



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

Visitor Services Project



Glen Canyon National Recreation Area

Visitor Study

Spring and Summer 2007



University of Idaho

Park Studies Unit
Visitor Services Project
Report 186



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May 2008

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**Visitor Services Project
Glen Canyon National Recreation Area
Report Summary**

- This report describes the results of two visitor studies at Glen Canyon NRA. During the spring study, 968 questionnaires were distributed to visitor groups. Of those, 623 questionnaires were returned, resulting in a 64.4% response rate. A total of 1,175 questionnaires were distributed to visitor groups during the summer survey, July 14-20, 2007. Of those, 679 questionnaires were returned, resulting in a 57.8% response rate. The combined response rate for both studies was 60.8%.
 - This report profiles a systematic random sample of Glen Canyon NRA visitors during these two survey periods. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
 - Sixty-two percent of spring visitor groups and 32% of summer visitor groups consisted of two or three people; 33% of spring visitor groups and 66% of summer visitor groups were in groups of four or more. Fifty-percent percent of spring visitor groups and 53% of summer visitor groups were family groups.
 - Fifty-six percent of spring visitors and 41% of summer visitors were in the 41-65 year age group. Six percent of spring visitors and 21% of summer visitors were ages 15 years or younger. Two percent of spring respondents and 5% of summer respondents were of Hispanic/Latino ethnicity. Seventy percent of spring visitors and 85% of summer visitors had visited the park once in the last 12 months.
 - United States visitors during the spring survey were from 48 states. In the summer survey, visitors were from 43 states and Washington, D.C. States that had the highest proportions were Utah (22% spring, 29% summer), Colorado (17% spring, 18% summer), and Arizona (14% spring and 15% summer). International visitors during the spring survey were from 19 countries and comprised 13% of spring visitation. During the summer survey, international visitors were from 23 countries and comprised 16% of summer visitation.
 - Prior to this visit, visitor groups most often obtained information about Glen Canyon NRA through previous visits (58% spring, 59% summer), and friend/relatives/word-of-mouth (47% spring, 56% summer). The most preferred source of information for a future visit was the park website (66% spring, 63% summer).
 - Of the visitor groups who spent less than 24 hours visiting Glen Canyon NRA, 53% of spring visitors and 59% of summer visitors spent up to three hours. Thirty-three percent of spring visitor groups and 26% of summer visitor groups spent six hours or more.
 - The most common activities in the park included sightseeing (54% spring, 58% summer), visiting visitor centers/ranger stations (spring 35%, summer 32%), and motorized boating (spring 32%, summer 53%). In the summer, swimming/diving (59%) were common activities. The most important reason for visiting Glen Canyon NRA was sightseeing (25% spring) and motorized boating (32% summer).
 - Seventy-seven percent of spring visitor groups and 79% of summer groups stayed overnight away from home in the Glen Canyon NRA area (within a 120-mile radius of the park). The most common types of lodging used inside the park were lodges/motels/B&B, etc. (spring, 27%) and personal houseboats (summer, 33%). The most common type of lodging used outside the park was lodges/hotels/motels/B&B, etc. (72% spring, 74% summer).
-

**Report Summary
(continued)**

- Regarding use, importance, and quality of information services or visitor facilities, it is important to note the number of visitor groups that responded to each question. The most used information services by 485 spring visitor groups and 553 summer groups included park brochure/map (75% spring, 73% summer), assistance from park rangers (50% spring, 51% summer), and indoor exhibits (39% spring, 37% summer). The information services that received the highest combined proportions of “extremely important” and “very important” ratings included park brochure/map (71% spring, 73% summer,) assistance from park rangers (69% spring, 70% summer) and Glen Canyon Dam tour (65% spring, 71% summer). The information services that received the highest combined proportions of “very good” and “good” quality ratings included ranger-led programs (88% spring, 96% summer) and assistance from park rangers (93% spring, 91% summer).
- The most used visitor facilities by 551 spring visitor groups and 612 summer groups included the Carl Hayden Visitor Center (35% spring, 37% summer) and Wahweap Marina (32% spring, 33% summer). The facilities that received the highest combined proportions of “extremely important” and “very important” ratings included campgrounds (90% spring) and Halls Crossing Marina (93% summer). The facilities that received the highest combined proportions of “very good” and “good” quality ratings included Escalante Visitor Center (92% spring) and Carl Hayden Visitor Center (92% spring). Among summer visitor groups, Carl Hayden Visitor Center (87% summer) and Glen Canyon Dam (87% summer) received the highest quality ratings.
- The average visitor group expenditures were \$914 per spring visitor group and \$1,240 per summer visitor group. The median visitor group expenditures (50% of groups spent more and 50% of groups spent less) were \$435 for the spring and \$595 in the summer. The per capita expenditures were \$339 per spring visitor and \$223 per summer visitor.
- Most visitor groups (83% spring, 86% summer) rated the overall quality of services, facilities, and recreational opportunities at Glen Canyon NRA as “very good” or “good.” Three percent of visitor groups rated the overall quality as “very poor” or “poor” during both seasons.

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INTRODUCTION

This report describes the results of two visitor studies at Glen Canyon National Recreation Area (NRA). The first study was conducted during May 2-8, 2007 (spring survey) and the second study during July 14-20, 2007 (summer survey) by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

Encompassing over 1.2 million acres, Glen Canyon National Recreation Area (NRA) offers unparalleled opportunities for water-based & backcountry recreation. The recreation area stretches for hundreds of miles from Lees Ferry in Arizona to the Orange Cliffs of southern Utah, encompassing scenic vistas, geologic wonders, and a vast panorama of human history.

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.

Section 3: **Appendices**

Appendix 1: The *Questionnaire* contains a copy of the original 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 the results of this study have been published.

Appendix 3: *Decision rules for checking non-response bias*, an explanation of how the non-response bias was determined.

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 at (208) 885-7863 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, tables, or text.

SAMPLE ONLY

1. The figure title describes the graph's information.
2. Listed on the legend of the graph, this shows the number of individuals or visitor groups responding to the question in each survey season.
 - “Spring” refers to the first survey period, May 2-8, 2007.
 - “Summer” refers to the second survey period, July 14-20, 2007.
 - If the number of respondents in either season (or both) is less than 30, “**CAUTION!**” is shown on the graph to indicate the results may be unreliable.
 - Asterisk (*) symbol(s) is added on the following occasions:
 - * appears when total percentages do not equal 100 due to rounding.
 - ** appears when total percentages do not equal 100 because visitors could select more than one answer choice.
3. Vertical information describes the response categories.
4. Horizontal information shows the proportion of respondents in each category.
5. In most graphs, percentages provide additional information.

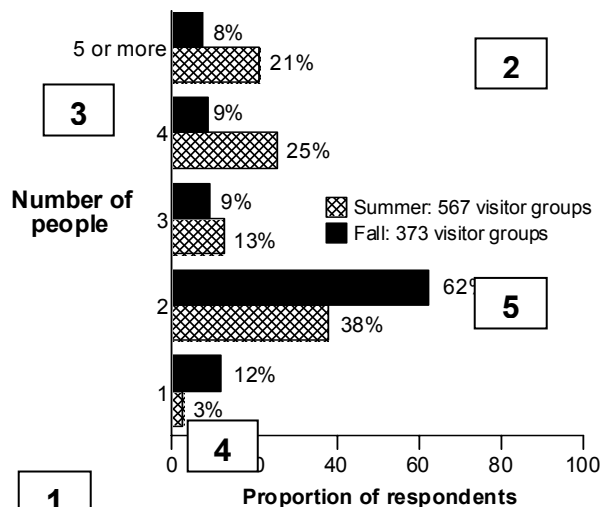


Figure 75: Number of people in personal group

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 previous years and recommendations from park staff.

Questionnaires were distributed to a systematic, random sample of visitor groups that arrived at Glen Canyon NRA after a brief face-to-face interview. During May 2-8, 2007, 968 questionnaires were distributed and 1,175 questionnaires were distributed during the July 14-20, 2007 survey period. Distribution locations are shown in Table 1.

Table 1: Questionnaire distribution locations				
Location	May 2-8, 2007 Spring survey		July 14-20, 2007 Summer survey	
	N	% of the season	N	% of the season
Wahweap South entrance station	273	28	297	25
Bullfrog Marina entrance station	154	16	150	13
Wahweap North entrance station	151	16	136	12
Carl Hayden Visitor Center	123	13	211	18
Lees Ferry (rafting, historic ranch, Rainbow Bridge)	89	9	94	8
Escalante Visitor Center	86	9	n/a	n/a
Halls Crossing Marina	61	6	111	9
Lone Rock (boating, beach)	29	3	136	12
Hite Marina	2	<1	40	3
Total	968	100+	1,175	100

Questionnaire design

The Glen Canyon NRA 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 Glen Canyon NRA. 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 Glen Canyon NRA questionnaire. However, all questions followed OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names, addresses, and telephone numbers/email addresses 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 was mailed to visitors who had not returned their questionnaires. Due a low response rate, third replacement questionnaires were mailed to visitors who had not returned the summer survey on the 50th day after the fieldwork had completed.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical Package for the Social Sciences (SPSS), and a custom designed FileMaker Pro application. 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 completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study periods of May 2-8 and July 14-20, 2007. 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 patterns during both study periods were typical of southern Utah/northern Arizona in that time of the year. The weather was cool (high's ranged from 50's to 70's) with variable clouds, sun, and winds up to 40 miles per hour during the May survey period. It was hot (highs from 90's to 100's), sunny, and occasionally windy during July 2007. No special events occurred in the area that would affect the type and amount of visitation to the park.

RESULTS

Spring survey: 1,083 visitor groups were contacted and 968 of these groups (89.4%) accepted the questionnaire. Questionnaires were completed and returned by 623 visitor groups, resulting in a 64.4% response rate.

Summer survey: 1,314 visitor groups were contacted and 1,175 of these groups (89.4%) accepted the questionnaire. Questionnaires were completed and returned by 679 visitor groups, resulting in a 57.8% response rate.

Combining both seasons: The Glen Canyon NRA visitor study questionnaire had 89.7% acceptance rate and 60.8% return rate.

Checking Non-response Bias

The two variables used to check non-response bias were age of the group member who actually completed the questionnaire and group size.

Appendix 3 provides more details of the non-response bias checking procedure. Table 2 shows the summary of non-response bias tests for both spring and summer surveys. There were significant differences between non-respondents and respondents in both spring and summer surveys in terms of respondent age and group size. The results show that there is a potential non-response bias in the results of both surveys. The results may reflect opinions of older visitors with a larger group size. Younger visitors who traveled in smaller groups may be underrepresented.

**Table 2: Comparison of respondents and non-respondents
Age and Group size**

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Age (spring)	602	53.7	338	45.9	<0.001
Group size (spring)	606	3.9	336	3.1	0.004
Age (summer)	660	47.6	498	42.2	<0.001
Group size (summer)	656	7.1	498	5.6	<0.001

Demographics

Visitor group size

Question 18

For this visit to Glen Canyon NRA, how many people were in your personal group, including yourself?

Results

- As shown in Figure 1, common visitor group sizes were:

Spring

53% groups of two
17% groups of six or more

Summer

41% groups of six or more
25% groups of two

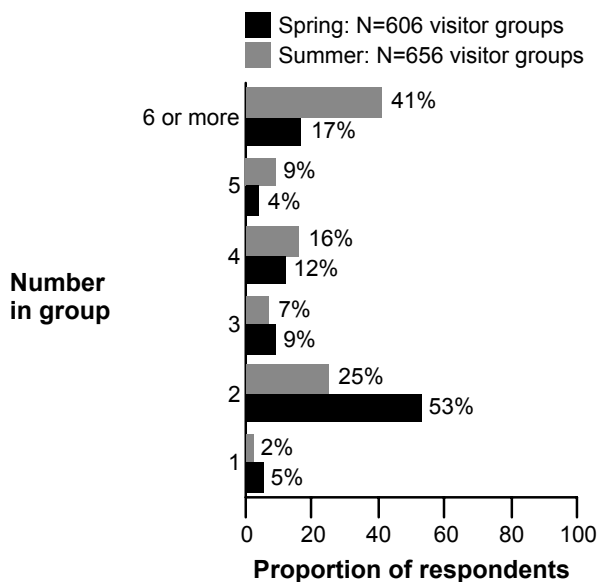


Figure 1: Visitor group size

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor group type

Question 17

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

Results

- As shown in Figure 2, common visitor group types included:

Spring

50% family
27% friends
12% family and friends

Summer

53% family
30% family and friends
11% friends

- “Other” groups included:

Spring (3%)

Bass fishing tournament
Antelope Canyon guide
Boat share owners
Elderhostel
GLCA CUA
School group
Tour group
US Coast Guard Auxiliary

Summer (2%)

Business associates
Employee recreation
Fishing guide
Houseboat owners

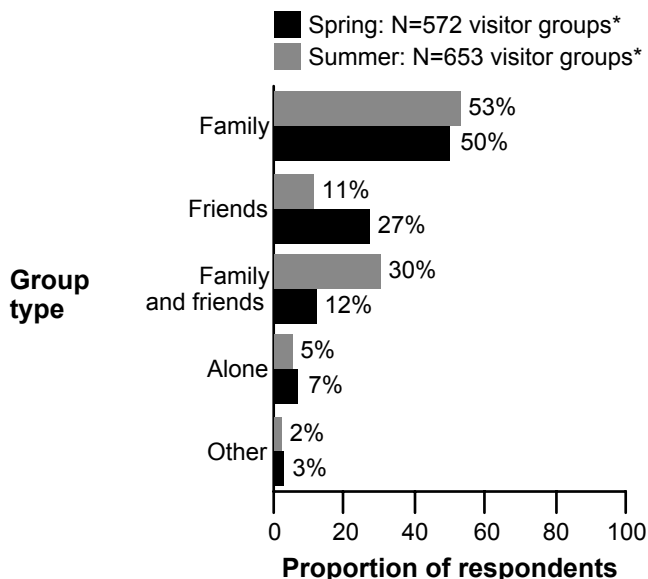


Figure 2: Visitor group type

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with organized groups

Question 16a

On this visit, were you and your personal group with a commercial guided tour group?

Results

- Visitor groups traveling with a commercial guided tour group (see Figure 3) included:

Spring 5%
Summer 6%

With commercial group?

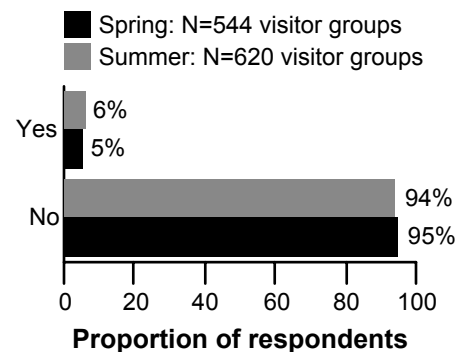


Figure 3: Visitors traveling with a commercial guided tour group

Question 16b

On this visit, were you and your personal group with an educational group (school, elder hostel, etc.)?

Results

- Visitor groups traveling with an educational group (see Figure 4) included:

Spring 3%
Summer <1%

With educational group?

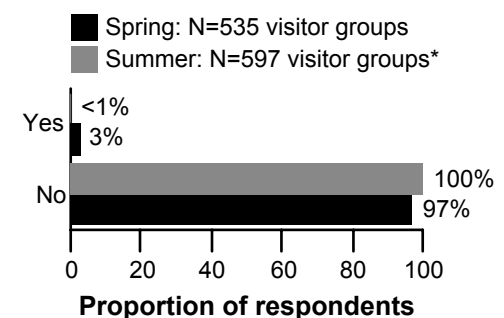


Figure 4: Visitors traveling with an educational group

Question 16c

On this visit, were you and your personal group with an other organized group (church, business, etc.)?

Results

- Visitor groups traveling with an other organized group (see Figure 5) included:

Spring 3%
Summer 2%

With other organized group?

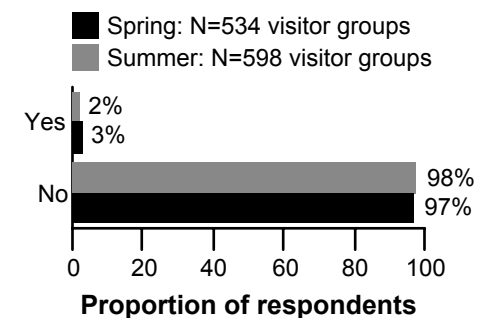


Figure 5: Visitors traveling with other organized groups (church, business, etc.)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 19a

For you and your personal group on this visit, what is your current age?

Note: Response was limited to seven members from each visitor group.

Results

- Visitor ages ranged from:

Spring: 1 – 88 years

Summer: 1 – 89 years

- As shown in Figure 6, visitor age groups included:

Spring

56% 41-65 years age group

6% 15 years or younger age group

Summer

41% 41-65 years age group

21% 15 years or younger age group

Age
group
(years)

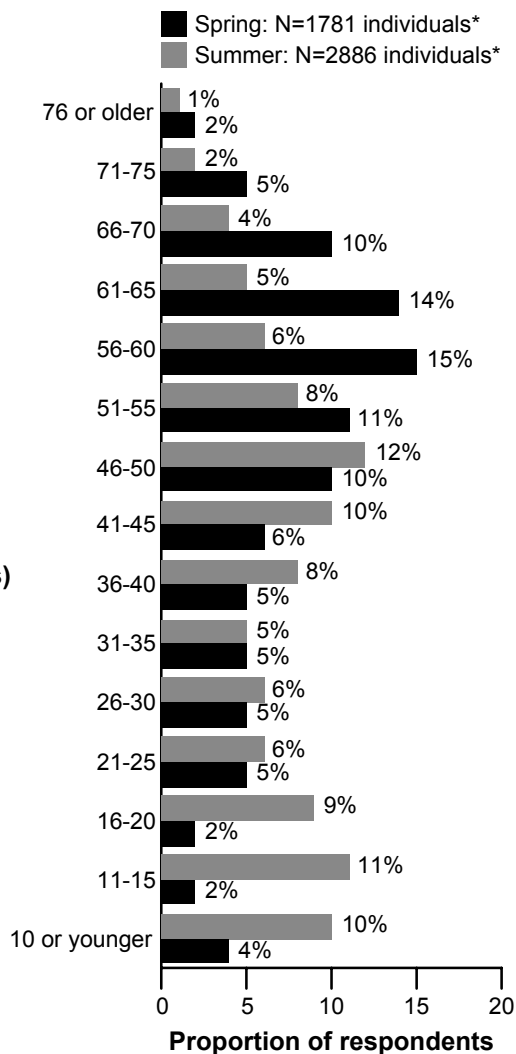


Figure 6: Visitor age

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of visits to Glen Canyon NRA, past 12 months

Question 19c

How many times have you visited Glen Canyon NRA in the past 12 months (including this visit)?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 7, the proportion of visitors who had visited the park once in the past 12 months was:

Spring 70%
Summer 85%

- The proportion of visitors who had visited the park two times in the past 12 months was:

Spring 6%
Summer 15%

Number
of visits

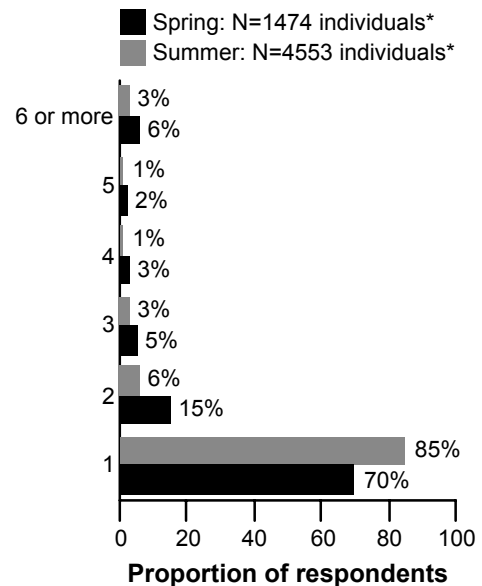


Figure 7: Number of visits to park in the past 12 months

Number of visits to Glen Canyon NRA, lifetime

Question 19d

How many times have you visited the park in your lifetime (including this visit)?

Note: Response was limited to seven members from each visitor group.

Results

- As shown in Figure 8, the proportion of visitors who had visited the park once in their lifetime included:

Spring 42%
Summer 52%

- The proportion of visitors who had visited the park six or more times in their lifetime included:

Spring 32%
Summer 29%

Number
of visits

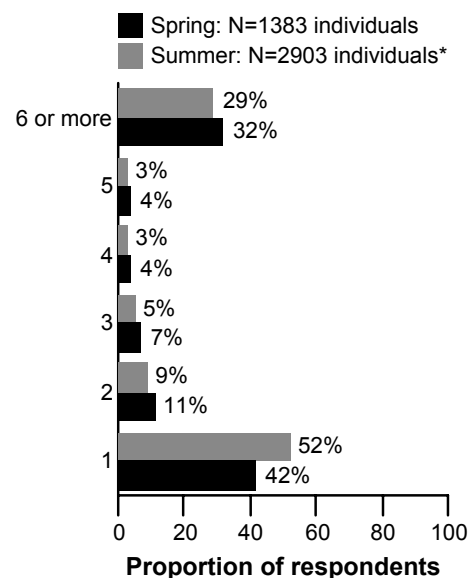


Figure 8: Number of visits to park during lifetime

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence – Spring survey

Question 19b

For you and your personal group on this visit, what is your state of residence?

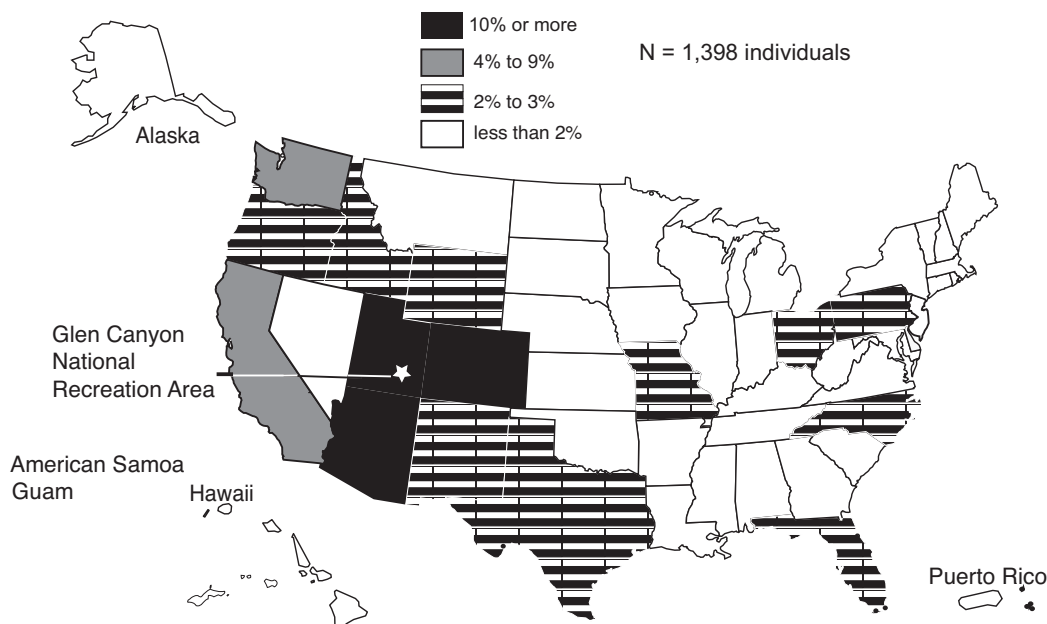
Note: Response was limited to seven members from each visitor group.

Results

- U.S. visitors comprised 87% of total visitation to the park in the spring survey (see Table 3 and Map 1).
- U.S. visitors to Glen Canyon NRA in the spring survey came from 48 states with the largest proportions from:
 22% Utah
 17% Colorado
 14% Arizona

**Table 3: United States visitors by state of residence
Spring survey**

State	Number of visitors	Percent of U.S. visitors N=1,398 individuals	Percent of total visitors N=1,612 individuals
Utah	307	22	20
Colorado	231	17	14
Arizona	192	14	12
California	125	9	8
Washington	58	4	4
Florida	43	3	3
New Mexico	43	3	3
Wyoming	31	2	2
Idaho	29	2	2
Texas	28	2	2
North Carolina	23	2	1
Oregon	23	2	1
Missouri	22	2	1
Ohio	21	2	1
Pennsylvania	21	2	1
33 other states	201	14	12



Map 1: Proportions of United States visitors by state of residence (Spring survey)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence – Summer survey

Question 19b

For you and your personal group on this visit, what is your state of residence?

Note: Response was limited to seven members from each visitor group.

Results

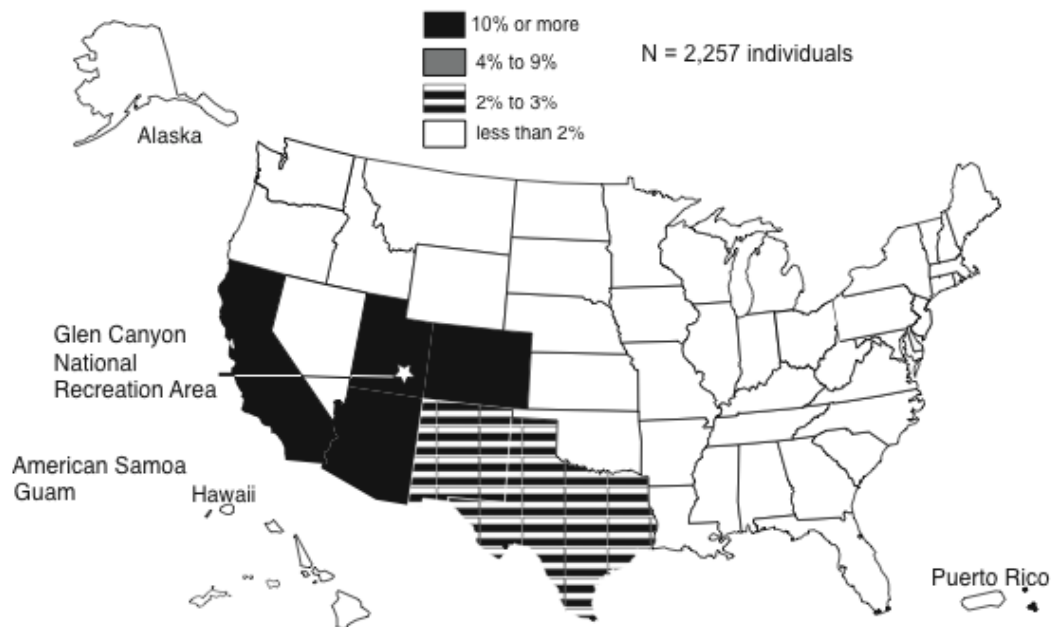
- U.S. visitors comprised 84% of total visitation in the summer survey (see Table 4 and Map 2).
- U.S. visitors to Glen Canyon NRA in the summer survey came from 43 states and Washington, D.C. with the largest proportions from:
 - 29% Utah
 - 18% Colorado
 - 15% Arizona
 - 12% California

**Table 4: United States visitors by state of residence
Summer survey**

State	Number of visitors	Percent of U.S. visitors N=2,257 individuals	Percent of total visitors N=2,672 individuals
Utah	654	29	24
Colorado	417	18	18
Arizona	342	15	15
California	276	12	12
New Mexico	71	3	3
Texas	65	3	3
Michigan	30	1	1
Connecticut	20	1	1
Illinois	19	1	1
New York	19	1	1
Ohio	19	1	1
Pennsylvania	19	1	1
Wisconsin	18	1	1
Massachusetts	17	1	1
Nevada	17	1	1
Indiana	16	1	1
Oklahoma	16	1	1
New Jersey	15	1	1
Kansas	14	1	1
Iowa	13	1	1
Missouri	13	1	1
Washington	13	1	1
Florida	12	1	1
Georgia	12	1	1
Virginia	12	1	1
18 other states + Washington, D.C.	118	5	5

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer



Map 2: Proportions of United States visitors by state of residence (Summer survey)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence – Spring survey

Question 19b

For you and your personal group,
what is your country of residence?

**Table 5: International visitors by country of residence
Spring survey**

		Number of visitors	Percent of international visitors N=214 individuals	Percent of total visitors N=1,612 individuals
Note: Response was limited to seven members from each visitor group.				
Results	Country			
<ul style="list-style-type: none"> International visitors were from 19 countries and comprised 13% of total visitation to the park during the spring survey period. 20% of international visitors came from Canada (see Table 5). 19% came from Germany. 17% came from United Kingdom Smaller proportions came from 16 other countries. 	Canada	43	20	3
	Germany	40	19	2
	United Kingdom	37	17	2
	France	16	7	1
	Switzerland	16	7	1
	Denmark	10	5	1
	Netherlands	9	4	1
	Japan	8	4	<1
	Austria	5	2	<1
	Belgium	5	2	<1
	New Zealand	5	2	<1
	Bulgaria	4	2	<1
	Ireland	4	2	<1
	Mexico	4	2	<1
	Australia	2	1	<1
	Israel	2	1	<1
	Italy	2	1	<1
	Europe	1	<1	<1
	Macau	1	<1	<1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence – Summer survey

Question 19b

For you and your personal group,
what is your country of residence?

**Table 6: International visitors by country of residence
Summer survey**

Note: Response was limited to seven
members from each visitor group.

Results	Country	Number of visitors	Percent of international visitors N=415 individuals	Percent of total visitors N=2,672 individuals
<ul style="list-style-type: none"> International visitors from 23 countries comprised 16% of total visitation to the park during the summer survey period. 26% of international visitors came from France (see Table 6). 18% came from Germany. 15% came from Netherlands. Smaller proportions came from 20 other countries. 	France	108	26	4
	Germany	76	18	3
	Netherlands	63	15	2
	Switzerland	45	11	2
	Belgium	31	7	1
	Canada	24	6	1
	United Kingdom	17	4	1
	Austria	12	3	<1
	Italy	10	2	<1
	Denmark	9	2	<1
	Ireland	3	1	<1
	Japan	3	1	<1
	Australia	2	<1	<1
	Luxembourg	2	<1	<1
	Morocco	2	<1	<1
	Czech Republic	1	<1	<1
	Israel	1	<1	<1
	New Zealand	1	<1	<1
	Romania	1	<1	<1
	Slovakia	1	<1	<1
	Taiwan	1	<1	<1
	Thailand	1	<1	<1
	Tonga	1	<1	<1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor ethnicity

Question 19e

Are you or your group members Hispanic or Latino?

Results

- Visitors who were Hispanic or Latino included (see Figure 9):

Spring 2%
Summer 5%

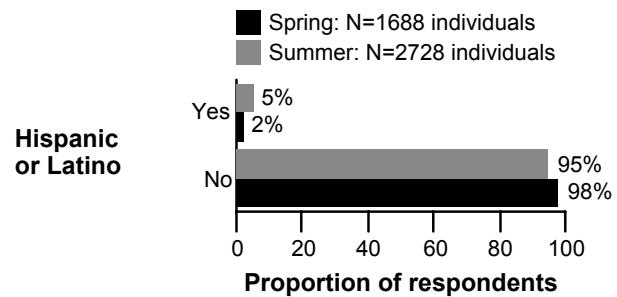


Figure 9: Visitor ethnicity

Visitor race

Question 20a

For you and your personal group, what is your race?

Results

- The races most often represented among Glen Canyon NRA visitors included (see Figure 10):

White
Spring 97%
Summer 96%

American Indian or Alaska Native
Spring 3%
Summer 3%

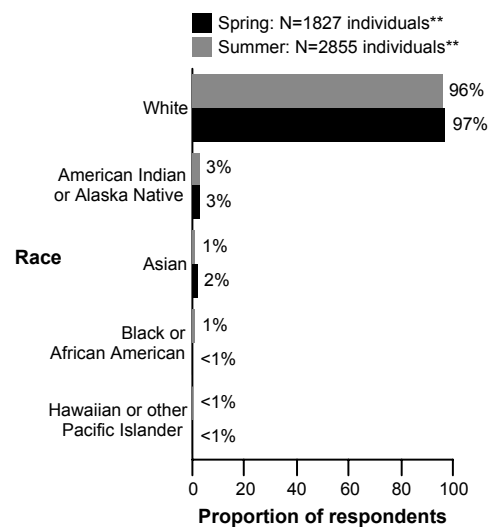


Figure 10: Visitor race

Question 20b

If you or members of your group are American Indian or Alaska Native, please indicate principal enrolled tribe.

Results

- Spring visitors listed the following principal enrolled tribes:
Navajo
Cherokee
Creek
Ho
Lenape
Port Osage

- Summer visitors listed the following enrolled tribes:
Navajo
Cherokee
Apache
Chickasaw
Hopi
Pawnee
Shoshone

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitors with disabilities/impairments

Question 21

Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Results

- Visitor groups that had members with a physical condition (see Figure 11):

Spring 5%
Summer 6%

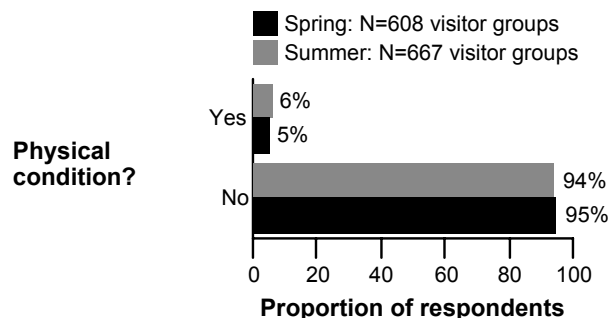


Figure 11: Visitors with disabilities/impairments

Question 21b

If YES, what activities or services did the person(s) have difficulty accessing or participating in?

Results

- Visitor groups with members who had difficulty accessing services/facilities (see Figure 12):

Spring 76%
Summer 59%

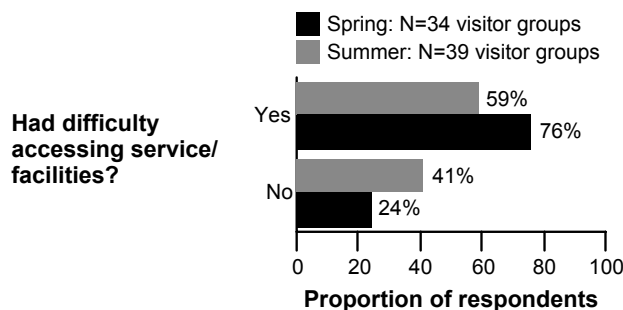


Figure 12: Visitors with difficulty accessing services/facilities

Interpret with **CAUTION!**

- Among groups with a member who had difficulty accessing or participating in activities, not enough visitor groups answered the question to provide reliable data (see Figure 13).
- “Other” activities and services included:

Spring (90%)

Walking activities
Boat ramp
Restrooms
Walk to boat docks
Boarding power boat
Boat slip at Wahweap
Boating facilities
Facilities at marinas
Handicap parking at boat ramp

Summer (78%)

Walking
Boat dock
Beach access
Camping
Hearing
Parking on ramp
Standing

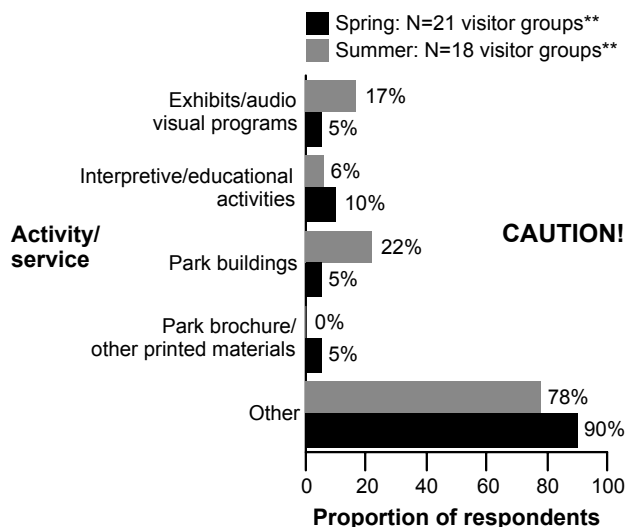


Figure 13: Visitors with difficulties accessing services or participating in activities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 21c

Because of the physical condition, what specific problems did the person(s) have during their visit to Glen Canyon NRA?

Results – Interpret with **CAUTION!**

- Not enough visitor groups answered the question to provide reliable data (see Figure 14).
- “Other” types of disabilities included:

Spring (35%)
Breathing difficulty
Hernia
Leg fatigue
Old age
Slight mobility

Summer (16%)
Heart/respiratory
Walking

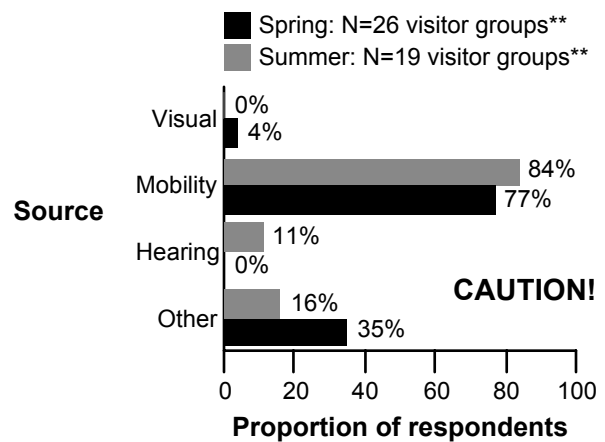


Figure 14: Type of disabilities/impairments

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Awareness of Glen Canyon NRA management by NPS

Question 1

Prior to this visit, were you and your group aware that Glen Canyon NRA is a unit of the National Park System?

Results

- Visitor groups who were aware that the park is unit of the National Park System (see Figure 15):

Spring 71%
Summer 72%

Aware of
NPS status?

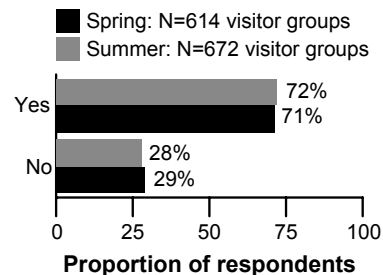


Figure 15: Visitor group awareness that park is a unit of the National Park System

Information sources prior to visit

Question 2a

Prior to this visit, how did you and your group obtain information about Glen Canyon NRA?

Results

- Visitor groups who obtained park information prior to their visit (see Figure 16):

Spring 86%
Summer 83%

Obtained
information
prior to visit?

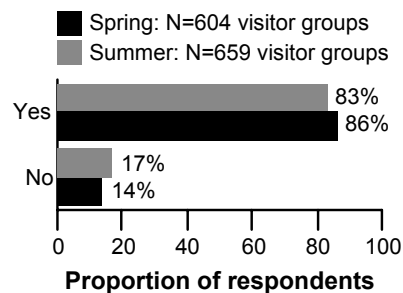


Figure 16: Visitor groups who obtained information about park prior to this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

- As shown in Figure 17, of those visitor groups who obtained information, the most common sources of information included:

Spring

- 58% Previous visits
- 47% Friends/relatives/word of mouth
- 41% Travel guides/tour books

Summer

- 59% Previous visits
- 56% Friends/relatives/word of mouth
- 34% Travel guides/tour books

- “Other” sources of information for spring visitors included (11%):

Elderhostel
Map
Publications
Resident
Television
AAA
Boat owners at Wahweap
Interagency office - Escalante
Tour group/guide
Visitor center
BLM visitor center
Bullfrog
Camperworld
Driving by
Edward Abbey
Fairfield resorts
Fishing tournament
Kanab office staff
Lake Powell
Lake Powell Yacht Club
Mayor in Page
Monkey Wrench Gang
NPS offices
Overnight stay
Photographers
Research project
Trotter

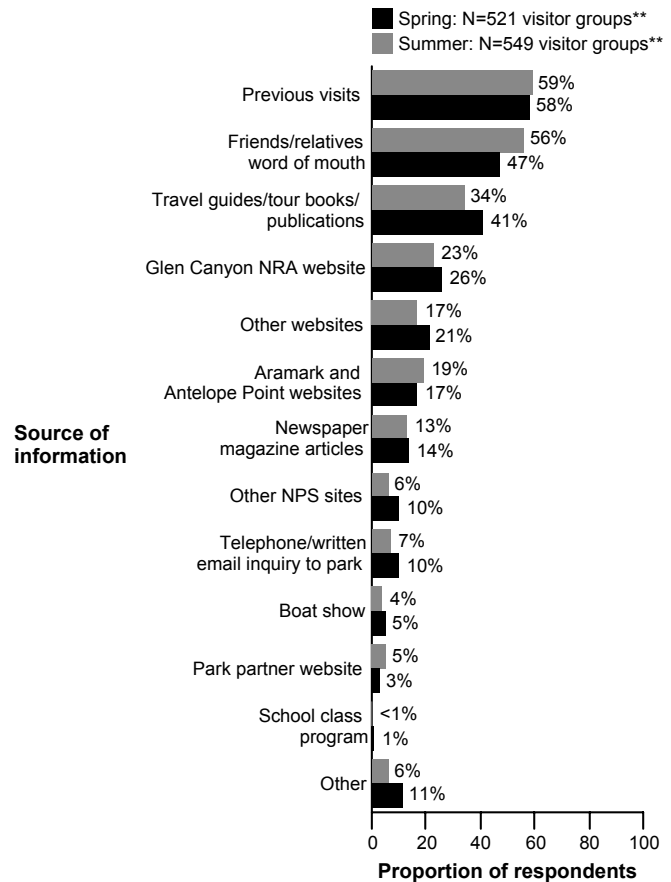


Figure 17: Sources of information used by visitor groups prior to this visit

- “Other” sources of information for summer visitors included (6%):

Local resident
Television program
Map
Travel agency
Traveling through
Tour
Travel club
Book
Entrance station
Fishing guide
Job
Ranger at Jacob Lake
RV club
Tourist information center, Page
Travel forum
Wahweap boat slip
Waitress at local restaurant

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 2c

From the sources you used prior to this visit, did you and your group receive all the information about the park that you needed?

Results

- 82% of spring visitor groups and 82% of summer visitor groups received the information they needed to prepare for this trip to Glen Canyon NRA (see Figure 18).

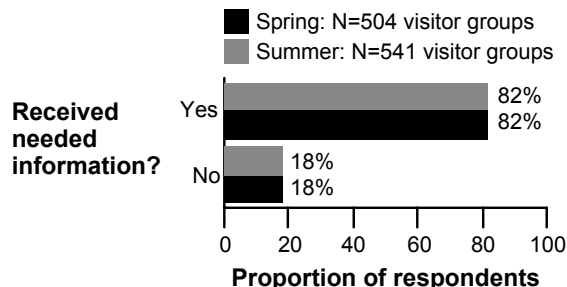


Figure 18: Visitor groups who obtained needed information prior to this visit to Glen Canyon NRA

Question 2d

If NO, what information did you and your group need that was not available?

Results

- Additional information that spring visitor groups (N=81) listed as “not available” included:
 - Camping
 - Facilities schedule/availability
 - General information
 - Tour boat schedule/cost
 - Road/trail conditions
 - Boat launch cost/storage/equipment
 - Driving directions
 - Hiking
 - Boat rental
 - Detailed map
 - Geography/map of Lake Powell
 - Lodging
 - Park pass
 - Resort
 - RV sites
 - Surrounding area
 - Water temperatures
- Additional information that summer visitor groups (N=18) - **CAUTION!** - listed as “not available” included:
 - Beach location information inadequate
 - Campground/RV park
 - Park activities
 - Boat trips
 - Entrance fee
 - Information about Antelope Canyon
 - Information about boat/jet ski rental/vendors
 - Information about boat rental/vendors
 - PWC launch fees
 - Schedule
 - Use of annual pass
 - Water quality for swimming

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Preferred sources of information for future visits

Question 2b

On future visits to Glen Canyon NRA, what sources would you and your group prefer to use to obtain information in planning your visit?

Results

- As shown in Figure 19, the most preferred sources of information to use in planning a future visit included:

Spring

66% Glen Canyon NRA website
43% Travel guides/tour books/publications
39% Previous visits

Summer

63% Glen Canyon NRA website
41% Previous visits
37% Travel guides/tour books/publications

- "Other" sources of information included:

Spring (5%)

AAA
Camperworld
Lake Powell Yacht Club
Map
Marine radio
Previous visits
Publications
Ranger stations
RV guide
Visitor center

Summer (1%)

Book on national parks
Maps
Newsletter
Visitor center

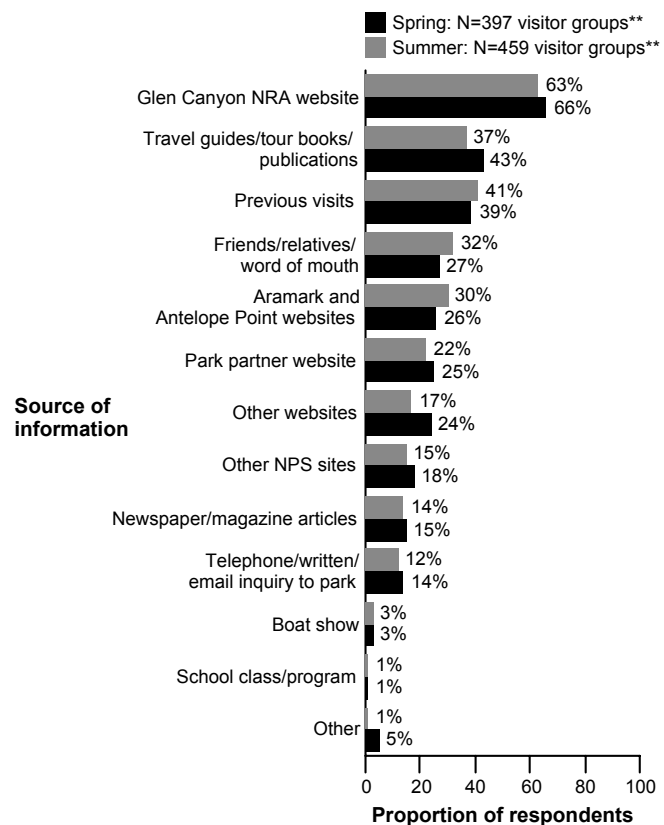


Figure 19: Preferred sources of information for future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Primary reason for visiting

Question 4

What was your primary reason for visiting the Glen Canyon NRA area (within 120 mile radius of Page, AZ or Bullfrog, UT)?

Results

- Most visitor groups were not residents of the area within 120 miles of Page, AZ or Bullfrog, UT (see Figure 20):

Spring 95%
Summer 96%

- As shown in Figure 21, the primary reason for visiting the Glen Canyon area (within 120 mile radius of Page, AZ or Bullfrog, UT) was:

Visit Glen Canyon NRA

Spring (37%)
Summer (48%)

Visit other attractions in the area

Spring (31%)
Summer (33%)

- “Other” primary reasons for visiting included:

Spring (27%)

Fishing
Traveling through
Boat owner
Fishing tournament
Boating
Recreation
Camping
Tour
Backpacking
Elderhostel
Hiking
Boat maintenance
Lake Powell
Raft trip
Enroute to Grand
Canyon
Kayaking

Summer (15%)

Houseboating
Traveling
through
Boating
Family vacation
Lake Powell
Raft trip
Beach
Family reunion
Fishing

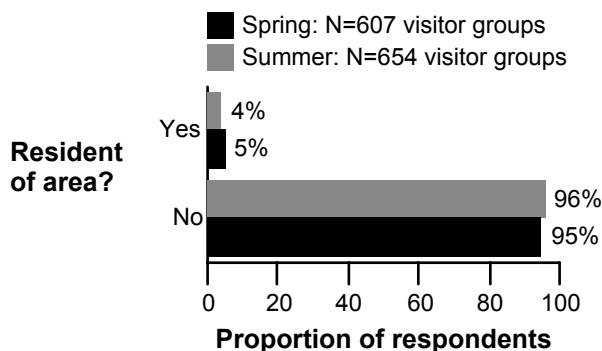


Figure 20: Residents of area within 120 mile radius of Page, AZ or Bullfrog, UT

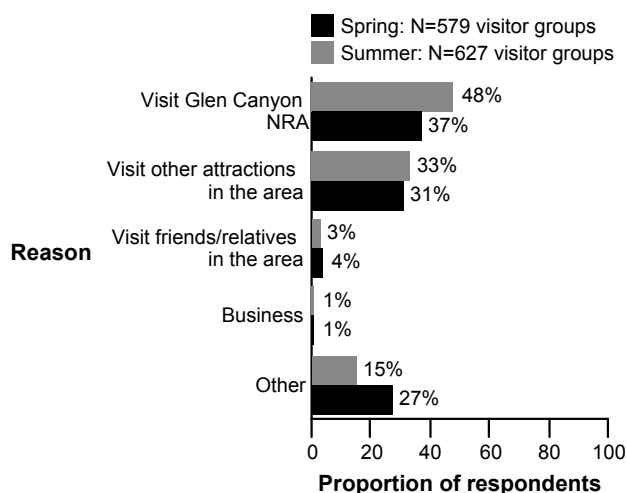


Figure 21: Primary reason for visiting

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Awareness of park rules and regulations

Question 3aa

Prior to this visit, were you and your group aware of the following rules and regulations?

“All visitors camping within ¼ mile of the Lake Powell shoreline must have a portable toilet, unless they are within 200 yards of public toilet facilities.”

Results

- 60% of spring visitor groups were not aware of rules regarding the use of portable toilets (see Figure 22).
- 60% of summer visitors were not aware of this rule.

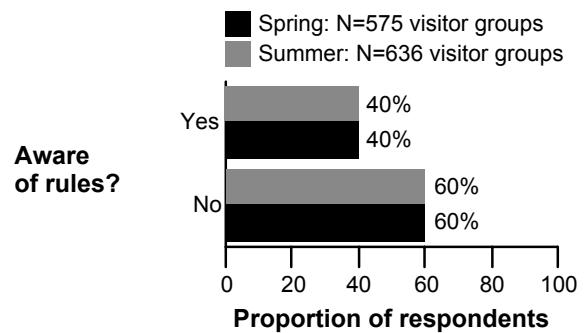


Figure 22: Awareness of rule regarding campers' use of portable toilets

Question 3ab

Prior to this visit, were you and your group aware of the following rules and regulations?

“Writing/painting/carving your name or other graffiti on the rocks within Glen Canyon is illegal.”

Results

- 86% of spring visitor groups were aware of rules regarding graffiti (see Figure 23).
- 82% of summer visitors were aware of this rule.

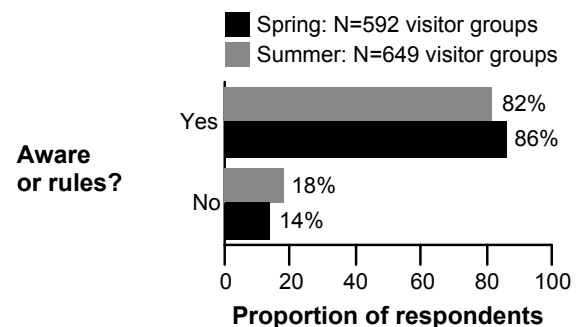


Figure 23: Awareness of rule regarding graffiti on rocks

Question 3ac

Prior to this visit, were you and your group aware of the following rules and regulations?

“Diving from cliffs higher than 15 feet is prohibited within Glen Canyon NRA.”

Results

- 61% of spring visitor groups were not aware of rules regarding cliff-diving (see Figure 24).
- 60% of summer visitors were not aware of this rule.

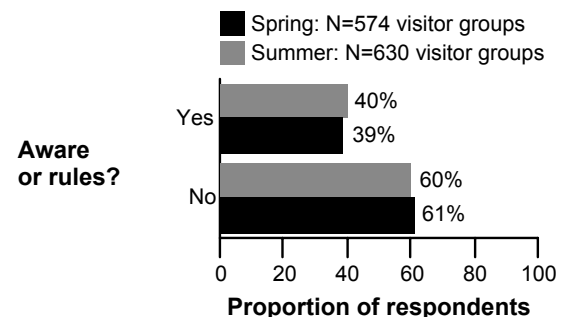


Figure 24: Awareness of rules regarding diving from cliffs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 3ad

Prior to this visit, were you and your group aware of the following rules and regulations?

“Security check is required for admittance to the Carl Hayden Visitor Center and visitors can only bring limited items.”

Results

- 74% of spring visitor groups were not aware of rules regarding the security check (see Figure 25).
- 76% of summer visitors were not aware of this rule.

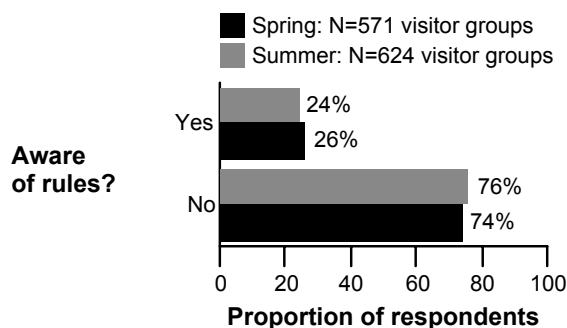


Figure 25: Awareness of rules regarding security check

Question 3ae

Prior to this visit, were you and your group aware of the following rules and regulations?

“It is illegal to operate a boat on Lake Powell if it is capable of discharging waste overboard.”

Results

- 53% of spring visitor groups were not aware of rules regarding boats discharging waste in Lake Powell (see Figure 26).
- 55% of summer visitors were not aware of this rule.

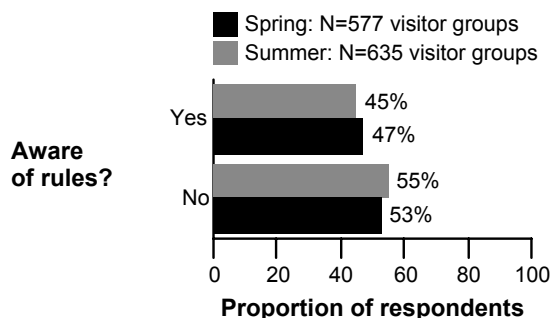


Figure 26: Awareness of rules regarding boats capable of discharging waste in Lake Powell

Question 3af

Prior to this visit, were you and your group aware of the following rules and regulations?

“Boats that have been in zebra mussel-infected waters must be washed down to prevent contaminating the waters of Lake Powell.”

Results

- 55% of spring visitor groups were not aware of rules regarding boat-washing (see Figure 27).
- 54% of summer visitors were not aware of this rule.

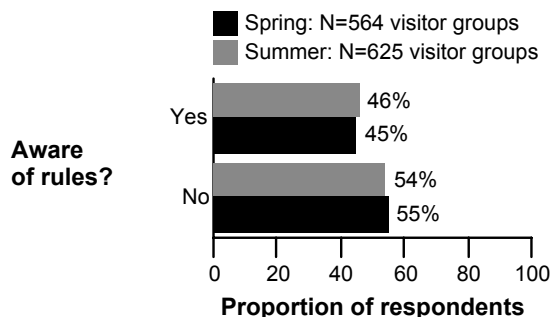


Figure 27: Awareness of rules regarding boat-washing

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Learning park rules and regulations

Question 3ba

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“All visitors camping within ¼ mile of the Lake Powell shoreline must have a portable toilet, unless they are within 200 yards of public toilet facilities.”

Results

- 58% of spring visitor groups did not learn about rules regarding the use of portable toilets (see Figure 28).
- 59% of summer visitors did not learn about this rule.

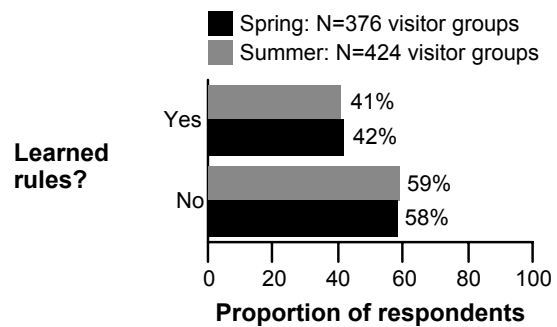


Figure 28: Learned about rule regarding campers' use of portable toilets

Question 3bb

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Writing/painting/carving your name or other graffiti on the rocks within Glen Canyon is illegal.”

Results

- 64% of spring visitor groups did not learn about rules regarding graffiti (see Figure 29).
- 59% of summer visitors did not learn about this rule.

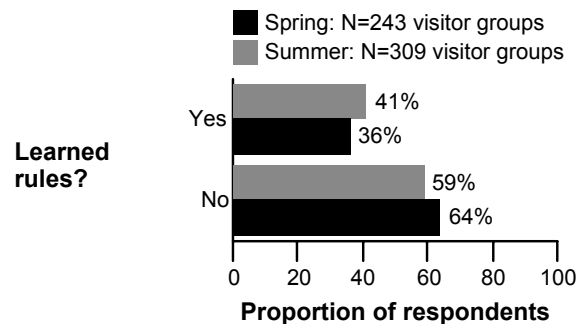


Figure 29: Learned about rule regarding graffiti on rocks

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 3bc

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Diving from cliffs higher than 15 feet is prohibited within Glen Canyon NRA.”

Results

- 58% of spring visitor groups did not learn about rules regarding cliff-diving (see Figure 30).
- 58% of summer visitors did not learn about this rule.

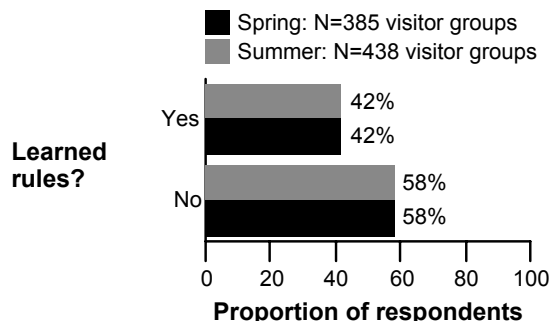


Figure 30: Learned about rule regarding diving from cliffs

Question 3cd

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Security check is required for admittance to the Carl Hayden Visitor Center and visitors can only bring limited items.”

Results

- 56% of spring visitor groups did learn about rules regarding the security check (see Figure 31).
- 52% of summer visitors did learn about this rule.

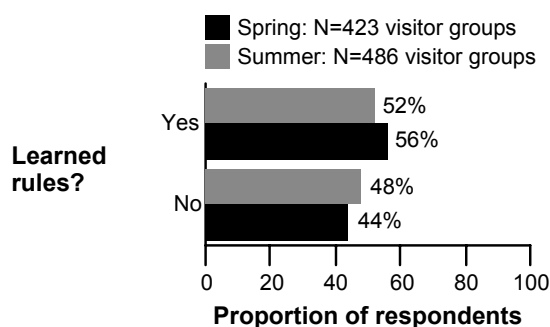


Figure 31: Learned about rule regarding security check

Question 3ae

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“It is illegal to operate a boat on Lake Powell if it is capable of discharging waste overboard.”

Results

- 64% of spring visitor groups did not learn about rules regarding boats discharging waste in Lake Powell (see Figure 32).
- 71% of summer visitors did not learn about this rule.

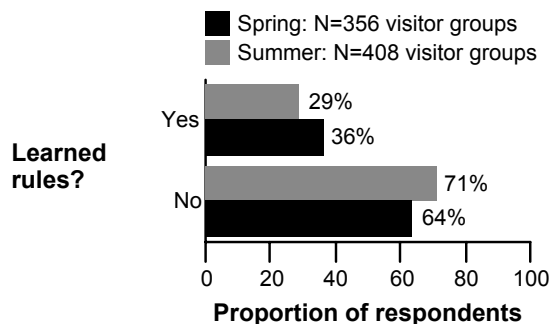


Figure 32: Learned about rule regarding boats capable of discharging waste in Lake Powell

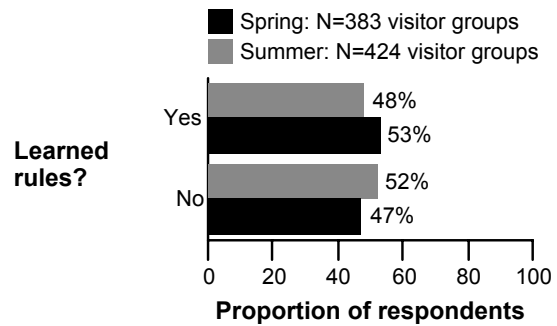
*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 3af

For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Boats that have been in zebra mussel-infected waters must be washed down to prevent contaminating the waters of Lake Powell.”



Results

- 53% of spring visitor groups did learn about rules regarding boat-washing (see Figure 33).
- 52% of summer visitors did not learn about this rule.

Figure 33: Learned about rule regarding boat-washing

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sources used to learn about park rules and regulations

Question 3c

If you learned about any of the above rules/regulations during this visit to Glen Canyon NRA, how did you learn about them?

Results

- As shown in Figure 34, the sources of information most used to obtain information about park rules and regulations included:

Spring

50% Reading signs
48% Park brochure/newspaper
32% Talking to rangers

Summer

52% Park brochure/newspaper
50% Reading signs
34% Talking to rangers

- “Other” sources of rules and regulations included:

Spring (23%)

Questionnaire
Friends
Visitor center
Other websites
Tour
Common sense
Previous experience
Radio station 1610
Security guard/check point
Boaters
Concession security
Employees
Fishing tournament officials
Friends/relatives
GLCA CUA
Lake Powell Yacht Club
Maps
Newspaper
Television
Word of mouth

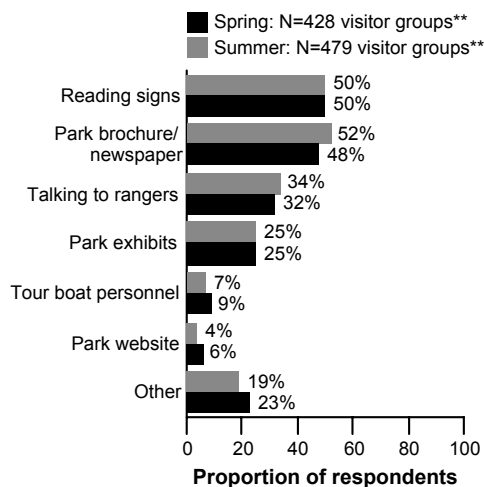


Figure 34: Sources of information used to learn about park rules/regulations

- “Other” sources of rules and regulations included:

Summer (19%)

Questionnaire
Friends
Visitor center
Common sense
Other visitors
Radio station 1610
Upon arrival
Boat rental
Other parks
Previous experience
Security guards
Tour guide
Books
During visit
Lake Mead
Lake Powell magazine
Offshore marina
Radio
Searched
Travel guide
Waitress at local restaurant
Word of mouth

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Length of visit

Question 5a

On this visit to Glen Canyon NRA, how long did you and your group spend visiting the park?

Number of hours, if less than 24 hours

Results

- As shown in Figure 35, the number of hours visitor groups spent at the park were:

Spring

22% Up to one hour
31% Two to three hours
24% Eight hours or more

Summer

27% Up to one hour
32% Two to three hours
16% Eight hours or more

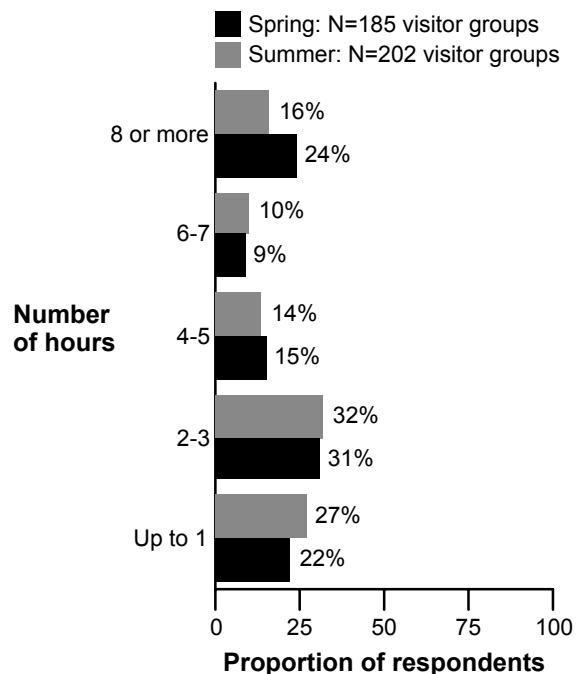


Figure 35: Number of hours visiting the park

Number of days, if 24 hours or more

Results

- As shown in Figure 36, the number of days visitor groups spent at the park were:

Spring

23% Seven or more days
21% Two days
19% Three days

Summer

25% Seven or more days
17% Three days
16% Two days

- The average amount of time spent in the park was:

Spring: 3.25 days
Summer: 3.25 days

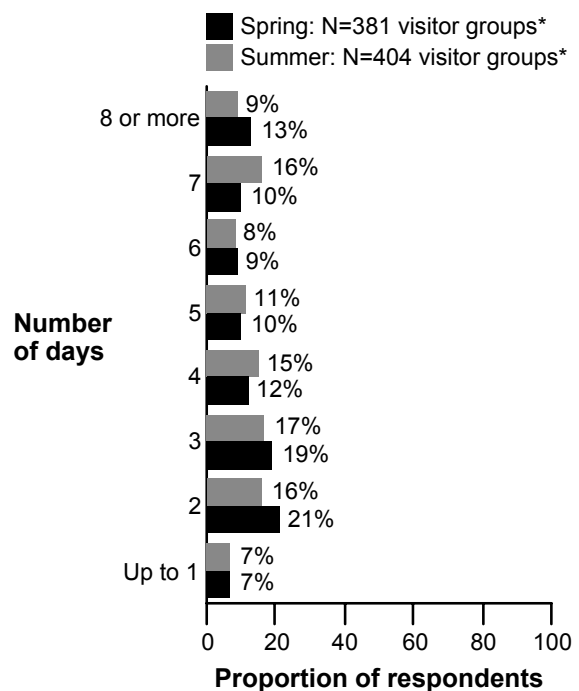


Figure 36: Number of days visiting the park

*total percentages do not equal 100 due to rounding

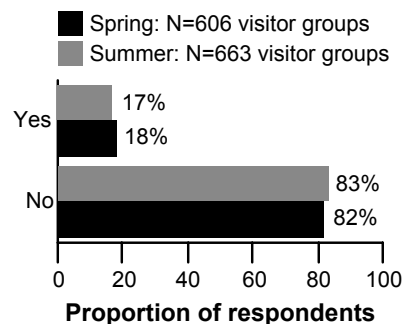
**total percentages do not equal 100 because visitors could select more than one answer

Visitor schedules

Question 5b

When visiting Glen Canyon NRA, were you and your group on a fixed schedule (such as schedules set up by tour programs, business meeting, same-day pre-paid train/airline ticket, etc.) that could not be changed?

On a fixed schedule?



Results

- Visitors who were not on a fixed schedule (see Figure 37) included:

Spring 82%
Summer 83%

Figure 37: Visitor groups on a fixed schedule

Question 5c

If NO, was the amount of time that you and your group spent visiting the park longer than you had planned for?

Results

- Figure 38 shows visitor group time spent at the park compared to time planned:

Spring

51% About the same as planned
34% Longer than planned
15% No amount of time planned

Summer

57% About the same as planned
28% Longer than planned
15% No amount of time planned

Time spent longer than time planned?

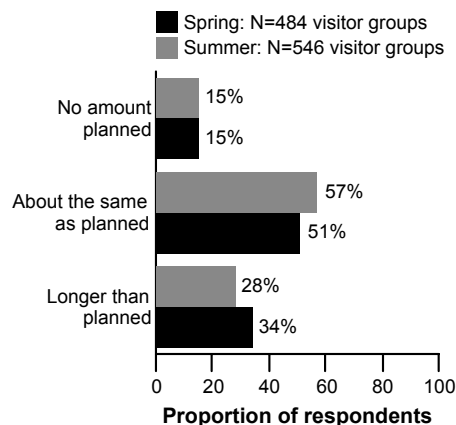


Figure 38: Time spent in park compared to time planned

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 5d

If YES, what were the reasons for changing your plans?

Results

- 60% of spring visitor groups and 72% of summer visitor groups changed their plans because there was more to do than expected (see Figure 39).

- “Other” reasons included:

Spring (19%)

Weather
Good fishing
North Rim closed
Schedule
Boat repair
Good campsites
Lunch
Rough roads
Small motel
Visit the area

Summer (16%)

Children wanted to swim
Beautiful lake
Boat rental
Cancelled tour
Family reunion
Having fun
Lost keys
Needed more time
Opportunity to talk to ranger
Playing at Lone Rock
Waiting for family
Wanted to stay longer

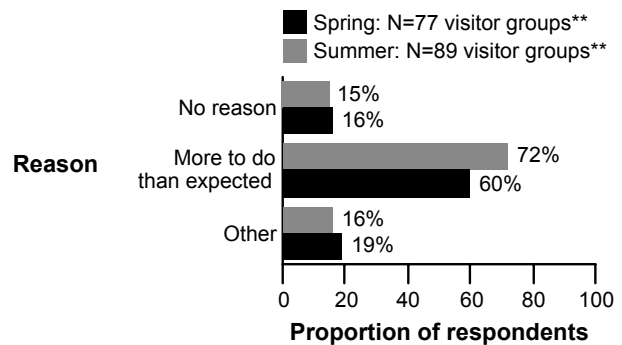


Figure 39: Reasons for changing plans

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 5e

Where did you obtain additional information about new things to do/see?

Results

- As shown in Figure 40, visitor groups obtained additional information from:

Spring

44% Carl Hayden Visitor Center
16% Other ranger stations

Summer

37% Carl Hayden Visitor Center
22% Local businesses

- “Other” sources included:

Spring (49%)

Friends
Brochures
Information at lodge
Maps
Page visitor center
Park employee
Signs
Black Water power station
Concession employees
Entrance station
Exhibits
Family
Information at resort
Lee's Ferry Anglers
Local tourism office
Marina employees
Newspapers
Other boat owners
Other tourists
Papers
Paria contact station
Paria power station
Park
Personal observation
Shops in Page
Tourist bureau
Pow Wow Hotel
Visitor's guide
Wahweap campground
Wayneswords.com

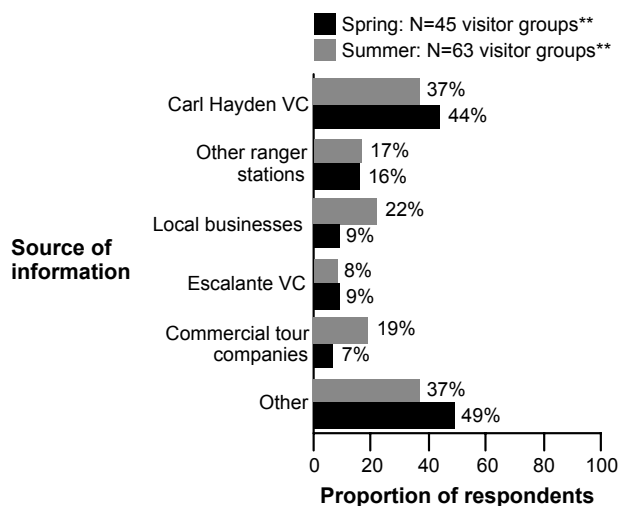


Figure 40: Sources used to obtain additional information

- “Other” sources included:

Summer (37%)

Exploring on our own
Friends
AAA tour book
Aramark
Guide book
Hotel
Internet
Lee's Ferry Anglers
Magazine
Map
Map of Lake Powell
Other visitors
Park brochure
Powell Museum
Ranger
TV
Word of mouth

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Other places visited

Question 7

On this trip to Glen Canyon NRA, what other places in southern Utah/northern Arizona did you and your group visit?

Results

- Visitor groups who visited places other than Glen Canyon NRA (see Figure 41) included:

Spring 63%
Summer 60%

- As shown in Figure 42, other places visited included:

Spring
56% Zion NP
51% Bryce Canyon NP
49% Grand Canyon NP

Summer
72% Grand Canyon NP
58% Zion NP
56% Bryce Canyon NP

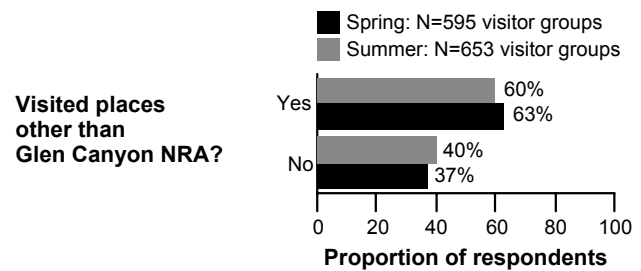


Figure 41: Visitor groups that visited other places in southern Utah/northern Arizona

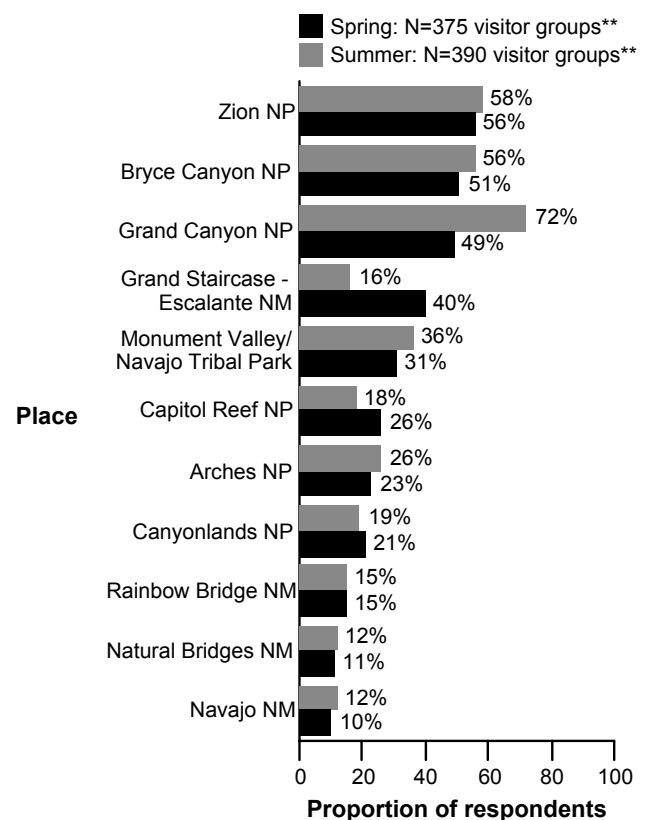


Figure 42: Other places visited in southern Utah/northern Arizona

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight stays and accommodations

Question 8a

On this trip, did you and your group stay overnight away from home in the Glen Canyon NRA area (within a 120-mile radius of Page, AZ or Bullfrog, UT)?

Results

- Visitor groups who stayed overnight away from home in the Glen Canyon NRA area (see Figure 43) were:

Spring 77%
Summer 79%

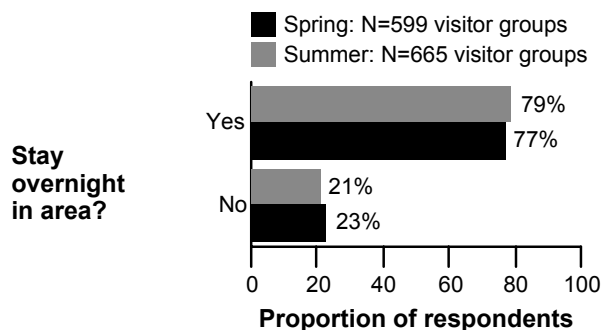


Figure 43: Overnight stay away from home in the Glen Canyon NRA area

Question 8b

Please list the number of nights you and your group stayed in the Glen Canyon NRA area (within a 120-mile radius of Page, AZ or Bullfrog, UT).

Number of nights inside the park

Results

- As shown in Figure 44, the number of nights visitor groups spent inside the park were:

Spring

42% Up to two nights
22% Three to four nights
17% Five to six nights
19% Seven or more nights

Summer

34% Up to two nights
30% Three to four nights
17% Five to six nights
18% Seven or more nights

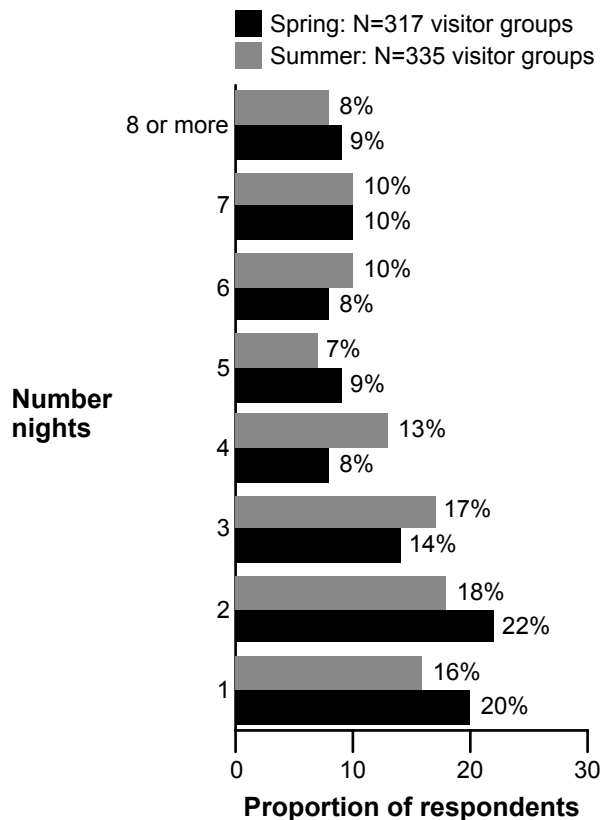


Figure 44: Number of nights inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of nights in the Glen Canyon NRA area (outside the park)

Results

- As shown in Figure 45, the number of nights visitor groups spent in the Glen Canyon area were:

Spring

53% Up to two nights
23% Three to four nights
24% Five or more nights

Summer

62% Up to two nights
27% Three to four nights
12% Five or more nights

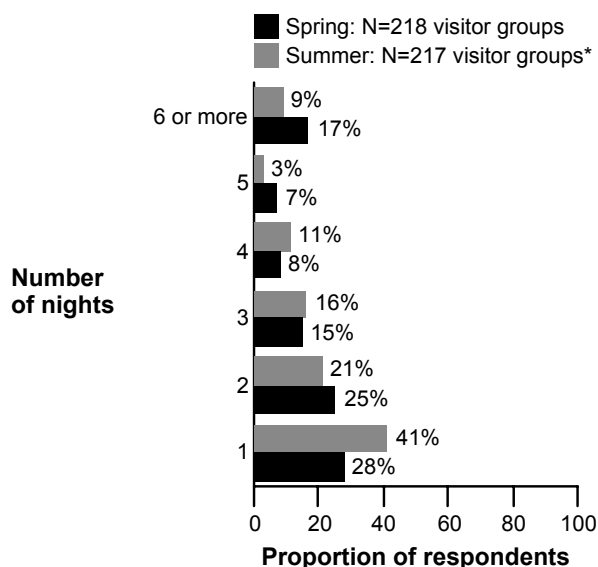


Figure 45: Number of nights in the Glen Canyon NRA area

Question 8c

In what type of lodging did you and your group spend the night(s) inside the park?

Lodging inside the park

Results

- As shown in Figure 46, the type of lodging in which visitor groups spent the night included:

Spring

27% Lodge, motel, hotel, B&B, etc.
24% Camping in RV park
20% Personal houseboat

Summer

33% Personal houseboat
24% Lodge, motel, hotel, B&B, etc.
19% Shoreline camping

- "Other" types of lodging inside park included:

Spring (8%)

Personal boat
Boon dock
Dory
NPS housing
Truck

Summer (4%)

Personal boat
Cruiser
Pontoon boat

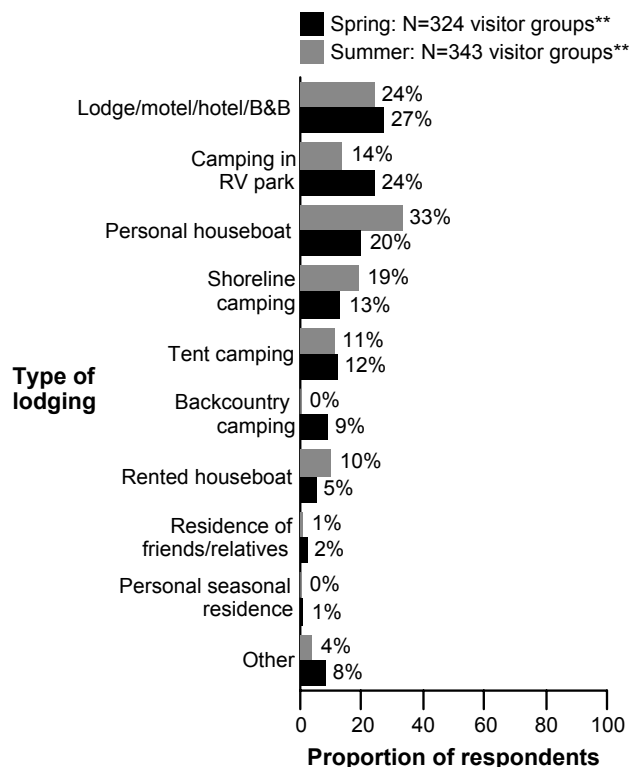


Figure 46: Type of lodging visitor groups used inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 8d

In what type of lodging did you and your group spend the nights in the Glen Canyon NRA area (outside the park)?

Lodging outside the park

Results

- As shown in Figure 47, the type of lodging in which visitor groups spent the night outside the park included:

Spring

72% Lodge, motel, hotel, B&B, etc.
12% Tent camping
11% Camping in RV park

Summer

74% Lodge, motel, hotel, B&B, etc.
13% Camping in RV park.
6% Tent camping

- “Other” types of lodging outside park included:

Spring (4%)

BLM
Personal boat
Private residence

Summer (3%)

Condo
Boat storage
Hard Rocks Navajo Mission campground
Mobile home at Halls Crossing
Pink Coral Sand Dunes
Vehicle

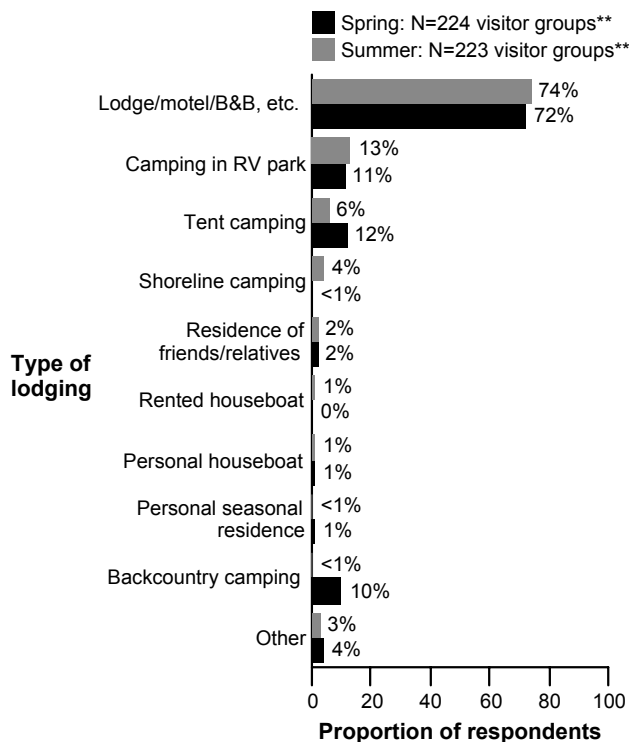


Figure 47: Type of lodging visitor groups used in the Glen Canyon NRA area

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of entries into the park

Question 9

For this visit to Glen Canyon NRA, how many times did you and your group enter Glen Canyon NRA?

Results

- As shown in Figure 48, the number of times visitor groups entered the park were:

Spring

51% one entry
22% two entries
11% three entries
16% four or more entries

Summer

54% one entry
17% two entries
11% three entries
17% four or more entries

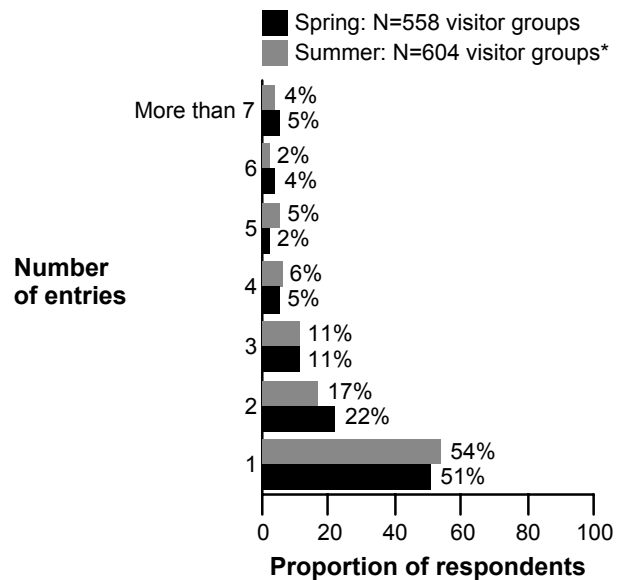


Figure 48: Number of entries into the park

Number of vehicles used to enter the park

Question 6b

If your group arrived at Glen Canyon NRA in private or rental vehicles, how many vehicles did you and your group use?

Results

- The proportion of visitor groups who used one vehicle to enter the park during this visit (see Figure 49) was:

Spring 74%
Summer 60%

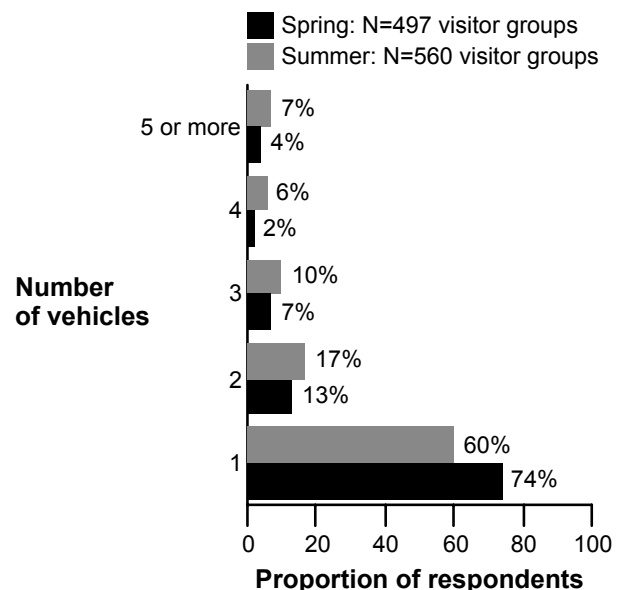


Figure 49: Number of entries into the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Form of transportation used to travel to park

Question 6a

What forms of transportation did you and your group use to travel between your overnight accommodations or home and Glen Canyon NRA?

Results

- As shown in Figure 50, the forms of transportation used by visitor groups to enter the park included:

Spring

78% Private vehicle
20% Rental vehicle

Summer

77% Private vehicle
20% Rental vehicle

- “Other” forms of transportation included:

Spring (4%)

Boat
Airplane
Van
Kayak
Motorcycle

Summer (4%)

Houseboat
Boat
Airplane
ATV
Raft school bus

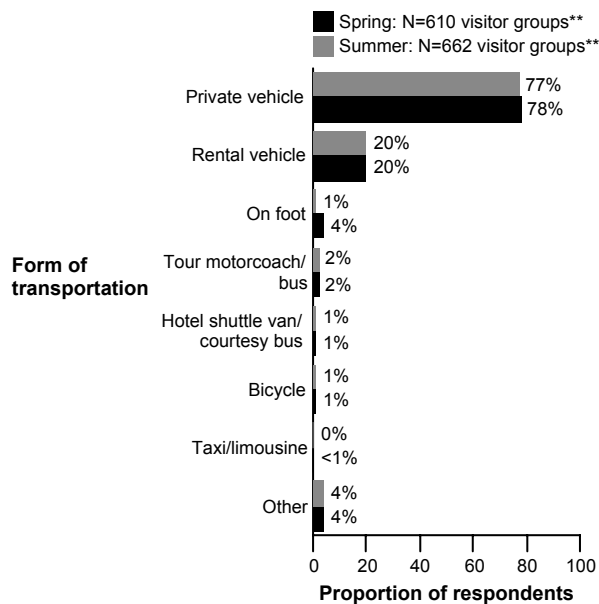


Figure 50: Type of transportation used to enter park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor activities

Question 10a

For this visit, what activities did you and your group participate in at Glen Canyon NRA?

Results

- As shown in Figure 51, the most popular activities for visitor groups were:

Spring

54% Sightseeing
35% Visiting visitor centers
34% Photography

Summer

59% Swimming/diving
58% Sightseeing
53% Motorized boating

- “Other” activities included:

Spring (16%)

Camping
Boat maintenance/repair
Eat a meal
Business/work trip
Bicycling
Visit with friends/family
Visit Rainbow Bridge National Monument
Visit Antelope Canyon
ATV riding
Relaxing
Research
See Lake Powell
Find souvenirs/gifts
Traveling through

Summer (9%)

Visit Antelope Canyon
Camping
Traveling through
Relaxing
Visit with friends/family
Lake Powell
Rainbow Bridge
See dam
Vacation
Water activities
Wave runner

Activity

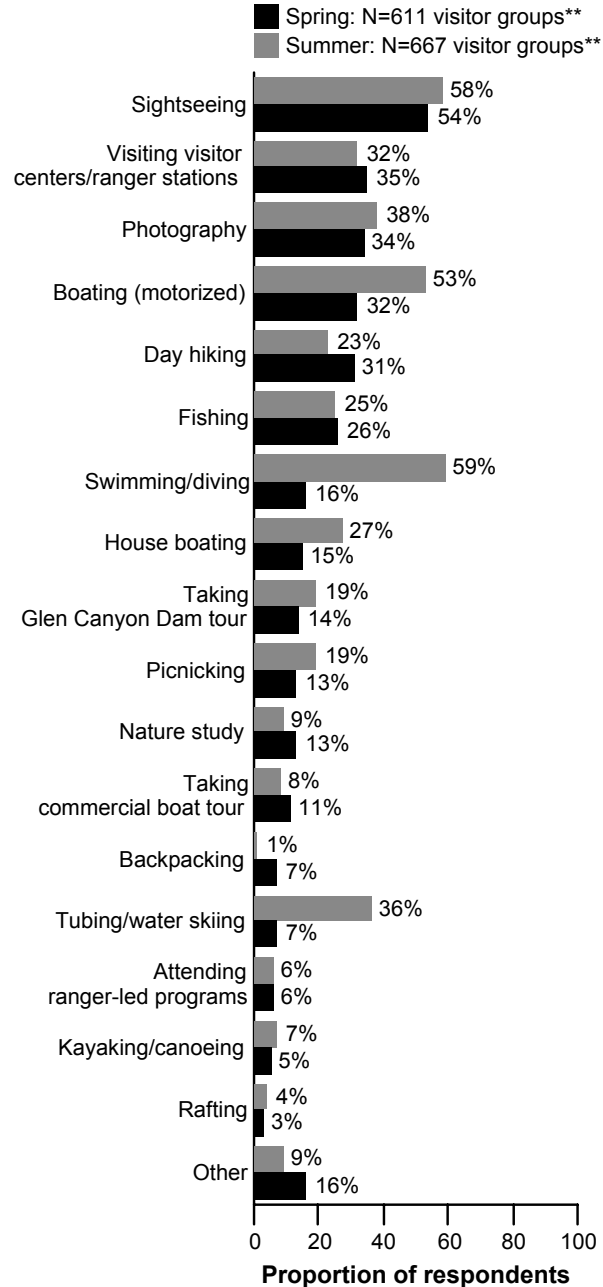


Figure 51: Visitor activities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Location of visitor activities

Question 10b

For those activities that you and your group participated in during this visit, in which zones of the park did the activities occur?

Results

- As shown in Figure 52, the zones in which most activities occurred included:

Spring

43% Antelope Point
36% Lees Ferry
22% Bullfrog/Halls Crossing

Summer

47% Antelope Point
32% Lees Ferry
27% Bullfrog/Halls Crossing

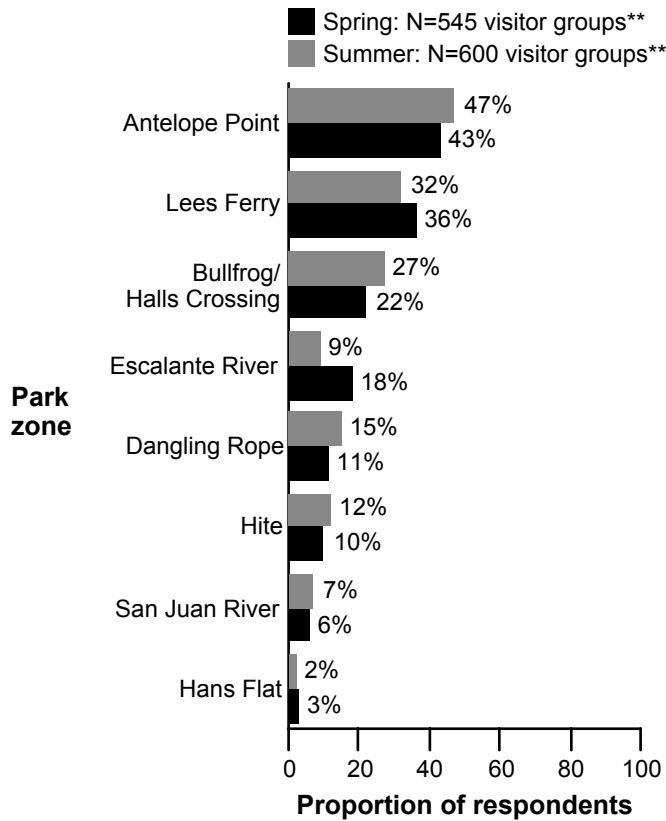


Figure 52: Park zones in which visitor activities occurred

- Figures 53 – 60 show the types of visitor activities in each of eight different zones in Glen Canyon NRA.

Note: activities have been grouped into the following three categories.

Educational activities:

Attending ranger-led programs; taking Glen Canyon Dam tour; nature study; visiting visitor centers/ranger stations.

Water activities:

Boating; house boating; kayaking/canoeing; taking commercial boat tour; swimming/diving; rafting; tubing/water skiing; fishing.

Other activities:

Sightseeing; day hiking; backpacking; photography/drawing/painting; picnicking; other.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Results

- At Lees Ferry, 75% of spring visitor groups and 68% of summer groups participated in other activities (see Figure 53).

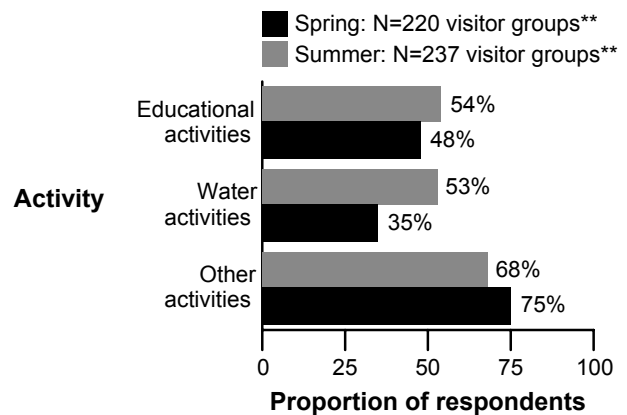


Figure 53: Activities at Lees Ferry

Results

- At Antelope Point, 78% of spring visitor groups participated in other activities (see Figure 54).
- 75% of summer visitors participated in water activities.

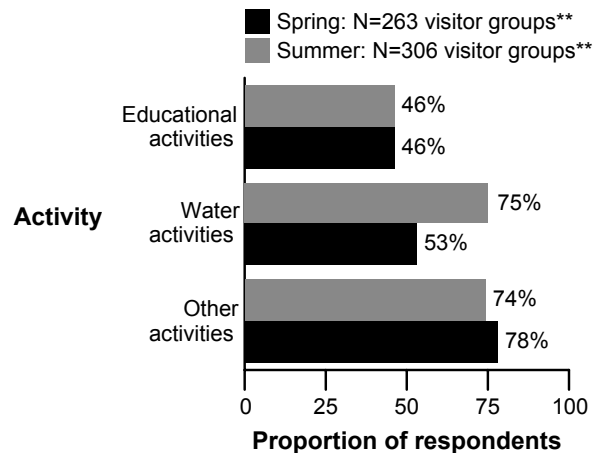


Figure 54: Activities at Antelope Point

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Results

- At Dangling Rope, 72% of spring visitor groups and 79% of summer groups participated in water activities (see Figure 55).
- 66% of spring visitor groups and 77% of summer visitor groups participated in other activities.

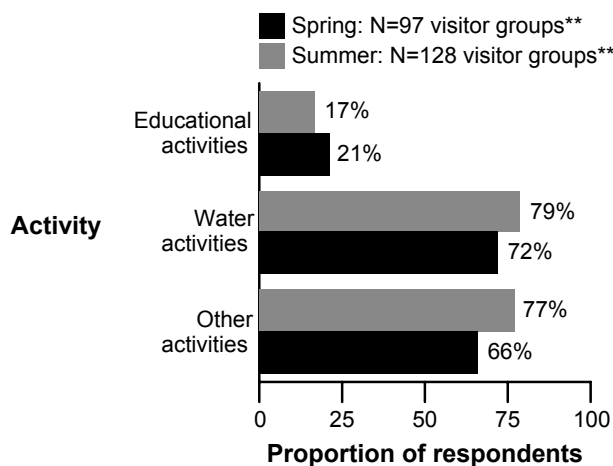


Figure 55: Activities at Dangling Rope

Results

- At San Juan River, 73% of spring visitor groups participated in other activities (see Figure 56).
- 79% of summer visitors participated in water activities.

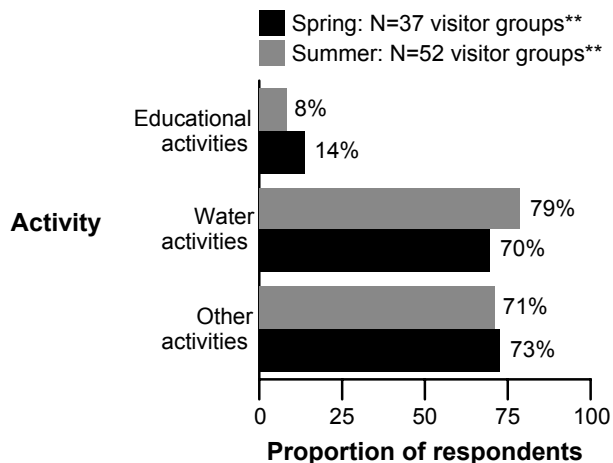


Figure 56: Activities at San Juan River

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Results

- At Escalante River, 88% of spring visitor groups participated in other activities (see Figure 57).
- 86% of summer visitors participated in water activities.

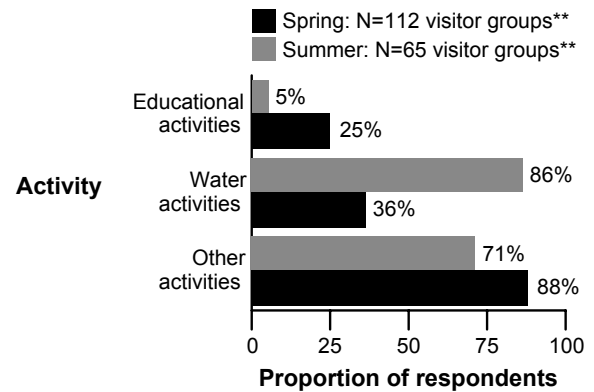


Figure 57: Activities at Escalante River

Results

- At Bullfrog/Halls Crossing, 84% of spring visitor groups and 95% of summer groups participated in water activities (see Figure 58).

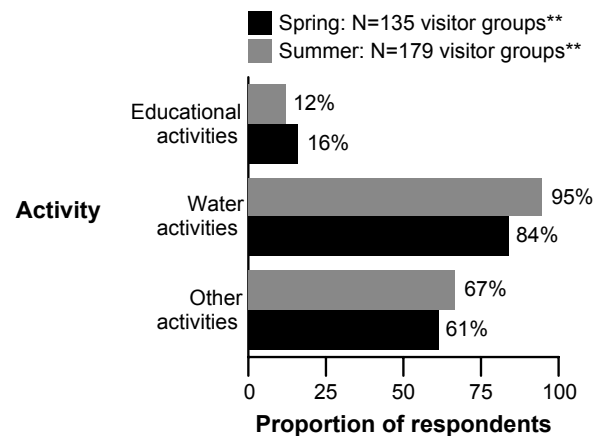


Figure 58: Activities at Bullfrog/Halls Crossing

Results

- At Hite, 69% of spring visitor groups and 74% of summer groups participated in other activities (see Figure 59).

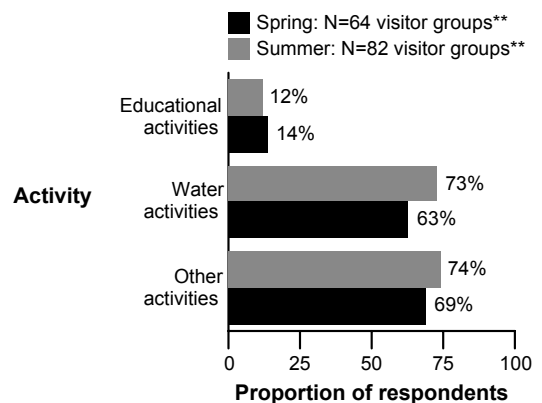


Figure 59: Activities at Hite

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Results – Interpret with **CAUTION!**

- Not enough visitor groups answered this question to provide reliable data (see Figure 60).

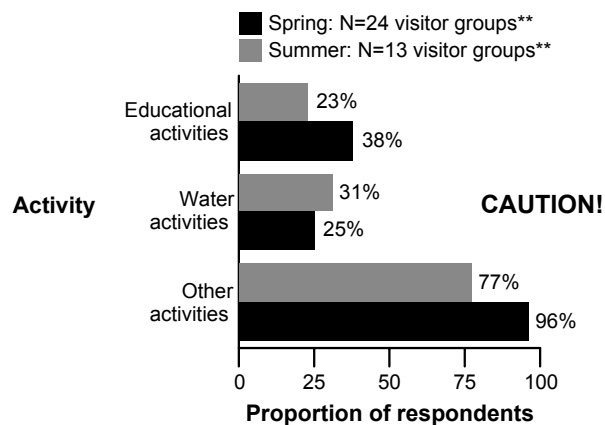


Figure 60: Activities at Hans Flat

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Most important reason for visiting

Question 10c

Which one of the above activities was the most important reason for visiting Glen Canyon?

Results

- As shown in Figure 61, most important activities included:

Spring

25% Sightseeing/scenic driving
17% Fishing
10% Boating (motorized)

Summer

32% Boating (motorized)
18% Sightseeing
12% House boating

- “Other” activities included:

Spring (13%)

Camping
Boat maintenance/repair
Eat a meal
Business/work trip
Bicycling
Visit with friends/family
Visit Rainbow Bridge
Antelope Canyon
ATV riding
Boat tour
Relaxing
Research
See Lake Powell
Souvenirs/gifts
Traveling through

Summer (7%)

Visit Antelope Canyon
Camping
Traveling through
Relaxing
Visit with friends/family
Lake Powell
Rainbow Bridge
See dam
Vacation
Water activities
Wave runner

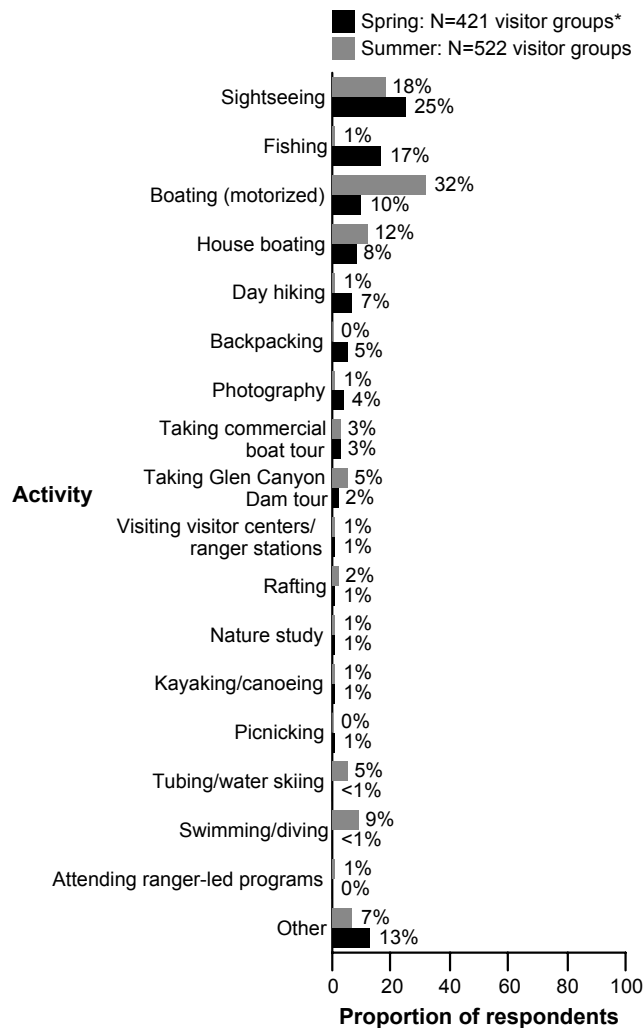


Figure 61: Activity that was the most important reason for visiting the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Commercial services

Question 22c

Which commercial services did you use during your stay in the area?

Results

- Visitor groups that used commercial services during their stay in the area (see Figure 62):

Spring 58%
Summer 60%

Used commercial services?

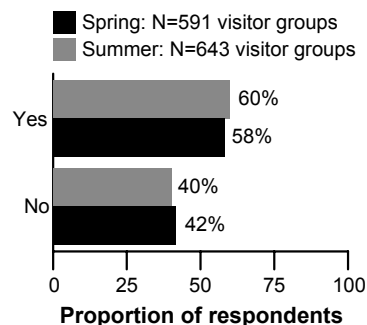


Figure 62: Visitor groups that used commercial services

- As shown in Figure 63, visitor groups that used commercial services include:

Spring

48% Antelope Canyon Tours
41% Lake/river tours
8% Launch and retrieval services
8% Boat repair services

Summer

41% Antelope Canyon Tours
34% Lake/river tours
18% Launch and retrieval services
15% Boat caretaking services

Service

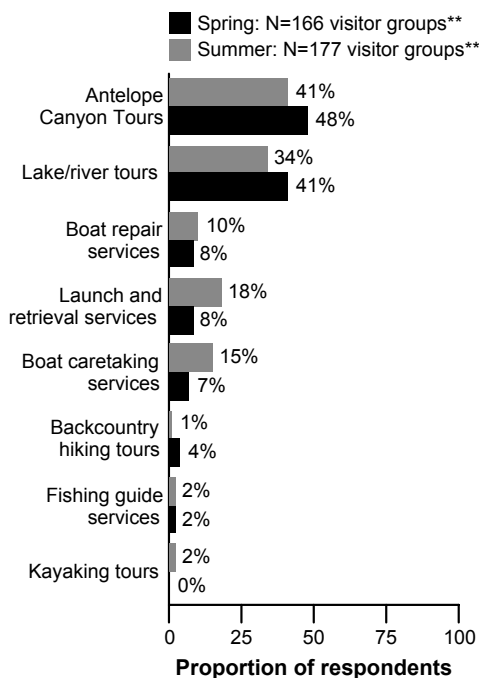


Figure 63: Commercial services used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Visitor Services, Facilities, Elements, Attributes and Resources

Information services used

Question 12a

Please indicate all of the information services that you and your group used during this visit to Glen Canyon NRA.

Results

- As shown in Figure 64, the most used information services included:

Spring

75% Park brochure/map
50% Assistance from park rangers
39% Indoor exhibits

Summer

74% Park brochure/map
51% Assistance from park rangers
37% Indoor exhibits

- The least used information service was:

4% (Spring and Summer):
Junior Ranger program

Information service

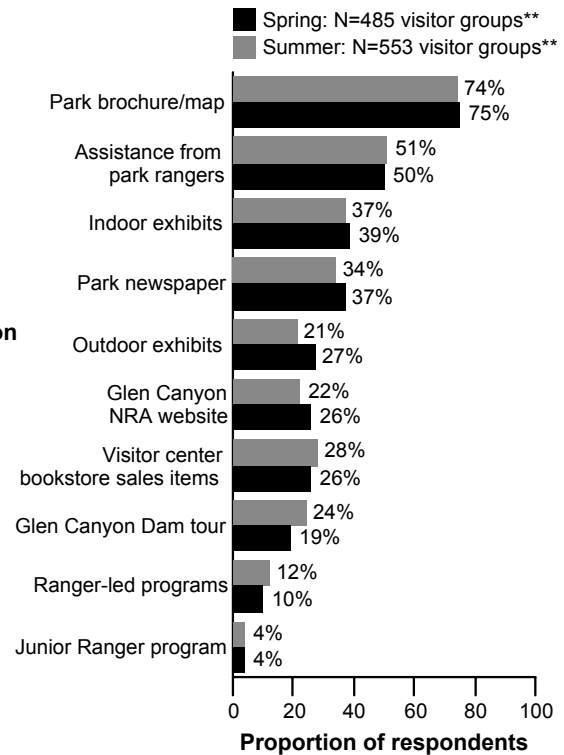


Figure 64: Information services used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of information services

Question 12b

Next, for only those services that you and 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 65 shows the combined proportions of “extremely important” and “very important” ratings for information services that were rated by 30 or more visitor groups.

- The most used information services included:

Spring

- 71% Park brochure/map
- 69% Assistance from park rangers
- 65% Glen Canyon Dam tour

Summer

- 73% Park brochure/map
- 70% Assistance from park rangers
- 70% Glen Canyon Dam tour

- Figures 66 to 75 show the importance ratings for each information service.
- Of the information services that were rated by 30 or more visitor groups, the services that received the highest “not important” ratings were:

- Spring 22% Ranger-led programs
- Summer 8% Bookstore sales items

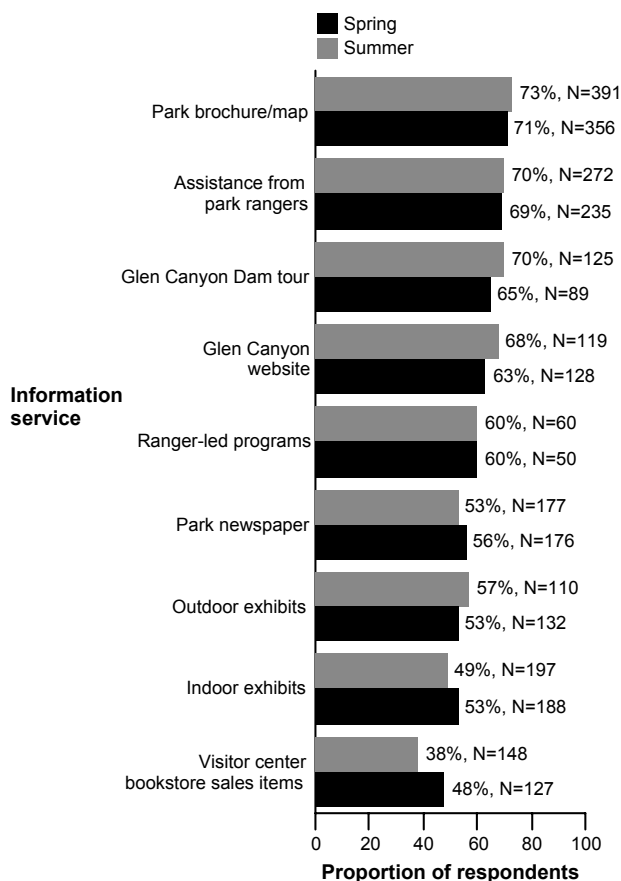


Figure 65: Combined proportions of “extremely important” and “very important” ratings for information services

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

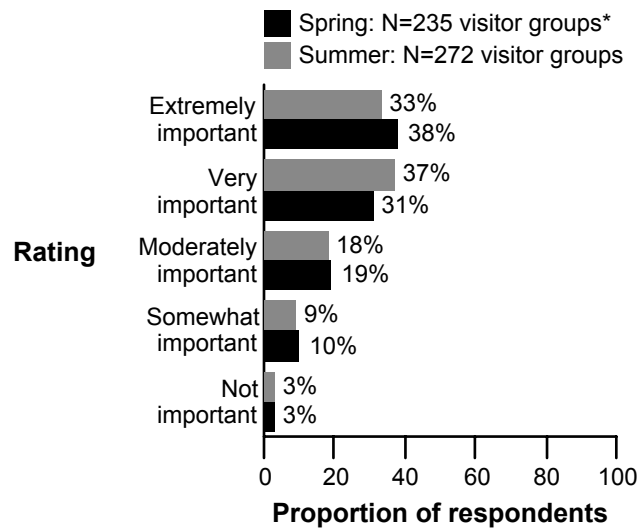


Figure 66: Importance of assistance from park rangers

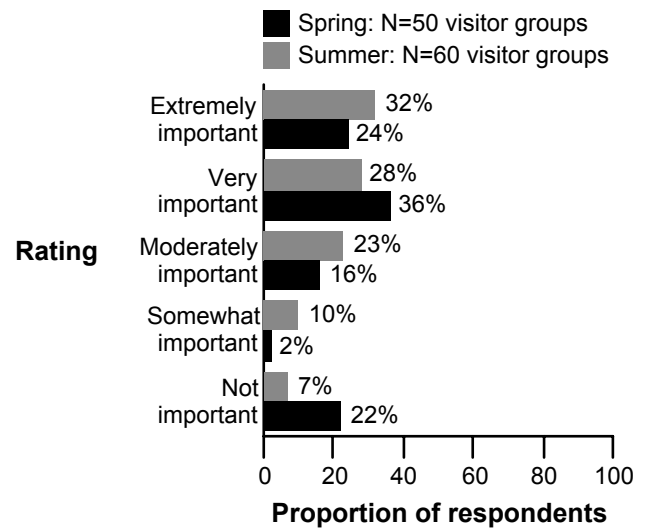


Figure 67: Importance of ranger-led programs

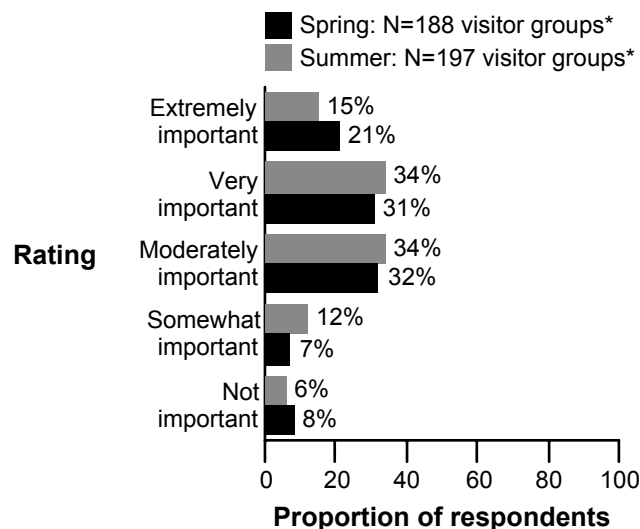


Figure 68: Importance of indoor exhibits

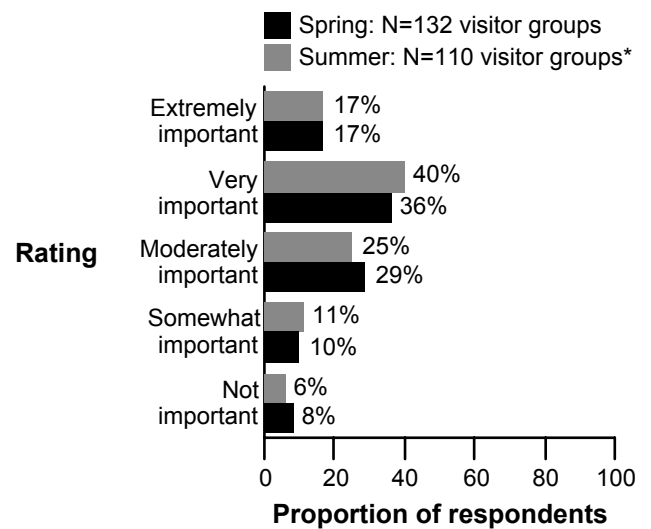


Figure 69: Importance of outdoor exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

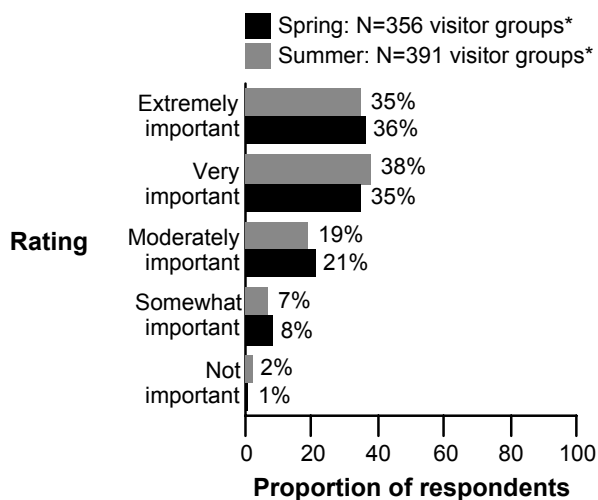


Figure 70: Importance of park brochure/map

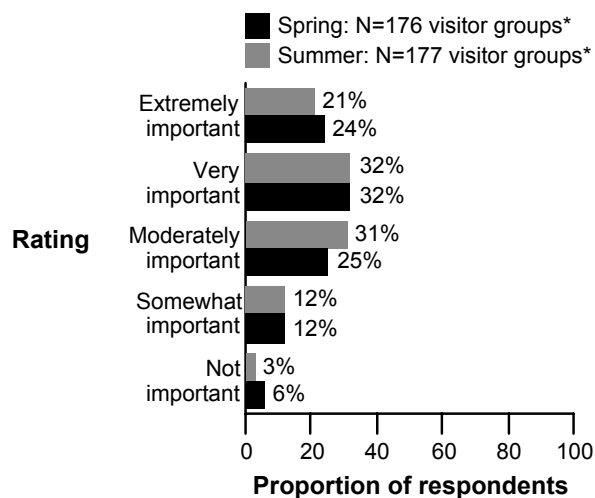


Figure 71: Importance of park newspaper

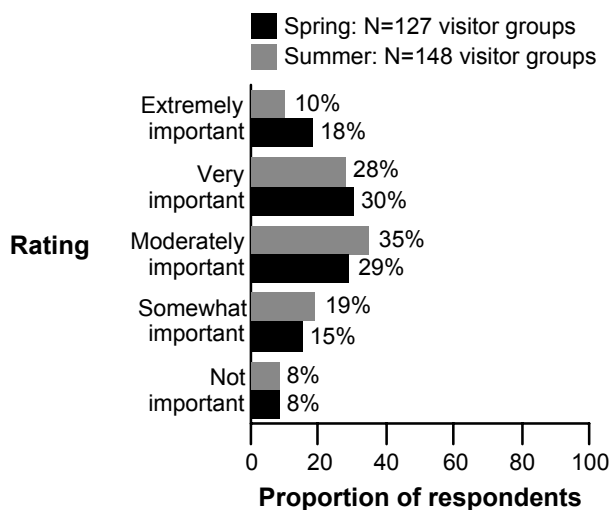


Figure 72: Importance of visitor center bookstore sales items

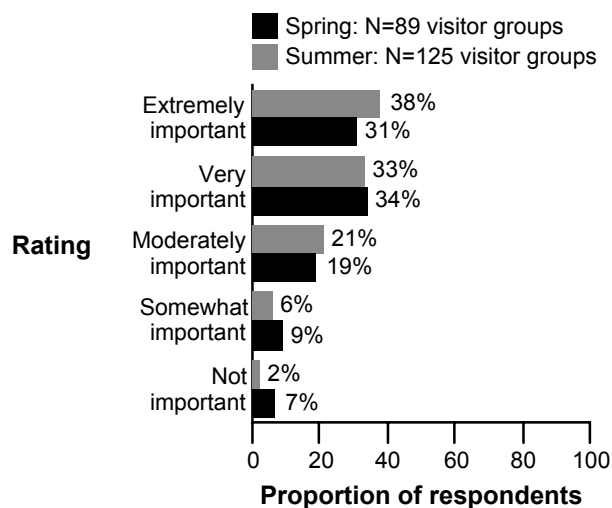


Figure 73: Importance Glen Canyon Dam tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

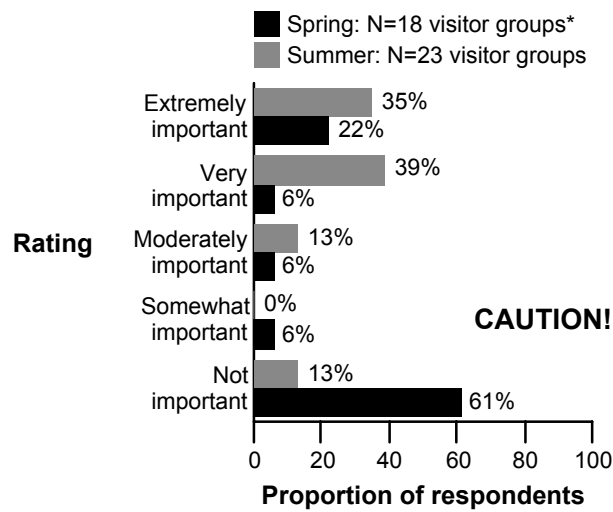


Figure 74: Importance of Junior Ranger program

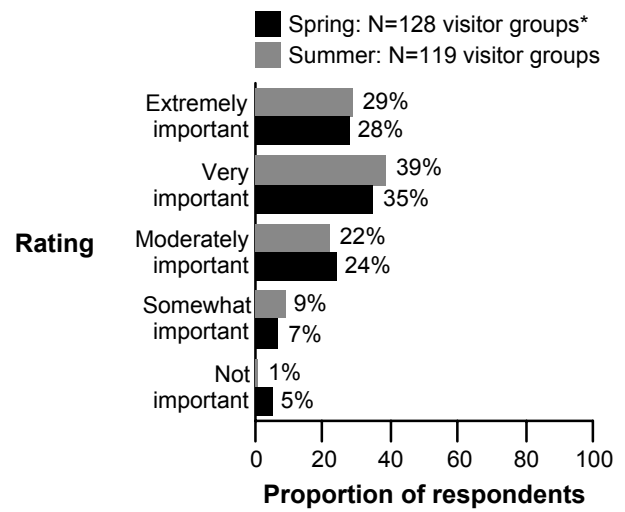


Figure 75: Importance of Glen Canyon NRA website

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of information services

Question 12c

Finally, for only those services that you and your group used, please rate their quality from 1-5.

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

Results

- Figure 76 shows the combined proportions of “very good” and “good” quality ratings for information services and facilities that were rated by 30 or more visitor groups.

Spring

93% Assistance from park rangers
88% Ranger-led programs
85% Indoor exhibits

Summer

96% Ranger-led programs
91% Assistance from park rangers
86% Glen Canyon Dam tour

- Figures 77 to 86 show the quality ratings for each information service.
- The information services receiving the highest “very poor” quality ratings were:

Spring

1% Glen Canyon Dam tour
1% Glen Canyon NRA website

Summer

2% Assistance from park rangers
2% Outdoor exhibits

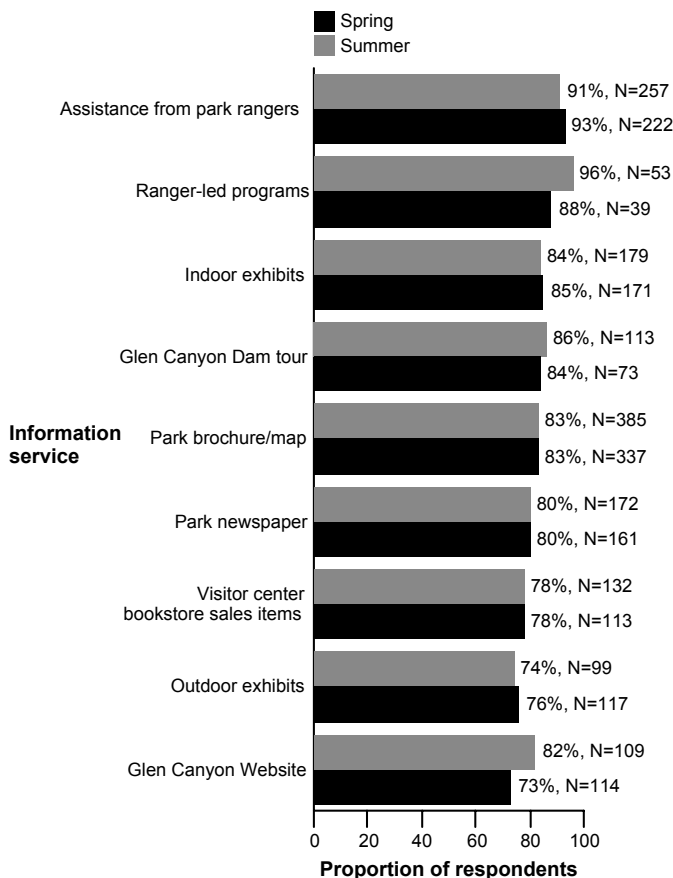


Figure 76: Combined proportions of “very good” and “good” quality ratings for information services

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

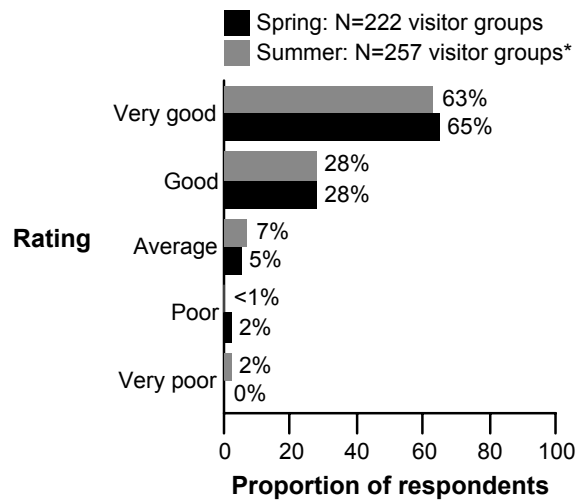


Figure 77: Quality of assistance from park rangers

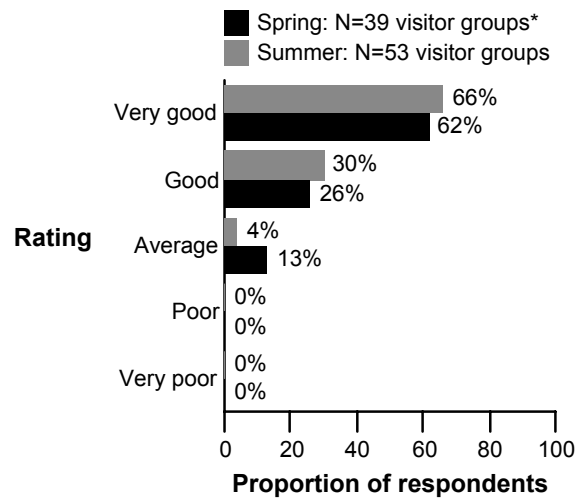


Figure 78: Quality of ranger-led programs

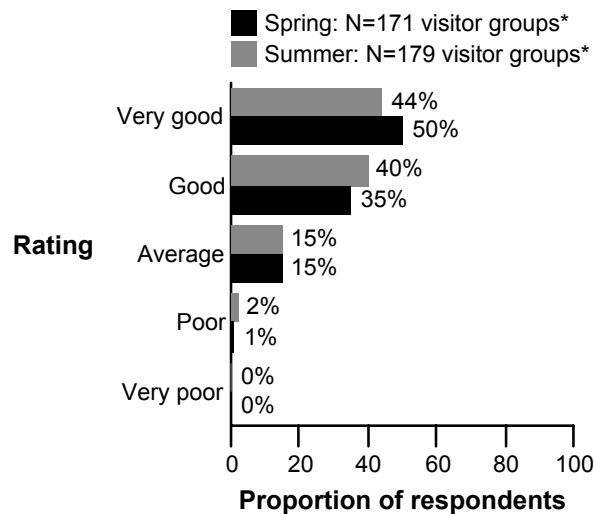


Figure 79: Quality of indoor exhibits

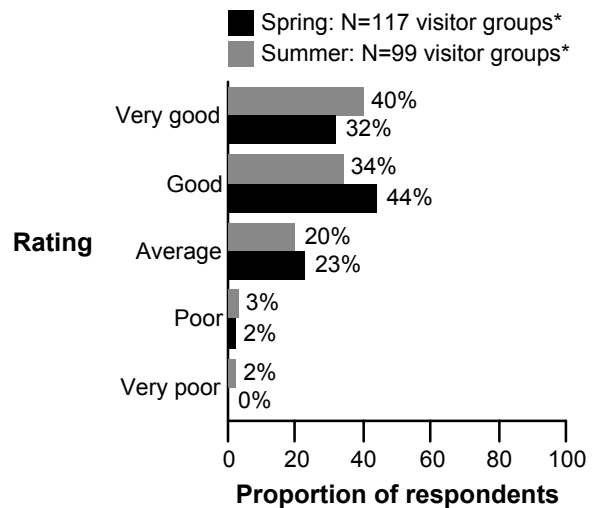


Figure 80: Quality of outdoor exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

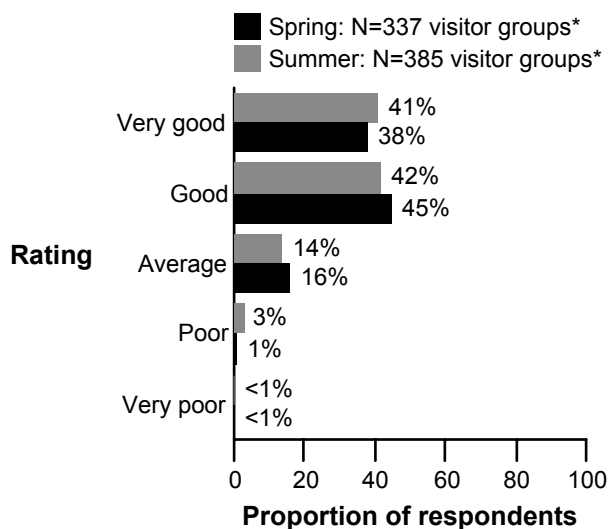


Figure 81: Quality park brochure/map

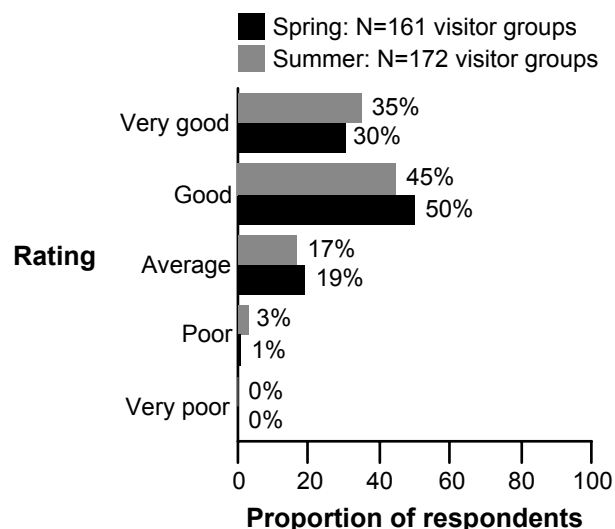


Figure 82: Quality of park newspaper

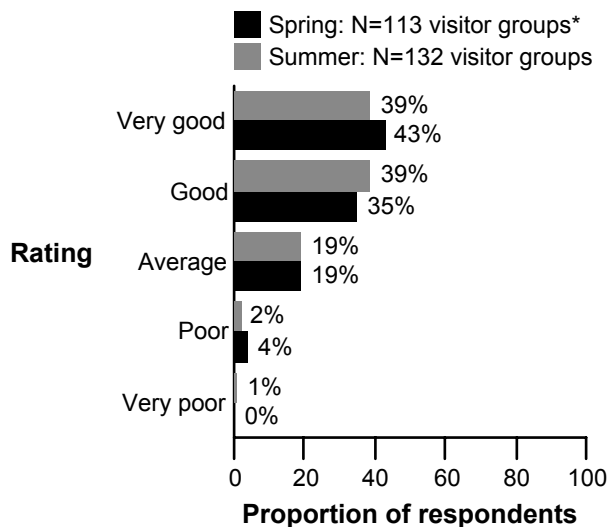


Figure 83: Quality of visitor center bookstore sales items

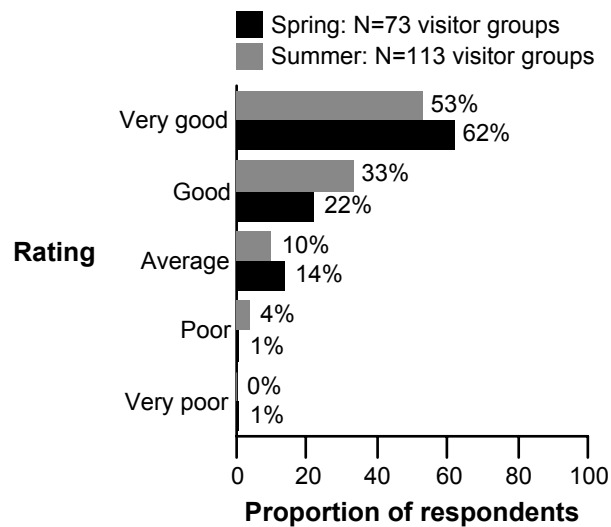


Figure 84: Quality of Glen Canyon Dam tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

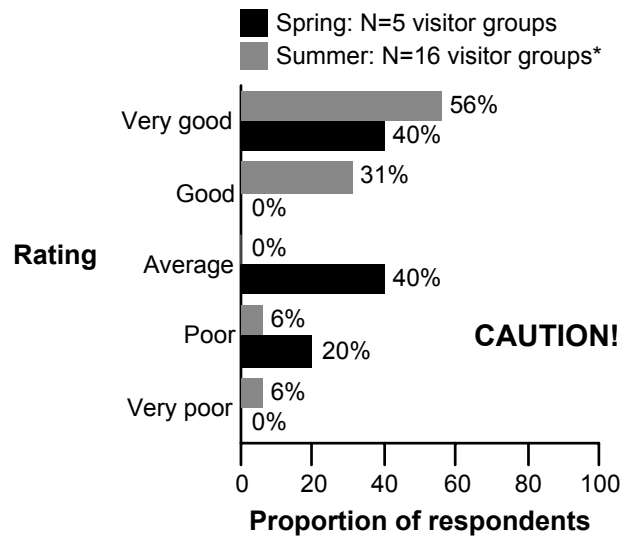


Figure 85: Quality of Junior Ranger programs

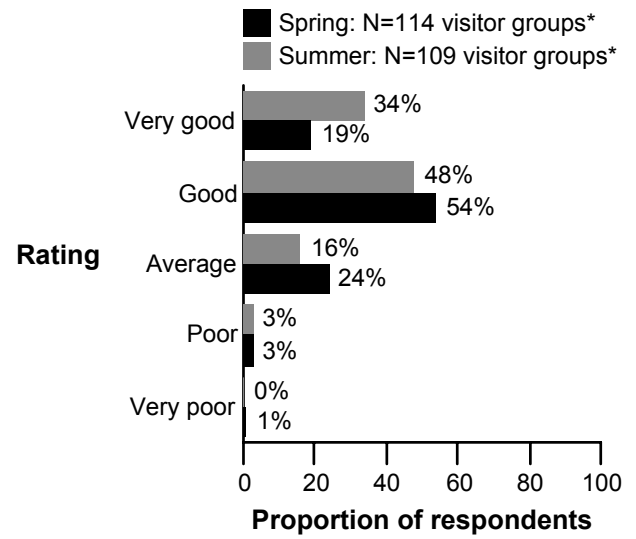


Figure 86: Quality of Glen Canyon NRA website

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of information services, Spring

- Figures 87 and 88 show the mean scores of importance and quality ratings for all visitor information services that were rated by 30 or more spring visitor groups.
- All information services were rated above average in importance and quality.

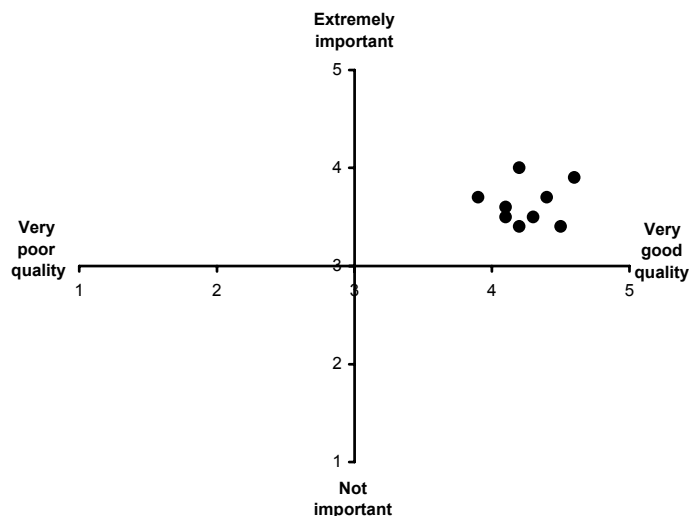


Figure 87: Mean scores of importance and quality ratings of information services by spring visitor groups

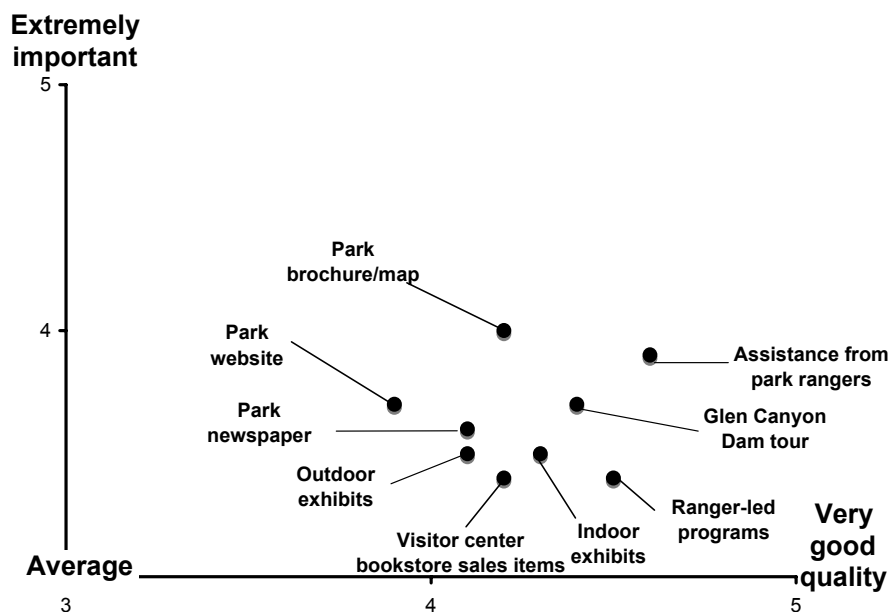


Figure 88: Detail of Figure 87

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings of information services, Summer

- Figures 89 and 90 show the mean scores of importance and quality ratings for all visitor information services that were rated by 30 or more summer visitor groups.
- All information services were rated above average in importance and quality.

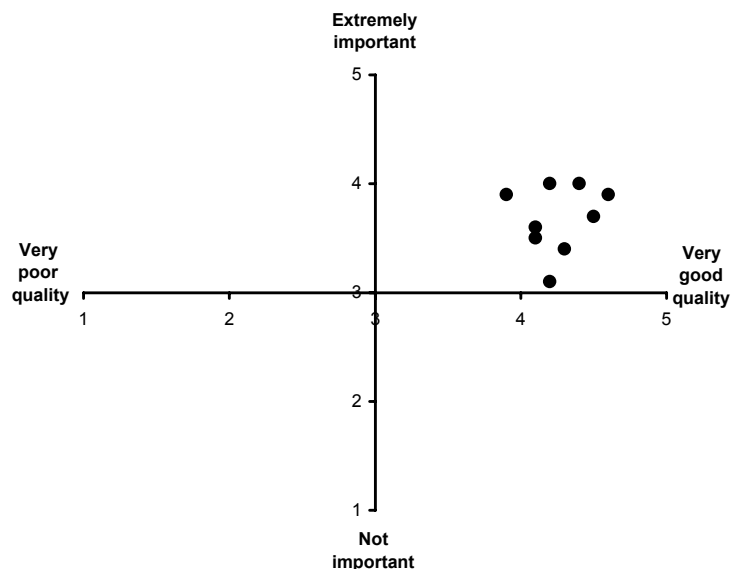


Figure 89: Mean scores of importance and quality ratings of information services by summer visitor groups

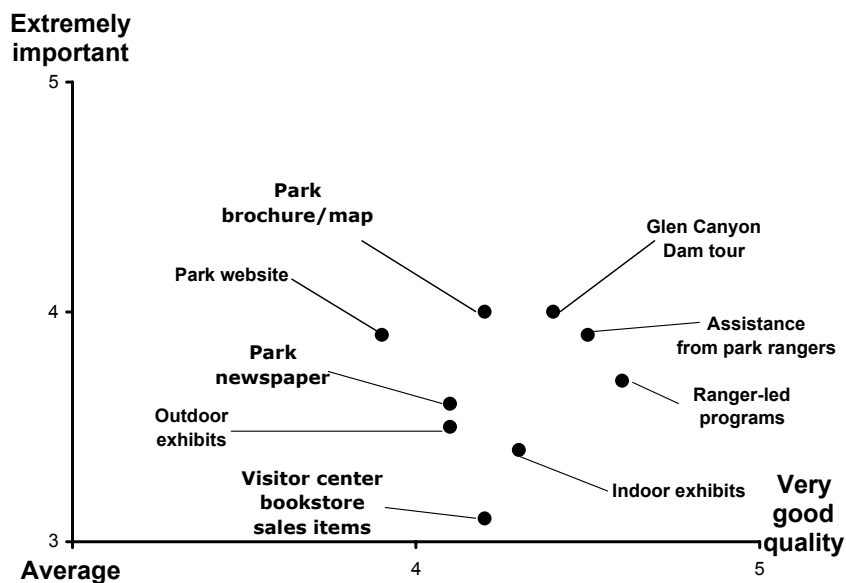


Figure 90: Detail of 89

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor facilities used

Question 13a

Please indicate all of the visitor facilities that you and your group used during this visit to Glen Canyon NRA.

Results

- As shown in Figure 91, the most used visitor facilities included:

Spring

35% Carl Hayden Visitor Center
32% Wahweap Marina
29% Glen Canyon Dam

Summer

37% Carl Hayden Visitor Center
33% Wahweap Marina
33% Glen Canyon Dam

- The least used service and facility was boat wash stations:

Spring 2%
Summer 3%

**Visitor
facility**

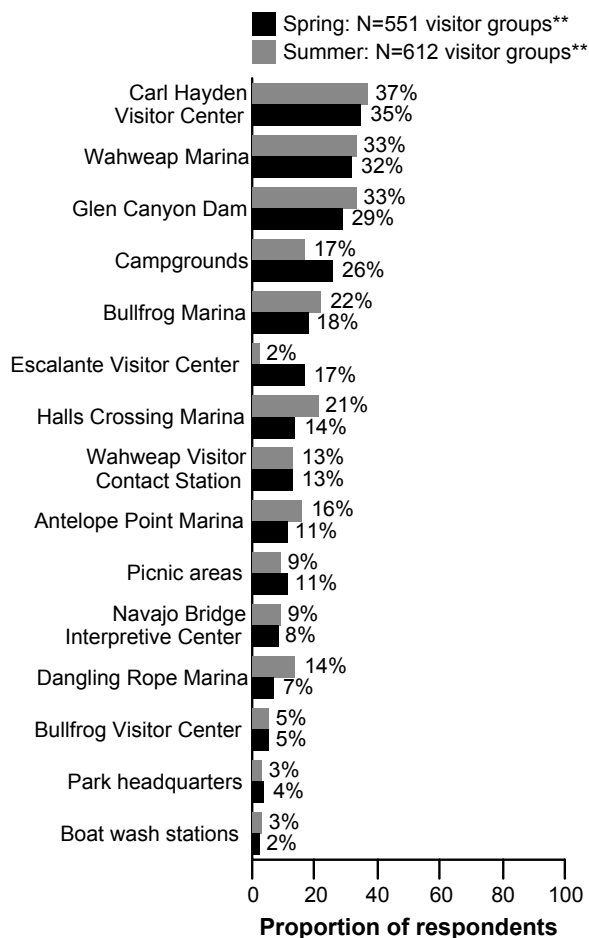


Figure 91: Visitor facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of visitor facilities

Question 13b

For only those visitors that you and your group used, please rate their importance from 1 to 5.

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

Results

- Figure 92 shows the combined proportions of “extremely important” and “very important” ratings for visitor facilities that were rated by 30 or more visitor groups.

- The most used visitor facilities included:

Spring

- 90% Campgrounds
- 90% Halls Crossing Marina
- 80% Bullfrog Marina

Summer

- 93% Halls Crossing Marina
- 92% Bullfrog Marina
- 89% Dangling Rope Marina

- Figures 93 to 107 show the importance ratings for each facility.
- The facilities receiving the highest “not important” rating were:

Spring

- 5% Dangling Rope Marina
- 5% Navajo Bridge Interpretive Center
- 5% Antelope Point Marina

Summer

- 8% Wahweap Visitor Contact Station

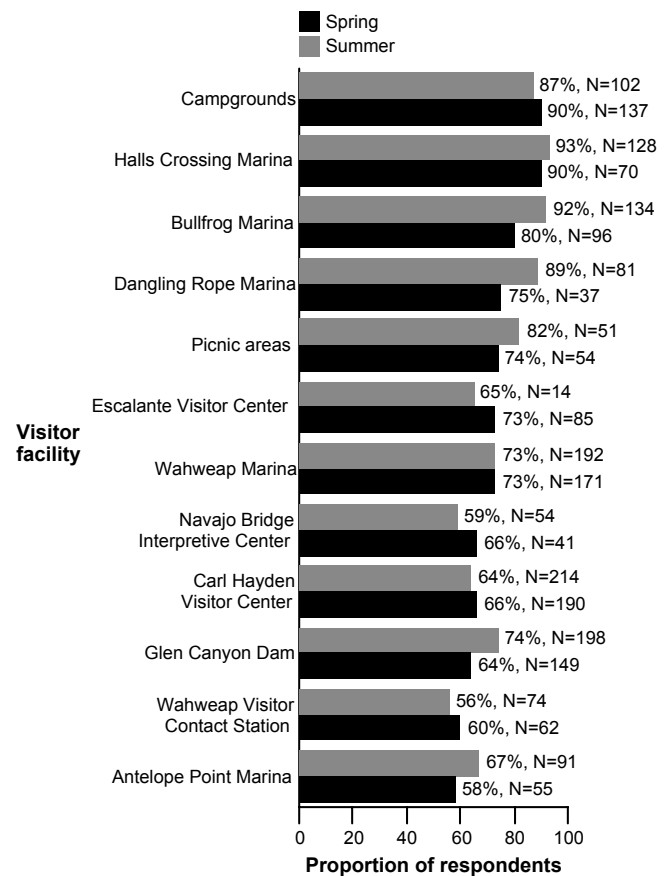


Figure 92: Combined proportions of “extremely important” and “very important” ratings for visitor facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

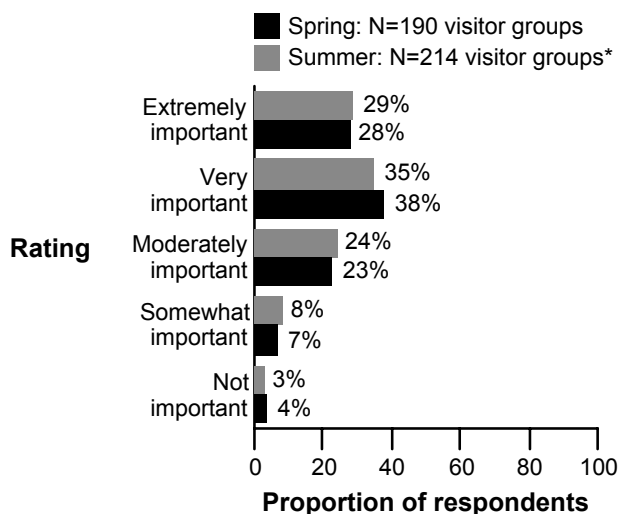


Figure 93: Importance of Carl Hayden Visitor Center

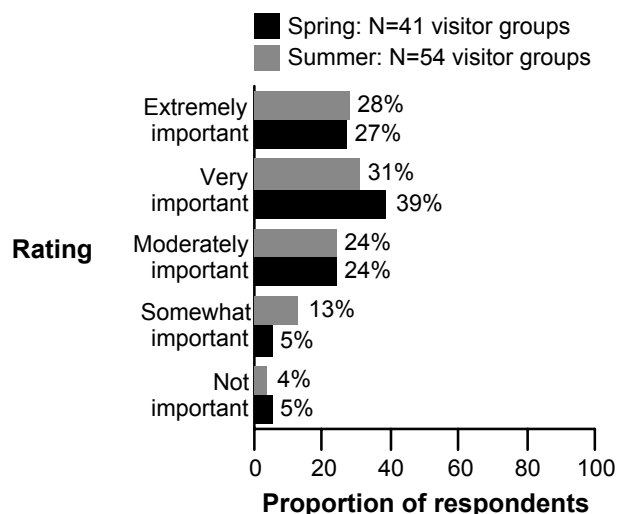


Figure 94: Importance of Navajo Bridge Interpretive Center

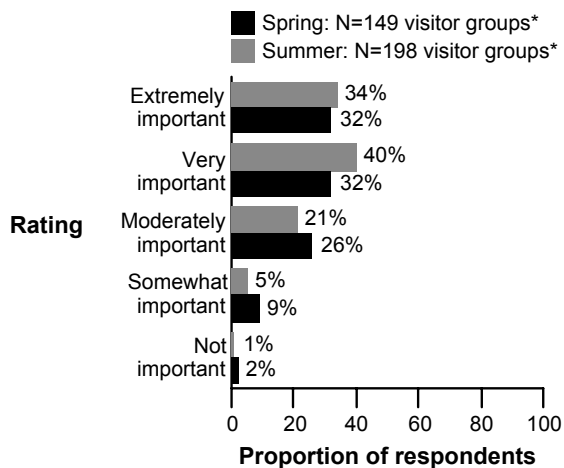


Figure 95: Importance of Glen Canyon Dam

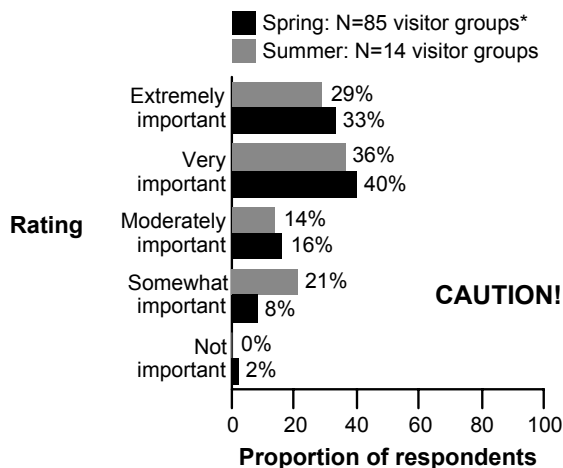


Figure 96: Importance of Escalante Visitor Center

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

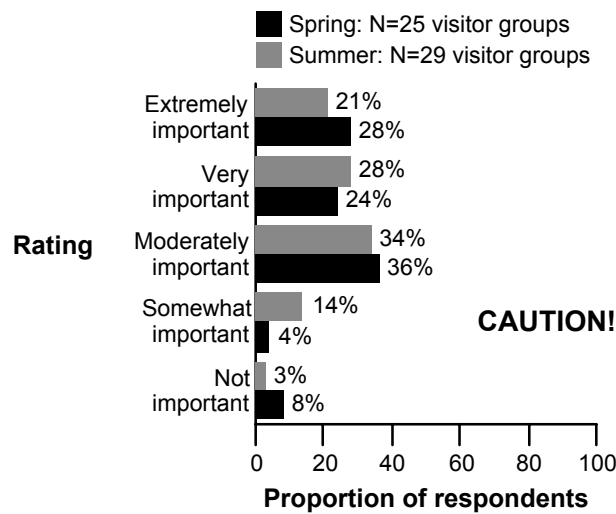


Figure 97: Importance of Bullfrog Visitor Center

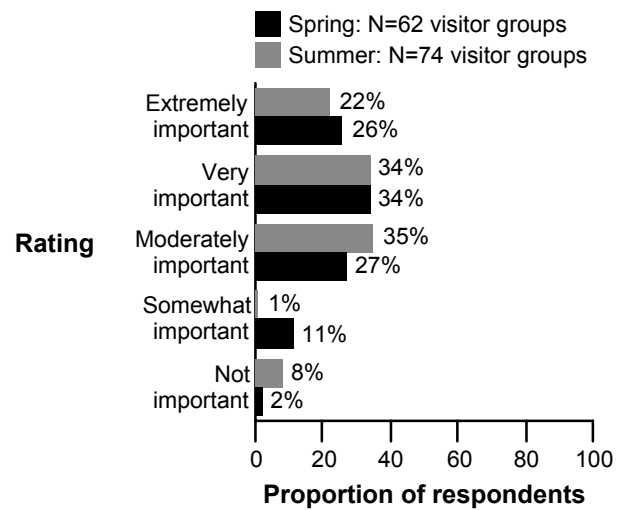


Figure 98: Importance of Wahweap Visitor Contact Station

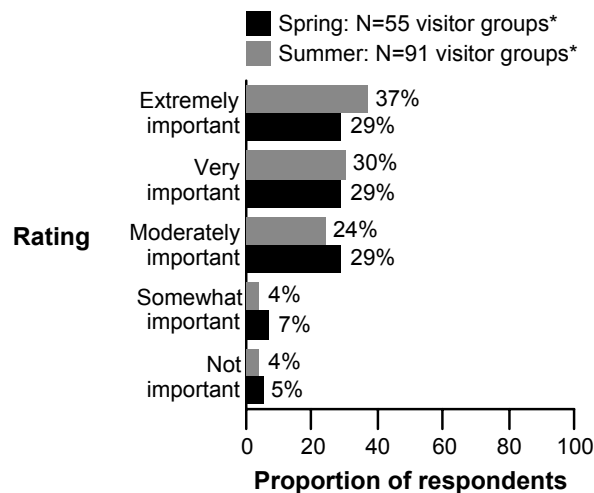


Figure 99: Importance of Antelope Point Marina

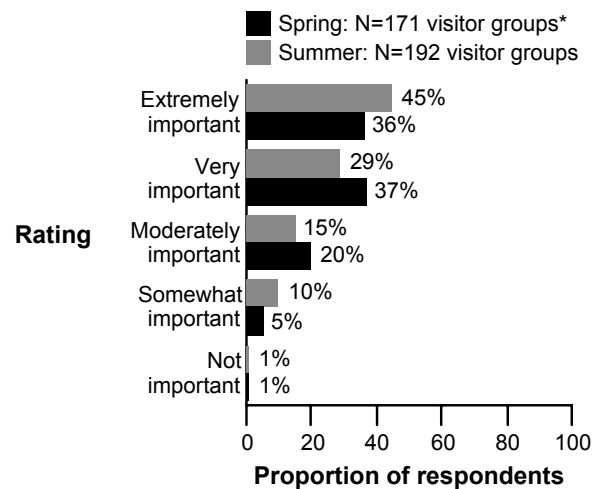


Figure 100: Importance of Wahweap Marina

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

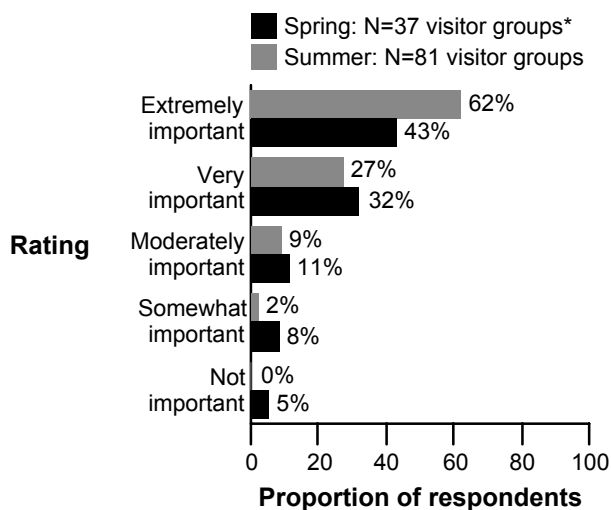


Figure 101: Importance of Dangling Rope Marina

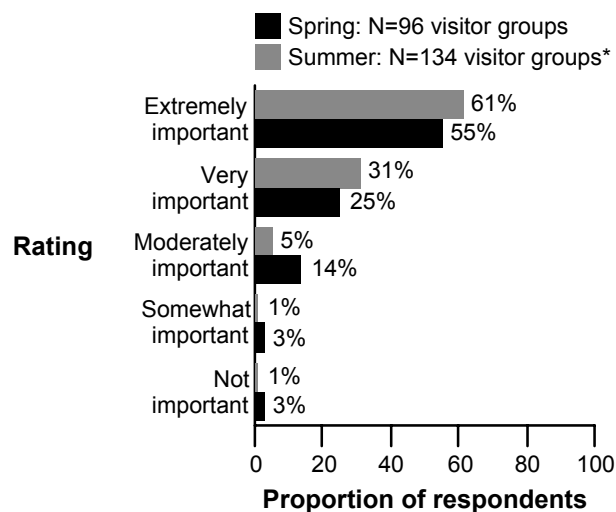


Figure 102: Importance of Bullfrog Marina

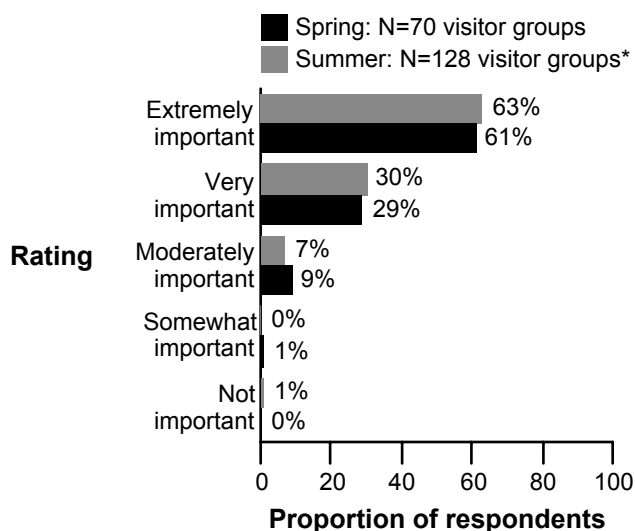


Figure 103: Importance of Halls Crossing Marina

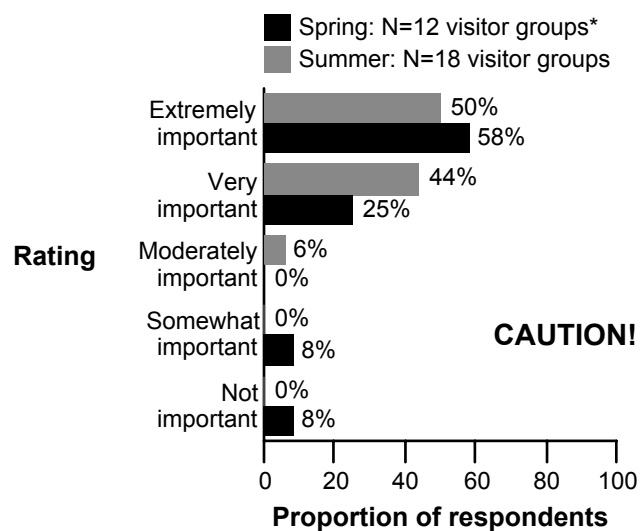


Figure 104: Importance of boat washing stations

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

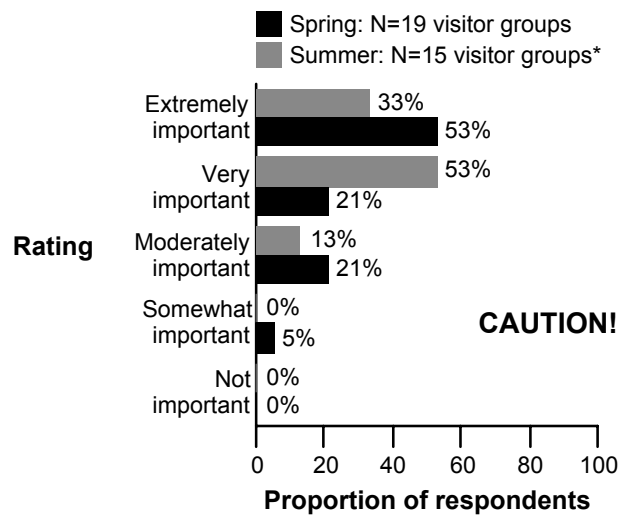


Figure 105: Importance of park headquarters

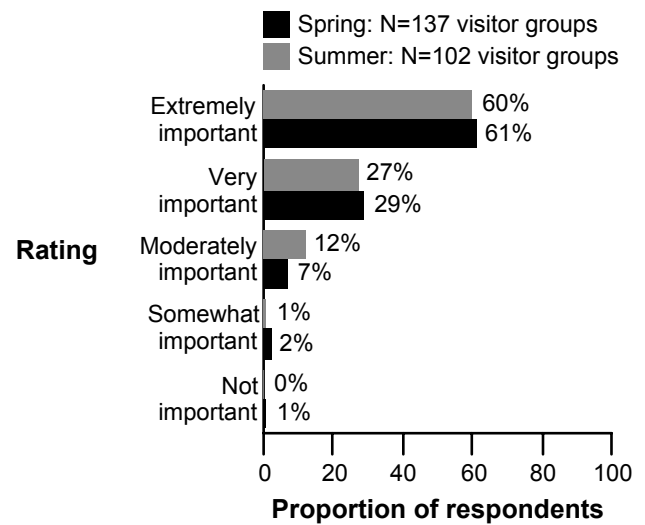


Figure 106: Importance of campgrounds

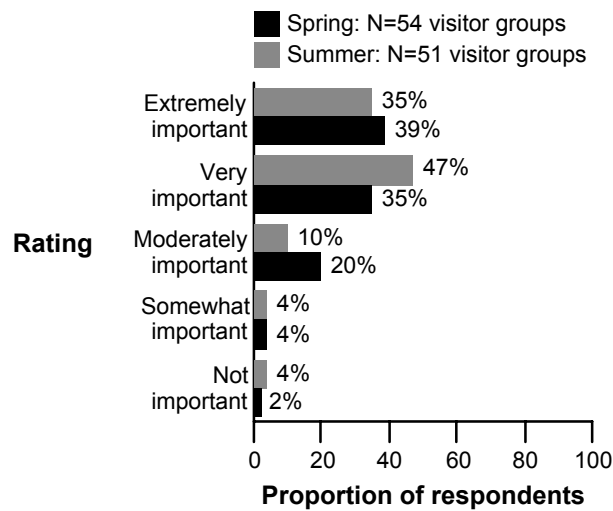


Figure 107: Importance of picnic areas

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor facilities

Question 13c

Finally, for only those facilities that you and your group used, please rate their quality from 1-5.

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

Results

- Figure 108 shows the combined proportions of “very good” and “good” quality ratings for visitor facilities that were rated by 30 or more visitor groups.
- The facilities that received the highest combined proportions of “very good” and “good” quality ratings included:

Spring

- 92% Escalante Visitor Center
- 92% Carl Hayden Visitor Center
- 89% Glen Canyon Dam

Summer

- 87% Carl Hayden Visitor Center
- 87% Glen Canyon Dam
- 83% Antelope Point Marina

- Figures 109 to 123 show the quality ratings for each facility.
- The facilities receiving the highest “very poor” quality ratings were:

Spring

- 5% Bullfrog Marina
- 5% Navajo Bridge Interpretive Center

Summer

- 4% Campgrounds

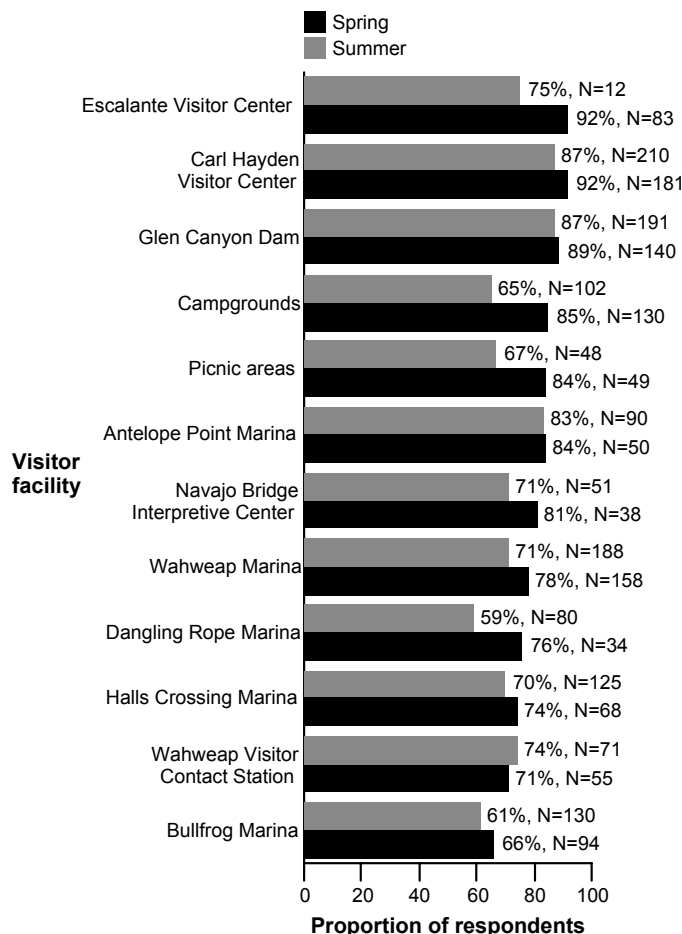


Figure 108: Combined proportions of “very good” and “good” quality ratings for visitor facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

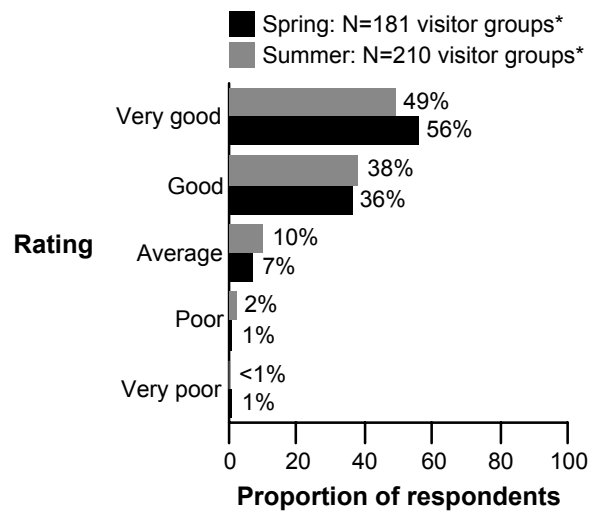


Figure 109: Quality of Carl Hayden Visitor Center

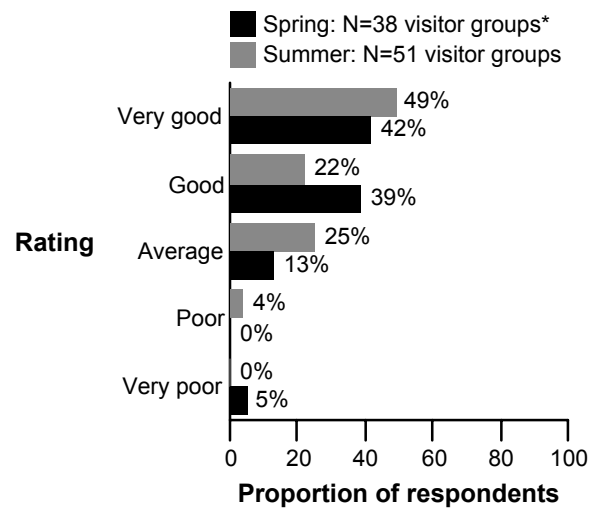


Figure 110: Quality of Navajo Bridge Interpretive Center

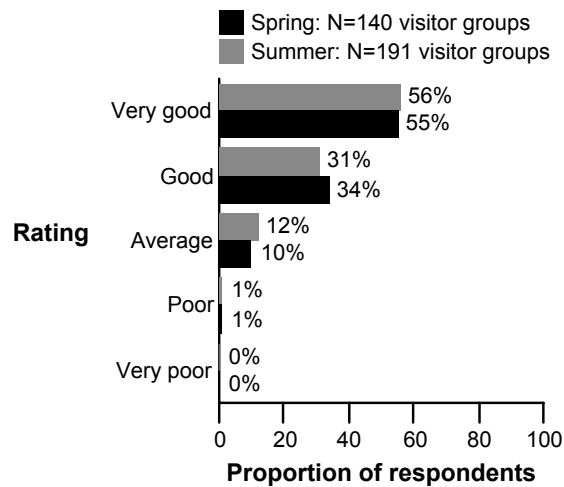


Figure 111: Quality of Glen Canyon Dam

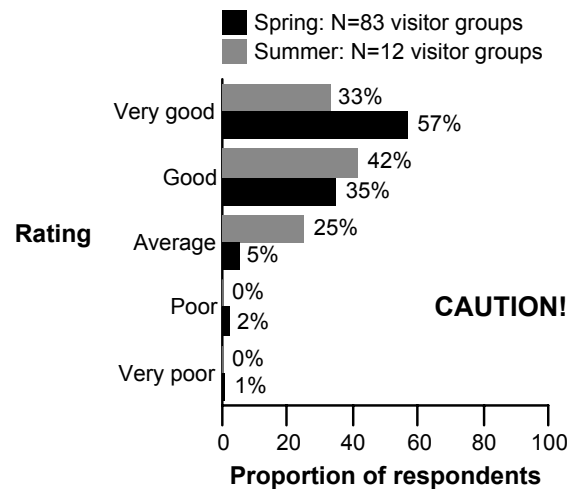


Figure 112: Quality of Escalante Visitor Center

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

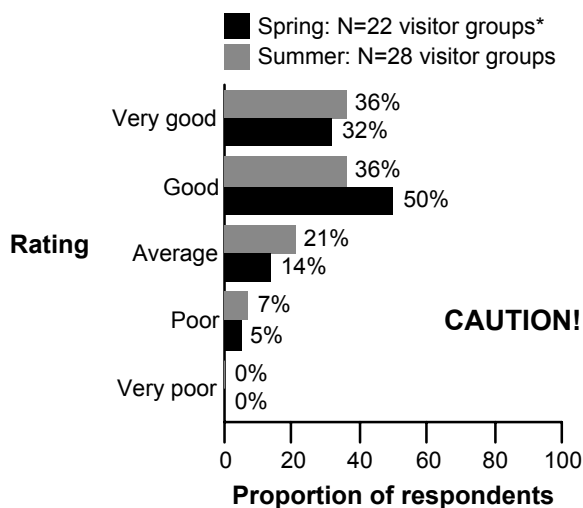


Figure 113: Quality of Bullfrog Visitor Center

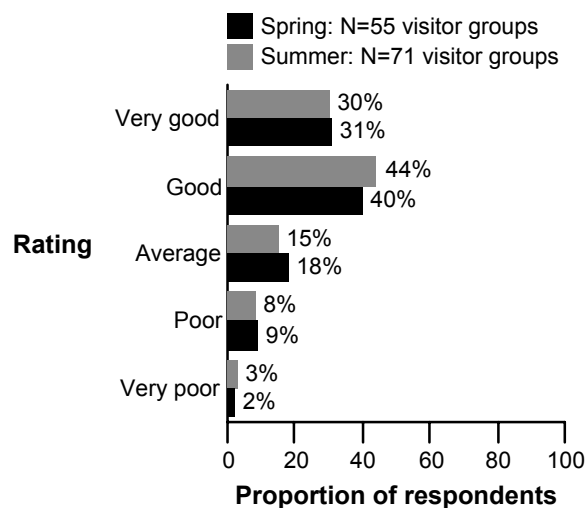


Figure 114: Quality of Wahweap Visitor Contact Station

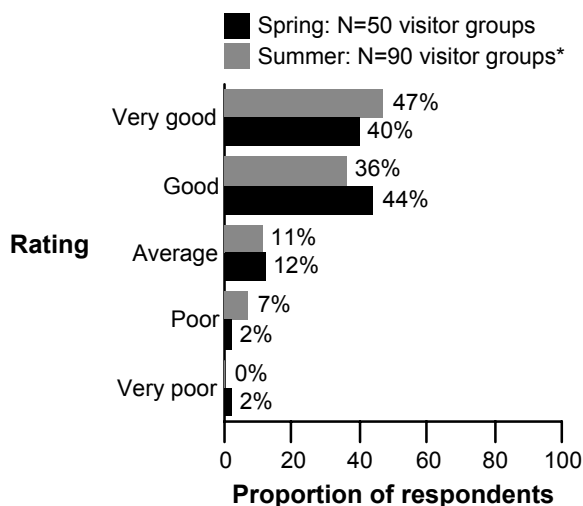


Figure 115: Quality of Antelope Point Marina

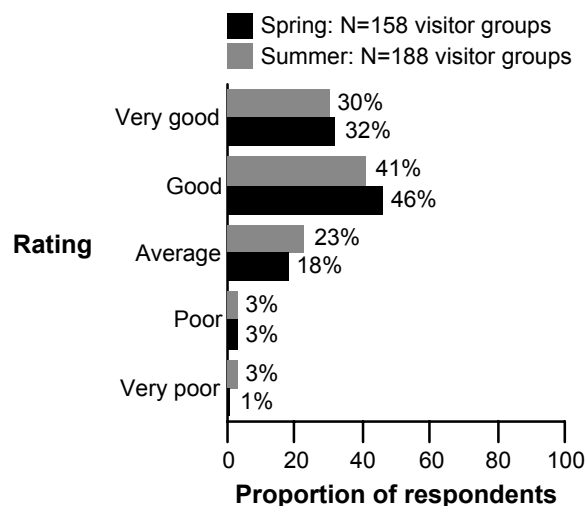


Figure 116: Quality Wahweap Marina

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

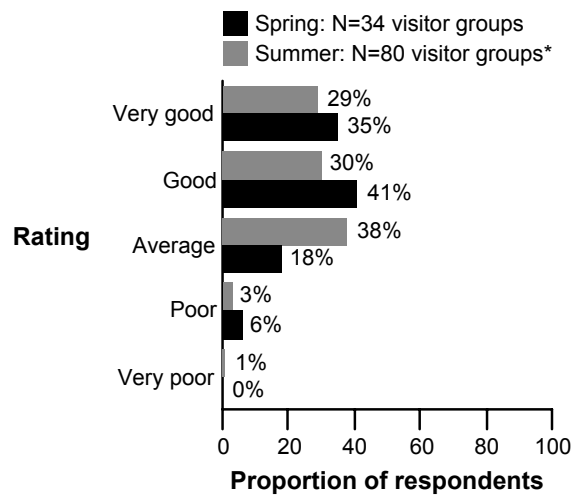


Figure 117: Quality of Dangling Rope Marina

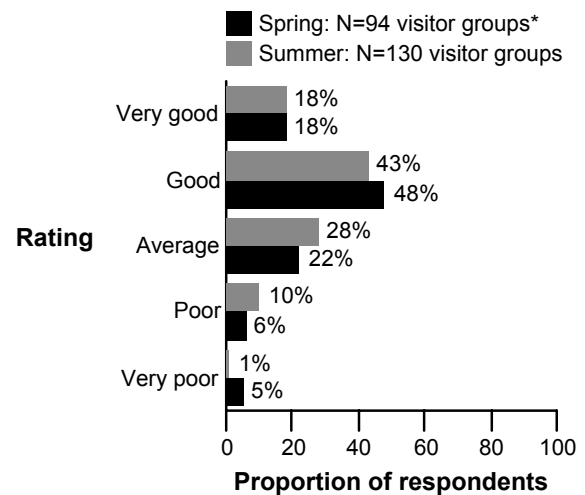


Figure 118: Quality of Bullfrog Marina

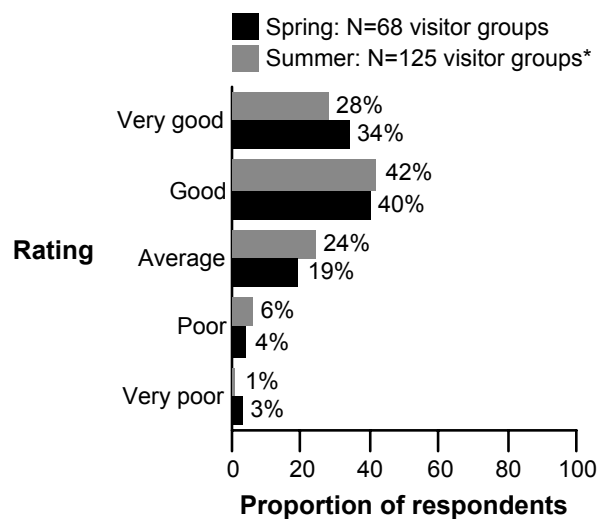


Figure 119: Quality of Halls Crossing Marina

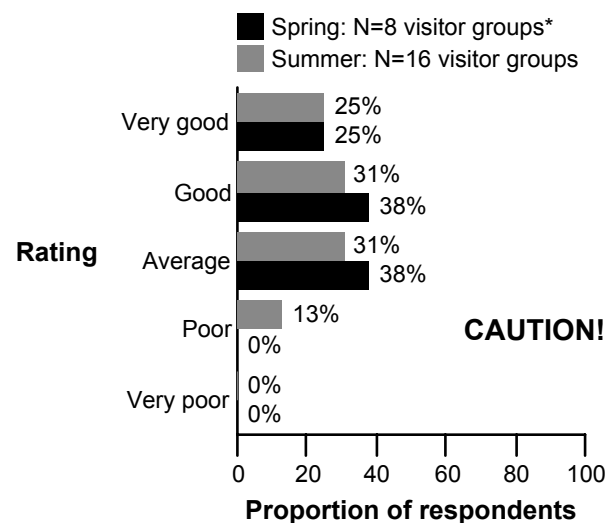


Figure 120: Quality of boat wash stations

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

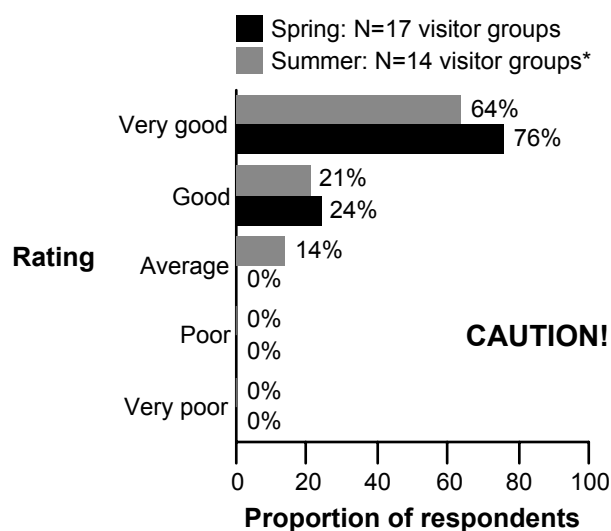


Figure 121: Quality of Park headquarters

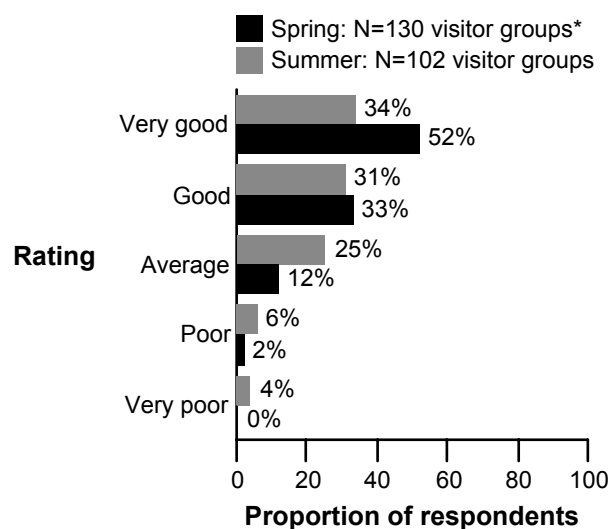


Figure 122: Quality of campgrounds

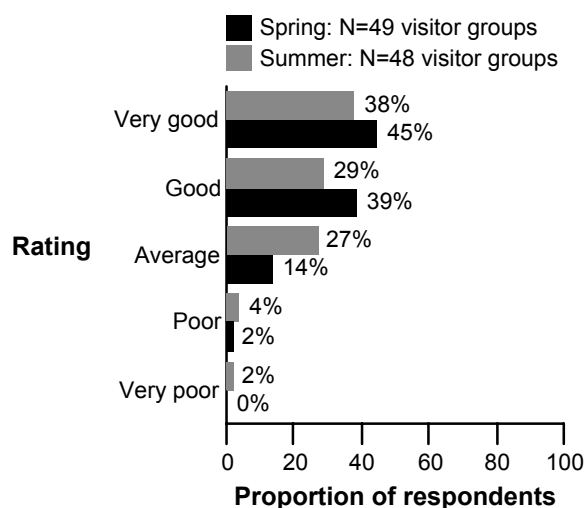


Figure 123: Quality of picnic areas

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 13d

If you rated the quality of any facilities as 1 or 2, please explain.

Results

- Tables 7 and 8 show a summary of visitor comments from the spring and summer surveys.

Table 7: Comments on facilities that received “very poor” or “poor” quality ratings
Spring survey
 N=46 comments

Service/facility	Comment
Antelope Point Marina	Hard to find NPS rangers in gift shop Received incorrect gas mixture for boat
Bullfrog Marina	Aramark should not have a monopoly Aramark unsatisfactory Boat shop closed Dirt roads Employee attitude Enlarge boat ramp Lack of services Low water No policing of handicap parking No security on covered slips Power failure at gas pump – 4-hour wait Prices way too high Run down Store closed Too crowded Too many trucks and trailers left overnight on boat ramp Understaffed Under-stocked
Bullfrog Visitor Center	Closed until Memorial Day
Campgrounds	Backed-up or non-functioning plumbing No showers or restrooms
Carl Hayden Visitor Center	Long wait for buses, etc. and security Need visitor information station in non-secure area Better accessibility needed Very unfriendly
Dangling Rope Marina	Out of gasoline
Escalante Visitor Center	Could not find poster; used to have them Lack of backcountry information No maps
Glen Canyon Dam	Exhibits very dated
Halls Crossing Marina	Aramark unsatisfactory Backed-up or non-functioning plumbing Boat shop closed Gas (station) closed for lunch Lack of services - poorly run by Aramark Power outage at gas pump Store closed when posted open

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

**Table 7: Comments on facilities that received “very poor” or “poor” quality ratings
Spring survey
(continued)**

Service/facility	Comment
Navajo Bridge Interpretive Center	Door locked Need native interpreter with good knowledge of area and history
Wahweap Marina	Poor dock conditions - many loose boards
Wahweap Visitor Contact Station	Closed Didn't use it much Unable to locate

**Table 8: Comments on facilities that received “very poor” or “poor” quality ratings
Summer survey
N=65 comments**

Service/facility	Comment
Antelope Point Marina	No kayak available Not too user-friendly Inadequate directions to boat rental Too close to Wahweap
Bullfrog Marina	Store limited Rude/unfriendly staff Too small Hours of operation unsatisfactory Limited facility No security Poor condition Soft serve ice cream unsatisfactory
Bullfrog Visitor Center	Hours of operation unsatisfactory Unimpressive
Boat wash stations	Could not find Frequent break downs
Campgrounds	Bad road to Lone Rock Unclean Electricity out Expensive and dirty Extra pay for showers Inadequate for tent campers Lone Rock: noisy Lone Rock: pets loose on beach Plant some trees Restrooms could be cleaner Rude/unfriendly staff

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Table 8: Comments on facilities that received “very poor” or “poor” quality ratings
Summer survey
 (continued)

Service/facility	Comment
Carl Hayden Visitor Center	Long wait for tour Limited displays Felt unwelcomed Hours unsatisfactory Movie out of order Small bookshop Tour elevator out of order
Dangling Rope Marina	Credit card double-charged Fuel attendants not available Ice was half melted Service unsatisfactory
Glen Canyon Dam	Tour elevator out of order
Halls Crossing Marina	Fuel dock inoperable Unsatisfactory customer service Needed help getting equipment to boat No active boat or parts shop No half gallon of ice cream to buy Pump out dock not functioning
Navajo Bridge Interpretive Center	Minimal information at bridge Very minor attractions

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings for visitor facilities - Spring

- Figures 124 and 125 show the mean scores of importance and quality ratings for all visitor facilities that were rated by 30 or more spring visitor groups.
- All visitor facilities were rated above average in importance and quality.

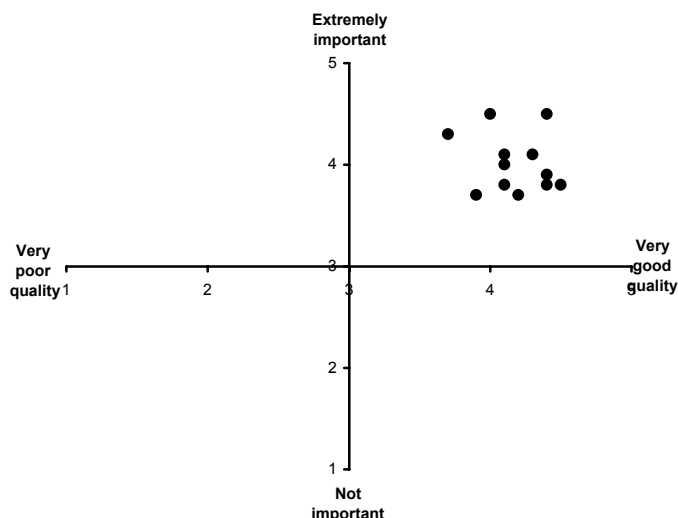


Figure 124: Mean scores of importance and quality ratings of visitor facilities by spring visitor groups

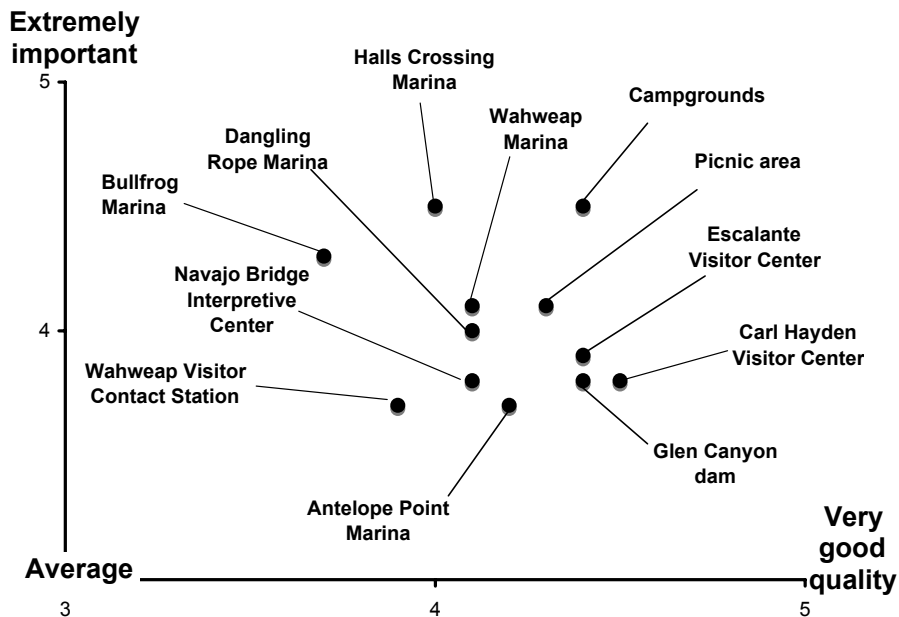


Figure 125: Detail of Figure 124

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings for visitor facilities - Summer

- Figures 126 and 127 show the mean scores of importance and quality ratings for all visitor facilities that were rated by 30 or more summer visitor groups.
- All visitor facilities were rated above average in importance and quality.

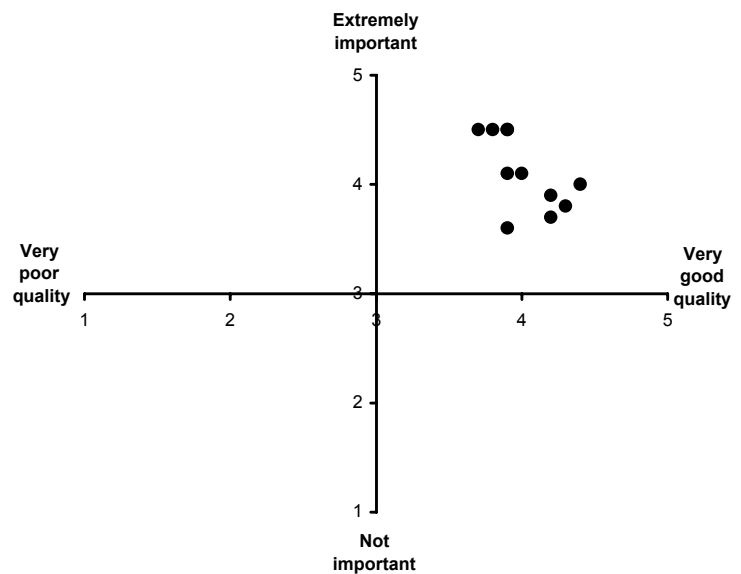


Figure 126: Mean scores of importance and quality ratings of visitor facilities by summer visitor groups

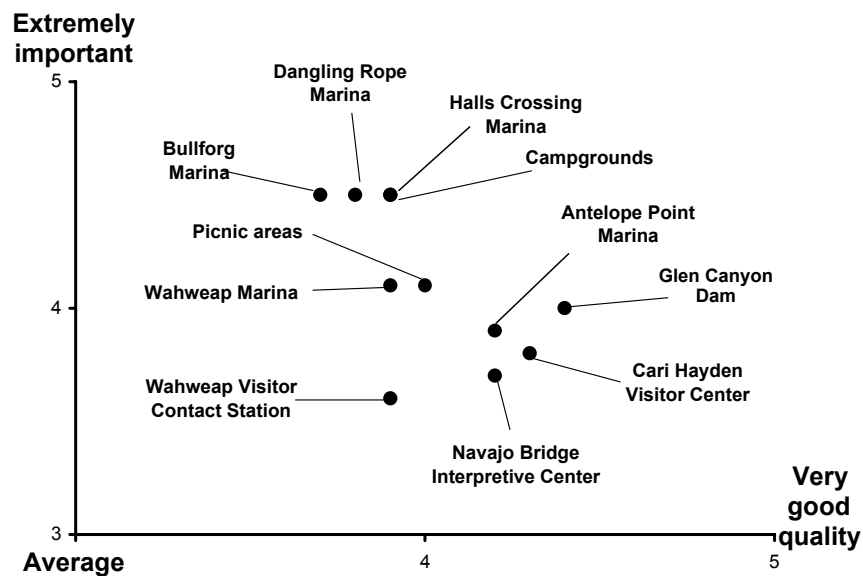


Figure 127: Detail of Figure 126

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Interpretive programs/information services preferred on future visit

Question 24

On a future visit to Glen Canyon NRA, what interpretive programs/information services would you and your group like to have available at the park?

Results

- As shown in Figure 128, 57% of spring visitor groups and 56% of summer visitor groups were interested in interpretive programs on a future visit.
- As shown in Figure 129, the interpretive programs preferred on a future visit included:

Spring

50% Roving rangers
43% Outdoor exhibits
41% Night sky programs
41% Ranger talks/programs

Summer

42% Roving rangers
42% Night sky programs
36% Rafting trip on the river

- "Other" interpretive programs included:

Spring (4%)

Better map of lake
Botanical nature walk
Cheaper access to Rainbow Bridge
Children's fishing program
More scientific information
Native perspective on environmental issues

Summer (4%)

Fishing information
Geography program
Junior Ranger program
Kayak tour
Native American culture
Native American dancing
Parking monitors
Price information

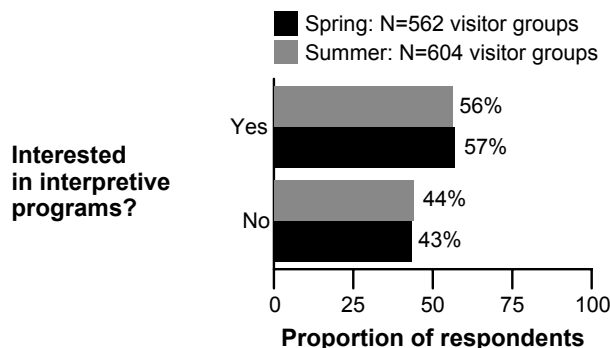


Figure 128: Visitor groups interested in interpretive programs on future visit

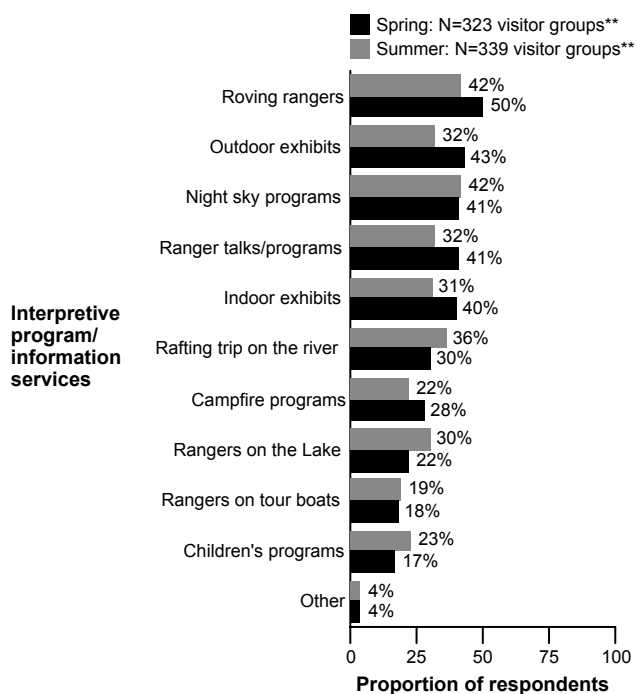


Figure 129: Interpretive programs preferred for a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Likelihood of future visit

Question 11

How would each of the following factors affect your likelihood of visiting Glen Canyon NRA in the future?

Higher gas prices

Results

- 52% of spring visitor groups and 54% of summer groups indicated that higher gas prices would have no effect on the likelihood of a future visit (see Figure 130).
- 39% of spring visitor groups and 36% of summer groups indicated they would be less likely to visit with higher gas prices.

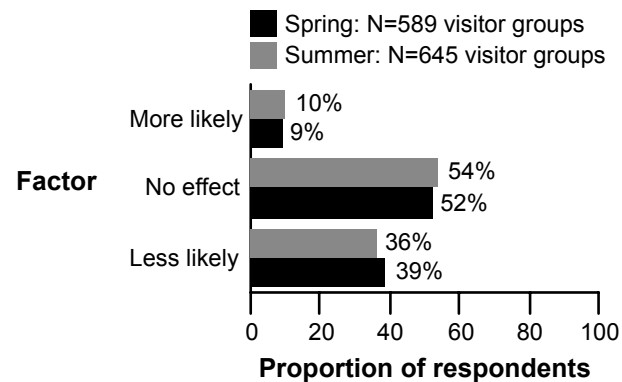


Figure 130: Effect of higher gas prices on future visits

Lower gas prices

Results

- 50% of spring visitor groups and 52% of summer groups indicated that lower gas prices would have no effect on the likelihood of a future visit (see Figure 131).
- 46% of spring visitor groups and 44% of summer groups indicated they would be more likely to visit with lower gas prices.

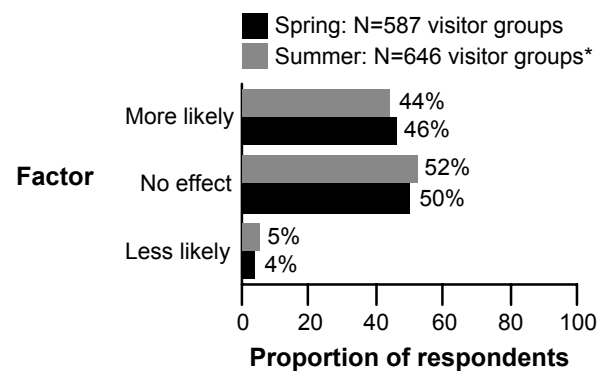


Figure 131: Effect of lower gas prices on likelihood of future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Higher water level in lake

Results

- 67% of spring visitor groups and 61% of summer groups indicated that higher water levels in the lake would have no effect on the likelihood of a future visit (see Figure 132).
- 29% of spring visitor groups and 36% of summer visitor groups would be more likely to visit with higher lake levels.

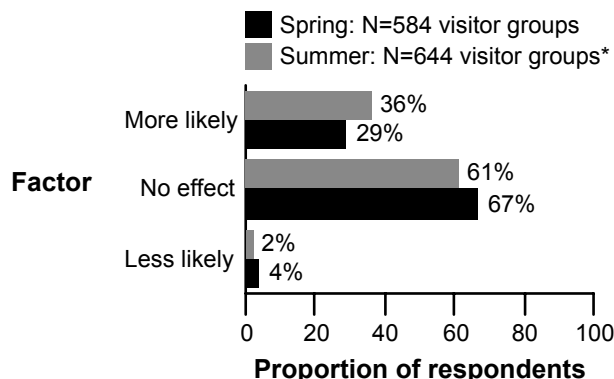


Figure 132: Effect of higher water level in lake on likelihood of future visits

Lower water level in lake

Results

- 68% of spring visitor groups and 61% of summer groups indicated that lower water levels in the lake would have no effect on the likelihood of a future visit (see Figure 133).
- 25% of spring visitor groups and 34% of summer visitor groups would be less likely to visit with lower lake levels.

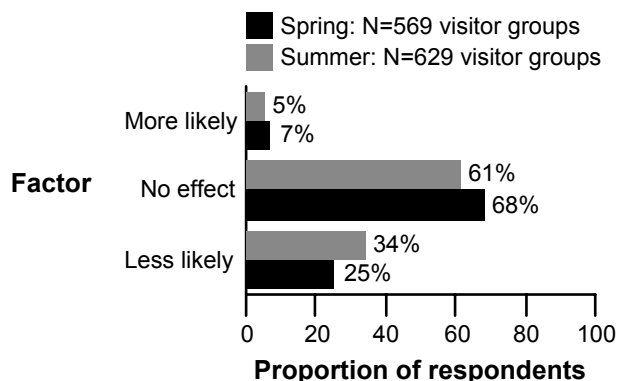


Figure 133: Effect of lower water level in lake on likelihood of future visits

More tourist amenities

Results

- 69% of spring visitor groups and 68% of summer groups indicated that more tourist amenities would have no effect on the likelihood of a future visit (see Figure 134).
- 15% of spring visitors and 20% of summer visitors would be more likely to visit with more tourist amenities.

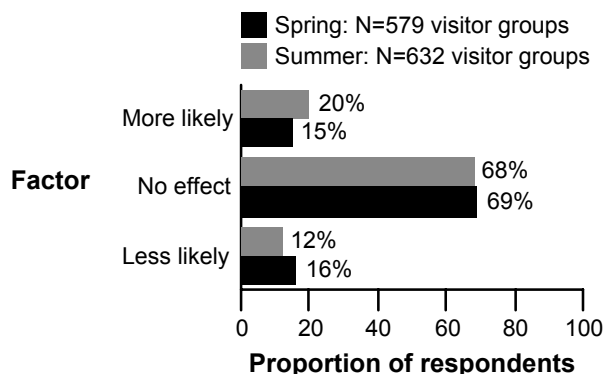


Figure 134: Effect of more tourist amenities on likelihood of future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Fewer tourist amenities

Results

- 76% of spring visitor groups and 76% of summer groups indicated that fewer tourist amenities would have no effect on the likelihood of a future visit (see Figure 135).
- 12% of spring visitors and 15% of summer visitors would be less likely to visit with fewer tourist amenities.

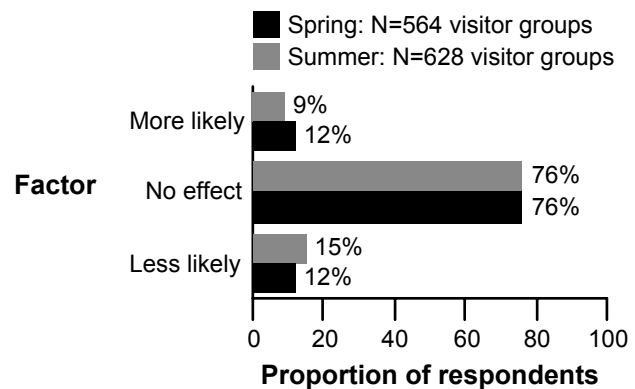


Figure 135: Effect of fewer tourist amenities on likelihood of future visits

More lake access locations

Results

- 66% of spring visitor groups and 62% of summer groups indicated that more lake access locations would have no effect on the likelihood of a future visit (see Figure 136).
- 29% of spring visitors and 34% of summer visitors would be more likely to visit with more lake access locations.

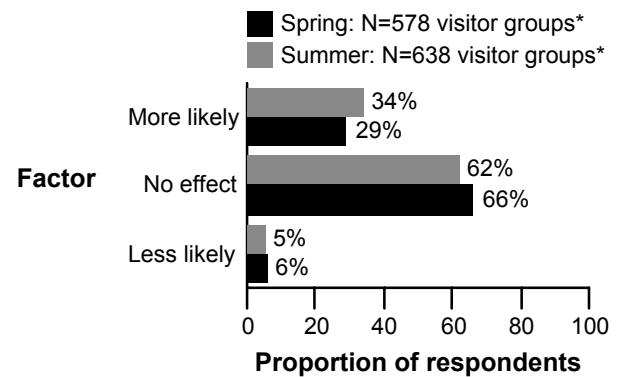


Figure 136: Effect of more lake access locations on likelihood of future visits

Fewer lake access locations

Results

- 74% of spring visitor groups and 68% of summer groups indicated that fewer lake access locations would have no effect on the likelihood of a future visit (see Figure 137).
- 21% of spring visitors and 28% of summer visitors would be less likely to visit with fewer lake access locations.

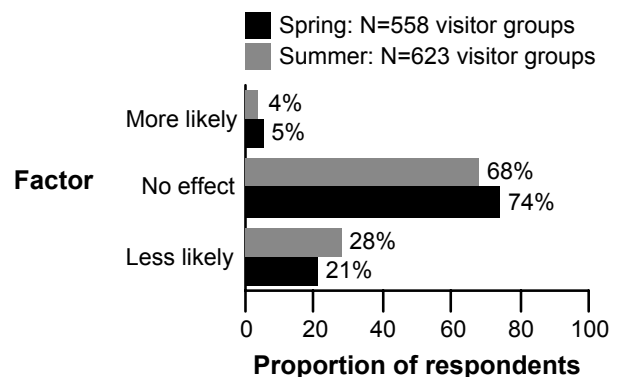


Figure 137: Effect of fewer lake access locations on likelihood of future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

More evidence of grazing or mining

Results

- 59% of spring visitor groups and 66% of summer groups indicated that less evidence of grazing or mining would have no effect on the likelihood of a future visit (see Figure 138).
- 35% of spring visitors and 30% of summer visitors would be less likely to visit with more evidence of grazing or mining.

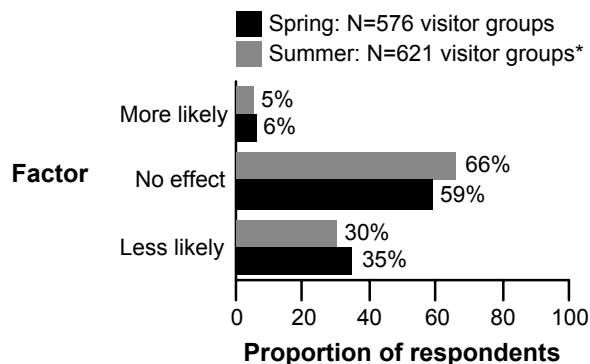


Figure 138: Effect of more evidence of grazing or mining on likelihood of future visits

Less evidence of grazing or mining

Results

- 69% of spring visitor groups and 75% of summer groups indicated that less evidence of grazing or mining would have no effect on the likelihood of a future visit (see Figure 139).
- 25% of spring visitors and 20% of summer visitors would be more likely to visit with less evidence of grazing or mining.

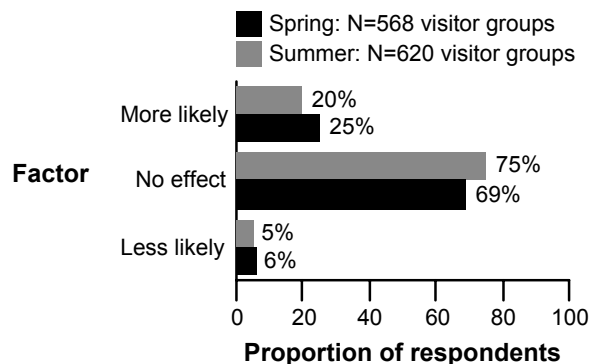


Figure 139: Effect of less evidence of grazing or mining on likelihood of future visits

More cell phone/wireless service/coverage

Results

- 66% of spring visitor groups and 65% of summer groups indicated that more cell phone service/wireless service/coverage would have no effect on the likelihood of a future visit (see Figure 140).
- 29% of spring visitors and 31% of summer visitors would be more likely to visit with more cell phone coverage.

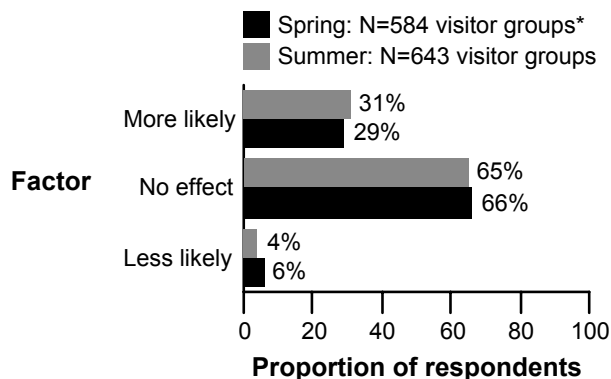


Figure 140: Effect of more cell phone service/coverage on likelihood of future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Less cell phone/wireless service/coverage

Results

- 76% of spring visitor groups and 79% of summer groups indicated that less cell phone service/wireless service/coverage would have no effect on the likelihood of a future visit (see Figure 141).
- 20% of spring visitors and 18% of summer visitors would be less likely to visit with less cell phone coverage.

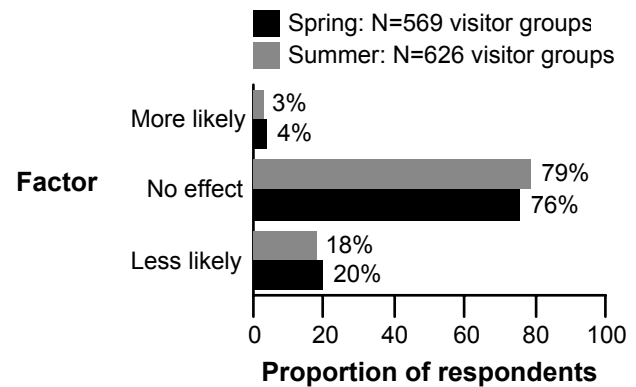


Figure 141: Effect of less cell phone coverage/ service on likelihood of future visits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance of protecting park attributes/resources

Question 23

It is the National Park Service's responsibility to protect Glen Canyon NRA natural, scenic, and cultural resources, while at the same time providing for public enjoyment. How important is the protection of the following attributes/resources in the park to you?

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

Results

- As shown in Figure 142, the highest combined proportions of “extremely important” and “very important” ratings included:

Spring 96% Clean water
Summer 97% Clean water
- The attribute/resource that received the highest “not important” rating was:

Spring 6% Access to backcountry
Summer 8% Access to backcountry
- Tables 9a and 9b show the importance ratings for natural and cultural attributes/resources/ experiences as rated by visitor groups.

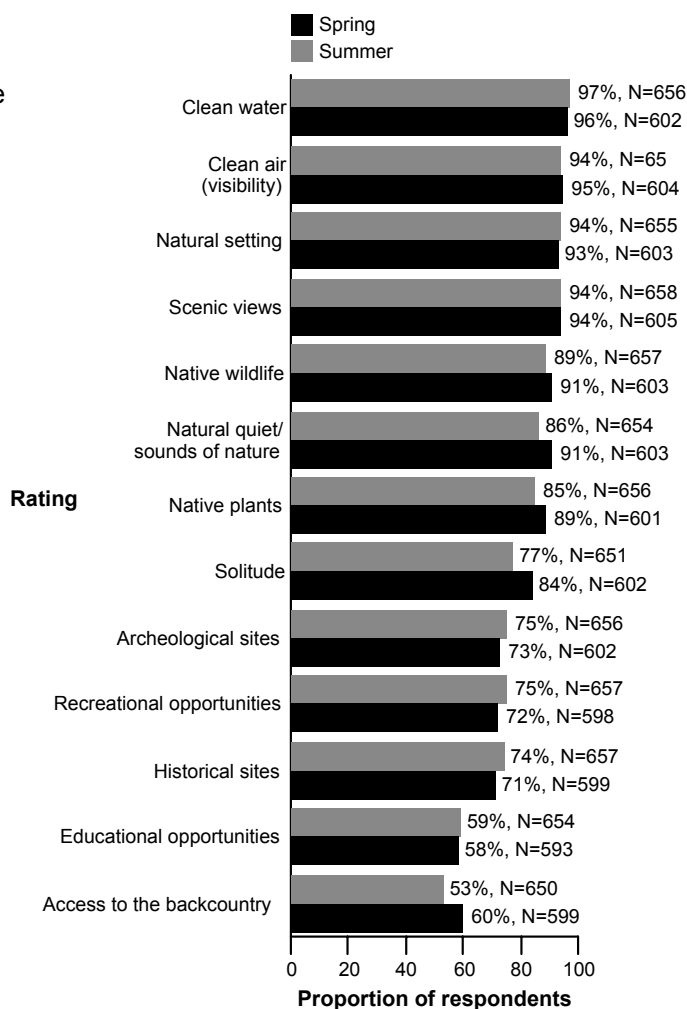


Figure 142: Importance of protecting park attributes/resources

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

**Table 9a: Importance of protection of park attributes/resources
Spring survey**

N=number of visitor groups who rated the importance of each attribute/resource.

Attribute/resource	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Scenic views	605	71	23	5	1	<1
Natural setting	603	70	23	6	1	1
Native wildlife	603	65	26	7	2	1
Native plants	601	63	26	7	2	1
Natural quiet/sounds of nature	603	64	27	7	2	1
Solitude	602	56	28	12	3	1
Clean air (visibility)	604	71	24	3	1	<1
Clean water	602	75	21	4	<1	<1
Recreational opportunities	598	41	31	20	4	3
Educational opportunities	593	29	29	28	10	5
Access to the backcountry	599	37	23	22	10	9
Historical sites	599	43	28	21	6	2
Archeological sites	602	49	24	18	6	3

**Table 9b: Importance of protection of park attributes/resources
Summer survey**

N=number of visitor groups who rated the importance of each attribute/resource.

Attribute/resource	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Scenic views	658	68	26	5	1	<1
Natural setting	655	68	26	5	1	<1
Native wildlife	657	67	22	7	3	1
Native plants	656	62	23	10	4	2
Natural quiet/sounds of nature	654	61	25	9	3	2
Solitude	651	50	27	17	5	2
Clean air (visibility)	655	73	21	4	2	<1
Clean water	656	79	18	2	1	<1
Recreational opportunities	657	44	31	18	5	2
Educational opportunities	654	28	31	27	10	4
Access to the backcountry	650	28	25	27	14	6
Historical sites	657	43	31	19	5	2
Archeological sites	656	47	28	16	7	2

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures

Total expenditures

Question 22

For you and your personal group, please report all expenditures for the items listed below for this visit to Glen Canyon NRA and the surrounding area (within 120-mile radius of Page, AZ or Bullfrog, UT).

Results

- Visitor groups whose total expenditures inside and outside the park (see Figure 143) between \$1 and \$500 were:

Spring 57%
Summer 45%

- Expenditures between \$501 and \$1,000 were:

Spring 25%
Summer 23%

- The largest proportions of total expenditures (see Figures 144 and 145) were for:

Spring
21% "Gas and oil"
21% "All other purchases"

Summer
30% "Gas and oil"
22% "Other transportation expenses"

- The average expenditure per visitor group was:

Spring \$914
Summer \$1,240

- The median expenditures (50% visitor groups spent more and 50% spent less) was:

Spring \$435
Summer \$595

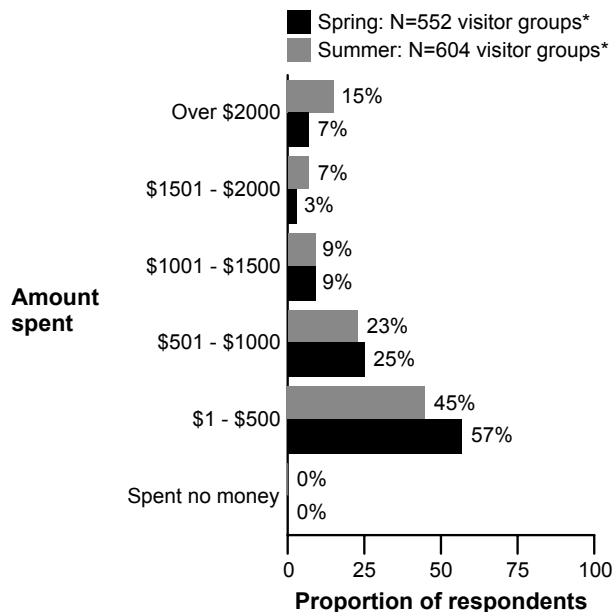


Figure 143: Total expenditures inside and outside of the park

- The average expenditure per person (per capita) was:

Spring \$339
Summer \$223

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

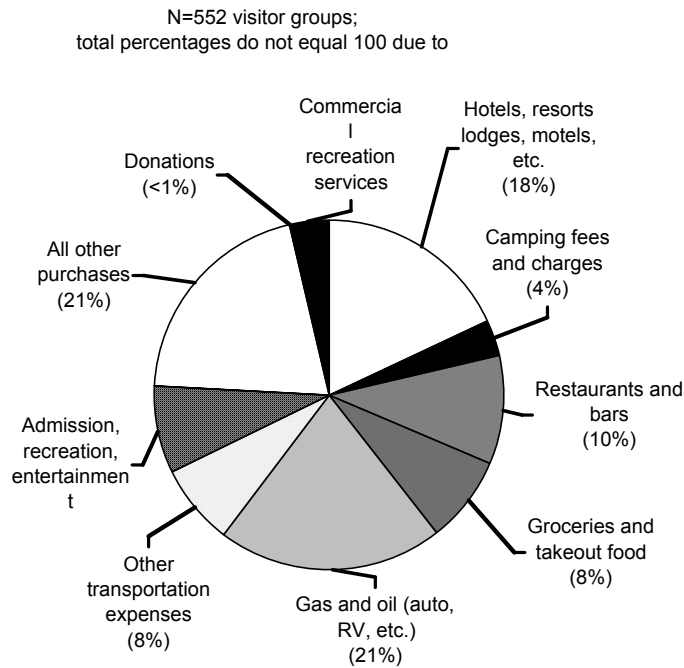


Figure 144: Total expenditures, inside and outside park (Spring survey)

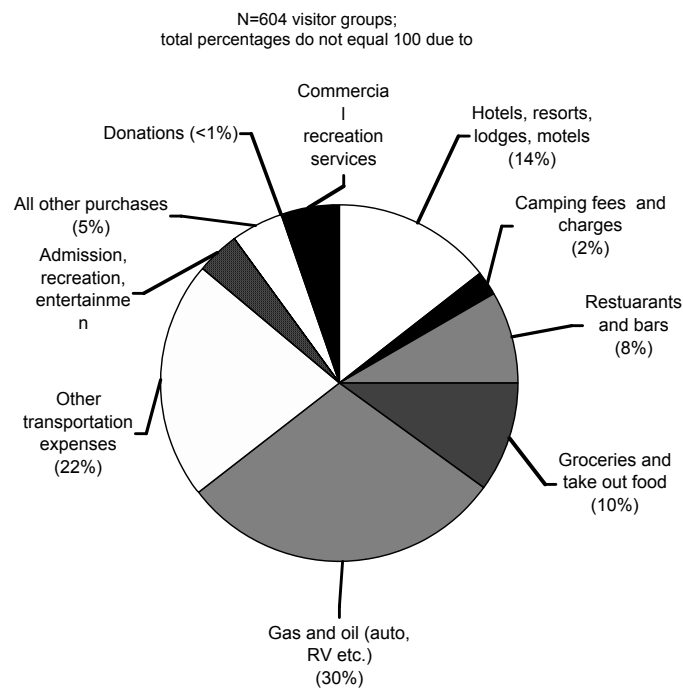


Figure 145: Total expenditures, inside and outside park (Summer survey)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of adults covered by expenses

Question 22d

How many adults (18 years or over) do the above expenses cover?

Results

- On average, the total expenditures covered groups of 3.9 (spring) and 6.6 people (summer).

- Visitor groups with two adults covered by total expenditures (see Figure 146):

Spring 59%
Summer 46%

- Visitor groups with five or more adults covered by total expenditures:

Spring 16%
Summer 27%

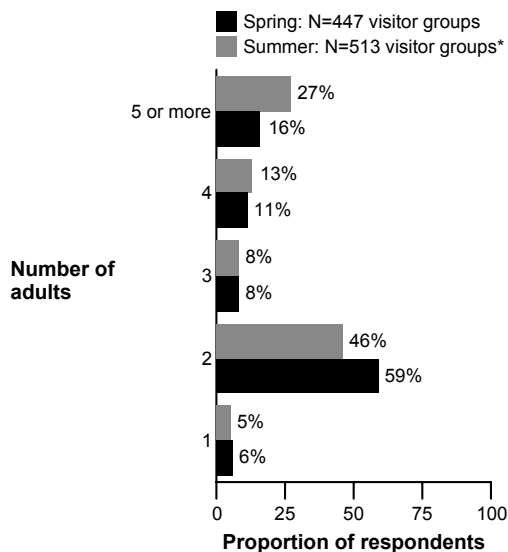


Figure 146: Number of adults covered by expenditures

Number of children covered by expenses

Question 22d

How many children (under 18 years) do the above expenses cover?

Results

- Visitor groups with two children covered by total expenditures (see Figure 147):

Spring 26%
Summer 31%

- Visitor groups with five or more children covered by total expenditures:

Spring 29%
Summer 23%

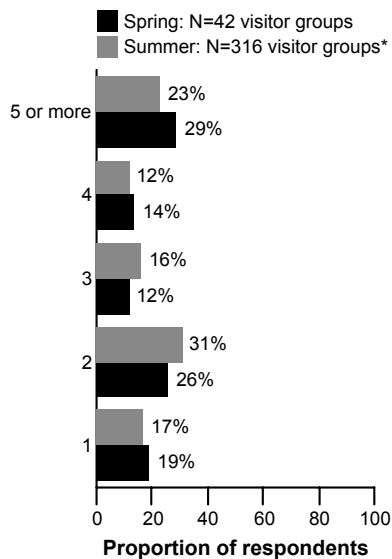


Figure 147: Number of children covered by expenditures

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures inside park

Question 22a

For you and your group, please report all expenditures inside Glen Canyon NRA on this visit.

Results

- Visitor groups that spent up to \$250 inside Glen Canyon NRA (see Figure 148):

Spring 49%
Summer 38%

- As shown in Figures 149 and 150, the largest proportion of total expenditures inside the park was for:

Spring 29% "All other purchases"
Summer 32% "Gas and oil"

- The average visitor group expenditure inside the park was:

Spring \$779
Summer \$1100

- The median visitor group expenditure (50% of groups spent more and 50% spent less) was:

Spring \$255
Summer \$432

- The average per capita expenditure inside park was:

Spring \$296
Summer \$165

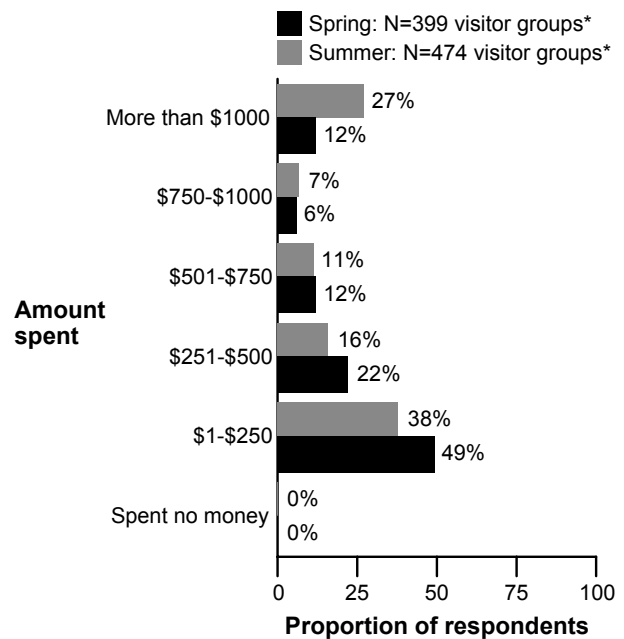


Figure 148: Total expenditures inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

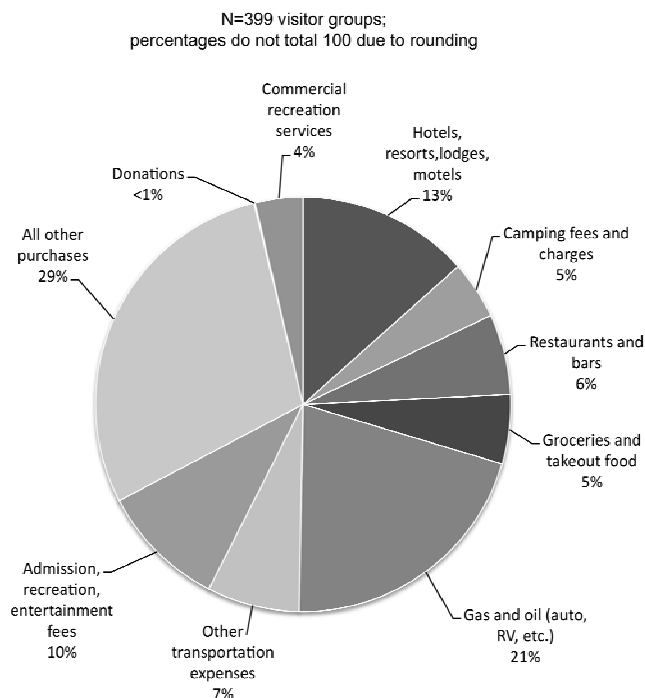


Figure 149: Proportions of expenditures inside park (Spring survey)

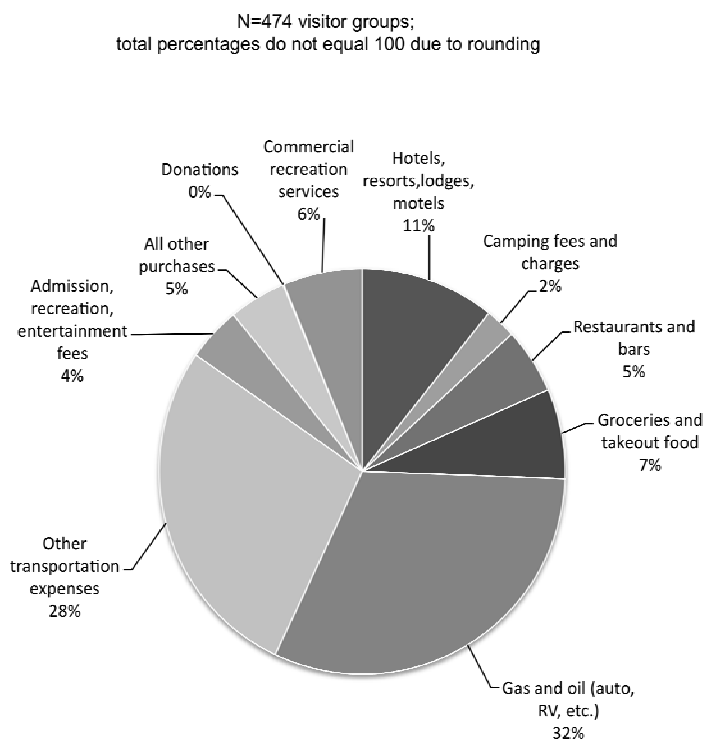


Figure 150: Proportions of expenditures inside park (Summer survey)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Hotels, resorts, lodges, motels, etc.

- Visitor groups who spent no money for lodging inside the park (see Figure 151) included:

Spring 60%
Summer 66%

- Groups that spent up to \$250 included:

Spring 23%
Summer 13%

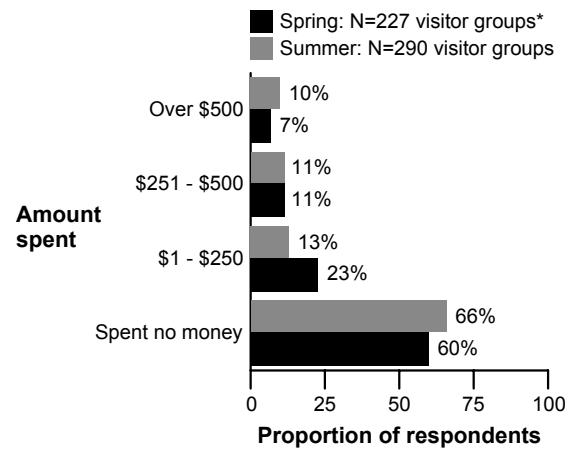


Figure 151: Expenditures for hotels, resorts, lodges, motels, etc. inside park

Camping fees and charges

- Visitor groups that spent up to \$100 on camping fees and charges (see Figure 152) included:

Spring 45%
Summer 38%

- Groups that spent no money included:

Spring 40%
Summer 49%

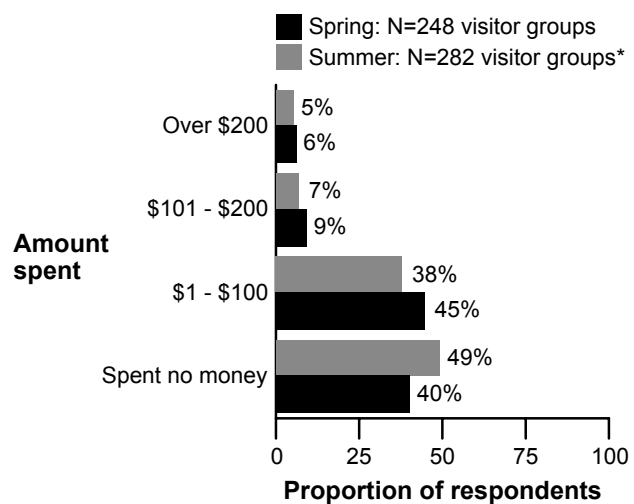


Figure 152: Expenditures for camping fees and charges inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

- Visitor groups that spent up to \$100 on restaurants and bars inside the park (see Figure 153) included:

Spring 49%
Summer 32%

- Groups that spent no money on restaurants and bars inside the park included:

Spring 33%
Summer 47%

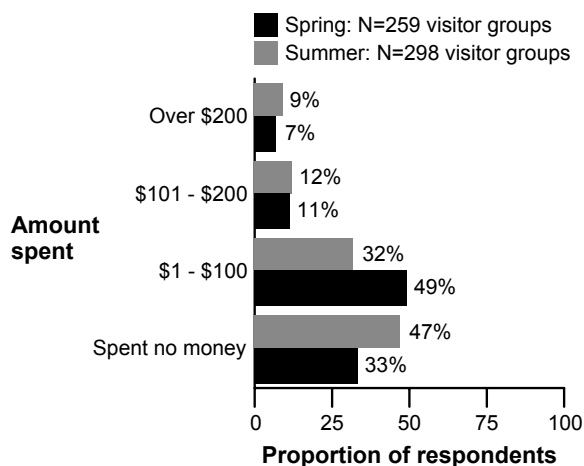


Figure 153: Expenditures for restaurants and bars inside park

Groceries and takeout food

- Visitor groups that spent up to \$100 on groceries and takeout food inside the park on this visit (see Figure 154) included:

Spring 48%
Summer 49%

- Groups who spent no money on groceries and takeout food included:

Spring 36%
Summer 30%

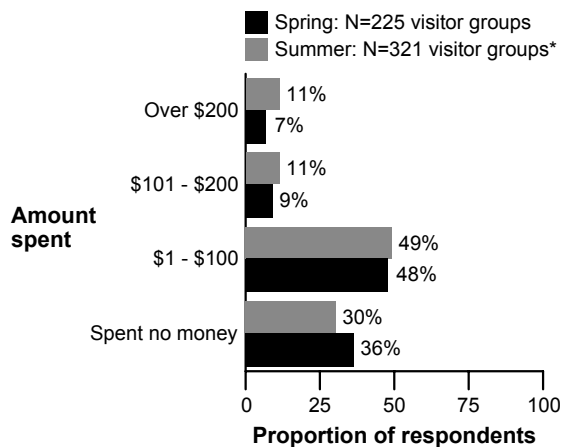


Figure 154: Expenditures for groceries and takeout food inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Gas and oil

- Visitor groups that spent up to \$200 on gas and oil inside the park on this visit (see Figure 155) included:

Spring 46%
Summer 40%

- Groups that spent no money on gas and oil included:

Spring 24%
Summer 15%

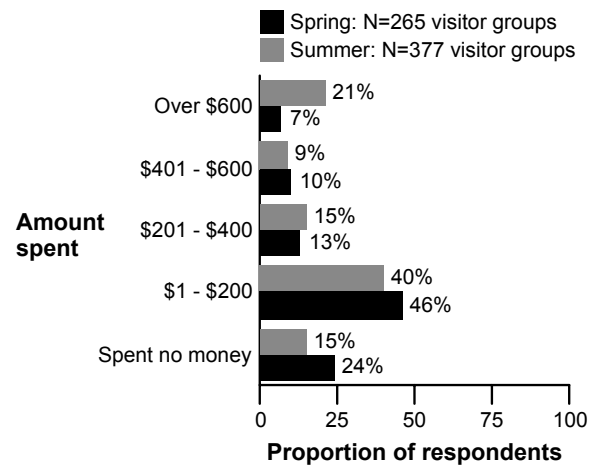


Figure 155: Expenditures for gas and oil inside park

Other transportation expenses

- Visitor groups spent no money on other transportation expenses inside the park on this visit (see Figure 156) included:

Spring 77%
Summer 71%

- Groups that spent up to \$300 included:

Spring 17%
Summer 13%

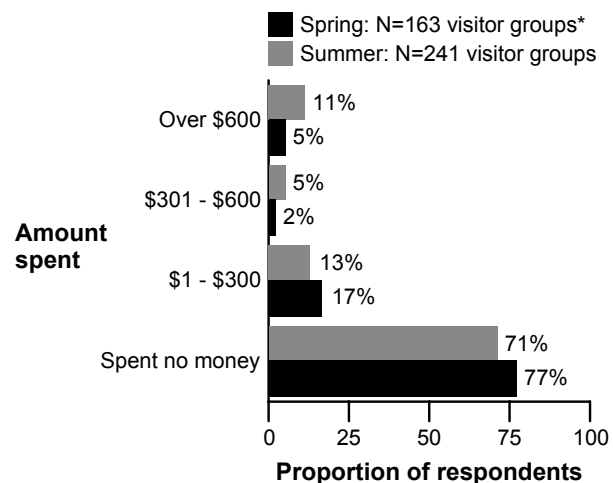


Figure 156: Expenditures for other transportation inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, entertainment fees

- Visitor groups that spent up to \$200 on admission, recreation and entertainment fees inside the park (see Figure 157) included:

Spring 61%
Summer 58%

- Groups that spent no money on admission, recreation, and entertainment fees included:

Spring 28%
Summer 30%

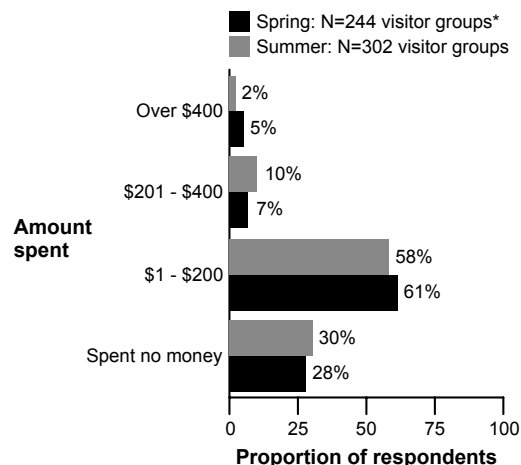


Figure 157: Expenditures for admission, recreation, entertainment fees inside park

All other purchases

- Visitor groups that spent up to \$100 on other purchases inside the park (see Figure 158) included:

Spring 63%
Summer 59%

- Groups that spent no money on other purchases included:

Spring 27%
Summer 23%

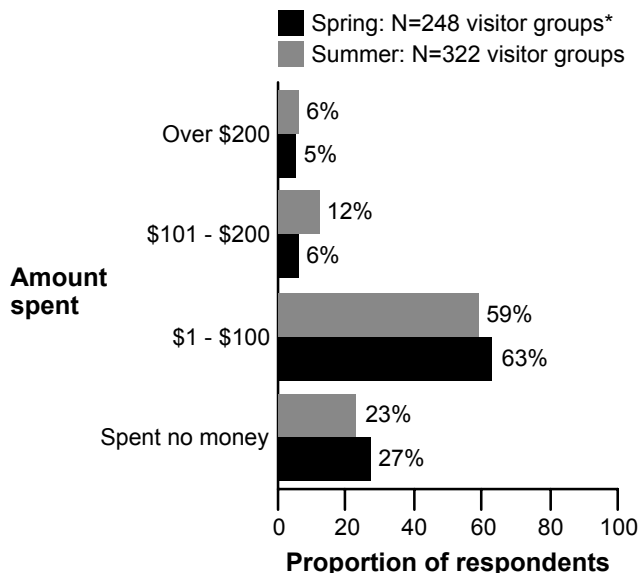


Figure 158: Expenditures for other purchases inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Donations

- Visitor groups that did not donate any money inside the park on this visit (see Figure 159) included:

Spring 88%
Summer 91%

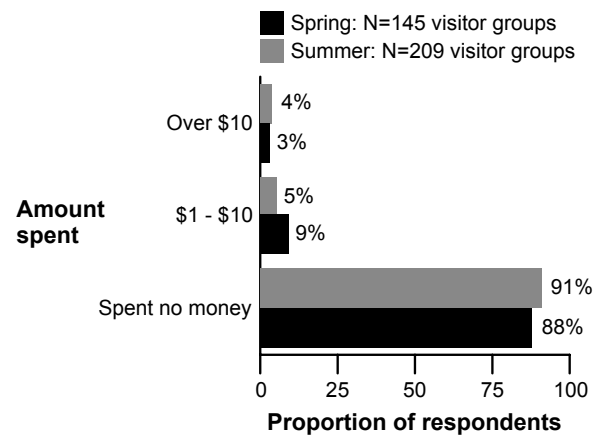


Figure 159: Expenditures for donations inside park

Commercial recreation services

- Visitor groups that spent no money on commercial recreation services inside the park on this visit (see Figure 160) included:

Spring 74%
Summer 77%

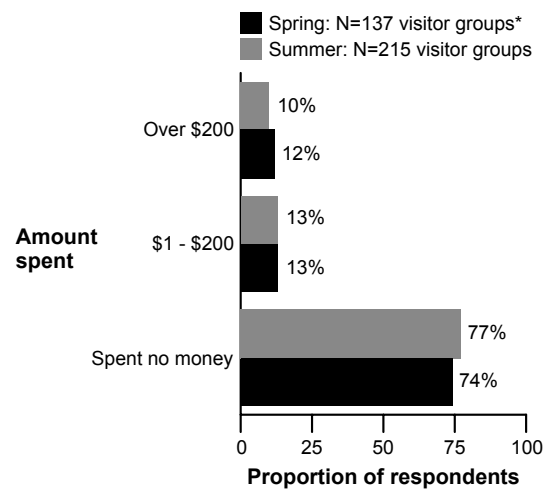


Figure 160: Expenditures for commercial recreation services inside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures outside park

Question 22b

For you and your group, please report all expenditures outside Glen Canyon NRA in the surrounding area (within 120-mile radius of Page AZ or Bullfrog, UT) on this visit.

Results

- Visitor groups that spent up to \$250 outside Glen Canyon NRA (see Figure 161):

Spring 51%
Summer 45%

- As shown in Figures 162 and 163, the largest proportion of total expenditures inside the park was for:

Spring 26% "Hotels, resorts, lodges, motels, etc."
Summer 25% "Gas and oil"

- The average visitor group expenditure inside the park was:

Spring \$483
Summer \$502

- The median visitor group expenditure (50% of groups spent more and 50% spent less) was:

Spring \$250
Summer \$280

- The average per capita expenditure inside park was:

Spring \$167
Summer \$121

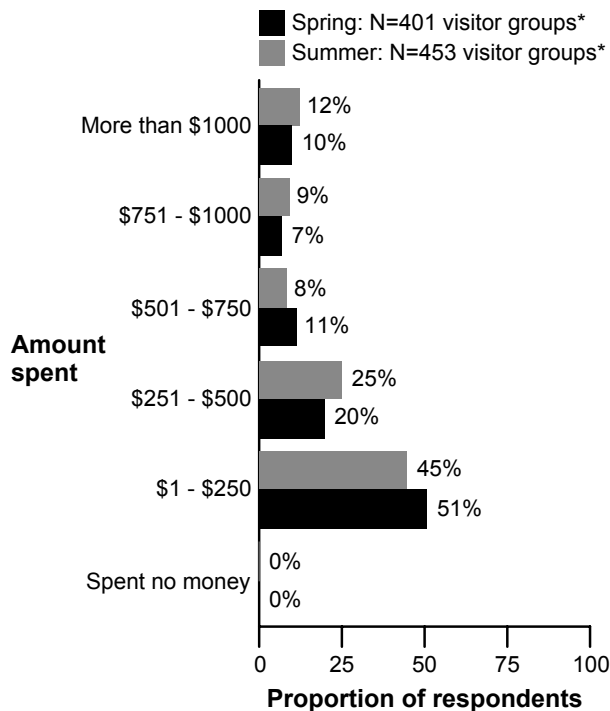


Figure 161: Total expenditures outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

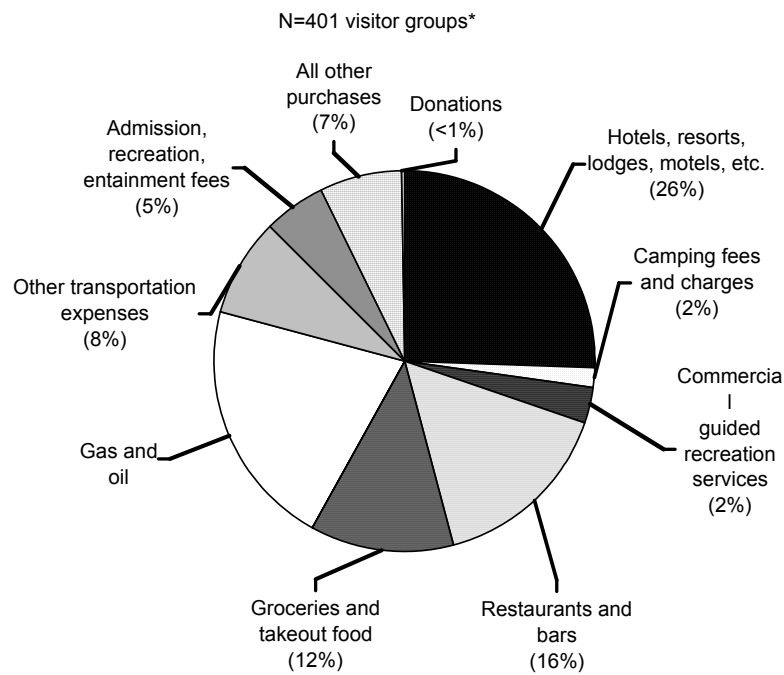


Figure 162: Proportions of total expenditures outside park (spring survey)

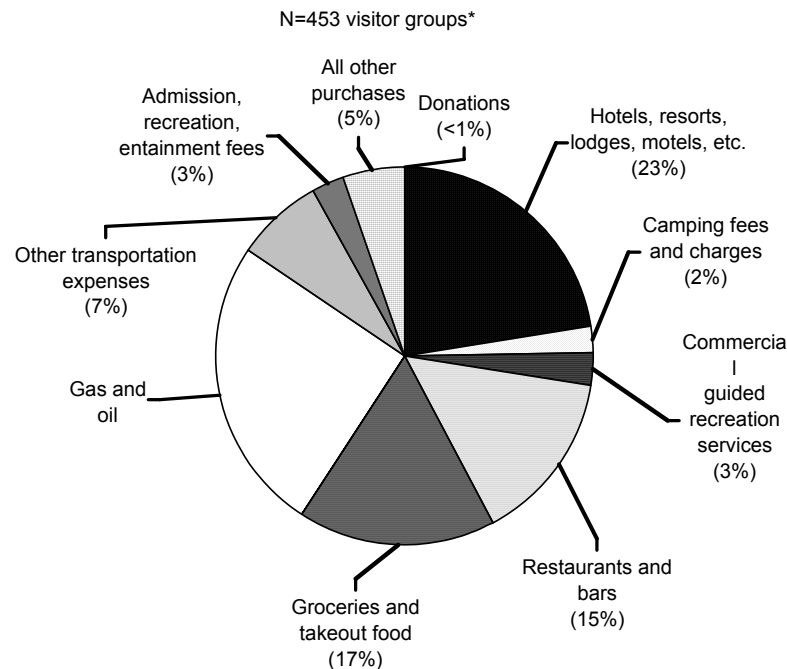


Figure 163: Proportions of total expenditures outside park (summer survey)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Hotels, resorts, lodges, motels, etc.

- Visitor groups that did not spend any money on hotels, resorts, lodges, motels, etc. outside the park on this visit (see Figure 164) included:

Spring 34%
Summer 40%

- Visitor groups that spent up to \$200 included:

Spring 38%
Summer 35%

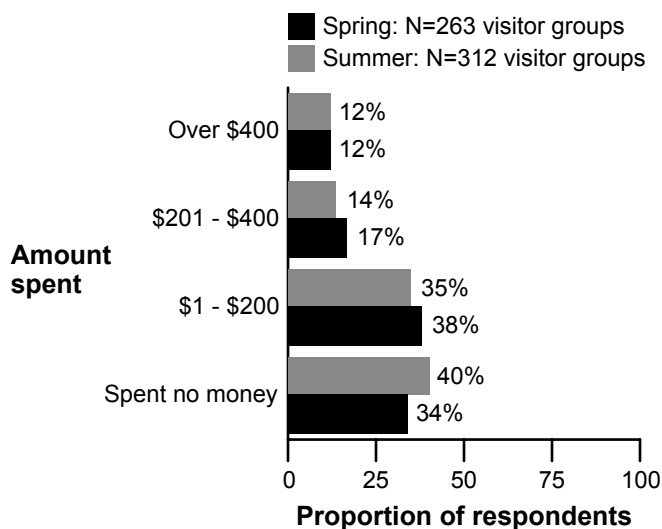


Figure 164: Expenditures for hotels, resorts, lodges, motels, etc. outside park

Camping fees and charges

- Visitor groups that did not spend any money on camping fees and charges outside the park on this visit (see Figure 165) included:

Spring 70%
Summer 76%

- Groups spent up to \$100 included:

Spring 27%
Summer 18%

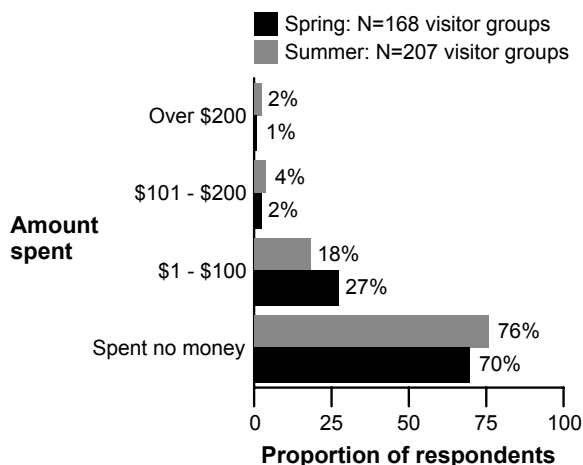


Figure 165: Expenditures for camping fees and charges outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

- Visitor groups that spent up to \$100 on restaurants and bars outside the park on this visit (see Figure 166) included:

Spring 56%
Summer 53%

- Groups that did not spend any money on restaurants and bars included:

Spring 15%
Summer 21%

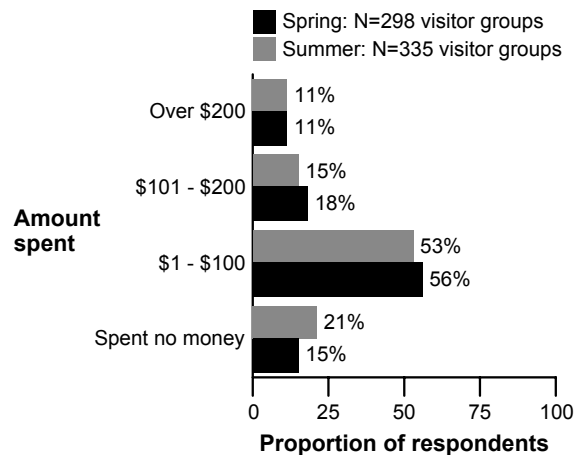


Figure 166: Expenditures for restaurants and bars outside park

Groceries and takeout food

- Visitor groups that spent up to \$100 on groceries and takeout food outside the park on this visit (see Figure 167) included:

Spring 64%
Summer 57%

- Groups that spent no money on groceries and takeout food included:

Spring 18%
Summer 18%

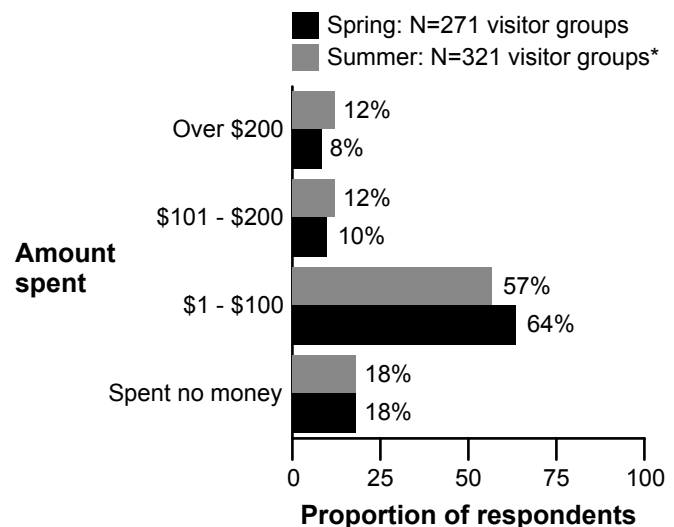


Figure 167: Expenditures for groceries and takeout food outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Other transportation expenses

- Visitor groups that did not spend any money on other transportation outside the park on this visit (see Figure 168) included:

Spring 77%
Summer 81%

- Groups that spent up to \$300 included:

Spring 14%
Summer 13%

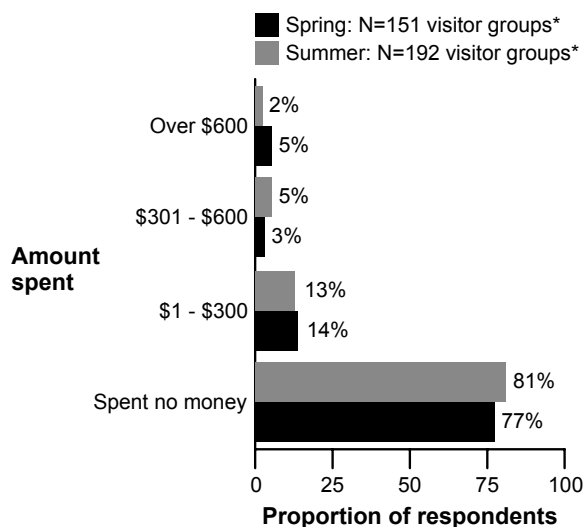


Figure 168: Expenditures for other transportation outside park

Gas and oil

- Visitor groups that spent up to \$100 on gas and oil outside the park on this visit (see Figure 169) included:

Spring 63%
Summer 57%

- Groups that spent over \$100 on gas and oil included:

Spring 30%
Summer 35%

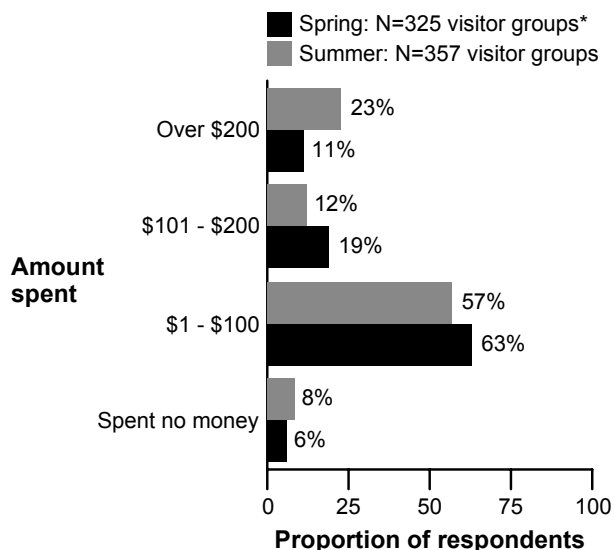


Figure 169: Expenditures for gas and oil outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, entertainment fees

- Visitor groups that did not spend any money on admission, recreation, and entertainment fees outside the park on this visit (see Figure 170) included:

Spring 60%
Summer 65%

- Groups that spent up to \$100 included:

Spring 35%
Summer 29%

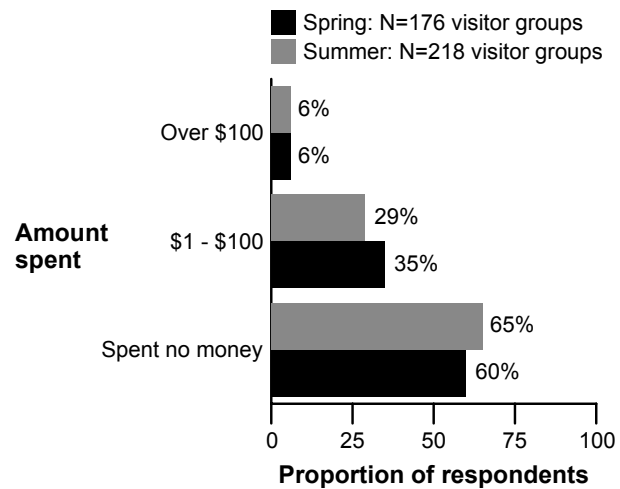


Figure 170: Expenditures for admission, recreation, entertainment fees outside park

All other purchases

- Groups that spent up to \$100 (see Figure 171) included:

Spring 54%
Summer 45%

- Visitor groups that did not spend any money on other purchases outside the park on this visit included:

Spring 33%
Summer 44%

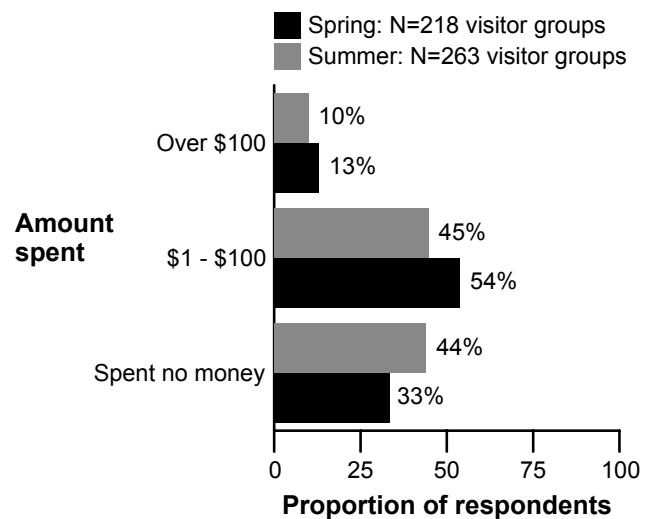


Figure 171: Expenditures for all other purchases outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Donations

- Visitor groups that did not donate any money outside the park on this visit (see Figure 172) included:

Spring 92%
Summer 90%

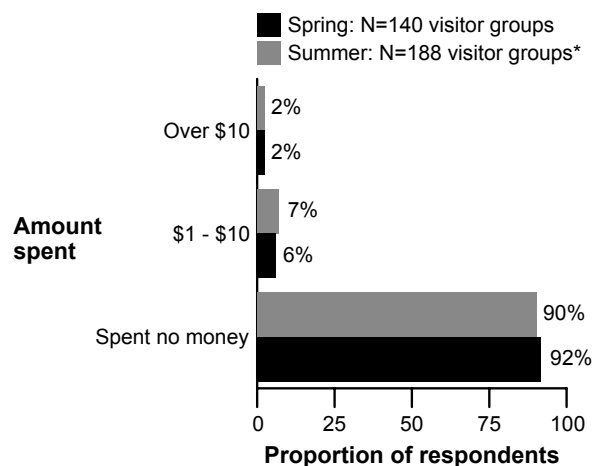


Figure 172: Expenditures for donations outside park

Commercial recreation services

- Visitor groups that spent no money on commercial recreation services outside the park on this visit (see Figure 173) included:

Spring 79%
Summer 83%

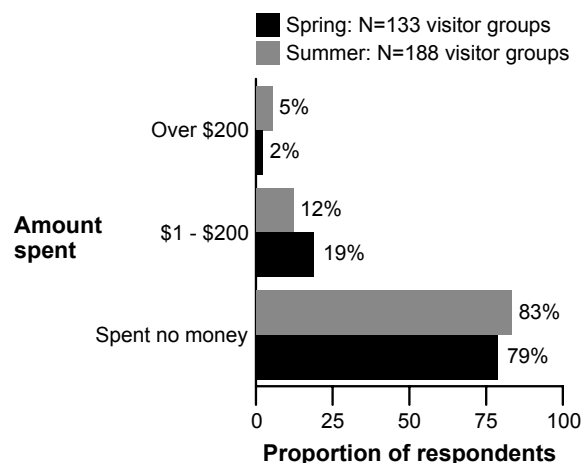


Figure 173: Expenditures for commercial recreation services outside park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 14

Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Glen Canyon NRA during this trip?

Results

- As shown in Figure 174, the combined proportions of visitor groups who rated the overall quality as “very good” or “good” were:

83% Spring
86% Summer

- 3% of visitor groups (both spring and summer) rated the overall quality as “very poor” or “poor.”

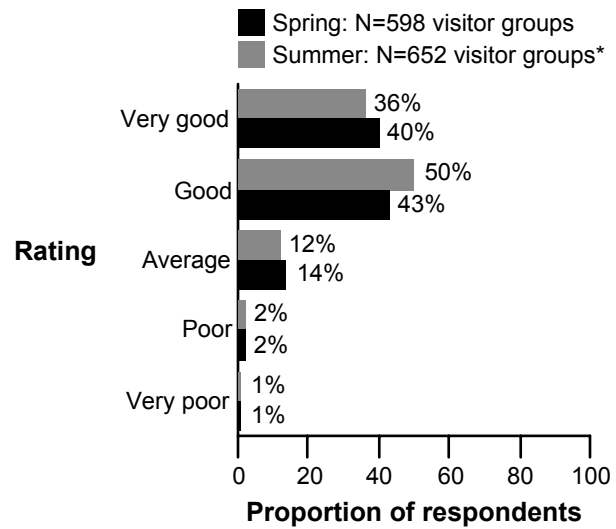


Figure 174: Overall quality of visitor facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comments

What visitors liked most

Question 15a

What did you and your group like most about your visit to Glen Canyon NRA?

Results

- 84% of spring visitor groups (N=522) and 88% of summer visitor groups (N=600) responded to this question.
- Tables 10a and 10b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 10a: What visitors liked most
Spring survey**

N=694 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly/helpful rangers	7
Friendly/helpful employees	6
Other comments	2
INTERPRETIVE SERVICES	
Visitor center	11
Exhibits/movies	9
Dam tour	8
Good information	6
Information about the dam	2
Other comments	4
FACILITIES/MAINTENANCE	
Clean/well-maintained facilities	14
Campground	11
Clean restrooms	5
RV campground	5
Dump station	3
Fish cleaning station	3
Good, paved roads	2
Other comments	8
CONCESSION SERVICES	
Boat tour	12
Boat tour to Rainbow Bridge	5
Accommodations	3
Friendly/helpful concession staff	2
Halls Crossing Marina	2
Other comments	8

Table 10a: What visitors liked most
Spring survey
 (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Clean water	8
Wilderness	5
Other comments	5
POLICIES/MANAGEMENT	
Comments	6
GENERAL COMMENTS	
Scenery	127
Beauty of park/area	54
Fishing	51
Lake Powell	35
Hiking	20
Boating	19
Peacefulness	18
Solitude	17
Weather	17
Dam	15
Sightseeing	14
Enjoyable visit	11
Water recreation	11
Water	10
Camping	7
Lees Ferry	7
Antelope Canyon	6
Houseboating	6
Rainbow Bridge	6
Relaxation	6
Family visit	5
Hiking canyons	4
Photography	4
Slot canyons	4
Backcountry hiking/camping	3
Environment	3
Geology	3
Stars	3
Boat preparation	2
Canyon	2
Cell phone reception	2
Lone Rock	2
Lone Rock beach	2
Rafting	2
Other comments	34

Table 10b: What visitors liked most
Summer survey
 N=855 comments;
 some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Helpful staff	14
Friendly staff	9
Polite staff	6
Knowledgeable staff	4
Other comments	2
INTERPRETIVE SERVICES	
Dam tour	22
Dam exhibits	6
History	5
Video at Hayden Visitor Center	3
Information at Carl Hayden visitor center	2
Learning history/natural history	2
Other comments	10
FACILITIES/MAINTENANCE	
Visitor Center	9
Campground	7
Cleanliness	5
Lone Rock campground/beach	4
Campground cleanliness	3
RV camping on the beach	3
Boat launch access	2
Free to camp anywhere	2
Great facilities	2
Carl Hayden Visitor Center	2
Well-maintained	2
Other comments	11
CONCESSION SERVICES	
Boat cruise/tour	29
Raft trip	6
Airplane tour	2
Dinner overlooking lake	2
Hotel/lodge	2
Other comments	4

Table 10b: What visitors liked most
Summer survey
 (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Clean/clear water	9
Wildlife	2
POLICIES/MANAGEMENT	
Un-crowded conditions	12
Lack of commercialism	2
Other comments	2
GENERAL COMMENTS	
Scenery	134
Beauty	54
Lake Powell	54
Swimming	48
Water	41
Boating	37
Sightseeing	26
Visit with family/friends	25
Dam	24
Antelope Canyon	19
Solitude/quiet	17
Nature	15
Water recreation	15
Fishing	14
Weather	13
Relaxing	11
Water sports	11
House boating	8
Rainbow Bridge	8
Beaches	7
Camping	7
Water temperature	7
Waterskiing	7
Access to water	5
Activities (variety)	5
Boat services	4
Horseshoe Bend	4
Time away from home/work	4
Canyon	3
Colorado River	3
Hiking	3
Page	3
Rafting	3
Slot canyon	3
Everything	2

Table 10b: What visitors liked most
Summer survey
(continued)

Comment	Number of times mentioned
Ferry	2
Kayaking	2
Marble Canyon	2
Open space	2
Open waters	2
Proximity to other areas	2
Other comments	17

What visitors liked least

Question 15b

What did you and your group like least about your visit to Glen Canyon NRA?

Results

- 65% of spring visitor groups (N=403) and 69% of summer visitor groups (N=469) responded to this question.
- Tables 11a and 11b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 11a: What visitors liked least
Spring survey**

N=426 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rude employees	2
Other comment	1
INTERPRETIVE SERVICES	
Dam tour unavailable	7
Information lacking	3
Hiking information lacking	2
Other comments	8
FACILITIES/MAINTENANCE	
Road conditions	5
Elevator malfunctioning	4
Floating toilet lacking	3
Restrooms out of order/dirty	3
Showers in campgrounds lacking	3
Signage inadequate	3
Boat ramp access	2
Fish-cleaning station out of order	2
Restrooms lacking	2
Roadside/ground litter	2
Other comments	19
CONCESSION SERVICES	
High gas prices	16
Aramark	7
Food services lacking	5
Lack of quality restaurants	5
Boat rental expensive	3
Boat tour unsatisfactory	3
Dated facilities at Lake Powell Resort	2
Lack of food choices	2
Cost of rentals	2

Other comments

14

Table 11a: What visitors liked least
Spring survey
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Low lake level	21
Cattle damage trail/water	11
Tamarisk	2
Other comments	5
POLICIES/MANAGEMENT	
Crowded conditions	12
Dam security	9
Cell phone/internet access poor	6
Campground cost	5
Entrance fee	5
Noisy activities - loud boats	5
Inconsiderate boaters	4
Crowded boat ramp	3
Facilities not open	3
Fees	3
Loud visitors	3
ATV's/RV's	2
Generators in campgrounds	2
High costs	2
Noisy activities - ATV's	2
Not enough road access	2
Rock buoy markers insufficient	2
Time required at entrance/ranger station	2
Too many areas boat access only	2
Too much enforcement personnel	2
Other comments	45
GENERAL COMMENTS	
Nothing to dislike	35
Weather	22
Wind	21
Lack of time	10
Going home	6
Power station - unsightly	5
Fishing	4
Weather - hot	4
High costs	3
Insects	2
Poison ivy	2
Stripers	2
TV connection lacking	2
Other comments	18

Table 11b: What visitors liked least
Summer survey
 N=556 comments;
 some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rude/unfriendly staff	6
INTERPRETIVE SERVICES	
Dam tour unavailable	7
Long wait for Dam tour	7
Other comments	2
FACILITIES/MAINTENANCE	
Elevator malfunctioning	11
Littered beach	9
Campground inadequate	6
Shaded areas lacking	6
Beach access	5
Boat loading/unloading facilities inadequate	5
Restrooms	5
Litter	4
Parking	4
Pump-out facility malfunctioning	4
Beaches lacking	3
Access to water	2
Boat ramp	2
Bullfrog Marina inadequate	2
Car stuck in sand	2
Crowded boat ramps/marinas	2
Distance to get supplies	2
Restrooms lacking	2
Road to Lone Rock	2
Showers	2
Other comments	20
CONCESSION SERVICES	
Gasoline prices	25
Aramark	7
Food services	7
Ice prices	6
Boat tours expensive	5
Boat rental cost	4
Hotel	4
Rental boats poor quality	3
Boat cruise/tour	2
Boat rental office inefficient	2
Rude/unfriendly staff	2
Shower fee	2
Wahweap Marina	2
Other comments	15

Table 11b: What visitors liked least
Summer survey
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Low water level	32
Lake pollution	2
Water quality	2
Other comments	4
POLICIES/MANAGEMENT	
Crowded conditions	20
High prices	9
Dam tour not available	7
Entrance fee	7
Noisy water craft	7
Security checkpoint procedures	6
Crowded boat ramps/marinas	4
Noisy campers	6
Others' disregard of rules	4
Too many motorized craft	4
Cell phone service lacking	3
Jet skis too close to boats/swim area	3
Lack of boater education	3
Quiet hours	3
Access to Antelope Canyon	2
Difficulty finding campsite	2
Gas fumes from motorized craft	2
Lack of patrol rangers	2
Late-night noisy visitors	2
Long wait on boat ramp	2
Security checkpoint	2
Other comments	32
GENERAL COMMENTS	
Heat	60
Nothing to dislike	48
Lack of time	12
Windy	11
Going home	8
Rough waters	4
Distances	3
Unfriendly people	3
Weather	3
Boat problems	2
Distance to Rainbow Bridge	2
Limited activities for non-boaters	2
Other comments	18

Additional comments

Question 25

Is there anything else you would like to tell us about your visit to Glen Canyon NRA?

Results

- 53% of spring visitor groups (N=328) and 49% of summer visitor groups (N=332) responded to this question.
- Tables 12a and 12b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 12a: Additional comments
Spring survey**

N=347 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly/helpful staff	8
Friendly/helpful rangers	3
Escalante staff was helpful	2
Other comments	5
INTERPRETIVE SERVICES	
Dam tour unavailable	2
Other comments	13
FACILITIES/MAINTENANCE	
Increase dock space	3
Campgrounds clean/nice	2
Improve restroom wheelchair accessibility	2
Need more beach campgrounds	2
Nice boat ramps	2
Signage inadequate	2
Well-maintained facilities	2
Other comments	16
CONCESSION SERVICES	
Enjoyed lodge	10
Aramark not satisfactory	6
Boat rental not available	3
Boat repair services too expensive	2
Boat repair services too slow	2
Costs/fees too high	2
Employees unsatisfactory	2
Other comments	6
RESOURCE MANAGEMENT	
Keep water levels up	5
Other comments	4

Table 12a: Additional comments
Spring survey
 (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Keep it as it is	12
Restore Glen Canyon	6
Keep cows off public land	4
Dam security	2
Enforce quiet hours	2
Fees too high	2
Keep ATV's on roads	2
Keep wild areas wild	2
Need more cell phone sites	2
Need recycling drop off	2
Other comments	29
GENERAL COMMENTS	
Enjoyed visit	93
Will return	16
Keep up the good work	11
Thank you	10
Traveling through	6
Lacked time	5
Enjoyed tour	4
Questionnaire too long	4
Will bring boat next time	3
Access limited without boat	2
Expensive to visit	2
Language difficulties	2
Not boat people	2
Questionnaire poorly done	2
Too windy	2
Other comments	12

Table 12b: Additional comments
Summer survey
 N=401 comments;
 some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly/helpful rangers	13
Friendly/helpful staff	3
Need more rangers	2
Rude/unfriendly staff/rangers	2
INTERPRETIVE SERVICES	
Comments	13
FACILITIES/MAINTENANCE	
Clean/well-maintained	7
Campgrounds have deteriorated	4
Improve road to Lone Rock	3
Litter in park was noticeable	3
Shaded areas needed	3
Additional boat ramps needed	2
Boat dock accommodations inadequate	2
Clean-up swim area	2
Free showers needed	2
Keep it clean	2
More floating porta-potties	2
Parking inadequate	2
Improve signage	2
Other	24
CONCESSION SERVICES	
Boat tours/rental too expensive	9
Aramark fees too high	3
Food/ice/gas service on the lake needed	3
Friendly/helpful staff	3
Aramark has monopoly	2
Other comments	11
RESOURCE MANAGEMENT	
Increase lake level	8
Monitor boats for mussels	2
Other comments	2

Table 12b: Additional comments
Summer survey
 (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Aramark has monopoly	6
Law enforcement/patrols more frequent	6
Create channels to solve boat traffic problems	5
Keep it as it is/natural	5
Preserve/protect it	3
Boater education needed	2
Dam security over-done	2
Do not drain lake	2
Don't modernize it	2
Enforce jet ski age limits	2
Enforce park rules/regulations	2
Extend boat ramp hours	2
Facilitate access to Lake Powell	2
High-costs exclude lower-income visitors	2
Inconsiderate boaters	2
Over-commercialized	2
Reduce motorized lake recreation	2
Reduce noise	2
Other comments	39
GENERAL COMMENTS	
Enjoyable visit	82
Beautiful place	19
Thank you	14
Lacked time	11
Love Lake Powell	10
Will return	10
Keep up the good work	8
Preserve/protect it	2
Questionnaire too long	4
Too hot	2
Other comments	13

APPENDICES

Appendix 1: The Questionnaires

**Spring
and
Summer**

Note: The Spring and Summer questionnaires asked the same questions.

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 program/service/facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- Aware that Glen Canyon NRA is a unit of NPS?
- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Aware of park rules and regulations?
- Learned park rules and regulations?
- Source(s) used to learn about rules and regulations?
- Primary reason for visiting park
- Length of stay, hours
- Length of stay, days
- On a fixed schedule?
- Time spent longer than time planned?
- Reasons for changing plans
- Sources for additional information
- Forms of transportation used
- Number of vehicles
- Other places visited in area
- Overnight stay away from home in park area
- Number of nights stayed inside park
- Number of nights stayed in park area
- Type of lodging in park
- Type of lodging in park area (outside park)
- Number of entries
- Activities in park
- Zones visited in the park
- Most important reason for visit
- Effect of factors on likelihood of future visit
- Information services used
- Importance of information services
- Quality of information services
- Visitor facilities used
- Importance of visitor facilities
- Quality of visitor facilities
- Overall quality of services, facilities, recreational opportunities
- With commercial guided tour group?
- With educational group?
- With other organized group?
- Group type
- Group size
- Visitor age
- Zip code/state of residence
- Country of residence
- Number of visits during past 12 months
- Number of visits in lifetime
- Visitor ethnicity
- Visitor race
- Visitors with disabilities/ impairments
- Encounter access problems due to disability/ impairment
- Types of disabilities/ impairments
- Total expenditures inside and outside park
- Expenditure inside park
- Expenditure outside park
- Commercial services used
- Number of adults covered by expenditures
- Number of children covered by expenditures
- Importance of park attributes/resources
- Preferred interpretive programs/information on future visit

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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 non-respondents (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.

Therefore, the hypotheses for checking non-response bias are:

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

There were significant differences between nonrespondents and respondents in both spring and summer surveys in term of respondent age and group size. The results show that there is a potential non-response bias in the results of both surveys.

In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. Thus, while significant difference in participant ages is detected, this factor may not directly translated to bias in opinion about the park.

References

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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 Non-respondents. *Field Methods*, 16 (1): 23.

Appendix 4: Visitor Services Project Publications

All VSP reports are available on the Park Studies Unit website at www.psu.uidaho.edu.vsp.reports.htm. 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 Park (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 (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 & Park (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 (spring)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)
- 134. Great Sand Dunes National Park & 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. Catoclin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield (fall)

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 (spring)
- 164. San Francisco Maritime National Historical Park (spring)
- 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
- 173. Nicodemus National Historic Site

2006

- 174. Kings Mountain National Military Park (spring)
- 175. John Fitzgerald Kennedy National Historic Site
- 176. Devils Postpile National Monument
- 177. Mammoth Cave National Park
- 178. Yellowstone National Park
- 179. Monocacy National Battlefield
- 180. Denali National Park & Preserve
- 181. Golden Spike National Historic Site
- 182. Katmai National Park and Park
- 183. Zion National Park (spring and fall)

2007

- 184.1. Big Cypress National Preserve (spring)
- 184.2. Big Cypress National Preserve (ORV Permit Holder/Camp Owner)
- 185. Hawaii Volcanoes National Park (spring)
- 186.1. Glen Canyon National Recreation Area (spring)
- 186.2. Glen Canyon National Recreation Area (summer)

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

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.

