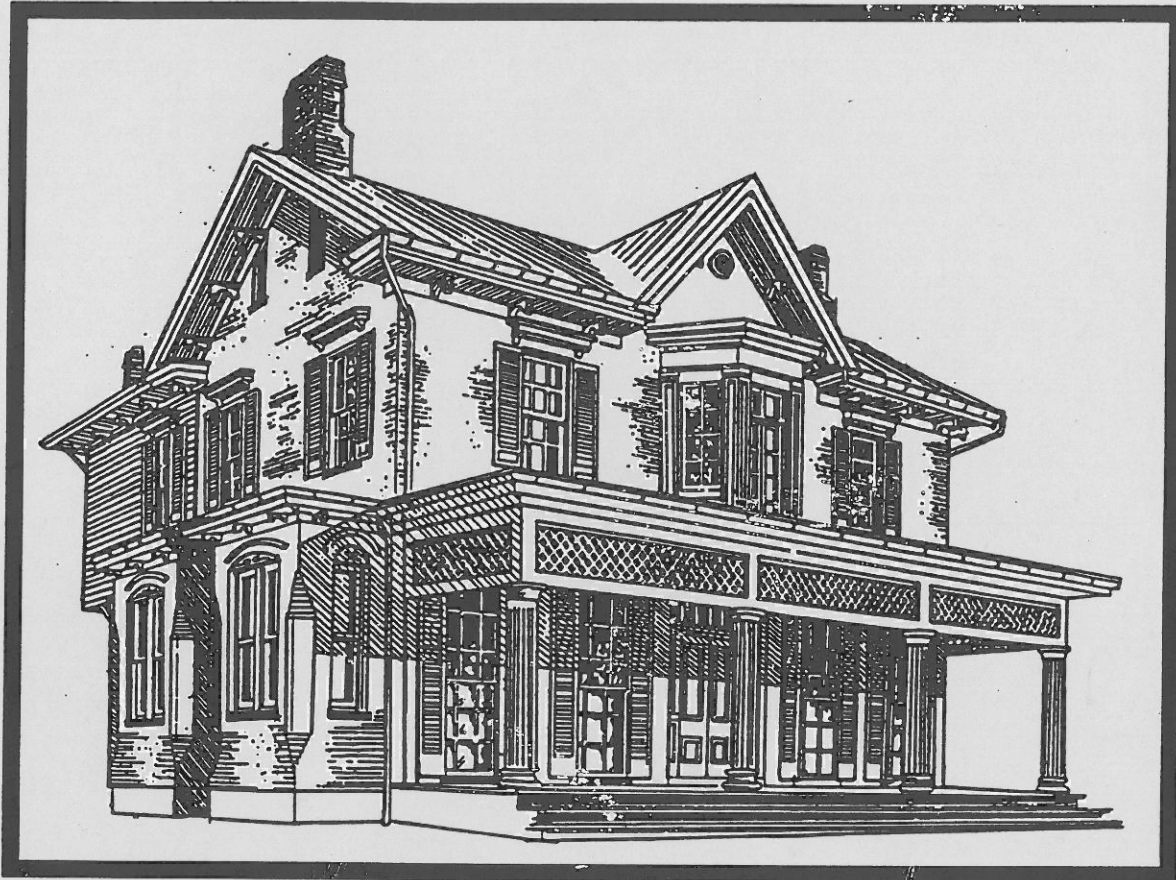

Visitor Services Project
Frederick Douglass
National Historic Site



Visitor Services Project Report 46
Cooperative Park Studies Unit



Visitor Services Project Frederick Douglass National Historic Site

Dwight L. Madison

Report 46

January 1993

Dwight Madison is VSP Eastern Coordinator, National Park Service based at the Cooperative Park Studies Unit, University of Idaho. I thank the staff at Frederick Douglass National Historic Site 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 Frederick Douglass National Historic Site

Report Summary

- This report describes the results of a visitor study at Frederick Douglass National Historic Site during May 3-9, 1992. A total of 325 questionnaires were distributed and 197 returned, a 61% response rate.
 - This report profiles Frederick Douglass visitors. A separate appendix has visitors' comments about their visit; this report and the appendix contain a comment summary.
 - Visitors were often in school and church groups (38%) or guided tour groups (35%). Fifty-two percent of visitors were 21-45 years old; 21% were aged 15 or younger. Most (82%) were first time visitors to Frederick Douglass.
 - Visitors from foreign countries comprised 2% of the visitation. Thirty-eight percent of Americans came from Maryland, Virginia and Washington D.C., with smaller numbers from many other states.
 - Visitors arrived at Frederick Douglass NHS by tour bus (43%), private vehicle (30%) and bus (21%). Ninety-two percent of visitors spent two hours or less at the site.
 - Visitors most often used travel guide/tour books (26%), advice from friends and relatives (26%) and previous visits as sources of information about the site. Ninety-one percent of visitors did not feel that the Frederick Douglass National Historic Site was difficult to locate.
 - Most visitors arrived at Frederick Douglass National Historic Site by traveling on 295 South, Martin Luther King Avenue, "V" or "W" Streets.
 - Most visitors (92%) spent two hours or less at Frederick Douglass National Historic Site.
 - Fifty-seven percent of visitors waited to take a tour of the Frederick Douglass home. A combination of first come, first served or advanced reservations would be preferred by visitors (42%) on a future visit.
 - Fifty-three percent of visitors were visiting an African-American historic site for the first time.
 - The most used visitor services were the ranger-led tours, visitor center movies and visitor center exhibits. The visitor center movies, park brochure, visitor center exhibits and ranger-led tours received the highest quality ratings.
 - Visitors made many additional comments.
-

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 83843-4199 or call (208)885-7129.

TABLE OF CONTENTS

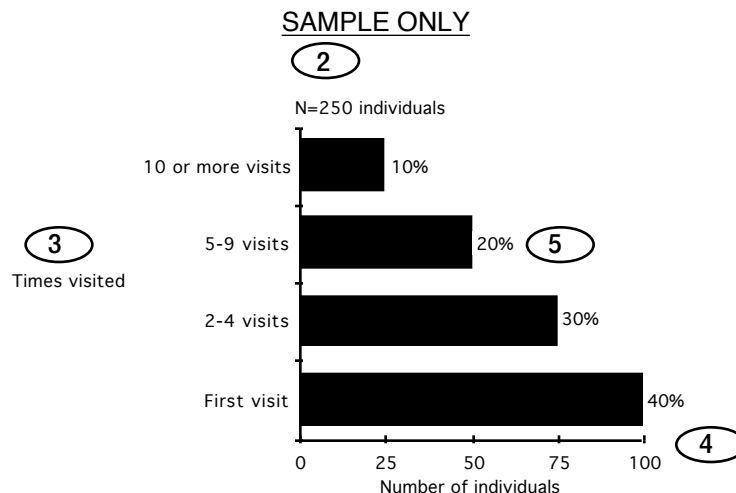
	Page
INTRODUCTION	1
METHODS	2
RESULTS	4
Visitors contacted	4
Demographics	4
Transportation type	9
Length of stay	10
Routes traveled	11
Sources of park information	12
Locating site	13
Waiting for tour	14
Future tour alternatives	15
First visit to African-American site	16
Visitor services: use and quality	17
What visitors liked most	23
What visitors liked least	24
Comment summary	25
MENU FOR FURTHER ANALYSIS	27
QUESTIONNAIRE	28

INTRODUCTION

This report describes the results of a study of visitors at Frederick Douglass National Historic Site (referred to as "Frederick Douglass"). This visitor study was conducted May 3-9, 1992 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

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: The figure title describes the graph's information.
 - 2: Listed above the graph, the 'N' shows the number of visitors responding and a description of the chart's information. Interpret data with an 'N' of less than 30 with **CAUTION!** as the results may be unreliable.
 - 3: Vertical information describes categories.
 - 4: Horizontal information shows the number or proportions in each category.
 - 5: In most graphs, percentages provide additional information.
-

METHODS

General strategy

Interviews were conducted and questionnaires distributed to a sample of selected visitors visiting Frederick Douglass National Historic Site during May 3-9, 1992. Visitors completed the questionnaire during or after their trip and then returned it by mail.

Questionnaire design and administration

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.

Visitors were sampled as they exited the back of "Cedar Hill", the home of Frederick Douglass. 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, group type and the age of the adult who would complete the questionnaire. This individual was asked his or her name, address and telephone number for the later mailing of a reminder-thank you postcard.

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 and six weeks after the survey.

Data analysis

Returned questionnaires were coded and the information entered into a computer. Frequency distributions and cross-tabulations were calculated using a standard statistical software package. Respondents' comments were summarized.

This study collected information on both visitor groups and individual group members. Thus, the sample size ("N"), varies from figure to figure. For example, while Figure 1 shows information for 192 groups, Figure 3 presents data for 427 individuals. A note above each figure's graph specifies the information illustrated.

**Sample size,
missing data
and reporting
errors**

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 197 questionnaires were returned, Figure 1 shows data for only 192 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.

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

Limitations

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visit the park.
 2. The data reflect visitor use patterns of visitors to the selected sites during the study period of May 3-9, 1992. The results 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 or table.
-

RESULTS

Visitors contacted

Three hundred thirty-one visitor groups were contacted; 98% accepted questionnaires. One hundred ninety seven visitor groups completed and returned their questionnaires, a 61% response rate.

Table 1 compares information collected from the total sample of visitors contacted and the actual respondents who returned questionnaires. While the response rate was moderate the non-response bias was insignificant.

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondent (years)	319	40.4	180	42.2
Group size	328	32.8	192	31.4

Demographics

Figure 1 shows group sizes, which varied from one person to 33 people. Seventy percent of Frederick Douglass visitors came in groups of eleven people or more. Thirty-eight percent of visitors came in groups identified as "other" (mostly school tours and church groups) while 35% came in guided tour groups, as shown in Figure 2.

Figure 3 shows varied age groups; the most common were visitors aged 21-45 (52%), with 21% of visitors 15 years old or younger. Most visitors (82%) were first-time visitors (see Figure 4).

Visitors from foreign countries comprised 2% of all visitation. Map 2 and Table 3 show that the many of the American visitors came from Maryland, Virginia and Washington D.C.

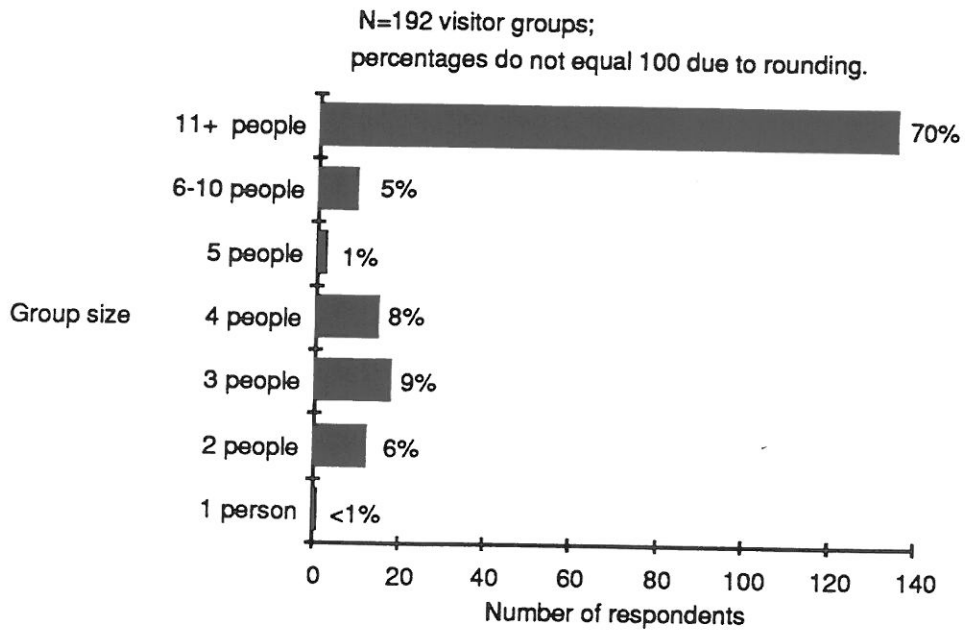


Figure 1: Visitor group sizes

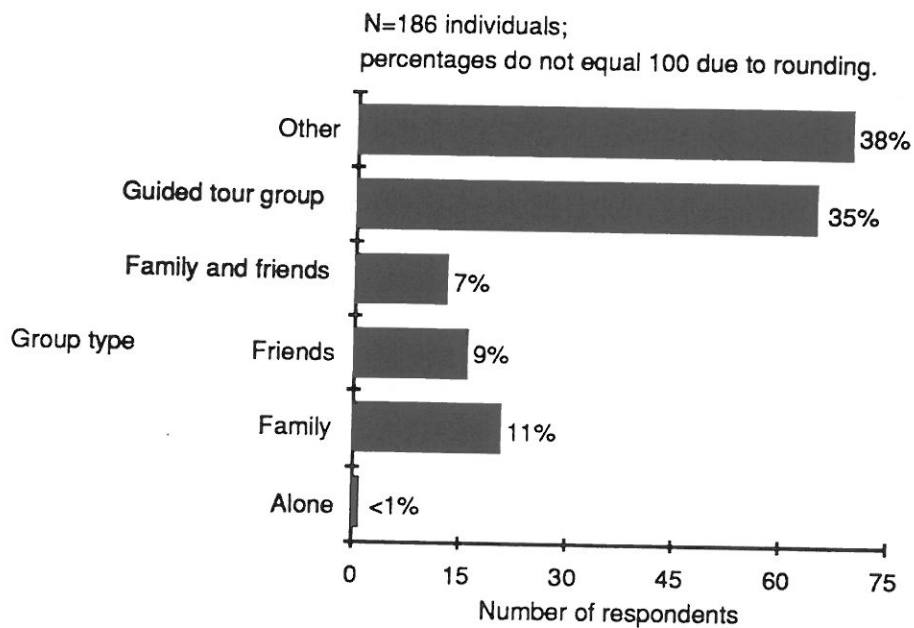


Figure 2: Visitor group types

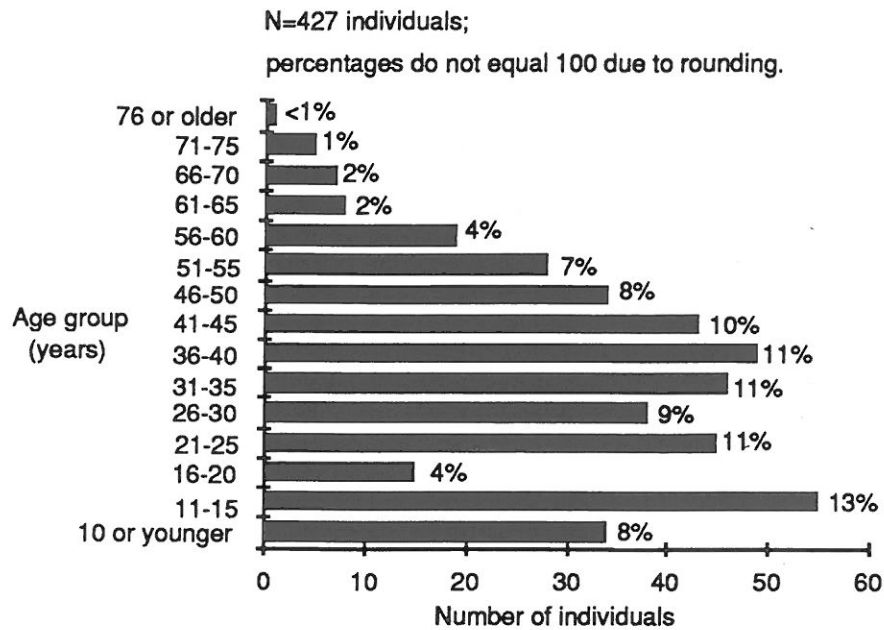


Figure 3: Visitor ages

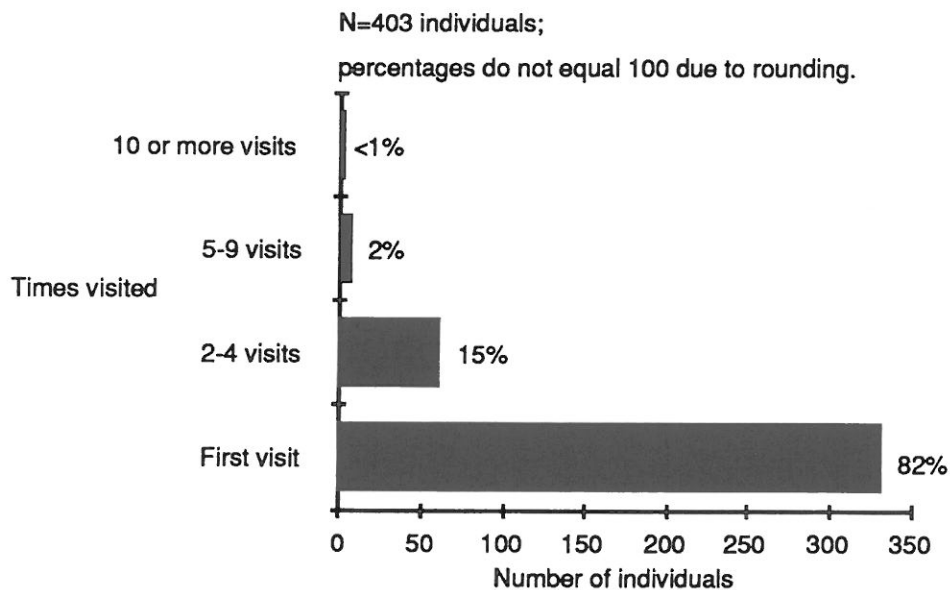
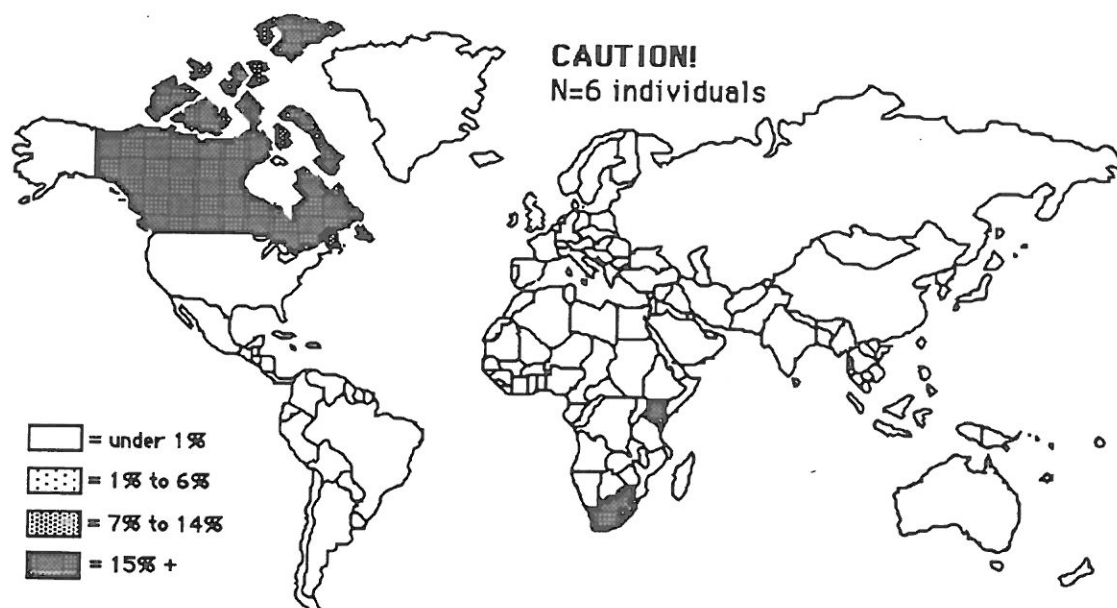


Figure 4: Number of visits



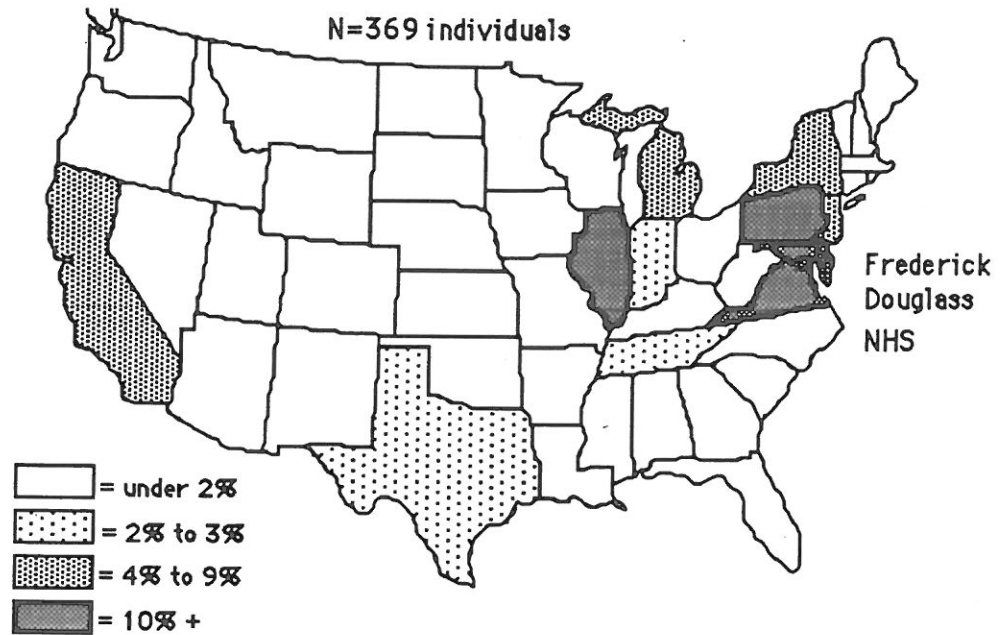
Map 1: Proportion of international visitors by country

Table 2: Visitors by country of residence

N=6 individuals

CAUTION!

Country	Number of individuals	% of visitors
Canada	2	33
Kenya	2	33
Bermuda	1	17
South Africa	1	17



Map 2: Proportion of visitors from each state

Table 3: Proportion of visitors from each state

N=369 individuals;
percentages do not equal 100 due to rounding.

State	Number of individuals	% of visitors
Maryland	57	15
Virginia	43	12
Washington D.C.	41	11
Indiana	38	10
Pennsylvania	36	10
New Jersey	30	8
California	22	6
Michigan	20	5
Louisiana	16	4
New York	15	4
Tennessee	11	3
Texas	11	3
Illinois	8	2
Other states (9)	21	6

Most visitors to the Frederick Douglass National Historic Site arrived by tour bus (43%), private vehicle (30%), and bus (21%). Figure 5 shows the proportion of visitor groups that used each type of available transport.

Transportation type

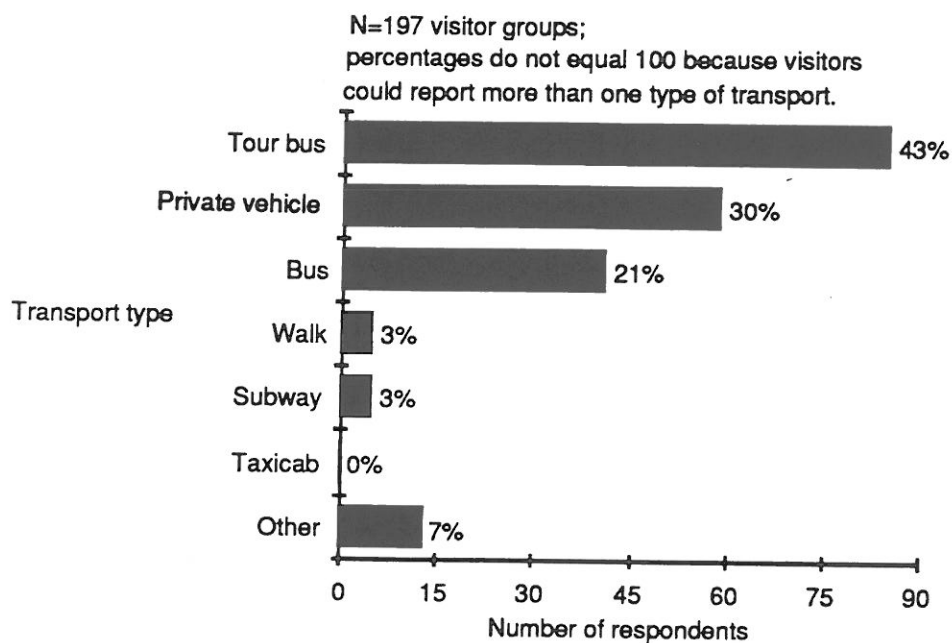


Figure 5: Proportion of visitor groups using each transport type

Length of stay

Ninety-two percent of visitors to Frederick Douglass National Historic Site stayed two hours or less (see Figure 6). Of the visitors who spent two hours or less, most (50%) spent one hour.

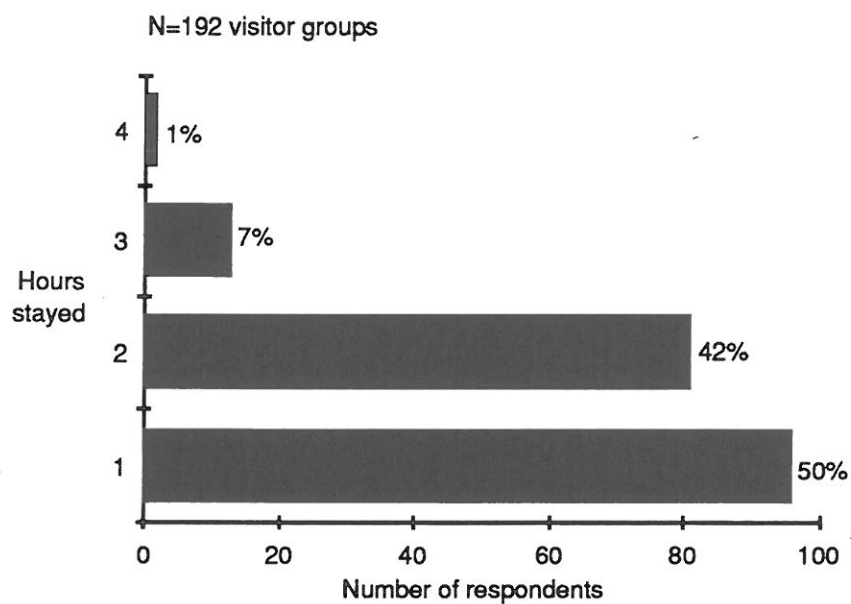
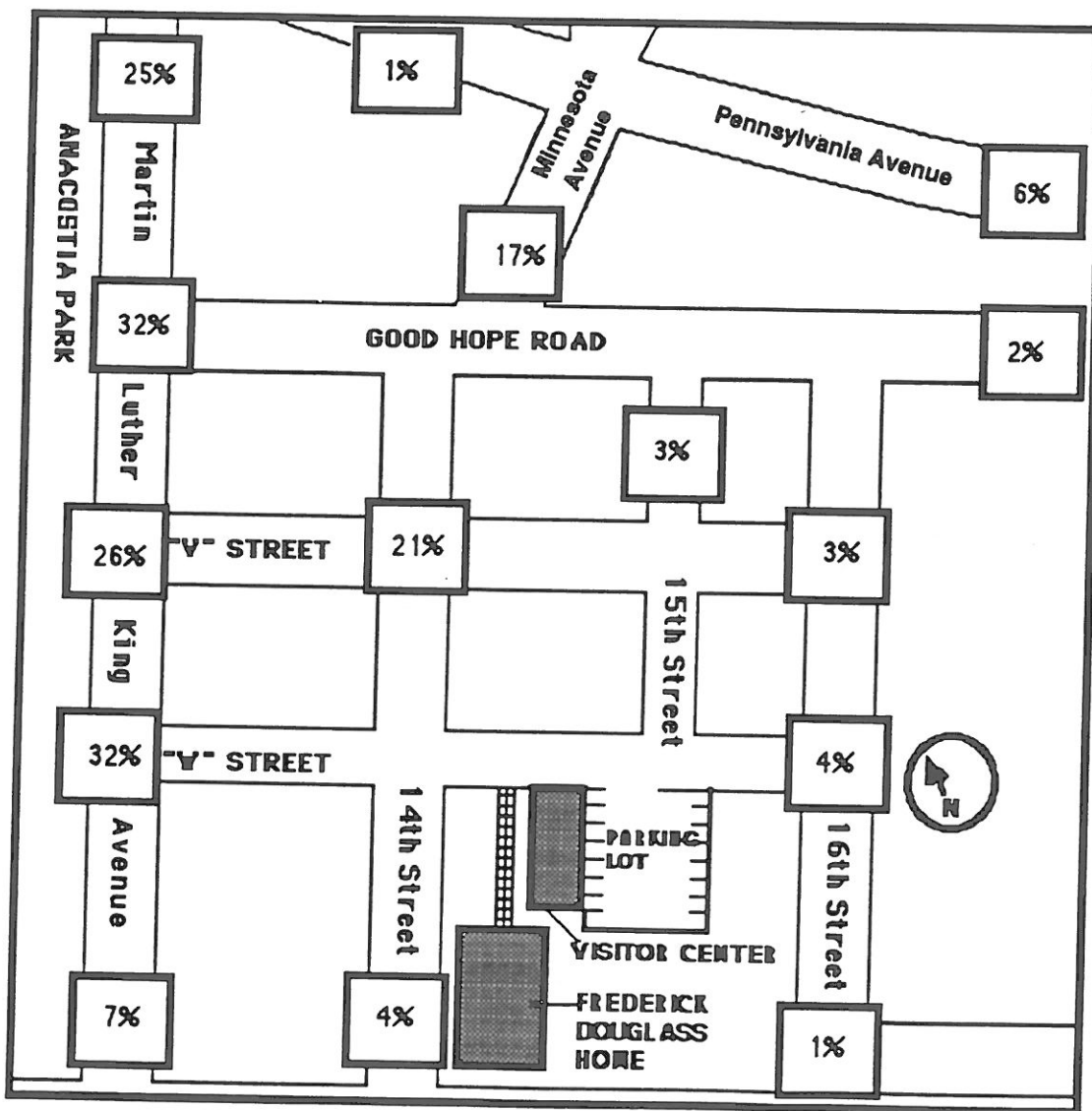


Figure 6: Length of stay

Visitors indicated routes they used to arrive at Frederick Douglass National Historic Site. Map 3 shows the proportion of visitors using each intersection to enter the Frederick Douglass site. Martin Luther King Boulevard, 295 South, "V" Street, and "W" Street were used most often.

Routes traveled



Map 3: Routes traveled by visitors

**Sources of
park
information**

The most often used sources of information about the park were travel guide/tour books (26%), advice from friends and relatives (26%), and previous visits (23%), as shown in Figure 7. "Other" sources included schools, travel agencies, and tour bus companies.

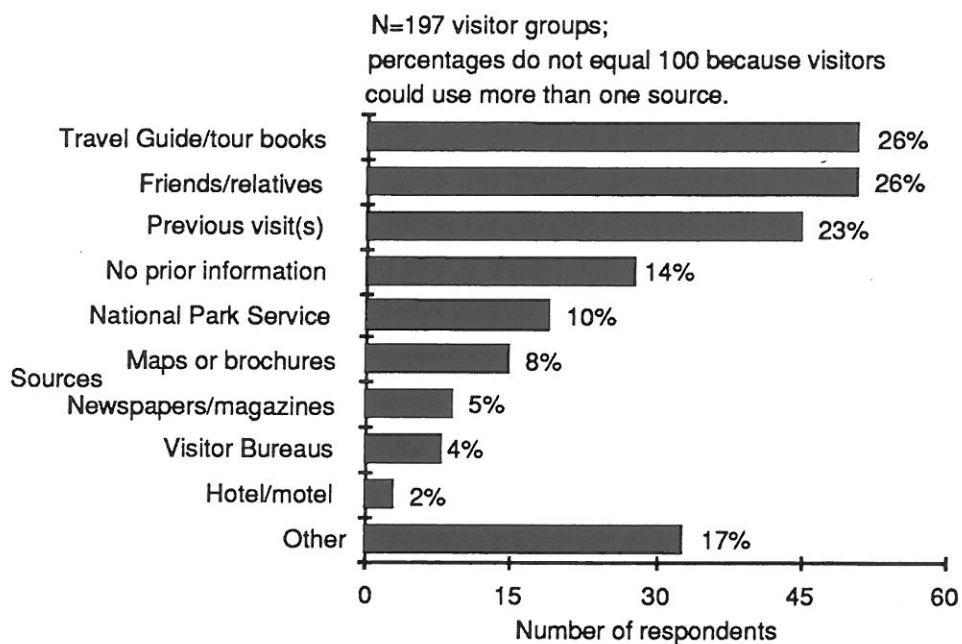


Figure 7: Sources of park information

The visitors were asked, "Did you and your group find it difficult to locate the Frederick Douglass National Historic Site?" Figure 8 shows that 91% responded no. Those visitors who answered yes were also asked how could locating the park be improved. Most stated that placing more signs on the streets that lead to the site would be the best way to improve locating the park.

**Locating
site**

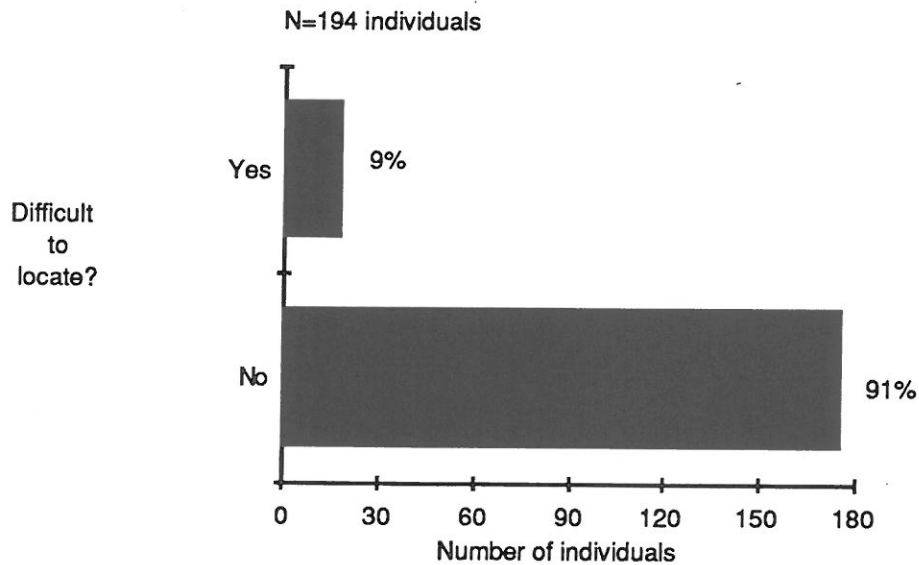


Figure 8: Site difficult to locate

**Waiting
for
tour**

The visitors to Frederick Douglass National Historic Site were asked "Did you take a tour of the Frederick Douglass Home?" Fifty-seven percent said they waited to take a tour of the home (see Figure 9). Those visitors who answered yes were also asked "What did you and your group do while you waited?" Most visitors said they watched the movie, visited the visitor center/museum, and browsed in the bookstore.

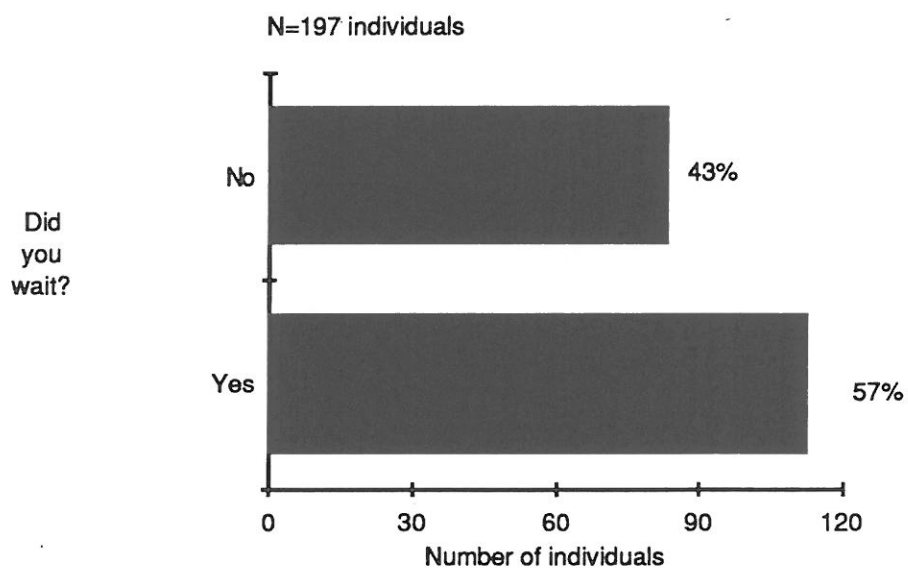


Figure 9: Visitors waiting for tour

Visitors were asked to choose between three tour alternatives for visiting the Frederick Douglass site in the future. Figure 10 shows that 42% were in favor of a combination of first-come, first-served and advanced reservations systems. An advanced reservation basis was preferred by 30%.

**Future
tour
alternatives**

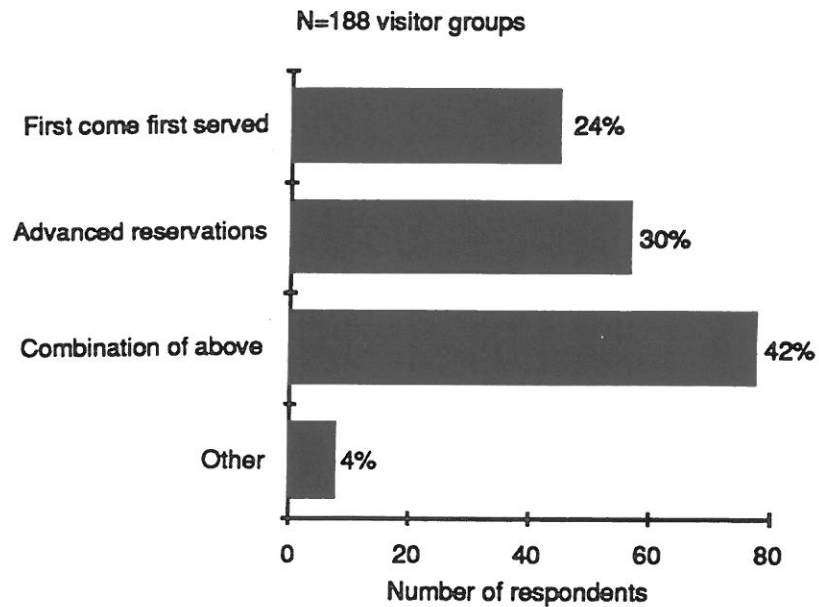


Figure 10: Future tour alternatives

**First visit to
African-
American
site?**

Fifty-three percent of visitors to the Frederick Douglass National Historic Site said that this was their first visit to an African-American historic site, as shown in Figure 11.

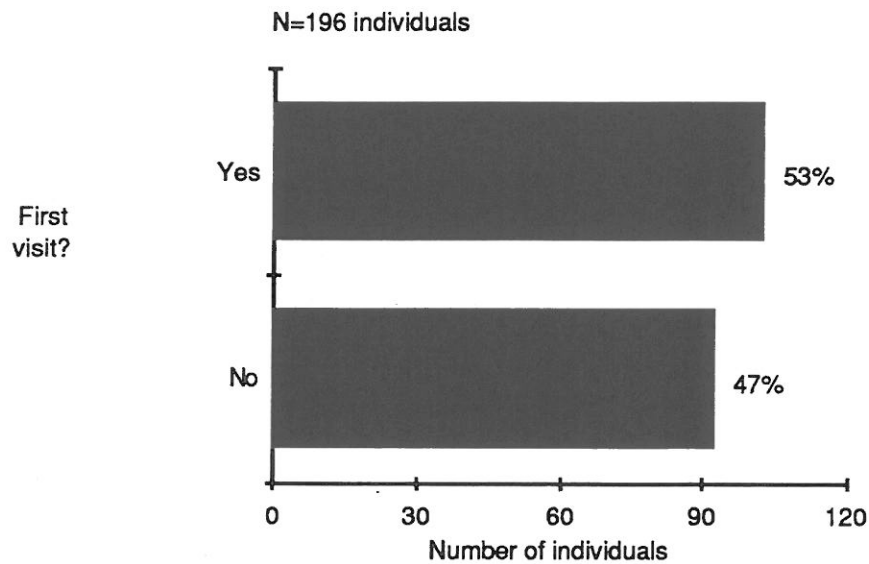


Figure 11: First visit to African-American historic site

The most commonly used visitor services were the ranger led tours (92%), visitor center movies (86%), visitor center exhibits (81%), and the bookstore (70%), as shown in Figure 12. The least used service was "other" (2%), which was identified by visitors as the wall quotes and private tour guides.

**Visitor
services:
use and
quality**

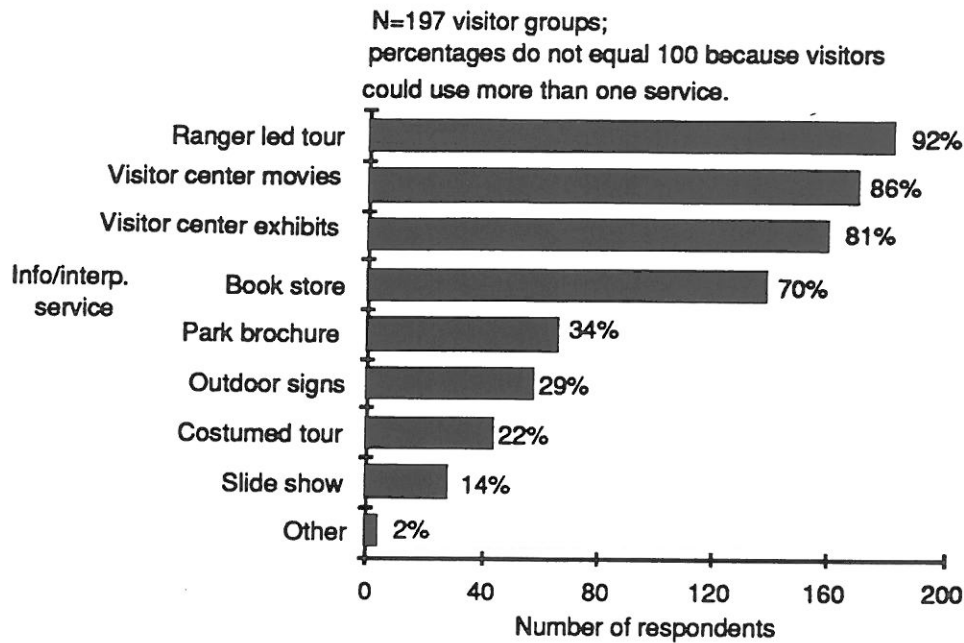


Figure 12: Use of visitor services

Visitors rated the quality of visitor services they used. They used a five point scale (see the box below).

QUALITY	
1=	very good
2=	good
3=	average
4=	poor
5=	very poor

Figures 13-21 show that several services were given high "good" to "very good" ratings: period costume tours (87%), visitor center movies (85%), park brochure (84%), visitor center exhibits (79%), and ranger-led tours (78%). The service receiving the highest "poor" to "very poor" ratings was the bookstore (10%).

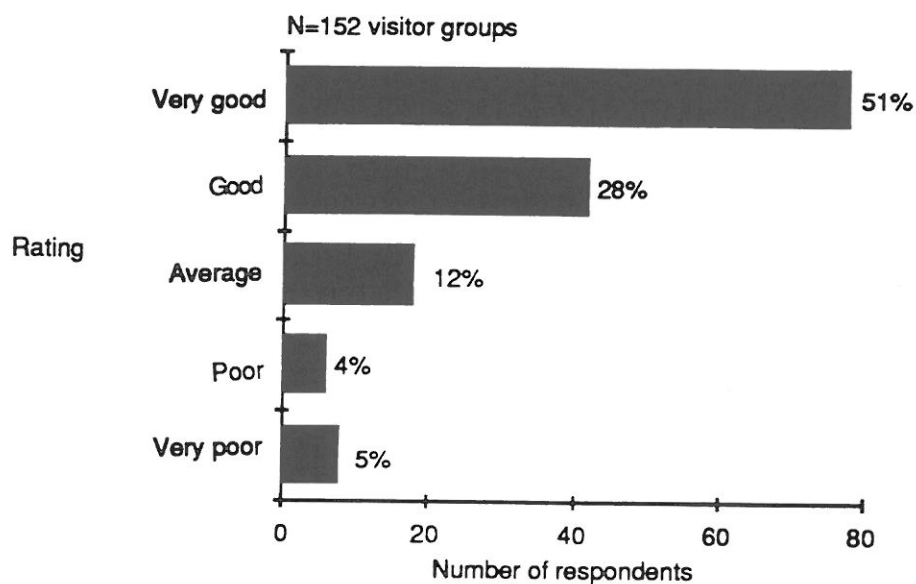


Figure 13: Quality of visitor center exhibits

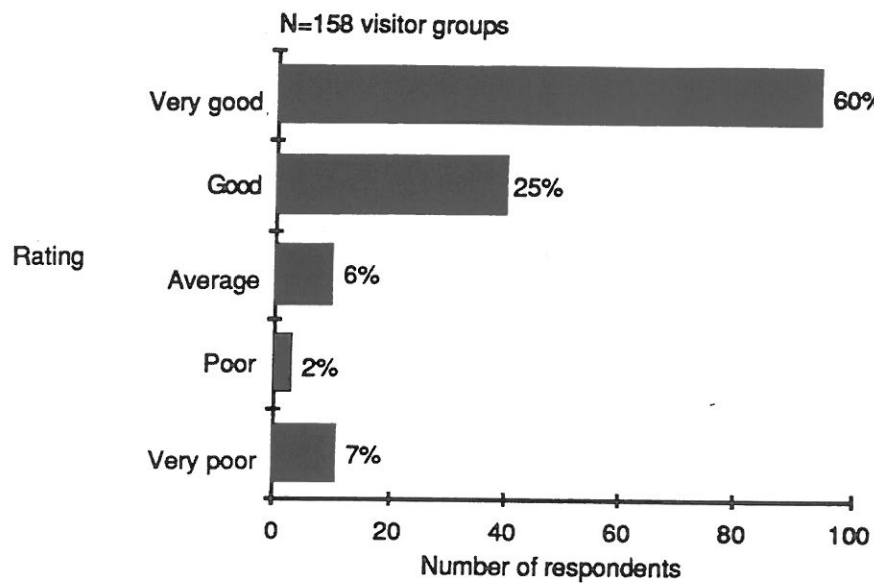


Figure 14: Quality of visitor center movies

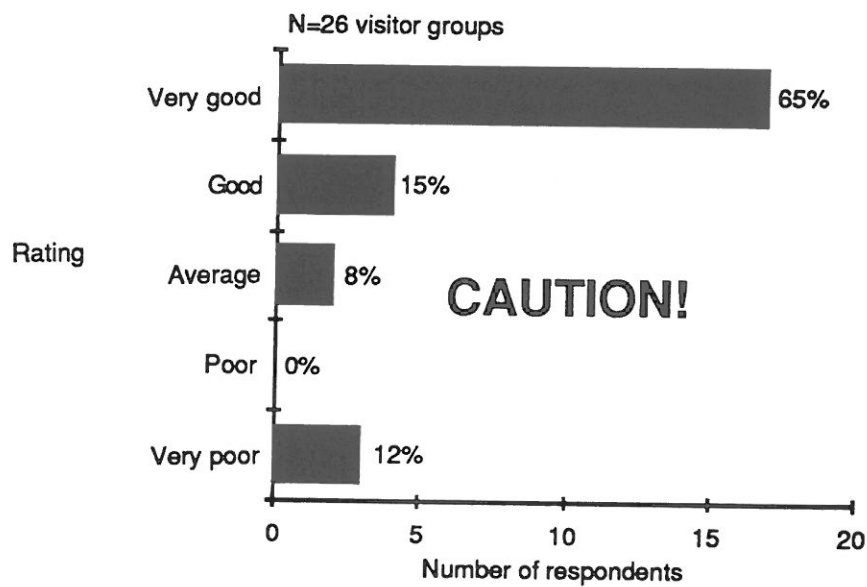


Figure 15: Quality of visitor center slide show

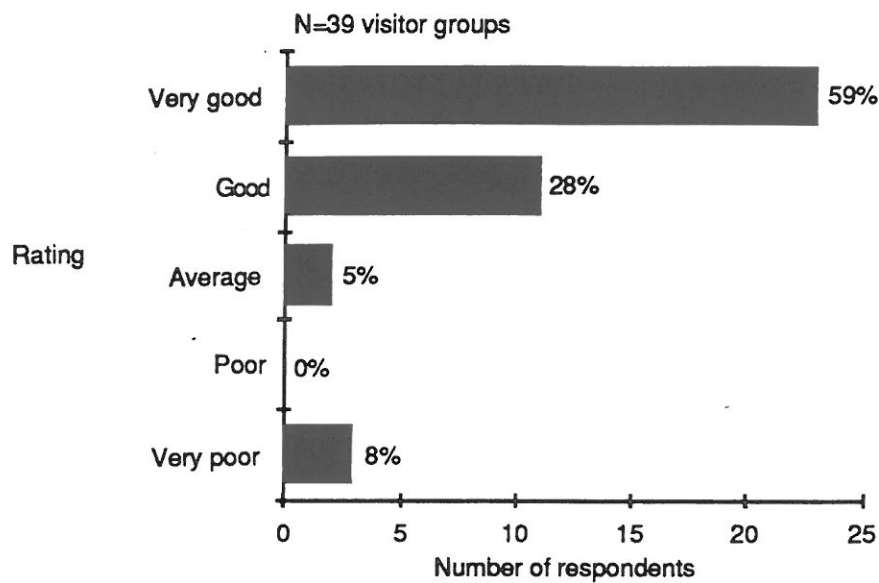


Figure 16: Quality of period costumed tour

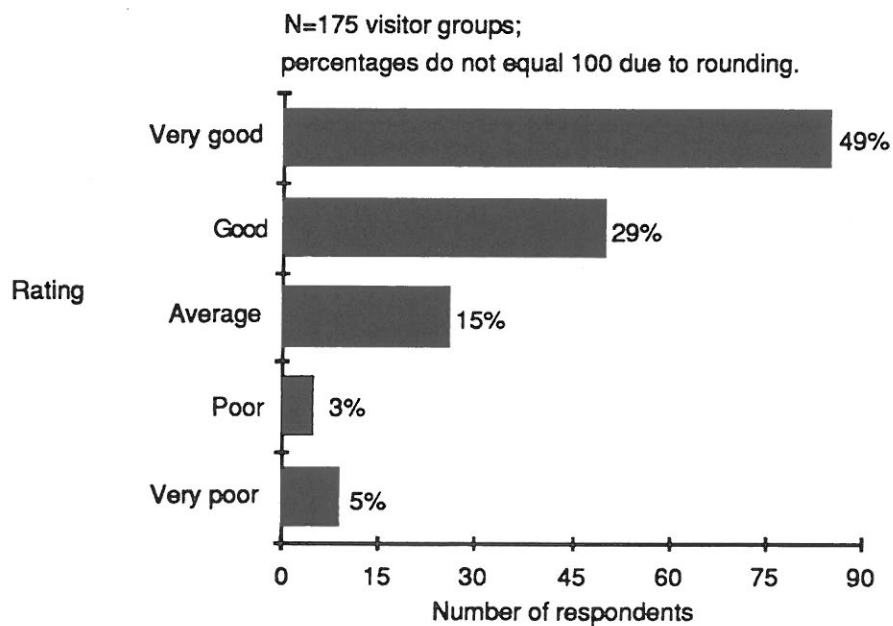


Figure 17: Quality of ranger led tours

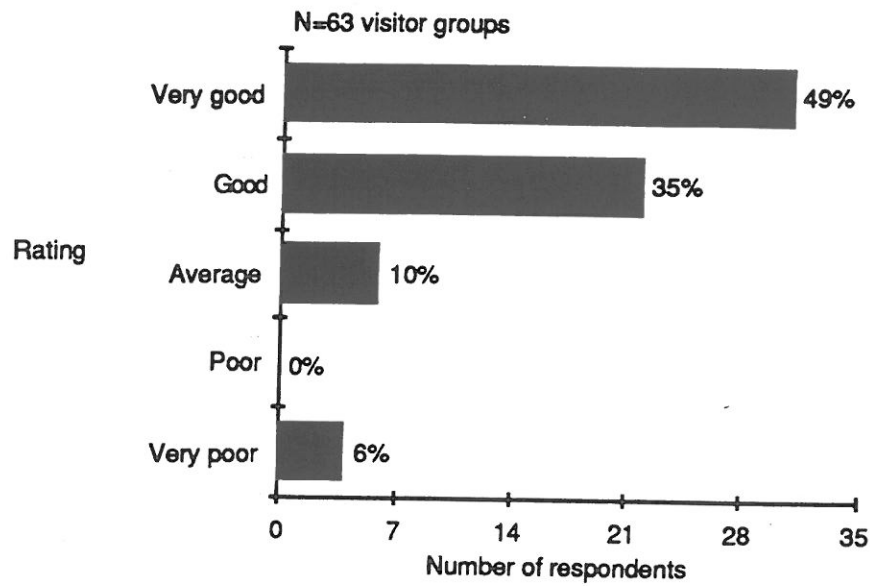


Figure 18: Quality of park brochure

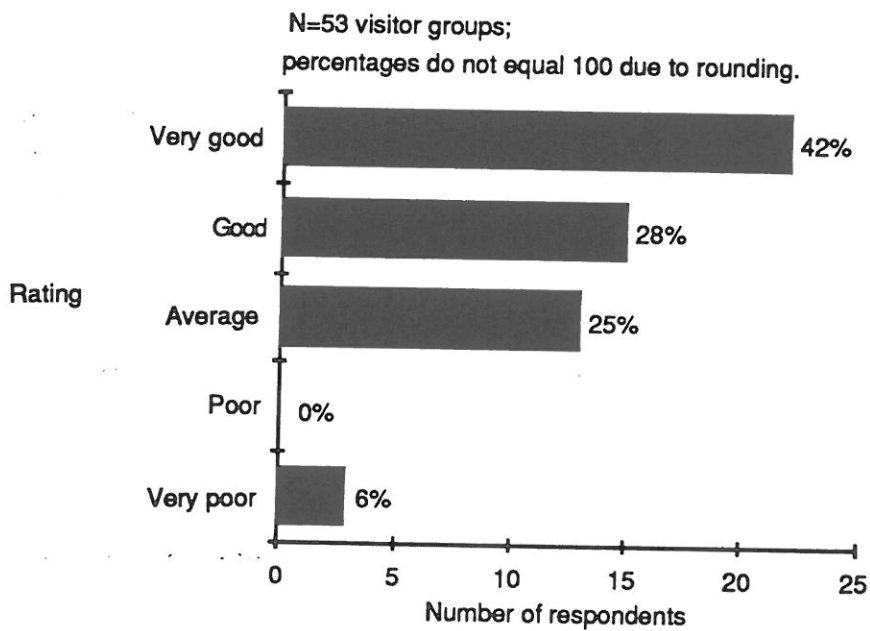


Figure 19: Quality of outdoor signs

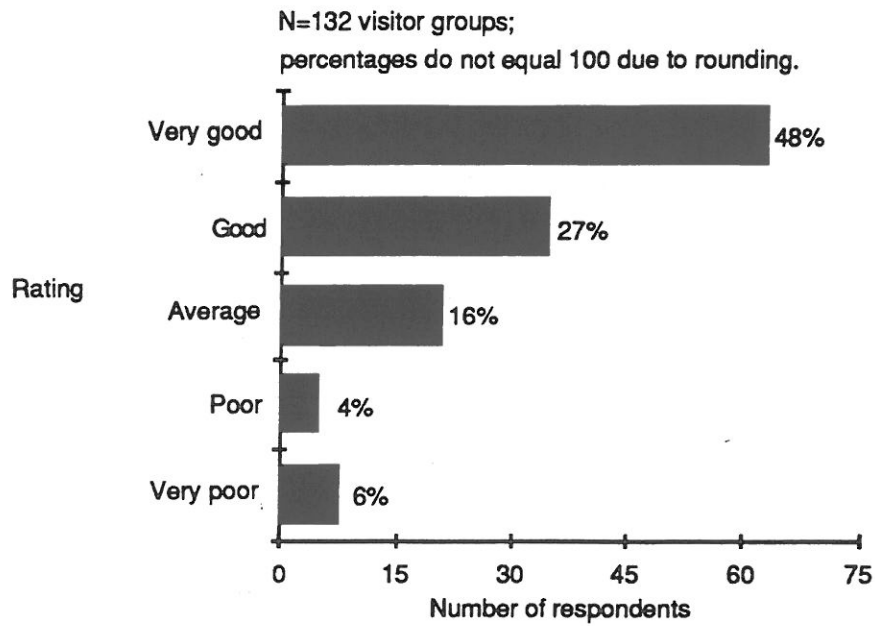


Figure 20: Quality of book store

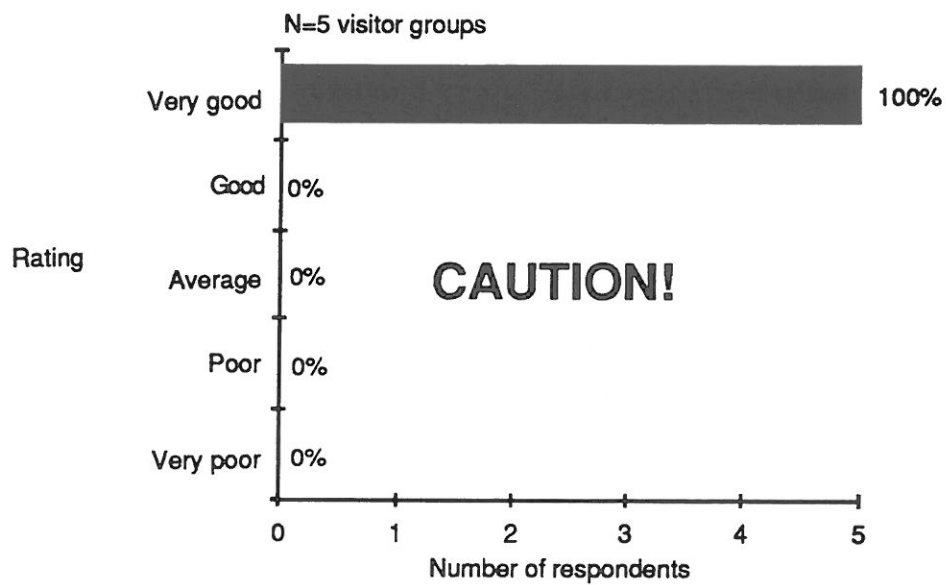


Figure 21: Quality of "other" interpretive/information services

Visitors were asked, "What did you enjoy most about your visit to the Frederick Douglass National Historic Site"? A summary of their comments appears below and in the appendix.

**What
visitors
liked most**

Visitors' likes

N=343 comments;
many visitors made more than one comment

Comment	Number of times mentioned
----------------	--------------------------------------

PERSONNEL

National Park Service

Rangers helpful/friendly	30
Tour guide informative	16
Staff at home helpful/friendly	6

INTERPRETIVE SERVICES

Liked tour of the home	69
Enjoyed the film	58
Exhibits interesting	7
Visitor's center was informative	6

FACILITIES AND MAINTENANCE

General

Liked authentic look of house interior	49
The home's interior well decorated	17
Grounds well maintained	14

GENERAL IMPRESSIONS

Visit was educational and inspiring	30
Enjoyed the overall visit	15
Enjoyed bookstore	9
Liked hearing about Douglass' life	5
Exciting to be in his home	4
Excerpts of speeches on wall informative	3
Visit was nostalgic	2
Other comments	3

**What
visitors
liked least**

Visitors were asked, "What did you like least about your visit to the Frederick Douglass National Historic Site"? A summary of their comments appears below and in the appendix.

Visitor dislikes

N= 107 comments;
many visitors made more than one comment

Comment	Number of times mentioned
---------	------------------------------

PERSONNEL

National Park Service

Rangers/ staff not helpful or friendly	14
Other comments	4

INTERPRETIVE SERVICES

Tour not long enough	9
Did not like the wait before tour	6
Film needs to be remade	4
Not enough time in tour to ask question	3
Unable to hear lecture	2
School children should be separated from others	2
Children need more information on Douglass	2
Tours should be oriented to school children	2
Other comments	9

FACILITIES AND MAINTENANCE

General

Bathrooms too small	2
Stairs not adapted for handicapped	2
Other comments	2

POLICIES

Reservation system needs to be better	6
Hours need to be longer	3
Other comments	2

GENERAL IMPRESSIONS

Climbing front steps a problem	24
Weather was a problem	4
Wanted to see the attic	3
Too crowded	2

Many visitors wrote additional comments, which are included in the separate appendix of this report. Their comments are summarized below and in the appendix. Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy.

Comment Summary

Visitor comment summary N=186 comments; many visitors made more than one comment

Comment	Number of times mentioned
PERSONNEL	
National Park Service	
Rangers helpful/ friendly	10
Tour guides informative	6
Guides in house were rude/uninformative	2
Other comments	1
INTERPRETIVE SERVICES	
Educational/Informative tour	24
Liked tour	14
Liked the film	4
Film needs to be replaced with a newer version	3
Other comments	3
Need handouts on Frederick Douglass for children	2
Tour guides should wear period costumes	2
Other comments	10
FACILITIES AND MAINTENANCE	
General	
Please keep building maintained	2
Handicapped access inadequate	2
House and grounds kept up well	2
Other comments	1
Policies	
More advertisement of site needed	12
Other comments	2

GENERAL IMPRESSIONS

Inspiring/ Enlightening visit	14
Enjoyed the visit	13
Keep up the good work	12
Would like to visit again	12
Enjoyed hearing about the history of Douglas	9
Will encourage others to visit	9
Don't ever close this landmark	5
Hope more children are able to experience it	3
Highlight of the trip to D.C.	3
Promote more literature of Douglas in schools	2
Other comments	2

MENU FOR FURTHER ANALYSIS

Park personnel who wish to see other tables, graphs, and maps 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. For example, to learn about which information sources a particular age group consulted, request a comparison of information sources by age group; to learn about how the use of information sources varied among group types, request a comparison of information sources by group type.
- 2) Three-way comparisons compare a two-way comparison to a third characteristic. For example, to learn about what interpretive/information services were used by different visitor group types and sizes, request a comparison of interpretive/information services used by group type by group size; to learn about what interpretive/information services were used by different age groups by group type, request a comparison of interpretive/information services by age groups by group type.

Consult the list of characteristics for Frederick Douglass visitors; then complete the appropriate blanks on the order form. Make a copy of the order form which follows the example below.

SAMPLE

Visitor Services Project
Analysis Order Form
Frederick Douglass National Historic Site
Report 46

Date of request: _____

Person requesting analysis: _____

Phone number (commercial): _____

The following list has the variables available for comparison from the visitor survey conducted in your park. Use this list to find the characteristics for which you want to request additional two-way and three-way comparisons. Be as specific as possible—instead of all that were listed in the questionnaire, you may select a single program/service/facility.

- Group size
- Group type
- Age
- State residence
- Country residence

- Information sources
- Interpretive/info services used
- Interpretive/info services quality
- First visit to African-American site
- Preferred reservation choices

- Number times visited
- Length of stay
- Want to take a tour
- Difficult to locate site
- Routes traveled

Two-way comparisons (write in the appropriate variables from the above list)
INFORMATION SOURCES by GROUP TYPE

Three-way comparisons (write in the appropriate variables from the above list)
INTERPRET/INFO SERVICES by AGE GROUP by GROUP TYPE

Special instructions: (it may be helpful to know what format you need, the purpose of the information, and so forth.)

Mail to:
Visitor Services Project, CP&U
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83843-4100

**Visitor Services Project
Analysis Order Form
Frederick Douglass National Historic Site
Report 46**

Date of request: ____/____/____

Person requesting analysis: _____

Phone number (commercial): _____

The following list has the variables available for comparison from the visitor survey conducted in your park. Use this list to find the characteristics for which you want to request additional two-way and three-way comparisons. Be as specific as possible-- you may select a single program/service/facility instead of all that were listed in the questionnaire.

- | | | |
|---------------------|----------------------------------------|----------------------------|
| • Group size | • Information sources | • Number times visited |
| • Group type | • Interpretive/info services used | • Length of stay |
| • Age | • Interpretive/info services quality | • Wait to take a tour |
| • State residence | • First visit to African-American site | • Difficult to locate site |
| • Country residence | • Preferred reservation choices | • Routes traveled |

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

_____ by _____

_____ by _____

_____ by _____

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

_____ by _____ by _____

_____ by _____ by _____

_____ by _____ by _____

Special instructions _____

Mail to:
**Visitor Services Project, CPSU
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83843-4199**

QUESTIONNAIRE

Visitor Services Project Publications

Reports 1-4 (pilot studies) are available from the University of Idaho Cooperative Park Studies Unit. All VSP reports listed below are available from the parks where the studies were conducted.

1985

5. North Cascades National Park Service Complex

1986

6. Crater Lake National Park

1987

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park
10. Colonial National Historical Park
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park
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
22. Statue of Liberty National Monument
23. The White House Tours, President's Park
24. Lincoln Home National Historical Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

For more information about the Visitor Services Dr. Gary E. Machlis, Sociology Project Leader, Univ Park Studies Unit, College of Forestry, Wildlife Moscow, Idaho 83843-4199 or call (208) 885-4199

1990

- 28. Canyonlands National Park
- 29. White Sands National Monument
- 30. National Monuments
- 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
- 39. Joshua Tree National Monument
- 40. The White House Tours, President's Park
- 41. Natchez Trace Parkway
- 42. Stehekin-North Cascades National Park/Lake Chelan National Rec. Area
- 43. City of Rocks National Reserve
- 44. The White House Tours, President's Park

1992

- 45. Big Bend National Park
 - 46. Frederick Douglass National Historic Site
-

Visitor Services Project
Frederick Douglass
National Historic Site
Appendix

Visitor Services Project
Frederick Douglass
National Historic Site
Appendix

Dwight L. Madison

Report 46

January 1993

Dwight Madison is VSP Eastern Coordinator, National Park Service based at the Cooperative Park Studies Unit, University of Idaho. I thank the staff at Frederick Douglass National Historic Site 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.

Visitors' likes

N=343 comments;
many visitors made more than one comment

Comment	Number of times mentioned	
PERSONNEL		
National Park Service		
Rangers helpful/friendly	30	
Tour guide informative		16
Staff at home helpful/friendly		6
INTERPRETIVE SERVICES		
Liked tour of the home		69
Enjoyed the film	58	
Exhibits interesting		7
Visitor's center was informative		6
FACILITIES AND MAINTENANCE		
General		
Liked authentic look of house interior		49
The home's interior well decorated		17
Grounds well maintained		14
GENERAL IMPRESSIONS		
Visit was educational and inspiring		30
Enjoyed the overall visit	15	
Enjoyed bookstore		9
Liked hearing about Douglass' life		5
Exciting to be in his home		4
Excerpts of speeches on wall informative		3
Visit was nostalgic		2
Other comments		3

Visitor dislikes

N= 107 comments;
many visitors made more than one comment

Comment	Number of times mentioned
---------	---------------------------

PERSONNEL

National Park Service

Rangers/ staff not helpful or friendly	14
Other comments	4

INTERPRETIVE SERVICES

Tour not long enough	9
Did not like the wait before tour	6
Film needs to be remade	4
Not enough time in tour to ask question	3
Unable to hear lecture	2
School children should be separated from others	2
Children need more information on Douglass	2
Tours should be oriented to school children	2
Other comments	9

FACILITIES AND MAINTENANCE

General

Bathrooms too small	2
Stairs not adapted for handicapped	2
Other comments	2

POLICIES

Reservation system needs to be better	6
Hours need to be longer	3
Other comments	2

GENERAL IMPRESSIONS

Climbing front steps a problem	24
Weather was a problem	4
Wanted to see the attic	3
Too crowded	2

Visitor comment summary

N=186 comments;
many visitors made more than one comment

Comment	Number of times mentioned
---------	---------------------------

PERSONNEL

National Park Service

Rangers helpful/ friendly	10
Tour guides informative	6
Guides in house were rude/uninformative	2
Other comments	1

INTERPRETIVE SERVICES

Educational/Informative tour	24
Liked tour	14
Liked the film	4
Film needs to be replaced with a newer version	3
Other comments	3
Need handouts on Frederick Douglass for children	2
Tour guides should wear period costumes	2
Other comments	10

FACILITIES AND MAINTENANCE

General

Please keep building maintained	2
Handicapped access inadequate	2
House and grounds kept up well	2
Other comments	1

Policies

More advertisement of site needed	12
Other comments	2

GENERAL IMPRESSIONS

Inspiring/ Enlightening visit	14
Enjoyed the visit	13
Keep up the good work	12
Would like to visit again	12
Enjoyed hearing about the history of Douglas	9
Will encourage others to visit	9
Don't ever close this landmark	5
Hope more children are able to experience it	3
Highlight of the trip to D.C.	3
Promote more literature of Douglas in schools	2
Other comments	2

Symbol

USDI
Symbol

NPS

As the nation's principal conservation agency, the Department of the Interior has responsibility for most of our lands and natural and cultural resources. This includes fostering wise use of our land and water resources, protecting and preserving the environmental and cultural values of our national parks and historical places, and providing for outdoor recreation. The department assesses our energy and mineral resources and works to ensure that their use is in the best interest of all our people. The department also promotes the goals of the Take Pride in America campaign by encouraging citizen responsibility for the public lands and promoting citizen participation in their care. The department also protects American Indian reservation communities and for people who live in island territories under U.S. administration.

NPS D-17

January 1993



Carnell Poole
Site Manager
Frederick Douglass Home NHS
1411 "W" Street S.E.
Washington DC, 20020

Minnesota Avenue

Pennsylvania Avenue

Printing Instructions for Frederick Douglass NHS Report & Appendix

Frederick Douglass Report

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

All copies should have a **gray front & back cover**

***Note-There is now items printed on the inside of the front & back covers.**

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 1-27 should be duplexed on white paper.

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

Page 28 (Questionnaire title page) should be xeroxed on white paper (single page).

Questionnaire section duplex on white paper

Publications page on white paper should face inside back cover page.

Frederick Douglass NHS Appendix Section

I need 9 copies : 8 bound copies and 1 copy unbound.

All copies should have a **gray front & back cover** .

***Note-There is now items printed on the inside of the front & back covers.**

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

Pages 1-3 (Visitor Likes, dislikes & comment summary) duplex on blue paper.

Visitor comment pages duplex on white paper.

Publications page on white paper should face inside back cover page.

Printing Instructions for Frederick Douglass NHS Report & Appendix

Frederick Douglass Report

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

All copies should have a **gray 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 1-27 should be duplexed on white paper.

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

Page 28(Questionnaire title page) should be xeroxed on white paper (single page).

Questionnaire section duplex on white paper

**** NPS D 17 January 1993 page** should be facing back cover page
(the one that has the publications listed)

Frederick Douglass Appendix Section

I need 9 copies : 8 bound copies and 1 copy unbound.

All copies should have a **gray front & back cover .**

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

Pages 1-3 (Visitor likes, dislikes & comment summary) duplex on blue paper.

Visitor comment pages duplex on white paper.