



National Park Service
U.S. Department of the Interior

Visitor Services Project



Everglades National Park Visitor Study

Spring 2002

Report 131



University of Idaho



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U.S. Department of the Interior**

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Everglades National Park

Visitor Study **Spring 2002**

Margaret Littlejohn

Visitor Services Project
Report 131

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Margaret Littlejohn is National Park Service VSP Coordinator, based at the Park Studies Unit, Department of Resource Recreation and Tourism, University of Idaho. I thank Greg Foster, Kristi Foster, Roger Garrett and Becky Walker, as well as the staff and volunteers of Everglades National Park for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

Visitor Services Project Everglades National Park Report Summary

- This report describes the results of a visitor study at Everglades National Park (NP) during March 17-23, 2002. A total of 804 questionnaires were distributed to visitors. Visitors returned 623 questionnaires for a 77.5% response rate.
- This report profiles Everglades NP visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Forty-eight percent of visitor groups were groups of two. Fifty-four percent of the visitor groups were family groups. Forty-nine percent of visitors were aged 46-70 years and 11% were aged 15 or younger. Fifty-two percent of the visitors were male; 48% were female.
- United States visitors were from Florida (34%), New York (7%), Michigan (6%), 43 other states and Washington, D.C. Fourteen percent of all visitors were international, with 36% from England, 19% from Canada, 17% from Germany, as well as from 15 other countries.
- Five percent of visitors were of Spanish/Hispanic/Latino ethnicity. Most visitors were of White racial background (96%), followed by Asian (2%) and other racial backgrounds.
- Eight percent of groups said that a group member had a disability or impairment. Mobility (66%) and hearing (27%) were the most often listed types of disabilities. Ten percent of these visitors experienced access/service problems in the park.
- On this visit, the most common activities were nature viewing/birdwatching (75%), walking/hiking (66%) and photography/painting/drawing (43%). Nature viewing/birdwatching and walking/hiking were the most important activities to visitors on this visit.
- Most visitors (72%) spent less than one day in the park. Sixty-one percent of visitors stayed overnight away from home in Everglades NP or the surrounding area (Miami, Naples, Florida Keys, Florida City or Homestead) on this trip.
- Previous visits (39%), travel guides/tour books (38%) and friends, relatives or word of mouth (36%) were the most used sources of information about the park prior to visiting. Most visitors (87%) said they received the information they needed to plan their visit to Everglades NP.
- Most visitor groups used private vehicles (88%) to travel around in the park. Visitors' primary reason for visiting South Florida: to visit Everglades NP (27%), because they were a South Florida resident (26%), to visit friends/relative (15%) and several other reasons.
- The most commonly visited sites in the park were Flamingo (38%), Royal Palm/Anhinga Trail (37%), Shark Valley (35%), Ernest F. Coe Visitor Center (31%), and Gulf Coast Visitor Center (31%) and 10,000 Islands (30%). The most used visitor services in the park were the park brochure/map (84%), visitor centers (79%) and restrooms (77%).
- Most visitors (84%) rated the entrance fee amount as "about right." The most preferred use for entrance fee funds is protection of park resources (88%).
- In and outside the park, the average visitor group expenditure during this visit was \$630. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$225. The average per capita expenditure was \$245.
- Most visitor groups (90%) rated the overall quality of visitor services at Everglades NP as "very good" or "good." Less than 1% of visitor groups rated the overall quality of visitor services as "very poor."

For more information about the Visitor Services Project, or for a copy of this report, visit the following website: http://www.psu.uidaho.edu/report.htm

TABLE OF CONTENTS

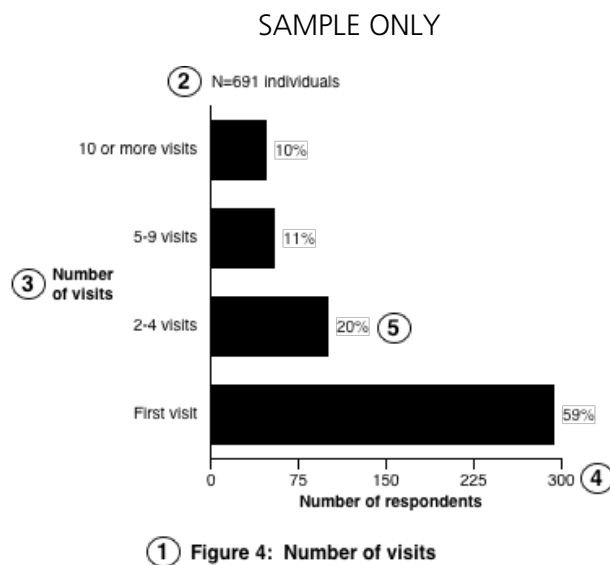
	Page
INTRODUCTION	1
METHODS	2
RESULTS	4
Visitors contacted	4
Demographics	4
Length of visit	15
Sources of information	17
Travel to and around the park; number of park entries	19
Primary reason for visiting South Florida	22
Activities/importance of activities	23
Places visited	27
Overnight accommodations	28
Rankings of importance of park resources/qualities	32
Ratings of factors affecting park experience	37
Knowledge about restoration of Everglades ecosystem	38
Use, importance and quality of information services and facilities	40
Use, importance and quality of concession services and park facilities	58
Total expenditures	76
Expenditures inside park	79
Expenditures outside park	86
Opinions about entrance fees; preferred use of fees	93
Bookstore future sales items preferred	95
Opinions about future shuttle bus system	96
Overall quality of visitor services	97
Preferred subjects to learn about on future visits	98
Planning for the future	99
Comment summary	101
ADDITIONAL ANALYSIS	103
QUESTIONNAIRE	105
VISITOR SERVICES PROJECT PUBLICATIONS	107

INTRODUCTION

This report describes the results of a study of visitors at Everglades National Park, also referred to as "Everglades NP." This visitor study was conducted March 17-23, 2002 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho.

The report is organized into four sections. The **Methods** section discusses the procedures and limitations of the study. The **Results** section provides summary information for each question in the questionnaire and includes a summary of visitor comments. An **Additional Analysis** section is included to help managers request additional analyses. The final section includes a copy of the **Questionnaire and Spanish translation**. The separate appendix includes comment summaries and visitors' unedited comments.

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



- 1: 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. Some of the questions were comparable with VSP studies conducted at other parks. Other questions were customized for Everglades NP.

Interviews were conducted with, and questionnaires were distributed to, a sample of visitors who arrived at Everglades NP during the period from March 17-23, 2002. Visitors were sampled at 5 locations (see Table 1).

Table 1: Questionnaire distribution locations

Location	Questionnaires distributed	
	Number	%
Main entrance station	330	41
Gulf Coast Visitor Center parking lot	308	38
Shark Valley parking area	112	14
Chekika entrance	38	5
Blackwater Sound boat ramps	16	2
GRAND TOTAL	804	100

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.

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.

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.

Data analysis

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 596 visitor groups, Figure 5 presents data for 1,715 individuals. A note above each graph specifies the information illustrated.

Sample size, missing data and reporting errors

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions result in missing data and cause the number of respondents to vary from figure to figure. For example, although Everglades NP visitors returned 623 questionnaires, Figure 1 shows data for only 596 respondents.

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

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

Limitations

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

2. The data reflect visitor use patterns of visitors to the selected sites during the study period of March 17–23, 2002. The results do not necessarily apply to visitors during other times of the year.

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

Weather conditions during the visitor study were typical of March in the Everglades NP area, with warm, sunny days, and the occasional thunderstorm.

Special conditions

RESULTS

Visitors contacted

At Everglades National Park, 838 visitor groups were contacted, and 804 of these groups (96%) accepted questionnaires. Questionnaires were completed and returned by 623 visitor groups, resulting in a 77.5% response rate for this study.

Table 2 compares age and group size information collected from the total sample of visitors who participated, with age and group size of visitors who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be insignificant.

Table 2: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	804	49.2	595	50.3
Group size	804	2.8	596	3.3

Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 45 people. Forty-eight percent of visitor groups consisted of two people, while another 31% consisted of three or four people.

Fifty-four percent of visitor groups were made up of family members, 22% were people traveling with friends, and 12% were alone (see Figure 2). Groups listing themselves as "other" for group type included colleagues, camera club, and girlfriend/boyfriend/partner. Eleven percent of visitors were traveling with guided tour groups (see Figure 3) and 2% were with school/educational groups (see Figure 4).

Over one-half (52%) of visitors were male and 48% were female (see Figure 5).

Forty-nine percent of the visitors were in the 46-70 age group (see Figure 6). Another 11% of visitors were aged 15 years or younger.

Visitors were asked about their ethnic and racial backgrounds. Five percent responded that they were of Spanish/Hispanic/Latino ethnicity (see Figure 7). These individuals were asked to provide more specific information about their ethnic background. Thirty-six percent

**Demographics
(continued)**

said they were Cuban, 13% Puerto Rican, and 10% Mexican/Mexican-American/Chicano (see Figure 8). Forty-two percent said they were of "other" Spanish/Hispanic/Latino background, including Columbian, Dominican, and several others. Most respondents (96%) said they were of White racial background, while 2% said they were Asian, and 3% said they were of other racial backgrounds (see Figure 9). Visitors who listed "other" races said they were Latino, Spanish, Columbian or Hispanic. Most visitors spoke English as their primary language (see Table 3).

Most visitors (74%) had visited once during the past 12 months (see Figure 10). When asked how often they had visited during the past two to five years, 48% said they had not visited, while 22% had visited once (see Figure 11).

Eight percent of groups said that a group member had a disability or impairment (see Figure 12). Most often, the disability or impairment was related to mobility (66%) or hearing (27%), as shown in Figure 13. "Other" disabilities that visitors identified included emotionally handicapped and lack of English. Ten percent of the visitors with disabilities encountered access or service problems in the park because of the disability/impairment (see Figure 14). The problems visitors identified included not being able to hear on the boat tour, difficulty entering restroom stall in a wheelchair, and problems with Chekika boardwalk. International visitors to Everglades NP comprised fourteen percent of the total visitation. The countries most often represented were England (36%), Canada (19%) and Germany (17%), as shown in Table 4. The largest proportions of United States visitors were from Florida (34%), New York (7%), and Michigan (6%). Smaller proportions of U.S. visitors came from another 43 states and Washington, D.C. (see Map 1 and Table 5).

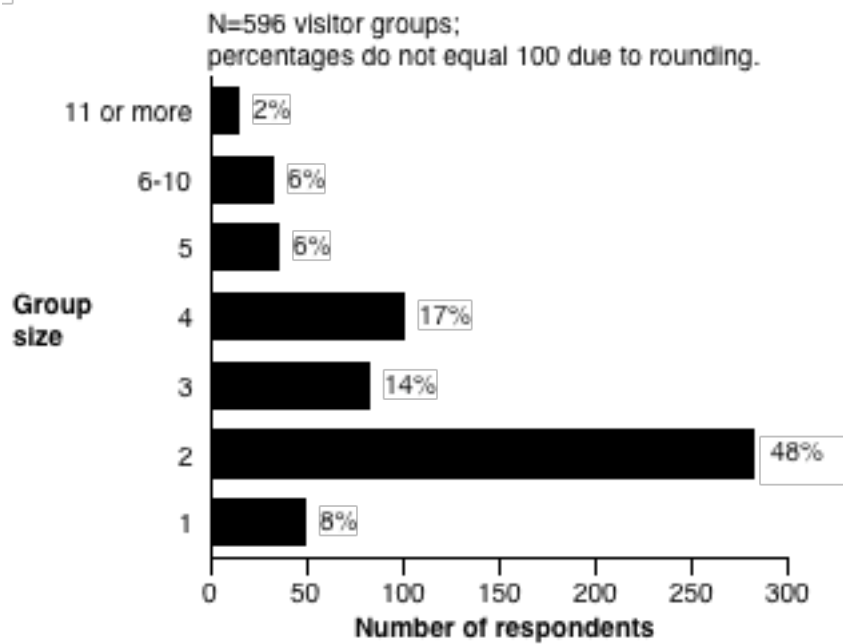


Figure 1: Visitor group sizes

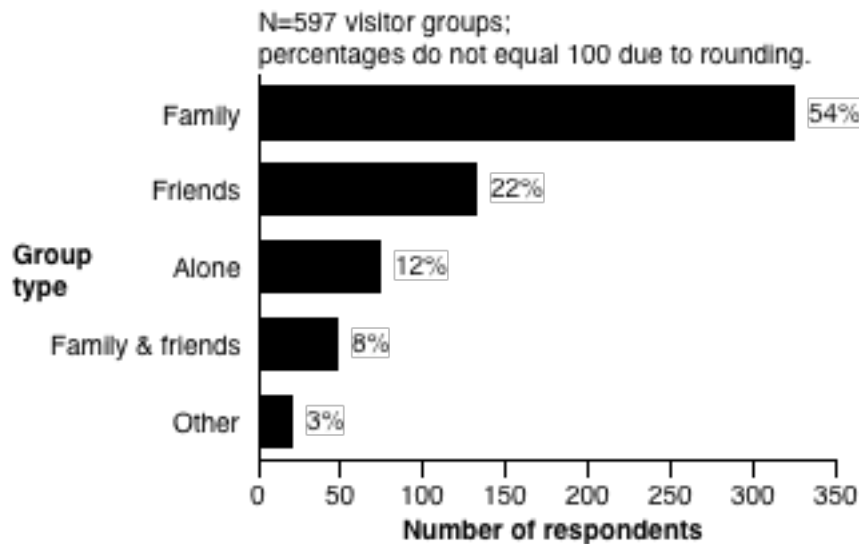


Figure 2: Visitor group types

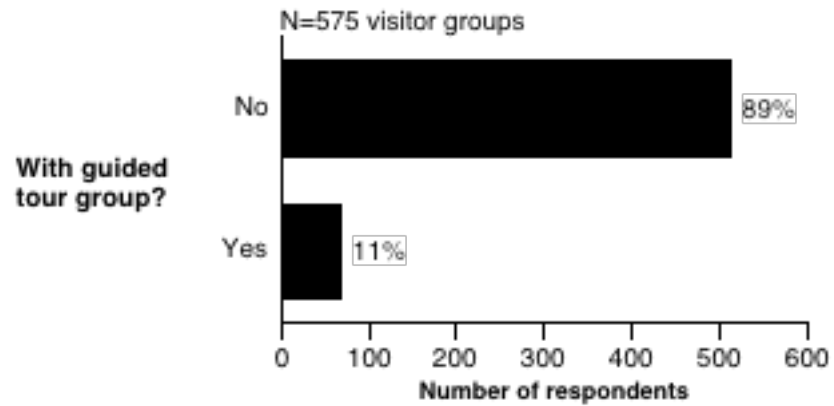


Figure 3: Visitors with guided tour group

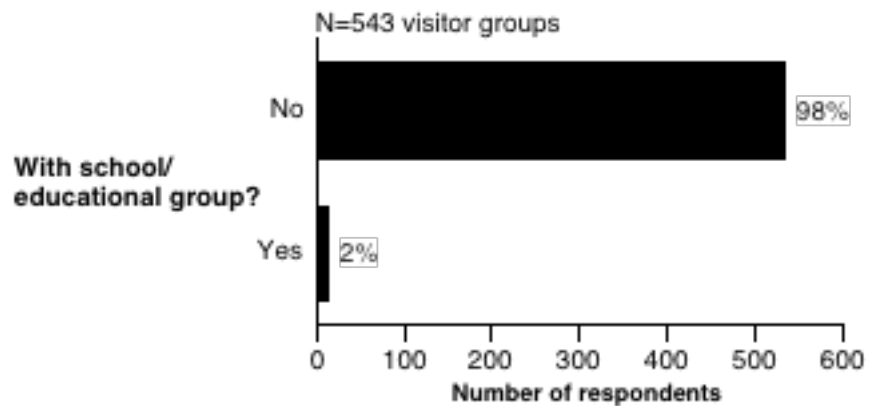


Figure 4: Visitors with school/educational group

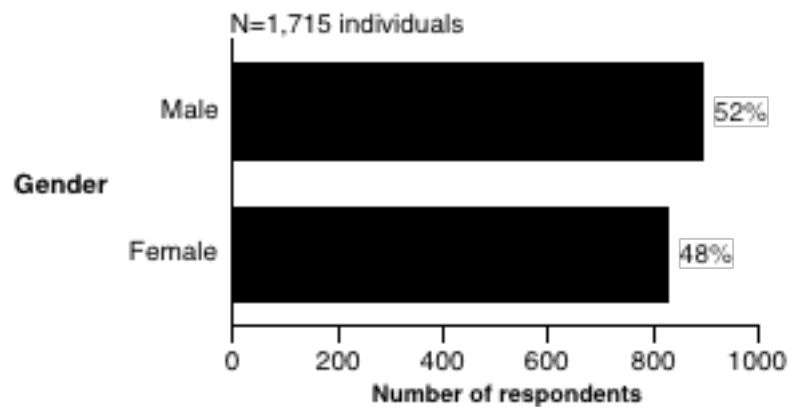


Figure 5: Visitor gender

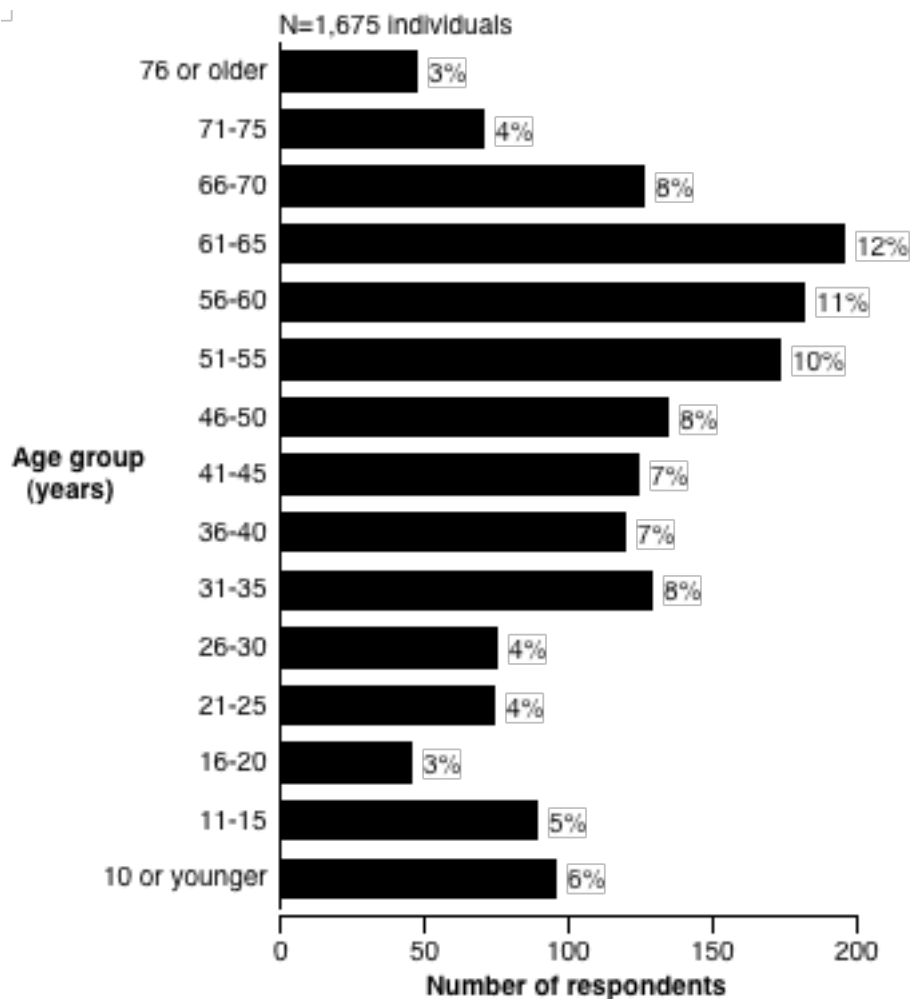


Figure 6: Visitor ages

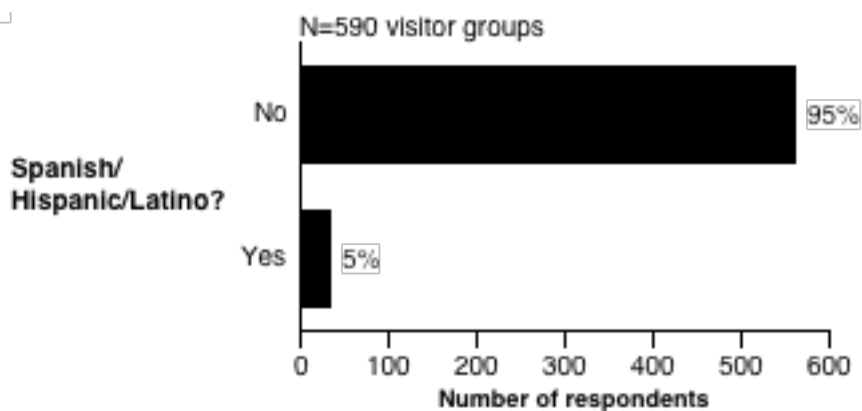


Figure 7: Visitors of Spanish, Hispanic or Latino ethnicity

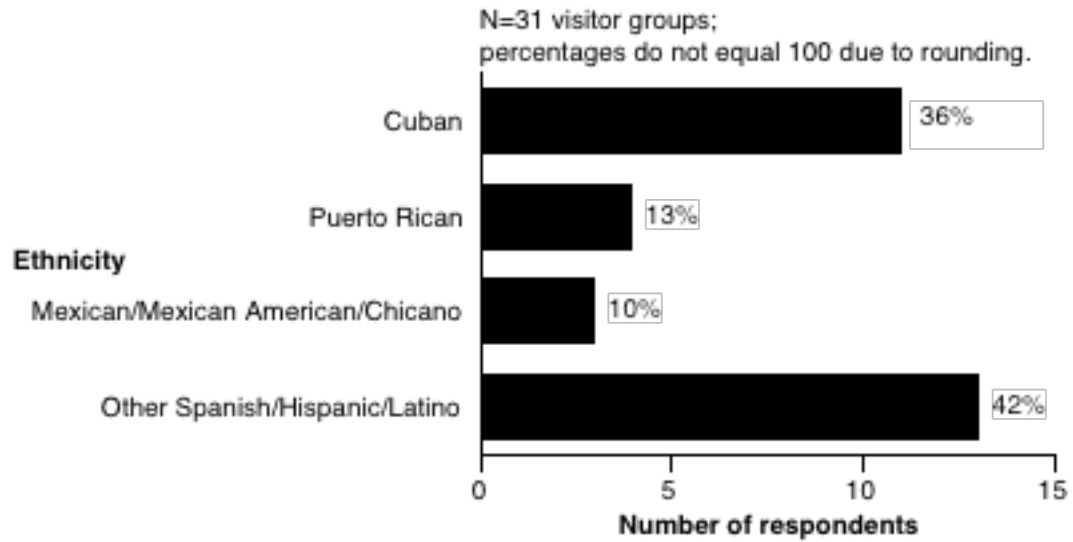


Figure 8: Visitors with Spanish/Hispanic/Latino ethnic backgrounds

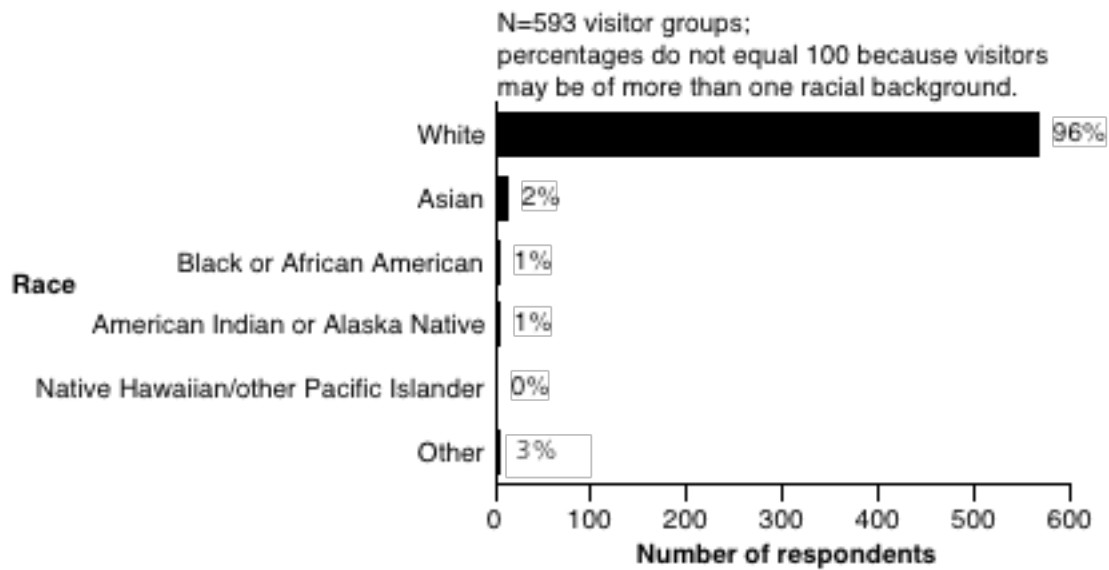
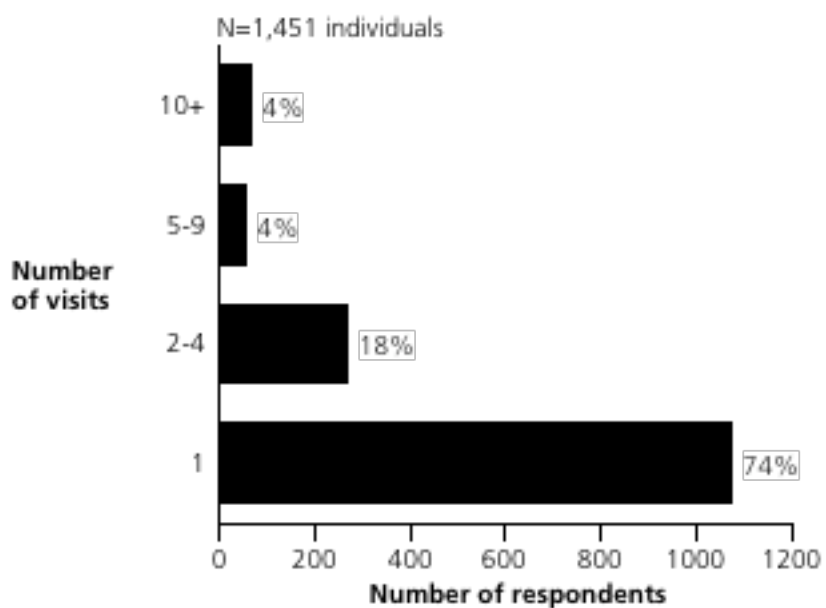


Figure 9: Visitor race

Table 3: Primary language visitors speak and write

N=11 primary languages

Primary language	Number of times mentioned
English	556
German	22
French	14
Spanish	3
Swedish	3
Chinese	2
Dutch	2
Portuguese	2
Danish	1
Japanese	1
Norwegian	1

**Figure 10: Number of visits to Everglades NP during the past 12 months**

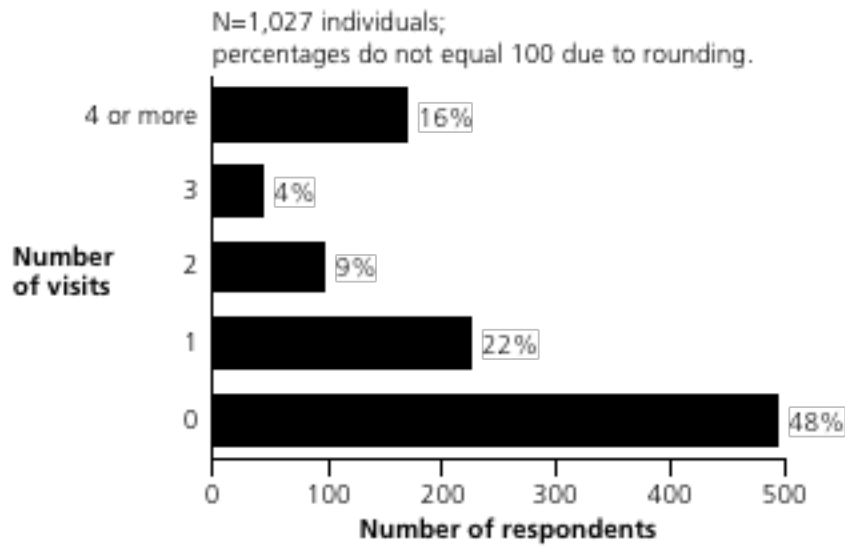


Figure 11: Number of visits to Everglades NP during the past 2 to 5 years

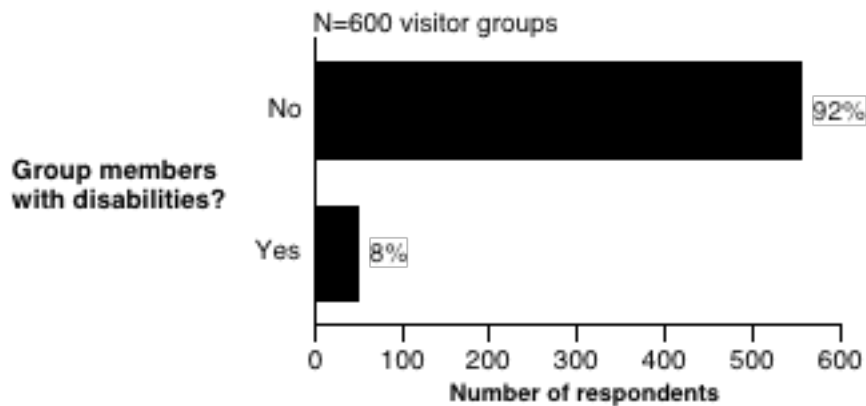


Figure 12: Visitors with disabilities that affected visit to Everglades NP

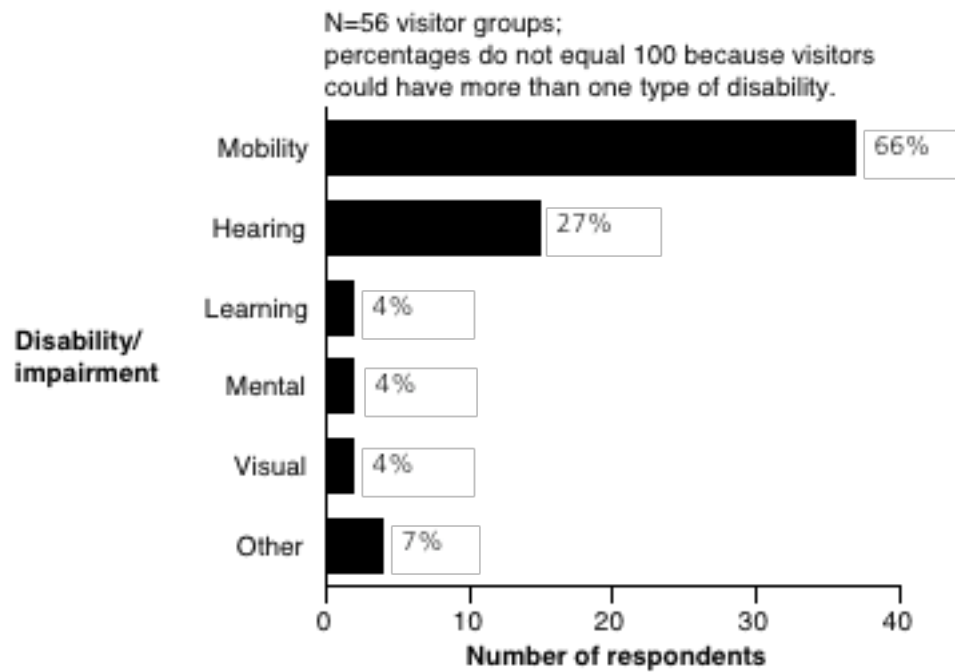


Figure 13: Types of visitor disabilities

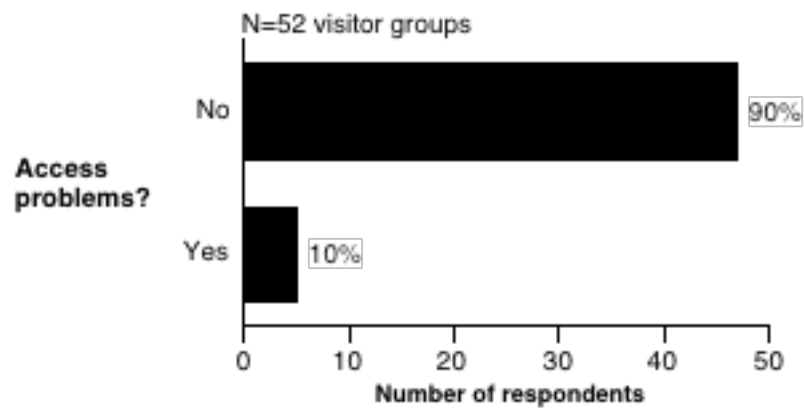
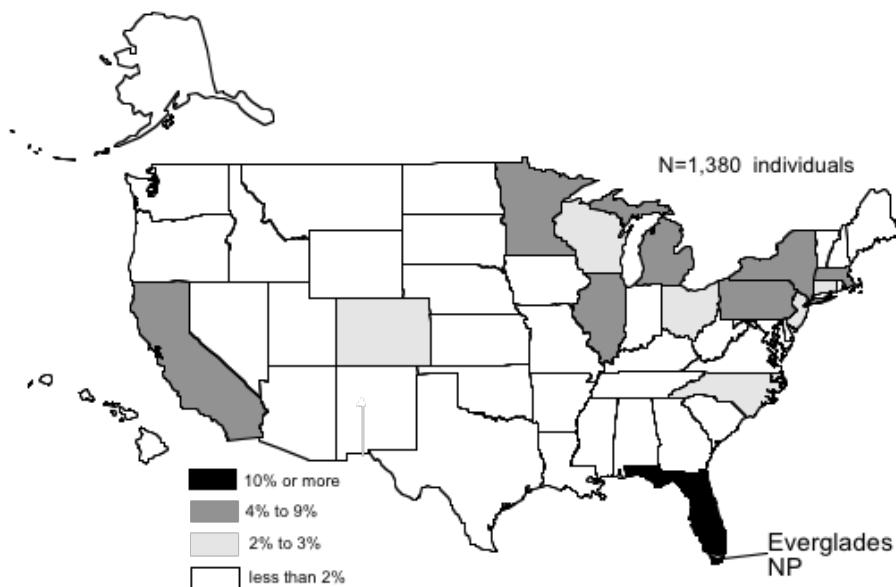


Figure 14: Encounter access/service problems?

Table 4: International visitors by country of residence

percentages do not equal 100 due to rounding.

Country	Number of individuals N=220	Percent of international visitors	Percent of total visitors N=1,600
England	80	36	5
Canada	42	19	3
Germany	38	17	2
France	13	6	1
Switzerland	12	5	1
Norway	6	3	<1
Sweden	6	3	<1
Holland	5	2	<1
Italy	4	2	<1
Taiwan	3	1	<1
Argentina	2	1	<1
Australia	2	1	<1
Brazil	2	1	<1
Austria	1	<1	<1
Denmark	1	<1	<1
Dominican Republic	1	<1	<1
Spain	1	<1	<1
Zambia	1	<1	<1



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

Table 5: United States visitors by state of residence

percentages do not equal 100 due to rounding.

State	Number of individuals N=1,380	Percent of U.S. visitors	Percent of total visitors N=1,600
Florida	472	34	30
New York	95	7	6
Michigan	80	6	5
Illinois	63	5	4
Minnesota	57	4	4
Massachusetts	54	4	3
California	49	4	3
Pennsylvania	49	4	3
Ohio	46	3	3
Wisconsin	42	3	3
Connecticut	28	2	2
New Jersey	28	2	2
Colorado	24	2	2
North Carolina	21	2	1
Maine	18	1	1
Maryland	17	1	1
New Hampshire	15	1	1
Oregon	14	1	1
Rhode Island	14	1	1
Virginia	14	1	1
Georgia	13	1	1
Indiana	13	1	1
Iowa	13	1	1
Kansas	13	1	1
Kentucky	13	1	1
21 other states and Washington D.C.	115	8	7

Visitor groups were asked how long they spent visiting Everglades NP on this visit. Most visitor groups (72%) reported that they spent less than 24 hours (see Figure 15). Of the visitors that stayed 24 hours or more, 19% spent 2-3 days.

Length of visit

Of the groups that spent less than 24 hours, 21% spent seven hours or more and 43% spent three or four hours (see Figure 16).

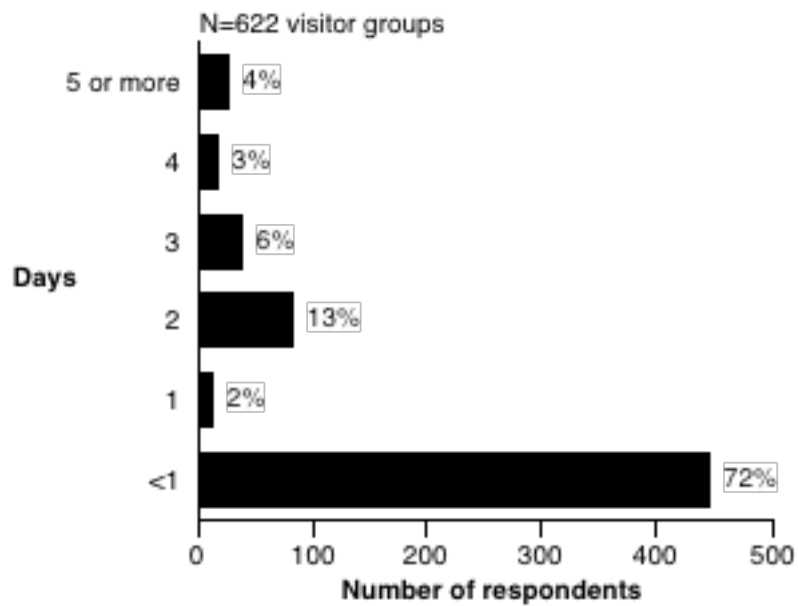


Figure 15: Days spent at Everglades NP on this visit

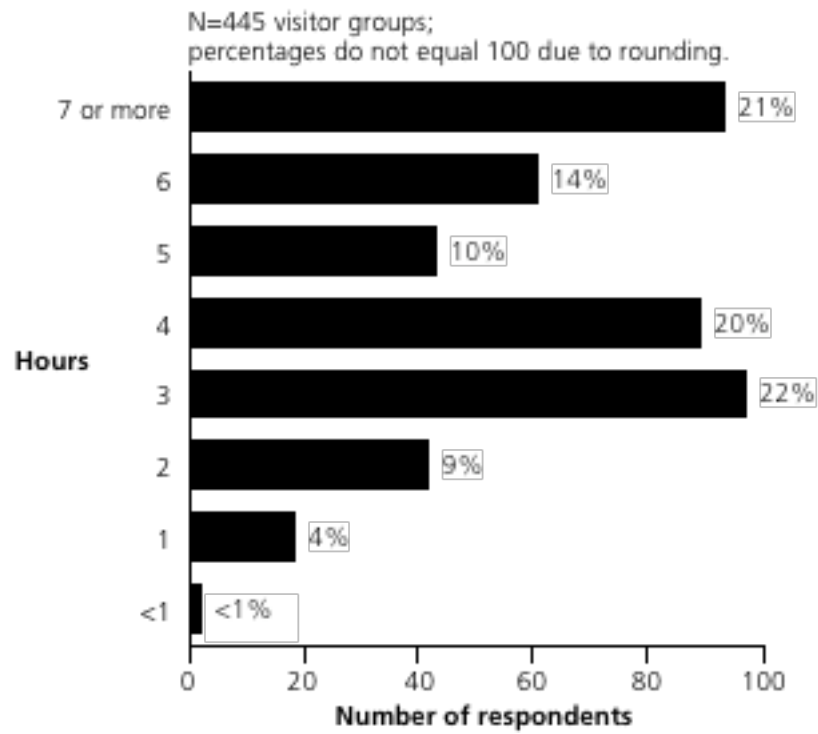


Figure 16: Hours spent at Everglades NP by visitors who spent less than 24 hours

Visitor groups were asked to indicate the sources from which they had received information about Everglades NP prior to their visit. Ten percent of visitor groups received no information prior to their visit. Of those visitor groups who received information, the most common sources were previous visits (39%), travel guides and/or tour books (38%) and friends, relatives or word of mouth (36%), as shown in Figure 17. "Other" sources of information used by visitor groups included maps, classes, being a Florida resident and area hotels.

Most visitor groups (87%) indicated that they had received the type of information that they needed, 7% had not, and 7% were not sure (see Figure 18). Table 6 lists the information needed by visitor groups that they did not receive.

Sources of information

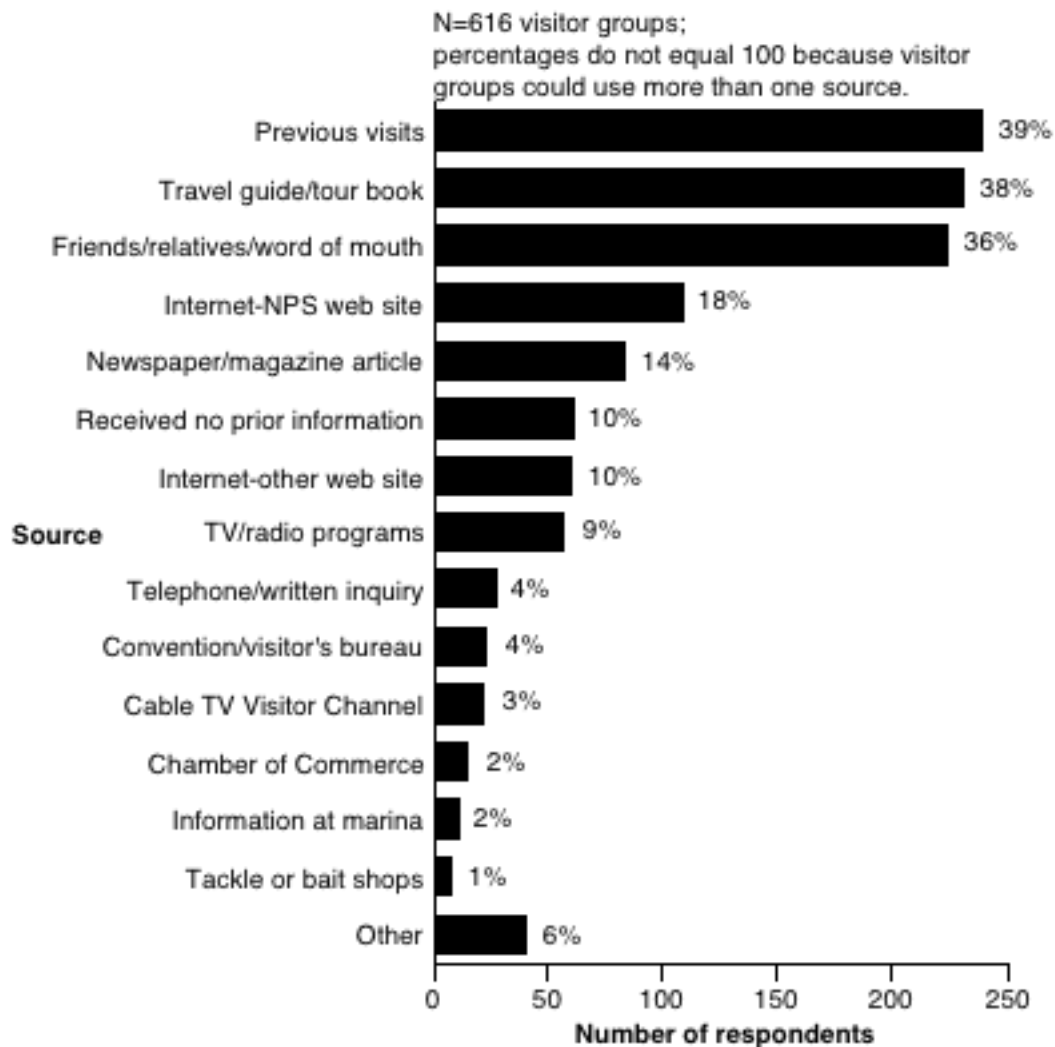


Figure 17: Sources of information used by visitors prior to arriving

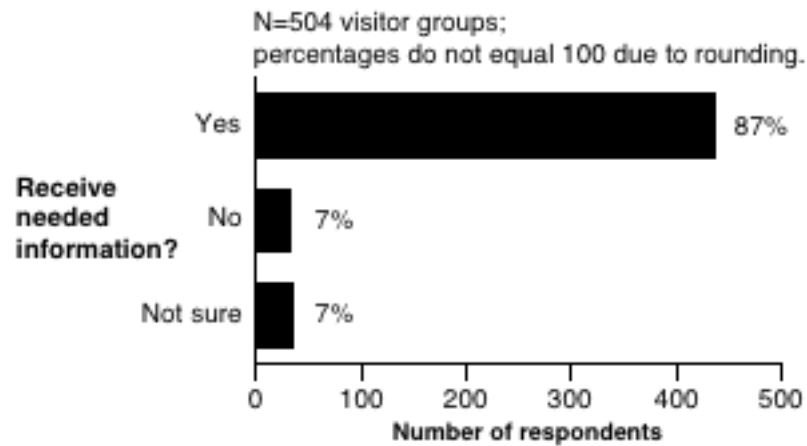


Figure 18: Receive needed information?

Table 6: Type of information needed

N=36 comments

Comment	Number of times mentioned
More information about everything	15
More trail descriptions	6
Schedule of events	3
Fishing	2
Shark Valley tram	2
Other information	8

Visitor groups were asked to identify the area of Florida they traveled from to first arrive at Everglades NP on this visit. The area most visitor groups traveled from was Miami (36%), as shown in Figure 19. Thirty percent came from Naples and 12% from the Florida Keys. Twenty-two percent of visitors came from other areas of Florida that are listed in Table 7.

**Travel to and
around the
park; number
of park entries**

The forms of transportation that visitors most often used to travel in Everglades NP were private vehicles, including cars, vans, RVs, etc. (88%), followed by concession tour boats (17%), as shown in Figure 20. Canoes/kayaks, bicycles and motor boats were each used by 9% of visitors. Eight percent of visitors listed "other" forms of transportation including walking, tram tours, airboats, rented vehicles and houseboats.

When asked how many times they had entered Everglades NP on this visit, about two-thirds of the visitors (67%) said they entered once (see Figure 21). Twenty percent entered twice and 12% entered 3 or more times.

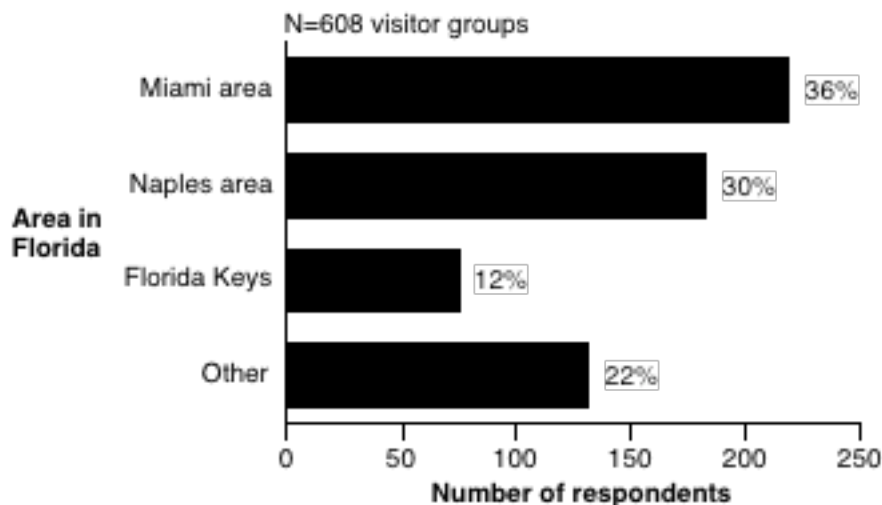


Figure 19: Area of Florida traveled from to reach Everglades NP

Table 7: Other areas of Florida from which visitors first arrived at Everglades NP

N=129 comments

Place	Number of times mentioned
Fort Myers	12
Fort Lauderdale	11
Broward County	7
Orlando	7
Everglades City	6
Sarasota	6
West Palm Beach	6
Homestead	5
Boca Raton	4
Marco Island	4
Tampa	4
Clearwater Beach	3
Hollywood	3
Punta Gorda	3
East coast of Florida	2
Bonita Springs	2
Florida City	2
Lake Okeechobee	2
Sanibel Island	2
Port Charlotte	2
Cape Coral	2
Arcadia	2
Live in area	2
Other places	30

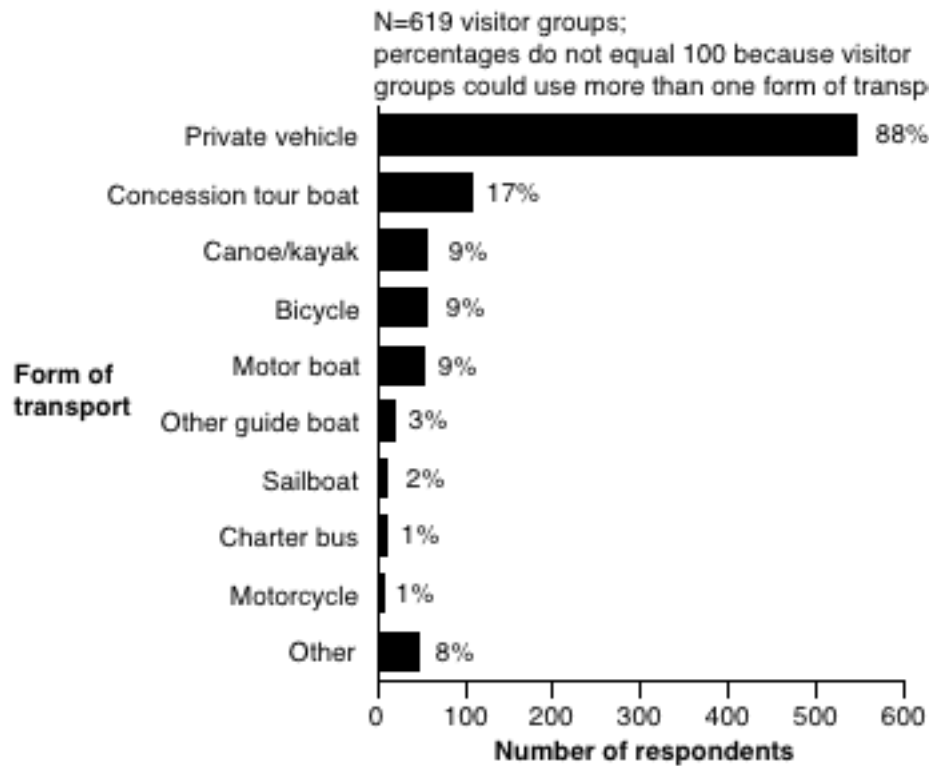


Figure 20: Forms of transportation used in Everglades NP

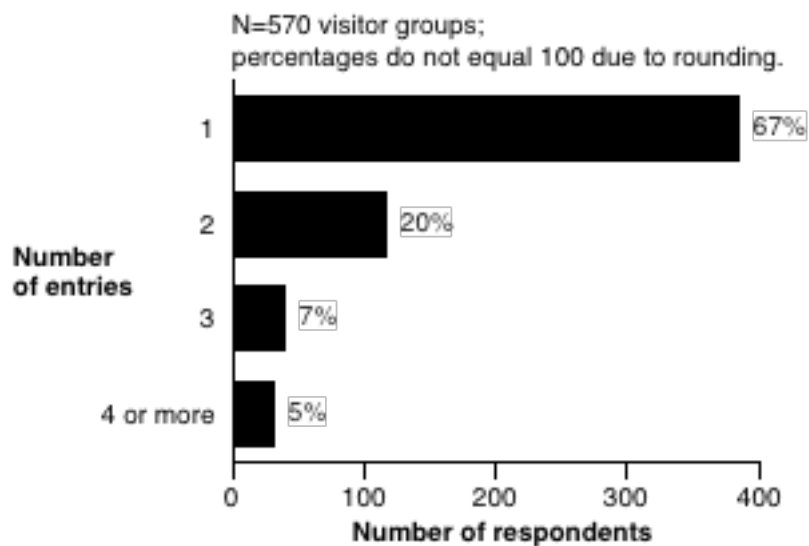


Figure 21: Number of park entries during stay in area

**Primary reason
for visiting South
Florida**

Visitor groups were asked their primary reason for visiting South Florida on this trip. As shown in Figure 22, most visitor groups came to visit Everglades NP (27%). Twenty-six percent of respondents were residents of South Florida. Fifteen percent of the visitor groups came to visit friends or relatives.

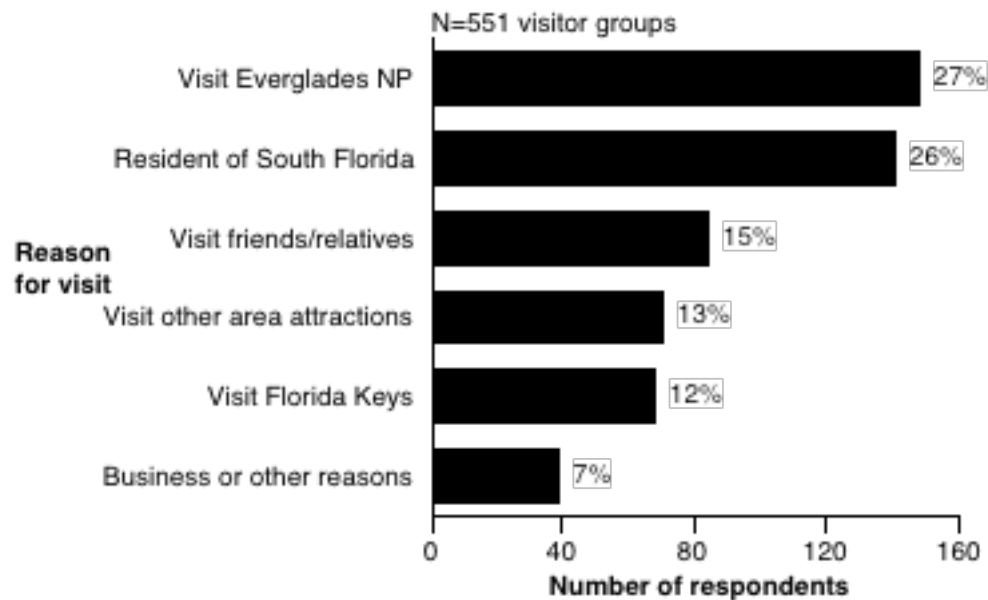


Figure 22: Primary reason for visiting Everglades NP

Visitor groups were asked to list the activities that they participated at Everglades NP on this visit. The most common activities were nature viewing/birdwatching (75%), walking/hiking (66%), and photography/painting/drawing (43%), as shown in Figure 23. "Other" activities included taking a boat tour, tram ride, airboating, visiting the visitor center, finding solitude/quiet, sailing, and sightseeing.

Activities/ importance of activities

Visitors were also asked to list the three most important activities on this visit. The most important, second most important and third most important activities were nature viewing/birdwatching and walking/hiking, as shown in Figures 24, 25, and 26.

Forty-four percent of visitors felt that recreational fishing is an appropriate activity in Everglades NP (see Figure 27). Twenty-nine percent did not feel it was appropriate and 26% weren't sure.

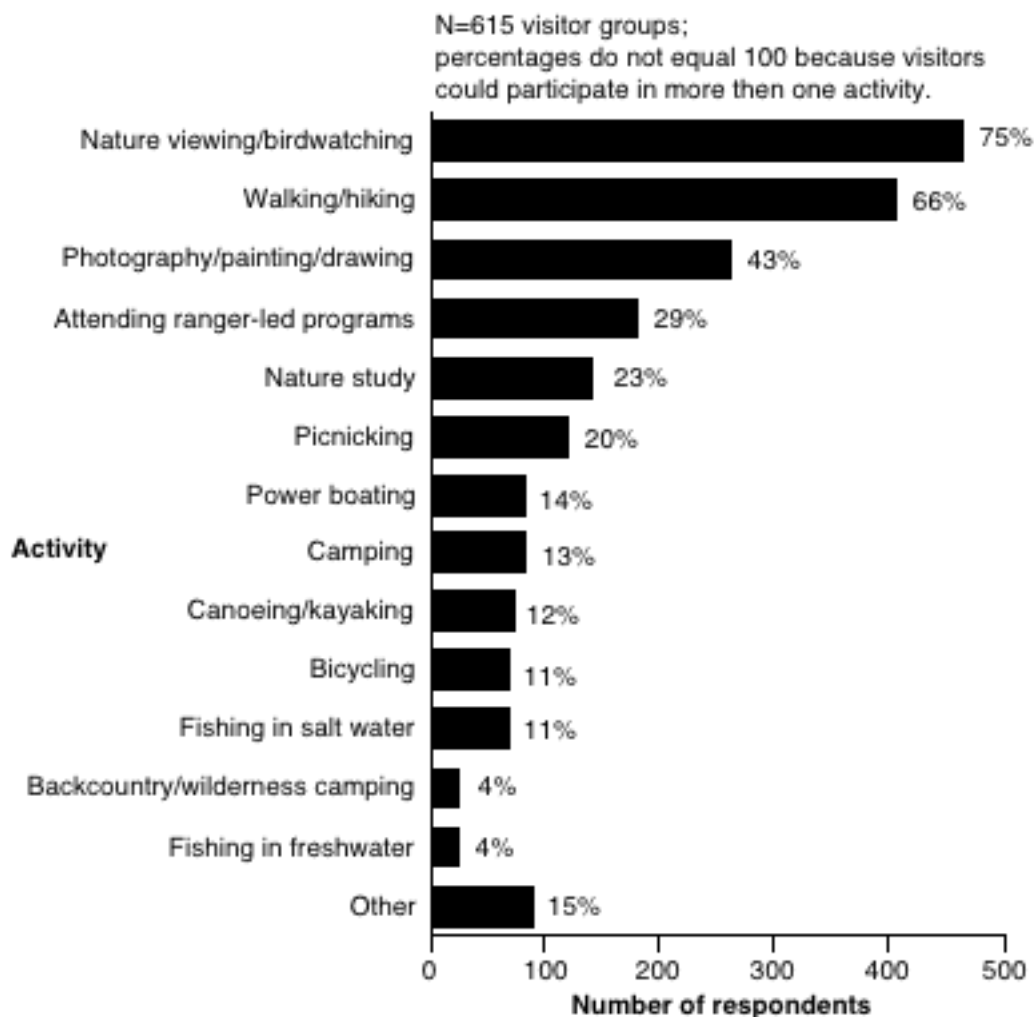


Figure 23: Visitor activities on this visit

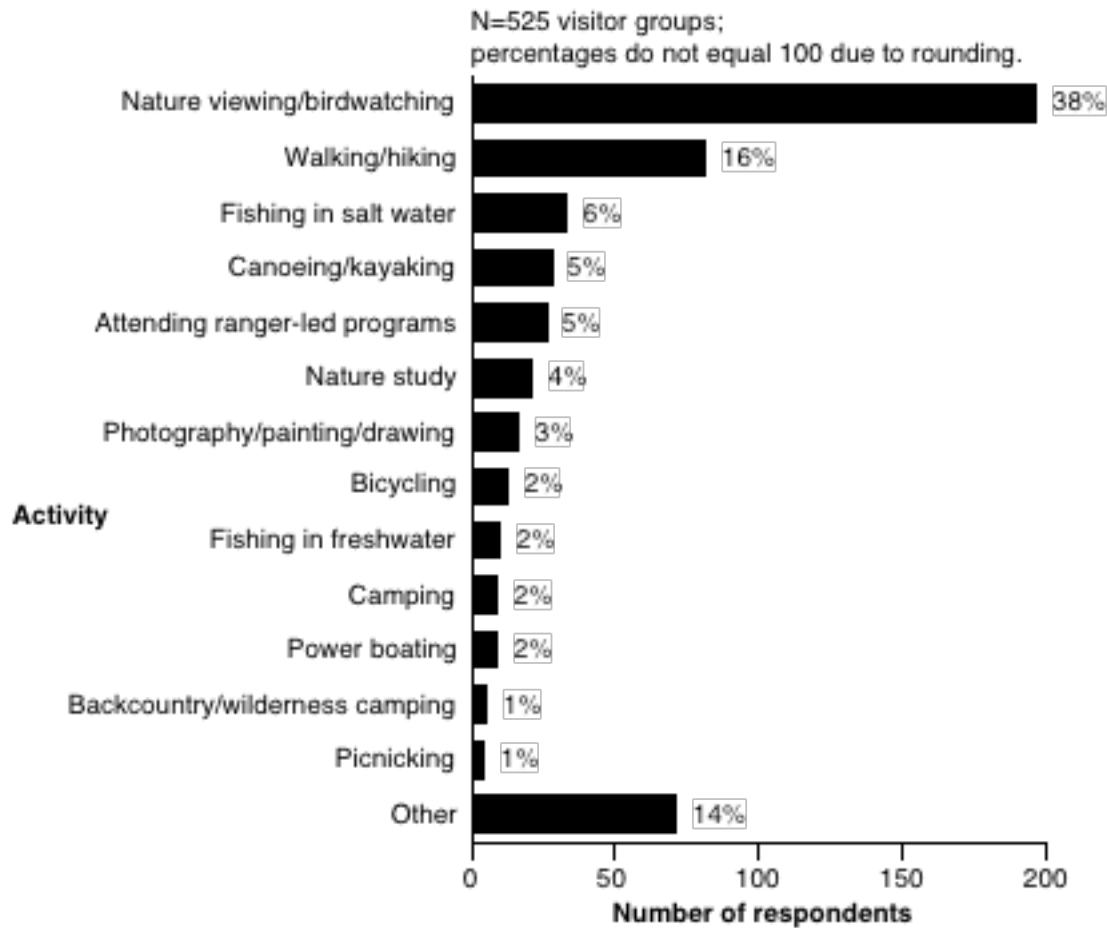


Figure 24: Most important visitor activity on this visit



Figure 25: Second most important visitor activity on this visit

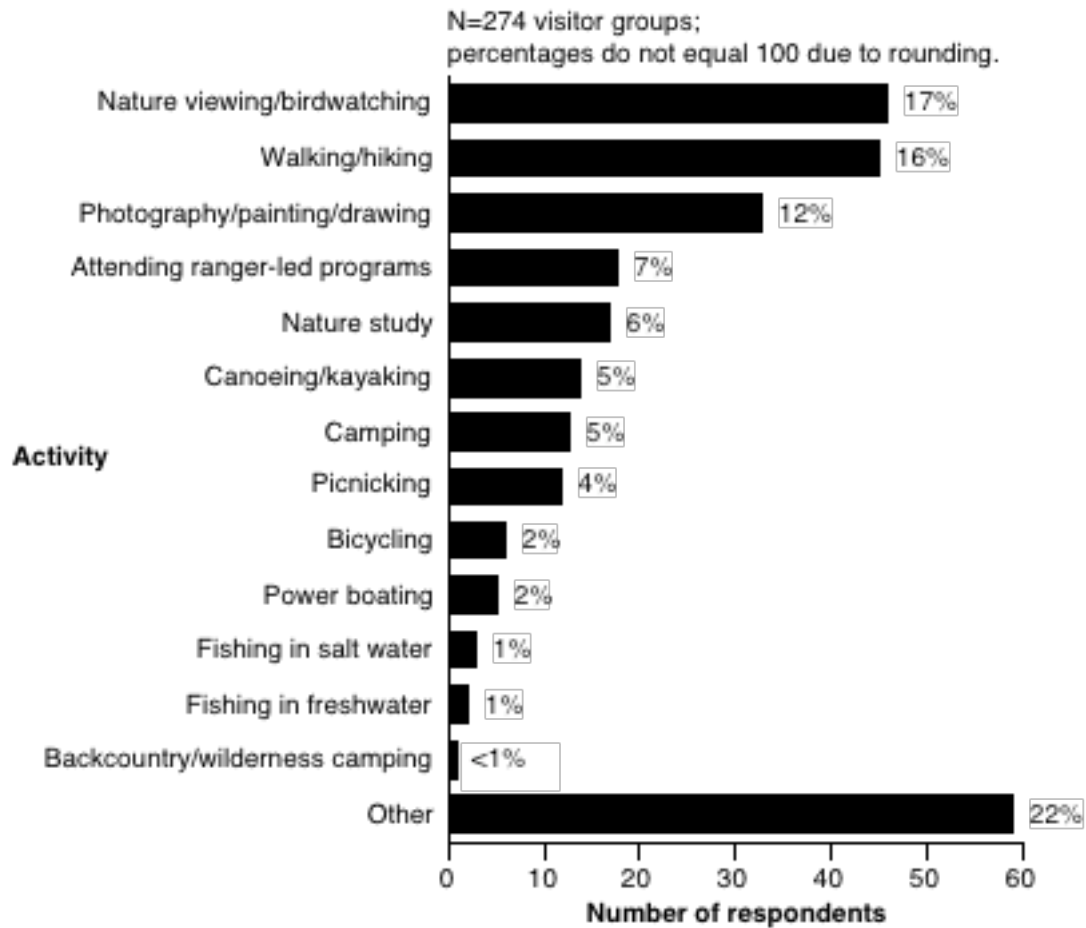


Figure 26: Third most important visitor activity on this visit

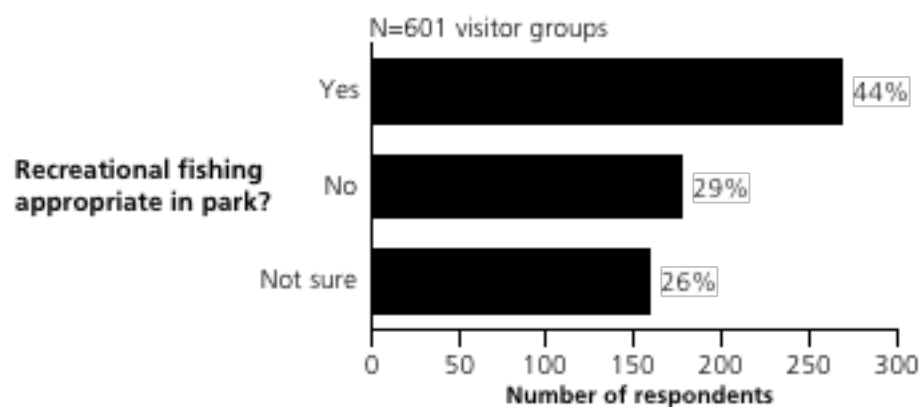


Figure 27: Appropriateness of recreational fishing in Everglades NP

Visitor groups were asked to indicate the places they had visited at Everglades NP. As shown in Figure 28, the most commonly visited places were Flamingo (38%), Royal Palm/Anhinga Trail (37%), and Shark Valley (35%). The least visited places were Chekika and Whitewater Bay (each 5%). Eight percent of the visitors listed "other" places they visited including Ecopond, Snake Bight Trail, Paurotis Pond, Mangrove wilderness, Noble Hammock Canoe Trail, West Lake, Mrazek Pond, and a number of other locations.

Places visited

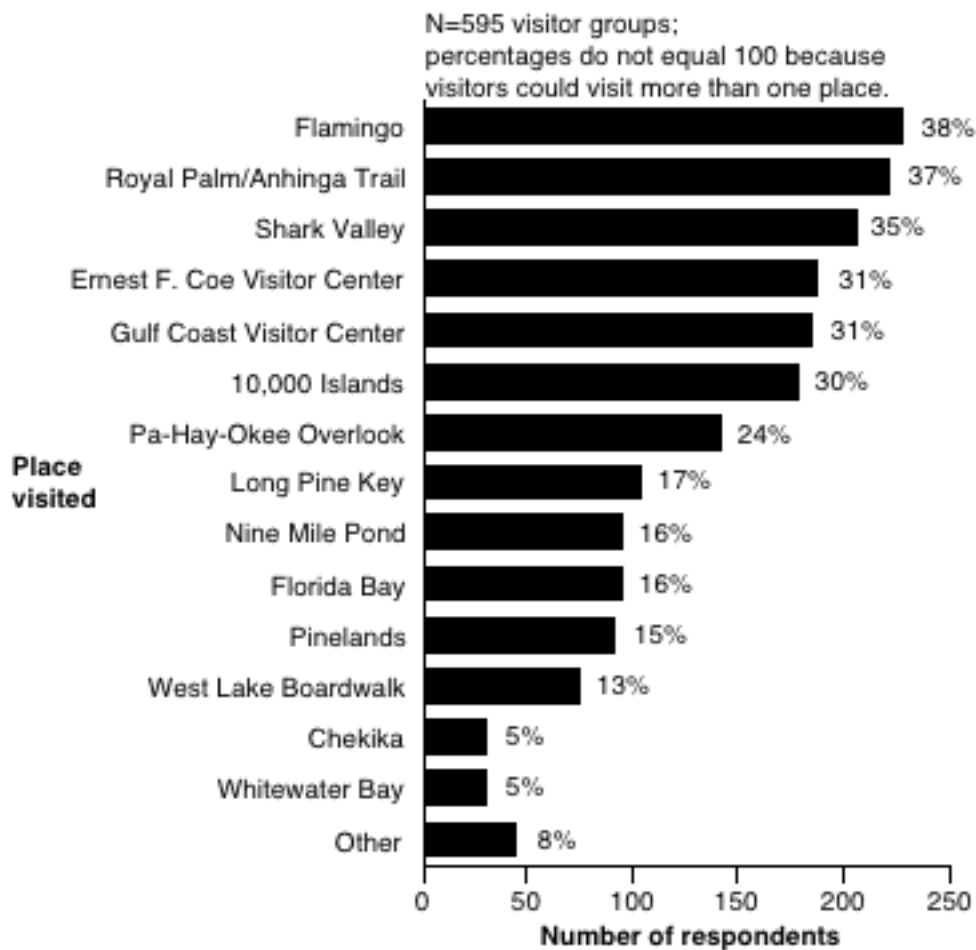


Figure 28: Places visited

Overnight accommodations

Visitor groups were asked a series of question about overnight accommodations. Sixty-one percent of visitors stayed overnight away from home (see Figure 29).

Number of nights: Those visitors who stayed overnight in Everglades NP and/or the surrounding area (Miami, Naples, Florida Keys, Florida City or Homestead) were asked the number of nights they stayed. Figure 30 shows that 46% stayed one or two nights in the park, while Figure 31 shows that 37% stayed one or two nights in the surrounding area. Twenty-five percent stayed 7 nights or more in the surrounding area.

Type of accommodations used: Almost one-half of the visitors who stayed overnight in the park stayed in the lodge motel or cabins (48%), while 30% camped (see Figure 32). "Other" places that visitors stayed overnight included boats, chickee hut, Boy Scout campsite, etc. In the surrounding area, 77% stayed in hotels, motels, cabins, B&B, etc., as shown in Figure 33.

Towns/cities where visitors stayed overnight: Table 8 shows the towns/cities where visitors stayed overnight.

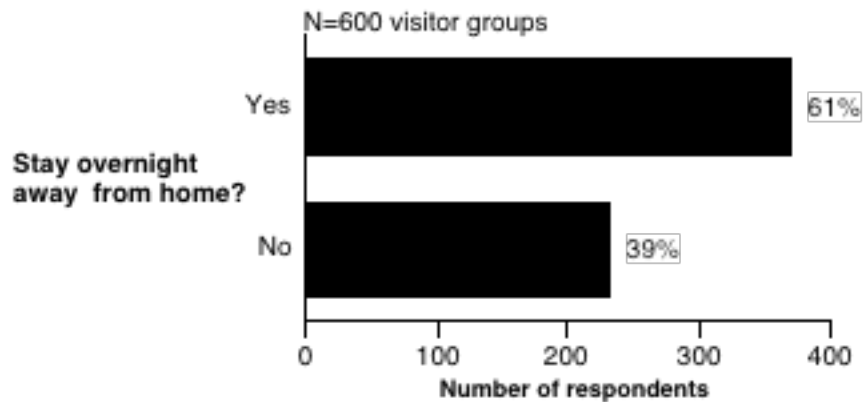


Figure 29: Overnight stay away from home?

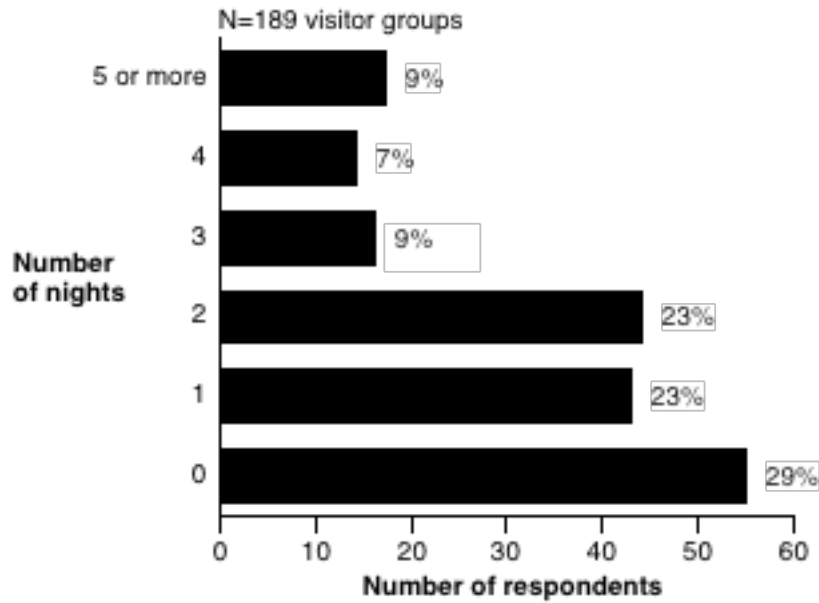


Figure 30: Number of nights in Everglades NP

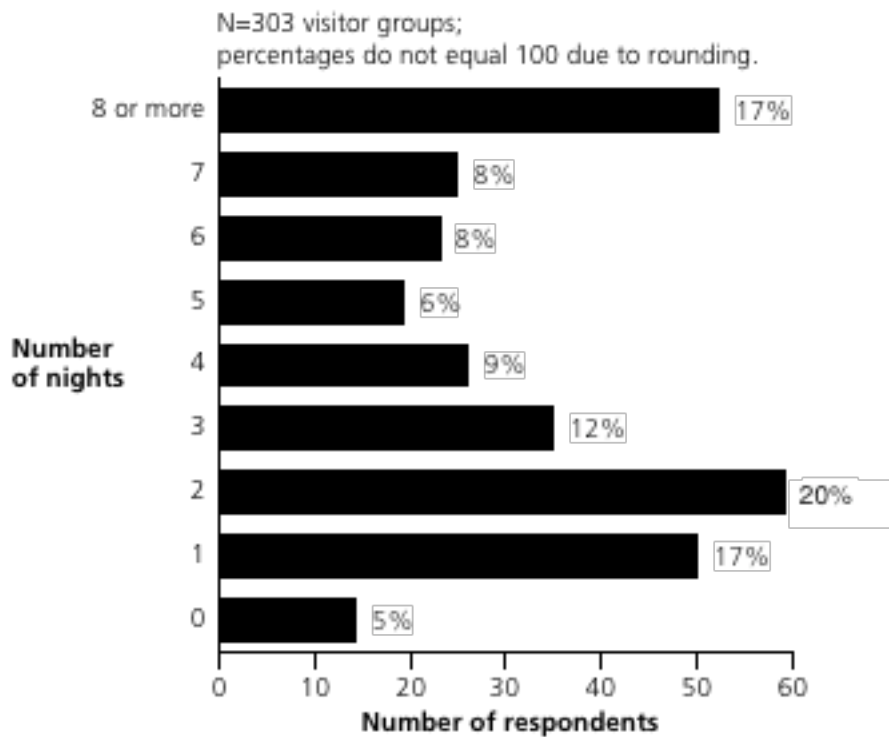


Figure 31: Number of nights in surrounding area

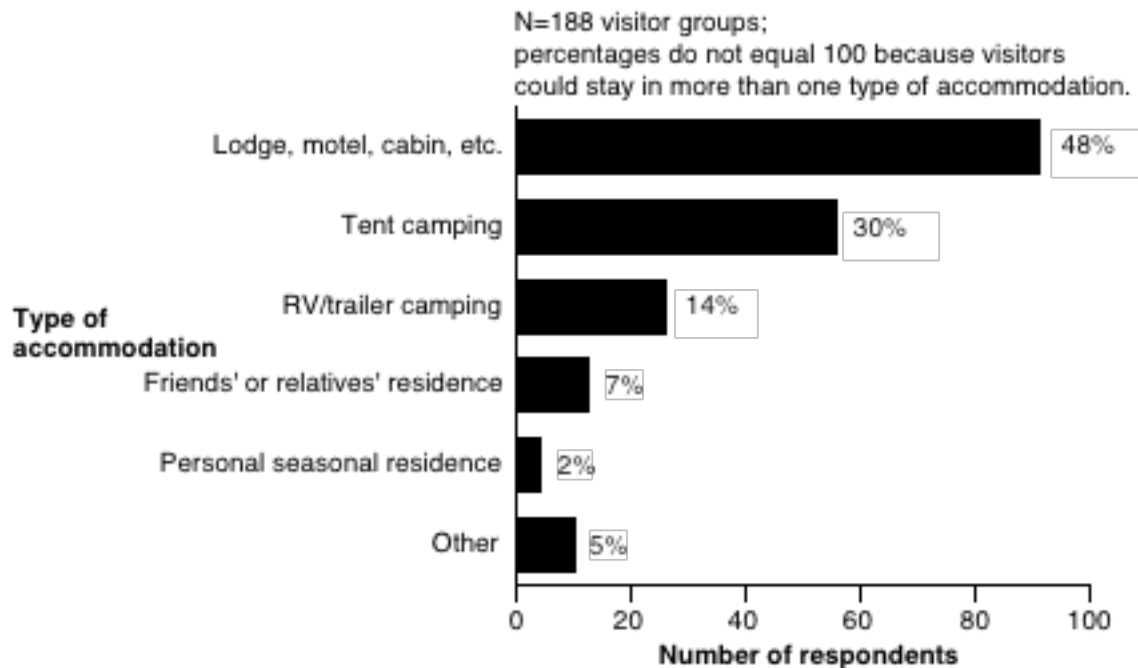


Figure 32: Types of accommodations used in Everglades NP

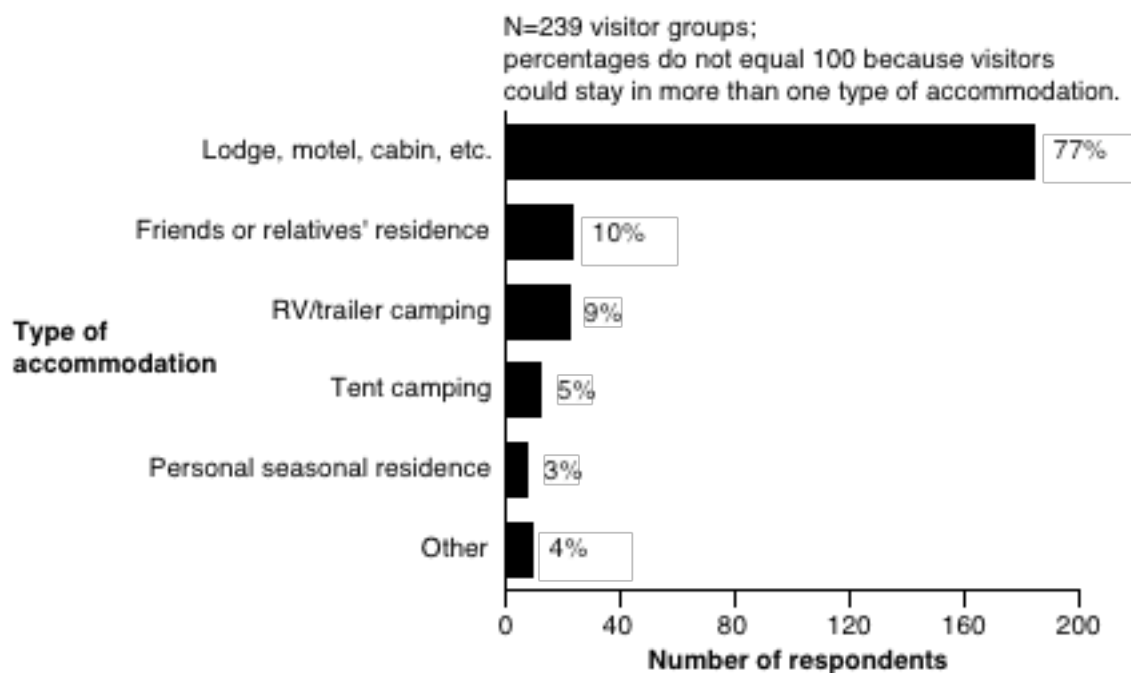


Figure 33: Types of accommodations used in surrounding area

Table 8: Towns/cities where visitors stayed overnight

N=336 places

Places	Number of times mentioned
Naples	56
Miami	44
Everglades City	38
Florida City	33
Homestead	29
Key Largo	27
Fort Myers	16
Key West	15
Marco Island	10
Marathon Key	5
The Keys	4
Islamorada	3
Big Cypress National Preserve	2
Bonita Springs	2
Cape Coral	2
Fort Lauderdale	2
St. Petersburg	2
Orlando	2
Plantation Island	2
Popano Beach	2
Sarasota	2
South Beach	2
Surfside	2
Tampa	2
Vanderbilt Beach	2
West Palm Beach	2
Other places	28

Rankings of importance of park resources/qualities

Visitor groups were given the following information, followed by a question: "It is the National Park Service's responsibility to protect Everglades National Park's natural, scenic and cultural resources while at the same time providing for public enjoyment. How important is protection of the following resources/qualities in the park to you?" Visitors rated the importance of eight selected resources/qualities. The resources/qualities receiving the highest "extremely important" and "very important" ratings were native plants/animal (both land and underwater), water quality and flow, and natural quiet (see Figures 34-41).

Figure 42 shows the combined "extremely important" and "very important" ratings for all of the resources/qualities.

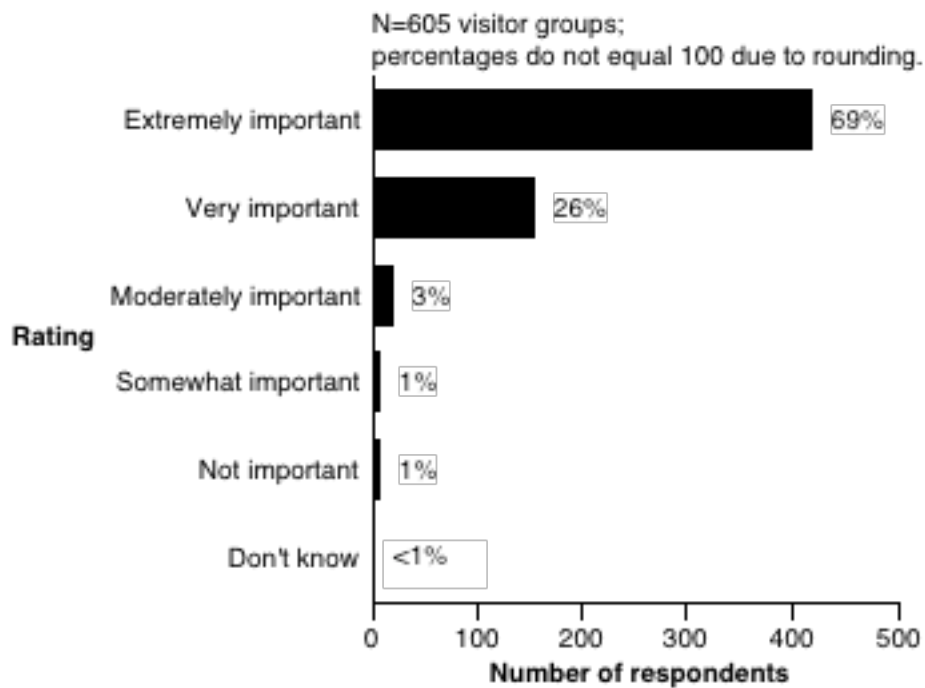


Figure 34: Importance of native plants/animals (both land and underwater)

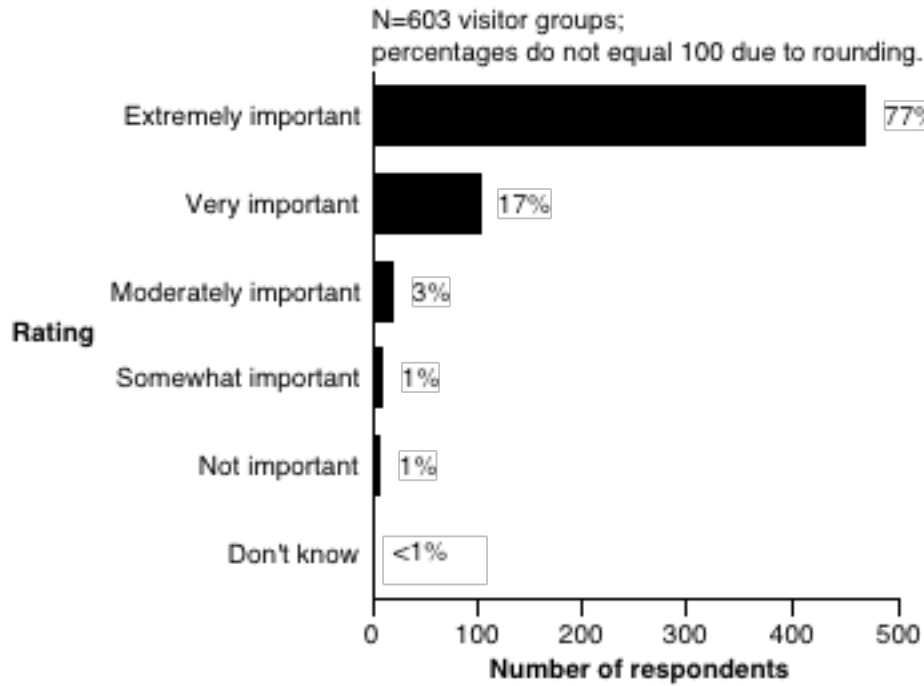


Figure 35: Importance of endangered species

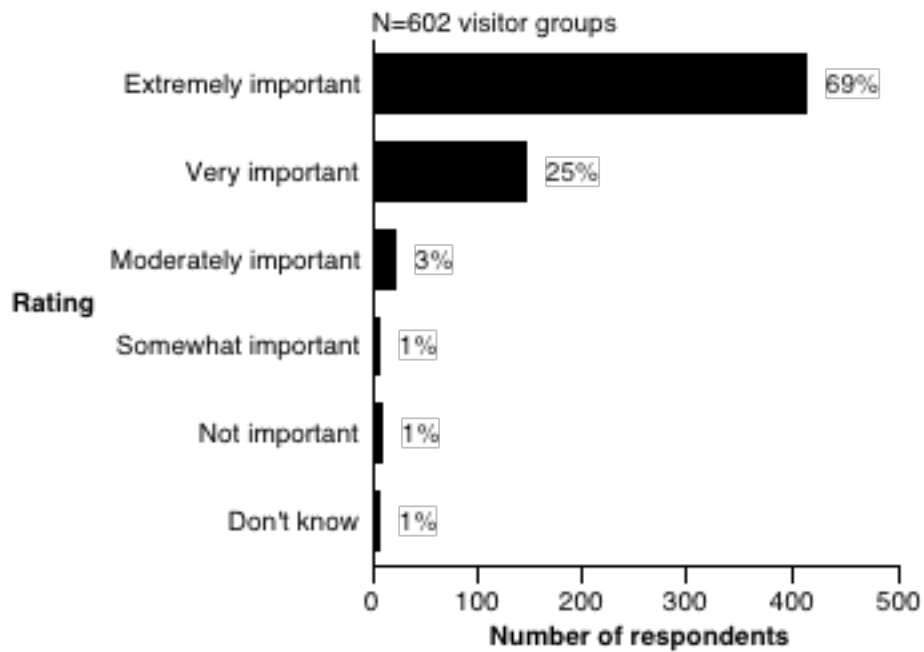


Figure 36: Importance of water quality and flow

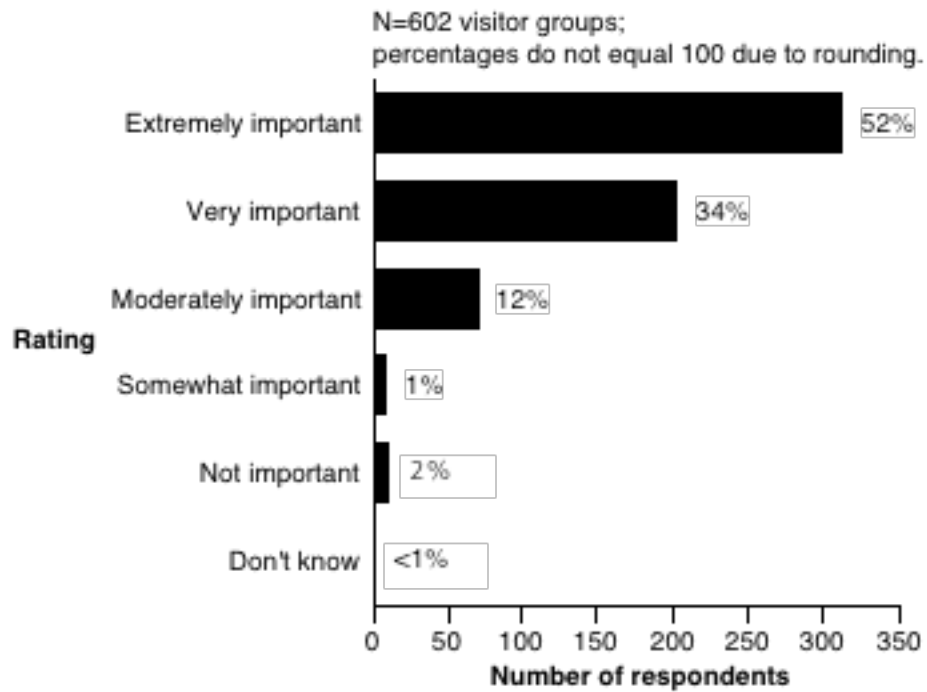


Figure 37: Importance of natural quiet

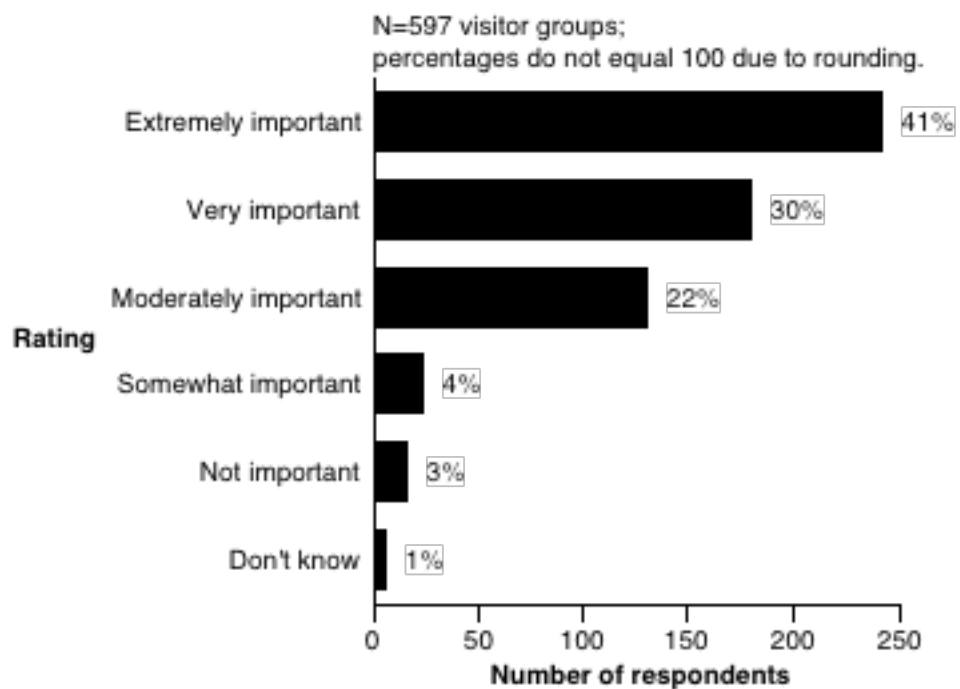


Figure 38: Importance of solitude

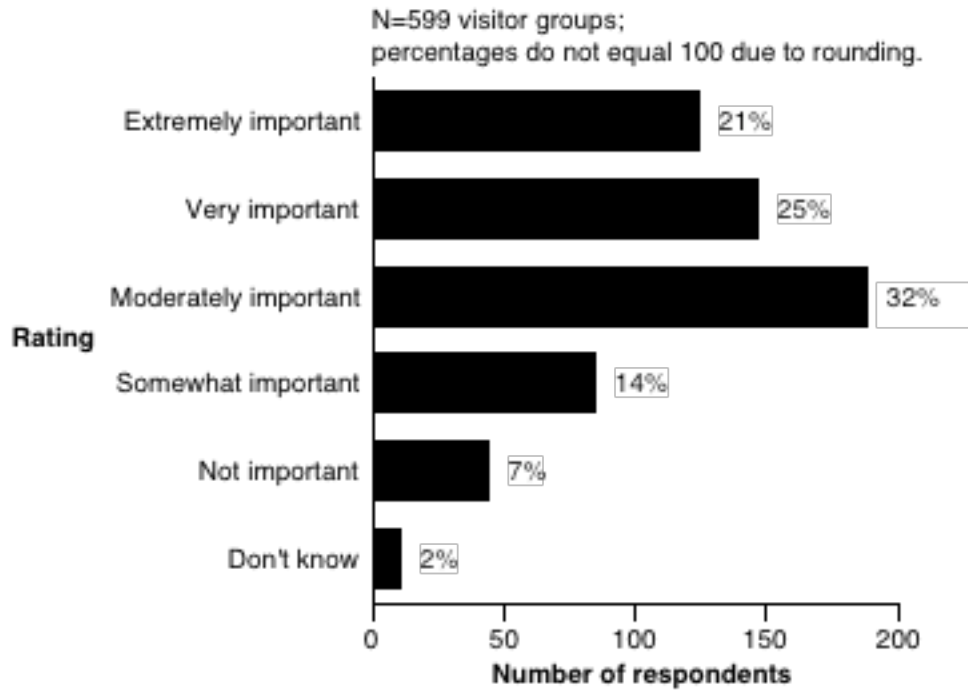


Figure 39: Importance of recreational opportunities

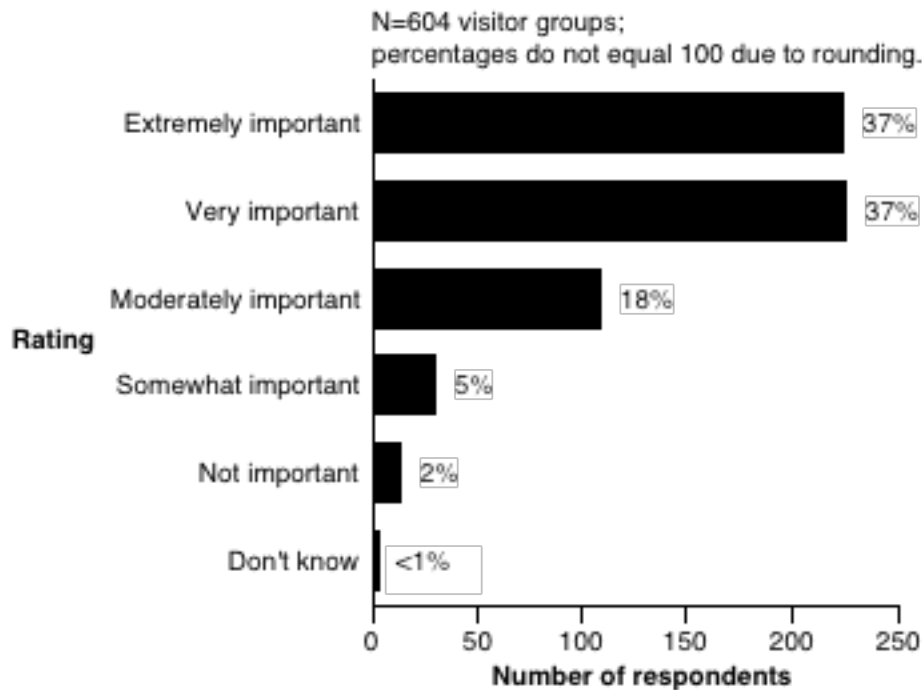


Figure 40: Importance of educational opportunities

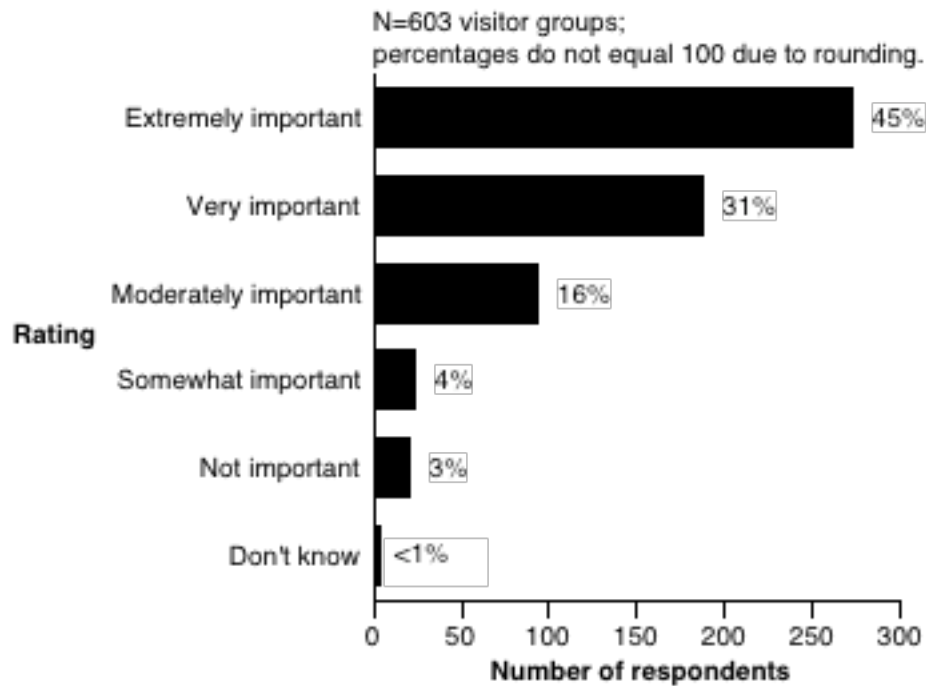


Figure 41: Importance of wilderness experience

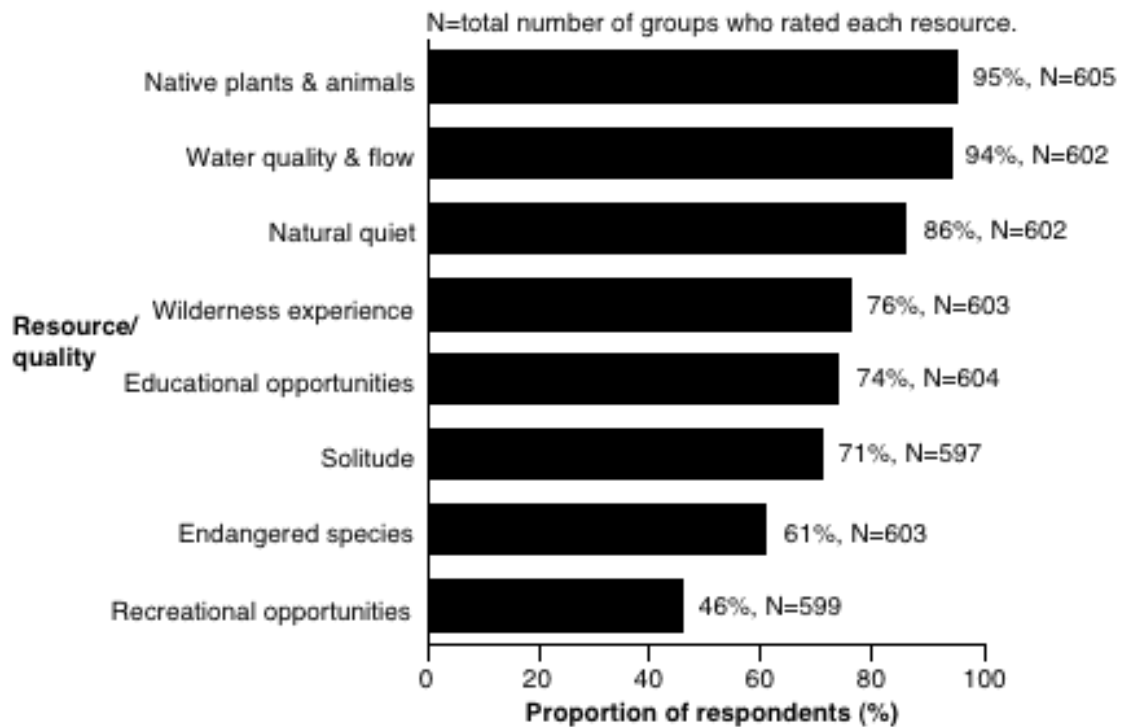


Figure 42: Combined ratings of "extremely important" and "very important" for park resources/qualities

Visitor groups were asked to identify whether selected factors in Everglades NP had any effect on their park experience. For the selected factors listed in Table 9, the greatest proportion of visitors said the factors had "no effect" on their visit. The one exception was "interactions with ranger staff," which 65% of visitors said added to their visit.

Ratings of factors affecting park experience

Visitors identified noise from "other" sources including air boats, mosquitoes, cars, motorcycles and a loud person as detracting from their park experience. They also raised other issues such as boat exhaust fumes, lack of boat washdown, litter, high speed limit and illegal reptile collection as detracting from their park experience.

Table 9: Selected factors' effect on visitor experience

percentages may not equal 100 due to rounding.

Factor		Added to	No effect	Detracted from
Noise from boats	N=580	5%	77%	18%
Noise from other visitors	N=581	6%	81%	13%
Noise from aircraft	N=575	2%	85%	14%
Noise from RV generators	N=551	1%	89%	11%
Noise from "other" sources	N=71	0%	72%	28%
Wait to use boat ramp	N=497	1%	97%	3%
Motorized boats	N=527	4%	79%	17%
Fish take limit	N=507	2%	95%	3%
Interactions with ranger staff	N=564	65%	34%	1%
Many people on trails	N=535	2%	81%	17%
Few people on trails	N=538	28%	71%	1%

**Knowledge about
plans to restore
Everglades
ecosystem**

Visitor groups were asked, "Please check one answer that best describes your present knowledge about plans to restore parts of the Everglades ecosystem in Florida." Equal proportions of visitors (47% each) felt they were either "not knowledgeable" or "somewhat knowledgeable" about the plans to restore parts of the Everglades ecosystem (see Figure 43.) Six percent said they were "very knowledgeable."

Visitors were then asked their opinion about what the greatest challenges are in restoring the Everglades ecosystem. Table 10 shows their responses.

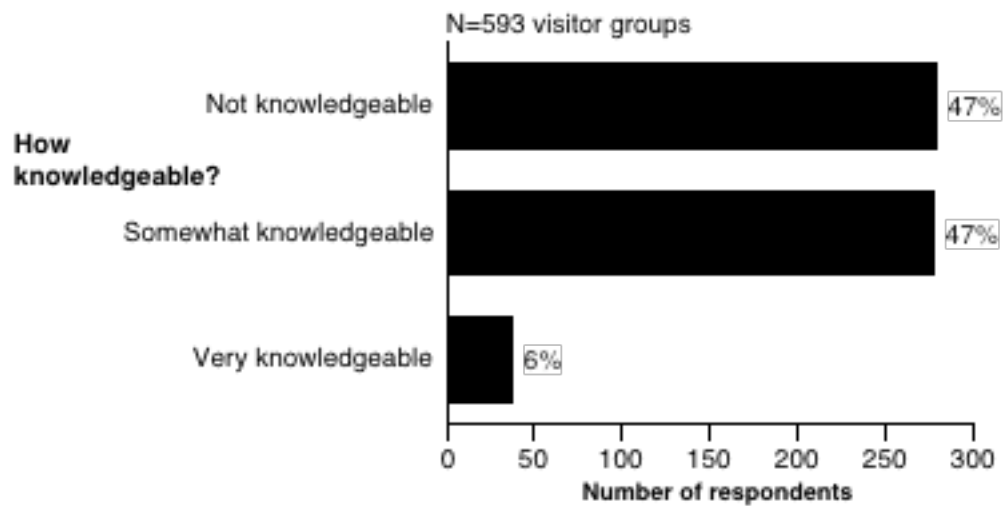


Figure 43: Visitor assessment of their present knowledge about plans to restore Everglades ecosystem

Table 10: Visitor opinions about the greatest challenges in restoring Everglades ecosystem

N=533 comments

Comment	Number of times mentioned
Restoring natural water flow	154
Stopping development around Everglades NP	62
Removing pollution restoring water quality	58
Funding	28
Limiting population growth in South Florida	23
Balancing recreation and preservation	19
Getting sugar industry to comply	19
Politics/politicians	18
Removing exotic species	17
Achieving balance between demands of key players	15
Improving public awareness	15
Competition for water	12
Humans	10
Protecting native animals	8
Restoring endangered species	8
Keeping it natural	7
Leaving it as it is	5
Protecting native plants	5
Getting people to change habits	4
Making the "right" decision	4
Removing garbage	3
Limiting human access	3
Backfilling canals	2
Involving objective scientists in decision-making	2
Land acquisition	2
Limiting hunting	2
Limiting fishing	2
Not basing decisions on short-term data	2
Removing roads	2
Restoring habitat	2
Other comments	20

Use, importance and quality of information services and facilities

Visitors were asked to identify information services and facilities they used during this visit to Everglades NP. The most used services and facilities included park brochure/map (84%), visitor centers (79%), visitor center exhibits (53%), and assistance from visitor center staff (50%), as shown in Figure 44. The least used services were evening campground programs and access for people with disabilities (each 3%).

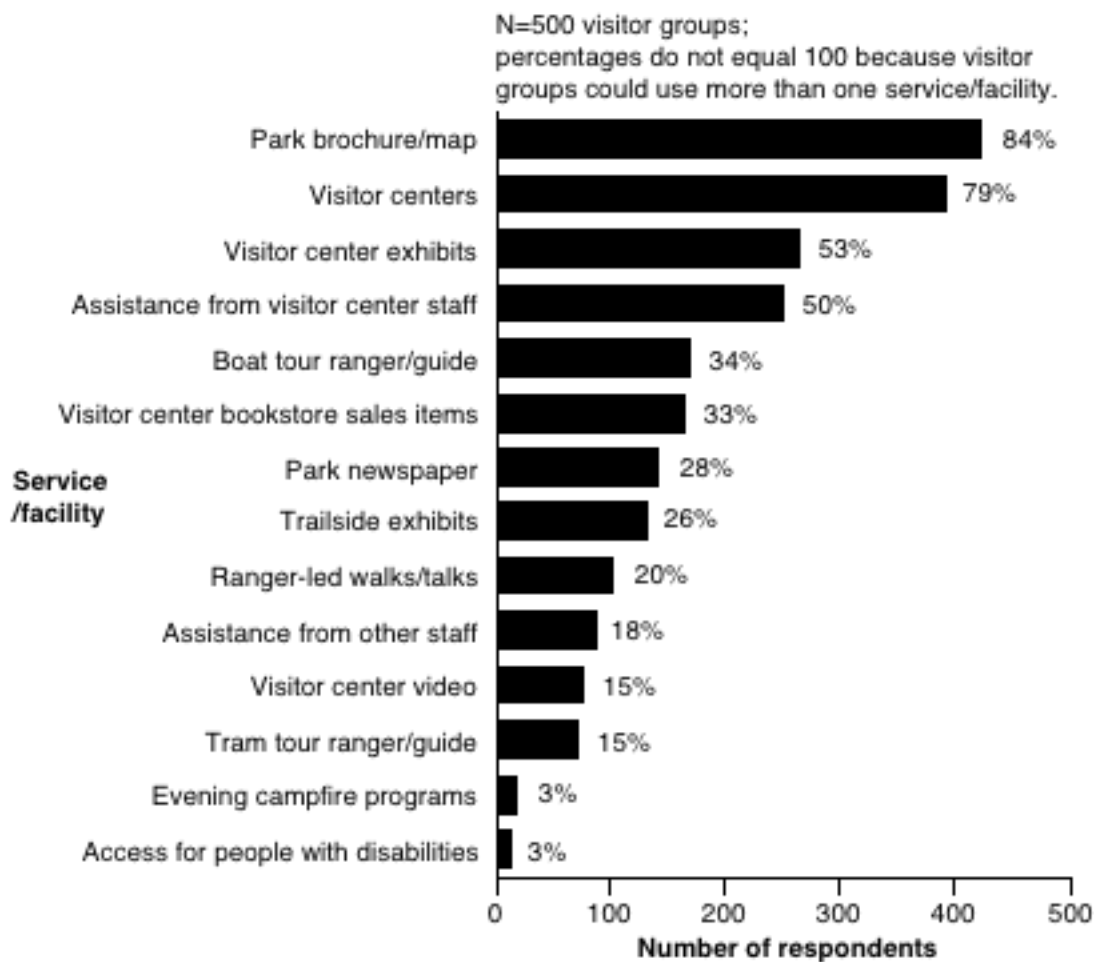


Figure 44: Information services and facilities used

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

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

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

The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used each service and facility. Figures 45 and 46 show the average importance and quality ratings for each of the park services and facilities. All services and facilities were rated above average in importance and quality. NOTE: Evening campground programs and access for disabled people were not rated by enough visitors to provide reliable information.

Figures 47-60 show the importance ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of “extremely important” or “very important” ratings included boat tour ranger/guide (89%), tram tour ranger/guide (88%), assistance from visitor center staff (86%) and ranger-led walks/talks (86%). The highest proportion of “not important” ratings was for the park newspaper (4%).

Figures 61-74 show the quality ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of “very good” or “good” ratings included ranger-led walks/talks (93%), assistance from visitor center staff (89%), tram tour ranger/guide (89%) and assistance from other staff (88%). The highest proportion of “very poor” ratings were for visitor center video (3%).

Figure 75 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

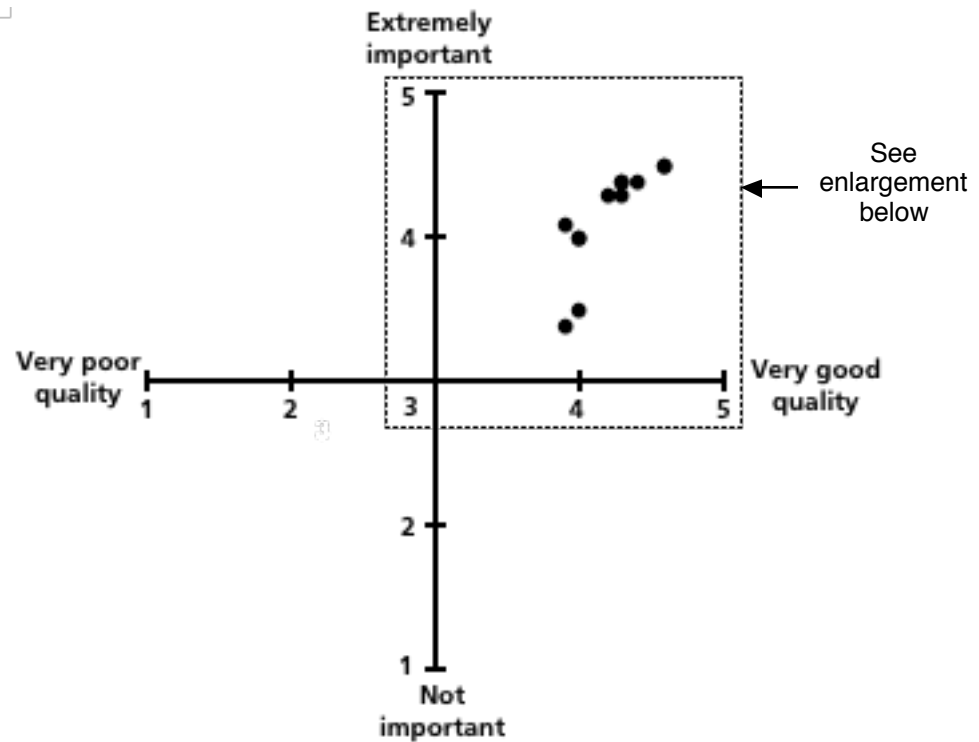


Figure 45: Average ratings of interpretive/ visitor service importance and quality

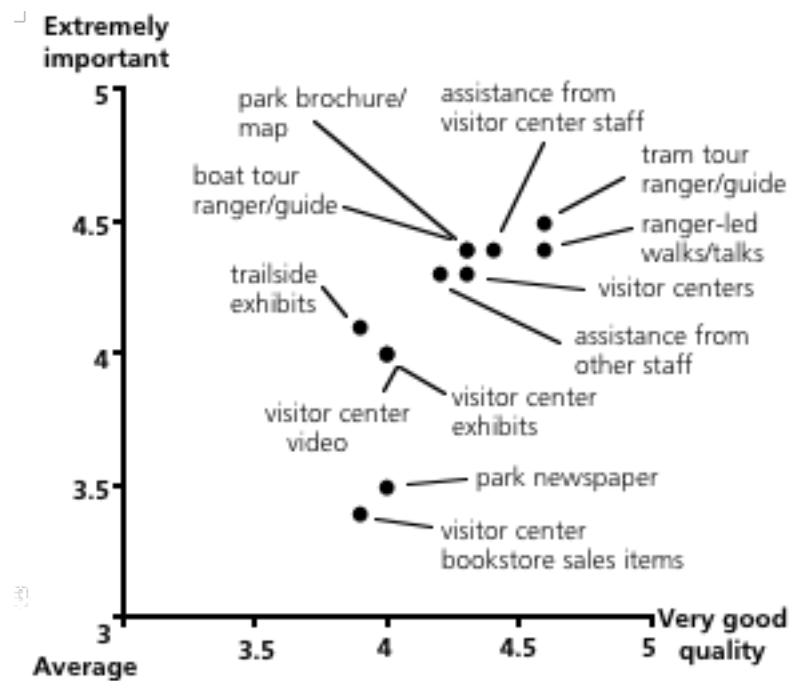


Figure 46: Detail of Figure 43

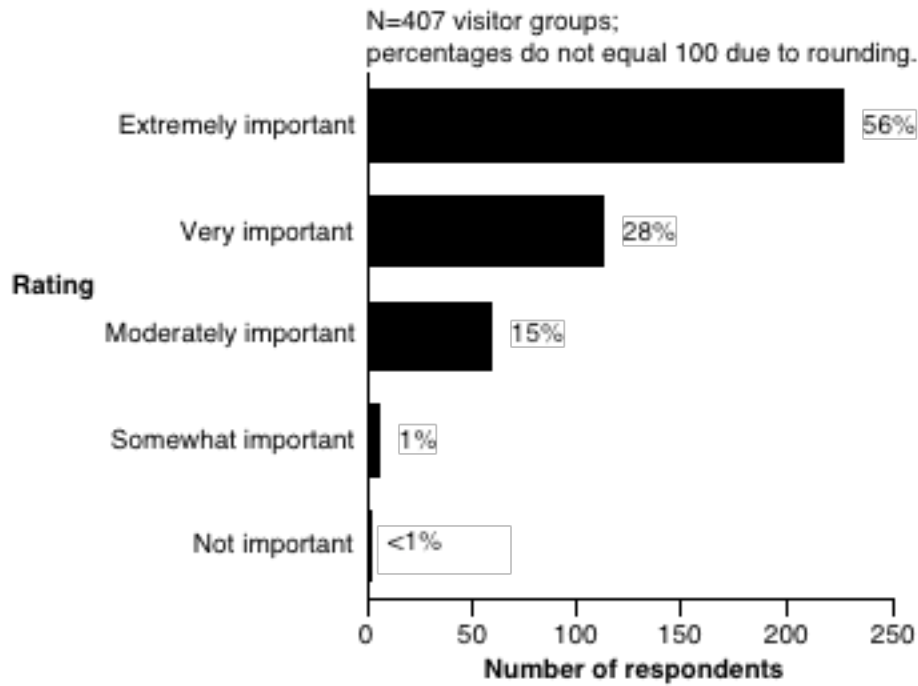


Figure 47: Importance of park brochure/map

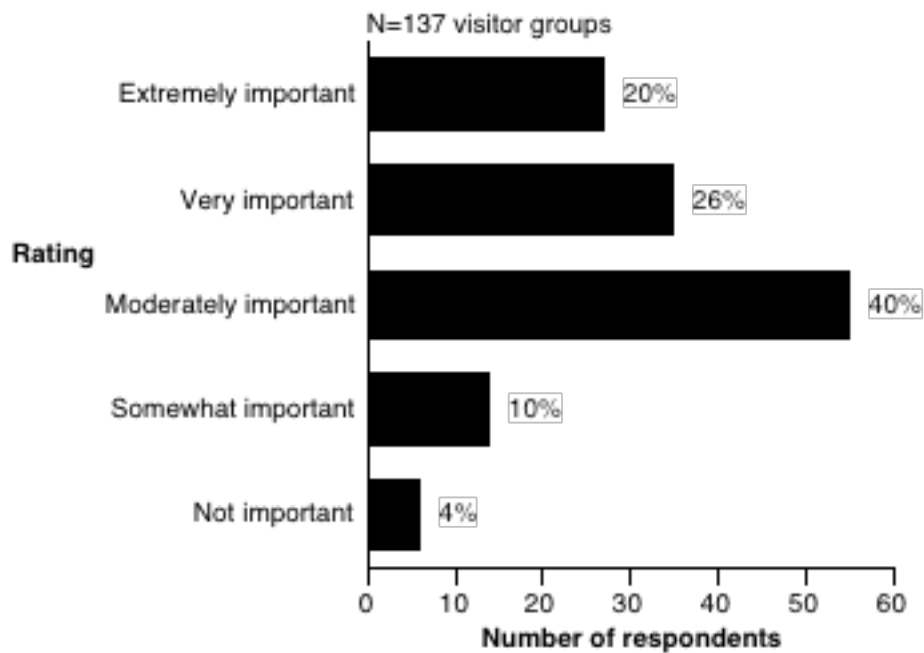


Figure 48: Importance of park newspaper - *A Visitor's Guide to National Parks and Preserves in South Florida*

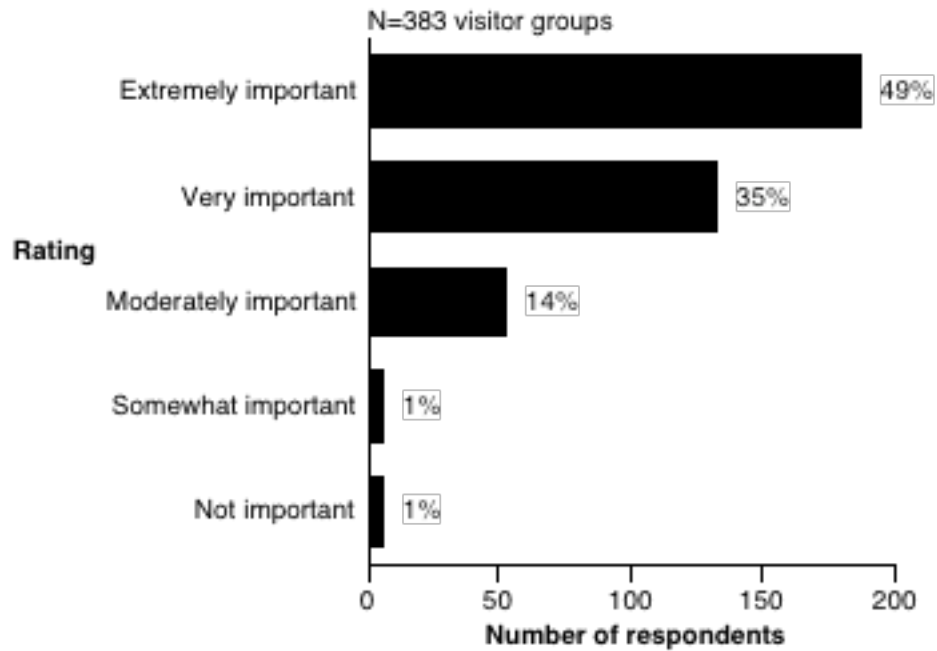


Figure 49: Importance of visitor centers

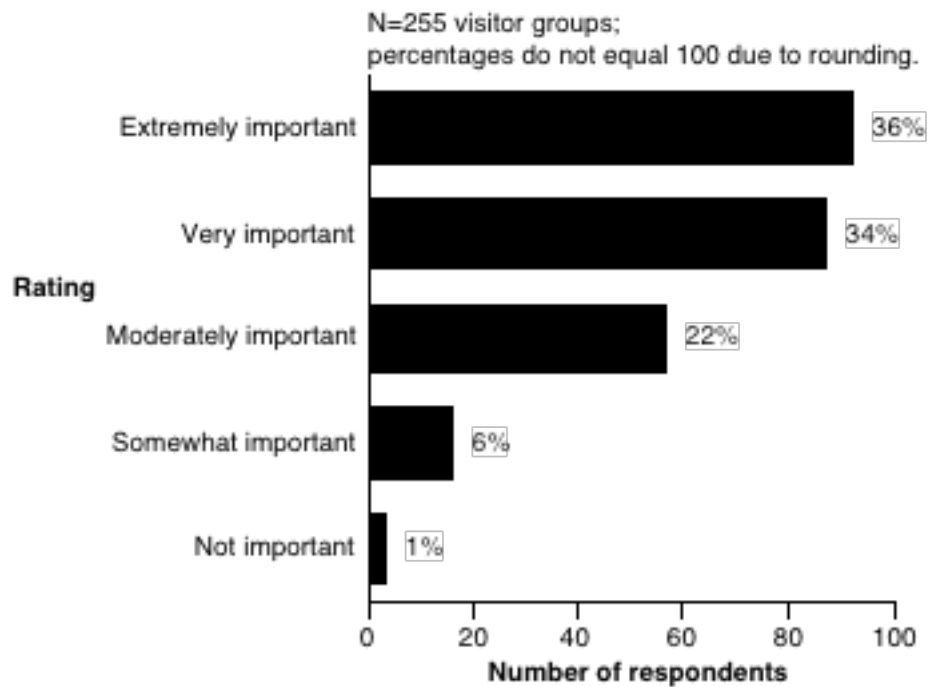


Figure 50: Importance of visitor center exhibits

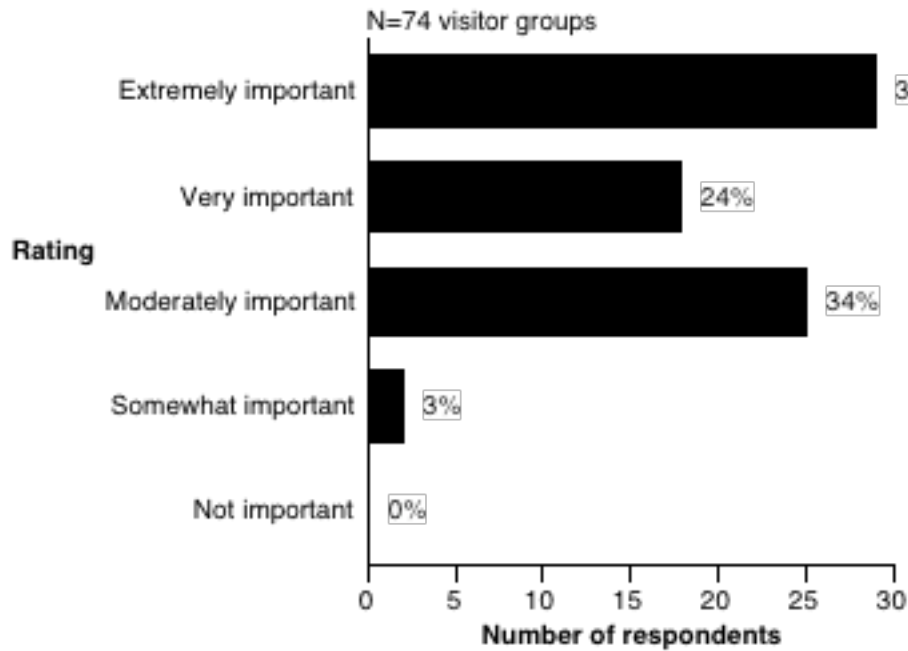


Figure 51: Importance of visitor center video/movie

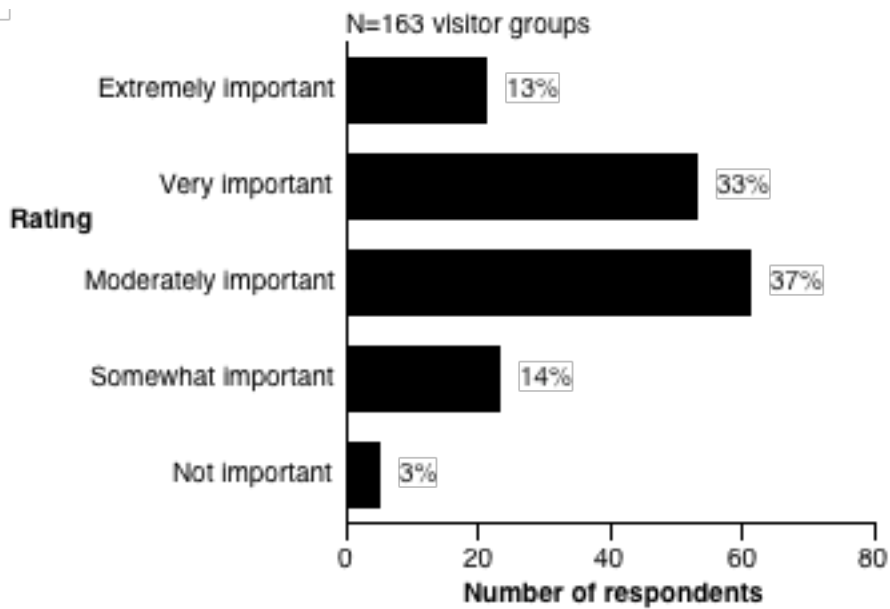


Figure 52: Importance of visitor center bookstore sales items

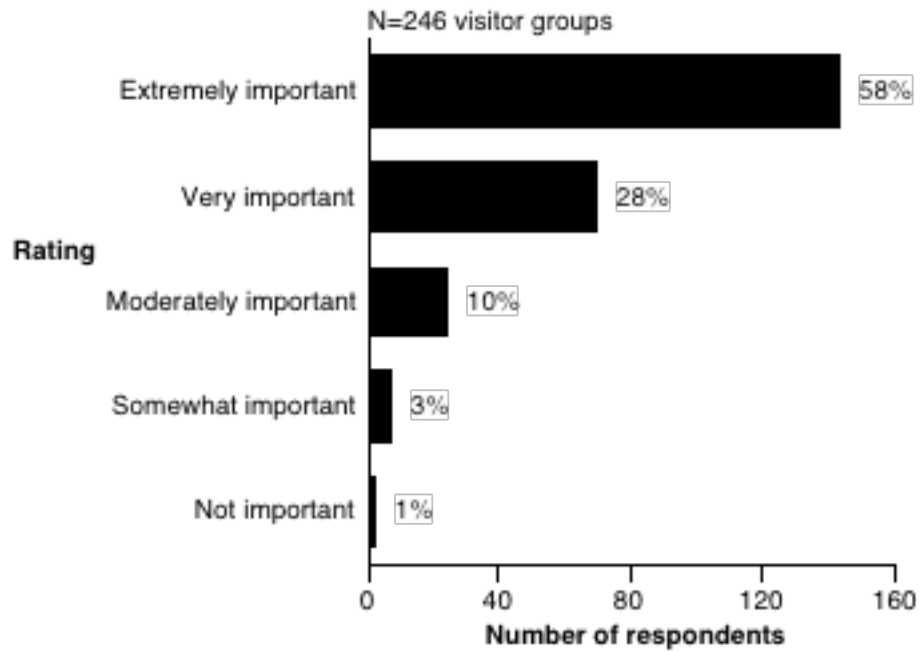


Figure 53: Importance of assistance from visitor center staff

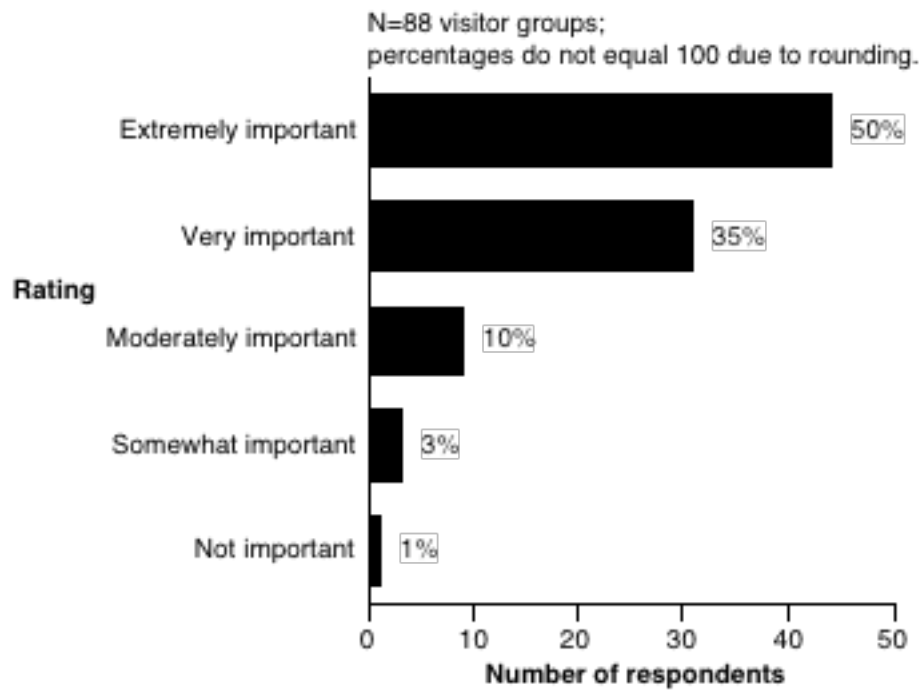


Figure 54: Importance of assistance from staff (other than visitor center)

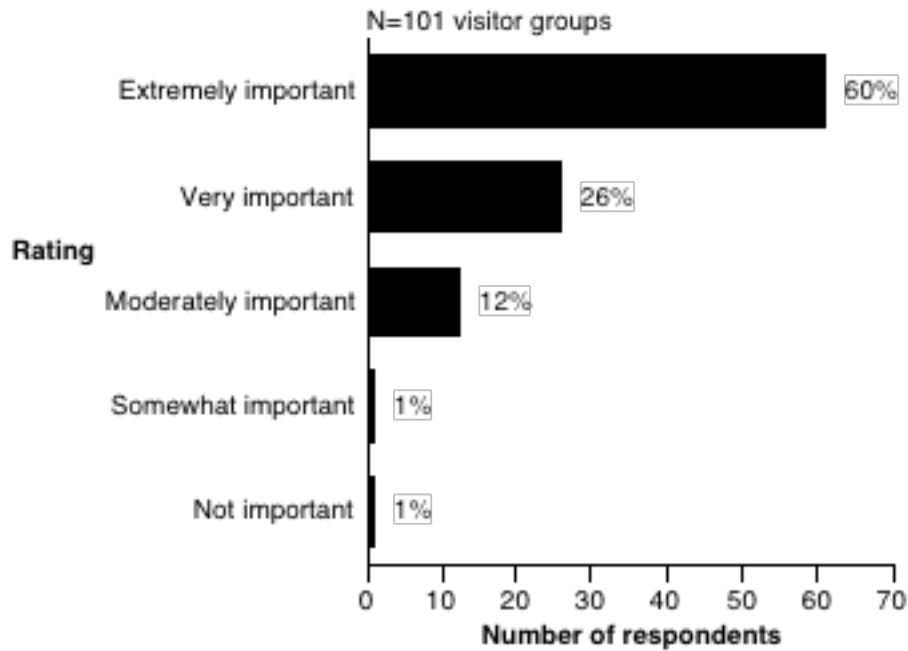


Figure 55: Importance of ranger-led walks/talks

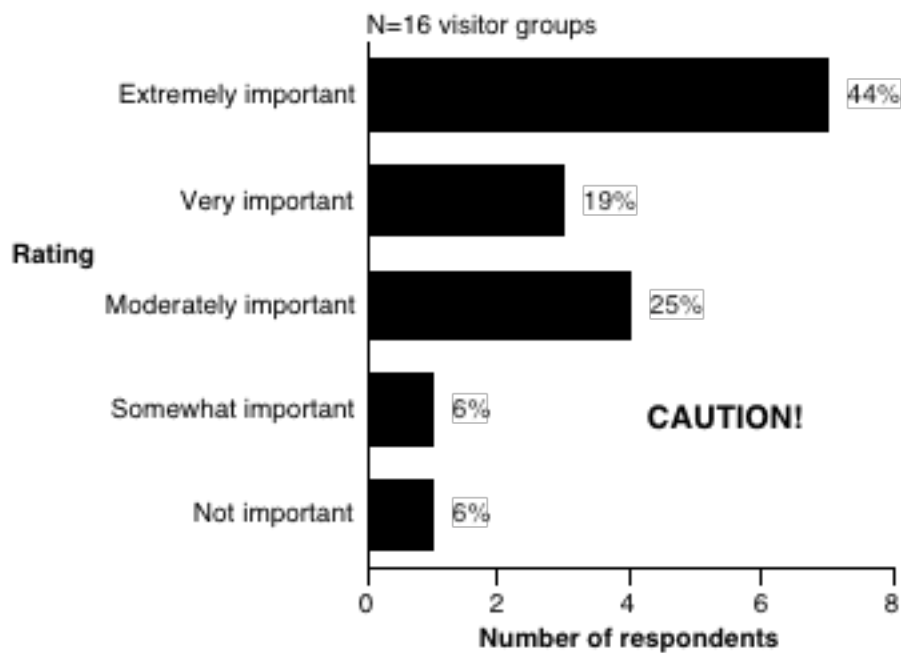


Figure 56: Importance of evening campground programs

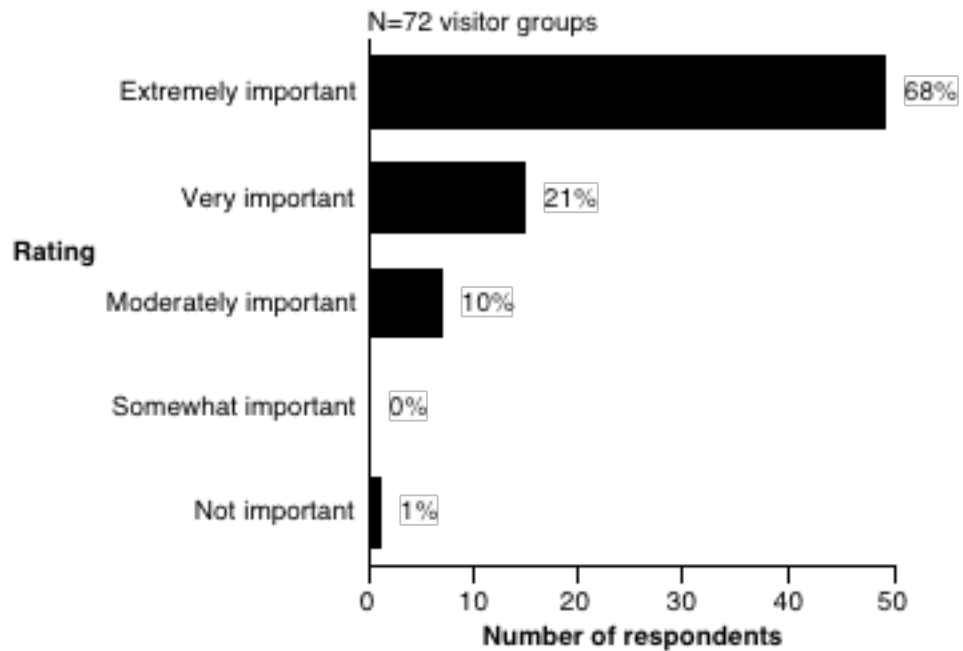


Figure 57: Importance of tram tour ranger/guide

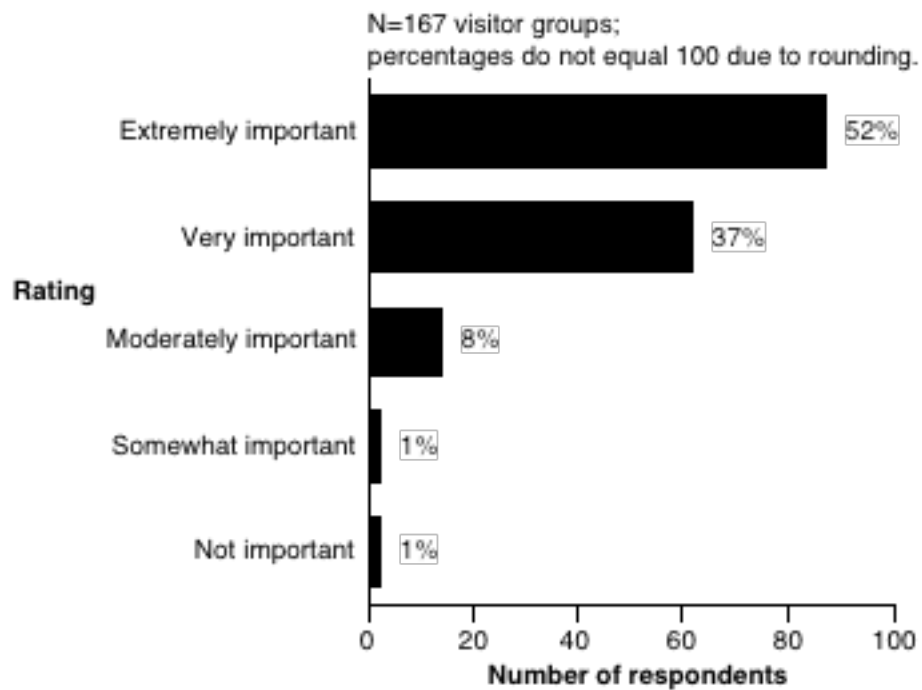


Figure 58: Importance of boat tour ranger/guide

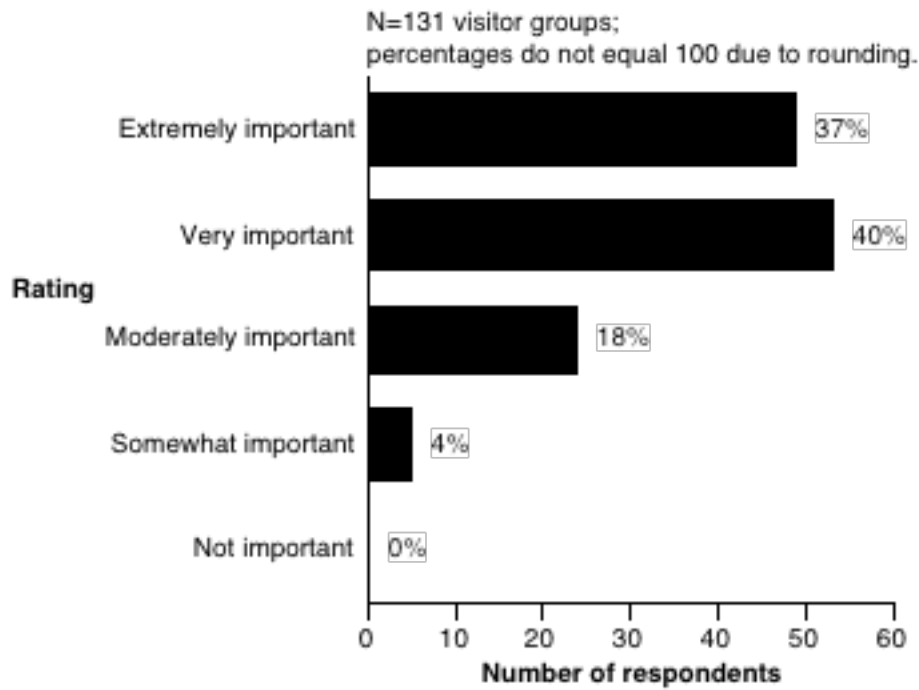


Figure 59: Importance of trailside exhibits

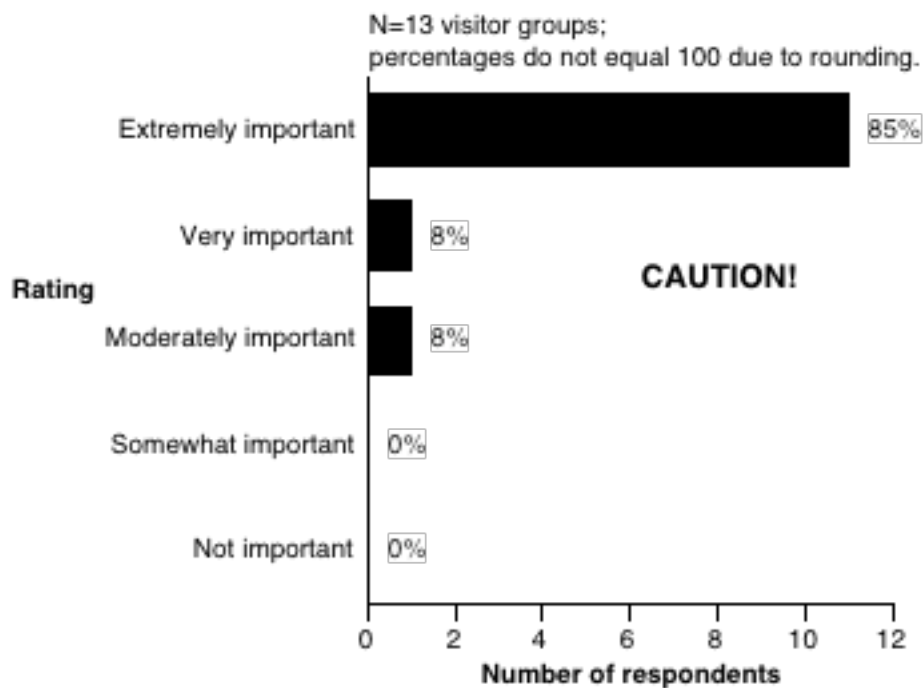


Figure 60: Importance of access for people with disabilities

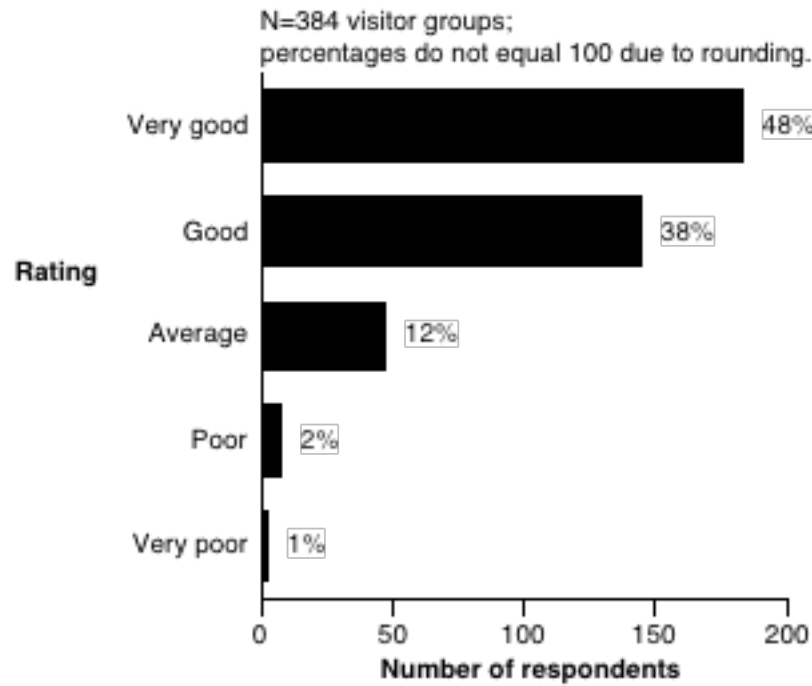


Figure 61: Quality of park brochure/map

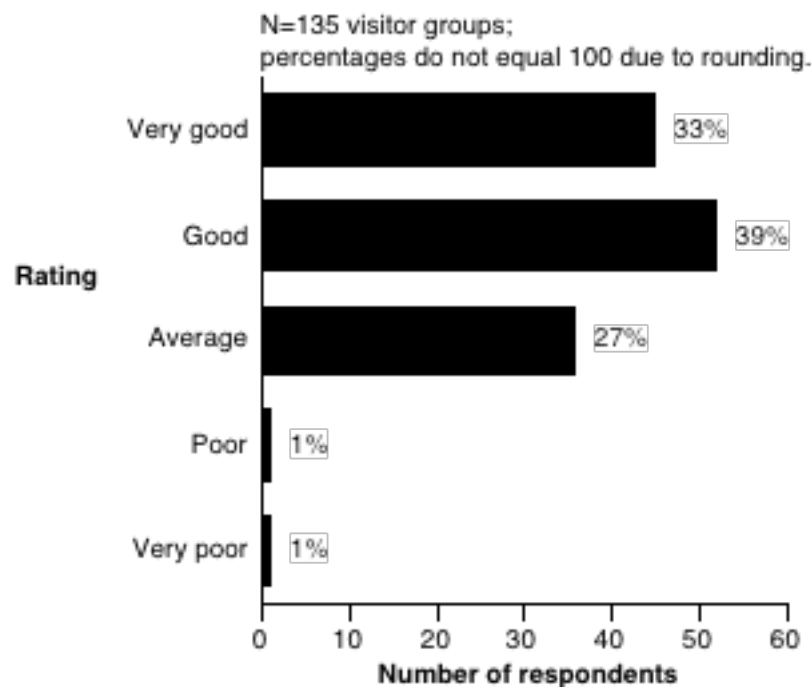


Figure 62: Quality of park newspaper - *A Visitor's Guide to the National Parks and Preserves of South Florida*

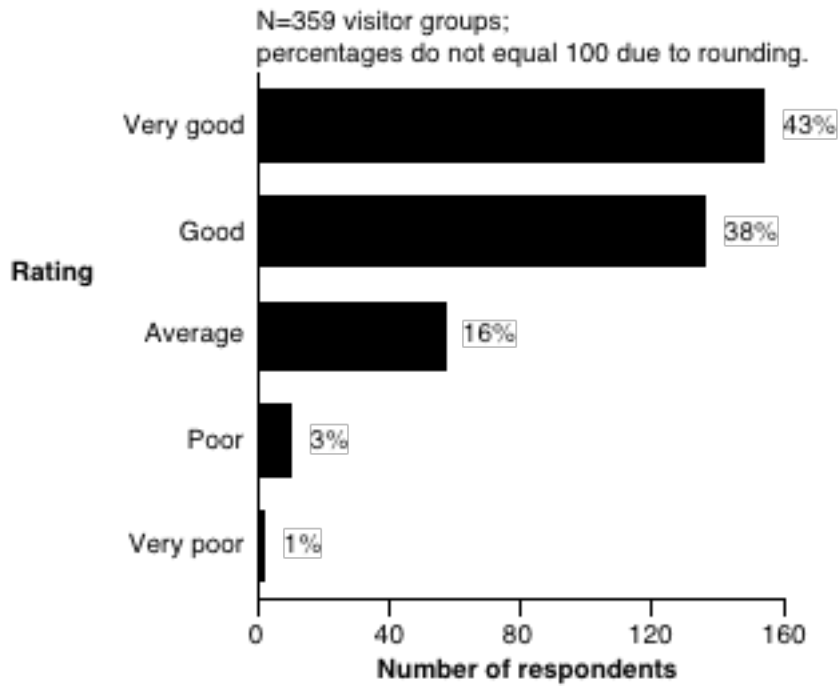


Figure 63: Quality of visitor centers

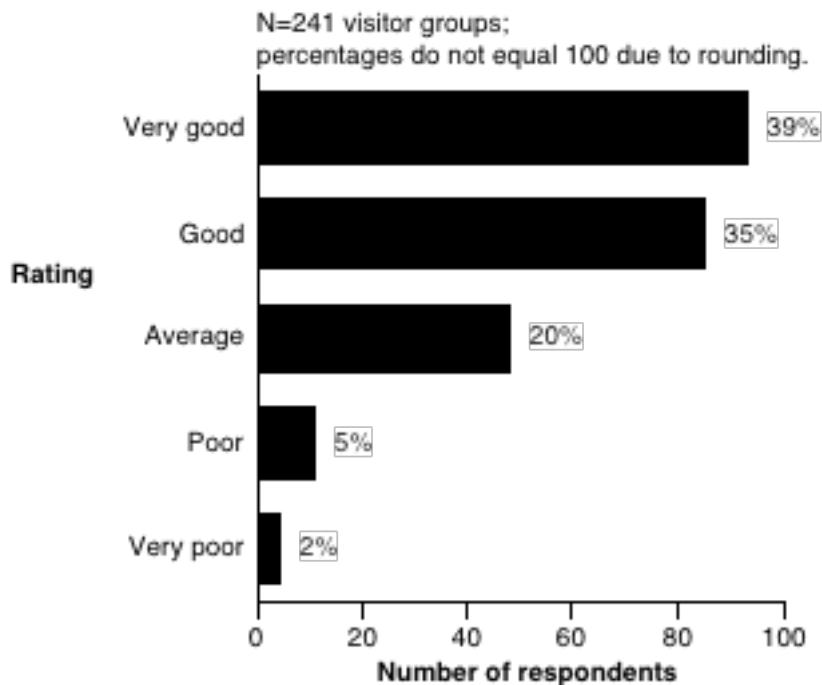


Figure 64: Quality of visitor center exhibits

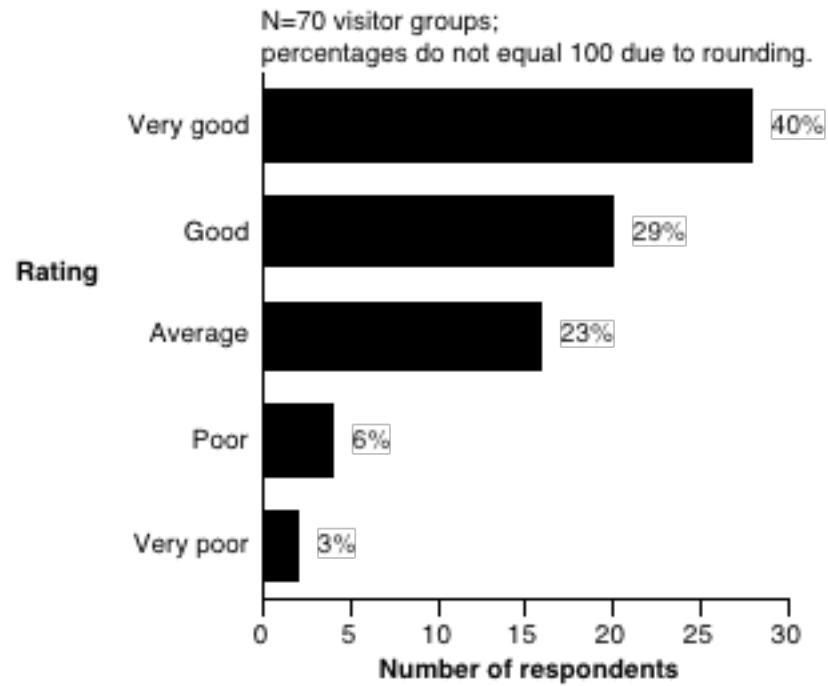


Figure 65: Quality of visitor center video/movie

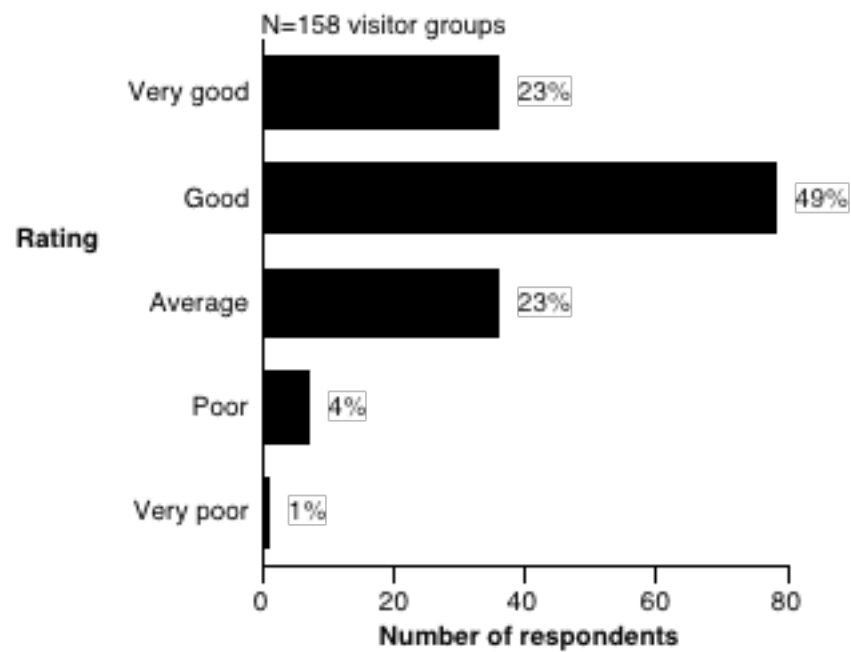


Figure 66: Quality of visitor center bookstore sales items

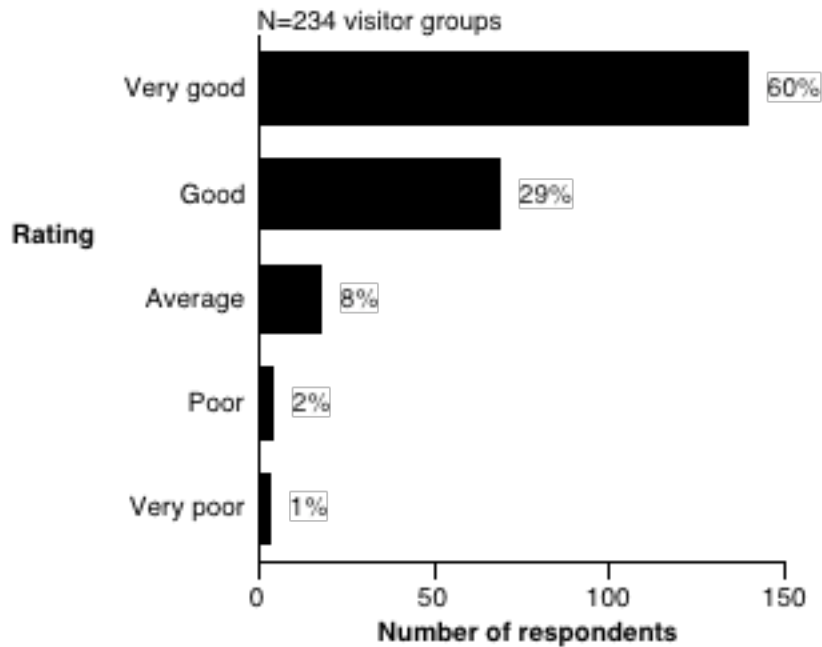


Figure 67: Quality of assistance from visitor center staff

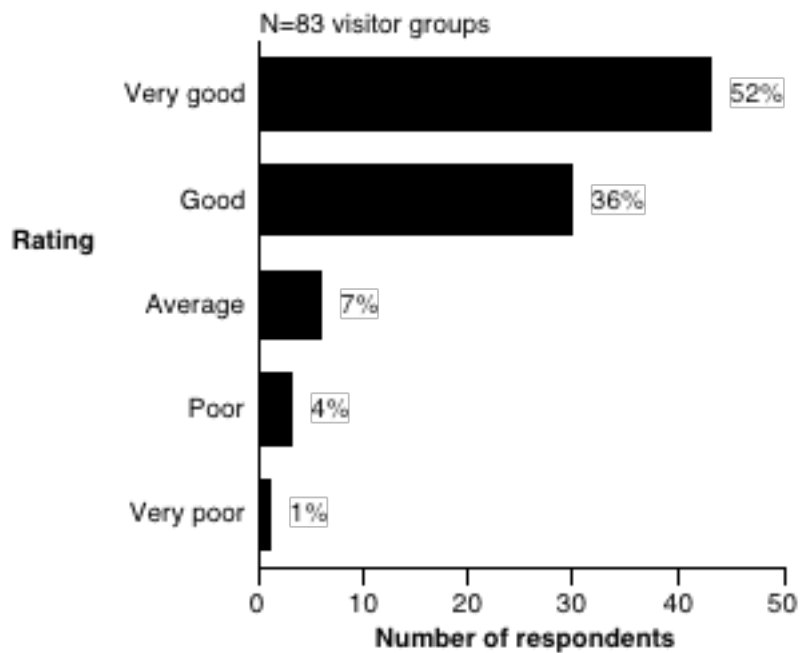


Figure 68: Quality of assistance from staff (other than visitor center)

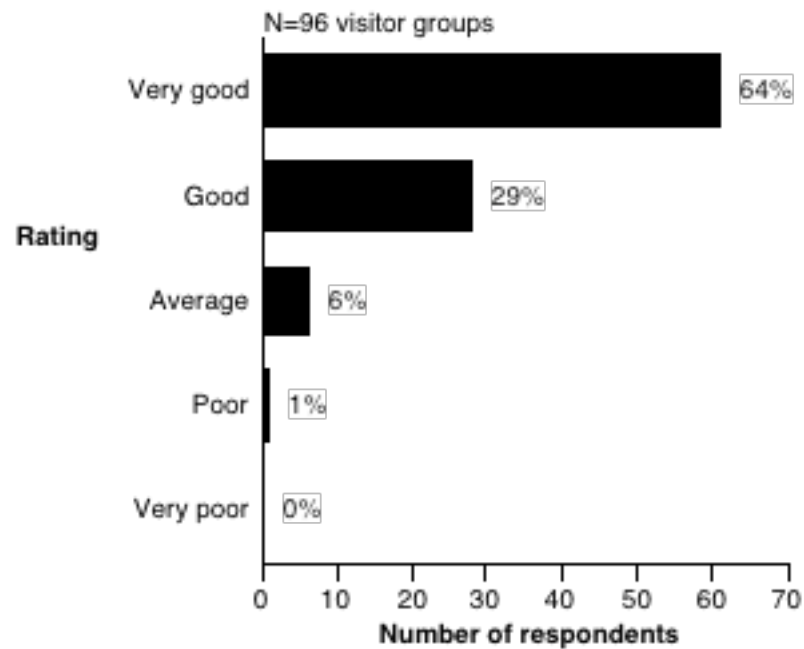


Figure 69: Quality of ranger-led walks/talks

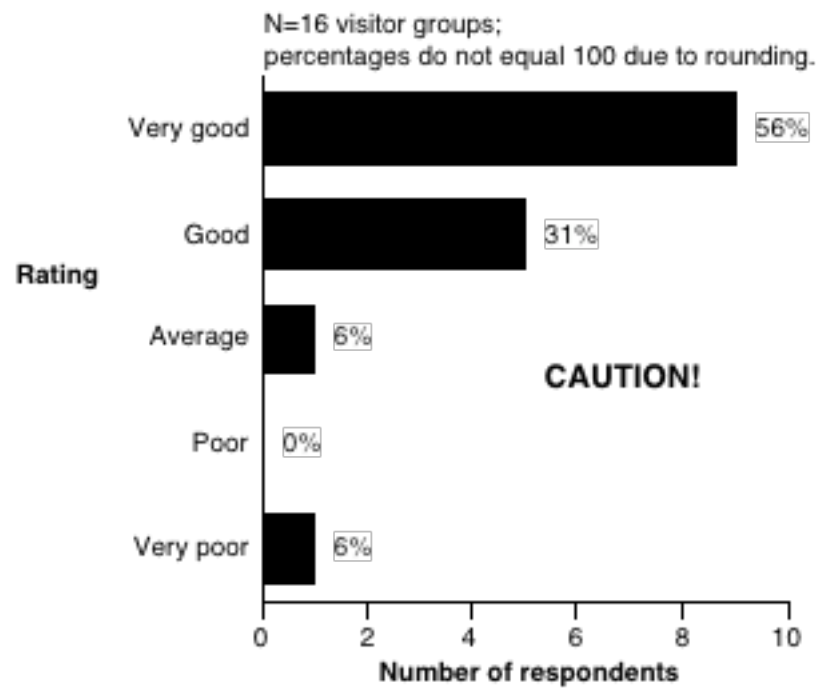


Figure 70: Quality of evening campground programs

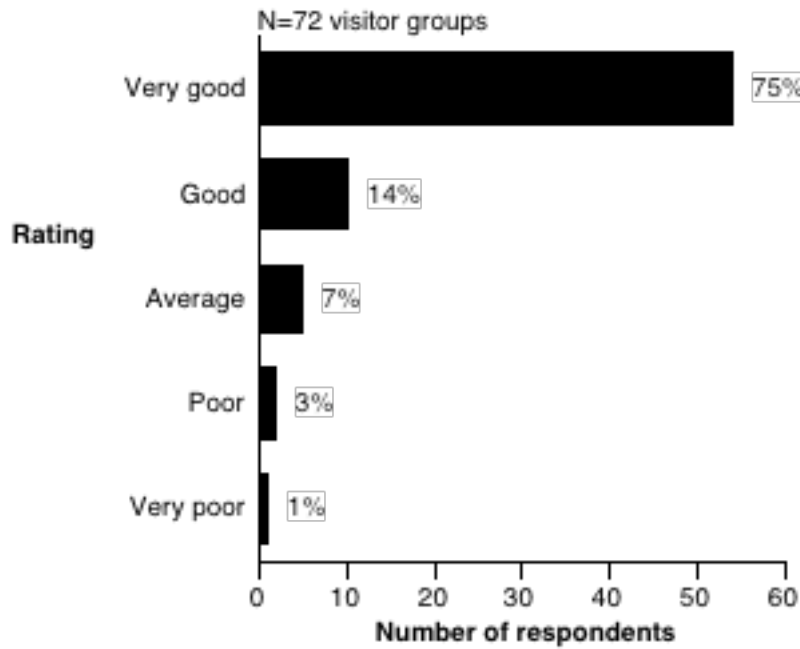


Figure 71: Quality of tram tour ranger/guide

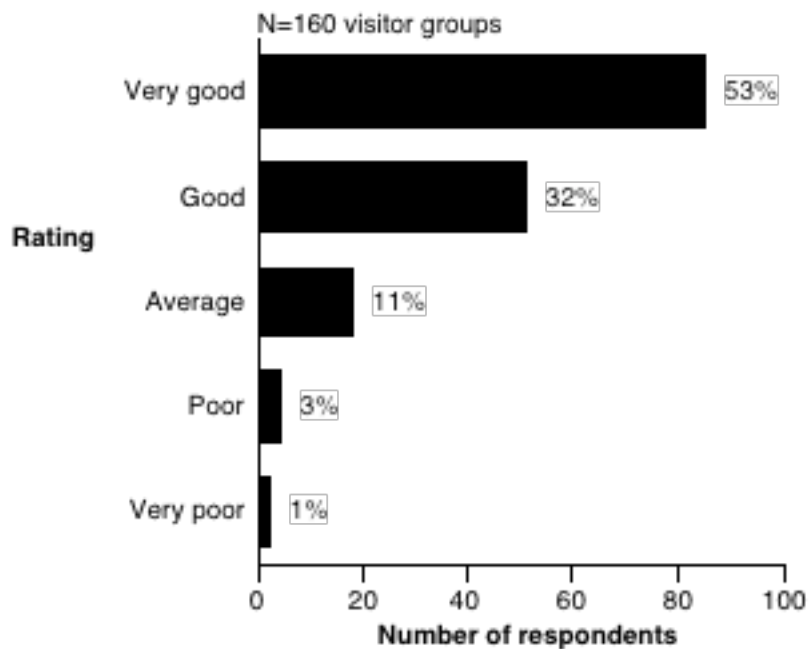


Figure 72: Quality of boat tour ranger/guide

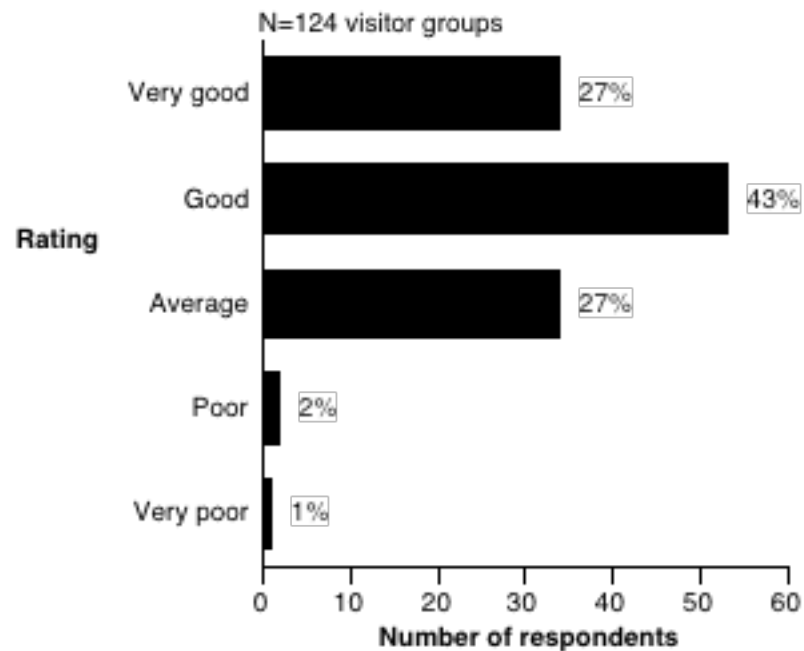


Figure 73: Quality of trailside exhibits



Figure 74: Quality of access for people with disabilities

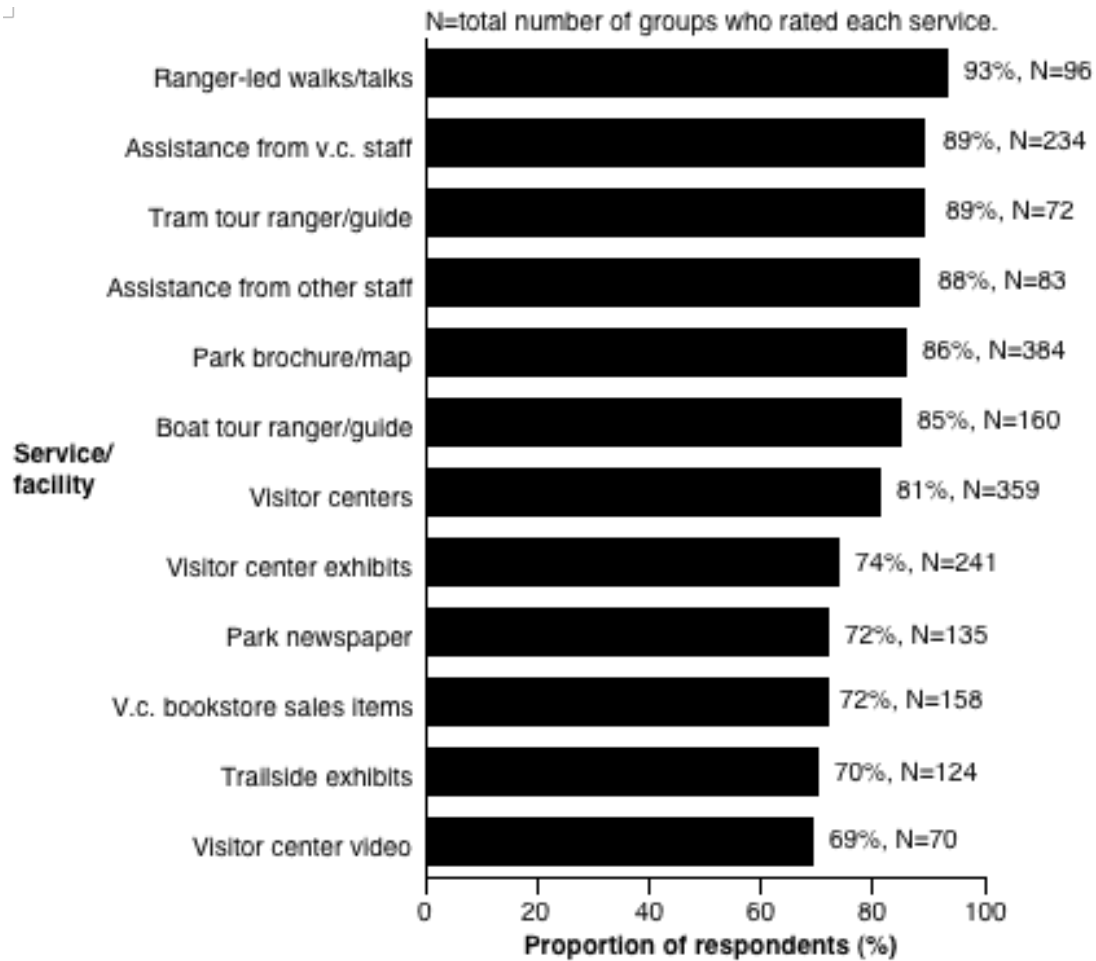


Figure 75: Combined proportions of "very good" and "good" quality ratings for information services and facilities

Use, importance and quality of concession services and park facilities

Visitors were asked to identify concession services and park facilities they used during this visit to Everglades NP. The most used services and facilities included restrooms (77%), gift shops (39%), and boat tours (34%), as shown in Figure 76. The least used service was the guided fishing tour (1%).

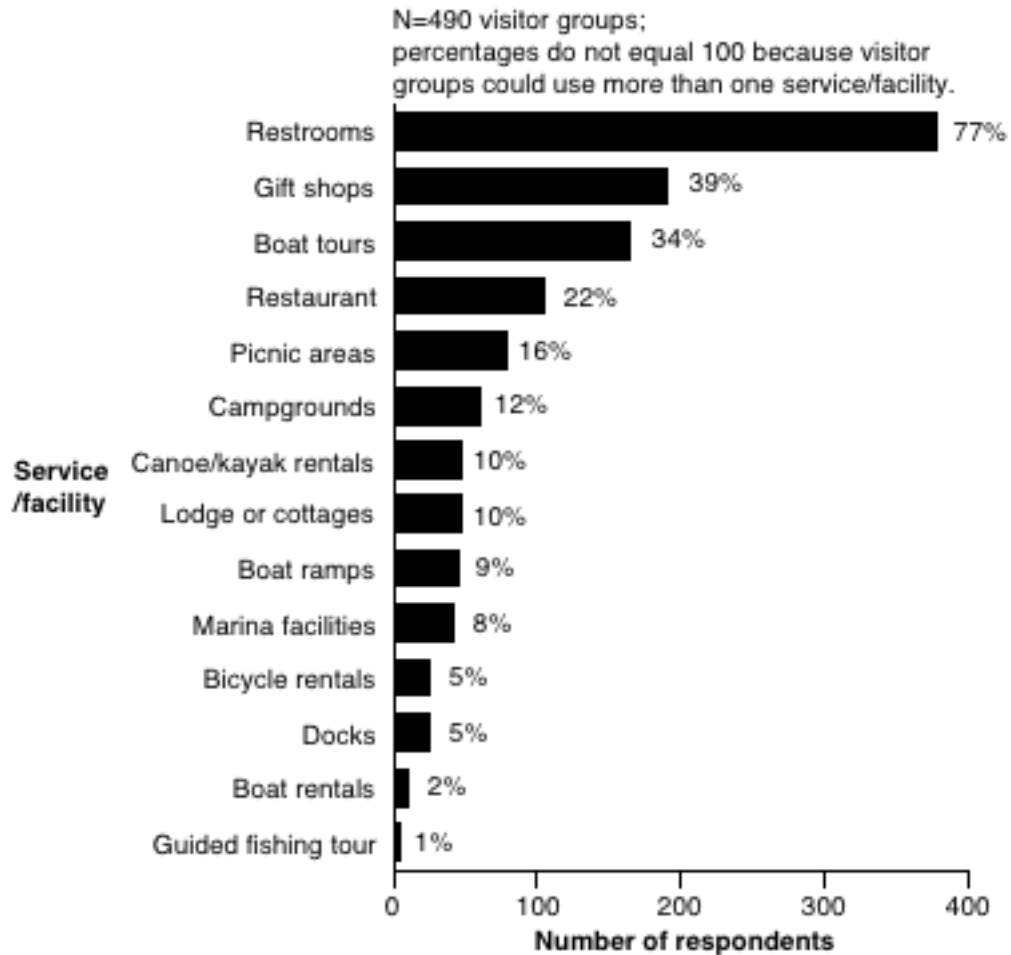


Figure 76: Concession services and park facilities used

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

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

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

The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used those services and facilities (see Figures 77 and 78). All services and facilities were rated above average in importance and quality. NOTE: Boat rentals, bicycle rentals, guided fishing tours and docks were not rated by enough visitors to provide reliable information.

Figures 79-92 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 (96%), boat ramps (93%), canoe/kayak rentals (93%) and restrooms (92%). The highest proportion of “not important” ratings was for gift shops (4%).

Figures 93-106 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 boat tours (85%), campgrounds (79%), and canoe/kayak rentals (76%). The highest proportion of “very poor” ratings were for lodge or cottages (7%), boat ramps (5%) and marina facilities (5%).

Figure 107 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

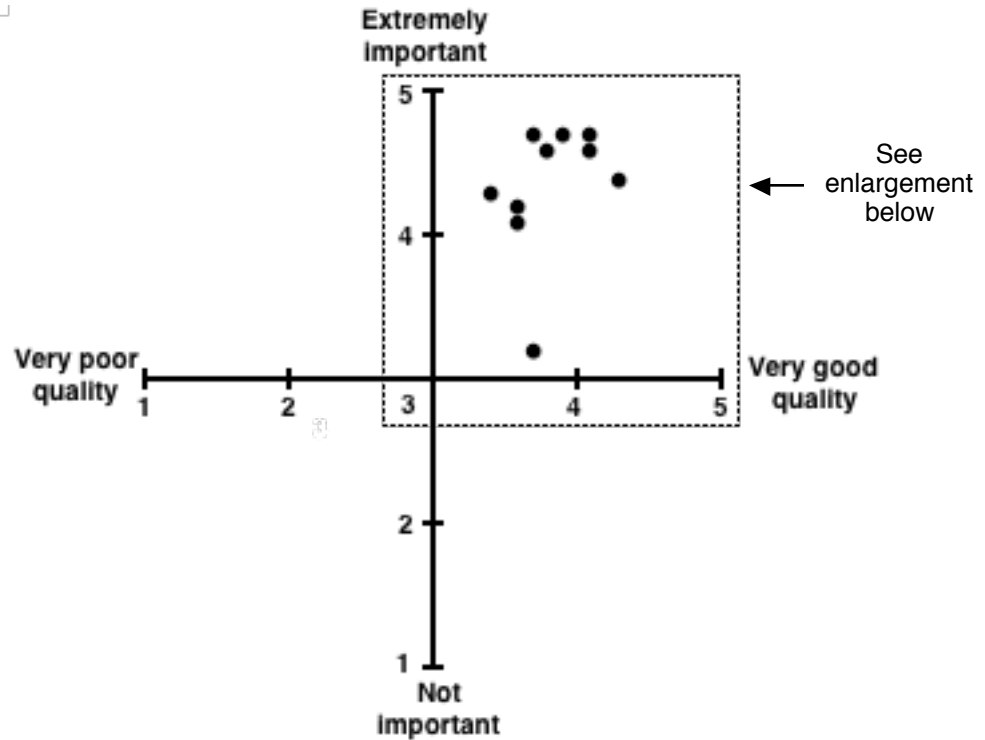


Figure 77: Average ratings of concession services and park facilities importance and quality

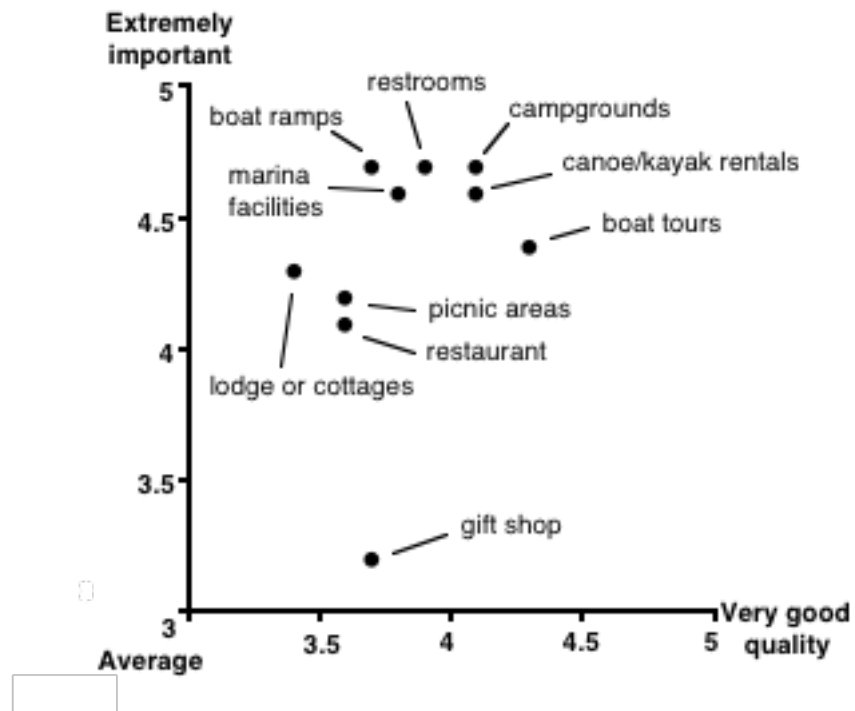


Figure 78: Detail of Figure 75

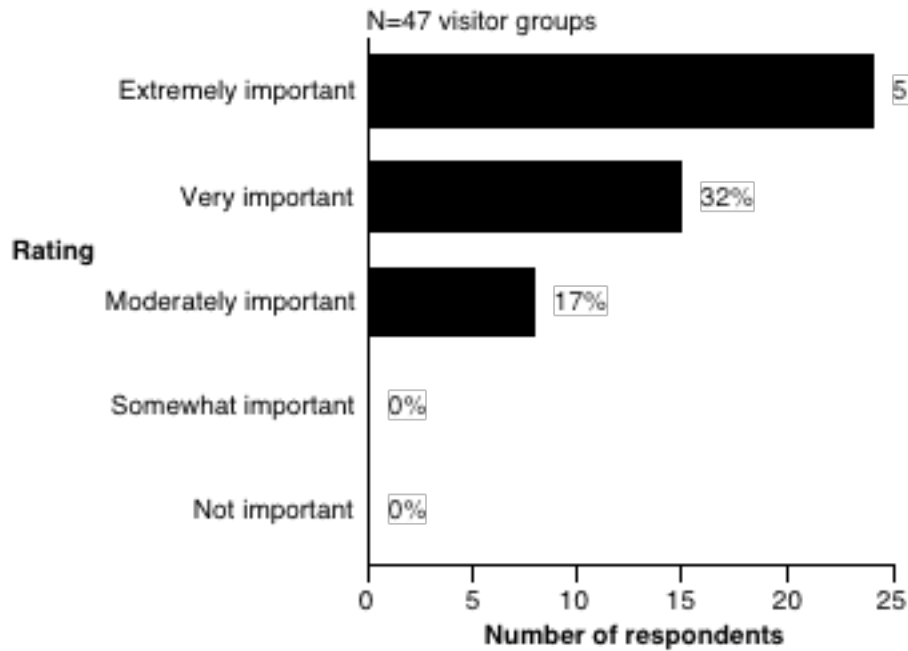


Figure 79: Importance of lodge or cottages

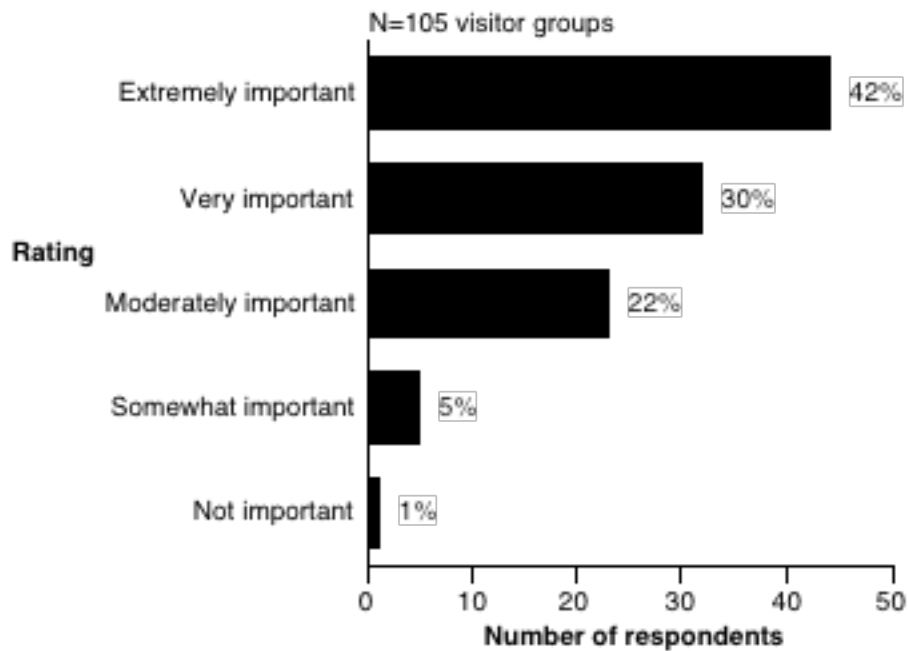


Figure 80: Importance of restaurants

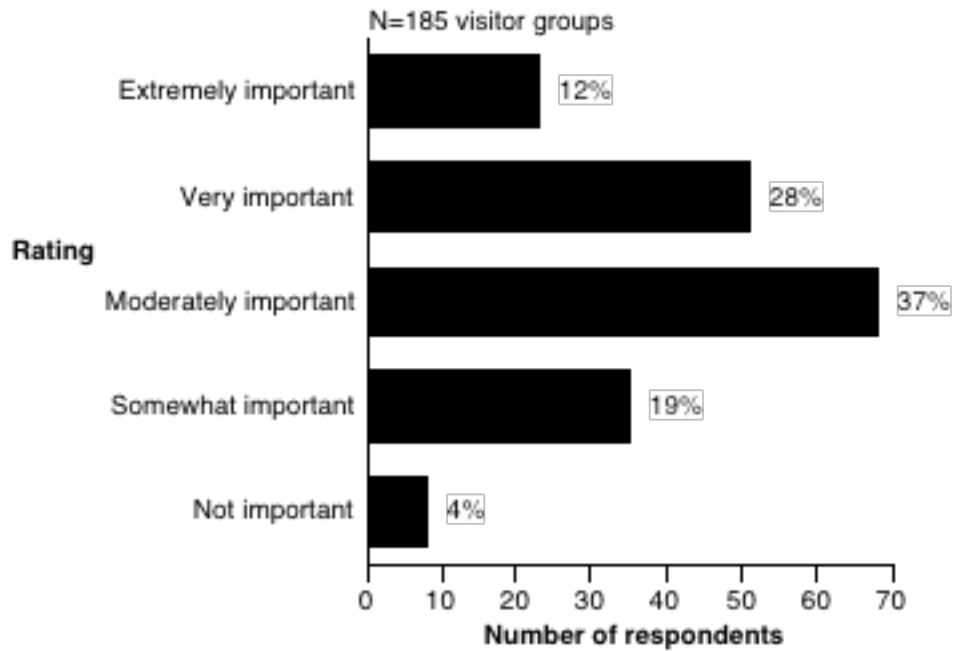


Figure 81: Importance of gift shops

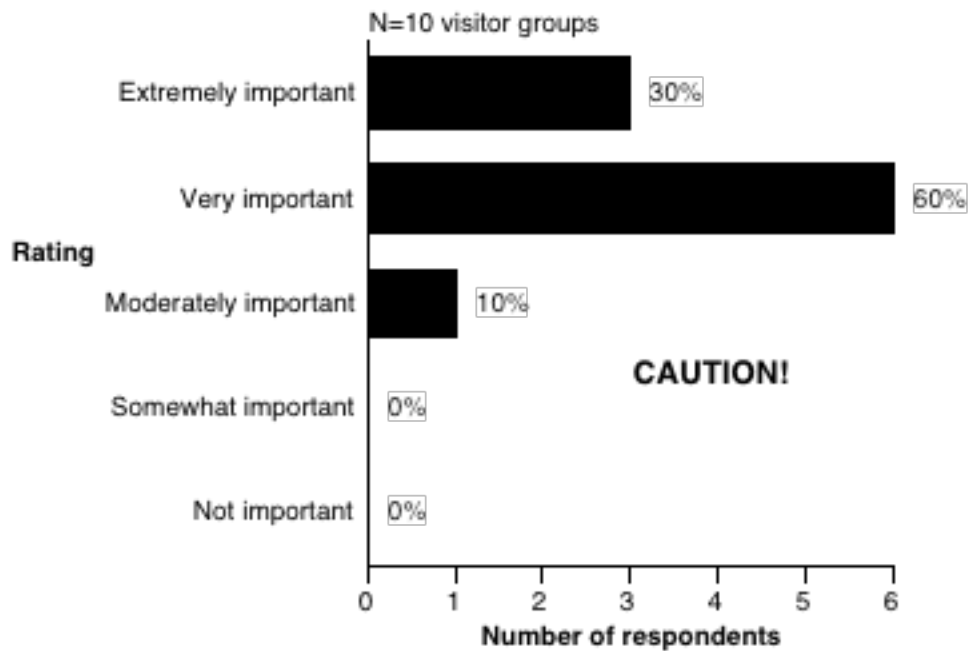


Figure 82: Importance of boat rentals

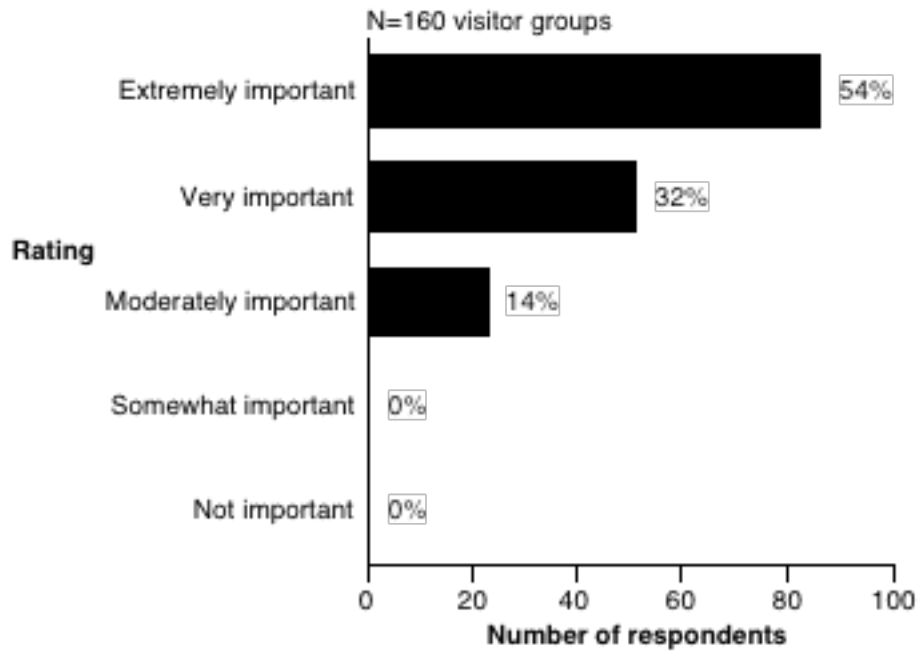


Figure 83: Importance of boat tours

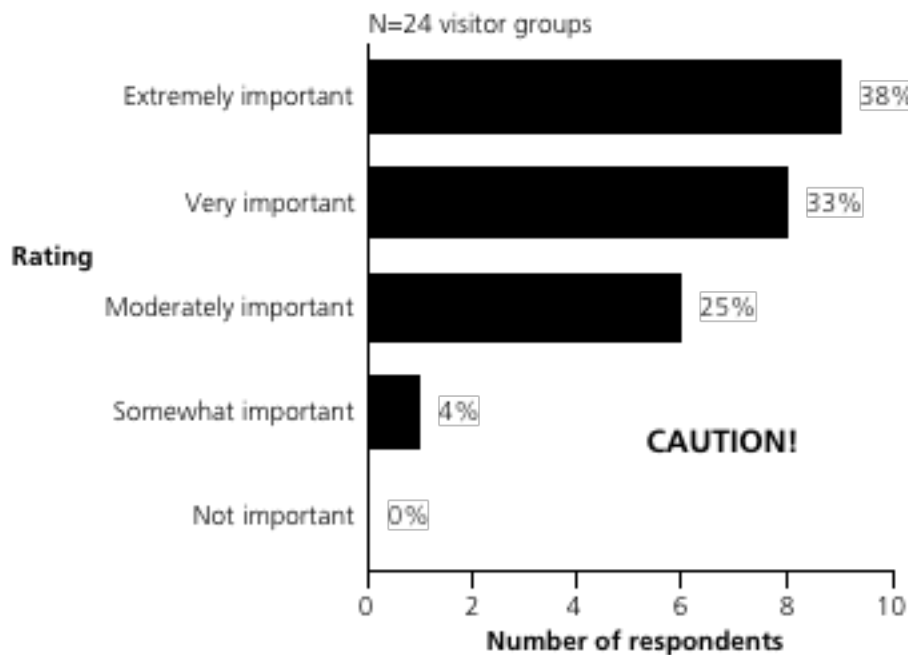


Figure 84: Importance of bicycle rentals

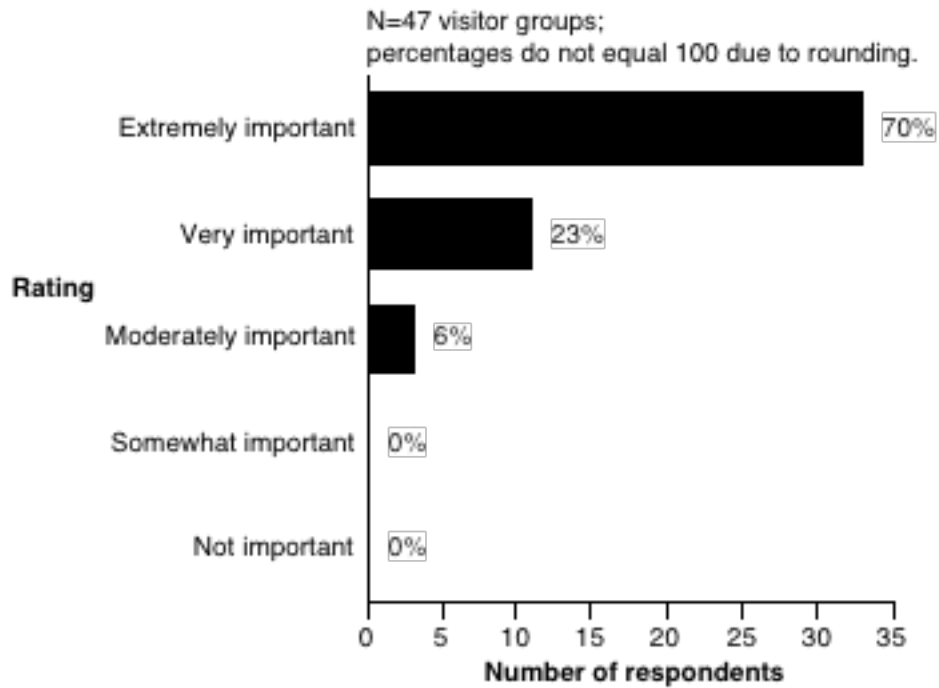


Figure 85: Importance of canoe/kayak rentals

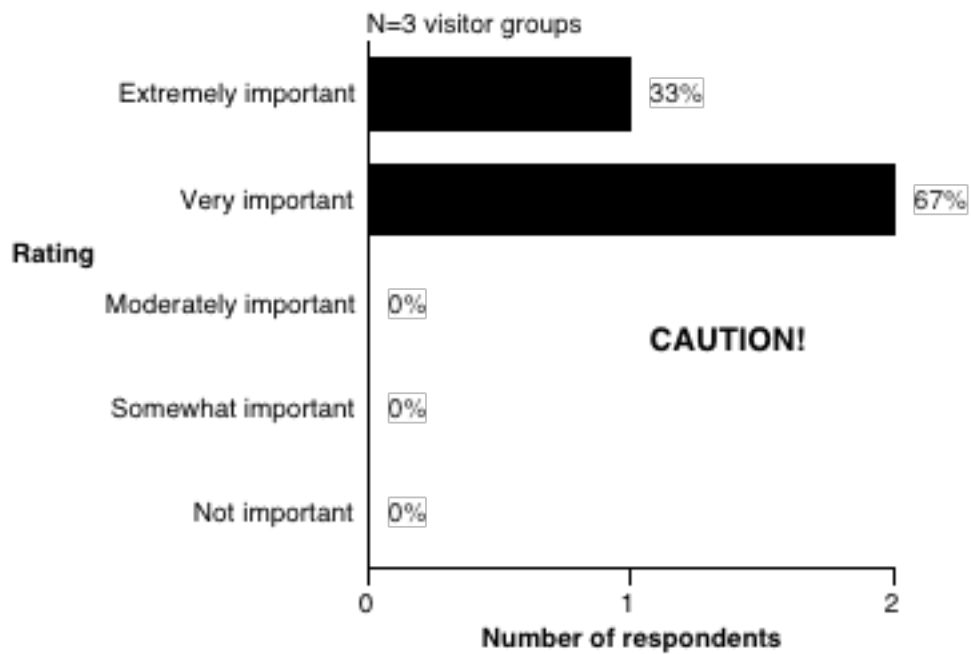


Figure 86: Importance of guided fishing tour

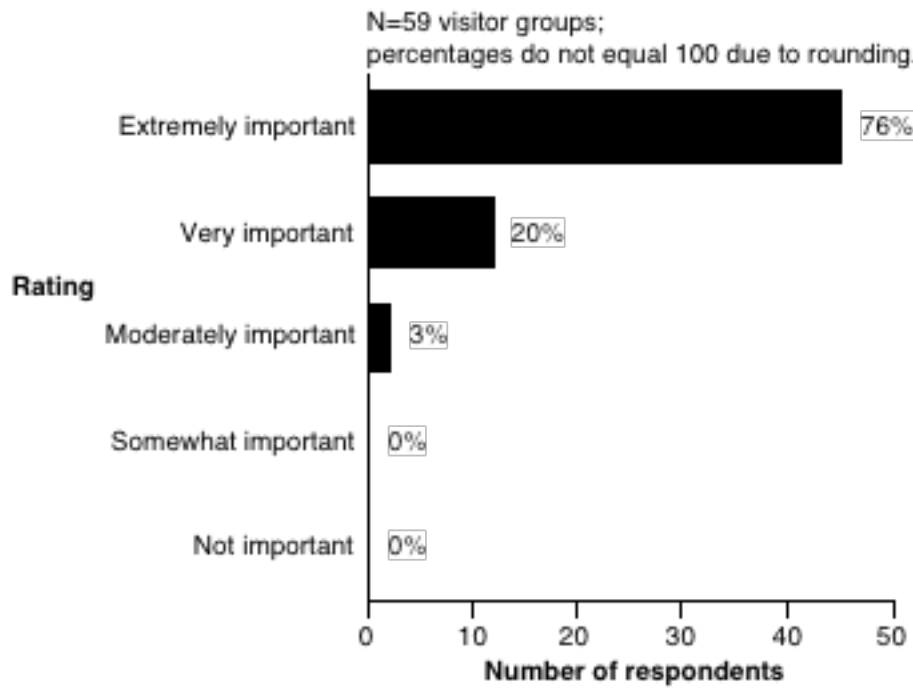


Figure 87: Importance of campgrounds

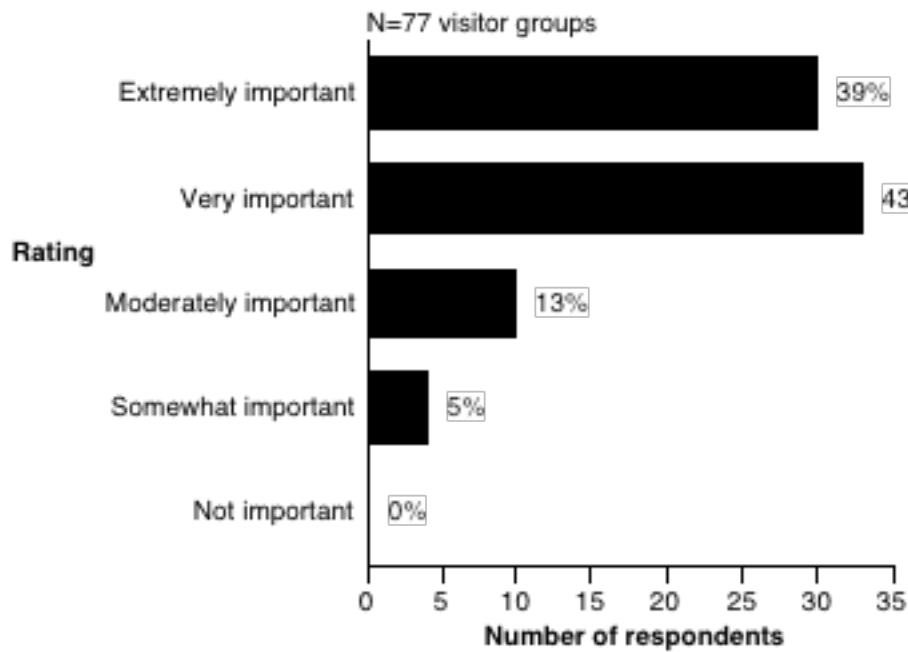


Figure 88: Importance of picnic areas

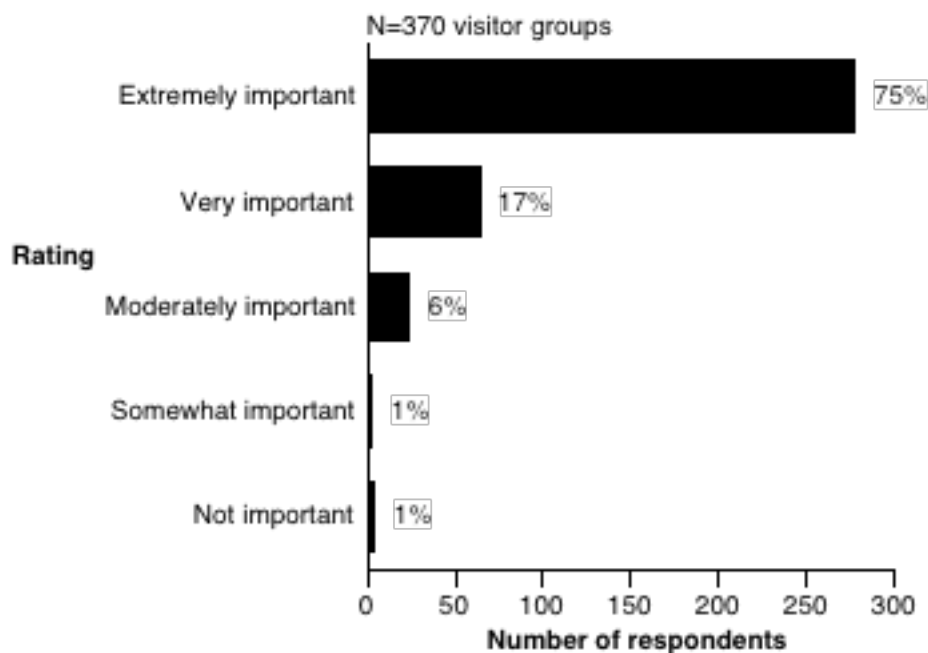


Figure 89: Importance of restrooms

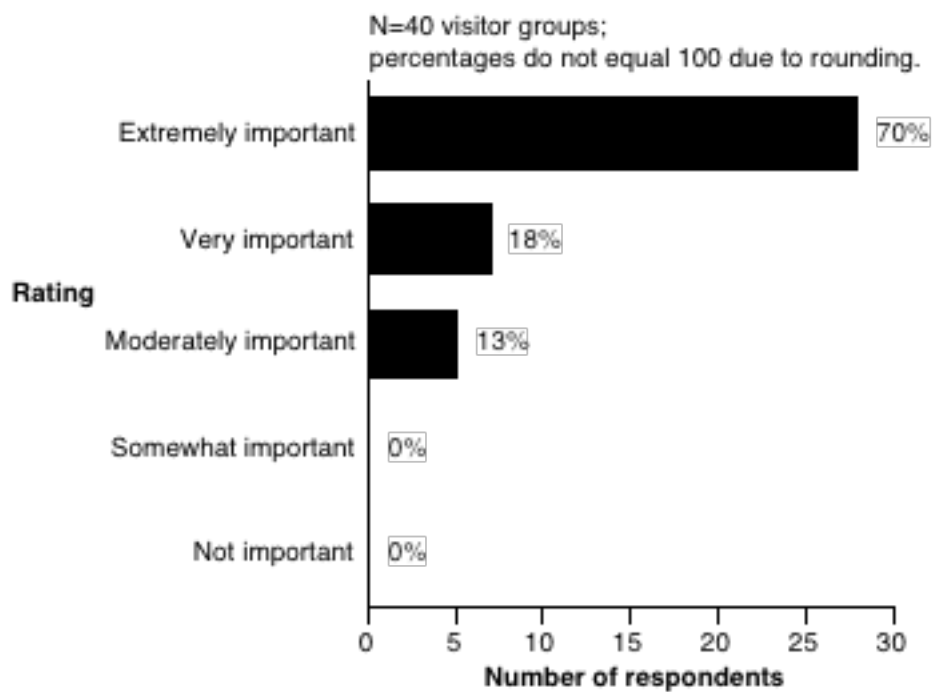


Figure 90: Importance of marina facilities

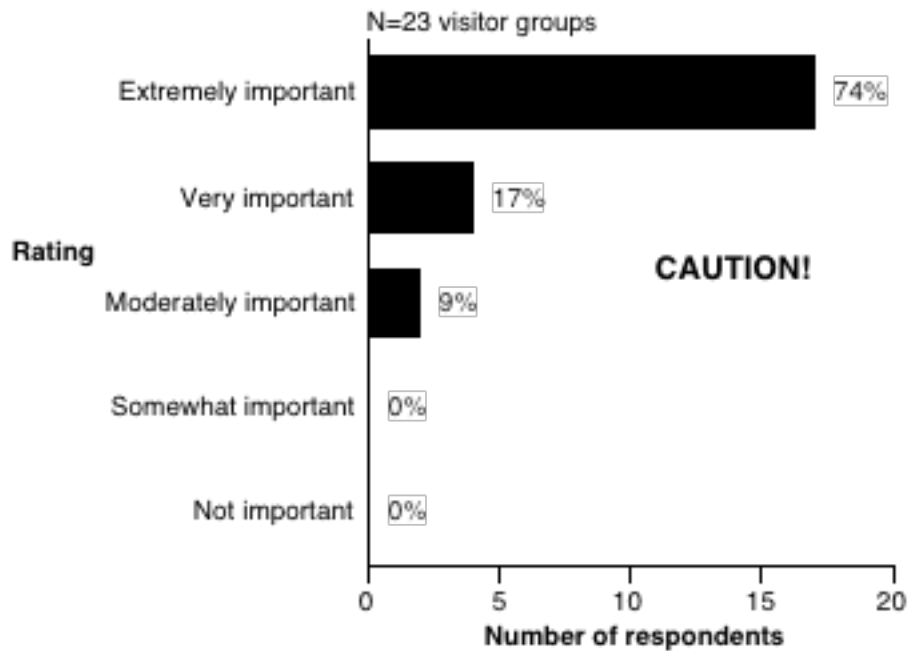


Figure 91: Importance of docks

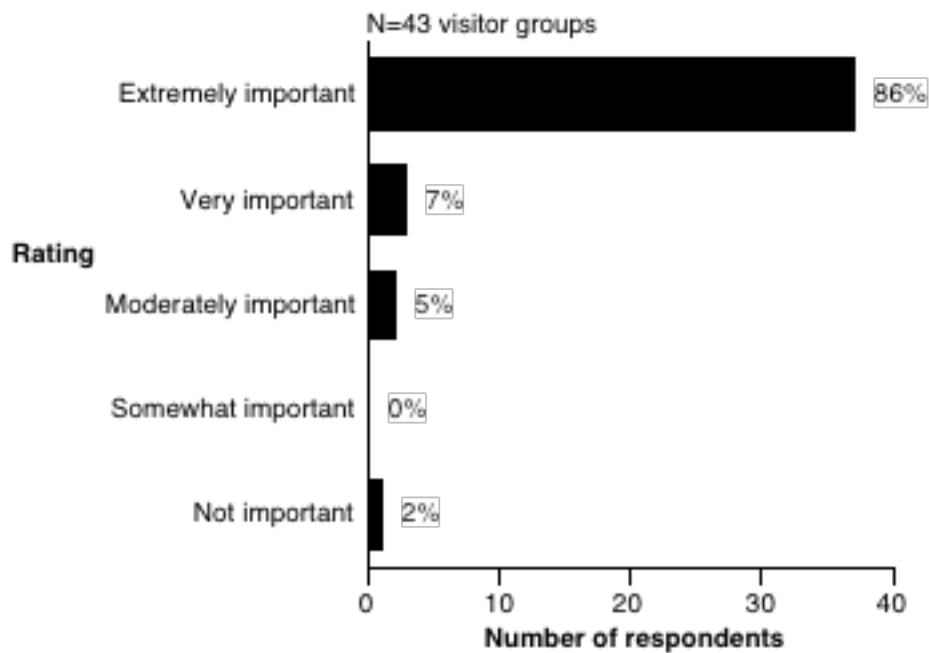


Figure 92: Importance of boat ramps

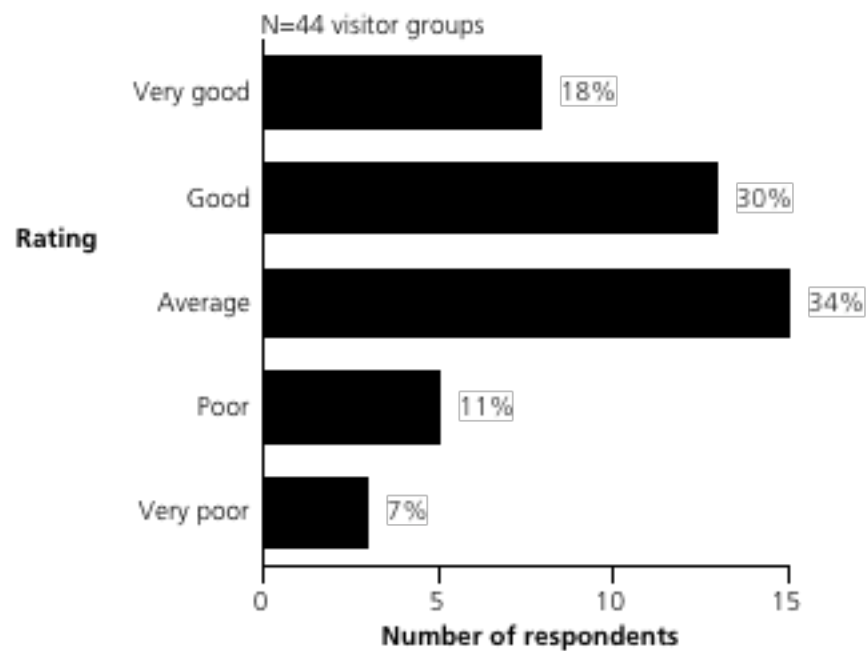


Figure 93: Quality of lodge or cottages

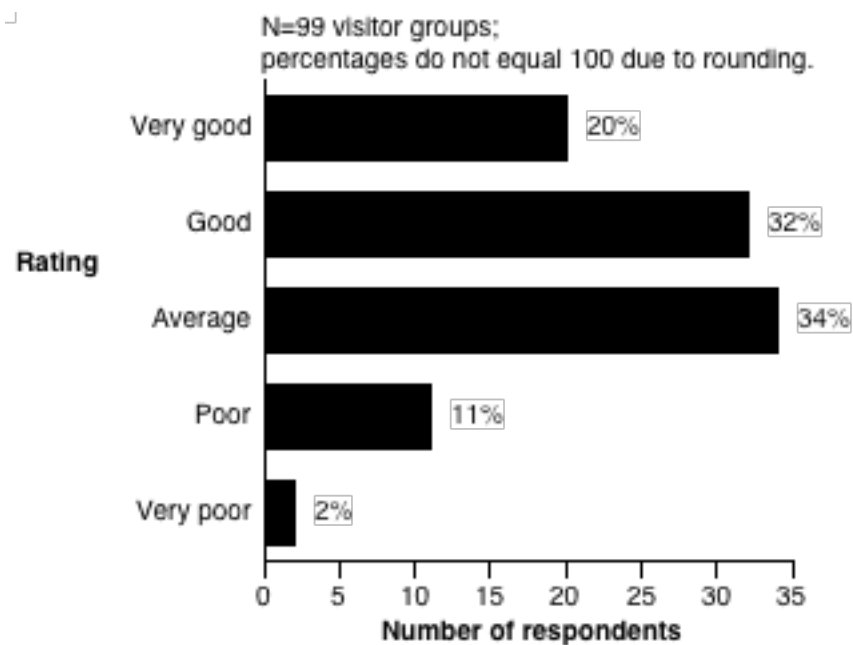


Figure 94: Quality of restaurants

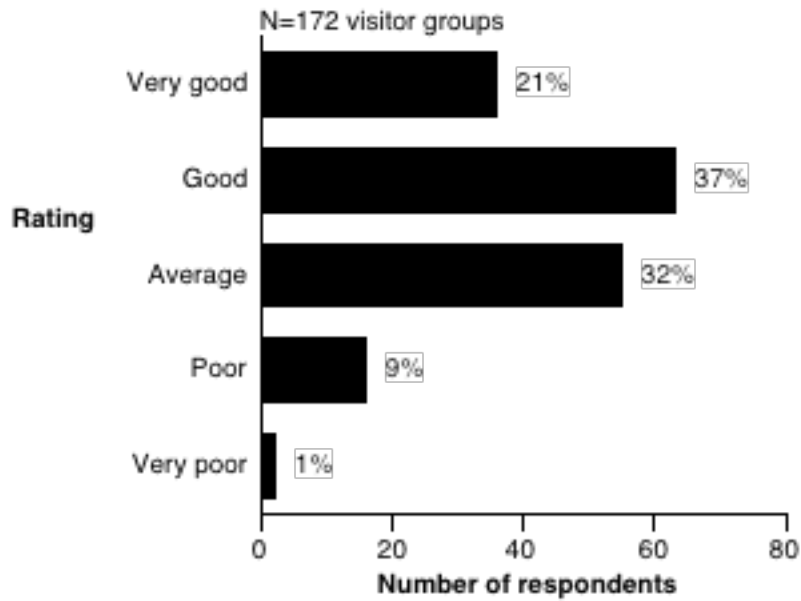


Figure 95: Quality of gift shops



Figure 96: Quality of boat rentals

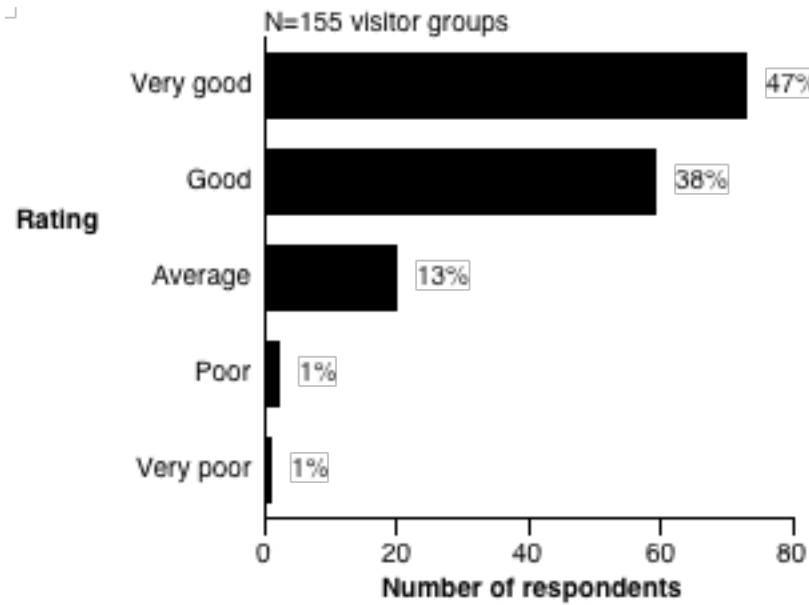


Figure 97: Quality of boat tours

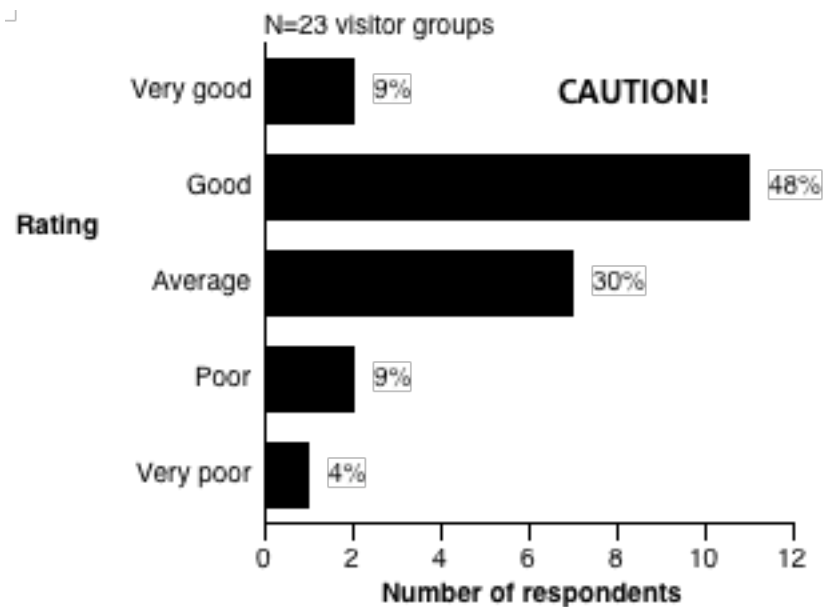


Figure 98: Quality of bicycle rentals

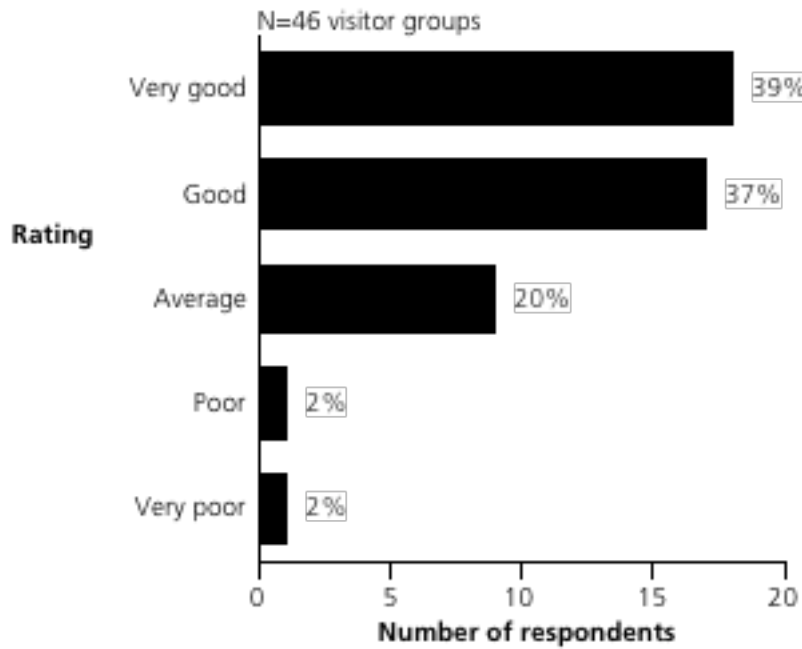


Figure 99: Quality of canoe/kayak rentals

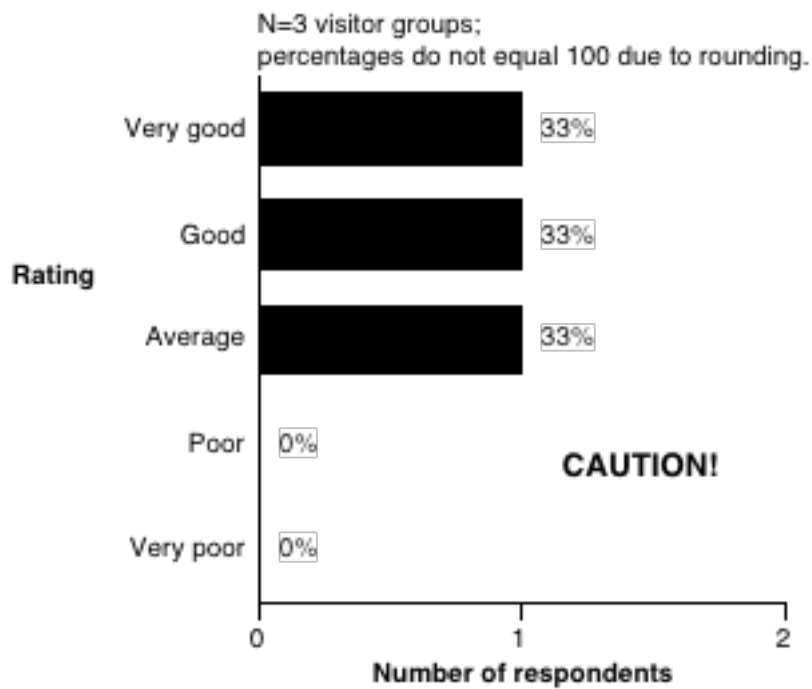


Figure 100: Quality of guided fishing tour

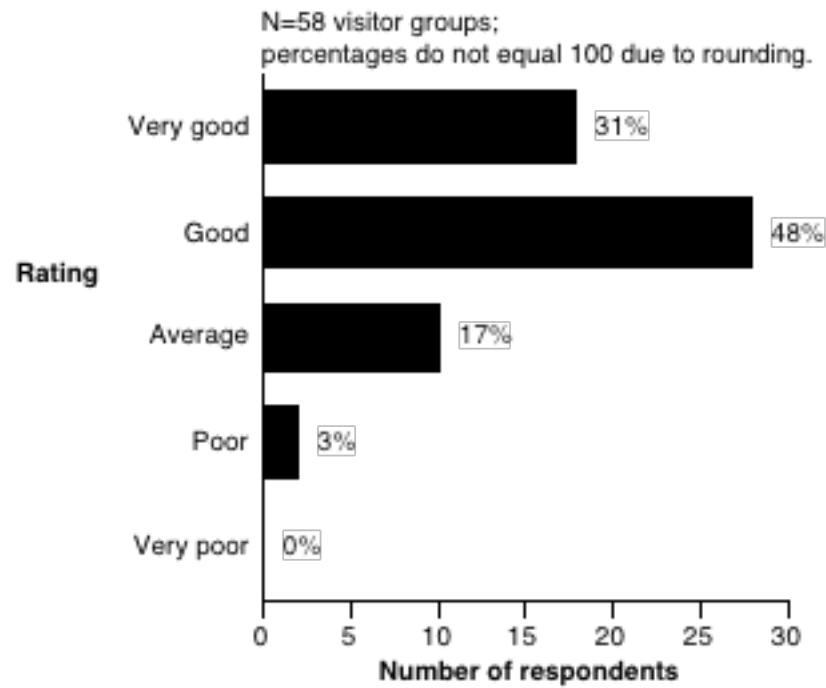


Figure 101: Quality of campgrounds

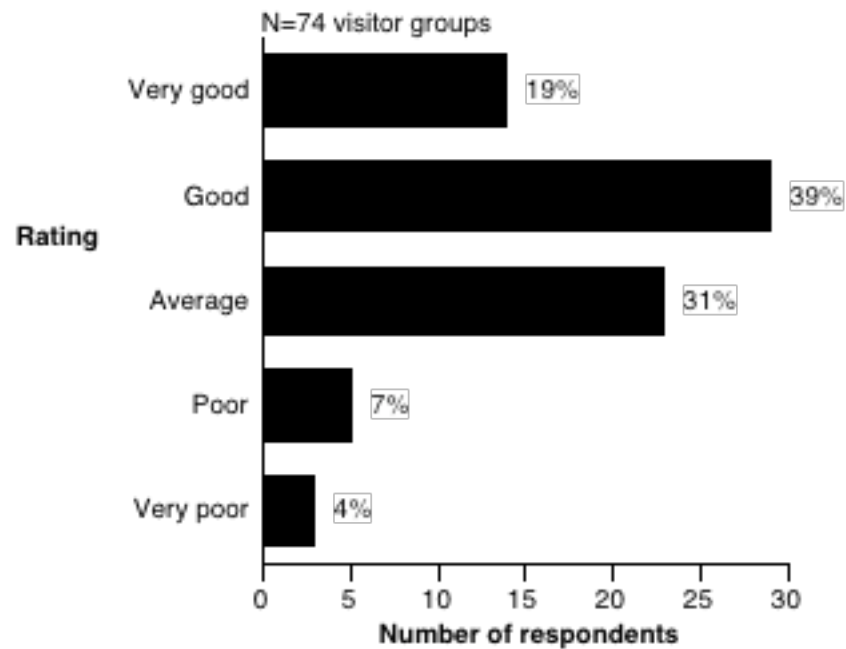


Figure 102: Quality of picnic areas

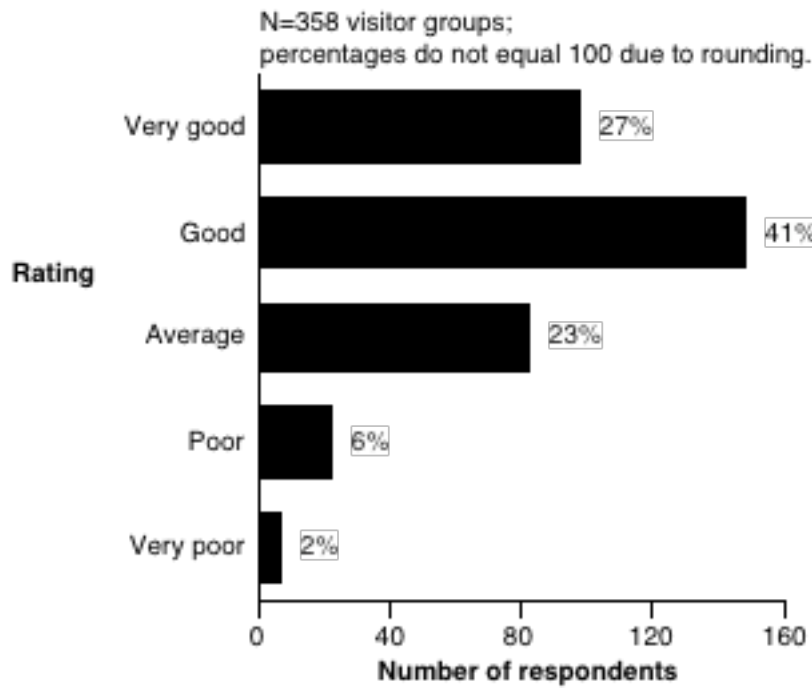


Figure 103: Quality of restrooms

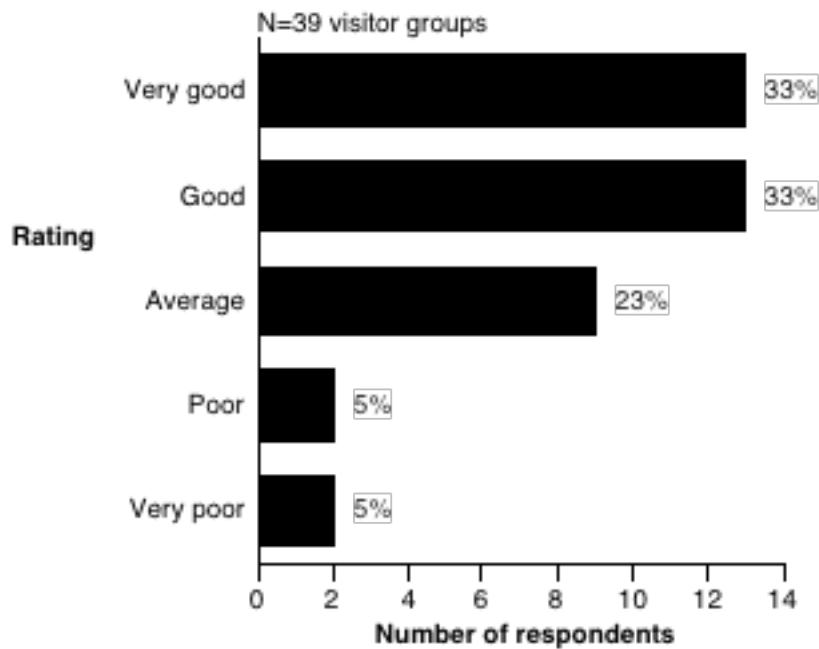


Figure 104: Quality of marina facilities



Figure 105: Quality of docks

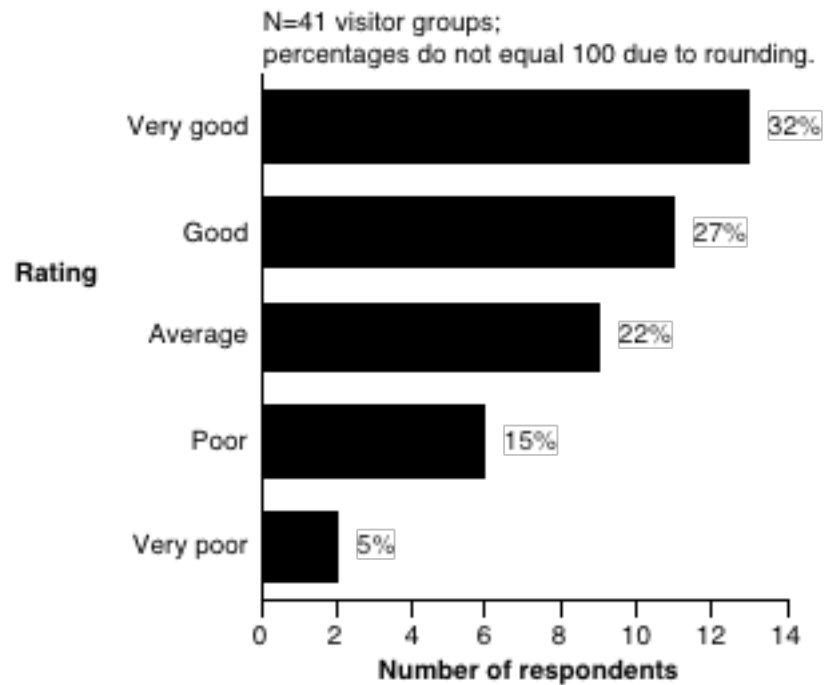


Figure 106: Quality of boat ramps

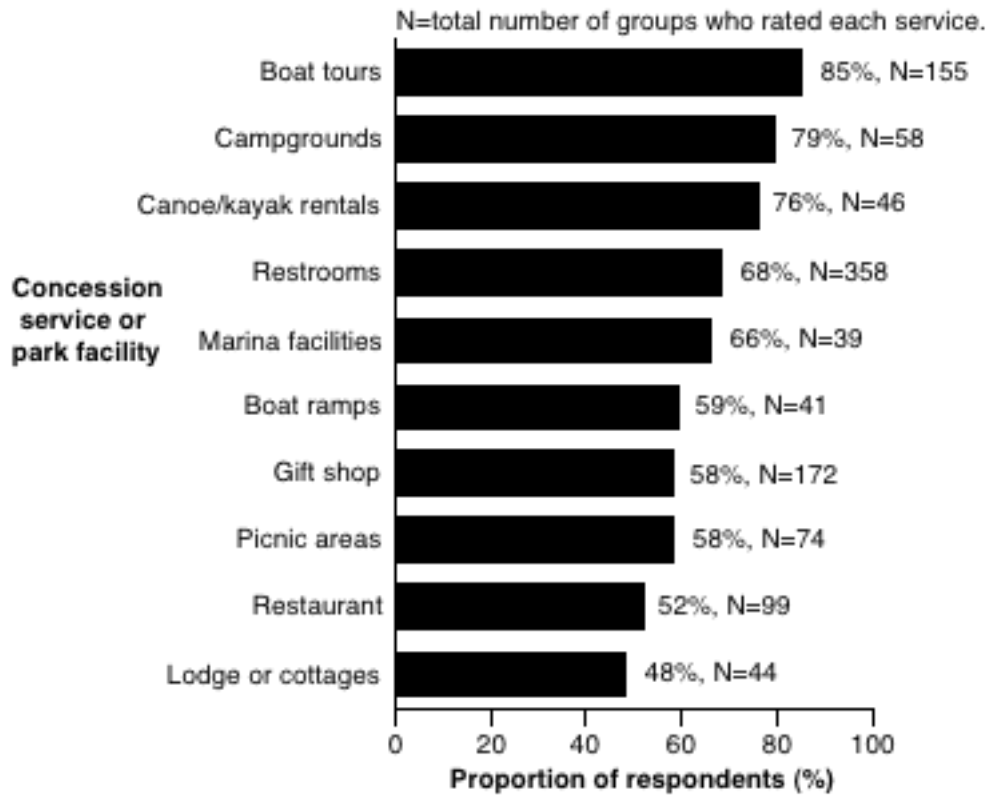


Figure 107: Combined proportions of "very good" and "good" quality ratings for concession services and facilities

**Total
expenditures**

Visitor groups were asked to list the amount of money they had spent on this visit, both inside Everglades NP and the surrounding area (Miami, Naples, Florida Keys, Florida City or Homestead). 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, and entertainment fees; all other purchases and donations.

Total expenditures in and out of park: Two percent of visitor groups spent no money and 31% spent between \$1 and \$100 in total expenditures in Everglades NP and the surrounding area (see Figure 108). Twenty-one percent spent \$801 or more. Of the total expenditures by groups, 37% was for lodging, and 19% was for restaurants and bars (see Figure 109).

The average visitor group expenditure during this visit was \$630. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$225. The average per capita expenditure was \$245.

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 110 shows that 63% of the visitor groups had two adults. Figure 111 show that 77% of the visitor groups had no children under 18 years of age.

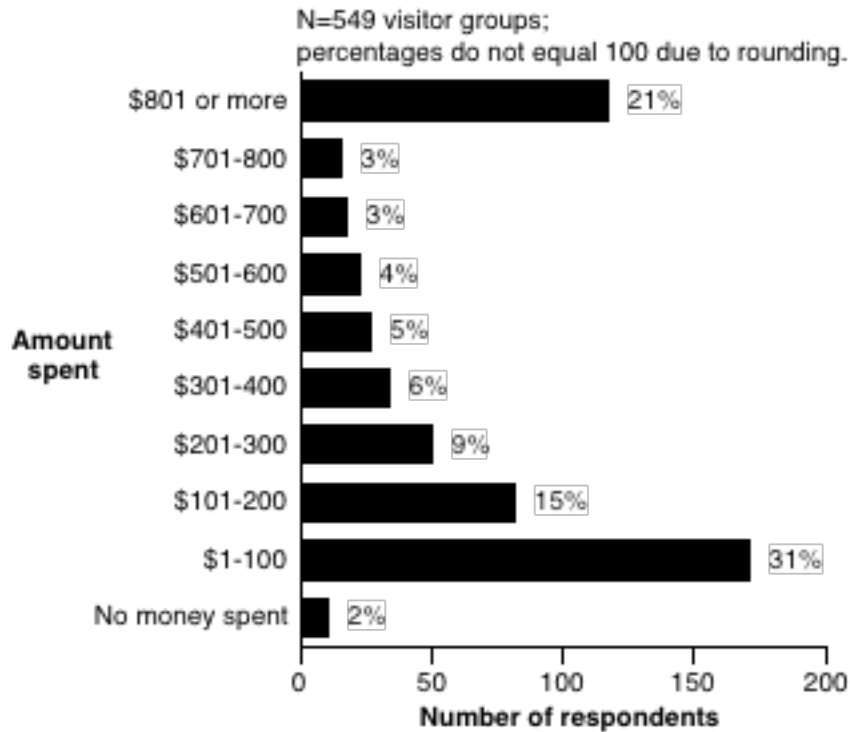


Figure 108: Total expenses in Everglades NP and surrounding area (Miami, Naples, Florida Keys, Florida City or Homestead)

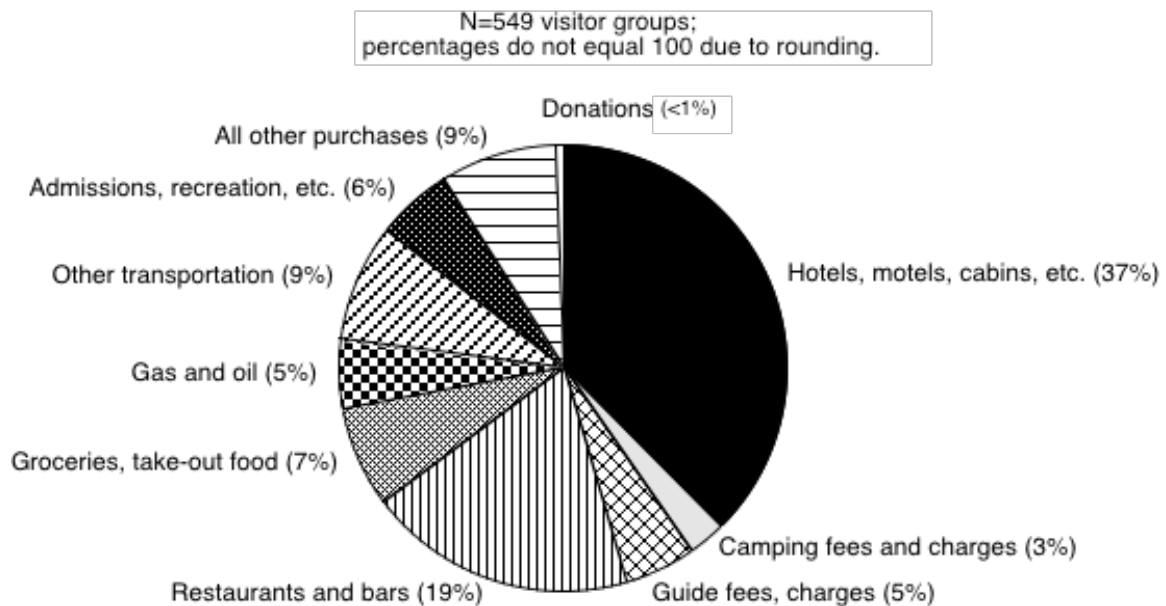


Figure 109: Proportions of expenses in Everglades NP and surrounding area (Miami, Naples, Florida Keys, Florida City or Homestead)

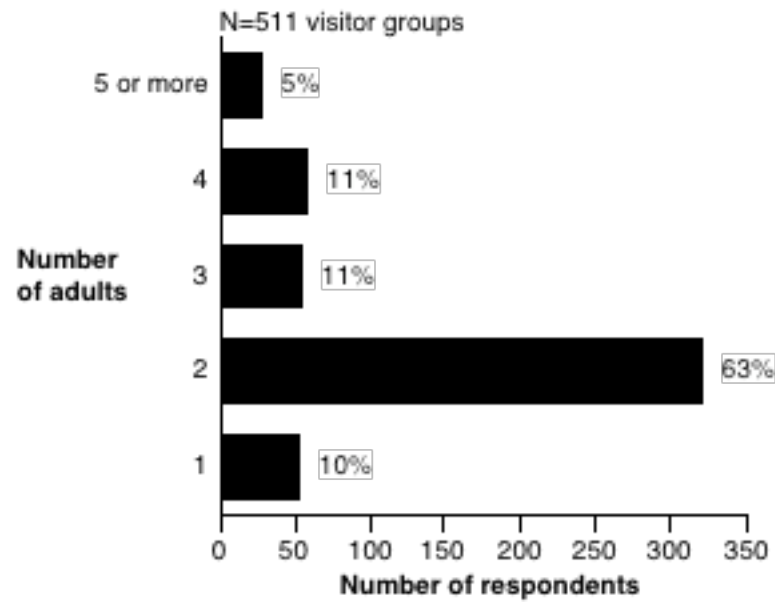


Figure 110: Number of adults covered by expenses

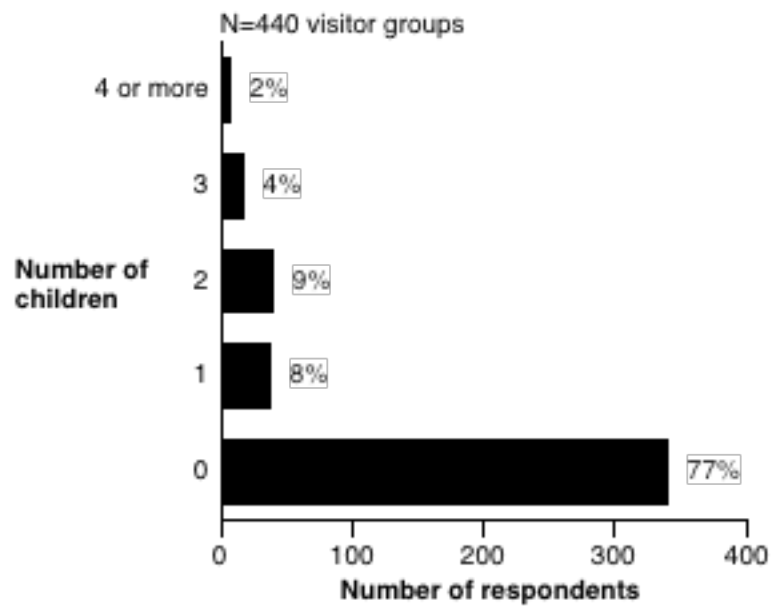


Figure 111: Number of children covered by expenses

Total expenditures in the park: Sixty-four percent of visitors spent between \$1 and \$100 in total expenditures in the park on this visit (see Figure 112).

Expenditures inside park

Guide fees and charges accounted for the largest proportion (21%) of total expenditures in the park, followed by hotels, motels, cabins, etc. (19%), as shown in Figure 113.

The average visitor group expenditure in the park during this visit was \$118. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$45. The average per capita expenditure was \$49.

Motels in the park: Most visitors (82%) spent no money (see Figure 114).

Camping fees and charges in the park: Seventy-five percent of visitors spent no money; 19% spent from \$1-\$50. (see Figure 115).

Guide fees and charges in the park: Sixty percent of visitors spent no money; 25% spent from \$1 to \$50 (see Figure 116).

Restaurants and bars in the park: Over one-half of visitors (54%) spent no money; 33% spent from \$1-\$50 (see Figure 117).

Groceries and take out food in the park: Over one-half of visitors (58%) spent no money; 39% spent from \$1-\$50, as shown in Figure 118.

Gas and oil in the park: Most visitors (79%) spent no money for gas and oil in the park and 20% spent from \$1-\$50 (see Figure 119).

Other transportation expenses (rental cars, auto repairs, taxis, but not including airfare) in the park: Most visitor groups (91%) spent no money (see Figure 120).

Admissions, recreation, and entertainment fees in the park: Sixty percent of visitor groups spent \$1-\$50 on admission, recreation, and entertainment fees in Everglades NP, while 30% spent no money (see Figure 121).

Other purchases in the park: Fifty percent of visitor groups spent \$1-\$50 on other purchases in the park; 42% spent no money (see Figure 122).

Donations in the park: Most visitors (77%) spent no money for donations in the park; 22% spent from \$1-\$50 (see Figure 123).

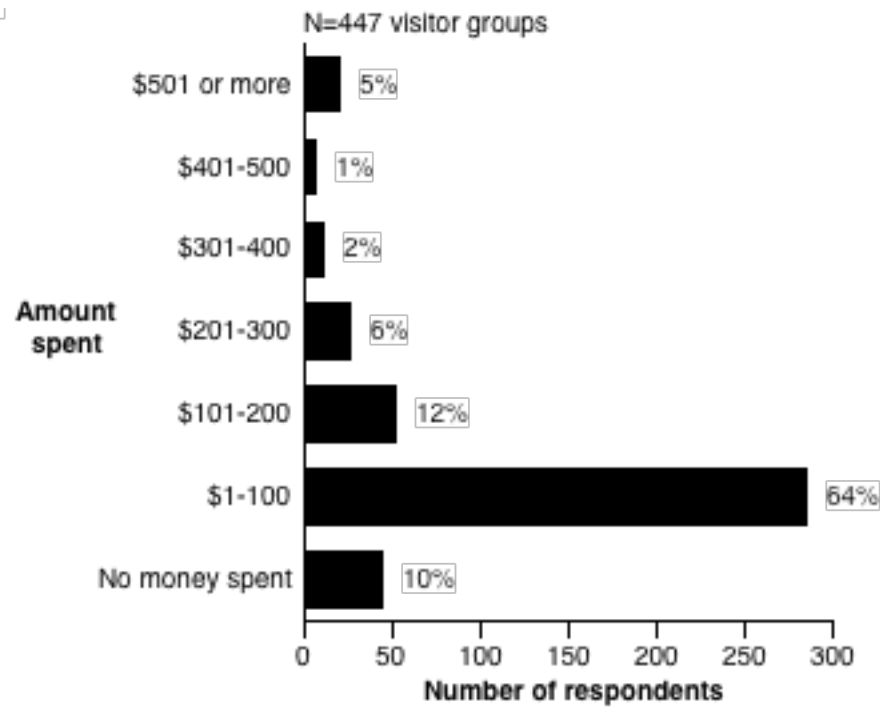


Figure 112: Total expenditures in park

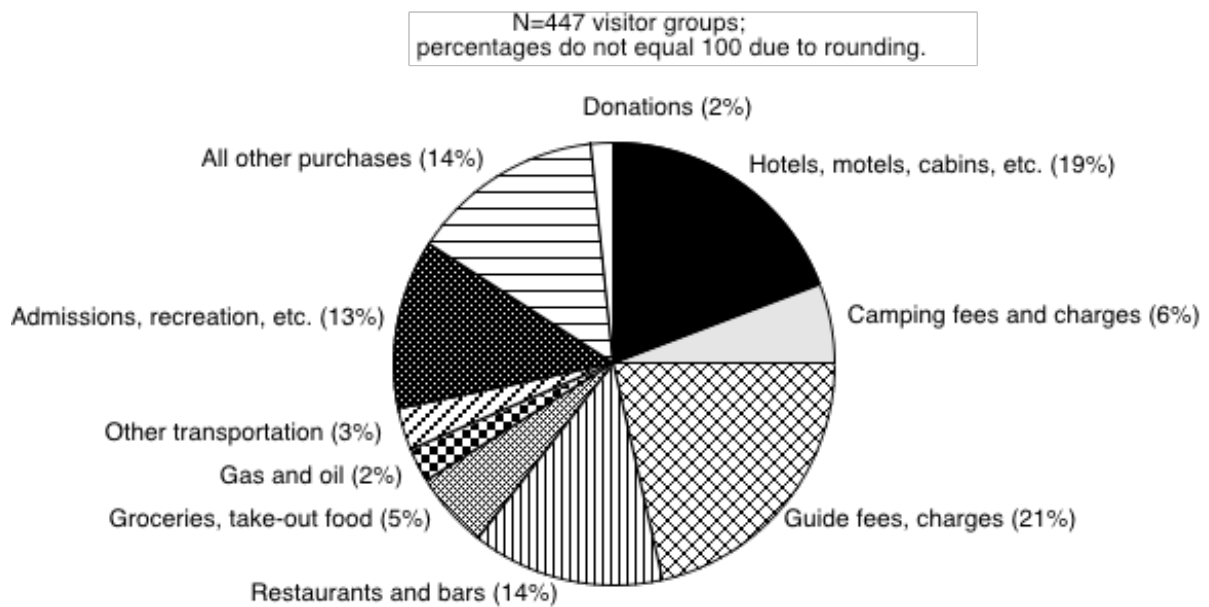


Figure 113: Proportions of expenditures by category in park

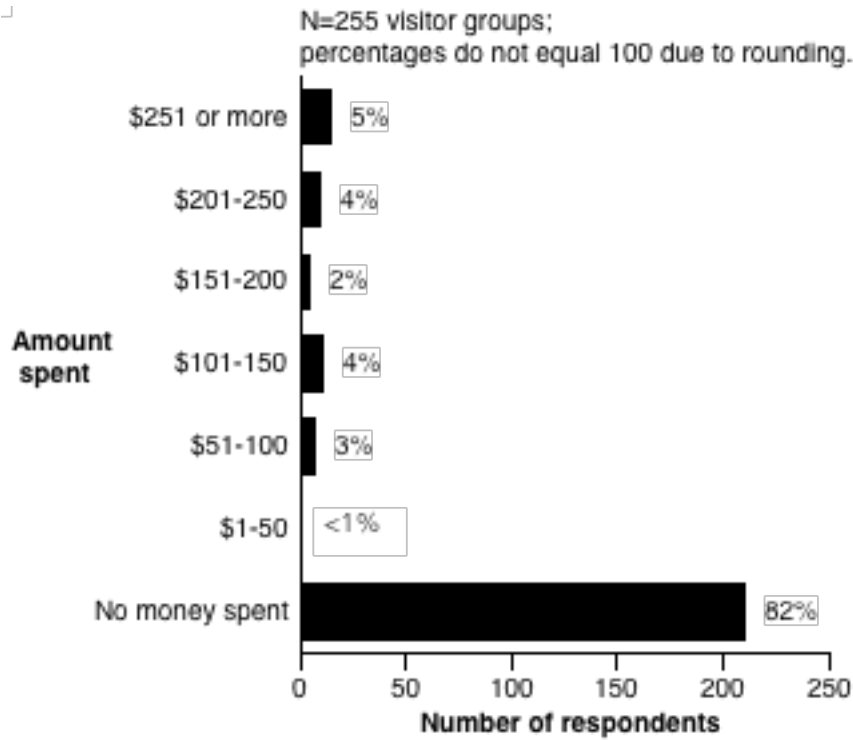


Figure 114: Expenditures for motels in park

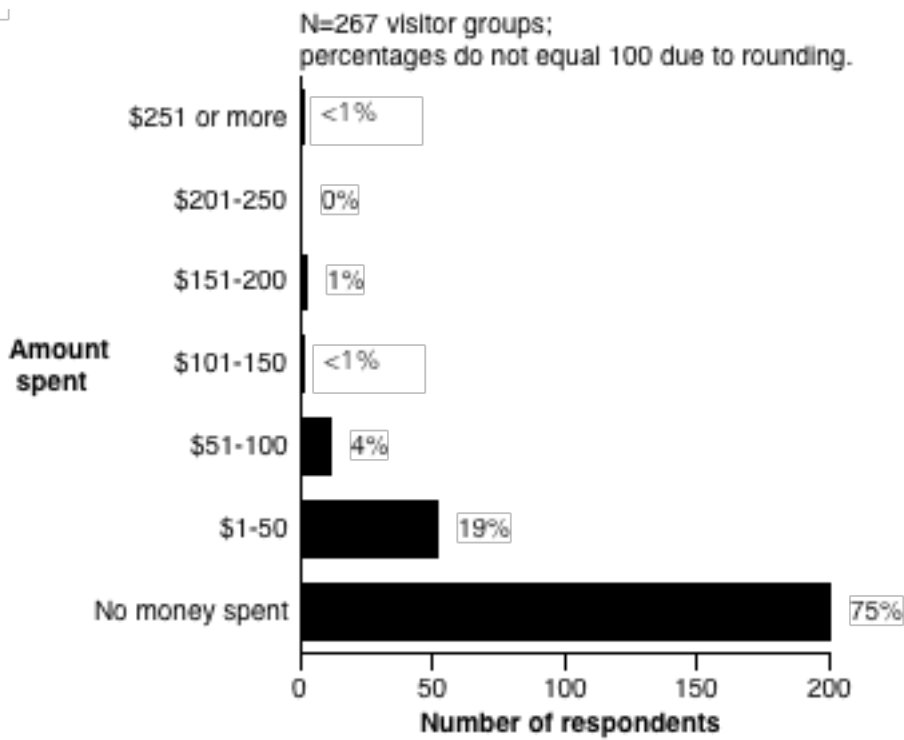


Figure 115: Expenditures for camping fees and charges in park

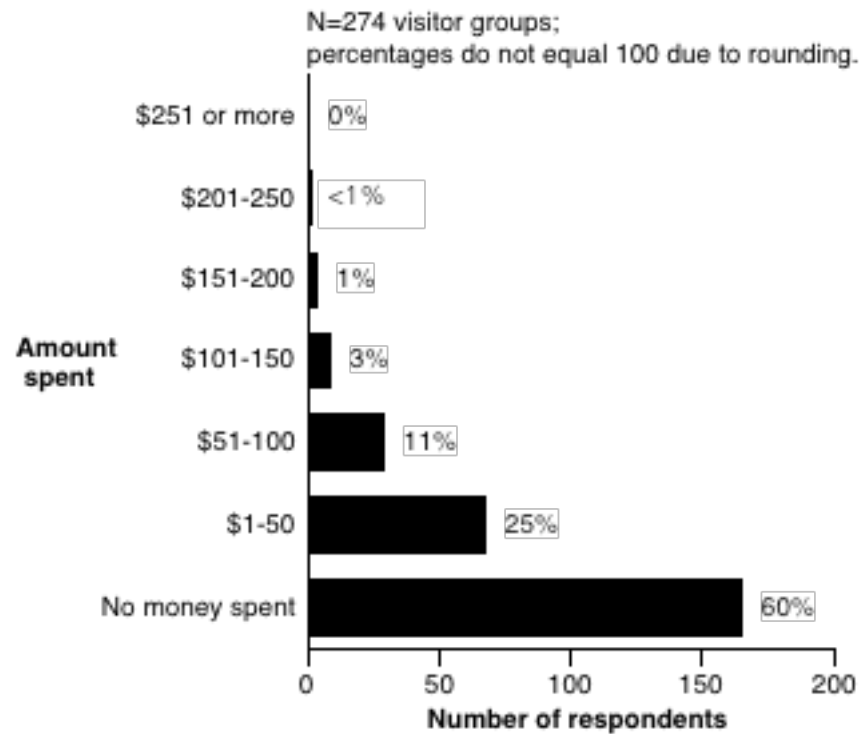


Figure 116: Expenditures for guide fees and charges in park



Figure 117: Expenditures for restaurants and bars in park

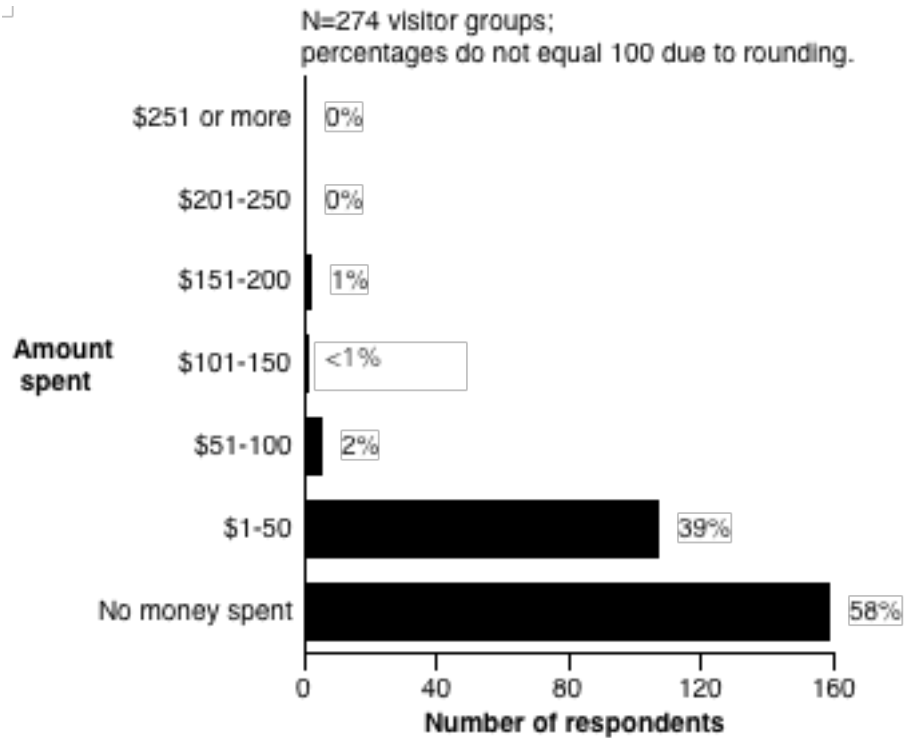


Figure 118: Expenditures for groceries and take out food in park

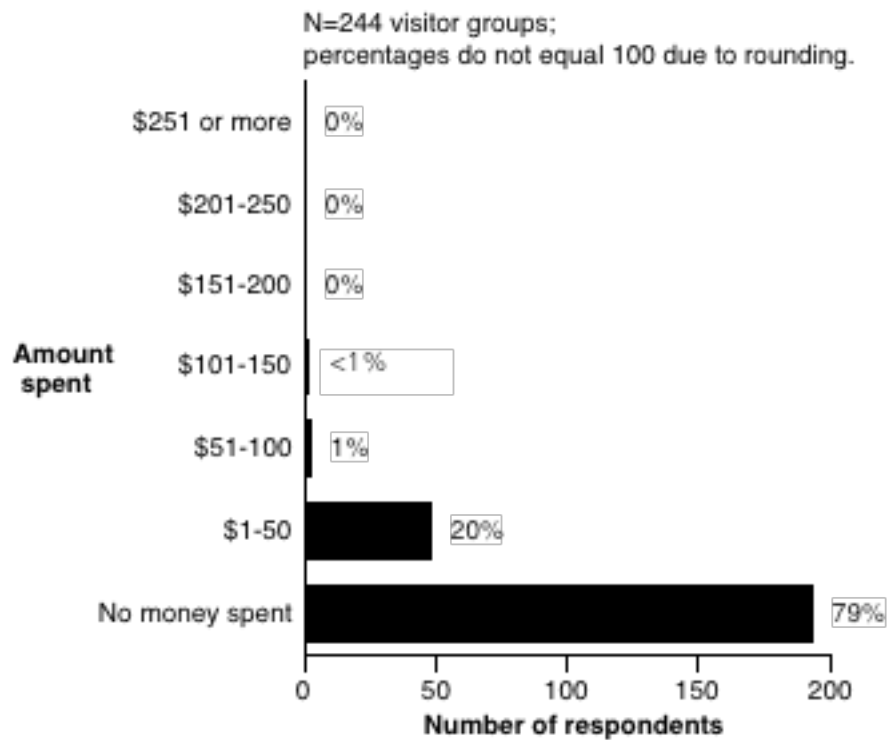


Figure 119: Expenditures for gas and oil (auto, RV, boat, etc.) in park

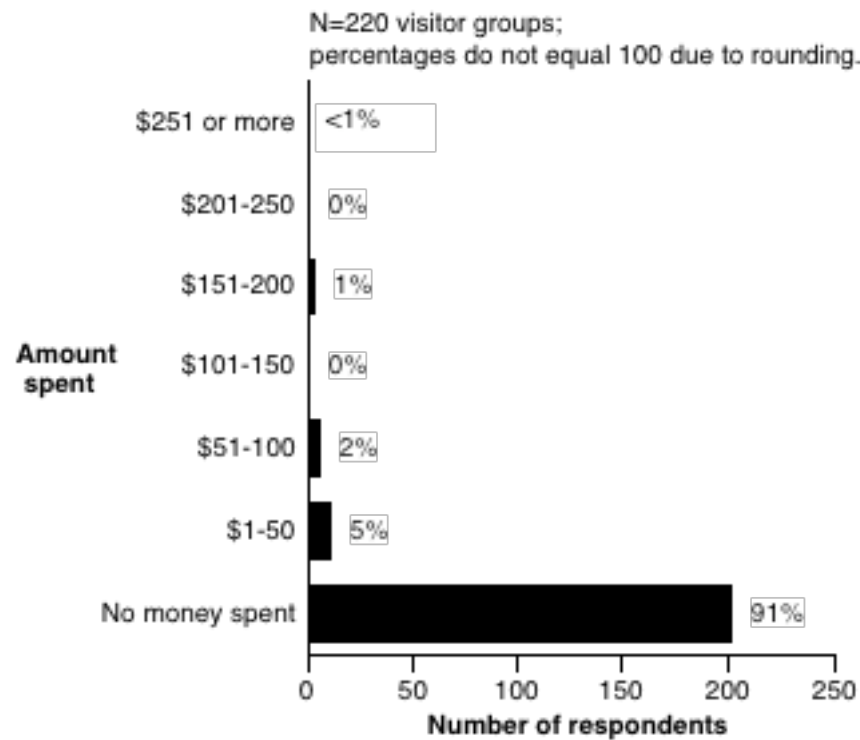


Figure 120: Expenditures for other transportation expenses (rental cars, auto repairs, taxis, not including airfare) in park

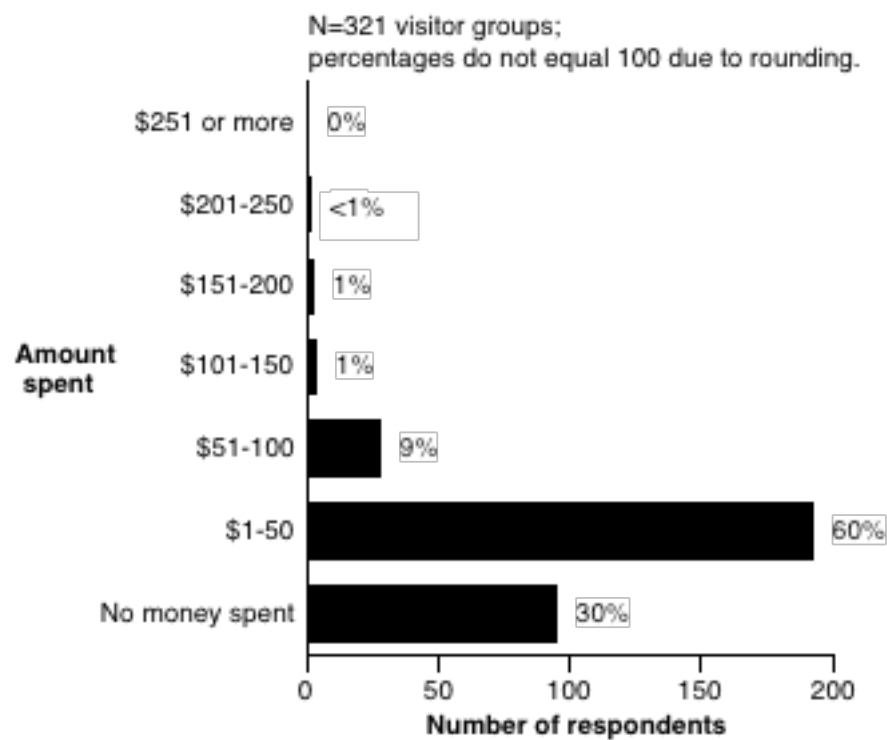


Figure 121: Expenditures for admissions, recreation and entertainment fees in park

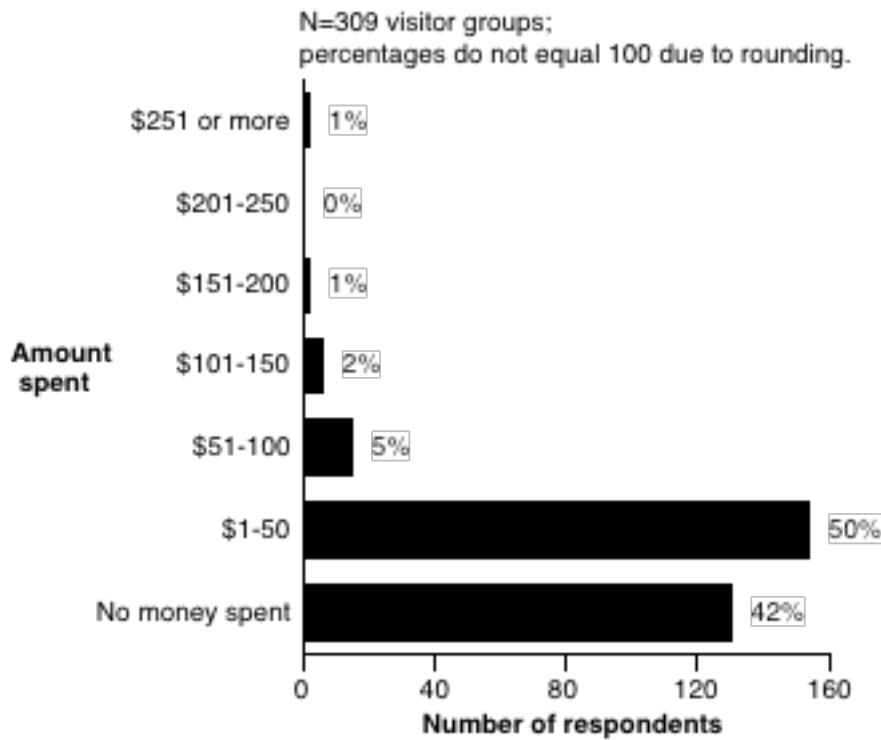


Figure 122: Expenditures for all other purchases in park

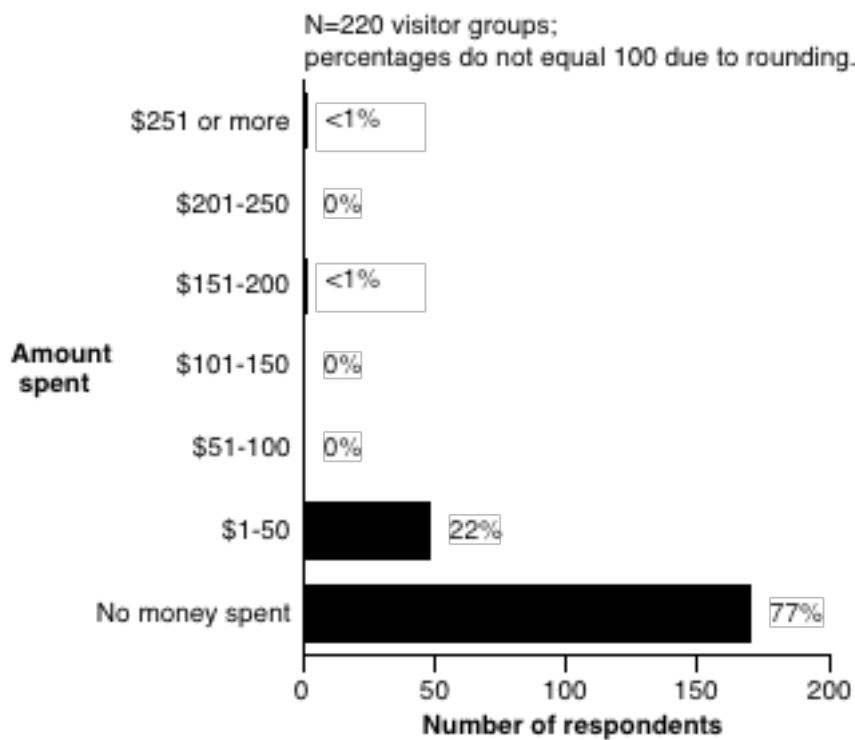


Figure 123: Expenditures for donations in park

Expenditures outside park

Total expenditures: Thirty percent of visitor groups spent between \$1 and \$100 in total expenditures out of the park during this trip, while 23% spent \$801 or more (see Figure 124).

The greatest proportions of money spent out of the park were for lodging (41%) and restaurants and bars (20%), as shown in Figure 125.

The average visitor group expenditure out of the park during this visit was \$643. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$225. The average per capita expenditure was \$269.

Hotels, motels, cabins, etc. out of the park: Thirty-six percent of visitors spent no money for lodging, while 30% spent \$251 or more, as shown in Figure 126.

Camping fees and charges out of the park: Most visitor groups (83%) spent no money on camping fees and charges (see Figure 127).

Guide fees and charges out of the park: Most visitor groups (75%) spent no money for guide fees and charges (see Figure 128).

Restaurants and bars out of the park: Forty-five percent of visitor groups spent from \$1 to \$100 on restaurants and bars out of the park, while 19% spent between \$250 or more (see Figure 129).

Groceries and take-out food out of the park: Almost one-half of visitor groups (48%) spent \$1-\$50 on groceries and take-out food, while 26% spent no money (see Figure 130).

Gas and oil out of the park: Seventy percent of visitor groups spent from \$1 to \$50 on gas and oil out of the park (see Figure 131).

Other transportation expenses out of the park: Over one-half of visitors (56%) of visitor groups spent no money on other transportation expenses out of the park (see Figure 132).

Admissions, recreation, and entertainment fees out of park: Fifty percent of visitor groups spent no money on admissions, recreation, and entertainment fees out of the park, while 29% spent between \$1 and \$50 (see Figure 133).

Other purchases out of the park: Thirty-nine percent of visitor groups spent no money on other purchases out of the park; 31% spent from \$1 to \$50 (see Figure 134).

Donations out of park: Most visitor groups (84%) spent no money for donations out of the park (see Figure 135).

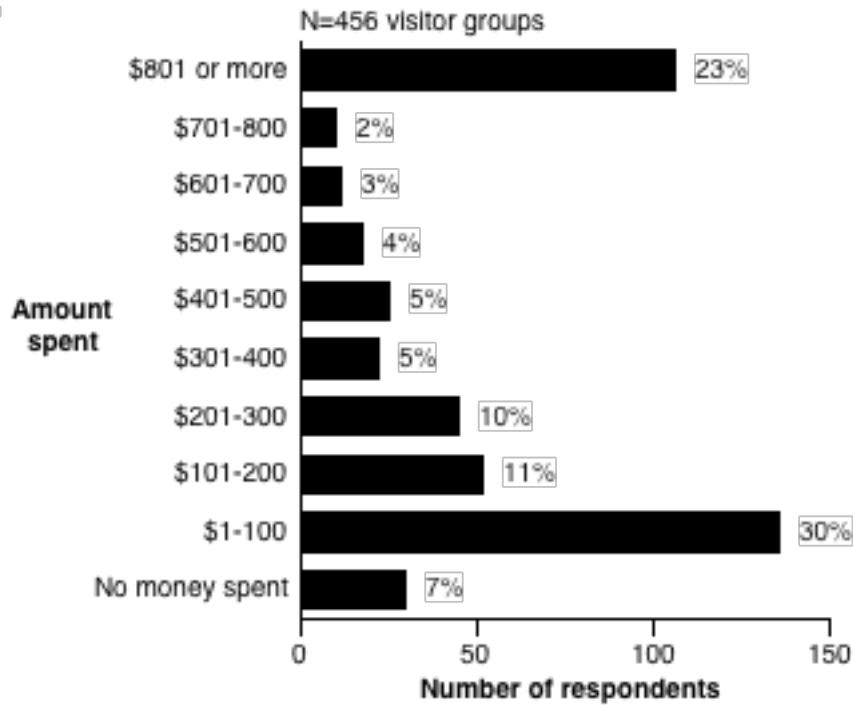


Figure 124: Total expenditures out of park

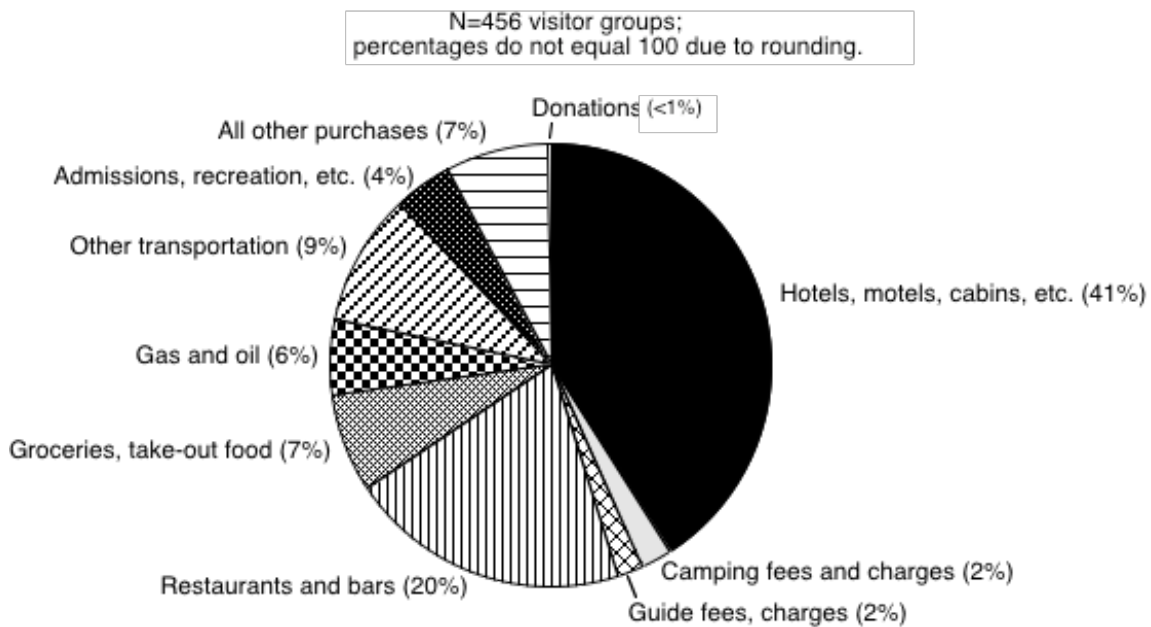


Figure 125: Proportion of expenditures by category out of park

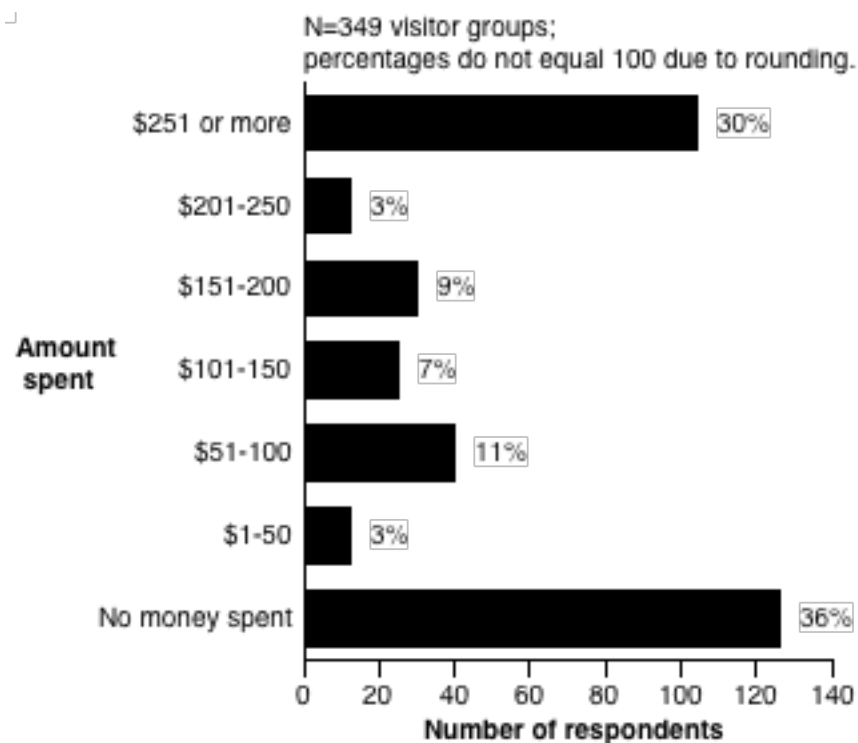


Figure 126: Expenditures for hotels, motels, cabin, etc. out of park

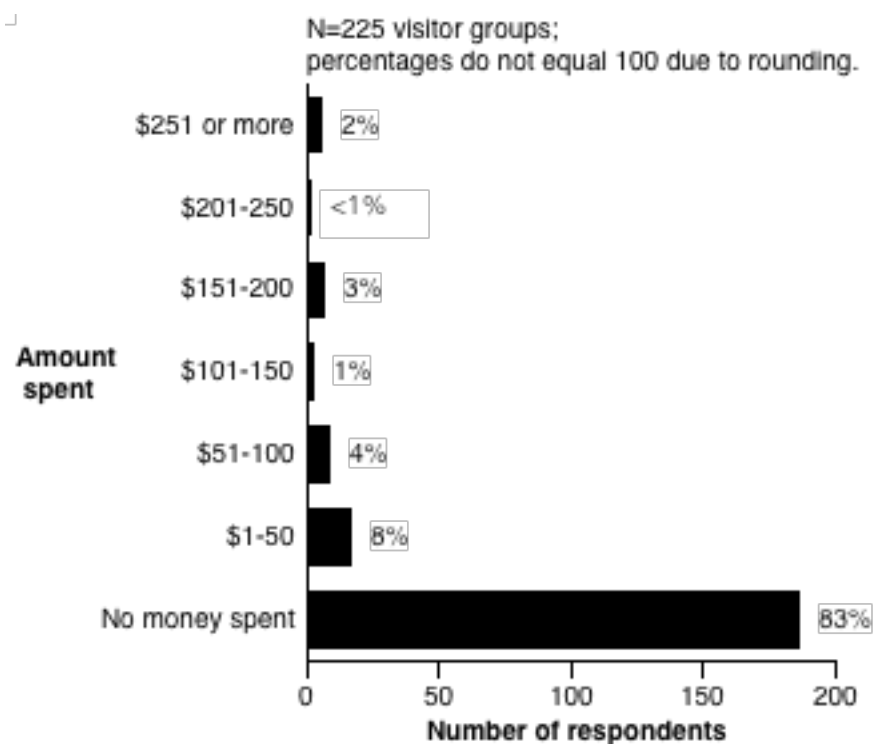


Figure 127: Expenditures for camping fees and charges out of park

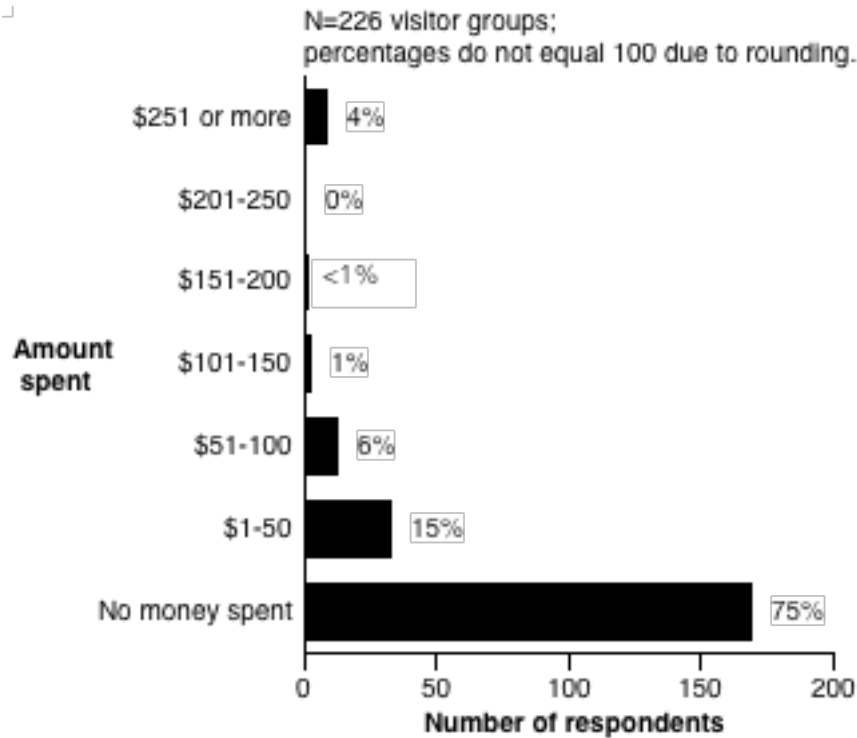


Figure 128: Expenditures for guide fees and charges out of park

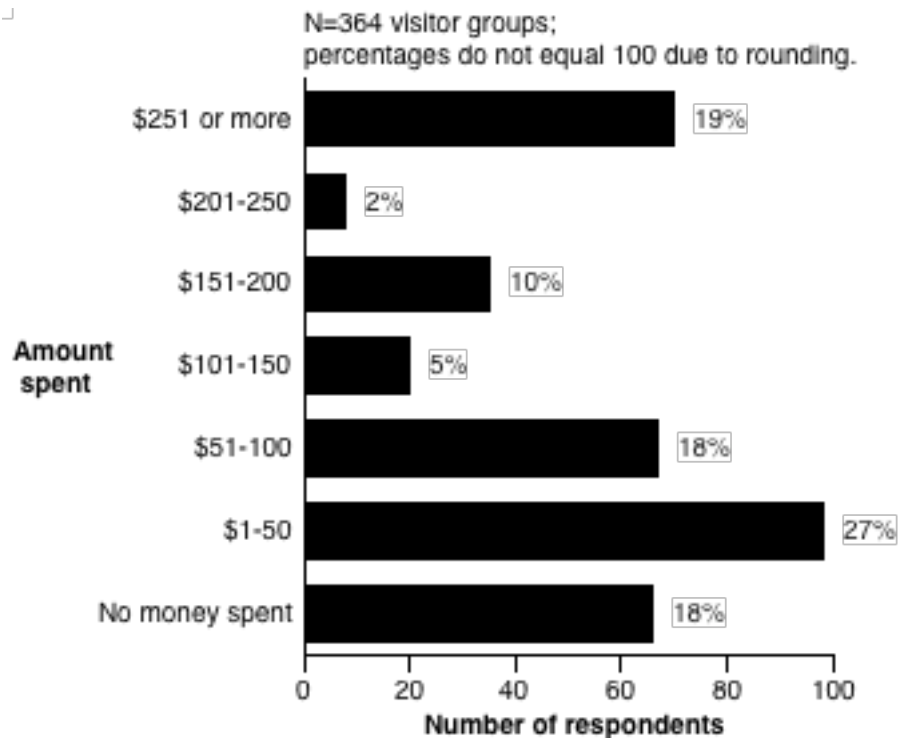


Figure 129: Expenditures for restaurants and bars out of park

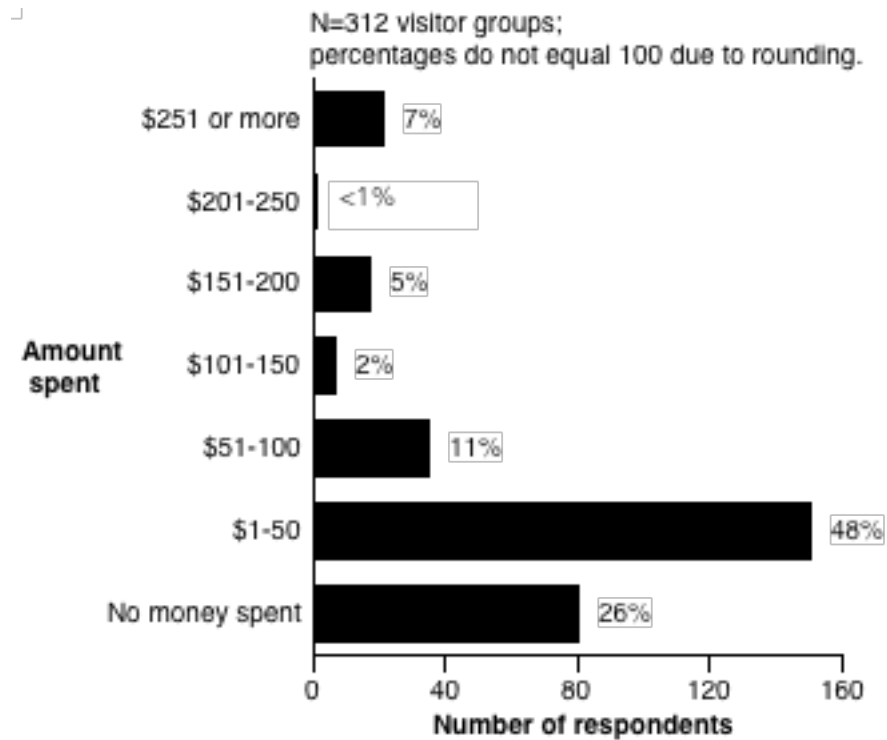


Figure 130: Expenditures for groceries and take-out food out of park

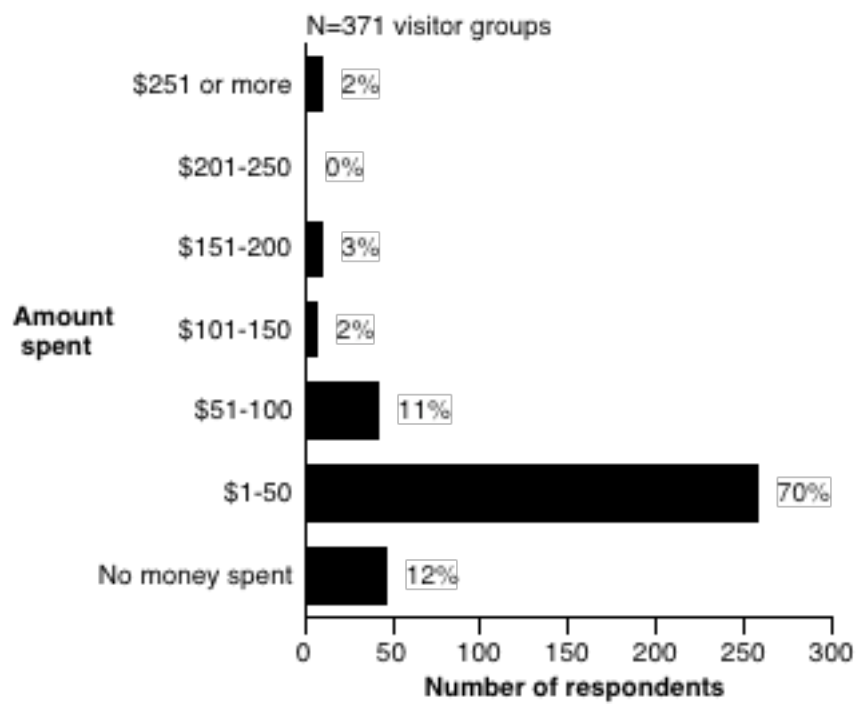


Figure 131: Expenditures for gas and oil out of park

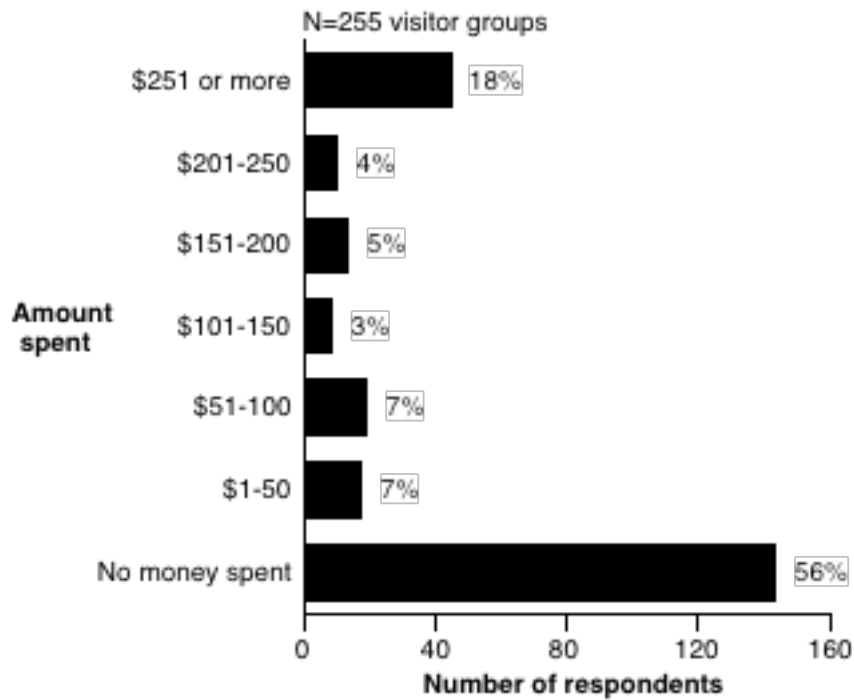


Figure 132: Expenditures for other transportation expenses out of park

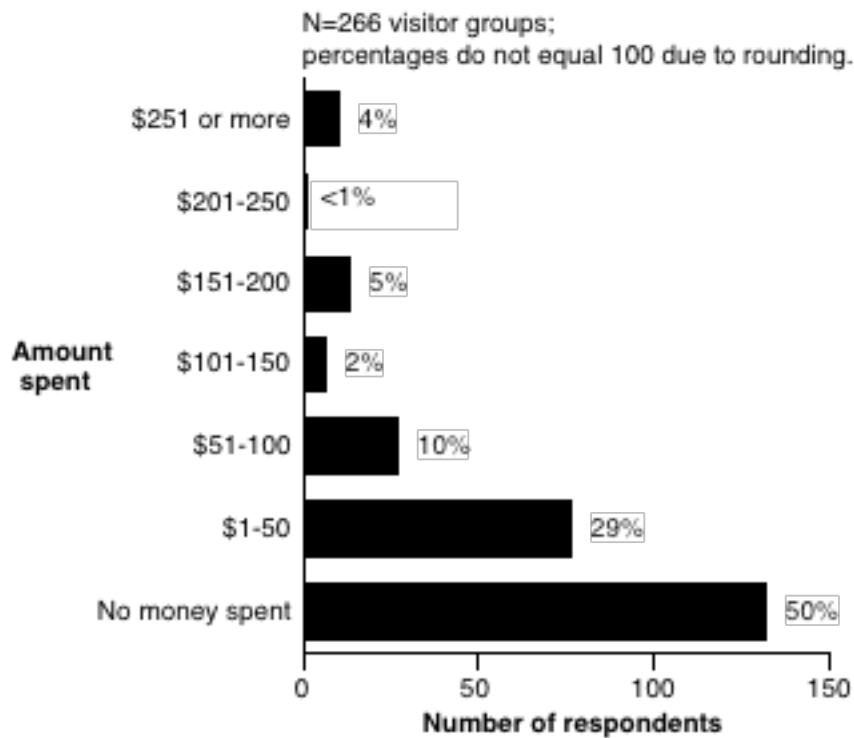


Figure 133: Expenditures for admissions, recreation, and entertainment fees out of park

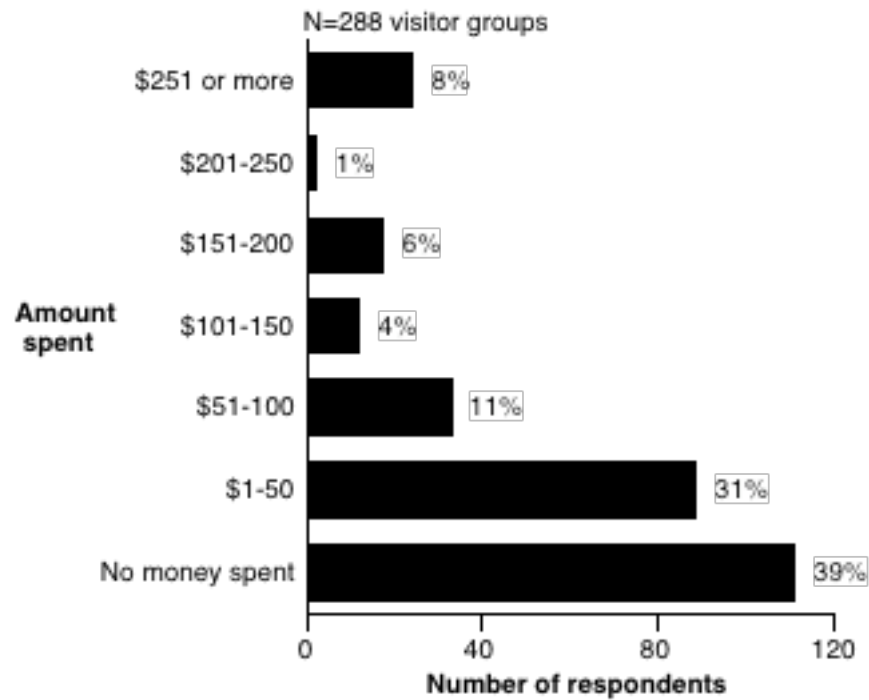


Figure 134: Expenditures for all other purchases out of park

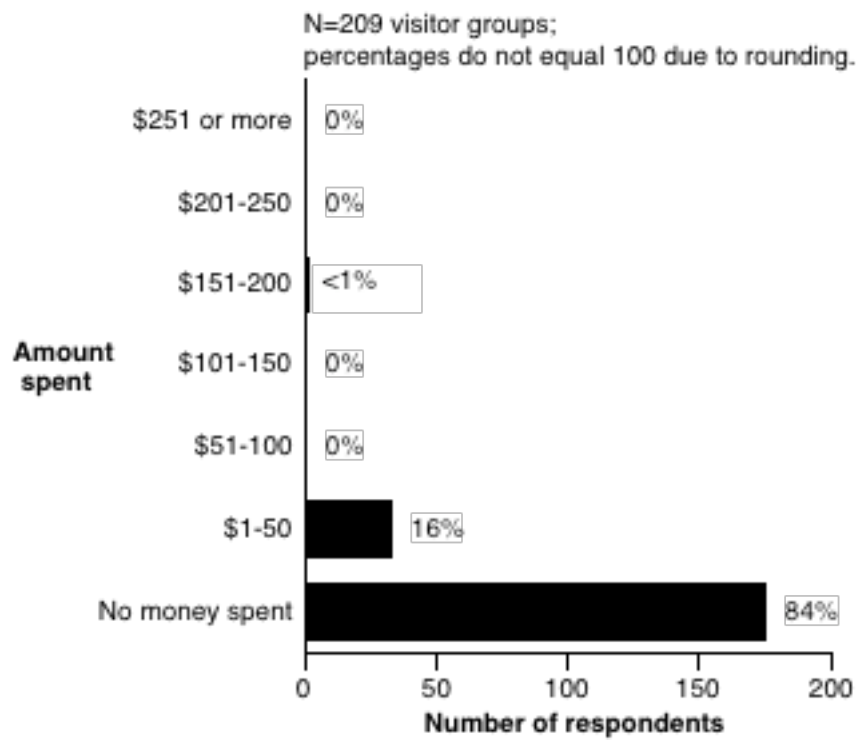


Figure 135: Expenditures for donations out of park

Visitor groups were given the following information and then asked to rate the appropriateness of the entrance fee amount.

"Currently 80% of the funds collected as park entrance fees remain at Everglades National Park and are used to maintain/enhance visitor facilities and services. In your opinion, how appropriate is the amount of the entrance fee?" Eighty-four percent of visitors felt the entrance fee amount was "about right" (see Figure 136). Thirteen percent felt fee amounts were "too low" and 3% said they were "too high."

Visitors were also asked how they would like to see these funds used at Everglades NP. Most visitor groups (88%) want the fees used to protect park resources (see Figure 137). The next most often preferred uses included visitor education (58%), park management (58%), and visitor facilities (50%). The least preferred use was "community outreach" (10%). "Other" ways that visitors suggested spending fee funding included improving campgrounds, adding boating facilities, providing snack foods, and conducting research.

Opinions about entrance fees; preferred use of fees

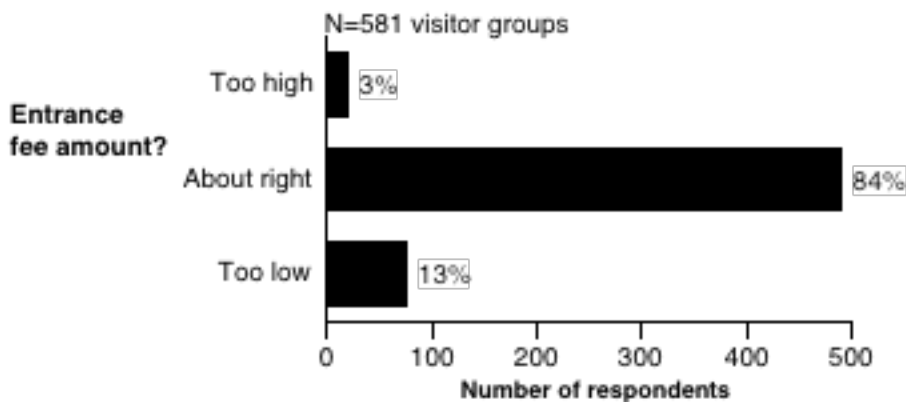


Figure 136: Appropriateness of entrance fee amount

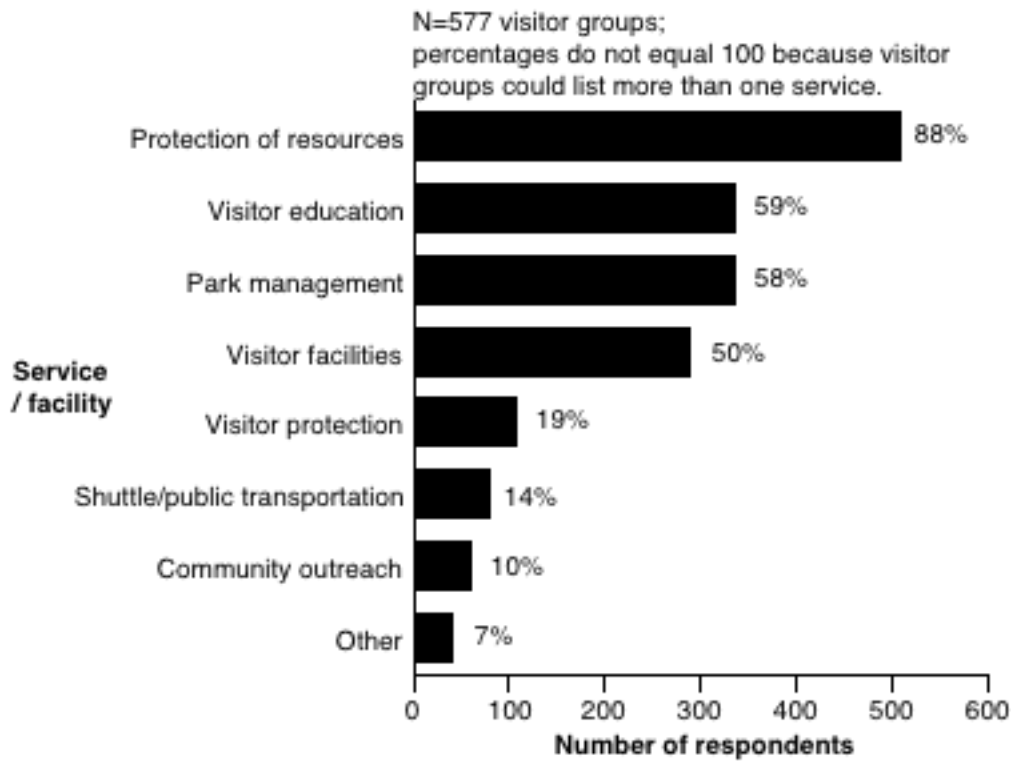


Figure 137: Preferred uses for park entrance fees

Visitor groups were asked what types of sales items they would like to have available in the Everglades NP bookstore sales areas on a future visit. Forty-nine percent of visitors said they were not interested in sales items. The remaining 51% of visitor groups responded that they were most interested in publications (56%), gifts/souvenirs (53%) and children's/educational items (43%), as shown in Figure 138. "Other" sales items visitors described included books, maps, clothing, food, charts, research studies, bottled water, and guidebooks/identification guides to the park/resources.

Bookstore future sales items preferred

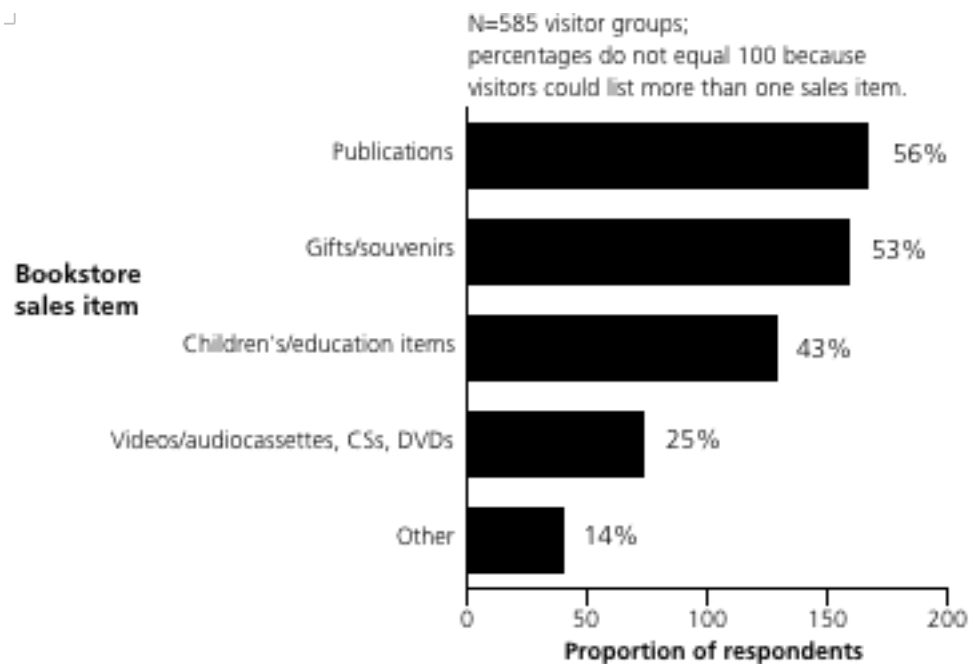


Figure 138: Preferred future bookstore sales items

Opinions about future shuttle bus system

Visitor groups were asked about their willingness to use a shuttle bus or other public transportation system to travel to facilities and trailheads on a future visit to Everglades NP. Forty-one percent of visitors said they would likely use a shuttle bus service on a future visit, while 40% said they were unlikely to use a shuttle bus service (see Figure 139). Nineteen percent were "not sure."

When asked about their willingness to pay a modest fee (approximately \$3/person) to ride a shuttle bus, 43% of visitor groups said they would likely be willing to pay to ride a shuttle bus on a future visit (see Figure 140). Thirty-eight percent were not willing to pay a fee and 19% were "not sure."

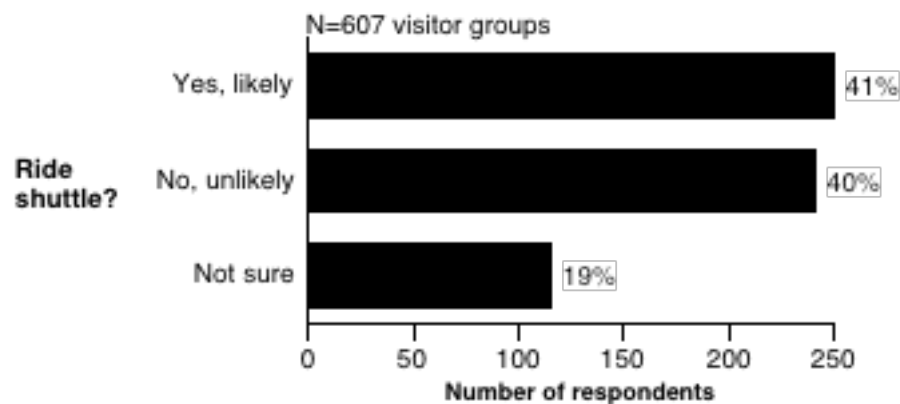


Figure 139: Willingness to use shuttle bus service (or other public transportation system) to travel within Everglades NP

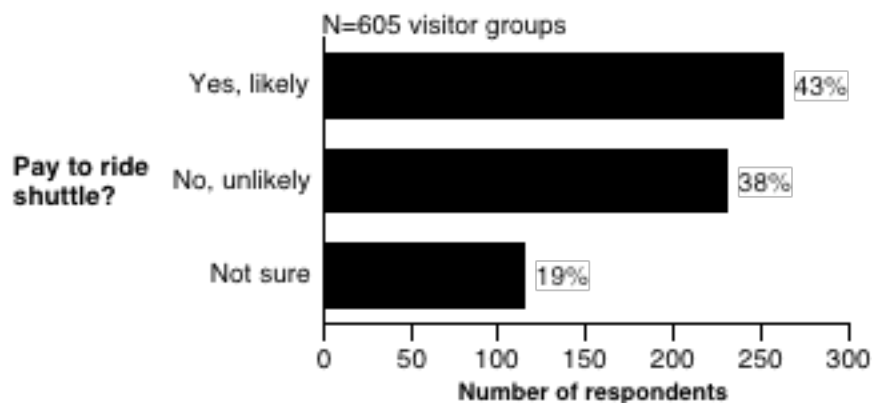


Figure 140: Willingness to pay modest fee to ride shuttle bus or other public transportation system (in addition to entrance fee)

Visitor groups were asked to rate the overall quality of the visitor services provided at Everglades NP during this visit. Most visitor groups (90%) rated services as "very good" or "good" (see Figure 141). Less than one percent of visitor groups rated the overall quality of services provided at Everglades NP as "very poor."

Overall quality of visitor services

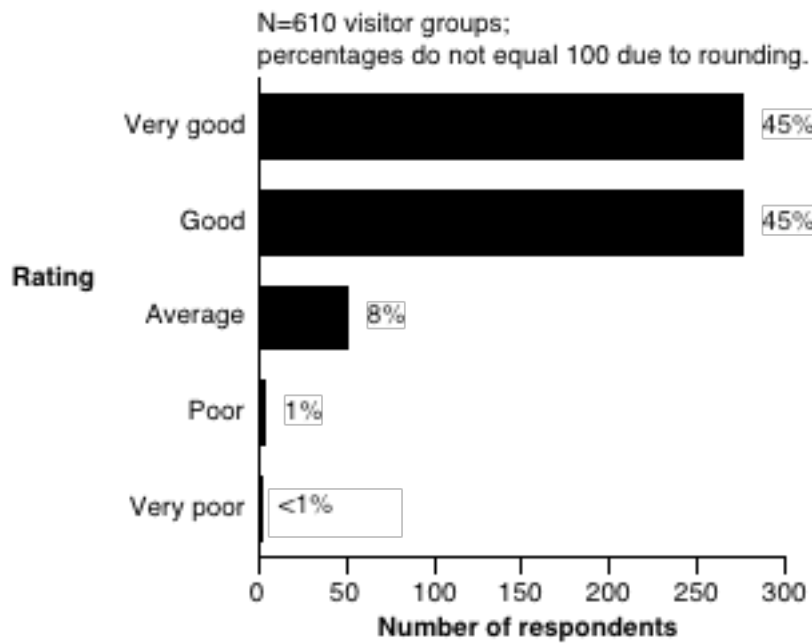


Figure 141: Overall quality of visitor services

Preferred subjects to learn about on future visits

Visitor groups were asked what subjects they would be interested in learning about on a future visit to Everglades NP. Sixty-three percent of visitors (393 groups) listed preferred subjects. Their responses are listed below in Table 11.

Table 11: Subjects to learn in future

N=538 comments;
some visitors made more than one comment.

Subject	Number of times mentioned
Birds	51
Information about park's preservation plans, progress and results	47
Ecosystem/ecosystem issue	34
Animals	31
History of the area	27
Plants	25
Management of water/water flow and quality	24
Alligators	20
Park ecology	14
Nature	12
Park services and facilities	11
Very informative already, don't need anymore information	11
History of Native Americans	11
Conservation information	11
Natural history	10
Manatees	10
Fishing/fisheries	9
Endangered species	9
Local flora and fauna	8
History of park	8
History and current status of Florida panther	8
Development of surrounding areas and effects on park	7
Effects of changing season on wildlife	6
Fish and habitat	5
Canoe trip/boat tour availability and schedule	5
Information about camping in natural surrounding	5
Marine/water life	4
Insects	4
Exotic animals and plants	4
Information about wildlife protection	3
Dolphins	3
Effects of Army Corps of Engineers' project on Everglades	3
Historic context of Everglades climate	3
More scientific data about results/failures of conservation projects	3
Ocean tides	2
Astronomy	2
Unique characteristics of Everglades	2
Other subjects	8

Visitor groups were asked, "If you were a manager planning for the future of Everglades National Park, what would you propose?" Sixty-seven percent of visitor groups (417 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.

Planning for the future

Table 12: Planning for the future

N=675 comments

Comment	Number of times mentioned
PERSONNEL	
Improve staff's knowledge about park	13
Keep staff friendly and courteous	5
INTERPRETIVE SERVICES	
Educate the public	48
Educate visitors	27
Promote low impact use	6
Improve visitor center	6
Publicize Everglades restoration to public	3
Other comment	1
FACILITIES & MAINTENANCE	
Maintain visitor facilities	21
Provide more trails	17
Enforce fines for littering	14
Keep park clean	8
Add more showers	4
Provide recycling receptacles	3
Provide more shade	3
Provide better wildlife observation towers	3
Upgrade restrooms	3
Provide more picnic areas	2
Upgrade boat wash station	2
Other comments	2
POLICY	
Keep park accessible to visitors	22
Limit number of visitors	21
Enforce fines for littering	14
Protect water resources from outside use	13
Control visitor/vehicle noise—keep it quiet	13
Enforce no motor zone	12
Lobby Congress to preserve ecosystem	11
Use all park funding for preservation/restoration	10
More law enforcement to protect environment	9
Visitor safety	8
Keep outside industry/development from encroaching	8
Expand park area	7
Limit fishing	5
Enforce catch limit	4

Table 12 (continued)

Comment	Number of times mentioned
POLICY (continued)	
Enforce bag limits	3
Enforce speed limit—protect wildlife	3
Remove dams and gates	3
Do not limit fishing	3
Limit boat horsepower	3
Allow no oil exploration/drilling	2
Other comments	2
RESOURCE MANAGEMENT	
Protection of wildlife habitat	81
Keep it natural—do not commercialize	33
Maintain water flow	27
Protect park resources	26
Conserve ecosystem	23
First priority is protection/restoration	23
Improve water quality	20
Balance conservation and visitor access	17
Control exotic plants/animals	11
Restore water to original level	10
Minimize human impact on wildlife	6
Conserve fish	5
Maintain integrity of park	2
Stop erosion	2
CONCESSIONS	
Better and affordable food concession	9
Upgrade lodging	7
Other comment	1
GENERAL IMPRESSIONS	
Keep up good work	12
Use reasonable shuttle system	7

Fifty percent of visitor groups (311 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Everglades NP 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.

Comment summary

Table 13: Additional comments

N=288 comments

Comment	Number of times mentioned
PERSONNEL	
Staff friendly, helpful	18
Rangers knowledgeable, interesting	16
Need more rangers available	3
Other comment	1
INTERPRETIVE SERVICES	
Educational	19
Boat tour very informative	6
Upgrade visitor center	3
Visitor center should stay open longer	2
Other comment	1
FACILITIES & MAINTENANCE	
Improve road signage	6
Park well maintained	5
Upgrade facilities	4
Provide distances on road and trail signs	3
Need more bike trails	3
Provide more picnic areas	3
Provide more parking at Shark Valley	2
Restrooms were not clean	2
Other comment	1
POLICY	
Enforce speed limit in park	4
Entrance fee too high	3
RESOURCE MANAGEMENT	
Park is national treasure—protect at all costs	4
CONCESSIONS	
Tour boat too loud to hear guide	3
Need better and cheaper food options	3
Gift shop should sell more souvenirs	2
Other comment	1

Table 13 (continued)

Comment	Number of times mentioned
GENERAL IMPRESSIONS	
Enjoyed visit	74
Beautiful	28
Will return	28
Enjoyed wildlife	10
Do not change anything	6
Enjoyed Anhinga Trail	5
Disappointed in lack of wildlife	4
Enjoyed tram tour	4
Other visitors do not appreciate park's good work	4
Enjoyed time away from city	3
Peaceful	2
Enjoyed fishing	2

Everglades National Park Visitor Study Additional Analysis VSP Report 131

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 prior to visit | • Group type | • Restaurants and bars expenditures in park |
| • Receive needed information? | • Guided tour group | • Groceries and take-out food expenditures out of park |
| • Area in Florida used to arrive at Everglades NP | • School/educational group | • Gas and oil expenditures in park |
| • Form of transportation used in park | • Number of people | • Other transportation expenditures in park |
| • Length of stay | • Gender | • Admissions/recreation/entertainment fees expenditures in park |
| • Overnight in park/surrounding area? | • Age | • All other purchases in park |
| • Number of nights in park/surrounding area | • Zip code/state of residence | • Donations in park |
| • Type of lodging used in park/surrounding area | • Country of residence (other than U.S.) | • Hotel, motel expenditures out of park |
| • Primary reasons for visiting South Florida | • Number of visits past 12 months | • Camping fees/charges expenditures out of park |
| • Number of park entries | • Number of visits 2-5 years ago | • Guide fees and charges expenditures out of park |
| • Importance of qualities of Everglades NP | • Primary language spoken and written | • Restaurants and bars expenditures out of park |
| • Appropriateness of fishing in Everglades NP | • Disability/impairment | • Groceries and take-out food expenditures out of park |
| • Factors' effect on park experience | • Type of disability/impairment | • Gas and oil expenditures in park |
| • Knowledge about Everglades ecosystem restoration | • Access problems because of disability/impairment | • Other transportation expenditures out of park |
| • Places visited | • Spanish, Hispanic, Latino ethnicity | • Admissions/recreation/entertainment fee expenditures out of park |
| • Activities | • Specific Spanish, Hispanic, Latino ethnicity | • All other purchases out of park |
| • Three most important activities | • Race | • Donations out of park |
| • Use of information services/facilities | • Opinion about entrance fee amount | • Number of adults covered by expenses |
| • Importance of information services/facilities | • Preferred use of entrance fee funds | • Number of children covered by expenses |

- Quality of information services/facilities
- Use of concession services/park facilities
- Importance of concession services/park facilities
- Quality of concession services/park facilities
- Preferred bookstore sales items for future
- Hotel, motel expenditures in park
- Camping fees/charges expenditures in park
- Guide fees and charges expenditures in park
- Willingness to ride future shuttle bus
- Willingness to pay modest fee to ride future shuttle bus
- Overall quality of services

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
Email: littlej@uidaho.edu

QUESTIONNAIRES

English and Spanish translation

Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho 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 Rainier National Park

2001

- 125. Biscayne National Park (spring)
- 126. Colonial National Historical Park (Jamestown)
- 127. Shenandoah National Park
- 128. Pictured Rocks National Lakeshore
- 129. Crater Lake National Park
- 130. Valley Forge National Historical Park

2002

- 131. Everglades National Park (spring)

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

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