



Voyageurs National Park

Visitor Study Summer 1997

Report 99
Visitor Services Project
Cooperative Park Studies Unit



Voyageurs National Park Visitor Study

Summer 1997

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Report 99

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Visitor Services Project
Voyageurs National Park
Report Summary

- This report describes the results of a visitor study at Voyageurs National Park during July 25 - August 3, 1997. A total of 896 questionnaires were distributed. Visitors returned 718 questionnaires for an 80% response rate.
- This report profiles Voyageurs NP visitors. A separate appendix has visitors' comments about their visit; this report and the appendix contain a comment summary.
- Sixty percent of the visitors were in family groups. Thirty-three percent of Voyageurs NP visitors were in groups of two; 33% were in groups of three or four. Three percent of visitors were in organized tour groups. Many visitors (34%) were aged 36-55 and 20% were aged 15 years or younger.
- Among Voyageurs NP visitors, 1% were international visitors. They were from Canada (31%), Germany (19%), United Kingdom (13%), New Guinea (9%) and 5 other countries. United States visitors were from Minnesota (61%), Illinois (12%), Iowa (5%), 38 other states and Puerto Rico.
- Almost two-thirds of the visitors (64%) were visiting Voyageurs NP for the first time during the past twelve months. Thirty-five percent of visitors stayed less than one day in the park; 21% spent 7 days or more. Common activities on this visit to Voyageurs NP were sightseeing (79%), viewing wildlife (77%), fishing without a guide (66%), visiting a visitor center (57%) and photography (51%). Most visitors (87%) used or traveled in a boat during this visit.
- Prior to visiting, many visitors relied on previous visits (44%) and friends/relatives (38%) as sources of information about the park. The most often listed reasons for visiting were viewing scenery/wildlife (77%), fishing (64%) and experiencing solitude (47%).
- The most visited places in Voyageurs NP were Kabetogama Lake (56%), Kabetogama Lake Visitor Center (42%), Namakan Lake (39%), Ash River Visitor Center (36%), Kettle Falls (35%) and Rainy Lake Visitor Center (33%).
- For the use, importance and quality of visitor information and ranger services, it is important to note the number of visitor groups who responded to each question. The most used information services by 500 respondents were the park brochure/map (75%) and visitor center personnel (59%). According to visitors, visitor center personnel (81% of 285 respondents) and the park map/brochure (81% of 363 respondents) were the most important services. The best quality service was assistance from employees (93% of 97 respondents).
- The most used visitor services and facilities by 657 respondents were parking areas (73%), restrooms (73%), docks (53%) and boat ramps (52%). The most important visitor services were boat ramps (93% of 330 respondents) and navigational aids (93% of 218 respondents). The best quality services were docks (93% of 326 respondents) and boat ramps (92% of 320 respondents).
- The average in-park visitor group expenditure was \$176. The average in-park per capita expenditure was \$58. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$30. The average out-of-park visitor group expenditure was \$432. The average out-of-park per capita expenditure was \$110 and the median visitor group expenditure was \$110.
- Most visitors (90%) rated the overall quality of services in the park as "good" or "very good." Visitors made many additional comments.

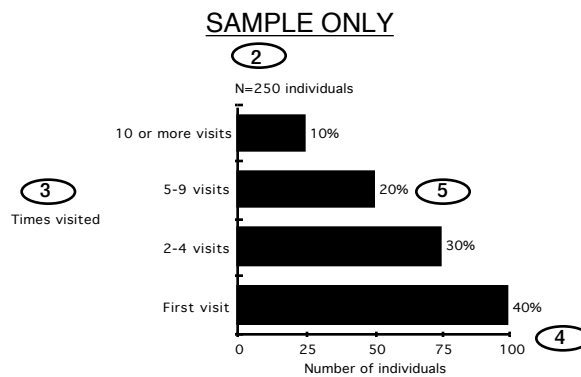
For more information about the Visitor Services Project, please contact the
University of Idaho Cooperative Park Studies Unit; phone (208) 885-7129 or 885-7863.

INTRODUCTION

This report describes the results of a study of visitors to Voyageurs National Park (referred to as "Voyageurs"). This visitor study was conducted during July 25 - August 3, 1997 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 Voyageurs NP during July 25 - August 3, 1997. Visitors completed the questionnaire after their visit and then returned it by mail. Visitors were sampled as they entered at the seven land-based locations or as they were boating on the lakes (see Table 1).

Table 1: Questionnaire distribution locations
percentages do not equal 100 due to rounding.

| Location: | Questionnaires distributed | |
|--|----------------------------|------------|
| | Number | % |
| Rainy Lake Visitor Center/boat launch | 245 | 27 |
| Kabetogama Lake Visitor Center/boat launch | 241 | 27 |
| Ash River Visitor Center/boat launch | 175 | 20 |
| Woodenfrog Campground, boat launch | 113 | 13 |
| Kettle Falls Hotel/boat launch | 52 | 6 |
| Boats on lakes | 45 | 5 |
| Crane Lake Information Center/boat launch | 25 | 3 |
| Tilson Bay boat ramp | 2 | <1 |
| GRAND TOTAL | 898 | 101 |

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 visitors who had not returned their questionnaires.

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.

Data analysis

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 706 groups, Figure 4 presents data for 2,552 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 718 questionnaires were returned by visitors, Figure 1 shows data for only 706 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 July 25 - August 3, 1997. 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.
 4. To appropriately interpret the results, refer to the specific questions to which visitors were responding (see Questionnaire in back of this report).
-

During the study week, weather conditions at the survey locations in Voyageurs NP were fairly typical of July and August with fog and rain on some days and sunny, warm conditions on other days.

Special Conditions

VISITOR RESULTS

Visitors contacted

At Voyageurs NP, 931 visitor groups were contacted; 96% (896) accepted questionnaires. A total of 718 visitor groups completed and returned their questionnaires, an 80% response rate.

Table 2 compares information collected from the total sample of visitors contacted and the actual respondents who returned questionnaires. The non-response bias is not significant.

Table 2: Comparison of total sample and actual respondents

| Variable | Total sample | | Actual respondents | |
|---------------------------|--------------|------|--------------------|------|
| | N | Avg. | N | Avg. |
| Age of respondent (years) | 881 | 44.0 | 701 | 45.1 |
| Group size | 894 | 4.2 | 706 | 4.7 |

Demographics

Figure 1 shows group sizes, which varied from one person to 42 people. Thirty-three percent of visitors came in groups of two and 33% came in groups of three or four. Sixty percent were families (see Figure 2). "Other" groups included church youth group, camp group and business associate. Three percent of the visitors were traveling with an organized tour group (see Figure 3).

The most common visitor ages were 36-50 years (34%), as shown in Figure 4. Twenty percent of visitors were aged 15 years or younger. Almost two-thirds of the visitors (64%) said they were first-time visitors during the past 12 months (see Figure 5). During the past 5 years, 33% were first time visitors; 67% were repeat visitors (see Figure 6).

International visitors comprised 1% of Voyageurs NP visitors. They were from Canada (31%), Germany (19%), United Kingdom (13%), New Guinea (9%) and 5 other countries, as shown in Table 3. United States visitors were from Minnesota (61%), Illinois (12%), Iowa (5%), 38 other states and Puerto Rico, as shown in Map 1 and Table 4.

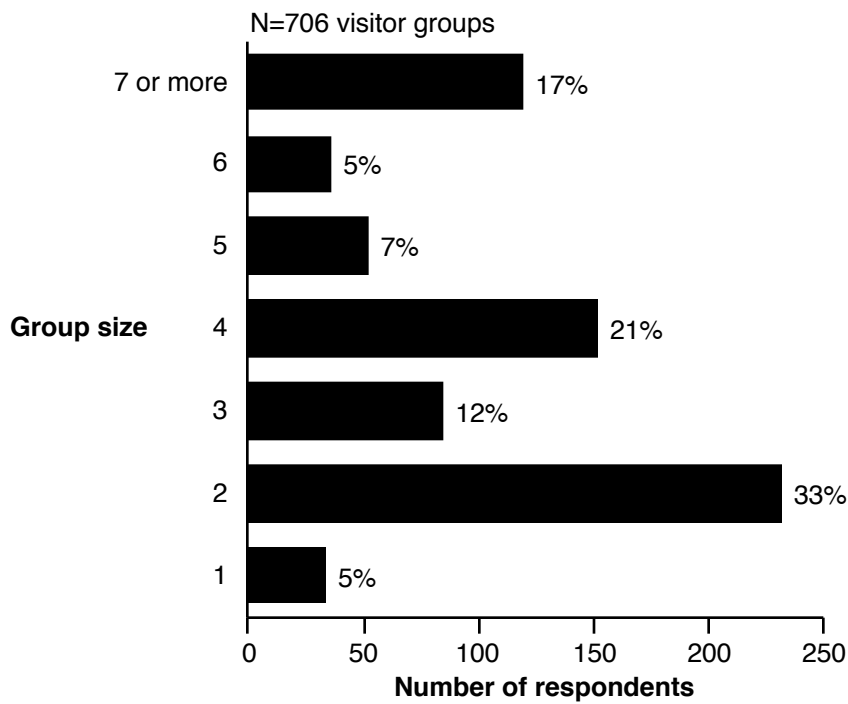


Figure 1: Visitor group sizes

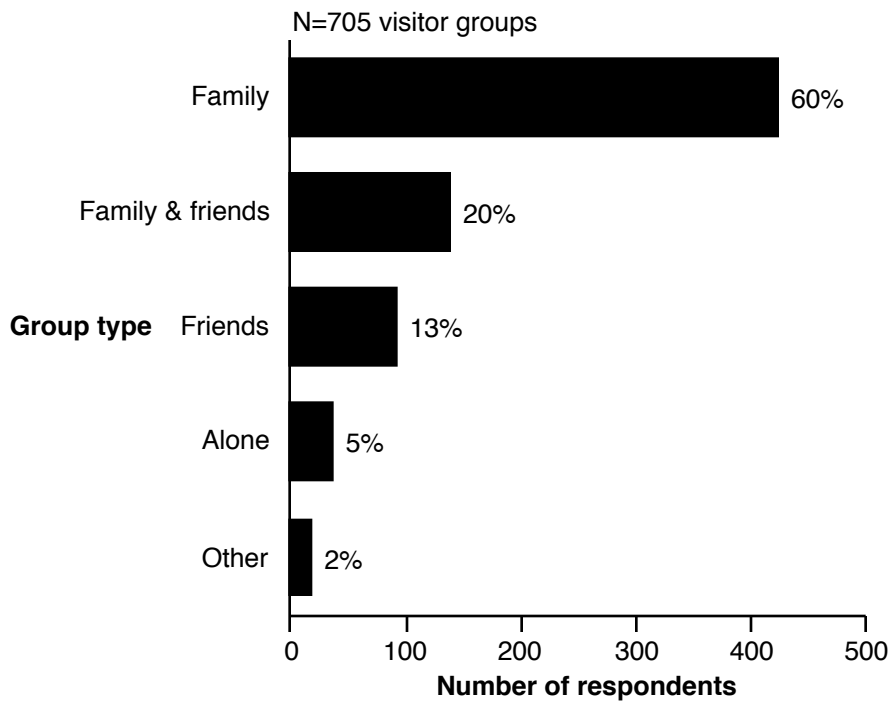


Figure 2: Group type

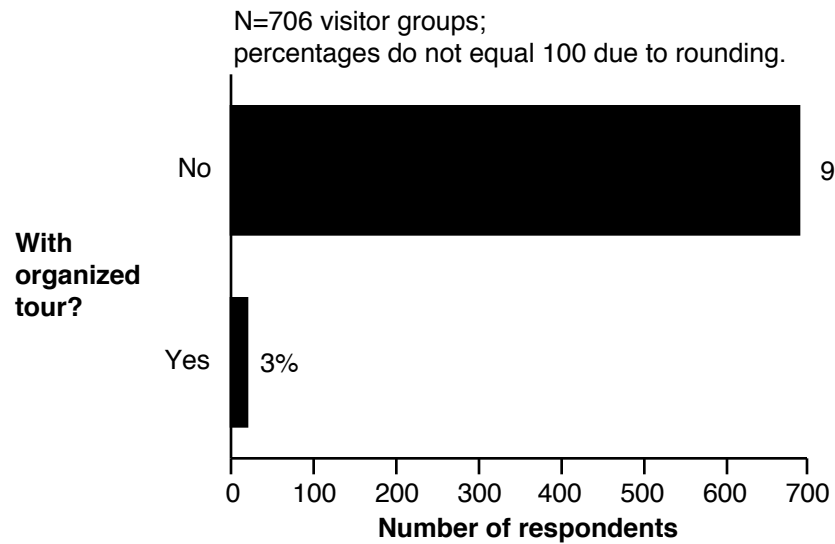


Figure 3: Organized tour groups

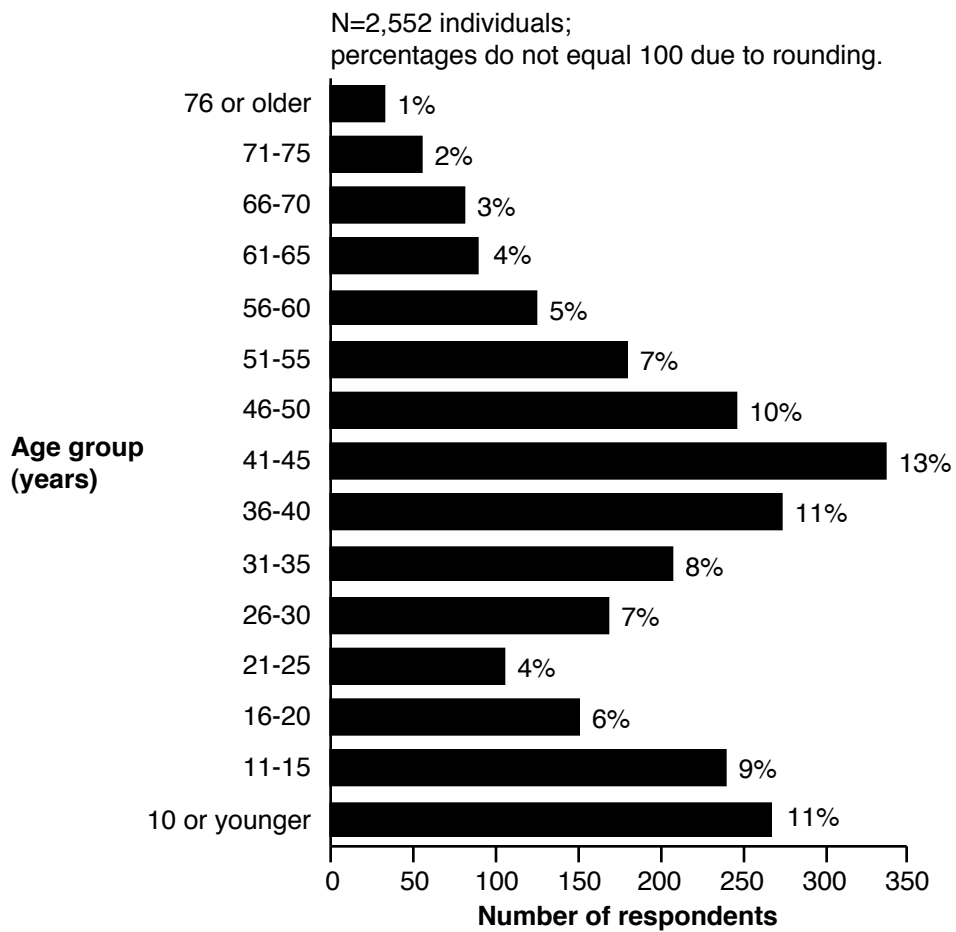


Figure 4: Visitor ages

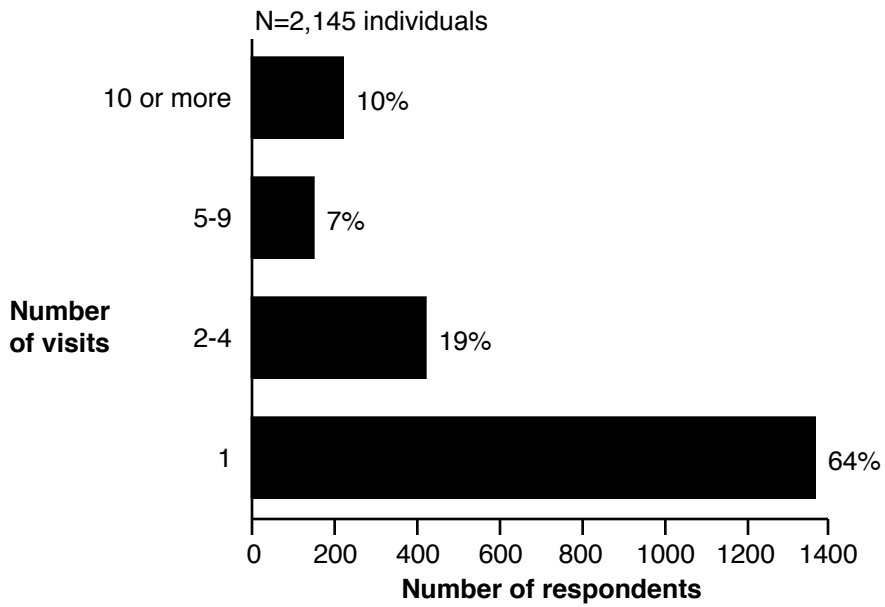


Figure 5: Number of visits during past 12 months

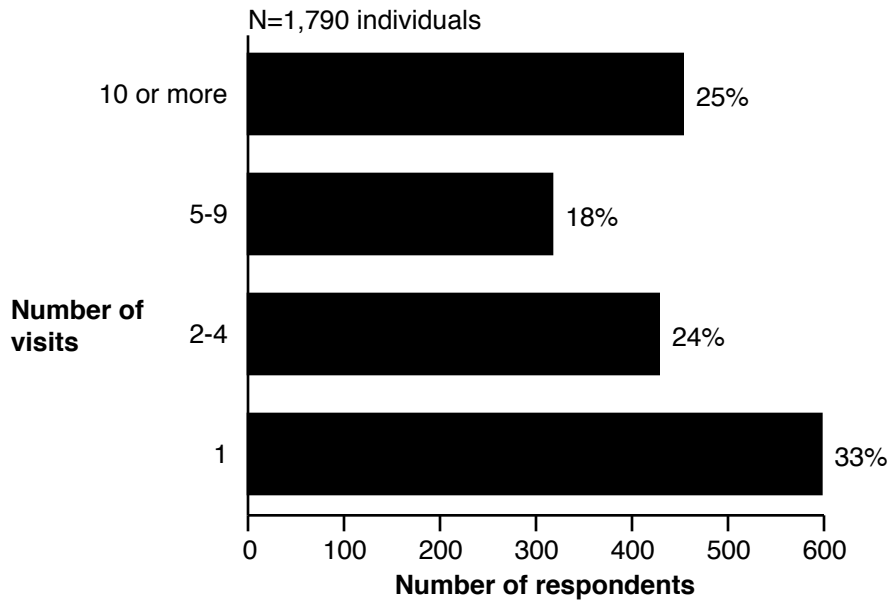
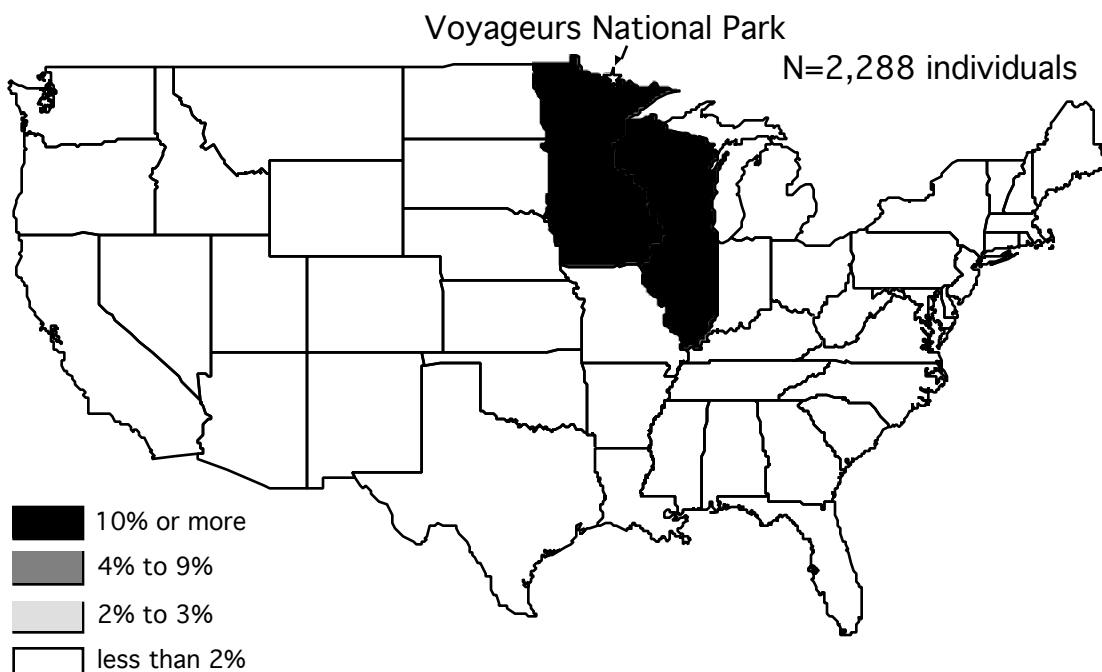


Figure 6: Number of visits during past 5 years

Table 3: Proportion of international visitors

N=32 individuals;
percentages do not equal 100 due to rounding.

| Country | Number of individuals | % of international visitors | % of total visitors |
|----------------|-----------------------|-----------------------------|---------------------|
| Canada | 10 | 31 | <1 |
| Germany | 6 | 19 | <1 |
| United Kingdom | 4 | 13 | <1 |
| New Guinea | 3 | 9 | <1 |
| Chile | 2 | 6 | <1 |
| Japan | 2 | 6 | <1 |
| New Zealand | 2 | 6 | <1 |
| Spain | 2 | 6 | <1 |
| Denmark | 1 | 3 | <1 |



Map 1: Proportion of United States visitors from each state

Table 4: Proportion of United States visitors from each state

N=2,288 individuals;
percentages do not equal 100 due to rounding.

| State | Number of individuals | % of U.S. visitors | % of total visitors |
|---------------------------------|-----------------------|--------------------|---------------------|
| Minnesota | 1389 | 61 | 60 |
| Illinois | 281 | 12 | 12 |
| Iowa | 117 | 5 | 5 |
| Wisconsin | 98 | 4 | 4 |
| Missouri | 33 | 1 | 1 |
| North Dakota | 31 | 1 | 1 |
| California | 25 | 1 | 1 |
| Florida | 22 | 1 | 1 |
| Indiana | 22 | 1 | 1 |
| Maryland | 19 | 1 | 1 |
| Michigan | 17 | 1 | 1 |
| Arkansas | 14 | 1 | 1 |
| Nebraska | 14 | 1 | 1 |
| Texas | 14 | 1 | 1 |
| Colorado | 12 | 1 | 1 |
| Pennsylvania | 12 | 1 | 1 |
| Arizona | 11 | 1 | 1 |
| Georgia | 11 | 1 | 1 |
| New York | 10 | <1 | <1 |
| Washington | 10 | <1 | <1 |
| South Dakota | 9 | <1 | <1 |
| New Jersey | 8 | <1 | <1 |
| Oklahoma | 8 | <1 | <1 |
| Other states (18) + Puerto Rico | 101 | 4 | 4 |

Length of stay

Visitors were asked if all members of their group were residents of the area within 50 miles of Voyageurs NP (including International Falls, Fort Frances, Ranier, Kabetogama, Ash River, Crane Lake, Orr and Cook). Most visitors (82%) said that all members of their group did not live within the area (see Figure 7). NOTE: Due to an error in the questionnaire (in the placement of the arrow directing visitors to answer parts b and c of this question), some groups did not answer the proper part of the question. Because of this error, answers in Figures 8 and 9 should be treated with caution.

Groups whose members did not all reside in the area were asked how long they spent in the area (see CAUTION note above). Over one-third of the visitor groups (36%) stayed less than one day (see Figure 8). Twenty-one percent stayed seven days or more in the area. Of the visitors who stayed less than one day in the area, 43% spent six hours or more (see Figure 9). About one-third (35%) of the visitors stayed three to four hours.

All groups were asked how long they spent in the park. Figure 10 shows that 35% of the visitors spent less than one day in the park. Twenty-one percent of the visitors spent 7 days or more in the park. Of those groups who spent less than one day in the park, 35% spent 7 hours or more (see Figure 11).

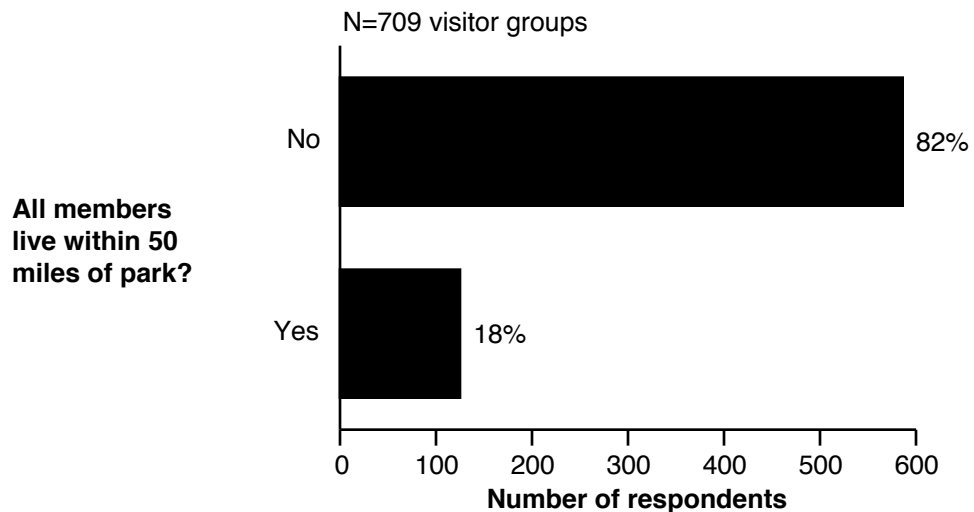


Figure 7: Groups with all Voyageurs area residents

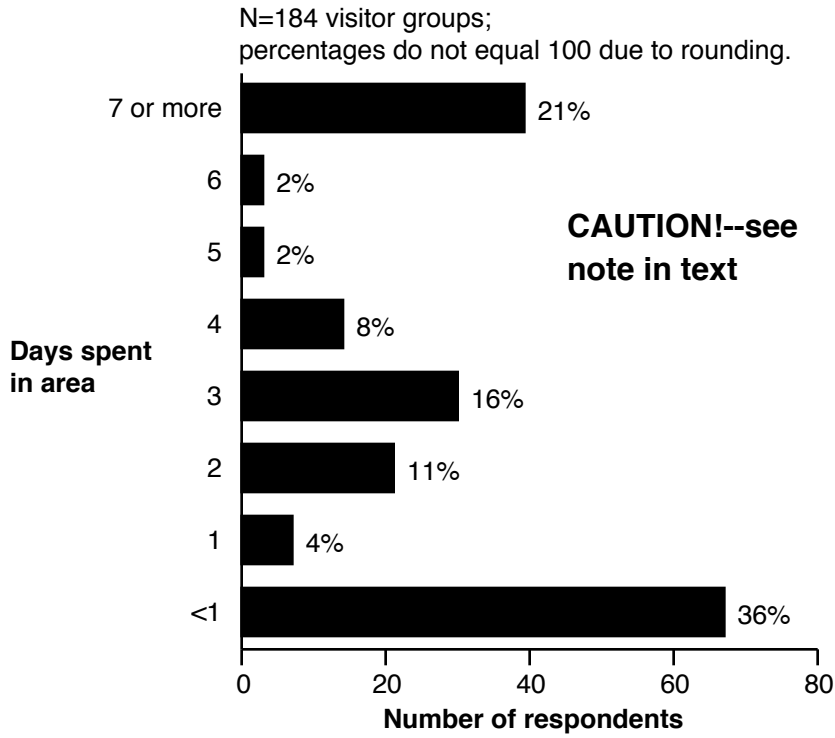


Figure 8: Length of stay in the area (days)

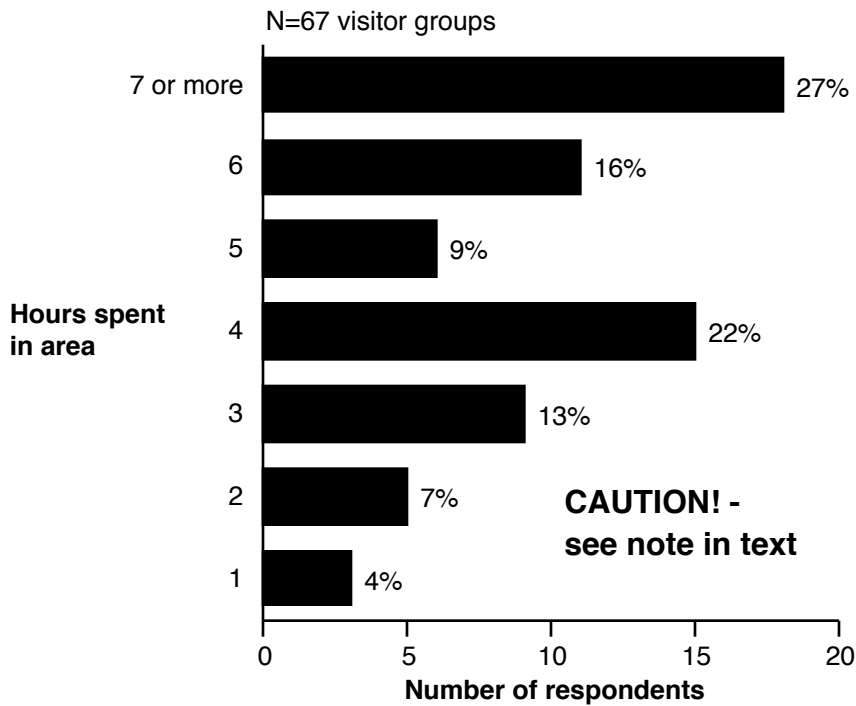


Figure 9: Length of stay in the area (hours)

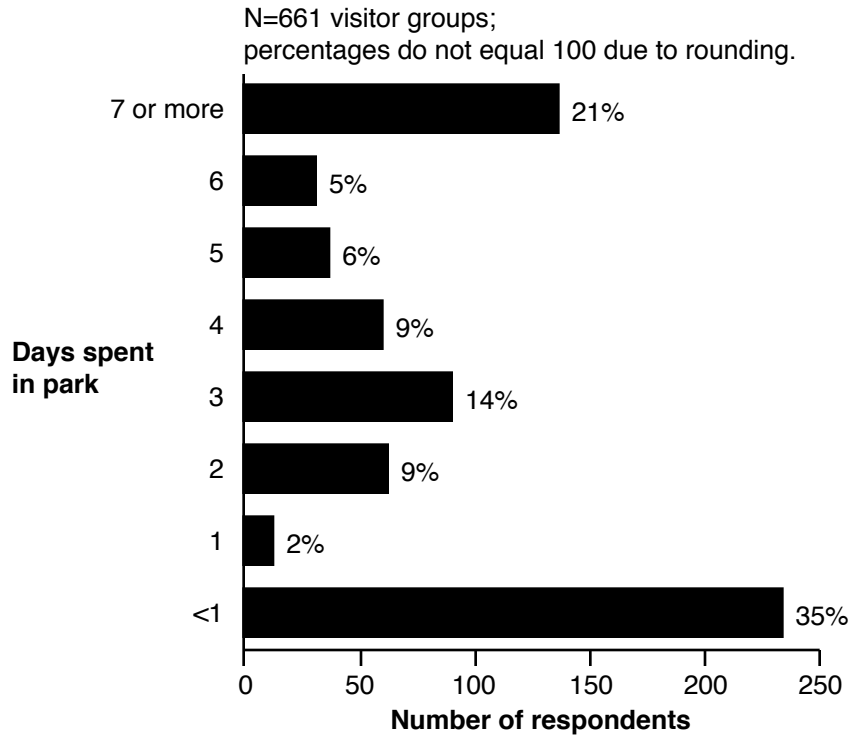


Figure 10: Length of stay in the park (days)

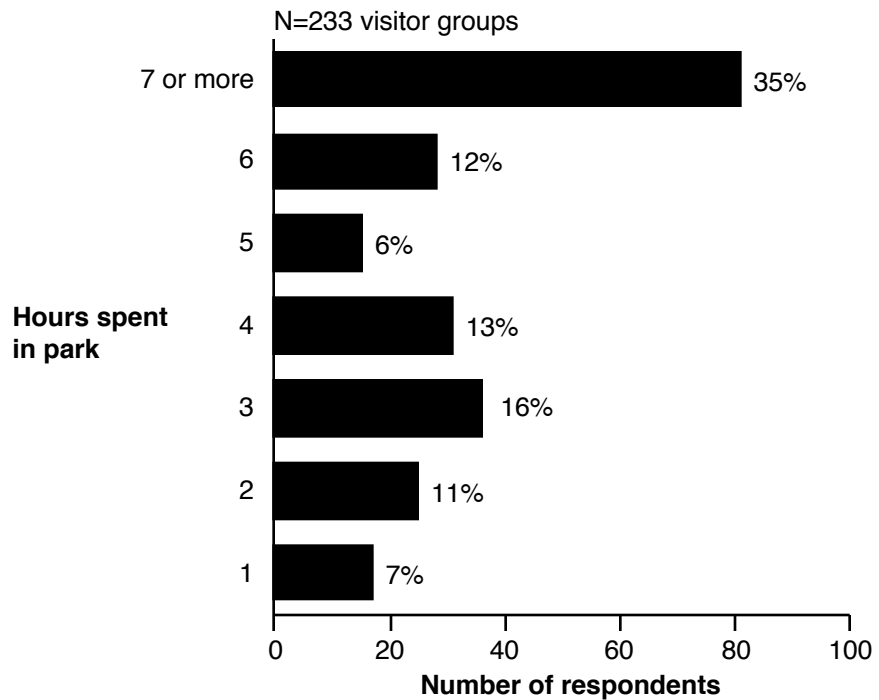


Figure 11: Length of stay in the park (hours)

During this visit, common visitor activities included sightseeing (79%), viewing wildlife (77%), fishing without a guide (66%), visiting a visitor center (57%), and photography (51%), as shown in Figure 12. The least common activity was fishing with a guide (4%). On this visit, visitors identified "other" activities they did including swimming, boating, canoeing, water skiing, and picking berries.

**Activities -
this visit and
past visits**

During past visits, common visit activities included fishing without a guide (86%), sightseeing (81%), viewing wildlife (79%), visiting a visitor center (62%), camping (60%), picnicking (56%), photography (53%), hiking (52%), and visiting an historic site (50%), as shown in Figure 13. The least common activities were fishing with a guide (11%) and cross country skiing/snowshoeing (11%). On past visits, "other" activities included houseboating, waterskiing, swimming, boating trips, canoeing and picking berries.

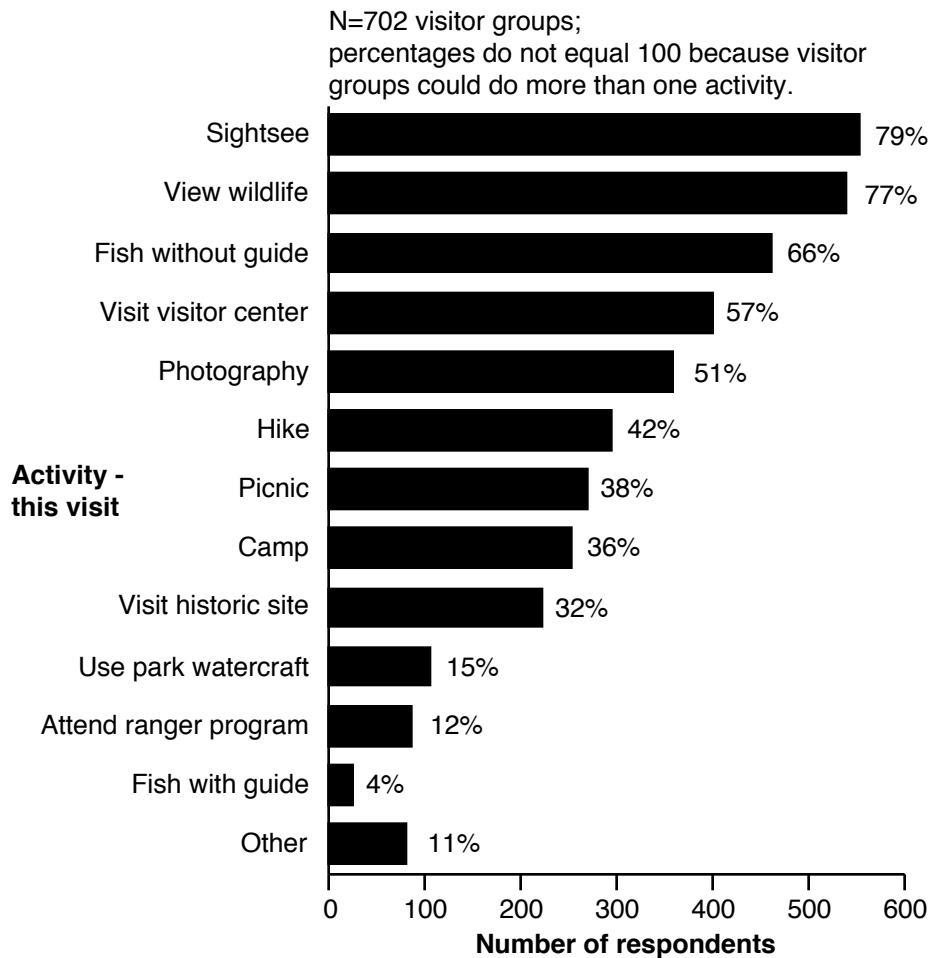


Figure 12: Visitor activities on this visit

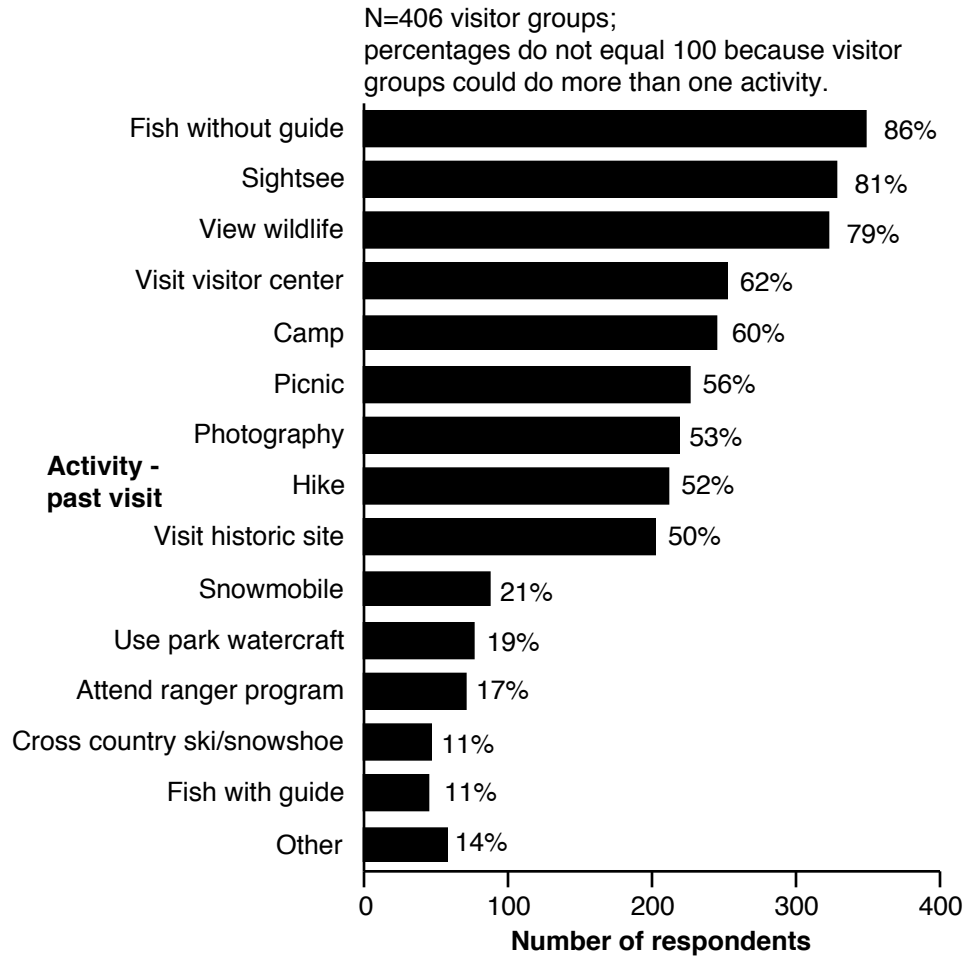


Figure 13: Visitor activities on past visits

Visitors were asked to identify the information sources they used to plan this trip to Voyageurs NP. The most used sources previous visits (44%), friends/relatives (38%), travel guides/tour books (17%) newspaper/magazine articles (14%), as shown in Figure 14. Twelve percent of the visitors did not received any information prior to their trip. The least used source of information was television/radio programs (4%). "Other" sources which visitors identified included living in the area (either now or in the past), maps and books.

Sources of information

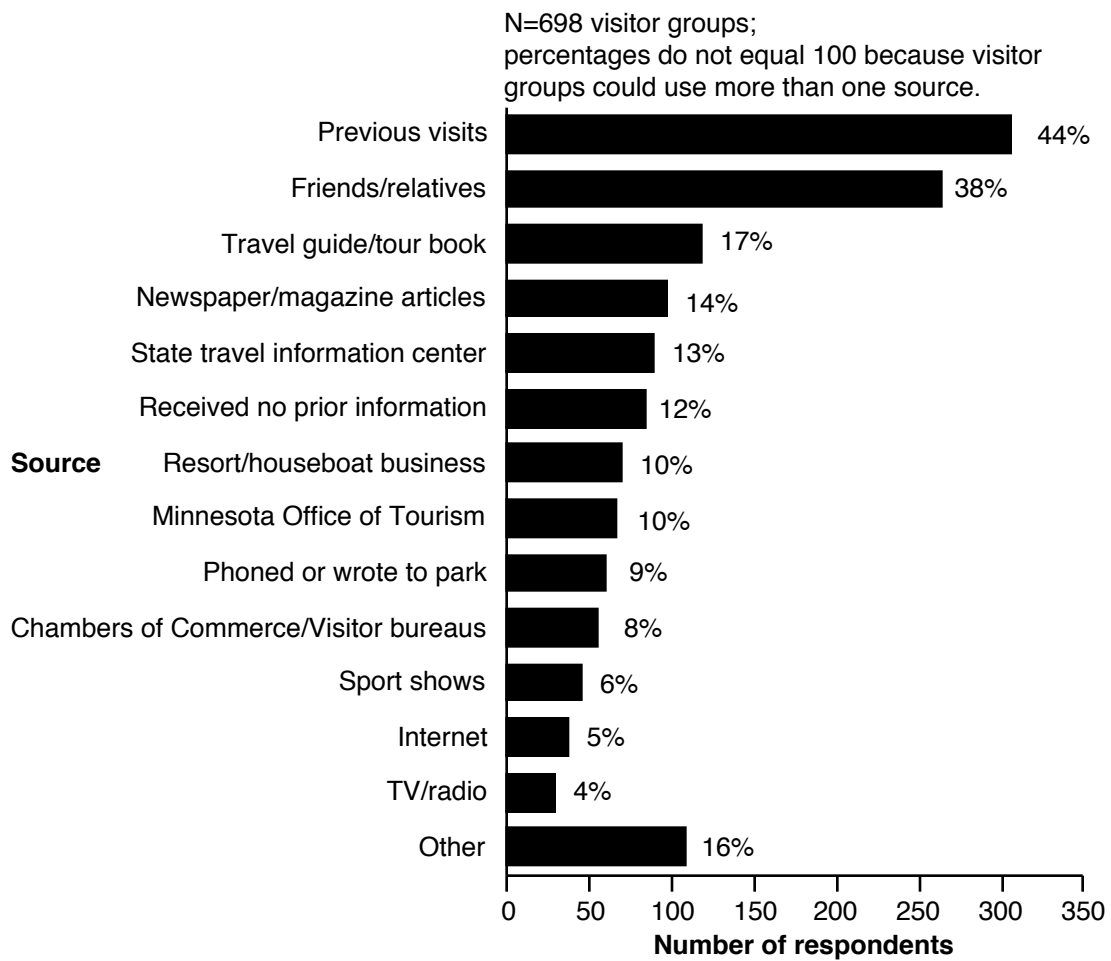


Figure 14: Sources of information

Use of boats

Visitors were asked if they traveled in or used any type of boat during this visit to Voyageurs National Park. Most visitors (87%) said they used some type of boat during this visit, as shown in Figure 15. The types of boats that visitors used included motorized boats (82%), canoes (20%), and tour boats (12%), as shown in Figure 16. The least used type of boat was the sail boat (1%). "Other" types of boats included pontoons, paddle boat, fishing boat and inflatable boat.

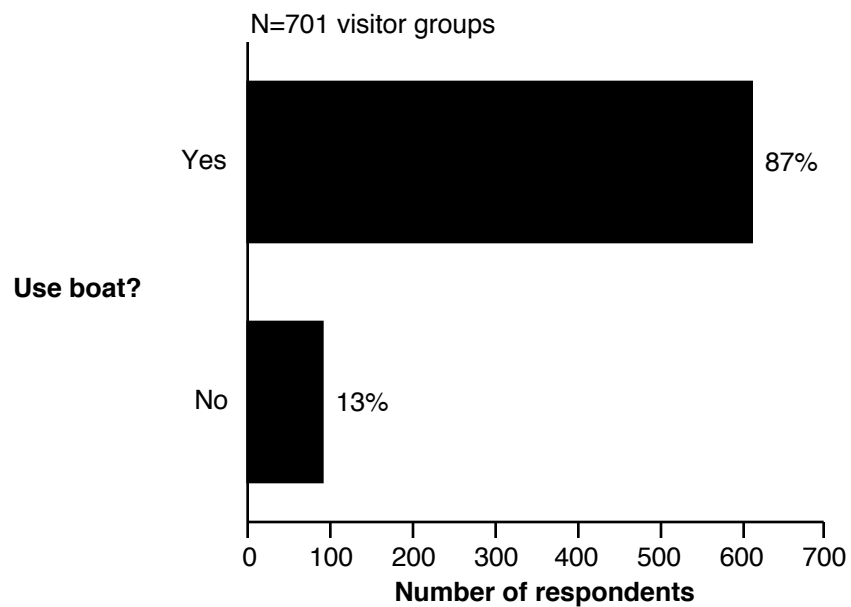


Figure 15: Boat use in park

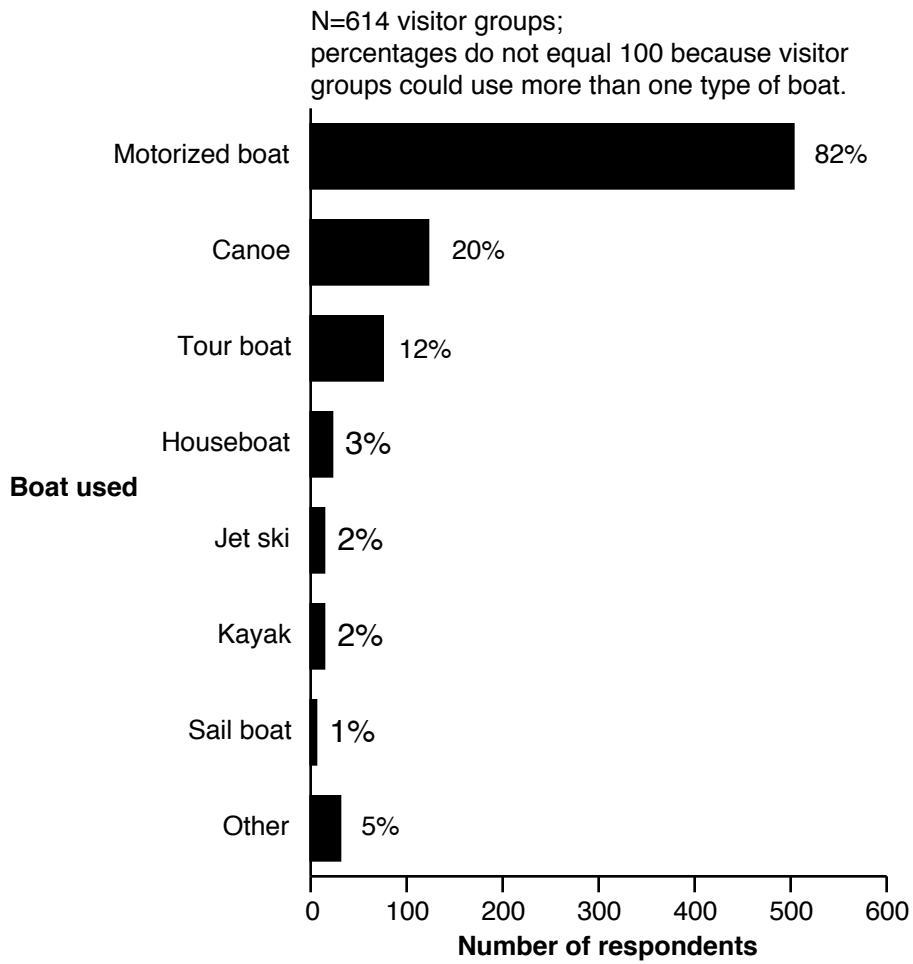


Figure 16: Type of boat used

Reasons for visiting

Visitors were asked to list their reasons for visiting Voyageurs on this visit. The most frequently listed reason was viewing scenery/wildlife (77%), as shown in Figure 17. Other reasons included fishing (64%), experiencing solitude (47%), and enjoying recreational opportunities (31%). The reason least often identified was to take advantage of educational opportunities (14%). "Other" reasons that visitors came were to camp, swim, picnic, pick blueberries, relax, use boat ramp, drink beer and visit friends.

Visitors were asked to list the three most important reasons for visiting Voyageurs on this visit. Table 5 shows the reasons they listed, with fishing, enjoying the scenic beauty, viewing wildlife and camping listed most often.

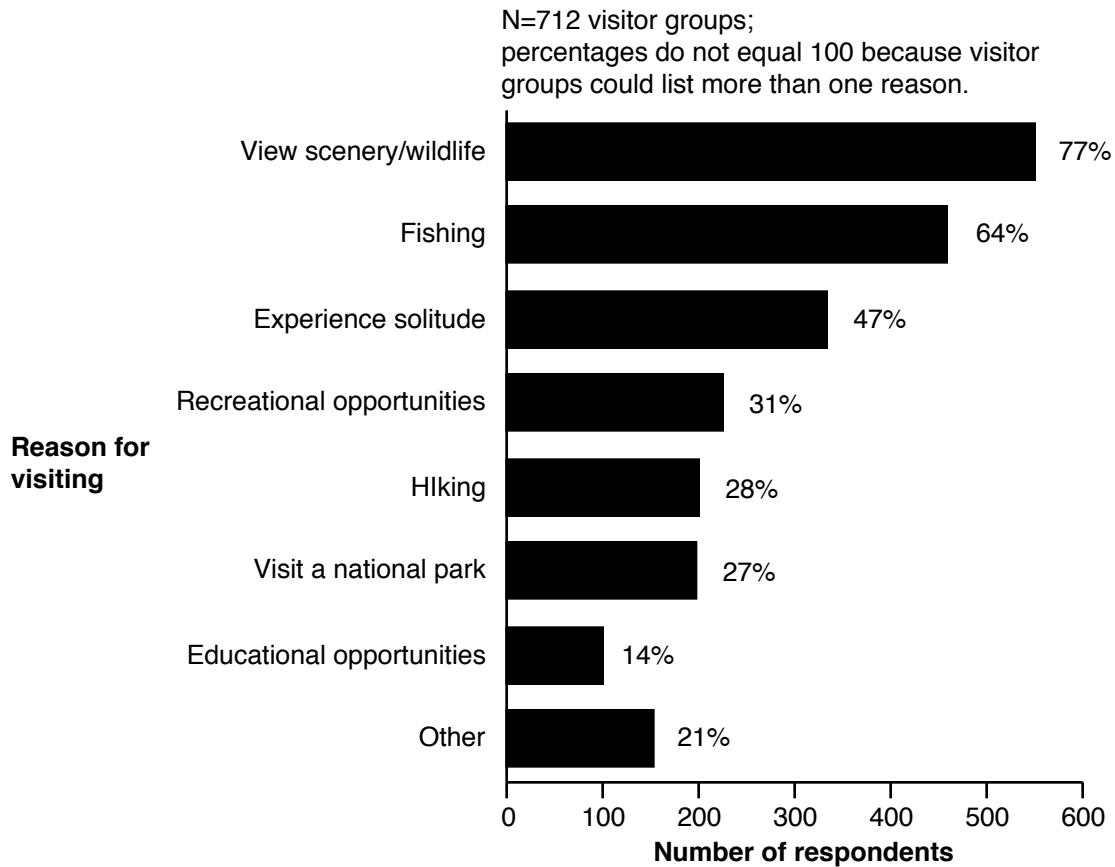


Figure 17: Reasons for visiting

Table 5: Visitors' most important reasons for visiting

N=1,744 comments

| Comment | Number of times mentioned |
|------------------------------------|---------------------------|
| Fish | 291 |
| View scenic beauty | 267 |
| Enjoy solitude | 148 |
| View wildlife | 139 |
| Camp | 65 |
| Rest/relax | 61 |
| Hike | 49 |
| Boat | 48 |
| See/learn about the park | 41 |
| Visit a national park | 35 |
| Location close to home | 29 |
| Spend family time | 29 |
| Swim | 26 |
| Vacation | 23 |
| Enjoy nature | 23 |
| Visit friends | 23 |
| Explore area/see something new | 23 |
| Recreational opportunities | 19 |
| Get away | 18 |
| Canoe | 18 |
| Enjoy the park/area | 18 |
| Spend time at cabin | 17 |
| Enjoy lakes/water | 17 |
| Picnic | 15 |
| Enjoy wilderness | 14 |
| Obtain information for future trip | 14 |
| See Kettle Falls | 13 |
| Wilderness camp | 13 |
| For motorized use | 11 |
| Learn history | 11 |
| Free entrance | 11 |
| Show friends/relatives | 11 |
| Use the boat ramp | 10 |
| Water recreation | 10 |
| Nice weather | 9 |
| Visit visitor center | 8 |
| Work | 8 |
| Houseboat | 6 |
| Kettle Falls Hotel | 6 |
| Access | 6 |
| Visit Rainy Lake | 6 |
| Services/facilities provided | 6 |
| Reputation | 5 |
| Was in the area | 5 |
| Go to resort | 5 |
| Relive memories | 5 |
| Pick blueberries | 4 |
| Northern experience | 4 |
| Kayak | 4 |
| No television/phones | 4 |
| Take Voyageurs canoe tour | 4 |

**Table 5: Visitors' most important reasons for visiting
(continued)**

| Comment | Number of times mentioned |
|-------------------------------|------------------------------|
| Friendly rangers/employees | 4 |
| Visit frequently | 4 |
| Take tour boat | 4 |
| Get NPS Passport book stamped | 3 |
| Clean air | 3 |
| Family reunion | 3 |
| Sunbathe | 3 |
| Have always wanted to visit | 3 |
| Photography | 3 |
| Grew up in area | 3 |
| Beaching | 3 |
| We live here | 3 |
| Forests | 3 |
| Visit Minnesota | 3 |
| Attend interpretive program | 3 |
| Explore camping opportunities | 3 |
| Cookout | 3 |
| Small number of jet skis | 2 |
| Teach child to fish | 2 |
| Jet ski | 2 |
| Uncrowded | 2 |
| Look for cabin to buy | 2 |
| Youth camp/youth group | 2 |
| Dock boat | 2 |
| Drink beer | 2 |
| Other comments | 19 |

Visitors were asked which seasons they had visited Voyageurs National Park. All visitors (100%) visited during the summer, 37% had visited in fall, 31% in spring and 25% in winter, as shown in Figure 18.

**Seasons
visited**

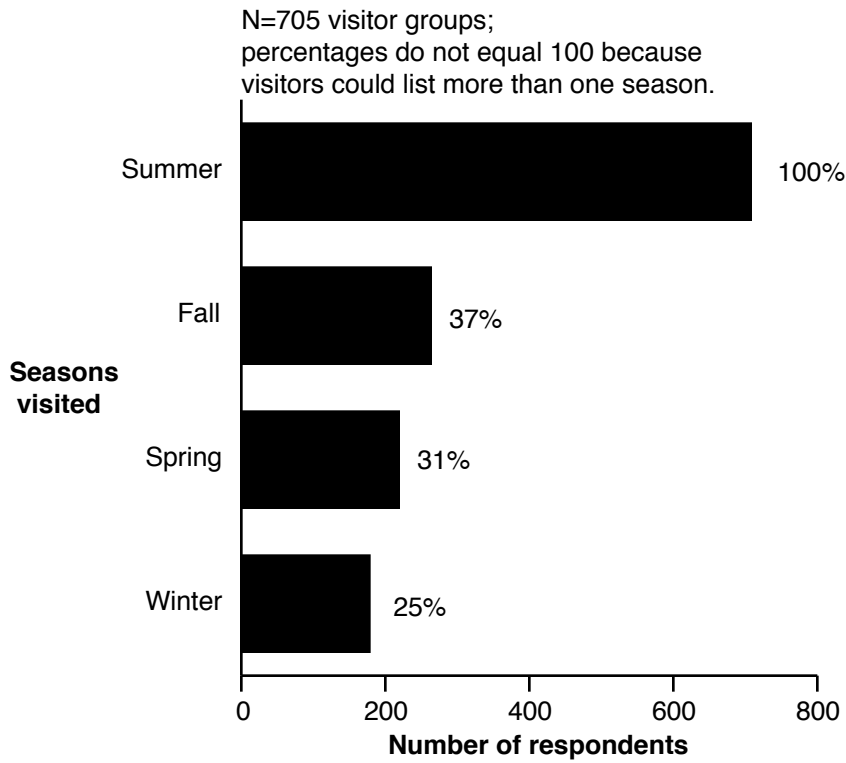


Figure 18: Seasons visited

Places visited

Visitors were asked to list the places they visited in Voyageurs National Park on this trip. The most visited places were Kabetogama Lake (56%), Kabetogama Lake Visitor Center (42%), Namakan Lake (39%), Ash River Visitor Center (36%), Kettle Falls (35%), Rainy Lake Visitor Center (33%), as shown in Figure 19. The least visited place was Shoepack Lake (2%).

Visitors also listed other places they went during this visit. Table 6 shows the 72 places that were listed.

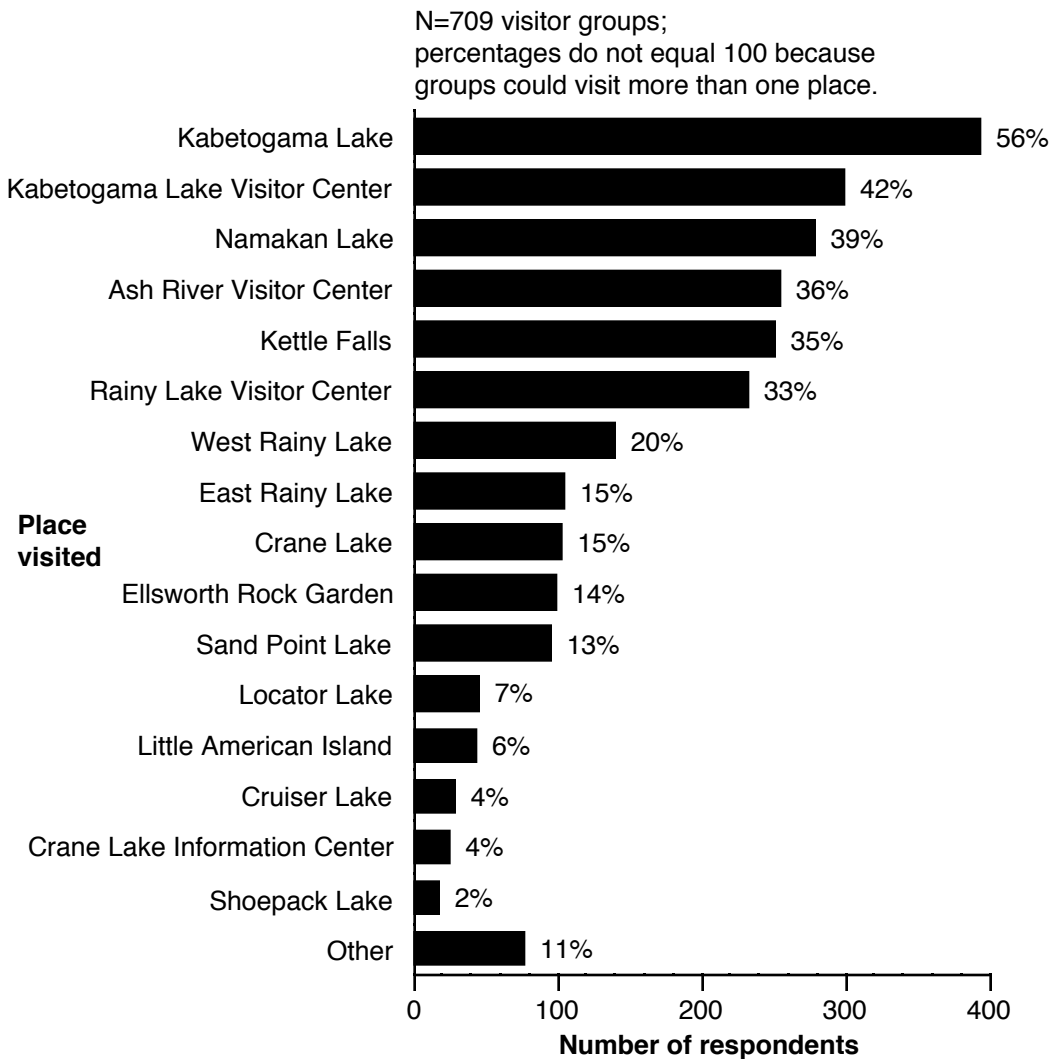


Figure 19: Places visited

Table 6: Other places visited

N=72 places

| Comment | Number of times mentioned |
|-----------------------------|---------------------------|
| Ash River/Falls | 11 |
| Woodenfrog Campground | 7 |
| Black Bay | 6 |
| Ek Lake | 5 |
| Lost Bay | 4 |
| Mica Island | 3 |
| Echo Bay Trail | 3 |
| Rat Root River | 2 |
| Agnes Lake | 2 |
| Air monitoring station | 1 |
| Bear Refuge | 1 |
| Beast Lake | 1 |
| Blind Ash | 1 |
| Blueberry Hill | 1 |
| Bog hike | 1 |
| Brown Lake | 1 |
| Into Canada | 1 |
| Camel Island | 1 |
| Canadian side of Rainy Lake | 1 |
| Coon River | 1 |
| Cutover Island | 1 |
| David Lake Boy Scout Camp | 1 |
| Diamond Island | 1 |
| Dryweed | 1 |
| Kawauia Island | 1 |
| Kettle Falls Hotel | 1 |
| Kubel Island | 1 |
| Lynx Island | 1 |
| Lost Lake | 1 |
| Lost Lake Island | 1 |
| Mukooda Lakes | 1 |
| Orr | 1 |
| Pine Island | 1 |
| Quill | 1 |
| Rock Gardens | 1 |
| Schmidt's Island | 1 |
| Sheen Point | 1 |
| War Club | 1 |

Visitor information and ranger services: The most commonly used visitor information and ranger services at Voyageurs NP were the park brochure/map (75%), visitor center personnel (59%), park newspaper (53%) and visitor center exhibits (48%), as shown in Figure 20. The least used service was the emergency services (2%).

use, importance and quality

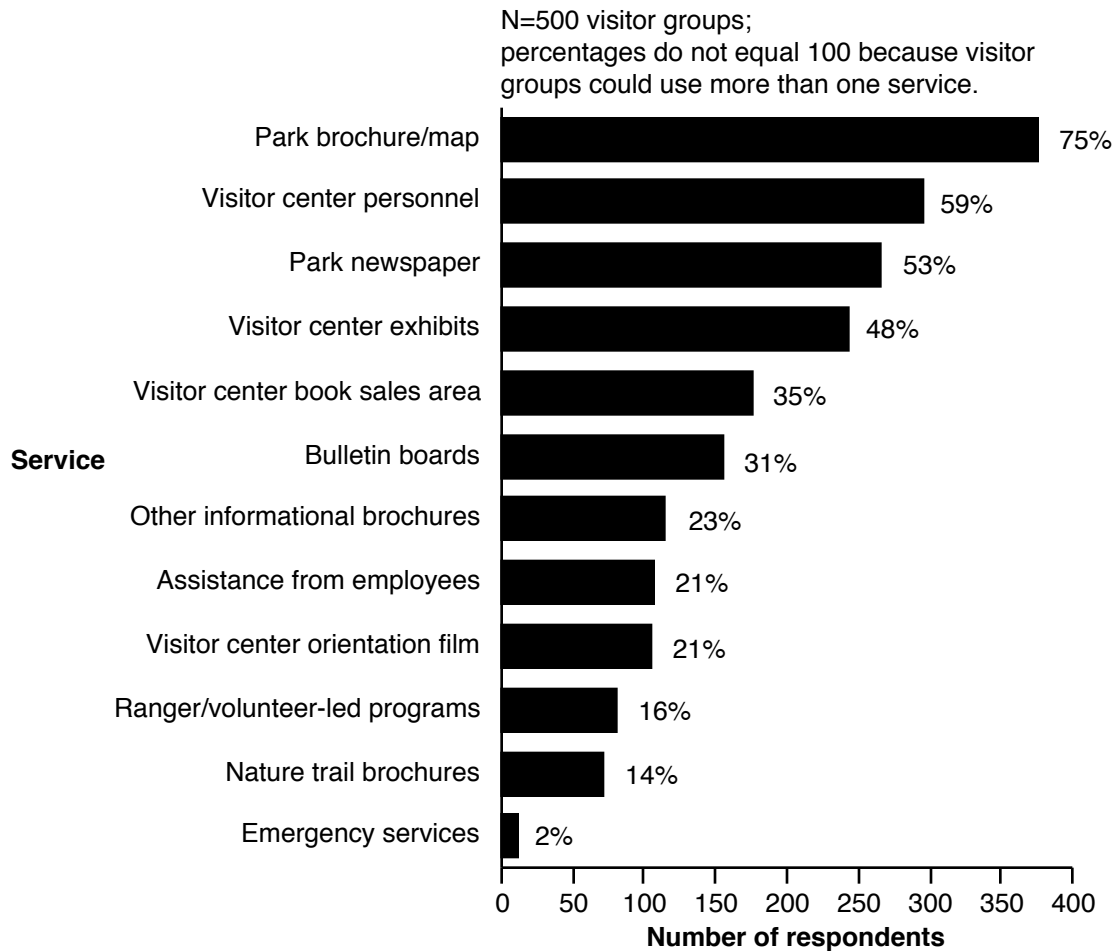


Figure 20: Visitor information and ranger services used

Visitors rated the importance and quality of each of the visitor information and ranger services they used. They used the five point scales below.

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

Figure 21 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 21. All services were rated above average in importance and quality. Note that emergency services was not rated by enough visitor groups to provide reliable information.

Figures 22-33 show that several services received the highest "very important" to "extremely important" ratings: visitor center personnel (81%), park brochure/map (81%), assistance from employees (80%) and ranger/volunteer-led programs (79%). The highest "not important" rating was for the visitor center book sales area (5%).

Figures 34-45 show that several services were given high "good" to "very good" quality ratings: assistance from employees (93%), visitor center personnel (87%), visitor center orientation film (86%) and ranger/volunteer-led programs (83%). The service which received the highest "very poor" quality rating was the nature trail brochure (4%).

Figure 46 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

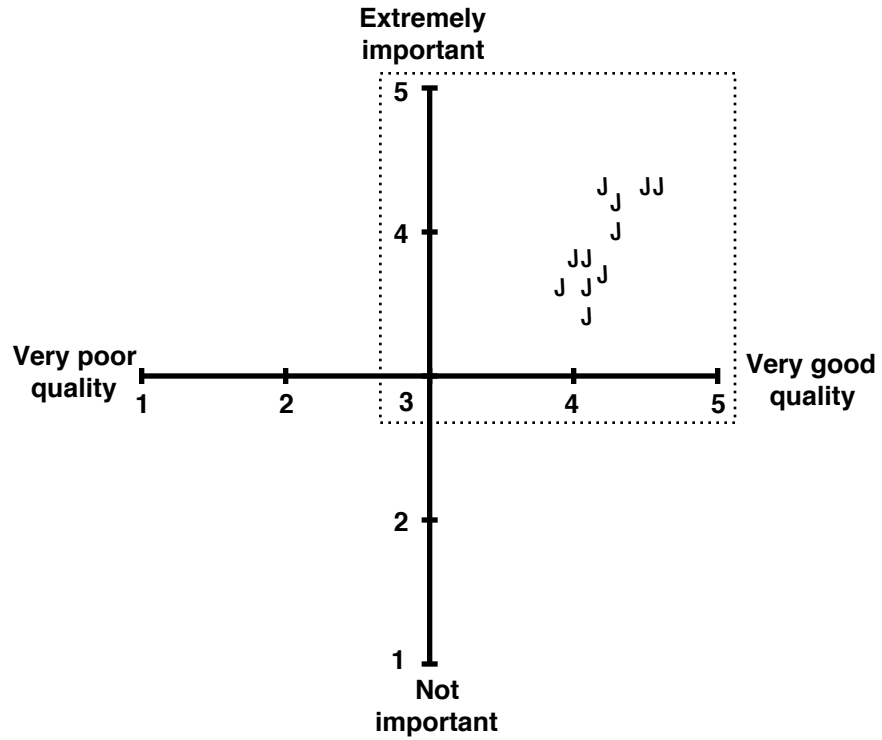


Figure 21: Average ratings of visitor information and ranger service importance and quality

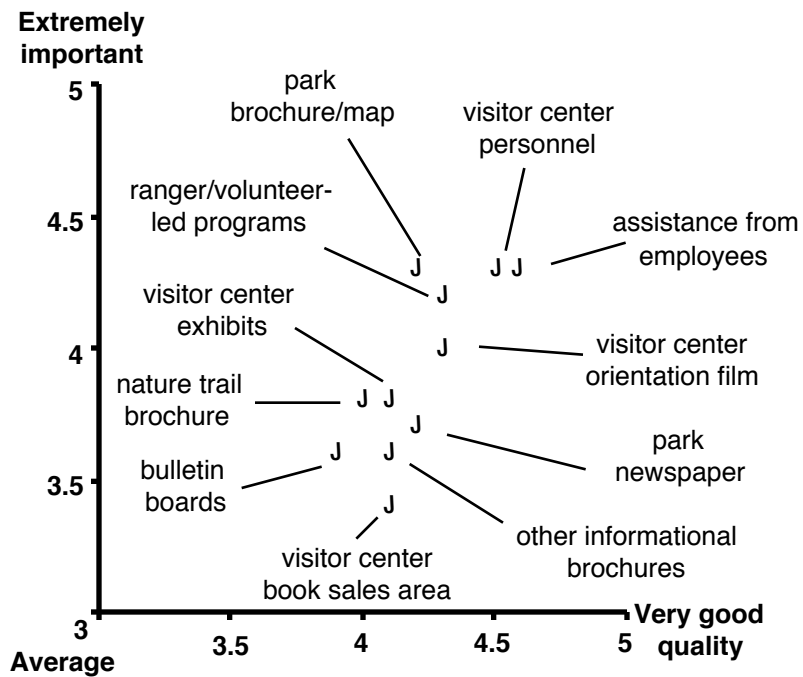


Figure 21: Detail

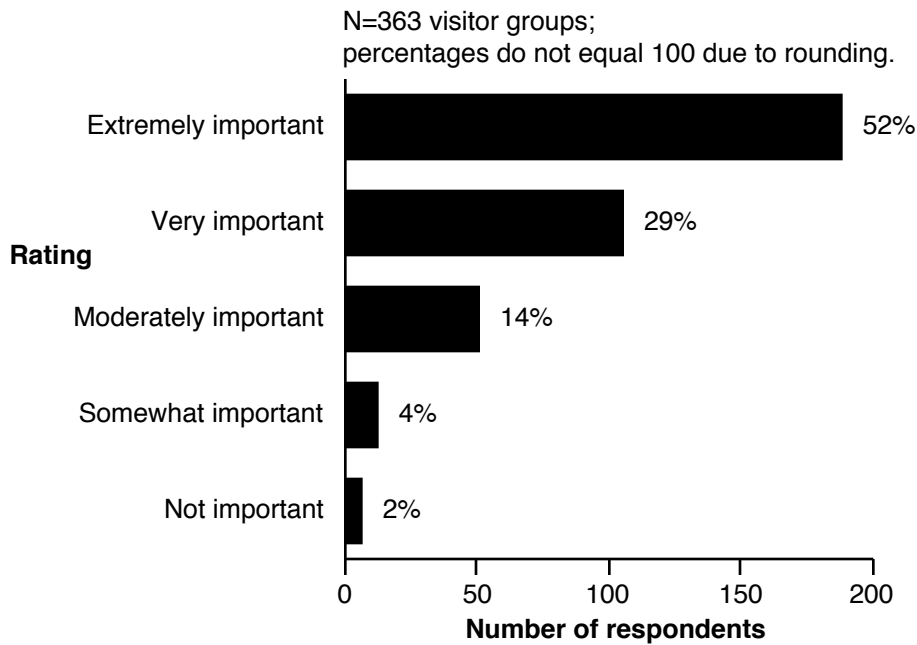


Figure 22: Importance of park brochure/map

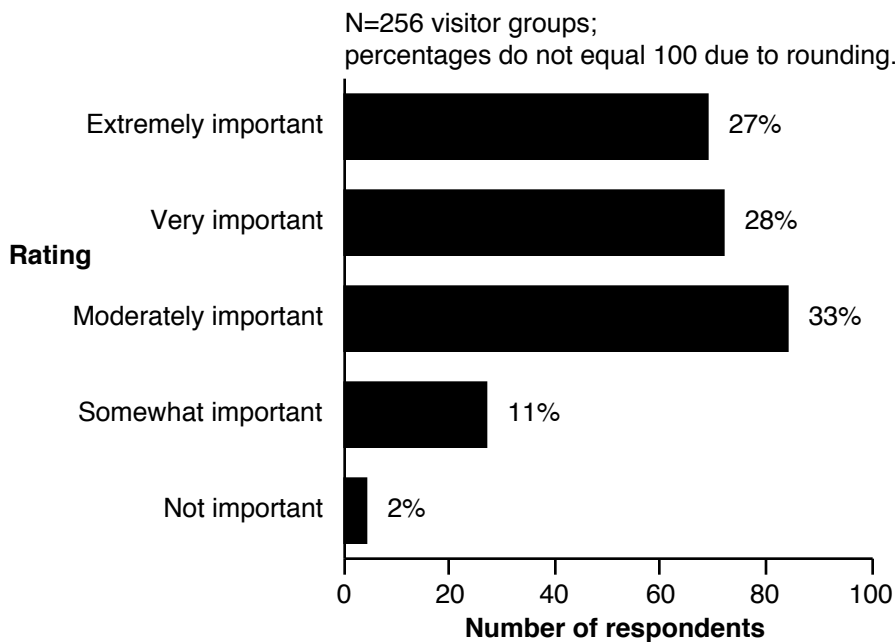


Figure 23: Importance of park newspaper (*Rendezvous*)

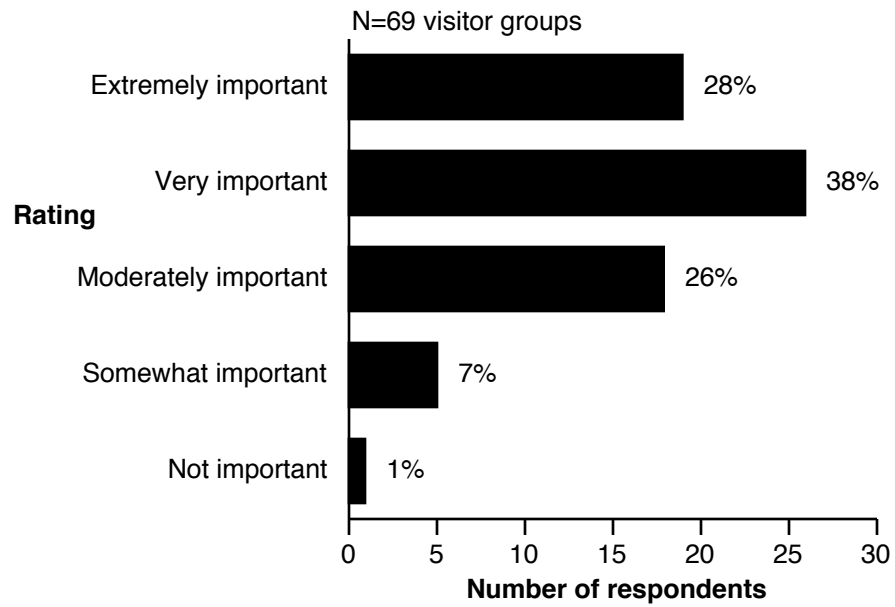


Figure 24: Importance of nature trail brochures

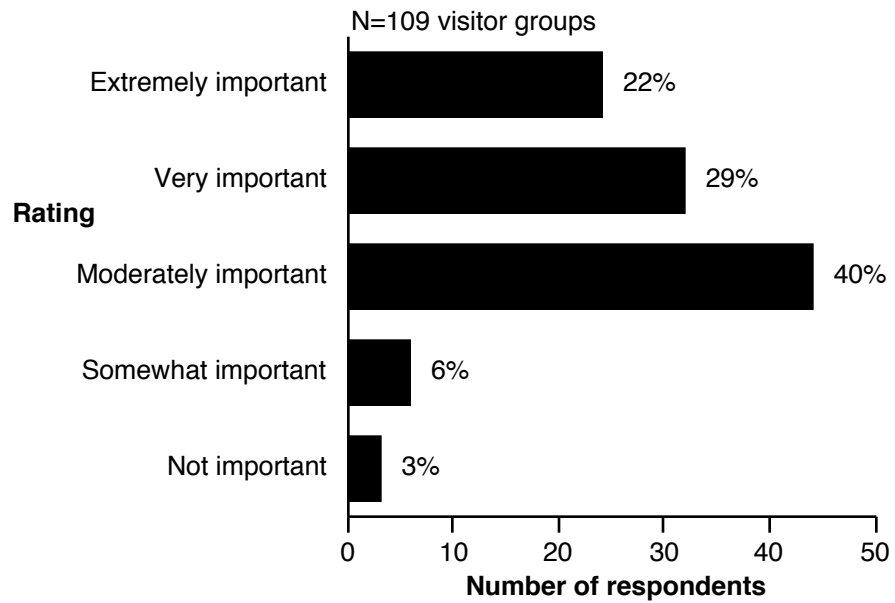


Figure 25: Importance of other informational brochures

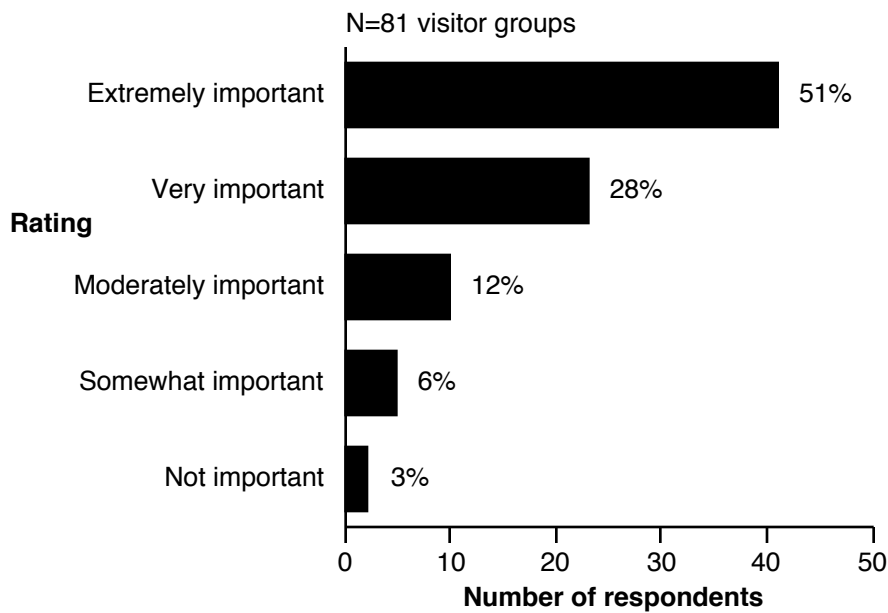


Figure 26: Importance of ranger/volunteer-led programs

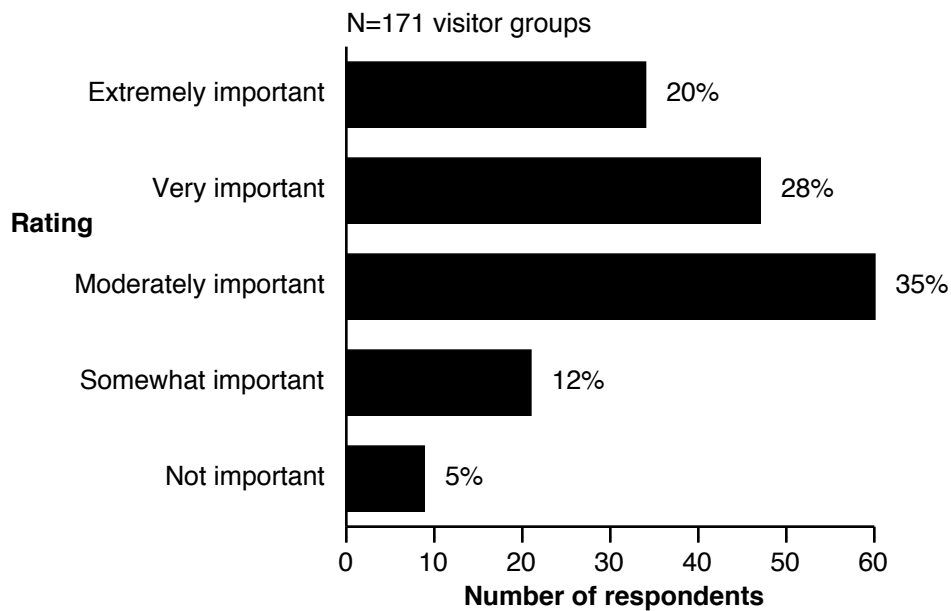


Figure 27: Importance of visitor center book sales area

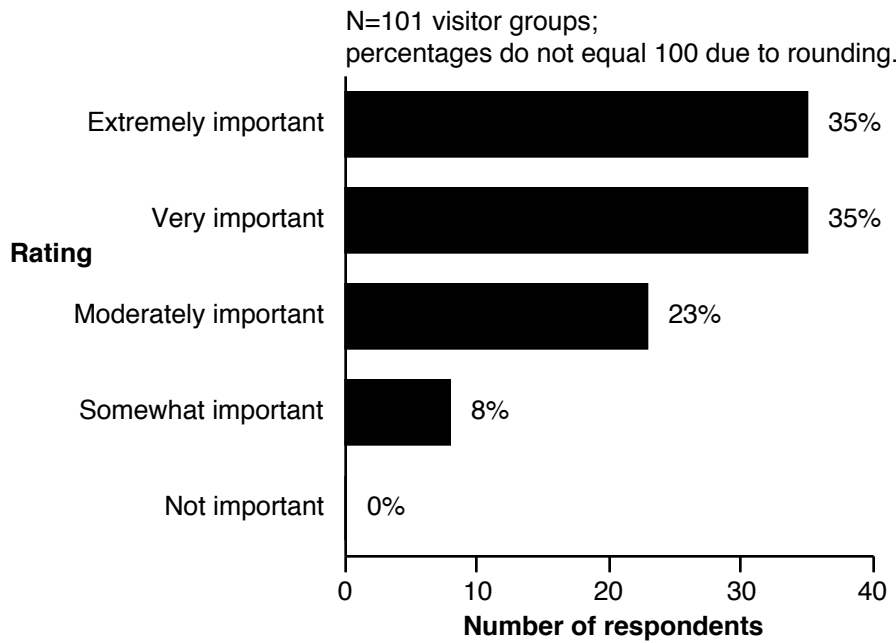


Figure 28: Importance of visitor center orientation film

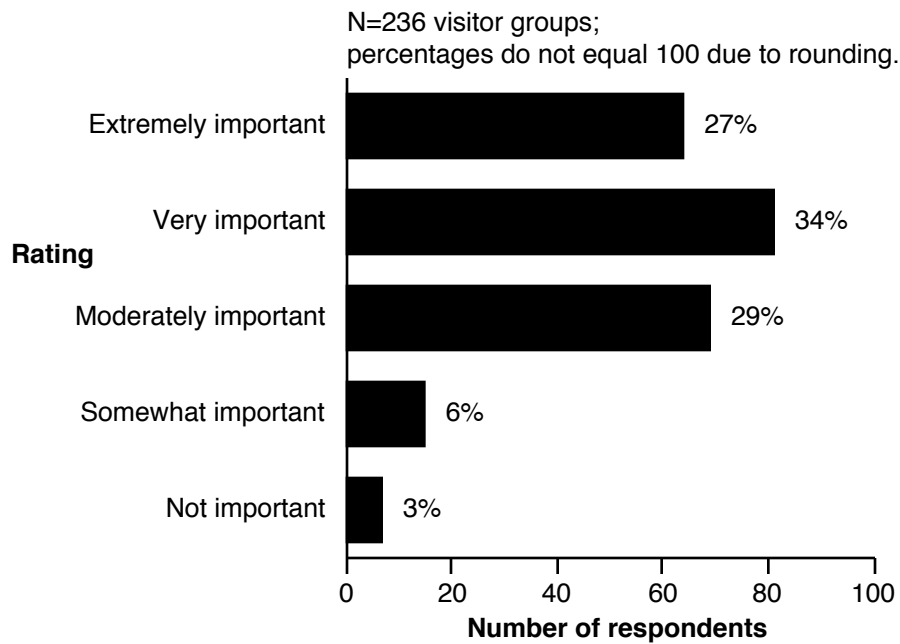


Figure 29: Importance of visitor center exhibits

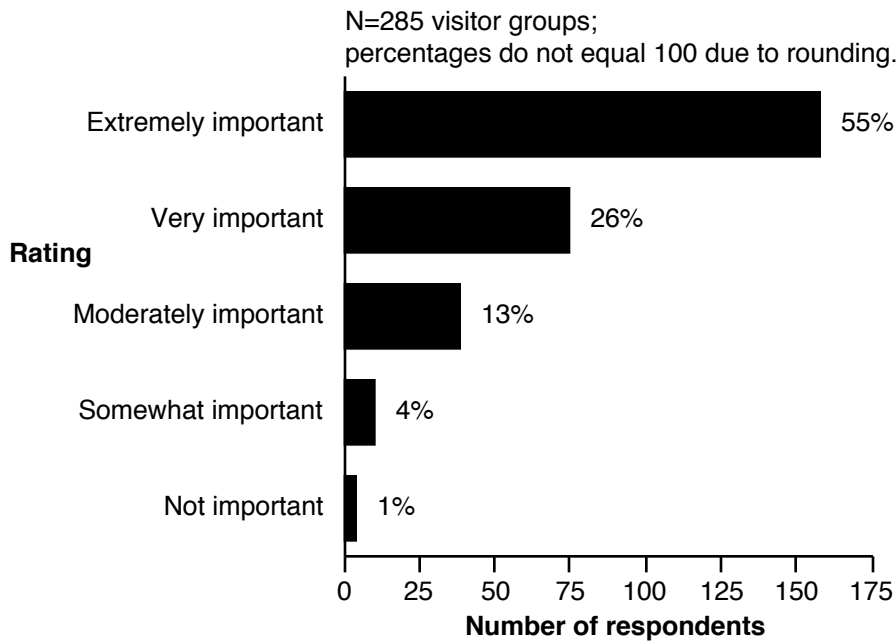


Figure 30: Importance of visitor center personnel

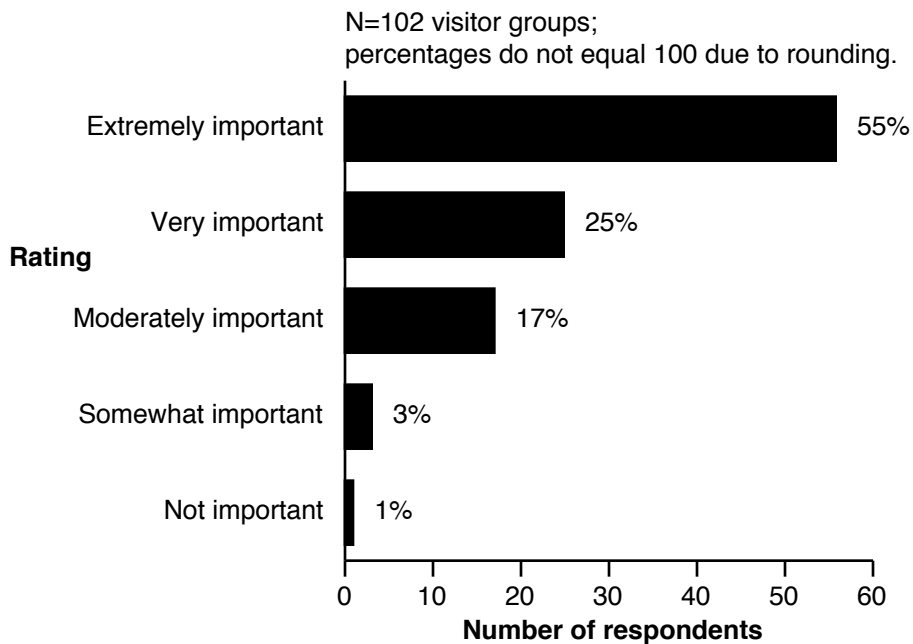


Figure 31: Importance of assistance from employees (other than at visitor center)

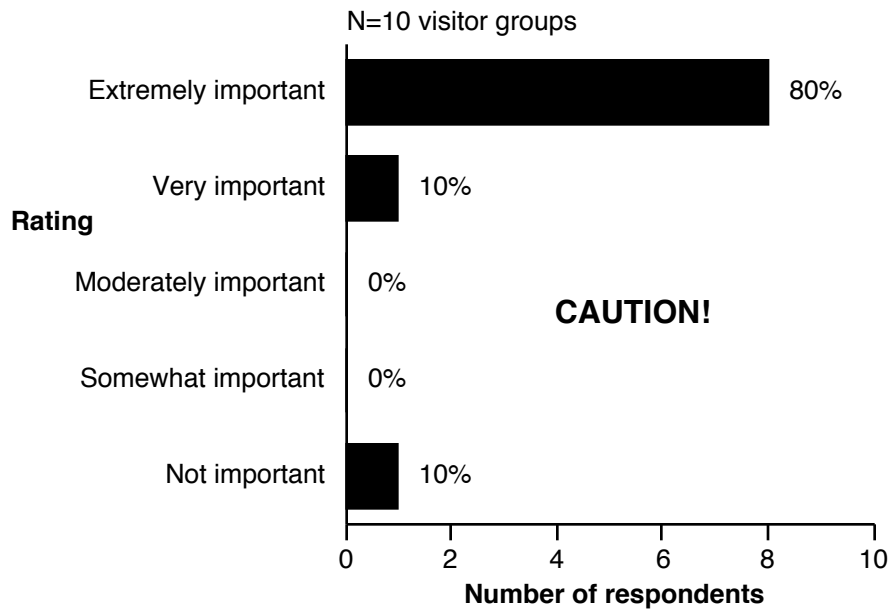


Figure 32: Importance of emergency services

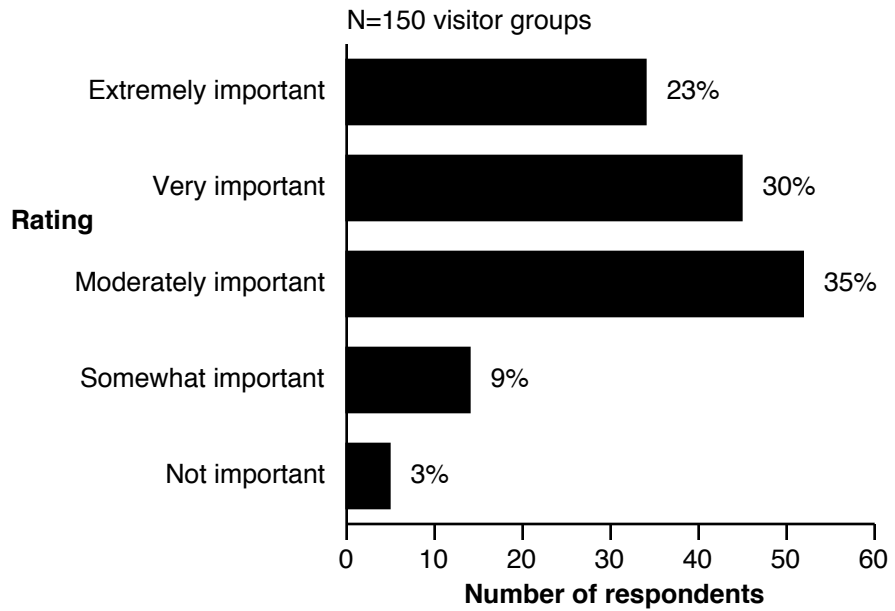


Figure 33: Importance of bulletin boards

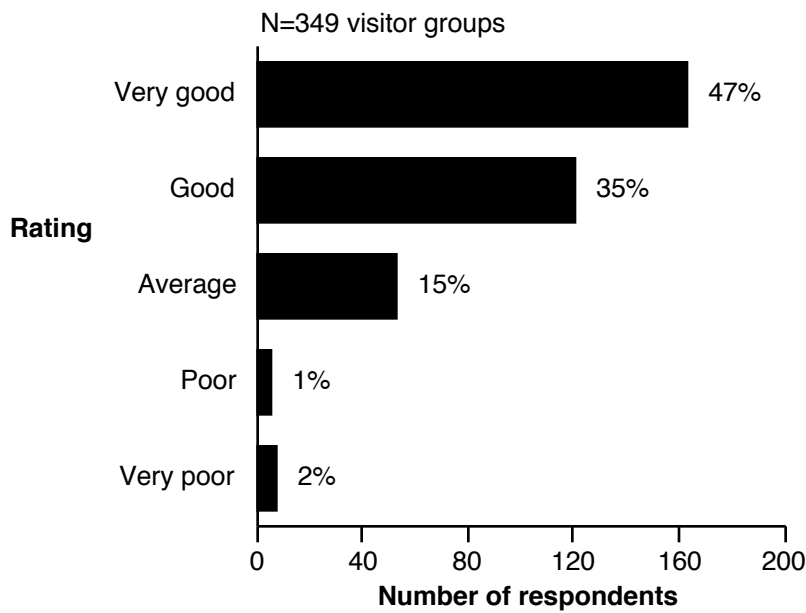


Figure 34: Quality of park brochure/map

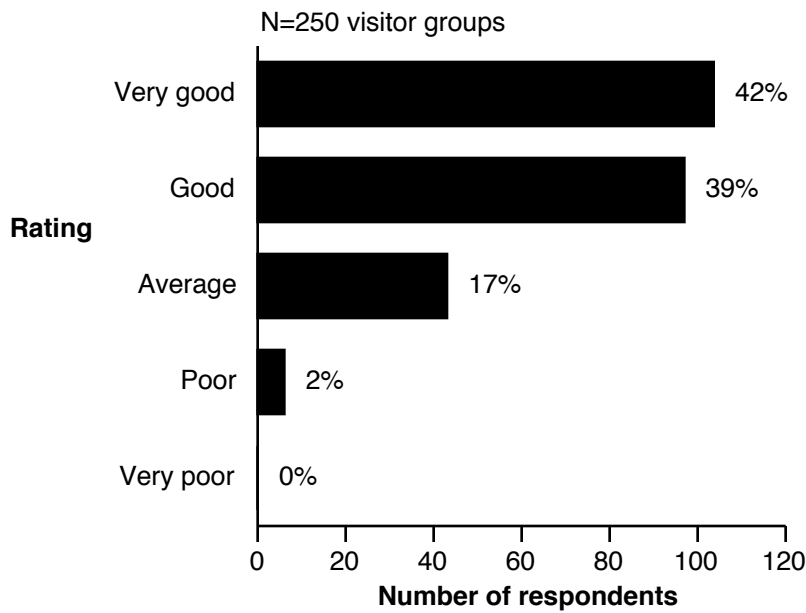


Figure 35: Quality of park newspaper (*Rendezvous*)

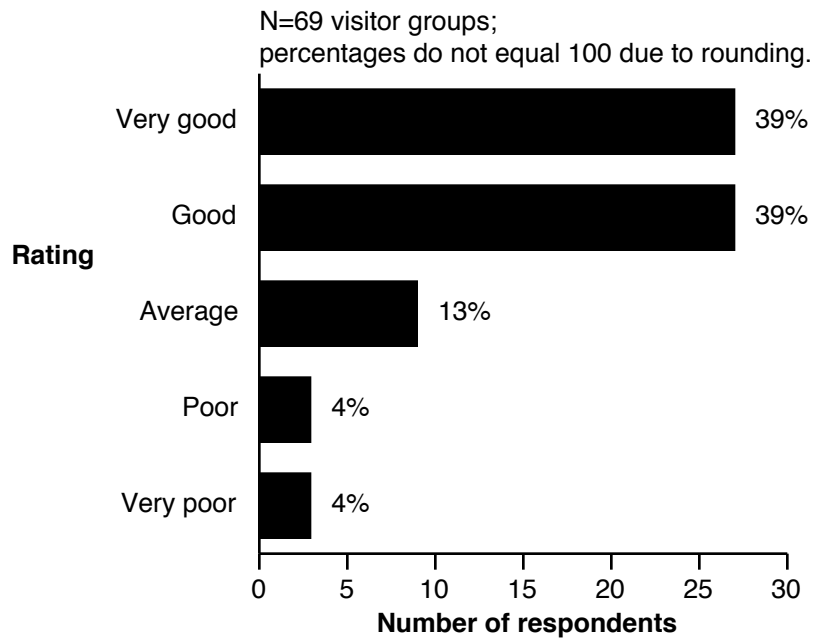


Figure 36: Quality of nature trail brochures

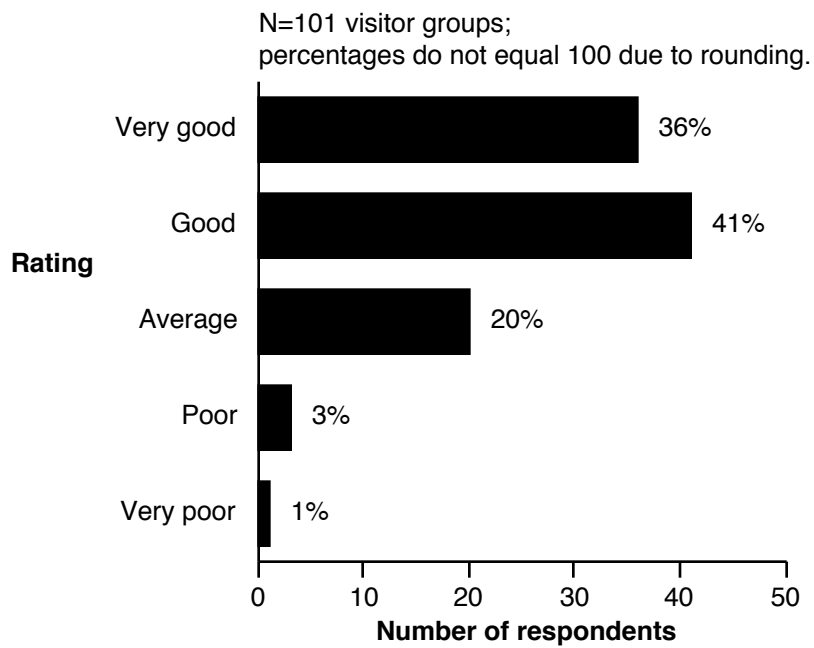


Figure 37: Quality of other informational brochures

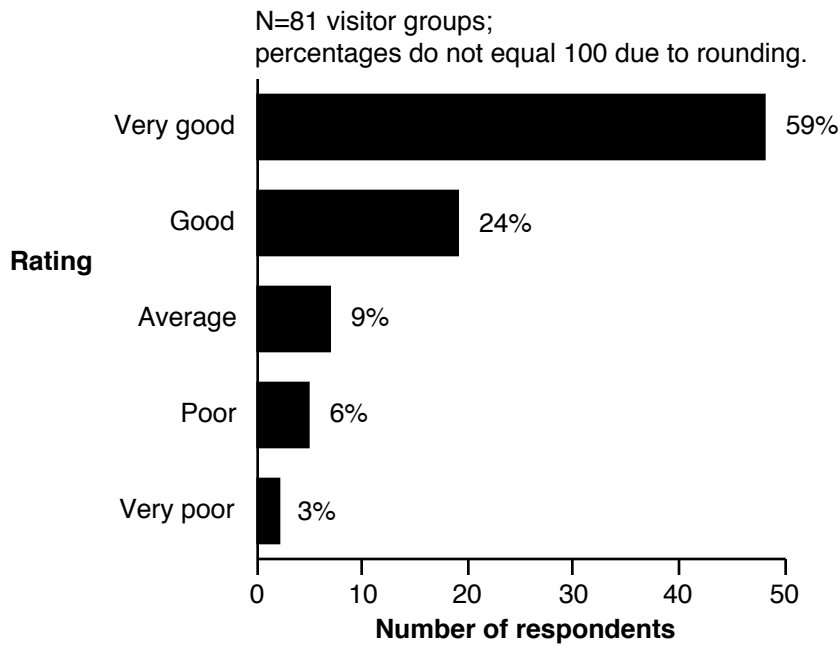


Figure 38: Quality of ranger/ volunteer-led programs

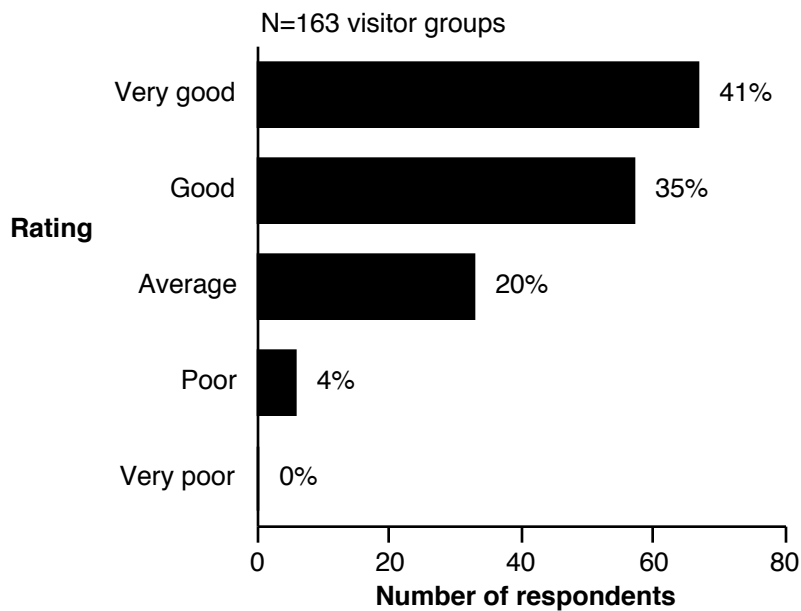


Figure 39: Quality of visitor center book sales area

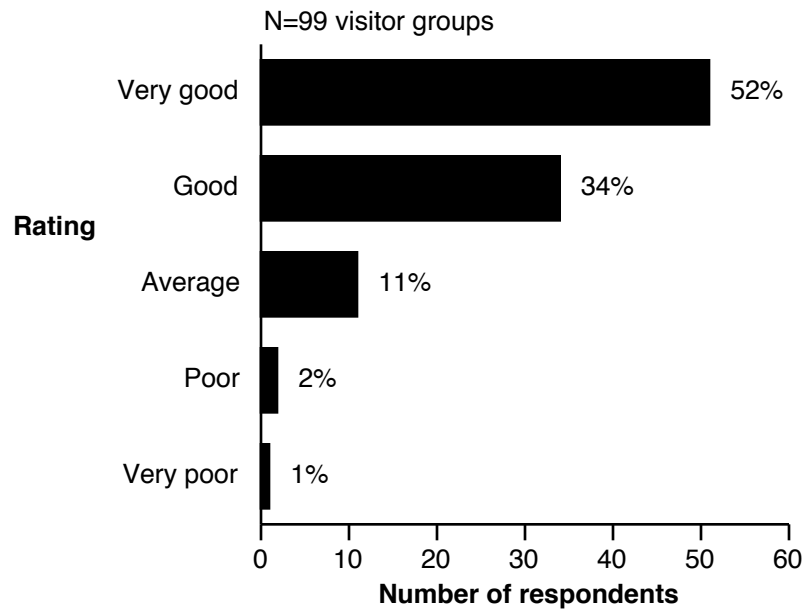


Figure 40: Quality of visitor center orientation film

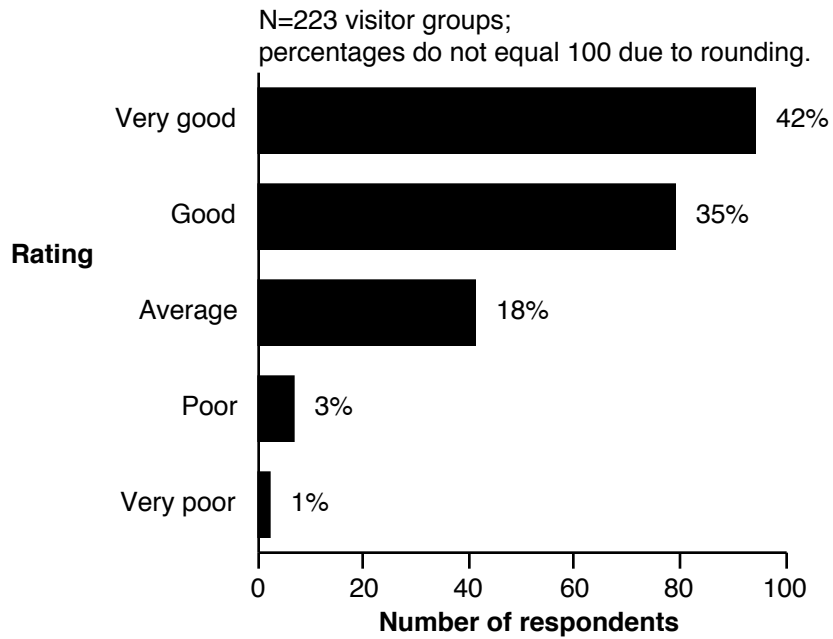


Figure 41: Quality of visitor center exhibits

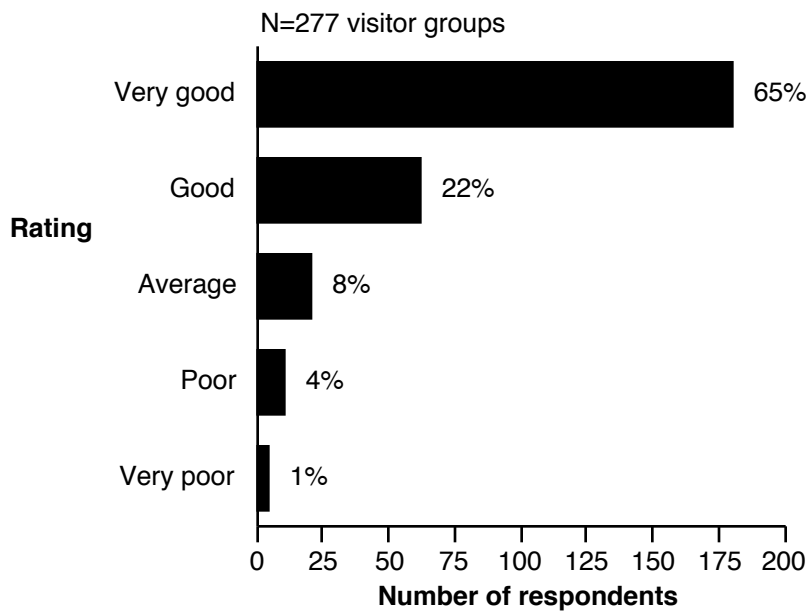


Figure 42: Quality of visitor center personnel

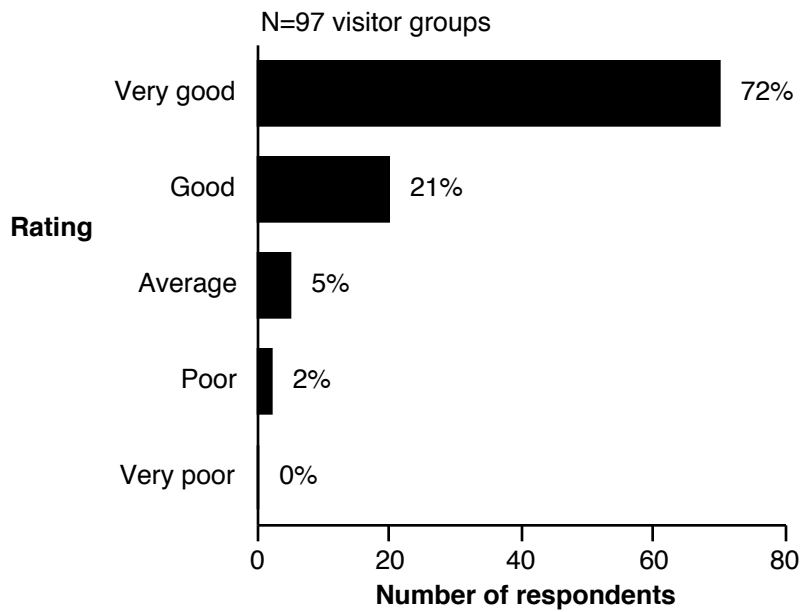


Figure 43: Quality of assistance from employees (other than at visitor center)

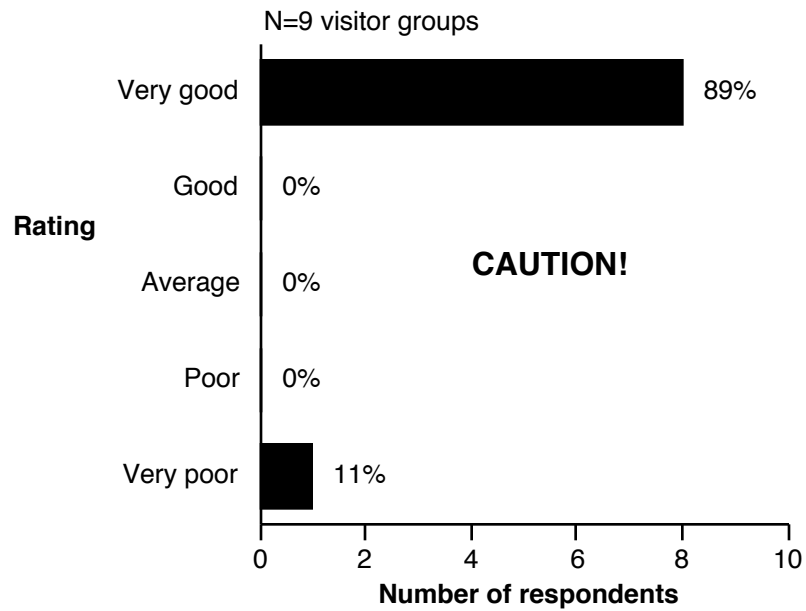


Figure 44: Quality of emergency services

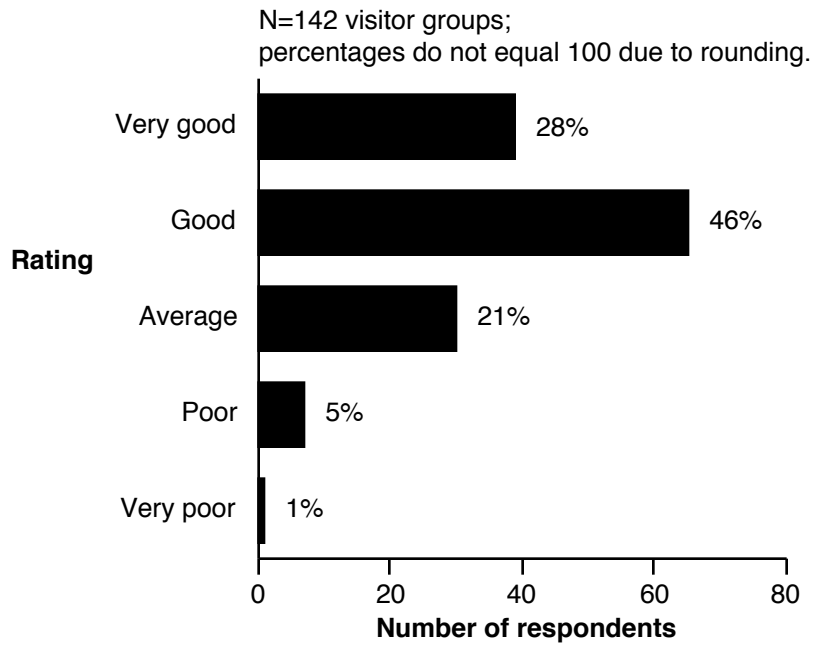


Figure 45: Quality of bulletin boards

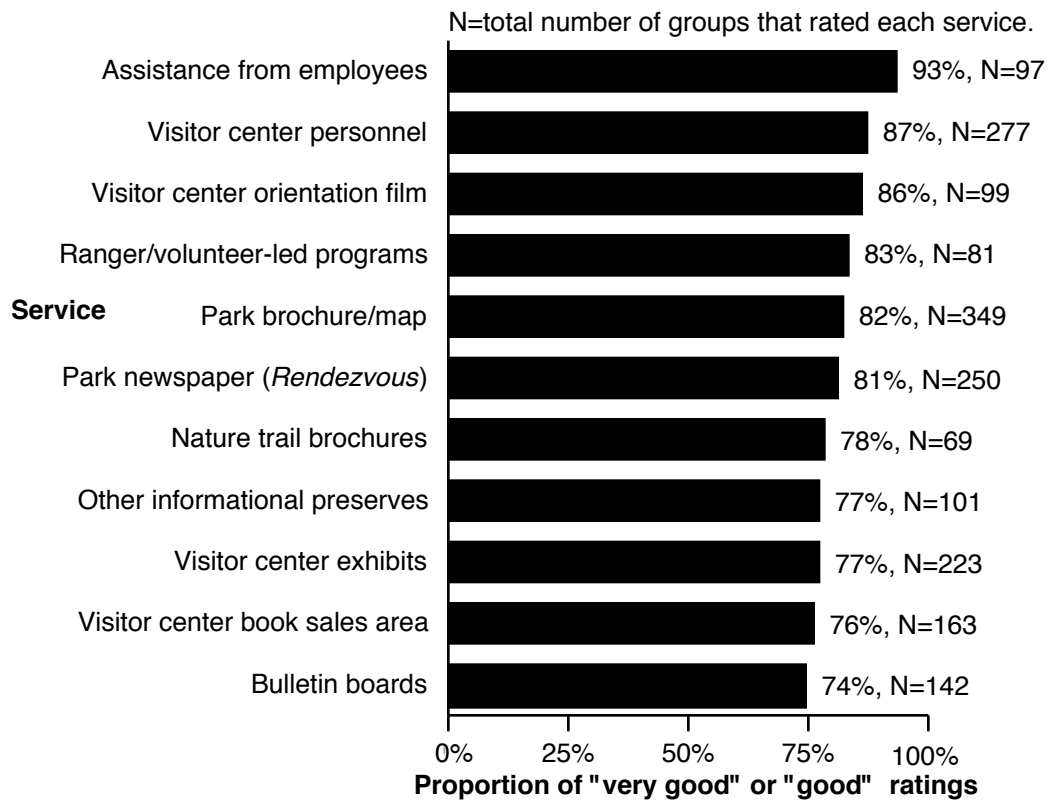


Figure 46: Combined proportions of "very good" and "good" quality ratings for information and ranger services used by visitors

Visitor services and facilities: use, importance and quality The most commonly used visitor services and facilities at Voyageurs NP were parking areas (73%), restrooms (73%), docks (53%) and boat ramps (52%), as shown in Figure 47. The least used service was handicapped access (2%).

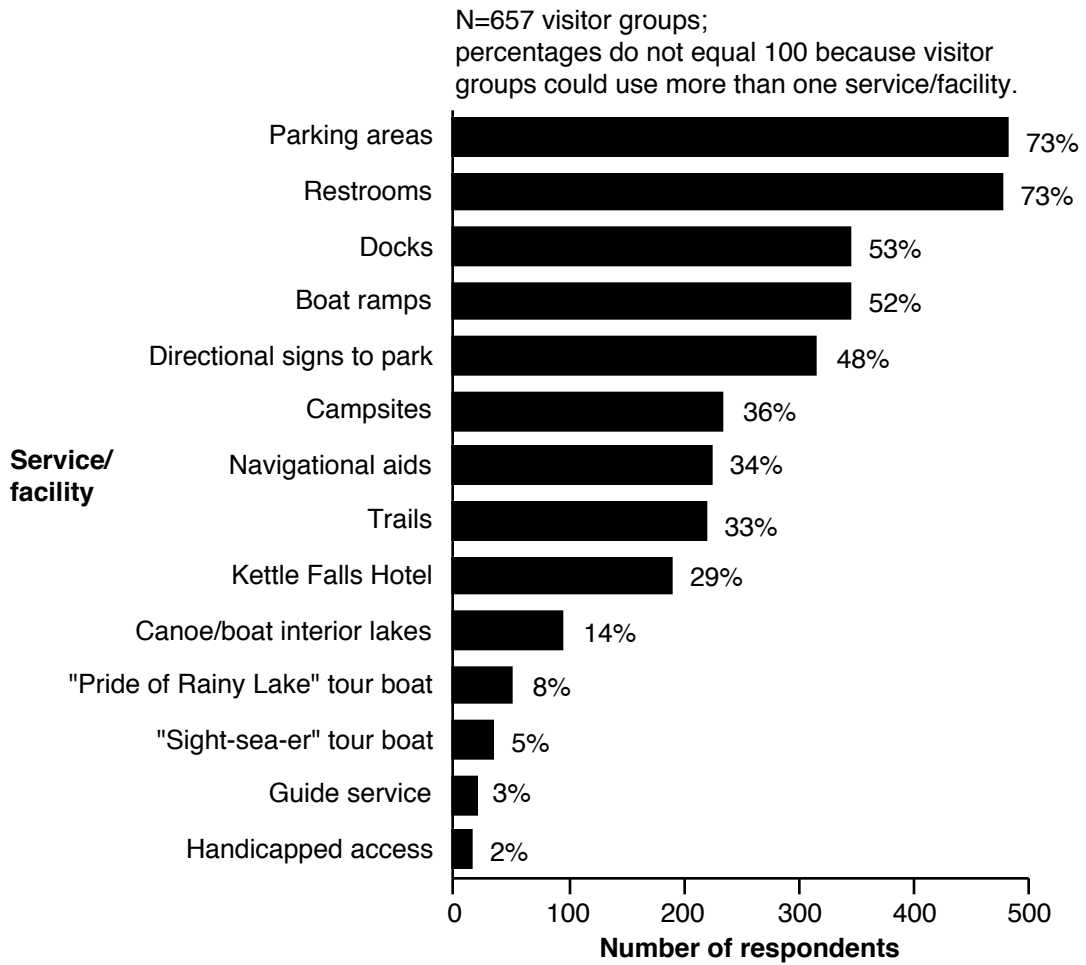


Figure 47: Use of services and facilities

Visitors rated the importance and quality of each of the visitor services and facilities they used. They used five point scales below:

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

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

Figure 48 shows the average importance and quality ratings for each visitor service and facility. 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 48. All services and facilities were rated above average in importance and quality. Note that the following services were not rated by enough groups to provide reliable information: handicapped access and guide service (fishing, water taxi, etc.)

Figures 49-62 show that several services and facilities received the highest "very important" to "extremely important" ratings: boat ramps (93%), navigational aids (93%) and parking areas (90%). The highest "not important" rating was for Kettle Falls Hotel (6%).

Figures 63-76 show that several services and facilities were given high "good" to "very good" quality ratings: docks (93%), boat ramps (92%) and parking areas (90%). The highest "very poor" quality rating was for the *Sight-sea-er* tour boat (4%).

Figure 77 combines the "very good" and "good" quality ratings and compares those ratings for all of the services and facilities.

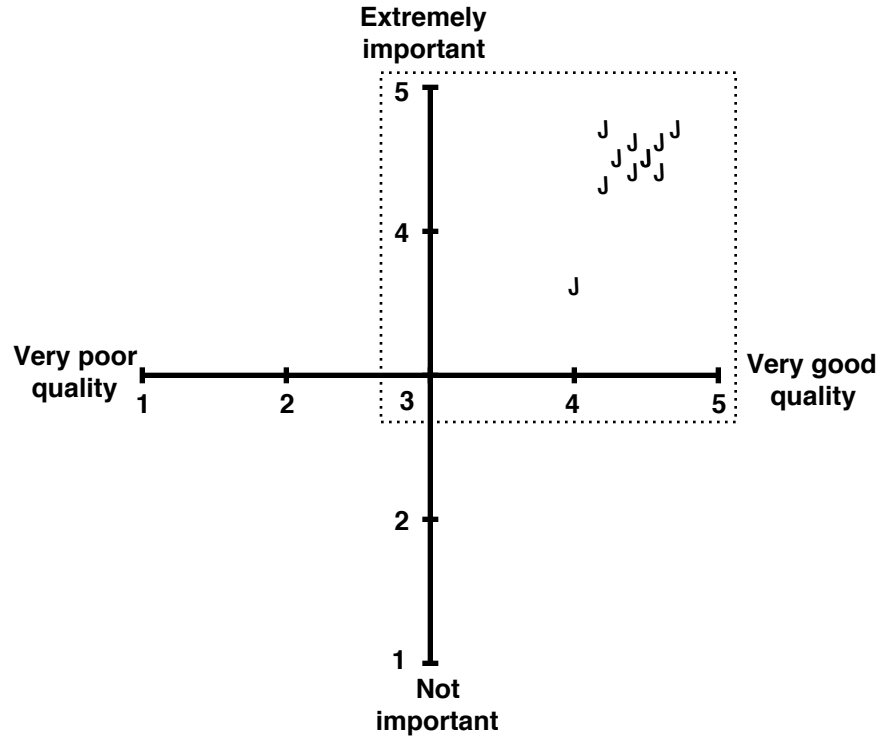


Figure 48: Average ratings of visitor service and facility importance and quality

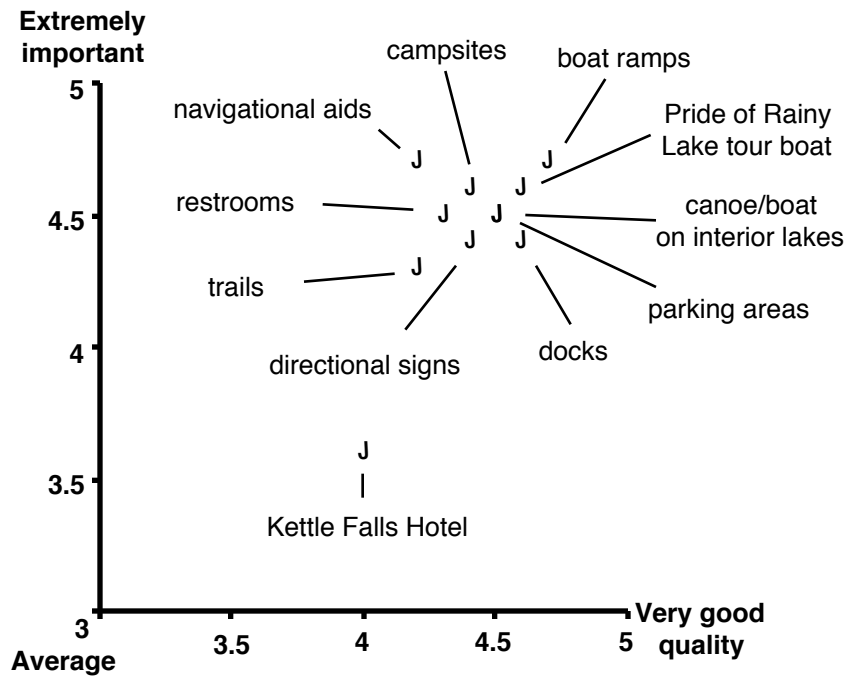


Figure 48: Detail

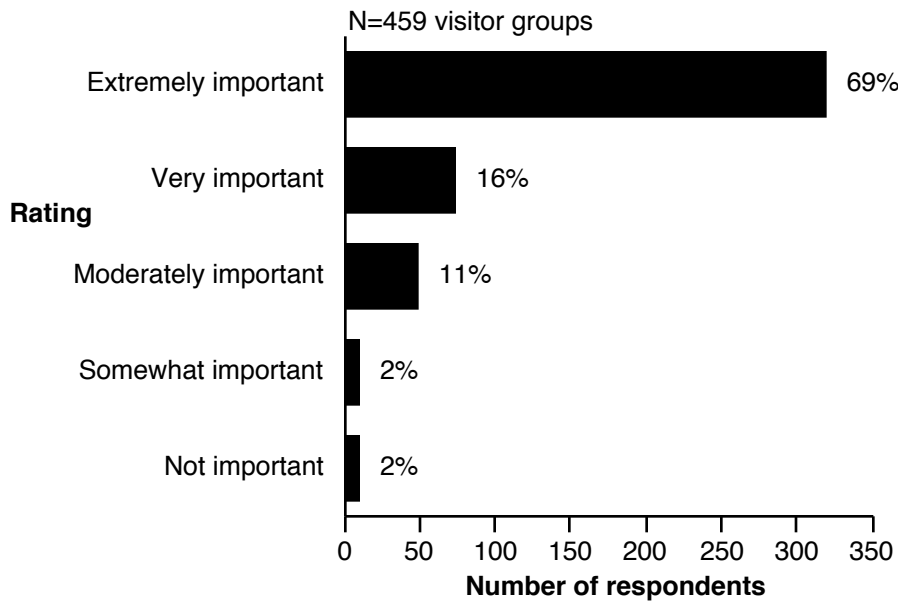


Figure 49: Importance of restrooms

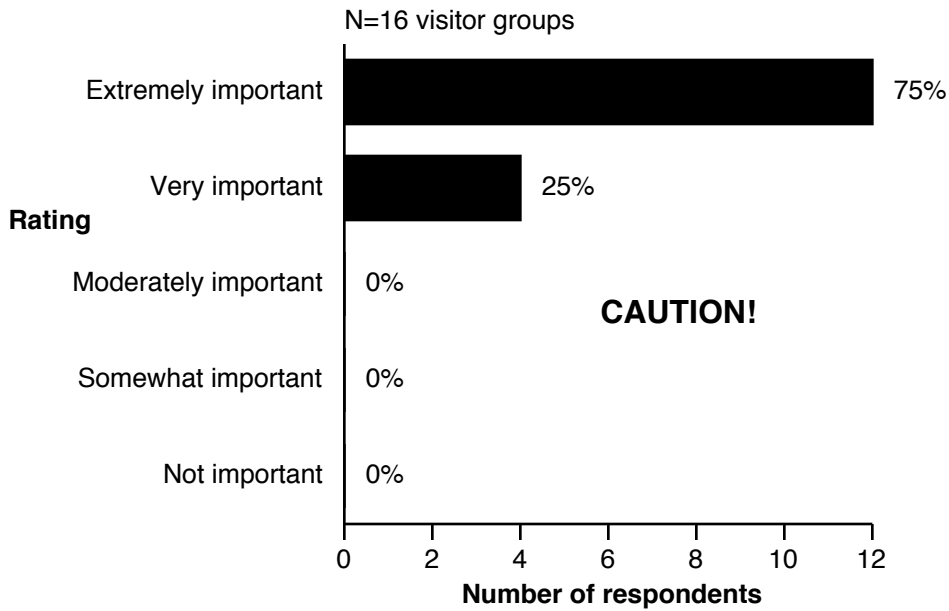


Figure 50: Importance of handicapped access

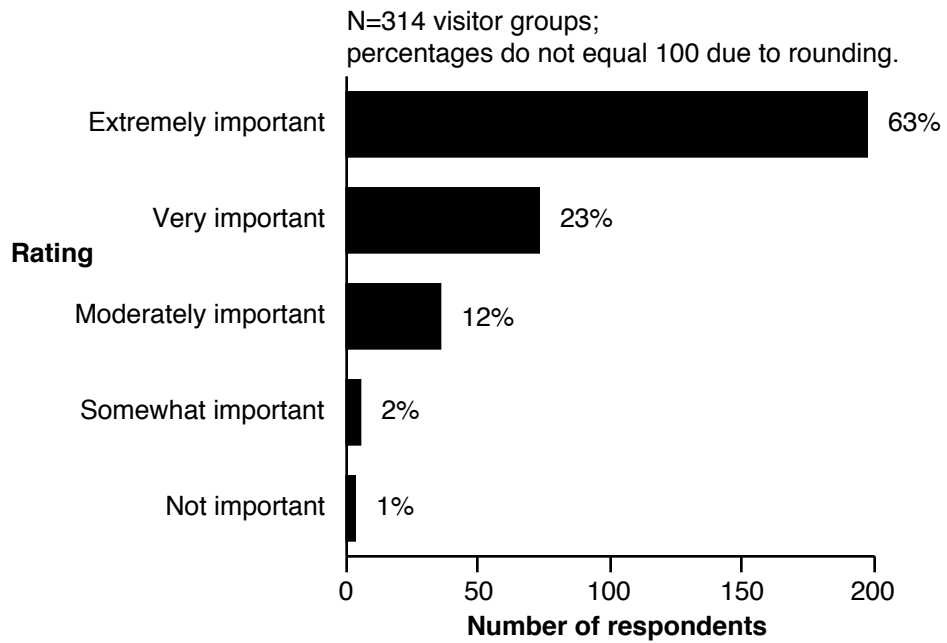


Figure 51: Importance of directional signs to the park

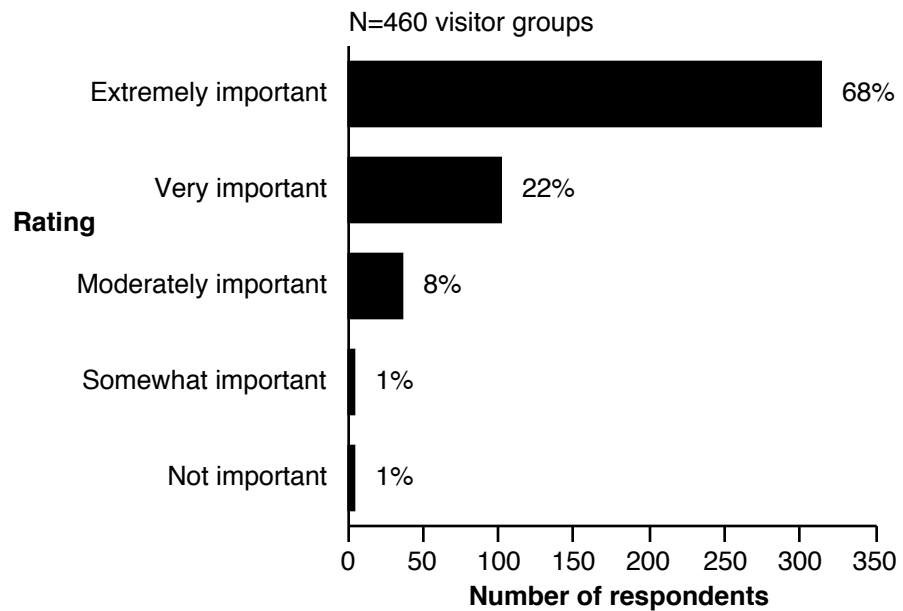


Figure 52: Importance of parking areas

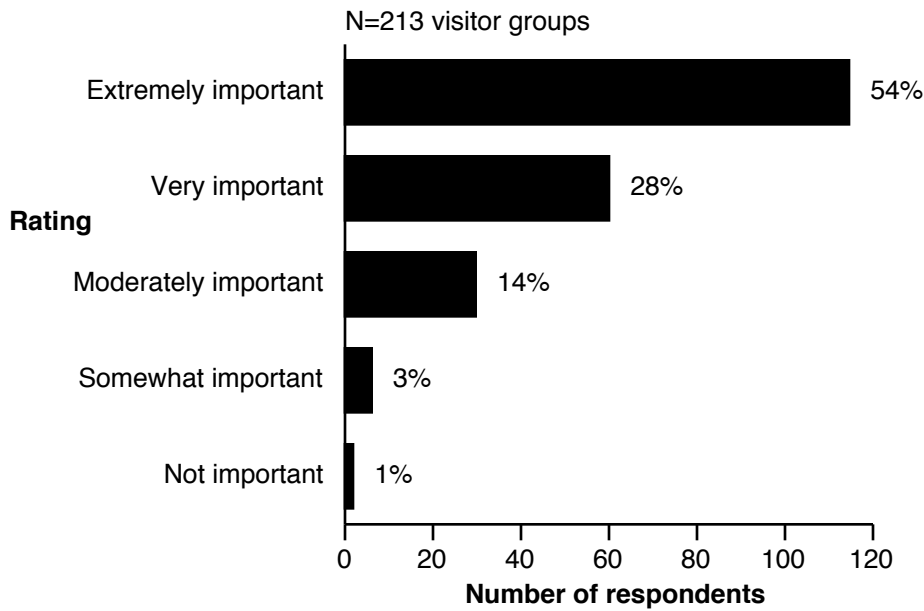


Figure 53: Importance of trails

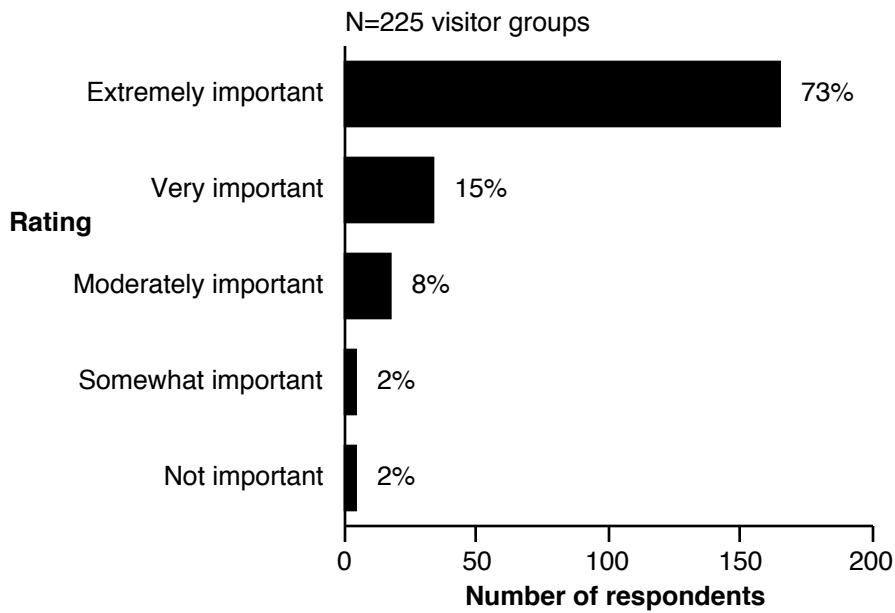


Figure 54: Importance of campsites

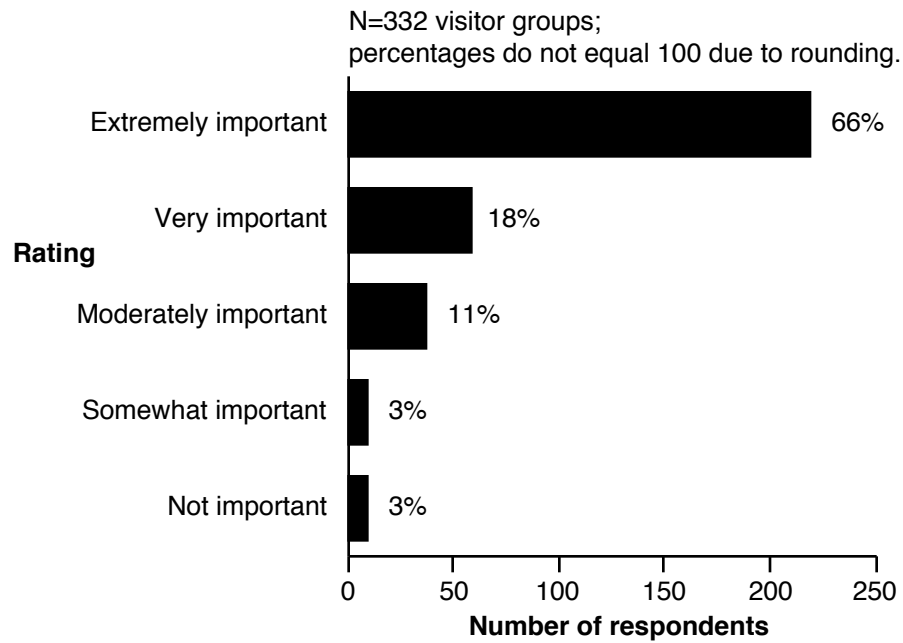


Figure 55: Importance of docks

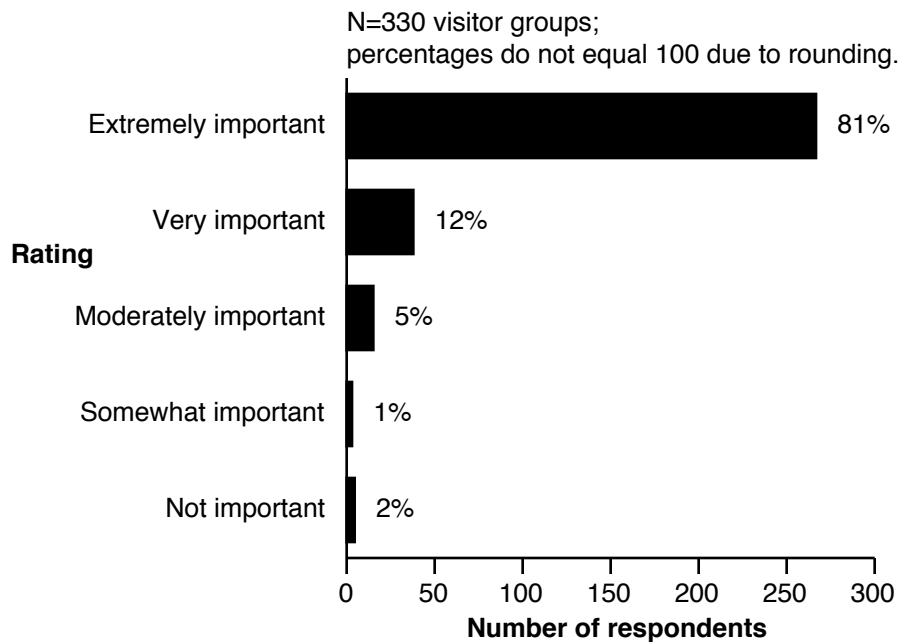


Figure 56: Importance of boat ramps

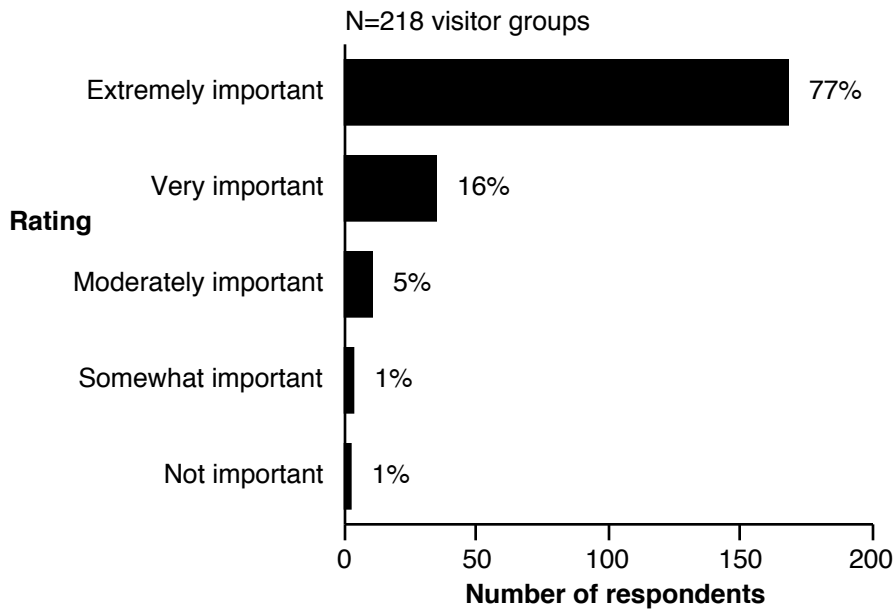


Figure 57: Importance of navigational aids

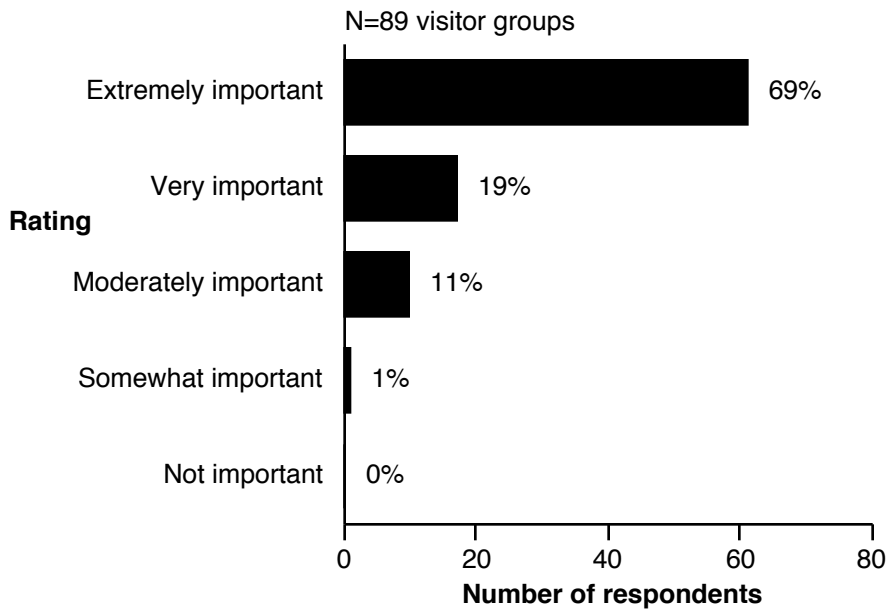


Figure 58: Importance of canoe/boat on interior lakes

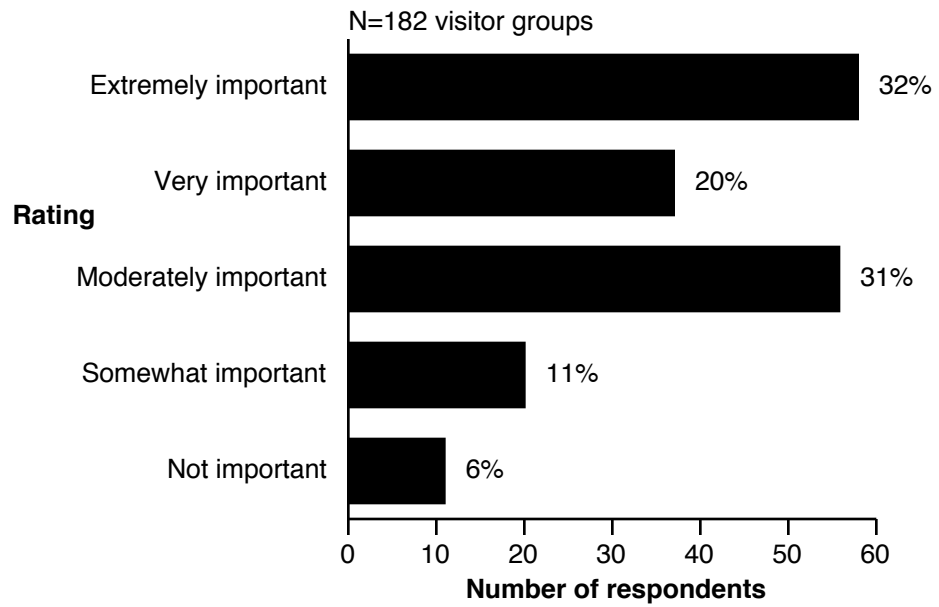


Figure 59: Importance of Kettle Falls Hotel

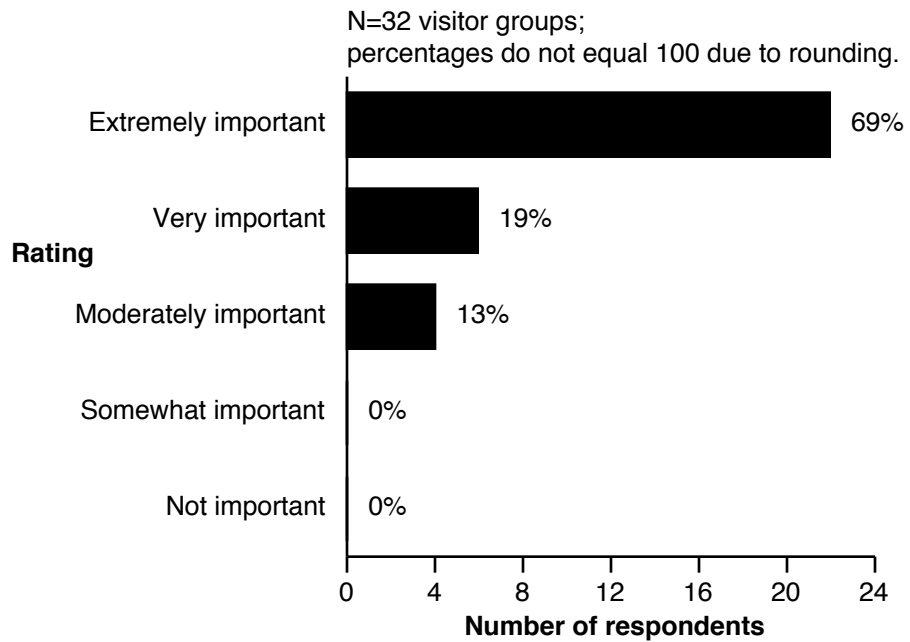


Figure 60: Importance of *Sight-sea-er* tour boat

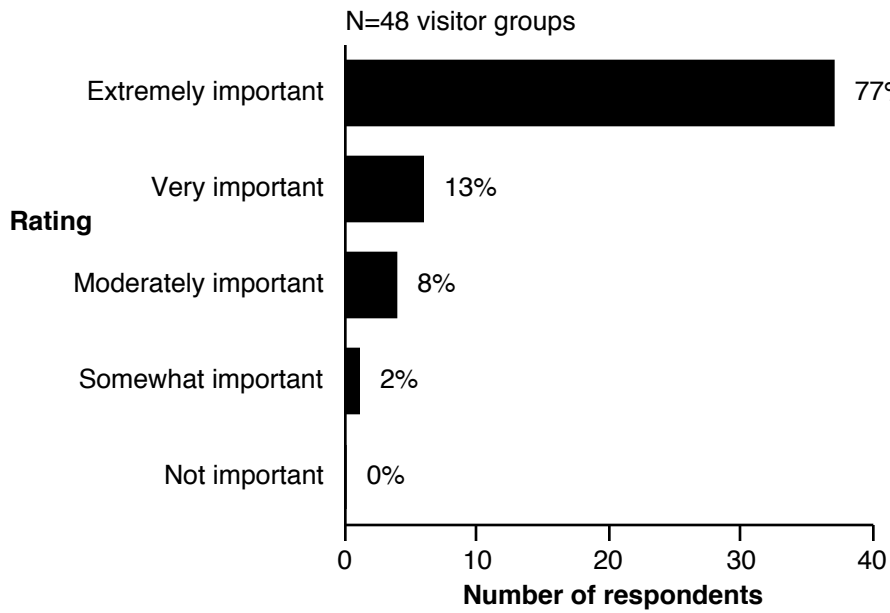


Figure 61: Importance of *Pride of Rainy Lake* tour boat

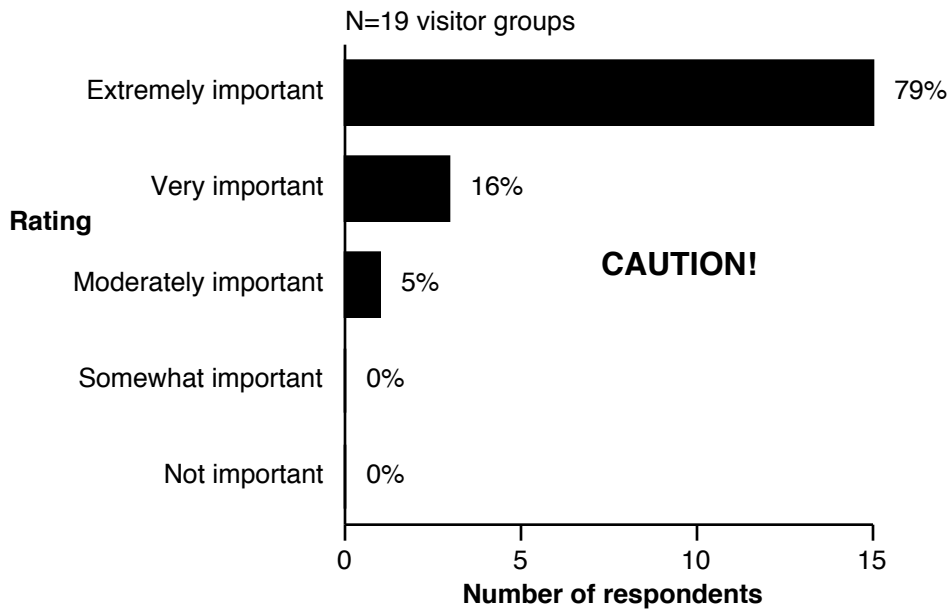


Figure 62: Importance of guide service (fishing, water taxi, etc.)

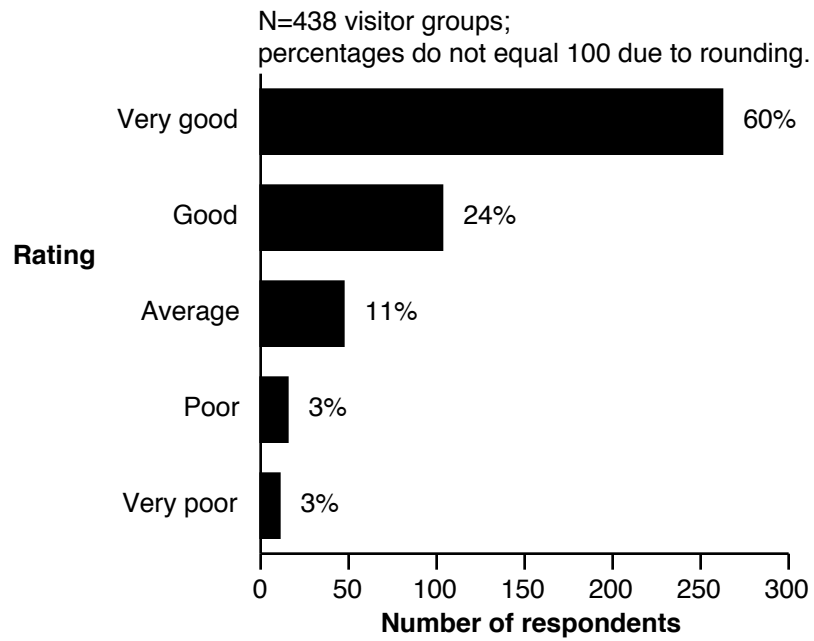


Figure 63: Quality of restrooms

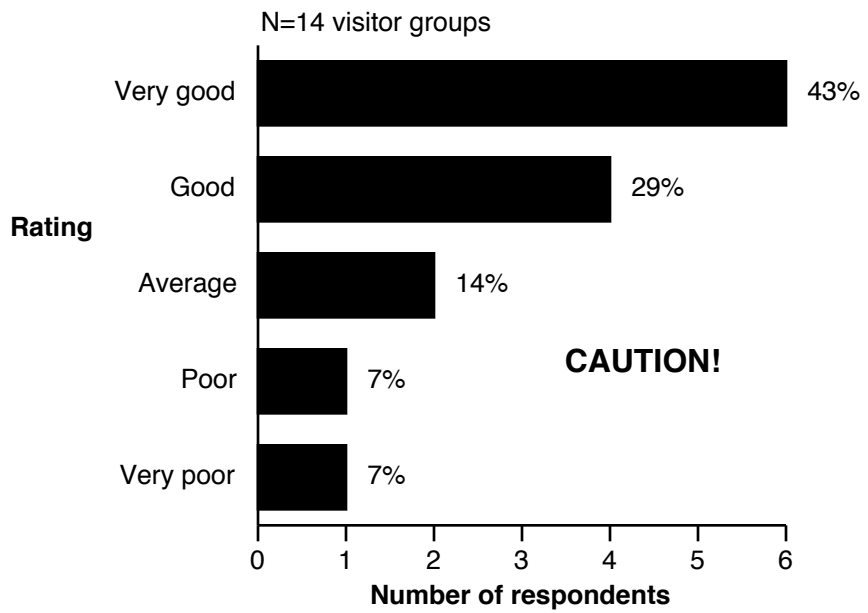


Figure 64: Quality of handicapped access

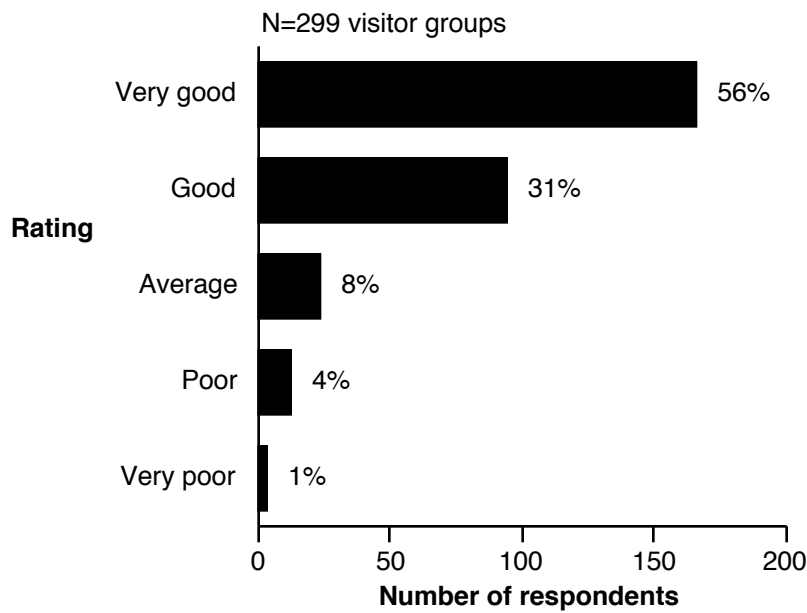


Figure 65: Quality of directional signs to the park

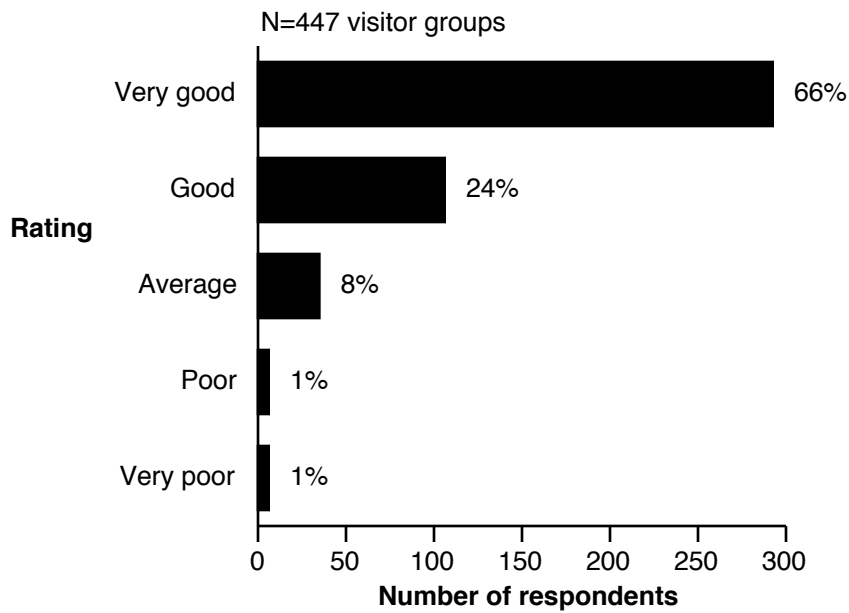


Figure 66: Quality of parking areas

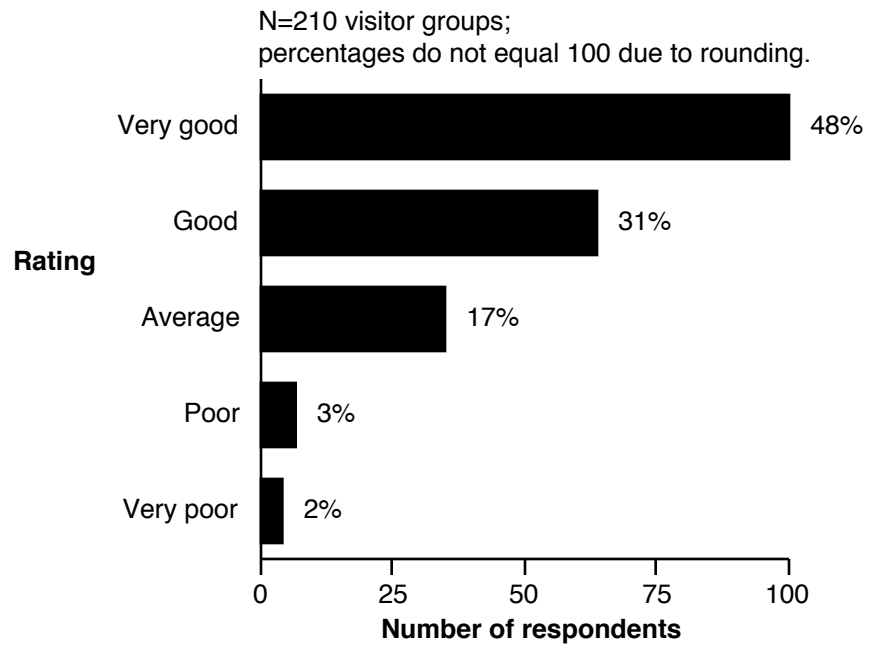


Figure 67: Quality of trails

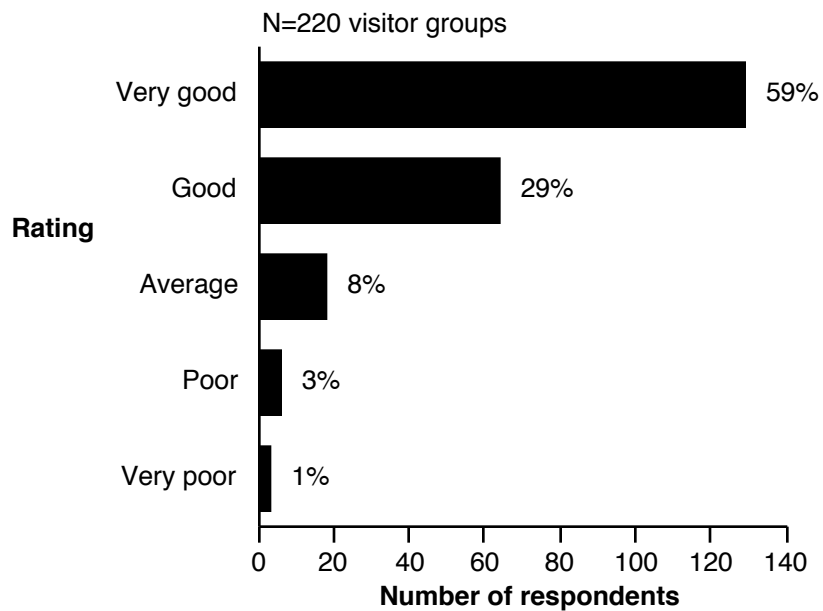


Figure 68: Quality of campsites

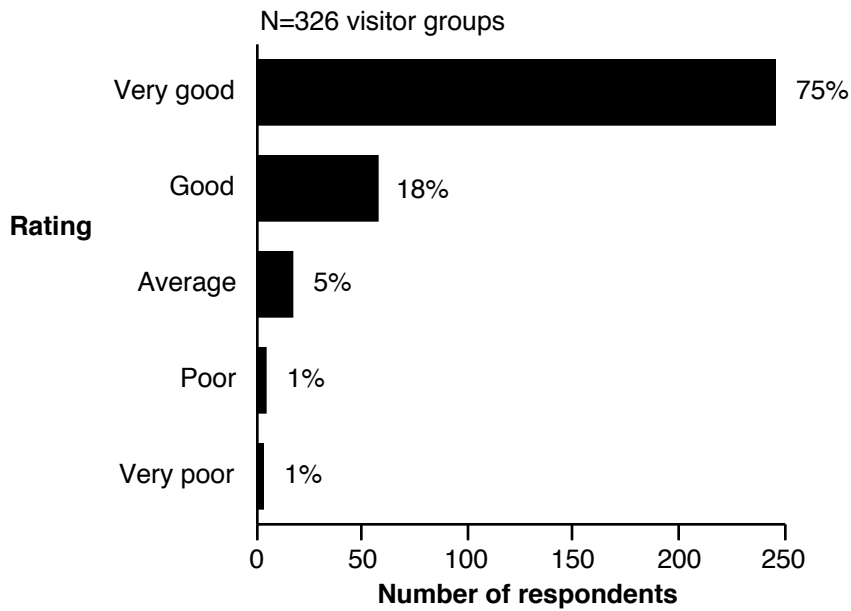


Figure 69: Quality of docks

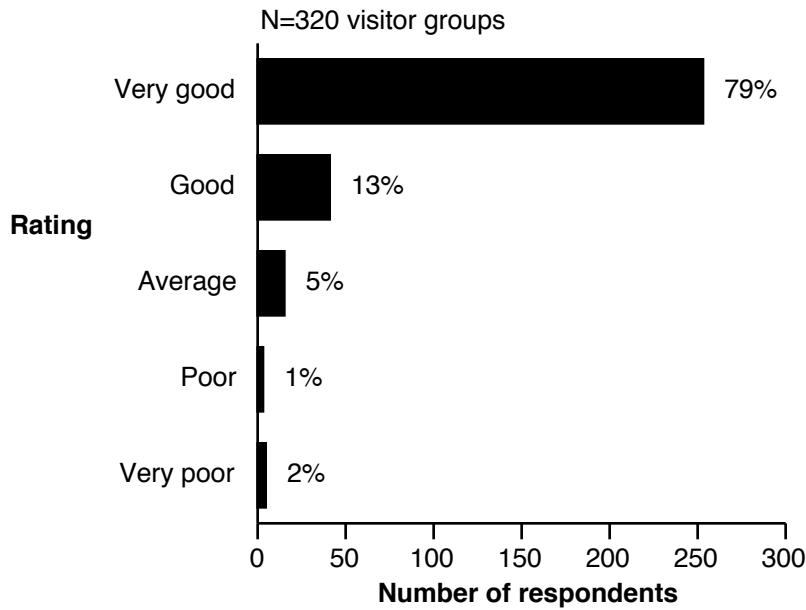


Figure 70: Quality of boat ramps

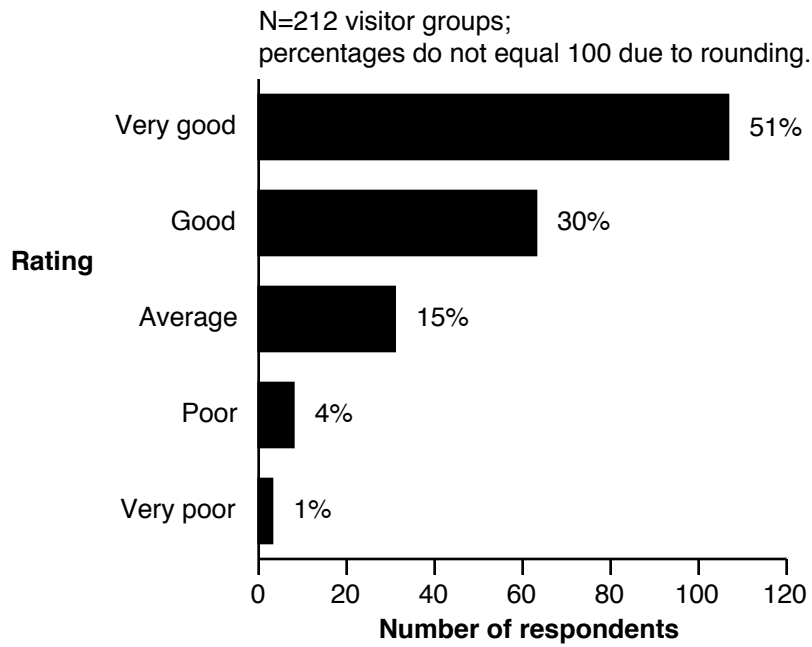


Figure 71: Quality of navigational aids

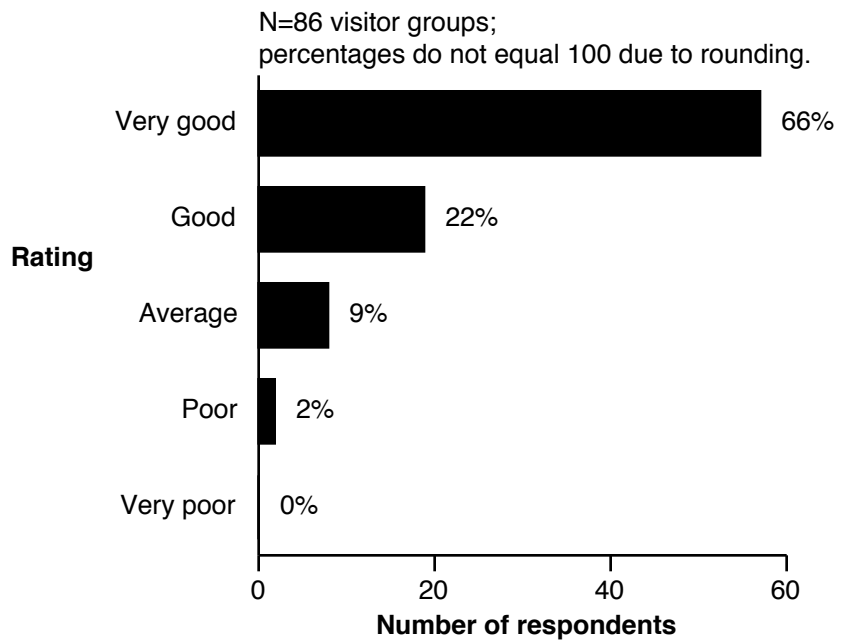


Figure 72: Quality of canoe/boat on interior lakes

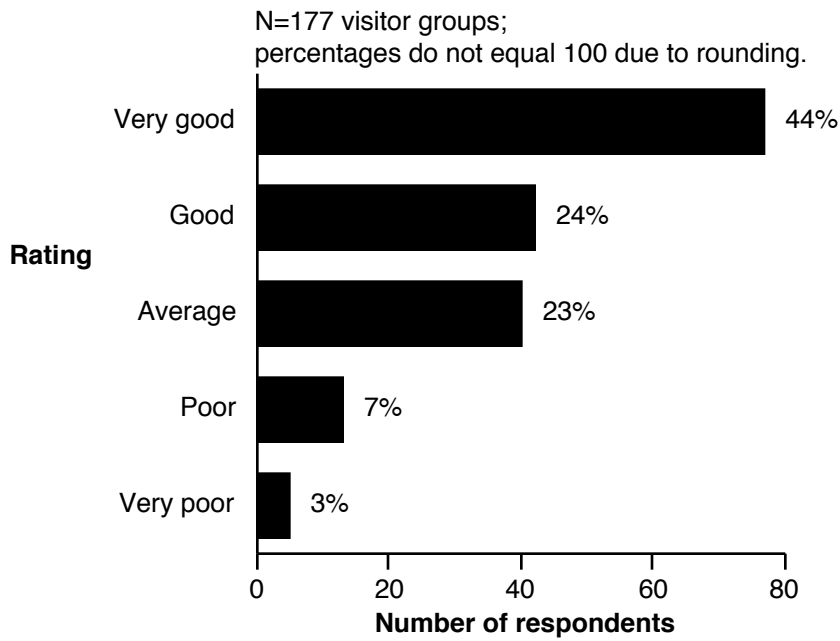


Figure 73: Quality of Kettle Falls Hotel

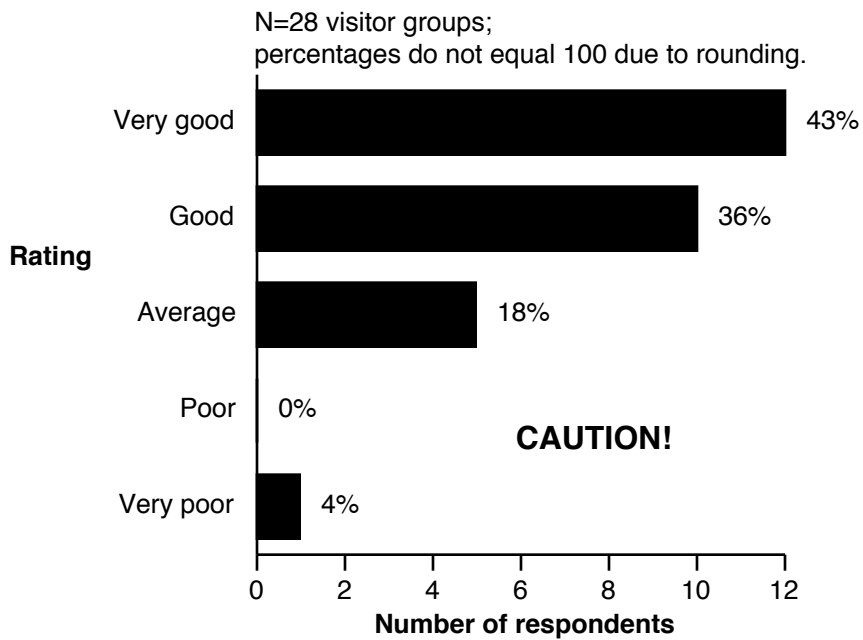


Figure 74: Quality of *Sight-sea-er* tour boat

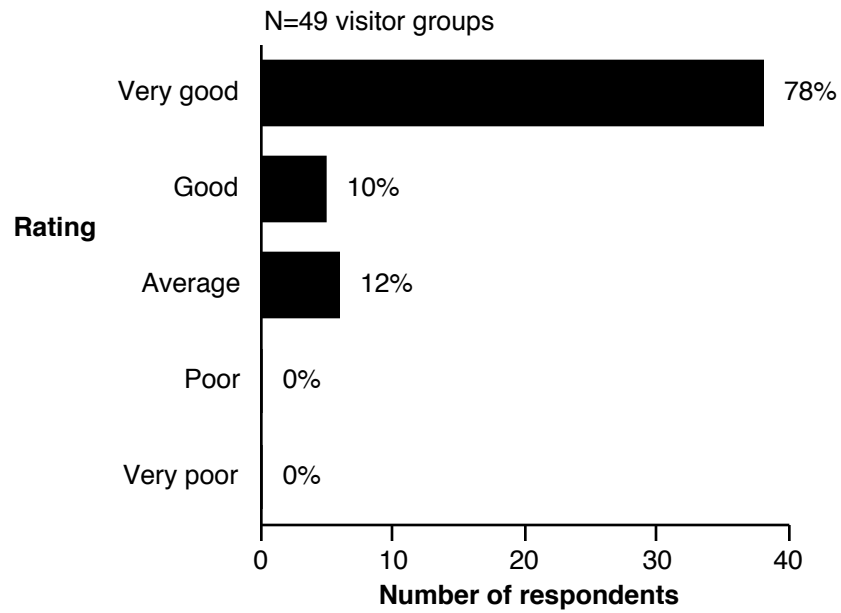


Figure 75: Quality of *Pride of Rainy Lake* tour boat

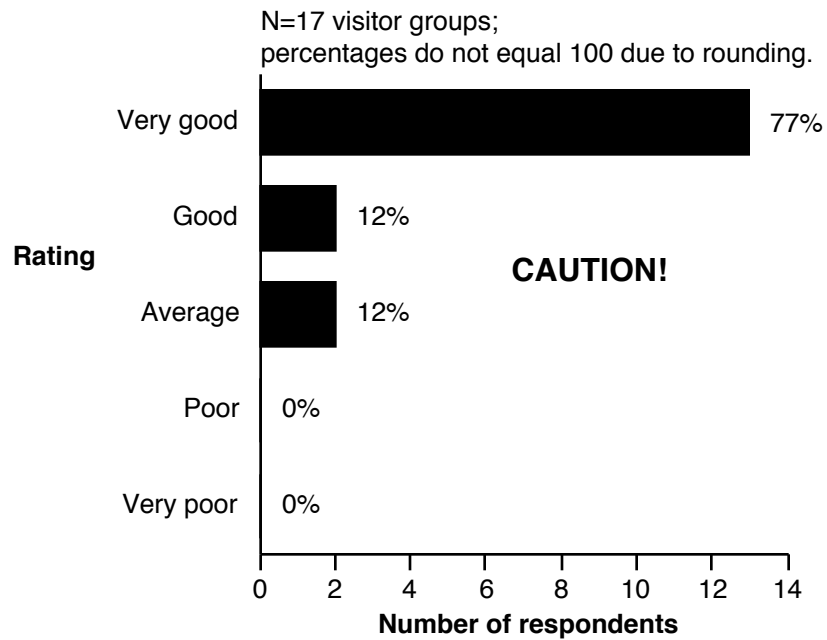


Figure 76: Quality of guide service (fishing, water taxi, etc.)

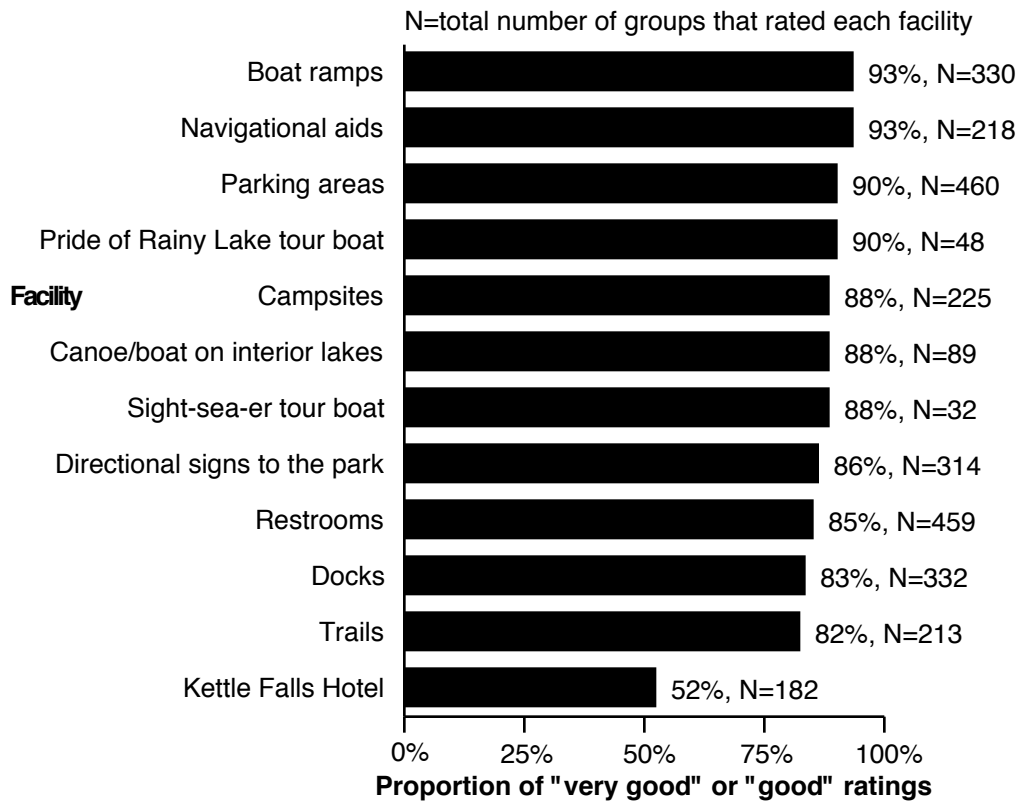


Figure 77: Combined proportions of "very good" and "good" quality ratings for visitor information and ranger services used by visitors

Expenditures

Visitors were asked to list their expenditures inside and outside the park during their visit. They were asked how much money they spent for lodging (hotel, motel, resort, camping, houseboat, etc.), travel (gas, car/boat rental, etc.), food (restaurant, groceries, etc.), and "other" items (souvenirs, film, gifts, guide service, etc.).

Total expenditures in the park and outside the park: Almost one-half of the visitor groups (49%) spent up to \$200 in total expenditures during this visit (see Figure 78). Another 14% spent \$1,001 or more on this visit.

Total expenditures in the park: Over half of the visitor groups (57%) spent up to \$200 in total expenditures in the park during this visit (see Figure 79).

The largest proportion of visitors' money was spent for lodging (51%) and travel (19%), as shown in Figure 80.

In the park, the average visitor group expenditure during this visit was \$176. The average per capita expenditure was \$58. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$30.

Lodging: In the park, 74% of visitors spent no money for lodging on this visit (see Figure 81). Fourteen percent spent \$151 or more.

Travel: In the park, 50% of the groups spent no money for travel expenditures (see Figure 82). Twenty-nine percent spent up to \$50.

Food: For food, 49% of the groups spent no money in the park (see Figure 83). Thirty-six percent of visitor groups spent up to \$50.

"Other" items: Forty-six percent of the groups spent no money for "other" items (see Figure 84). Another 44% spent up to \$50.

Total expenditures outside the park in the area including International Falls, Kabetogama, Ash River or Crane Lake:

Fifty-five percent of the visitor groups spent up to \$200 in total expenditures outside the park during this visit (see Figure 85). Another 10% spent \$1,001 or more and 10% spent no money.

The largest proportion of visitors' money was spent for lodging (54%) and food (20%), as shown in Figure 86.

Outside the park, the average visitor group expenditure during this visit was \$432. The average per capita expenditure was \$110. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$110.

Lodging: During this visit, 42% of visitor groups spent no money for lodging outside the park (see Figure 87). Thirty percent spent \$151 or more for lodging.

Travel: Over one-half of the groups (54%) spent up to \$50 (see Figure 88). Sixteen percent spent no money.

Food: For food, 44% of the groups spent up to \$50 (see Figure 89). Seventeen percent spent no money and seventeen percent spent \$151 or more.

"Other" items: Over one-third of the visitor groups (38%) spent no money for "other" items outside the park (see Figure 90). Thirty-eight percent spent up to \$50.

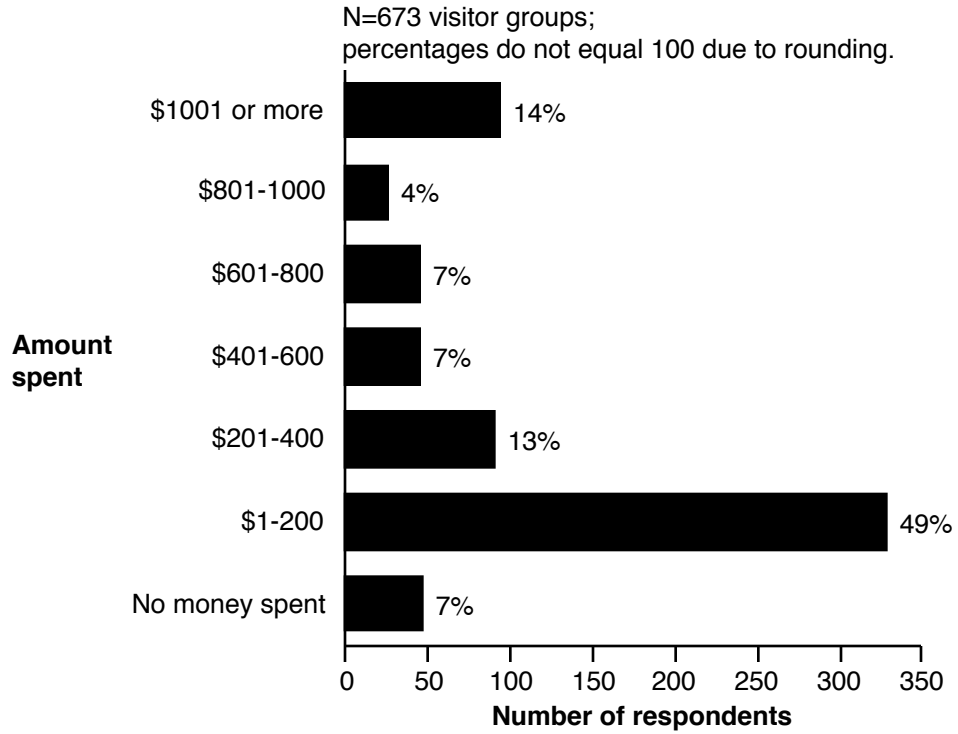


Figure 78: Total expenditures in the park and outside the park

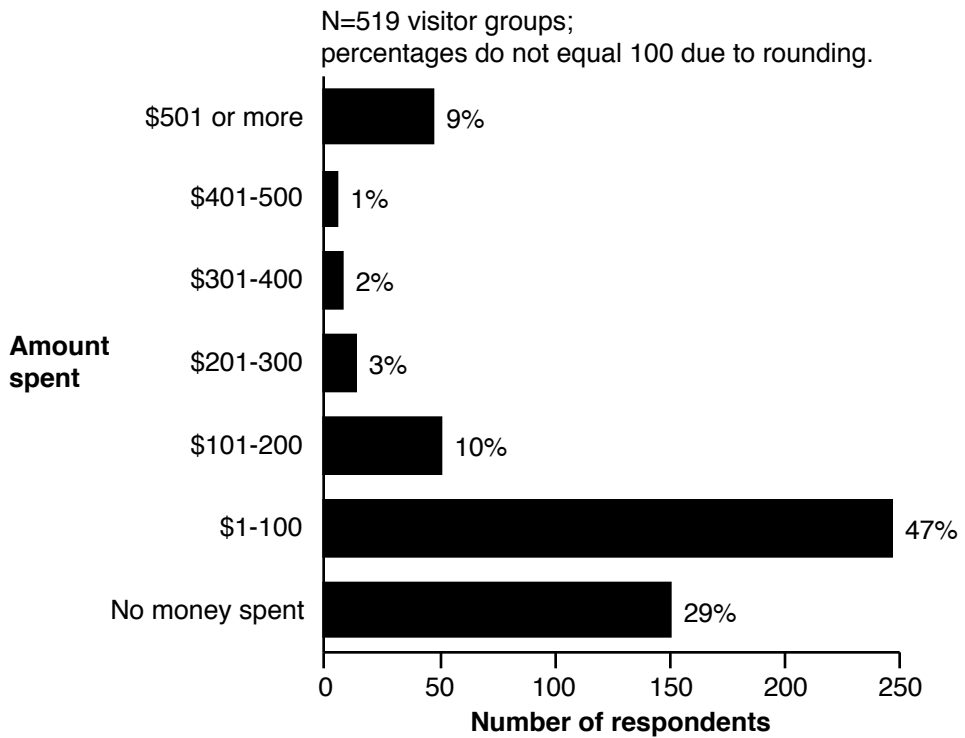


Figure 79: Total expenditures in the park

N=519 visitor groups;
percentages do not equal 100 due to rounding.

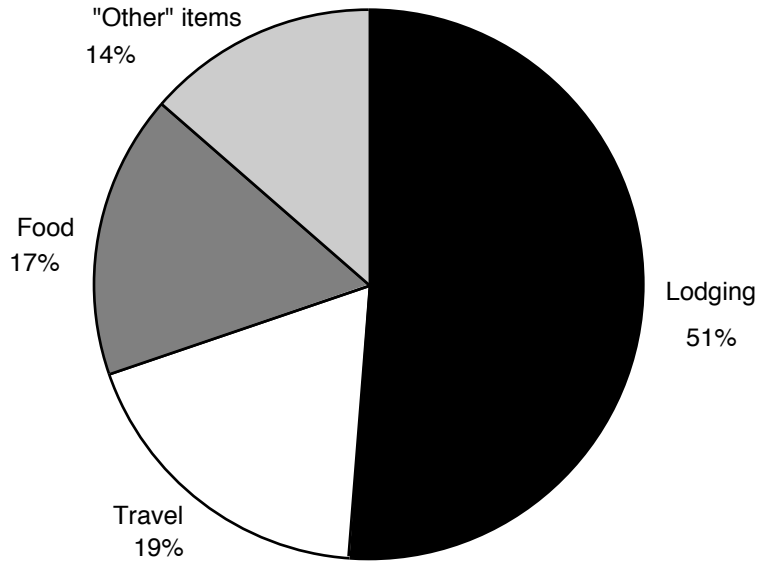


Figure 80: Proportion of expenditures in the park

N=364 visitor groups;
percentages do not equal 100 due to rounding.

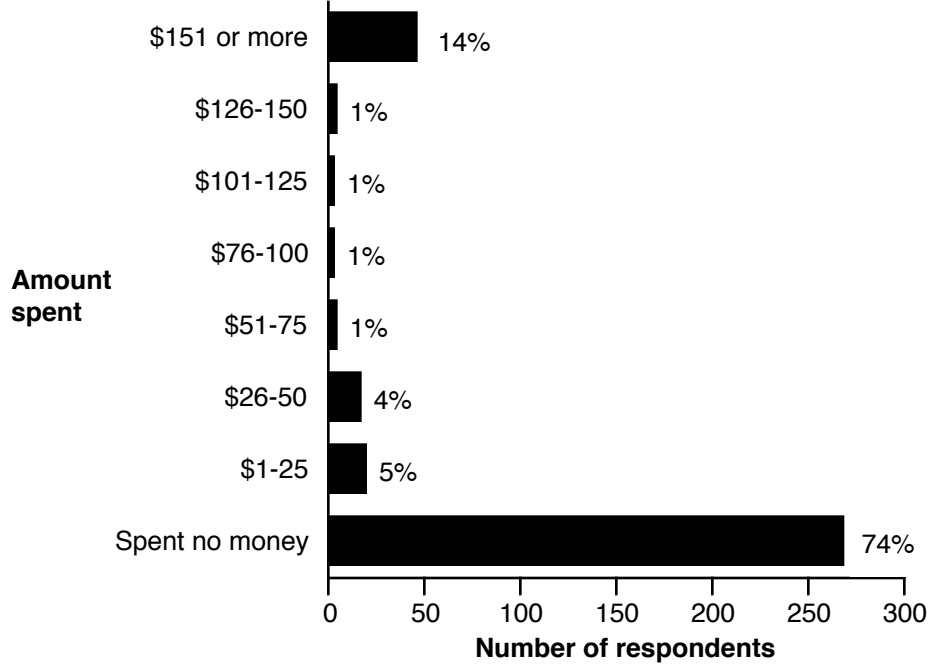


Figure 81: Expenditures for lodging in the park

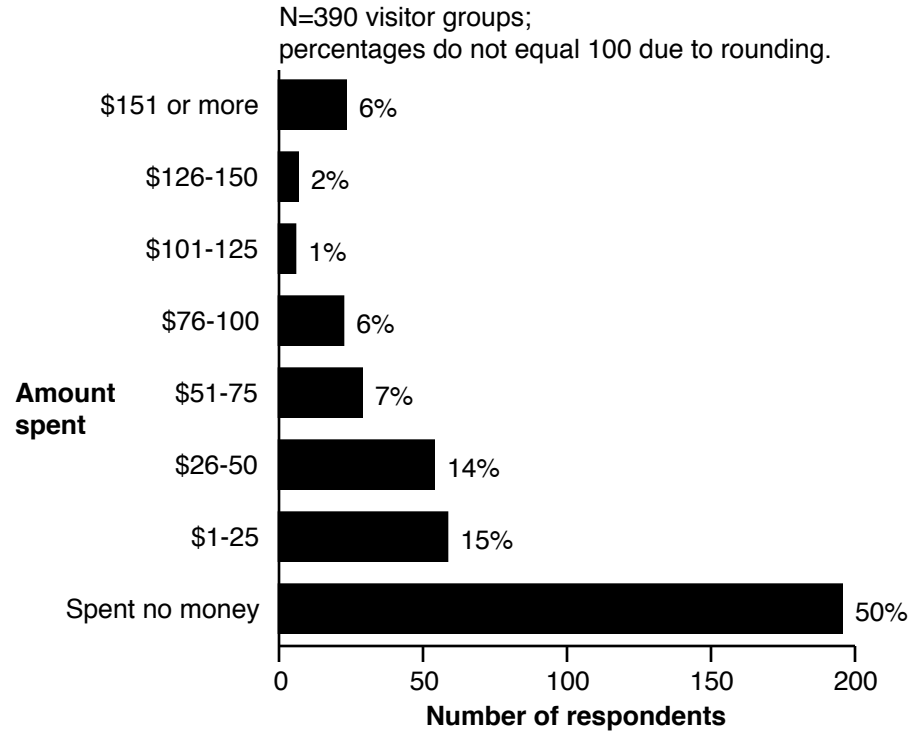


Figure 82: Expenditures for travel in the park

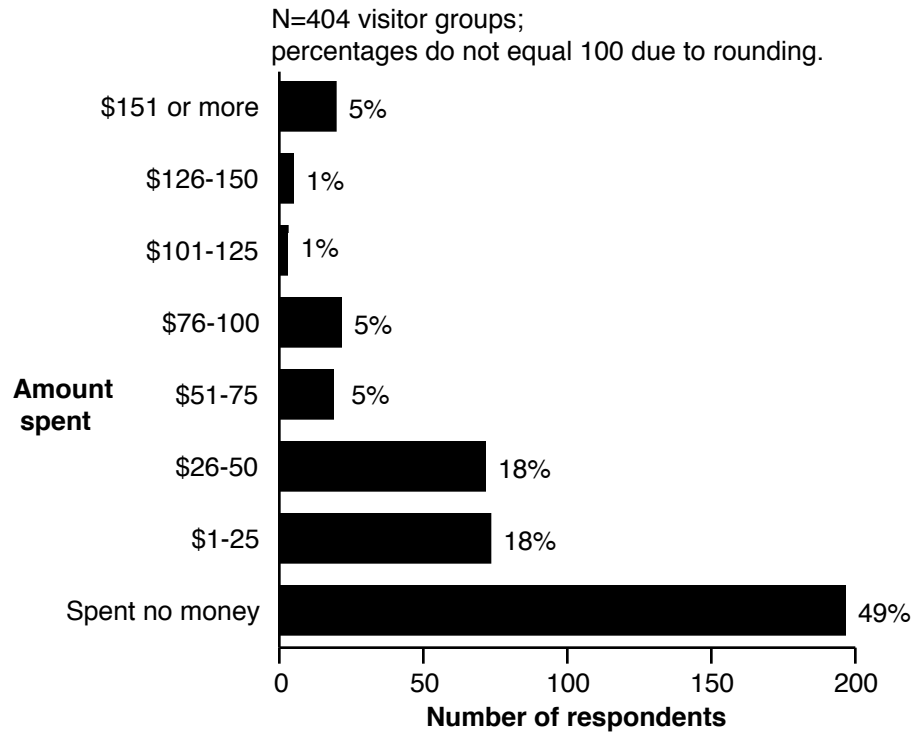


Figure 83: Expenditures for food in the park

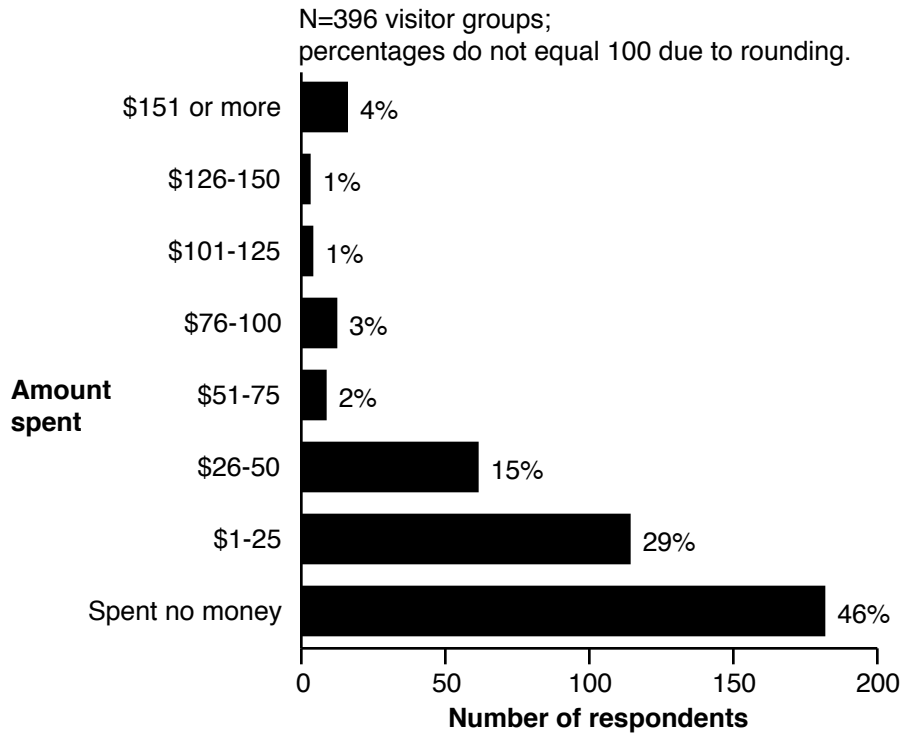


Figure 84: Expenditures for "other" items in the park

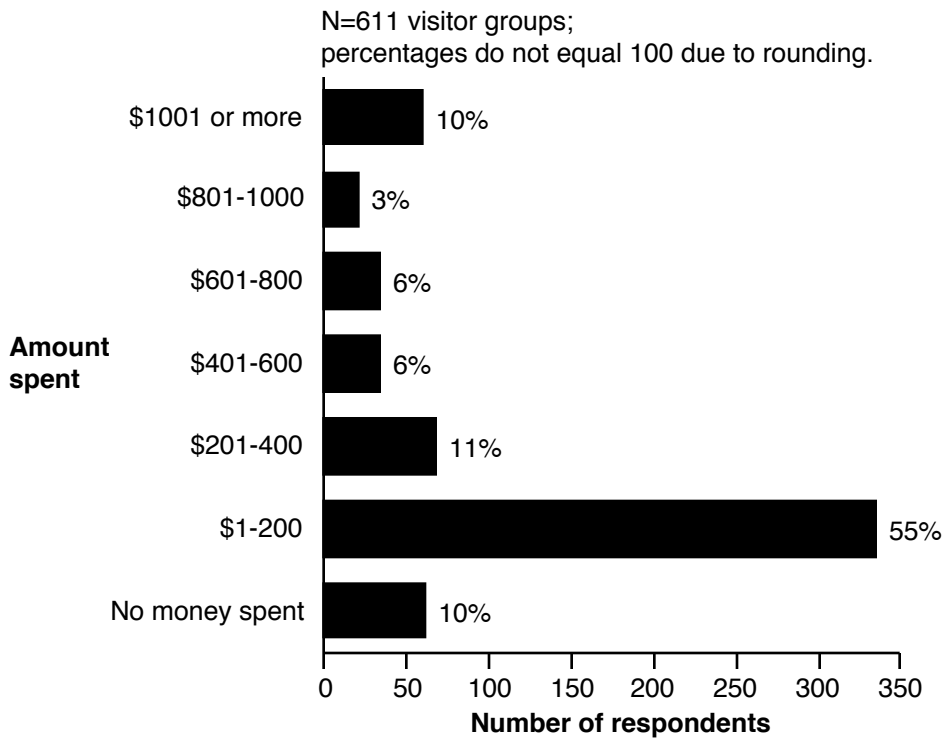


Figure 85: Total expenditures outside the park

N=611 visitor groups;
percentages do not equal 100 due to rounding.

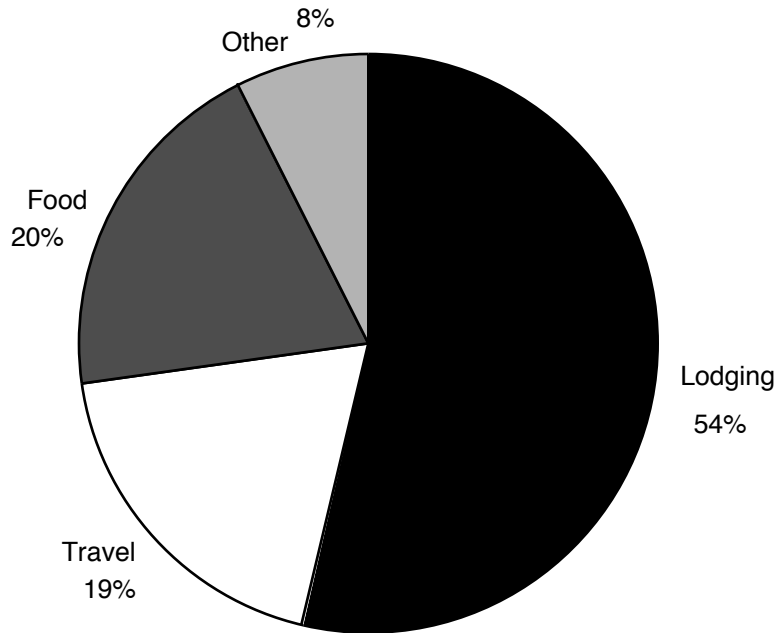


Figure 86: Proportion of expenditures outside the park

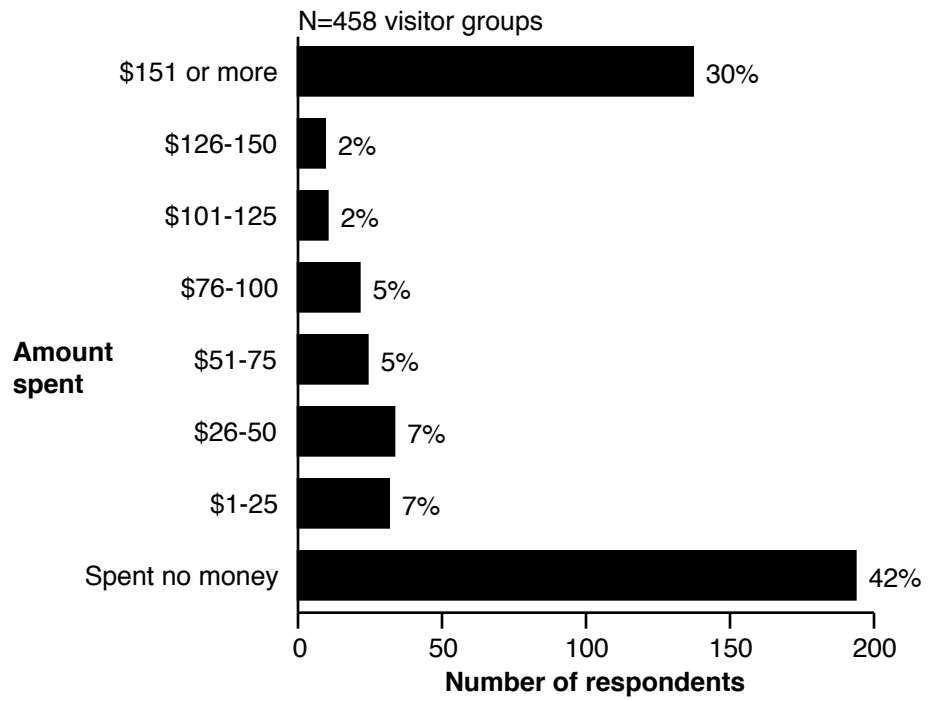


Figure 87: Expenditures for lodging outside the park

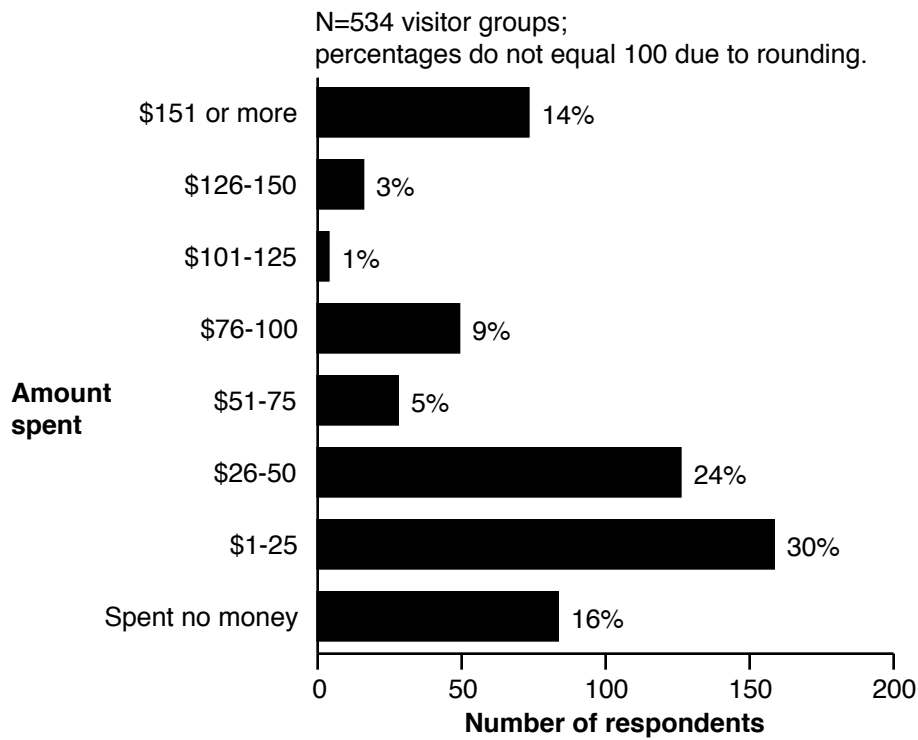


Figure 88: Expenditures for travel outside the park

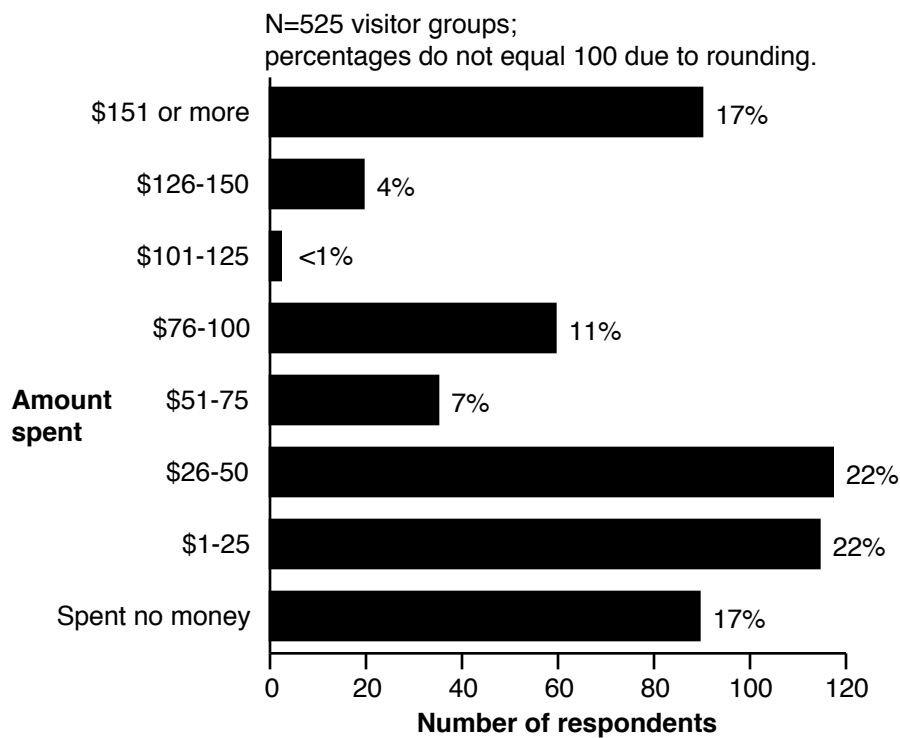


Figure 89: Expenditures for food outside the park

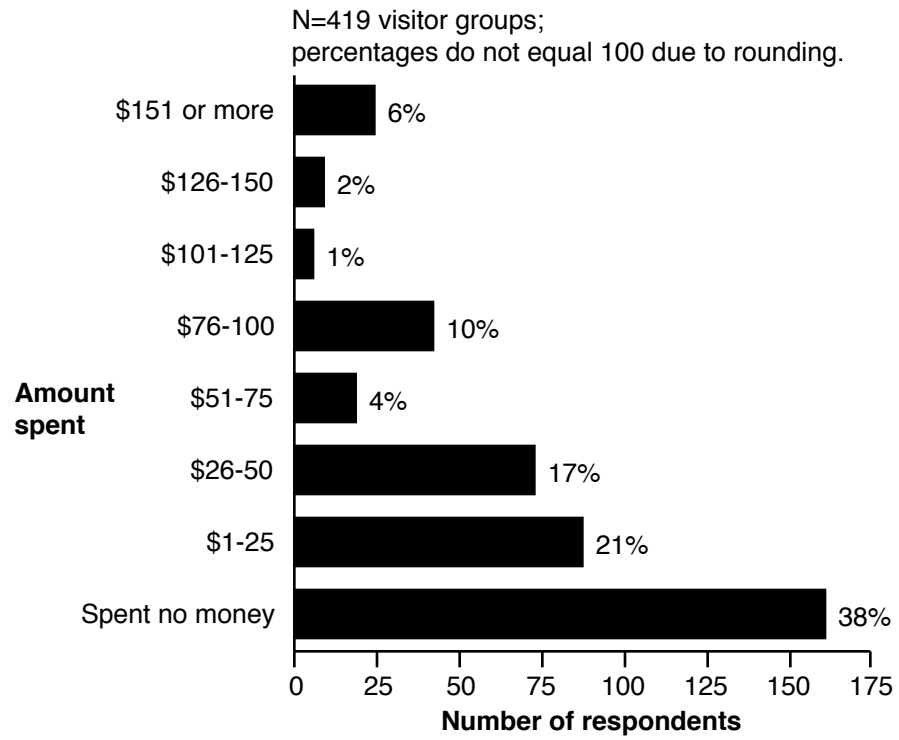


Figure 90: Expenditures for "other" items outside the park

**Campsite
use/opinions
about
reservations**

Less than one-third of the visitors (32%) said they used a tent/houseboat campsite during their visit to Voyageurs (see Figure 91). Over two-thirds of the visitor groups (68%) did not use a tent/houseboat campsite during their visit.

Visitors who stayed in tent/houseboat campsites were asked if they had difficulty locating an unoccupied campsite. Over two-thirds of the visitors (69%) did not have difficulty locating an unoccupied campsite (see Figure 92). Thirty-one percent of the visitors had difficulty finding an unoccupied site.

Visitors who had difficulty locating an unoccupied campsite were asked if they thought a camping reservation system would have helped. Sixty-four percent of the visitors did not think a camping reservation system would have helped; 36% said reservations would have helped (see Figure 93).

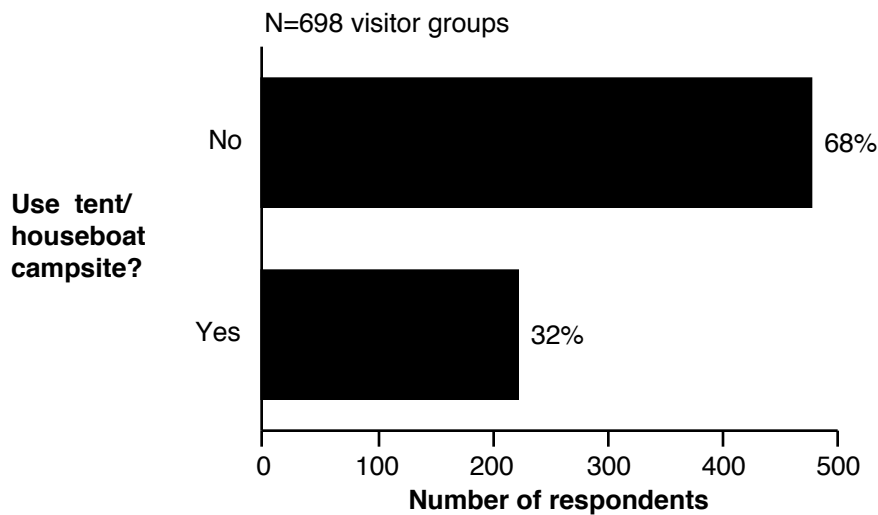


Figure 91: Tent/ houseboat campsite use

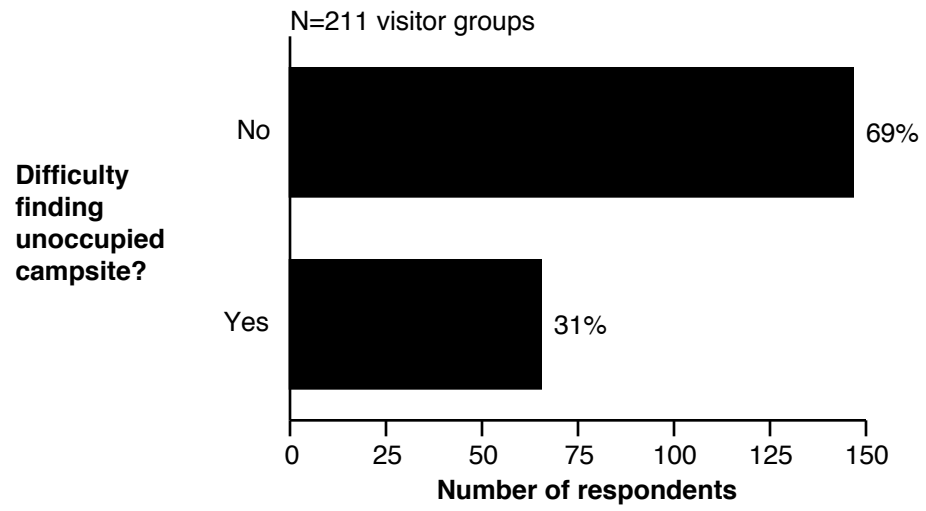


Figure 92: Difficulty locating unoccupied campsite?

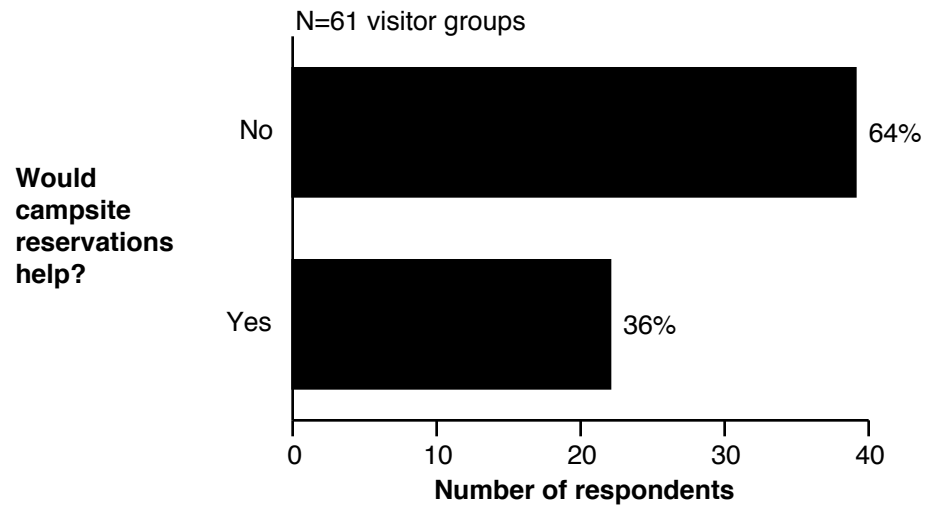


Figure 93: Opinion about camping reservation system

Visitors were asked, "During this visit, did other visitors and their activities interfere with your visit to Voyageurs National Park?" Most visitors (87%) said other visitors did not interfere with their visit, as shown in Figure 94. Thirteen percent said other visitors did interfere with their visit and their responses are listed in Table 7.

**Visitors/
activities
which
interfered
with visit**

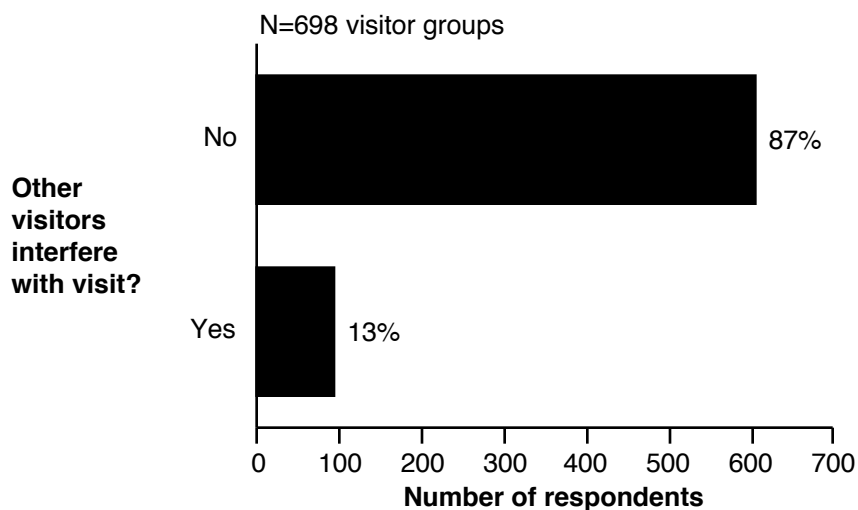


Figure 94: Did visitors/activities interfere with visit?

Table 7: Ways that visitors/activities interfered with visit

N=69 comments

| Comment | Number of times mentioned |
|--|---------------------------|
| Noisy people (4); loud music (4); Noise of motor boats (7) | 15 |
| Jet skis (11); jet skis disturbed fishing (3); | 14 |
| Shortage of campsites (7); Trash/damage done at campsite by previous campers (3) | 10 |
| Houseboaters intruded (2); boaters approached fishermen too closely (3) | 5 |
| Houseboat used our campsite/private property (3); Too many houseboats (2) | 5 |
| Motor boats made canoeing difficult | 4 |
| Jet boat skiers scared wildlife | 2 |
| Services not available for number of people present | 2 |
| Other comments | 12 |

**National
Park
Service
mandate/
significant
resources**

Visitors were asked to read the following information and answer a question. "It is the National Park Service mandate to manage Voyageurs National Park and its natural and historic resources so that they are preserved for future generations. Sometimes this requires restrictions on visitor activities. Do you support the National Park Service's mandate?" Almost two-thirds of the visitors (64%) said they support the NPS mandate (see Figure 95). Twenty-three percent said they were "not sure" and 14% said they did not support the NPS mandate.

Visitors were also asked to list the significant resources of Voyageurs. Table 8 shows their answers.

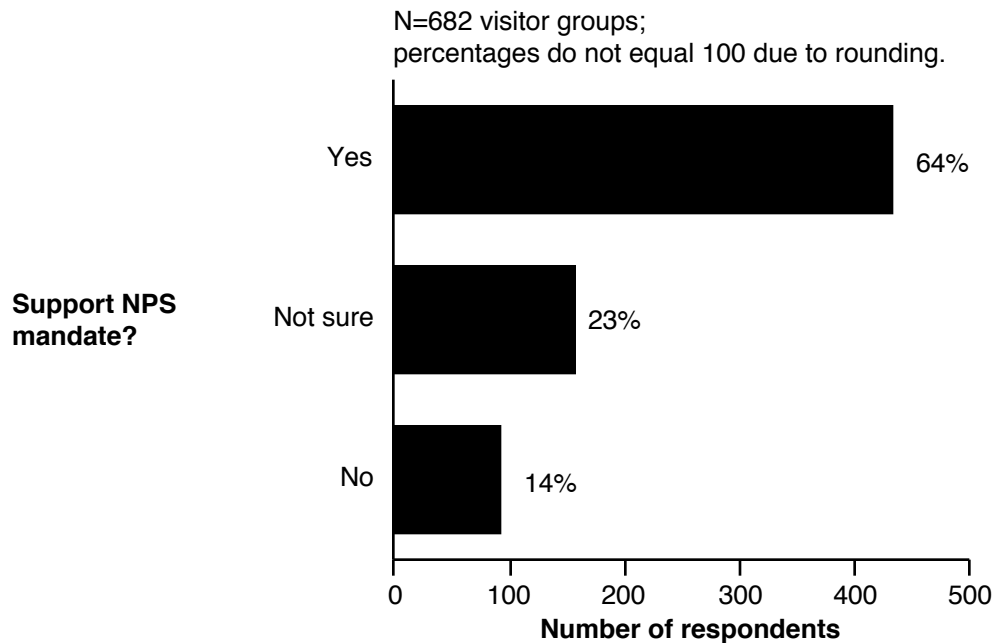


Figure 95: Support National Park Service mandate?

Table 8: Significant resources that make Voyageurs a national park

N=1273 comments

| Comment | Number of times mentioned |
|--------------------------------|------------------------------|
| Wildlife | 189 |
| Scenic beauty | 175 |
| Lakes | 111 |
| Water/waterways | 108 |
| Forests/trees/lack of logging | 98 |
| Natural/unspoiled resources | 87 |
| Fish/fishing | 76 |
| Solitude | 61 |
| Clean water | 60 |
| Wilderness | 44 |
| History | 36 |
| Islands | 35 |
| Public access | 31 |
| Camping | 21 |
| Land/geography | 19 |
| Geology/rocks | 17 |
| Flora/fauna | 13 |
| Boat/water recreation | 13 |
| Open space | 8 |
| Facilities/services provided | 8 |
| Trails/hiking | 7 |
| Recreational opportunities | 7 |
| Don't understand question | 4 |
| Snowmobiling | 4 |
| Lack of restrictions | 4 |
| Inaccessibility/limited access | 3 |
| Quiet | 3 |
| Wetlands | 3 |
| People who live there | 3 |
| Unique location | 3 |
| Culture | 2 |
| Picnic areas | 2 |
| Skiing | 2 |
| Uncrowded | 2 |
| Private resorts/cabins | 2 |
| Beaches | 2 |
| Government ownership | 2 |
| Other comments | 8 |

**Opinions
about park
use fee**

Visitors were given the following information and then asked a question: "Most national and state parks charge a fee for services. If it would result in better services and facilities for park visitors to Voyageurs National Park, would you be willing to pay a use fee (\$5 to \$10/per group/vessel) in the future?" Forty-four percent of the visitors said they would be willing to pay a use fee on a future visit (see Figure 96). Over one-third of the visitors (35%) said they would not be willing to pay a use fee and 22% were not sure.

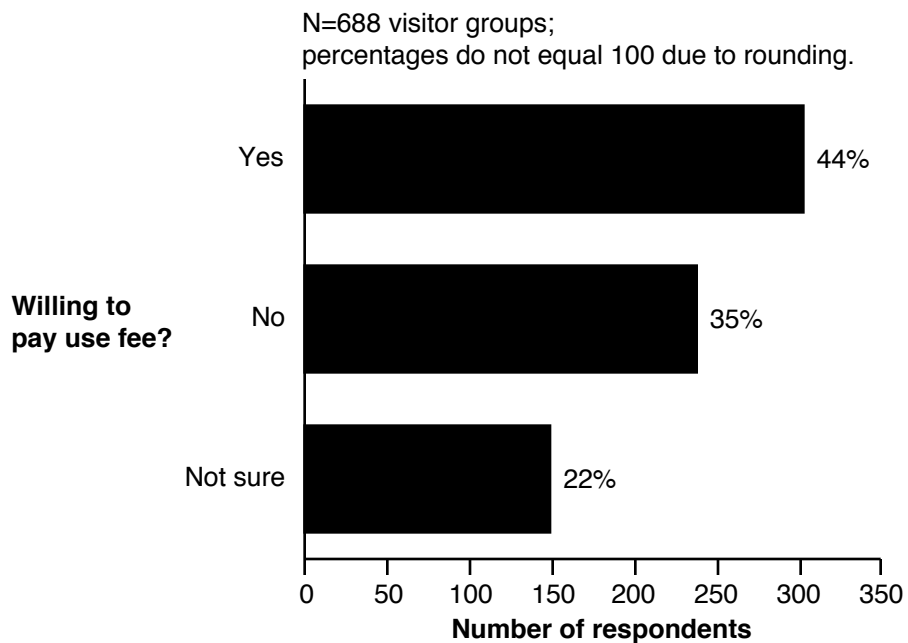


Figure 96: Opinions about park use fee

Visitors were asked to rate the overall quality of the visitor services provided at Voyageurs NP during this visit. Most visitors (90%) rated the services as "good" or "very good," (see Figure 97). No visitors said the overall quality of services was "very poor."

**Overall
rating of
service
quality**

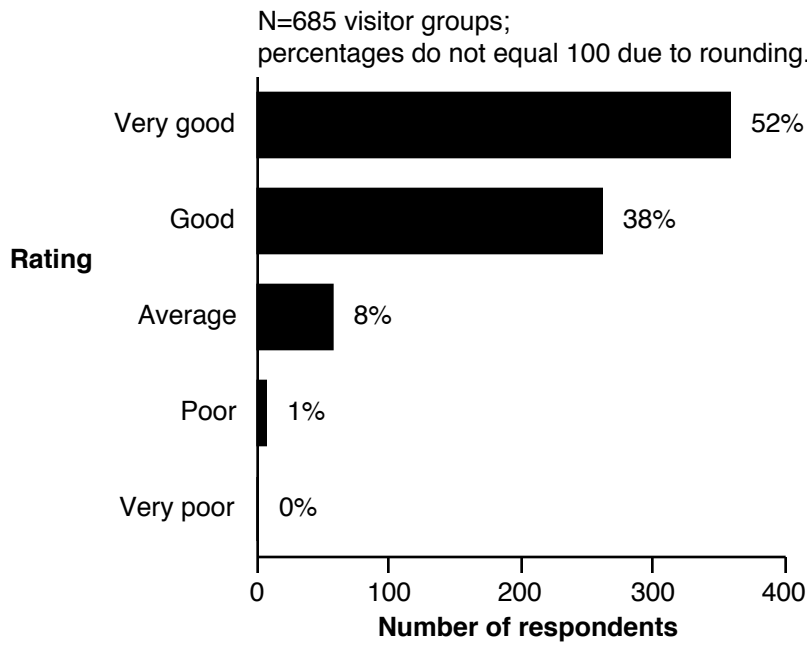


Figure 97: Overall quality rating of services

What visitors liked most Visitors were asked, "On this visit, what did you and your group like most about your visit to Voyageurs National Park?" A summary of the responses from 647 groups is listed in Table 9 below and in the appendix.

Table 9: Visitors likes

N=1,133 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|---------------------------|
| PERSONNEL | |
| Friendly rangers | 24 |
| Knowledgeable rangers | 2 |
| Other comments | 2 |
| INTERPRETIVE SERVICES | |
| Boat tours | 20 |
| Visitor center | 7 |
| Rainy Lake Visitor Center | 6 |
| Canoe tour with naturalist | 4 |
| Film at visitor center | 4 |
| Ranger-led activities | 4 |
| <i>Pride of Rainy Lake</i> boat tour | 3 |
| Good maps | 3 |
| Educational | 3 |
| Slides | 3 |
| Other comments | 7 |
| FACILITIES/MAINTENANCE | |
| Boat ramps | 27 |
| Our campsite (11); remote campsites (5); clean campsites (5); well-spaced campsites (4) | 25 |
| Clean and well maintained | 17 |
| Trails | 9 |
| Facilities | 7 |
| Parking | 6 |
| Clean toilets | 5 |
| Signs and buoy system in lake/lake navigation | 4 |
| Woodenfrog Campground | 2 |
| Road to Ash River | 2 |
| Our cabin | 2 |
| Picnic tables made of logs | 2 |
| Other comments | 7 |

POLICIES

| | |
|---|----|
| Unrestricted access | 13 |
| Non-restrictive camping | 4 |
| Ability to do many things | 3 |
| Free | 3 |
| No reservation system | 2 |
| Motorized and non-motorized use | 2 |
| Balance of natural resources and commercial development | 2 |
| No jet skis at Lake Kabetogama | 2 |

RESOURCE MANAGEMENT

| | |
|-----------------------------|-----|
| Fishing | 109 |
| Wildlife | 65 |
| Natural, unspoiled features | 39 |
| Uncrowded | 26 |
| Clean water | 17 |
| Wilderness | 11 |
| Clean air | 7 |
| Other comments | 5 |

CONCESSIONS

| | |
|--------------------|---|
| Kettle Falls Hotel | 4 |
| Other comments | 3 |

GENERAL IMPRESSIONS

| | |
|----------------------------|-----|
| Scenery | 222 |
| Peacefulness | 59 |
| Solitude | 58 |
| Camping | 41 |
| Lakes | 35 |
| Weather | 31 |
| Boating | 24 |
| Swimming | 18 |
| Family time | 13 |
| Canoeing | 13 |
| Relaxation | 11 |
| Friendly people | 9 |
| Get away | 8 |
| Picnicking | 7 |
| Hiking | 7 |
| Friends | 5 |
| Stargazing/northern lights | 5 |
| Kettle Falls | 4 |
| Not many mosquitoes | 3 |
| Recreation | 3 |
| Other comments | 15 |

What visitors liked least Visitors were asked, "On this visit, what did you and your group like least about your visit to Voyageurs National Park?" A summary of the comments from the 507 groups who responded is listed in Table 10 below and in the appendix.

Table 10: Visitors dislikes

N=535 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|---------------------------|
| PERSONNEL | |
| Rude coast guard/ranger | 8 |
| Being swamped by a Coast Guard auxiliary boat | 2 |
| Other comments | 3 |
| INTERPRETIVE SERVICES | |
| Islands not labeled | 12 |
| Rocks not properly marked on maps/not enough buoys | 11 |
| Maps need more information about points of interest (5); map with clearly marked campsites/restrooms (3); maps/park rules need to be distributed (2) | 10 |
| Trail not well marked (6); trails not rated for difficulty or length (2) | 8 |
| Need more information before arrival | 3 |
| Visitor center exhibits need to focus on people/culture | 3 |
| Could not hear ranger on <i>Sight-sea-er</i> tour | 2 |
| Timing of ranger-led activities | 2 |
| Other comments | 10 |
| FACILITIES/MAINTENANCE | |
| Not enough campsites(9); no RV camping (6); no campgrounds with land access (6); compacted/eroded campsites (2) | 23 |
| Restrooms not clean (10); not enough restrooms (4) | 14 |
| Lack of parking | 12 |
| No showers | 9 |
| Ash River under construction/no facilities | 9 |
| Lack of trails | 7 |
| Faulty park rental boats | 4 |
| Garbage outside dumpster | 4 |
| Long wait to launch | 3 |
| Not enough picnic areas | 3 |
| Phones difficult to find | 2 |
| Restricted access to docks for houseboats | 2 |
| Other comments | 27 |

POLICIES

| | |
|--|----|
| Jet skis (19); Jet ski/motor boat noise (25) | 44 |
| Motor boats (18), wakes cause by motor boats (2) | 20 |
| Houseboats in tent campsites(7); houseboats (5); houseboat noise/generators (4) | 20 |
| Development on the lake | 6 |
| Noisy visitors/RV's | 6 |
| Busy boat traffic | 6 |
| Restrictions/conservation activities | 3 |
| Restrictions on motorized use | 3 |
| Pets were not allowed in park | 2 |
| Other comments | 6 |

RESOURCE MANAGEMENT

| | |
|------------------------------------|----|
| Poor fishing | 54 |
| Bears | 3 |
| No bears | 3 |
| Hiking not accessible without boat | 2 |
| Overcrowded | 2 |
| Other comments | 12 |

CONCESSIONS

| | |
|--|----|
| Tour boat broke down (4); lack of tour boat safety instructions (3); <i>Pride of Rainy Lake</i> boat too big/big wake (3); too few tour boats (3); lack of information on Kettle Falls boat trip (2) | 15 |
| Supplies hard to find | 5 |
| Boat rental not available/hard to find | 3 |
| Reduction of destination resorts for boating people | 2 |
| No firewood sales | 2 |
| Dining services at Kettle Falls | 2 |
| No nice restaurants | 2 |
| Other comments | 9 |

GENERAL IMPRESSIONS

| | |
|---------------------------|----|
| No complaints | 48 |
| Mosquitoes | 42 |
| Weather | 14 |
| Not enough time | 11 |
| Other visitors intruding | 10 |
| Going home | 5 |
| Long drive to get to park | 5 |
| Rocks | 4 |
| Other comments | 13 |

**Planning
for the
future**

Visitors were asked, "If you were a manager planning for the future of Voyageurs National Park, what would you propose? Please be specific." A summary of the responses from 495 groups is listed in Table 11 below and in the appendix.

Table 11: Planning for the future

N=738 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|------------------------------|
| PERSONNEL | |
| Comments | 6 |
| INTERPRETIVE SERVICES | |
| More interactive exhibits about park's history | 11 |
| More emphasis on boater safety/ethics/respecting environment | 11 |
| More family/educational activities | 7 |
| Provide wildlife viewing/interpretive areas | 5 |
| Additional ranger-led activities | 5 |
| Provide boat "taxis" to islands/trailheads | 4 |
| Make sure park sign information coordinates with maps | 4 |
| Stop advertising the park | 3 |
| Develop primitive trails with interpretive sites | 2 |
| Expand website, add more information | 2 |
| Period customs for employees | 2 |
| Expand museum | 2 |
| Other comments | 4 |
| FACILITIES AND MAINTENANCE | |
| Need more campsites (25); More RV camping with hookups for a fee (10); Need bear lockers at campgrounds (6); More campsites with reservations (4); No reservation system for camping (4); Provide more campsites with docks for houseboats (3); Provide more large groups campsites (2); Provide more campsites for small motor boats (2) | 56 |
| Do not develop any more park facilities | 13 |
| Provide more buoys for better navigation/mark rocks | 9 |
| More signs within park | 9 |
| Provide more boat ramps (5); Have volunteer donation stations at boat ramps (4) | 9 |
| Need more restrooms | 7 |
| Provide more showers | 6 |
| Build biking trails | 4 |
| Provide more picnic sites along shoreline | 4 |
| Make it easier for elderly people to access park | 4 |
| Provide more parking | 4 |
| Provide better clean up | 4 |
| Need handicap access at all facilities | 3 |
| More efficient management of parking areas | 3 |
| Provide more telephones | 3 |

| | |
|--|---|
| Need to groom snowmobile trails (3); Provide more cross country ski trails (2) | 5 |
| Rent out cabins | 3 |
| Improve public docks | 2 |
| Keep up good maintenance work | 2 |
| Design a transportation system | 2 |
| Provide better trail maintenance | 2 |
| Need an 18-hole golf course | 2 |
| Other comments | 9 |

PRIVATE BUSINESSES

| | |
|---|---|
| Establish more food, gas, restaurant facilities | 7 |
| Have canoe/boat rentals in park | 5 |
| Improve Kettle Falls lodging and dining | 2 |
| Other comments | 5 |

CONCESSIONS

| | |
|---|---|
| More guided boat tours | 8 |
| Increase the percentage concessionaires pay | 2 |

POLICIES

| | |
|--|----|
| Ban jet skis (50); Limit jet skis to certain areas (6); | |
| Initiate fishing regulations/limits | 28 |
| Limit/regulate motorized use | 30 |
| Better system to pay fees before entering park (5); | |
| Reasonable fees (\$3/day, \$20/yr.) to pay for park improvements (7); Do not initiate user fees (3); | |
| Initiate user fees (3); Charge a \$5-7 fee to rent canoes and boats (2) | 20 |
| Manage as a multi-use area | 16 |
| Avoid commercial/concessionaire development | 16 |
| Promote park more/attract more visitors | 15 |
| Provide better access for all park users | 15 |
| Reduce houseboat camping near campsites/shore (10); | |
| Designate campsites specifically for non-motorized use away from motors (5) | 15 |
| Maintain motorized access year round | 13 |
| No excessive regulations | 11 |
| Do not allow motor boat use | 10 |
| Allow limited hunting | 10 |
| Limit houseboat use | 7 |
| Continue to allow snowmobiling (9); Ban snowmobiling (3) | 6 |
| Incorporate locals into park planning | 5 |
| Work with Canada regarding fishing rights | 5 |
| Stop wasting money on park management | 4 |
| Require boat checks for gas/oil pollution | 4 |
| Allow present cabin owners to keep private property | 4 |
| Penalize/fine people who damage/cut live trees | 4 |
| Close some areas for wildlife | 2 |
| Need to post speed limits | 2 |

| | |
|---|----|
| Fine polluters | 2 |
| Provide no wake zones for canoe crossings | 2 |
| Do not allow logging | 2 |
| Limit/regulate float plane use | 2 |
| Maintain good public relations | 2 |
| Encourage more non-motorized access | 2 |
| Other comments | 18 |

RESOURCE MANAGEMENT

| | |
|--|----|
| Preserve park--keep it natural | 84 |
| Stock fish in lakes (18); Address fish population problem (11); Better control of water levels to help fish (2) | 31 |
| Acquire private inholdings | 8 |
| Appropriate management actions to avoid/limit overcrowding | 8 |
| Monitor resources for impacts (4); Rotate campsites to minimize impacts (3) | 7 |
| Control mosquitoes | 3 |
| Get rid of problem bears | 3 |
| Other comments | 13 |

GENERAL IMPRESSIONS

| | |
|----------|---|
| Good job | 5 |
|----------|---|

Many visitors wrote additional comments, which are included in the separate appendix of this report. The comments made by 369 groups are summarized in Table 12 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.

Comment summary

Table 12: Visitor comment summary

N=544 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|------------------------------|
| PERSONNEL | |
| Employees friendly and helpful | 28 |
| Rangers helpful/knowledgeable | 8 |
| Volunteers great | 4 |
| Need new manager | 2 |
| INTERPRETIVE SERVICES | |
| Visitor center nice (7); Visitor center should have more information and displays (3) | 10 |
| Needed more information prior to trip | 7 |
| Promote park to out of state visitors (5); Do not promote park (2) | 7 |
| Kettle Falls not very interesting | 6 |
| Need more activities for those without motorized boats | 5 |
| Interpretive programs enjoyable | 3 |
| More information on wolf/eagle populations | 2 |
| Other comments | 3 |
| FACILITIES AND MAINTENANCE | |
| More campsites with facilities (9); Good campsites (4); Other campers left a mess (4); Need showers at Woodenfrog Campground (2); No campsites accessible by car, should be some near boat ramps (2) | 21 |
| Thanks for new ramp parking (3); New boat ramp nice (3); Crane Lake needs better boat ramp and parking (2) | 8 |
| Well maintained | 7 |
| Ash River Visitor Center needs improvement/more facilities | 6 |
| Need benches/designated sites for elderly and handicapped | 2 |
| Enjoyed road leading to park | 2 |
| Bear boxes appreciated | 2 |
| Hiking trails great | 2 |
| Need more wood available | 2 |
| Other comments | 12 |
| PRIVATE BUSINESSES | |
| Comments | 3 |

POLICIES

| | |
|---|----|
| Cooperate/work with locals | 14 |
| Don't ban motorized boats (13); Ban motor use (4); Park has become power boat boundary waters (2) | |
| No more restrictions | 11 |
| Glad entry is free (5); All fees collected should stay in park (2) | 7 |
| Ban jet skis | 4 |
| Park was meant for multiple use/no wilderness designation | 4 |
| U.S. and Canada fishing licenses should be interchangeable in park | 3 |
| Canoeists are getting squeezed out due to crowding | 3 |
| Great way to spend tax dollars | 3 |
| People should be able to have cabins anywhere they want | 3 |
| Park's mission should be to enhance visitors' experience | 2 |
| Locals think park is theirs - it is not | 2 |
| Houseboats dominate use of campsites | 2 |
| Other comments | 7 |

RESOURCE MANAGEMENT

| | |
|---|----|
| Hope park stays the same for future generations | 12 |
| Uncrowded | 12 |
| Support a slot limit | 7 |
| Regulate water level | 5 |
| Keep it primitive | 4 |
| Like catch and release program | 2 |
| Purchase private inholdings | 2 |
| Nice to see lady slippers doing well | 2 |
| Other comments | 9 |

GENERAL IMPRESSIONS

| | |
|---|----|
| Enjoyed visit | 58 |
| Great park | 32 |
| Will come again | 31 |
| Beautiful | 30 |
| Thank you | 19 |
| Have enjoyed area for many years | 15 |
| Good work | 15 |
| Love the area | 13 |
| Relaxing/peaceful | 9 |
| Saw lots of wildlife | 7 |
| Park can and should accommodate different ideas | 4 |
| Appreciate open-minded Americans who welcome foreign tourists | 3 |
| Minnesota people are friendly | 3 |
| American national parks are a treasure for everyone | 2 |
| Other comments | 12 |

Voyageurs National Park Additional Analysis Report 99

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.

- Aware site is national park?
- Source of information
- Residents of area?
- Area length of stay
- Park length of stay
- Boat use
- Type of boat used
- Reasons for visiting
- Activities this visit
- Activities past visits
- Seasons visited
- Group size
- With organized tour group?
- Group type
- Age
- Zip code
- Country of residence
- Number of visits-past 12 months
- Number of visits-past 5 years
- Sites visited
- * Information services used
- Information service importance
- Information service quality
- Visitor services/facilities used
- Visitor service/facility importance
- Visitor service/facility quality
- Total expenditures in & out
- Total expenditures out
- Lodging expenditures out
- Travel expenditures out
- Food expenditures out
- "Other" expenditures out
- Total expenditures in
- Lodging expenditures in
- Travel expenditures in
- Food expenditures in
- "Other" expenditures in
- Use tent/houseboat campsite?
- Difficulty finding campsite?
- Would reservations help?
- Other visitors interfere?
- Support NPS mandate?
- Overall quality of services
- Support use fee?

Database

The VSP database contains all the VSP visitor studies results from 1988 through the present. To use the database, you need 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 database 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

Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Cooperative Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted.

1982

1. Mapping interpretive services: A pilot study at Voyageurs National Park

1983

2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial
4. Mapping visitor populations: A pilot study at Yellowstone National Park

1985

5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987

10. Colonial National Historical Park
11. Voyageurs 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 (summer)
24. Lincoln Home National Historical Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area

27. Muir Woods National Monument

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 (spring)
41. Natchez Trace Parkway
42. Stehekin-North Cascades NP/ Lake Chelan NRA
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

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

1993

54. Belle Haven Park/Dyke Marsh Wildlife Preserve
 55. Santa Monica Mountains National Recreation Area
 56. Whitman Mission National Historic Site
 57. Sitka National Historical Park
 58. Indiana Dunes National Lakeshore (summer)
 59. Redwood National Park
 60. Channel Islands National Park
 61. Pecos National Historical Park
 62. Canyon de Chelly National Monument
 63. Bryce Canyon National Park
-

Visitor Services Project Publications (continued)

1994

64. Death Valley National Monument Backcountry
65. San Antonio Missions National Historical Park
66. Anchorage Alaska Public Lands Information Center
67. Wolf Trap Farm Park for the Performing Arts
68. Nez Perce National Historical Park
69. Edison National Historic Site
70. San Juan Island National Historical Park
71. Canaveral National Seashore
72. Indiana Dunes National Lakeshore (fall)
73. Gettysburg National Military Park

1995

74. Voyageurs National Park (winter)
75. Yellowstone National Park (winter)
76. Bandelier National Monument
77. Wrangell-St. Elias National Park & Preserve
78. Adams National Historic Site
79. Devils Tower National Monument
80. Manassas National Battlefield Park
81. Booker T. Washington National Monument
82. San Francisco Maritime National Historical Park
83. Dry Tortugas National Park

1996

84. Everglades National Park
85. Chiricahua National Monument
86. Fort Bowie National Historic Site
87. Great Falls Park, Virginia
88. Great Smoky Mountains National Park (summer)
89. Chamizal National Memorial
90. Death Valley National Park
91. Prince William Forest Park
92. Great Smoky Mountains National Park (summer & fall)

1997

93. Virgin Islands National Park
94. Mojave National Preserve
95. Martin Luther King, Jr. National Historical Park
96. Lincoln Boyhood Home National Memorial
97. Grand Teton National Park (summer)
98. Bryce Canyon National Park (summer)
99. Voyageurs National Park

For more information about the Visitor Services Project, please contact the University of Idaho Cooperative Park Studies Unit; phone (208) 885-7863.



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