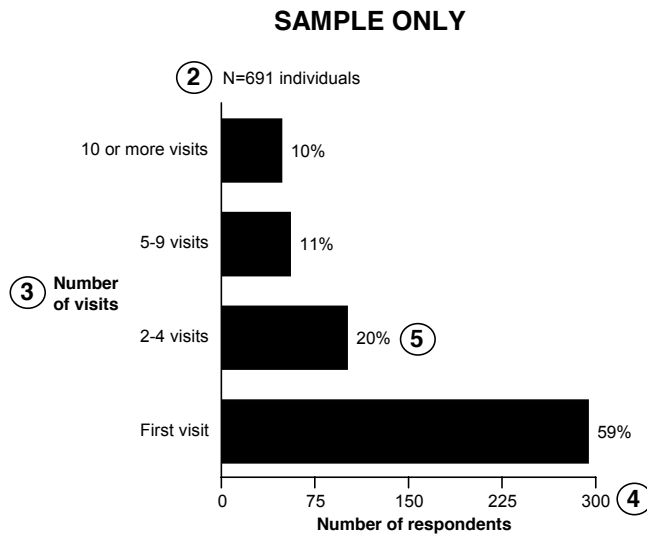
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INTRODUCTION

This report describes the results of a study of visitors at Bartlett Cove in Glacier Bay National Park. It included visitors participating in both land-based activities and taking tour boats that entered Bartlett Cove. This visitor study was conducted July 23 - August 1, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

A **Methods** section discusses the procedures and limitations of the study. A **Results** section follows, including a summary of visitor comments. Next, an **Additional Analysis** page helps managers request additional analyses. The final section has a copy of the **Questionnaire**. The separate appendix includes comment summaries and visitors' unedited comments.

Most of this report's graphs resemble the example below. The large numbers refer to explanations following the graph.



1 Figure 4: Number of visits

- 1: The figure title describes the graph's information.
 - 2: Listed above the graph, the 'N' shows the number of visitors responding and a description of the chart's information. Interpret data with an 'N' of less than 30 with **CAUTION!** as the results may be unreliable.
 - 3: Vertical information describes categories.
 - 4: Horizontal information shows the number or proportions in each category.
 - 5: In most graphs, percentages provide additional information.
-

METHODS

Questionnaire design and administration

The questionnaire for this visitor study was designed using a standard format that has been developed in previous Visitor Services Project (VSP) studies. Some of the questions are comparable with VSP visitor studies conducted at other parks. Other questions are customized for Glacier Bay NP. A copy of the questionnaire is included at the end of this report.

Questionnaires were distributed to a sample of visitor groups who arrived at Bartlett Cove in Glacier Bay National Park during the period from July 23 - August 1, 1999. Visitor groups were randomly sampled: a) as they boarded the *Spirit of Adventure*, b) on board selected tour boats (other than the *Spirit of Adventure*), or c) as they entered at three locations within the Bartlett Cove developed area (see Table 1). In each visitor group that agreed to participate, one person (the respondent) was selected by the group to respond to a brief interview, then complete and mail the stamped questionnaire after their visit.

**Table 1: Bartlett Cove
questionnaire distribution locations**
percentages do not equal 100 due to rounding.

Location:	Questionnaires distributed	
	Number	%
<i>Spirit of Adventure</i> tour boat passengers	170	26
Other tour boat passengers	164	25
NPS Visitor Center (in Glacier Bay Lodge)	121	18
Glacier Bay Lodge lobby	112	17
Visitor Information Station	99	15
GRAND TOTAL	666	101

Two weeks following the survey, a reminder-thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Eight weeks after the survey, second replacement questionnaires were mailed to visitors who still had not returned their questionnaires.

Data analysis

Returned questionnaires were coded and the information was entered into a computer using Statistical Analysis System (SAS), a standard statistical software package. Frequency distributions and cross tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

This study collected information on both visitor groups and individual group members, depending upon the specific survey question. Thus, the sample size ("N"), varies from figure to figure. For example, while Figure 1 shows group size information for 526 visitor groups, Figure 4 presents age data for 1,443 individuals. A note above each graph specifies the information illustrated.

Sample size, missing data and reporting errors

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions result in missing data and cause the number in the sample to vary from figure to figure. For example, although 545 questionnaires were returned by Bartlett Cove visitors, Figure 1 shows data for only 526 respondents.

Questions answered incorrectly due to carelessness, misunderstanding directions, and so forth turn up in the data as reporting errors. These create small data inconsistencies.

Like all surveys, this study has limitations that should be considered when interpreting the results.

Limitations

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visit the park.

2. The data reflect visitor use patterns of visitors to the selected sites during the study period of July 23 - August 1, 1999. The results do not necessarily apply to visitors during other times of the year.

3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure or table.

Weather conditions during the visitor study were typical of July in the Glacier Bay area, with occasional rainy, cool days and warmer, sunny days.

Special conditions

RESULTS

Visitors contacted

At Bartlett Cove in Glacier Bay National Park, 719 visitor groups were contacted, and 666 of these groups (93%) accepted questionnaires. Questionnaires were completed and returned by 545 visitor groups, resulting in a 81.7% response rate for this study.

Table 2 compares age and group size of the total sample of visitors contacted with the age and groups of visitors who actually returned questionnaires. Non-response bias for age was judged to be insignificant. Non-response bias for group size was significant. Group sizes reported during the initial interview were smaller than group sizes reported by the actual respondents. This may be due to under-reporting of tour group sizes during the initial interview and that visitors interpreted the question differently.

Table 2: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	645	51.1	523	52.3
Group size	659	4.3	526	11.2

Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 100 people. Forty-two percent of visitor groups consisted of two people, while another 6% were people visiting alone. Forty-five percent of visitor groups were made up of family members, 17% were made up of friends, and 9% were made up of family and friends (see Figure 2). Groups listing themselves as “other” for group type included tour groups and spouses.

Forty-seven percent of the visitors were between the ages of 46 and 65 (see Figure 3). Another 9% of visitors were below the age of 21. Eighty-seven percent of visitors were making their first visit to the park, whereas 13% had visited the park previously (see Figure 4).

International visitors to Glacier Bay National Park comprised 10% of the total visitation (see Table 3). The countries most often represented (besides the United States) were Canada (26%), Germany (18%), and England (15%). The largest proportions of United States visitors were from California (17%), New York (6%), Alaska (6%) and Washington (6%). Smaller proportions of U.S. visitors came from another forty-one states and Washington D.C. (see Map 1 and Table 4).

**Demographics
(continued)**

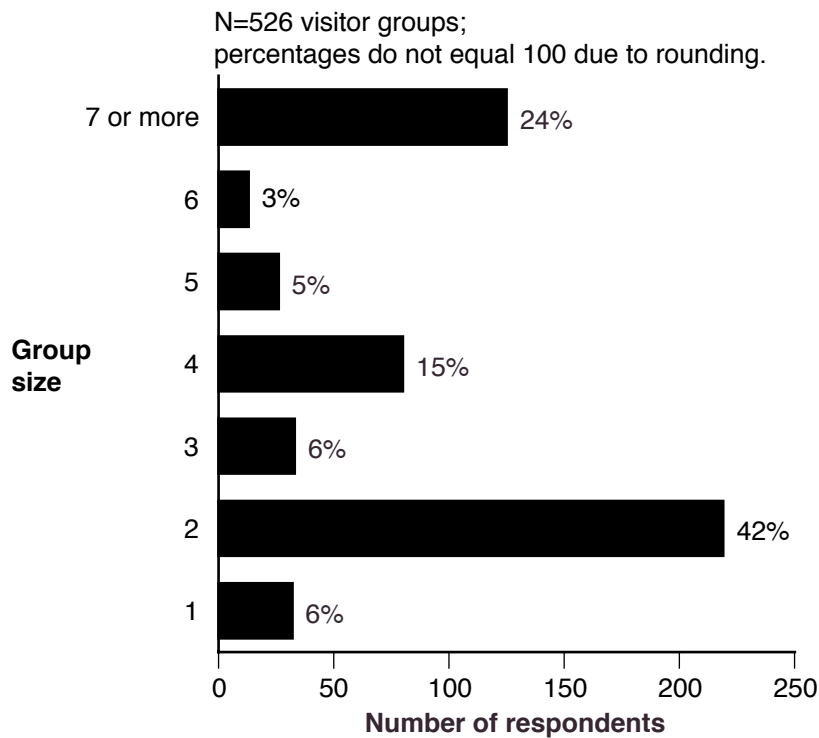


Figure 1: Visitor group sizes

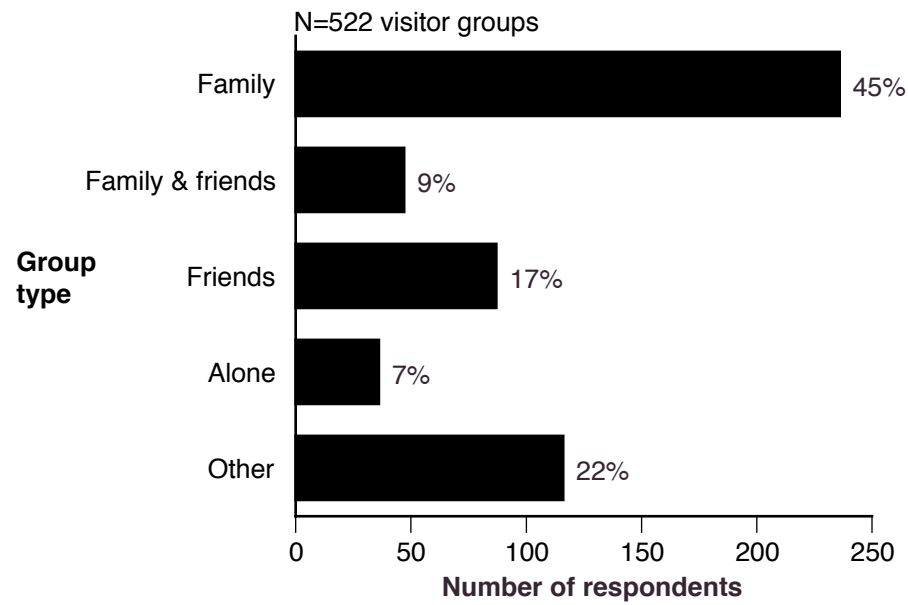


Figure 2: Visitor group types

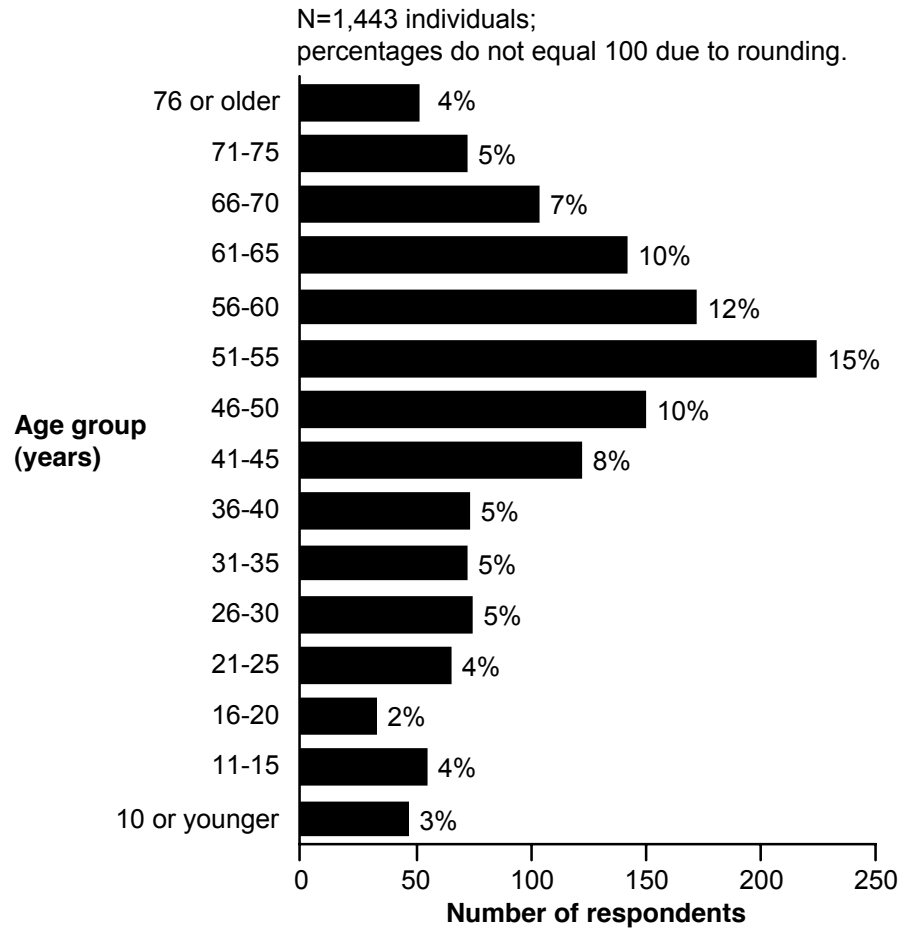


Figure 3: Visitor ages

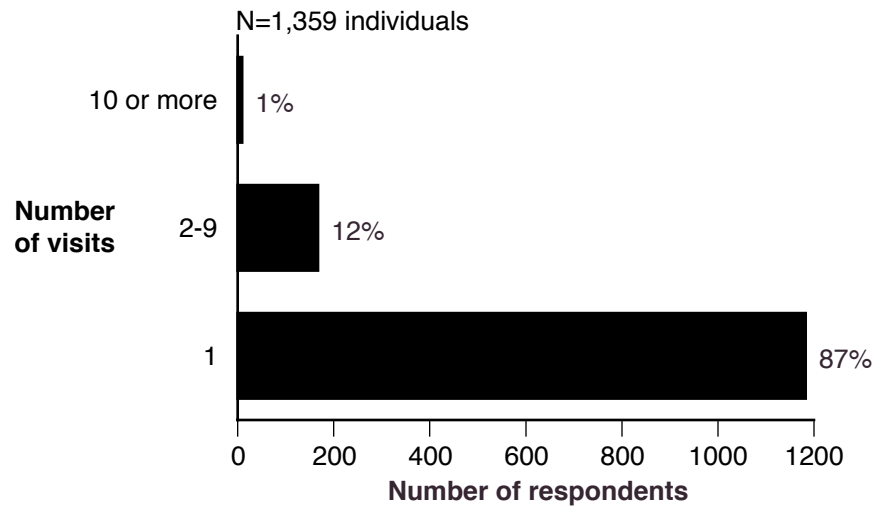
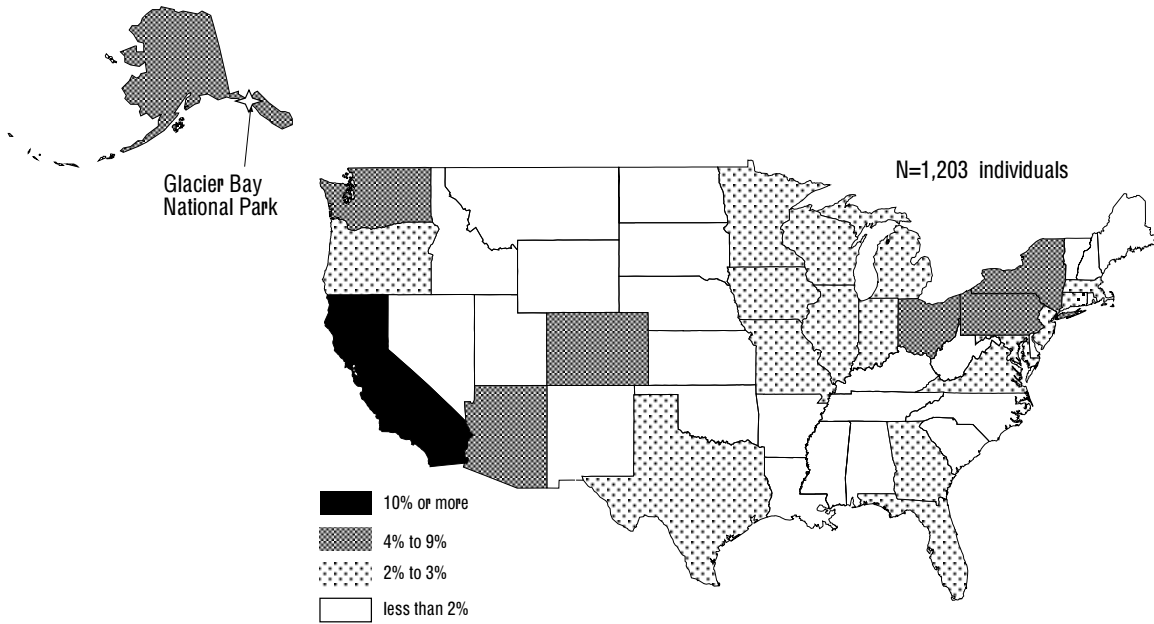


Figure 4: Number of visits to Glacier Bay National Park

Table 3: International visitors by country of residence

N=131 individuals;
Percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of Int'l visitors	Percent of total visitors
Canada	34	26	3
Germany	24	18	2
England	20	15	2
Australia	9	7	1
Israel	8	6	1
Switzerland	7	5	1
Italy	5	4	<1
Japan	5	4	<1
France	4	3	<1
Holland	4	3	<1
New Zealand	3	2	<1
Austria	2	2	<1
Mexico	2	2	<1
Taiwan	2	2	<1
Belize	1	1	<1
Columbia	1	1	<1



Map 1: Proportion of United States visitors by state of residence

Table 4: United States visitors by state of residence

N=1,203 individuals;

Percentages do not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors	Percent of total visitors
California	205	17	15
New York	76	6	6
Alaska	75	6	6
Washington	75	6	6
Colorado	54	5	4
Ohio	54	5	4
Arizona	42	4	3
Pennsylvania	42	4	3
Massachusetts	40	3	3
New Jersey	39	3	3
Missouri	37	3	3
Michigan	30	3	2
Maryland	27	2	2
Texas	26	2	2
Wisconsin	26	2	2
Minnesota	25	2	2
Florida	24	2	2
Georgia	24	2	2
Illinois	23	2	2
Iowa	22	2	2
Virginia	22	2	2
Indiana	21	2	2
Oregon	20	2	2
Connecticut	18	2	1
22 other states and Washington D.C.	156	13	12

Length of stay

Visitor groups were asked how much time they spent at Glacier Bay National Park. Thirty-three percent of visitor groups spent less than one day at the park, 35% spent one or two days and another 8% spent seven or more days (see Figure 5). Of the groups that spent less than a day at the park 84% spent seven hours or more (see Figure 6).

Visitor groups were also asked how much time they spent at Bartlett Cove. Over one-half the visitor groups (56%) spent less than one day, and 38% spent one to three days. Three percent indicated that they spent seven or more days at Bartlett Cove (see Figure 7). As shown in Figure 8, of those who stayed less than a day, 39% spent one to two hours, and 26% spend 7 or more hours.

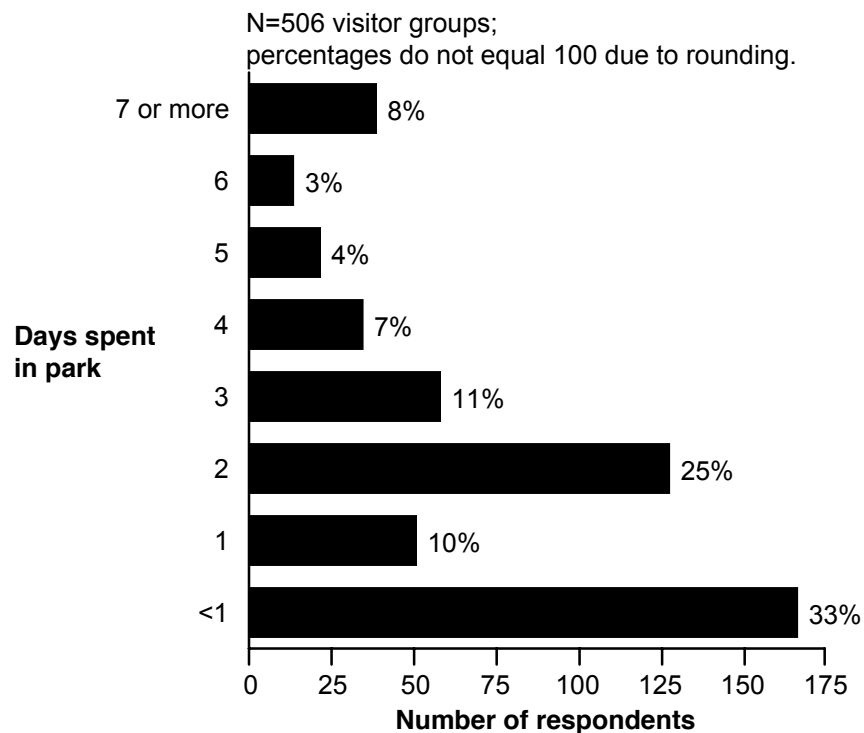


Figure 5: Days spent at Glacier Bay National Park

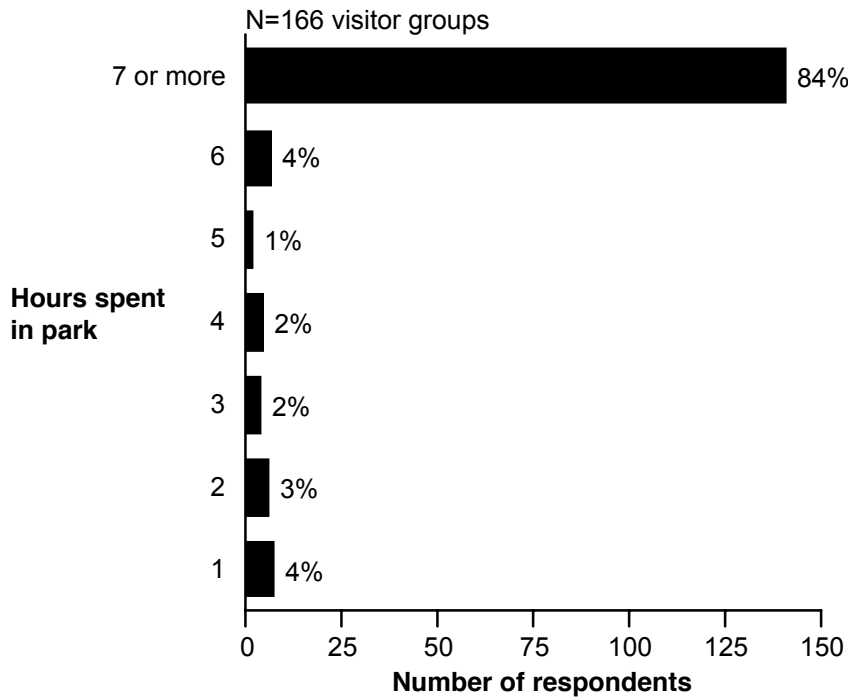


Figure 6: Hours spent at Glacier Bay National Park

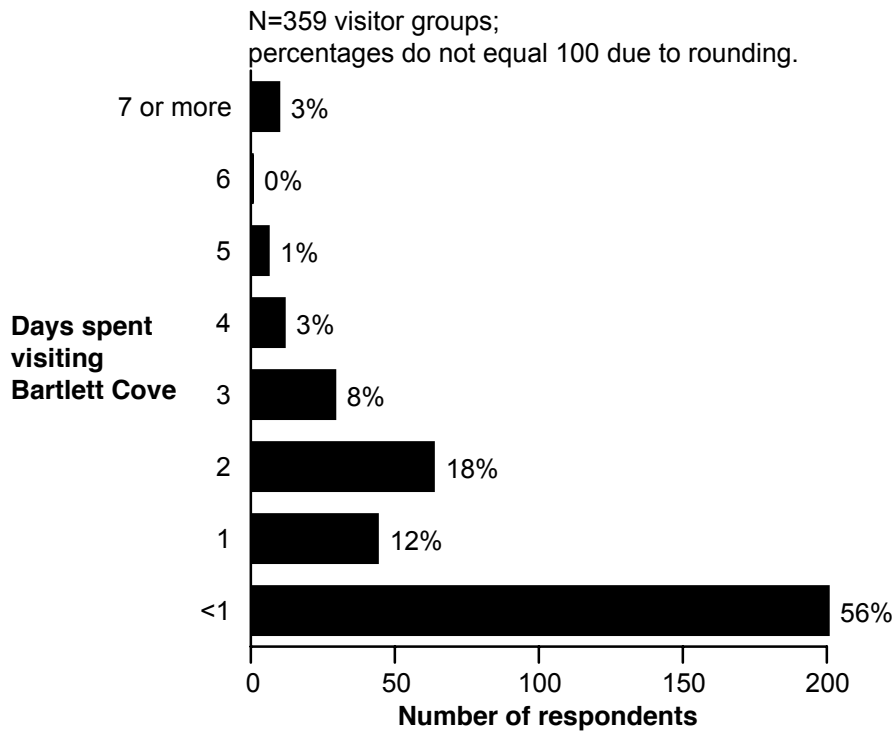


Figure 7: Days spent at Bartlett Cove

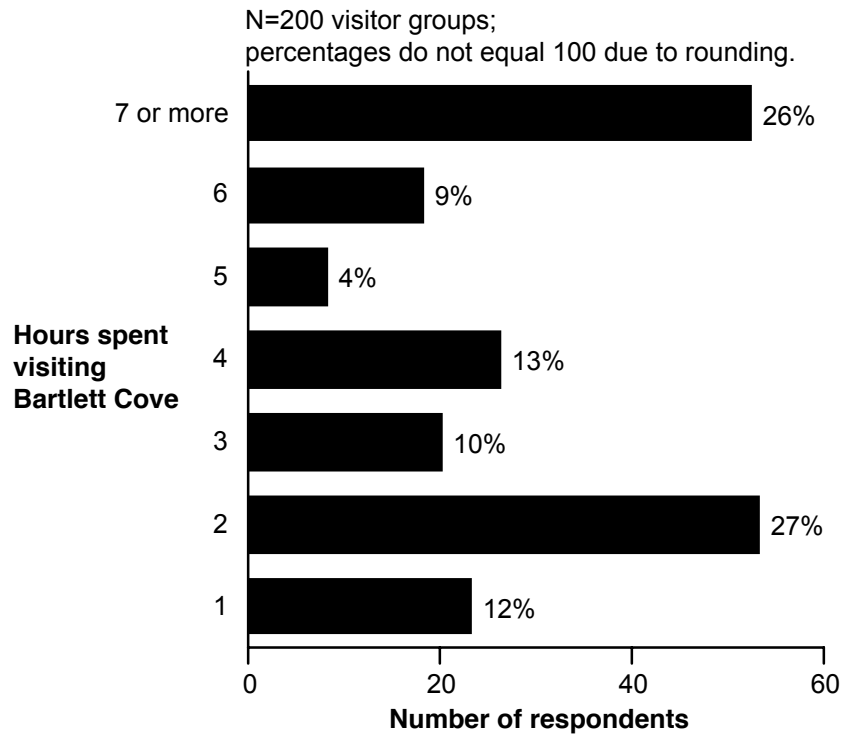


Figure 8: Hours spent at Bartlett Cove

Figure 9 shows the percentages of visitor groups that participated in a variety of activities at Glacier Bay National Park. The most common activities were viewing glaciers (88%), viewing wildlife (87%), and traveling on a tour boat (76%). Visitor groups participated in a number of "other" activities including hiking, and biking.

Activities

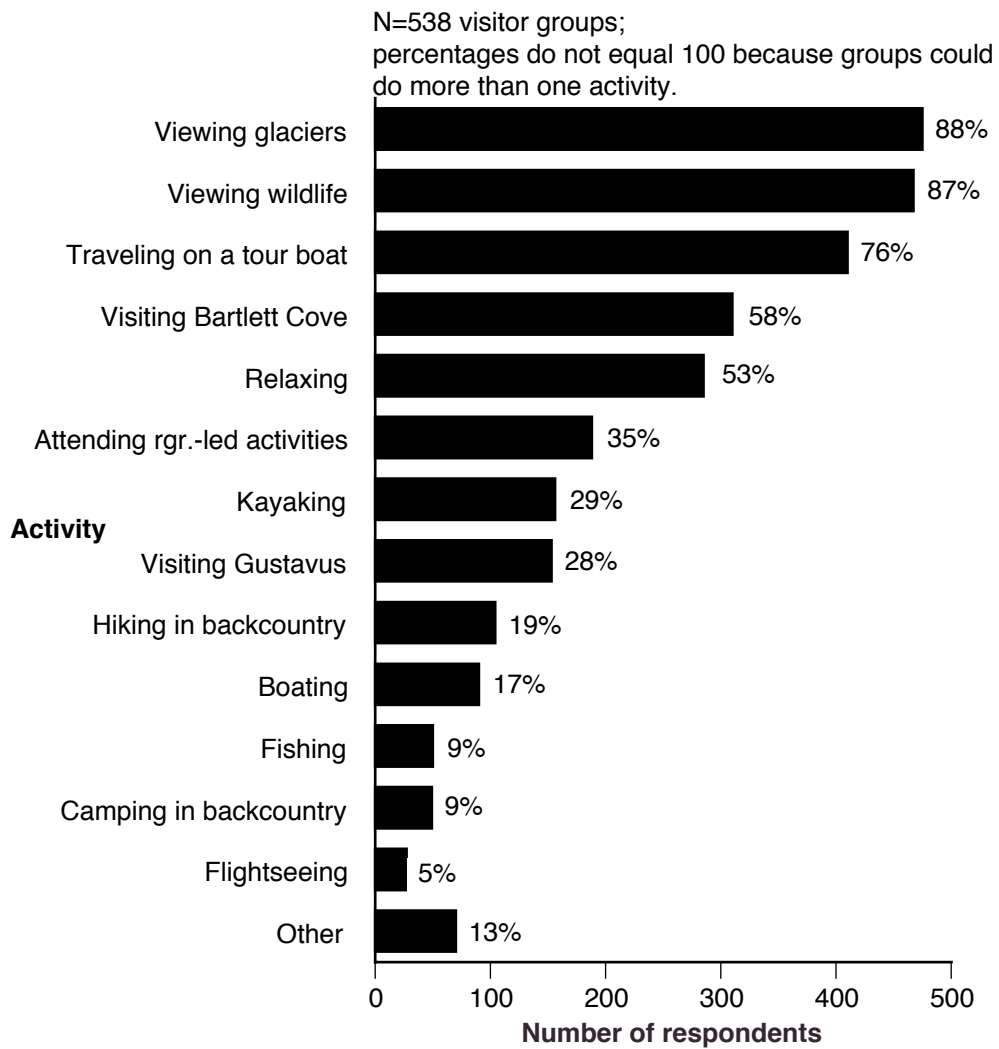


Figure 9: Visitor activities

Fishing

Ten percent of the visitor groups fished during their visit to Glacier Bay National Park, (see Figure 10).

As shown in Figures 11-13, of the groups who fished, 35% caught from one to five salmon, 27% caught one to five halibut, and 23% caught one to five other fish. Thirty-five percent of the groups who fished reported catching no salmon, 64% caught no halibut, and 64% caught no other fish.

Visitor groups who fished were also asked about the number of fish that they kept (Figures 14-16). Twenty-six percent of groups kept one to five salmon, 21% kept one to five halibut, and 23% kept one to five other fish. Fifty-two percent kept no salmon, 70% kept no halibut, and 75% kept no other fish. As shown in Table 5, 77% of the salmon, 100% of the halibut, and 72% of the other fish were caught in saltwater.

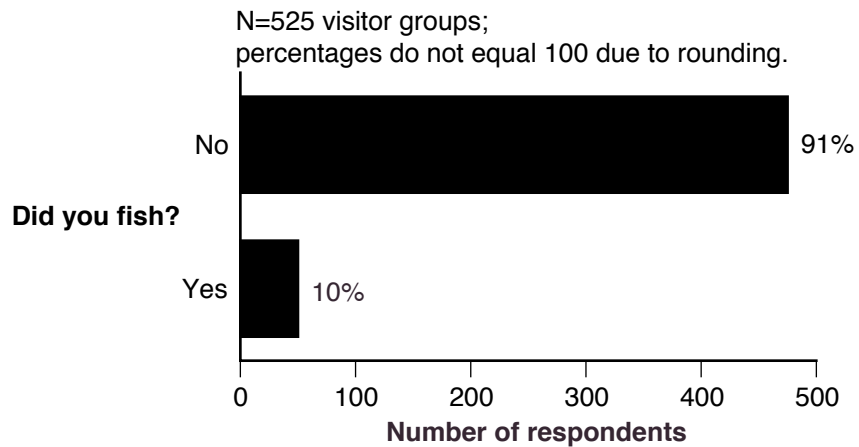


Figure 10: Did your group fish during this visit?

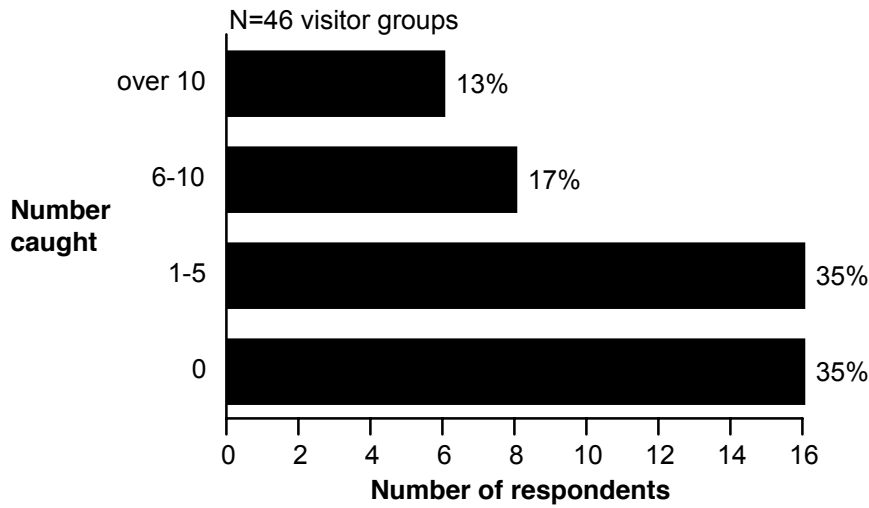


Figure 11: Total number of salmon caught by visitor groups who fished

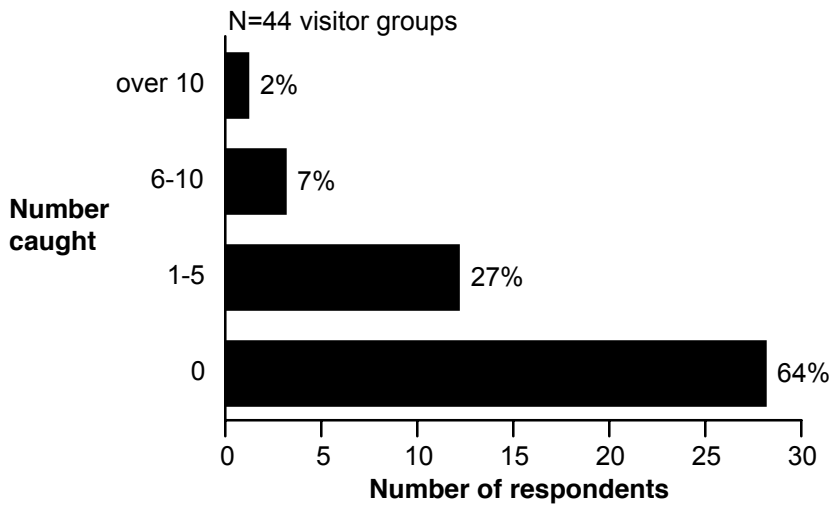


Figure 12: Total number of halibut caught by visitor groups who fished

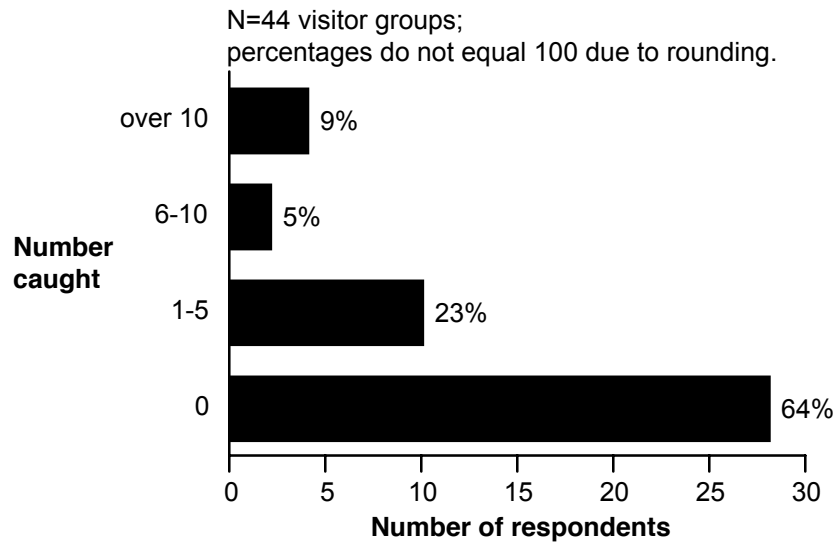


Figure 13: Total number of other fish caught by visitor groups who fished

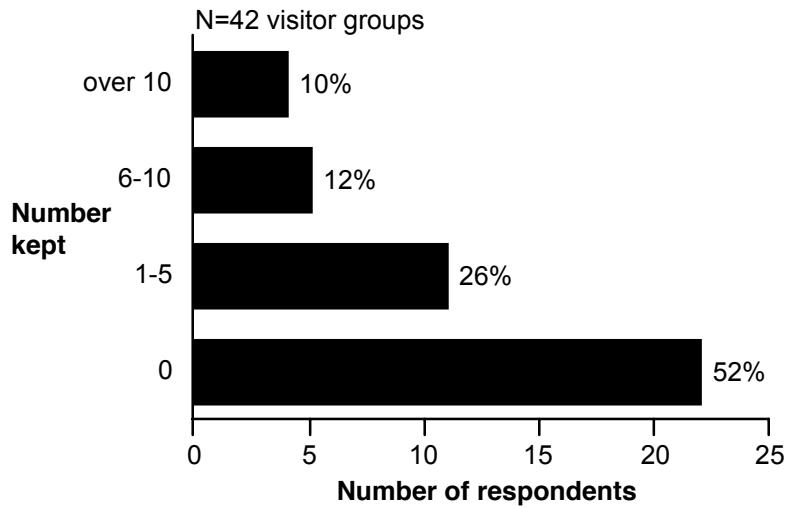


Figure 14: Total number of salmon kept by visitor groups who fished

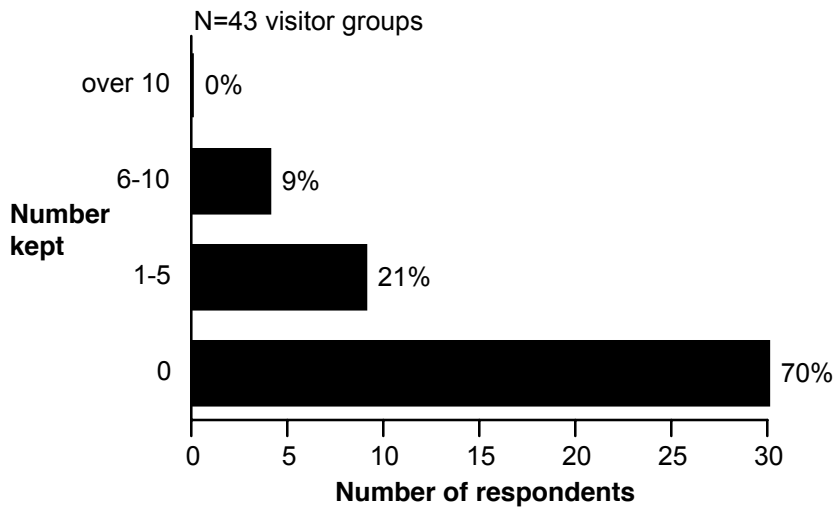


Figure 15: Total number of halibut kept by visitor groups who fished

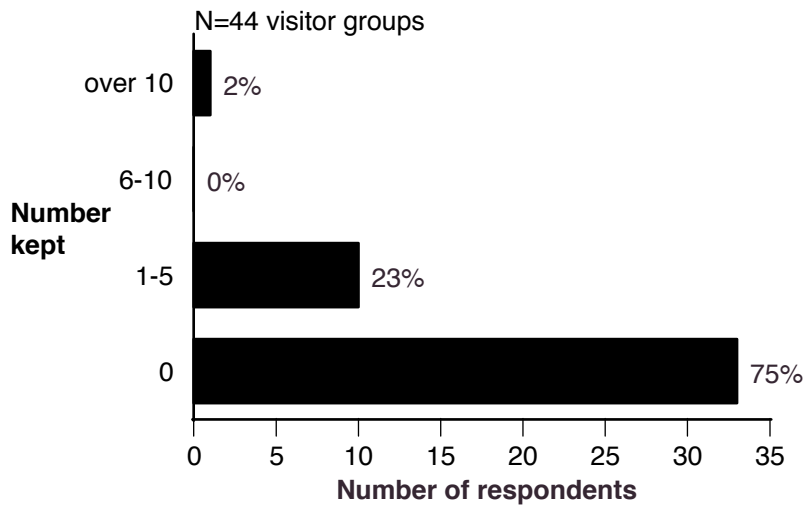


Figure 16: Total number of other fish kept by visitor groups who fished

**Table 5: Fish caught in fresh and saltwater by
groups who fished**

N=52 visitor groups

Fish (number)	% in freshwater	% in saltwater
Salmon (26)	23	77
Halibut (14)	0	100
Other fish (18)	28	72

Visitor groups were asked to indicate the sources they used to obtain information about Glacier Bay National Park prior to their visit. Over one-half of visitor groups (51%) received information from travel guides/ tour books, 35% received information from friends or relatives, and 22% from the internet or the Glacier Bay National Park website (see Figure 17). Ten percent of visitor groups received no information prior to their visit. "Other" sources of information used by visitor groups included tour group operations, books, and brochures.

Sources of information

When asked whether they had received the information they needed, 84% had received what they needed, 9% had not received what they needed, and 7% were not sure (see Figure 18).

The groups who indicated that they had not received the information needed were asked what specific information they needed. Their responses are listed in Table 6.

Visitor groups were also asked to rate the amount of information they received. Almost three-fourths of the groups (74%) replied that they had received about the right amount, whereas 26% responded that they had not received enough, as shown in Figure 19. Less than 1% indicated that they received too much information.

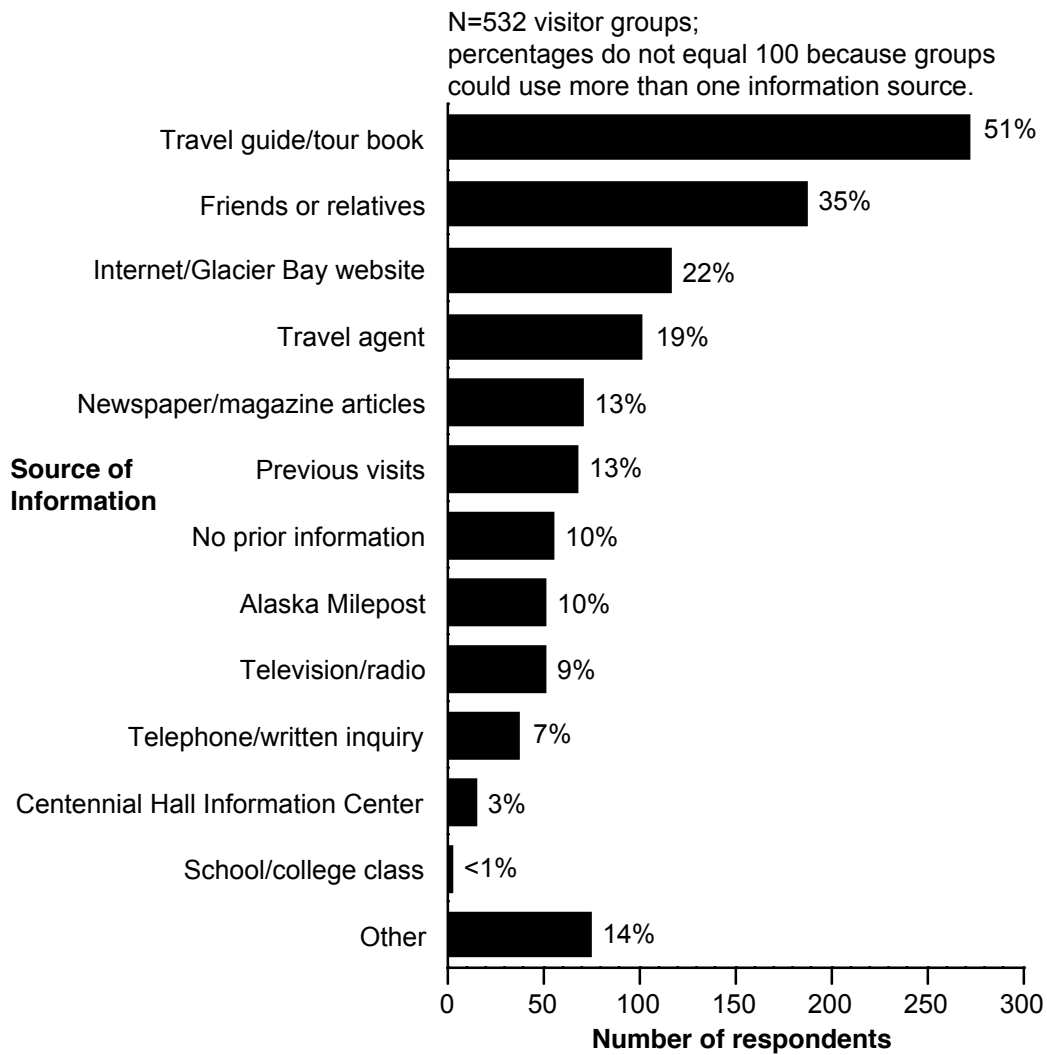


Figure 17: Sources of information used by visitors

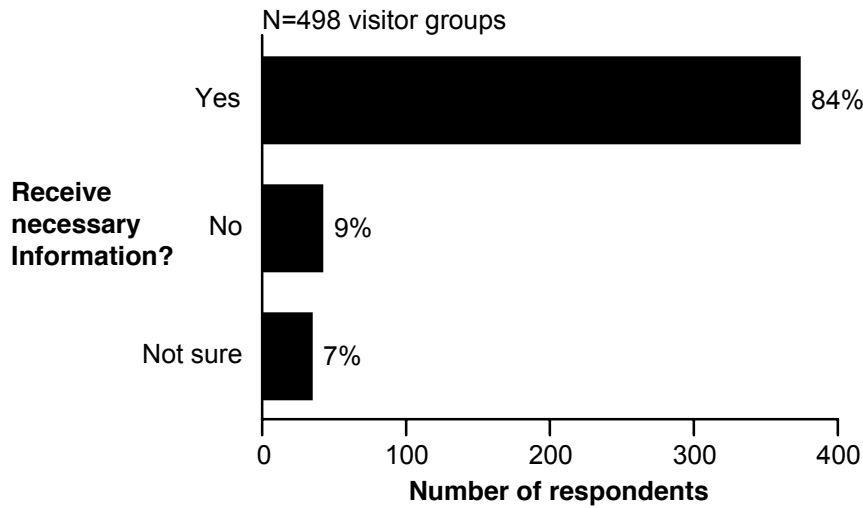


Figure 18: Receive needed information?

Table 6: Information visitors needed but did not receive

N=48 comments;
some groups made more than one comment.

Comment	Number of times mentioned
Kayaking and kayak rentals	8
Glacier Bay National Park	7
Facilities and lodging	4
Activities	4
Local tours and cruises	4
Camping	3
The lodge (didn't know it existed)	2
Rain/weather	2
Trail system	2
Appropriate clothing	2
Ferry costs and schedule	2
Needed more detailed map	2
Other comments	6

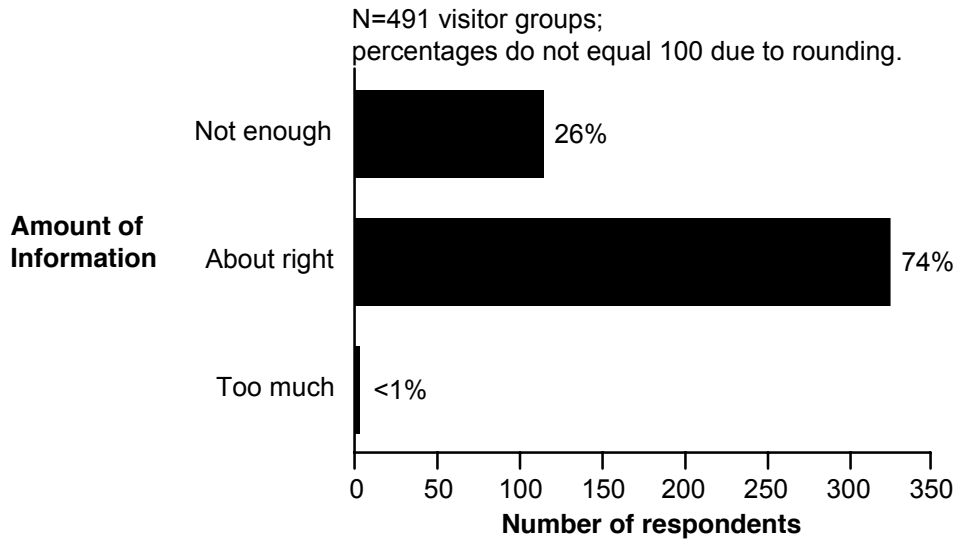


Figure 19: Ratings of amount of information received

Visitor groups were asked to indicate whether they had been aware before their visit that Glacier Bay National Park is part of the National Park System. Sixty-nine percent of the visitor groups responded that they were aware that Glacier Bay is a unit of the National Park System (see Figure 20). Twenty-four percent of the visitors were not aware of NPS management and 7% were not sure.

**Awareness of
Glacier Bay NP
as a unit of the
National Park
System**

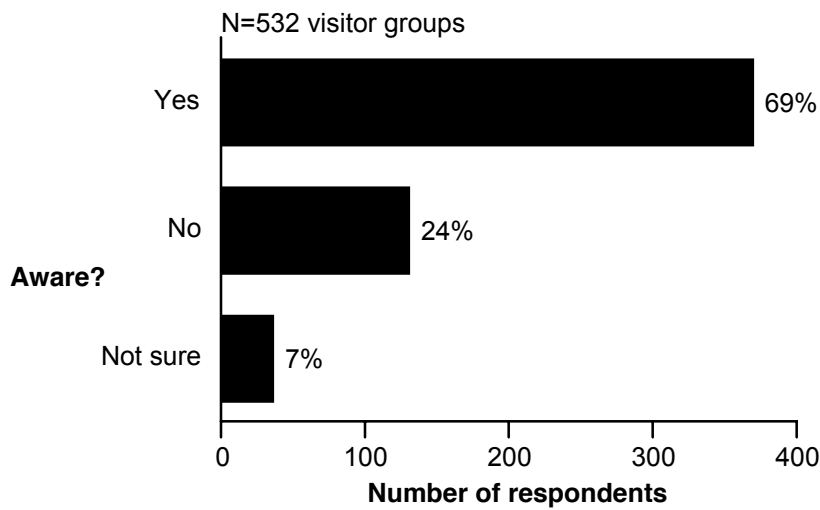


Figure 20: Awareness that Glacier Bay National Park is a unit of the National Park System?

Forms of transportation

Figure 21 shows the proportions of visitor groups that used various forms of transportation to reach Glacier Bay National Park. The most common forms of transportation were airplane (35%), tour boat (35%), and state or private ferry (29%). The least used form of transportation was rental car (1%). "Other" forms of transportation that visitor groups used included vans/shuttles, tour boats and ferries.

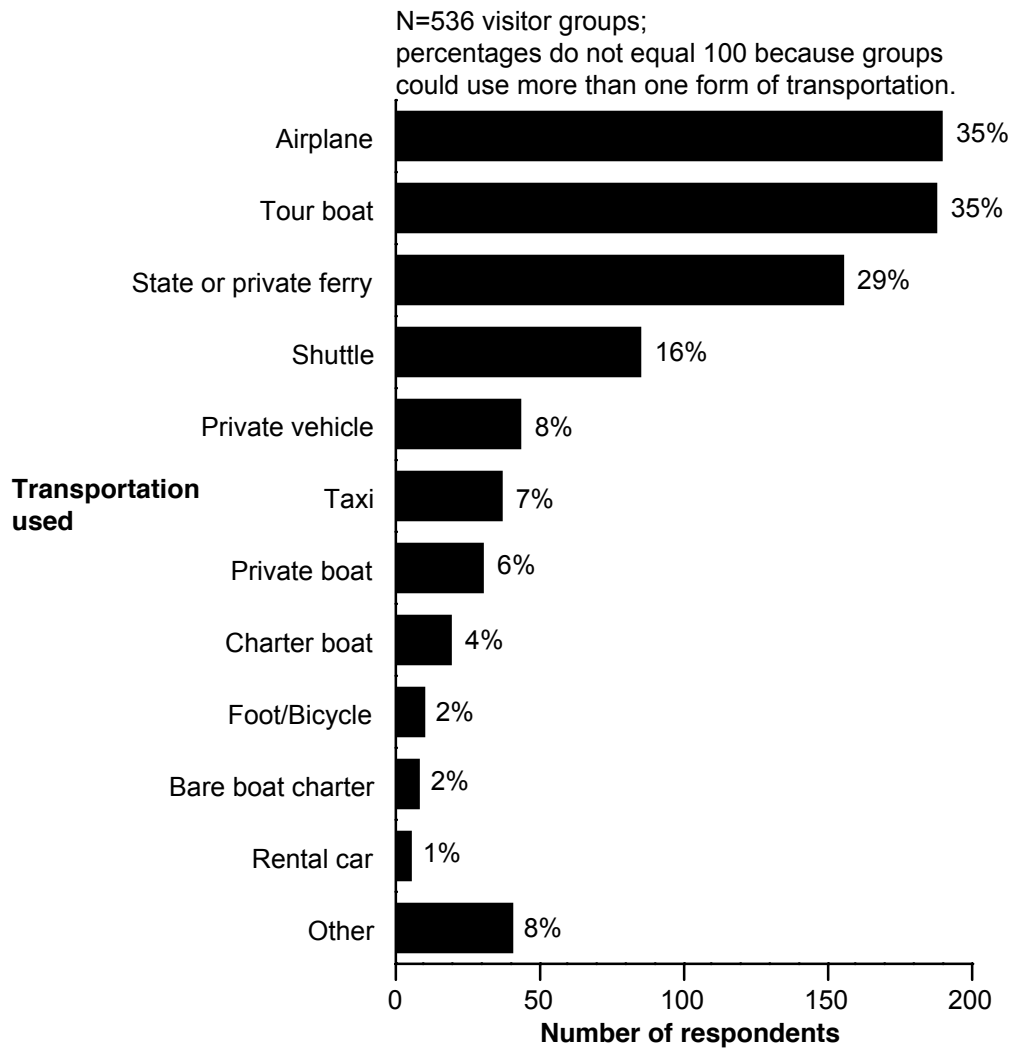


Figure 21: Forms of transportation used to arrive at the park

Visitor groups were asked to rate the importance of certain reasons for their visit. The reasons they were asked to rate included to visit a national park, enjoy scenic beauty, view wildlife, view glaciers, visit Alaska, recreational opportunities, educational opportunities, experience wilderness, enjoy solitude/quiet, part of a packaged tour, spend time with family/friends, and to use Bartlett Cove facilities. As shown by Figure 22-33, the reasons that received the highest “extremely important” and “very important” ratings were: enjoy scenic beauty (96%), view glaciers (94%), and view wildlife (93%). The highest “not important” ratings were for "part of packaged tour" (47%) and "use Bartlett Cove facilities" (37%).

Importance of selected reasons for visiting

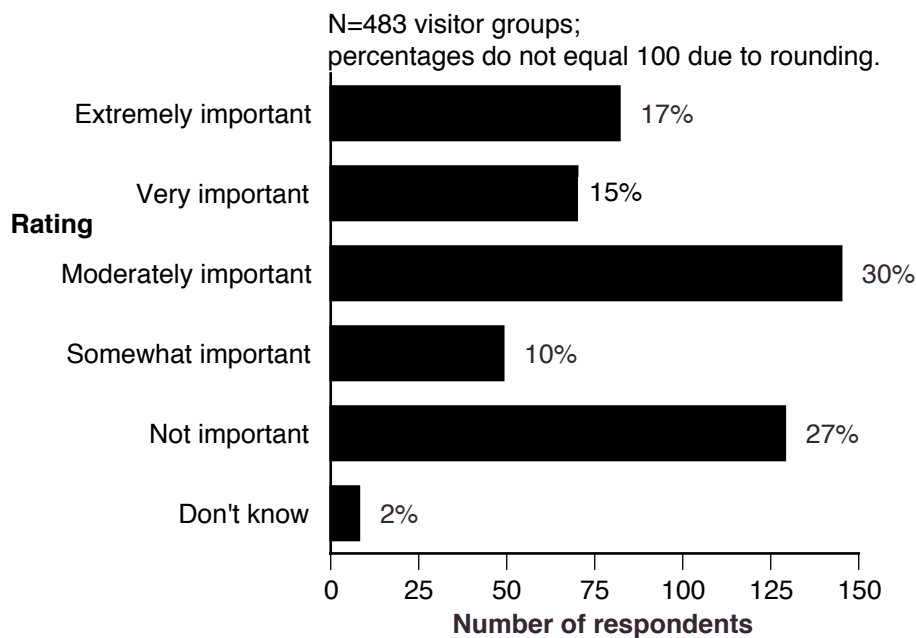


Figure 22: Importance of visiting a national park as reason for visit

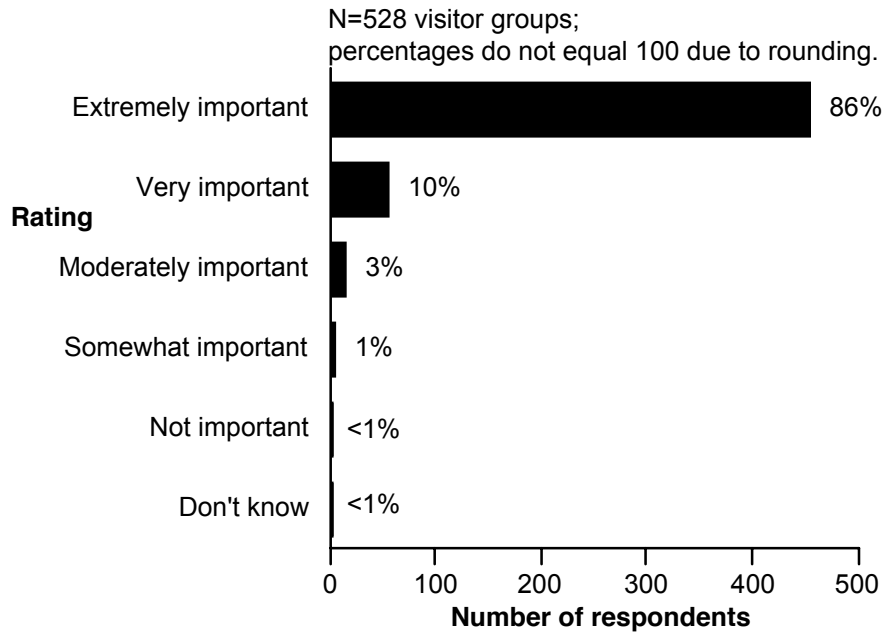


Figure 23: Importance of enjoying scenic beauty as reason for visit

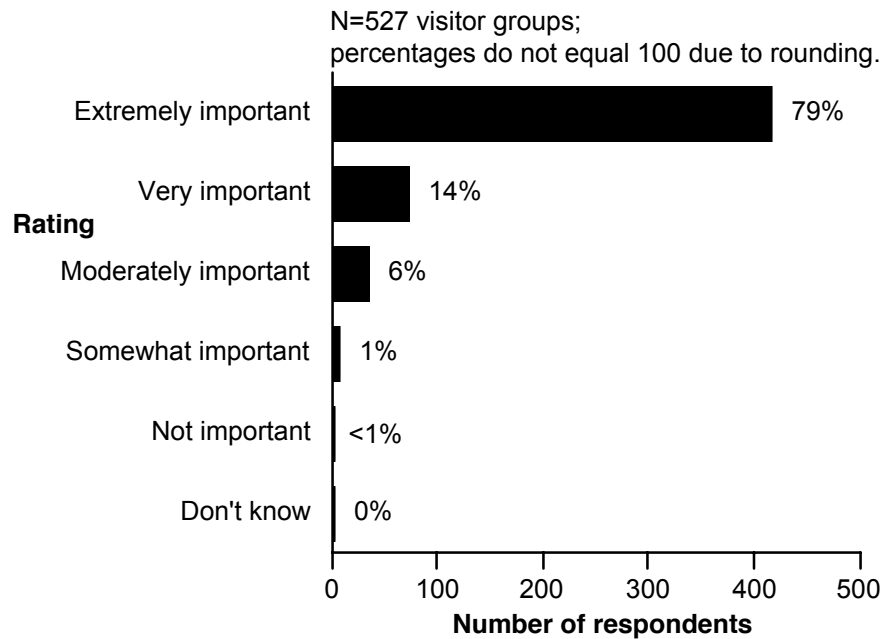


Figure 24: Importance of viewing wildlife as reason for visit

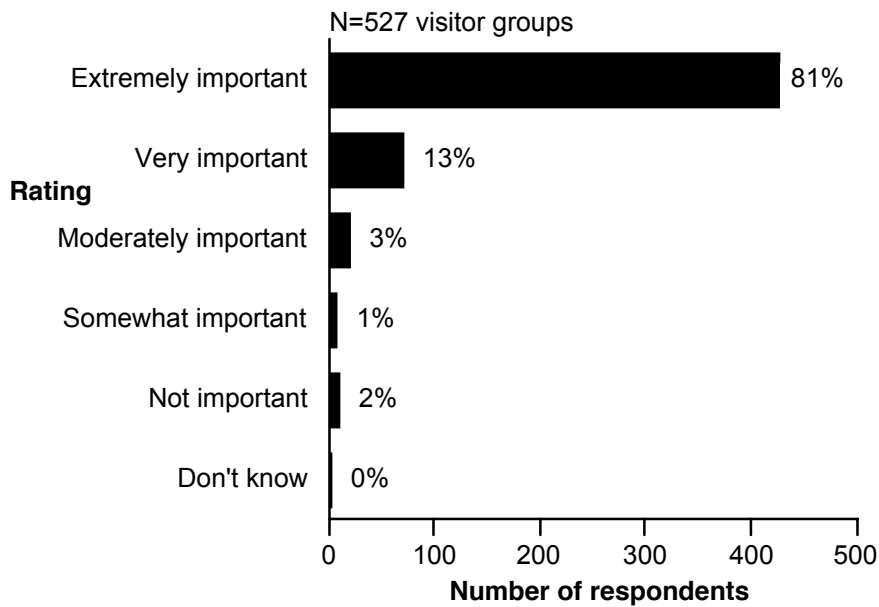


Figure 25: Importance of viewing glaciers as reason for visit

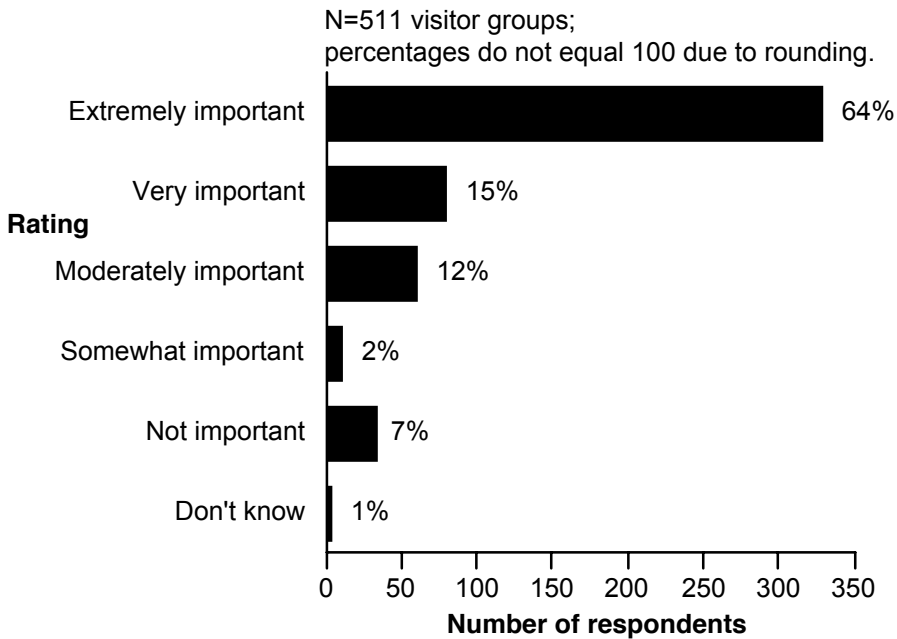


Figure 26: Importance of visiting Alaska as reason for visit

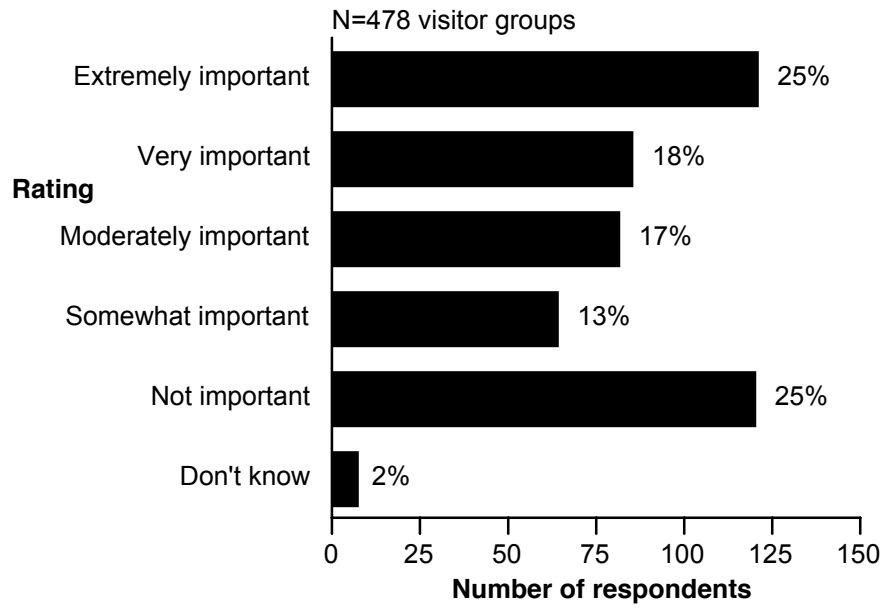


Figure 27: Importance of recreational opportunities as reason for visit

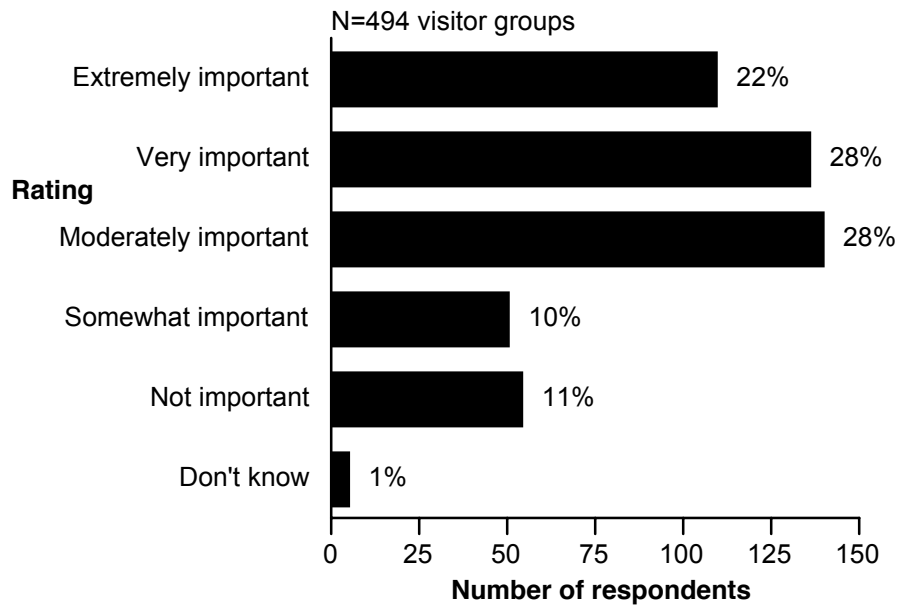


Figure 28: Importance of educational opportunities as reason for visit

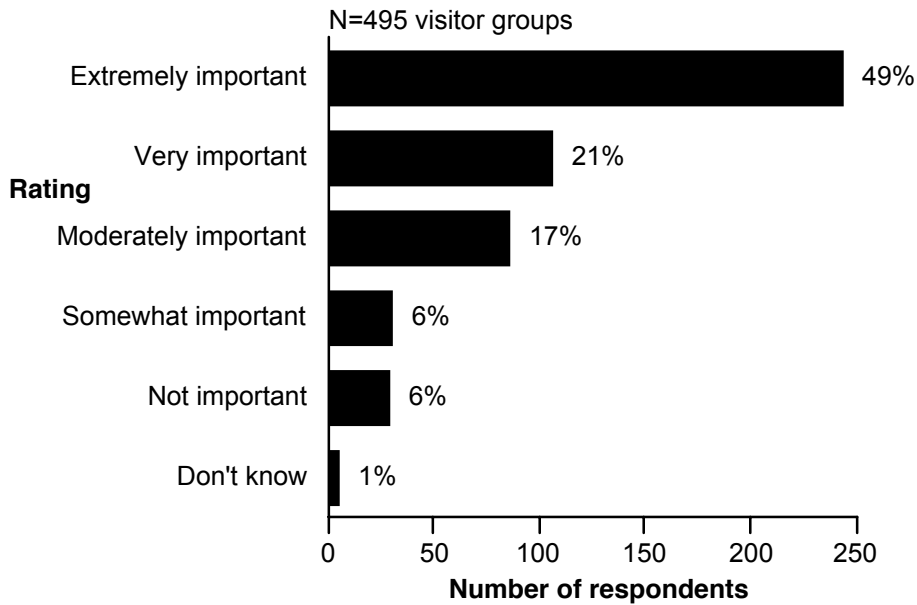


Figure 29: Importance of experiencing wilderness as reason for visit

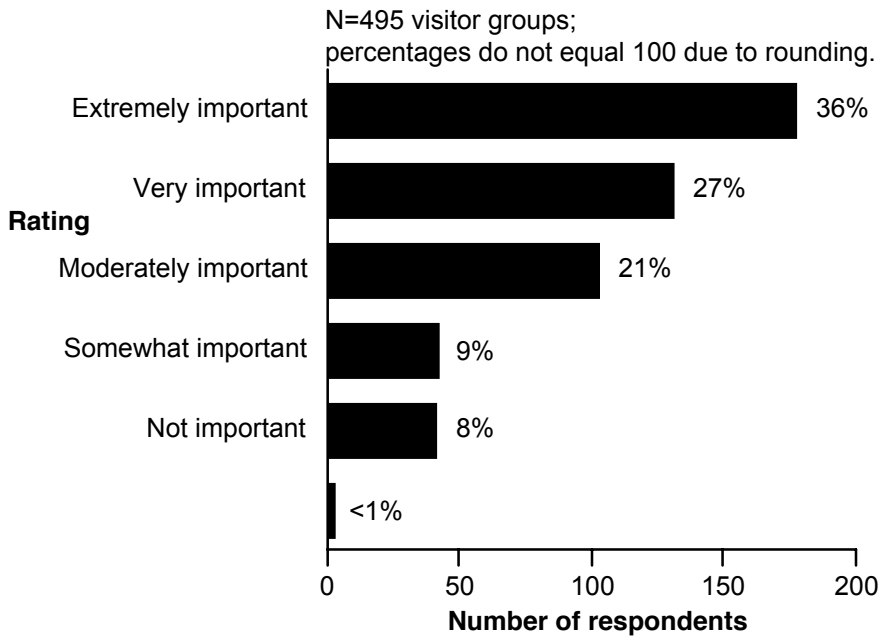


Figure 30: Importance of enjoying solitude/quiet as reason for visit

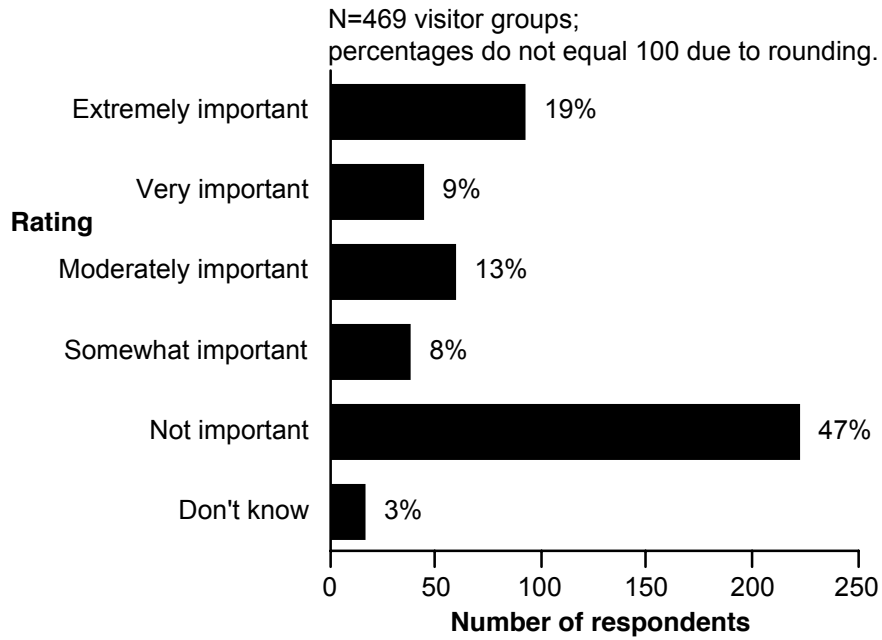


Figure 31: Importance of packaged tour as reason for visit

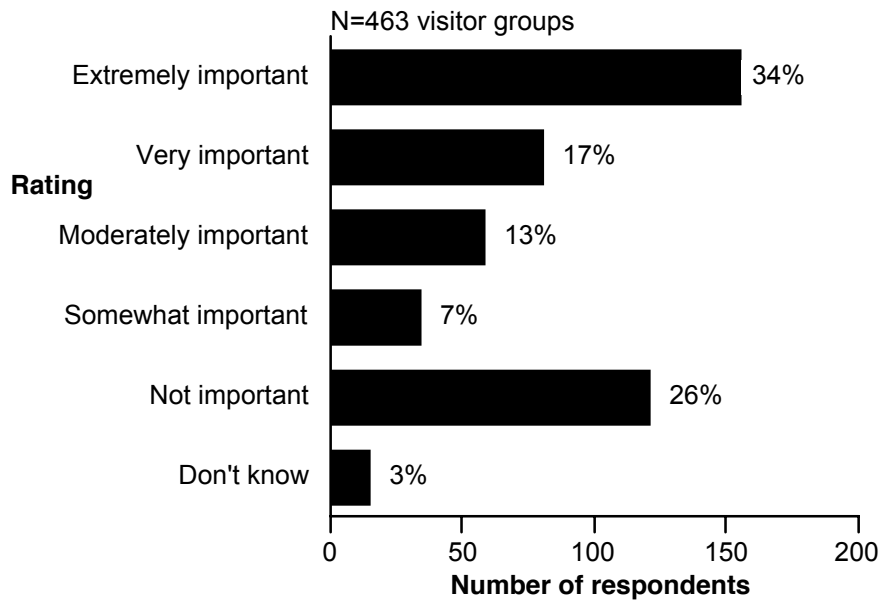


Figure 32: Importance of spending time with family/friends as reason for visit

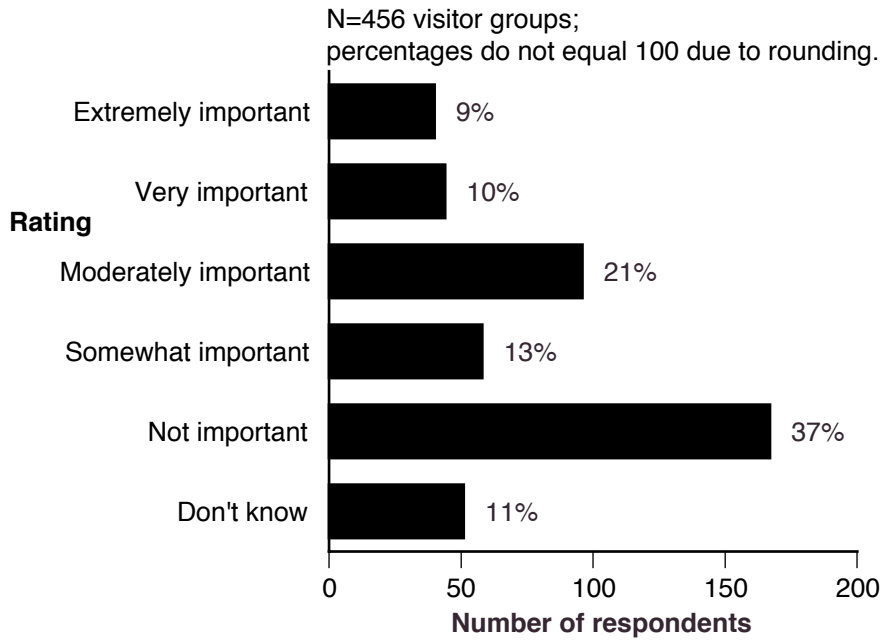


Figure 33: Importance of using Bartlett Cove facilities as reason for visit

Information services: use, importance and quality

Visitor groups were asked to note the information services they used during their visit to Glacier Bay National Park. As shown in Figure 34, the services that were most commonly used by visitor groups were the park brochure/map (86%), ranger narration on tour boat (75%), and visitor center exhibits (59%). The least used service was the boater marine VHF weather and information report by the ranger (5%).

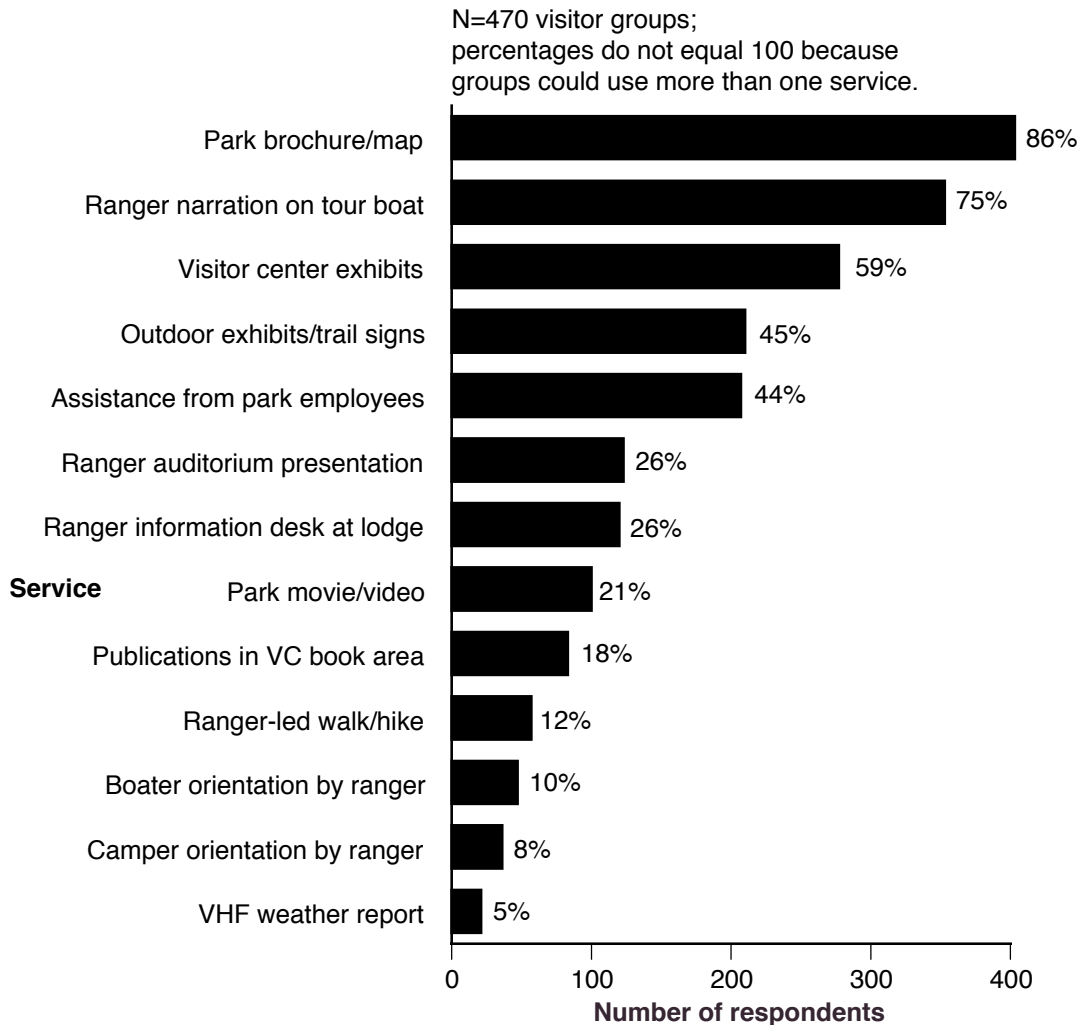


Figure 34: Information services used

Visitor groups rated the importance and quality of each of the services they used. The following five point scales were used in the questionnaire:

IMPORTANCE
5=extremely important
4=very important
3=moderately important
2=somewhat important
1=not important

QUALITY
5=very good
4=good
3=average
2=poor
1=very poor

The average importance and quality ratings for each service were determined based on ratings provided by visitors who used each service. Figures 35 and 36 show the average importance and quality ratings for each of the visitor services. All services were rated as above "average" both in importance and quality. It should be noted that the boater marine VHF weather and information report was not rated by enough people to provide reliable data.

Figures 37-49 show the importance ratings that visitor groups gave each of the individual services. Those services receiving the highest proportion of "extremely important" or "very important" ratings included ranger narration on tour boat (90%), assistance from park employees (81%), and the park brochure/map (79%). The highest proportion of "not important" ratings were for sales and publications in visitor center book sales area (4%), park movie/video (4%) and visitor center exhibits (4%).

Figures 50-62 show the quality ratings that visitor groups gave each of the individual services. Those services receiving the highest proportion of "very good" or "good" ratings included information from ranger-led walk/hike (93%), ranger narration on tour boat (91%) and assistance from park employees (88%). The highest proportions of "very poor" ratings were for the camper orientation (6%) and the sales and publications in the visitor center book sales area (4%).

Figure 63 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

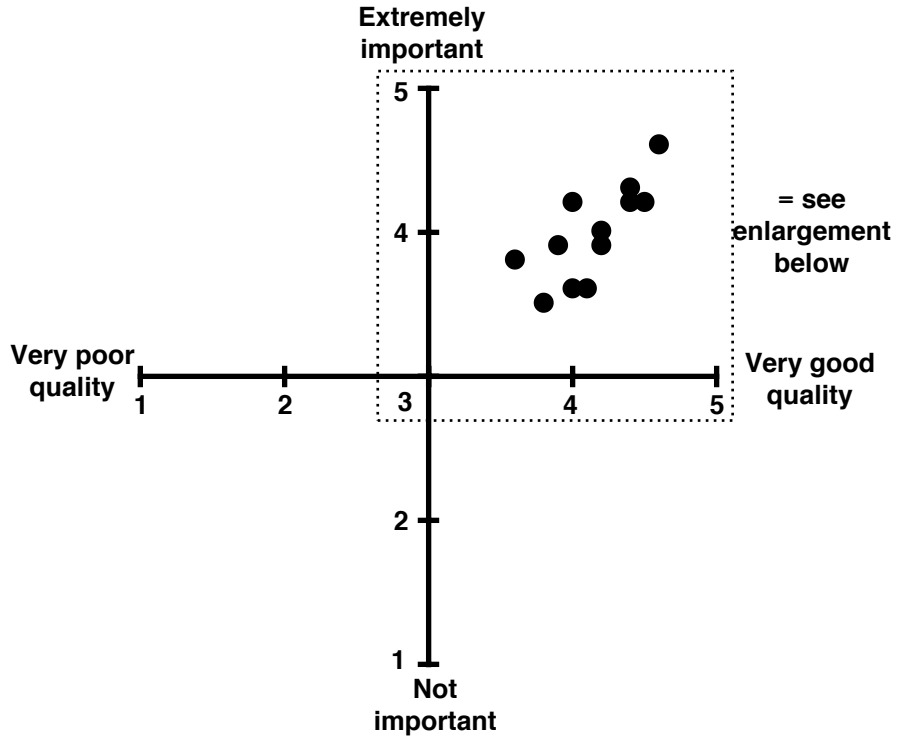


Figure 35: Average ratings of information service importance and quality

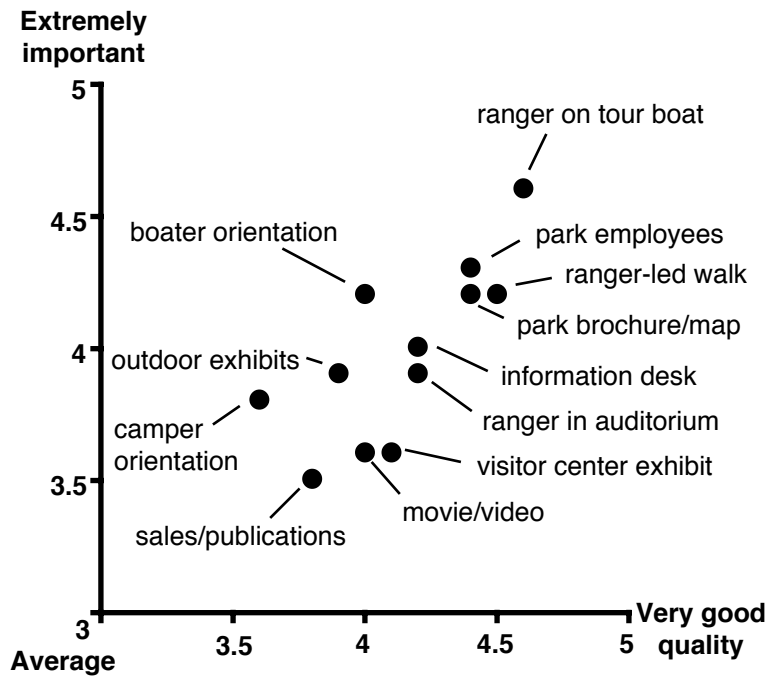


Figure 36: Detail of Figure 35

Visitor ratings of the importance of information services they used

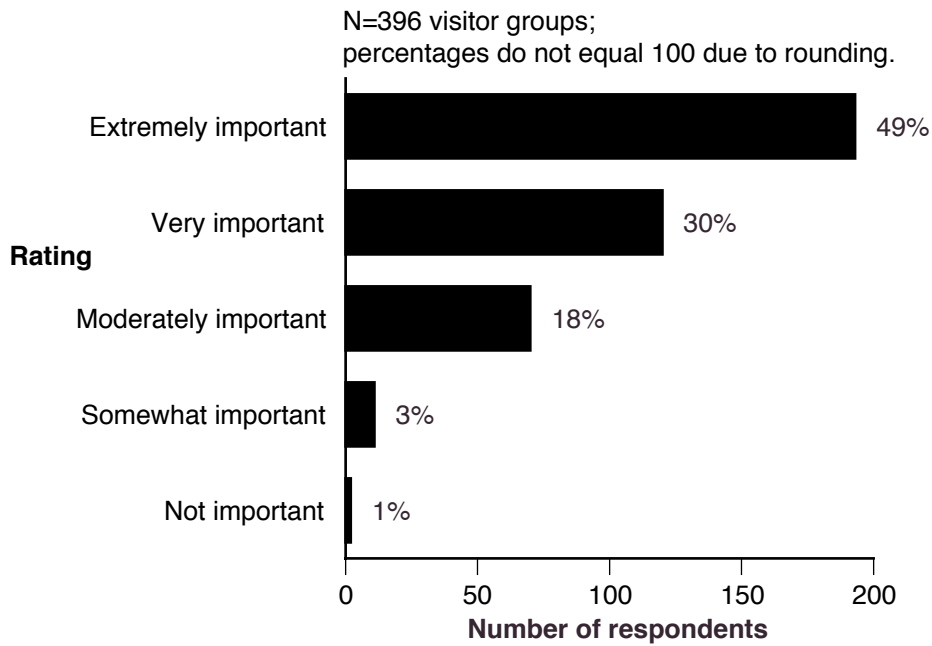


Figure 37: Importance of park brochure/map

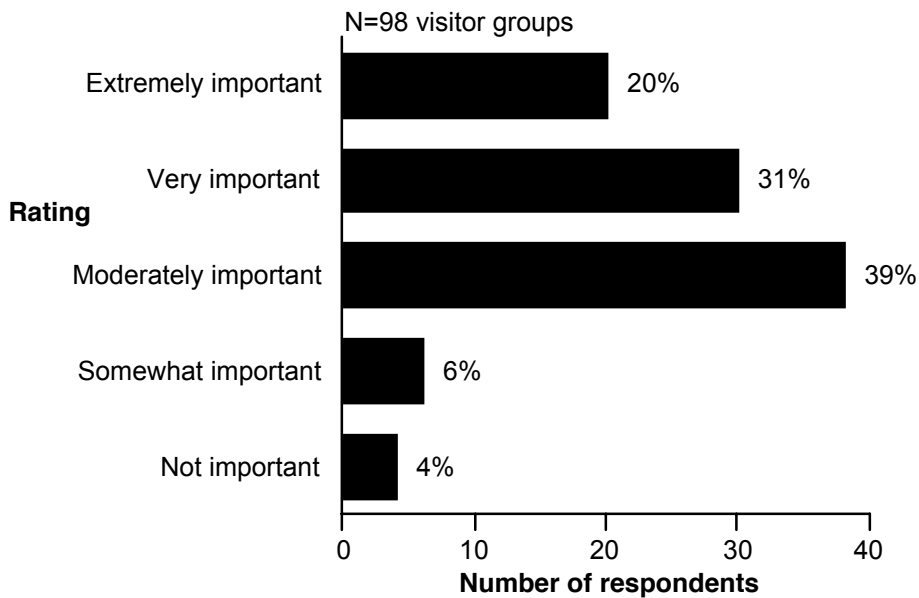


Figure 38: Importance of movie/video

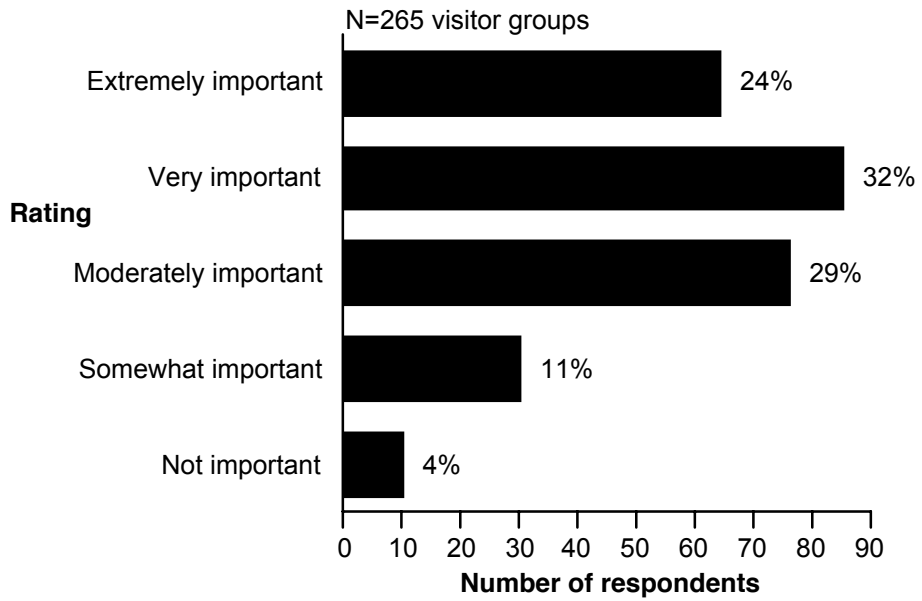


Figure 39: Importance of visitor center exhibits

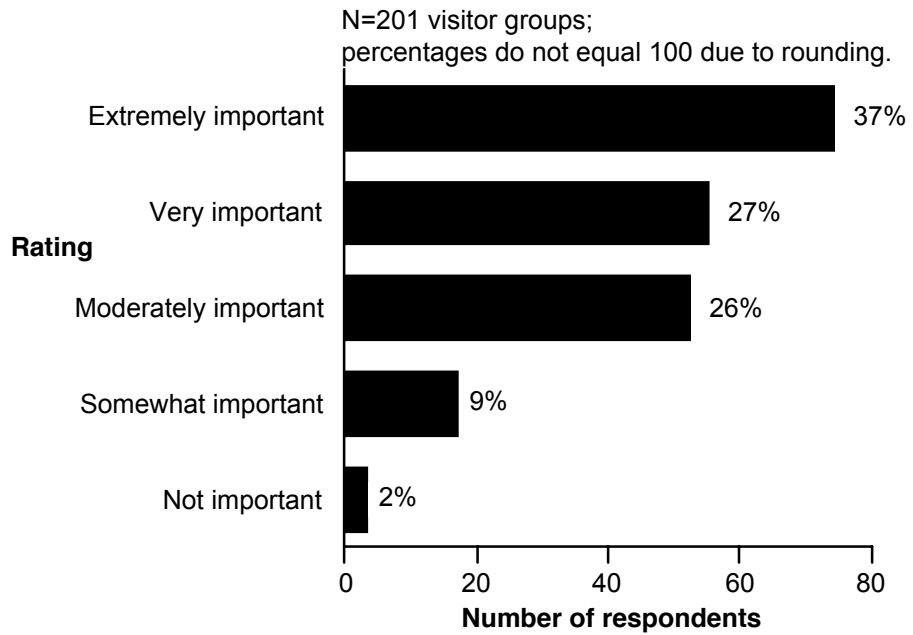


Figure 40: Importance of outdoor exhibits/trail signs

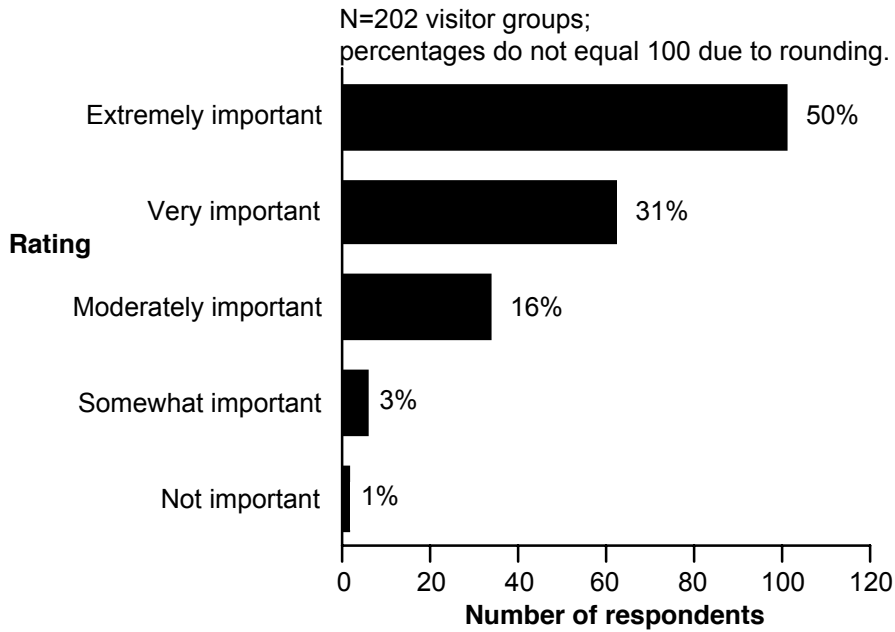


Figure 41: Importance of assistance from park employees

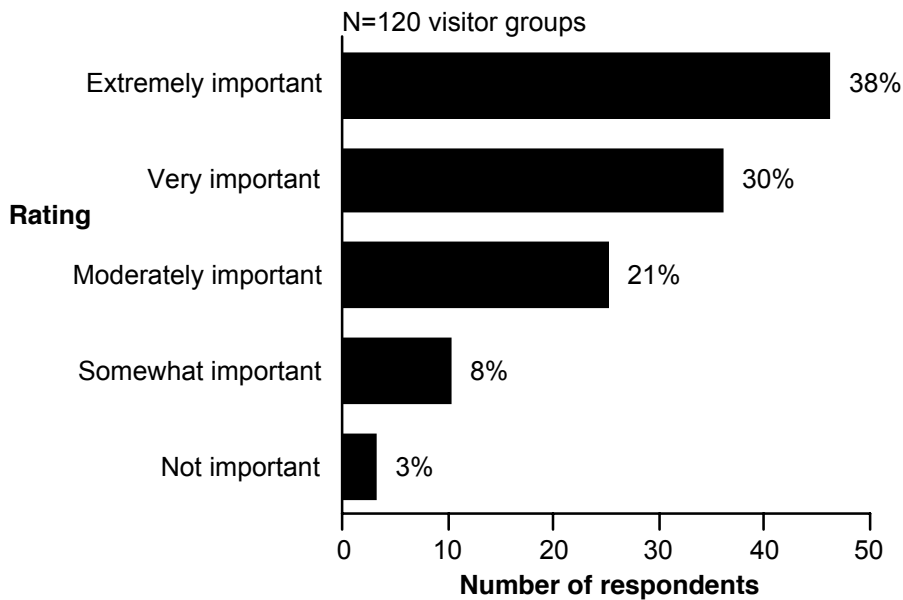


Figure 42: Importance of ranger auditorium presentation

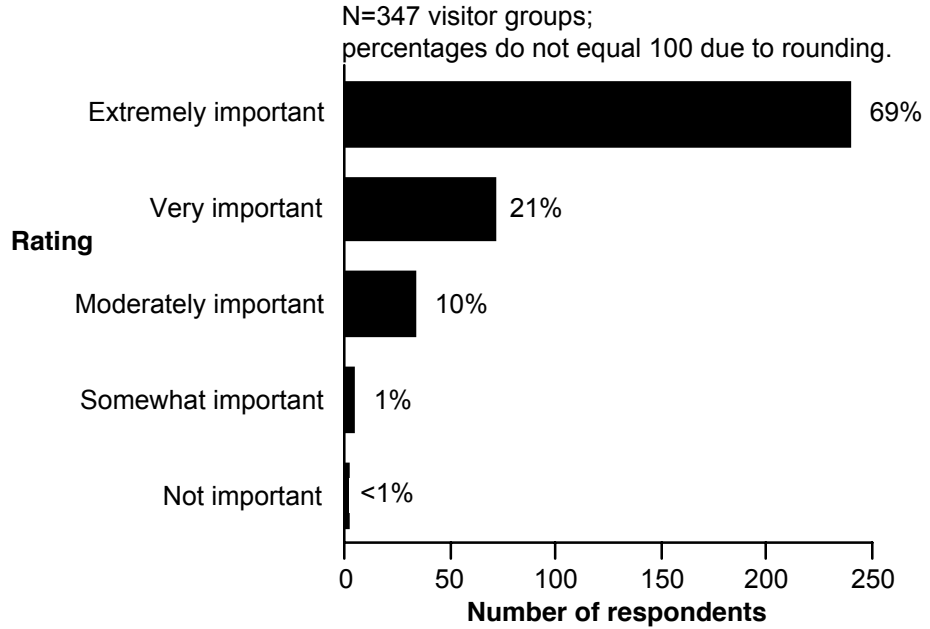


Figure 43: Importance of ranger narration on the tour boat

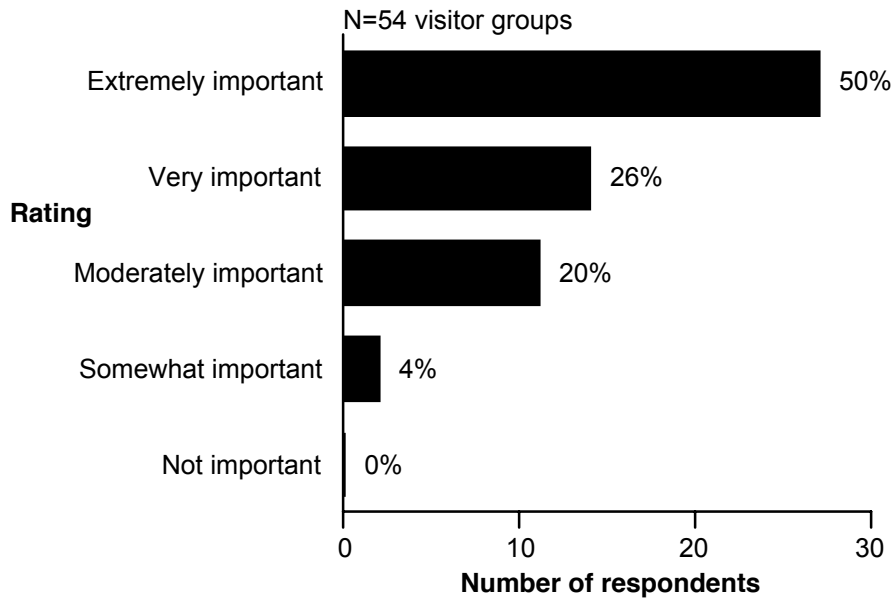


Figure 44: Importance of ranger-led walk

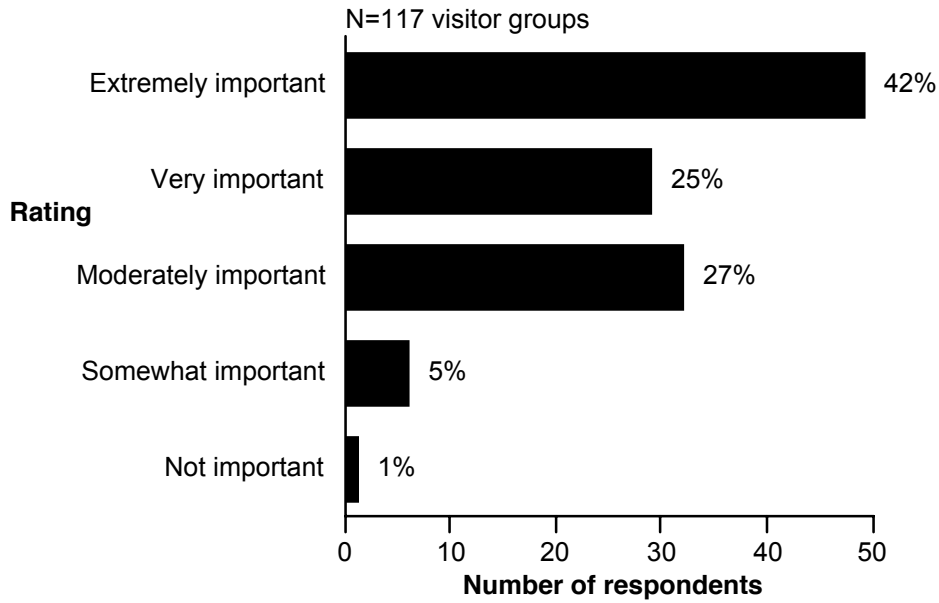


Figure 45: Importance of ranger information desk at the lodge

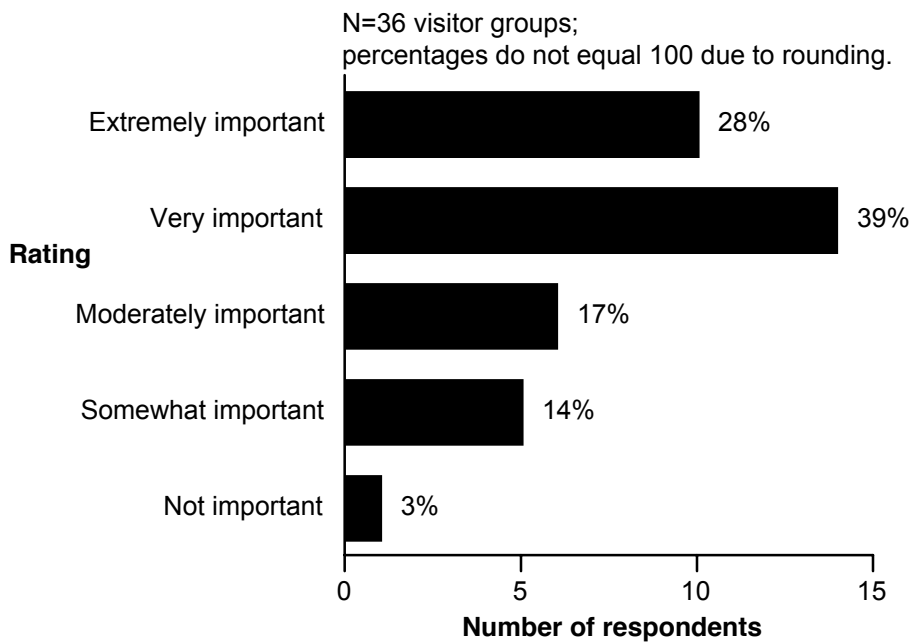


Figure 46: Importance of camper orientation by ranger

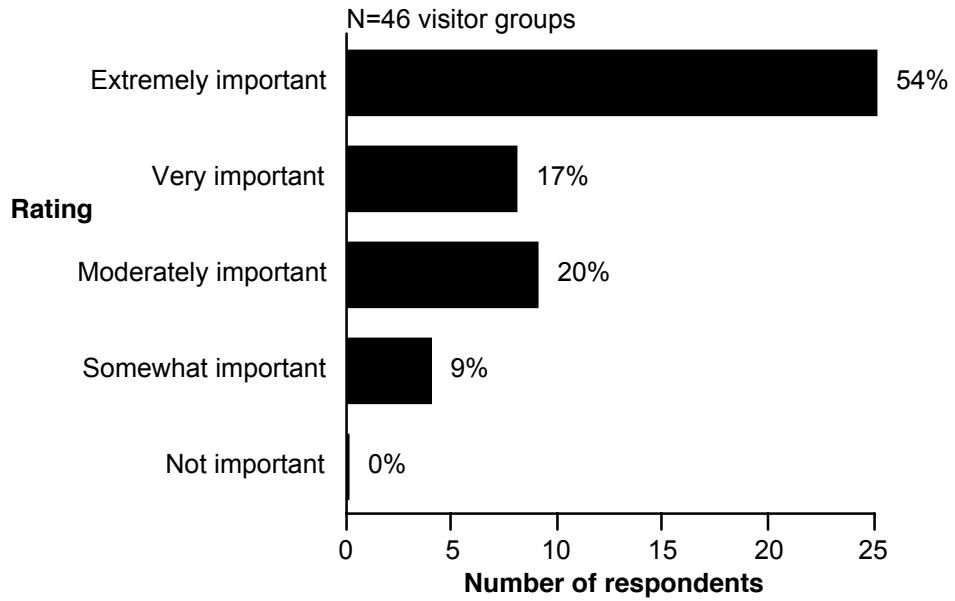


Figure 47: Importance of boater orientation by ranger

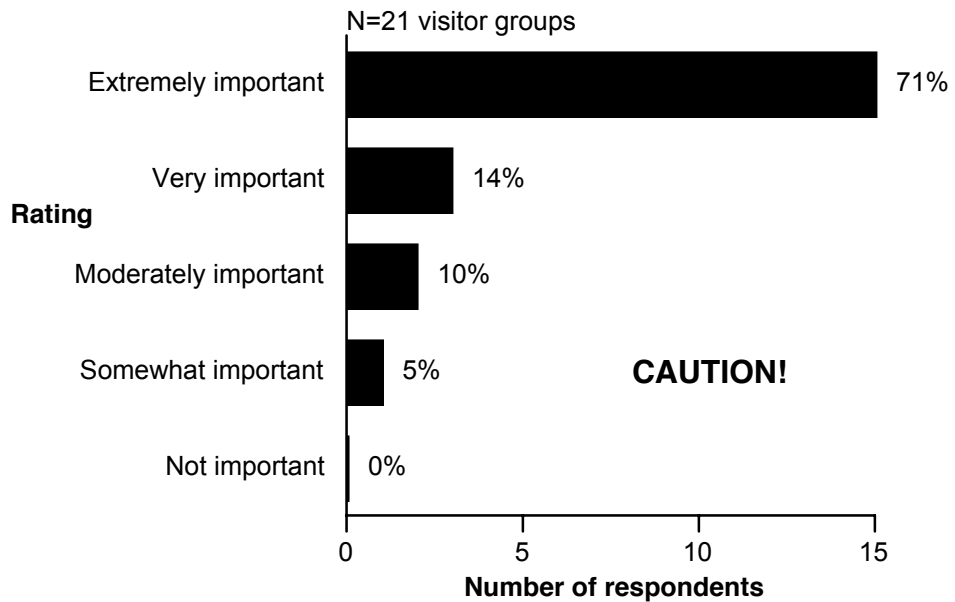


Figure 48: Importance of VHF weather and information report by the ranger

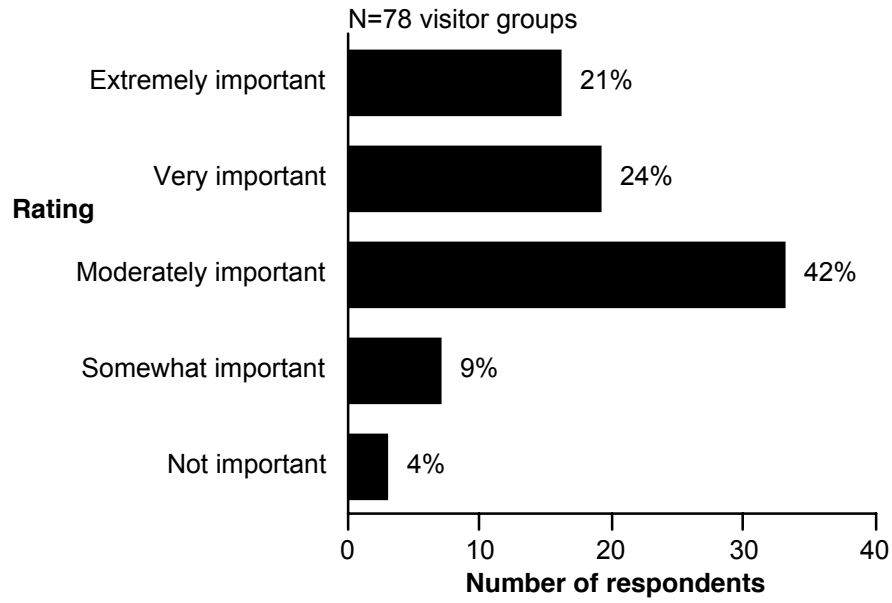


Figure 49: Importance of sales and publications in the visitor center book sales area

Visitor ratings of the quality of information services they used

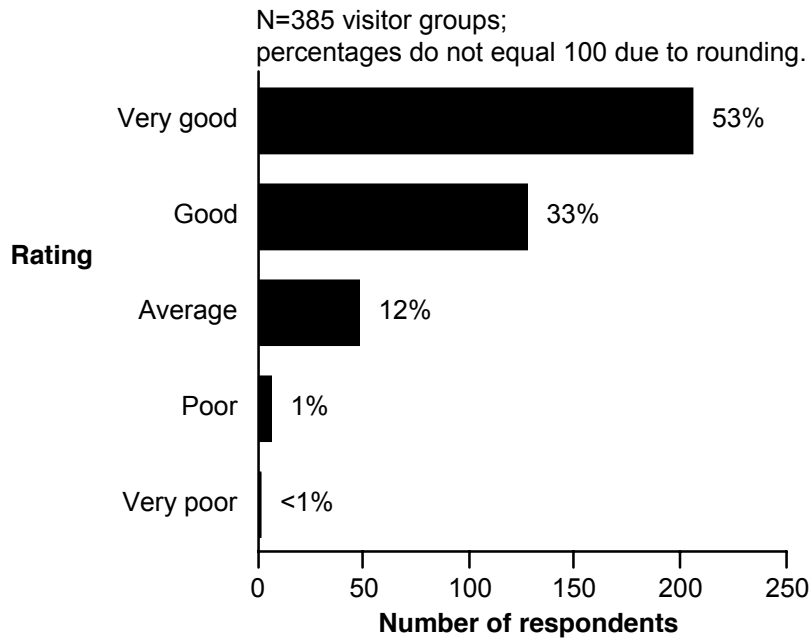


Figure 50: Quality of park brochure/map

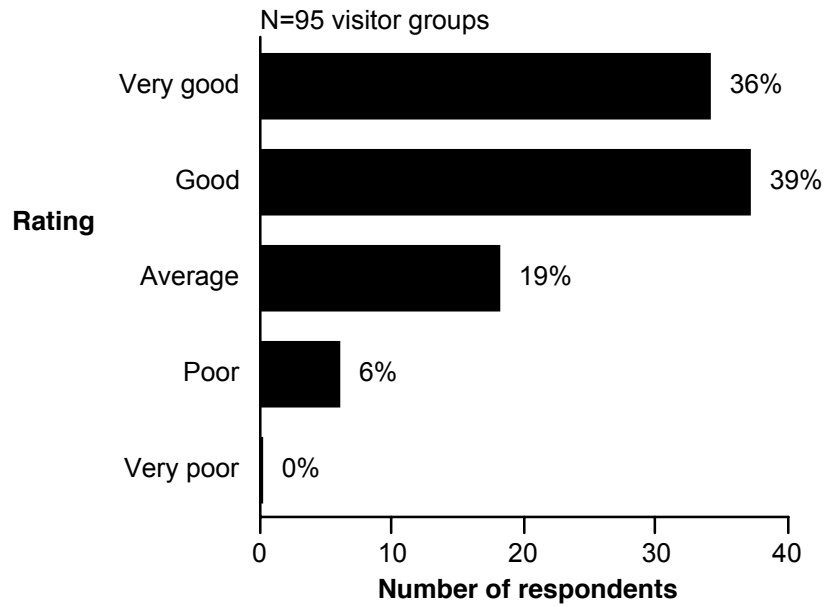


Figure 51: Quality of park movie/video

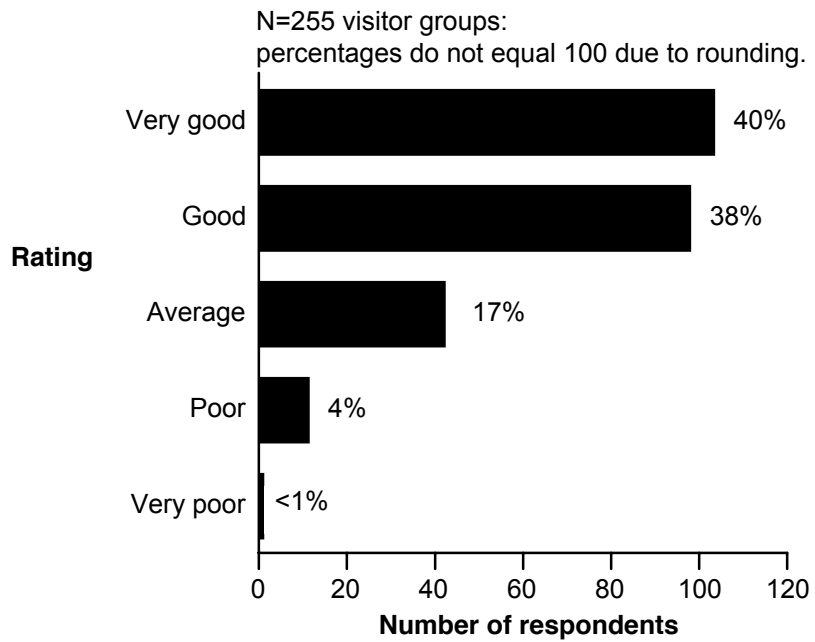


Figure 52: Quality of visitor center exhibits

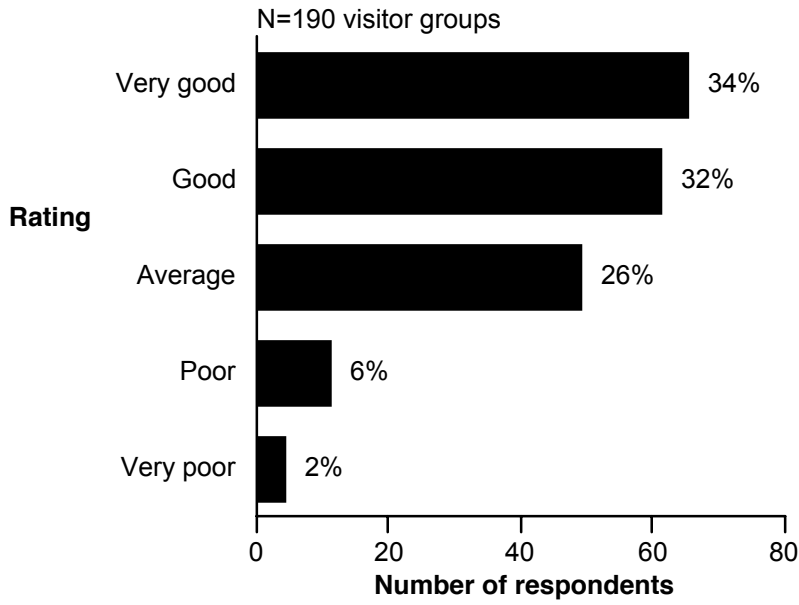


Figure 53: Quality of outdoor exhibits/trail signs

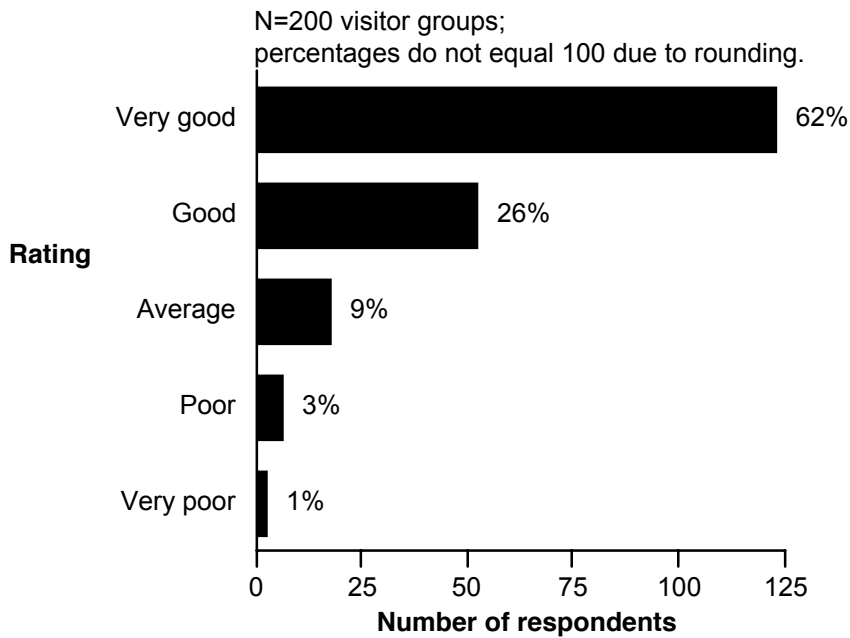


Figure 54: Quality of assistance from park employees

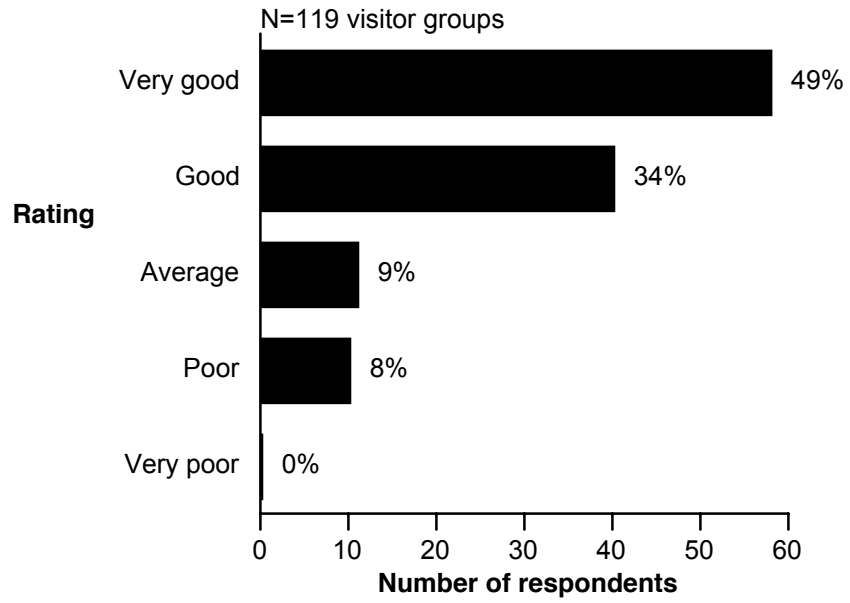


Figure 55: Quality of ranger auditorium presentation

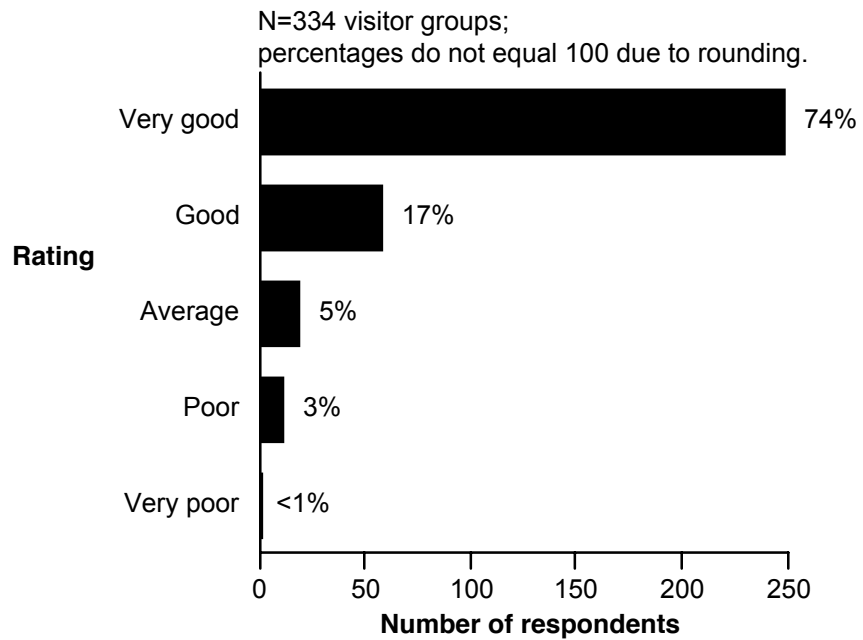


Figure 56: Quality of ranger narration on tour boat

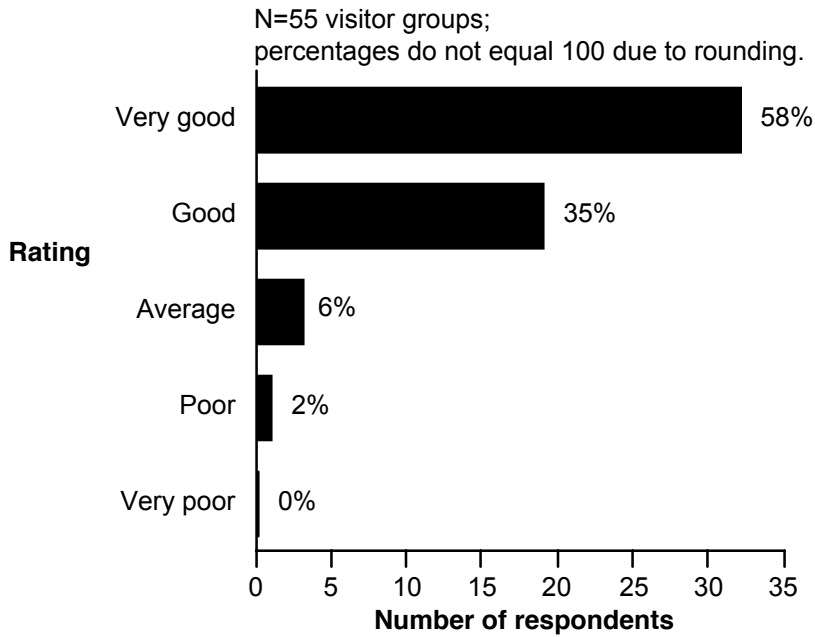


Figure 57: Quality of ranger-led walk

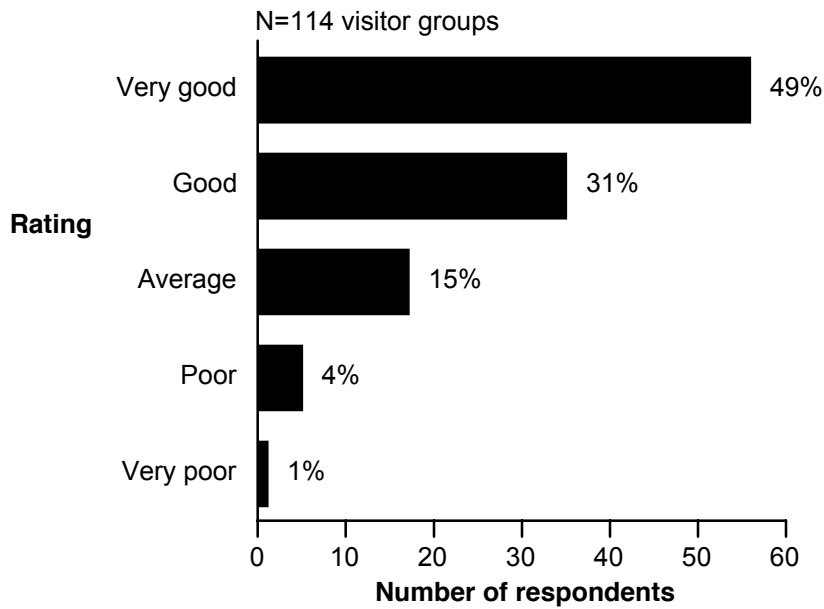


Figure 58: Quality of ranger information desk at lodge

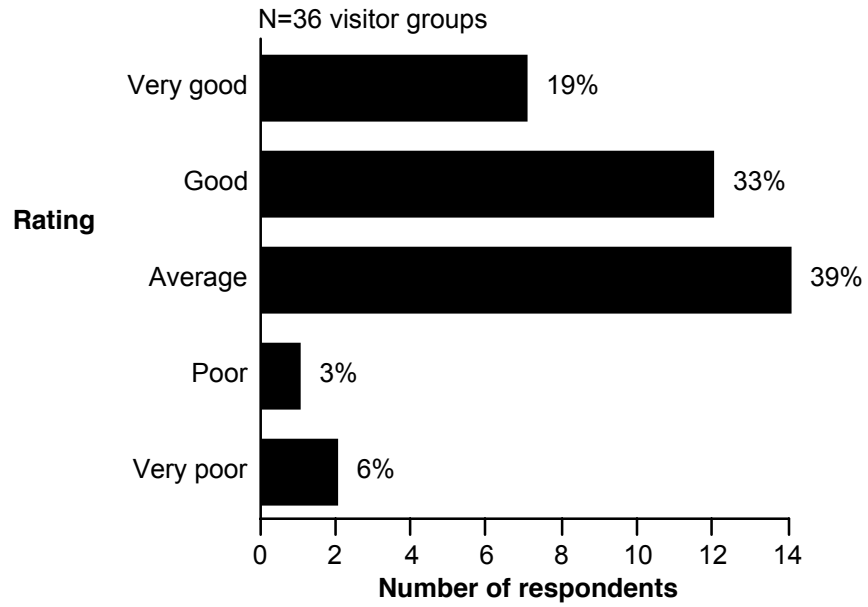


Figure 59: Quality of camper orientation by ranger

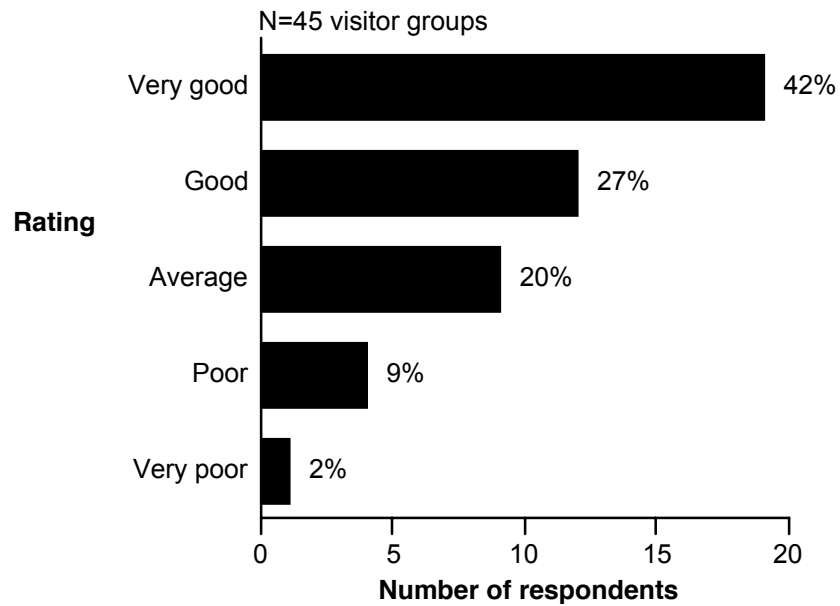


Figure 60: Quality of boater orientation by ranger

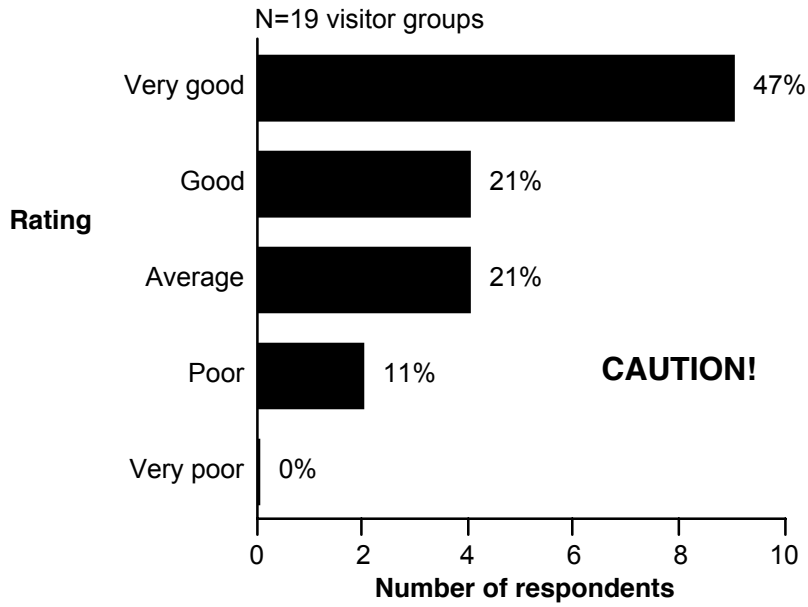


Figure 61: Quality of VHF weather and information report by ranger

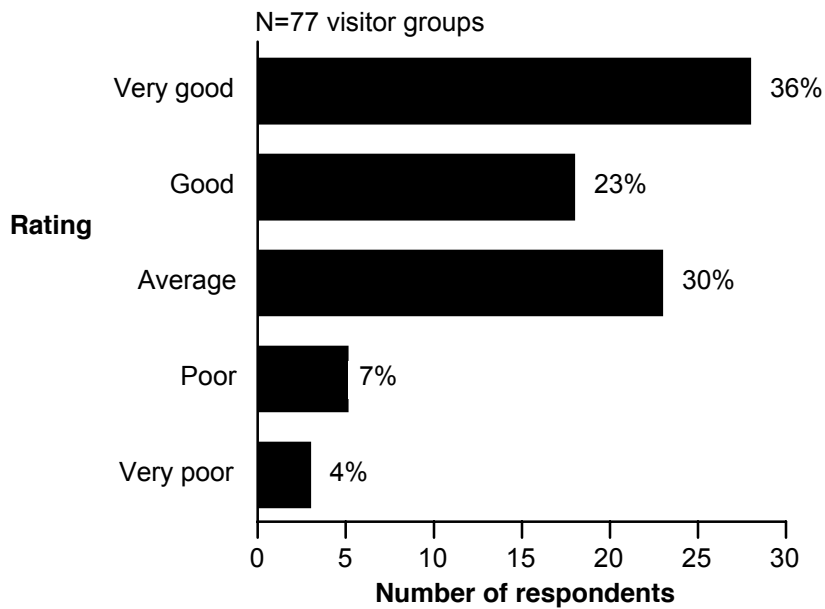


Figure 62: Quality of sales and publications in visitor center book sales area

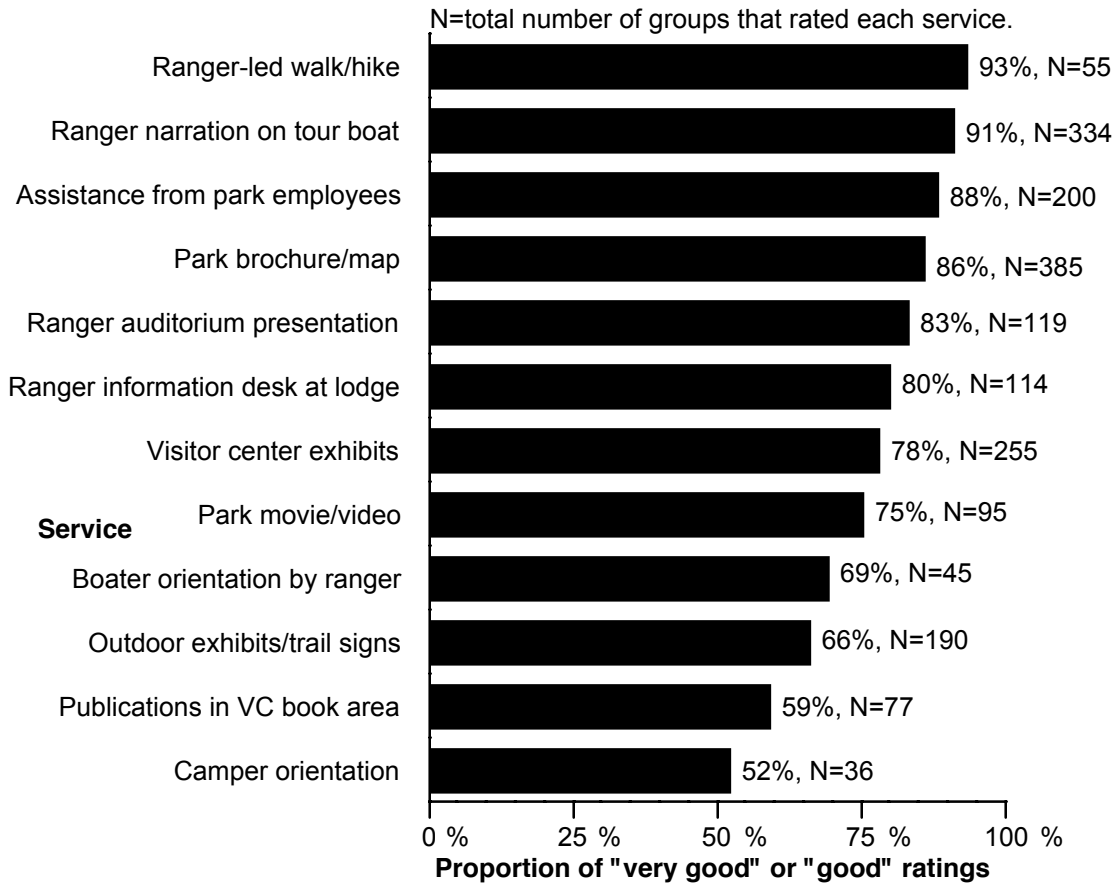


Figure 63: Combined proportions of “very good” or “good” quality ratings for services

Visitor groups were asked to note the park facilities they used during their visit to Glacier Bay National Park. As shown in Figure 64, the facilities that were most commonly used by visitor groups were the dock (72%), Forest Loop Trail (53%), and Shoreline Trail (37%). The least used facility was accessibility for disabled persons (3%).

**Visitor facilities:
use, importance
and quality**

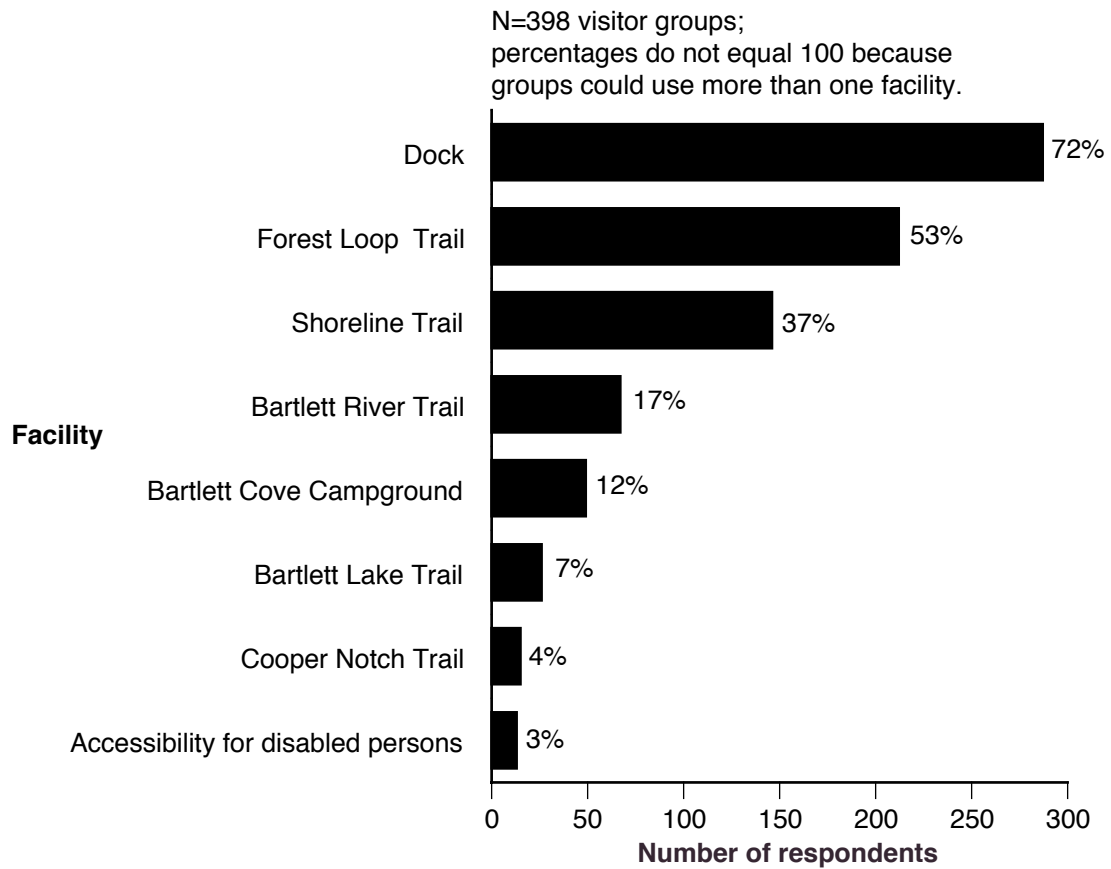


Figure 64: Facilities used

Visitor groups rated the importance and quality of each of the facilities they used. The following five point scales were used in the questionnaire:

IMPORTANCE
5=extremely important
4=very important
3=moderately important
2=somewhat important
1=not important

QUALITY
5=very good
4=good
3=average
2=poor
1=very poor

The average importance and quality ratings for each service were determined based on ratings provided by visitors who used each service. Figures 65 and 66 show the average importance and quality ratings for each of the visitor services. All services were rated as above "average" both in importance and quality. It should be noted that accessibility for disabled persons, the Cooper Notch Trail and the Bartlett Lake Trail were not rated by enough people to provide reliable data.

Figures 67-74 show the importance ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of "extremely important" or "very important" ratings included the Bartlett Cove Campground (96%), dock (87%) and the Bartlett River Trail (87%). The highest proportion of "not important" ratings was for the Shoreline Trail (2%).

Figures 75-82 show the quality ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of "very good" or "good" ratings included Forest Loop Trail (92%), Shoreline Trail (83%) and Bartlett River Trail (82%). The highest proportion of "very poor" ratings was for the Shoreline Trail (1%).

Figure 83 combines the "very good" and "good" quality ratings and compares those ratings for all of the facilities.

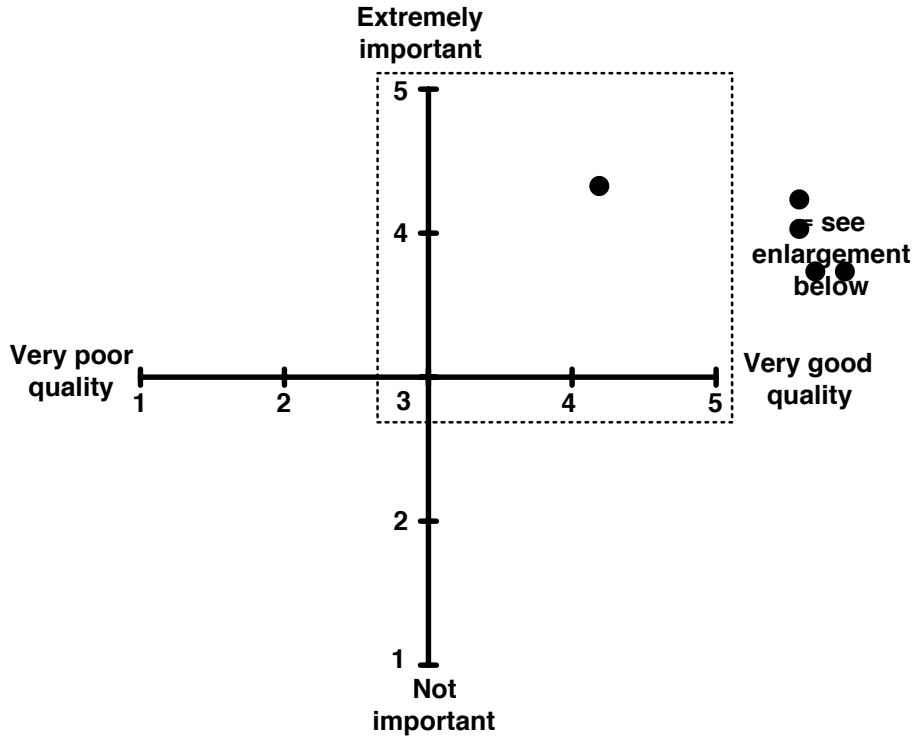


Figure 65: Average ratings of facility importance and quality

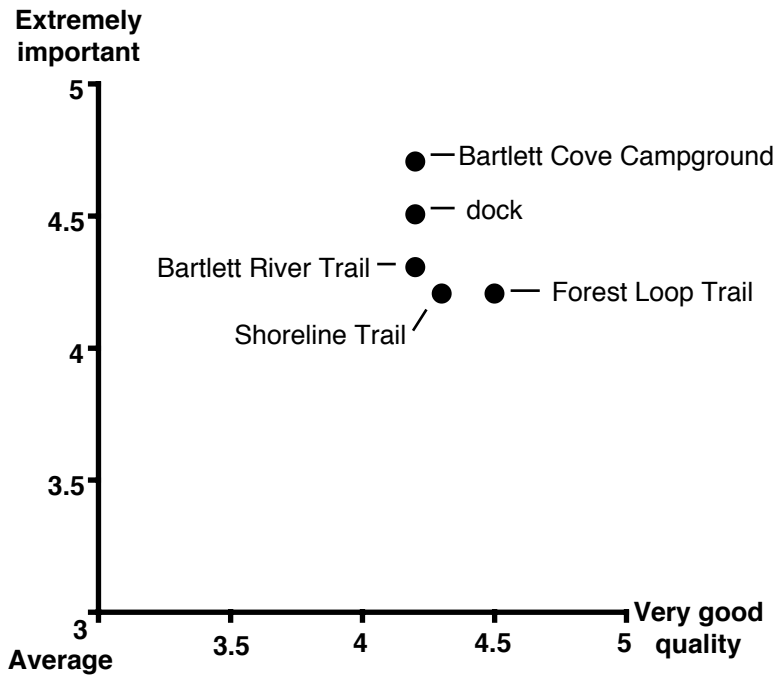


Figure 66: Detail of Figure 65

Visitor ratings of the importance of visitor facilities they used

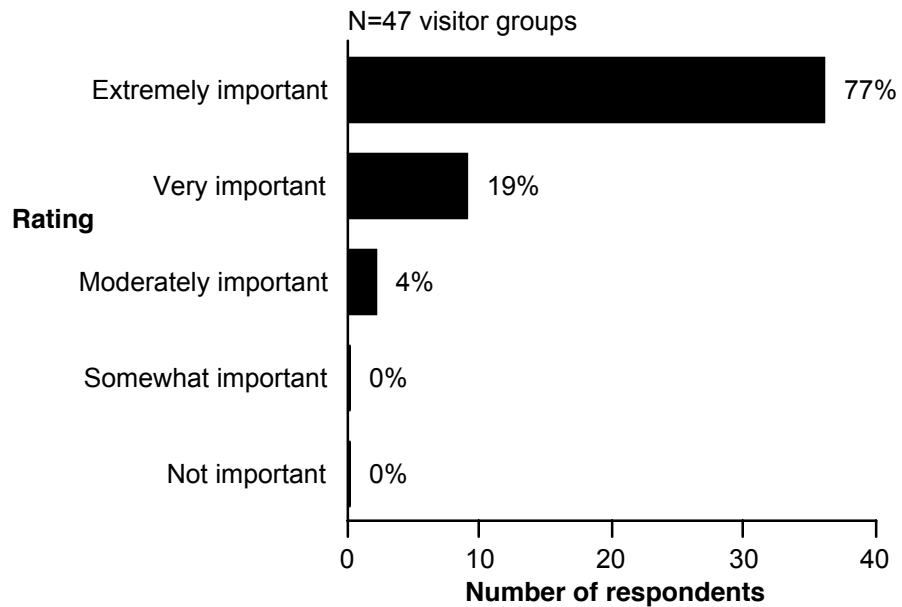


Figure 67: Importance of Bartlett Cove Campground

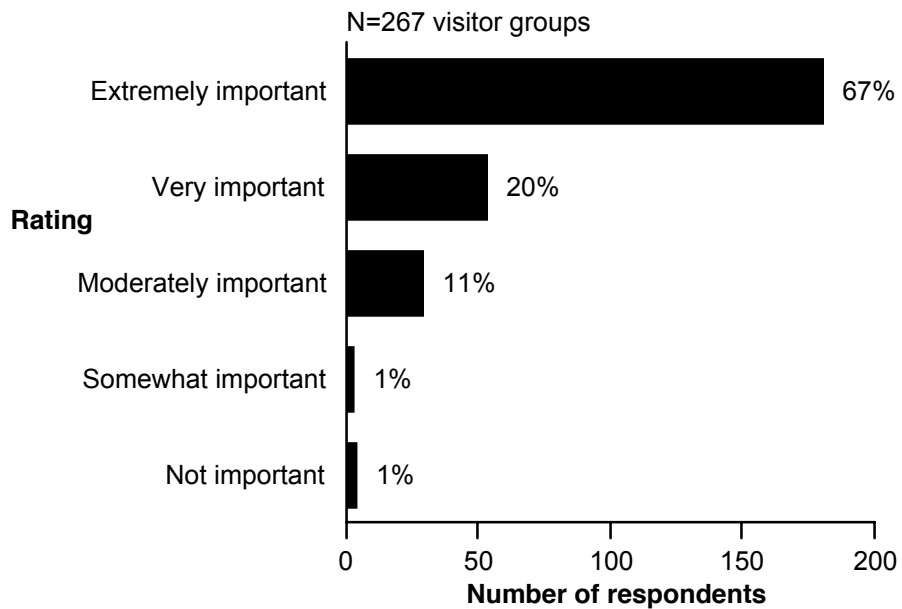


Figure 68: Importance of dock

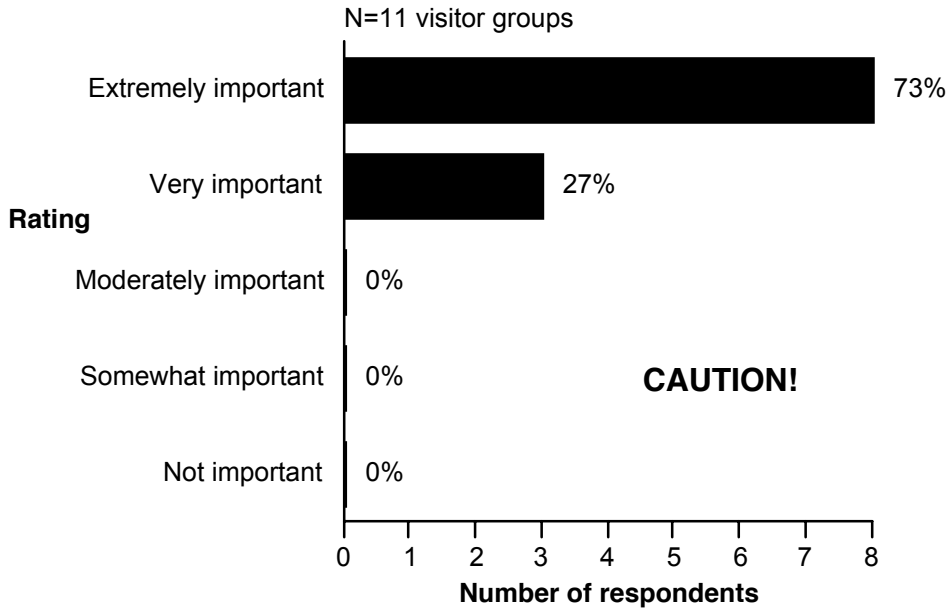


Figure 69: Importance of accessibility for disabled persons

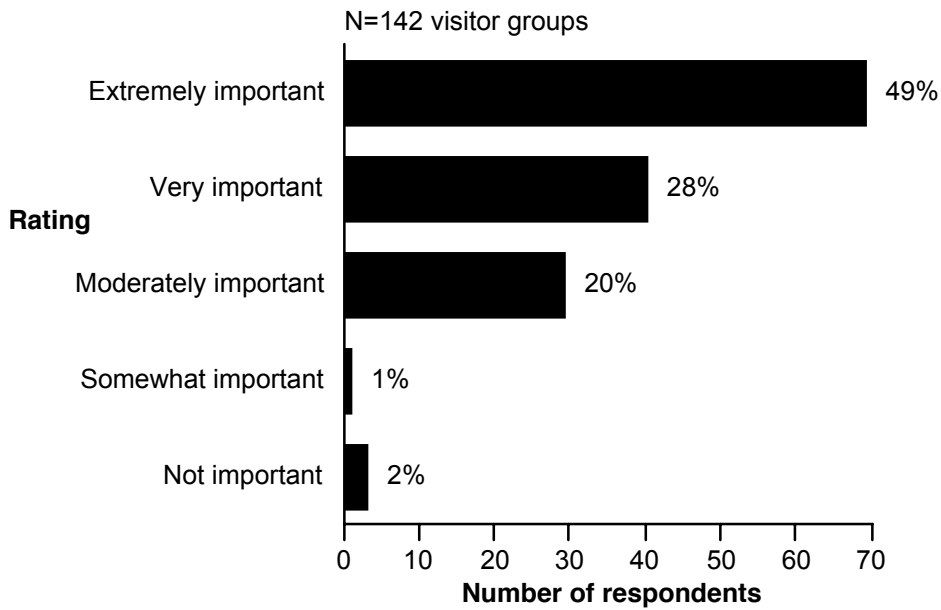


Figure 70: Importance of Shoreline Trail

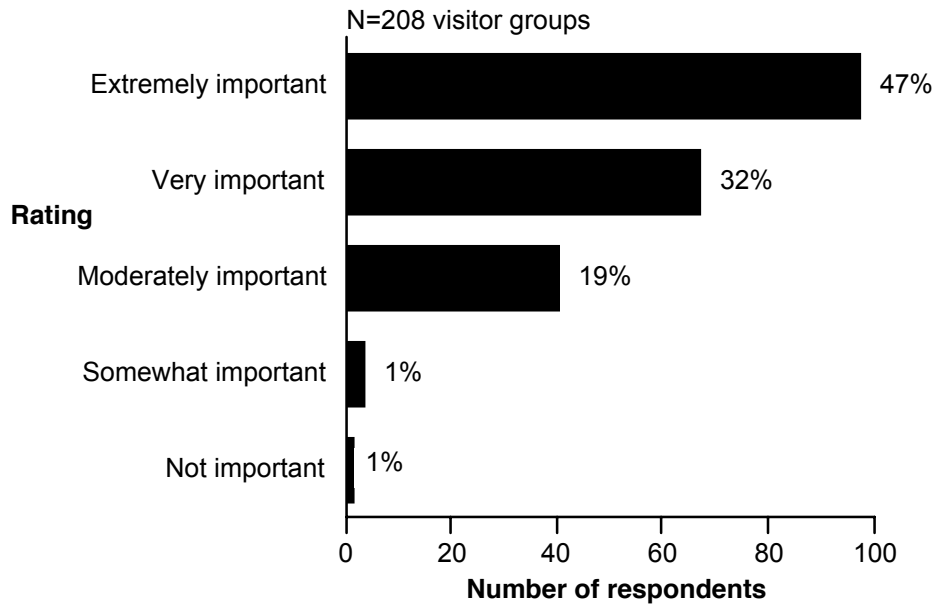


Figure 71: Importance of Forest Loop Trail

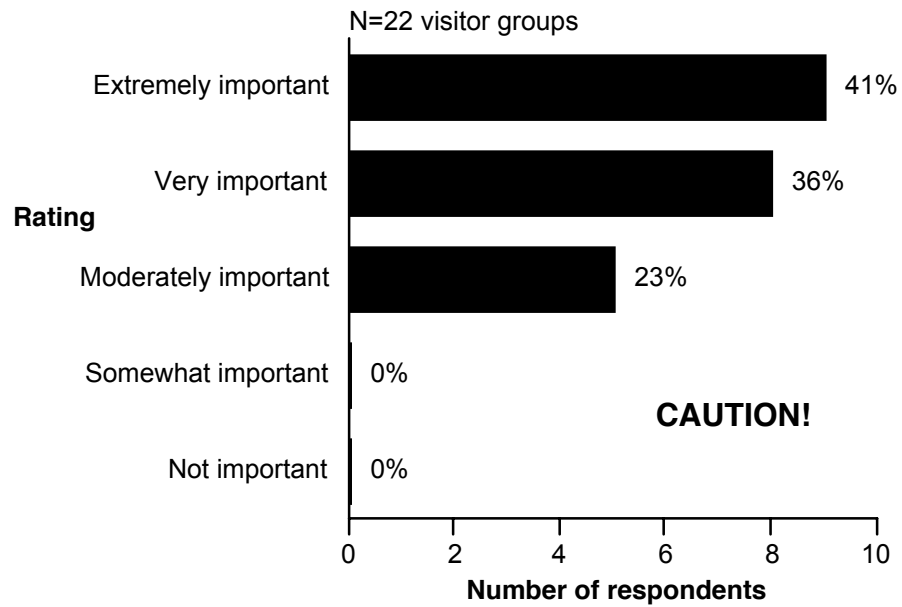


Figure 72: Importance of Bartlett Lake Trail

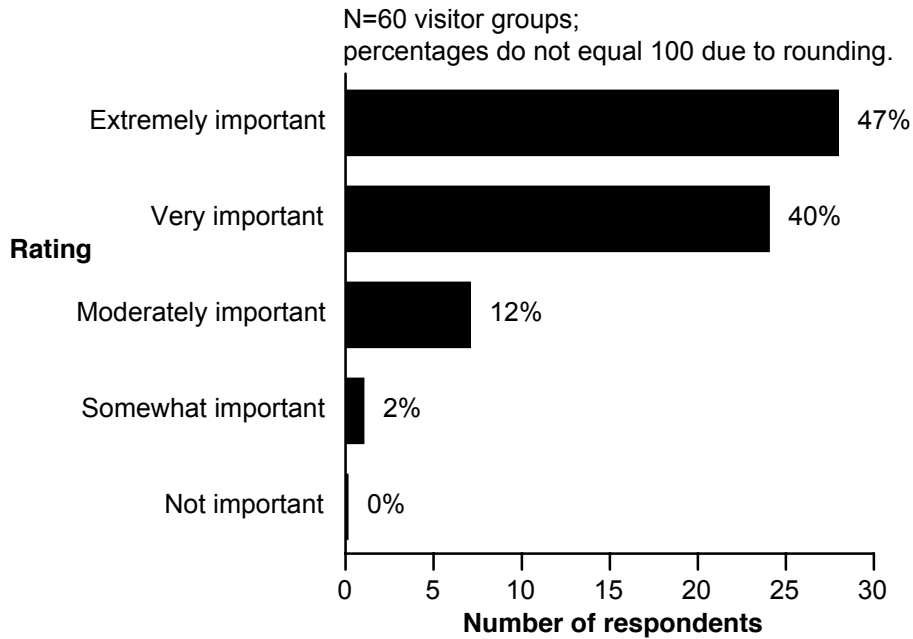


Figure 73: Importance of Bartlett River Trail

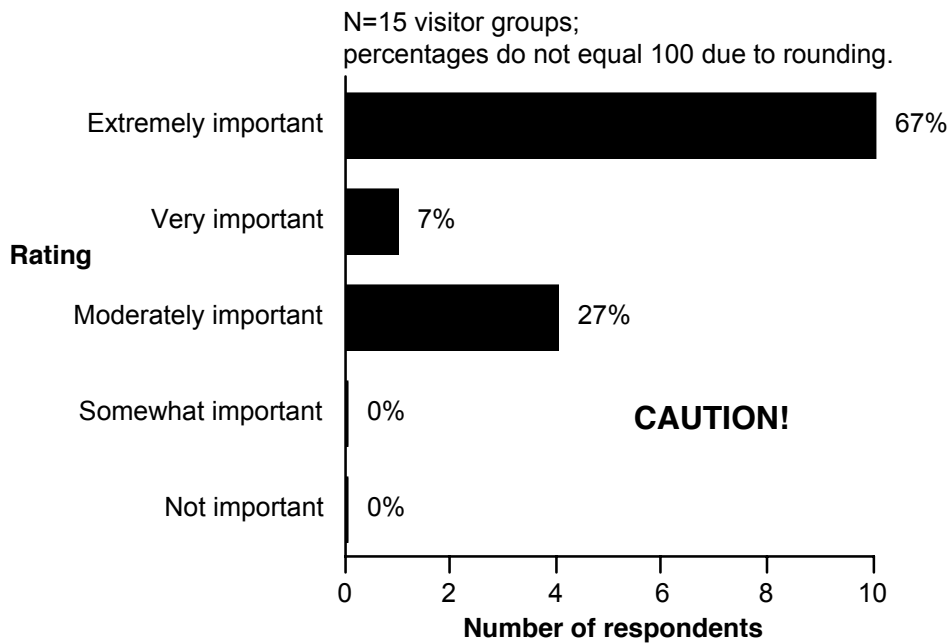


Figure 74: Importance of Cooper Notch Trail

**Visitor ratings
of the quality of
visitor facilities
they used**

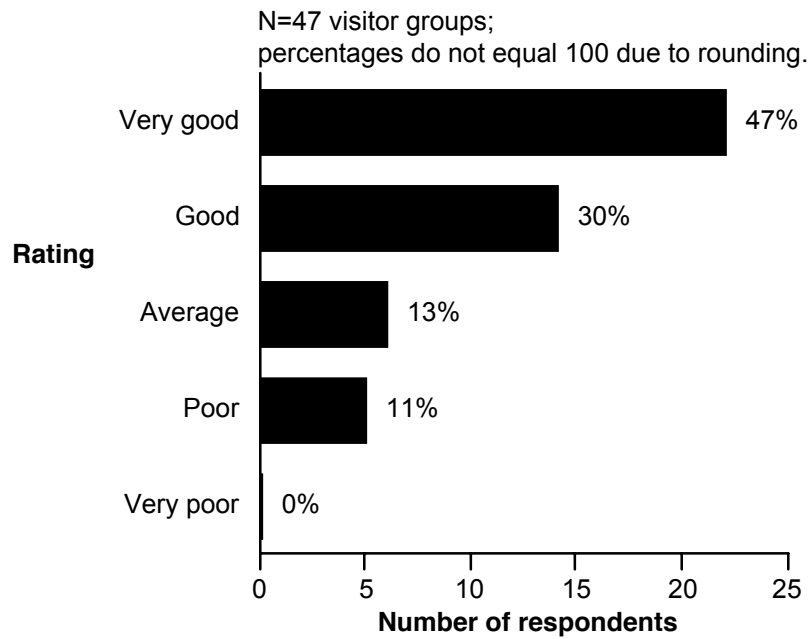


Figure 75: Quality of Bartlett Cove Campground

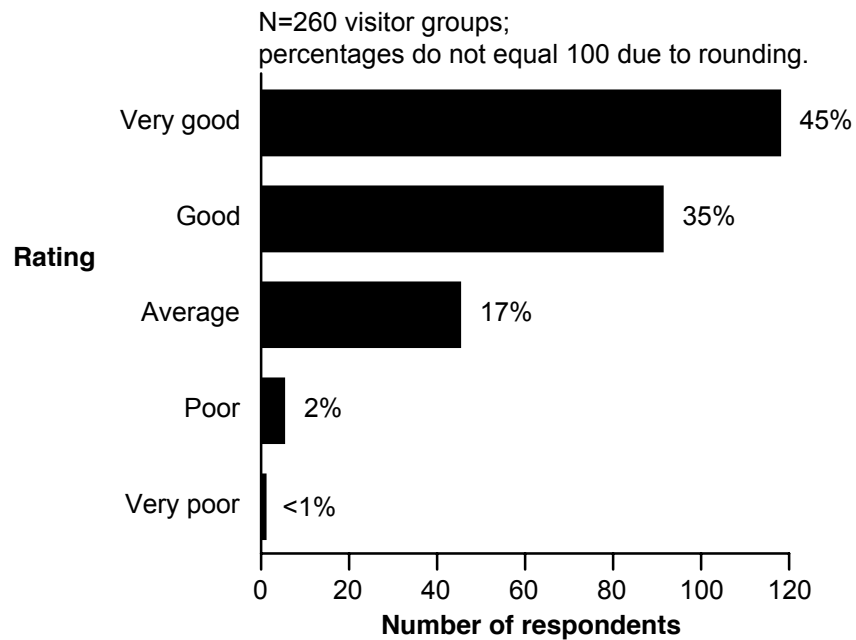


Figure 76: Quality of dock

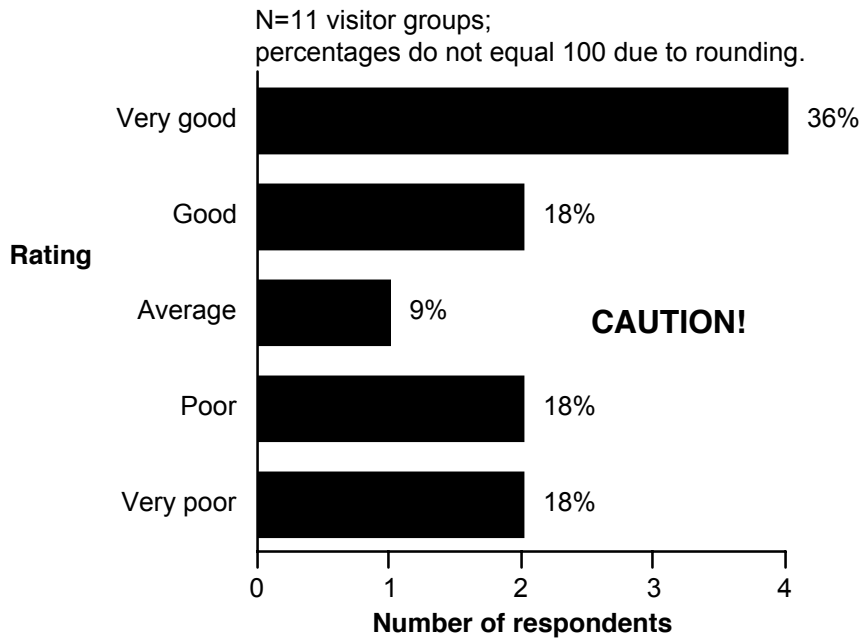


Figure 77: Quality of accessibility for disabled persons

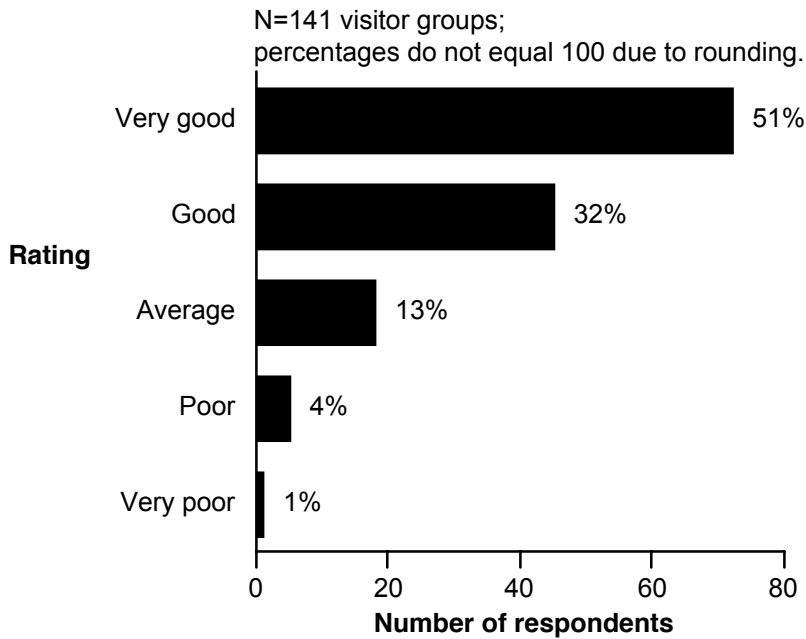


Figure 78: Quality of Shoreline Trail

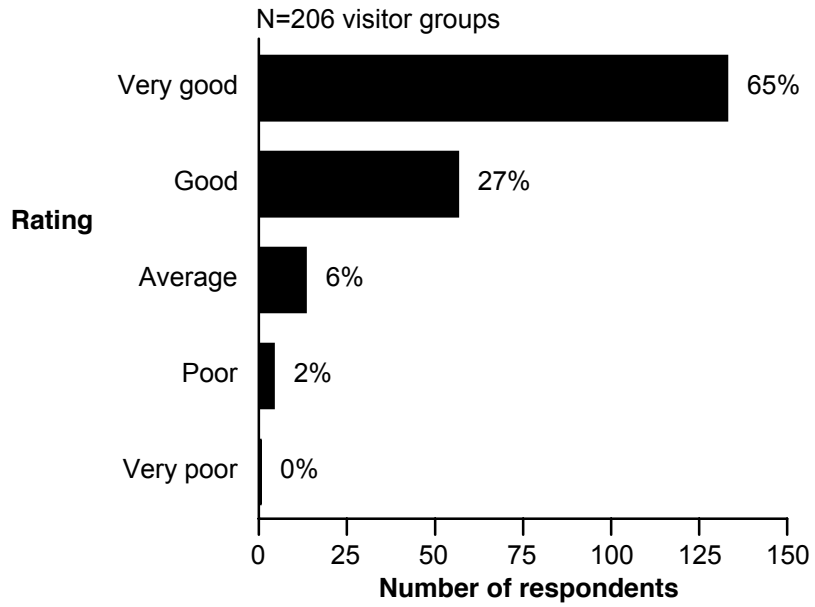


Figure 79: Quality of Forest Loop Trail

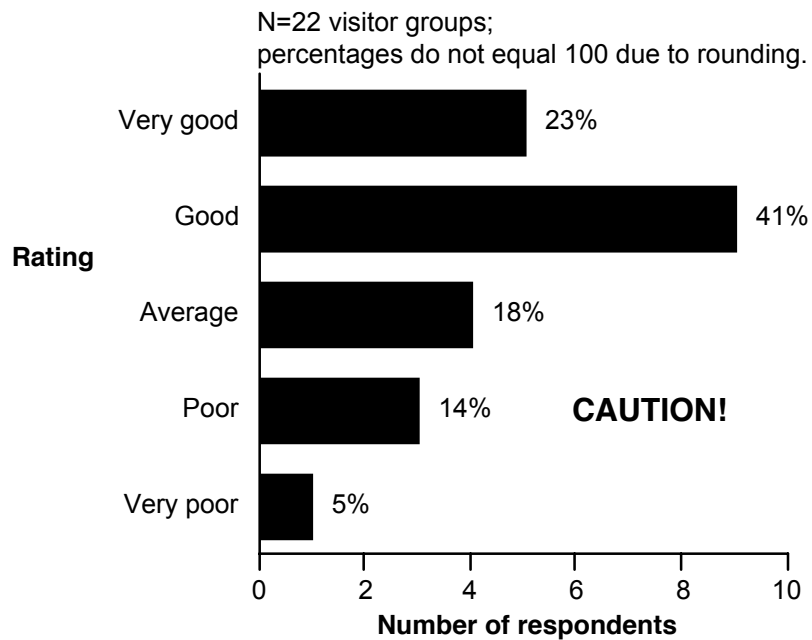


Figure 80: Quality of Bartlett Lake Trail

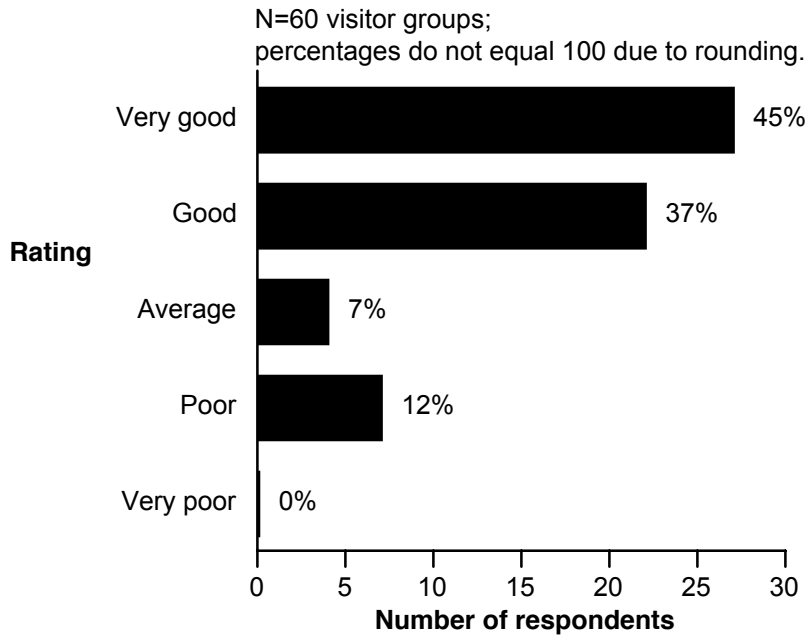


Figure 81: Quality of Bartlett River Trail

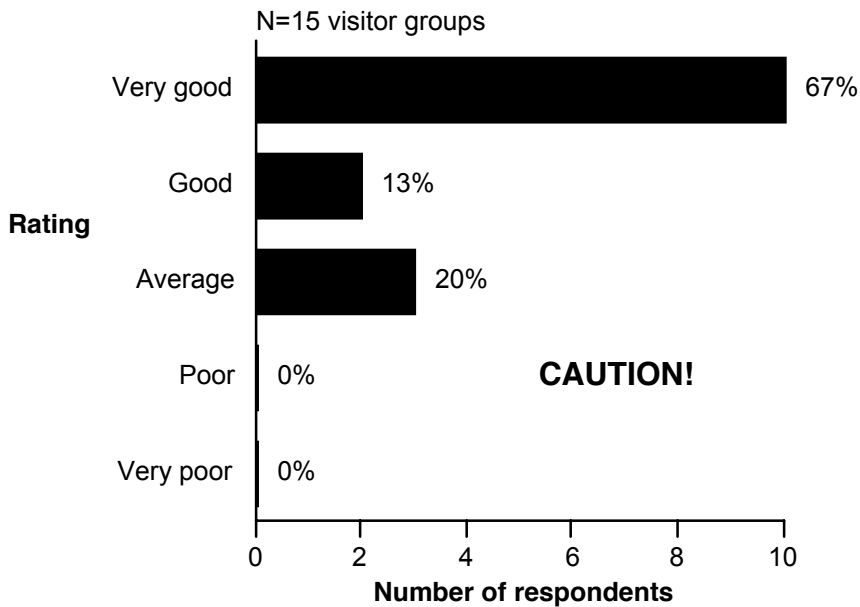


Figure 82: Quality of Cooper Notch Trail

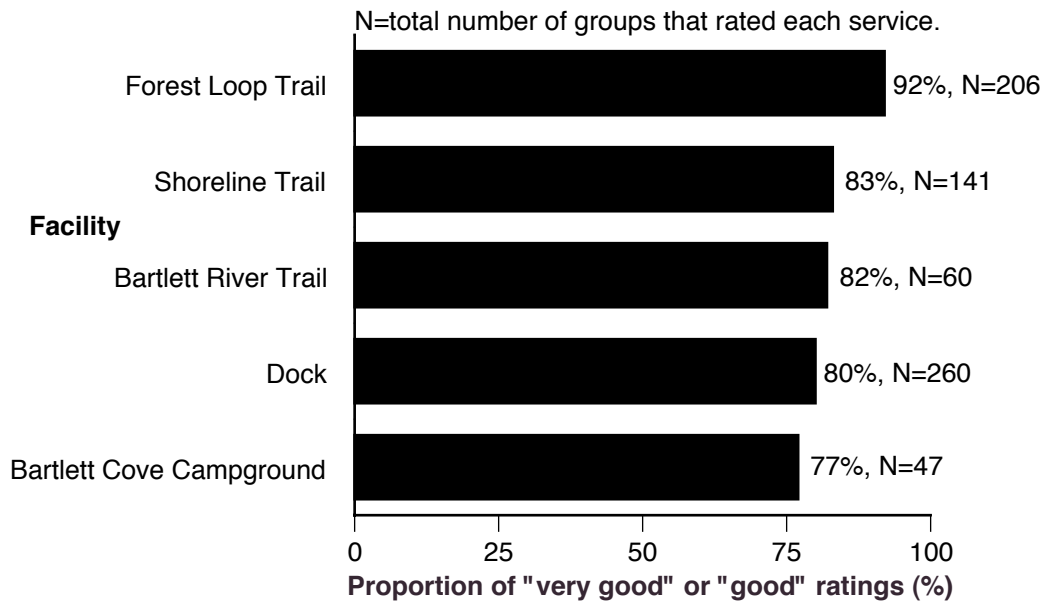


Figure 83: Combined proportions of “very good” and “good” quality ratings for visitor facilities used by visitors

Visitor groups were asked to note the commercial services and facilities they used during their visit to Glacier Bay National Park. As shown in Figure 84, the commercial services and facilities that were most commonly used by visitor groups were the Glacier Bay Lodge restrooms (63%), Glacier Bay Lodge tour boat (62%), Glacier Bay Lodge restaurant (62%) and Glacier Bay Lodge gift shop (54%). The least used services were the charter boat (1%) and bare boat charter (1%).

Commercial services and facilities: use, importance and quality

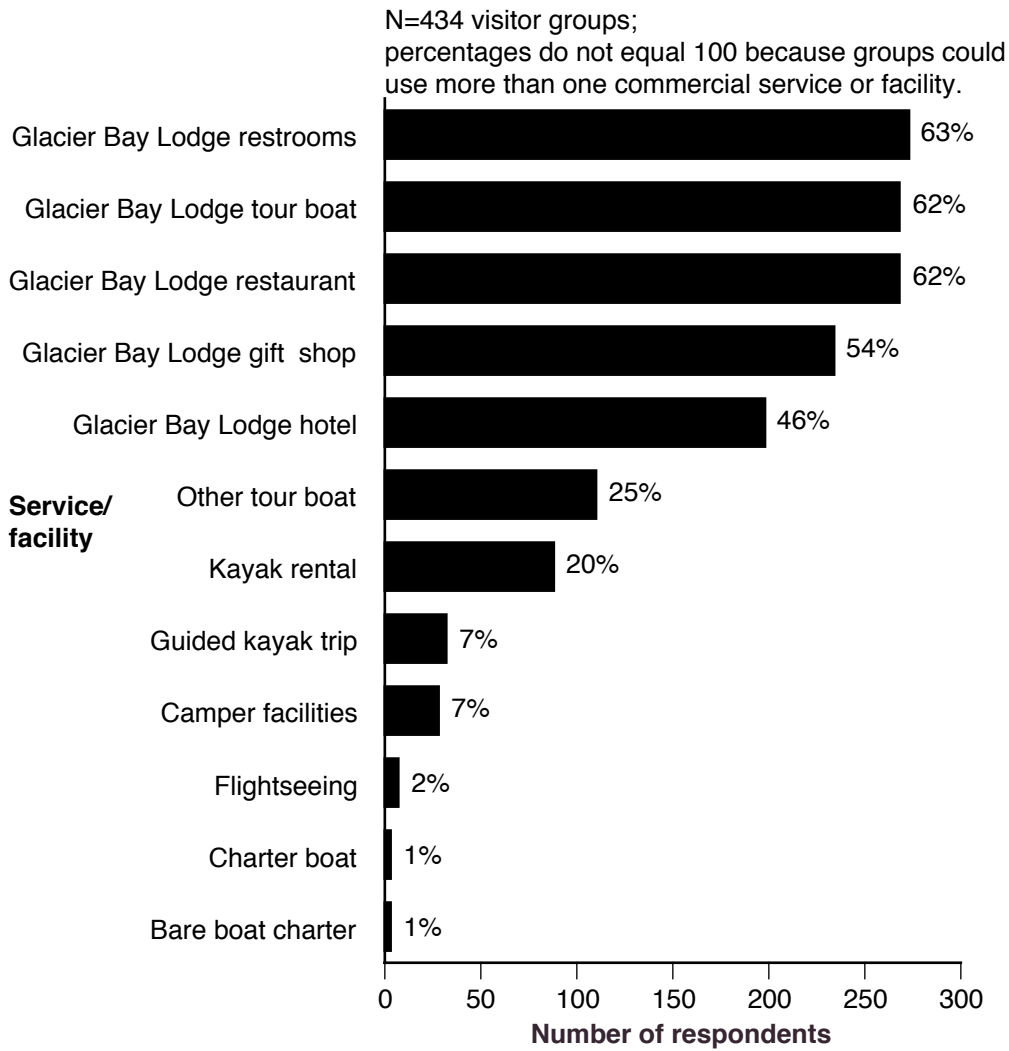


Figure 84: Commercial services and facilities used

Visitor groups rated the importance and quality of each of the services and facilities they used. The following five point scales were used in the questionnaire:

IMPORTANCE
5=extremely important
4=very important
3=moderately important
2=somewhat important
1=not important

QUALITY
5=very good
4=good
3=average
2=poor
1=very poor

The average importance and quality ratings for each service were determined based on ratings provided by visitors who used each service. Figures 85 and 86 show the average importance and quality ratings for each of the visitor services. All services were rated as above "average" both in importance and quality. It should be noted that bare boat charter, charter boat, flightseeing and camper facilities were not rated by enough people to provide reliable data.

Figures 87-98 show the importance ratings that were provided by visitor groups for each of the commercial services and facilities. Those services/facilities receiving the highest proportion of "extremely important" or "very important" ratings included tour boat other than *Spirit of Adventure* (98%), *Spirit of Adventure* tour boat (96%) and the Glacier Bay Lodge hotel (94%). The highest proportion of "not important" ratings was for the Glacier Bay Lodge gift shop (9%).

Figures 99-110 show the quality ratings that were provided by visitor groups for each of the individual commercial services and facilities. Those services and facilities receiving the highest proportion of "very good" or "good" ratings included tour boat other than *Spirit of Adventure* (96%), the guided kayak trip (93%), kayak rental (92%) and *Spirit of Adventure* tour boat (92%). The highest proportion of "very poor" ratings was for the Glacier Bay Lodge gift shop (6%).

Figure 111 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

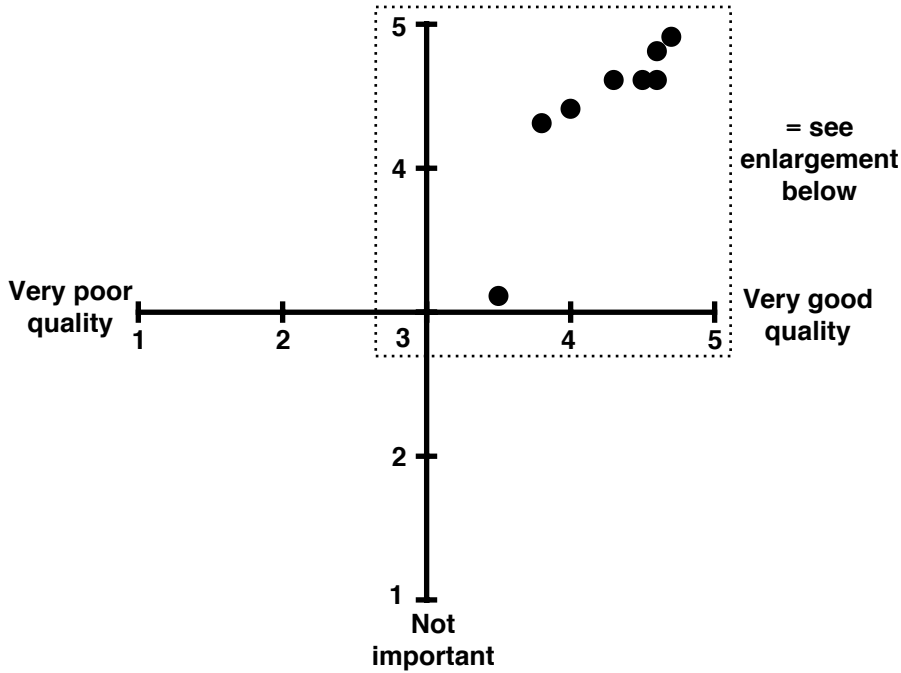


Figure 85: Average ratings of commercial services/ facilities importance and quality

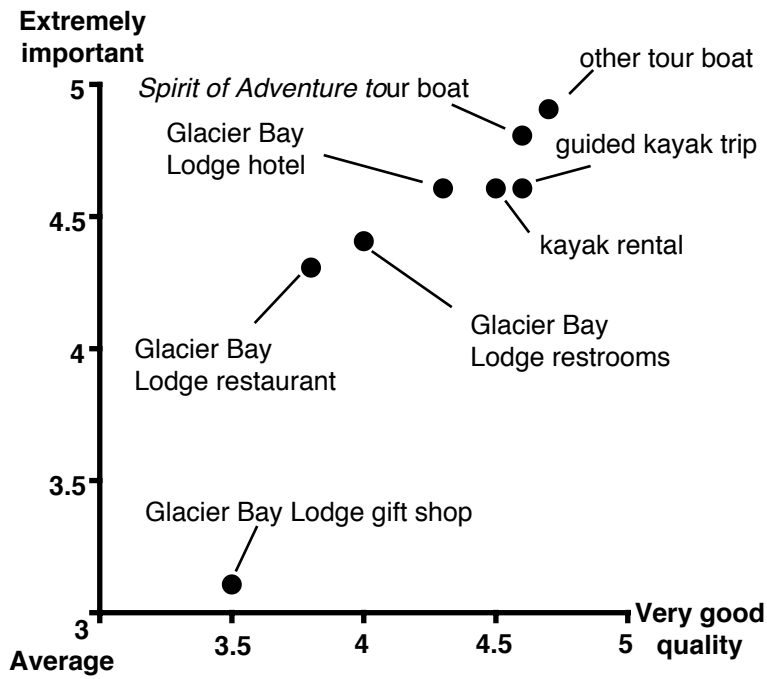


Figure 86: Detail of Figure 85

Visitor ratings of the importance of concession/commercial services/facilities they used

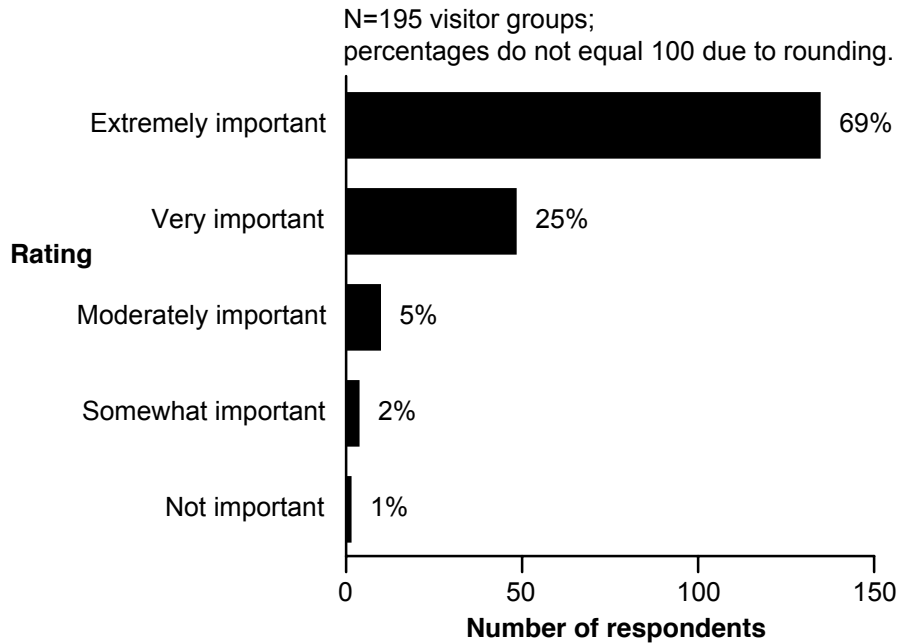


Figure 87: Importance of Glacier Bay Lodge hotel

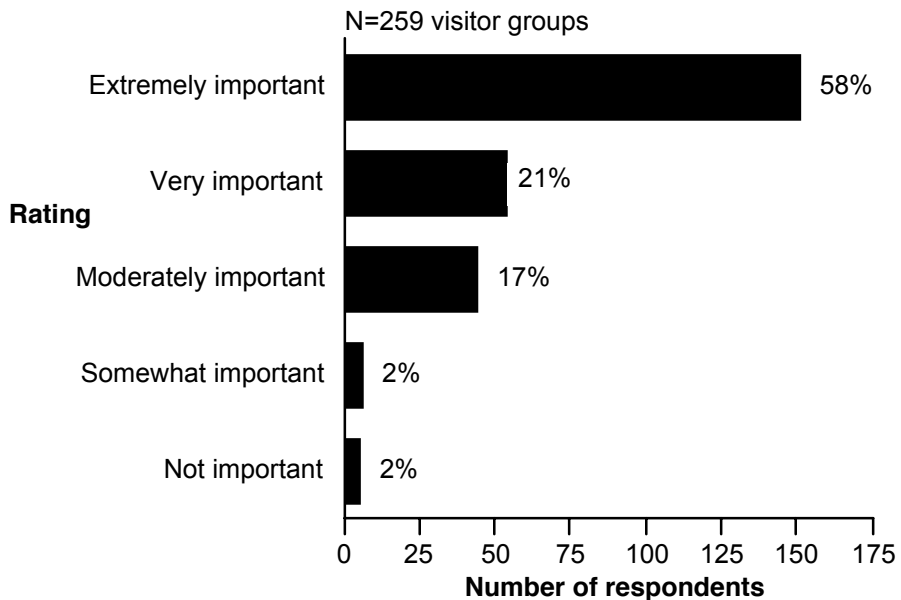


Figure 88: Importance of Glacier Bay Lodge restaurant

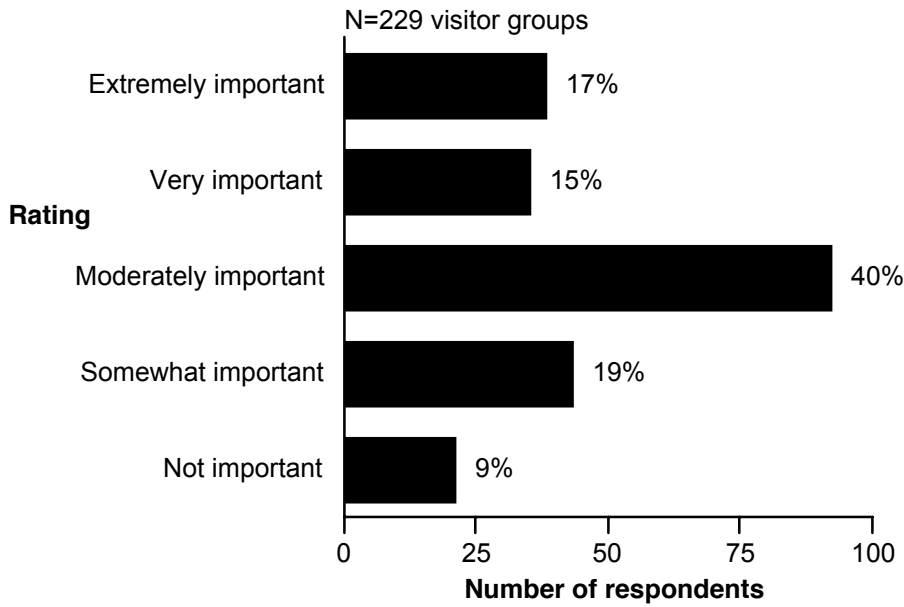


Figure 89: Importance of Glacier Bay Lodge gift shop

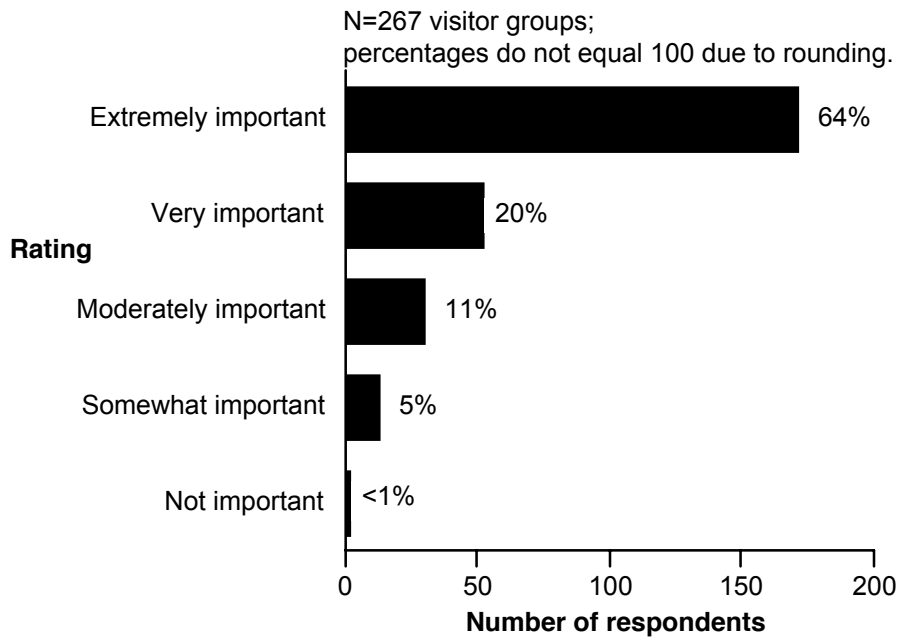


Figure 90: Importance of Glacier Bay Lodge restrooms

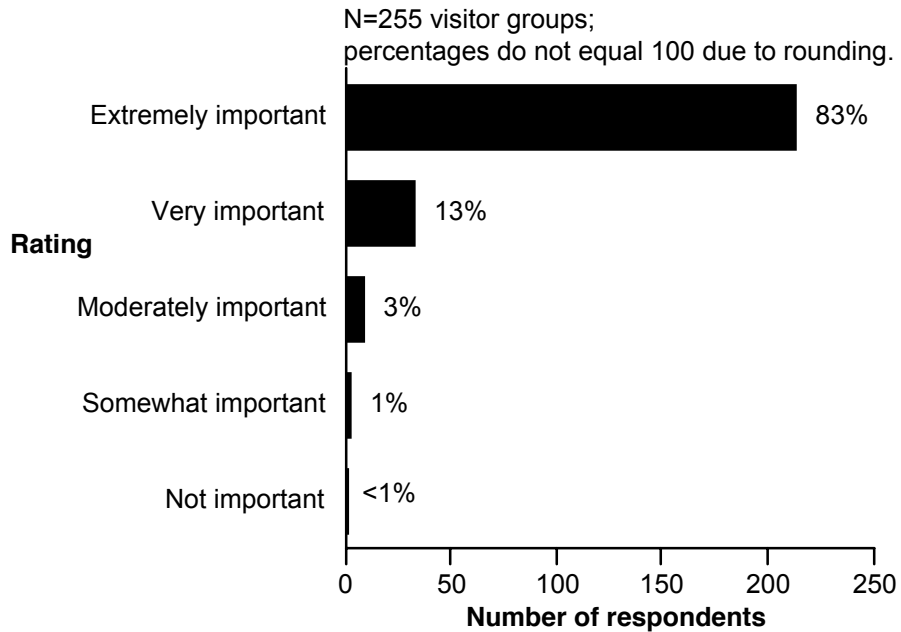


Figure 91: Importance of Glacier Bay Lodge tour boat (*Spirit of Adventure*)

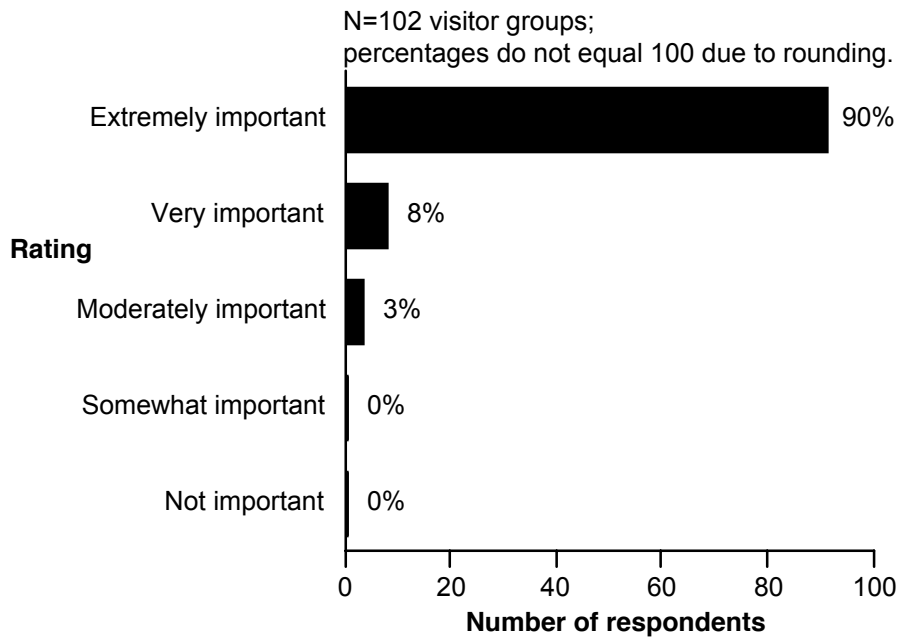


Figure 92: Importance of tour boat other than *Spirit of Adventure*

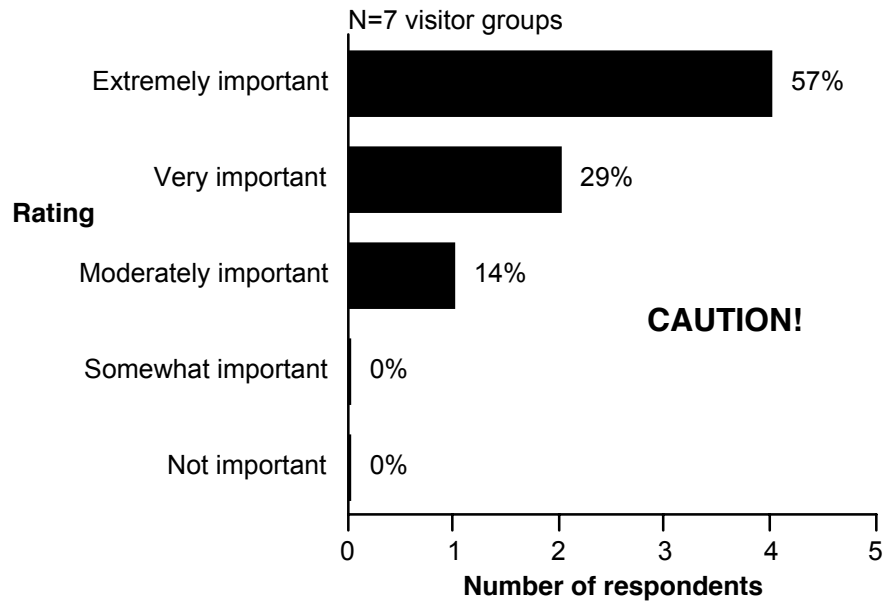


Figure 93: Importance of flightseeing

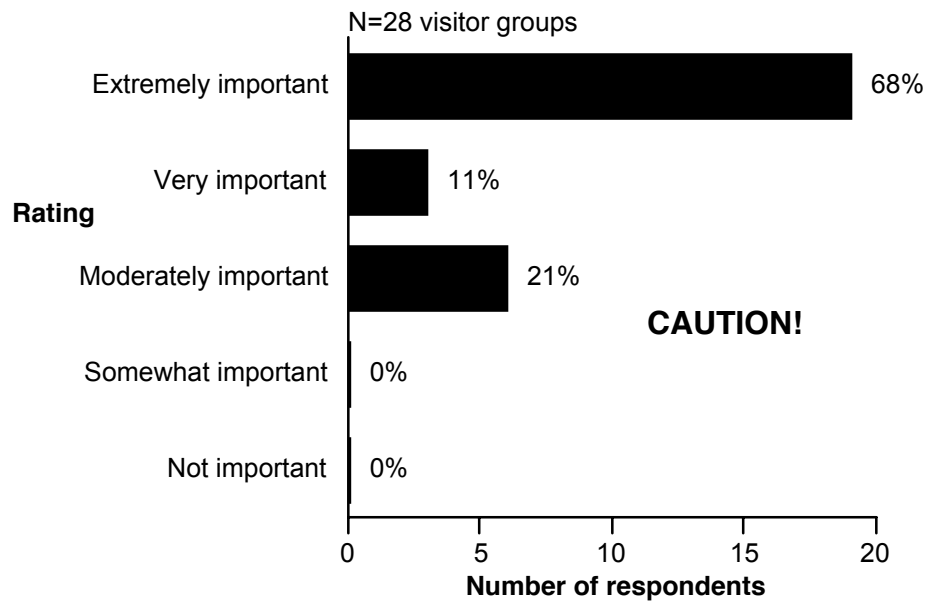


Figure 94: Importance of camper facilities

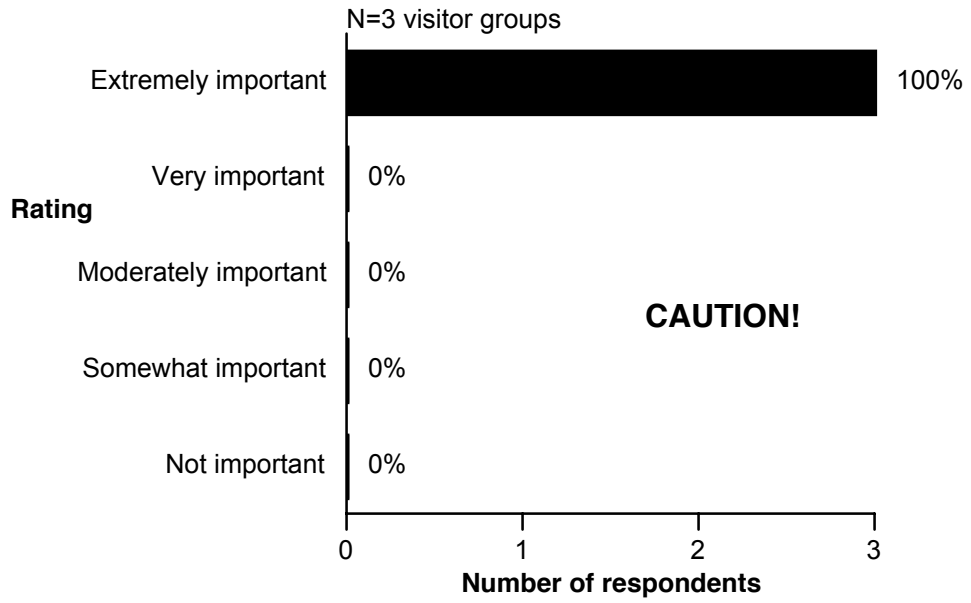


Figure 95: Importance of charter boat

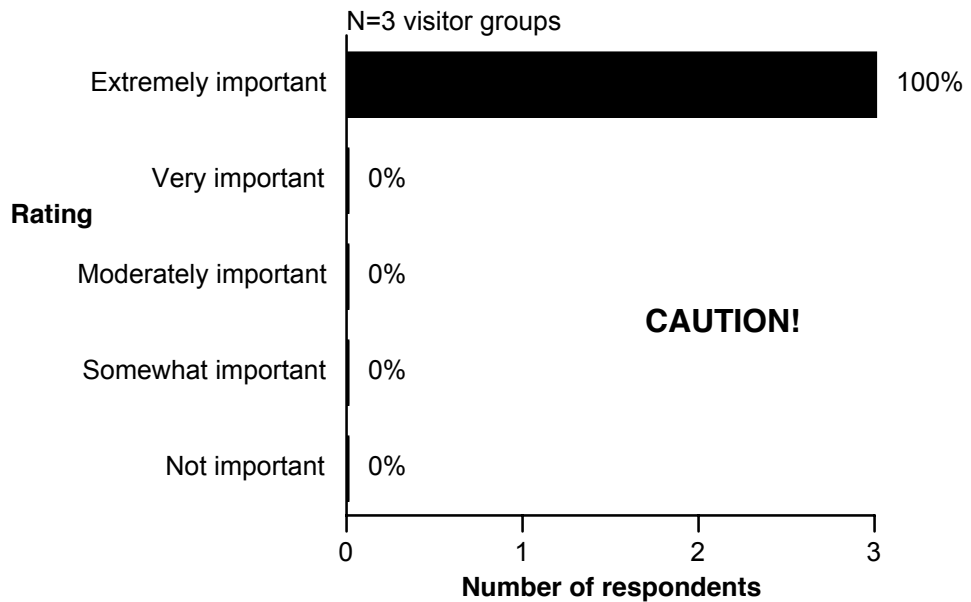


Figure 96: Importance of bare boat charter

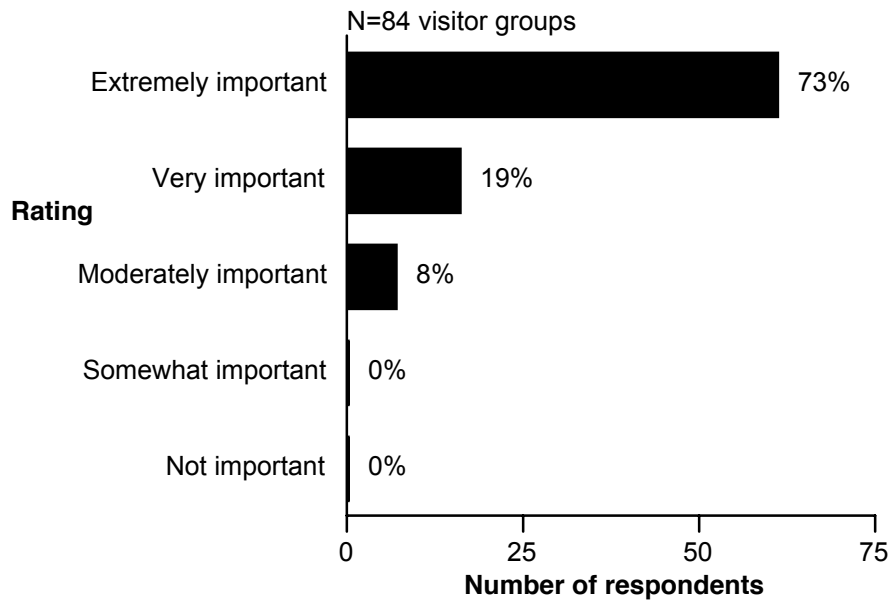


Figure 97: Importance of kayak rental

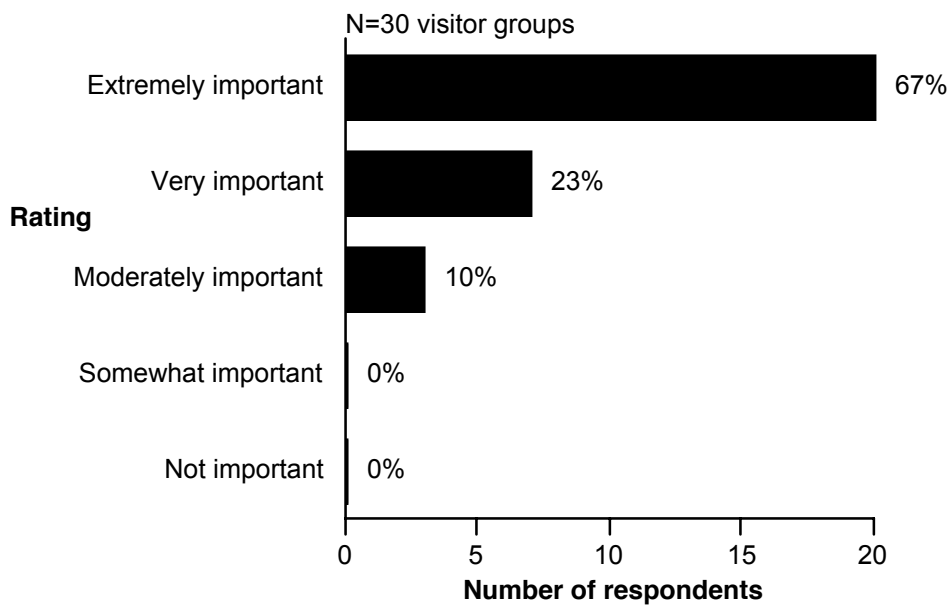


Figure 98: Importance of guided kayak trip

Visitor ratings of the quality of concession/commercial services/facilities they used

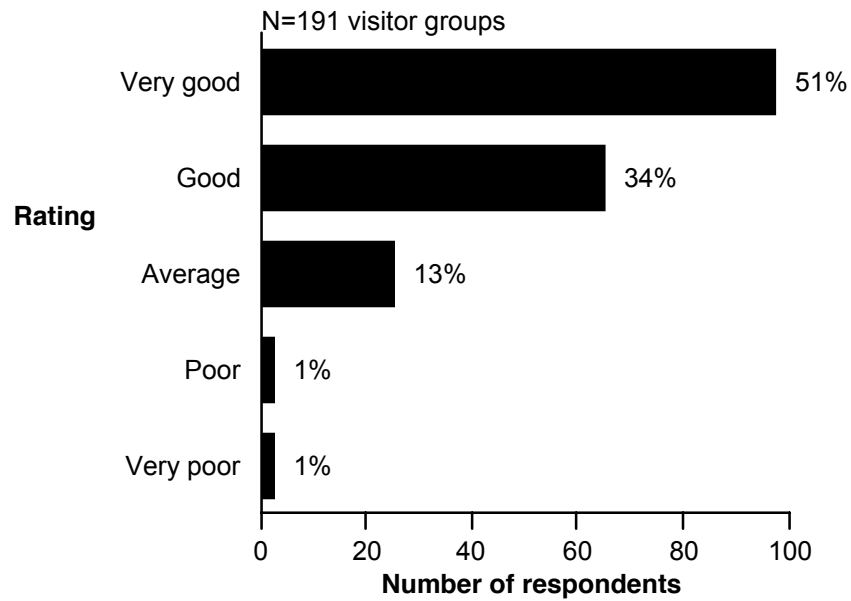


Figure 99: Quality of Glacier Bay Lodge hotel

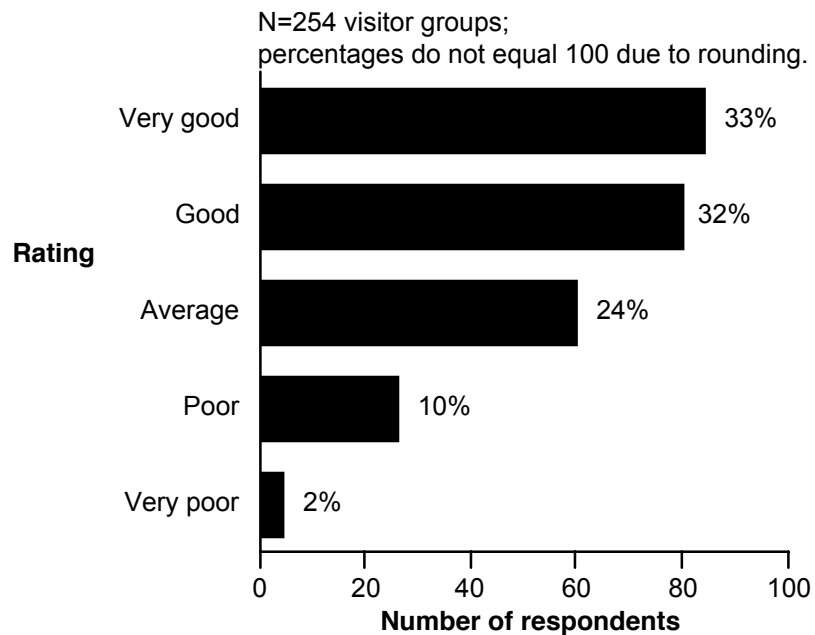


Figure 100: Quality of Glacier Bay Lodge restaurant

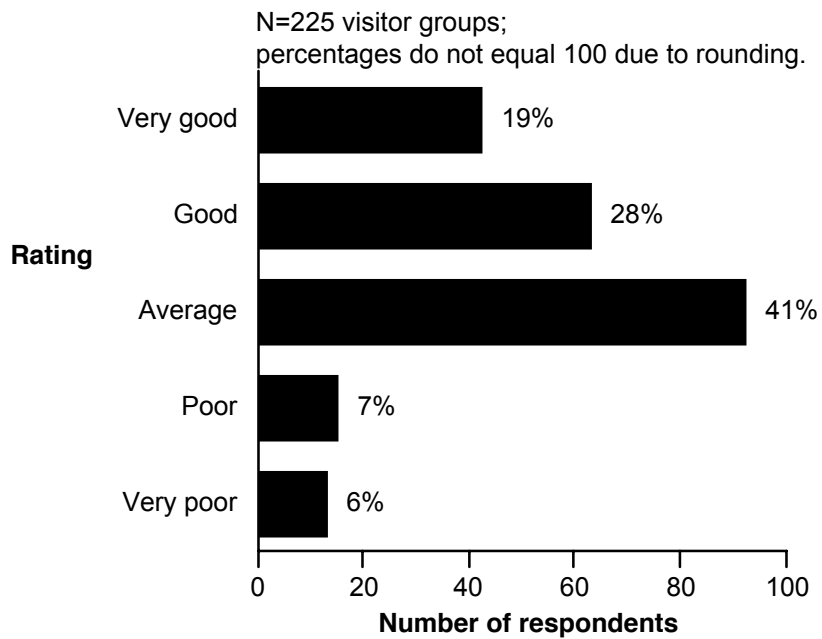


Figure 101: Quality of Glacier Bay Lodge gift shop

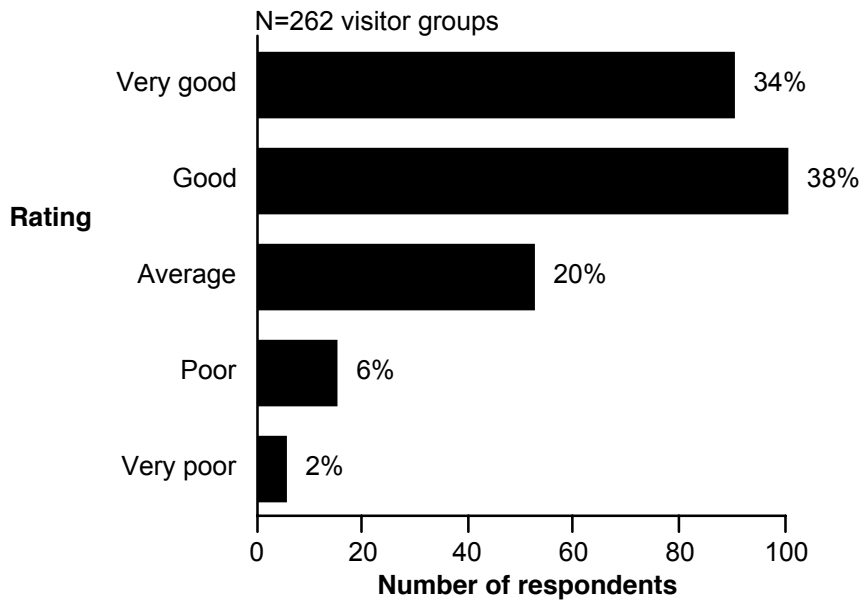


Figure 102: Quality of Glacier Bay Lodge restrooms

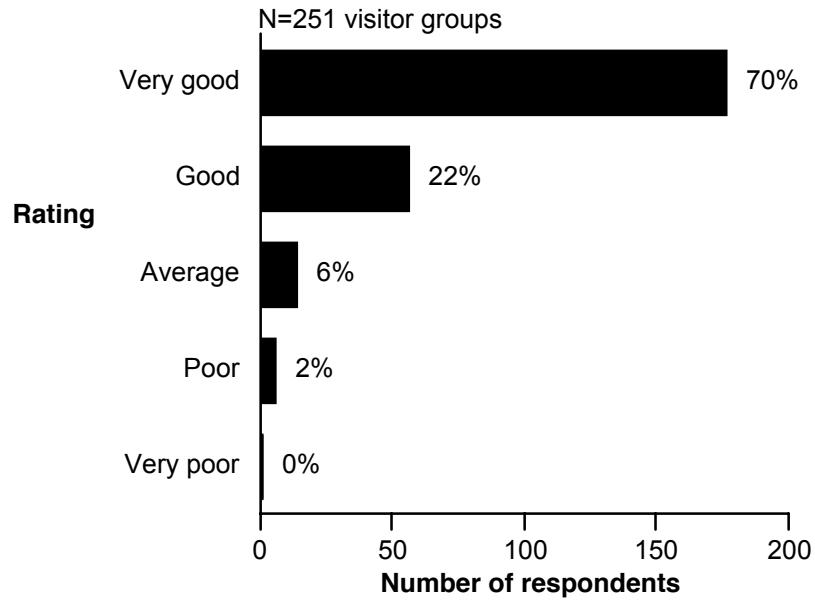


Figure 103: Quality of Glacier Bay Lodge tour boat (*Spirit of Adventure*)

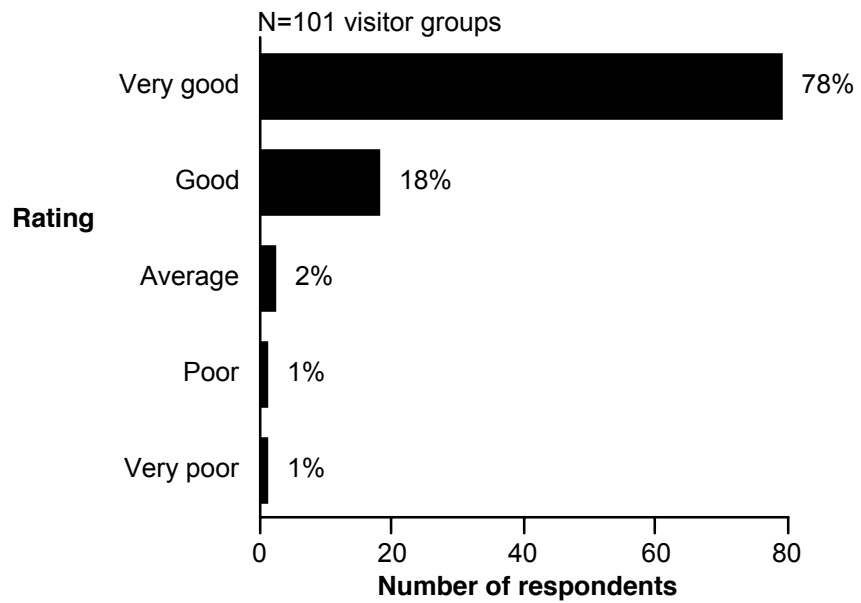


Figure 104: Quality of tour boat (other than *Spirit of Adventure*)

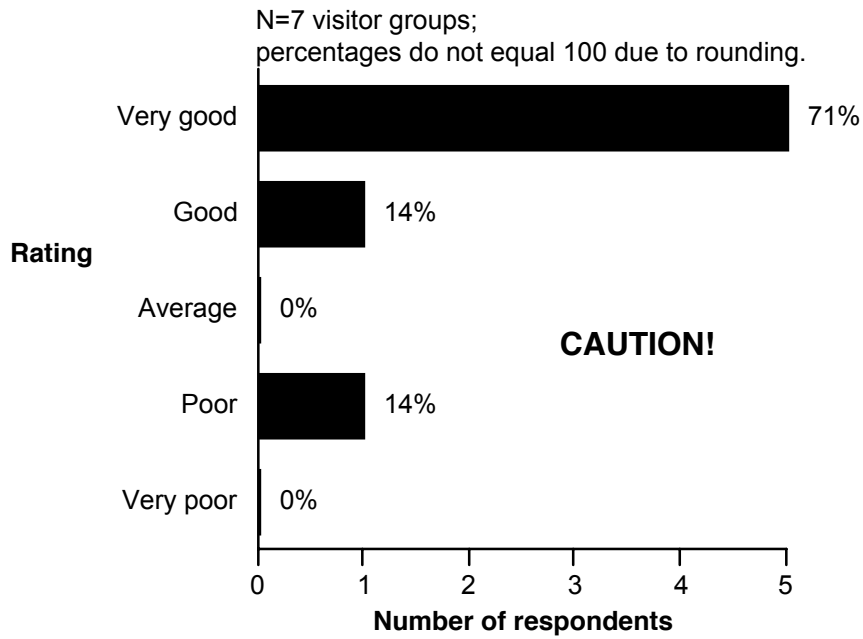


Figure 105: Quality of flightseeing

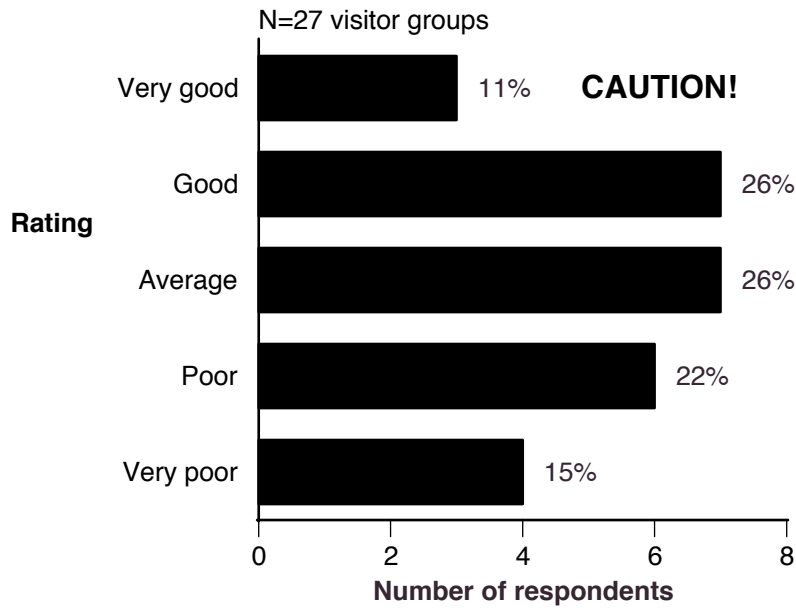


Figure 106: Quality of camper facilities

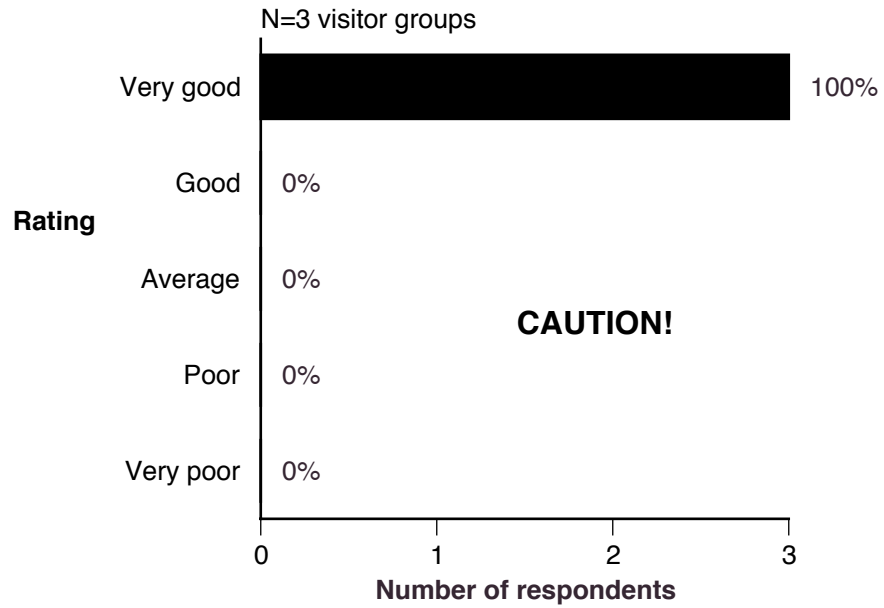


Figure 107: Quality of charter boat

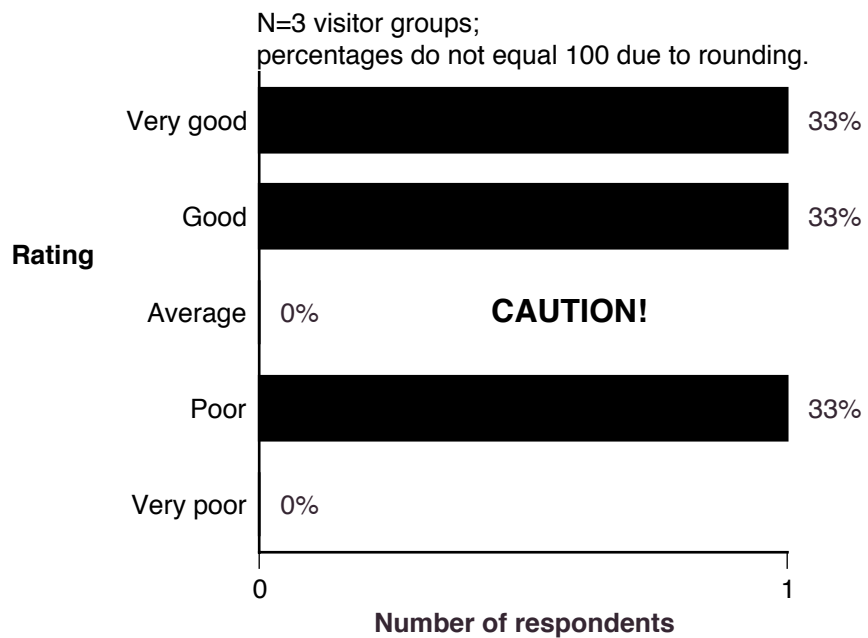


Figure 108: Quality of bare boat charter

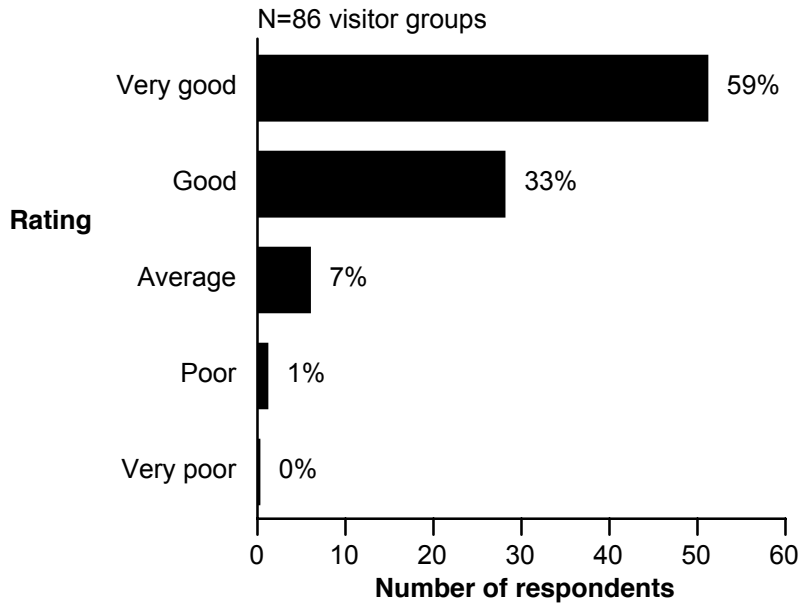


Figure 109: Quality of kayak rental

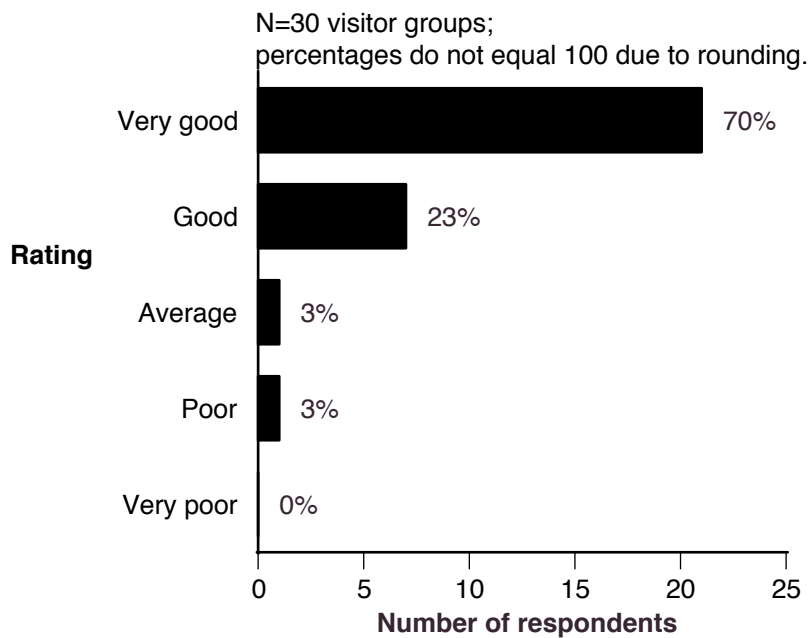


Figure 110: Quality of guided kayak trip

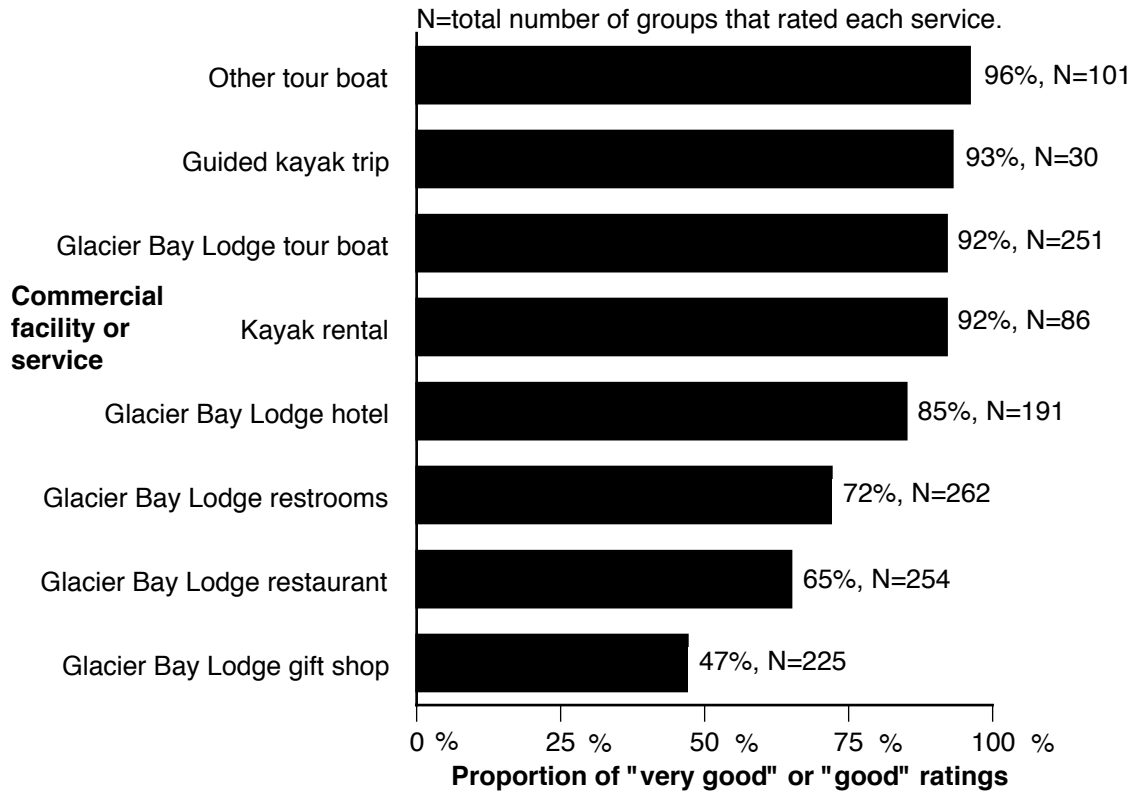


Figure 111: Combined proportions of “very good” or “good” quality ratings for commercial services and facilities

Visitor groups were asked to indicate if they kayaked, hiked or camped in the backcountry during their visit to Glacier Bay National Park. Twenty-three percent responded that they had, as shown by Figure 112.

**Park usage/
Effects on
visitors'
backcountry
experience**

These groups were then asked a series of questions about their experiences while in the backcountry. The first question asked whether they had seen evidence of human use on the shore. Forty-eight percent of the groups reported seeing human evidence including trails (50%), litter (30%), campfire rings (25%), and hardened tent sites (23%), as shown in Figure 113. The human evidence least reported was food scraps (2%). Fourteen percent indicated that they saw other types of human evidence, as shown in Table 7.

Visitor groups were also asked to indicate how many kayakers/campers, cruise ships, other boats and airplanes they saw each day while in the backcountry. Figures 114-117 show visitors' responses. Forty percent indicated that they saw 3-10 kayakers/campers, 34% saw 1-2, 13% saw none, and 11% saw 11 or more. When asked about cruise ships, almost one-half of the visitors(49%) indicated they saw two, 29% saw one and 18% saw none. Forty-three percent saw 3-10 other boats, 37% saw 1-2, 10% saw none and 5% saw 11 or more. Forty-three percent visitor groups reported seeing 1-2 airplanes, 23% saw none, 19% saw 3-10 and 1% (one group) indicated seeing 11 or more.

Visitors were next asked how these various uses (kayakers/campers, cruise ships, other boats and airplanes) affected their park experience while in the backcountry. At least one-half of the visitor groups reported "no effect" for each type of use, as shown in Table 8. Forty percent of the visitors indicated that kayakers/campers added to their experience, and 7% that they detracted from their experience. For each of the other uses, more groups indicated that the use detracted from rather than added to their experience: cruise ships (44%), other boats (31%), and airplanes (40%). Seven percent of visitor groups responded that cruise ships "added to", 5% that other boats "added to" and 5% that airplanes added to their experience.

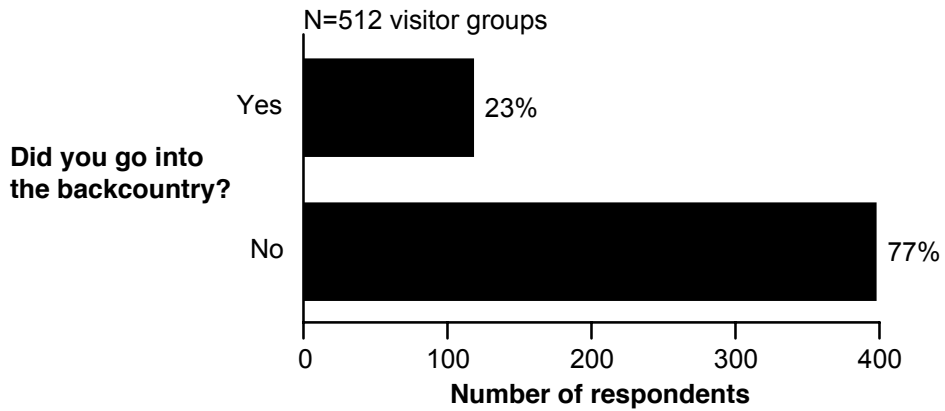


Figure 112: Visitors who kayaked, hiked and/or camped in the backcountry

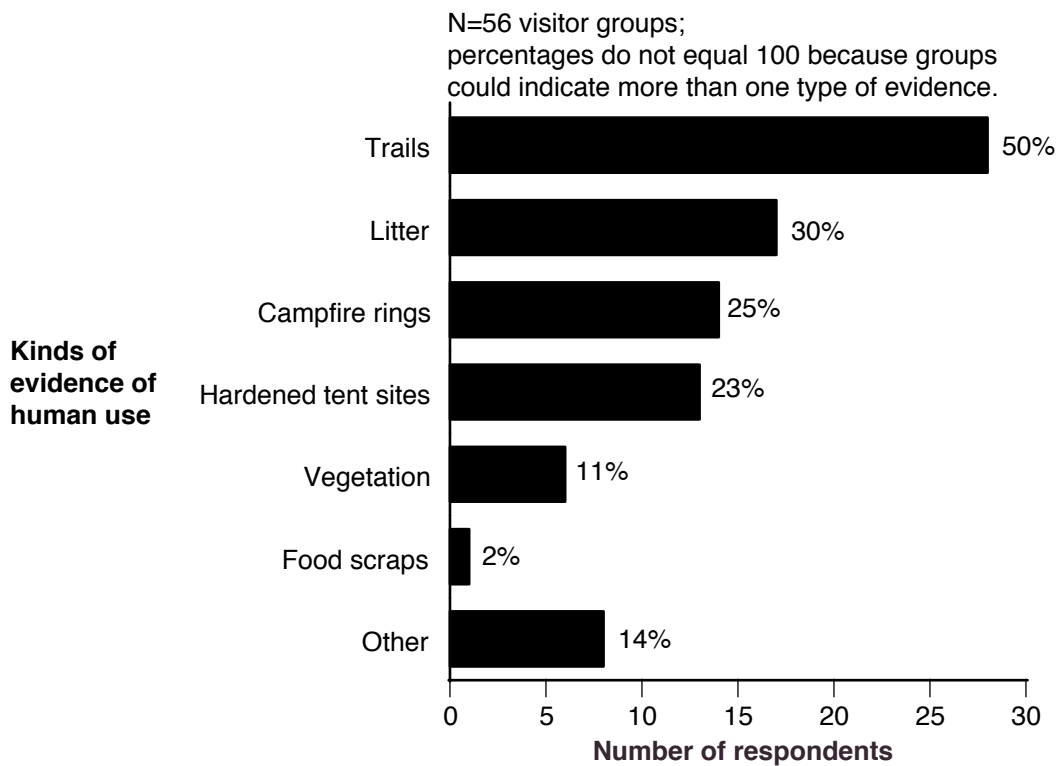


Figure 113: Evidence of human use seen on the shore while in the backcountry

Table 7: Evidence of human use

N=9 comments;
some visitors made more than one comment.

CAUTION!

Comment	Number of times mentioned
Old metal grill on shore	1
People and tents: acceptably low	1
One tent stake	1
Burnt firewood	1
Stone circle	1
“Arrow” made of rocks	1
Evidence everywhere	1
Feces under rock	1
Socks drying	1

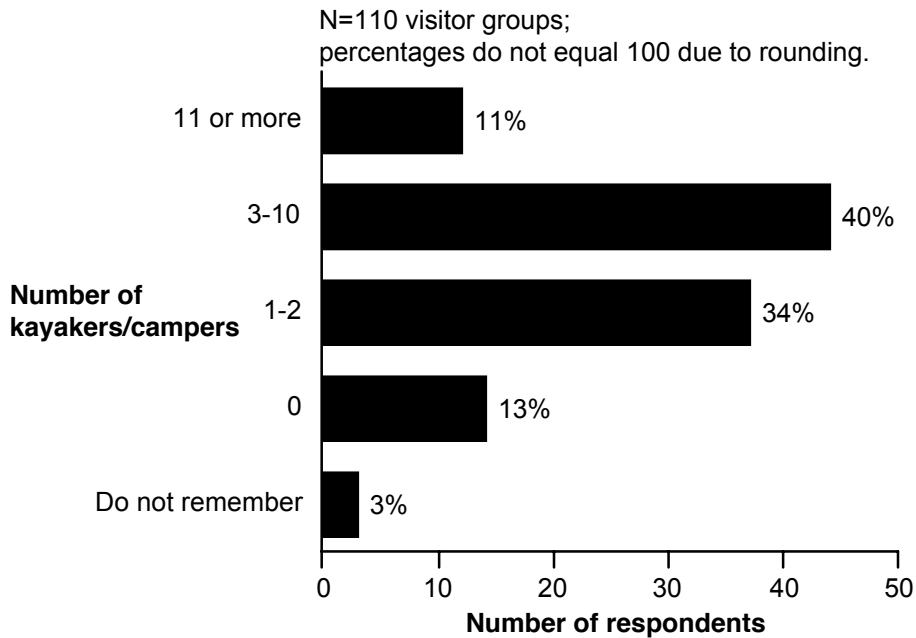


Figure 114: Number of kayakers/campers seen per day while in backcountry

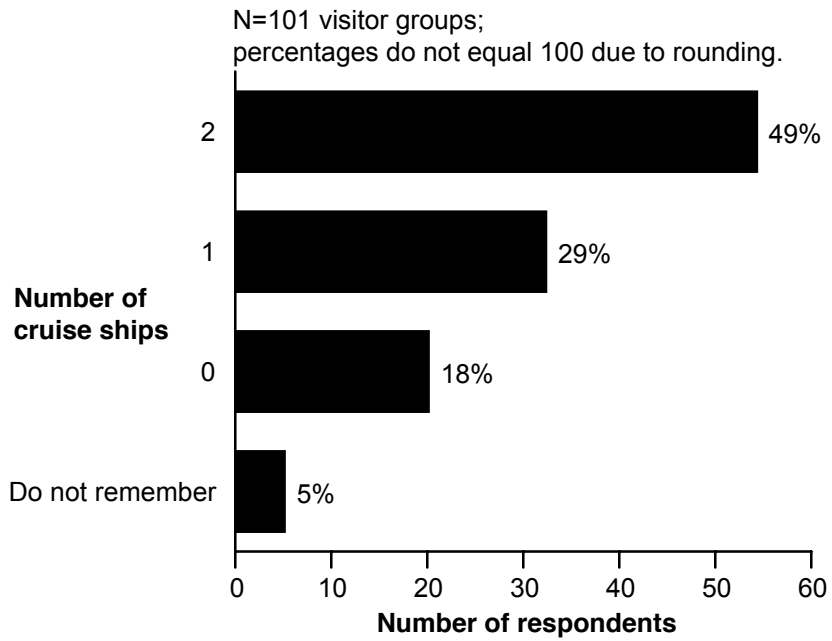


Figure 115: Number of cruise ships seen per day while in backcountry

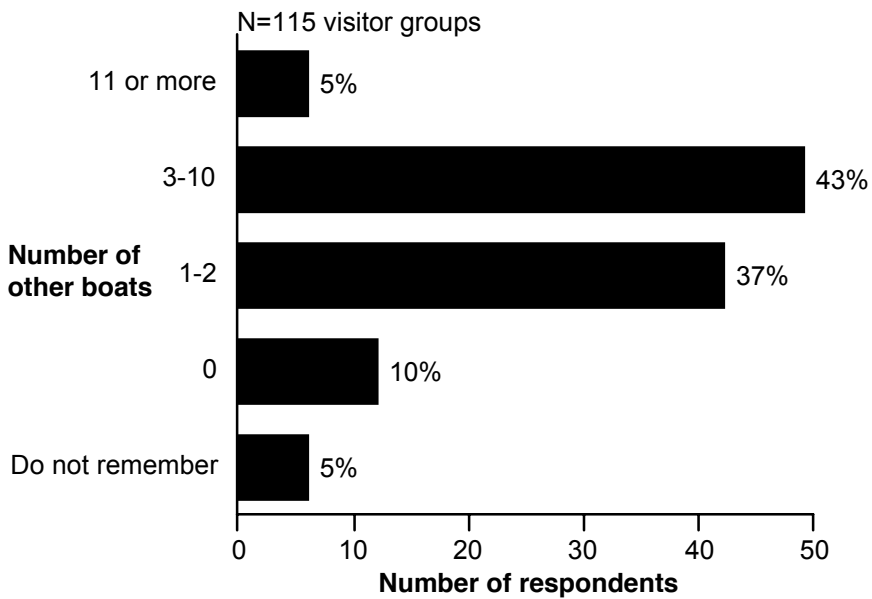


Figure 116: Number of other boat seen per day while in backcountry

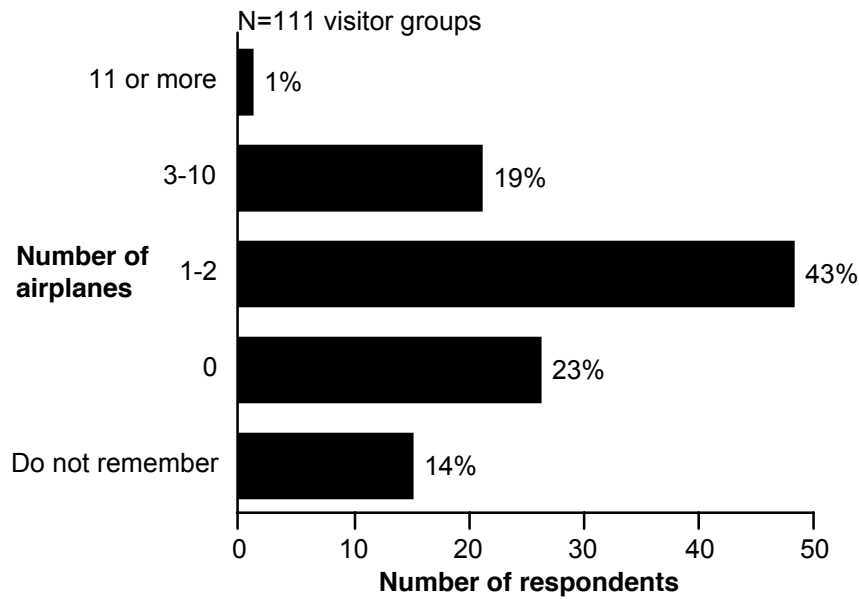


Figure 117: Number of airplanes seen per day while in backcountry

Table 8: Effects of various park uses on visitors while kayaking, hiking and/or camping in backcountry

N=116 visitor groups;
percentages may not equal 100 due to rounding.

Park uses	Added to %	No effect %	Detracted from %
Kayakers/campers (N=109)	40	54	7
Cruise ships (N=108)	7	50	44
Other boats (N=104)	5	64	31
Airplanes (N=100)	5	55	40

**Boat usage in
Glacier Bay
proper/ Effects
on visitors'
experience**

Visitor groups were asked to indicate if they traveled into the bay (Glacier Bay proper) on a private, charter or tour boat during their visit to Glacier Bay National Park. Eighty-four percent responded that they had, as shown in Figure 118. These groups were then asked a series of questions about their experiences while in the bay.

The first question asked them to indicate how many kayakers/campers, cruise ships, other boats and airplanes they saw each day while in the bay. Figures 119-122 show visitors' responses. Fifty-two percent indicated that they saw 3-10 kayakers/campers, 21% saw 1-2, 7% saw no kayakers/campers, and 16% saw 11 or more. When asked about cruise ships, 44% indicated they saw two, 34% saw one and 16% saw no cruise ships. Forty-eight percent saw 3-10 other boats, 37% saw 1-2, 4% saw no other boats and 4% saw 11 or more. Forty-five percent of visitor groups reported seeing no airplanes, 28% saw 1-2, 10% saw 3-10 and 1% (two groups) indicated seeing 11 or more.

Visitors were next asked how these various uses (kayakers/campers, cruise ships, other boats and airplanes) affected their park experience while in the bay. As shown in Table 9, slightly over one-half (52%) of visitors groups indicated that kayakers/campers added to their experience, 46% reported "no effect" and 2% that they detracted from their experience. For cruise ships, other boats and airplanes most visitor groups reported "no effect". Twenty-four percent replied that cruise ships "detracted from," 8% that other boats "detracted from," and 17% that airplanes detracted from their experience. Eleven percent of visitor groups responded that cruise ships "added to," 10% that other boats "added to" and 6% that airplanes added to their experience.

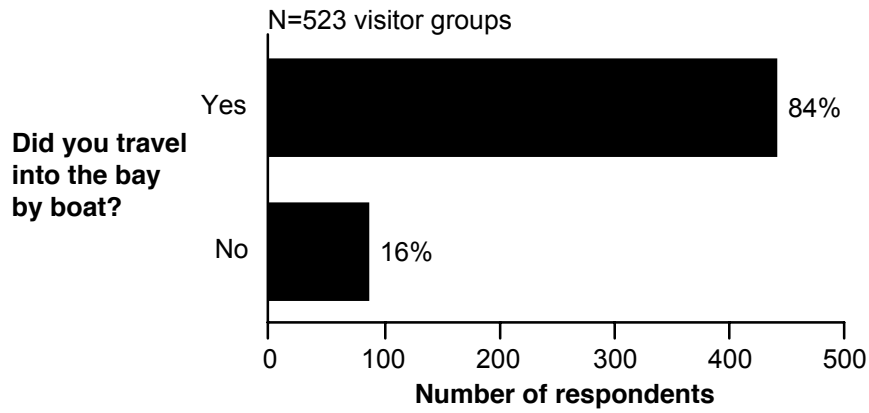


Figure 118: Did your group travel into the bay on a private, charter or tour boat (but not a kayak)

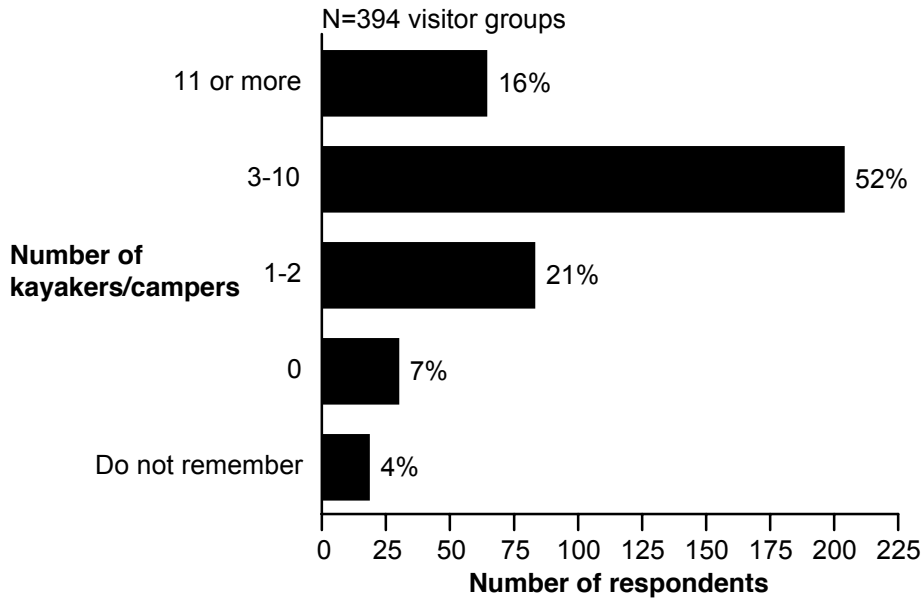


Figure 119: Number of kayakers/campers seen per day while on vessel

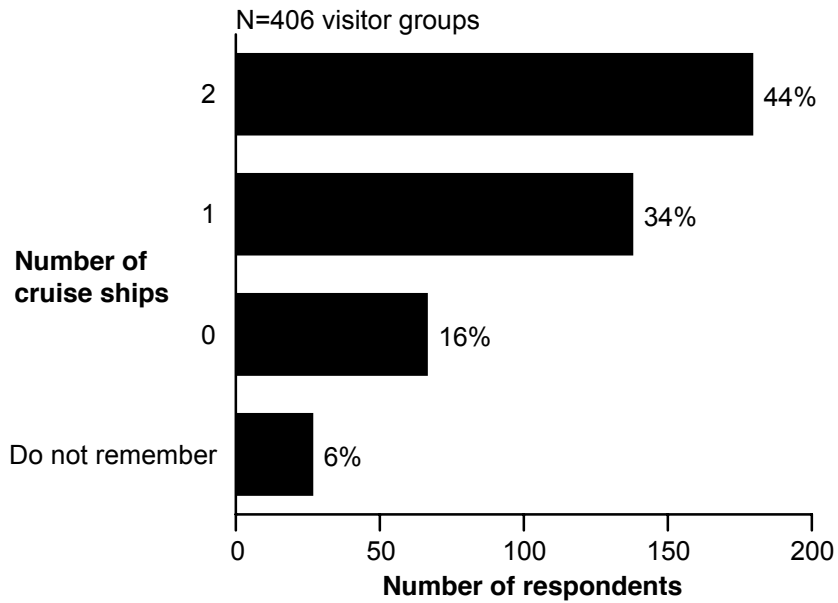


Figure 120: Number of cruise ships seen per day while on vessel

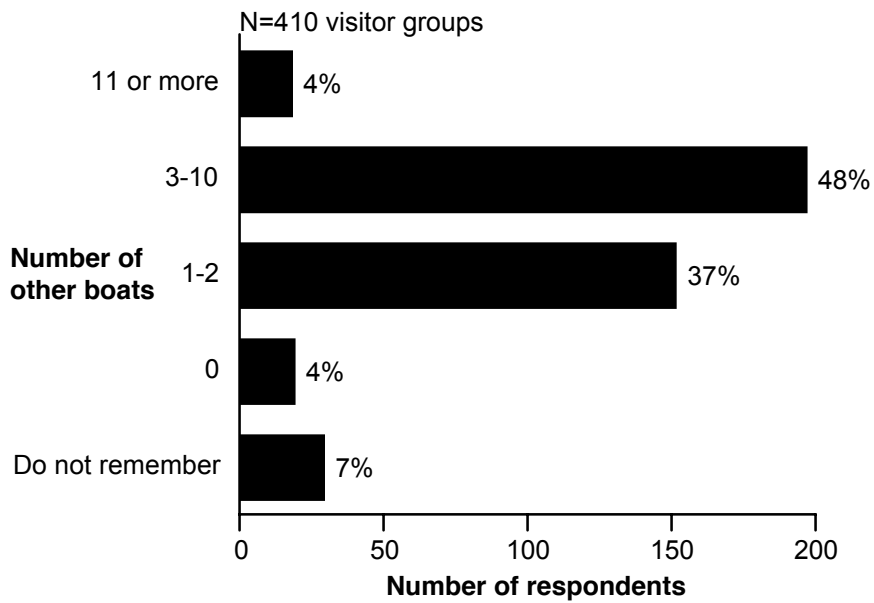


Figure 121: Number of other boats seen per day while on vessel

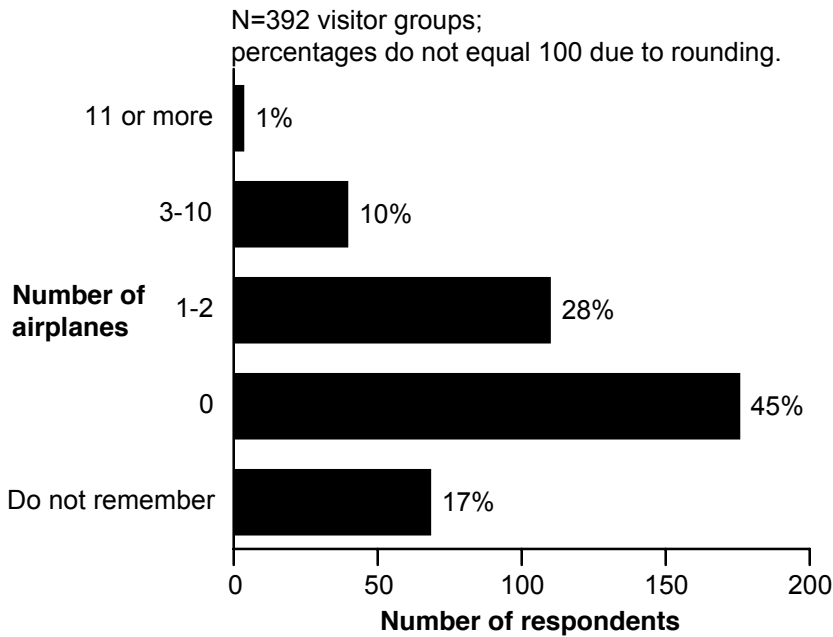


Figure 122: Number of airplanes seen per day while on vessel

Table 9: Effects of various park uses on visitors while on private, charter or tour boats

N=438 visitor groups

Park uses	Added to %	No effect %	Detracted from %
Kayakers/campers (N=391)	52	46	2
Cruise ships (N=378)	11	65	24
Other boats (N=389)	10	82	8
Airplanes (N=306)	6	77	17

**Park elements/
Effects on visitors'
experience**

Visitor groups were asked: "For any of the following elements that you and your group experienced in Glacier Bay National Park, please indicate how they affected your park experience." As shown in Table 10, the majority of visitor groups indicated "no effect" for each of the 12 elements included in the question. Thirty-one percent of visitor groups indicated that non-motorized areas and hikers/kayakers/campers added to their experience. Aircraft noise detracted from the experience of 23% of visitor groups, and vessel noise and vessel stack emissions detracted from the experience of 20% of the groups responding.

Table 10: How various park elements affected visitors' park experience

percentages may not equal 100 due to rounding.

Elements	Added to %	No effect %	Detracted from %
Aircraft noise (N=403)	1	76	23
Backcountry permit system (N=318)	10	87	3
Kayakers/camper noise (N=387)	4	94	3
Non-motorized areas (N=337)	31	67	3
Boats at anchorages (N=390)	5	88	6
People at campsites (N=311)	4	94	3
People on Bartlett trails (N=364)	5	87	8
Vessels at glaciers (N=426)	5	81	15
Hikers/kayakers/campers (N=424)	31	65	4
Vessel permit system (N=295)	13	82	5
Vessel noise (N=356)	2	78	20
Vessel stack emissions (N=332)	1	79	20

Visitors were asked to indicate if there was anything that they expected to see or do but were not able to while visiting Glacier Bay National Park. Thirty percent of visitors responded “yes” (see Figure 123). The most common things mentioned were hiking and observing wildlife (see Table 11). The most commonly mentioned reasons visitors were not able to see or do what they expected included not having enough time and “didn’t happen/unlucky” (see Table 12).

Visitor expectations

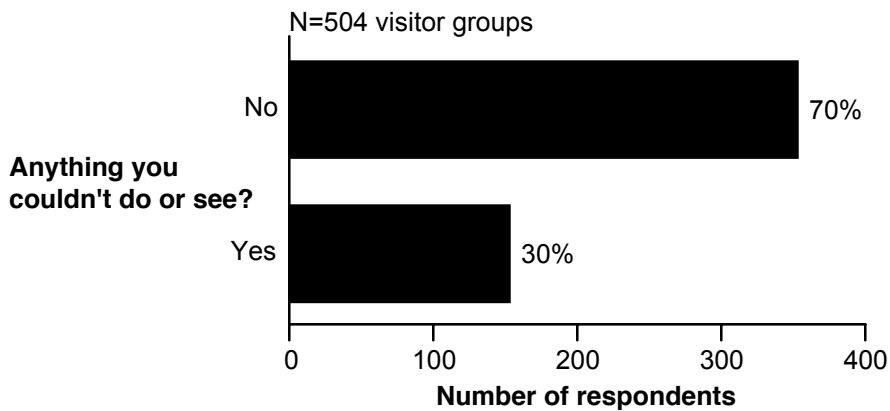


Figure 123: Unmet visitor expectations

Table 11: What groups were unable to see or do

N=157 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Hike	16
Observe whales	13
Observe moose	8
Observe more wildlife	8
Kayak	8
Observe glacier calving	7
View glacier	6
View landscape/scenery	6
Observe wildlife besides those listed in this table	6
Kayak in backcountry	4
Camp in backcountry	4
Hike in backcountry	3
Observe breaching whales	3
Observe brown bears	3
Observe bears	3
Observe more birds/observe more closely	2
Observe wolves	2
Fish	2
Camp	2
Ranger-guided hike	2
Kayak into Muir/Tarr Inlets	2
Visit Bartlett Cove	2
Go flightseeing	2
See more sunshine	2
Other comments	20

Table 12: Reasons groups were unable to see or do something

N=122 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Not enough time	32
Didn't happen/unlucky	20
Weather: impact on viewing	15
Weren't there/wrong place at the wrong time	13
Didn't know you could kayak	4
Weather: impact on flying and kayaking	4
Afraid of encountering bears	3
Viewing glaciers not affordable	2
Tour boat couldn't get closer to glaciers	2
Wasn't part of tour boat itinerary	2
Not permitted to change course to view whales	2
Other comments	23

Those visitor groups who had made previous visits were asked if they noticed any changes to Glacier Bay National Park since their last visit. Eighty-seven percent indicated that they did not (see Figure 124). The 13% who responded “yes” were asked to comment on what changes they had noticed. These comments are summarized in Table 13. NOTE: Visitors were not asked to list the year of their last visit, so responses shown in Table 13 may be from the summer of 1999 or from many years ago.

Changes since last park visit

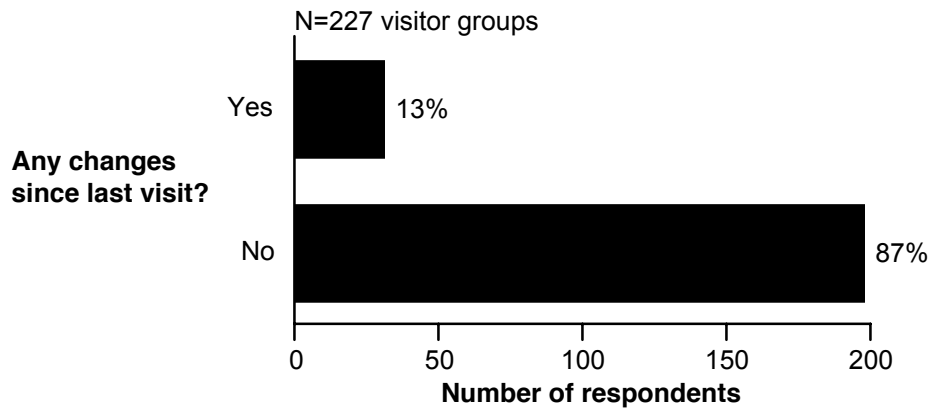


Figure 124: Notice any changes since last park visit?

Table 13: Changes to park since last visit

N=39 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
More people	3
Service in restaurant slower	3
Too many cruise ships	2
Increase in motorized vehicles	2
Construction around Bartlett Cove	2
More campers/harder to find a campsite at Bartlett Cove	2
More boats in Bartlett Cove	1
Too many bus-based tourists	1
Kayak rentals	1
Large groups	1
More kayakers	1
No commercial fishing (this is bad)	1
No crab boats (this is good)	1
Lodge (facility) is better	1
Lodge (food quality) is better	1
Restaurant more expensive	1
Quality of food is worse	1
Gift shop has fewer choices	1
Camper orientation not as good	1
Cocktail lounge is closed	1
Inexperienced, poorly behaved campers	1
Campground too large	1
Joggers on campground trail	1
Road from airport is paved	1
Park employee trailers are gone	1
Forest loop trail improved	1
More rangers	1
More rules	1
Not as much calving	1
Not as much snow and ice	1
Glaciers are retreating	1

Visitor groups were asked what subjects they were most interested in learning about on this visit. Three percent indicated that they were not interested in learning about the park. The visitors who were interested in learning about the park identified the following subjects: glaciers (93%), wildlife (91%), and geology (65%), as shown in Figure 125. "Other" subjects visitors were interested in learning about included fishing in the park, plant identification/plant succession, and wildlife, both sea and land-based species.

**Preferred
subjects and
methods of
learning about
the park**

Visitor groups were also asked if there were subjects about which they did not receive enough information. Fourteen percent replied that there were subjects about which they did not receive enough information, 76% said no (there were not subjects about which they did not receive enough information), and 10% were not sure (see Figure 126). Visitors were asked to indicate the subjects about which they did not receive enough information. Their responses are summarized in Table 14.

When visitor groups were asked how they would prefer to learn about the park, the methods most often indicated were maps and brochures (85%), ranger-led programs (62%), outdoor exhibits (50%), and indoor exhibits (48%), as shown in Figure 127. "Other" preferred methods for learning about the park include the internet, personal experience, guides, and friends and relatives.

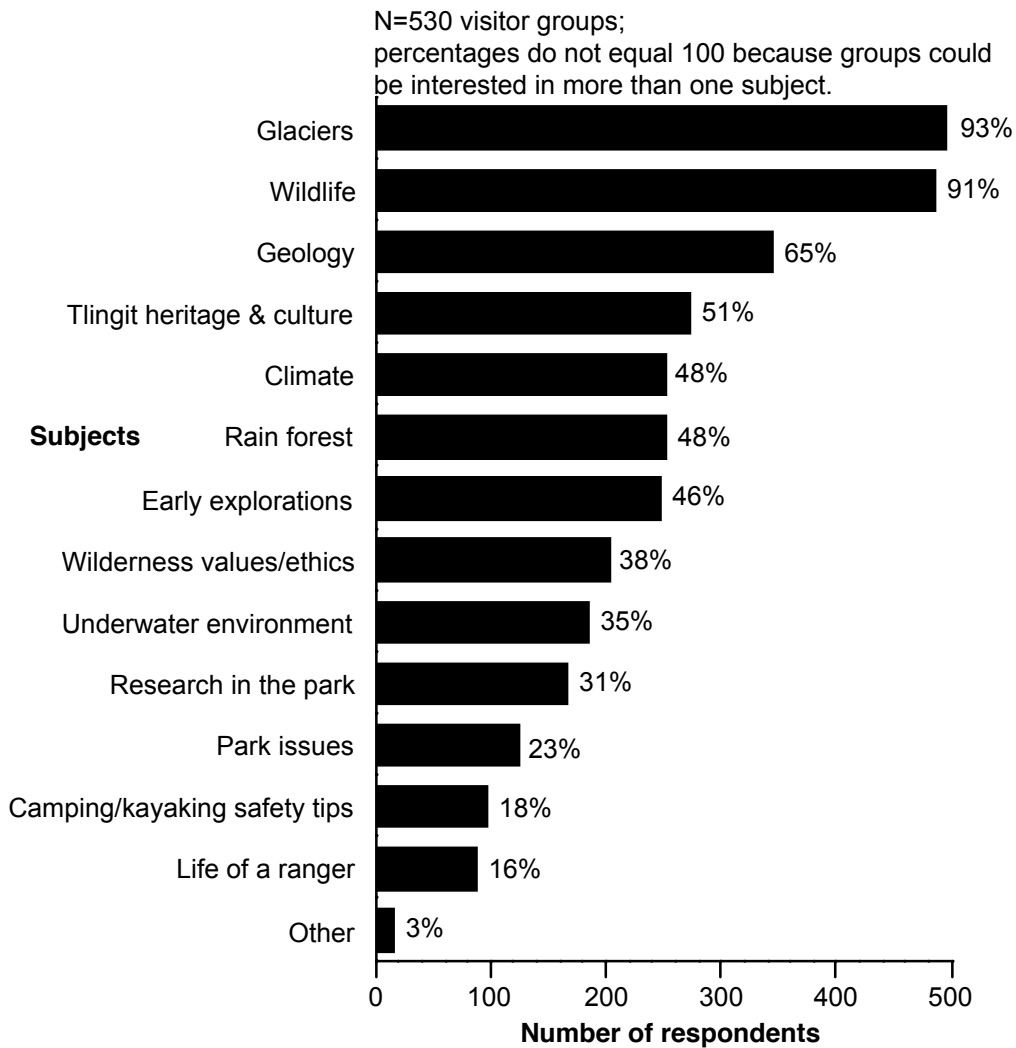


Figure 125: Subjects visitors were most interested in learning on this visit

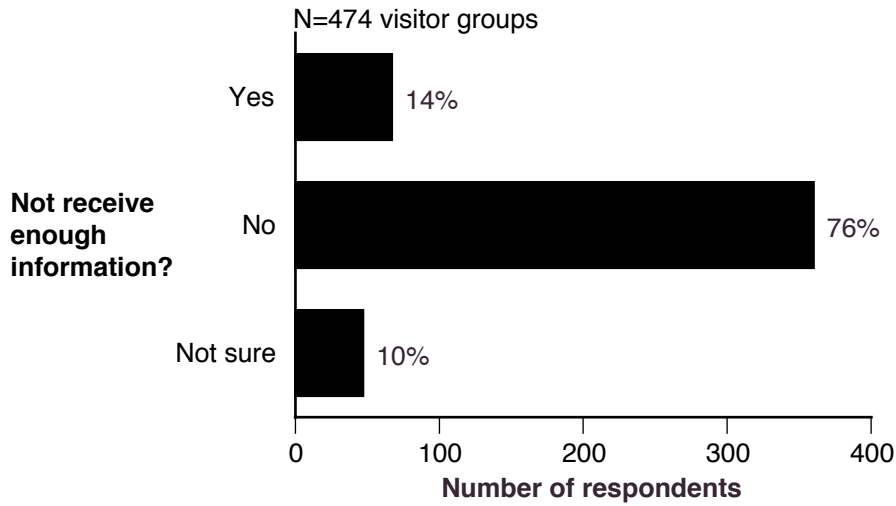


Figure 126: Visitors' receipt of enough information about park subjects

Table 14: Subjects about which visitors did not receive enough information

N=78 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Tlingit heritage and culture	14
Wildlife	11
Geology	7
Rainforest	5
Underwater habitat	5
Early explorations	4
Glaciers	4
Climate	3
Plants	2
Park issues	2
Fishing issues	2
Research in park	2
Other comments	17

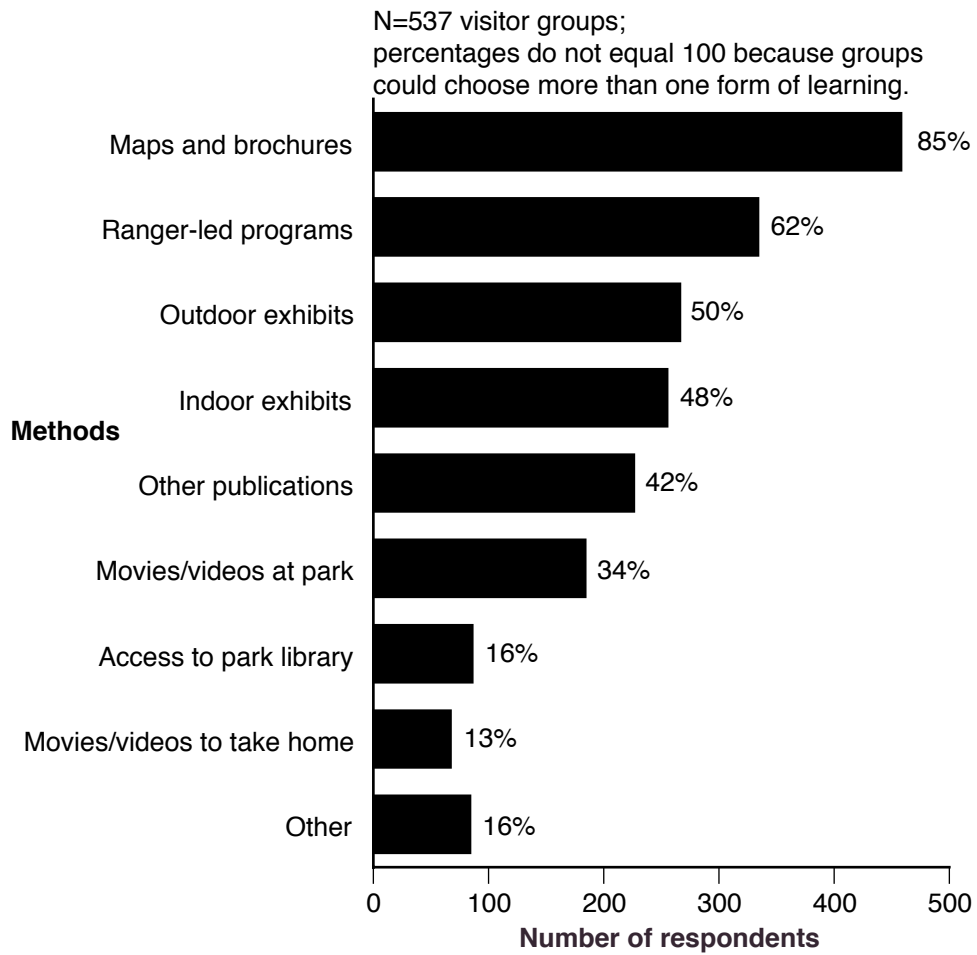


Figure 127: Visitors' preferred methods for learning about Glacier Bay National Park

Visitor groups were asked to rate the overall quality of the visitor services provided at Glacier Bay National Park during this visit. The majority of visitor groups (93%) rated services as "very good" or "good" (see Figure 128). Only one visitor group (less than 1% of respondents) rated services as "very poor."

Overall quality of visitor services

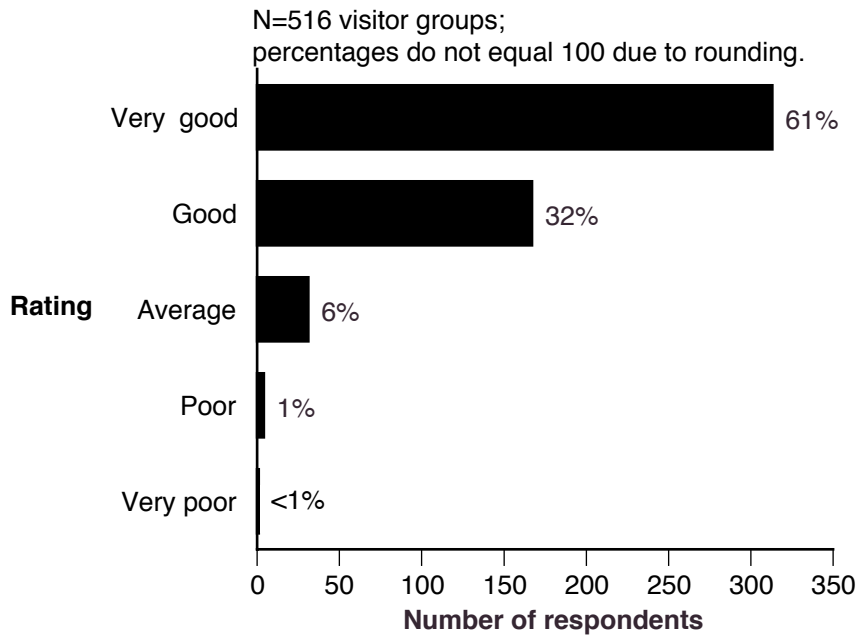


Figure 128: Overall quality of visitor services

What visitors liked most

Visitor groups were asked, “On this visit, what did you like most about your visit to Glacier Bay National Park?” Ninety-two percent of visitor groups (499 groups) responded to this question. A summary of their responses is listed below in Table 15 and complete copies of visitor responses are contained in the appendix.

Table 15: What visitors like most

N=1,056 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Helpfulness and friendliness of rangers	33
INFORMATION/INTERPRETIVE SERVICES	
Naturalist interpretation	30
Learning about glaciers	12
Alaskan History	5
Exhibits/displays	5
General information	2
Other comments	2
FACILITIES/MAINTENANCE	
Hiking trails	15
Camping facilities	4
Other comments	3
POLICIES	
Boat restrictions	7
Organization of park	4
Not too commercialized	2
No cars	2
Other comments	4
CONCESSIONS/PRIVATE BUSINESSES	
Tour boat	45
Lodge	16
Helpfulness and friendliness of Lodge employees	6
Restaurant	6
Airplane tour	2
Other comment	1
RESOURCES	
Wildlife	184
Glaciers	152
Whales	52
Bears	27

Comment	Number of times mentioned
RESOURCES (cont.)	
Wilderness	19
Moose	8
Mountains	7
Geology	7
Seals	7
Birds	7
Rain forest	4
Marine mammals	4
Intertidal pools	4
Not too crowded	4
Otters	3
Plants	2
Eagles	2
Clean water	2
Sea lions	2
Geography	2
Other comment	1
GENERAL IMPRESSIONS	
Natural beauty	81
Scenery	75
Kayaking	39
Solitude	26
Weather	21
Quiet	14
Wilderness experience	12
Hiking/walking	10
Peaceful	10
Everything	9
Fishing	8
Tranquil	7
People	7
Remoteness	7
Positive experience	6
Touring area	4
Relaxation	4
Camping	3
Visiting with friends/ family	2
Berry picking	2
Other comments	3

What visitors liked least

Visitor groups were asked, "On this visit, what did you like least about your visit to Glacier Bay National Park?" Seventy-two percent of visitor groups (391 groups) responded to this question. A summary of their responses is listed below in Table 16 and complete copies of visitor responses are contained in the appendix.

Table 16: What visitors like least

N=476 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Unfriendly and unhelpful ranger	10
Employee staff	6
INFORMATION/INTERPRETIVE SERVICES	
Naturalist interpretation	6
Inaccurate park information	4
Guided walk at the lodge	2
Lack of historical interpretation	2
Lack of park information	2
Other comments	6
FACILITIES/MAINTENANCE	
Poor restrooms	6
Campground	2
Unpaved road	2
Lack of trails	2
Lack of handicapped accessibility	2
Forest Loop Trail	2
Other comments	5
POLICIES	
Limited access to park	6
Commercial fishing in park	2
Too many rules	2
Other comments	2
CONCESSIONS/PRIVATE BUSINESSES	
Restaurant	35
Tour boat too crowded	13
Rude and slow wait staff	9
Too expensive	5
Tour boat too expensive	5
Lack of items at gift shop	4
Menu selection too limited	4

Comment	Number of times mentioned
CONCESSIONS/PRIVATE BUSINESSES (cont.)	
Bus ride	4
Lodge maintenance	4
Lack of bar	3
Rigidness of reservations	2
Tour took too much time	2
Lodging too expensive	2
Crowding kayakers at takeout	2
Lack of shuttle service	2
Gift shop too expensive	2
Meals on tour boat	2
Lodge accommodations	2
Dirty showers	2
Other comments	14
RESOURCES	
Too many cruise ships in bay	33
Airplane noise	9
Boat noise	8
Too many visitors	8
Lack of wildlife sightings	5
Lack of calving glaciers	4
Haze/smog in bay	3
Bugs	2
Other comments	4
GENERAL IMPRESSIONS	
Nothing (liked everything)	101
Weather	49
Not enough time	42
Other visitors	4
Could not get close enough to glacier	3
Did not fulfill expectations	3
Survey	3
Afternoon waves while kayaking	2
Lack of newspaper/radio	2
Other comments	2

Planning for the future

Visitor groups were asked, "If you were a park manager planning for the future of Glacier Bay National Park, what would you propose?" Sixty-two percent of visitor groups (339 groups) responded to this question. A summary of their responses is listed in Table 17 and complete copies of visitor responses are contained in the appendix.

Table 17: Planning for the future

N=490 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Provide more courteous and friendly staff	5
Provide more courteous and friendly rangers	5
Other comment	1
INFORMATION/INTERPRETIVE SERVICES	
Improve quality of park information	17
Improve education and interpretation	15
Improve/add ranger-led activities	7
Provide better park maps	5
Improve information signs	3
Provide more geology information	3
Publicize park opportunities	2
Improve trail signs	2
Post weather report/daily events	2
Expand visitor center museum	2
Provide plant identification signs	2
Other comments	3
FACILITIES & MAINTENANCE	
Add more hiking trails	13
Upgrade campground	9
Improve/extend dock	5
Improve restroom maintenance	4
Add more facilities	4
Improve campground maintenance	3
Improve roads	2
Improve campsites	2
Other comments	8
POLICY	
Restrictions on cruise ships/vessels	57
Restrictions on airplanes	12
Ban cruise ships	10

Comment	Number of times mentioned
POLICIES (cont.)	
Ban airplanes	6
No additional restrictions	5
Encourage smaller vessels in park	4
Keep costs down	3
Allow Native Americans access	2
Ban motorized travel	2
Keep campsites free of charge	2
Charge fees	2
Separate the visitor center from lodge	2
Other comments	4
CONCESSIONS/PRIVATE BUSINESSES	
Upgrade lodge	13
Upgrade restaurant	12
Improve restaurant service	9
Improve quality and selection of gift sale items	8
Provide a regular shuttle service	5
Improve tour boat design	4
Add more tour boats	3
Provide bicycle rentals	3
Add a snack bar	3
Improve showers	3
Provide access to newspapers	2
Provide books and games for lending at lodge	2
Provide a grocery store	2
Provide better food	2
Provide more dorms	2
Other comments	11
RESOURCES	
Maintain natural/wilderness qualities	51
Limit number of visitors	33
No additional development	13
Limit backcountry access	13
Limit development	10
Maintain wildlife	9
Make more of the park accessible	7
Restrict pollution	4
Continue research program	4
Limit group sizes	4
Unrestricted access	3
Improve fishing access	3
Limit tourism	2
Limit commercial fishing	2
Expand non-motorized areas	2
Restrict noise pollution	2
Other comments	8
GENERAL IMPRESSIONS	
Comment	1

**Comment
summary**

Forty-four percent of visitor groups (241 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Glacier Bay National Park are summarized below (see Table 18). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 18: Additional comments

N= 272 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Appreciate the rangers	21
Poor ranger services	4
Other comments	2
INFORMATION/INTERPRETIVE SERVICES	
Improve park information	7
Provide more ranger-led activities	3
Enjoyed ranger led activities	3
Enjoyed exhibits	3
Need more emphasis on safety	2
Other comments	6
FACILITIES & MAINTENANCE	
Well maintained park	6
Dock was not user friendly	2
Campground well maintained	2
Trails well maintained	2
Other comments	3
POLICY	
Comment	1
CONCESSIONS/PRIVATE BUSINESSES	
Appreciate the lodge staff	15
Didn't like food service	7
Lodge has service problems	6
Enjoyed <i>Spirit of Adventure</i> tour	6
Too expensive	5
Enjoyed lodge	4
Enjoyed restaurant	3
Improve gift shop	3
Kayak outfitter needs to provide more safety information	2
Other comments	7

Comment	Number of times mentioned
RESOURCES	
Maintain wilderness character	12
Enjoyed wildlife	6
Enjoyed whales	3
Continue research efforts	2
Regulate boat noise	2
Permit system is good and fair	2
Enjoyed glaciers	2
Other comments	9
GENERAL IMPRESSIONS	
Positive experience	80
Enjoyed kayaking	6
Disappointing experience	4
Should have stayed longer	3
Survey was too long	3
Provide more access	2
Poor weather	2
Don't change anything	2
Didn't like rude visitors	2
Other comments	5

**Glacier Bay National Park—Bartlett Cove Visitor Study
Additional Analysis
VSP Report 114**

The Visitor Services Project (VSP) staff offers the opportunity to learn more from VSP visitor study data.

Additional Analysis

Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible--you may select a single program/ service/ facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- | | | |
|---------------------------------------|-----------------------------------|--|
| • Awareness: GBNP is unit of NPS | • Information service quality | • Kayak, hike, camp in backcountry |
| • Sources of information | • Visitor facility use | • Signs of human use in backcountry |
| • Receive necessary information | • Visitor facility importance | • # kayakers, campers in backcountry |
| • Rating of amount of information | • Visitor facility quality | • # Cruise ships in backcountry |
| • Modes of transportation to park | • Commercial facility use | • # Other boats in backcountry |
| • Visitor activities | • Commercial facility importance | • # Airplanes in backcountry |
| • Park qualities as reasons for visit | • Commercial facility quality | • How park uses affect experience |
| • Hours spent in park | • Did group members fish | • Did group travel by boat into bay |
| • Days spent in park | • Number of salmon caught | • # kayakers, campers in bay |
| • Hours spent visiting Bartlett Cove | • Number of halibut caught | • # cruise ships in bay |
| • Days spent visiting Bartlett Cove | • Number of other fish caught | • # other boats in bay |
| • Group type | • Number of salmon kept | • # airplanes in bay |
| • Group size | • Number of halibut kept | • While on vessel, how park uses affect experience |
| • Age | • Number of other fish kept | • Anything unable to see or do |
| • State of residence | • Salmon caught in freshwater | • Noticed any changes since last visit |
| • Country of residence | • Halibut caught in freshwater | • Subjects of interest |
| • Number of visits | • Other fish caught in freshwater | • Group did not receive enough information |
| • Preferred learning methods | • Salmon caught in saltwater | • How aspects affected experience |
| • Information service use | • Halibut caught in saltwater | • Overall quality rating |
| • Information service importance | • Other fish caught in saltwater | |

Database :

The VSP database is currently under development, but requests can be handled through Washington State University, by contacting the VSP.

Phone/send requests to:

**Visitor Services Project, CPSU
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83844-1133**

**Phone: 208-885-7863
FAX: 208-885-4261**

QUESTIONNAIRE

Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Cooperative Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted or from the UI CPSU. All studies were conducted in summer unless otherwise noted.

1982

1. Mapping interpretive services: A pilot study at Grand Teton National Park.

1983

2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method.
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.
4. Mapping visitor populations: A pilot study at Yellowstone National Park.

1985

5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987

10. Colonial National Historical Park (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

1988

17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Monument

1989

21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park (summer)
24. Lincoln Home National Historical Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990

28. Canyonlands National Park (spring)
29. White Sands National Monument
30. National Monuments, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Battlefield
34. Death Valley National Monument
35. Glacier National Park
36. Scott's Bluff National Monument
37. John Day Fossil Beds National Monument

1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Monument (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/ Lake Chelan National Recreation Area
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

1992

45. Big Bend National Park (spring)
46. Frederick Douglass National Historic Site (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historic Site
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park (AK)
53. Arlington House-The Robert E. Lee Memorial

1993

54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
55. Santa Monica Mountains National Recreation Area (spring)
56. Whitman Mission National Historic Site
57. Sitka National Historical Park
58. Indiana Dunes National Lakeshore (summer)
59. Redwood National Park
60. Channel Islands National Park
61. Pecos National Historical Park
62. Canyon de Chelly National Monument
63. Bryce Canyon National Park (fall)

Visitor Services Project Publications (continued)

1994

- 64. Death Valley National Monument Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap Farm Park for the Performing Arts
- 68. Nez Perce National Historical Park
- 69. Edison National Historic Site
- 70. San Juan Island National Historical Park
- 71. Canaveral National Seashore
- 72. Indiana Dunes National Lakeshore (fall)
- 73. Gettysburg National Military Park (fall)

1995

- 74. Grand Teton National Park (winter)
- 75. Yellowstone National Park (winter)
- 76. Bandelier National Monument
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Monument
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Monument
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

1996

- 84. Everglades National Park (spring)
- 85. Chiricahua National Monument (spring)
- 86. Fort Bowie National Historic Site (spring)
- 87. Great Falls Park, Virginia (spring)
- 88. Great Smoky Mountains National Park
- 89. Chamizal National Memorial
- 90. Death Valley National Park (fall)
- 91. Prince William Forest Park (fall)

1997

- 92. Great Smoky Mountains National Park (summer & fall)
- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historical Park (spring)
- 96. Lincoln Boyhood Home National Memorial
- 97. Grand Teton National Park
- 98. Bryce Canyon National Park
- 99. Voyageurs National Park
- 100. Lowell National Historical Park

1998

- 101. Jean Lafitte National Historical Park & Preserve (spring)
- 102. Chattahoochee River National Recreation Area (spring)
- 103. Cumberland Island National Seashore (spring)
- 104. Iwo Jima/Netherlands Carillon Memorials
- 105. National Monuments & Memorials, Washington, D.C.
- 106. Klondike Gold Rush National Historical Park (AK)
- 107. Whiskeytown National Recreation Area
- 108. Acadia National Park

1999

- 109. Big Cypress National Preserve (winter)
- 110. San Juan National Historic Site (Puerto Rico)
- 111. Saint Croix National Scenic Riverway
- 112. Rock Creek Park
- 113. New Bedford Whaling National Historical Park
- 114. Glacier Bay National Park & Preser

For more information about the Visitor Services Project, please contact the University of Idaho Cooperative Park Studies Unit; phone (208) 885-7863.