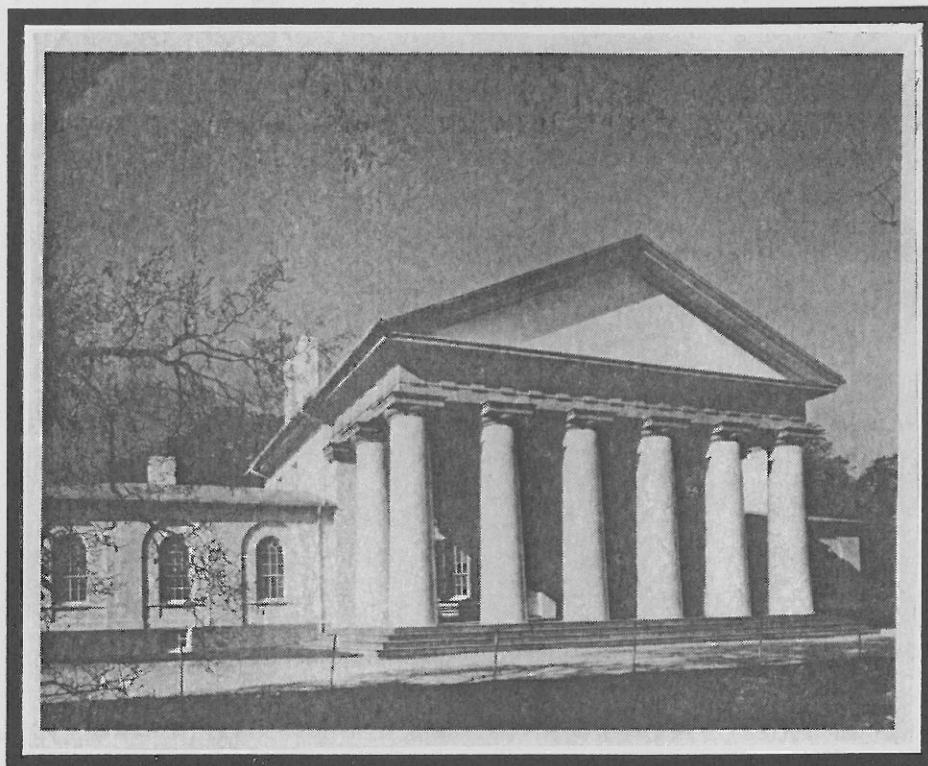

Visitor Services Project
Arlington House
The Robert E. Lee Memorial



Visitor Services Project Report 53
Cooperative Park Studies Unit



University of Idaho



Visitor Services Project Arlington House The Robert E. Lee Memorial

Dwight L. Madison

Report 53

March 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 Arlington House The Robert E. Lee Memorial 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 Arlington House The Robert E. Lee Memorial

Report Summary

- This report describes the results of a visitor study at the Arlington House Robert E. Lee Memorial during August 2-8, 1992. A total of 448 questionnaires were distributed and 359 returned, an 80% response rate.
- This report profiles Arlington House Robert E. Lee Memorial visitors. A separate appendix has visitors' comments about their visit; this report and the appendix contain a comment summary.
- Visitors were often in family groups (70%). Twenty-eight percent of visitors were 15 years old or younger; 27% were 36-45 years old. Most (69%) were first time visitors to Arlington House.
- Visitors from foreign countries comprised 9% of the visitation. Twenty-two percent of the U.S. visitors came from California, Ohio and Virginia, with smaller numbers from many other states.
- Fifty-nine percent of the visitors identified Tourmobile as the form of transportation they used to reach the Arlington House site after they reached Arlington National Cemetery. Eighty-six percent of visitors spent one hour or less at the Arlington House site, while 90% of the visitors spent three hours or less at Arlington National Cemetery.
- Fifty-five percent of visitors reported they entered the Arlington House grounds at the Tourmobile stop. Ninety-four percent of the visitors said they visited the inside of the Arlington House, 89% visited the grounds and 61% visited the flower garden.
- Most visitors (93%) visited the Tomb of the Unknowns, the Arlington Cemetery visitor center (81%) and the restrooms (69%) while visiting Arlington National Cemetery.
- The most used visitor services were the Arlington House brochure, the introductory talk in the Arlington House center hall and the orientation maps/signs. The Arlington House brochure, the museum exhibits and the orientation maps/signs received the highest quality ratings.
- Forty-two per cent of visitors said they preferred to tour the house at their own pace and hear informal talks about each room on future tours of the Arlington House.
- Most visitors (56%) found original artifacts, what happened to the Arlington estate during the Civil War (52%), and photographic displays (30%) as the three most interesting subjects in the current museum.
- Visitors made many additional comments.

<p>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 83844 or call (208) 885-7129.</p>
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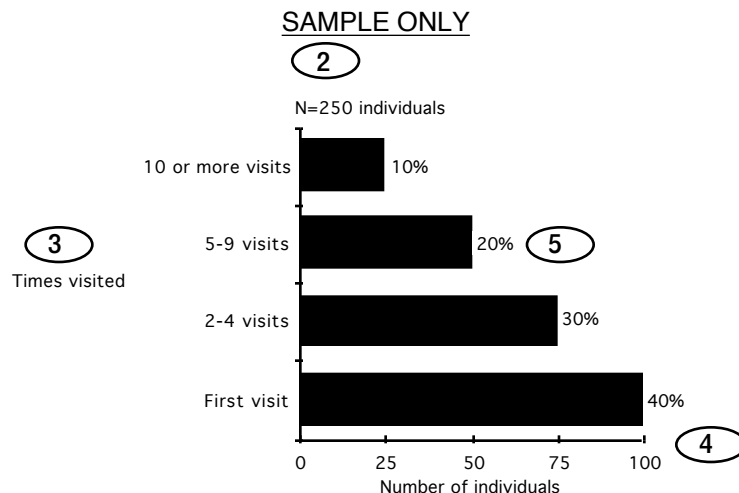
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INTRODUCTION

This report describes the results of a study of visitors at Arlington House Robert E. Lee Memorial (referred to as "ARHO"). This visitor study was conducted August 2-8, 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) **Figure 4: Number of visits**

- 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 Arlington House Robert E. Lee Memorial during August 2-8, 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 entered Arlington House. 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 356 groups, Figure 3 presents data for 1315 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 359 questionnaires were returned, Figure 1 shows data for only 356 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 August 2-8, 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

Four hundred fifty-seven visitor groups were contacted; 98% accepted questionnaires. Three hundred fifty-nine visitor groups completed and returned their questionnaires, an 80% response rate.

Table 1 compares information collected from the total sample of visitors contacted and the actual respondents who returned questionnaires. The non-response bias was moderate; older respondents may be slightly under-represented..

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondent (years)	448	45.6	351	41.5
Group size	448	5.7	356	4.8

Demographics

Figure 1 shows group sizes, which varied from one person to 135 people. Seventy-one percent of ARHO visitors came in groups of four people or less. Seventy percent of visitors came in groups identified as family, as shown in Figure 2.

Figure 3 shows varied age groups; the most common were visitors aged 15 or younger (28%) and 36-45 years old (27%). Most visitors (69%) were first-time visitors (see Figure 4).

Visitors from foreign countries comprised 9% of all visitation. Map 2 and Table 3 show that the many of the U.S. visitors came from California, Ohio and Virginia.

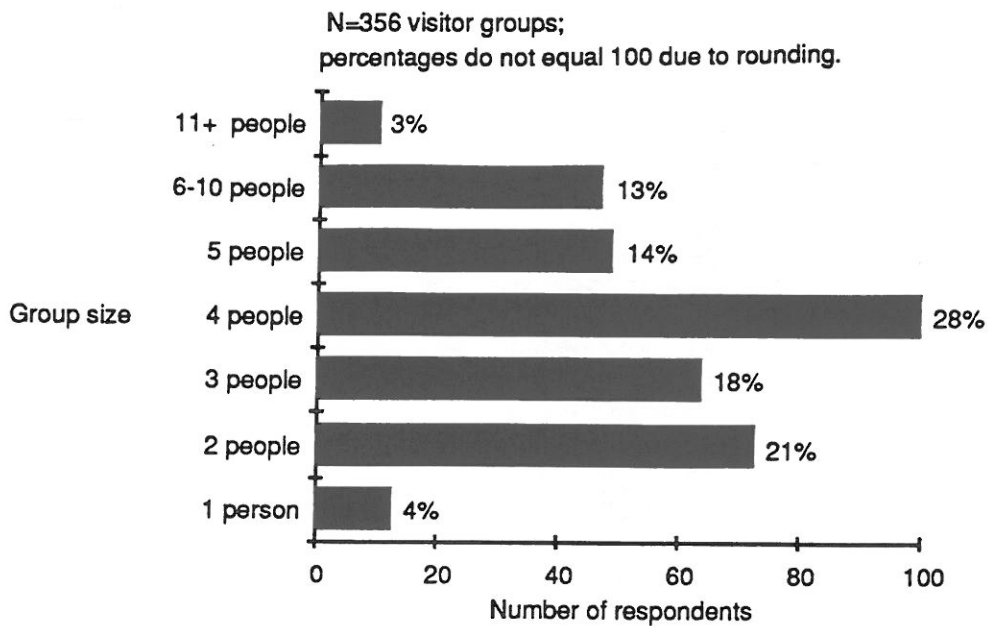


Figure 1: Visitor group sizes

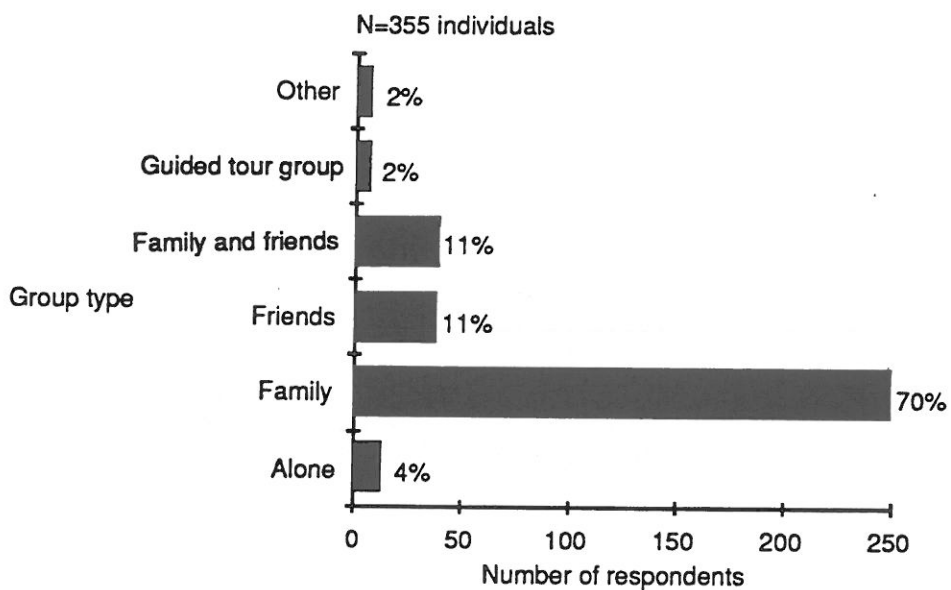


Figure 2: Visitor group types

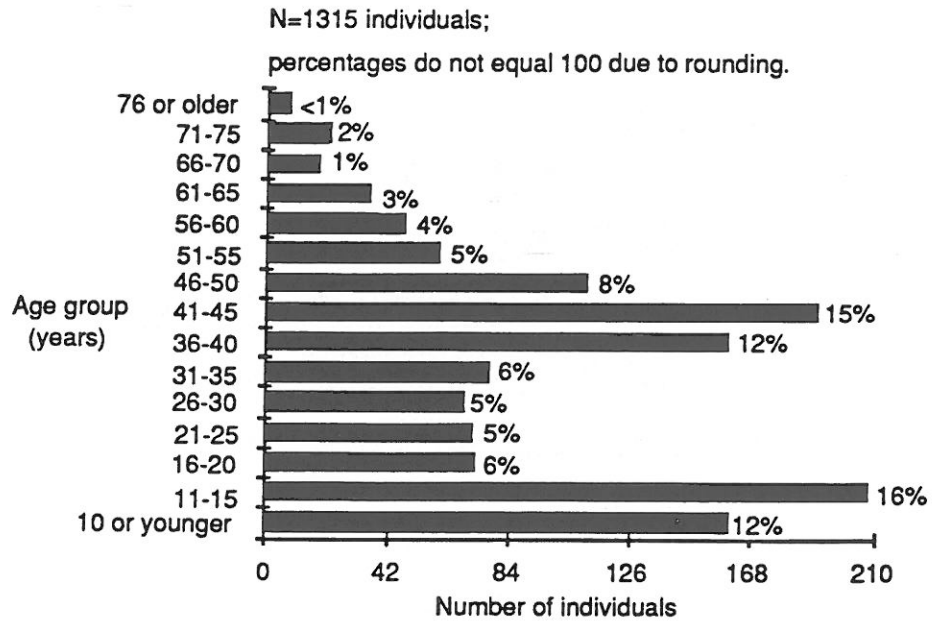


Figure 3: Visitor ages

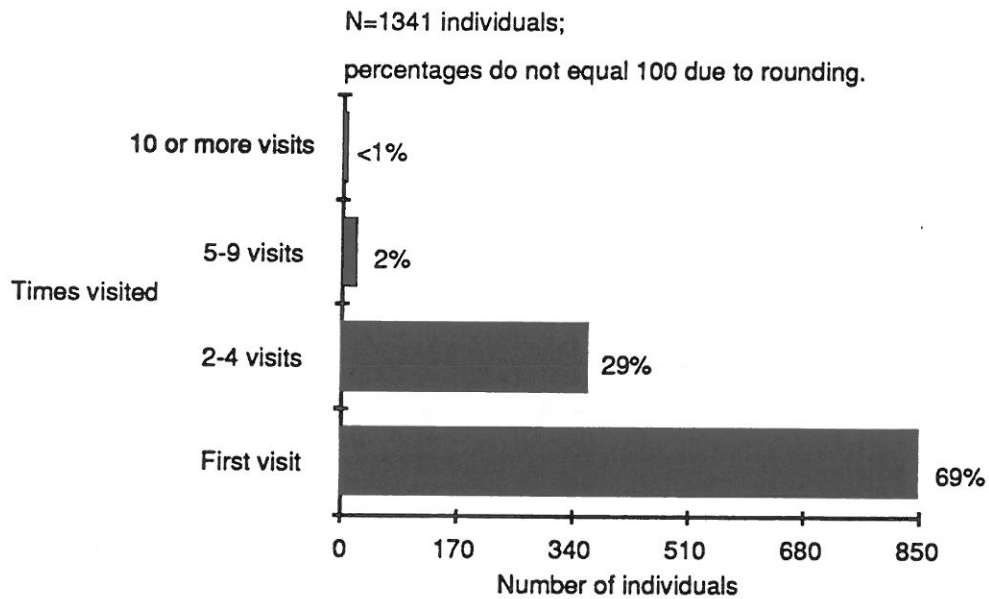


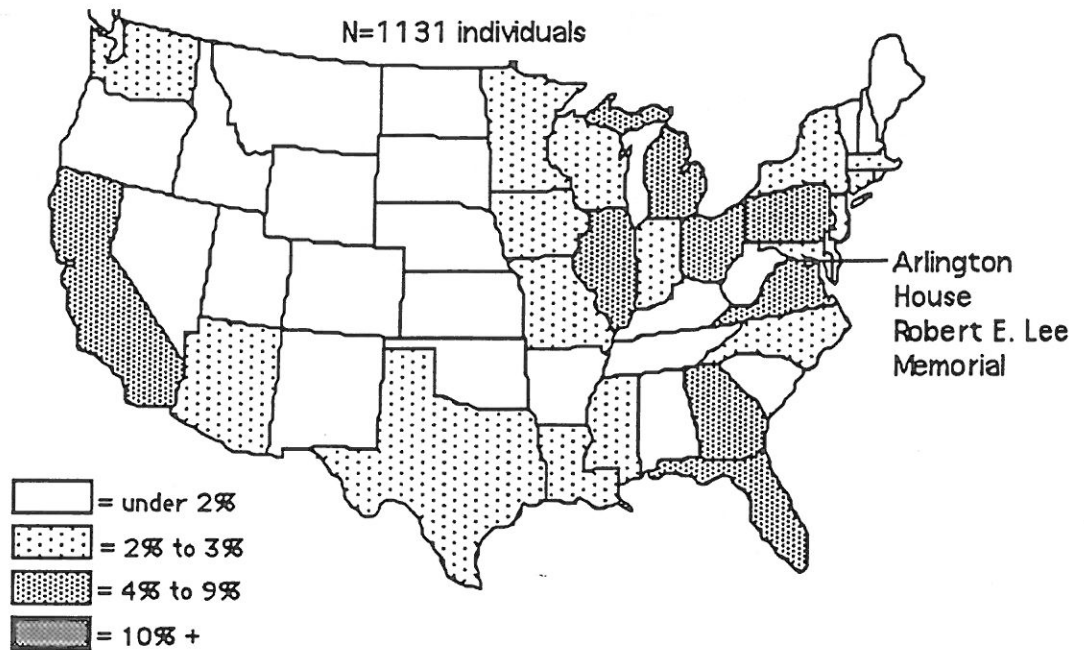
Figure 4: Number of visits



Map 1: Proportion of international visitors by country

Table 2: Foreign visitors by country of residence
N=118 individuals

Country	Number of individuals	% of international visitors
Canada	36	31
Germany	18	15
United Kingdom	13	11
Taiwan	10	9
Australia	7	6
Hong Kong	7	6
France	5	4
Italy	4	3
Japan	4	3
Hungary	2	3
Iceland	2	2
Netherlands	2	2
South Africa	2	2
Sri Lanka	2	2
Colombia	1	1
Poland	1	1
Spain	1	1



Map 2: Proportion of visitors from each state

Table 3: Proportion of visitors from each state

N=1131 individuals;
percentages do not equal 100 due to rounding.

State	Number of individuals	% of visitors
California	90	8
Ohio	77	7
Virginia	76	7
Pennsylvania	67	6
Florida	65	6
Illinois	64	6
Michigan	44	4
Georgia	43	4
Massachusetts	39	3
New York	39	3
Texas	38	3
Maryland	36	3
New Jersey	35	3
North Carolina	30	3
Louisiana	28	3
Missouri	28	3
Wisconsin	27	2
Iowa	24	2
Connecticut	21	2
Washington	21	2
Mississippi	20	2
Arizona	18	2
Indiana	17	2
Minnesota	17	2
Other states (26)+D.C.	167	15

Most visitors to the Arlington House site arrived by riding the Tourmobile shuttle service (59%) and walking from the cemetery visitor center (35%). Figure 5 shows the proportion of visitor groups that used each type of available transport. "Other" types included walking from the Tomb of the Unknown Soldier, walking from the Kennedy gravesites and driving to the site in a personal vehicle.

**Trans-
portation
type**

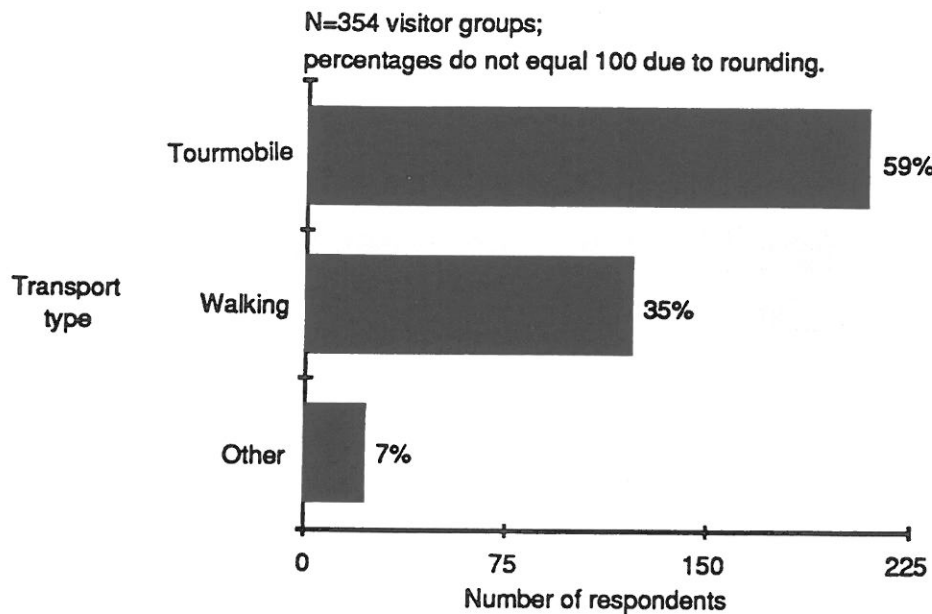


Figure 5: Proportion of visitor groups using each transport type

Length of stay

Eighty-six percent of visitors reported staying three hours or less at the Arlington House site (see Figure 6). Ninety percent of visitors reported spending three hours or less at the Arlington National Cemetery as shown in Figure 7.

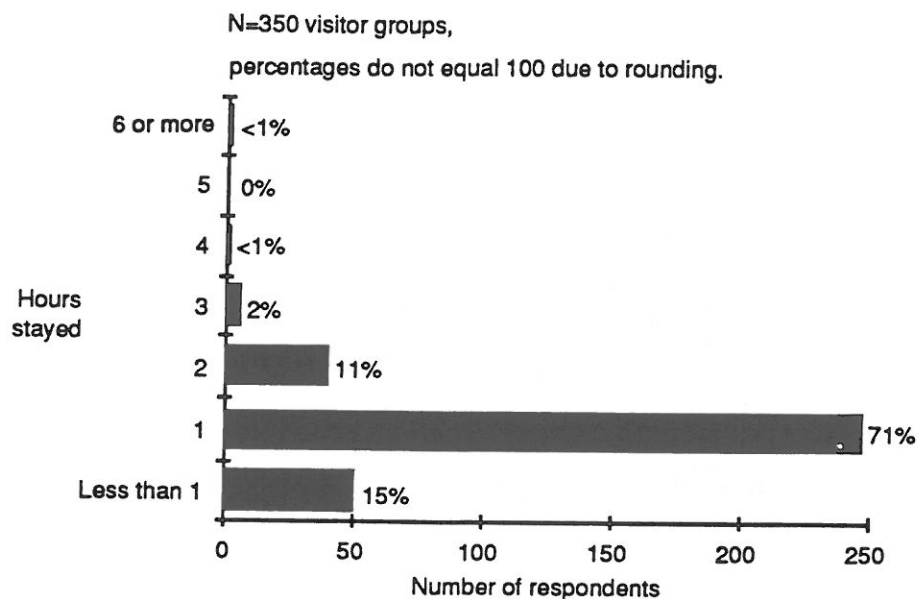


Figure 6: Length of stay at Arlington House site

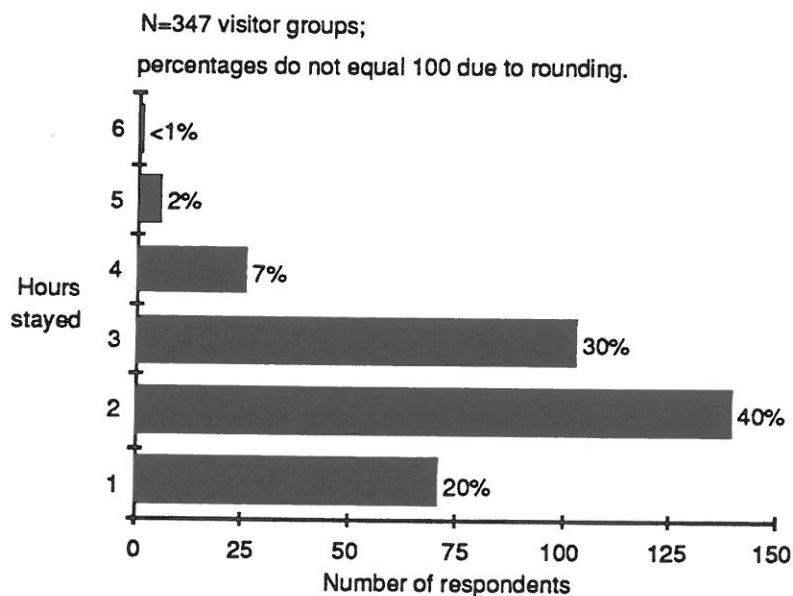
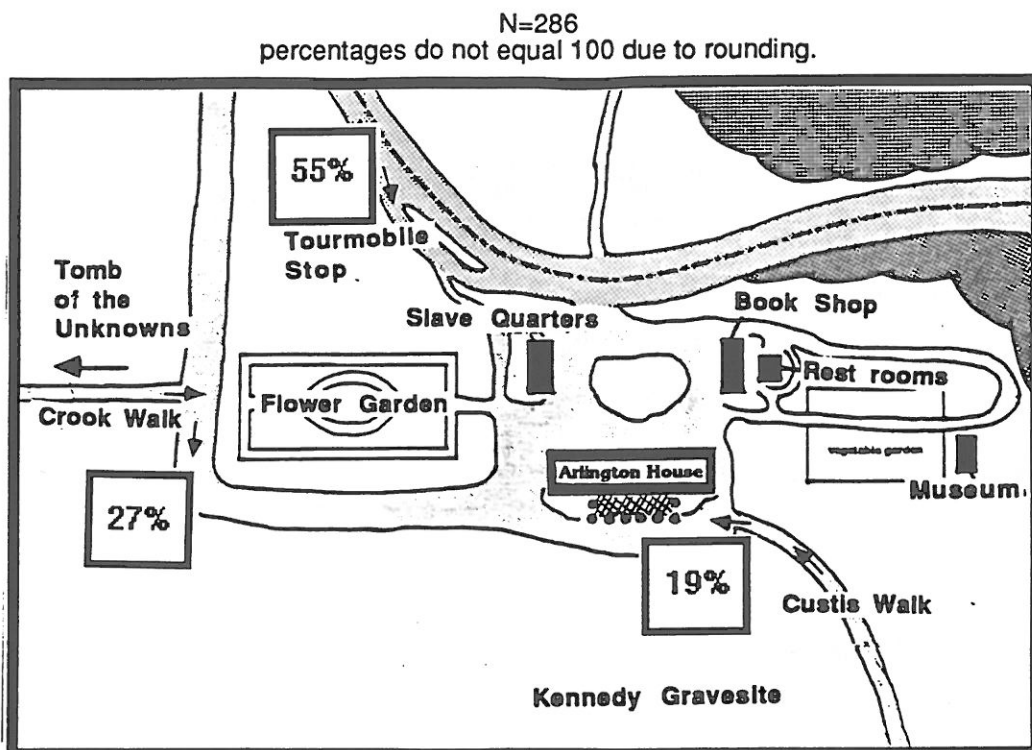


Figure 7: Length of stay at Arlington National Cemetery

Visitors indicated the routes they used to arrive at the Arlington House grounds. Map 3 shows the proportion of visitors using each intersection to enter the Arlington House site. The Tourmobile stop and Crook Walk were used most often.

Routes traveled



Map 3: Routes traveled by visitors

**Facilities
visited at the
Arlington
House site**

The most commonly visited facilities at the Arlington House site were inside of Arlington House (94%), the grounds of the house (89%), and the flower garden (61%), as shown in Figure 8. The least visited facility was the slave quarters (32%). "Other" was identified by visitors as the view of Washington D.C. and the overlook to the JFK grave site.

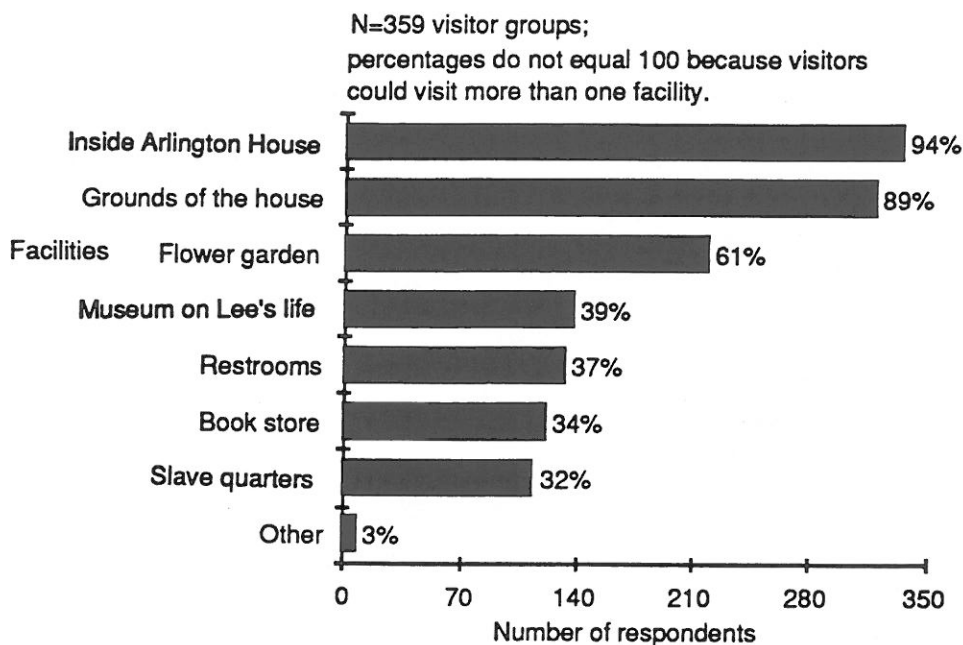


Figure 8: Facilities visited at Arlington House site

The most commonly used facilities at Arlington National Cemetery were the Tomb of the Unknowns (93%), the Arlington National Cemetery visitor center (81%), and the restrooms (69%), as shown in Figure 9. The least used facility was the grave locator service (12%). "Other" was identified by visitors as the JFK grave site, the Challenger Memorial and the USS Maine Memorial.

**Facilities
used at
Arlington
National
Cemetery**

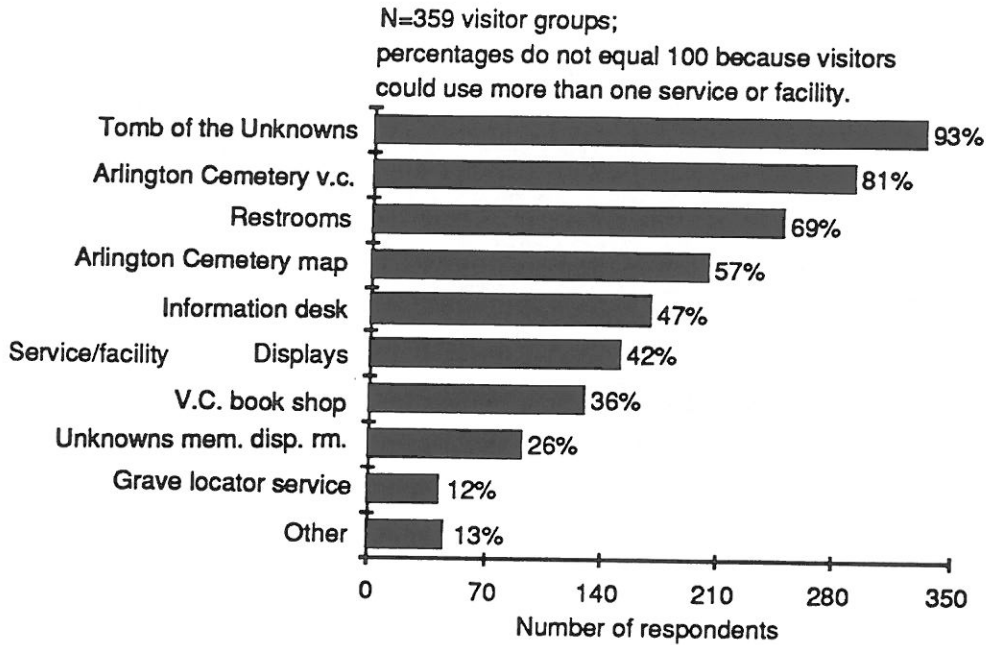


Figure 9: Services/facilities used at Arlington National Cemetery

**Interpretive
services
use and
quality**

The most commonly used interpretive services at the Arlington House site were the Arlington House brochure (74%), introductory talk in the Arlington House center hall (59%) and the orientation maps/signs (57%), as shown in Figure 10. The least used service was outdoor interpretive talks (9%). "Other" was identified as rangers and indoor signs.

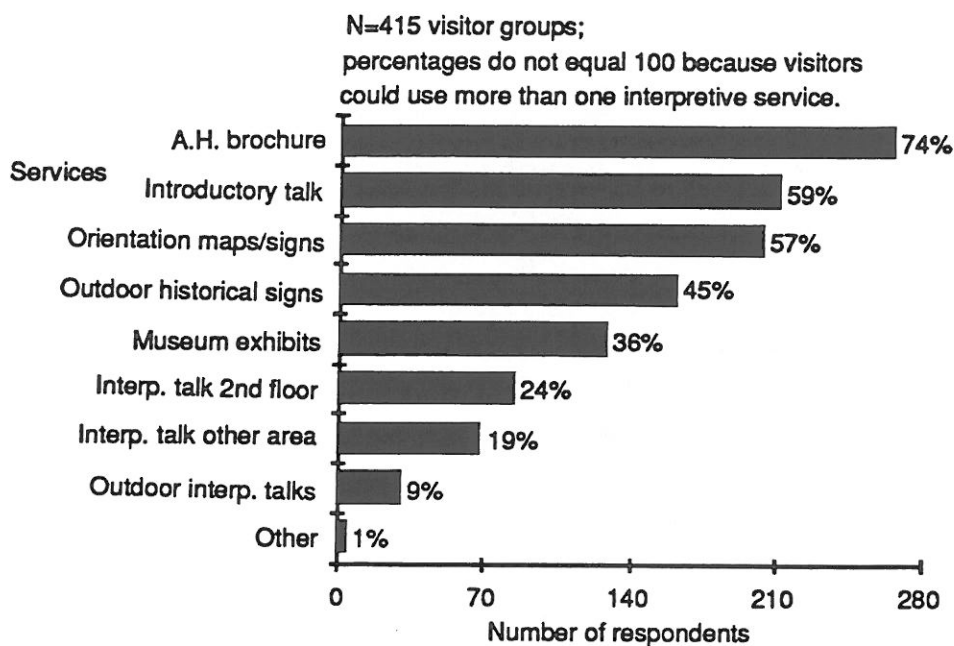


Figure 10: Use of interpretive services

Visitors rated the quality of interpretive 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 11-19 show that several services were given high "good" to "very good" ratings: the Arlington House brochure (81%), museum exhibits (76%), and orientation maps/signs (75%). The services receiving the highest "poor" to "very poor" ratings were outdoor interpretive talks (26%), and the interpretive talk in another area of the Arlington House (21%).

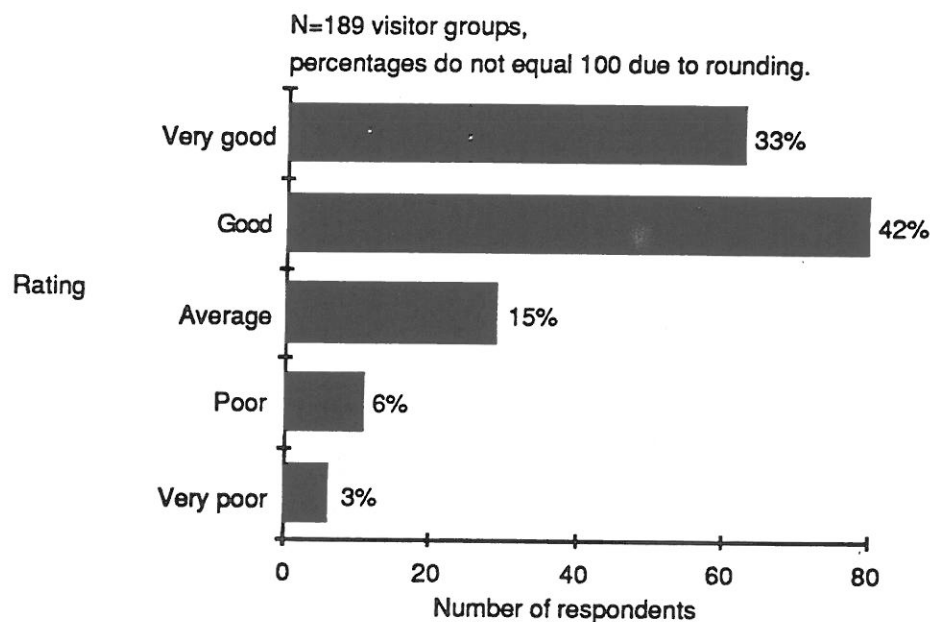


Figure 11: Quality of orientation maps/signs

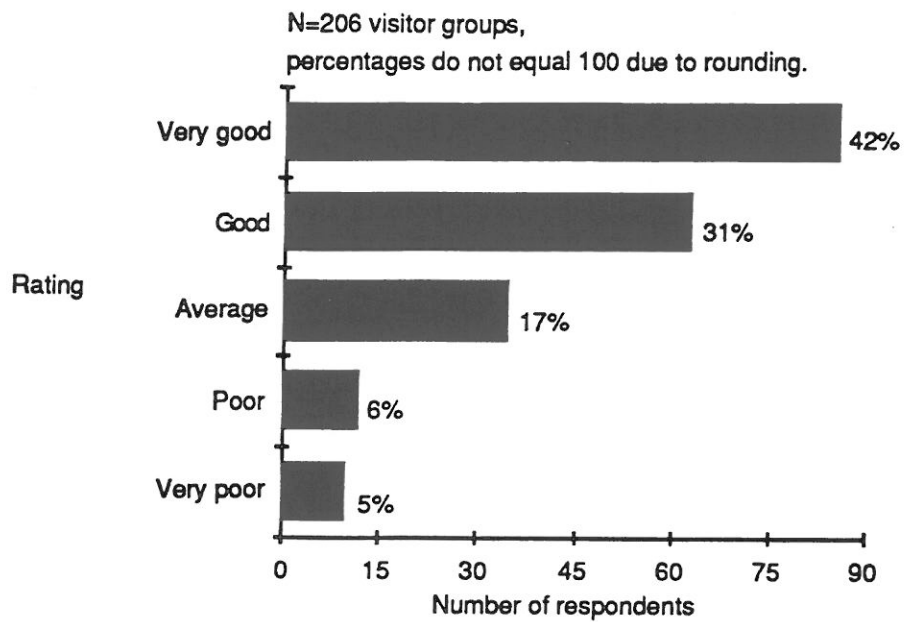


Figure 12: Quality of introductory talk in the Arlington House Center Hall

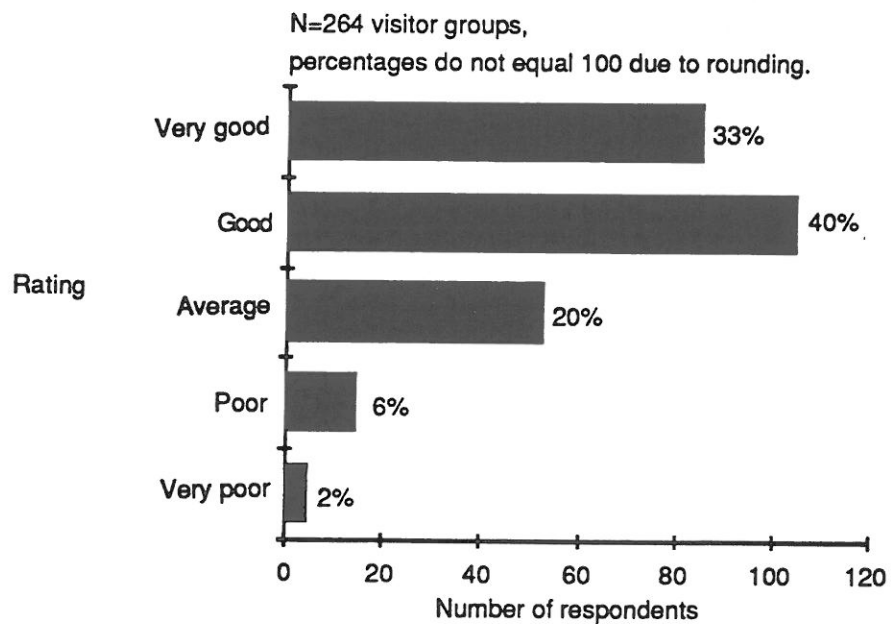


Figure 13: Quality of interpretive talk on the 2nd floor of the Arlington House

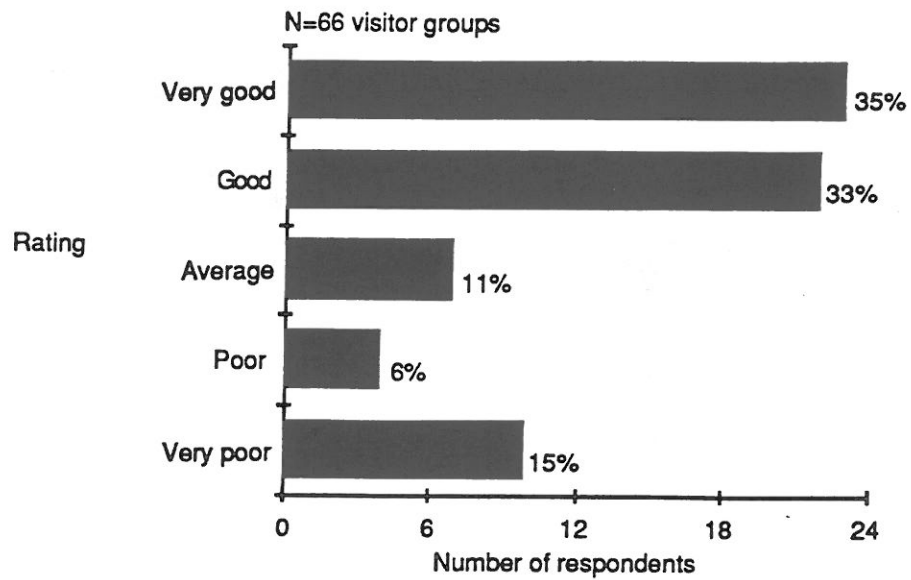


Figure 14: Quality of interpretive talk in another area of the Arlington House

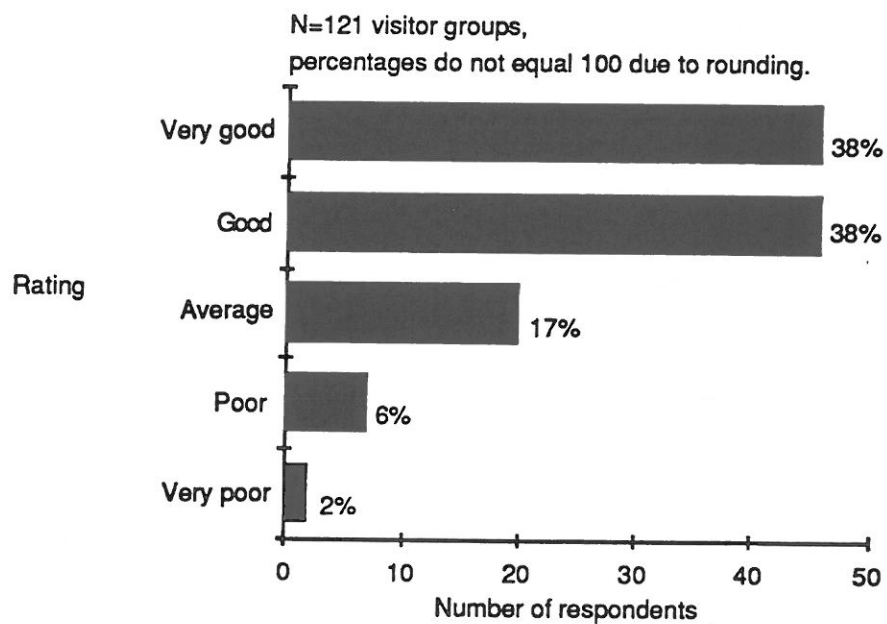


Figure 15: Quality of museum exhibits

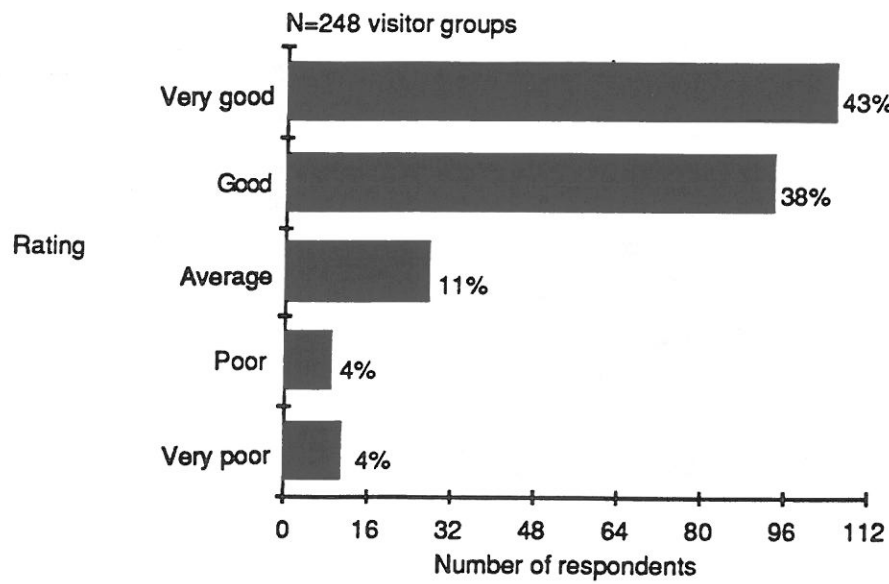


Figure 16: Quality of Arlington House brochure

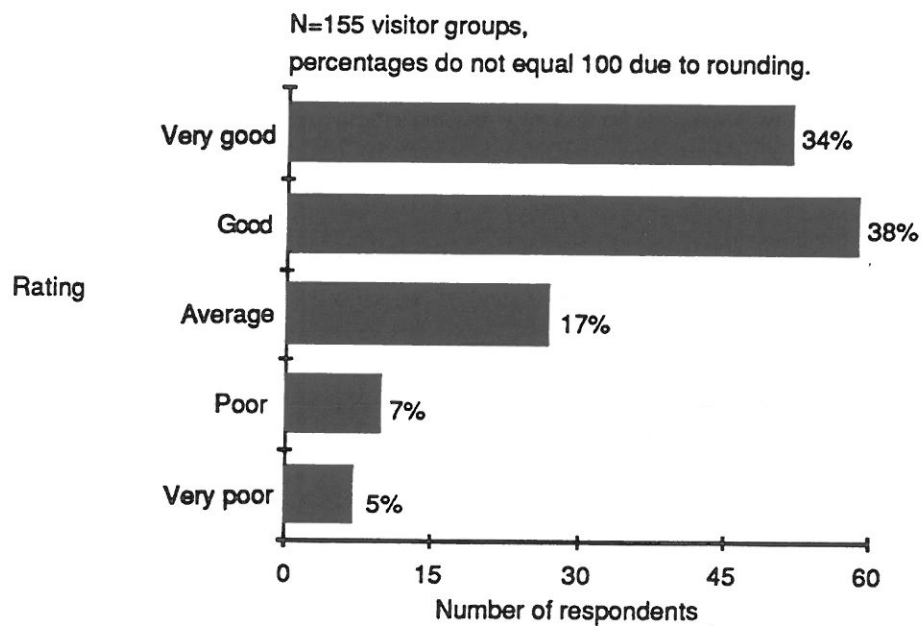


Figure 17: Quality of outdoor historical signs

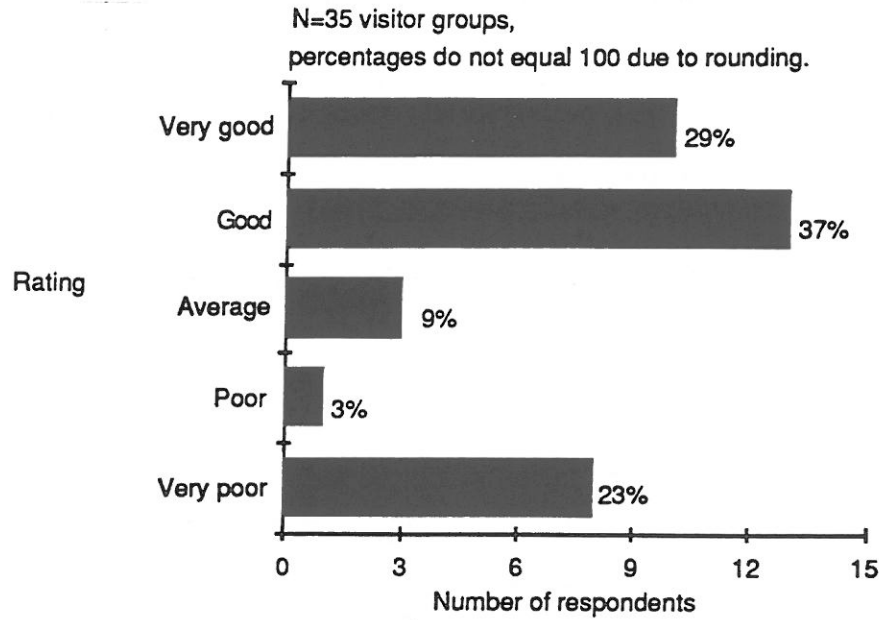


Figure 18: Quality of outdoor interpretive talks

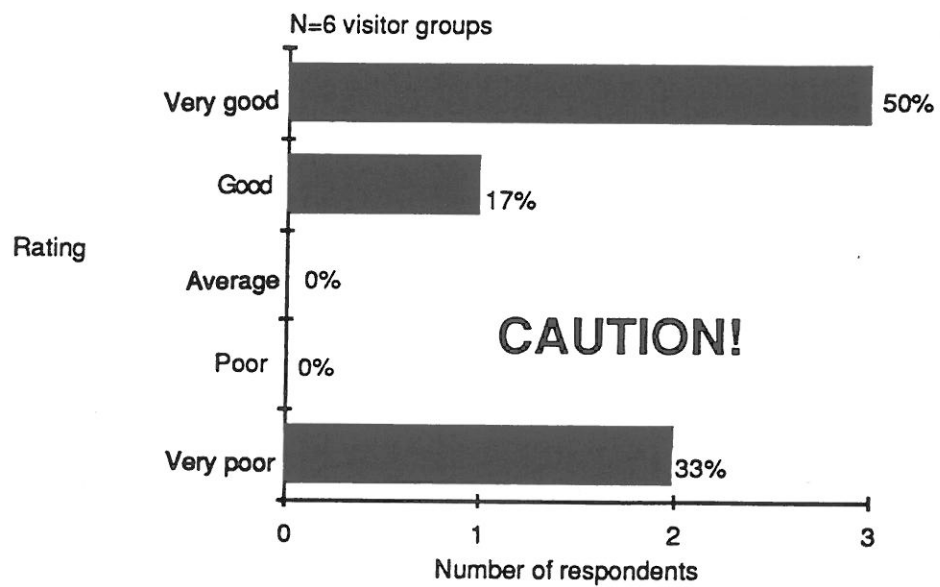


Figure 19: Quality of "other" interpretive services

**Future
tour
alternatives**

Visitors were asked to choose between three tour alternatives for visiting the Arlington House in the future. Figure 20 shows that 42% were in favor of touring the house at their own pace and hearing informal talks about each room. A full guided tour was preferred by 26%, and an introductory talk followed by touring the house on your own with self-guiding brochure was preferred by 25% of the respondents.

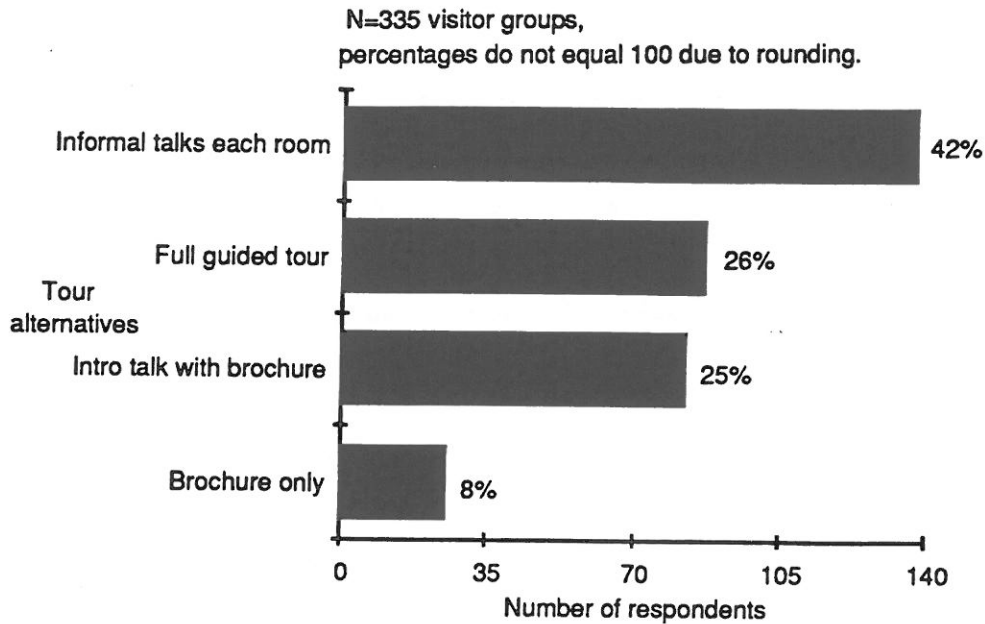


Figure 20: Future tour alternatives

Visitors listed the original artifacts (56%), what happened to the Arlington estate during the Civil War (52%) and photographic displays in the current museum (30%) as those subjects they found the most interesting.

Interesting subjects in museum

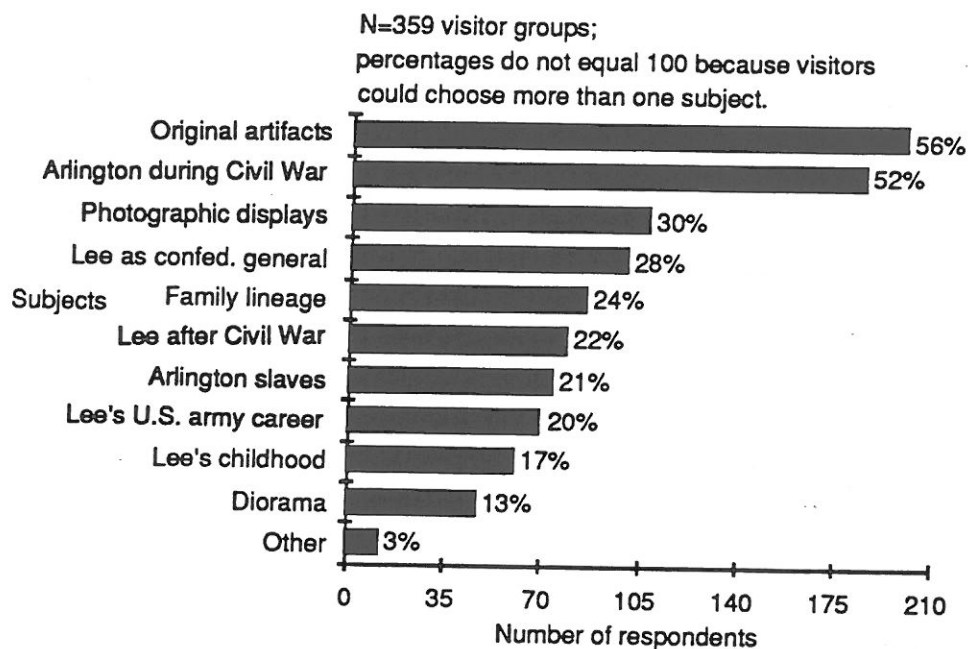


Figure 21: Subjects in museum visitors found interesting

Potential use of a Arlington House visitor center Visitors were asked, "In the future, the National Park Service plans to develop a Visitor Center for the Arlington House site. What services and facilities do you think are needed in this structure?" A summary of their comments appear below and in the appendix.

Potential use of a Arlington House visitor center

N=395 comments;
many visitors made more than one comment.

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

PERSONNEL

Rangers	2
---------	---

INTERPRETIVE SERVICES

Need more guides inside & outside the house	21
Information desk needed	17
Video/film of house & events	16
More talks	13
Video/film of Robert E. Lee	11
Brochure about the house	10
No visitor center is needed	8
Maps of house & grounds	8
More historical information	7
Locator maps needed	6
Full guided tours needed	6
Enjoyed people in costume	4
Exhibits about day to day life when the Lees lived there	4
Each room should be labeled & briefly described	4
Easier handicapped access	4
Audio cassette tour of house needed	4
Benches	3
More signing	3
Music of the era	3
More history about Custis/Lee family	3
More about slave quarters	3
Map of original estate	3
Tour information	2
Organized tours	2
Floor plans of the house	2
More staff in period costume	2
Large map of site with descriptions	2
A better clarification of who Lee was for foreign visitors	2
Other comments	6

FACILITIES AND MAINTENANCE

Restrooms	58
Water fountains	24
Do not make new v.c. look modern	7
Air conditioning	5
More benches	3
NPS should maintain house and grounds better	2
Other comments	4

CONCESSIONS

Refreshment stand	41
Souvenir shop needed	14
Book Store	7
Vending machines	2
Other comments	1

GENERAL IMPRESSIONS

None	18
Other comments	28

Comment Summary

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.

Visitor Comment Summary

N=330 comments;
many visitors made more than one comment.

<u>Comment</u>	<u>Number of times mentioned</u>
PERSONNEL	
Staff friendly, helpful, courteous	16
Tourmobile guide rude	2
Tourmobile personnel helpful/friendly	2
INTERPRETIVE SERVICES	
More guides needed in house or on the ground	8
Museum needs to be clearly identified	6
Brochure is excellent	5
Liked costumes	5
Tour groups in house should be smaller	5
Would like to view inside of out buildings	4
Arlington House needs better publicity	4
Tours are too rushed	3
Need to offer more historic talks	3
More information about Lee	3
Museum too small	3
Slave quarters should be identified better	3
Recycling brochure is a good idea	3
Enjoyed tour of the house	2
Out buildings should have better signs	2
Guided tours should be offered	2
Talks about civil war dead in front yard needed	2
More guided tours need to be offered	2
Activities for children needed while waiting in line	2
Need architectural displays	2
Staff knowledgeable	2
Living history programs needed	2
More information about Le'Enfant needed	2
Flow of traffic in Lee museum difficult	2
Offer both self guided & fully guided tours at different times	2
Other comments	22
FACILITIES AND MAINTENANCE	
Building/grounds well maintained	10
Building/grounds need to be maintained better	7
Liked the flower garden	3
Keep as natural as possible	3
House & site is good as is do not spend additional tax dollars	2
Restore vegetable garden	2

Museum needs air conditioning	2
Other comments	9

POLICIES

Other comments	7
----------------	---

CONCESSIONS

Did not enjoy tourmobile system	3
Enjoyed tourmobile	2
Book store too small	2
Other comments	6

VISITOR SERVICES PROJECT

VSP Park Rangers friendly/helpful	6
Other comments	1

GENERAL IMPRESSIONS

Enjoyed visit	78
Needed more time	15
Plan to return	10
Enjoyed view	6
Missed the museum	5
Keep up the good work	5
Have visited before	3
None	3
Do not change a thing	2
Enjoyed changing of the guards	2
Very peaceful/beautiful	2
other comments	14

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 facilities or 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 facilities or services by age groups by group type.

Consult the list of characteristics for Arlington House The Robert E. Lee Memorial 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
Arlington House
The Robert E. Lee Memorial
Report 53

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 | • Length of stay at Arlington House site | • Number times visited |
| • Group type | • Facilities visited at Arlington House site | • Routes traveled |
| • Age | • Facilities/services used at Art. Cemetery | • Preferred tour system |
| • State residence | • Interp. services used at Art. House site | • Transportation type |
| • Country residence | • Quality of interp. services at Art. House site | • Museum subjects of interest |
| | • Length of stay at Art. National Cemetery | |

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

GROUP TYPE

by MUSEUM SUBJECTS OF INTEREST

by _____

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

AGE

by GROUP TYPE

by MUSEUM SUBJECTS

by _____

by _____

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, CPSU
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83843-4199

**Visitor Services Project
Analysis Order Form
Arlington House
The Robert E. Lee Memorial
Report 53**

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 | • Length of stay at Arlington House site | • Number times visited |
| • Group type | • Facilities visited at Arlington House site | • Routes traveled |
| • Age | • Facilities/services used at Arl. Cemetery | • Preferred tour system |
| • State residence | • Interp. services used at Arl. House site | • Transportation type |
| • Country residence | • Quality of interp, services at Arl. House site | • Museum subjects of interest |
| | • Length of stay at Arl. National Cemetery | |

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**

QUESTIONNAIRE

Moscow, Idaho 83843-4199

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
 - 47. Glen Echo Park
 - 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
 - 53. Arlington House The Robert E. Lee Memorial
-

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Visitor Services Project
Arlington House
The Robert E. Lee Memorial
Appendix

Visitor Services Project
Arlington House
The Robert E. Lee Memorial
Appendix

Dwight L. Madison

Report 53

March 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 Arlington House The Robert E. Lee Memorial 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 Comment Summary

N=330 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
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PERSONNEL

Staff friendly, helpful, courteous	16	
Tourmobile guide rude		2
Tourmobile personnel helpful/friendly		2

INTERPRETIVE SERVICES

More guides needed in house or on the ground	8	
Museum needs to be clearly identified		6
Brochure is excellent		5
Liked costumes	5	
Tour groups in house should be smaller	5	
Would like to view inside of out buildings	4	
Arlington House needs better publicity		4
Tours are too rushed		3
You need to offer more historic talks		3
More information about Lee		3
Museum too small		3
Slave quarters should be identified better		3
Recycling brochure is a good idea		3
Enjoyed tour of the house		2
Out buildings should have better signs		2
Guided tours should be offered		2
Talks about civil war dead in front yard needed		2
More guided tours need to be offered		2
Activities for children needed while waiting in line		2
Need architectural displays		2
Staff knowledgeable		2
Living history programs needed	2	
More information about Le'Enfant needed		2
Flow of traffic in Lee museum difficult		2
Offer both self guided & fully guided tours at different times		2
Other comments		22

FACILITIES AND MAINTENANCE

Building/grounds well maintained	10	
Building/grounds need to be maintained better		7
Liked the flower garden	3	
Keep as natural as possible		3
House & site is good as is do not spend additional tax dollars		2
Restore vegetable garden		2
Museum needs air conditioning		2
Other comments		9

POLICIES

Other comments

7

CONCESSIONS

Did not enjoy tourmobile system	3	
Enjoyed tourmobile		2
Book store too small		2
Other comments		6

VISITOR SERVICES PROJECT

VSP Park Rangers friendly/helpful	6	
Other comments		1

GENERAL IMPRESSIONS

Enjoyed visit		78
Needed more time		15
Plan to return		10
Enjoyed view		6
Missed the museum		5
Keep up the good work		5
Have visited before		3
None		3
Do not change a thing		2
Enjoyed changing of the guards	2	
Very peaceful/beautiful		2
other comments	14	



**Printing Instructions for Arlington House The Robert E. Lee Memorial
Draft Report**

Arlington House The Robert E. Lee Memorial Draft Report

I need 2 bound copies

Both 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 1-26 should be duplexed on white paper.

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

Page 27 (Questionnaire title page) should be Xeroxed on white paper (single page).

Questionnaire section duplex on white paper

Publications page on inside back cover page.

Printing Instructions for Arlington House The Robert E. Lee Memorial 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 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 1-26 should be duplexed on white paper.

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

Page 27(Questionnaire title page) should be Xeroxed on white paper (single page).

Questionnaire section duplex on white paper

**** NPS D 12 March 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 1-2 (comment summary) duplex on blue paper.

Visitor comment pages duplex on white paper.
