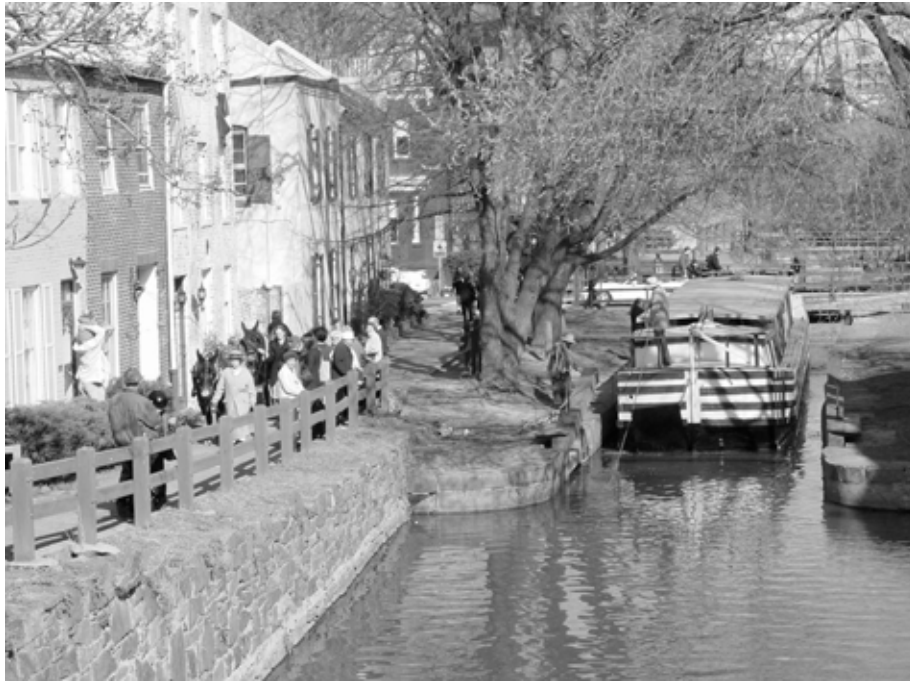




**Social Science Program  
National Park Service  
U.S. Department of the Interior**

**Visitor Services Project**



# **Chesapeake & Ohio Canal National Historical Park Visitor Study**

**Summer 2003**

**Report 145**

 **University of Idaho**  
Park Studies Unit



**Social Science Program  
National Park Service  
U.S. Department of the Interior**

**Visitor Services Project**

# **Chesapeake & Ohio Canal National Historical Park**

## **Visitor Study Summer 2003**

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**Visitor Services Project (VSP)  
Report 145**

May 2004

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**Visitor Services Project**  
**C&O Canal National Historical Park**  
**Report Summary**

- This report describes the results of a visitor study at C&O Canal National Historical Park (NHP) during July 6-12, 2003. A total of 977 questionnaires were distributed to visitors. Visitors returned 662 questionnaires for a 67.8% response rate.
- This report profiles C&O Canal NHP visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Thirty-eight percent of visitor groups were groups of two; 20% were alone. Forty-six percent of the visitor groups were family groups. Fifty-three percent of visitors were aged 31-60 years and 18% were aged 15 or younger.
- United States visitors were from Maryland (45%), Virginia (17%), Washington D.C. (11%), and 35 other states and Puerto Rico. International visitors, comprising 5% of the total visitors, were from Germany (1%), France (1%), Denmark (1%) and sixteen other countries.
- Three percent of the visitors were of Spanish/Hispanic/Latino ethnicity. Most visitors were of White racial background (93%). American Indian/Alaskan Native, African American, and Asian races made 11% of the population.
- Twenty-nine percent of visitors reported that this was the first visit to C&O Canal NHP in their lifetime; 71% had visited two or more times. Most visitor groups (75%) spent one to three hours at the park.
- For 64% of groups, C&O Canal NHP was their primary destination. When asked their primary reason for visiting the area, 55% of groups came for recreation and 37% came to visit C&O Canal NHP. On this visit, the most common activities were jogging/walking/hiking (64%), viewing Great Falls (28%), bicycling (22%) and visiting visitor centers (21%).
- Prior to this visit, visitor groups most often obtained information about C&O Canal NHP through previous visits (73%), friends/relatives (54%), and maps/brochures (38%). Twenty-nine percent of the groups received no information before their visit. Most visitors (73%) were aware prior to visiting that C&O Canal NHP is a unit of the National Park Service.
- In regard to the use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The most used services by the 593 respondents included trails (62%), parking (60%) and restrooms (59%). The visitor services receiving the highest importance ratings were trails (94%, N=347) and canal boat tour (93%, N=56). The services receiving the highest ratings of quality were the canal boat tour (96%, N=54).
- The average visitor group expenditure during the visit was \$157. The median visitor group expenditure (50% of spent more and 50% of groups spent less) was \$20. The average per capita expenditure was \$61.
- Many visitor groups (54%) would be willing to pay a fee to use the park in the future if the fee was used to improve park facilities/services. Twenty-two percent of groups said that they were unlikely to pay such a fee and 24% were "not sure."
- Most visitor groups (88%) rated the overall quality of visitor services at C&O Canal NHP as "very good" or "good." Two percent of visitor groups rated the overall quality of visitor services as "poor" or "very poor."

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit; phone (208) 885-7863 or visit the following website: <<http://www.psu.uidaho.edu>>



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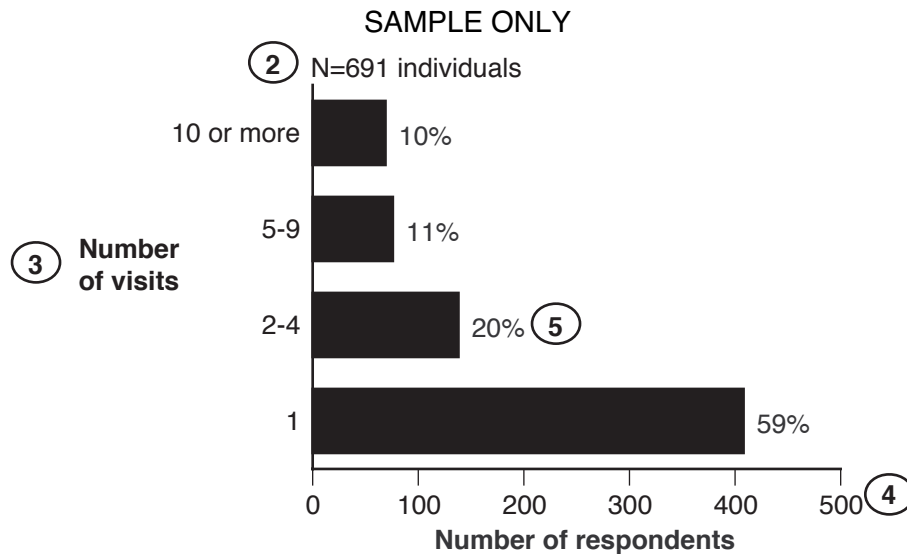
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## INTRODUCTION

This report describes the results of a study of visitor groups at C&O Canal National Historical Park, also referred to as "C&O Canal NHP." This visitor study was conducted from July 6-12, 2003 by the National Park Service (NPS) Visitor Services Project (VSP) part of the Park Studies Unit at the University of Idaho.

The report is organized into four sections. The **Methods** section discusses the procedures and limitations of the study. The **Results** section provides summary information for each question in the questionnaire and includes a summary of visitor comments. An **Additional Analysis** section is included to help managers request additional analyses. The final section includes a copy of the **Questionnaire**. The separate appendix includes comment summaries and visitors' unedited comments.

Most 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

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (1999). The C&O Canal NHP questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks; others were customized for C&O Canal NHP.

Interviews were conducted with, and 977 questionnaires were distributed to a sample of visitor groups who arrived at C&O Canal NHP during the period from July 6-12, 2003. Visitors were sampled at 13 different locations along the C&O Canal (see Table 1).

**Table 1: Questionnaire distribution locations**

percentages do not equal 100 due to rounding.

Location	Questionnaires distributed	
	Number	%
Cumberland Visitor Center	50	5
Fifteen Mile Creek	28	3
Williamsport Visitor Center	50	5
Great Falls Visitor Center	200	20
Big Slackwater/Dam 4 Rd.	50	5
Pennyfield Lock	50	5
Fletcher's Boat House	125	13
Angler's Inn parking lot access	198	20
Four Locks/Dam 5	36	4
Georgetown	125	13
Paw Paw Tunnel	33	3
Antietam Campground	6	1
Hancock Visitor Center	25	3
<b>GRAND TOTAL</b>	<b>977</b>	<b>100</b>

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, an interview, lasting approximately two minutes, was used to determine group size, group type, and the age of the adult who would complete the questionnaire. These individuals



### **Questionnaire design and administration (continued)**

were then given a questionnaire and asked their names, addresses and telephone numbers in order to mail them a reminder-thank you postcard. Visitor groups were asked to complete the questionnaire during or after their visit and then return it by mail.

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. Seven weeks after the survey, second replacement questionnaires were mailed to visitors who still had not returned their questionnaires.

### **Data Analysis**

Returned questionnaires were coded and the information was entered into a computer using a standard statistical software package—Statistical Analysis System (SAS). Frequency Distribution and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

### **Sampling size, missing data and reporting items**

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 645 visitor groups, Figure 5 presents data for 1,731 individuals. A note above each graph specifies the information illustrated.

Occasionally, a respondent may not have answered all of the questions or may have answered some incorrectly. Unanswered questions result in missing data and cause the number in the sample to vary from figure to figure. For example, although C&O Canal NHP visitors returned 662 questionnaires, Figure 1 shows data for only 645 respondents.

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

### Limitations

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

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 6-12, 2003. The results do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, or table.

### Special conditions

Weather conditions during the visitor study were sunny, hot and humid in the C&O Canal NHP area. Occasional thunderstorms and rain also occurred during this time period, typical of summer in the region.

## RESULTS

### Visitor groups contacted

At C&O Canal NHP, 1,058 visitor groups were contacted, 977 of these groups (92%) accepted questionnaires. Questionnaires were completed and returned by 662 visitor groups, resulting in a 67.8% response rate for this study.

Table 2 compares age and group size information collected from the total sample of visitor groups, who participated, with age and group size of visitor groups who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be insignificant.

**Table 2: Comparison of total sample and actual respondents**

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	950	43.6	637	45.2
Group size	943	3.3	645	3.5

### Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 80 people. Thirty-eight percent of visitor groups consisted of two people, while another 26% consisted of three or four people and 20% were alone.

Forty-six percent of visitor groups were made up of family members, 20% were traveling alone and 19% were with friends (see Figure 2). "Other" group types included Capital Hiking Club, specialized groups such as Boy Scouts, senior group, birding, etc., and "significant other." Three percent of visitor groups were with a guided group and 1% was with a school or educational group.

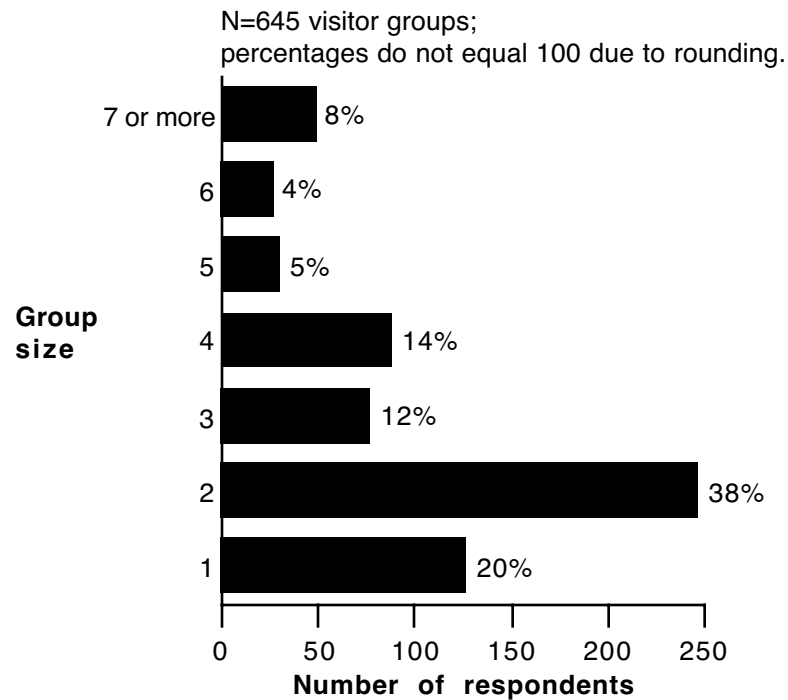
Fifty-three percent of the visitors were in the 31-60 age group, and 18% were 15 years or younger (see Figure 5). Ninety-seven percent of visitor groups said their primary language was English. The remaining 3% of groups spoke the following primary languages: Amharic, Chinese, Danish, French, German, Hebrew, Italian, Polish, Spanish and Tagalog.

Three percent of the visitors were of Spanish/Hispanic/Latino ethnicity (see Figure 7). Most respondents (93%) were of White racial background (see

Figure 8). Visitors' races also consisted of Asian (5%), Black or African American (4%), American Indian/Alaskan Native (2%), and Native Hawaiian or other Pacific Islander (<1%).

Visitor groups were asked how many times each member in the group had visited C&O Canal NHP in the past twelve months. Twenty-three percent of visitors were visiting for the first time, 15% were visiting for the second to fourth time, and 35% had visited nine or more times (see Figure 9). In their lifetimes, 44% of visitors had visited nine or more times, 18% visited between two and four times, and 29% had visited one time in their life.

Of the total visitors, 5% were international, with visitors from Germany (26%), France (19%), Denmark (9%), and sixteen other countries (see Table 3). The largest proportions of United States visitors were from Maryland (45%), Virginia (17%) and Washington D.C. (11%). Smaller proportions of U.S. visitors came from another 35 states and Puerto Rico (see Map 1 and Table 4).



**Figure 1: Visitor group sizes**

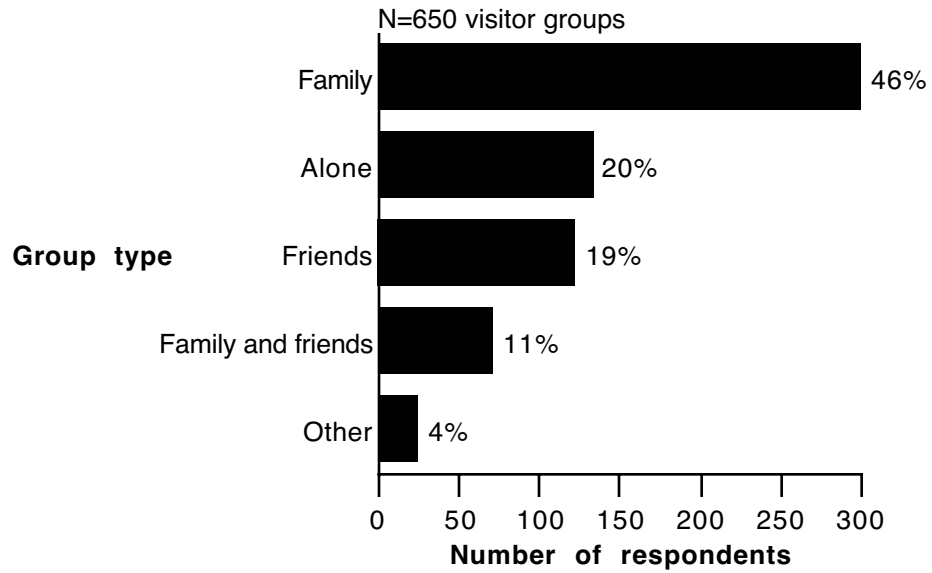


Figure 2: Visitor group types

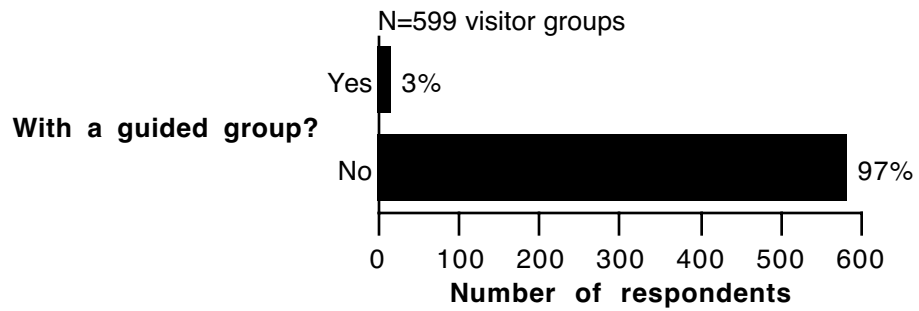


Figure 3: Visitor groups with a guided tour group

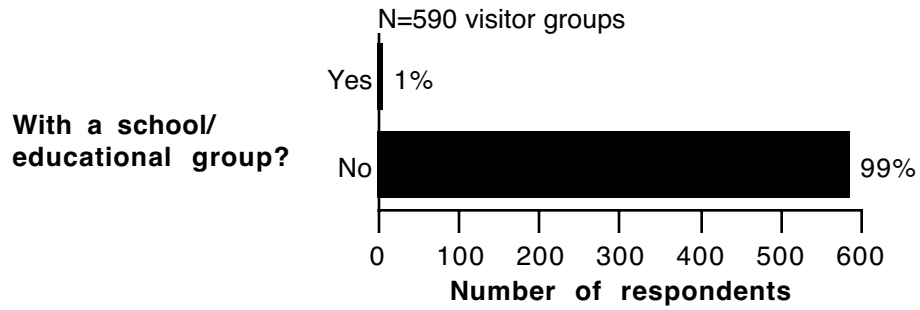


Figure 4: Visitor groups with a school/educational group

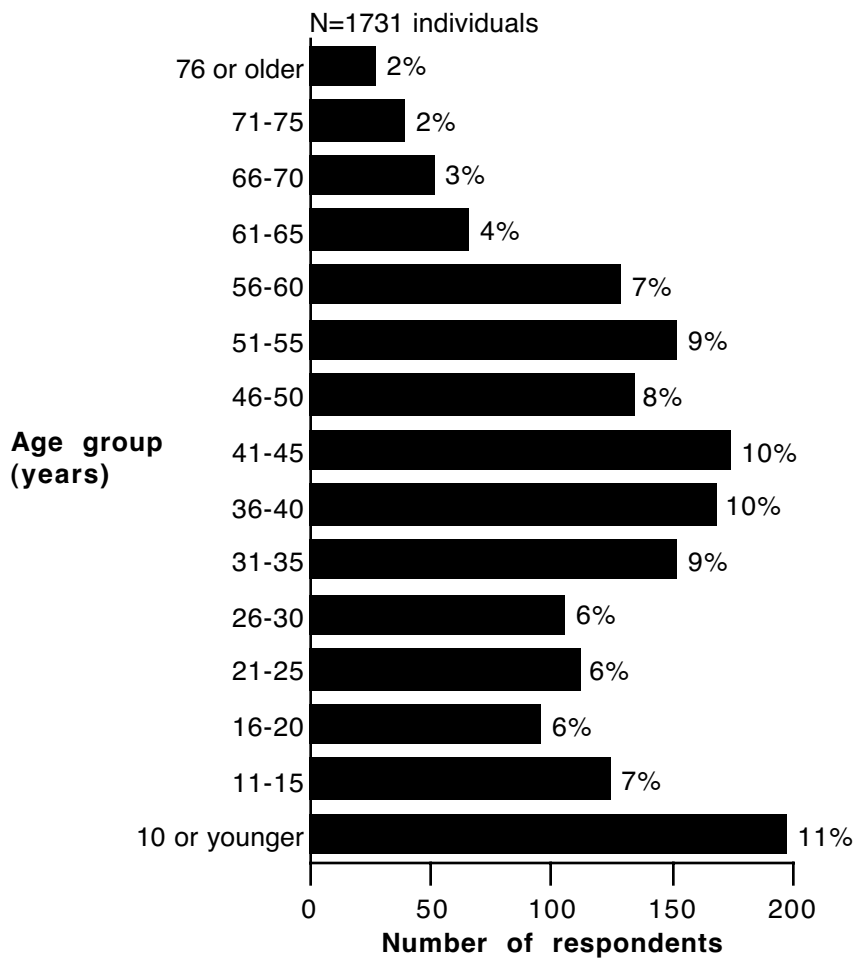
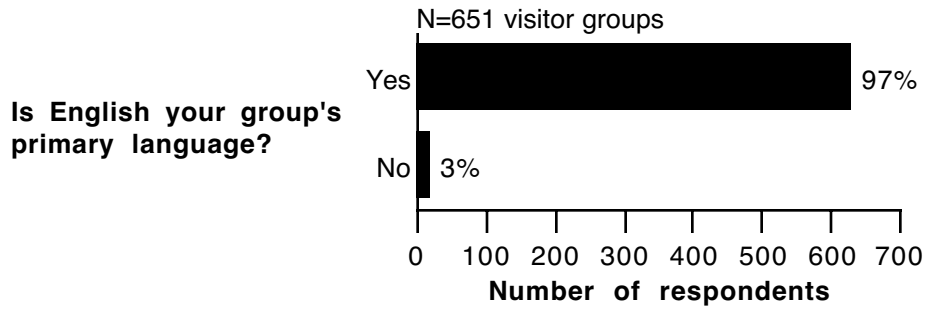
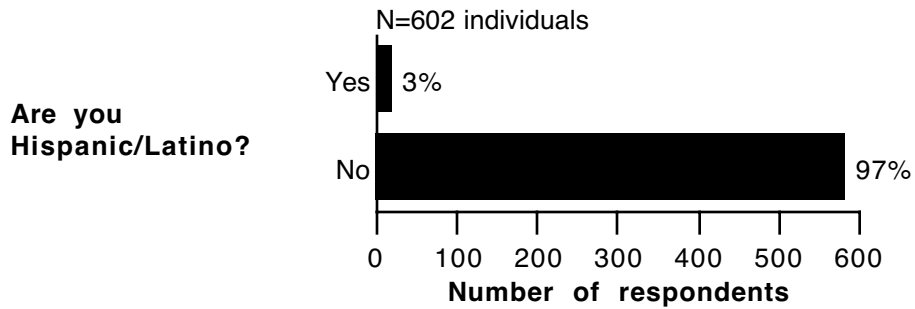


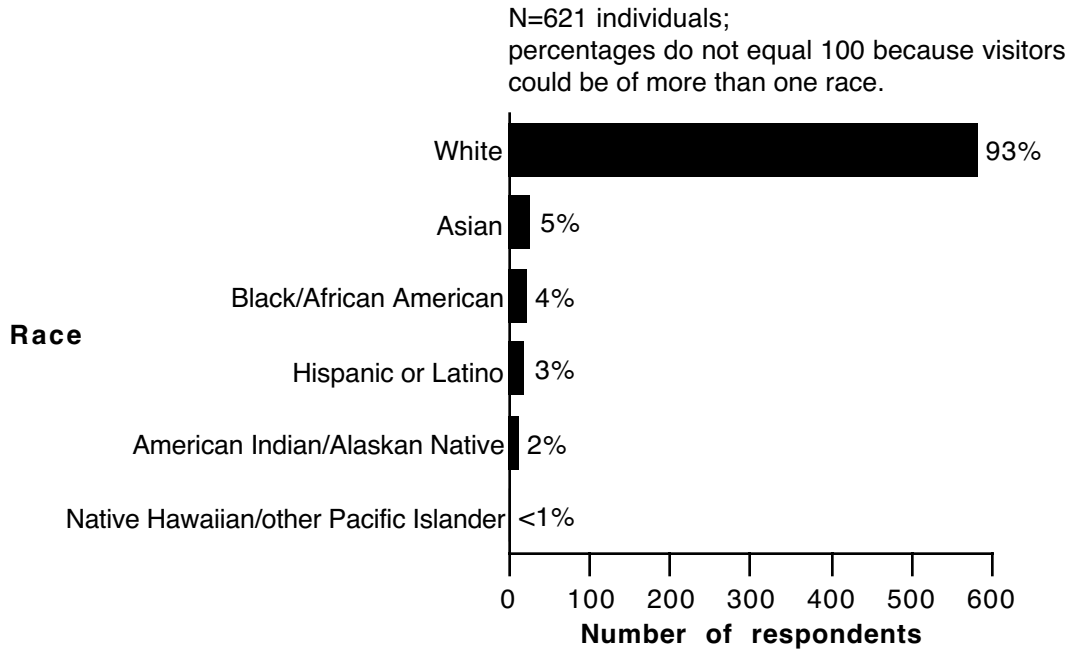
Figure 5: Visitor ages



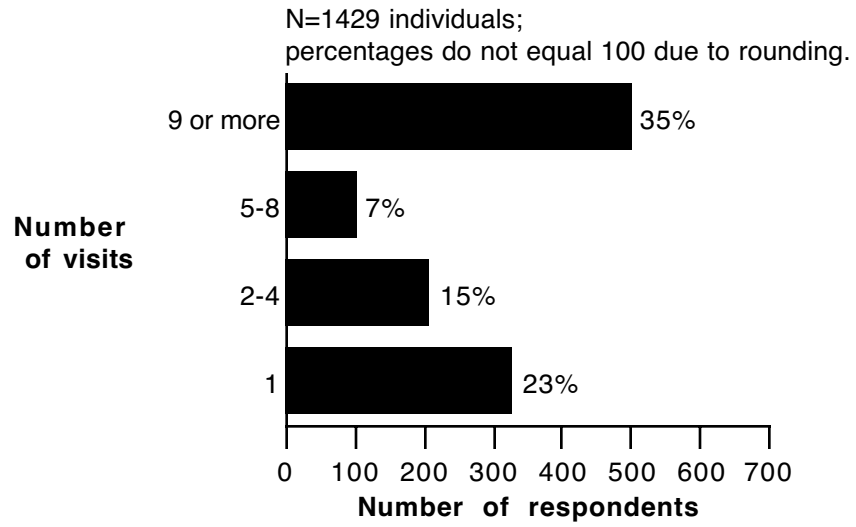
**Figure 6: Visitors whose primary language is English**



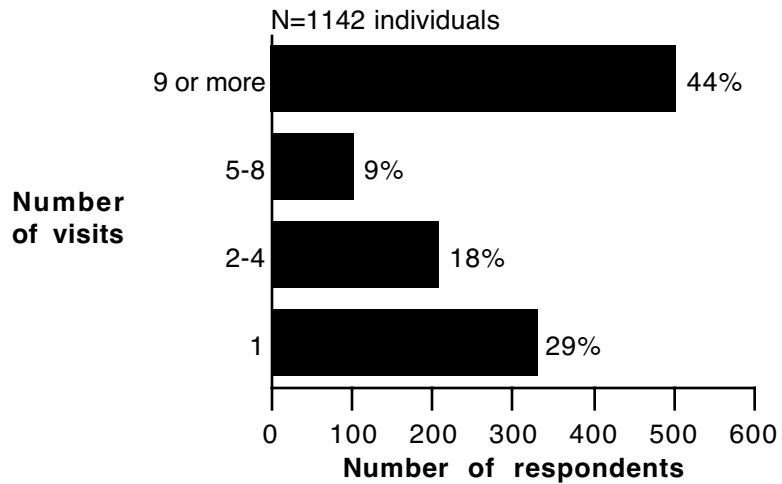
**Figure 7: Visitors of Spanish, Hispanic or Latino ethnicity**



**Figure 8: Visitor race**



**Figure 9: Number of visits in past 12 months (including this visit)**



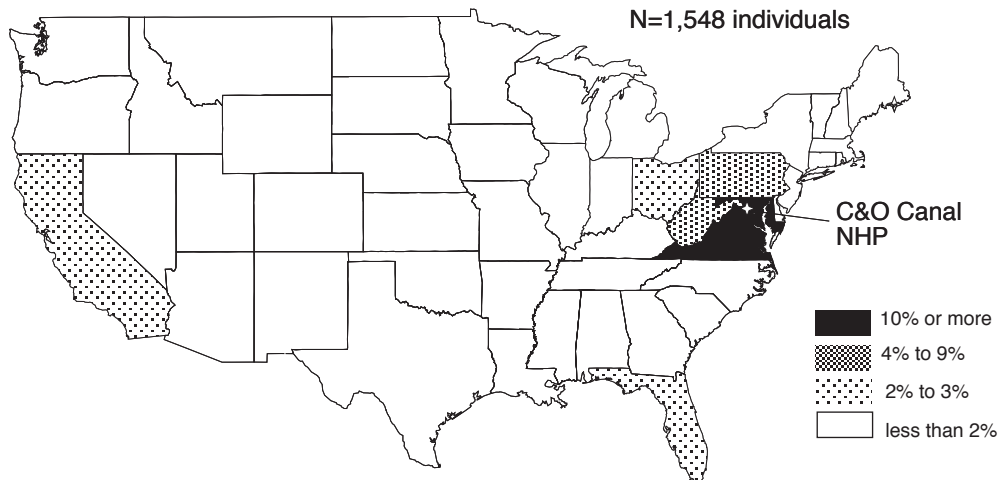
**Figure 10: Number of lifetime visits (including this visit)**



**Table 3: International visitors by country of residence**

percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of international visitors N=77 individuals	Percent of total visitors N=1,625 individuals
Germany	20	26	1
France	15	19	1
Denmark	7	9	1
England	5	6	<1
Argentina	4	5	<1
Bolivia	3	4	<1
Holland	3	4	<1
Italy	3	4	<1
Russia	3	4	<1
Australia	2	3	<1
Canada	2	3	<1
Columbia	2	3	<1
Korea	2	3	<1
Bulgaria	1	<1	<1
Czech Republic	1	<1	<1
Hong Kong	1	<1	<1
India	1	<1	<1
Israel	1	<1	<1
Spain	1	<1	<1



**Map 1: Proportion of United States visitors by state of residence**

**Table 4: United States visitors by state of residence**

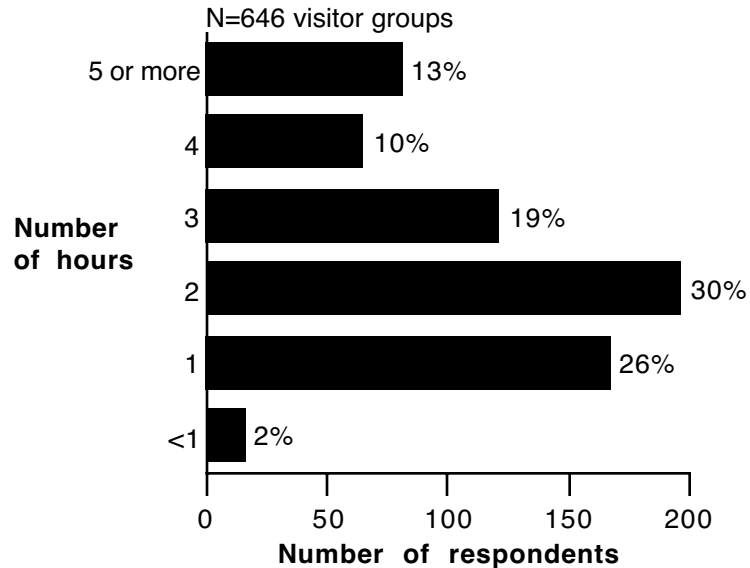
State	Number of individuals	Percent of U.S. visitors N=1,548 individuals	Percent of total visitors N=1,625 individuals
Maryland	693	45	43
Virginia	257	17	16
Washington D.C.	175	11	11
Pennsylvania	59	4	4
West Virginia	58	4	4
Florida	39	3	2
Ohio	29	2	2
California	25	2	2
North Carolina	22	1	1
Georgia	20	1	1
New York	18	1	1
Texas	18	1	1
New Jersey	11	1	1
Arizona	10	1	1
Oregon	10	1	1
Mississippi	9	1	1
Idaho	7	<1	<1
Indiana	7	<1	<1
Michigan	7	<1	<1
Connecticut	6	<1	<1
Massachusetts	6	<1	<1
Oklahoma	6	<1	<1
Colorado	5	<1	<1
Illinois	5	<1	<1
Minnesota	5	<1	<1
Missouri	5	<1	<1
Tennessee	5	<1	<1
Puerto Rico	4	<1	<1
Washington	4	<1	<1
10 other states	16	1	1

### Length of visit/number of vehicles

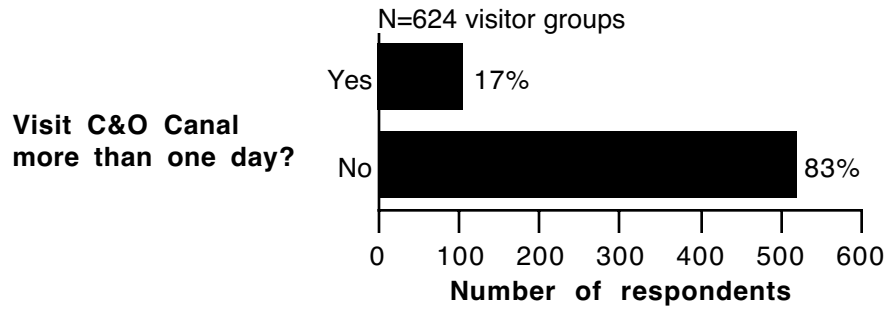
Visitor groups were asked how long they spent visiting C&O Canal NHP on this visit. Most visitor groups (75%) responded that they spent between one and three hours (see Figure 11). Twenty-three percent reported staying four or more hours.

Visitor groups were asked if they visited the park on more than one day. Seventeen percent visited on more than one day (see Figure 12). Most respondents (72%) who visited on more than one day visited on two or three days. Twenty-five percent stayed four or more days (see Figure 13).

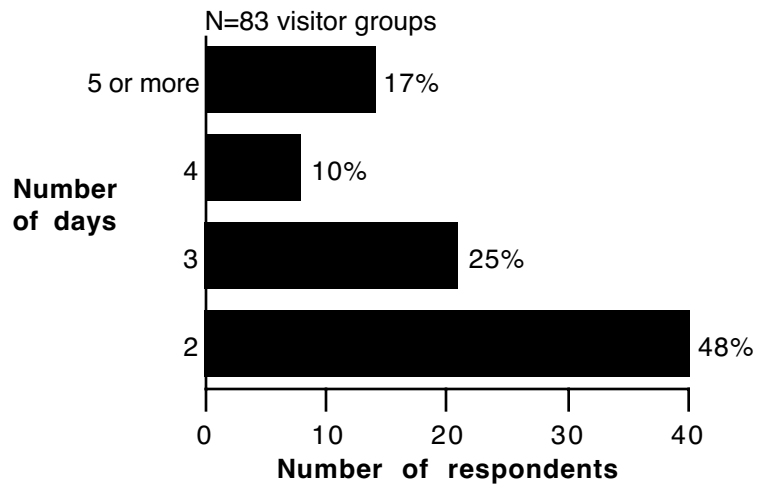
Visitor groups were also asked how many times they entered the park during their stay in the area. Most visitor groups (73%) entered once, while 20% entered two or three times. (see Figure 14). When asked the number of vehicles in which the group arrived at the park, 76% of visitor groups arrived in one vehicle, 8% in two vehicles, and 4% arrived in three or more vehicles (see Figure 15).



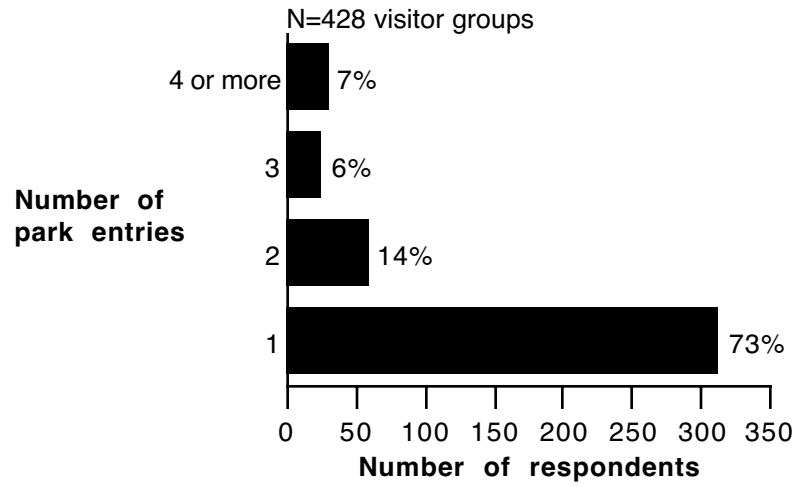
**Figure 11: Hours spent at C&O Canal NHP on this visit**



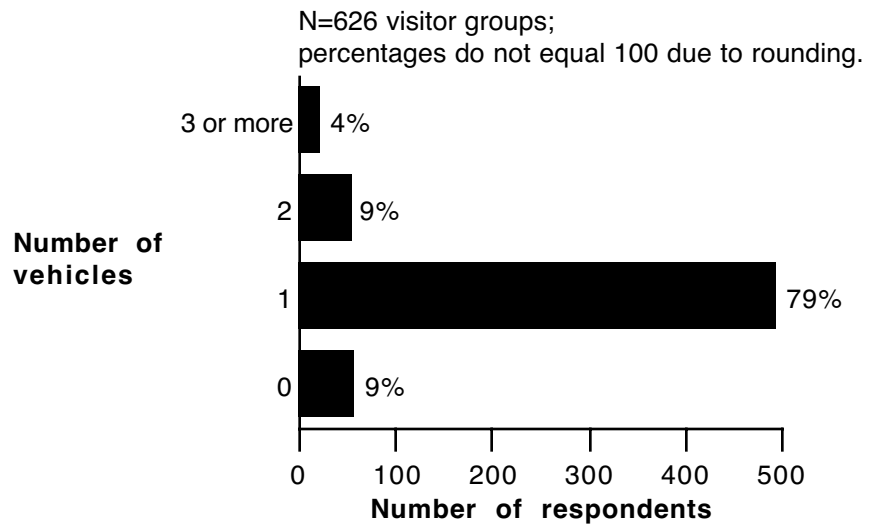
**Figure 12: Visitor groups who visited on more than one day at C&O Canal NHP**



**Figure 13: Number of days spent by visitor groups who visited on more than one day**



**Figure 14: Number of times visitor groups entered C&O Canal NHP on this visit**



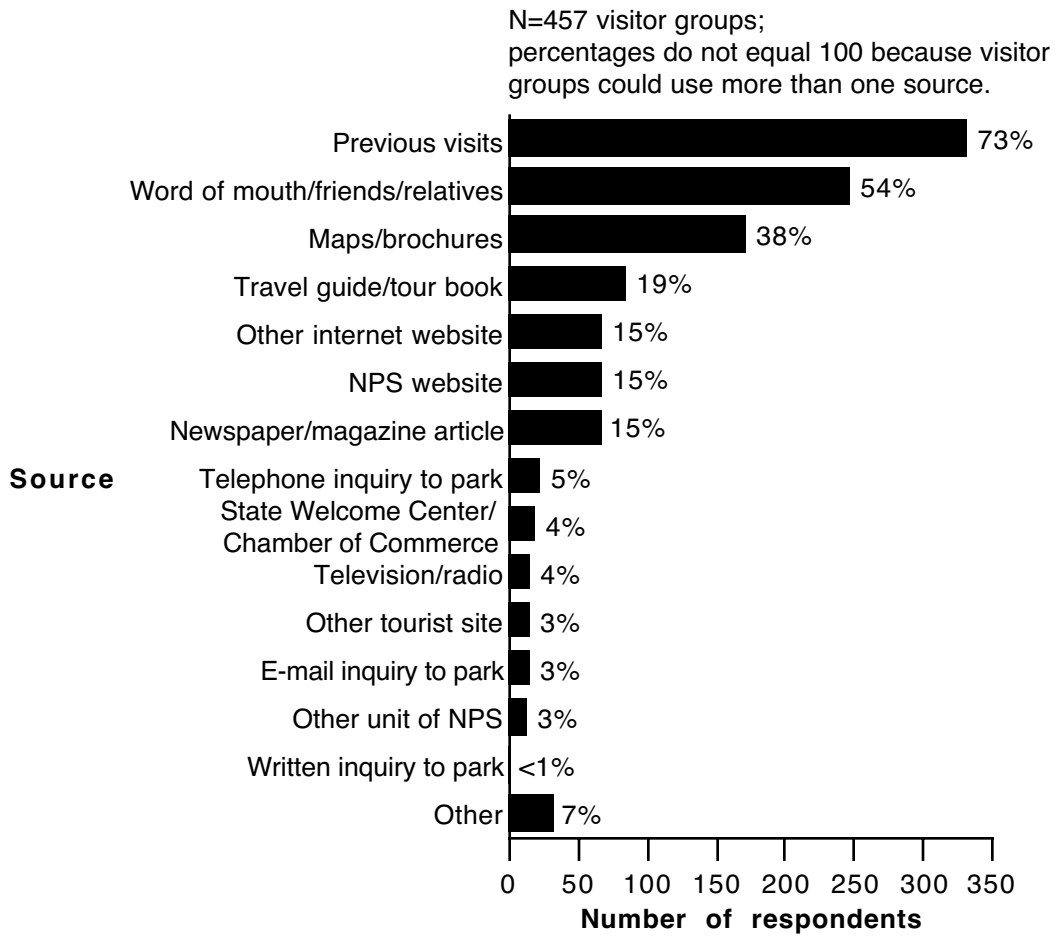
**Figure 15: Number of vehicles per group**

## Sources of information

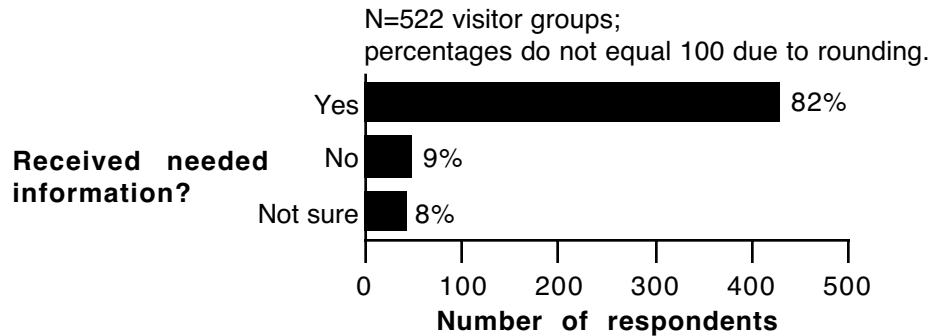
Visitor groups were asked to indicate the sources from which they had received information about C&O Canal NHP prior to their visit. Twenty-nine percent of visitor groups received no information prior to their visit. Of those groups who received information, the most common sources were previous visits (73%), friends and/or relatives (54%), and maps/brochures (38%), as shown in Figure 16. "Other" sources of information used by visitor groups were from friends of park employee, Washington D.C. website, and street signs.

Most groups (82%) received the information they needed to plan their visit, however 9% did not and 8% were "not sure" (see Figure 17). The additional information that was needed included times of canal boat rides and directions.

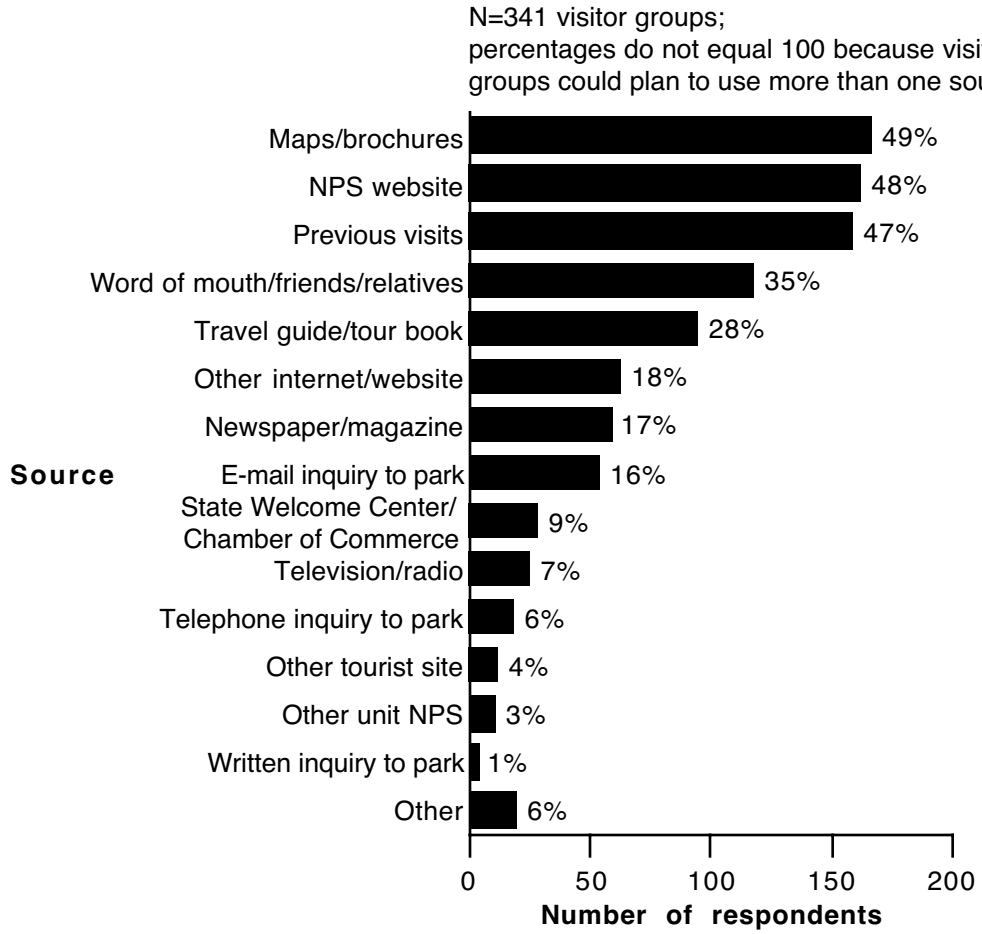
When asked the sources of information that they would prefer to use to plan future visits, visitor groups' most preferred sources were maps/brochures (49%), the NPS web site (48%) and previous visits (47%), as shown in Figure 18. The least preferred source was written inquiries to the park (1%).



**Figure 16: Sources of information used by visitor groups prior to this visit**



**Figure 17: Receive needed information prior to visit?**

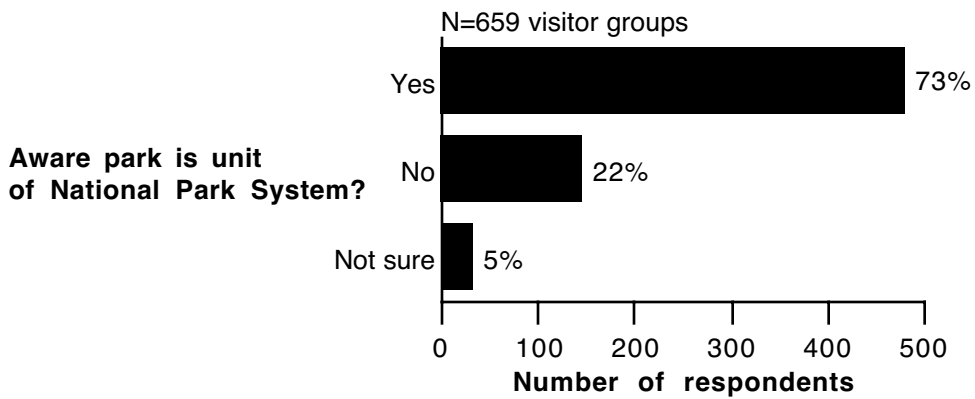


**Figure 18: Preferred sources of information for future visits**



**Awareness that park is a unit of National Park System**

Visitor groups were asked: "Prior to this visit, were you aware that Chesapeake and Ohio (C&O) Canal NHP is a unit of the National Park System?" Most visitor groups (73%) were aware that C&O Canal NHP is a unit of the National Park System (see Figure 19). Twenty-two percent were not aware and another 5% were "not sure."

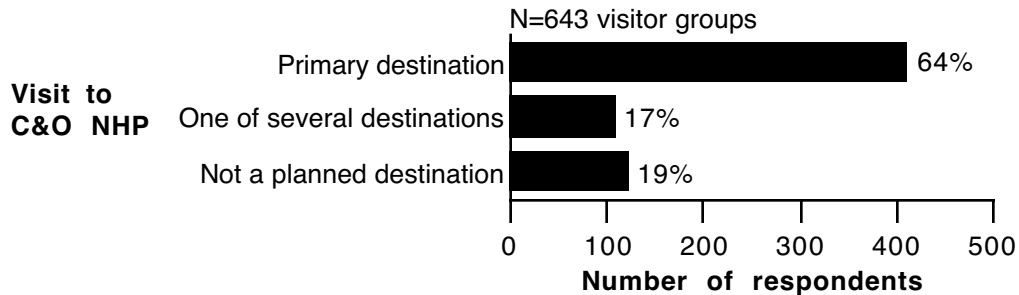


**Figure 19: Visitor awareness that the park is in the National Park System**

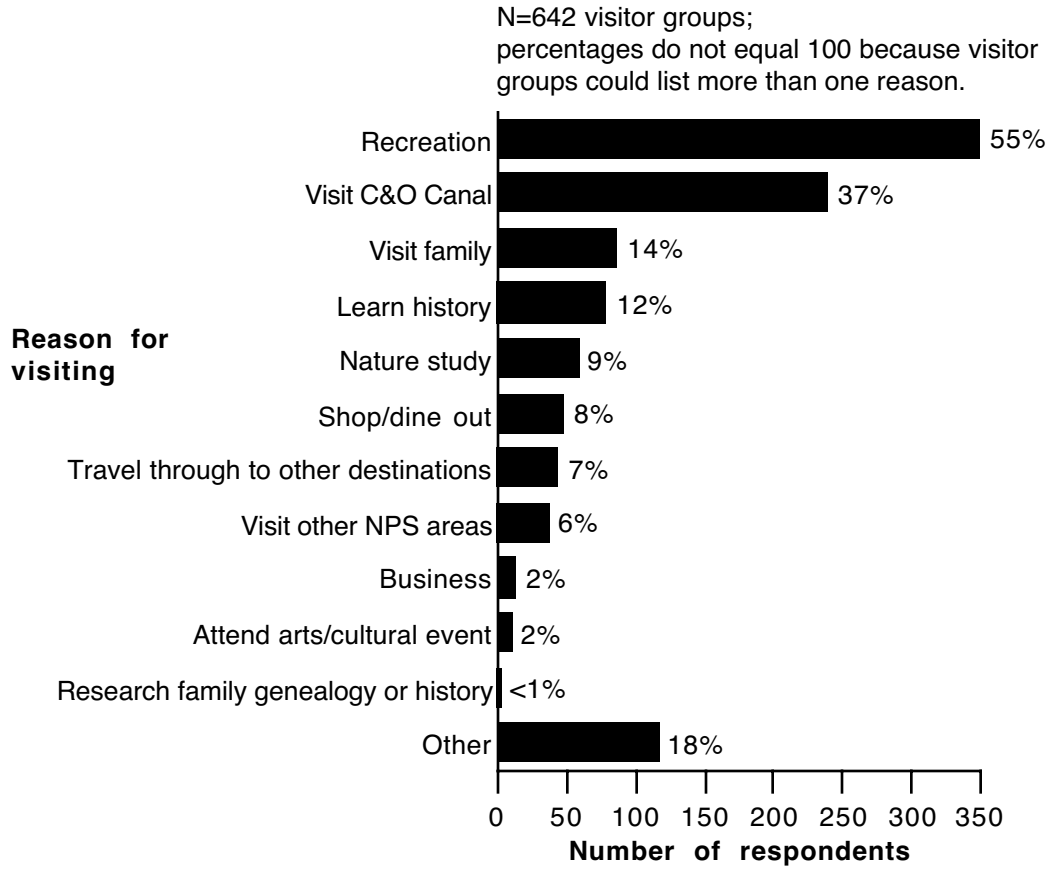
### Role of C&O Canal NHP in visitor travel plans

Visitor groups were asked to list how C&O Canal NHP fit into their travel plans on this visit. The largest proportion of visitor groups (64%) reported that C&O Canal NHP was their primary destination, as shown in Figure 20. Nineteen percent said that the park was not a planned destination and another 17% said that it was one of several destinations.

Visitor groups were also asked their reasons for visiting C&O Canal NHP area. Fifty-five percent responded that recreation was their reason for visiting and 37% came to visit C&O Canal NHP. Fourteen percent of visitor groups were visiting family and 12% visited the area to learn history (see Figure 21). The least listed reason for visiting was researching family genealogy/history (<1%). “Other” responses included visiting other Washington D.C. sites, business, fishing, picnicking, and walking.



**Figure 20: C&O Canal NHP as part of travel plans**

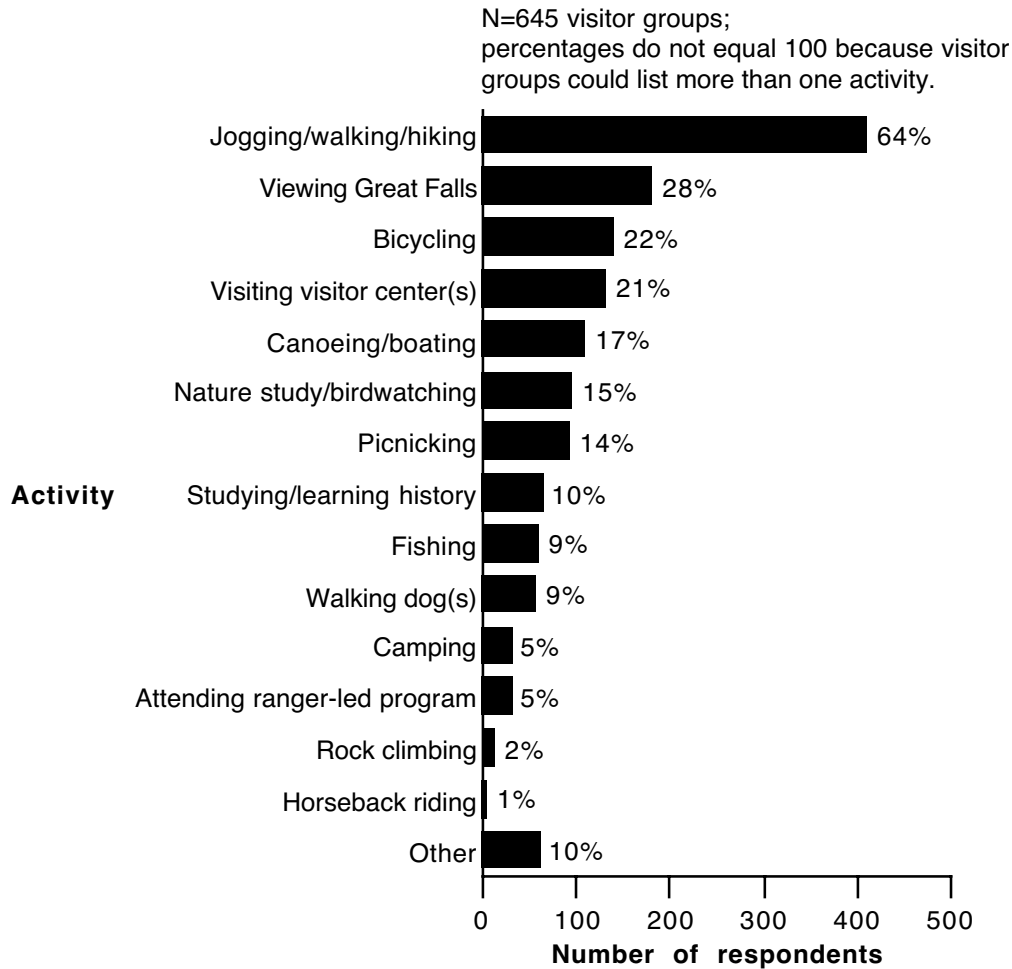


**Figure 21: Reasons for visiting C&O Canal NHP area**

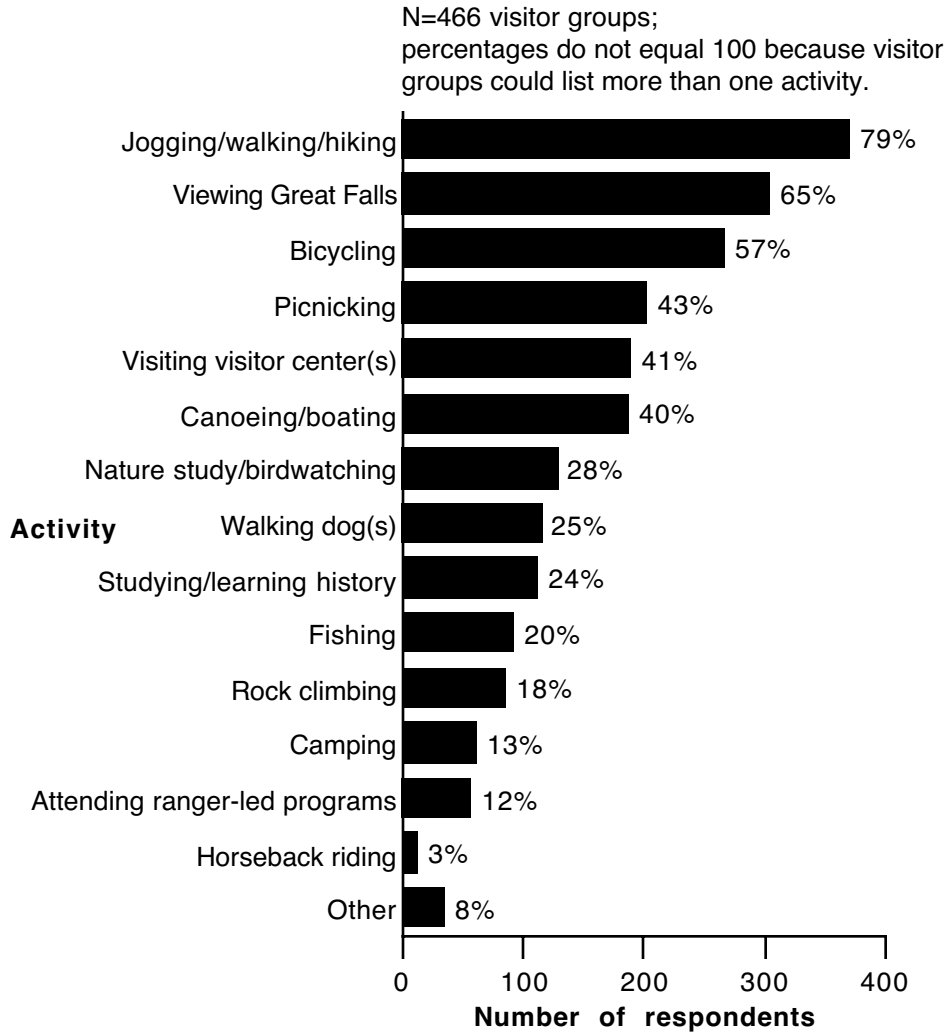
**Activities**

Visitor groups were asked to list the activities in which they participated at C&O Canal NHP on this visit. The most common activities were jogging/walking/hiking (64%), viewing Great Falls (28%), bicycling (22%), and visiting visitor centers (21%), as shown in Figure 22. The least common activity was horseback riding (1%).

Visitor groups were also asked to list the activities that they had participated in during previous visits to C&O Canal NHP. Most respondents jogged/walked/hiked (79%), viewed Great Falls (65%), and bicycled (57%), as shown in Figure 23. The least common activity on past visits was horseback riding (3%). "Other" activities on this and past visits included taking a canal boat ride, picking berries, romantic interlude, in-line skating, viewing canal and locks, and getting a stamp in the NPS Passport.



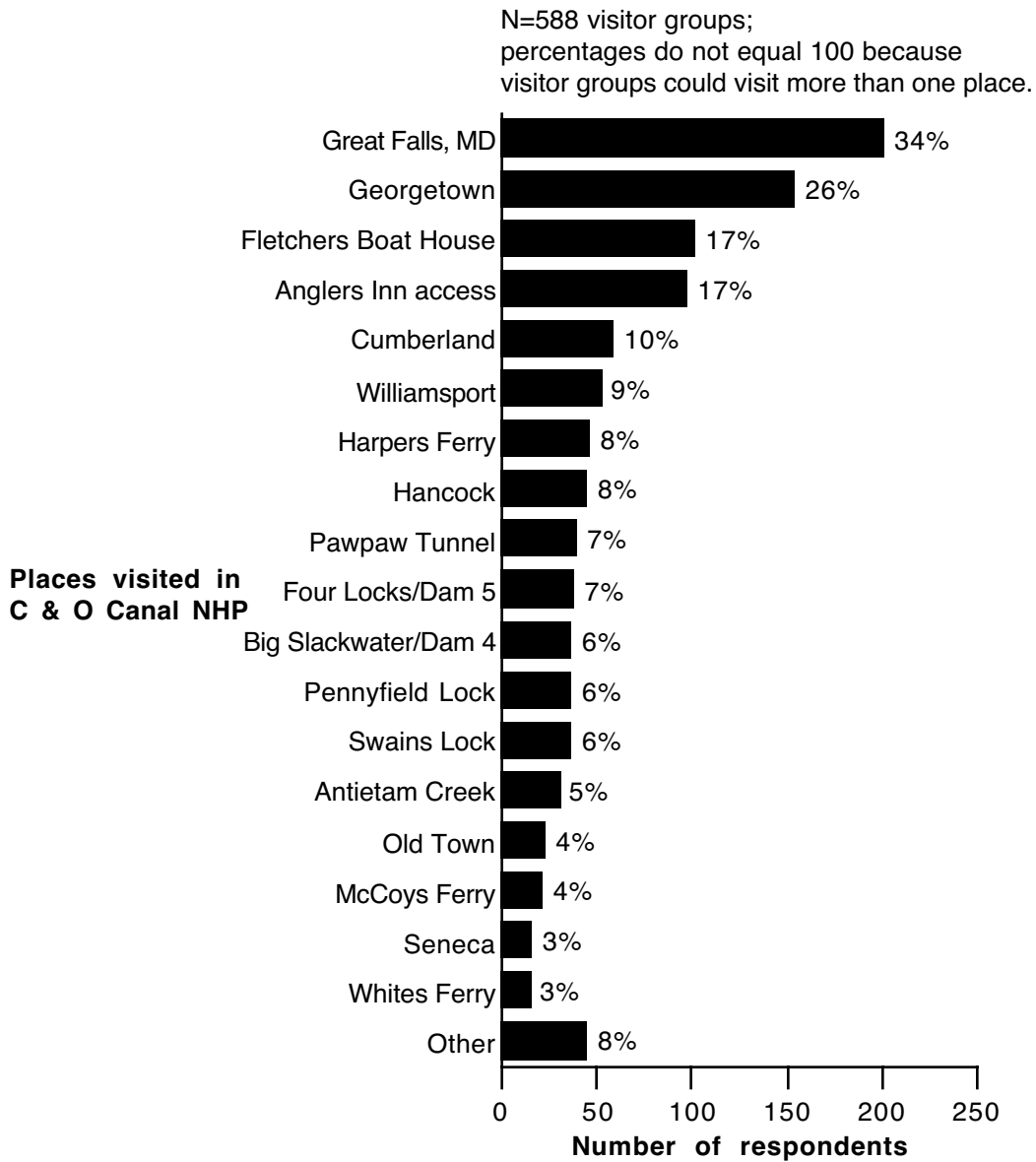
**Figure 22: Visitor group activities on this visit**



**Figure 23: Visitor group activities on past visits**

**Places visited in and around the park**

Visitor groups were asked to identify the places that they visited while at C&O Canal NHP using a map included in the questionnaire. Thirty-four percent of visitor groups said that they visited Great Falls, MD, Georgetown (26%), Fletchers Boat House (17%), and Anglers Inn (17%), as shown in Figure 24. "Other" places mentioned by visitor groups were Washington D.C., the Smithsonian, National Zoo, War Memorial, and Lincoln Memorial.

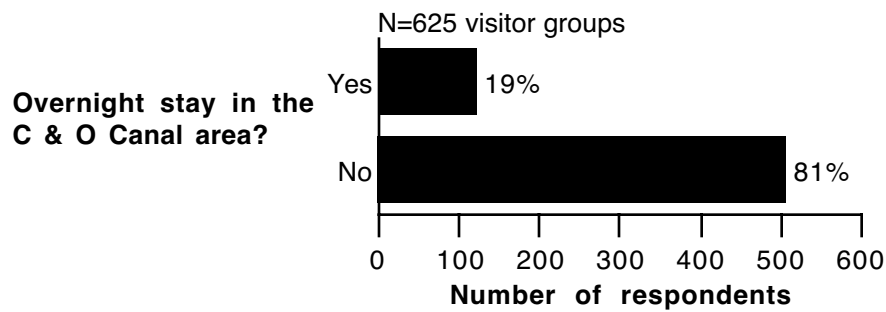


**Figure 24: Places visited in C&O Canal NHP**

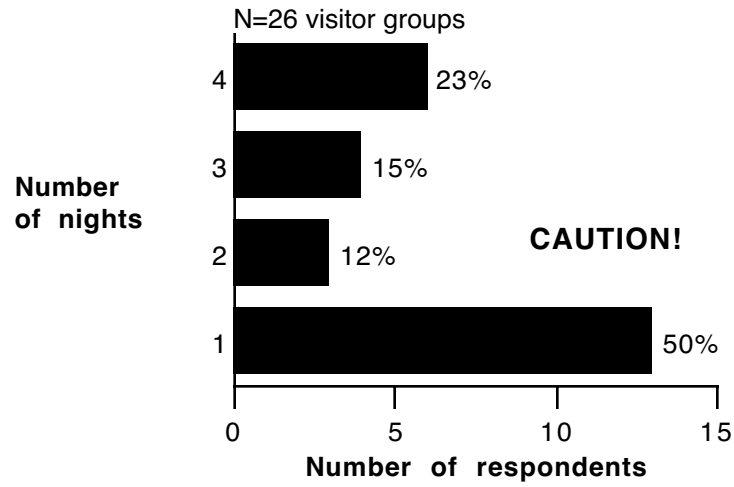
### Overnight accommodations

When asked about overnight stays in the C&O Canal NHP area, 19% of visitors responded that they did stay within one-half hour drive of the park (see Figure 25). If they stayed away from home, visitor groups were asked to list the number of nights they spent in the park and in the area. Not enough visitor groups that stayed in the C&O Canal NHP to provide reliable information (see Figure 26). Outside the park, 26% spent five nights or more, while 45% of visitor groups spent one or two nights (see Figure 27).

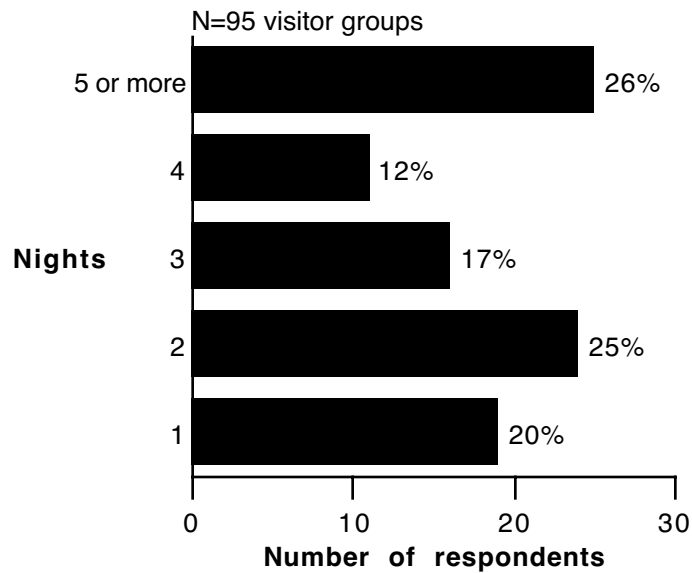
The only types of accommodations in the park are campgrounds/trailer parks. Eight percent of respondents (12 visitor groups) stayed at a campground/trailer park in C&O Canal NHP. Of those visitor groups who stayed outside of the park, 44% stayed in a lodge/motel/cabin/etc., 32% stayed in a residence of friends or relatives (see Figure 28). "Other" responses consisted of hotel or hotel in Washington, D.C.



**Figure 25: Overnight stays in C&O Canal NHP area (within 1/2-hour drive)**

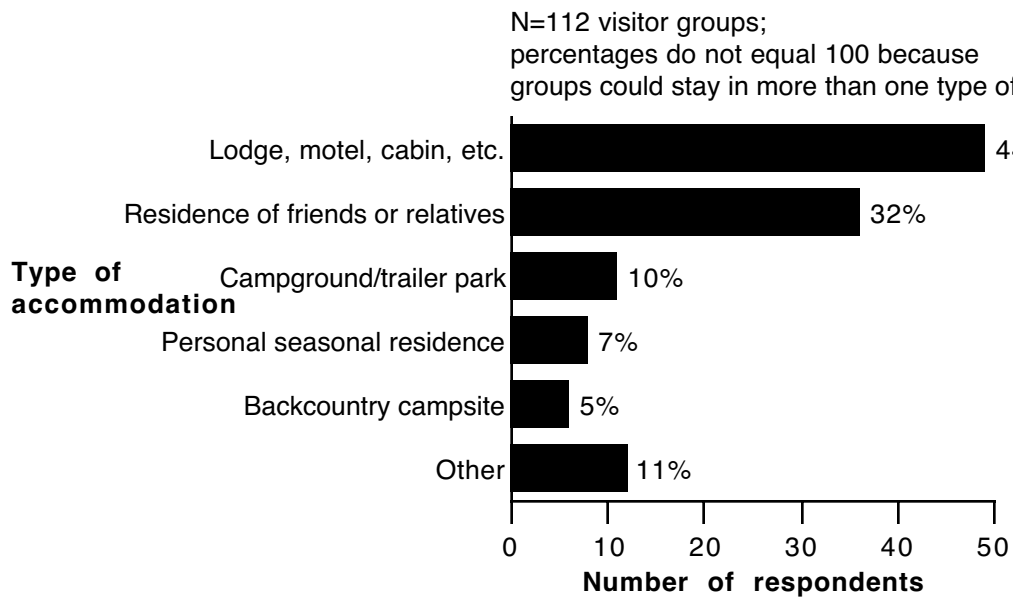


**Figure 26: Number of nights spent inside C&O Canal NHP by groups that stayed overnight**



**Figure 27: Number of nights spent outside of C&O Canal NHP (within 1/2-hour drive)**

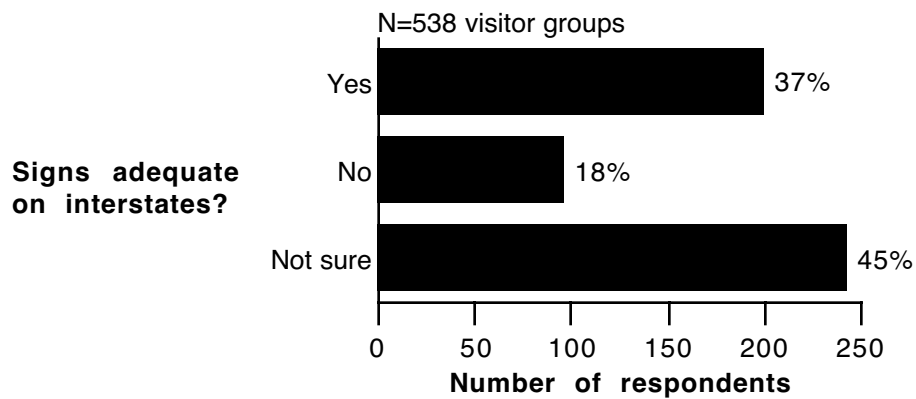




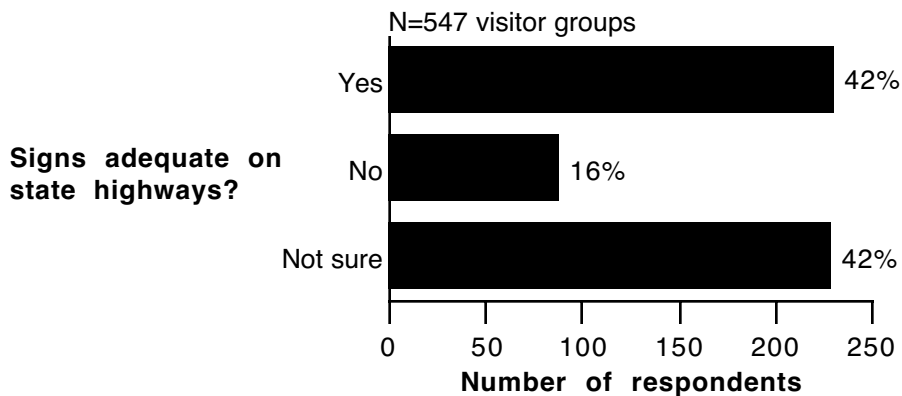
**Figure 28: Type of overnight accommodations used in C&O Canal NHP area (within-1/2 hour drive)**

**Adequacy of road signage**

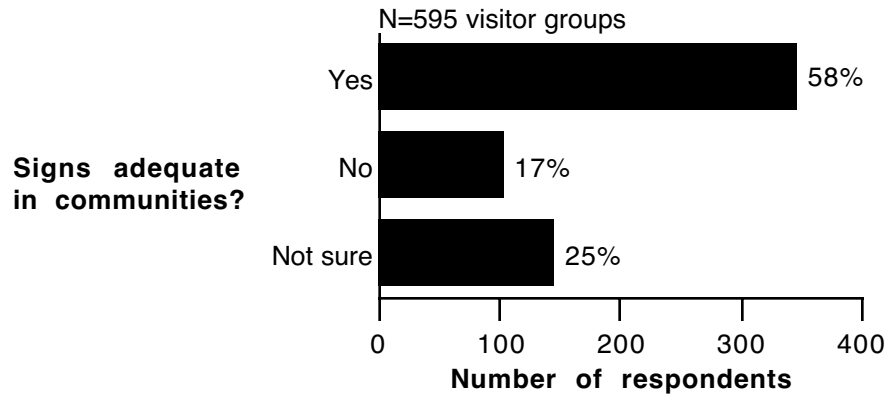
Visitor groups were asked to rate the adequacy of signs directing them to C&O Canal NHP on the interstates, state highways, and in communities. Thirty-seven percent of visitor groups felt that the signs on the interstates were adequate, 18% thought that they were not, and 45% were “not sure” (see Figure 29). Forty-two percent of visitor groups felt that the signs on state highways were adequate in directing them. Sixteen percent felt that they were not adequate and 42% were “not sure” (see Figure 30). Most visitor groups (58%) felt that the signs in local communities were adequate, but 17% of the respondents felt that they were not adequate in directing them to C&O Canal NHP (see Figure 31). Another 25% of visitor groups were “not sure.”



**Figure 29: Adequacy of directional signs on interstates**



**Figure 30: Adequacy of directional signs on state highways**

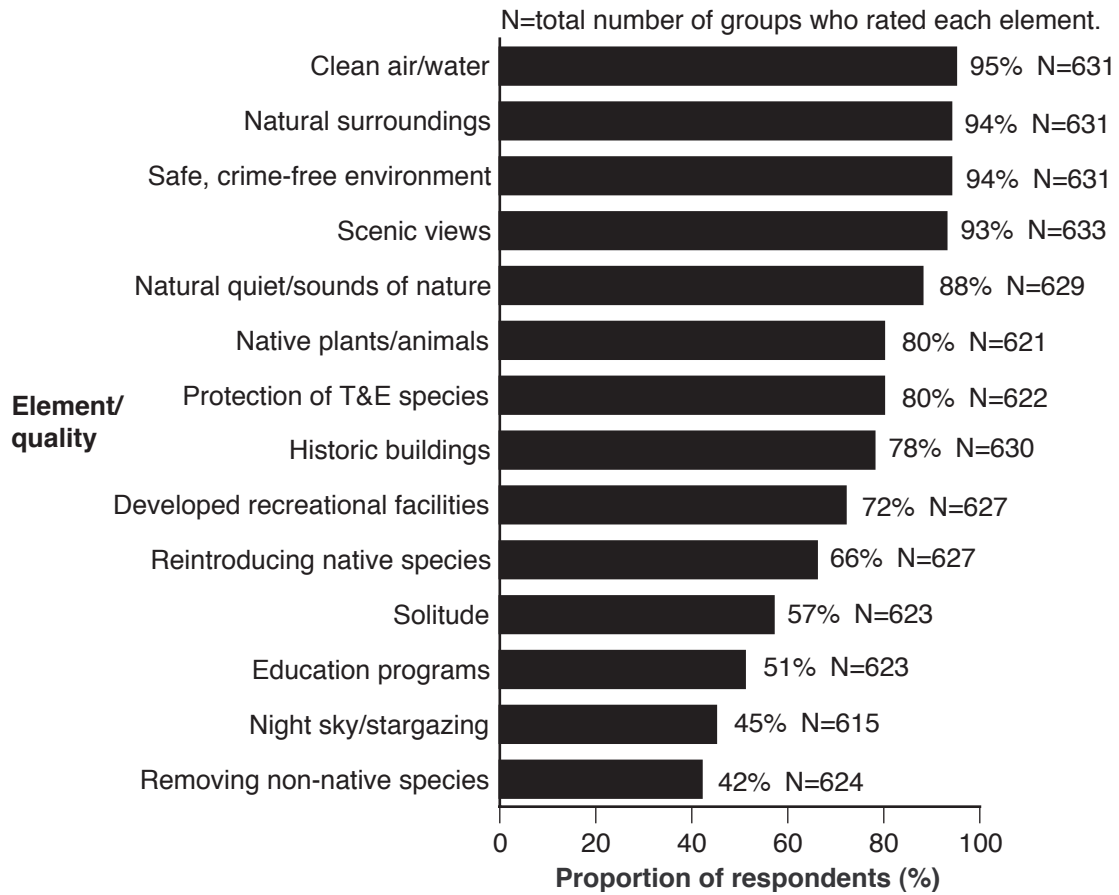


**Figure 31: Adequacy of directional signs in communities**

**Importance of protecting C&O Canal NHP resources**

Visitor groups were given the following information and asked a question, “Park managers are trying to provide a high quality visitor experience and protect park resources for future generations at C&O Canal NHP. Please rate the importance of each of the following elements/qualities to you and your group.” Visitor groups rated the importance of fourteen selected elements/qualities. The elements/qualities receiving the highest “extremely important” and “very important” ratings were clean air/water (95%), natural surroundings (94%), a safe/crime-free environment (94%), and scenic views (93%), as shown in Table 5. Figure 32 combines the “very important” and “extremely important” ratings for all of the C&O Canal NHP resources listed in the questionnaire.

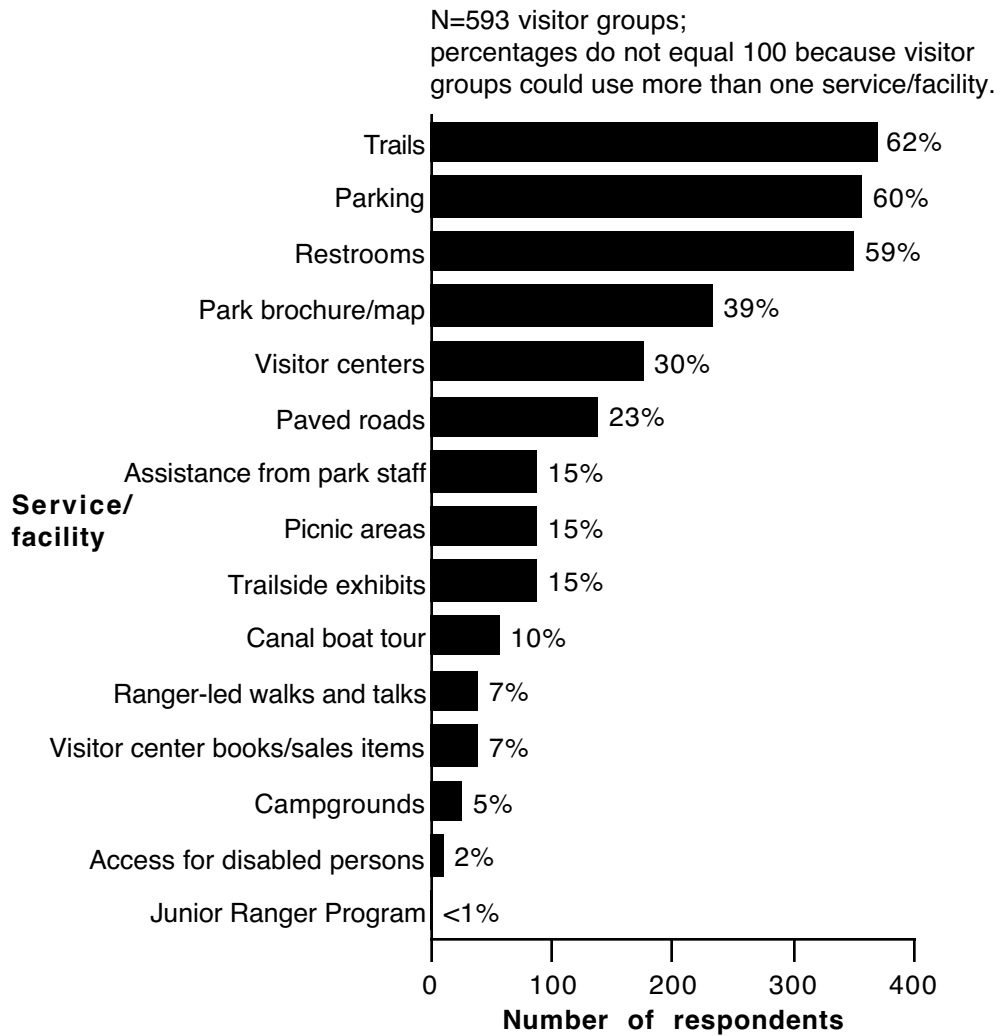
<b>Table 5: Importance of selected park elements/qualities</b>							
N=number of respondents who rated each attribute; percentages may not equal 100 due to rounding.							
Attribute	N	Ratings (%)					
		Extremely important	Very important	Important	Somewhat important	Not important	Don't know
Native plants/ animals	621	60	20	15	1	2	2
Scenic views	633	73	20	5	<1	<1	2
Clean air/water	631	83	12	3	<1	<1	1
Historic buildings/ archeological sites	630	49	29	15	4	1	1
Natural surroundings	631	73	21	3	<1	<1	1
Developed recreational facilities	627	40	32	18	6	4	1
Natural quiet/ sounds of nature	629	63	25	8	2	1	1
Night sky/ stargazing	615	27	18	24	13	9	9
Solitude	623	33	24	26	10	4	3
Educational programs	623	26	25	29	11	7	3
Protection of threatened and endangered species	622	63	17	12	3	3	2
Safe, crime-free environment	631	83	11	4	1	1	1
Reintroducing native species	627	42	24	21	5	4	4
Removing non-native species	624	24	18	28	11	10	9



**Figure 32: Combined "extremely important" and "very important" ratings for park resources/element/qualities**

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

Visitor groups were asked to note the visitor services and facilities they used during this visit to C&O Canal NHP. The most used services and facilities included the trails (62%), parking (60%), restrooms (59%), park brochure/map (39%), and visitor centers (30%), as shown in Figure 33. The least used service was the Junior Ranger Program (<1%).



**Figure 33: Visitor services and facilities used**

Visitor groups rated the importance and quality of each of the visitor services and facilities they used. The following five-point scales were used in the questionnaire.

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

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

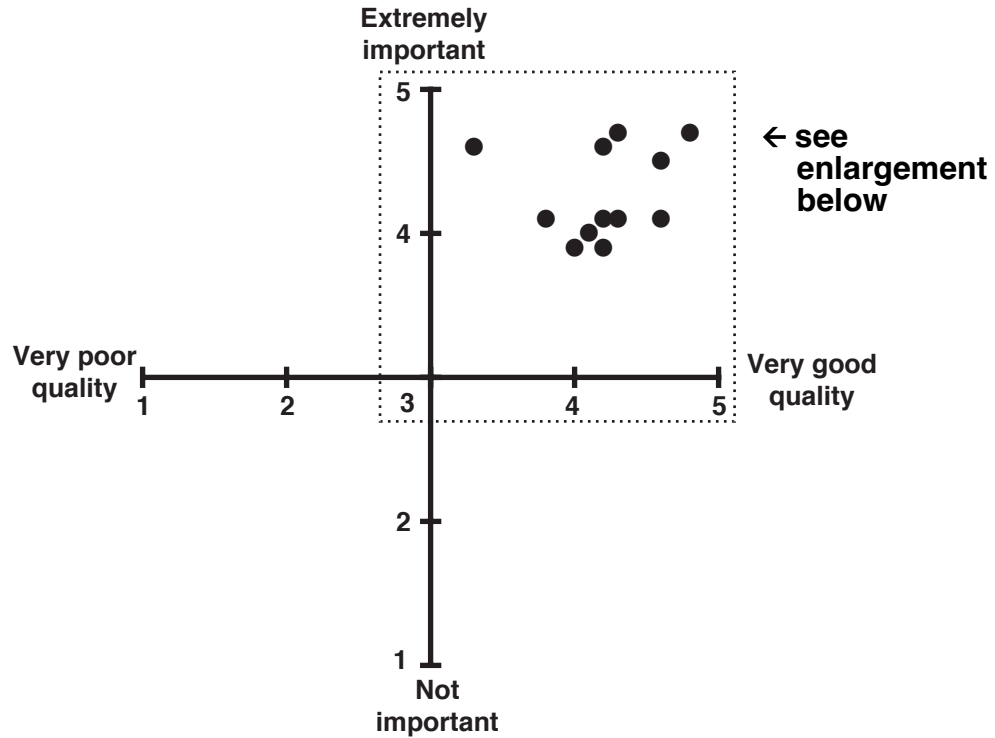
The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used each service and facility. Figures 34 and 35 show the average importance and quality ratings for each of the park services and facilities. All services and facilities were rated above average in importance and quality. Note: campgrounds, Junior Ranger Program, and access for disabled persons were not rated by enough visitors to provide reliable data.

Figures 36-50 show the importance ratings that were provided by visitor groups for each of the individual services and facilities. Those services and facilities receiving the highest proportion of “extremely important” or “very important” ratings included trails (94%), canal boat tour (93%), restrooms (89%), parking (88%), and ranger-led walks/talks (87%). The highest proportion of “not important” ratings was paved roads and park brochure/map (3%).

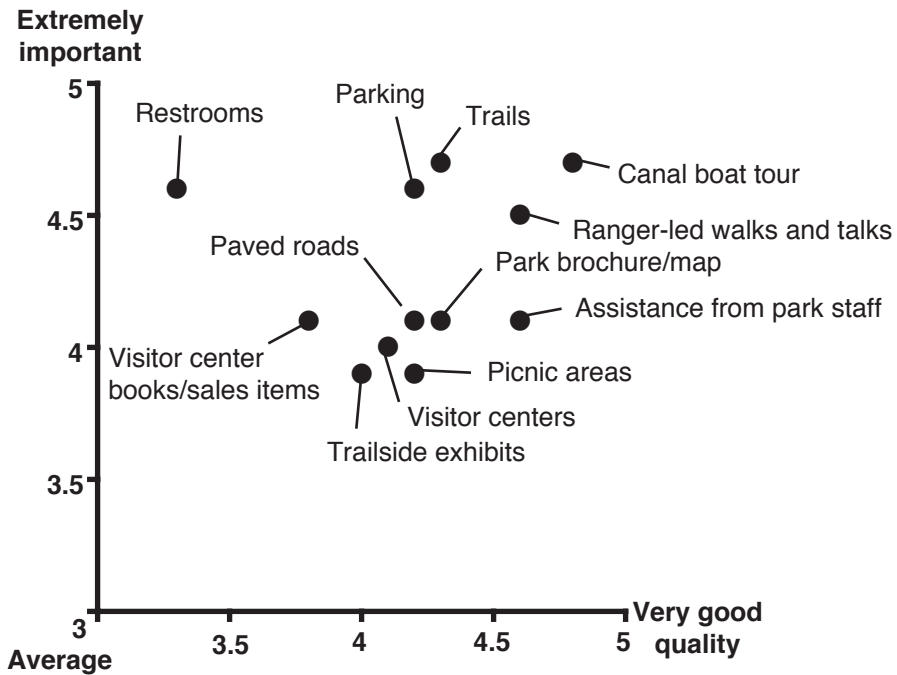
Figures 51-65 show the quality ratings that were provided by visitor groups for each of the individual services and facilities. Those services and facilities receiving the highest proportion of “very good” or “good” ratings included canal boat tour (96%), ranger-led walks/talks (94%), assistance from park staff (94%), trails (86%), and park brochure/map (82%). The highest proportion of “very poor” ratings was for restrooms (7%).

Figure 66 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

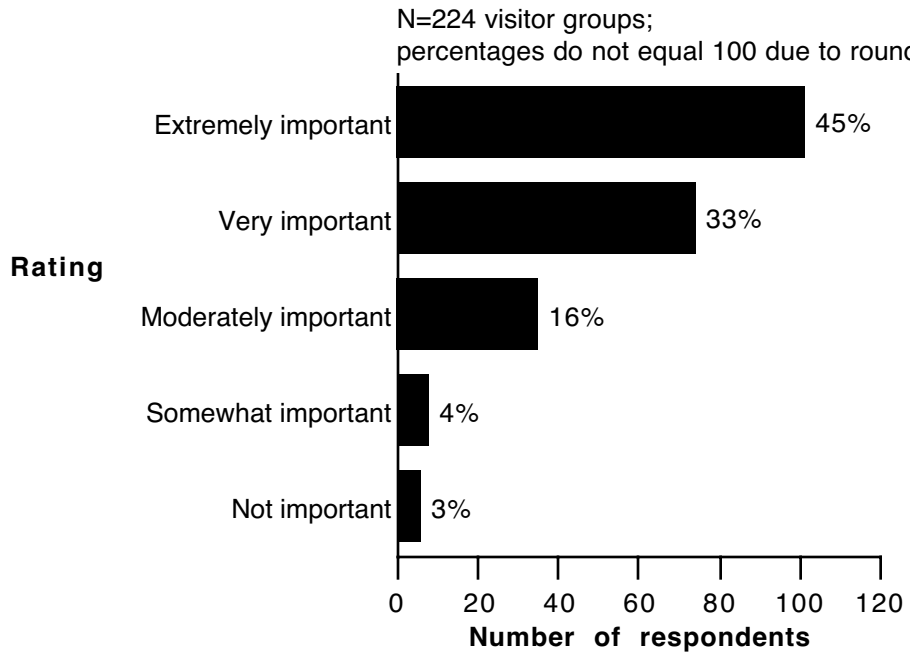




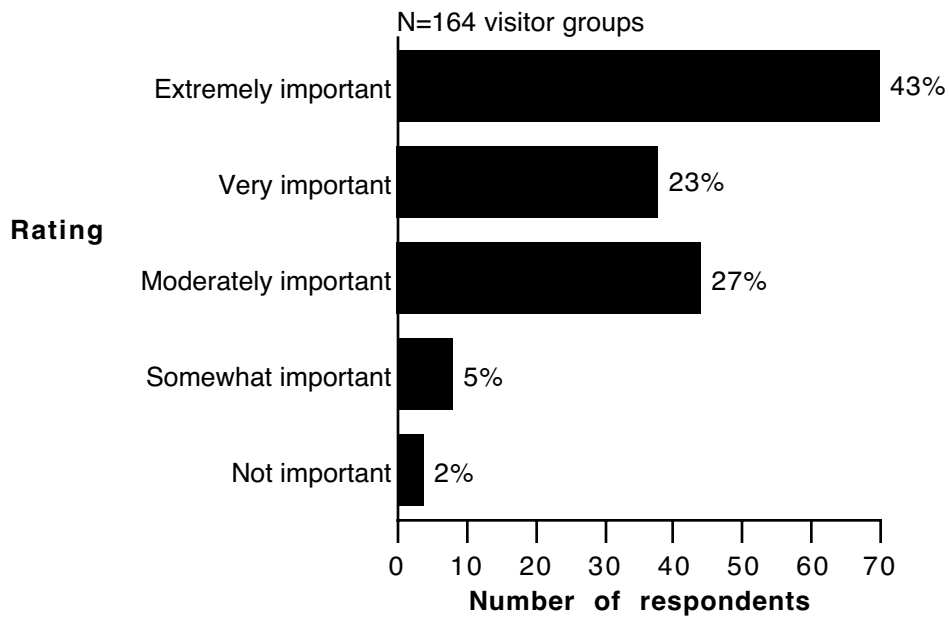
**Figure 34: Average ratings of visitor service/facility importance and quality**



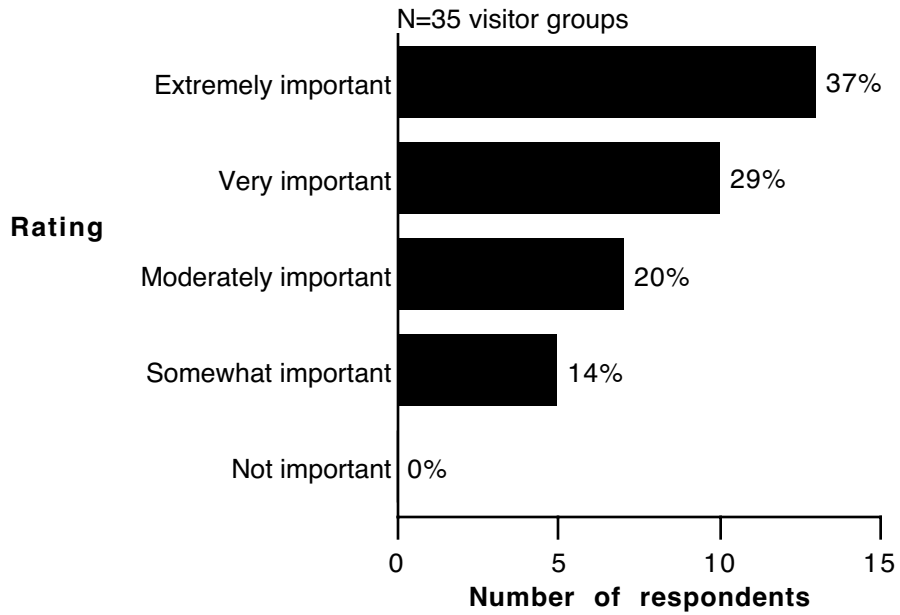
**Figure 35: Detail of Figure 34**



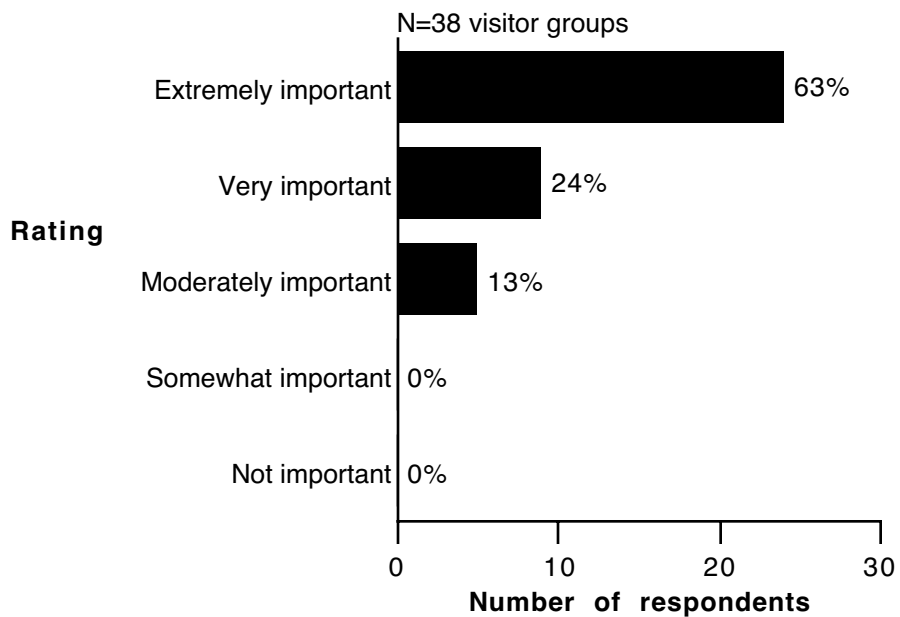
**Figure 36: Importance of park brochure/map**



**Figure 37: Importance of the assistance from visitor center(s)**



**Figure 38: Importance of visitor center books/sales items**



**Figure 39: Importance of ranger-led walks and talks**

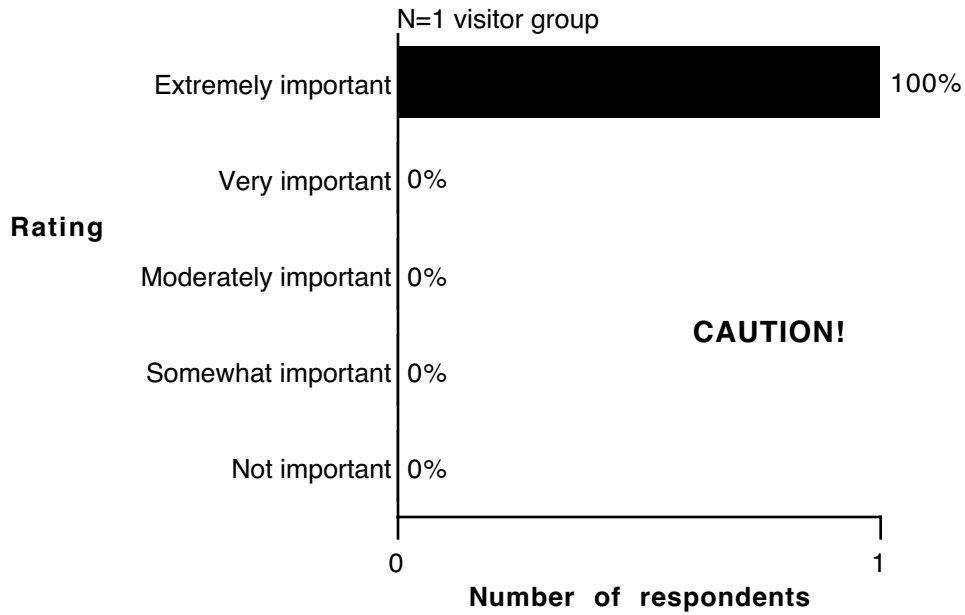


Figure 40: Importance of Junior Ranger Program

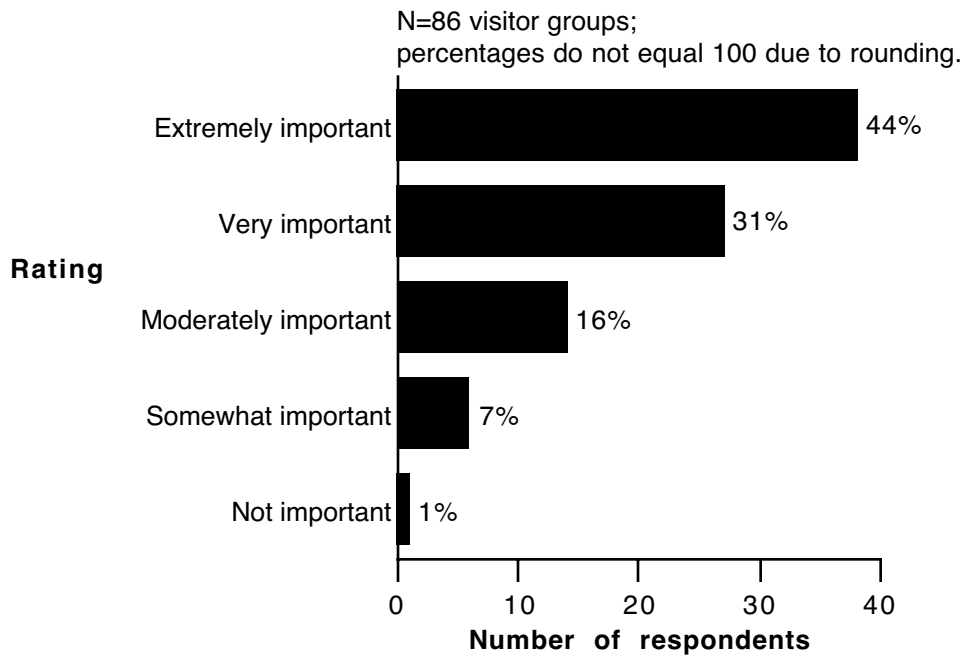
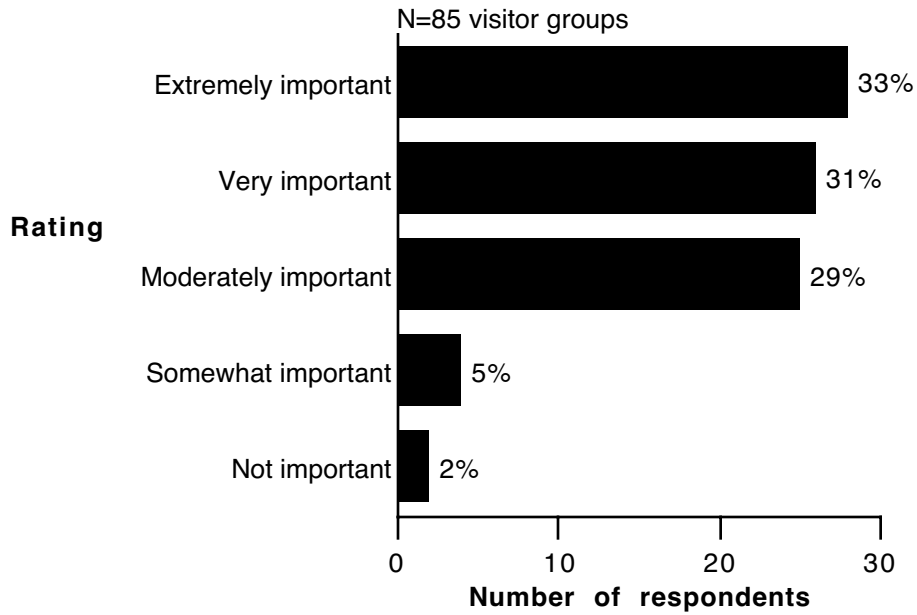
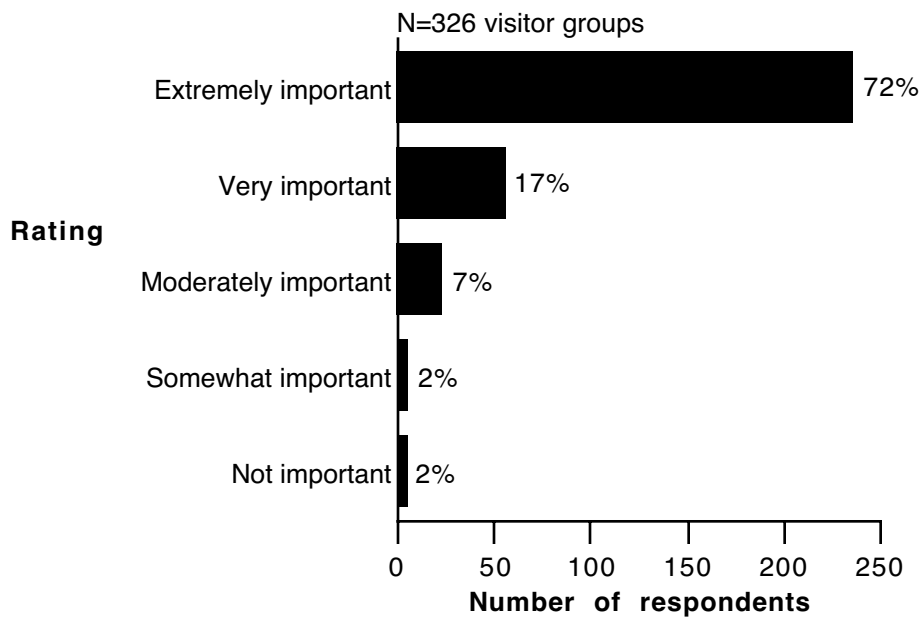


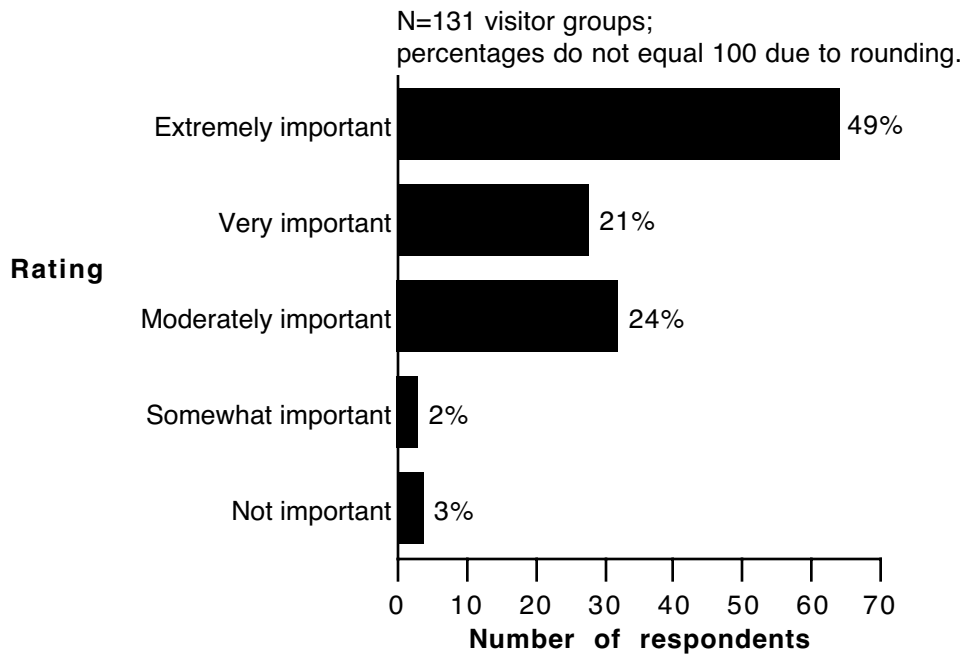
Figure 41: Importance of assistance from park staff



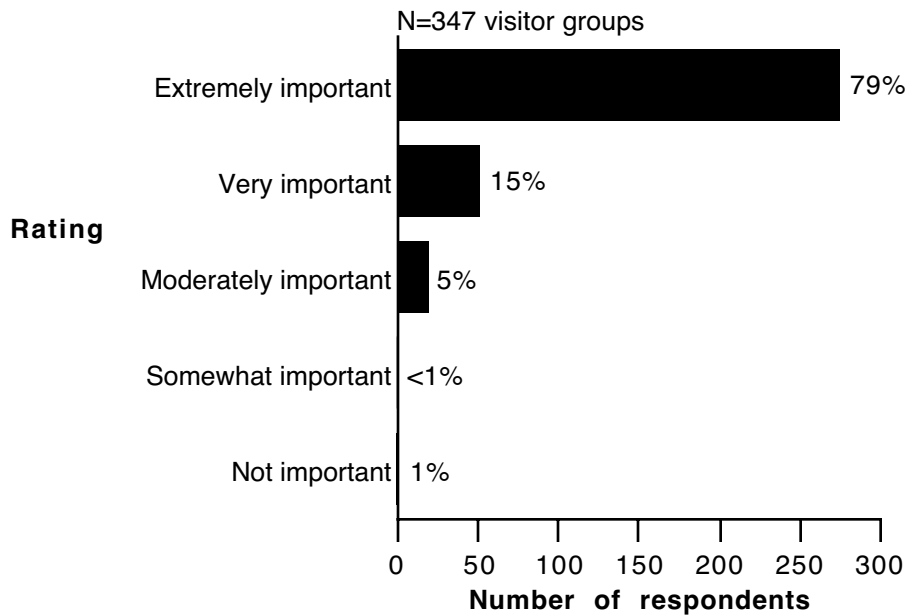
**Figure 42: Importance of trailside exhibits**



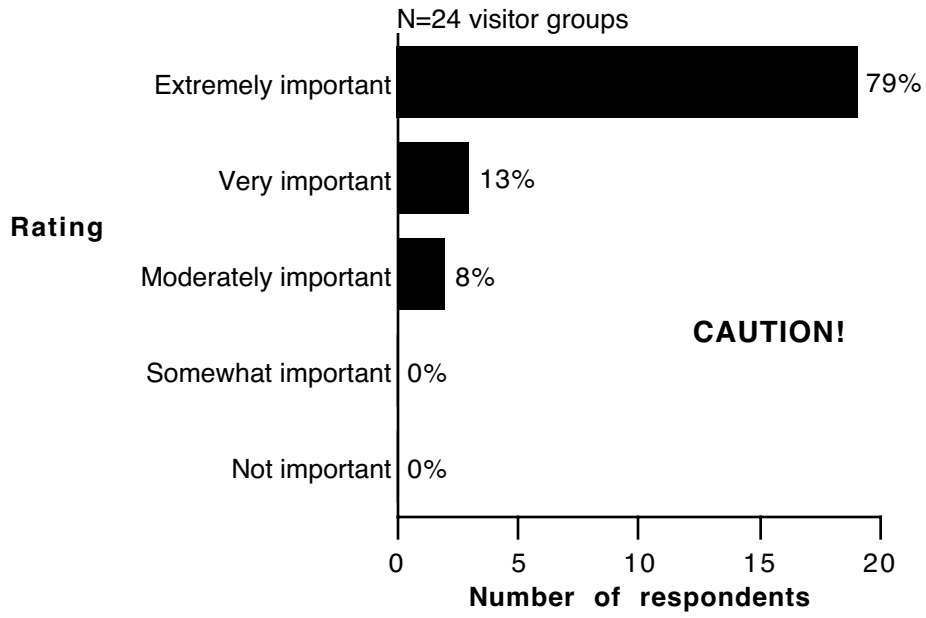
**Figure 43: Importance of restrooms**



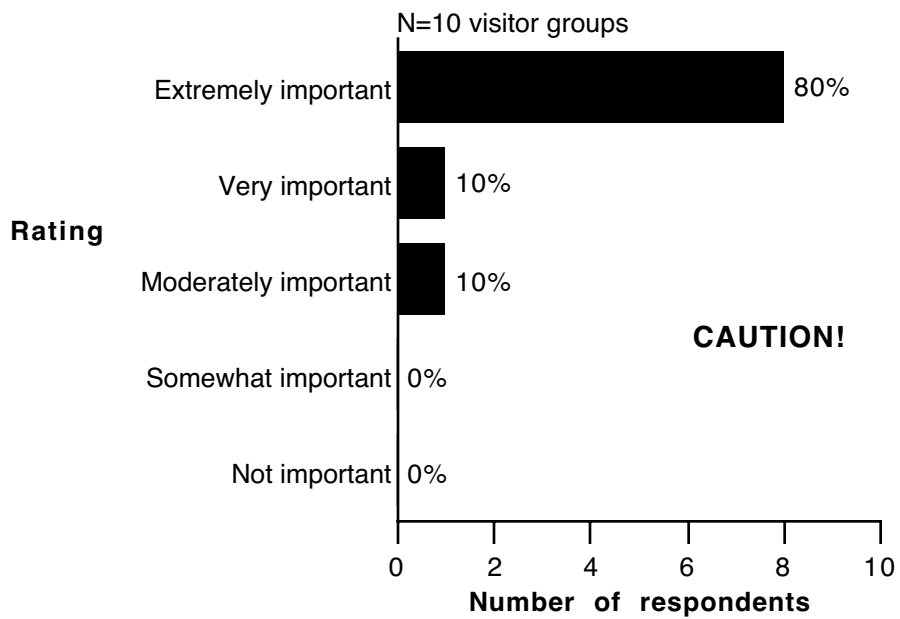
**Figure 44: Importance of paved roads**



**Figure 45: Importance of trails**



**Figure 46: Importance of campgrounds**



**Figure 47: Importance of access for disabled persons**

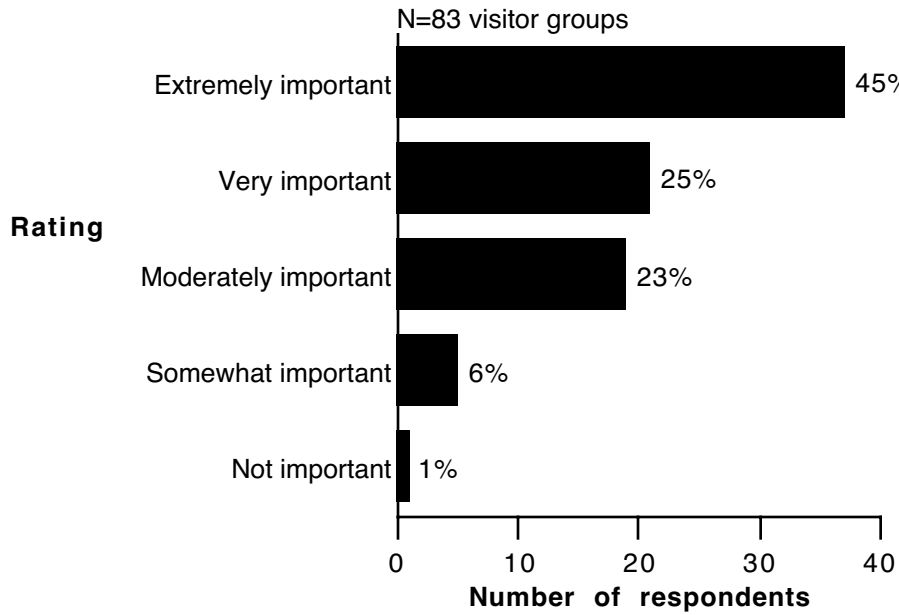


Figure 48: Importance of picnic areas

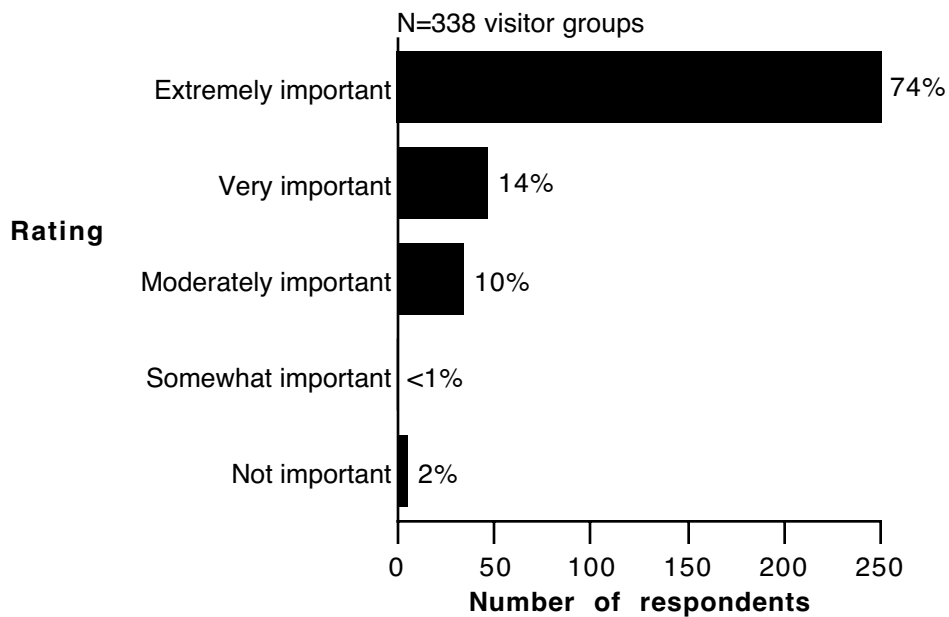
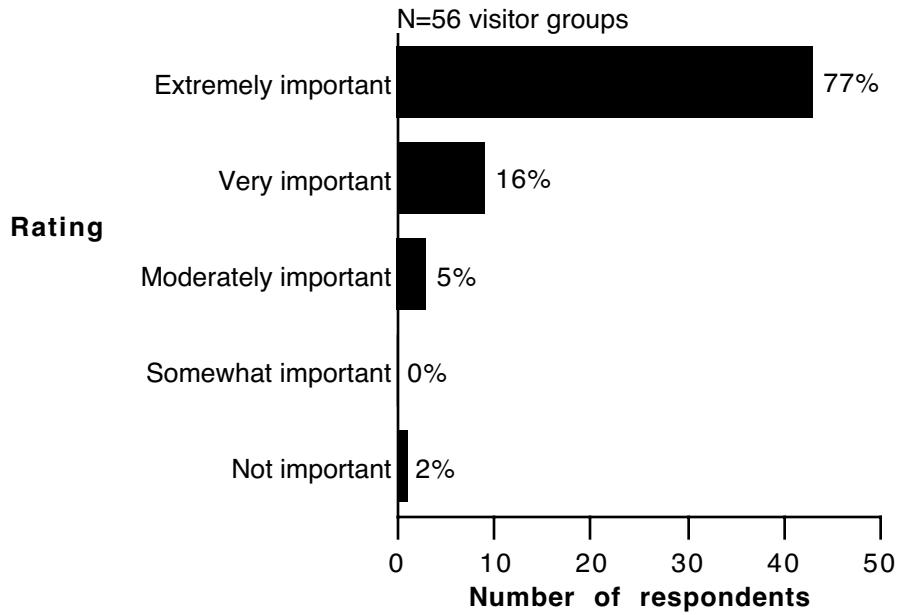
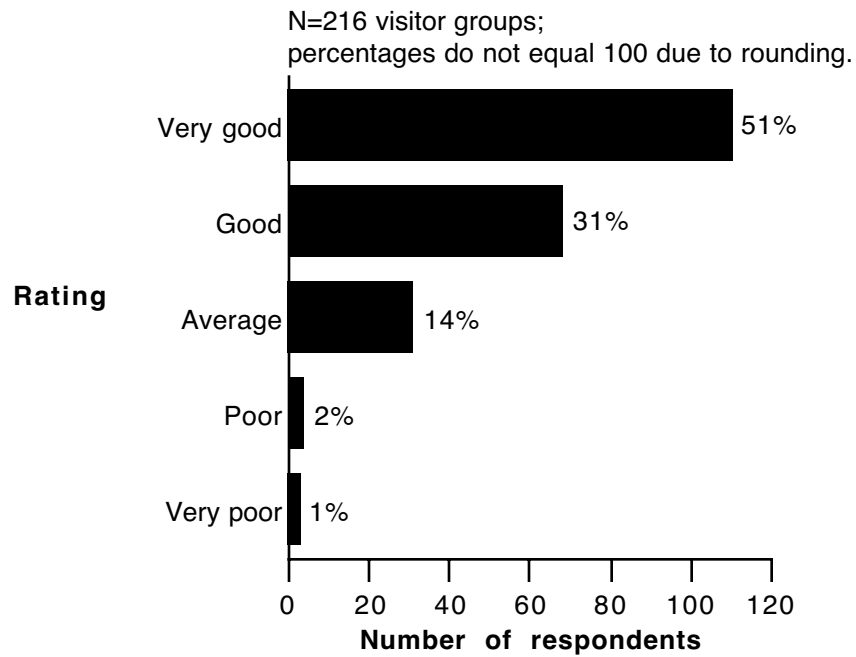


Figure 49: Importance of parking





**Figure 50: Importance of canal boat tour**



**Figure 51: Quality of park brochure/map**

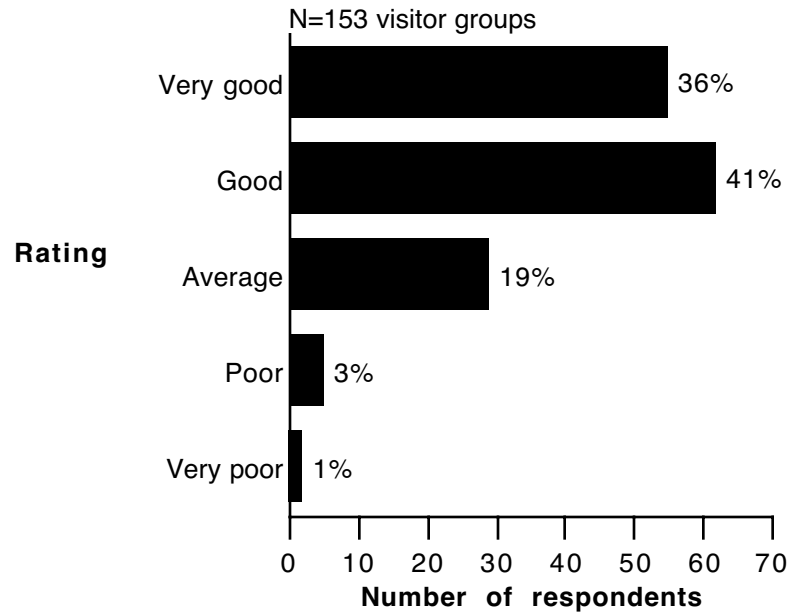


Figure 52: Quality of visitor centers

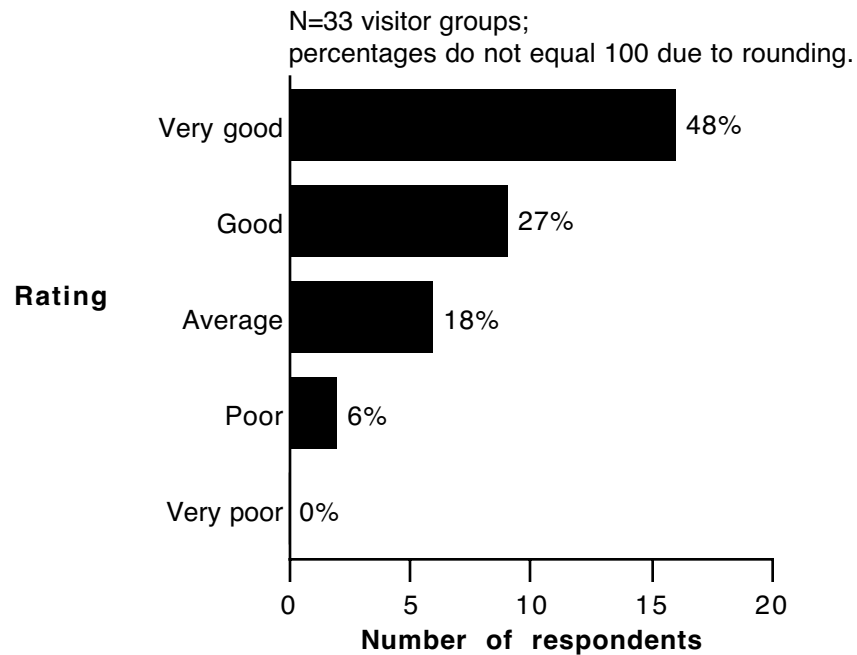


Figure 53: Quality of visitor books/sales items

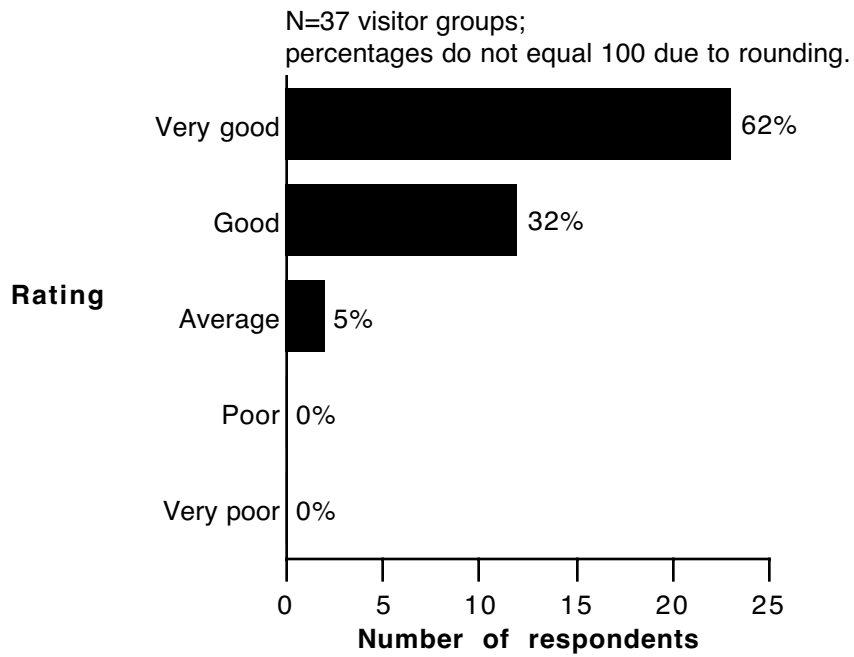


Figure 54: Quality of ranger-led walks and talks

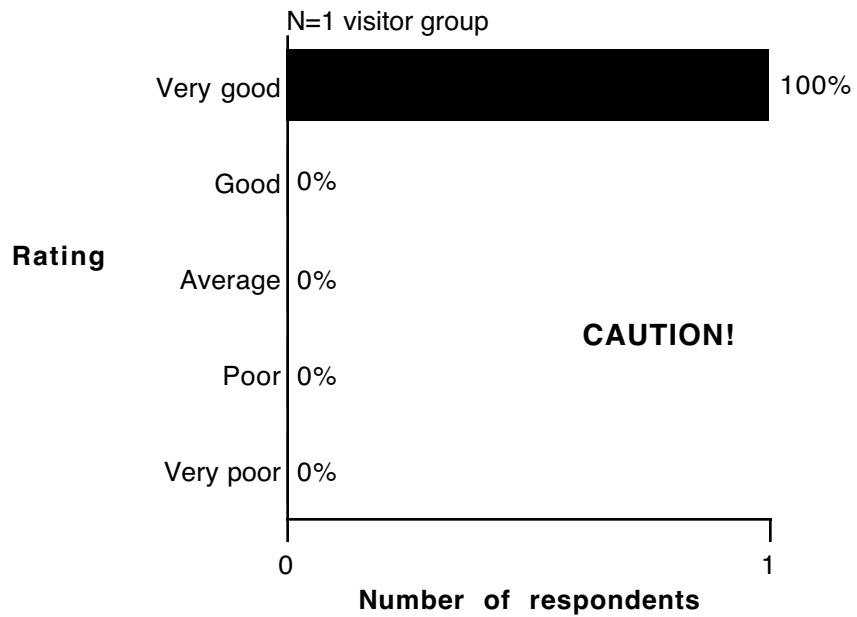


Figure 55: Quality of Junior Ranger Program

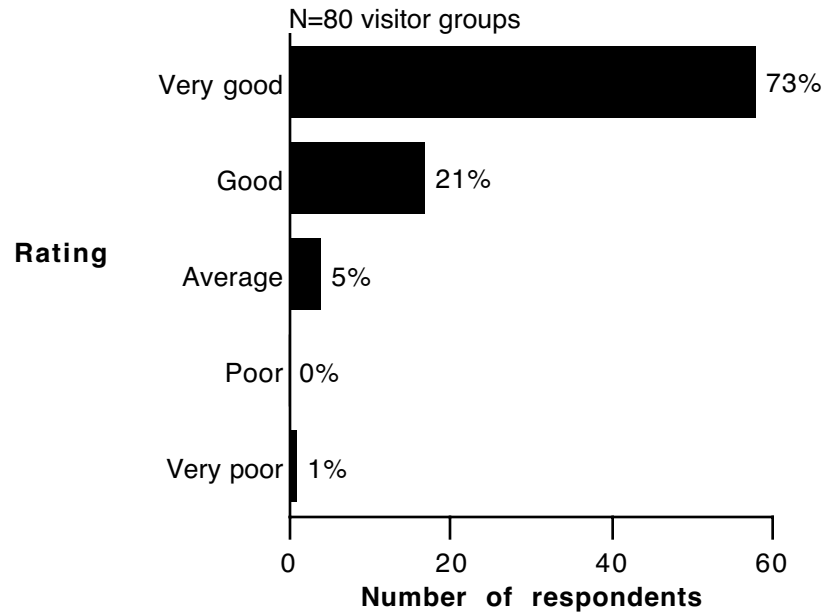


Figure 56: Quality of assistance from park staff

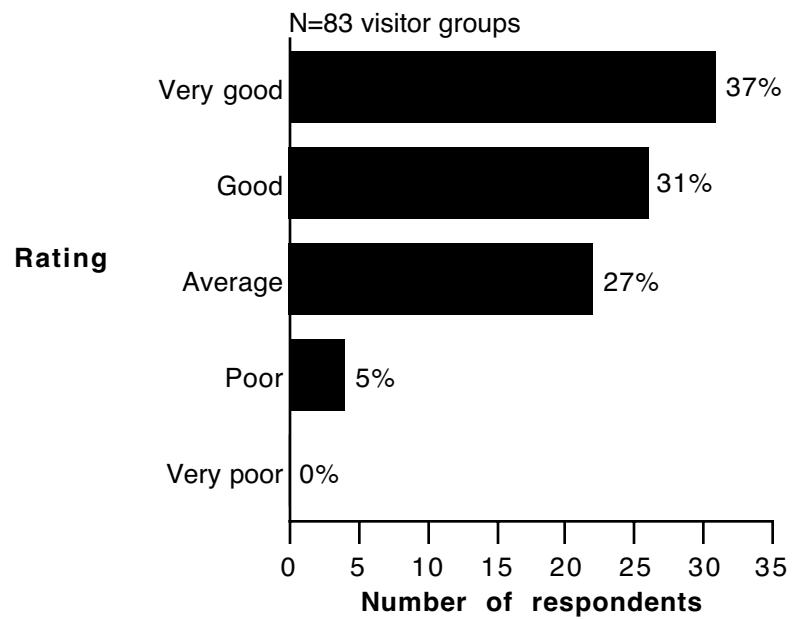


Figure 57: Quality of trailside exhibits

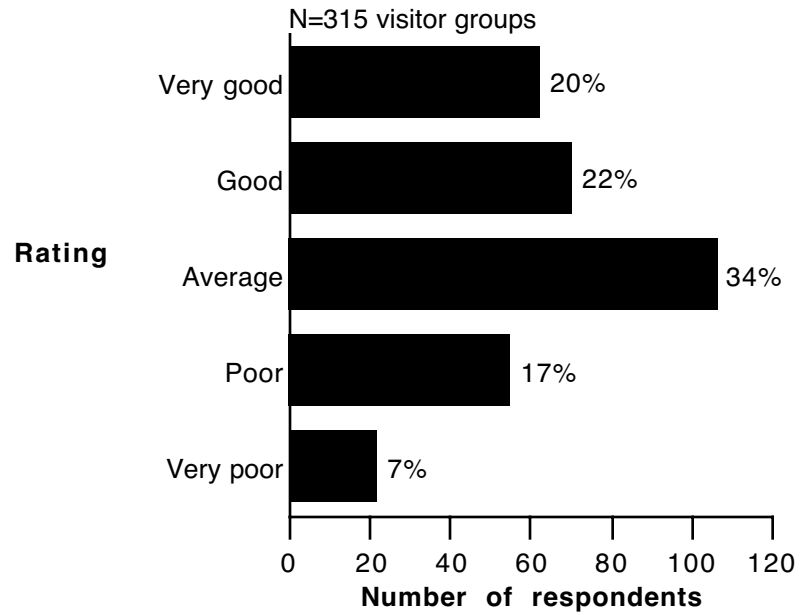


Figure 58: Quality of restrooms

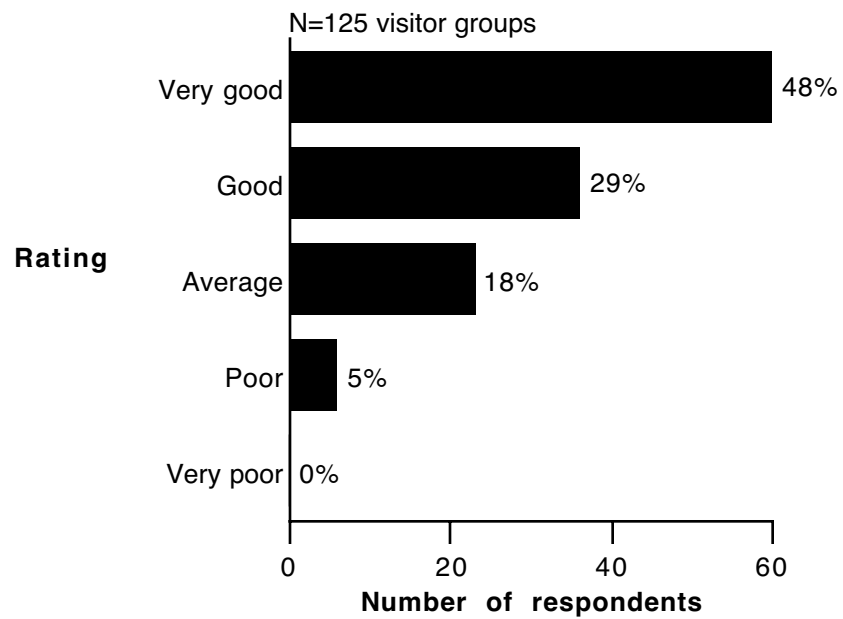


Figure 59: Quality of paved roads

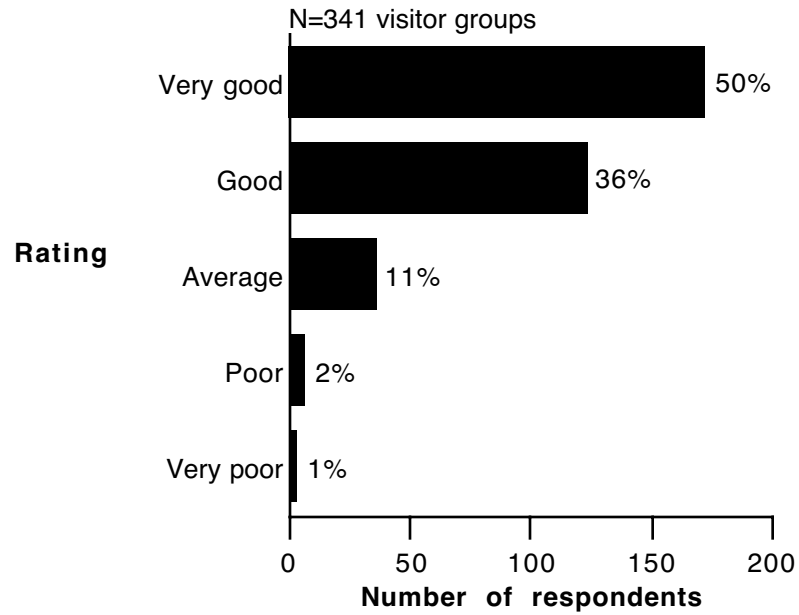


Figure 60: Quality of trails

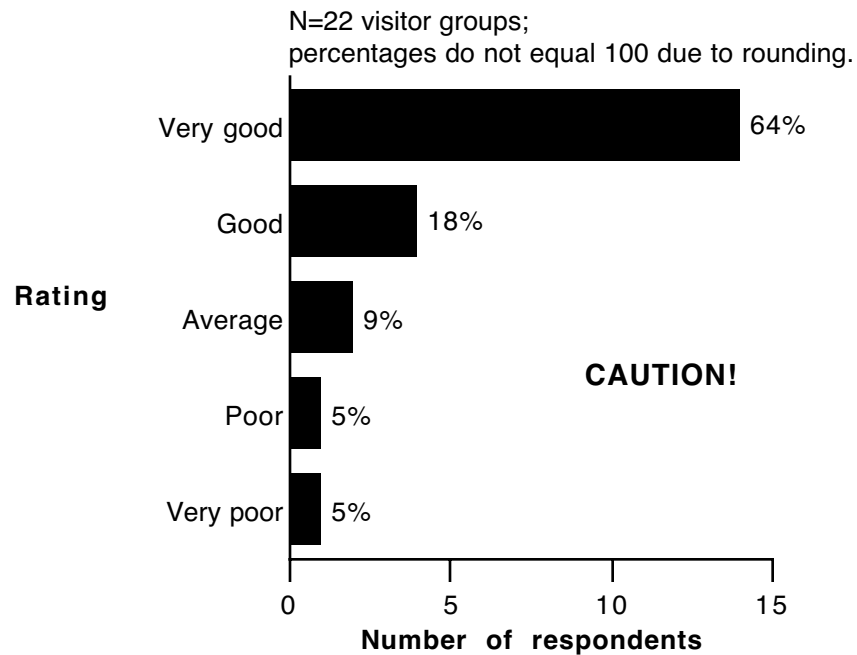


Figure 61: Quality of campgrounds

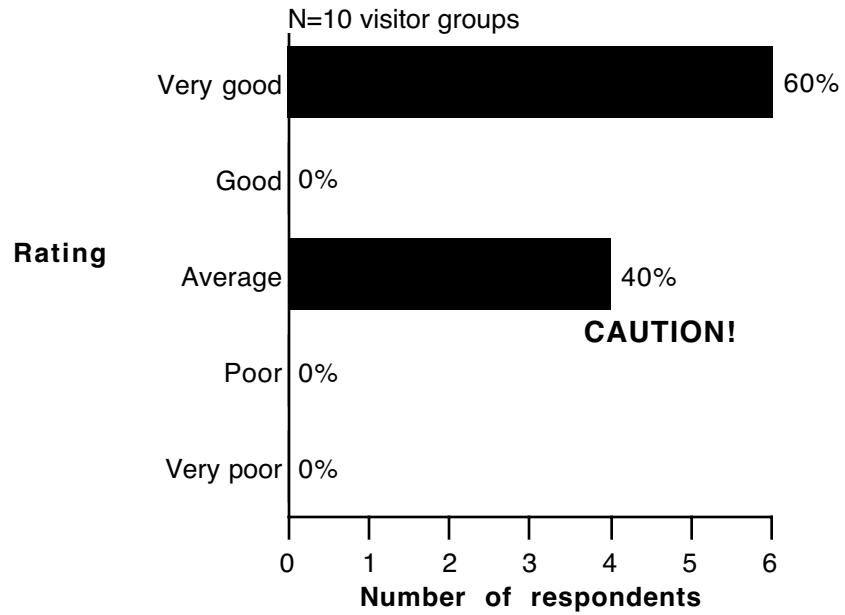


Figure 62: Quality of access for disabled persons

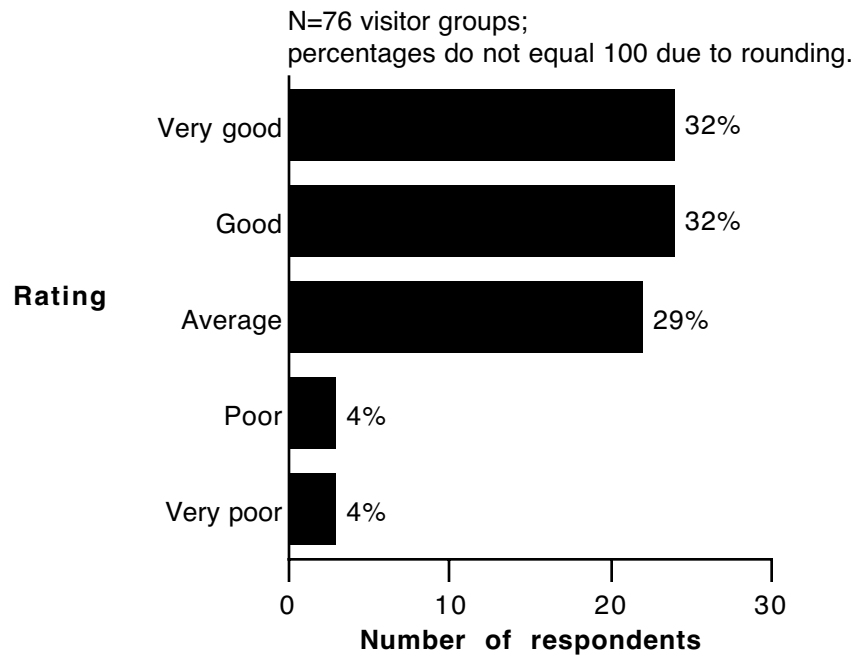


Figure 63: Quality of picnic areas

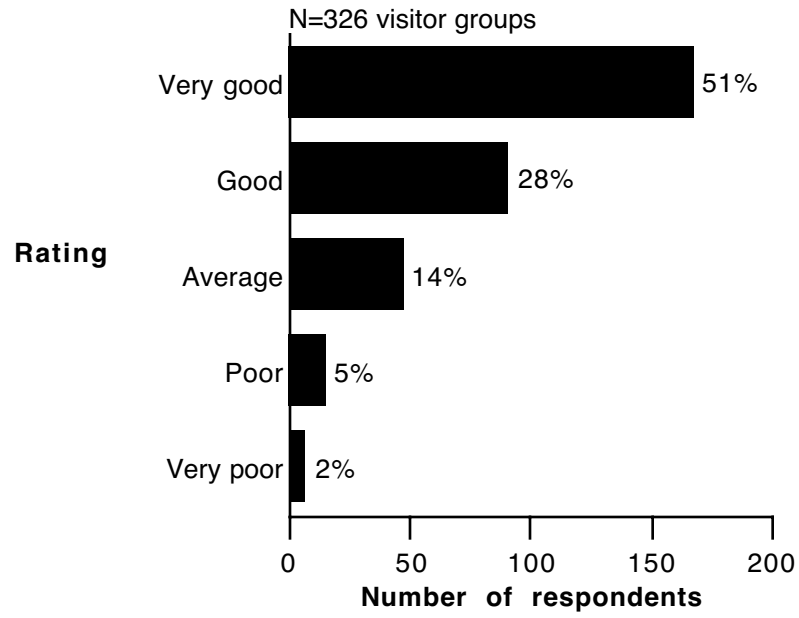


Figure 64: Quality of parking

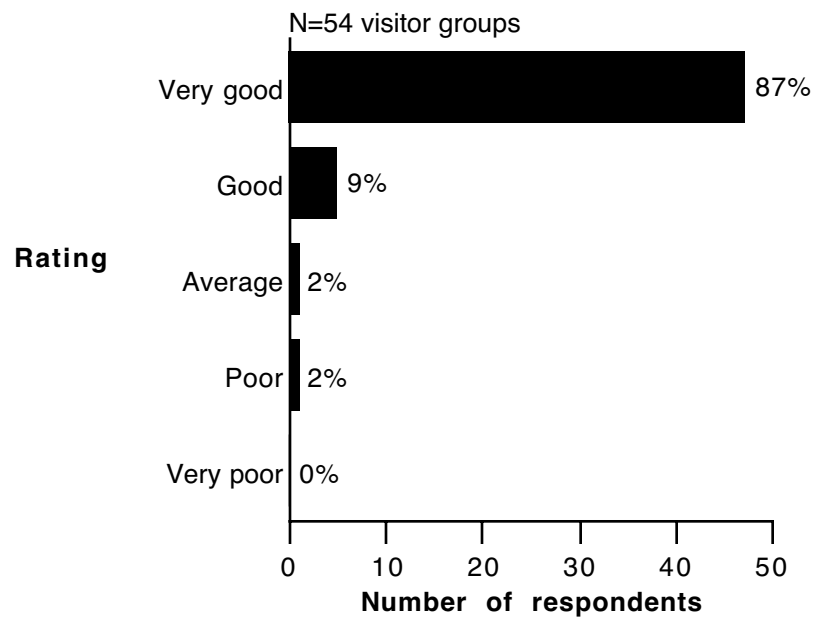
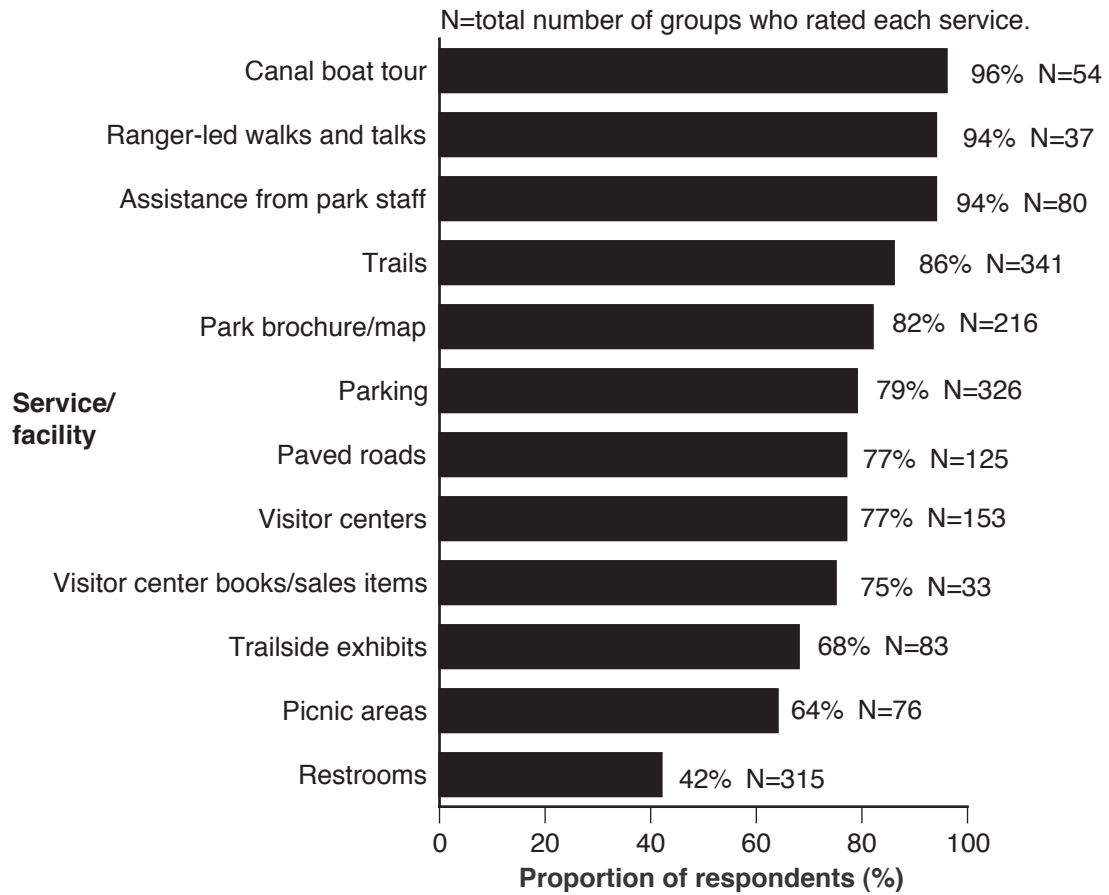


Figure 65: Quality of canal boat tour



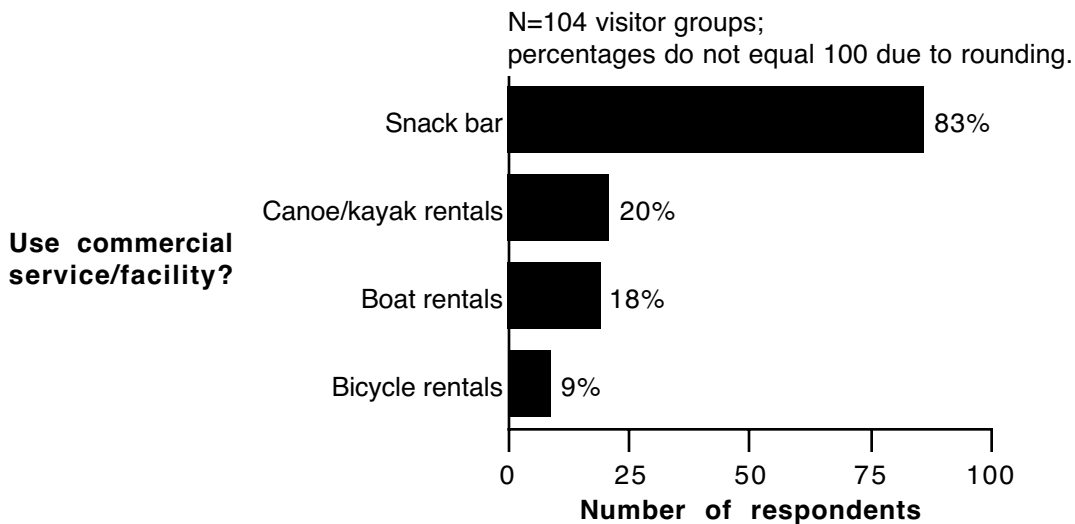


**Figure 66: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities**

**Commercial services/facilities: use, importance, and quality**

Visitor groups were asked to identify the commercial services and facilities used during their visit to C&O Canal NHP. Most visitor groups (83%) used the snack bar, 20% rented a canoe/kayak, 18% rented a boat, and 9% rented a bike (see Figure 67).

Visitor groups rated the importance and quality of these services/facilities, as shown in Figure 68-75. The service/facility receiving the highest proportion of “very important” and “extremely important” was the snack bar (64%). The highest proportion of “good” and “very good” quality ratings was for the snack bar (65%). All other services/facilities were not rated by enough visitor groups to provide reliable data.



**Figure 67: Commercial services and facilities used**

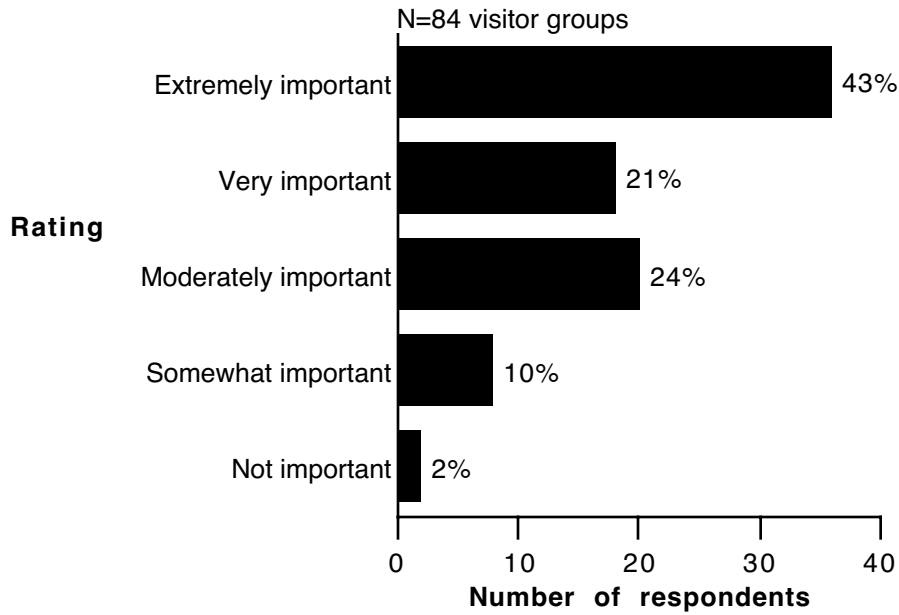


Figure 68: Importance of snack bar

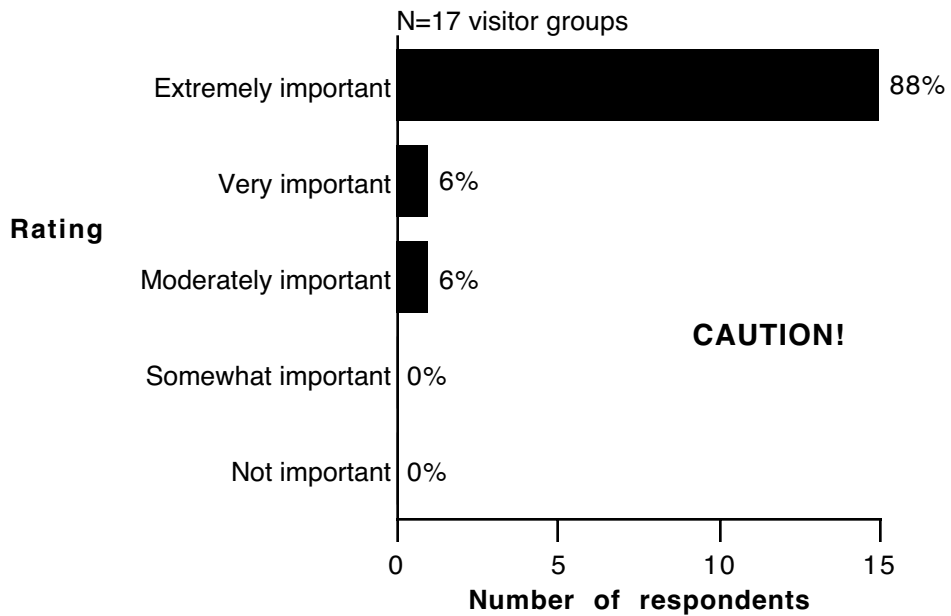


Figure 69: Importance of boat rentals

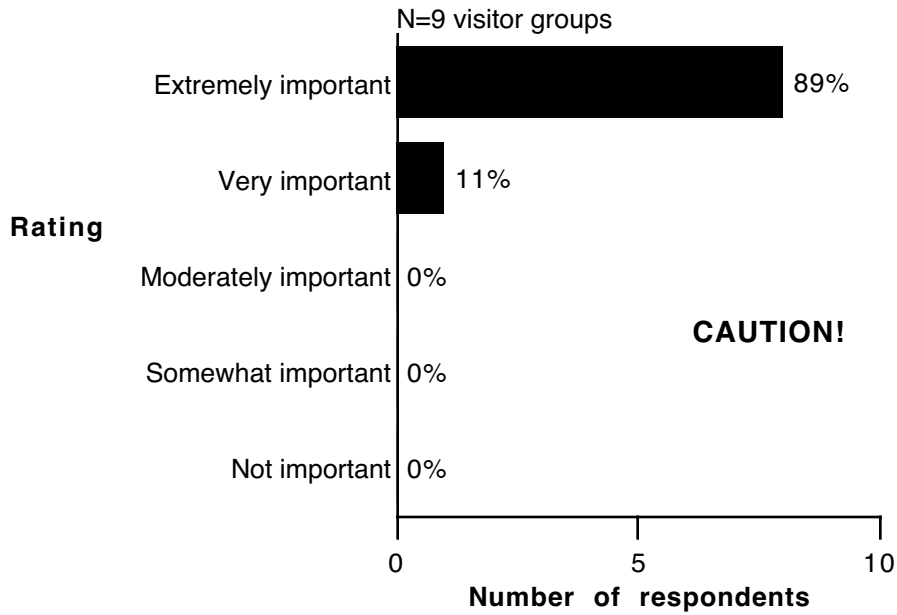


Figure 70: Importance of bicycle rentals

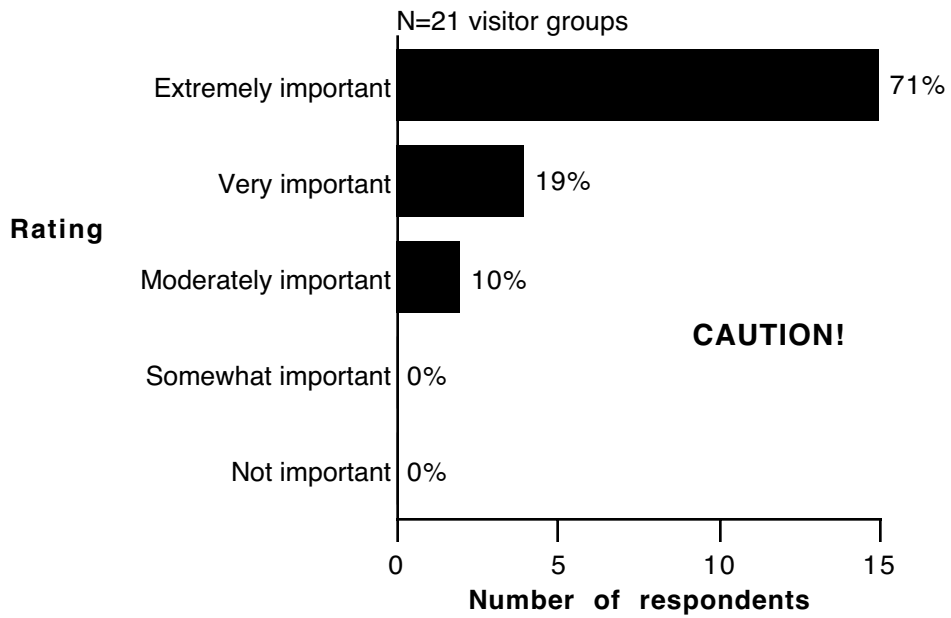


Figure 71: Importance of canoe/kayak rentals

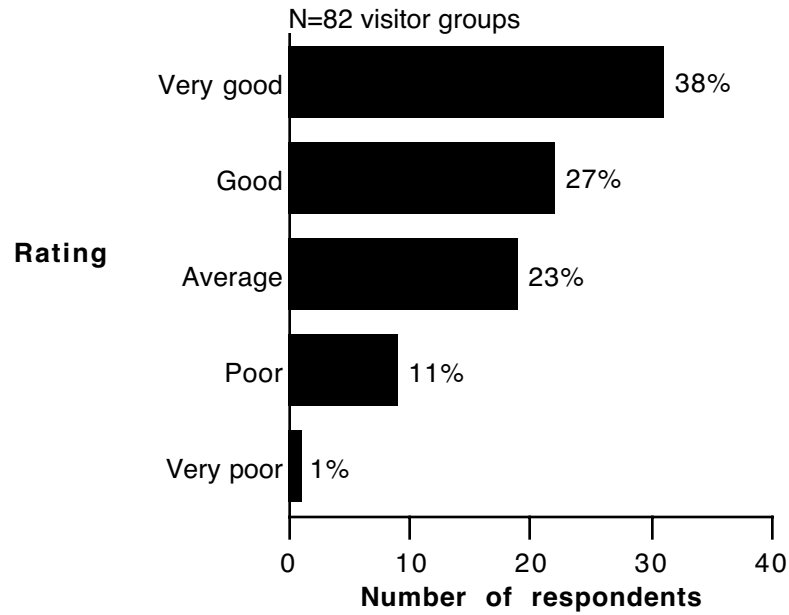


Figure 72: Quality of snack bar

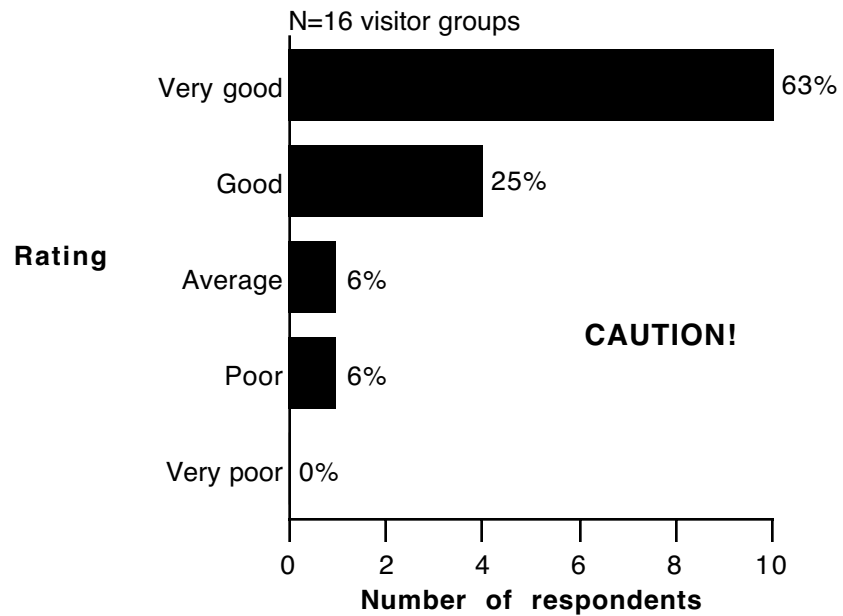
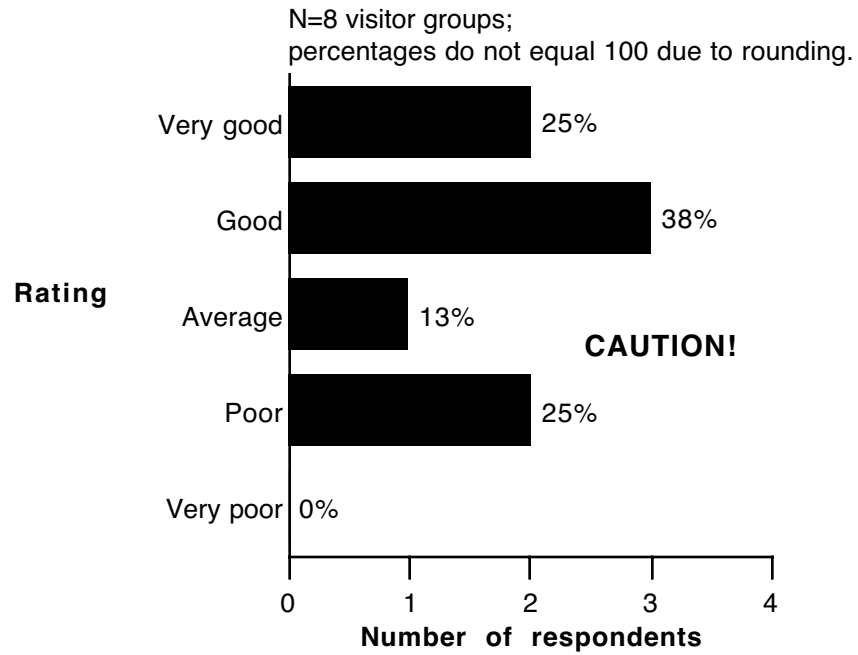
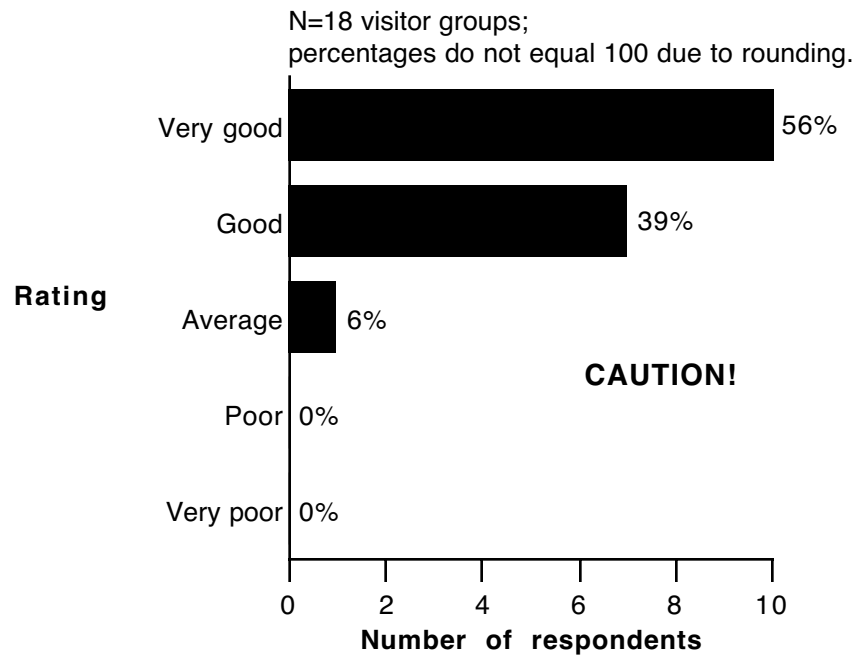


Figure 73: Quality of boat rentals



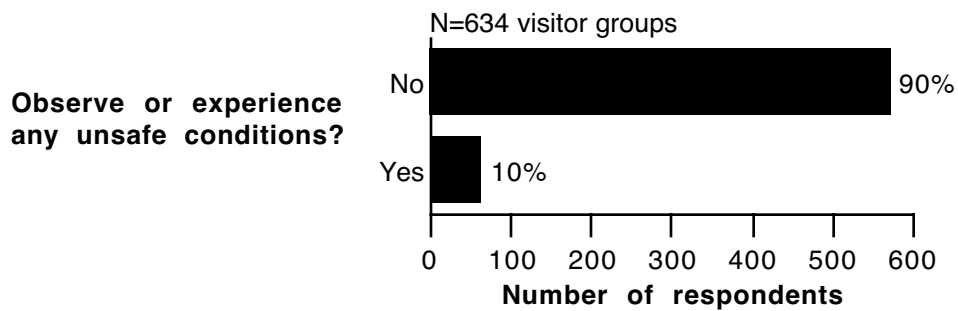
**Figure 74: Quality of bicycle rentals**



**Figure 75: Quality of canoe/kayak rentals**

**Visitor observations of or experiences with unsafe conditions**

Visitor groups were asked if they observed or experienced any unsafe conditions during their visit to C&O Canal NHP. The majority of respondents (90%) said they did not observe or experience any unsafe conditions (see Figure 76). The visitor groups who experienced or observed unsafe conditions (10%), listed the following: the bike path had unsafe areas with ruts and loose gravel on pavement and downed trees on the path.



**Figure 76: Visitor observations of or experiences with unsafe conditions at C&O Canal NHP**

### Total expenditures

Visitor groups were asked to list the number of days they stayed in the area within one-half hour drive of C&O Canal NHP. Forty-one percent stayed one day, while 21% stayed less than one day (see Figure 77).

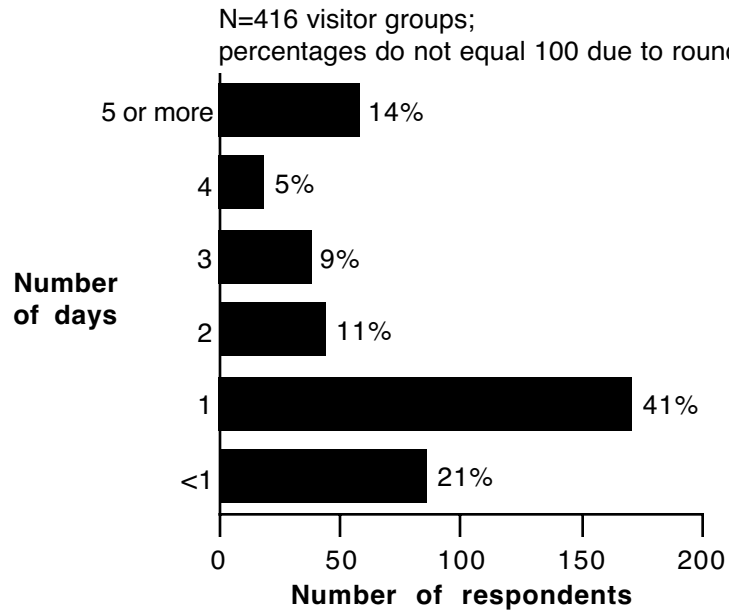
Visitor groups were asked to estimate the amount of money they spent on their visit to C&O Canal NHP and the surrounding area (within a half-hour drive) on the day they received the questionnaire. Groups were asked to list the amounts they spent for lodging; camping fees; guide fees; restaurants and bars; groceries and take-out food; gas and oil; other transportation expenses; admissions, recreation, and entertainment fees; and all other purchases.

For total expenditures in and around the park, 44% of visitors spent between \$1 and \$50 during their visit. Thirty-three percent of visitor groups spent \$51 or more and 24% spent no money (see Figure 78). The greatest proportion of expenditures (34%) was for hotels, motels, cabins, etc., as shown in Figure 79.

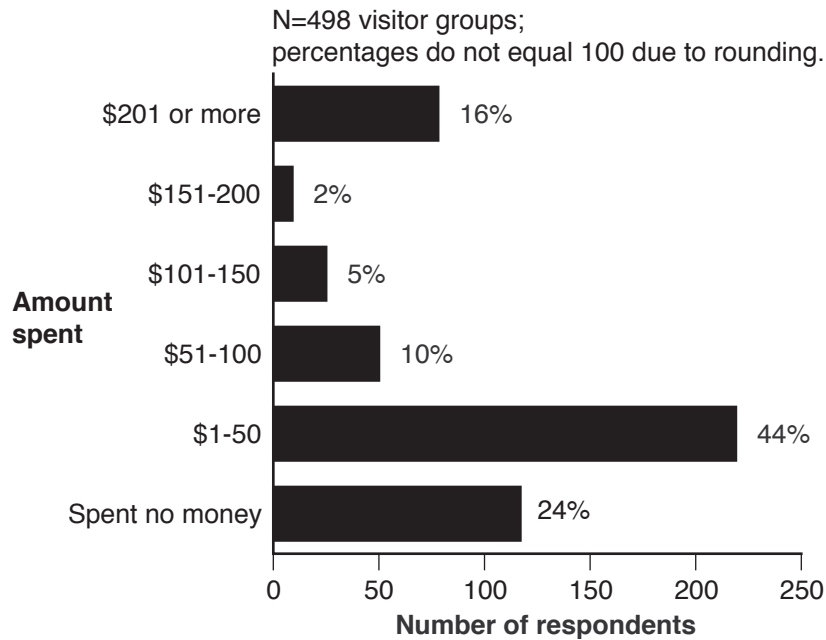
The average visitor group expenditure during the visit was \$157. The median visitor group expenditure (50% of spent more and 50% of groups spent less) was \$20. The average per capita expenditure was \$61.

Visitor groups were asked to list how many adults (18 years or older) and children (under 18 years) were covered by their expenditures. Figure 80 shows that 50% of the visitor groups had two adults, while 24% had one adult. Figure 81 shows that 50% of groups had no children and 35% had one or two children.

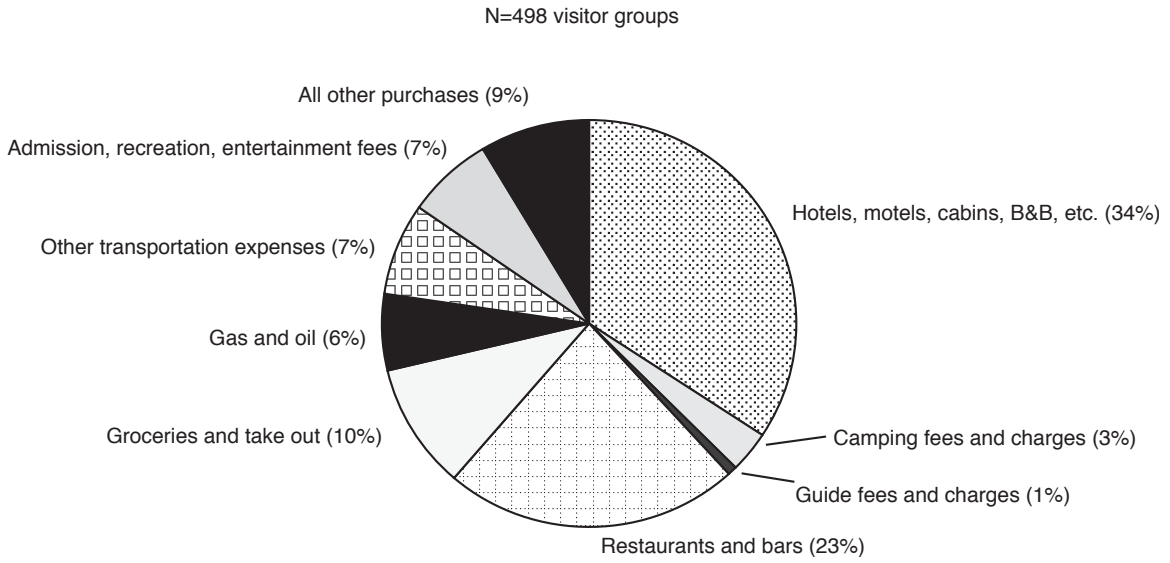




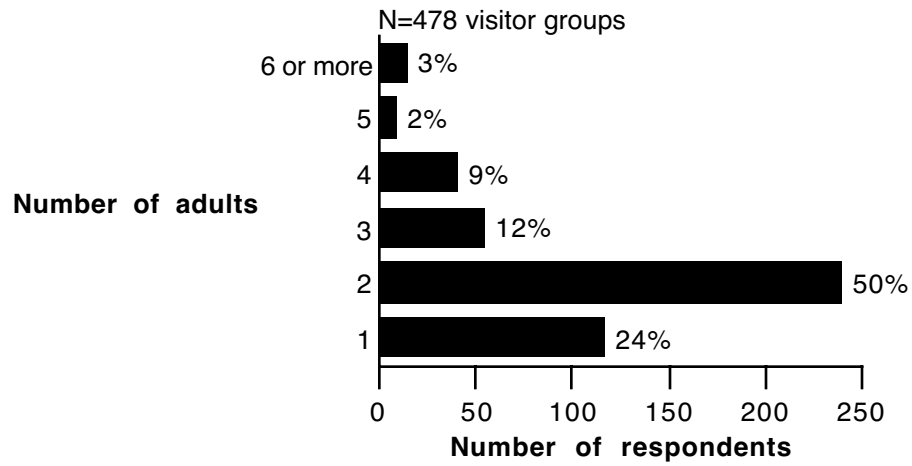
**Figure 77: Number of days spent within a 1/2-hour drive of C&O Canal NHP**



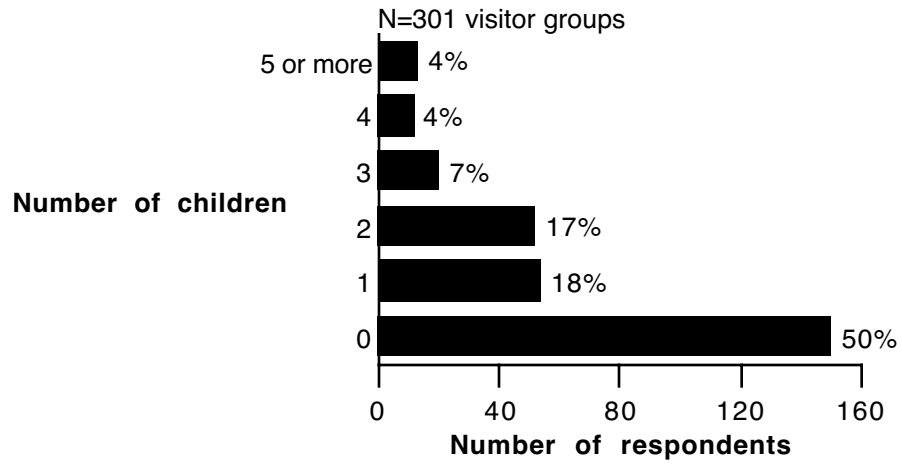
**Figure 78: Total expenditures both in and out of C&O Canal NHP**



**Figure 79: Proportions of expenditures in and out of C&O Canal NHP**



**Figure 80: Number of adults covered by expenditures**



**Figure 81: Number of children covered by expenditures**

### Expenditures inside the park

**Total expenditures inside the park:** Sixty-two percent of groups spent no money and 36% spent up to \$50 (see Figure 82).

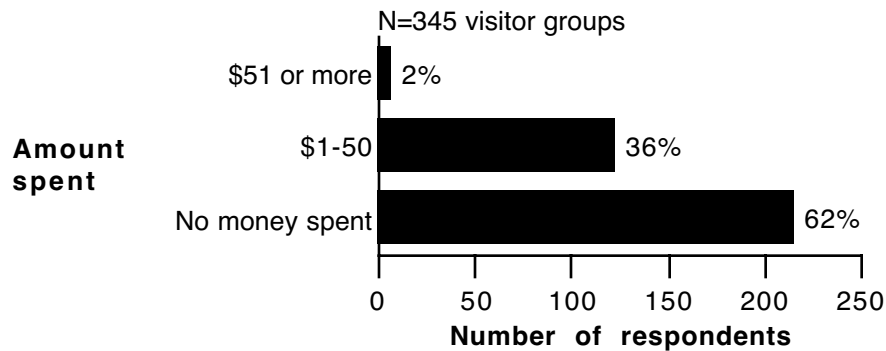
Admission, recreation, and entertainment fees accounted for the greatest proportion of expenditures (57%) in the park, as shown in Figure 83.

The average visitor group expenditure in the park during this visit was \$8. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$0. The average per capita expenditure was \$7.

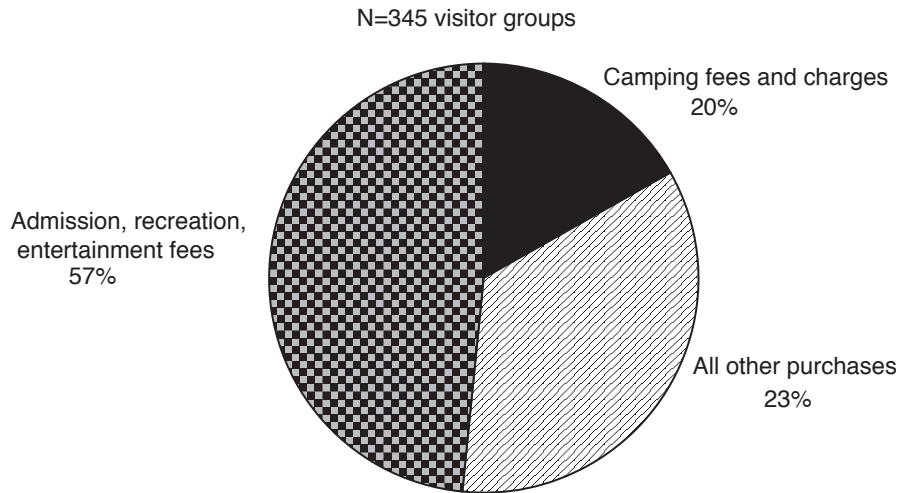
**Camping fees and charges:** Most visitor groups (93%) spent no money in the park and 6% of visitors spent up to \$50 (see Figure 84).

**Admission, recreation, and entertainment fees inside the park:** Most visitor groups (69%) spent no money and 30% spent up to \$50 (see Figure 85).

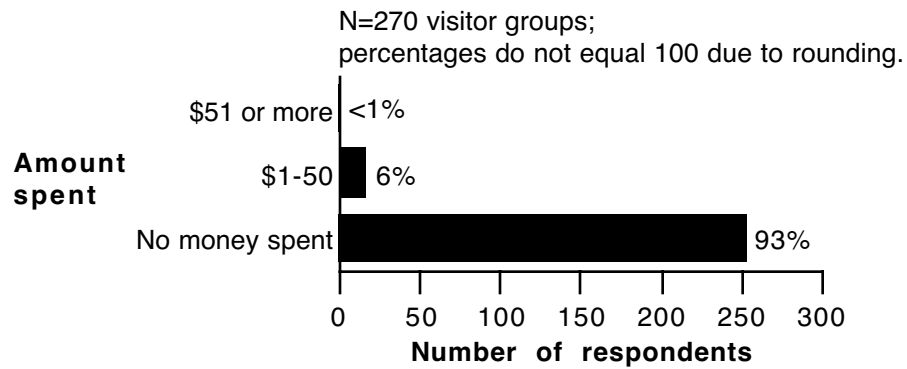
**All other purchases:** Most visitor groups (84%) spent no money and 15% spent up to \$50 (see Figure 86).



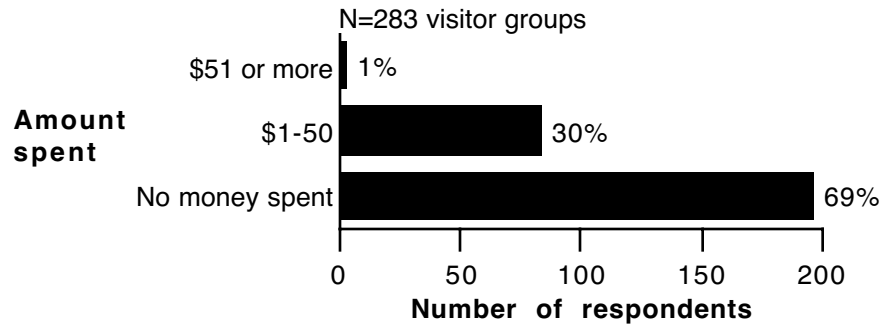
**Figure 82: Total expenditures in C&O Canal NHP**



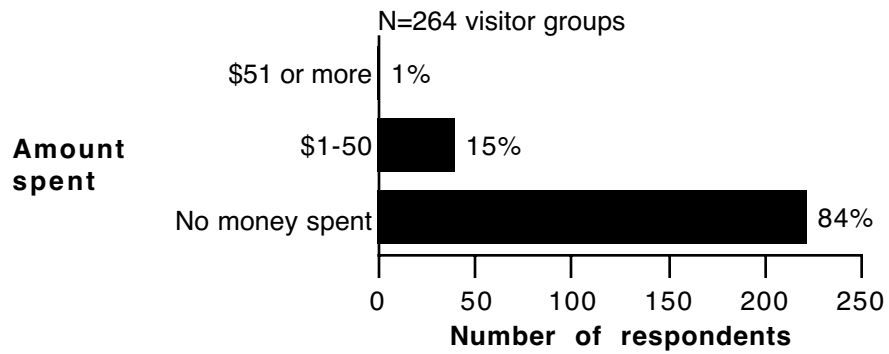
**Figure 83: Proportions of expenditures in C&O Canal NHP**



**Figure 84: Expenditures for camping fees and charges inside the park**



**Figure 85: Expenditures for admission, recreation, and entertainment fees inside the park**



**Figure 86: Expenditures for all other purchases inside the park**

## Expenditures outside the park

**Total expenditures outside the park:** Forty-one percent of visitor groups spent \$1-\$50, while 25% spent no money within one-half hour drive of C&O Canal NHP (see Figure 87). Fifteen percent spent \$51-\$150 and 15% spent \$251 or more.

The largest proportions of expenditures outside of the park were for lodging (35%), restaurants and bars (24%), and groceries and take-out (10%), as shown in Figure 88.

The average visitor group expenditure outside of the park during this visit was \$169. The median visitor group (50% of groups spent more and 50% of groups spent less) was \$20. The average per capita expenditure was \$90.

**Hotels, motels, cabins, B&B, etc. outside of park:** Most visitor groups (81%) spent no money, however 11% spent \$201 or more (see Figure 89).

**Camping fees and charges outside of park:** Ninety-six percent spent no money (see Figure 90).

**Guide fees and charges outside of park:** Most visitor groups (96%) spent no money (see Figure 91).

**Restaurants and bars outside of park:** Fifty percent spent no money, 39% spent up to \$100 (see Figure 92).

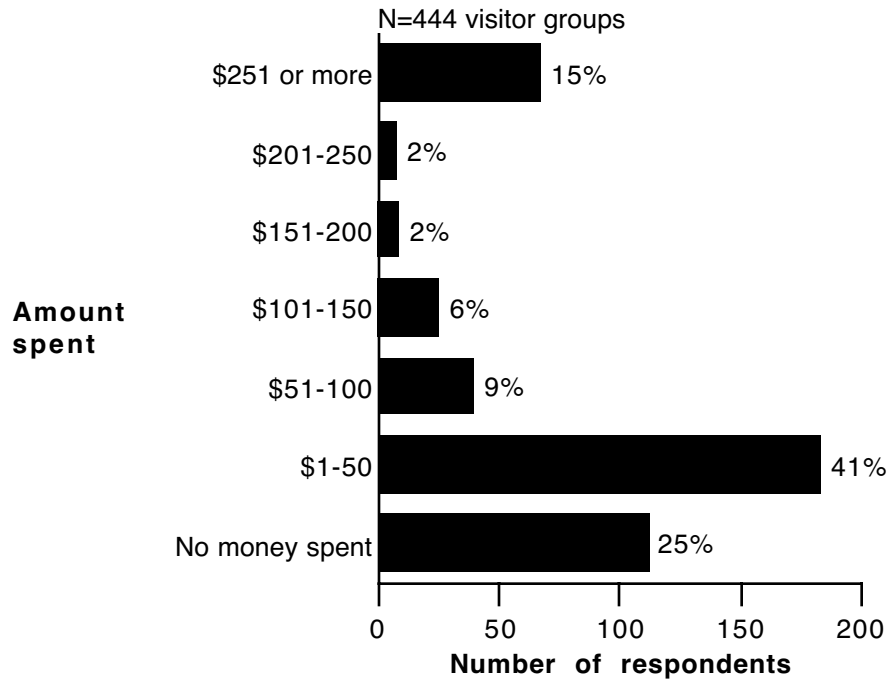
**Groceries and take out food outside of park:** Fifty-seven percent spent no money, 37% spent up to \$50 (see Figure 93).

**Gas and oil outside of park:** Forty-six percent spent no money, while 38% spent up to \$50 (see Figure 94).

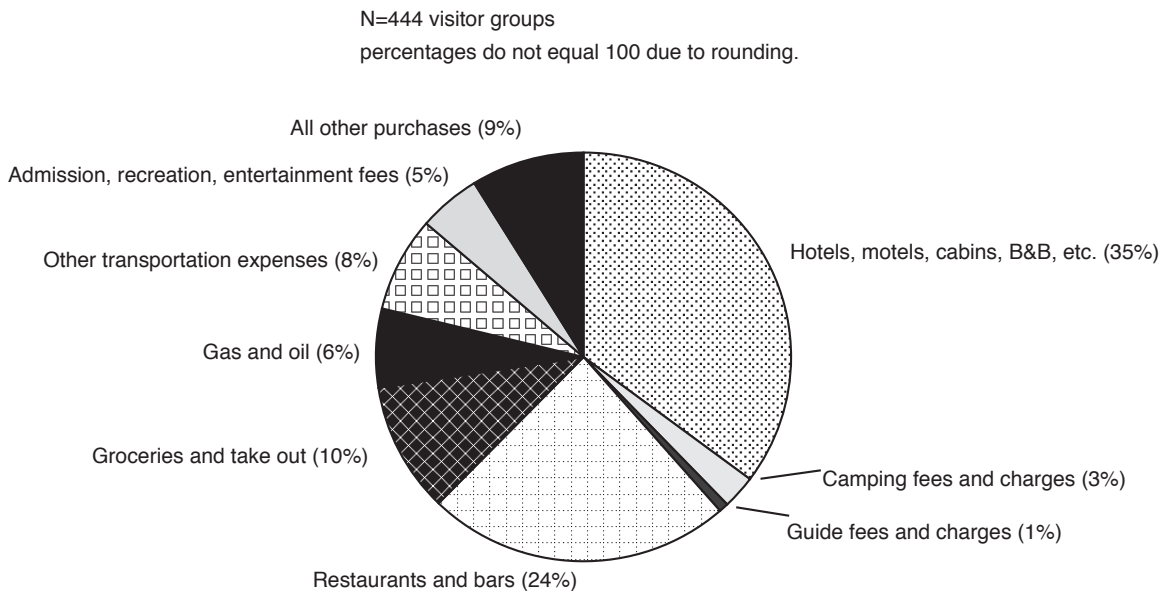
**Other transportation expenses outside of park:** Eighty-five percent spent no money; 7% spent up to \$50 (see Figure 95).

**Admission, recreation, entertainment fees outside of park:** Eighty-four percent spent no money; 11% spent up to \$50 (see Figure 96).

**All other purchases outside of park:** Seventy-five percent spent no money and 16% spent up to \$50 (see Figure 97).

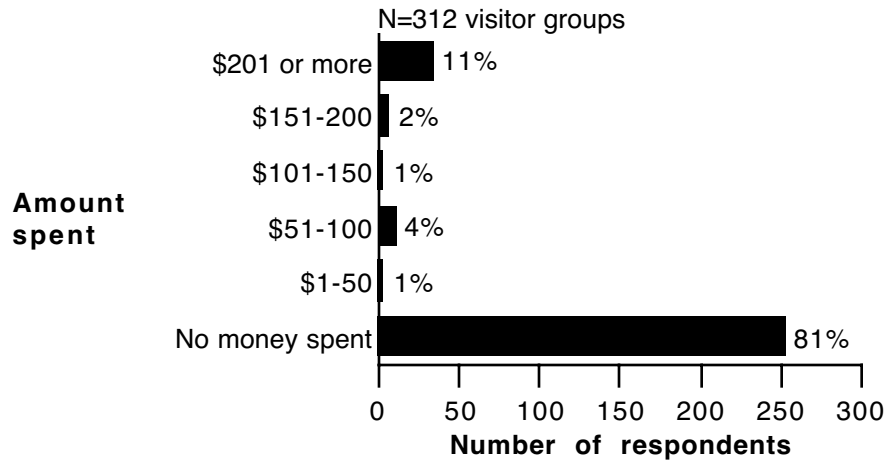


**Figure 87: Total expenditures outside the park**

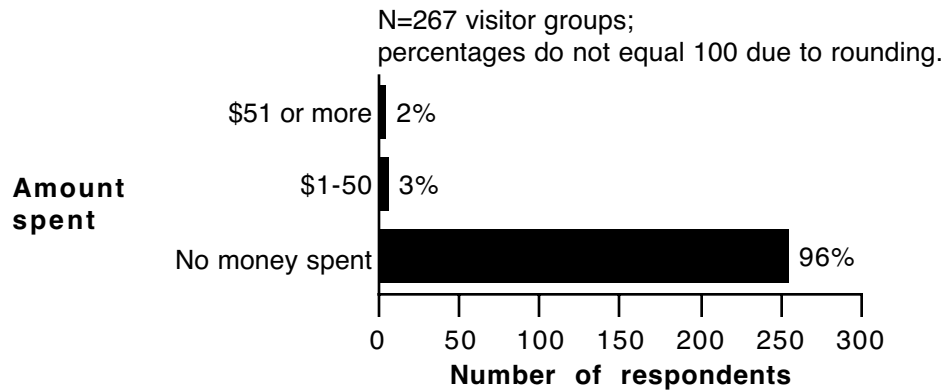


**Figure 88: Proportions of expenditures outside of C&O Canal NHP**





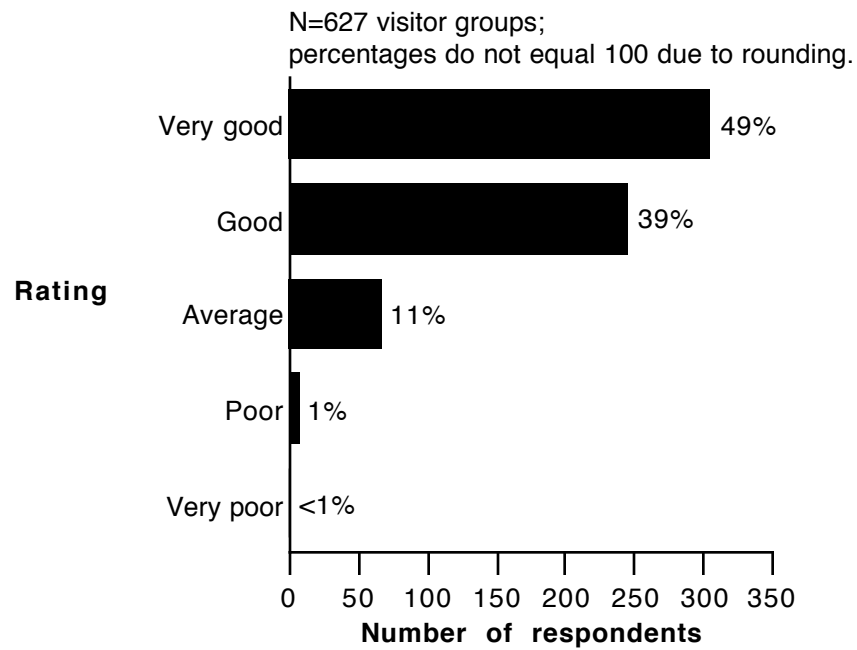
**Figure 89: Expenditures for hotels, motels, cabins, B&B, etc. outside the park**



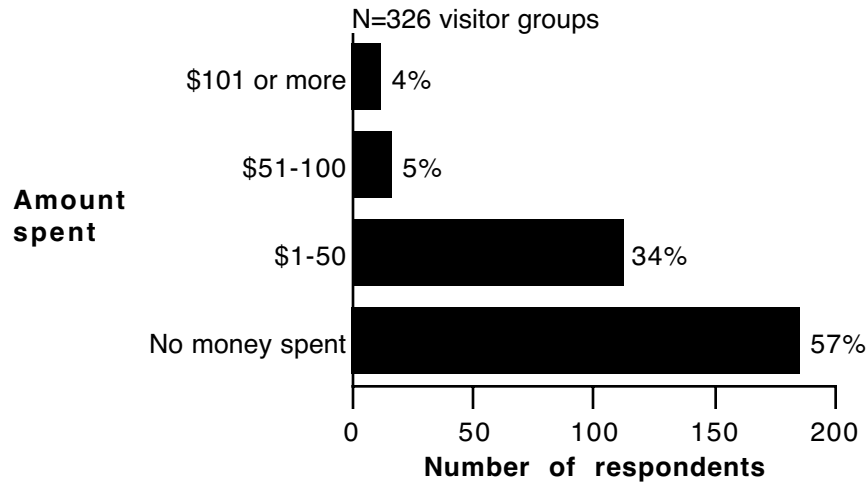
**Figure 90: Expenditures for camping fees and charges outside the park**

### Overall quality of visitor services

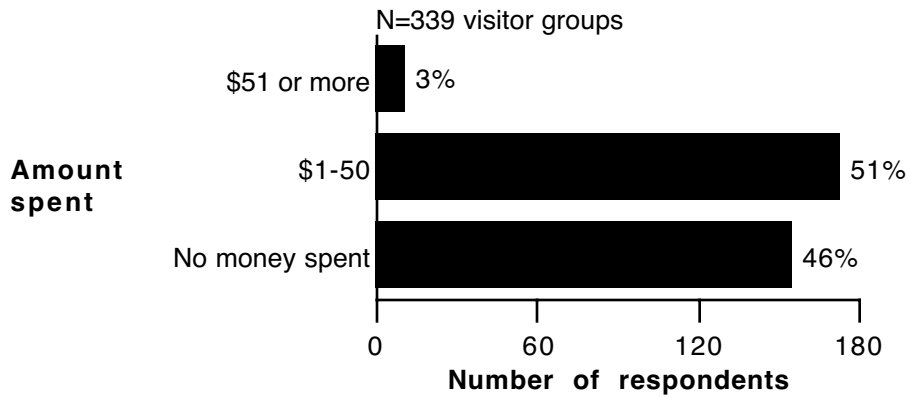
Visitor groups were asked to rate the overall quality of the visitor services provided at C&O Canal NHP during this visit. Eighty-eight percent rated the overall quality as “very good” or “good.” One percent of groups rated the overall quality as “poor” and less than 1% of visitors rated it as “very poor” (see Figure 101).



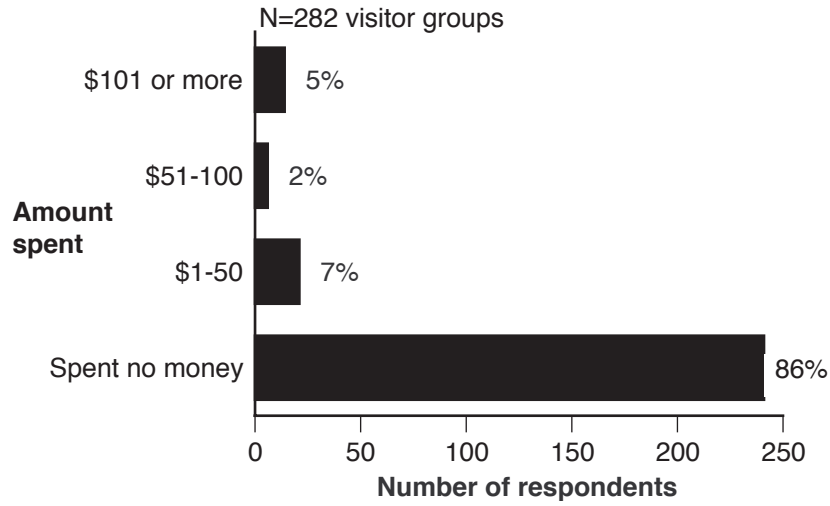
**Figure 101: Overall quality of visitor services**



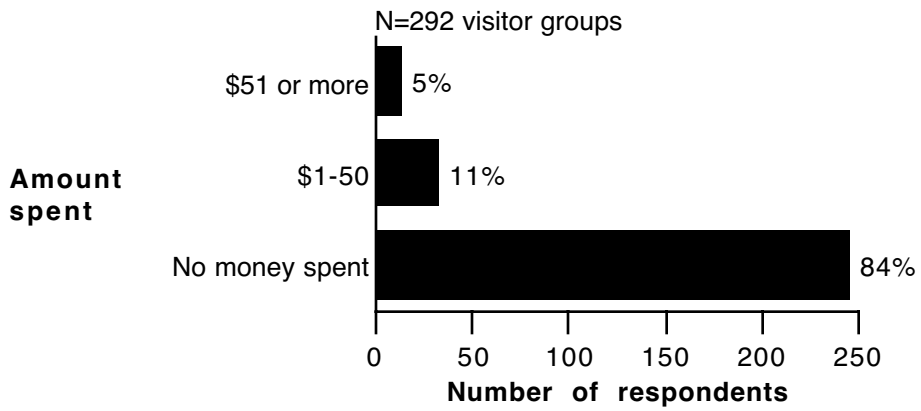
**Figure 93: Expenditures for groceries and take-out food outside the park**



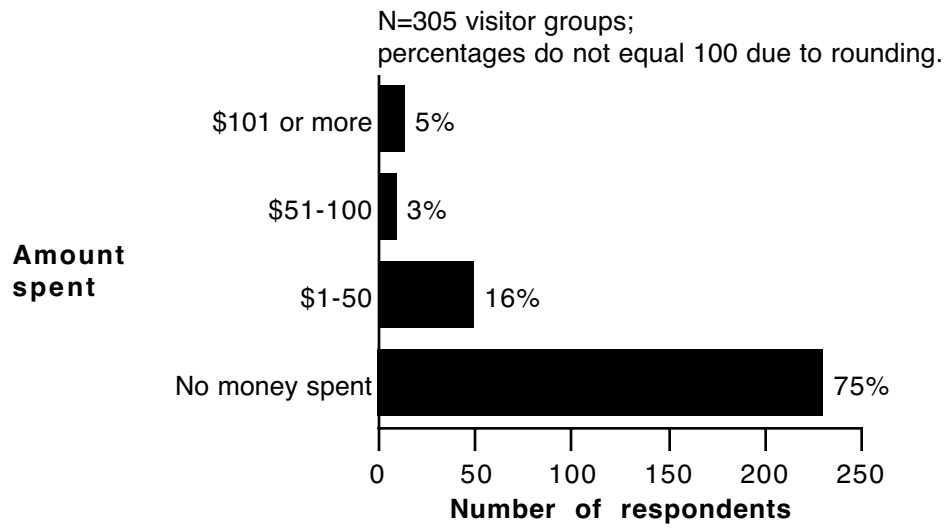
**Figure 94: Expenditures for gas and oil outside the park**



**Figure 95: Expenditures for other transportation expenses outside the park**



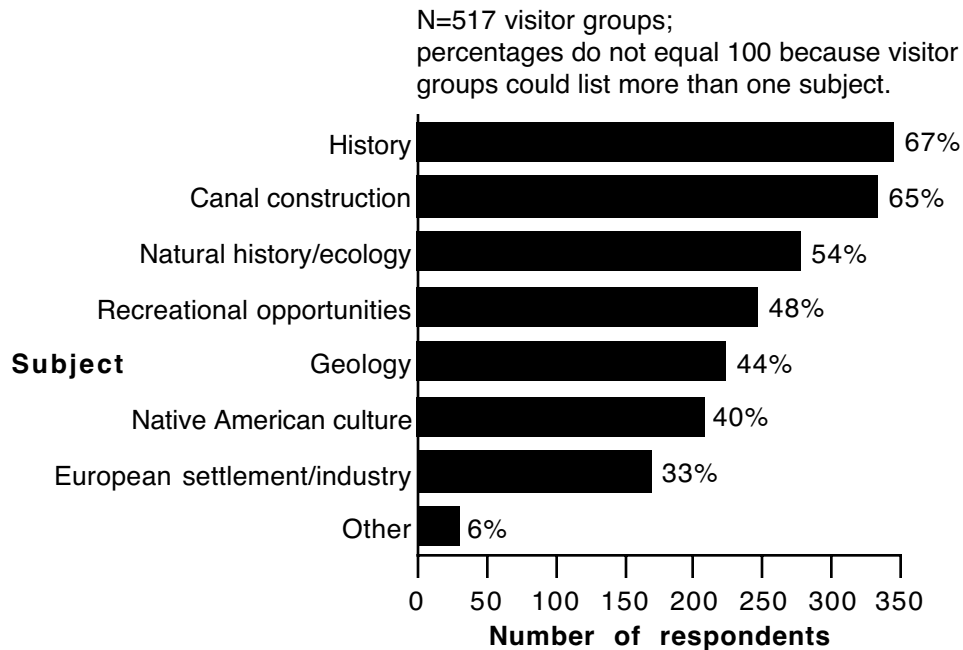
**Figure 96: Expenditures for admissions, recreation, and entertainment fees outside the park**



**Figure 97: Expenditures for all other purchases outside the park**

### Preferred future subjects of interest

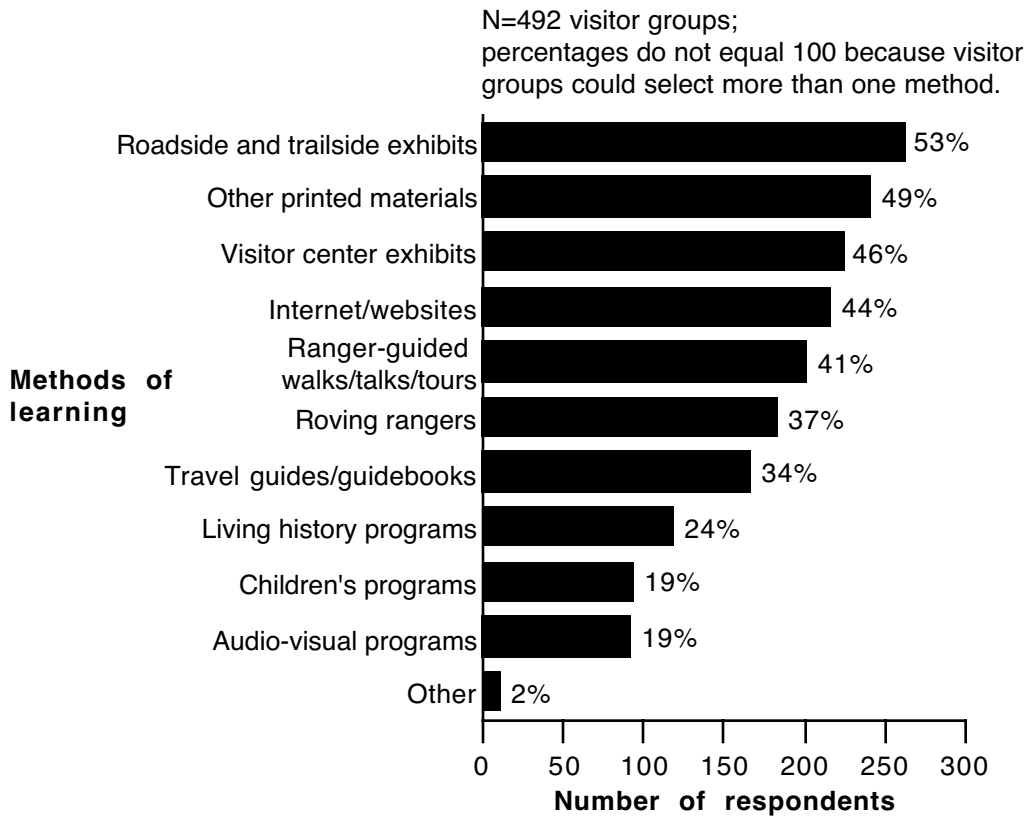
Visitor groups were asked the subjects that they would prefer to learn at the park in the future. The most often mentioned subjects were history (67%), canal construction (65%), and natural history/ecology (54%), as shown in Figure 98. "Other" subjects included early lifestyles, building along the canal, fishing and wildflowers.



**Figure 98: Preferred subjects of interest on a future visit to C&O Canal NHP**

**Preferred methods of learning about the park**

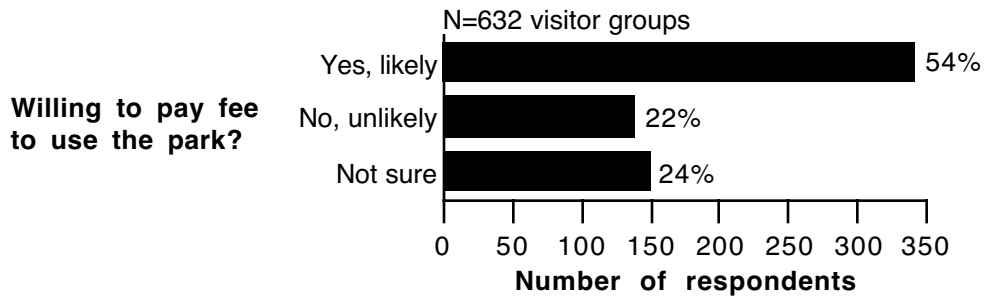
Visitor groups were asked, “On a future visit to C&O Canal NHP, how would you and your group prefer to learn about the park?” Four percent of visitor groups said they were not interested in learning about the park. Among those who were interested in learning, the most frequently selected methods were roadside/trailside exhibits (53%), other printed materials (49%), visitor center exhibits (46%), internet/websites (44%), and ranger-guided walks/talks/tours, as shown in Figure 99. “Other” responses consisted of newspapers and magazines.



**Figure 99: Preferred methods of learning about C&O Canal NHP in the future**

**Willingness to pay future entrance fee**

Visitor groups were given the following information and asked, "In the future, C&O Canal NHP may charge a modest entrance fee (\$5 to \$10/vehicle) at locations besides Great Falls, which already charges \$5/vehicle. If the funding was used to improve park services and facilities, would you and your group be willing to pay a fee to use the park?" Fifty-four percent of visitors said they would be likely to pay the fee, 22% said it was unlikely that they would be willing to pay the fee and 24% were "not sure" (see Figure 100).



**Figure 100: Visitor willingness to pay an entrance fee to use locations besides Great Falls**



<b>Visitor group opinions of the park's significance</b>
--

Visitor groups were also asked, "C&O Canal NHP was established because of its significance to the nation. In your opinion, what is the national significance of this park?" Fifty-three percent of visitor groups (514 groups) responded to this question; the comments are included in the separate appendix of this report. Their comments about C&O Canal NHP are summarized below (see Table 6).

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**Table 6: Visitor group opinions of the park's significance**

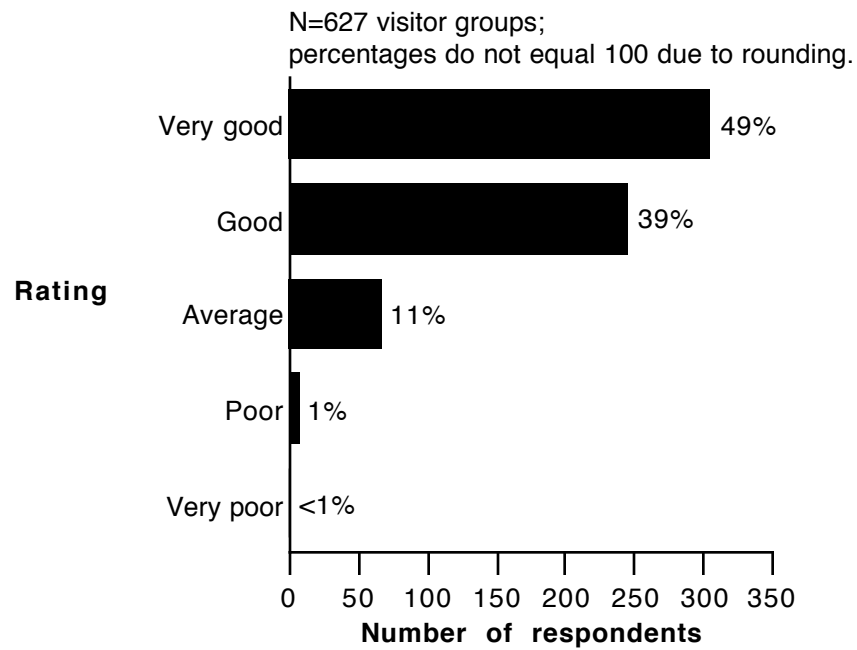
N=733 comments;  
some visitors made more than one comment.

Comment	Number of times mentioned
Historical value	283
Natural qualities	98
Recreation	78
Canal history	66
Transportation/commerce	55
Aesthetic qualities	50
Preservation	43
Urban green space	16
Refuge/escape from the city	13
Accessibility/proximity to the city	11
Significance of the area to users	10
Stops expansion from the city	6
Portrayal of historical living	4

---

### Overall quality of visitor services

Visitor groups were asked to rate the overall quality of the visitor services provided at C&O Canal NHP during this visit. Eighty-eight percent rated the overall quality as “very good” or “good.” One percent of groups rated the overall quality as “poor” and less than 1% of visitors rated it as “very poor” (see Figure 101).



**Figure 101: Overall quality of visitor services**

<b>What visitor groups liked most</b>
---------------------------------------

Visitor groups were also asked, "What did you like most about your visit to C&O Canal NHP?" Fifty-nine percent of visitor groups (575 groups) responded to this question, which are included in the separate appendix of this report. Their comments about C&O Canal NHP are summarized below (see Table 7).

---

**Table 7: What visitor groups liked most**

N=904 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Information offered by staff/conversation with rangers	26
Volunteer staff	4
<b>INTERPRETIVE SERVICES</b>	
Historical information	31
Living history	4
Signage	4
Visitor center	4
Knowledge/information	3
Reenactments	2
Visitor center video	2
<b>MAINTENANCE &amp; FACILITIES</b>	
Trail/towpath	100
Great Falls	40
Access/location	33
Canal boat	28
Clean area/facility	23
The water	20
Safety	12
Canal/locks	9
Trains/railroad	6
Other visitors	5
Paw Paw Tunnel	5
Historic architecture	3
Trash-free environment	3
<b>POLICIES &amp; MANAGEMENT</b>	
Protection of the area	19
Not too crowded	11
Entrance fee is good	5
The allowance of pets	3

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**Table 7: What visitor groups like most (continued)**

Comment	Number of times mentioned
<b>GENERAL</b>	
Scenic beauty	120
Nature/outdoors	93
Peace and quiet	69
Exercise	56
Recreation	46
Fauna	33
Solitude	28
Surroundings	10
Flora	8
Relaxing	8
Time with family/friends	8
Everything	7
Other visitors	5
Weather	5
Other comments	3

---

<b>What visitor groups liked least</b>
--

Visitor groups were also asked, "What did you like least about your visit to C&O Canal NHP?" Forty-seven percent of visitor groups (459 groups) responded to this question, which are included in the separate appendix of this report. Their comments about C&O Canal NHP are summarized below (see Table 8).

---

**Table 8: What visitor groups liked least**

N=472 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>INTERPRETIVE SERVICES</b>	
Not enough information	5
Visitor center	5
Other comment	1
<b>MAINTENANCE &amp; FACILITIES</b>	
Restrooms	44
Trash strewn throughout park	28
No trash cans	25
Trail conditions	24
Mud	19
Parking	14
Boat ramp/dock facility	12
Access to park from road	9
Dirty/stagnant water	8
Park maintenance	6
Access for disabled persons	5
Mule/horse impacts	5
Other visitors' pets	5
Poor or no drinking water available	5
Short length of canal boat ride	5
Need better signage	4
River access	4
Storm debris	4
Directions to location	3
Foot/bike travel access	3
Sewer smell	3
Canal boats were not running	3
Safety	3
Building conditions	2
Picnic facilities	2
Hard to locate Georgetown canal boat	2
No shower facilities	2
Lack of benches	2
Outdoor facilities	2
Other comments	7

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**Table 8: What visitor groups liked least (continued)**

Comment	Number of times mentioned
<b>POLICIES &amp; MANAGEMENT</b>	
User conflicts	35
Entrance fee	6
Hours of operation	5
Questionnaire	4
Pet restrictions	3
Other comments	2
<b>GENERAL</b>	
Bugs/mosquitoes	33
No complaints	33
Weather	27
Crowds	25
Wildlife safety concerns	10
Noise pollution	8
Did not stay long	6
Traffic	2
Other comments	2

---

<b>Planning for the future</b>
--------------------------------

Visitor groups were asked, "If you were a manager planning for the future of C&O Canal National Historical Park, what would you propose?" Forty-three percent of visitor groups (422 groups) responded to this question. A summary of their responses is listed below in Table 9 and complete copies of visitor responses are contained in the appendix.

---

**Table 9: Planning for the future**

N=626 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Add/increase roving rangers	6
More staff	3
Use volunteers	2
<b>INTERPRETIVE SERVICES</b>	
Increase historical information	12
Schedule recreational events/functions	10
More interpretive resources	9
More ranger-guided tours	9
Improve visitors center	8
More written information available	7
Increase living history programs	5
Provide better internet information	2
Other comment	1
<b>MAINTENANCE &amp; FACILITIES</b>	
Improve/add restrooms	49
Maintain as is	45
Add more concessions and food services	39
Building/facility improvements	30
Improve towpath/trail	29
A resolution to the trash issue	28
Improve/add parking	23
Make drinks more readily available	23
Increase signs in the park	22
Improve maintenance	17
No/remove concessionaire services	17
Improve access	12
Restore canal boats	10
Increase road signs to the park	9
Expand facilities	8
Add/improve dock	7
More trails	7
Improve rentals	5

---

**Table 9: Planning for the future (continued)**

Comment	Number of times mentioned
<b>MAINTENANCE &amp; FACILITIES</b>	
Add boat ramp	4
Add phones	4
Provide more benches	3
Establish recycling opportunities	2
Other comment	1
<b>POLICIES &amp; MANAGEMENT</b>	
Protect from further development	27
Increase safety measures	15
Remove/limit fees	13
Increase/add fees	12
Advertise more	11
Increase regulations	8
Increase park capacity/funding	6
Provide annual entrance pass	6
Provide activities for children	5
Extend hours	4
Designate pet areas with no leash restrictions	3
Boat access issues not to be improved	2
Extend the length of the canal boat ride	2
Limit per areas	2
Other comments	6
<b>RESOURCE MANAGEMENT</b>	
Improve nature protection	30
Remove exotic species	3
<b>GENERAL</b>	
Create more solitude	2
Other comments	15



<b>Additional comments</b>
----------------------------

Twenty-six percent of visitor groups (255 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about C&O Canal NHP are summarized below (see Table 10). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

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**Table 10: Additional comments**

N=299 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Friendly/knowledgeable rangers	11
Enjoyed ranger tour	3
Staff was friendly	3
Other comments	1
<b>INTERPRETIVE SERVICES</b>	
Enjoyed canal boat ride	3
Replace interpretive signs	3
Replace video	2
Increase selection of merchandise	2
<b>MAINTENANCE &amp; FACILITIES</b>	
Improve facilities	11
Increase facilities	7
Enjoyed the waterways	7
Trash situation needs to be corrected	5
More signage	3
Signage was good	2
The park is clean	2
Other comments	3
<b>POLICIES/MANAGEMENT</b>	
Lower/remove fees	11
Protect natural resources	10
Keep park from development/commercialization	8
Increase access	5
More regulations on pets/animals	3
Concerns about wildlife	2
Less policy regulations	2
It was crowded	2
Other comments	5

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**Table 10: Additional comments (continued)**

Comment	Number of times mentioned
<b>GENERAL</b>	
Enjoyed visit	39
A good place to exercise	28
A valuable resource/use it often	24
Like as is	18
Park is naturally beautiful	17
Keep up good work	13
Great job	7
Will return	7
Thank you	6
Park is a learning resource	4
Park is historically important	4
Poor questionnaire	4
Park is a national treasure	3
Park is an important part of my life	3
Activities for children were good	2
Park is a safe place	2
Other comments	2

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**C&O Canal National Historical Park Visitor Study  
Additional Analysis  
VSP Report 145**

The Visitor Services Project (VSP) offers 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.

- Awareness that historic site is NPS unit
- Sources of information prior to visit
- Sources of information prior to future visits
- Received needed information
- Activities participated in on this visit
- Activities participated in on past visits
- C&O Canal NHP fitting into travel plans
- Reasons for visiting the C&O Canal NHP area
- Adequacy of signs directing the visitor to C&O Canal NHP
- Length of stay (hours)
- Length of stay (days)
- Number of times entering the park
- Overnight stay away from home
- Number of nights inside C&O Canal NHP
- Number of nights outside C&O Canal NHP
- Type of lodging in/out of the park
- Areas visited within the park
- Services/Facilities used
- Importance of services/facilities used
- Quality of services/facilities used
- Commercial services/facilities used
- Importance of commercial services/facilities used
- Quality of commercial services/facilities
- Observe or experience any safety concerns
- Group type
- With guided tour group
- With school/educational group
- Group size
- Vehicles per group
- Age
- Zip code/state of residence
- Country of residence (other than U.S.)
- Number of visits past 12 months
- Number of lifetime visits
- English as primary language
- Spanish, Hispanic, Latino ethnicity
- Race
- Importance of elements/qualities of the park
- Number of days spent within a 1/2 hour drive of the park
- Expenditures within the park
- Expenditures outside the park
- Number of adults covered in expenses
- Number of children covered in expenses
- Preference of subjects to learn on future visits
- Preference of learning methods on future visits
- Willingness to pay an entrance fee
- Overall quality of visitor services

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## QUESTIONNAIRE



## Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted or from the UI CPSU. All studies were conducted in summer unless otherwise noted.

### 1982

1. Mapping interpretive services: A pilot study at Grand Teton 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 (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

### 1988

17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Monument

### 1989

21. Everglades National Park (winter)
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 (spring)
29. White Sands National Monument
30. National Monuments, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Historical Park
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 (spring)
39. Joshua Tree National Monument (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/Lake Chelan National Recreation Area
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

### 1992

45. Big Bend National Park (spring)
46. Frederick Douglass National Historical Park (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historical Park
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park (AK)
53. Arlington House-The Robert E. Lee Memorial

### 1993

54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
55. Santa Monica Mountains National Recreation Area (spring)
56. Whitman Mission National Historical Park
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 (fall)

### 1994

64. Death Valley National Monument Backcountry (winter)

### Visitor Services Project Publications (continued)

#### 1994 (continued)

- 65. San Antonio Missions National Historical Park (spring)
- 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 Historical Park
- 70. San Juan Island National Historical Park
- 71. Canaveral National Seashore
- 72. Indiana Dunes National Lakeshore (fall)
- 73. Gettysburg National Military Park (fall)

#### 1995

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

#### 1996

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

#### 1997

- 92. Great Smoky Mountains National Park (summer & fall)
- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historical Park (spring)
- 96. Lincoln Boyhood Home National Memorial
- 97. Grand Teton National Park
- 98. Bryce Canyon National Park
- 99. Voyageurs National Park
- 100. Lowell National Historical Park

#### 1998

- 101. Jean Lafitte National Historical Park & Preserve (spring)
- 102. Chattahoochee River National Recreation Area (spring)

#### 1998 (continued)

- 103. Cumberland Island National Seashore (spring)
- 104. Iwo Jima/Netherlands Carillon Memorials
- 105. National Monuments & Memorials, Washington, D.C.
- 106. Klondike Gold Rush National Historical Park (AK)
- 107. Whiskeytown National Recreation Area
- 108. Acadia National Park

#### 1999

- 109. Big Cypress National Preserve (winter)
- 110. San Juan National Historical Park (Puerto Rico)
- 111. Saint Croix National Scenic Riverway
- 112. Rock Creek Park
- 113. New Bedford Whaling National Historical Park
- 114. Glacier Bay National Park & Preserve
- 115. Kenai Fjords National Park & Preserve
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park (fall)

#### 2000

- 118. Haleakala National Park (spring)
- 119. White House Tour and White House Visitor Center (spring)
- 120. USS Arizona Memorial
- 121. Olympic National Park
- 122. Eisenhower National Historical Park
- 123. Badlands National Park
- 124. Mount Rainier National Park

#### 2001

- 125. Biscayne National Park (spring)
- 126. Colonial National Historical Park (Jamestown)
- 127. Shenandoah National Park
- 128. Pictured Rocks National Lakeshore
- 129. Crater Lake National Park
- 130. Valley Forge National Historical Park

#### 2002

- 131. Everglades National Park (spring)
- 132. Dry Tortugas National Park
- 133. Pinnacles National Monument
- 134. Great Sand Dunes National Monument and Preserve
- 135. Pipestone National Monument
- 136. Outer Banks Group (Cape Hatteras National Seashore, Wright Brothers National Monument)
- 137. Sequoia & Kings Canyon National Park
- 138. Catoclin Mountain Park
- 139. Hopewell Furnace National Historical Park



## Visitor Services Project Publications (continued)

### 2002 (continued)

140. Stones River National Historical Park

### 2003

- 141. Gateway National Recreation Area
- 142. Cowpens National Battlefield
- 143. Grand Canyon National Park (North Rim)
- 144. Grand Canyon National Park (South Rim)
- 145. Chesapeake & Ohio Canal National  
Historical Park

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit; phone (208) 885-7863 or visit [www.psu.uidaho.edu](http://www.psu.uidaho.edu).



