

Everglades National Park

Visitor Study **Spring 1996**

Report 84
Visitor Services Project
Cooperative Park Studies Unit



University of Idaho



Everglades National Park

Visitor Study

Spring 1996

Visitor Services Project Report 84
Cooperative Park Studies Unit



University of Idaho



Everglades National Park

Visitor Study

Spring 1996

Margaret Littlejohn

Report 84

January 1997

Margaret Littlejohn is VSP Coordinator, National Park Service, based at the Cooperative Park Studies Unit, University of Idaho. I thank Sandy Watson, Americorps employees Kerri Davis, Jessica Stevenson and James Scannel and the staff of Everglades National Park 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 Everglades National Park Report Summary

- This report describes part of the results of a visitor study at Everglades National Park during March 26 - April 1, 1996. A total of 788 questionnaires were distributed. Visitors returned 635 questionnaires for an 81% response rate.
- This report profiles Everglades visitors. A separate appendix has visitors' comments about their visit; this report and the appendix contain a comment summary.
- Sixty-one percent of the visitors were in family groups. Forty-five percent of Everglades visitors were in groups of two; 35% were in groups of three or four. Twelve percent were in guided tour groups. Many visitors (38%) were aged 31-50 and 17% were aged 15 years or younger.
- Among Everglades visitors, 21% were international visitors. Over half (52%) of those visitors were from Germany, 13% from the United Kingdom and 10% from Canada. United States visitors were from Florida (36%), Illinois (6%), Michigan (6%), and 36 other states.
- In the past year, most visitors (81%) had visited once. When asked how often they had visited during the past five years, over half of the visitors (60%) were visiting for the first time.
- Three-fourths of the visitors (75%) stayed for less than one day. Over half of those visitors stayed two to four hours. Common activities at Everglades were birdwatching (73%), hiking or walking (59%) and attending ranger-led programs (33%).
- Less than one-third of the visitors (29%) used a boat during their visit. Motorboats (42%) were the most commonly used type of boat, followed by canoes (19%).
- Prior to their visit, visitors used travel guides/tour books (38%), previous visits (35%), friends/relatives (35%) and maps/brochures (29%) to learn about the park.
- The travel route visitors most often used to reach Everglades was the northwest side of Florida (47%), on either Highway 41 or Interstate 75. Thirty percent used northeast Florida to access the park. The most visited places in the park were the main visitor center (46%), Shark Valley (42%), and the Gulf Coast/Everglades City (42%). The least visited place was Chekika (9%).
- The most used information services were the park brochure/map (83%), visitor center exhibits (56%), visitor center staff and self-guided trails (each 50%). According to visitors, the most important services were the tram tour interpreter (96%), ranger-led walks/talks (93%) and self-guided trails (84%). The best quality services were the tram tour interpreter (97%), ranger-led walks/talks (93%), and visitor center staff (91%).
- The most used visitor services in the park were the restrooms (79%). According to visitors, the most important services were the campgrounds (98%), tram tours (94%), restrooms (94%) and marina facilities (91%). The best quality services were the tram tours (97%), boat tours (79%), and marina facilities (79%).
- Outside the park, the average visitor group expenditure in the park area was \$112. The average per capita expenditure was \$45. Inside the park, the average visitor group expenditure in the park area was \$45. The average per capita expenditure was \$19.
- Most visitors (88%) rated the overall quality of services in the park as "good" or "very good." 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 83844-1133 or call (208) 885-7129.</p>
--

TABLE OF CONTENTS

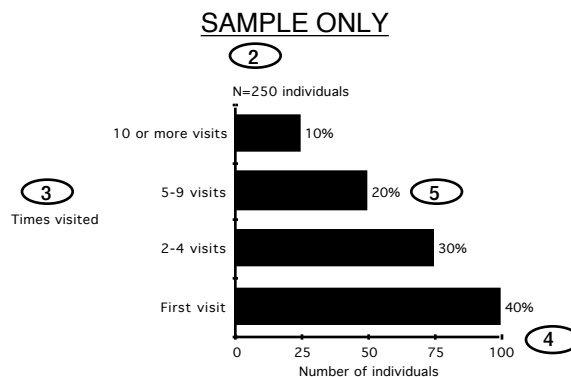
	Page
INTRODUCTION	1
METHODS	2
VISITOR RESULTS	4
Visitors contacted	4
Demographics	4
Length of stay	12
Activities	13
Use of boats	14
Sources of information	15
Travel route to reach park	16
Places visited	17
Reasons for visiting	18
Information services: use, importance and quality	19
Visitor services: use, importance and quality	34
Expenditures	48
Future interpretive services preferred	56
Future interpretive subjects preferred	57
Overall rating of service quality	58
What visitors liked most	59
What visitors liked least	61
Planning for the future	63
Comment summary	66
ADDITIONAL ANALYSIS	68
QUESTIONNAIRE	69

INTRODUCTION

This report describes the results of a study of visitors to Everglades National Park (referred to as "Everglades"). This visitor study was conducted March 26 - April 1, 1996 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. A **Results** section follows, including a summary of visitor comments. Next, an **Additional Analysis** page helps managers request additional analyses. The final section has a copy of the **Questionnaire**. The separate appendix includes comment summaries and 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

Questionnaire design and administration

The questionnaire design used the standard format of previous Visitor Services Project studies. A copy of the questionnaire is included at the end of this report.

Interviews were conducted and questionnaires distributed to a sample of selected visitors visiting Everglades National Park during March 26 - April 1, 1996. Visitors completed the questionnaire after their visit and then returned it by mail. Visitors were sampled as they entered at the main park entrance, Shark Valley, Everglades City and Chekika.

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 weeks after the survey. Eight weeks after the survey, a second replacement questionnaire was sent to a random sample of visitors who had not returned their questionnaires.

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.

Sample size, missing data and reporting errors

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 626 groups, Figure 5 presents data for 1,884 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 635 questionnaires were returned by visitors, Figure 1 shows data for only 626 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.

**Sample size,
missing data
and
reporting
errors
(continued)**

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 March 26 - April 1, 1996. 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. If the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure or table.

During the study week, weather conditions at Everglades were fairly typical of springtime conditions.

**Special
Conditions**

EVERGLADES RESULTS

Visitors contacted

At Everglades, 962 visitor groups were contacted; 82% (788 groups) accepted questionnaires. A total of 635 visitor groups completed and returned their questionnaires, an 81% 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 insignificant, however the respondents were slightly older than visitors who accepted questionnaires.

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondent (years)	782	46.3	623	47.1
Group size	785	3.3	626	3.6

Demographics

Figure 1 shows group sizes, which varied from one person to 50 people. Forty-five percent of visitors came in groups of two; 35% came in groups of three or four. Sixty-one percent were families (see Figure 2). "Other" groups included a school class, bicycle club, and church youth group. Twelve percent of the visitors were traveling with a guided tour group (see Figure 3). One percent of the visitors were traveling with a school/college group (see Figure 4).

The most common visitor ages were 31-50 years (38%), as shown in Figure 5. Seventeen percent of visitors were aged 15 years or younger. When asked about the number of visits to Everglades during the past year, most visitors (81%) said they were first-time visitors (see Figure 6). Of the visitors who visited Everglades during the past five years, most (60%) had visited once (see Figure 7).

Visitors were asked what languages they understand or speak fluently. Most visitors (96%) speak English, followed by German (17%), Spanish (15%) and French (9%), as shown in Figure 8. Table 2 lists other languages which visitors understand or speak fluently.

International visitors comprised 21% of Everglades visitors. They were from Germany (52%), United Kingdom (13%), Canada (10%) and 24 other countries, as shown in Map 1 and Table 3. United States visitors were from Florida (36%), Illinois (6%), Michigan (6%), New York (5%) and 36 other states, as shown in Map 2 and Table 4.

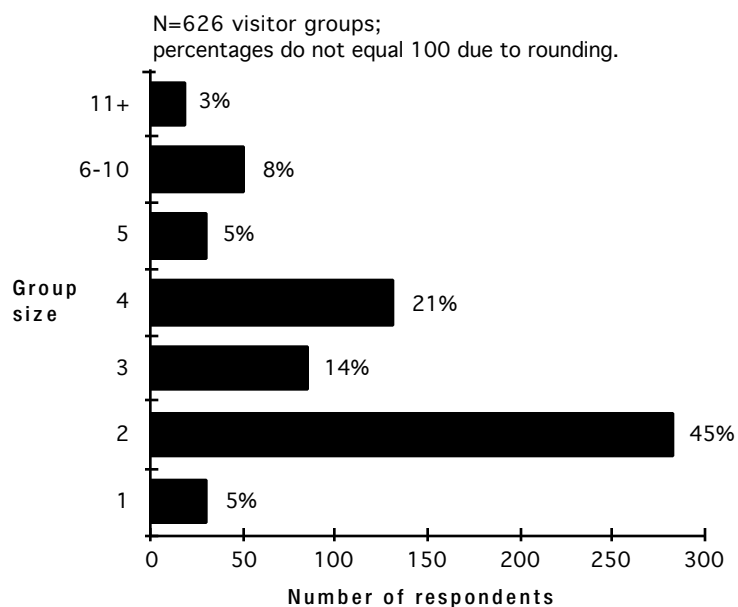


Figure 1: Visitor group sizes

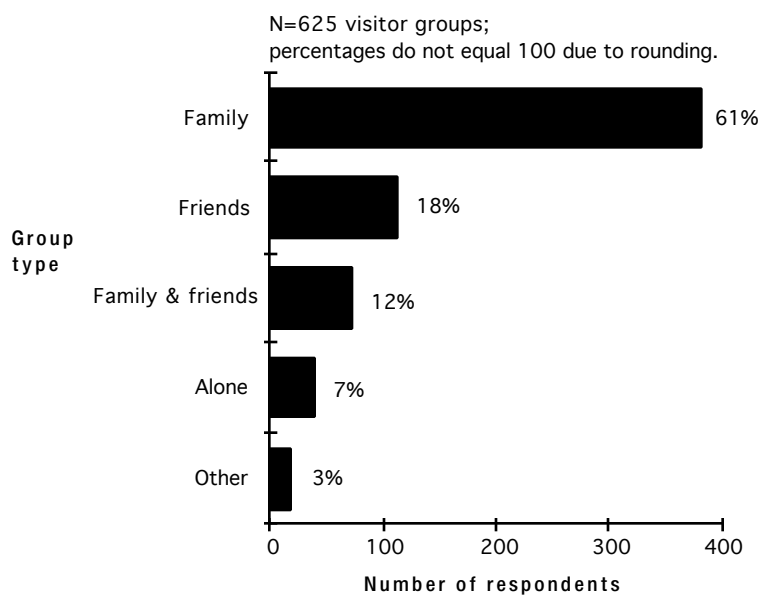


Figure 2: Visitor group types

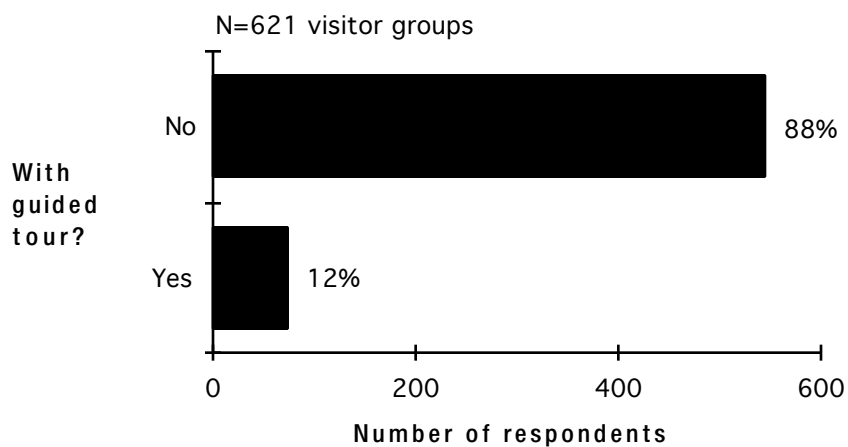


Figure 3: Traveling with guided tour?

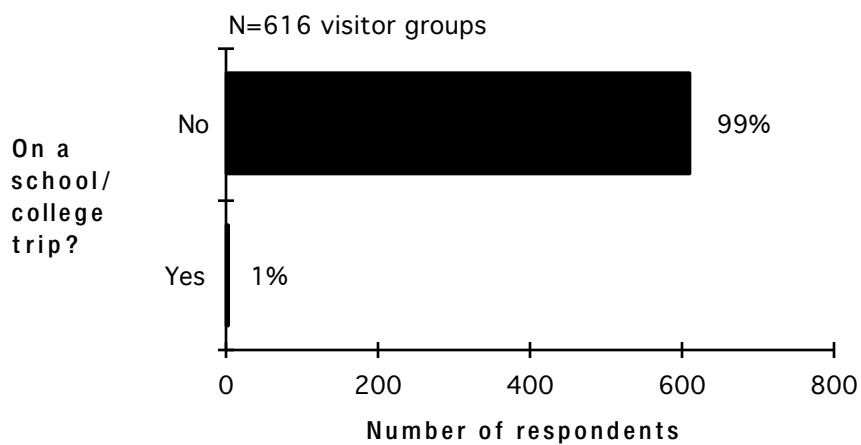
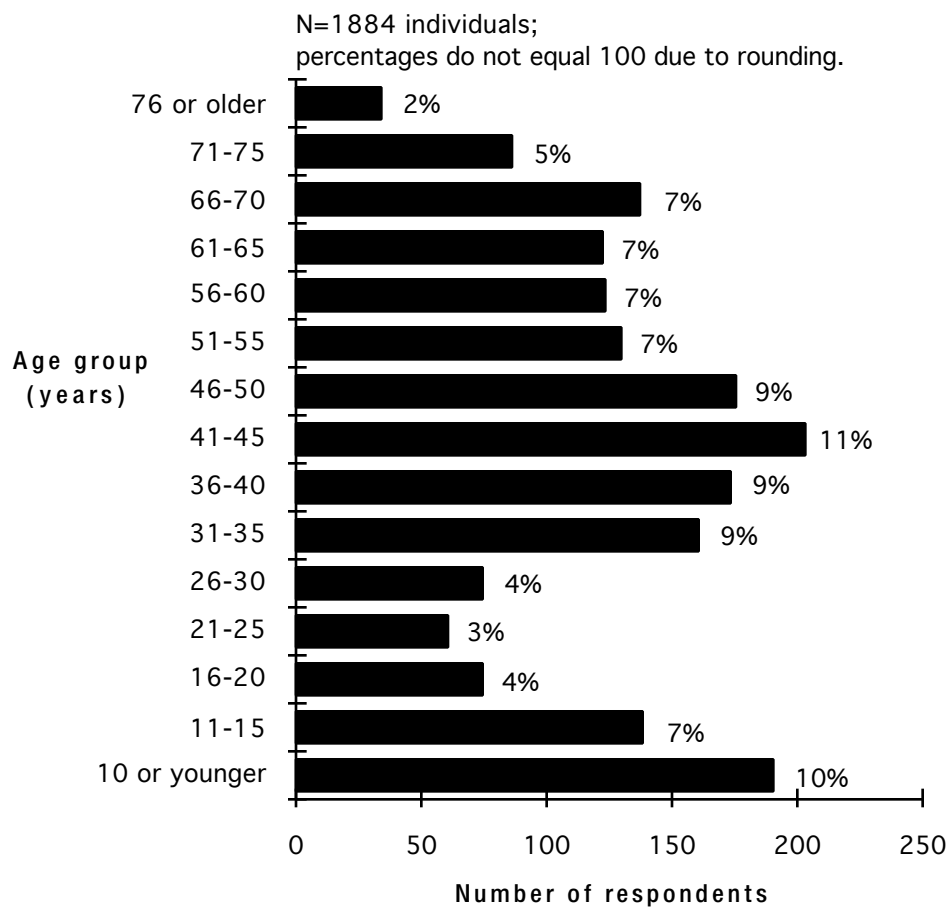


Figure 4: On a school/college trip?

**Figure 5: Visitor ages**

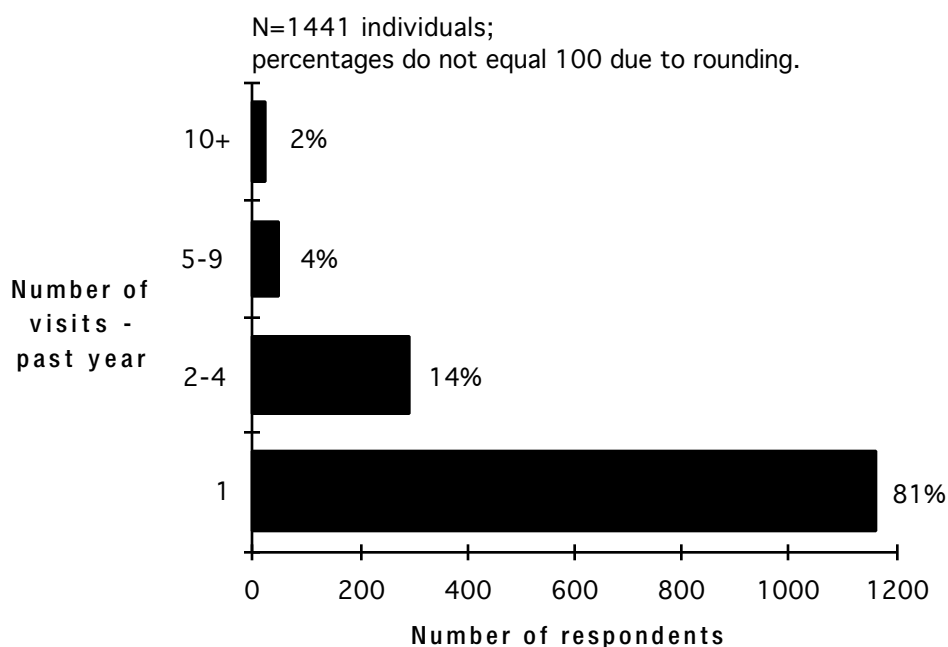


Figure 6: Number of visits to Everglades during the past year

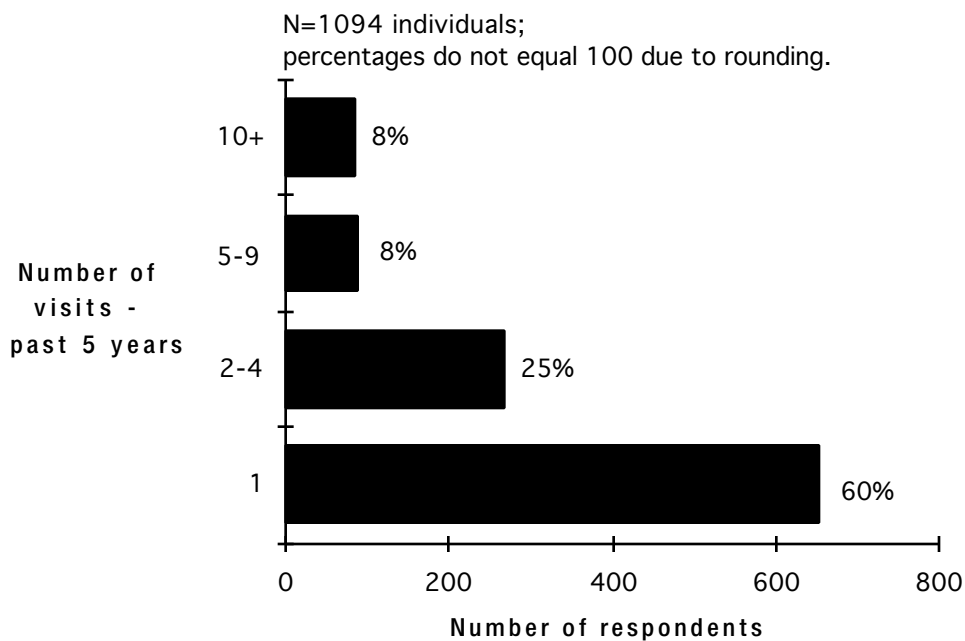


Figure 7: Number of visits to Everglades during the past five years

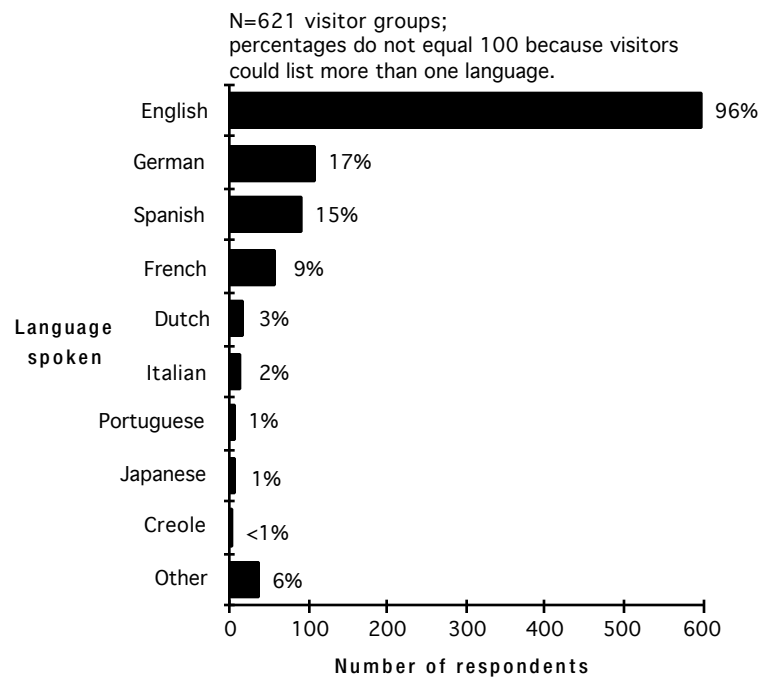
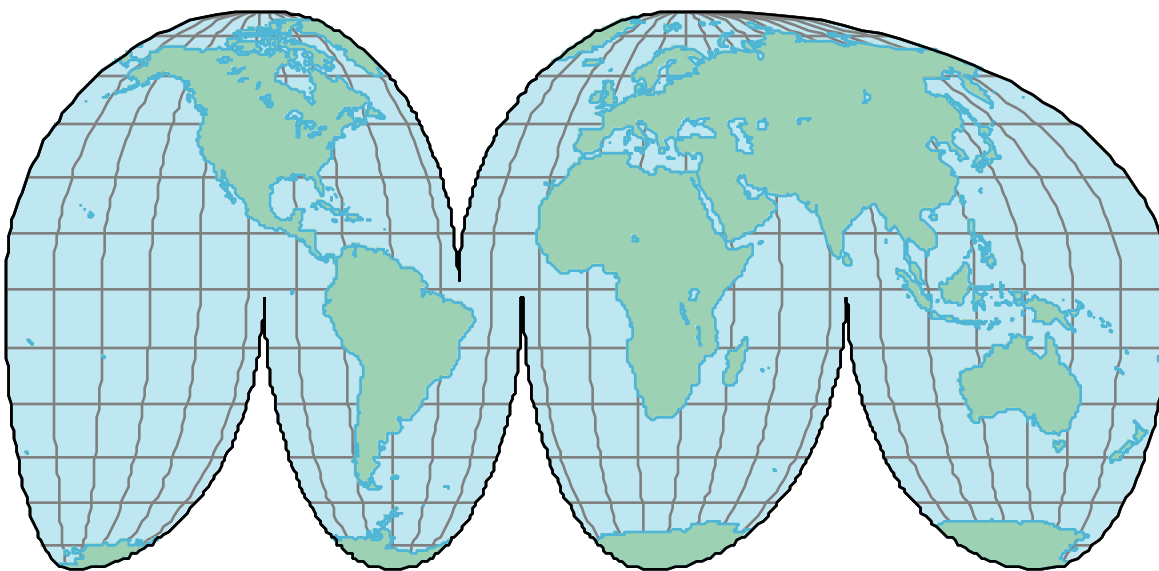


Figure 8: Languages spoken by visitors

Table 2: Languages spoken

N=39 languages

Language	Number of times mentioned
Chinese	5
Polish	4
Russian	4
Danish	3
Hebrew	3
Norwegian	3
Afrikaans	2
Hindi	2
Latvian	2
Swedish	2
Yiddish	2
Estonian	1
Farsi	1
Flemish	1
Hungarian	1
Mandarin	1
Slovak	1
Vietnamese	1

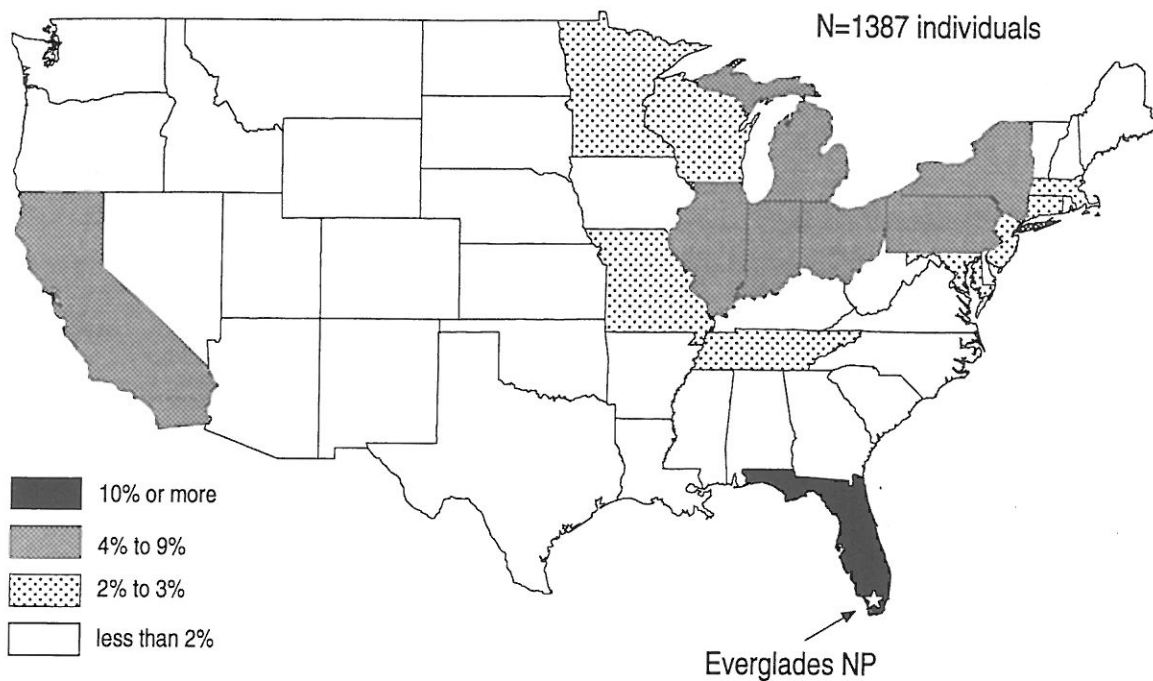


Map 1: The world

Table 3: Proportion of visitors from each foreign country

N=374 individuals;
percentages do not equal 100 due to rounding.

Country	Number of individuals	% of international visitors	% of total visitors
Germany	194	52	11
United Kingdom	47	13	3
Canada	39	10	2
Holland	16	4	all others
Uruguay	7	2	1% or less
Belgium	6	2	[
Costa Rica	6	2	
Ireland	6	2	
Switzerland	6	2	
Sweden	5	1	
Austria	4	1	
Israel	4	1	
Italy	4	1	
South Africa	4	1	
Cuba	3	1	
Denmark	3	1	
France	3	1	
Portugal	3	1	
Spain	3	1	
Other countries (7)	13	4	



Map 2: Proportion of United States visitors from each state

Table 4: Proportion of United States visitors from each state

N=1387 individuals

State	Number of individuals	% of U.S. visitors	% of total visitors
Florida	505	36	29
Illinois	89	6	5
Michigan	78	6	4
New York	72	5	4
Ohio	56	4	3
California	55	4	3
Indiana	54	4	3
Pennsylvania	52	4	3
Massachusetts	43	3	2
Minnesota	41	3	2
Missouri	30	2	2
Wisconsin	28	2	2
New Jersey	24	2	2
Tennessee	23	2	all others
Connecticut	22	2	1% or less
Maryland	21	2	↓
Alabama	20	1	
Colorado	17	1	
Washington	17	1	
Georgia	15	1	
Vermont	11	1	
Other states (19) + Washington D.C. + Puerto Rico	114	8	

Length of stay

On this visit, 75% of Everglades visitors stayed less than one day (see Figure 9). Another 17% of visitors stayed two to three days. Of the visitors staying less than one day, 43% stayed three to four hours (see Figure 10).

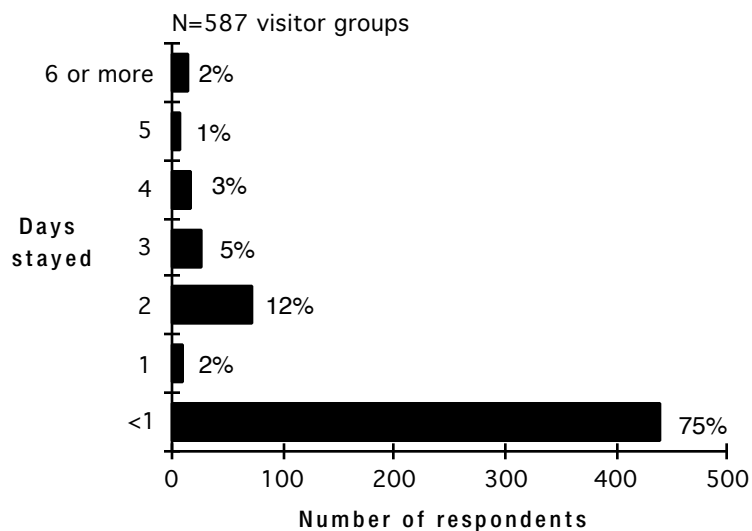


Figure 9: Length of stay (days)

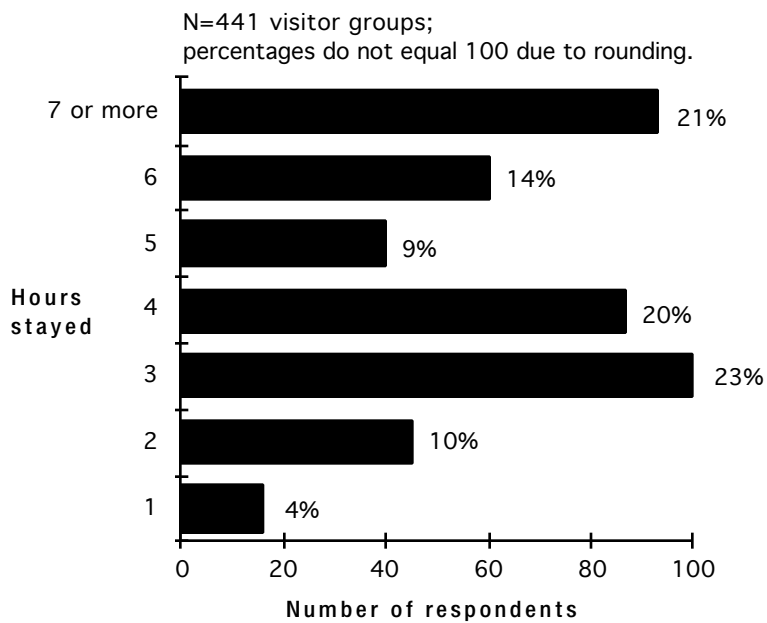


Figure 10: Length of stay (hours)

Common visitor activities included birdwatching (73%), hiking/walking (59%), and attending ranger-led programs (33%), as shown in Figure 11. The least common activity was camping in the backcountry (3%). On this visit, visitors also took boat tours, tram tours, went sightseeing, watched alligators, took photographs, went swimming, studied plants and viewed wildlife.

Activities

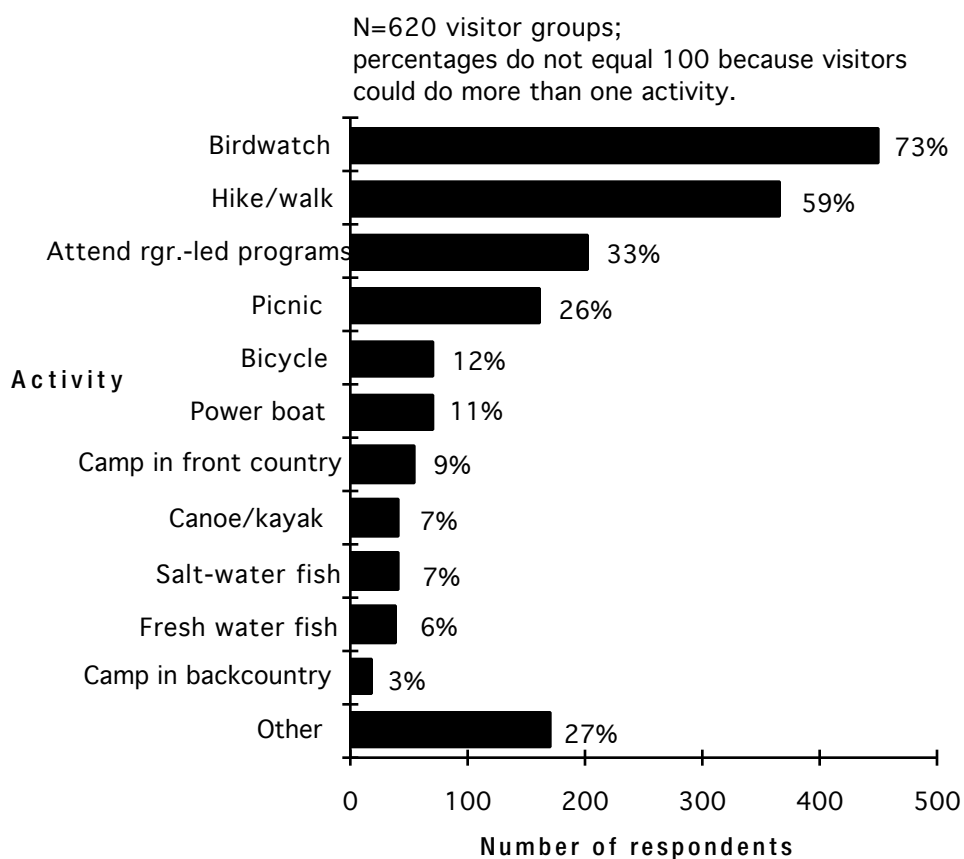


Figure 11: Visitor activities

**Use of
boats**

Visitors were asked if they used some kind of boat during this visit to Everglades NP. Seventy-one percent of the visitors did not use a boat during this visit (see Figure 12). Of those visitors who used boats, motor boats were the most often used (42%), followed by canoes (19%), as shown in Figure 13. "Other" boats which visitors used included tour boats, airboats, pontoon boats, and inflatable rafts.

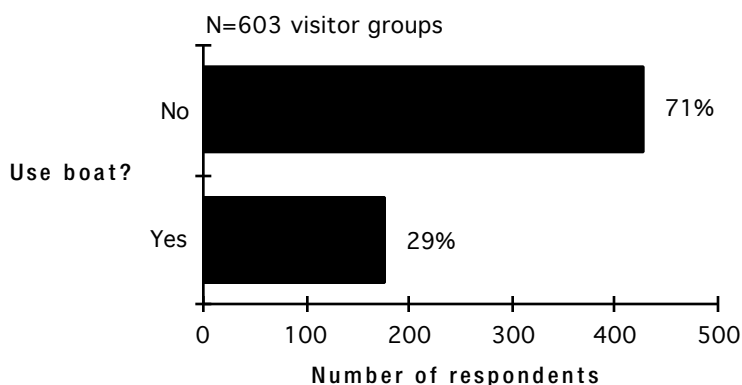


Figure 12: Use boat during visit?

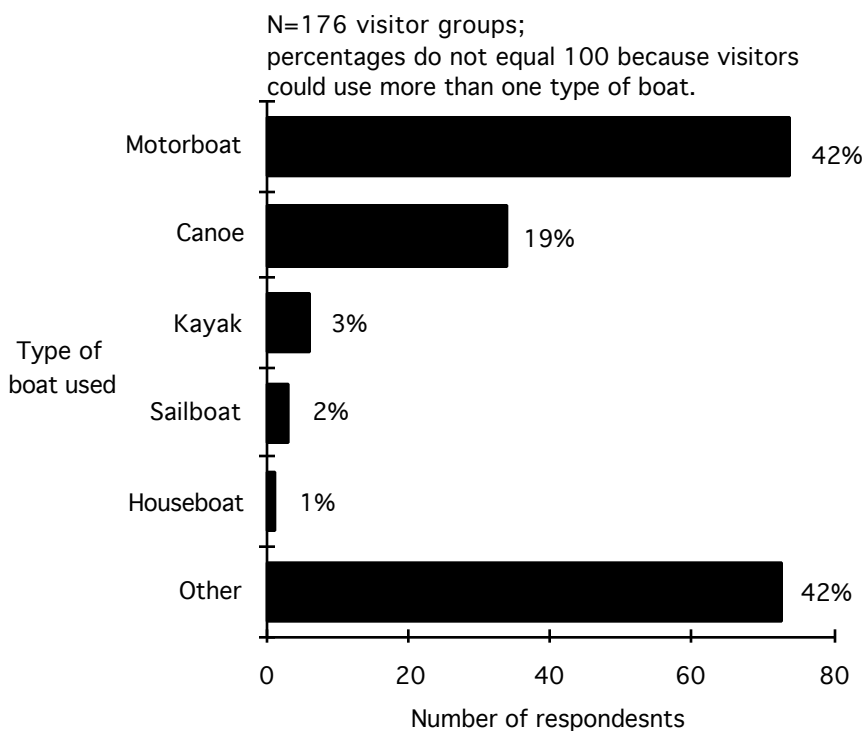


Figure 13: Type of boat used

Visitors were asked how they got information about the park prior to their visit. The most often used sources of information were travel guides/tour books (38%), previous visits (35%), friends and relatives (35%) and maps/brochures (29%), as shown in Figure 14. The least used source of information was inquiries to the park (4%). Nine percent of the visitors said they had not received any information prior to visiting. As additional sources of information, visitors mentioned residents of the area, schools, geography books, the Internet and information received from other parks.

Sources of information

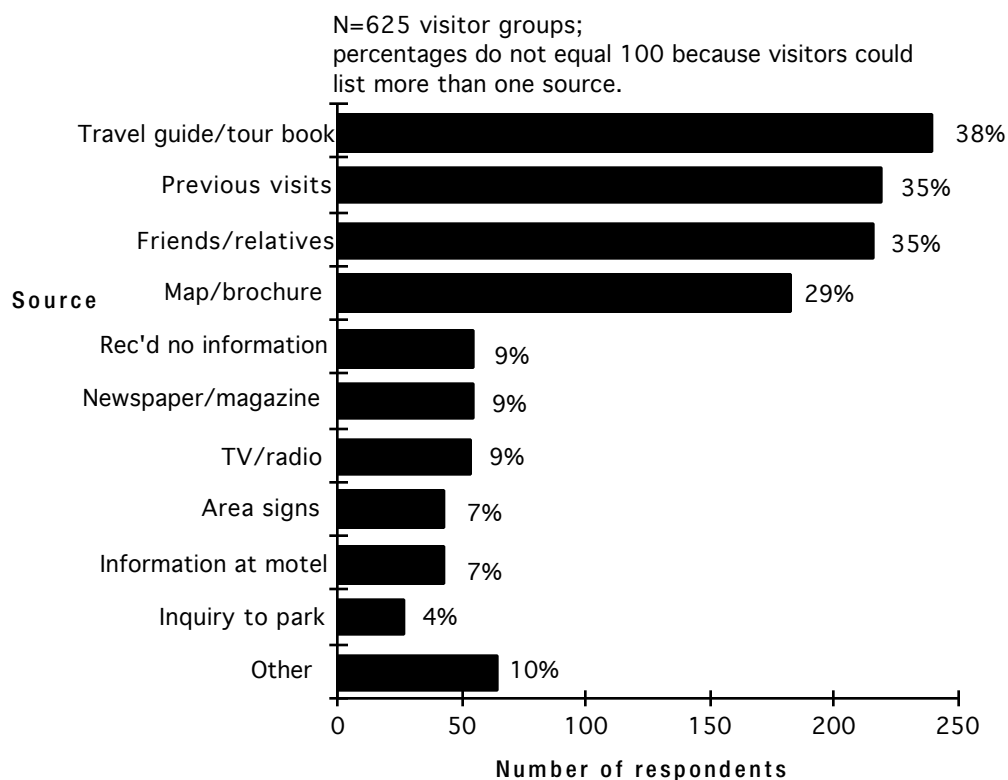


Figure 14: Sources of park information

**Travel route
to reach park**

The travel route most often used (47%) to reach Everglades was the northwest side of Florida (on either Highway 41 or Interstate 75), as shown in Figure 15. The northeast side of Florida (Highway 1 from the north or Highway 9336) was used by 30% of the visitors. Twenty-three percent arrived from south of the Everglades via Highway 1.

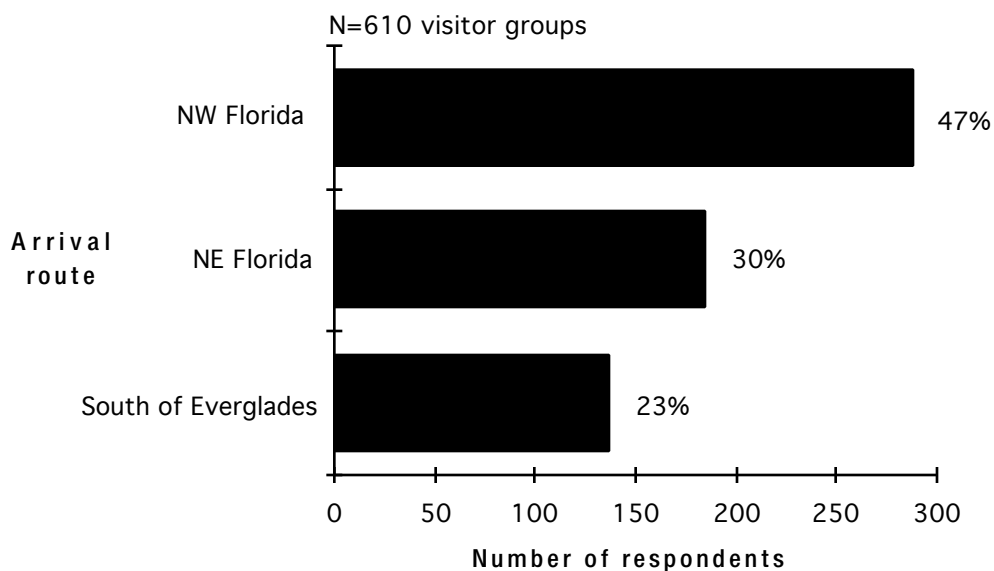


Figure 15: Route used to first reach Everglades NP

The most visited places at Everglades were the main park visitor center (46%), Shark Valley (42%), Everglades City/Gulf Coast (42%) and Royal Palm (37%), as shown in Figure 16. The least visited place was Chekika (9%).

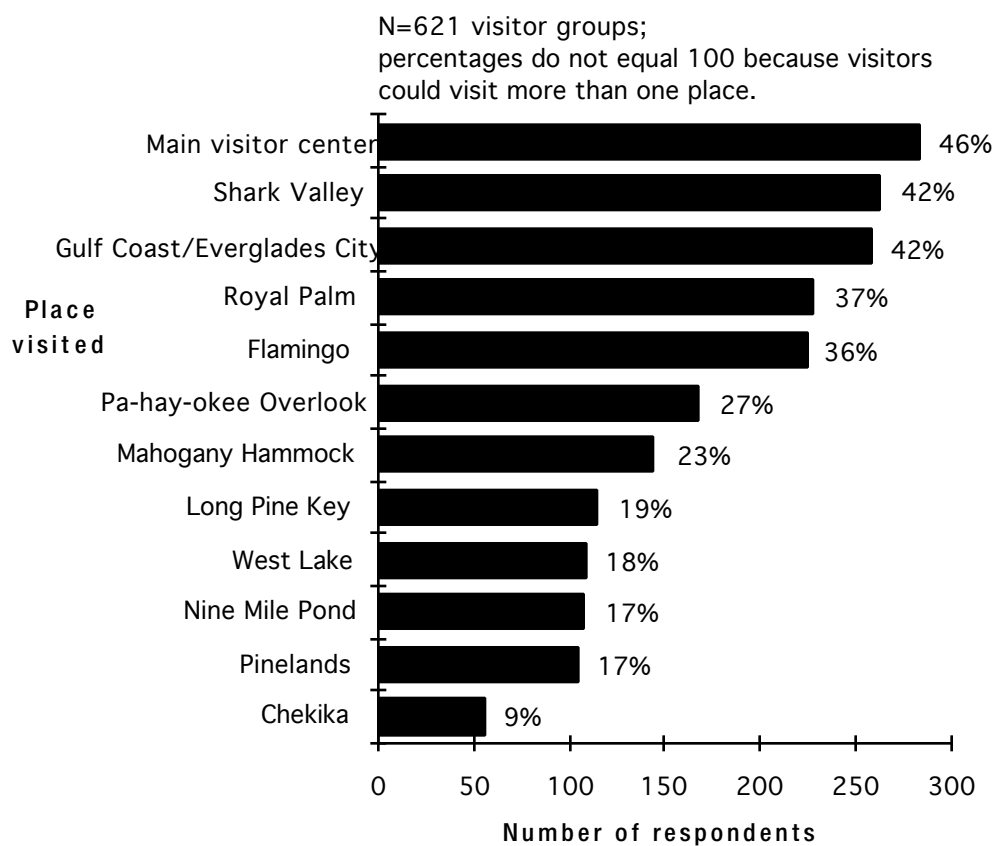
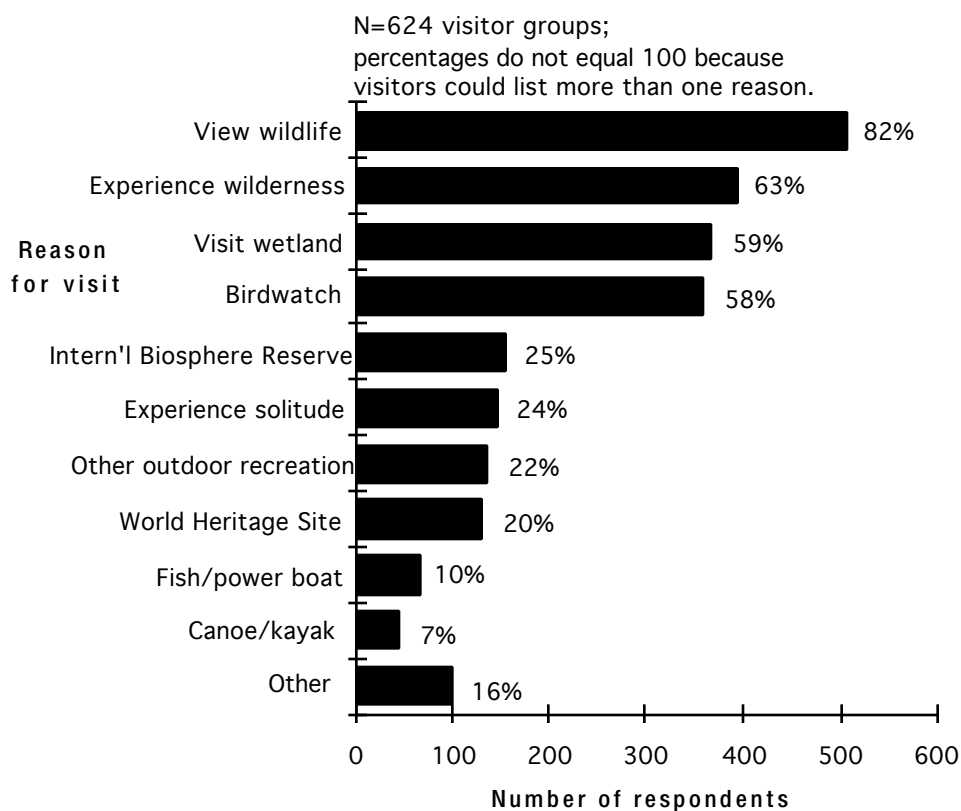


Figure 16: Places visited

**Reasons
for visiting**

Visitors were asked to identify their reasons for visiting Everglades on this visit. The most listed reasons were to view wildlife (82%), experience wilderness (63%), visit wetland (59%) and birdwatch (58%), as shown in Figure 17. The least listed reason was to canoe/kayak (7%). "Other" reasons which brought visitors to the Everglades were boat tours, photography, family and friends, education, camping, hiking and sightseeing.

**Figure 17: Reasons for visiting**

The most commonly used information services at Everglades were the park brochure/map (83%), visitor center exhibits (56%), visitor center staff (50%) and self-guided trails (50%), as shown in Figure 18. The least used services were the evening campfire programs and sales publications (each 5%).

**Information
services:
use,
importance
and quality**

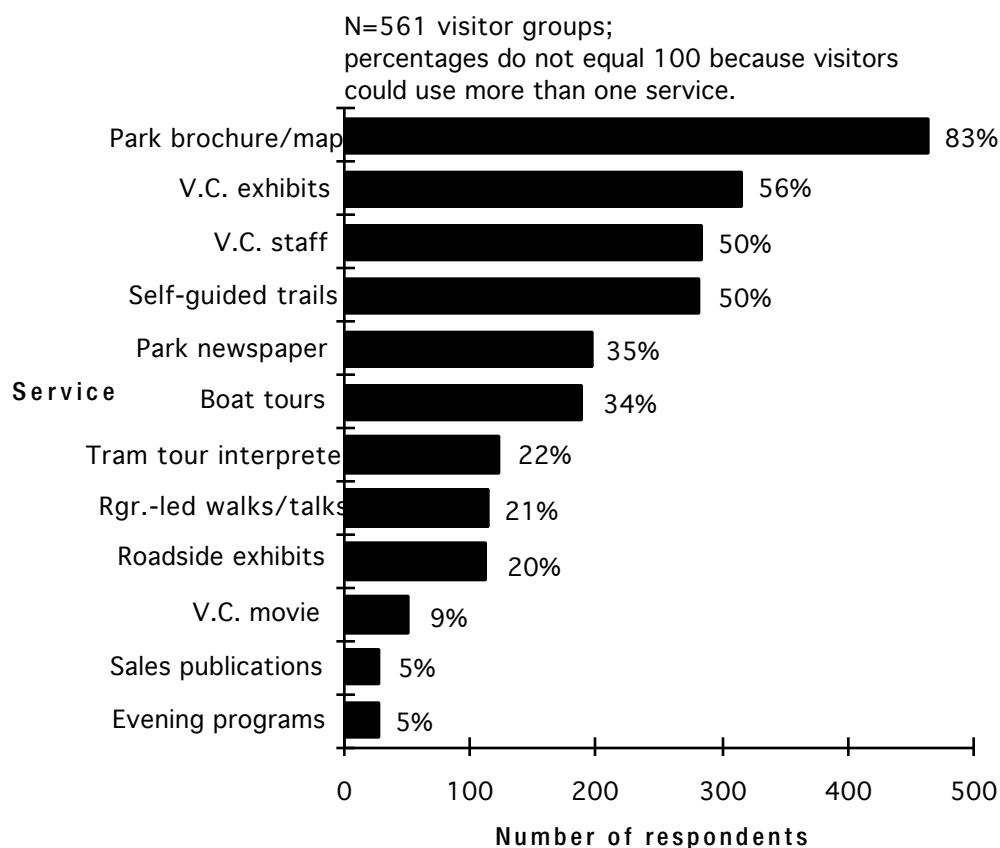


Figure 18: Use of information/interpretive services

Visitors rated the importance and quality of each of the visitor education and information services they used. They used a five point scale (see boxes below).

IMPORTANCE	QUALITY
1=extremely important	1=very good
2=very important	2=good
3=moderately important	3=average
4=somewhat important	4=poor
5=not important	5=very poor

Figure 19 shows the average importance and quality ratings for each service. An average score was determined for each service based on ratings by visitors who used that service. This was done for both importance and quality. The results were plotted on the grid shown in Figure 19. All services were rated above average in importance and quality. NOTE: Sales publications and campfire programs were not rated by enough visitors to provide reliable information. Due to an error in questionnaire wording, the rating for "boat tour interpreters" is not included in these results.

Figures 20-31 show that several services received the highest "very important" to "extremely important" ratings: tram tour interpreter (96%), ranger-led walks/talks (93%), self-guided trails (84%), park brochure/map (83%) and visitor center staff (82%). The highest "not important" ratings were for the park newspaper (9%).

Figures 32-43 show that several services were given high "good" to "very good" quality ratings: tram tour interpreter (97%), ranger-led walks/talks (93%), visitor center staff (91%), and park brochure/map (86%). The services which received the highest "very poor" quality ratings were the park newspaper, visitor center exhibits and self-guided trails (each 2%).

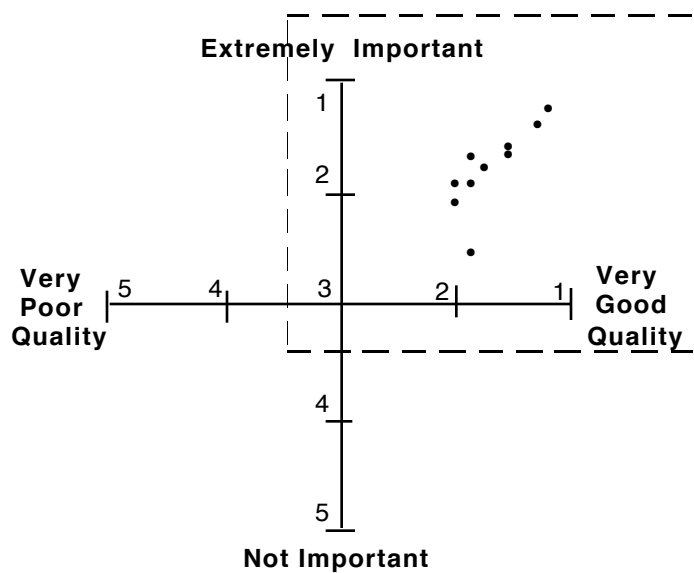


Figure 19: Average ratings of visitor service importance and quality

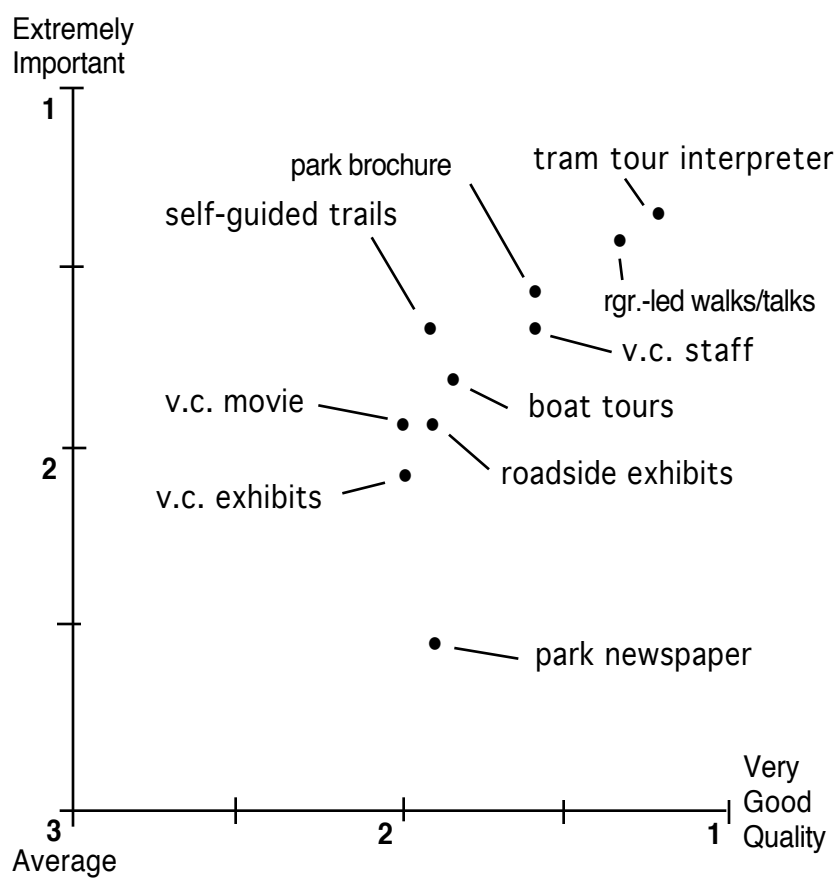


Figure 19: Detail

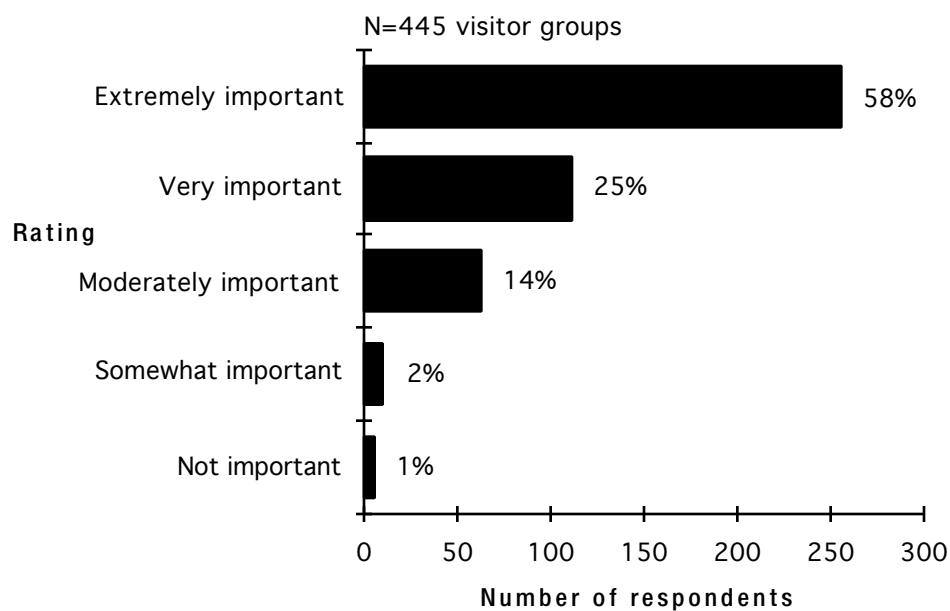


Figure 20: Importance of park brochure/map

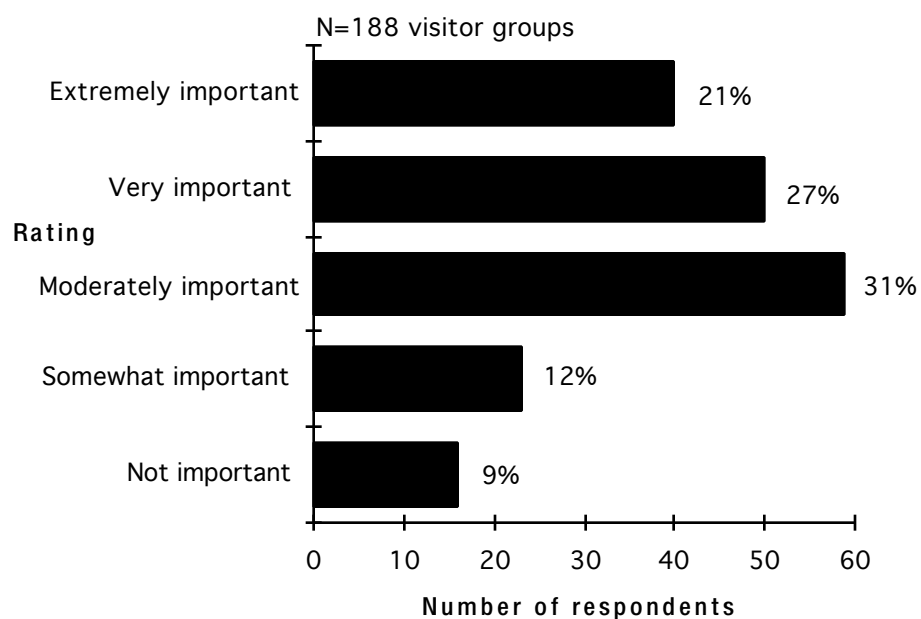


Figure 21: Importance of park newspaper

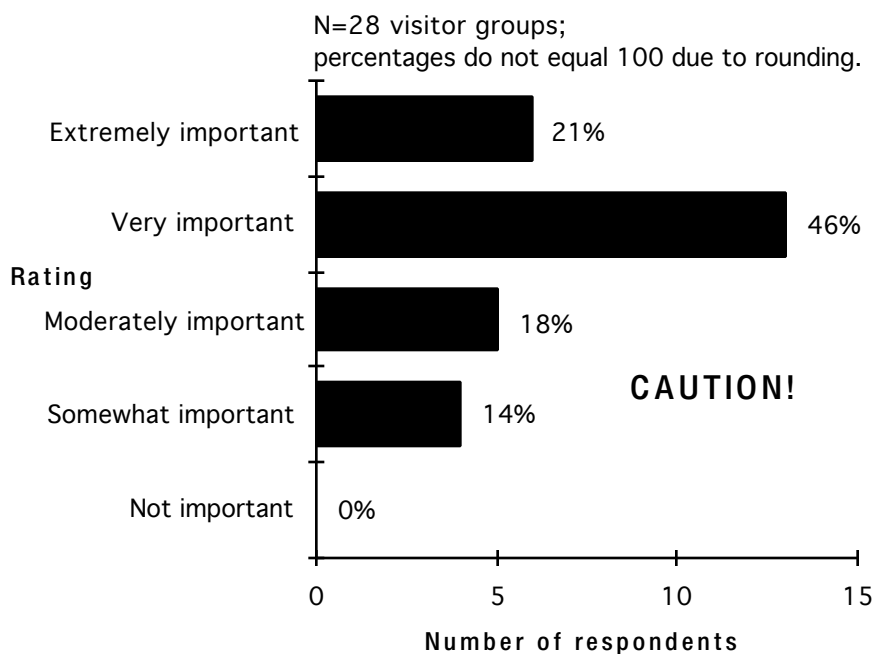


Figure 22: Importance of sales publications

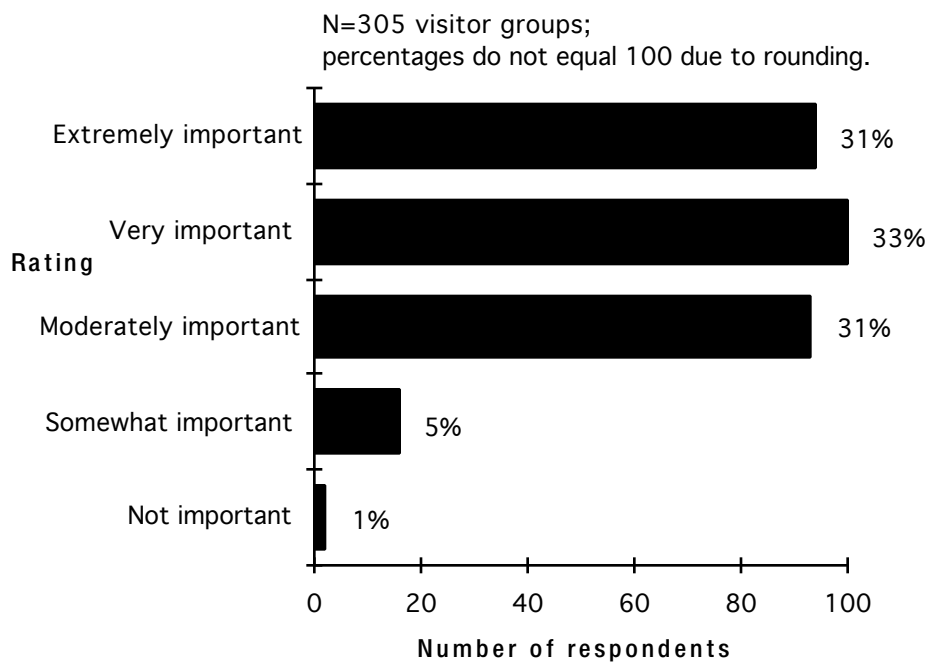


Figure 23: Importance of visitor center exhibits

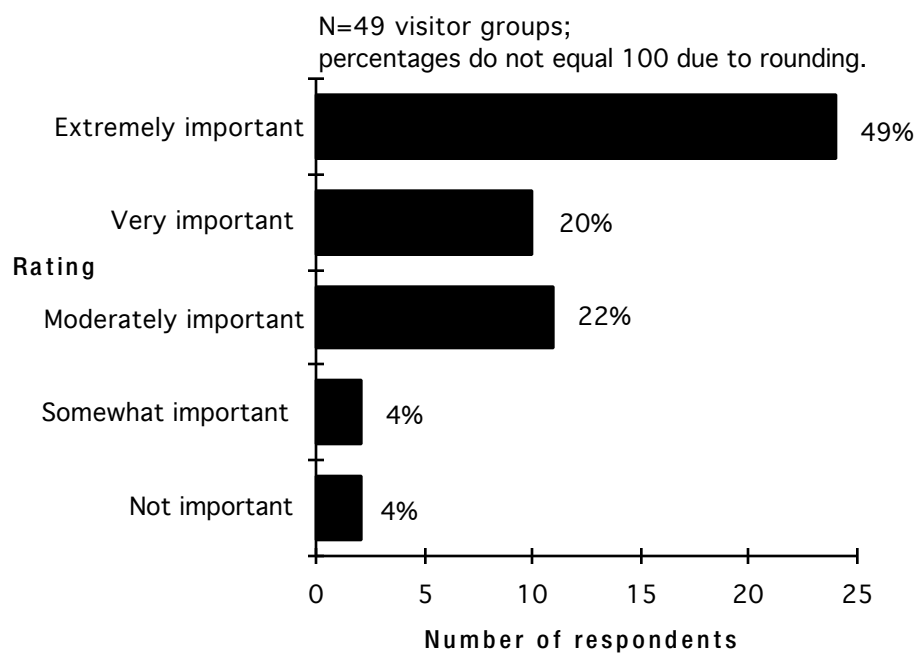


Figure 24: Importance of visitor center movie

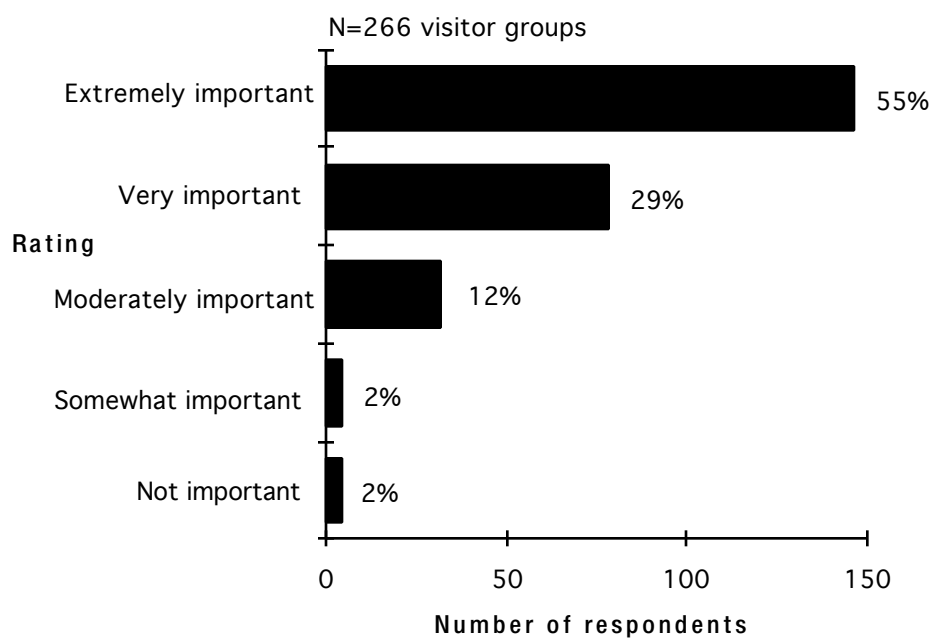


Figure 25: Importance of self-guided trails

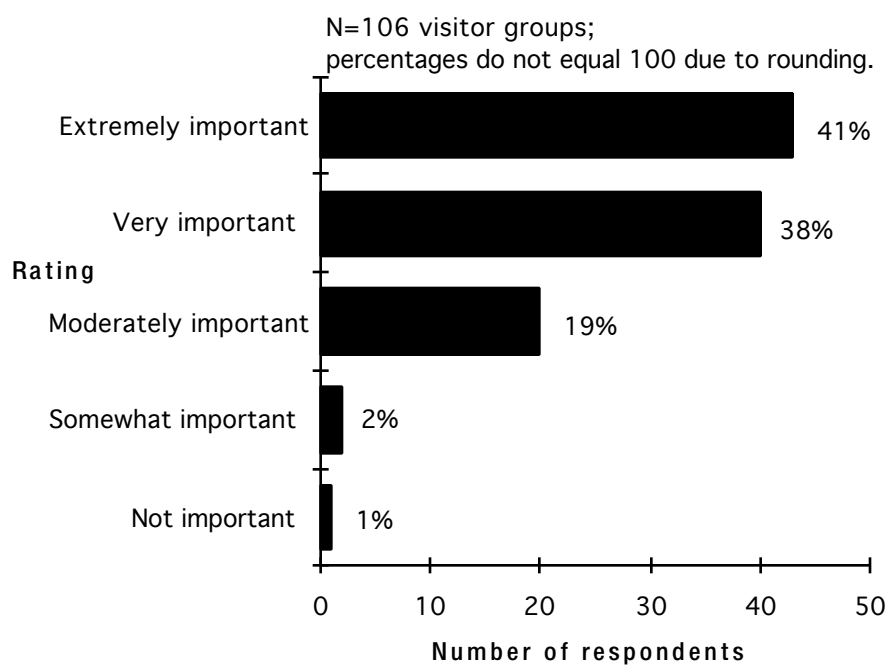


Figure 26: Importance of roadside exhibits

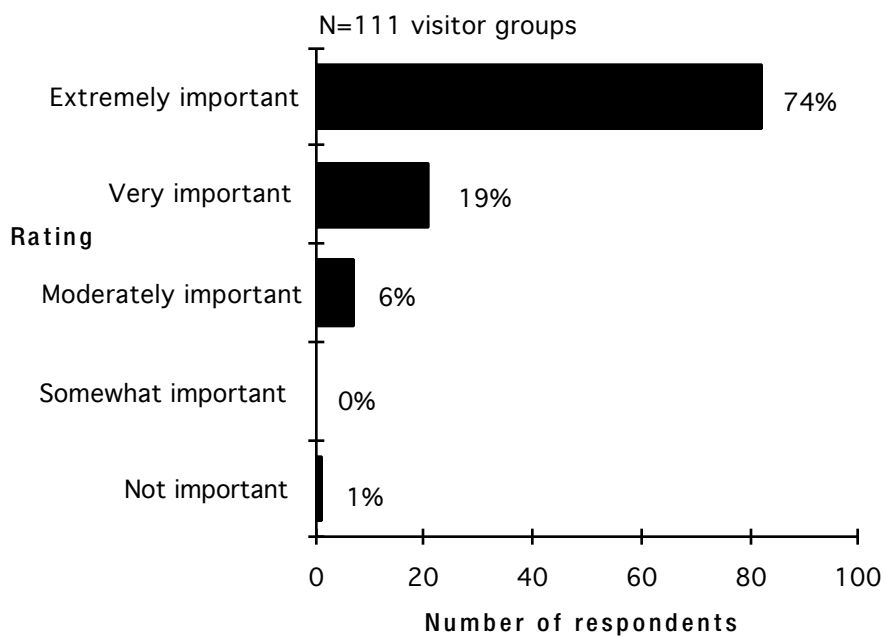


Figure 27: Importance of ranger-led walks/talks

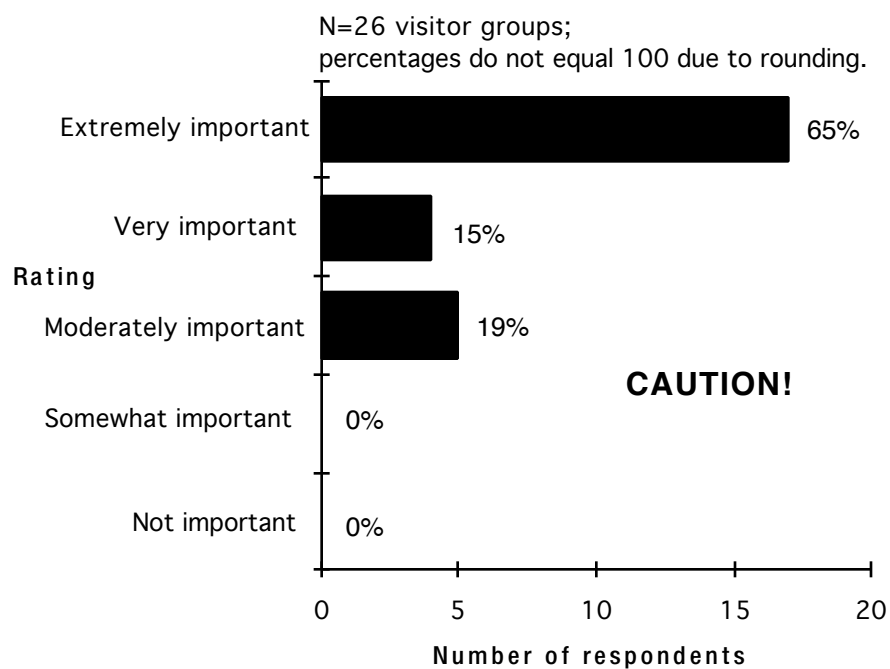


Figure 28: Importance of evening campfire programs

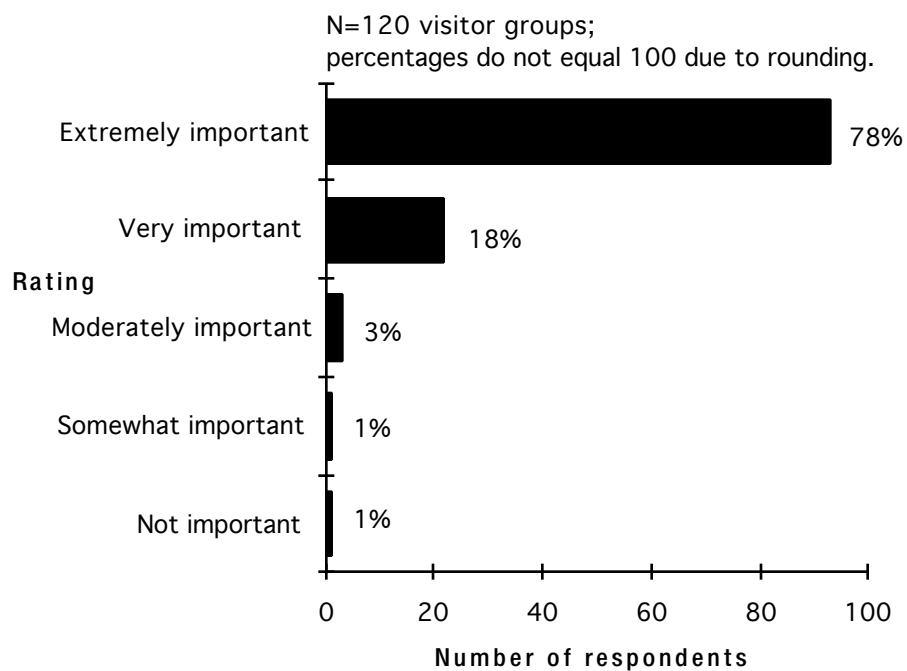


Figure 29: Importance of tram tour interpreter

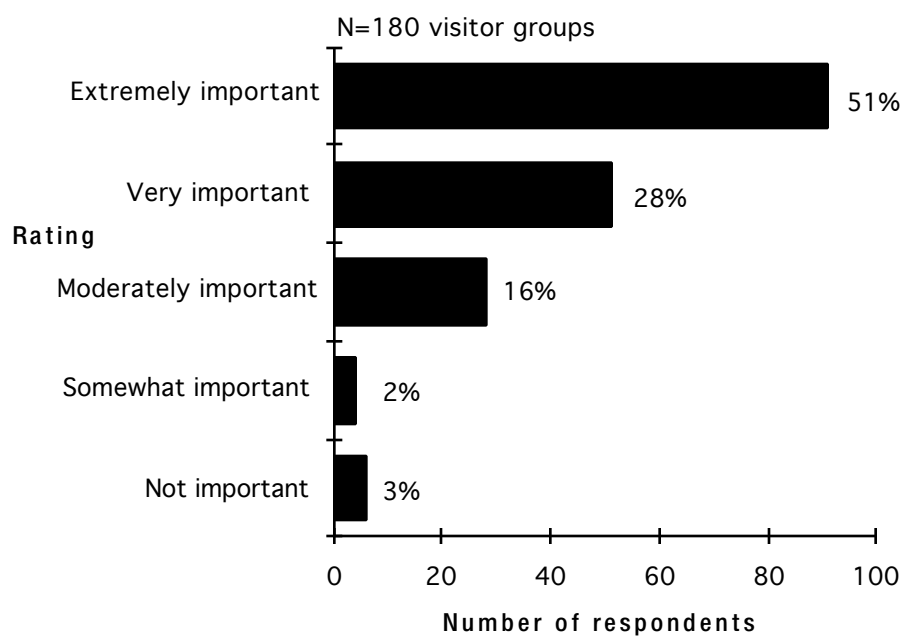


Figure 30: Importance of boat tours

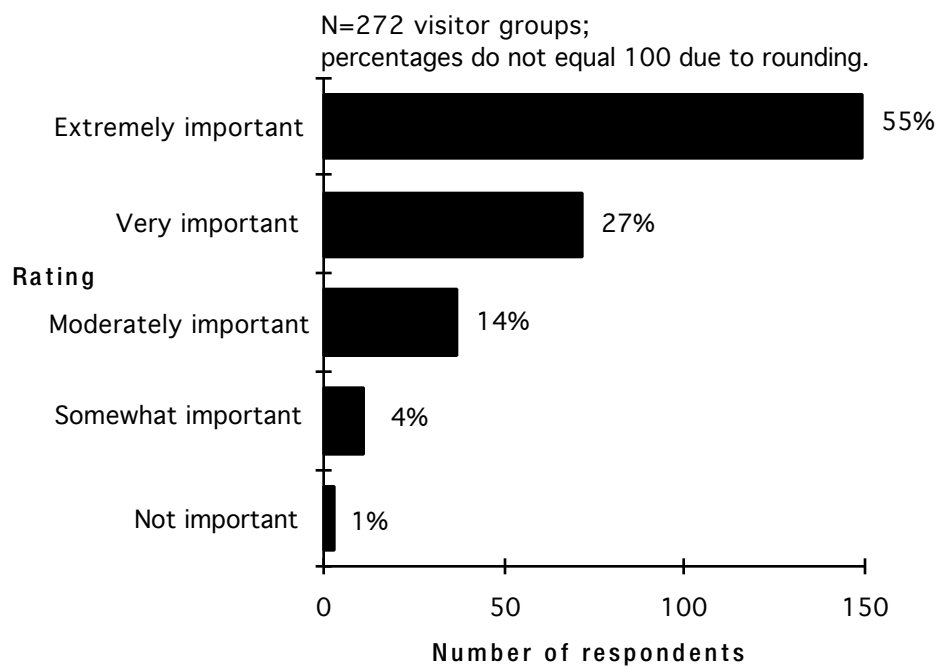
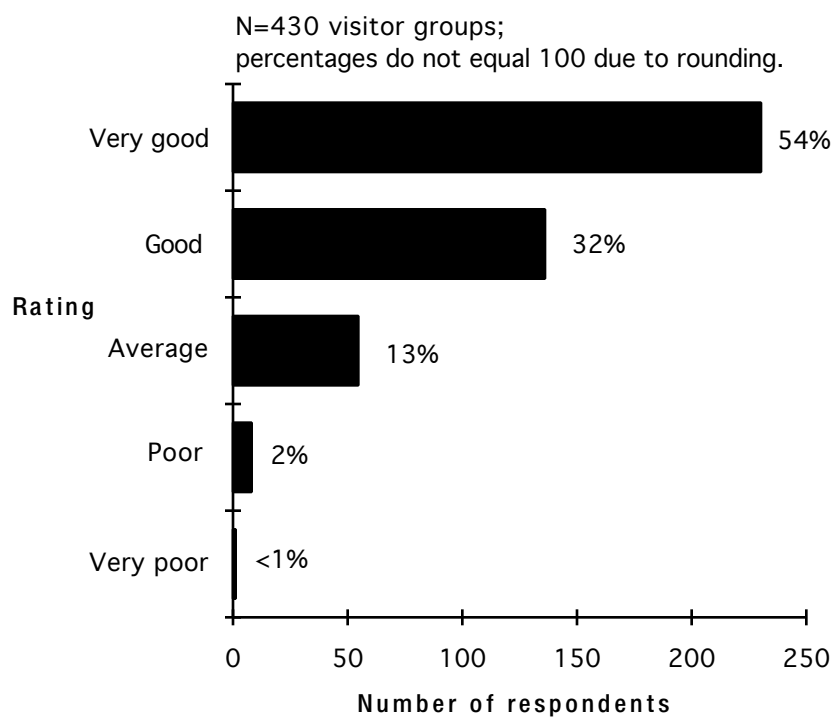
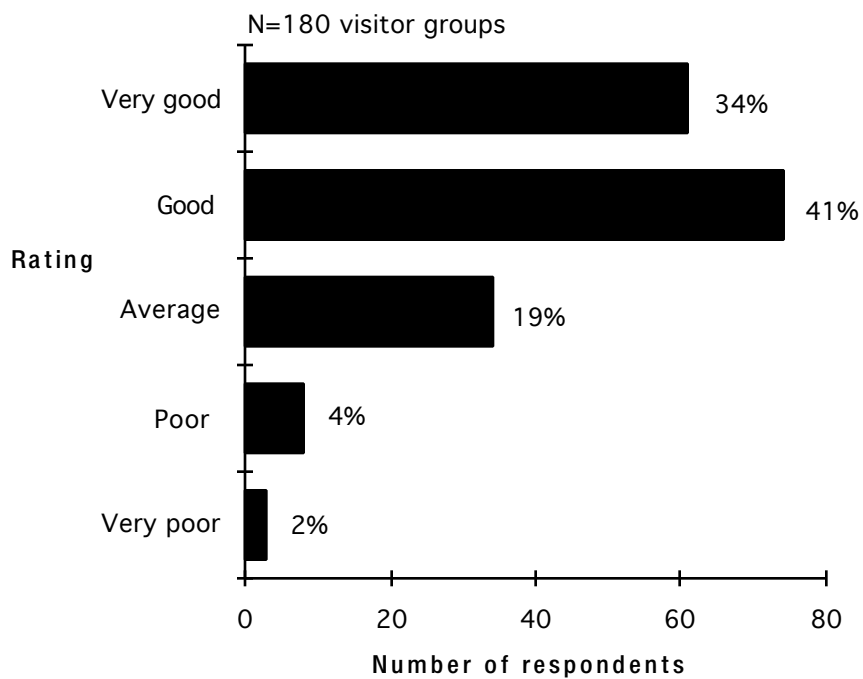


Figure 31: Importance of visitor center staff

**Figure 32: Quality of park brochure/map****Figure 33: Quality of park newspaper**

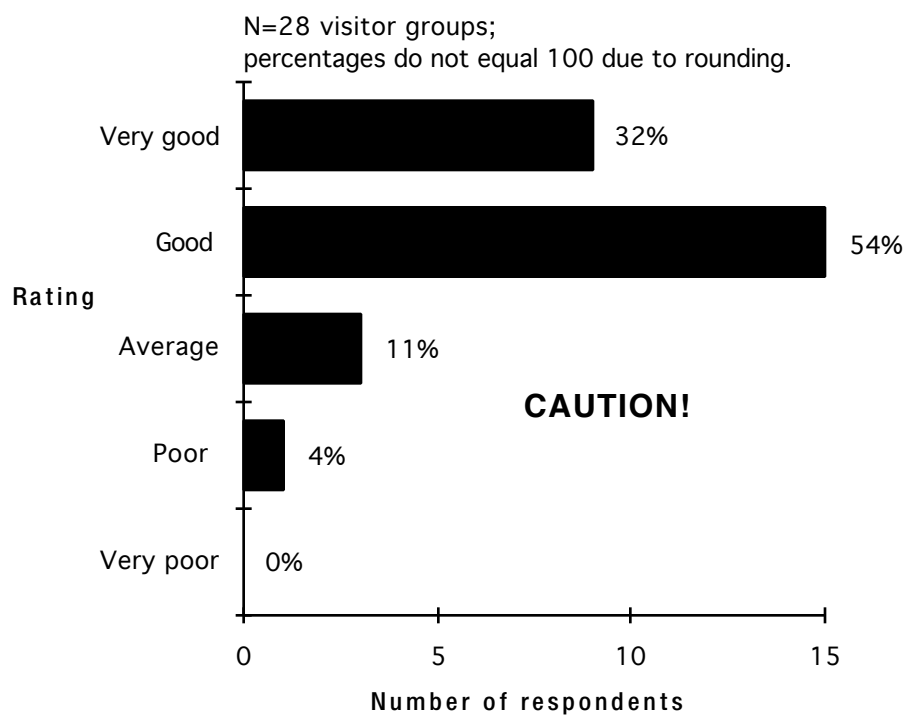


Figure 34: Quality of sales publications

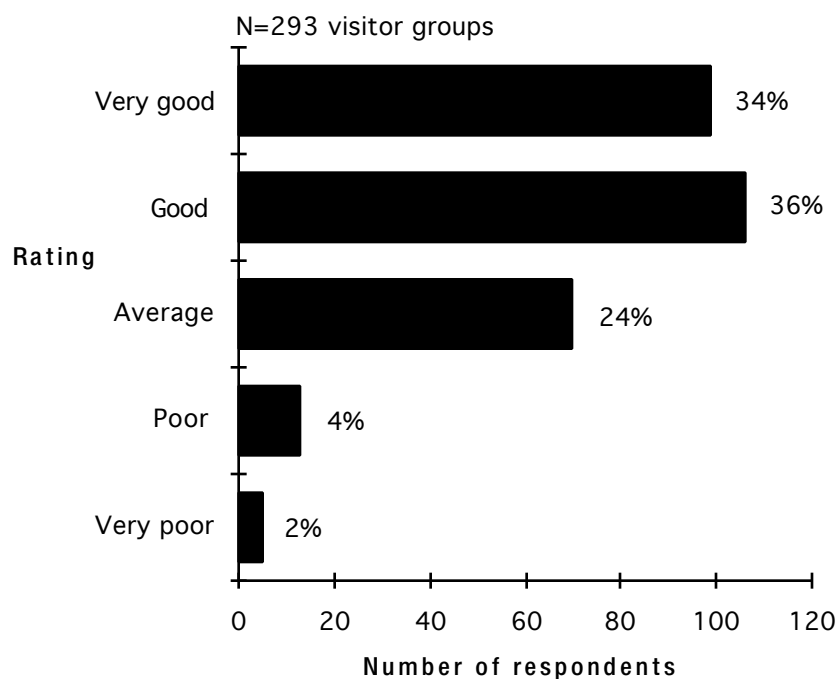
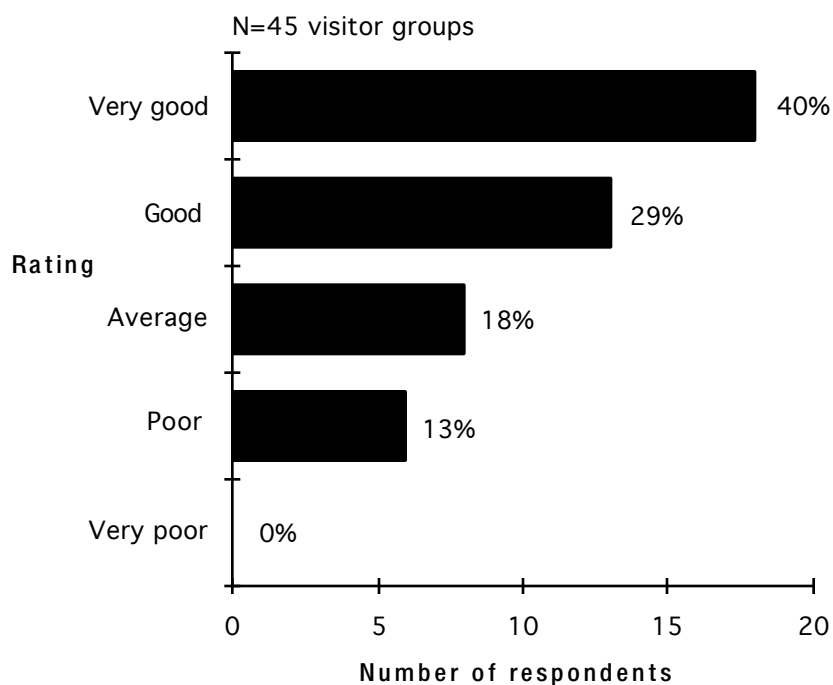
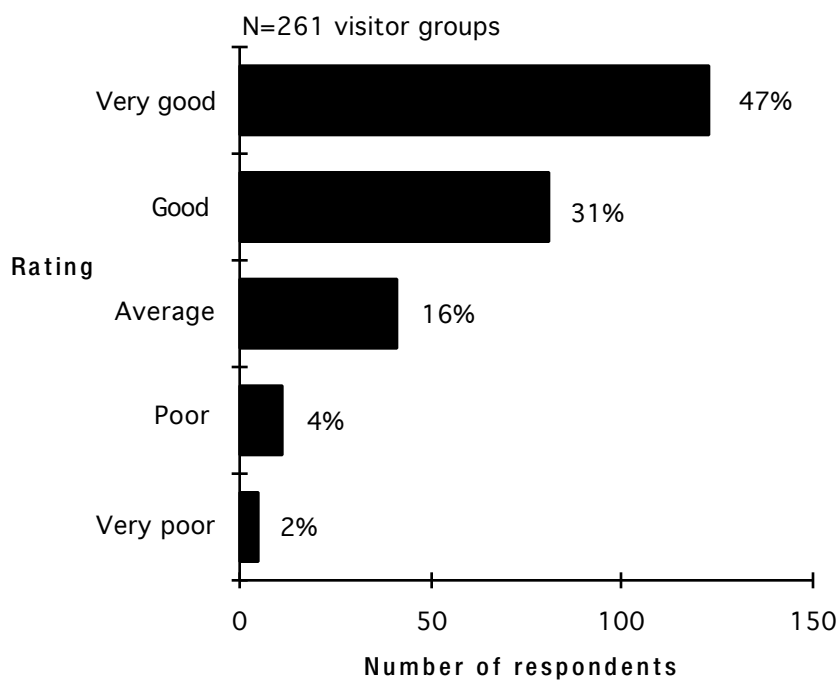


Figure 35: Quality of visitor center exhibits

**Figure 36: Quality of visitor center movie****Figure 37: Quality of self-guided trails**

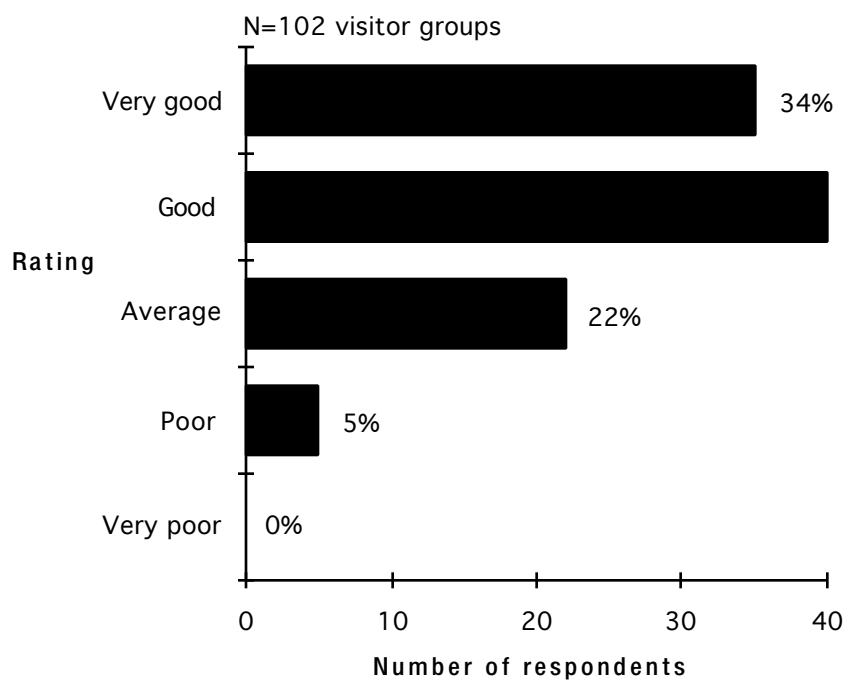


Figure 38: Quality of roadside exhibits

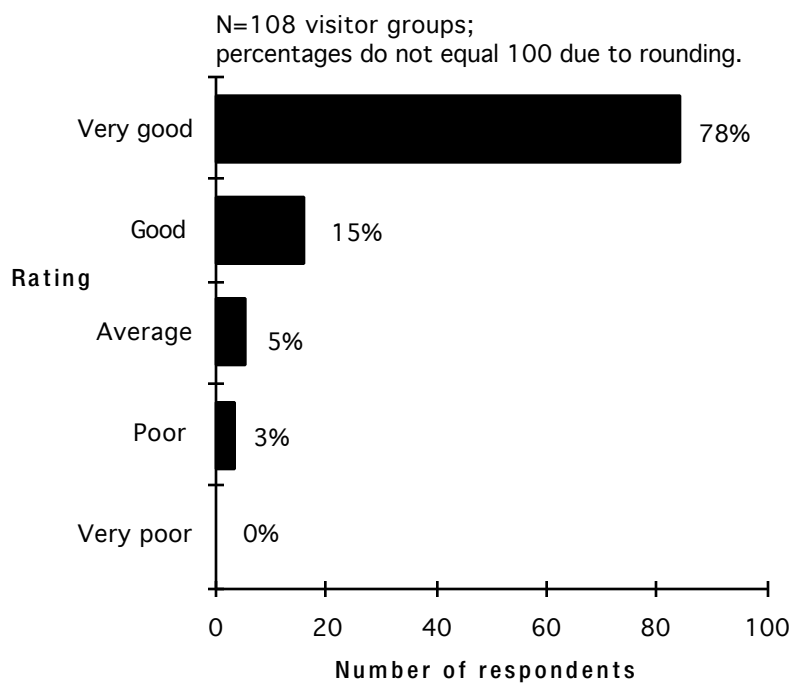


Figure 39: Quality of ranger-led walks/talks

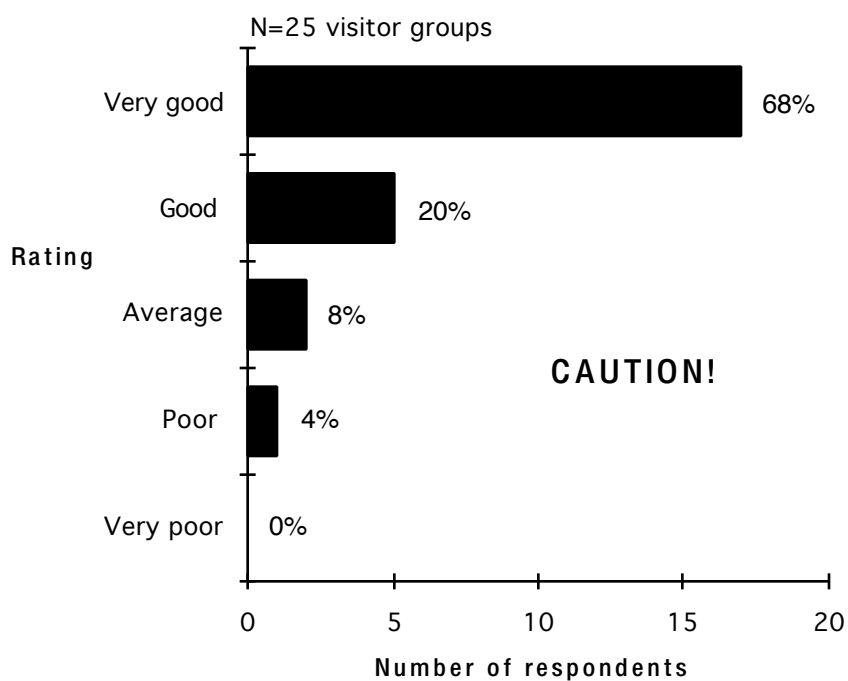


Figure 40: Quality of evening campfire programs

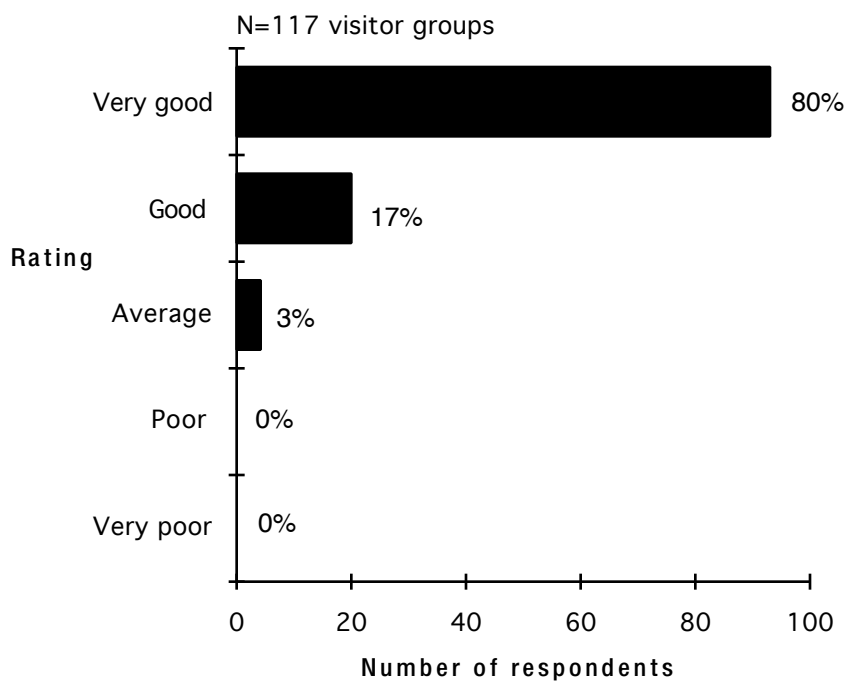
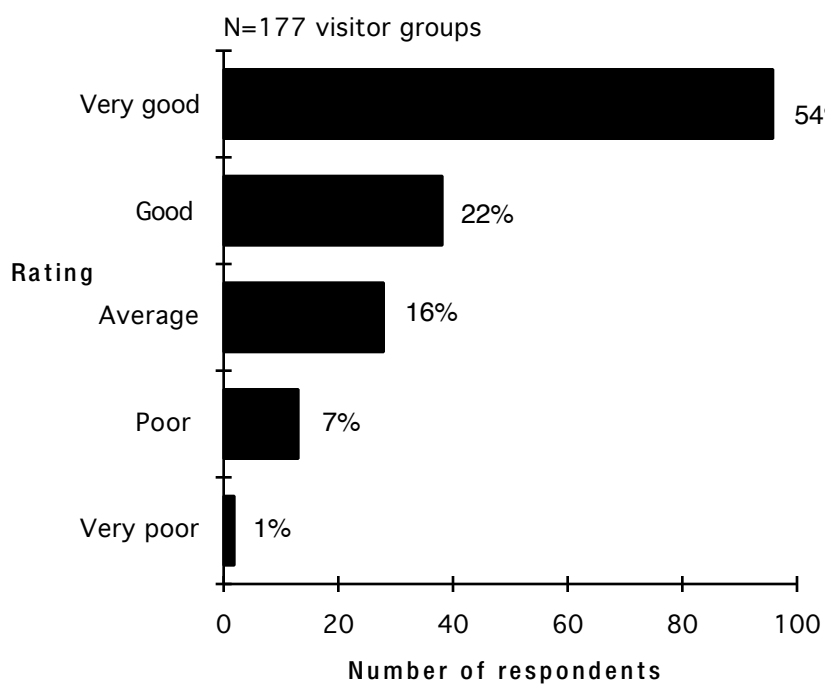
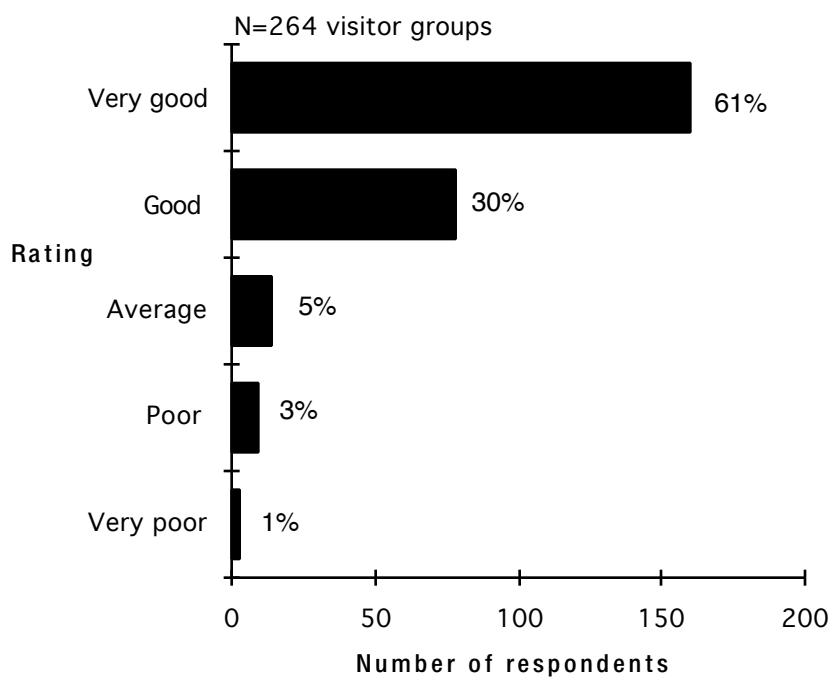


Figure 41: Quality of tram tour interpreter

**Figure 42: Quality of boat tours****Figure 43: Quality of visitor center staff**

**Visitor
services:
use,
importance
and quality**

The most commonly used visitor services within Everglades were the restrooms (79%), gift shops (39%) and boat tours (33%), as shown in Figure 44. The least used services were bicycle rentals and boat rentals (each 5%).

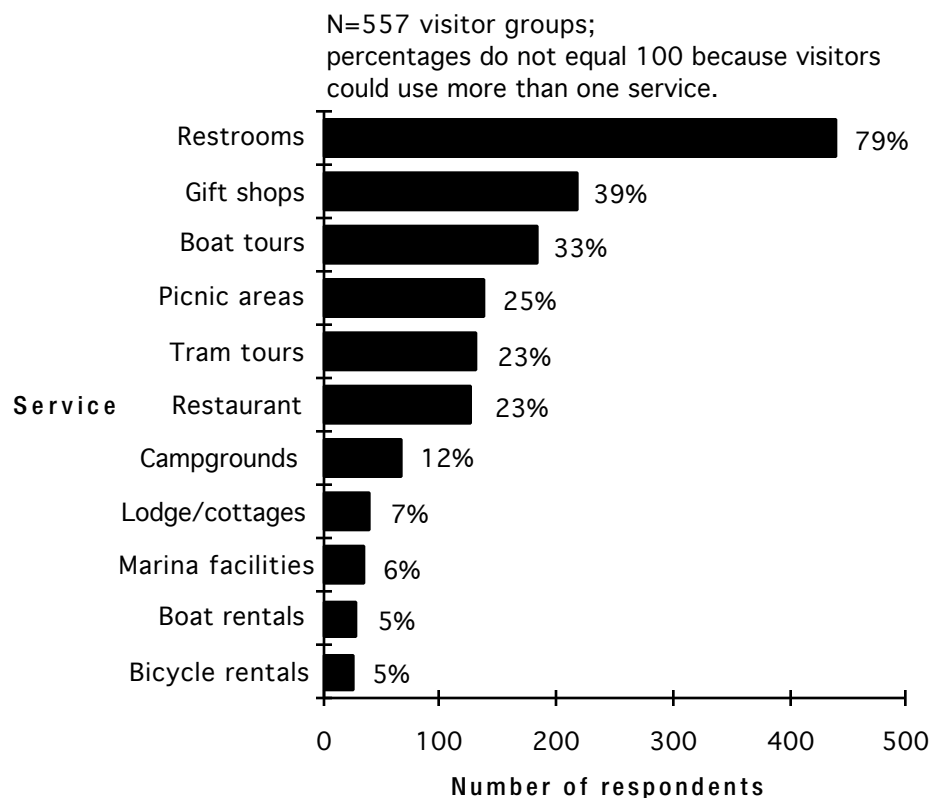


Figure 44: Use of visitor services and facilities

Visitors rated the importance and quality of each of the visitor education and information services they used. They used a five point scale (see boxes below).

IMPORTANCE
1=extremely important
2=very important
3=moderately important
4=somewhat important
5=not important

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

Figure 45 shows the average importance and quality ratings for each service. An average score was determined for each service based on ratings by visitors who used that service. This was done for both importance and quality. The results were plotted on the grid shown in Figure 45. All services were rated above average in importance and quality. NOTE: Boat rentals and bicycle rentals were not rated by enough visitors to provide reliable information and are not included in Figure 45.

Figures 46-56 show that several services received the highest "very important" to "extremely important" ratings: campgrounds (98%), tram tours (94%), restrooms (94%) and marina facilities (91%). The highest "not important" rating was for gift shops (6%).

Figures 57-67 show that several services were given high "good" to "very good" quality ratings: tram tours (97%), boat tours (80%) and marina facilities (79%). The service which received the highest "very poor" quality rating was marina facilities (9%).

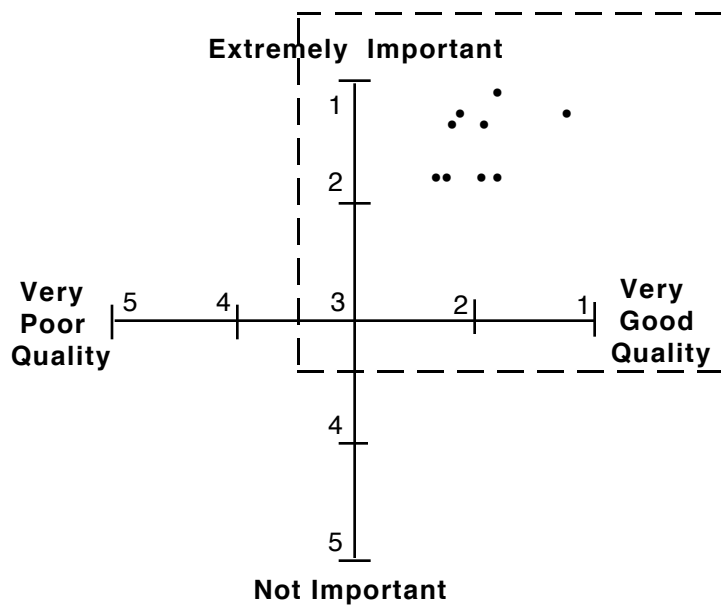


Figure 45: Average ratings of visitor service importance and quality

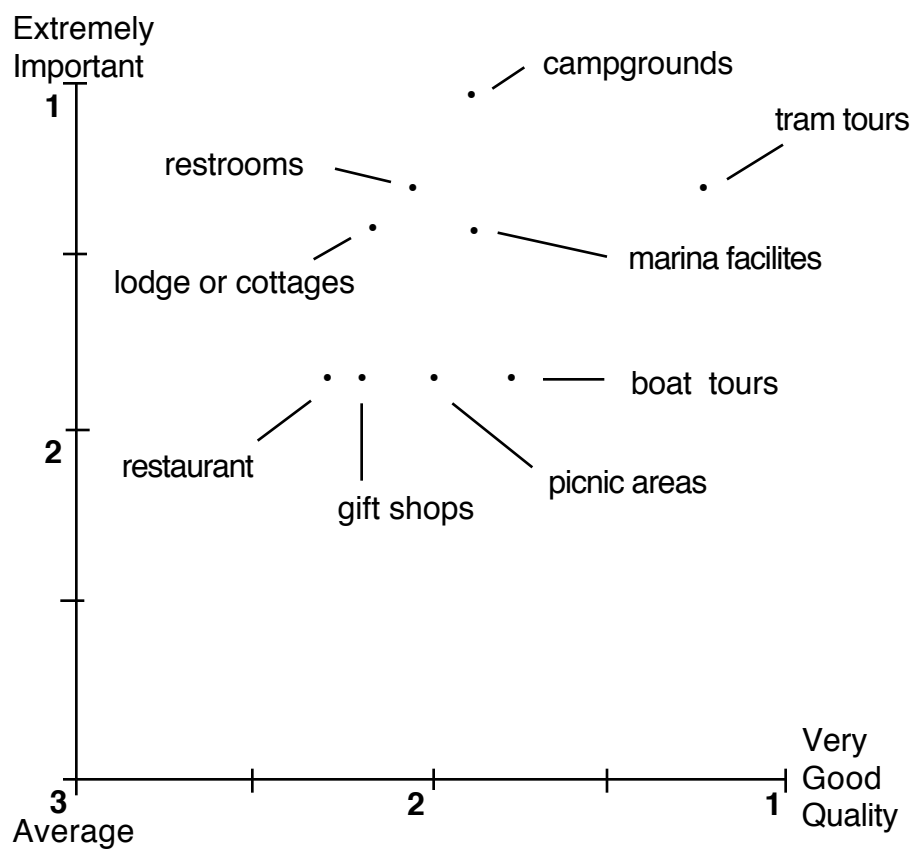


Figure 45: Detail

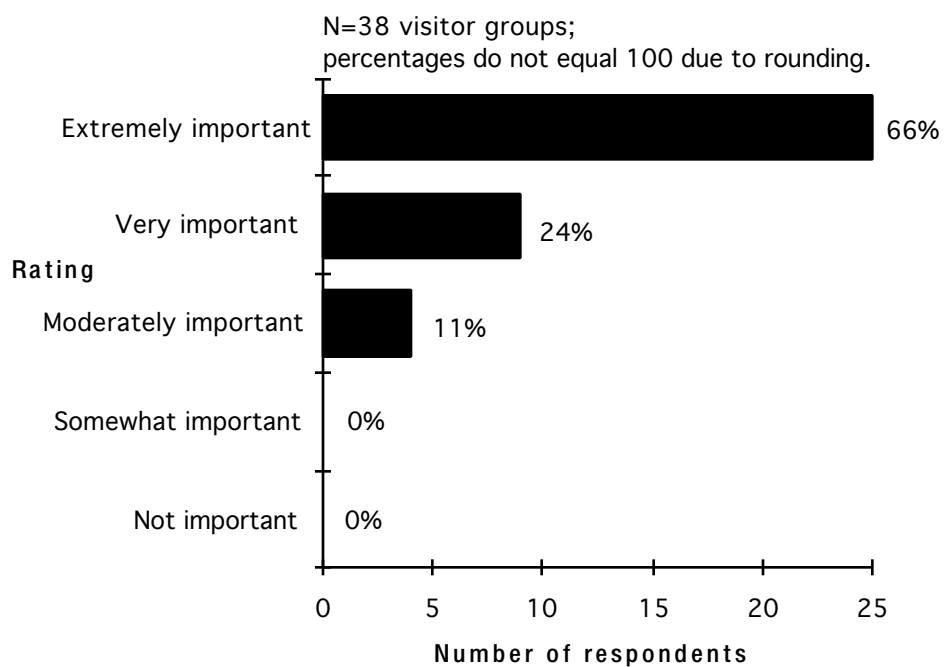


Figure 46: Importance of lodge or cottages

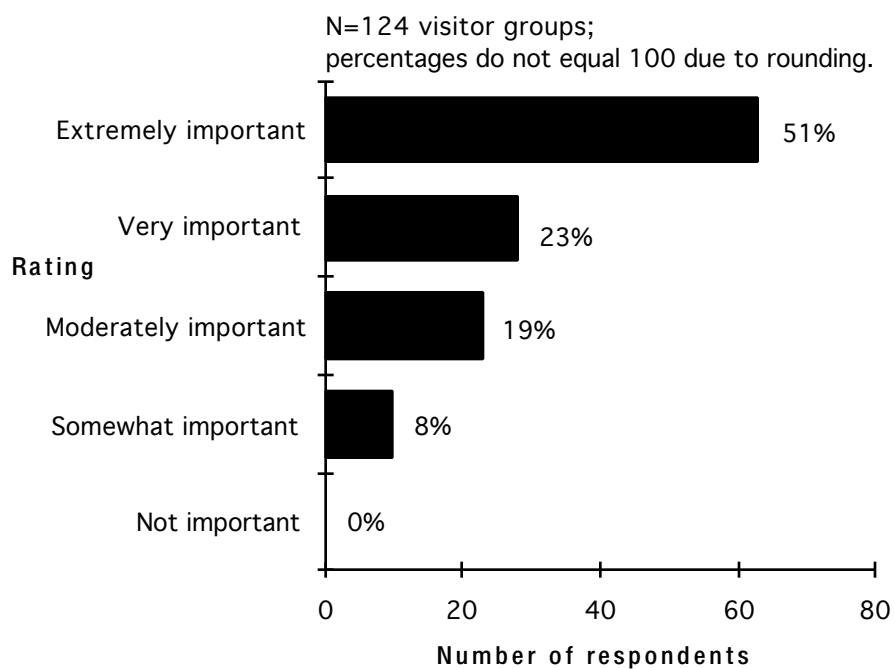
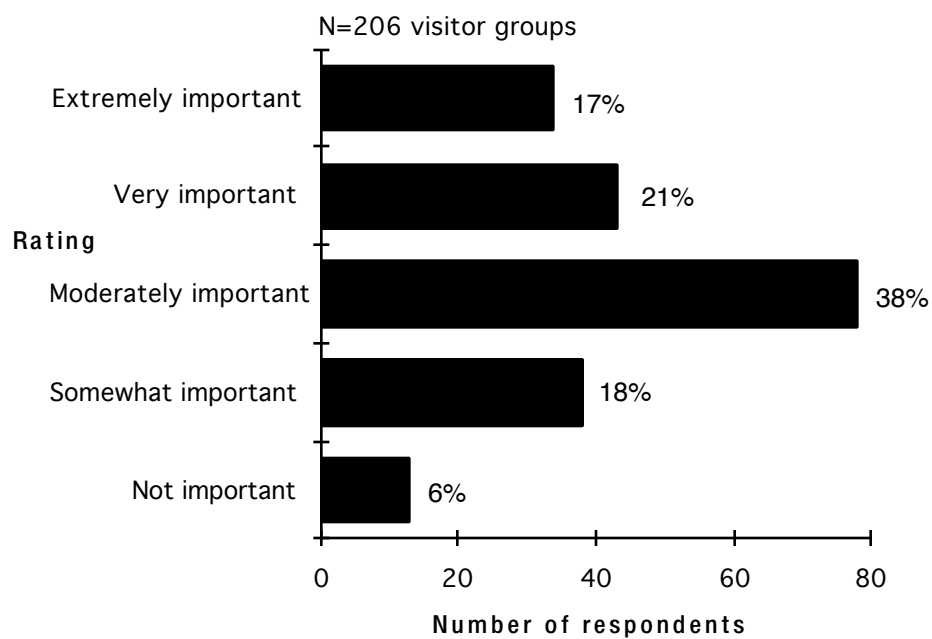
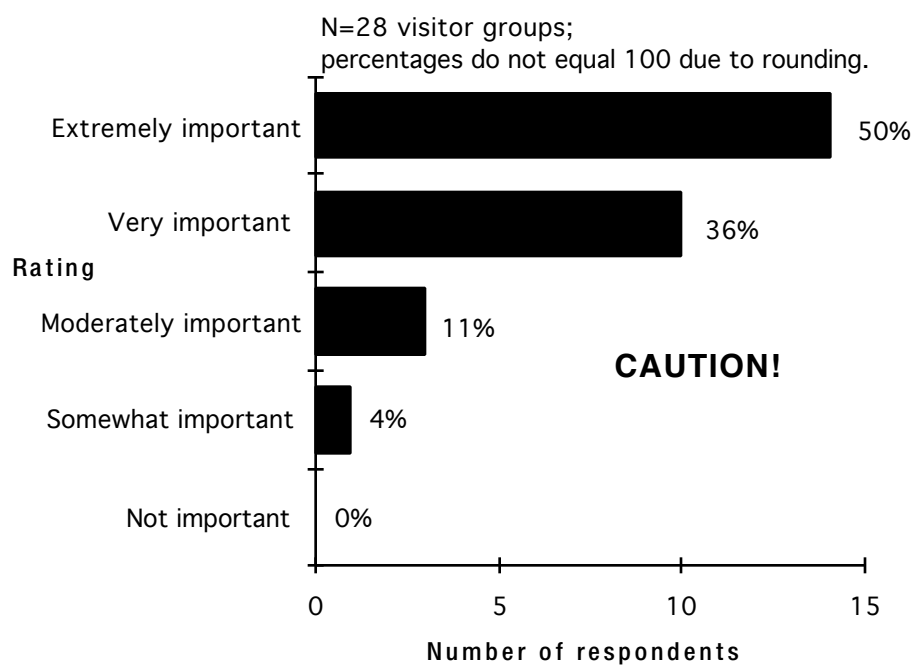


Figure 47: Importance of restaurant

**Figure 48: Importance of gift shops****Figure 49: Importance of boat rentals**

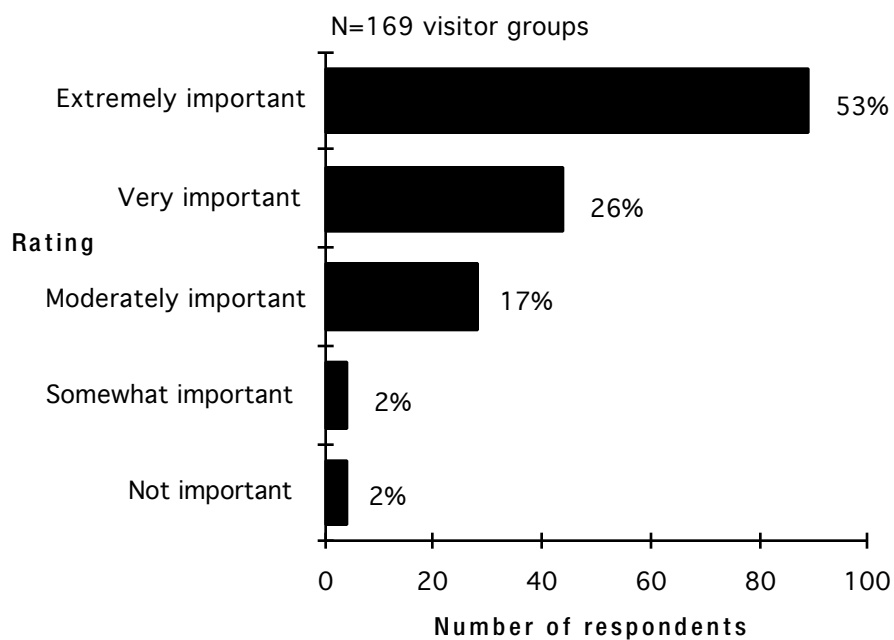


Figure 50: Importance of boat tours

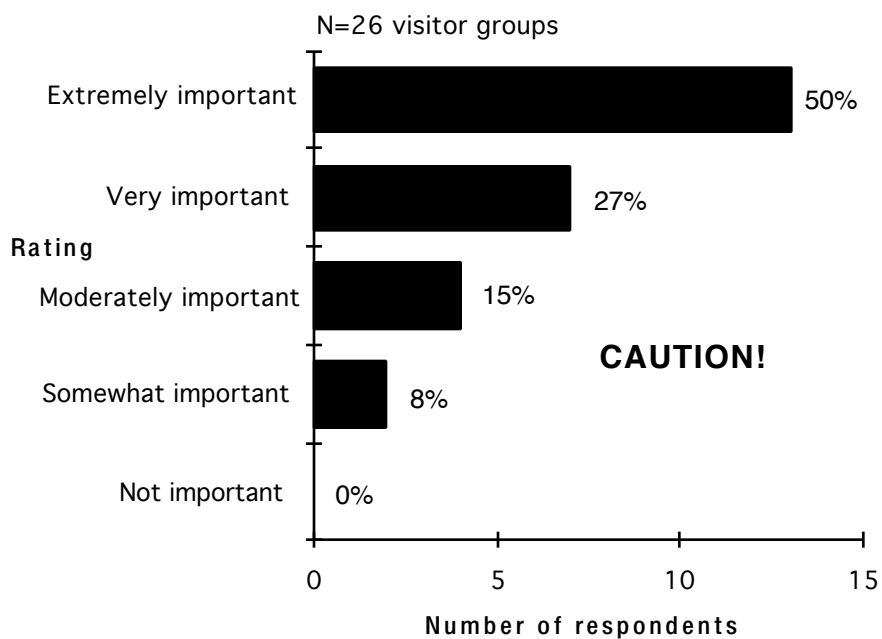
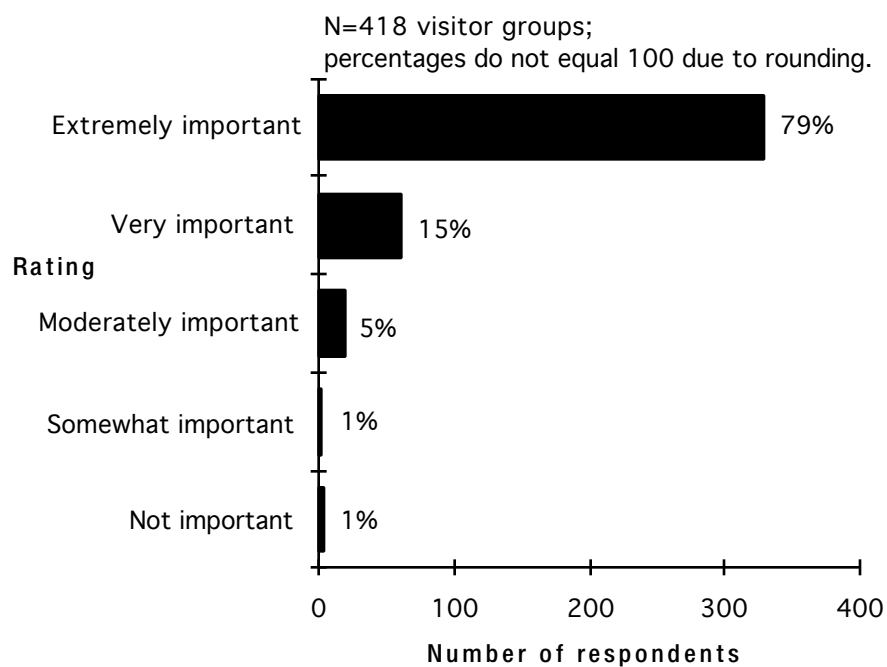
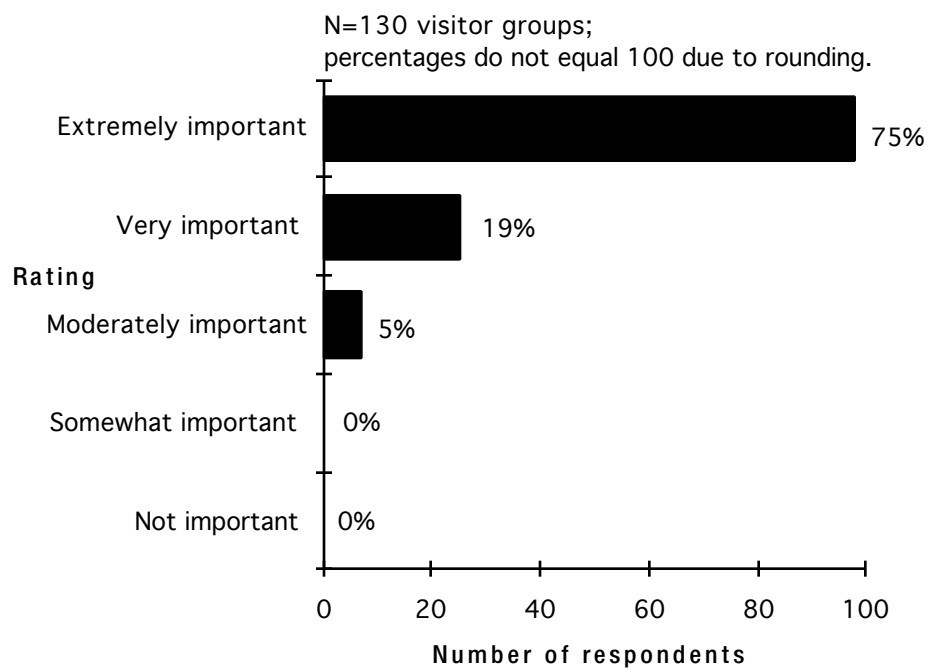
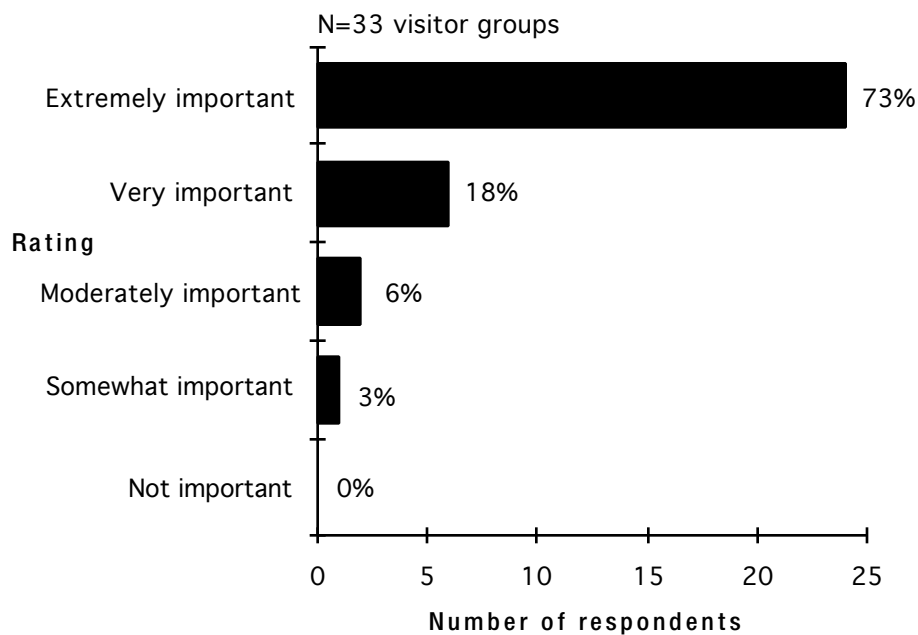
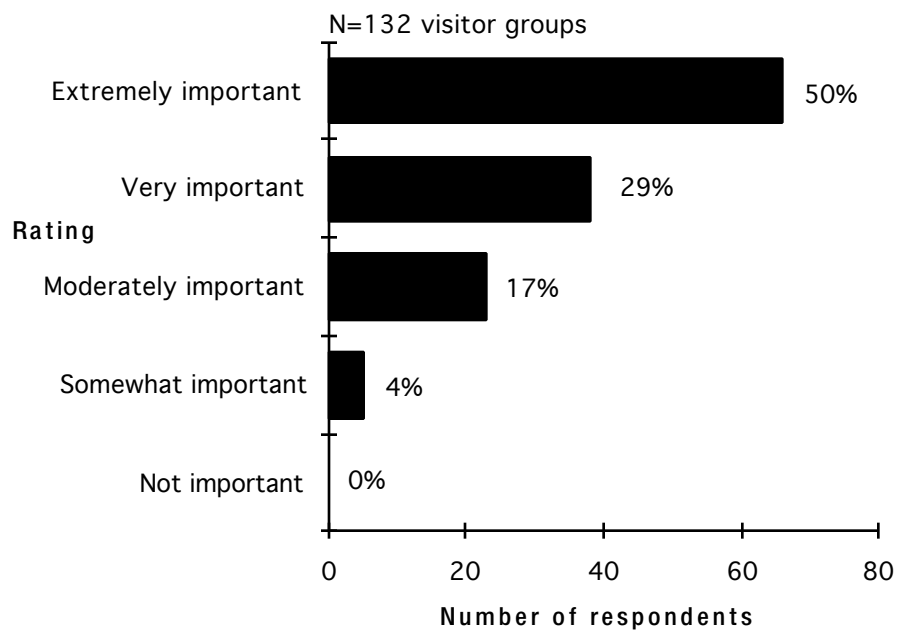
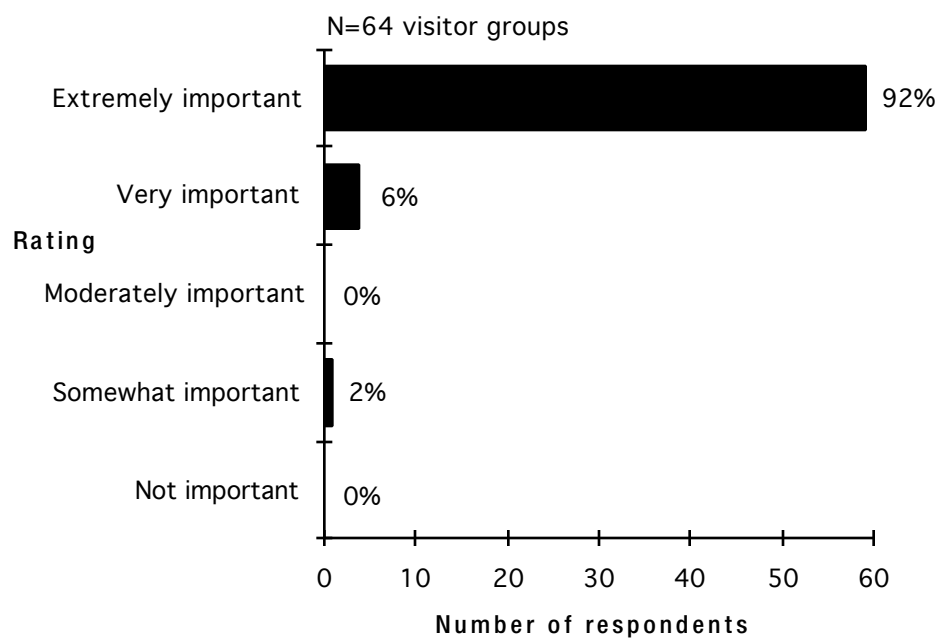
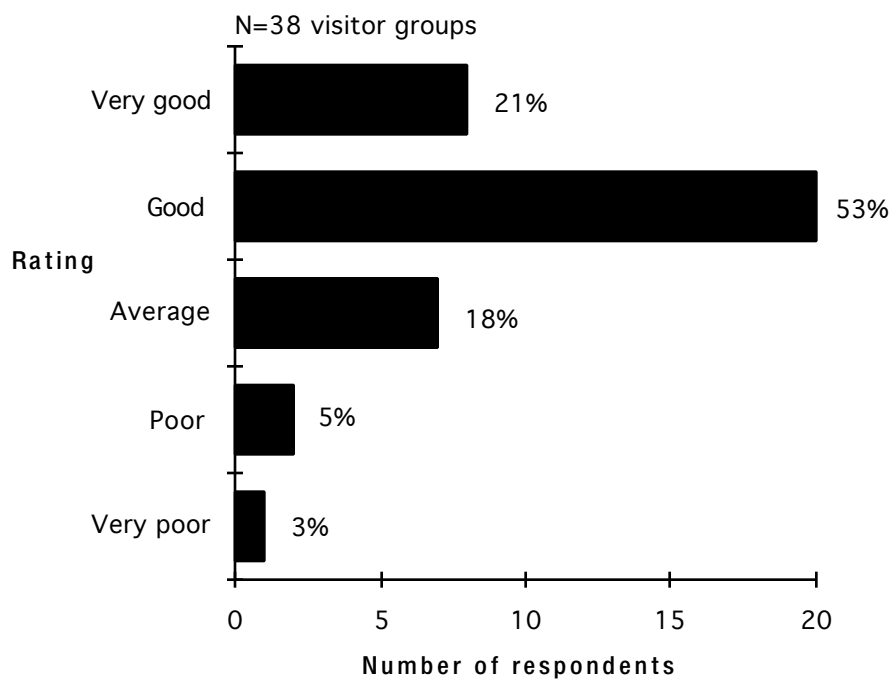
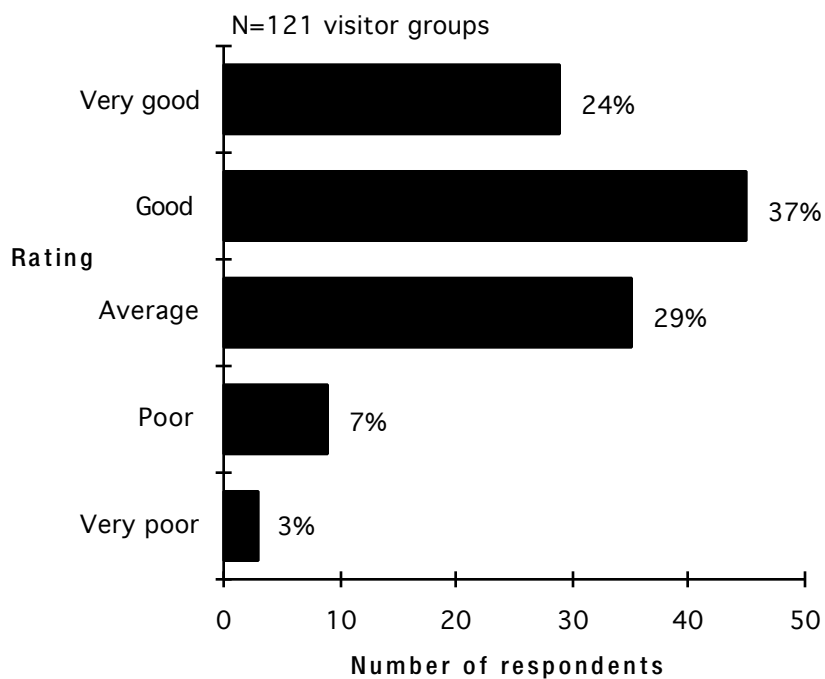
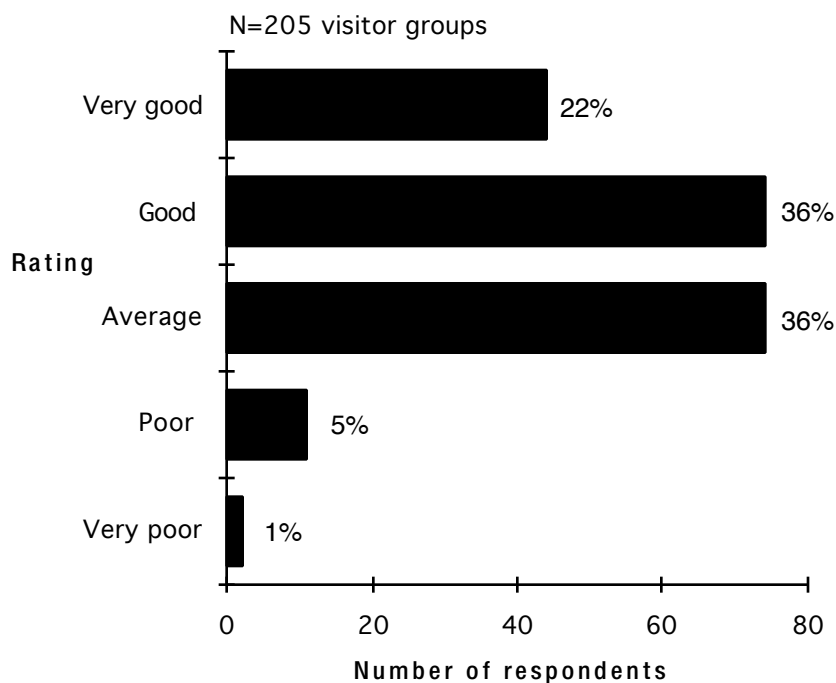


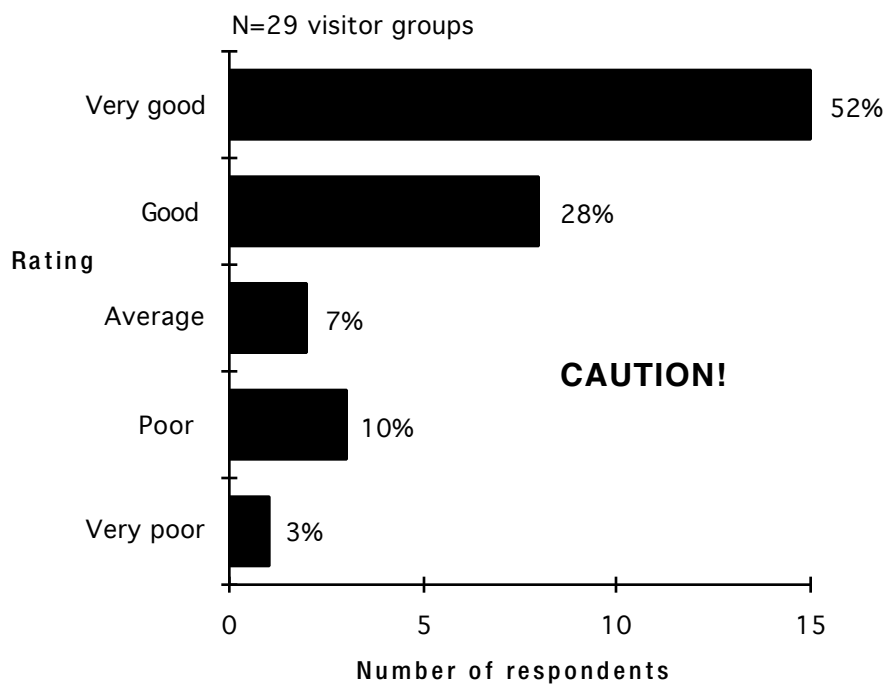
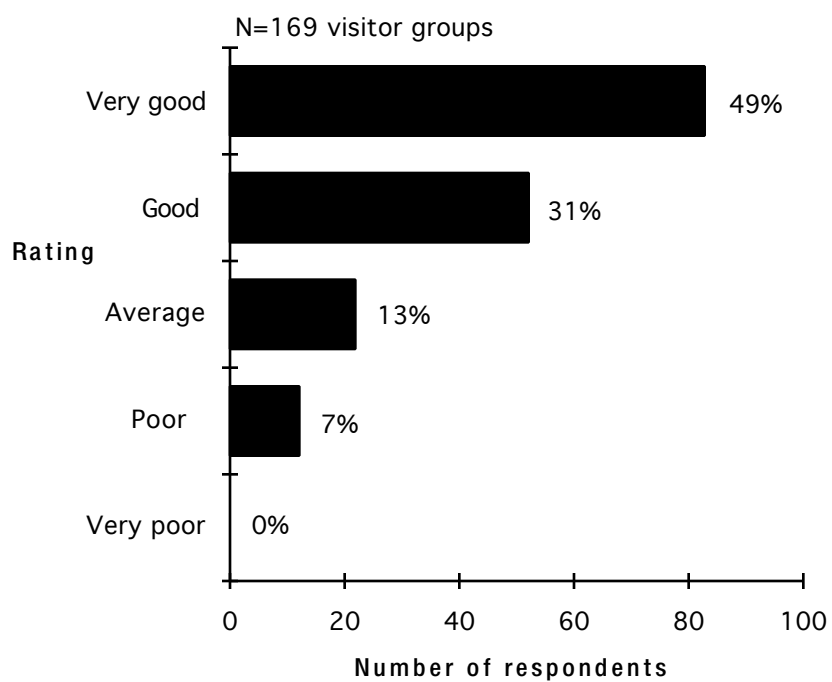
Figure 51: Importance of bicycle rentals

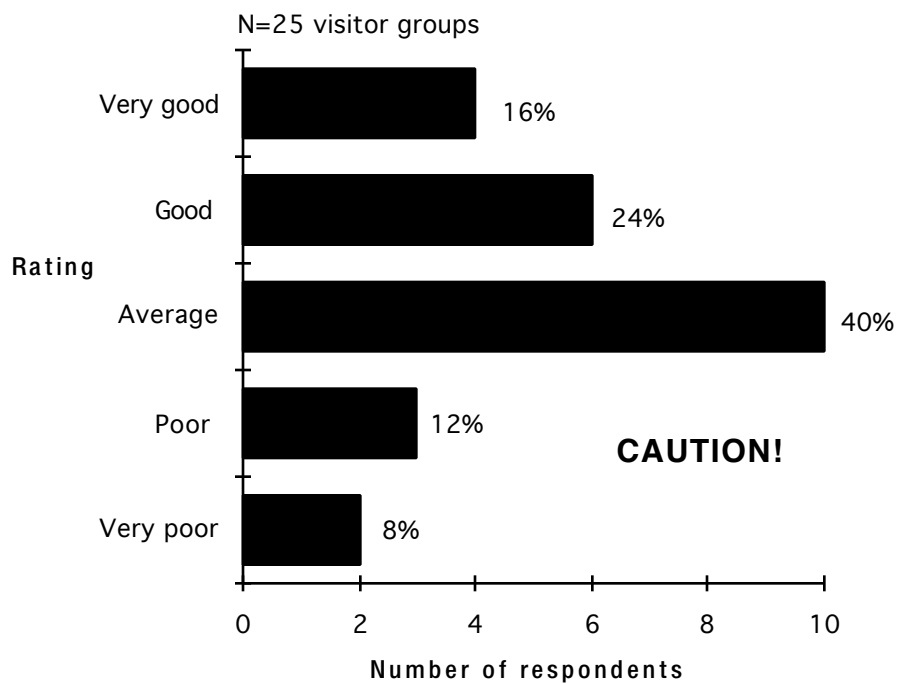
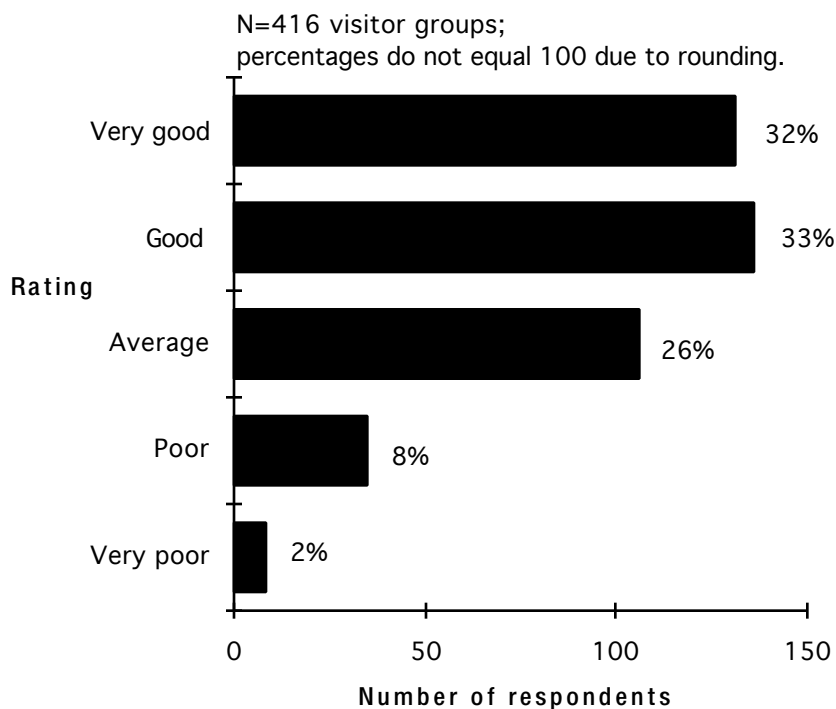
**Figure 52: Importance of restrooms****Figure 53: Importance of tram tours**

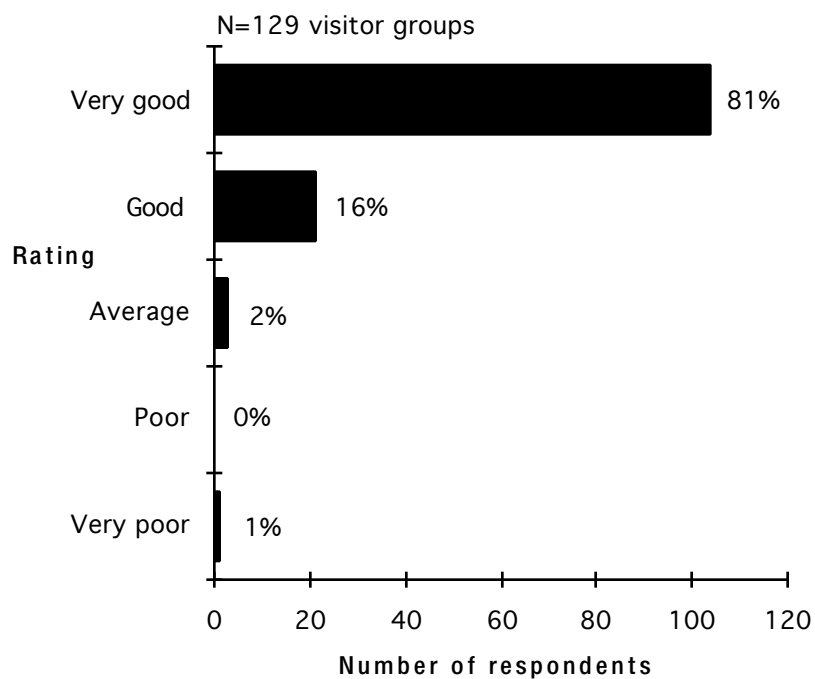
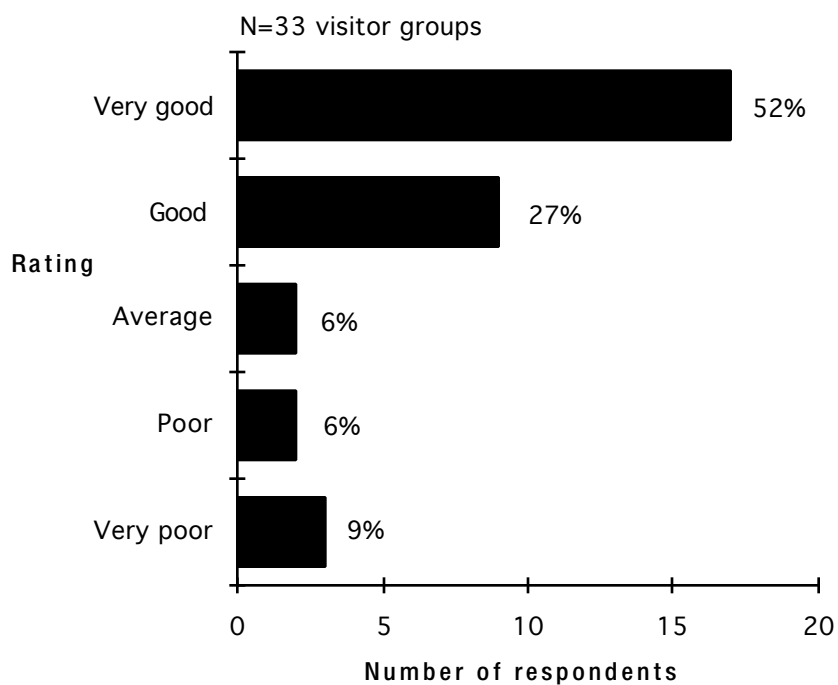
**Figure 54: Importance of marina facilities****Figure 55: Importance of picnic areas**

**Figure 56: Importance of campgrounds****Figure 57: Quality of lodge or cottages**

**Figure 58: Quality of restaurant****Figure 59: Quality of gift shops**

**Figure 60: Quality of boat rentals****Figure 61: Quality of boat tours**

**Figure 62: Quality of bicycle rentals****Figure 63: Quality of restrooms**

**Figure 64: Quality of tram tours****Figure 65: Quality of marina facilities**

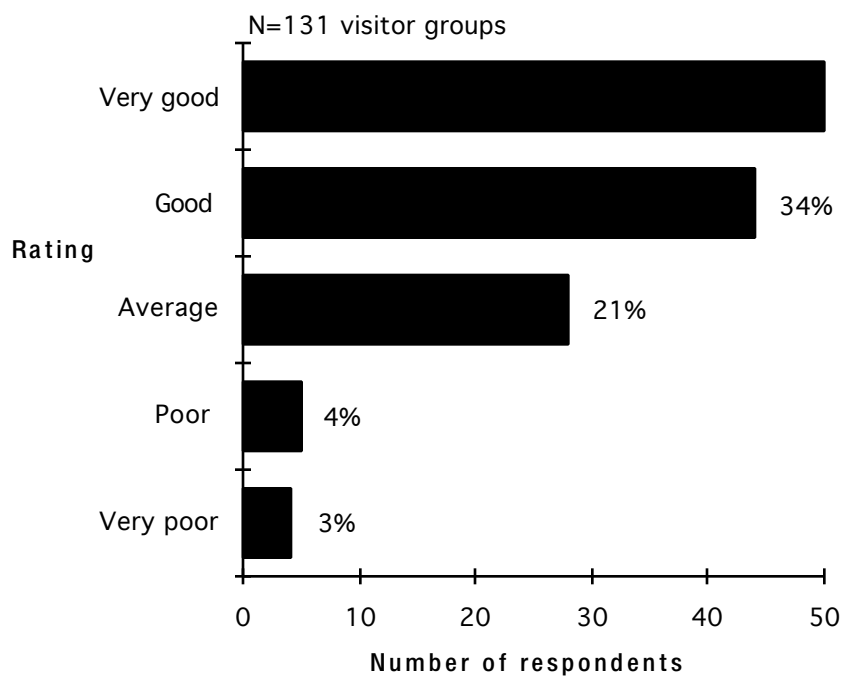


Figure 66: Quality of picnic areas

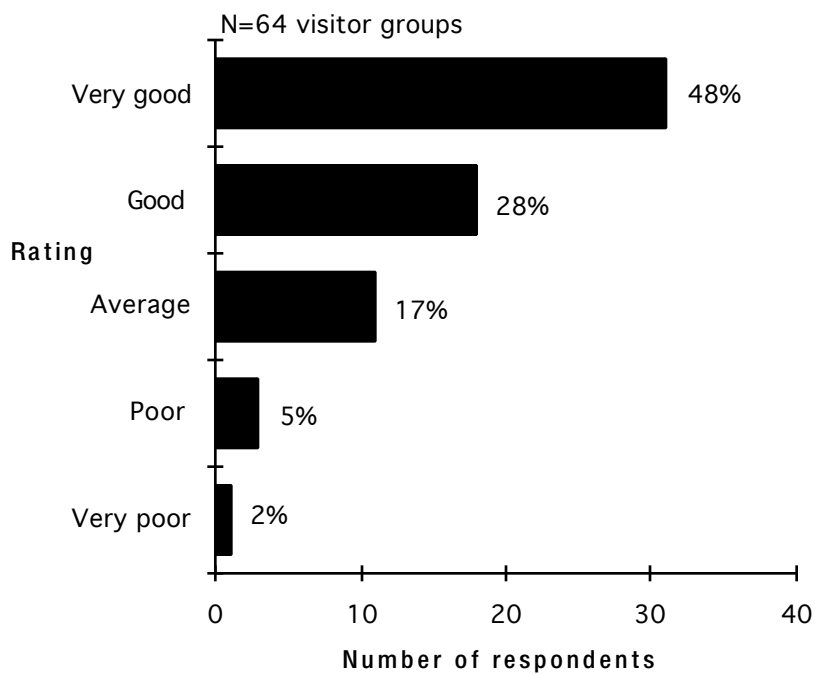


Figure 67: Quality of campgrounds

Expenditures

Visitors were asked to list their expenditures in the park and outside the park (within 50 miles) during their visit. They were asked how much money they spent for lodging (motel, camping, etc.), travel (gas, bus fare, etc.), food (restaurant, groceries, etc.), and "other" items (film, gifts, etc.).

Many visitor groups (39%) spent up to \$50 in total expenditures in and outside the park during this visit (see Figure 68). Another 31% of groups spent \$51-\$150 during their visit.

Outside the park: Outside the park, 45% of visitors spent up to \$50 in total expenditures during this visit (see Figure 69). Another 31% of visitors spent \$51 to \$150.

The largest proportion of visitors' money was spent for lodging (43%) and food (32%) outside the park, as shown in Figure 70.

Over one-third of the visitors (37%) spent no money outside the park for lodging (see Figure 71). Another 37% spent \$26 to \$100 for lodging. For travel, 70% of the visitor groups spent up to \$25 (see Figure 72). For food, 69% of the groups spent up to \$50 (see Figure 73). Forty-eight percent of the groups spent no money for "other" items (see Figure 74).

Outside the park, the average visitor group expenditure in the park area during this visit was \$112. The average per capita expenditure was \$45. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$50.

Inside the park: Inside the park, 60% of the visitors spent up to \$50 in total expenditures during this visit (see Figure 75). Another 18% spent no money during their visit.

The largest proportion of visitors' money was spent for food (31%) "other" items (28%), and lodging (26%) inside the park, as shown in Figure 76.

Over two-thirds of the visitors (69%) spent no money for lodging in the park (see Figure 77). For travel, 53% of the visitor groups spent no money (see Figure 78). For food, 58% of the groups spent up to \$50 (see Figure 79). Sixty-two percent of the groups spent up to \$50 for "other" items (see Figure 80).

In the park, the average visitor group expenditure during this visit was \$45. The average per capita expenditure was \$19. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$20.

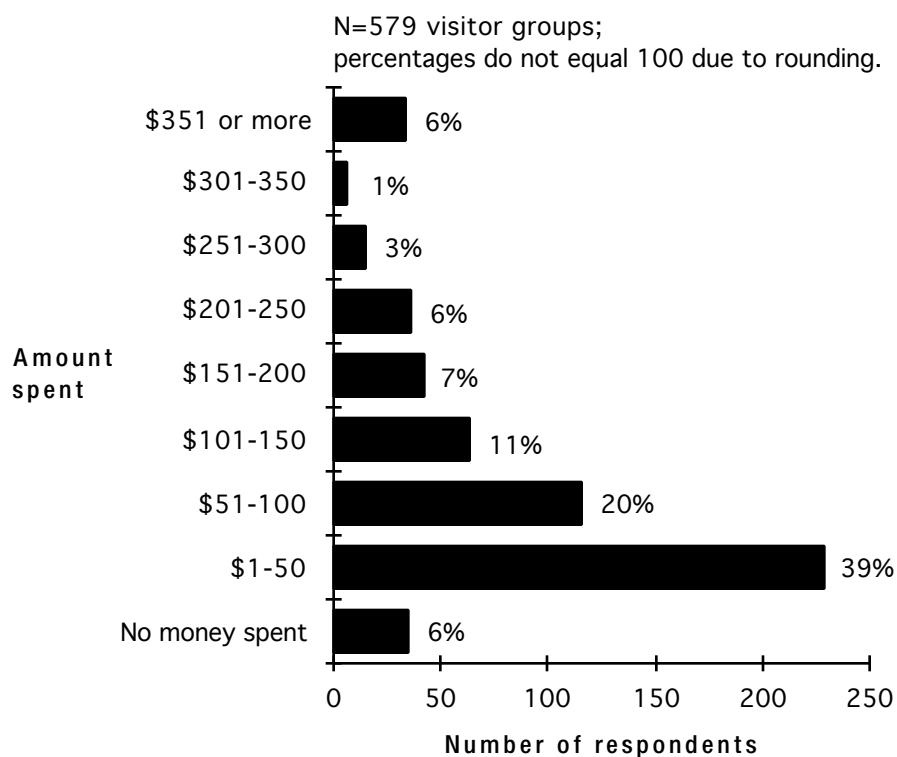


Figure 68: Total expenditures (in and outside the park)

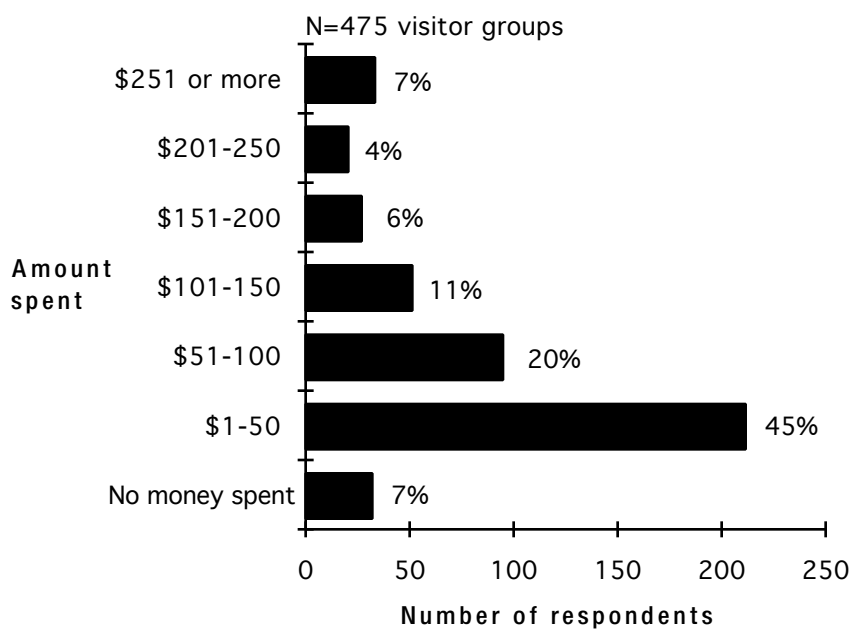


Figure 69: Total expenditures (outside the park)

N=475 visitor groups;
percentages do not equal 100 due to rounding.

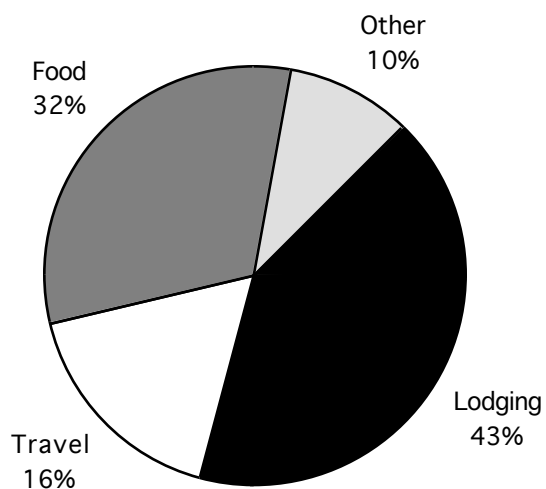


Figure 70: Proportion of expenditures (outside the park)

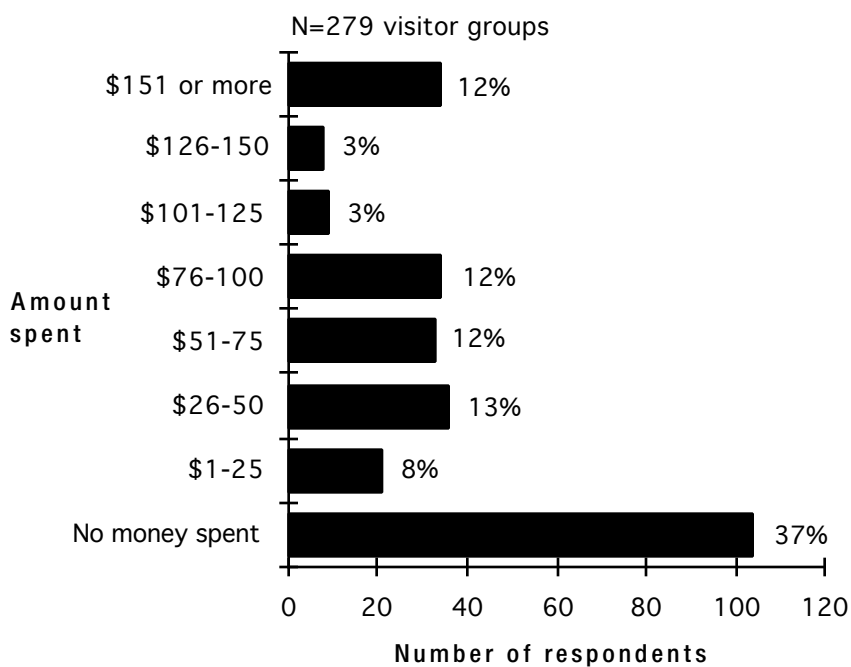


Figure 71: Expenditures for lodging (outside the park)

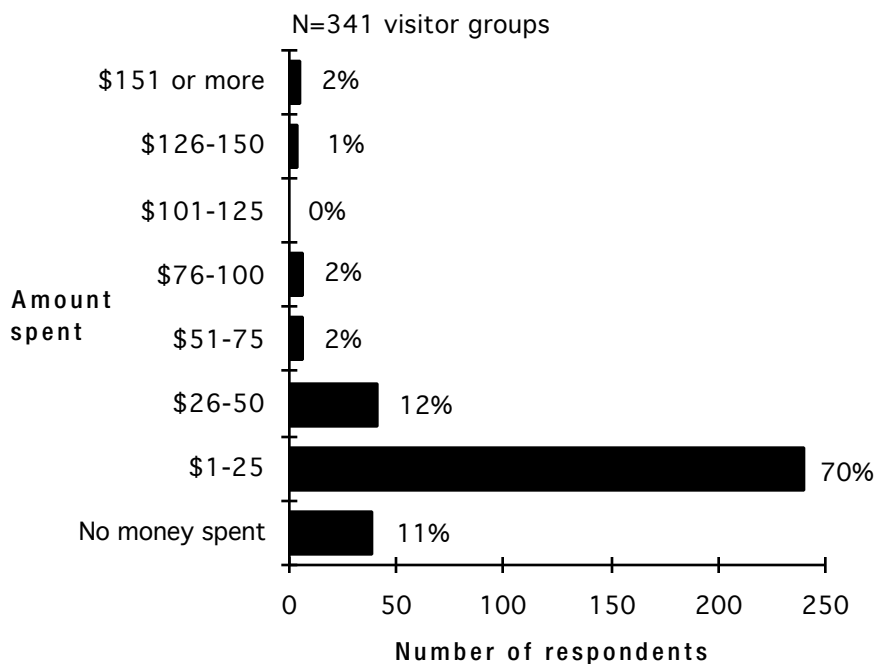


Figure 72: Expenditures for travel (outside the park)

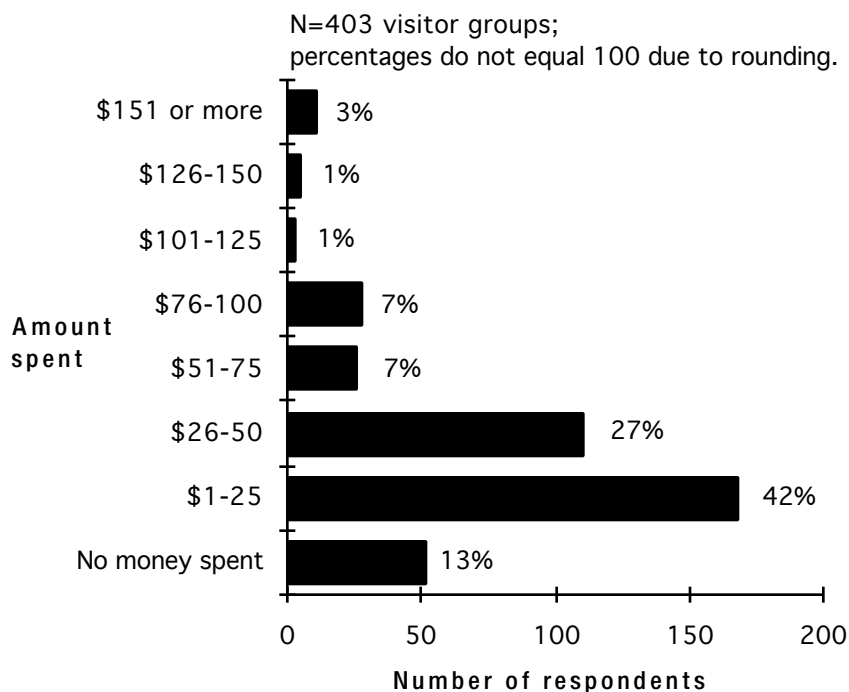


Figure 73: Expenditures for food (outside the park)

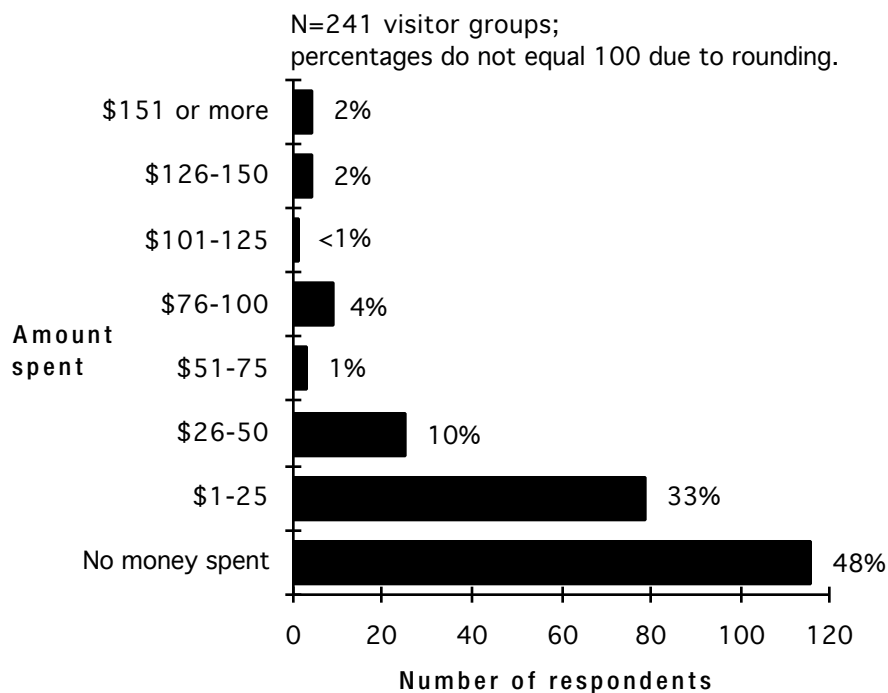


Figure 74: Expenditures for "other" items (outside the park)

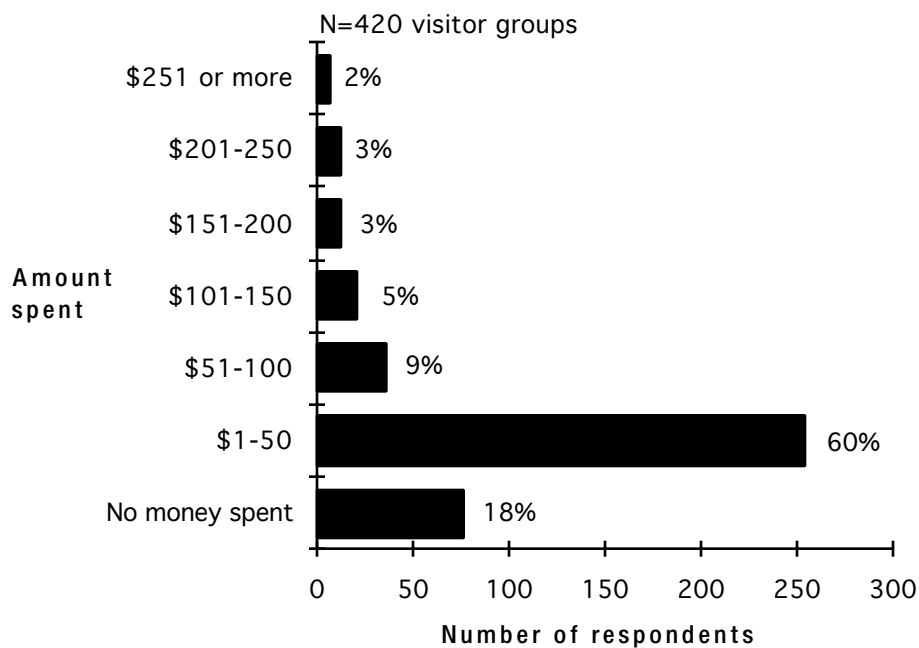


Figure 75: Total expenditures in the park

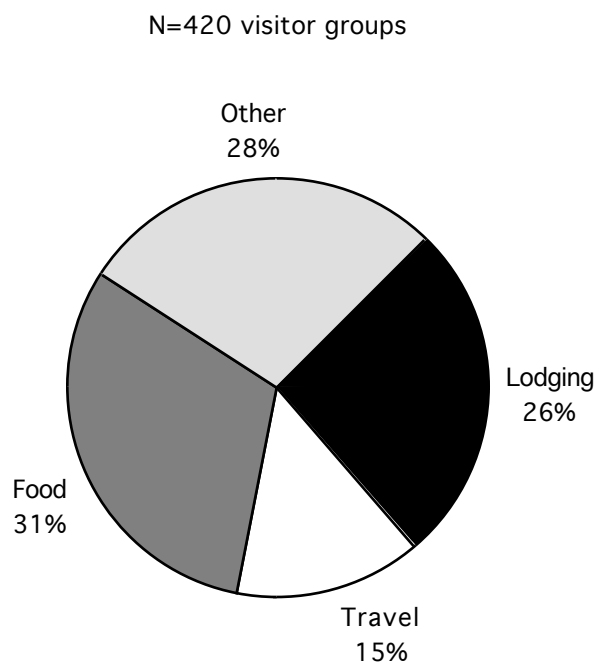


Figure 76: Proportions of expenditures spent in the park

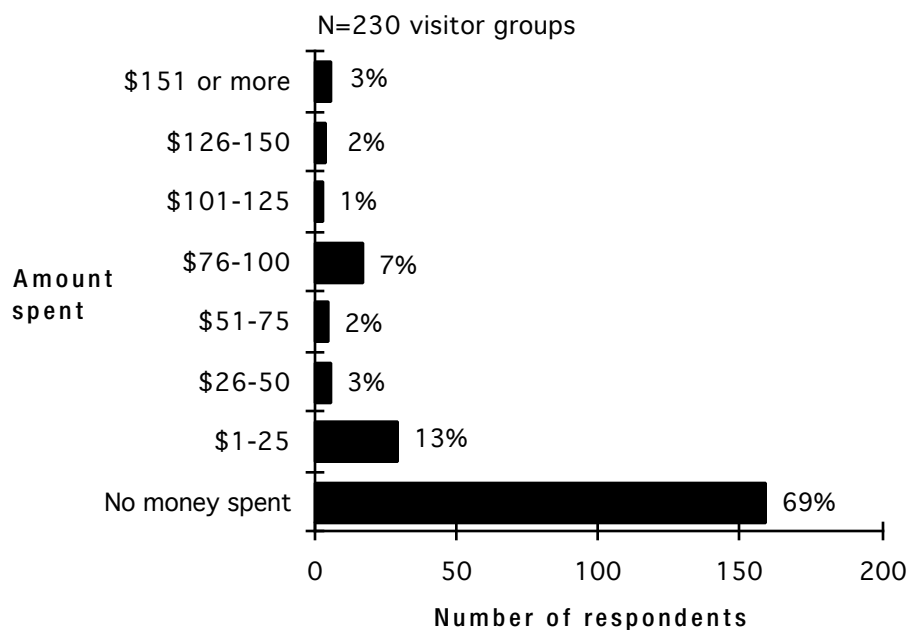
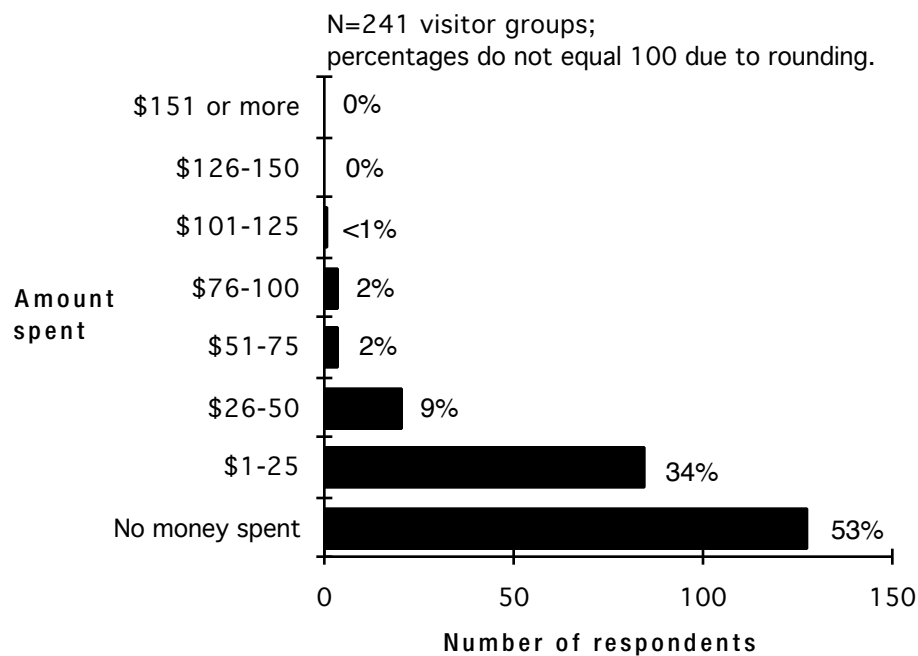
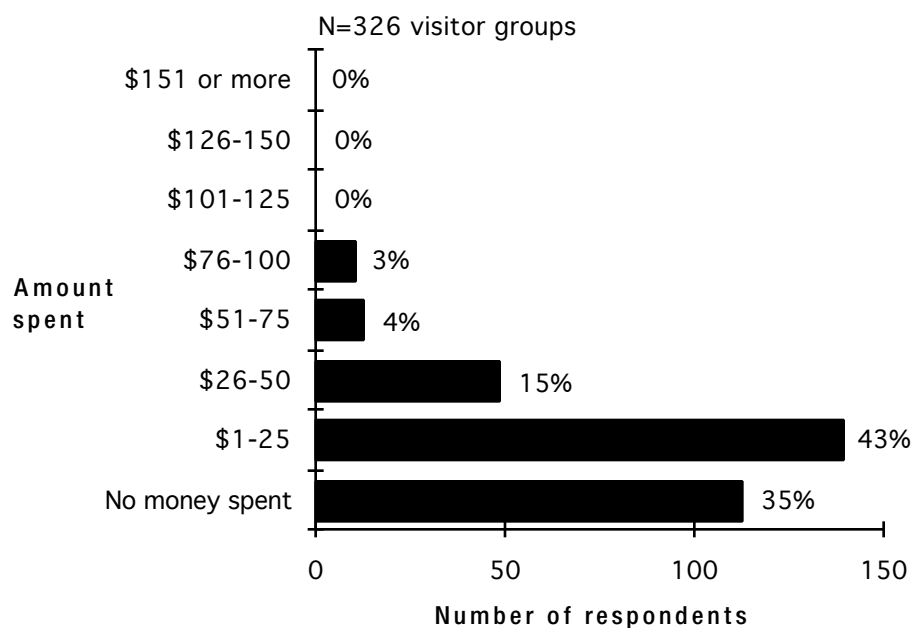


Figure 77: Expenditures for lodging (in the park)

**Figure 78: Expenditures for travel (in the park)****Figure 79: Expenditures for food (in the park)**

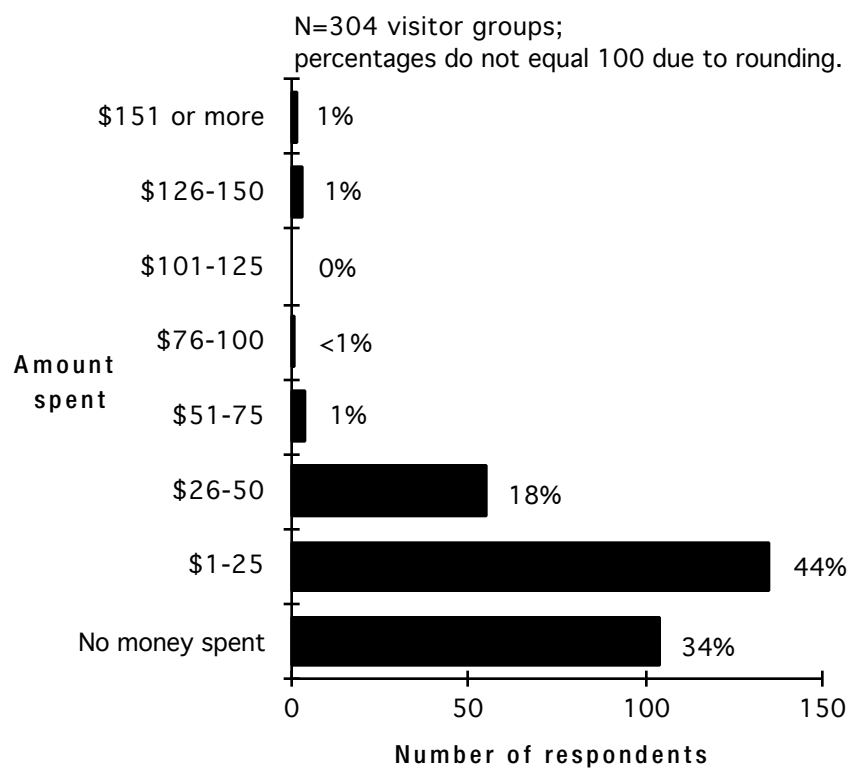


Figure 80: Expenditures for "other" items (in the park)

**Future
interpretive
services
preferred**

Visitors were asked what types of interpretive services they would most like to have available on a future visit. Over two-thirds of the visitors (69%) said informational brochures were the interpretive service they most preferred (see Figure 81). Also identified were road or trailside exhibits (52%), ranger led walks/talks and ranger-led canoe trips (40%). "Other" services which visitors requested included self-guided trails, videos, slides, improved maps, more types of boat tours, and more tram tours.

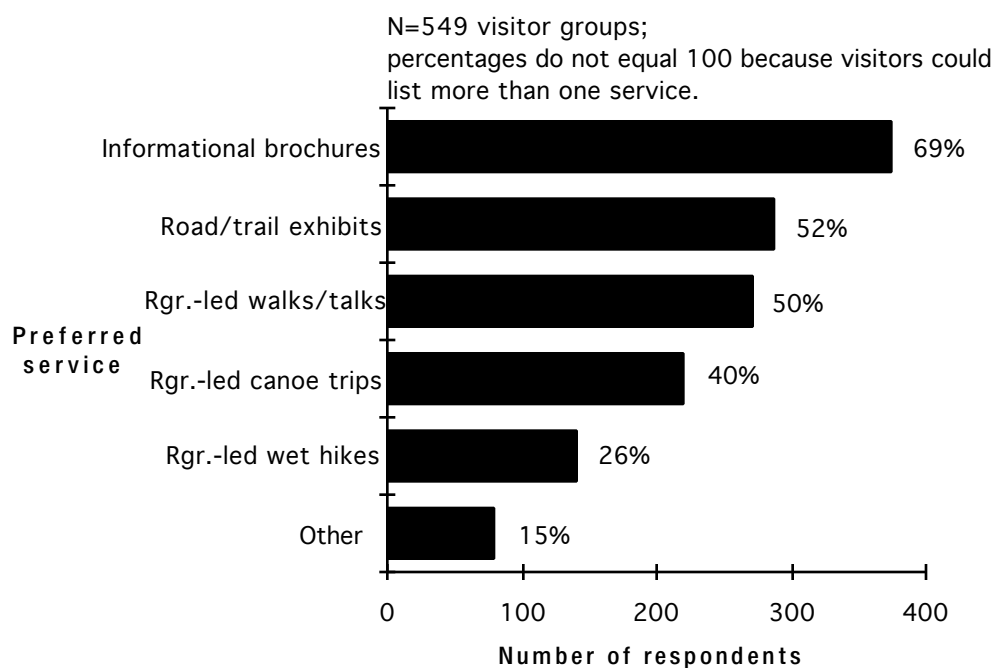


Figure 81: Future interpretive services preferred

Visitors were asked what subjects they would most like to learn about on a future visit to Everglades National Park. Their responses are listed in Table 5.

**Future
interpretive
subjects
preferred**

Table 5: Future interpretive subjects preferred

N=774 comments;
many visitors made more than one comment.

Subject	Number of times mentioned
Zoology	148
Environmental concerns	125
History	115
Botany	107
All subjects listed	34
Birds	24
Wildlife (habitat, habits, etc.)	24
Preserving the Everglades/ways to help	22
Water issues/wetlands	20
Same subjects as currently	14
Environmental degradation and restoration	14
Ecology	13
Environment	12
Geology	11
Everglades ecosystems	9
American Indians	8
Natural history	7
Future park plans/trends	6
Biology	5
Information about visiting the park	5
Information on fishing	5
Geography	4
Alligators/crocodiles	3
Climate/weather	3
Effects of farming on Everglades ecosystem	3
Florida panther	3
Boating information	2
Entomology	2
Research efforts in park	2
Endangered species	2
Foreign language information	2
Cultural history	2
Manatees and efforts to protect them	2
Marine biology/ecosystem	2
Other comments	14

**Overall rating
of service
quality**

Visitors were asked to rate the overall quality of the visitor services provided at Everglades during this visit. Most visitors (88%) rated the services as "good" or "very good" (see Figure 45). Less than one percent of the visitors said the overall quality of services was "very poor."

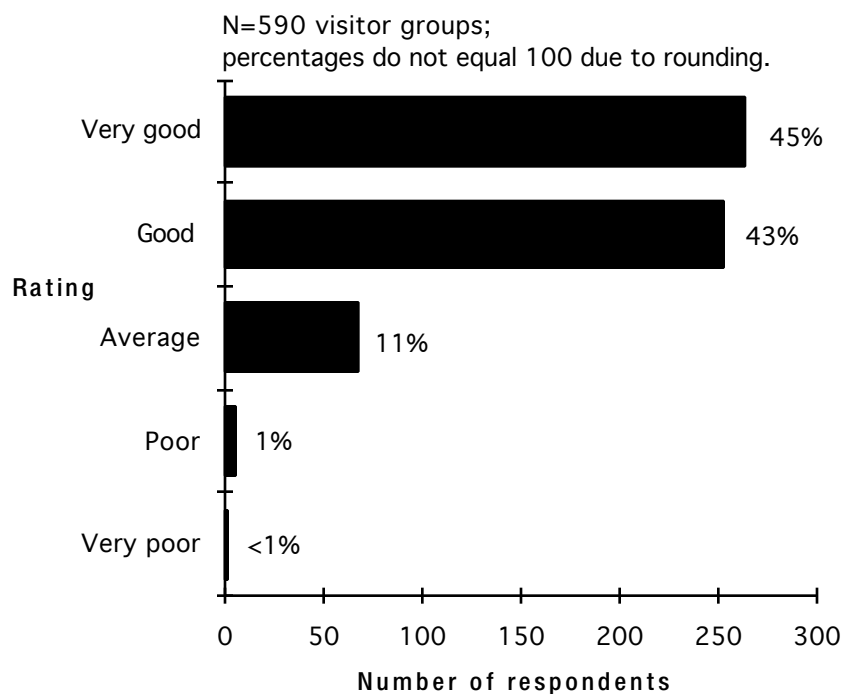


Figure 82: Overall quality rating of services

Visitors were asked, "What did you and your group like most about your visit to Everglades National Park?" A summary of their comments appears below and in the appendix.

What visitors liked most

Visitor likes

N=904 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Tram tour guides knowledgeable, excellent	18
Staff knowledgeable, helpful	10
Rangers knowledgeable, helpful	11
Guides knowledgeable, helpful	7
Concession employees friendly, helpful	4
INTERPRETIVE SERVICES	
Tram tour	24
Learning about Everglades	17
Ranger-led walks/talks	10
Guided tours informative	5
Self-guided trails	4
Hammock trail	2
Variety of activities offered	2
Other comments	4
FACILITIES AND MAINTENANCE	
Facilities clean	14
Trails	12
Anhinga Trail	11
Park well maintained, well designed	8
Royal Palm trails	7
Roads through the park	6
Campgrounds	4
Parking	2
Royal Palm Visitor Center	2
Bike trails	2
Picnic areas	2
Other comments	7
POLICIES	
Easy accessibility	3
Camping affordable	2
Park commitment to recycling	2
Other comments	4
CONCESSION	
Boat trip/tour	22
Food	4
Other comments	3

RESOURCE MANAGEMENT

Observing variety of wildlife	126
Birds	64
Alligators	43
Animals	27
Natural habitats	27
Fish/Fishing	20
Wilderness	14
Plants	11
Wetland/pond	8
That it is preserved	8
Dolphins	7
Crocodiles	5
Hammocks	5
Uncrowded	5
Turtles	3
Not overly developed	4
Richness of ecosystem	4
Snakes	2
Wildflowers	2
Manatees	2
Waterfall	2
Ospreys	2
Reptiles	2
Management of resources	2
Other comments	2

GENERAL IMPRESSIONS

Beauty/natural scenery	90
Solitude	26
Quiet/peaceful	22
The park/uniqueness	12
Good weather	10
Vastness	10
Everything	8
Enjoyed visit	7
Hiking/walking	7
Relaxed pace	7
Fun to explore	6
Camping	5
Canoeing	5
Friendly people	5
Sharing experience with others	5
Accessibility to nature	4
Remoteness	4
The Everglades	4
Airboat ride	3
Biking	3
Royal Palm	2
Other visitors respectful	2
Swimming	2
Open space	2
Close to home	2
Other comments	22

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

What visitors liked least

Visitor dislikes

N=467 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers unknowledgeable/unhelpful	6
Concession personnel rude, inefficient	6
Law enforcement rangers should be more polite	2
Tour guide had poor attitude	2
Lack of rangers	5
INTERPRETIVE SERVICES	
Lack of general park information	16
Lack of information/exhibits on flora/fauna	5
Exhibits need improved	3
Lack of exhibits	3
Lack of roadside/trailside exhibits	3
Other comments	11
FACILITIES AND MAINTENANCE	
Litter	13
Lack of directional signs	9
Restrooms not clean/maintained	8
Lack of restrooms	6
Restrooms	6
Lack of electricity/hookups in campgrounds	4
Lack of children's playgrounds	3
Lack of picnic areas	3
Lack of showers	3
Lack of parking areas	3
Restrooms at Flamingo campground	3
Flamingo area	3
Make park road more interesting	3
Lack of shade	3
Lack of pullouts	2
Lack of campgrounds	2
Campsites too close together	2
Lack of trails	2
Everglades City	2
Canoe launch area	2
Lack of trail signs	2
Other comments	19

POLICIES

Large school groups not well supervised	3
Airboats	3
High speed limits	3
Powerboats	3
Boat noise	2
Separate RV and tent camping	2
Speeding visitors	2
Other comments	9

CONCESSION

Boat tour	7
Limited food available	7
Food prices too expensive	6
Tram tours not offered frequently enough	6
Boat tour expensive	4
Bicycle rentals too expensive	3
Hotel rooms	3
Lack of enough rental facilities	3
Could not hear boat tour guide	2
Tram operations need improved	2
Gift shop selection poor	2
Gift shop expensive	2
Flamingo restaurant	2
Food quality	2
Tour expensive	2
Rentals need longer hours	2
Other comments	7

RESOURCE MANAGEMENT

Mosquitoes, insects, bugs	31
Lack of wildlife	12
Crowded	9
Touristy development around park	6
Lack of water	5
Seeing dead fish	5
Unexciting scenery, not what was expected	5
Fire ants	3
Lack of fish	3
Dead animals on road	2
Lack of birds	2
Other comments	8

GENERAL IMPRESSIONS

Nothing	38
Not enough time	31
Weather	12
Noisy people	8
Distance to get to park	5
Long distances in park	4
Leaving	2
Flamingo	2
Price of airboat tours	2
Traffic	2
Other comments	19

Visitors were asked "If you were a manager planning for the future of Everglades National Park, what would you propose? Please be specific." A summary of their responses is listed below and in the appendix.

Planning for the future

Planning for the future

N=790 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Personnel should be more courteous	5
Train your tour guides how to clearly communicate	3
Employees/staff friendly/helpful	2
Rangers unknowledgeable	2
Rangers do a good job presenting information	2
Have more personnel available	2
Other comment	1
INTERPRETIVE SERVICES	
Provide more information	49
Improve and expand interpretive facilities	25
Offer more ranger guided activities	19
Educate the public	17
Provide more information in foreign languages	12
Provide information about problems facing the Everglades	11
Improve or expand tram tour	9
Provide more interactive programs	9
Increase public awareness about preserving this environment	9
Provide videos or movies at visitor center	7
More information on birds, animals, and plants	7
Conservation should be emphasized	5
Provide information about how people can help	5
Provide daily and seasonal activities information	4
Maintain standards of ranger/presenter skills	3
Information should be geared toward suitable activities	2
Have roving rangers available for answering questions	2
Nature trail placards need to be revised	2
Continue present programs	2
Other comments	22
FACILITIES AND MAINTENANCE	
Provide better road signs and markers	12
Improve campgrounds	11
Provide more hiking trails	8
Add more campsites/campgrounds	8
Provide more shaded areas	7
Build more roads	6
Add electricity to campsites	6
Expand or increase number of swimming areas	6
Provide more facilities and activities	6

Provide more bike trails	5
Update facilities	5
Improve restrooms	5
Improve park roads	5
Construct bike or jogging paths along park roads	4
Provide more boardwalks	4
Post signs and fines for littering	4
Provide more short trails	3
Expand or improve parking	3
Provide more observation towers	3
Provide more roadway stops	3
More picnic areas	3
Provide showers	2
Provide camping facilities with water hookups	2
Provide playground or activities for children	2
Separate areas for tent and RV camping	2
Build wildlife viewing enclosures	2
Provide better trail/waterway signs	2
Bathrooms clean	2
Provide more backcountry campsites	2
Provide more access points	2
Reduce water consumption - low-flow faucets/toilets	2
Other comments	28

POLICIES

Eliminate or restrict powerboats/airboats	17
Promote the park more to the public	9
Stricter rules regarding pollution and littering	5
Transport visitors with shuttles-leave cars outside	4
Limit number of visitors if needed	4
Stricter sentence for litterers	4
Area residents should have a lower fee	3
Increase access in park	3
Reduce the speed limit	2
Take donations for acquiring more land	2
Limit access in park	2
Other comments	37

RESOURCE MANAGEMENT

Limit development in and around park	48
Protect the environment	40
Work to restore natural hydrology/water flow	33
Acquire more land	8
Protect wildlife	8
Continue research about ecosystem and how to protect it	7
Eliminate exotic species	5
Limit development in park	3
Limit development around park	2
Emphasize management and protection, not access/accommodation	2
Maintain natural cycles	2
Get rid of flying/biting bugs	2
Other comments	20

CONCESSIONS

Upgrade food and beverage services	11
Upgrade hotels	6
Concessions too expensive	5
Provide airboat rides	5
Provide better and cheaper bike rentals	3
Provide bus or shuttle service	2
Provide fishing tours	2
Provide gas station	2
Other comments	19

GENERAL IMPRESSIONS

Wouldn't change anything	16
Good job	5
Enjoyed park	2
Other comments	37

Comment Summary Many visitors wrote additional comments, which are included in the separate appendix of this report. Their comments about Everglades 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 about their visit.

Visitor Comment Summary

N=519 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Knowledgeable, helpful, and informative employees	29
Tour guide was excellent	13
Employees were not helpful	7
Other comments	3
INTERPRETIVE SERVICES	
Visit was informative	9
Provide information about tours and activities	4
Educate the public	4
Provide natural history information	3
Provide information about concessions	3
Upgrade interpretive exhibits	3
Provide information on seasonal variations	2
Tour is too long	2
Enjoyed the ranger programs	2
Other comments	11
FACILITIES AND MAINTENANCE	
Poor highway signs	8
Park was clean	7
Enjoyed the Anhinga Trail	4
Park has a good layout	2
Improve trail and road signs	2
Handicapped access to trails is good	2
Campground was well-maintained	2
Construct more hiking trails	2
Other comments	20
POLICIES	
Publicize park	3
Keep noise to a minimum	2
Provide a greater ranger presence	2
Other comments	8

RESOURCE MANAGEMENT

Enjoyed diversity of wildlife	14
Emphasize preservation and protection	12
Minimize environmental harm	5
Keep it natural	4
Saw fewer birds than in previous years	3
Enjoyed seeing alligators	3
Enjoyed seeing animals in their natural environment	2
Park is well managed	2
Appreciate efforts to restore proper water management	2
Other comments	17

CONCESSIONS

Boat trip was enjoyable	3
Other comments	14

GENERAL IMPRESSIONS

Enjoyed the park	134
Will be back	39
Would like to spend more time	27
Thanks	18
Keep up the good work	14
Beautiful place	12
Good experience	9
Interesting trip	8
Unique park	6
Worth the visit	4
Relaxing atmosphere	3
Good luck	3
Park wasn't crowded	2
Other comments	74

Everglades National Park Additional Analysis

The Visitor Services Project (VSP) staff offer the opportunity to learn more from VSP visitor study data.

Additional Analysis:

Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible--you may select a single program/service/ facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- | | | |
|------------------------------|----------------------------------|-------------------------------------|
| • Source of information | • State of residence | • Visitor service quality |
| • Travel route to reach park | • Number of visits | • Use of boat |
| • Length of stay | • Languages spoken | • Type of boat used |
| • Activities | • Reasons for visiting | • Total expenditures |
| • Group size | • Places visited | • Lodging expenditures - in & out |
| • Guided tour | • Information services used | • Travel expenditures - in & out |
| • School/college group | • Information service importance | • Food expenditures - in & out |
| • Group type | • Information service quality | • Other expenditures - in & out |
| • Age | • Visitor service used | • Overall service quality rating |
| • Country of residence | • Visitor service importance | • Future interp. services preferred |

Database

A database, which became operational in April 1996, contains all the VSP visitor studies results from 1988 through the present. To use the database it is necessary to have a database catalog, which lists the information contained in the database. Queries to the database will be accepted by phone, mail, cc:Mail, e:mail or fax and the same forms of media can be used to return the answer to you. Through the database, you can learn how the results of this VSP visitor study compare with those across the nation, or within a specific region, with other natural areas, or sorted in many other ways.

Phone/send requests to:

Visitor Services Project, CPSU
College of Forestry, Wildlife and Range Sciences
University of Idaho
Moscow, Idaho 83844-1133

Phone: 208-885-2819
FAX: 208-885-4261
cc:Mail: VSP Database
e:mail: vspdatabase@uidaho.edu

QUESTIONNAIRE

Everglades National Park

Visitor Study Appendix

**Visitor Services Project Report 84
Cooperative Park Studies Unit**

Everglades National Park

Visitor Study

Appendix

Margaret Littlejohn

Report 84

January 1997

This volume contains summaries of festival and general visitors' comments for Questions 18, 19, 20 and 21. Each summary is followed by their unedited comments.

Margaret Littlejohn is VSP Coordinator, National Park Service based at the Cooperative Park Studies Unit, University of Idaho. I thank Sandy Watson, Americorps employees Kerri Davis, Jessica Stevenson and James Scannel and the staff of Everglades National Park 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 likes

N=904 comments;
many visitors made more than one comment.

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

PERSONNEL

Tram tour guides knowledgeable, excellent	18
Staff knowledgeable, helpful	10
Rangers knowledgeable, helpful	11
Guides knowledgeable, helpful	7
Concession employees friendly, helpful	4

INTERPRETIVE SERVICES

Tram tour	24
Learning about Everglades	17
Ranger-led walks/talks	10
Guided tours informative	5
Self-guided trails	4
Hammock trail	2
Variety of activities offered	2
Other comments	4

FACILITIES AND MAINTENANCE

Facilities clean	14
Trails	12
Anhinga Trail	11
Park well maintained, well designed	8
Royal Palm trails	7
Roads through the park	6
Campgrounds	4
Parking	2
Royal Palm Visitor Center	2
Bike trails	2
Picnic areas	2
Other comments	7

POLICIES

Easy accessibility	3
Camping affordable	2
Park commitment to recycling	2
Other comments	4

CONCESSION

Boat trip/tour	22
Food	4
Other comments	3

RESOURCE MANAGEMENT

Observing variety of wildlife	126
Birds	64
Alligators	43
Animals	27
Natural habitats	27
Fish/Fishing	20
Wilderness	14
Plants	11
Wetland/pond	8
That it is preserved	8
Dolphins	7
Crocodiles	5
Hammocks	5
Uncrowded	5
Turtles	3
Not overly developed	4
Richness of ecosystem	4
Snakes	2
Wildflowers	2
Manatees	2
Waterfall	2
Ospreys	2
Reptiles	2
Management of resources	2
Other comments	2

GENERAL IMPRESSIONS

Beauty/natural scenery	90
Solitude	26
Quiet/peaceful	22
The park/uniqueness	12
Good weather	10
Vastness	10
Everything	8
Enjoyed visit	7
Hiking/walking	7
Relaxed pace	7
Fun to explore	6
Camping	5
Canoeing	5
Friendly people	5
Sharing experience with others	5
Accessibility to nature	4
Remoteness	4
The Everglades	4
Airboat ride	3
Biking	3
Royal Palm	2
Other visitors respectful	2
Swimming	2
Open space	2
Close to home	2
Other comments	22

Visitor dislikes

N=467 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers unknowledgeable/unhelpful	6
Concession personnel rude, inefficient	6
Law enforcement rangers should be more polite	2
Tour guide had poor attitude	2
Lack of rangers	5
INTERPRETIVE SERVICES	
Lack of general park information	16
Lack of information/exhibits on flora/fauna	5
Exhibits need improved	3
Lack of exhibits	3
Lack of roadside/trailside exhibits	3
Other comments	11
FACILITIES AND MAINTENANCE	
Litter	13
Lack of directional signs	9
Restrooms not clean/maintained	8
Lack of restrooms	6
Restrooms	6
Lack of electricity/hookups in campgrounds	4
Lack of children's playgrounds	3
Lack of picnic areas	3
Lack of showers	3
Lack of parking areas	3
Restrooms at Flamingo campground	3
Flamingo area	3
Make park road more interesting	3
Lack of shade	3
Lack of pullouts	2
Lack of campgrounds	2
Campsites too close together	2
Lack of trails	2
Everglades City	2
Canoe launch area	2
Lack of trail signs	2
Other comments	19
POLICIES	
Large school groups not well supervised	3
Airboats	3
High speed limits	3
Powerboats	3
Boat noise	2
Separate RV and tent camping	2
Speeding visitors	2
Other comments	9

CONCESSION

Boat tour	7
Limited food available	7
Food prices too expensive	6
Tram tours not offered frequently enough	6
Boat tour expensive	4
Bicycle rentals too expensive	3
Hotel rooms	3
Lack of enough rental facilities	3
Could not hear boat tour guide	2
Tram operations need improved	2
Gift shop selection poor	2
Gift shop expensive	2
Flamingo restaurant	2
Food quality	2
Tour expensive	2
Rentals need longer hours	2
Other comments	7

RESOURCE MANAGEMENT

Mosquitoes, insects, bugs	31
Lack of wildlife	12
Crowded	9
Touristy development around park	6
Lack of water	5
Seeing dead fish	5
Unexciting scenery, not what was expected	5
Fire ants	3
Lack of fish	3
Dead animals on road	2
Lack of birds	2
Other comments	8

GENERAL IMPRESSIONS

Nothing	38
Not enough time	31
Weather	12
Noisy people	8
Distance to get to park	5
Long distances in park	4
Leaving	2
Flamingo	2
Price of airboat tours	2
Traffic	2
Other comments	19

Planning for the future

N=790 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Personnel should be more courteous	5
Train your tour guides how to clearly communicate	3
Employees/staff friendly/helpful	2
Rangers unknowledgeable	2
Rangers do a good job presenting information	2
Have more personnel available	2
Other comment	1
INTERPRETIVE SERVICES	
Provide more information	49
Improve and expand interpretive facilities	25
Offer more ranger guided activities	19
Educate the public	17
Provide more information in foreign languages	12
Provide information about problems facing the Everglades	11
Improve or expand tram tour	9
Provide more interactive programs	9
Increase public awareness about preserving this environment	9
Provide videos or movies at visitor center	7
More information on birds, animals, and plants	7
Conservation should be emphasized	5
Provide information about how people can help	5
Provide daily and seasonal activities information	4
Maintain standards of ranger/presenter skills	3
Information should be geared toward suitable activities	2
Have roving rangers available for answering questions	2
Nature trail placards need to be revised	2
Continue present programs	2
Other comments	22
FACILITIES AND MAINTENANCE	
Provide better road signs and markers	12
Improve campgrounds	11
Provide more hiking trails	8
Add more campsites/campgrounds	8
Provide more shaded areas	7
Build more roads	6
Add electricity to campsites	6
Expand or increase number of swimming areas	6
Provide more facilities and activities	6
Provide more bike trails	5
Update facilities	5
Improve restrooms	5
Improve park roads	5
Construct bike or jogging paths along park roads	4
Provide more boardwalks	4
Post signs and fines for littering	4

Provide more short trails	3
Expand or improve parking	3
Provide more observation towers	3
Provide more roadway stops	3
More picnic areas	3
Provide showers	2
Provide camping facilities with water hookups	2
Provide playground or activities for children	2
Separate areas for tent and RV camping	2
Build wildlife viewing enclosures	2
Provide better trail/waterway signs	2
Bathrooms clean	2
Provide more backcountry campsites	2
Provide more access points	2
Reduce water consumption - low-flow faucets/toilets	2
Other comments	28

POLICIES

Eliminate or restrict powerboats/airboats	17
Promote the park more to the public	9
Stricter rules regarding pollution and littering	5
Transport visitors with shuttles-leave cars outside	4
Limit number of visitors if needed	4
Stricter sentence for litterers	4
Area residents should have a lower fee	3
Increase access in park	3
Reduce the speed limit	2
Take donations for acquiring more land	2
Limit access in park	2
Other comments	37

RESOURCE MANAGEMENT

Limit development in and around park	48
Protect the environment	40
Work to restore natural hydrology/water flow	33
Acquire more land	8
Protect wildlife	8
Continue research about ecosystem and how to protect it	7
Eliminate exotic species	5
Limit development in park	3
Limit development around park	2
Emphasize management and protection, not access/accommodation	2
Maintain natural cycles	2
Get rid of flying/biting bugs	2
Other comments	20

CONCESSIONS

Upgrade food and beverage services	11
Upgrade hotels	6
Concessions too expensive	5
Provide airboat rides	5
Provide better and cheaper bike rentals	3
Provide bus or shuttle service	2
Provide fishing tours	2
Provide gas station	2
Other comments	19

GENERAL IMPRESSIONS

Wouldn't change anything	16
Good job	5
Enjoyed park	2
Other comments	37

Visitor Comment Summary

N=519 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Knowledgeable, helpful, and informative employees	29
Tour guide was excellent	13
Employees were not helpful	7
Other comments	3
INTERPRETIVE SERVICES	
Visit was informative	9
Provide information about tours and activities	4
Educate the public	4
Provide natural history information	3
Provide information about concessions	3
Upgrade interpretive exhibits	3
Provide information on seasonal variations	2
Tour is too long	2
Enjoyed the ranger programs	2
Other comments	11
FACILITIES AND MAINTENANCE	
Poor highway signs	8
Park was clean	7
Enjoyed the Anhinga Trail	4
Park has a good layout	2
Improve trail and road signs	2
Handicapped access to trails is good	2
Campground was well-maintained	2
Construct more hiking trails	2
Other comments	20
POLICIES	
Publicize park	3
Keep noise to a minimum	2
Provide a greater ranger presence	2
Other comments	8
RESOURCE MANAGEMENT	
Enjoyed diversity of wildlife	14
Emphasize preservation and protection	12
Minimize environmental harm	5
Keep it natural	4
Saw fewer birds than in previous years	3
Enjoyed seeing alligators	3
Enjoyed seeing animals in their natural environment	2
Park is well managed	2
Appreciate efforts to restore proper water management	2
Other comments	17

CONCESSIONS

Boat trip was enjoyable	3
Other comments	14

GENERAL IMPRESSIONS

Enjoyed the park	134
Will be back	39
Would like to spend more time	27
Thanks	18
Keep up the good work	14
Beautiful place	12
Good experience	9
Interesting trip	8
Unique park	6
Worth the visit	4
Relaxing atmosphere	3
Good luck	3
Park wasn't crowded	2
Other comments	74
