



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

Visitor Services Project



# Fort Union Trading Post National Historic Site Visitor Study

Summer 2007



University of Idaho

Park Studies Unit  
Visitor Services Project  
Report 189



**Social Science Program  
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# **Fort Union Trading Post National Historic Site Visitor Study Summer 2007**

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Report 189**

May 2008

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**Visitor Services Project  
Fort Union Trading Post National Historic Site  
Report Summary**

- This report describes the results of a visitor study at Fort Union Trading Post National Historic Site (NHS) during June 15 – July 13, 2007, which included the annual Rendezvous special event and general visitors. A total of 629 questionnaires were distributed to visitor groups (365 to general visitors 264 and questionnaires to Rendezvous visitors). Of those, 475 questionnaires (283 general and 192 Rendezvous) were returned resulting in an overall 75.4% response rate.
  - This report profiles a systematic random sample of Fort Union Trading Post NHS visitors. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
  - Fifty-four percent of general visitor groups and 36% of Rendezvous visitor groups were in groups of two. Twenty-three percent of general and 34% of Rendezvous visitors were in groups of three or four. Sixty-eight percent of general and 63% of Rendezvous visitor groups were made up of family members.
  - Among the general visitor groups, United States visitors were from 46 states and comprised 97% of total general visitation to the park during the survey period. Fifteen percent of U.S. visitors came from North Dakota and 9% were from Montana. Smaller proportions of U.S. visitors came from 44 other states, Washington, D.C., and Puerto Rico.
  - Of the Rendezvous visitor groups, U.S. visitors were from 24 states and comprised almost 100% of total Rendezvous visitation to the park during the survey period. There was one international visitor. Forty-seven percent of U.S. visitors came from North Dakota and 38% came from Montana. Smaller proportions of U.S. visitors came from 22 other states.
  - General visitor ages ranged from 1 to 87 years. Rendezvous visitor ages ranged from 1 to 92 years. Fifty-one percent of general visitors and 31% of Rendezvous visitors were aged 51-70 years. Fourteen percent of general visitors and 27% of Rendezvous visitors were 15 years or younger. Respondent gender was 52% male and 48% female for general visitors, and 42% male and 58% female for Rendezvous visitors.
  - Two percent of general visitors and 1% of Rendezvous visitors were Hispanic or Latino. Race was most often White (general visitors 94%, Rendezvous visitors 95%) and American Indian or Alaska Native (3% general visitors, 5% Rendezvous visitors). Most visitor groups preferred to speak and read English.
  - Physical conditions that made it difficult to access or participate in park activities/services were found in 14% of general visitor groups and 16% of Rendezvous visitor groups. Thirty-eight percent of general visitors and 43% Rendezvous visitors had difficulty with access. Most often, the fort (62% general visitors, 31% Rendezvous visitors) caused the access problems. Among visitors who had access problems, mobility conditions were the most common reasons.
  - Most general visitors (80%) were visiting the park for the first time, while 59% of Rendezvous visitors had visited two or more times. Thirty-one percent of Rendezvous visitors had visited five or more times.
  - Prior to this visit, general visitor groups most often obtained information about Fort Union Trading Post NHS through maps and brochures (54%), travel guides/tour books publications (45%), and friends/relatives/word of mouth (33%). Rendezvous visitor groups obtained information from previous visits (66%), friends/relatives/word of mouth (51%) and newspaper/magazine articles (47%). Ten percent of general visitor groups and 4% of Rendezvous visitor groups did not obtain any information about the park prior to their visit.
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- Most general visitor groups (73%) spent less than two hours in the park. The average time spent was 2.1 hours. Most Rendezvous visitor groups (78%) spent two or more hours in the park. The average time spent was 3.7 hours.
- Seventy-nine percent of general visitor groups and 27% of Rendezvous visitor groups stayed overnight away from home, with 42% of general visitor groups and 39% of Rendezvous visitor groups staying one night. Thirty-four percent of general visitor groups and 36% of Rendezvous visitor groups spent two or three nights. One-half of the general visitor groups and 35% of Rendezvous visitor groups stayed in lodges, hotels, motels, cabins, bed and breakfasts, etc., while 32% of general visitor groups and 27% of Rendezvous visitor groups camped in a developed campground.
- Regarding 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 commonly used visitor services and facilities by general visitor groups included museum exhibits (91%), park brochure/map (77%), and Trade House (77%). The most commonly used visitor services and facilities by Rendezvous visitor groups included restrooms (71%), Trade House (64%), and museum exhibits (60%).
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings by general visitor groups were restrooms (88%), Trade House (85%), and museum exhibits (85%). The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings by Rendezvous visitor groups were restrooms (87%), living history/costumed interpretation (83%), and assistance from information desk staff (81%).
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings by general visitor groups were living history/costumed interpretation (94%) and assistance from information desk staff (94%). The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings by Rendezvous visitor groups were Trade House (91%), living history/costumed interpretation (90%), and park brochure/map (90%).
- The average group expenditure in and outside the park (within 100 miles) was \$248 for general visitor groups and \$121 for Rendezvous visitor groups, with a median (50% spent more and 50% spent less) of \$150 for general visitor groups and \$66 Rendezvous visitor groups. The average total expenditure per person was \$98 for general visitor groups and \$66 for Rendezvous visitor groups.
- Ninety-two percent of both general visitors and Rendezvous visitors rated the overall quality of services, facilities, and recreational opportunities at Fort Union Trading Post NHS as “very good” or “good.” One percent or less of visitor groups rated the overall quality as “very poor” or “poor.”

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## INTRODUCTION

Fort Union Trading Post was established in 1828 by the American Fur Company. It was not a government or military post, but a business, established for the specific purpose of doing business with the northern plains tribes. This trade business continued until 1867 making it the longest lasting American fur trading post.<sup>1</sup> Fort Union Trading Post National Historic Site (NHS), near Williston, North Dakota, was authorized on June 20, 1966. An annual Rendezvous event is held during four days in June.

This report describes the results of a visitor study at Fort Union Trading Post NHS, during June 15 - July 13, 2007 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho. During the survey period, the park was open 8 a.m. to 8 p.m.

### Organization of the report

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The report is organized into three sections.

Section 1: **Methods**. This section discusses the procedures, limitations, and special conditions that may affect the results of the study.

Section 2: **Results**. This section provides summary information for each question in the questionnaire and includes a summary of visitor comments. The presentation of the results of this study does not follow the same order of questions in the questionnaire.

#### Section 3: **Appendices**

Appendix 1: *The Questionnaire*. A copy of the questionnaire distributed to groups.

Appendix 2: *Additional Analysis*. A list of options for cross-references and cross comparisons. These comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report as they may only be requested after the results of this study have been published.

Appendix 3: *Decision rules for checking non-response bias*. An explanation of how the non-response bias was determined.

Appendix 4: *Visitor Services Project Publications*. A complete list of publications by the PSU. Copies of these reports can be obtained by visiting the website:

<http://www.psu.uidaho.edu/vsp/reports.htm> or contacting the PSU office at (208) 885-7863.

Visitor Comments Appendix: A separate appendix provides visitor responses to open-ended questions. It is bound separately from this report due to its size.

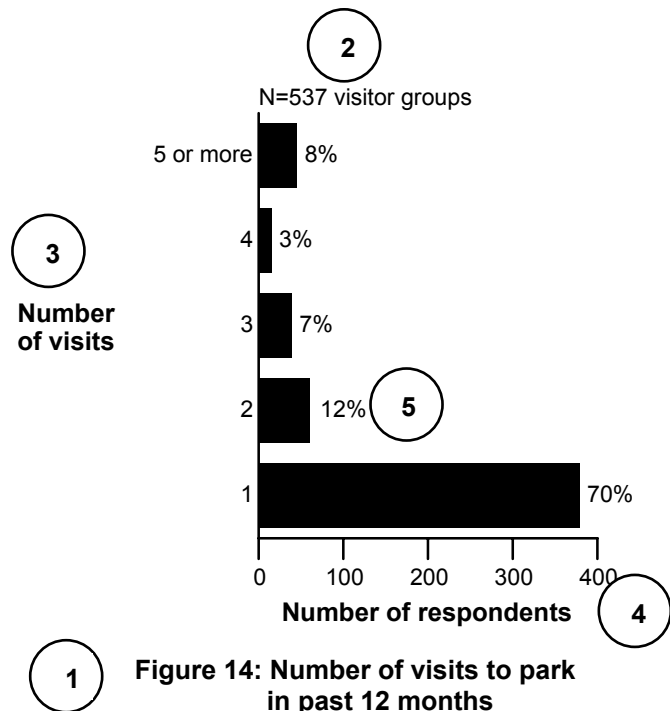
<sup>1</sup> National Park Service Fort Union Trading Post website.

## Presentation of the results

Results are represented in the form of graphs (see example below), scatter plots, pie charts, tables, or text.

### SAMPLE ONLY

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.
- \* appears when total percentages do not equal 100 due to rounding.
- \*\* appears when total percentages do not equal 100 because visitors could select more than one answer choice.
- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportions of responses in each category.
- 5: In most graphs, percentages provide additional information.





## METHODS

### Survey Design

#### Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). Using this methodology, the sample size was calculated based on park visitation statistics of previous years. The same questionnaire was distributed to both general visitors and Rendezvous visitors.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at Fort Union Trading Post NHS during June 15 – July 13, 2007. During this survey, 687 visitor groups were contacted and 629 of these groups (91.6%) accepted questionnaires. Table 1 shows the numbers of questionnaires distributed and returned for the two time periods. Questionnaires were completed and returned by 475 visitor groups resulting in an overall 75.4% response rate for this study.

**Table 1: Questionnaire distribution and return**  
N=number of questionnaires

Sampling period	Dates	Distribution		Return	
		N	% of total	N	% of total
Rendezvous visitors	June 14-16, 2007	264	42	192	72.7
General visitors	June 17 – July 13, 2007	365	58	283	77.5
Total		629	100	475	75.5

#### Questionnaire design

The Fort Union Trading Post NHS 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 while others were customized for Fort Union Trading Post NHS. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Fort Union Trading Post NHS questionnaire. However, all questions followed OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

#### Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names,

addresses, and telephone numbers in order to mail them a reminder/thank you postcard and follow-ups. Visitors were asked to complete the survey after their visit, and return the questionnaire by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

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, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

### **Data Analysis**

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical Package for the Social Sciences (SPSS), and a custom designed FileMaker Pro application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized. The data were entered twice—by two independent data entry staff—and validated by a third staff member.

### **Limitations**

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study period of June 15- July 13, 2007. The results present a 'snapshot-in-time' and 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, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

### **Special Conditions**

The survey began during a special event, the\* Fort Union Rendezvous, an annual 20th century fur trade fair including period arts, crafts, music, and demonstrations that was held June 14-17, 2007. Visitors were also surveyed during the period following the Rendezvous to obtain a sample of "general" visitors. There

was a heavy rainstorm during Saturday night of Rendezvous weekend. The weather ranged from cloudy and cool to sunny and hot, typical of this time of year.

### Checking Non-response Bias

The three variables used to check non-response bias were group type, age of the group member who actually completed the questionnaire, and group size.

Table 2 shows insignificant differences between group types. As shown in Table 3, there are significant differences between respondent and non-respondent ages and insignificant differences between respondent and non-respondent group sizes. See Appendix 3 for more details of the non-response bias checking procedure.

**Table 2: Comparison of respondents and non-respondents  
group type**

Group type	Respondents	Total distributed	Expected value
Alone	61	69	56
Family	306	377	305
Friends	43	58	47
Family and friends	36	47	38
Other	19	23	19
Total	465	574	

Chi-square = 4.873      df = 4      p-value = 0.92

**Table 3: Comparison of respondents and non-respondents  
age and group size**

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Group size	468	3.24	155	3.82	0.55
Age	460	53.92	154	43.83	<0.001

There are insignificant differences in group size and group type between respondents and non-respondents. A ten-year difference is detected in average age of respondents compare to non-respondents. However, the differences may due to the fact that an older person in the group completed the survey while an younger person accepted the survey at the park. Occasionally, survey respondents may answer the age question incorrectly with the oldest person in the first slot which was designated for the respondents (see Appendix 3). Moreover, the survey was designed to collect group information but not individual information. Since the two group parameters were the same for both respondents and non-respondents the response bias is judged to be insignificant. The data is a good representation of a larger Fort Union Trading Post NHS visitor population for the duration of the survey period.

## RESULTS

### Demographics

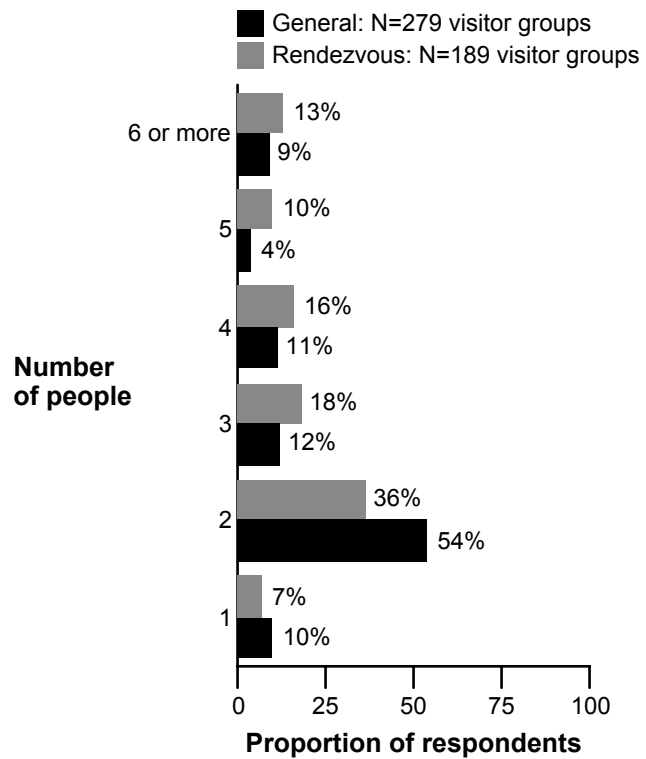
#### Group size

**Question 21a**

On this visit, how many people were in your personal group, including yourself?

**Results**

- 54% of general visitor groups and 36% of Rendezvous visitor groups were in groups of two (see Figure 1).
- 23% of general and 34% of Rendezvous visitor groups were in groups of three of four.
- 13% of general and 23% of Rendezvous visitor groups were in groups of five or more.



**Figure 1: Visitor group size**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

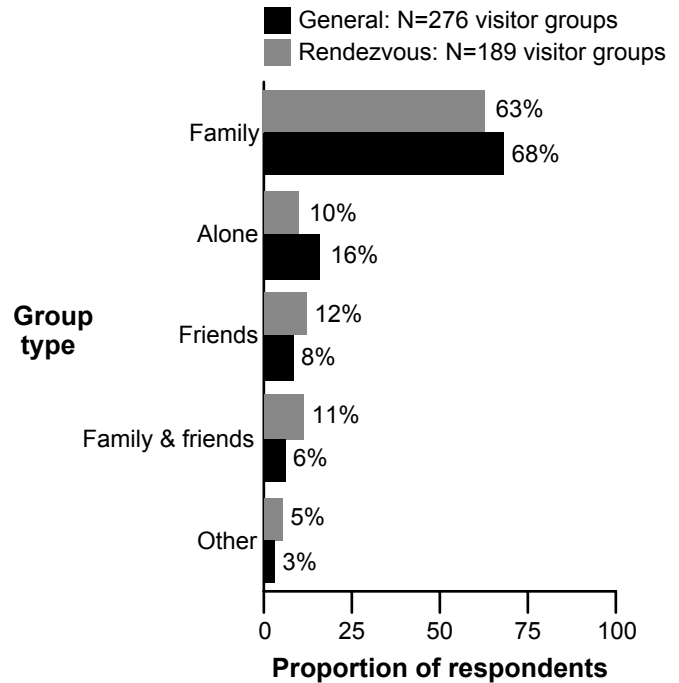
**Visitors group types**

**Question 20**

On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?

**Results**

- 68% of general and 63% of Rendezvous visitor groups were made up of family members (see Figure 2).
- 16% of general and 10% of Rendezvous visitor groups were alone.
- 8% of general and 12% of Rendezvous visitor groups were with friends.
- “Other” general visitor group types (3%) included:  
Colleague
- “Other Rendezvous visitor group types (5%) included:  
Miles City Caledonian Society  
Other organized group  
School



**Figure 2: Visitor group type**

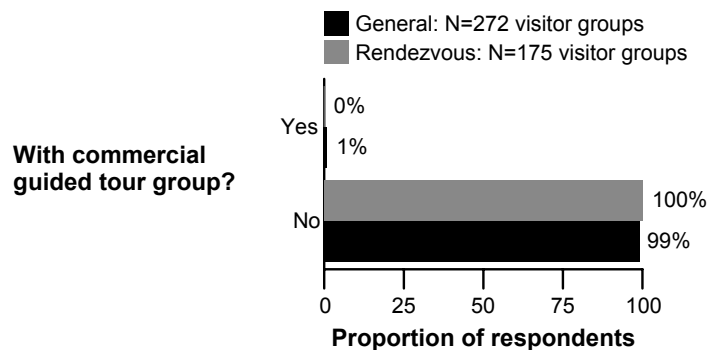
**Visitors with organized groups**

**Question 19a**

On this visit, were you and your personal group with a commercial guided tour group?

**Results**

- 1% of general and 0% of Rendezvous visitor groups were with a commercial guided tour group (see Figure 3).



**Figure 3: Visitors with a commercial guided tour group**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Question 19b

On this visit, were you and your personal group with a school/educational group?

Results

- 1% of general and 3% of Rendezvous visitor groups were with a school/educational group (see Figure 4).

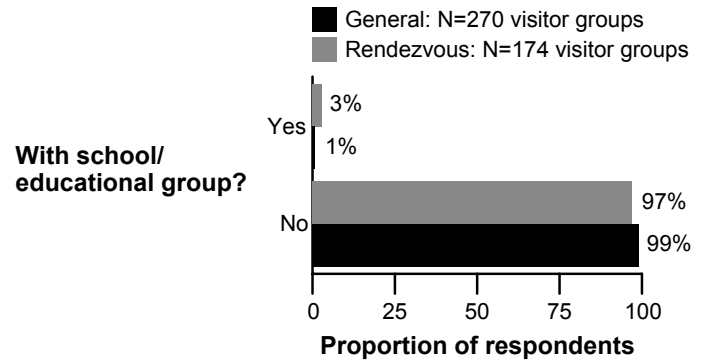


Figure 4: Visitors with a school/educational group

Question 19c

On this visit, were you and your personal group with an other organized group (business group, scout group, etc.)?

Results

- 2% of general and 1% of Rendezvous visitor groups were traveling with an other organized group (see Figure 5).

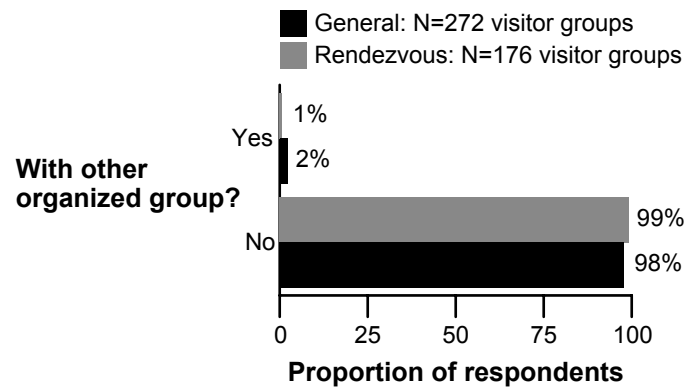


Figure 5: Visitors traveling with an other organized group

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**United States visitors by state of residence – General visitors**

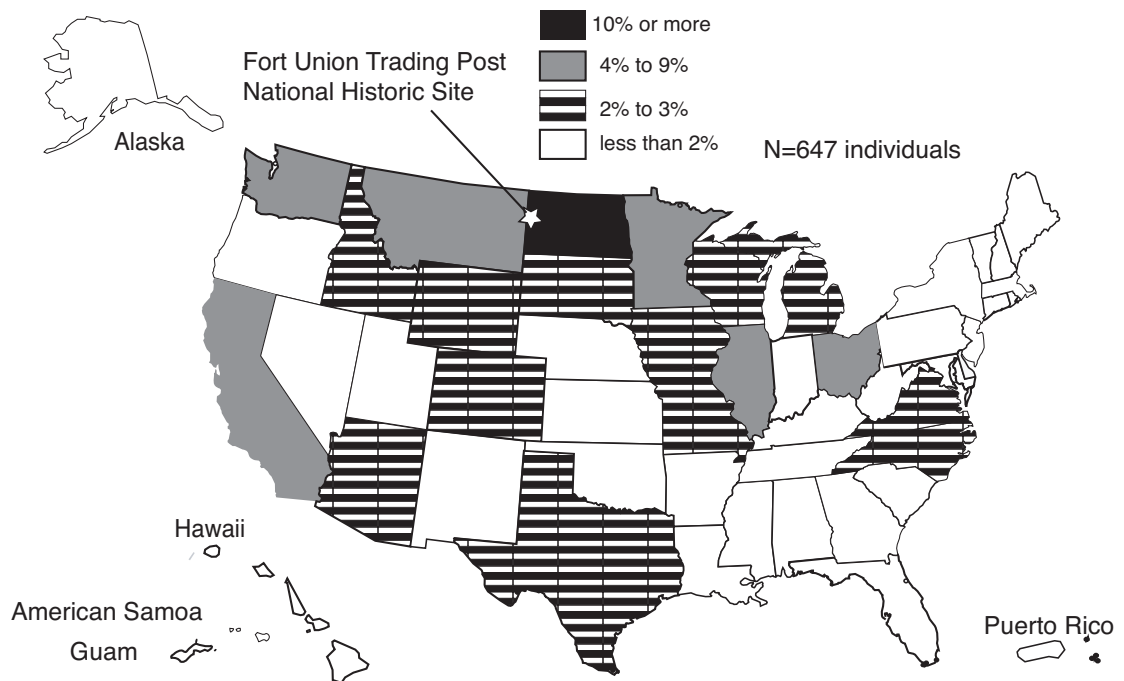
**Question 22b**

For you and your personal group on this visit, what is your state of residence?

Note: Response was limited to seven members from each visitor group.

**Results**

- U.S. visitors were from 46 states, Washington D.C., and Puerto Rico, and comprised 97% of total general visitation to the park during the survey period.
- 15% of U.S. visitors came from North Dakota (see Table 4 and Map 1).
- 9% came from Montana.
- Smaller proportions of U.S. visitors came from 44 other states, Washington, D.C., and Puerto Rico.



**Map 1: Proportions of United States visitors by state of residence – general visitors**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**United States visitors by state of residence – Rendezvous visitors**

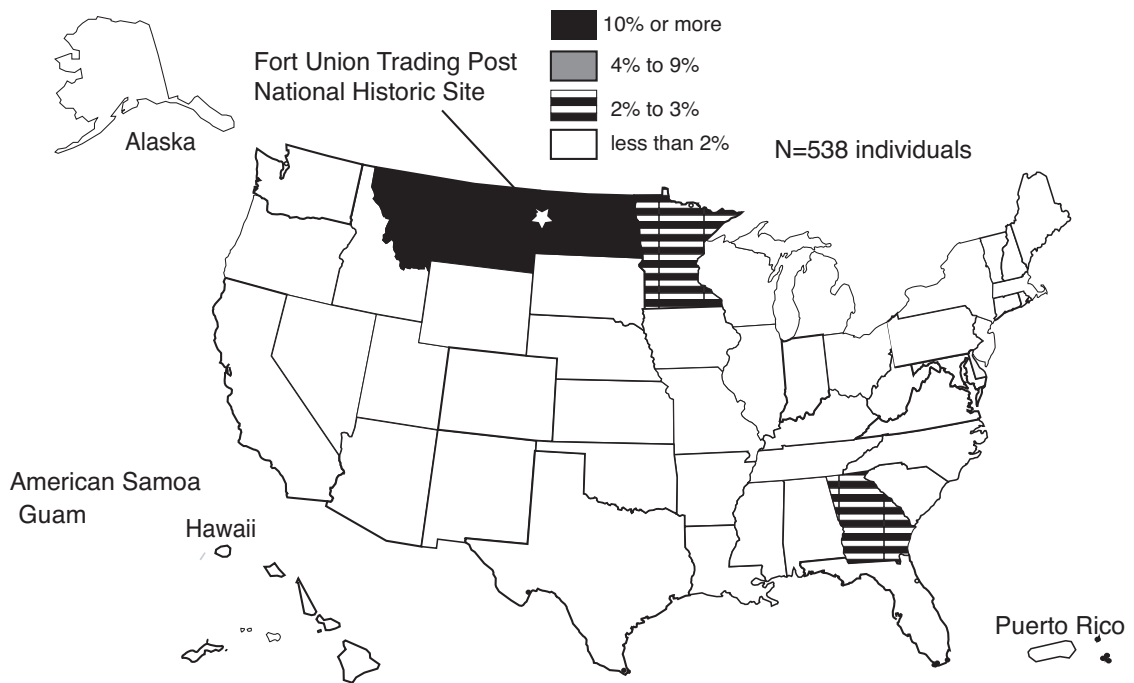
**Question 22b**

For you and your personal group on this visit, what is your state of residence?

**Results**

- U.S. visitors were from 24 states and comprised almost 100% of total Rendezvous visitation to the park during the survey period.
- 47% of U.S. visitors came from North Dakota (see Table 4 and Map 2).
- 38% came from Montana.
- Smaller proportions of U.S. visitors came from 22 other states.

Note: Response was limited to seven members from each visitor group.



**Map 2: Proportions of United States visitors by state of residence - Rendezvous visitors**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Table 4: U.S visitors by state of residence**

State	General visitors			Rendezvous visitors		
	N	% of U.S. visitors N=647 individuals*	% of all visitors N=670 individuals	N	% of U.S. visitors N=538 individuals*	% of all visitors N=539 individuals
North Dakota	96	15	14	250	47	46
Montana	57	9	9	206	38	38
California	43	7	6	3	1	1
Washington	43	7	6	3	1	1
Minnesota	31	5	5	8	2	2
Illinois	30	5	5	2	<1	<1
Ohio	29	5	4	1	<1	<1
Wisconsin	22	3	3	5	1	1
Missouri	21	3	3	1	<1	<1
Colorado	20	3	3	0	0	0
Idaho	20	3	3	0	0	0
Arizona	17	3	3	1	<1	<1
Michigan	17	3	3	5	1	1
Virginia	15	2	2	0	0	0
Wyoming	15	2	2	2	<1	<1
Texas	14	2	2	4	1	1
Iowa	11	2	2	3	1	1
North Carolina	11	2	2	2	<1	<1
South Dakota	10	2	2	5	1	1
New Mexico	9	1	1	0	0	0
Oregon	9	1	1	1	<1	<1
Pennsylvania	8	1	1	4	1	1
Maryland	7	1	1	2	<1	<1
Nevada	7	1	1	0	0	0
Alaska	6	1	1	0	0	0
Florida	6	1	1	0	0	0
Maine	6	1	1	0	0	0
Nebraska	6	1	1	5	1	1
Connecticut	5	1	1	0	0	0
Kansas	5	1	1	0	0	0
South Carolina	5	1	1	0	0	0
Alabama	4	1	1	0	0	0
Indiana	4	1	1	3	1	1
New Jersey	4	1	1	0	0	0
New York	4	1	1	0	0	0
Utah	4	1	1	0	0	0
Georgia	3	1	<1	8	2	2
Kentucky	3	1	<1	0	0	0
Mississippi	3	1	<1	0	0	0
Puerto Rico	3	1	<1	0	0	0
Arkansas	2	<1	<1	0	0	0
New Hampshire	2	<1	<1	0	0	0
Rhode Island	2	<1	<1	0	0	0
Tennessee	2	<1	<1	1	<1	<1
Washington, D.C.	2	<1	<1	0	0	0
West Virginia	2	<1	<1	0	0	0
Delaware	1	<1	<1	2	<1	<1
Oklahoma	1	1	<1	0	0	0
Unidentified	0	0	0	11	2	2

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## International visitors by country of residence

### Question 22b

For you and your personal group on this visit, what is your country of residence?

### Results – Interpret data with **CAUTION!**

- International visitors comprised 3% of total visitation among general visitors and <1% of total visitation among Rendezvous visitors (see Table 5).

Note: Response was limited to seven members from each visitor group.

**Table 5: International visitors by country of residence**  
**CAUTION!**

Country	N	General visitors		Rendezvous visitors		
		% of international visitors N=23 individuals*	% of all visitors N=670 individuals	N	% of International visitors N=1 individual	% of all visitors N=539 individuals
Canada	14	61	2	0	0	0
Sweden	4	17	1	0	0	0
Germany	2	9	<1	1	100	<1
United Kingdom	2	9	<1	0	0	0
Columbia	1	4	<1	0	0	0

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Number of visits to the park**

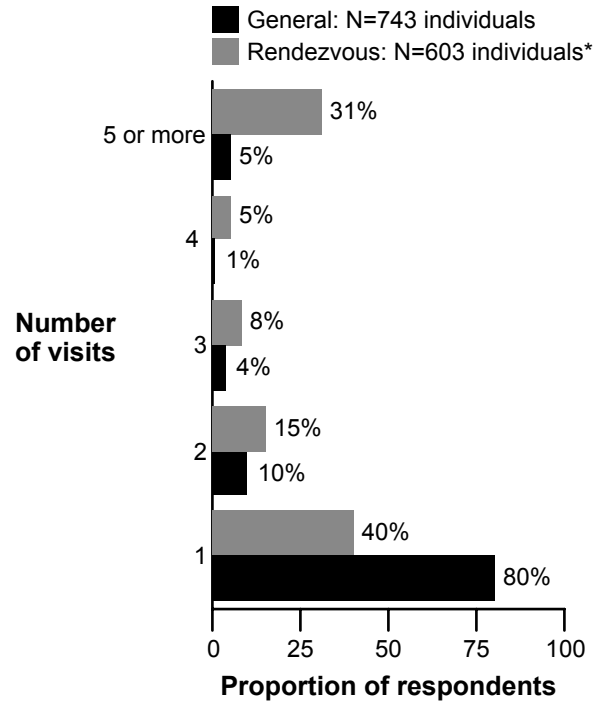
**Question 22c**

For you and your personal group on this visit, how many times have you visited Fort Union Trading Post NHS (including this visit)?

Note: Response was limited to seven members from each visitor group.

**Results**

- 80% of general visitors and 40% of Rendezvous visitors were visiting the park for the first time (see Figure 6).
- 14% of general visitors and 23% of Rendezvous visitors had visited two or three times.
- 6% of general visitors and 36% of Rendezvous visitors had visited four or more times.



**Figure 6: Number of visits to park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Visitor age**

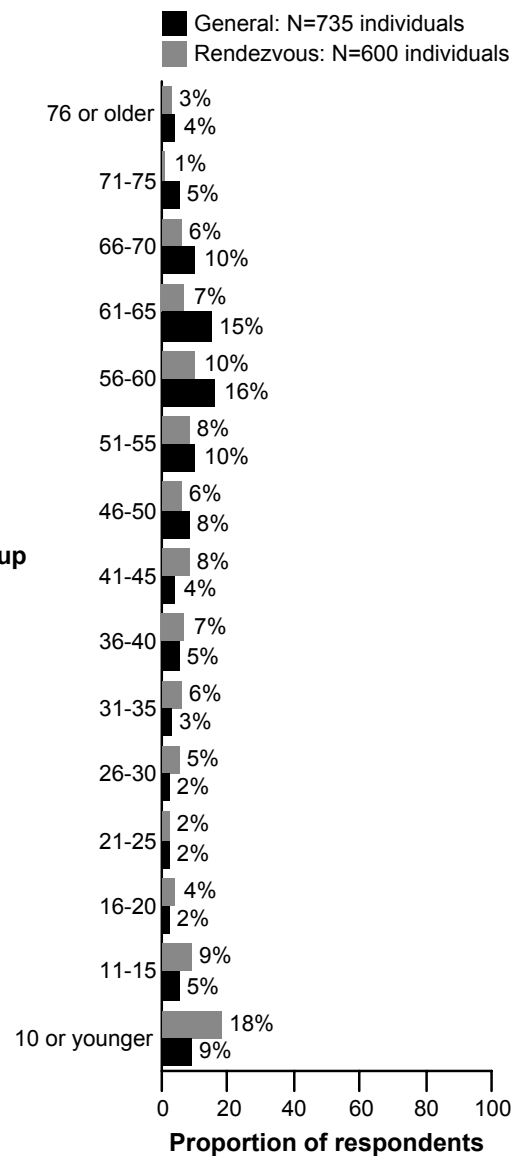
**Question 22a**

For you and your personal group on this visit, what is your current age?

Note: Response was limited to seven members from each visitor group.

**Results**

- General visitor ages ranged from 1 to 87 years. Rendezvous visitor ages ranged from 1 to 92 years.
- 51% of general visitors and 31% of Rendezvous visitors were aged 51-70 years (see Figure 7).
- 17% of general visitors and 21% of Rendezvous visitors were in the 36-50 years age group.
- 14% of general visitors and 27% of Rendezvous visitors were 15 years or younger.



**Figure 7: Visitor age**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor gender

### Question 23

For you only, what is your gender?

### Results

- 52% of general visitors and 42% of Rendezvous visitors were male (see Figure 8).
- 48% of general visitors and 58% of Rendezvous visitors were female.

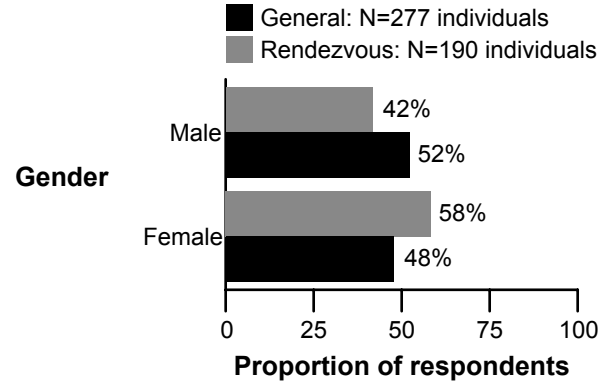


Figure 8: Respondent gender

\*total percentages do not equal 100 due to rounding

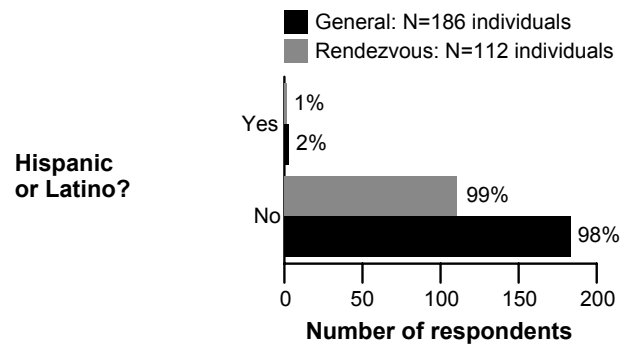
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Visitor ethnicity and race**

**Question 24a**  
 Are you or members of your personal group Hispanic or Latino?

**Results**

- 2% of general visitors and 1% of Rendezvous visitors were Hispanic or Latino (see Figure 9).

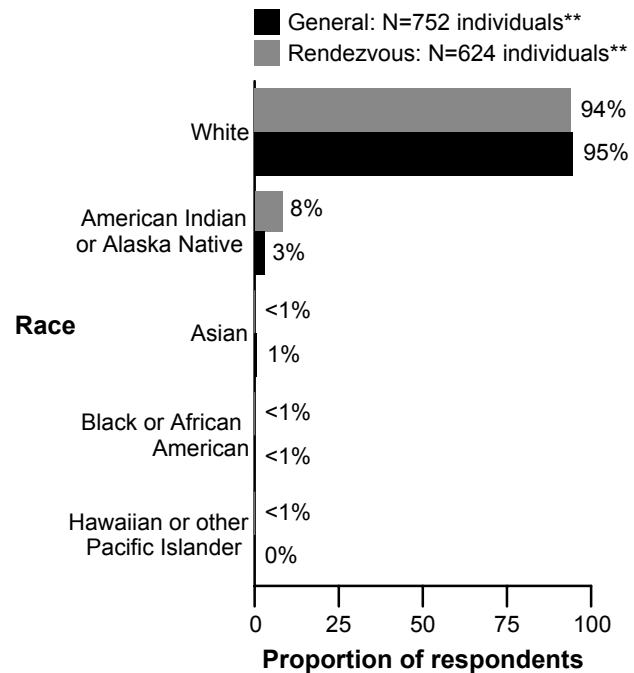


**Figure 9: Visitor ethnicity**

**Question 24b**  
 What is your race? What is the race of each member of your personal group?

**Results**

- 95% of general visitors and 94% of Rendezvous visitors were White (see Figure 10).
- 3% of general visitors and 8% of Rendezvous visitors were American Indian or Alaska Native.



**Figure 10: Visitor race**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Preferred languages for speaking and reading

### Question 25a

When visiting a site such as Fort Union Trading Post NHS, what one language do you and your personal group prefer to use for speaking and reading? (open-ended)

### Speaking

#### Results

- Most general and Rendezvous visitor groups preferred to speak English (see Table 6).

**Table 6: Preferred language for speaking**

Language	General Number of times mentioned N=270	Rendezvous Number of times mentioned N=188
English	269	187
Norwegian	0	1
Swedish	1	0

### Reading

#### Results

- All general and Rendezvous visitor groups who responded preferred to read English (see Table 7).

**Table 7: Preferred language for reading**

Language	General Number of times mentioned N=258	Rendezvous Number of times mentioned N=180
English	258	180

## Services preferred in other languages

### Question 25b

What services in the park would you like to have provided in languages other than English? (open-ended)

#### Results – Interpret with **CAUTION!**

- There were too few responses to provide reliable data (see Table 8).

**Table 8: Preferred services  
CAUTION!**

Service	General Number of times mentioned N=10 comments	Rendezvous Number of times mentioned N=7 comments
Audio tour	2	0
Signs	2	2
German translations for all services	1	0
French interpretation	1	0
Living history	1	0
Monitors with several languages	1	0
Native American exhibits	1	3
Trade House	1	0
Demonstrations in French/Native American	0	1
Restrooms	0	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

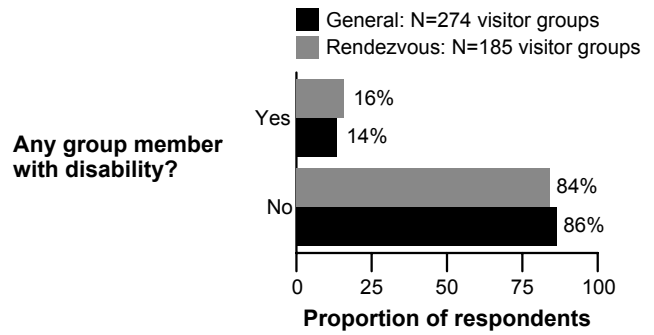
**Visitors with physical conditions/impairments**

**Question 26a**

Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

**Results**

- 14% of general visitor groups and 16% of Rendezvous visitor groups had members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 11).



**Figure 11: Visitors with physical conditions**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

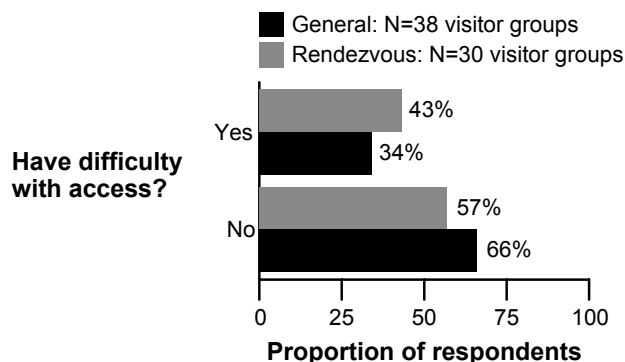


**Question 26b**

If YES, on this visit, what activities or services did the person(s) have difficulty accessing or participating in?

**Results**

- 34% of general visitor groups and 43% of Rendezvous visitors had difficulty accessing services or participants in activities (see Figure 12).



**Figure 12: Activities/services difficult to participate in/access**

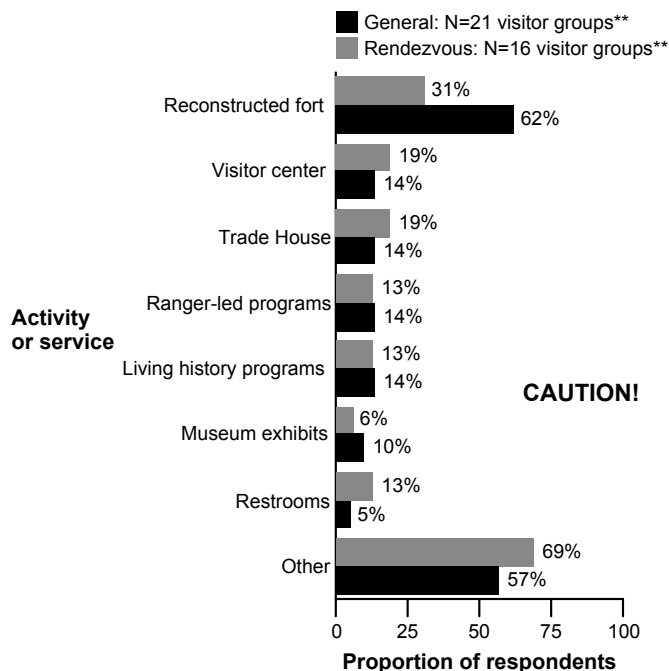
**Results - Interpret data with CAUTION!**

- There were too few responses to provide reliable data (see Figure 13).
- “Other” activities or services that caused problems for general visitors (57%) included:

Lack of shade on trail  
 Shuttle wasn't in parking lot  
 Wheelchair difficult to push on prairie ground for Rendezvous  
 Picnicking  
 Trails

- “Other” activities or services that caused problems for Rendezvous visitors (69%) included:

Climbing the hill  
 Parking distance  
 Walking  
 Contact with chemicals  
 Muddy  
 Rendezvous  
 Wheelchair in Rendezvous exhibits  
 Wheelchair on rough ground



**Figure 13: Activities or services that were difficult to access**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Question 26c

Because of the physical condition, what specific problems did the person(s) have?

Results – Interpret data with **CAUTION!**

- There were too few responses to provide reliable data (see Figure 14).

- “Other” problems for general visitors (35%) included:

Mud  
 Chemical sensitivities to air fresheners, insect sprays, etc.  
 Unable to stand for long periods of time  
 Breathing difficulties  
 Heart condition  
 Diabetes—needed water/snack

- “Other” problems for Rendezvous visitors (24%) included:

Allergies  
 Chemical sensitivities  
 Diabetes

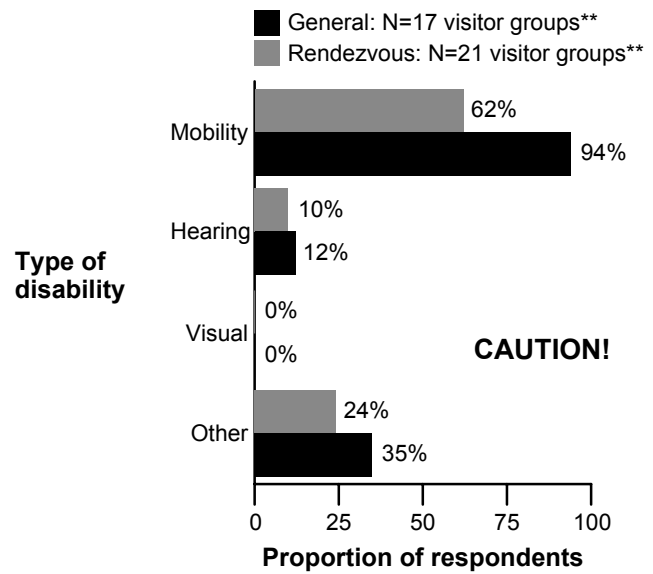


Figure 14: Type of disability/impairment

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Trip/Visit Characteristics and Preferences**

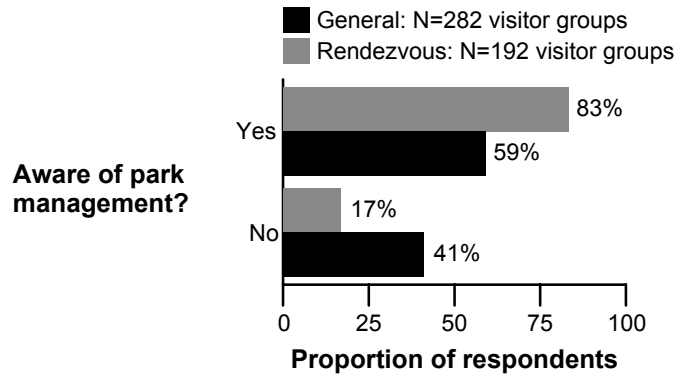
**Awareness of NPS management**

**Question 1**

Prior to your visit, were you and your personal group aware that Fort Union Trading Post NHS is managed by the National Park Service?

**Results**

- 59% of general visitor groups and 83% of Rendezvous visitor groups were aware, prior to their visit, that Fort Union Trading Post NHS is managed by the National Park Service (see Figure 15).



**Figure 15: Awareness that park is managed by National Park Service**

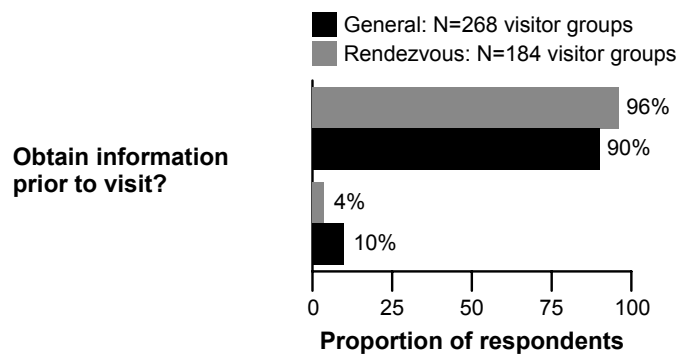
**Information sources prior to visit**

**Question 2a**

Prior to your visit, how did you and your personal group obtain information about Fort Union Trading Post NHS?

**Results**

- 90% of general visitor groups and 96% of Rendezvous visitor groups obtained information about Fort Union Trading Post NHS prior to their visit (see Figure 16).

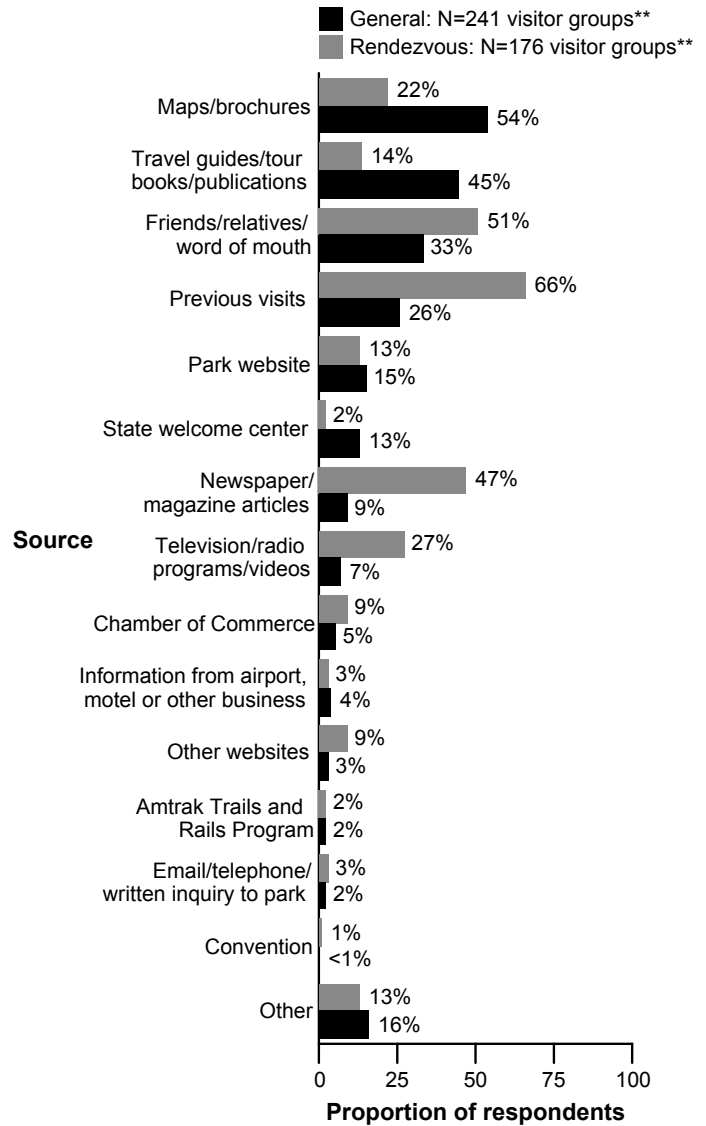


**Figure 16: Visitors who obtained information about Fort Union Trading Post NHS prior to visit**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

- As shown in Figure 17, among those general visitor groups who obtained information about Fort Union Trading Post NHS prior to their visit, the most common sources were:
  - 54% Maps/brochures
  - 45% Travel guides/tour books/publications
  - 33% Friends/relatives/word of mouth
- The most common sources for Rendezvous visitor groups were:
  - 66% Previous visits
  - 51% Friends/relatives/word of mouth
  - 47% Newspaper/magazine articles
- “Other” sources (16%) for general visitor groups included:
  - Local resident
  - Poster
  - School
  - NPS passport book
  - Books
  - Live in/Grew up in area
  - Confluence Visitor Center
- “Other” sources (13%) for Rendezvous visitor groups included:
  - Poster
  - History books
  - NPS passport book
  - Study history
  - Live nearby
  - School
  - Road signs
  - Other parks/sites



**Figure 17: Sources of information used by visitor groups prior to visit**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

- Other websites used by general visitors (3%) included:

www.parkstamps.org  
 www.ndtourism.com  
 ND.com  
 ND.gov  
 www.fortunion.gov/ND.gov  
 www.goodsamclub.com

- Other websites used by Rendezvous visitors (9%) included:

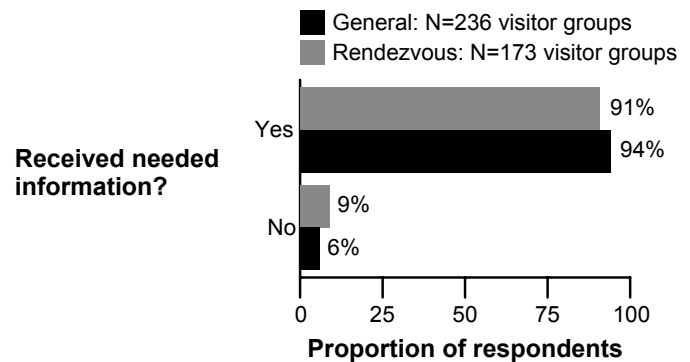
North Dakota tourism site  
 Google search North Dakota Rendezvous  
 Rendezvous Run  
 Williston  
 Fort Buford  
 www.mt.gov links  
 www.ndtourism.com  
 ND.gov  
 ND.com  
 MT.gov

**Question 2c**

From the sources you used prior to this visit, did you and your personal group receive the type of information about the park that you needed?

**Results**

- 94% of general visitor groups and 91% of Rendezvous visitor groups received the needed information prior to their visit (see Figure 18).



**Figure 18: Visitors who received needed information prior to their visit**

**Question 2d**

If NO, what type of park information did you and your personal group need that was not available?

**Results**

- Additional information that general visitor groups (N=10) needed included:
  - Directions to park/road signs
  - Park hours
  - GPS address/zip code
  - Number of artifacts on display
  - More online information
  - Guided tour
- Additional information that Rendezvous visitor groups (N=11) needed included:
  - Schedule/times of events
  - Registering for Rendezvous Run
  - Campgrounds nearby
  - Maps
  - Video operating

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Information sources for future visit**

**Question 2b**

Prior to a future visit, how would you and your personal group prefer to obtain information about Fort Union Trading Post NHS?

**Results**

- As shown in Figure 19, the most common sources of information that general visitor groups preferred for a future visit were:

50% Park website  
 50% Maps/brochures  
 48% Travel guides/tour books/publications

- The most common sources of information that Rendezvous visitor groups preferred for a future visit were:

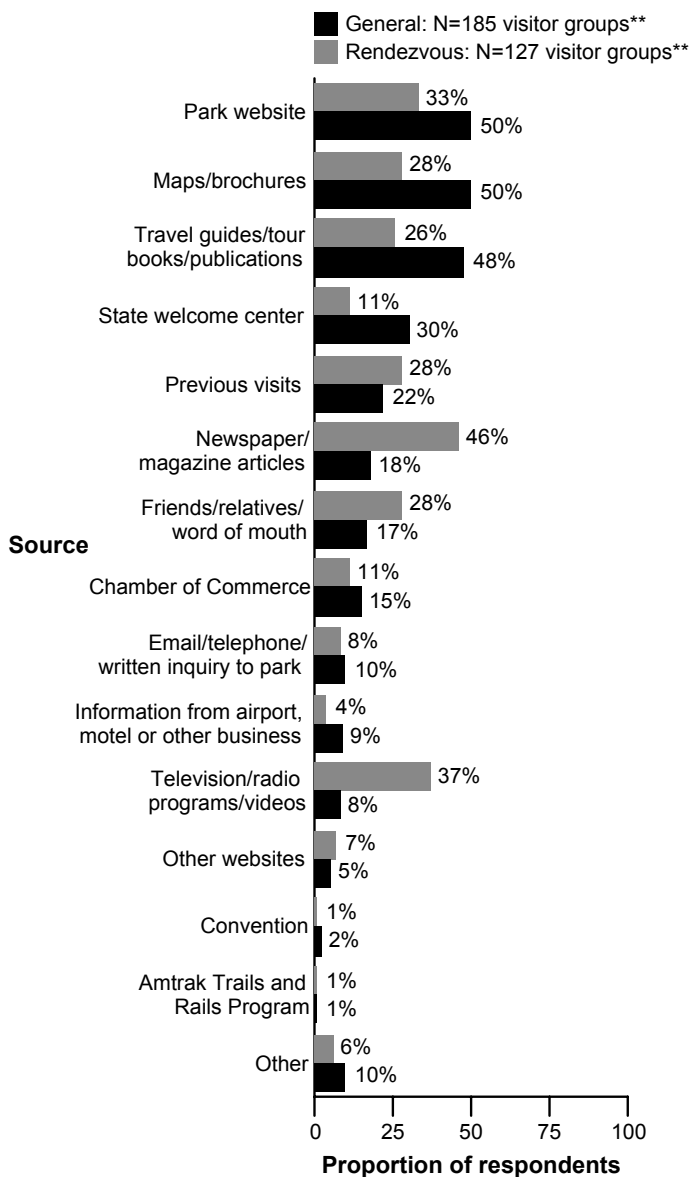
46% Newspaper/magazine articles  
 37% Television/radio programs/videos  
 33% Park website

- “Other” preferred sources of information for general visitors (10%) included:

Campgrounds  
 Cycling maps  
 Books  
 Local museums  
 NPS passport book

- “Other” preferred sources of information for Rendezvous visitors (6%) included:

Posters  
 Grew up in area



**Figure 19: Sources of information preferred for a future visit**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

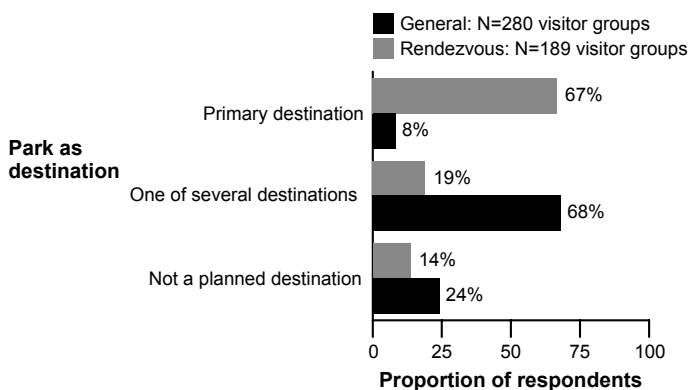
**Park as destination**

**Question 3a**

How did this visit to Fort Union Trading Post NHS fit into your travel plans?

**Results**

- 68% of general visitor groups said Fort Union Trading Post NHS was one of several destinations (see Figure 20).
- For 67% of Rendezvous visitor groups, the park was their primary destination.



**Figure 20: Park as destination**

**Question 3b**

If Fort Union Trading Post NHS was not your primary destination, what was?

**Results**

- See Table 9 for “other” destinations for both general and Rendezvous visitor groups.

**Table 9: Other destinations**

Destination	General Number of times mentioned N=183 comments	Rendezvous Number of times mentioned N=57 comments
Theodore Roosevelt National Park, ND	20	7
Glacier National Park, MT	15	5
Williston, ND	11	12
Canada	9	0
United States	8	0
North Dakota	7	0
Visit relatives	7	5
Lewis & Clark Confluence Center, ND	7	0
Mt. Rushmore National Memorial, SD	6	0
Sidney, MT	6	2
Western United States	6	0
Lewis & Clark Trail	6	2
Medora, ND	5	1
Yellowstone National Park, WY	5	0
Fort Buford State Historic Site, ND	4	0
Billings, MT	3	0
Family reunion	3	0
Montana	3	1
Multiple destinations	3	0
Work	3	1
Black Hills, SD	2	0
Confluence	2	2
Little Bighorn Battlefield, MT	2	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 9: Other destinations  
(continued)**

Destination	General Number of times mentioned	Rendezvous Number of times mentioned
Minnesota	2	0
Minot, ND	2	1
River trip on Missouri River	2	0
Culbertson, MT	1	1
Eastern Montana	1	1
North Dakota Badlands	1	1
Portland, OR	1	1
Sightseeing	1	1
Tioga, ND	1	0
Trenton Lake, ND	1	1
Visit friend	1	1
Alaska	1	0
Augusta, MT	1	0
Bear Paw Battlefield, MT	1	0
Bismarck, ND	1	0
Boston, MA	1	0
Deadwood, SD	1	0
Devils Tower National Monument, WY	1	0
Eastern U.S.	1	0
Fort Abraham Lincoln, ND	1	0
Fort Mandan Historic Site, ND	1	0
Fort Totten, NY	1	0
Glendive, MT	1	0
Grand Teton National Park, WY	1	0
Missouri	1	0
Museum	1	0
Northern Midwest	1	0
Rocky Mt. National Park, CO	1	0
Rocky Mountains	1	0
Roosevelt National Historic Site, NY	1	0
Seattle, WA	1	0
Spokane, WA	1	0
Tioga	1	0
Vermont	1	0
Washington	1	0
Watford City, ND	1	0
Whitefish, MT	1	0
Idaho	0	2
Alexander, ND	0	1
Dickinson, ND	0	1
International Peace Garden, ND	0	1
Lewis and Clark State Park, WA	0	1
Scouts Outpost, ND	0	1
Rapid City, SD	0	1
Nearby towns	0	1
Rapid City, SD	0	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Primary reason for visit to area**

**Question 4**

On this trip, what was the primary reason that you and your personal group visited the Fort Union Trading Post NHS area (within 100 miles)?

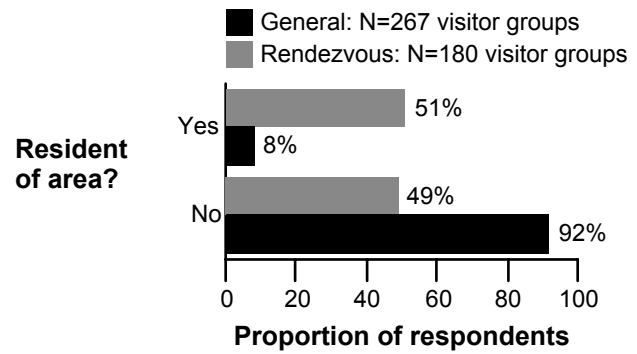
**Results**

- 8% of general visitors and 51% of Rendezvous visitors were residents of the area (see Figure 21).
- 31% of general visitors and 14% of Rendezvous visitors were visiting other attractions in the area (see Figure 22).
- 25% of general visitor groups and 35% of Rendezvous visitor groups visited the area primarily to visit Fort Union Trading Post NHS.
- 7% were visiting on business, attending a convention or special event. These respondents were asked to identify which convention or special event they were attending:

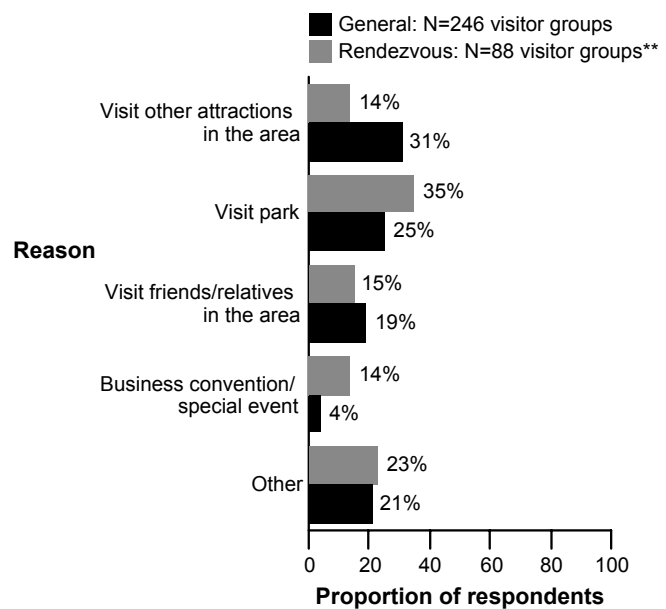
- Rendezvous Run
- Trading Post Rendezvous
- Culbertson class reunion
- Watford City 4x4 event
- Highway 2 construction
- Graduation
- Union
- Miss North Dakota pageant
- Job classes
- Arikara Pow Wow – White Shield, ND

- “Other” reasons for general visitor groups (21%) included:

- Rendezvous
- Passing by
- Father’s Day
- Following Lewis and Clark Trail
- Road trip through Dakotas
- On vacation route
- Educating students
- Interest in American history
- Obtain NPS passport stamp
- See the confluence
- Photography



**Figure 21: Resident of the area**



**Figure 22: Primary reason for visit to the area**

- “Other” reasons for Rendezvous visitor groups (23%) included:

- Attend wedding
- Rendezvous
- Rendezvous Run
- Miss ND Pageant

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

See Fort Buford

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

---

## Reasons for visiting park

### Question 5

On this visit, what were the reasons that you and your personal group visited Fort Union Trading Post NHS?

### Results

- 51% of general visitor groups and 31% of Rendezvous visitor groups visited the park to learn fur trade history (see Figure 23).
- 49% of general visitor groups and 28% of Rendezvous groups were visiting to learn American Indian history.
- 2% of general visitors and 88% of Rendezvous visitor groups were attending the Rendezvous special event.

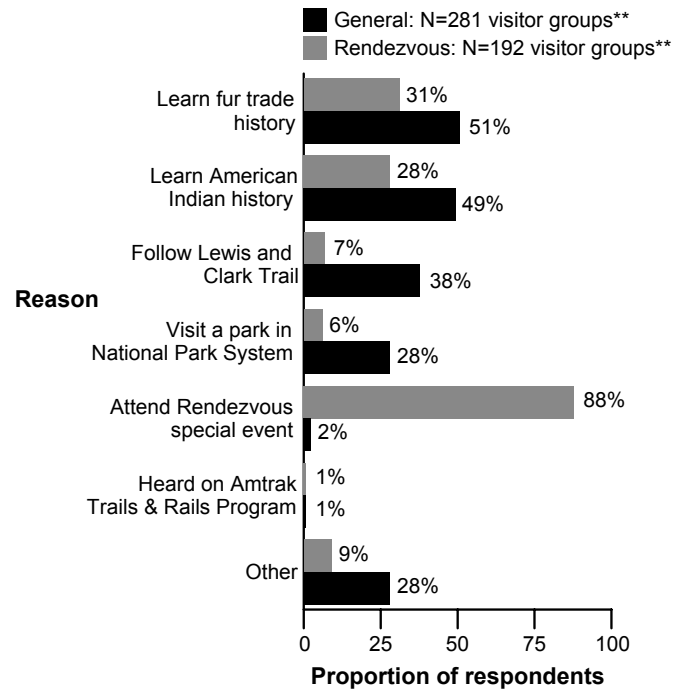


Figure 23: Reasons for visiting park

- “Other” reasons for general visitor groups (28%) included:

- Interest in history
- Rendezvous Run
- See reconstructed fort
- Heard it was interesting
- Meet friends
- Father’s Day
- Something to do
- Show grandchildren
- Enjoy annual visit
- Spontaneous visit
- Family reunion
- Visiting all sites in North Dakota
- Took visitors who had not seen
- Curiosity
- NPS passport stamp

- “Other” reasons for Rendezvous visitor groups (9%) included:

- Interest in history
- Father’s Day
- Just to see it
- Participating family member
- Rendezvous Run
- Last bell tour and ghost walk
- Nice day
- Show children/grandchildren
- To see the fort
- Traveling through
- Visit relatives/friends
- We were close by

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

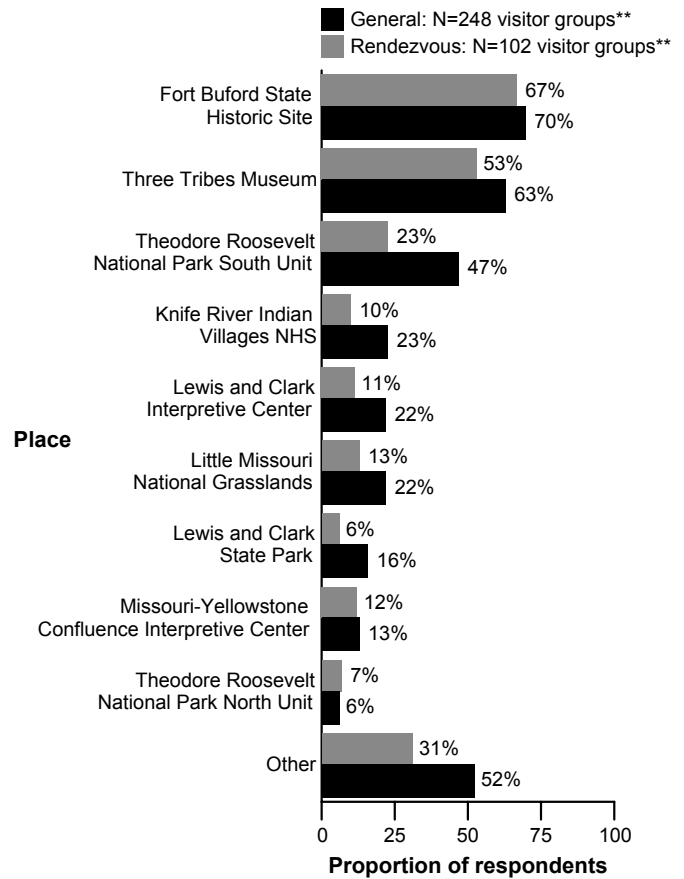
**Other places visited in the area**

**Question 9**

On this trip, what other places did you and your personal group visit within 200 miles of Fort Union Trading Post NHS?

**Results**

- General visitor groups most often went to the following places (see Figure 24)
  - 70% Fort Buford State Historic Site
  - 63% Three Tribes Museum
  - 47% Theodore Roosevelt National Park - South Unit
- The most common places visited by Rendezvous visitor groups included:
  - 67% Fort Buford State Historic Site
  - 53% Three Tribes Museum
  - 23% Theodore Roosevelt National Park - South Unit
- “Other” places that general visitor groups (52%) and Rendezvous visitors groups (31%) visited are shown in Table 10.



**Figure 24: Other places visited on this trip**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 10: Other places visited**

Place	General Number of times mentioned N=56 places	Rendezvous Number of times mentioned N=13 places
Medora, ND	4	2
Fort Mandan Historic Site, ND	3	0
Lewis and Clark Confluence Interpretive Center/Confluence, ND	3	0
Cross Ranch State Park, Center, ND	2	0
Dickinson Dinosaur Museum, Dickinson, ND	2	0
Fairview, MT Bridge	2	2
Fort Abraham Lincoln, Mandan, ND	2	0
Fort Clark Trading Post State Historic Site, ND	2	0
Enchanted Highway, Regent, ND	2	0
Killdeer Battlefield, ND	2	0
Makoshika State Park, Glendive, MT	2	0
Pompey Pillar, MT	2	0
5 Nations Art Center, Mandan, ND	1	0
Audubon NWR, ND	1	0
Bear Paw Battlefield, MT	1	0
Bismarck to Medora, ND	1	0
Bismarck Zoo, ND	1	0
Buffalo Jump	1	0
Canada	1	0
Culbertson Museum, MT	1	0
Fish Hatchery	1	0
Fort Benton, MT	1	0
Fort Clark State Historical Site	1	0
Fort Abraham Lincoln	1	0
Fort Buford, ND	1	0
Fort Peck Interpretive Center, MT	1	0
Garrison's Dam, ND	1	0
Geo-cache sites	1	0
Grassy Butte Post Office, ND	1	0
Killdeer Mountains, ND	1	0
LHAS Russell Wildlife Area	1	0
Little Big Horn Battlefield, MT	1	0
Little Missouri State Park, ND	1	0
Lostwood NWR, ND	1	0
Medicine Lake, MN	1	0
MonDak Heritage Center, Sidney, MT	1	0
Museums	1	0
Painted Canyon	1	0
Peace Gardens	1	0
Phillips County Museum, MT	1	0

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 10: Other places visited  
(continued)**

Place	General Number of times mentioned N=56 places	Rendezvous Number of times mentioned N=13 places
Buford Outpost	0	1
Cartwright Krane	0	1
Hanks Masen Epping Museum	0	1
Links of North Dakota	0	1
Missouri River	0	1
Scats Trading Post	0	1
Snowden Bridge, VA	0	1
Wolf Point to Fort Union	0	1
Writing Rock, ND	0	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Forms of transportation used**

**Question 7**

On this visit, what forms of transportation did you and your personal group use to travel to Fort Union Trading Post NHS?

**Results**

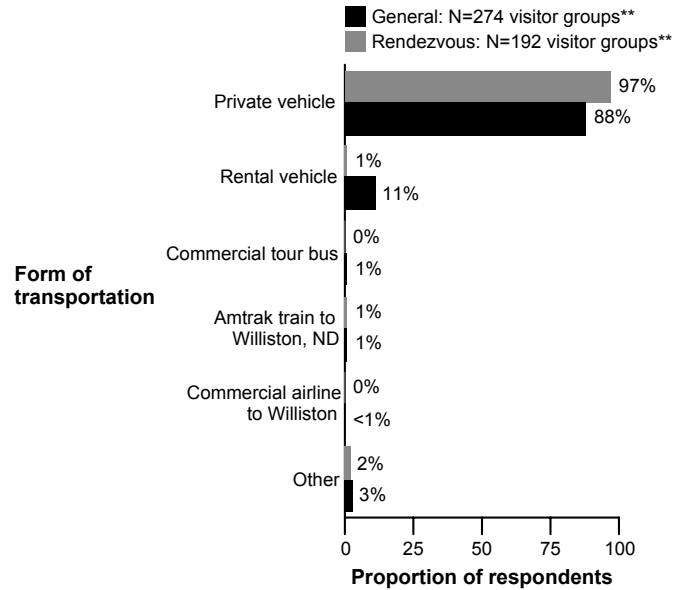
- 88% of general visitor groups and 97% of Rendezvous visitor groups used a private vehicle to travel to Fort Union Trading Post NHS (see Figure 25).

- “Other” forms of transportation used by general visitor groups (3%) included:

- School bus
- Bicycle
- Company vehicle
- Work truck

- “Other” forms of transportation used by Rendezvous visitor groups (2%) included:

- Bicycles
- Motor home
- School bus
- Train
- Work vehicle



**Figure 25: Forms of transportation used**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Adequacy of directional signs

### Question 6a

On this visit, were the signs directing you and your personal group to Fort Union Trading Post NHS adequate?

### Results

- 72% of general visitor groups and 67% of Rendezvous visitor groups found interstate signs to be adequate (see Figure 26).

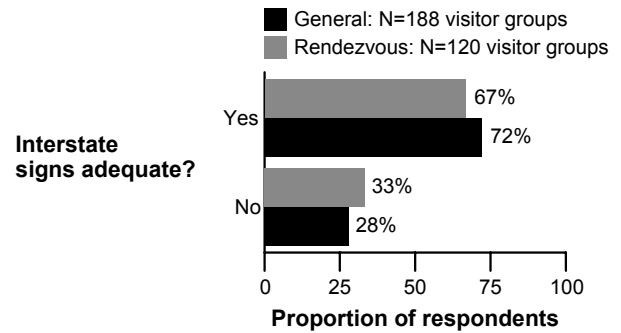


Figure 26: Adequacy of interstate signs

- 92% of general visitor groups and 90% of Rendezvous visitor groups felt that state highway signs were adequate (see Figure 27).

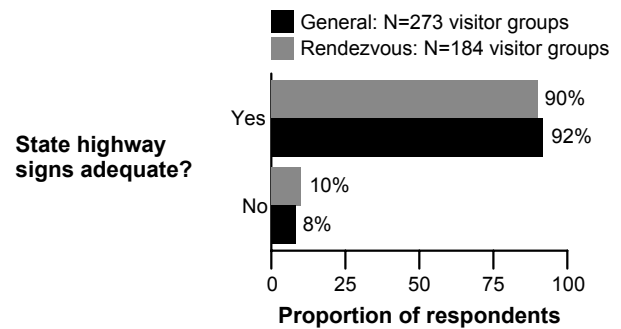


Figure 27: Adequacy of state highway signs

- 78% of general visitor groups and 59% of Rendezvous visitor groups said that city street signs in communities were adequate (see Figure 28).

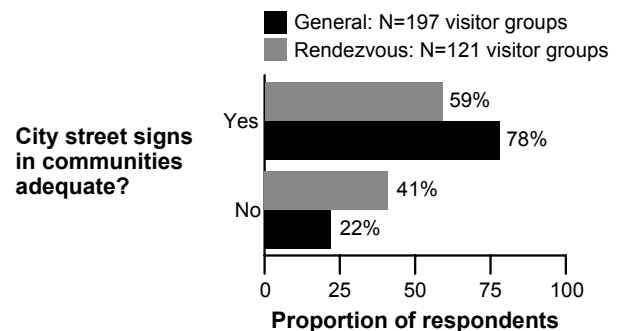


Figure 28: Adequacy of city street signs in communities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Question 6b

If you answered NO for any of the above, please explain. (open-ended)

## Results

- Tables 11a and 11b show visitor comments on directional signs.

**Table 11a: Comments on directional signs**  
**General visitors**  
 N=37 comments

Sign location	Comment	Number of times mentioned
Interstates	Didn't see signs on interstates	2
State highways	Got lost on highway	1
	More signs needed from highway	1
	No sign from Highway 58	1
City street signs in communities	Didn't see signs in towns	4
Bainville	Need more signs from Bainville	2
	Bainville sign is small	1
	From Bainville - no directions	1
County roads	County roads need signage	1
Sidney, MT	Better signage from Sidney	1
Williston, ND	Didn't see signs in Williston	5
	More signs needed in Williston	2
General comments	Didn't see signs	6
	Signs should be more visible/prominent	9
	Difficult to find	1
	More signs needed	1
	Need better directions	1
	Signs unclear	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 11b: Comments on directional signs  
Rendezvous visitors  
N=32 comments**

Sign location	Comment	Number of times mentioned
Interstates	Didn't see signs on interstates	9
Highway 2	Didn't see sign on US 2	1
	Sign at US 2 and road to Buford?	1
	Sign on US 2 is unreadable	1
City street signs in communities	Didn't see signs in towns	7
	More signs needed in town	1
Bainville	From Bainville - no directions	1
Sidney, MT	Didn't see signs in Sidney	1
Trenton, ND	Didn't see signs in Trenton	2
Williston, ND	Didn't see signs in Williston	3
General comments	More signs needed	2
	Didn't see signs	1
	No signs by boat - flag	1
	Signs should be more visible	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Services used in “gateway” communities**

**Question 8a**

What services did you and your personal group use in the “gateway” communities of Williston, ND; Watford City, ND; Culbertson, MT; Sydney, MT; and Wolf Point, MT that were specifically related to this park visit?

**Results**

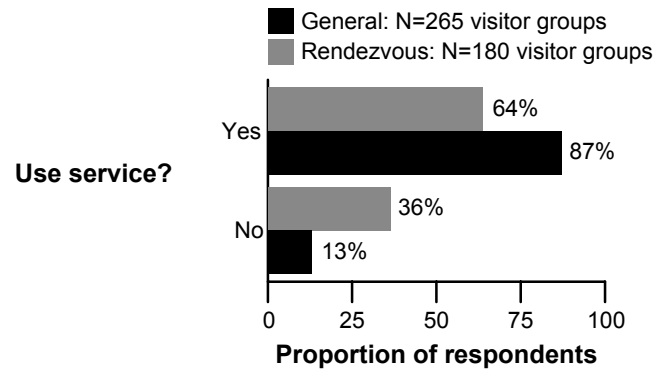
- 87% of general visitor groups and 64% of Rendezvous visitor groups used services in “gateway” communities (see Figure 29).

- The most commonly used services by general visitor groups in “gateway” communities included (see Figure 30):

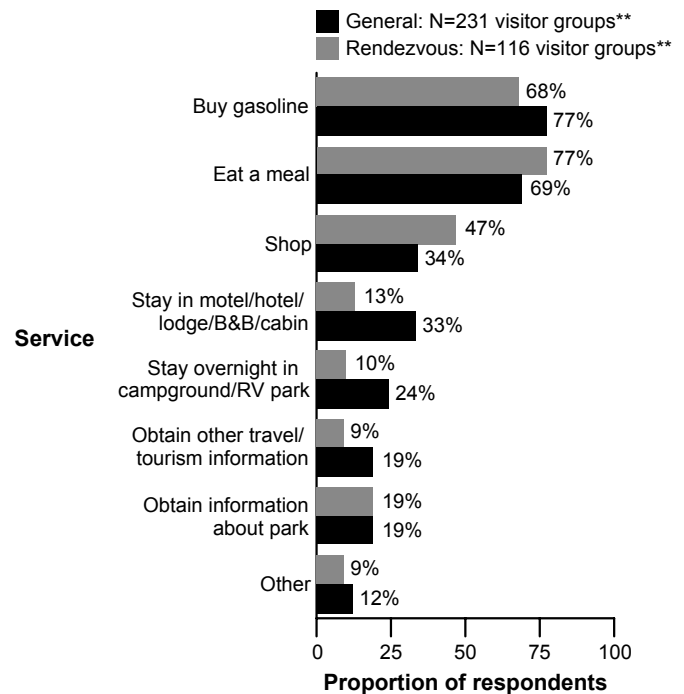
77% Buy gasoline  
69% Eat a meal  
34% Shop

- The most commonly used services by Rendezvous visitor groups in “gateway” communities included:

77% Eat a meal  
68% Buy gasoline  
47% Shop



**Figure 29: Use of services in “gateway” communities**



**Figure 30: Services used in “gateway” communities**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

- “Other” services used by general visitor groups (12%) included:

Laundry  
Casino  
Buy ice cream  
County fair  
Picnic  
Auto parts  
Camping  
Needed directions  
Drive-in movie  
Golf  
Grocery store  
Library  
Maps  
Museums  
Post office  
Shop  
Souvenir shop  
Train  
Visitor center

- “Other” services used by Rendezvous visitor groups (9%) included:

Casino  
Drive-in movie  
Train

\*total percentages do not equal 100 due to rounding

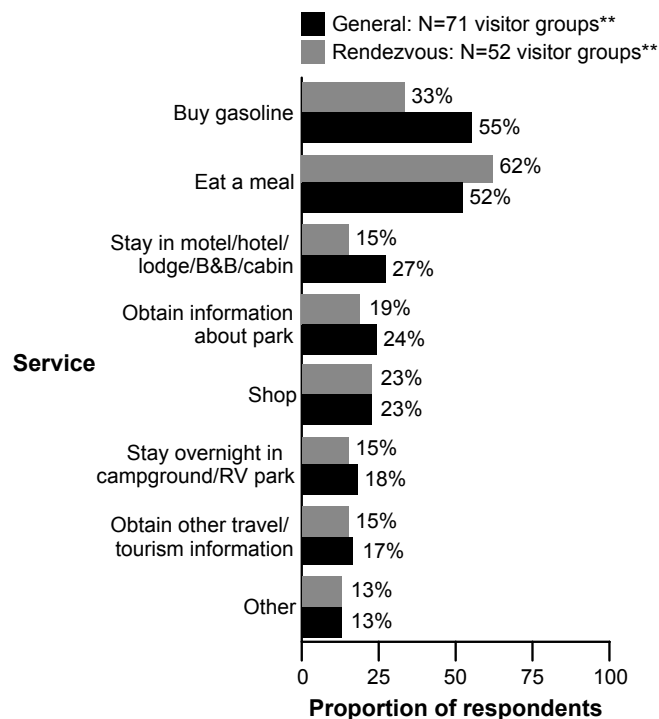
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 8b**

What services would you and your personal group have used if they were available?

**Results**

- 55% of general visitor groups and 33% of Rendezvous visitor groups would have bought gasoline if this service were available (see Figure 31).
- 52% of general visitor groups and 62% of Rendezvous visitor groups would have eaten a meal if this service were available.
- “Other” services that general visitor groups (13%) would have used if available:
  - Food services after 11:00 pm
  - More hotels
  - RV campground
- “Other” services that Rendezvous visitor groups (13%) would have used if available:
  - Tent campground
  - Transportation for disabled



**Figure 31: Services would have used if available**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 8c

In what community did you and your personal group need services that were not currently available? (open-ended)

## Results

- Tables 12a and 12b show the services that general and Rendezvous visitor groups would have used and the communities where the services were needed.

**Table 12a: Needed services in communities****General visitors**

N= 84 comments

Community where needed	Service/facility	Number of times mentioned
Arnegard	Stay overnight in motel/hotel/lodge/B&B, etc	1
Culbertson, MT	Buy gasoline	3
	Eat a meal	1
	Obtain information about FOUS	1
	Obtain other travel/tourist information	1
	Shop	1
	Stay overnight in campground/RV park	1
Fairview, MT	Buy gasoline	1
	Eat a meal	1
Lewis and Clark State Park	Stay overnight in campground/RV park	1
Minot, ND	Buy gasoline	1
Sidney, MT	Buy gasoline	6
	Eat a meal	6
	Obtain information about FOUS	1
	Obtain other travel/tourist information	2
	Shop	1
	Stay overnight in a motel/hotel/lodge/B&B/cabin	2
	Stay overnight in campground/RV park	1
	Other - train	1
Theodore Roosevelt National Park	Stay overnight in campground/RV park	1
Trenton	Stay overnight in campground/RV park	1
Watford City	Buy gasoline	5
	Eat a meal	4
	Shop	2
	Other - groceries	1
Williston, ND	Buy gasoline	10
	Eat a meal	9
	Obtain information about FOUS	1
	Obtain other travel/tourist information	1
	Shop	5
	Stay overnight in motel/hotel/lodge/B&B, etc	7

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 12a: Needed services in communities**  
**General visitors**  
 (continued)

Community where needed	Service/facility	Number of times mentioned
Williston, ND (continued)	Stay overnight in campground/RV park	1
	Other - Fair	1
	Other - Casino	1
Wolf Point, MT	Buy gasoline	1

**Table 12b: Needed services in communities**  
**Rendezvous visitors**  
 N=23 comments

Community where needed	Service/facility	Number of times mentioned
Theodore Roosevelt National Park	Stay overnight in campground/RV park	1
Trenton	Stay overnight in campground/RV park	1
Sidney, MT	Eat a meal	1
	Other - train	2
	Other – visit friends	1
Watford City	Buy gasoline	1
	Eat a meal	1
Williston, ND	Buy gasoline	3
	Eat a meal	5
	Obtain information about FOUS	2
	Obtain other travel/tourist information	1
	Shop	3
	Stay overnight in a motel/hotel/lodge/ B&B/cabin	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 8d

Do you and your personal group have any comments about the services that you used? (open-ended)

## Results

- Tables 13a and 13b list the services that general and Rendezvous visitor groups commented on.

---

**Table 13a: Community services used and comments**

**General visitors**

N=46 comments

Service	Comment
Accommodations	Very basic
All services	All was satisfactory
Beverages	Water, soda, coffee
Buffalo Trails RV Park	Did not like Nice laundry, restrooms
Campground	Campground should be closer to fort Great facility
Cowboy Inn	Good food
Dakota Farm	Service slow
Dakota Inn	Good food
Food services	Good food Good service
Fort Buford	Good
Gas station	Expensive Friendly, helpful
Gift shops	No comments
Ginger's Cafe	Very good
Grandma Sharon's	Clean, good
Grocery store, Williston	Hard to find grocery store
IGA, Sidney	Too expensive
Laundry	Not clean, over-priced

**Table 13a: Community services used and comments**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

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<b>General visitors</b> (continued)	
Service	Comment
Library	Clean, good
Lodging	Need more Unsatisfactory
Marquis Plaza Suites	Clean, friendly, fair prices
Motel and store	No comment
Motel, Watford City	Very nice, affordable
Outlaw Bar and Grill	Excellent
Powder Keg	Excellent
Rendezvous	Enjoyed lectures
Rendezvous trader	Excellent, knowledgeable
Restaurant	Excellent Very good
Restaurant, Watford City	Excellent
Restaurant, Wolf Point	Excellent
Restrooms	Clean, good
Theodore Roosevelt NP North Unit Campground	No showers
Shopping	Friendly, helpful
Store	Friendly, helpful
Streach House	Excellent
Subway, Williston	Unsatisfactory
Super 8 Motel	Clean, good
Tourist/travel information, Williston Chamber of Commerce	No comment
Trapper's Kettle	Interesting decor
Trenton	Needs better insect repellent
Visitor center, Watford City	Friendly, helpful

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 13b: Community services used and comments  
Rendezvous visitors**

N=9

Interpret with **CAUTION!**

Service	Comment
Campground	Campground should be closer to fort
Dakota Farm	Service slow
Food services	Mostly fast food
Gas station	Good service
Grandma Sharon's	Clean, good
Grocery store, Williston	Hard to find grocery store
Rendezvous	Enjoyed lectures
Senior Center bus	Excellent
Tour lecture	No comment

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Places stayed before arrival at the park – General visitors

### Question 11a

In what city/town did you and your personal group stay on the night before you arrived at Fort Union Trading Post NHS? If you stayed at home, please write the name of your hometown.

**Table 14a: Places stayed on night before arrival at Fort Union Trading Post NHS**

### General visitors

N=69 places

City/Town and State	Number of times mentioned
Williston, ND	69
Sidney, MT	22
Watford City, ND	18
Medora, ND	12
Bismarck, ND	9
Culbertson, MT	9
Minot, ND	9
Dickinson, ND	7
Glendive, MT	6
Havre, MT	5
Theodore Roosevelt NP, ND	5
Billings, MT	4
Fairview, MT	4
Arnegard, ND	3
Bowman, ND	3
Fort Peck, MT	3
Glasgow, MT	3
Grand Forks, ND	3
Jamestown, ND	3
Miles City, MT	3
Spearfish, SD	3
Alexander, ND	2
Beach, ND	2
Bottineau, ND	2
Devil's Lake SP, ND	2
Forsyth, MT	2
Malta, MT	2
Moose Jaw, Canada	2
Plentywood, MT	2
Rapid City, SD	2
Regina, Canada	2
Rugby, ND	2
Wolf Point, MT	2
Belfield, ND	1
Belle Fourche, SD	1

### Results

- As shown in Table 14a, the most common cities/towns in which general visitor groups spent the night prior to their visit were:

26% Williston, ND  
8% Sidney, MT  
7% Watford City, ND

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 14a: Places stayed on night before  
arrival at Fort Union Trading Post NHS  
General visitors  
(continued)**

City/Town and State	Number of times mentioned
Beulah, ND	1
Bozeman, MT	1
Buford, ND	1
Calgary	1
Cartwright, ND	1
Chinook, MT	1
Crosby, ND	1
Edinburg, ND	1
Epping, ND	1
Estevan, Canada	1
Fort Stevens SP, ND	1
Fortuna, ND	1
Frazer, MT	1
Grenora, ND	1
Hysham, MT	1
Kenmare, ND	1
Landusky, MT	1
Laramie, WY	1
Lewis and Clark SP, ND	1
Mandan, ND	1
New Town, ND	1
Pick City, ND	1
Poplar, MT	1
Ray, ND	1
Red River, MN	1
Rural Culbertson, MT	1
Saskatchewan, Canada	1
Stanley, ND	1
Tioga, ND	1
Trenton, ND	1
Trenton, ND	1
Washburn, ND	1
Unidentified, ND	3
Unidentified, MT	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Places stayed before arrival at the park – Rendezvous visitors

### Question 11a

In what city/town did you and your personal group stay on the night before you arrived at Fort Union Trading Post NHS? If you stayed at home, please write the name of your hometown.

### Results

- As shown in Table 14b, the most common cities/towns in which Rendezvous visitor groups spent the night prior to their visit were:

32% Williston, ND  
13% Sidney, MT  
5% Fairview, MT

**Table 14b: Places stayed on night before arrival at Fort Union Trading Post NHS  
Rendezvous visitors  
N=41 places**

City/Town and State	Number of times mentioned
Williston, ND	44
Sidney, MT	18
Fairview, MT	7
Glendive, MT	6
Watford City, ND	6
Dickinson, ND	4
Culbertson, MT	3
Trenton, ND	3
Wolf Point, MT	3
Arnegard, ND	2
Belfield, ND	2
Bismarck, ND	2
Cartwright, ND	2
Epping, ND	2
Medora, ND	2
Plentywood, MT	2
Ray, ND	2
Savage, MT	2
Alexander, ND	1
Backcountry, MT	1
Bainville, MT	1
Buford, ND	1
Circle, MT	1
Crane, MT	1
Hazen, ND	1
Homestead, MT	1
Killdeer, ND	1
Lambert, MT	1
Linton, ND	1
McKenzie County, Canada	1
Medicine Lake, MT	1
Miles City, MT	1
Minot, ND	1
New Town, ND	1
Parshall, ND	1
Poplar, MT	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

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**Table 14b: Places stayed on night before  
arrival at Fort Union Trading Post NHS  
Rendezvous visitors**  
(continued)

City/Town and State	Number of times mentioned
Reserve, MT	1
Richey, MT	1
Ross, ND	1
Theodore Roosevelt NP, ND	1
Tioga, ND	1

---

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

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## Places stayed on night after leaving the park – General visitors

### Question 11b

In what city/town did you and your personal group stay on the night after you left Fort Union Trading Post NHS? If you stayed at home, please write the name of your hometown.

### Results

- As shown in Table 15a, the most common cities/towns in which general visitor groups spent the night after their visit were:

19% Williston, ND  
6% Minot, ND  
6% Sidney, MT

**Table 15a: Places stayed on night after leaving Fort Union Trading Post NHS**  
**General visitors**  
N=85 places

City/Town and State	Number of times mentioned
Williston, ND	48
Minot, ND	14
Sidney, MT	14
Watford City, ND	13
Havre, MT	10
Dickinson, ND	9
Glasgow, MT	7
Malta, MT	6
Medora, ND	6
Culbertson, MT	5
Fort Peck, MT	5
Glendive, MT	5
Belfield, ND	4
Billings, MT	4
Miles City, MT	4
Rapid City, SD	4
Theodore Roosevelt NP, ND	4
Bismarck, ND	3
Bowman, ND	3
Hardin, MT	3
New Town, ND	3
Plentywood, MT	3
Wolf Point, MT	3
Alexander, ND	2
Arnegard, ND	2
Custer, SD	2
Cut Bank, MT	2
Great Falls, MT	2
Poplar, MT	2
Saskatoon, Canada	2
Trenton, ND	2
Ashland, MT	1
Assiniboia, Canada	1
Beach, ND	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 15a: Places stayed on night after leaving  
Fort Union Trading Post NHS  
General visitors  
(continued)**

City/Town and State	Number of times mentioned
Belle Fourche, SD	1
Bottineau, ND	1
Bozeman, MT	1
Buffalo, WY	1
Buford, ND	1
Cartwright, ND	1
Cedar Rapids, IA	1
Center, ND	1
Como, MS	1
Crosby, ND	1
Deerlodge, MT	1
Devil's Lake SP, ND	1
Duluth, MN	1
Epping, ND	1
Fairview, MT	1
Fort Stevens SP, ND	1
Fortuna, ND	1
Frazer, MT	1
Glacier NP, MT	1
Grand Forks, ND	1
Grand Rapids, SD	1
Grenora, ND	1
Hazen, ND	1
Highland Park, IL	1
Jordan, MT	1
Kadoka, SD	1
Kalispell, MT	1
Lewistown, MT	1
Lovell, WY	1
Mandan, ND	1
Mordu, ND	1
Pick City, ND	1
Powers Lake, ND	1
Ray, ND	1
Red Lodge, MT	1
Regina, Canada	1
Rolla, ND	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Table 15a: Places stayed on night after leaving  
Fort Union Trading Post NHS  
General visitors  
(continued)**

City/Town and State	Number of times mentioned
Ross, ND	1
Rural Culbertson, MT	1
Saint Mary, MT	1
Scobey, MT	1
Shelby, MT	1
Sherwood, ND	1
Sioux Falls, SD	1
Sundance, WY	1
Tioga, ND	1
Turtle Lake, ND	1
Washburn, ND	1
Winnett, MT	1
Yellowstone NP, WY	1
Unidentified, MT	6

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Places stayed on night after leaving the park – Rendezvous visitors

### Question 11b

In what city/town did you and your personal group stay on the night after you left Fort Union Trading Post NHS? If you stayed at home, please write the name of your hometown.

### Results

- As shown in Table 15b, the most common cities/towns in which rendezvous visitor groups spent the night after their visit were:

31% Williston, ND  
13% Sidney, MT  
5% Watford City, ND

**Table 15b: Places stayed on night after leaving Fort Union Trading Post NHS Rendezvous visitors**  
N=45 places

City/Town and State	Number of times mentioned
Williston, ND	41
Sidney, MT	17
Watford City, ND	6
Fairview, MT	5
Glendive, MT	4
Trenton, ND	4
Culbertson, MT	3
Ray, ND	3
Wolf Point, MT	3
Arnegard, ND	2
Belfield, ND	2
Cartwright, ND	2
Dickinson, ND	2
Epping, ND	2
Glasgow, MT	2
Hazen, ND	2
New Town, ND	2
Plentywood, MT	2
Savage, MT	2
Alexander, ND	1
Bainville, MT	1
Buford, ND	1
Circle, MT	1
Crane, MT	1
Dagmar, MT	1
Flaxville, MT	1
Fort Benton, MT	1
Garrison, ND	1
Grand Forks, ND	1
Havre, MT	1
Homestead, MT	1
Jordan, MT	1
Killdeer, ND	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

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**Table 15b: Places stayed on night after leaving  
Fort Union Trading Post NHS  
Rendezvous visitors  
(continued)**

City/Town and State	Number of times mentioned
Lambert, MT	1
Malta, MT	1
Mandan, ND	1
Medicine Lake, MT	1
Medora, ND	1
Miles City, MT	1
Molt, MT	1
Parshall, ND	1
Reserve, MT	1
Richey, MT	1
Theodore Roosevelt NP. ND	1
Tioga, ND	1

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\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

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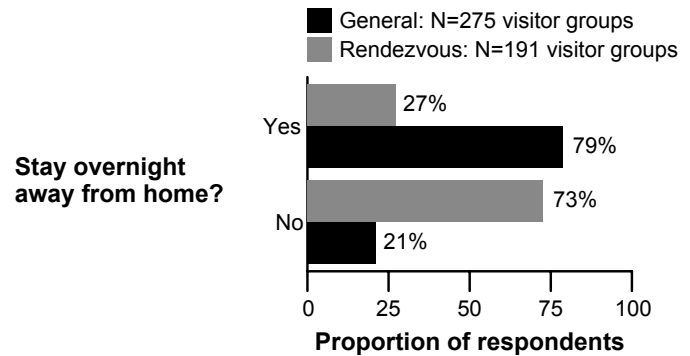
## Overnight stay

### Question 10a

On this trip, did you and your personal group stay overnight away from home in the Fort Union Trading Post NHS area (within 100 miles)?

### Results

- 79% of general visitor groups and 27% of Rendezvous visitor groups stayed overnight away from home in the Fort Union Trading Post NHS area (see Figure 32).



**Figure 32: Overnight stay away from home in the Fort Union Trading Post NHS area (within 100 miles)**

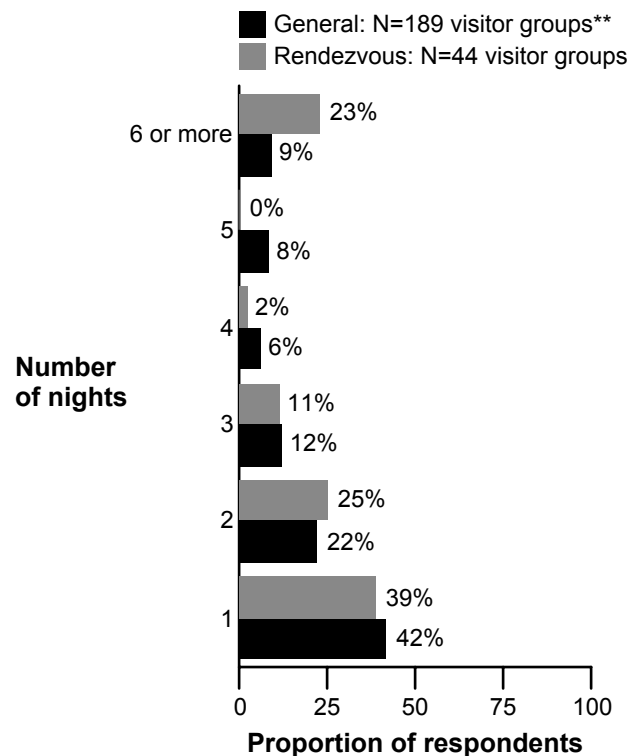
### Question 10b

If YES, please list the number of nights you and your personal group stayed in the Fort Union Trading Post NHS area (within 100 miles)?

### Number of nights in the area

### Results

- 42% of general visitor groups and 39% of Rendezvous visitor groups stayed one night in the Fort Union Trading Post NHS area (see Figure 33).
- 34% of general visitor groups and 36% of Rendezvous visitor groups spent two or three nights.
- 23% of general visitor groups and 25% of Rendezvous visitor groups spent four or more nights in the area.



**Figure 33: Number of nights stayed in Fort Union Trading Post NHS area (within 100 miles)**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

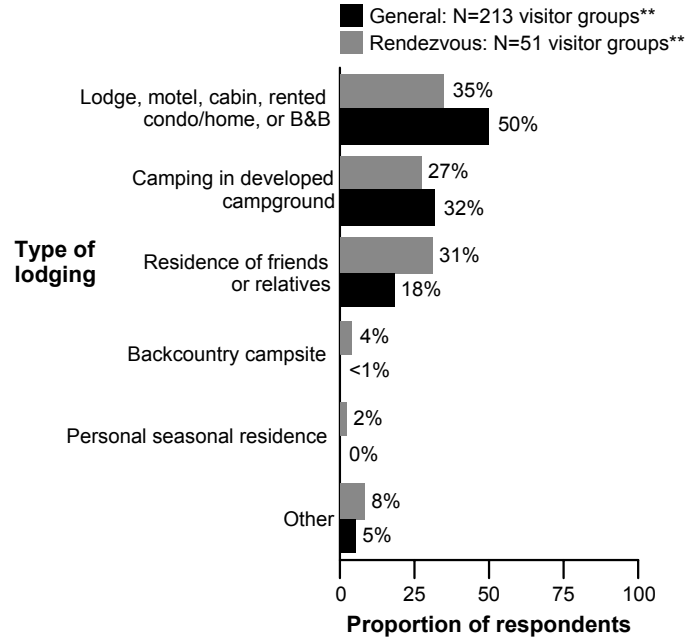
## Overnight accommodations

### Question 10c

In what type of lodging did you and your personal group spend the night(s)?

### Results

- 50% of general visitor groups and 35% of Rendezvous visitor groups stayed in a lodge, motel, etc. (see Figure 34).
- 32% of general visitor groups and 27% of Rendezvous visitor groups camped in a developed campground.
- “Other” types of lodging that general visitors (5%) used included:
  - Wal-Mart parking lot
  - City park
  - RV park
  - On roadside
- No valid responses were made for “other” types of lodging that Rendezvous visitors (8%) used.



**Figure 34: Type of lodging in the area (within 100 miles)**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

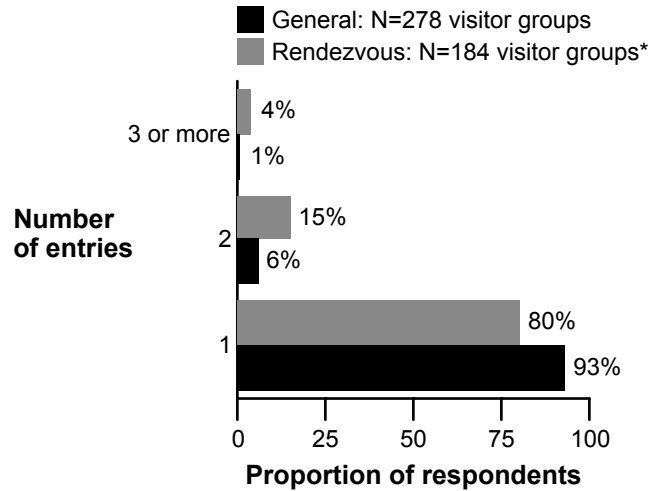
### Number of park entries

**Question 21c**

On this visit, how many times did you and your personal group enter Fort Union Trading Post NHS during your stay in the area?

**Results**

- 93% of general visitor groups and 80% of Rendezvous visitor groups entered the park one time (see Figure 35).
- 6% of general visitor groups and 15% of Rendezvous visitor groups entered twice.



**Figure 35: Number of entries to the park**

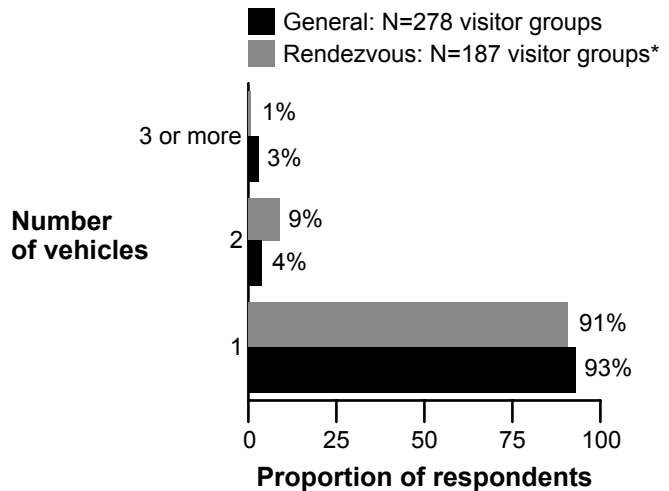
### Number of vehicles

**Question 21b**

On this visit, how many vehicles did you and your personal group use to enter the park?

**Results**

- 93% of general visitors and 91% of Rendezvous visitors used one vehicle to enter the park (see Figure 36).
- 4% general visitors and 9% of Rendezvous visitors used two vehicles.



**Figure 36: Number of vehicles used to enter the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Length of visit

### Question 13

On this visit to Fort Union Trading Post NHS, how long did you and your group spend visiting the park?

#### Number of hours if less than 24

#### Results

- 73% of general visitor groups and 46% of Rendezvous visitor groups spent two or less hours visiting Fort Union Trading Post NHS (see Figure 37).
- 24% of general visitor groups and 40% of Rendezvous groups spent three to four hours.
- The average length of stay for general visitor groups was 2.1 hours and Rendezvous visitor groups was 3.4.

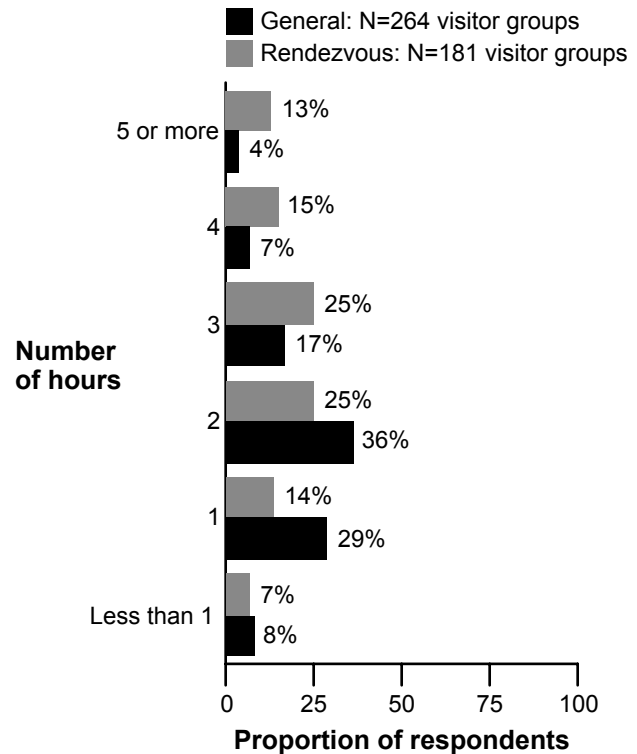


Figure 37: Number of hours spent visiting the park

#### Number of days if more than 24 hours

#### Results – Interpret with CAUTION!

- There were too few respondents to provide reliable data (see Figure 38).

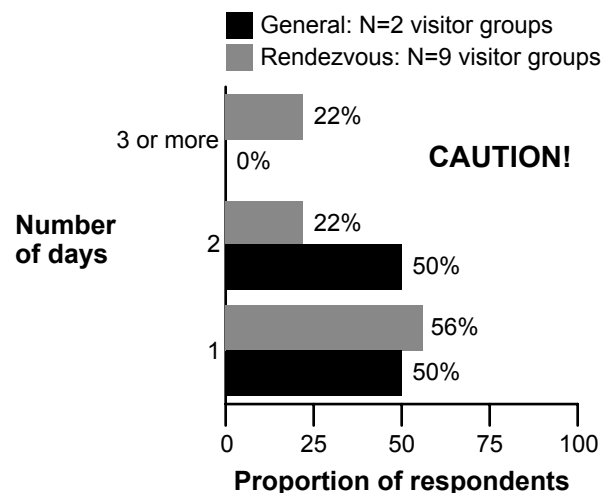


Figure 38: Number of days spent visiting the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expected activities

### Question 12a

As you were planning your trip, what activities did you and your personal group expect to include on this visit?

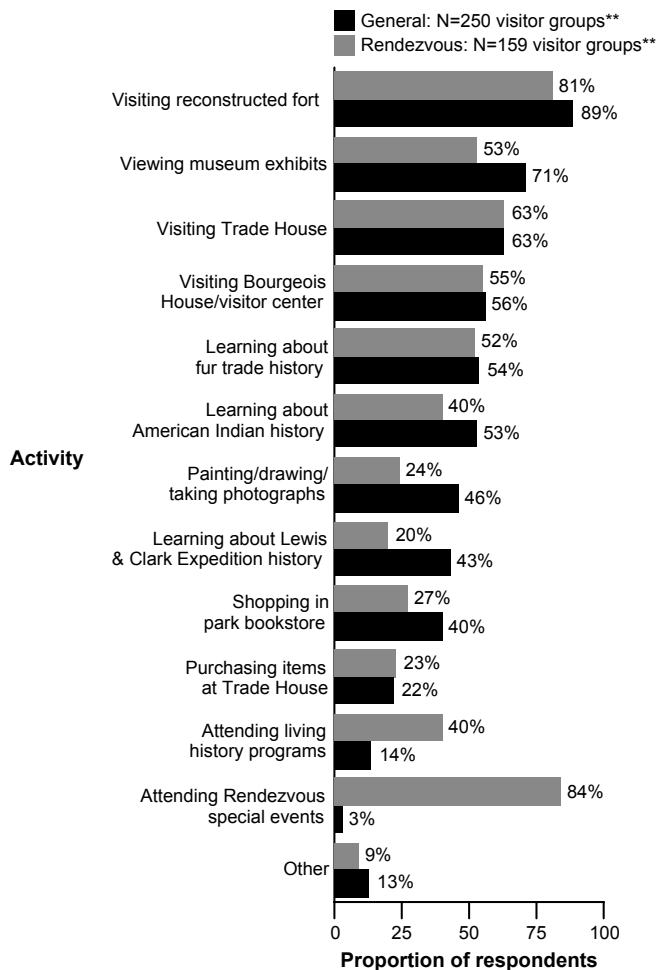
### Results

- As shown in Figure 39, the most common activities that general visitor groups expected to include were:

- 89% Visiting reconstructed fort
- 71% Viewing museum exhibits
- 63% Visiting Trade House
- 56% Visiting Bourgeois House/visitor center
- 54% Learning about fur trade history

- The most common activities that Rendezvous visitor groups expected to include were:

- 84% Attending Rendezvous special events
- 81% Visiting reconstructed fort
- 63% Visiting Trade House
- 55% Visiting Bourgeois House/visitor center
- 53% Viewing museum exhibits



**Figure 39: Activities in which visitors expected to participate**

- “Other” expected activities (13%) for general visitor groups included:

- Learning history
- Obtaining NPS passport stamp
- Hiking Bodmen Trail
- All activities
- Children’s hands-on activities
- Getting information about NPS volunteer program
- Listening to bagpipers

- “Other” expected activities (9%) for Rendezvous visitor groups included:

- Blacksmithing demo
- Attend beaver-skinning
- Boat take-out
- Flint-knapping demonstration

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Activities on this visit**

**Question 12b**

On this visit, what activities did you and your personal group participate in within Fort Union Trading Post NHS?

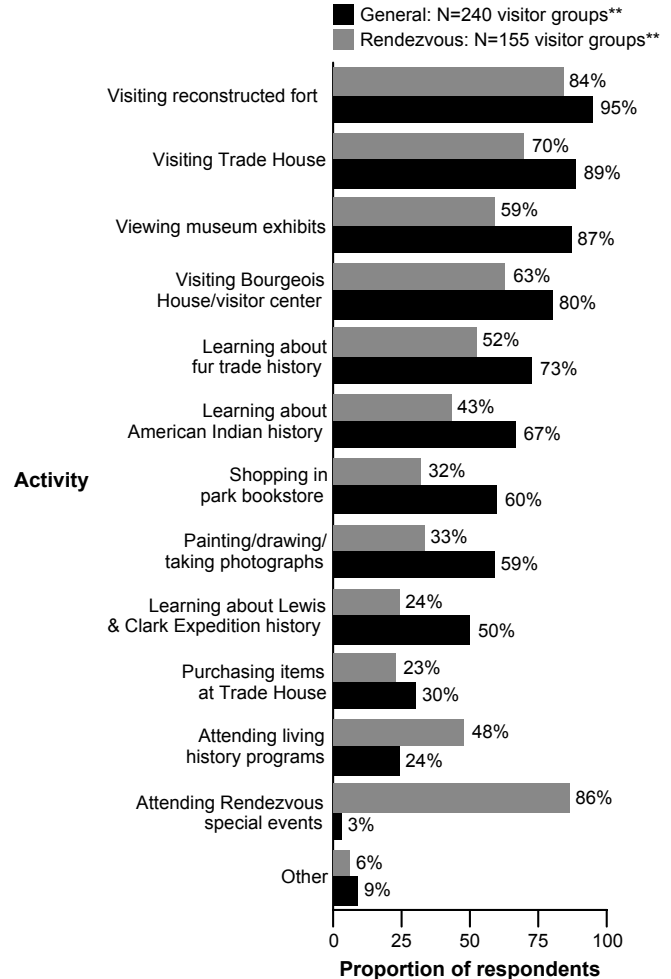
**Results**

- As shown in Figure 40, the most common activities that general visitor groups participated in were:

- 95% Visiting reconstructed fort
- 89% Visiting Trade House
- 87% Viewing museum exhibits
- 80% Visiting Bourgeois House/visitor center

- The most common activities that Rendezvous visitor groups participated in were:

- 86% Attending Rendezvous special events
- 84% Visiting reconstructed fort
- 70% Visiting Trade House
- 63% Visiting Bourgeois House/visitor center



**Figure 40: Activities on this visit**

- “Other” general visitor activities (9%) included:

- Watching Rendezvous demonstrations
- Viewing wildlife
- Obtaining NPS passport stamp
- Buying from Rendezvous vendors
- Learning history
- Frontier experience
- Picnicking
- Walking trails

- “Other” Rendezvous visitor activities (6%) included:

- Purchase items
- Beaver trapping
- Blacksmithing
- Boat take-out
- Highland dancers
- Purchased items at Rendezvous
- See Rendezvous tents
- Walk/hike

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 12c

Which one of the above activities was the primary reason you and your personal group visited Fort Union Trading Post NHS on this visit?

## Results

- Table 16 shows the primary reasons for visiting that both general and Rendezvous visitor groups identified.

Primary reason	General visitors	Rendezvous
	Number of times mentioned N=235 comments	visitors Number of times mentioned N=166 comments
Visiting reconstructed fort	115	14
Learning about Lewis and Clark Expedition history	26	3
Learning about history	22	3
Learning about fur trade history	17	5
Learning about American Indian history	8	3
Visiting Trade House	8	0
Attending Rendezvous special events	5	124
Obtaining NPS passport stamp	5	1
Painting/drawing/taking photographs	4	0
Viewing museum exhibits	4	0
Learning	3	0
Visiting a National Park Service site	3	1
Visiting Bourgeois House/visitor center	2	1
Purchasing items in Trade House	2	0
Attending living history programs	1	4
Shopping in park bookstore	0	1
Other	1	6

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Topics learned

### Question 16a

During your visit to Fort Union Trading Post NHS, did you and your personal group learn about the following topics?

#### Results

- As shown in Figure 41, the topics that general visitor groups learned were:
  - 96% Reconstructed fort
  - 94% Fur trade history
  - 89% American Indian history
  - 69% Lewis and Clark Expedition history
- The most common topics that Rendezvous visitor groups learned were:
  - 81% Fur trade history
  - 75% Reconstructed fort
  - 61% American Indian history
  - 41% Lewis and Clark Expedition history

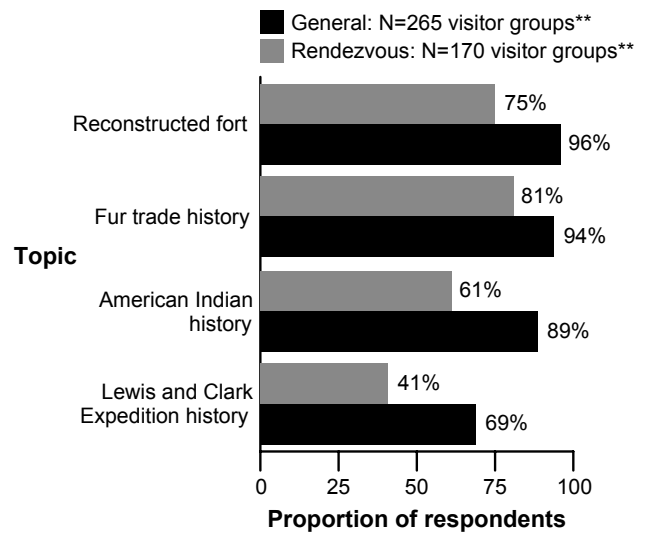


Figure 41: Topics learned on this visit

### Question 16b

Next, whether or not you learned about a topic on this visit, please indicate if you are interested in learning about each topic during a future visit to Fort Union Trading Post NHS.

#### Results

- As shown in Figure 42, topics that general visitor groups were interested in learning about on a future visit were:
  - 81% Lewis and Clark Expedition history
  - 81% American Indian history
  - 79% Fur trade history
  - 70% Reconstructed fort
- The topics that Rendezvous visitor groups were interested in learning on a future visit were:
  - 84% American Indian history
  - 81% Fur trade history
  - 76% Lewis and Clark Expedition history
  - 75% Reconstructed fort

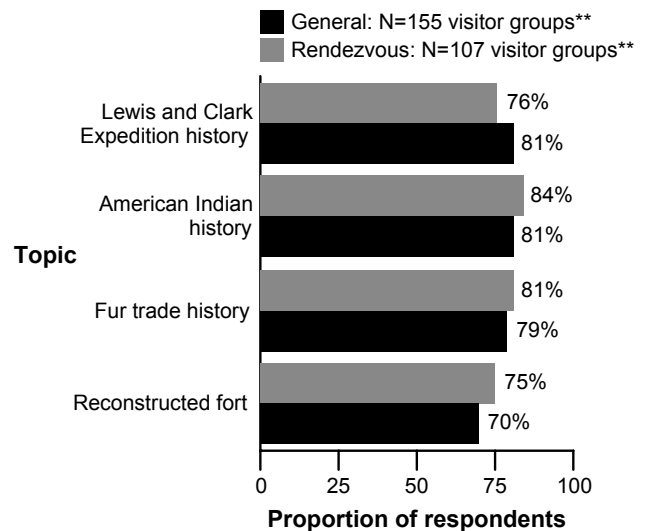


Figure 42: Topics to learn about on future visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 16c

Please list any additional topics you and your personal group are interested in learning about on a future visit to Fort Union Trading Post NHS. (open-ended)

## Results

- Tables 17a and 17b show the additional topics of interest for general and Rendezvous visitor groups.

---

**Table 17a: Additional topics of interest**

**General visitors**

N=54 comments

Topic	Number of times mentioned
Daily life at the fort	6
Additional living history	5
Early settlers/inhabitants	4
Natural history information	3
River history/changes	3
Fur trade	2
Lewis and Clark history	2
American Indian culture	1
American Indian history	1
American Indian influence	2
Rendezvous	2
River travel	2
Trade competitors	2
Buffalo history	1
Chief Joseph	1
Comments from early visitors	1
Current park information	1
Disease epidemics	1
Food preparation	1
French-Canadian/Metis influence in fur trade	1
Importance of history	1
In-depth fort information	1
Indian wives - more information	1
Medical history	1
Mosquitoes	1
Pets at the fort	1
Relations/links between forts	1
Surrounding area	1
Trading	1
Use of tools	1
Winter survival	1
Women at the fort	1

---

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

---

**Table 17b: Additional topics of interest  
Rendezvous visitors  
N=43 comments**

Topic	Number of times mentioned
Daily life at the fort	4
River travel	3
Activities in the area	2
American Indian culture	2
American Indian history information	2
Early settlers	2
Early settlers/inhabitants	2
Fur trade	2
Rendezvous	2
Women at the fort	2
Archeology	1
Black powder range	1
Blacksmithing	1
Blanket trade	1
Crow Flies High Camp history	1
Disease epidemics	1
Flintnapping	1
Food preparation	1
Indian Scouts	1
Lewis and Clark history	1
Muzzle loading	1
National holidays	1
Nature/bird watching tour	1
Period recipes	1
Pottery	1
Reenactment of epic events	1
Surrounding river systems	1
Survival	1
Tracking	1
Trading	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

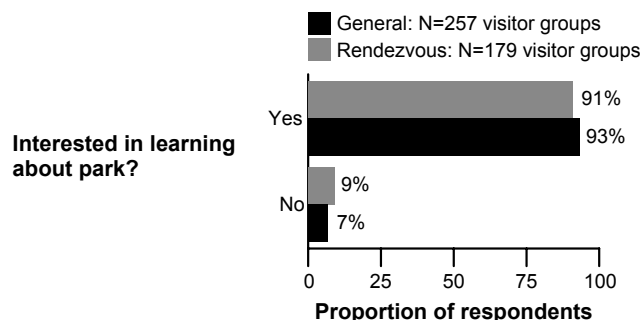
## Preferred methods of learning

### Question 17

On a future visit, how would you and your personal group prefer to learn about cultural and natural history/features of Fort Union Trading Post NHS?

### Results

- 93% of general visitor groups and 91% of Rendezvous visitor groups were interested in learning about park the (see Figure 43).



**Figure 43: Interest in learning about the park on a future visit**

- As shown in Figure 44, general visitor groups' most preferred methods of learning about the park on a future visit were:

72% Living history/costumed interpretive programs  
 69% Outdoor exhibits  
 66% Printed materials  
 66% Indoor exhibits

- Rendezvous visitor groups' most preferred methods of learning about the park on a future visit were:

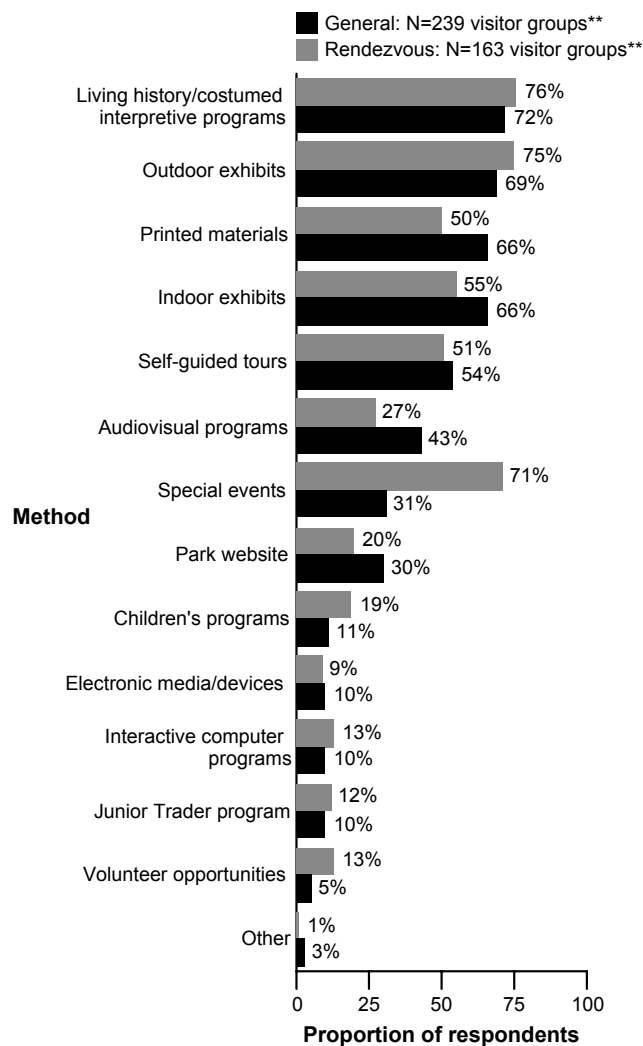
76% Living history/costumed interpretive programs  
 75% Outdoor exhibits  
 71% Special events  
 55% Indoor exhibits

- "Other" methods of learning preferred by general visitors (3%) included:

Rendezvous  
 Rebuild a bunk house  
 Boat rental/dock  
 Audio books  
 Ranger activities  
 Talk with staff  
 Last bell tours

- "Other" methods of learning preferred by Rendezvous visitors (1%) included:

Last bell tours, fantastic  
 Rendezvous



**Figure 44: Preferred methods of learning about the park on a future visit**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

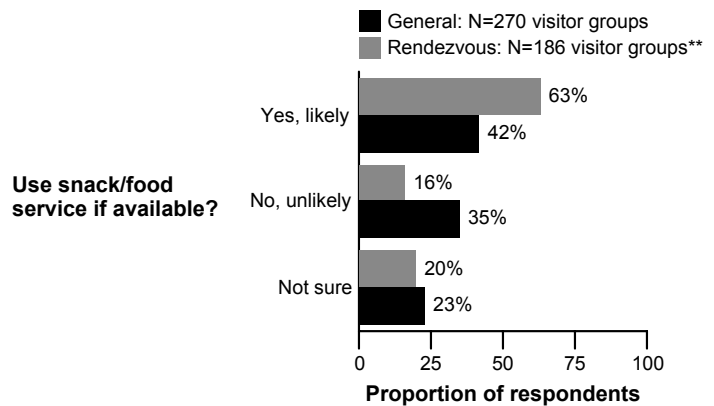
### Use of food service, if available

**Question 27**

If it were available in the park, would you and your personal group have used a snack/food service during your visit to Fort Union Trading Post NHS?

**Results**

- 42% of general visitor groups and 63% of Rendezvous visitor groups indicated they would have used a snack/food service if it were available in the park (see Figure 45).



**Figure 45: Use of food service, if available**

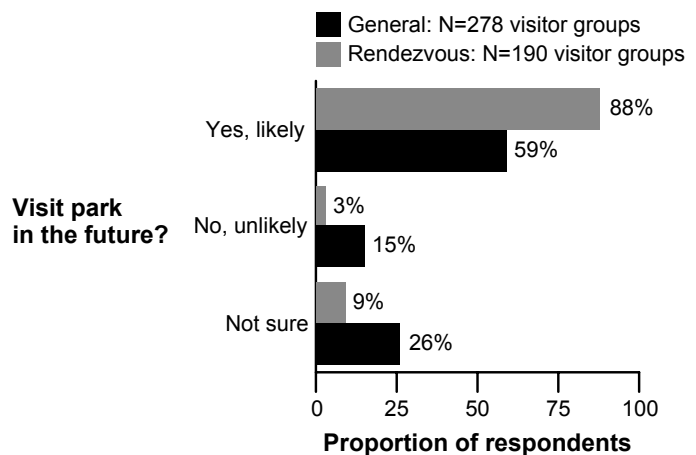
### Likelihood of future visit

**Question 28a**

Would you and your personal group visit Fort Union Trading Post NHS again in the future?

**Results**

- 59% of general visitor groups and 88% of Rendezvous visitor groups said they would likely return to visit the park again in the future (see Figure 46).



**Figure 46: Likelihood of future visit**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 28b

If NO, what would bring you and your personal group back again? (open-ended)

## Results

- See general visitors' and Rendezvous visitors' comments in Tables 18a and 18b below.

**Table 18a: Reasons to visit again**  
**General visitors**  
 N=45 comments

Comment	Number of times mentioned
Traveling through the area	9
Too far away	6
Friends/family visiting	4
Don't usually re-visit	3
More exhibits/artifacts	3
Special events/ceremonies	3
Gasoline prices	2
Nothing in particular	2
Rendezvous	2
Won't be traveling this way again	2
Another visit to ND	1
Another visit to Theodore Roosevelt National Park	1
Better hotels in Williston	1
Free tickets to ND	1
Hiking Maah Dooh Hey Trail	1
Living history exhibit	1
More demonstrations	1
More reconstruction	1
Too many other places to visit	1

**Table 18b: Reasons to visit again**  
**Rendezvous visitors**  
 N=6 comments  
 Interpret with **CAUTION!**

Comment	Number of times mentioned
Rendezvous	2
Traveling through the area	2
Better Rendezvous events	1
With other people	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Ratings of Visitor Services, Facilities, Elements, Attributes and Resources**

**Visitor services and facilities used**

**Question 14a**

Please indicate all of the visitor services and facilities that you or your personal group used at Fort Union Trading Post NHS during this visit.

**Results**

- As shown in Figure 47, the most commonly used visitor services and facilities by general visitor groups included:

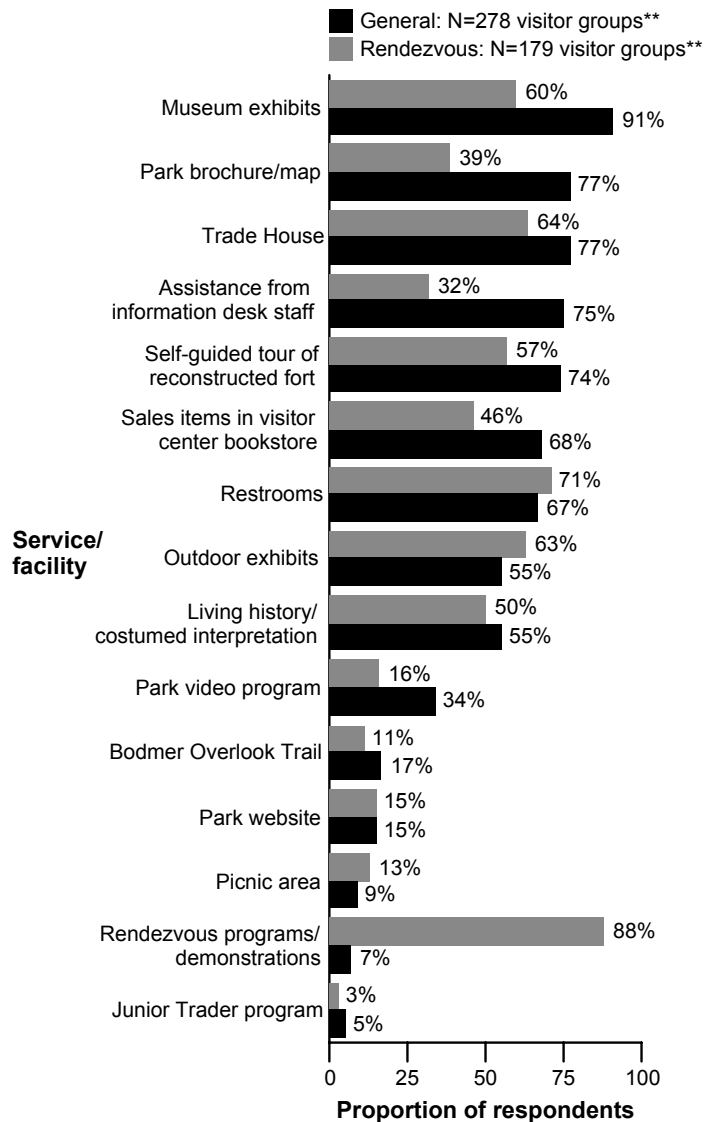
91% Museum exhibits  
 77% Park brochure/map  
 77% Trade House  
 75% Assistance from information desk staff

- The most commonly used visitor services and facilities by Rendezvous visitor groups included:

88% Rendezvous programs/demonstrations  
 71% Restrooms  
 64% Trade House  
 63% Outdoor exhibits

- The least used service/facility by both visitors groups was:

General visitors:  
 5% Junior Trader program  
 Rendezvous visitor groups  
 3% Junior Trader program



**Figure 47: Visitor services and facilities used**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Importance ratings of visitor services and facilities

**Question 14b**

Next for only the services and facilities that you or your personal group used, please rate their importance from 1 to 5.

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

**Results**

- Figure 48 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities.

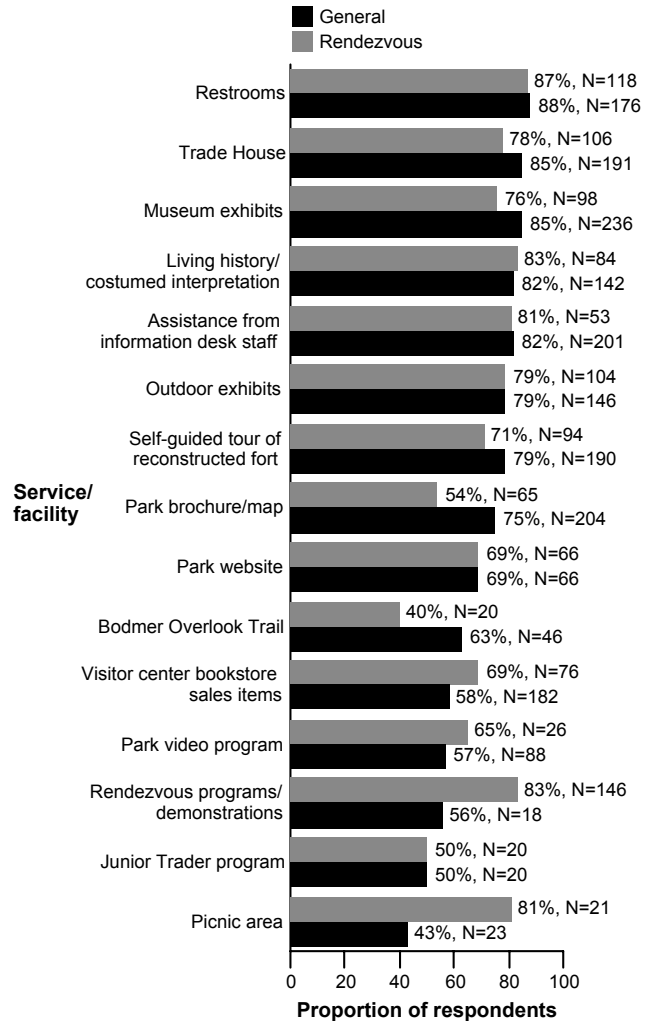
NOTE: Services/facilities with an “N” of less than 30 should be viewed with **CAUTION!** due to the small number of respondents.

- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings by general visitor groups were:

- 88% Restrooms
- 85% Trade House
- 85% Museum exhibits
- 82% Living history/costumed interpretation
- 82% Assistance from information desk staff

- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings by Rendezvous visitor groups were:

- 87% Restrooms
- 83% Living history/costumed interpretation
- 83% Rendezvous programs/demonstrations



**Figure 48: Combined proportions of “extremely important” and “very important” ratings**

- Figures 49 to 63 show the importance ratings for each service/facility.

- The services/facilities receiving the highest “not important” rating were:

General visitors  
3% Park website

Rendezvous visitors  
8% Park brochure/map

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

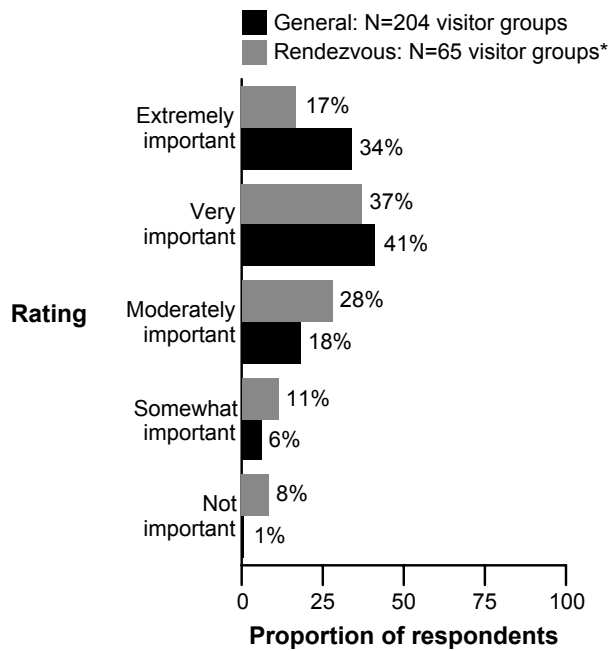


Figure 49: Importance of park brochure/map

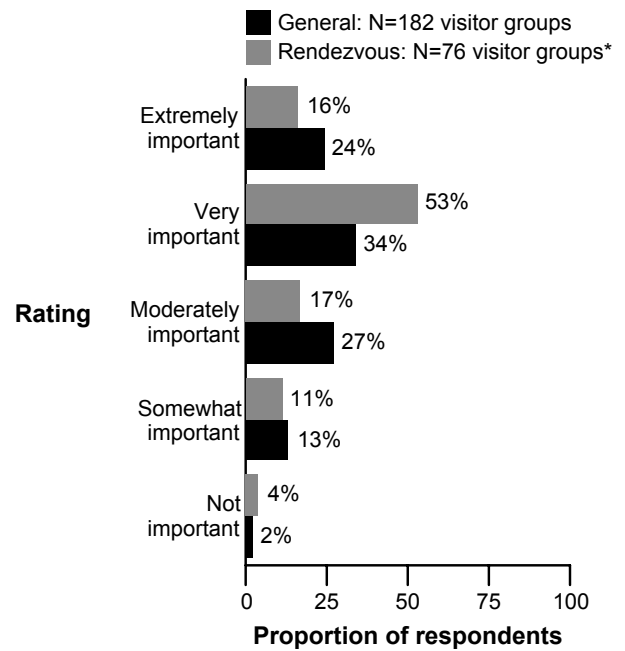


Figure 50: Importance of visitor center bookstore sales items (selection, price, quality, etc.)

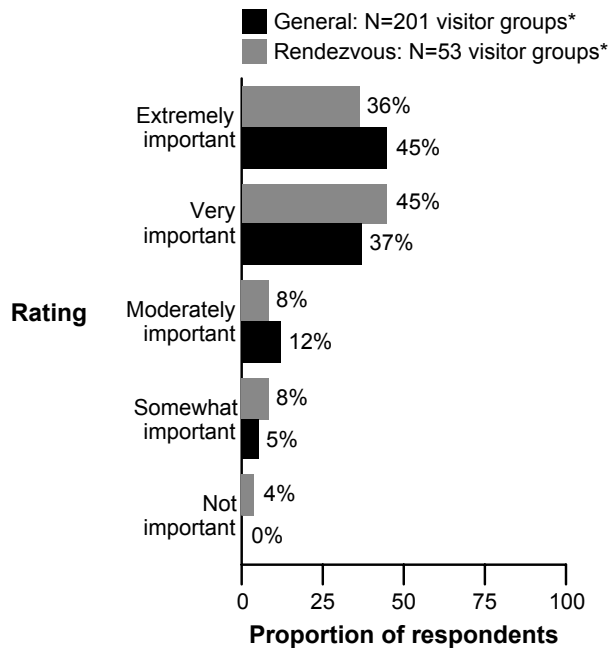


Figure 51: Importance of assistance from information desk staff

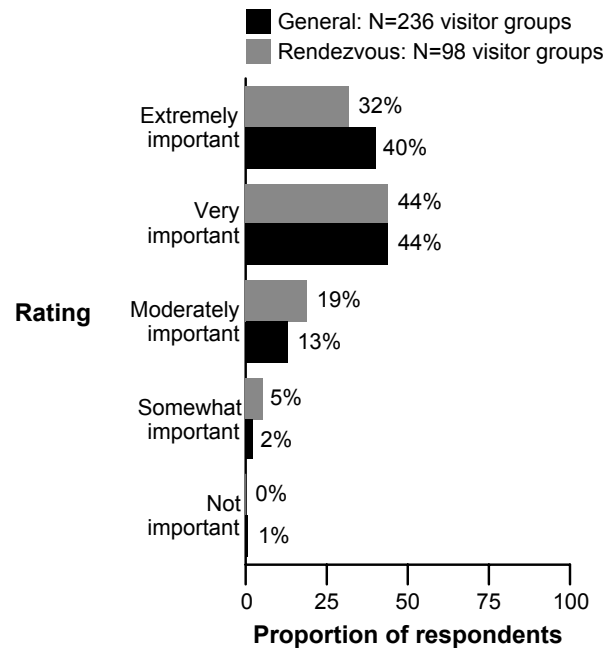


Figure 52: Importance of museum exhibits

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

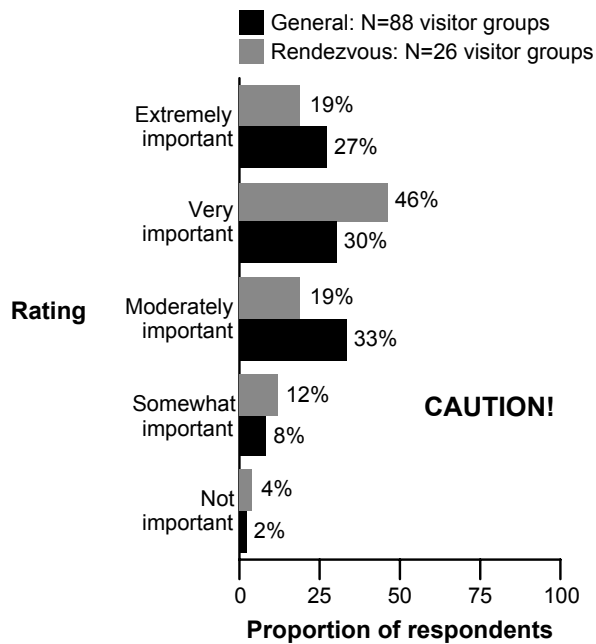


Figure 53: Importance of park video program

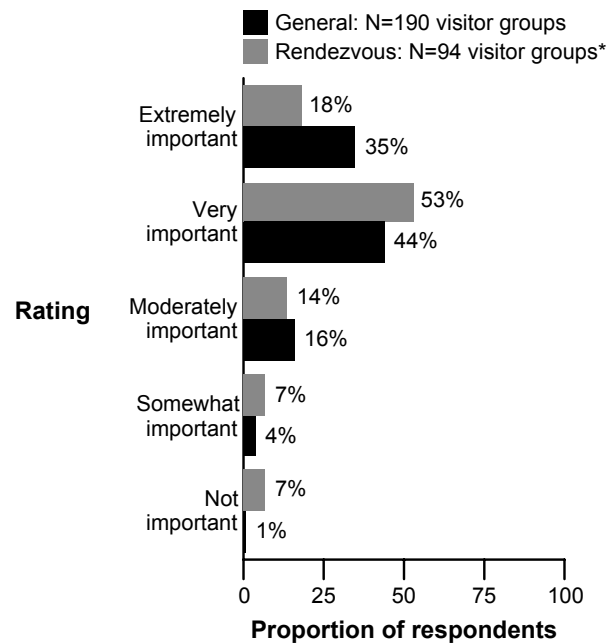


Figure 54: Importance of self-guided tour of reconstructed fort

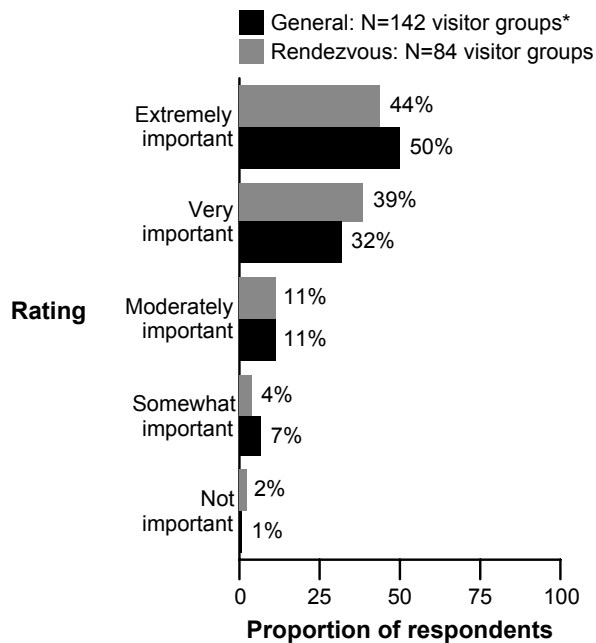


Figure 55: Importance of living history/costumed interpretation

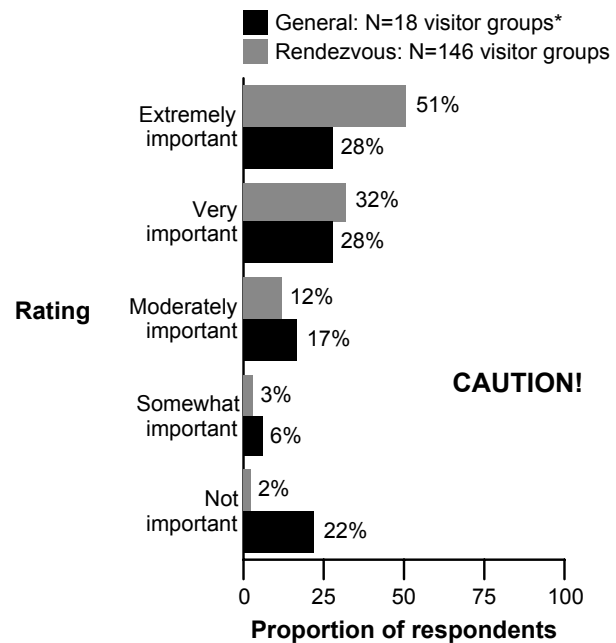


Figure 56: Importance of Rendezvous programs/demonstrations

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

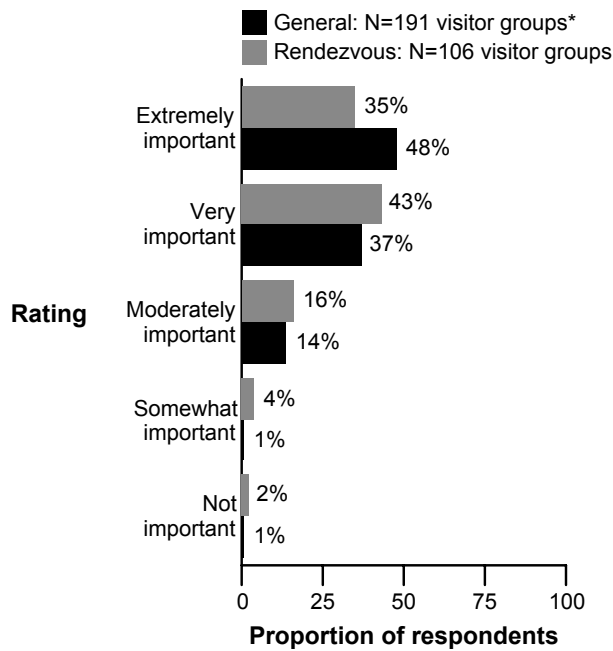


Figure 57: Importance of Trade House

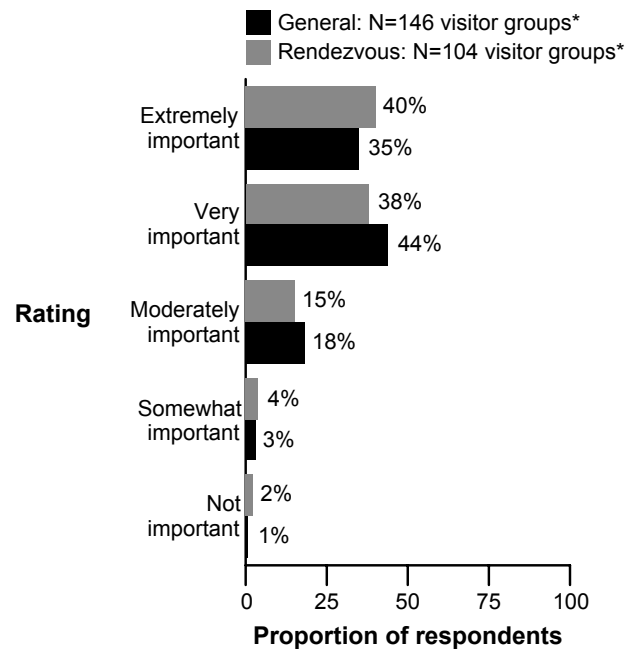


Figure 58: Importance of outdoor exhibits

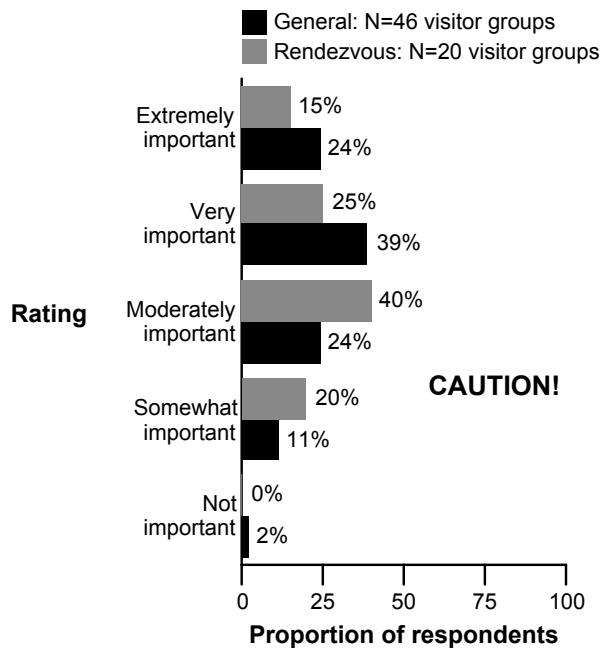


Figure 59: Importance of Bodmer Overlook Trail

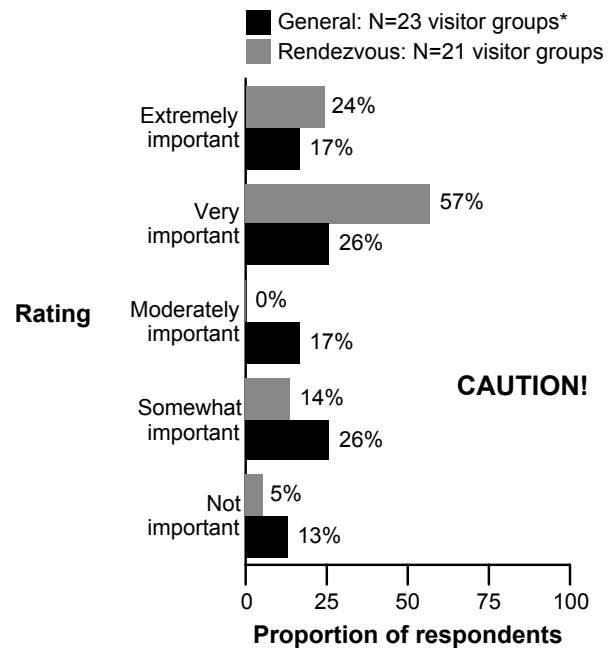


Figure 60: Importance of picnic area

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

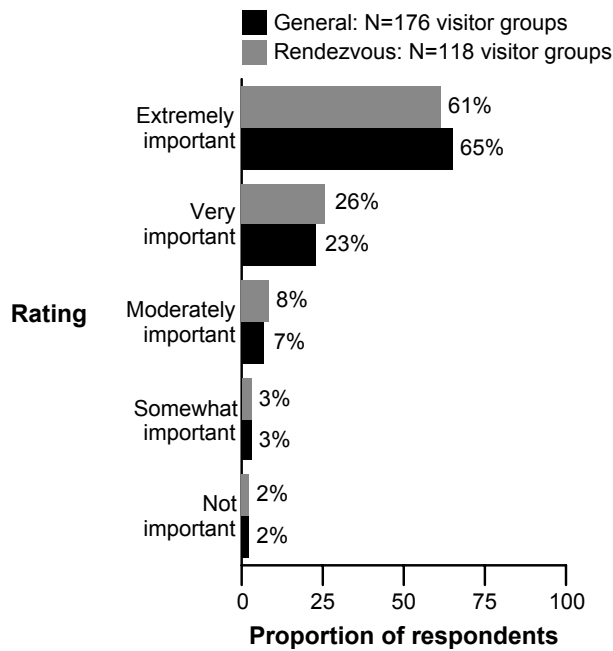


Figure 61: Importance of restrooms

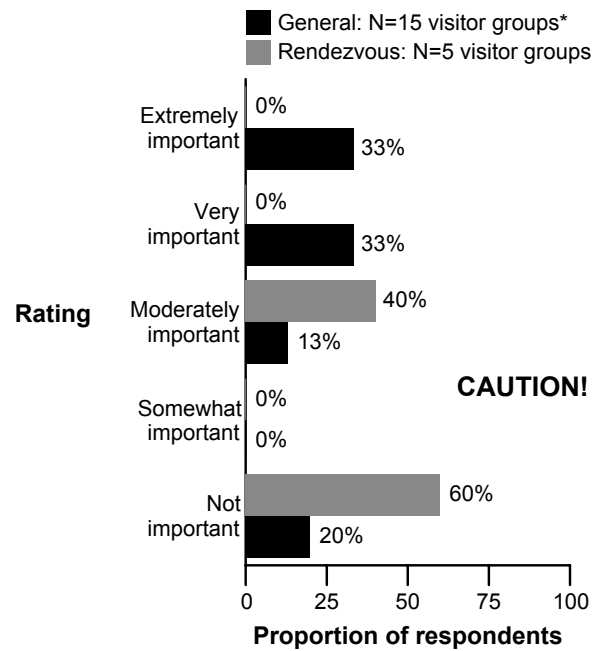


Figure 62: Importance of Junior Trader program

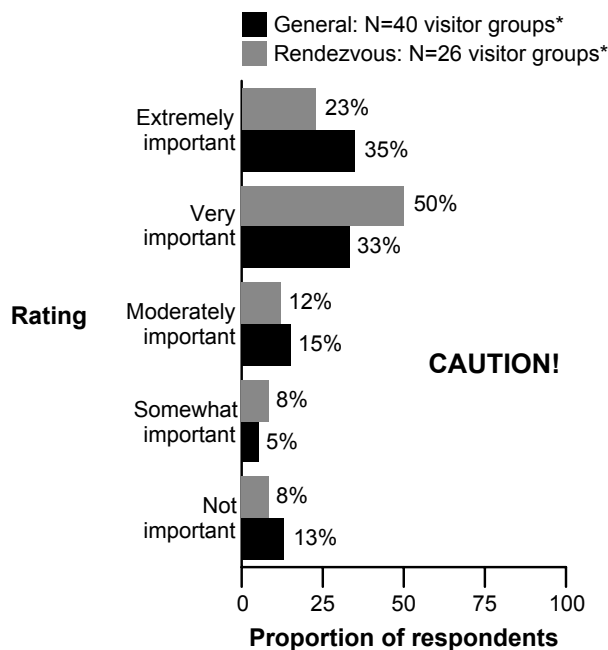


Figure 63: Importance of park website: [www.nps.gov/fous/](http://www.nps.gov/fous/) used before or during visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Quality ratings of visitor services and facilities

**Question 14c**

For only those services and facilities that you or your group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

**Results**

- Figure 64 shows the combined proportions of “very good” and “good” quality ratings for visitor services/facilities.

NOTE: Services/facilities with an “N” of less than 30 should be viewed with **CAUTION!** due to the small number of respondents.

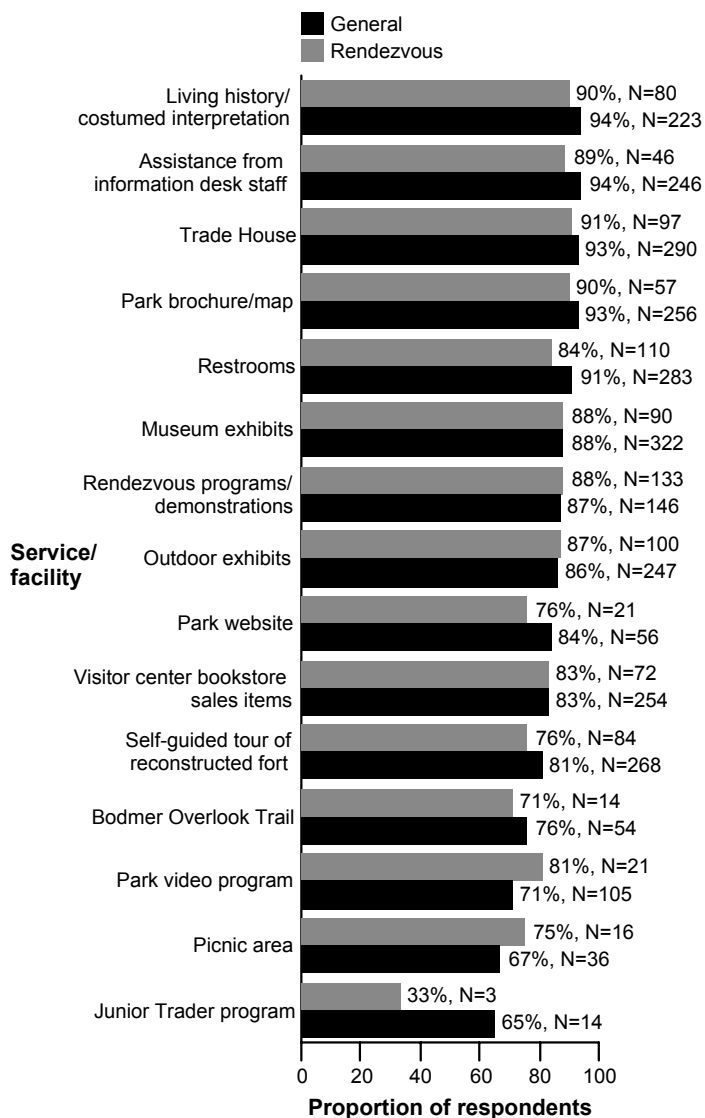
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings by general visitor groups were:

- 94% Living history/costumed interpretation
- 94% Assistance from information desk staff
- 93% Trade House
- 93% Park brochure/map
- 91% Restrooms

- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings by Rendezvous visitor groups were:

- 91% Trade House
- 90% Living history/costumed interpretation
- 90% Park brochure/map
- 89% Assistance from information desk staff

- Figures 65 to 79 show the quality ratings for each service/facility.



**Figure 64: Combined proportions of “very good” and “good” quality ratings**

- The service/facility receiving the highest “very poor” quality rating was:

General visitors  
4% Park video program

Rendezvous visitors  
3% Living history/costumed interpretation

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

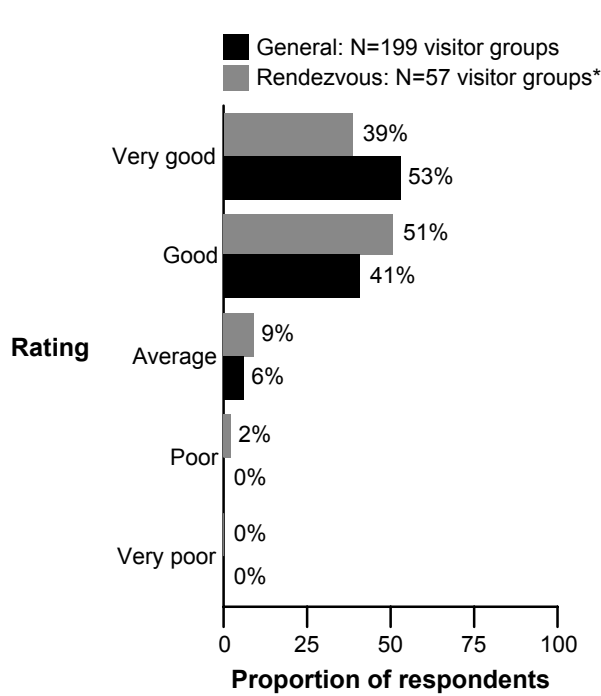


Figure 65: Quality of park brochure/map

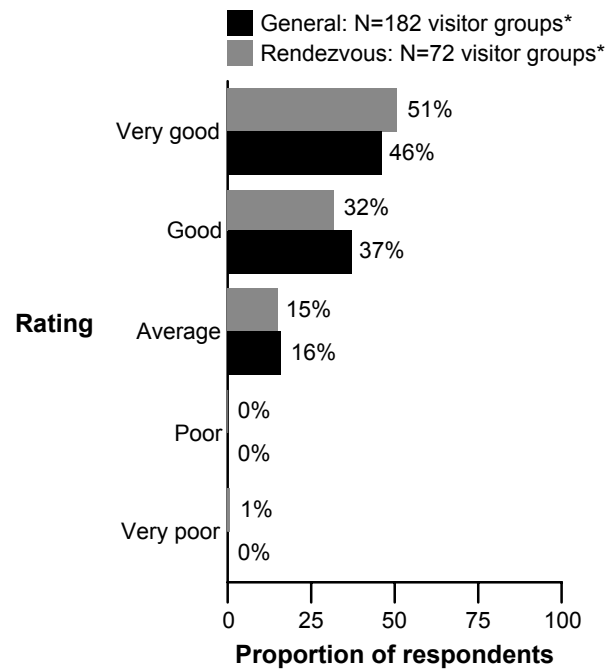


Figure 66: Quality of visitor center bookstore sales items (selection, price, quality, etc.)

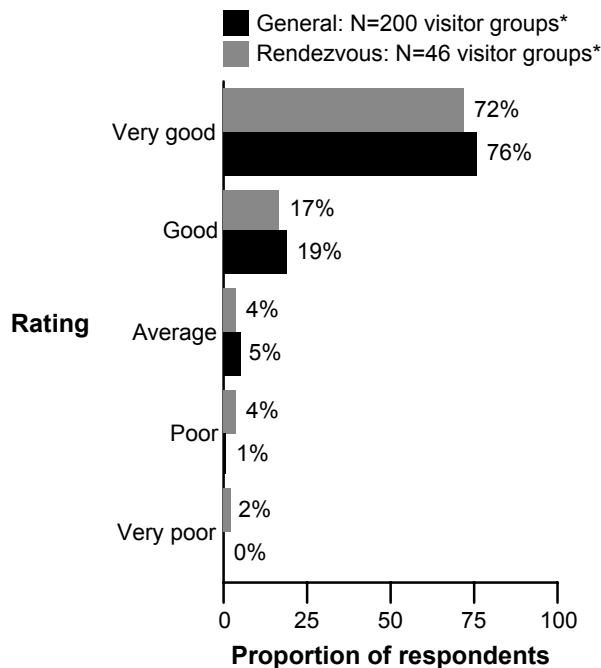


Figure 67: Quality of assistance from information desk staff

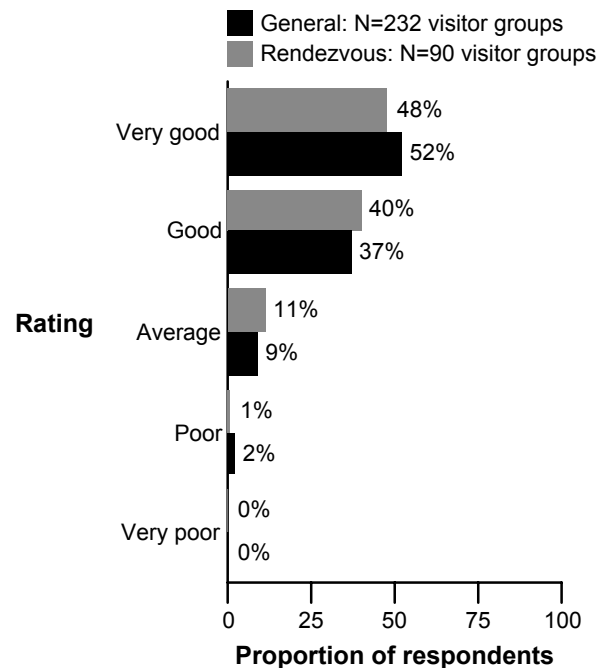


Figure 68: Quality of museum exhibits

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



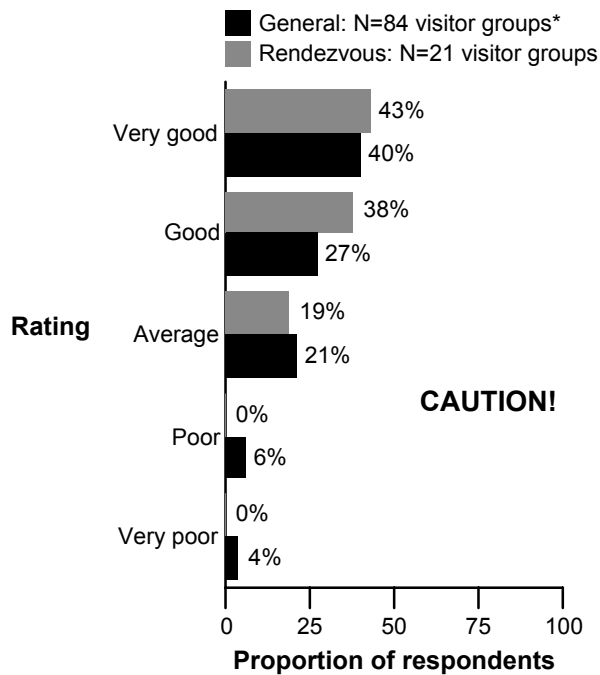


Figure 69: Quality of park video program

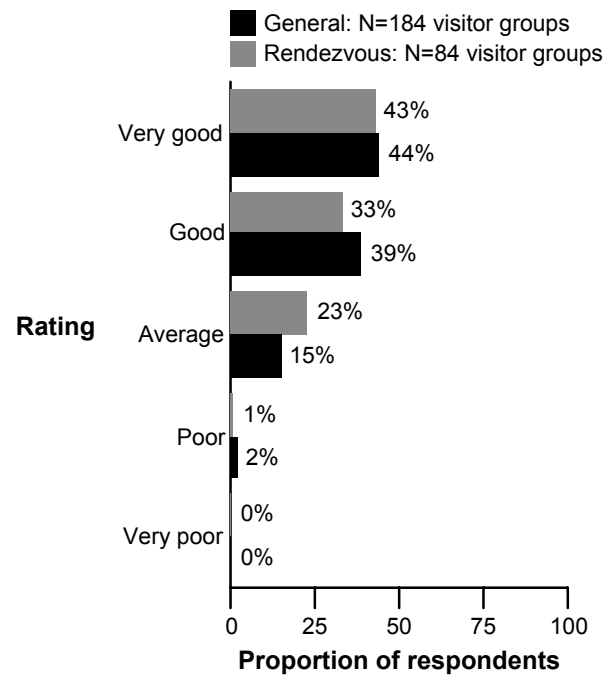


Figure 70: Quality of self-guided tour of reconstructed fort

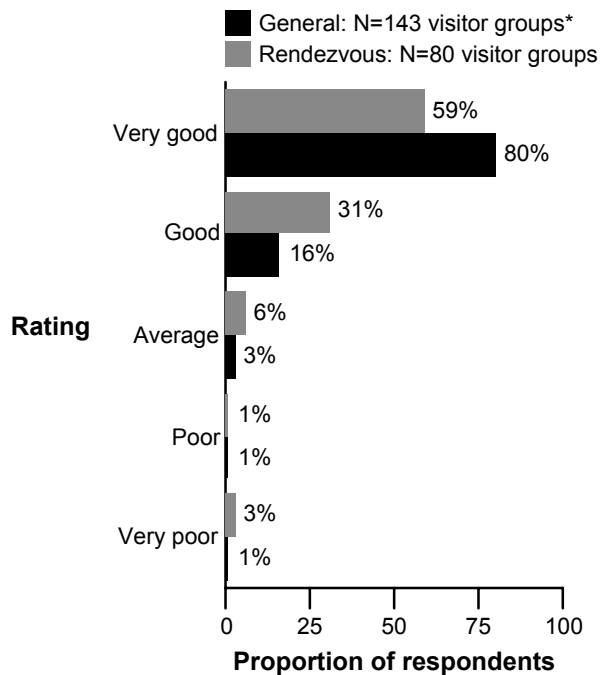


Figure 71: Quality of living history/costumed interpretation

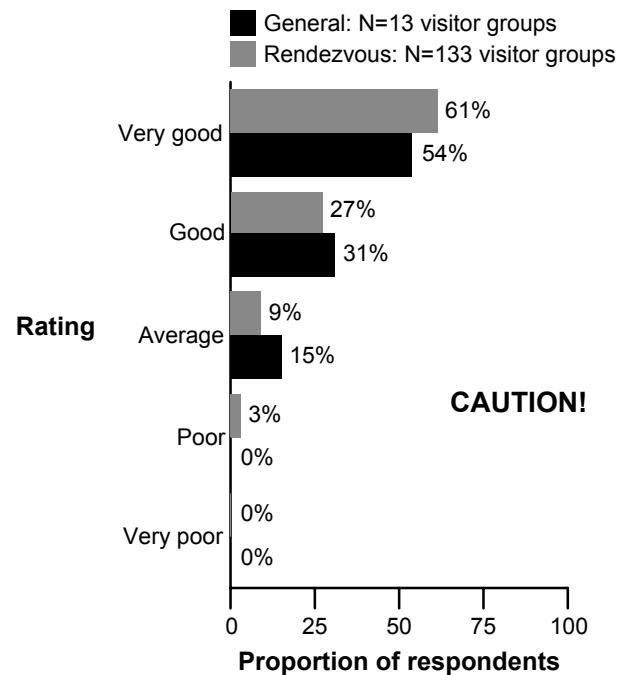


Figure 72: Quality of Rendezvous programs/demonstrations

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

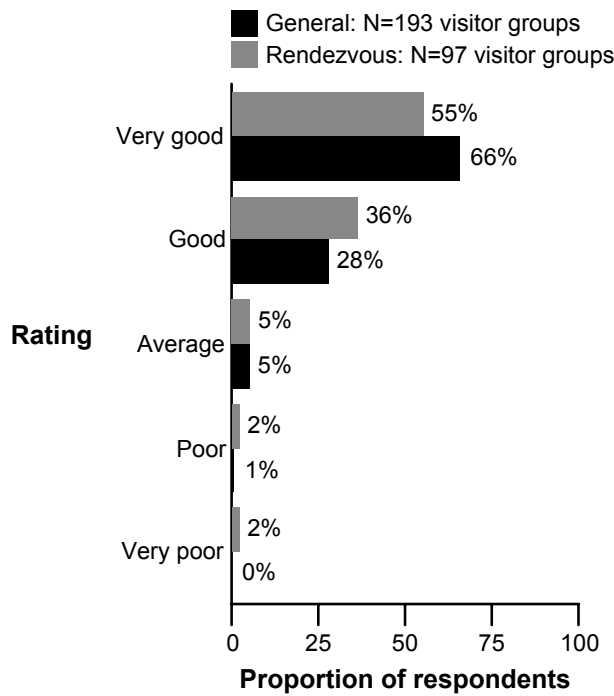


Figure 73: Quality of Trade House

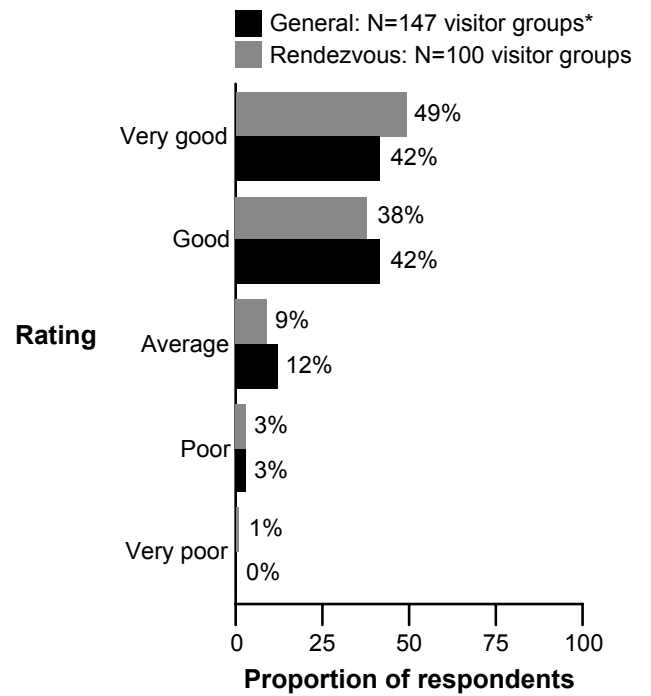


Figure 74: Quality of outdoor exhibits

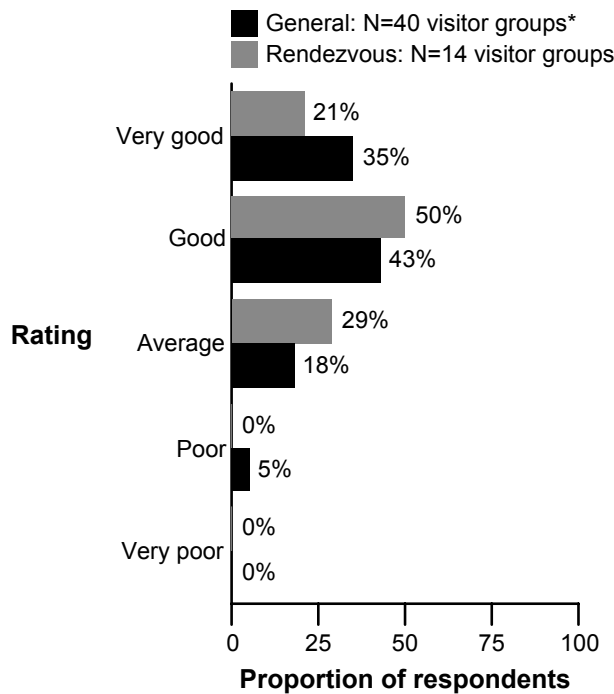


Figure 75: Quality of Bodmer Overlook Trail

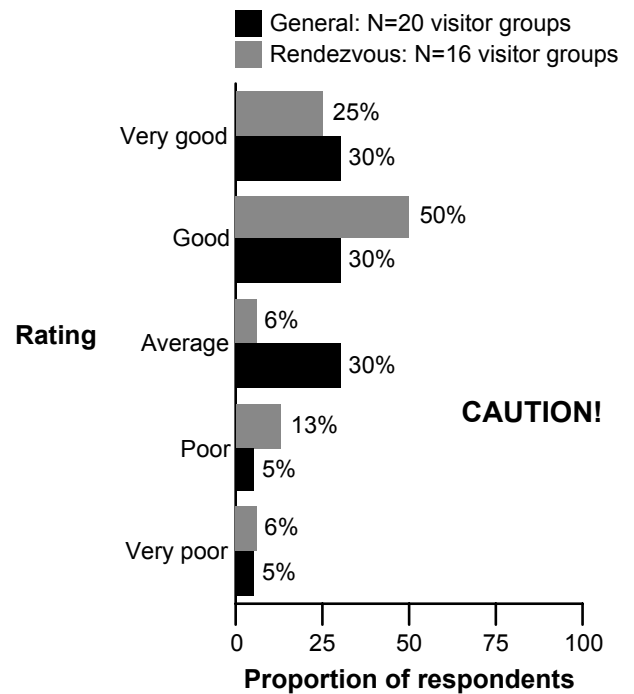


Figure 76: Quality of picnic area

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

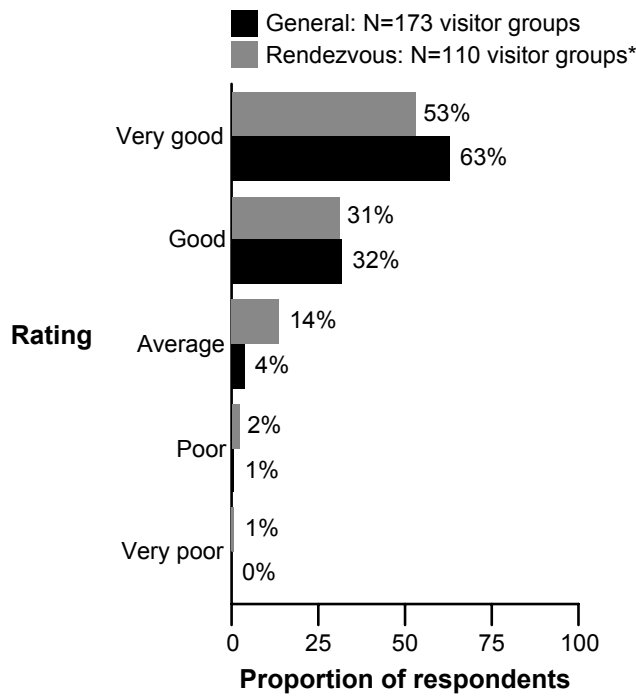


Figure 77: Quality of restrooms

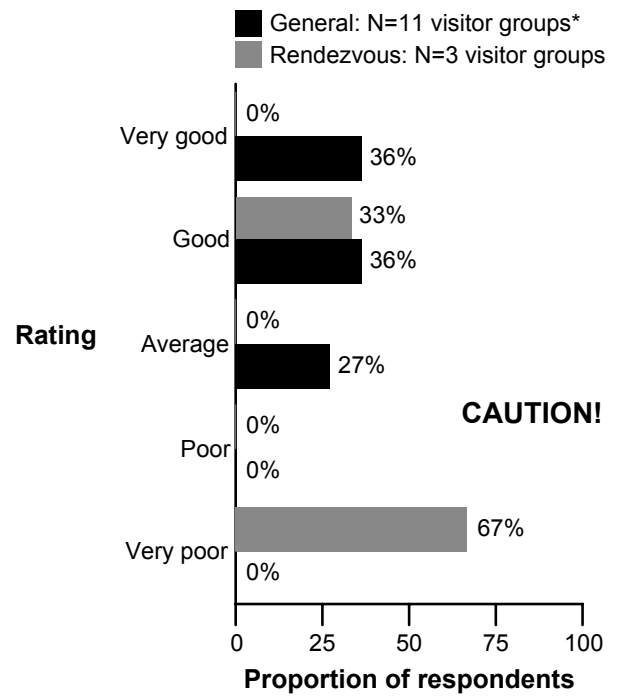


Figure 78: Quality of Junior Trader program

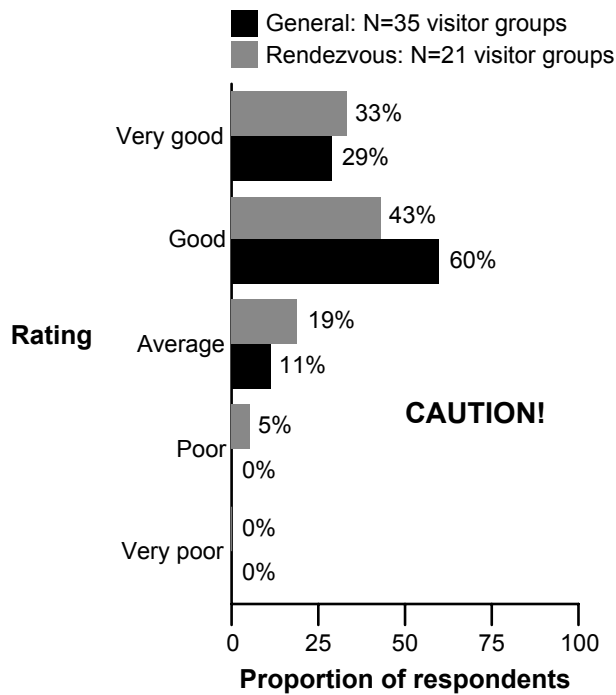


Figure 79: Quality of park website (used before or during visit)

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Question 21d

Do you have any comments about the above services/facilities? (open-ended)

## Results

- Tables 19a and 19b show a summary of general and Rendezvous visitors' comments.

**Table 19a: Comments on park services/facilities**  
**General visitors**  
 N=108 comments

Service/facility	Comment	Number of times mentioned
All services	Excellent	3
	Enjoyable	2
	Good	1
Area	Well-maintained	1
Bodmer Trail	Excellent views	1
	Lacking signage/explanation	1
	Overlook misplaced	1
Desk staff	Friendly, helpful	7
	Knowledgeable	3
	Excellent	1
Facilities	Clean, nice	3
	Spend more on artifacts, not buildings	1
Fire/smoke	Maintain for mosquito control	1
Fort	Well done	4
	Enjoyable	1
Golf carts for handicapped persons	Need more	1
Living history	Excellent	6
	Knowledgeable	5
	Well done	4
	Educational	3
	Enjoyable	2
	More frequent	2
	Closed	1
	Friendly, helpful	1
	Informative	1
Map	Distribute more widely	1
Map/guide	Excellent	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 19a: Comments on park services/facilities**  
**General visitors**  
 (continued)

Service/facility	Comment	Number of times mentioned
Museum exhibits	Expand	2
	Liked fur exhibit	2
	Well done	2
	Excellent	2
	Lacking quality	1
NPS personnel	Knowledgeable	7
	Friendly, helpful	5
	More accommodating	1
	More interpreters	1
	Uninformed regarding Bodmer Trail	1
Outdoor exhibits	Lacking signage/explanation	1
Park brochure	Informative	1
	Too short	1
Park video	Closed	1
	Eliminate it	1
	Too short	1
Parking	Expand	1
	More clearly-marked for elderly, handicapped	1
Rendezvous	Educational	1
Restrooms	Clean, nice	4
Trade House	Authentic	1
	Brought visitor	1
	Closed	1
	Friendly, helpful staff	1
	Well done	1
Visitor center	Clean	1
	Small	1
Visitor center sales area	More souvenirs	2
	Excellent	1
Water fountain	Nice, cold	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 19b: Comments on park services/facilities  
Rendezvous visitors  
N=63 comments**

Service/facility	Comment	Number of times mentioned
All services	Clean, nice	1
	Outstanding	1
Area	Well-maintained	1
Desk staff	Uninformed regarding demonstration	1
Food services	Need closer to fort	1
		1
Fort	Events schedule more prominent	1
	More reconstruction	1
Golf carts for handicapped persons	Helpful	1
		2
Gravel trail	Difficult for wheelchair	1
Junior Trade program	Not aware	1
Living history	Bad taste (Indian)	1
	Boring (drunk Canadian)	1
Map	Distribute more widely	1
Map/guide	Excellent	1
Museum exhibits	Educational	3
	Expand	3
Musicians	Mediocre	1
NPS personnel	Friendly, helpful	8
Outdoor exhibits	Lacking signage/explanation	1
Park website	Include a printable park guide	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 19b: Comments on park services/facilities  
Rendezvous visitors  
(continued)**

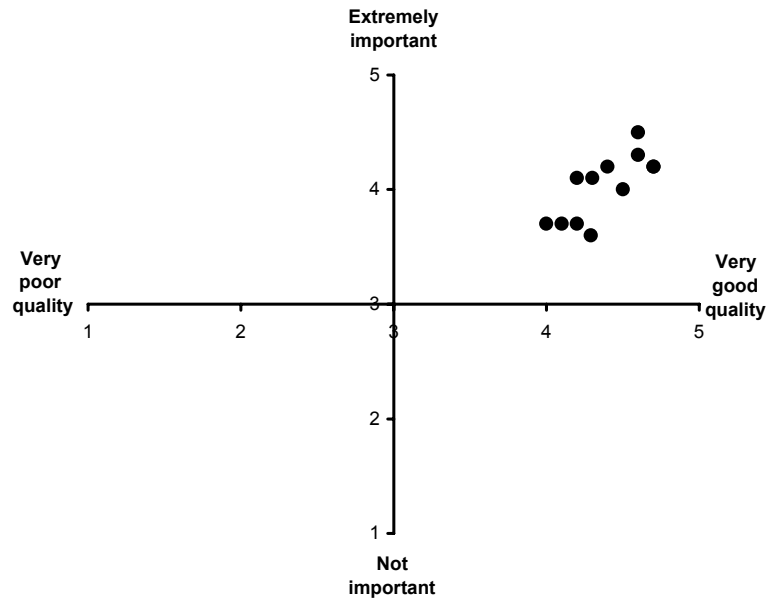
Service/facility	Comment	Number of times mentioned
Picnic tables	Need more	1
Picnic areas	Need more	1
	Too small, too few	1
Rendezvous	More frequent	2
	Educational	1
	No admission fee--nice	1
Rendezvous demonstrations	More frequent	1
Restrooms	Clean, nice	7
	Need more	3
	Maintenance needs	2
	Need directions to permanent facilities	1
	Improve accessibility	1
Trade House	Great tour guide	1
	Living history staff rude	1
	More information about sales items	1
Visitor center	Prices too high	1
Visitor center sales area	Add craft books	1
	More seating areas	1
	Update Native American books	1

\*total percentages do not equal 100 due to rounding

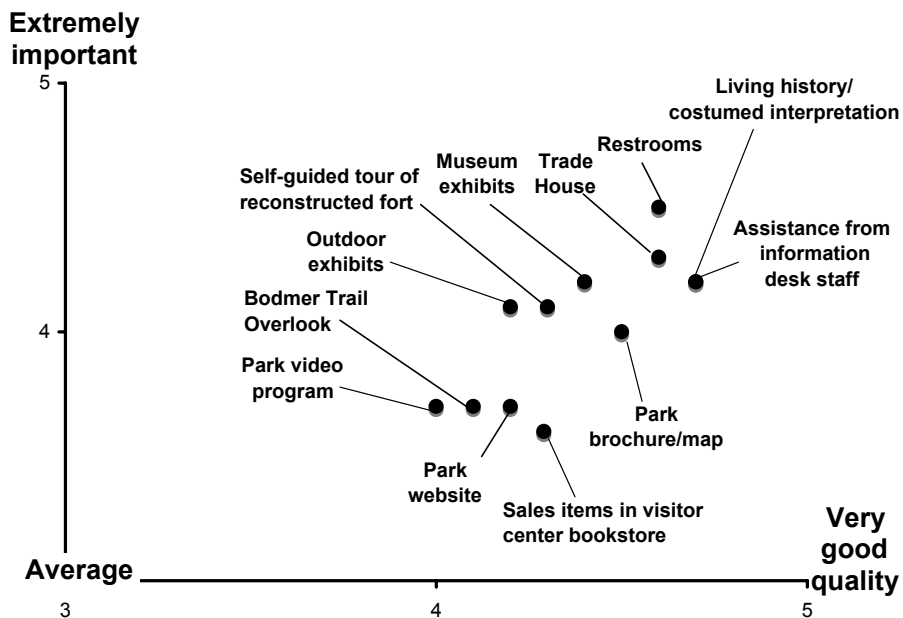
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Mean scores of importance and quality ratings – general visitors**

- Figures 80 and 81 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.



**Figure 80: Mean scores of importance and quality ratings for visitor services/facilities – general visitors**



**Figure 81: Detail of Figure 80**

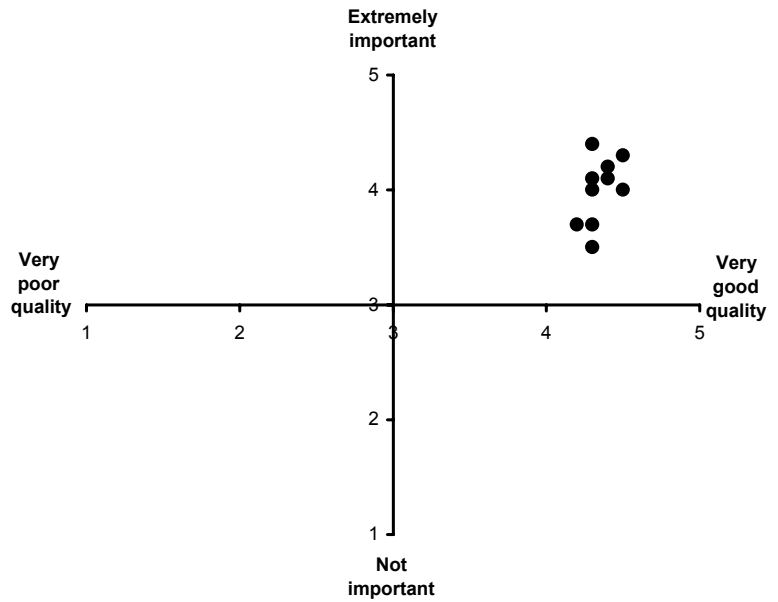
\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

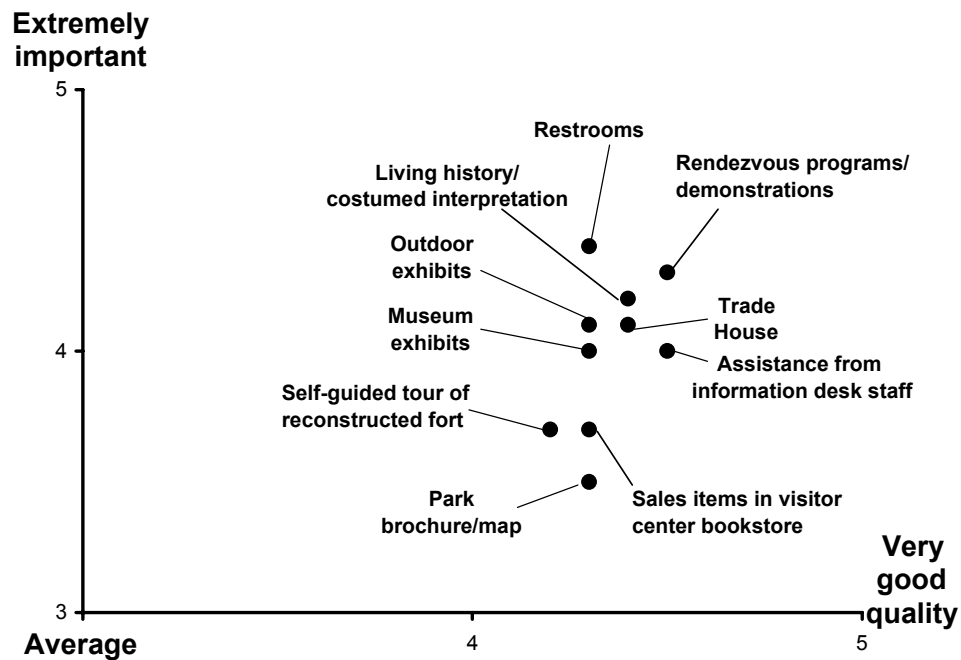


**Mean scores of importance and quality ratings – Rendezvous visitors**

- Figures 82 and 83 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.



**Figure 82: Mean scores of importance and quality ratings for visitor services/facilities – Rendezvous visitors**



**Figure 83: Detail of Figure 82**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Importance of protecting of park attributes/resources/experiences**

**Question 18**

It is the National Park Service's responsibility to protect Fort Union Trading Post NHS' natural and cultural resources/attributes and visitor experiences that depend on these. How important is protection of the following to you and your personal group?

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

**Results**

- As shown in Figure 84, the highest combined proportions of “extremely important” and “very important” ratings by general visitor groups included:

- 94% Archeological and historic sites
- 89% Clean water
- 91% Scenic views

- The highest combined proportions of “extremely important” and “very important” ratings by Rendezvous visitor groups included:

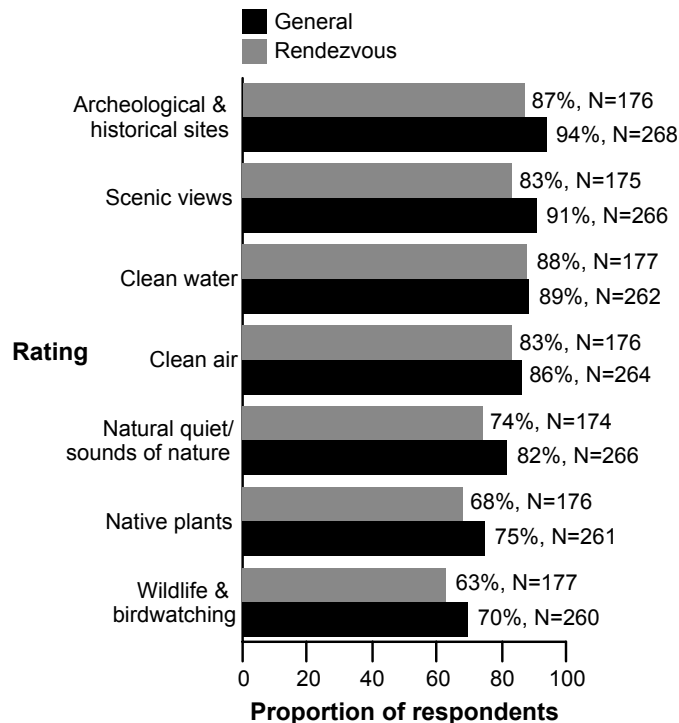
- 88% Clean water
- 87% Archeological and historic sites
- 83% Clean air
- 83% Scenic views

- The attributes/resources/experiences that received the highest “not important” rating were:

- General visitor groups
  - 2% Clean air
  - 2% Wildlife and bird watching

- Rendezvous visitor group:
  - 5% Clean water

- Tables 20a and 20b shows the importance ratings for natural and cultural/resources/attributes/experiences as rated by general and Rendezvous visitor groups.



**Figure 84: Combined visitor ratings of “extremely important” and “very important” for park attributes/resources/experiences**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Table 20a: Importance of protecting of park attributes/resources/experiences  
General visitors**

N=number of visitor groups who rated each attribute/ resource/experience;  
percentages may not equal 100 due to rounding.

Attribute/resource/experience	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Archeological & historic sites	268	65	29	4	2	<1
Wildlife & birdwatching	260	38	32	20	8	2
Native plants	261	37	38	18	5	1
Clean air	264	51	35	10	3	2
Clean water	262	55	34	9	2	1
Scenic views	266	54	37	8	1	<1
Natural quiet/sounds of nature	266	50	32	14	3	<1

**Table 20b: Importance of protecting of park attributes/resources/experiences  
Rendezvous visitors**

N=number of visitor groups who rated each attribute/ resource/experience;  
percentages may not equal 100 due to rounding.

Attribute/resource/experience	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Archeological & historic sites	176	47	40	7	5	1
Wildlife & bird watching	177	24	39	19	14	4
Native plants	176	28	40	19	10	2
Clean air	176	49	34	10	3	4
Clean water	177	53	35	5	2	5
Scenic views	175	48	35	13	2	2
Natural quiet/sounds of nature	174	44	30	18	6	3

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Expenditures**

**Total expenditures inside and outside Fort Union Trading Post NHS**

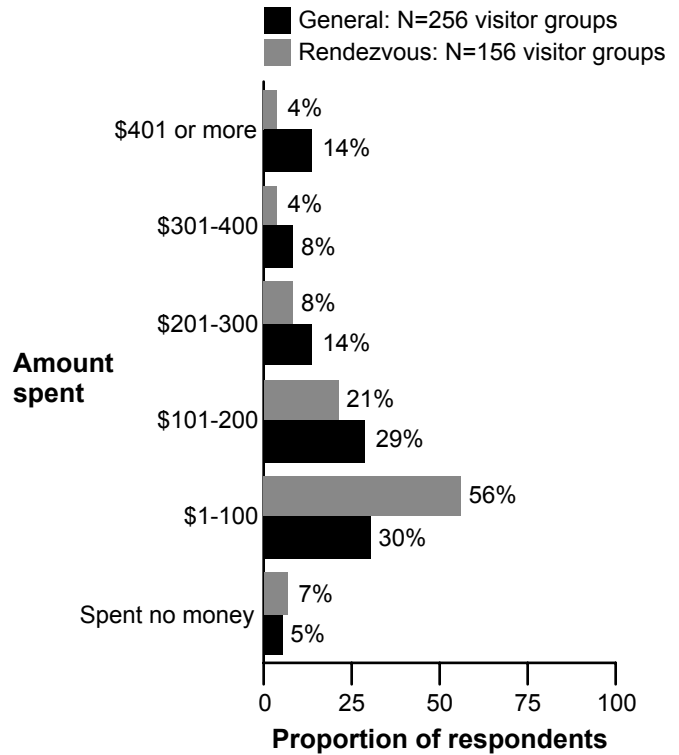
**Question 15**

For you and your personal group, please report all expenditures during this visit to Fort Union Trading Post NHS and the surrounding area (within 100 miles).

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Fort Union Trading Post NHS

**Results:**

- 30% of general visitor groups and 56% of Rendezvous visitor groups spent \$100 or less (see Figure 85).
- 43% of general visitor groups and 29% of Rendezvous visitor groups spent \$101 to \$300.
- 22% of general visitor groups and 8% of Rendezvous visitor groups spent \$301 or more.
- The average group expenditure was \$248 for general visitor groups and \$121 for Rendezvous visitor groups.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$150 for general visitor groups and \$66 Rendezvous visitor groups.
- Average total expenditure per person (per capita) was \$98 for general visitor groups and \$48 for Rendezvous visitors groups.



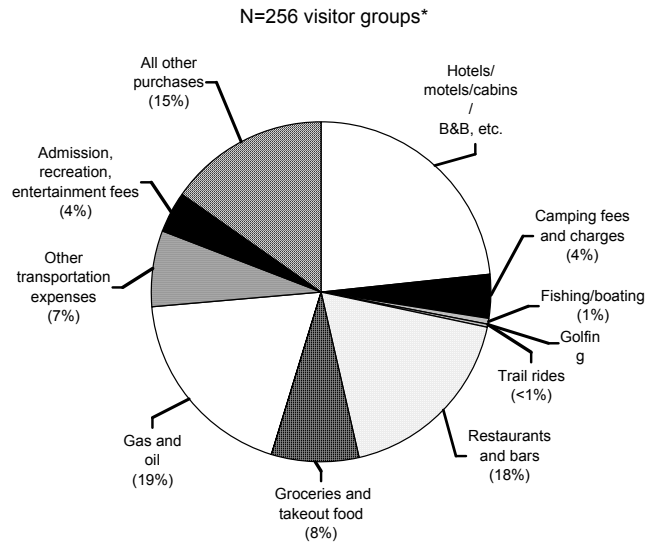
**Figure 85: Total expenditures in and outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

- As shown in Figure 86, the largest proportions of total expenditures inside and outside the park for general visitors groups were:

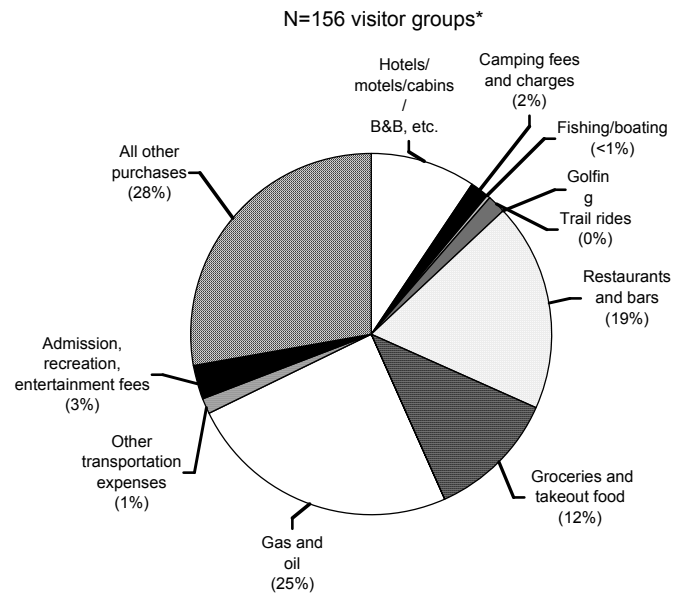
23% Lodge, hotel, motel, B&B, cabins  
 19% Gas and oil  
 18% Restaurants and bars



**Figure 86: Proportions of total expenditures in and outside of the park - general visitors**

- As shown in Figure 87, the largest proportions of total expenditures inside and outside the park for Rendezvous visitor groups were:

28% All other purchases  
 25% Gas and oil  
 19% Restaurants and bars



**Figure 87: Proportions of total expenditures in and outside of the park - Rendezvous visitors**

\*total percentages do not equal 100 due to rounding

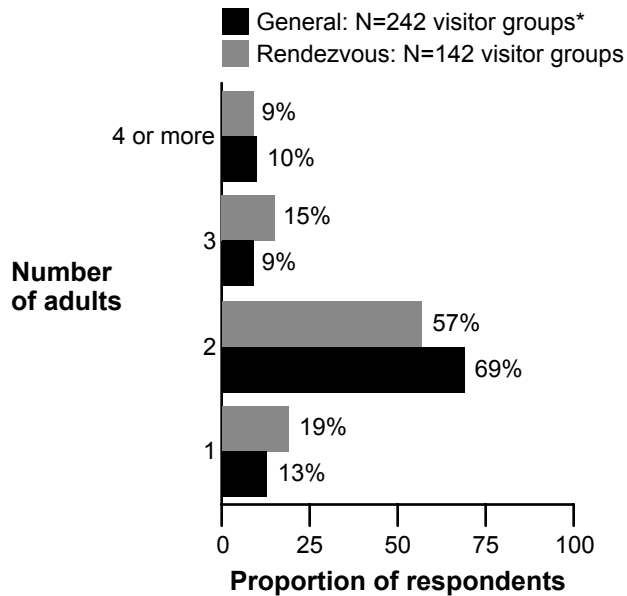
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Number of adults covered by expenditures**

Question 15c  
How many adults (18 years or older) do these expenses cover?

**Results**

- 69% of general visitor groups and 57% of Rendezvous visitor groups had two adults covered by expenditures (see Figure 88).
- 19% general visitor groups and 24% of Rendezvous visitor groups had three or more adults.
- 13% general visitor groups and 19% of Rendezvous visitor groups had one adult.



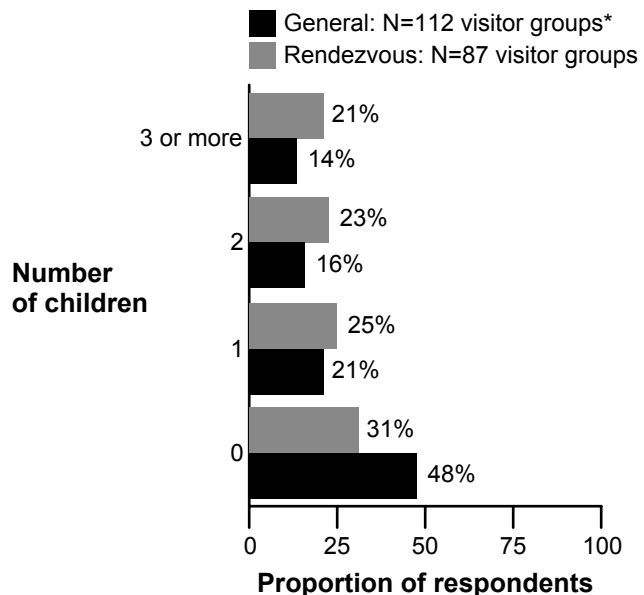
**Figure 88: Number of adults covered by expenditures**

**Number of children covered by expenditures**

Question 15c  
How many children (under 18 years) do these expenses cover?

**Results**

- 48% of general visitor groups and 31% of Rendezvous visitor groups had no children covered by expenditures (see Figure 89).
- 37% of general visitor groups and 48% of Rendezvous visitor groups had one or two children covered by expenditures.
- 14% of general visitor groups and 21% of Rendezvous visitor groups had three or more children covered by expenditures.



**Figure 89: Number of children covered by expenditures**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures inside the park

### Question 15a

Please list your group’s total expenditures inside Fort Union Trading Post NHS.

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Fort Union Trading Post NHS.

### Results

- The only category of expenditures in the park was “all other purchases,” so 100% of all in-park spending was in this category (see Figure 90).
- 56% of general visitor groups and 41% of Rendezvous visitor groups spent up to \$25 inside the park.
- 25% of general visitor groups and 35% of Rendezvous visitor groups spent \$26 or more.
- The average expenditure inside the park \$24 was for general visitors and \$35 for Rendezvous visitors.
- The median expenditure inside the park (50% of groups spent more and 50% of groups spent less) was \$15 for general visitors and \$18 for Rendezvous visitors.
- Average total expenditure per person (per capita) was \$11 for general visitors and \$14 for Rendezvous visitors.

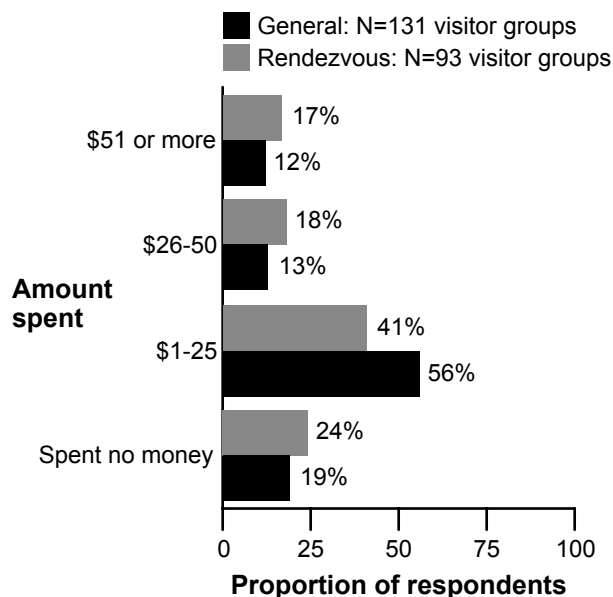


Figure 90: Total expenditures inside the park (all other purchases)

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Expenditures outside the park**

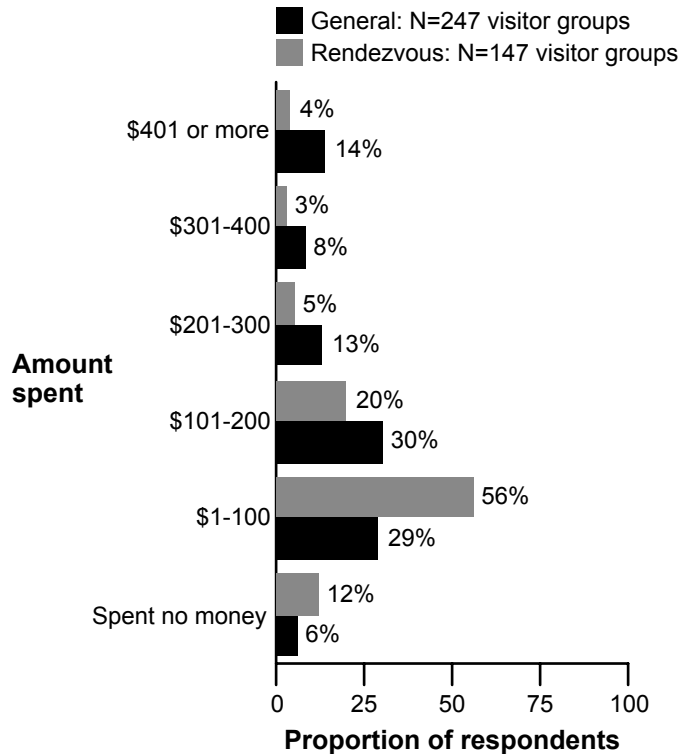
**Question 15b**

Please list your group’s total expenditures in the surrounding area outside the park (within 100 miles of Fort Union Trading Post NHS.)

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Fort Union Trading Post NHS.

**Results**

- 59% of general visitor groups and 76% of Rendezvous visitor groups spent up to \$200 in the park (see Figure 91).
- 35% of general visitor groups and 12% of Rendezvous visitor groups spent \$201 or more outside the park.
- The average visitor group expenditure outside the park was \$244 for general visitor groups and \$107 for Rendezvous visitor groups.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$145 for general visitor groups and \$60 for Rendezvous visitor groups.
- Average total expenditure per person (per capita) for general visitor groups was \$96 and \$41 for Rendezvous visitor groups.



**Figure 91: Total expenditures outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Results

- As shown in Figure 92, the largest proportion of total expenditures outside the park for general visitors was:

24% Lodge, hotel, motel, cabin, etc.  
 20% Gas and oil  
 19% Restaurants and bars

- As shown in Figure 93, the largest proportion of total expenditures outside the park for Rendezvous visitors was:

30% Gas and oil  
 23% Restaurants and bars  
 14% Groceries and take out food

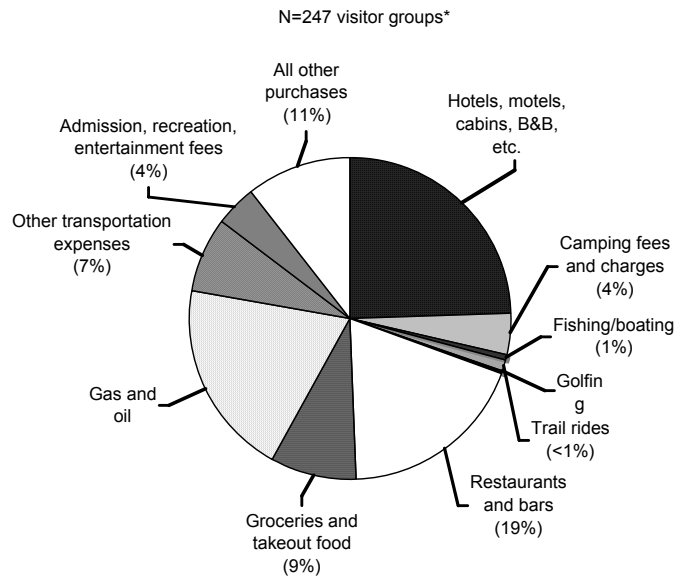


Figure 92: Proportions of total expenditures outside the park for general visitors

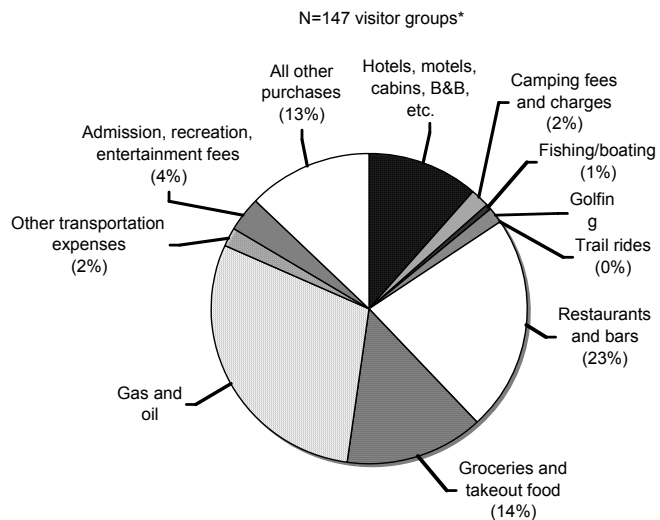


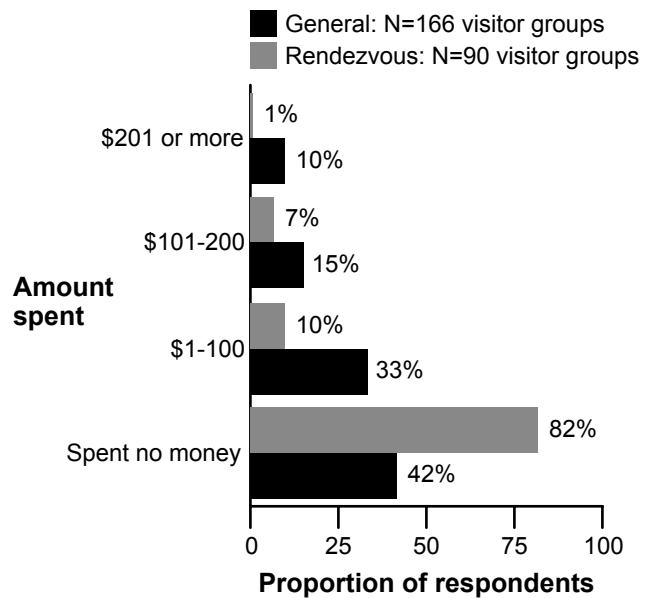
Figure 93: Proportions of total expenditures outside the park for Rendezvous visitors

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodge, hotel, motel, B&B, cabin. etc.

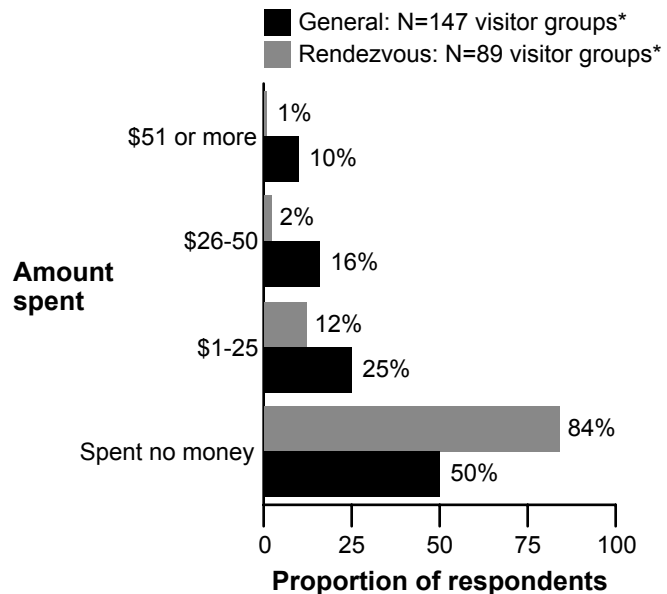
- 42% of general visitor groups and 82% of Rendezvous visitor groups did not spend any money on lodging outside the park (see Figure 94).
- 33% of general visitor groups and 10% of Rendezvous visitor groups spent \$1 to \$100.



**Figure 94: Expenditures for lodging outside the park**

Camping fees and charges

- 50% of general visitor groups and 84% of Rendezvous visitor groups did not spend any money on camping outside the park (see Figure 95).
- 41% of general visitor groups and 14% of Rendezvous visitor groups spent \$1 to \$50.



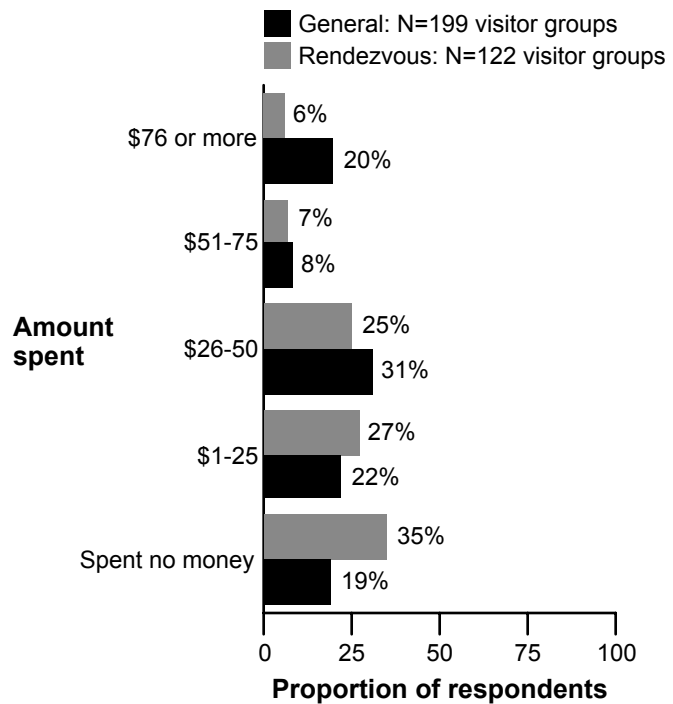
**Figure 95: Expenditures for camping fees and charges outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

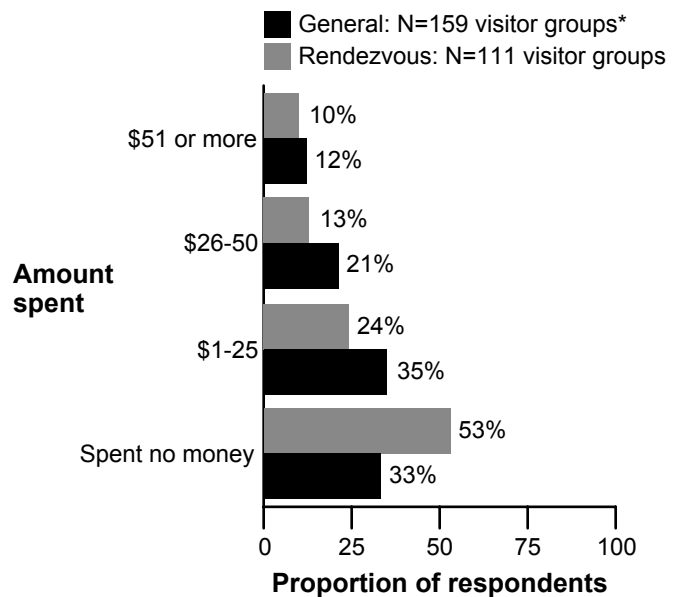
- 53% of general visitor groups and 52% of Rendezvous visitor groups spent \$1 to \$50 (see Figure 96).
- 28% of general visitor groups and 13% of Rendezvous visitor groups spent \$51 or more.
- 19% of general visitor groups and 35% of Rendezvous visitor groups did not spend any money on restaurants and bars outside the park.



**Figure 96: Expenditures for restaurants and bars outside the park**

Groceries and takeout food

- 56% of general visitor groups and 37% of Rendezvous visitor groups spent \$1 to \$50.
- 33% of general visitor groups and 53% of Rendezvous visitor groups did not spend any money on groceries and takeout food (see Figure 97).



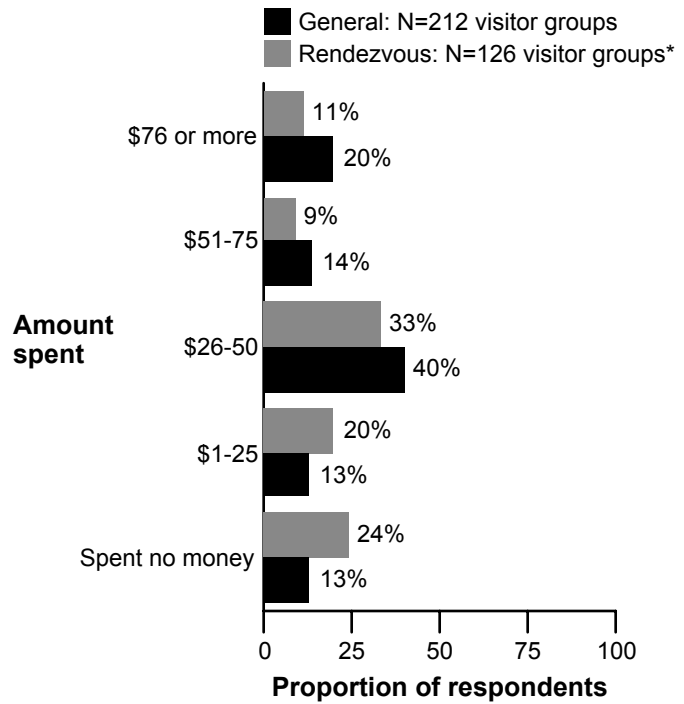
**Figure 97: Expenditures for groceries and takeout food outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Gas and oil

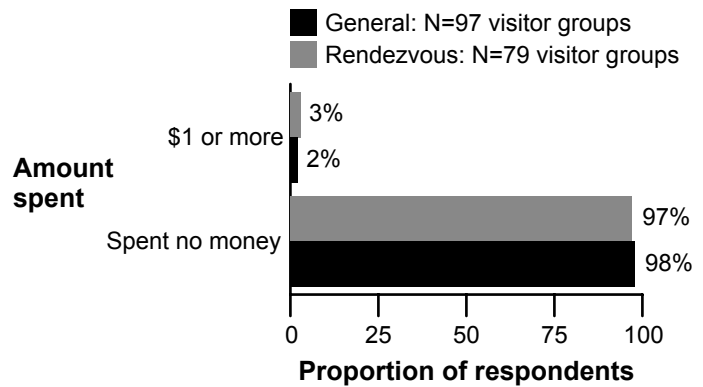
- 53% of general visitor groups and 48% of Rendezvous visitor groups spent \$1 to \$50 (see Figure 98).
- 13% of general visitor groups and 24% of Rendezvous visitor groups spent no money on gas and oil outside the park.



**Figure 98: Expenditures for gas and oil outside the park**

Fishing/boating

- 98% of general and 97% of Rendezvous visitor groups spent no money on fishing/boating outside the park (see Figure 99).



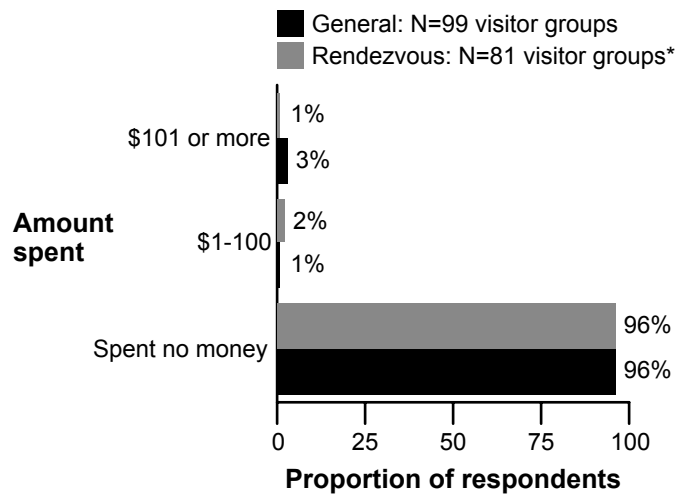
**Figure 99: Expenditures for fishing/boating outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Golfing

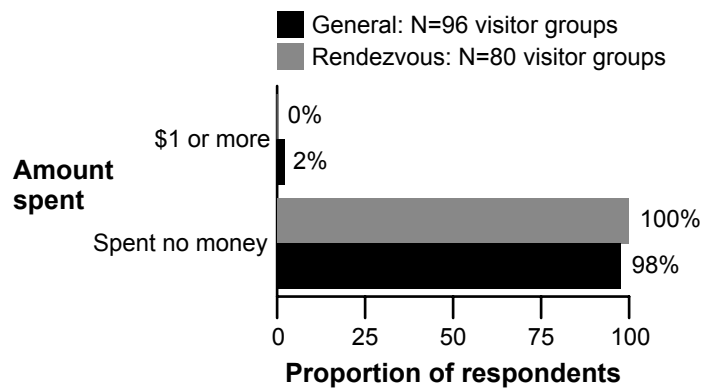
- 96% of both general and Rendezvous visitor groups spent no money on golfing outside the park (see Figure 100).



**Figure 100: Expenditures for golfing outside the park**

Trail rides

- 98% of general visitor groups and 100% of Rendezvous visitor groups spent no money on trail rides outside the park (see Figure 101).



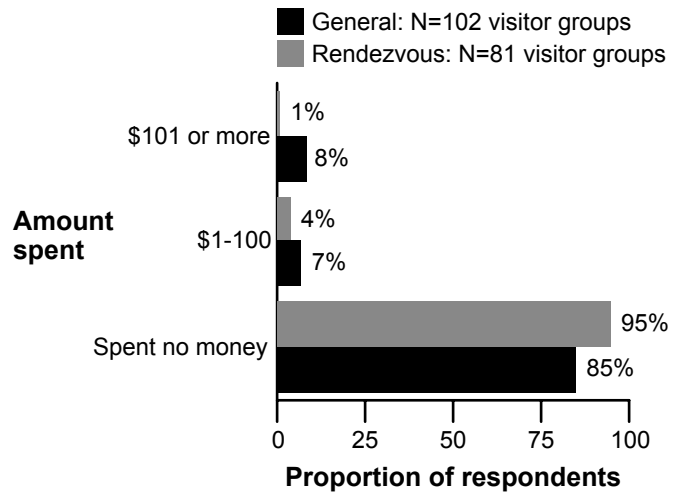
**Figure 101: Expenditures for trail rides outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Other transportation expenses

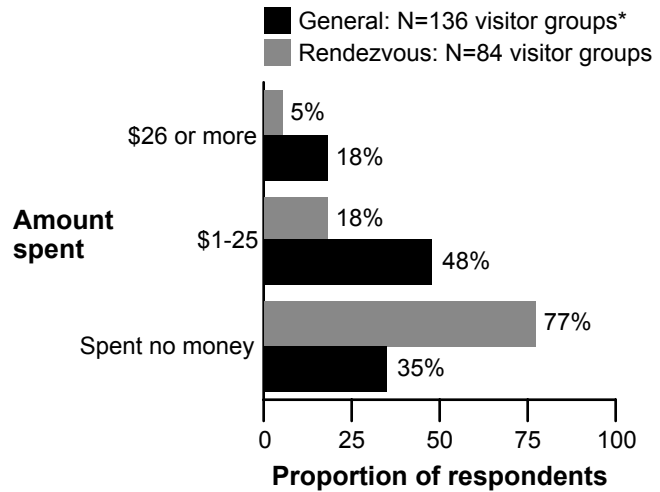
- 85% of general visitor groups and 95% of Rendezvous visitor groups spent no money on other transportation outside the park (see Figure 102).
- 7% of general visitor groups and 4% of Rendezvous visitor groups spent up to \$100.



**Figure 102: Expenditures for other transportation expenses outside the park**

Admission, recreation, and entertainment fees

- 35% of general visitor groups and 77% of Rendezvous visitor groups did not spend any money on admission, recreation and entertainment fees outside the park (see Figure 103).
- 48% of general visitor groups and 18% of Rendezvous visitor groups spent \$1 to \$25.



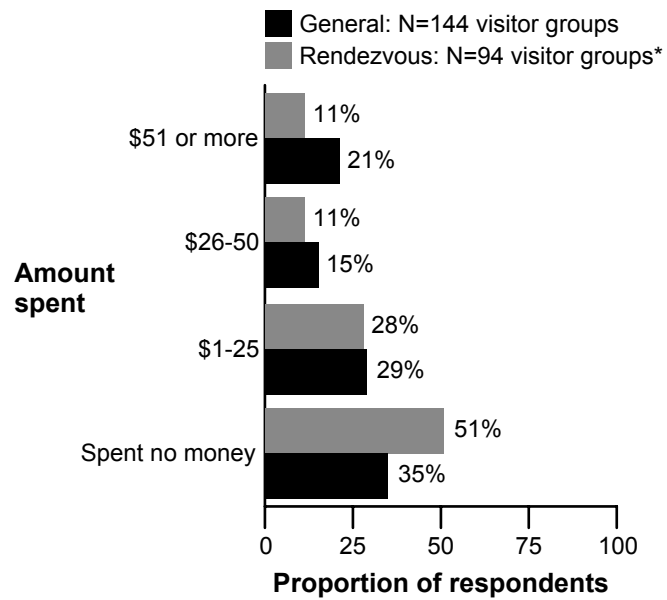
**Figure 103: Expenditures for admission/recreation fees outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

All other purchases (souvenirs, books, clothing, etc.)

- 35% of general visitor groups and 51% of Rendezvous visitor groups did not spend any money on “other” purchases outside the park (see Figure 104).
- 44% of general visitor groups and 39% of Rendezvous visitor groups spent \$1 to \$50.



**Figure 104: Expenditures for all other purchases outside the park**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

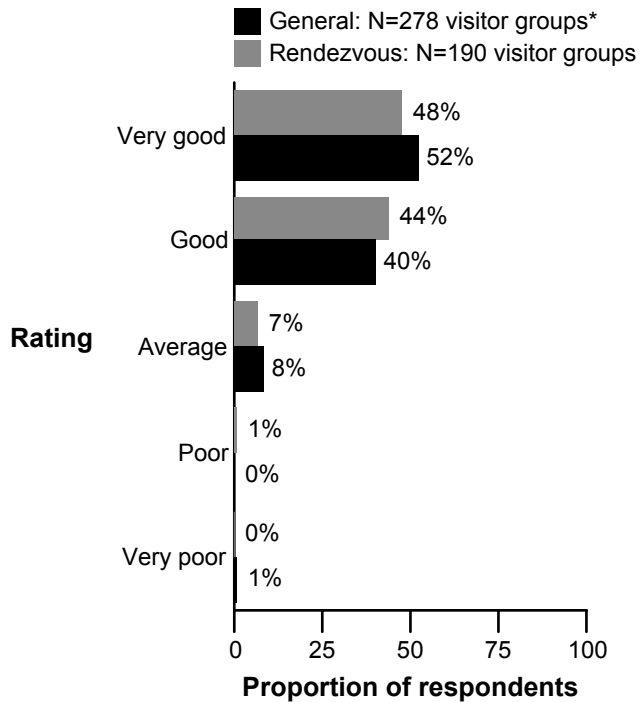
**Overall quality rating of visitor services/facilities**

**Question 33**

Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your group at Fort Union Trading Post NHS during this visit?

**Results**

- 92% of both general and Rendezvous visitor groups and rated the overall quality of visitor services, services, and recreational opportunities as “good” or “very good” (see Figure 105).
- 1% of both general and Rendezvous visitor groups rated the quality as “very poor” or “poor.”



**Figure 105: Overall quality rating of visitor services, facilities and recreational opportunities**

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



<b>Visitor Comments</b>
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**What visitors liked most**


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## Question 29a

What did you and your personal group like most about your visit to Fort Union Trading Post NHS? (open-ended)

## Results

- 93% of general visitor groups (N=263) and 88% of Rendezvous visitor groups (N=169) responded to this question.
- Tables 21a and 21b show a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

---

**Table 21a: What visitors liked most**

**General visitors**

N=336 comments;

some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Friendly, helpful staff	14
Interaction with staff	7
Knowledgeable staff	7
Quality of staff	3
Rangers	3
Excellent staff	2
Interpreters	2
Friendly staff	2
Other comments	2
<b>INTERPRETIVE SERVICES</b>	
Living history	56
History	32
Exhibits	11
Interpretive programs	8
Fur exhibit	6
Authenticity	5
Bookstore	4
Historical context	4
Information	4
Learning about fur trade	4
Learning history	4
Self-guided tour	4
Artifacts	3
Education	3
Educational programs	3
Fur trade history	3
History of fort	3
Museum exhibits	3
Tour of fort	3
Traders	3

---

**Table 21a: What visitors liked most**  
**General visitors**  
 (continued)

Comment	Number of times mentioned
<b>INTERPRETIVE SERVICES</b> (continued)	
American Indian history	2
Other comments	10
<b>FACILITIES/MAINTENANCE</b>	
Reconstructed fort	35
Trade House	16
Authentic reconstruction	4
Cleanliness	3
Historic preservation	3
Well maintained	3
Bodmer Trail	2
Buildings	2
Reconstruction process	2
Visitor center	2
Other comments	3
<b>POLICY/MANAGEMENT</b>	
Comment	1
<b>RESOURCE MANAGEMENT</b>	
Rabbits	7
<b>GENERAL COMMENTS</b>	
Everything	13
Scenery/view	5
Peaceful setting	4
Beauty	3
Interesting	2
Other comments	6

**Table 21b: What visitors liked most  
Rendezvous visitors**  
N=211 comments;  
some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Traders	8
Friendly, helpful staff	3
Interaction with staff	3
Interpreters	3
Other comments	3
<b>INTERPRETIVE SERVICES</b>	
Rendezvous	42
Living history	28
Demonstrations	11
History	10
Blacksmith demonstration	5
Traders Row	5
Bagpipes	4
Exhibits	4
Interpretive programs	4
Special event	4
Traders	4
Fur trade history	3
Museum exhibits	3
Beaver skinning demonstration	2
Bookstore	2
American Indian history	2
Pottery making	2
Tour of fort	2
Other comments	9
<b>FACILITIES/MAINTENANCE</b>	
The fort	9
Trade House	5
Other comments	5
<b>RESOURCE MANAGEMENT</b>	
Comments	2
<b>GENERAL COMMENTS</b>	
Everything	8
Scenery/view	4
Enjoyable visit	3
Remoteness	2
Other comments	7

## What visitors liked least

### Question 29b

What did you and your group like least about your visit to Fort Union Trading Post NHS? (open-ended)

### Results

- 70% of general visitor groups (N=197) and 67% of Rendezvous visitor groups (N=129) responded to this question.
- Tables 22a and 22b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 22a: What visitors liked least**  
**General visitors**  
 N=200 comments;  
 some visitor groups made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Other comments	4
<b>INTERPRETIVE SERVICES</b>	
Lack of activities	5
Too few living history interpreters	3
History	2
No introductory video	2
Video	2
Video too short	2
Other comments	14
<b>FACILITIES/MAINTENANCE</b>	
Continue/complete restoration	9
Distance from parking lot	9
Lack of food services	4
Lack of shaded areas	2
Too few benches/sitting areas	2
Other comments	10
<b>POLICY/MANAGEMENT</b>	
Extend hours of operation	4
Other comments	4
<b>RESOURCE MANAGEMENT</b>	
Insects	49
Comment	1
<b>GENERAL COMMENTS</b>	
Nothing to dislike	35
Enjoyed it all	16
Heat	11

**Table 22a: What visitors liked least**  
**General visitors**  
 (continued)

Comment	Number of times mentioned
<b>GENERAL COMMENTS (continued)</b>	
Stay too short	2
Wind	2
Other comments	6

**Table 22b: What visitors liked least**  
**Rendezvous visitors**  
 N=142 comments;  
 some visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Comments	2
<b>INTERPRETIVE SERVICES</b>	
Beaver skinning	5
Lack of activities	2
Lack of information on what's to see	2
Other comments	12
<b>FACILITIES/MAINTENANCE</b>	
Lack of food services	9
Distance from parking lot	7
Restrooms	4
Too few benches/sitting areas	3
Lack of camping areas	2
Lack of shaded areas	2
Parking inadequate	2
Picnic areas inadequate	2
Other comments	15
<b>POLICY/MANAGEMENT</b>	
Comments	3
<b>RESOURCE MANAGEMENT</b>	
Insects	17
Other comment	1
<b>GENERAL COMMENTS</b>	
Nothing to dislike	17
Heat	10
Enjoyed it all	9
Rain	3
Visit too brief	2
Weather	2
Other comments	9

## National significance

### Question 30

Fort Union Trading Post NHS was established because of its significance to the nation. In your opinion, what is the national significance of this park? (open-ended)

### Results

- 86% of general visitor groups (N=242) and 77% (N=147) of Rendezvous visitor groups responded to this question.
- Tables 23a and 23b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 23a: Significance of Fort Union Trading Post NHS**

**General visitors**

N=263 comments;

some visitors made more than one comment.

Comment	Number of times mentioned
Fur trade history	34
Importance to westward expansion	30
Historically significant	27
Historic preservation	22
Importance to US history	19
History of Indian/white relationships	16
Trade importance	10
Educational opportunity	9
It is important	8
Economic growth/development	7
Exploration	7
Heritage	5
Living history experience	5
Significance to confluence/river trade history	5
Connection to Lewis and Clark	4
Early settlement history	4
Geographic landmark	4
Geographic landmark/significance	4
Historic landmark	4
Establishment of trade area	3
Life in early America	3
Uniqueness of fort	3
Connection of past to future	2
Connection of past to present/future	2
Do not know	2
Interesting	2
Louisiana Purchase	2
American Indian history	2
Opening of the west to commerce/trade	2
Transportation history	2
Black Cavalry 10th	1
Cultural heritage	1

**Table 23a: Significance of Fort Union Trading Post NHS  
General visitors  
(continued)**

Comment	Number of times mentioned
Importance to Indian/white relationships	1
Incalculable	1
Life/survival in early America	1
Many things	1
Military protection	1
American Indian culture/history	1
North Dakota history	1
Opening of the west to commerce	1
River confluence	1
Show life at the fort	1
Tourism in the area	1

**Table 23b: Significance of Fort Union Trading Post NHS  
Rendezvous visitors  
N=162 comments**

Comment	Number of times mentioned
Fur trade history	25
Historic preservation	23
Importance to westward expansion	21
Importance to US history	18
Educational opportunity	14
History of Indian/white relationships	11
Native American history	6
Connection to Lewis and Clark	4
Early settlement history	4
Exploration	4
Show life at the fort	4
Importance to Indian/white relationships	3
North Dakota history	3
Trade importance	3
Cultural heritage	2
Heritage	2
It is important	2
North Dakota/local history	2
Economic growth	1
Economic growth/development	1
Establishment of trade area	1
Fort-building history	1
Historically significant	1
Human ingenuity	1
Opening of the west to commerce	1
Proximity to river	1
Significance to confluence/river trade history	1
Unique	1
Uniqueness of fort	1

## Planning for the future

### Question 31

If you were a manager planning for the future of Fort Union Trading Post NHS, what would you propose? (open-ended)

### Results

- 68% of general visitor groups (N=192) and 56% of Rendezvous visitor groups (N=107) responded to this question.
- Tables 24a and 24b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

**Table 24a: Planning for the future**  
**General visitors**  
 N=218 comments;  
 some visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Need more staff	3
<b>INTERPRETIVE SERVICES</b>	
Expand living history	20
Add historic boat display/demonstration	7
Add/expand artifact exhibit	6
More living history events	6
Native American living history	6
Advertise events	4
More living history demonstrations	3
American Indian history/culture	3
Historical video	2
More exhibits	2
More outdoor exhibits	2
Signage describing fort areas	2
Other comments	40
<b>FACILITIES</b>	
Expand/continue restoration	35
Add shaded seating	4
Improve/expand parking facilities	4
Maintain facilities	4
Add a campground	3
Expand visitor center	3
Other comments	9
<b>POLICY/MANAGEMENT</b>	
Keep it as it is	8
Advertise/promote the fort	5
Have food from historic period	4
Maintain authenticity	4
Food service needed	2
Involve community more	2
Other comments	15



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**Table 24a: Planning for the future**  
**General visitors**  
(continued)

Comment	Number of times mentioned
<b>RESOURCE MANAGEMENT</b>	
Comment	1
<b>GENERAL COMMENTS</b>	
Keep up the good work	3
Thank you	2
Other comments	4

---

**Table 24b: Planning for the future  
Rendezvous visitors**  
N=123 comments;  
some visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Comment	1
<b>INTERPRETIVE SERVICES</b>	
Living history - expand	7
Advertise events	5
Living history events	5
More activities/demonstrations	5
American Indian history/culture	3
Artifact exhibit - add/expand	2
Children's activities	2
Historic boat display/demonstration	2
Living history demonstrations	2
More weekend events	2
Provide guided tours	2
Other comments	23
<b>FACILITIES</b>	
Expand/continue restoration	16
Add a campground	4
More/larger picnic areas	4
Additional shaded seating	2
Improve/expand parking facilities	2
Other comments	7
<b>POLICY/MANAGEMENT</b>	
Food service needed	5
Advertise/promote the Fort	2
Need shuttle service	2
Other comments	10
<b>RESOURCE MANAGEMENT</b>	
Comment	1
<b>GENERAL COMMENTS</b>	
Keep up the good work	2
Other comments	5

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**Additional comments**


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## Question 32

Is there anything else you and your personal group would like to tell us about your visit to Fort Union Trading Post NHS? (open-ended)

## Results

- 43% of general visitor groups (N=122) and 34% (N=67) of Rendezvous visitor groups responded to this question.
- Tables 25a and 25b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

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**Table 25a: Additional comments**
**General visitors**

N=131 comments;

some visitors made more than one comment.

Comment	Number of times mentioned
<b>INTERPRETIVE SERVICES</b>	
Educational/informative	8
Living history enjoyable	3
Other comments	13
<b>PERSONNEL</b>	
Friendly/helpful staff	10
Friendly/knowledgeable staff	3
Knowledgeable staff	3
More living history interpreters	3
Excellent NPS staff	2
<b>FACILITIES</b>	
Excellent maintenance	4
Parking too far from site	2
Other comments	3
<b>POLICY/MANAGEMENT</b>	
Continue restoration efforts	2
Survey questionnaire too long	2
Other comments	3
<b>RESOURCE MANAGEMENT</b>	
Enjoyed gophers/rabbits	2
Control mosquitoes	2
<b>GENERAL COMMENTS</b>	
Enjoyed visit	36
Keep up the good work	6
Thank you	4
Good job	2
Road to Fort Buford not well marked	2
Will return	2
Other comments	7

---

**Table 25b: Additional comments  
Rendezvous visitors**  
N=80 comments;  
some visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Enjoyed interpreters	3
Friendly staff	2
Friendly/helpful staff	2
Other comments	3
<b>INTERPRETIVE SERVICES</b>	
Educational	2
Other comments	11
<b>FACILITIES</b>	
Golf cart ride appreciated	2
Other comments	3
<b>POLICY/MANAGEMENT</b>	
Advertise/promote the fort	2
Other comments	10
<b>GENERAL COMMENTS</b>	
Enjoyed visit	25
Enjoyed the Rendezvous	3
Keep up the good work	2
Other comments	10



## **APPENDICES**

<b>Appendix 1: The Questionnaire</b>
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## Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. 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 of NPS management prior to visit?
- Sources of information used prior to visit
- Sources of information preferred prior to future visits
- Received needed information
- Park as destination
- Primary reason for visit to area
- Reasons for park visit
- Adequacy of signs: interstate, state highway, community
- Forms of transportation
- Services used in “gateway” communities
- Services that would have used if available
- Other places visited within 200 miles
- Stay overnight away from home?
- Number of nights stayed in area
- Type of lodging used in park area
- Activities expected
- Activities on this visit
- Length of stay (hours/days)
- Services/facilities used
- Importance of services/facilities
- Quality of services/facilities
- Expenditures inside park
- Expenditures within 100 miles of park
- Number of adults/children included in expenditures
- Topics learned on this park visit
- Topics of interest in future
- Preferred methods of learning in future
- Importance of resource/attribute/experience outside the park
- With commercial guided tour group?
- With school/educational group?
- With other organized group
- Group type
- Group size
- Number of vehicles
- Number of entries
- Visitor age
- State of residence
- Country of residence
- Number of lifetime visits
- Gender
- Ethnicity/race
- Group member have physical condition making access difficult?
- Services/activities that were difficult to access
- Type of physical condition
- Use snack/food service on if available?
- Visit again in the future?
- Overall quality

For more information please contact:  
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 College of Natural Resources  
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 Moscow, ID 83844-1139

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### Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman 2000; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

A Chi-square test was used to detect the difference in the response rates among different group types. The hypothesis was that group types are equally represented. If p-value is greater than 0.05, the difference in group type is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Therefore, the hypotheses for checking non-response bias are:

1. Respondents from different group types are equally represented
2. Average age of respondents – average age of non-respondents = 0
3. Average group size of respondents – average group size of non-respondents = 0

Table 2 shows no significant difference in group type.

As shown in Table 3, the p-value for respondent/non-respondent group size test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias for group size is judged to be insignificant. However, the p-value for respondent/non-respondent age test is less than 0.05 indicating significant age differences between respondents and non-respondents. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the preserve. In Fort Union Trading Post survey, 40 respondents reported to be the older person in the group rather than the person who accepted the survey at park to be the person who completed the survey. Therefore, non-response bias is judged to be insignificant.

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- Stoop, I. A. L. (2004) Surveying Non-respondents. *Field Methods*, 16 (1): 23.

## Appendix 4: 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 PSU. 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 (summer & fall)
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

### 1989 (continued)

24. Lincoln Home National Historic 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 & Memorials, Washington, D.C.
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 (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 NRA
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 Historic Site (spring)
47. Glen Echo Park (spring)
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, AK
53. Arlington House-The Robert E. Lee Memorial

**Visitor Services Project Publications (continued)****1993**

- 54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
- 55. Santa Monica Mountains National Recreation Area (spring)
- 56. Whitman Mission National Historic Site
- 57. Sitka National Historical Park
- 58. Indiana Dunes National Lakeshore
- 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)
- 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 Historic Site
- 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 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 (spring)
- 85. Chiricahua National Monument (spring)
- 86. Fort Bowie National Historic Site (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)
- 92. Great Smoky Mountains National Park (summer & fall)

**1997**

- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historic Site (spring)
- 96. Lincoln Boyhood 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)
- 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. Fort Union Trading Post National Historic Site (winter)
- 110. San Juan National Historic Site, Puerto Rico (winter)
- 111. St. 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
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park (fall)

**Visitor Services Project Publications (continued)****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 Historic Site
- 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
- 132. Dry Tortugas National Park
- 133. Pinnacles National Monument
- 134. Great Sand Dunes National Monument & Preserve
- 135. Pipestone National Monument
- 136. Outer Banks Group (Cape Hatteras National Seashore, Ft. Raleigh National Historic Site, and Wright Brothers National Memorial)
- 137. Sequoia & Kings Canyon National Parks and Sequoia National Forest
- 138. Catoclin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield

**2003**

- 141. Gateway National Recreation Area: Floyd Bennett Field (spring)
- 142. Cowpens National Battlefield (spring)
- 143. Grand Canyon National Park – North Rim
- 144. Grand Canyon National Park – South Rim
- 145. C&O Canal National Historical Park
- 146. Capulin Volcano National Monument
- 147. Oregon Caves National Monument
- 148. Knife River Indian Villages National Historic Site

**2003 (continued)**

- 149. Fort Stanwix National Monument
- 150. Arches National Park
- 151. Mojave National Preserve (fall)

**2004**

- 152. Joshua Tree National Park (spring)
- 153. New River Gorge National River
- 154. George Washington Birthplace National Monument
- 155. Craters of the Moon National Monument & Preserve
- 156. Dayton Aviation Heritage National Historical Park
- 157. Apostle Islands National Lakeshore
- 158. Keweenaw National Historical Park
- 159. Effigy Mounds National Monument
- 160. Saint-Gaudens National Historic Site
- 161. Manzanar National Historic Site
- 162. John Day Fossil Beds National Monument

**2005**

- 163. Congaree National Park
- 164. San Francisco Maritime National Historical Park
- 165. Lincoln Home National Historic Site
- 166. Chickasaw National Recreation Area
- 167. Timpanogos Cave National Monument
- 168. Yosemite National Park
- 169. Fort Sumter National Monument
- 170. Harpers Ferry National Historical Park
- 171. Cuyahoga Valley National Park
- 172. Johnstown Flood National Memorial
- 173. Nicodemus National Historic Site

**2006**

- 174. Kings Mountain National Military Park (spring)
- 175. John Fitzgerald Kennedy National Historic Site
- 176. Devils Postpile National Monument
- 177. Mammoth Cave National Park
- 178. Yellowstone National Park
- 179. Monocacy National Battlefield
- 180. Denali National Park & Preserve
- 181. Golden Spike National Historic Site
- 182. Katmai National Park and Preserve
- 183. Zion National Park (spring and fall)

**Visitor Services Project Publications (continued)**

**2007**

- 184.1 Big Cypress National Preserve (spring)
- 184.2 Big Cypress National Preserve (ORV Permit Holder/Camp Owner) (spring)
- 185. Hawai'i Volcanoes National Park (spring)
- 186.1 Glen Canyon National Recreation Area (spring)
- 186.2 Glen Canyon National Recreation Area (summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post National Historic Site

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

**Visitor Comments Appendix**

This section contains complete visitor comments of all open-ended questions and is bound separately from this report due to its size.

**NPS D-45**

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