



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

Visitor Services Project



Cuyahoga Valley National Park

Visitor Study

Summer 2005



University of Idaho

**Park Studies Unit
Visitor Services Project
Report 171**



**Social Science Program
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Cuyahoga Valley National Park

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Visitor Services Project Report 171

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**Visitor Services Project
Cuyahoga Valley National Park
Report Summary**

- This report describes the results of a visitor study at Cuyahoga Valley National Park (NP) during July 23-31, 2005. A total of 1,188 questionnaires were distributed to visitor groups. Of those, 905 questionnaires were returned resulting in a 76% response rate.
- This report profiles a random sample of Cuyahoga Valley NP visitors. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in this report and complete comments are included in the Visitor Comments Appendix.
- Forty-four percent of visitor groups were in groups of two and 25% were alone. Forty-nine percent of visitor groups were family groups. Fifty-two percent of visitors were ages 36-60 years and 17% were ages 15 or younger.
- United States visitors were from Ohio (91%) and 29 other states. International visitors comprised 1% of the total visitation, although there were too few international visitors to provide reliable information. Sixty-one percent of groups visited from one to 51 times/year. Fifteen percent of visitors were visiting Cuyahoga Valley NP for the first time.
- Prior to this visit, visitor groups most often obtained information about Cuyahoga Valley NP from previous visits (82%) and friends/relatives/word of mouth (44%). Eight percent of visitor groups did not obtain any information before their visit. Most groups (91%) received the information they needed about the park.
- The most common primary reasons for visiting Cuyahoga Valley NP were to bicycle (35%), hike/walk (26%), and jog/run (12%). The most common activities on this visit included hiking/walking (55%), bicycling (47%), and taking a scenic drive for pleasure (33%). Most visitor groups (54%) spent two to three hours at the park on this visit.
- Regarding use, importance, and quality of services and facilities, it is important to note the number of visitor groups that responded to each question. The most used information services by 458 visitor groups included the park brochure/map (72%) and trailhead bulletin boards (45%). Most visitor groups rated visitor center/museum exhibits (84%, N=83), NPS park website (80%, N=51) and assistance from information desk staff (80%, N=62) as "extremely important" or "very important." The highest combined proportions of "very good" and "good" quality ratings were for assistance from hiking/biking rangers/volunteers (95%, N=52), educational signs/outside exhibits (95%, N=69), and visitor center/museum bookstore sales items (95%, N=38).
- The most used visitor services/facilities by the 834 visitor groups included parking lots (80%) and Towpath Trail (71%). The services/facilities that received the highest combined proportions of "extremely important" and "very important" ratings included Towpath Trail (98%, N=565), hiking trails (97%, N=264), parking lots (97%, N=646), and restrooms with running water (96%, N=411). The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings included Towpath Trail (96%, N=544), hiking trails (93%, N=257), railroad stations (93%, N=70), and restrooms with running water (92%, N=394).
- When asked how important the park was to their group, 78% of visitor groups rated the park as "extremely important" or "very important."
- Most visitor groups (97%) rated the overall quality of services, facilities, and recreational opportunities at Cuyahoga Valley NP as "very good" or "good." Less than 1% of groups rated the overall quality as "very poor" or "poor."

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho or at the following website <http://www.psu.uidaho.edu>

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INTRODUCTION

This report describes the results of a visitor study at Cuyahoga Valley NP during July 23-31, 2005 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

Section 1: **Methods**. This section discusses the procedures, limitations, and special conditions that may affect the results of the study.

Section 2: **Results**. This section provides summary information for each question in the questionnaire and includes a summary of visitor comments. The presentation of the results of this study does not follow the same order of questions in the questionnaire. Instead, the results are presented in the following order:

- *Demographics*
- *Information Prior to Visit*
- *Information During Visit*
- *Ratings of the Park's Services, Facilities, Resources, Qualities, Attributes, and Elements and Value for Fee Paid*
- *Expenditures (only presented if the questionnaire included expenditure questions)*
- *Information about Future Preferences*
- *Overall Quality*
- *Visitor Comments*

Section 3: **Appendices**

Appendix 1: The *Questionnaire* contains a copy of the questionnaire distributed to visitor groups.

Appendix 2: *Additional Analysis* contains a list of options for cross references and cross comparisons.

These comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report as they may only be requested after this study is published.

Appendix 3: *Decision rules for checking non-response bias*.

Appendix 4: *Visitor Services Project Publications* contains a complete list of publications by the PSU.

Copies of these reports can be obtained by contacting the PSU office or visiting the website: <http://www.psu.uidaho.edu/vsp/reports.htm>.

Visitor Comments Appendix: A separate appendix contains visitor responses to open-ended questions. It is bound separately from this report due to its size.

Presentation of the results

Results are represented in the form of graphs (see example below) scatter plots, pie charts, or tables and text.

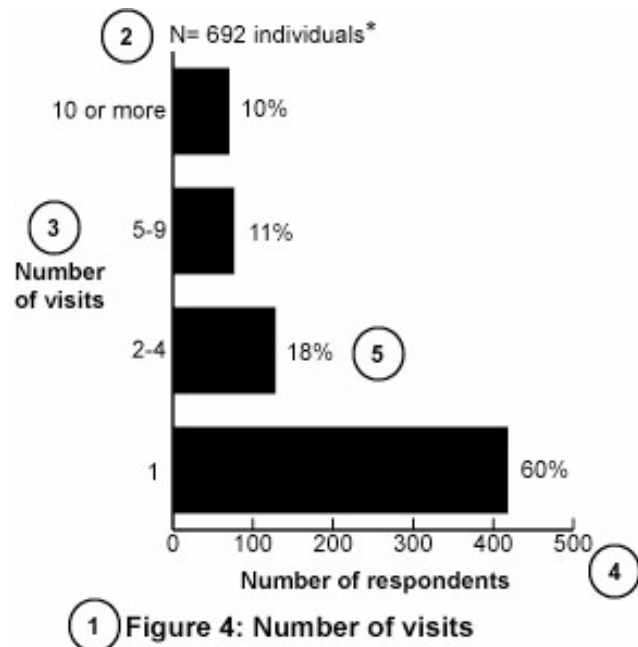
SAMPLE ONLY

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, **CAUTION!** on the graph indicates the results may be unreliable.

* appears when total percentages do not equal 100 due to rounding.

** appears when total percentages do not equal 100 because visitor can select more than one answer choice.

- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportions of responses in each category.
- 5: In most graphs, percentages provide additional information.



METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). Based on this methodology, the sample size was calculated based on park visitation statistics of the previous years. To minimize coverage error, the sample size was also determined to provide adequate information about specific park sites if requested.

Brief interviews were conducted with visitor groups, and 1,188 questionnaires were distributed to a random sample of visitor groups who arrived at Cuyahoga Valley NP during the period from July 23-31, 2005. Table 1 shows the numbers of questionnaires distributed at 18 different sites within the park. These sampling locations were selected based on park visitation statistics and advice from park staff.

Table 1: Questionnaire distribution locations

N=number of questionnaires distributed

Sampling site	N	Percent
Virginia Kendall Park-Ledges		
Trailhead	90	8
Brandywine trails & restrooms	70	6
Happy Days Visitor Center/trails		
parking	50	4
Kendall Lake	40	3
Oak Hill Trailhead	24	2
Horseshoe Pond	22	2
Cuyahoga Valley-Scenic		
Railroad-Rockside Station	44	4
Stanford Hostel	7	1
Station Road Trail	155	13
Canal Visitor Center/parking lot	108	9
Lock 29 Trailhead & overflow	100	8
Boston Store/parking lot	98	8
Botzum Indian Mound Trail	70	6
Red Lock Trailhead	73	6
Lock 39 Trailhead	70	6
Ira Road Trailhead	70	6
Hunt Farm Trail	53	4
Frazer House parking lot	44	4
Total	1188	101*

*total percentage does not equal 100 due to rounding

Questionnaire design

The Cuyahoga Valley NP 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 while others were customized for Cuyahoga Valley NP. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Cuyahoga Valley NP questionnaire. However, all questions followed the OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and proven.

Survey procedure

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 group member (at least 16 years of age) who would complete the questionnaire. These individuals were then asked for their names, addresses, and telephone numbers in order to mail them a reminder/thank you postcard and follow-ups. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

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, a second round of replacement questionnaires were mailed to visitors who had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using standard statistical software packages—Statistical Analysis System (SAS) and Statistical Package for the Social Sciences (SPSS). Descriptive statistics and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

Limitations

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

1. This was a self-administered survey. Respondents filled out the questionnaire after the visit, which may result in poor recall of the visit details. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns of visitors to the selected sites during the study period of July 23-31, 2005. The results present a 'snapshot-in-time' and 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, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The weather during the sampling period was typical of northern Ohio weather in July, with many warm to hot, sunny days and occasional rainy days. Conditions were sometimes foggy in the early morning due to the high humidity. Tuesday, July 26 had a heat index of 105° F. with rain and winds up to 75 mph, so interviewing was cancelled on that day.

Checking Non-response Bias

At Cuyahoga Valley NP, 1,294 visitor groups were contacted and 1,188 of these groups (92%) accepted the questionnaire. Questionnaires were completed and returned by 905 visitor groups, resulting in a 76% response rate for this study.

The two variables used to check non-response bias were age of the group member who actually completed the questionnaire and group size. The results show that there is no significant difference between respondent and non-respondent ages and group sizes. Therefore, the non-response bias was judged to be insignificant and the data in this study is a good representation of a larger population of visitors to Cuyahoga Valley NP. See Appendix 3 for more details of the non-response bias checking procedure.

Table 2: Comparison of respondents and non-respondents

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Age	864	47.4	278	42.7	0.79
Group size	875	3.3	278	2.9	0.31

Both p-values are greater than 0.05; therefore, non-response bias was judged to be insignificant.

Results

Demographics

Visitor group size

Question 18a

On this visit, how many people were in your personal group, including yourself?

Results

- Visitor group size ranged from 1 person to 200 people.
- 44% of visitor groups consisted of two people (see Figure 1).
- 25% had one person.
- 22% had 3 or 4 people.

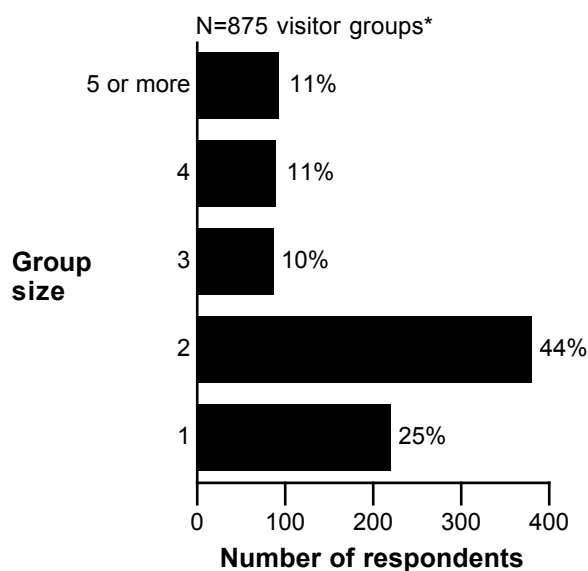


Figure 1: Visitor group size

Visitor group type

Question 17

On this visit what kind of personal group (not guided tour/school group) were you with?

Results

- 49% of visitor groups were made up of family members (see Figure 2).
- 25% were alone.
- “Other” groups (3%) included:
 - Hiking/running/biking clubs
 - Church groups
 - Scouts
 - Significant others
 - Accompanied by dogs

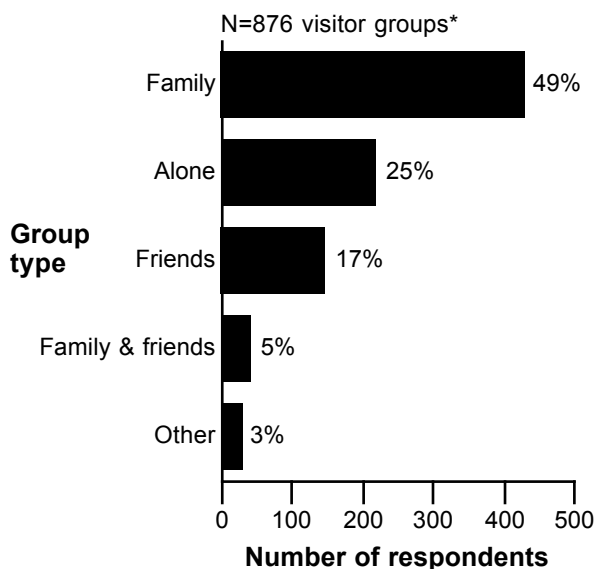


Figure 2: Visitor group type

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Respondent ethnicity

Question 20a

For you only, are you Hispanic or Latino?

Results

- Less than 1% (N=3) of respondents were Hispanic or Latino (see Figure 3).

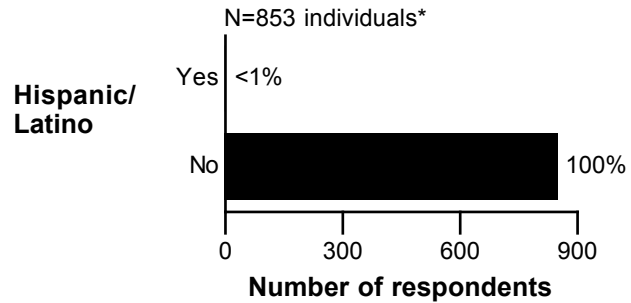


Figure 3: Respondents of Hispanic or Latino ethnicity

Respondent race

Question 20b

For you only, which of these categories best indicates your race?

Results

- 97% of respondents were White (see Figure 4).
- 1% of visitors respectively were Black or African American, Asian, and American Indian or Alaska Native.

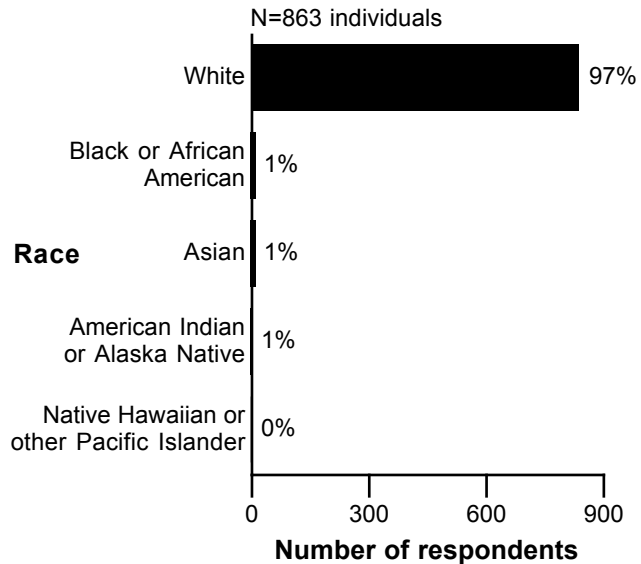


Figure 4: Respondent race

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitors with disabilities/impairments

Question 21a

Does anyone in your group have any disabilities/impairments that affected their visit to Cuyahoga Valley NP?

Results

- 4% of visitor groups had members with disabilities/impairments that affected their park experience (see Figure 5).

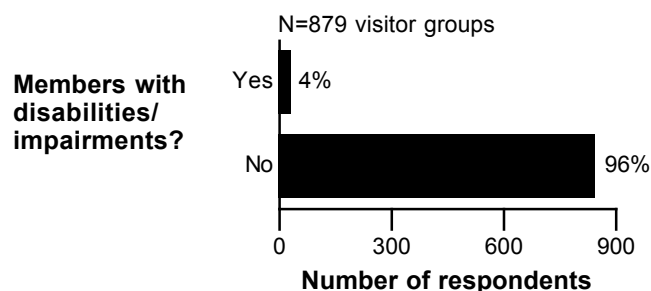


Figure 5: Visitors with disabilities/impairments

Question 21b

If Yes, because of this disability/impairment, did you and your group encounter any access or service problems during this visit to Cuyahoga Valley NP?

Results

- Of those who had disabilities/impairments, 23% encountered access/service problems (see Figure 6).

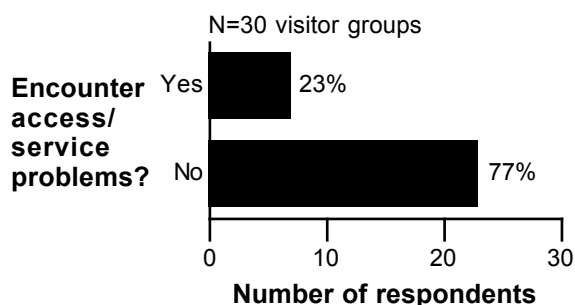


Figure 6: Visitors who encountered access/service problems due to disabilities/impairments

Question 21c

If Yes, please offer suggestions for improvement.

Results

- 21% (N=7) of visitor groups with disabilities/impairments answered this question. Interpret with **CAUTION!** Suggestions offered by visitor groups included:

Trails should be paved
 Too many steps
 More rest areas
 Closer accessibility to the falls
 More bathrooms
 Uneven surfaces
 More wheelchair accessibility

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitor gender

Question 19a

For you and your group (up to seven members), please indicate your gender.

Results

- 52% of visitors were male (see Figure 7).

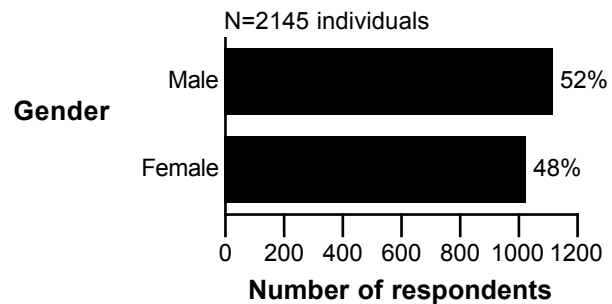


Figure 7: Visitor gender

Visitor age

Question 19b

For you and your personal group (up to seven members), what is your current age?

Results

- Visitor ages ranged from 1 to 98 years old.
- 17% of visitors were 15 years or younger (see Figure 8).
- 52% were in the 36-60 year age group.
- 13% were 61 years or older.

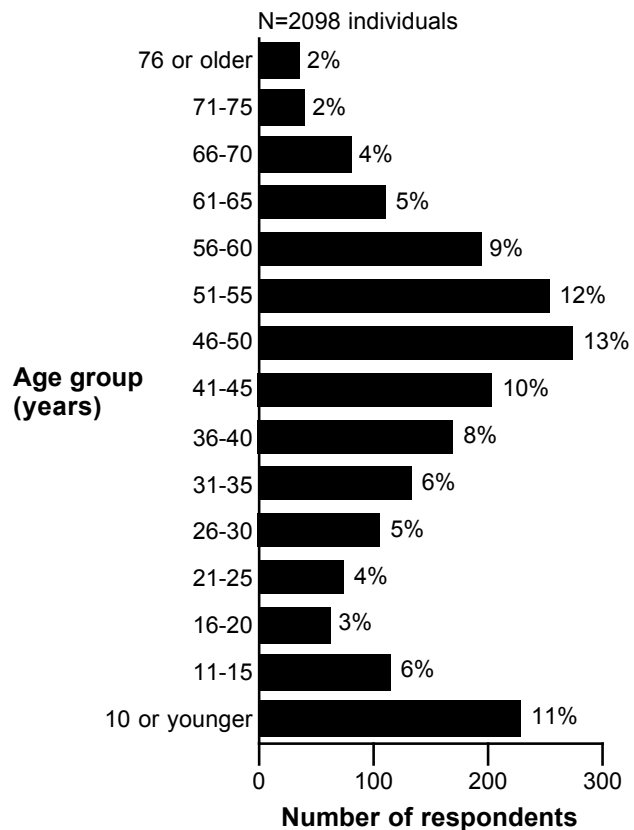


Figure 8: Visitor ages

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Frequency of visits to park

Question 19d

For you and your personal group (up to seven members), how often do you visit the park?

Results

- 31% of visitors visited Cuyahoga Valley NP 12 to 51 times per year (see Figure 9).
- 30% visited the park from 1 to 11 times per year.

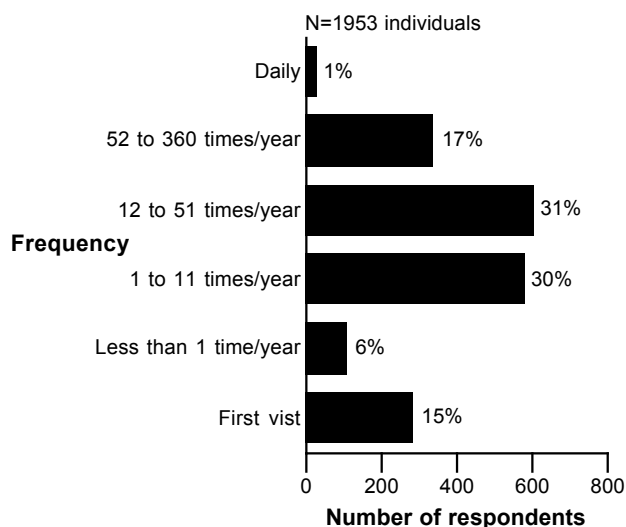


Figure 9: Frequency of visits to the park

Visitor level of education

Question 22

For you and each of the members (up to seven members, aged 16 or over) in your group on this visit, please indicate the highest level of education completed.

Results

- 62% of visitors held a bachelor's degree or higher (see Figure 10).
- 20% had some college.

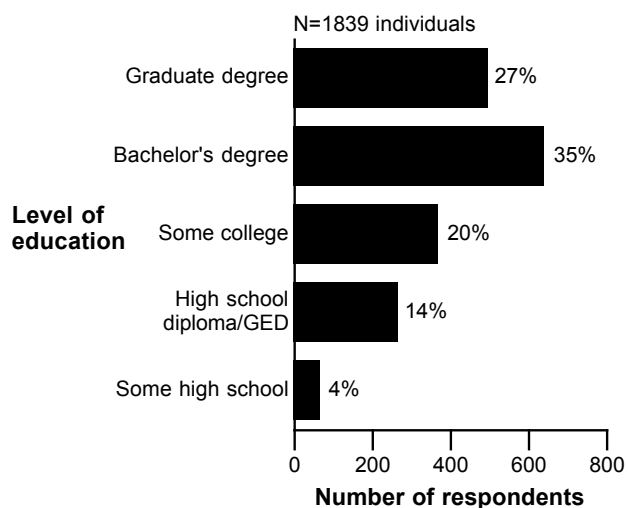


Figure 10: Visitor highest level of education

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

U.S. visitors' state of residence

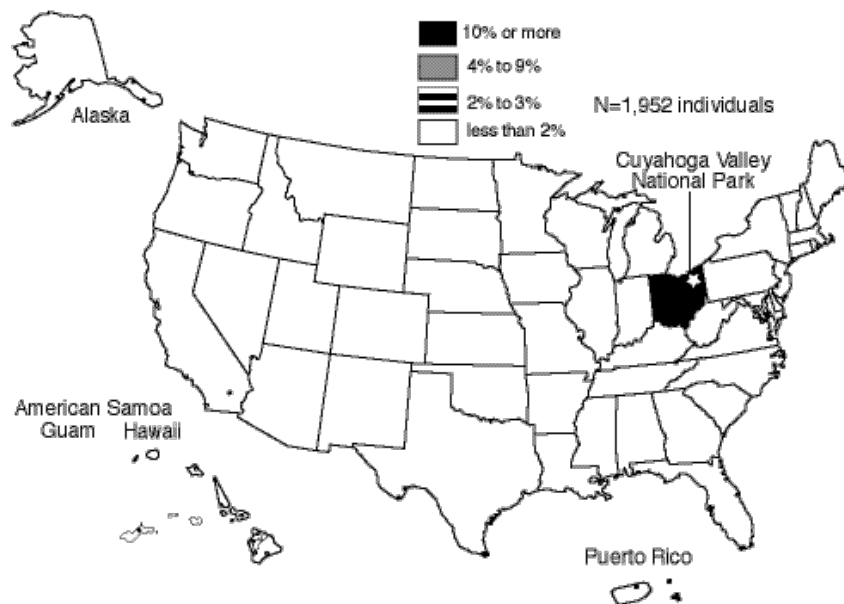
Question 19c

For you and your personal group (up to seven members), please list U.S. zip code or name of foreign country of residence.

Table 3: United States visitors by state of residence*

	State	Number of visitors	Percent of U.S. visitors N=1,952 individuals	Percent of total visitors N=1,969 individuals
Results	Ohio	1776	91	90
As shown in Table 3 and Map 1:	Michigan	22	1	1
	Florida	15	1	1
	Illinois	13	1	1
	New York	13	1	1
	California	10	1	1
	Pennsylvania	10	1	1
	23 other states	93	5	5

- 91% of U.S. visitors came from Ohio.
- Smaller proportions came from 29 other states.



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

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

International visitors' country of residence

Question 19c

For you and your personal group (up to seven members), please list U.S. zip code or name of foreign country of residence.

Results

- 1% of visitors were international.
- International visitors came from seven countries (see Table 4). **Interpret with CAUTION!**

Table 4: International visitors by country of residence*

CAUTION!			
		Percent of international visitors	Percent of total visitors
Country	Number of visitors	N=17 individuals	N=1,969 individuals
Canada	5	29	<1
England	4	24	<1
France	2	12	<1
Taiwan	2	12	<1
Ukraine	2	12	<1
Belgium	1	6	<1
China	1	6	<1

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Information Prior to Visit

Source of information

Question 1a

Prior to this visit, how did you and your group obtain information about Cuyahoga Valley NP?

Results

- 92% of visitor groups obtained information about Cuyahoga Valley NP prior to their visit to the park (see Figure 11).
- As shown in Figure 12, the most common sources of information included:

82% Previous visits
44% Friends/relatives/word of mouth
36% Walking/driving by and saw signs

- “Other” sources of information (10%) included:

Hiking organization/club
Scouts
Live near the park
Grew up near park
Flyers
College courses
Rangers

Obtain information prior to visit?

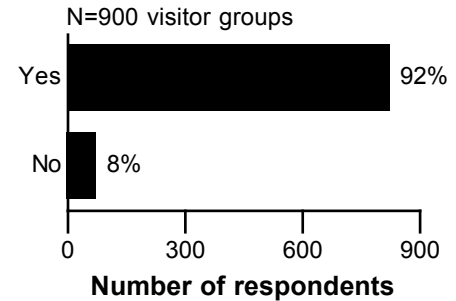


Figure 11: Visitors who obtained information about park prior to this visit

Source

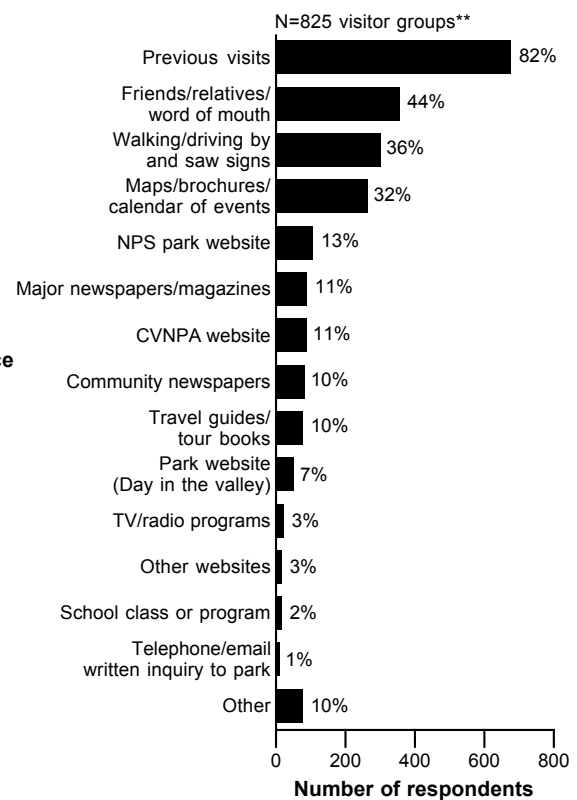


Figure 12: Source of information used by visitor groups prior to this visit

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Question 1b

From the sources checked above, did you and your group receive the type of information about the park that you needed?

Results

- 91% of visitor groups obtained needed information about Cuyahoga Valley NP prior to their visit (see Figure 13).

**Receive
needed
information?**

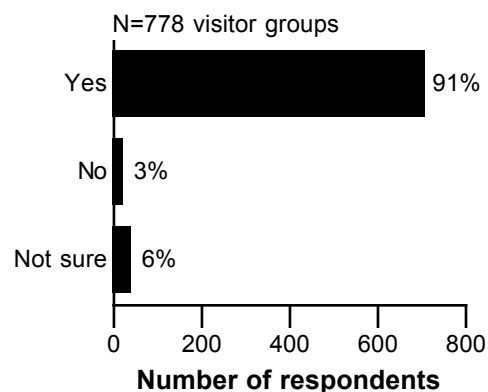


Figure 13: Visitor groups who obtained needed information prior to this visit

Question 1c

If No, what type of park information did you and your group need that was not available?

Results

- 28% of visitor groups (N=22) responded to this question. **Interpret with CAUTION!**
- Information that was not available to visitor groups is listed in Table 5.

Table 5: Information that was not available to visitor groups

N=38 comments

Information	Number of times mentioned
Maps of park	11
Trail information	6
Activity/event schedules	5
Directional information to park	3
In-park directions	3
Time needed to visit	2
Trail locations	2
Other comments	6

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitor awareness of park management

Question 2a

Prior to this visit, were you and your group aware that the National Park Service manages Cuyahoga Valley NP?

Results

- 76% of visitor groups were aware that the National Park Service manages the park (see Figure 14).

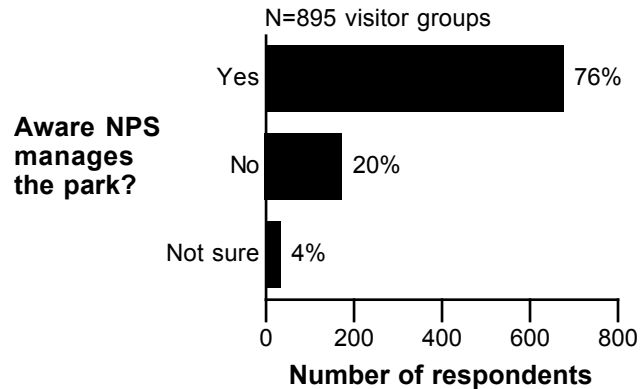


Figure 14: Visitor awareness of the National Park Service management of the park

Question 2b

On this visit, did you and your group visit Cuyahoga Valley NP because it is a national park?

Results

- 82% of visitor groups reported that their decision to visit Cuyahoga Valley NP was not affected by the fact that it is a national park (see Figure 15).

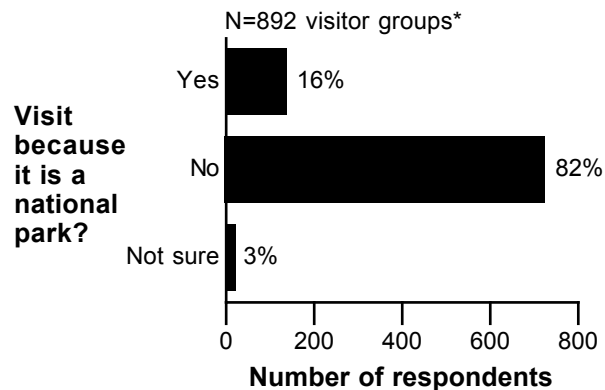


Figure 15: Visitor groups who visited Cuyahoga Valley NP because it is a national park

Question 2c

Prior to this visit to Cuyahoga Valley NP, were you and your group aware that Cuyahoga Valley NP is part of a national heritage area, the Ohio & Erie Canalway?

Results

- 81% of visitor groups were aware that Cuyahoga Valley NP is part of the Ohio & Erie Canalway National Heritage Area (see Figure 16).

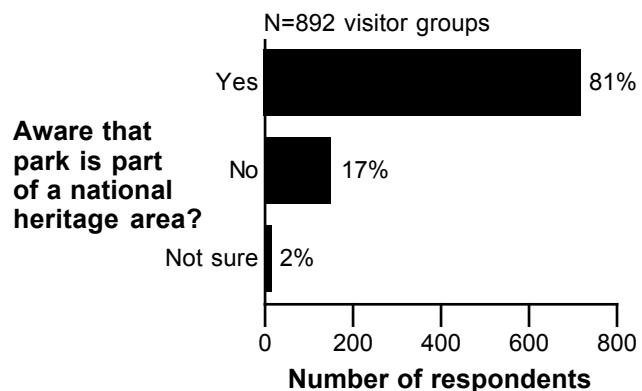


Figure 16: Visitor awareness that Cuyahoga Valley NP is part of a national heritage area

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Information During Visit

Primary reason for visiting the area

Question 3

On this visit, what was the primary reason that you and your group visited Cuyahoga Valley NP area (Cleveland/Akron metropolitan area)?

Results

- 50% of visitor groups were residents of the Cuyahoga Valley NP area (see Figure 17).
- As shown in Figure 18, of those who were not residents of the area (50%), primary reasons for visiting the area included:
 - 48% Visit Cuyahoga Valley NP
 - 7% Visit other attractions in the area
 - 5% Visit friends/relatives in the area
 - 1% Business
 - 38% Other
- “Other” reasons (38%) are shown in Table 6.

Table 6: “Other” reasons for visiting Cuyahoga Valley NP area
N=170 comments

Reason	Number of times mentioned
Hiking/biking/walking/exercise	101
Bike on towpath	17
Ride scenic railroad	8
Hike on towpath	7
Sightseeing	7
Organization/club gathering	5
Fishing	4
Family reunion	3
Use of towpath	3
Scouts	2
Live nearby	2
Wildlife	2
Other comments	9

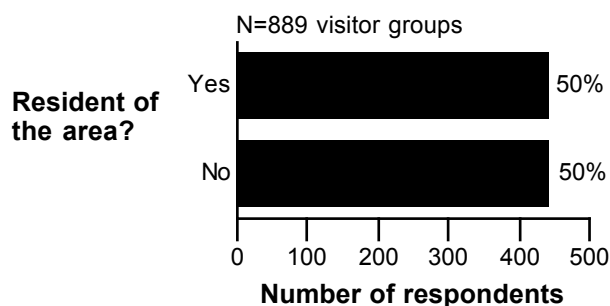


Figure 17: Visitor groups who are residents of the area

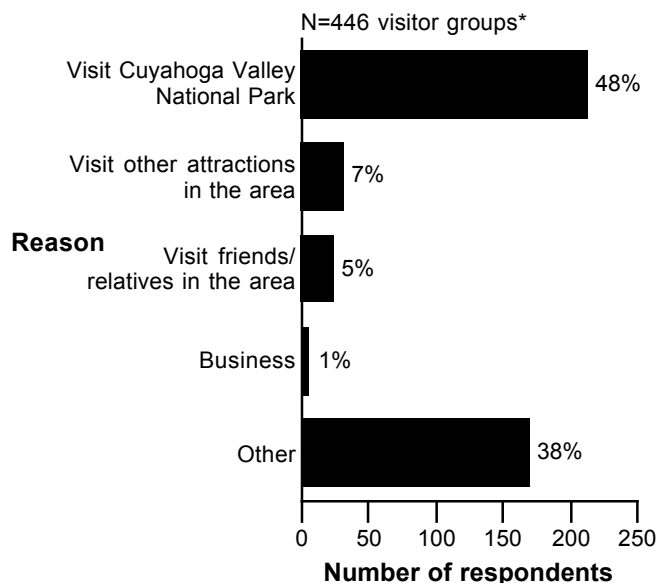


Figure 18: Primary reasons for visiting Cuyahoga Valley NP area

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Number of vehicles used

Question 18b

For this visit to Cuyahoga Valley NP, please list the number of vehicles in which you and your group arrived.

Results

- 82% of visitor groups used one vehicle (see Figure 19).
- 1% of groups arrived on foot or bicycles.

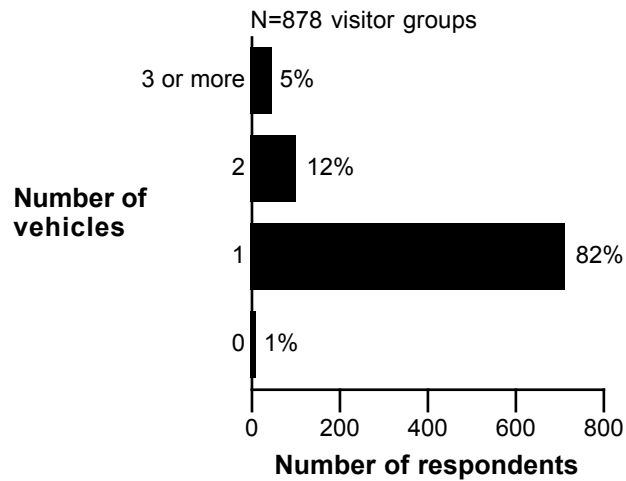


Figure 19: Number of vehicles used

Adequacy of directional signs

Question 4a

On this visit, were the signs directing you to Cuyahoga Valley NP adequate?

Signs on interstates

Results

- 67% of visitor groups reported directional signs on interstates were adequate (see Figure 20).

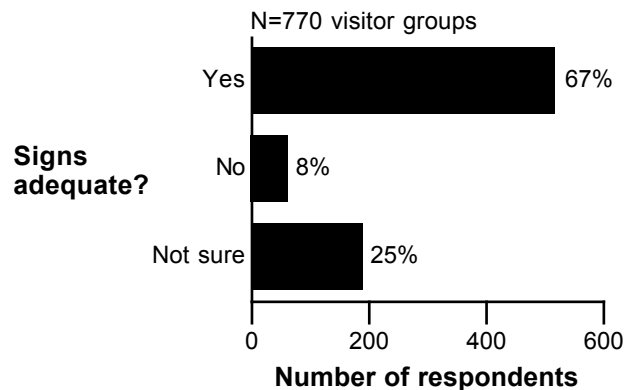


Figure 20: Adequacy of directional signs on interstates

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Signs on local roadways

Results

- 84% of visitor groups reported directional signs on local roadways were adequate (see Figure 21).

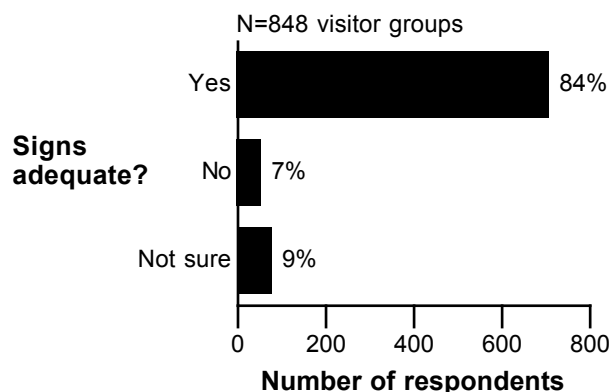


Figure 21: Adequacy of directional signs on local roadways

Way finding

Question 4b

On this visit, did you and your group have any difficulty locating the park?

Results

- 98% of visitor groups did not have any difficulty locating the park (see Figure 22).

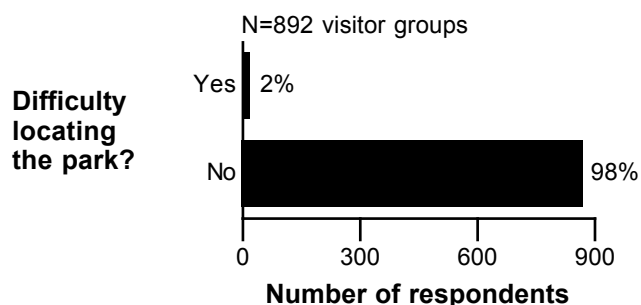


Figure 22: Visitor groups with difficulty locating the park

Question 4c

If Yes, please explain the problem.

Results

- Of those who had difficulty locating the park, 69% of visitor groups (N=24) responded to this question. **Interpret with CAUTION!**
- Problems listed by visitor groups were:
 - Trails not clearly marked
 - Not enough signs
 - Poor map
 - Construction blocked signs
 - Not enough signs from interstate
 - Difficult to find visitor center
 - Difficult to find train depot
 - Difficult to find Brandywine Falls
 - Signs too small

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Question 4d

On this visit, were the signs inside the park adequate for finding your way?

Results

- 91% of visitor groups reported that the signs inside the park were adequate for finding the way (see Figure 23).

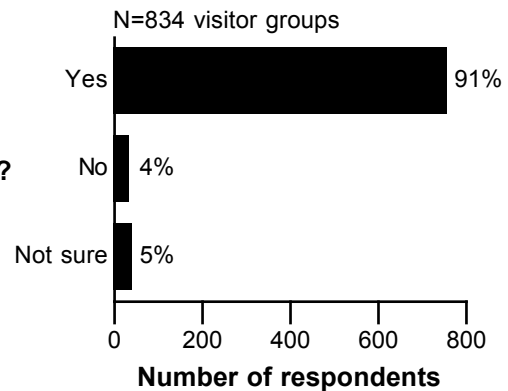
Signs adequate?

Figure 23: Adequacy of directional signs inside park

Question 4e

If No, please explain the problem.

Results

- 28% of visitor groups (N=42) responded this question.
- Problems mentioned by visitor groups are shown in Table 7.

Table 7: Difficulties finding way in park

N=43 comments

Problem	Number of times mentioned
Area not marked	11
Signs hard to see	9
Not enough signs	4
Signs too small	4
Map not helpful	3
Needed map	3
Signs confusing	3
Other comments	6

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Length of visit

Question 5

On this visit, how long did you and your group stay at Cuyahoga Valley NP?

Number of hours, if less than 24 hours

Results

- 34% of visitor groups spent two hours at the park (see Figure 24).
- 33% stayed 3 to 4 hours.

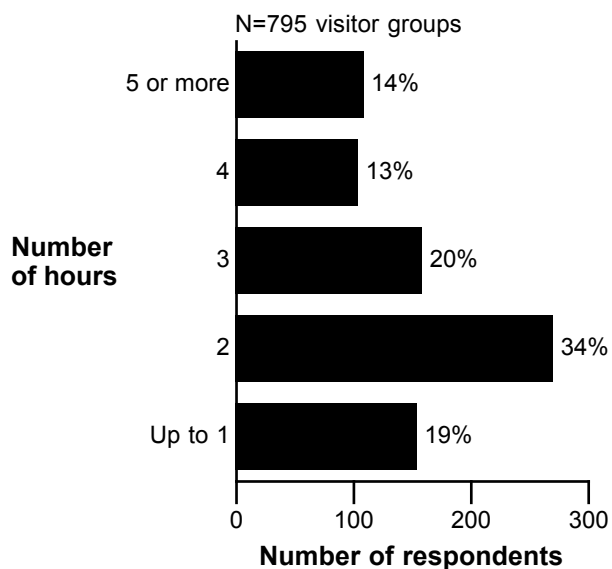


Figure 24: Number of hours stayed at the park

Number of days, if 24 hours or more

Results

- 2% of visitor groups visited the park for one day or more.
- Of those, 46% of visitor groups stayed two days (see Figure 25). **Interpret with CAUTION!**

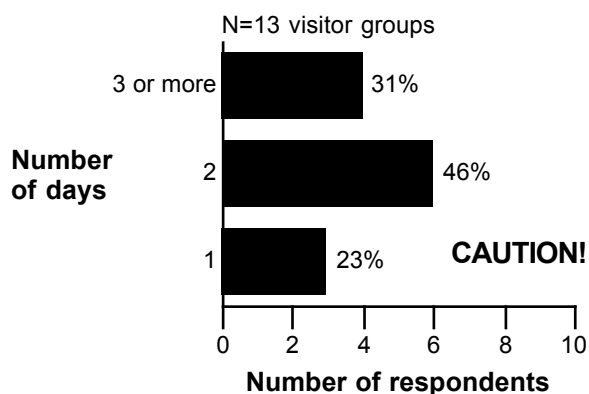


Figure 25: Number of days stayed at the park

Average length of stay

Results

- On average, visitor groups spent 4.4 hours visiting the park.

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Activities

Question 9a

On this visit to Cuyahoga Valley NP, what activities did you and/or your group participate in?

Results

- As shown in Figure 26, the most common activities included:

55% Hiking/walking

47% Bicycling

- The least common activities were:

1% Canoeing/kayaking

<1% Horseback riding

- “Other” activities (6%) are shown in Table 8.

Table 8: “Other” activities in the park
N=35 comments

Reason	Number of times mentioned
Visit/view falls	4
Art garage	3
Being outside	2
Other comments	26

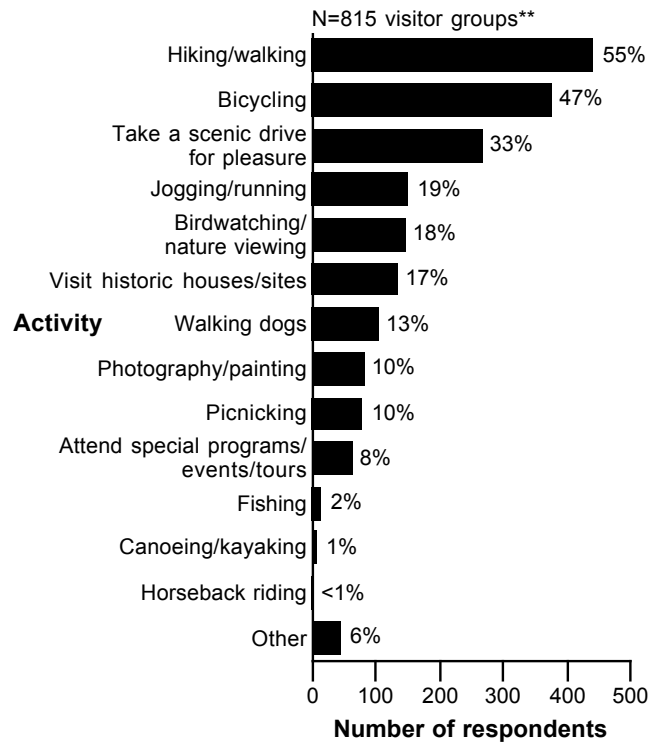


Figure 26: Visitor activities on this visit

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Frequency of activities during the past 12 months

Question 9b

For visits to Cuyahoga Valley NP during the past 12 months, please list the number of times you and/or your group participated in these activities.

Results

- Table 9 lists the frequency that visitor groups participated in each activity.
- Some results need to be interpreted with caution because there were not enough responses to provide reliable data.
- “Other” activities are as listed in Table 8.

Table 9: Frequency of activities during past 12 months* N=number of visitor groups who participated in each activity.						
Activity	N	Frequency (%)				
		Daily	Several times a week	Several times a month	Several times a year	Only once
Take a scenic drive/drive for pleasure	418	2	9	31	48	10
Visit historic houses/sites	272	<1	1	5	56	38
Attend special programs/events/tours	196	1	1	5	58	36
Hiking/walking	528	5	16	35	38	6
Walking dogs	144	8	16	33	32	10
Jogging/running	204	8	32	37	22	2
Bicycling	451	3	18	35	39	6
Horseback riding CAUTION!	17	0	6	18	41	35
Canoeing/kayaking	32	0	3	25	31	41
Fishing	54	0	6	15	56	24
Picnicking	176	0	1	13	69	18
Photography/painting	110	2	4	31	45	18
Birdwatching/nature viewing	219	2	14	33	45	6
Cross-country skiing/snowshoeing/sledding/skiing	92	1	9	13	59	18
Other CAUTION!	27	7	4	41	19	30

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Activity that was primary reason for visiting the park

Question 9c

On this visit, what was your primary reason for visiting Cuyahoga Valley NP?

Results

- As shown in Figure 27, activities that were primary reasons for visiting the park included:

35% Bicycling
26% Hiking/walking

- “Other” primary reasons (15%) mentioned by visitor groups are shown in Table 10.

Table 10: “Other” activities that were primary reasons for visiting Cuyahoga Valley NP
N=129 comments

Reason	Number of times mentioned
Train ride/scenic railroad	36
Viewing waterfalls	17
Enjoying nature	14
Seeing the national park	10
Family time	6
Relaxation	5
Planning a future visit	5
Viewing Ice Box Cave	4
Viewing art	2
Viewing race	2
Being outside	2
Other comments	26

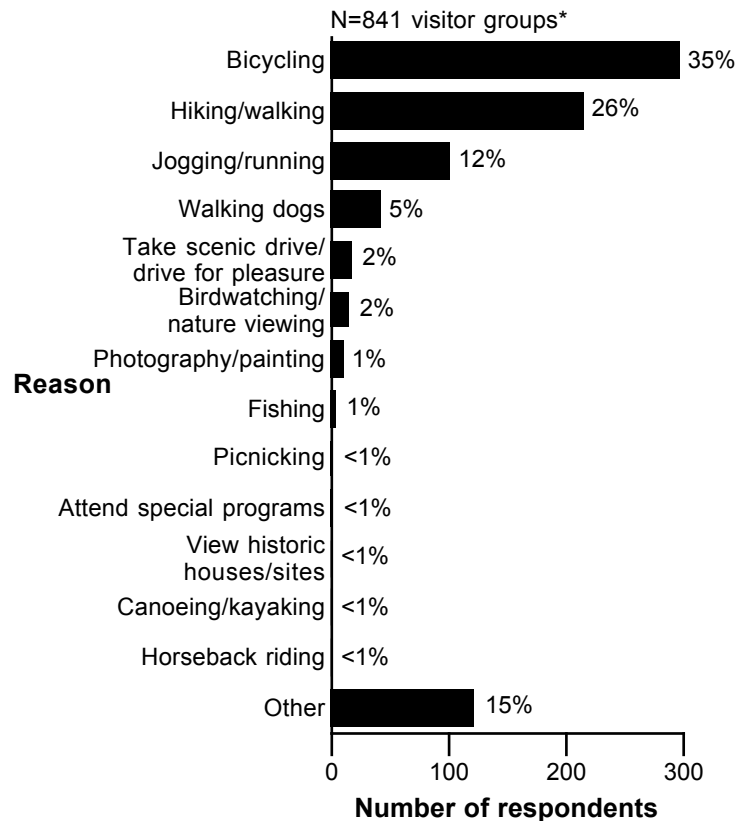


Figure 27: Activity that was primary reason for visiting the park

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Activities and money spent in nearby communities

Question 11a

On this visit to Cuyahoga Valley NP, what other activities did you and your group participate in within a 15-minute drive of the park (for example: Peninsula, Valley View, northern Akron)?

Results

- As shown in Figure 28, the most common activities included:

57% Dining in a restaurant
30% Shopping
27% Buying takeout food

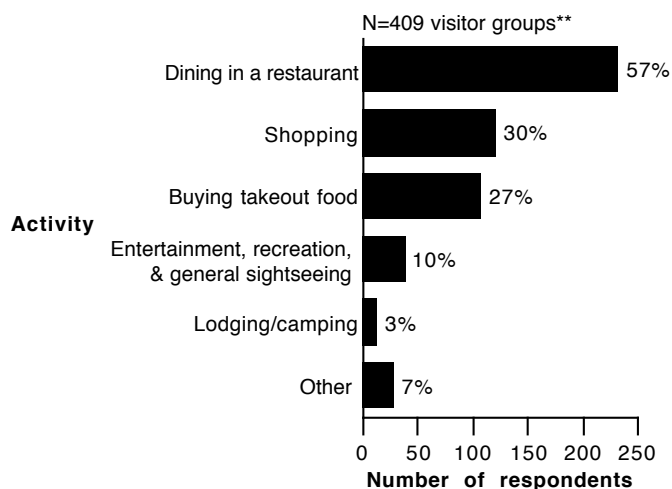


Figure 28: Activities within park and nearby communities

Question 11b

Please list the nearby communities, including communities within the park, where you did these activities.

Results

- Tables 11 - 18 list the nearby communities where visitors participated in activities and their related expenditures.

Question 11c

Please list you and your group's expenditures for each of the activities in each community. Please write "0" if you did not have any expenditures.

Results

- As shown in Figure 29, the largest proportions of total expenditures were:

43% Dining in restaurant
21% Shopping
20% Lodging/camping

- Tables 11 - 18 list the nearby communities where visitors participated in activities and their related expenditures.

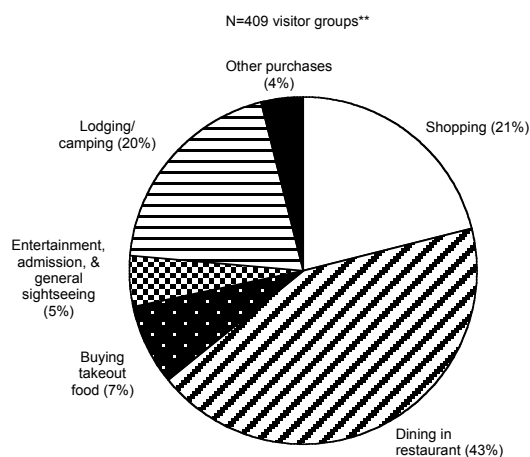


Figure 29: Proportion of total expenditures within park and nearby communities

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 11: Total expenditures by type of service

N=Number of visitor groups who responded;
some visitor groups purchased the same service in more than one community.

Service	N	Total expenditures (\$)	Average per visitor group	Reported minimum (\$)	Reported maximum (\$)
Shopping	121	4281.10	35.4	.00	300.00
Dining in restaurant	233	8729.00	37.5	5.00	400.00
Buying takeout food	109	1509.00	13.8	1.00	70.00
Entertainment, admission, and general sightseeing	39	1001.00	25.7	.00	200.00
Lodging/camping fees	13	3994.00	307.2	84.00	1200.00
Other purchases	28	771.00	27.5	.00	200.00
Total	409	20285.10	49.6	.00	1200.00

Table 12: Total expenditures by community

N=number of visitor groups who responded;
some visitor groups purchased more than one service in the same community

Community	N	Total expenditures (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	28	1427	51.0	0	200
Bath	12	459	38.3	0	60
Boston	20	27.71	1.4	0	75
Boston Heights	3	500	166.7	0	450
Brecksville	19	525	27.6	0	100
Brunswick	1	20	20.0	20	20
Cleveland	3	955	318.3	20	400
Cleveland Heights	1	60	60.0	60	60
Cuyahoga Falls	50	867	17.3	0	70
Fairlawn	3	87	29.0	7	50
Garfield Heights	5	211	42.2	0	100
Hinkley	1	10	10.0	10	10
Hudson	19	903	47.5	0	120
Independence	13	2858	219.8	0	1200
Kent	2	35	17.5	5	30
Macedonia	13	841	64.7	3	200
Montrose	6	96	16.0	3	40
Newbury	1	200	200.0	200	200
North Royalton	1	20	20.0	5	15
Northfield	9	122	13.6	0	30
Parma	4	407	101.8	15	300
Peninsula	188	6462	34.4	0	400
Richfield	7	74	10.6	3	30
Sagamore Hills	7	399	57.0	0	320
Seven Hills	2	26	13.0	6	20
Stow	3	72	24.0	7	45
Streetsboro	2	284	142.0	84	200
Twinsburg	1	10	10.0	10	10
Valley View	21	611	29.1	0	110
Unspecified	40	1467	36.7	0	235

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 13: Expenditures for shopping by community N= Number of visitor groups who responded; some visitor groups shopped in more than one community.						
Community	N	Percentage of total expenditures for shopping	Total shopping expenditures (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	6	14%	600.0	100.00	20.00	200.0
Bath	3	2%	95.0	31.67	20.00	50.0
Boston	3	2%	90.1	30.03	.10	60.0
Boston Heights	1	1%	50.0	50.00	50.00	50.0
Brecksville	3	3%	145.0	48.33	20.00	100.0
Cuyahoga Falls	36	16%	675.0	18.75	.00	70.0
Fairlawn	2	2%	80.0	40.00	30.00	50.0
Garfield Heights	2	2%	107.0	53.50	7.00	100.0
Hinkley	1	<1%	10.0	10.00	10.00	10.0
Hudson	3	3%	145.0	48.33	20.00	75.0
Independence	1	5%	200.0	200.00	200.00	200.0
Kent	1	<1%	5.0	5.00	5.00	5.0
Macedonia	8	14%	587.0	73.38	17.00	200.0
Parma	2	8%	350.0	175.00	50.00	300.0
Peninsula	44	21%	919.0	20.89	.00	170.0
Sagamore Hills	1	<1%	8.0	8.00	8.00	8.0
Valley View	1	<1%	5.0	5.00	5.00	5.0
Unspecified	8	5%	210.0	26.25	15.00	50.0

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 14: Expenditures for dining by community N=number of visitor groups who responded; some visitor groups dined in more than one community.						
Community	N	Percentage of total expenditures for dining	Total dining expenditures (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	10	3%	274.00	27.40	10.00	50.00
Bath	2	1%	72.00	36.00	22.00	50.00
Boston	1	1%	75.00	75.00	75.00	75.00
Brecksville	6	2%	139.00	23.17	6.00	75.00
Cleveland	3	4%	335.00	111.67	60.00	200.00
Cleveland Heights	1	1%	60.00	60.00	60.00	60.00
Cuyahoga Falls	3	<1%	31.00	10.33	10.00	11.00
Hudson	12	7%	604.00	50.33	10.00	120.00
Independence	10	7%	576.00	57.60	6.00	200.00
Kent	1	<1%	30.00	30.00	30.00	30.00
Macedonia	2	1%	46.00	23.00	6.00	40.00
Montrose	2	1%	65.00	32.50	25.00	40.00
Northfield	4	1%	56.00	14.00	5.00	30.00
Parma	1	<1%	42.00	42.00	42.00	42.00
Peninsula	147	58%	5089.00	34.62	7.00	400.00
Richfield	1	<1%	30.00	30.00	30.00	30.00
Sagamore Hills	1	<1%	11.00	11.00	11.00	11.00
Seven Hills	2	<1%	26.00	13.00	6.00	20.00
Stow	2	1%	52.00	26.00	7.00	45.00
Valley View	13	6%	505.00	38.85	10.00	110.00
Unspecified	17	7%	611.00	35.94	6.00	80.00

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 15: Expenditures for takeout food by community

N=number of visitor groups who responded;
 some visitor groups purchased takeout food in more than one community.

Community	N	Percentage of total expenditures for takeout food	Total expenditures for takeout food (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	8	7%	109.00	13.63	5.00	25.00
Bath	4	8%	114.00	28.50	4.00	40.00
Boston	15	7%	104.00	6.93	1.00	20.00
Brecksville	4	5%	71.00	17.75	5.00	50.00
Brunswick	1	1%	20.00	20.00	20.00	20.00
Cleveland	1	1%	20.00	20.00	20.00	20.00
Cuyahoga Falls	11	7%	106.00	9.64	3.00	20.00
Fairlawn	1	<1%	7.00	7.00	7.00	7.00
Garfield Heights	1	<1%	4.00	4.00	4.00	4.00
Hudson	9	10%	144.00	16.00	5.00	50.00
Independence	3	2%	27.00	9.00	5.00	15.00
Macedonia	4	7%	108.00	27.00	3.00	70.00
Montrose	3	2%	28.00	9.33	5.00	15.00
North Royalton	1	<1%	5.00	5.00	5.00	5.00
Northfield	3	2%	36.00	12.00	8.00	20.00
Parma	1	1%	15.00	15.00	15.00	15.00
Peninsula	15	10%	156.00	10.40	2.00	30.00
Richfield	6	3%	44.00	7.33	3.00	15.00
Sagamore Hills	1	3%	40.00	40.00	40.00	40.00
Stow	1	1%	20.00	20.00	20.00	20.00
Twinsburg	1	1%	10.00	10.00	10.00	10.00
Valley View	3	4%	63.00	21.00	10.00	28.00
Unspecified	16	17%	258.00	16.13	3.00	50.00

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 16: Expenditures for entertainment, recreation, and general sightseeing by community

N=number of visitor groups who responded;
 some visitor groups had entertainment, recreation, and general sightseeing
 activities in more than one community.

Community	N	Percentage of total expenditure for entertainment, recreation, and general sightseeing	Total expenditure for entertainment, recreation, and general sightseeing (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	5	23%	234.00	46.80	.00	156.00
Bath	2	11%	115.00	57.50	55.00	60.00
Boston	2	0%	.00	.00	.00	.00
Boston Heights	1	0%	.00	.00	.00	.00
Brecksville	5	8%	80.00	16.00	.00	35.00
Cleveland	1	20%	200.00	200.00	200.00	200.00
Hudson	3	1%	10.00	3.33	.00	10.00
Independence	1	0%	.00	.00	.00	.00
North Royalton	1	1%	15.00	15.00	15.00	15.00
Peninsula	14	26%	262.00	18.71	.00	200.00
Sagamore Hills	3	2%	20.00	6.67	.00	20.00
Valley View	3	0%	.00	.00	.00	.00
Unspecified	4	6%	65.00	16.25	.00	50.00

Table 17: Expenditures for lodging/camping by community

N=number of visitor groups who responded;
 some visitor groups purchased lodging/camping services in more than one community.

Community	N	Percentage of total expenditure for lodging/ camping	Total expenditure for lodging/ camping (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Boston Heights	1	11%	450.00	450.00	450.00	450.00
Cleveland	1	10%	400.00	400.00	400.00	400.00
Independence	5	50%	2005.00	401.00	85.00	1200.00
Macedonia	1	3%	100.00	100.00	100.00	100.00
Newbury	1	5%	200.00	200.00	200.00	200.00
Sagamore Hills	1	8%	320.00	320.00	320.00	320.00
Streetsboro	2	7%	284.00	142.00	84.00	200.00
Unspecified	1	6%	235.00	235.00	235.00	235.00

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 18: Expenditures for other purchases by community N=number of visitor groups who responded; some visitor groups purchased other services/products in more than one community.						
Community	N	Percentage of total expenditure for all other purchases	Total expenditure for all other purchases (\$)	Average per group (\$)	Reported minimum (\$)	Reported maximum (\$)
Akron	3	27%	210.00	70.00	.00	200.00
Bath	3	8%	63.00	21.00	.00	40.00
Boston	1	1%	8.00	8.00	8.00	8.00
Brecksville	2	12%	90.00	45.00	10.00	80.00
Cuyahoga Falls	3	7%	55.00	18.33	5.00	35.00
Garfield Heights	2	13%	100.00	50.00	.00	100.00
Independence	1	6%	50.00	50.00	50.00	50.00
Montrose	1	<1%	3.00	3.00	3.00	3.00
Northfield	2	4%	30.00	15.00	.00	30.00
Peninsula	5	5%	36.00	7.20	.00	15.00
Valley View	3	5%	38.00	12.67	.00	30.00
Unspecified	3	11%	88.00	29.33	10.00	68.00

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Cuyahoga Valley Scenic Railroad and related activities

Question 6a

Have you or any of your group members ridden the Cuyahoga Valley Scenic Railroad (CVSR) train?

Results

- 52% of visitor groups rode the CVSR train (see Figure 30).

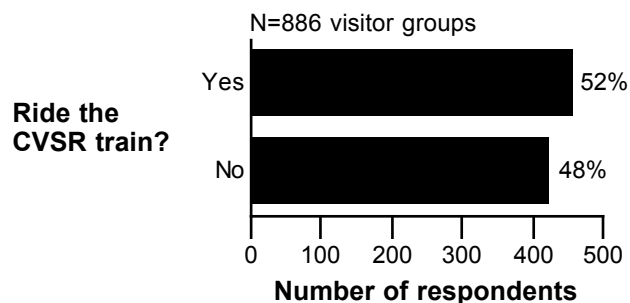


Figure 30: Visitor groups who rode the Cuyahoga Valley Scenic Railroad (CVSR) train

Question 6b

If No, why not?

Results

- Of those who did not ride the train, 77% of visitor groups (N=344) responded to this question.
- Reasons for not riding the train are shown in Table 19.

Table 19: Reasons for not riding the Cuyahoga Valley Scenic Railroad

N=344 comments

Reason	Number of times mentioned
Time	104
No interest	95
Too much effort	57
Cost	29
Unaware	18
Needed schedule	15
Don't know	11
Trip full	6
Train times not convenient	3
Children	3
Other comments	3

Question 6c

If Yes, when did you and your group ride the train?

Results

- 90% of visitor groups rode the CVSR train on past visits only (see Figure 31).
- 6% rode the train on this visit
- 4% rode the train on both this visit and past visits

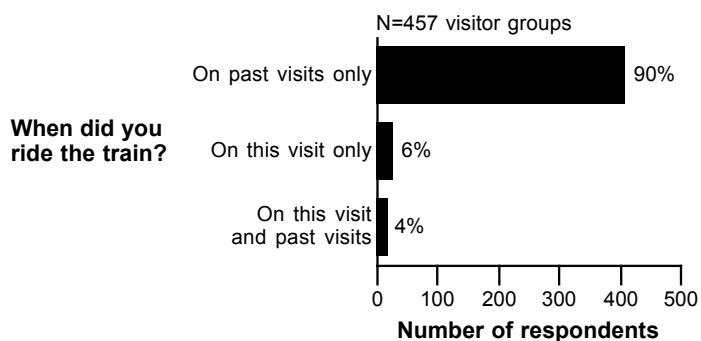


Figure 31: When visitor groups rode the Cuyahoga Valley Scenic Railroad (CVSR) train

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Question 6d

If you and your group rode the train on this visit, did the train/train ride meet your expectations?

Results

- 98% of visitor groups' expectations were met by the train/train ride (see Figure 32).

Train/train ride meet your expectations?

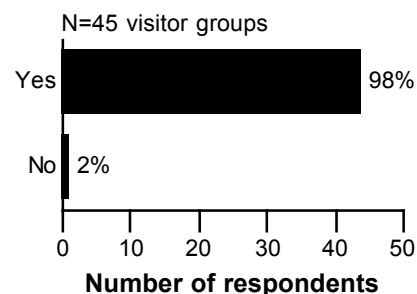


Figure 32: Visitor groups' expectations met for the train/train ride

Question 6e

If No, please explain.

Results

- Visitor groups reasons as to why their expectations were not met included:

Boring/not interesting
 Sites were not pointed out
 No restrooms at the train station
 Would not honor AAA discounts

Question 7a

Prior to this visit, were you and your group aware that you can combine a one-way bicycle ride along the Towpath Trail with a return trip by CVSR train with your bicycle?

Results

- 51% of visitor groups were not aware of the combined one-way bicycle ride with a return trip on the CVSR train (see Figure 33).
- 48% were aware of the combined ride.

Aware of one-way bicycle trip with a CVSR train return?

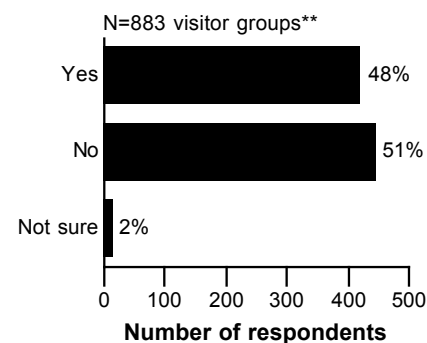


Figure 33: Visitor group awareness of a combined one-way bicycle ride with a return trip on the CVSR train

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Question 7b

Would you and your group members consider taking such combined bicycle/train trip in the future?

Results

- 56% of visitor groups would consider taking a combined bike/train ride in the future (see Figure 34).
- 25% would not consider such a ride.

Consider taking bike/train ride in the future?

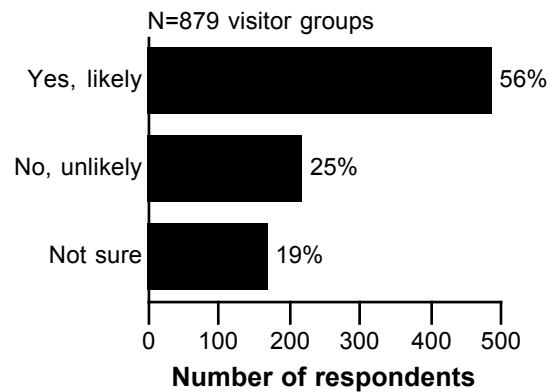


Figure 34: Visitor groups who would consider taking a bicycle/train trip in the future

Question 7c

Would you and your group members be interested in riding the train between the park and Cleveland (either way) if such service existed?

Results

- 57% of visitor groups were in interested in riding the train between the park and Cleveland (see Figure 35).
- 24% were “not sure.”
- 19% were not interested.

Interested in riding the train to/from park and Cleveland?

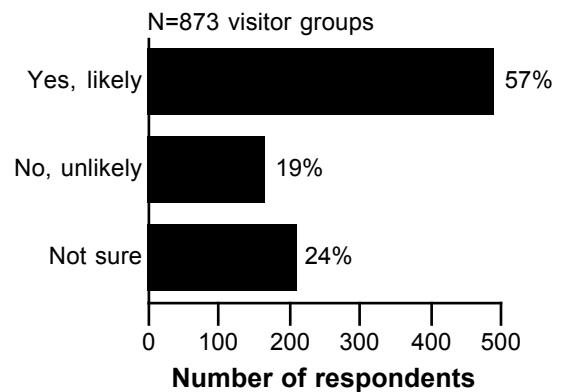


Figure 35: Visitor groups who would consider riding the train between the park and Cleveland

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Awareness and support for the Cuyahoga Valley National Park Association

Question 8a

Cuyahoga Valley National Park Association (CVNPA) is a friends group that supports Cuyahoga Valley NP through educational programs, awareness, and funding. Prior to this visit, were you aware of the CVNPA?

Results

- 52% of visitor groups were not aware of the CVNPA prior to this visit (see Figure 36).
- 43% were aware of the organization.

Aware of Cuyahoga Valley National Park Association?

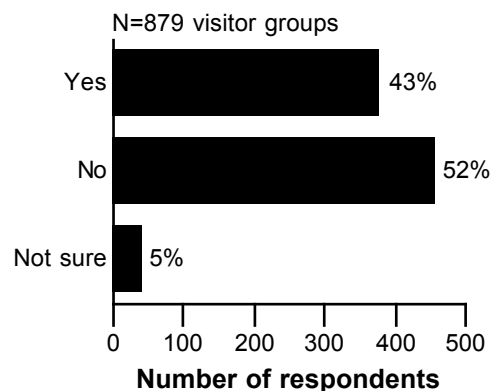


Figure 36: Visitor groups awareness of Cuyahoga Valley National Park Association prior to visit

Question 8b

Are you or any of your personal group a member of the CVNPA?

Results

- 91% of visitor groups did not have anyone in their personal group who was a member of CVNPA (see Figure 37).
- 9% had members in their personal group that were members of the CVNPA.

Any members of CVNPA in your personal group?

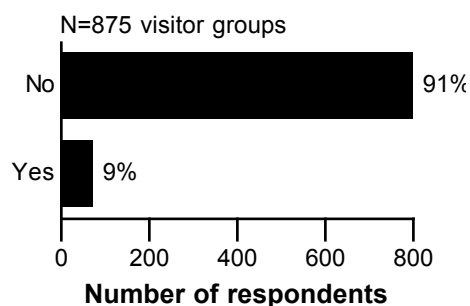


Figure 37: Any members of your personal group a member of the Cuyahoga Valley National Park Association?

Question 8c

If No, would you be interested in joining or supporting the CVNPA?

Results

- 36% of visitor groups were unlikely to join or support the CVNPA (see Figure 38).
- 46% were "not sure."
- 18% were likely.

Interesting in joining or supporting CVNPA?

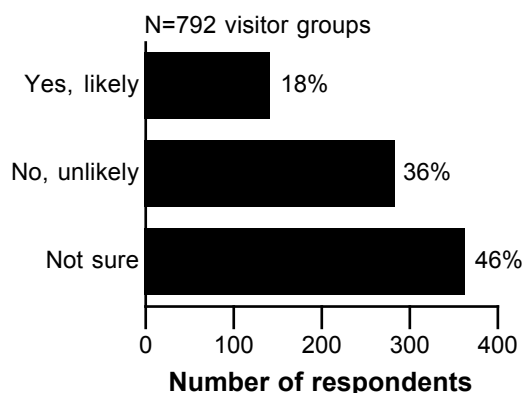


Figure 38: Would you be interested in joining or supporting the CVNPA?

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Question 8d
If No, why not?

Results

- As shown in Table 20, reasons for not joining or supporting the CVNPA include:

57% Not enough time
54% Live elsewhere
45% Other commitments

Table 20: Reasons for not joining or supporting the CVNPA

N=240 comments

Reason	Number of times mentioned
Not enough time	57
Live elsewhere	54
Other commitments	45
No interest	29
Money	28
Disagree with policies	7
Pay taxes	6
Unaware	6
Support in other ways	3
Don't know	3
Other comments	2

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Sites visited on this visit

Question 13a

For this visit, please check all of the Cuyahoga Valley NP sites and partner sites below that you and your group visited.

Results

- 69% of groups visited the Towpath Trail (see Figure 39).
- 20% visited the Canal Visitor Center.
- 20% visited the Boston Store.
- “Other” sites visited (9%) by visitor groups included:

Akron Zoo
Bath Road
Blossom Music Center
Boston Mills Skiing
Brecksville Reservation
Buckeye Trail
Blue Hen Falls
Carriage Trail
Chagrin Falls
Gorge Overlook
Hale Farm
Indio Lake
MD Garage
North Station
Pine Hollow
Stan Hywett
Sylvan Lake
Szalay's Farm

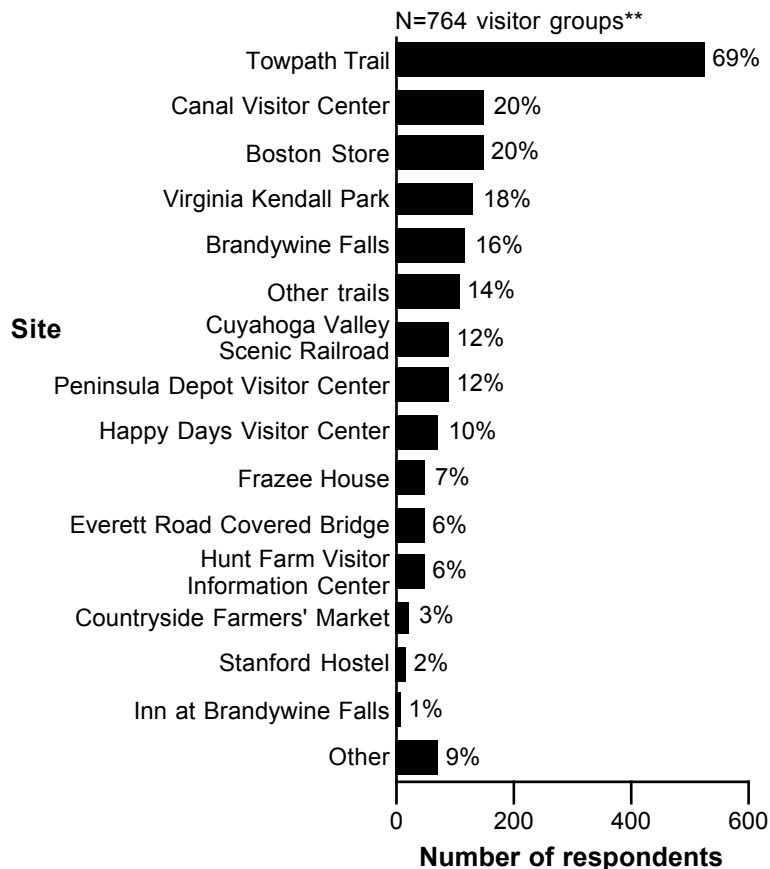


Figure 39: Sites visited on this visit

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Quality of sites visited

Question 13b

For only those Cuyahoga Valley NP sites and partner sites that you and your group visited on this visit, please rate the quality from 1-5.

Results

- Figure 40 shows the combined proportions of “very good” and “good” quality ratings for the sites visited that were rated by enough visitor groups ($N \geq 30$).
- The sites receiving the highest combined proportions of “very good” and “good” quality ratings were:
 - 98% Brandywine Falls
 - 96% Cuyahoga Valley Scenic Railroad
- Table 21 displays the quality ratings for all sites.
- The site that received the highest “very poor” rating was Everett Road Covered Bridge (5%).

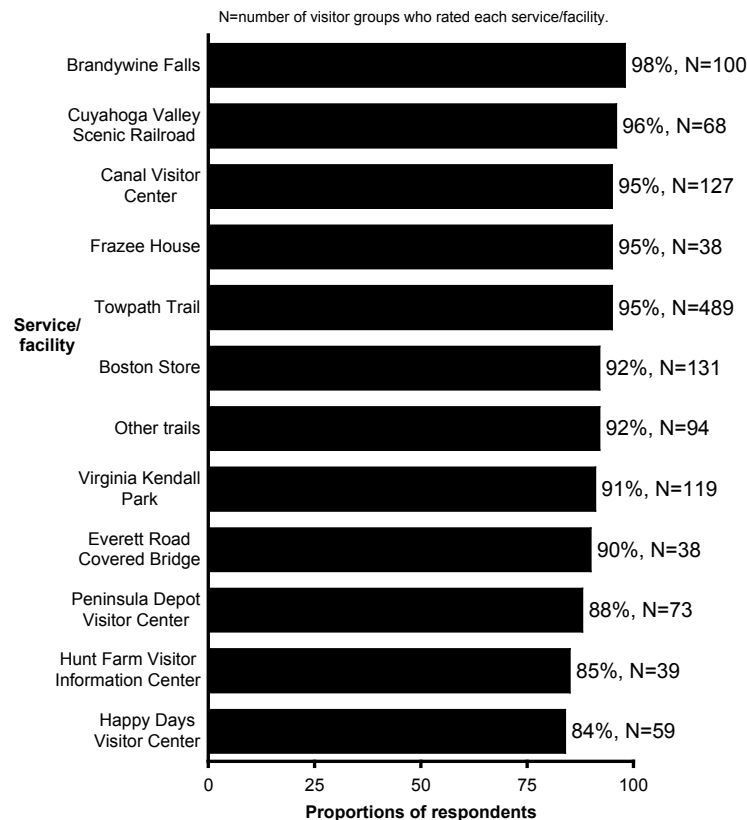


Figure 40: Combined proportions of “very good” and “good” quality ratings

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Table 21: Quality ratings for sites visited on this visit* N=number of visitor groups who rated each site						
Site	N	Ratings (%)				
		Very poor	Poor	Average	Good	Very good
Canal Visitor Center	127	1	0	5	35	60
Frazee House	38	0	0	5	42	53
Boston Store	131	1	0	7	31	61
Peninsula Depot Visitor Center	73	1	5	5	32	56
Happy Days Visitor Center	59	2	5	8	25	59
Hunt Farm Visitor Information Center	39	0	0	15	23	62
Towpath Trail	489	1	0	3	28	67
Virginia Kendall Park	119	1	1	7	30	61
Other trails	94	2	0	5	24	68
Everett Road Covered Bridge	38	5	3	3	37	53
Brandywine Falls	100	1	0	1	28	70
Cuyahoga Valley Scenic Railroad	68	0	0	4	31	65
Stanford Hostel CAUTION!	13	0	0	23	62	15
Inn at Brandywine Falls CAUTION!	6	0	0	0	17	83
Countryside Farmers' Market CAUTION!	16	0	0	6	25	69

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Sites visited on past visits

Question 13c

Please check all of the Cuyahoga Valley NP and partner sites that you and your group visited on past visits.

Results

- 75% of visitor groups had visited the Towpath Trail on a previous visit (see Figure 41).
- “Other” sites (10%) mentioned by visitor groups are listed in the “Sites visited on this visit” section.

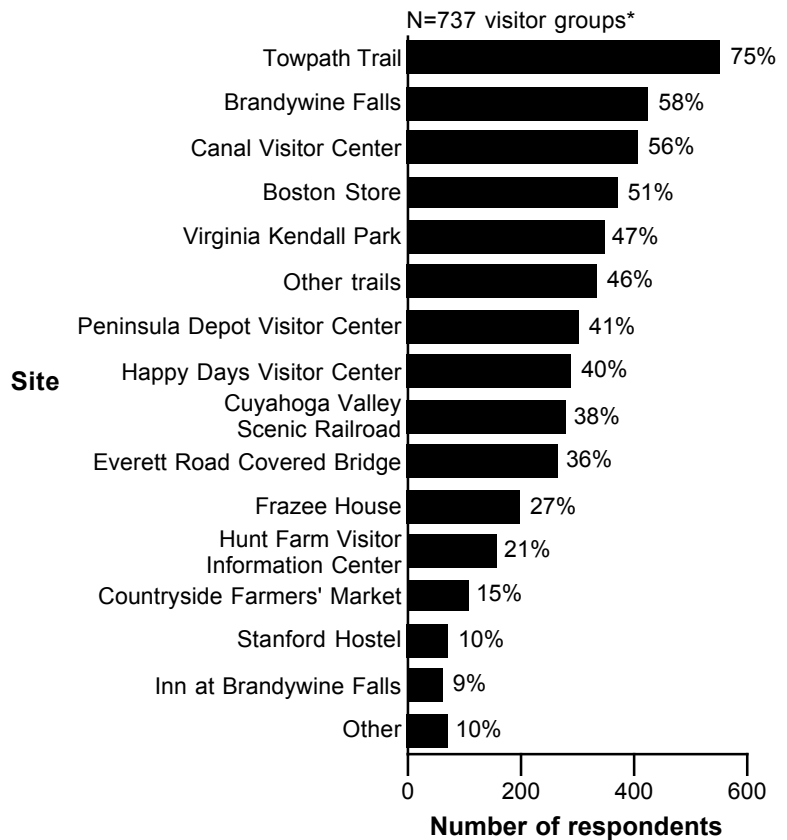


Figure 41: Sites visited on past visits

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Safety concerns while visiting the park

Question 12a

For the question below, please rate how safe you and your group felt from crime and accidents during this visit to Cuyahoga National Park?

Personal property safety-from crime

Results

- 63% of visitor groups felt “very safe,” as shown in Figure 42.
- 2% felt “very unsafe” or “somewhat unsafe.”

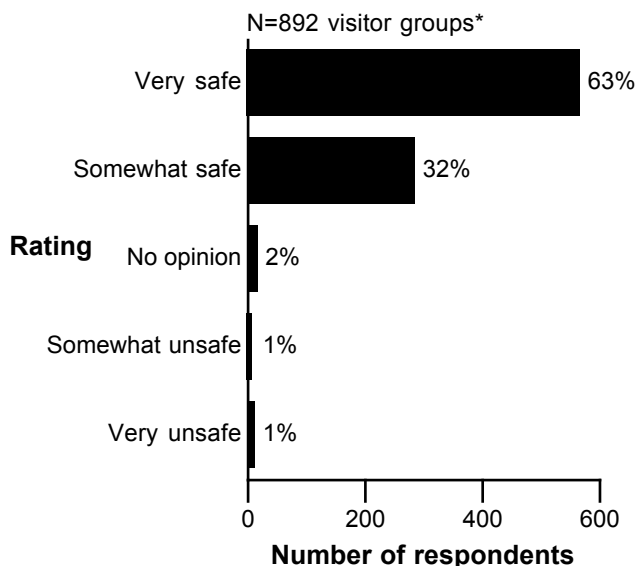


Figure 42: Ratings of personal property safety from crime while visiting the park

Personal safety-from crime

Results

- 74% of visitor groups felt “very safe,” as shown in Figure 43.
- 2% felt “very unsafe” or “somewhat unsafe.”

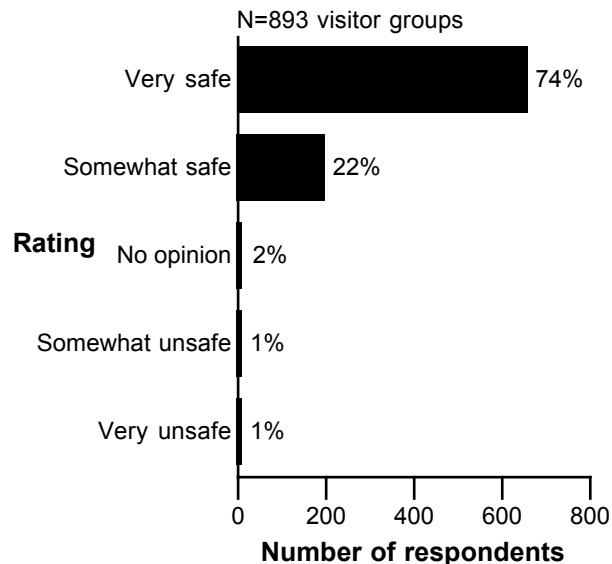


Figure 43: Ratings of personal safety from crime while visiting the park

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Personal safety-from accidents**Results**

- 51% felt “very safe,” as shown in Figure 44.
- 6% felt “very unsafe” or “somewhat unsafe.”

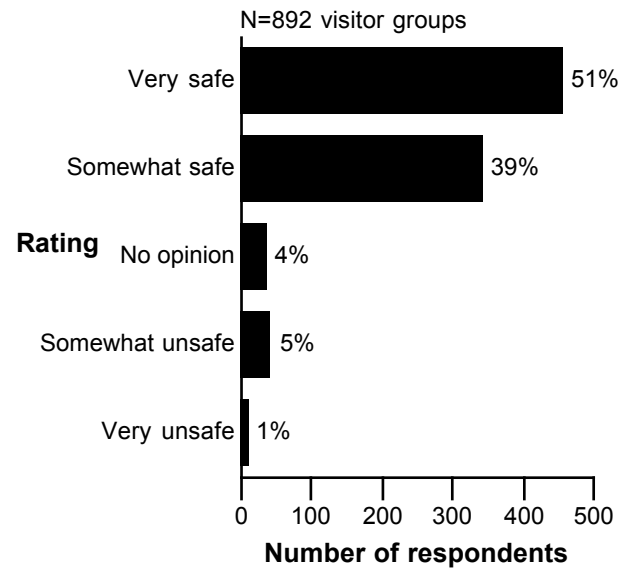


Figure 44: Ratings of personal safety from accident while visiting the park

Question 12b

If you marked that you felt unsafe on any of the above categories, please explain why.

Results

- See Table 22 for explanations as to why visitor groups felt “very unsafe” or “somewhat unsafe.”
- 67% of visitor groups (N=54) responded to this question.

Table 22: Visitor groups’ reasons for feeling “very unsafe” or “somewhat unsafe” during their visit
N=63 comments

Reason	Number of times mentioned
Bike/trail user conflicts	22
Parking lot safety	7
Trail safety	5
Vehicle safety on roads	4
Unsupervised children	4
Bikes on roads	4
Trail quality	4
Not many people in the area	3
Lack of access to help if needed	2
Road quality	2
Other comments	6

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitor experiences in other parks in the region

Question 24a

Have you and your group visited other parks in the region (such as Cleveland Metroparks or Metro Parks, Serving Summit County) in the past?

Results

- 81% of visitor groups have visited other parks in the region (see Figure 45).

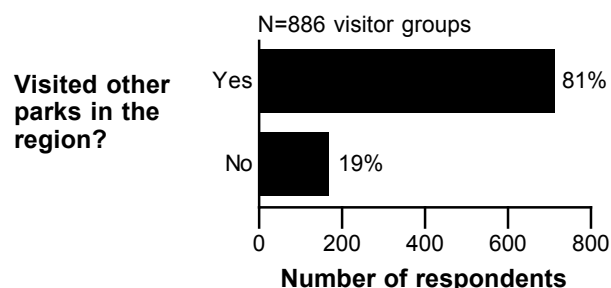


Figure 45: Visitor groups that have visited other parks in the region

Question 24b

If Yes, how are your experiences in Cuyahoga Valley NP different from experiences in other parks in the region that you have visited?

Results

- 79% of visitor groups (N=577) responded to this question.
- Experiences listed by visitor groups are shown in Table 23.

Table 23: Experiences in Cuyahoga Valley NP different from other parks in the region

N=751 comments

Experiences	Number of times mentioned
No differences	116
Better trails and unique towpath	101
Opportunities for quietness and solitude	53
Natural setting	50
Cleaner, better maintained	47
More events and activities	34
Lack of crowding	33
Scenery	32
Size of park	29
Historical value	25
Friendly, knowledgeable staff	17
Wildlife viewing	16
Poorly maintained trails	15
Closer to where we live	14
More interesting, exciting park layout	14
Safe environment	14
Well maintained, quality facilities	13
More crowds	11
Policies & regulations	10
Cleaner restroom facilities	7
Better educational information and materials	6
Lack of parking	6
Less facilities	5
Scenic railway	5
Good park signage	4
Good trail signage	4
Availability of drinking water	3
Less events & activities	3
Superior fishing	2
More confusing to travel within	2
Poor advertising & public awareness	2
User fees	2
Written materials	2
Other comments	54

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Ratings of Information and Visitor Services, Facilities, Partner Sites, Resources, Qualities, Attributes, and Importance of Park

Information services used on this visit

Question 14a

Please check all of the information services that you and your group used during this visit to Cuyahoga Valley NP.

Results

- As shown in Figure 46, the information services that visitor groups used the most on this visit included:

72% Park brochure/map
45% Trailhead bulletin boards

- The least used services included:

3% Ranger-led tours/programs
2% Cuyahoga Valley Environmental Education Center

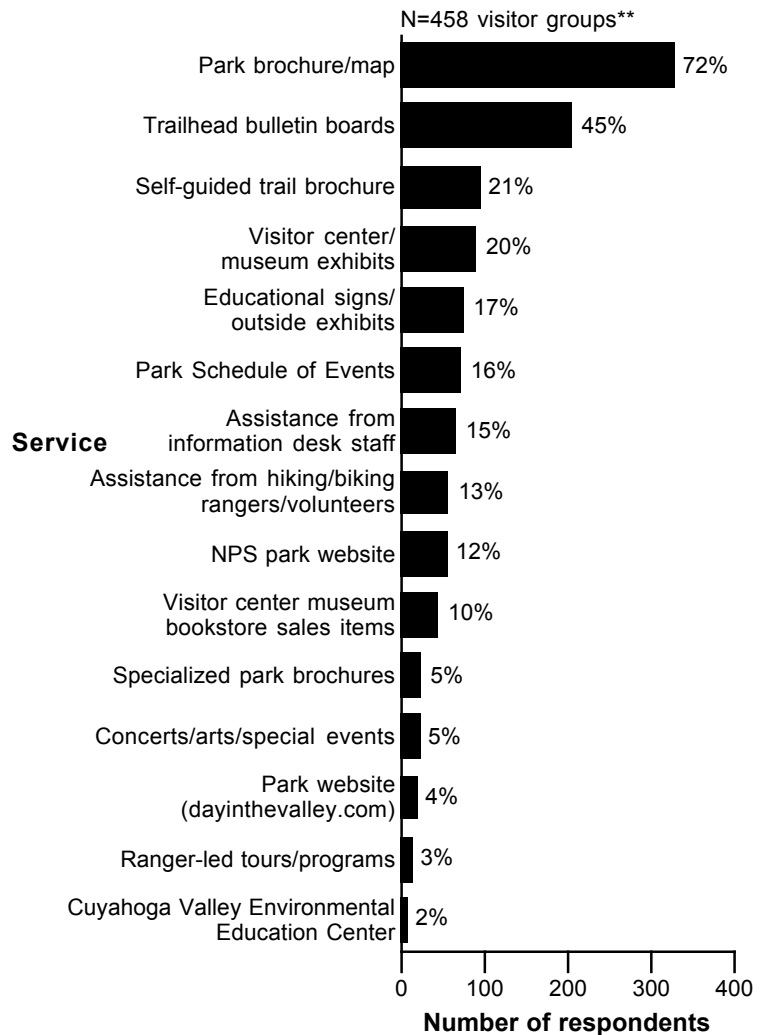


Figure 46: Information services used on this visit

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Importance ratings for information services

Question 14b

For only those information services that you or your group used, please rate their importance from 1-5.

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 47 shows the combined proportions of “extremely important” and “very important” ratings for the information services that were rated by enough visitor groups (N≥30).
- The services that received the highest combined proportions of “extremely important” and “very important” ratings included:
 - 84% Visitor center/museum exhibits
 - 80% NPS park website
 - 80% Assistance from information desk staff
- Figures 48 to 62 show importance ratings for information services.
- The services that received the highest “not important” ratings included:
 - 1% Park Schedule of Events
 - 1% Educational signs/outside exhibits

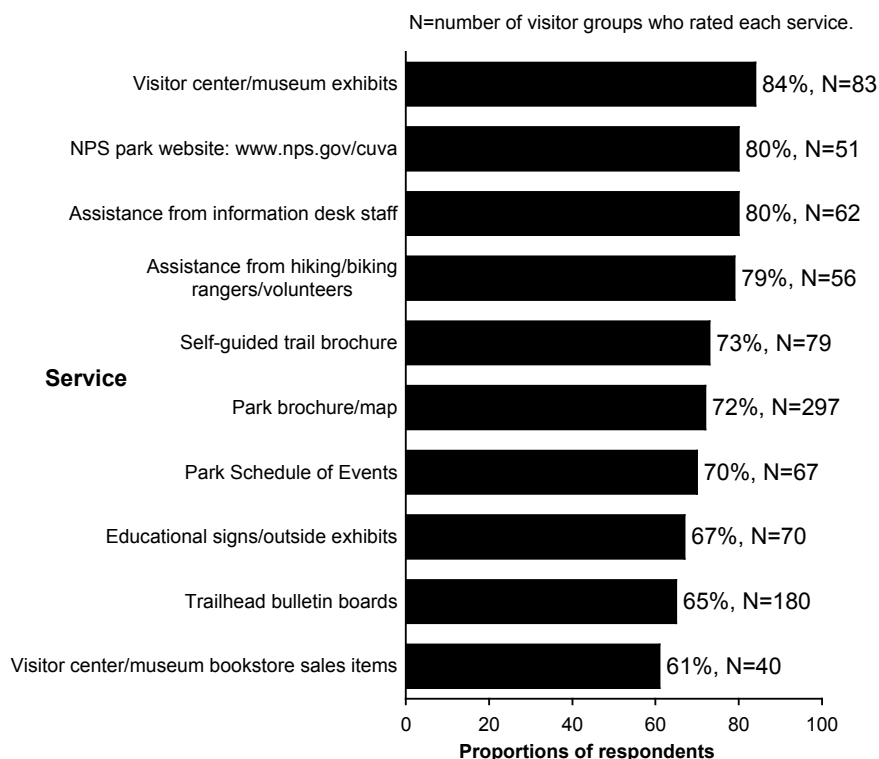


Figure 47: Combined proportions of “extremely important” and “very important” ratings for information services

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

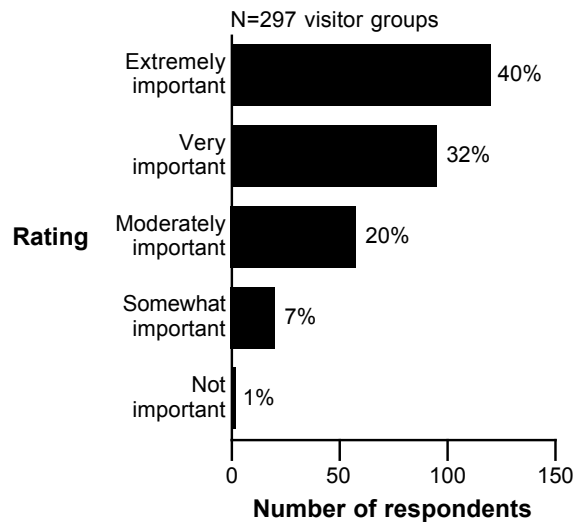


Figure 48: Importance of park brochure/map

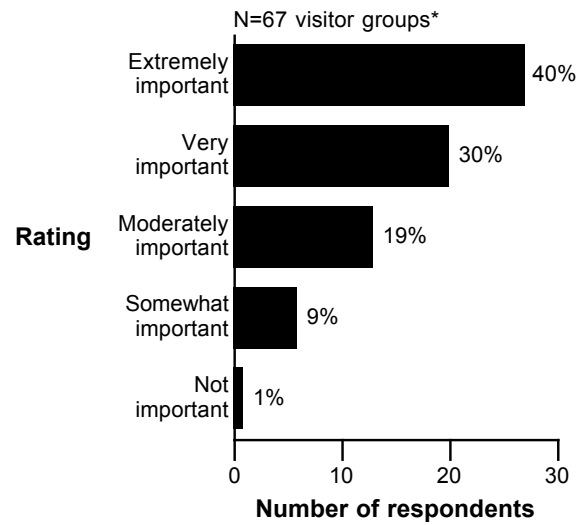


Figure 49: Importance of park Schedule of Events

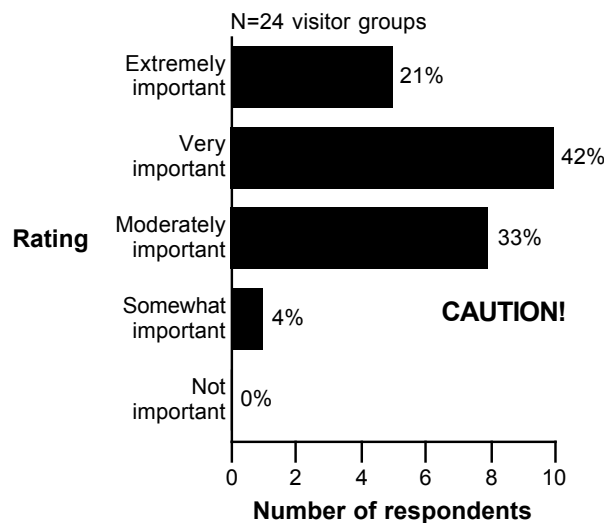


Figure 50: Importance of specialized park brochures (Music & Arts, Great Blue Herons, Frazee House, and other flyers)

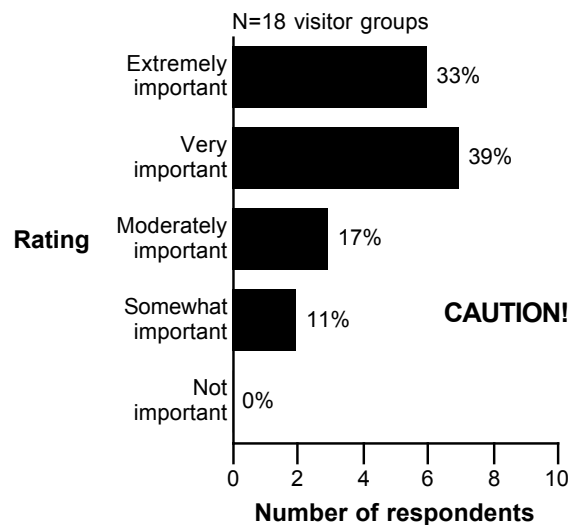


Figure 51: Importance of concerts/arts/special events

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

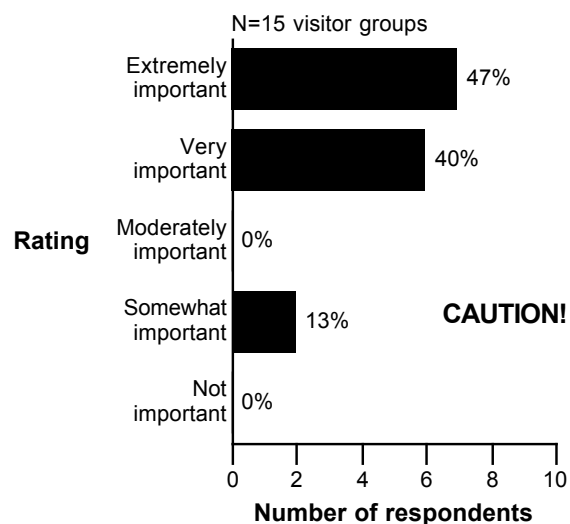


Figure 52: Importance of ranger-led tours/programs

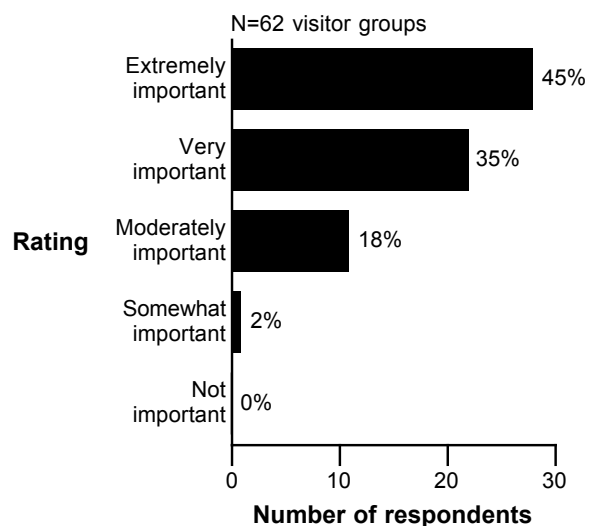


Figure 53: Importance of assistance from information desk staff

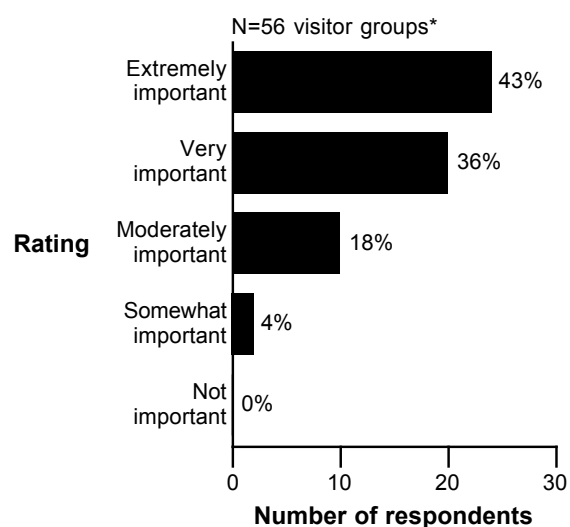


Figure 54: Importance of assistance from hiking/biking rangers/volunteers

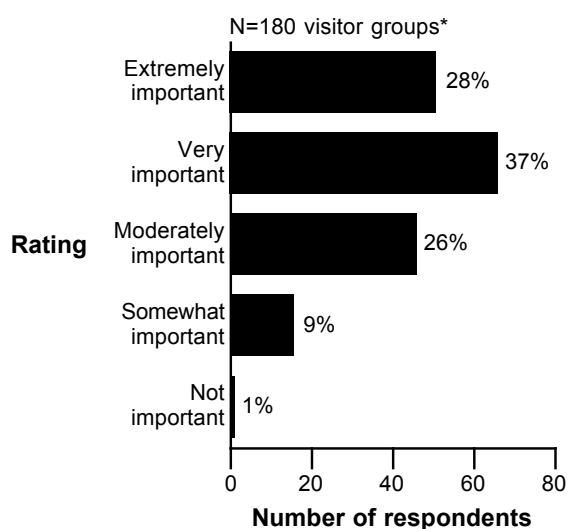


Figure 55: Importance of trailhead bulletin boards

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

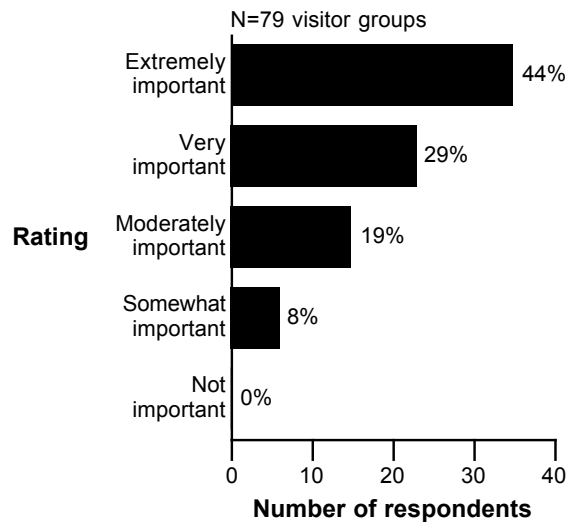


Figure 56: Importance of self-guided trail brochure

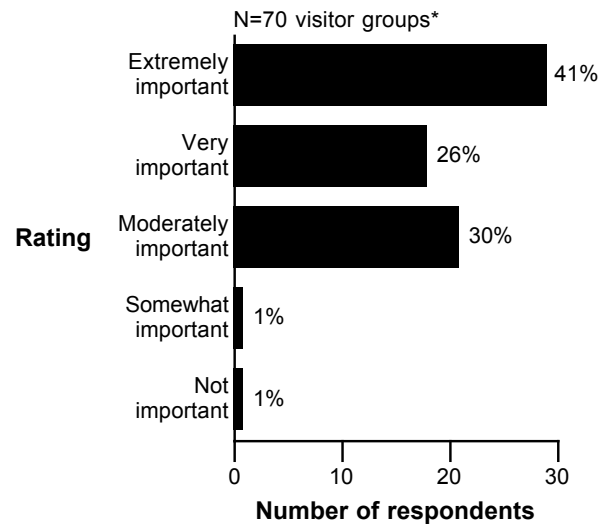


Figure 57: Importance of educational signs/ outside exhibits

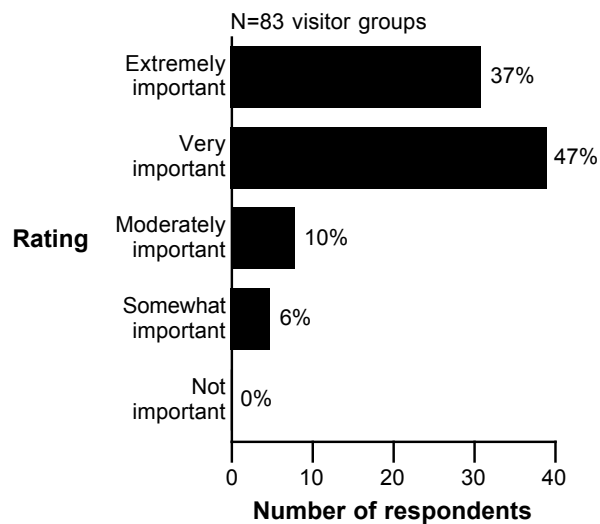


Figure 58: Importance of visitor center/museum exhibits

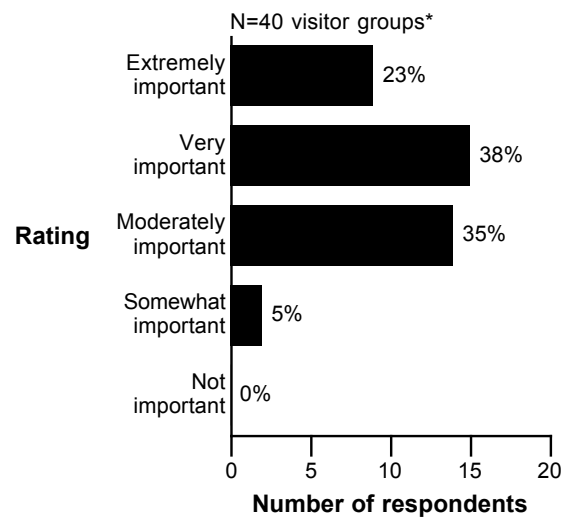


Figure 59: Importance of visitor center/ museum bookstore sales items

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

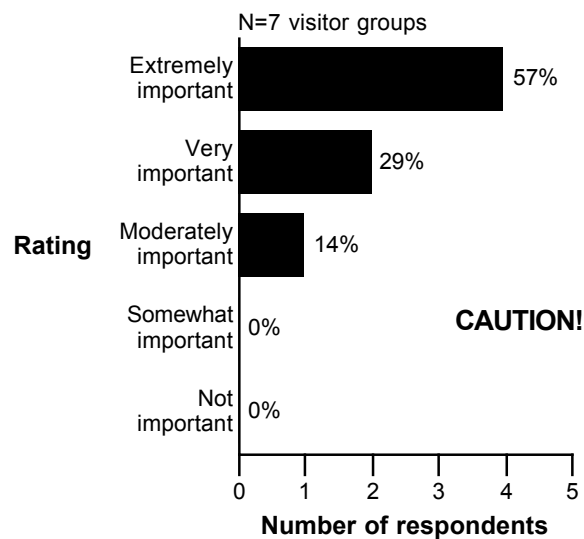


Figure 60: Importance of Cuyahoga Valley Environmental Education Center

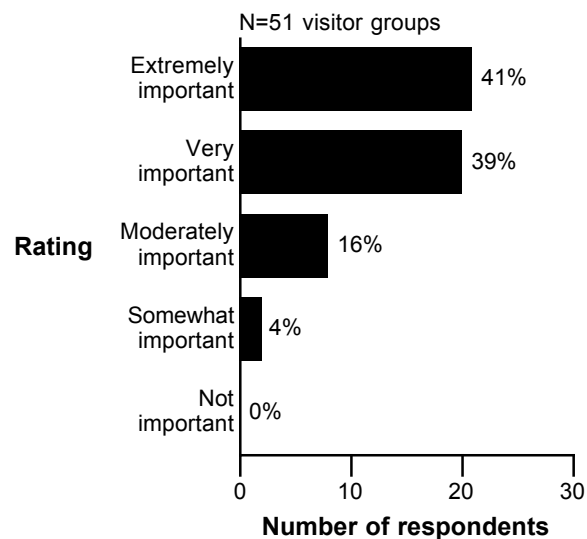


Figure 61: Importance of park website: www.nps.gov/cuva

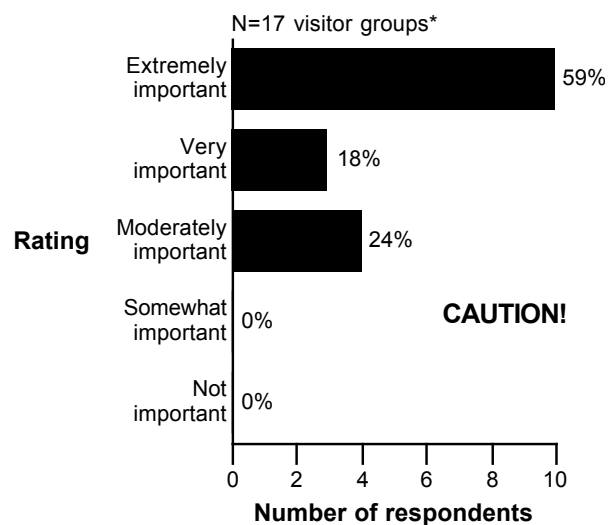


Figure 62: Importance of park website: www.dayinthevalley.com

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Quality ratings for information services

Question 14c

For only those information services that you and your group used on this visit, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 63 shows the combined proportions of “very good” and “good” quality ratings for information services that were rated by enough visitor groups ($N \geq 30$).
- The services that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 95% Assistance from hiking/biking rangers/volunteers
 - 95% Educational signs/outside exhibits
 - 95% Visitor center/museum bookstore sales items
- Figures 64 to 78 show the quality ratings for each information service.
- The service receiving the highest “very poor” quality rating was:

<1% Park brochure/map

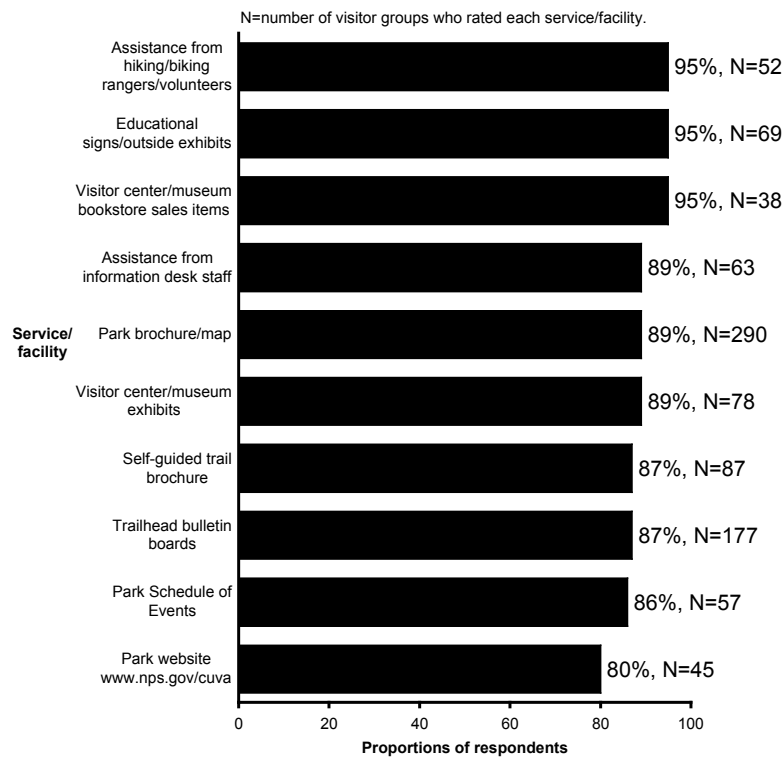


Figure 63: Combined proportions of “very good” and “good” quality ratings for information services

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

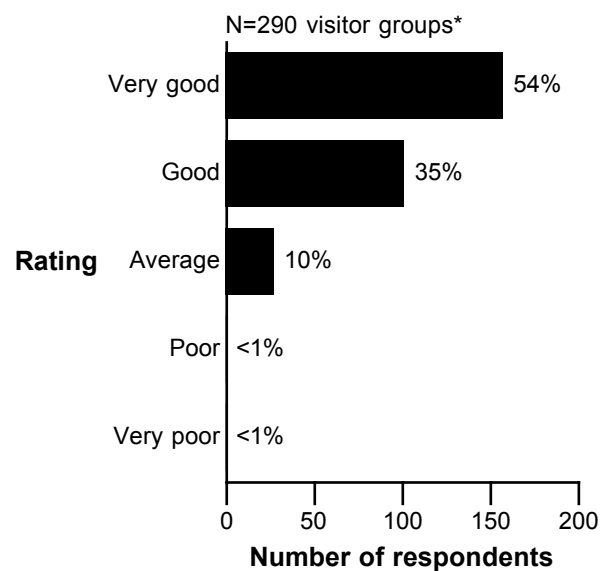


Figure 64: Quality of park brochure/map

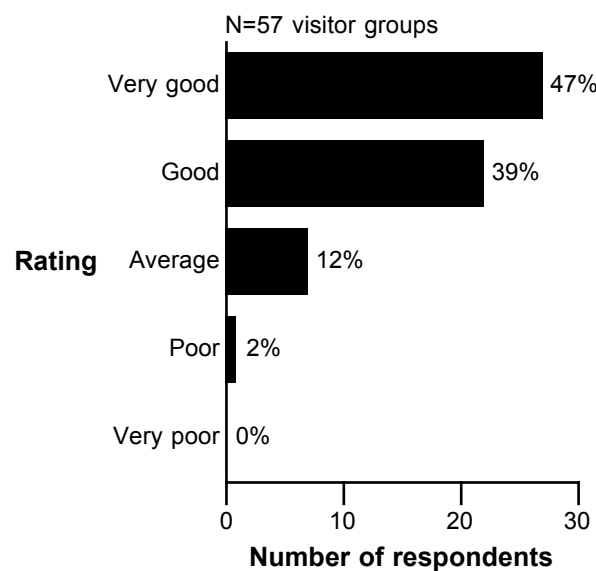


Figure 65: Quality of park Schedule of Events

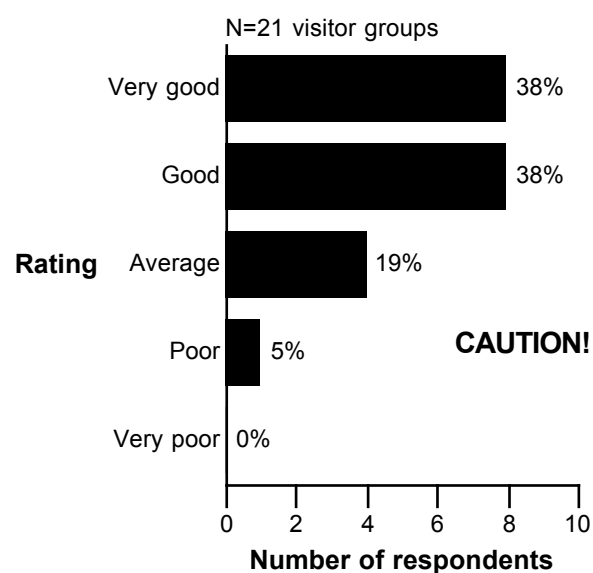


Figure 66: Quality of specialized park brochures (Music & Arts, Great Blue Herons, Frazee House, and other flyers))

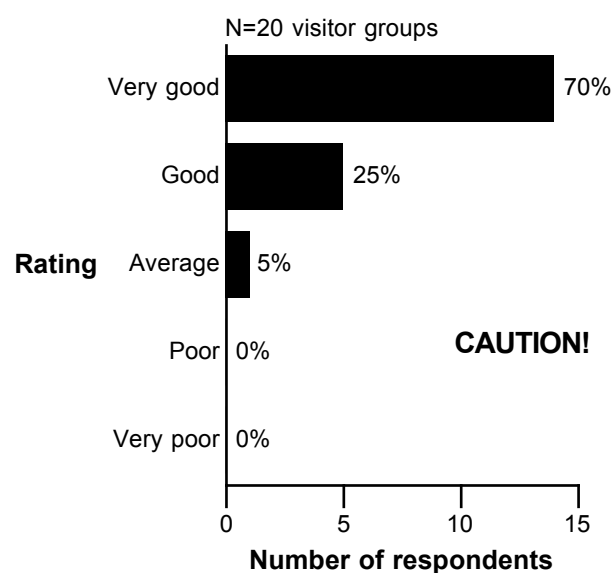


Figure 67: Quality of concerts/arts/special events

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer



Figure 68: Quality of ranger-led tours/programs

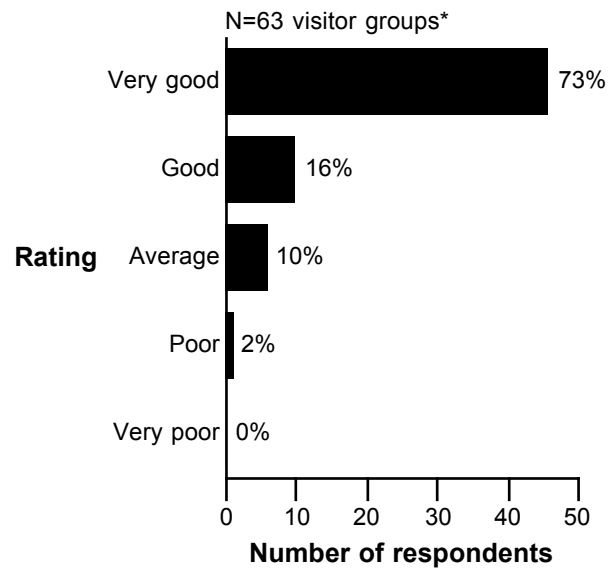


Figure 69: Quality of assistance from information desk staff

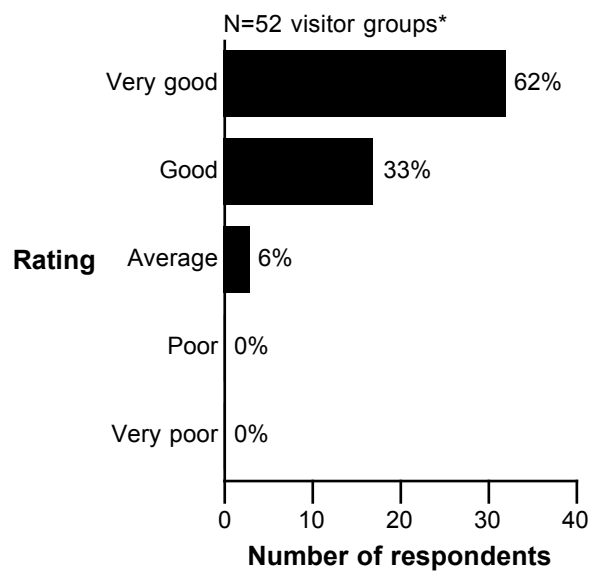


Figure 70: Quality of assistance from hiking/biking rangers/volunteers

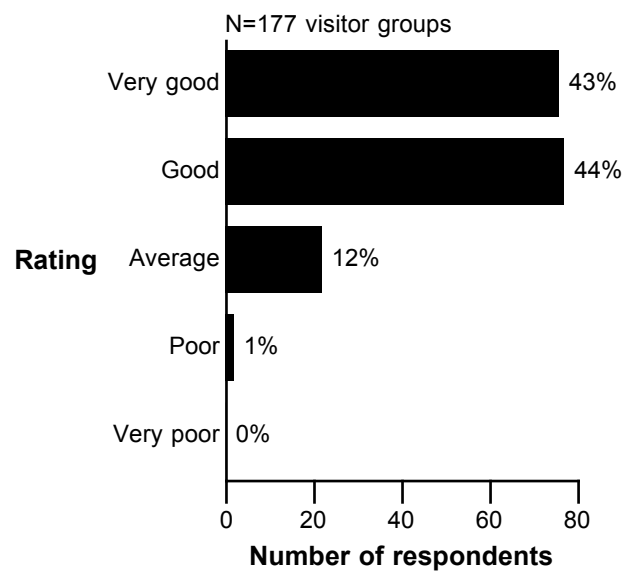


Figure 71: Quality of trailhead bulletin boards

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

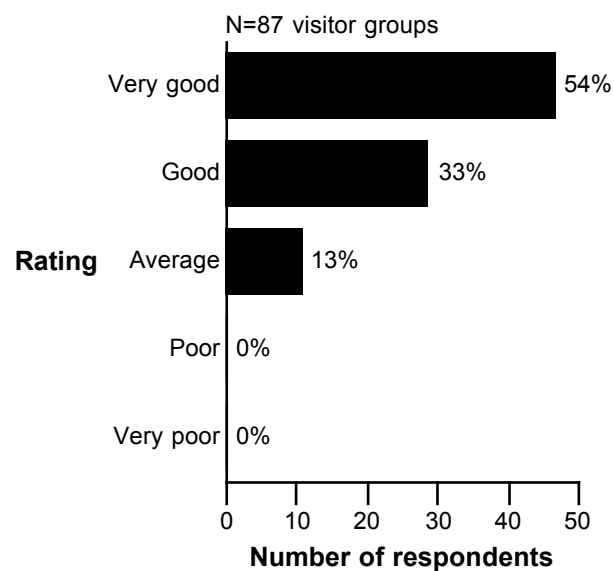


Figure 72: Quality of self-guided trail brochure

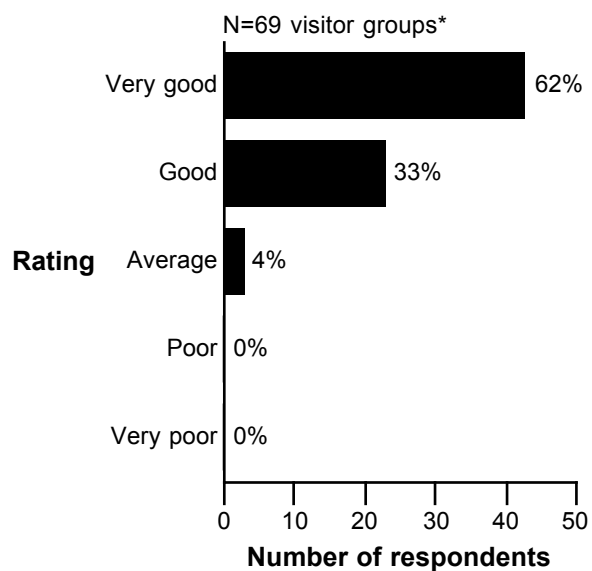


Figure 73: Quality of educational signs/outside exhibits

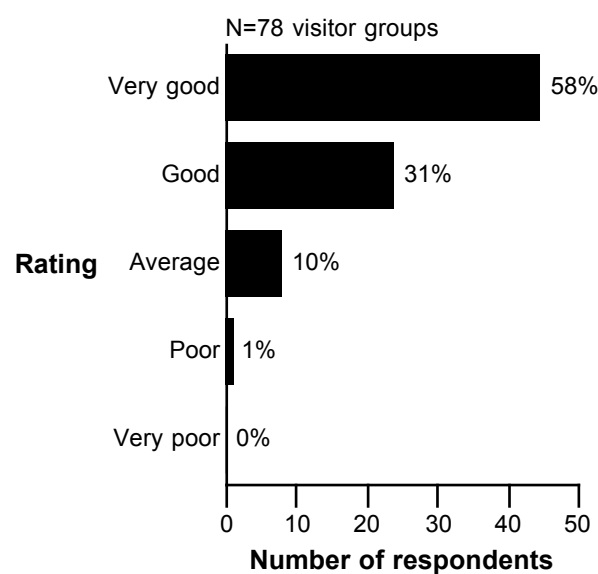


Figure 74: Quality of visitor center/museum exhibits

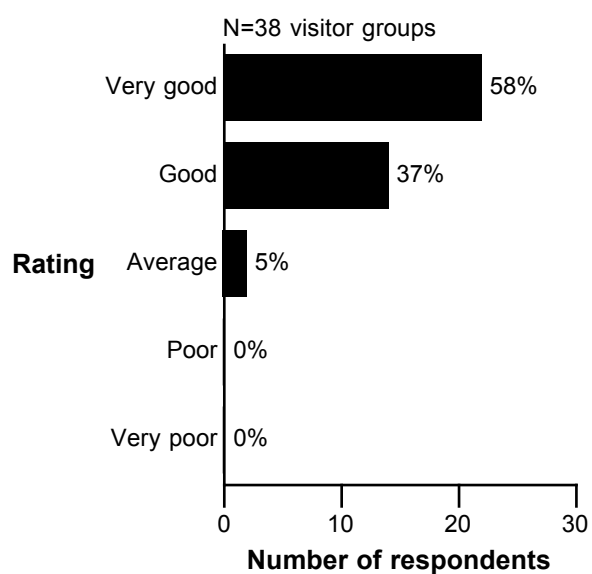


Figure 75: Quality of visitor center/museum bookstore sales items

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

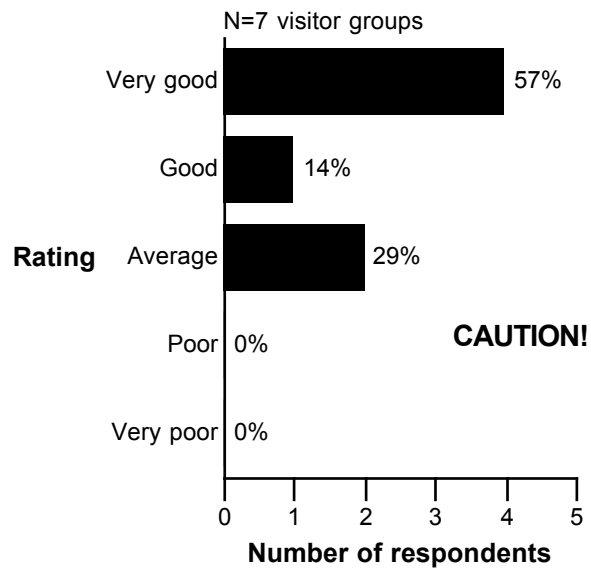


Figure 76: Quality of Cuyahoga Valley Environmental Education Center

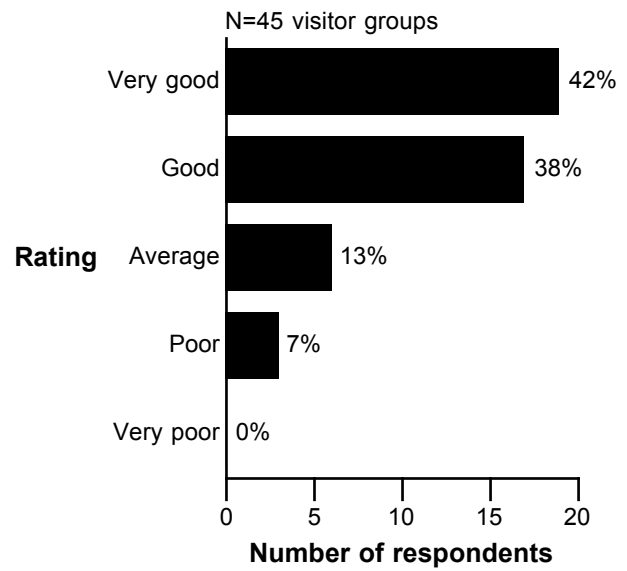


Figure 77: Quality of park website: www.nps.gov/cuva

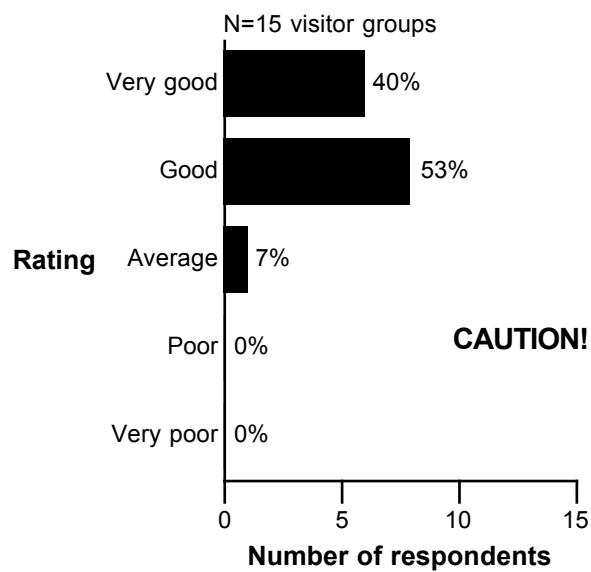


Figure 78: Quality of park website: www.dayinthevalley.com

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Means of importance and quality ratings

- Figures 79 and 80 show the means of importance and quality ratings for all information services that were rated by enough visitor groups ($N \geq 30$).
- To read this graph, notice where the dots are located—all of the dots are in the "4=very important" area. Then look at the quality ratings—all of the dots are between "5=very good quality" and "4=good quality." All services/facilities are considered important by visitors and are rated high in quality.
- The combined means of importance and quality ratings that displayed the most variation were assistance from hiking/biking rangers/volunteers and assistance from information desk staff as the highest two combined means and visitor center/museum bookstore sales items as the lowest.

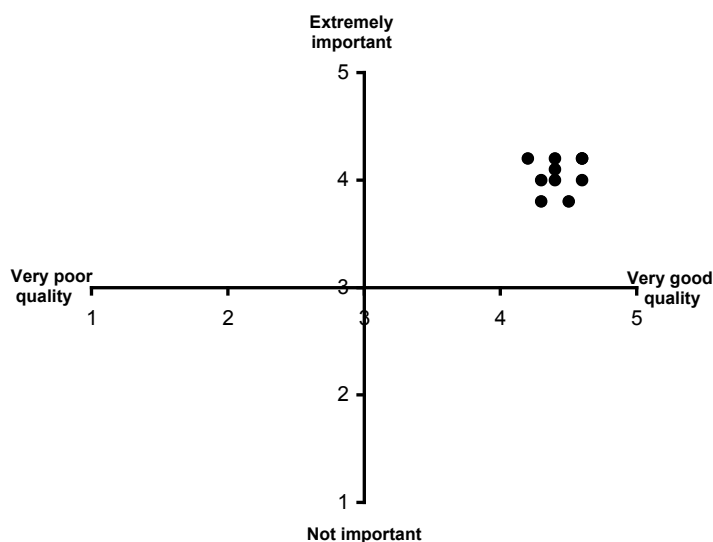


Figure 79: Means of importance and quality ratings for information services

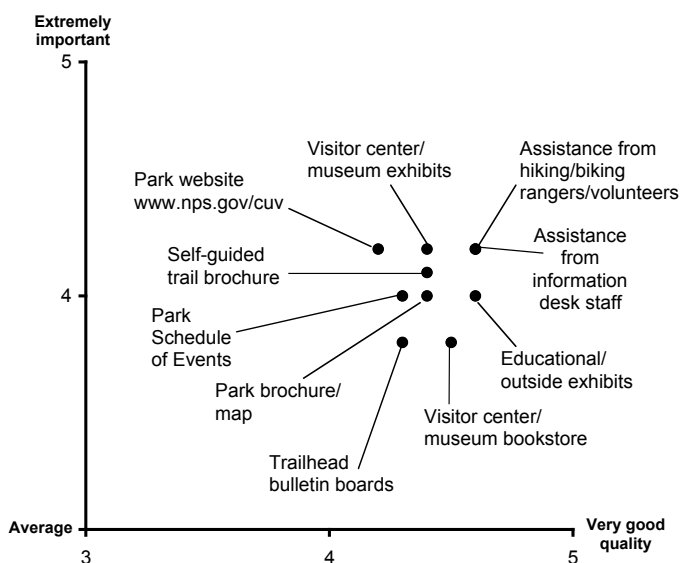


Figure 80: Detail of Figure 79

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Information services used on past visits

Question 14d

Please check which information services that you and your group have used on past visits.

Results

- As shown in Figure 81, information services that visitor groups used the most on past visits included:

82% Park brochure/map
60% Trailhead bulletin board

- The least used services included:

13% Park website (dayinthevalley.com)
12% Cuyahoga Valley Environmental Education Center

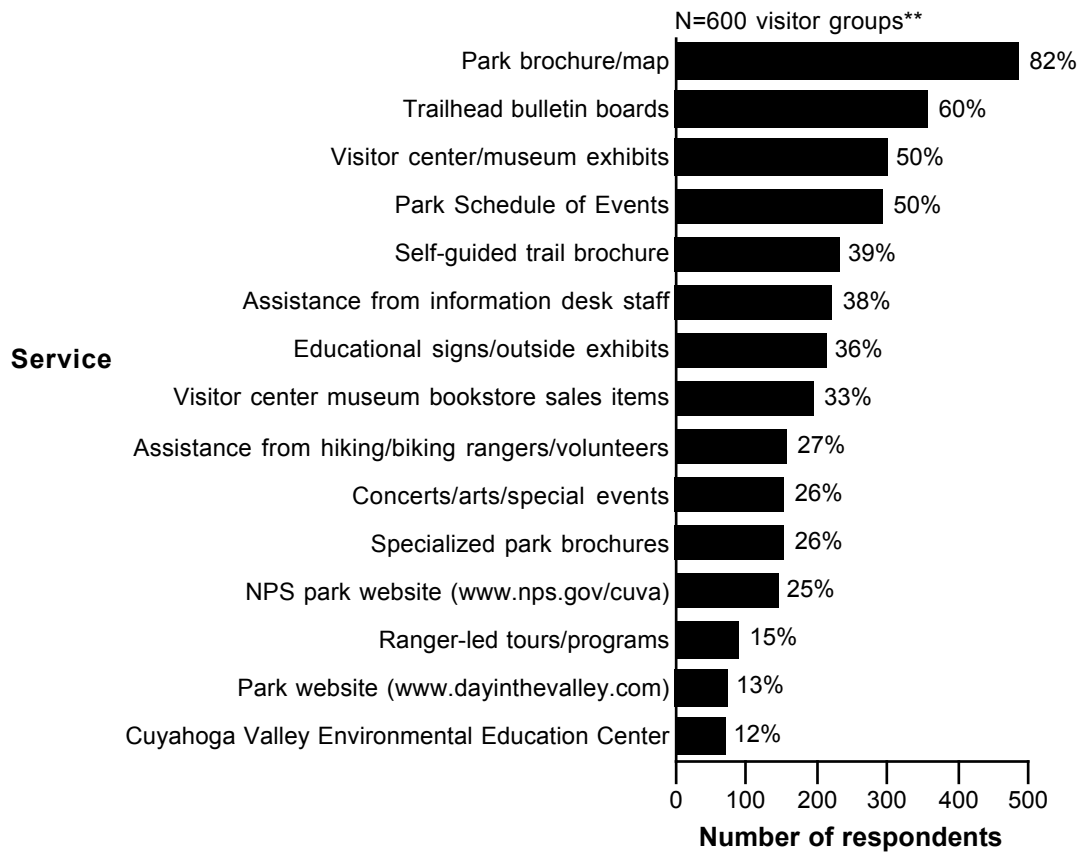


Figure 81: Information services used on past visits

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitor services and facilities used

Question 15a

Please check all of the visitor services and facilities that you or your group used during this visit to Cuyahoga Valley NP.

Results

- Figure 82 shows the visitor services/facilities used by visitor groups.
- The most used services/facilities included:
 - 80% Parking lots
 - 71% Towpath Trail
 - 51% Restrooms with running water
- The least used service/facility included:
 - <1% meeting rooms

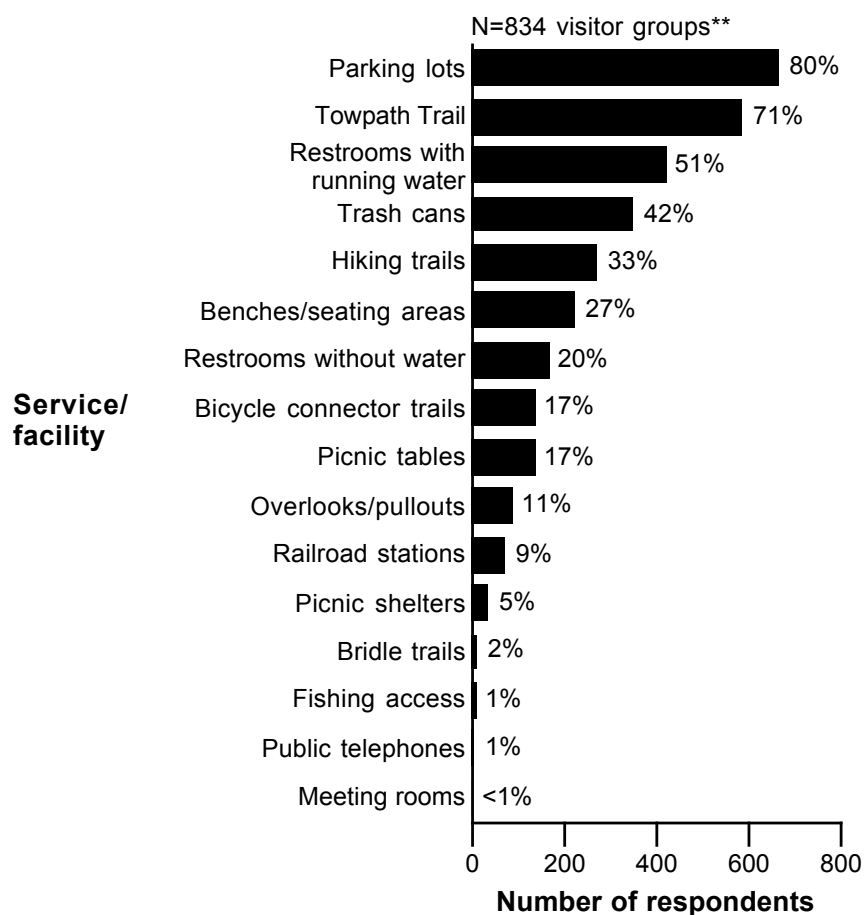


Figure 82: Visitor services and facilities used

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Importance of visitor services/facilities

Question 15b

For only those services and facilities that you or your group used, please rate their importance from 1-5.

1=Not important

2=Somewhat important

3=Moderately important

4=Very important

5=Extremely important

Results

- Figure 83 shows the combined proportions of “extremely important” and “very important” ratings for the visitor services and facilities that were rated by enough visitor groups (N≥30).
- The services/facilities that received the highest combined proportions of “extremely important” and “very important” ratings included:
 - 98% Towpath Trail
 - 97% Hiking trails
 - 97% Parking lots
 - 96% Restrooms with running water
- Figures 84 to 99 show importance ratings for visitor services/facilities.
- The service/facility that received the highest “not important” rating included:

2% Benches/seating areas

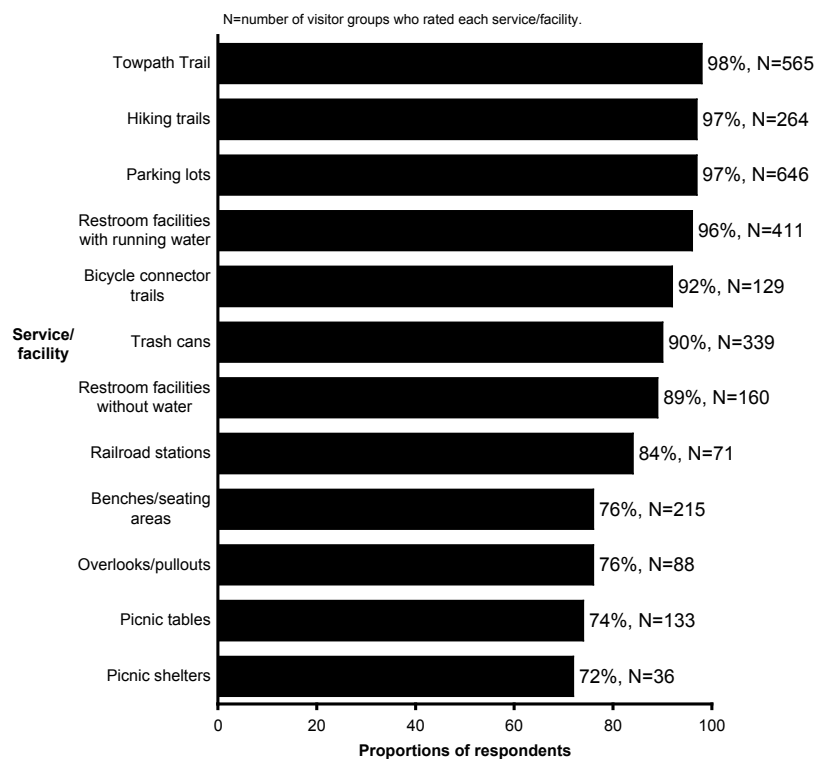


Figure 83: Combined proportions of “extremely important” and “very important” ratings for visitor services and facilities

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

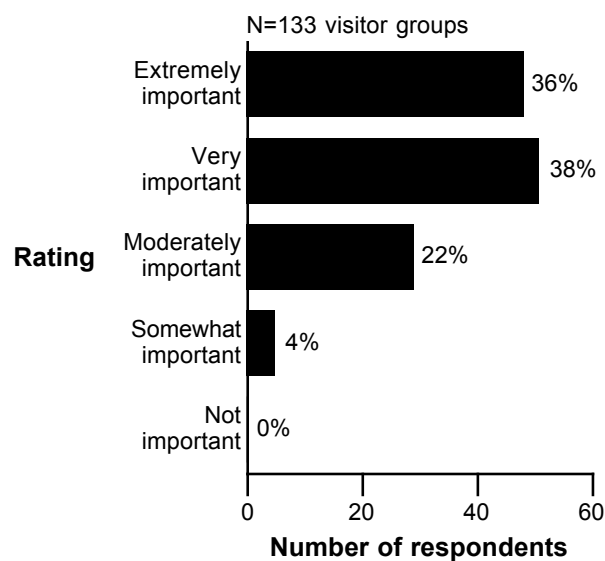


Figure 84: Importance of picnic tables

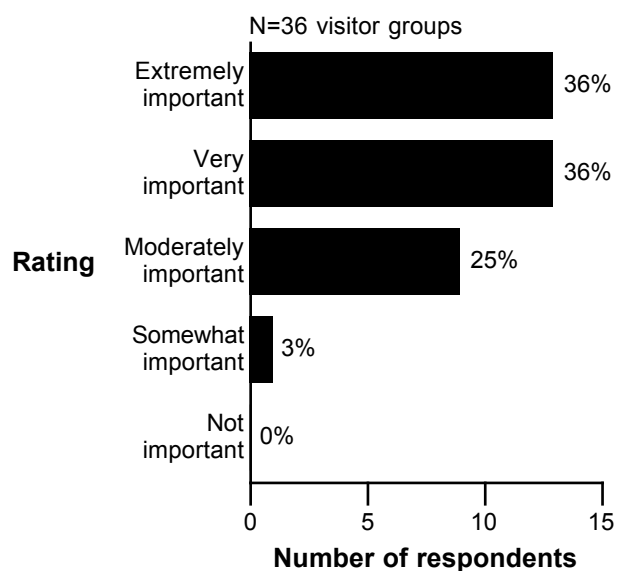


Figure 85: Importance of picnic shelters

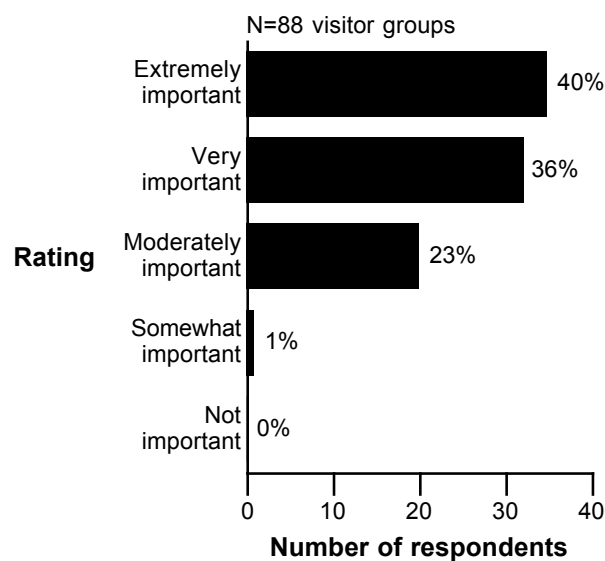


Figure 86: Importance of overlooks/pullouts

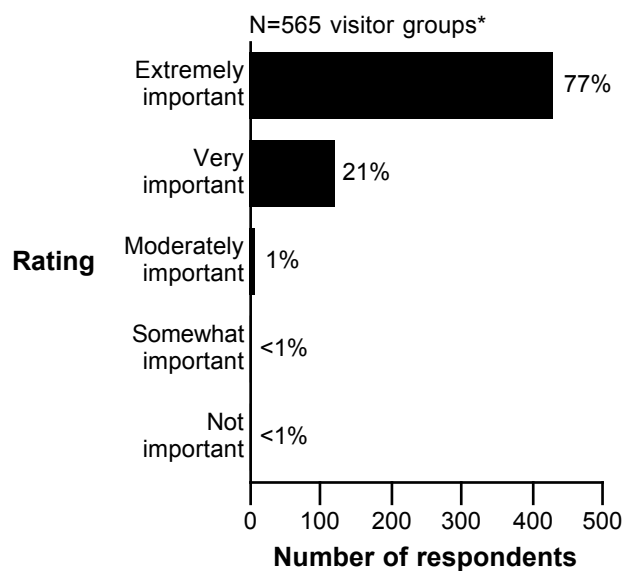


Figure 87: Importance of Towpath Trail

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

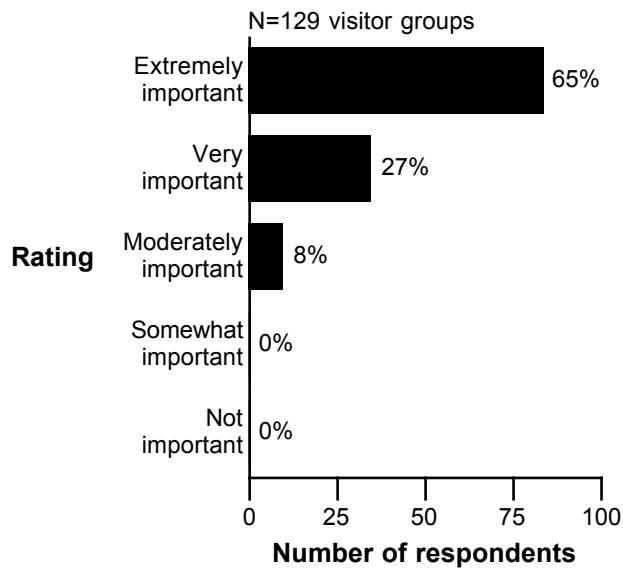


Figure 88: Importance of bicycle connector trails

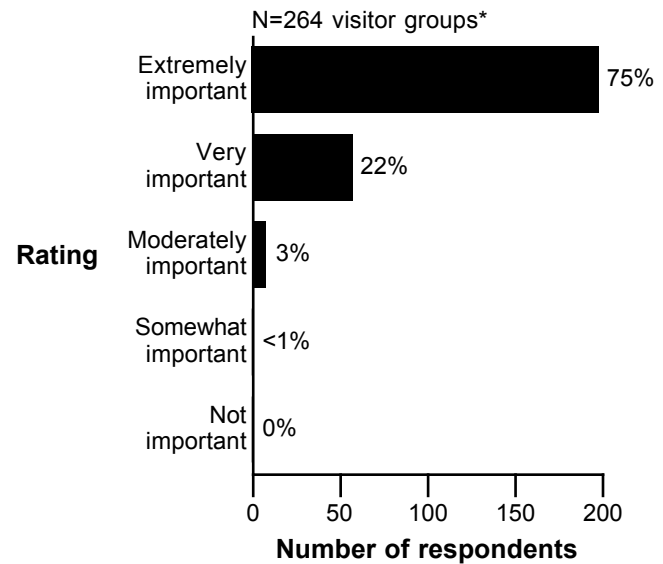


Figure 89: Importance of hiking trails

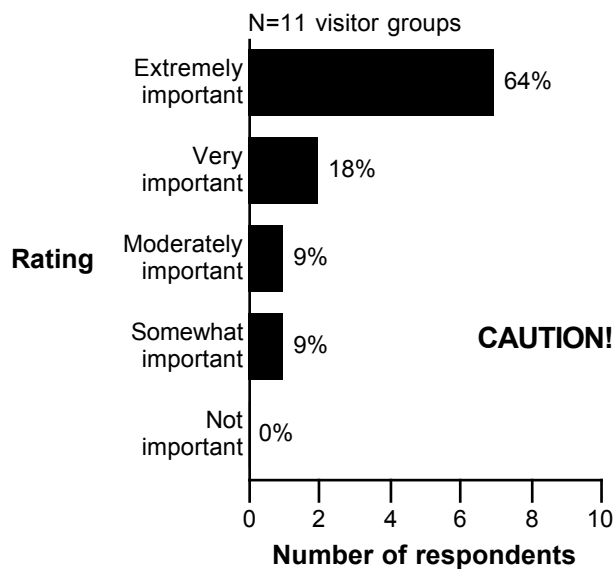


Figure 90: Importance of bridle trails

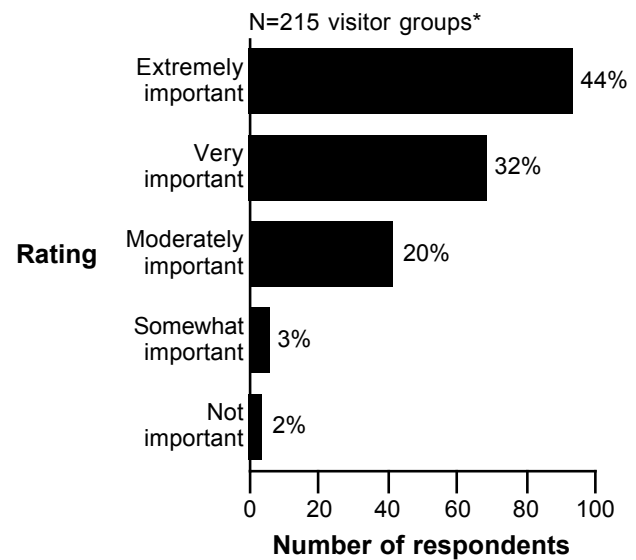


Figure 91: Importance of benches/seating areas

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

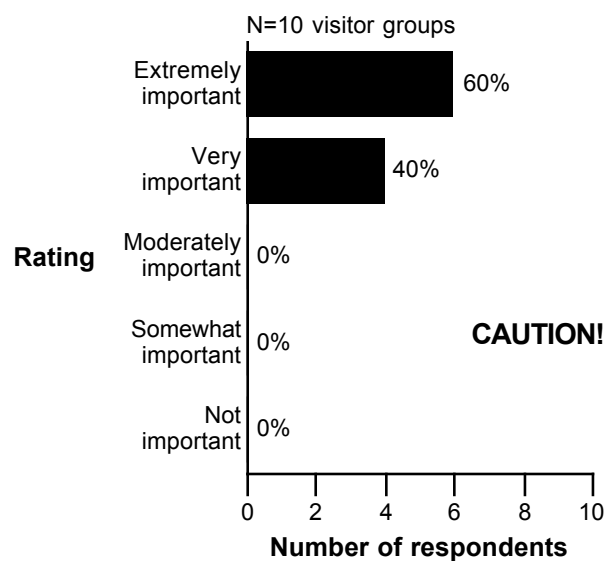


Figure 92: Importance of fishing access

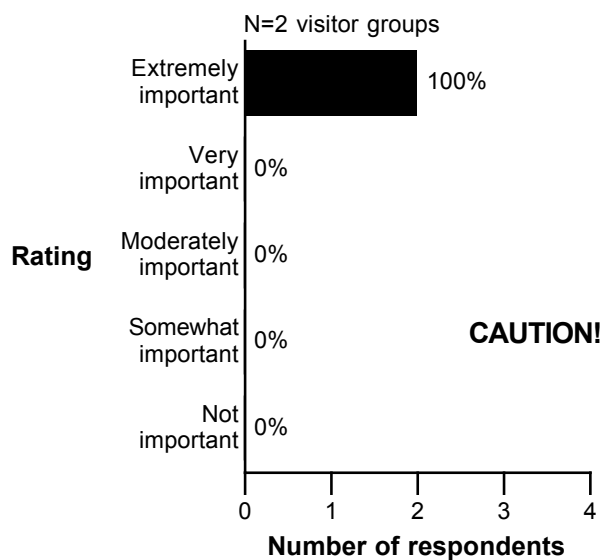


Figure 93: Importance of meeting rooms

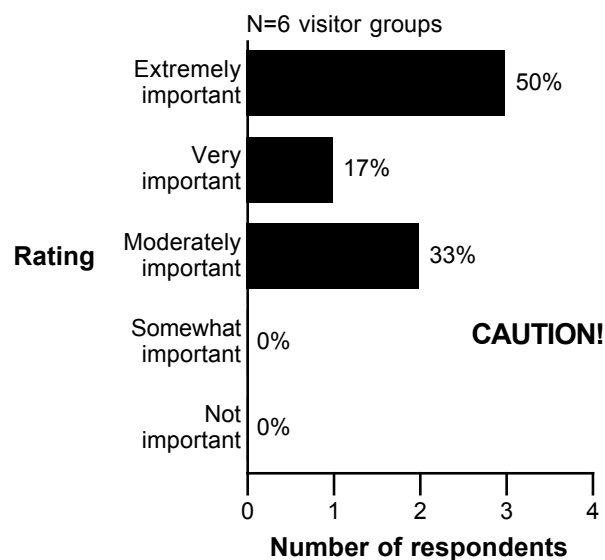


Figure 94: Importance of public telephones

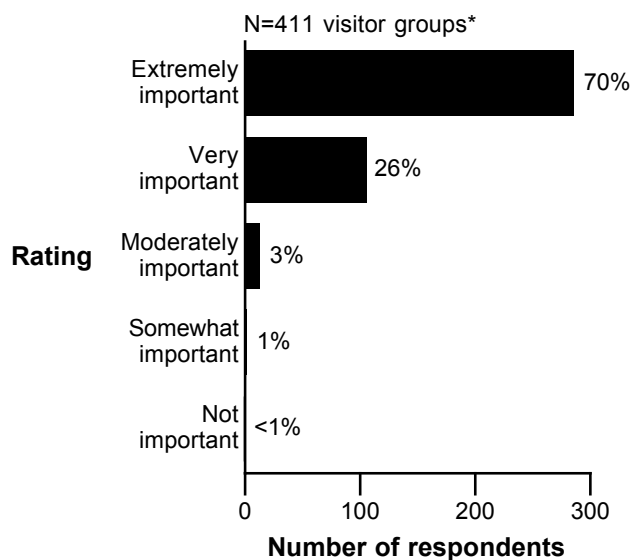


Figure 95: Importance of restroom facilities with running water

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

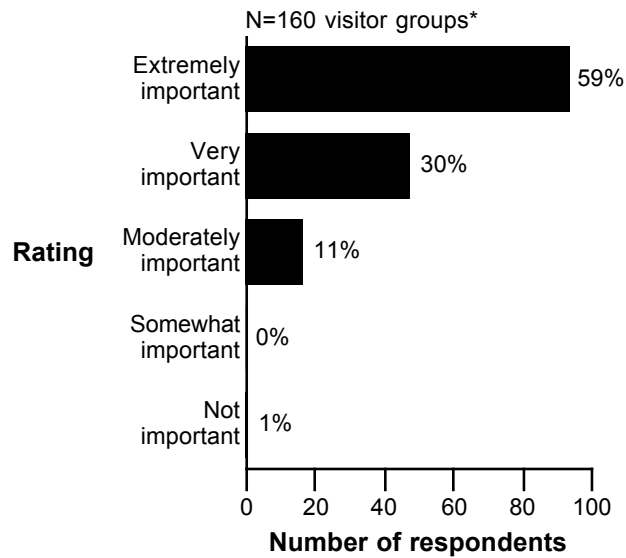


Figure 96: Importance of restroom facilities without water

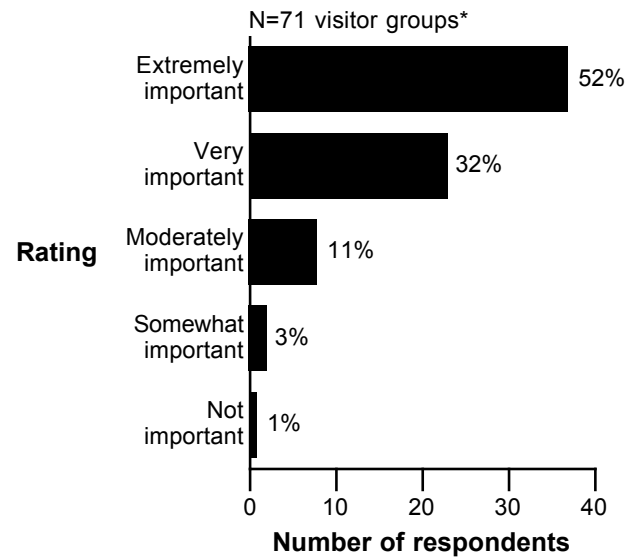


Figure 97: Importance of railroad stations

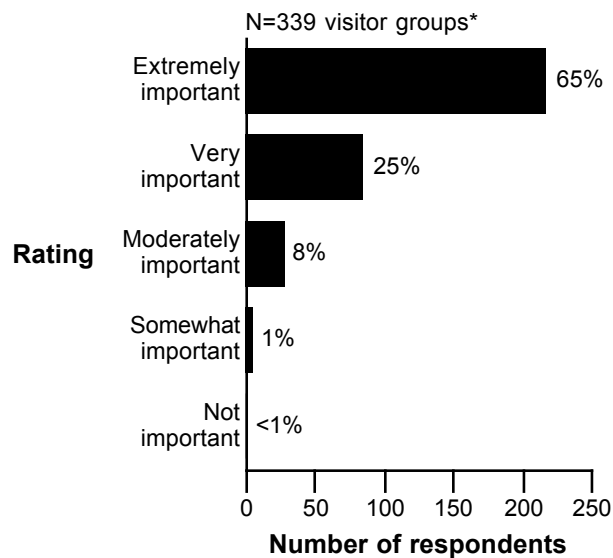


Figure 98: Importance of trash cans

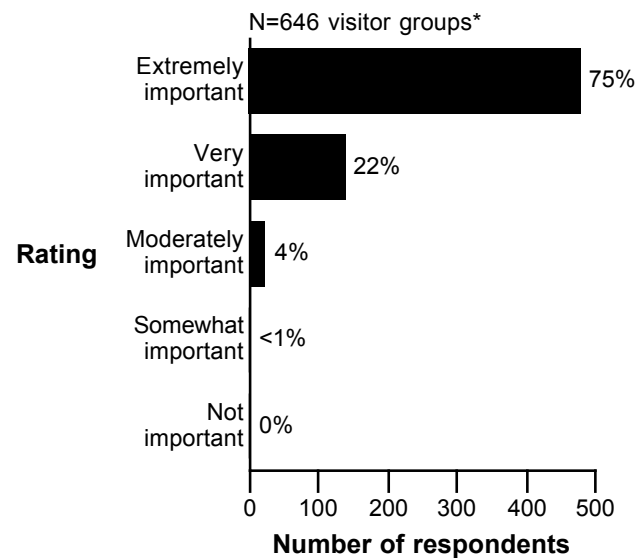


Figure 99: Importance of parking lots

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Quality of visitor services/facilities

Question 11c

For those services and facilities that you and your group used, please rate their quality from 1 to 5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 100 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities that were rated by enough visitor groups (N≥30).
- The services/facilities that received the highest combined proportions of “very good” and “good” ratings included:
 - 96% Towpath Trail
 - 93% Hiking trails
 - 93% Railroad stations
 - 92% Restrooms with running water
- Figures 101 to 116 show the quality ratings for visitor services/facilities.
- The service/facility that received the highest “very poor” rating was:

2% restrooms without water

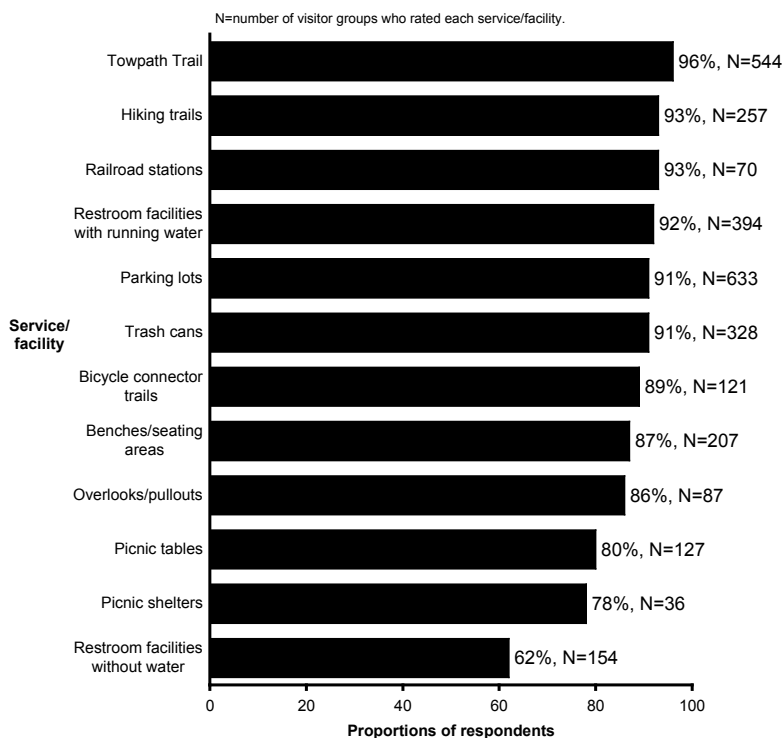


Figure 100: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

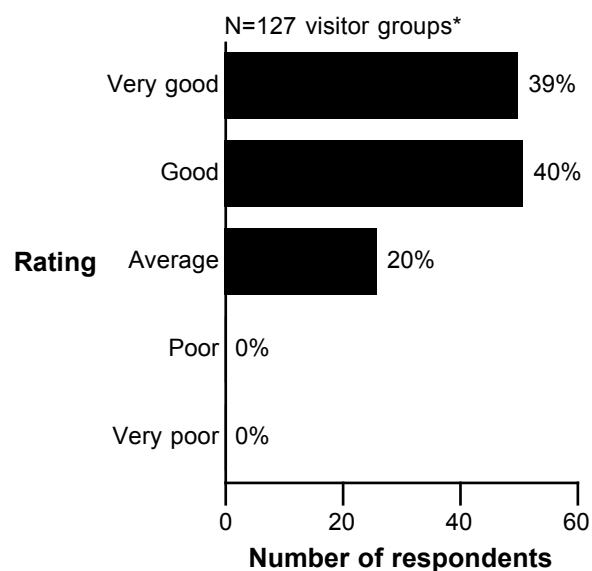


Figure 101: Quality of picnic tables

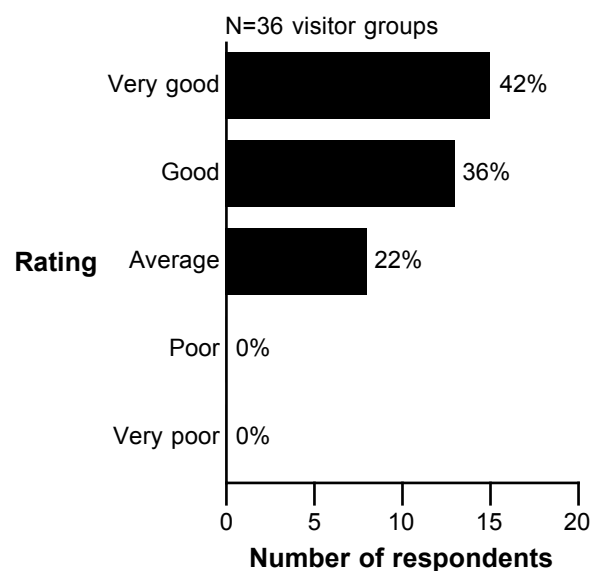


Figure 102: Quality of picnic shelters

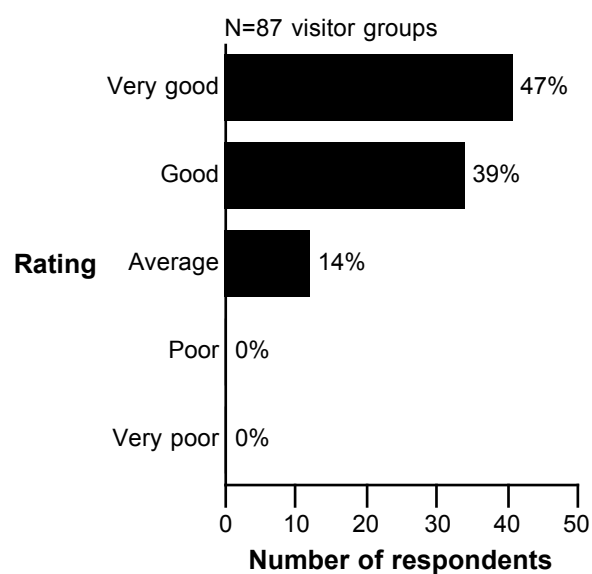


Figure 103: Quality of overlooks/pullouts

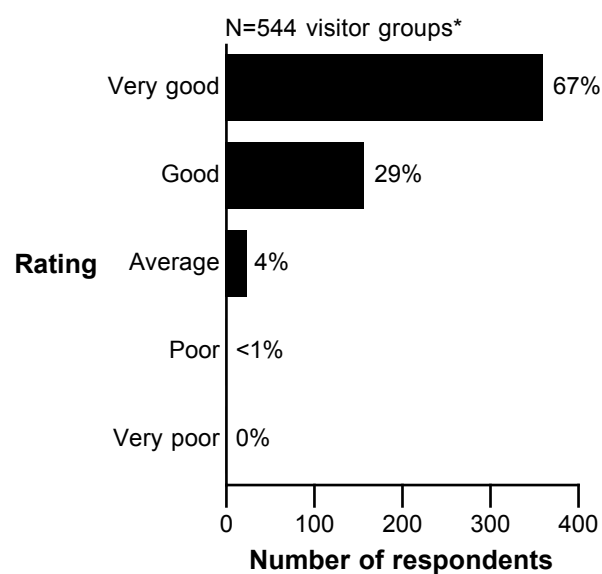


Figure 104: Quality of Towpath Trail

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

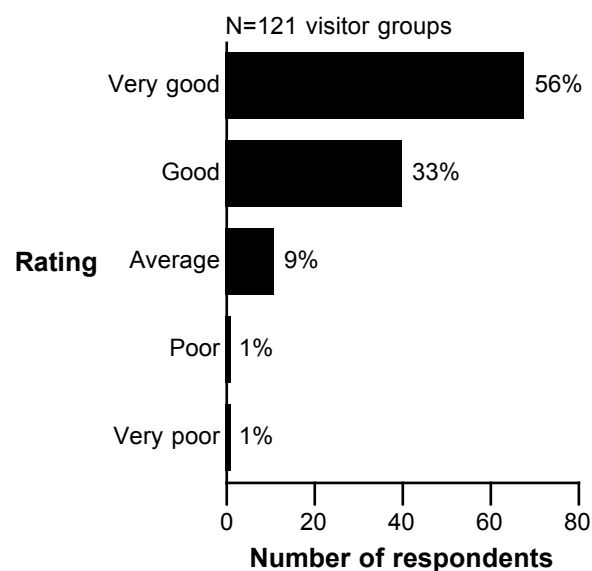


Figure 105: Quality of bicycle connector trails

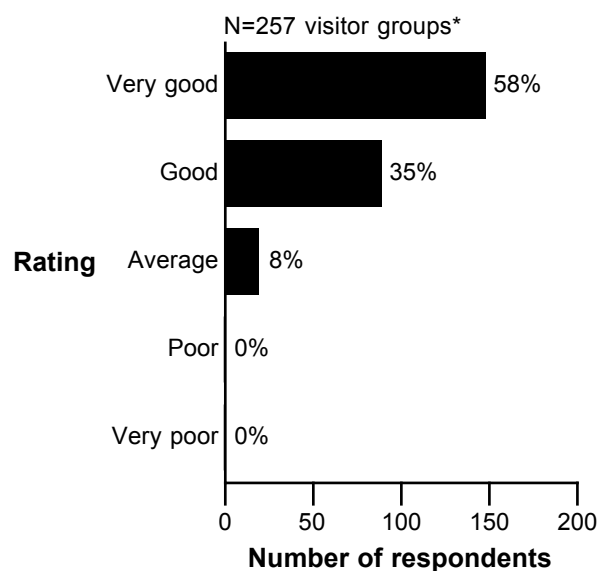


Figure 106: Quality of hiking trails

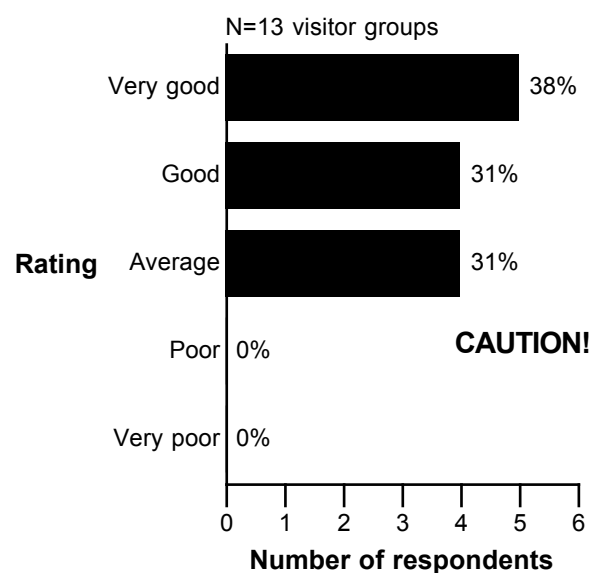


Figure 107: Quality of bridle trails

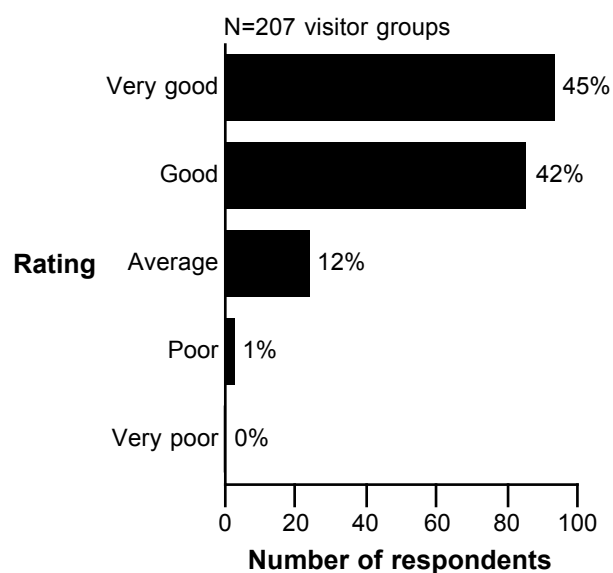


Figure 108: Quality of benches/seating areas

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

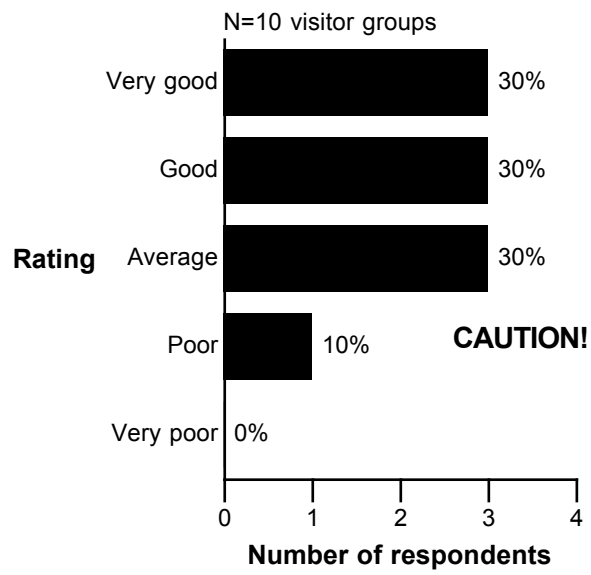


Figure 109: Quality of fishing access

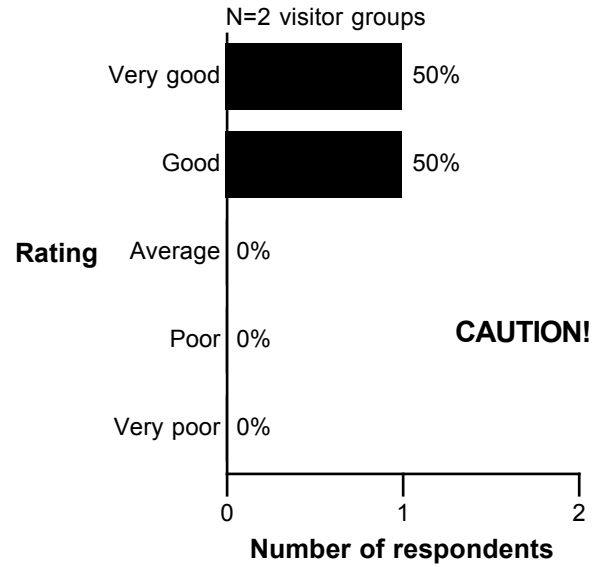


Figure 110: Quality of meeting rooms

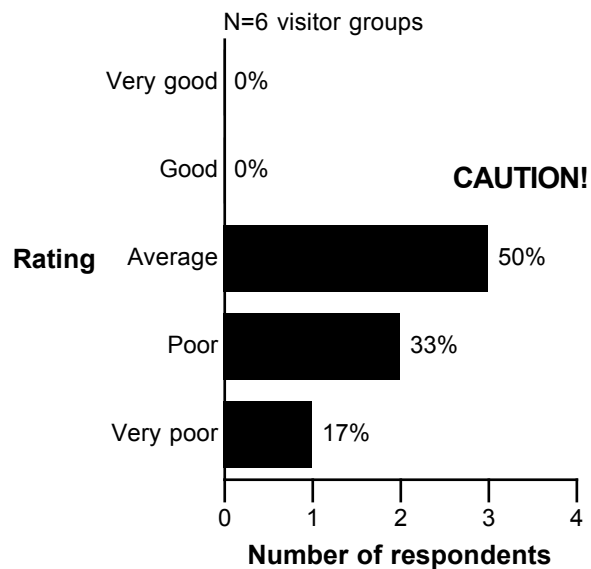


Figure 111: Quality of public telephones

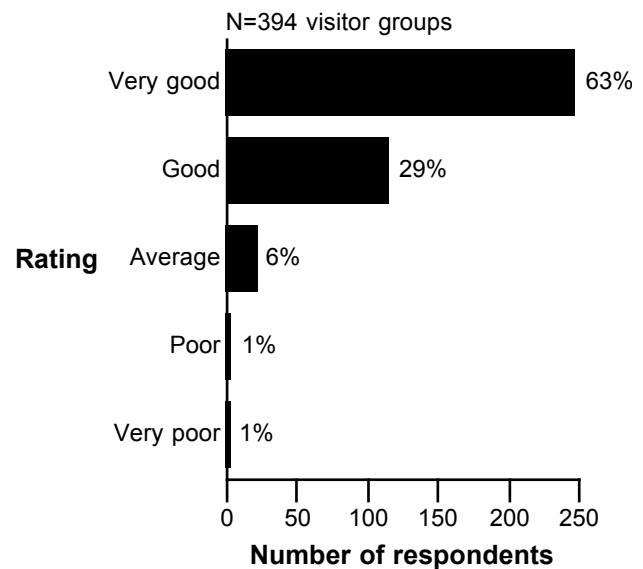


Figure 112: Quality of restroom facilities with running water

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

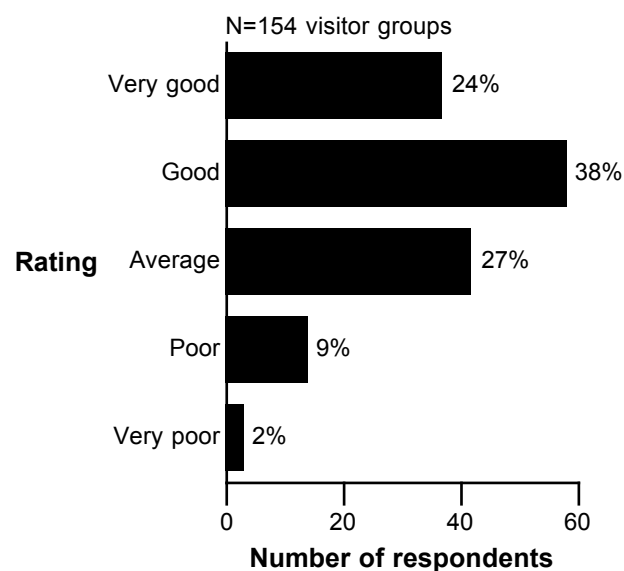


Figure 113: Quality of restroom facilities without water

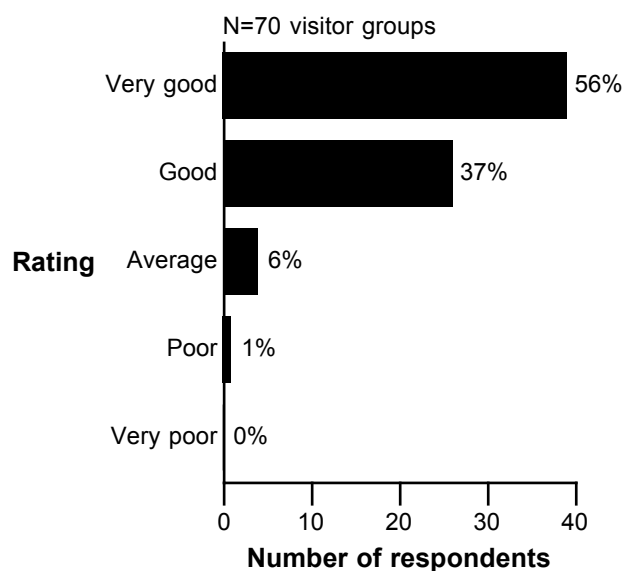


Figure 114: Quality of railroad stations

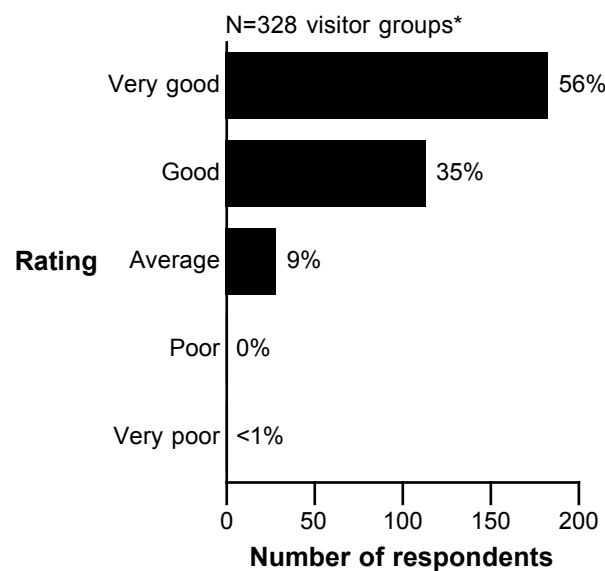


Figure 115: Quality of trash cans

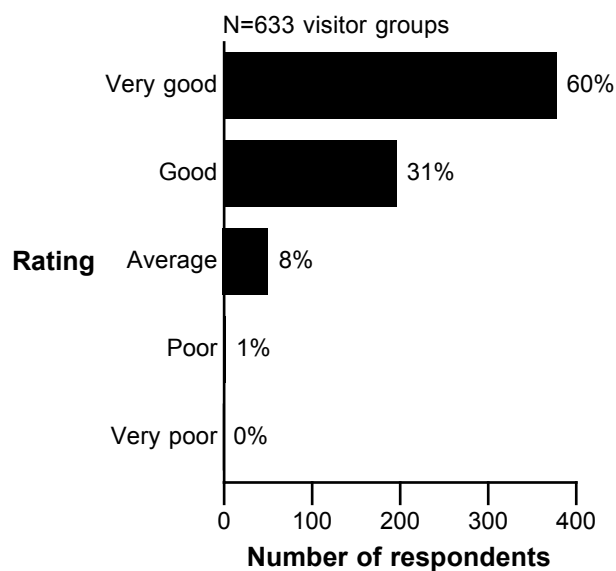


Figure 116: Quality of parking lots

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Means of importance and quality ratings

Results

- Figures 117 and 118 show the means of importance and quality ratings for all visitor services and facilities that were rated by enough visitor groups ($N \geq 30$).
- To read this graph, notice where the dots are located—all of the dots are in the "5=extremely important" and 4="very important" area. Then look at the quality ratings—most of the dots are between "5=very good quality" and "4=good quality." One dot is between "4=very good quality" and "3=average quality." Except for restrooms without running water, which were rated slightly below good quality, all services/ facilities are considered important by visitors and are rated high in quality.
- The means of importance and quality ratings that differed the most were for restroom facilities without running water.

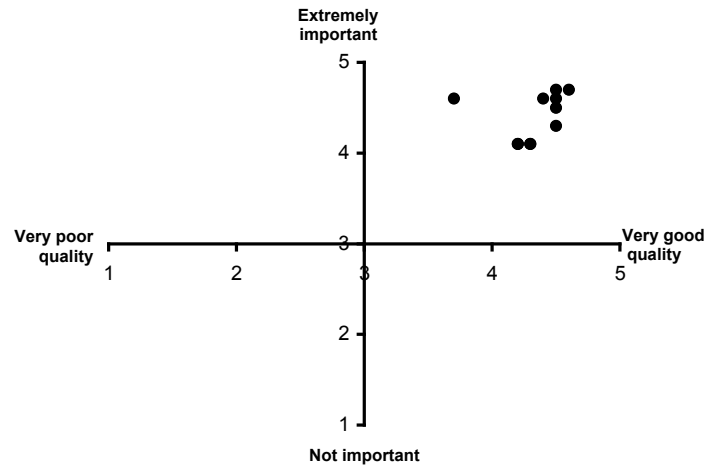


Figure 117: Means of importance and quality ratings for visitor services and facilities

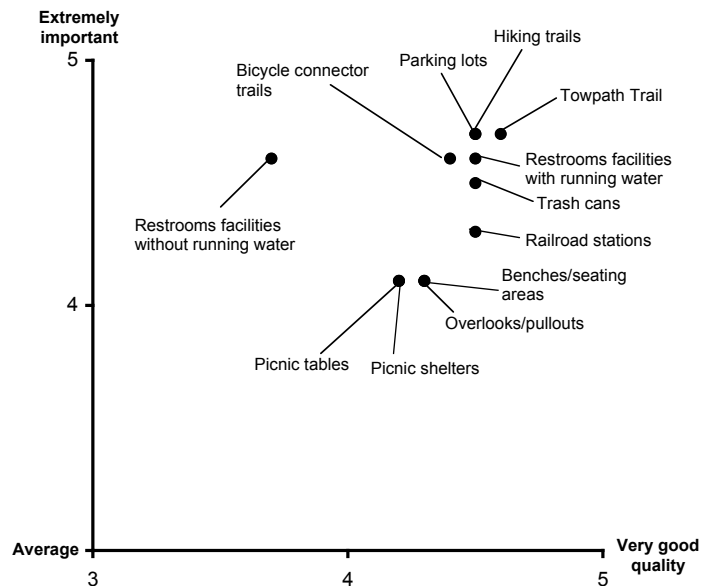


Figure 118: Detail of Figure 117

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Importance ratings of selected resources/qualities/attributes

Question 16a

Cuyahoga Valley NP protects cultural and natural resources while at the same time provides for public enjoyment. How important were the following resources/qualities/attributes in bringing you to the park on this visit?

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- As shown in Figure 119, the resources/qualities/attributes that received the highest combined proportions of "extremely important" and "very important" ratings were:

- 95% Recreational opportunities
- 94% Scenery
- 89% Clean air
- 89% Natural quiet/sounds of nature

- As shown in Table 24, the resource/quality/attribute that received the highest "not important" rating was:

12% Educational opportunities

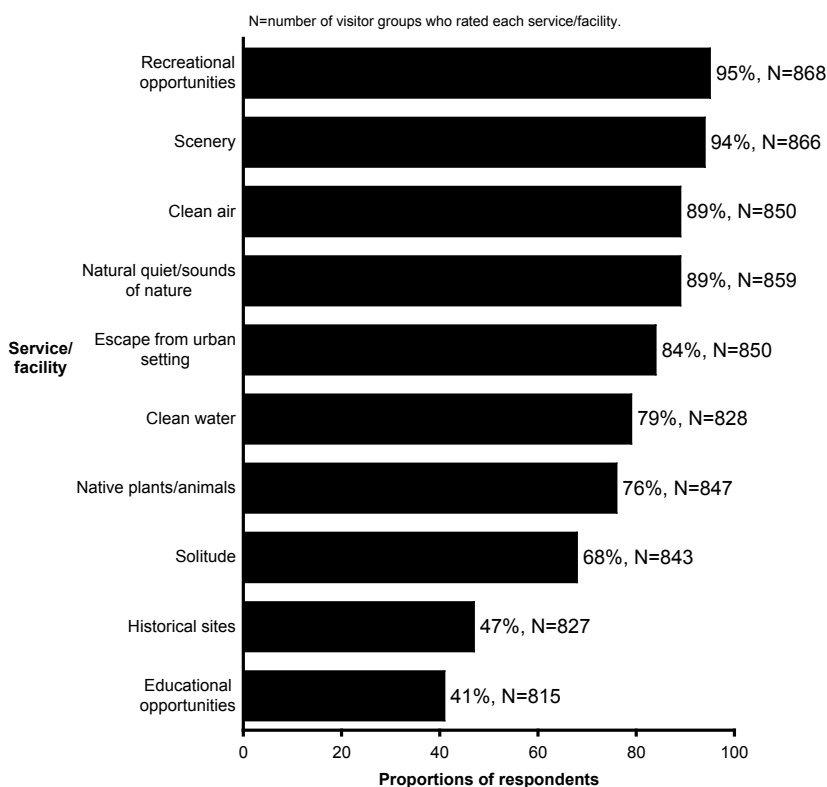


Figure 119: Combined proportions of "extremely important and "very important" ratings for resources/qualities/attributes

* total percentages do not equal 100 due to rounding

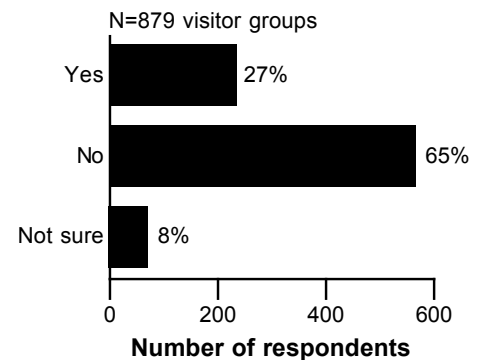
** total percentages do not equal 100 because visitor can select more than one answer

Table 24: Importance ratings for selected park resources/qualities/attributes* N=number of visitor groups who rated each resource/quality/attribute.						
Resource/quality/attribute	N	Ratings (%)				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Escape from urban setting	850	2	4	10	36	48
Scenery	866	<1	1	5	32	62
Natural quiet/sounds of nature	859	1	2	9	31	58
Clean air	850	1	2	8	33	56
Clean water	828	3	4	13	29	50
Recreational opportunities, such as hiking, biking, jogging, etc.	868	2	<1	3	21	74
Historical sites	827	7	14	32	29	18
Solitude	843	4	7	21	30	38
Native plants/wildlife	847	2	5	18	34	42
Educational opportunities, such as exhibits, ranger programs, nature study, etc.	815	12	20	27	27	14

Question 16b

Prior to this visit to Cuyahoga Valley NP, were you aware of the availability of information about river hazards and water quality (official health warnings about water quality or eating fish caught in the park)?

Prior awareness of river hazards/water quality warnings?



Results

- 65% of visitor groups were not aware of the river hazards and water quality warnings prior to their visit (see Figure 120).
- 27% were aware.
- 8% were “not sure.”

Figure 120: Visitor groups' awareness of river hazards and water quality warnings

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Importance of park to visitors

Question 10

How important is Cuyahoga Valley NP to you and your group?

Results

- 78% of visitor groups said the park was "extremely important" or "very important" (see Figure 121).

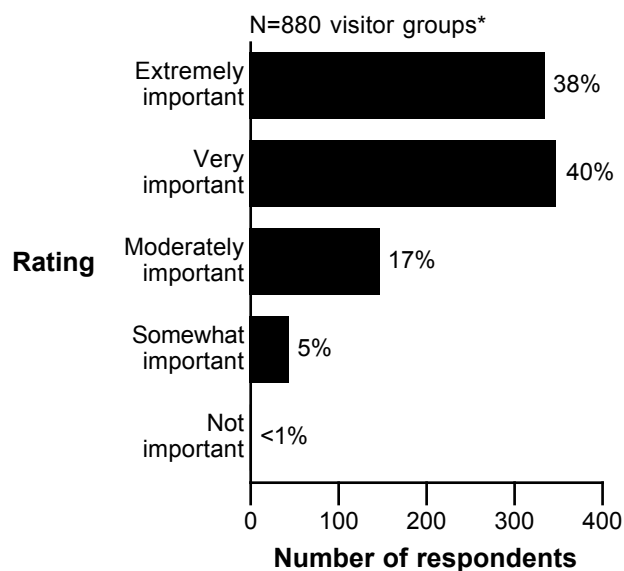


Figure 121: Importance of park to visitors

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Information About Future Preferences

Preferences about future fees

Question 23

If it would increase funds to operate and maintain Cuyahoga Valley NP, would you be willing to pay modest fees for the following services on a future visit?

Daily private vehicle parking fee (\$4-6/day)

Results

- 75% of visitor groups said it was unlikely that they would be willing to pay a daily private vehicle parking fee (see Figure 122).

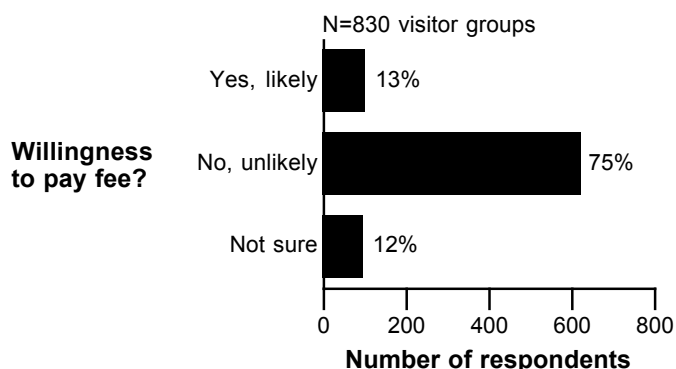


Figure 122: Preferences about daily private vehicle parking fee

Annual private vehicle parking fee (\$15-20/year)

Results

- 50% of visitor groups said it was unlikely that they would be willing to pay an annual private vehicle parking fee (see Figure 123).
- 32% said it was likely they would be willing to pay an annual private vehicle parking fee.

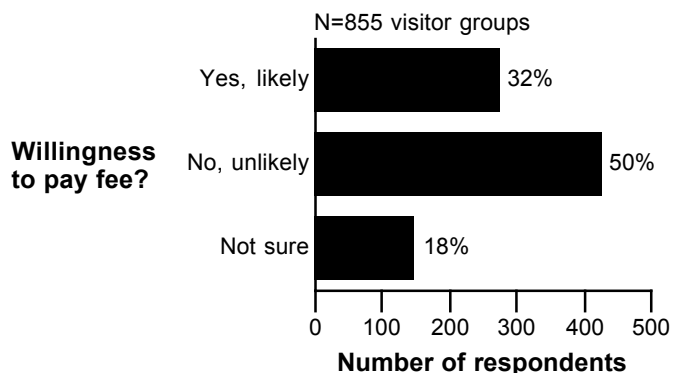


Figure 123: Preferences about annual private vehicle parking fee

Daily Towpath Trail user fee (\$2-3/person/day)

Results

- 73% of visitor groups said it was unlikely that they would be willing to pay a daily Towpath Trail user fee (see Figure 124).

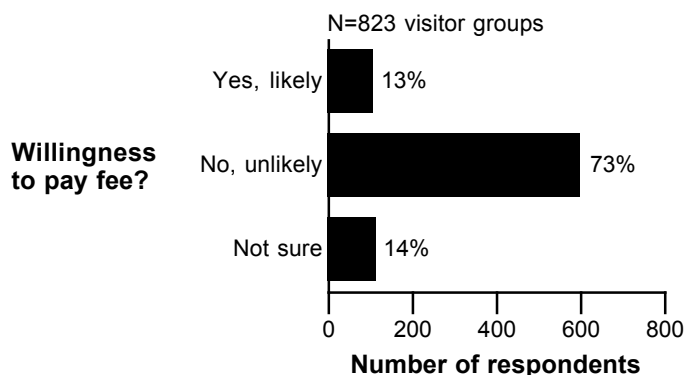


Figure 124: Preferences about Daily Towpath Trail user fee

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Annual Towpath Trail user fee (\$15-20/year)**Results**

- 47% of visitor groups said it was unlikely that they would be willing to pay a daily Towpath Trail user fee (see Figure 125).
- 35% said it was likely they would be willing to pay an annual Towpath Trail fee.

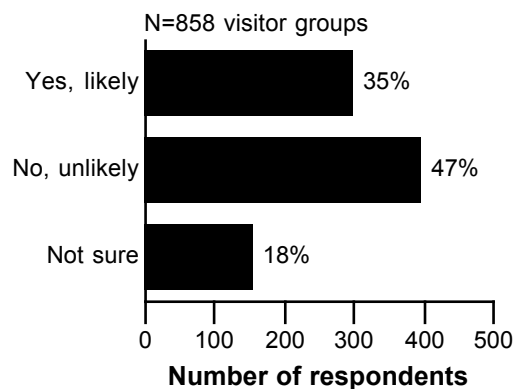
Willingness to pay fee?

Figure 125: Preferences about Annual Towpath Trail user fee

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Preferred learning methods

Question 26

On a future visit, how would you and your group prefer to learn about the natural and cultural history of Cuyahoga Valley NP?

Results

- 88% of visitor groups were interested in learning about Cuyahoga Valley NP on a future visit (see Figure 126).
- As shown in Figure 127, the most preferred learning methods were:

67% Printed trail guides
53% Road/trailside exhibits
53% Printed materials

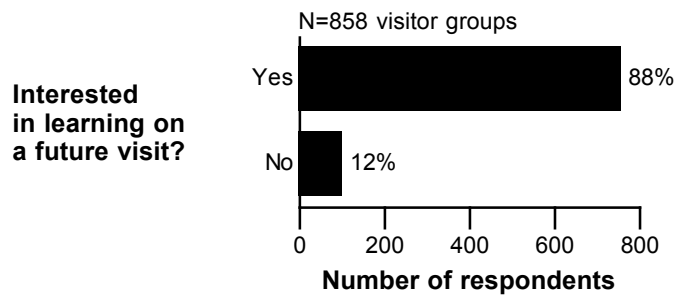


Figure 126: Visitor groups who were interested in learning about Cuyahoga Valley NP on a future visit

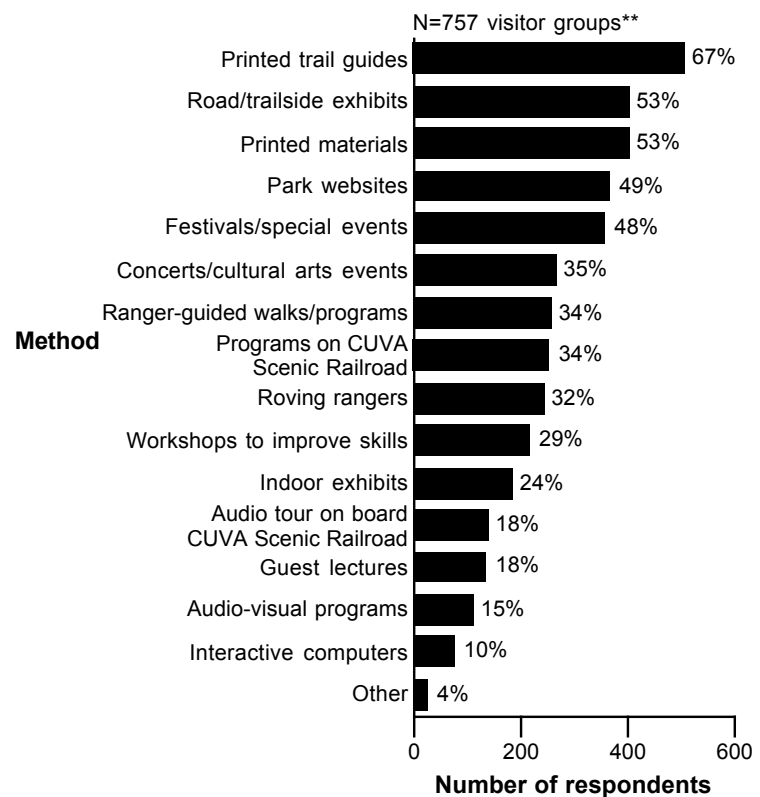


Figure 127: Preferred learning methods

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Overall Quality

Question 28

Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Cuyahoga Valley NP during this visit?

Results

- 97% of visitor groups rated the overall quality of visitor services, facilities, and recreational opportunities as “very good” or “good,” as shown in Figure 128.
- Less than 1% of visitor groups rated the overall quality as “very poor” or “poor.”

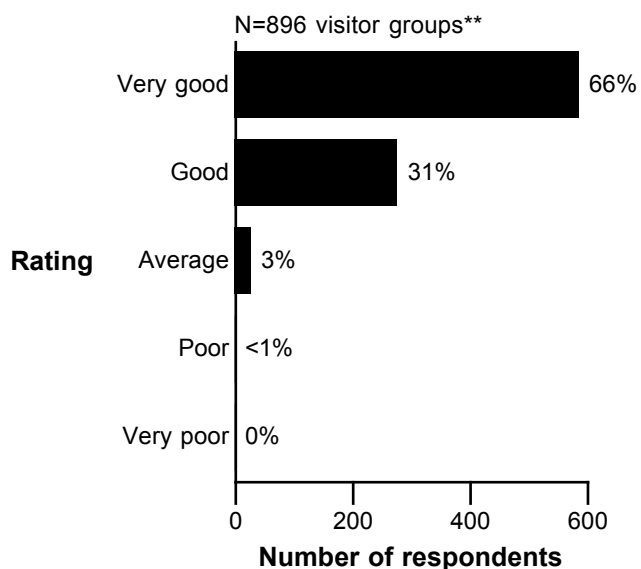


Figure 128: Overall quality of visitor services, facilities, and recreational opportunities

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitor can select more than one answer

Visitor Comments

Planning for the future

Question 25

If you were a park manager planning for the future of Cuyahoga Valley NP, what would you and your group propose?

Results

- 64% of visitor groups (N=575) provided comments.
- Table 25 shows summary of comments. A complete copy of visitor comments is provided in the Visitor Comments Appendix.

Table 25: Planning for the future

N=823 comments;

some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Increase staff size	7
INTERPRETIVE SERVICES	
More events and activities	48
Advertise the park more	34
Offer activities and events related to the canal	21
Offer more children's activities	21
Better written materials	7
More historic information	7
Offer more family activities and events	4
More railroad programs	3
More exhibits	2
FACILITIES/MAINTENANCE	
Trail/towpath maintenance	46
Expand facilities	36
More drinking fountains	19
Establish campgrounds in and around park	18
Install more trail signs	15
Improve maintenance of park	14
More benches	13
Develop more parking	9
Install signs informing visitors of park rules and regulations	9
Install more directional signs to arrive at park	8
More signage within the park	7
Restore facilities	7
Clean up the park	6
Equipment shop for rentals and retail sales	6
Facility improvement	6
Railroad extension & improvement	6
More trash cans	5
Establish canoe livery	3
Gift shop	2
Other comments	2

**Table 25: Planning for the future
(continued)**

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Extend/increase trails in park	53
Limit development in and around park	33
No user/parking fees	24
Increase park size	23
Allow mountain biking throughout park	21
Improve trail user/biker conflict situation	18
Obtain more funding from government and other means	13
Better enforcement of rules and regulations	10
Promote/offer more water sport activities	9
Keep park safe	7
Limit traffic through park	7
Offer more transportation ways to arrive at park	6
Improve road biker/vehicle conflicts	5
Policy change	5
Promote donations	5
Pet control and clean up	5
Extend hours of operation	3
Noise reduction from surrounding area	3
Allow hunting in park	2
Charge user fees	2
Allow geocaching	2
Include local community more	2
Keep residential community among the park	2
Prohibit horses from trails	2
Other comments	6
RESOURCE MANAGEMENT	
Preserve the natural environment	31
Improve water quality in park	19
Wildlife management	10
More wildlife	7
Other comment	1
CONCESSION SERVICES	
Establish food concession services	8
GENERAL COMMENTS	
Keep up the good work	42
Keep it simple	2
Other comments	44

Additional comments

Question 27

Is there anything else you and your group would like to tell us about your visit to Cuyahoga Valley NP?

Results

- 47% of visitor groups (N=426) provided additional comments about their visit to Cuyahoga Valley NP.
- Table 26 shows summary of the comments. A complete copy of visitor comments is provided in the Visitor Comments Appendix.

Table 26: Additional comments

N=581 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff friendly/helpful	25
Add rangers	3
Comments	5
INTERPRETIVE SERVICES	
Advertise	6
Needed information	3
Teach trail courtesy	3
Enjoyed exhibits	2
Other comments	16
FACILITIES/MANTENANCE	
Well maintained	14
Add mountain bike trails	9
Trails well maintained	8
Clean	8
Add water fountains/spigots	6
Good access	3
Improve trail	3
Improve trail signs	3
Add parking	2
Add restrooms	2
Add trees	2
Enjoyed historic buildings	2
Extend towpath	2
Improve access	2
Improve maintenance	2
Other comments	23

Table 26: Additional comments
(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
No fees	16
Felt safe	5
Keep as is	5
Control speeding bikes	2
Enforce dog cleanup	2
Government should subsidize	2
Keep fees reasonable	2
No more development	2
Offer camping	2
Well managed	2
Worried about safety	2
Other comments	26
RESOURCE MANAGEMENT	
Preserve/protect	18
Improve water quality	4
Glad it's preserved	3
Preserve pond	3
Stock fish	2
Stop erosion	2
Other comments	4
GENERAL COMMENTS	
Local treasure	65
Enjoyed park	60
Good work	27
Enjoyed biking	23
Visit often	21
Thank you	20
Beautiful	20
Enjoyed trail	17
Enjoyed hiking	13
Peaceful	9
Live nearby	7
Enjoyed running	6
Enjoyed wildlife	5
Will return	5
Enjoyed falls	4
Enjoyed nature	3
Adds quality of life	2
Convenient	2
Enjoyed railroad	2
Enjoyed solitude	2
Dollars well spent	2
Other comments	8

APPENDICES

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. 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 programs/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 | • Activities | • Number of vehicles |
| • Receive needed information? | • Primary reason for visiting | • Gender |
| • Aware of NPS management? | • Importance of park | • Visitor age |
| • Visit because CUVA is NP? | • Activities in surrounding communities and money spent | • Zip code/state of residence |
| • Aware CUVA is part of the Ohio & Erie Canalway? | • Safety in park | • Country of residence |
| • Primary reason for visiting the area | • Sites visited | • Frequency of visits to park |
| • Adequacy of directional signs | • Quality of sites | • Hispanic or Latino? |
| • Difficulty locating the park? | • Sites visited on past visits | • Visitor ethnicity |
| • Adequacy of signs in park | • Information services used | • Visitor race |
| • Length of stay | • Importance of information services | • Disabilities/impairments in group? |
| • Have group members ridden the CVSR train? | • Quality of information services | • Access/service problems |
| • Was train ride on this visit/past visits? | • Information services used on past visits | • Education level |
| • Train meet expectations? | • Visitor services and facilities used | • Willingness to pay fee |
| • Aware of bike/train combination option? | • Importance of visitor services and facilities | • Experiences in other area parks compared to CUVA |
| • Interested in taking combined bike/train trip in future? | • Quality of visitor services and facilities | • Preferred learning methods on a future visit |
| • Interested in riding train between park/Cleveland? | • Importance of cultural and natural resources | • Overall quality |
| • Aware of CVNPA group? | • Awareness of river hazards and water quality warnings | |
| • Member of CVNPA? | • Group type | |
| • Interested in joining/supporting CVNPA? | • Group size | |

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Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and nonrespondents (Dey 1997; Salant and Dillman 1994; Dillman 2000; Stoop 2004). In this study, group size and age of the group member (at least 16 years old) completing the survey were two variables that were used to check for non-response bias.

Two-independent sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05 the two groups are judged to be insignificantly different. The hypotheses for checking non-response bias are:

1. Average age of respondents – average age of nonrespondents = 0
2. Average group size of respondents – average group size of nonrespondents = 0

As shown in Table 2, the p-values for both of these tests are greater than 0.05 indicating insignificant difference between respondents and nonrespondents. Thus, non-response bias is judged to be insignificant.

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- Salant, P. and Dillman, D. A. (1994) *How to Conduct Your Own Survey*. U.S: John Wiley and Sons, Inc.
- Stoop, I. A.L. (2004) Surveying Nonrespondents. *Field Methods*, 16 (1): 23.

Appendix 4: Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit (UI PSU). All other VSP reports listed are available from the parks where the studies were conducted or from the UI PSU. 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 (summer & fall)
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
24. Lincoln Home National Historic 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 & Memorials, 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 NRA
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
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)
- 92. Great Smoky Mountains National Park (summer & fall)

1997

- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historic Site (spring)
- 96. Lincoln Boyhood 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 (winter)
- 111. St. 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
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical 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

Visitor Services Project Publications (continued)**2002**

- 131. Everglades National Park
- 132. Dry Tortugas National Park
- 133. Pinnacles National Monument
- 134. Great Sand Dunes National Monument & Preserve
- 135. Pipestone National Monument
- 136. Outer Banks Group (Cape Hatteras National Seashore, Ft. Raleigh National Historic Site, and Wright Brothers National Memorial)
- 137. Sequoia & Kings Canyon National Parks and Sequoia National Forest
- 138. Catoctin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield

2003

- 141. Gateway National Recreation Area: Floyd Bennett Field (spring)
- 142. Cowpens National Battlefield (spring)
- 143. Grand Canyon National Park – North Rim
- 144. Grand Canyon National Park – South Rim
- 145. C&O Canal National Historical Park
- 146. Capulin Volcano National Monument
- 147. Oregon Caves National Monument
- 148. Knife River Indian Villages National Historic Site
- 149. Fort Stanwix National Monument
- 150. Arches National Park
- 151. Mojave National Preserve (fall)

2004

- 152. Joshua Tree National Park (spring)
- 153. New River Gorge National River
- 154. George Washington Birthplace National Monument
- 155. Craters of the Moon National Monument & Preserve
- 156. Dayton Aviation Heritage National Historical Park
- 157. Apostle Islands National Lakeshore
- 158. Keweenaw National Historical Park
- 159. Effigy Mounds National Monument
- 160. Saint-Gaudens National Historic Site
- 161. Manzanar National Historic Site
- 162. John Day Fossil Beds National Monument

2005

- 163. Congaree National Park
- 164. San Francisco Maritime National Historical Park
- 165. Lincoln Home National Historic Site
- 166. Chickasaw National Recreation Area
- 167. Timpanogos Cave National Monument
- 168. Yosemite National Park
- 169. Fort Sumter National Monument
- 170. Harpers Ferry National Historical Park
- 171. Cuyahoga Valley National Park
- 172. Johnstown Flood National Memorial

For more information about the Visitor Services Project, please contact
The University of Idaho Park Studies Unit at www.psu.uidaho.edu

Visitor Comments Appendix

This section contains complete visitor comments of all open-ended questions and is bound separately from this report due to its size.

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