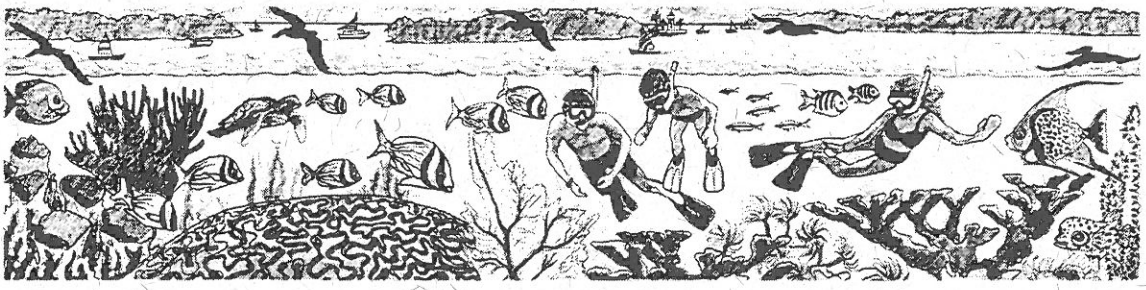
National Park Service
U.S. Department of the Interior

The Visitor Services Project



BISCAYNE NATIONAL PARK

Visitor Study

Spring 2001

Report 125

Cooperative Park Studies Unit

University of Idaho

National Park Service
U.S. Department of the Interior

The Visitor Services Project

Biscayne National Park

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Spring 2001

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Visitor Services Project
Report 125

February 2002

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Visitor Services Project

Biscayne National Park

Report Summary

- This report describes the results of a visitor study at Biscayne National Park during March 3-11, 2001. A total of 605 questionnaires were distributed to visitors. Visitors returned 380 questionnaires for a 62.8% response rate.

- This report profiles Biscayne National Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.

- Thirty-three percent of visitor groups were groups of two. Thirty-eight percent of the visitor groups were family groups. Thirty-one percent of visitors were aged 36-45.

- United States visitors were from Florida (80%), Pennsylvania (2%), Michigan (2%), and 27 other states and Washington, D.C. Nine percent of all visitors were international, with 45% from Canada, 14% from Cuba, and 8% from Germany.

- Most visitor groups (77%) spent less than a day at the park and 19% spent one or two days. Of those groups that spent less than a day at the park, 30% spent seven or more hours.

- On this visit, the most common activities were nature viewing (53%), walking/ hiking (48%) and fishing (31%).

- Previous visits (64%), friends or relatives (38%), and travel guides/ tour books (13%) were the most used sources of information about the park prior to visiting.

- Fifty-six percent of visitor groups reported that visiting Biscayne National Park was a primary reason for visiting the area, followed by boating (49%).

- The most commonly visited sites in the park were Elliot Key (34%), Boca Chita Key (33%), Dante Fascell Visitor Center (31%) and Black Point Marina (26%).

- In regard to the use, importance and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The services that were most used by 335 respondents were the restrooms (76%) and parking (58%). According to visitors, the most important services were campgrounds (93% of 40 respondents) and docks (92% of 167 respondents). The highest quality services were the visitor center (93% of 112 respondents) and the visitor center video (92% of 50 respondents).

- Seventy-two percent of visitor groups indicated that recreational fishing is an appropriate activity in Biscayne NP, 13% indicated it was not, and 15% were not sure. Forty-five percent of visitor groups indicated that additional controls should be placed on fishing activities as the number of recreational fisherman and number of fish harvested increase with increasing numbers of visitors.

- Eighty percent of visitor groups rated the protection of water quality and flow as "extremely important." Seventy-nine percent of visitor groups rated coral reef protection as "extremely important."

- The average visitor group expenditure was $275. The average per capita expenditure was $85. The median visitor group expenditure (50% of group spent more, 50% spent less) was $85. Sixteen percent of visitor groups spent no money and 41% spent between $1 and $100 in total expenditures in Biscayne NP. Of the total expenditures by groups, 22% was for gas and oil and 19% was for groceries and take-out food.

- Eighty-eight percent of visitor groups rated the overall quality of visitor services at Biscayne National Park as "very good" or "good." One percent of groups rated the overall quality of visitor services as "very poor."

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.

TABLE OF CONTENTS

	Page
INTRODUCTION	1
METHODS	2
RESULTS	5
Visitors contacted	5
Demographics	5
Length of stay	14
Frequency of visits	13
Activities	15
Sources of information	37
Travel plans/ Reason for visit	39
Transportation	41
Sites visited	43
Visitor services and facilities: use, importance, and quality	45
Park elements—effects on visitor experience	65
Solitude	68
Protection of park resources	69
Use of marinas at Biscayne National Park	75
Fishing in Biscayne National Park	77
Mooring buoys use in Biscayne National Park	84
Lodging	86
Total expenditures	89
Expenditures inside park	92
Expenditures outside park	95
Visitor expectations	102
Overall quality of visitor services	104
What visitor like most	105
What visitors like least	107
Planning for the future	109
Comment summary	111
ADDITIONAL ANALYSIS	113
QUESTIONNAIRE	115
VISITOR SERVICES PROJECT PUBLICATIONS	117

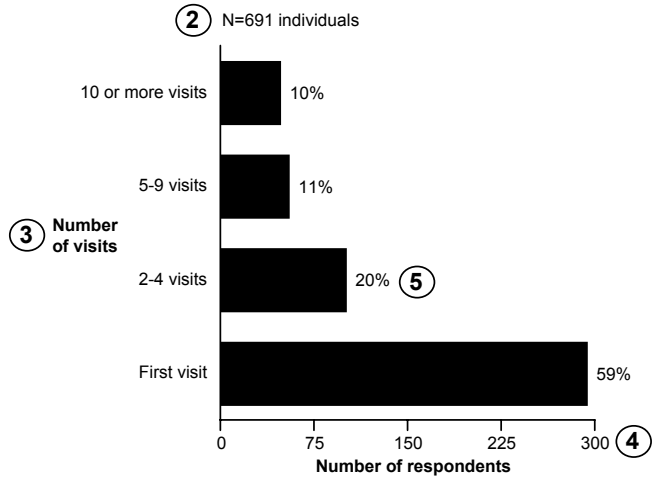
INTRODUCTION

This report describes the results of a study of visitors at Biscayne National Park, also referred to as Biscayne NP. This visitor study was conducted March 3-11, 2001 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.

SAMPLE ONLY



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 studies. A copy of the questionnaire, and the Spanish translation, are included at the end of this report.

Interviews were conducted with, and questionnaires were distributed to, a sample of visitors who arrived at Biscayne National Park during the period from March 3-11, 2001. Interviews were conducted in English and Spanish. Visitors were sampled at 8 locations (see Table 1) with 576 English and 29 Spanish questionnaires distributed.

Table 1: Questionnaire distribution locations

Location	Questionnaires				
	Total number distributed	%	Total % returned	Spanish distributed	Spanish % returned
Dante Fascell Visitor Center	204	34	71	8	25
Boca Chita Key	92	15	70	6	33
Black Point Marina	68	11	53	1	0
Elliot Key	67	11	16	2	100
Crandon Park Marina	53	9	42	6	17
Moored boats	49	8	55	0	0
Homestead Bayfront Marina	36	6	58	1	100
Matheson Hammock Marina	36	6	58	5	40
GRAND TOTAL	605	100	n/a	29	n/a

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, an interview, lasting approximately two minutes, was used to determine group size, group type, and the age of the adult who would complete the questionnaire. These individuals were then given a questionnaire and asked their names, addresses and telephone numbers in order to mail them a reminder/thank you postcard. Visitor groups were asked to complete the questionnaire during or after their visit and then return it by mail.

Questionnaire design and administration (continued)

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. Seven 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 a standard statistical software package—Statistical Analysis System (SAS). Frequency distributions and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

Sample size, missing data and reporting errors

This study collected information on both visitor groups and individual group members. Thus, the sample size ("N"), varies from figure to figure. For example, while Figure 1 shows information for 369 visitor groups, Figure 3 presents data for 1,276 individuals. A note above each graph specifies the information illustrated.

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 380 questionnaires were returned by Biscayne National Park visitors, Figure 1 shows data for only 369 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.

Limitations

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

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 March 3-11, 2001. 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.

Special conditions

Weather conditions during the visitor study were typical of March in the Biscayne area, with warm, sunny days, and the occasional thunderstorm. High winds and cold temperatures occurred on some days, possibly decreasing the number of visitors to the park.

RESULTS

Visitors contacted

At Biscayne National Park, 630 visitor groups were contacted, and 605 of these groups (96%) accepted questionnaires. Questionnaires were completed and returned by 380 visitor groups, resulting in a 62.8% response rate for this study.

Table 1 compares age and group size information collected from the total sample of visitors contacted with that from those who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be slightly significant. The ages and group sizes reported by actual respondents were higher than the ages and group sizes reported during the initial interview. This may be due to underreporting of both variables during the initial interview and that visitors interpreted the questions differently. Younger visitors and smaller groups are underrepresented. Group size and age data should be treated with some caution, and other data that may differ by age or group size should be examined carefully.

Table 2: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	603	42.5	361	45.2
Group size	600	3.8	371	5.8

Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 63 people. Thirty-three percent of visitor groups consisted of two people, while another 20% consisted of three people. Thirty-eight percent of visitor groups were made up of family members, 29% were made up of friends, and 24% were made up of family and friends (see Figure 2). Groups listing themselves as “other” for group type included fishing guides and Boy Scout groups. Fifty-eight percent of visitors were male, and 42% were female (see Figure 3).

Most visitor groups (88%) preferred to speak and write English, followed by Spanish (6%) and French (3%). "Other" languages visitors preferred to speak and write included: Japanese, Dutch, Portuguese,

Italian, Russian, Italian, and Swedish.

Demographics (continued)

Thirty-one percent of the visitors were in the 31-45 age group and 21% were in the 51-65 age group (see Figure 6). Another 11% of visitors were in the 10 or younger age group. Forty-nine percent of visitor groups earned $40,000 or less, while 33% earned between $40,000 and $80,000. Seventy-five percent of visitors did not identify themselves as of Hispanic or Latino ethnicity (see Figure 7). Ninety-five percent of visitors identified themselves as White, 2% as Asian, and 2% as Black or African American (see Figure 8).

Visitors were asked to list the number of visits they had made to the park during the past 12 months (including this visit) and also from two to five years ago. Thirty-two percent of visitors indicated they had visited only once in the past 12 months, while another 69% said they had visited more than once (see Figure 9). During the past five years, 43% had visited 10 or more times (see Figure 10).

International visitors to Biscayne National Park comprised eleven percent of the total visitation and the countries most often represented were Canada (45%), Cuba (14%) and Germany (8%), as shown in Table 3. The largest proportions of United States visitors were from Florida (80%), Pennsylvania (2%), and Michigan (2%). Smaller proportions of U.S. visitors came from another twenty-seven states and Washington, D.C. (see Map 1 and Table 4).

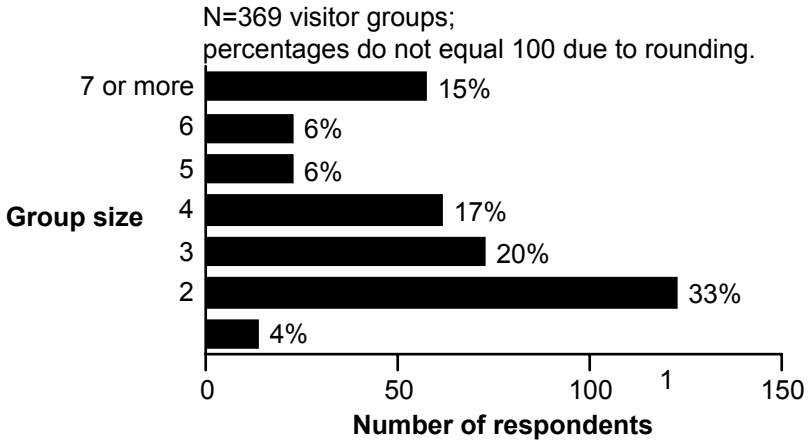


Figure 1: Visitor group sizes

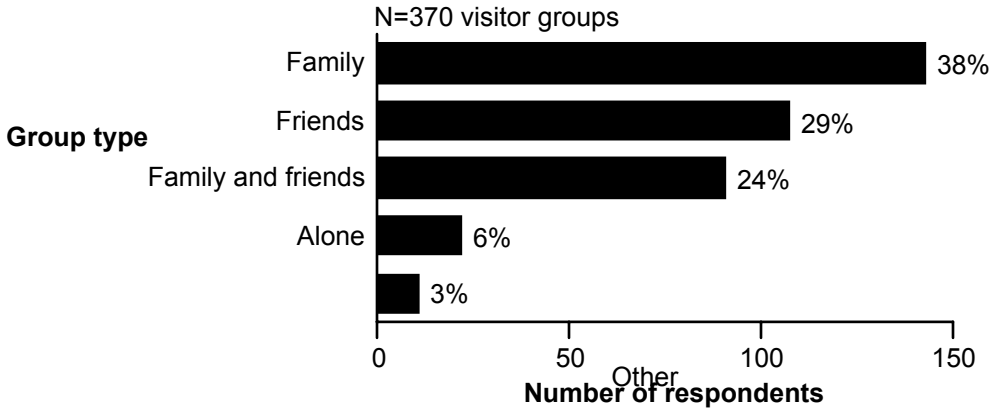


Figure 2: Visitor group types

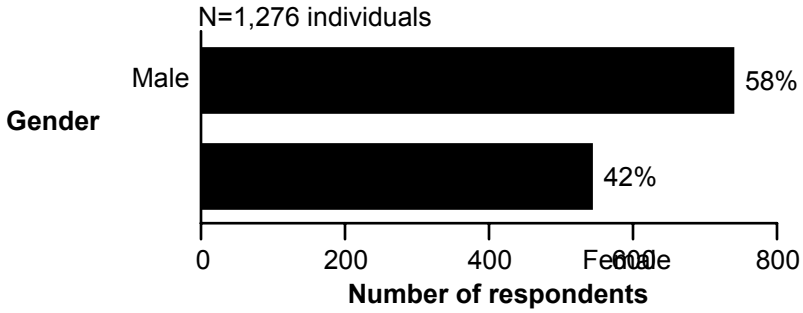


Figure 3: Gender

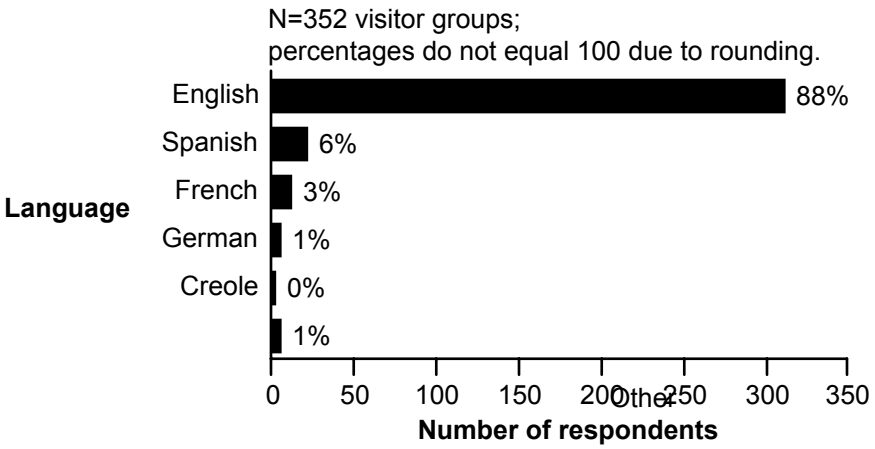


Figure 4: Preferred language to speak and write

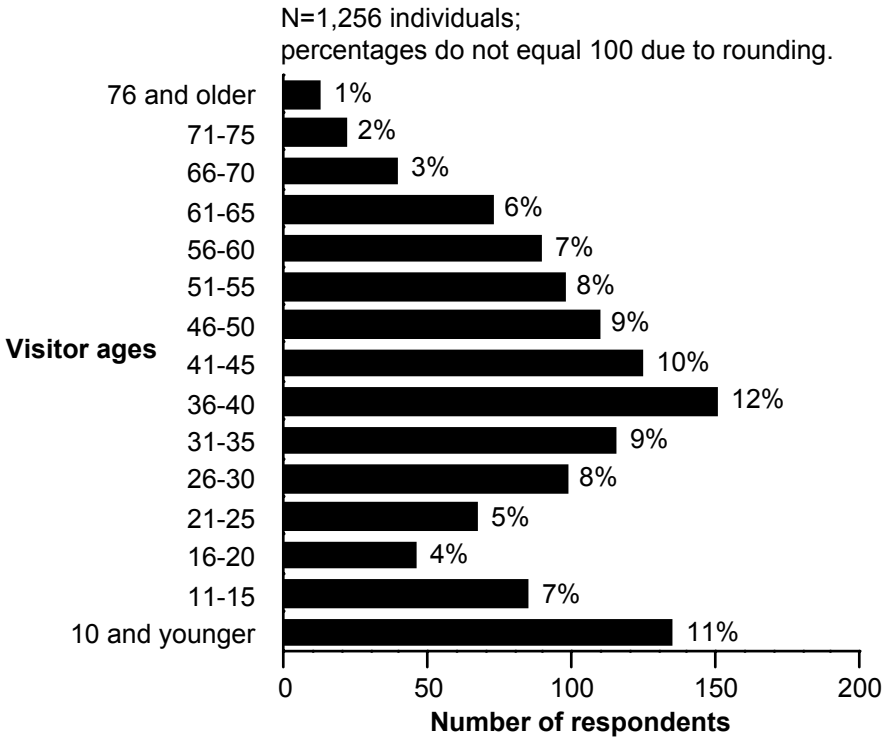


Figure 5: Visitor ages

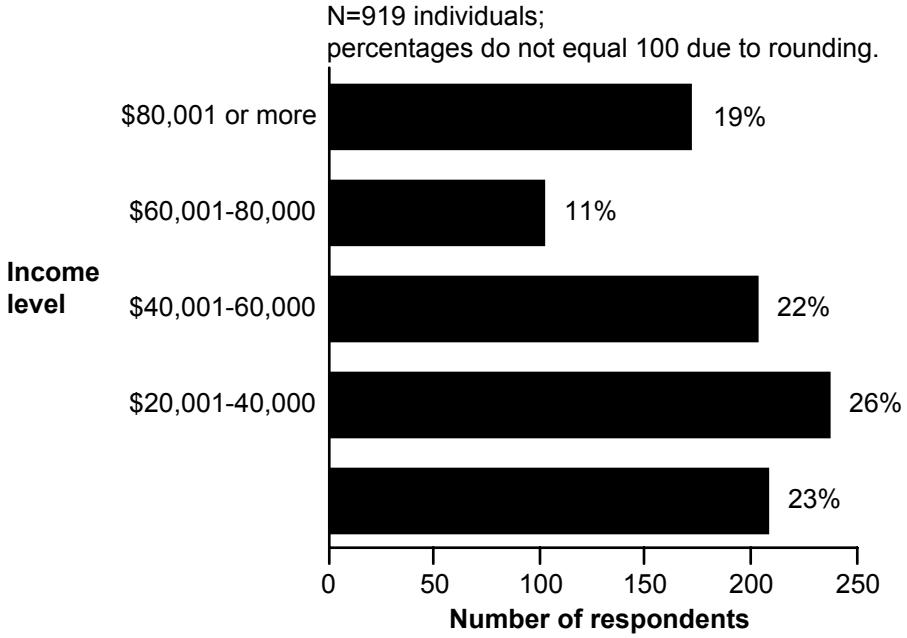


Figure 6: Income level

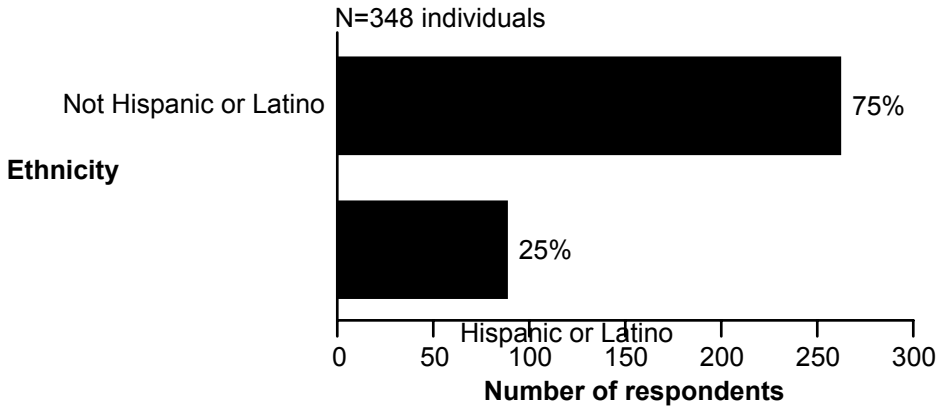


Figure 7: Ethnicity

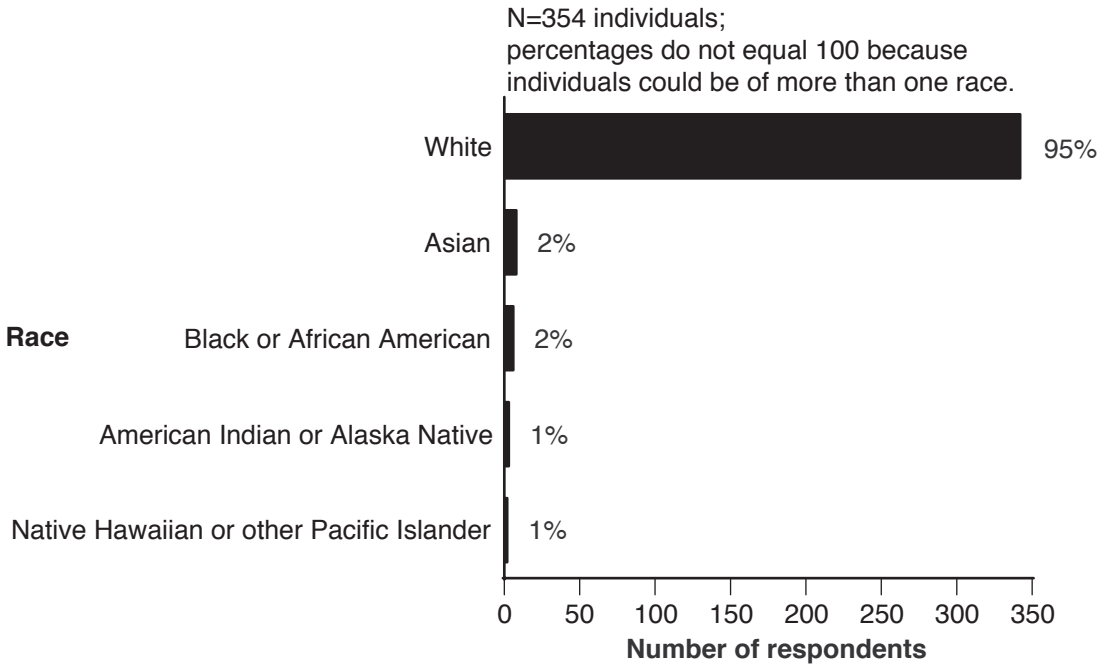


Figure 8: Race

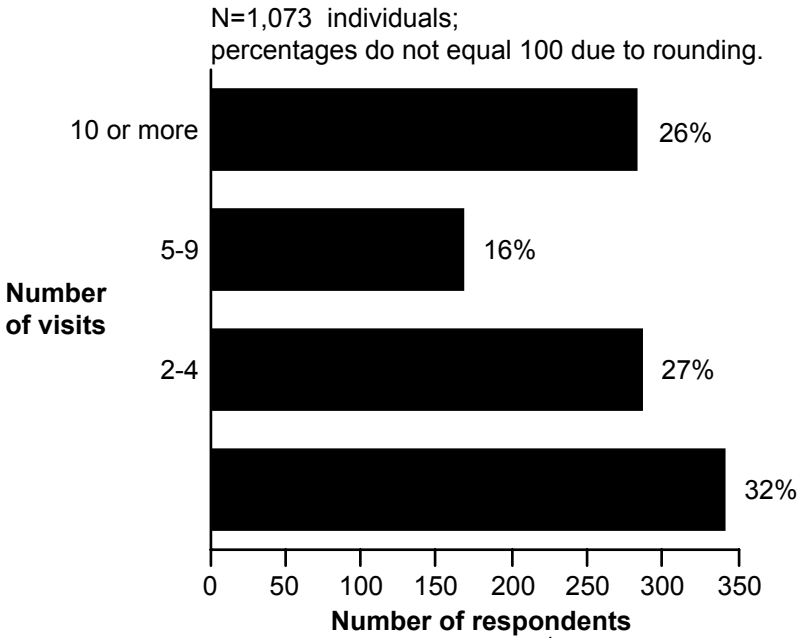


Figure 9: Number of visits during past 12 months

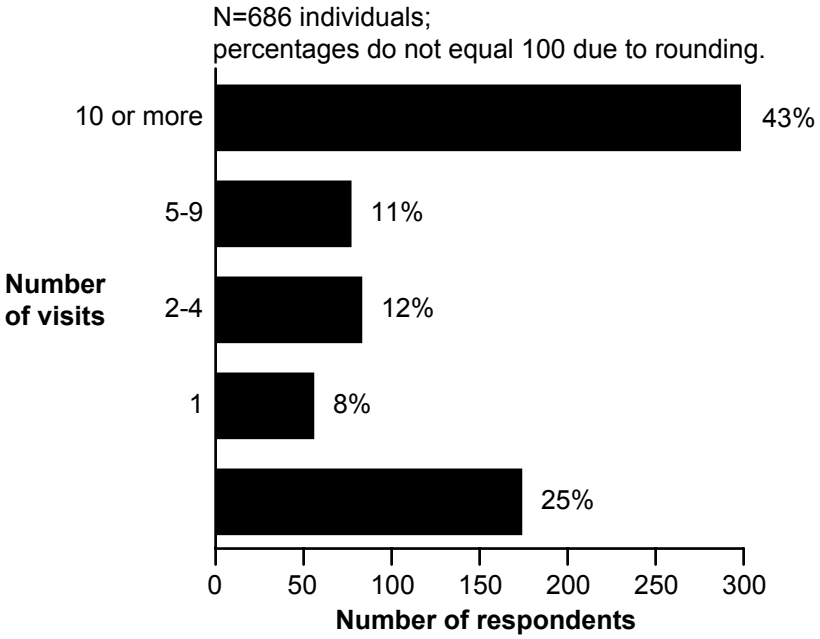
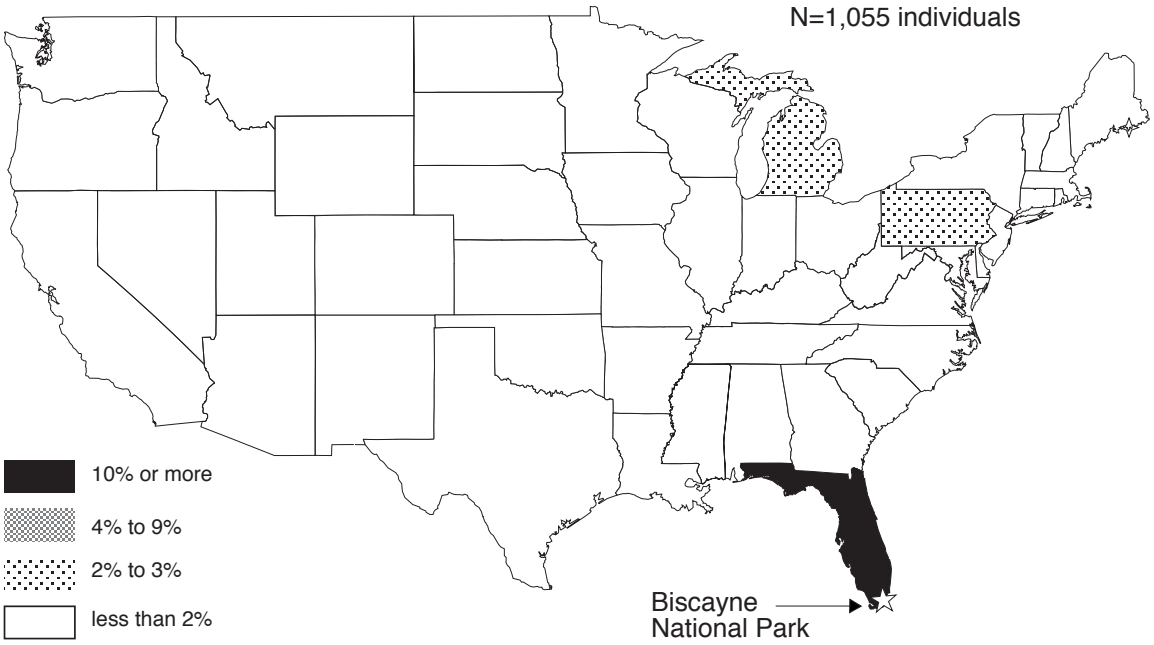


Figure 10: Number of visits during past 2-5 years

Table 3: International visitors by country of residence

N=109 individuals;
percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of Int'l visitors	Percent of total visitors
Canada	45	41	3
Cuba	14	13	1
Germany	8	7	1
England	7	6	1
Ecuador	4	4	<1
Bahamas	3	3	<1
Brazil	3	3	<1
Jamaica	3	3	<1
Peru	3	3	<1
Argentina	2	2	<1
Dominican Republic	2	2	<1
El Salvador	2	2	<1
Switzerland	2	2	<1
Trinidad/ Tobago	2	2	<1
Ukraine	2	2	<1
Venezuela	2	2	<1
5 other countries	5	5	<1



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

Table 4: United States visitors by state of residence

N=1,055 individuals;
Percentages do not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors	Percent of total visitors
Florida	847	80	73
Pennsylvania	21	2	2
Michigan	17	2	1
New Hampshire	14	1	1
North Carolina	13	1	1
New York	13	1	1
Massachusetts	8	1	1
Colorado	7	1	1
Texas	7	1	1
Washington	7	1	1
20 other states and Washington D.C.	61	6	5

Length of stay

Visitor groups were asked how much time they spent at Biscayne National Park. Seventy-seven percent of visitor groups spent less than one day at the park and 19% spent one or two days (see Figure 11). Of the groups that spent less than a day at the park, 50% reported that they spent from two to five hours at the park while 40% spent six hours or more (see Figure 12).

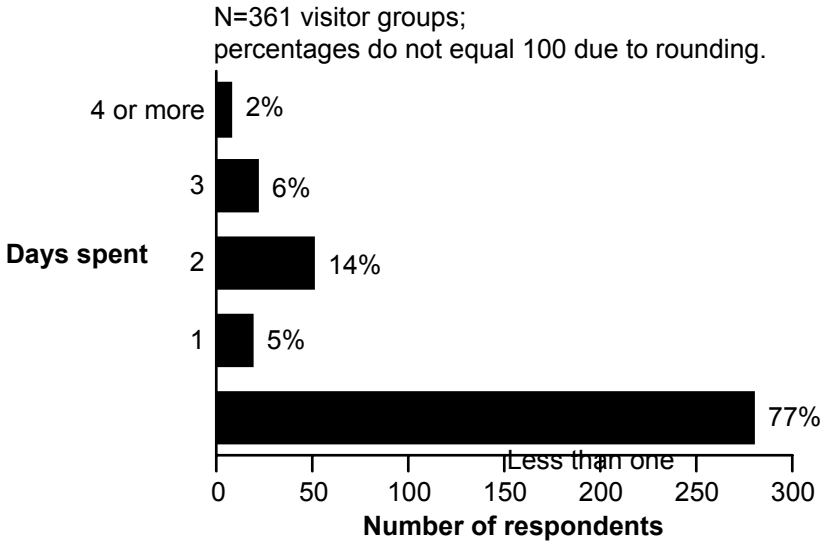


Figure 11: Days spent at Biscayne NP

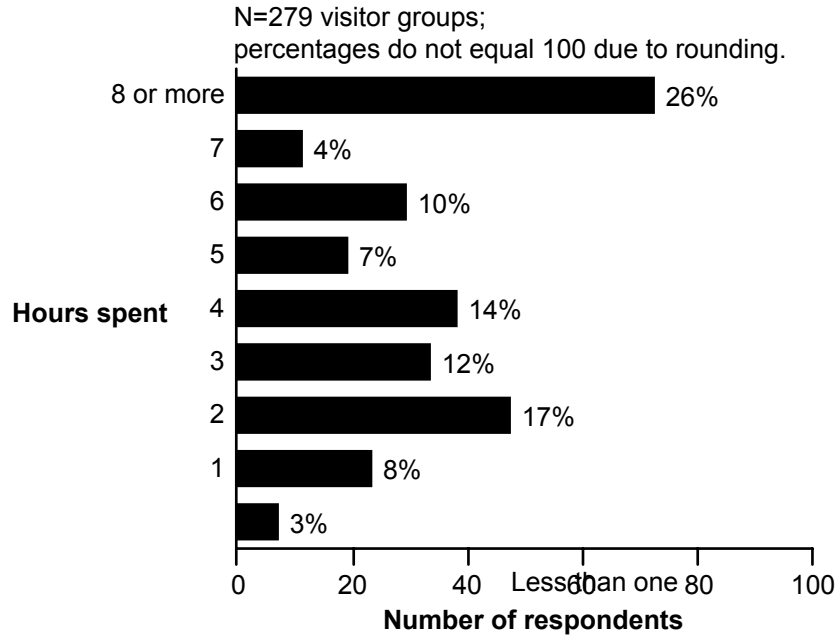


Figure 12: Hours spent at Biscayne NP by visitors spending less than one day

Activities

Figure 13 shows the proportions of visitor groups that participated in a variety of activities at Biscayne NP. The most common activities were nature viewing (53%), walking/ hiking (48%), and fishing (31%). Visitor groups were also asked to specify certain types of activities they participated in. For example, nature viewing had separate categories of birding, fish/ coral, and general scenery. Figure 15 shows that 76% of visitors viewed general scenery, 41% viewed fish/ coral, and 33% went birding.

In addition, visitor groups were asked to indicate in which part of the park they had participated in the activities. As shown in Figure 16, South Biscayne Bay was the most common place visitors went birding (32%), followed by the Islands (27%) and the mainland (23%).

Figures 14 through 38 show the activities that visited participated in and the locations for those activities. Other fishing activities as listed by visitor groups were food fishing and bottom fishing. "Other" activities listed by visitor groups were sunbathing, meeting friends, and playing frisbee.

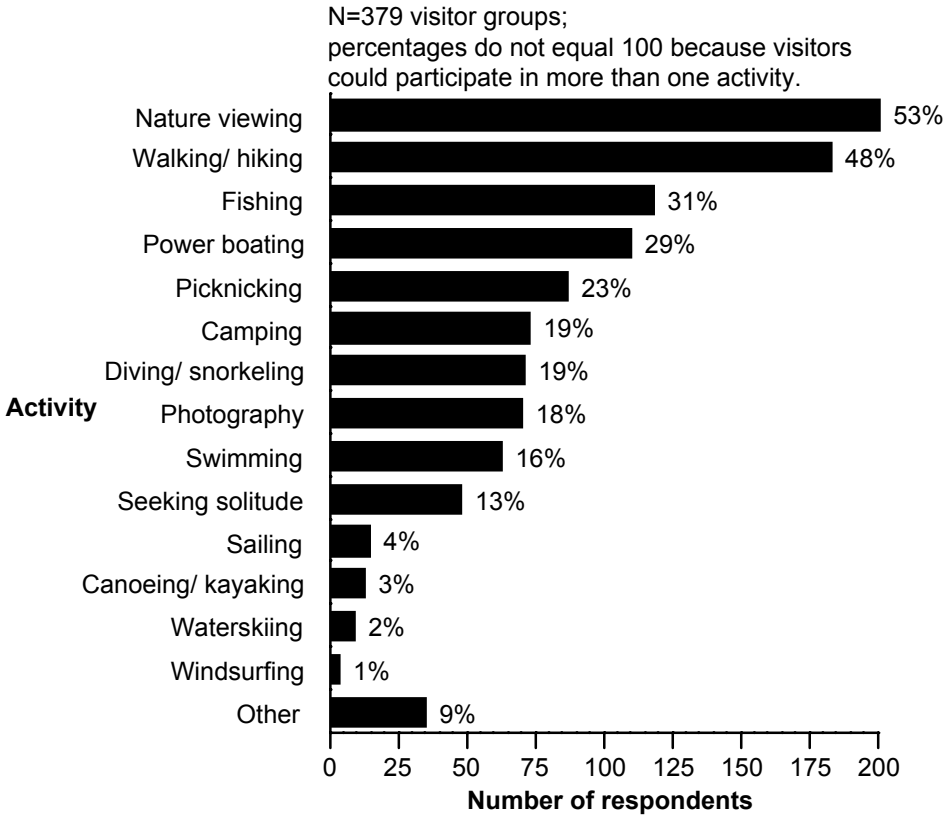
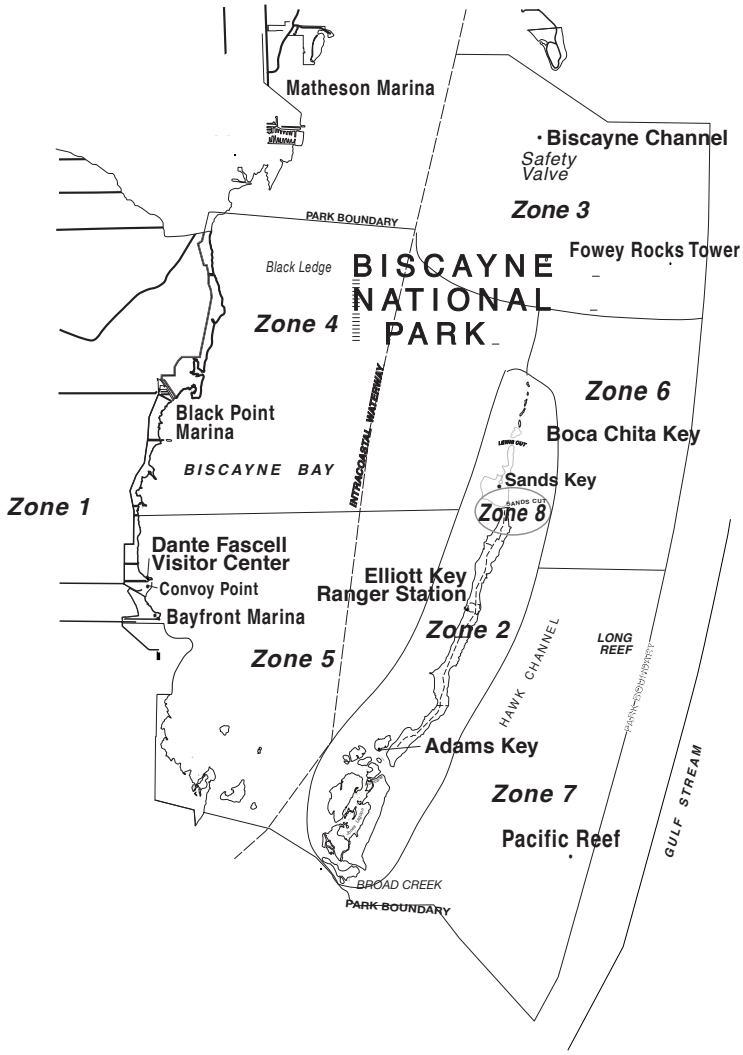


Figure 13: Visitor activities



Zone 1: Mainland

Zone 2: Islands

Zone 3: Safety Valve

Zone 4: North Biscayne Bay

Zone 5: South Biscayne Bay

Zone 6: North Coral Reef Platform

Zone 7: South Coral Reef Platform

Zone 8: Sands Cut

Map 2: Park zone map used in questionnaire

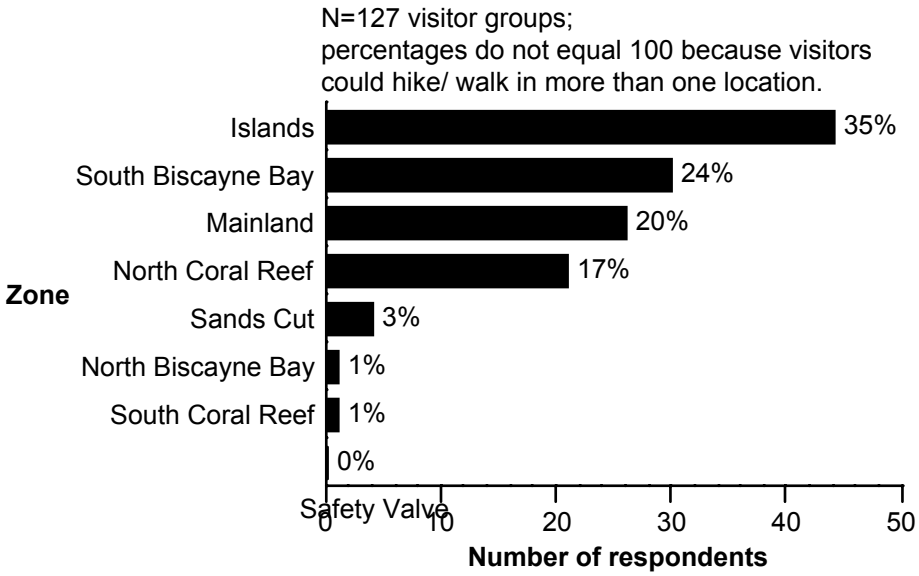


Figure 14: Walking/ hiking locations

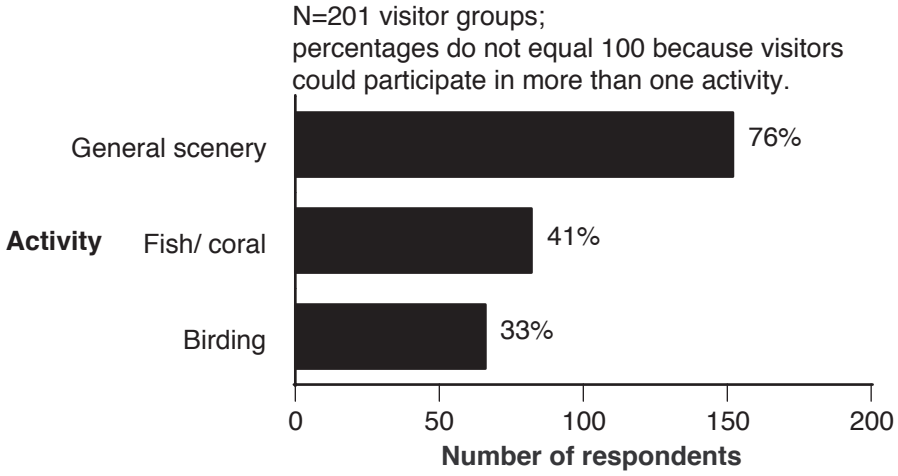


Figure 15: Nature viewing activities

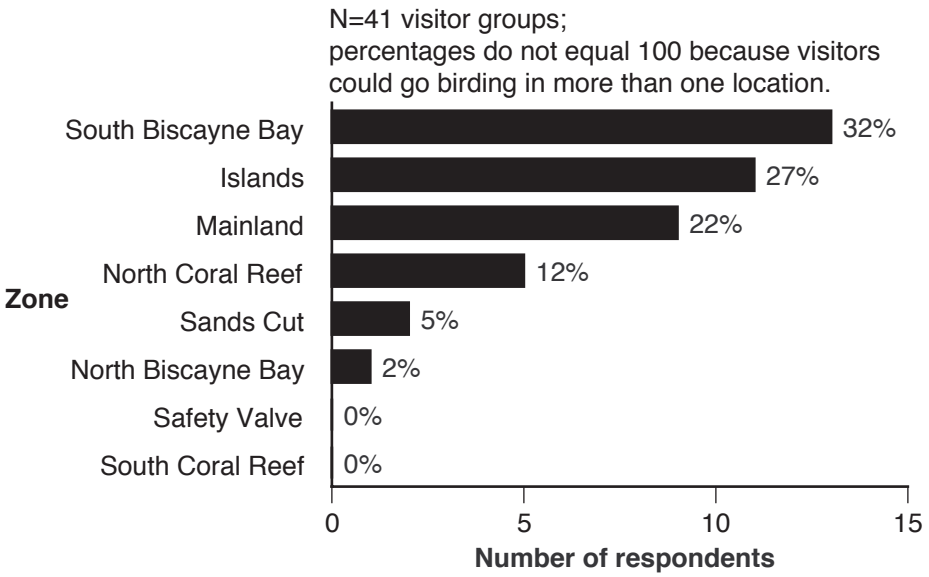


Figure 16: Birding locations

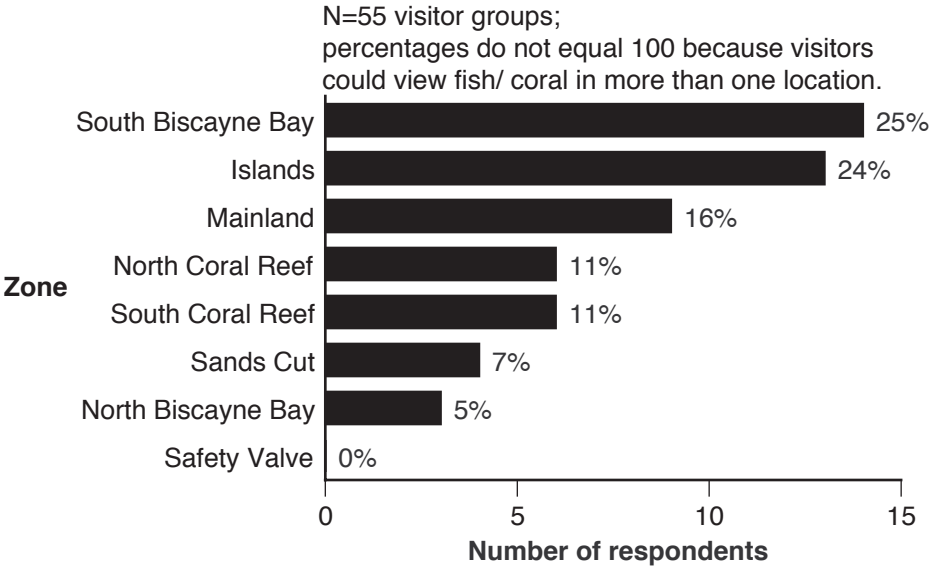


Figure 17: Fish/ coral viewing locations

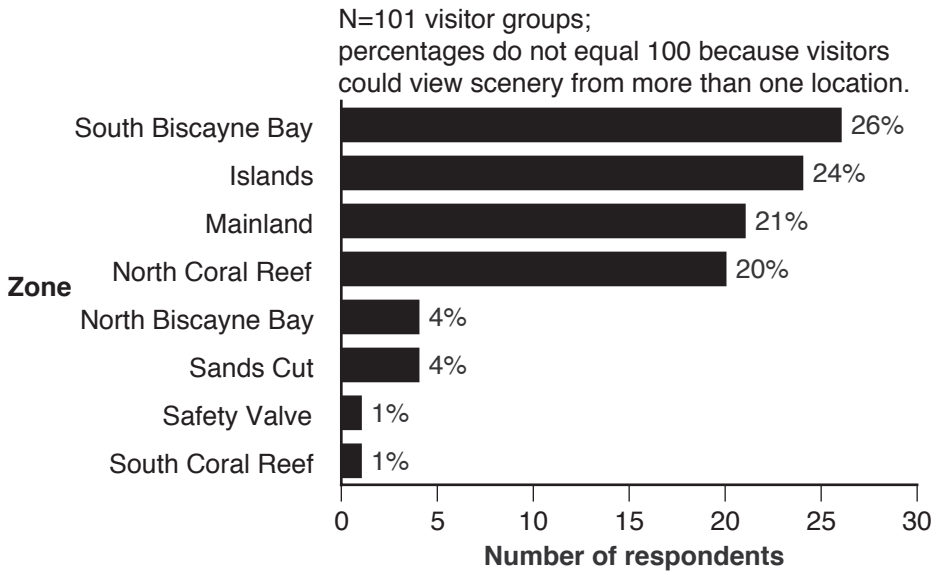


Figure 18: General scenery viewing locations

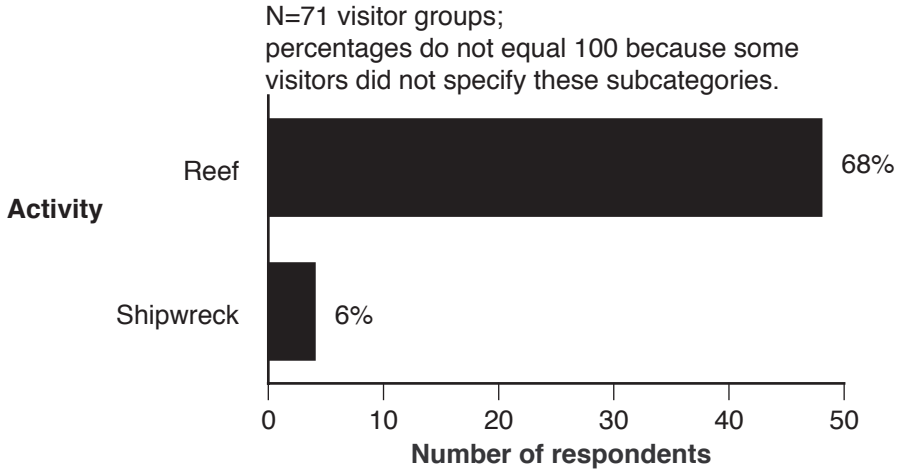


Figure 19: Diving/ snorkeling activities

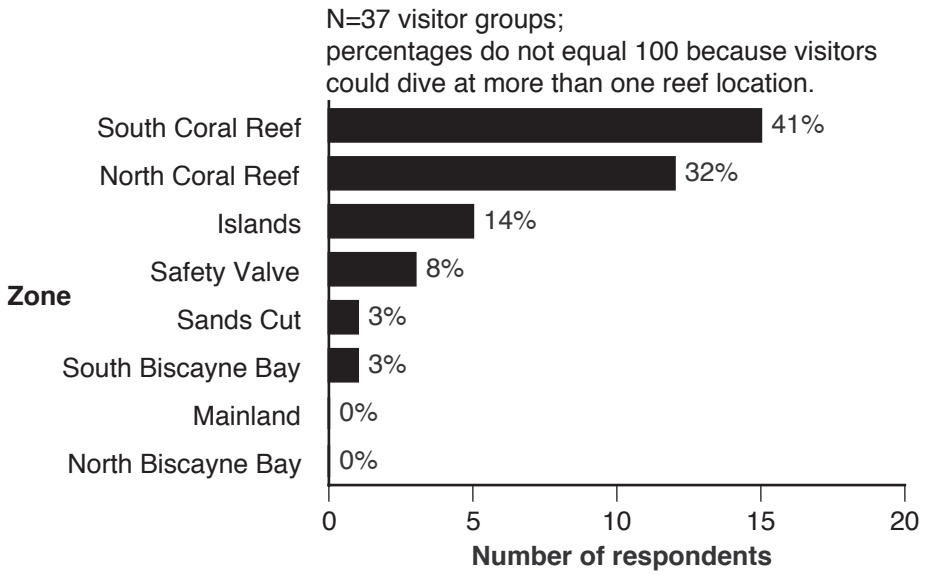


Figure 20: Reef diving/ snorkeling locations

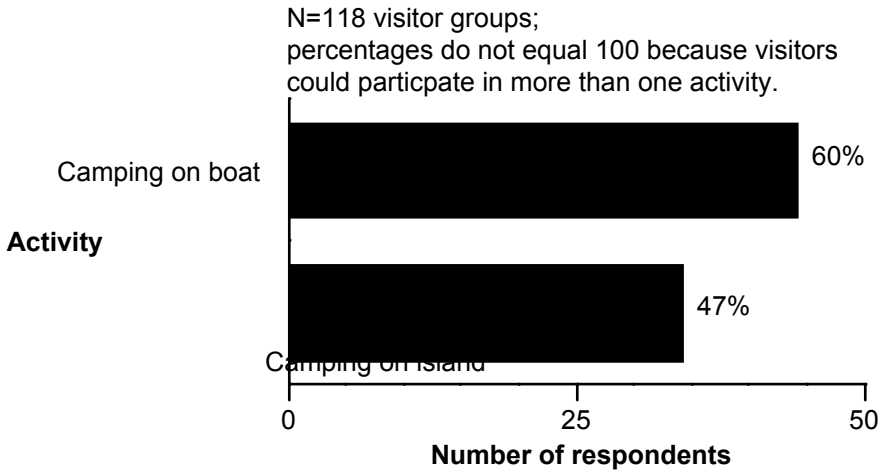


Figure 21: Camping activities

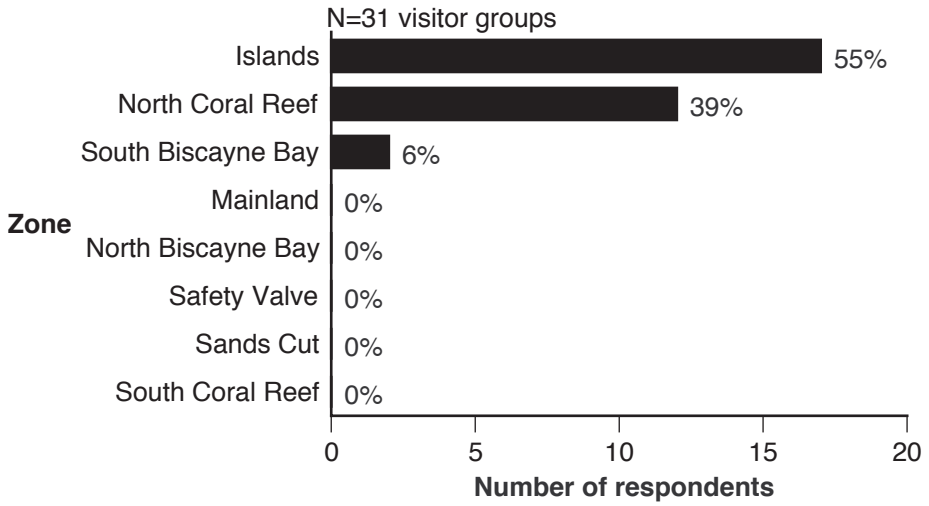


Figure 22: Boat camping locations

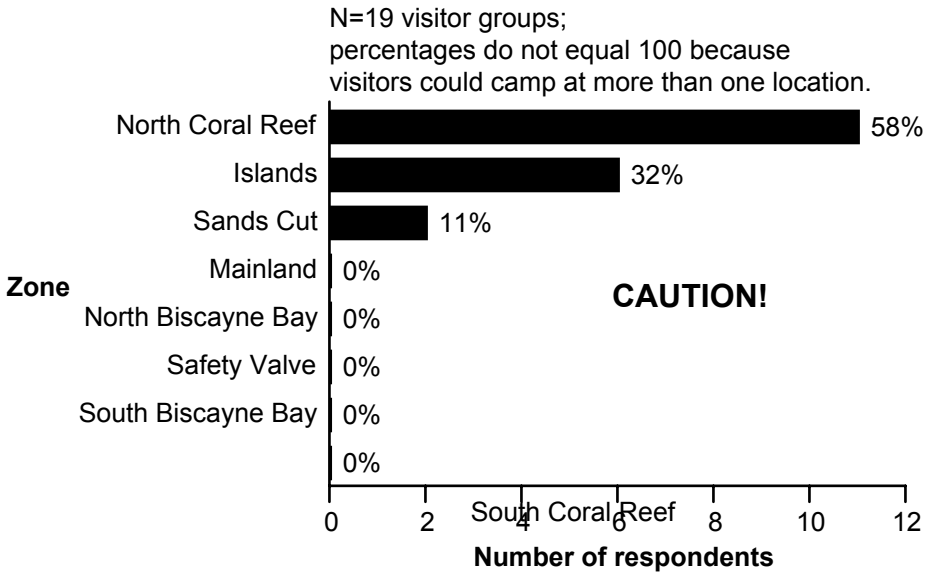


Figure 23: Island camping locations

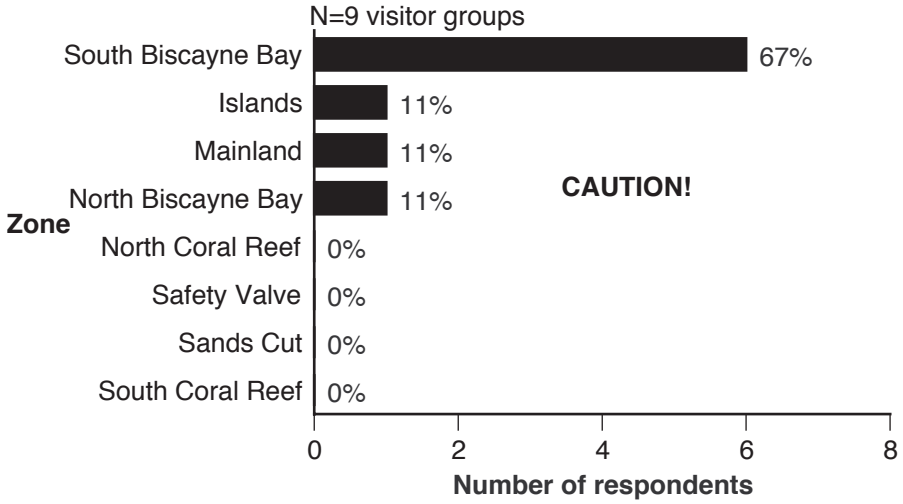


Figure 24: Canoeing/ kayaking locations

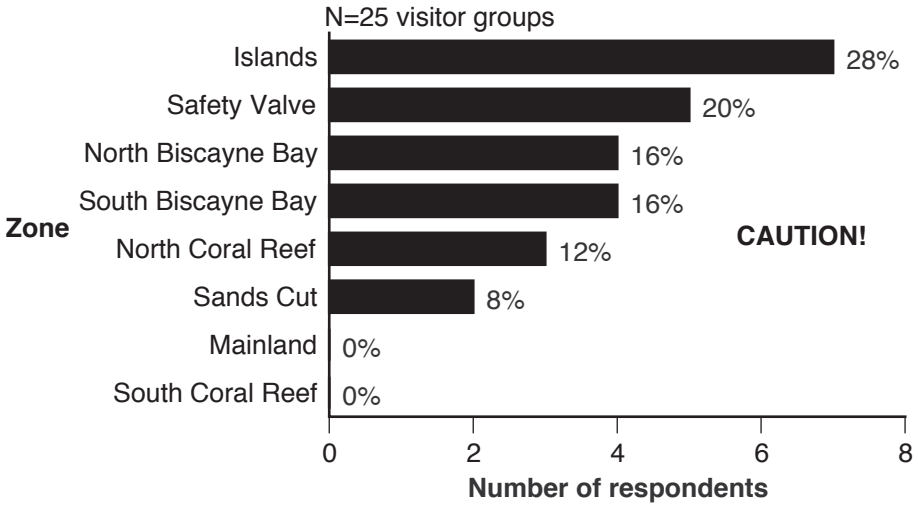


Figure 25: Sailing locations

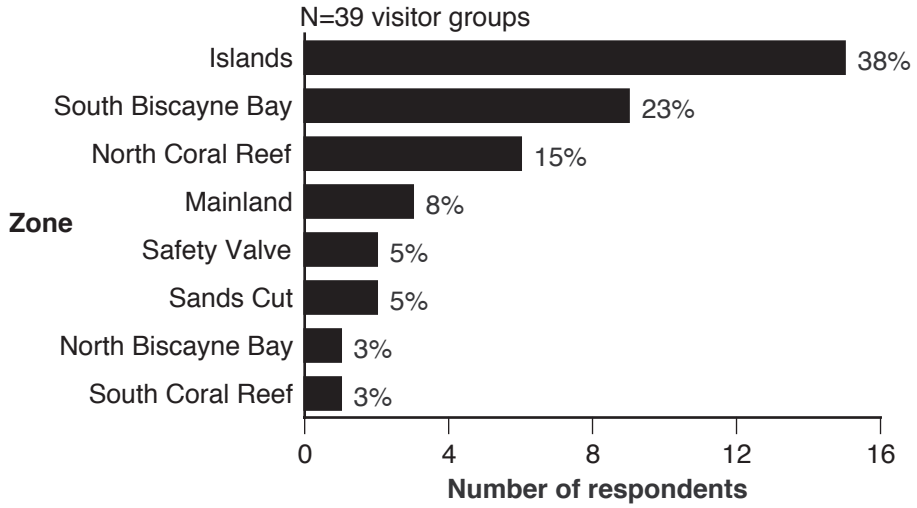


Figure 26: Solitude locations

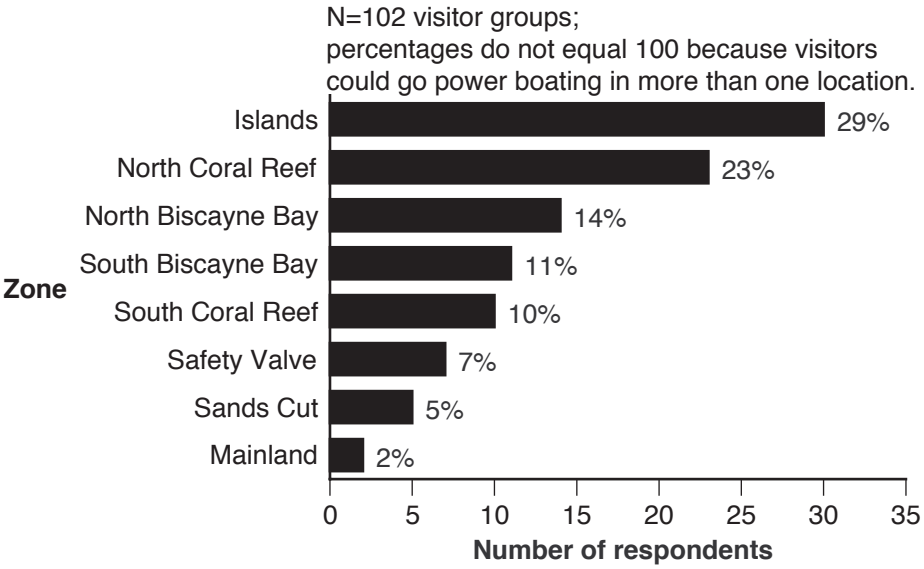


Figure 27: Power boating locations

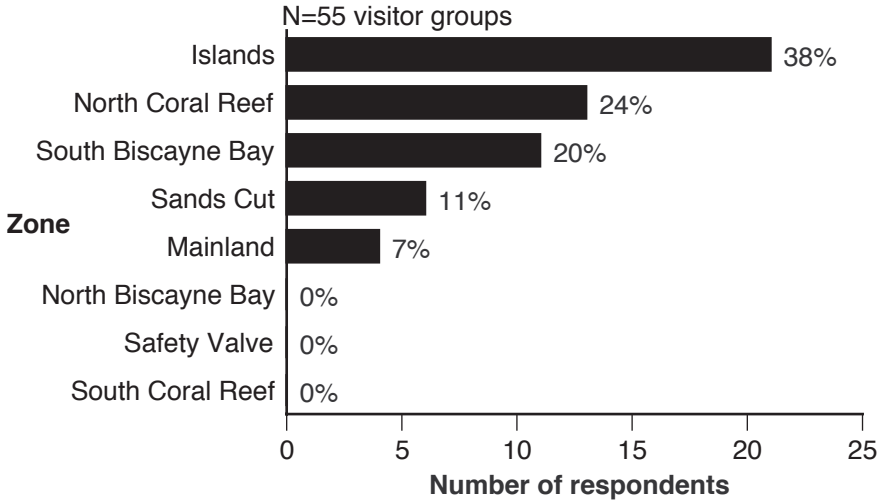


Figure 28: Picnicking locations

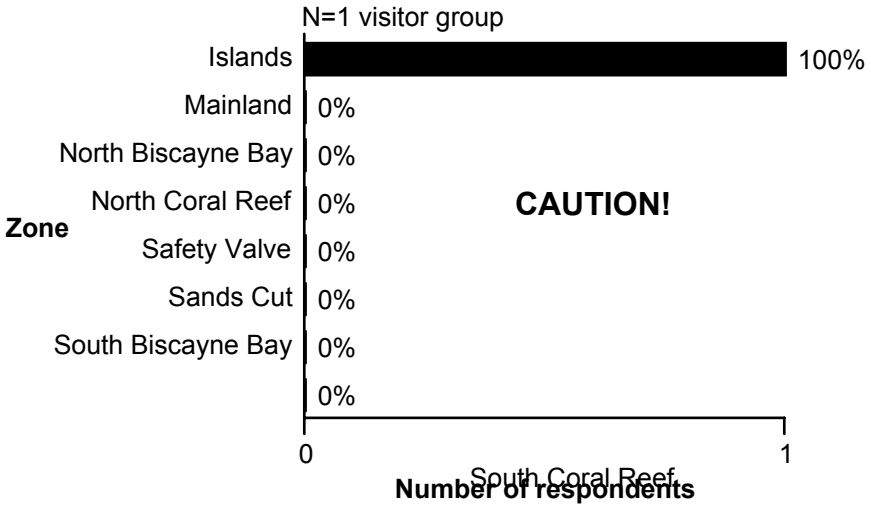


Figure 29: Windsurfing locations

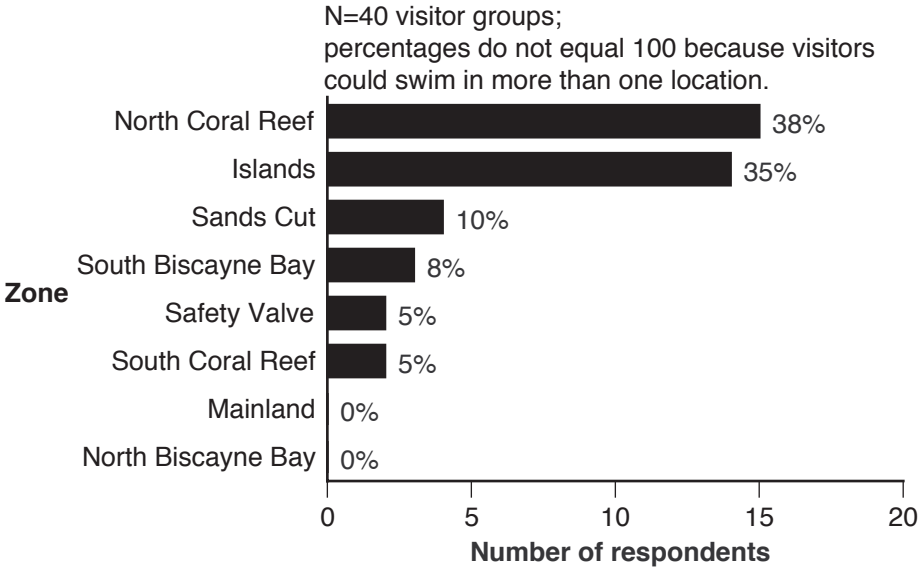


Figure 30: Swimming locations

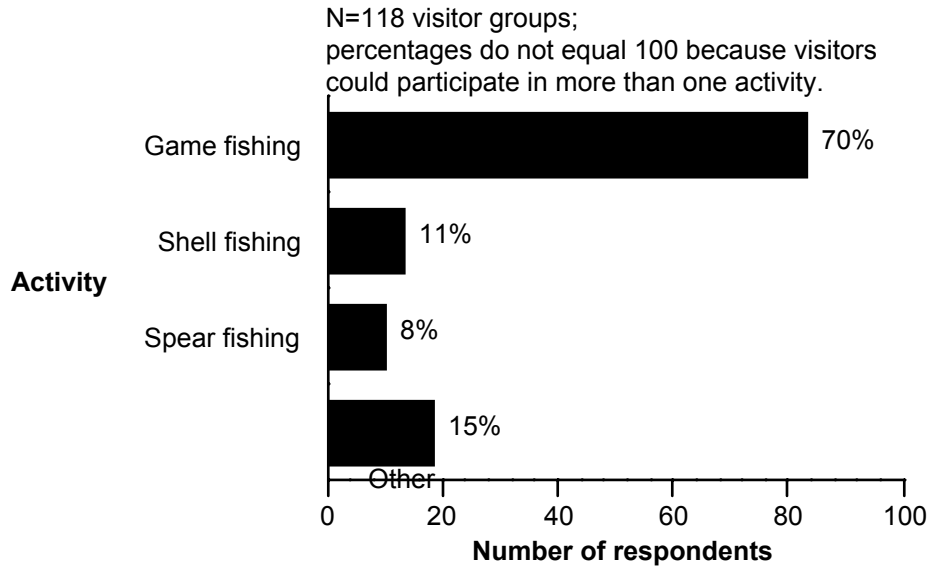


Figure 31: Fishing activities

Table 11: "Other" types of fishing

N=8 comments

Comments	Number of times mentioned
Subsistence	3
Bottom	2
Other	3

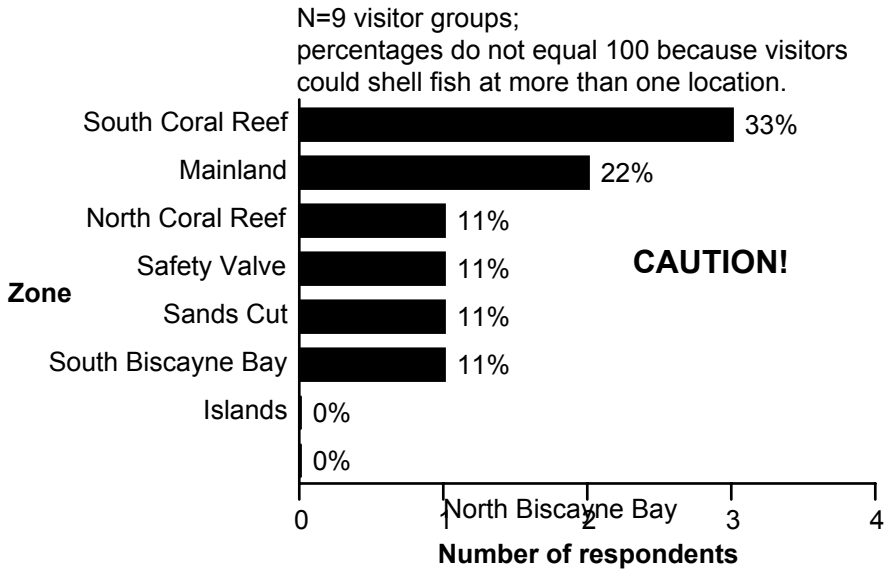


Figure 32: Shell fishing locations

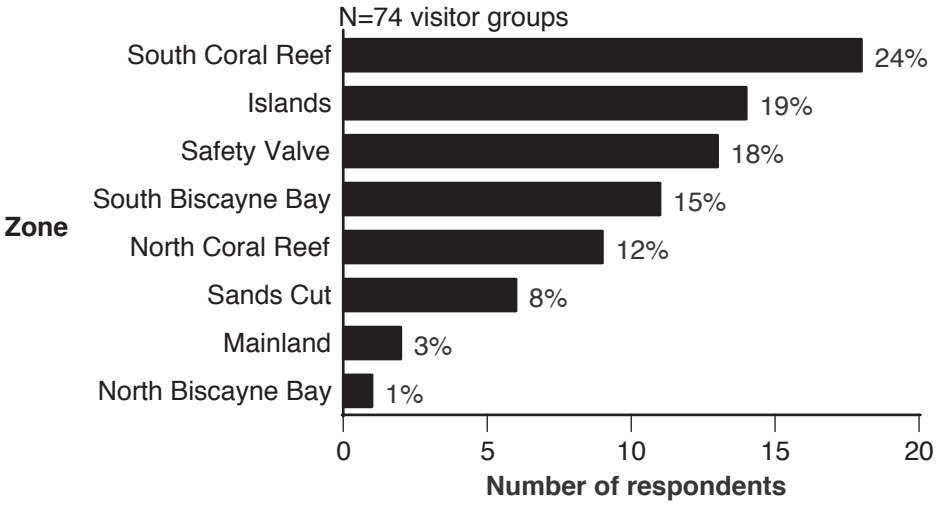


Figure 33: Game fishing locations

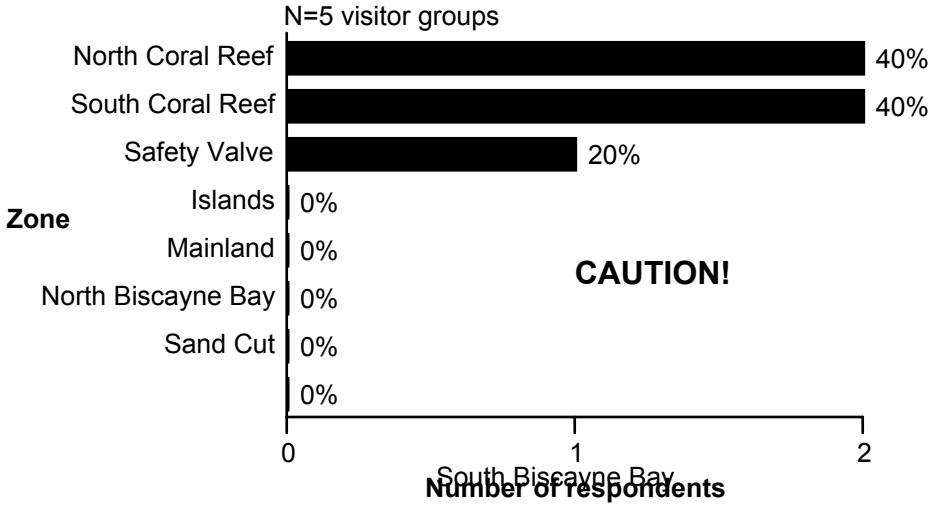


Figure 34: Spear fishing locations

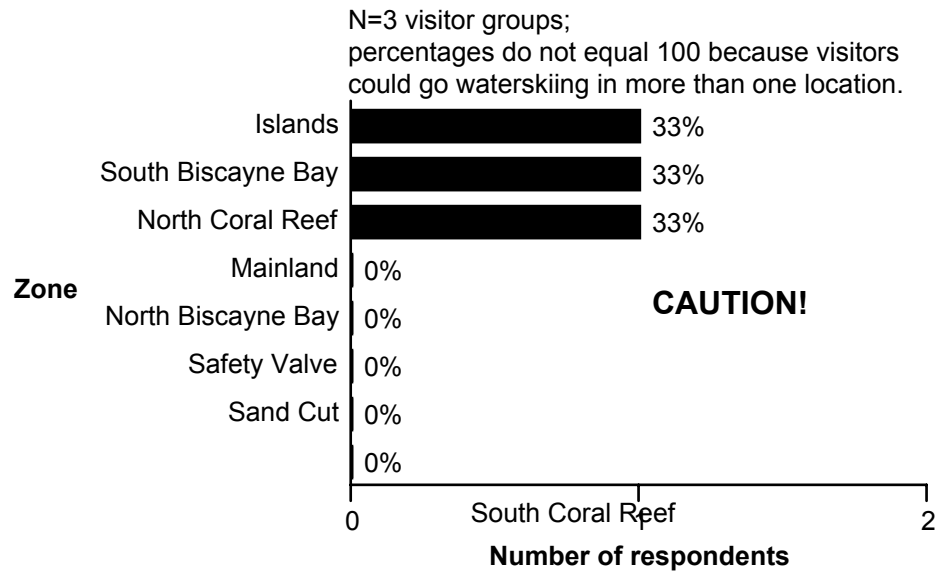


Figure 35: Waterskiing locations

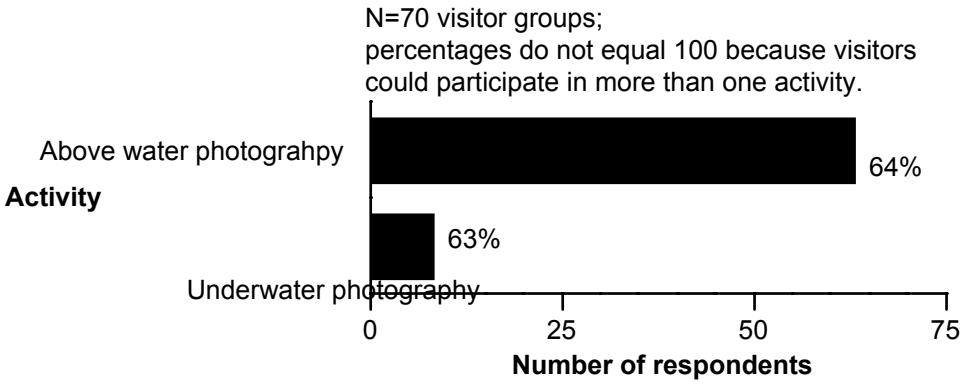


Figure 36: Photography activities

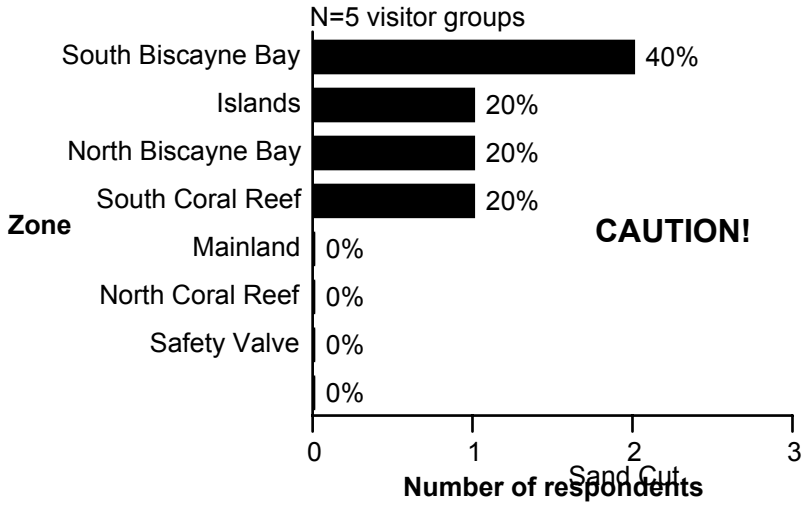


Figure 37: Underwater photography locations

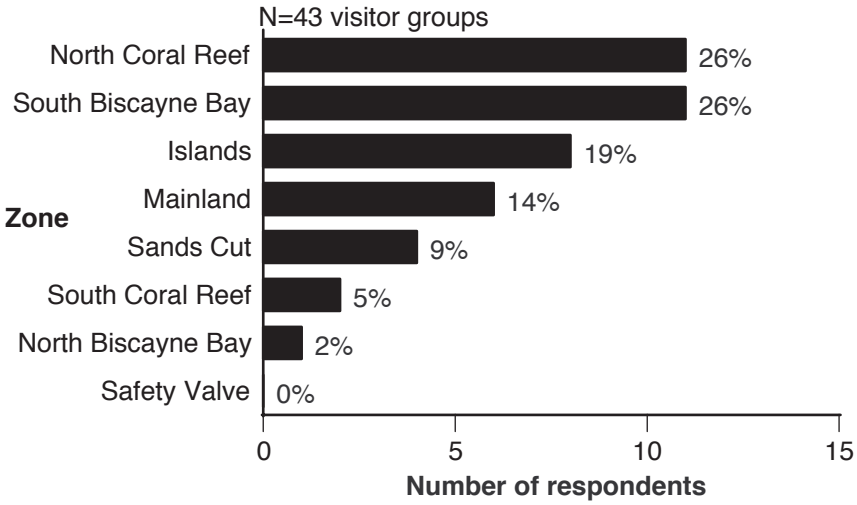


Figure 38: Above water photography locations

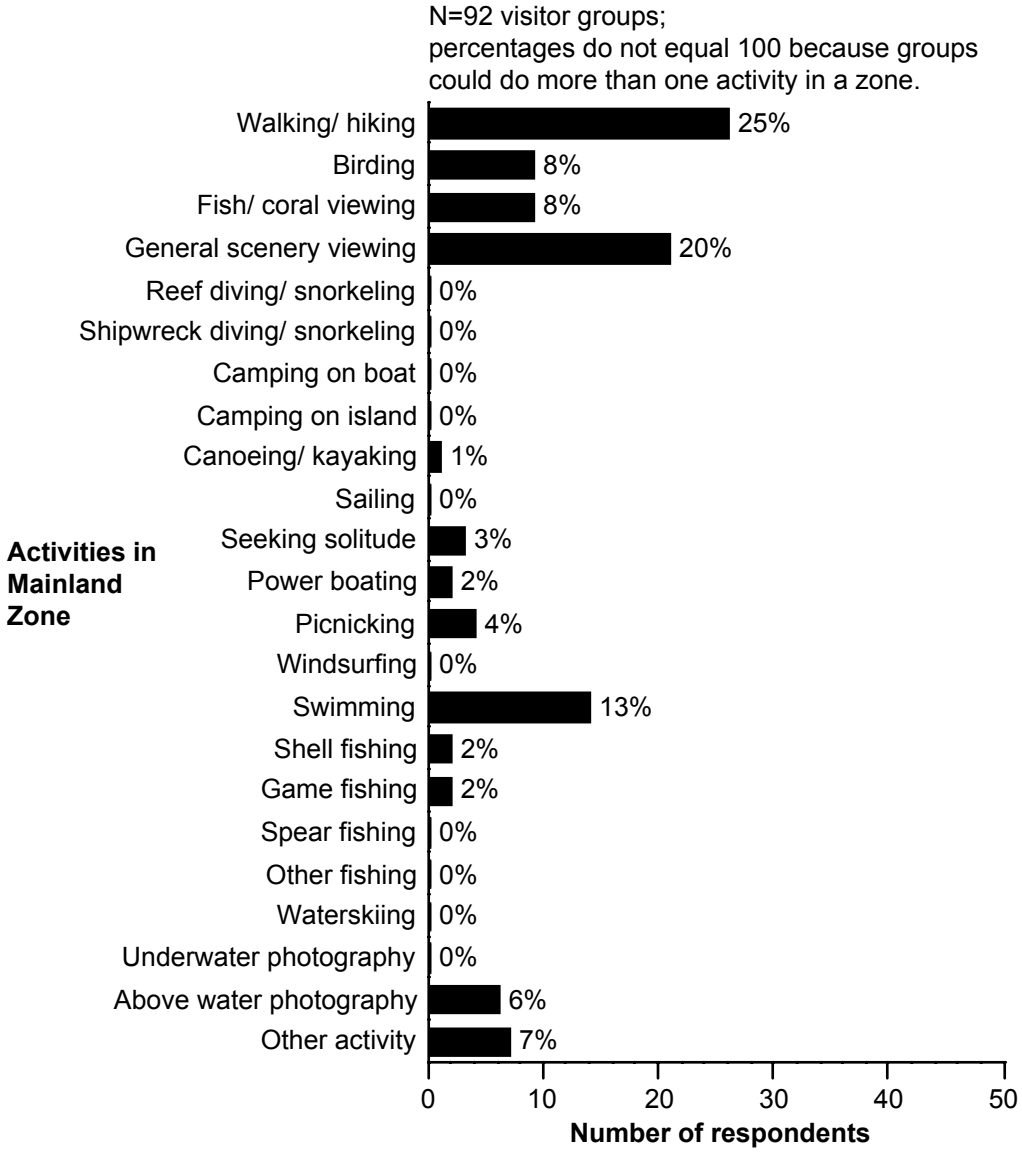


Figure 39: Zone 1—Mainland activities

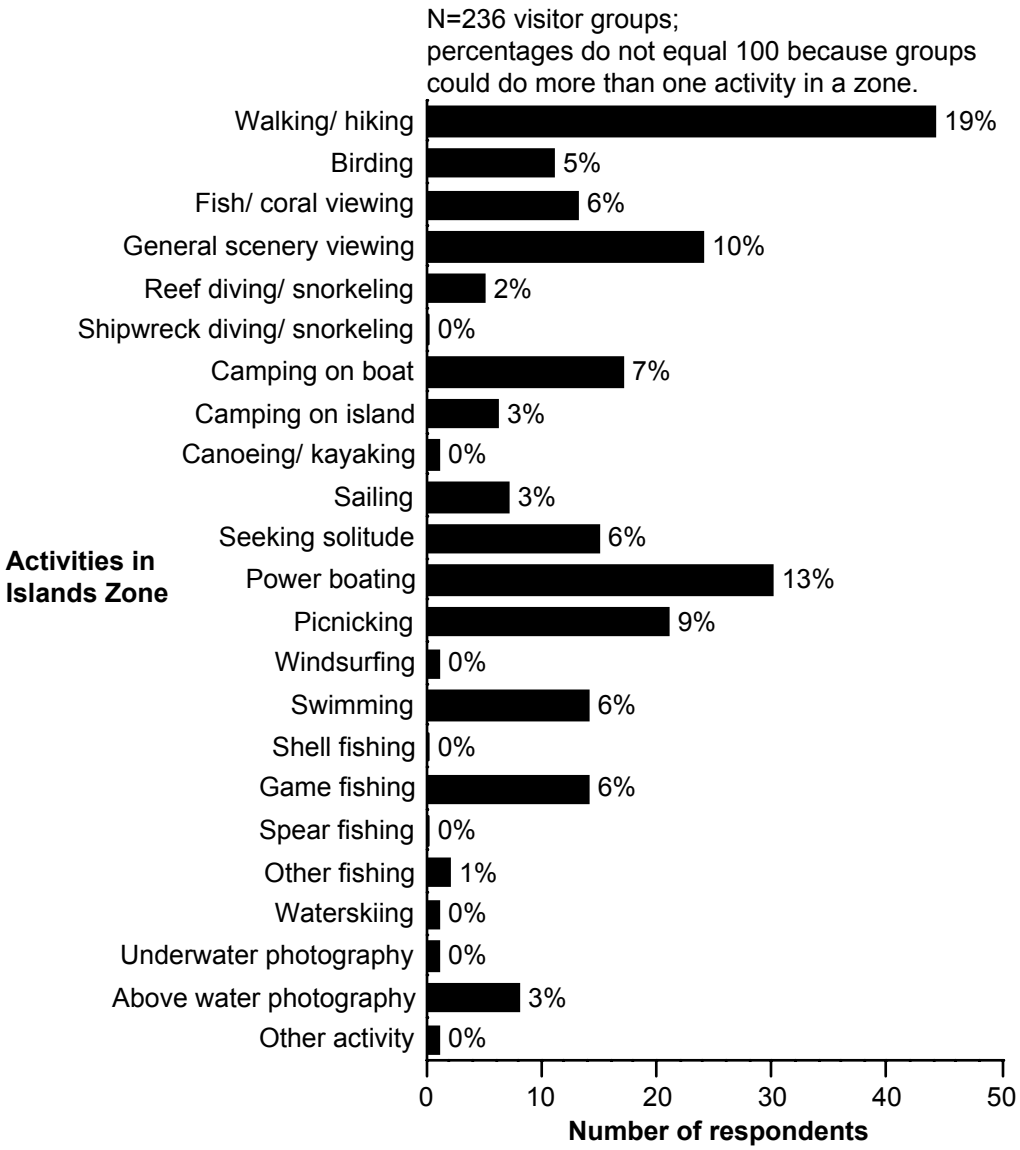


Figure 40: Zone 2—Islands activities

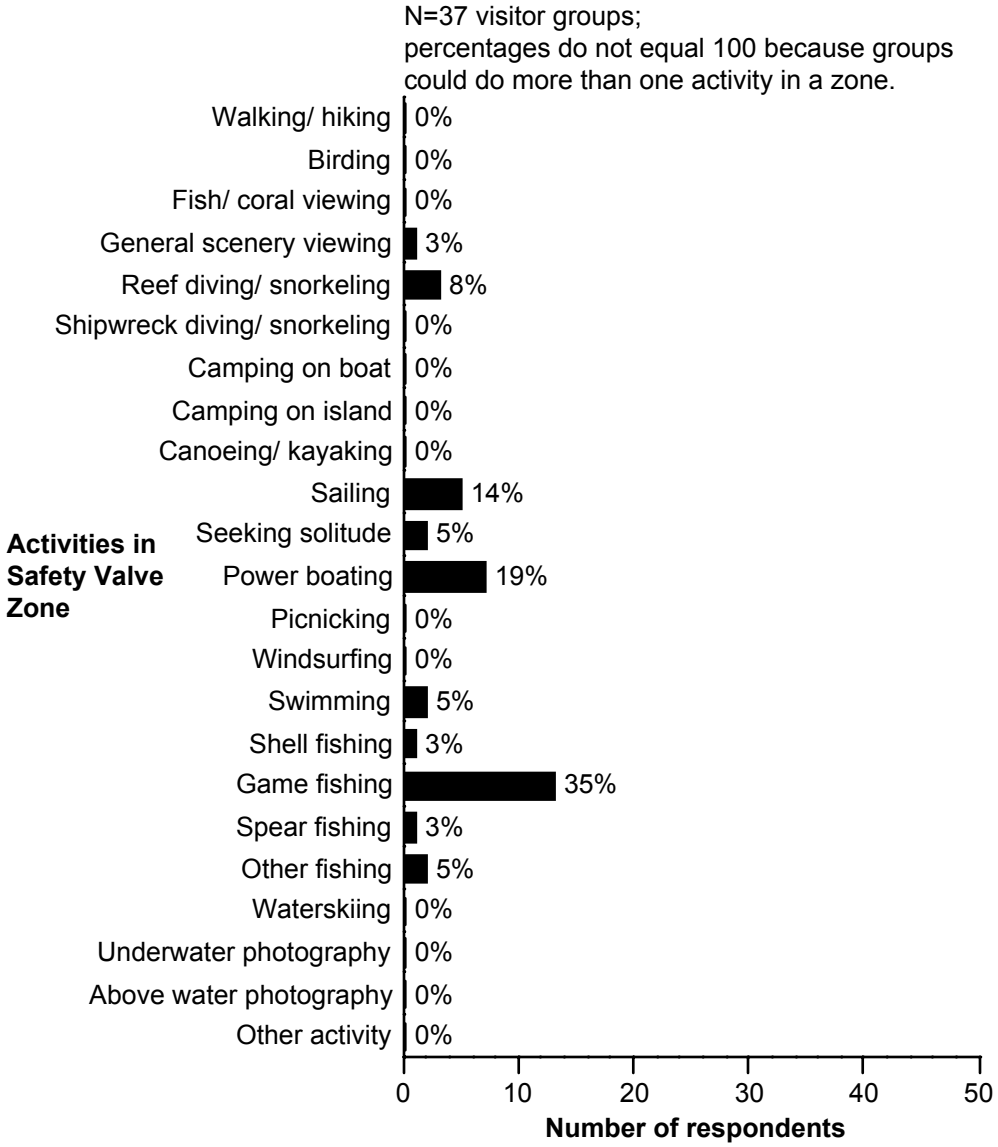


Figure 41: Zone 3—Safety Valve activities

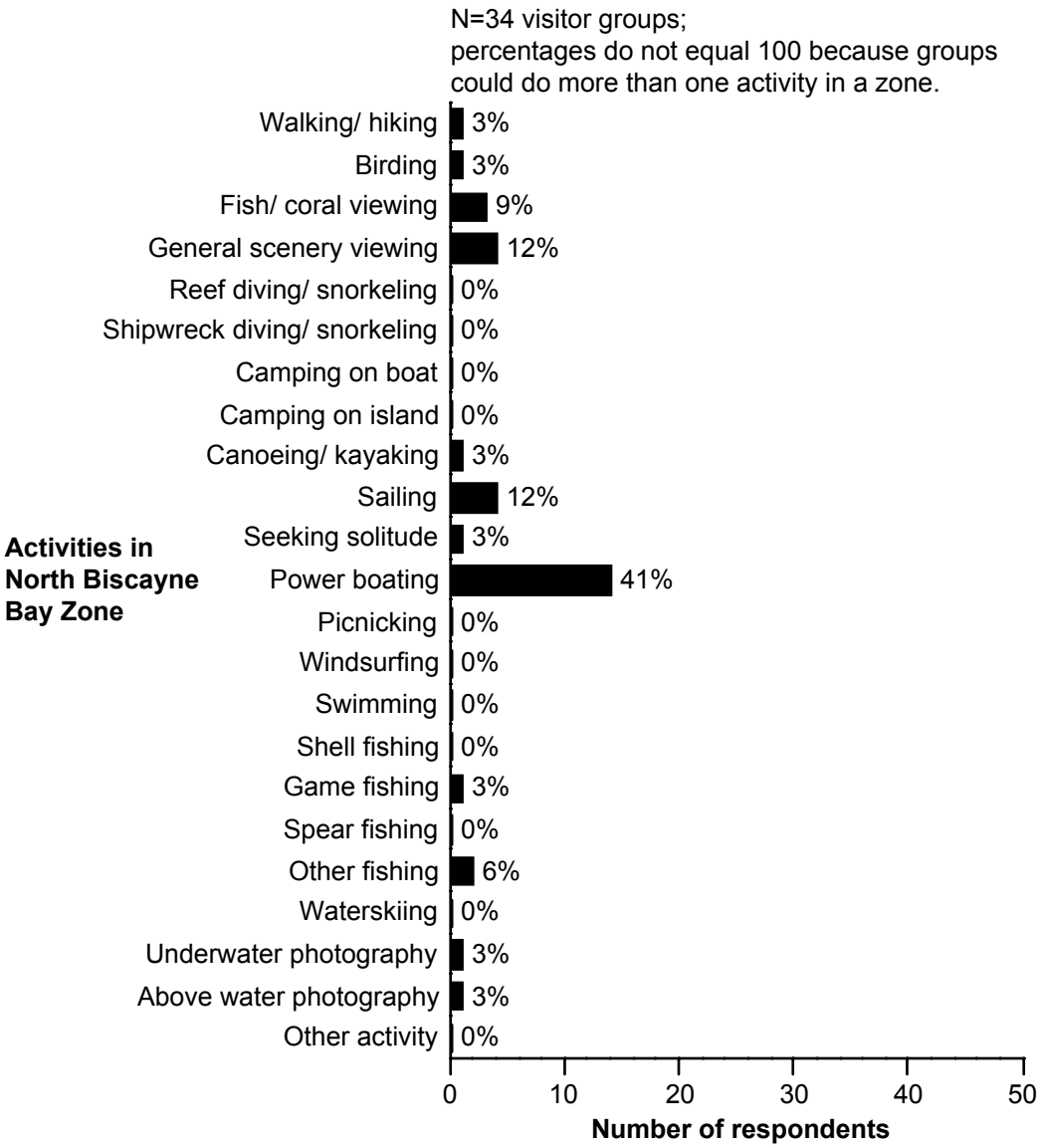


Figure 42: Zone 4—North Biscayne Bay activities

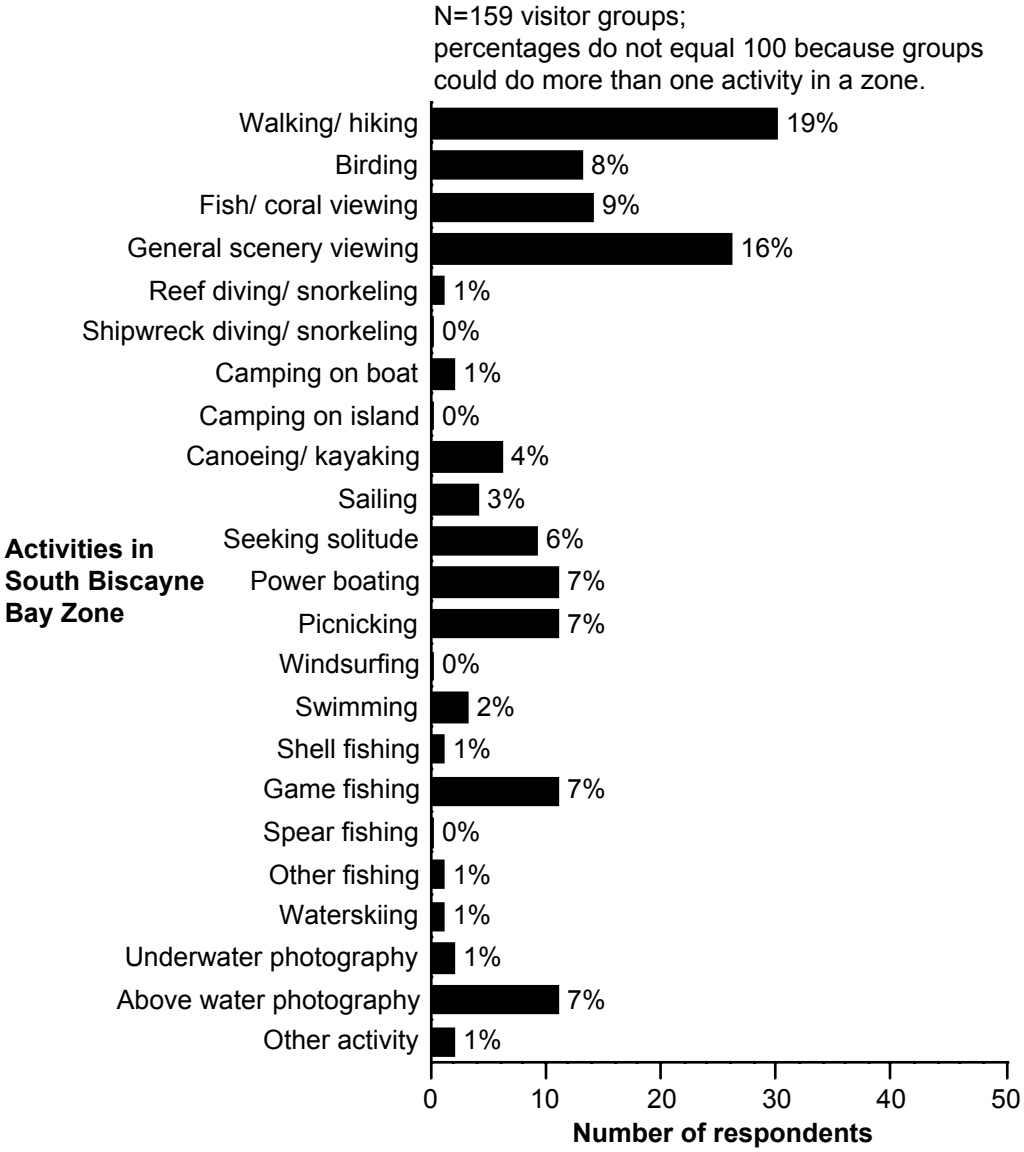


Figure 43: Zone 5—South Biscayne Bay activities

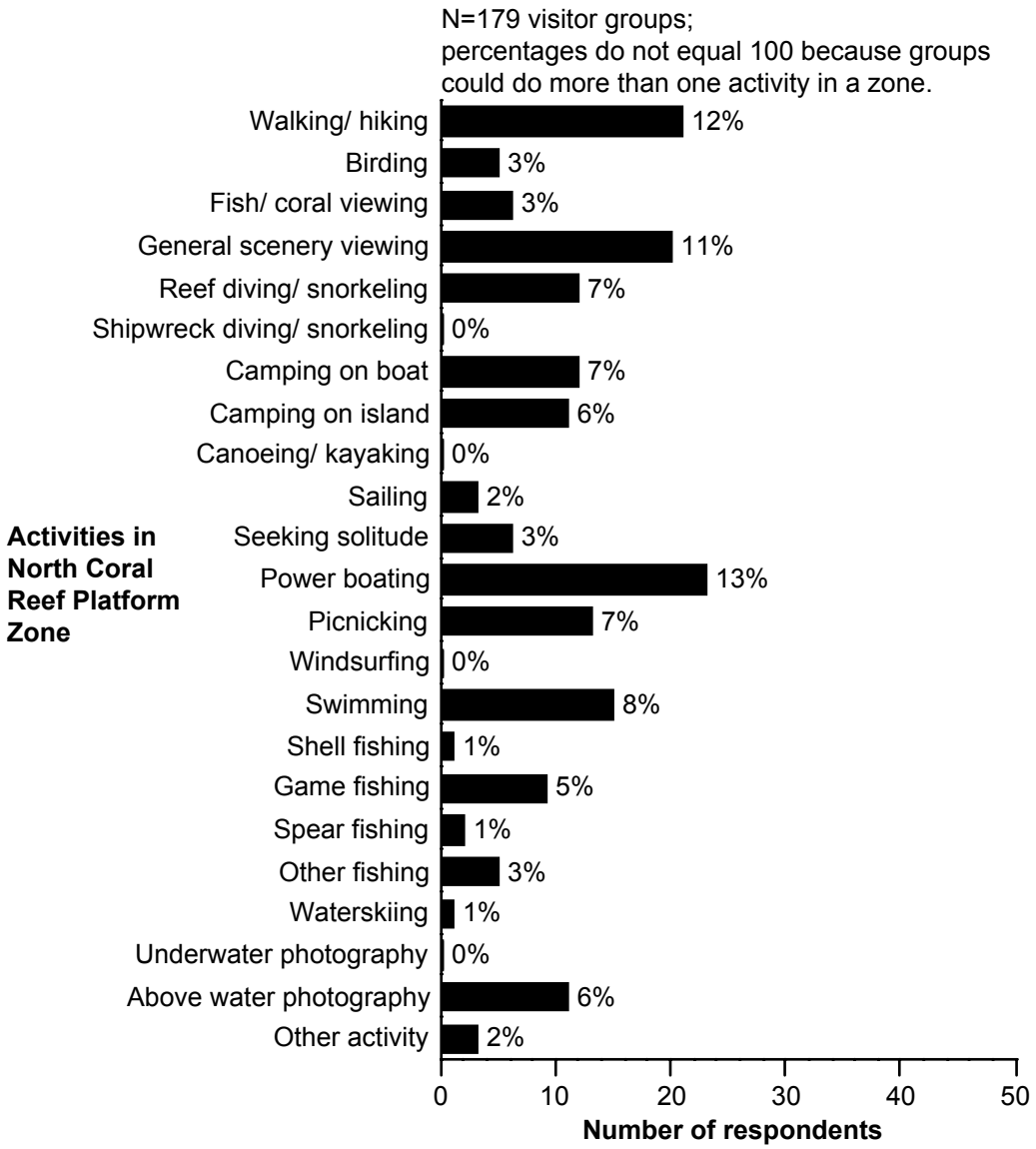


Figure 44: Zone 6—North Coral Reef Platform activities

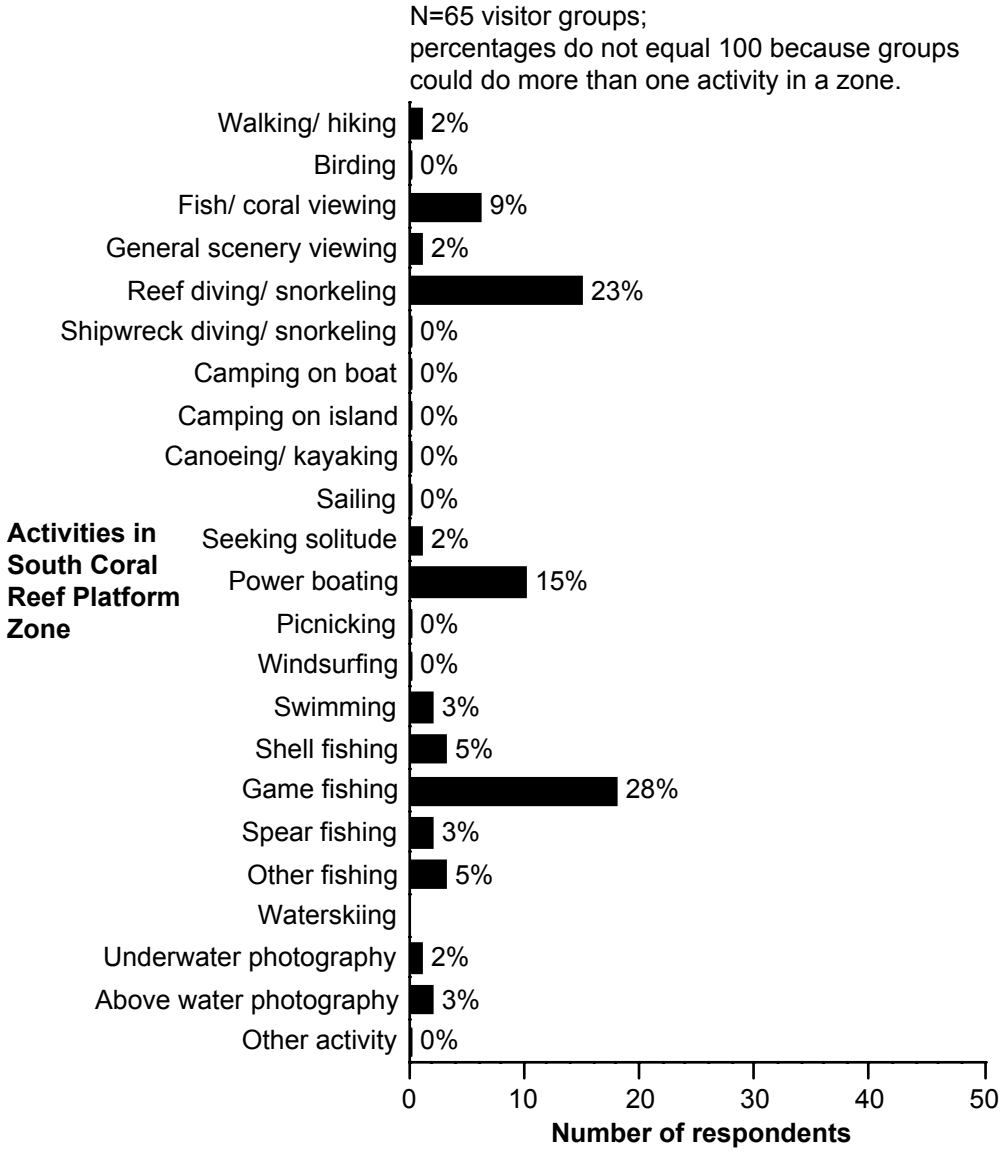


Figure 45: Zone 7—South Coral Reef Platform activities

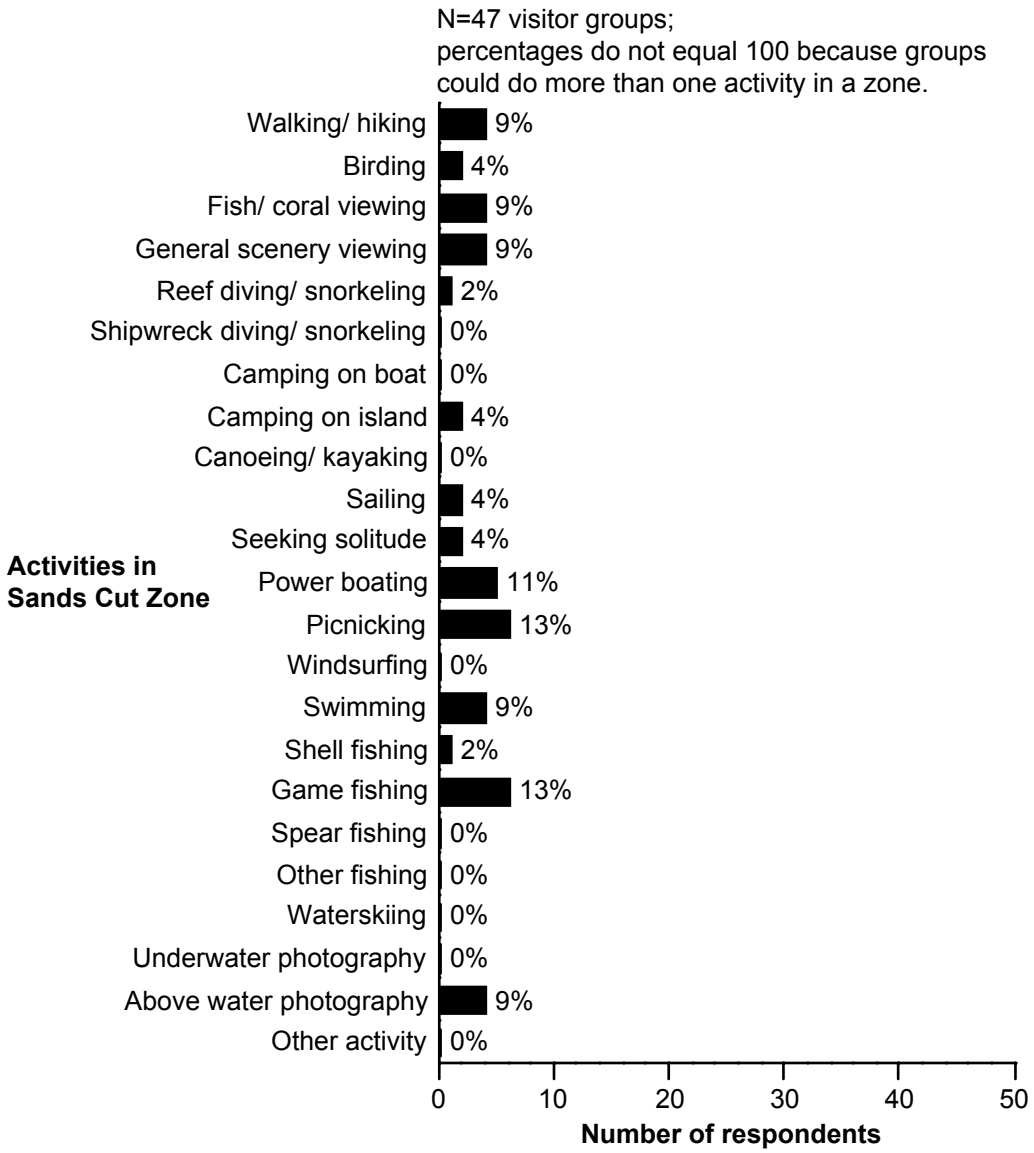


Figure 46: Zone 8—Sands Cut activities

Sources of information

Visitor groups were asked to indicate the sources from which they had received information about Biscayne National Park prior to their visit. Sixty-four percent of visitor groups received information during previous visits, 38% received information from friends or relatives, and 13% received information from travel guides and tour books (see Figure 47). Twelve percent of visitor groups received no information prior to their visits. "Other" sources of information used by visitor groups included living or growing up nearby, signs on US 1, and fishing guides. As shown by Figure 48, most (83%) of visitor groups indicated that they had received the information that they needed, while 9% had not, and 8% were not sure. Table 5 lists the information needed by visitor groups that they did not receive.

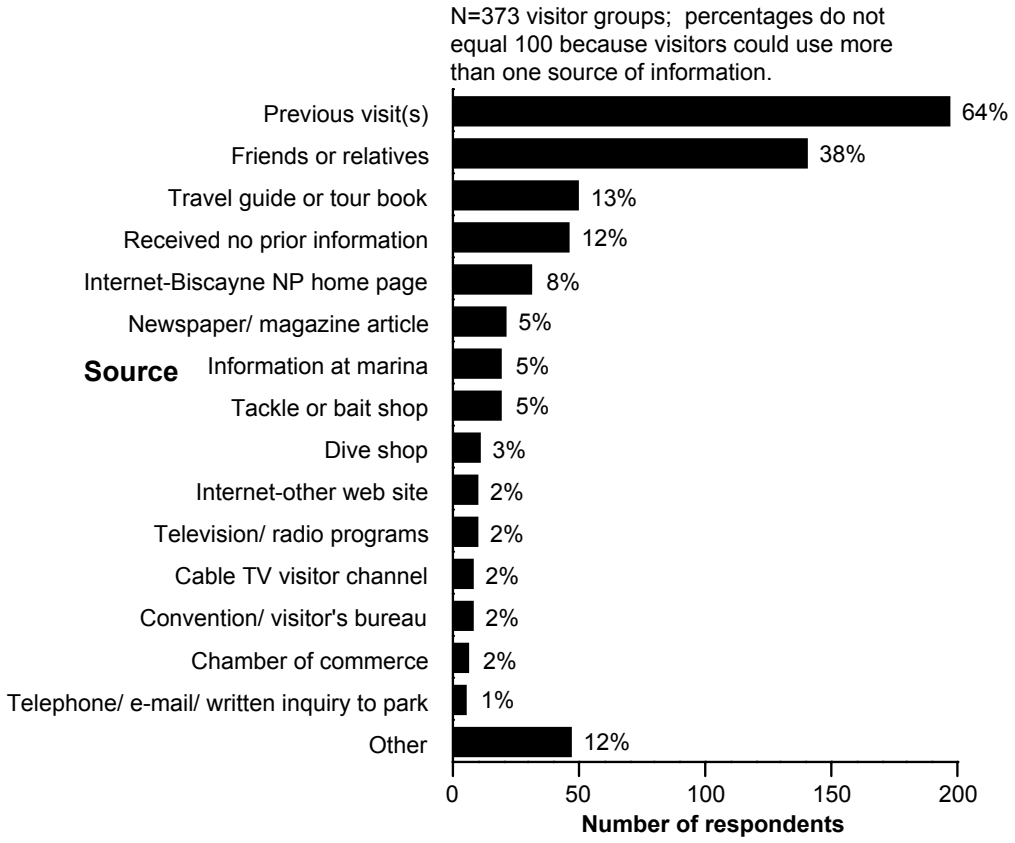


Figure 47: Sources of information used by visitors

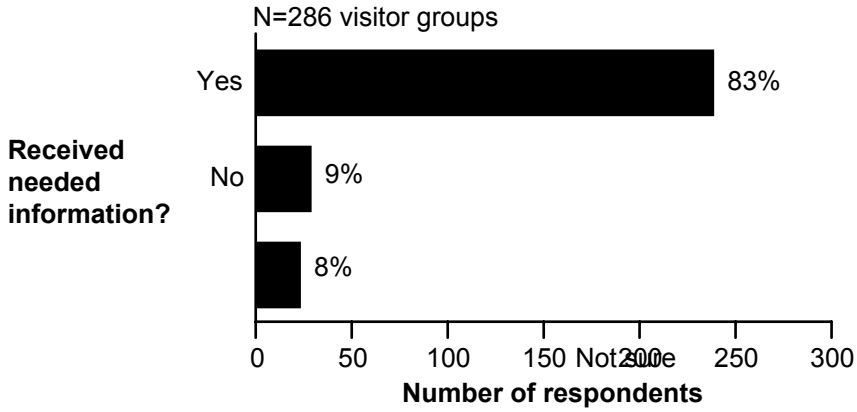


Figure 48: Information needed

Table 5: Type of information needed

N=24 comments;
several visitors made more than one comment.
CAUTION!

Comment	Number of times mentioned
More information regarding services	16
Hours of operation	3
Water usage information	2
Other comments	3

Travel plans/ Reason for visiting

Visitor groups were asked to indicate how their visit to Biscayne NP fit into their travel plans. Fifty-six percent of visitors to Biscayne NP said it was their primary destination, 26% as one of several destinations, and 18% had not planned on visiting (see Figure 49). Other primary destinations included Everglades NP, the Keys, and fishing in the Gulf Stream.

As shown in Figure 50, boating (49%) was the primary reason for visiting, followed by viewing scenery/ sightseeing (42%) and fishing (29%). "Other" reasons for visiting were sunbathing, camping, and family celebrations.

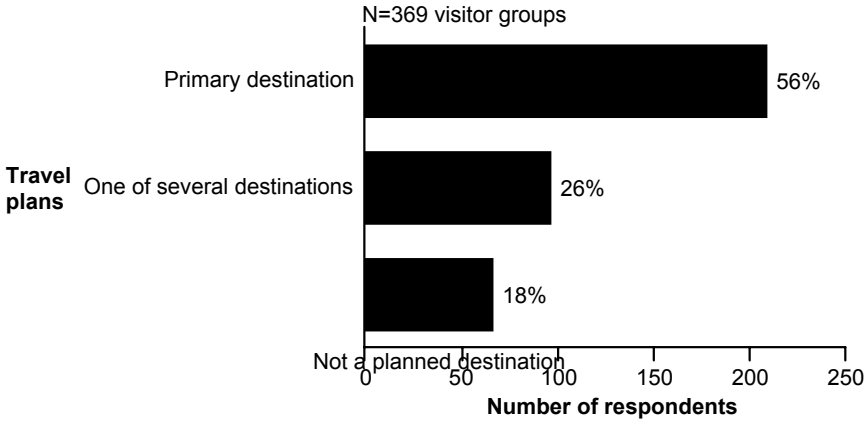


Figure 49: Biscayne NP as part of travel plans

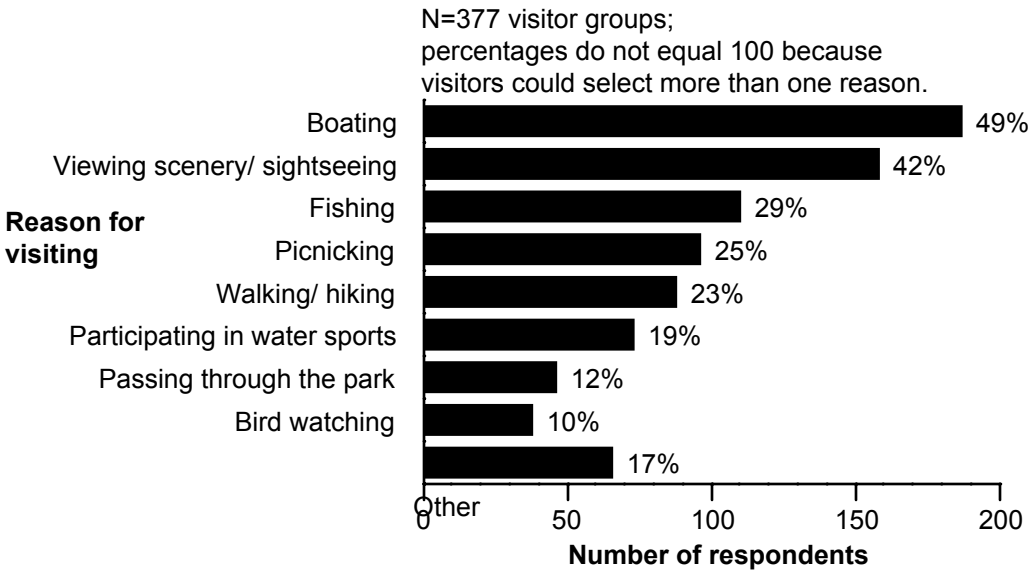


Figure 50: Reasons for visiting

Transportation

Visitor groups were asked to indicate the forms of both land and water transportation that they had utilized during their visit to Biscayne National Park. As shown by Figure 51, the most commonly used forms of land transportation were private vehicles (88%), rental vehicles (11%), and bicycles (2%). One "other" form of land transportation used by visitors was walking.

For water transportation, private motor boats were primarily used (84%), followed by the concession tour boat (5%), private sail boats (5%) and canoe/ kayak (5%), as shown in Figure 52. Swimming was another form of water transportation used by visitors.

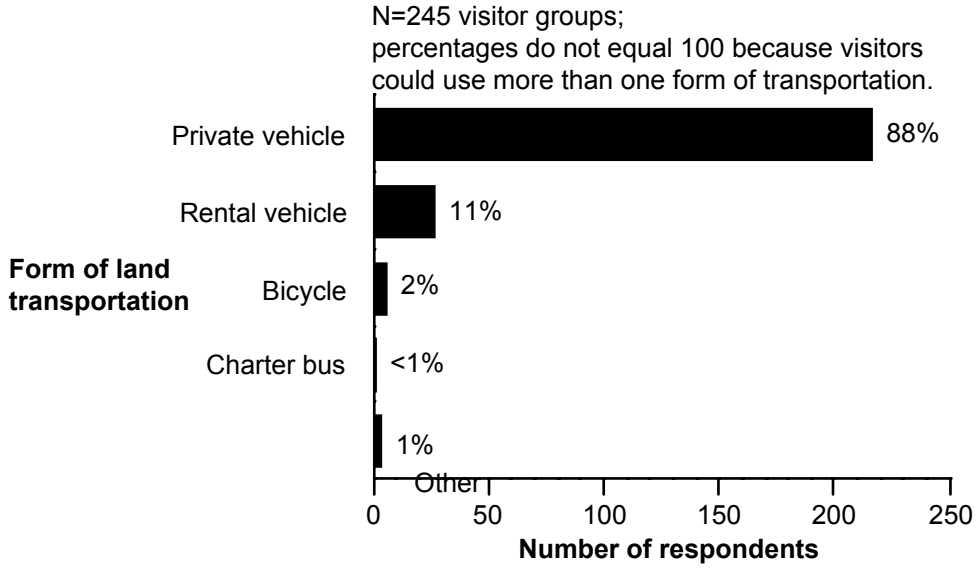


Figure 51: Land transportation used to visit Biscayne NP

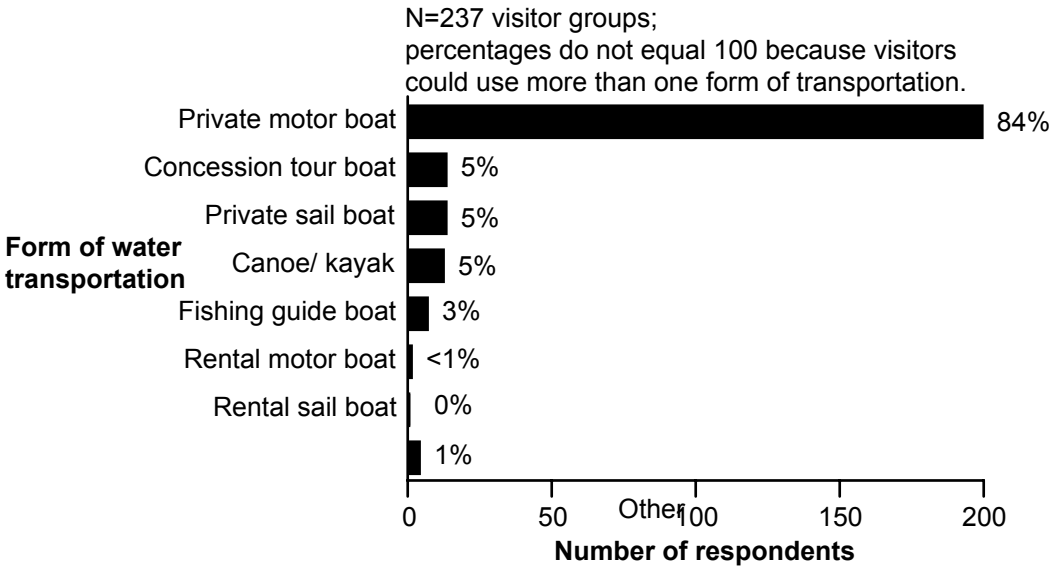


Figure 52: Water transportation used to visit Biscayne NP

(Note: The glass-bottom tour boat was not operational during part of the survey period.)

Sites visited

Visitor groups were asked to indicate the sites they had visited at Biscayne National Park and the order in which they had visited them. As shown in Figure 53, the most commonly visited sites were Elliot Key (34%), Boca Chita Key (34%), Dante Fascell Visitor Center (31%) and Black Point Marina (26%). The least visited site was Fowey Rocks Tower (5%). "Other" sites visited included Turkey Point and Crandon Marina.

Figure 54 shows the proportion of visitor groups who visited each site first during their visit to the park. The sites most frequently visited first included Dante Fascell Visitor Center (25%), Black Point Marina (22%), and Bayfront Marina (16%). The sites visited first by the fewest number of visitor groups were Adams Key and the Pacific Reef (each <1%). "Other" sites visited included the Pacific Reef and Biscayne Flats.

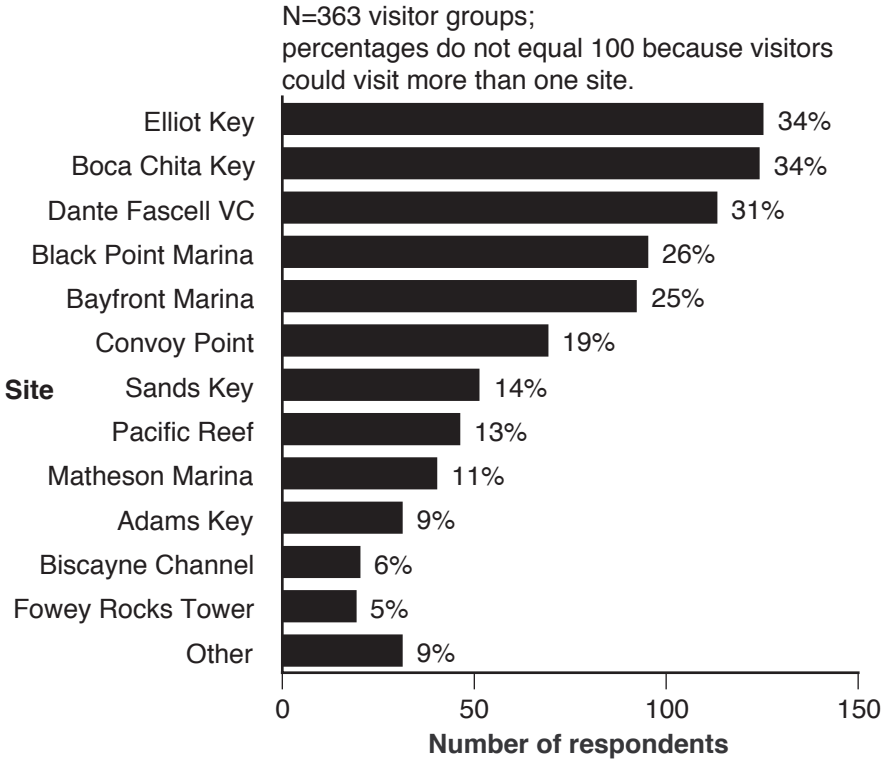


Figure 53: Sites visited in Biscayne NP

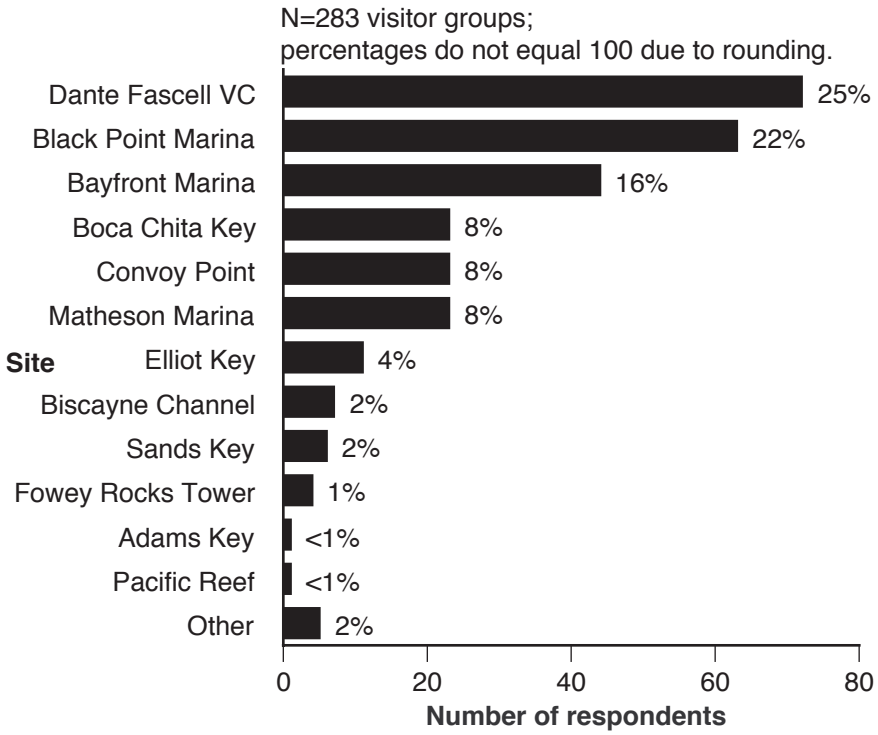


Figure 54: Sites visited first in Biscayne NP

Visitor services and facilities: use, importance and quality

Visitor groups were asked to note the park services and facilities they used during their visit to Biscayne National Park. As shown in Figure 55, the services and facilities that were most commonly used by visitor groups were restrooms (76%), parking (58%), docks (54%) and the visitor center (37%). The least used service or facility was access for the disabled (4%).

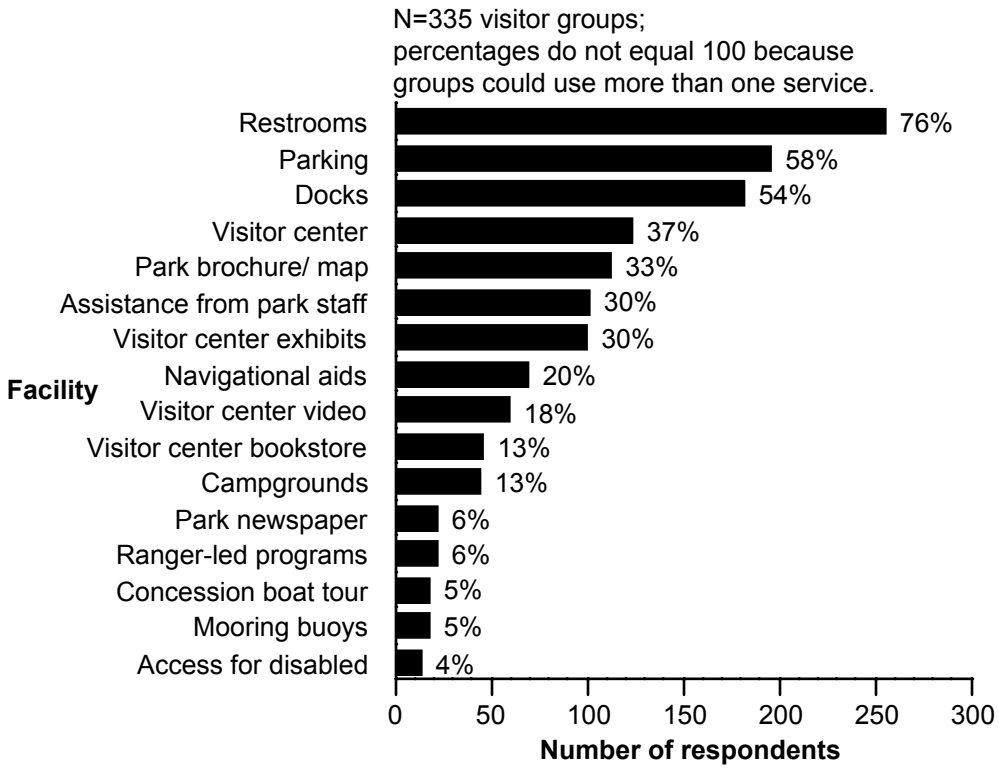


Figure 55: Services and facilities used

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

Figure 56 shows the average importance and quality ratings for visitor services and facilities. An average score was determined for each service or facility based on ratings provided by visitors who used that service or facility. This was done for both importance and quality, and the results are plotted on the grid shown in Figure 56 and detailed in Figure 57. All services and facilities were rated as above "average" both in importance and quality. It should be noted that the park newspaper, ranger-led programs, access for disabled visitors, mooring buoys, and the concession boat tour were not rated by enough people to provide reliable data.

Figures 58 show the importance ratings that were provided by visitor groups for each of the individual services and facilities. Those services and facilities receiving the highest proportion of "extremely important" or "very important" ratings included campgrounds (93%), docks (92%) and parking (90%). The highest proportion of "not important" ratings was for campgrounds (3%).

Figures 66-81 show the quality ratings that were provided by visitor groups for each of the individual services and facilities. Those services and facilities receiving the highest proportion of "very good" or "good" ratings included the visitor center (93%), the visitor center video (92%) and assistance from park staff (91%). The highest proportion of “very poor” ratings was for restrooms (7%).

Figure 82 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

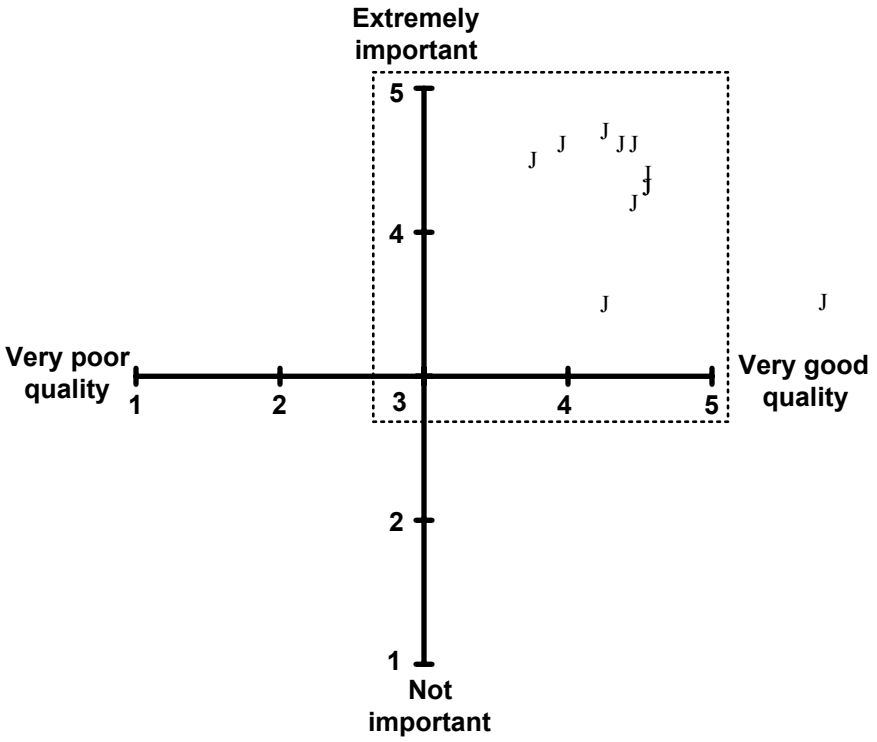


Figure 56: Average ratings of service and facility importance and quality

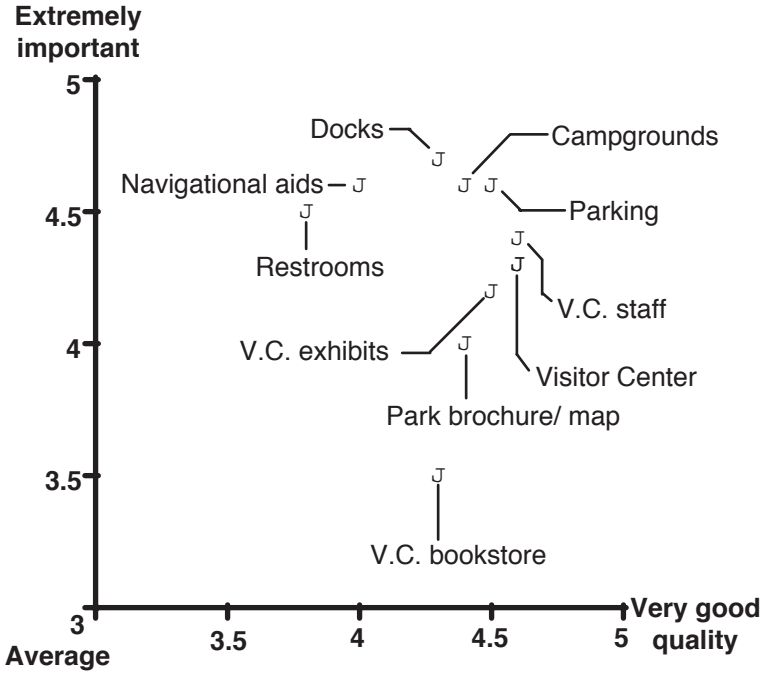


Figure 57: Detail

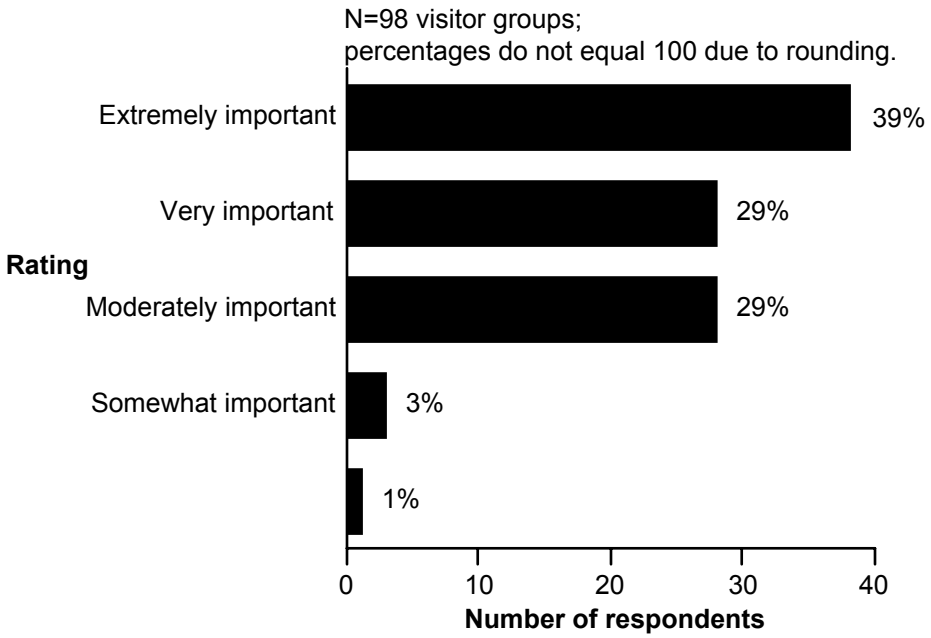


Figure 58: Importance of park brochure/map

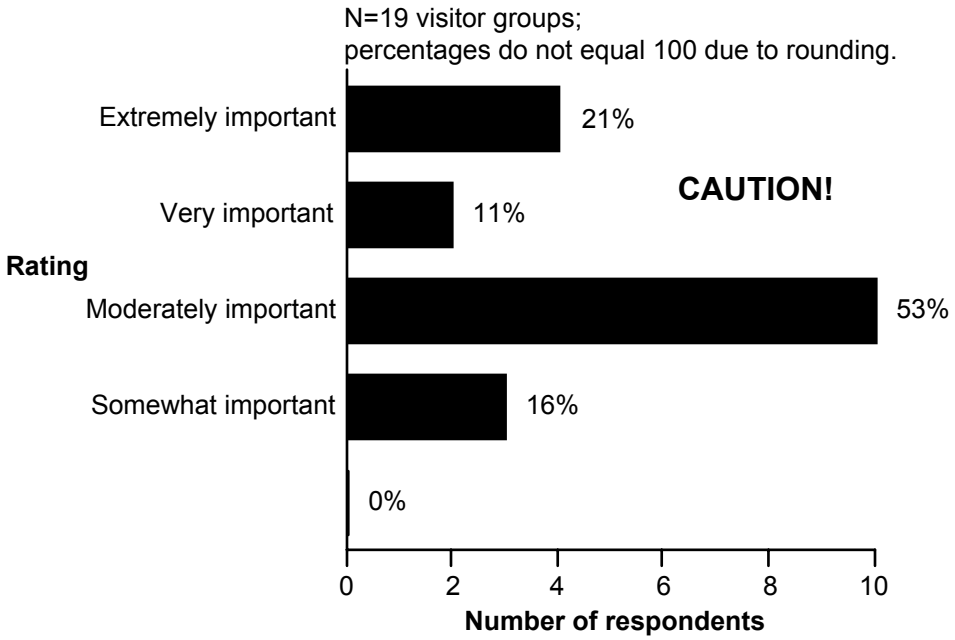


Figure 59: Importance of park newspaper

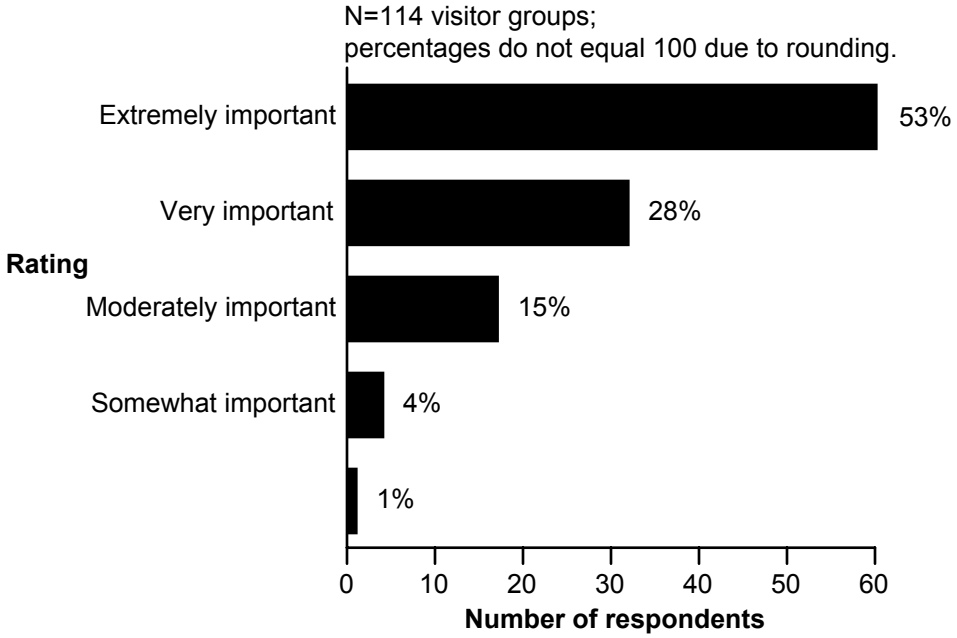


Figure 60: Importance of visitor center

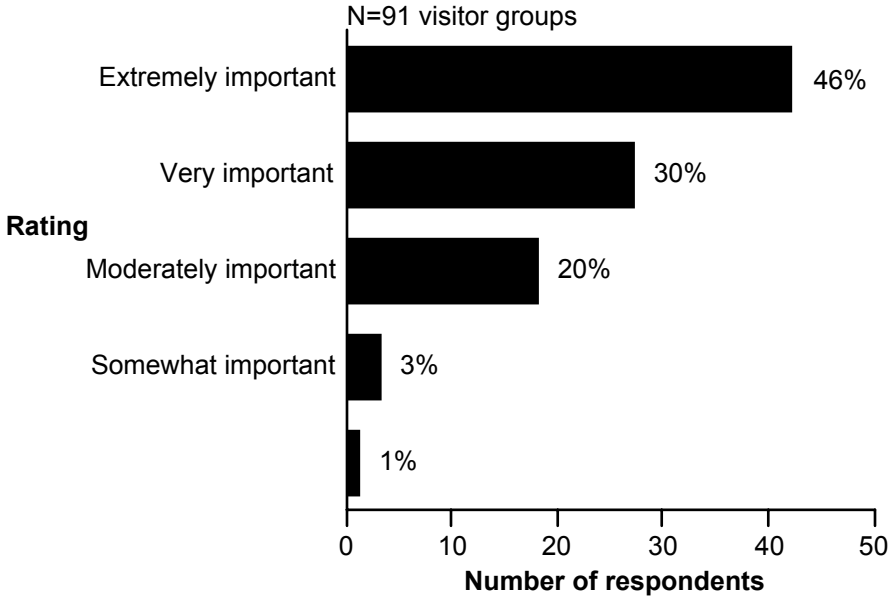


Figure 61: Importance of visitor center exhibits

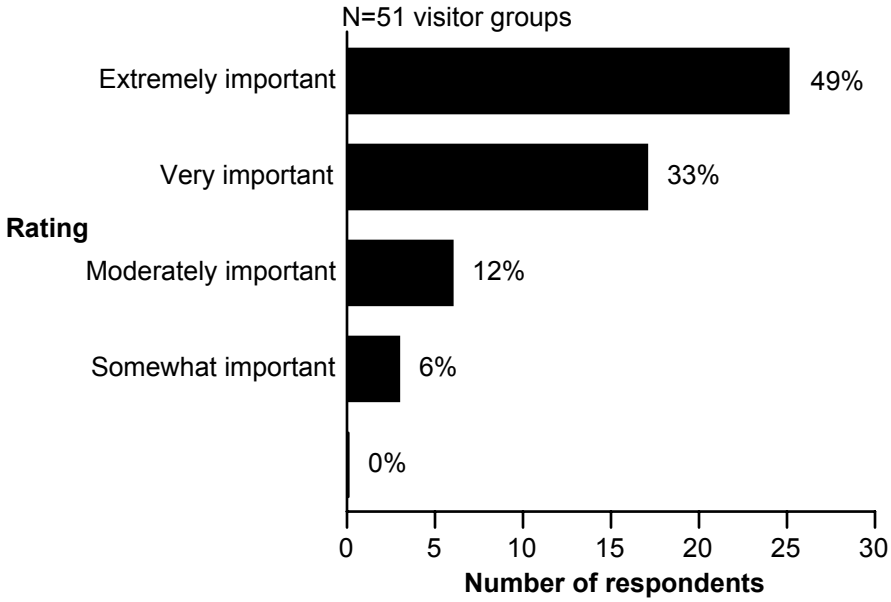


Figure 62: Importance of visitor center video

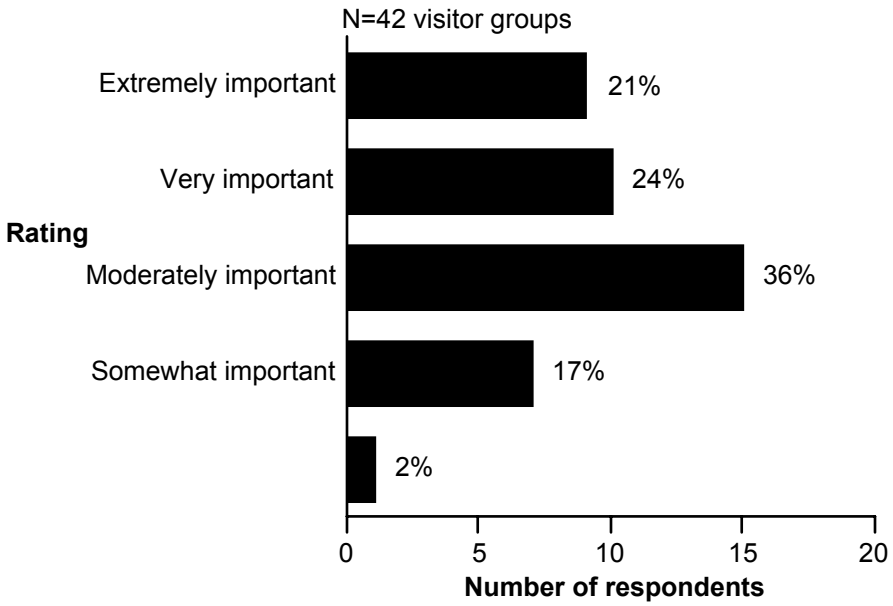


Figure 63: Importance of visitor center bookstore sales items

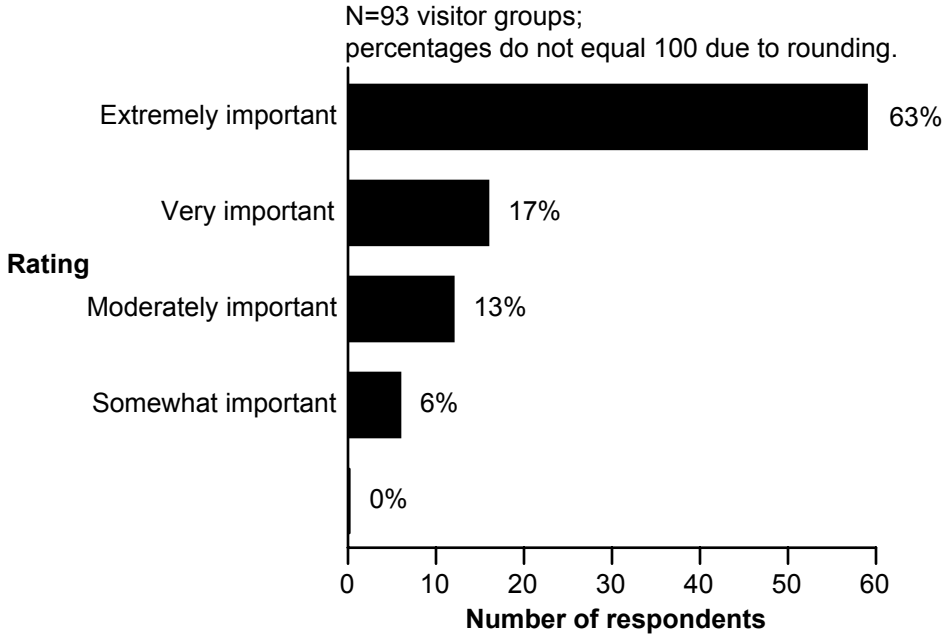


Figure 64: Importance of assistance from park staff

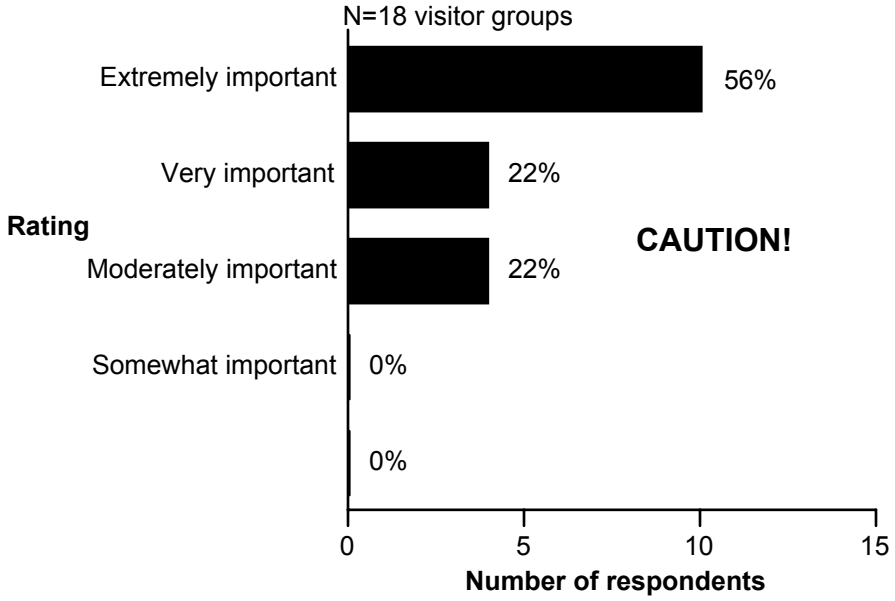


Figure 65: Importance of ranger-led programs

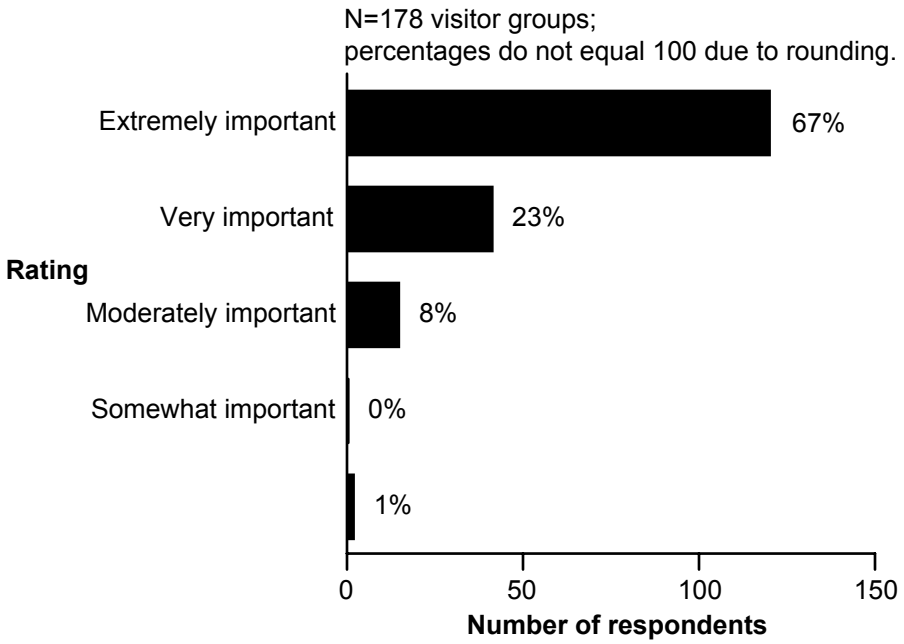


Figure 66: Importance of parking

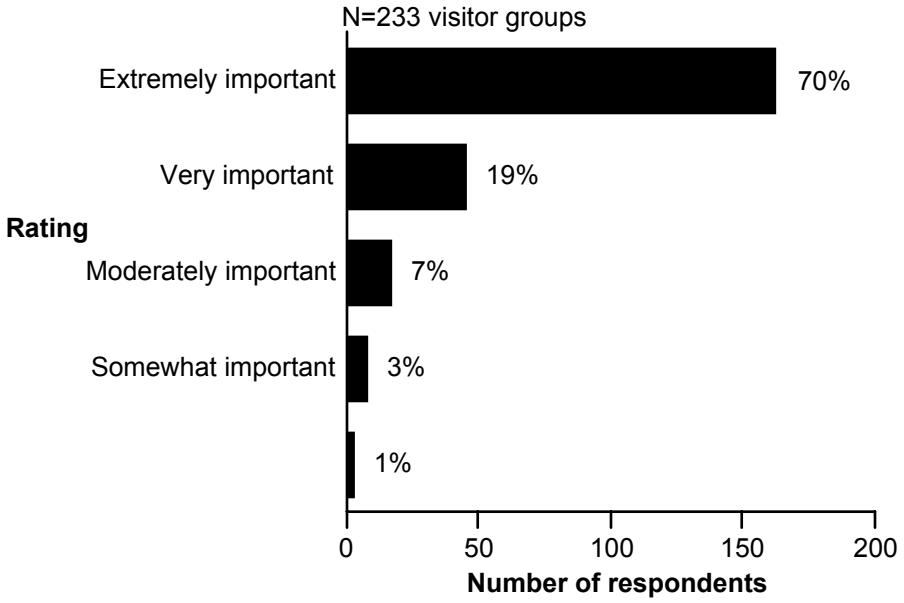


Figure 67: Importance of restrooms

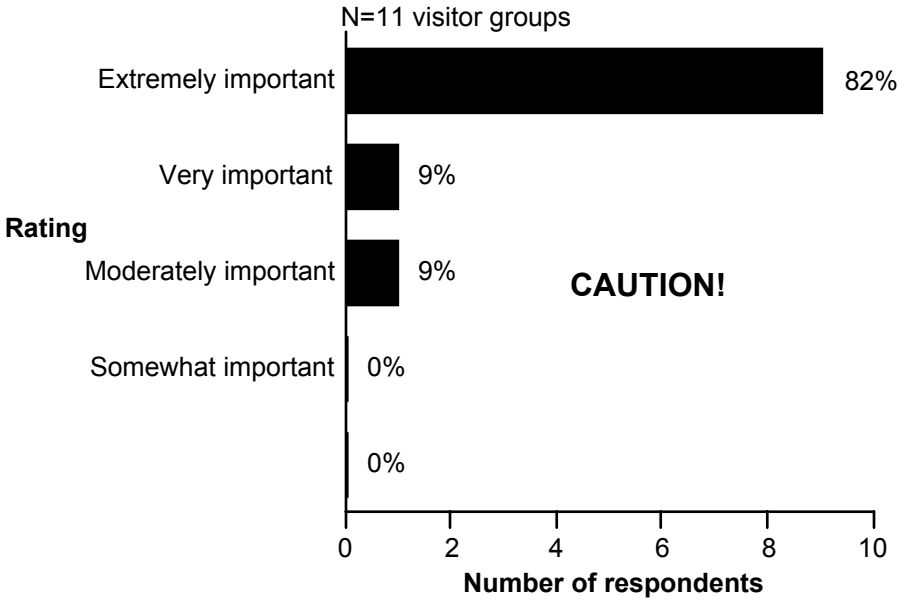


Figure 68: Importance of access for people with disabilities

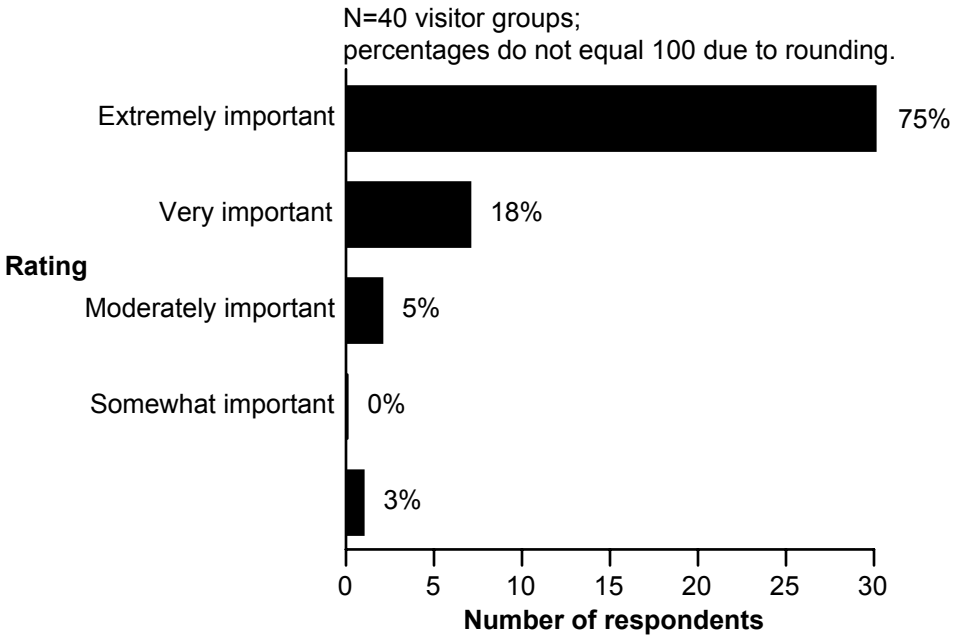


Figure 69: Importance of campgrounds

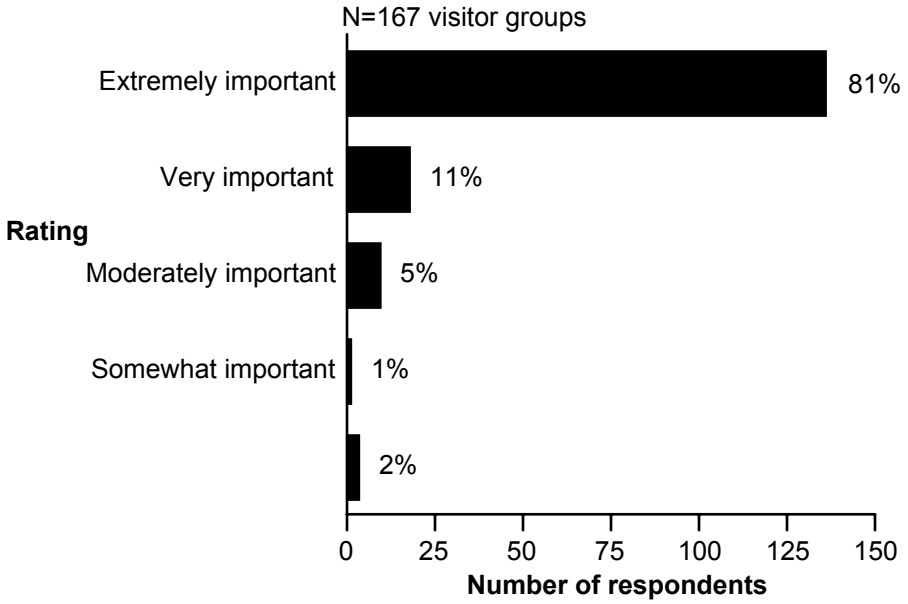


Figure 70: Importance of docks

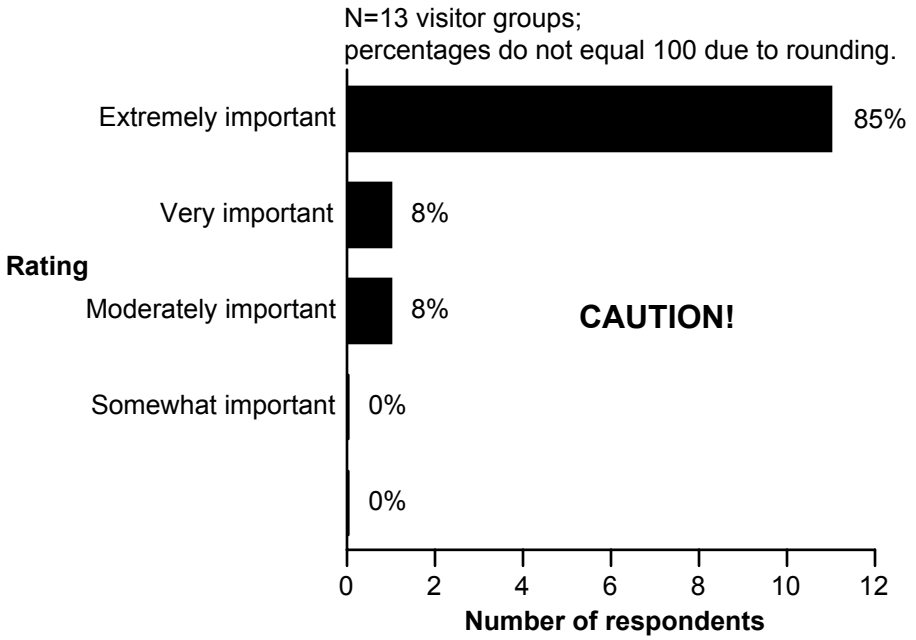


Figure 71: Importance of mooring buoys

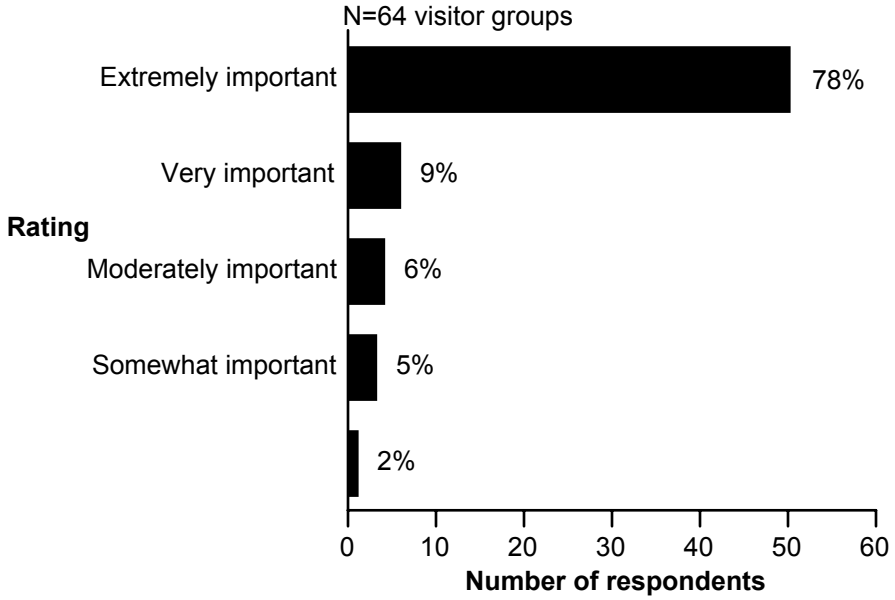


Figure 72: Importance of navigational aids

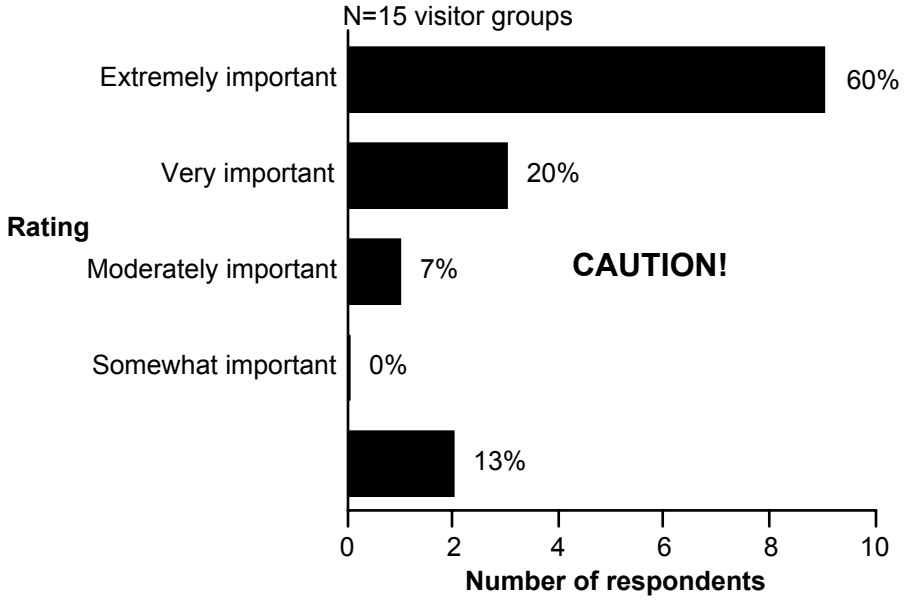


Figure 73: Importance of concession boat tour

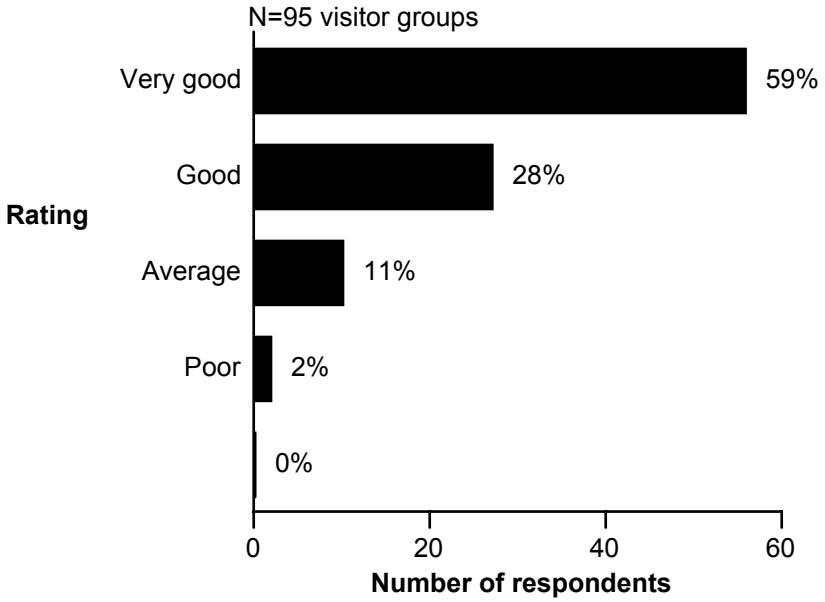


Figure 74: Quality of park brochure/ map

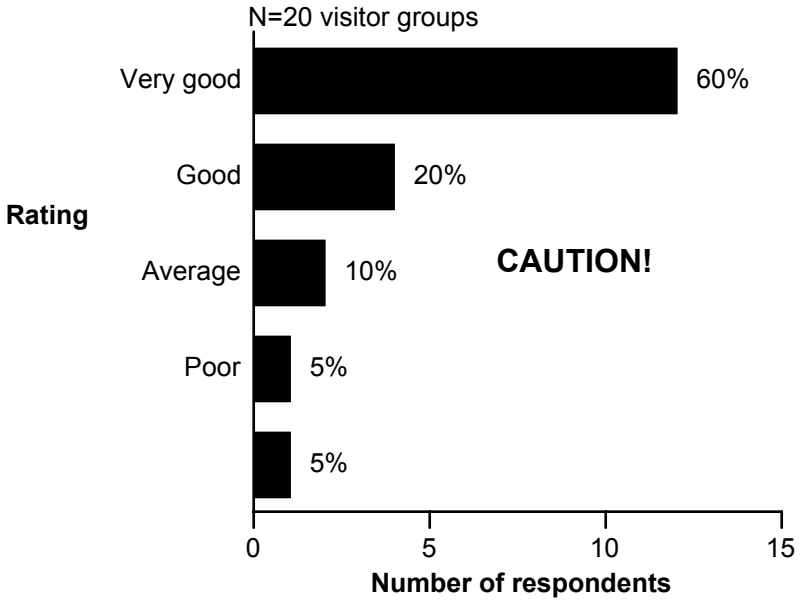


Figure 75: Quality of park newspaper

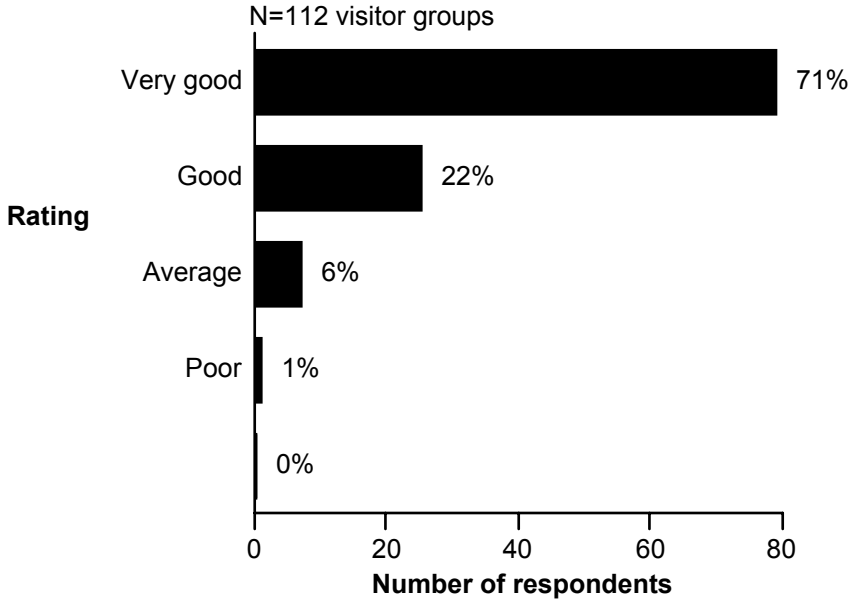


Figure 76: Quality of visitor center

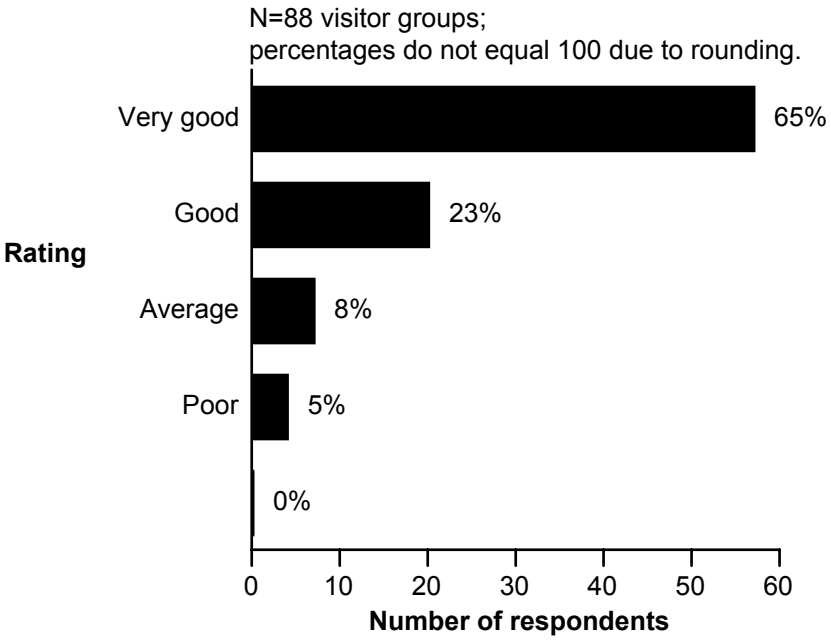


Figure 77: Quality of visitor center exhibits

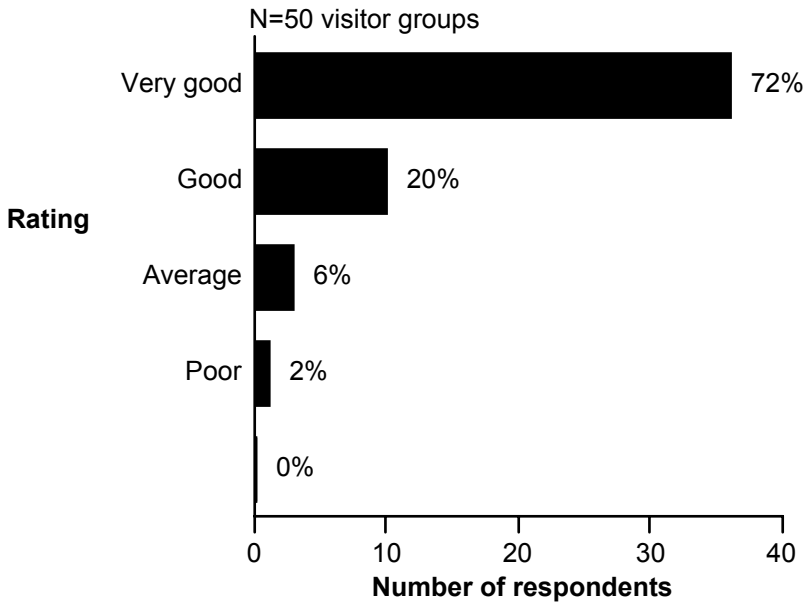


Figure 78: Quality of visitor center video

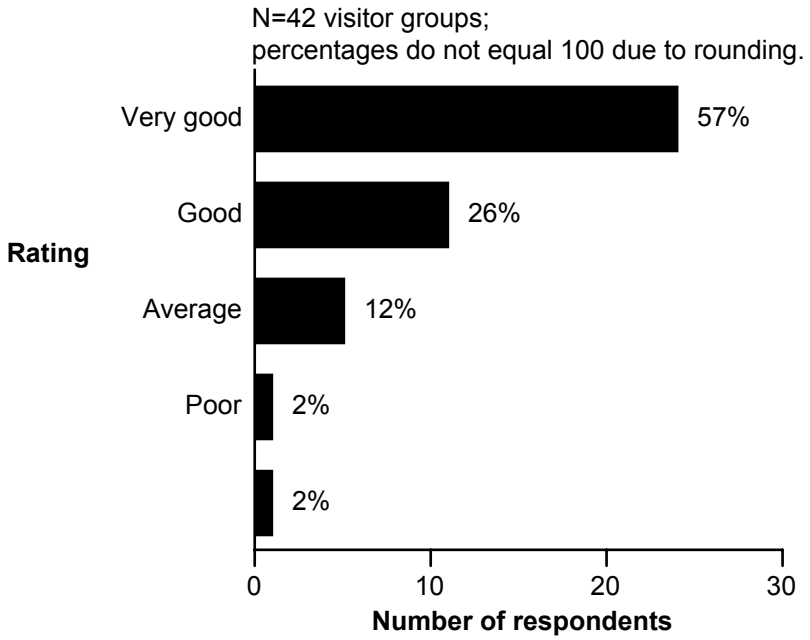


Figure 79: Quality of visitor center bookstore sales items

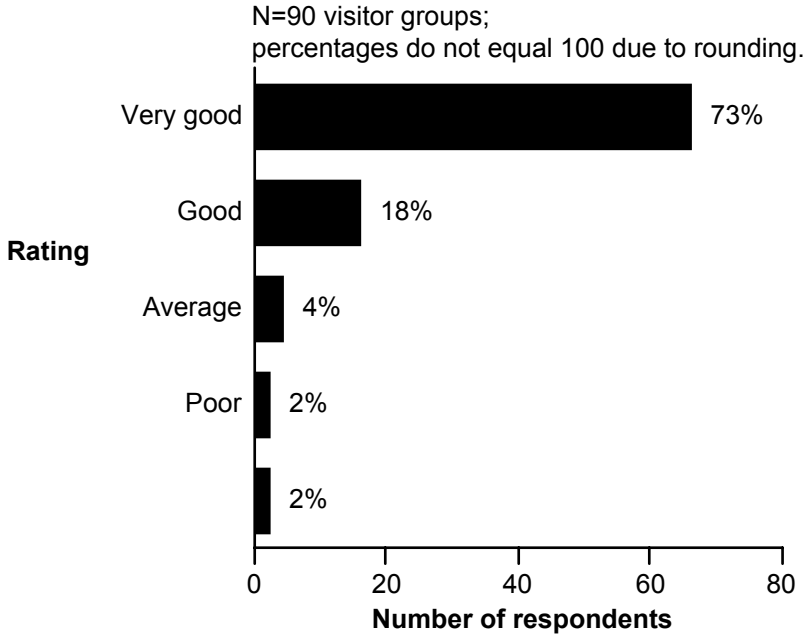


Figure 80: Quality of assistance from park staff

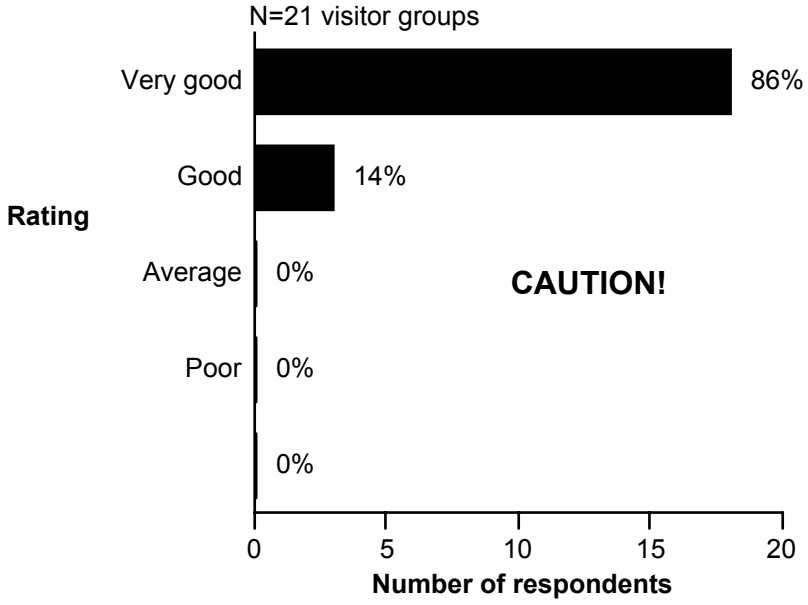


Figure 81: Quality of ranger-led programs

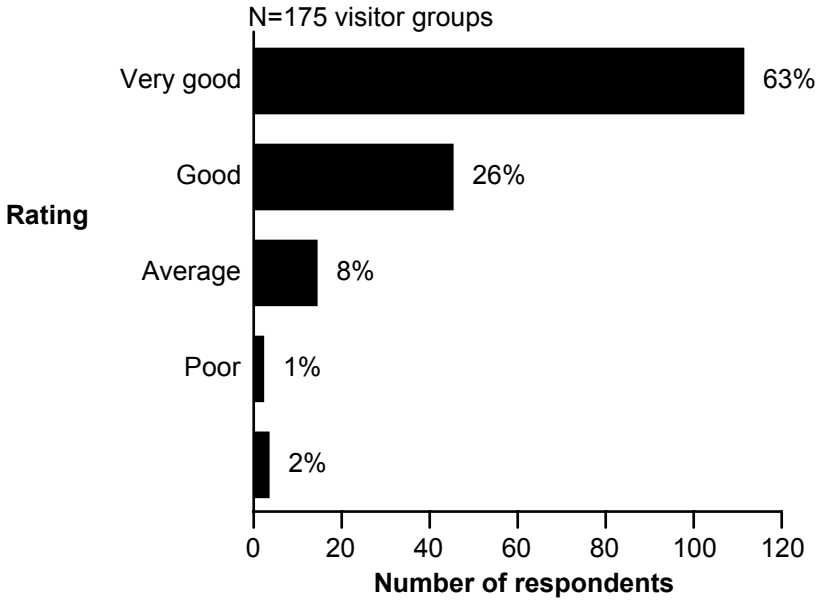


Figure 82: Quality of parking

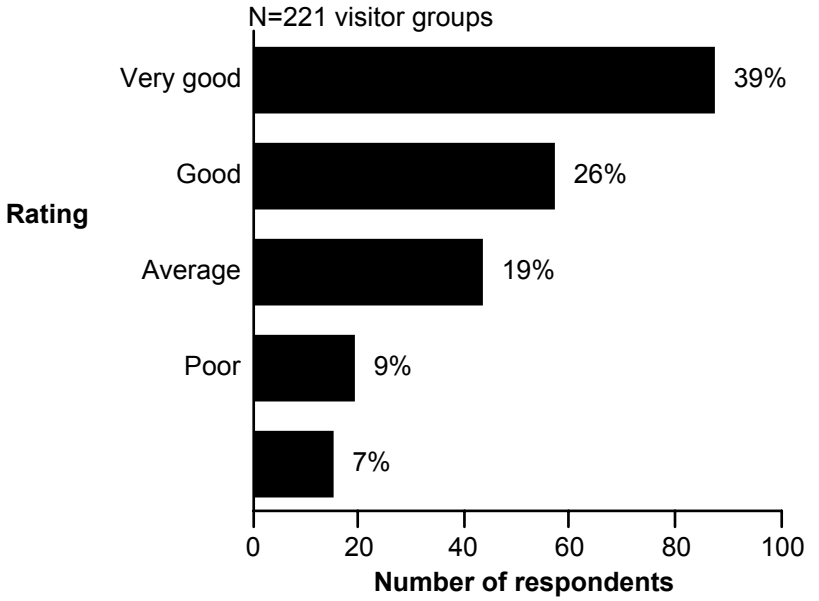


Figure 83: Quality of restrooms

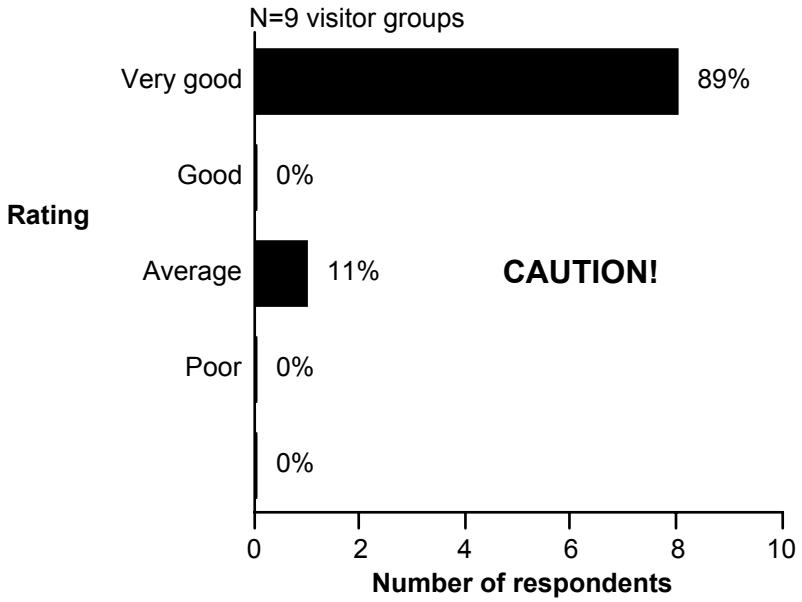


Figure 84: Quality of access for people with disabilities

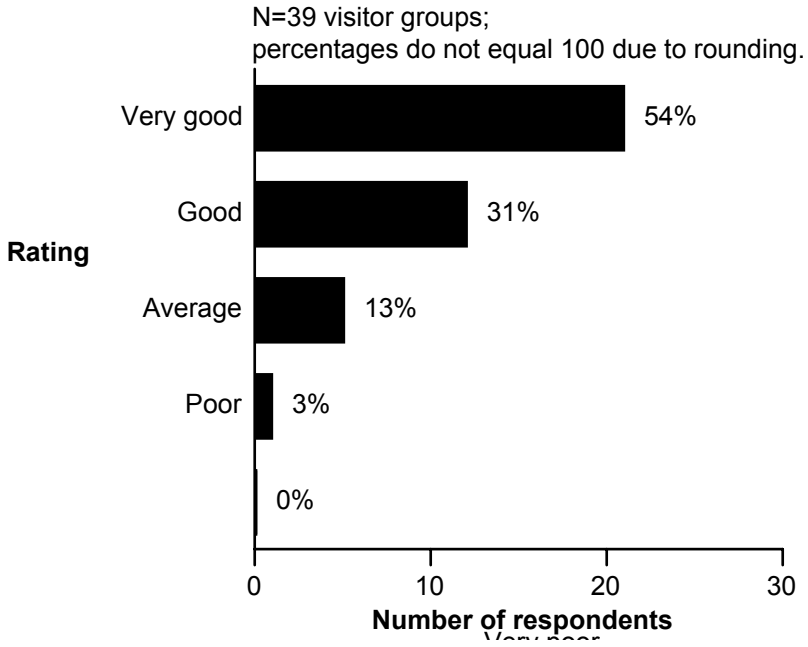


Figure 85: Quality of campgrounds

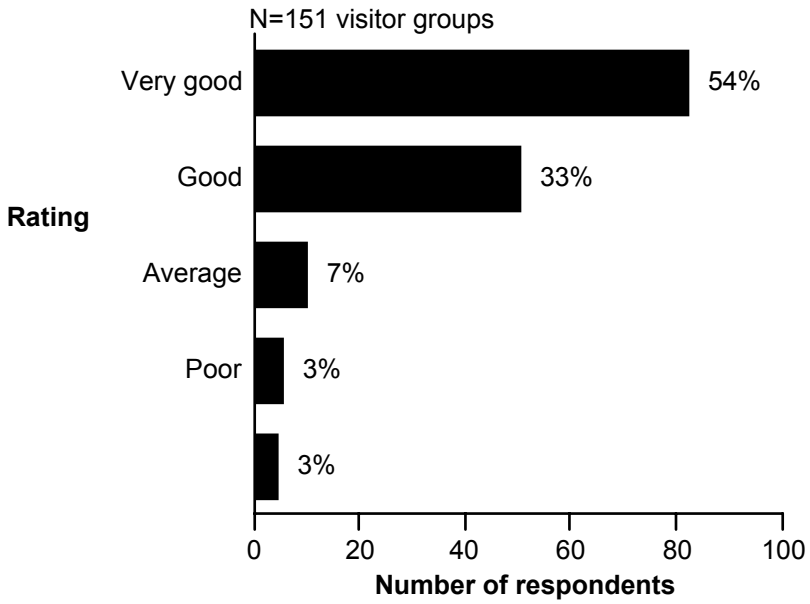


Figure 86: Quality of docks

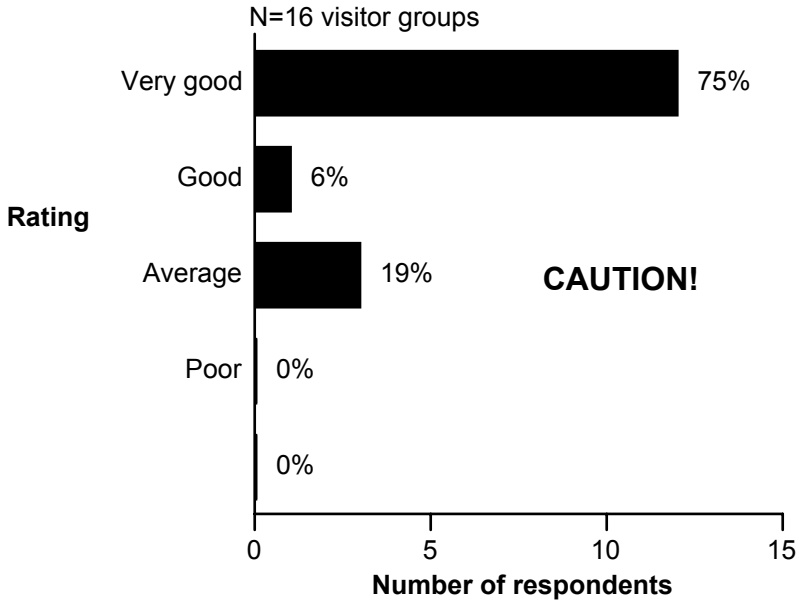


Figure 87: Quality of mooring buoys

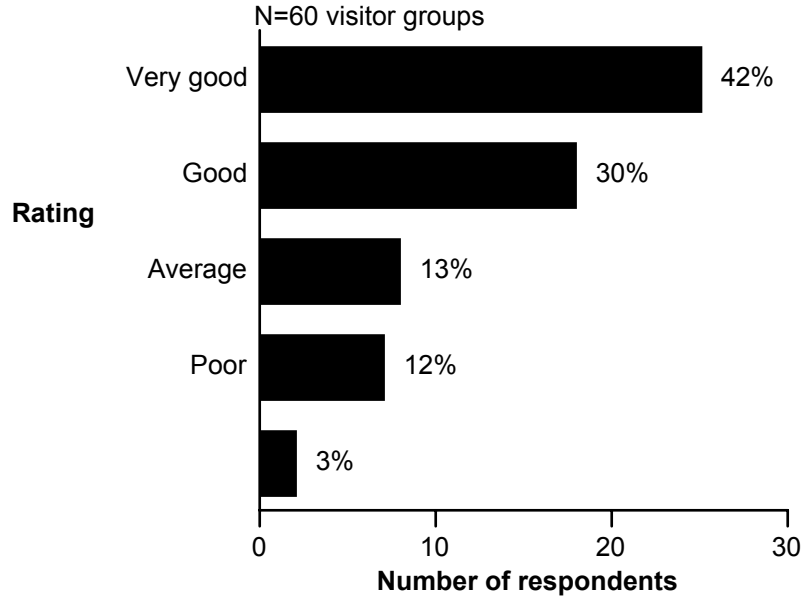


Figure 88: Quality of navigational aids

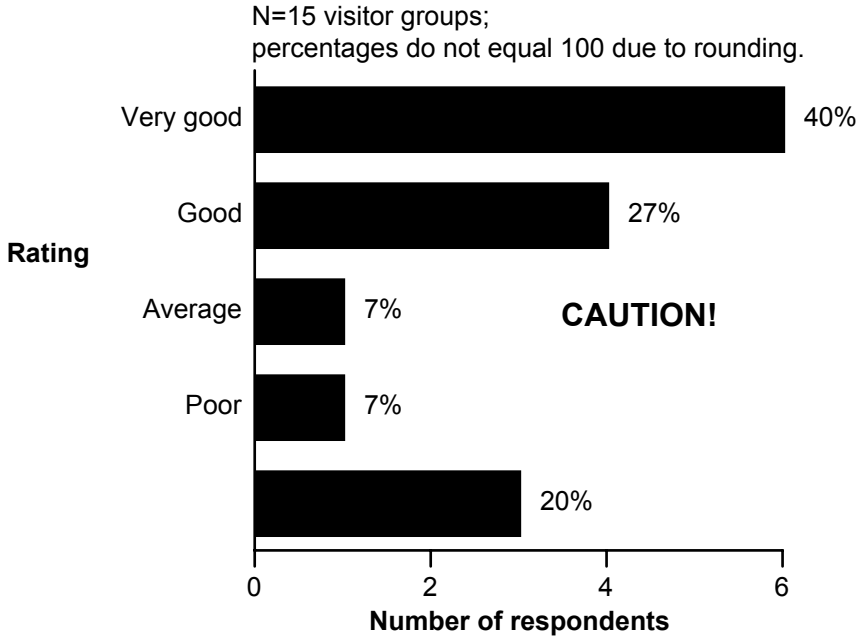


Figure 89: Quality of concession boat tour

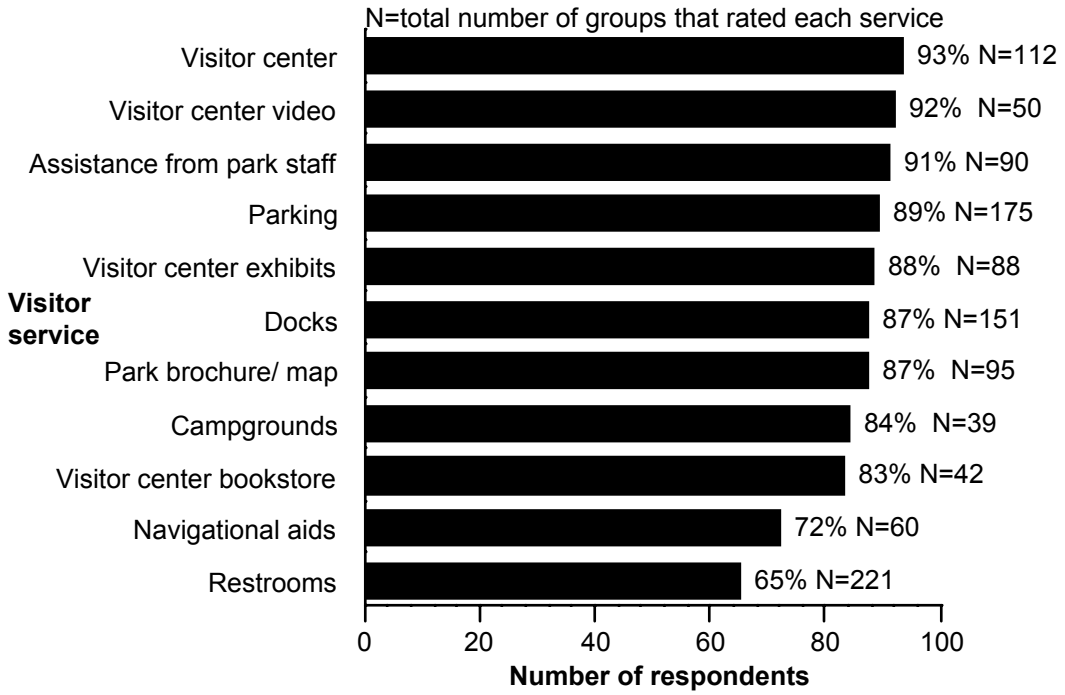


Figure 90: Combined proportions of "very good" or "good" quality ratings for services

Park elements-effects on visitor experience

Visitor groups were asked: "For any of the following elements that you and your group experienced in Biscayne National Park, please indicate how they affected your park experience." As shown in Figures 91-96, the majority of visitors indicated "no effect" for each of the six elements included in the question. Thirty-five percent of visitor groups indicated that noise from other visitors detracted from their experience (see Figure 86). Thirty-six percent of visitors indicated that the number of boats at anchorages detracted from their experience (see Figure 87). Other park elements that distracted from visitor experience included loud music and personal watercraft.

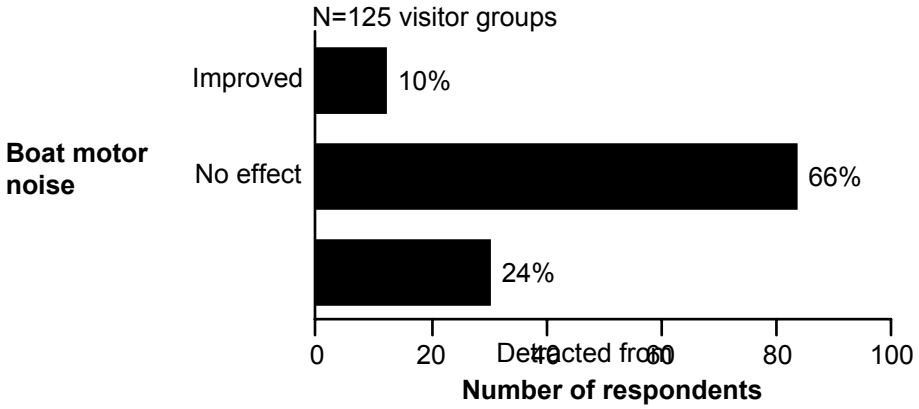


Figure 91: Effect of boat motor noise on park experience

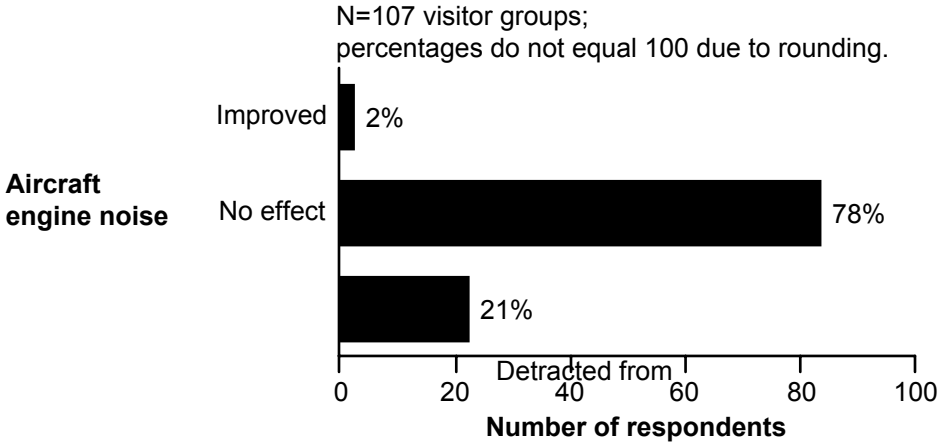


Figure 92: Effect of aircraft engine noise on park experience

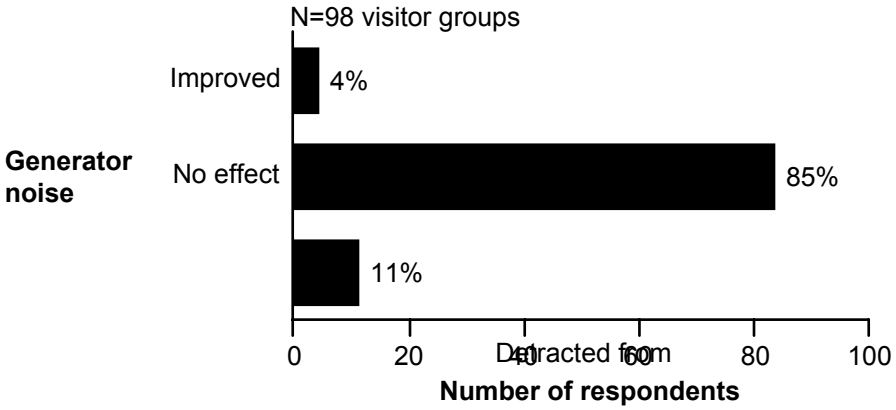


Figure 93: Effect of generator noise on park experience

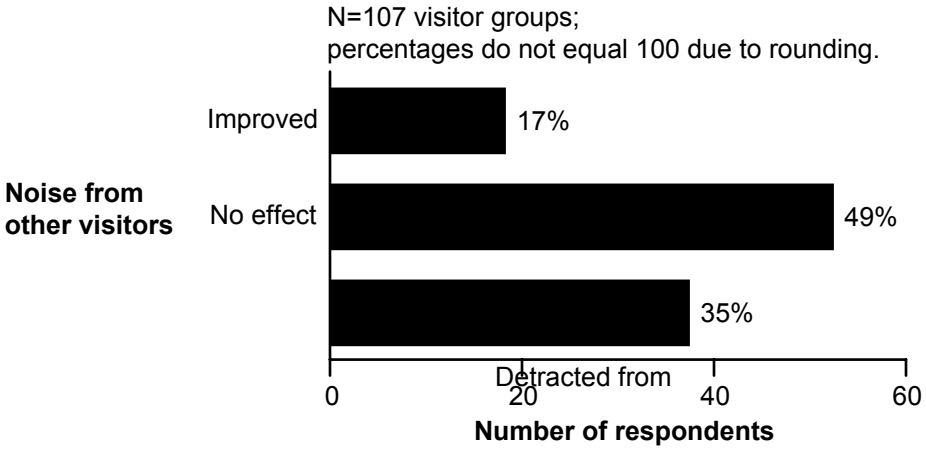


Figure 94: Effect of other visitors' noise on park experience

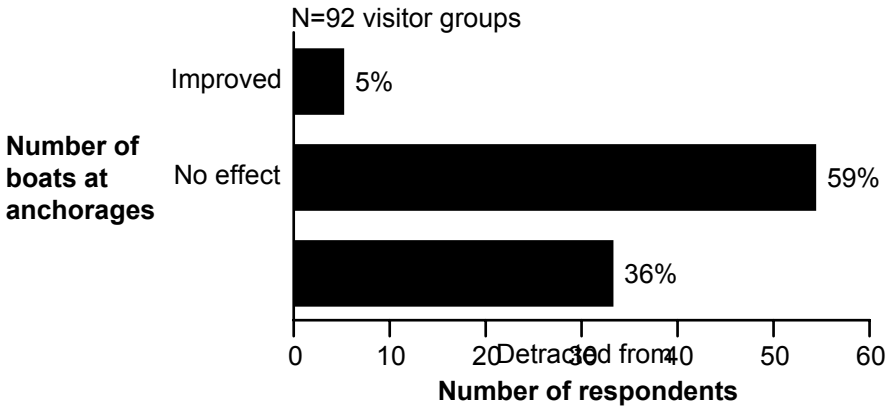


Figure 95: Effect of number of boats at anchorages on park experience

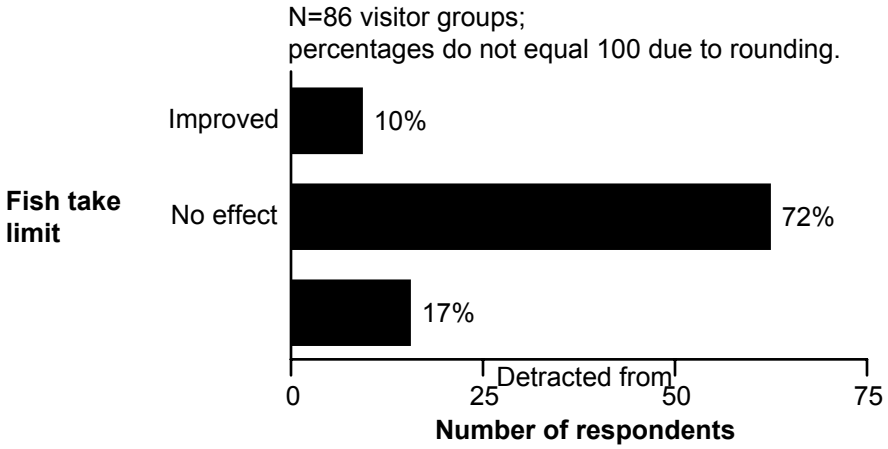


Figure 96: Effect of fish take limits on park experience

Solitude

Visitor groups were asked: "If you and your group were looking for solitude and quiet in Biscayne National Park, to what location would you go?" Table 6 lists the areas of the park as noted by the visitor groups.

Table 6: Places visitors went to seek solitude and quiet
N=180 comments

Site	Number of times mentioned
Elliot Key	36
South Biscayne Bay	22
Boca Chita Key	20
Adams Key	11
On the water	8
Islands	8
End of pier at VC	7
Mangrove trees near shoreline	6
Ocean side of keys	5
Sands Cut	5
North Biscayne Bay	5
South Coral Reef Platform	4
North Coral Reef Platform	4
Weekdays anywhere	4
Anywhere	3
Rocking chairs at VC	3
Billings Point	2
Bird sanctuary	2
Flamingo (mud hole)	2
Jones Lagoon	2
Remote campsites	2
Safety Valve	2
Turkey Point	2

Protection of park resources

Visitor groups were asked to rate the importance of protecting certain resources at Biscayne NP. As shown in Figures 97-106, the majority of visitor groups rated the protection of all the park resources in the question as "moderately" to "extremely" important. Coral reef protection (96%), water quality and flow (94%), and original Keys habitat protection (92%) ranked high in importance (see Figures 97, 106 and 98, respectively).

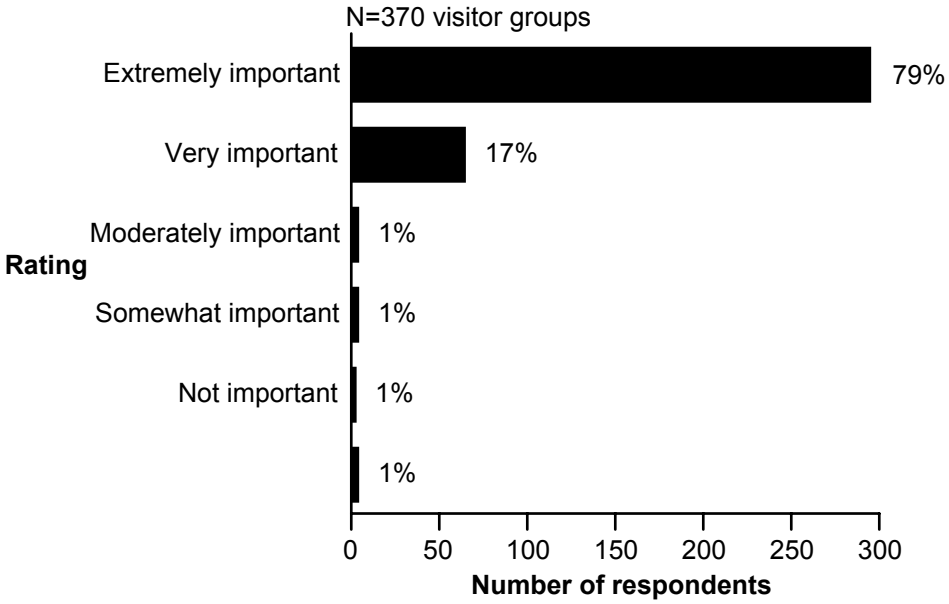


Figure 97: Importance of protecting coral reef

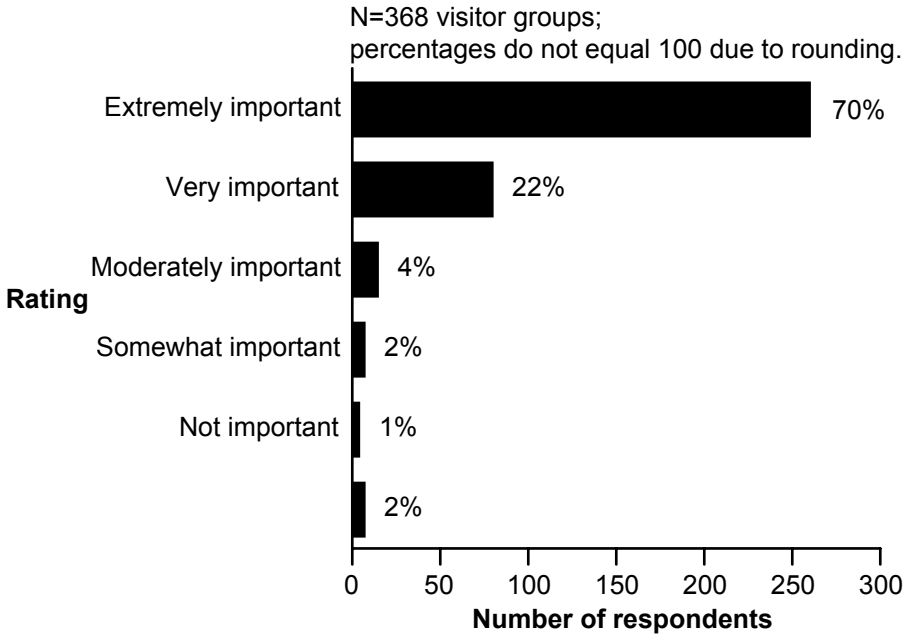


Figure 98: Importance of original Keys habitat protection

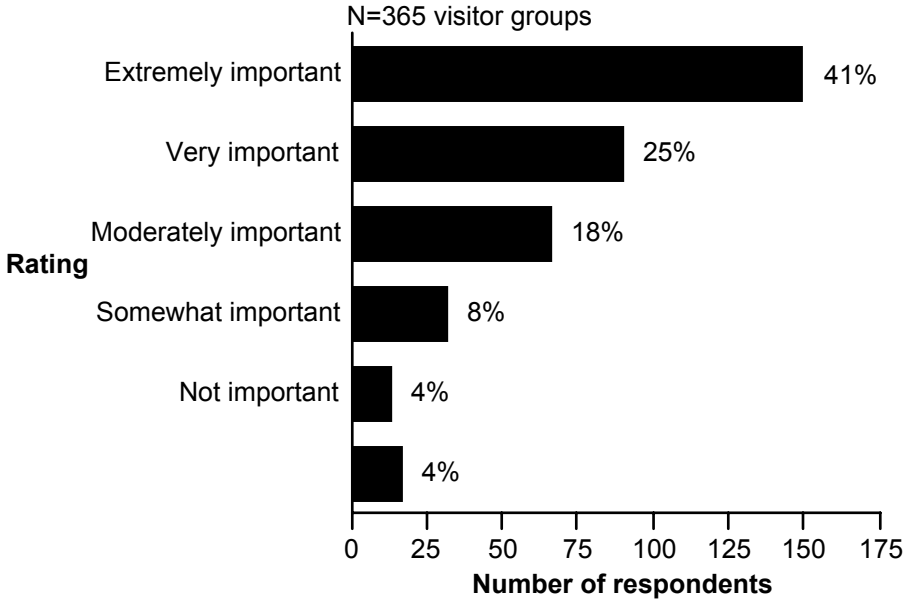


Figure 99: Importance of submerged shipwrecks protection

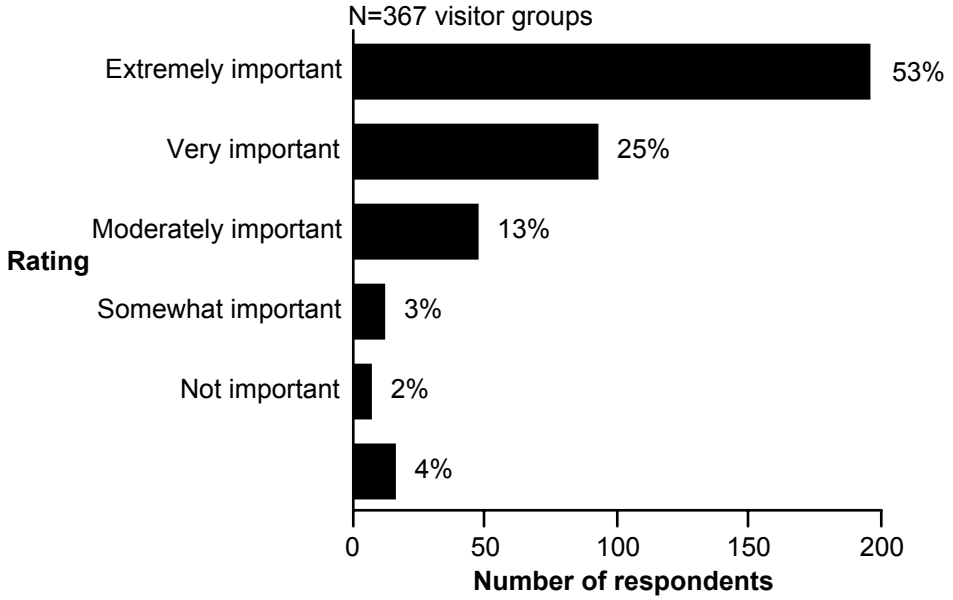


Figure 100: Importance of other historic and archeological sites protection

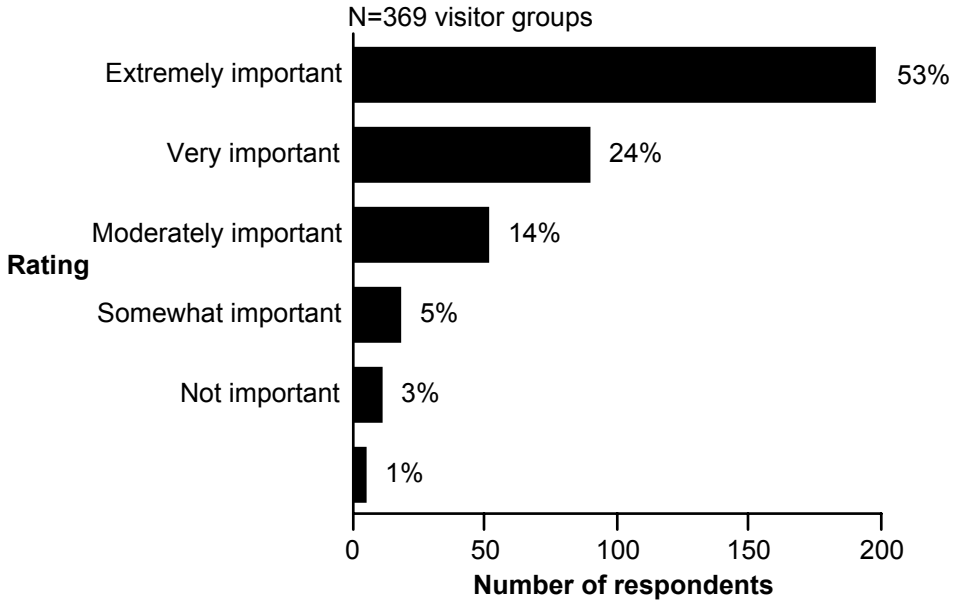


Figure 101: Importance of natural quiet protection

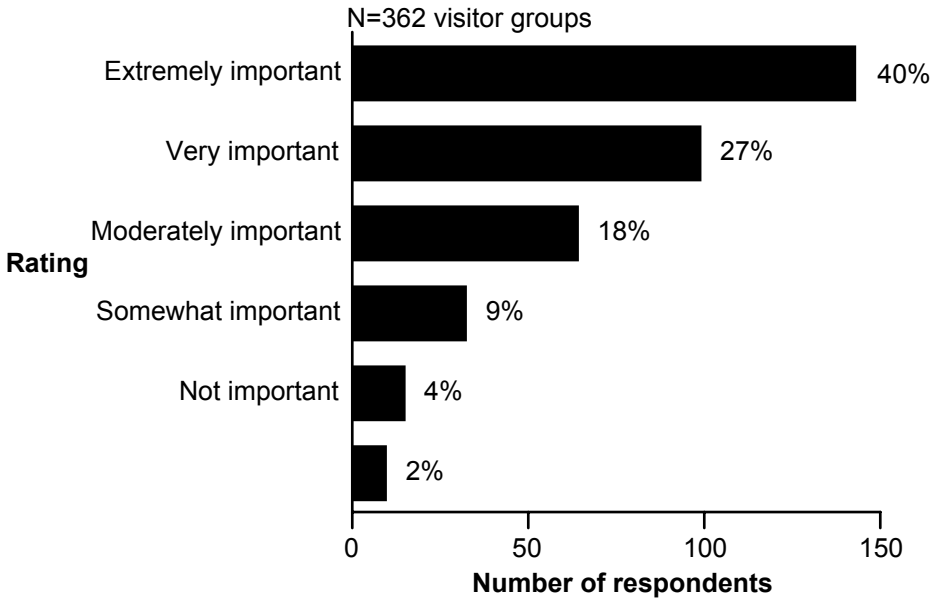


Figure 102: Importance of solitude protection

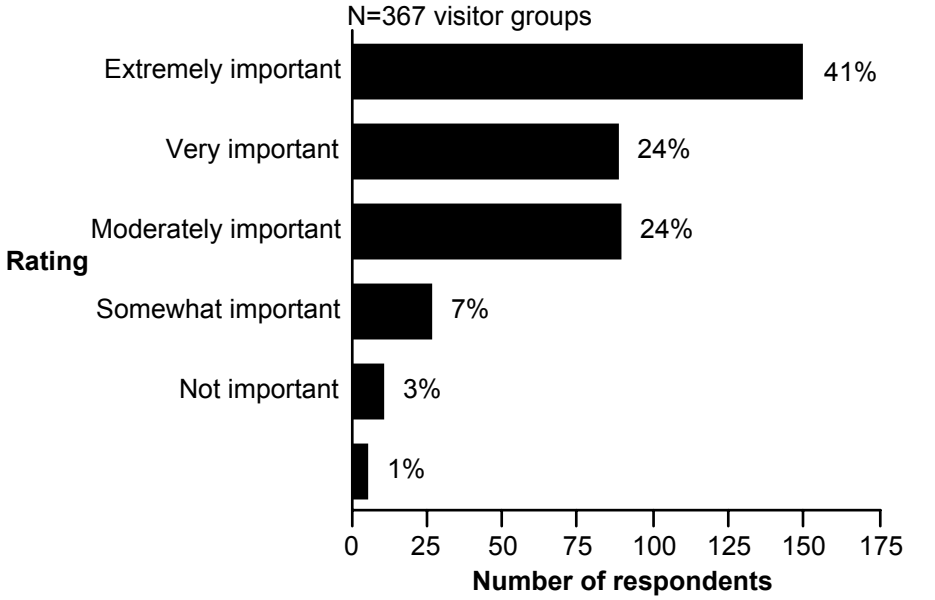


Figure 103: Importance of recreational opportunities protection

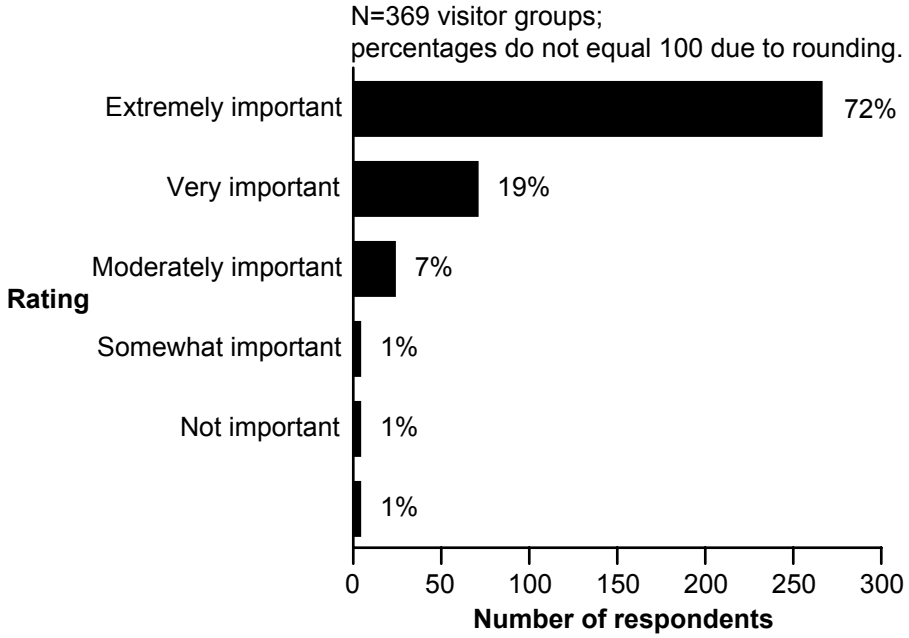


Figure 104: Importance of native plant/ animal protection

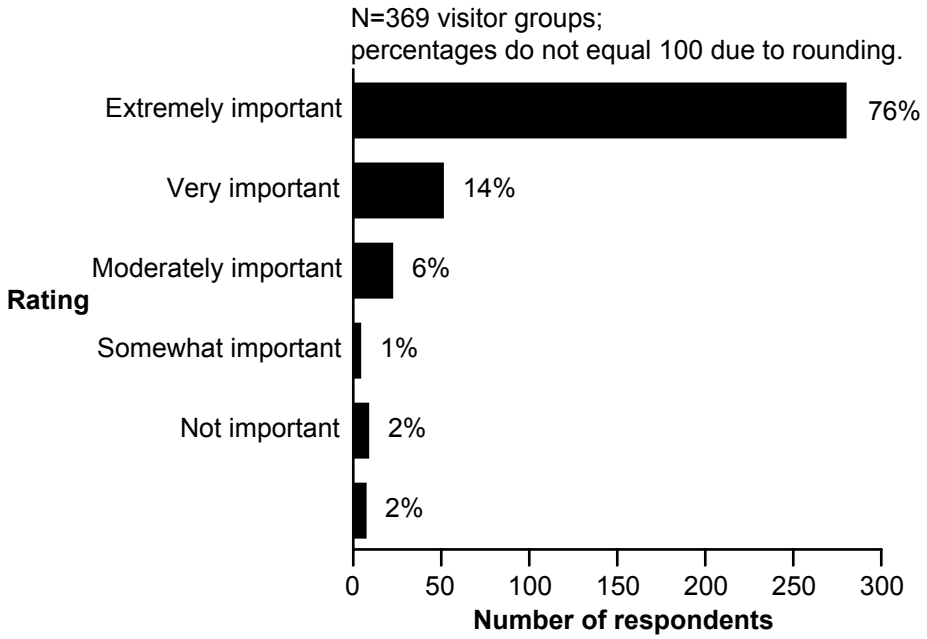


Figure 105: Importance of endangered species protection

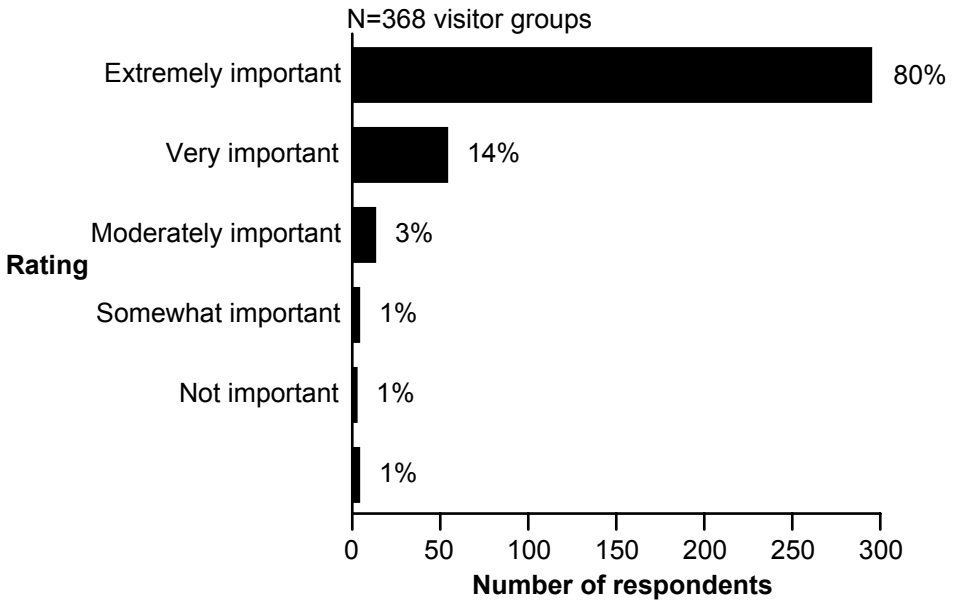


Figure 106: Importance of water quality and flow protection

Use of marinas at Biscayne National Park

Visitor groups were asked if their visit to Biscayne National Park started at a marina. Fifty-six percent of visitors groups indicated that their visit had begun at a marina, while 44% indicated that it had not (see Figure 107). Thirty-nine percent of visitor groups indicated that their trip began at Black Point Marina, 22% indicated Bayfront Marina and 18% indicated Matheson Marina (see Figure 108). "Other" marina locations indicated by visitor groups included the Dinner Key Marina and Sunset Harbor Marina. Figure 109 shows other locations where visitor groups started their trip. "Other" starting locations indicated by visitor groups included home, Everglades NP and the Yacht Club.

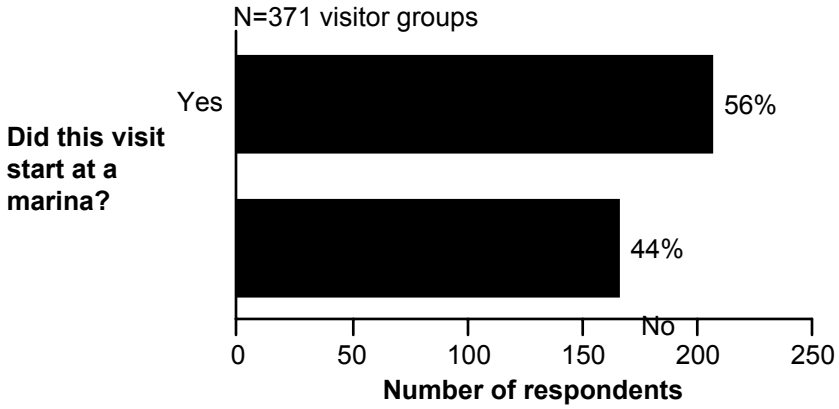


Figure 107: Did this visit start at a marina?

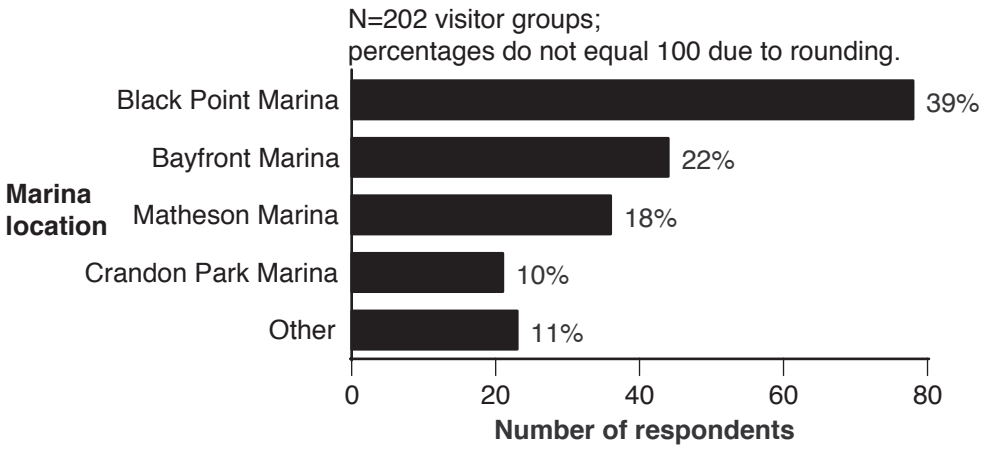


Figure 108: Marina location where trip began

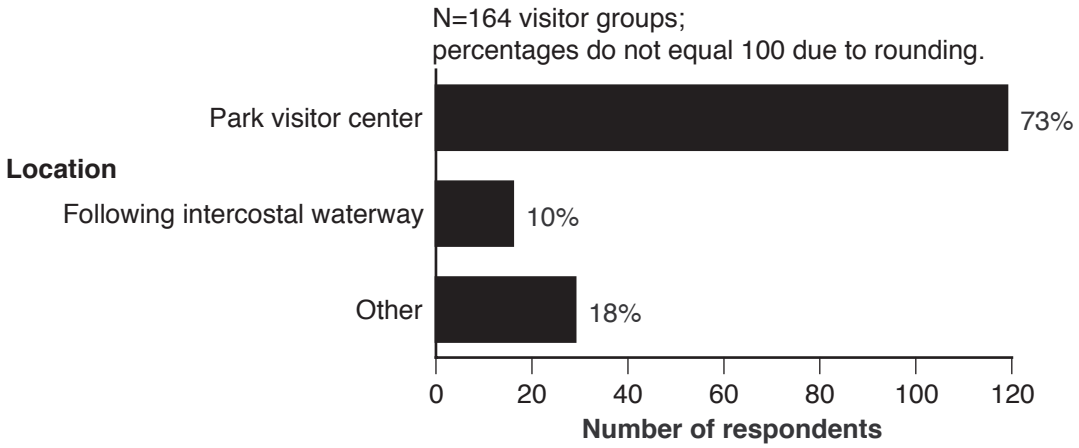


Figure 109: Other locations where this visit began

Fishing in Biscayne National Park

Visitor groups were asked a number of questions concerning fishing in Biscayne NP. Most visitor groups (72%) said that recreational fishing is an appropriate activity in Biscayne NP, 13% indicated it was not, and 15% were not sure (see Figure 110). Visitor groups were asked: "As the number of recreational fisherman and number of fish harvested increase with increasing number of visitors, do you think Biscayne National Park managers should place additional controls on fishing activity?" Forty-five percent of visitor groups said that additional controls should be placed on fishing activities, 27% said that additional controls should not be put in place, and 27% were not sure (see Figure 111).

Visitors groups were asked: "If you went fishing on this visit to Biscayne National Park, what are the most important factors that result in a successful fishing experience to you?" Table 7 describes the importance rankings visitor groups gave to factors resulting in a successful fishing experience. About two-thirds of the visitors (66%) said they did not fish on this visit. Figure 112 shows the top two rankings visitors gave to each fishing factor. "Other" factors that resulted in a successful fishing experience were accessibility, catch and release fishing, and spending time with family.

Lastly, visitor groups were asked: "In order to protect the number of species of fish and shellfish, and numbers of each species, the following management techniques may be used in Biscayne National Park. What is your opinion about each of the following techniques?" Figures 113-118 show the approval ratings given by visitors concerning various fishery management techniques that may be used in Biscayne NP. The highest "approve" and "strongly" approve" ratings were for minimum size limits on number of fish or shellfish of a particular species (86%), maximum catch limits on number of fish or shellfish of a particular species (85%), and seasonally restricted zones to limit harassment of spawning fish (78%), as shown in Figures 116, 117, and 115, respectively. As shown in Figure 118, the highest "disapprove" and "strongly disapprove" ratings were for catch and release fishing only (42%).

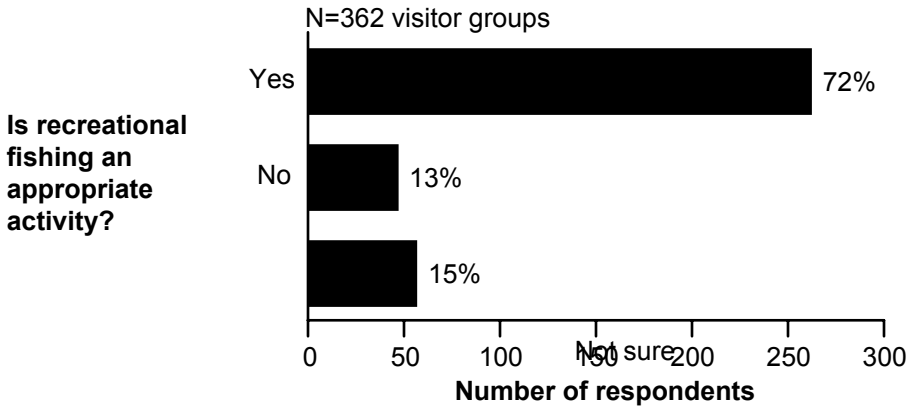


Figure 110: Appropriateness of recreational fishing in Biscayne National Park

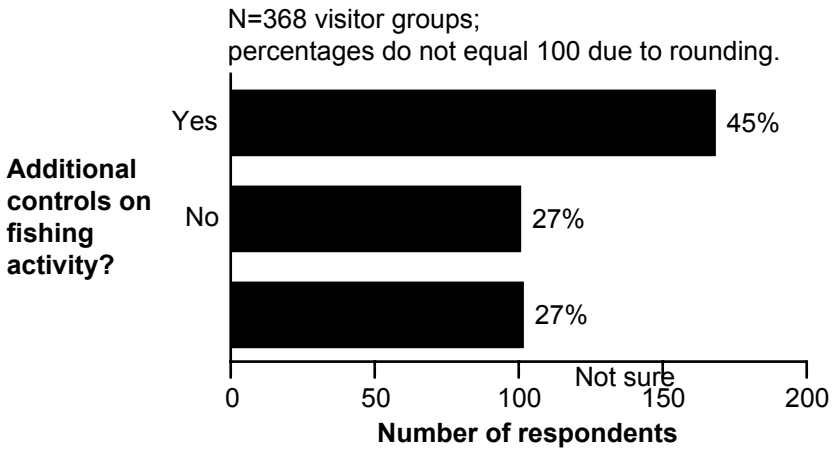


Figure 111: Appropriateness of additional controls on fishing as a means of sustaining fish populations

Table 7: Most important fishing factors as ranked by fisherman
N=total number of group who rated each factor;
percentages do not equal 100 due to rounding.

Importance Ranking		Number of fish caught N=66	Size of fish caught N=66	Type/ species of fish caught N=64	Number of legal-sized fish you can take home N=61	Number of other fisherman encountered while fishing N=60	Boat ramp/ Launching conditions N=62
1	#	14	18	14	3	2	13
	%	21%	27%	22%	5%	3%	21%
2	#	17	21	13	10	4	4
	%	26%	32%	20%	16%	7%	7%
3	#	12	16	12	16	5	6
	%	18%	24%	19%	26%	8%	10%
4	#	12	6	17	16	4	8
	%	18%	9%	27%	26%	7%	13%
5	#	6	5	5	9	18	17
	%	9%	8%	8%	15%	30%	27%
6	#	5	0	3	7	26	13
	%	8%	0%	5%	12%	43%	21%
7	#	0	0	0	0	1	1
	%	0%	0%	0%	0%	2%	2%

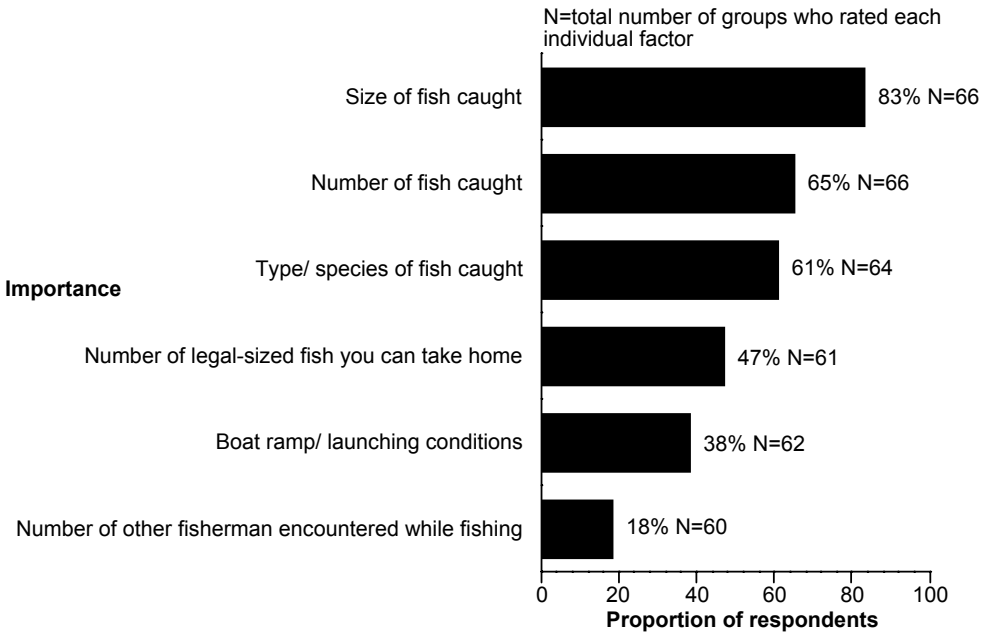


Figure 112: Combined proportions of top three importance rankings of listed factors for a successful fishing experience

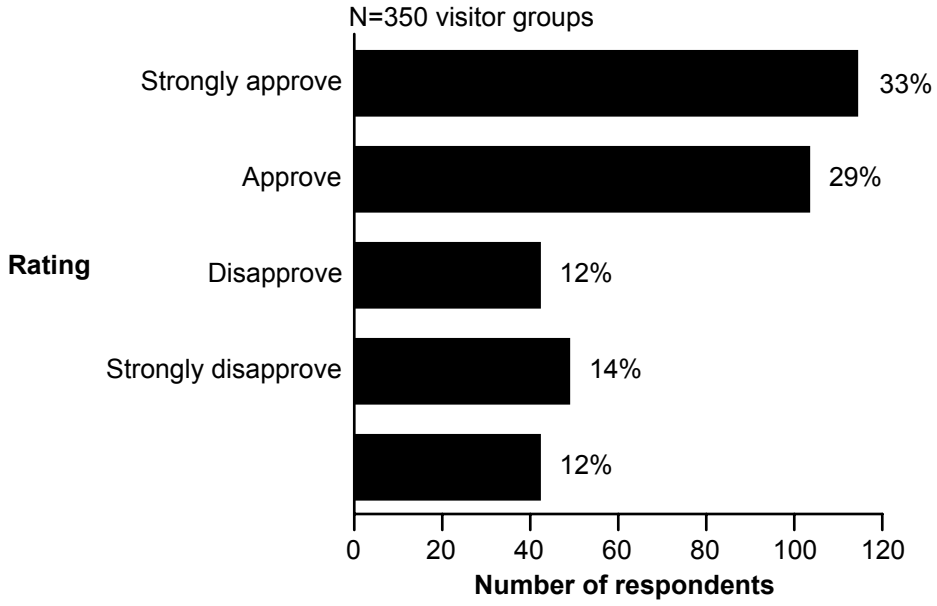


Figure 113: Approval rating of no fishing zones to protect sensitive fish and/ or shellfish species

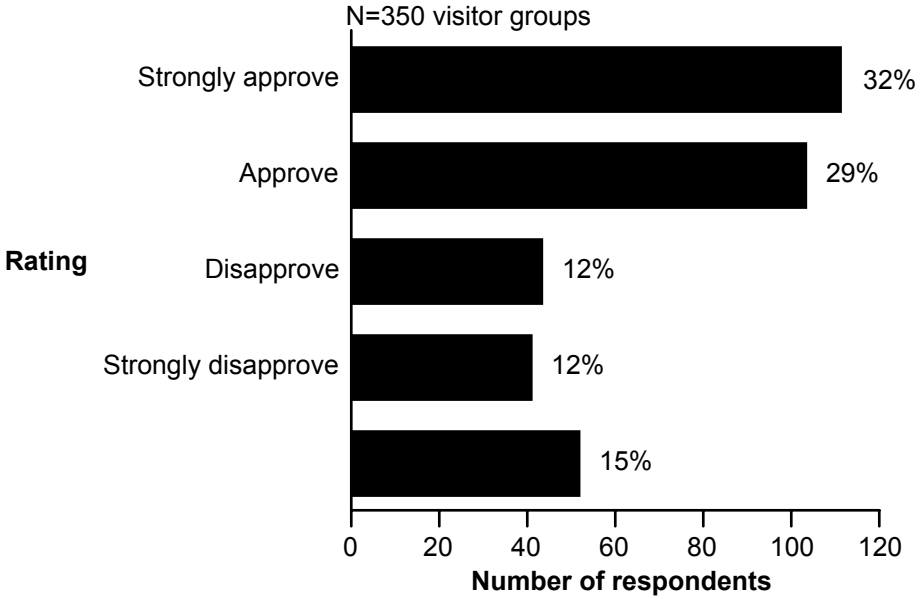


Figure 114: Approval rating of exclusion zones to protect sensitive fish and shellfish habitat

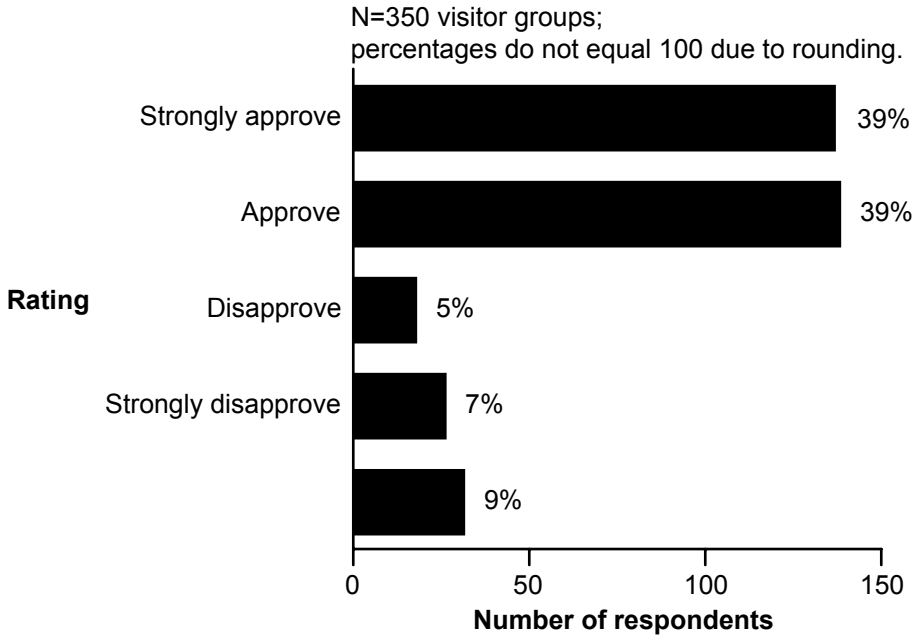


Figure 115: Approval rating of seasonally restricted zones to limit harassment of spawning fish

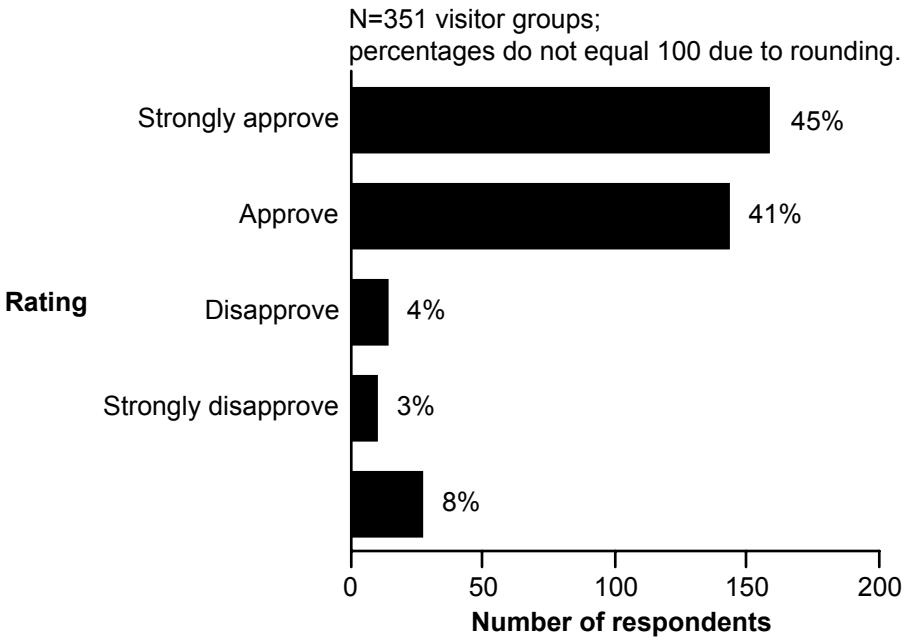


Figure 116: Approval rating of minimum size limits on number of fish or shellfish of a particular species

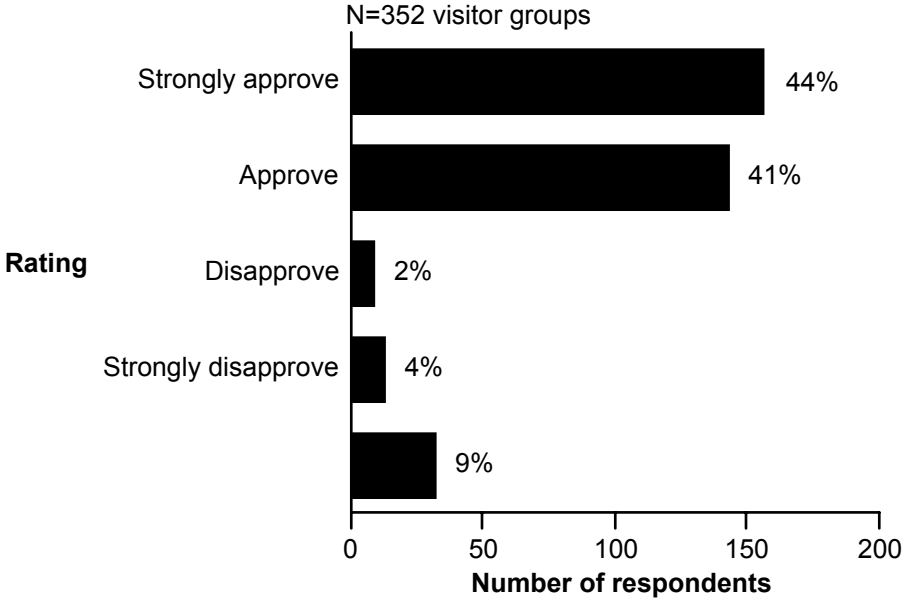


Figure 117: Approval rating of maximum catch limits on number of fish or shellfish of a particular species

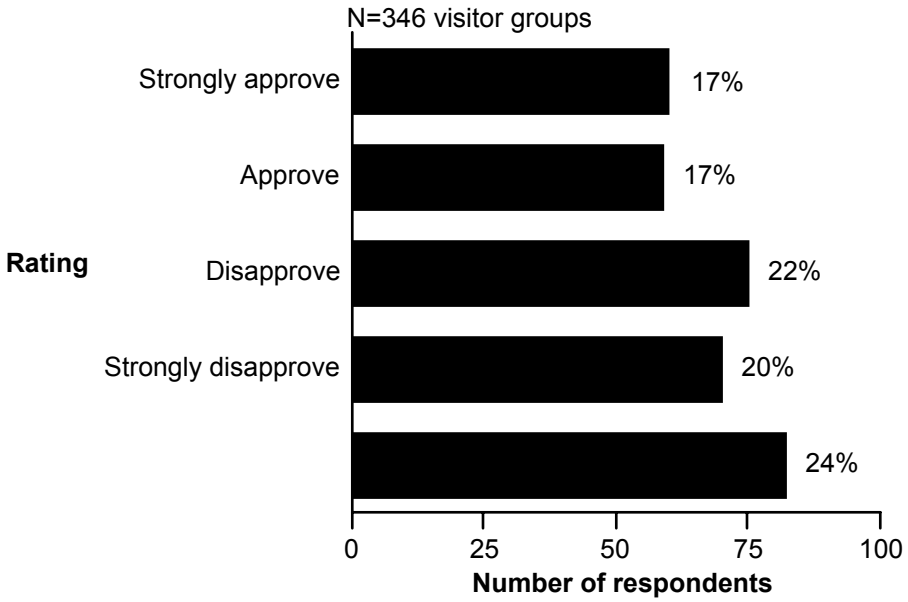


Figure 118: Approval rating of catch and release fishing only

Mooring buoys use in Biscayne National Park

Most visitor groups (89%) did not use mooring buoys while at Biscayne NP, while 8% did use mooring buoys, and 3% could not remember (see Figure 119). Figure 120 describes the reasons visitors used mooring buoys at Biscayne NP. Reef diving (39%), snorkeling (36%), and fishing (33%) were the most common uses, while shipwreck diving (6%) was the least common use. One "other" reason visitors stopped at mooring buoys was to catch bait fish.

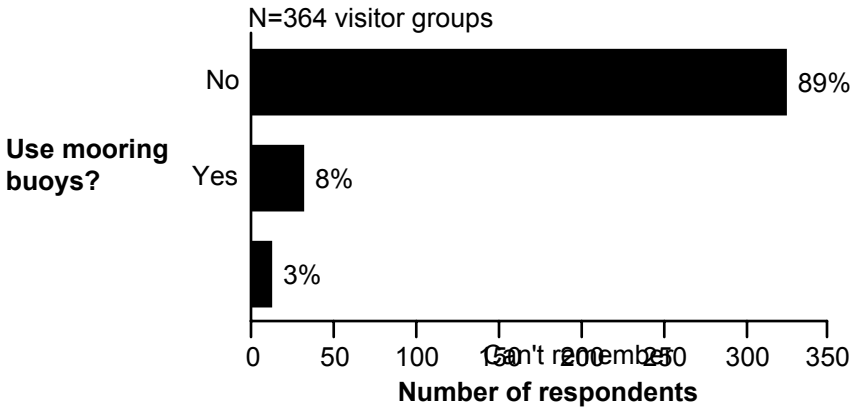


Figure 119: Mooring buoy use

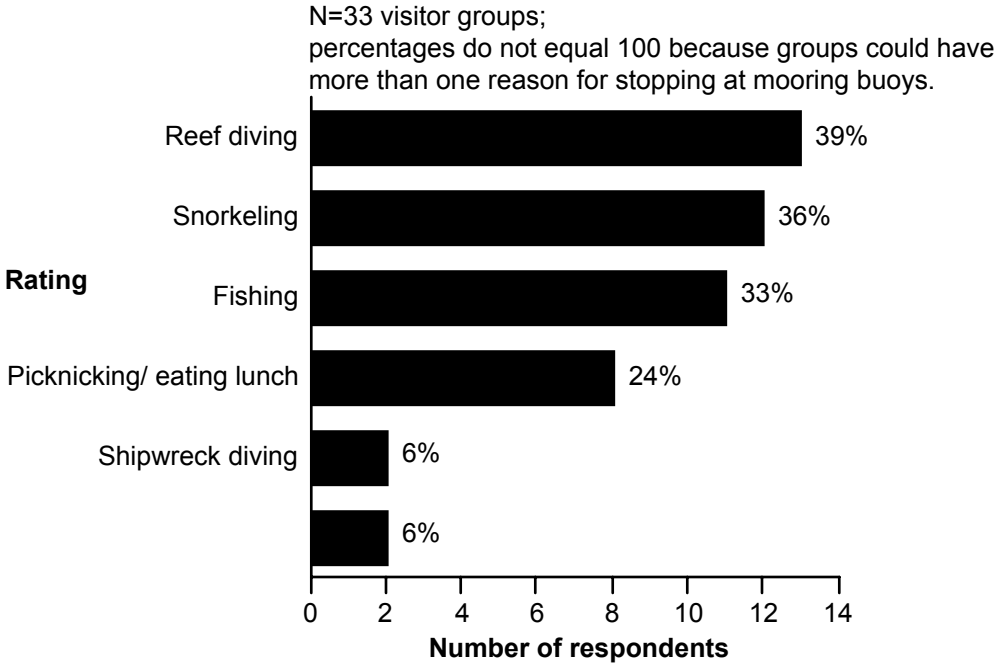


Figure 120: Reasons for using mooring buoys

Lodging

Visitor groups were asked a series of questions about their use of lodging while visiting Biscayne NP and the surrounding area. Figure 121 shows that 70% of visitor groups did not spend the night away from home within the Miami and/or the Florida City/Homestead area while on their visit. Thirty percent of visitors did spend the night away from home while on their visit.

Those visitors that did spend the night away from home were then asked to provide the number of nights spent in the Miami and/or Florida City/Homestead areas. Fifty-nine percent of visitor groups spent between one and three nights in the Florida City/Homestead area, and 22% spent eight or more nights in that area (see Figure 122). Figure 123 shows the proportions of types of lodging used in the Florida City/Homestead area including lodge, motel, cabin, etc. (49%); campground/trailer park (28%); and residence of friends (9%). "Other" types of lodging used in the Florida City/ Homestead area included rented apartments and boats.

Over one-half of visitor groups (58%) spent between one and three nights in the Miami area, and another 18% spent no nights in that area (see Figure 124). Figure 125 shows the proportions of types of lodging used in the Miami area including campground/ trailer park (30%); lodge, motel, cabin, etc. (29%); and residence or friends (24%). "Other" types of lodging used in the Miami area were hostels and boats.

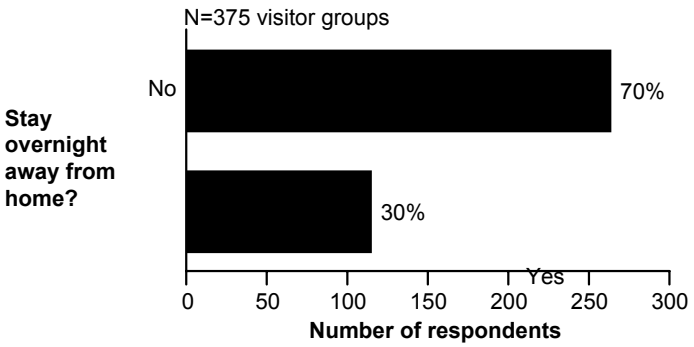


Figure 121: Stays overnight away from home on this visit

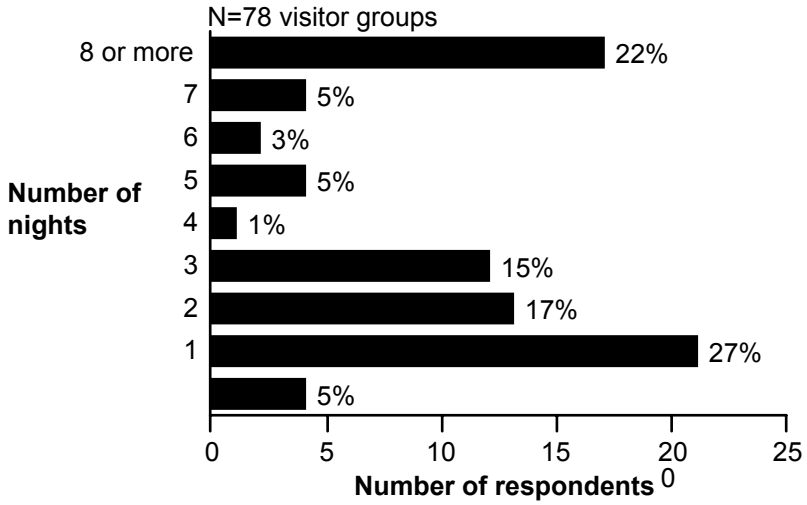


Figure 122: Number of nights spent in Florida City/ Homestead area

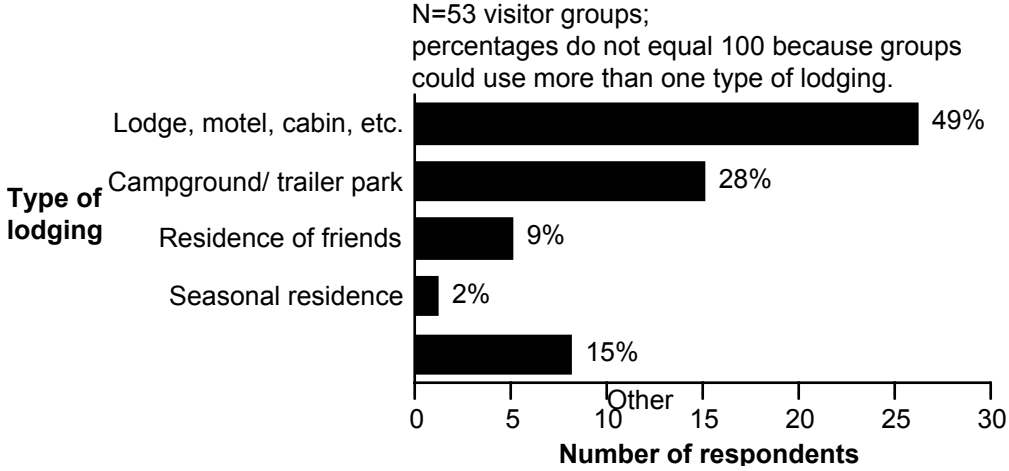


Figure 123: Type of lodging used in Florida City/ Homestead area

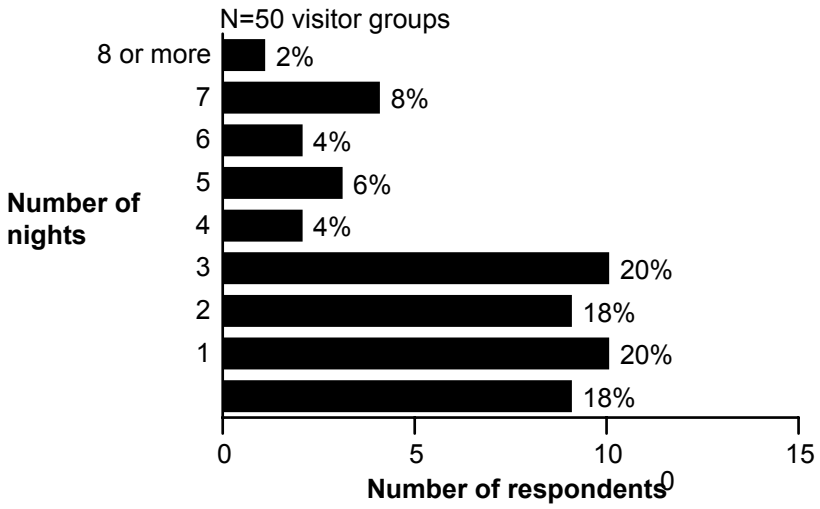


Figure 124: Number of nights spent in Miami area

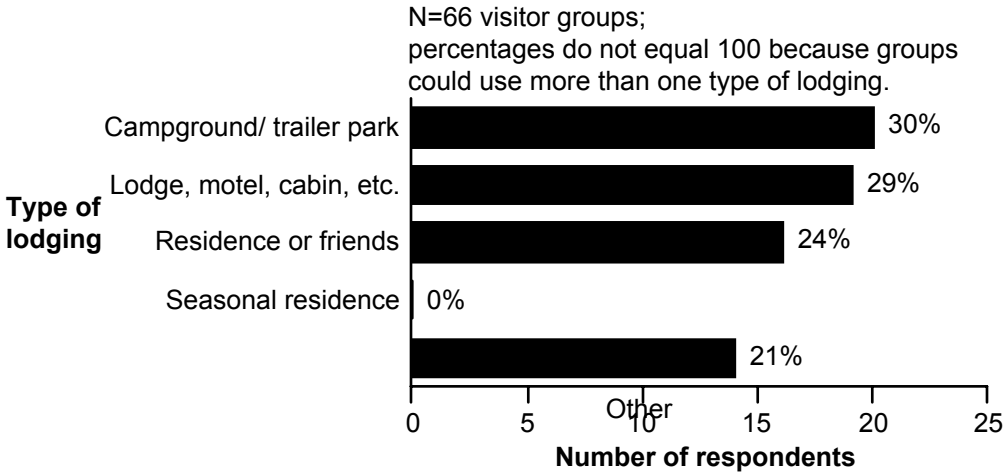


Figure 125: Type of lodging used in Miami area

Expenditures

Visitor groups were asked to list the amount of money they had spent both inside Biscayne NP and in the Florida City/ Homestead area on this visit. Groups were asked to indicate the amounts they spent for lodging; camping fees; guide fees and charges; restaurants and bars; groceries and take-out food, gas and oil; other transportation expenses; admissions, recreation, entertainment fees; and all other purchases.

Total expenditures in and out of park: Sixteen percent of visitor groups spent no money and 41% spent between $1 and $100 in total expenditures in Biscayne NP and the surrounding area (see Figure 126). Of the total expenditures by groups, 21% was for gas and oil, 18% was for groceries and take-out food, 16% was for restaurants and bars and 10% was for camping fees and charges (see Figure 127).

The average visitor group expenditure during this visit was $275. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was $75. The average per capita expenditure was $85.

In addition, visitors were asked to indicate how many adults (18 years and older) and children (under 18 years) were covered by their expenditures. Figure 128 shows that 55% of the visitor groups had two adults. Figure 129 show that 54% of the visitor groups had one or two children under 18 years of age.

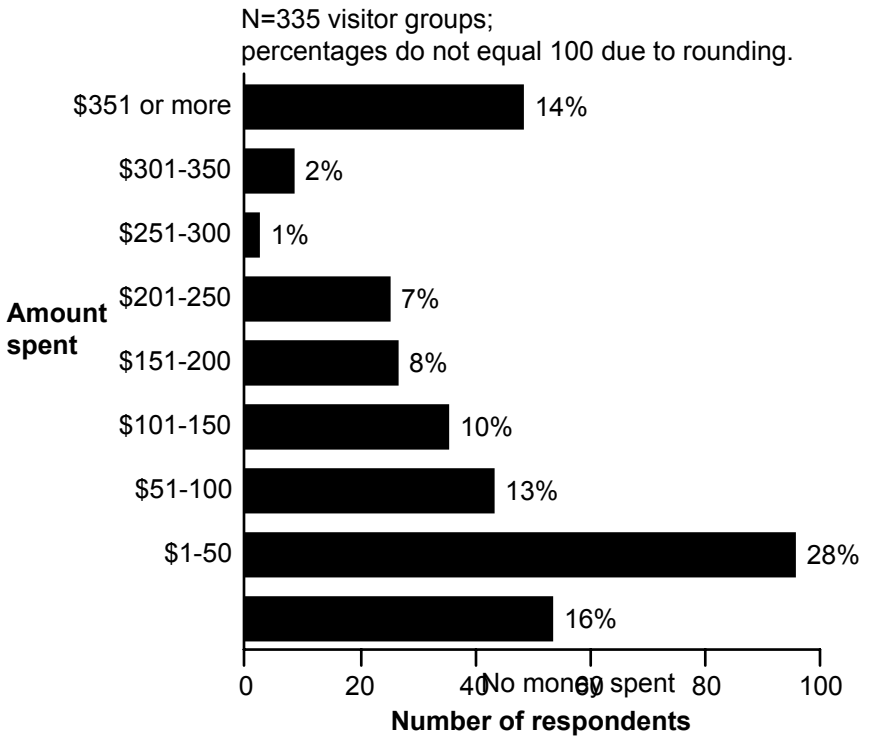


Figure 126: Total expenses in Biscayne NP and Florida City/ Homestead area

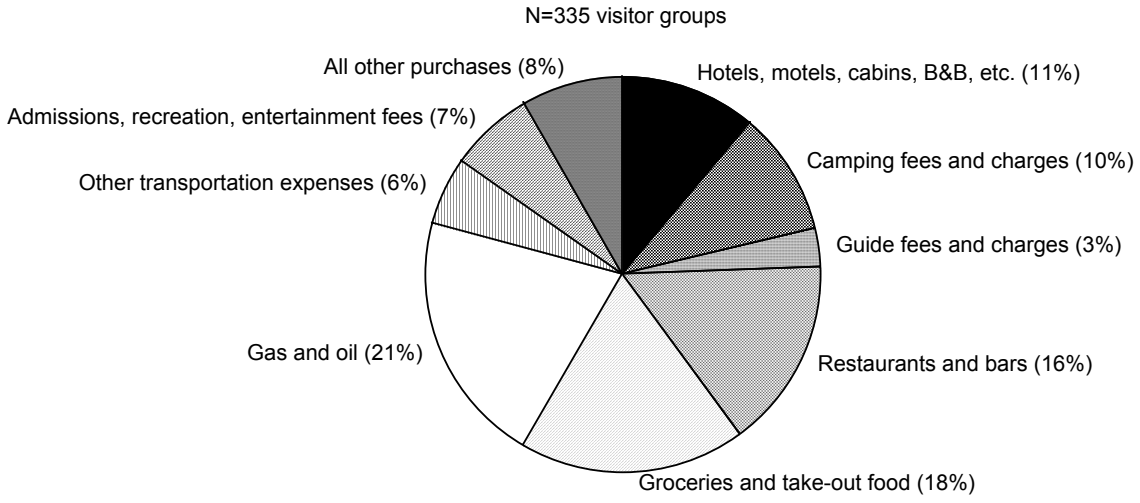


Figure 127: Proportions of expenses in Biscayne NP and Florida City/ Homestead area

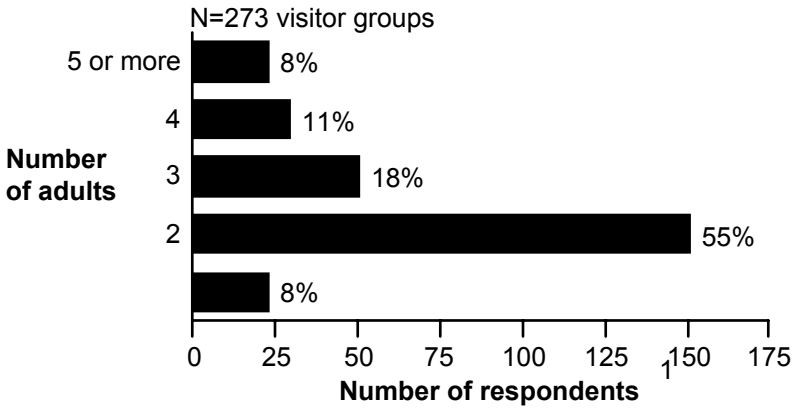


Figure 128: Number of adults covered by expenses

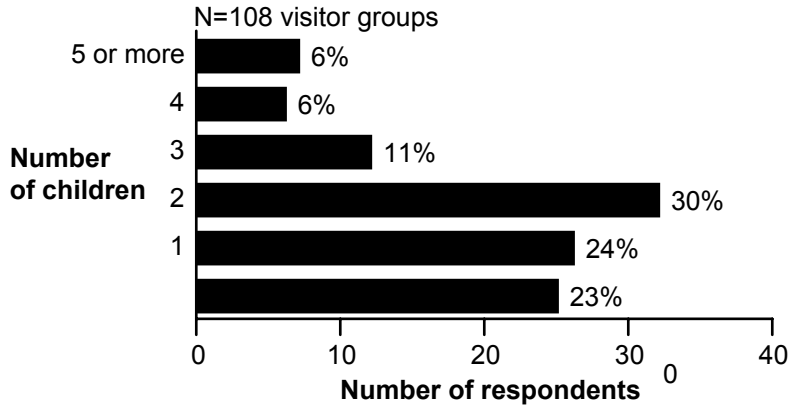


Figure 129: Number of children covered by expenses

Expenditures inside park

***Total expenditures in the park**:* 41% percent of visitor groups spent no money in Biscayne NP and another 54% spent between $1 and $100 in total expenditures in the park on this visit (see Figure 130).

All other purchases accounted for 54% of total expenditures in the park, followed by admission, recreation, and entertainment fees (45%), as shown in Figure 131.

Admissions, recreation, and entertainment fees in the park: Forty-seven percent of visitor groups spent no money on admission, recreation, and entertainment fees in Biscayne NP, while 39% spent between $1 and $25 (see Figure 132).

Other purchases in the park: Seventy-four percent of visitor groups spent no money on other purchases in Biscayne NP; 18% spent between $1 and $25 (see Figure 133).

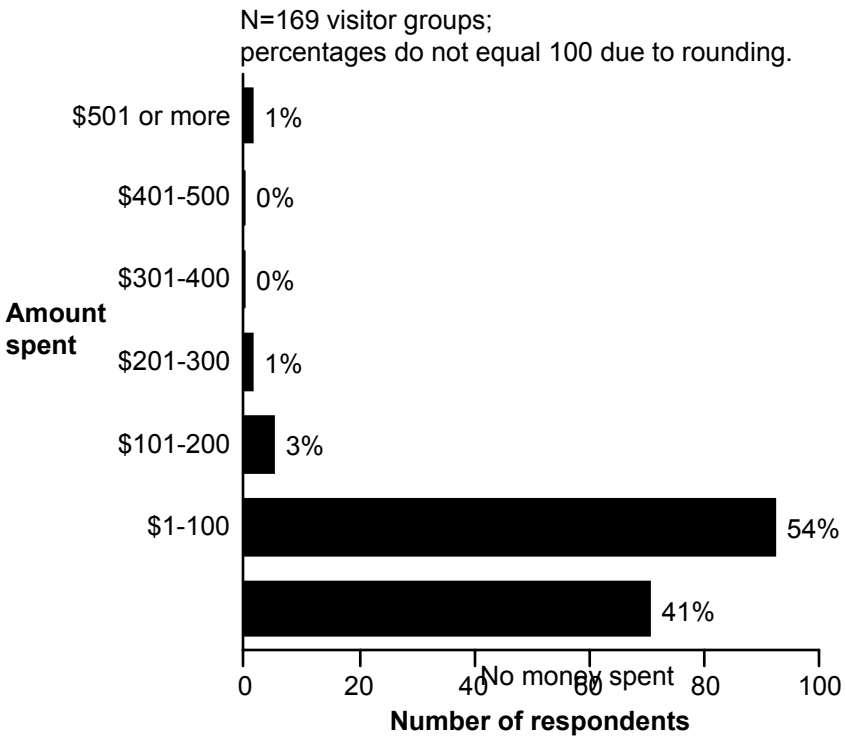


Figure 130: Total expenditures in park

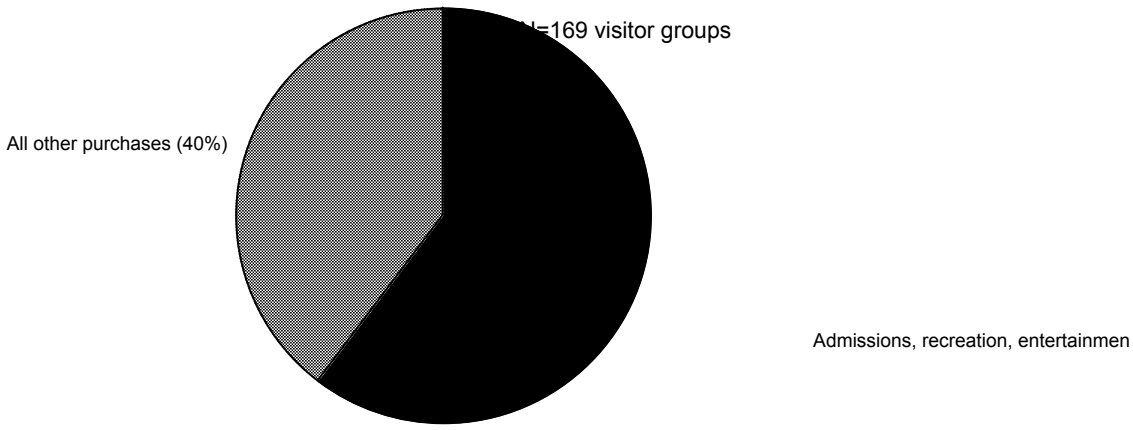


Figure 131: Proportion of expenditures in park

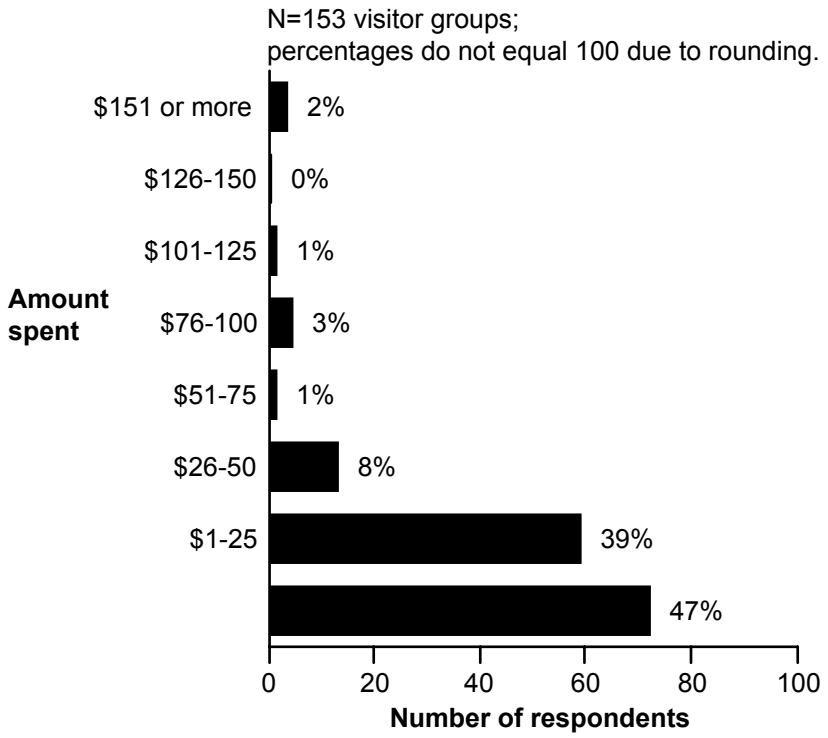


Figure 132: Expenditures for admissions, recreation and entertainment fees in park

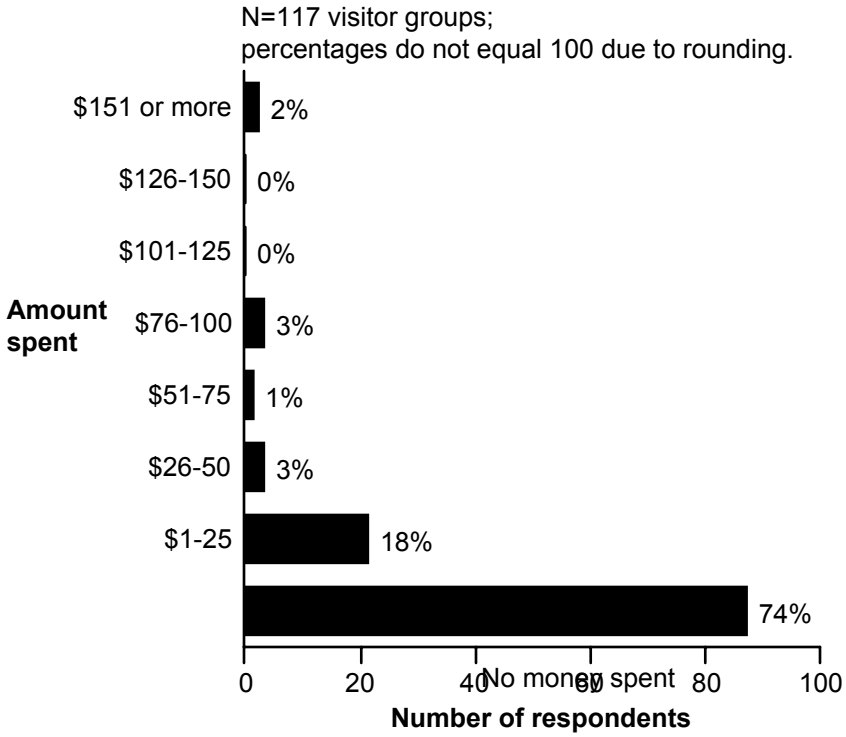


Figure 133: Expenditures for all other purchases in park

Expenditures outside park

***Total expenditures**:* Thirty-four percent of visitor groups spent between $1 and $100 in total expenditures out of the park during this trip (see Figure 134).

Gas and oil accounted for 22% of total expenditures out of the park, followed by 19% for groceries and take-out food, as shown in Figure 135.

***Hotels, motels, cabins, B&B, etc. out of the park**:* Most visitor groups (82%) spent no money on lodging out of the park (see Figure 136).

***Camping fees and charges out of the park**:* Seventy-four percent of visitor groups spent no money on camping fees and charges out of the park. (see Figure 137).

***Guide fees and charges out of the park**:* Most visitor groups (91%) spent no money on guide fees out of the park (see Figure 138).

Restaurants and bars out of the park: Sixty-three percent of visitor groups spent no money on restaurants and bars out of the park, while 16% spent between $1 and $50 (see Figure 139).

***Groceries and take-out food out of the park**:* Thirty-nine percent of visitor groups spent no money on groceries and take-out food out of the park, while 37% spent between $1 and $50 (see Figure 140).

***Gas and oil out of the park**:* Thirty percent of visitor groups spent no money on gas and oil out of the park, while 42% spent between $1 and $50 (see Figure 141).

***Other transportation expenses out of the park**:* Most visitor groups (84%) spent no money on other transportation expenses out of the park (see Figure 142).

***Admissions, recreation, and entertainment fees out of park**:* Sixty-nine percent of visitor groups spent no money on admissions, recreation, and entertainment fees out of the park, while 22% spent between $1 and $25 (see Figure 143).

***Other purchases out of park**:* Over one-half of the visitor groups (69%) spent no money on other purchases out of the park (see Figure 144).

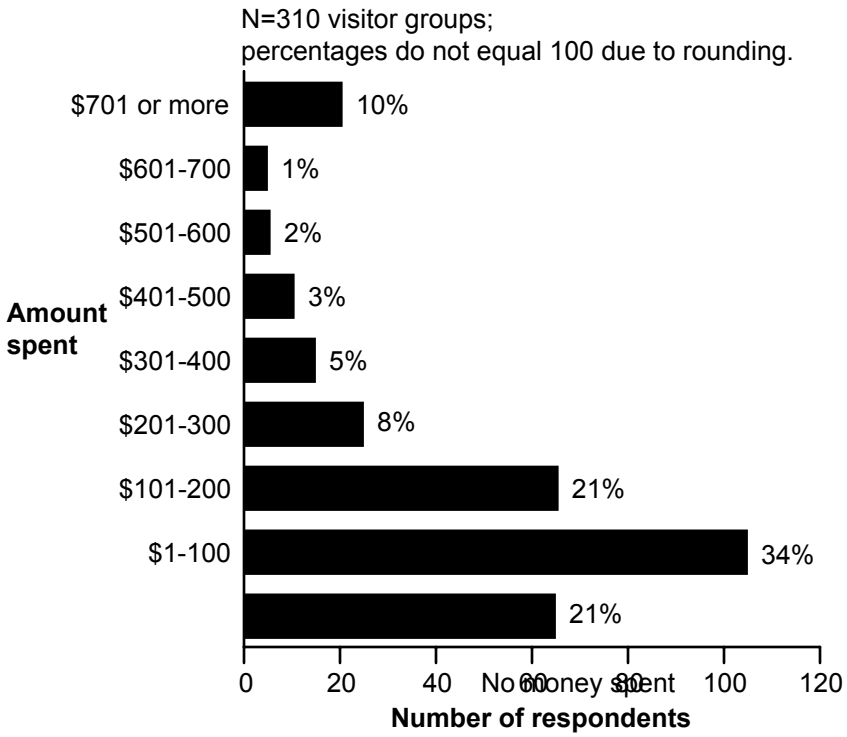


Figure 134: Total expenditures out of park

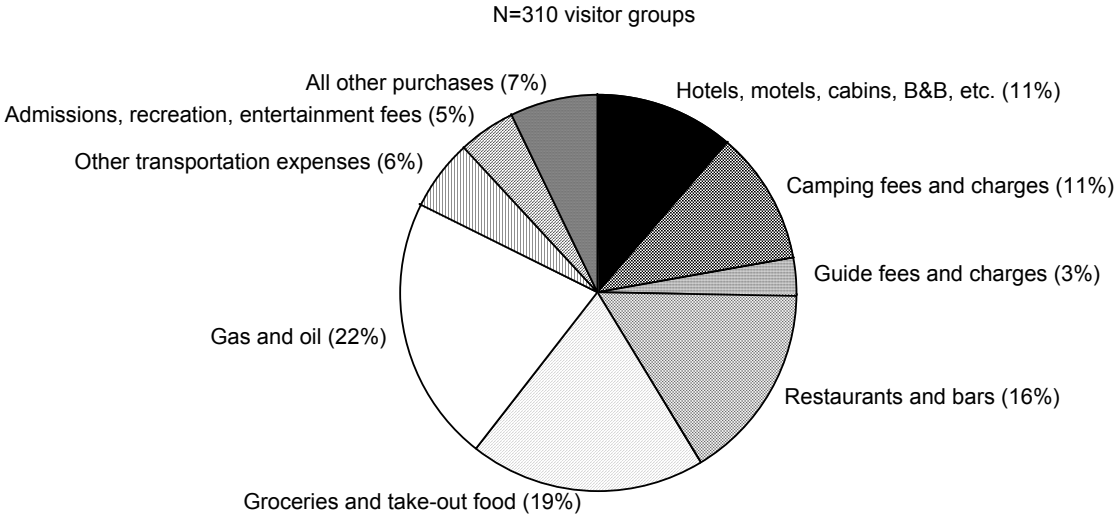


Figure 135: Proportion of expenditures out of park

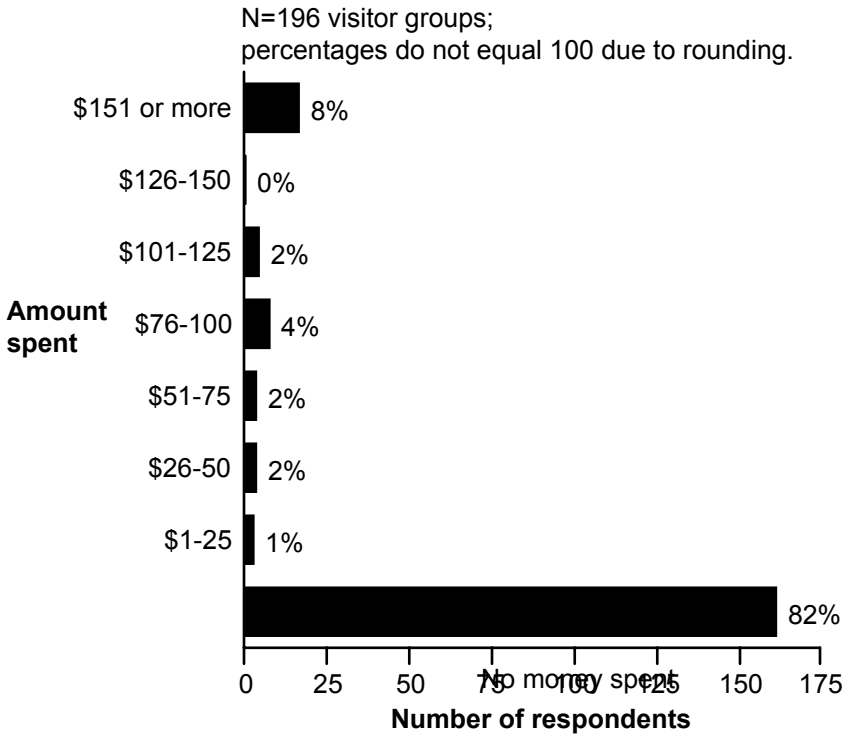


Figure 136: Expenditures for hotels, motels, cabins and B&B out of park

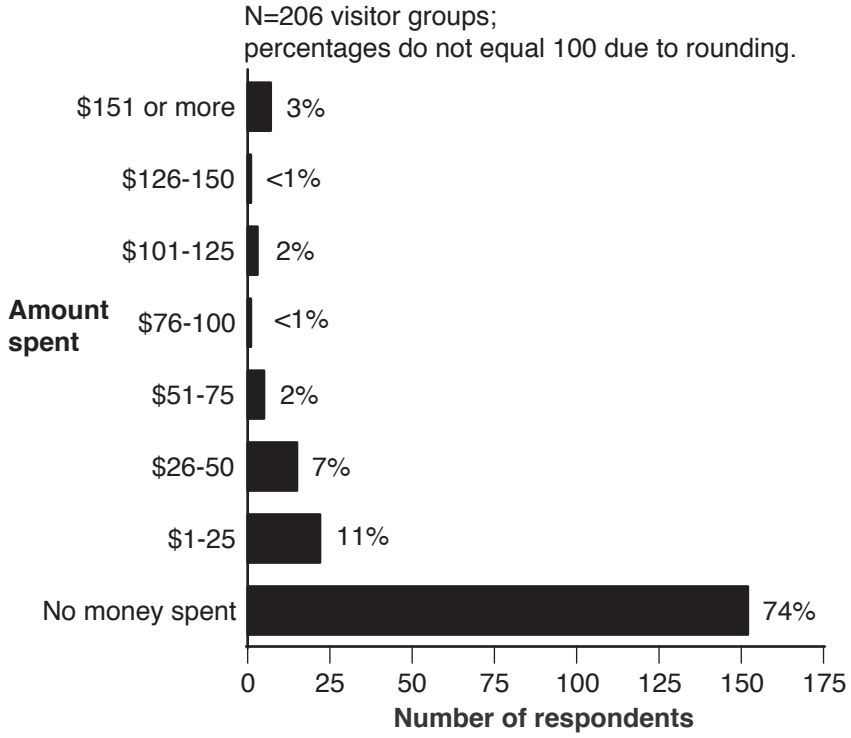


Figure 137: Expenditures for camping fees and charges out of park

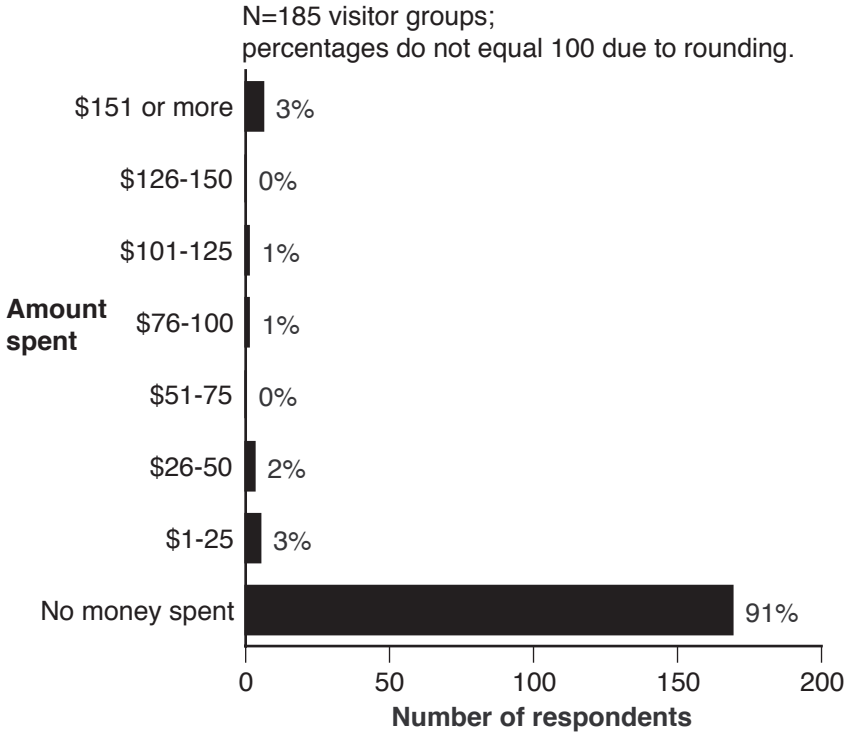


Figure 138: Expenditures for guide fees and charges out of park

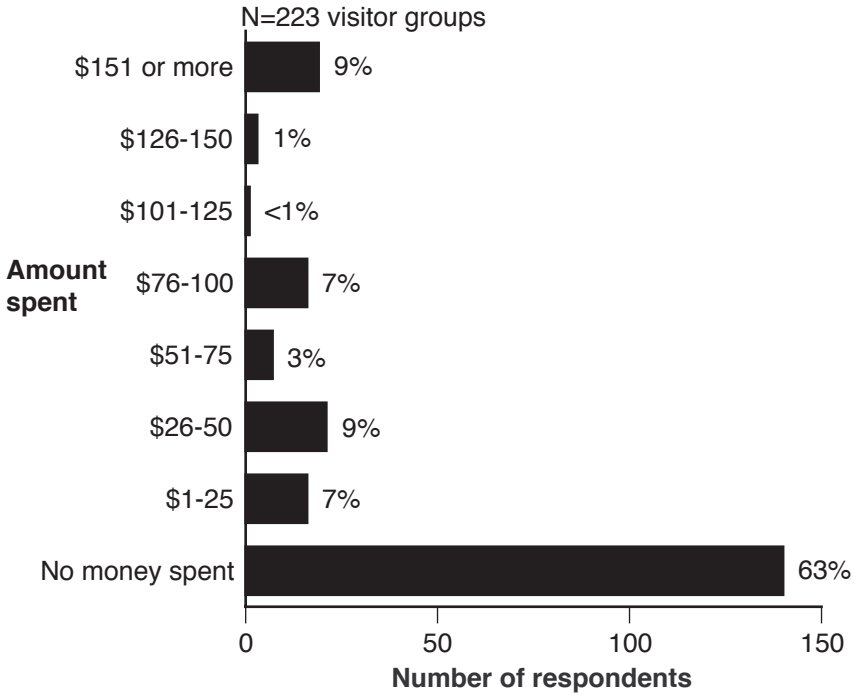


Figure 139: Expenditures for restaurants and bars out of park

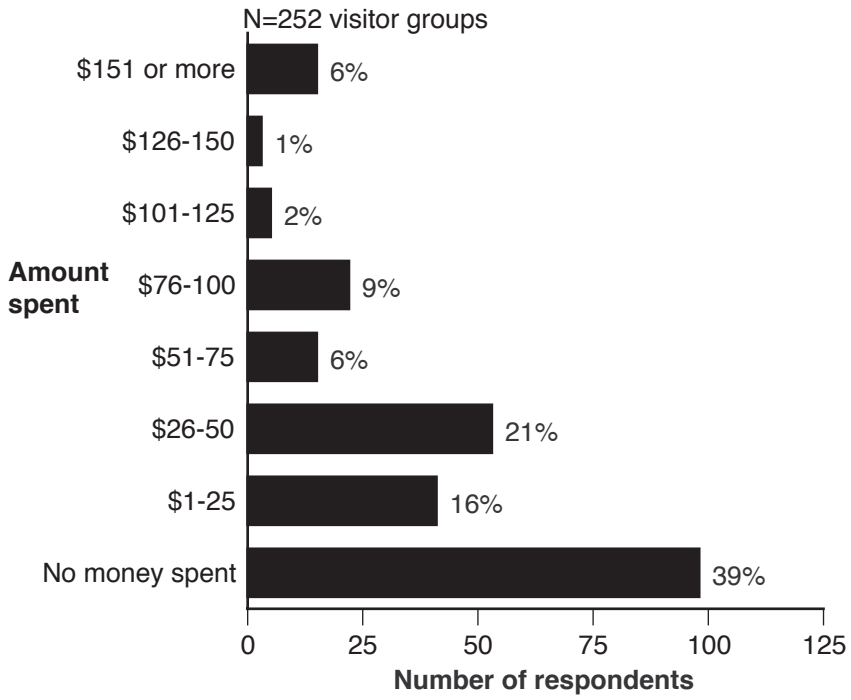


Figure 140: Expenditures for groceries and take-out food out of park

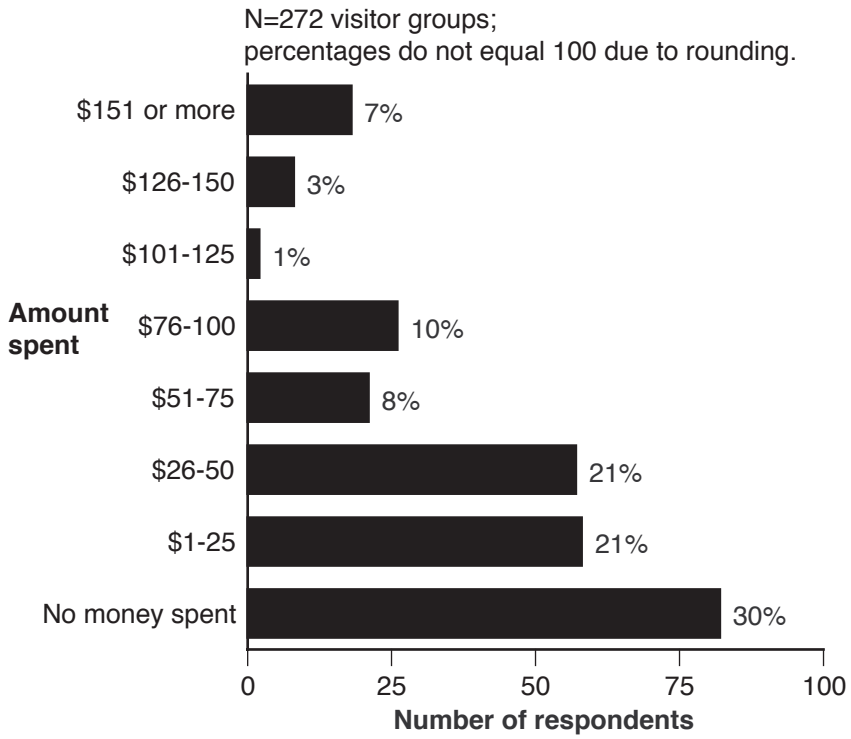


Figure 141: Expenditures for gas and oil out of park

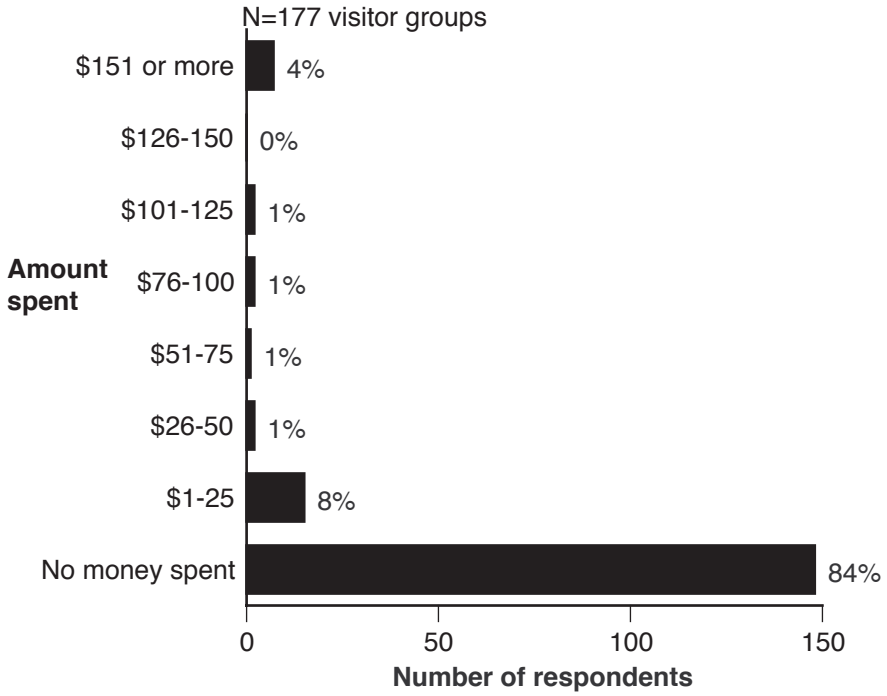


Figure 142: Expenditures for other transportation expenses out of park

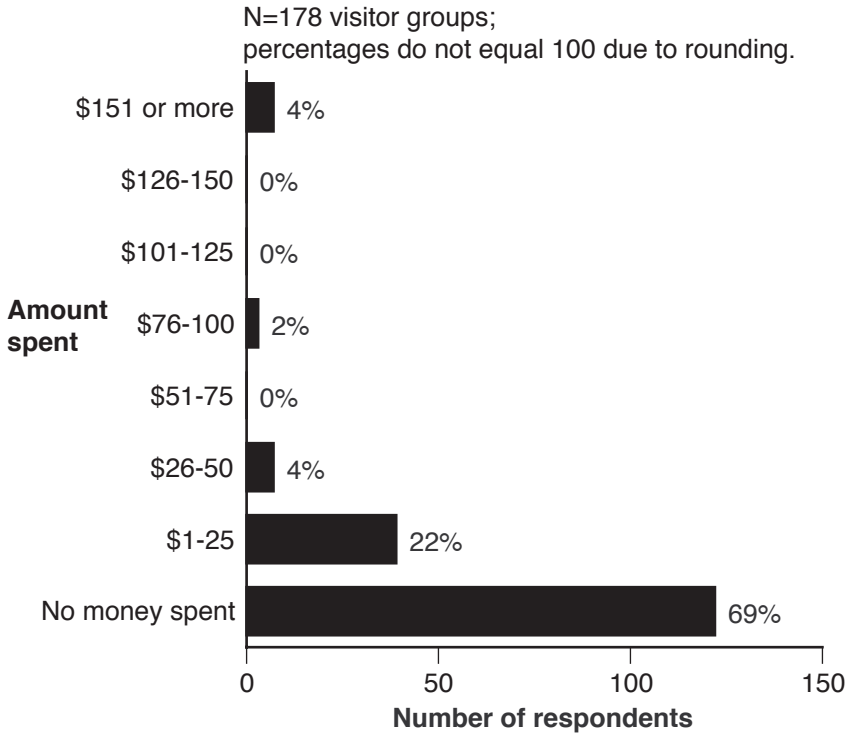


Figure 143: Expenditures for admissions, recreation, and entertainment fees out of park

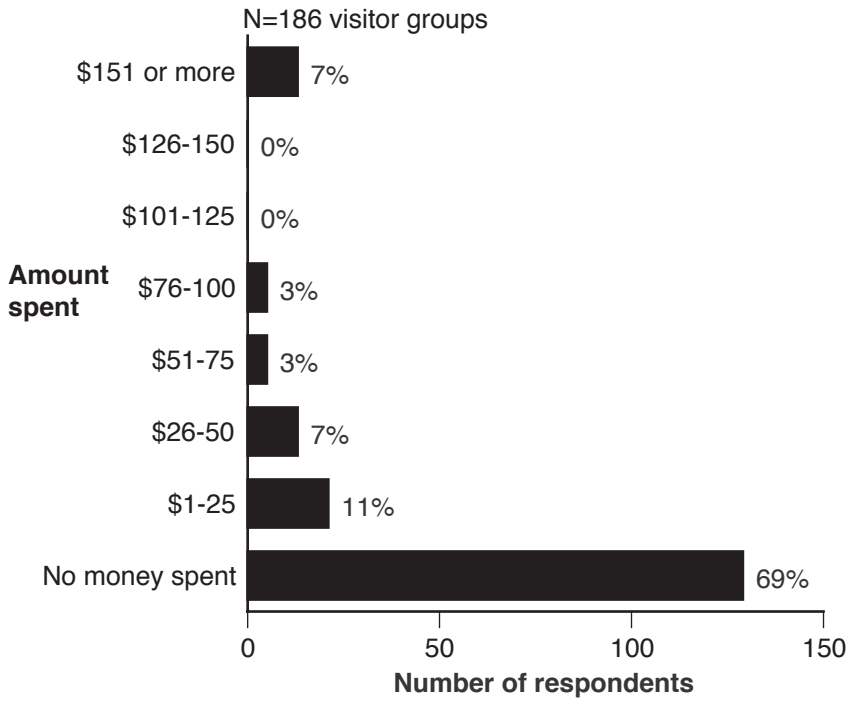


Figure 144: Expenditures for all other purchases out of park

Visitor expectations

Visitor groups were asked if there was anything specific which they were unable to see or do during their visit, and the reasons why. Seventy-five percent of visitor groups indicated there wasn't anything that they had not been able to see or do (see Figure 145). Twenty-five percent of visitor groups responded that there were things that they had not been able to see or do. Some of these were: taking the glass-bottom boat tour, catching fish, and visiting the lighthouse. Please see Table 8 for a full list of things visitors could not see or do. The reasons that visitors could not participate in the above activities were, respectively: the glass-bottom boat was not working, the fish were not biting, and the lighthouse was under repair. Please see Table 9 for the reasons why.

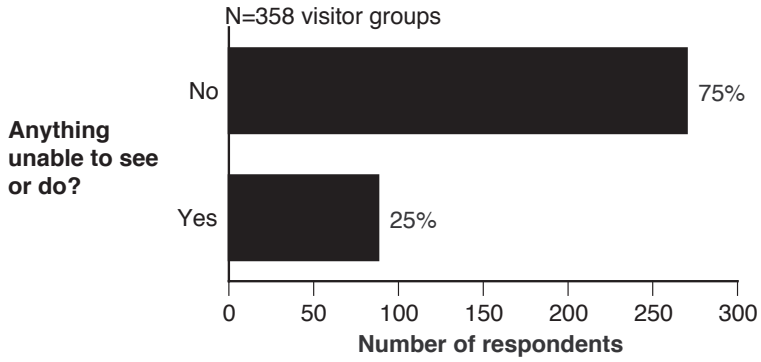


Figure 145: Unable to see or do during visit

Table 8: Expectations visitors were unable to fulfill

N=78 comments

Expectation	Number of times mentioned
Catch fish	13
Glass-bottom boat	12
Tour lighthouse	9
Snorkeling	5
Access entire park	4
Camping	4
Party	3
Swimming	3
View aquatic wildlife	3
See coral reefs	2
Sun at beach	2
Experience nature	2
Other comments	16

Table 9: Reasons visitors were unable to fulfill expectations

N=77 comments

Reason	Number of times mentioned
Weather	12
Glass-bottom boat out of service	10
Lighthouse closed for repairs	8
Time	6
Fish weren't biting	4
Inconsiderate boaters	3
No docking spaces	3
No music allowed	3
Rangers harassed us	3
Cloudy water	2
Information was misleading	2
Park closes too early	2
Rangers had no information	2
No music allowed	17

Overall quality of visitor services

Visitor groups were asked to rate the overall quality of the visitor services provided at Biscayne National Park during this visit. Most visitor groups (88%) rated services as "very good" or "good" (see Figure 146). Only 1% of visitor groups rated the overall quality of services provided at Biscayne NP as "very poor."

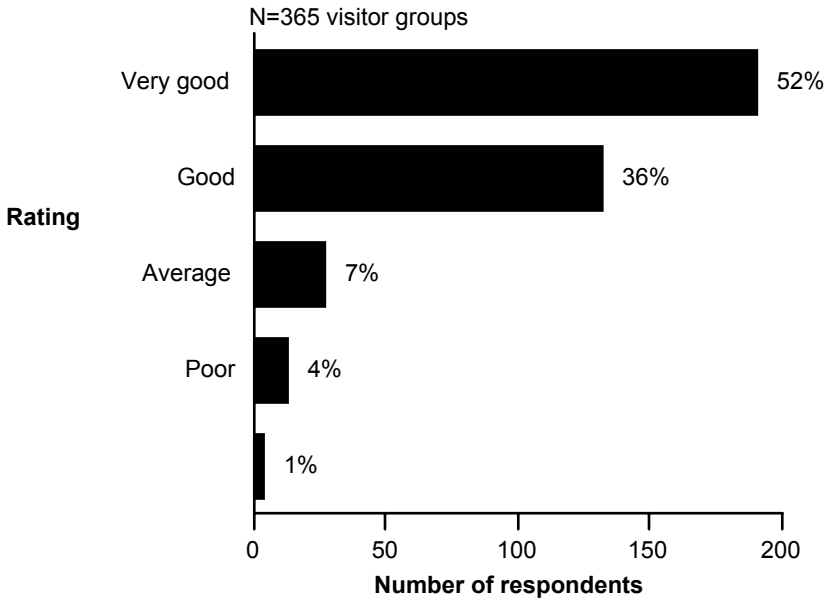


Figure 146: Overall quality of visitor services

What visitors liked most

Visitor groups were asked, "What did you like most about your visit to Biscayne National Park?" Eighty-eight percent of visitor groups (333 groups) responded to this question. A summary of their responses is listed below in Table 10 and complete copies of visitor responses are contained in the appendix.

Table 10: What visitors like most

N=501 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Helpful staff	14
Friendly staff	2
INTERPRETIVE SERVICES	
Nature programs	5
Nature trails	4
Video	3
Other comments	4
FACILITIES/MAINTENANCE	
Clean	34
Visitor center	18
Easy accessibility	11
Picnic areas	10
Boardwalks	7
Docks in good shape	5
Rocking chairs at visitor center	2
Other comments	3
POLICIES	
Dogs allowed	5
Free admission	2
RESOURCE MANAGEMENT	
Water	28
Fishing	23
Aquatic wildlife	11
Snorkeling	10
Coral reef	7
Not crowded	7
Boating	5
Elliot Key	5
Camping	5
Swimming	4
Walking	3
Beach	2
Birds	2
Boca Chita	2
Lack of insects	2
Other comments	7

Table 10 (continued)

Comment	Number of times mentioned
GENERAL IMPRESSIONS	
Natural beauty	137
Peaceful	56
Solitude	17
Weather	12
Close to home	8
Being outdoors	4
Safe	4
Sunset	4
Full moon	2
Time with family and friends	2
Other comments	3

What visitors liked least

Visitor groups were asked, "What did you like least about your visit to Biscayne National Park?" Seventy-one percent of visitor groups (268 groups) responded to this question. A summary of their responses is listed below in Table 11 and complete copies of visitor responses are contained in the appendix.

Table 11: What visitors like least
N=282 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rude staff	17
INTERPRETIVE SERVICES	
Comment	1
FACILITIES/MAINTENANCE	
Congestion at boat ramps	17
A lot of trash around	15
Bathrooms dirty	9
Poor signs	8
Inadequate hiking trails	5
No dock space	5
No wash-down station	4
Not enough showers	3
Lack of garbage cans	3
Lack of benches	2
Lack of freshwater	2
Lack of shaded sitting areas	2
Unfinished boardwalks	2
Other comments	9
POLICIES	
Park closes too early	12
Personal water craft	7
Power boats	7
Not enough swimming locations	4
Generators	2
Lack of park enforcement	2
Lobster traps	2
Pets were distracting	2
Too many fisherman	2
Other comments	7

Table 11 (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Crowded	11
Insects	11
No fish or coral to see	7
Swimming	4
Didn't catch fish	3
Beach	2
Other comments	4
CONCESSIONS	
Rude concessionaire	3
Bait for recreational fishermen not sold	2
Other comments	2
GENERAL IMPRESSIONS	
Inconsiderate boaters	15
Nothing	12
Not enough time	8
Inaccessibility without boat	8
Noisy visitors	8
Weather	7
Unattended children	4
Personal safety	3
Geographic location	2
Miami's smog	2
Mount Trashmore	2
Not too much to see	2
People	2
Power plant	2
Other comments	5

Planning for the future

Visitor groups were asked, "If you were a manager planning for the future of Biscayne National Park, what would you propose?" Sixty-six percent of visitor groups (250 groups) responded to this question. A summary of their responses is listed below in Table 12 and complete copies of visitor responses are contained in the appendix.

Table 12: Planning for the future

N=347 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Better public relations from staff	10
Increase ranks of law enforcement personnel	9
Keep hiring friendly employees	5
Better coordination among law enforcement	2
More night security	2
INTERPRETIVE SERVICES	
Emphasize environmental ethics	21
More ranger programs	7
More activities	5
Advertise	4
More information available	4
Real fish in aquarium	2
Other comments	5
FACILITIES/MAINTENANCE	
More campground facilities	16
Keep clean	12
More dock space available	10
More efficient boat launching system	11
More mooring buoys	8
Lighted buoys	5
Improve restrooms	3
More fresh water available	3
More parking available	3
Better access to Boca Chita	2
More benches	2
More shade areas	2
Play area for children	2
Repair lighthouse	2
Wider walkways	2
Other comments	8

Table 12 (continued)

Comment	Number of times mentioned
POLICIES	
Greater enforcement of fishing regulations	17
Ban power boats	12
Greater enforcement of boating regulations	10
Analyze fishing policy	7
Establish noise limits	6
Curtail fishing	5
Prohibit shrimping	5
Ban alcohol	4
Designate party areas	4
Keep it free	4
Restrict access using fees	4
Ban fishing	3
Limit visitors if necessary	3
More "no wake" zones	3
Allow generators	2
Dogs not on leashes	2
Longer visiting hours	2
Plan for an increase in people	2
Other comments	2
RESOURCE MANAGEMENT	
Protection of endangered wildlife	13
No development	10
Leave Stiltsville to its owners	5
Spray for insects	5
Artificially increase aquatic wildlife	2
Exchange land for Stiltsville	2
Plant more native vegetation around visitor center	2
Other comments	6
CONCESSIONS	
More boat tours available	7
More food concessions	5
Rude concessionaire	2
Provide vegetarian meals	2
Other comments	4
GENERAL IMPRESSIONS	
No airport at Homestead	5
Will return	2
Other comments	2

Comment summary

Forty-nine percent of visitor groups (186 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Biscayne National Park are summarized below (see Table 13). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit**.**

Table 13: Additional comments

N= 208 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly staff	11
Knowledgeable staff	9
Rude staff	9
More visible staff	3
Rude concessionaire	2
Other comments	2
INTERPRETIVE SERVICES	
Emphasize ethics	9
More general information available	3
More weather advisories	2
Provide information in French	2
Other comments	2
FACILITIES & MAINTENANCE	
Keep clean	6
More recycling bins	3
Good handicapped accessibility	2
More boat ramps	2
Repair lighthouse	2
Provide outdoor showers	2
Utilize sustainable energy	2
Well planned layout	2
Other comments	7
POLICY	
More enforcement of regulations	10
Balanced management approach	6
More control over power boats	6
Analyze fishing policy	4
Extend visiting hours	4
Too many rules	3
Allow generators	2
Dogs are allowed	2
Other comments	5
CONCESSIONS	
Comments	3

Table 13 (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Stiltsville should be cleaned up	2
Like Stiltsville as is	2
Other comments	6
GENERAL IMPRESSIONS	
Lovely experience	29
Keep up the good work	24
Will return	9
Beautiful park	3
No airport at Homestead	3
Other comments	3

Biscayne National Park Visitor Study
Additional Analysis
VSP Report 125

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.

- Sources of information this trip
- Sources of information future trips
- Reasons for visiting
- Visit fit into travel plans
- Primary destination
- Forms of transportation (land)
- Forms of transportation (water)
- Activities
- Activity location zone
- Sites visited
- Sites visited (order)
- Overnight stays within Miami and/or Florida City/ Homestead area
- # nights spent in Florida City/ Homestead area
- # nights spent outside in Miami area
- Type of lodging in Florida City/ Homestead area
- Type of lodging outside in Miami area
- All other purchases in park
- Hotel/ motel expenditures out of park
- Camping fee expenditures out of park
- Guide fee expenditures out of park
- Restaurant and bar expenditure out of park
- Marina where trip began
- Place where trip began
- Days spent at park
- Hours spent at park
- Use of visitor services and facilities
- Importance of visitor services and facilities
- Quality of visitor services and facilities
- Effects of park elements
- Importance of protecting park resources
- Locations for solitude
- Preferred language
- Group type
- Group size
- Gender
- Age
- State/ country of residence
- Groceries and take-out food expenditure out of park
- Other transportation expenditures out of park
- Admissions/ recreation/ entertainment fee expenditures out of park
- All other purchases out of park
- Number of adults covered by expenses
- Number of visits past 12 months
- # of visits 2 to 5 years ago
- Income level
- Ethnicity
- Race
- Visitor expectations
- Appropriateness of recreational fishing
- Appropriateness of additional controls on fishing
- Importance factors for a successful fishing experience
- Approval rating of various fishery management techniques
- Mooring buoy use
- Reasons for mooring buoy use
- Total expenditures in and out of park
- Total expenditures in park
- Total expenditures out of park
- Admissions/ recreation/ entertainmen fee expenditures in park
- Number of children covered by expenses
- What visitors liked most
- What visitors liked least
- Planning for the future
- Additional comments

Database:

Phone/send requests to:

Visitor Services Project, CPSU
College of Natural Resources
P.O. Box 441133
University of Idaho
Moscow, Idaho 83844-1133

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

QUESTIONNAIRES:

English

Spanish

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 Historic Site (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 & Preserve
115. Kenai Fjords National Park & Preserve
116. Lassen Volcanic National Park
117. Cumberland Gap National Historic Park (fall)

2000
118. Haleakala National Park (spring)
119. White House Tour and White House Visitor Center (spring)
120. USS Arizona Memorial
121. Olympic National Park
122. Eisenhower National Historic Site
123. Badlands National Park
124. Mount Ranier National Park

2001
125. Biscayne National Park (spring)

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