

Visitor Services Project
Statue of Liberty National Monument
Report Summary

- This report describes the results of a study of visitors to Statue of Liberty National Monument during June 18-24, 1989. Five hundred ninety-nine questionnaires were distributed and 456 returned, a 76% response rate.
- Volume 1 profiles Statue of Liberty visitors. Volume 2 has their comments about the park and their visit. A summary of these comments is included in both volumes.
- Sixty-one percent of visitors were in family groups. Thirty-nine percent of visitors were 26 to 45 years old. Seventy-two percent of visitors were on their first visit to Statue of Liberty National Monument.
- People from New York and New Jersey composed 24% of the United States visitors to Statue of Liberty National Monument. Foreign visitors composed 14% of the visitors to Statue of Liberty National Monument. Fourteen percent of foreign visitors came from Germany.
- Eighty-one percent of visitors stayed three hours or less on Liberty Island. Visiting the gift shop (66%), the statue exhibit (56%), the restaurant (55%), and the observation deck (54%) were the most common activities of visitors.
- Fifty-two percent of visitor groups visited the Top of the Pedestal, 43% visited the Fort Wood Promenades and 33% visited the Crown.
- Sixty-two percent of visitors shopped at gift shops and 53% ate at the restaurant. The boat trip and the directional signs both received high quality ratings.
- Sixty-seven percent of the visitors used the directional signs and 41% used the museum exhibits. The park folder/map, museum exhibits, wayside exhibits and directional signs received high usefulness ratings.
- Visitors liked seeing the statue, the boat ride and the well maintained and clean park facilities. They disliked crowds, waiting in line, and the hot temperatures inside the statue.
- Visitors made many more general comments about their visits to the park.

For more information about the Visitor Services Project, please contact Dr. Gary E. Machlis, Sociology Project Leader, University of Idaho Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, Moscow, Idaho 83843 or call (208) 885-7129.