
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.
