



**Social Science Program
National Park Service
U.S. Department of the Interior**

Visitor Services Project



Fort Stanwix National Monument Visitor Study

Summer 2003

Report 149



University of Idaho

Park Studies Unit



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Fort Stanwix National Monument

Visitor Study **Summer 2003**

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Visitor Services Project Fort Stanwix NM Visitor Study Report Summary

- This report describes the results of a visitor study at Fort Stanwix NM from July 24-30, 2003. A total of 317 questionnaires were distributed to visitors. Visitors returned 216 questionnaires for a 67.8% response rate.
- This report profiles Fort Stanwix NM visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Twenty-nine percent of visitor groups were groups of two; 47% were in groups of four or more. Seventy-six percent of the visitors were traveling with families. Forty-one percent of visitors were aged 36-60 years and 30% were aged 15 or younger.
- United States visitors were from New York (61%), Pennsylvania (5%) with smaller proportions from 30 other states, Washington D.C. and Puerto Rico. There were not enough international visitors to provide reliable data.
- Most visitors (88%) were visiting Fort Stanwix NM for the first time in the past 12 months. Fifty-nine percent of visitors also reported this as their first visit to Fort Stanwix NM in their lifetime.
- Most visitors (57%) to Fort Stanwix NM had a bachelor's degree or higher and 28% had some college. Fifty-one percent of visitors were female and 49% were male.
- Prior to this visit, visitor groups often obtained information about Fort Stanwix NM through previous visits (50%) and friends/relatives/word of mouth (42%). Most visitor groups (80) received the information they needed. Sources of information that groups preferred to use prior to a future visit included the National Park website (47%), travel guide/tour book (36%), and previous visits (36%).
- Visiting Fort Stanwix NM (55%) was the most often listed reason for visiting the Rome, NY area. Twenty-nine percent of visitor groups came to learn revolutionary war and 23% came to visit family/friends.
- On this visit, the most common activities was viewing the reconstructed fort (84%), visiting the visitor center (76%), and taking a self-guided tour (74%). Forty-six percent of visitor groups spent two hours visiting the park; 33% spent one hour. Most visitors (96%) visited the park on only one day.
- In regard to use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups (N) that responded to each question. The most used visitor services/facilities by 186 visitor groups were the visitor center (77%), exhibits in fort (66%), and park brochure/map (65%). Services/facilities that received the highest "extremely important" and "very important" ratings included exhibits in fort (95%, N=113), visitor center (92%, N=138), living history programs (88%, N=51). Services/facilities that received the highest "very good" and "good" quality ratings included assistance from park staff (98%, N=87), ranger-led walks/talks (92%, N=61), living history programs (92%, N=50), and exhibits in fort (92%, N=108).
- Most visitor groups (57%) spent between \$1 and \$100 in total expenditures during this visit. The average visitor group expenditure was \$128, the median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$35, and the per capita expenditure was \$40.
- Most visitor groups (96%) rated the overall quality of visitor services at Fort Stanwix NM as "very good" or "good." No visitor groups rated the overall quality of visitor services as "poor" or "very poor."

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit; phone (208) 885-7863 or visit the following website: <http://www.psu.uidaho.edu>

TABLE OF CONTENTS

	Page
INTRODUCTION	1
METHODS	2
RESULTS	4
Visitors contacted	4
Demographics	4
Length of visit/ number of times entered/ number of vehicles used	11
Sources of information	14
Awareness that the monument is a unit of National Park System	17
Reason for visiting Rome area	18
Overnight accommodations/places visitors spent the night before and after visiting the park	19
Places visited	24
Opinions about the national significance of the monument	25
Activities	26
Selected factors' effect on visitor experience	27
Parking facilities	28
Visitor services and facilities: use, importance and quality	29
Opinions about safety	45
Need for additional information	49
Total expenditures	50
Expenditures within monument	53
Expenditures outside monument	56
Opinions about management options	62
Likelihood of visiting the park in winter	65
Preferred learning methods	66
Overall quality of visitor service	68
What visitors liked most	69
What visitors liked least	70
Planning for the future	71
Comment summary	73
ADDITIONAL ANALYSIS	75
QUESTIONNAIRE	77
VISITOR SERVICES PROJECT PUBLICATIONS	79

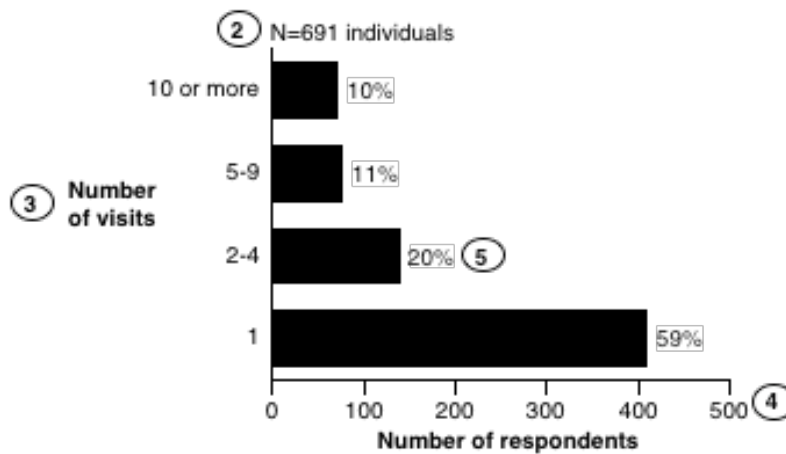
INTRODUCTION

This report describes the results of a study of visitors at Fort Stanwix National Monument (NM). This visitor study was conducted July 24-30, 2003 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**. 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

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (1999). The Fort Stanwix NM questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks; others were customized for Fort Stanwix NM.

Visitor groups were sampled at the entrance to the monument. Groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitor groups 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 asked for their names, addresses, and telephone numbers in order to mail them a reminder-thank you postcard. Visitor groups were given a questionnaire, asked to complete it during or after their visit and then return it by mail. The questionnaires were pre-addressed and postage paid.

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 distribution and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

Sampling size, missing data and reporting items

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 210 visitor groups, Figure 4 presents data for 679 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 Fort Stanwix NM visitors returned 216 questionnaires, Figure 1 shows data for only 210 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 July 24-30, 2003. 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 period were mostly cool and rainy with some sun breaks in the Fort Stanwix NM area. The region had an unseasonable amount of rain during the spring and summer. The weather may have affected visitors' activities and length of stay.

The "Honor America Days" Parade took place on the morning of Saturday, July 26 and the Syracuse Symphony Orchestra performed on the monument grounds on the same evening. Park staff took part in both events.

RESULTS

Visitors contacted

At Fort Stanwix NM, 333 visitor groups were contacted, 317 of these groups (95%) accepted questionnaires. Questionnaires were completed and returned by 215 visitor groups, resulting in a 67.8% response rate for this study.

Table 1 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 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	316	46.7	203	46.9
Group size	315	3.6	210	4.1

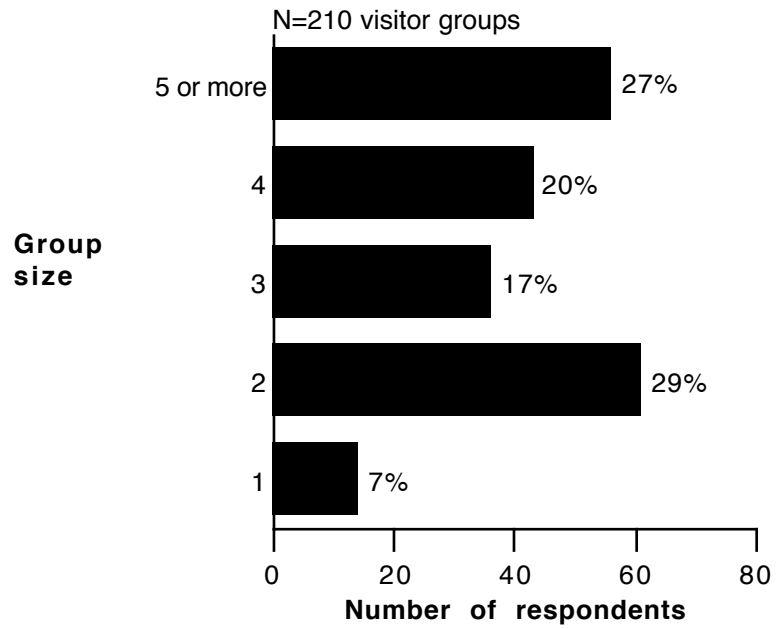
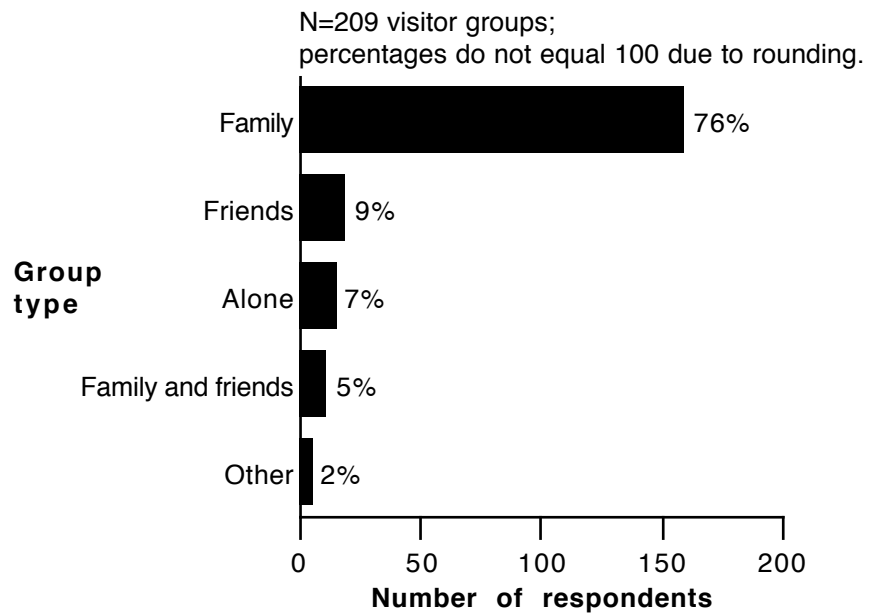
Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 50 people. Twenty-nine percent of visitor groups consisted of two people, while another 37% were in groups of three or four. Twenty-seven percent were in groups of five or more people.

Most groups (76%) were traveling with families (see Figure 2). Nine percent reported traveling with friends and seven percent traveled alone. "Other" group types included those traveling with a school group, a museum group, and coworkers.

As shown in Figure 3, most visitors (98%) were not traveling with a school or educational group, 2% were with educational group. Forty-eight percent of visitors were between the ages of 31 and 60, and 30% were 15 years old or younger (see Figure 4).

Figure 5 shows the gender of visitors to Fort Stanwix NM. Fifty-one percent of visitors were female and 49% were male. Twenty-eight percent of respondents had some college education, 25% had a bachelor's degree, and 22% had a graduate degree (see Figure 6).

**Figure 1: Visitor group size****Figure 2: Visitor group type**

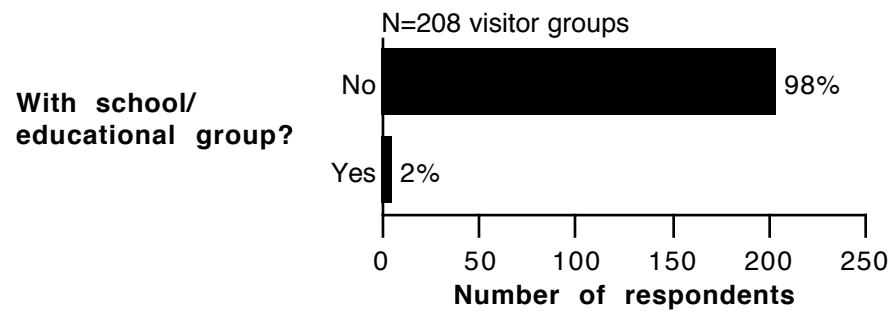


Figure 3: Visitors traveling with an educational group

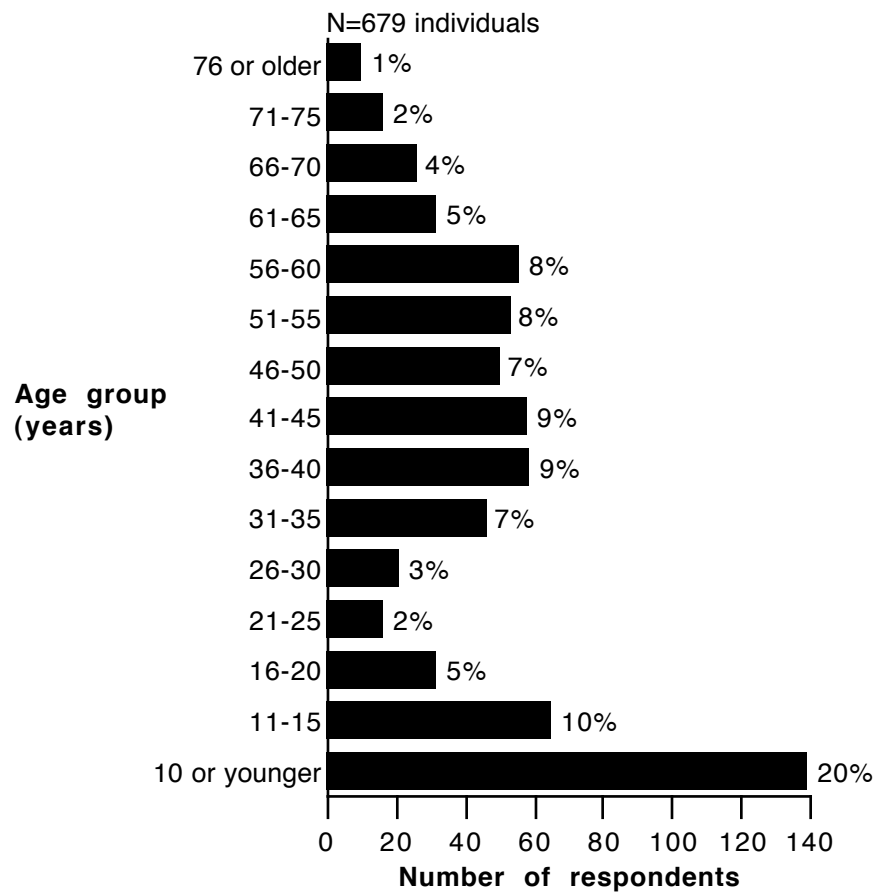
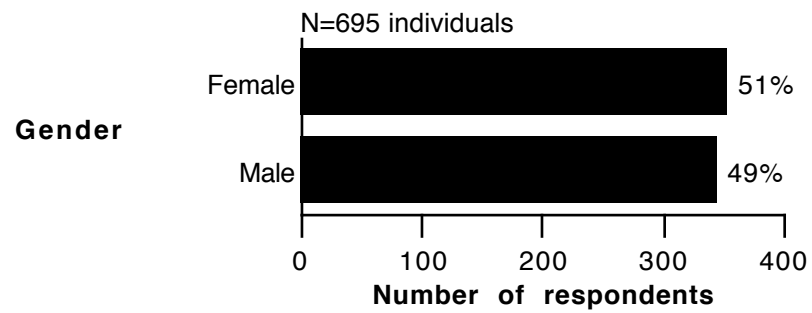
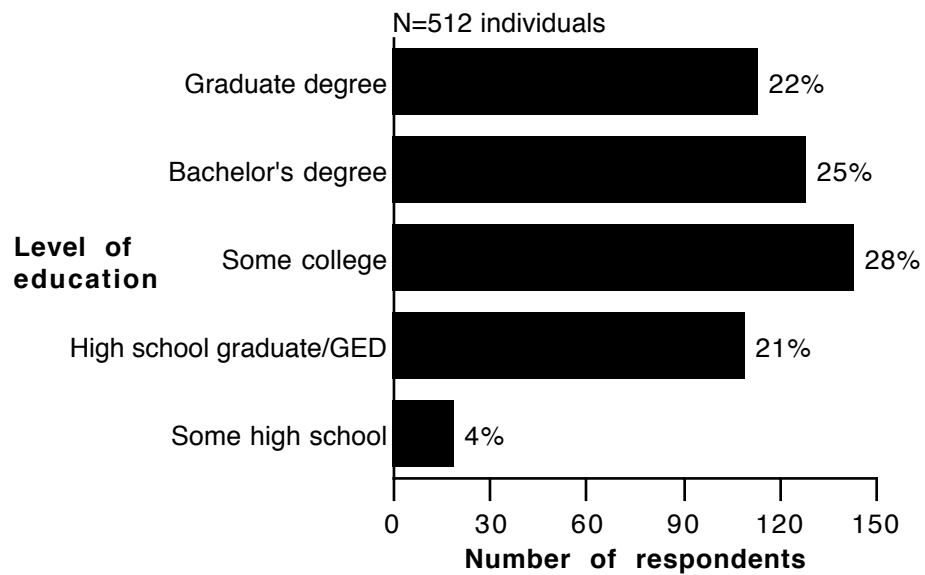


Figure 4: Visitor ages

**Figure 5: Visitor gender****Figure 6: Visitor highest level of education**

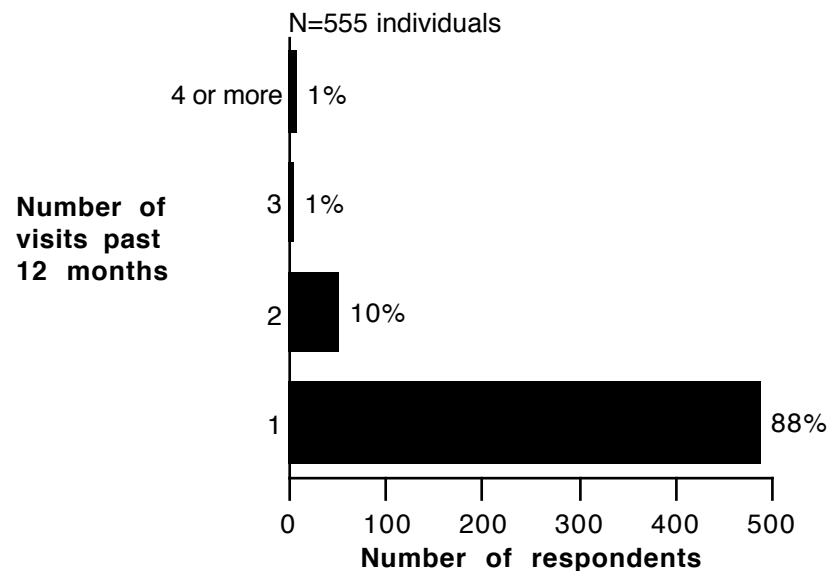
Demographics (continued)

Visitors reported how many times each group member had visited Fort Stanwix NM in the past twelve months and in their lifetimes. Most visitors (88%) reported that this was their first visit to Fort Stanwix NM in the past 12 months, and 10% reported that this was their second visit in that time period (see Figure 7).

For most visitors (59%), this was the first trip to Fort Stanwix NM in their lifetime (see Figure 8). Fifteen percent reported visiting two times, and 17% had visited four or more times in their lifetime.

There were too few international visitors to provide reliable data (see Table 2 with caution).

The largest proportions of United States visitors were from New York (61%), Pennsylvania (5%) and Texas (4%). Smaller proportions of U.S. visitors came from another 29 states, Washington D.C., and Puerto Rico (see Map 1 and Table 3).



**Figure 7: Number of visits in past 12 months
(including this visit)**

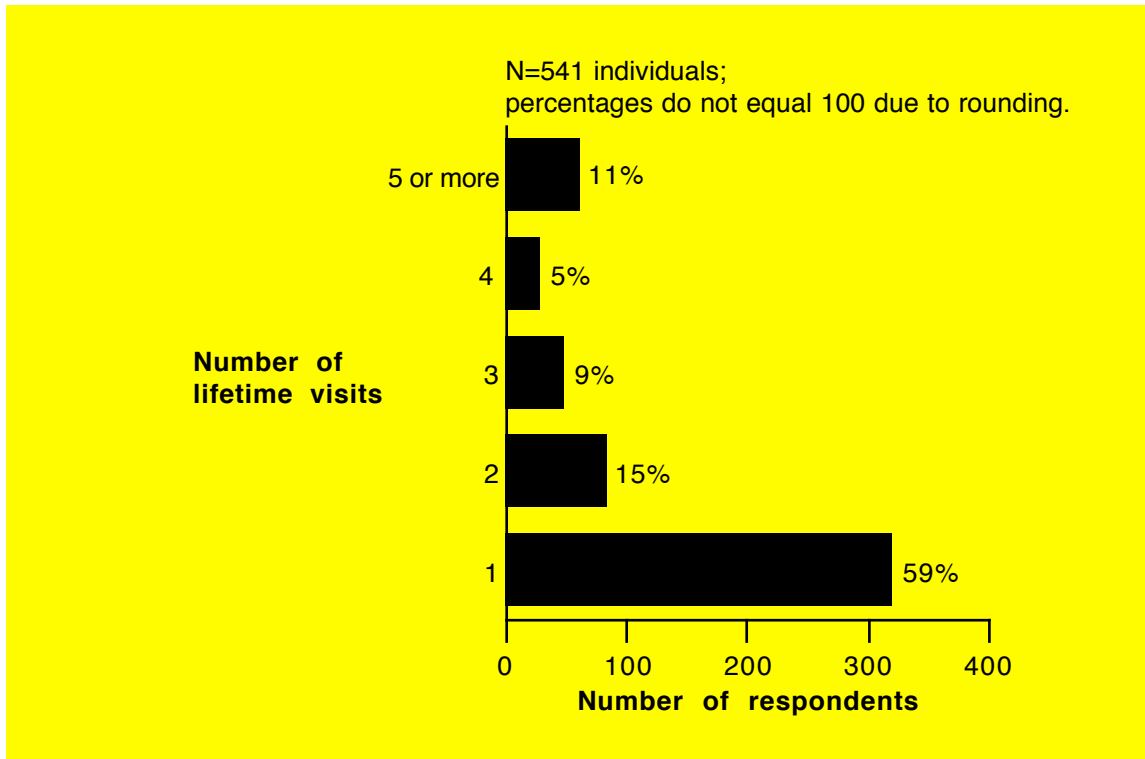
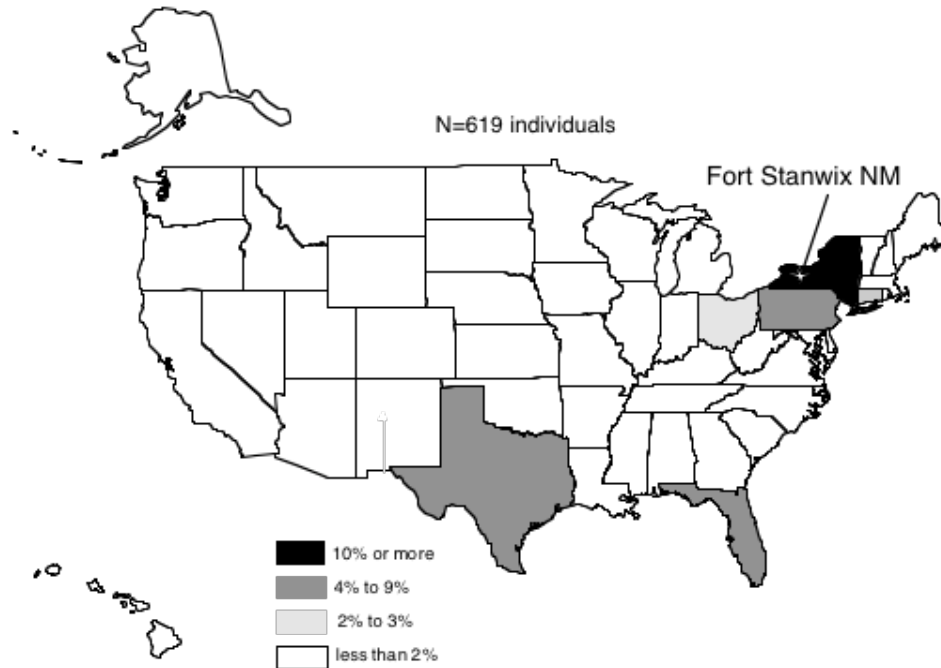


Figure 8: Number of lifetime visits (including this visit)

Table 2: International visitors by country of residence
CAUTION!

Country	Number of individuals	Percent of international visitors N=4 individuals	Percent of total N=623 individuals
Mexico	3	75	<1
Germany	1	25	<1



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

Table 3: United State visitors by state of residence

State	Number of individuals	Percent of U.S. visitors N=619 individuals	Percent of total visitors N=623 individuals
New York	377	61	61
Pennsylvania	33	5	5
Texas	26	4	4
Florida	25	4	4
Ohio	21	3	3
Massachusetts	13	2	2
Alaska	9	1	1
Wisconsin	9	1	1
Colorado	8	1	1
Connecticut	8	1	1
Illinois	8	1	1
Maryland	8	1	1
California	7	1	1
Louisiana	6	1	1
Delaware	5	1	1
New Hampshire	5	1	1
Arizona	4	1	1
Arkansas	4	1	1
Indiana	4	1	1
North Carolina	4	1	1
New Jersey	4	1	1
Tennessee	4	1	1
10 other states, Washington, D.C. and Puerto Rico	27	4	4

**Length of visit/number of times entered/
number of vehicles used**

Visitor groups were asked how many hours they spent at Fort Stanwix NM on this visit. Thirty-three percent of visitor groups spent one hour, 46% spent two hours and 10% spent three hours (see Figure 9).

Visitor groups were also asked if they visited Fort Stanwix on more than one day on this trip. Most visitor groups (96%) visited Fort Stanwix NM on one day (see Figure 10). Visitor groups who visited on more than one day at Fort Stanwix NM were then asked to list the number of days. Too few visitor groups reported visiting more than one day to provide reliable data (see Figure 11 with caution).

During this visit, most visitor groups (90%) entered the park one time and another 5% entered the park twice, as shown in Figure 12. Most visitor groups (80%) used one vehicle to enter Fort Stanwix NM, 10% did not arrive in a vehicle, and 8% used two vehicles on this visit to the park (see Figure 13).

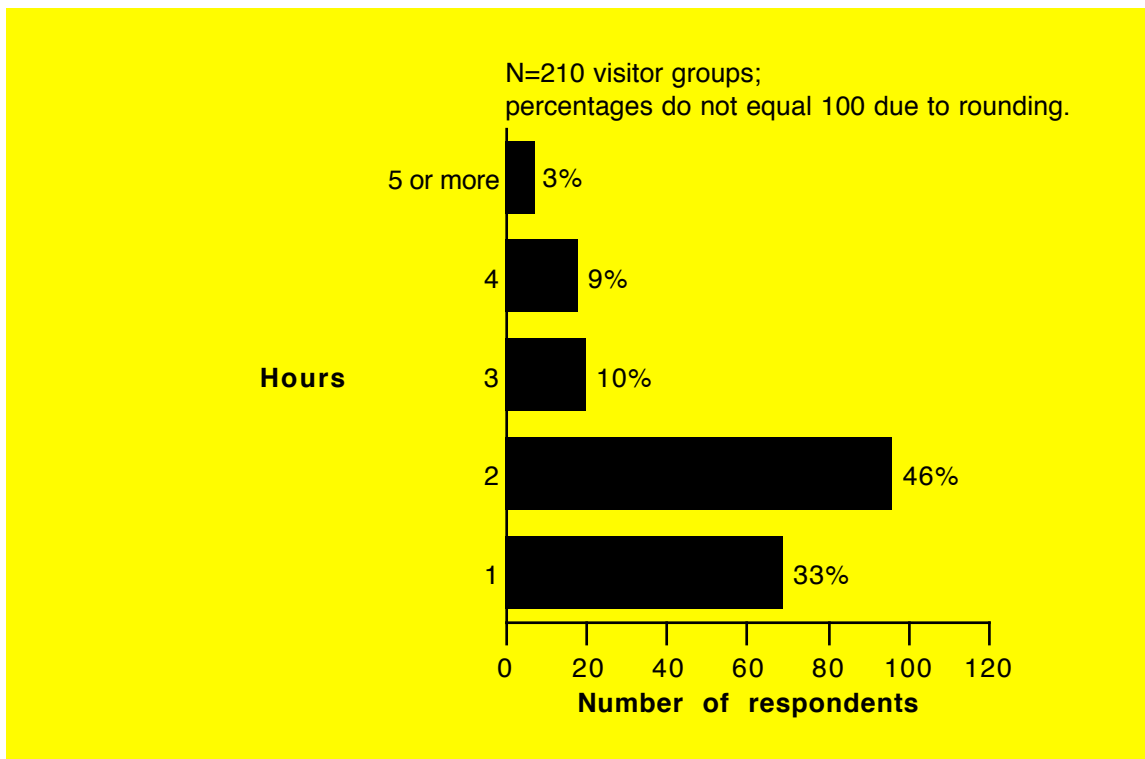


Figure 9: Hours spent at Fort Stanwix NM

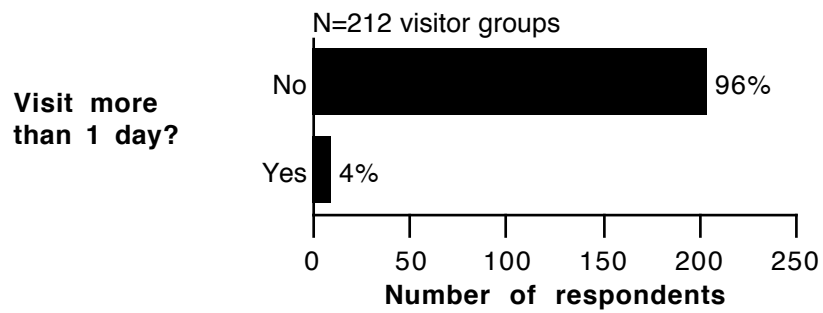


Figure 10: Visitor groups who visited Fort Stanwix NM on more than one day

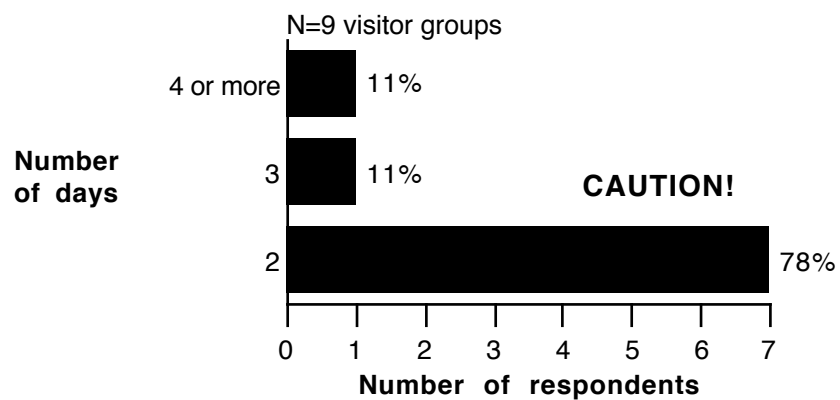


Figure 11: Days spent by visitor groups visited Fort Stanwix NM on more than one day

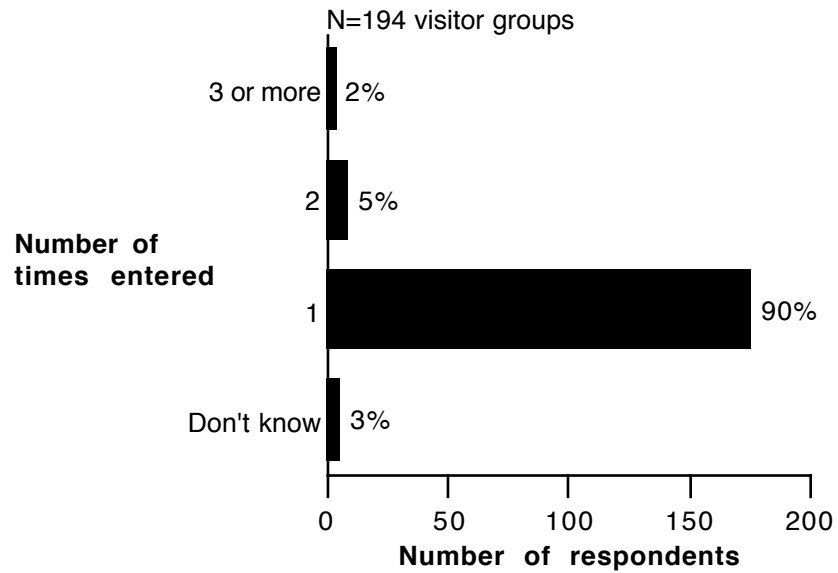


Figure 12: Number of times visitors entered Fort Stanwix NM on this trip

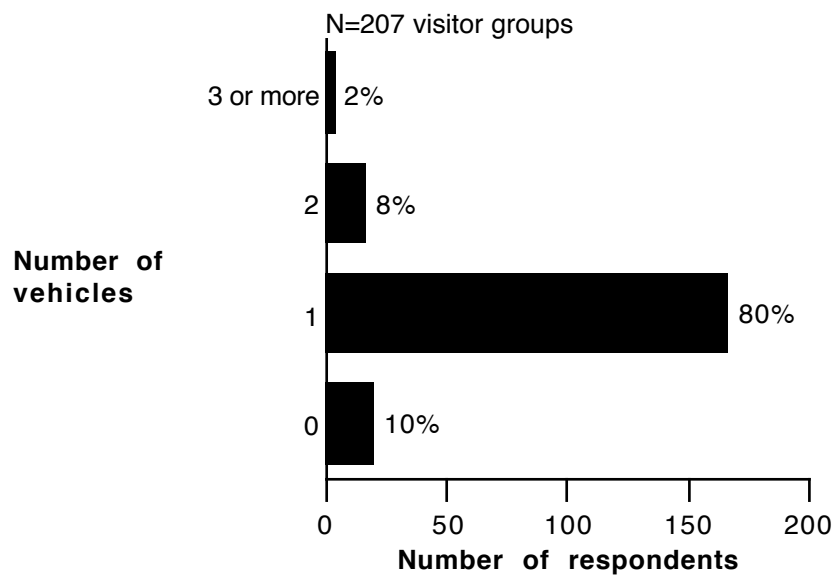


Figure 13: Number of vehicles visitors used to enter Fort Stanwix NM

Sources of information

Visitor groups reported the sources of information they used prior to visiting Fort Stanwix NM. Twenty percent of visitor groups did not obtain any information about Fort Stanwix prior to their visit (see Figure 14). Of those groups who received information, the most used sources were previous visits (50%), friends/relatives/word of mouth (42%), travel guides/tour books (25%), as shown in Figure 15. The least used source of information was written inquiries to the park (1%). "Other" sources of information included living in the area, used to live in New York, seeing road signs, driving by, school/colleges history courses, history books, boat guide to canal, brochures at hotels, and National Park Passport.

Most groups (80%) received the information they needed to plan their visit (see Figure 16). However, 8% did not receive the information they needed and 13% were "not sure." The additional information visitor groups needed prior to their visit included methods of payment and costs/fees, specific instruction of how to get there, information about William Floyd and Francis Bellamy, opening hours, and schedule of events.

For future visits, 47% of groups said they would use the National Park Service website (see Figure 17). Thirty-six percent would use travel guides/tour books, and 36% would also depend on previous visits. No visitor groups said they would use other tourist sites or write to the monument. "Other" future sources of information that groups would use included living in the area, road signs, attending Syracuse symphony, history books, New York website, and information from state parks.

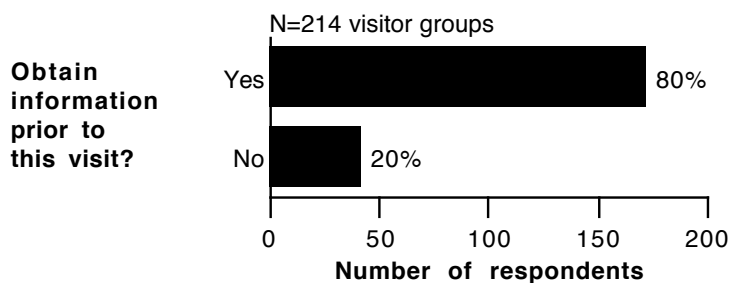
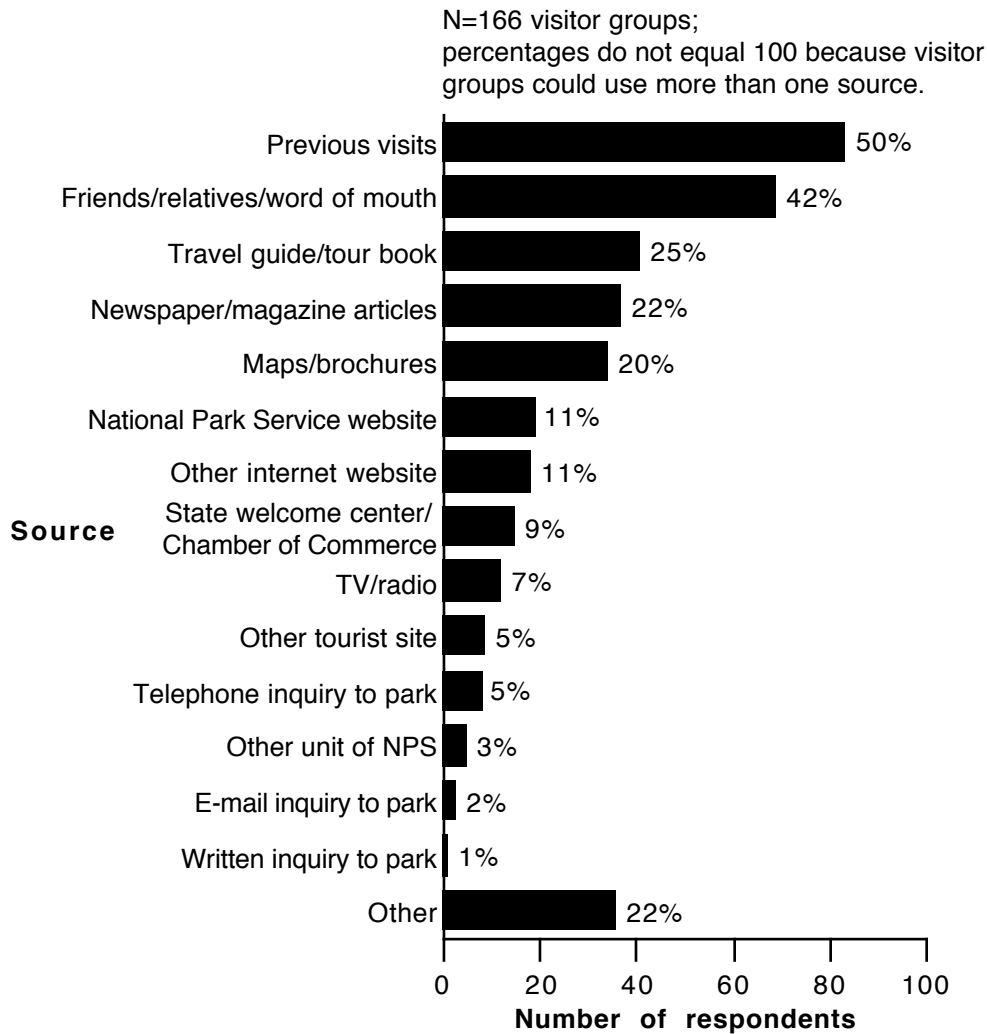


Figure 14: Visitors who obtained information prior to this visit to Fort Stanwix NM



**Figure 15: Sources of information used by visitors
prior to this visit**

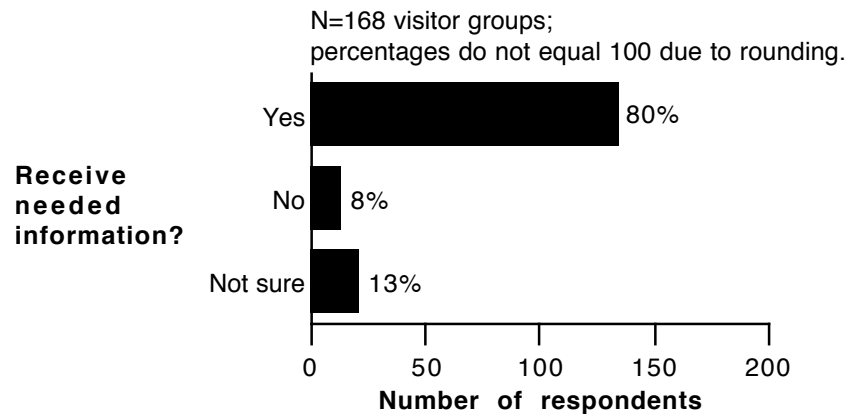


Figure 16: Receive needed information?

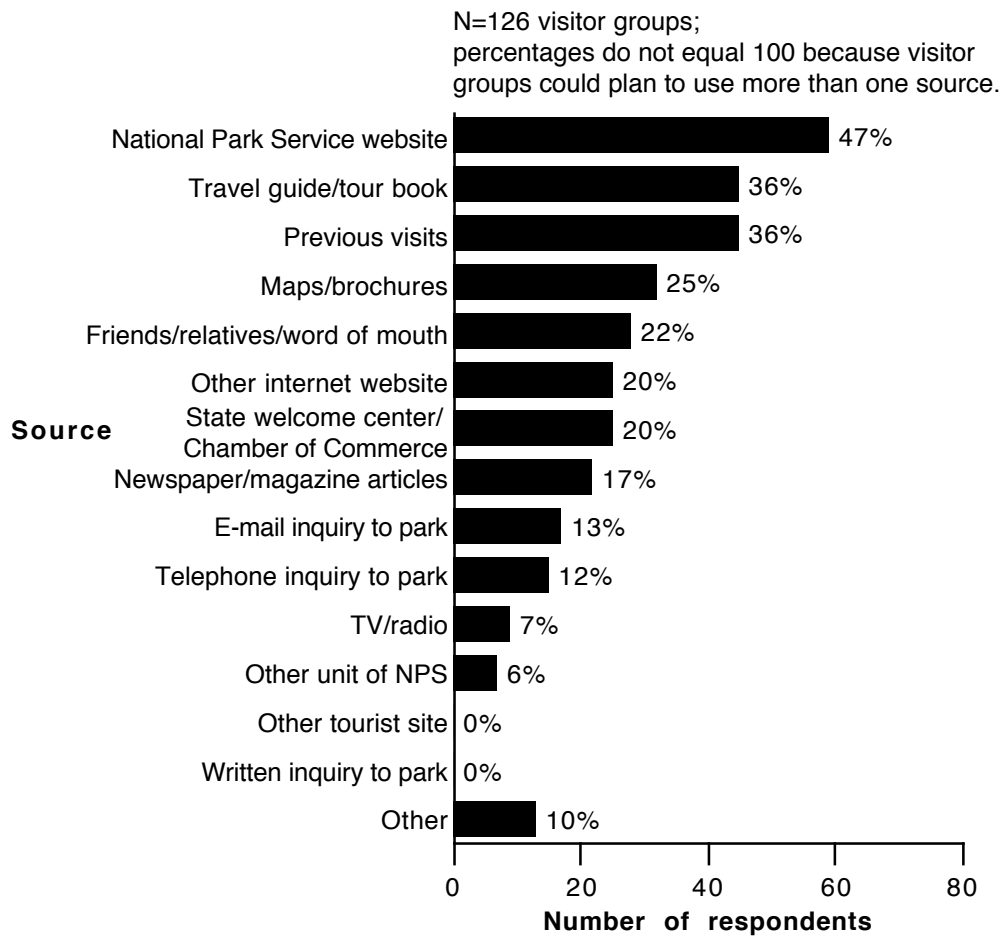


Figure 17: Preferred sources of information prior to future visits

Awareness that the monument is a unit of National Park System

Visitor groups were asked: "Prior to this visit, were you aware that Fort Stanwix National Monument is a unit of the National Park System?" Most visitors (59%) were aware that the monument is a unit of the National Park System (see Figure 18). Thirty-six percent were not aware and another 5% were "not sure."

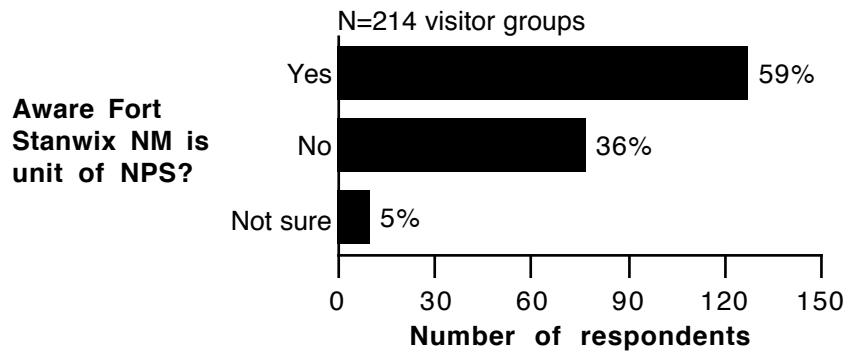
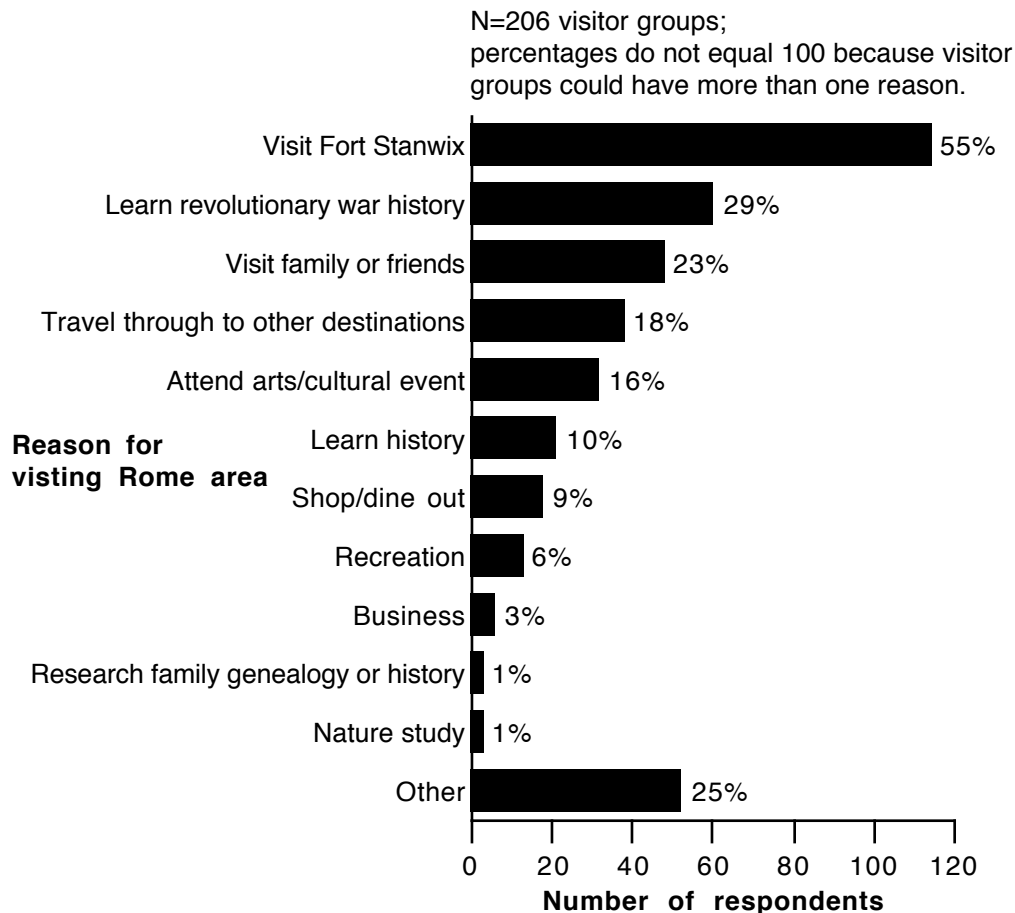


Figure 18: Visitor awareness that monument is a unit of the National Park System

Reasons for visiting Rome area

Fifty-five percent of respondents said visiting Fort Stanwix NM was their reason for visiting the Rome, New York **area**, while 29% came to learn revolutionary war history, and 23% came to visit family or friends (see Figure 19). The least mentioned reasons were to research family genealogy or history (1%) and nature study (1%). "Other" reasons included visiting Erie Canal Village, attending a class reunion, visiting a fish hatchery, watching "Honor America Days" parade, attending a family reunion, listening to symphony at the fort, going to Girl Scout Camp, taking a class trip, dropping children at camp, visiting friends, and going on a family get-away day trip.



**Figure 19: Reasons for visiting Rome, New York area
(within 1/2-hour drive of Rome)**

Overnight accommodations/places visitors spent the night before and after visiting the park

Visitor groups were asked a series of questions about overnight accommodations. Most groups (68%) did not spend the night away from home within one-half hour of Fort Stanwix NM; however 32% did stay overnight (see Figure 20).

Number of nights: Of those groups who stayed overnight within a one-half hour drive of Fort Stanwix NM, 33% stayed one night and 30% stayed four or more nights (see Figure 21).

Type of accommodation used: Forty-six percent of groups stayed in a lodge/motel/cabin, while 31% stayed with friends (see Figure 22). "Other" accommodations included sailboat and resort.

Rome, NY was the place where groups most often stayed on the night before their arrival at Fort Stanwix NM (see Table 4) and where they stayed on the night after their departure (see Table 5).

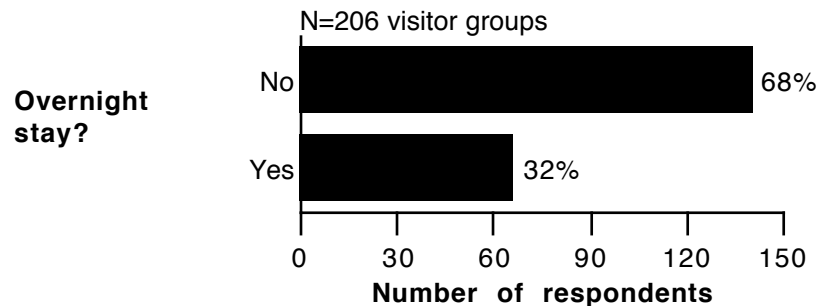


Figure 20: Overnight stays away from home within 1/2-hour of Fort Stanwix NM

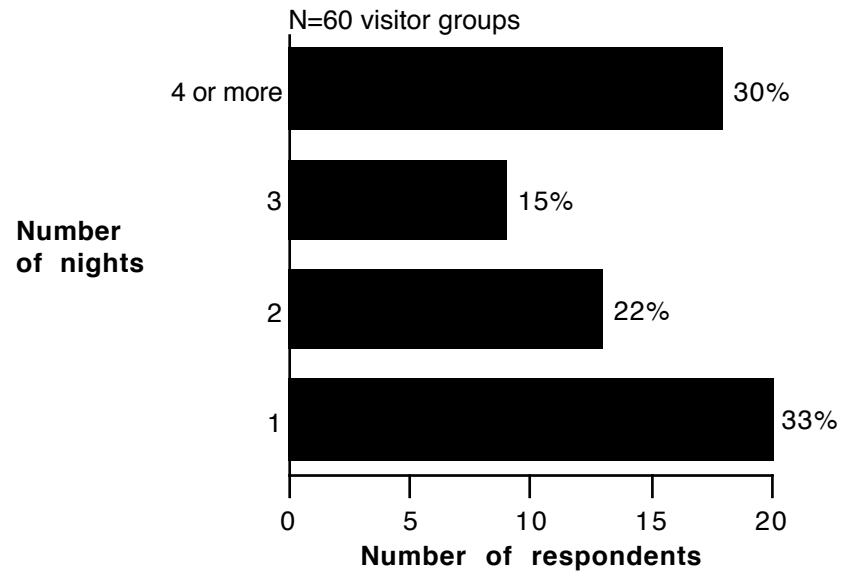


Figure 21: Number of nights visitors stayed within 1/2-hour of Fort Stanwix NM

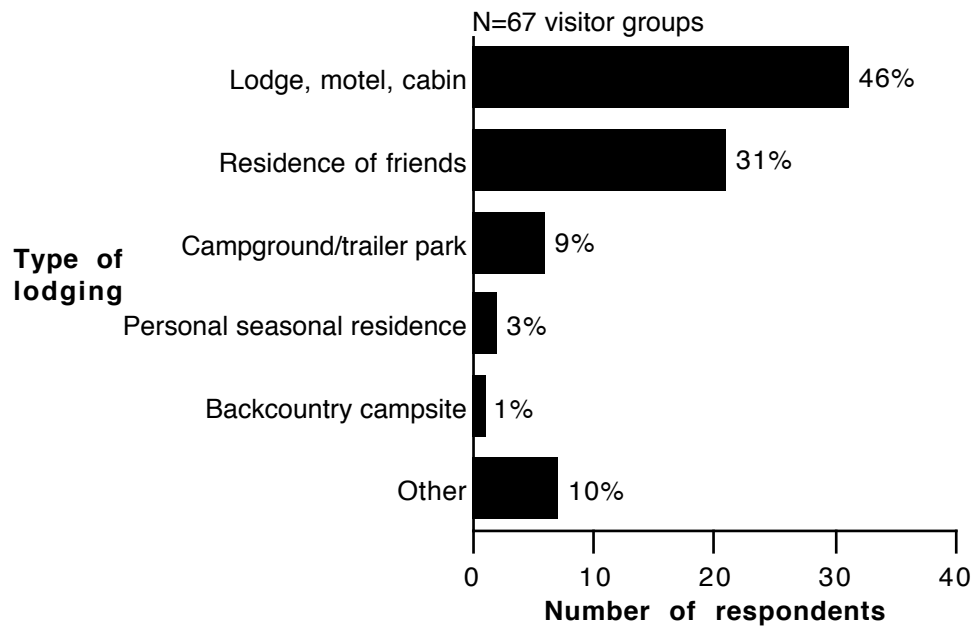


Figure 22: Overnight accommodations within 1/2-hour drive of Fort Stanwix NM

**Table 4: Places visitors stayed the night before
their arrival at Fort Stanwix NM**

N=78 visitor groups

Town/ City	Number of times mentioned
Rome, NY	19
Utica, NY	6
Oneida, NY	3
Vernon, NY	3
Sylvan Beach, NY	2
Syracuse, NY	2
Almond, NY	1
Annandale, VA	1
Atkinson, NH	1
Baldwinsville, NY	1
Bethlehem, PA	1
Boston, MA	1
Bowmansville, PA	1
Buffalo, NY	1
Camden, NY	1
Cedar Lake, NY	1
Clifton Park, NY	1
Columbus, OH	1
Churchville, MD	1
Cooperstown, NY	1
Lake Delta, NY	1
Erie Canal, NY	1
Frankfort, NY	1
Holley, NY	1
Indian Reservation Resort, NY	1
Lake Placid, NY	1
Lake Pleasant, NY	1
Lee, NY	1
Munnsville, NY	1
Newton, MA	1
Niagara Falls, NY	1
Oneida, NY	1
Ogdensburg, NY	1
Old Forge, NY	1
Parish, NY	1
Port Leyden, NY	1
Pulaski, NY	1
Remsen, NY	1
Rochester, NY	1

Table 4: Places visitors stayed on the night before their arrival at Fort Stanwix NM (continued)

Town/City	Number of times mentioned
Rome, PA	1
Seneca Falls, NY	1
Springfield, MA	1
Ticonderoga, NY	1
Tupper Lake, NY	1
Tyngsboro, MA	1
Wampsville, NY	1
Waterville, NY	1
Williamsport, PA	1
Willow Street, PA	1

Table 5: Places visitors spent the night after their departure from Fort Stanwix NM

N=71 visitor groups

Town/ City	Number of times mentioned
Rome, NY	14
Utica, NY	5
Oneida, NY	4
Niagara Falls, NY	3
Vernon, NY	3
Buffalo, NY	2
Rochester, NY	2
Sylva Beach, NY	2
Albany, NY	1
Baldwinsville, NY	1
Baltimore, MD	1
Cedar Lake, NY	1
Elba, NY	1
Erie Canal, NY	1
Fishkill, NY	1
Frankfort, NY	1
Hindon, VA	1
Ballstone Spa, NY	1
Indian Reservation Resort, NY	1
Keuka Lake, NY	1
Lee, NY	1
Monroe, NY	1

**Table 5: Places visitors spent the night after their departure from Fort Stanwix NM
(continued)**

Town/City	Number of times mentioned
Munnsville, NY	1
Newton, MA	1
Old Leone, NY	1
Osseo, MI	1
Port Leyden, NY	1
Remsen, NY	1
Ringtown, PA	1
Rome, PA	1
Ogdensburg, NY	1
Saratoga Springs, NY	1
Spencer, NY	1
Spring Lake Heights, NJ	1
St. Johanburg, VT	1
Stowe, VT	1
Syracuse, NY	1
Thousand Island Park, NY	1
Tupper Lake, NY	1
Tyngsboro, MA	1
Union, KY	1
Watertown, NY	1
Watkins Glean, NY	1
Whitesboro, NY	1

Places visited

Visitor groups were asked what other places they visited in the Rome area (within one-half hour drive) on this trip to Fort Stanwix NM. The most visited places included Erie Canal Village (47%), Adirondack Mountains (28%), and Oriskany Battlefield (25%), as shown in Figure 23. The least visited place was Shakowi Cultural Center (1%). "Other" places included Sylvan Beach, Lake Oneida, fish hatchery, Howe Caverns, Otter Lake, Rome Sports Museum, Herkimer Diamond Mine, Shasta Lake area, Saratoga Springs, Pulaski fishing trip, Lake Delta, Farmer's Museum, Pixley Falls, Old Forge, Constable Hall, and "Honor America Days" Celebration.

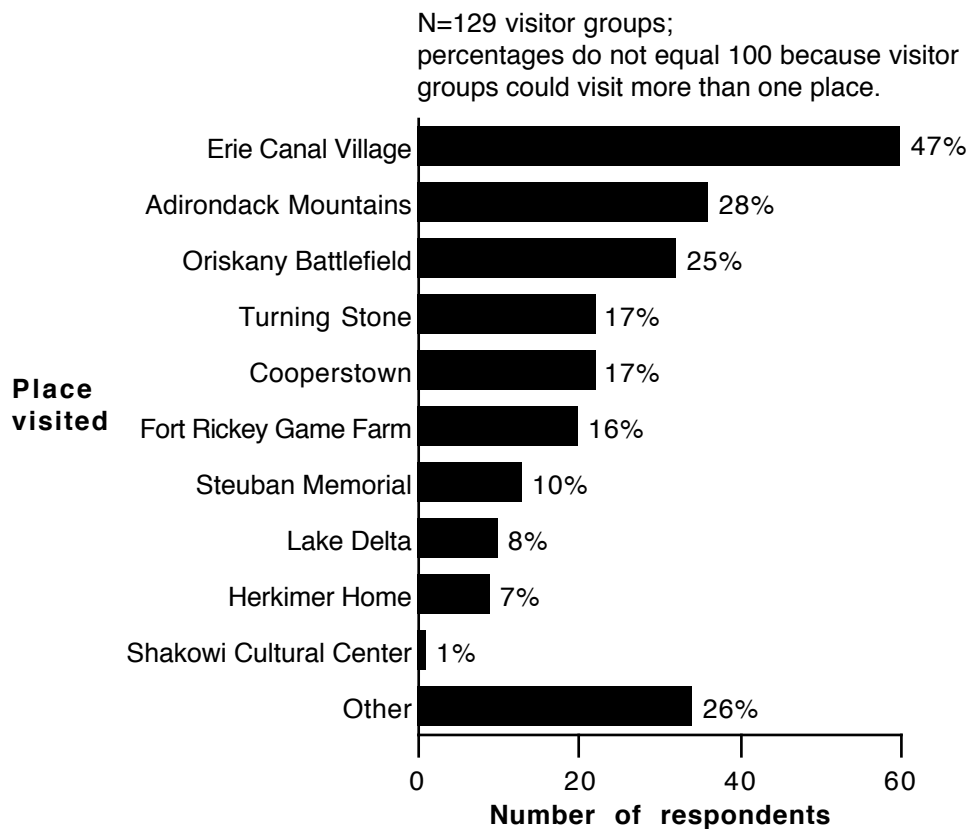


Figure 23: Places visited in the Rome, NY area on this visit

Opinions about the national significance of the monument

Visitor groups were asked: "Fort Stanwix NM was established because of its significance to the nation. In your opinion, what is the national significance of this park?" Seventy-five percent of visitor groups (161 visitor groups) answered this question. Table 6 lists their comments.

Table 6: National significance of Fort Stanwix NM

N=164 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Important revolutionary war fort	23
Part of our history	23
Represent American hardship to independence	21
Extremely important	20
Tangible reminder of our history	19
A place to learn about history	14
It is part of events which led to eventual independence	13
History preservation for future generations	11
A great taste of history with local emphasis	10
National heritage	5
Provide opportunities for a hands-on lesson of history	5

Activities

Figure 24 summarizes activities visitor groups took part in on this visit to Fort Stanwix NM. The most common activities were viewing the reconstructed fort (84%), visiting the visitor center (76%), taking a self-guided tour (74%), and viewing exhibits in exhibit room (73%). The activity that visitor groups participated in the least was conducting genealogy or historical research (4%). "Other" activities included seeing video/movies, attending "Honor America Days" activities, listening to the Syracuse Symphony, attending musket demonstration, and observing cleaning of cannons after use at symphony concert.

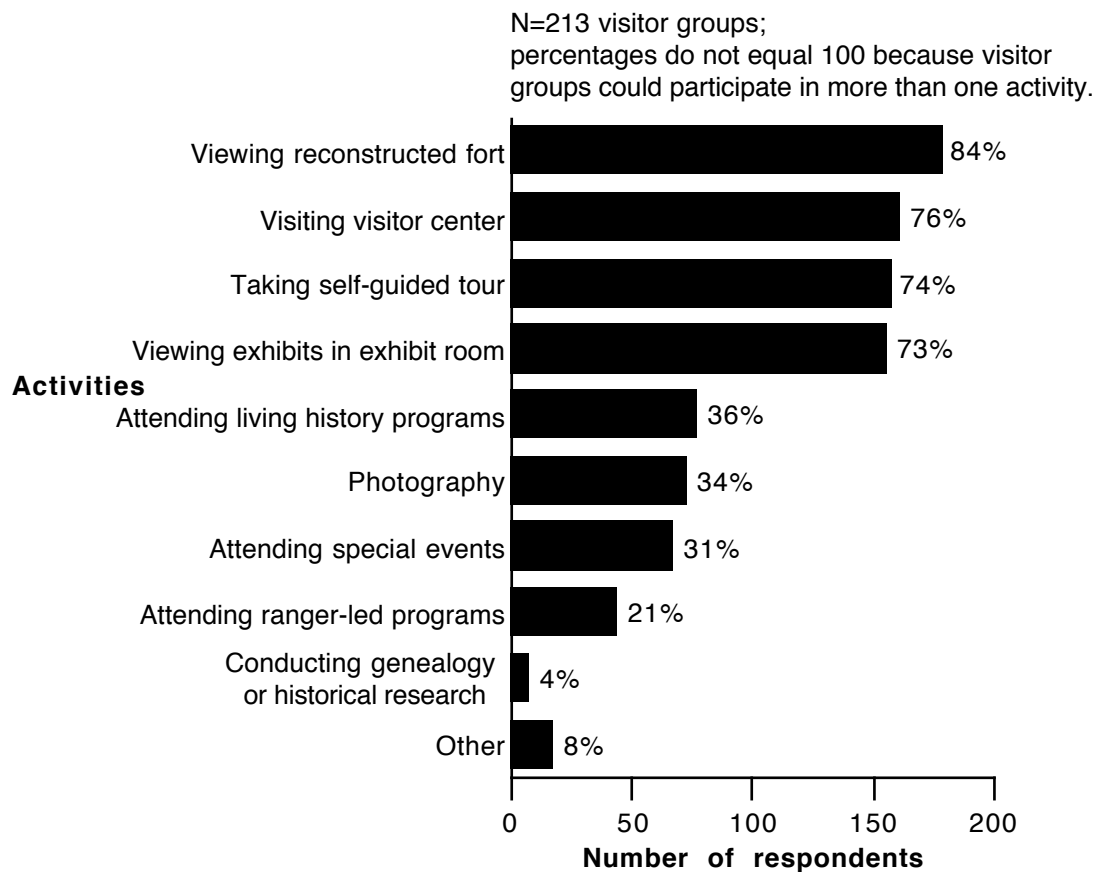


Figure 24: Visitor activities on this visit

Selected factors' effect on visitor experience

Visitor groups were asked to indicate how certain elements affected their visit to Fort Stanwix NM. Visitor groups rated whether elements such as unnatural noise, large groups or parking availability added to, detracted from, or had no effect on their visit. The element most often rated as “adding to” their visit was parking availability (22%), as shown in Table 7. The element that most “detracted from” the visitor experience was also availability of parking (24%). The element that most often had “no effect” on visitor experience was aircraft overflights (95%), followed by other visitors' pets (93%).

Table 7: Elements' effect on visitor experience N=number of respondents; percentages may not equal 100 due to rounding.				
Elements	N	Effect on park experience		
		Added to (%)	No effect (%)	Detracted from(%)
Unnatural noise— (construction, motorized vehicles, generators, etc.)	190	1	84	15
Large groups	190	7	88	4
Bus traffic (noise, parking, exhaust, etc.)	187	2	89	10
Parking availability	197	22	54	24
Other visitors' pets	183	1	93	5
Aircraft overflights	186	0	95	5
Closed/restricted areas	187	1	78	21
Air quality	187	13	83	4

Parking facilities

Visitor groups were asked if they found the parking facilities at Fort Stanwix NM to be satisfactory during their visit. Most visitor groups (66%) felt that parking facilities were satisfactory, 28% were not satisfied, and 6% were “not sure” (see Figure 25). Of those who reported dissatisfaction, some groups mentioned that parking was too far from the entrance, did not know of parking availability, the meter parking had one-hour limit which was not enough time to visit the park, the parking area was not well marked, having to cross busy street, and having to pay for parking.

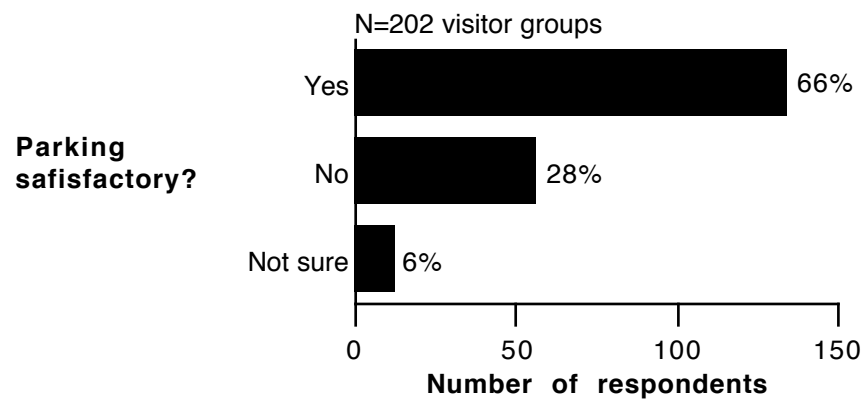


Figure 25: Satisfaction with parking facilities

Visitor services and facilities: use, importance, and quality

Visitor groups were asked to note the visitor services and facilities they used during this visit to Fort Stanwix NM. The most used services and facilities included the visitor center (77%), exhibits in fort (66%), and park brochure/map (65%), as shown in Figure 26. The least used service was access for disabled persons (2%).

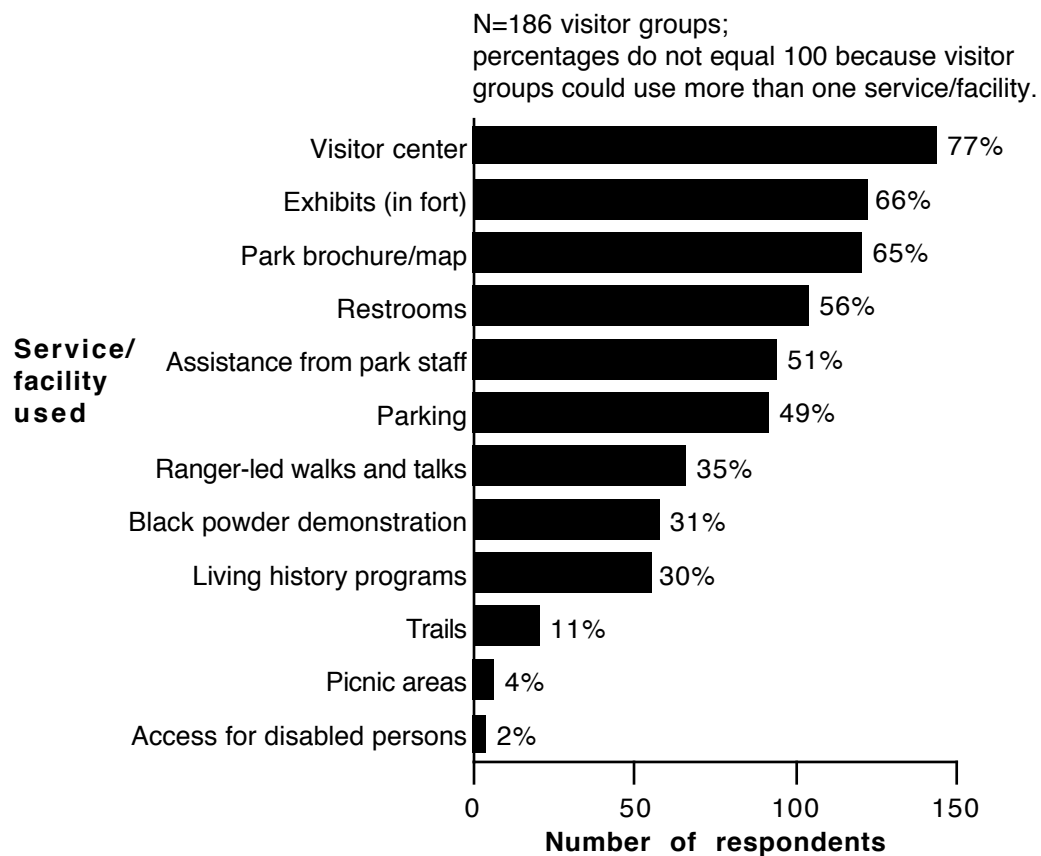


Figure 26: Services and facilities used at Fort Stanwix National Monument

Visitor groups rated the importance and quality of each of the visitor 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 visitor groups who used each service and facility. Figures 27 and 28 show the average importance and quality ratings for each of the park services and facilities. Note: trails, access for disabled persons and picnic areas were not rated by enough visitor groups to provide reliable data.

Figures 29-40 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 exhibits in fort (95%), visitor center (92%), and living history programs (88%). The highest proportion of “not important” ratings were for parking, ranger-led walks and talks, and brochure/map (2% each).

Figures 41-52 show the quality ratings that were provided by visitor groups for each of the individual services and facilities. Figure 53 shows the combined proportion of “very good” or “good” ratings for each service/facility. The services/facilities that received the highest “good” or “very good” ratings included assistance from park staff (98%), ranger-led walks/talks, living history programs, and exhibits in fort (92% each). The service/facility that received the highest “very poor” ratings was parking (12%).

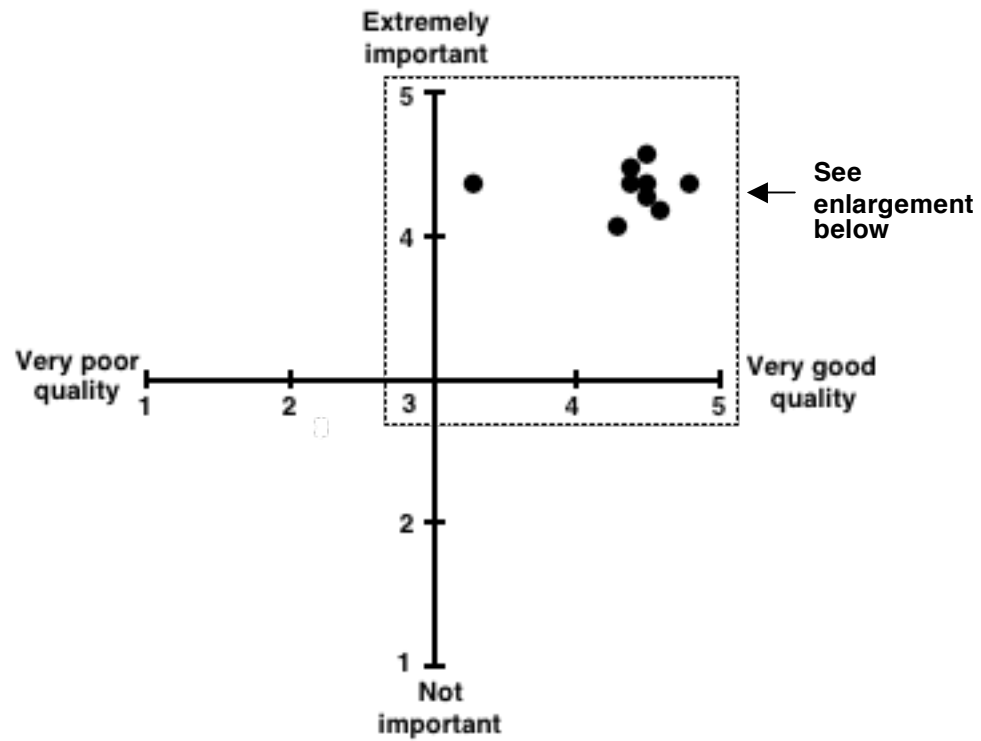


Figure 27: Average importance and quality ratings of visitor services and facilities

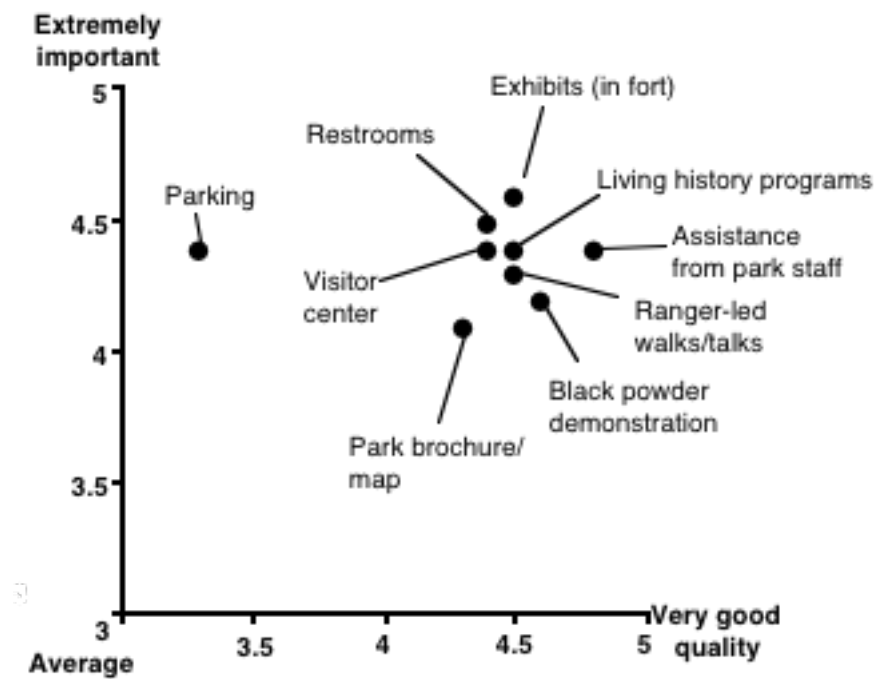
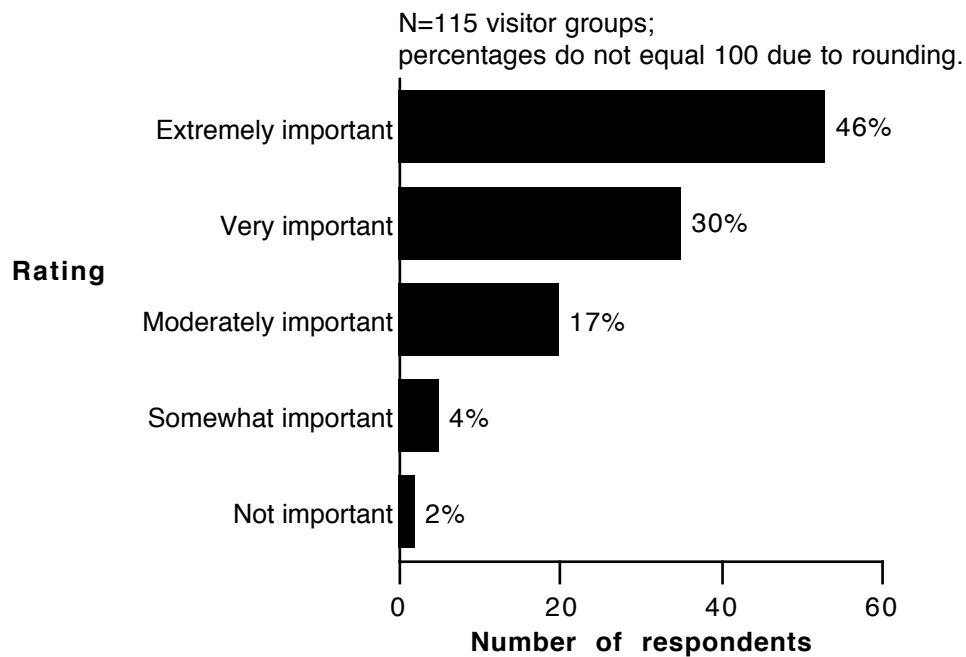
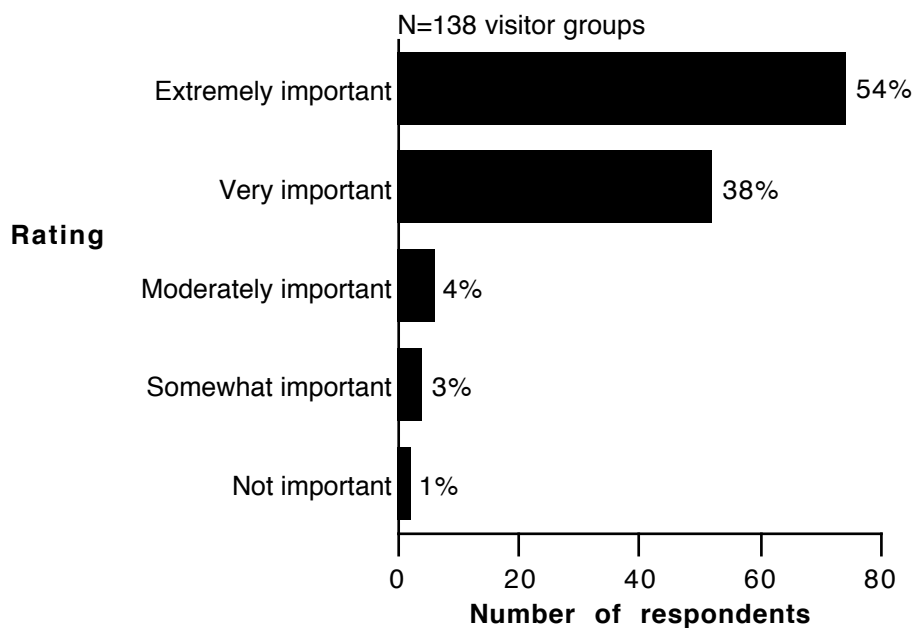


Figure 28: Detail of Figure 26

**Figure 29: Importance of brochure/map****Figure 30: Importance of visitor center**

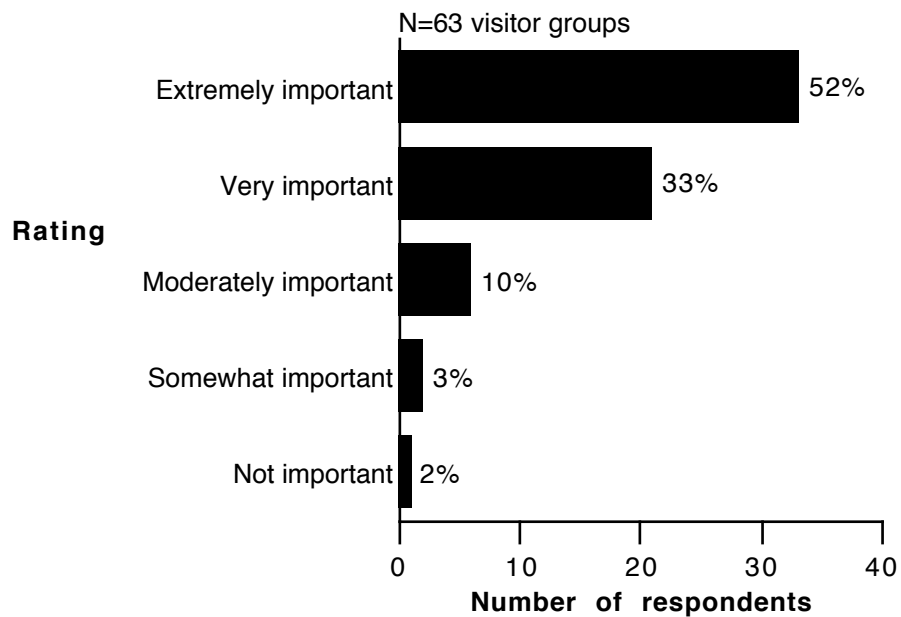


Figure 31: Importance of ranger-led walks/talks

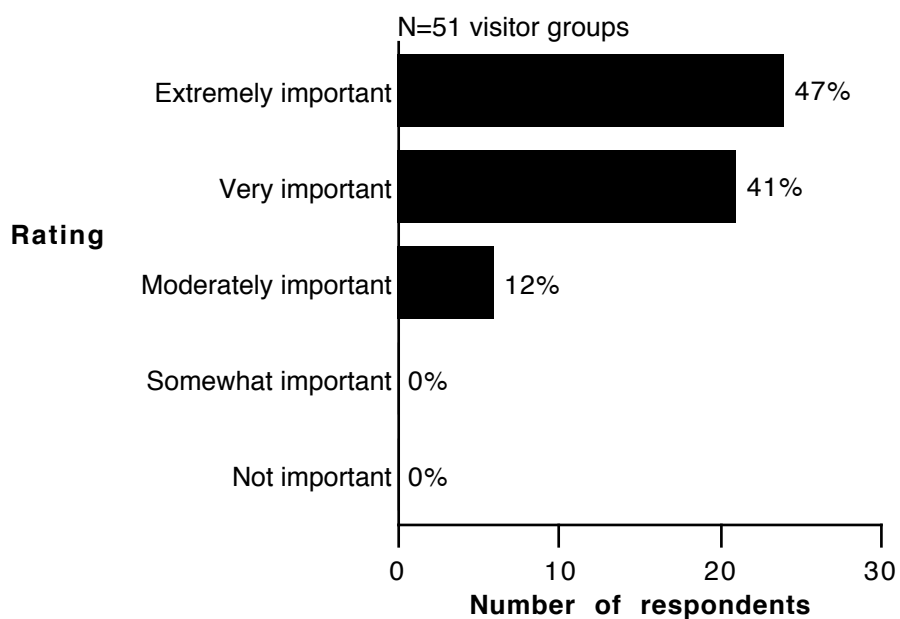
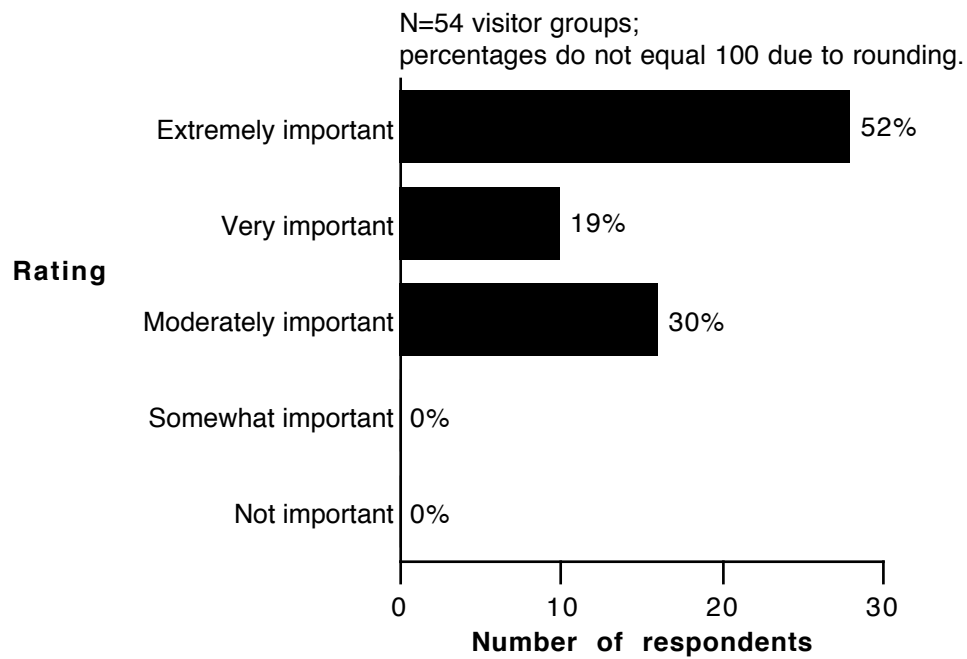
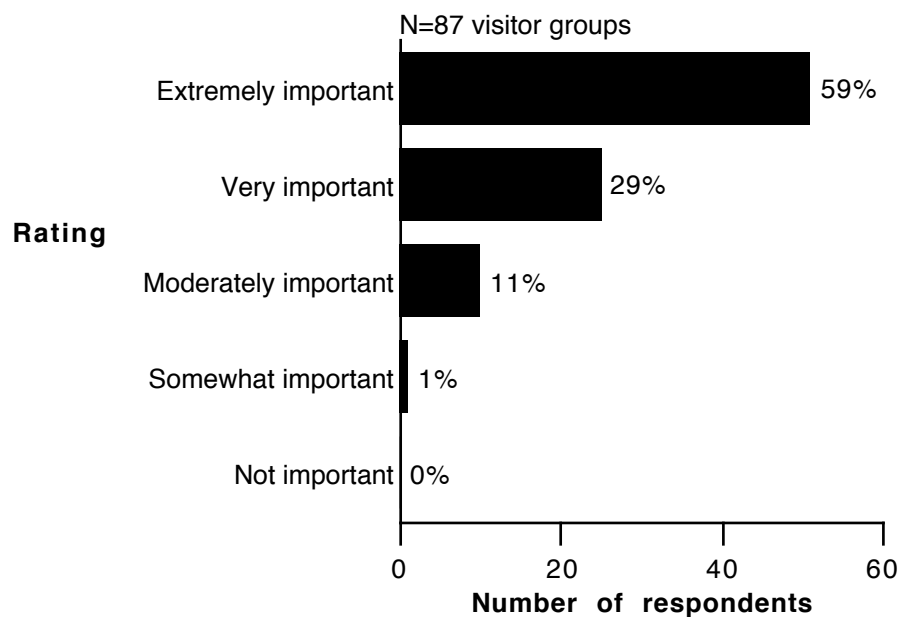


Figure 32: Importance of living history programs

**Figure 33: Importance of black powder demonstration****Figure 34: Importance of assistance from park staff**

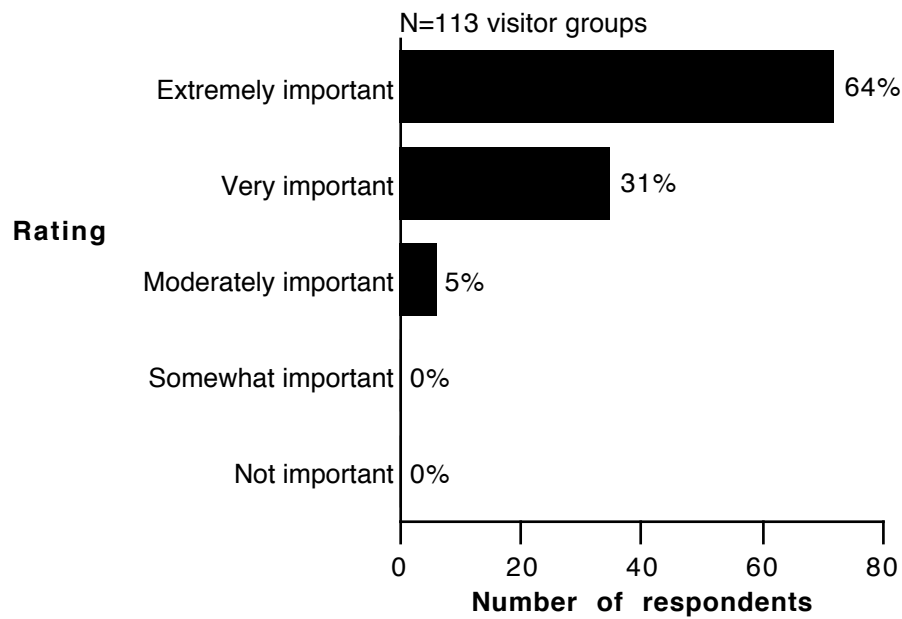


Figure 35: Importance of exhibits in fort

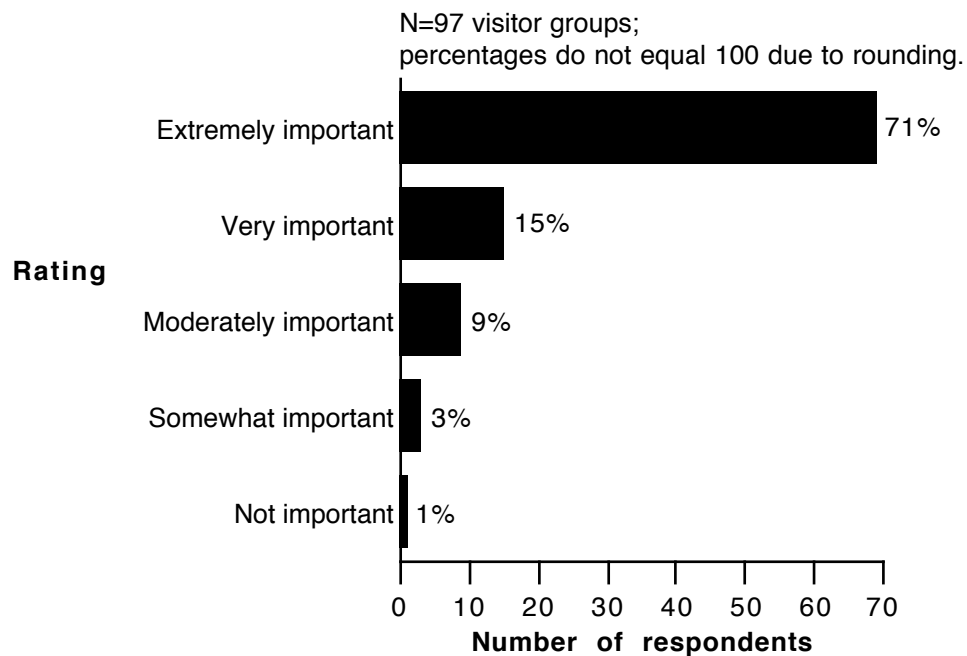
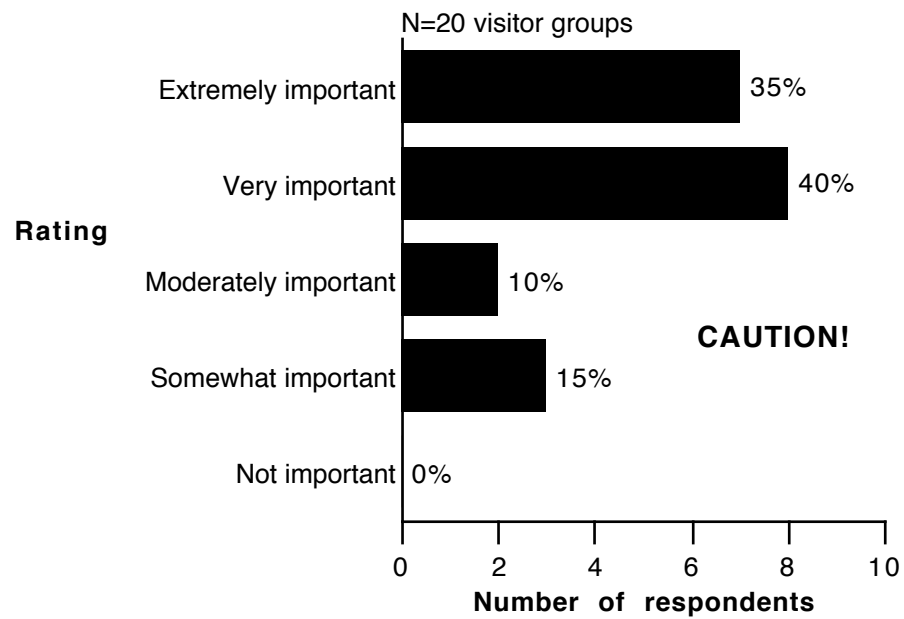
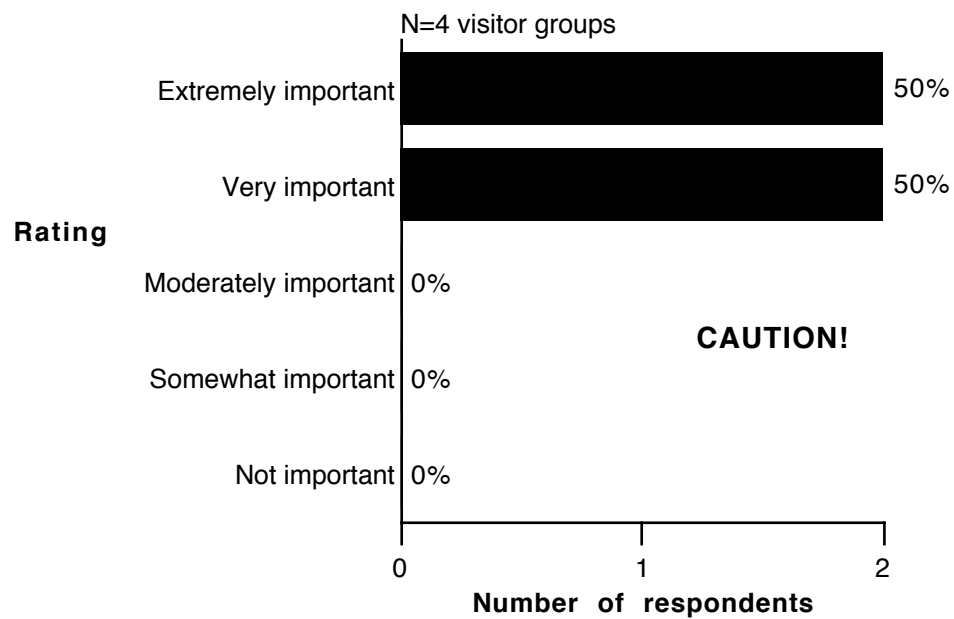
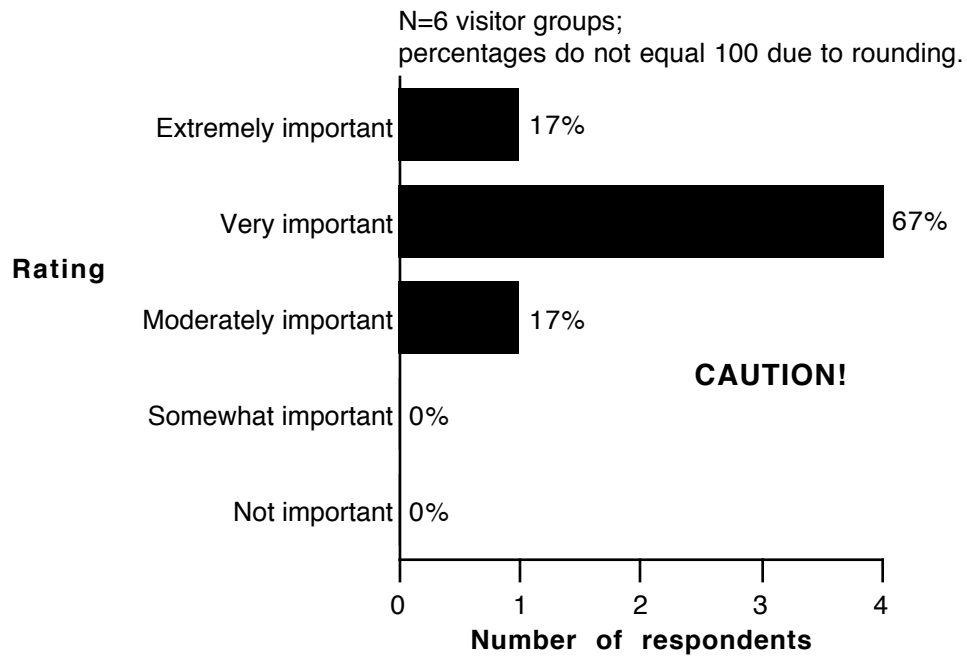
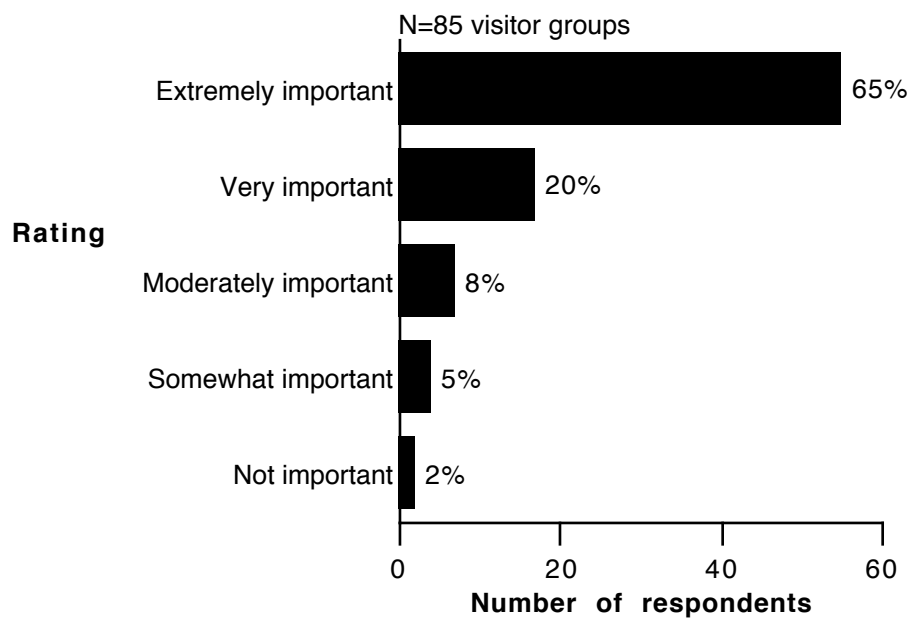


Figure 36: Importance of restrooms

**Figure 37: Importance of trails****Figure 38: Importance of access for disabled persons**

**Figure 39: Importance of picnic areas****Figure 40: Importance of parking**

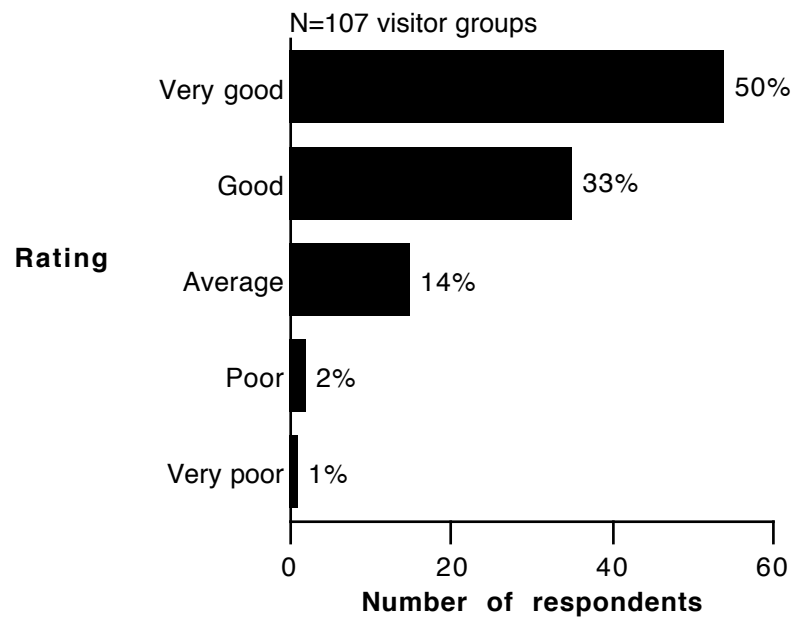


Figure 41: Quality of park brochure/map

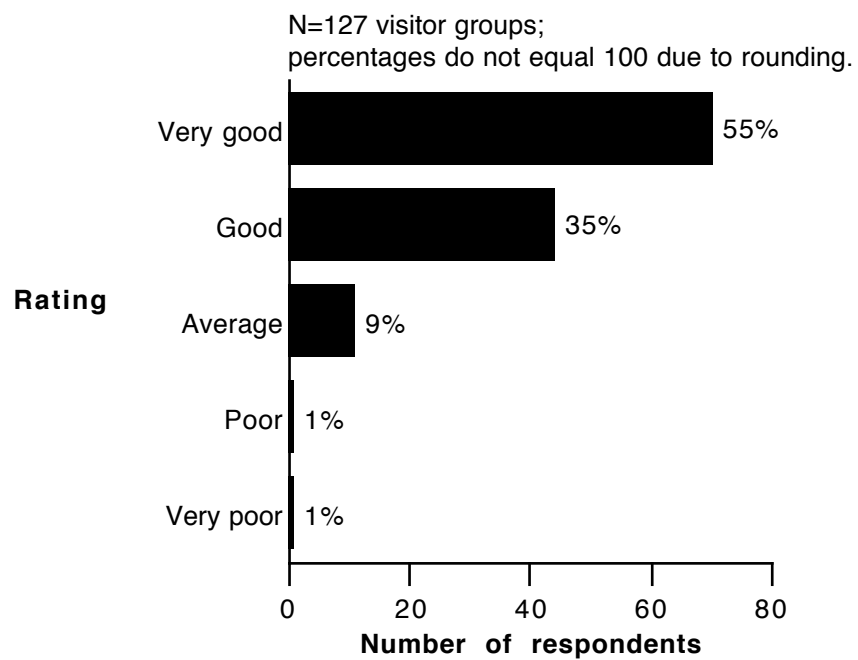


Figure 42: Quality of visitor center

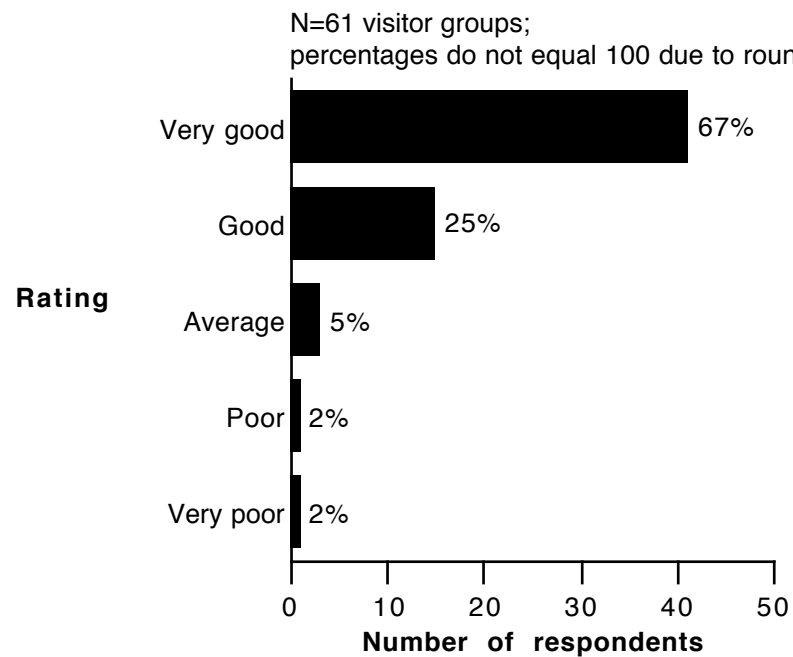


Figure 43: Quality of ranger-led walks/talks

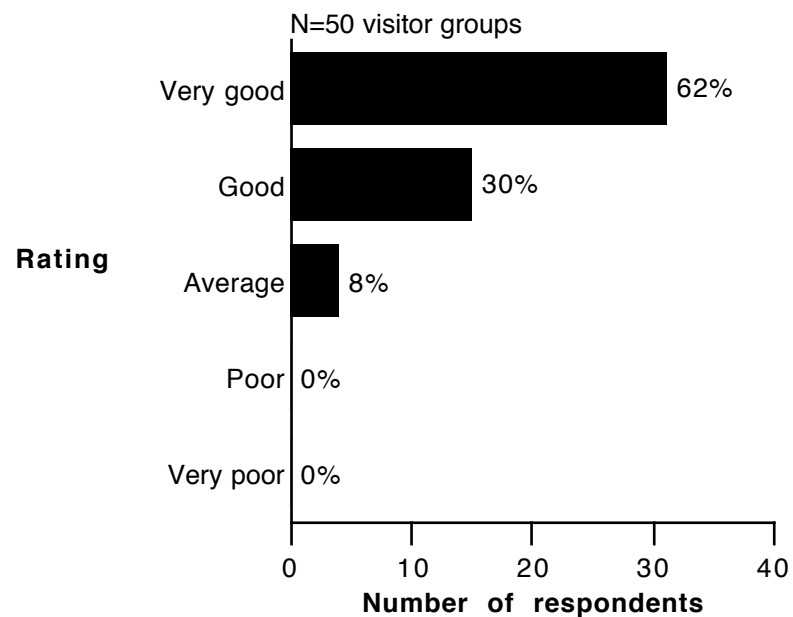


Figure 44: Quality of living history programs

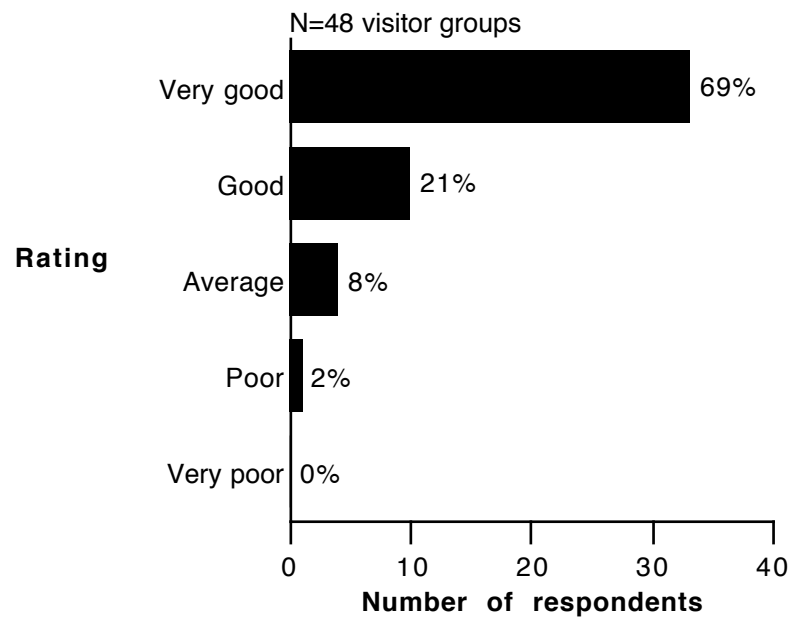


Figure 45: Quality of black powder demonstration

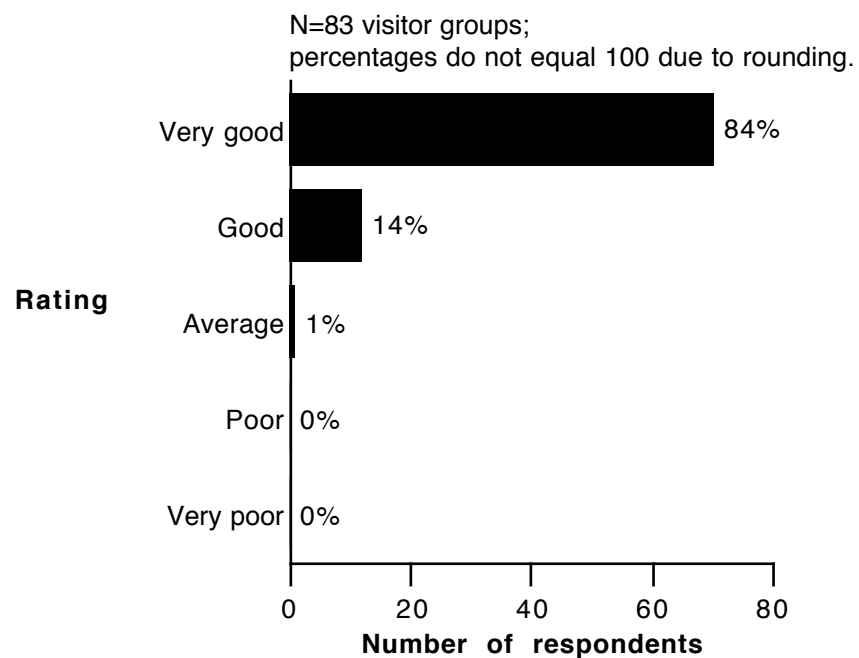


Figure 46: Quality of assistance from park staff

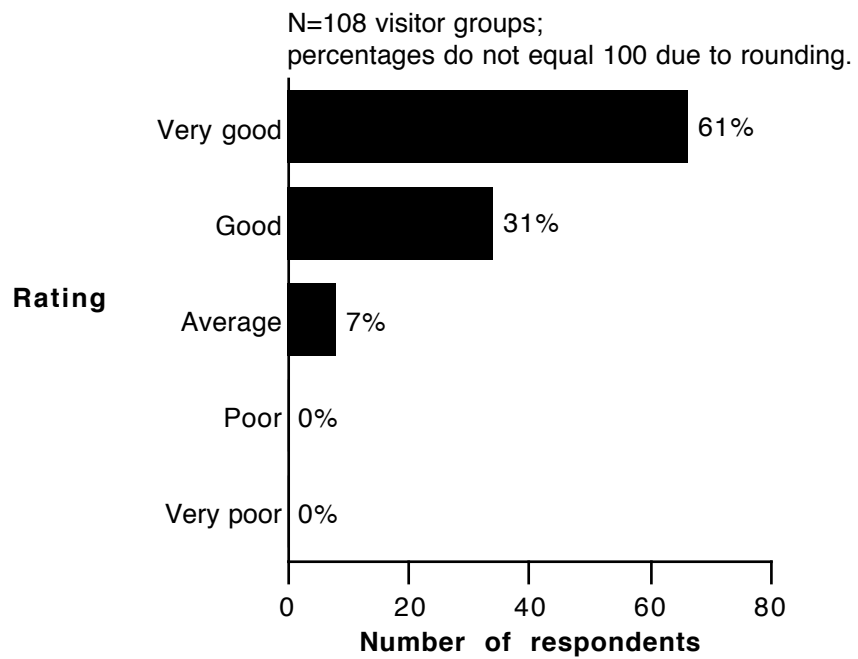


Figure 47: Quality of exhibits in fort

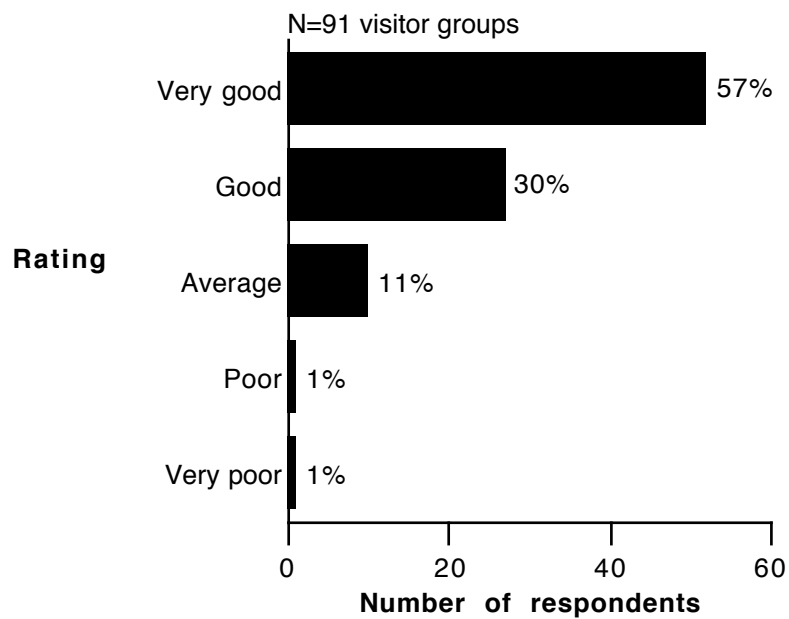
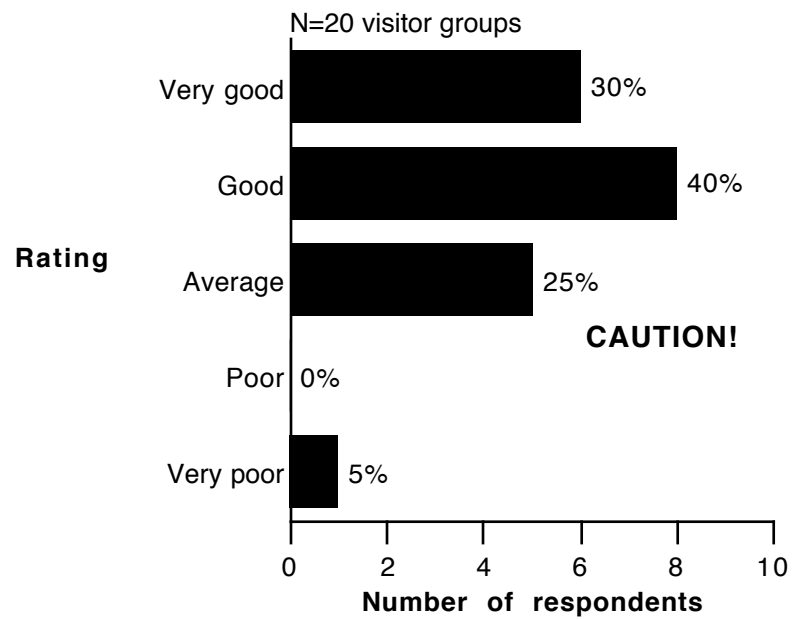
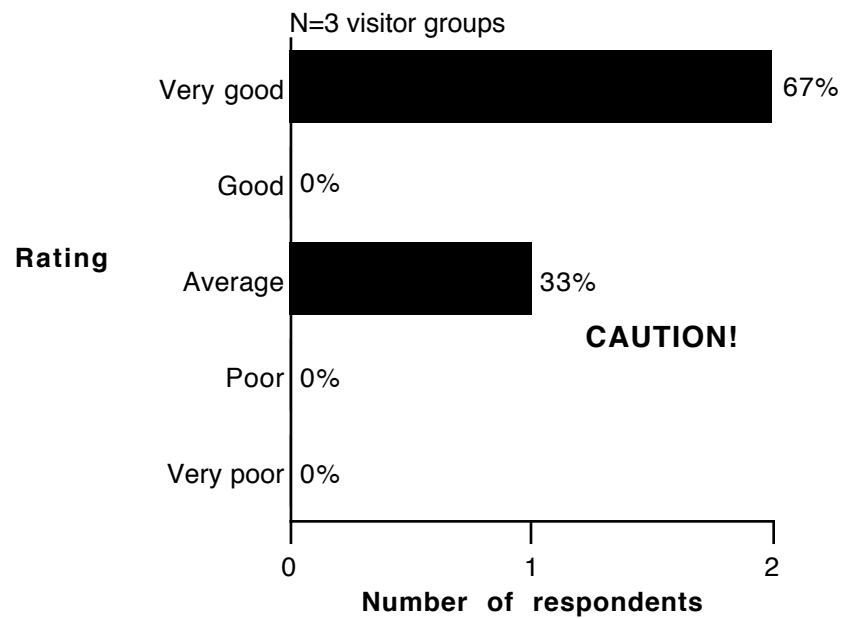
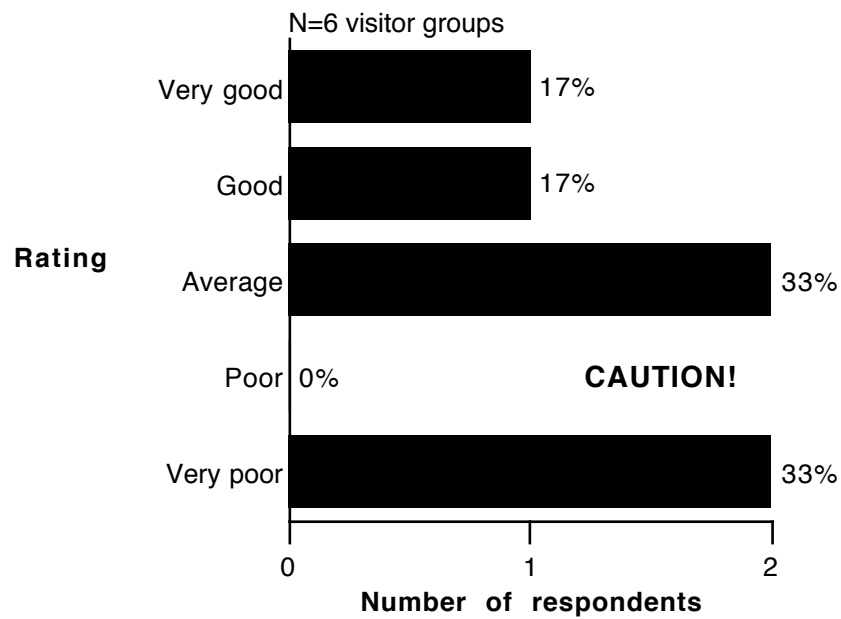
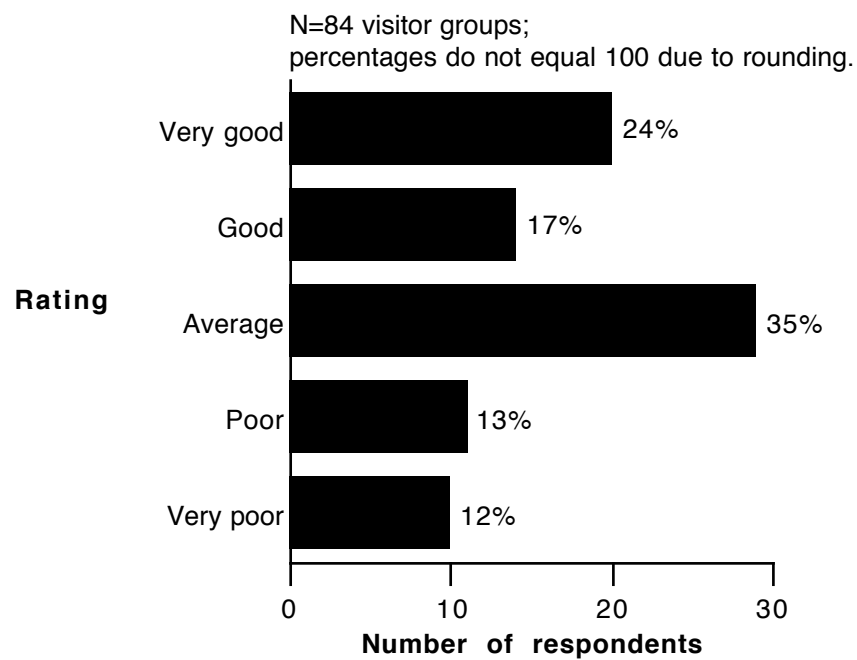


Figure 48: Quality of restrooms

**Figure 49: Quality of trails****Figure 50: Quality of access for disabled persons**

**Figure 51: Quality of picnic areas****Figure 52: Quality of parking**

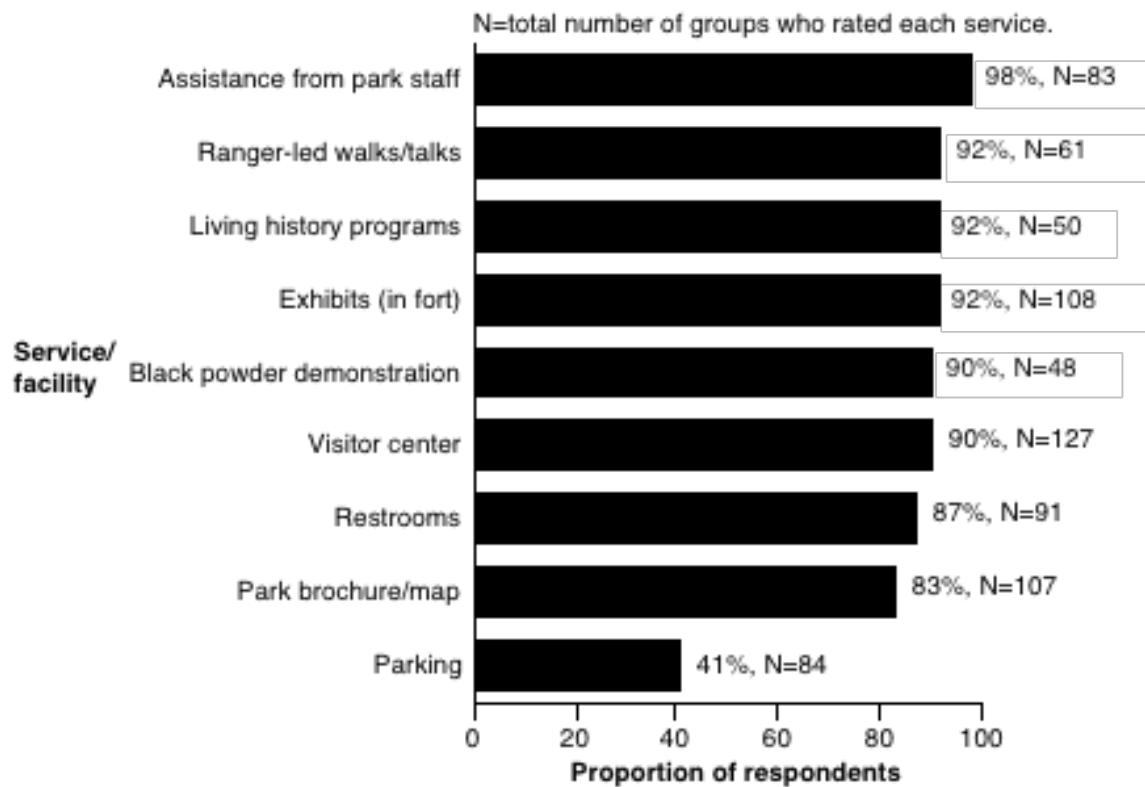


Figure 53: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

Opinions about safety

Visitor groups were asked to rate how safe they felt from crime and accidents during this visit to Fort Stanwix NM. Visitor groups were asked to comment on three safety issues including personal property safety from crime, personal safety from crime, and personal safety from accidents. Visitors were also asked to rate these same safety issues for their home town/city.

Park safety: In Fort Stanwix NM, most visitor groups (81%) felt “very safe” from crime to personal property (see Figure 54). Twelve percent of respondents felt “somewhat safe.” As shown in Figure 55, most visitor groups (85%) reported feeling “very safe” from crime against their person. Nine percent said they felt “somewhat safe.” Most respondents (79%) reported feeling “very safe” from accidents on this visit and 14% felt “somewhat safe,” as shown in Figure 56.

Safety in home town or city: Over one-half (58%) of visitor groups reported feeling that their personal property was “very safe” in the town or city nearest where they live (see Figure 57). Thirty percent of respondents felt “somewhat safe” from crime against their personal property. Most visitor groups (60%) reported feeling “very safe” from crime in the town or city near where they live (see Figure 58). Twenty-seven percent said they felt “somewhat safe.” Fifty-five percent of respondents reported feeling “very safe” from accidents against their person in the town or city near where they live, while 31% felt “somewhat safe,” as shown in Figure 59.

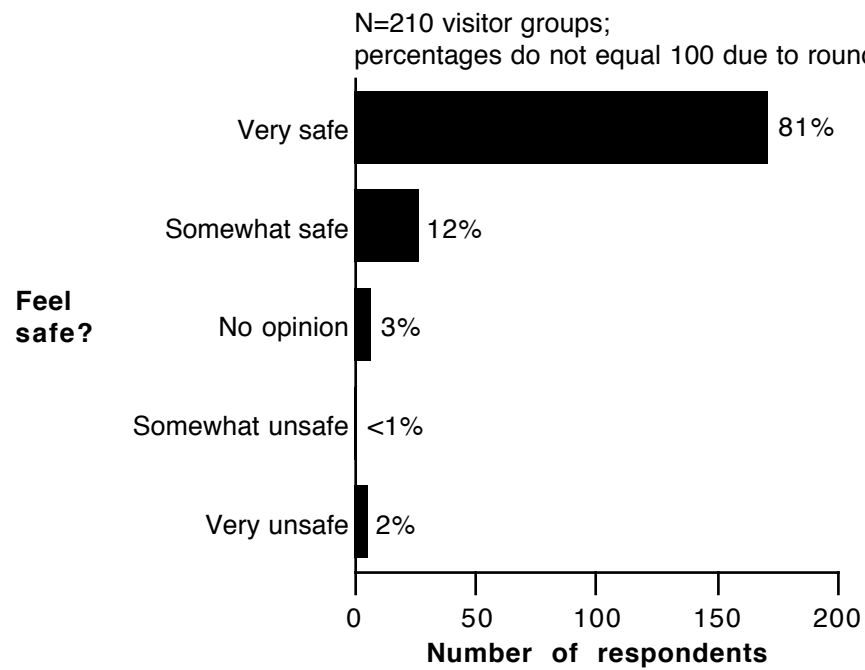


Figure 54: Personal property safety from crime at Fort Stanwix NM

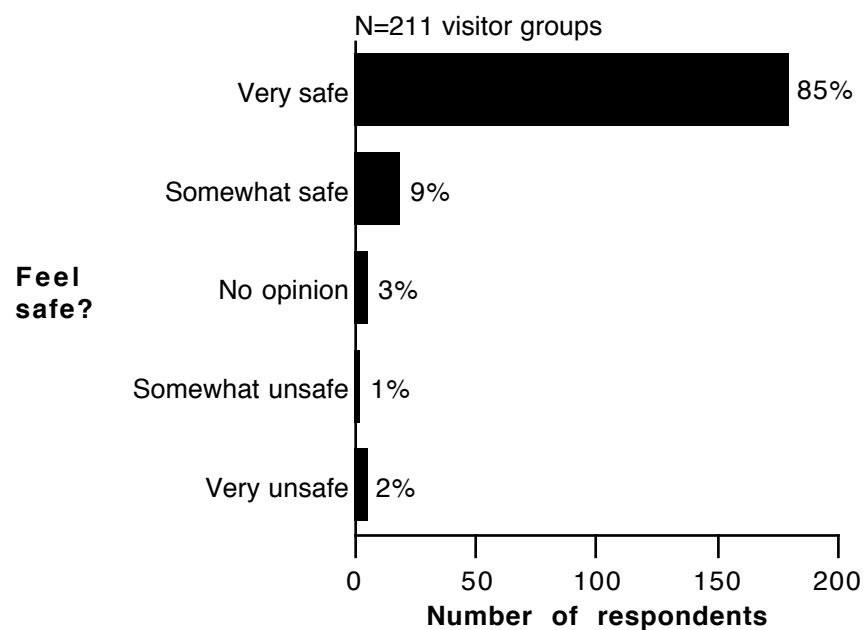


Figure 55: Personal safety from crime at Fort Stanwix NM

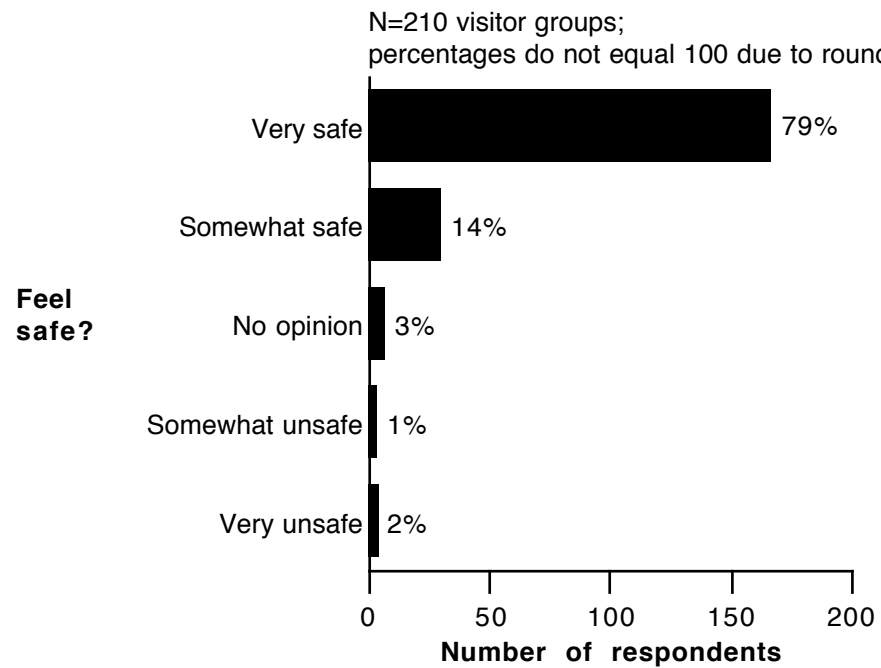


Figure 56: Personal safety from accidents at Fort Stanwix NM

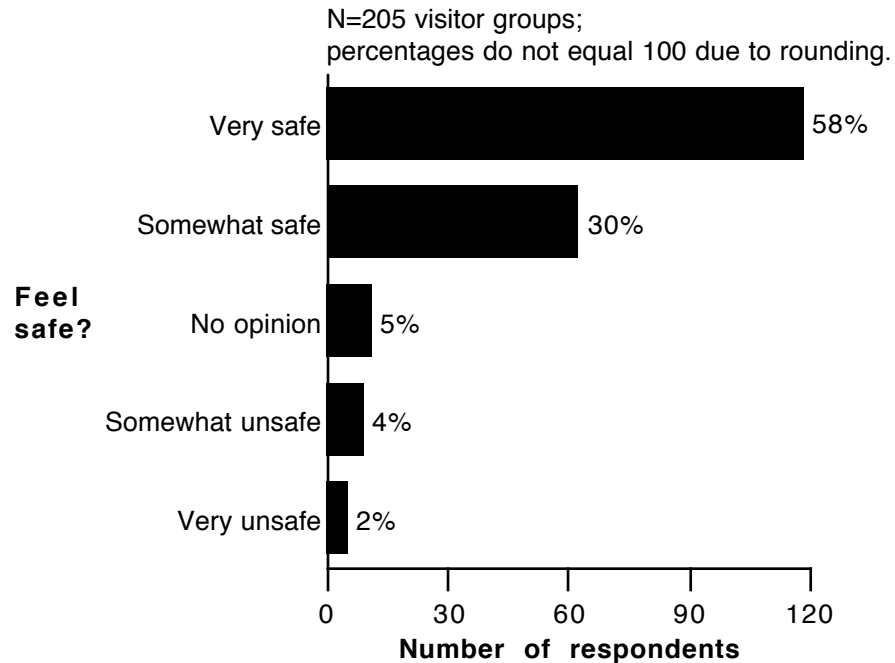


Figure 57: Personal property safety from crime in home city/town

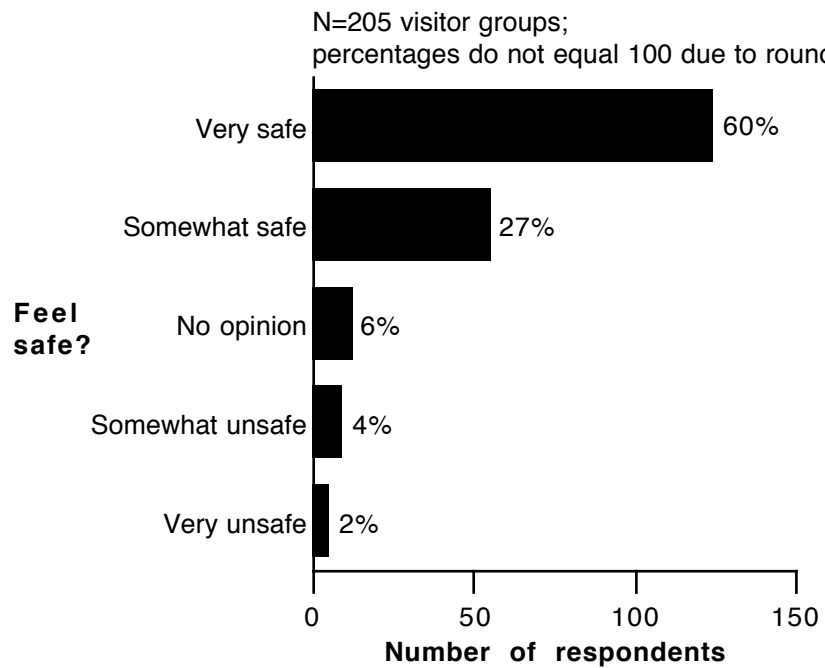


Figure 58: Personal safety from crime in home city/town

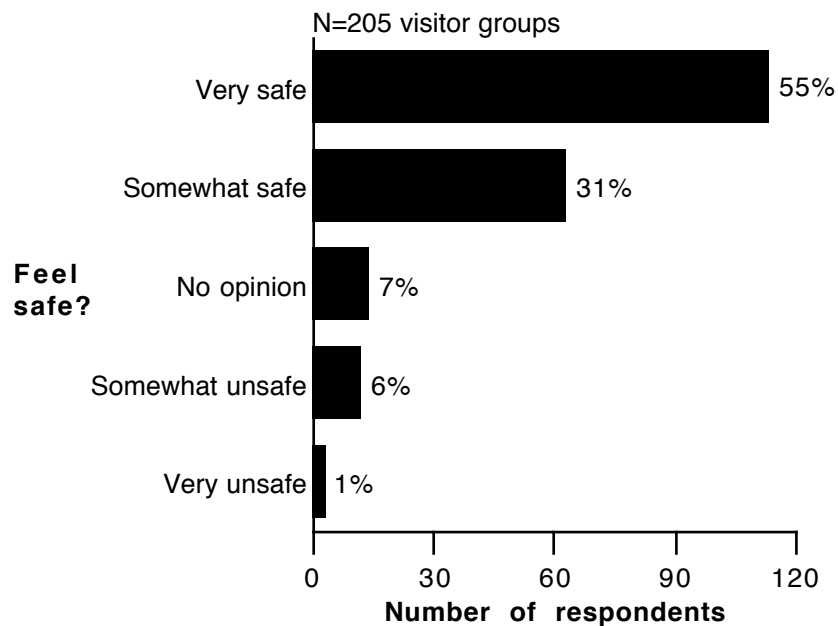


Figure 59: Personal safety from accidents in home city/town

Need for additional information

Visitor groups were asked, “At any time during your visit, did you or your group need or want additional information about Fort Stanwix NM that you were unable to obtain?” Most visitor groups (94%) responded that there was not any information they needed that they were unable to obtain (see Figure 60). The groups needing information wanted to learn about usage (medicine, foods, etc.) of plants that are growing on the grounds, upcoming Fort Stanwix events, background information on the cannon that the Indians loaned the Fort, information about reconstruction, casualties of British and allies, attack details, and wanted to take a ranger tour but none were available.

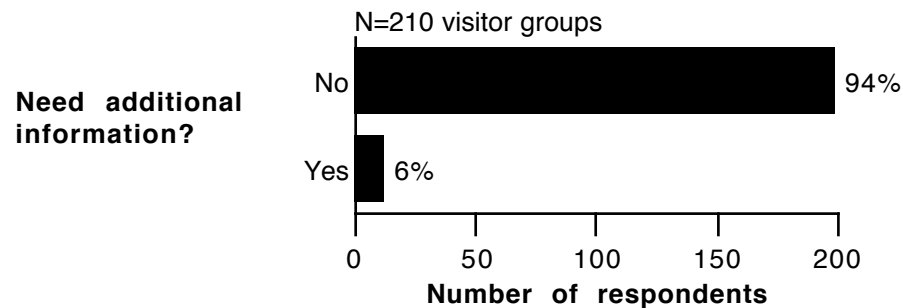


Figure 60: Need additional information?

Total expenditures

Visitor groups were asked to estimate the amount of money they spent on this visit inside Fort Stanwix NM and the surrounding area (within one-half hour drive). Groups were asked to list the amount they spent for lodging; camping fees; guide fees; restaurants and bars; groceries and take-out food; gas and oil; other transportation expenses; admissions, recreation, and entertainment fees; and all other purchases.

Total expenditures in and around the monument: Most visitor groups (57%) spent between \$1 and \$100 on this visit (see Figure 61). Fifteen percent spent no money and 12% spent \$301 or more.

The average visitor group expenditure during the visit was \$128. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$35. The average per capita expenditure was \$40.

Of the total expenditures by groups, the greatest proportions were spent for lodging (29%), restaurants and bars (22%), other transportation expenses (13%), and all other purchases (10%), as shown in Figure 62.

In addition, visitor groups were asked to indicate how many adults (18 years or older) and children (under 18 years) were covered by their expenditures. Figure 63 shows that 53% of the visitor groups had two adults. Figure 63 shows that 28% of visitor groups had no children and 46% had one or two children less than 18 years of age.

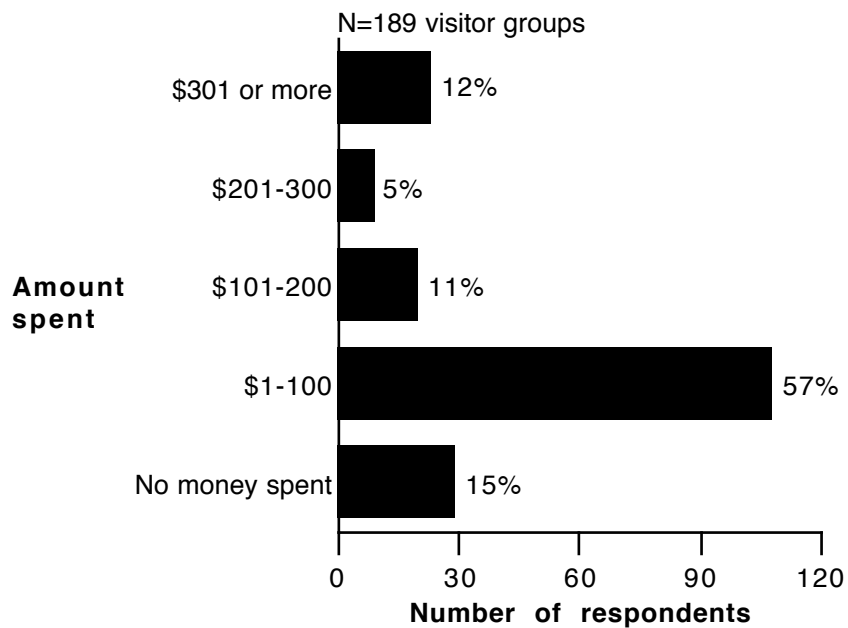


Figure 61: Total expenditures both in and out of Fort Stanwix NM

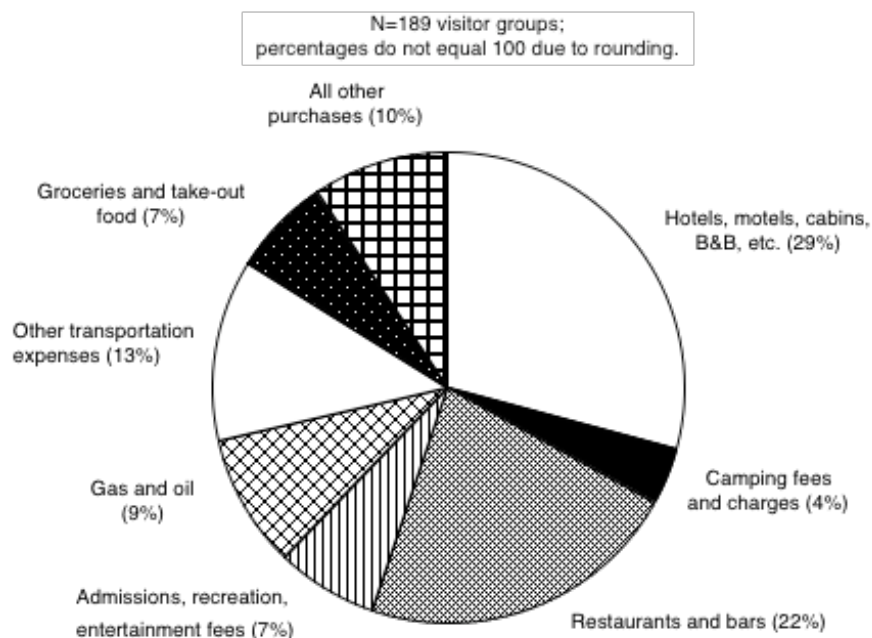


Figure 62: Proportions of expenditures in and around Fort Stanwix NM

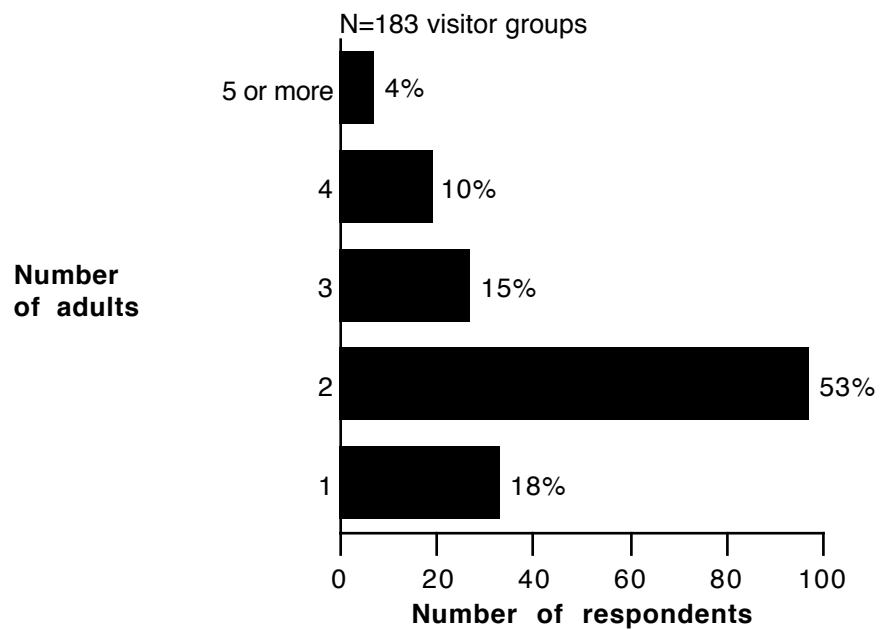


Figure 63: Number of adults covered by expenditures

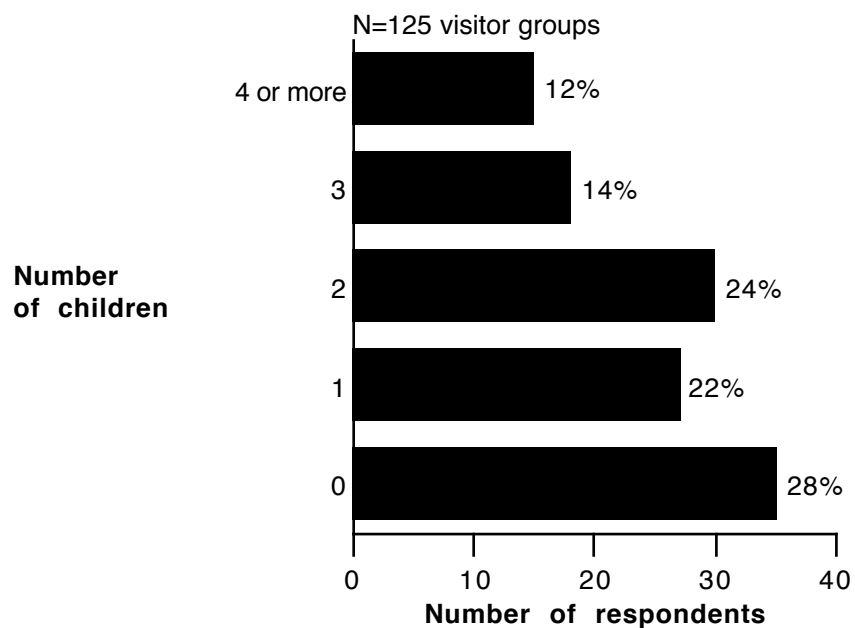


Figure 64: Number of children covered by expenditures

Expenditures within monument

Total expenditures inside monument: Fifty-four percent of visitor groups spent no money, and 44% spent between \$1 and \$50 (see Figure 65).

The average visitor group expenditure in the monument during this visit was \$9. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$0. The average per capita expenditure was \$6. Of visitor groups' expenditures inside the monument, 93% were for "all other purchases" and 7% for admission, recreation, and entertainment fees (see Figure 66).

Admission, recreation, and entertainment fees inside monument: Most visitor groups (92%) reported spending no money on admission, recreation, and entertainment fees inside the monument, 6% spent between \$1 and \$25 (see Figure 67).

All other purchases inside the monument: Fifty-four percent of visitors spent no money on all other purchases within Fort Stanwix NM (see Figure 68). Thirty-eight percent spent between \$1 and \$25.

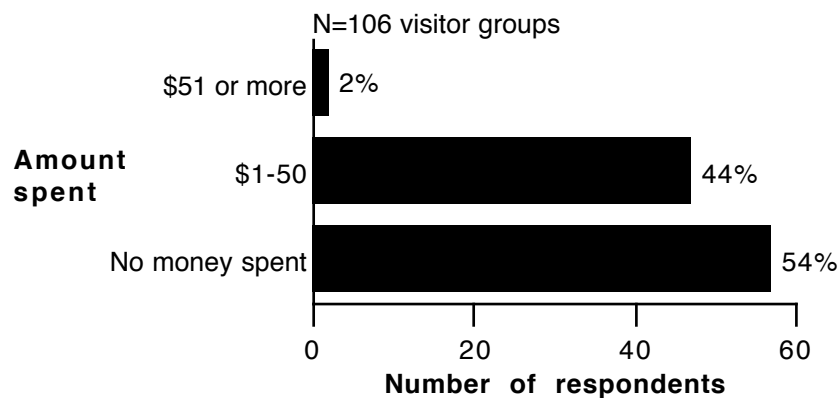


Figure 65: Total expenditures in Fort Stanwix NM

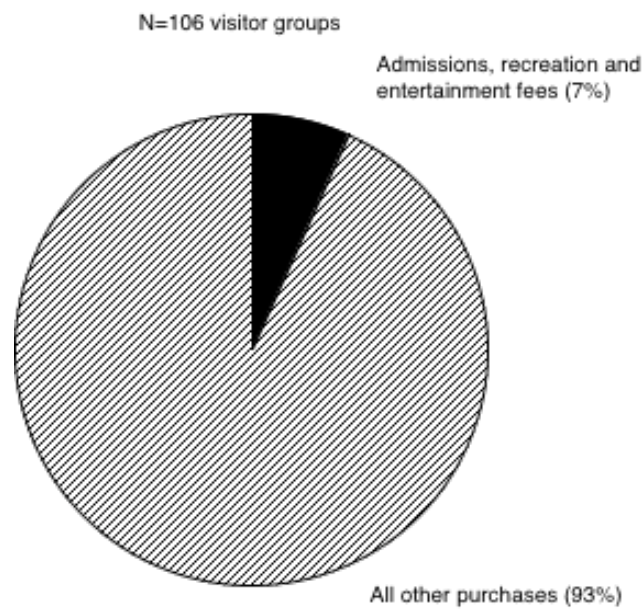


Figure 66: Proportions of expenditures in Fort Stanwix NM

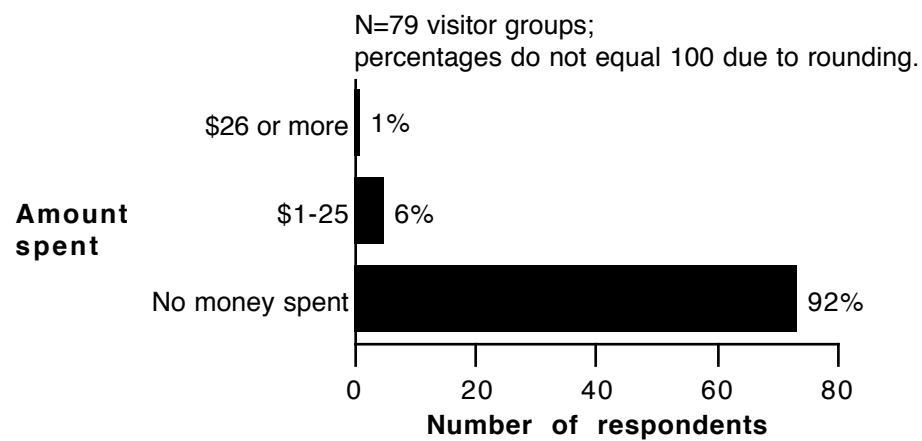


Figure 67: Expenditures for admission, recreation, and entertainment fees inside the monument

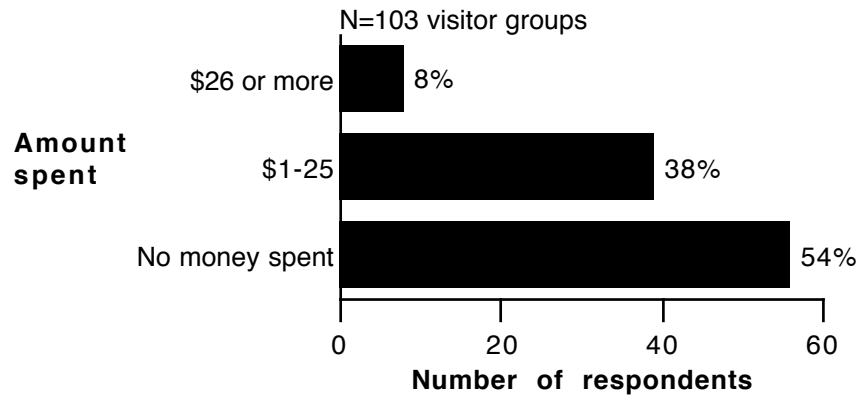


Figure 68: Expenditures for all other purchases inside the monument

Expenditures outside monument

Total expenditures outside the monument: Fifty-three percent of visitors spent between \$1 and \$100 and 20% spent no money within one-half hour drive of Fort Stanwix NM (see Figure 69). Twelve percent spent over \$301.

The greatest proportions of money spent outside the monument were for lodging (30%) and restaurants and bars (23%), as shown in Figure 70.

The average visitor group expenditure outside of the monument during this visit was \$127. The median visitor group (50% of groups spent more and 50% of groups spent less) was \$32. The average per capita expenditure was \$50.

Hotel, motels, cabins, etc. out of the monument: Most visitor groups (74%) spent no money, while 10% spent between \$1 and \$100 (see Figure 71).

Camping fees and charges out of the monument: Most visitor groups (92%) spent no money, and 4% spent between \$51 and \$100 (see Figure 72).

Restaurants and bars out of the monument: Forty-three percent of visitor groups spent between \$1 to \$50, while 42% spent no money (see Figure 73).

Groceries and take-out food out of the monument: Sixty percent of visitor groups spent no money, while 32% spent between \$1 and \$50, as shown in Figure 74.

Gas and oil out of the monument: Fifty-two percent of visitor groups spent from \$1 to \$50 and 42% spent no money (see Figure 75).

Other transportation expenses out of the monument: Most visitor groups (94%) spent no money (see Figure 76).

Admission, recreation, and entertainment fees out of the monument: Most visitor groups (73%) spent no money, while 21% spent between \$1 and \$50 (see Figure 77).

Other purchases out of the monument: Sixty-five percent of visitor groups spent no money, while 30% spent up to \$50 (see Figure 78).

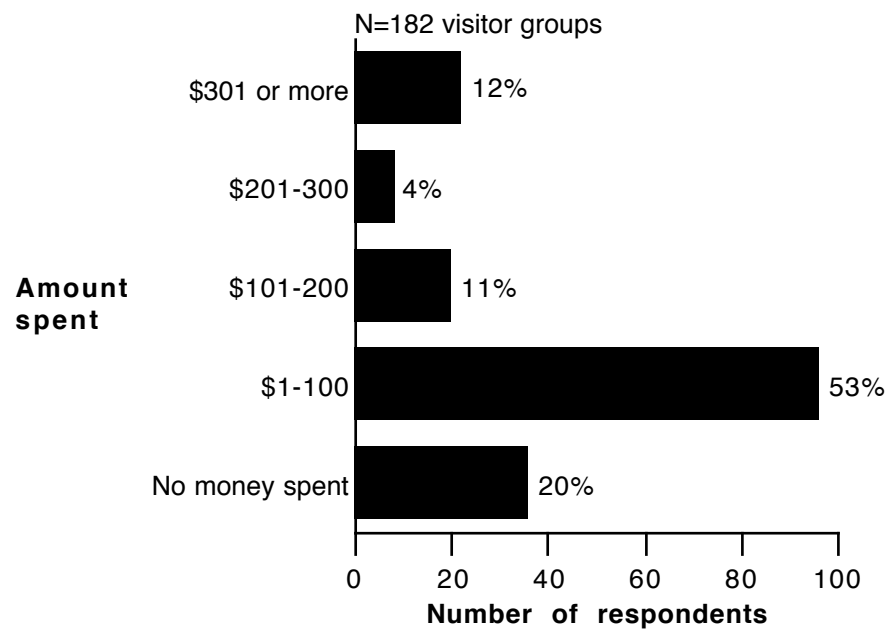


Figure 69: Expenditures outside Fort Stanwix NM within 1/2-hour drive

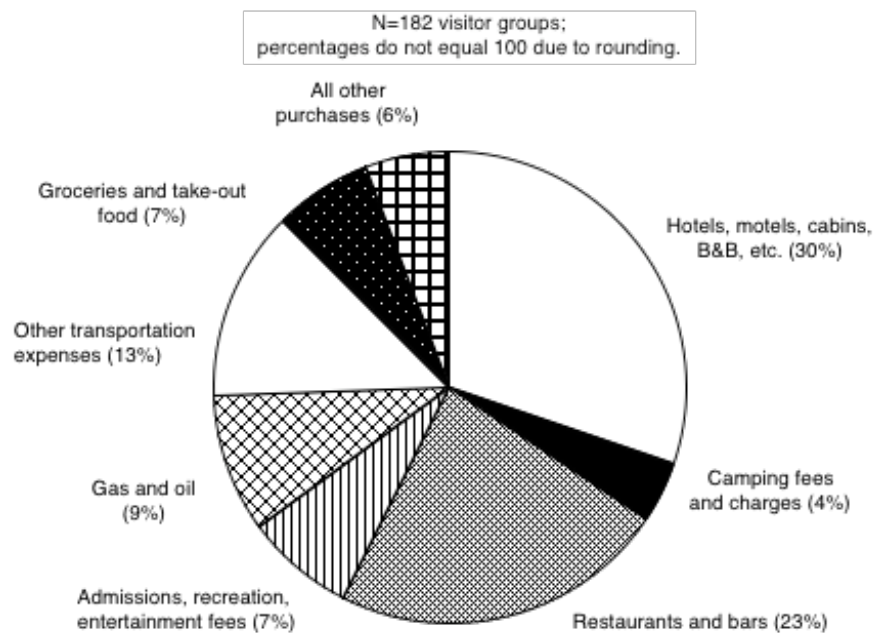
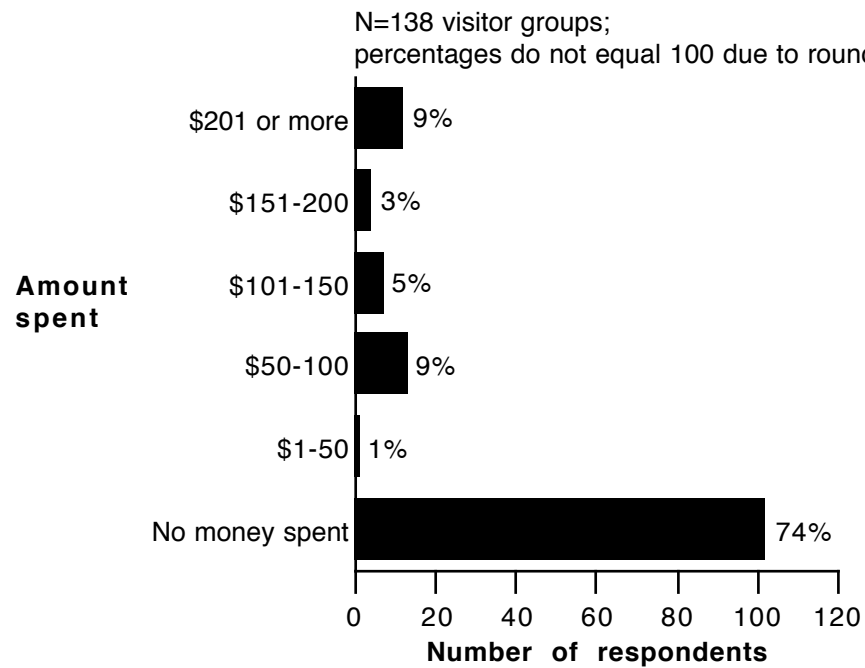
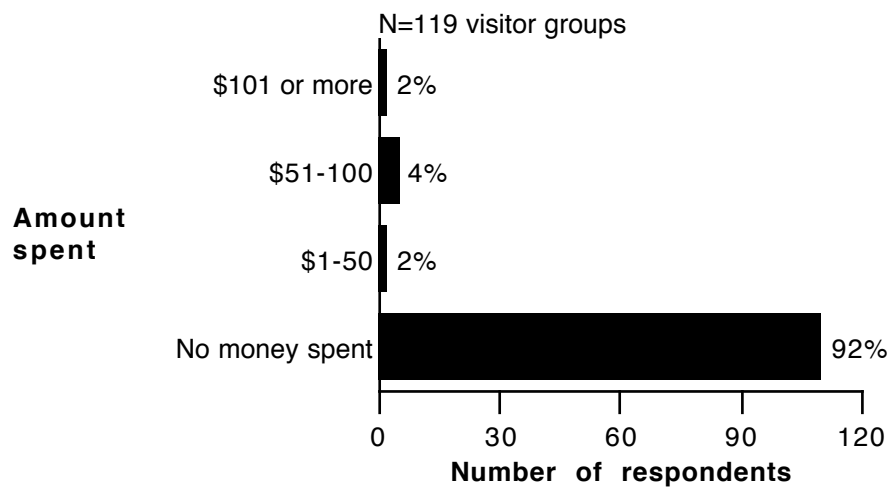


Figure 70: Proportions of expenditures outside Fort Stanwix NM



**Figure 71: Expenditures for hotels, motels cabins etc.
outside the monument**



**Figure 72: Expenditures for camping fees and charges
outside the monument**

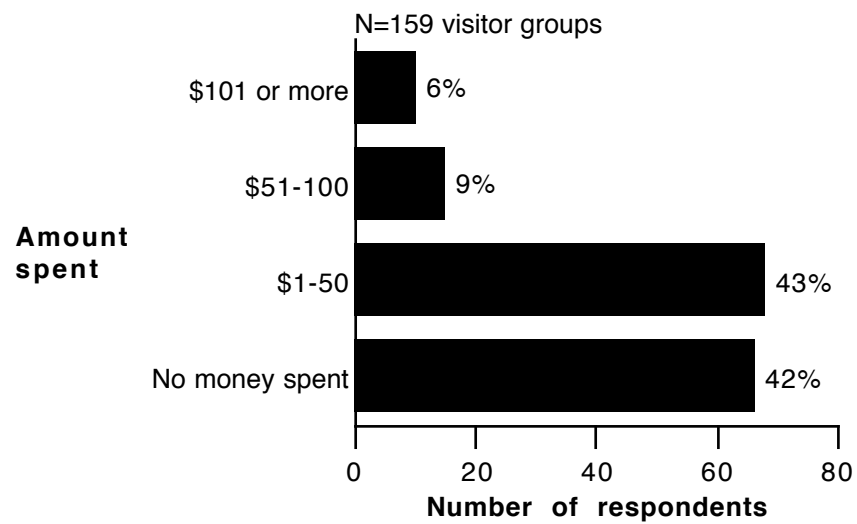


Figure 73: Expenditures for restaurants and bars outside the monument

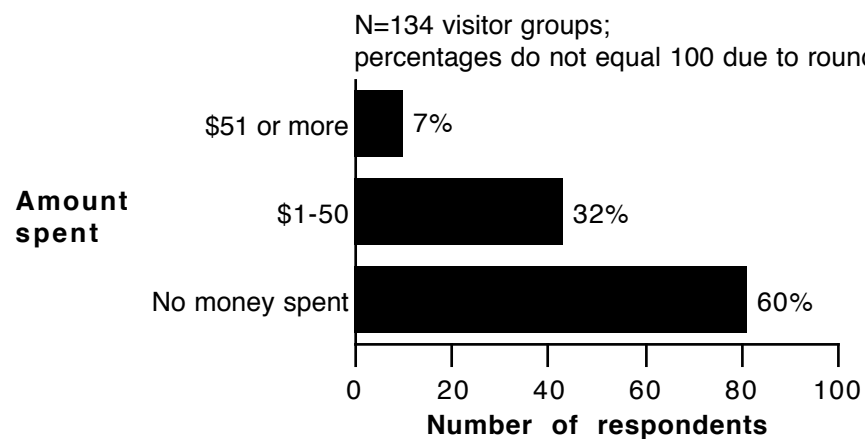


Figure 74: Expenditures for groceries and take-out food outside the monument

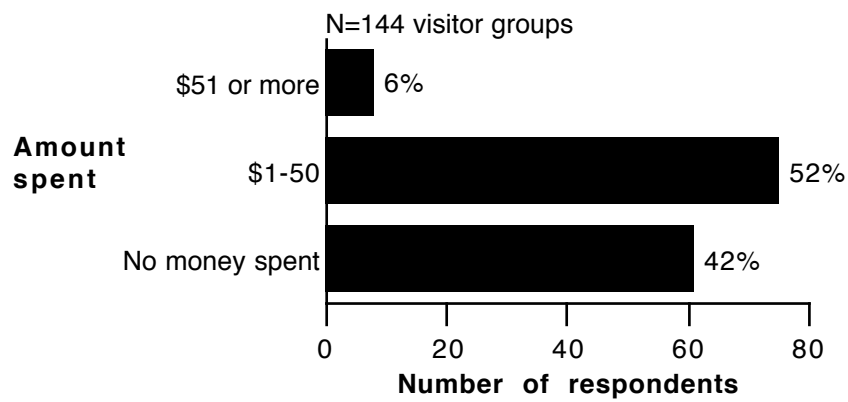


Figure 75: Expenditures for gas and oil outside the monument

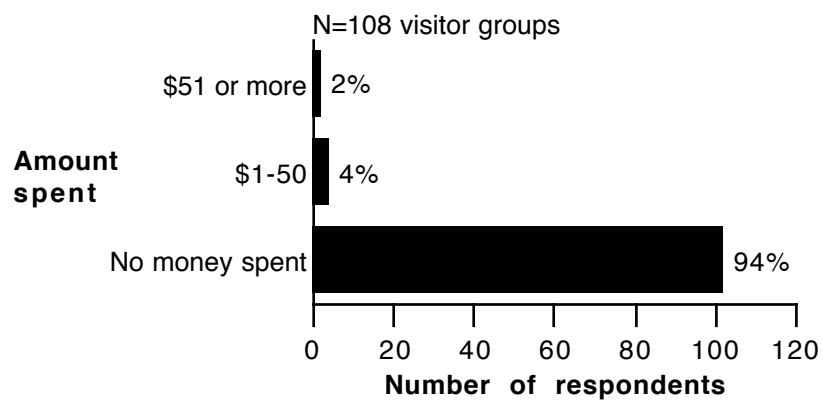


Figure 76: Expenditures for other transportation expenses outside the monument

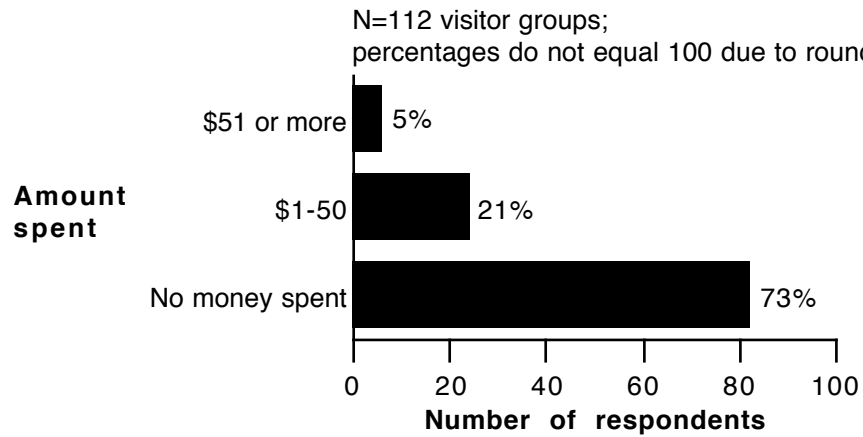


Figure 77: Expenditures for admission, recreation, and entertainment fees outside the monument

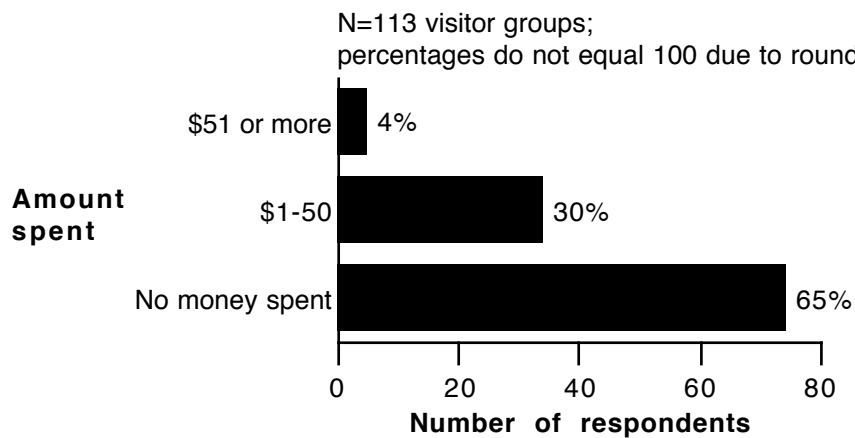


Figure 78: Expenditures for all other purchases outside the monument

Opinions about management options

Visitor groups were asked a series of questions regarding different management options for living history programs and the battlefield maintenance. First, visitors were asked: "Fort Stanwix NM currently uses living history programs, including weapons and clothing, to interpret the fort's history. On a future visit, which of the following management options would you prefer?" As shown in Figure 79, most visitor groups (96%) preferred to continue the program. No visitors supported the options of "stop using living history programs, including weapons/clothing" or "stop using weapons only."

Visitor groups were then asked what management options they preferred for the current firing of historic weapons during its living history interpretive programs. Most visitor groups (97%) preferred to continue firing historic weapons; no visitor groups supported stopping firing historic weapons (see Figure 80).

Visitor groups were also asked what management options they would prefer in using re-enactors' help in the presentation of living history programs. As shown in Figure 81, most visitors (99%) preferred to continue using re-enactors during the living history programs. No visitor groups said the park should stop the current program using re-enactors.

Finally, visitor groups were asked: "The battlefield is currently maintained to reflect a manicured appearance. On a future visit, which of the following maintenance options would you prefer?" Forty-three percent of visitor groups reported that the park should combine the current maintenance method and restoring 1770's appearance with farm crops and native grasses, and 31% supported restoring 1770's appearance (see Figure 82).

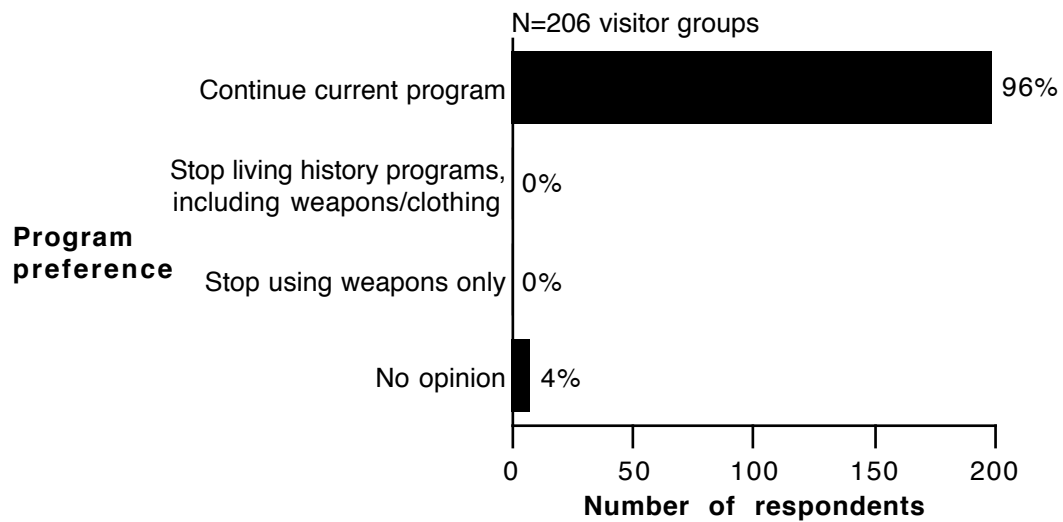


Figure 79: Opinions about living history programs

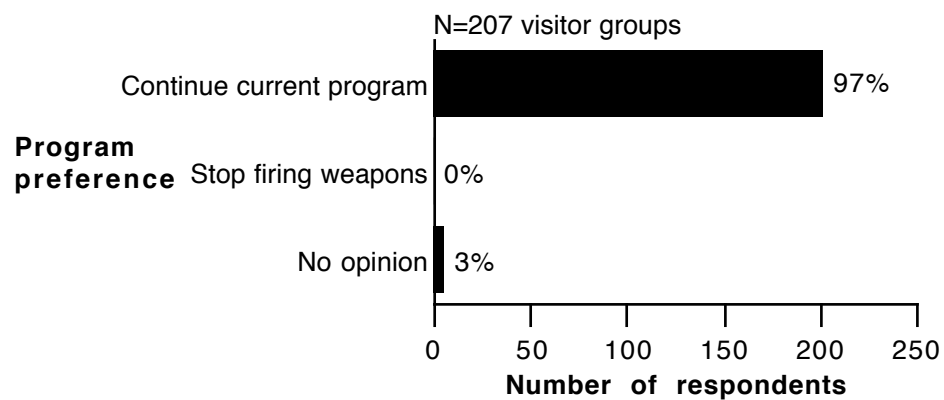


Figure 80: Opinions about firing historic weapons

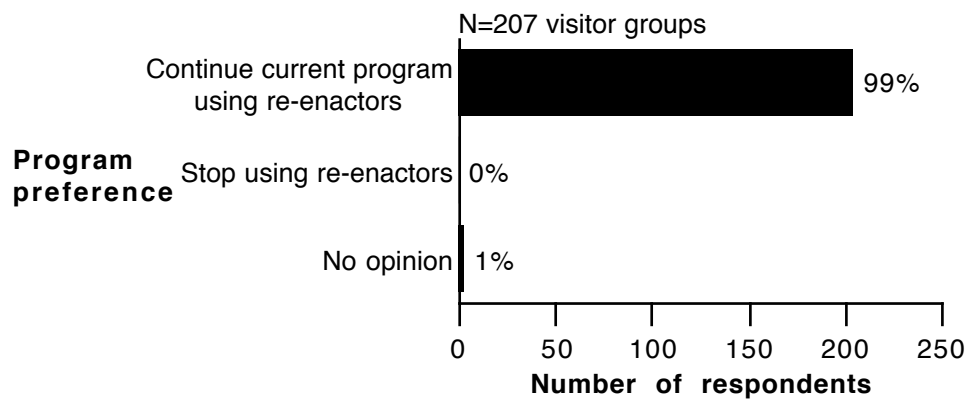


Figure 81: Opinions about using re-enactors during living history programs

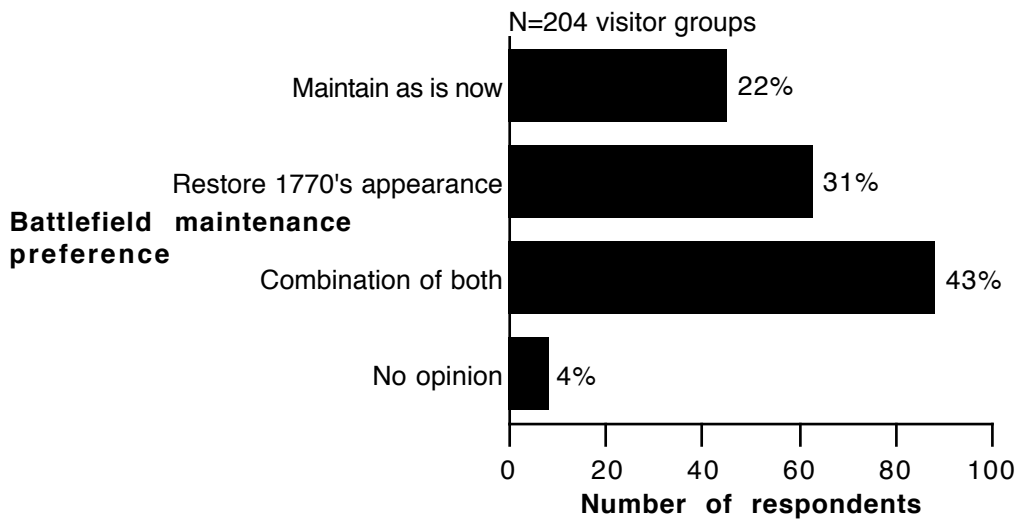


Figure 82: Opinions about maintenance of the battlefield

Likelihood of visiting the park in winter

Visitor groups were asked “If a portion of Fort Stanwix NM were open during the winter, is it likely that you or members of your group would visit?” Most visitor groups (55%) said they would not visit in winter, 16% indicated that they would visit the park if it were open, and 29% were “not sure,” as shown in Figure 83.

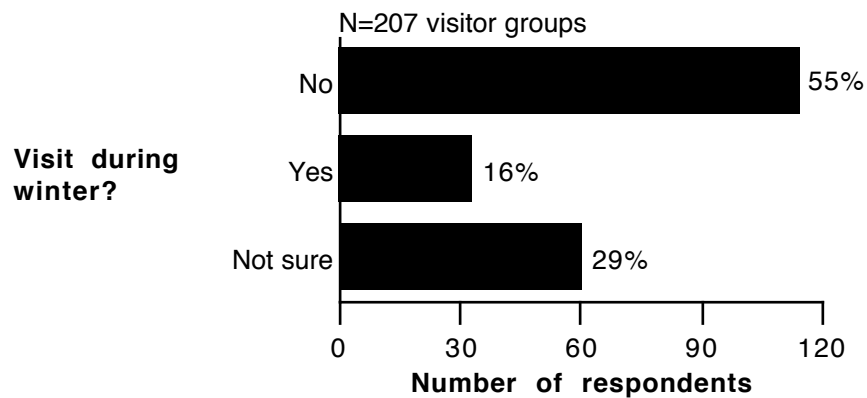


Figure 83: Winter visits if park were open

Preferred learning methods

Visitor groups were asked how they would prefer to learn about Fort Stanwix NM on a future visit. As shown in Figure 84, most visitor groups (93%) would like to learn about Fort Stanwix NM on a future visit and 7% were not interested in learning.

Of those who were interested in learning about the park on a future visit, the most preferred methods were visitor center exhibits (59%), other audiovisual programs (54%), printed materials (54%), other living history programs (53%), and ranger-led tours (53%), as shown in Figure 85. "Other" methods of learning about Fort Stanwix NM included having information available at other parks such as Erie Canal Way, Van Buren site, Springfield show, having more activities connected to the fort, General Herkimer Home and the Oriskany Battlefield, more re-enactments, and newspaper at school.

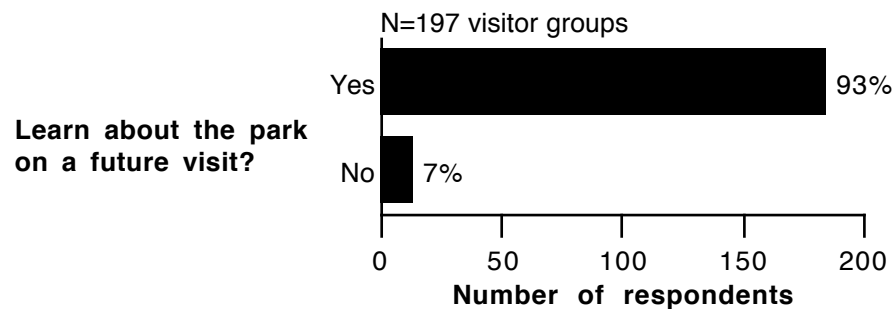


Figure 84: Visitors who would learn about Fort Stanwix NM on a future visit



Figure 85: Preferred methods of learning about the park in the future

Overall quality of visitor services

Visitor groups were asked to rate the overall quality of the visitor services provided at Fort Stanwix NM during this visit. Ninety-six percent of visitor groups rated the overall quality as “very good” or “good” (see Figure 86). No visitors reported the overall quality of visitor services as “poor” or “very poor.”

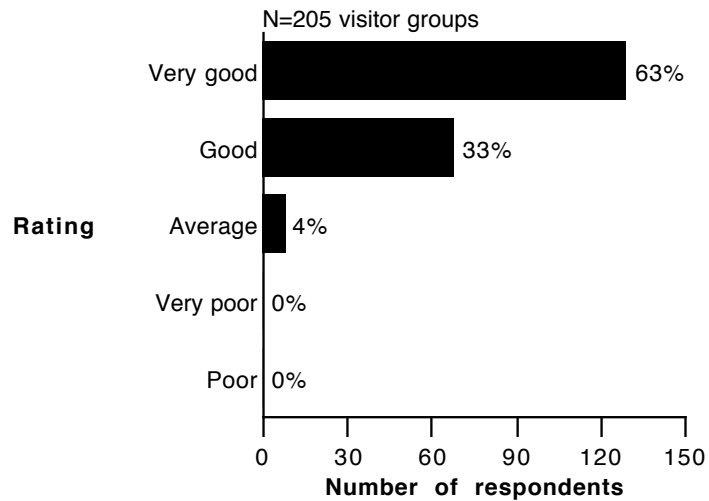


Figure 86: Overall quality of visitor services

What visitors liked most

Visitors were asked, "What did you like most about your visit to Fort Stanwix NM?" Eighty-three percent of visitor groups (178 groups) responded to this question; the complete comments are included in a separate appendix of this report. Comments are summarized below (see Table 8).

Table 8: What visitors liked most

N=231 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly and helpful staff	23
Interpreters' knowledge of history	11
INTERPRETIVE SERVICES	
Living history programs with re-enactment	31
Interacting with re-enactors	26
Weapon demonstrations	15
Exhibits	9
Self-guided tour around well-marked fort	7
Informative educational value	6
Video/movie/film	6
Visitor center	3
Guided tour of fort by rangers	2
Black powder demonstrations	2
MAINTENANCE & FACILITIES	
Appreciate that fort is well kept	16
Historic buildings/barracks with refurnished rooms	11
Great reconstruction to every detail	10
The cannons	3
Cleanliness of park	2
Supply store of the period	2
Other comments	2
RESOURCE MANAGEMENT	
Authenticity of the area	8
MANAGEMENT & POLICIES	
That it is free	2
GENERAL	
Being able to live in historical atmosphere	17
Outdoor symphony/concert	9
Fireworks	4
Authentic foods	2
Other comments	2

What visitors liked least

Fifty-nine percent of visitor groups (N=126) responded to the question, "What did you like least about your visit to Fort Stanwix NM?" Table 9 includes a summary of their responses. The complete comments can be found in a separate appendix to this report.

Table 9: What visitors liked least

N=121 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Not enough re-enactors	3
INTERPRETIVE SERVICES	
Not enough re-enactment	4
Museum was closed	4
No tour when we were there	4
Out of date movie	4
Other comments	2
MAINTENANCE & FACILITIES	
Parking was too far away	10
Closed area	9
Not enough parking spaces	8
Having to cross a busy street from parking	6
Lack of shaded area	2
Lack of picnic table	2
Smell inside building	2
Other comments	5
MANAGEMENT & POLICIES	
Close too early	5
Other comment	1
GENERAL	
Nothing/liked it all/everything was great	33
Weather	4
Too close to an urban area	4
Not enough time	2
Rude visitors	2
Other comments	5

Planning for the future

Visitor groups were asked, "If you were a manager planning for the future of Fort Stanwix NM, what would you propose?" Fifty-five percent of visitor groups (118 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: Planning for the future

N=145 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
More re-enactors	9
More interpretive staff	3
INTERPRETIVE SERVICES	
More re-enactment	20
More hands-on activities	12
More information about connection between fort and other regional and national history events	12
Advertise park	7
Continue current historical/educational programs	7
Better audio-visual presentation on fort history	4
Additional display of archeological research	3
More information about Native Americans in the area	2
MAINTENANCE & FACILITIES	
Better parking facility	7
Add more native plants/trees	5
Have some real animals and barn	3
Make park entrance more visible	3
Better access for disabled persons	2
Add snack/picnic area	2
Other comments	6
MANAGEMENT & POLICIES	
Encourage more schools to participate	3
Continue to organize the concert	3
Keep cost minimum	2
Stay open for longer hours	2

Table 10: Planning for the future (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Keep the park as authentic as possible	10
Work to open the restricted areas of fort	2
Utilize grounds for more events	2
Other comments	2
GENERAL	
Keep it as is	7
Other comments	5

Comment summary

Thirty-four percent of visitor groups (74 groups) wrote additional comments, which are included in the separate appendix of this report. Some comments about Fort Stanwix NM are summarized below (see Table 11). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 11: Additional comments

N=105 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly/courteous employees	9
Very knowledgeable staff	8
Other comments	2
INTERPRETIVE SERVICES	
Wonderful learning experience	10
Need to advertise more about the park	6
Very informative	2
Share information/demonstrate everyday life	2
Other comments	3
MAINTENANCE & FACILITIES	
Well maintained	6
Other comments	5
MANAGEMENT & POLICIES	
Need to have more cooperation between historical sites	3
Other comments	2
GENERAL	
Very enjoyable	24
Will visit again	9
Thank you for hosting "Honor America Days" concert	3
Other comments	11

Fort Stanwix NM Visitor Study Additional Analysis VSP Report 149

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

Additional Analysis

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

- | | | |
|---|--|---|
| • Awareness that monument is unit of NPS | • Quality visitor services/facilities | • Admissions expenditures in monument |
| • Sources of information prior to visit | • Group type | • All other purchases expenditures in monument |
| • Sources of information prior to future visits | • School/educational group? | • Lodging expenditures outside monument |
| • Receive needed information? | • Group size | • Camping expenditures outside monument |
| • Activities | • Number of vehicles used | • Restaurants/bars expenditures outside monument |
| • Time spent at monument | • Current age | • Groceries/take-out food expenditures outside monument |
| • Visit on more than one day? | • Zip code or country | • Gas/oil expenditures outside monument |
| • Number of days visited | • Number of visits to monument during past 12 months | • Other transportation expenditures outside monument |
| • Number of entries | • Number of lifetime visits to monument | • Admissions/recreation expenditures outside monument |
| • Stay overnight away from home in area? | • Highest level of education | • All other purchases expenditures outside monument |
| • Number of nights stayed | • Selected factors' effect on park visit | • Living history program preferences |
| • Type of lodging used | • Parking facilities satisfactory? | • Firing historic weapons preferences |
| • Reasons for visiting area | • Additional information about monument needed but not obtained? | • Re-enactors program preferences |
| • Other places visited in Rome area | • Safety ratings in park | • Battlefield maintenance preferences |
| • Use of visitor services/facilities | • Safety ratings at home | • Future learning preferences |
| • Importance of visitor services/facilities | • Total expenditures | • Overall quality of visitor services |

Phone/send requests to:

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College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, Idaho 83844-1139

Phone: 208-885-7863
FAX: 208-885-4261
Email: littlej@uidaho.edu
Web site: <http://www.psu.uidaho.edu>

QUESTIONNAIRE

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 on the UI PSU web site: <<http://www.psu.uidaho.edu>>. 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)
- 1998 (continued)**
- 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)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)

- | | |
|---|--|
| 134. Great Sand Dunes National Monument and Preserve | 137. Sequoia & Kings Canyon National Park |
| 135. Pipestone National Monument | 138. Catoctin Mountain Park |
| 136. Outer Banks Group (Cape Hatteras National Seashore, Wright Brothers National Memorial) | 139. Hopewell Furnace National Historic Site |
| | 140. Stones River National Battlefield |

Visitor Services Project Publications (continued)

2003

- 141. Gateway National Recreation Area
- 142. Cowpens National Battlefield
- 143. Grand Canyon National Park-North Rim
- 144. Grand Canyon National Park-South Rim
- 145. Chesapeake and Ohio Canal National Historical Park
- 146. Capulin Volcano National Monument
- 147. Oregon Cave National Monument
- 148. Knife River Indian Villages Historic Site
- 149. Fort Stanwix National Monument

For more information about the Visitor Services Project, please contact the University of Idaho
Park Studies Unit: phone (208) 885-7863 or go to the web site: www.nsiu.idaho.edu

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