



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

Visitor Services Project



Fire Island National Seashore Visitor Study

Summer 2008



University of Idaho

Park Studies Unit
Visitor Services Project
Report 203



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March 2009

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**Visitor Services Project
Fire Island National Seashore
Report Summary**

- This report describes the results of a visitor study at park facilities within Fire Island National Seashore (NS) during July 19-27, 2008. A total of 1,135 questionnaires were distributed to visitor groups. Of those, 636 questionnaires were returned resulting in a 56% response rate.
- This report profiles a systematic random sample of visitors at park facilities within Fire Island NS. 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.
- Thirty-three (33%) percent of visitor groups were in groups of two (2) and 30% were in groups of five (5) or more. Forty-six (46%) percent of visitor groups were in family groups.
- United States visitors comprised 97% of total visitors, from New York (84%) and 37 other states and Puerto Rico. International visitors represented 3% of total visitation, with 34% from Canada, 11% from Australia, and 12 other countries.
- Fifty-four (54%) percent of visitors were ages 36-65 years, 7% were 66 years or older, and 18% were ages 15 years or younger. Six (6%) percent of visitor groups reported physical conditions that made it difficult to access or participate in park services or activities.
- Forty-three (43%) percent of visitors had visited the park once in the past 12 months, while 34% had visited five (5) or more times.
- Prior to this visit, 80% of visitor groups were aware that Fire Island NS is a unit of the National Park System and 67% were aware of the difference between Fire Island NS and other public beaches.
- Prior to this visit, most visitor groups obtained information about Fire Island NS through previous visits (72%) and friends/relatives/word of mouth (48%). Most visitor groups (91%) obtained the information they needed. Nine (9%) percent of visitor groups did not obtain any information about the park prior to their visit.
- Most visitor groups (88%) were residents of the local area (within 45 miles of any park entry point). Visiting Fire Island NS was the primary reason that brought 59% of the non-resident visitor groups to the park area, while 19% came to visit friends and relatives in the area.
- Of visitor groups that spent less than 24 hours visiting the park, 42% spent five (5) or more hours. For those who visited for more than 24 hours, 38% spent four (4) or more days. The average length of stay, including those who spent less than 24 hours and those who spent more, was 27 hours (1.1 days).
- Of the sites operated by the National Park Service, 60% of visitor groups visited the beaches, and 41% visited the Fire Island Lighthouse. Among sites not operated by the National Park Service, Robert Moses State Park was the most common destination, receiving 50% of visitor groups.
- Of the activities in which visitors engaged on *past* trips to Fire Island NS, beach activities was the most common (90%), followed by spending time with family and friends (80%). The most common activities on *this* trip were also beach activities (76%) and spending time with family and friends (68%).
- Most visitor groups (89%) rated the overall quality of facilities services, and recreational opportunities at Fire Island NS as “very good” or “good.” One (1%) percent of visitor groups rated the overall quality as “very poor” or “poor.”

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

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INTRODUCTION

“Rhythmic waves, high dunes, ancient maritime forests, historic landmarks and glimpses of wildlife— Fire Island has been a special place for diverse plants, animals and people for centuries. Far from the sounds and pressures of nearby big-city life, Fire Island National Seashore’s dynamic barrier island beaches offer solitude and camaraderie, and spiritual renewal to civilization-weary people.” (Fire Island National Seashore, National Park Service, Department of the Interior website: www.nps.gov/fiis January, 2009)

This report describes the results of a visitor study at park facilities within Fire Island National Seashore during July 19-27, 2008 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

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

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

Section 3: **Appendices**

Appendix 1: *The Questionnaire*. A copy of the questionnaire distributed to groups.

Appendix 2: *Additional Analysis*. 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*. A complete list of publications by the PSU. Copies of these reports can be obtained by visiting the website:

<http://www.psu.uidaho.edu/vsp/reports.htm> or contacting the PSU office at (208) 885-7863.

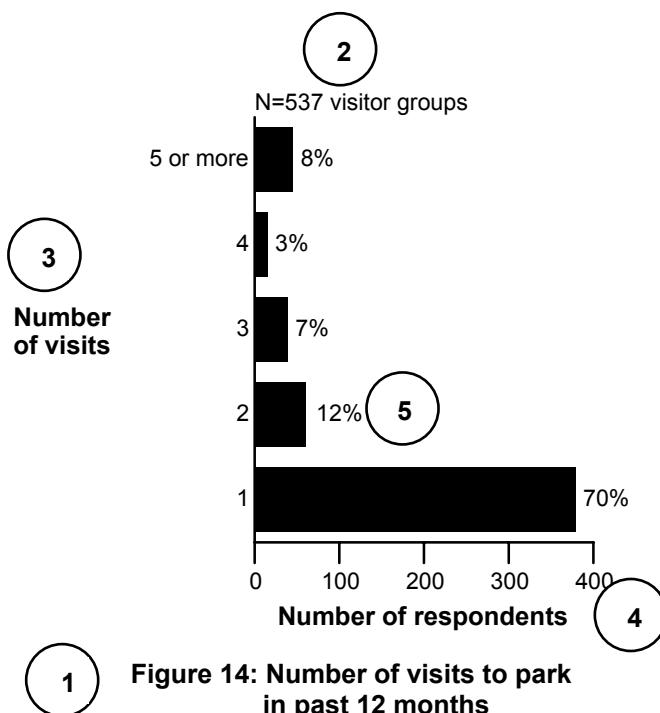
Visitor Comments Appendix: A separate appendix provides visitor responses to open-ended questions. It is bound separately from this report due to its size.

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 above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.
- *appears when total percentages do not equal 100 due to rounding.
- **appears when total percentages do not equal 100 because visitors could select more than one answer choice.
- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportions of responses in each category.
- 5: In most graphs, percentages provide additional information.



METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this methodology, the sample size was calculated based on the park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that visited park facilities within Fire Island National Seashore during July 19-27, 2008. During this survey, 1,240 visitor groups were contacted at seven national park locations; 1,135 of these groups (91.5%) accepted questionnaires (average acceptance rate for 183 VSP visitor studies is 90.9%). Table 1 shows the numbers of questionnaires distributed and the return rate at each location. Questionnaires were completed and returned by 636 visitor groups resulting in a 56.0% response rate for this study. The average response rate for the 183 VSP visitor studies conducted from 1988 through 2007 was 74.9%.

Table 1: Questionnaire distribution
 N_1 =number of questionnaires distributed
 N_2 =number of questionnaires returned

Sampling site (NPS-operated)	Distributed		Returned	
	N_1	%	N_2	%
Fire Island Lighthouse	351	31	208	33
Sailors Haven	275	24	156	25
Talisman	35	3	25	4
Watch Hill	297	26	138	22
Old Inlet	12	1	10	2
Wilderness VC	113	9	61	10
William Floyd Estate	52	5	38	6
Total	1,135	100	636	102*

*total percentages do not equal 100 due to rounding

Questionnaire design

The Fire Island National Seashore 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 Fire Island National Seashore. 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 Fire Island National Seashore 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. The individual was asked for their name, address, and telephone number in order to mail them a reminder/thank you postcard and follow-ups. Visitors were asked to complete the questionnaire after their visit, and 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 who provided a valid mailing address. Replacement questionnaires were mailed to participants who provided valid mailing addresses and 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.

<h2>Data Analysis</h2>

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical Analysis Software (SAS®) 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. The data were entered twice—by two independent data entry staff—and validated by a third staff member.

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 period of July 19-27, 2008. 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

Weather during the survey period varied, with sunny and humid conditions, or occasional clouds and rain showers. Several days during the survey period, ferries could not approach the island due to heavy rains and strong wind. This resulted in fewer ferries to and from the island during the day. The weather conditions greatly affected the number of visitors to park sites as well as activities that visitors could engage in during these periods.

Checking Non-response Bias

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

**Table 2: Comparison of respondents and non-respondents
group type**

Group type	Respondent	Non-respondent	Total surveyed
Alone	53	80	133
Family	286	261	547
Friends	126	94	220
Family and friends	155	40	195
Other	8	11	19
Total	628	486	1114

Chi-square = 62.487 df =4 p-value <0.001

**Table 3: Comparison of respondents and non-respondents
age and group size**

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Group size	622	4.27	495	3.74	0.112
Age	629	49.01	499	42.30	<0.001

The test results show that while there was no significant difference in group size, there were significant differences between respondents and non-respondents in term of average age and group types. Since the unit of analysis was a visitor group, non-response bias was detected. Information pertaining visitor demographic should be interpreted with caution.

RESULTS

Visitor and Group Characteristics

Visitor group size

Question 18

On this trip to Fire Island NS, how many people were in your personal group, including yourself?

Results

- 33% of visitors were in groups of two (see Figure 1).
- 47% were in groups of four or more.

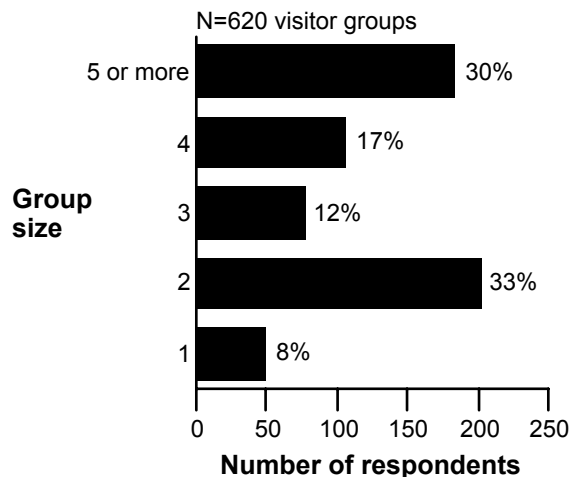


Figure 1: Group size

Visitor group type

Question 17

On this trip, what kind of personal group (not guided tour/school group/other organized group) were you with?

Results

- 46% of visitor groups were made up of family members (see Figure 2).
- 25% were with family and friends.
- “Other” groups (1%) were:

Colleagues/coworkers
Friends of Watch Hill
Foreign guest
Kayaking club
Business

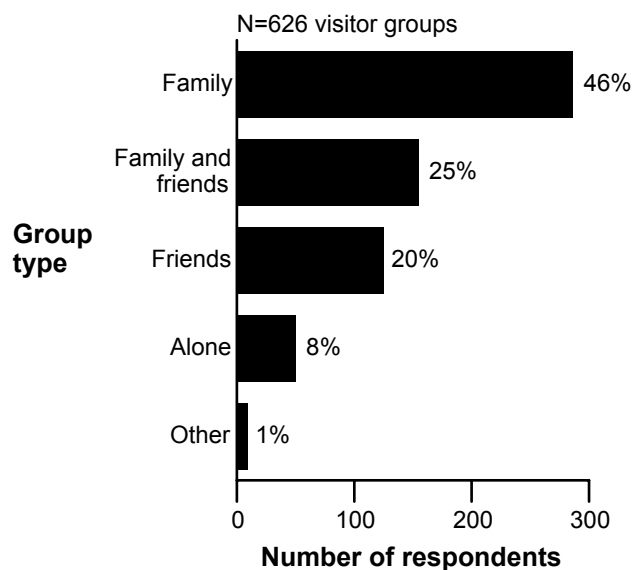


Figure 2: Group type

*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 trip, were you and your personal group with a commercial guided tour group?

Results

- Fewer than 1% of visitor groups were with a commercial guided tour group (see Figure 3).

With commercial guided tour?

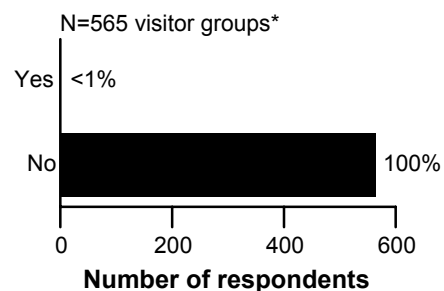


Figure 3: Visitors with a commercial guided tour group

Question 16b

On this trip, were you and your personal group with a school/educational group?

Results

- Fewer than 1% of visitor groups were with a school/educational group (see Figure 4).

With school/educational group?

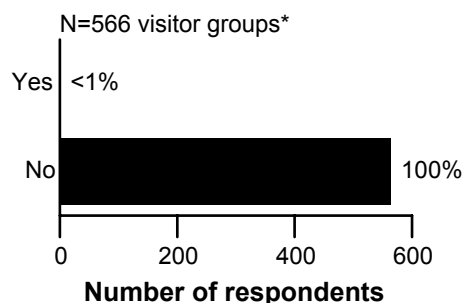


Figure 4: Visitors with a school/educational group

Question 16c

On this trip, were you and your personal group with an other organized group (such as business group, scout group, etc.)?

Results

- 2% of visitor groups were with an other organized group (see Figure 5).

With other organized group?

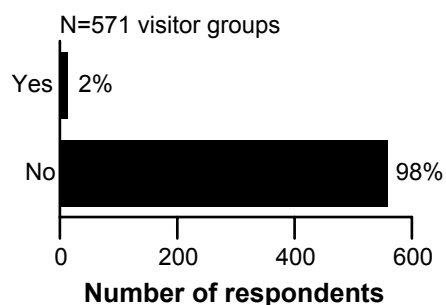


Figure 5: Visitors with an other organized group

*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

Question 19b

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

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

Results

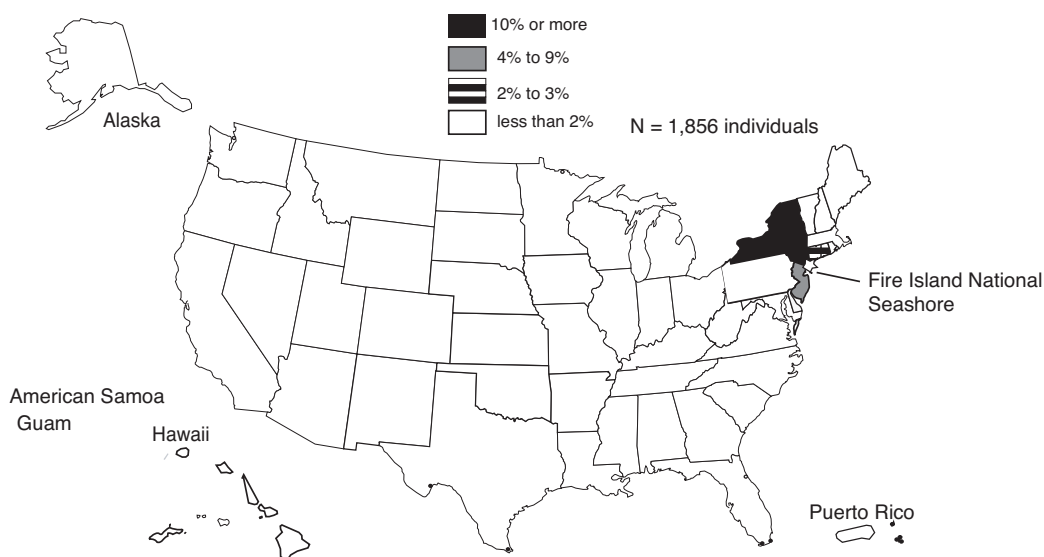
U.S. visitors were from 38 states and Puerto Rico and comprised 97% of total visitation to the park during the survey period.

84% of U.S. visitors came from New York (see Table 4 and Map 1).

Smaller proportions of U.S. visitors came from 37 other states.

Table 4: United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=1,856 individuals	Percent of total visitors N=1,909 individuals
New York	1,550	84	81
New Jersey	67	4	4
Connecticut	49	3	3
Florida	26	1	1
California	24	1	1
Maryland	14	1	1
Massachusetts	13	1	1
Pennsylvania	13	1	1
Indiana	10	1	<1
29 other states and Puerto Rico	90	4	5



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

*total percentages do not equal 100 due to rounding

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

International visitors by country of residence

Question 19b

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

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

Results

International visitors were from 14 countries and comprised 3% of total visitation to the park during the survey period (see Table 5).

34% of international visitors came from Canada (see Table 5).

11% came from Australia.

Smaller proportions came from 12 other countries.

Table 5: International visitors by country of residence *

Country	Number of visitors	Percent of international visitors N=53 individuals	Percent of total visitors N=1,909 individuals
Canada	18	34	1
Australia	6	11	<1
Cayman Islands	5	9	<1
Germany	5	9	<1
Belgium	4	8	<1
United Kingdom	4	8	<1
Portugal	2	4	<1
Spain	2	4	<1
Taiwan	2	4	<1
Brazil	1	2	<1
Guatemala	1	2	<1
Italy	1	2	<1
Japan	1	2	<1
Russia	1	2	<1

Number of visits to the park

Question 19c

For you and your personal group, how many times have you visited Fire Island NS in the past 12 months (including this visit)?

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

Results

- 43% of visitors had visited once in the past 12 months (see Figure 6).
- 34% of visitors had visited the park five or more times.

Number of visits

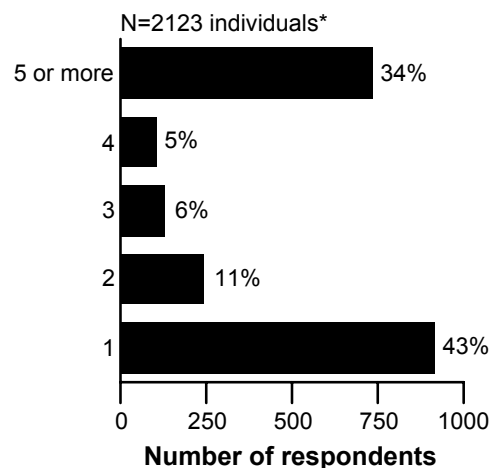


Figure 6: Number of visits to park in past 12 months

*total percentages do not equal 100 due to rounding

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

Months visited

Question 5

Including this visit, during which months of the last 12 months did you visit Fire Island NS?

Results

87% of visitor groups visited during the month of July (see Figure 7).

54% visited during August 2007.

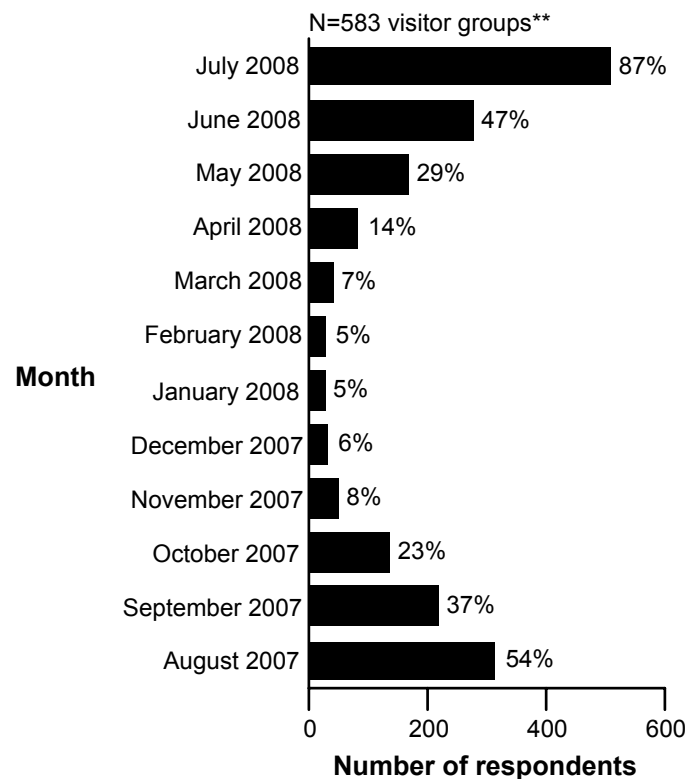


Figure 7: Months visited

*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 member on this trip, what is your current age?

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

Results

- Visitor ages ranged from 1 to 95 years.
- 54% of visitors were between 36-65 years of age (see Figure 8).
- 18% were 15 years or younger.
- 7% were 66 or older.

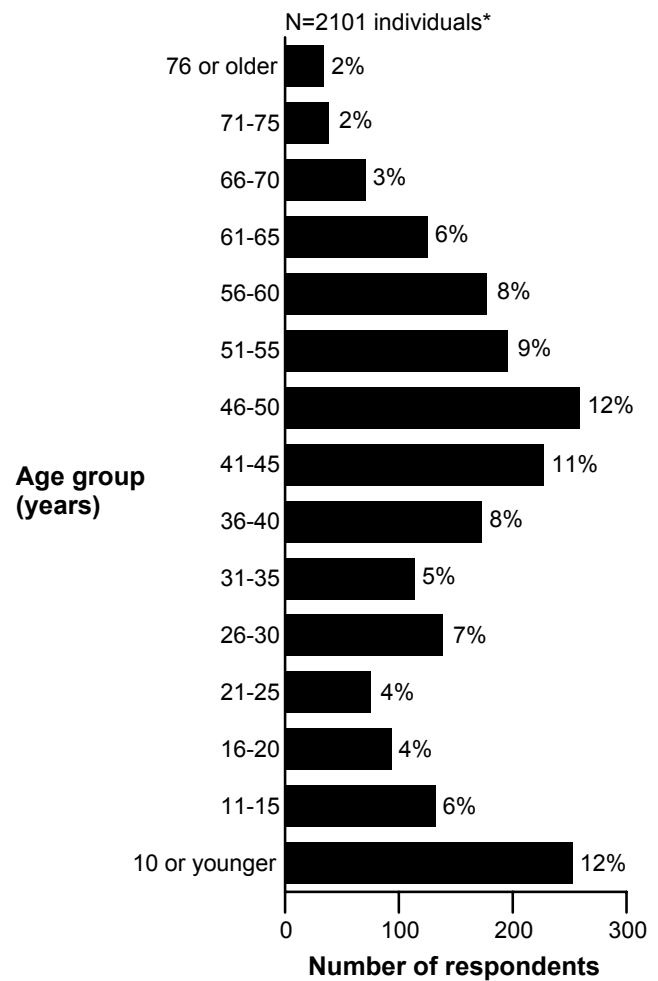


Figure 8: Visitor age

*total percentages do not equal 100 due to rounding

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

Visitor ethnicity

Question 21a

Are you or members of your group
Hispanic or Latino?

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

Results

- 5% of visitors were Hispanic or Latino
(see Figure 9).

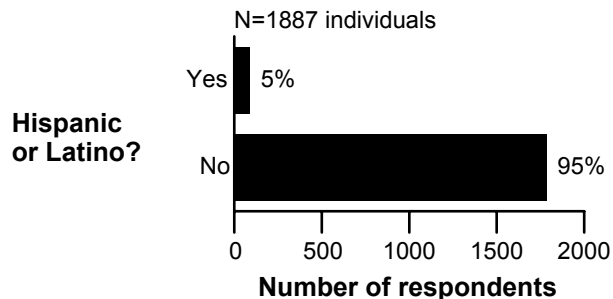


Figure 9: Hispanic or Latino ethnicity

Visitor race

Question 21b

What is your race? What is the race of each
member of your personal group?

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

Results

- 97% of visitors were White (see
Figure 10).

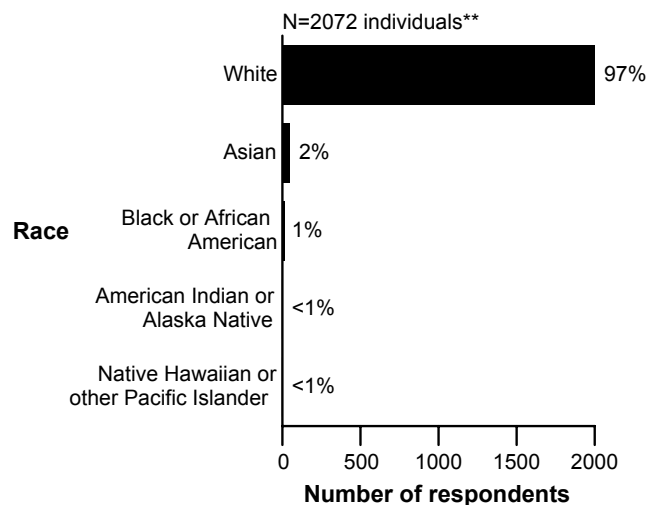


Figure 10: Race

*total percentages do not equal 100 due to rounding

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

Language used for speaking

Question 20a

When using an area such as Fire Island NS, which one language do you and most members of your personal group prefer to use for speaking?

Results

- 95% of visitors groups preferred to use English for speaking (see Figure 11).
- Table 6 shows languages other than English (5%) used for speaking – Interpret results with **CAUTION!**

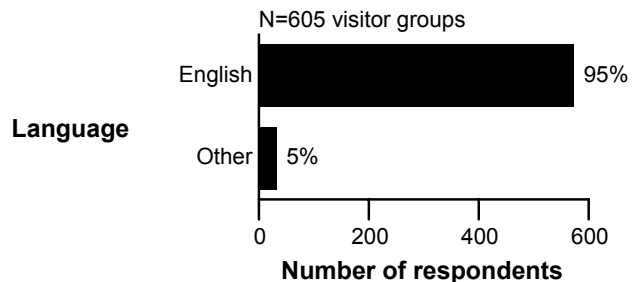


Figure 11: Preferred language for speaking

Table 6: Language other than English used for speaking

N=14 visitor groups – **CAUTION!**

Language	N	Percentage
Russian	3	21
Chinese	1	7
French	1	7
German	1	7
Japanese	1	7
Spanish	1	7
Bilingual group		
English/Spanish	3	17
English/French	1	17
English/German	1	17
English/Polish	1	17

*total percentages do not equal 100 due to rounding

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

Language used for reading

Question 20b

When using an area such as Fire Island NS, which one language do you and most members of your personal group prefer to use for reading?

Results

- 96% of visitors groups preferred to use English for reading (see Figure 12).
- Table 7 shows languages other than English (4%) used for reading – Interpret results with **CAUTION!**

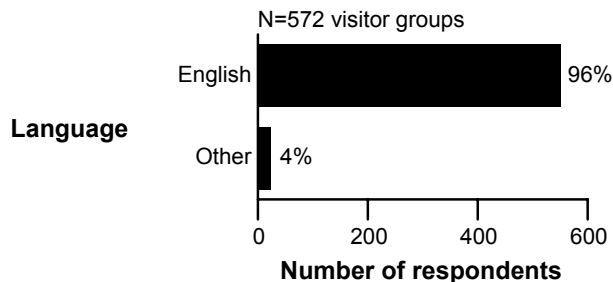


Figure 12: Preferred language for reading

Table 7: Language other than English used for reading

N=8 visitor groups – **CAUTION!**

Language	N	Percentage
Chinese	1	7
Russian	1	7
Spanish	1	7
Bilingual group		
English/Spanish	2	22
English/French	1	11
English/Polish	1	11
Spanish/Portuguese	1	11

*total percentages do not equal 100 due to rounding

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

Services needed in other languages

Question 20c

In your opinion, what services in the park need to be provided in languages other than English?

Results

- 11% of visitors groups needed services provided in languages other than English (see Figure 13).
- Table 8 shows the services needed in other languages.

**Need services
in other
languages?**

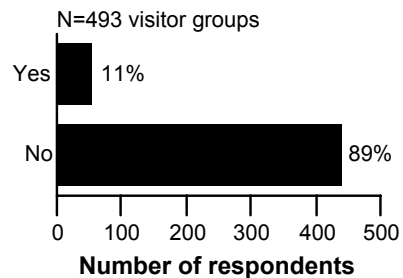


Figure 13: Need for services in other languages

Table 8: Services needed in languages other than English

N=93 comments

Service	Number of times mentioned
Emergency/safety information	13
Directions	10
Restrooms	9
Signs	7
Maps	6
General information	5
All services	4
Exhibits	4
Tours	4
Park rules/regulation	3
Printed materials	3
Directional signs	2
Facilities	2
Food	2
Website	2
Access information	1
Assistance from park staff	1
Beach	1
Descriptions	1
Ferry dock information	1
Ferry schedule	1
Lifeguarded areas	1
Lighthouse information	1
Parking	1
Phone	1
Public health information	1
Schedules	1

*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: Services needed in languages other than English
(continued)

Service	Number of times mentioned
Tick warnings	1
Trails	1
Visitor center	1
Visitor Center orientation (DVD)	1
Water conditions	1

*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 physical conditions/impairments

Question 22a

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

Results

- 6% of visitor groups had members with physical conditions that made it difficult to access or participate in activities or services (see Figure 14).

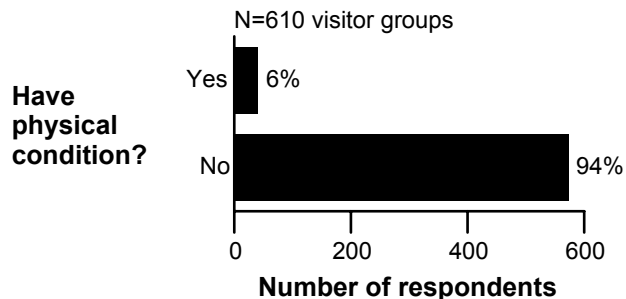


Figure 14: Visitors with physical conditions

Question 22b

If YES, what services or activities were difficult to access/participate in?

Results

- Thirty visitor groups answered this question.
- Activities or services that visitors with physical conditions had difficulty accessing or participating in were:

Access to facilities
Beach access
Boat access
Boat dock
Lighthouse climb/tour
Ramps
Restroom lines
Stairs
Sunken Forest Trail
Walking

*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 NPS management

Question 2a

Prior to this trip to Fire Island, were you and your personal group aware that Fire Island NS is a unit of the National Park System?

Results

80% of visitor groups were aware, prior to their visit, that Fire Island NS is a unit of the National Park System (see Figure 15).

NOTE: All surveys were distributed at park facilities within Fire Island National Seashore.

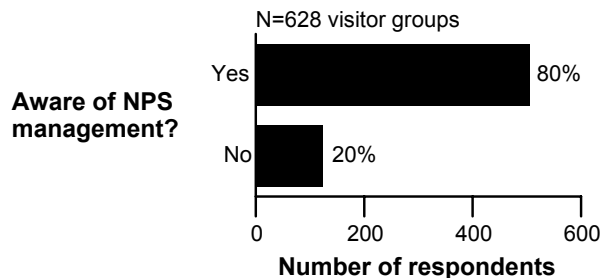


Figure 15: Awareness that Fire Island NS is a unit of the National Park System

Question 2b

Prior to this trip to Fire Island, were you and your personal group aware of the difference between Fire Island NS and other public beaches on the island, such as Smith Point County Park and Robert Moses State Park?

Results

67% of visitor groups were aware, prior to their visit, of the difference between Fire Island NS and other public beaches (see Figure 16).

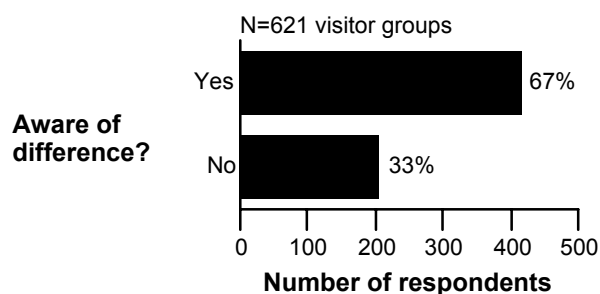


Figure 16: Awareness of difference between Fire Island NS and other public beaches

*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

Information sources prior to visit

Question 1a

Prior to this trip, how did you and your personal group obtain information about Fire Island National Seashore (NS)?

Results

91% of visitor groups obtained information about Fire Island NS prior to their visit (see Figure 17).

- As shown in Figure 18, of those who obtained information prior to their visit, the most common sources were:
 - 72% Previous visits
 - 48% Friends/relatives/word of mouth
- Park partners from which visitors obtained information (4%) were:
 - Appalachian Mountain Club
 - Fire Island Lighthouse Preservation Society
 - Friends of Fire Island National Seashore

Special interest groups from which visitors obtained information (2%) were:

- 4H/Girl Scouts
- Adirondack Mountain Club, Mohican Chapter
- American Association for Nude Recreation (AANR)
- Amityville Historical Society Tour Art group
- Deer over-population group
- Nassau Hiking and Outdoor Club
- N. Atlantic Canoes and Sea Kayak Skills and Adventures
- Yacht Club

“Other” sources (3%) were:

- Diamond Tours
- Discover Life in America Internship
- Information/visitor center
- Leadership Blount
- Locals
- National Park listing
- Park ranger

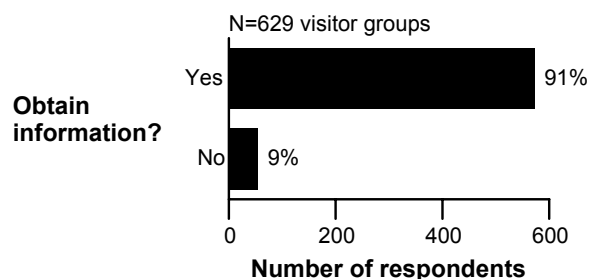


Figure 17: Visitor groups that obtained information about the park prior to visit

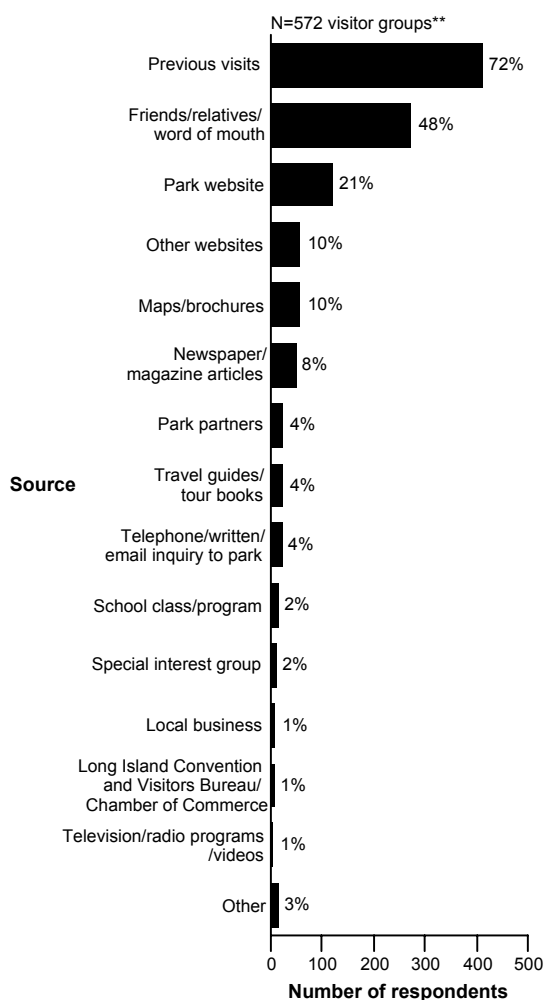


Figure 18: Sources of information used by visitors prior to visit

*total percentages do not equal 100 due to rounding

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

Question 1b

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

Results

94% of visitor groups received needed information prior to their visit (see Figure 19).

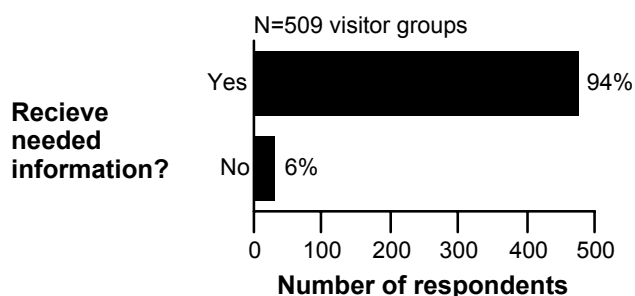


Figure 19: Visitor groups that received needed information prior to their visit

Question 1c

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

Results

- Twenty-four visitor groups answered this question.
- Additional information that visitor groups needed was:

Activities
 Areas available to visit
 Assistance for docking
 Directions
 Directions to ferry
 Dock space fee
 Facilities
 Facilities at each ferry stop
 Fees
 Ferry address
 Flora and fauna identification
 GPS system address
 Location of nude beaches
 Maps
 Walking tour of Sunken Forest
 What park has to offer
 What to expect

*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 Fire Island NS area

Question 3

On this trip, what was your primary reason for visiting the Fire Island NS area (within 45 miles of any entry point to Fire Island National Seashore)?

Results

88% of visitor groups were residents of the local area (see Figure 20).

Of the non-resident visitor groups, 59% visited the area primarily to visit Fire Island NS (see Figure 21).

Table 9 shows the “other” primary reasons (12%) for visiting the Fire Island NS area.

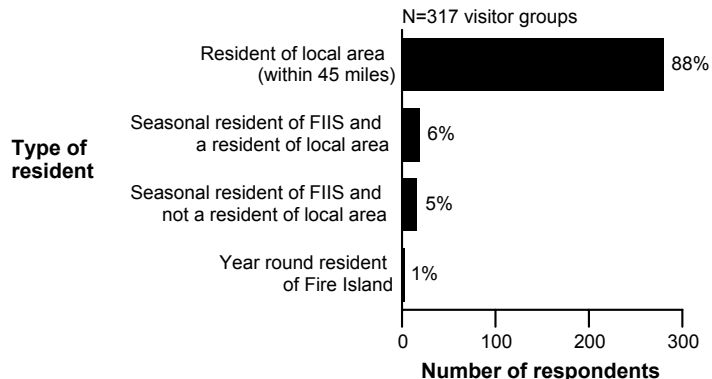


Figure 20: Resident status

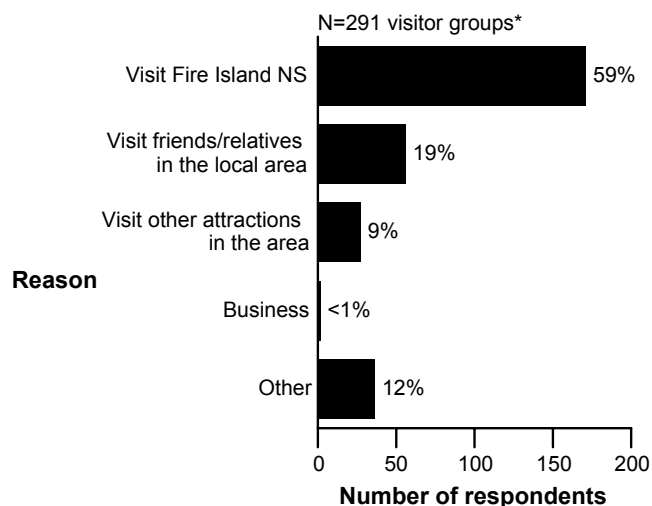


Figure 21: Primary reason for visiting the Fire Island NS area

*total percentages do not equal 100 due to rounding

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

Table 9: “Other” reasons for visiting the Fire Island NS area
N=41 comments

Reason	Number of times mentioned
Beach	7
Vacation	5
Camping	5
Boating	4
Surfing	3
Art show	2
Wedding	2
Camp group from Saltaire	2
Close to home	2
Dock boat	1
Lighthouse volunteer	1
Mitch's Run	1
Research	1
Running	1
Terracaching	1
Walk	1
Watch Hill dockage	1
Weekly rental	1

*total percentages do not equal 100 due to rounding

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

Place stayed on night before arrival

Question 4a

Where did you spend the night before you arrived at Fire Island NS? If you stayed at home, please write the name of your hometown and state.

Results

Table 10 shows the cities/towns in which visitor groups stayed on the night prior to their arrival at Fire Island NS.

Table 10: Places stayed on night before arrival
N=624 comments

City/town	Number of times mentioned
New York City, NY	40
Oakdale, NY	25
Sayville, NY	25
Brooklyn, NY	24
Babylon, NY	22
Patchogue, NY	16
Massapequa, NY	13
West Islip, NY	13
Shirley, NY	12
Bay Shore, NY	11
Bayport, NY	11
Mastic Beach, NY	10
Smithtown, NY	10
Holbrook, NY	9
Lindenhurst, NY	9
Davis Park, Fire Island, NY	8
Melville, NY	8
Brookhaven, NY	7
East Islip, NY	7
Dix Hills, NY	6
Holtsville, NY	6
Manorville, NY	6
Medford, NY	6
West Sayville, NY	6
Bellport, NY	5
Blue Point, Fire Island, NY	5
Coram, NY	5
Fair Harbor, Fire Island, NY	5
Islip, NY	5
Lake Ronkonkoma, NY	5
Ridge, NY	5
Ronkonkoma, NY	5
Seaford, NY	5
Shoreham, NY	5
Brentwood, NY	4
Deer Park, NY	4
East Moriches, NY	4

*total percentages do not equal 100 due to rounding

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

Table 10: Places stayed on night before arrival
(continued)

City/town	Number of times mentioned
Floral Park, NY	4
Hauppauge, NY	4
Huntington, NY	4
Mastic, NY	4
Miller Place, NY	4
North Babylon, NY	4
Ocean Beach, Fire Island, NY	4
Port Washington, NY	4
Wantagh, NY	4
Amityville, NY	3
Bellmore, NY	3
Bohemia, NY	3
Bronx, NY	3
Center Moriches, NY	3
Cherry Grove, Fire Island, NY	3
Copiague, NY	3
East Patchogue, NY	3
Great Neck, NY	3
Great River, NY	3
Manhattan, NY	3
Northport, NY	3
Ocean Bay Park, Fire Island, NY	3
Port Jefferson, NY	3
Queens, NY	3
Rockville Centre, NY	3
Rocky Point, NY	3
Saltaire, Fire Island, NY	3
Selden, NY	3
West Babylon, NY	3
Westbury, NY	3
Atlantique, Fire Island, NY	3
Astoria, NY	2
Baldwin, NY	2
Bayside, NY	2
Centereach, NY	2
Central Islip, NY	2
Commack, NY	2
Cos Cob, CT	2
Dunewood, Fire Island, NY	2
East Setauket, NY	2
Eastport, NY	2
Farmingville, NY	2
Forest Hills, NY	2
Freeport, NY	2
Glen Cove, NY	2
Glen Head, NY	2
Huntington Station, NY	2
Island Park, NY	2

*total percentages do not equal 100 due to rounding

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

Table 10: Places stayed on night before arrival
(continued)

City/town	Number of times mentioned
Islip Terrace, NY	2
Kings Park, NY	2
Levittown, NY	2
Long Island, NY	2
Mamaroneck, NY	2
Middle Island, NY	2
Mineola, NY	2
Mount Sinai, NY	2
Nesconset, NY	2
New Hyde Park, NY	2
Ridgewood, NJ	2
Ridgewood, NY	2
St. James, NY	2
Stamford, CT	2
Stony Brook, NY	2
White Plains, NY	2
Yonkers, NY	2
Baltimore, MD	1
Bayside/Queens, NY	1
Brairwood, NY	1
Brightwaters, NY	1
Brooklyn/Harlem, NY	1
Buffalo, NY	1
Butler, NJ	1
Cedar Beach Marina, NY	1
Centerport, NY	1
Chappaqua, NY	1
Chatham, NJ	1
Chester, NY	1
Cutchogue, NY	1
Denver, CO	1
Douglaston, NY	1
East Northport, NY	1
East Rockaway, NY	1
Farmingdale, NY	1
Fire Island Pines, Fire Island, NY	1
Flushing, NY	1
Greenlawn, NY	1
Groton, CT	1
Hamden, CT	1
Harrington Park, NJ	1
Hempstead, NY	1
Hicksville, NY	1
Hoboken, NJ	1
Holmes, NY	1
Huntley, IL	1
Katonah, NY	1

*total percentages do not equal 100 due to rounding

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

Table 10: Places stayed on night before arrival
(continued)

City/town	Number of times mentioned
Kismet, Fire Island, NY	1
Lido Beach, NY	1
Lincoln, MA	1
Lonelyville, Fire Island, NY	1
Long Beach, NY	1
Lynbrook, NY	1
Mahopac, NY	1
Mansfield Center, CT	1
Maplewood, NJ	1
Massapequa Park, NY	1
Merrick, NY	1
Milford, CT	1
Montauk, NY	1
Moriches, NY	1
Myrtle Beach, SC	1
Nesponsit, NY	1
New Brunswick, NJ	1
New Paltz, NY	1
New Rochelle, NY	1
Newtown, PA	1
North Bellmore, NY	1
North Massapequa, NY	1
North Plainfield, NJ	1
North Woodmere, NY	1
Oakland, NJ	1
Old Bethpage, NY	1
Omaha, NE	1
Ossining, NY	1
Palisades, NY	1
Pelham, NY	1
Plainview, NY	1
Point O' Woods, Fire Island, NY	1
Port Chester, NY	1
Queensbury, NY	1
Redding, CT	1
Rhinebeck, NY	1
Ridgefield, CT	1
Riverhead, NY	1
Robbins Rest, Fire Island, NY	1
Rockledge, FL	1
Rye, NY	1
Saint James, NY	1
Setauket, NY	1
Staten Island, NY	1
Syosset, NY	1
Union, NJ	1
West Gilgo, NY	1
Westchester County, NY	1

*total percentages do not equal 100 due to rounding

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

Table 10: Places stayed on night before arrival
(continued)

City/town	Number of times mentioned
Westhampton, NY	1
Woodburg, NY	1
Woodhaven, NY	1
Woodstock, NY	1

*total percentages do not equal 100 due to rounding

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

Place stayed on night after departure

Question 4b

Where did you spend the night after your departure from Fire Island NS? If you stayed at home, please write the name for your hometown and state.

Results

Table 11 shows the cities/towns in which visitor groups stayed on the night after their departure from Fire Island NS.

Table 11: Places stayed on night after departure
N=609 comments

City/town	Number of times mentioned
New York City, NY	40
Oakdale, NY	24
Sayville, NY	24
Brooklyn, NY	23
Babylon, NY	20
Patchogue, NY	16
West Islip, NY	12
Bayport, NY	11
Massapequa, NY	11
Shirley, NY	11
Bay Shore, NY	10
Smithtown, NY	10
Davis Park, Fire Island, NY	9
Holbrook, NY	9
Lindenhurst, NY	9
Mastic Beach, NY	9
Melville, NY	8
Brookhaven, NY	7
East Islip, NY	7
Cherry Grove, Fire Island, NY	6
Dix Hills, NY	6
Holtsville, NY	6
Manorville, NY	6
Medford, NY	6
West Sayville, NY	6
Bellport, NY	5
Blue Point, Fire Island, NY	5
Islip, NY	5
Lake Ronkonkoma, NY	5
North Babylon, NY	5
Shoreham, NY	5
Brentwood, NY	4
Coram, NY	4
Dunewood, Fire Island, NY	4
East Moriches, NY	4
Fair Harbor, Fire Island, NY	4
Freeport, NY	4

*total percentages do not equal 100 due to rounding

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

Table 11: Places stayed on night after departure
(continued)

City/town	Number of times mentioned
Hauppauge, NY	4
Huntington, NY	4
Mastic, NY	4
Miller Place, NY	4
Northport, NY	4
Ocean Beach, Fire Island, NY	4
Port Washington, NY	4
Ridge, NY	4
Ronkonkoma, NY	4
Saltaire, Fire Island, NY	4
Seaford, NY	4
Wantagh, NY	4
Amityville, NY	3
Bellmore, NY	3
Bronx, NY	3
Center Moriches, NY	3
Centereach, NY	3
Copiague, NY	3
Deer Park, NY	3
East Patchogue, NY	3
Floral Park, NY	3
Great Neck, NY	3
Great River, NY	3
Port Jefferson, NY	3
Queens, NY	3
Rockville Centre, NY	3
Rocky Point, NY	3
Selden, NY	3
West Babylon, NY	3
Baldwin, NY	2
Bayside, NY	2
Central Islip, NY	2
Commack, NY	2
Cos Cob, CT	2
East Setauket, NY	2
Eastport, NY	2
Farmingville, NY	2
Forest Hills, NY	2
Glen Cove, NY	2
Glen Head, NY	2
Island Park, NY	2
Islip Terrace, NY	2
Kings Park, NY	2
Levittown, NY	2
Mamaroneck, NY	2
Manhattan, NY	2

*total percentages do not equal 100 due to rounding

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

Table 11: Places stayed on night after departure
(continued)

City/town	Number of times mentioned
Middle Island, NY	2
Mineola, NY	2
Mount Sinai, NY	2
Nesconset, NY	2
New Hyde Park, NY	2
Ocean Bay Park, Fire Island, NY	2
Ridgewood, NJ	2
Ridgewood, NY	2
St James, NY	2
Stamford, CT	2
Stony Brook, NY	2
Westbury, NY	2
Westhampton	2
White Plains, NY	2
Yonkers, NY	2
Albany, CA	1
Astoria, NY	1
Atlantic City, NJ	1
Atlantique, Fire Island, NY	1
Baltimore, MD	1
Bayside/Queens, NY	1
Bohemia, NY	1
Boonton, NJ	1
Briarwood, NY	1
Brightwaters, NY	1
Brooklyn/Harlem, NY	1
Buffalo, NY	1
Butler, NJ	1
Centerport, NY	1
Chappaqua, NY	1
Cherry Hill, NJ	1
Clarks Summit, PA	1
Douglaston, NY	1
East Northport, NY	1
East Rockaway, NY	1
Everett, WA	1
Farmingdale, NY	1
Flushing, NY	1
Fresh Meadows, NY	1
Greenlawn, NY	1
Groton, CT	1
Heckscher State Park, NY	1
Hicksville, NY	1
Hoboken, NJ	1
Holmes, NY	1
Huntington Station, NY	1
Katonah, NY	1

*total percentages do not equal 100 due to rounding

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

Table 11: Places stayed on night after departure
(continued)

City/town	Number of times mentioned
Kingston, NY	1
Kismet, Fire Island, NY	1
Lido Beach, NY	1
Lincoln, MA	1
London, England	1
Lonelyville, Fire Island, NY	1
Long Beach, NY	1
Long Island, NY	1
Lynbrook, NY	1
Mahopac, NY	1
Mansfield Center, CT	1
Maplewood, NJ	1
Marblehead, MA	1
Massapequa Park, NY	1
Merrick, NY	1
Milford, CT	1
Montreal, Canada	1
Moriches, NY	1
Myrtle Beach, SC	1
Nesponsit, NY	1
New Rochelle, NY	1
Newtown, PA	1
North Bellmore, NY	1
North Massapequa, NY	1
North Plainfield, NJ	1
North Woodmere, NY	1
Oakland, NJ	1
Omaha, NE	1
Orient, NY	1
Ossining, NY	1
Palisades, NY	1
Park City, UT	1
Peekskill, NY	1
Pelham, NY	1
Plainview, NY	1
Point O' Woods, Fire Island, NY	1
Port Chester, NY	1
Queensbury, NY	1
Redding, CT	1
Ridgefield, CT	1
Robbins Rest, Fire Island, NY	1
Rye, NY	1
Saint James, NY	1
Salem, NH	1
Schenectady, NY	1
Setauket, NY	1
Severn, MD	1

*total percentages do not equal 100 due to rounding

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

Table 11: Places stayed on night after departure
(continued)

City/town	Number of times mentioned
Shrewsburg, VT	1
Staten Island, NY	1
Syosset, NY	1
Union, NJ	1
Woodburg, NY	1
Woodhaven, NY	1
Woodstock, NY	1

*total percentages do not equal 100 due to rounding

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

Forms of transportation

Question 8a

On this trip to Fire Island NS, what forms of transportation did you and your personal group use to travel to the park from your home?

Results

- As seen in Figure 22 the most common forms of transportation used to travel to the park from home were:

67% Private auto/vehicle
28% Public ferry
27% Private boat

- Other forms of transportation (1%) were:

Inflatable raft
New York Subway
Sea kayak
Wagon

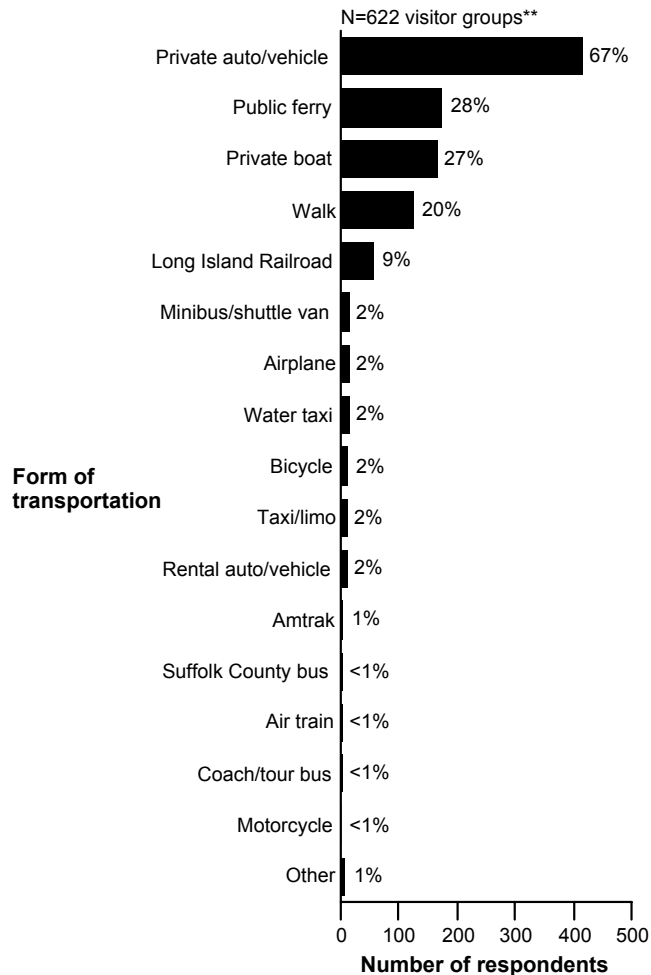


Figure 22: Forms of transportation used to travel to park from home

*total percentages do not equal 100 due to rounding

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

Question 8b

What was the last mode of transportation that you and your personal group used before entering the park?

Results

- 36% of visitor groups used an automobile/vehicle as their last mode of transportation before entering the park (see Figure 23).
- 24% used a private boat.
- 21% used a public ferry.
- Other modes of transportation (<1%) were:

Sea kayak

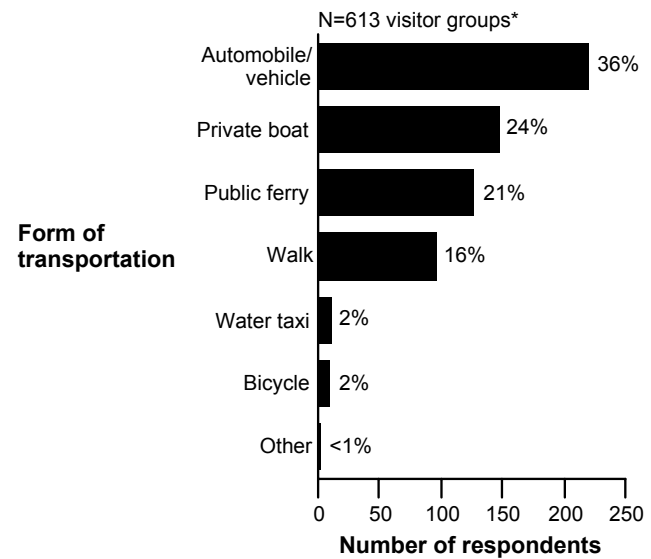


Figure 23: Last mode of transportation used before park entry

*total percentages do not equal 100 due to rounding

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

Overnight stay

Question 6a

On this trip, did you and your personal group stay overnight, away from your permanent residence, on Fire Island or in the area (off the island, but within 45 miles of any entry point to Fire Island)?

Results

- 43% of visitor groups stayed overnight away from home, on Fire Island or in the area (see Figure 24).

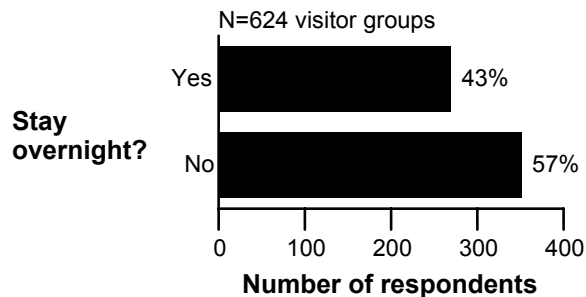


Figure 24: Overnight stay on Fire Island or in the area

Question 6b

Please list the number of nights you and your personal group stayed on Fire Island or in the area (off the island, but within 45 miles of any entry point to Fire Island)?

Results

Number of nights on Fire Island (including island communities)

- 37% of visitor groups spent five or more nights on Fire Island (see Figure 25).
- 43% spent two or three nights.

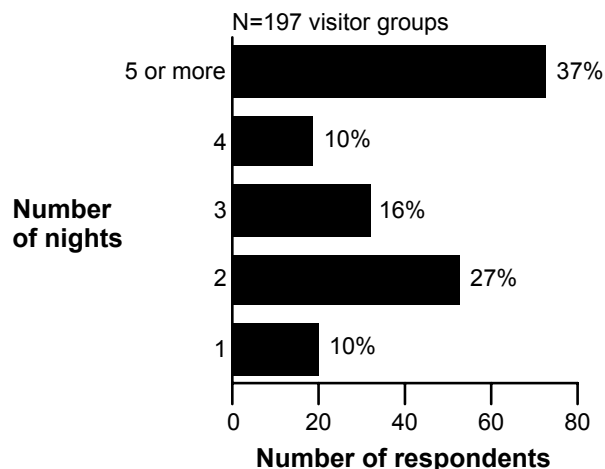


Figure 25: Number of nights spent on Fire Island

Number of nights in Fire Island NS area (off island, but within 45 miles)

- 45% of visitor groups stayed five or more nights in Fire Island NS area (see Figure 26).
- 40% spent one or two nights.

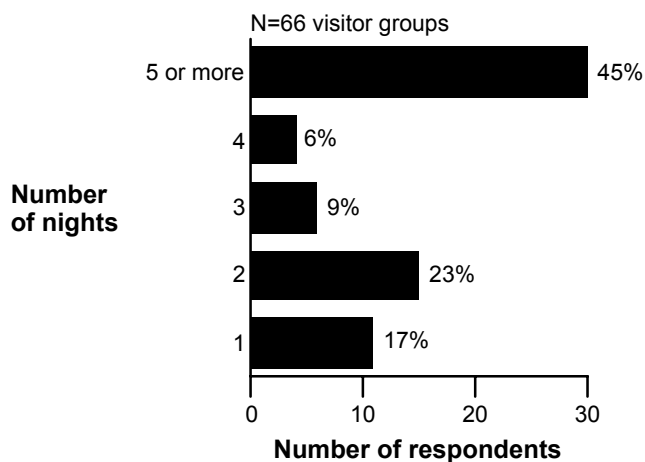


Figure 26: Number of nights stayed in the Fire Island NS area, within 45 miles

*total percentages do not equal 100 due to rounding

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

Question 6c and 6d

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

Results

Type of lodging on Fire Island

- 39% of visitor groups stayed on a boat (see Figure 27).
- 17% stayed in a rented private residence.
- “Other” types of lodging (2%) were:
 Ranger’s cottage
 Village-owned housing in Saltaire

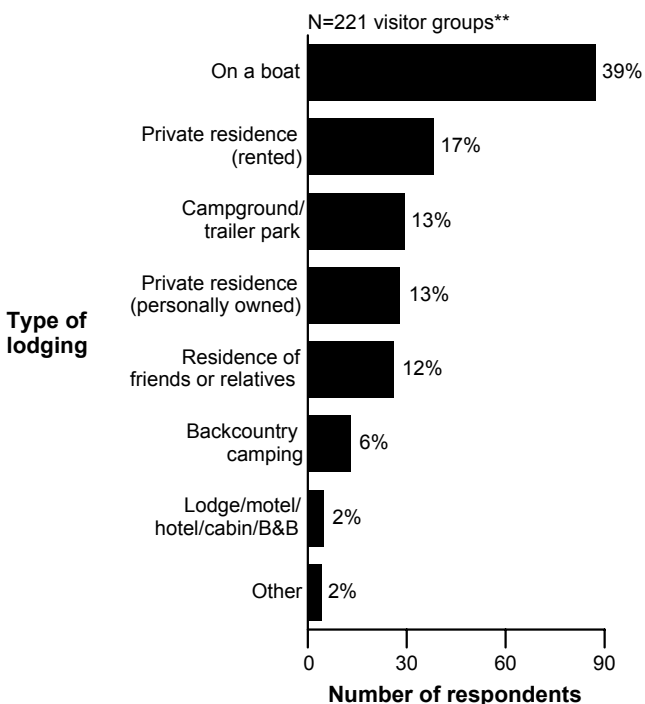


Figure 27: Type of lodging used on Fire Island

Type of lodging off Fire Island (but within 45 miles)

- 38% of visitor groups stayed at the residence of friends or relatives (see Figure 28).
- 31% stayed in a private, personally owned residence.
- “Other” type of lodging (1%) was not listed.

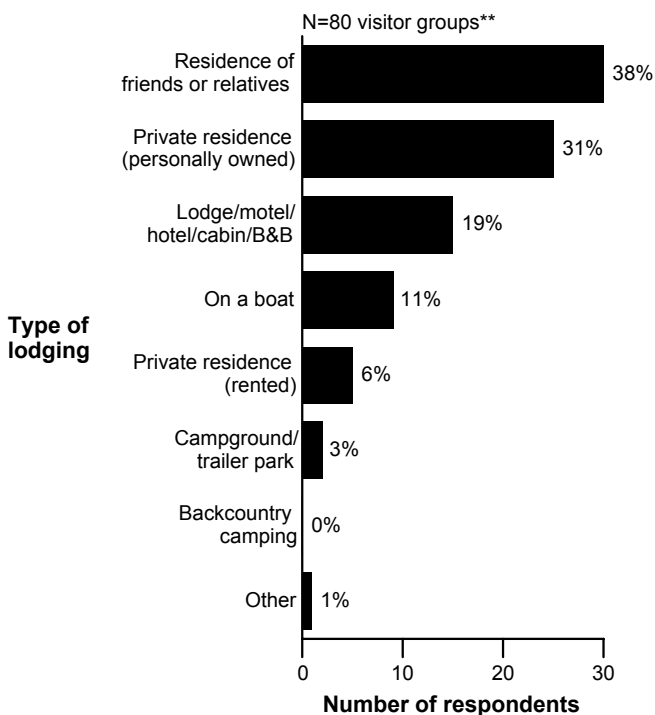


Figure 28: Type of lodging used off Fire Island (but within 45 miles)

*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 9b

For the sites you visited on this trip, please list the amount of time spent at each location in hours OR days.

Results

Hours spent if less than 24 hours

- 42% of visitor groups spent five or more hours visiting park sites (see Figure 29).
- The average time spent for visitor groups that stayed less than 24 hours was 4.8 hours.

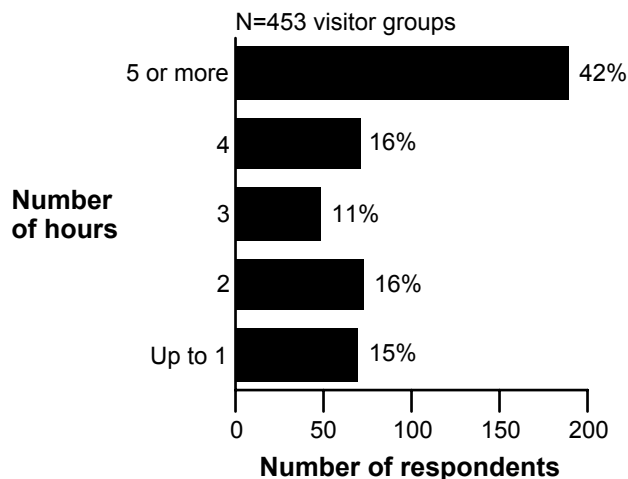


Figure 29: Hours spent at sites

Days spent if more than 24 hours

- 38% of visitor groups spent four or more days visiting park sites (see Figure 30).
- The average time spent for visitor groups that stayed more than 24 hours was 4.1 days.

Number of days

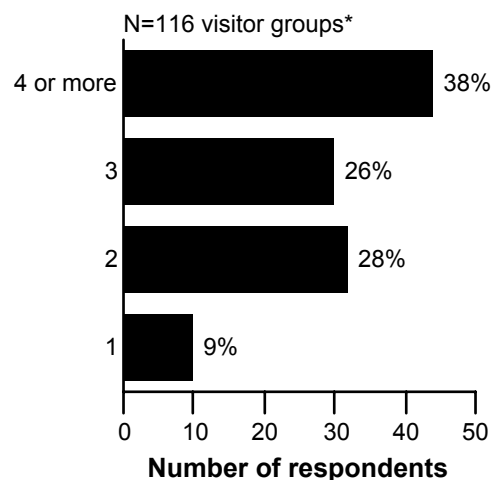


Figure 30: Days spent at sites

Average time spent

- The average time spent in the park for all visitor groups was 27 hours, or 1.1 days.

*total percentages do not equal 100 due to rounding

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

Sites visited

Question 9a

During this trip to Fire Island NS, which of the following sites did you and your personal group visit?

Results

- 96% of visitor groups visited sites in Fire Island NS (see Figure 31).

Sites operated by the National Park Service

- As shown in Figure 32, the most commonly visited National Park Service sites were:

60% Beaches

41% Fire Island Lighthouse

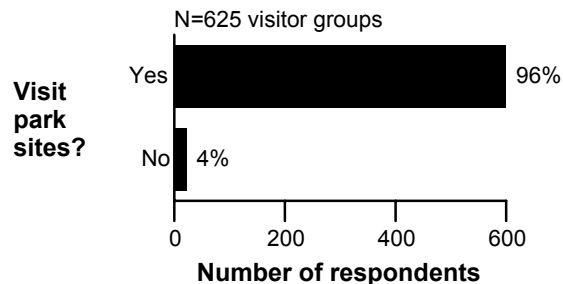


Figure 31: Visitors that visited sites in the park

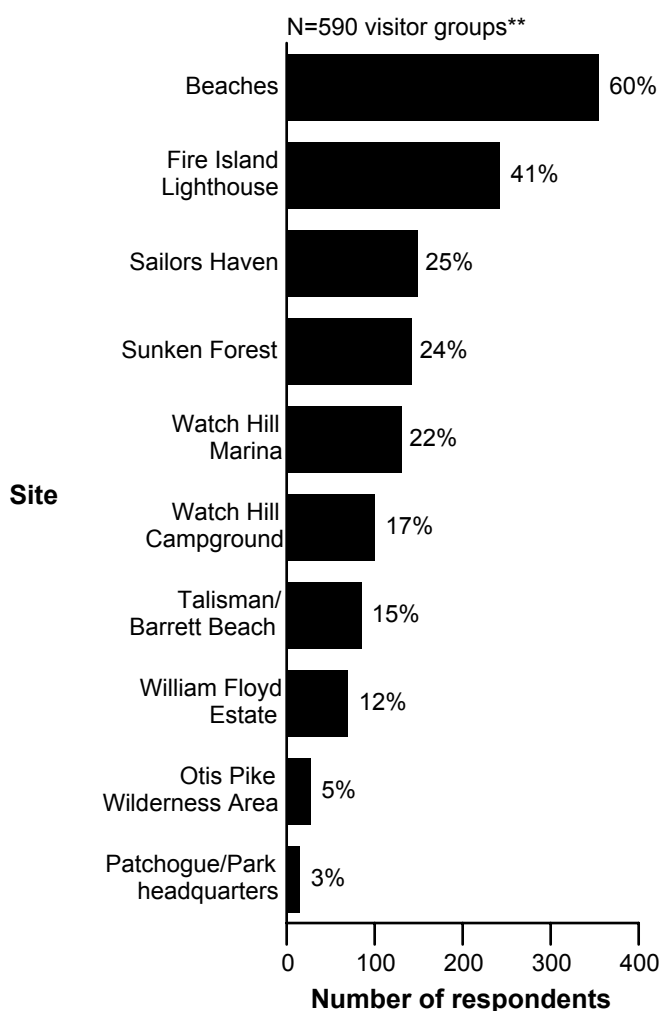


Figure 32: National Park Service sites visited

*total percentages do not equal 100 due to rounding

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

Sites not operated by the National Park Service

- As shown in Figure 33, the most commonly visited sites not operated by the National Park Service were:

50% Robert Moses State Park
39% Communities on Fire Island

Tables 12a and 12b show the time spent at each location (listed in Question 9a), in hours and days.

- 69% of visitor groups spent four or more hours at Talisman/Barrett Beach.
- 42% spent four or more days at Sailors Haven.

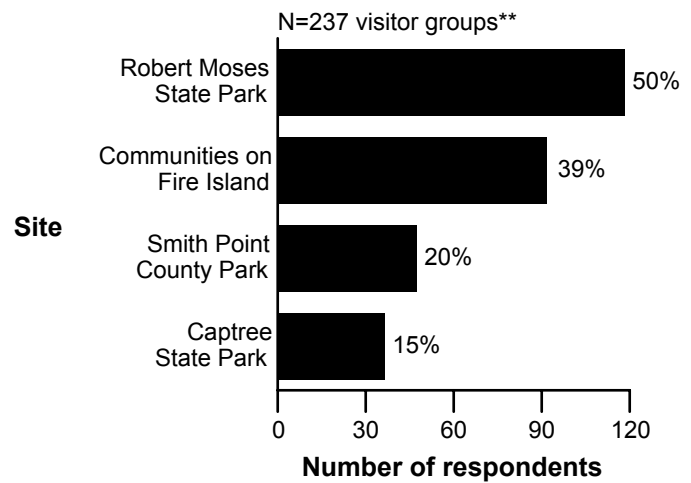


Figure 33: Non-National Park Service sites visited

*total percentages do not equal 100 due to rounding

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

Table 12a: Number of hours spent at sites on this visit

N=number of visitor groups

Location (NPS site)	N	Number of hours (%)*			
		Up to 1	2	3	4 or more
Patchogue/Park headquarters – CAUTION!	11	81%	9%	0%	9%
Fire Island Lighthouse	176	57%	34%	7%	4%
Sailors Haven	98	29%	13%	10%	46%
Sunken Forest	111	43%	32%	11%	15%
Talisman/Barrett Beach	30	20%	7%	3%	69%
Watch Hill Marina	50	58%	12%	4%	26%
Watch Hill Campground – CAUTION!	17	48%	12%	24%	18%
Beaches	227	21%	11%	14%	54%
Otis Pike Wilderness Area – CAUTION!	11	36%	27%	10%	27%
William Floyd Estate	30	0%	70%	20%	10%
Location (Non-NPS operated site)					
Captree State Park – CAUTION!	20	55%	25%	10%	10%
Communities on Fire Island	47	24%	25%	19%	32%
Robert Moses State Park	89	37%	14%	11%	37%
Smith Point County Park	32	41%	19%	3%	38%

Table 12b: Number of days spent at sites (in last 12 months)

N=number of visitor groups

Location (NPS site)	N	Number of hours (%)*			
		Up to 1	2	3	4 or more
Fire Island Lighthouse – CAUTION!	2	50%	50%	0%	0%
Sailors Haven	33	12%	27%	18%	42%
Sunken Forest – CAUTION!	7	29%	43%	14%	14%
Talisman/Barrett Beach – CAUTION!	3	0%	67%	33%	0%
Watch Hill Marina	53	6%	23%	34%	39%
Watch Hill Campground – CAUTION!	19	11%	58%	21%	10%
Beaches – CAUTION!	1	100%	0%	0%	0%
Otis Pike Wilderness Area – CAUTION!	12	25%	33%	17%	25%
Location (non-NPS operated site)					
Captree State Park – CAUTION!	3	67%	33%	0%	0%
Communities on Fire Island	32	9%	9%	9%	72%
Robert Moses State Park – CAUTION!	1	100%	0%	0%	0%
Smith Point County Park – CAUTION!	2	100%	0%	0%	0%

*total percentages do not equal 100 due to rounding

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

Communities/housing areas visited

Question 10

Which Fire Island communities or housing areas did you and your personal group visit?

Results

- 54% of visitor groups did not visit any Fire Island communities or housing areas (see Figure 34).
- As shown in Figure 35, the communities or housing areas that were most commonly visited were:

29% Davis Park
26% Kismet
25% Ocean Beach
25% Cherry Grove

- “Other” areas (8%) visited were:

Smith's Point
Old Inlet
Talisman
Barrett
Pines
Ranger cottage

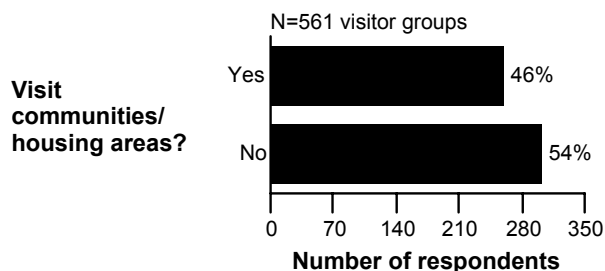


Figure 34: Visited communities/housing areas

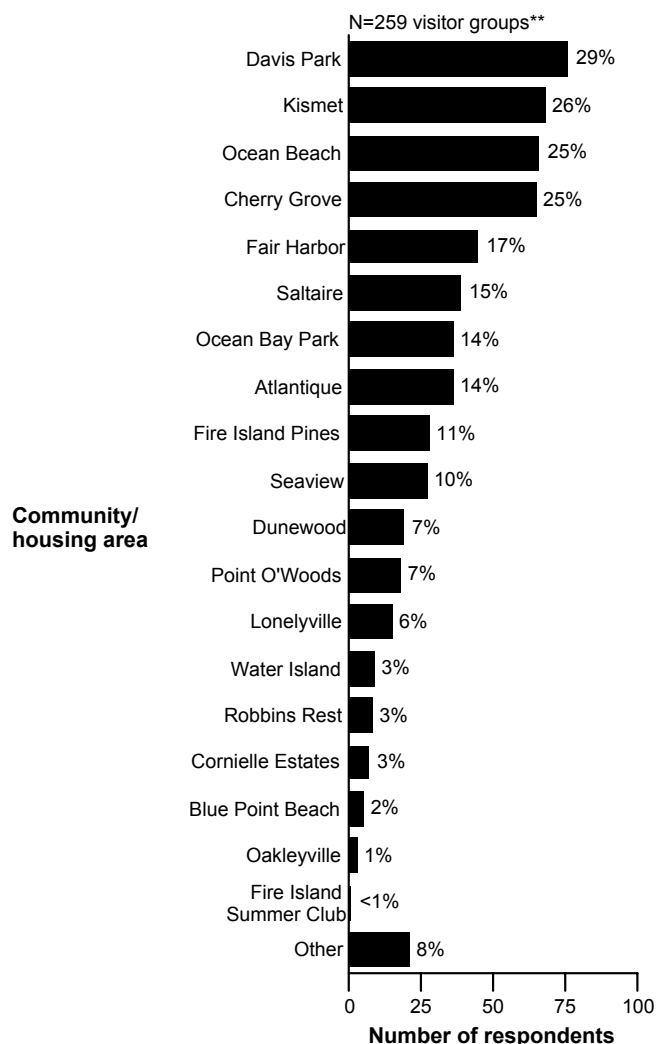


Figure 35: Visited Fire Island communities or housing areas

*total percentages do not equal 100 due to rounding

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

Activities on past trips

Question 12a

On past trips, in which activities did you and your personal group participate while at Fire Island NS?

Results

- 90% of visitor groups had visited Fire Island NS previously (see Figure 36).
- As shown in Figure 37, the most common activities in which visitor groups participated on past trips were:

90% Beach activities (beachcombing, swimming, sunbathing, etc.)
 80% Spending time with family/friends
 61% Experiencing solitude

- “Other” activities (6%) in which visitor groups had participated were:

Art show
 Biking
 Canoe trip
 Car shows
 Children's park
 Church
 Clamming
 Cleaning beach
 Crabbing
 Hiking
 Horseshoes
 Jogging/running
 Kayaking
 Lighthouse Lantern Walk
 NPS visitor center at Smith Point
 Picnicking
 School trips
 Share house
 Stargazing
 Surfing
 Visiting Cherry Grove Beach
 Visiting Lighthouse beach
 Visiting Ocean Bay Park
 Visiting Sunken Forest
 Visiting surrounding towns
 Walking

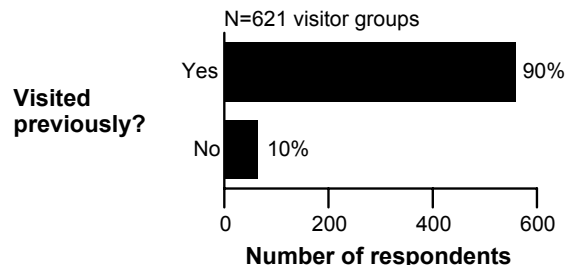


Figure 36: Visited previously

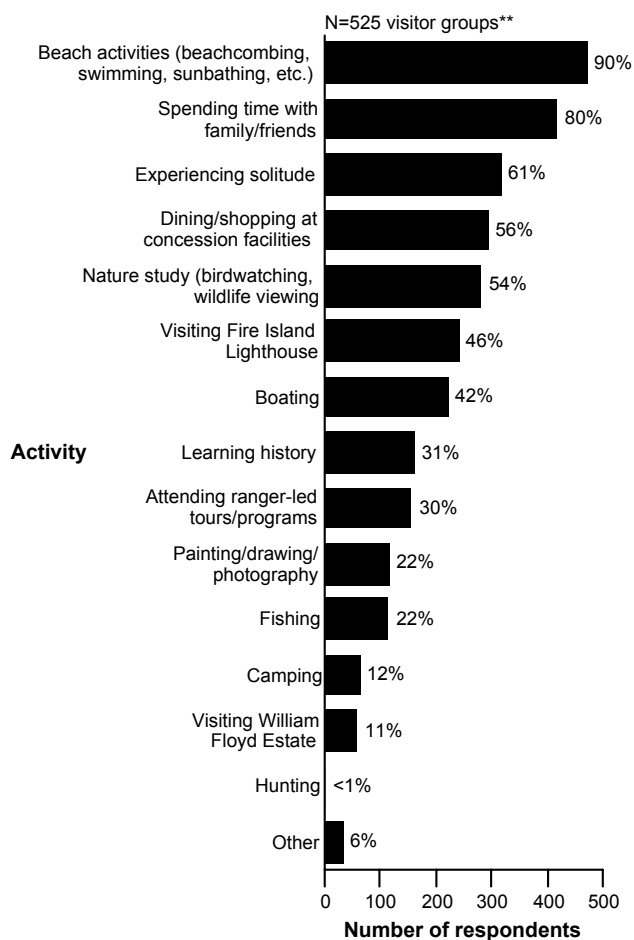


Figure 37: Past activities

*total percentages do not equal 100 due to rounding

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

Activities on this trip

Question 12b

On this trip, in which activities did you and your personal group participate while visiting Fire Island NS?

Results

- As shown in Figure 38, the most common activities in which visitor groups participated on this trip were:

76% Beach activities (beachcombing, swimming, sunbathing, etc.)
68% Spending time with family/friends
46% Experiencing solitude

- “Other” activities (9%) in which visitor groups participated were:

Art show
Backcountry beach camping
Berry picking
Biking
Block party
Boardwalk
Church
Clamming
Cleaning beach
Entering artwork for lighthouse exhibit
Experiencing nature's beauty
Experiencing the island
Furniture tour
Hiking
Horseshoes
Jogging/running
Junior Ranger Program
Kayaking
Obtaining National Park Service Passport
Photography
Picnicking
Prayer and meditation
Rest and relax
Surfing
Tennis
Vacation
Visiting clothing optional beach
Visiting Sunken Forest
Visiting surrounding towns
Visiting Watch Hill
Visiting Watch Hill Marina
Walking
Writing

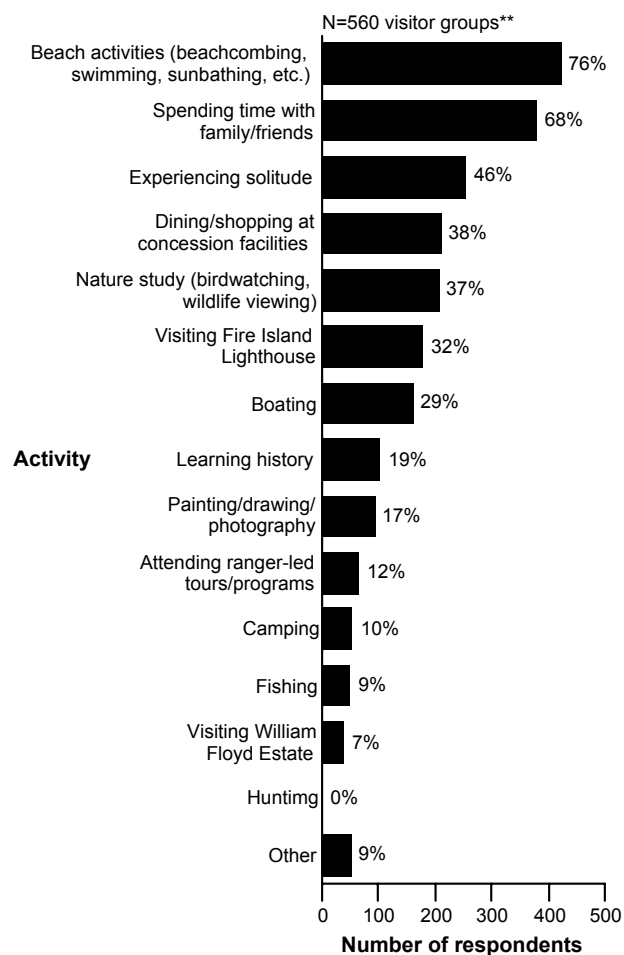


Figure 38: Activities on this visit

*total percentages do not equal 100 due to rounding

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

Primary activity

Question 12c

Which one of the above activities was your primary reason for visiting Fire Island on this trip?

Results

- As shown in Figure 39, visitor groups' primary activities included:
 - 40% Beach activities
 - 15% Spending time with family/friends
- "Other" primary activities (6%) were:
 - Art exhibit
 - Backcountry camping
 - Biking
 - Experience the island
 - Furniture tour
 - Hiking/walking
 - Rest/relax
 - Running
 - See Sunken Forest
 - Use the clothing optional beach
 - Vacation

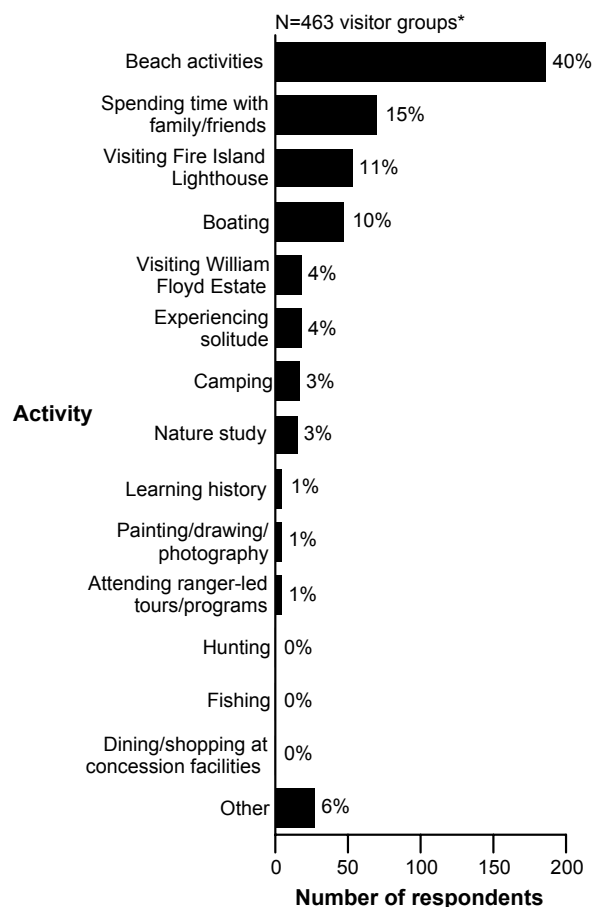


Figure 39: Primary activities

*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 and Facilities

Ferry services and park information services used

Question 13b

Please mark all of the services that you and your personal group used at Fire Island NS during this visit.

Results

- As shown in Figure 40, the ferry services and park information services most commonly used by visitor groups were:
 - 60% Park brochure/map
 - 34% Park website
- The least used service was:
 - 17% Ferry service from Bay Shore

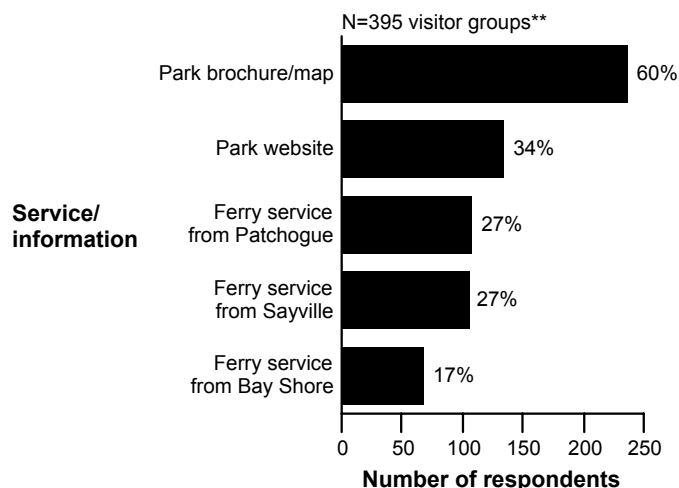


Figure 40: Ferry services and park information services used

Note: Surveys were distributed at NPS sites only, which are not directly serviced by the Bay Shore ferries.

*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 ferry services and park information services

Question 13a

Whether or not you used them on this trip, please rate the importance from 1-5, of the Fire Island NS services to you and your personal group.

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

Results

- Figure 41 shows the combined proportions of “extremely important” and “very important” ratings for the ferry and park information services that were rated by 30 or more visitor groups.
- The services receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 52% Park brochure/map
 - 48% Park website
 - 48% Ferry service from Sayville
 - 48% Ferry service from Patchogue
- Figures 42 to 46 show the importance ratings for each service.
- Of the services rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:
 - 36% Ferry service from Bay Shore

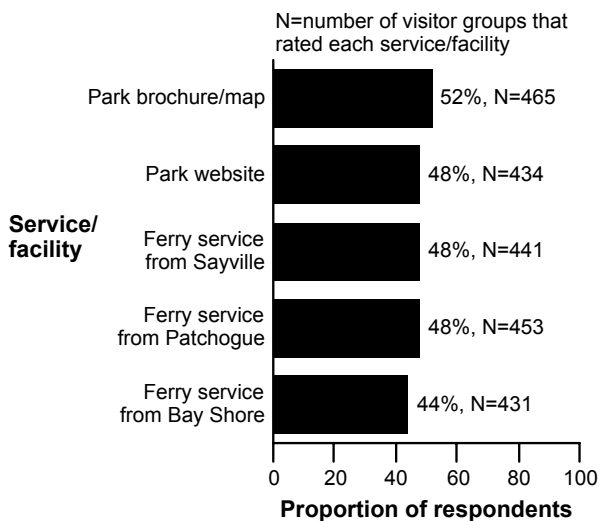


Figure 41: Combined proportions of “extremely important” and “very important” ratings of ferry services and park information services

Note: Surveys were distributed at NPS sites only, which are not directly serviced by the Bay Shore ferries.

*total percentages do not equal 100 due to rounding

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

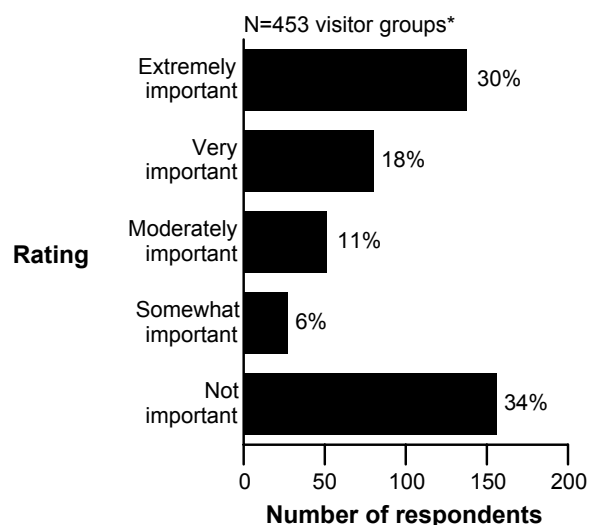


Figure 42: Importance of ferry service from Patachogue

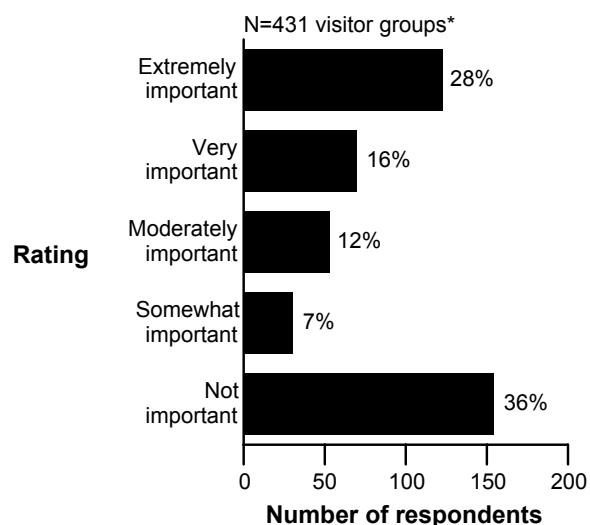


Figure 43: Importance of ferry service from Bay Shore

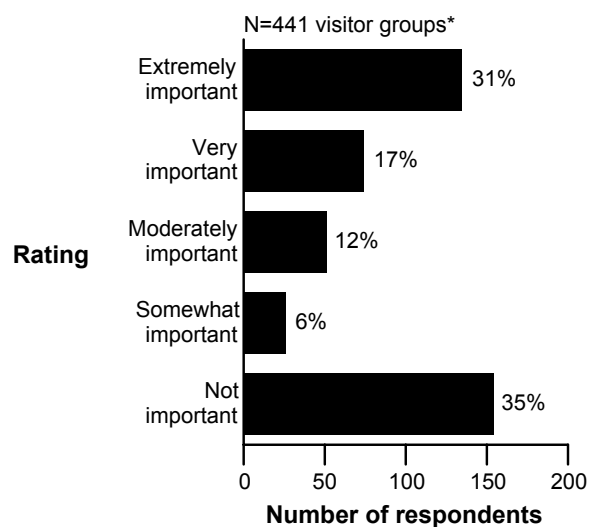


Figure 44: Importance of ferry service from Sayville

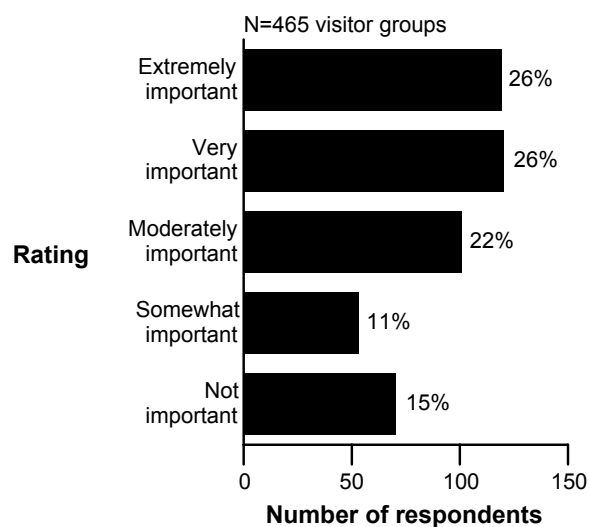
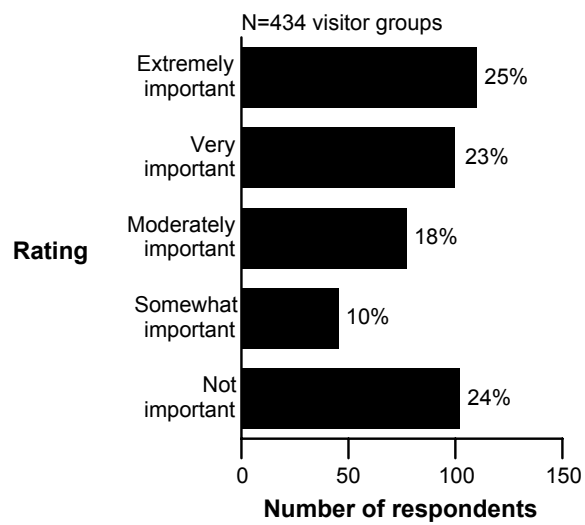


Figure 45: Importance of park brochure/map

*total percentages do not equal 100 due to rounding

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



**Figure 46: Importance of park website:
www.nps.gov/fiis (used before or
during trip)**

*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 ferry services and park information services

Question 13c

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

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results

- Figure 47 shows the combined proportions of “very good” and “good” ratings for the ferry and park information services and facilities that were rated by 30 or more visitor groups.
- The services receiving the highest combined proportions of “very good” and “good” ratings were:
 - 95% Ferry service from Sayville
 - 87% Ferry service from Bay Shore
 - 86% Park brochure/map
- Figures 48 to 52 show the importance ratings for each service.
- Of the services rated by 30 or more visitor groups, the one receiving the highest “poor” rating was:
 - 3% Ferry service from Patachogue

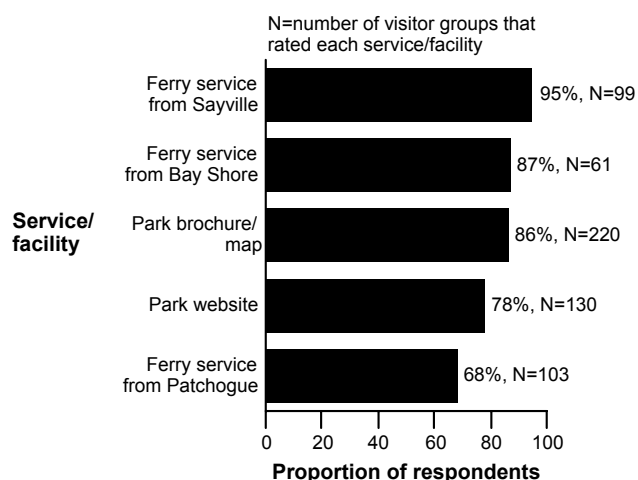


Figure 47: Combined proportions of “very good” and “good” ratings of ferry services and park information services

Note: Surveys were distributed at NPS sites only, which are not directly serviced by the Bay Shore ferries.

*total percentages do not equal 100 due to rounding

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

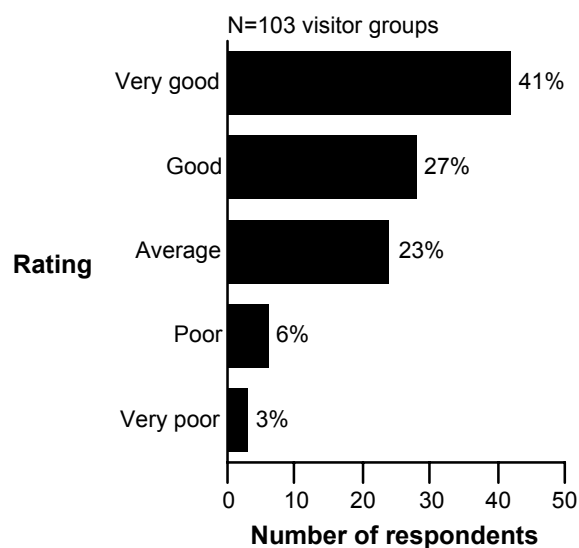


Figure 48: Quality of ferry service from Patachogue

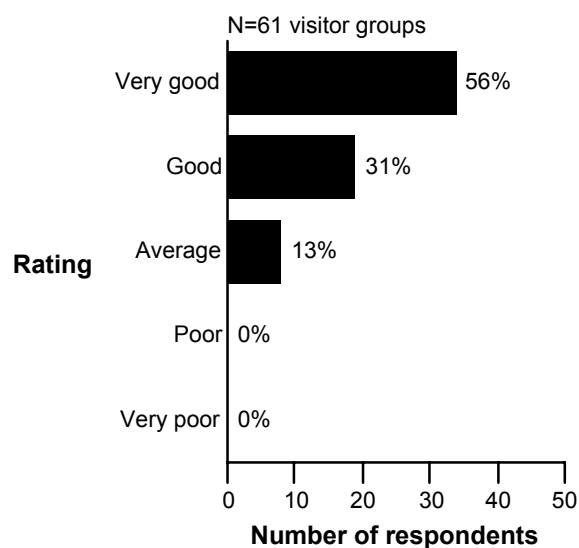


Figure 49: Quality of ferry service from Bay Shore

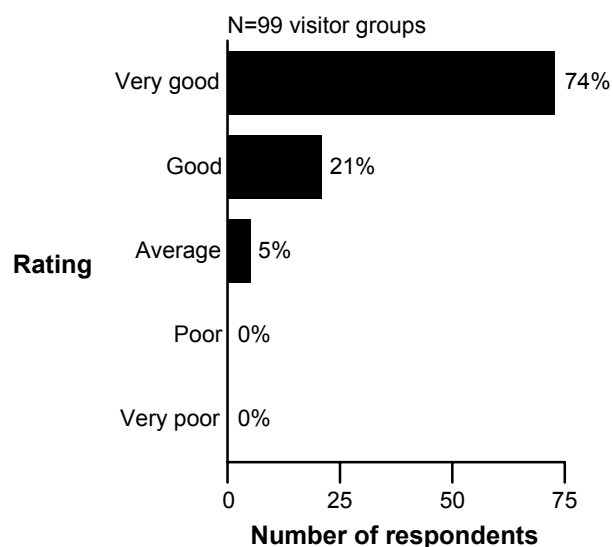


Figure 50: Quality of ferry service from Sayville

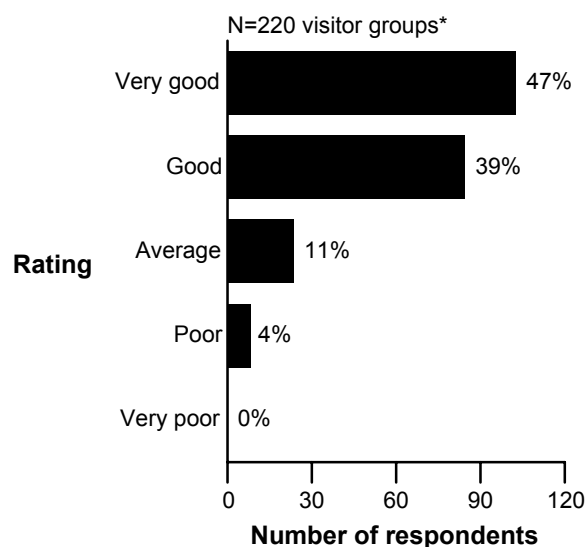
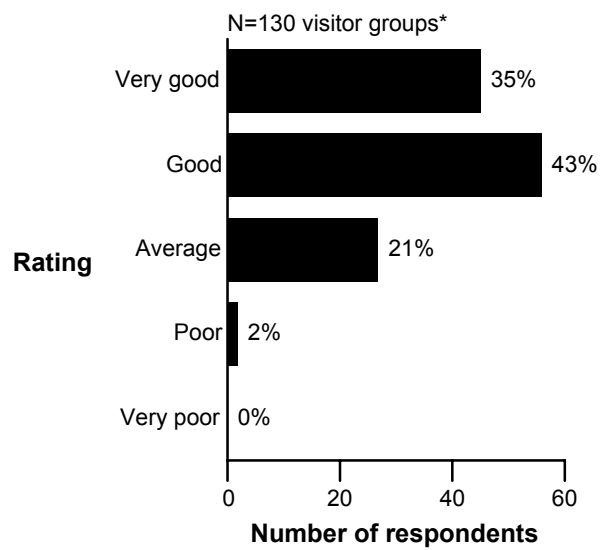


Figure 51: Quality of park brochure/map

*total percentages do not equal 100 due to rounding

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



**Figure 52: Quality of park website:
www.nps.gov/fiis (used before or
during trip)**

*total percentages do not equal 100 due to rounding

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

Services and facilities used at Fire Island Lighthouse

Question 13b

Please mark the services/facilities that you and your personal group used at Fire Island National Seashore during this visit.

Results

- As shown in Figure 53, the services and facilities most commonly used by visitor groups at the Fire Island Lighthouse were:

86% Boardwalk/trails
85% Restrooms

- The least used service/facility was:
8% Access for disabled persons

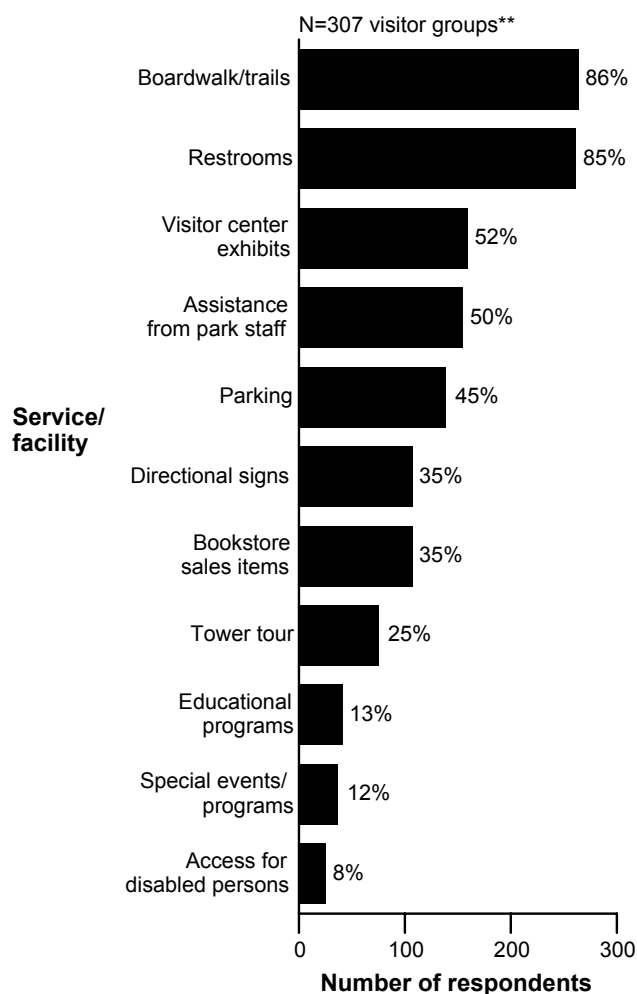


Figure 53: Services and facilities used at Fire Island Lighthouse

*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 services and facilities at Fire Island Lighthouse

Question 13a

Whether or not you used them on this trip, please rate the importance from 1-5, of the Fire Island NS services and facilities to you and your personal group.

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

Results

- Figure 54 shows the combined proportions of “extremely important” and “very important” ratings for the services and facilities at Fire Island Lighthouse that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 89% Restrooms
 - 86% Boardwalk/trails
- Figures 55 to 65 show the importance ratings for each service/facility.
- Of the services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:

29% Access for disabled persons

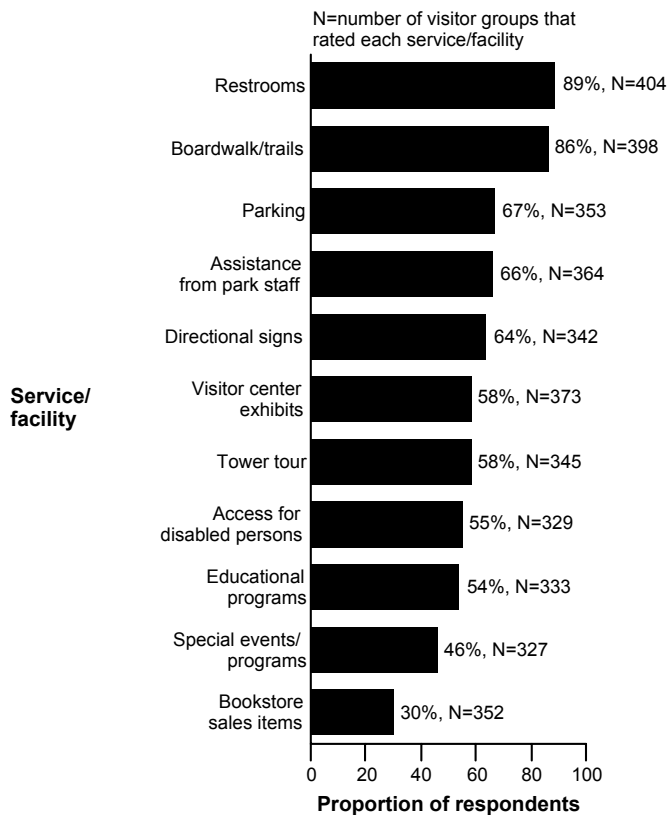


Figure 54: Combined proportions of “extremely important” and “very important” ratings of services/facilities at Fire Island Lighthouse

*total percentages do not equal 100 due to rounding

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

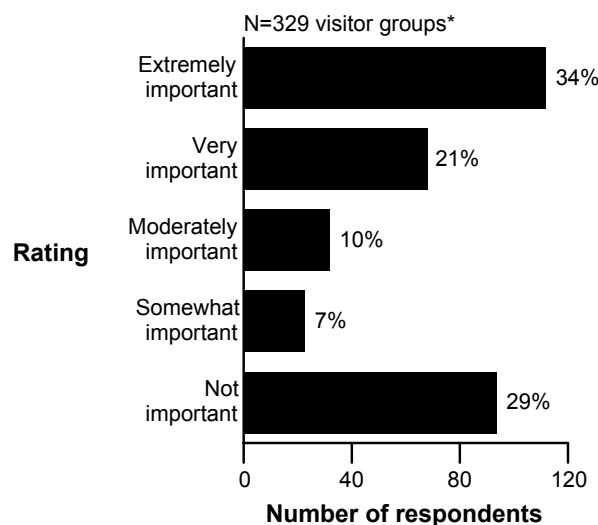


Figure 55: Importance of access for disabled persons

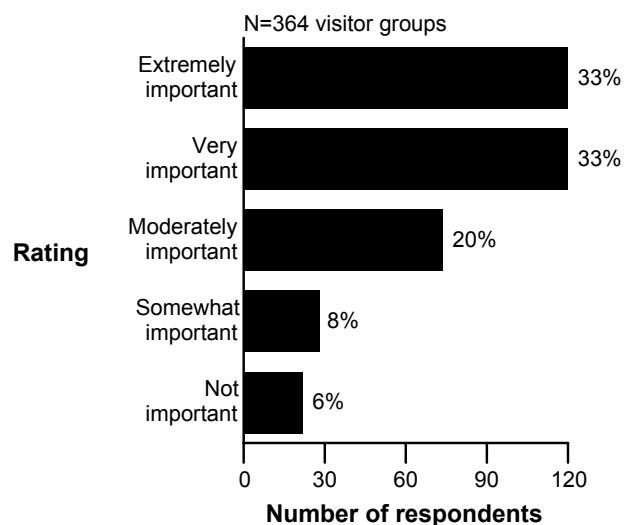


Figure 56: Importance of assistance from park staff

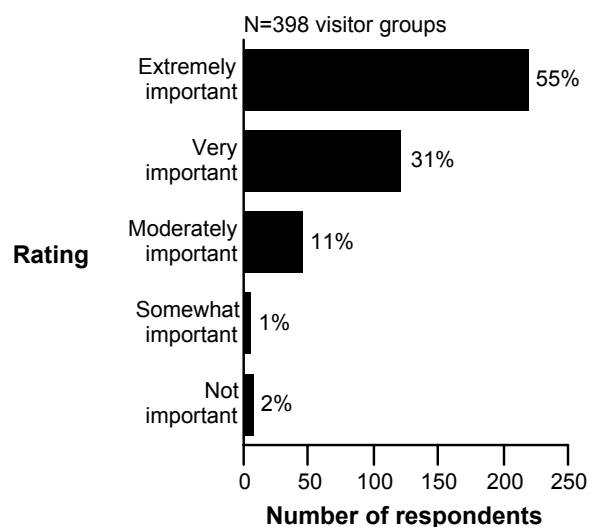


Figure 57: Importance of boardwalk/trails

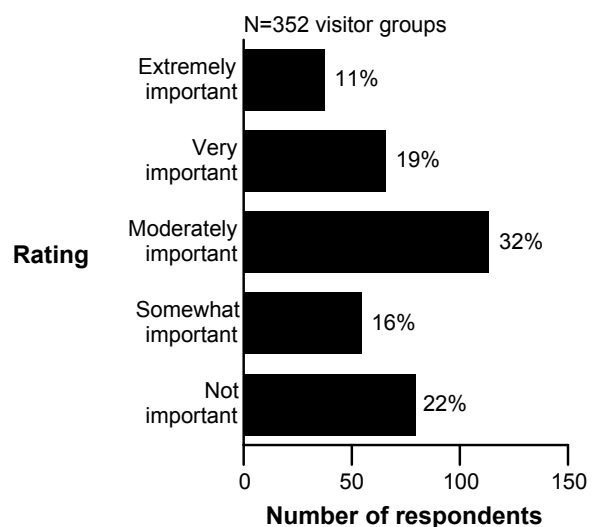


Figure 58: Importance of bookstore sales items (selection, price, etc.)

*total percentages do not equal 100 due to rounding

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

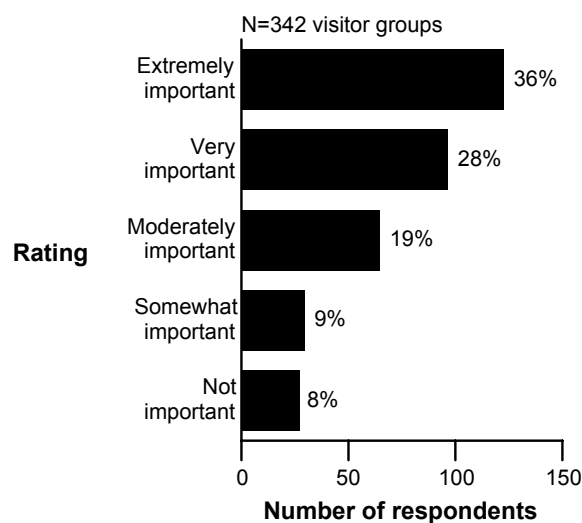


Figure 59: Importance of directional signs

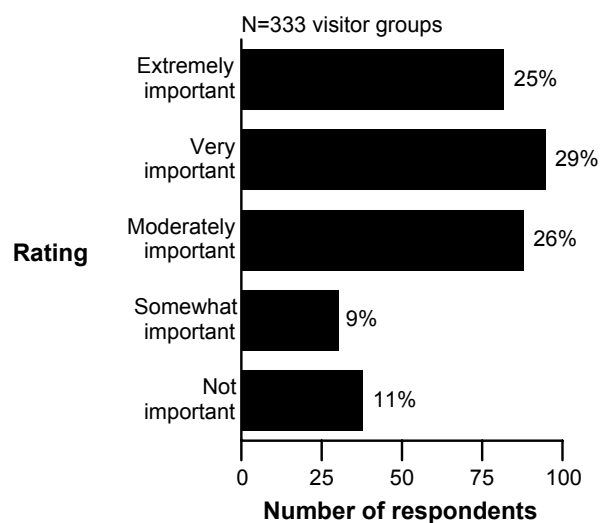


Figure 60: Importance of educational programs

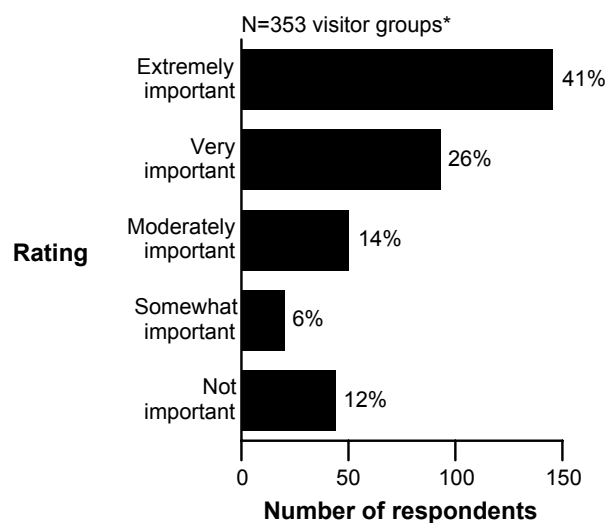


Figure 61: Importance of parking

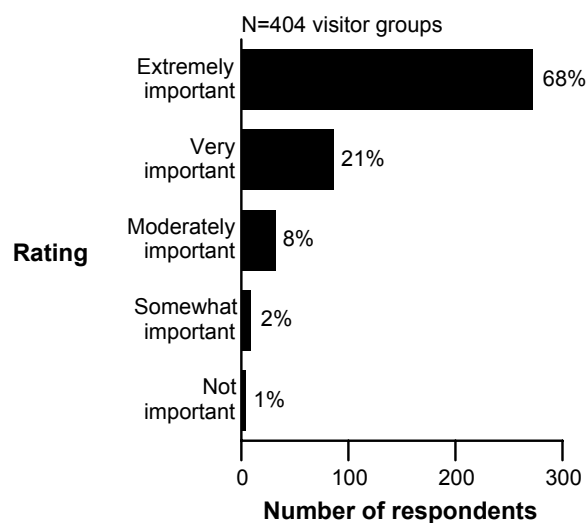


Figure 62: Importance of restrooms

*total percentages do not equal 100 due to rounding

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

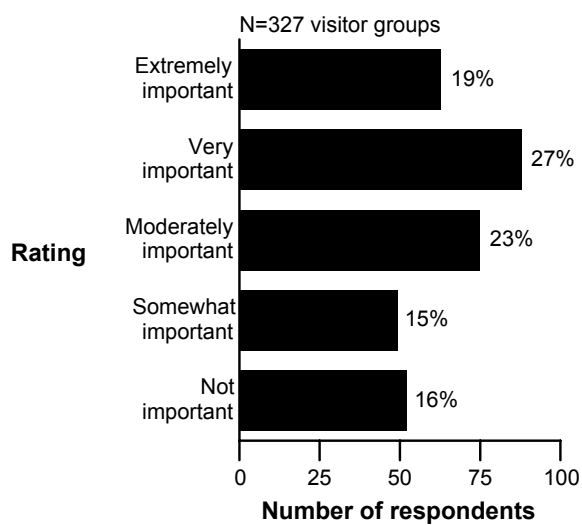


Figure 63: Importance of special events/programs

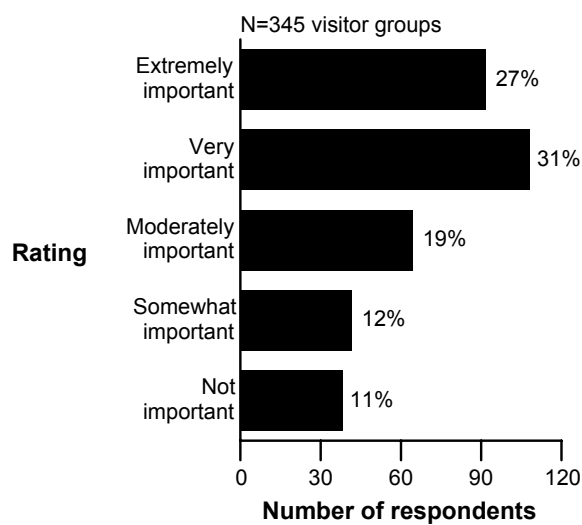


Figure 64: Importance of tower tour

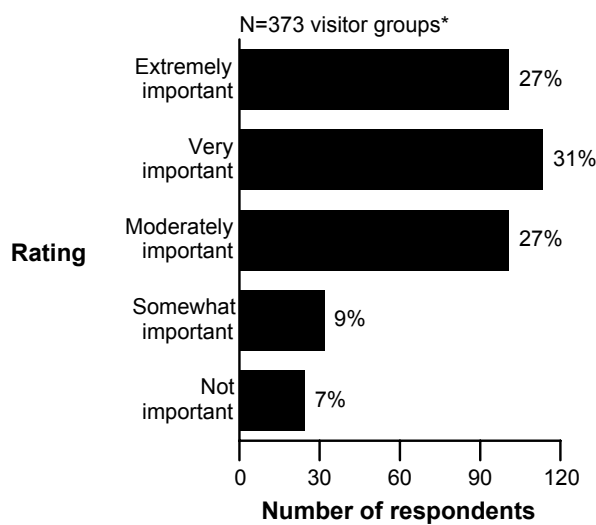


Figure 65: Importance of visitor center exhibits

*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 services and facilities at Fire Island Lighthouse

Question 13c

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

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results

- Figure 66 shows the combined proportions of “very good” and “good” quality ratings for information services and facilities at Fire Island Lighthouse that were rated by 30 or more visitor groups.

- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:

96% Boardwalk/trails
94% Assistance from park staff
89% Tower tour
89% Educational programs

- Figures 67 to 77 show the quality ratings for each service/facility.
- Of the services/facilities rated by 30 or more visitor groups, the one receiving the highest “very poor” quality rating was:

5% Parking

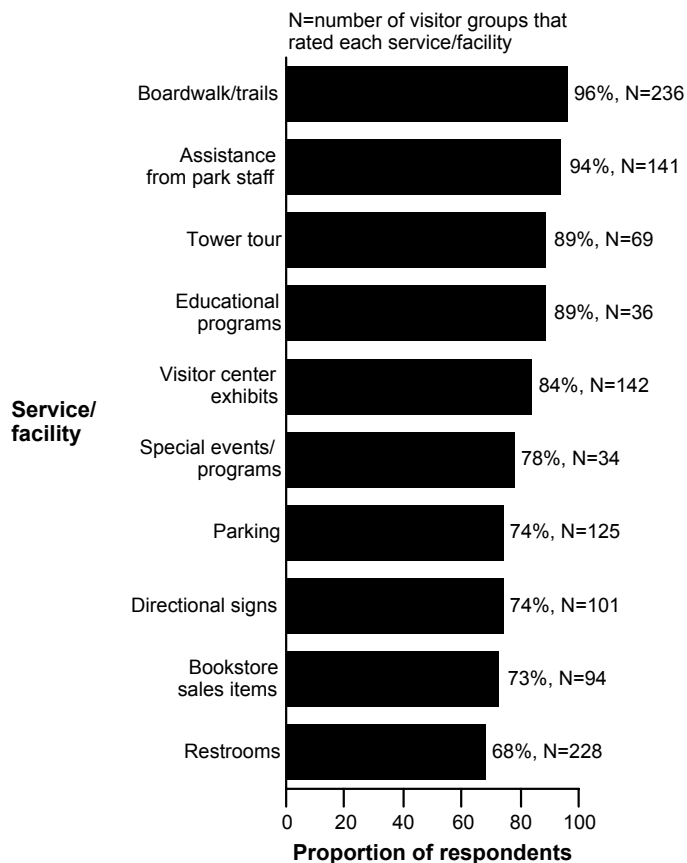


Figure 66: Combined proportions of “very good” and “good” quality ratings of services/facilities at Fire Island Lighthouse

*total percentages do not equal 100 due to rounding

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

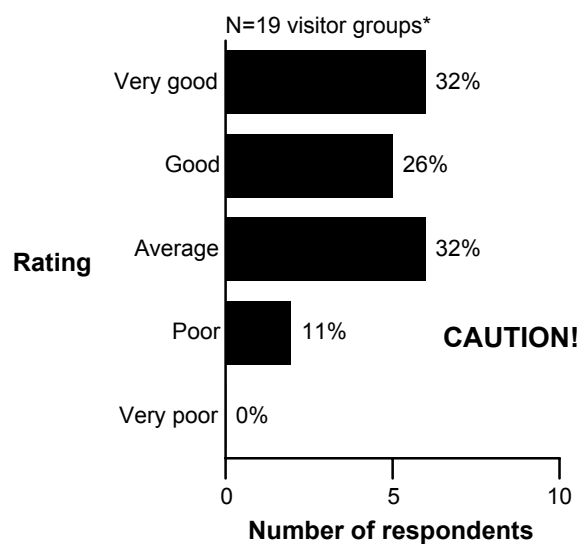


Figure 67: Quality of access for disabled persons

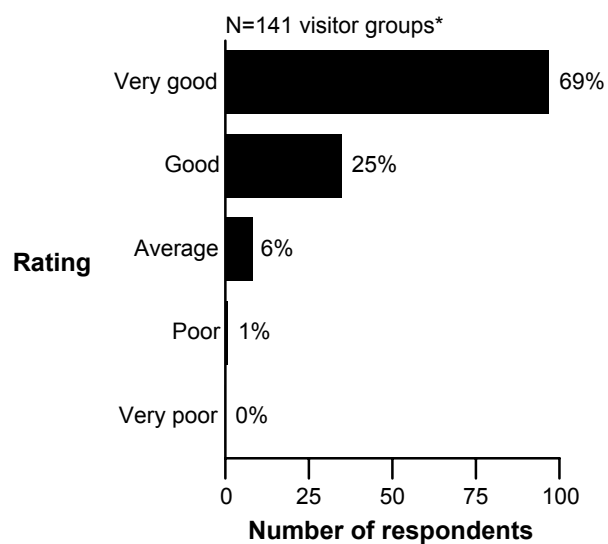


Figure 68: Quality of assistance from park staff

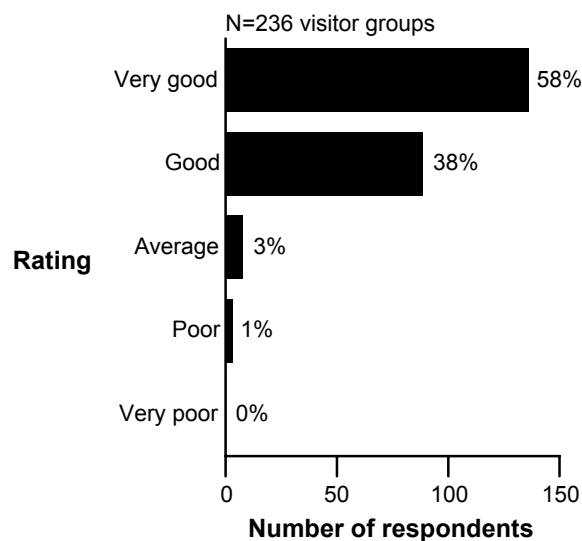


Figure 69: Quality of boardwalk/trails

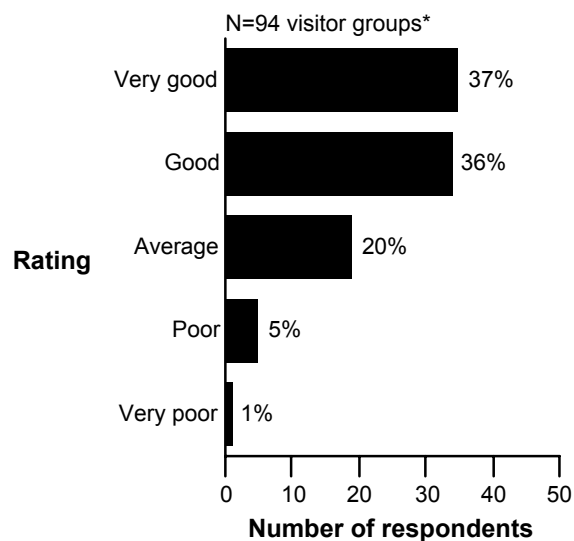


Figure 70: Quality of bookstore sales items (selection, price, etc.)

*total percentages do not equal 100 due to rounding

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

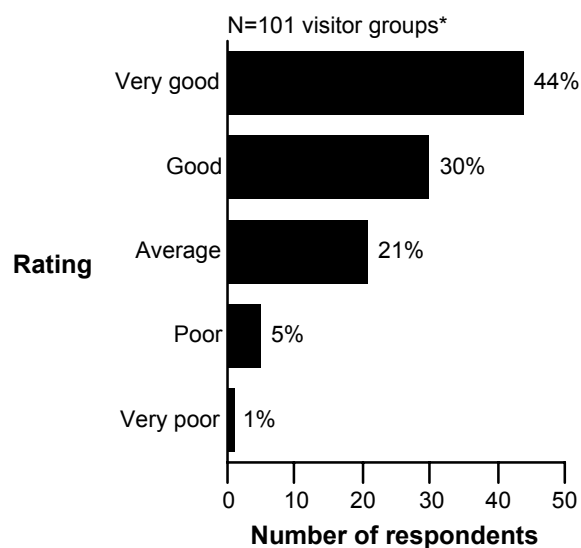


Figure 71: Quality of directional signs

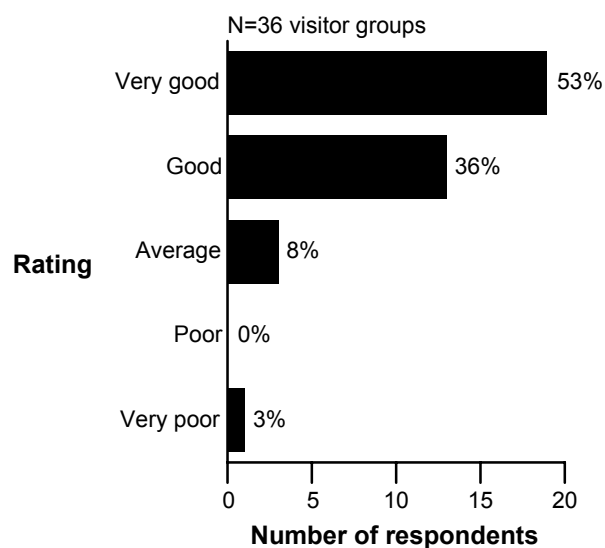


Figure 72: Quality of educational programs

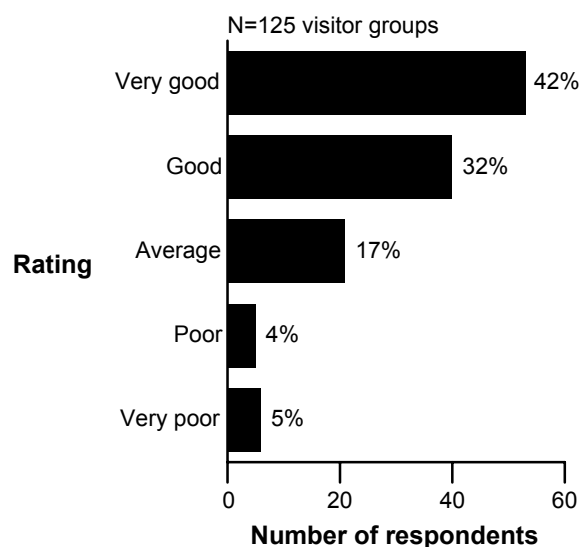


Figure 73: Quality of parking

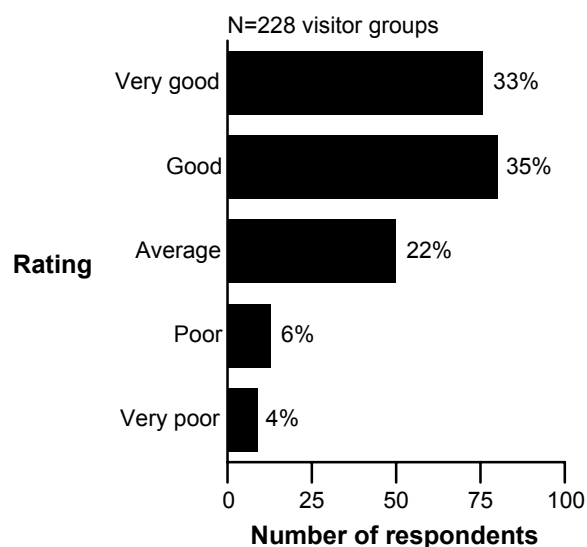
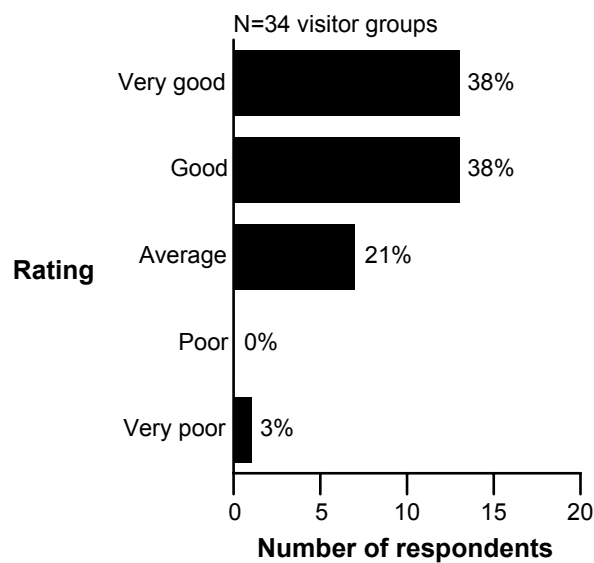
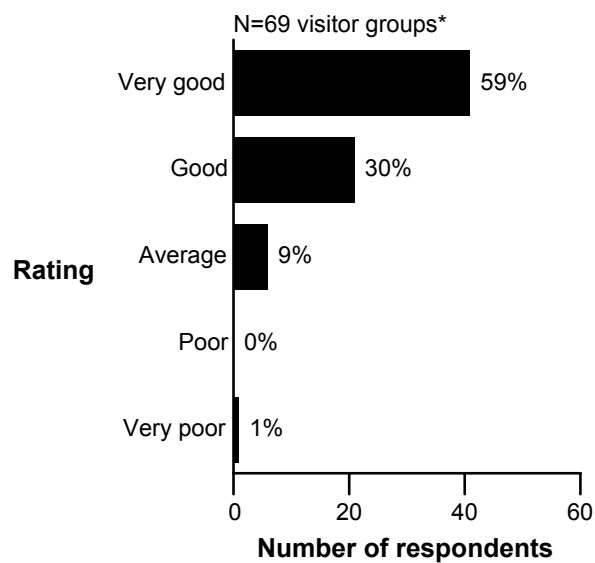
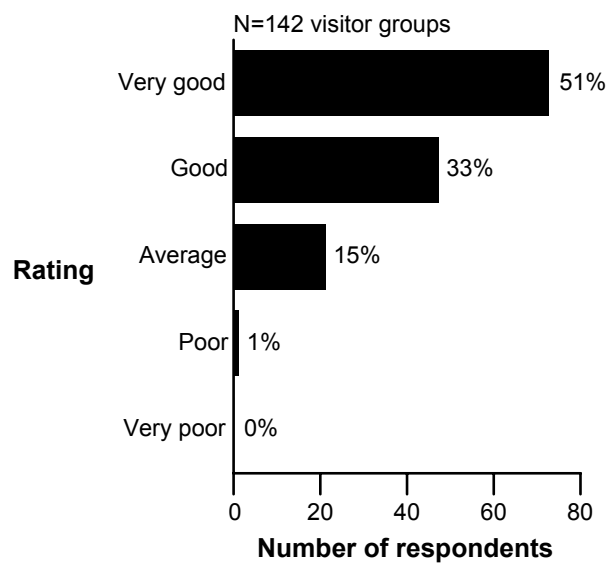


Figure 74: Quality of restrooms

*total percentages do not equal 100 due to rounding

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

**Figure 75: Quality of special events/programs****Figure 76: Quality of tower tour****Figure 77: Quality of visitor center exhibits**

*total percentages do not equal 100 due to rounding

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

Visitor services and facilities used at Sailors Haven

Question 14b

Please mark all of the services/facilities that you and your personal group used during this trip to Fire Island NS.

Results

- As shown in Figure 78, the visitor services and facilities at Sailors Haven most commonly used by visitor groups were:

88% Boardwalk
87% Bathhouse/restrooms
64% Sunken Forest Trail

- The least used service/facility was:
17% Ranger-led tours/programs

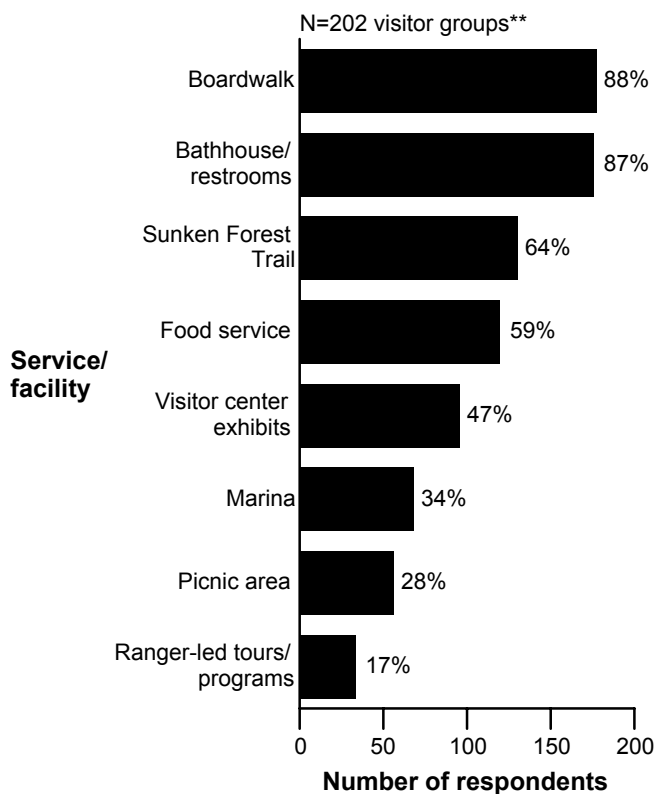


Figure 78: Visitor services and facilities used at Sailors Haven

*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 services and facilities at Sailors Haven

Question 14a

Whether or not you used them on this trip, please rate the importance from 1-5, of Fire Island NS services and facilities to you and your personal group.

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

Results

- Figure 79 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities at Sailors Haven that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 89% Bathhouse/restrooms
 - 85% Boardwalk
- Figures 80 to 87 show the importance ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:

23% Marina

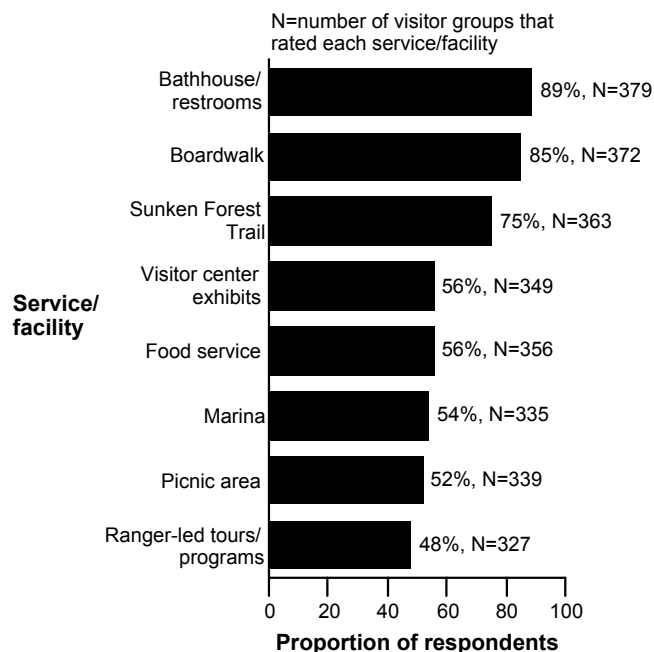
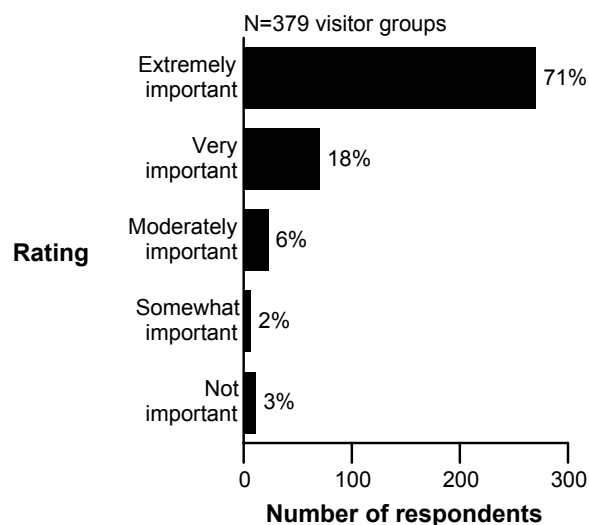


Figure 79: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities at Sailors Haven

*total percentages do not equal 100 due to rounding

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



**Figure 80: Importance of bathhouse/
restrooms**

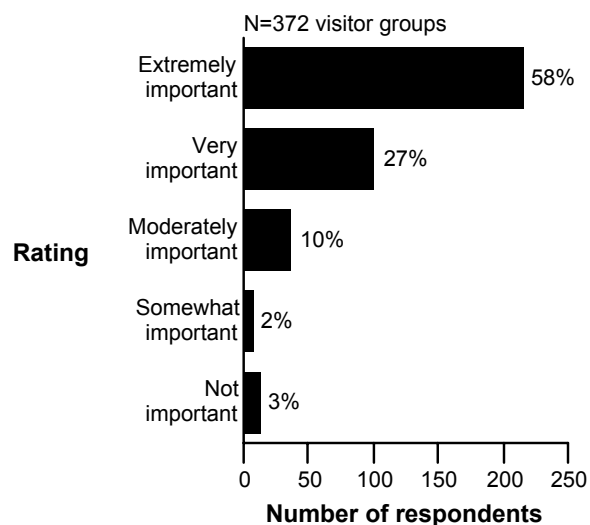


Figure 81: Importance of boardwalk

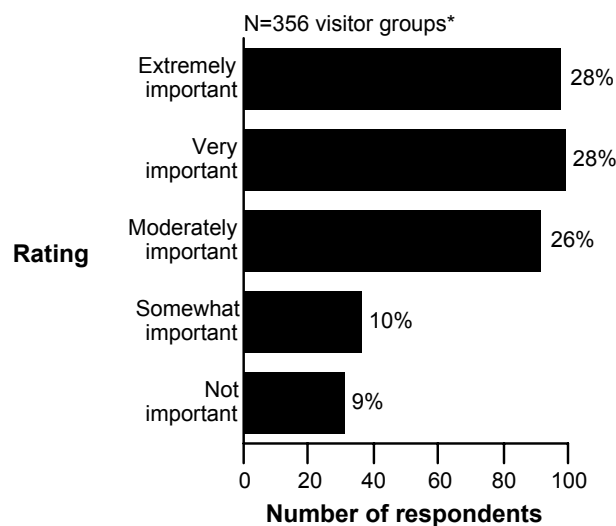


Figure 82: Importance of food service

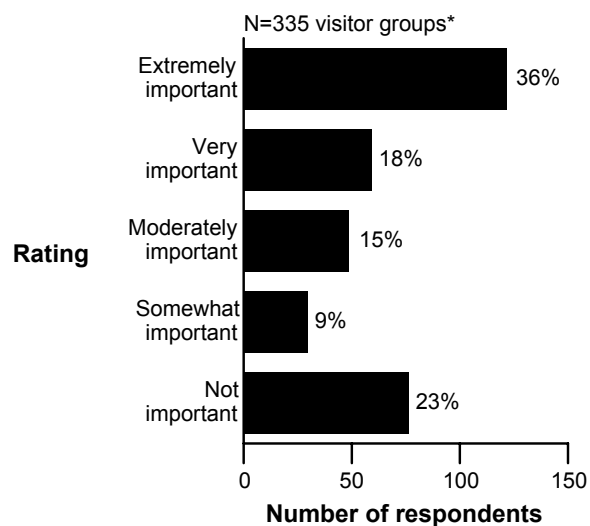


Figure 83: Importance of marina

*total percentages do not equal 100 due to rounding

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

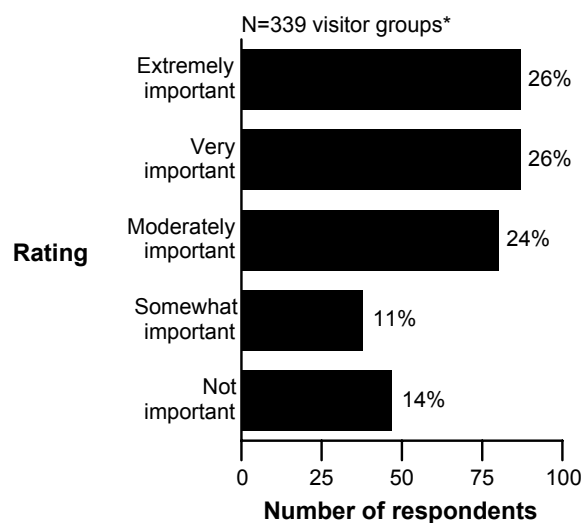


Figure 84: Importance of picnic area

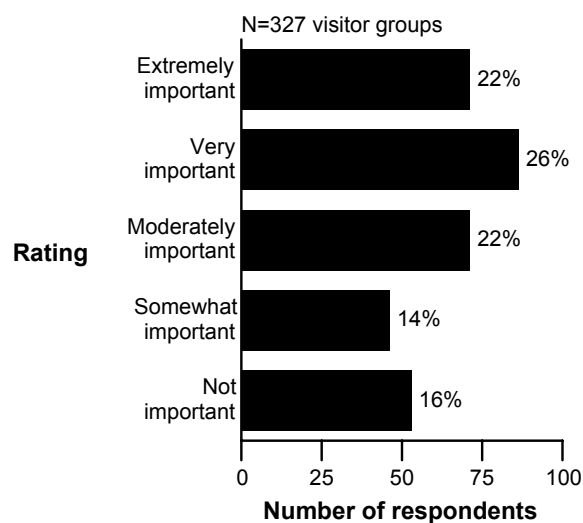


Figure 85: Importance of ranger-led tours/programs

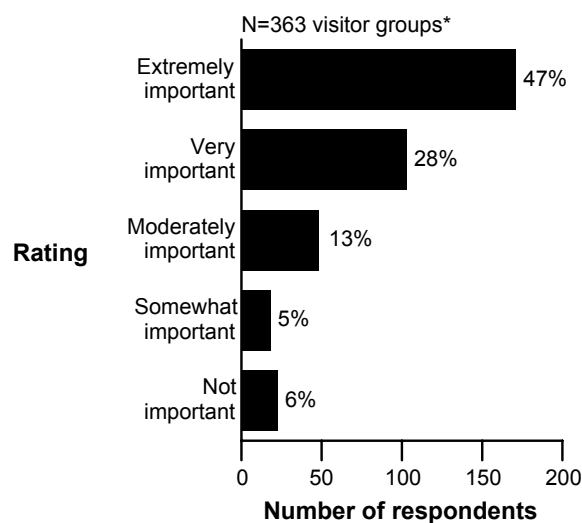


Figure 86: Importance of Sunken Forest Trail

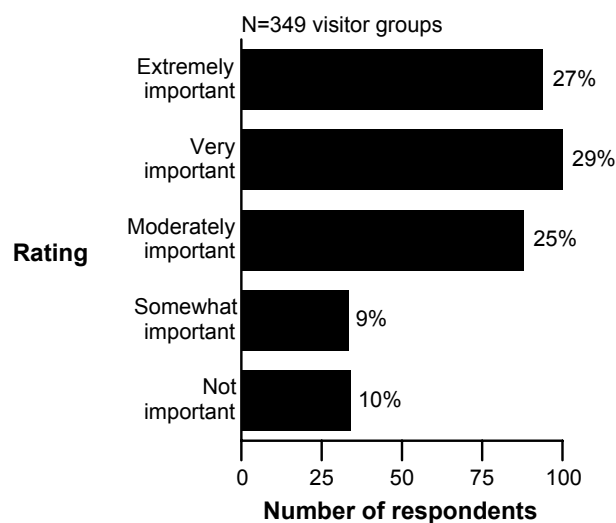


Figure 87: Importance of visitor center exhibits

*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 services and facilities at Sailors Haven

Question 14c

Finally, for only those services/ facilities that you and your personal group used during this trip, please rate their quality from 1-5.

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

Results

- Figure 88 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities at Sailors Haven that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 95% Sunken Forest Trail
 - 90% Boardwalk
- Figures 89 to 96 show the quality ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “very poor” quality rating was:

9% Ranger-led tours/programs

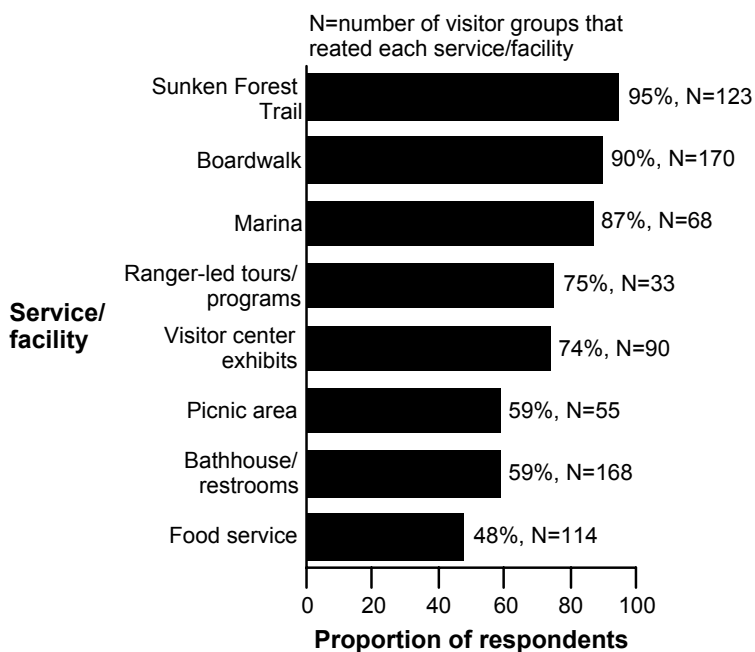


Figure 88: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities at Sailors Haven

*total percentages do not equal 100 due to rounding

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

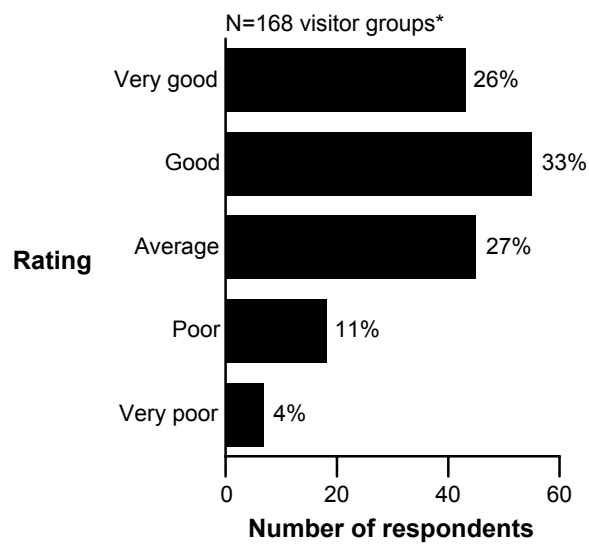


Figure 89: Quality of bathhouse/restrooms

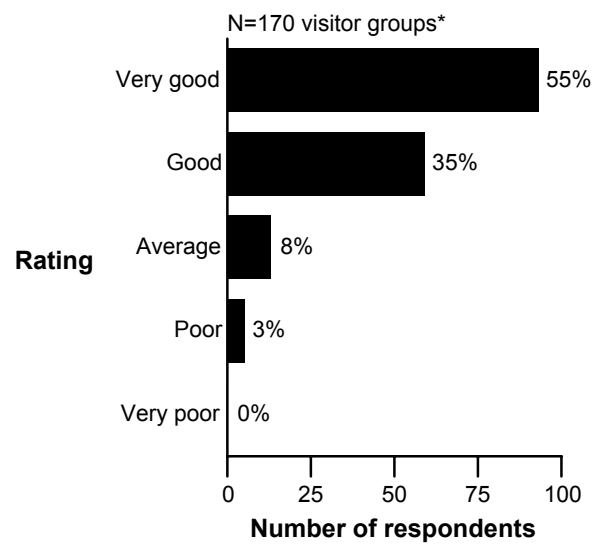


Figure 90: Quality of boardwalk

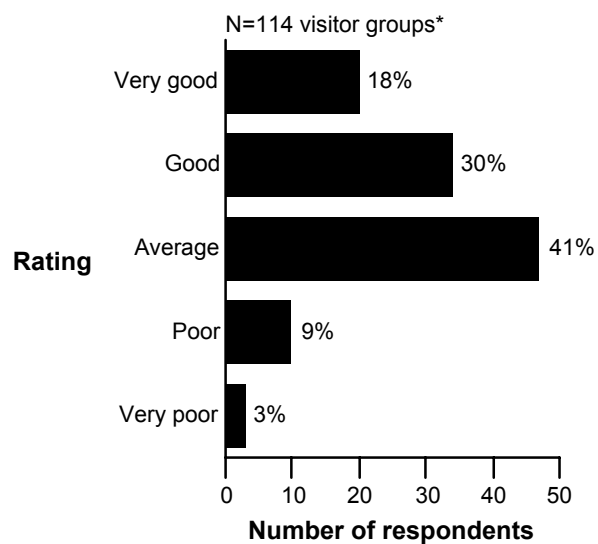


Figure 91: Quality of food service

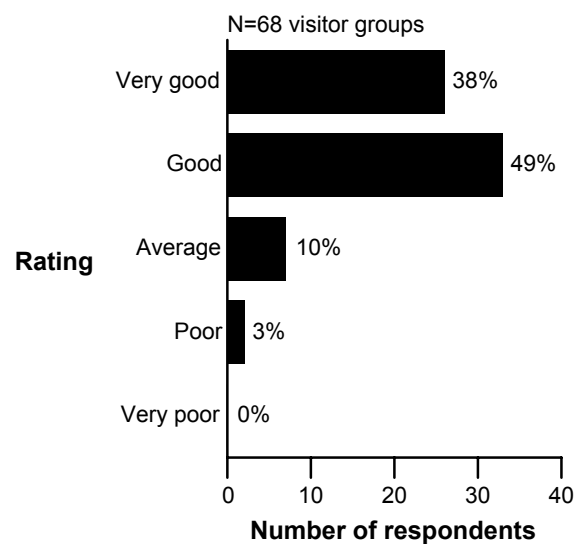


Figure 92: Quality of marina

*total percentages do not equal 100 due to rounding

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

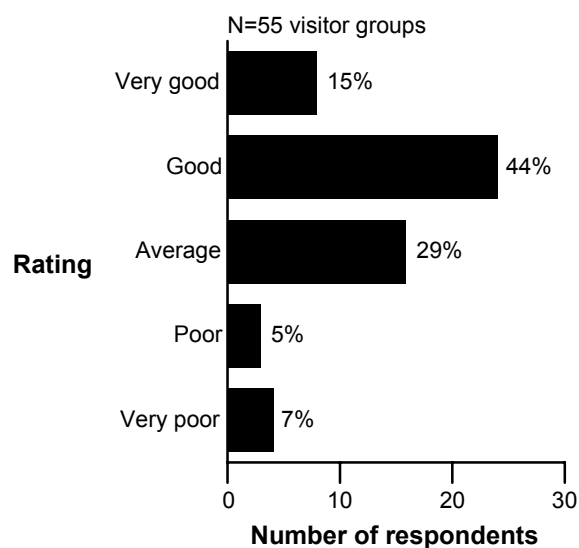


Figure 93: Quality of picnic area

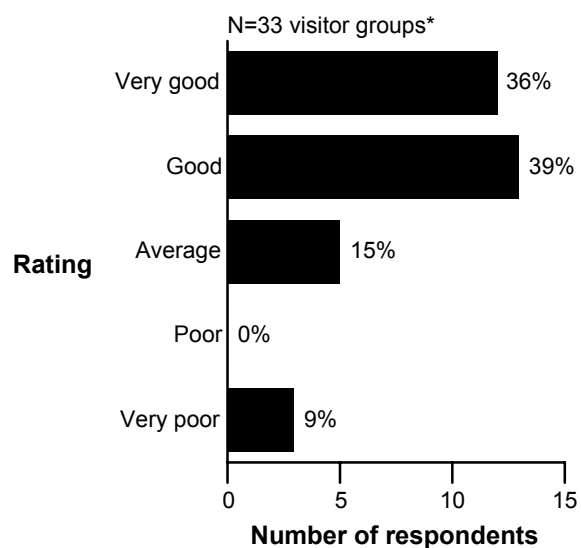


Figure 94: Quality of ranger-led tours/ programs

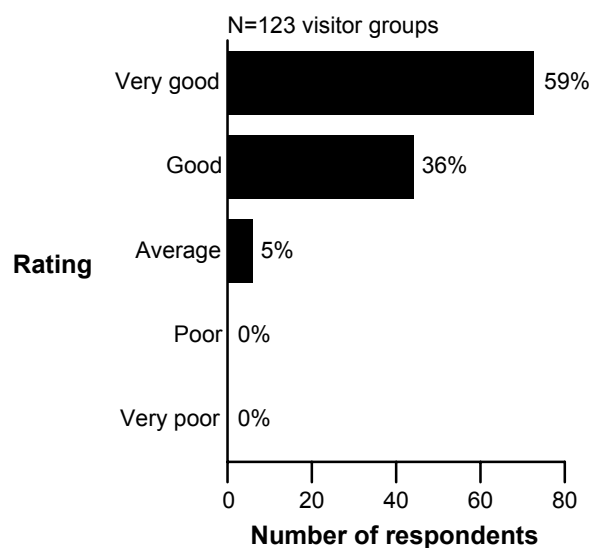


Figure 95: Quality of Sunken Forest Trail

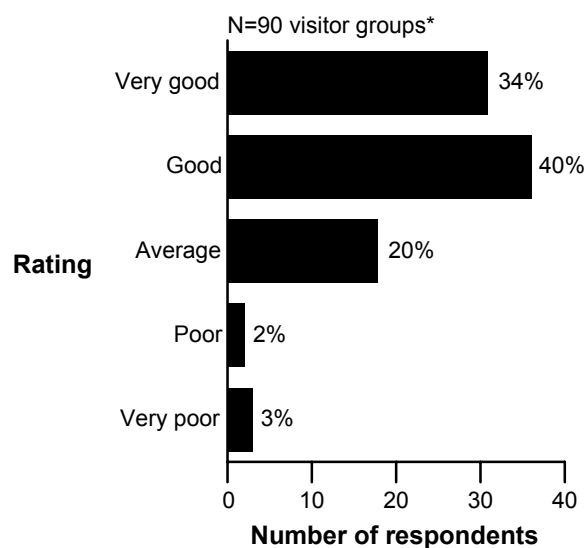


Figure 96: Quality of visitor center exhibits

*total percentages do not equal 100 due to rounding

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

Visitor services and facilities used at Watch Hill

Question 14b

Please mark all of the services/facilities that you and your personal group used during this trip to Fire Island NS.

Results

- As shown in Figure 97, the visitor services and facilities at Watch Hill most commonly used by visitor groups were:

91% Bathhouse/restrooms
65% Food service
57% Marina

- The least used service/facility was:

17% Ranger-led tours/programs

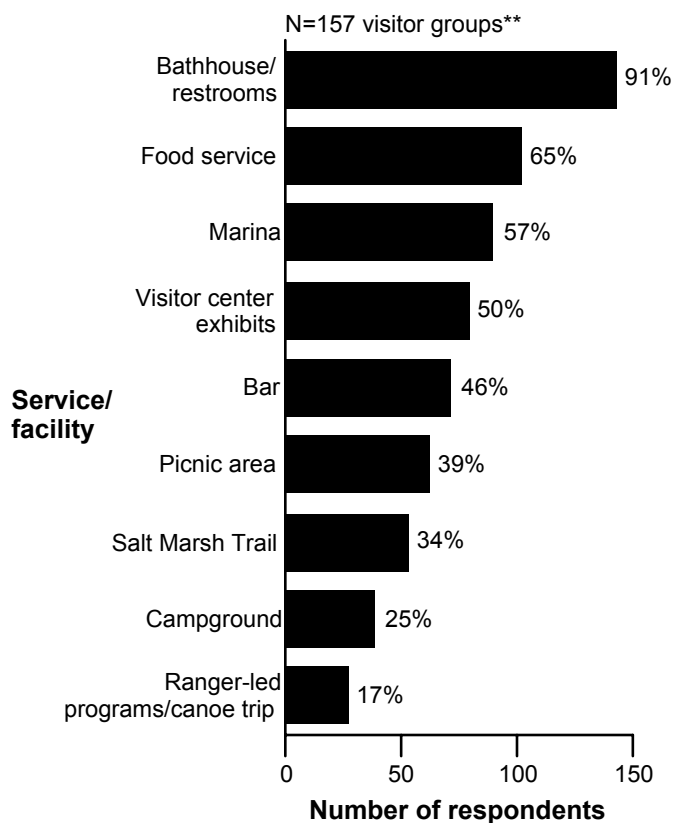


Figure 97: Visitor services and facilities used at Watch Hill

*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 services and facilities at Watch Hill

Question 14a

Whether or not you used them on this trip, please rate the importance, from 1-5, of Fire Island NS services to you and your personal group.

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

Results

- Figure 98 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities at Watch Hill that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 87% Bathhouse/restrooms
 - 61% Salt Marsh Trail
 - 60% Food service
- Figures 99 to 107 show the importance ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:

32% Bar

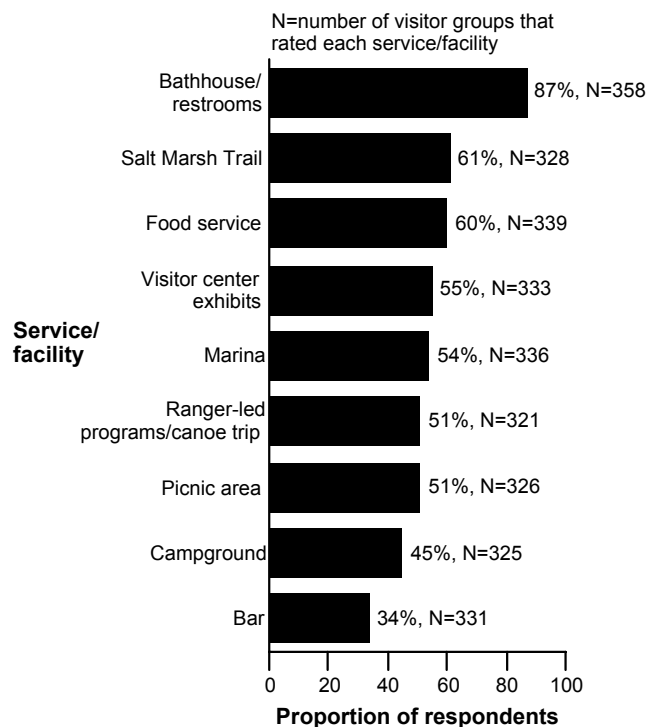


Figure 98: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities at Watch Hill

*total percentages do not equal 100 due to rounding

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

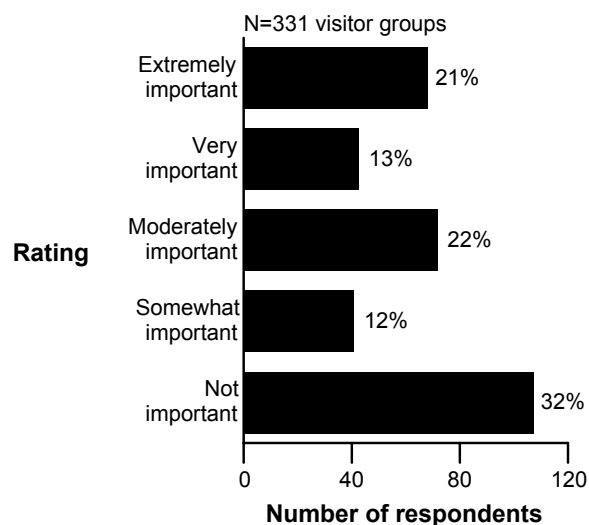


Figure 99: Importance of bar

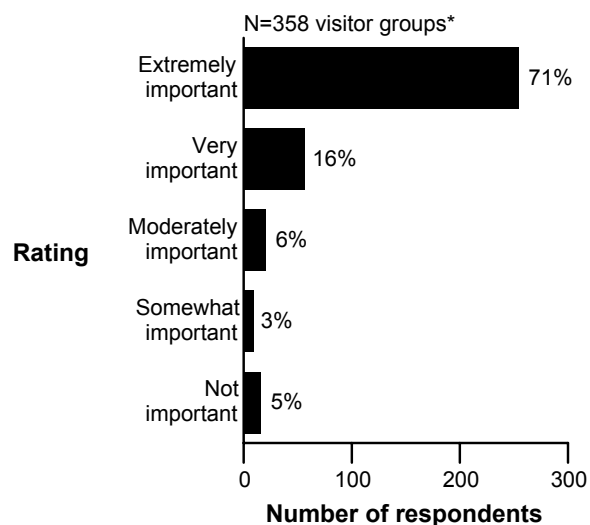
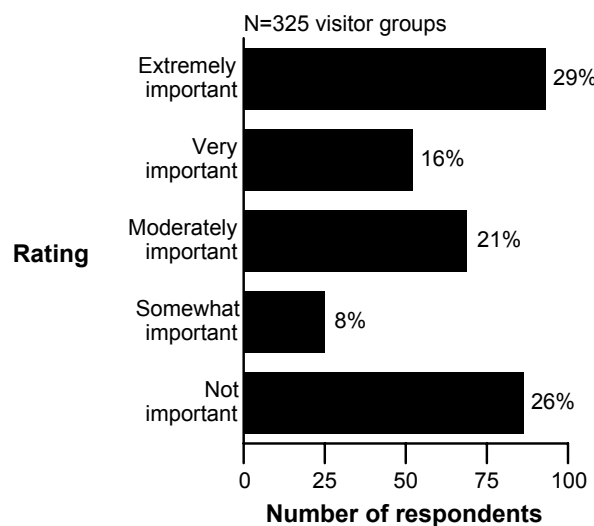
Figure 100: Importance of bathhouse/
restrooms

Figure 101: Importance of campground

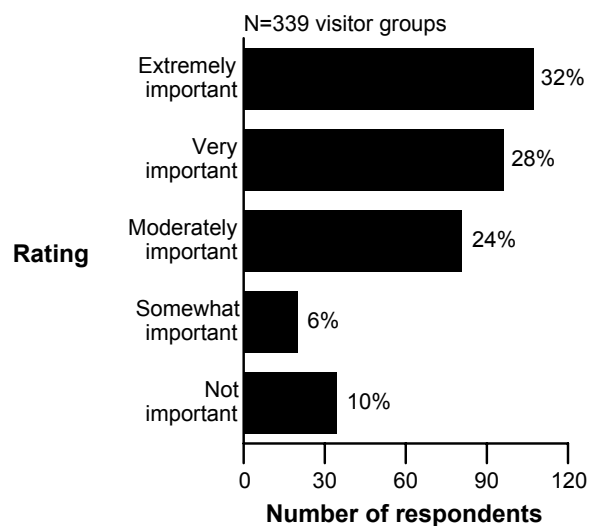


Figure 102: Importance of food service

*total percentages do not equal 100 due to rounding

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

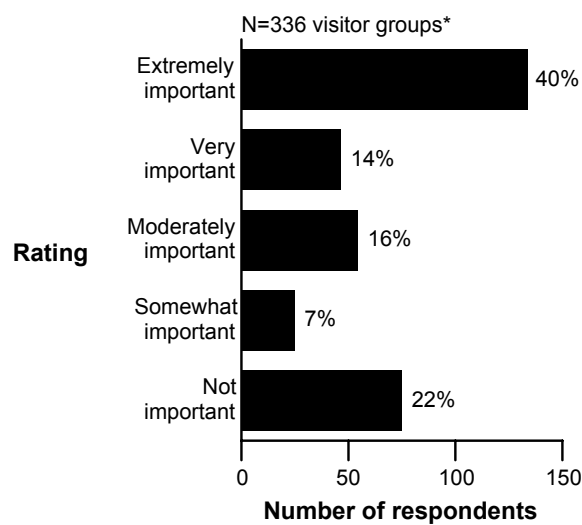


Figure 103: Importance of marina

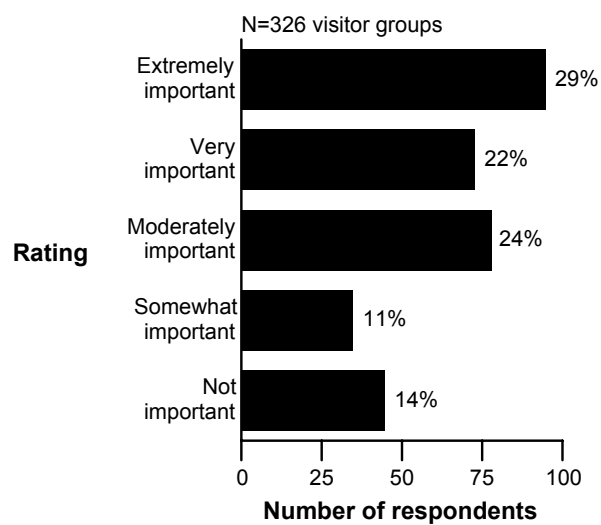


Figure 104: Importance of picnic area

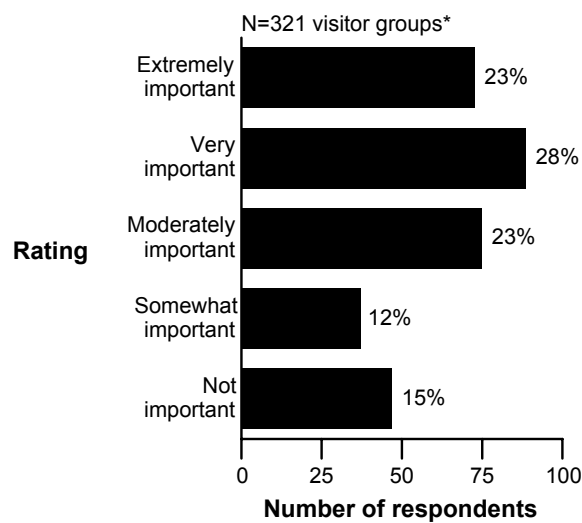


Figure 105: Importance of ranger-led programs/canoe trip

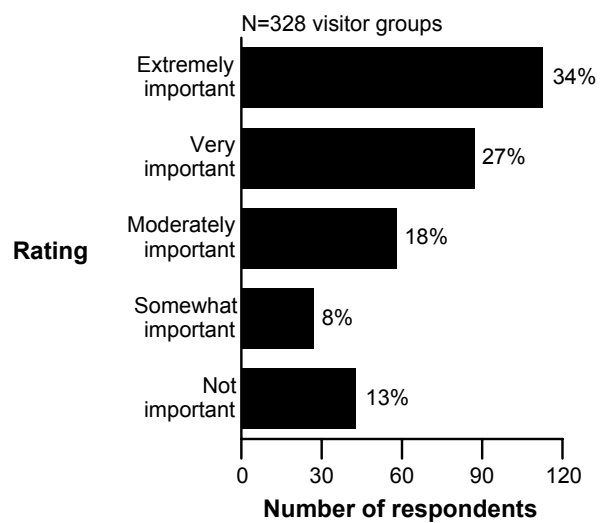


Figure 106: Importance of Salt Marsh Trail

*total percentages do not equal 100 due to rounding

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

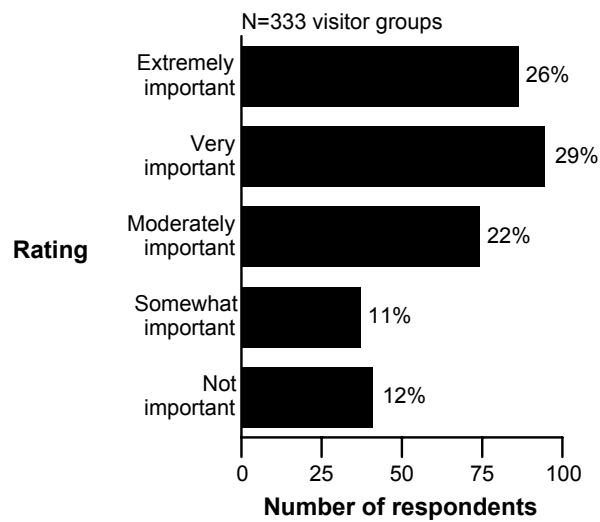


Figure 107: Importance of visitor center exhibits

*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 services and facilities at Watch Hill

Question 14c

Finally, for only those services/facilities that you and your personal group used during this trip, 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 services and facilities at Watch Hill that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 94% Salt Marsh Trail
 - 87% Marina
- Figures 109 to 117 show the quality ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “very poor” quality rating were:

5% Visitor center exhibits

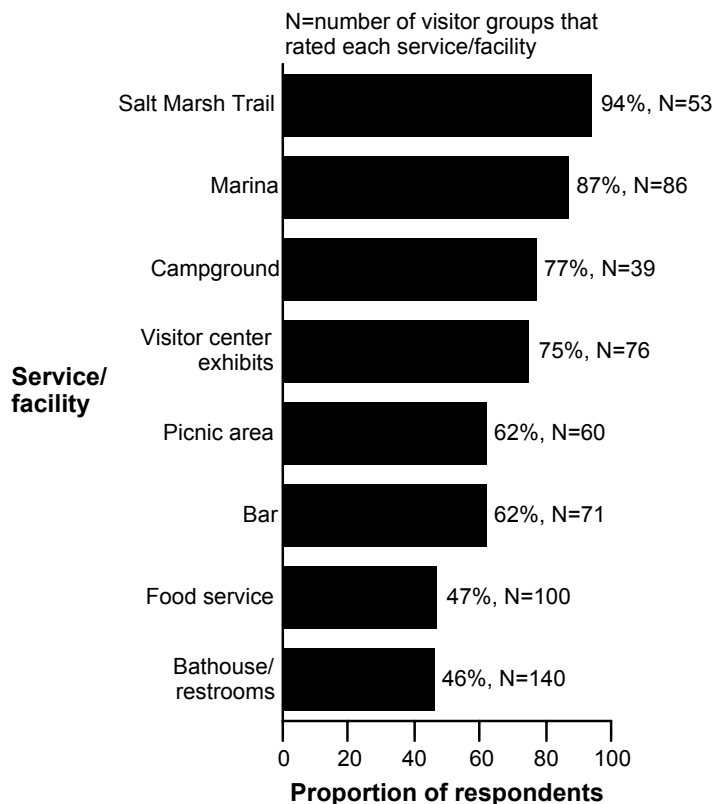


Figure 108: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities at Watch Hill

*total percentages do not equal 100 due to rounding

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

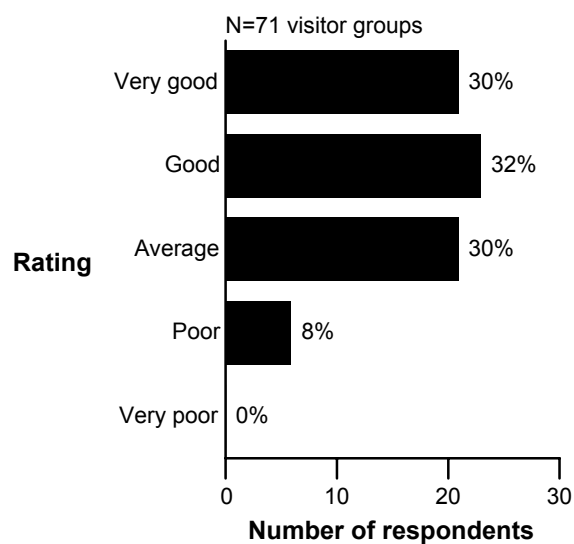


Figure 109: Quality of bar

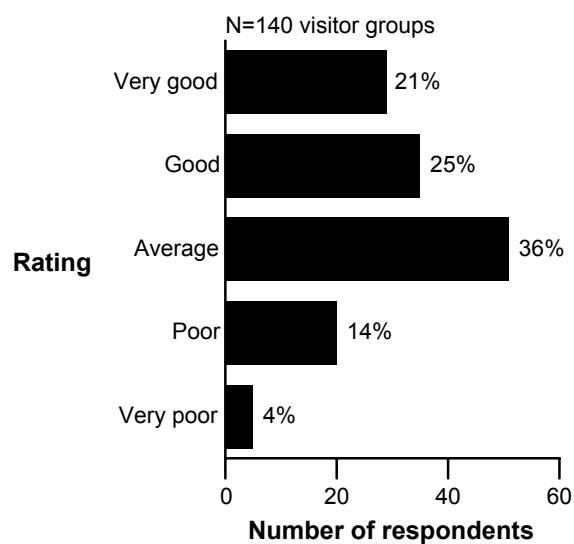


Figure 110: Quality of bathhouse/restrooms

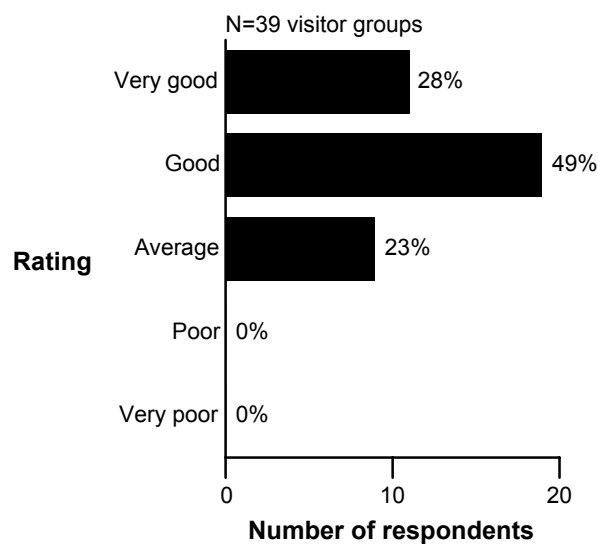


Figure 111: Quality of campground

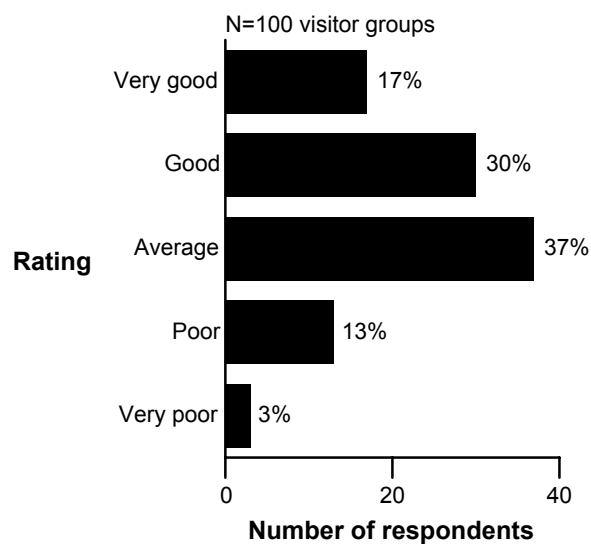


Figure 112: Quality of food service

*total percentages do not equal 100 due to rounding

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

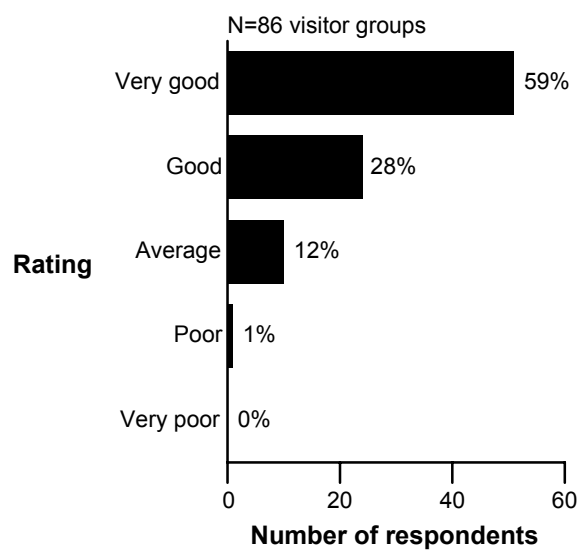


Figure 113: Quality of marina

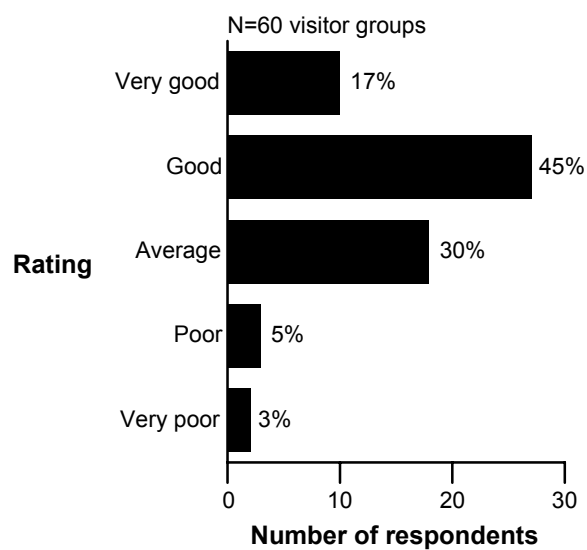


Figure 114: Quality of picnic area

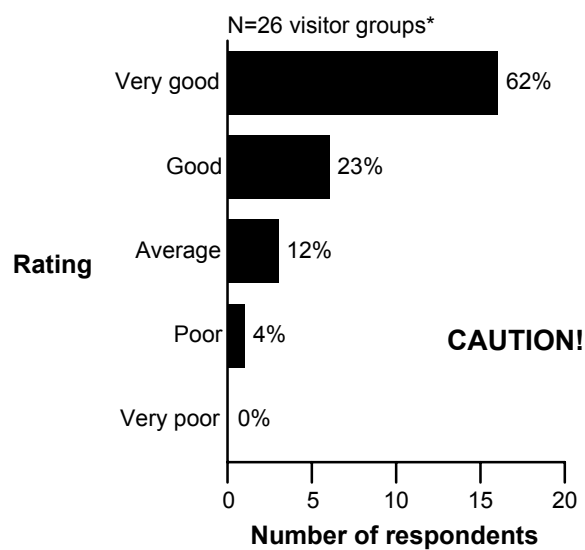
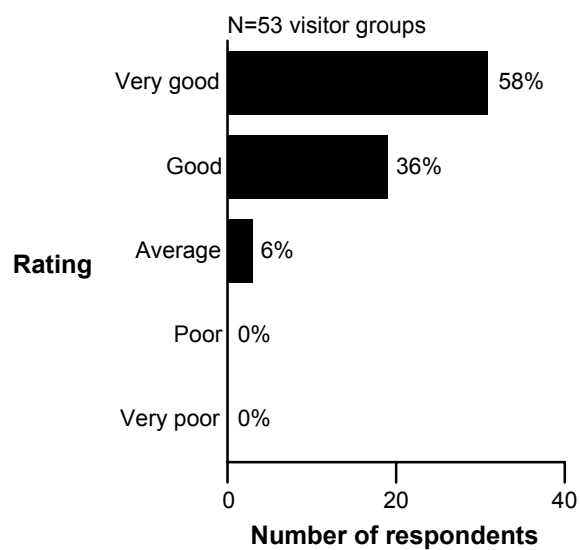
Figure 115: Quality of ranger-led programs/
canoe trip

Figure 116: Quality of Salt Marsh Trail

*total percentages do not equal 100 due to rounding

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

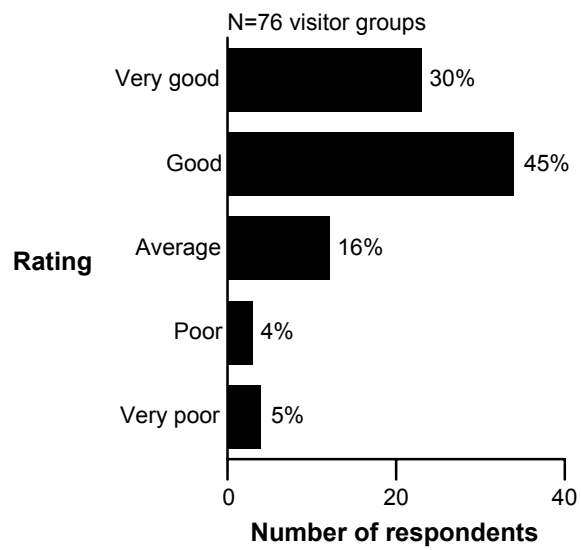


Figure 117: Quality of visitor center exhibits

*total percentages do not equal 100 due to rounding

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

Visitor services and facilities used at Barrett Beach/Talisman

Question 15b

Please mark all of the services/facilities that you and your personal group used during this trip to Fire Island NS.

Results

- As shown in Figure 118, the visitor services and facilities at Barrett Beach/Talisman most commonly used by visitor groups were:

84% Bathhouse/restrooms
48% Dock
43% Picnic area

- The least used service/facility was:

20% Food service

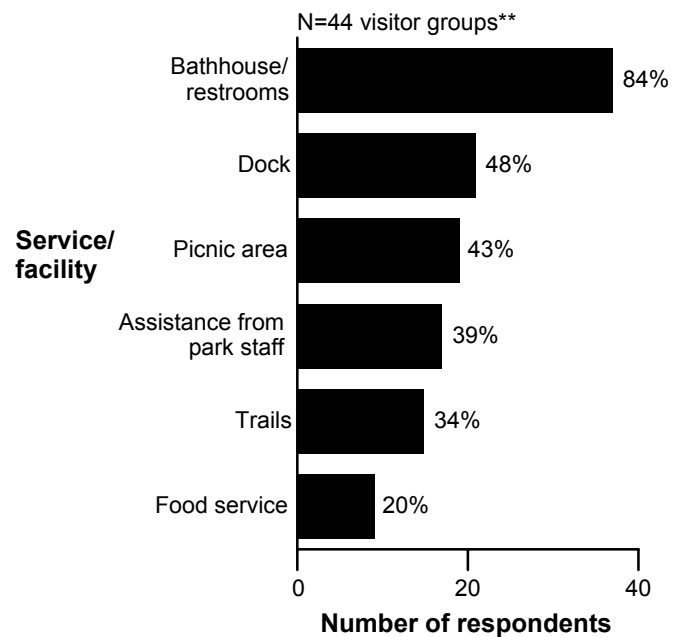


Figure 118: Visitor services and facilities used at Barrett Beach/Talisman

*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 services and facilities at Barrett Beach/Talisman

Question 15a

Whether or not you used them on this trip, please rate the importance, from 1-5, of Fire Island NS services to you and your personal group.

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

Results

- Figure 119 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities at Barrett Beach/Talisman that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 87% Bathhouse/restrooms
 - 66% Trails
 - 61% Assistance from park staff
- Figures 120 to 125 show the importance ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:
 - 22% Dock

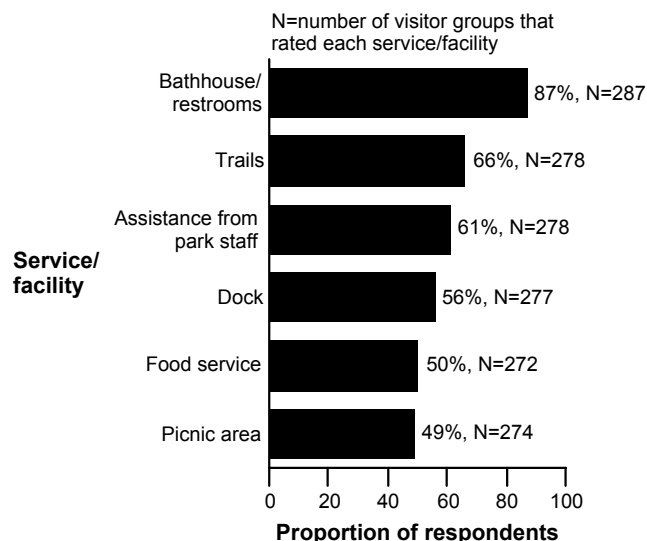


Figure 119: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities at Barrett Beach/Talisman

*total percentages do not equal 100 due to rounding

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

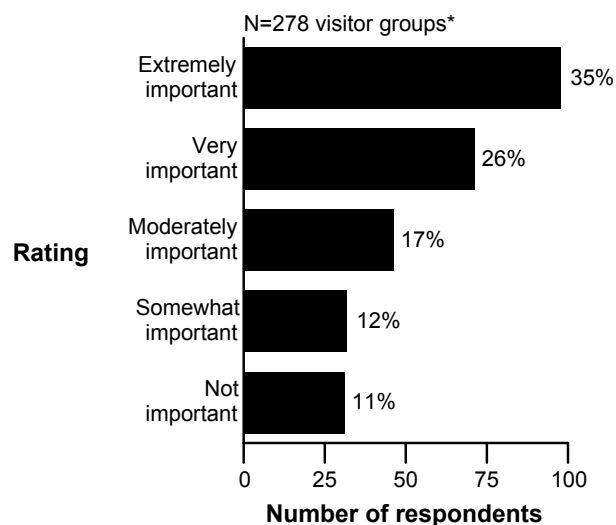


Figure 120: Importance of assistance from park staff

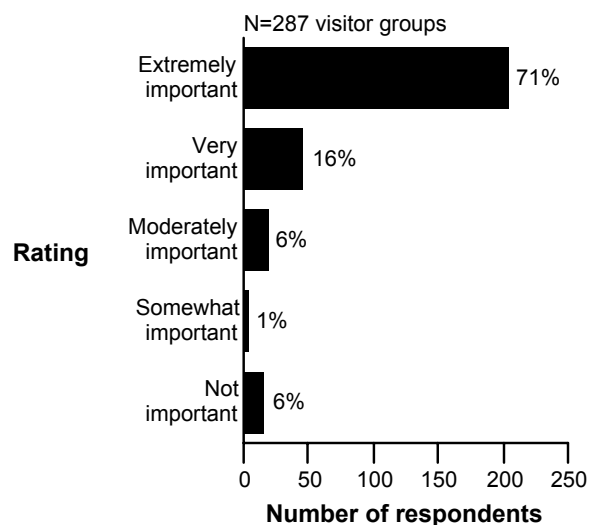


Figure 121: Importance of bathhouse/restrooms

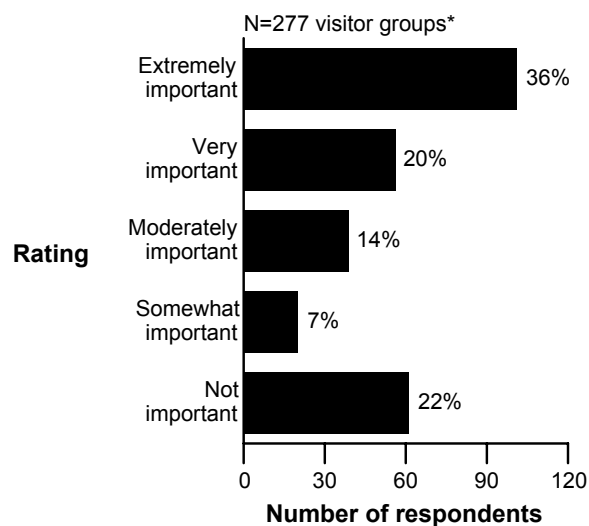


Figure 122: Importance of dock

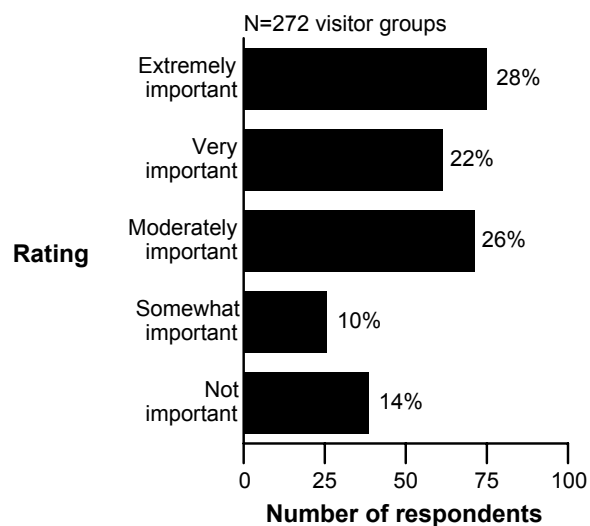


Figure 123: Importance of food service

*total percentages do not equal 100 due to rounding

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

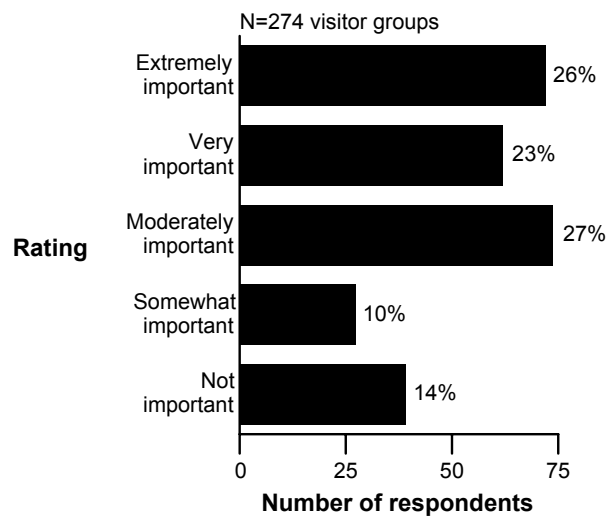


Figure 124: Importance of picnic area

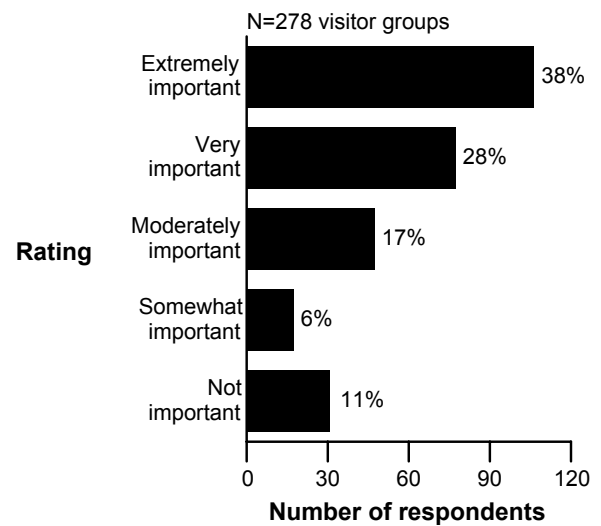


Figure 125: Importance of trails

*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 services and facilities at Barrett Beach/Talisman

Question 15c

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

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results

- Note: A combined proportions graph displaying the quality ratings of visitor services at Barrett Beach/Talisman is omitted because only one service (bathhouse/restrooms) was rated for its quality by 30 or more visitor groups.
- 65% of visitor groups rated the quality of bathhouse/restrooms as “very good” or “good.”
- Figures 126 to 131 show the quality ratings for each service/facility.

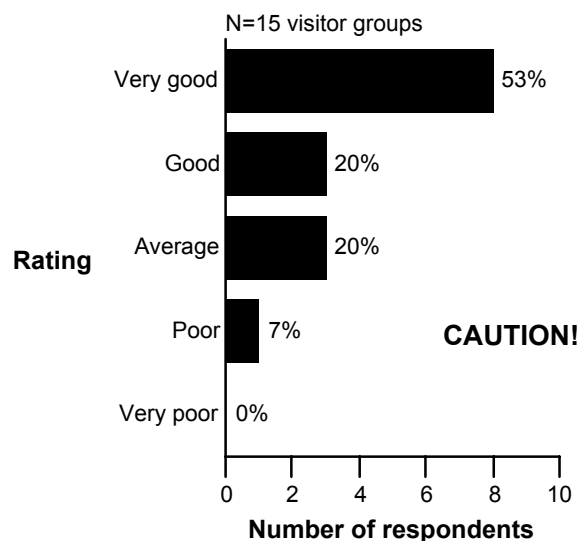


Figure 126: Quality of assistance from park staff

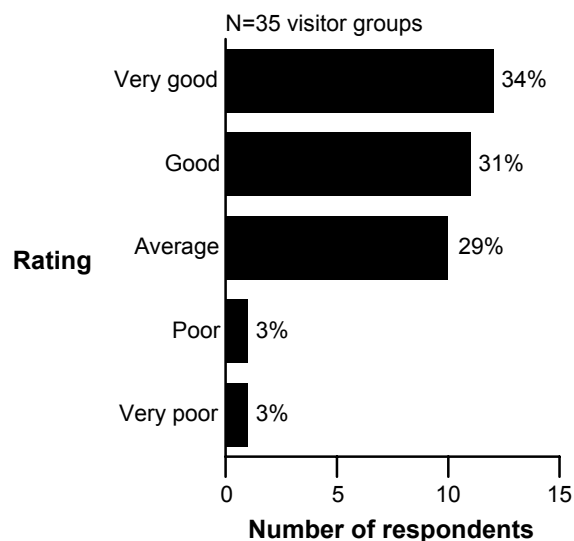


Figure 127: Quality of bathhouse/restrooms

*total percentages do not equal 100 due to rounding

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

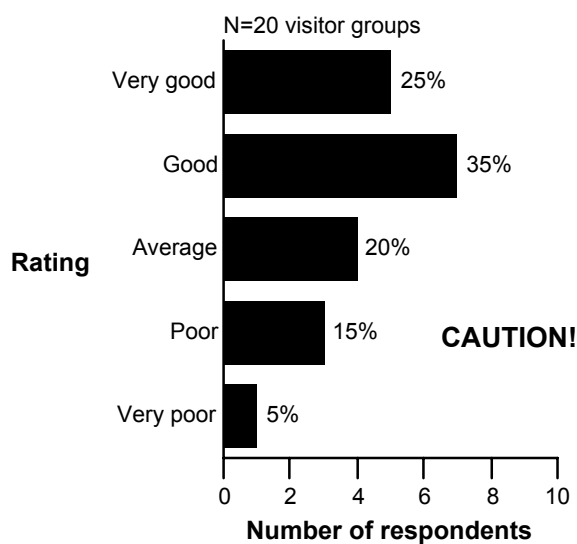


Figure 128: Quality of dock

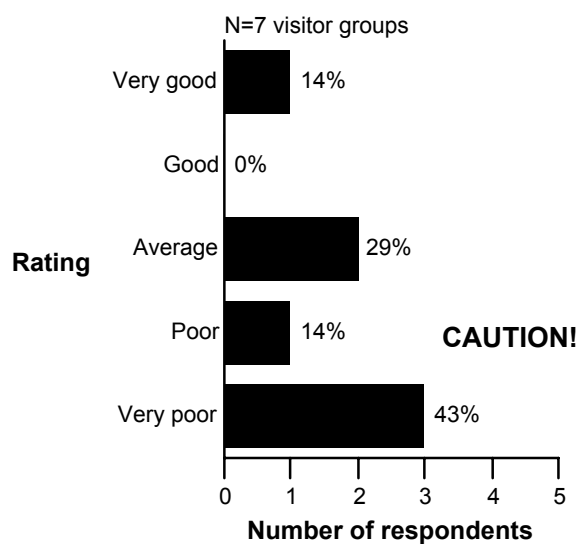


Figure 129: Quality of food service

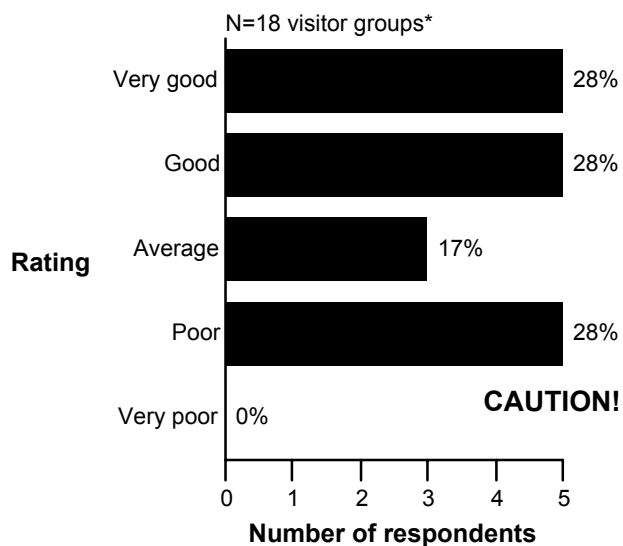


Figure 130: Quality of picnic area

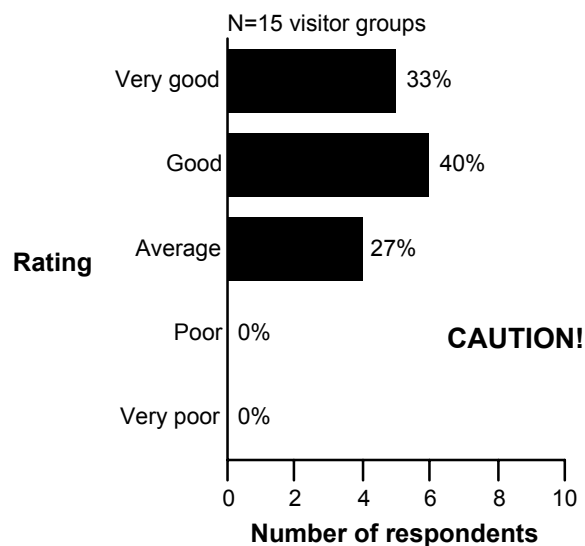


Figure 131: Quality of trails

*total percentages do not equal 100 due to rounding

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

Visitor services and facilities used at Fire Island Wilderness Area

Question 15b

Please mark all of the services/facilities that you and your personal group used during this trip to Fire Island NS.

Results

- As shown in Figure 132, the visitor services and facilities at Fire Island Wilderness Area most commonly used by visitor groups were:

78% Restrooms
69% Trails

- The least used service/facility was:
15% Wilderness camping

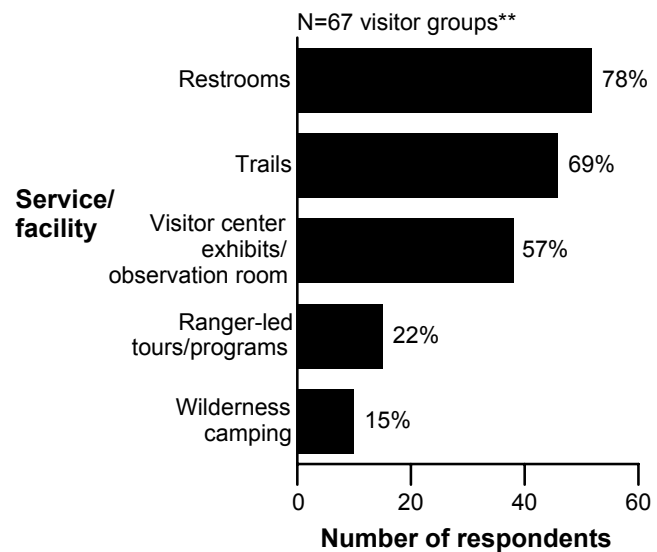


Figure 132: Visitor services and facilities used at Fire Island Wilderness Area

*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 services and facilities at Fire Island Wilderness Area

Question 15a

Whether or not you used them on this trip, please rate the importance, from 1-5, of Fire Island NS services to you and your personal group.

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

Results

- Figure 133 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities at Fire Island Wilderness Area that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 87% Restrooms
 - 77% Trails
- Figures 134 to 138 show the importance ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:

25% Wilderness camping

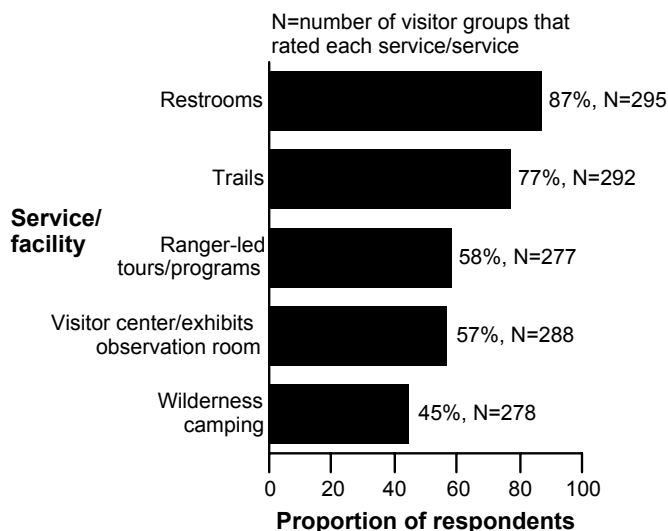


Figure 133: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities at Fire Island Wilderness Area

*total percentages do not equal 100 due to rounding

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

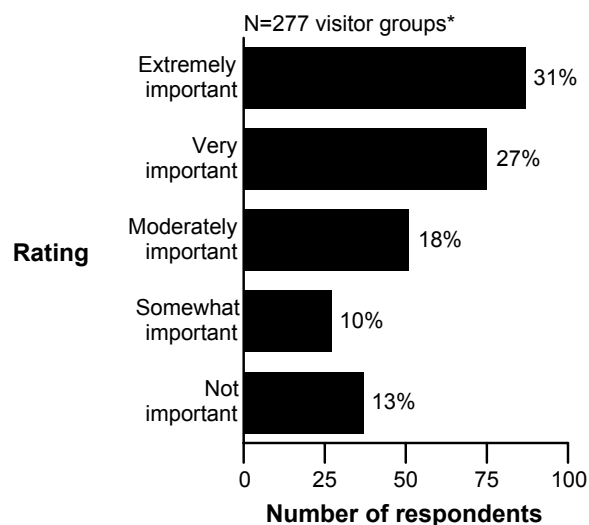


Figure 134: Importance of ranger-led tours/programs

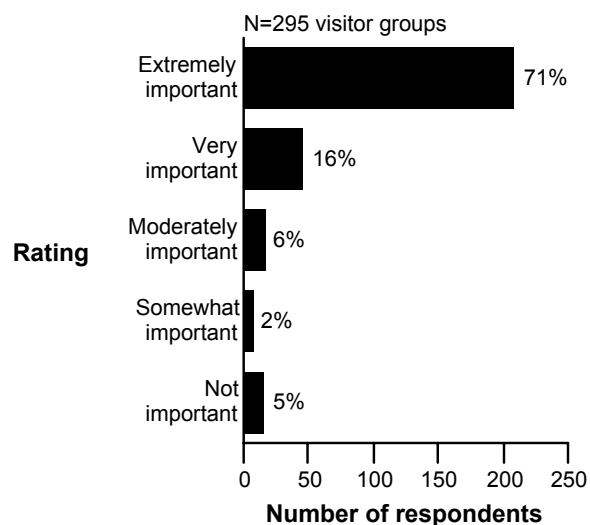


Figure 135: Importance of restrooms

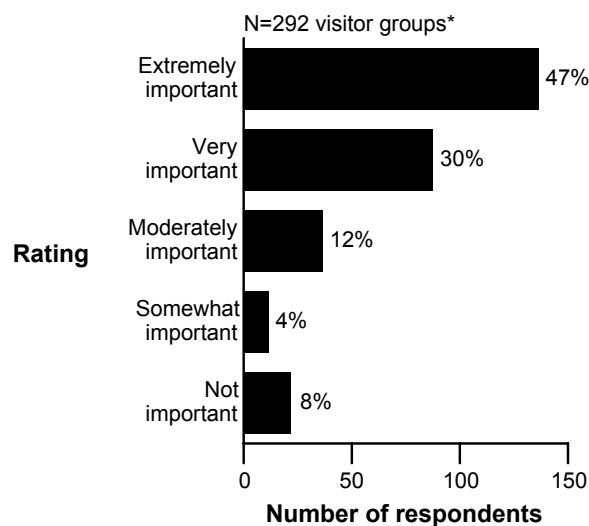


Figure 136: Importance of trails

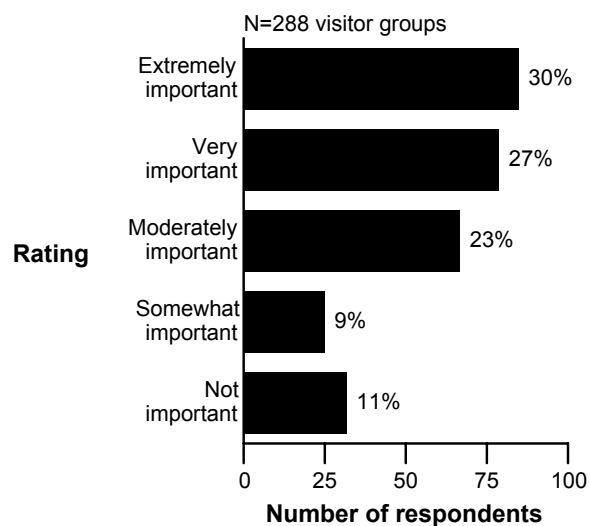


Figure 137: Importance of visitor center exhibits/observation room

*total percentages do not equal 100 due to rounding

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

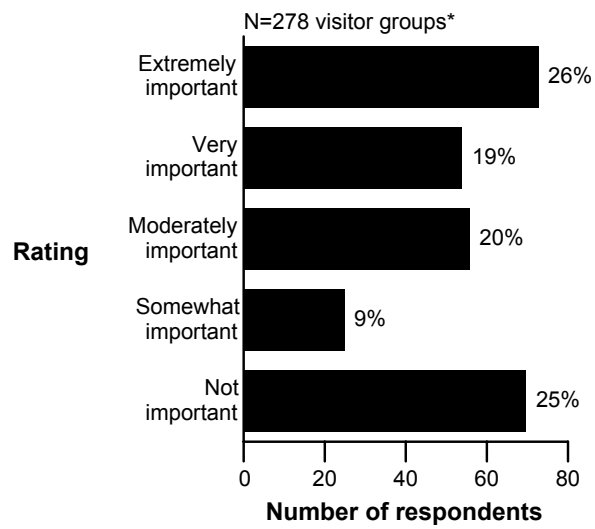


Figure 138: Importance of wilderness camping

*total percentages do not equal 100 due to rounding

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

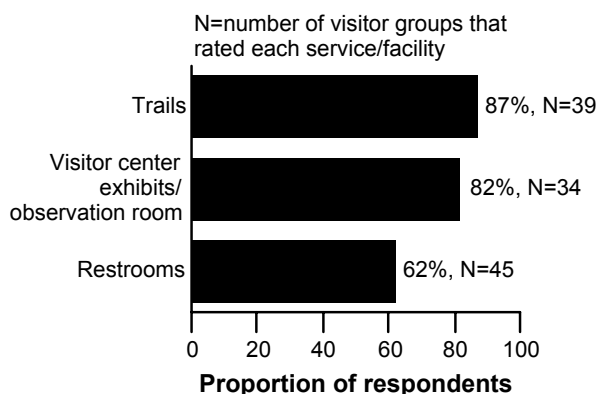
Quality ratings of visitor services and facilities at Fire Island Wilderness Area

Question 15c

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

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

Service/
facility



Results

- Figure 139 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities at Fire Island Wilderness Area that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:

87% Trails
82% Visitor center exhibits/observation room

- Figures 140 to 144 show the quality ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “very poor” quality rating was:

6% visitor center exhibits/observation room

Figure 139: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities at Fire Island Wilderness Area

*total percentages do not equal 100 due to rounding

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

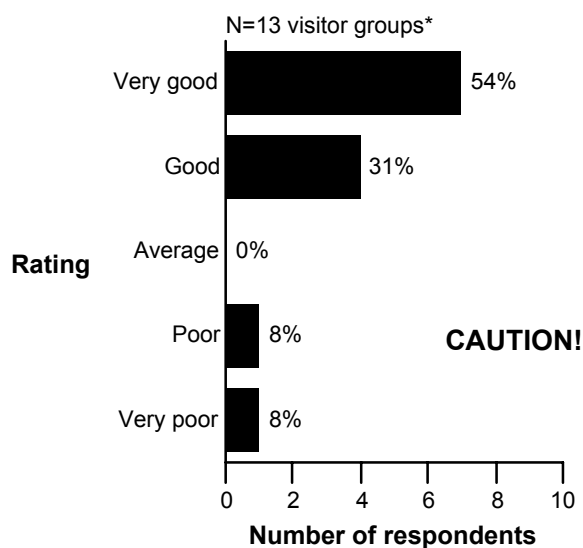


Figure 140: Quality of ranger-led tours/programs

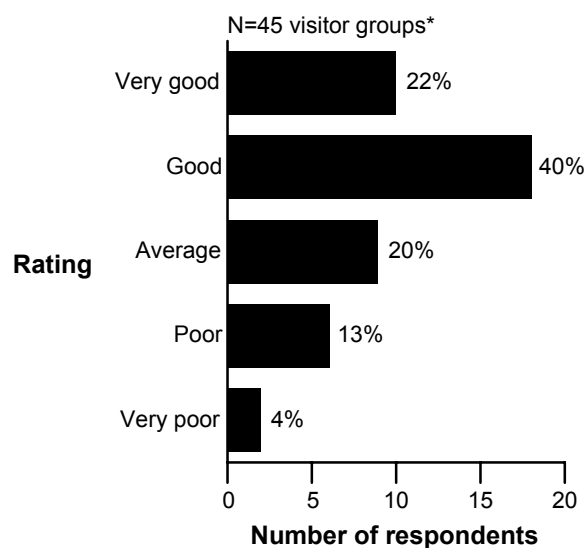


Figure 141: Quality of restrooms

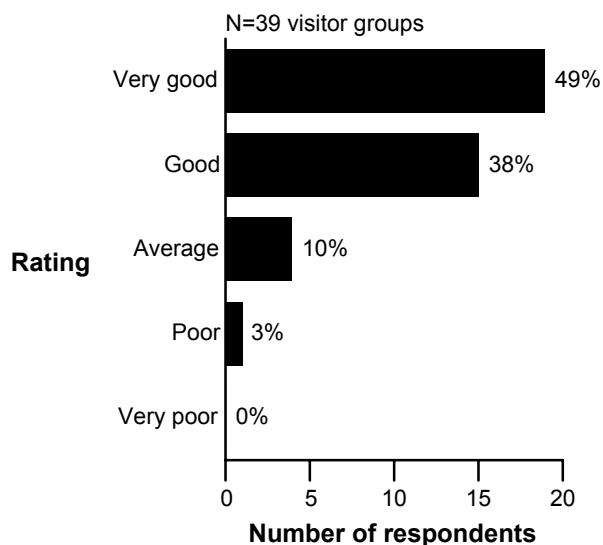


Figure 142: Quality of trails

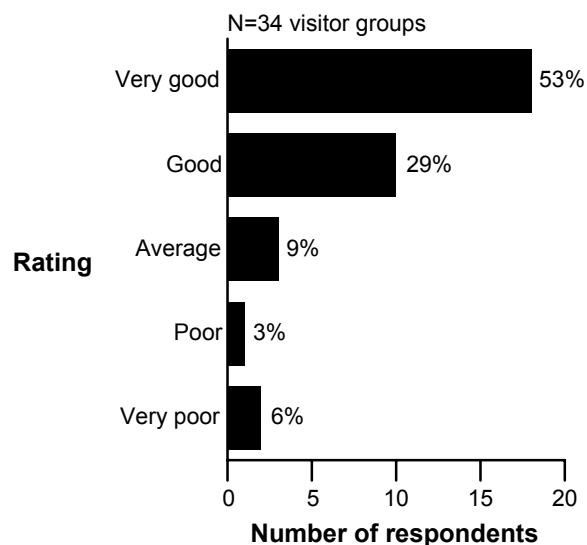


Figure 143: Quality of visitor center exhibits/observation room

*total percentages do not equal 100 due to rounding

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

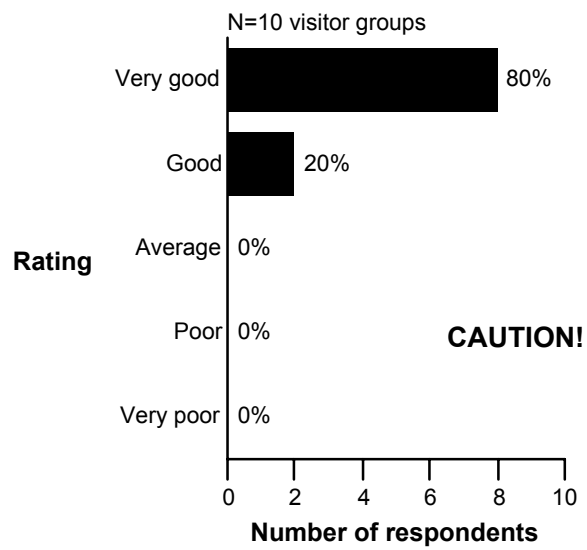


Figure 144: Quality of wilderness camping

*total percentages do not equal 100 due to rounding

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

Visitor services and facilities used at William Floyd Estate

Question 15b

Please mark all of the services/facilities that you and your personal group used during this trip to Fire Island NS.

Results

- As shown in Figure 145, the visitor services and facilities at William Floyd Estate most commonly used by visitor groups were:

91% Grounds/trails
88% Ranger-led tours/programs
86% Exhibits

- The least used service/facility was:

77% Directional signs

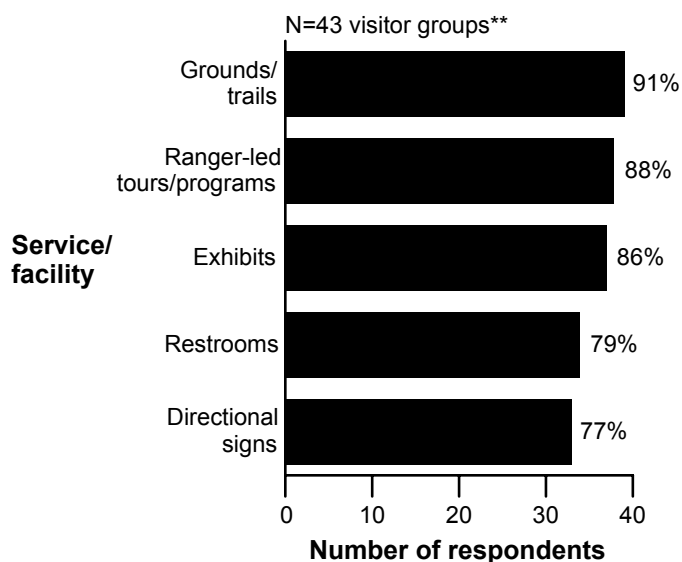


Figure 145: Visitor services and facilities used at William Floyd Estate

*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 services and facilities at William Floyd Estate

Question 15a

Whether or not you used them on this trip, please rate the importance, from 1-5, of Fire Island NS services to you and your personal group.

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

Results

- Figure 146 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities at William Floyd Estate that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
 - 83% Restrooms
 - 70% Grounds/trails
- Figures 147 to 151 show the importance ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “not important” rating was:
 - 13% Ranger-led tours/programs

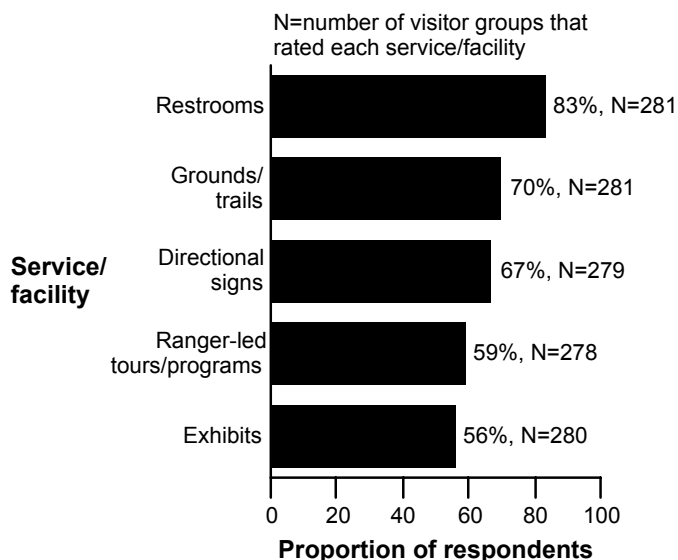


Figure 146: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities at William Floyd Estate

*total percentages do not equal 100 due to rounding

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

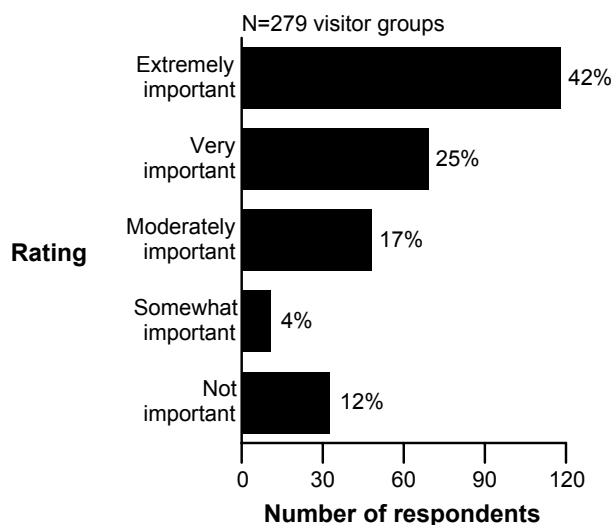


Figure 147: Importance of directional signs

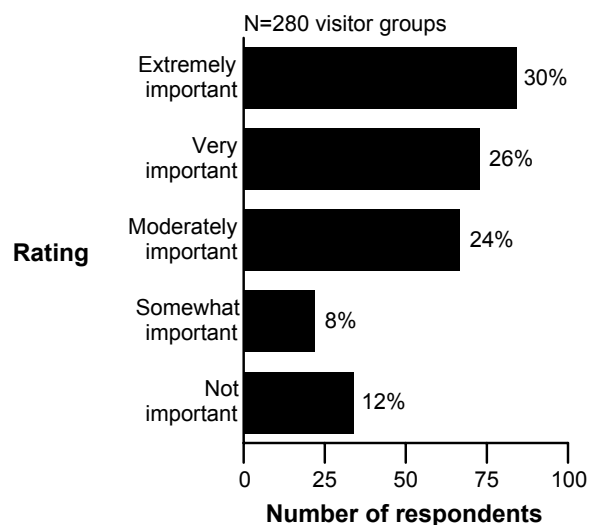


Figure 148: Importance of exhibits

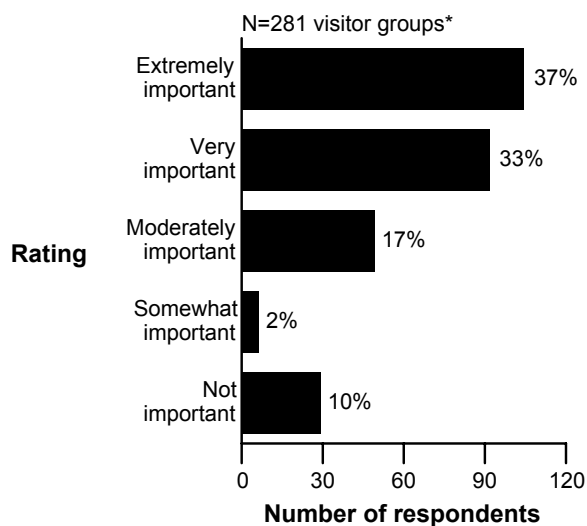


Figure 149: Importance of grounds/trails

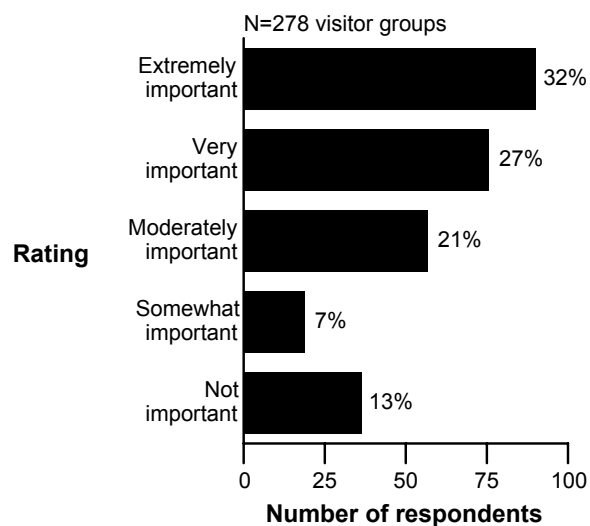


Figure 150: Importance of ranger-led tours/programs

*total percentages do not equal 100 due to rounding

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

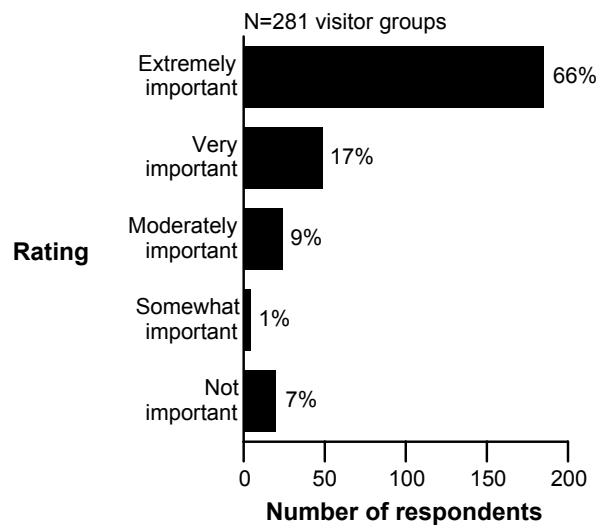


Figure 151: Importance of restrooms

*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 services and facilities at William Floyd Estate

Question 15c

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

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results

- Figure 152 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities at William Floyd Estate that were rated by 30 or more visitor groups.

- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:

94% Exhibits
88% Ranger-led
tours/programs

- Figures 153 to 157 show the quality ratings for each service/facility.
- Of the visitor services/facilities rated by 30 or more visitor groups, the one receiving the highest “very poor” quality rating was:

13% Directional signs

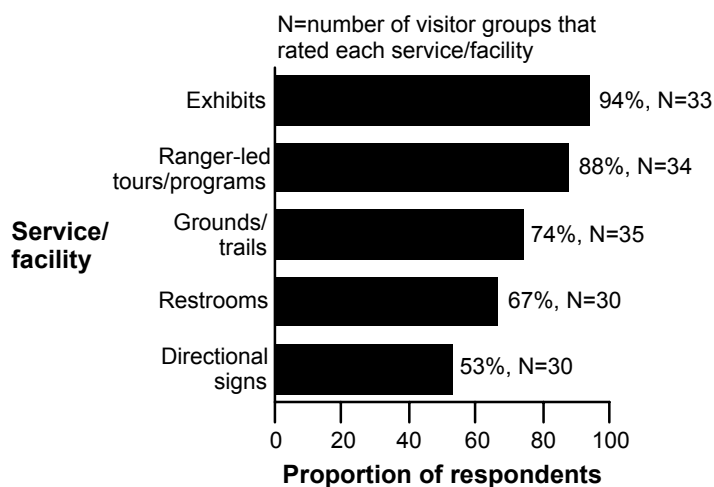


Figure 152: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities at William Floyd Estate

*total percentages do not equal 100 due to rounding

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

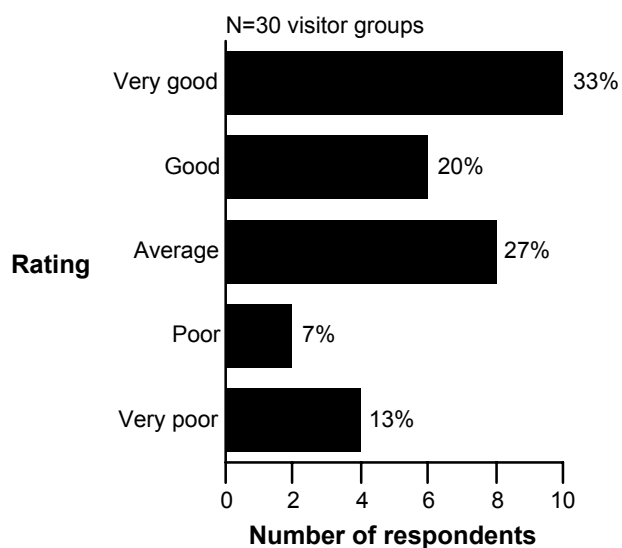


Figure 153: Quality of directional signs

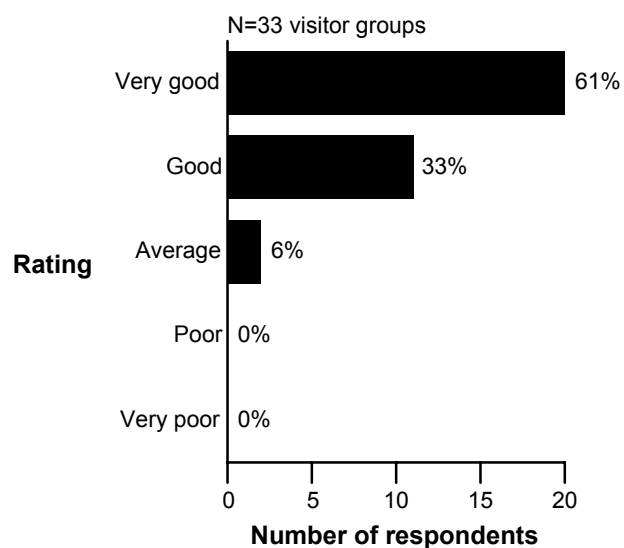


Figure 154: Quality of exhibits

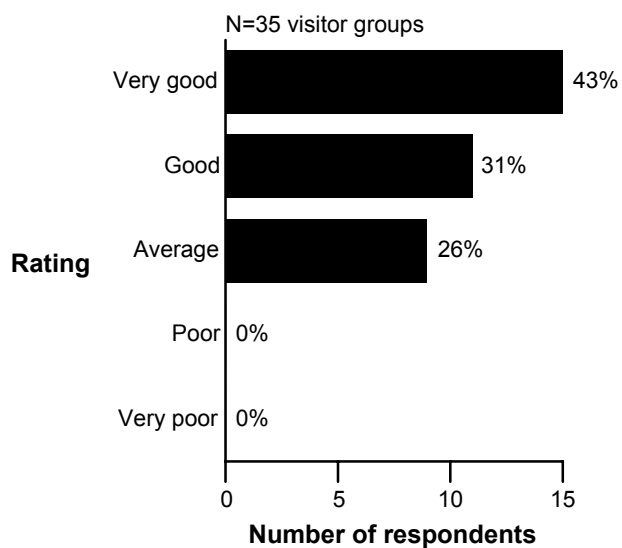


Figure 155: Quality of grounds/trails

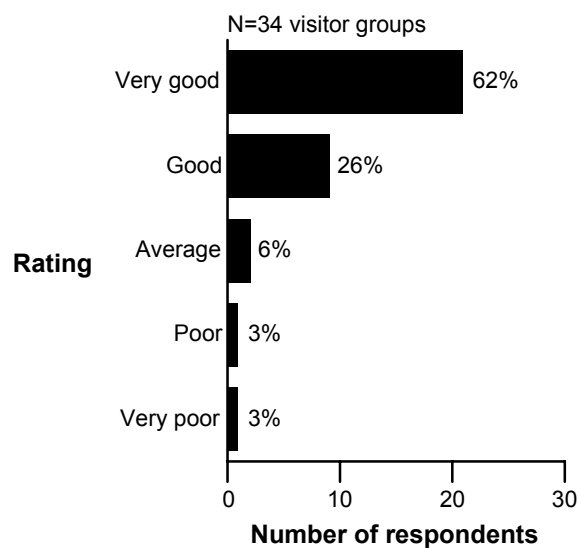


Figure 156: Quality of ranger-led tours/programs

*total percentages do not equal 100 due to rounding

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

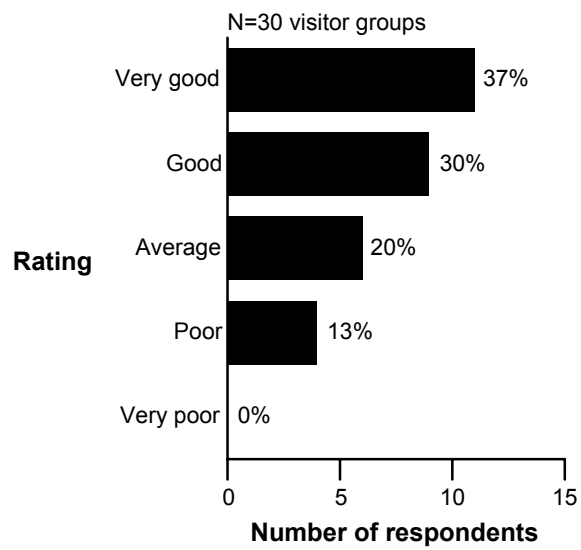


Figure 157: Quality of restrooms

*total percentages do not equal 100 due to rounding

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

Effect of elements on park experience

Question 7

On this trip to Fire Island NS, please indicate how the following elements may have affected your park experience.

Results

- 61% of visitor groups felt the public facilities on the beach “added to” their park experience (see Table 13).
- 41% indicated that mosquitoes “detracted from” their experience.

Table 13: Effect of elements on park experience*

N=number of visitor groups who rated each element

Element	N	Rating (%)			
		Added to	No effect	Detracted from	Did not experience
Beach/shoreline changes	591	33	40	9	18
Close contact with deer or other wildlife	610	50	20	2	29
Closed park facilities	596	2	27	11	61
Clothing optional use of beach/nude sunbathing	602	12	33	8	48
Dogs on beach	606	12	36	15	37
Mosquitoes	608	2	24	41	32
Private developments on island	595	5	37	12	46
Public facilities on island	601	61	23	5	12
Ticks	605	1	22	22	56
Vehicles on beach	603	1	36	20	42

*total percentages do not equal 100 due to rounding

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

Preferences for Future Visit

Question 11

If you were to visit Fire Island NS in the future, which of the following services/facilities would you and your personal group be likely to use if they were available?

Results

- As shown in Figure 158, the services/facilities that visitor groups would be most likely to use if they were available were:

89% Beaches with lifeguards
69% Hot showers
61% Ranger-led programs

- “Other” services/facilities (78%) that visitor groups would be likely to use if they were available were:

Badminton and bocce areas
Bathroom inside campground
Beach clean-up programs
Beach walking
Bicycle rental
Bike trail
Bus/tram to lighthouse
Campfire rings on beach
Camping store
Children's surf camp
Drinking water
Food store
Horseback riding
Hotel
Jet skis
Kayak launch and storage site
Laundromat
Maritime forest trails
Mister
Mooring/marina at Talisman
More frequent ferry service
Restaurant/bar
Restrooms
Screenhouses
Shaded areas
Surfing area
Swimming pools
Trash cans
Walking/hiking trails

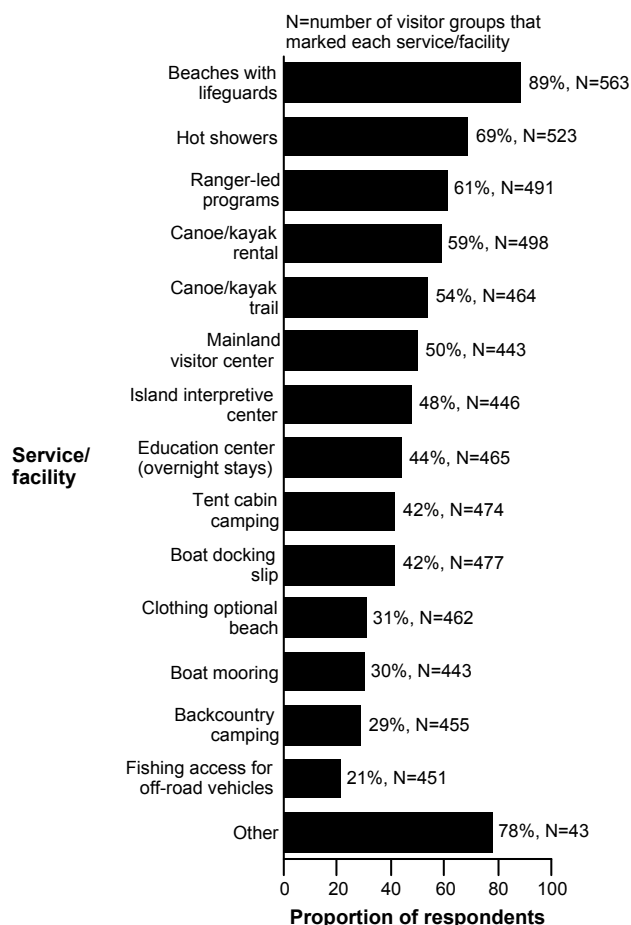


Figure 158: Preferred services/facilities for future visit

*total percentages do not equal 100 due to rounding

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

Overall Quality

Question 24

Overall, how would you and your personal group rate the quality of the facilities, services, and recreational opportunities at Fire Island NS during this trip?

Results

- 89% of visitors rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 159).

Fewer than 2% of groups rated the quality as “very poor” or “poor.”

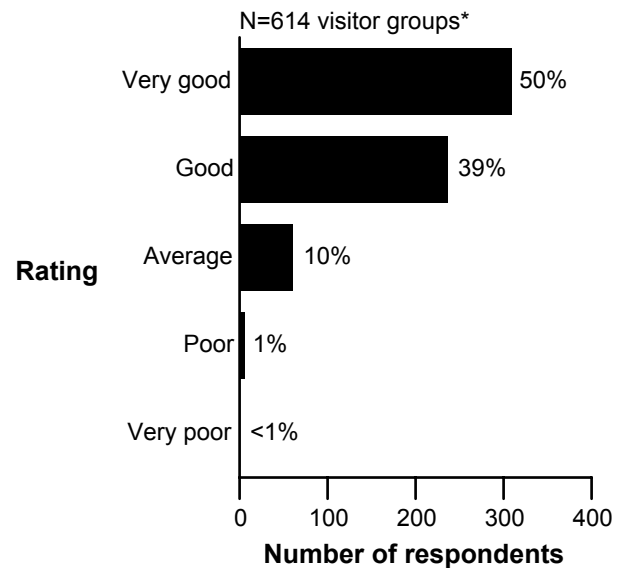


Figure 159: Overall quality rating of facilities, services, and recreational opportunities

*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

Additional comments
Question 23

Is there anything else you and your personal group would like to tell us about your trip to Fire Island NS?

Results

- 55% of visitor groups (N=350) responded to this question.
- Table 14 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 14: Additional comments

N=470 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Nice/friendly staff	15
Helpful staff	8
Knowledgeable staff	6
Ferry personnel not helpful/friendly	2
Great lifeguards	2
Other comments	3
INTERPRETIVE SERVICES	
Enjoyed the exhibits	3
Enjoyed slide presentation	2
Increase/upgrade the exhibits	2
Other comments	11
FACILITIES/MAINTENANCE	
More trash cans needed	15
Hot showers needed	13
Restrooms need cleaning	8
Too much litter	8
Well maintained site/facilities	8
Enjoyed the boardwalks	5
Improve/upgrade docks	5
Beaches are clean/well maintained	4
Need receptacles for recyclables	4
Park is clean	4
More drinking fountains needed	3
More picnic tables/barbeque areas	3
Rebuild/repair boardwalks	3
Restrooms need maintenance/repair	3
Showers need repair/maintenance	3
Add bike paths	2
Add fire pits to campsites	2

Table 14: Additional comments
(continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (continued)	
Add floating docks to marina	2
Add public showers to beaches	2
Additional restrooms needed	2
Beach needs maintenance	2
Boardwalks need better signage	2
Drinking fountains need repair	2
Facilities should be cleaner	2
Improve beach access for wheelchairs/strollers	2
Increase parking	2
Need boat dock at Talisman	2
Need directions to William Floyd Manor	2
Need parking closer to Lighthouse	2
Provide beach wheel chairs	2
Restrooms should be open all year	2
Structures need maintenance/repair	2
Watch Hill restrooms need repair/maintenance	2
Other comments	40
CONCESSION SERVICES	
Additional food service needed	3
Better quality food service needed	2
Laundry facilities needed	2
Other comments	8
POLICIES/MANAGEMENT	
No new development/building	6
Garbage pack-in/pack-out system does not work	5
Beach near lighthouse should be clothing-required	4
Better information/enforcement of regulations	4
Enforce dog leash regulations	4
Clearly mark the clothing optional beaches	3
Expand leashed dog areas	3
Extend/continue clothing optional beaches	3
Keep dogs off beach	3
Dog owners do not clean up	2
Enjoy the pet-friendly policy	2
Joggers are disruptive to wildlife, tranquility	2
Keep it natural	2
Need transportation/shuttle buses	2
Survey is too long	2
Other comments	18

Table 14: Additional comments
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Mosquitoes/other insects detracted from experience	14
Need insect control	13
Control poison ivy	3
Control deer ticks	2
Other comments	12
GENERAL COMMENTS	
Enjoyed the visit	55
Love it	14
Beautiful place	10
Keep up the good work	7
Enjoyed lighthouse	6
Favorite place	6
Keep it as it is	6
Enjoyed the beaches	3
Enjoyed nature	2
Other comments	18

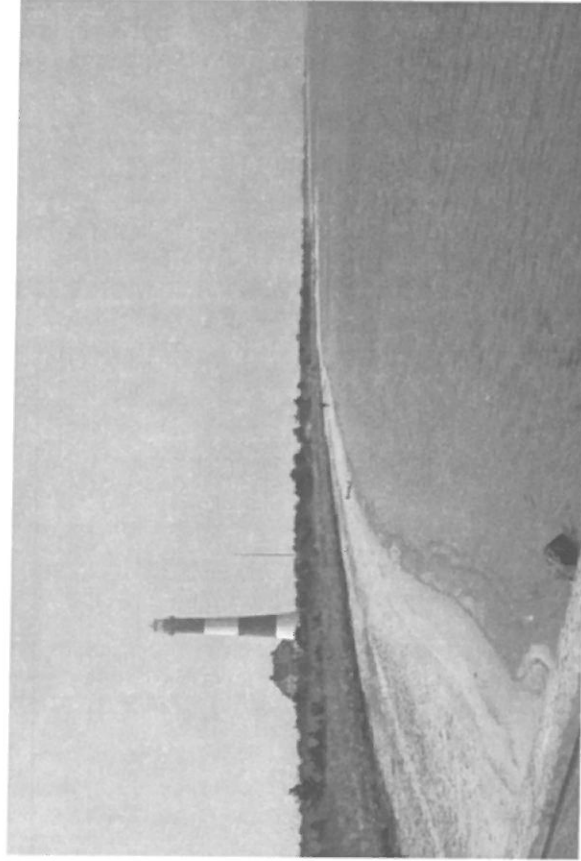
APPENDICES

Appendix 1: The Questionnaire



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

Fire Island National Seashore Visitor Study



OFFICIAL BUSINESS

Visitor Services Project
Park Studies Unit
College of Natural Resources
University of Idaho
P.O. Box 441139
Moscow, Idaho 83844-1139



United States Department of the Interior

NATIONAL PARK SERVICE
Fire Island National Seashore
120 Laurel Street
Patchogue, NY 11772

IN REPLY REFER TO:

July 2008

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of people who come to Fire Island National Seashore. This information will help us improve our management of this site and better serve you, our visitor, on future visits.

This questionnaire will be given to only a select number of visitors, so your participation is very important! It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Sean McGuinness
Acting Superintendent

DIRECTIONS

It may be helpful to know that within the boundaries of Fire Island National Seashore, you can visit not only National Park Service facilities like the Fire Island Lighthouse, Sailors Haven, Watch Hill and the Otis Pike Fire Island High Dune Wilderness, but also 17 private communities and Smith Point County Park on Fire Island, and the William Floyd Estate. Robert Moses State Park borders the National Seashore to its west.

At the end of your visit:

- 1) Please have the selected individual complete this questionnaire.
- 2) Answer the questions carefully since each question is different.
- 3) For questions that use circles (O), please mark your answer by filling in the circle with black or blue ink, or a pencil with dark (e.g. #2) lead.

Like this: ☒ Not like this: ☒ ☒

- 4) Seal it with the stickers provided.
- 5) Drop it in a U.S. mailbox.

Thank you!

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:

This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your personal group on the questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Burden estimate statement: Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Margaret Littlejohn, NPS Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: littlej@uidaho.edu.

Please go to the next page →

Your Trip To Fire Island National Seashore

NOTE: In this questionnaire, your **personal group** is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include a larger group that you might be traveling with, such as school, church, scouts, or tour group.

1. a) Prior to this trip, how did you and your personal group obtain information about Fire Island National Seashore (NS)? Please mark (●) **all** that apply.

☐ Obtained no information prior to trip → **Go to Question 2**

☐ Previous visits

☐ Friends/relatives/word of mouth

☐ Travel guides/tour books (such as AAA, etc.)

☐ Maps/brochures

☐ Park website: www.nps.gov/fiis

☐ Other websites

☐ Newspaper/magazine articles

☐ Telephone/written/email inquiry to park

☐ School class/program

☐ Long Island Convention and Visitors Bureau/Chambers of Commerce

☐ Park partners, such as Fire Island Lighthouse Preservation Society, Friends of Fire Island NS, or other (Please specify) _____

☐ Local businesses (hotels, motels, restaurants, ferry, etc.)

☐ Special interest group (Please specify) _____

☐ Television/radio programs/videos

☐ Other (Please specify) _____

- b) From the sources marked above, did you and your personal group receive the type of information about the park that you needed? Please mark (●) **one**.

☐ No ☐ Yes → **Go to Question 2**

- c) If NO, what type of park information did you and your personal group need that was not available? Please be specific.

2. a) Prior to this trip to Fire Island, were you and your personal group aware that Fire Island NS is a unit of the National Park System? Please mark (●) **one**.

☐ Yes ☐ No

- b) Prior to this trip to Fire Island, were you and your personal group aware of the difference between Fire Island NS and other public beaches on the island, such as Smith Point County Park and Robert Moses State Park? Please mark (●) **one**.

☐ Yes ☐ No

3. On this trip, what was your primary reason for visiting the Fire Island NS area (within 45 miles of any entry point to Fire Island National Seashore)? Please mark (●) **only one**.

☐ Year round resident of Fire Island

☐ Resident of local area (within 45 miles)

☐ Seasonal resident of Fire Island and resident of local area (within 45 miles)

☐ Seasonal resident of Fire Island and **not** a resident of local area (within 45 miles)

☐ Visit Fire Island National Seashore

☐ Visit other attractions in the local area (within 45 miles)

☐ Visit friends/relatives in the local area (within 45 miles)

☐ Business

☐ Other (Please specify) _____

4. a) Where did you spend the night before you arrived at Fire Island NS? If you stayed at home, please write the name of your hometown and state.

Nearest city/town _____ State _____

- b) Where did you spend the night after your departure from Fire Island NS? If you stayed at home, please write the name of your hometown and state.

Nearest city/town _____ State _____

5. Including this visit, during which months of the last 12 months did you visit Fire Island NS? Please mark (●) **all** that apply.

<input type="radio"/> July 2008	<input type="radio"/> June 2008	<input type="radio"/> May 2008
<input type="radio"/> April 2008	<input type="radio"/> March 2008	<input type="radio"/> February 2008
<input type="radio"/> January 2008	<input type="radio"/> December 2007	<input type="radio"/> November 2007
<input type="radio"/> October 2007	<input type="radio"/> September 2007	<input type="radio"/> August 2007

6. a) On this trip, did you and your personal group stay overnight, **away from your permanent residence**, on Fire Island or in the **area** (off the island, but within 45 miles of any entry point to Fire Island)?

☐ Yes ☐ No → **Go to Question 7**

- b) Please list the number of nights you and your personal group stayed on Fire Island or in the **area** (off the island, but within 45 miles of any entry point to Fire Island).

_____ Number of nights on Fire Island (including island communities)

_____ Number of nights in Fire Island NS **area** (off island, but within 45 miles)

- c & d) In what type of lodging did you and your personal group spend the night(s)? Please mark (●) **all** that apply.

c) **On Fire Island** _____ d) **Off Fire Island** (but within 45 miles) _____

<input type="radio"/> Lodge/motel/hotel/cabin/B&B, etc.	<input type="radio"/>
<input type="radio"/> Campground/trailer park	<input type="radio"/>
<input type="radio"/> Backcountry camping	<input type="radio"/>
<input type="radio"/> On a boat	<input type="radio"/>
<input type="radio"/> Private residence (rented)	<input type="radio"/>
<input type="radio"/> Private residence (personally owned)	<input type="radio"/>
<input type="radio"/> Residence of friends or relatives	<input type="radio"/>
<input type="radio"/> Other (Please specify)	<input type="radio"/>

On Fire Island _____ Off Fire Island _____

7. On this trip to Fire Island NS, please indicate how the following elements may have affected your park experience. Please mark (●) **one** for each element.

Element	Detracted from	No effect	Added to	Did not experience
Beach/shoreline changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close contact with deer or other wildlife	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closed park facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothing optional use of beach/nude sunbathing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dogs on beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mosquitoes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Private developments on island	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public facilities on island	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ticks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicles on beach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. a) On this trip to Fire Island NS, what forms of transportation did you and your personal group use to travel to the park from your home? Please mark (●) **all** that apply.

<input type="radio"/> Airplane	<input type="radio"/> Amtrak
<input type="radio"/> Long Island Railroad	<input type="radio"/> Air train
<input type="radio"/> Private auto/vehicle	<input type="radio"/> Rental auto/vehicle
<input type="radio"/> Minibus/shuttle van	<input type="radio"/> Suffolk County bus
<input type="radio"/> Coach/tour bus	<input type="radio"/> Taxi/limo
<input type="radio"/> Motorcycle	<input type="radio"/> Bicycle
<input type="radio"/> Private boat	<input type="radio"/> Public ferry
<input type="radio"/> Water taxi	<input type="radio"/> Walk
<input type="radio"/> Other (Please specify)	_____

- b) What was the last mode of transportation that you and your personal group used **before** entering the park? Please mark (●) **one**.

☐ Automobile/vehicle ☐ Bicycle ☐ Private boat
☐ Public ferry ☐ Walk ☐ Water taxi
☐ Other (Please specify) _____

9. a) During **this** trip to Fire Island NS, which of the following sites did you and your personal group visit? Please mark (●) **all** that apply in column (a).

- b) For the sites you visited on **this** trip, please list the amount of time spent at each location in hours OR days. List partial hours/days as 1/4, 1/2, 3/4.

☐ Did not stop at any places in the park → **Go to Question 10**

a) Visited park location

Mark (●)

	b) Time spent	
	Hours spent If less than 24 hours	Days spent If more than 24 hours
<input type="radio"/> Patchogue/Park headquarters	_____	n/a
<input type="radio"/> Fire Island Lighthouse	_____	OR _____
<input type="radio"/> Sailors Haven	_____	OR _____
<input type="radio"/> Sunken Forest	_____	OR _____
<input type="radio"/> Talisman/Barrett Beach	_____	OR _____
<input type="radio"/> Watch Hill Marina	_____	OR _____
<input type="radio"/> Watch Hill Campground	_____	OR _____
<input type="radio"/> Beaches	_____	OR _____
<input type="radio"/> Otis Pike Wilderness Area	_____	OR _____
<input type="radio"/> William Floyd Estate	_____	n/a

Sites not operated by the National Park Service

☐ Captree State Park _____ OR _____
☐ Communities on Fire Island _____ OR _____
☐ Robert Moses State Park _____ OR _____
☐ Smith Point County Park _____ OR _____

10. Which Fire Island communities or housing areas did you and your personal group visit? Please mark (●) **all** that apply.

☐ None → **Go to Question 11**
☐ Atlantic ☐ Blue Point Beach ☐ Cherry Grove
☐ Cornielle Estates ☐ Davis Park ☐ Dunewood
☐ Fair Harbor ☐ Fire Island Pines ☐ Lonelyville
☐ Fire Island Summer Club ☐ Kismet ☐ Ocean Beach
☐ Oakleyville ☐ Ocean Bay Park ☐ Saltaire
☐ Point O'Woods ☐ Robbins Rest ☐ Other (Specify) _____
☐ Seaview ☐ Water Island

11. If you were to visit Fire Island NS in the future, which of the following services/facilities would you and your personal group be likely to use if they were available? Please mark (●) yes or no for each item.

Yes, likely	No, unlikely	Service/facility	Yes, likely	No, unlikely	Service/facility
<input type="radio"/>	<input type="radio"/>	Backcountry camping	<input type="radio"/>	<input type="radio"/>	Educational center allowing overnight stays
<input type="radio"/>	<input type="radio"/>	Beaches with lifeguards	<input type="radio"/>	<input type="radio"/>	Fishing access for off-road vehicles
<input type="radio"/>	<input type="radio"/>	Boat docking slip	<input type="radio"/>	<input type="radio"/>	Hot showers
<input type="radio"/>	<input type="radio"/>	Boat mooring	<input type="radio"/>	<input type="radio"/>	Island interpretive center
<input type="radio"/>	<input type="radio"/>	Canoe/kayak rental	<input type="radio"/>	<input type="radio"/>	Mainland visitor center
<input type="radio"/>	<input type="radio"/>	Canoe/kayak trail	<input type="radio"/>	<input type="radio"/>	Ranger-led programs
<input type="radio"/>	<input type="radio"/>	Clothing optional beach	<input type="radio"/>	<input type="radio"/>	Tent cabin camping
<input type="radio"/>	<input type="radio"/>	Other (Please specify) _____			

12. a) On **past** trips, in which activities did you and your personal group participate while at Fire Island NS? Please mark (●) **all** that apply in column (a).
- b) On **this** trip, in which activities did you and your personal group participate while visiting Fire Island NS? Please mark (●) **all** that apply in column (b).

a) Past trips	b) This trip
<input type="radio"/> Have not visited previously → Go part b of this question	n/a
<input type="radio"/> Attending ranger-led tours/programs	<input type="radio"/>
<input type="radio"/> Boating	<input type="radio"/>
<input type="radio"/> Camping	<input type="radio"/>
<input type="radio"/> Dining/shopping at concession facilities	<input type="radio"/>
<input type="radio"/> Beach activities (beachcombing, swimming, sunbathing, etc.)	<input type="radio"/>
<input type="radio"/> Experiencing solitude	<input type="radio"/>
<input type="radio"/> Fishing	<input type="radio"/>
<input type="radio"/> Hunting	n/a
<input type="radio"/> Learning history	<input type="radio"/>
<input type="radio"/> Nature study (birdwatching, wildlife viewing)	<input type="radio"/>
<input type="radio"/> Painting/drawing/photography	<input type="radio"/>
<input type="radio"/> Spending time with family/friends	<input type="radio"/>
<input type="radio"/> Visiting Fire Island Lighthouse	<input type="radio"/>
<input type="radio"/> Visiting William Floyd Estate	<input type="radio"/>
<input type="radio"/> Other (Please specify)	<input type="radio"/>

Past trips _____ This trip _____

c) Which **ONE** activity in column (b) above was your primary reason for visiting Fire Island NS on **this** trip?

13. a) Whether or not you used them on this trip, please rate the importance from 1-5, of the Fire Island NS services and facilities to you and your personal group.

b) Please mark (●) **all** of the services/facilities that you and your personal group used during **this** trip to Fire Island NS.

c) Finally, for only those services/facilities that you and your personal group used during **this** trip, please rate their quality from 1-5.

a) How important?	b) Services and facilities used during this visit	c) If used, what quality?	Mark (●)
1=Not important		1=Very poor	
2=Somewhat important		2=Poor	
3=Moderately important		3=Average	
4=Very important		4=Good	
5=Extremely important		5=Very good	

<input type="radio"/> Ferry service from Patchogue	<input type="radio"/>
<input type="radio"/> Ferry service from Bay Shore	<input type="radio"/>
<input type="radio"/> Ferry service from Sayville	<input type="radio"/>
<input type="radio"/> Park brochure/map	<input type="radio"/>
<input type="radio"/> Park website: www.nps.gov/fiis used before or during trip	<input type="radio"/>

At Fire Island Lighthouse

<input type="radio"/> Access for disabled persons	<input type="radio"/>
<input type="radio"/> Assistance from park staff	<input type="radio"/>
<input type="radio"/> Boardwalk/trails	<input type="radio"/>
<input type="radio"/> Bookstore sales items (selection, price, etc.)	<input type="radio"/>
<input type="radio"/> Directional signs	<input type="radio"/>
<input type="radio"/> Educational programs	<input type="radio"/>
<input type="radio"/> Parking	<input type="radio"/>
<input type="radio"/> Restrooms	<input type="radio"/>
<input type="radio"/> Special events/programs	<input type="radio"/>
<input type="radio"/> Tower tour	<input type="radio"/>
<input type="radio"/> Visitor center exhibits	<input type="radio"/>

14. a) Whether or not you used them on this trip, please rate the importance from 1-5, of Fire Island NS services and facilities to you and your personal group.
- b) Please mark (●) all of the services/facilities that you and your personal group used during this trip to Fire Island NS.
- c) Finally, for only those services/facilities that you and your personal group used during this trip, please rate their quality from 1-5.

a) How important?	b) Services and facilities used during this trip	c) If used, what quality?
1=Not important		1=Very poor
2=Somewhat important		2=Poor
3=Moderately important		3=Average
4=Very important		4=Good
5=Extremely important		5=Very good

At Sailors Haven

_____	Bathhouse/restrooms	<input type="radio"/>	_____
_____	Boardwalk	<input type="radio"/>	_____
_____	Food service	<input type="radio"/>	_____
_____	Marina	<input type="radio"/>	_____
_____	Picnic area	<input type="radio"/>	_____
_____	Ranger-led tours/programs	<input type="radio"/>	_____
_____	Sunken Forest Trail	<input type="radio"/>	_____
_____	Visitor center exhibits	<input type="radio"/>	_____
At Watch Hill			
_____	Bar	<input type="radio"/>	_____
_____	Bathhouse/restrooms	<input type="radio"/>	_____
_____	Campground	<input type="radio"/>	_____
_____	Food service	<input type="radio"/>	_____
_____	Marina	<input type="radio"/>	_____
_____	Picnic area	<input type="radio"/>	_____
_____	Ranger-led programs/canoe trip	<input type="radio"/>	_____
_____	Salt Marsh Trail	<input type="radio"/>	_____
_____	Visitor center exhibits	<input type="radio"/>	_____

15. a) Whether or not you used them on this trip, please rate the importance from 1-5, of Fire Island NS services and facilities to you and your personal group.
- b) Please mark (●) all of the services/facilities that you and your personal group used during this trip to Fire Island NS.
- c) Finally, for only those services/facilities that you and your personal group used during this trip, please rate their quality from 1-5.

a) How important?	b) Services and facilities used during this trip	c) If used, what quality?
1=Not important		1=Very poor
2=Somewhat important		2=Poor
3=Moderately important		3=Average
4=Very important		4=Good
5=Extremely important		5=Very good

At Barrett Beach/Talisman

_____	Assistance from park staff	<input type="radio"/>	_____
_____	Bathhouse/restrooms	<input type="radio"/>	_____
_____	Dock	<input type="radio"/>	_____
_____	Food service	<input type="radio"/>	_____
_____	Picnic area	<input type="radio"/>	_____
_____	Trails	<input type="radio"/>	_____

At Fire Island Wilderness Area

_____	Ranger-led tours/programs	<input type="radio"/>	_____
_____	Restrooms	<input type="radio"/>	_____
_____	Trails	<input type="radio"/>	_____
_____	Visitor center exhibits/observation room	<input type="radio"/>	_____
_____	Wilderness camping	<input type="radio"/>	_____

At William Floyd Estate

_____	Directional signs	<input type="radio"/>	_____
_____	Exhibits	<input type="radio"/>	_____
_____	Grounds/trails	<input type="radio"/>	_____
_____	Ranger-led tours/programs	<input type="radio"/>	_____
_____	Restrooms	<input type="radio"/>	_____

16. On this trip were you and your personal group with the following groups?

a) Commercial guided tour group ☐ Yes ☐ No

b) School/educational group ☐ Yes ☐ No

c) Other organized group (such as business group, scout group, etc.) ☐ Yes ☐ No

17. On this trip, what kind of personal group (not guided tour/school group/other organized group) were you with? Please mark (●) **one**.

☐ Alone ☐ Friends

☐ Family ☐ Family and friends

☐ Other (Please specify) _____

18. On this trip to Fire Island NS, how many people were in your personal group, including yourself? _____

Number of people

19. For you and your personal group, please complete the answers below. If you do not have information for any group member, please leave that line blank.

Current age	U.S. ZIP Code or name of country other than U.S.	Number of visits to Fire Island NS (including this visit) past 12 months
Yourselves	_____	_____
Member #2	_____	_____
Member #3	_____	_____
Member #4	_____	_____
Member #5	_____	_____
Member #6	_____	_____
Member #7	_____	_____

20. When using an area such as Fire Island NS, which **one** language do you and most members of your personal group prefer to use for the following?

a) Speaking ☐ English ☐ Other (Specify) _____

b) Reading ☐ English ☐ Other (Specify) _____

c) In your opinion, what **services** in the park need to be provided in languages other than English? Please specify a **service(s)** or mark (●) "None."

Service _____ ☐ None

21. a) Are you or members of your group Hispanic or Latino? Please mark (●) **one** for each group member.

	Yourselves	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
Yes, Hispanic or Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
No, not Hispanic nor Latino	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

b) What is your race? What is the race of each member of your personal group? Please mark (●) **one or more** for you and each group member.

	Yourselves	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
American Indian or Alaska Native	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Black or African American	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native Hawaiian or other Pacific Islander	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
White	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

☐ Yes ☐ No → **Go to Question 23**

b) If YES, what services or activities were difficult to access/participate in?

23. Is there anything else you and your personal group would like to tell us about your trip to Fire Island NS?

24. Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Fire Island NS during this trip? Please mark (●) **one**.

Very poor	Poor	Average	Good	Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for your help! Please seal the questionnaire with the stickers provided and drop it in any U.S. mailbox.

Fire Island National Seashore

VSP visitor study

Survey period: July 19-25, 2008 (7 days)

Park contact: Paula Valentine
Public Affairs
Phone: 631-687-7549
Cell: 908-625-3254
Email: Paula_valentine@nps.gov

VSP contact: Lena Le
VSP Assistant Director
Phone: 208-885-2585
Cell: 208-596-1671
Email: lenale@uidaho.edu

Irene Rosen
Supervisory Interpretive Park Ranger
Volunteer Coordinator
Phone: 631-687-4765
Email: irene_rosen@nps.gov

Steven Hollenhorst
PSU Director
Cell: 208-301-1717
Email: stevenh@uidaho.edu

Jay Lippert
Chief Ranger
Phone: 631-687-4757
Cell: 631-774-6846
Email: Jay_lippert@nps.gov

Questionnaire will be given to a random sample of visitor groups. The interval will be adjusted according to visitation at each site. July 2005 visitation statistics: William Floyd Estate: 877, Watch Hill: 20,691, Lighthouse: 20,043, Sailors Heaven: 22064, Wilderness Center 2462/last week of July. The weekend/weekday visitation ratio about 60/40 (except for William Floyd Estate and Wilderness Center)

Training sessions for interviewers are scheduled for July 18 and 19. July 18th, training is at 10 am in River Room for 9 people. July 19th, Lena will train Dave and Claire at Sailors Haven, Steve will train people at Watch Hill. July 20th, some more training for Lighthouse folks at the Lighthouse and more training at Wilderness Visitor Center. Some other additional training may be needed.

	July 19 Sat	July 20 Sun	July 21 Monday	July 22 Tuesday	July 23 Wednesday	July 24 Thursday	July 25 Friday	Total
Lighthouse 9-5 pm	64 Eddie Foster	50 Eddie Foster	42 Lighthouse Association	42 Lighthouse Association	42 Eddie Foster	54 Eddie Foster	64 Eddie Foster	358
Sailors Haven 9:30-5pm	60 Dave Raymond	60 Dave Raymond	40 Eleonora	40 Eleonora	40 Claire Formanski	48 Eleonora	48 Eleonora	336
Talisman/Barrett Beach (no ferry service except Sat Sun) 10-4 pm	35	35 Steve Henderson	X	10 Eddie Foster	X	X	X	80 too many Q?
Watch Hill 9:30 – 5 pm	60 Pat Livingston	50 Pat Livingston	40 Mike Livingston	40 Justine Stefanelli	40 Danielle Summa	50 Sonia Tania	60 Pat Livingston	340
Old Inlet Sat & Sunday only	12 Steve Henderson	12 depends on weather	X	X	X	X	X	24
Wilderness Center 9-4 pm	32 volunteer	28 SCA	CLOSED	CLOSED	24 SCA	24 SCA	32 Steve Henderson	140
William Floyd Estate 11-4pm	18 Mary Laura	18	CLOSED	CLOSED	CLOSED	CLOSED	18	54
Total	258	230	130	158	166	176	214	1,332
# of interviewers	7	7	3	4	4	4	5	

The survey was extended until 27 July 2008 due to inclement weather.

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.

- | | | |
|--|---|---|
| <ul style="list-style-type: none"> • Obtained information prior to visit? • Sources of information used prior to visit • Received needed information? • Aware that Fire Island NS is NPS unit? • Aware of difference between Fire Island NS and other public beaches? • Type of resident • Primary reason for visit to Fire Island NS area • Time (month) of visit during past 12 months • Overnight stay away from home? • Number of nights on Fire Island • Number of nights in Fire Island NS area | <ul style="list-style-type: none"> • Type of lodging on/off Fire Island • Effect of elements on visit • Forms of transportation • Last mode of transportation prior to park entry • Stop at any places in park? • Sites visited • Length of visit (hours/days) at park sites • Communities/housing areas visited • Services/facilities preferred on future visit • Activities on past trips • Activities this trip • Importance of services/facilities • Services/facilities used • Quality of services/facilities used | <ul style="list-style-type: none"> • With school/educational group? • With other organized group • Group type • Group size • Visitor age • State of residence • Country of residence • Number of visits • Language used (speaking/reading) • Ethnicity/race • Group member with physical condition making access/participation difficult? • Overall quality |
|--|---|---|

For more information please contact:

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<http://www.pusuidaho.edu>

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 and Carly-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

A Chi-square test was used to detect the difference in the response rates among different group types. The hypothesis was that group types are equally represented. If p-value is greater than 0.05, the difference in group type is judged to be insignificant.

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. Respondents from different group types are equally represented
2. Average age of respondents – average age of non-respondents = 0
3. Average group size of respondents – average group size of non-respondents = 0

Chi-square test in Table 2 shows significant difference in group type.

As shown in Table 3, the p-value for respondent/non-respondent group size test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias for group size is judged to be insignificant. However, the p-value for respondent/non-respondent age test is less than 0.05 indicating significant age differences between respondents and non-respondents. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Fillion 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 the 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 parkway. In the Fire Island National Seashore survey, 154 respondents who completed the survey were older than the person who accepted the survey at the park. Therefore, non-response bias is judged to be significant.

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

1989 (continued)

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

Visitor Services Project Publications (continued)**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)

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)

1996 (continued)

- 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)

Visitor Services Project Publications (continued)**2000**

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

2001

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

2002

- 131. Everglades National Park (spring)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)
- 134. Great Sand Dunes National 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. Catoctin 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

2003 continued

- 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 Preserve
- 183. Zion National Park (spring and fall)

Visitor Services Project Publications (continued)**2007**

- 184.1. Big Cypress National Preserve (spring)
- 184.2. Big Cypress National Preserve (ORV
Permit Holder/Camp Owner)
- 185. Hawaii Volcanoes National Park
- 186.1. Glen Canyon National Recreation Area
(spring)
- 186.2. Glen Canyon National Recreation Area
(summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post National Historic
Site
- 190. Fort Donelson National Battlefield
- 191. Agate Fossil Beds National Monument
- 192. Mount Rushmore National Memorial
- 193. Ebey's Landing National Historical
Reserve
- 194. Rainbow Bridge National Monument
- 195. Independence National Historical Park
- 196. Minute Man National Historical Park

2008

- 197. Blue Ridge Parkway (fall and summer)
- 198. Yosemite National Park
- 199. Everglades National Park (winter and
spring)
- 200. Horseshoe Bend National Military Park
(spring)
- 201. Carl Sandburg Home National Historic
Site (spring)
- 202. Fire Island National Seashore resident
(spring)
- 203. Fire Island National Seashore visitor

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.
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Visitor Comments Appendix

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

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