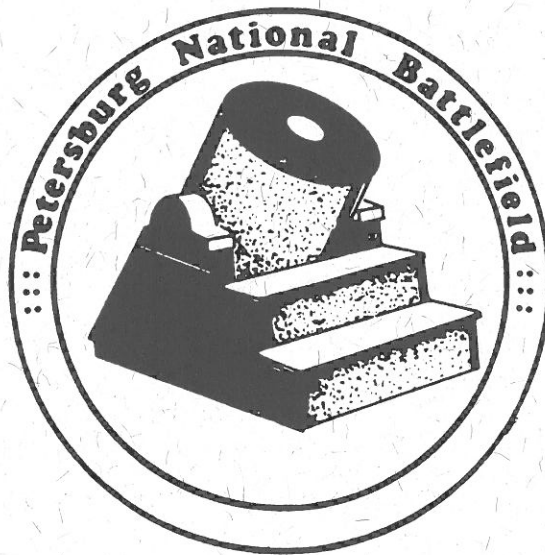


Visitor Services Project
Petersburg National Battlefield



Visitor Services Project Report 33
Cooperative Park Studies Unit



Visitor Services Project

Petersburg National Battlefield

Dwight L. Madison

Report 33

February 1991

Dwight Madison is the VSP Eastern Coordinator with the Cooperative Park Studies Unit, National Park Service, University of Idaho. I thank Jenny Aley of the VSP interview team and the staff at Petersburg National Battlefield for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University for its technical assistance.

Visitor Services Project

Petersburg National Battlefield

Report Summary

- This report describes the results of a study of visitors to Petersburg National Battlefield during July 17-23, 1990. Four hundred ninety-eight questionnaires were distributed and 379 returned, a 76% response rate.
- The report profiles Petersburg Battlefield visitors. The separate appendix has visitors' comments about the park and their visit. A summary of these comments is included in both this report and the appendix.
- Sixty-eight percent of visitors were in family groups. Forty-one percent of visitors were 31 to 50 years old. Seventy-seven percent of visitors were on their first visit to Petersburg National Battlefield.
- Visitors from foreign countries comprised 3% of the visitation to Petersburg National Battlefield. Thirty-four percent of American visitors came from Virginia and North Carolina.
- The majority of visitors (93%), spent less than one day in the park, most visitors (79%), spent four hours or less. Of the visitors who spent one day or more, 88% visited for three days or less. Taking the battlefield auto tour (89%), attending interpretive programs (44%) or watching the artillery demonstration (43%) were the most common visitor activities.
- Eighty-four percent of visitor groups visited the battlefield visitor center. Seventy-six percent visited Fort Stedman and the Union Camp. Nineteen percent of the visitors visited the City Point Unit. Of the visitors who visited the City Point Unit, 96% visited Appomattox Manor, 91% visited Grant's Cabin and 65% viewed the outside exhibits.
- Eighty-six percent of visitors used the park folder/map and 76% used the museum exhibits for interpretive/information services. Many of the park's interpretive/information services received high usefulness ratings including the audio tape messages (78%), City Point house tour (76%) and the museum exhibits (76%).
- Thirty-seven percent of the visitors reported that they used auto tape tours at other historic sites. Fifty-two percent of the visitors said on their next trip to the battlefield they would purchase an auto tape to use while on tour of the area.
- Fifty-four percent of the visitors felt not enough Civil War battlefield sites are being preserved in the United States today.
- Eighty-nine percent of the visitors said that they did not find it difficult to locate Petersburg National Battlefield.
- Ninety-seven percent of visitors said other visitors and their activities did not interfere with their visit to the battlefield. Ninety-four percent said pollution did not interfere with their experience.
- 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.

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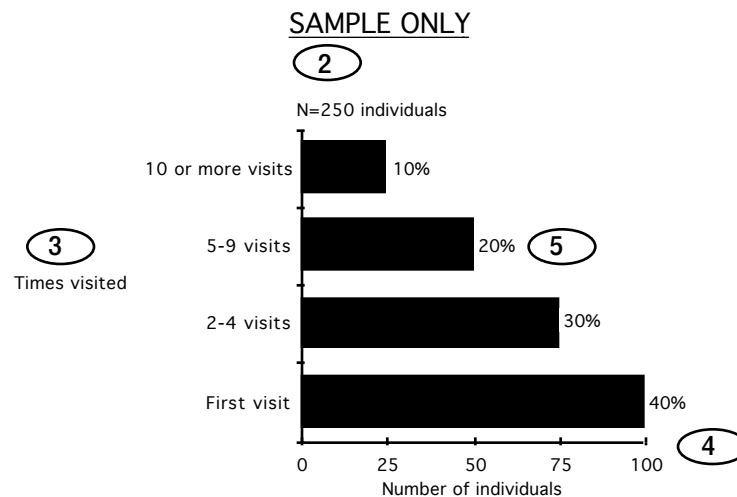
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INTRODUCTION

This report describes the results of a Visitor Services Project (VSP) study undertaken at Petersburg National Battlefield (referred to as "Petersburg Battlefield"). The study was conducted the week of July 17-23, 1990, by the Cooperative Park Studies Unit of the University of Idaho. A list of VSP publications is on the inside back cover of this report.

A Methods section discusses the procedures and limitations of the study. The Results section follows, including a summary of visitor comments. Next, a Menu for Further Analysis helps managers request additional analyses. The final section has a copy of the Questionnaire. The separate appendix includes a comment summary and the visitors' unedited comments.

Many of this report's graphs resemble the example below. The large numbers refer to explanations following the graph.



(1) Figure 4: Number of visits

- 1: The figure title is a general description of the information contained in the graph.
- 2: A note above gives the 'N', or number of cases in the sample, and a specific description of the information in the chart. Use **CAUTION** when interpreting any data where the sample size is less than 30 as the results may be unreliable.
- 3: The vertical information describes categories.
- 4: The horizontal information shows the number of items that fall into each category. In some graphs, proportions are shown.
- 5: In most graphs, percentages are included to provide additional explanation.

METHODS

General strategy

Interviews were administered and questionnaires distributed to a sample of visitors entering Petersburg Battlefield during July 17-23, 1990. Visitors completed the questionnaire during or after their trip and then returned it by mail.

Questionnaire design

The questionnaire design used the standard format of previous Visitor Services Project studies. See the end of this report for a copy of the questionnaire.

Sampling

Visitors were contacted at the entrance to the visitor center parking lot. Visitors entering the park were sampled by using selected intervals to contact entering vehicles or people.

Questionnaire administration

Visitor groups were greeted, briefly introduced to the purpose of the study and asked to participate. If visitors agreed, the interview took approximately two minutes. These interviews included determining group size and the age of the adult who would complete the questionnaire. This person was then requested to supply their name, address and telephone number so that a reminder-thank you postcard could later be mailed.

Data analysis

Two weeks after the survey, a postcard reminder was mailed to all participants. Four weeks after the survey, a special letter and a replacement questionnaire were mailed to those participants whose questionnaires had not yet been received. Questionnaires arriving within a ten week period were coded and entered into a computer. Frequency distributions and cross-tabulations were calculated using a standard statistical software package. Respondents' comments were summarized.

Sample size, missing data and reporting errors

This study collected information on both visitor groups and on individual group members. Thus, the sample size ('N'), varies from figure to figure. For example, while information is shown in Figure 1 for 362 groups, Figure 3 has data for 1078 individuals. A note above each figure's graph specifies the information illustrated.

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions create missing data and cause the number in the sample to vary from figure to figure. For example, although 379 questionnaires were returned by visitors, Figure 1 shows data for only 362 respondents.

Questions answered incorrectly due to carelessness, misunderstanding directions and so forth, turn up in the data as reporting errors. These create small data inconsistencies.

Limitations

Like all surveys, this study has limitations which should be taken into account when interpreting the results.

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage is applicable to all such studies and is reduced by having visitors fill out the questionnaire as they visit the park.

2. The data reflect the use patterns of visitors to the selected sites during the designated study period of July 17-23, 1990. The results do not necessarily apply to visitors using other sites, or using the Petersburg Battlefield during other times of the year.

3. Caution is advised when interpreting any data where the sample size is less than 30, as the results may be unreliable. Whenever data presented for a sample is smaller than 30, the word "**CAUTION**" is included in the graph.

RESULTS

A. Visitors contacted

A total of five hundred fourteen visitor groups were contacted; 498 agreed to participate. Thus, the acceptance rate was 97%. Three hundred and seventy-nine visitor groups completed and returned their questionnaires, a 76% response rate.

Table 1 shows a comparison of information collected from both the sample of visitors contacted who accepted questionnaires and the final sample of visitors who returned their questionnaires. Non-response bias is insignificant.

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondent	498	42.1	379	42.7
Group size	498	3.1	379	3.2

B. Characteristics

Figure 1 shows group sizes, which varied from one person to 65 people. Fifty-four percent of Petersburg Battlefield visitors came in groups of one or two people, 30% came in groups of three to four people. Sixty-eight percent of visitors came in family groups, as shown in Figure 2.

Figure 3 shows a wide range of age groups; the most common being adults aged 31-50 (41%). Seventy-seven percent of visitors were visiting Petersburg Battlefield for the first time, as seen in Figure 4.

Foreign visitors comprised 3% of all visitation. Map 1 and Table 2 show that most of these foreign visitors came from Austria, Canada and Holland. Map 2 and Table 3 show that many American visitors came from Virginia (26%), North Carolina (8%) and Florida (7%).

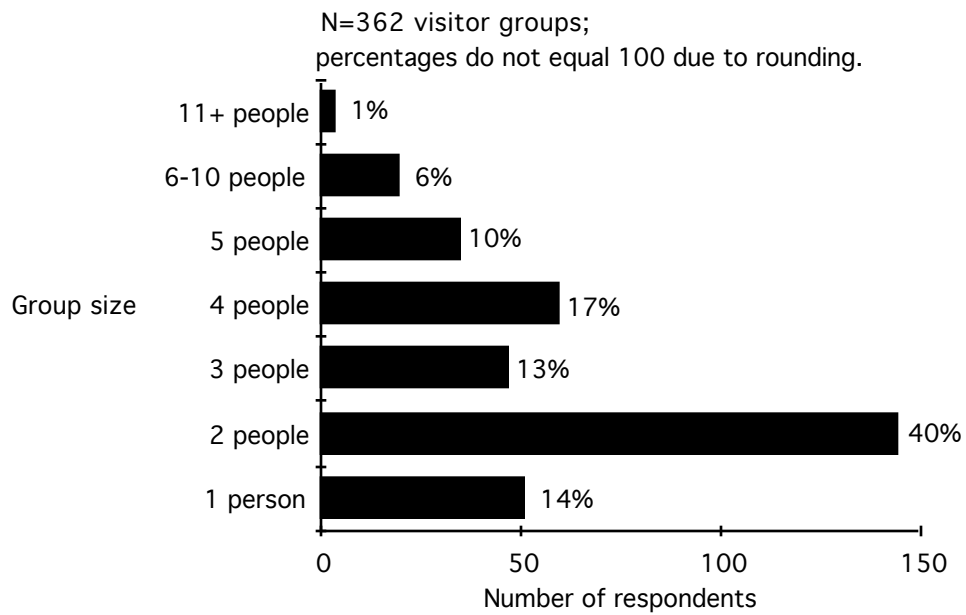


Figure 1: Visitor group sizes

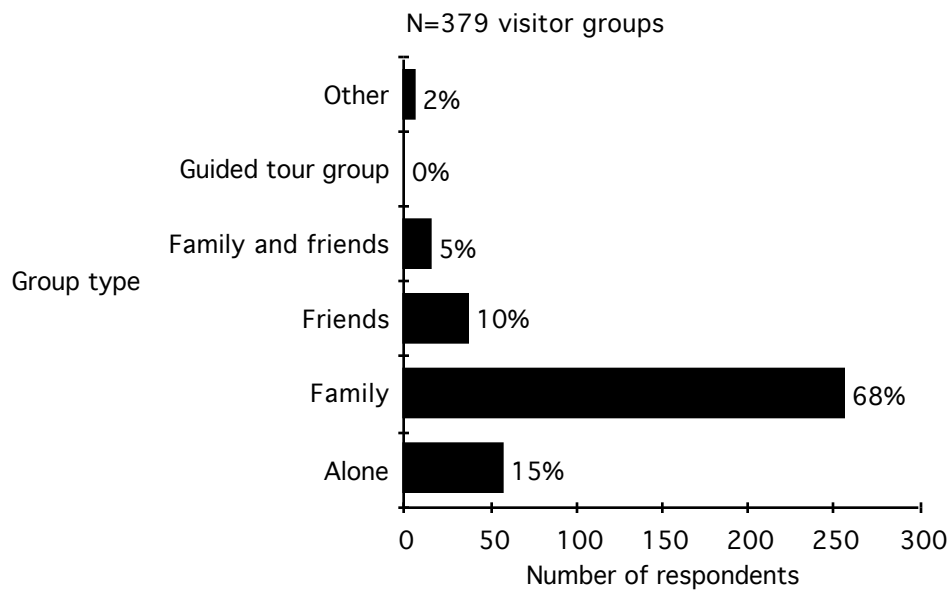


Figure 2: Visitor group types

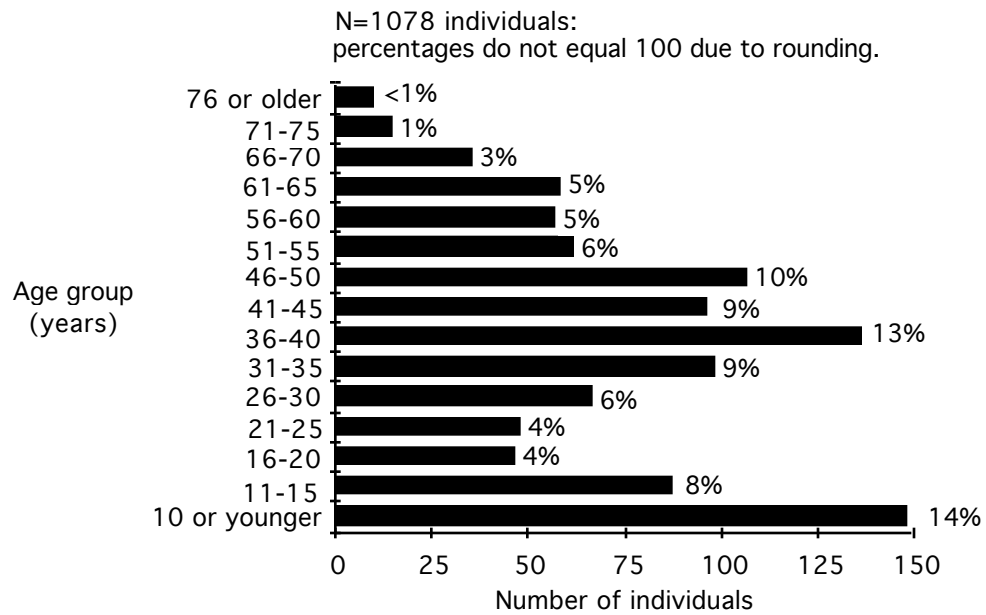


Figure 3: Visitor ages

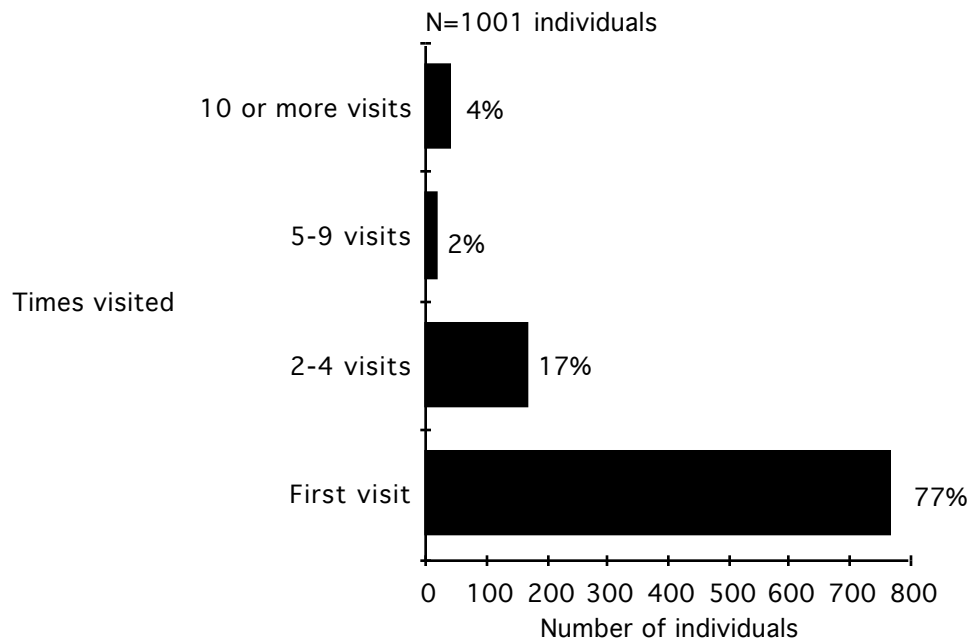
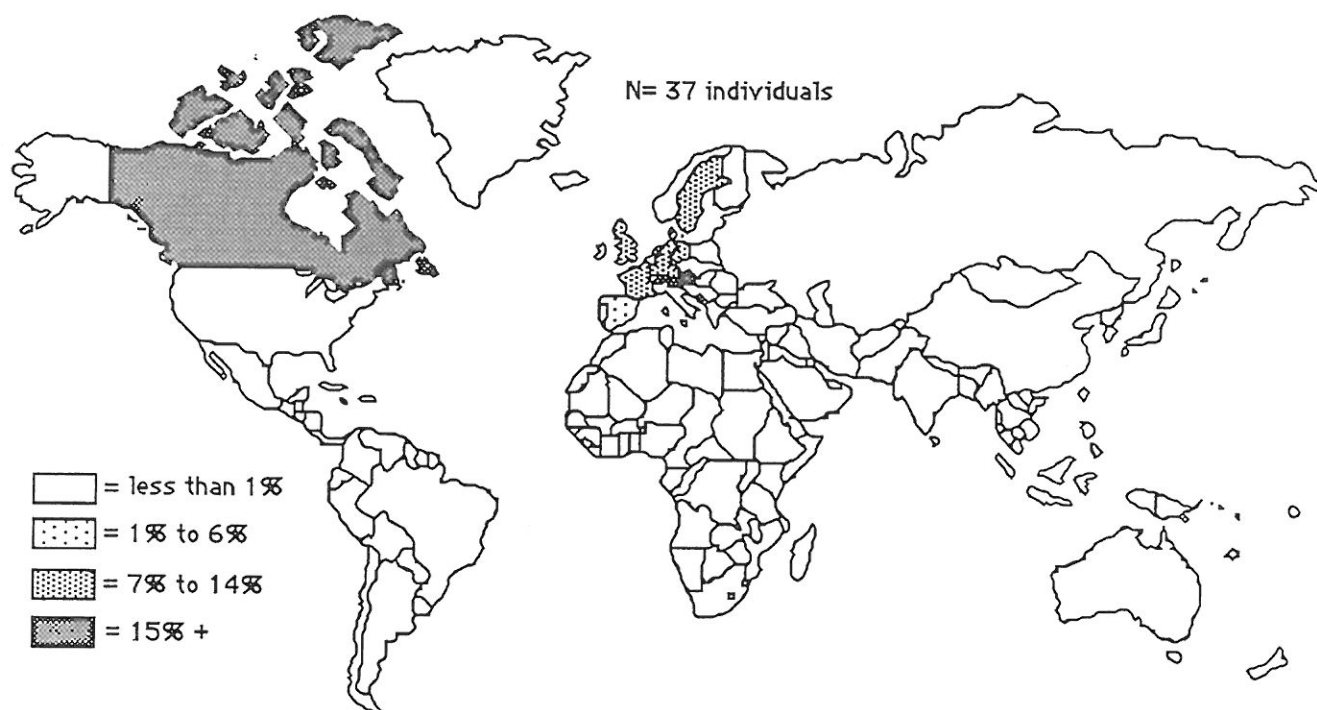


Figure 4: Number of visits

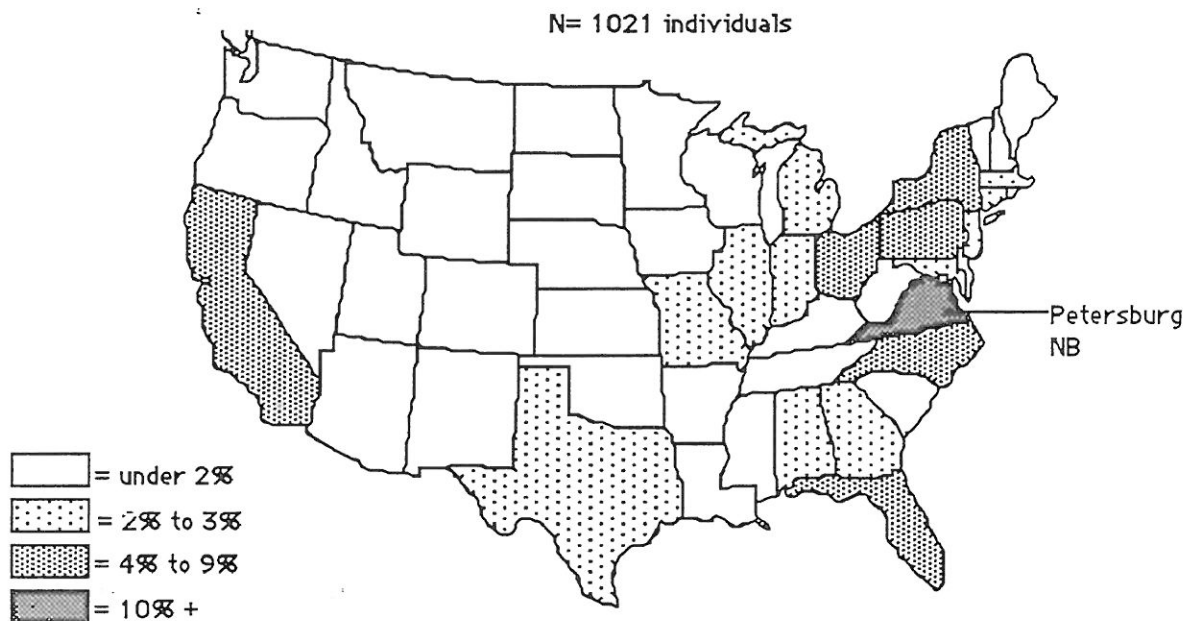


Map 1: Proportion of foreign visitors by country

Table 2: Proportion of visitors from foreign countries

N=37 individuals from foreign countries

Country	Number of individuals	% of foreign visitors
Austria	9	24
Canada	8	22
Holland	4	11
England	3	8
France	3	8
Germany	3	8
Sweden	3	8
Switzerland	2	5
Denmark	1	3
Spain	1	3



Map 2: Proportion of visitors from each state

Table 3: Proportion of visitors from each state

N=1021 individuals;

individual state percentages do not equal 100 due to rounding

State	Number of individuals	% of visitors
Virginia	267	26
North Carolina	81	8
Florida	70	7
Pennsylvania	62	6
Ohio	51	5
California	39	4
New York	37	4
Maryland	35	3
New Jersey	33	3
Texas	32	3
Georgia	24	2
Massachusetts	22	2
Illinois	21	2
Connecticut	19	2
Michigan	19	2
Indiana	17	2
Alabama	16	2
Missouri	16	2
Others (32 states < 2% each)	160	16

C. Length of stay

Ninety-three percent of all visitors spent less than one day at Petersburg Battlefield. As Figure 5 shows, 79% of these visitors stayed four hours or less. Seven percent of all visitors spent one day or more at Petersburg Battlefield, of these visitors 88% stayed three days or less, as seen in Figure 6.

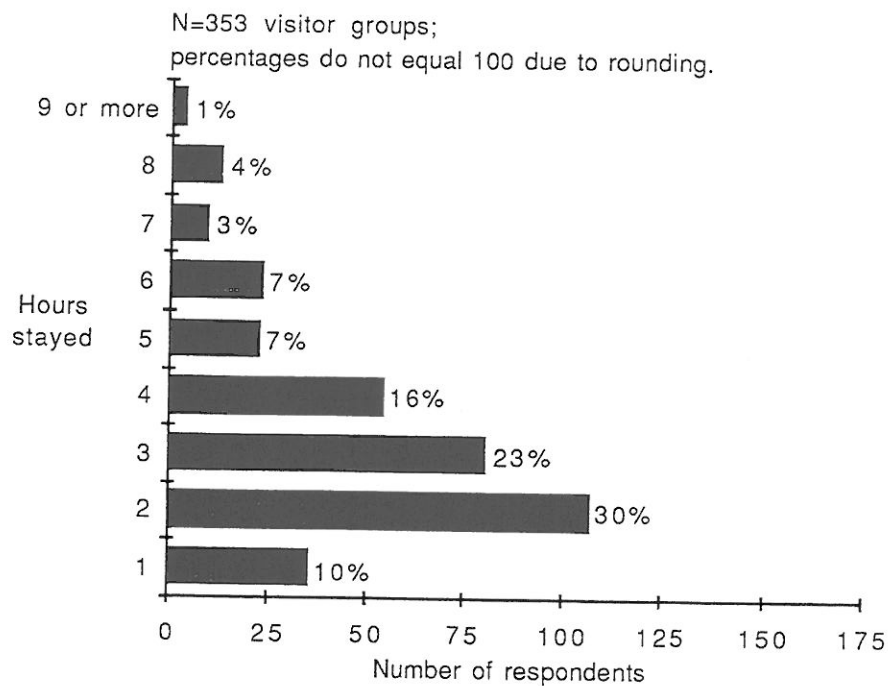


Figure 5: Number of hours spent at Petersburg Battlefield by day users

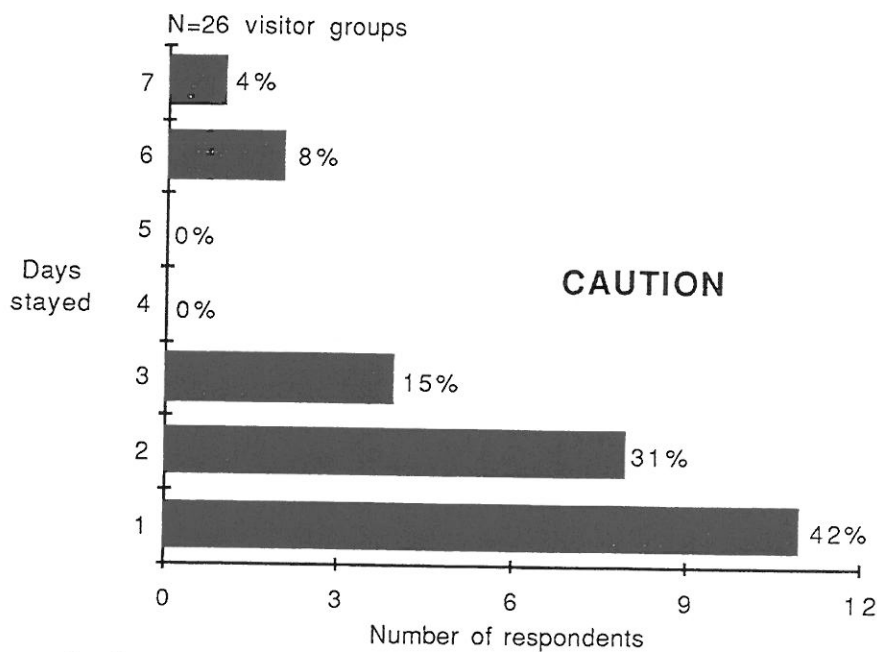


Figure 6: Number of days visitors spent at Petersburg Battlefield

D. Activities

Figure 7 shows the proportion of visitor groups who participated in each activity during their visit. Common activities were the battlefield auto tour (89%), attending an interpretive program (44%) and attending an artillery demonstration (43%). Some "other" activities were identified as purchasing books and visiting the visitor center.

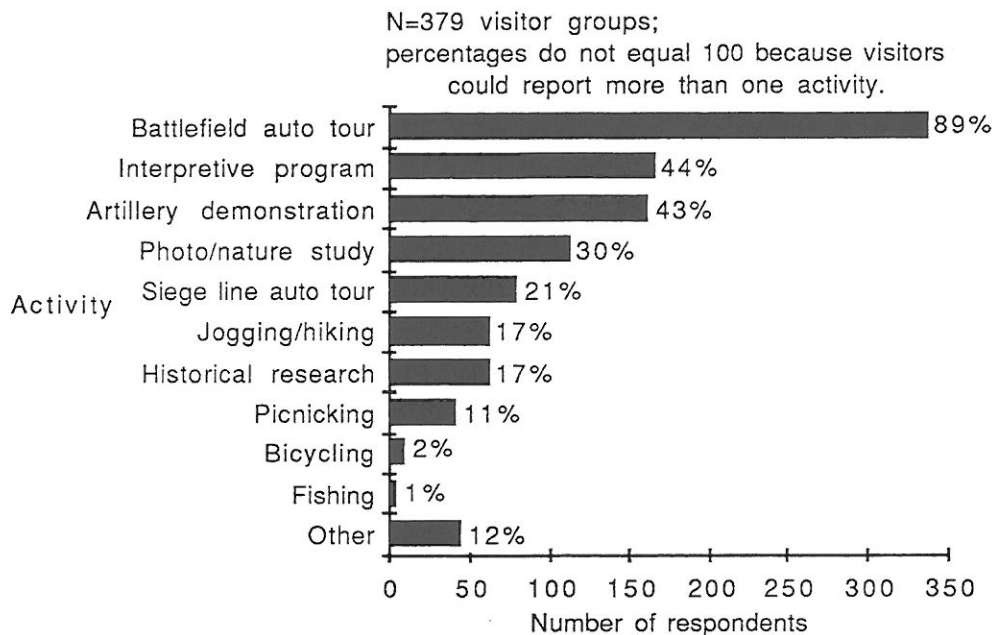
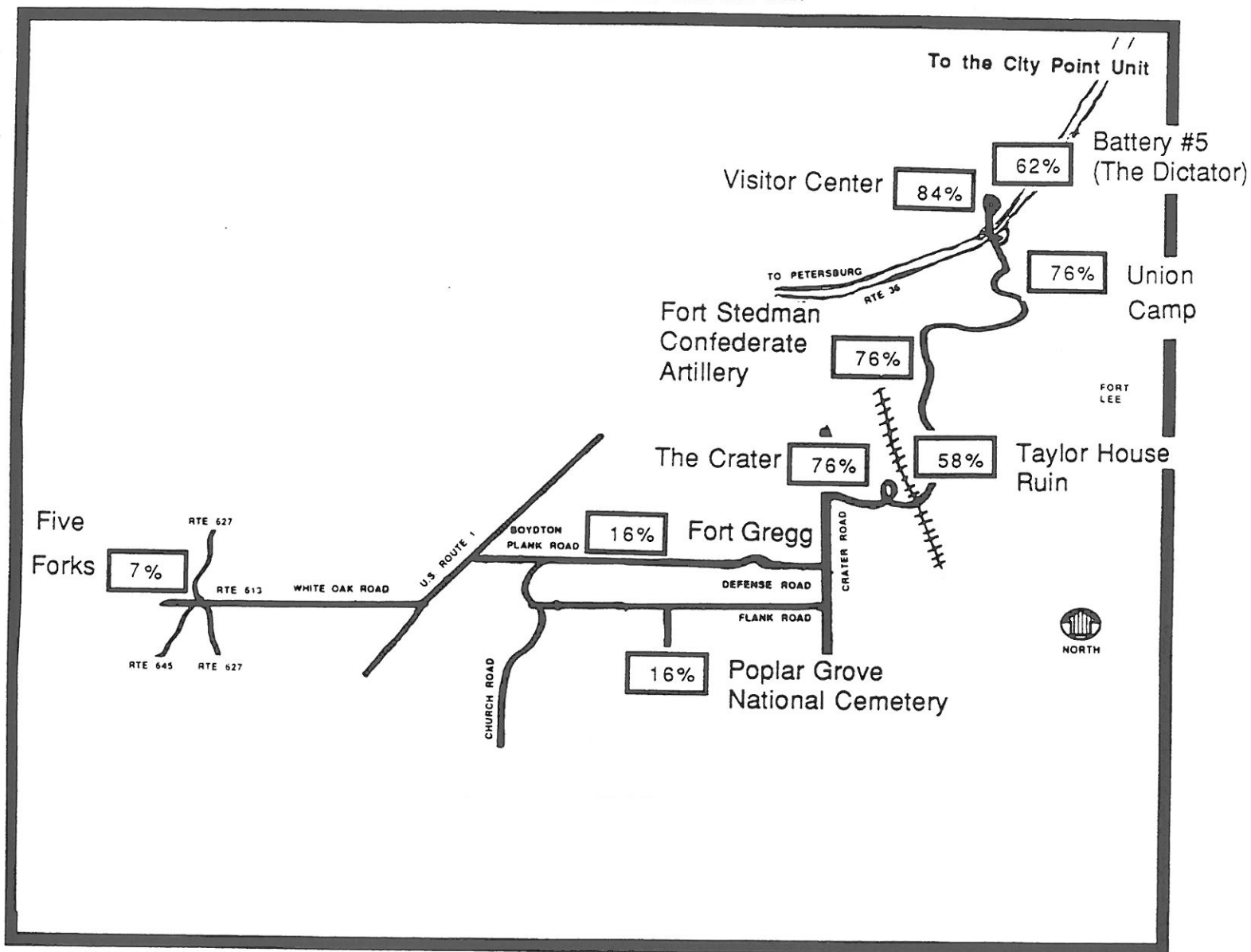


Figure 7: Proportion of visitor groups participating in each activity

E. Locations

Map 3 shows the proportion of visitor groups that visited selected sites in Petersburg Battlefield. Eighty-four percent of visitor groups visited the Visitor Center, 76% visited Fort Stedman and the Union Camp, 62% visited Battery #5.

N=379 visitor groups;
percentages do not equal 100 because
visitors could visit more than one site.



Petersburg National Battlefield

Map 3: Proportion of visitor groups that visited each site

Figure 6: Number of days visitors spent at Petersburg Battlefield

D. Activities

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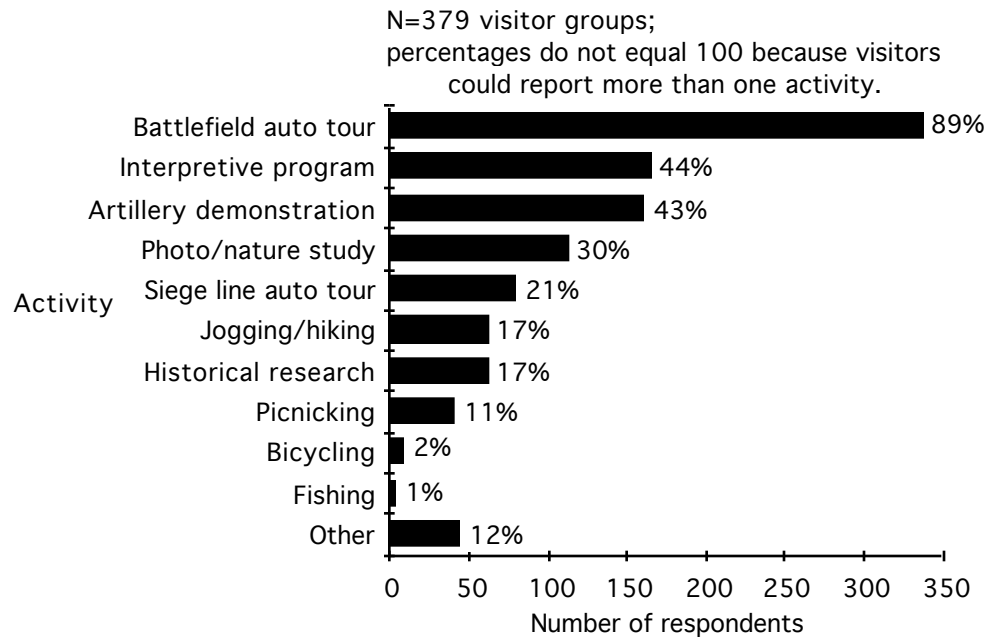


Figure 7: Proportion of visitor groups participating in each activity

E. Locations

Map 3 shows the proportion of visitor groups that visited selected sites in Petersburg Battlefield. Eighty-four percent of visitor groups visited the Visitor Center, 76% visited Fort Stedman and the Union Camp, 62% visited Battery #5.

N=379 visitor groups;
percentages do not equal 100 because
visitors could visit more than one site.

Five Forks-8%

Fort Gregg-16%

Poplar Grove-16%

The Crater-76%

Taylor House Ruin-58%

Fort Stedman-76%

Union Camp-76%

Visitor Center-84%

Battery #5-62%

Petersburg National Battlefield

Map 3: Proportion of visitor groups that visited each site

F. Visitors to the City Point Unit

Visitors were asked if they visited the City Point Unit during their visit. Figure 8 shows that 19% said yes and 81% said no. Figure 9 shows that of the visitors who visited the City Point Unit, 80% visited Appomattox Manor and 77% visited Grant's Cabin.

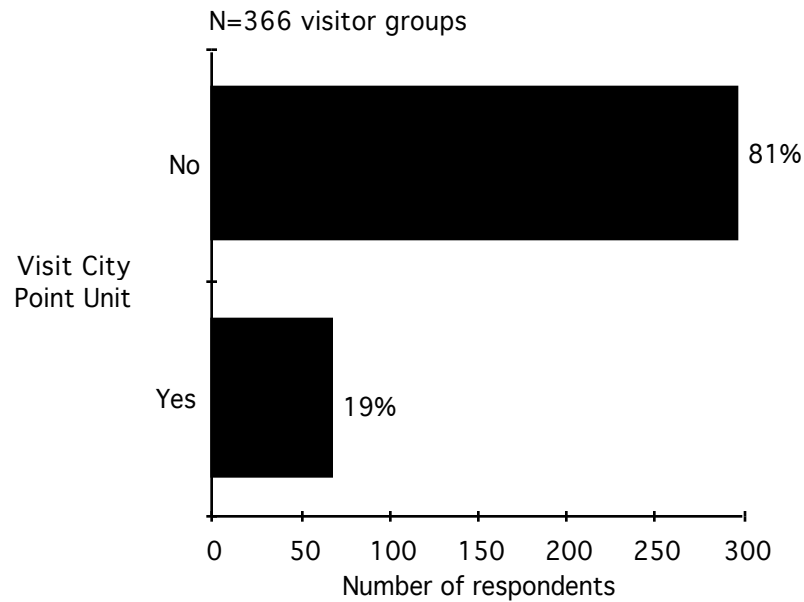


Figure 8: Proportion of visitor groups that visited the City Point Unit

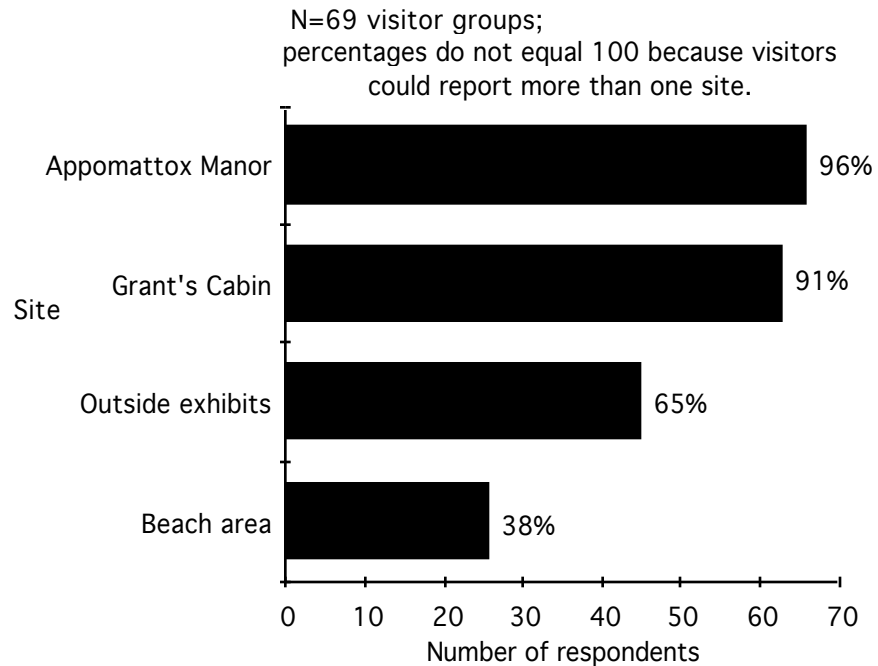


Figure 9: Proportion of City Point Unit visitors

that visited sites

G. Interpretive/information services evaluation

Figure 10 shows that 86% of visitor groups used the park folder/map, 76% the museum exhibits and 65% used the self-guided trails. "Other" sources of information were identified as guide books, and the park staff.

Visitors rated the usefulness of each service. Figures 11-23 show that visitors commonly rated several services from "very" to "extremely useful:" audio tape messages (78%), City Point house tour (76%), and museum exhibits (76%). The service rated lowest, from "somewhat" to "not useful," was the sales publications area (23%).

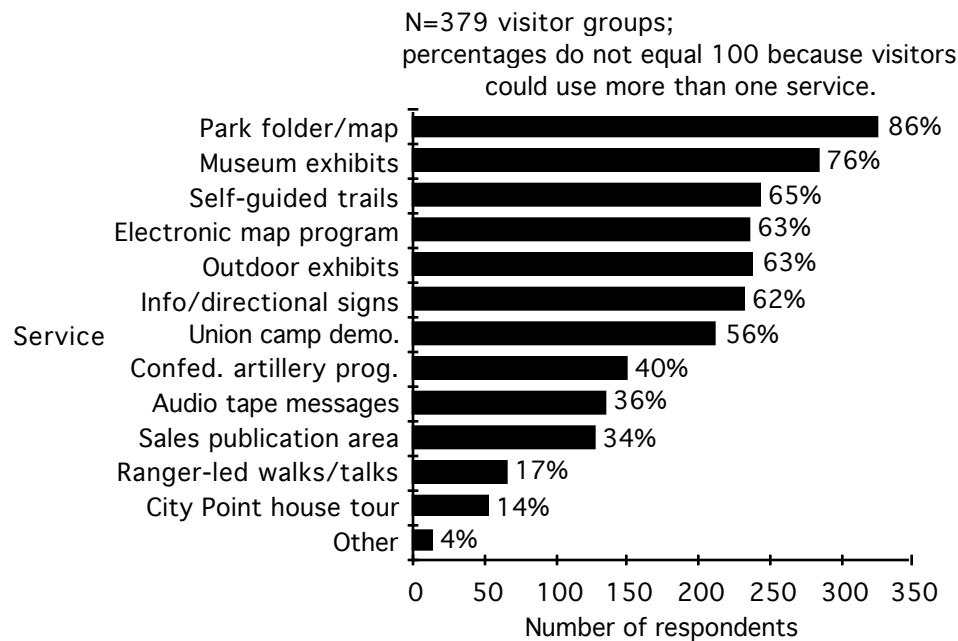


Figure 10: Proportion of visitors that used each information and interpretive service

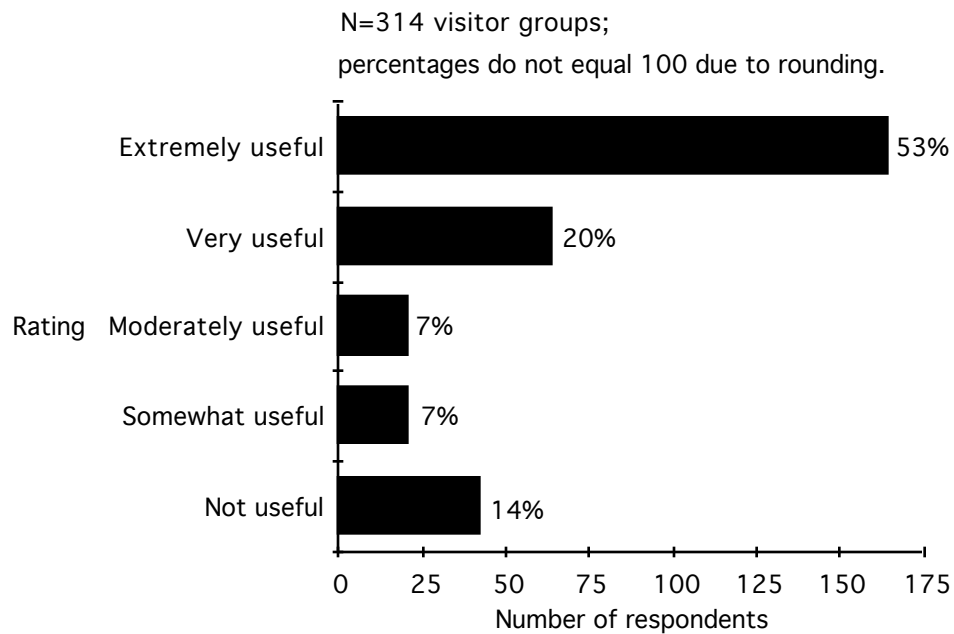


Figure 11: Visitor ratings of park folder/map

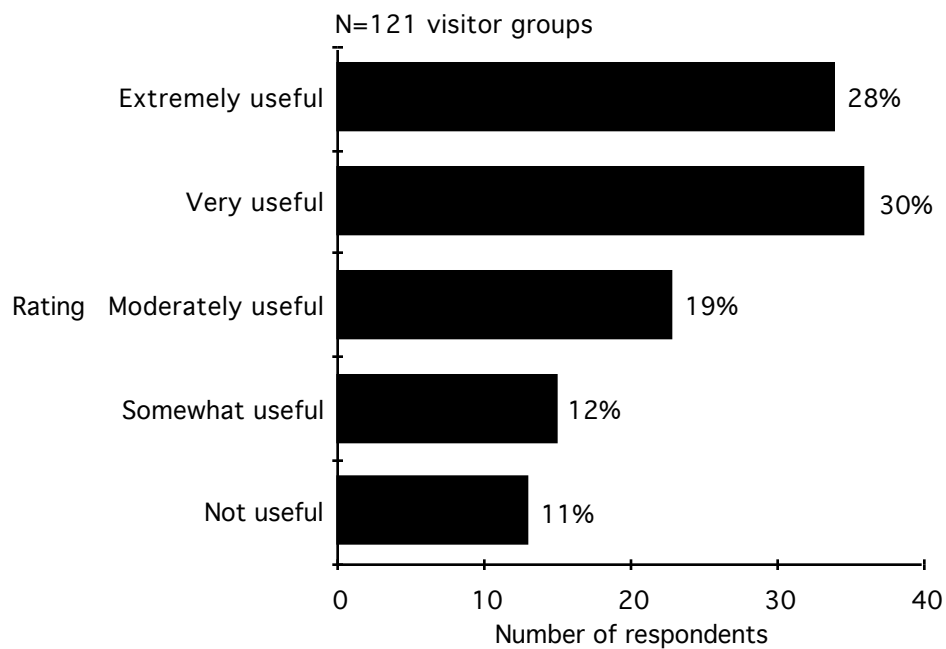


Figure 12: Visitor ratings of sales publications area

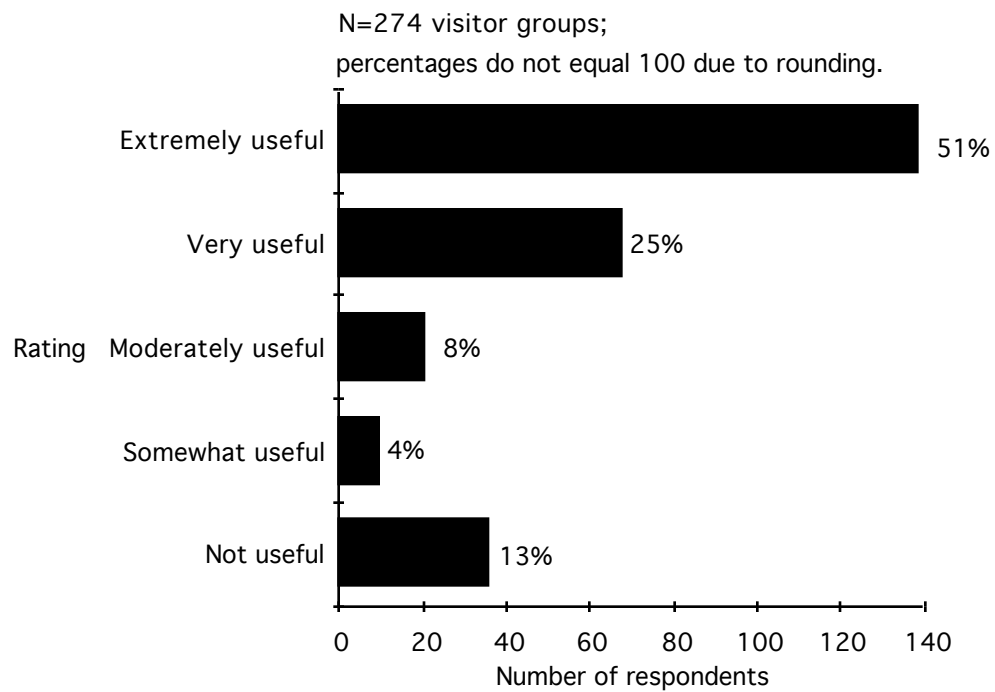


Figure 13: Visitor ratings of museum exhibits

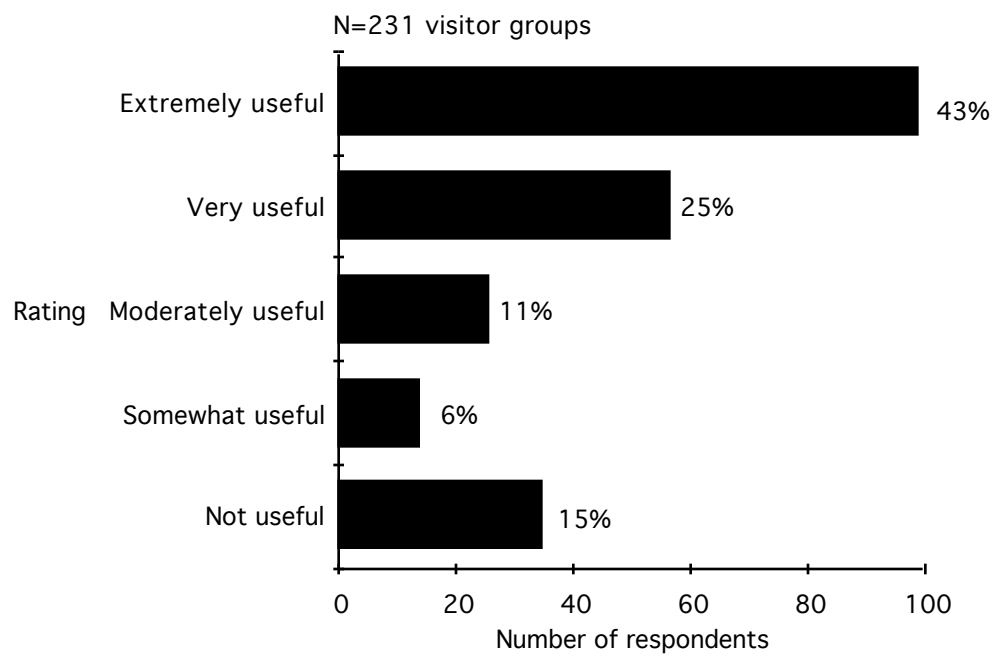


Figure 14: Visitor ratings of electronic map program

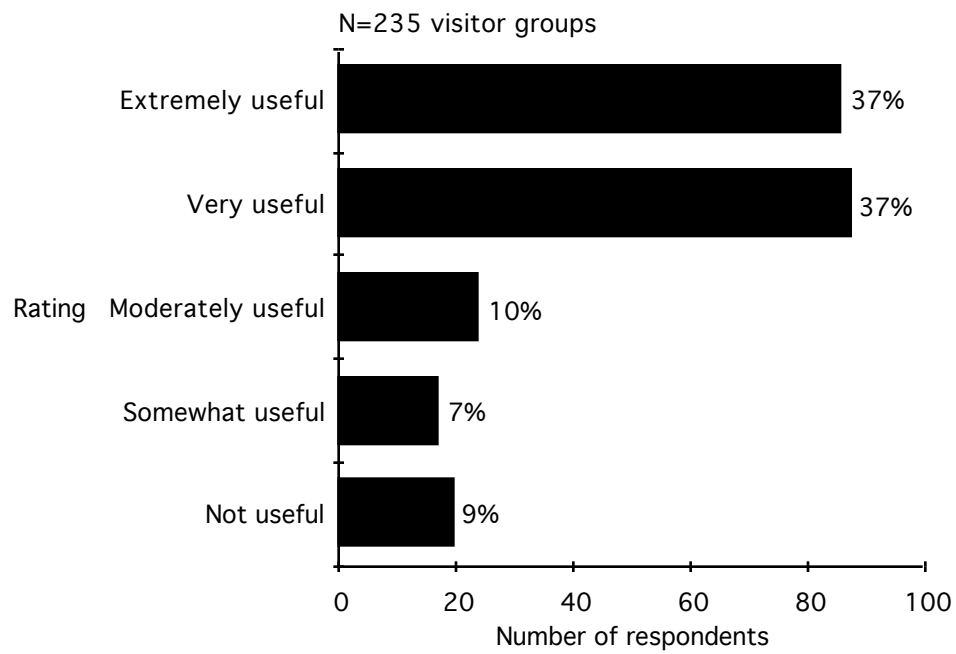


Figure 15: Visitor ratings of self-guided trails

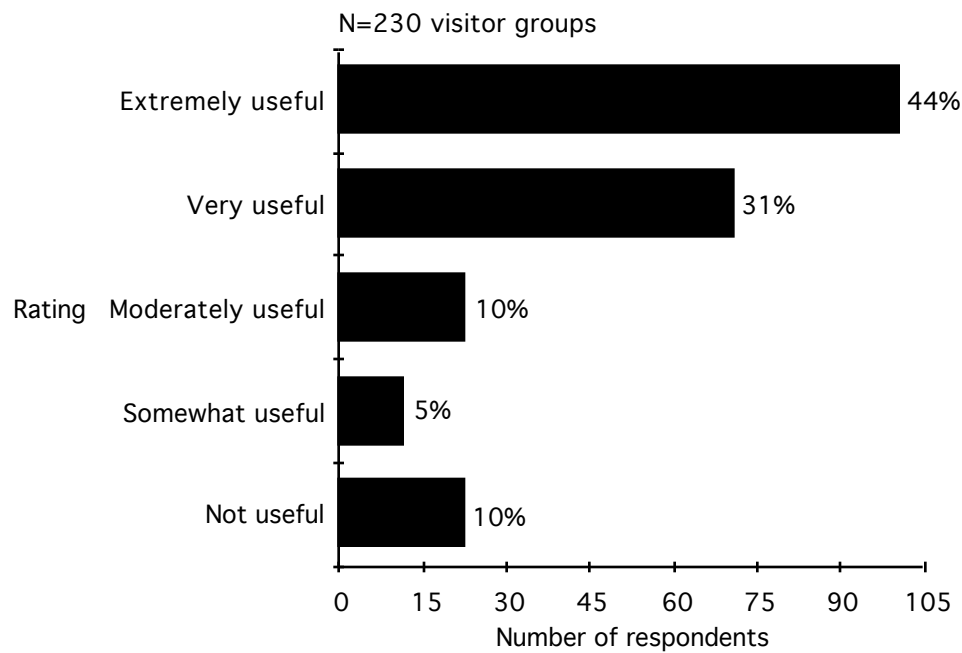


Figure 16: Visitor ratings of outdoor exhibits

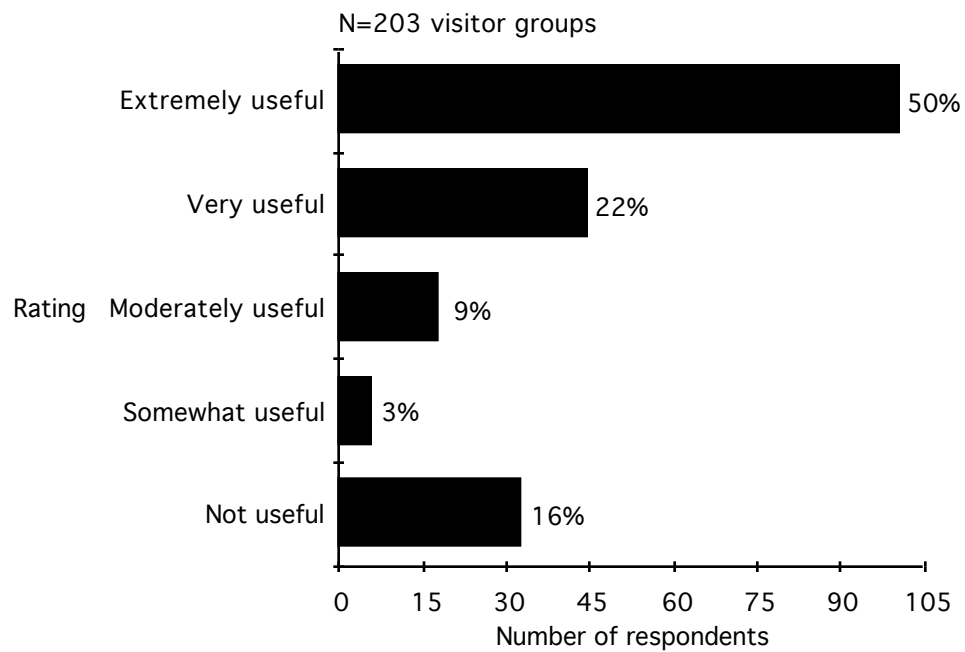


Figure 17: Visitor ratings of union camp demonstration

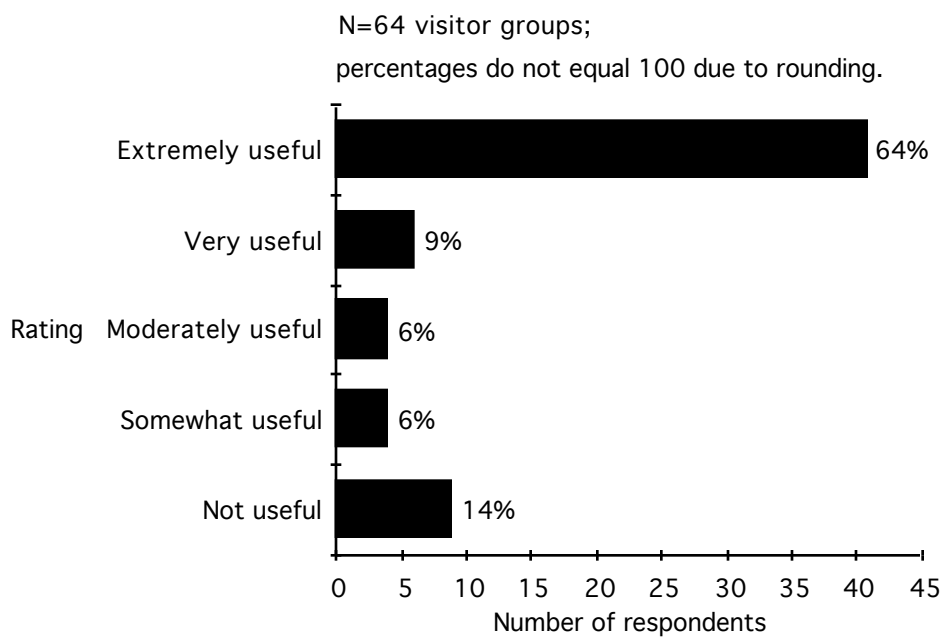


Figure 18: Visitor ratings of ranger-led walks/talks

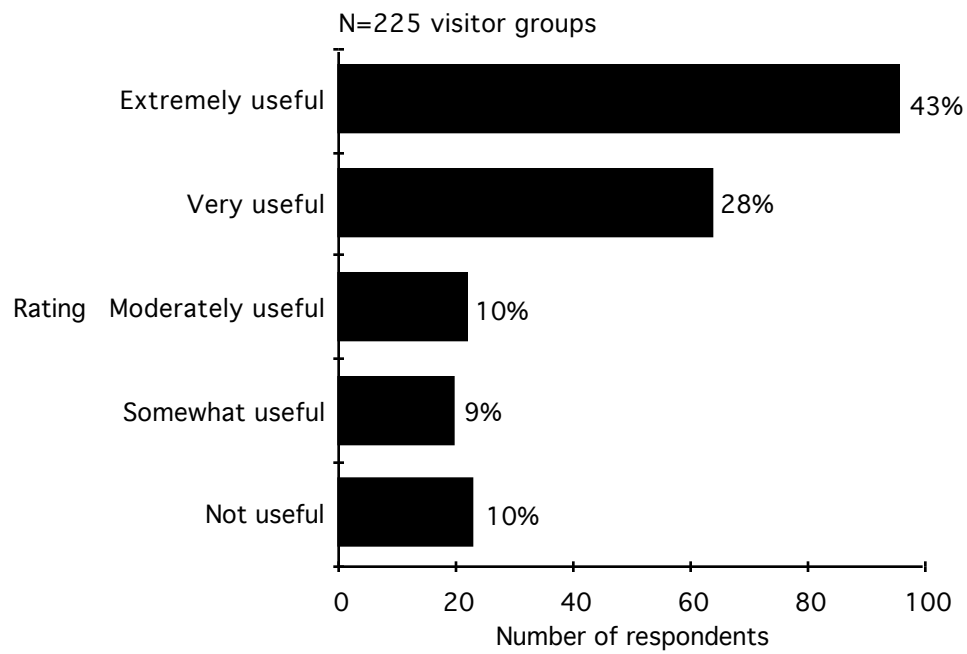


Figure 19: Visitor ratings of information/directional signs

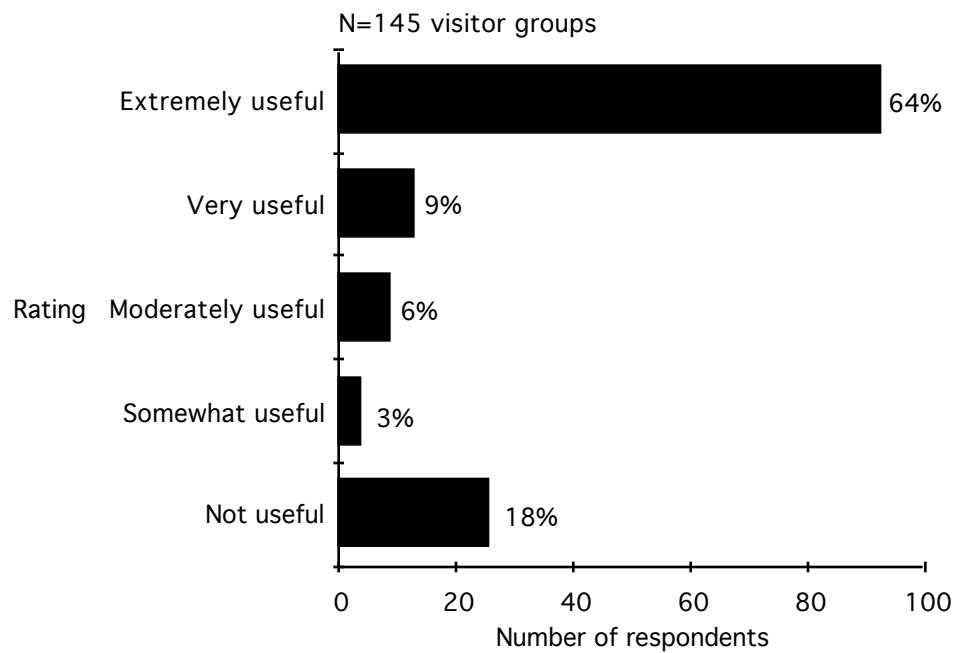


Figure 20: Visitor ratings of Confederate artillery program

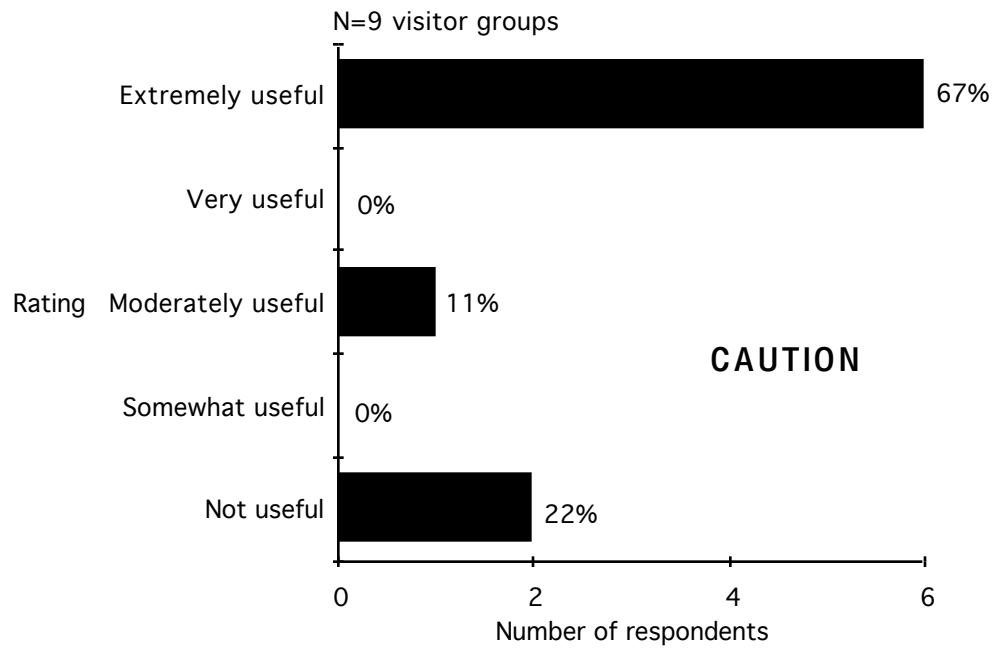


Figure 23: Visitor ratings of "other" information/interpretive services

H. Visitors' past use of auto tape tours

The survey asked visitors if they had used auto tape tours at other parks or historic sites. Figure 24 shows that 37% said yes and 63% said no.

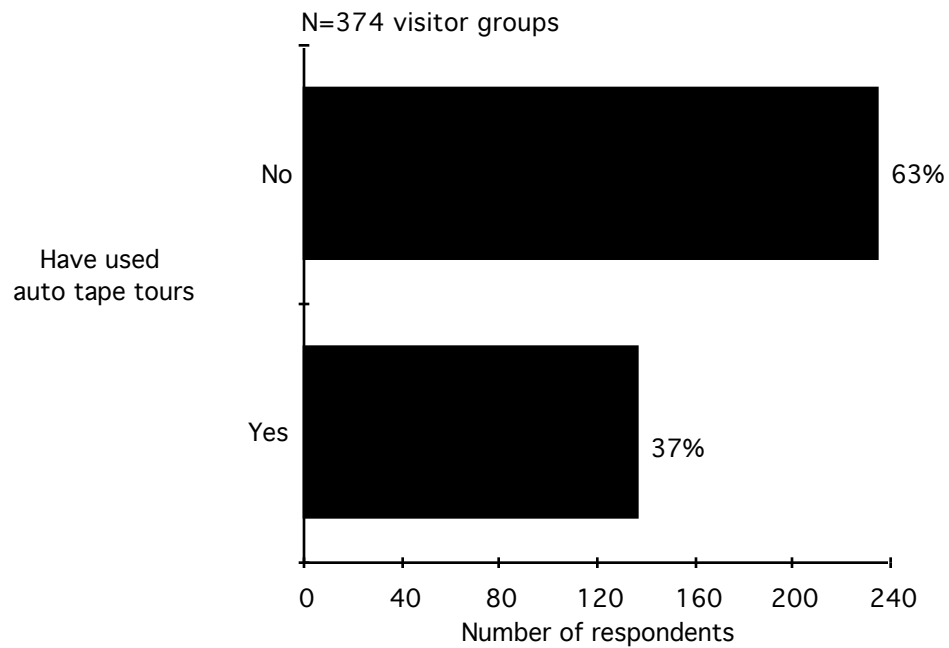


Figure 24: Use of auto tape tours at other parks or historic sites

I. Visitor future use of auto tape tour

The survey asked visitors on their next trip to Petersburg National Battlefield if they would purchase at a minimal fee, an auto tape tour to use while on tour of the area. Figure 25 shows that 52% said yes, 34% said no and 14% had no opinion.

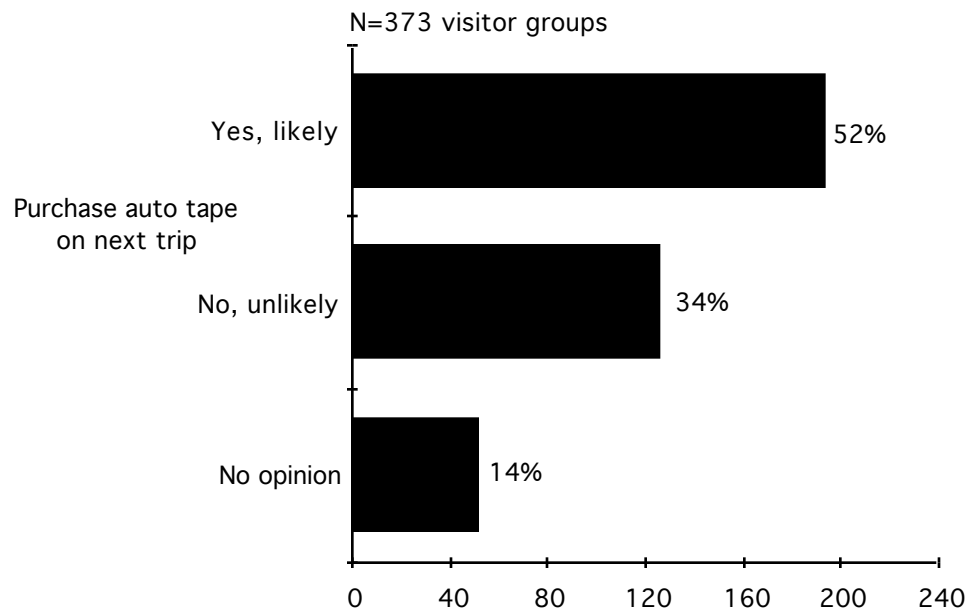


Figure 25: Future purchase of auto tape tour

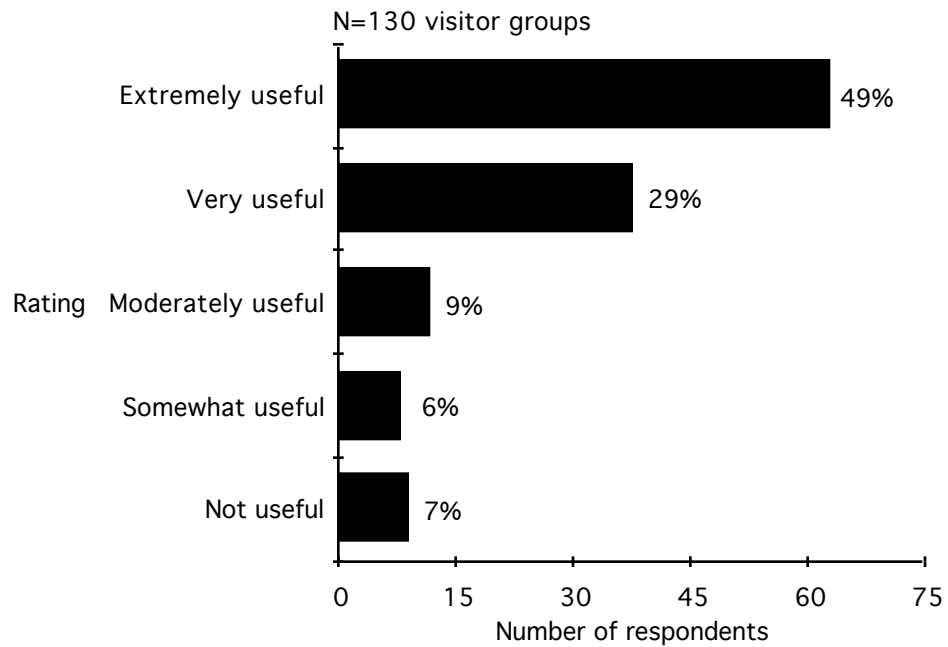


Figure 21: Visitor ratings of audio tape messages

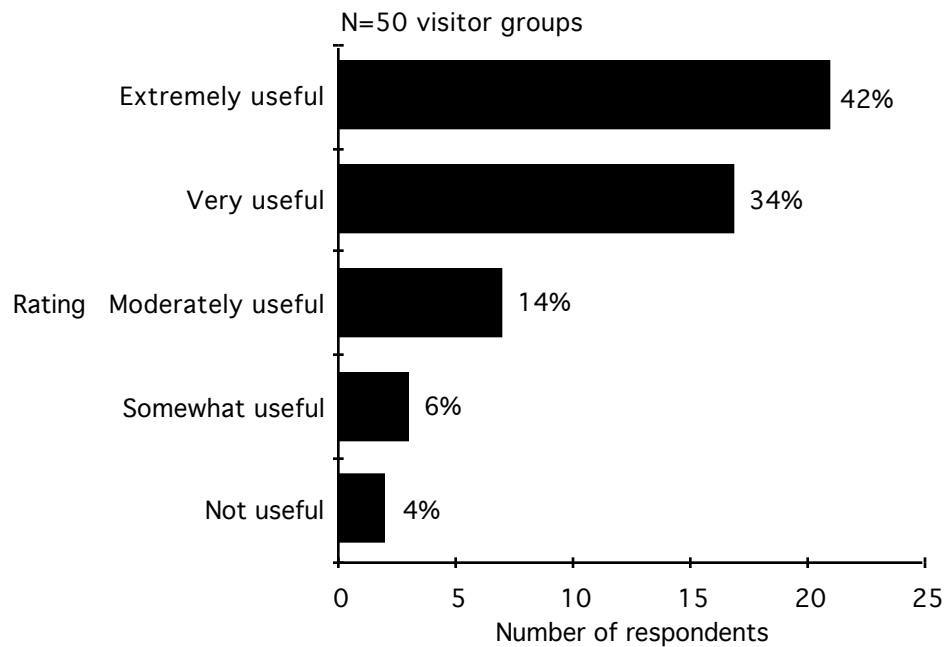


Figure 22: Visitor ratings of City Point house tour

J. Visitors' opinions of Civil War battlefields

Visitors were asked their opinion on the number of Civil War battlefield sites being preserved in the United States today. Figure 26 shows that 54% said there were not enough, 32% felt the right number were being preserved, 14% had no opinion, and only 1% thought that too many were being preserved.

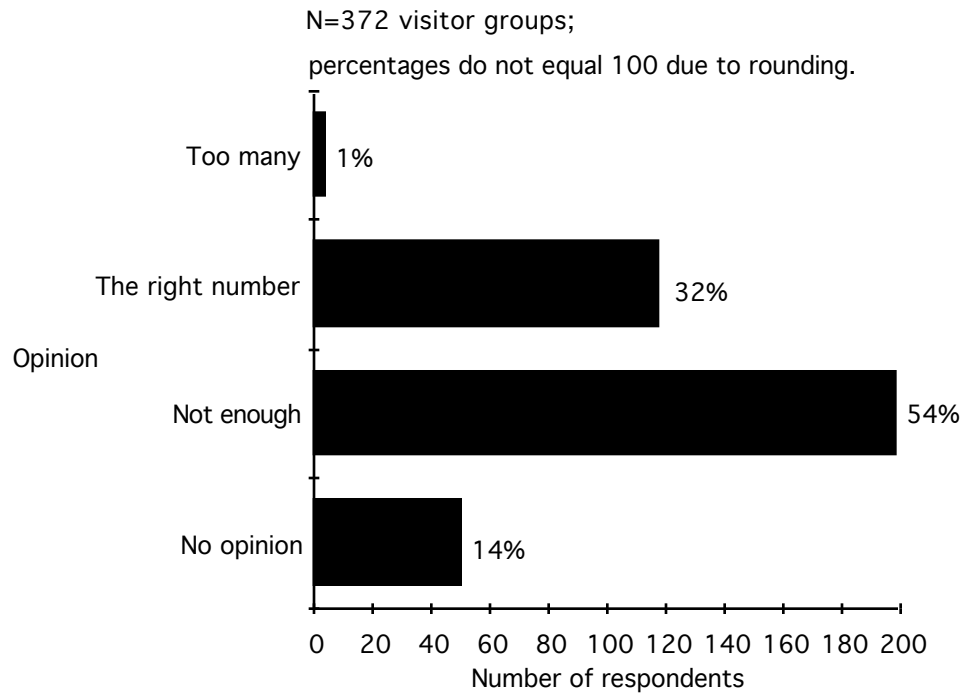


Figure 26: Visitors' opinions on the number of Civil War battlefield sites being preserved in the U.S. today

K. Locating the battlefield

The survey asked visitors: "Did you find it difficult to locate Petersburg National Battlefield?" Figure 27 shows that 89% responded no. Those visitors who answered yes were also asked how could locating Petersburg National Battlefield be made easier. The ways cited by those visitors included: placing more signs on Interstate 95, placing more signs between Interstate 95 and the battlefield, and making directional signs along the roads to the park easier to see (Responses are in the appendix with visitor comments).

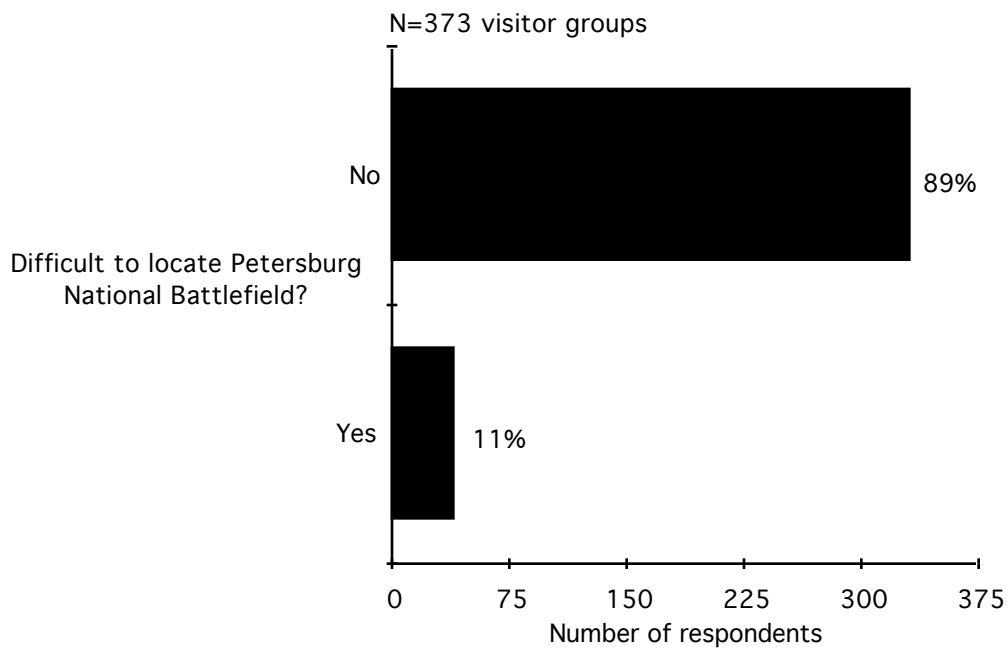


Figure 27: Difficulty of locating Petersburg National Battlefield

L. Interferences among visitor activities

Visitors were asked if other visitors and their activities interfered with their visit. Figure 28 shows that 97% said no. Those visitors who said yes were asked how other visitors and their activities interfered with their visit. The most common responses were: noisy and disruptive children, noisy visitors during reenactments, and bus groups using the picnic area and not allowing room for others to picnic (Responses are in the appendix with visitor comments).

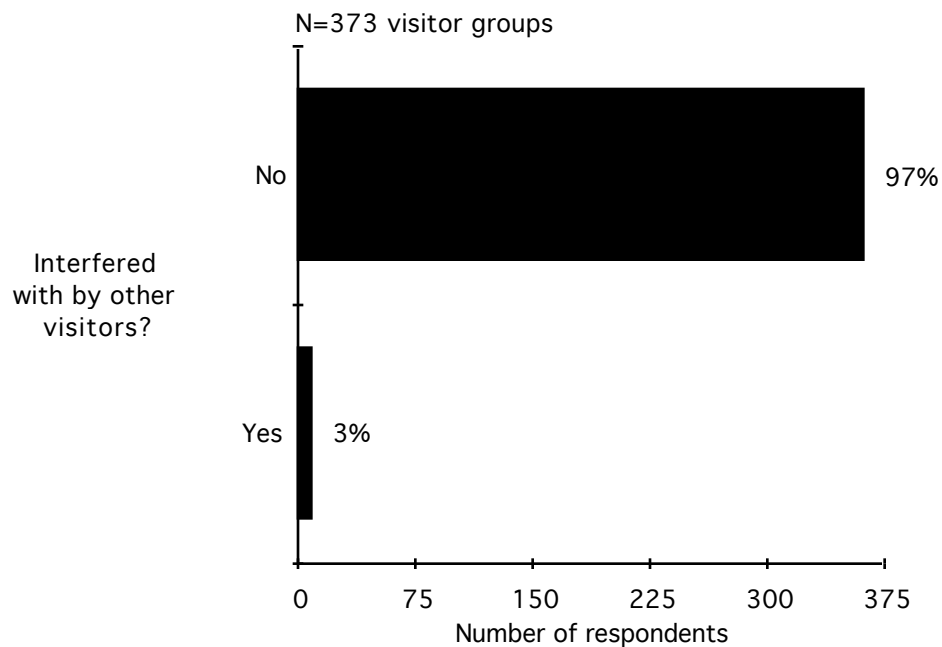


Figure 28: Visitor reports of interferences

M. Pollution interferences upon visitor experiences

The survey asked visitors if noise, modern structures, air or other types of pollution interfered with their experience. Figure 29 shows that 94% said no. Those visitors who said yes were asked how pollution interfered with their visit. Responses included: shopping malls too close to the park, highway too close to the park, and visible power lines on the battlefield (Responses are in the appendix with visitor comments).

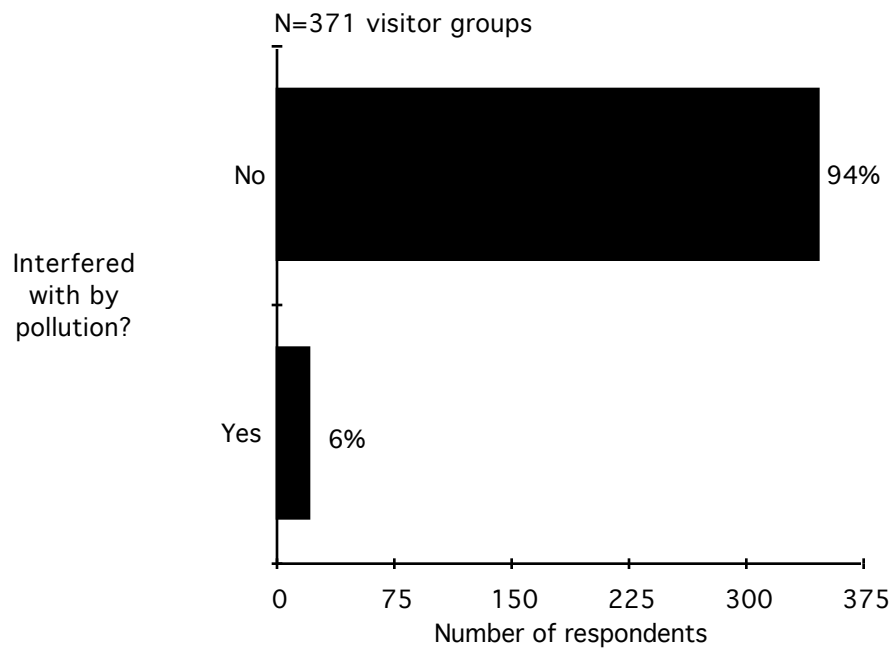


Figure 29: Visitor reports of pollution interferences

N. Comment summary - Introduction

The appendix of this report contains unedited visitor comments. A summary of these comments appears below, and in the appendix. Some comments offer specific suggestions regarding what visitors feel is necessary for the park's survival, others reflect perceived needs for policies, programs, services and facilities toward the improvement of visitor experiences. A wide variety of topics are mentioned, including natural features, personnel, maintenance and regulations.

Visitor comment summary

N=545 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
National Park Service	
Park staff helpful and friendly	22
Rangers helpful/friendly	8
Other comments	1
INTERPRETIVE SERVICES	
Nonpersonal	
Improve electronic map	12
Liked visitor center	9
Enjoyed electronic map	8
More in-depth informational signs needed	6
Reopen tunnel at the "Crater"	6
Park needs an introductory movie	6
Audio at "Crater" broken	5
Audio tapes helpful	4
Exhibits explain siege well	4
Park needs an auto tape	3
Five Forks needs better exhibits	3
More directional signs needed	2
Better directional signs needed	2
Brochure/map is excellent	2
Enjoyed auto tour	2
More exhibits on terrain needed	2
Other comments	30

Personal

Liked artillery demonstration	20
Enjoyed living history programs	13
Liked union encampment	12
Offer more living history programs	7
Rangers do a good job on tours	4
Advertise living history programs better	3
Living history programs need to be better coordinated	3
Schedule more ranger tours	2
Other comments	12

FACILITIES AND MAINTENANCE**General**

Park well maintained	25
Other comments	2

Roads and Trails

Dictator trail confusing	3
Mow fortifications	3
Mark trails better	3
Expand park trail system	3
Plank Road difficult to find	2
Tour road should return to V.C. without leaving park	2
Steps at "Dictator" slippery	2
Enjoyed trails	2
Other comments	6

Buildings and Utilities

Not enough water fountains in park	3
Water fountains do not work	2
Reconstruct historic buildings	2
Forts Gregg & Mahone need to be marked	2
Other comments	3

POLICIES

Do not like paying entrance fee	5
Other comments	10

RESOURCE MANAGEMENT

Enjoyed wildlife in park	2
Too many trees in battlefield area	2
Other comments	9

CONCESSIONS

Need a soft drink machine at visitor center	3
Liked materials sold in visitor center	2
Other comments	4

NATIONAL PARK SERVICE

NPS should preserve more battlefields	3
NPS does a good job	2
Tax dollars spent on national parks worthwhile	2
Other comments	3

VISITOR SERVICES PROJECT

VSP ranger very polite/friendly	3
Other comments	1

GENERAL IMPRESSIONS

Enjoyed visit	70
Will visit again	24
Needed more time	23
Park is well run	21
Have visited park before	15
Best battlefield park I have visited	13
Park helped me understand Civil War better	12
Glad battlefield is preserved	11
Weather too hot/humid	6
Battlefield instills a sense of pride	5
Keep up the good work	5
Park has improved over past years	3
Great-grandfather fought here	2
Other comments	6

MENU FOR FURTHER ANALYSIS

Park personnel who wish to see other tables, graphs, and maps in order to learn more about their visitors may request such information from the VSP. Two kinds of analyses are available:

1) Two-way comparisons compare two characteristics at a time. For example, if knowledge is desired about which information services a particular age group consulted, request a comparison of information services by age group; if knowledge about how the use of information services varied among group types is required, request a comparison of information services by group type.

2) Three-way comparisons compare a two-way comparison to a third characteristic. For example, if knowledge is desired about participation in activities by different group types, and sizes, request a comparison of visitor activities by group type by group size; if knowledge about which activities different age groups by group size participated in is needed, request a comparison of visitor activities by age group by group size.

Consult the complete list of the characteristics for which information was collected from Petersburg Battlefield visitors. Simply select the variables from the list and write them in the spaces provided for either two-way or three way comparisons. Blank order forms follow the example below.

SAMPLE

**Analysis Order Form
Visitor Services Project
Report 33 (Petersburg Battlefield)**

Date of request: ____/____/____

Person requesting analysis: _____

Phone number (commercial): _____

The following list specifies all of the variables available for comparison from the visitor survey conducted in your park. Consult this list for naming the characteristics of interest when requesting additional two-way and three-way comparisons.

- | | | |
|--------------------|---------------------------|---|
| • Group size | • Age | • Information/interpretive service used |
| • Group type | • Purchase auto tape tour | • Information/interpretive service usefulness |
| • Number of visits | • Activity | • Have used auto tape tours |
| • State residence | • Visitor interferences | • Info/interpretive service usefulness |
| • Hours stayed | • Obtain park info | • Visit City Point Unit |
| • Days stayed | • Difficult locating park | • City Point Unit sites visited |
| • Site visited | • Pollution interferences | • Opinion of Civil War sites |

Two-way comparisons (please write in the appropriate variables from the above list)

_____ by _____

_____ by _____

_____ by _____

Three-way comparisons (please write in the appropriate variables from the above list)

_____ by _____ by _____

_____ by _____ by _____

_____ by _____ by _____

Special instructions

Mail to:
Cooperative Park Studies Unit
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83843

Questionnaire

Publications of the Visitor Services Project

A number of publications have been prepared as part of the Visitor Services Project. Reports 1-4 are available at cost from the University of Idaho Cooperative Park Studies Unit upon request. All other reports are available from the respective parks in which the studies were conducted.

Report #	Title	Report #	Title
1.	Mapping interpretive services: A pilot study at Grand Teton National Park, 1983.	20.	Craters of the Moon National Monument, 1989.
2.	Mapping interpretive services: Identifying barriers to adoption and diffusion of the method, 1984.	21.	Everglades National Park, 1989.
1990.		22.	Statue of Liberty National Monument
3.	Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt. Rushmore National Memorial, 1984.	23.	The White House Tours, President's Park, 1990.
4.	Mapping visitor populations: A pilot study at Yellowstone National Park, 1984.	24.	Lincoln Home National Historic Site 1990.
5.	North Cascades National Park Service Complex, 1985.	25.	Yellowstone National Park, 1990.
6.	Crater Lake National Park, 1986.	26.	Delaware Water Gap National Recreation Area, 1990.
7.	Gettysburg National Military Park, 1987.	27.	Muir Woods National Monument, 1990.
8.	Independence National Historical Park, 1987.	28.	White Sands National Monument, 1991.
9.	Valley Forge National Historical Park, 1987	29.	Canyonlands National Park, 1991.
10.	Colonial National Historical Park, 1988.	30.	The National Mall, 1991.
11.	Grand Teton National Park, 1988.	31.	Kenai Fjords National Park, 1991.
12.	Harpers Ferry National Historical Park, 1988.	32.	Gateway National Recreation Area, 1991.
13.	Mesa Verde National Park, 1988.	33.	Petersburg National Battlefield, 1991.
14.	Shenandoah National Park, 1988.		
15.	Yellowstone National Park, 1988.		
16.	Independence National Historical Park Four Seasons Study, 1988.		
17.	Glen Canyon National Recreation Area, 1989.		
18.	Denali National Park and Preserve, 1989.		
19.	Bryce Canyon National Park, 1989.		

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

Visitor Services Project
Petersburg National Battlefield
Appendix

Visitor Services Project

Petersburg

National Battlefield

Appendix

Dwight L. Madison

Gary E. Machlis

Report 33

February 1991

Dwight Madison is the VSP Eastern Coordinator, with the Cooperative Park Studies Unit, National Park Service, University of Idaho. I thank Jenny Aley of the VSP interview team and the staff at Petersburg National Battlefield for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University for their technical assistance.

Visitor comment summary

N=545 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
National Park Service	
Park staff helpful and friendly	22
Rangers helpful/friendly	8
Other comments	1
INTERPRETIVE SERVICES	
Nonpersonal	
Improve electronic map	12
Liked visitor center	9
Enjoyed electronic map	8
More in-depth informational signs needed	6
Reopen tunnel at the "Crater"	6
Park needs an introductory movie	6
Audio at "Crater" broken	5
Audio tapes helpful	4
Exhibits explain siege well	4
Park needs an auto tape	3
Five Forks needs better exhibits	3
More directional signs needed	2
Better directional signs needed	2
Brochure/map is excellent	2
Enjoyed auto tour	2
More exhibits on terrain needed	2
Other comments	30
Personal	
Liked artillery demonstration	20
Enjoyed living history programs	13
Liked union encampment	12
Offer more living history programs	7
Rangers do a good job on tours	4
Advertise living history programs better	3
Living history programs need to be better coordinated	3
Schedule more ranger tours	2
Other comments	12

FACILITIES AND MAINTENANCE

General

Park well maintained	25
Other comments	2

Roads and Trails

Dictator trail confusing	3
Mow fortifications	3
Mark trails better	3
Expand park trail system	3
Plank Road difficult to find	2
Tour road should return to V.C. without leaving park	2
Steps at "Dictator" slippery	2
Enjoyed trails	2
Other comments	6

Buildings and Utilities

Not enough water fountains in park	3
Water fountains do not work	2
Reconstruct historic buildings	2
Forts Gregg & Mahone need to be marked	2
Other comments	3

POLICIES

Do not like paying entrance fee	5
Other comments	10

RESOURCE MANAGEMENT

Enjoyed wildlife in park	2
Too many trees in battlefield area	2
Other comments	9

CONCESSIONS

Need a soft drink machine at visitor center	3
Liked materials sold in visitor center	2
Other comments	4

NATIONAL PARK SERVICE

NPS should preserve more battlefields	3
NPS does a good job	2
Tax dollars spent on national parks worthwhile	2
Other comments	3

VISITOR SERVICES PROJECT

VSP ranger very polite/friendly	3
Other comments	1

GENERAL IMPRESSIONS

Enjoyed visit	70
Will visit again	24
Needed more time	23
Park is well run	21
Have visited park before	15
Best battlefield park I have visited	13
Park helped me understand Civil War better	12
Glad battlefield is preserved	11
Weather too hot/humid	6
Battlefield instills a sense of pride	5
Keep up the good work	5
Park has improved over past years	3
Great-grandfather fought here	2
Other comments	6

**Printing Instructions for Petersburg National Battlefield
Report & Appendix**

Petersburg National Battlefield Report Volume I

I need 27 copies: 26 bound copies and 1 copy unbound.

All copies should have a blue front & back cover

Inside Title page should be xeroxed on white paper (single page).

Report Summary page should be xeroxed on blue paper (single page).

Table of contents page should be xeroxed on white paper (single page).

Pages 1-30 should be duplexed on white paper.

Analysis order forms should be xeroxed on white paper (single page each)

Page 31 (Questionnaire title page) should be xeroxed on white paper (single page).

Questionnaire section duplex on white paper

Petersburg National Battlefield Appendix Section

I need 11 copies: 10 bound copies and 1 copy unbound.

All copies should have a blue front & back cover.

Inside Title page should be xeroxed on white paper (single page).

Pages 1-3 (Visitor comment summary) duplex on blue paper.

Visitor comment pages duplex on white paper.