



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

Visitor Services Project



# Capitol Reef National Park Visitor Study

Summer 2008



University of Idaho

Park Studies Unit  
Visitor Services Project  
Report 204



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

**Visitor Services Project**

# **Capitol Reef National Park Visitor Study Summer 2008**

**Park Studies Unit  
Visitor Services Project  
Report 204**

February 2009

Marc Manni  
Ann Braak  
Nancy C. Holmes  
Eleanora Papadogiannaki  
Steven J. Hollenhorst

Marc Manni is a Research Analyst and Ann Braak, Nancy Holmes, and Eleanora Papadogiannaki are Research Assistants with the Visitor Services Project. Dr. Steven Hollenhorst is the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho. We thank Tara Courtney, Pixie Siebe, and the staff of Capitol Reef National Park for assisting with the survey, and David Vollmer and Yanyin Xu for their technical assistance.

---

**Visitor Services Project  
Capitol Reef National Park  
Report Summary**

- This report describes the results of a visitor study at Capitol Reef National Park (NP) during May 24 – June 1, 2008. A total of 615 questionnaires were distributed to visitor groups. Of those, 480 questionnaires were returned, resulting in a 78% response rate.
  - This report profiles a systematic random sample of Capitol Reef NP visitors. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
  - Sixty percent of visitor groups were in groups of two and 22% were in groups of three or four. Sixty-eight percent of visitor groups were in family groups.
  - United States visitors comprised 80% of total visitors, with 30% from Utah, 9% from California, and smaller proportions from 43 other states and Puerto Rico. International visitors were from 17 countries and comprised 20% of total visitation, with 31% from Germany, 28% from the Netherlands, and 12% from the United Kingdom. Smaller proportions came from 14 other countries.
  - Sixty-one percent of visitors were ages 31-65 years, 16% were over 65 years, and 10% were ages 15 years or younger. Seven percent of visitor groups reported physical conditions that made it difficult to access or participate in park activities or services. Walking/hiking was the most common activity that was difficult to participate in.
  - Sixty-nine percent of visitors were visiting the park for the first time. 17% had visited four or more times, and 14% visited three or more times. Fifty-two percent entered the park once during this visit and 22% entered two times. Ninety-one percent of visitors used one vehicle to arrive at the park.
  - Ninety-three percent of visitor groups used English for speaking and reading. Brochures and maps were the most common services desired in languages other than English.
  - For 49% of visitors, taking the scenic drive/viewing scenery was the most common reason for visiting the park. Visiting Capitol Reef NP was the reason that 44% of visitors came to the area.
  - Most visitor groups (88%) obtained information about the park prior to their visit. Prior to this visit, visitor groups most often obtained information about Capitol Reef NP through maps/brochures (55%) and travel guides/tour books (55%). Eighty-three percent indicated they would prefer to obtain information for a future visit from the park website.
  - Fifty-three percent of visitor groups used the park website to obtain information and 55% found it to be “very helpful.” Seventy-nine percent indicated they would like the website to include “information to plan your visit,” and 63% would like “information about the park.”
  - The most common site visited by visitor groups was the visitor center (92%), followed by the scenic drive (91%). Thirty-five percent went to the visitor center first, and 29% first visited the Fruita Historic District.
  - The most common visitor activities were viewing scenery (93%), taking photographs/painting/drawing (78%), and hiking (70%). The most important activities were viewing scenery (35%), hiking (35%), and attending ranger-led programs (17%).
  - Seventeen percent of visitor groups attended a ranger-led program or activity, and 52% indicated they would be interested in attending a program in the future. Sixty-seven percent were interested in a program lasting one-half hour to an hour.
-

- Regarding what they learned during their park visit, 71% of visitor groups learned about geology and 60% learned about pioneer history/orchards. On a future visit, visitor groups indicated they would be interested in learning about geology (84%), American Indian culture/history (75%) and animal life (75%).
- The information services and facilities most commonly used by visitor groups were the park brochure/map (94%) and the exhibits at the visitor center (74%). The most commonly used visitor services and facilities were roads (97%) and restrooms (90%). All information and visitor services and facilities were rated as above average in their importance and quality.
- Fifty-eight percent of visitor groups visited the park bookstore, and 86% were able to find the sales items in which they were interested. The quality of the bookstore was rated as “very good” or “good” by 81% of visitor groups.
- Eighty percent of visitor groups felt that conducting scientific research about the park’s natural and cultural resources was “extremely important” or “very important,” and 96% felt that such research is a valuable use of public land.
- Of those visitors who stayed overnight in the park or in the area within 100 miles, 44% stayed one night in the park. Thirty percent spent two nights in the area. Of the visitors who stayed overnight inside the park, 86% camped in a developed campground, while of those staying outside the park, 69% stayed in a lodge/motel/cabin, etc.
- The average group expenditure in the park and the surrounding area (within 100 miles) was \$350, with a median (50% spent more and 50% spent less) of \$236. The average total expenditure per person was \$150. Seventy percent had two adults covered by expenditures and 76% had no children covered by expenses.
- Most visitor groups (93%) rated the overall quality of services, facilities, and recreational opportunities at Capitol Reef National Park as “very good” or “good.” One percent of visitor groups rated the overall quality as “very poor” or “poor.”

## TABLE OF CONTENTS

<b>INTRODUCTION</b>	1
<b>Organization of the report</b>	1
<b>Presentation of the results</b>	2
<b>METHODS</b>	3
<b>Survey Design</b>	3
Sample size and sampling plan	3
Questionnaire design	3
Survey procedure	4
<b>Data Analysis</b>	4
<b>Limitations</b>	4
<b>Special Conditions</b>	5
<b>Checking Non-response Bias</b>	6
<b>RESULTS</b>	7
<b>Group and Visitor Characteristics</b>	7
Visitor group size	7
Visitor group type	7
Visitors with organized groups	8
United States visitors by state of residence	9
International visitors by country of residence	10
Number of visits to the park	11
Visitor age	12
Language used for speaking and reading	13
Services preferred in languages other than English	14
Visitors with physical conditions/impairments	15
Awareness of park	16
<b>Trip/Visit Characteristics and Preferences</b>	17
Information sources prior to visit	17
Information sources for future visit	19
Park website	20
Primary reason for visiting the area	23
Primary reason for visiting the park	24
Places stayed on night prior to visit	25
Places stayed on night after visit	28
Number of vehicles	31
Number of park entries	31
Overnight stay and accommodations	32
Type of lodging inside the park	33
Type of lodging in the area outside the park	34
Length of stay in the park	35
Length of stay in the area	36
Sites visited	37
Sites visited first	39
Expected activities	40
Activities on this visit	41
Primary activity on this visit	42
Interpretive programs	43
Topics learned on this visit	45
Preferred topics on future visit	45
Improved understanding of park topics	46

## TABLE OF CONTENTS

continued

<b>Ratings of Visitor Services, Facilities, Attributes and Resources.....</b>	<b>49</b>
Information services and facilities used .....	49
Importance ratings of information services and facilities .....	50
Quality ratings of information services and facilities .....	55
Mean scores of importance and quality ratings for information services and facilities .....	60
Visitor services and facilities used .....	64
Importance ratings of visitor services and facilities .....	65
Quality ratings of visitor services and facilities.....	69
Mean scores of importance and quality ratings for visitor services and facilities.....	73
Park bookstore .....	77
Quality of bookstore items .....	79
Importance of protecting of park attributes/resources.....	80
Importance of conducting scientific research about park resources .....	81
<b>Expenditures .....</b>	<b>84</b>
Total expenditures inside and outside Capitol Reef NP.....	84
Number of adults covered by expenditures.....	85
Number of children covered by expenditures.....	85
Expenditures inside the park .....	86
Expenditures outside the park.....	89
<b>Preferences for future visit .....</b>	<b>95</b>
Interpretive program preferences .....	95
<b>Overall Quality.....</b>	<b>97</b>
<b>Visitor Comments .....</b>	<b>98</b>
Additional comments .....	98
<b>APPENDICES .....</b>	<b>101</b>
<b>Appendix 1: The Questionnaire.....</b>	<b>101</b>
<b>Appendix 2: Additional Analysis.....</b>	<b>103</b>
<b>Appendix 3: Decision Rules for Checking Non-response Bias .....</b>	<b>104</b>
<b>Appendix 4: Visitor Services Project Publications .....</b>	<b>106</b>
<b>Visitor Comments Appendix.....</b>	<b>111</b>

## INTRODUCTION

The Waterpocket Fold, a 100-mile long wrinkle in the earth's crust known as a monocline, extends from Thousand Lakes Mountain to the Colorado River (now Lake Powell). Capitol Reef National Park was established to protect this grand and colorful geologic feature, as well as the unique natural and cultural history found in the area. (Capitol Reef National Park, National Park Service, Department of the Interior website <http://www.nps.gov/nps> November, 2008)

This report describes the results of a visitor study at Capitol Reef National Park, conducted May 24 – June 1, 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 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 contacting the PSU office at (208) 885-7863 or by visiting the website: <http://www.psu.uidaho.edu/vsp/reports.htm>.

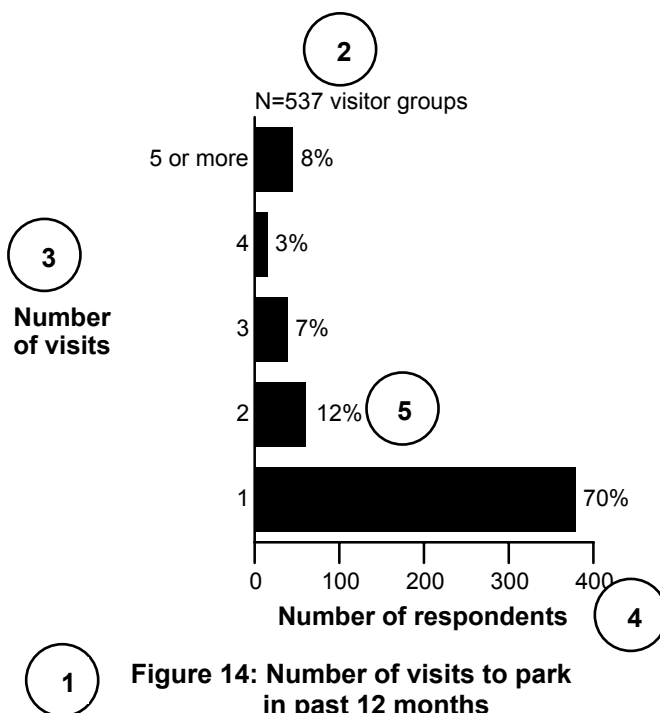
Visitor Comments Appendix: A separate appendix provides visitor responses to open-ended questions. It is bound separately from this report due to its size.

## 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 arrived at selected locations in Capitol Reef NP during May 24 – June 1, 2008. Table 1 shows the eight locations and numbers of questionnaires distributed at each location, and the response rate for each location. Visitors were surveyed between the hours of 8 a.m. and 5 p.m. During this survey, 688 visitor groups were contacted and 615 of these groups (89.4%) accepted questionnaires (average acceptance rate for 183 VSP visitor studies is 90.9%). Questionnaires were completed and returned by 480 visitor groups resulting in a 78% 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	Distributed		Returned	
	$N_1$	%	$N_2$	%
Visitor center	190	31	155	32
Pay station Scenic drive	152	25	121	25
Capitol Gorge Parking	60	10	17	4
Hickman Bridge	59	10	33	7
Petroglyphs	52	8	35	7
Goosenecks Overlook	42	7	36	8
Campground	40	7	44	9
Picnic area	20	3	39	8
Total	615	100	480	100

#### Questionnaire design

The Capitol Reef National Park 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 Capitol Reef NP. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Capitol Reef NP questionnaire. However, all questions followed Office of Management and Budget (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 (of at least 16 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank you postcard and follow-ups. Visitors were asked to complete the survey after their visit, and return the questionnaire by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

---

## Data Analysis

---

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 May 24 – June 1, 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.

<b>Special Conditions</b>
---------------------------

The weather during the survey period was generally sunny and warm, with occasional breezy 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 shows insignificant differences between group types. As shown in Table 3, there are significant differences between respondent and non-respondent ages and insignificant differences between respondent and non-respondent group sizes. See Appendix 3 for more details of the non-response bias checking procedure.

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

Group type	Respondents	Non-respondents	Total
Alone	37	9	46
Family	323	77	400
Friends	88	34	122
Family and friends	25	11	36
Other	5	4	9
Total	478	135	613

Chi-square = 8.542      df = 4      p-value = 0.094

**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	476	3.2	133	3.4	0.492
Age	480	51.2	131	44.7	<0.001

There are insignificant differences in group size and group type between respondents and non-respondents. A six-year difference is detected in average age of respondents compared to non-respondents. However, the differences may be due to the fact that an older person in the group completed the survey while a younger person accepted the survey at the park. Occasionally, survey respondents may answer the age question incorrectly with the oldest person in the first slot which was designated for the respondents (see Appendix 3). Moreover, the survey was designed to collect group information, not individual information. Since the two group parameters were the same for both respondents and non-respondents the response bias is judged to be insignificant. The data is a good representation of a larger Capitol Reef NP visitor population for the duration of the survey period.

## RESULTS

### Group and Visitor Characteristics

#### Visitor group size

##### Question 21a

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

##### Results

- 60% of visitors were in groups of two (see Figure 1).
- 22% were in groups of three or four.
- 12% were in groups of five or more.

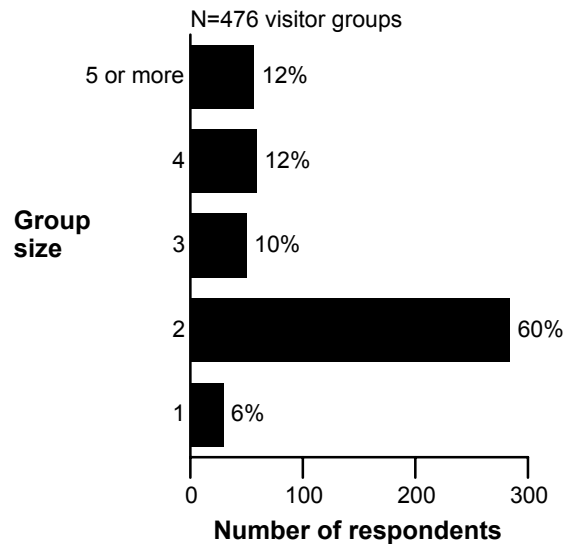


Figure 1: Visitor group size

#### Visitor group type

##### Question 20

On this visit, what kind of personal group were you with?

##### Results

- 68% of visitor groups were made up of family members (see Figure 2).
- 18% were with friends.
- “Other” groups (1%) included:

Elderhostel  
Scouts  
Coach tour

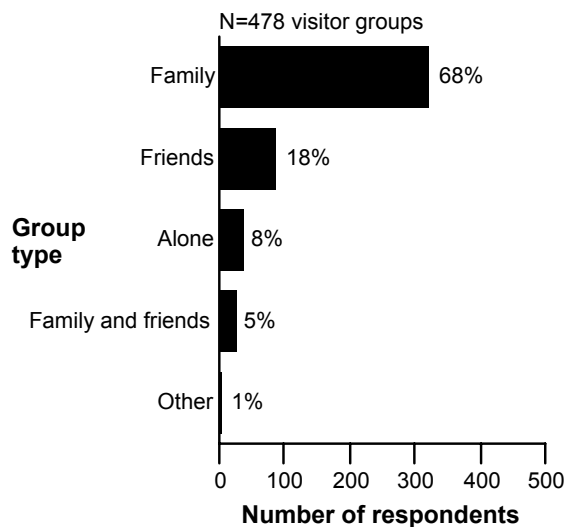


Figure 2: Visitor group type

\*total percentages do not equal 100 due to rounding

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

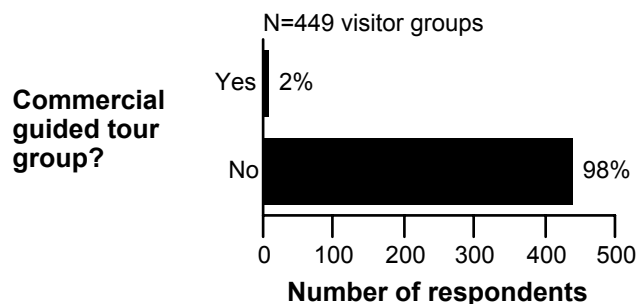
## Visitors with organized groups

### Question 19a

On this trip were you and your personal group part of a commercial guided tour group?

#### Results

- 2% of visitor groups were part of a commercial guided tour group (see Figure 3).



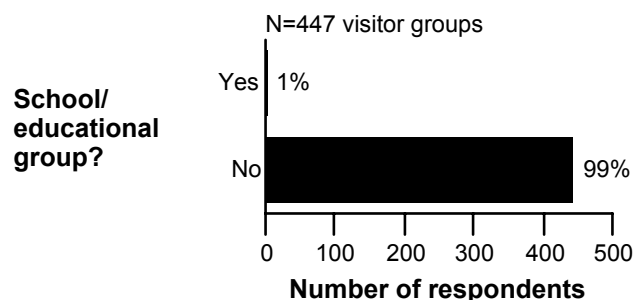
**Figure 3: Visitors with a commercial guided tour group**

### Question 19b

On this trip were you and your personal group part of a school/educational group?

#### Results

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



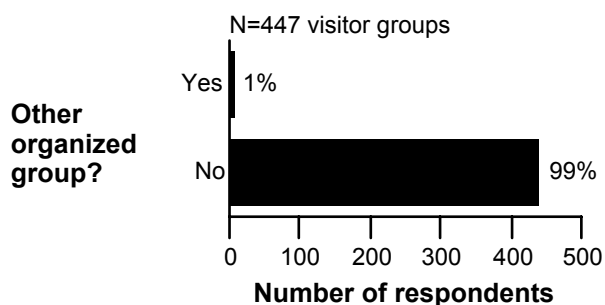
**Figure 4: Visitors with a school/educational group**

### Question 19c

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

#### Results

- 1% of visitor groups were traveling with an other organized group (see Figure 5).



**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 23b

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

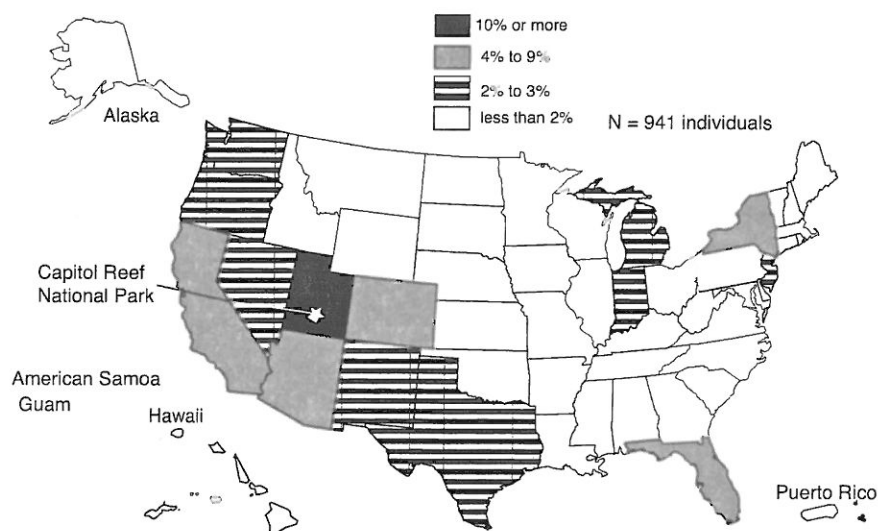
Table 4: United States visitors by state of residence\*

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

## Results

- U.S. visitors were from 45 states and Puerto Rico and comprised 80% of total visitation to the park during the survey period.
- 30% of U.S. visitors came from Utah (see Table 4 and Map 1).
- Smaller proportions of U.S. visitors came from 44 other states and Puerto Rico.

State	Number of visitors	Percent of U.S. visitors N=941 individuals	Percent of total visitors N=1,175 individuals
Utah	280	30	24
California	83	9	7
Colorado	67	7	6
Arizona	39	4	3
Florida	39	4	3
New York	33	4	3
New Mexico	24	3	3
Oregon	23	2	2
Washington	22	2	2
Texas	21	2	2
Nevada	18	2	2
Indiana	17	2	2
New Jersey	16	2	2
Michigan	15	2	2
Maryland	14	1	<1
Virginia	14	1	<1
29 other states and Puerto Rico	216	23	<1



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 23b

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

Table 5: International visitors by country of residence \*

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

## Results

- International visitors were from 17 countries and comprised 20% of total visitation to the park during the survey period (see Table 5).
- 31% of international visitors came from Germany.
- 28% were from the Netherlands.
- 12% were from the United Kingdom.
- Smaller proportions came from 14 other countries.

Country	Number of visitors	Percent of international visitors N=234 individuals	Percent of total visitors N=1,175 individuals
Germany	72	31	3
Netherlands	65	28	2
United Kingdom	29	12	1
Canada	23	10	1
Switzerland	13	6	1
Belgium	7	3	<1
Austria	5	2	<1
Czech Republic	4	2	<1
Taiwan	4	2	<1
Denmark	2	1	<1
Israel	2	1	<1
Italy	2	1	<1
Spain	2	1	<1
France	1	<1	<1
Iran	1	<1	<1
New Zealand	1	<1	<1
Romania	1	<1	<1

\*total percentages do not equal 100 due to rounding

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



## Number of visits to the park

### Question 23c

For you and your personal group on this visit, how many times have you visited Capitol Reef NP in your lifetime (including this visit)?

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

### Results

- 69% of visitors were visiting the park for the first time (see Figure 6).
- 22% visited two or three times.
- 9% visited the park four or more times in their lifetime.

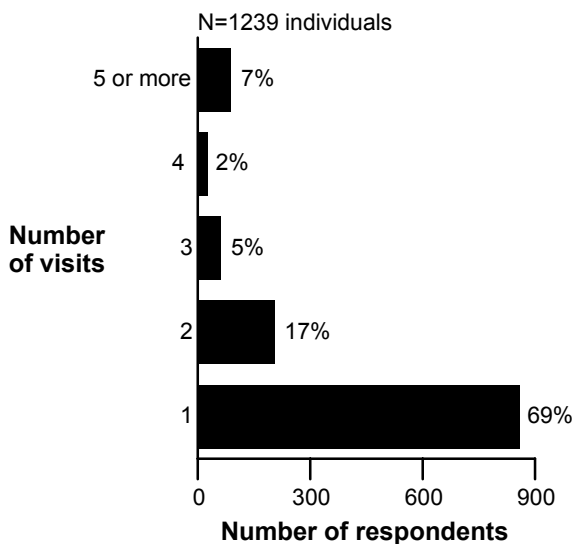


Figure 6: Number of visits to park in lifetime

\*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 23a

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

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

### Results

- Visitor ages ranged from 1 to 97 years.
- 37% of visitors were in the 51-65 years age group (see Figure 7).
- 19% were 36-50 years old.
- 16% were 21-35 years.
- 10% were 15 years or younger.
- 16% were 66 or older.

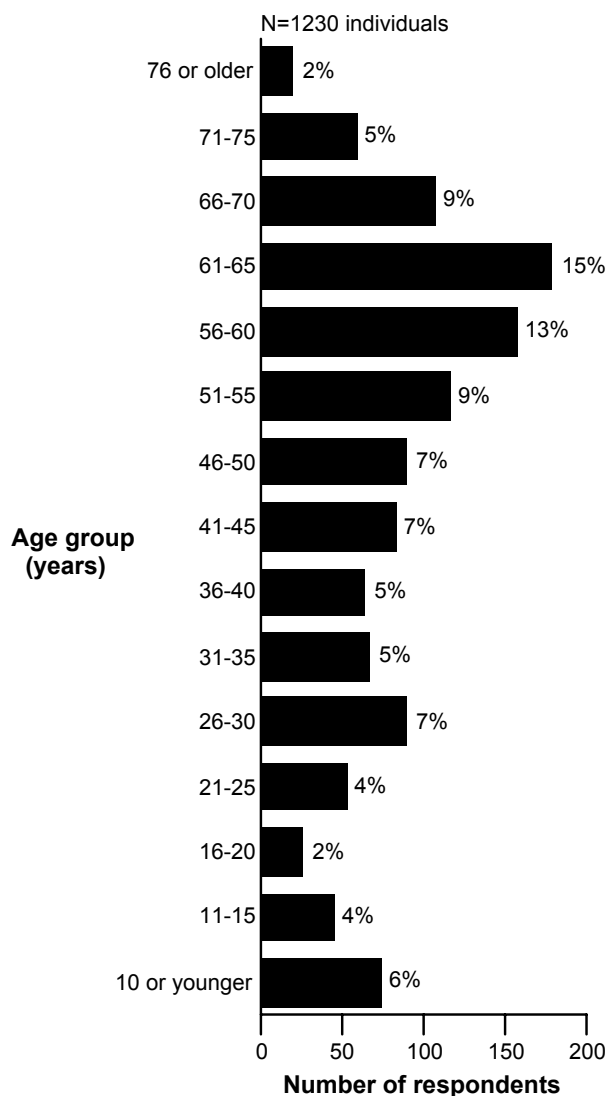


Figure 7: Visitor age

\*total percentages do not equal 100 due to rounding

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

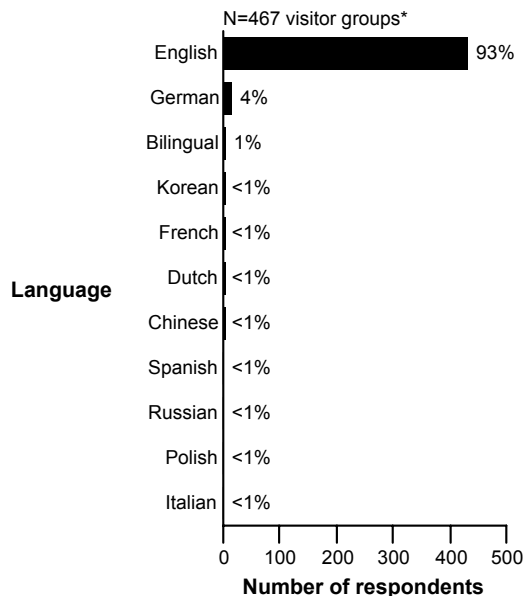
## Language used for speaking and reading

### Question 22a

When visiting an area such as Capitol Reef NP, what one language do you and most members of your personal group prefer to use for speaking?

### Results

- 93% visitor groups reported English as their preferred language for speaking (see Figure 8).
- Bilingual language groups (1%) were:
  - Dutch/English
  - French/English
  - German/English
  - German/French



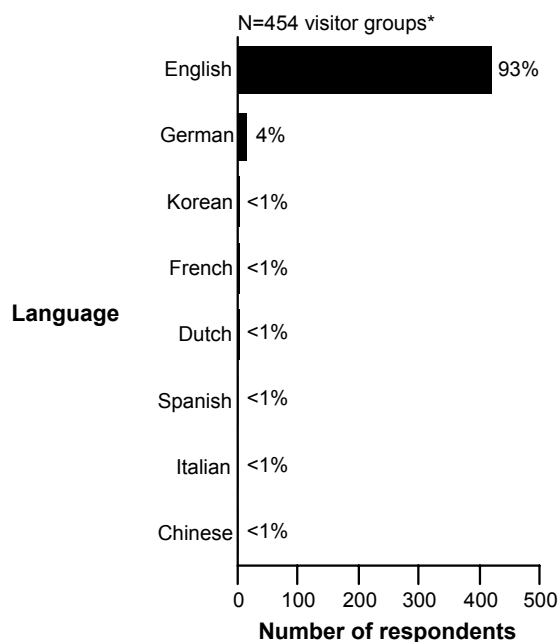
**Figure 8: Language preferred for speaking**

### Question 22b

When visiting an area such as Capitol Reef NP, what one language do you and most members of your personal group prefer to use for reading?

### Results

- 93% visitor groups preferred English for reading (see Figure 9).
- Bilingual language groups (1%) included:
  - Dutch/English
  - French/English
  - German/English
  - German/French



**Figure 9: Language preferred for reading**

\*total percentages do not equal 100 due to rounding

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

## Services preferred in languages other than English

### Question 22b

What services in the park would you like to have provided in languages other than English? (open-ended)

### Results

- Thirty-three visitor groups commented on services they would like to have provided in languages other than English (see Table 6).

**Table 6: Services preferred in other languages**

N=45 comments;  
some visitor groups made more than one comment.

Service	Number of times mentioned
Brochures	12
Maps	8
All services	3
Descriptions	2
Directions	2
Information on how to take care of park	2
Ranger-led programs	2
As many as possible	1
Assistance	1
Exhibits	1
General information	1
Guides	1
Have metric measurements everywhere	1
News	1
Park information	1
Personal tour tape	1
Restrooms	1
Road signs	1
Safety information	1
Signs	1
Trail descriptions	1

\*total percentages do not equal 100 due to rounding

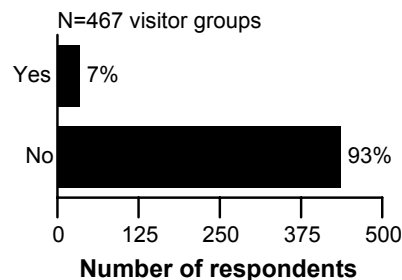
\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitors with physical conditions/impairments

### Question 24a

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

Have physical condition?



### Results

- 7% of visitor groups had members with physical conditions that could make it difficult to access or participate in park activities or services (see Figure 10).

**Figure 10: Visitors with physical conditions**

### Question 24b

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

### Results – Interpret results with **CAUTION!**

- Twenty-six visitor groups commented on the services and activities that were difficult to access or participate in (see Table 7).

**Table 7: Services/activities that were difficult to access/participate in**

N=29 comments;

some visitor groups made more than one comment.

**CAUTION!**

Service	Number of times mentioned
Walking/hiking	12
Age related activities	3
Hill climbing/steep trails	3
Long distance trails	2
Access to most areas of park	1
Climbing steps	1
Difficulty hearing	1
Evening program was too far	1
Food offered outside of park (Torrey) was restricted	1
Mobility problems	1
Small child	1
Trails not accessible with walker	1
Wheelchair access difficult on the panoramic viewpoint	1

\*total percentages do not equal 100 due to rounding

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

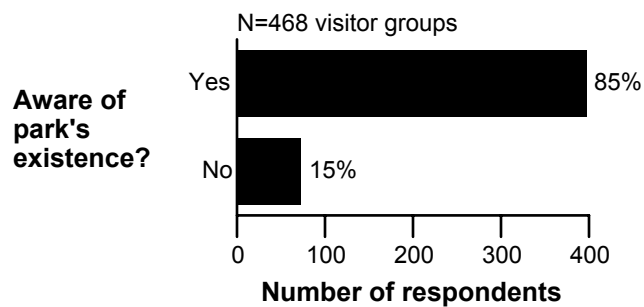
## Awareness of park

### Question 1

Prior to your visit, were you and your group aware of the existence of Capitol Reef NP?

### Results

- 85% of visitor groups were aware of the existence of Capitol Reef NP prior to their visit (see Figure 11).



**Figure 11: Visitor awareness of the existence of Capitol Reef NP**

\*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 2a

Prior to your visit, how did you and your personal group obtain information to plan your visit to Capitol Reef NP?

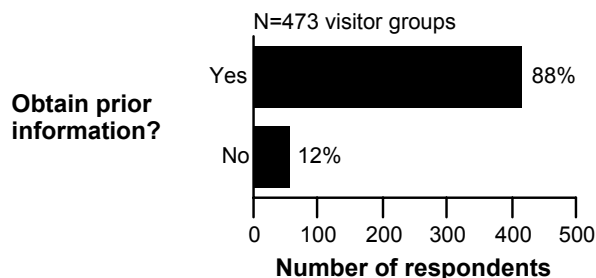
#### Results

- 88% of visitor groups obtained information about Capitol Reef NP prior to their visit (see Figure 12).
- As shown in Figure 13, among those visitor groups who obtained information about Capitol Reef NP prior to their visit, the most common sources were:

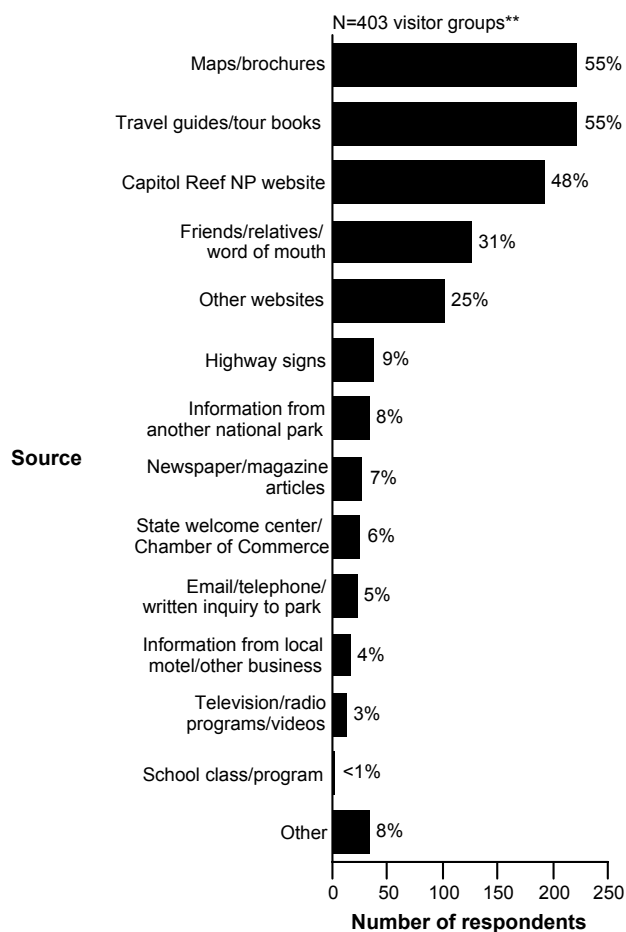
55% Maps/brochures  
55% Travel guides/tour books  
48% Capitol Reef NP website

- “Other” sources (8%) were:

Books  
Elder hostel  
Garmin GPS display  
National Geographic book  
Newsletter  
Previous visits  
Road trip  
Travel agent  
Travel tour  
Visitor information center  
Weather report - NOAA



**Figure 12: Visitor groups who obtained information about Capitol Reef NP prior to visit**



**Figure 13: Sources of information used by visitor groups prior to visit**

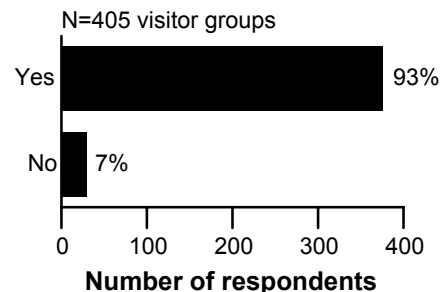
\*total percentages do not equal 100 due to rounding

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

## Question 2c

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

**Receive  
needed  
information?**



## Results

- 93% of visitor groups received needed information prior to their visit (see Figure 14).

**Figure 14: Visitor groups who received needed information prior to their visit**

## Question 2d

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

Results – Interpret results with **CAUTION!**

- Twenty-one visitor groups listed information they needed, but did not receive (see Table 8).

**Table 8: Needed information**

N=27 comments;

some visitor groups made more than one comment.

**CAUTION!**

Type of information	Number of times mentioned
Description of hiking trails	5
Better trail maps	3
Camping information	3
Weather information	3
Backcountry camping options	1
Details about the park	1
Exact routes	1
Geological history	1
History	1
Information on Lonely Planet	1
Information on nature	1
Information on restrooms	1
Map of the park	1
Maps	1
Road conditions to campsites	1
Things you can do in the park	1
Water sources	1

\*total percentages do not equal 100 due to rounding

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



## Information sources for future visit

### Question 2b

If you were to visit Capitol Reef NP in the future, how would you and your personal group prefer to obtain information about the park?

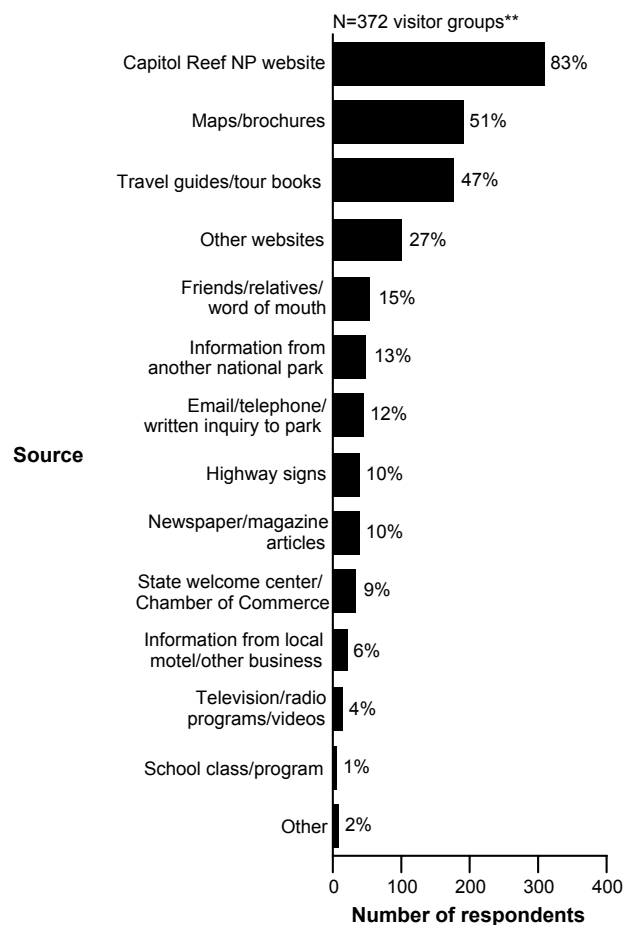
### Results

- As shown in Figure 15, the most common sources of information preferred for a future visit were:

83% Park website  
51% Maps/brochures  
47% Travel guides/tour books

- “Other” sources of information (2%) were:

Hiking maps  
National Geographic book  
Previous visits  
Visitor center



**Figure 15: Sources of information preferred for a future visit**

\*total percentages do not equal 100 due to rounding

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

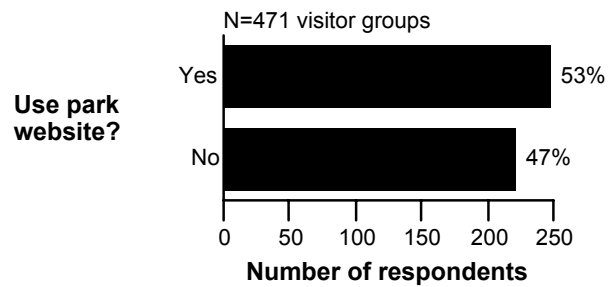
## Park website

### Question 3a

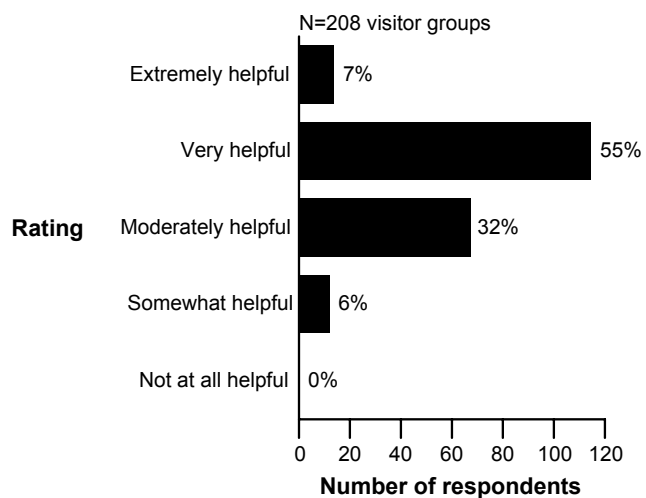
If you and your personal group used the park website ([www.nps.gov/care](http://www.nps.gov/care)) prior to or during this visit, please rate how helpful the website was in planning your visit.

### Results

- 53% of visitor groups used the park website prior to or during their visit (see Figure 16).
- 55% of visitor groups who used the park website found it “very helpful” (see Figure 17).
- 32% found it “moderately helpful.”



**Figure 16: Visitor groups who used the park website**



**Figure 17: Visitor groups' rating of park website helpfulness**

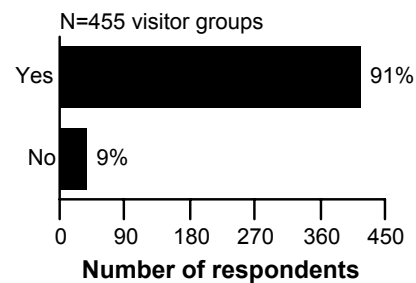
\*total percentages do not equal 100 due to rounding

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

## Question 3b

If you were to visit Capitol Reef NP in the future, what information on the park website (<http://www.nps.gov/care>) would you and your personal group like to have available?

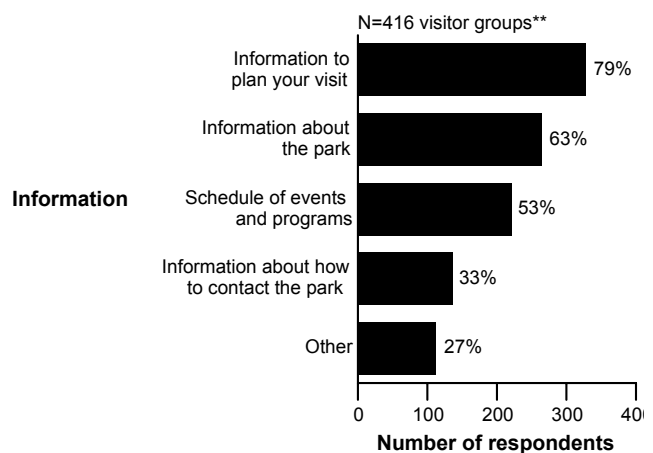
**Interested  
in using  
website?**



## Results

- 91% of visitor groups were interested in using the park website (see Figure 18).
- As shown in Figure 19, the types of information visitors would like to have available on the park website for a future visit included:
  - 79% Information to plan visit
  - 63% Information about the park
  - 53% Schedule of events and programs
- “Other” types of information (27%) are shown in Table 9.

**Figure 18: Visitor groups interest in using park website**



**Figure 19: Information visitor groups would like available on the park website**

\*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” types of information preferred for the park website**

N=142 comments

Type of information	Number of times mentioned
Hiking/trail information	41
Camping information	18
Weather information	13
Detailed maps	11
Nearby lodging	9
Hiking maps	8
Camping reservations	7
Road conditions	5
Backcountry information	3
More photographs	3
Link to RV facilities	2
Nearby services (laundry, food)	2
Park information/highlights	2
4x4 road access	2
Catalog of Gifford House sale items	1
Connection to area national parks	1
Distances to other parks	1
Driving times/distances on park roads	1
Events in nearby towns	1
Information on Torrey, UT	1
Paved roads suitable for motorcycles	1
Photography tips	1
Picnic areas	1
Pictures of campground/hikes	1
River ford depths for 4-wheel drive roads	1
Suggested one or two day itineraries	1
Time management	1
Videos	1
Virtual tour of campground	1
Water availability	1

\*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 the area

### Question 4

For this trip, what was the primary reason that you and your personal group visited the area (within 100 miles) of Capitol Reef NP?

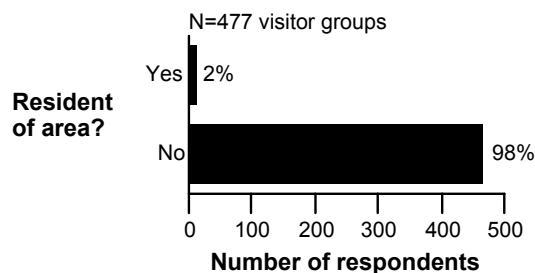
### Results

- 98% of visitor groups were not residents of the area (see Figure 20).
- As shown in Figure 21, the primary reason for visiting the area (within 100 miles) of Capitol Reef NP among visitor groups who were not residents were:

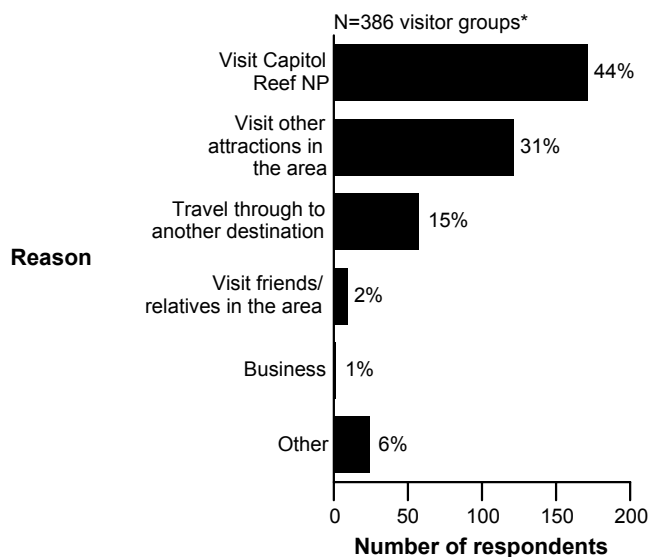
44% Visit Capitol Reef NP  
31% Visit other attractions in the area  
15% Travel through to another destination

- “Other” reasons (6%) included:

Attend a wedding  
Bike trip  
Camping  
Camping at Calf Creek  
Camping at Otter Creek  
Canoe trip  
Cedar Breaks National Monument  
Celebrate anniversary  
Circle Tour  
College course  
Enjoying nature  
Family reunion  
Family tradition  
Hiking  
Like it  
Motorcycle tour  
Own property in the area  
Photography  
Planned visit  
Proximity of the park  
Rock hunting  
Show to grandchildren  
Spend the weekend  
Touring of the parks in the area  
Warm weather  
Wildflower viewing



**Figure 20: Residents of the area (within 100 miles) of Capitol Reef NP**



**Figure 21: Primary reason for visiting the area (within 100 miles) of Capitol Reef NP**

\*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 the park

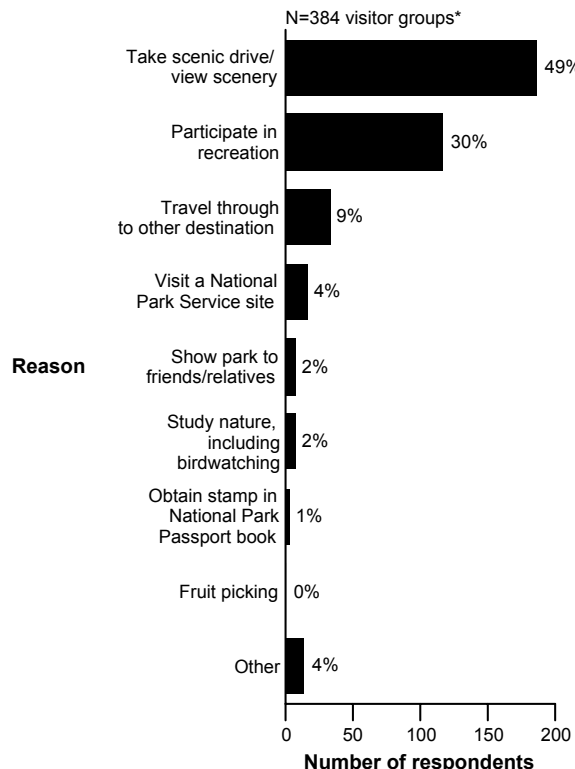
### Question 5

On this visit, what was the primary reason that you and your personal group visited Capitol Reef NP?

### Results

- 49% of visitor groups' primary reason for visiting Capitol Reef NP was to take scenic drive/view scenery (see Figure 22).
- 30% visited primarily to participate in recreation (hiking, bicycling, camping, etc).
- "Other" reasons (4%) were:

Ancient American drawings  
 Annual visit  
 Attend a wedding  
 Camping  
 Cedar Breaks National Monument was not open  
 Education  
 Family tradition  
 Geology  
 History of Mormons  
 Junior Ranger program  
 Material for writing articles  
 Photography  
 Recommended by friends  
 Relaxing in a beautiful place  
 See rock formations  
 Sightseeing  
 Star gazing  
 Take information about park  
 To have a good time  
 Vacation  
 Visit Waterpocket Fold  
 Visiting national/state parks from Zion to Arches



**Figure 22: Primary reason for visiting Capitol Reef NP**

\*total percentages do not equal 100 due to rounding

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

## Places stayed on night prior to visit

### Question 10a

On this trip, where did you and your personal group stay on the night prior to visiting Capitol Reef NP? If you stayed at home please write the name of the town and state where you live.

### Results

- Table 10 shows the towns/cities in which visitor groups stayed on the night prior to visiting Capitol Reef NP.

**Table 10: Town/city in which visitor groups stayed on the night prior to visit**

N=99 locations

Town/city	Number of times mentioned
Torrey, UT	89
Moab, UT	53
Bryce Canyon National Park, UT	41
Salt Lake City, UT	24
Escalante, UT	14
Hanksville, UT	13
Green River, UT	12
Blanding, UT	11
Tropic, UT	11
Boulder, UT	9
Grand Junction, CO	9
Goblin Valley State Park, UT	6
Monticello, UT	5
Natural Bridges National Monument, UT	5
Orem, UT	5
Panguitch, UT	5
Zion National Park, UT	5
Bicknell, UT	4
Canyonlands National Park, UT	4
Las Vegas, NV	4
Arches National Park, UT	3
Delta, UT	3
Glendale, UT	3
Hurricane, UT	3
Loa, UT	3
Mexican Hat, UT	3
Richfield, UT	3
St. George, UT	3
Teasdale, UT	3
Cannonville, UT	2
Cedar City, UT	2
Dixie National Forest Campground, UT	2
Duck Creek Campground, UT	2
Eagle Mountain, UT	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: Town/city in which visitor groups stayed  
on the night prior to visit**  
(continued)

Town/city	Number of times mentioned
Farmington, NM	2
Kodachrome State Park, UT	2
Lehi, UT	2
Mesa Verde National Park, CO	2
Monument Valley, UT	2
Murray, UT	2
North Rim Grand Canyon, AZ	2
Page, AZ	2
Park City, UT	2
Provo, UT	2
Ruby's Inn, UT	2
Sandy, UT	2
Springdale, UT	2
Avon, UT	1
Aztec, NM	1
Berthound, CO	1
Bluff, UT	1
Bountiful, UT	1
Bullfrog, UT	1
Centerville, UT	1
Chinle, AZ	1
Circleville, UT	1
Clinton, UT	1
Denver, CO	1
Escalante River, UT	1
Fairplay, CO	1
Ferron, UT	1
Fort Defiance, AZ	1
Great Basin National Park, NV	1
Great Sand Dunes National Park, CO	1
Hatch, UT	1
Jacob Lake, AZ	1
Kanab, UT	1
Lakewood, CO	1
Layton, UT	1
Lee's Ferry, AZ	1
Logan, UT	1
Los Angeles, CA	1
Lyman, UT	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: Town/city in which visitor groups stayed  
on the night prior to visit**  
(continued)

Town/city	Number of times mentioned
Maple Grove Campground, UT	1
Medora, UT	1
Mesquite, NV	1
Montrose, CO	1
Mt Carmel, UT	1
Nephi, UT	1
Pagosa Springs, CO	1
Parowan, UT	1
Pleasant Grove, UT	1
Price, UT	1
Red Canyon Campground, UT	1
Rockville, UT	1
Salina, UT	1
Show Low, AZ	1
Statespark, UT	1
Tremonton, UT	1
Vernal, UT	1
Washington, UT	1
West Jordan, UT	1
West Point, UT	1

\*total percentages do not equal 100 due to rounding

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

## Places stayed on night after visit

### Question 10b

On this trip, where did you and your personal group stay on the night after leaving Capitol Reef NP? If you stayed at home please write the name of the town and state where you live.

### Results

- Table 11 shows the towns/cities in which visitor groups stayed on the night after leaving Capitol Reef NP.

**Table 11: Town/city in which visitor groups stayed on the night after visit**  
N=110 locations

Town/city	Number of times mentioned
Moab, UT	60
Torrey, UT	49
Bryce Canyon National Park, UT	41
Salt Lake City, UT	37
Escalante, UT	20
Green River, UT	16
Tropic, UT	11
Cannonville, UT	8
Boulder, UT	7
Arches National Park, UT	6
Blanding, UT	6
Denver, CO	6
Bluff, UT	5
Cedar City, UT	5
Hanksville, UT	5
Orem, UT	5
Ruby's Inn, UT	5
Grand Junction, CO	4
Kanab, UT	4
Las Vegas, NV	4
Monticello, UT	4
Page, AZ	4
Springdale, UT	4
Canyonlands National Park, UT	3
Natural Bridges National Monument, UT	3
Panguitch, UT	3
Richfield, UT	3
St. George, UT	3
Zion National Park, UT	3
Bicknell, UT	2
Eagle Mountain, UT	2
Goblin Valley State Park, UT	2
Kayenta, AZ	2
Kodachrome Basin State Park, UT	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: Town/city in which visitor groups stayed on the night after visit**  
(continued)

Town/city	Number of times mentioned
Mexican Hat, UT	2
Monument Valley, UT	2
Murray, UT	2
Nephi, UT	2
Otter Creek State Park, UT	2
Park City, UT	2
Provo, UT	2
Salina, UT	2
Sandy, UT	2
Teasdale, UT	2
Vernal, UT	2
Washington, UT	2
Avon, UT	1
Aztec, NM	1
BLM Land near Fremont River, UT	1
Barstow, CA	1
Big Lake, CO	1
Boise, ID	1
Boston, MA	1
Boulder, CO	1
Bountiful, UT	1
Calf Creek Recreation Area, UT	1
Centennial, CO	1
Centerville, UT	1
Clearfield, UT	1
Colorado National Monument, CO	1
Cortez, CO	1
Craters of the Moon National Monument, ID	1
Delta, CO	1
Dillon Lakes, UT	1
Dillon, CO	1
Ely, NV	1
Eureka, NV	1
Farmington, UT	1
Federal Heights, CO	1
Ferron, UT	1
Flagstaff, AZ	1
Fools Hollow, AZ	1
Grand Canyon, AZ	1
Grand Lake, CO	1
Great Basin National Park, NV	1
Gunnison National Park, CO	1
Highland, UT	1
Hurricane, UT	1
Jackson Hole, WY	1
Kingman, AZ	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: Town/city in which visitor groups stayed on the night after visit**  
(continued)

Town/city	Number of times mentioned
Lakewood, CO	1
Layton, UT	1
Lehi, UT	1
Loa, UT	1
Logan, UT	1
Lyman, UT	1
Minersville State Park, UT	1
Mount Carmel Jct, UT	1
New York, NY	1
Paria Townsite, UT	1
Pleasant Grove, UT	1
Prescott, AZ	1
Price, UT	1
Ridgeway, CO	1
Rifle, CO	1
Rockton, IL	1
Rocky Mountain National Park, CO	1
San Rafael Swell, UT	1
South Lake Tahoe, CA	1
Spring City, UT	1
Steamboat Springs, CO	1
Taos, NM	1
Taylorsville, UT	1
Tooele, UT	1
West Jordan, UT	1
West Point, UT	1
West Valley City, UT	1
Winnemucca, NV	1

\*total percentages do not equal 100 due to rounding

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

## Number of vehicles

### Question 21b

On this visit, please list the number of vehicles in which you and your personal group arrived at the park.

### Results

- 91% of visitor groups used one vehicle to arrive at the park (see Figure 23).

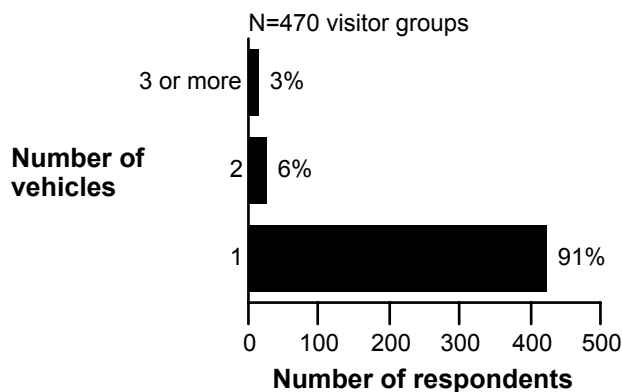


Figure 23: Number of vehicles used to arrive at the park

## Number of park entries

### Question 21c

On this trip, how many times did you and your personal group enter Capitol Reef NP?

### Results

- 52% of visitor groups entered the park once (see Figure 24).
- 22% entered the park twice.

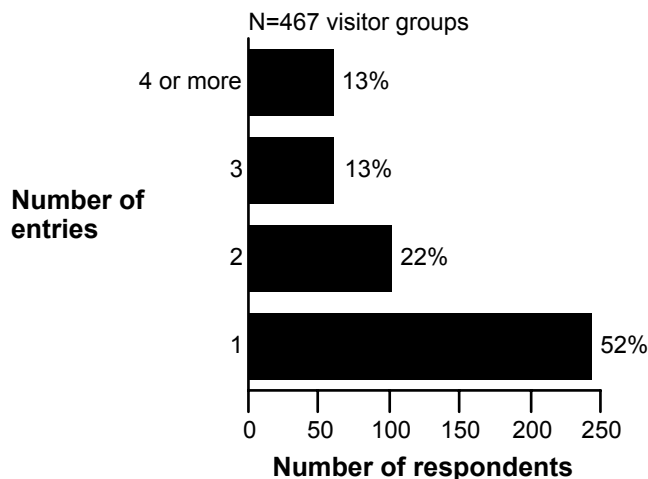


Figure 24: Number of park entries

\*total percentages do not equal 100 due to rounding

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

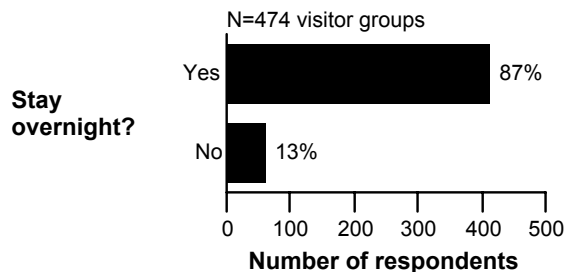
## Overnight stay and accommodations

### Question 9a

On this trip, did you and your personal group stay overnight away from home within 100 miles of the park?

### Results

- 87% of visitor groups stayed overnight away from home within 100 miles of the park (see Figure 25).



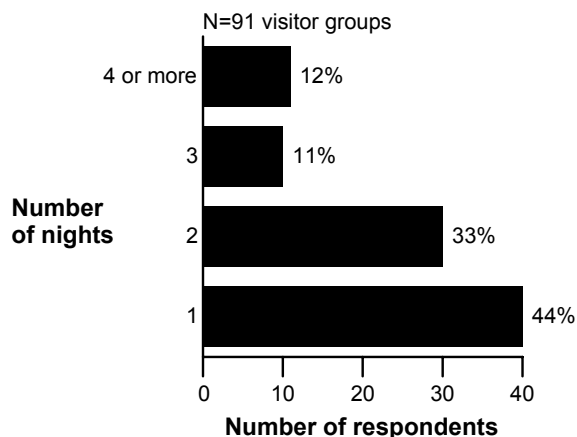
**Figure 25: Visitor groups who stayed overnight within 100 miles of the park**

### Question 9b

If YES, please list the number of nights you and your personal group stayed inside Capitol Reef NP.

### Results

- 44% of visitor groups stayed one night inside (see Figure 26).
- 33% stayed two or more nights.
- 23% stayed three or four nights.



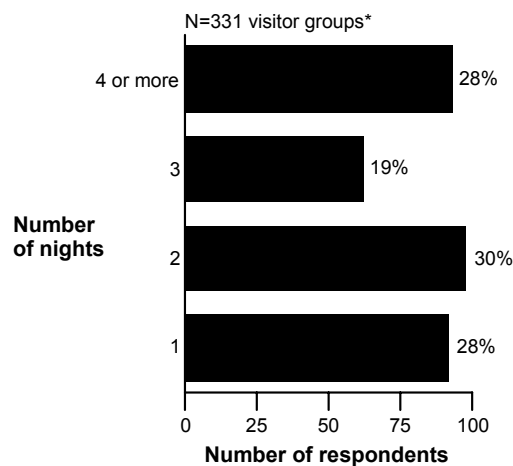
**Figure 26: Number of nights inside the park**

### Question 9c

If YES, please list the number of nights you and your personal group stayed outside the park, within 100 miles.

### Results

- 30% of visitor groups stayed two nights in the area (see Figure 27).
- 28% stayed one night.
- 28% stayed four or more nights.



**Figure 27: Number of nights in the area outside the park**

\*total percentages do not equal 100 due to rounding

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

## Type of lodging inside the park

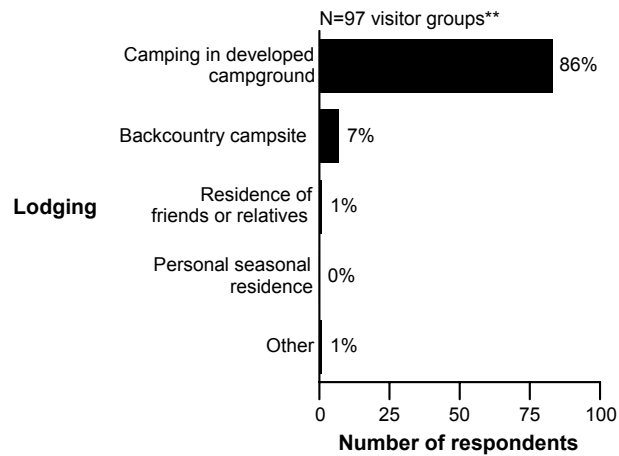
### Question 9b

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

### Results

- 86% of visitor groups camped in developed campgrounds (see Figure 28). Note: many of the campgrounds listed by visitors are not in Capitol Reef NP.
- Camping locations included:
  - Arches National Park
  - Calf Creek Recreation Area
  - First campground tent area parking lot
  - Fruita Campground
  - Loop A
  - Loop B
  - Loop C
  - National Park Campground
  - Natural Bridges
  - North Orchard
  - Shady Acres
  - Thousand Lakes
  - Torrey
  - Unspecified campground inside park
- 7% camped in backcountry campsites.
- “Other” types of lodging (1%) included:

1000 Lakes Campground



**Figure 28: Type of lodging inside the park**

\*total percentages do not equal 100 due to rounding

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

## Type of lodging in the area outside the park

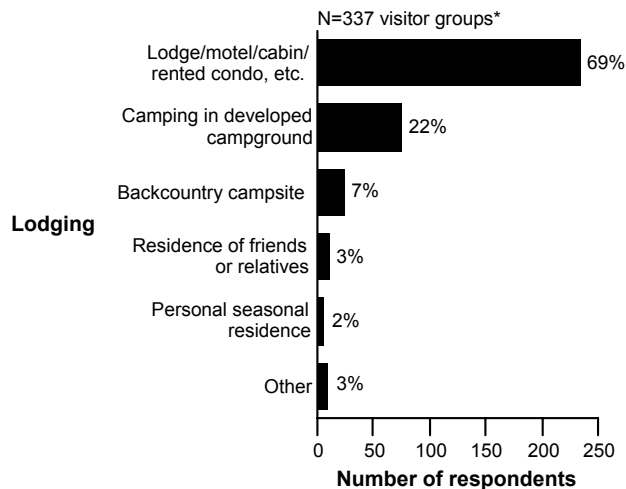
### Question 9c

In what type of lodging did you and your personal group spend the night(s) in the area outside the park (within 100 miles)?

### Results

- 69% of visitor groups stayed in a lodge, motel, cabin, rented condo/home, or bed & breakfast (see Figure 29).
- 22% camped in a developed campground.
- “Other” types of lodging (3%) included:

Bureau of Land Management land  
Bryce Canyon  
Dixie NFS cabin  
Forest Service land  
Gravel area on Burr Trail (BLM)  
RV park  
Wonderland RV Park



**Figure 29: Type of lodging in the area outside the park (within 100 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 stay in the park

### Question 7b

On this visit to Capitol Reef NP, how long did you and your personal group spend visiting the park?

### Results

#### Number of hours if less than 24

- 55% of visitor groups spent five or more hours (see Figure 30).
- 29% spent between three and four hours.
- The average length of stay for visitor groups who spent less than 24 hours was 5.9 hours.

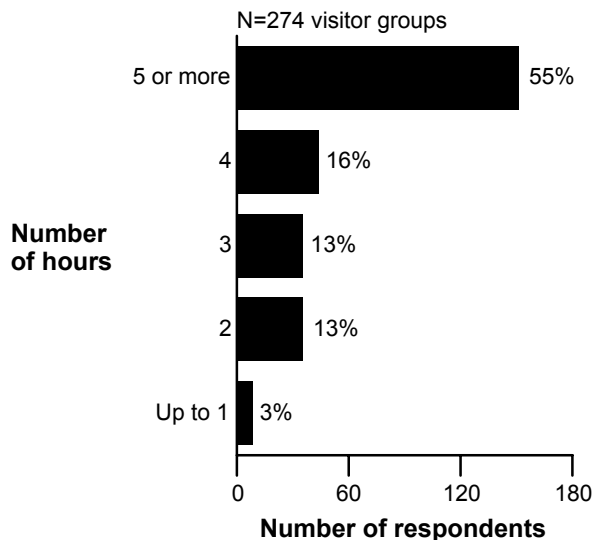


Figure 30: Number of hours visiting the park

#### Number of days if 24 hours or more

- 62% of visitor groups spent two or three days (see Figure 31).
- 20% spent one day.
- The average length of stay for visitor groups who spent more than 24 hours was 3.1 days.

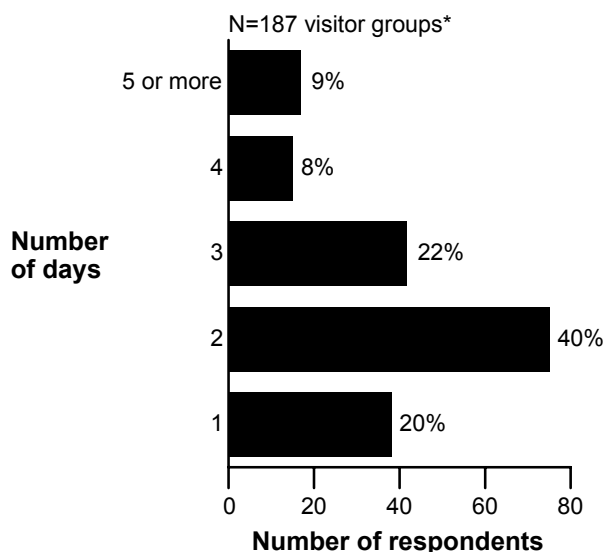


Figure 31: Number of days visiting the park

#### Average length of stay

- The average length of stay for all visitor groups was 34 hours, or 1.4 days.

\*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 stay in the area

### Question 7a

On this trip, how much time did you and your personal group spend outside the park, but in the area (within 100 miles)?

Note: Number of days stayed was only reported for visitors who were not residents of the area.

### Results

#### Number of hours if less than 24

- 43% of visitor groups spent five or more hours (see Figure 32).
- 36% spent two or three hours.
- The average length of stay for visitors who spent less than 24 hours in the area was 5.7 hours.

#### Number of days if 24 hours or more

- 54% spent one or two days (see Figure 33).
- 30% stayed three or four days.
- The average length of stay for visitors who spent more than 24 hours in the area was 3.1 days.

#### Average length of stay

- The average length of stay for all visitors was 56 hours, or 2.3 days.

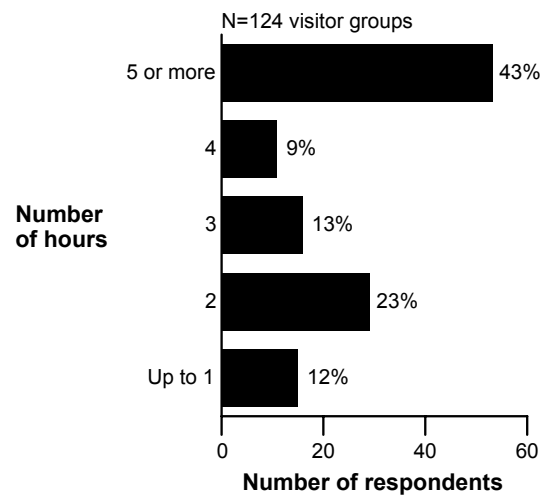


Figure 32: Number of hours in the area (within 100 miles)

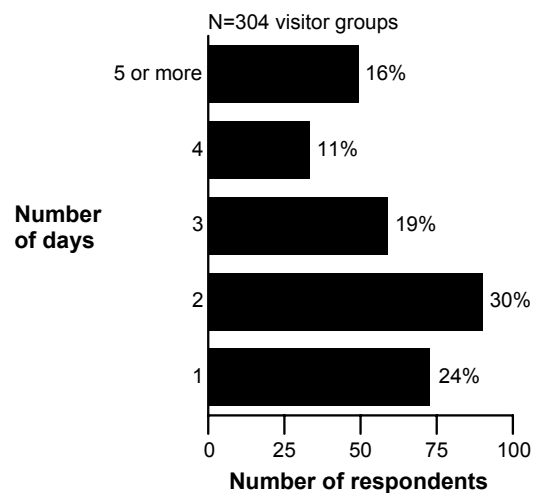


Figure 33: Number of days in the area (within 100 miles)

\*total percentages do not equal 100 due to rounding

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

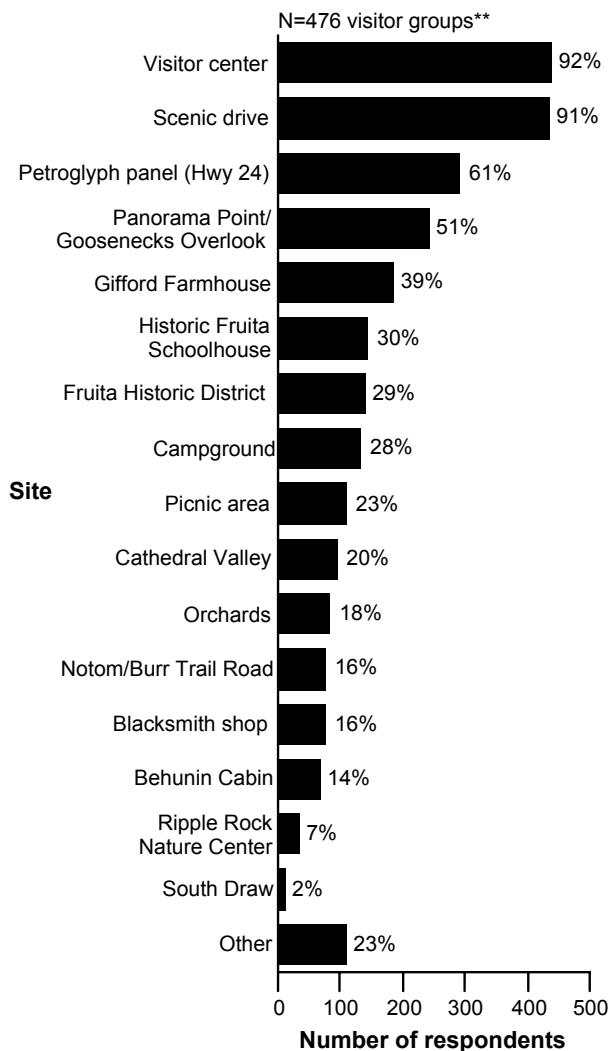
## Sites visited

### Question 6

For this visit, please mark all of the sites that you and your personal group visited in Capitol Reef NP.

### Results

- As shown in Figure 34, the most commonly visited sites by visitor groups at Capitol Reef NP were:
  - 92% Visitor center
  - 91% Scenic drive
  - 61% Petroglyph panel (Hwy 24)
- The least visited sites were:
  - 7% Ripple Rock Nature Center
  - 2% South Draw
- “Other” sites that were visited (23%) are shown in Table 12.



**Figure 34: 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 12: “Other” sites visited**  
N=161 comments

Site	Number of times mentioned
Grand Wash	26
Hickman Bridge	26
Capitol Gorge	25
Chimney Rock	10
Cohab Canyon	10
Capitol Gorge Tanks Trail	7
Cassidy Arch	7
Sulphur Creek	6
Hiking trails	4
Navajo Knobs	4
Golden Throne Trail	3
Spring Canyon	3
Capitol Dome	2
Fremont River Trail	2
Frying Pan Trail	2
Halls Creek Narrows	2
More petroglyphs	2
Pioneer Register	2
Pleasant Creek	2
Rim Overlook	2
Strike Valley Overlook	2
Waterpocket Fold	2
Backcountry camping	1
Canyon walk at end of scenic drive	1
Cottonwood Slot	1
Freemont Overlook	1
Grand Wash Three Tanks Walk	1
Natural Bridge	1
Old Wagon Trail	1
River Trail	1
Sunset Point	1
Waterfall	1

\*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 first

Question 6b

Which site in Capitol Reef NP did you visit first?

### Results

- As shown in Figure 35, the sites that most visitor groups visited first were:

35% Visitor center  
29% Fruita Historic District

- “Other” sites visited first (5%) were:

Capitol Dome  
Capitol Gorge  
Chimney Rock  
Chimney Rock Trail  
Cohab Canyon  
Grand Wash Trail  
Hickman Bridge  
Natural Bridge  
Rim Trail  
Sulphur Creek

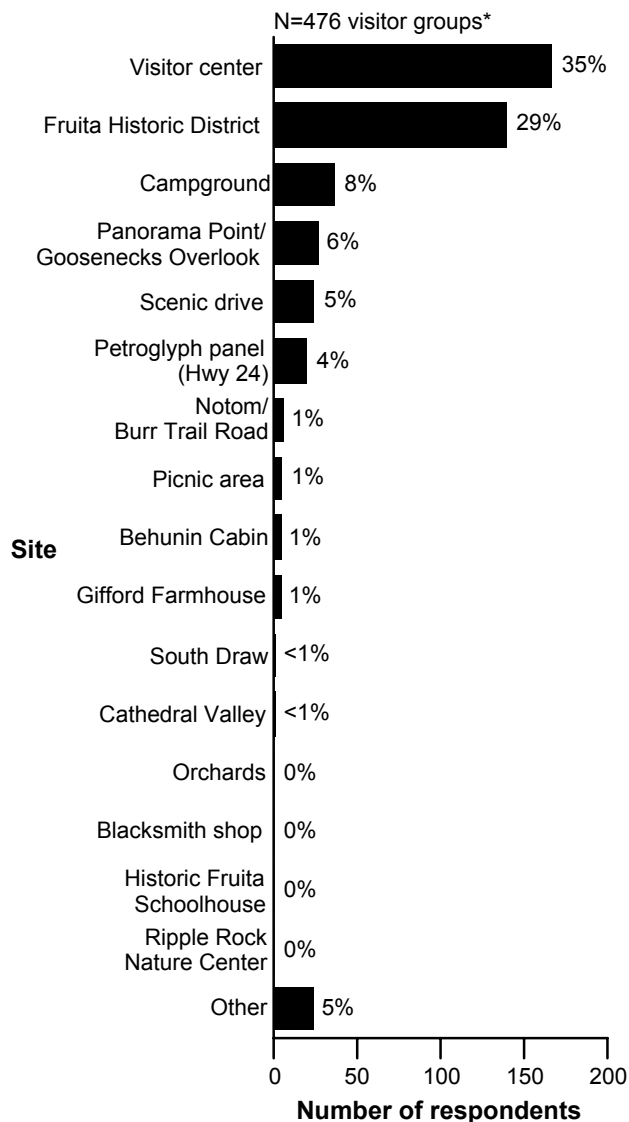


Figure 35: Sites visited first

\*total percentages do not equal 100 due to rounding

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

## Expected activities

### Question 8a

While planning this visit, what activities did you and your personal group expect to do at Capitol Reef NP?

### Results

- As shown in Figure 36, the most common activities visitor groups expected to do were:

93% Viewing scenery

77% Taking photographs/painting/drawing

69% Hiking

- “Other” activities (4%) were:

Camping

Bocce game

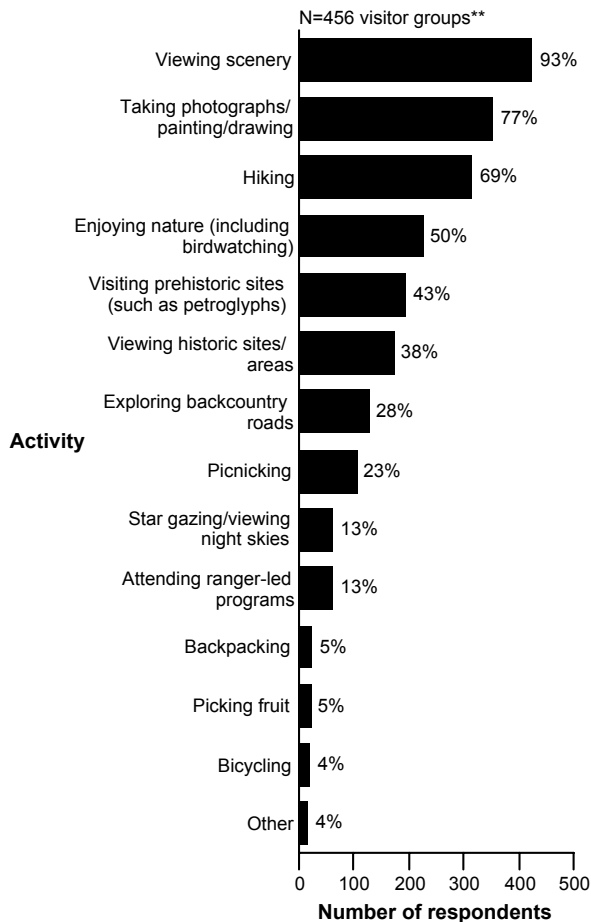
Checking it out

Obtaining National Park Passport stamp

Seeing rock formations

Using the restroom

Visiting the visitor center



**Figure 36: Expected 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

## Activities on this visit

### Question 8b

During this visit to Capitol Reef NP, what activities did you and your personal group participate in?

### Results

- As shown in Figure 37, the most common activities in which visitor groups participated were:

93% Viewing scenery

78% Taking photographs/painting/drawing

70% Hiking

- “Other” activities (4%) were:

Camping

Apple pie tasting

Bocce

Obtaining a National Park

Passport stamp

Petting a horse

Seeing rock formations

Visiting Gifford Farmhouse

Visiting the visitor center

Watching the video

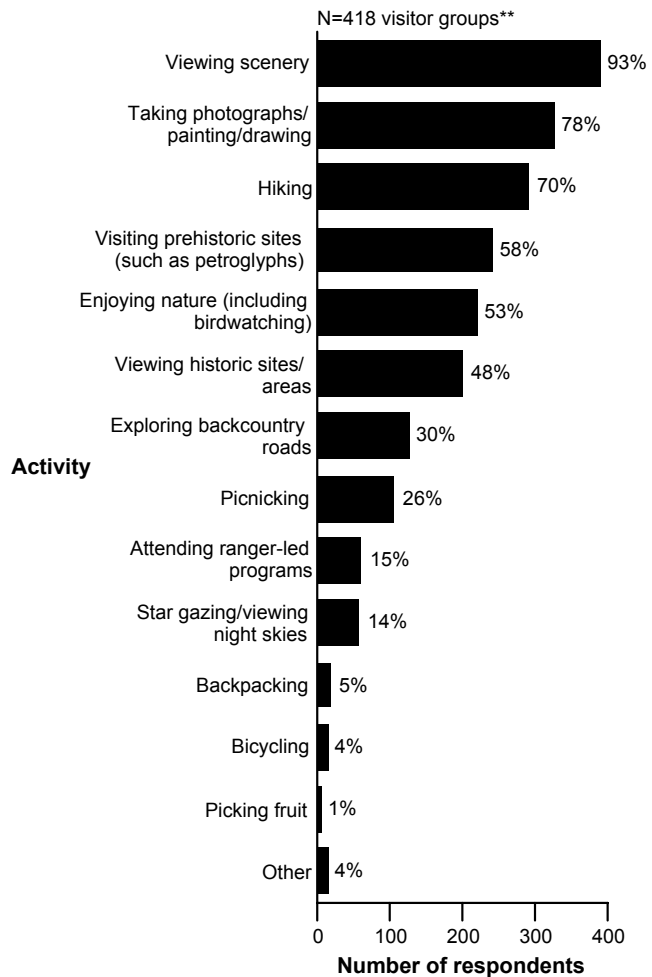


Figure 37: Activities on this visit

\*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 on this visit

### Question 8c

Which one of the above activities was the primary activity that you and your personal group did in Capitol Reef NP on this visit?

### Results

- As shown in Figure 38, the most common primary activities listed by visitor groups were:
  - 35% Viewing scenery
  - 35% Hiking
- “Other” activities (2%) included:
  - Camping
  - Driving through point of interest
  - Family get together
  - Geology
  - Just to see what the park was about
  - See rocks

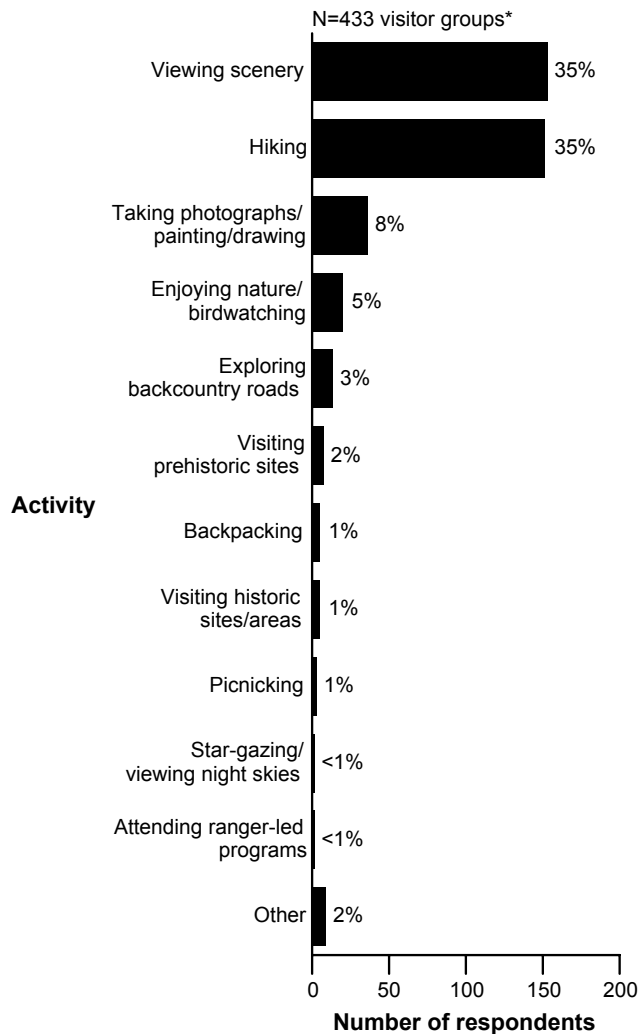


Figure 38: Primary activity

\*total percentages do not equal 100 due to rounding

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



## Interpretive programs

### Question 11

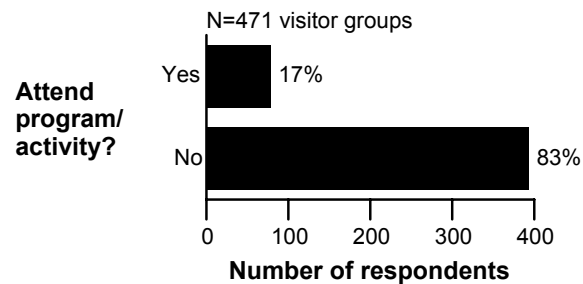
Capitol Reef NP interpretive programs and exhibits discuss topics such as geology, American Indian culture/history, pioneer history, historic orchards, and plants/animals.

### Question 11a

On this visit to Capitol Reef NP, did you and your group attend any ranger-led programs/activities?

### Results

- 17% of visitor groups attended a ranger-led program/activity (see Figure 39).



**Figure 39: Visitors that attended ranger-led programs/activities**

### Question 11b

If NO, why not?

### Results

- Seventy-eight visitor groups (N=307) responded to this question.
- Table 13 shows the reasons that visitors did not attend interpretive programs/activities.

\*total percentages do not equal 100 due to rounding

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

**Table 13: Reasons for not attending ranger-led programs/activities**

N=330 comments;  
some visitor groups made more than one comment.

Reason	Number of times mentioned
Time restrictions	158
Not interested	36
Prefer self-guided activities	18
Engaged in other activities	15
Did not know about them	11
No programs were available at time of visit	11
Just driving through	10
Inconvenient times	8
Did not plan ahead of time	7
Arrived late	6
Language constraints	6
Do not enjoy crowds	4
Already had the information needed	3
Attended programs on prior visits	3
Did not think about it	3
Had guides in the group	3
No particular reason	3
We were tired	3
Had a pet	2
Just wanted to enjoy nature	2
Not interested in the content of the programs	2
Unaware of the schedule	2
Young children in the group	2
Weather conditions (cold, rain, heat)	2
Bad hearing	1
Did not have the opportunity	1
Did not see any rangers	1
Did not take the time	1
Did not want to wait	1
In a family reunion	1
Length of the programs	1
Other priorities	1
Programs are not challenging enough	1
The park was not primary destination	1
Would like an evening program but none available	1

\*total percentages do not equal 100 due to rounding

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

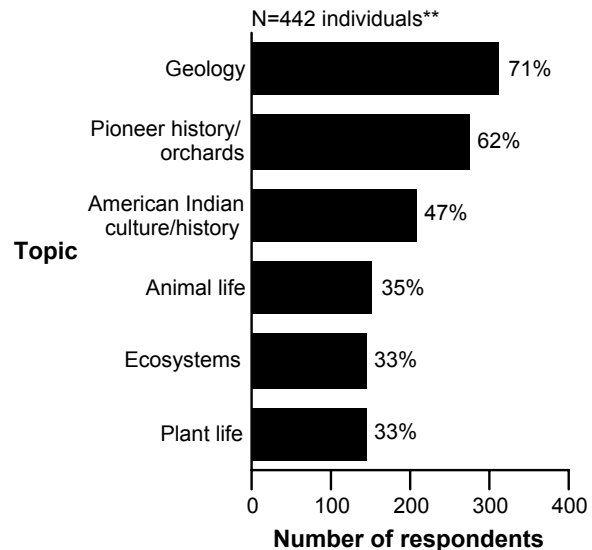
## Topics learned on this visit

### Question 12a

Did you learn about the following topics during your visit?

### Results

- 71% of visitors learned about geology on this visit (see Figure 40).
- 62% learned about pioneer history/orchards.
- 47% learned about American Indian culture/history.



**Figure 40: Topics learned on this visit**

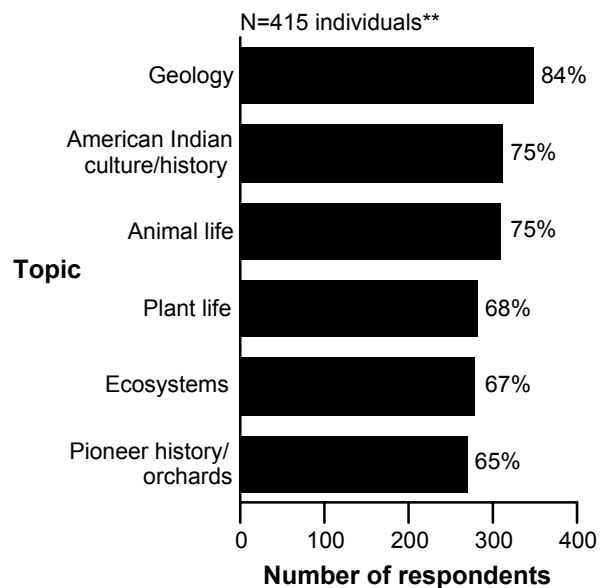
## Preferred topics on future visit

### Question 12c

Next, whether or not you learned about a topic on this visit, which topics would you be interested in learning about on a future visit?

### Results

- 84% of visitors would be interested in learning about geology on a future visit (see Figure 41).
- 75% would be interested in learning about American Indian culture/history.
- 75% would be interested in learning about animal life.



**Figure 41: Topics interested in learning on 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

## Improved understanding of park topics

### Question 12b

For each topic you answered YES to in Question 12a, please indicate to what extent, if any, your understanding of the topic improved during your visit.

### Results

- Figures 42-47 show how visitors' understanding of the topics improved during the visit.

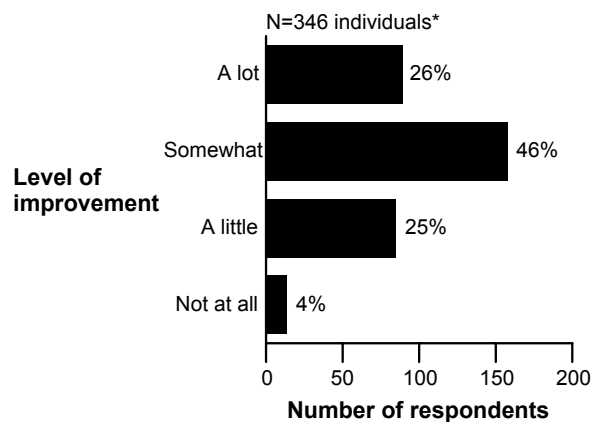


Figure 42: Understanding of geology

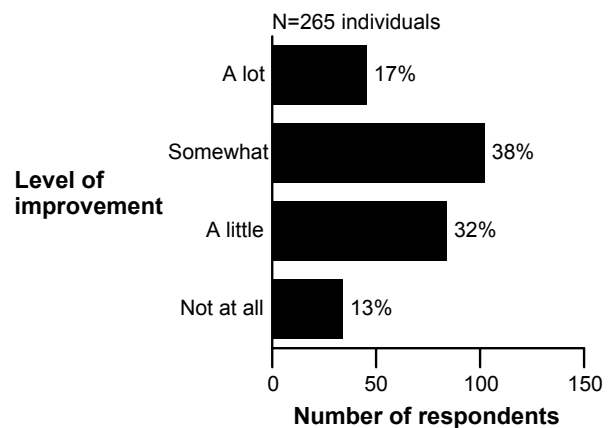


Figure 43: Understanding of American Indian culture/history

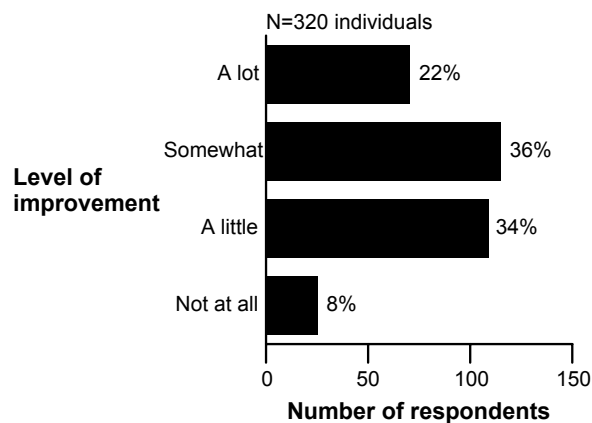


Figure 44: Understanding of pioneer history/orchards

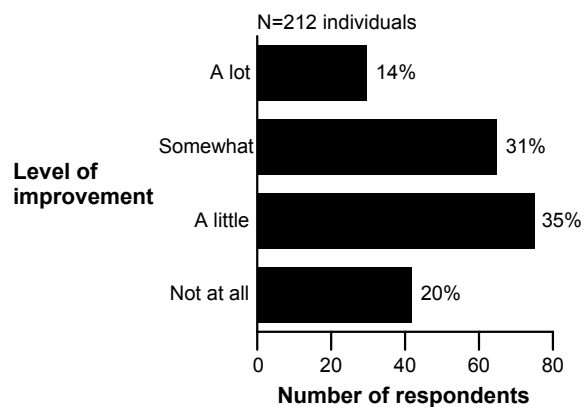
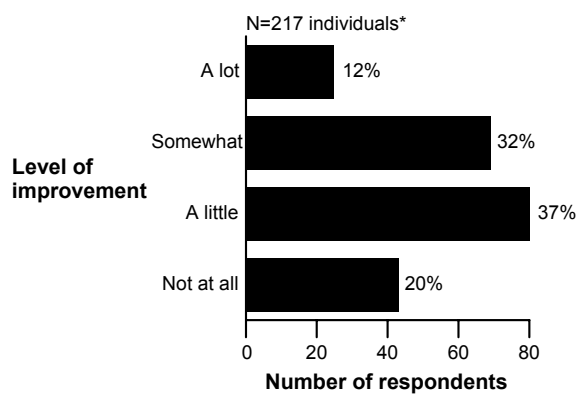
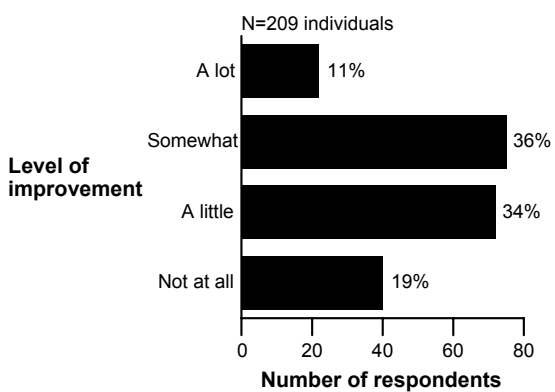


Figure 45: Understanding of plant life

\*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: Understanding of animal life****Figure 47: Understanding of ecosystems**

\*total percentages do not equal 100 due to rounding

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

## Question 12d

Please list any additional topics at Capitol Reef NP that you and your personal group are interested in learning about.

## Results

- Thirty-eight visitor groups responded to this question.
- Table 14 shows additional topics visitor groups were interested in learning about:

**Table 14: Additional topics to learn about**  
N=40 comments;  
some visitor groups made more than one comment.

Topic	Number of times mentioned
Geology	5
History of the park	3
Night sky	3
Plant life	3
Entomology	2
Programs on inhabitants	2
Animal life	1
Archaeology of the area	1
Art classes using the environment	1
Best places for pictures	1
Bird programs	1
Category 2 and 3 Rock Art Sites	1
Creation time line	1
Current Native American life near park	1
Hydrology	1
Leave no Trace	1
Long distance hikes	1
Nature	1
Other expeditions	1
Petroglyphs	1
Safe recreation	1
Tamarisk (exotic plant) eradication	1
The origin of the mountains	1
Water management and desert survival	1
Waterpocket Fold	1
What is the picture on map cover?	1
Who developed the hiking trails	1
Wildlife conservation studies	1

\*total percentages do not equal 100 due to rounding

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

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

### Information services and facilities used

#### Question 15a

Please indicate all information services and facilities that you or your personal group used in Capitol Reef NP during this visit.

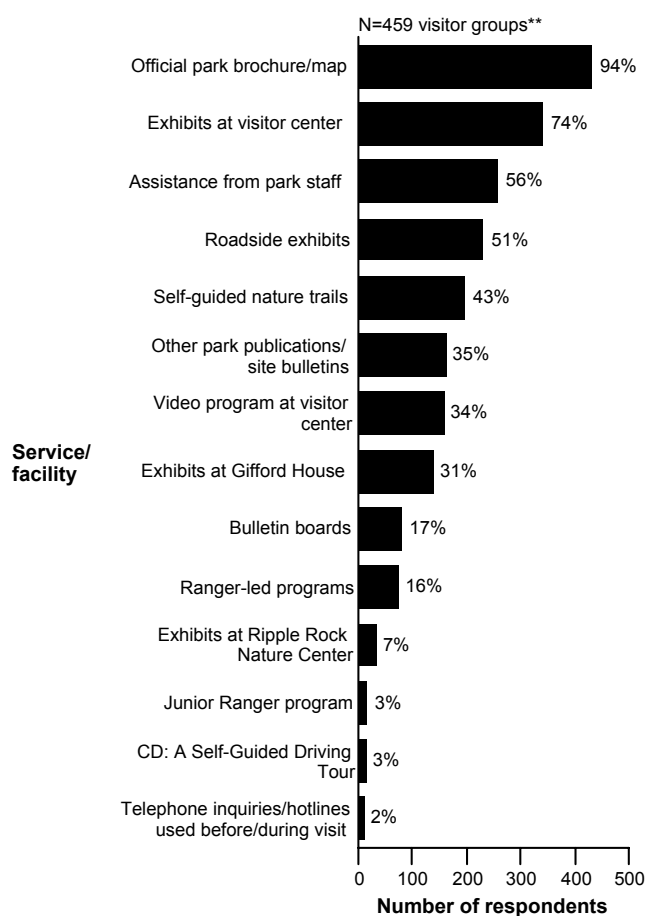
#### Results

- As shown in Figure 48, the most commonly used information services and facilities were:

94% Official park brochure/map  
74% Exhibits at visitor center  
56% Assistance from park staff

- The least used services/facilities were:

3% Junior Ranger program  
3% CD: A Self-Guided Driving Tour  
2% Telephone inquiries/hotlines used before/during visit



**Figure 48: Information services and facilities used**

\*total percentages do not equal 100 due to rounding

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

## Importance ratings of information services and facilities

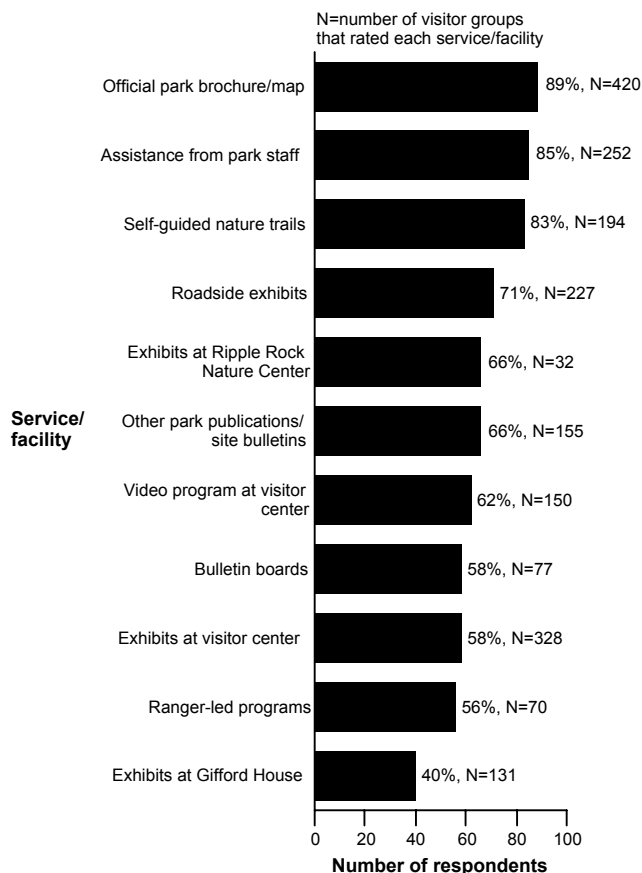
### Question 15b

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

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

### Results

- Figure 49 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The information services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
  - 89% Official park brochure/map
  - 85% Assistance from park staff
  - 83% Self-guided nature trails
- Figures 50 to 63 show the importance ratings for each information service and facility.
- The information service/facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:
  - 4% Exhibits at Gifford House

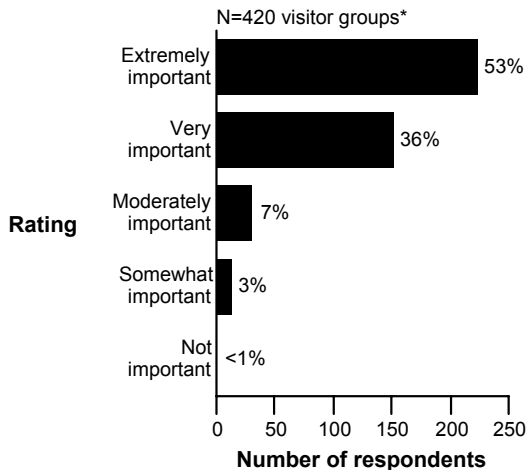


**Figure 49: Combined proportions of “extremely important” and “very important” ratings of information services and facilities**

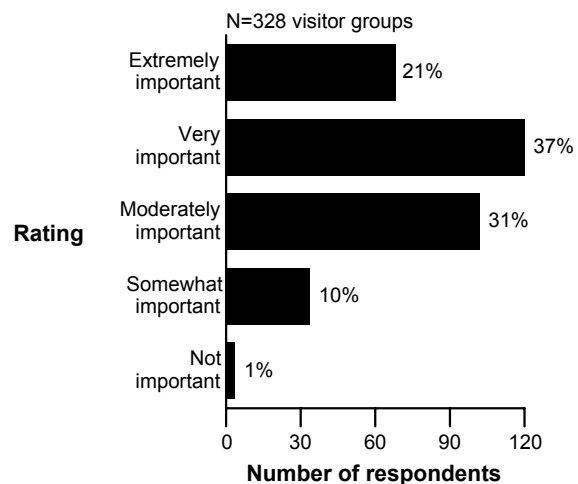
\*total percentages do not equal 100 due to rounding

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

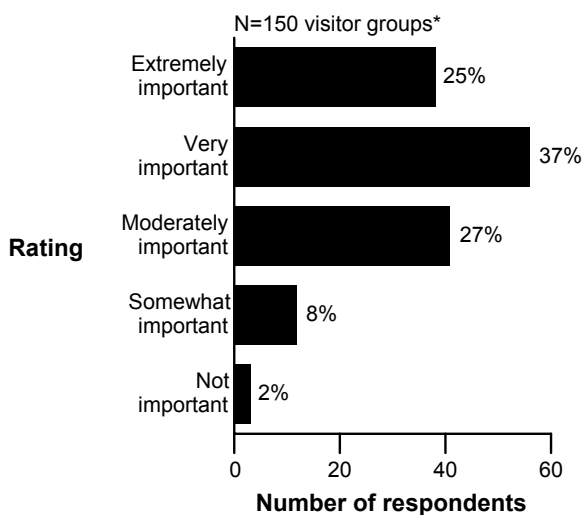




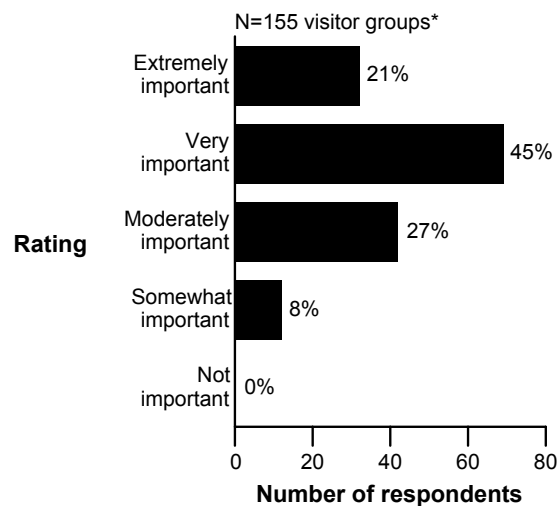
**Figure 50: Importance of official park brochure/map**



**Figure 51: Importance of exhibits at visitor center**



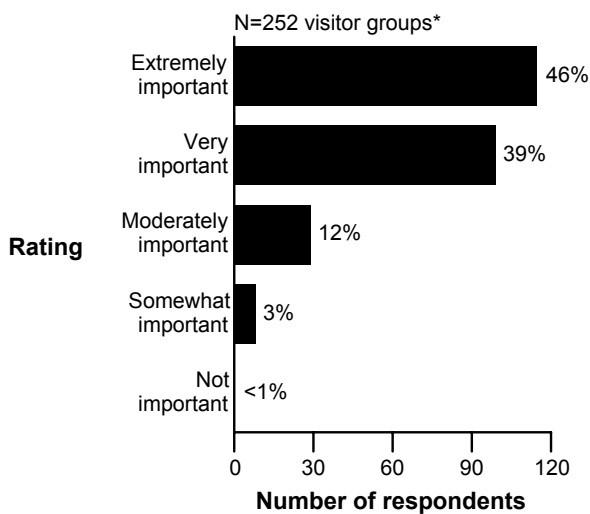
**Figure 52: Importance of video program at visitor center**



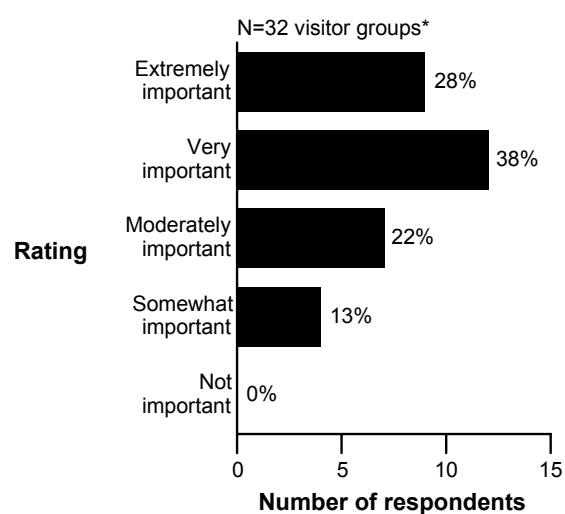
**Figure 53: Importance of other park publications/site bulletins**

\*total percentages do not equal 100 due to rounding

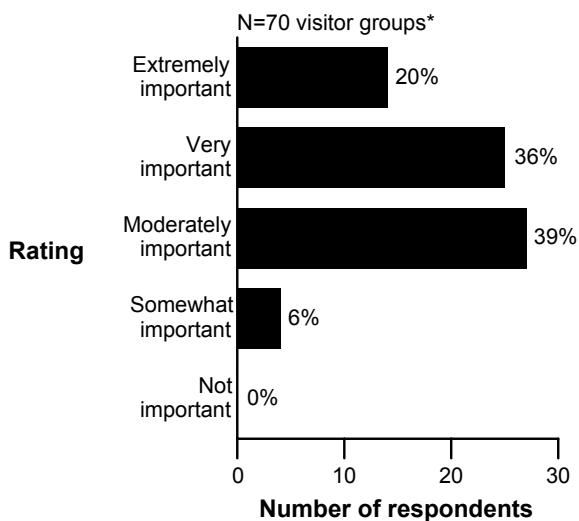
\*\*total percentages do not equal 100 because visitors could select more than one answer



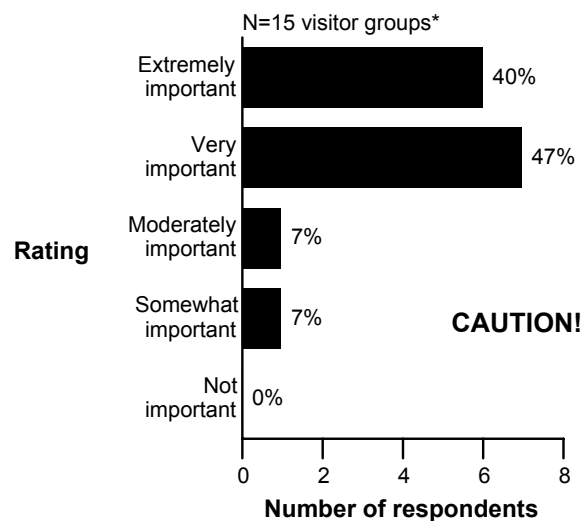
**Figure 54: Importance of assistance from park staff**



**Figure 55: Importance of exhibits at Ripple Rock Nature Center**



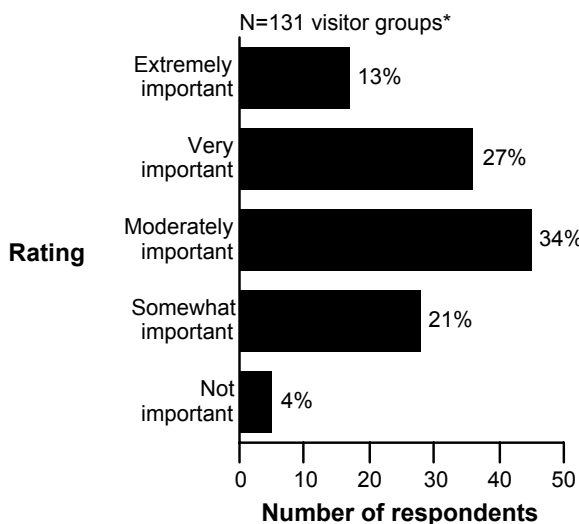
**Figure 56: Importance of ranger-led programs**



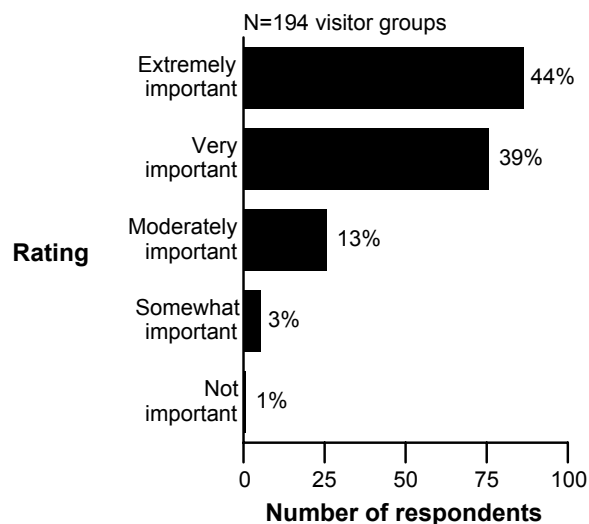
**Figure 57: Importance of Junior Ranger program**

\*total percentages do not equal 100 due to rounding

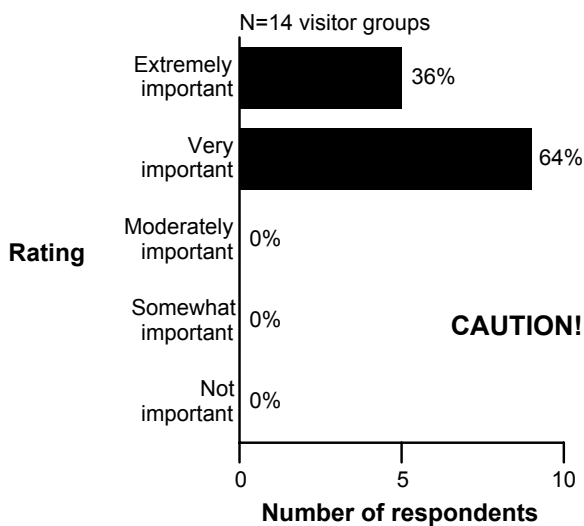
\*\*total percentages do not equal 100 because visitors could select more than one answer



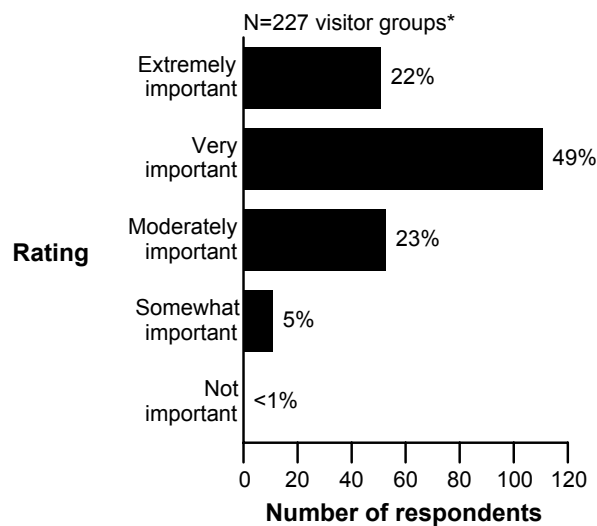
**Figure 58: Importance of exhibits at Gifford House**



**Figure 59: Importance of self-guided nature trails**



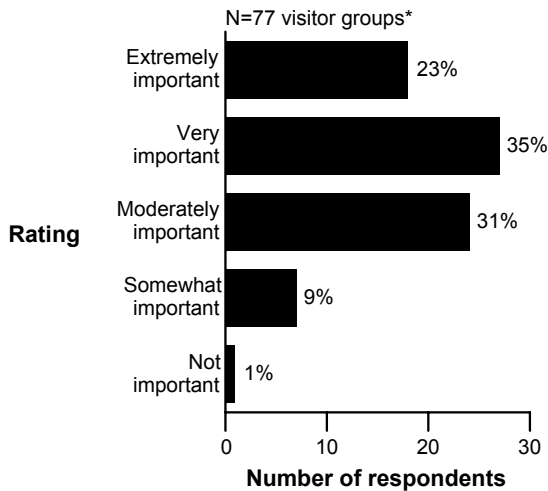
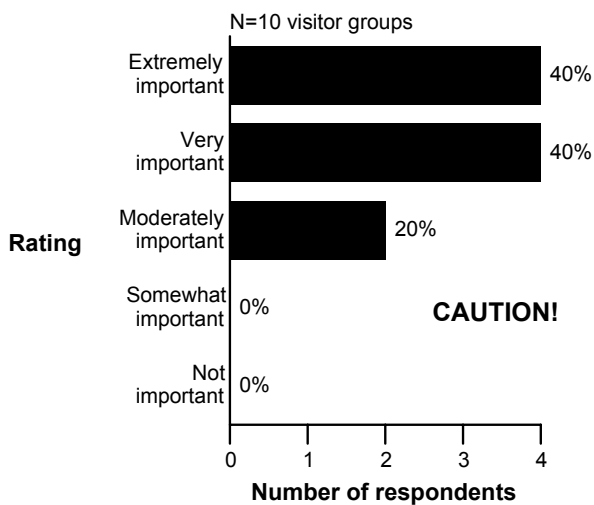
**Figure 60: Importance of CD: "A Self-Guided Driving Tour"**



**Figure 61: Importance of roadside exhibits**

\*total percentages do not equal 100 due to rounding

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

**Figure 62: Importance of bulletin boards****Figure 63: Importance of telephone inquiries/hotlines used before or during visit**

\*total percentages do not equal 100 due to rounding

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

## Quality ratings of information services and facilities

### Question 15c

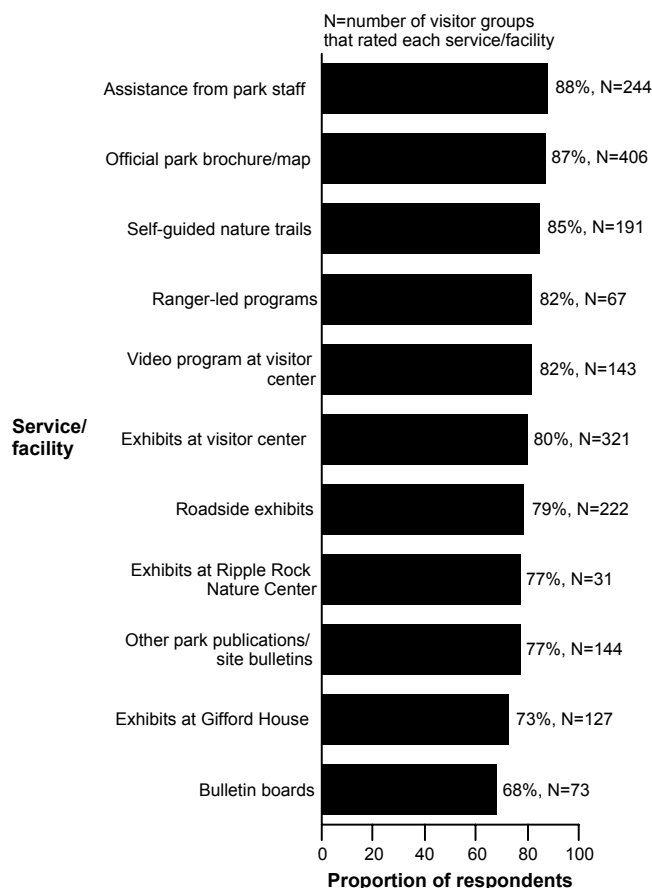
Finally, for only those services and facilities that you or your personal group used, please rate their quality from 1-5.

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

### Results

- Figure 64 shows the combined proportions of “very good” and “good” quality ratings for information services and facilities that were rated by 30 or more visitor groups.
- The information services and facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
  - 88% Assistance from park staff
  - 87% Official park brochure/map
  - 85% Self-guided nature trails
- Figures 65 to 78 show the quality ratings for each service/facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups were:

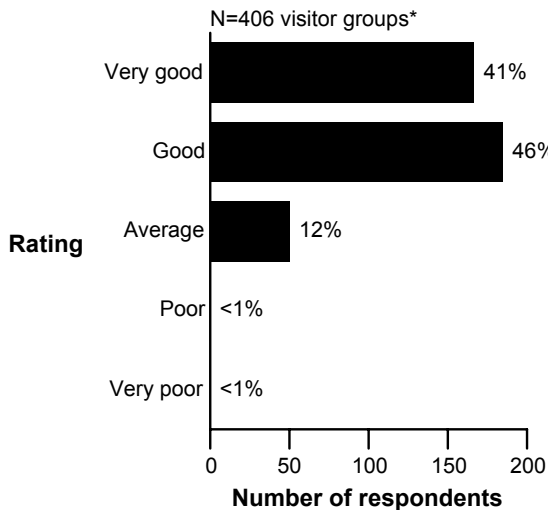
2% Exhibits at Gifford House



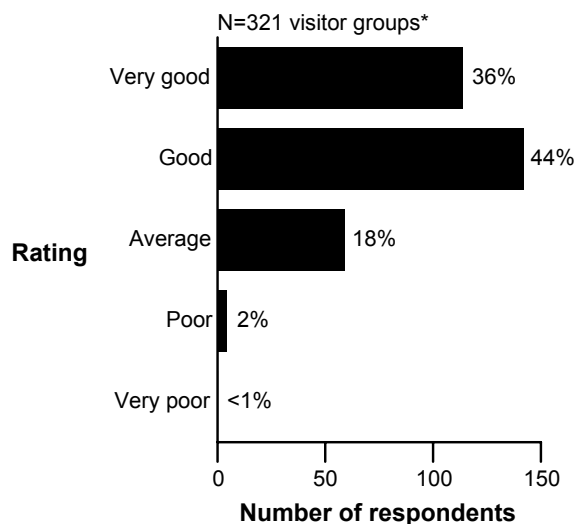
**Figure 64: Combined proportions of “very good” and “good” quality ratings of information services/facilities**

\*total percentages do not equal 100 due to rounding

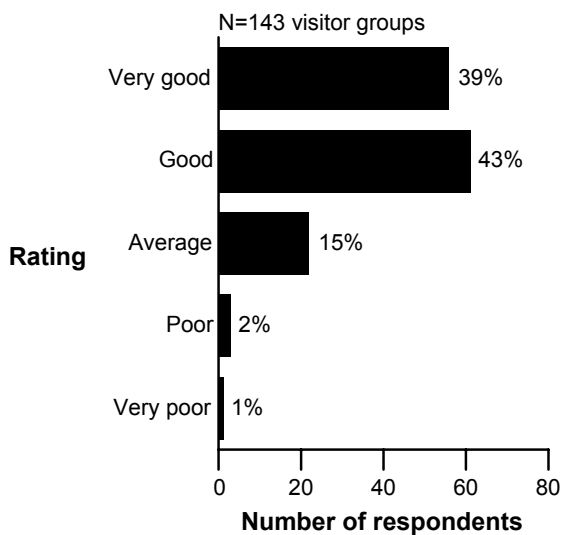
\*\*total percentages do not equal 100 because visitors could select more than one answer



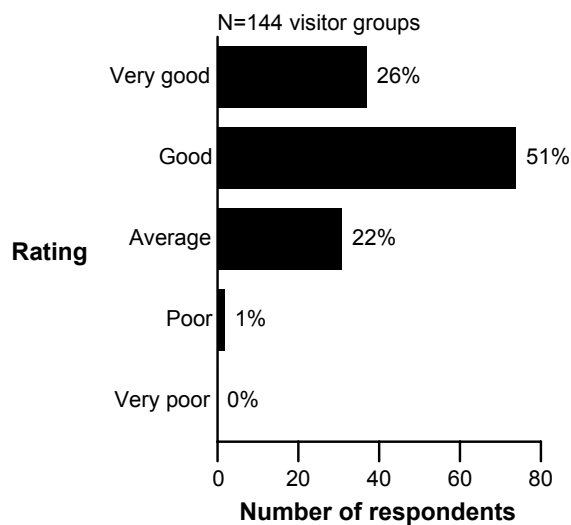
**Figure 65: Quality of official park brochure/map**



**Figure 66: Quality of exhibits at visitor center**



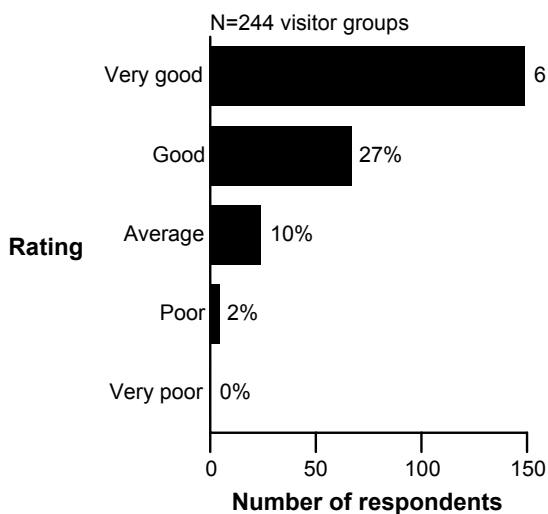
**Figure 67: Quality of video program at visitor center**



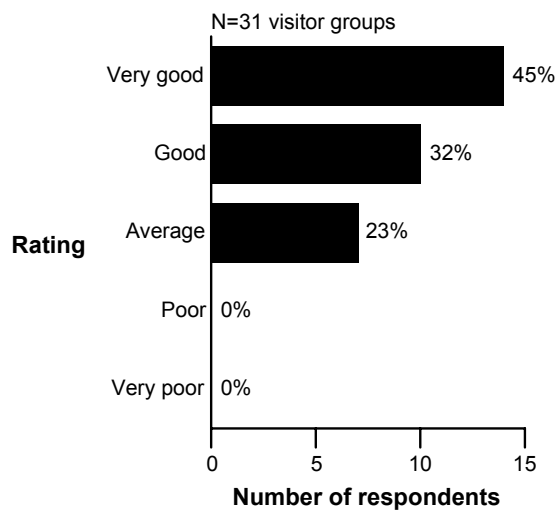
**Figure 68: Quality of other park publications/site bulletins**

\*total percentages do not equal 100 due to rounding

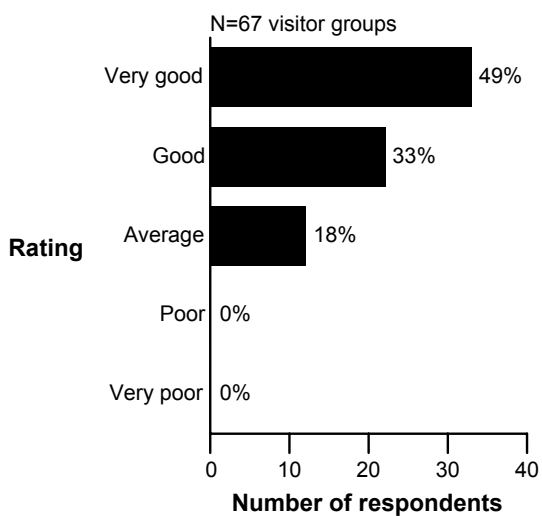
\*\*total percentages do not equal 100 because visitors could select more than one answer



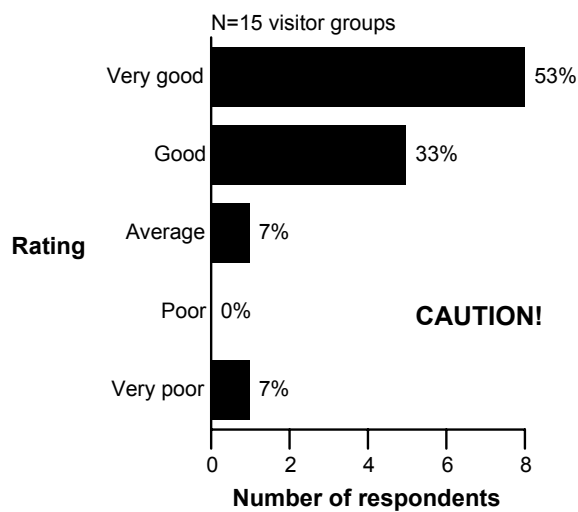
**Figure 69: Quality of assistance from park staff**



**Figure 70: Quality of exhibits at Ripple Rock Nature Center**



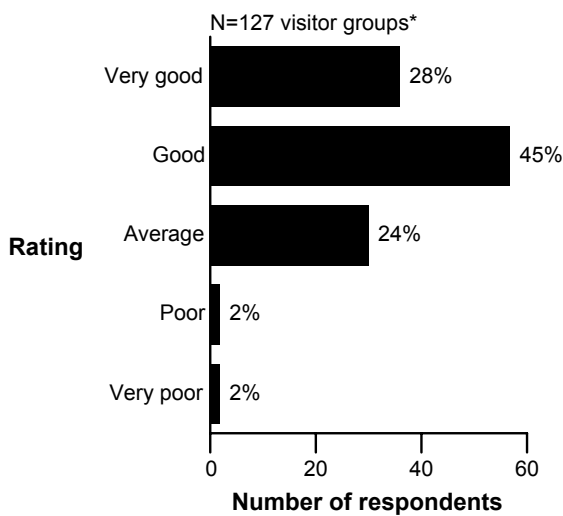
**Figure 71: Quality of ranger-led programs**



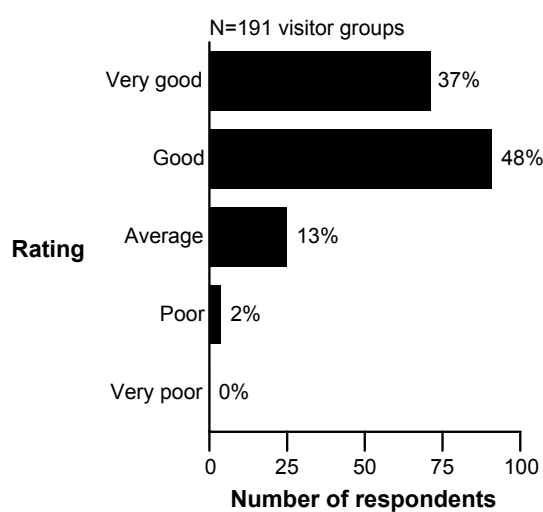
**Figure 72: Quality of Junior Ranger program**

\*total percentages do not equal 100 due to rounding

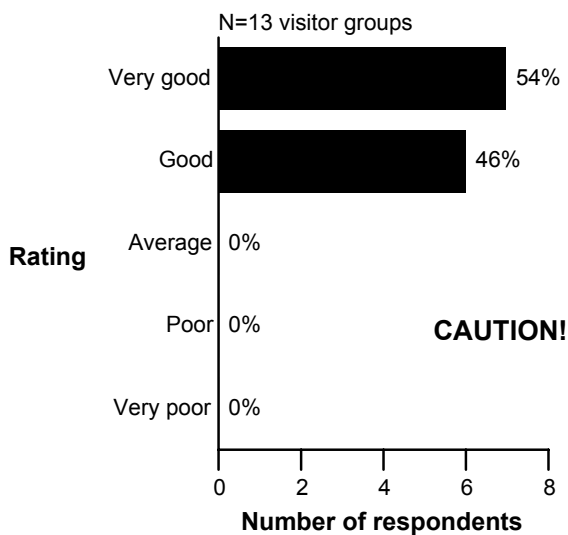
\*\*total percentages do not equal 100 because visitors could select more than one answer



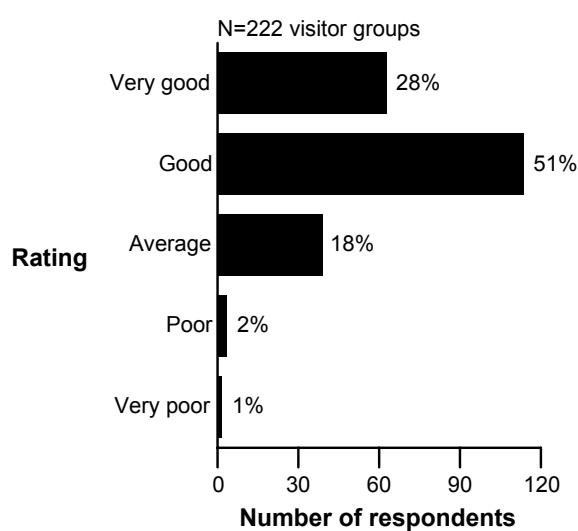
**Figure 73: Quality of exhibits at Gifford House**



**Figure 74: Quality of self-guided nature trails**



**Figure 75: Quality of CD "A Self-Guided Driving Tour"**



**Figure 76: Quality of roadside exhibits**

\*total percentages do not equal 100 due to rounding

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



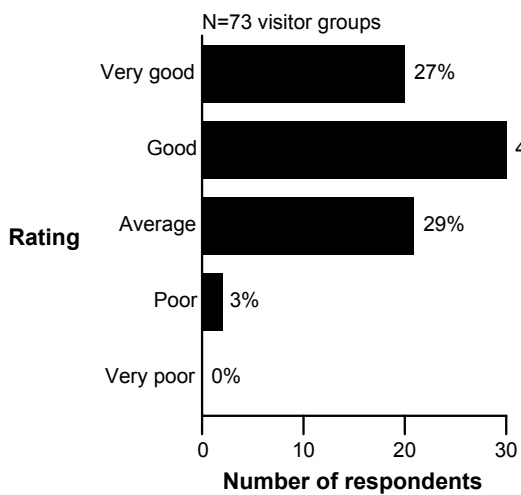


Figure 77: Quality of bulletin boards

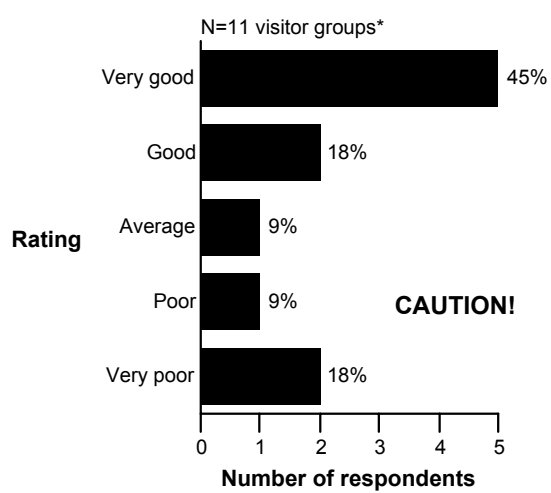


Figure 78: Quality of telephone inquiries/  
hotlines used before or during  
visit

\*total percentages do not equal 100 due to rounding

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

### Mean scores of importance and quality ratings for information services and facilities

- Figures 79 and 80 show the mean scores of importance and quality ratings for all information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average.

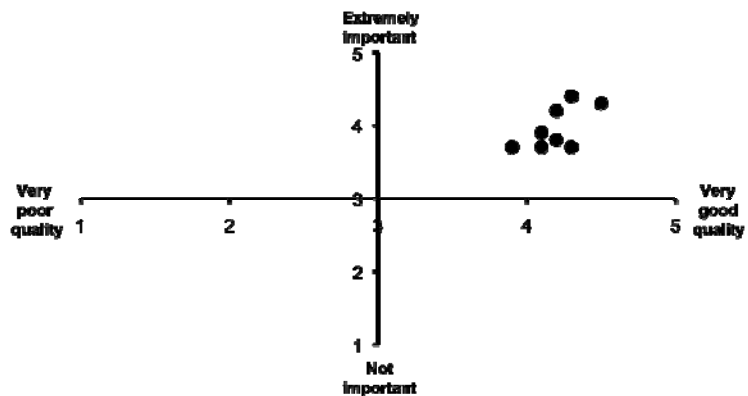


Figure 79: Mean scores of importance and quality ratings for information services/facilities

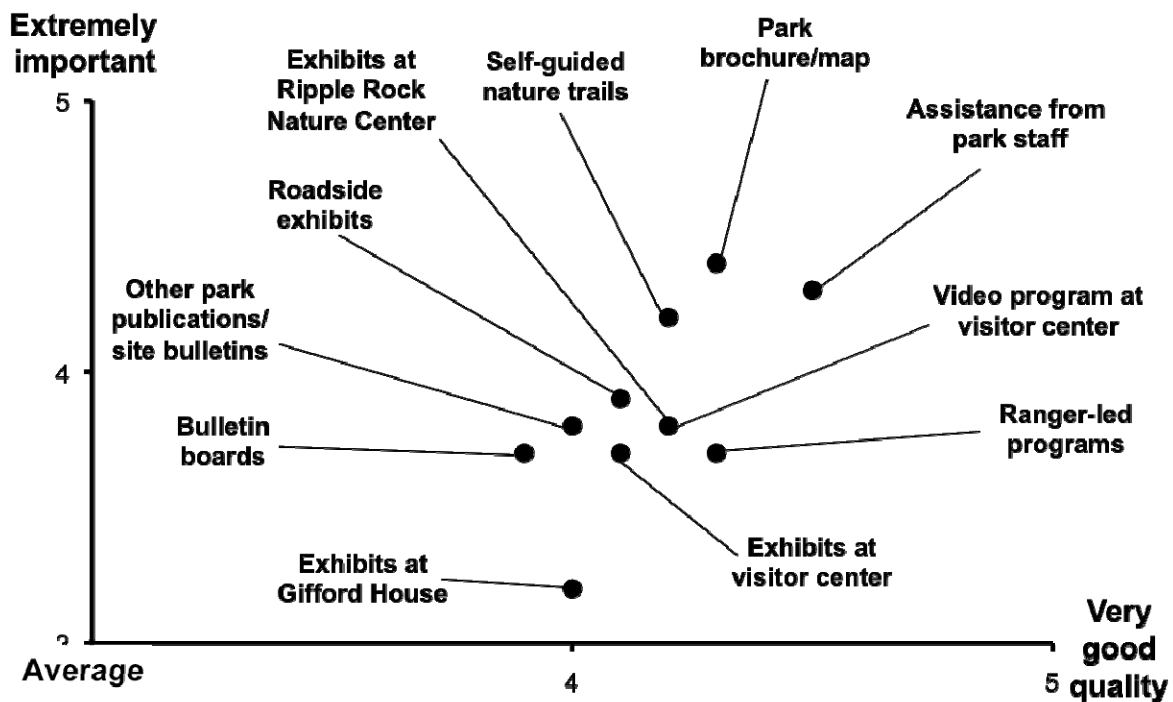


Figure 80: Detail of Figure 79

\*total percentages do not equal 100 due to rounding

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

## Question 15d

If you and your personal group have comments on any of the above services and facilities, please use the lines below.

## Results

- Fourteen percent of visitor groups (N=66) commented on information services and facilities (see table 15).

**Table 15: Visitor comments on information services/facilities**

N=98 comments;  
some visitor groups made more than one comment.

Service/facility	Comment	Number of times mentioned
Assistance from park staff	Staff was friendly	8
	Staff was helpful	4
	Staff was knowledgeable	4
	Advice regarding Cathedral Valley was very helpful	1
	Camping host could be more informed on passes and benefits	1
	Excellent	1
	Good camp host	1
	Needed more information on four-wheel driving	1
	Ranger was upset that my son did not go through the park to receive his badge	1
	Rangers seemed unsure of information needed	1
	Rangers were unaware of snakes of the area	1
	Received very good ideas for hikes	1
	The staff had no energy	1
	Trail information was great	1
CD: "A Self-Guided Driving Tour"	Could not locate all numbers	1
	Did not see it	1
Exhibits at Gifford House	Highly inaccurate	1
	No information of context	1
	No research was involved	1
	Very nice place	1
Exhibits at Ripple Rock Nature Center	Need longer hours	1
	Ranger was too slow showing the material	1
Exhibits at visitor center	Informative	1
	Key/legend was confusing	1
	Model was difficult to orient our position	1
	Several of the cases were empty	1
	Very nice	1
	Zion, Bryce Canyon, Arches are far better	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 15: Visitor comments on information services/facilities**  
(continued)

Service/facility	Comment	Number of times mentioned
Telephone inquiries/ hotlines used before/during visit	Could not contact for the campground	1
	I.V. Professor was great	1
Official park brochure/map	Include more information	2
	Better description of hiking trails	1
	Better designated trail map	1
	Confusing	1
	Depend heavily on brochures to plan visit	1
	It was great	1
	Need more geology information	1
	Need more plant information	1
	Need notice of dog exclusion on paths in brochure	1
	On short trails (<1.5 mi)	1
	Use larger size	1
Ranger-led programs	Ranger was great	2
	Best informed ranger we have ever met	1
	Engaging talented storyteller	1
	Enjoyed it	1
	Good information	1
Road signs	Could not locate several sites	1
	Petroglyphs and tanks signs should show distance	1
Roadside exhibits	More information of what you are viewing	3
	Need more	2
	Doors locked at School House and Cabin	1
	Have limited information	1
	Improve roadside signs	1
	Information signs would help on scenic route	1
	Loved story at blacksmith	1
	Most important is experience nature of place and not anything man made	1
	Natural features not identified	1
	Need more exhibits on archeology	1
	Some were incomplete	1
	Too many missing	1
	Very good	1
	Worn out	1
Self-guided nature trails	More information regarding distance along the trail	2
	Cabin at Hickman Bridge Trail needs improvement	1
	Self guided geology pamphlet was very good	1
	Some trails were not well marked	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 15: Visitor comments on information services/facilities**  
(continued)

Service/facility	Comment	Number of times mentioned
Self-guided nature trails (continued)	Trail guides at Hickman Bridge Trail need improvement	1
	Very good	1
Video program at visitor center	Need more information on geological formations	2
	Better geological description of the Water Pocket Fold	1
	More information on how Capitol Reef got its name	1
	Needs updating	1
	Very nicely done	1

\*total percentages do not equal 100 due to rounding

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

## Visitor services and facilities used

### Question 16a

Please mark all visitor services and facilities that you or your personal group used in Capitol Reef NP during this visit.

### Results

- As shown in Figure 81, the most commonly used services and facilities included:

97% Roads  
90% Restrooms  
76% Parking areas  
76% Trails

- The least used service/facility was:

3% Access for disabled persons

### Services/ facilities

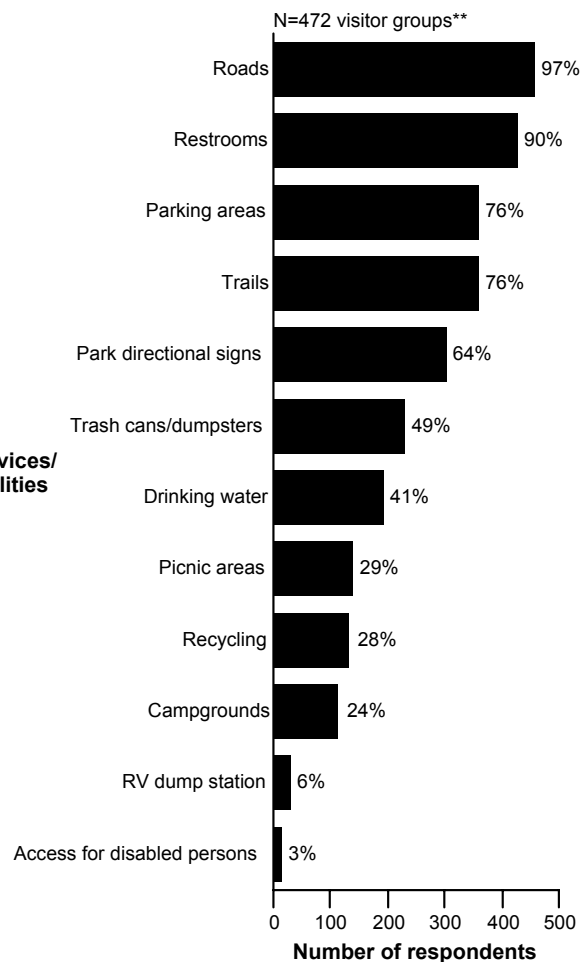


Figure 81: Visitor services and facilities used

\*total percentages do not equal 100 due to rounding

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

## Importance ratings of visitor services and facilities

### Question 16b

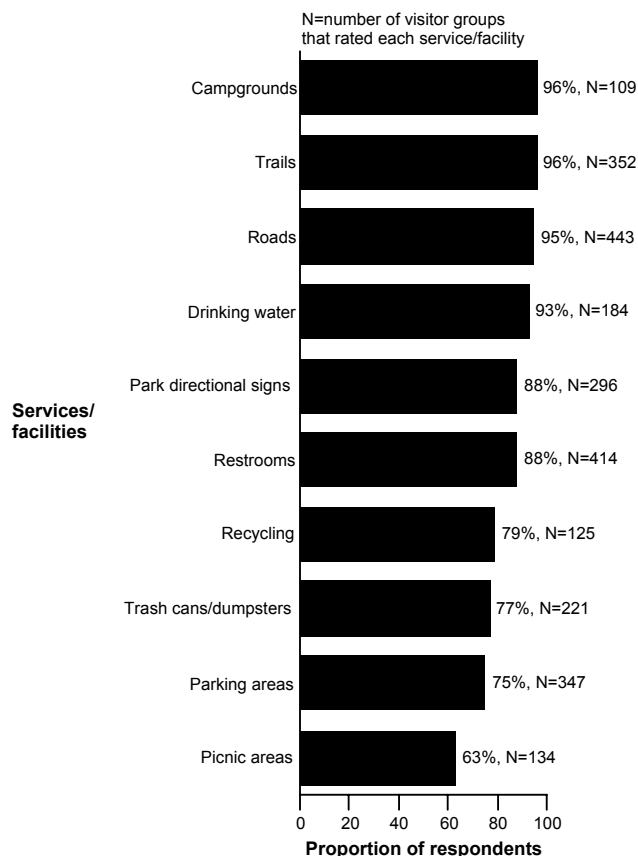
Next, for only those services and facilities that you or your personal group used, please rate their importance to your visit from 1 to 5.

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

### Results

- Figure 82 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities 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:
  - 96% Campgrounds
  - 96% Trails
  - 95% Roads
- Figures 83 to 94 show the importance ratings for each service/facility.
- The service/facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

1% Drinking water



**Figure 82: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities**

\*total percentages do not equal 100 due to rounding

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

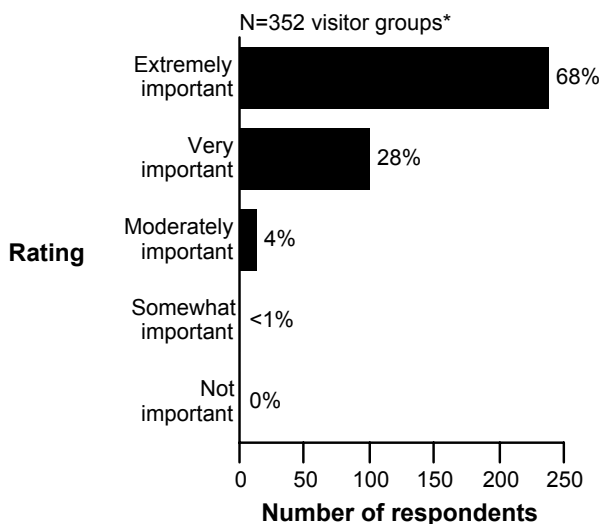


Figure 83: Importance of trails

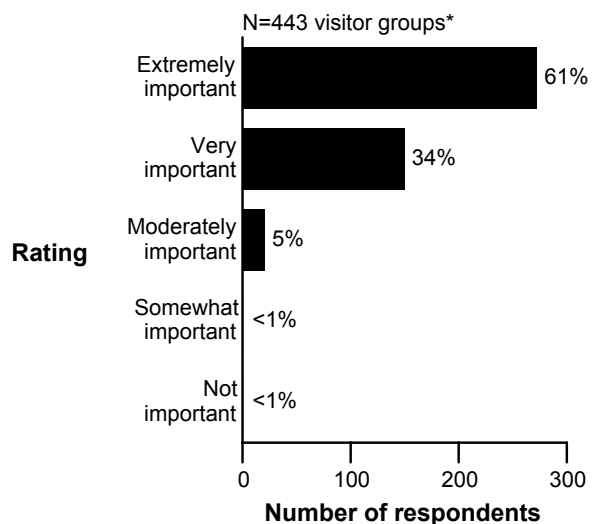


Figure 84: Importance of roads

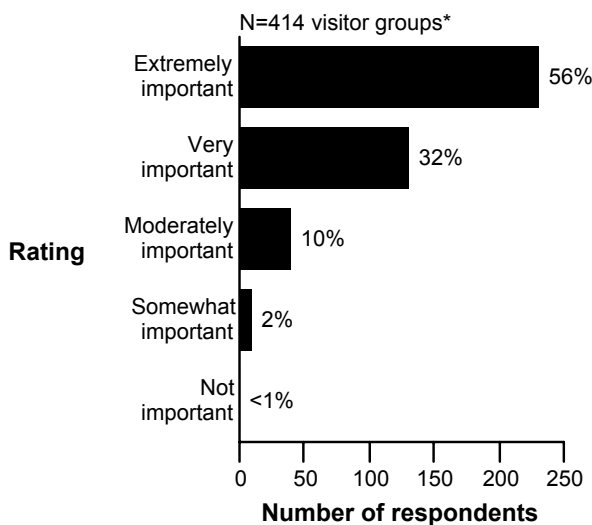


Figure 85: Importance of restrooms

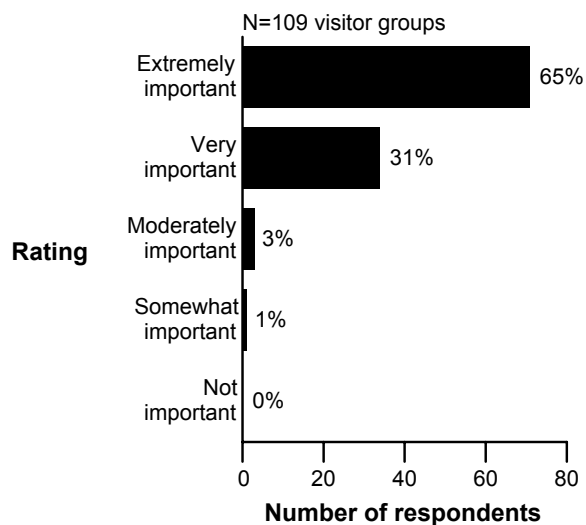


Figure 86: Importance of campgrounds

\*total percentages do not equal 100 due to rounding

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



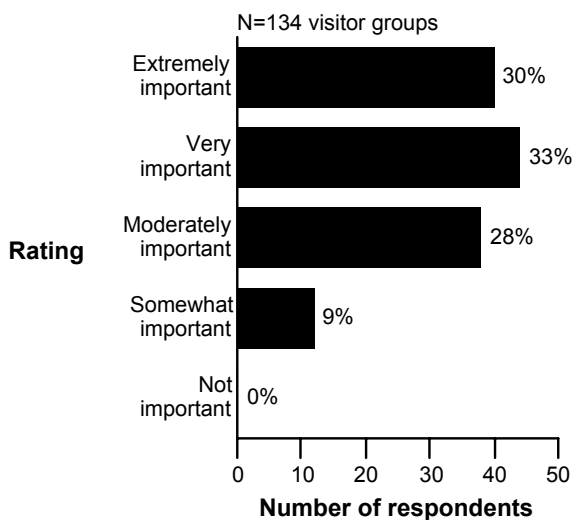


Figure 87: Importance of picnic areas

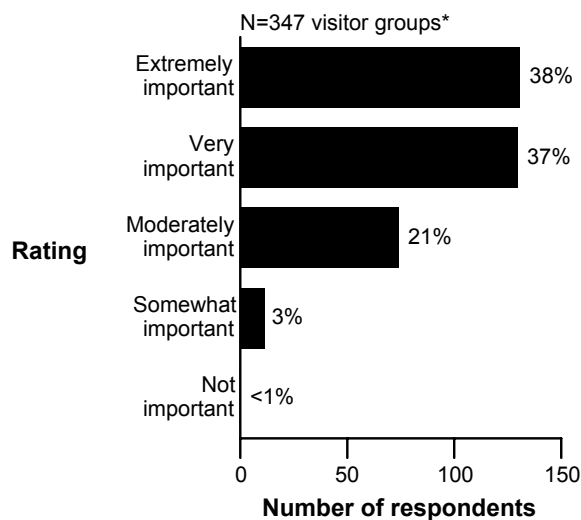


Figure 88: Importance of parking areas

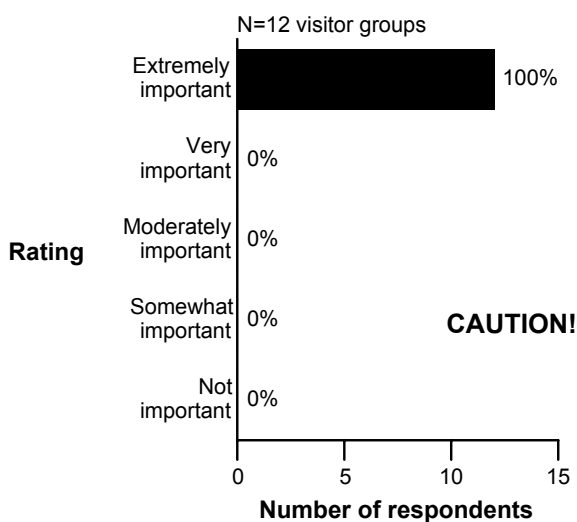


Figure 89: Importance of access for disabled persons

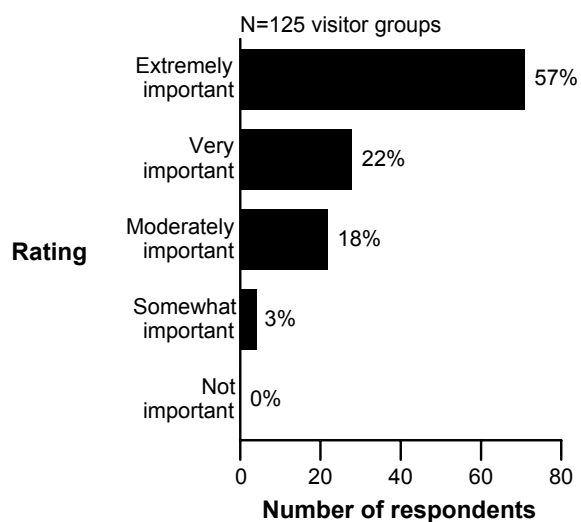
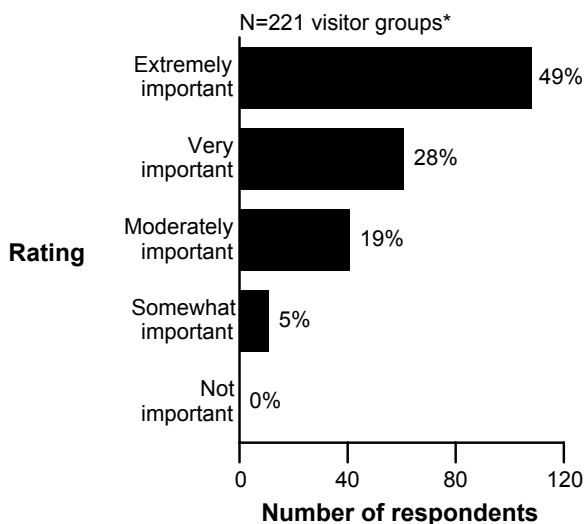


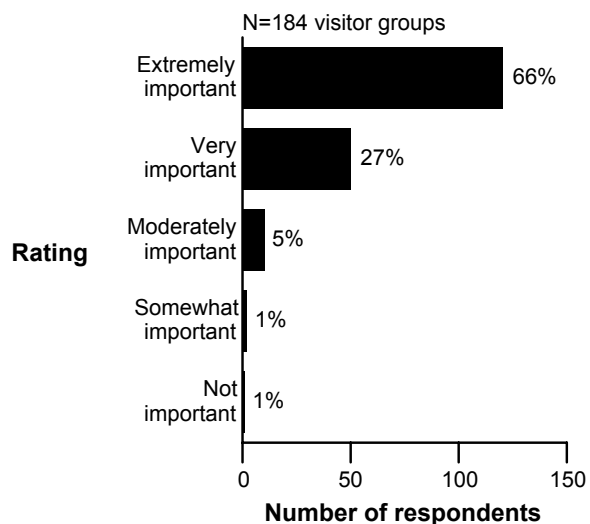
Figure 90: Importance of recycling

\*total percentages do not equal 100 due to rounding

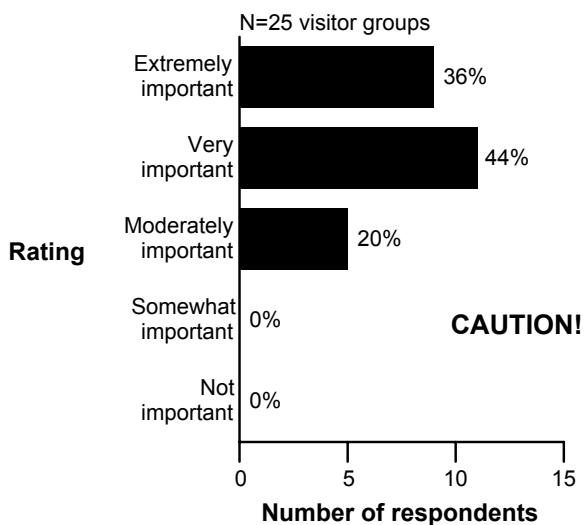
\*\*total percentages do not equal 100 because visitors could select more than one answer



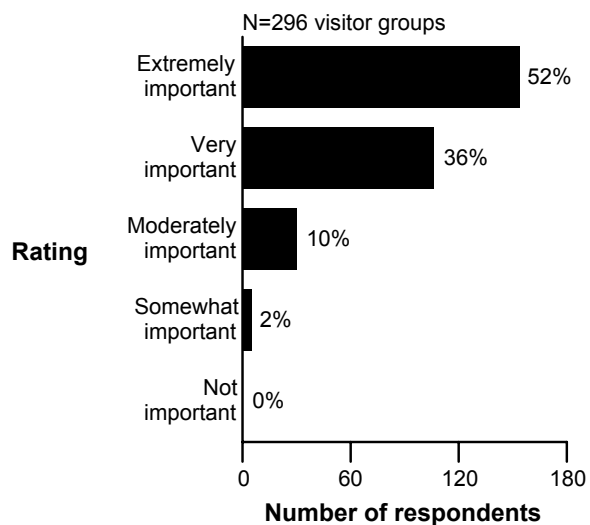
**Figure 91: Importance of trash cans/dumpsters**



**Figure 92: Importance of drinking water**



**Figure 93: Importance of RV dump station**



**Figure 94: Importance of park directional signs**

\*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

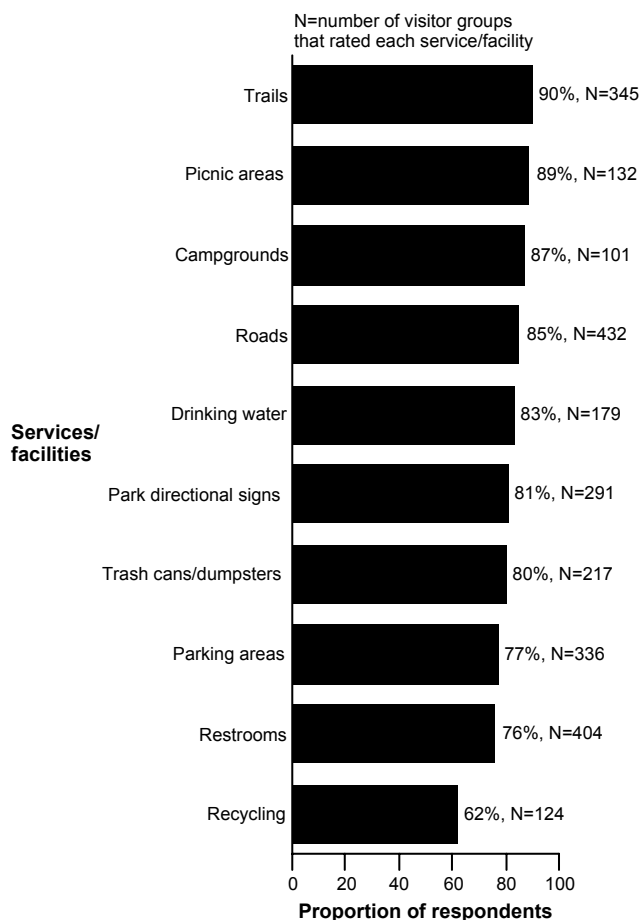
### Question 16c

Finally, for only those services and facilities that you or 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 95 shows the combined proportions of “very good” and “good” quality ratings for visitor services/facilities 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:
  - 90% Trails
  - 89% Picnic areas
  - 87% Campgrounds
- Figures 96 to 107 show the quality ratings for each service/facility.
- The service/facility receiving the highest “very poor” quality ratings that was rated by 30 or more visitor groups was:
  - 2% Recycling



**Figure 95: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities**

\*total percentages do not equal 100 due to rounding

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

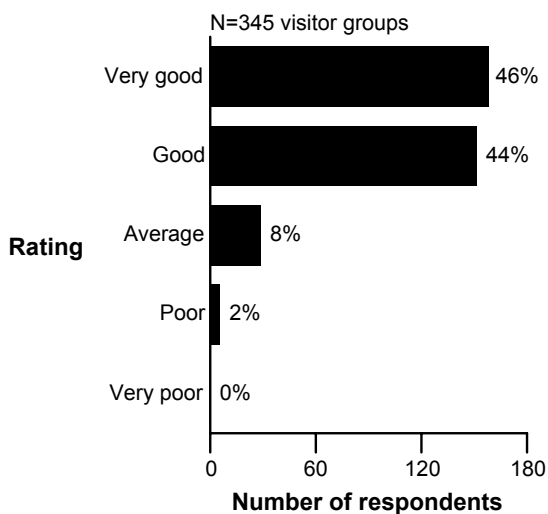


Figure 96: Quality of trails

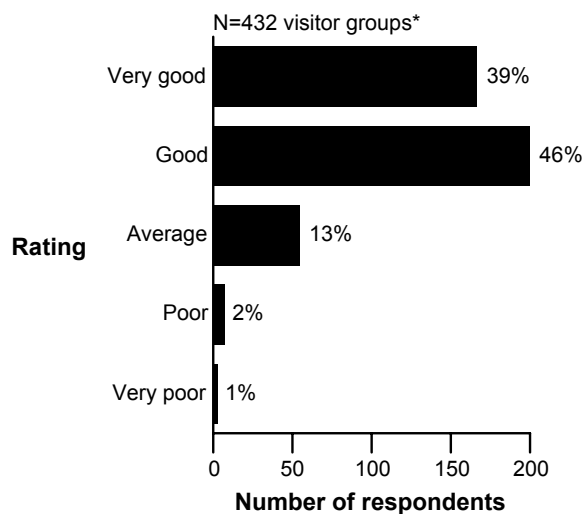


Figure 97: Quality of roads

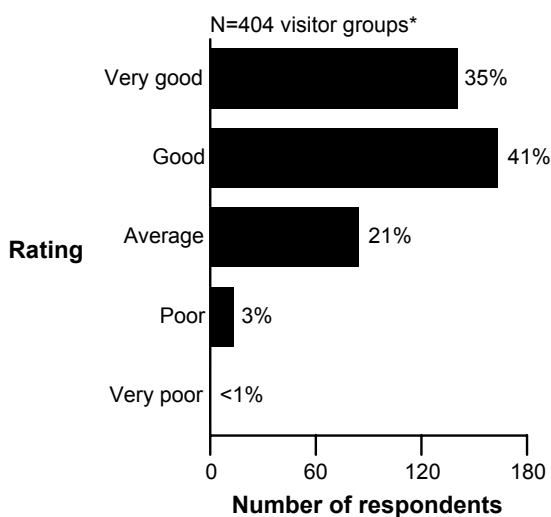


Figure 98: Quality of restrooms

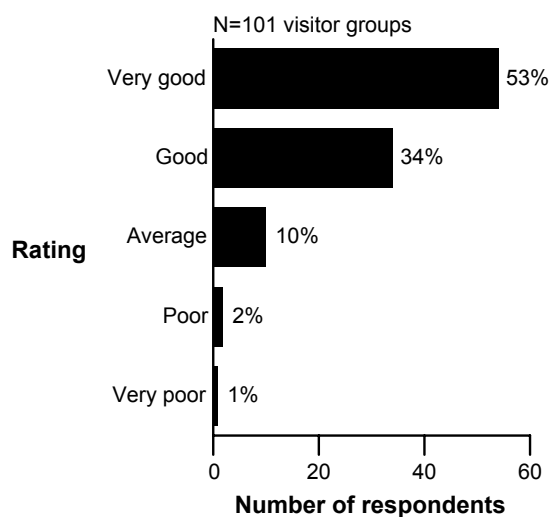


Figure 99: Quality of campgrounds

\*total percentages do not equal 100 due to rounding

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

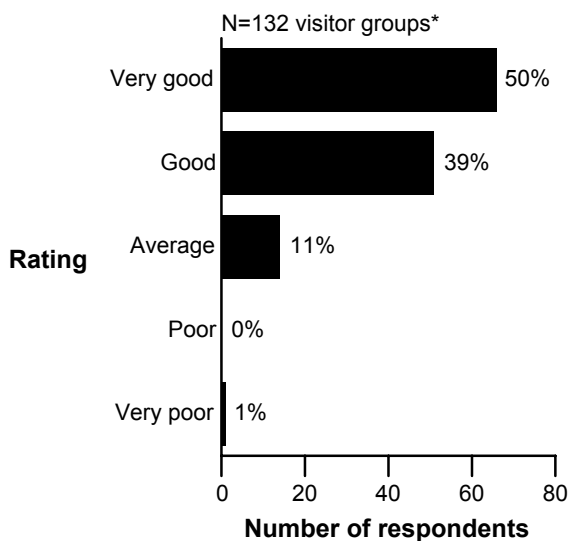


Figure 100: Quality of picnic areas

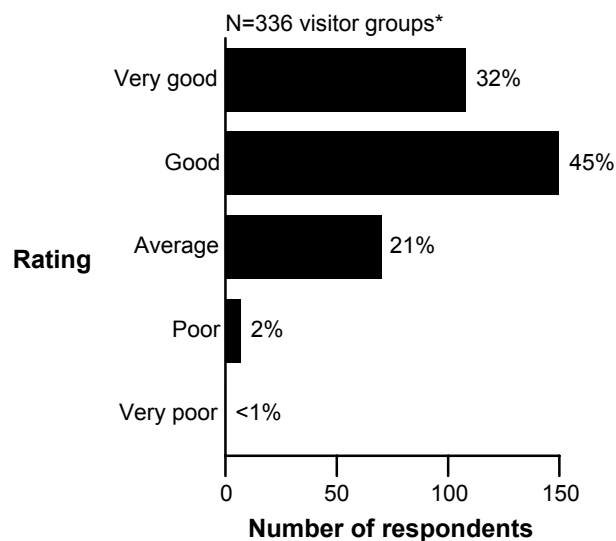


Figure 101: Quality of parking areas

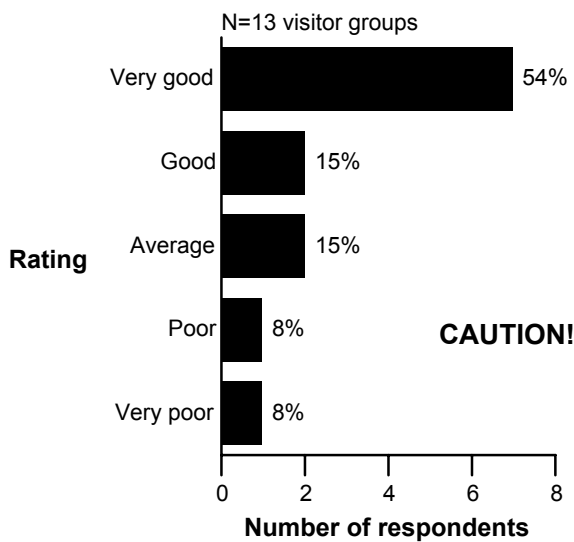


Figure 102: Quality of access for disabled persons

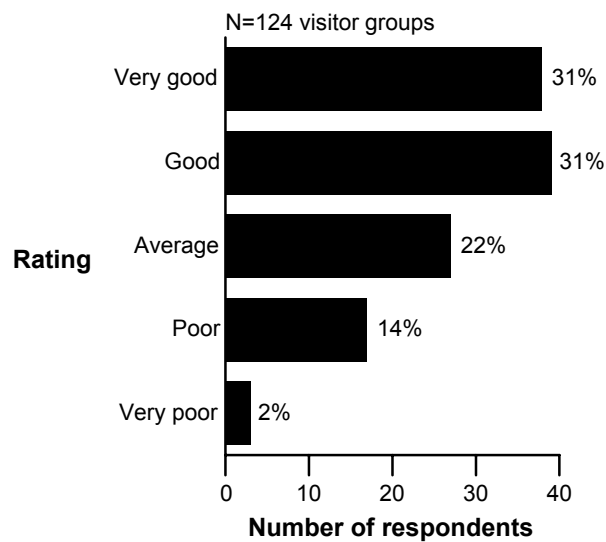
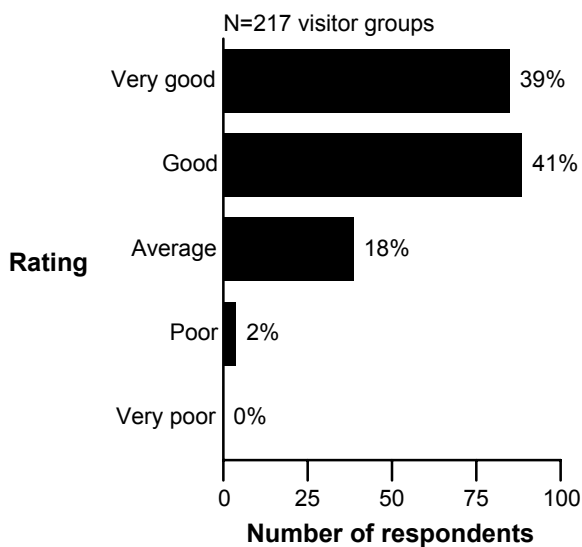


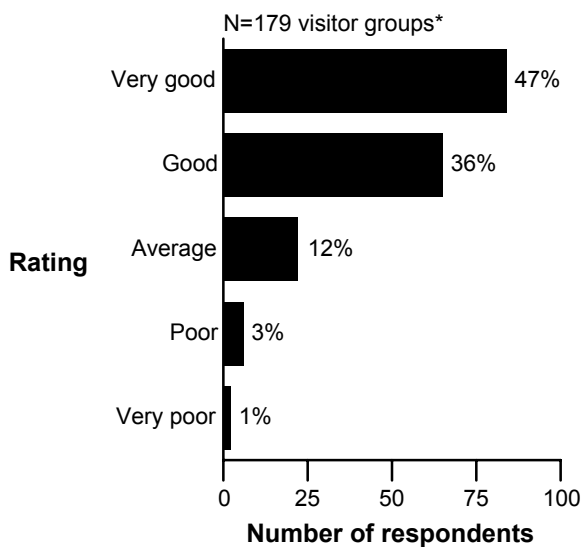
Figure 103: Quality of recycling

\*total percentages do not equal 100 due to rounding

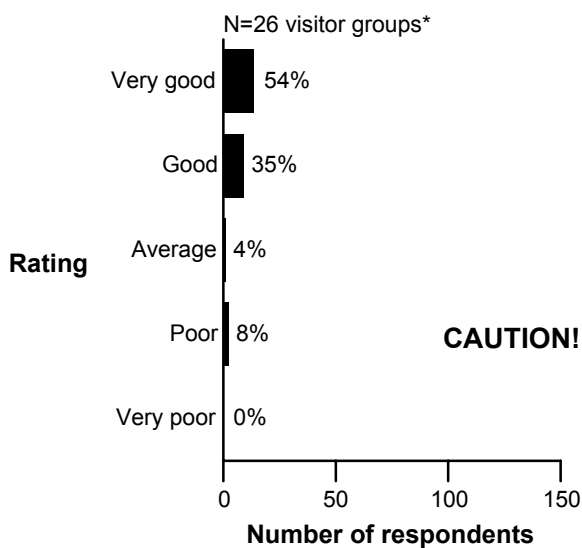
\*\*total percentages do not equal 100 because visitors could select more than one answer



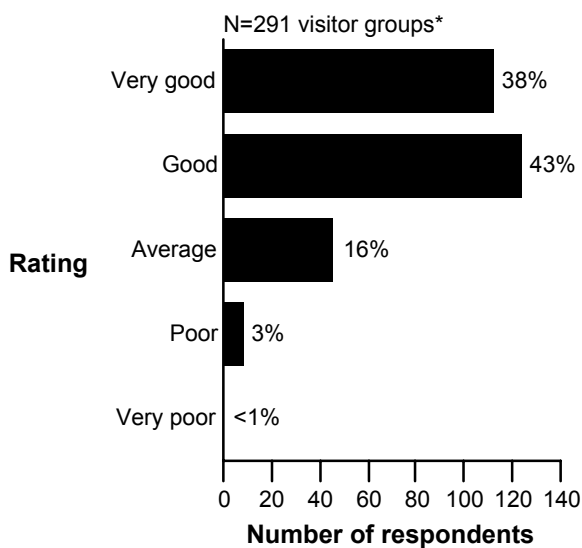
**Figure 104: Quality of trash cans/dumpsters**



**Figure 105: Quality of drinking water**



**Figure 106: Quality of RV dump station**



**Figure 107: Quality of park directional signs**

\*total percentages do not equal 100 due to rounding

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

### Mean scores of importance and quality ratings for visitor services and facilities

- Figures 108 and 109 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

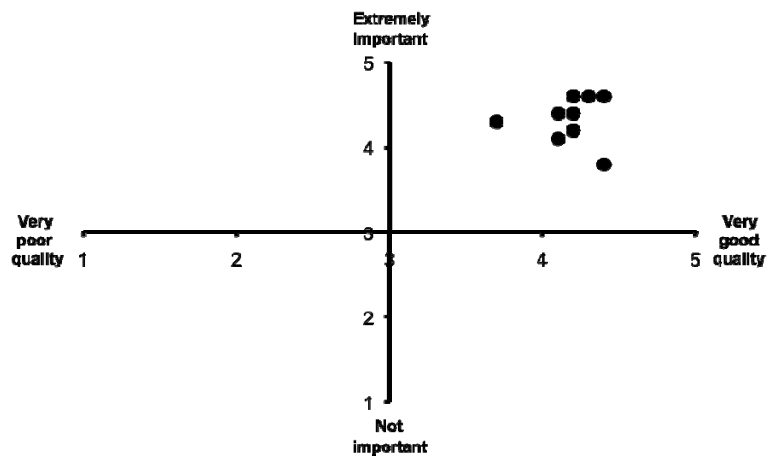


Figure 108: Mean scores of importance and quality ratings for visitor services/facilities

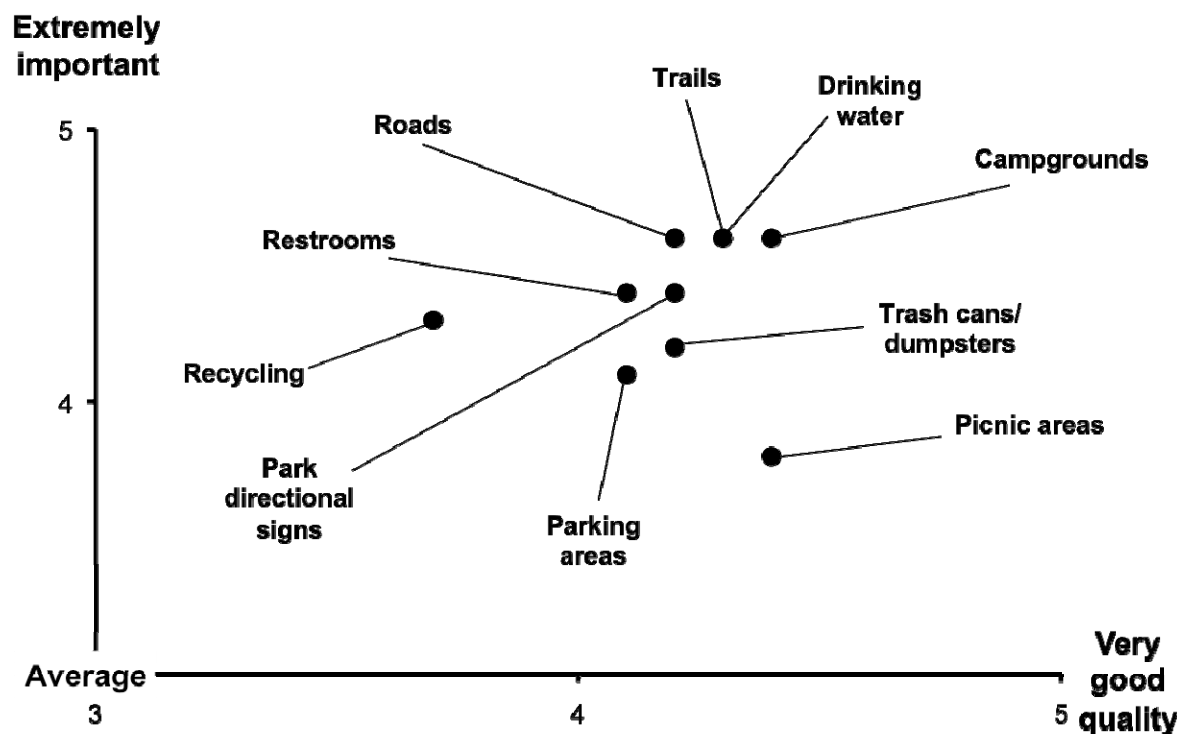


Figure 109: Detail of Figure 108

\*total percentages do not equal 100 due to rounding

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

## Question 16d

If you and your personal group have comments about any of the above services and facilities, please use the lines below.

## Results

- Twenty-one percent (N=99) visitor groups commented on visitor services and facilities (see Table 16).

**Table 16: Visitor comments on services/facilities**

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

Service/facility	Comment	Number of times mentioned
Access for disabled persons	Need accessible trail on geology	1
	Parking closer to amphitheater	1
	The visitor center bathroom toilet stall is ADA non-compliant	1
Campgrounds	Need showers	4
	They were beautiful	3
	Allow reservations	3
	More sites needed	2
	Need water and electricity hookups	2
	No rules are enforced	2
	Host did not stay in park	1
	Host was rude	1
	Inform campers to store food properly	1
	Limited sites for RVs	1
	No fire pits	1
	Noisy	1
	Not clean	1
	Remove outside light at bathroom and turn off inside lights after 11 pm	1
Drinking water	Never saw this	1
Park directional signs	Inaccurate mileage for scenic drive	2
	Don't face both directions on scenic drive	1
	Excellent proliferation of signs	1
	Little signage at the east entrance	1
	No sign to Freemont River Trail	1
	No signs were available	1
	Signs posted too close to attractions	1
	Signs were helpful	1
Parking areas	Turn off to Sunset Point not marked	1
	Need larger parking lots	4
	Expand visitor center parking lot	3
	Not enough room for recreational vehicles	2
	Too small to handle weekend crowds	2
	Need more	2
	Could be wider at Hickman Bridge Trail	1
	Difficult to park at Gifford House	1
	Needed to be better marked	1
	People parking blocked others	1
	Poor geometrics	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 16: Visitor comments on services/facilities**  
(continued)

Service/facility	Comment	Number of times mentioned
Picnic areas	Need more	2
	Bugs were bad	1
	Picnic area marked on map at Grand was on US-24 did not appear to exist	1
Recycling	More recycling options (e.g. glass)	6
	Limited number of recycling areas	2
	Need more cans	2
	Available only at visitor center	1
	Could not locate	1
	It is good	1
	Need recycling bins at campsites	1
	No recycling containers at Gifford House	1
	Not enough separation	1
	Need more signs on where to take recyclables	1
Restrooms	Dirty/smelly	6
	Clean	4
	Need more	3
	Not enough stalls at visitor center restroom	2
	Out of soap	2
	Poorly maintained	3
	Good spacing around park	1
	Hand sanitizer was nice	1
	Long lines	1
	Maybe add showers in the future	1
	Need more stalls	1
	Only found at campgrounds	1
	Restroom at Hickman Bridge Trail needs to be repaired	1
	Restroom stall doors need to open outward	1
	Small	1
	The door was broken	1
	Too far	1
	Wish all pit toilets had hand sanitizers	1
Roads	Need patching on scenic drive	2
	Notom road has bad washboards	2
	Should have more paved roads	2
	Better signage	1
	Better signage at Capitol Gorge	1
	Burr Trail Road is rough going	1
	Need more pullouts	1
	Road from Dixie National Forest was closed	1
	Road markings to Cathedral Valley not clear	1
	Self guide was hard to follow due to inadequate signage	1
	Should have access by car to more roads	1
	Tar snakes are very dangerous for motorcyclists	1
	Road from Butte Trail Road to Stike Valley Overlook was almost impassable	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 16: Visitor comments on services/facilities**  
(continued)

Service/facility	Comment	Number of times mentioned
Roads (continued)	The road to Cathedral Valley was excellent despite recent rain	1
	Unpleasantly surprised by self-pay station on scenic drive	1
RV dump station	Downhill grade makes dumping very difficult	1
	Fresh water spigot too far away	1
Trails	Poorly marked	3
	More hiking trails would be nice	2
	Need better information	2
	Bryce Canyon, Zion, Arches are more user friendly	1
	Could not always tell which trail to take	1
	Hickman Bridge Trail was not well marked	1
	More accurate information for average people	1
	More accurate information on trails	1
	Rim Overlook Trail well-marked	1
	Trailheads were well-marked	1
	Well-maintained	1
Trash cans/dumpsters	Need more trash cans	2
	Limited number of trash cans in Gifford House	1
	Need trash cans at Petroglyphs	1

\*total percentages do not equal 100 due to rounding

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

---

**Park bookstore**

---

## Question 13a

On this visit, did you and your personal group visit the park bookstore?

## Results

- 58% of visitor groups visited the park bookstore (see Figure 110).

**Visit park  
bookstore?**

**Figure 11**

---

Question 13b

If YES, were you able to find the sales items you and your personal group were interested in?

## Results

- 86% of visitor groups were able to find the sales items they were interested in (see Figure 111).

**Find  
sales  
Items?**

**Figure 11**

\*total percentages do not equal 100 due to rounding

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

---

## Question 13c

If NO, what sales items would you like to have provided?

Results – Interpret results with **CAUTION!**

Twenty-seven visitor groups suggested items they would like to have provided in the park bookstore (see Table 17).

**Table 17: Other bookstore sales items**

N=27 comments

**CAUTION!**

Item	Number of times mentioned
Better selection of postcards	3
Bigger selection of books	2
Book about national parks	2
Books of Edward Abbey	2
DVDs	1
Flower press	1
Food/beverages	1
Gifts	1
Guide to the parks's natural environment	1
Hat with name and no patch	1
Life stories	1
Local history books	1
Maps	1
More on geology of water pocket folds	1
Native American books	1
Not interested	1
Park guide book	1
Park items	1
Petroglyph	1
Small Capitol Reef car sticker	1
Souvenirs at more reasonable prices	1
T-shirt with formations of rock or scene	1

\*total percentages do not equal 100 due to rounding

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

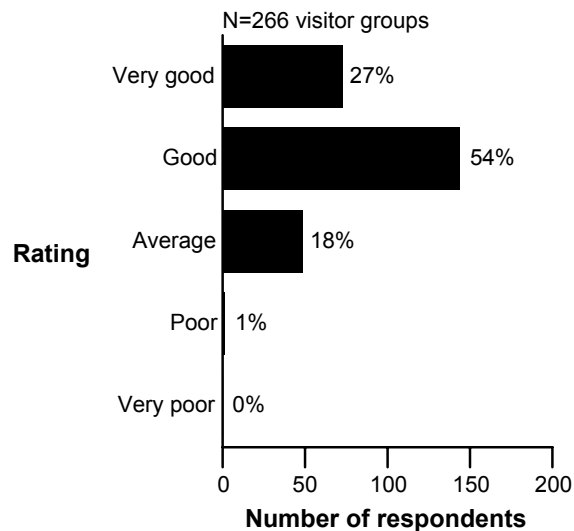
## Quality of bookstore items

### Question 13d

Please rate the quality of books and other sales items in the park bookstore.

### Results

- 81% of visitor groups that visited the park bookstore rated the quality of its books and sales items as “very good” or “good” (see Figure 112).



**Figure 112: Quality of books and sales items in the park bookstore**

\*total percentages do not equal 100 due to rounding

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

## Importance of protecting park attributes/resources

### Question 14

On this visit, how important were the following attributes/resources to you?

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

### Results

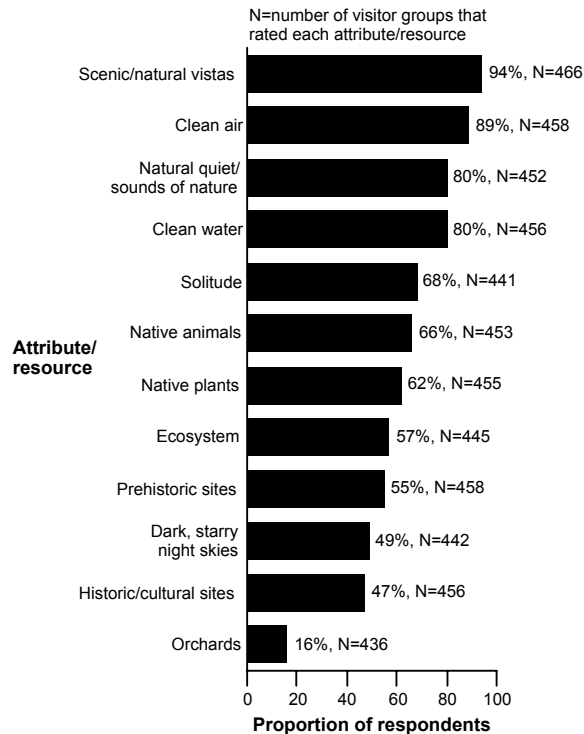
- As shown in Figure 113, the highest combined proportions of “extremely important” and “very important” ratings included:

94% Scenic/natural vistas  
 89% Clean air  
 80% Natural quiet/sounds of nature  
 80% Clean water

- The attribute/resource that received the highest “not important” rating was:

28% Orchards

- Table 18 shows the importance ratings of park attributes/resources.



**Figure 113: Combined proportions of “extremely important” and “very important” ratings of park attributes/resources**

**Table 18: Visitor ratings of importance of protecting park attributes/resources**

N=number of visitors that rated each attribute/resource

Attribute/resource	N	Rating (%)				
		Not important	Somewhat important	Moderately important	Somewhat important	Extremely important
Scenic/cultural vistas	466	<1	2	4	33	61
Historic/cultural sites	456	4	18	31	32	15
Orchards	436	28	28	30	13	3
Prehistoric sites	458	5	13	28	31	24
Clean water	456	3	4	13	34	46
Clean air	458	1	3	8	34	55
Solitude	441	3	8	22	32	36
Natural quiet/sounds of nature	452	1	5	14	37	43
Native plants	455	4	12	22	33	29
Native animals	453	3	11	21	34	32
Ecosystems	445	5	15	22	31	26
Dark, starry night skies	442	16	14	20	24	25

\*total percentages do not equal 100 due to rounding

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

## Importance of conducting scientific research about park resources

### Question 18

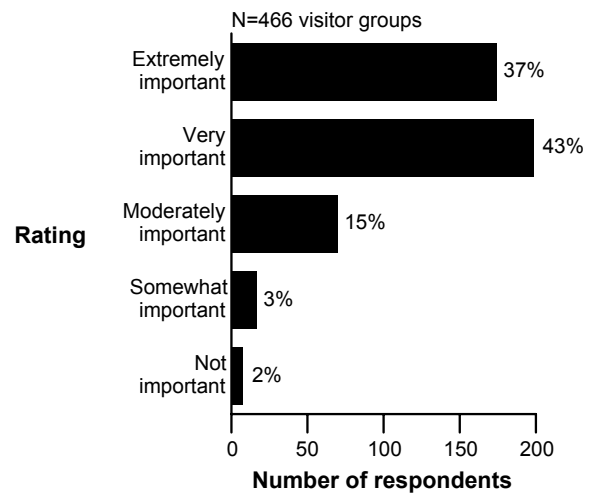
Units of the National Park System are established to preserve places with outstanding natural and cultural resources and to provide ways for visitors to enjoy these resources.

### Question 18a

In your opinion, how important is conducting scientific research about natural and cultural resources in national parks?

### Results

- 80% of visitor groups rated the importance of conducting scientific research as “extremely important” or “very important” (see Figure 114).
- 2% rated the importance as “not important.”



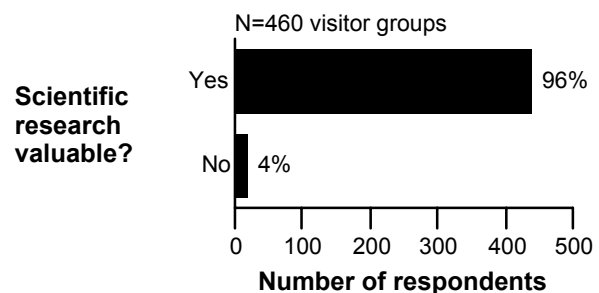
**Figure 114: Importance of conducting scientific research about natural and cultural resources in national parks**

### Question 18b

Do you think conducting scientific research about natural and cultural resources is a valuable use of public land?

### Results

- 96% of visitor groups thought that conducting scientific research is a valuable use of public land (see Figure 115).



**Figure 115: Visitor groups that think conducting scientific research is a valuable use of public land**

\*total percentages do not equal 100 due to rounding

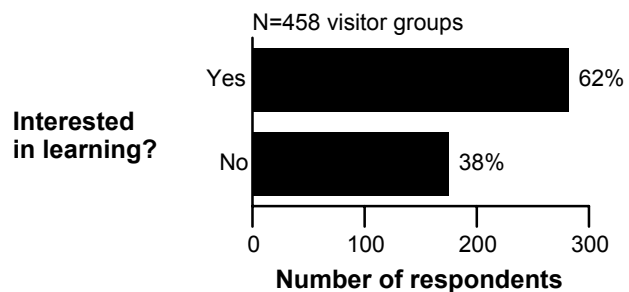
\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 18c

Are you and your personal group interested in learning about the latest research that is being conducted in national park units?

## Results

- 62% of visitor indicated that they were interested in learning about the latest research being conducted in national park units (see Figure 116).



**Figure 116: Interest in learning about latest research being conducted in national park units**

\*total percentages do not equal 100 due to rounding

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



## Question 18d

If YES, how would you like to learn this information? For example, website, brochure, exhibit, etc.

## Results

- Ninety-eight percent (N=258) of visitor groups responded to this question.
- Table 19 shows visitor's comments on ways they would like to learn about scientific research conducted in the national park units.

**Table 19: Preferred ways of learning about research in parks**

N=429 comments;  
some visitors made more than one comment.

Comment	Number of times mentioned
Website	216
Exhibit	88
Brochure	76
Newspapers/magazines (e.g. National Geographic)	6
National Park publications (e.g. newsletter)	5
E-mail notice	4
Video at visitor center	4
Books	3
Newsletters	3
Programs/talks/tours	3
Visitor center exhibits	3
Information at visitor center	2
Lecture	2
Maps	2
Ranger-led programs	2
Television programs (e.g. PBS, Discovery Channel)	2
All modalities of learning	1
Depends on the topic	1
Evening program	1
General information at the park	1
Local exhibits	1
Mailings	1
National Park Service blogs	1
Posting at visitor center	1
Publication of grant opportunities	1
Roadside exhibits	1
Signs at sites	1

\*total percentages do not equal 100 due to rounding

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

## Expenditures

### Total expenditures inside and outside Capitol Reef NP

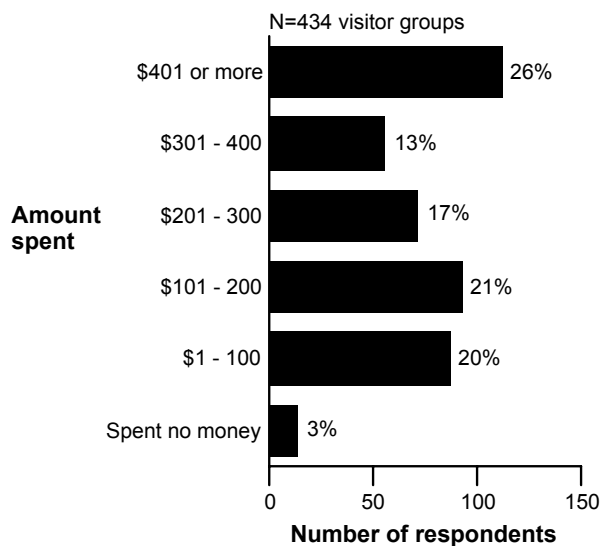
#### Question 17

For you and your personal group, please report all expenditures for the items listed below for this visit to Capitol Reef NP and the surrounding area (within 100 miles).

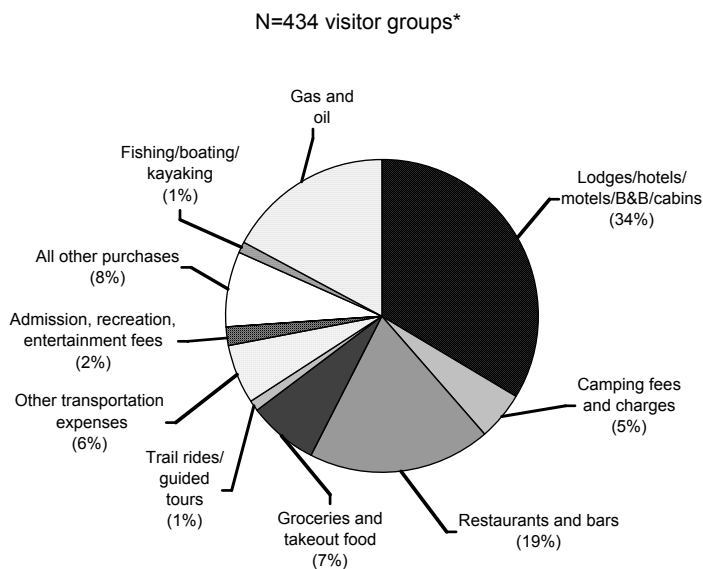
#### Results

- 41% of visitor groups spent \$1 - \$200 (see Figure 114).
- 26% spent \$401 or more.
- The average visitor group expenditure was \$350.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$236.
- Average total expenditure per person (per capita) was \$150.
- As shown in Figure 118, the largest proportions of total expenditures inside and outside the park were:

34% Lodges/hotels/motels,  
B&B/cabins  
19% Restaurants and bars  
17% Gas and oil



**Figure 117: Total expenditures inside and outside the park**



**Figure 118: Proportions of total expenditures inside and outside the park**

\*total percentages do not equal 100 due to rounding

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

## Number of adults covered by expenditures

Question 17c

How many adults (18 years or older) do these expenses cover?

Results

- 70% of visitor groups had two adults covered by expenditures (see Figure 119).
- 23% had three or more adults.
- 7% had one adult.

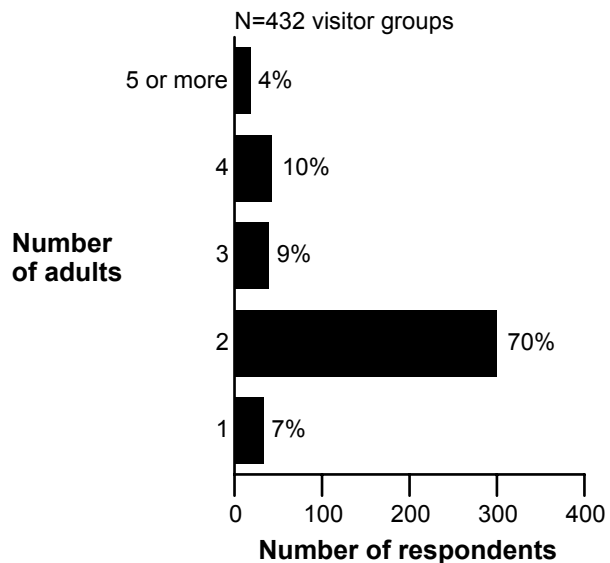


Figure 119: Number of adults covered by expenditures

## Number of children covered by expenditures

Question 17c

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

Results

- 76% of visitor groups did not have any children covered by expenditures (see Figure 120).
- 9% had two children.
- 7% had one child.

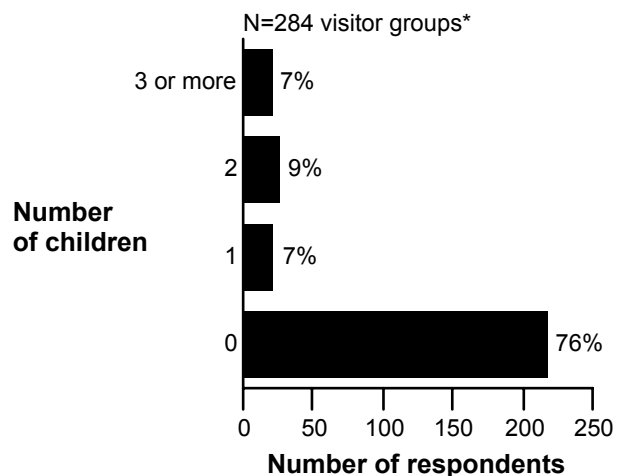


Figure 120: Number of children covered by expenditures

\*total percentages do not equal 100 due to rounding

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

## Expenditures inside the park

### Question 17a

Please list your personal group's total expenditures inside Capitol Reef NP.

Note: Surrounding area residents should only include expenditures that were just for this visit to Capitol Reef NP.

### Results

- 68% of visitor groups spent \$1 - \$50 inside the park (see Figure 121).
- 19% spent no money inside the park.
- The average visitor group expenditure inside the park was \$27.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$15.
- Average total expenditure per person (per capita) was \$14.
- As shown in Figure 122, the largest proportions of total expenditures inside the park were:

45% All other purchases  
26% Camping fees and charges

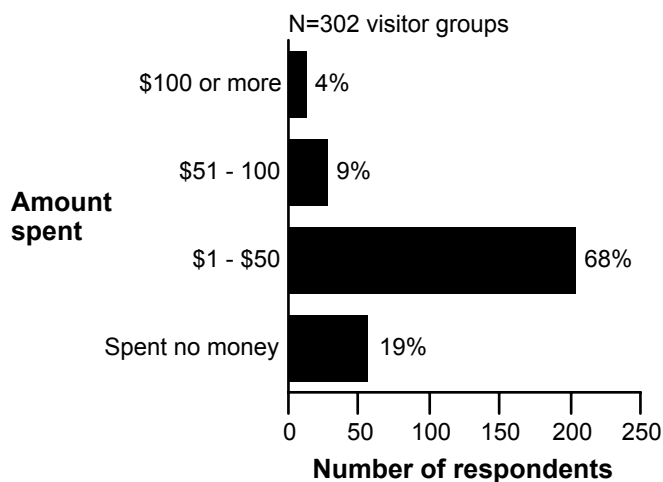


Figure 121: Total expenditures inside the park

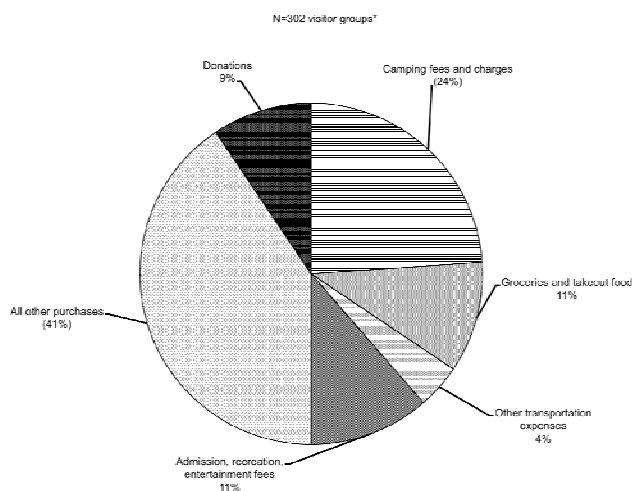


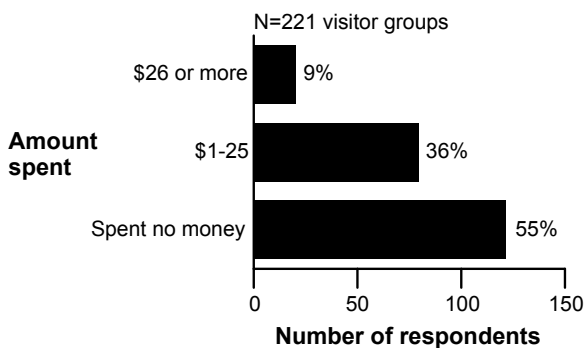
Figure 122: Proportions of total expenditures inside the park

\*total percentages do not equal 100 due to rounding

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

Camping fees and charges

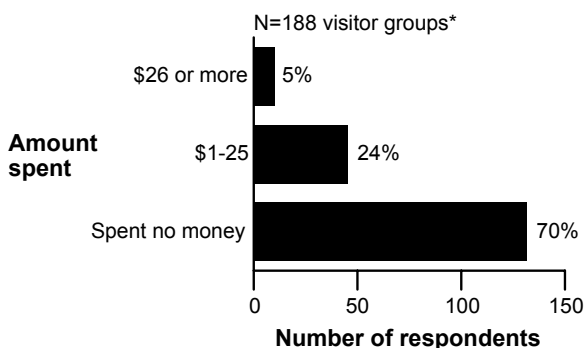
- 55% of visitor groups did not spend any money on camping fees and charges inside the park (see Figure 123).
- 36% spent \$1- \$25.



**Figure 123: Expenditures for camping fees and charges inside the park**

Groceries and takeout food

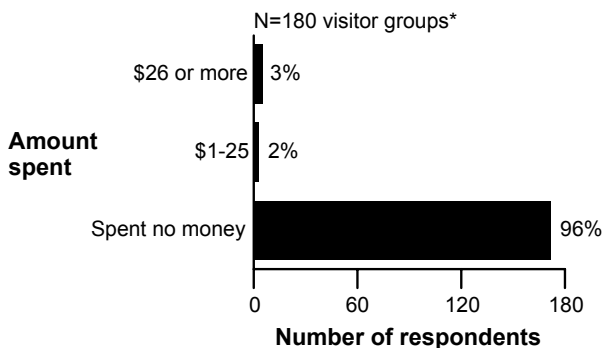
- 70% of visitor groups did not spend any money on groceries and takeout food inside the park (see Figure 124).
- 24% spent \$1- \$25.



**Figure 124: Expenditures for groceries and takeout food inside the park**

Other transportation expenses (rental cars, taxis, auto repairs, etc.)

- 96% of visitor groups did not spend any money on other transportation expenses inside the park (see Figure 125).



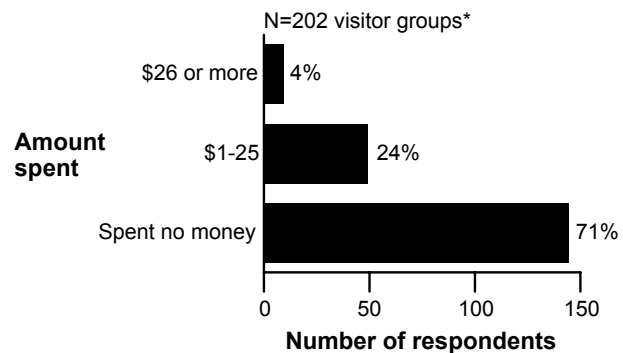
**Figure 125: Expenditures for other transportation inside the park**

\*total percentages do not equal 100 due to rounding

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

Admission, recreation, entertainment fees

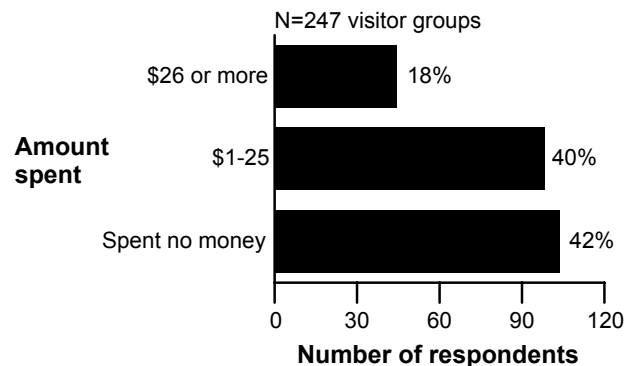
- 71% of visitor groups did not spend any money on admission, recreation, entertainment fees inside the park (see Figure 126).
- 24% spent \$1 - \$25.



**Figure 126: Expenditures for admission, recreation, entertainment fees inside the park**

All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)

- 42% of visitor groups did not spend any money on other purchases inside the park (see Figure 127).
- 40% spent \$1 - \$25.



**Figure 127: Expenditures for all other purchases inside the park**

\*total percentages do not equal 100 due to rounding

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

## Expenditures outside the park

### Question 17b

Please list your personal group's total expenditures in the area outside the park (within 100 miles).

Note: Area residents should only include expenditures that were directly related to this visit to Capitol Reef NP.

### Results

- 38% of visitor groups spent \$1 - \$200 (see Figure 128).
- 31% spent between \$201 and \$400.
- 19% spent over \$500.
- The average visitor group expenditure outside the park was \$354.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$239.
- Average total expenditure per person (per capita) was \$160.
- As shown in Figure 129, the largest proportions of total expenditures outside the park were:

35% Lodges, hotels, motels, cabins, B&B, etc.  
20% Restaurants and bars  
18% Gas and oil

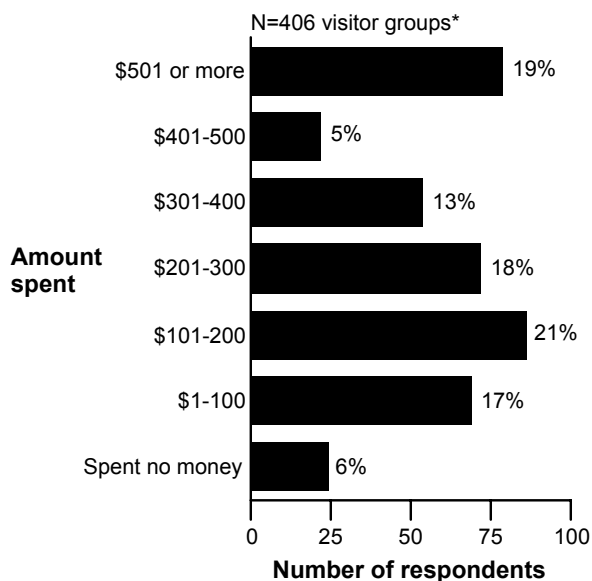


Figure 128: Total expenditures outside the park

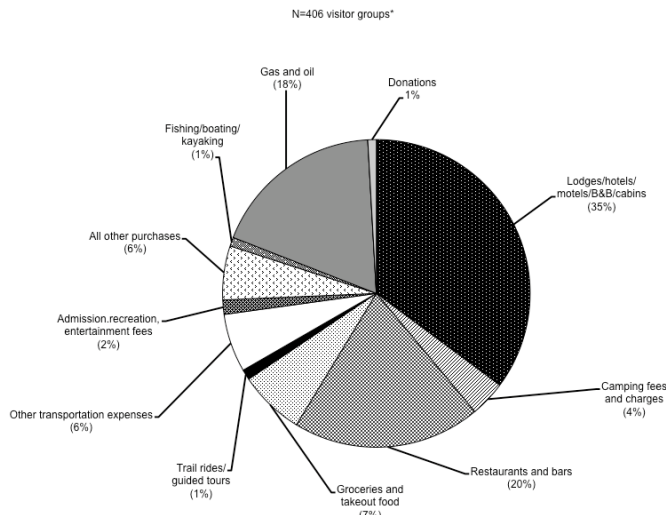


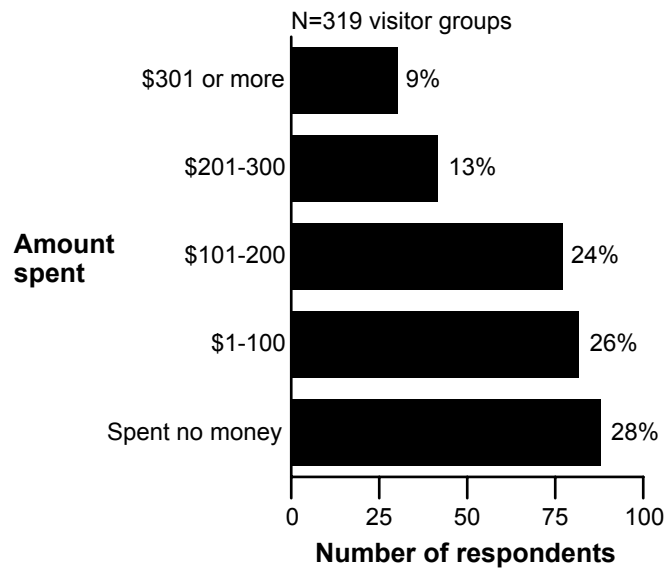
Figure 129: Proportions of total expenditures outside the park

\*total percentages do not equal 100 due to rounding

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

Lodge/hotel/motel/bed & breakfast/cabins

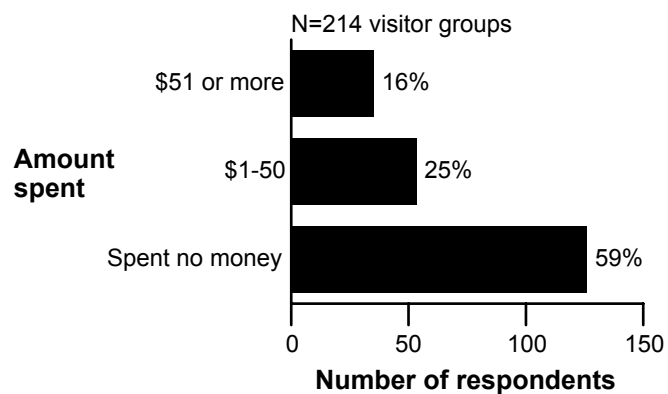
- 50% of visitor groups spent \$1 - \$200 on lodging outside the park (see Figure 130).
- 28% did not spend any money.



**Figure 130: Expenditures for lodging outside the park**

Camping fees and charges

- 59% of visitor groups did not spend any money on camping fees and charges outside the park (see Figure 131).
- 25% spent \$1 - \$50.



**Figure 131: Expenditures for camping fees and charges outside the park**

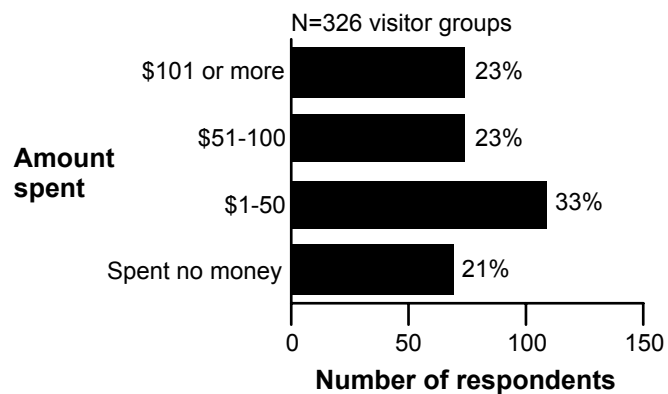
\*total percentages do not equal 100 due to rounding

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



Restaurants and bars

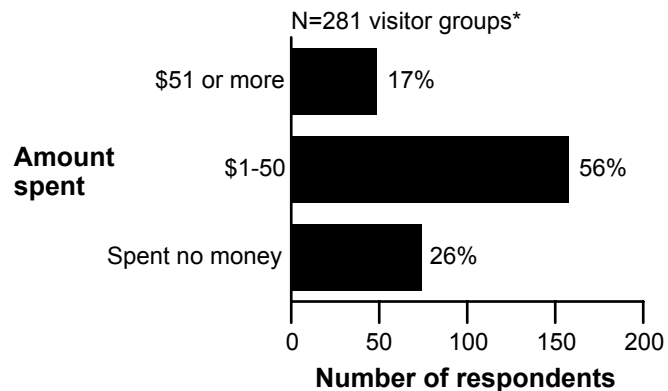
- 46% of visitor groups spent \$51 or more on restaurants and bars outside the park (see Figure 132).
- 33% spent \$1 - \$50.



**Figure 132: Expenditures for restaurants and bars outside the park**

Groceries and takeout food

- 56% of visitor groups spent \$1 - \$50 on groceries and takeout food outside the park (see Figure 133).
- 26% did not spend any money on groceries and takeout food.



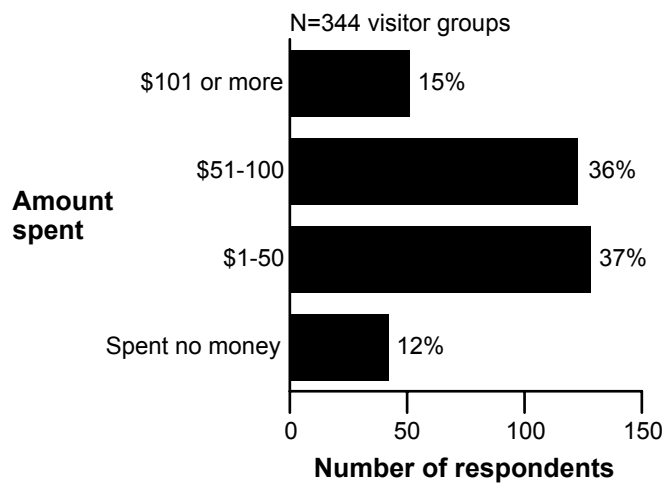
**Figure 133: Expenditures for groceries and takeout food outside the park**

\*total percentages do not equal 100 due to rounding

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

Gas and oil (auto, RV, boat, etc.)

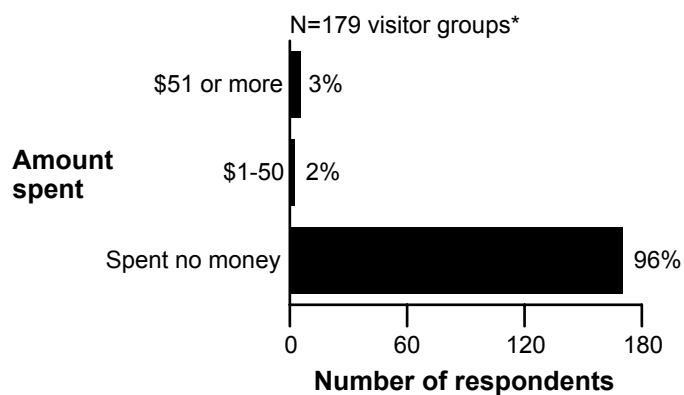
- 73% of visitor groups spent \$1 - \$100 on gas and oil outside the park (see Figure 134).



**Figure 134: Expenditures for gas and oil outside the park**

Fishing/boating/kayaking

- 96% of visitor groups spent no money on fishing/boating/kayaking outside the park (see Figure 135).



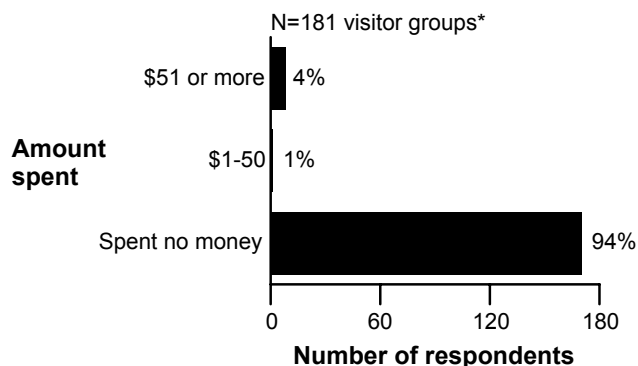
**Figure 135: Expenditures for fishing/boating/kayaking outside the park**

\*total percentages do not equal 100 due to rounding

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

Trail rides/guided tours

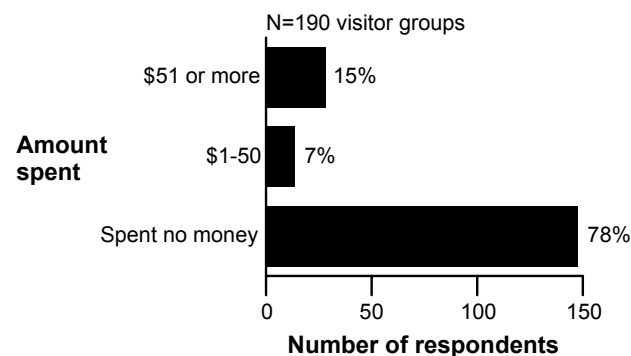
- 94% of visitor groups spent no money on trail rides/guided tours outside the park (see Figure 136).



**Figure 136: Expenditures for trail rides/guided tours outside the park**

Other transportation expenses (rental cars, auto repairs, etc)

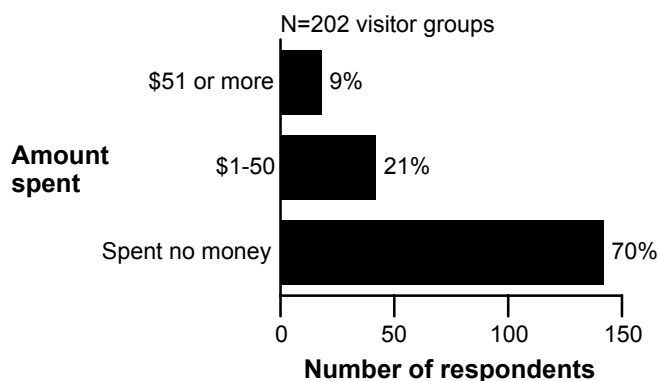
- 78% of visitor groups did not spend any money on other transportation outside the park (see Figure 137).
- 15% spent \$51 or more.



**Figure 137: Expenditures for other transportation expenses outside the park**

Admission, recreation, entertainment fees

- 70% of visitor groups did not spend any money on admission, recreation, entertainment fees outside the park (see Figure 138).
- 21% spent \$1 - \$50.



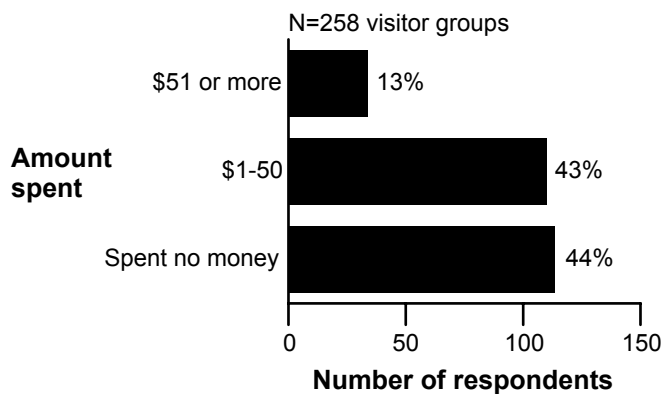
**Figure 138: Expenditures for admission, recreation, entertainment fees outside the park**

\*total percentages do not equal 100 due to rounding

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

All other purchases (souvenirs, books, sporting goods, clothing, etc.)

- 44% of visitor groups did not spend any money on other purchases outside the park (see Figure 139).
- 43% spent \$1 - \$50.



**Figure 139: Expenditures for all other purchases outside the park**

\*total percentages do not equal 100 due to rounding

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

## Preferences for future visit

### Interpretive program preferences

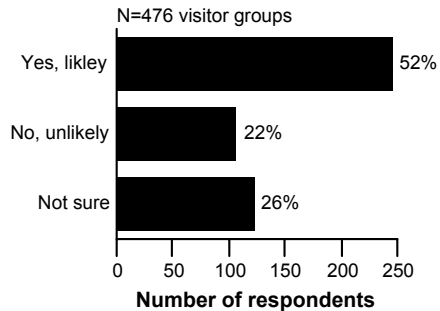
#### Question 11c

If you were to visit Capitol Reef NP in the future, would you and your personal group be interested in attending ranger-led programs in the park?

**Attend  
program  
in future?**

#### Results

- 52% of visitor groups were interested in attending ranger-led programs on a future visit (see Figure 140).



**Figure 140: Interest in attending ranger-led programs on future visit**

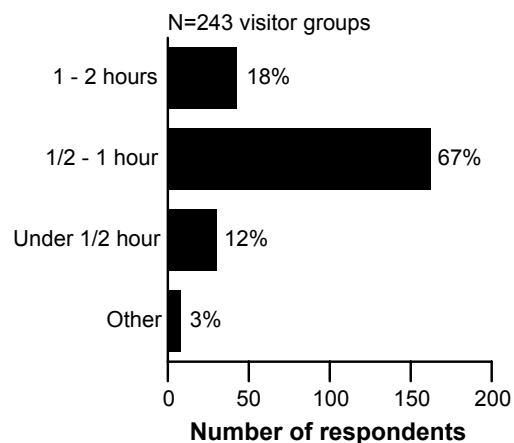
#### Question 11d

If YES to question 11c, what length of program would you and your personal group like to attend?

#### Results

- 67% of visitor groups were interested in attending ranger-led programs between 1/2 and 1 hour in length (see Figure 141).

**Time**



**Figure 141: Preferred length of program**

\*total percentages do not equal 100 due to rounding

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

## Question 11e

If YES to question 11c, please indicate your preferred times to attend such activities at Capitol Reef NP. Please suggest two time periods by writing in the hours and circling a.m. or p.m.

## Results

- Table 20 shows visitors' preferred length and time of day for ranger-led programs.

**Table 20: Preferred length and time of ranger-led program**

N=417 visitor groups

Preferred length	N	Preferred time				
		%				
		6:00am-8:59am	9:00am-11:59am	12:00pm-2:59pm	3:00pm-5:59pm	6:00pm-9:00pm
Under 1/2 hour	52	4	21	7	12	8
1/2 - 1 hour	263	20	98	40	37	68
1 - 2 hours	87	26	24	13	11	13
Other	15	2	6	2	1	4

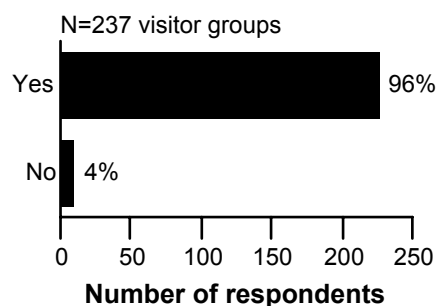
## Question 11f

If YES to Question 11c, would you like to have ranger-led program times advertised on the park website?

## Results

- 96% of visitor groups were interested in having ranger-led program times advertised on the park website (see Figure 142).

## Advertise times?



**Figure 142: Interest in having ranger-led program times advertised on the park website**

\*total percentages do not equal 100 due to rounding

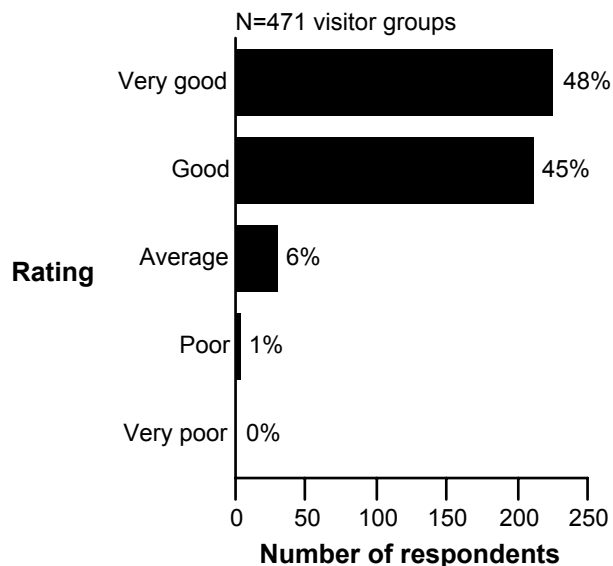
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Overall Quality****Question 26**

Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Capitol Reef NP during this visit?

**Results**

- 93% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 143).
- 1% rated the quality as “very poor” or “poor.”



**Figure 143: 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

<b>Visitor Comments</b>
-------------------------

**Additional comments**

## Question 25

Is there anything else you and your personal group would like to tell us about your visit to Capitol Reef NP?

## Results

- 49% of visitor groups (N=233) responded to this question.
- Table 21 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 21: Additional comments**

N=518 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
The staff was friendly	13
The staff was helpful	5
Staff was not knowledgeable	2
The survey personnel was nice	2
Other comments	7
<b>INTERPRETIVE SERVICES</b>	
Provide more trail information	3
Did not know about the CD driving tour	2
Interesting history	2
More information on backpacking	2
More signs to identify natural features	2
Need more ranger-led programs	2
Ranger talk was great	2
Should provide services in other languages	2
Times attending ranger-led programs would vary	2
Other comments	27
<b>FACILITIES/MAINTENANCE</b>	
Great trails	5
The park was well maintained	5
The campground was nice	5
Trails should be better marked	5
Beautiful orchards	4
Campground was clean/well maintained	4
Restrooms need improvement	4
Clean park	3
Improve road quality	3
Liked the grassy campsites	3
Need showers at the campgrounds	3
Cell phone signal would be nice	2
Hope the park is maintained	2
Limited RV facilities	2



**Table 21: Additional comments**  
(continued)

Comment	Number of times mentioned
<b>FACILITIES/MAINTENANCE</b> (continued)	
More picnic areas	2
Need more road signs	3
Visitor center was great	3
Would like to have a dog area	3
Improve parking at viewing areas	2
Need more easy/moderate trails	2
Parking lot is too small	2
Trails were clean/well maintained	2
Other comments	34
<b>POLICIES/MANAGEMENT</b>	
Appreciate that there were not fees	2
Campground rules are not enforced	2
Discourage commercialization	2
Government should continue funding the park	2
More access to park areas	2
Raise entrance fee	2
Other comments	16
<b>RESOURCE MANAGEMENT</b>	
Need to recycle more	2
Save the landscape	2
Other comments	12
<b>GENERAL COMMENTS</b>	
Beautiful park	66
Enjoyed the visit	45
Beautiful scenery	20
Will return	13
Nice hiking	9
Not crowded	8
The views were great	7
You are doing a great job	7
Regular visitor	6
Thank you	6
This is our favorite place	6
Should have scheduled more time	5
The park is not well known	5
Interesting place	4
It was quiet	4
Loved the pies	4
Survey was long and complicated	4
Beautiful rock formations	3
Enjoyed the solitude	4
Unable to make camping reservation	3
Enjoyed the backcountry	2

---

**Table 21: Additional comments**  
(continued)

Comment	Number of times mentioned
<b>GENERAL COMMENTS</b> (continued)	
Enjoyed the park surrounding areas	2
Great driving	2
Provide hikers shuttle for longer hikes	2
Visited several sites	2
Will recommend the park to friends	2
Would like to see more	2
Other comments	53

---

## **APPENDICES**

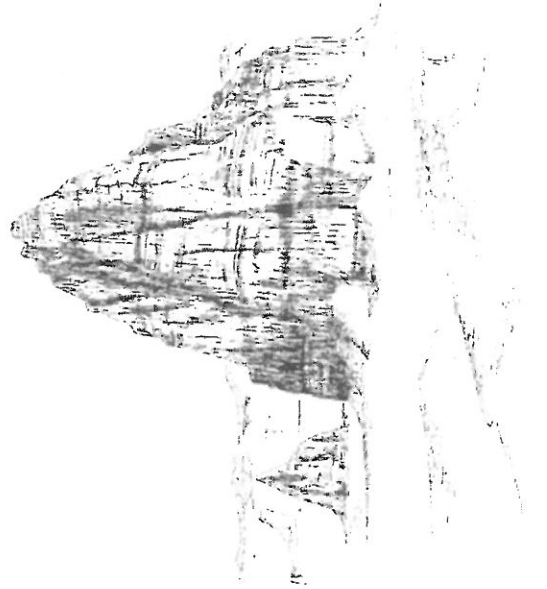
<b>Appendix 1: The Questionnaire</b>
--------------------------------------

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



# Capitol Reef National Park

## Visitor Study



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

OFFICIAL BUSINESS



**United States Department of the Interior**

**NATIONAL PARK SERVICE**

Capitol Reef National Park  
HC 70 Box 15  
Torrey, UT 84775-9602

IN REPLY REFER TO:

May-June, 2008

Dear Visitor:

Thank you for participating in this important study. We want to learn about the expectations, opinions, and interests of visitors to Capitol Reef National Park. This information will help us improve our management of this park and better serve you, our visitor.

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 to complete after your visit.

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](mailto:littlej@uidaho.edu).

We appreciate your help.

Sincerely,

Al Hendricks  
Superintendent

**DIRECTIONS**

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:**

16 U.S.C. 1a-7 authorizes collection of this information. 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 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](mailto:littlej@uidaho.edu).

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

1. Prior to your visit, were you and your group aware of the existence of Capitol Reef National Park (NP)?  
☐ Yes ☐ No
2. a) Prior to your visit, how did you and your personal group obtain information to plan your visit to Capitol Reef NP? Please mark (●) **all** that apply in the left column.  
 b) If you were to visit Capitol Reef NP in the future, how would you and your personal group prefer to obtain information about the park? Please mark (●) **all** that apply in the right column.

**a) Prior to this visit (●)** **b) On future visits (●)**

- |   |                       |
|---|-----------------------|
| <input type="radio"/> Obtained no information prior to visit → <b>Go to part b of this question</b>     | <input type="radio"/> |
| <input type="radio"/> Friends/relatives/word of mouth   | <input type="radio"/> |
| <input type="radio"/> Travel guides/tour books (such as AAA, etc.)                                      | <input type="radio"/> |
| <input type="radio"/> Maps/brochures  | <input type="radio"/> |
| <input type="radio"/> Newspaper/magazine articles   | <input type="radio"/> |
| <input type="radio"/> E-mail/telephone/written inquiry to park  | <input type="radio"/> |
| <input type="radio"/> Television/radio programs/videos  | <input type="radio"/> |
| <input type="radio"/> Capitol Reef NP website: <a href="http://www.nps.gov/care/">www.nps.gov/care/</a> | <input type="radio"/> |
| <input type="radio"/> Other websites  | <input type="radio"/> |
| <input type="radio"/> State welcome center/Chamber of Commerce  | <input type="radio"/> |
| <input type="radio"/> Highway signs   | <input type="radio"/> |
| <input type="radio"/> School class/program  | <input type="radio"/> |
| <input type="radio"/> Information from local motel or other business                                    | <input type="radio"/> |
| <input type="radio"/> Information from another national park  | <input type="radio"/> |
| <input type="radio"/> Other (Please specify below)  | <input type="radio"/> |

This visit \_\_\_\_\_ Future visits \_\_\_\_\_

- c) From the sources marked above, did you and your personal group receive the type of information about the park that you needed?  
☐ No ☐ Yes → **Go to Question 3**
  - d) If NO, what type of park information did you and your personal group need that you did not receive? Please be specific.
- 
3. a) If you and your personal group used the park website ([www.nps.gov/care/](http://www.nps.gov/care/)) prior to or during this visit, please rate how helpful the website was in planning your visit, by marking (●) **one** response below.  

<input type="radio"/> Did not use website → <b>Go to part b of this question</b>				
Not at all helpful	Somewhat helpful	Moderately helpful	Very helpful	Extremely helpful
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
  - b) If you were to visit Capitol Reef NP in the future, what information on the park website (<http://www.nps.gov/care/>) would you and your personal group like to have available? Please mark (●) **all** that apply.  
☐ Not interested in using the website → **Go to Question 4**  
☐ Information to plan your visit (directions, operating hours, fees, things to do, etc.)  
☐ Information about how to contact the park  
☐ Schedule of events and programs  
☐ Information about the park geology, cultural and natural history, etc.  
☐ Other (Please specify) \_\_\_\_\_
- 
4. For this trip, what was the **primary** reason that you and your personal group visited the **area** (within 100 miles) of Capitol Reef NP? Please mark (●) **one**.  
☐ Resident of area ☐ Business  
☐ Visit Capitol Reef NP ☐ Travel through to another destination  
☐ Visit other attractions in the area  
☐ Visit friends/relatives in the area  
☐ Other (Please specify) \_\_\_\_\_

5. On this visit, what was the **primary** reason that you and your personal group visited Capitol Reef NP? Please mark (●) **one**.

- ☐ Take scenic drive/view scenery  
☐ Participate in recreation (hiking, bicycling, camping, etc.)  
☐ Fruit picking  
☐ Study nature, including birdwatching  
☐ Show park to friends/relatives  
☐ Visit a National Park Service site  
☐ Obtain stamp in National Park Passport book  
☐ Travel through to other destination  
☐ Other (Please specify) \_\_\_\_\_

6. a) For this visit, please mark all of the sites that you and your personal group visited in Capitol Reef NP. Please mark (●) **all** that apply.

- ☐ Scenic drive ☐ Behunin Cabin  
☐ Visitor center ☐ Panorama Point/Goosenecks Overlook  
☐ Gifford Farmhouse ☐ Notom/Burr Trail Road  
☐ Cathedral Valley ☐ South Draw  
☐ Ripple Rock Nature Center ☐ Fruita Historic District  
☐ Historic Fruita Schoolhouse ☐ Orchards  
☐ Petroglyph panel (Hwy 24) ☐ Campground  
☐ Blacksmith shop ☐ Picnic area  
☐ Other (Please specify) \_\_\_\_\_

- b) Which site did you visit first? \_\_\_\_\_

7. a) On this trip, how much time did you and your personal group spend outside the park, but in the **area** (within 100 miles)?

\_\_\_\_\_ Number of hours if **less than 24 hours** (e.g. ¼ hr, 1 ½ hrs, 2 hrs)

\_\_\_\_\_ Number of days if **24 hours or more** (e.g. 1 day, 1 ¼ day, 2 ½ days)

- b) On this visit to Capitol Reef NP, how long did you and your personal group spend visiting the park?

\_\_\_\_\_ Number of hours if **less than 24 hours**

\_\_\_\_\_ Number of days if **24 hours or more**

8. a) While planning this visit, what activities did you and your personal group expect to do at Capitol Reef NP? Please mark (●) **all** that apply.

- b) During this visit to Capitol Reef NP, what activities did you and your personal group participate in? Please mark (●) **all** that apply.

**a) Expected activities** **b) Activities participated in**

- ☐ Attending ranger-led programs ☐  
☐ Backpacking ☐  
☐ Bicycling ☐  
☐ Enjoying nature, including birdwatching ☐  
☐ Exploring backcountry roads ☐  
☐ Hiking ☐  
☐ Picking fruit ☐  
☐ Picnicking ☐  
☐ Star gazing/viewing night skies ☐  
☐ Taking photographs/painting/drawing ☐  
☐ Visiting historic sites/areas ☐  
☐ Viewing scenery ☐  
☐ Visiting prehistoric sites (such as petroglyphs) ☐  
☐ Other (Please specify below) ☐

Expected \_\_\_\_\_ Participated in \_\_\_\_\_

- c) Which **one** of the above activities was the **primary** activity that you and your personal group did in Capitol Reef NP on this visit? Please list **one** answer.

\_\_\_\_\_

9. a) On this trip, did you and your personal group stay overnight **away from home** within 100 miles of the park?

☐ Yes ☐ No → **Go to Question 10**

- b) and c) If YES, how many nights did you and your personal group spend in the following types of accommodations? Please write the number of nights stayed.

**b) Number of nights**  
**inside park** \_\_\_\_\_ **c) Number of nights**  
**outside park within 100 miles** \_\_\_\_\_

n/a Lodge, motel, cabin, rented condo/home, or bed & breakfast \_\_\_\_\_

\_\_\_\_\_ Camping in developed campground \_\_\_\_\_

→ (Specify the camping location in the park: \_\_\_\_\_)

\_\_\_\_\_ Backcountry campsite \_\_\_\_\_

\_\_\_\_\_ Personal seasonal residence \_\_\_\_\_

\_\_\_\_\_ Residence of friends or relatives \_\_\_\_\_

\_\_\_\_\_ Other (Please specify below) \_\_\_\_\_

Inside \_\_\_\_\_ Outside \_\_\_\_\_

10. a) On this trip, where did you and your personal group stay on the night prior to visiting Capitol Reef NP? If you stayed at home, please write the name of the town and state where you live.

Town/city \_\_\_\_\_ State \_\_\_\_\_

- b) On this trip, where did you and your personal group stay on the night after leaving Capitol Reef NP? If you stayed at home please write the name of the town and state where you live.

Town/city \_\_\_\_\_ State \_\_\_\_\_

11. Capitol Reef NP interpretive programs and exhibits discuss topics such as: geology, American Indian culture/history, pioneer history, historic orchards, and plants/animals.

- a) On this visit to Capitol Reef NP, did you and your group attend any ranger-led programs/activities?

☐ Yes ☐ No → b) If NO, why not? \_\_\_\_\_

- c) If you visit Capitol Reef NP in the future, would you and your personal group be interested in attending ranger-led programs in the park?

☐ Yes, likely ☐ No, unlikely ☐ Not sure

- d) If YES to Question 11c, what length of program would you and your personal group like to attend?

☐ Under 1/2 hour ☐ 1/2 - 1 hour ☐ 1 - 2 hours

☐ Other (Please specify) \_\_\_\_\_

- e) If YES to Question 11c, please indicate your preferred times to attend such activities at Capitol Reef NP. Please suggest **two** time periods by writing in the hours and circling a.m. or p.m.

From \_\_\_\_\_ a.m. or p.m. To \_\_\_\_\_ a.m. or p.m.

From \_\_\_\_\_ a.m. or p.m. To \_\_\_\_\_ a.m. or p.m.

- f) If YES to Question 11c, would you like to have ranger-led program times advertised on the park website?

☐ Yes ☐ No

12. a) Did you learn about the following topics during your visit? Please mark (●) **yes** or **no** for each item.

- b) For each topic you answered YES to in Question 12a, please indicate to what extent, if any, your understanding of the topic improved during your visit.

- c) Next, whether or not you learned about a topic on this visit, mark (●) which topics you would be interested in learning about on a future visit.

a) **Learned on this visit?** b) **Improvement in understanding?** c) **Interested on future visit?**

(●) Yes (●) No Topic Not at all A little Somewhat A lot (●) Yes (●) No

<input type="radio"/>	<input type="radio"/>	Geology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	American Indian culture/history	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Pioneer history/orchards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Plant life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Animal life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	Ecosystems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



- d) Please list any additional topics you and your personal group are interested in learning about Capitol Reef NP.

13. a) On this visit, did you and your personal group visit the park bookstore?

☐ Yes ☐ No → Go to Question 14

- b) If YES, were you able to find the sales items you and your personal group were interested in?

☐ Yes ☐ No ↓

- c) If NO, what sales items would you like to have provided? \_\_\_\_\_

- d) Please rate the quality of books and other sales items in the park bookstore.

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

14. On this visit, how important were the following attributes/resources to you? Please mark (●) one answer for each resource.

Attribute/resource	Not important	Somewhat important	Moderately important	Very important	Extremely important
Scenic/natural vistas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Historic/cultural sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orchards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prehistoric sites, such as petroglyphs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clean air	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural quiet/sounds of nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Native animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ecosystems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dark, starry night skies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. a) Please mark (●) all information services and facilities that you or your personal group used in Capitol Reef NP during this visit.

- b) Next, for only those services and facilities that you or your personal group used, please rate their importance to your visit from 1-5.

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

**a) Visitor services and facilities used**

Mark (●)	b) If used, how important? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good
----------	--	--

<input type="radio"/>	Official park brochure/map	_____
<input type="radio"/>	Exhibits at visitor center	_____
<input type="radio"/>	Video program at visitor center	_____
<input type="radio"/>	Other park publications/site bulletins	_____
<input type="radio"/>	Assistance from park staff	_____
<input type="radio"/>	Exhibits at Ripple Rock Nature Center	_____
<input type="radio"/>	Ranger-led programs	_____
<input type="radio"/>	Junior Ranger program	_____
<input type="radio"/>	Exhibits at Gifford House	_____
<input type="radio"/>	Self-guided nature trails	_____
<input type="radio"/>	CD: "A Self-Guided Driving Tour"	_____
<input type="radio"/>	Roadside exhibits	_____
<input type="radio"/>	Bulletin boards	_____
<input type="radio"/>	Telephone inquiries/hotlines used before or during visit	_____

- d) If you and your personal group have comments on any of the above services and facilities, please use the lines below.

**Service/facility** (List)

**Comment** (Please be specific)

16. a) Please mark (●) **all** visitor services and facilities that you or your personal group **used** in Capitol Reef NP during this visit.

- b) Next, for only those services and facilities that you or your personal group **used**, please rate their importance to your visit from 1-5.

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

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

- ☐ Trails
- ☐ Roads
- ☐ Restrooms
- ☐ Campgrounds
- ☐ Picnic areas
- ☐ Parking areas
- ☐ Access for disabled persons
- ☐ Recycling
- ☐ Trash cans/dumpsters
- ☐ Drinking water
- ☐ RV dump station
- ☐ Park directional signs

- d) If you and your personal group have comments about any of the above services and facilities, please use the lines below.

**Service/facility** (List)

**Comment** (Please be specific)

17. For you and your personal group, please list all expenditures for the items listed below during this visit to Capitol Reef NP and the surrounding area (within 100 miles). **Please write "0" if no money was spent in a particular category.**

a) Please list your personal group's total expenditures inside Capitol Reef NP.

b) Please list your personal group's total expenditures in the **area outside** the park (within 100 miles).

NOTE: Area residents should only include expenditures that were **directly related** to this visit to Capitol Reef NP.

	EXPENDITURES	
	a) Inside Capitol Reef NP	b) In surrounding area outside park
Lodge/hotel/motel/bed & breakfast/cabins	n/a	\$
Camping fees and charges	\$	\$
Restaurants and bars	n/a	\$
Groceries and takeout food	\$	\$
Gas and oil (auto, RV, boat, etc.)	n/a	\$
Fishing/boating/kayaking	\$	\$
Trail rides/guided tours	\$	\$
Other transportation expenses (rental cars, auto repair, etc.)	\$	\$
Admission, recreation, entertainment fees	\$	\$
All other purchases (souvenirs, books, sporting goods, clothing, etc.)	\$	\$

c) How many people do the above expenses cover?

\_\_\_\_\_ Adults (18 years or over) \_\_\_\_\_ Children (under 18 years)

**Please write "0" if the expenditures did not include any children.**

18. Units of the National Park System are established to preserve places with outstanding natural and cultural resources and to provide ways for visitors to enjoy these resources.

a) In your opinion, how important is conducting scientific research about natural and cultural resources in national parks?

Not important      Somewhat important      Moderately important      Very important      Extremely important

Science/research—scientific study of park resources

0      0      0      0      0

b) Do you think conducting scientific research about natural and cultural resources is a valuable use of public land?

☐ Yes ☐ No

c) Are you and your personal group interested in learning about the latest research that is being conducted in national park units?

☐ Yes ☐ No → **Go to Question 19**

d) If YES, how would you like to learn this information? For example, website, brochure, exhibit, etc.

19. 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

20. On this visit, what kind of personal group were you with? Please mark (●) **one**.

- ☐ Alone ☐ Friends
- ☐ Family ☐ Family and friends
- ☐ Other (Please specify) \_\_\_\_\_

21. a) On this visit, how many people were in your personal group, including yourself?

\_\_\_\_\_ Number of people

b) On this visit, please list the number of vehicles in which you and your personal group arrived at the park.

\_\_\_\_\_ Number of vehicles

c) On this trip, how many times did you and your personal group enter Capitol Reef NP?

\_\_\_\_\_ Number of times entered

22. a) When visiting an area such as Capitol Reef NP, what **one** language do you and most members of your personal group prefer to use for the following?

**Speaking**

**Reading**

b) What **services** in the park would you like to have provided in languages other than English? Please specify a **service** or mark (●) "None."

Services: \_\_\_\_\_ ☐ None

23. For you and your personal group on this visit, please provide the following. (If you do not know the answer, leave blank).

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	c) Number of visits to Capitol Reef NP (including this visit) lifetime
Yourself	_____	_____	_____
Member #2	_____	_____	_____
Member #3	_____	_____	_____
Member #4	_____	_____	_____
Member #5	_____	_____	_____
Member #6	_____	_____	_____
Member #7	_____	_____	_____

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

☐ Yes ☐ No → **Go to Question 25**

b) If YES, were there services or activities that were difficult to access/participate in? Please be specific.

25. Is there anything else you and your personal group would like to tell us about your visit to Capitol Reef NP?

26. Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Capitol Reef NP during this visit? 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.



## 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"> <li>• Aware of park's existence?</li> <li>• Sources of information used prior to visit</li> <li>• Sources of information preferred for future visits</li> <li>• Receive needed information?</li> <li>• Used website?</li> <li>• Helpfulness of website</li> <li>• Preferred information for park website</li> <li>• Primary reason for visit to park area</li> <li>• Primary reason for visit to park</li> <li>• Sites visited</li> <li>• Sites visited first</li> <li>• Length of stay in the area</li> <li>• Length of stay in the park</li> <li>• Expected activities</li> <li>• Activities this visit</li> <li>• Primary activity</li> <li>• Stay overnight away from home?</li> <li>• Number of nights inside park</li> <li>• Number of nights in area</li> <li>• Type of lodging inside/outside park</li> <li>• Attend ranger-led program?</li> <li>• Attend ranger-led program in future?</li> </ul> | <ul style="list-style-type: none"> <li>• Preferred length of ranger-led programs</li> <li>• Preferred time of ranger-led programs</li> <li>• Advertise ranger-led program times on park website?</li> <li>• Learned park topics?</li> <li>• Improved understanding of park topics</li> <li>• Interested in topics on future visit?</li> <li>• Visit park bookstore?</li> <li>• Able to find sales items?</li> <li>• Quality of books/sales items in park bookstore</li> <li>• Importance of attributes/resources</li> <li>• Information services/facilities used</li> <li>• Importance of Information services/ facilities</li> <li>• Quality of Information services /facilities</li> <li>• Visitor services/facilities used</li> <li>• Importance of visitor services/facilities</li> <li>• Quality of visitor services/facilities</li> </ul> | <ul style="list-style-type: none"> <li>• Expenditures inside park</li> <li>• Expenditures outside park</li> <li>• Number of adults/children expenses cover</li> <li>• Importance of scientific research</li> <li>• Scientific research valuable use of public land?</li> <li>• Interested in learning about research?</li> <li>• With commercial guided tour group?</li> <li>• With school/educational group?</li> <li>• With other organized group?</li> <li>• Group type</li> <li>• Group size</li> <li>• Number of vehicles</li> <li>• Number of entries</li> <li>• Language used for speaking/reading</li> <li>• Visitor age</li> <li>• State of residence</li> <li>• Country of residence</li> <li>• Number of visits to park</li> <li>• Have physical condition limiting access/participation?</li> <li>• Overall quality</li> </ul> |
|--|---|--|

For more information please contact:  
 Visitor Services Project, PSU  
 College of Natural Resources  
 P.O. Box 441139  
 University of Idaho  
 Moscow, ID 83844-1139

Phone: 208-885-7863  
 Fax: 208-885-4261  
 Email: [littlej@uidaho.edu](mailto:littlej@uidaho.edu)  
 Website:  
<http://www.psu.uidaho.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, 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

Table 2 shows no 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 unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. In the Capitol Reef NP survey, 64 respondents reported to be the older person in the group rather than the person who accepted the survey at the park to be the person who completed the survey. Therefore, non-response bias is judged to be insignificant.

*References*

- Filion F. L. (Winter 1975-Winter 1976) Estimating Bias due to Non-response in Mail Surveys. *Public Opinion Quarterly*, Vol 39 (4): 482-492.
- Dey, E.L. (1997) Working with Low Survey Response Rates: The Efficacy of Weighting Adjustment. *Research in Higher Education*, 38(2): 215-227.
- Dillman D. A. (2007) *Mail and Internet Surveys: The Tailored Design Method, Updated version with New Internet, Visual, and Mixed-Mode Guide*, 2<sup>nd</sup> Edition, New York: John Wiley and Sons, Inc.
- Dillman D. A. and Carley-Baxter L. R. (2000) *Structural determinants of survey response rate over a 12-year period*, 1988-1999, Proceedings of the section on survey research methods, 394-399, American Statistical Association, Washington, D.C.
- Goudy, W. J. (1976) Non-response Effect on Relationships Between Variables. *Public Opinion Quarterly*. Vol 40 (3): 360-369.
- Mayer C. S. and Pratt Jr. R. W. (Winter 1966-Winter 1967) A Note on Non-response in a Mail Survey. *Public Opinion Quarterly*. Vol 30 (4): 637-646.
- 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](http://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)****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 (spring)
- 186. Glen Canyon National Recreation Area  
(spring and summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post NHS
- 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
- 204. Capitol Reef National Park

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

<b>Visitor Comments Appendix</b>
----------------------------------

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

**NPS D-242**

**February 2009**



Printed on recycled paper