



Delaware Water Gap National Recreation Area River Visitor Study

Summer 2010

Natural Resource Report NPS/NRSS/SSD/NRR—2011/620/107705



The Free-flowing Delaware River Reflects the 'Gap' framed by Mt. Tammany and Mt. Minni

Delaware Water Gap National Recreation Area

ON THE COVER

Photograph courtesy of Delaware Water Gap National Recreation Area

Delaware Water Gap National Recreation Area River Visitor Study

Summer 2010

Natural Resource Report NPS/NRSS/SSD/NRR—2011/620/107705

Ariel Blotkamp, Nancy C. Holmes, Margaret Littlejohn, Steven J. Hollenhorst

Visitor Services Project
Park Studies Unit
University of Idaho
Moscow, ID 83844-1139

May 2011

U.S. Department of the Interior
National Park Service
Natural Resource Stewardship and Science
Fort Collins, Colorado

The National Park Service Natural Resource Stewardship and Science publishes a range of reports that address natural resource topics of interest and applicability to a broad audience in the National Park Service and others in natural resource management, including scientists, conservation and environmental constituencies, and the public.

The Natural Resource Report Series is used to disseminate high-priority, current natural resource management information with managerial application. The series targets a general, diverse audience, and may contain NPS policy considerations or address sensitive issues of management applicability.

All manuscripts in the series receive the appropriate level of peer review to ensure that the information is scientifically credible, technically accurate, appropriately written for the intended audience, and designed and published in a professional manner.

Data in this report were collected and analyzed using methods based on established, peer-reviewed protocols and were analyzed and interpreted within the guidelines of the protocols.

Views, statements, findings, conclusions, recommendations, and data in this report do not necessarily reflect views and policies of the National Park Service, U.S. Department of the Interior. Mention of trade names or commercial products does not constitute endorsement or recommendation for use by the U.S. Government.

This report is available from the Social Science Division (<http://www.nature.nps.gov/socialscience/index.cfm>) and the Natural Resource Publications Management website (<http://www.nature.nps.gov/publications/NRPM>).

Please cite this publication as:

Blotkamp, A., N. C. Holmes, M. Littlejohn, S. J. Hollenhorst. 2011. Delaware Water Gap National Recreation Area Visitor Study: Summer 2010. Natural Resource Report NPS/NRSS/SSD/NRR—2011/620/107705. National Park Service, Fort Collins, Colorado.

Contents

	Page
EXECUTIVE SUMMARY	5
Acknowledgements	7
About the Authors	7
INTRODUCTION	9
Organization of the Report	9
Presentation of the Results	10
METHODS	11
Survey Design and Procedures.....	11
Sample size and sampling plan	11
Questionnaire design	12
Survey procedure.....	12
Data analysis	12
Limitations	13
Special conditions	13
Checking non-response bias	14
RESULTS.....	15
Group and Visitor Characteristics	15
Visitor group size	15
Visitor group type	15
Visitors groups with organized groups	16
United States visitors by state of residence	18
Visitors from New Jersey and adjacent states by county of residence	19
International visitors by country of residence	20
Number of visits in past 5 years	21
Number of lifetime visits	21
Visitor age	22
Awareness of park management	22
Trip/Visit Characteristics and Preferences	23
Information sources prior to visit	23
Information sources for future visit	26
Park as destination	27
Reasons for visiting the park.....	28
Locations stayed on night prior to visit.....	31
Locations stayed on night after visit.....	32
Services used in nearby communities	33
Adequacy of directional signs	35
Number of vehicles	37
Forms of transportation	38
Number of park entries	38
Overnight stays	39
Accommodations used inside Delaware Water Gap NRA	40
Accommodations used outside Delaware Water Gap NRA.....	40
Length of stay	41
Order of sites visited in the park	42
Sites visited in the park	43
Activities on previous visits	44
Activities on this visit	45
Most important activity	46
Activities on future visits.....	47
Personal canoe/kayak/boat trips.....	47
Number of recreationists seen	50

CONTENTS (continued)

Ratings of Services, Facilities, Attributes, and Resources52
 Information services used52
 Importance ratings of information services53
 Quality ratings of information services55
 Mean scores of importance and quality ratings of information services57
 Visitor facilities used60
 Importance ratings of visitor facilities61
 Quality ratings of visitor facilities63
 Mean scores of importance and quality ratings of visitor facilities65
 Importance of protecting park resources and attributes68
 How elements detracted from experience70
 Appropriateness of management actions71
 Effect of power line expansion72
Expenditures73
 Total expenditures inside and outside the park73
 Number of adults covered by expenditures74
 Number of children covered by expenditures74
 Expenditures inside the park75
 Expenditures outside the park79
Preferences for Future Visits84
 Preferred topics to learn on future visit84
Overall Quality85
Visitor Comment Summaries86
 Proposals for the future86
 Additional comments88
APPENDIX 1: THE QUESTIONNAIRE91
APPENDIX 2: ADDITIONAL ANALYSIS93
APPENDIX 3: DECISION RULES FOR CHECKING NON-RESPONSE BIAS94
 References95
APPENDIX 4: VISITOR SERVICES PROJECT PUBLICATIONS96
VISITOR COMMENTS APPENDIX101

Executive Summary

This visitor study report profiles a systematic random sample of Delaware Water Gap National Recreation Area (NRA) river visitors during July 31 - August 8, 2010. A total of 1,075 questionnaires was distributed to visitor groups. Of those, 440 questionnaires were returned resulting in a 40.9% response rate.

Group size and type	Thirty-three percent of visitor groups consisted of two people and 26% were in groups of six or more. Fifty-three percent of visitor groups consisted of family members.
State or country of residence	United States visitors comprised 97% of total visitation during the survey period, with 40% from New Jersey, 31% from Pennsylvania, 19% from New York and smaller proportions from 15 other states and Washington, D.C. International visitors came from 13 countries with 32% from Canada and 24% from the United Kingdom.
Frequency of visits	Forty percent of visitors had visited the park six or more times in their lifetime, and 37% were on their first visit in the past five years.
Age	Twenty-seven percent of visitors were ages 26-40 years, 27% were ages 41-55 years, 17% were ages 15 years or younger, and 10% were ages 61 years or older.
Awareness of park management	Prior to their visit, 69% of visitor groups knew that Delaware Water Gap NRA is managed by the National Park Service.
Information sources	A majority of visitor groups (77%) obtained information about the park prior to their visit through previous visits (51%) and friends/relatives/word of mouth (46%), and most (84%) received the information they needed. To obtain information for a future visit, 65% of visitor groups would use the Delaware Water Gap NRA website.
Park as destination	For 73% of visitor groups, Delaware Water Gap NRA was the primary destination.
Reason for visiting park	Sixty-three percent of visitor groups ranked "recreation" as their number one reason for visiting Delaware Water Gap NRA.
Services used in nearby communities	Sixty-six percent of visitor groups sought or obtained support services in nearby communities on this visit, and most (96%) were to obtain needed services. The community most commonly used was Milford, PA (26%).
Overnight stays	Forty-one percent of visitor groups stayed overnight away from home in the park or within 20 miles of the park. Thirty-nine percent stayed two nights inside the park, and 33% stayed one night outside the park.
Accommodations used	The most commonly used accommodation inside the park was tent camping in a developed campground (46%), while the most commonly used accommodation outside the park was a lodge, motel, cabin, rented condo/home or B&B (49%).

Executive summary (continued)

Length of stay	Of those visitor groups that visited less than one day, 32% spent five to six hours visiting the park. Of those that visited for more than one day, 49% spent two days visiting the park. The average length of stay for all visitor groups was 19.9 hours or 0.8 days.
Locations visited in the park	The most common location visited was Milford Beach (34%), followed by Smithfield Beach (33%) and Dingmans Boat Launch (30%).
Activities on previous visits	Eighty-one percent of visitor groups have visited previously. The most common activities in which visitor groups participated on previous visits were viewing scenery/river views/waterfalls (64%) and swimming (59%).
Activities on this visit	The most common activities on this visit were swimming (56%) and viewing scenery/river views/waterfalls (52%), and the most important activity was canoeing with private canoes/kayaks (28%).
Personal canoe/kayak/boat trips	Forty-five percent of visitor groups took a personal (non-livery) canoe/kayak/boat trip. Of those groups, 56% used canoes and 44% used kayaks.
Information services	The most commonly used information services were the park brochure/map (58%), the canoe and boat launch safety signs (33%), and the park website (33%). Seventy-nine percent of visitor groups rented equipment from a commercial outfitter. Of the 74% of visitor groups that received the pre-trip safety and river orientation briefing, 92% felt it was adequate.
Visitor facilities	The visitor services and facilities most commonly used by visitor groups were the parking lots (67%), followed by the restrooms (other than portables; 59%) and roads (54%).
Protecting park resources and attributes	The highest combined proportions of “extremely important” and “very important” ratings of protecting park resources and attributes included clean air (95%), river with outstanding water quality (93%), and clean drinking water (89%).
Appropriateness of management actions	One hundred percent of visitor groups were interested in river camping, and 67% would be willing to pay \$10 river campsite reservation fee. Sixty-four percent of visitors indicated that power line expansion through Delaware Water Gap NRA and the Middle Delaware Wild and Scenic River would detract from their park experience.
Expenditures	The average visitor group expenditure (inside and outside the park within 20 miles) was \$287. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$119, and the average total expenditure per person (per capita) was \$86.
Overall quality	Most visitor groups (90%) rated the overall quality of facilities, services, and recreational opportunities at Delaware Water Gap NRA as “very good” or “good.” Less than 2% of groups rated the overall quality as “very poor” or “poor.”

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

Acknowledgements

We thank Brinnen Carter and Patrick Lynch for recognizing the value of conducting this study and advocating for its immediate funding, as well as John J. Donahue and Bob Karotko for funding the project from park operations accounts.

We thank Margaret Littlejohn for overseeing the fieldwork, Marian McGlew, Eleonora Papadogiannaki, and Amber Longstreet, and the staff and volunteers of Delaware Water Gap NRA for assisting with the survey, and David Vollmer and Matthew Strawn for data processing.

About the Authors

Ariel Blotkamp and Nancy C. Holmes are Research Assistants with the Visitor Services Project. Margaret Littlejohn is the Director of the Visitor Services Project, Dr. Steven Hollenhorst is the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho.

Introduction

This report describes the results of a river visitor study at Delaware Water Gap National Recreation Area (NRA) in Bushkill, PA conducted July 31 - August 8, 2010 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

The National Park Service website for Delaware Water Gap NRA describes the park: "For 40 miles the Middle Delaware River passes between low forested mountains with barely a house in sight. Then the river cuts through the mountain ridge to form the famed 'Water Gap.' Exiting the park, the river will run 200 miles more to Delaware Bay at Wilmington, Delaware, and then to the Atlantic Ocean" (www.nps.gov/dewa, retrieved February, 2011).

Organization of the Report

The report is organized into three sections.

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

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

Section 3: **Appendices**

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

Appendix 2: *Additional Analysis*. A list of sample questions for cross-references and cross-comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

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 VSP. Copies of these reports can be obtained by visiting the website: www.psu.uidaho.edu/vsp/reports.htm or by contacting the VSP 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.

Presentation of the Results

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

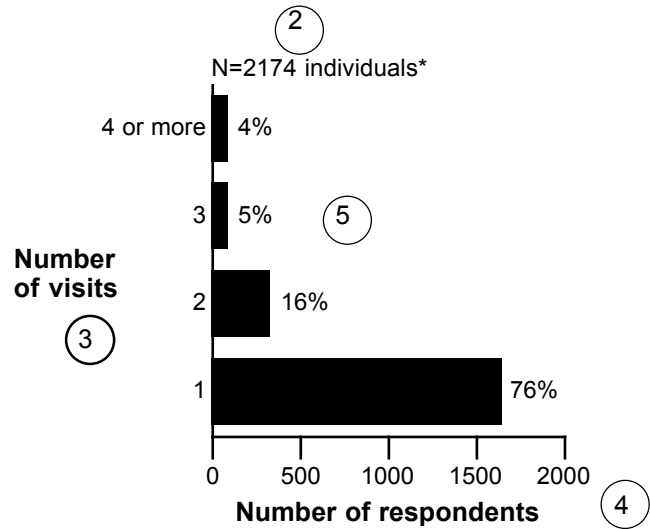
SAMPLE

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.



(1) **Figure 14.** Number of visits to the park in past 12 months

Methods

Survey Design and Procedures

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* (2007). Using this method, the sample size was calculated based on park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at fourteen sites during July 31 - August 8, 2010. Visitors were surveyed between the hours of 7 a.m. and 6 p.m. Table 1 shows the 14 locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey 1,184 visitor groups were contacted, of which 1,075 groups (90.8%) accepted questionnaires. (The average acceptance rate for 228 VSP visitor studies conducted from 1988 through 2010 is 91.5%.) Questionnaires were completed and returned by 440 visitor groups resulting in a 40.9% response rate for this study. (The average response rate for the 228 VSP visitor studies is 72.6%.)

Table 1. Questionnaire distribution and returns, summer 2010

Sampling site	Distributed		Returned by site		Proportion of total returned
	N	%	N	%	%
Aims Jennings	5	<1	4	80	1
Bushkill Access	77	7	39	51	9
Cadoo	0	0	0	0	0
Dingmans boat launch/parking	221	21	90	41	20
Dingmans Campground	31	3	8	26	2
Eshback Access	13	1	7	54	2
Kittatinny Point	160	15	50	31	11
Milford Beach/boat/canoe launch	160	15	79	49	18
Namanock	2	<1	1	50	<1
Poxono Access	26	2	15	58	3
River campsites	58	5	28	48	6
Smithfield Beach	266	25	102	38	23
Turtle Beach	54	5	17	31	4
Valley View/Riverbend campsites	2	<1	0	0	0
Total	1075	100	440	--	99*

*Percentages do not equal 100 due to rounding

Questionnaire design

The Delaware Water Gap NRA 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 Delaware Water Gap NRA. 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 Delaware Water Gap NRA questionnaire. However, all questions followed Office of Management and Budget (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 old) 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 or email addresses 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 who provided a valid mailing address (see Table 2). 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, and four weeks later a third replacement was mailed.

Table 2. Follow-up mailing distribution

Mailing	Date	U.S.	International	Total
Postcards	August 23, 2010	991	12	1003
1 st Replacement	September 7, 2010	761	0	761
2 nd Replacement	September 28, 2010	698	0	698
3 rd Replacement	October 25, 2010	613	0	613

Data analysis

Returned questionnaires were coded and the visitor responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), 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. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

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 July 31 - August 8, 2010. 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 weather during the survey period was hot, with temperatures in the 70's to mid 90's, sunny, and often humid. Park is very crowded on weekends; parking lots, such as at Smithfield and Milford beaches, were full and people were turned away. On August 7, 2010, smoke from a nearby fire at Duck Fish Pond occasionally blew down to the river. Otherwise, no special events occurred in the area that would have affected the type and the amount of visitation to the park.

Checking non-response bias

Three variables were used to check non-response bias: respondents' age, group size, and group type. There is potential nonresponse bias toward respondents in the higher age ranges and smaller family groups (see Tables 3 and 4). Younger survey participants who travelled in a larger group of friends were not as responsive to the survey and thus were underrepresented in the survey results. This indicates that demographic information needs to be interpreted with caution. See Appendix 3 for more details of the non-response bias checking procedures.

Table 3. Comparison of respondents and nonrespondents by average age and group size

Variable	Respondents	Nonrespondents	p-value (t-test)
Age (years)	46.11 (N=440)	38.93 (N=630)	<0.001
Group size	5.05 (N=421)	6.0 (N=635)	0.007

Table 4. Comparison of respondents and nonrespondents by group type

Group type	Respondents	Nonrespondents	p-value
Alone	28	38	
Family	224	293	
Friends	79	130	
Family and friends	88	156	
Other	1	6	
			0.176

Results

Group and Visitor Characteristics

Visitor group size

Question 24a

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

Results

- 33% of visitors consisted of two people (see Figure 1).
- 26% were in groups of six or more.

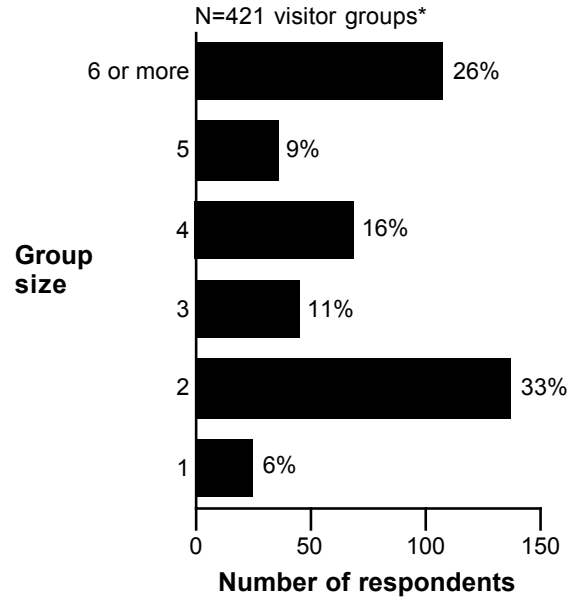


Figure 1. Visitor group size

Visitor group type

Question 24b

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

Results

- 53% of visitor groups consisted of family members (see Figure 2).
- 21% were with family and friends.

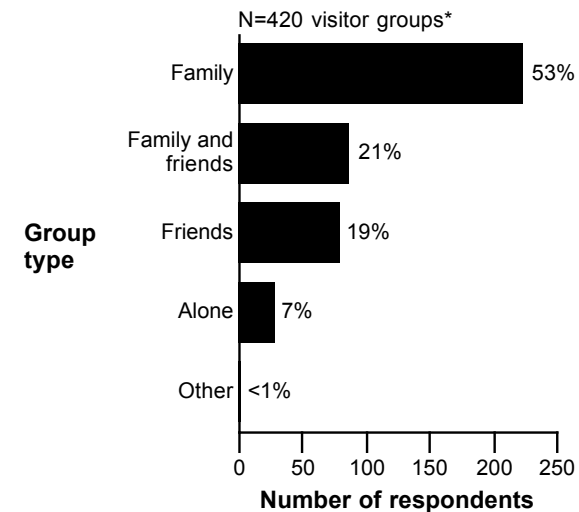


Figure 2. Visitor group type

*total percentages do not equal 100 due to rounding

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

Visitors groups with organized groups

Question 23a

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

Results

- 2% of visitor groups were part of a commercial guided tour group (see Figure 3).

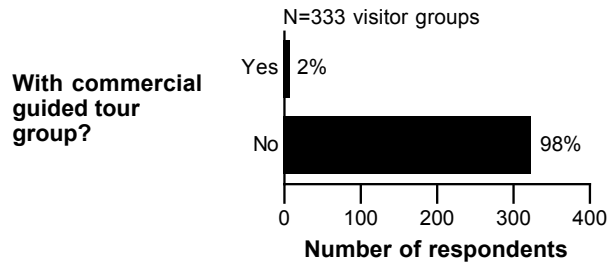


Figure 3. Visitor groups with a commercial guided tour group

Question 23b

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

Results

- 2% of visitor groups were with a school/educational group (see Figure 4).

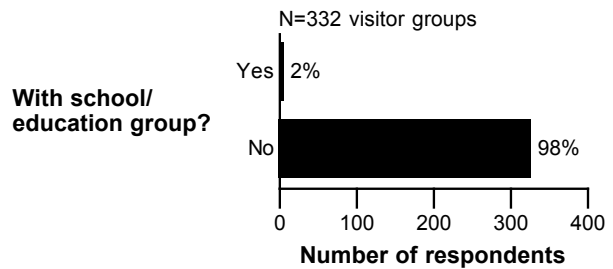


Figure 4. Visitor groups with a school/ educational group

Question 23c

On this visit, were you and your personal group part of an "other" organized group (scouts, work, church, senior center)?

Results

- 7% of visitor groups were with an "other" organized group (see Figure 5).

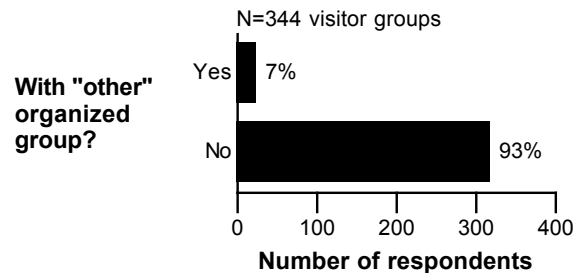


Figure 5. Visitor groups with an "other" organized group

*total percentages do not equal 100 due to rounding

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

Question 23d

If you were with one of these organized groups, about how many people, including yourself, were in this group?

Results

- 42% of organized groups were made up of 11-20 people (see Figure 6).
- 27% were made up of 31 or more people.

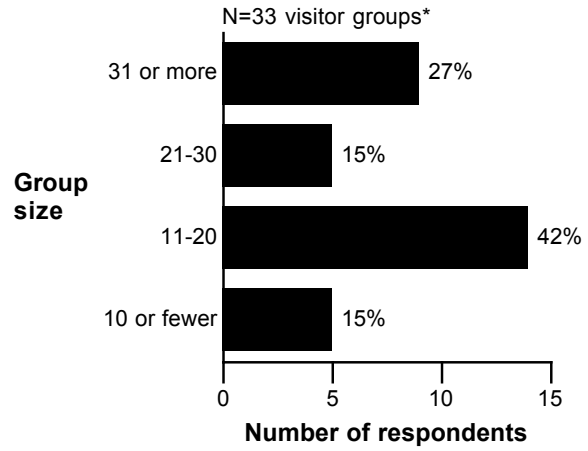


Figure 6. Organized group size

*total percentages do not equal 100 due to rounding

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

United States visitors by state of residence

Question 25b

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 18 states and Washington, D.C. and comprised 97% of total visitation to the park during the survey period.
- 40% of U.S. visitors came from New Jersey (see Table 5 and Figure 7).
- 31% came from Pennsylvania, and 19% from New York.
- Smaller proportions of U.S. visitors came from 15 other states and Washington, D.C.

Table 5. United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=1,214 individuals*	Percent of total visitors N=1,255 individuals
New Jersey	483	40	38
Pennsylvania	371	31	30
New York	226	19	18
Virginia	24	2	2
Maryland	20	2	2
Connecticut	14	1	1
Ohio	13	1	1
North Carolina	12	1	1
Delaware	11	1	1
Massachusetts	10	1	1
Florida	7	1	1
Indiana	7	1	1
California	5	<1	<1
Texas	3	<1	<1
Illinois	2	<1	<1
Michigan	2	<1	<1
Washington	2	<1	<1
Colorado	1	<1	<1
Washington, D.C.	1	<1	<1

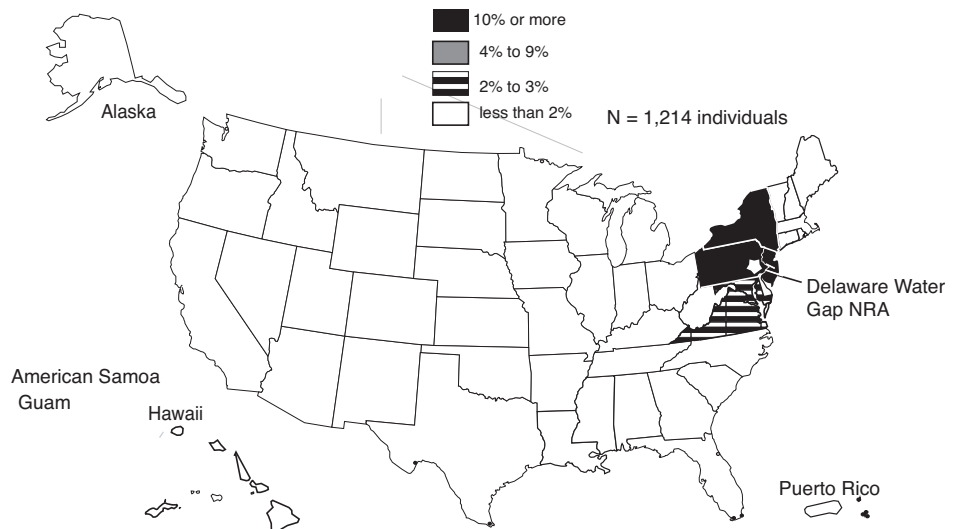


Figure 7. United States visitors by state of residence

*total percentages do not equal 100 due to rounding

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

Visitors from New Jersey and adjacent states by county of residence

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

Results

- Visitors from New Jersey and adjacent states were from 80 counties and comprised 91% of the total U.S. visitation to the park during the survey period.
- 8% were from Monroe County, PA (see Table 6).
- 5% were from Sussex County, NJ and 5% were from Warren County, NJ.
- Smaller proportions came from 77 other counties.

Table 6. Visitors from New Jersey and adjacent states by county of residence

County, State	Number of visitors N=1,103 individuals	Percent*
Monroe, PA	90	8
Sussex, NJ	55	5
Warren, NJ	52	5
Essex, NJ	49	4
Delaware, NY	46	4
Union, NJ	45	4
Morris, NJ	40	4
Bergen, NJ	39	4
Pike, PA	39	4
Bucks, PA	37	4
Philadelphia, PA	33	3
Passaic, NJ	31	3
New York, NY	28	3
Suffolk, NY	28	3
Middlesex, NJ	27	2
Monmouth, NJ	26	2
Queens, NY	23	2
Montgomery, PA	22	2
Nassau, NY	21	2
Richmond, NY	21	2
Hudson, NJ	20	2
Gloucester, NJ	16	1
Somerset, NJ	16	1
Mercer, NJ	14	1
Northampton, PA	14	1
Lehigh, PA	13	1
Orange, NY	13	1
Berks, PA	12	1
Lancaster, PA	12	1
Ocean, NJ	12	1
Wayne, PA	12	1
Clearfield, PA	11	1
New Castle, DE	11	1
Bronx, NY	10	1
Camden, NJ	8	1
Salem, NJ	8	1
44 other counties	149	14

*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 25b**

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

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

Results

- International visitors came from 13 countries and comprised 3% of total visitation to the park during the survey period.
- 32% of international visitors came from Canada (see Table 7).
- 24% came from the United Kingdom.
- Smaller proportions came from 11 other countries.

Table 7. International visitors by country of residence

Country	Number of visitors	Percent of international visitors N=41 individuals*	Percent of total visitors N=1,255 individuals
Canada	13	32	1
United Kingdom	10	24	1
Colombia	4	10	<1
China	2	5	<1
Germany	2	5	<1
Santo Domingo	2	5	<1
Slovakia	2	5	<1
Czech Republic	1	2	<1
El Salvador	1	2	<1
France	1	2	<1
Honduras	1	2	<1
Philippines	1	2	<1
Switzerland	1	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

Number of visits in past 5 years

Question 25c

For you and your personal group on this visit, how many times have you visited Delaware Water Gap NRA in the past 5 years (including this visit)?

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

Results

- 37% of visitors were visiting the park for the first time in the past 5 years (see Figure 8).
- 26% had visited 6 or more times.

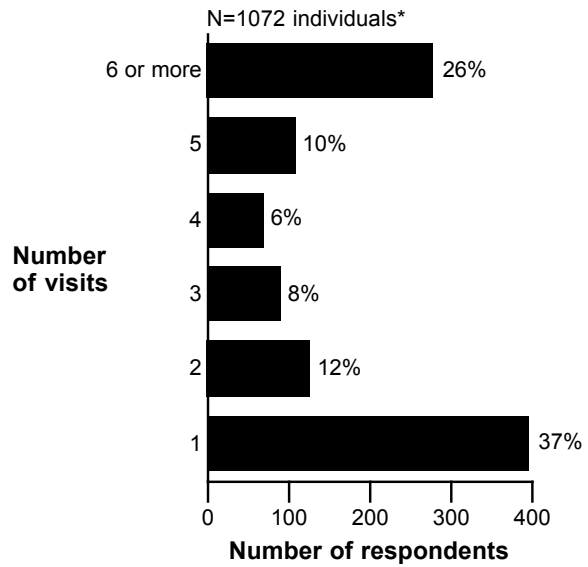


Figure 8. Number of visits to park in past 5 years

Number of lifetime visits

Question 25d

For you and your personal group on this visit, how many times have you visited Delaware Water Gap NRA in your lifetime (including this visit)?

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

Results

- 40% of visitors had visited the park six or more times (see Figure 9).
- 34% were visiting the park for the first time.

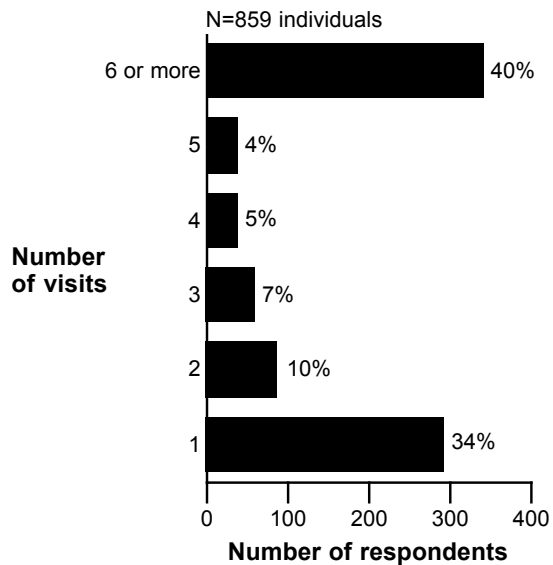


Figure 9. Number of visits to park in lifetime

*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 25a

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

- Visitor ages ranged from 1 to 85 years.
- 27% of visitors were 26 to 40 years old (see Figure 10).
- 27% of visitors were 41 to 55 years old.
- 17% were 15 years or younger.
- 10% were 61 or older.

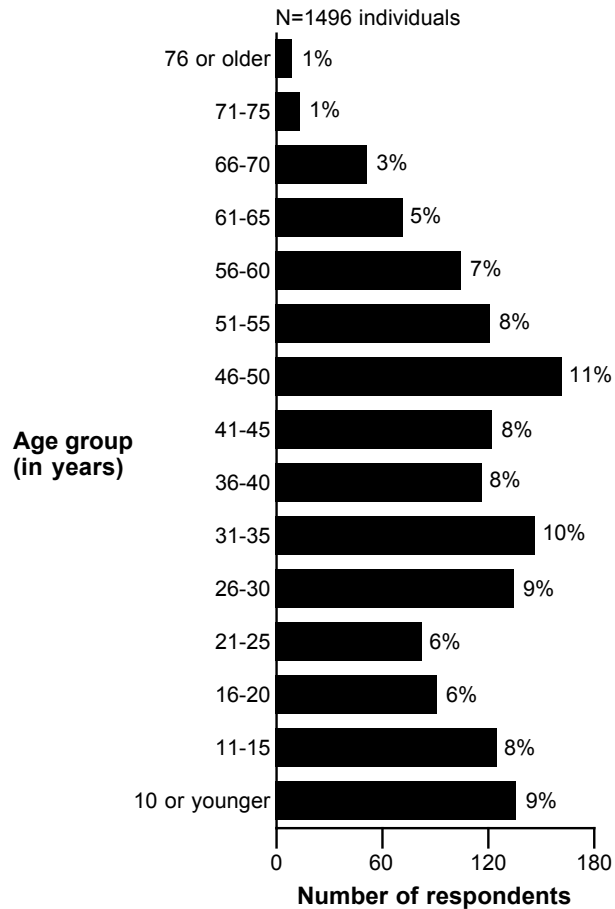


Figure 10. Visitor age

Awareness of park management

Question 1

Prior to this visit, were you and your personal group aware that Delaware Water Gap NRA is managed by the National Park Service?

Results

- 69% of visitor groups knew that Delaware Water Gap NRA is managed by the National Park Service (see Figure 11).

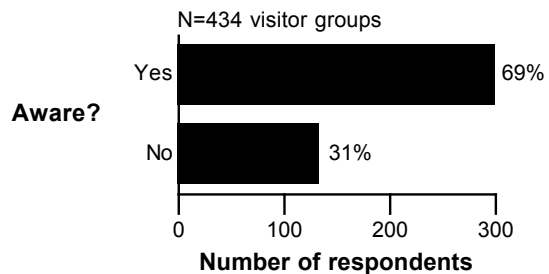


Figure 11. Visitor groups that were aware that Delaware Water Gap NRA is managed by the National Park Service

*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

Information sources prior to visit

Question 2a

Prior to this visit, how did you and your personal group obtain information about Delaware Water Gap NRA?

Results

- 77% of visitor groups obtained information about Delaware Water Gap NRA prior to their visit (see Figure 12).

- As shown in Figure 13, among those visitor groups that obtained information about Delaware Water Gap NRA prior to their visit, the most common sources were:

- 51% Previous visits
- 46% Friends/relatives/word of mouth
- 37% Delaware Water Gap NRA website

- “Other” websites (11%) and “other” sources of information (6%) are listed on the following page.

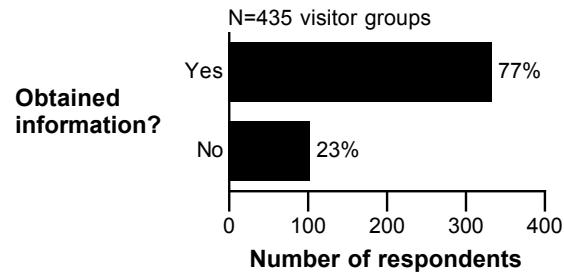


Figure 12. Visitor groups that obtained information about Delaware Water Gap NRA prior to visit

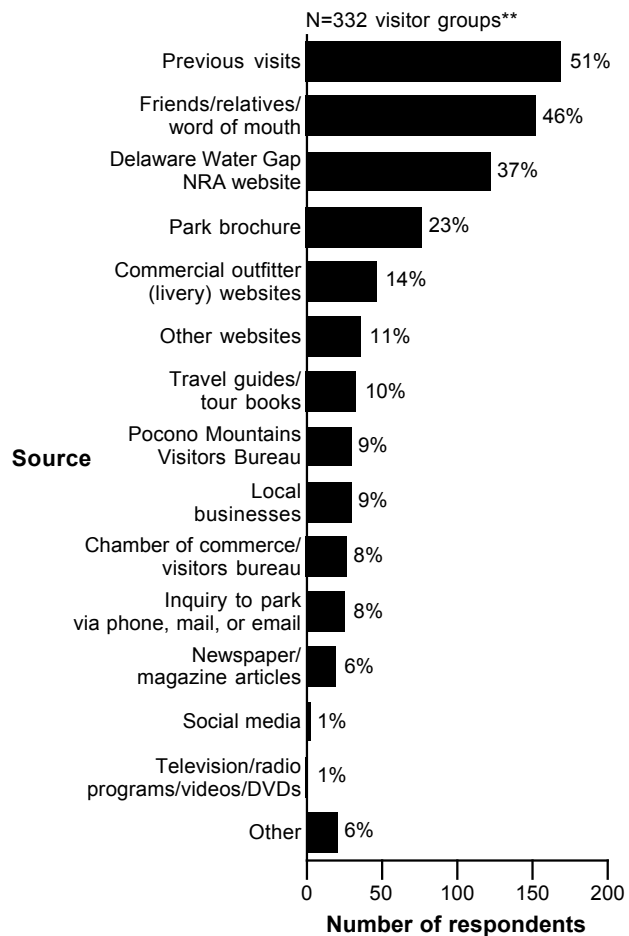


Figure 13. Sources of information used prior to visit

*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 (11%) were:

- Adventure Parks
- Bicycling sites
- Cabin search
- Camping
- Canoeing website
- Dingmans Camp
- EPA website
- Milford Beach
- Outward Bound
- Poconos Mountains
- Weather websites
- www.adventuresport.com
- www.chamberlaincanoes.com
- www.cliffparkinn.com
- www.expedia.com
- www.google.com
- www.kittatinny.com
- www.maps.google.com
- www.njskylands.com
- www.peec.org

- “Other” sources of information (6%) were:

- Aldersgate Methodist Camps
- Appalachian Trail Club
- Canoeing the Delaware River by Gary Letcher
- Delaware River Basin Commission recreation map
- Delaware Water Gap Information Center
- Drove by
- East Stroudsburg University field hockey camp
- East Stroudsburg University fitness class
- IMS employees
- Live locally
- Maps of Pennsylvania
- National Canoe Safety Patrol Lower Delaware Chapter
- Park headquarters
- Swartwood State Park

Question 2c

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

Results

- 84% of visitor groups received needed information prior to their visit (see Figure 14).

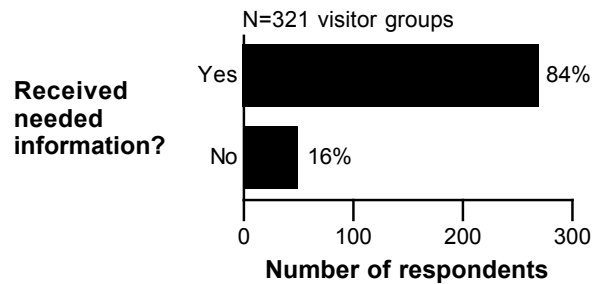


Figure 14. Visitor groups that received needed information prior to their visit

*total percentages do not equal 100 due to rounding

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

Question 2d

If NO, what type of park information (including safety information) did you and your personal group need that was not available?
(Open-ended)

Results

- 31 visitor groups listed information they needed but was not available (see Table 8).

Table 8. Needed information
(N=36 comments; some visitor groups made more than one comment.)

Type of information	Number of times mentioned
Basic park information	2
Price of parking	2
Safety information	2
What to do in a wild animal encounter	2
Availability of the park	1
Campsite locations	1
Complete address for beaches	1
Conditions of the rapids	1
Detailed map	1
Emergency number to call	1
Everything	1
Fees for swimming	1
Fire safety	1
How to get help to your location	1
How to get off rafts and use debarkation areas	1
Information about availability of private lessons	1
Information about park facilities	1
Information about parking at boat launch	1
Information on state campgrounds by river	1
Map with campsite numbers on river	1
McDade Trail map	1
Need for reservations	1
Restroom availability	1
Rules and regulations	1
Specific information about beach condition	1
That the beach is rocky and kids should wear water shoes	1
Trailhead locations	1
Turtle Beach was not located on the website map	1
Where dogs are and are not allowed	1
Where the NRA is located	1
Where there was access to river	1
Where to go for specific trails	1

*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

If you were to visit Delaware Water Gap NRA in the future, how would you and your personal group prefer to obtain information about the park?

Results

- As shown in Figure 15, visitor groups' most preferred sources of information for a future visit were:

- 65% Delaware Water Gap NRA website
- 32% Park brochure
- 29% Friends/relatives/word of mouth

- "Other" websites (8%) were:

- American Whitewater
- Cabin search/vacation
- www.adventuresport.com
- www.cliffparkinn.com
- www.expedia.com
- www.google.com
- www.kittatinny.com
- www.njskylands.com

- "Other" sources of information (3%) were:

- Delaware River Basin Commission recreation map
- Electronic kiosk
- Maps
- National Canoe Safety Patrol
- Lower Delaware Chapter
- Printed material

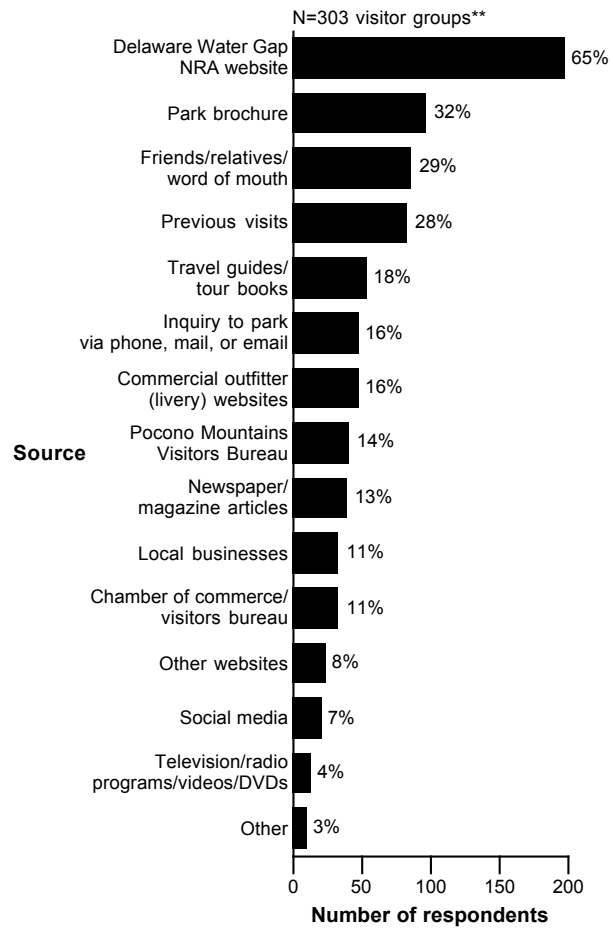


Figure 15. Sources of information for a future visit

*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 4

How did this visit to Delaware Water Gap NRA fit into your personal group's travel plans?

Results

- For 73% of visitor groups, Delaware Water Gap NRA was the primary destination (see Figure 16).
- For 20%, Delaware Water Gap NRA was one of several destinations.

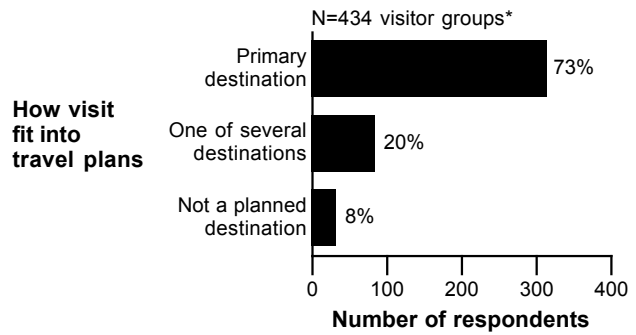


Figure 16. How visit to park fit into visitor groups' travel plans

*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 the park

Question 8

On this trip, what were your personal group's top three reasons for visiting this part of Pennsylvania and New Jersey (within 20 miles of Delaware Water Gap NRA)?

Results

- 33% of visitors groups were residents of the area within 20 miles of Delaware Water Gap NRA (see Figure 17).

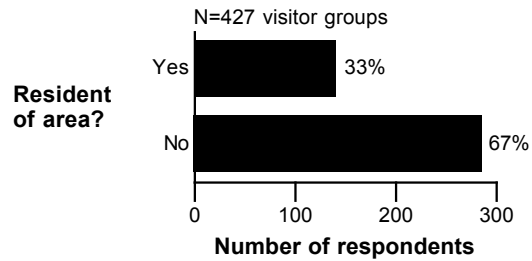


Figure 17. Visitor groups that were residents of the area (within 20 miles of Delaware Water Gap NRA)

Number one reason

- 63% of visitor groups ranked "recreation" as their number one reason for visiting Delaware Water Gap NRA (see Figure 18).

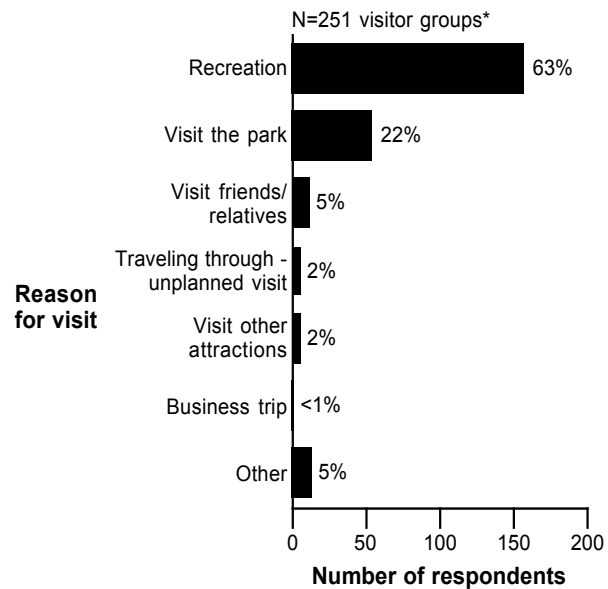


Figure 18. Reasons for visit ranked as number one

*total percentages do not equal 100 due to rounding

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

Number two reason

- 46% of visitor groups ranked “visit the park” as their number two reason for visiting Delaware Water Gap NRA (see Figure 19).

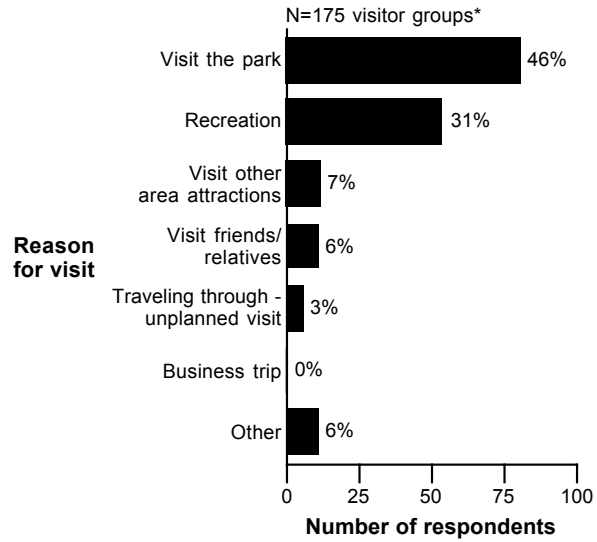


Figure 19. Reasons for visit ranked as number two

Number three reason

- 28% of visitor groups ranked “visit other attractions” as their number three reason for visiting Delaware Water Gap NRA (see Figure 20).
- Table 9 shows how visitor groups ranked their top three reasons for visiting the park.

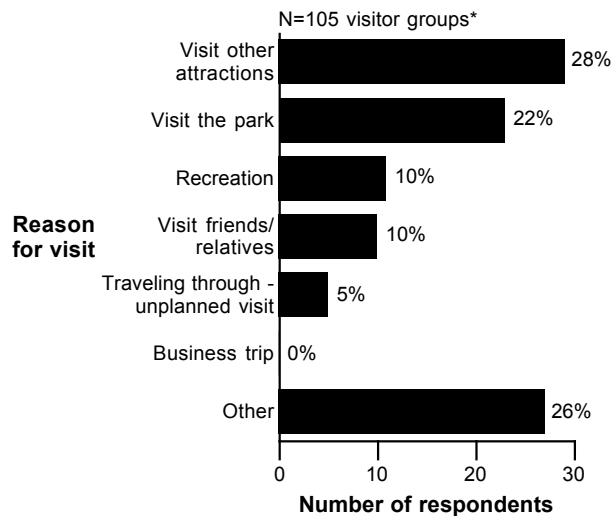


Figure 20. Reasons for visit ranked as number three

*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. Visitor groups' rankings of their top three reasons for visiting Delaware Water Gap NRA (N=number of groups that ranked each reason)

Reason	N	Ranking of importance (%)*		
		1st	2nd	3rd
Recreation	223	71	24	5
Visit the park	159	35	51	14
Visit other attractions	47	13	26	62
Visit friends/relatives	33	36	33	30
Traveling through - unplanned visit - CAUTION!	17	35	35	29
Business trip - CAUTION!	1	100	-	-
Other	51	25	22	53

- "Other" reasons listed by visitor groups were:

Attend baptism
Attend wedding
Bushkill Falls
Check out Milford
Historic sightseeing
Looking for wedding venue
Picked son up from camp in Milford
Picked up daughter at ESU camp
Relationship development
Relative has a cabin there we can use for free
Studying at Genesis Farm
Summer camp
Timeshare in area
To get away from metro area
Vacation
Worthington State Forest Campground

*total percentages do not equal 100 due to rounding

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

Locations stayed on night prior to visit

Question 6a

On this trip, where did you and your personal group stay on the night before visiting Delaware Water Gap NRA? If you stayed at home, please write the name of the town/city and state where you live.

Results

- Table 10 shows the locations (N=223) in which visitor groups (N=410) stayed on the night before visiting Delaware Water Gap NRA.

Table 10. Locations in which visitor groups stayed on the night before visit (N=410 comments)

Location	Number of times mentioned	Percent
East Stroudsburg, PA	23	6
Milford, PA	20	5
Bushkill, PA	18	4
Dingmans Ferry, PA	13	3
Brooklyn, NY	10	2
New York, NY	10	2
Philadelphia, PA	10	2
Stroudsburg, PA	9	2
Pocono, PA	7	2
Branchville, NJ	6	1
Hackettstown, NJ	6	1
Mount Bethel, PA	5	1
Newton, NJ	5	1
Bethlehem, PA	4	1
Marshalls Creek, PA	4	1
Montague, NJ	4	1
Queens, NY	4	1
Shawnee, PA	4	1
Basking Ridge, NJ	3	1
Belvidere, NJ	3	1
Blairstown, NJ	3	1
Delaware Water Gap, PA	3	1
Elizabeth, NJ	3	1
Randolph, NJ	3	1
Tannersville, PA	3	1
Verona, NJ	3	1
Other locations	224	55

*total percentages do not equal 100 due to rounding

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

Locations stayed on night after visit

Question 6b

On this trip, where did you and your personal group stay on the night after visiting Delaware Water Gap NRA? If you stayed at home, please write the name of the town/city and state where you live.

Results

- Table 11 shows the locations (N=201) in which visitor groups (N=362) stayed on the night after visiting Delaware Water Gap NRA.

Table 11. Locations in which visitor groups stayed on the night after visit (N=362 comments)

Location	Number of times mentioned	Percent*
East Stroudsburg, PA	18	5
Bushkill, PA	17	5
Dingmans Ferry, PA	14	4
Milford, PA	12	3
Brooklyn, NY	11	3
Philadelphia, PA	10	3
New York, NY	8	2
Hackettstown, NJ	6	2
Pocono, PA	6	2
Stroudsburg, PA	6	2
Newton, NJ	5	1
Branchville, NJ	4	1
Elizabeth, NJ	4	1
Mount Bethel, PA	4	1
Shawnee, PA	4	1
Allentown, PA	3	1
Basking Ridge, NJ	3	1
Belvidere, NJ	3	1
Bethlehem, PA	3	1
Blairstown, NJ	3	1
Montague, NJ	3	1
Queens, NY	3	1
Randolph, NJ	3	1
Tannersville, PA	3	1
Verona, NJ	3	1
Washington, DC	3	1
Other locations	200	55

*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 nearby communities

Question 7a

In which communities (listed north to south) did you and your personal group seek or obtain support services (e.g., gas, food, or lodging) for this visit to Delaware Water Gap NRA?

Results

- 66% of visitor groups sought or obtained support services in nearby communities on this visit (see Figure 21).
- As shown in Figure 22, the communities most commonly used to obtain support services were:
 - 26% Milford, PA
 - 19% Dingmans Ferry, PA
 - 18% Marshalls Creek, PA
- “Other” communities (13%) were:
 - Bangor, PA
 - Beltzville State Park, PA
 - Belvidere, NJ
 - Branchville, NJ
 - Broadheadsville, PA
 - Brooklyn, NY
 - Butzville, NJ
 - Columbia, NJ
 - Culvers Lake, NJ
 - Easton, PA
 - Englishtown, NJ
 - Eshback, PA
 - Flanders, NJ
 - Hackettstown, NJ
 - Kittatinny, PA
 - Lords Valley, PA
 - Matamoras, PA
 - Mount Pocono, PA
 - New Hope, PA
 - Newton, NJ
 - South Canaan Village, PA
 - Tannersville, PA
 - Wilkes-Barre, PA
 - Worthington State Park, NJ

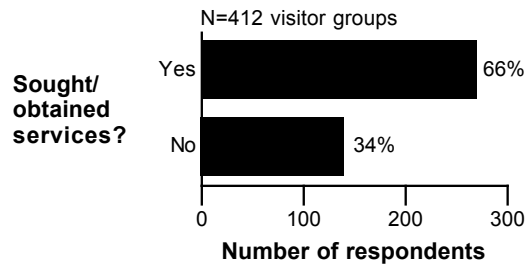


Figure 21. Visitor groups that sought or obtained support services in nearby communities on this visit

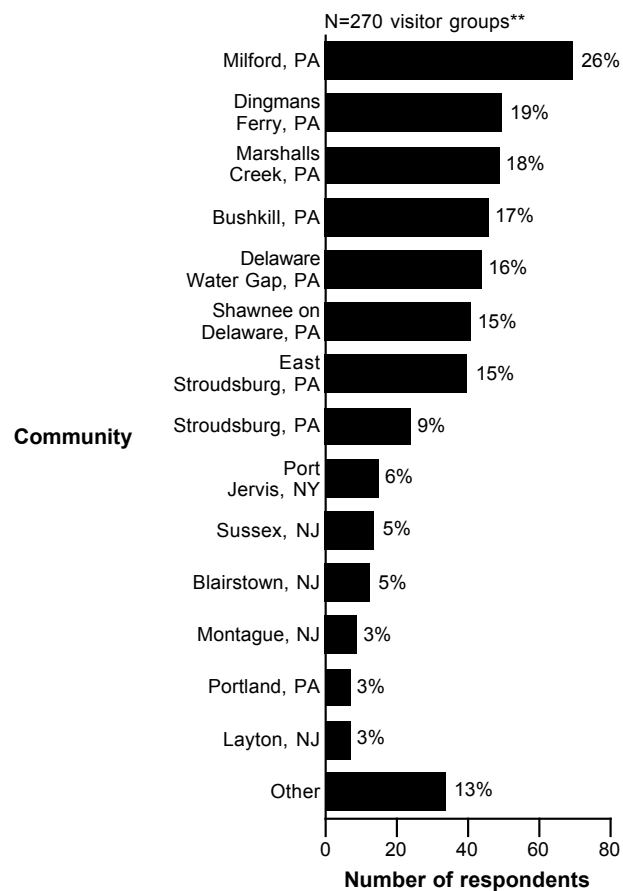


Figure 22. Nearby communities in which visitor groups sought or obtained support services

*total percentages do not equal 100 due to rounding

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

Question 7b

Were you and your personal group able to obtain all the services that you needed in these communities?

Results

- 96% of visitor groups were able to obtain needed support services in nearby communities (see Figure 23).

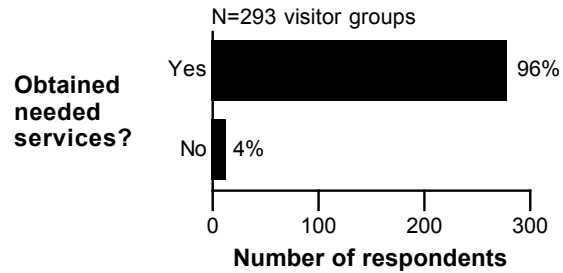


Figure 23. Visitor groups that were able to obtain needed services

Question 7c

If NO, what needed services were not available? (Open-ended)

Results – Interpret with CAUTION!

- 10 visitor groups listed needed services that were not available (see Table 12).

Table 12. Needed services that were not available (N=12 comments; one visitor group made more than one comment.) **CAUTION!**

Service	Comment
Barbecue grill station	Middle Smithfield Beach only had one
Bathrooms	Bathrooms were closed at Bushkill access
Canoe rental	All canoes were already rented in all places - 5 in total
Food/water	Vending machines would help
Gas	Too far away
Grills	Too far away
Non-river campsites	Campsites that allow dogs
Potable water at Bushkill	Bushkill - no running water for group to fill up bottles/jugs
Propane	Needed to refill the RV tank
Purchase fishing license	PA fishing license was difficult to find and cost is high
Tube renting	Renting a tube at Dingmans Ferry Campground would have been fun

*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

Questions 3a-3d

On this visit, were the signs directing you and your personal group to and around Delaware Water Gap NRA adequate?

Results

- Table 13 shows visitor groups' ratings of the adequacy of signs directing them to and within the park.

Table 13. Adequacy of directional signs

(N=number of visitor groups that rated each type of sign; n=number of visitor groups that did not use signs)

Type of sign	N	Adequate? (%)*		Did not use	
		Yes	No	n	%
Interstate signs	275	89	11	141	34
State highway signs	291	91	9	128	31
Community signs	282	86	14	126	31
Park signs	369	93	7	52	12

*total percentages do not equal 100 due to rounding

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

Question 3e

If you answered NO for any of the above,
how would you improve the signs?

Results

- 52 visitor groups commented on problems with directional signs (see Table 14).

Table 14. Comments on directional signs
(N=79 comments; some visitor groups made more than one comment.)

Sign type	Comment	Number of times mentioned
Interstate signs (N=19)	Add signs	8
	Add signs to beaches	1
	Add signs to boat launch	1
	Clear bushes away	1
	Didn't see any	1
	Exit numbers	1
	Had to ask for directions	1
	Interstate 80 needs NRA signs at exits	1
	Keep them hidden (make people work to find this treasure)	1
	Not clearly visible	1
	Place a sign before exit	1
	Use brighter colors on signs	1
	State highway signs (N=12)	Add signs
Add signs for beaches		1
Add signs on Highway 46		1
Had to ask for directions		1
Highways 97 and 6 were confusing in Port Jervis		1
Make them less confusing		1
Place a sign before exit		1
Signs in local communities (N=22)		Add signs
	Make signs more obvious/visible	4
	Didn't see any	3
	Need signs for Smithfield Beach	2
	Add a park sign in Milford, PA	1
	Add sign to boat launch	1
	Add signs on remote roads	1
	Had to ask for directions	1
	Increase number of signs from main approaches	1
	Less congestion in sign areas	1
	Make the signs bigger	1
	Need more signs directing once you leave the highway	1
	Place a sign before exit	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 14. Comments on directional signs (continued)

Sign type	Comment	Number of times mentioned
Signs in the park (N=26)	Campground signs along river need bigger numbers	3
	Missing signs for trails (hiking/biking)	2
	Add "you are here" on maps	1
	Add a couple signs on river saying x miles to Dingmans, etc.	1
	Add detailed maps on signs	1
	Add directions to waterfalls	1
	Add frequent signs designating campsites	1
	Add mileage signs	1
	Add signs	1
	Add signs for beach, bathrooms, etc.	1
	Add signs for trails closer to entrance	1
	Add signs on roads	1
	Add signs pointing to easy access to water	1
	Areas to get off rafts need better markings	1
	Entrance sign is set back from road and could be missed easily for Smithfield Beach	1
	Had to ask for directions	1
	Have senior pass - should be on sign that it can be used	1
	Make signs more visible	1
	Make signs similar throughout (logo, size, etc.)	1
	No sign at Old Hackers Falls entrance	1
	Sign the correct entrance (very confusing)	1
	Trim bushes around signs	1
	We had trouble finding the swimming area	1

Number of vehicles

Question 9a

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

Results

- 60% of visitor groups used one vehicle to arrive at the park (see Figure 24).
- 21% used two vehicles.

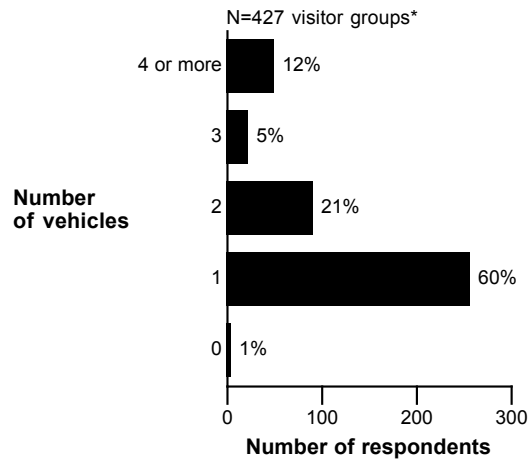


Figure 24. Number of vehicles used to arrive at the park

*total percentages do not equal 100 due to rounding

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

Forms of transportation

Question 9b

On this visit, which forms of transportation did you and your personal group use to arrive at Delaware Water Gap NRA?

Results

- 95% of visitor groups used a private vehicle to arrive at the park (see Figure 25).

- “Other” forms of transportation (4%) were:

- Adventure Sports' shuttle
- Bicycle
- By foot
- Canoe transport company van
- Canoes
- Kayak
- Livery transport

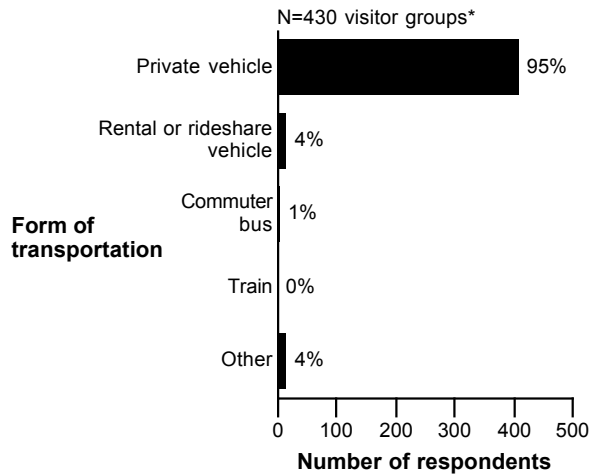


Figure 25. Forms of transportation

Number of park entries

Question 9c

On this visit, how many times did you and your personal group enter Delaware Water Gap NRA?

Results

- 70% of visitor groups entered the park one time during this visit (see Figure 26).

- 22% entered two or three times.

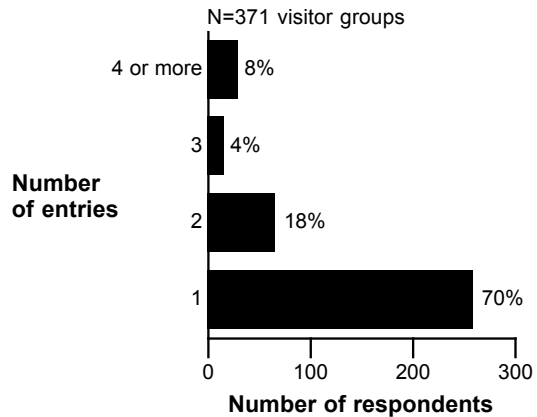


Figure 26. Number of park entries

*total percentages do not equal 100 due to rounding

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

Overnight stays

Question 10a

On this trip, did you and your personal group stay overnight away from home in Delaware Water Gap NRA or within 20 miles of Delaware Water Gap NRA?

Results

- 41% of visitor groups stayed overnight away from home in Delaware Water Gap NRA or within 20 miles of Delaware Water Gap NRA (see Figure 27).

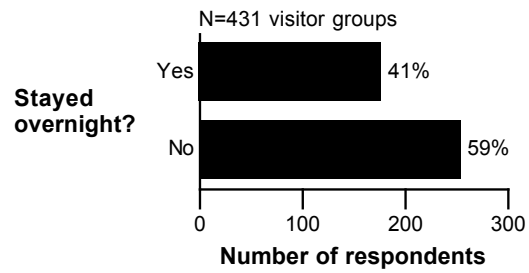


Figure 27. Visitor groups that stayed overnight away from home in Delaware Water Gap NRA or within 20 miles of Delaware Water Gap NRA

Question 10b

If YES, please list the number of nights you and your personal group stayed.

Results

Inside the park

- 39% of visitor groups stayed two nights inside Delaware Water Gap NRA (see Figure 28).
- 38% of visitor groups stayed one night.

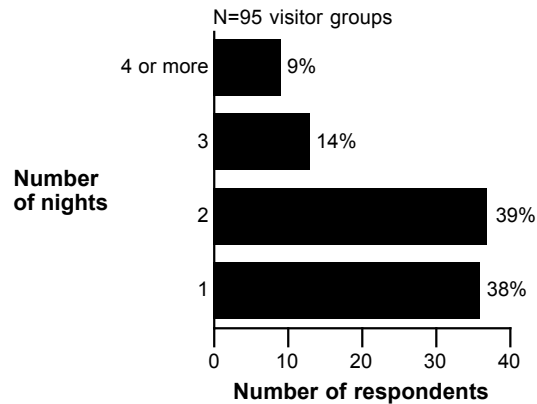


Figure 28. Number of nights spent inside Delaware Water Gap NRA

Outside the park

- 33% of visitor groups stayed one night outside Delaware Water Gap NRA within 20 miles (see Figure 29).
- 29% stayed four or more nights.

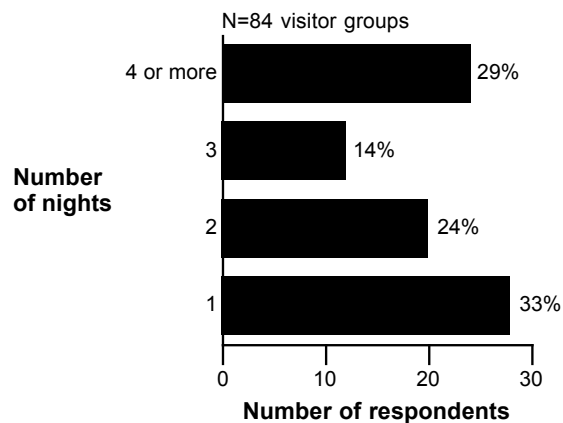


Figure 29. Number of nights spent outside Delaware Water Gap NRA within 20 miles

*total percentages do not equal 100 due to rounding

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

Accommodations used inside Delaware Water Gap NRA

Question 10c

In which types of lodging did you and your personal group spend the night(s) inside Delaware Water Gap NRA?

Results

- 46% of visitor groups tent camped in a developed campground (see Figure 30).
- “Other” type (4%) of accommodation was:

Primitive tent camping

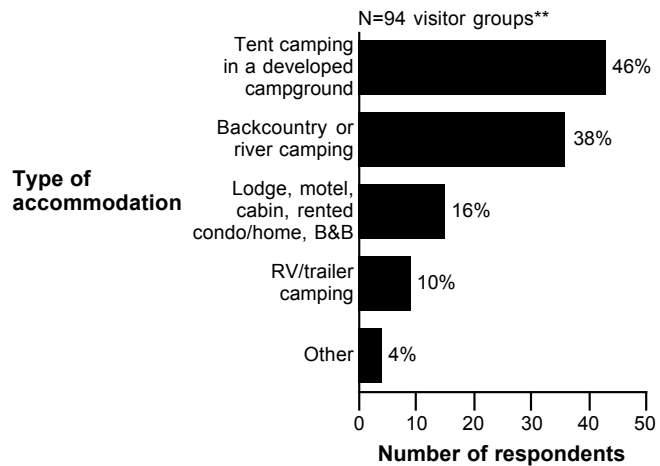


Figure 30. Accommodations used inside Delaware Water Gap NRA

Accommodations used outside Delaware Water Gap NRA

Question 10d

In which types of lodging did you and your personal group spend the night(s) outside Delaware Water Gap NRA within 20 miles?

Results

- 49% of visitor groups stayed in a lodge, motel, cabin, rented condo/home, or B&B (see Figure 31).
- 17% stayed at the residence of friends or relatives.
- “Other” types (6%) of accommodations were:

Country club
Primitive tent camping

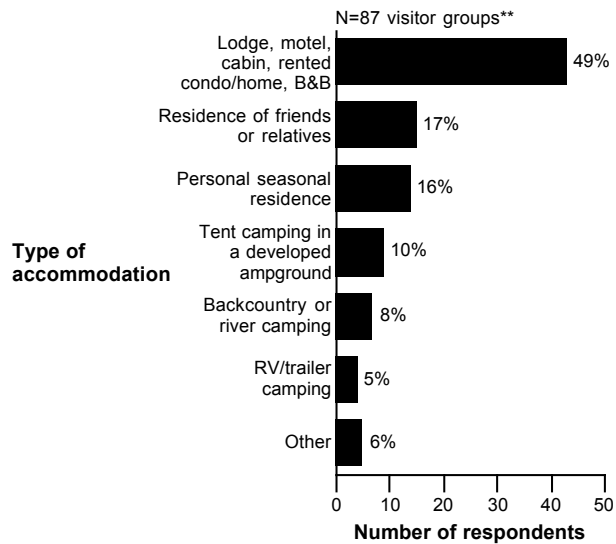


Figure 31. Accommodations used outside Delaware Water Gap NRA within 20 miles

*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 stay

Question 5

On this visit to Delaware Water Gap NRA, how long in total did you and your personal group visit the park?

Results

Number of hours if less than 24

- 32% of visitor groups spent five to six hours visiting the park (see Figure 32).
- 22% spent one to two hours.
- The average length of stay for visitor groups who spent less than 24 hours was 5 hours.

Number of days if 24 hours or more

- 49% of visitor groups spent two days visiting the park (see Figure 33).
- 28% spent three days.
- The average length of stay for visitor groups who spent more than 24 hours was 2.6 days.

Average length of stay

- The average length of stay for all visitor groups was 19.9 hours, or 0.8 days.

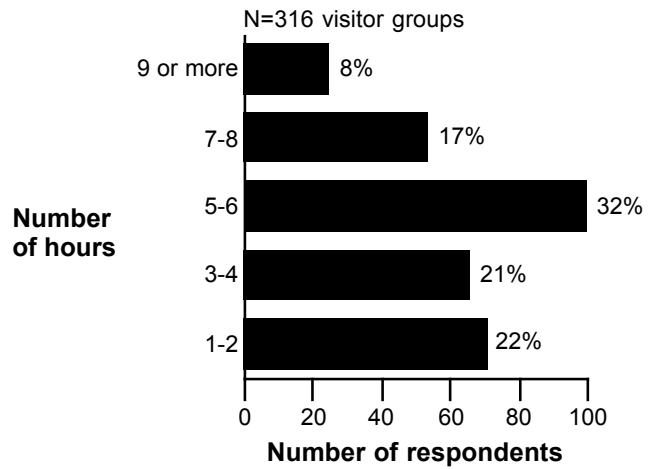


Figure 32. Number of hours spent in Delaware Water Gap NRA

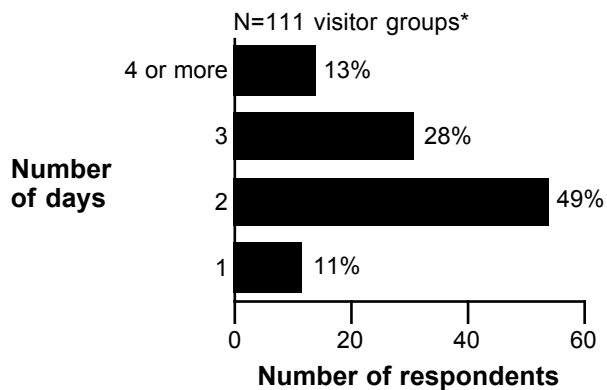


Figure 33. Number of days spent in the Delaware Water Gap NRA

*total percentages do not equal 100 due to rounding

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

Order of sites visited in the park

Question 13

For this trip, please list the order (#1, 2, 3, etc.) in which you and your personal group visited the following sites at Delaware Water Gap NRA.

Results

- The order in which the sites were visited is shown in Table 15.

Table 15. Order of sites visited
(N=the number of visitor groups that visited each site)

Site	N	Order visited (%)*				
		1st	2nd	3rd	4th	5th and up
Smithfield Beach	112	52	24	18	4	2
Milford Beach	109	75	16	6	4	0
Dingmans Boat Launch	88	50	41	8	0	1
Bushkill Access	71	41	32	17	6	4
Kittatinny Point Visitor Center	60	23	37	18	8	13
Dingmans Falls/Visitor Center	47	23	36	30	2	8
Bushkill Visitor Center	30	37	30	17	13	3
Turtle Beach	30	37	43	3	10	6
Dingmans Campground – CAUTION!	26	54	15	19	8	4
Raymondskill Falls – CAUTION!	22	5	41	9	14	33
Overlooks (Resort Point, Point of Gap, Arrow Island) – CAUTION!	20	25	35	35	0	5
Park Headquarters – CAUTION!	18	39	28	11	11	11
Poxono Access – CAUTION!	17	35	29	6	12	18
Millbrook Village – CAUTION!	13	23	8	31	0	39
Van Campens Glen Recreation Site – CAUTION!	12	33	17	25	8	16
Hialeah Picnic Area – CAUTION!	9	22	33	11	22	11
Childs Park Rec. Site – CAUTION!	9	11	11	11	33	33
Peters Valley Art Center – CAUTION!	8	0	13	13	13	63
Pocono Environmental Education Center – CAUTION!	6	17	33	17	0	33
Valley View Campground – CAUTION!	4	25	75	0	0	0
Watergate Rec. Site – CAUTION!	3	0	33	33	0	33
Riversbend Campground – CAUTION!	3	33	0	33	0	33
Mohican Outdoor Center – CAUTION!	2	0	0	0	0	100
Other sites – CAUTION!	25	36	32	16	8	8

*total percentages do not equal 100 due to rounding

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

Sites visited in the park

Results

- As shown in Figure 34, the most commonly visited sites at Delaware Water Gap NRA were:

- 34% Milford Beach
- 33% Smithfield Beach
- 30% Dingmans Boat Launch

- The least visited site was:

- 1% Watergate Rec. Site

- “Other” sites (10%) that were visited are shown in Table 16.

Table 16. “Other” sites visited in Delaware Water Gap NRA (N=27 comments)

CAUTION!

Site	Number of times mentioned
Eshback	11
McDade Trail	5
Blue Mountain Lake	2
Toms Creek, PA	2
Hackers Falls	1
Hamilton site	1
Mount Tam	1
Old Mine Road	1
River Camp in Peters, NJ	1
Sandyston access	1
Smithfield Beach	1

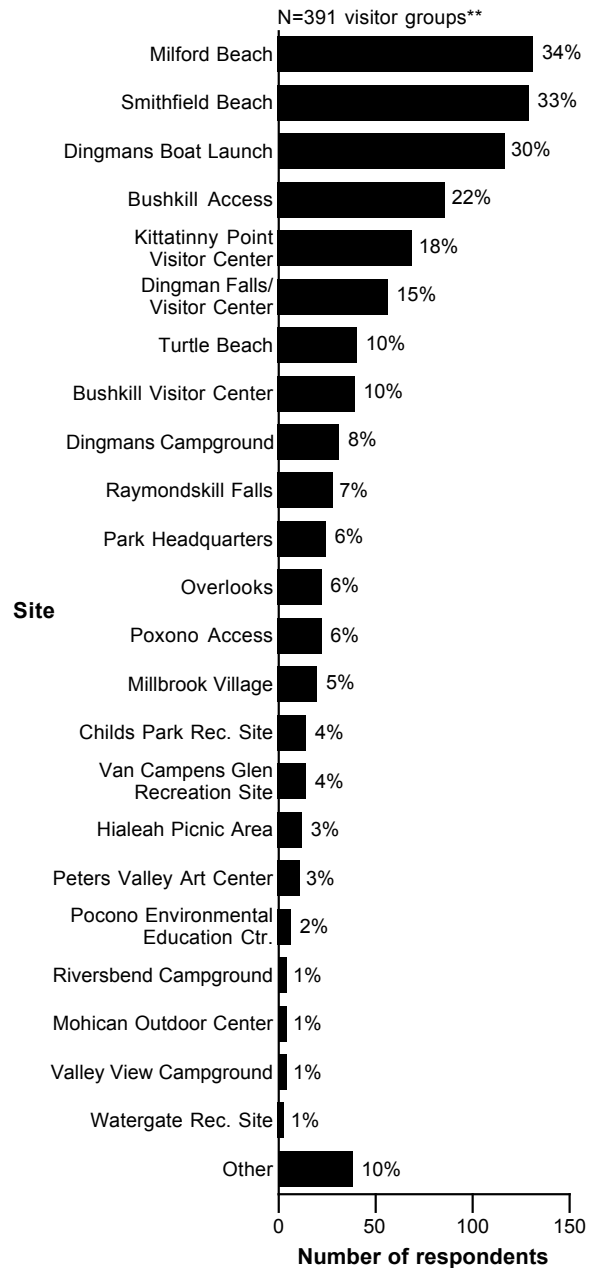


Figure 34. Sites visited in the park

*total percentages do not equal 100 due to rounding

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

Activities on previous visits

Question 12b

On previous visits to Delaware Water Gap NRA, in which activities did you and your personal group participate?

Results

- 81% of visitor groups have visited previously (see Figure 35).
- As shown in Figure 36, the most common activities in which visitor groups participated on previous visits were:

- 64% Viewing scenery/river views/waterfalls
- 59% Swimming
- 55% Hiking/walking

- “Other” activities (1%) were:

- Golfing
- Photography

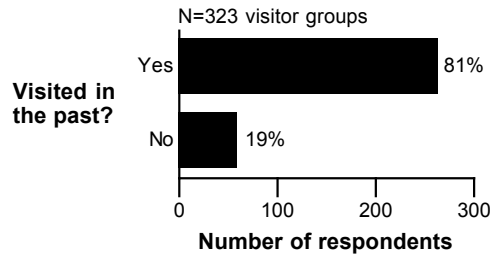


Figure 35. Visitor groups that have visited previously

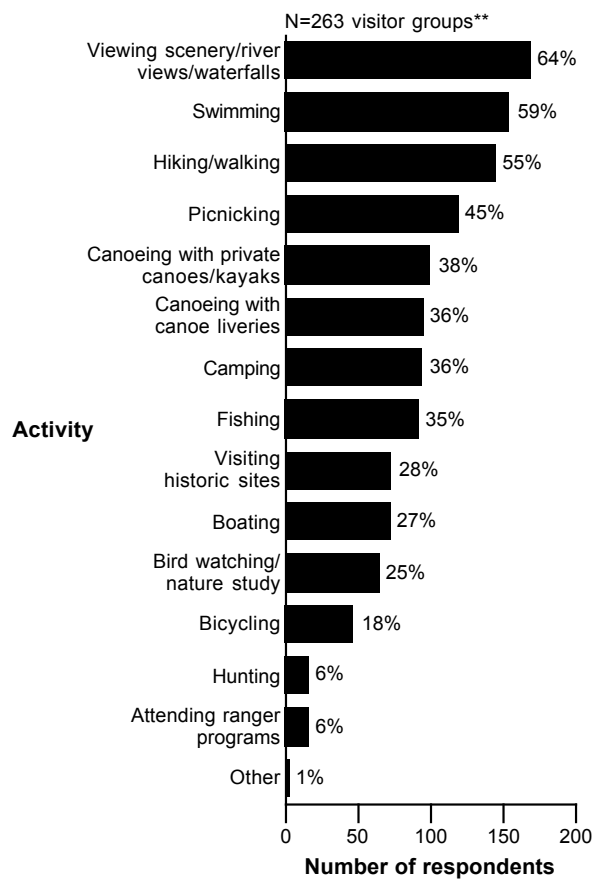


Figure 36. Activities on previous visits

*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 12a

On this visit to Delaware Water Gap NRA, in which activities did you and your personal group participate?

Results

- As shown in Figure 37, the most common activities in which visitor groups participated on this visit were:

56% Swimming
 52% Viewing scenery/
 river views/waterfalls

- “Other” activities (3%) were:

Accessing the river
 Being with family
 Photography
 Rafting
 Reading
 Reviewing area for a planned
 trip in two weeks
 Service
 Spending time together

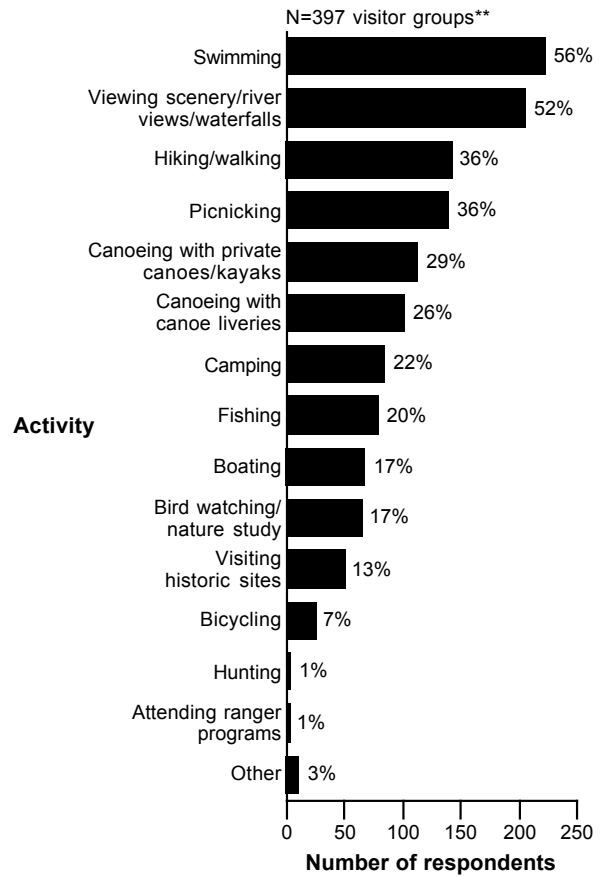


Figure 37. Activities on this visit

*total percentages do not equal 100 due to rounding

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

Most important activity

Question 12d

Which one of the above activities was most important to you and your personal group on this visit to Delaware Water Gap NRA?

Results

- As shown in Figure 38, the “most important activities” were:
 - 28% Canoeing with private kayaks/canoes
 - 14% Canoeing with canoe liveries
- “Other” most important activities (1%) were:
 - Being with family
 - Rafting
 - Service
 - Spending time together

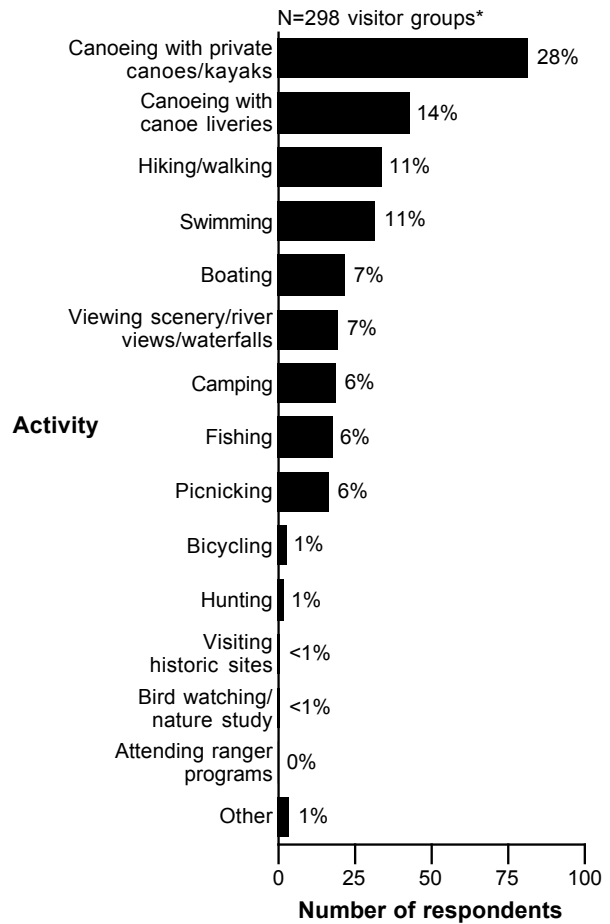


Figure 38. Most important activity

*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 future visits

Question 12c

If you were to visit the park in the future, in which activities would you and your personal group prefer to participate?

Results

- As shown in Figure 39, the most common activities in which visitor groups would prefer to participate on future visits were:

62% Viewing scenery/
river views/waterfalls
60% Hiking/walking
57% Swimming

- “Other” activities (3%) were:

Drinking
Horseback riding
Photography
Rock climbing

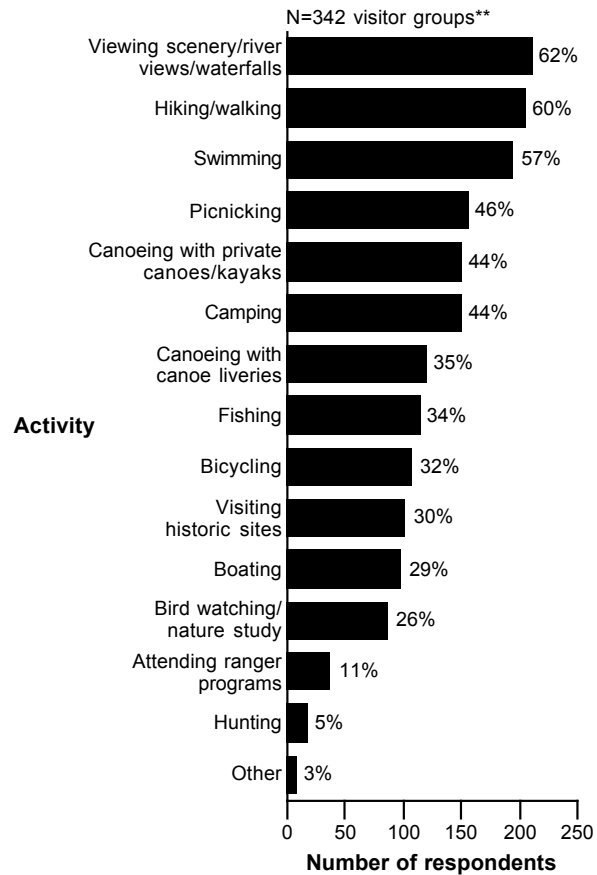


Figure 39. Activities on future visits

Personal canoe/kayak/boat trips

Question 11a

During this visit to Delaware Water Gap NRA, did you and your personal group take a personal (non-livery) canoe/kayak/boat trip?

Results

- 45% of visitor groups took a personal (non-livery) canoe/kayak/boat trip (see Figure 40).

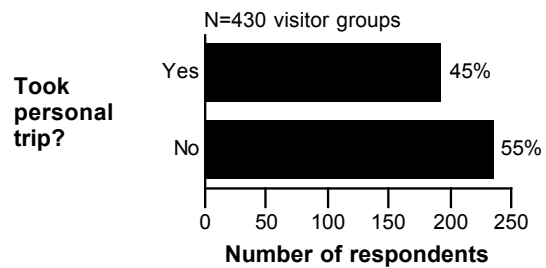


Figure 40. Visitor groups that took a personal (non-livery) canoe/kayak/boat trip

*total percentages do not equal 100 due to rounding

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

Question 11b

Please list your starting point on the river.

Results

- Table 17 shows the locations of starting points on the river.

Table 17. Visitor groups' starting points on the river (N=153 comments)

Starting point within NRA boundary	Number of times mentioned
Milford Beach	43
Dingmans Ferry	26
Bushkill	25
Smithfield Beach	22
Eshback	9
Poxono	8
Delaware Water Gap NRA	3
Shawnee	2
Water Gap	2
Copper Mine Trail	1
Kittatinny Canoe Rental	1
Kittatinny Point	1
Mongaup	1
Worthington	1
Starting point north of NRA boundary	
Matamoras	3
Pond Eddy	2
Highland	1
Port Jervis	1
Sparrowbush	1

Question 11c

Please list your ending point on the river.

Results

- Table 18 shows the locations of ending points on the river.

Table 18. Visitor groups' ending points on the river (N=154 comments)

Ending point	Number of times mentioned
Dingmans Ferry	32
Smithfield Beach	30
Kittatinny Point	20
Bushkill	14
Delaware Water Gap NRA	10
Eshback	7
Poxono	6
Delaware Water Gap Visitor Center	4
Dingmans Campground	3
Kittatinny Point Visitor Center	3
Portland	3
Water Gap	3
Easton	2
I-80	2
Milford beach	2
Worthington	2
At the beach close to interstate	1
Columbia	1
Hialeah picnic area	1
Kittatinny Canoe Rental	1
Matamoras	1
Milford, PA	1
Turtle Beach, NJ	1
Point of Gap Overlook	1
Port Jervis	1
Resort Point Overlook	1
Route 80 bridge	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 11d

On this visit, which type(s) of watercraft did you and your personal group use?

Results

- 56% of visitor groups used canoes (see Figure 41).
- 44% used kayaks.
- “Other” types (1%) of watercraft were:

Inflatable catamaran
Paddleboard

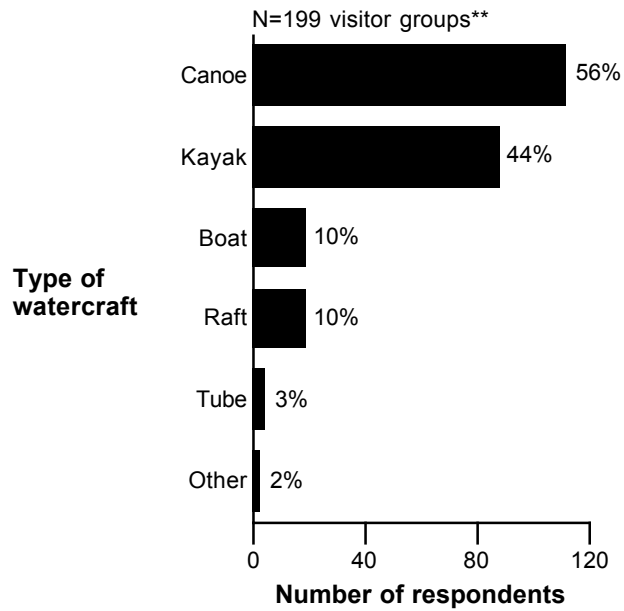


Figure 41. Types of watercraft used

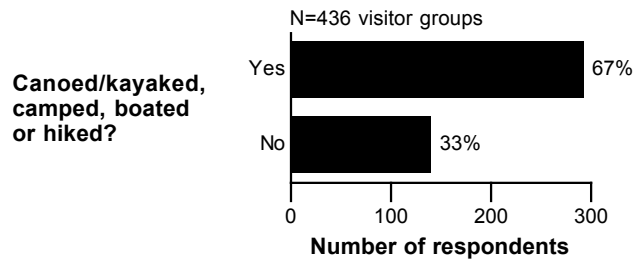
*total percentages do not equal 100 due to rounding

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

Number of recreationists seen

Question 15a

During this visit, did you and your personal group canoe/kayak, camp, boat or hike in Delaware Water Gap NRA?



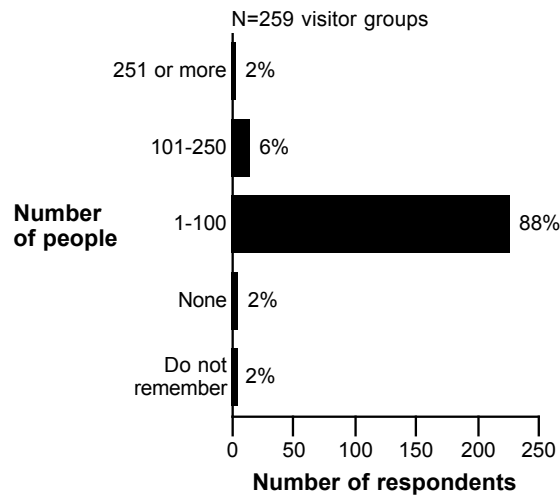
Results

- 67% of visitor groups canoed/kayaked, camped, boated, or hiked in Delaware Water Gap NRA (see Figure 42).

Figure 42. Visitor groups that canoed/kayaked, camped, boated or hiked in Delaware Water Gap NRA

Question 15b

If YES, while canoeing/kayaking, camping, boating or hiking, about how many people, besides people in your personal group, did you see per day?



Results

Canoeists/kayakers

- 88% of respondents saw 1-100 canoeists/kayakers per day (see Figure 43).

Figure 43. Number of canoeists/kayakers seen per day

Campers

- 52% of respondents saw 1-20 campers per day (see Figure 44).

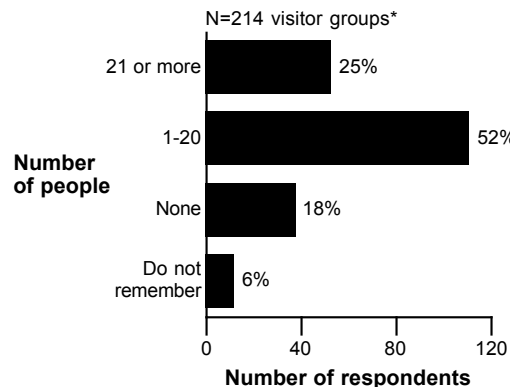


Figure 44. Number of campers seen per day

*total percentages do not equal 100 due to rounding

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

Other boaters

- 71% of respondents saw 1-20 other boaters per day (see Figure 45).

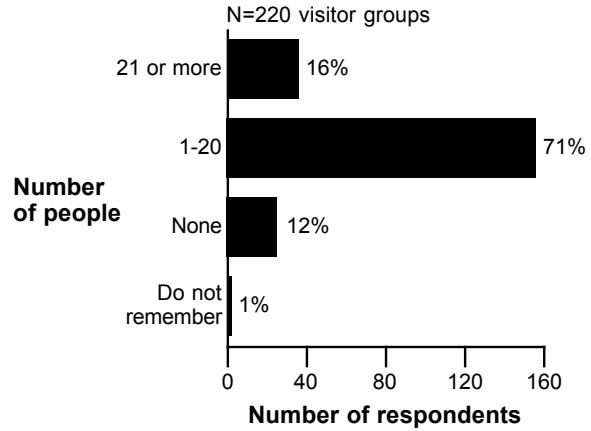


Figure 45. Number of other boaters seen per day

Hikers

- 44% of respondents saw no hikers per day (see Figure 46).
- 41% saw 1-20 hikers per day.

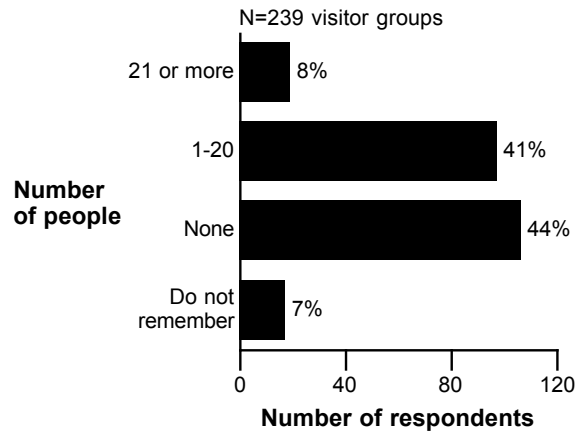


Figure 46. Number of hikers seen per day

*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 Services, Facilities, Attributes, and Resources

Information services used

Question 20a

Please indicate all the information services that you and your personal group used during this visit to Delaware Water Gap NRA.

Results

- As shown in Figure 47, the most common information services used by visitor groups were:

58% Park brochure/map
 33% Canoe and boat launch safety signs
 33% Park website

- The least used information service was:

3% Park ranger-led walks/programs

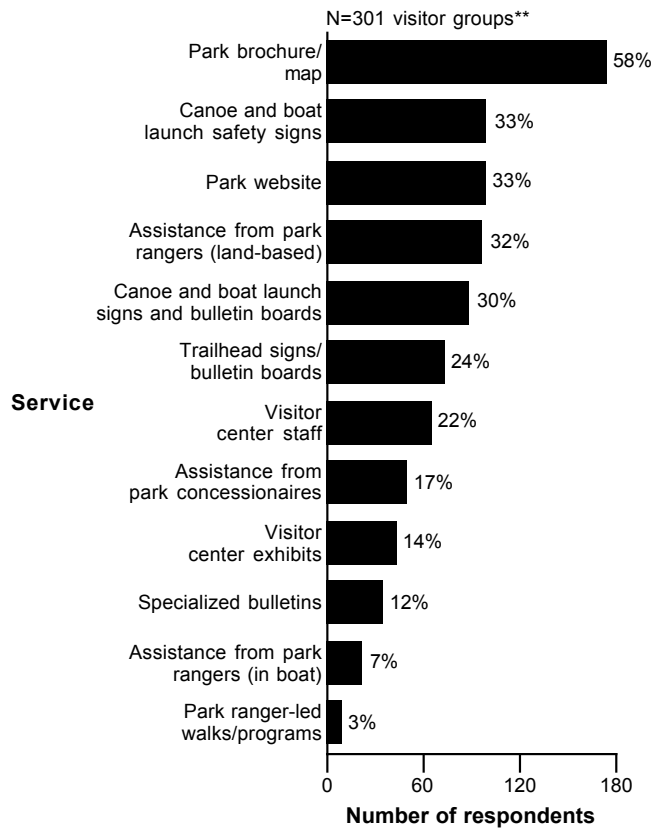


Figure 47. Information services used

*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 information services

Question 20b

For only those information services that you or your personal group used, please rate their importance from 1-5.

- 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 of information services that were rated by 30 or more visitor groups.
- The information services receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 78% Trailhead signs/ bulletin boards
- 76% Park brochure/map
- 76% Park website

- Table 19 shows the importance ratings of each information service.
- The service receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

- 6% Canoe and boat launch signs/ bulletin boards (other than safety signs)

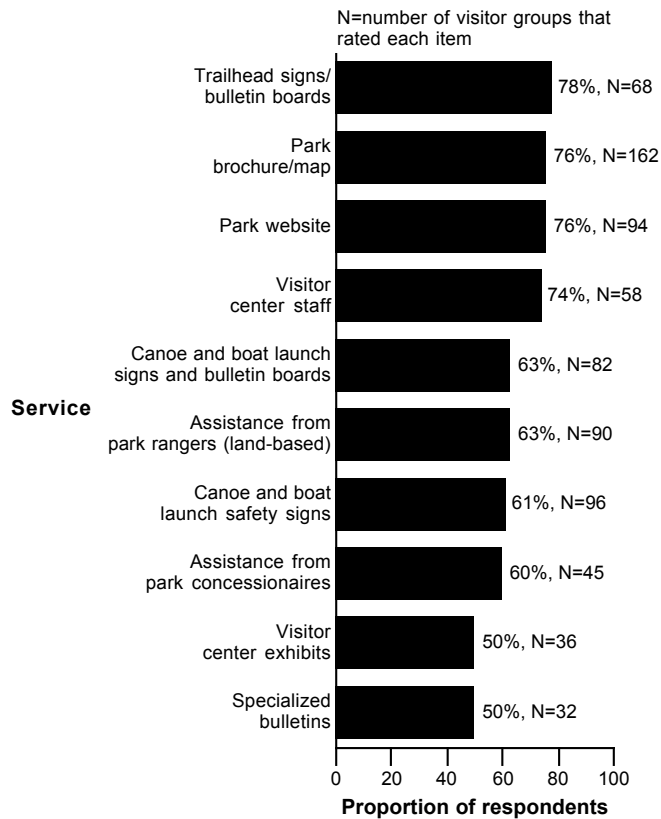


Figure 48. Combined proportions of “extremely important” and “very important” ratings of information services

*total percentages do not equal 100 due to rounding

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

Table 19. Importance ratings of information services
(N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Assistance from park concessionaires	45	2	7	31	31	29
Assistance from park rangers (land-based)	90	2	13	21	30	33
Assistance from park rangers (in boat) – CAUTION!	21	5	5	29	14	48
Park website (used before or during visit)	94	1	6	17	30	46
Canoe and boat launch safety signs	96	5	10	23	30	31
Canoe and boat launch signs/bulletin boards (other than safety signs)	82	6	13	17	34	29
Park brochure/map	162	1	10	14	35	41
Park ranger-led walks/programs – CAUTION!	8	13	0	38	25	25
Specialized bulletins (river guide, canoe livery list, etc.)	32	0	16	34	25	25
Trailhead signs/bulletin boards	68	0	10	12	38	41
Visitor center exhibits	36	3	11	36	28	22
Visitor center staff	58	0	10	16	38	36

*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 information services

Question 20c

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

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

Results

- Figure 49 shows the combined proportions of “very good” and “good” quality ratings of information services that were rated by 30 or more visitor groups.
- The information services that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 94% Assistance from park rangers (land-based)
 - 88% Visitor center staff
- Table 20 shows the quality ratings of each information service.
- The information services receiving the highest “very poor” quality ratings that were rated by 30 or more visitor groups were:
 - 2% Assistance from park concessioners
 - 2% Visitor center staff

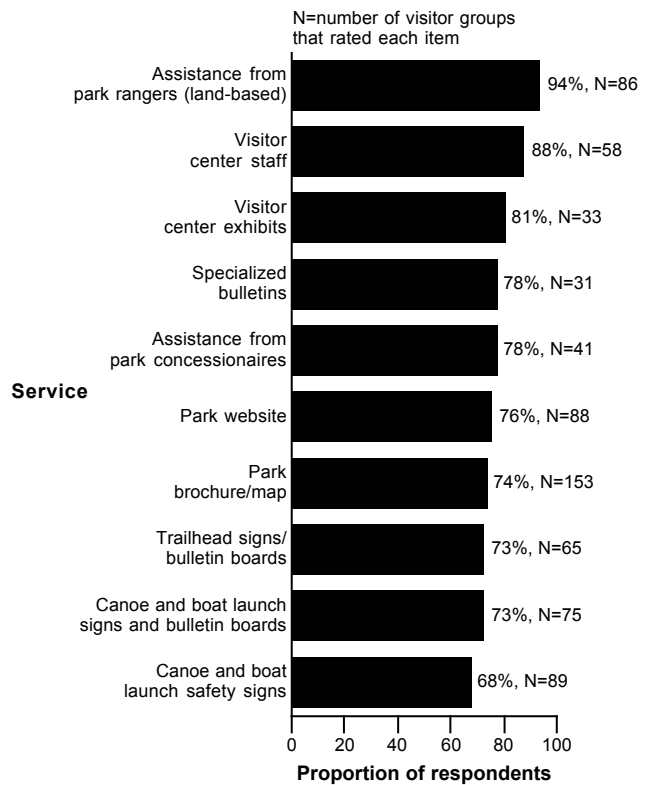


Figure 49. Combined proportions of “very good” and “good” quality ratings of information services

*total percentages do not equal 100 due to rounding

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

Table 20. Quality ratings of information services
(N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Assistance from park concessionaires	41	2	2	17	37	41
Assistance from park rangers (land-based)	86	0	1	5	17	77
Assistance from park rangers (in boat) – CAUTION!	20	0	0	5	35	60
Park website (used before or during visit)	88	0	2	23	38	38
Canoe and boat launch safety signs	89	1	5	26	40	28
Canoe and boat launch signs/bulletin boards (other than safety signs)	75	0	5	21	48	25
Park brochure/map	153	1	6	20	33	41
Park ranger-led walks/programs – CAUTION!	6	0	0	17	33	50
Specialized bulletins (river guide, canoe livery list, etc.)	31	0	0	23	52	26
Trailhead signs/bulletin boards	65	0	3	23	35	38
Visitor center exhibits	33	0	3	15	36	45
Visitor center staff	58	2	2	9	22	66

*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 of information services

- Figures 50 and 51 show the mean scores of importance and quality ratings of all information services that were rated by 30 or more visitor groups.
- All information services were rated above average.

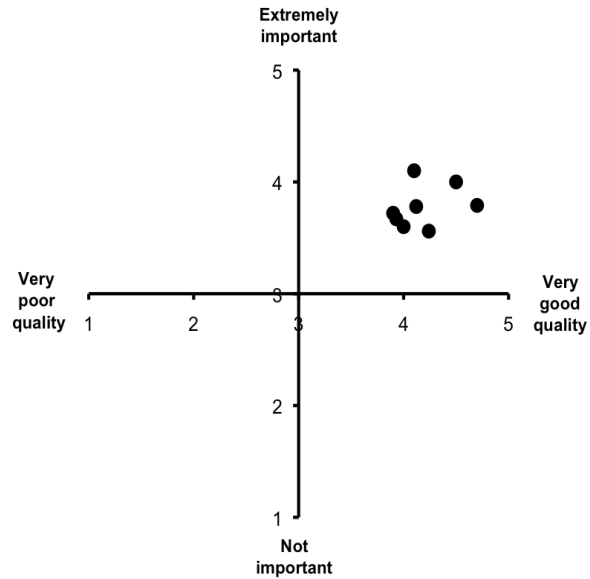


Figure 50. Mean scores of importance and quality ratings of information services

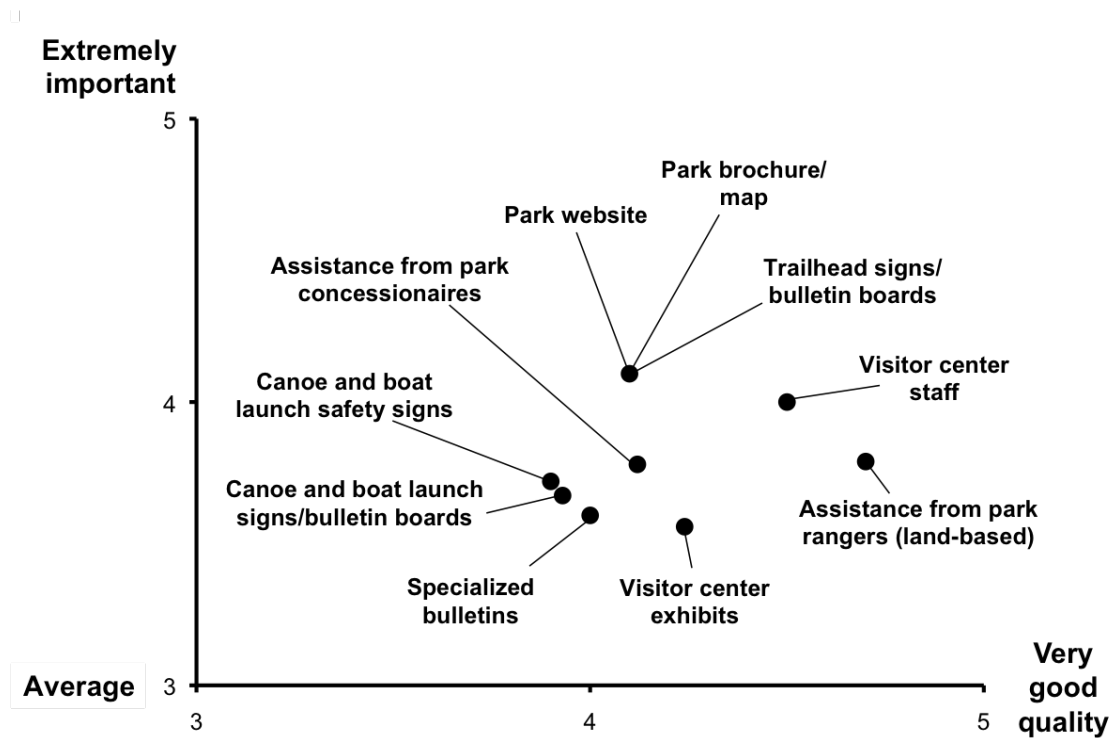


Figure 51. Detail of Figure 50

*total percentages do not equal 100 due to rounding

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

Question 20d

If you and your personal group have comments on any of the above services, please use the lines below.

Results

- 46 visitor groups listed comments on the information services (see Table 21).

Table 21. Comments about information services
(N=50 comments; some visitor groups made more than one comment).

Service	Comment
Adventure Sports	Very helpful
Assistance from park rangers (land-based)	Because of rangers, we are now aware of falls and will visit on our next trip Very good presence of authorities
Assistance from park rangers (in boat)	Liked seeing and knowing of presence on water I have not brought my boat for 10 years because rangers constantly harassed me, even going so far as looking in my trunk to prove I didn't keep fish
Assistance from all park rangers	Great to know they patrol and are visible if needed Gave us information to do more helpful/fun time-filling activities Very professional and very helpful
Beach	Please keep boaters out of beach area
Boat and canoe launch sites	Need to be clearly designated which is which and enforced
Bulletin boards	Smoking signs - is there a designated smoking area? Or is smoking allowed in park? No signs are posted
Campground signage	Useful and very helpful
Campground staff	Wrong; lacked local knowledge
Canoe and boat launch signs	Need signs for canoes to not block boat launches and use the designated canoe launch; suggest canoe liveries provide signs It is too easy to miss areas to get off rafts
Canoeing with Kittattiny Canoes	Their staff was less than helpful, not very communicative and failed to give a detailed explanation of canoeing practices
Dingmans Ferry	Fee (\$10) too high for parking Maps/information to waterfalls
Dingmans Campground	Rude and unfriendly staff
Lifeguards	Very friendly and helpful
Park ranger-led walks/programs	I would love to attend safety canoe, but have not had time
Park concessionaire	Didn't know much about park, but did refer us to headquarters

*total percentages do not equal 100 due to rounding

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

Table 21. Comments about information services (continued)

Service	Comment
Park map/brochure	A more detailed map would have been useful A more detailed map of the river would be appreciated Campgrounds should be marked on map/brochure Did not receive one Improve maps to include all hiking trails Map was great, but phone numbers and general information for new users would be helpful Need a better map of all campsites Need a better map of river campsites Would like distances listed on map from key points
Pocono Mountain Visitor's Bureau	Very helpful/enthusiastic
Trail condition information	Up-to-date information on trail conditions needed on website
Trailhead signs/ bulletin boards	More information needed Need better signs on Tumbling Water Trail at Pocono Environmental Education Center Need signs along trail to show distances on McDade Trail Would be helpful if maps were available
Trails	Finish McDade Trail
Turtle Beach	Small; we visited and left in 10 minutes
Visitor center exhibits	Desire geologic history information
Visitor center staff	Didn't receive park brochure/map at Dingmans Campground Directions to avoid traffic light (which was down) were not accurate Excellent help at visitor center Interpretive staff members at Kittatinny Point Visitor Center were not very eager to accommodate or engage with visitors Very knowledgeable, polite, and resourceful
Website	It should be made known that it is \$7 to swim in a river (too expensive) More information regarding rules and regulations is needed Needed address to get to the Smithfield Beach so I could put it into my GPS and couldn't find it anywhere Needs to be updated Should include river conditions

*total percentages do not equal 100 due to rounding

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

Visitor facilities used

Question 21a

Please indicate all the visitor facilities that you and your personal group used during this visit to Delaware Water Gap NRA.

Results

- As shown in Figure 52, the most common visitor facilities used by visitor groups were:

- 67% Parking lots
- 59% Restrooms (other than portables)
- 54% Roads

- The least used visitor facilities were:

- 6% Pull-offs
- 6% Navigational aids

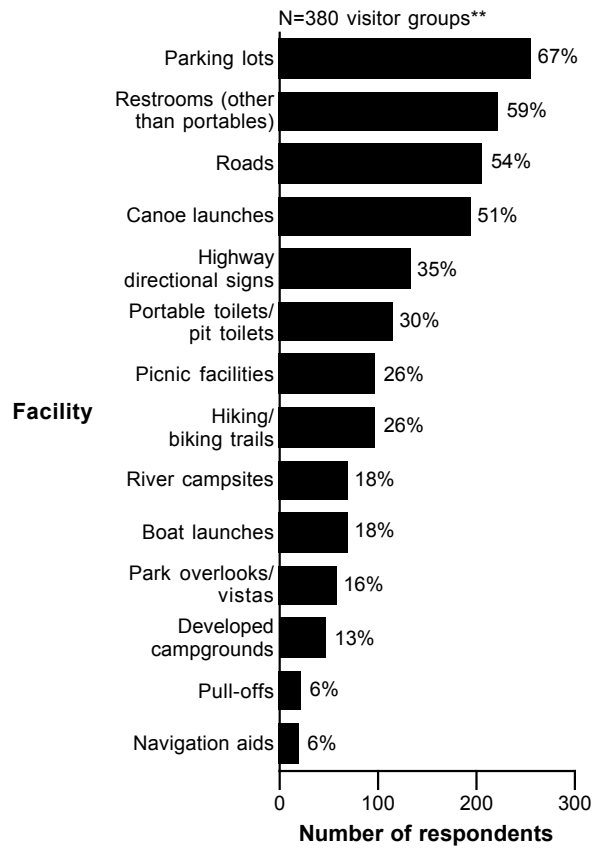


Figure 52. Visitor facilities used

*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 facilities

Question 21b

Next, for only those facilities that you or your personal group used, please rate their importance to your visit from 1-5.

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

Results

- Figure 53 shows the combined proportions of “extremely important” and “very important” ratings of visitor facilities that were rated by 30 or more visitor groups.
- The facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 93% Hiking/biking trails
- 90% River campsites
- 88% Boat launches

- Table 22 shows the importance ratings of each facility.
- The facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

- 4% Park overlooks and vistas

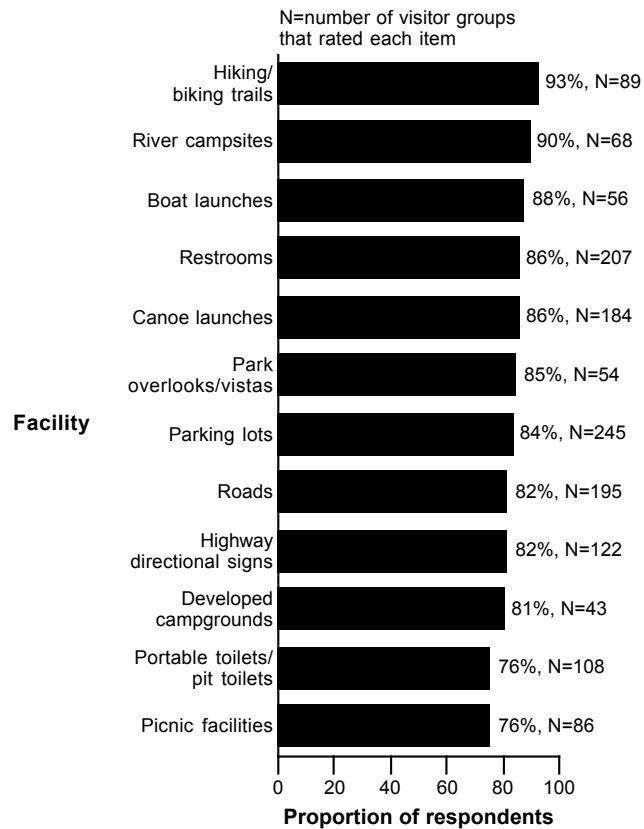


Figure 53. Combined proportions of “extremely important” and “very important” ratings of visitor facilities

*total percentages do not equal 100 due to rounding

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

Table 22. Importance ratings of visitor facilities
(N=number of visitor groups that rated each facility)

Facility	N	Rating (%)*				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Boat launches	56	0	0	13	25	63
Canoe launches	184	0	3	11	34	52
Developed campgrounds (Dingmans, Rivers Bend, Valley View)	43	2	5	12	44	37
Highway directional signs (inside and outside the park)	122	1	5	11	34	48
Hiking/biking trails	89	0	1	6	35	58
Navigation aids – CAUTION!	21	0	5	19	33	43
Park overlooks/vistas	54	4	0	11	33	52
Parking lots	245	<1	4	12	35	49
Picnic facilities	86	1	2	21	40	36
Portable toilets/pit toilets	108	2	8	14	26	50
Pull-offs – CAUTION!	22	5	14	9	41	32
Restrooms (other than portables)	207	<1	4	10	31	55
River campsites	68	0	1	9	12	78
Roads	195	1	2	15	30	52

*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 facilities

Question 21c

Finally, for only those facilities that you or your personal group used, please rate their quality from 1-5.

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

Results

- Figure 54 shows the combined proportions of “very good” and “good” quality ratings of visitor facilities that were rated by 30 or more visitor groups.
- The facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 88% Park overlooks/vistas
 - 87% Parking lots
- Table 23 shows the quality ratings of each facility.
- The facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:
 - 6% Potable toilets/pit toilets

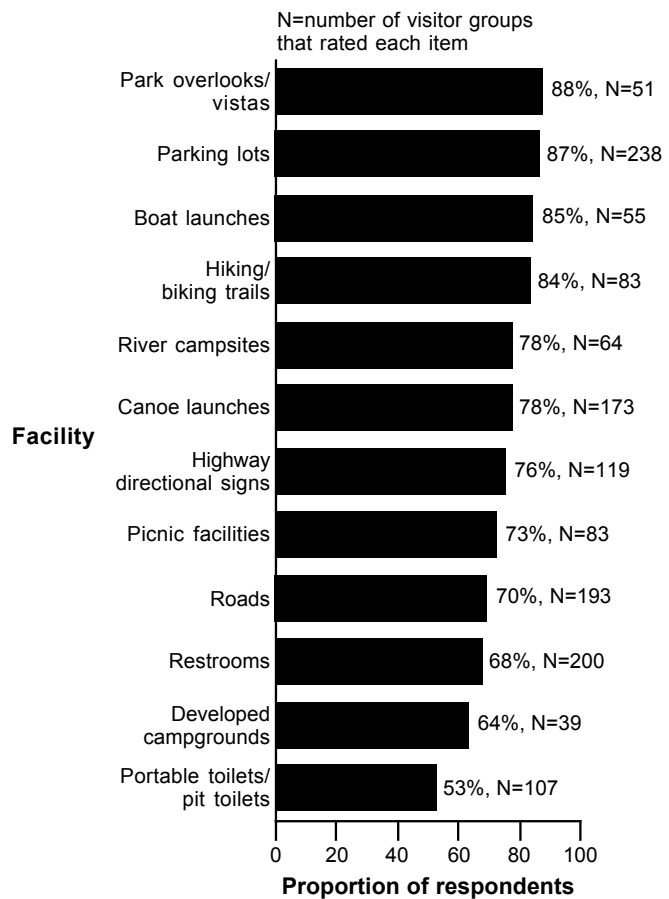


Figure 54. Combined proportions of “very good” and “good” quality ratings of visitor facilities

*total percentages do not equal 100 due to rounding

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

Table 23. Quality ratings of visitor facilities
(N=number of visitor groups that rated each facility)

Facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Boat launches	55	0	0	15	38	47
Canoe launches	173	0	1	21	38	40
Developed campgrounds (Dingmans, Rivers Bend, Valley View)	39	5	0	31	38	26
Highway directional signs (inside and outside the park)	119	1	3	20	43	33
Hiking/biking trails	83	0	2	13	43	41
Navigation aids – CAUTION!	19	5	0	37	16	42
Park overlooks/vistas	51	0	2	10	33	55
Parking lots	238	<1	1	11	33	54
Picnic facilities	83	1	2	23	25	48
Portable toilets/pit toilets	107	6	15	27	34	19
Pull-offs – CAUTION!	21	0	10	10	52	29
Restrooms (other than portables)	200	3	9	22	36	32
River campsites	64	0	6	16	42	36
Roads	193	2	5	24	43	27

*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 of visitor facilities

- Figures 55 and 56 show the mean scores of importance and quality ratings of all visitor facilities that were rated by 30 or more visitor groups.
- All visitor facilities were rated above average.

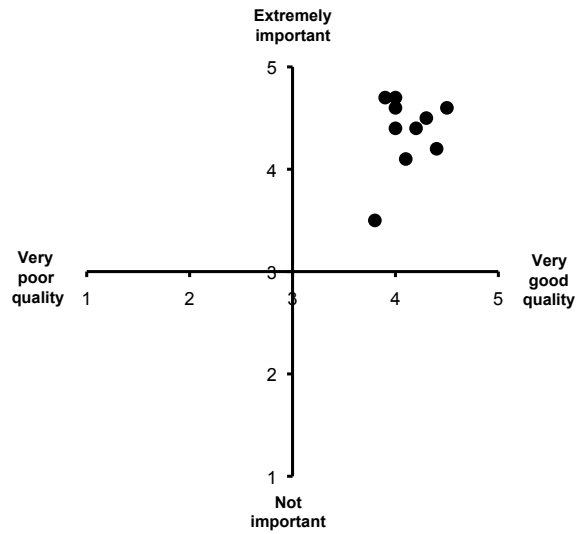


Figure 55. Mean scores of importance and quality ratings of visitor facilities

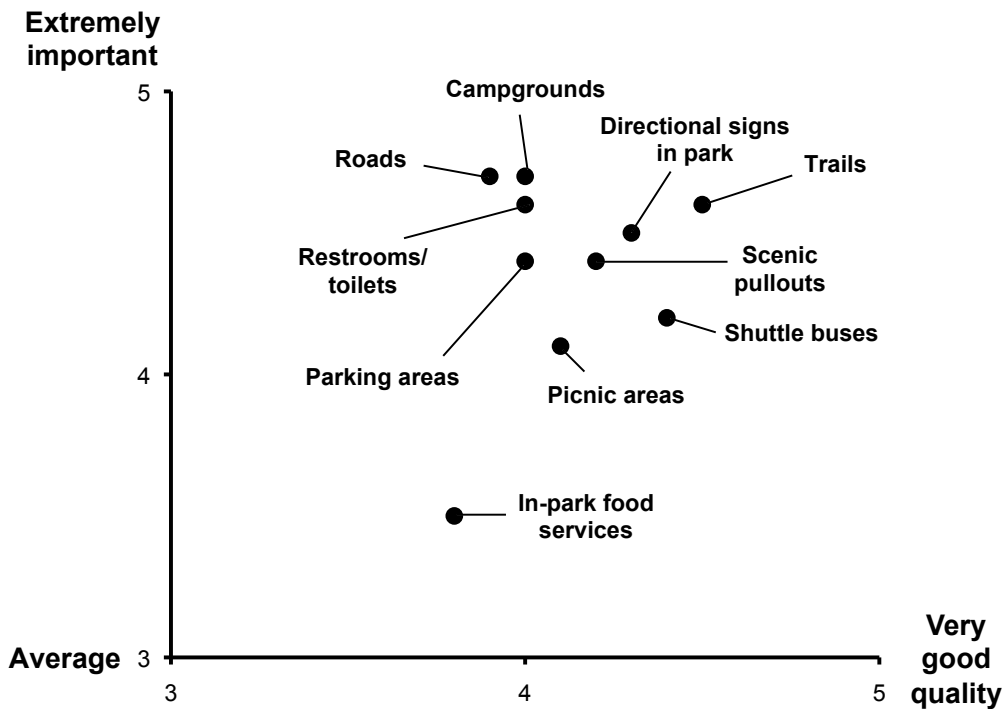


Figure 56. Detail of Figure 55

*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

If you and your personal group have comments on any of the above facilities, please use the lines below.

Results

- 56 visitor groups listed comments on the facilities (see Table 24).

Table 24. Comments about visitor facilities (N=73 comments; some visitor groups made more than one comment).

Facility	Comment
Boat launches	A beach option would have been nice Fee too expensive Need a boat launch site on NJ side equal to the one at Smithfield Please open up Kittatinny boat ramp; all they need to do is push it open with a dozer Smithfield Beach - canoeists were loading and unloading and had to wait 25 minutes to take boat out Post signs stating "no swimming on boat ramps" (dangerous for kids)
Canoe launches	Open some more canoe launch sites - Depew access for one Too steep/unstable for elderly
Dingmans Campground	No solitude, very loud, had to pay \$15 for grill to cook food over fire pit Poor quality for a high price
Highway directional signs	Need more signs to tell you where is what
Hiking/biking trails	Can't wait to use bike trails Finish McDade Trail Need litter cleaned up and better maintenance of walking paths Older portion is overgrown with weeds on McDade Trail These are very important to me, but I didn't use them today and kayaked instead Would like to see mile markers along McDade Trail Very well maintained
Milford Beach	Very clean restrooms and picnic areas
Parking lots	Couldn't park along river Expensive parking on weekends, should be senior citizen discount on parking Machine for payment at Milford Beach does not work properly - said one vehicle cost \$17, no senior option, no envelopes More parking needed Need more spaces for towed items Not enough room at Dingmans Should be for everyone, not just business groups. Senior and handicap should have their tour parking privately (organized groups only) Shouldn't be charged for parking The overnight fee envelope instructions were bad. The instructions made it sound like it was a per day fee (\$10 per day), but the ranger said it was per 7 days - very confusing Too expensive - \$10 to park, \$107 to canoe

*total percentages do not equal 100 due to rounding

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

Table 24. Comments about visitor facilities (continued)

Facility	Comment
Picnic facilities	A lot of trash at Hialeah No portable grills or electric ports Tables very dirty Need more grills in the picnic areas
Portable toilets/pit toilets	At river campsite, it was nasty Bad odor at restroom at Dingmans Falls Could use a few more - some sites have none Dingmans Launch ladies' restroom dark; needs better lighting (but it's clean) Full at Esback Need more around river Pit toilet at Milford Beach by canoe launch was clean but it was kind of disgusting with the human waste visible at base of unit Portable toilet seemed pretty full Primitive toilets - if charging for camping in future, please improve pit toilets The odor is unbearable; I don't recall the stench in prior years Was clean but stinky
Restrooms (other than portables)	A little smelly, but looked clean Bad odor outside for 1/4 mile at Dingman Falls Visitor Center restrooms Clean at Dingmans Closed at Bushkill Extremely filthy at Dingmans Campground Great and clean at Smithfield Beach Need more, cleaner restrooms Need showers and to be cleaned No flushing available in bathroom at Smithfield Beach Not very clean Restrooms were dirty at Milford Beach Very clean at Smithfield Beach and Kittattiny Visitor Center
River	River cleanliness exceeded expectations
River campsites	Could be marked better; seemed like not all sites were marked at all Crowded; too much competition for a spot Excellent, but toilet could be better Make more campsites Need to be kept clear of overgrowth Not enough - too many campers per site, too far between 100-106 Overgrown, sign partially knocked down (72/73) - very close to adjacent site Tons of poison ivy makes it tough camping with kids
Roads	Access road at Milford Beach needs repair Raymondskill Falls - huge pothole in road Seems like the part of the Old Mine Road nearest Peter's Valley has been repaired - that's great Shawnee River Road not wide enough and very rough
Running water	Not enough available Visited park in August. Park had a 'boil water advisory' since June?
Smithfield Beach	Picnic and restroom areas were good Water fountains/foot showers were inoperable

*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 park resources and attributes

Question 19

The National Park Service is responsible for protecting Delaware Water Gap NRA’s scenic, historic and scientific resources, while at the same time providing for public enjoyment. How important is protection of the following resources/attributes to you and your personal group?

Results

- As shown in Figure 57, the highest combined proportions of “extremely important” and “very important” ratings of protecting park resources and attributes were:

- 95% Clean air (visibility)
- 93% River with outstanding water quality
- 89% Clean drinking water
- 87% Recreational opportunities

- Table 25 shows the importance ratings of protecting park resources and attributes.

- The resource/attribute that received the highest “not important” rating was:

- 7% Educational programs/ opportunities

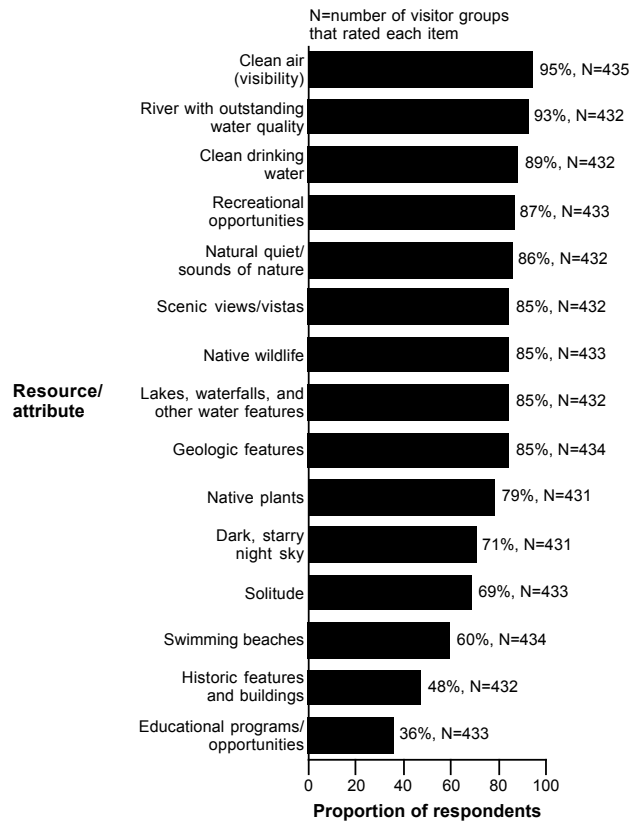


Figure 57. Combined proportions of “very important” and “important” ratings of protecting of park resources and attributes

*total percentages do not equal 100 due to rounding

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

Table 25. Visitor ratings of importance of protecting park resources and attributes (N=number of visitors that rated each resource/attribute)

Resource/attribute	N	Rating (%)*				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Clean drinking water	432	2	3	6	22	67
Clean air (visibility)	435	<1	<1	4	25	70
River with outstanding water quality	432	<1	2	5	25	68
Geologic features (mountains, Delaware Water Gap, etc.)	434	<1	3	12	32	53
Historic features and buildings	432	5	13	34	23	25
Educational programs/opportunities	433	7	23	34	21	15
Dark, starry night sky	431	4	7	18	28	43
Lakes, waterfalls and other water features (other than river)	432	1	3	11	30	55
Native wildlife	433	1	3	10	24	61
Native plants	431	1	6	14	24	55
Natural quiet/sounds of nature	432	0	3	10	24	62
Recreational opportunities (hiking, boating, fishing, etc.)	433	1	3	10	31	56
Scenic views/vistas	432	1	2	12	29	56
Swimming beaches	434	6	13	21	28	32
Solitude	433	3	7	22	25	44

*total percentages do not equal 100 due to rounding

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

How elements detracted from experience

Question 14

On this visit to Delaware Water Gap NRA, how much did each of the following elements detract from your personal group's park experience?

Results

- Table 26 shows a comparison of how different elements detracted from visitor groups' park experiences.

Table 26. How elements detracted from visitor groups' park experiences (N=number of visitors that rated each element; n=number of visitor groups that did not experience elements)

Location	N	Rating (%)*				Did not experience	
		Not at all	A little	Moderate amount	A lot	n	% of total
Campfire rings	242	90	5	2	2	144	37
Crowds	295	54	24	14	8	102	26
Graffiti	253	79	16	3	2	139	35
Human waste	255	72	15	8	5	136	35
Litter	310	49	32	14	5	85	22
Other recreational users	348	61	22	12	5	39	10
Condition of park roads	342	78	14	7	1	51	13
Availability of parking	348	84	8	5	3	44	11
Power-lines and signs	336	81	14	3	2	56	14
Trailheads	270	94	4	1	1	114	30
Unmarked trails	261	88	7	4	1	128	33

*total percentages do not equal 100 due to rounding

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

Appropriateness of management actions

Question 17

Currently, no camping fees for river campsites are charged at Delaware Water Gap NRA. In the future, if a fee of \$10 per river campsite per night were charged to reserve a campsite, and all or most of the revenue stayed in the park to improve visitor services, would your personal group be willing to pay this fee?

Results

- Nearly 100% of visitor groups were interested in river camping (see Figure 58).
- 67% of visitor groups would be willing to pay a \$10 river campsite reservation fee (see Figure 59).

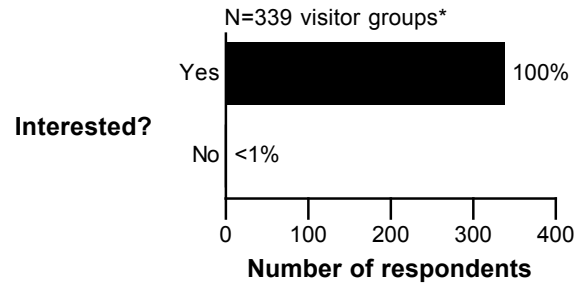


Figure 58. Visitor groups that were interested in river camping

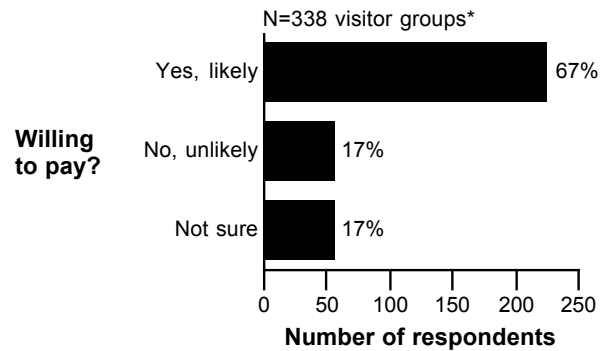


Figure 59. Visitor groups' willingness to pay a \$10 river campsite reservation fee

*total percentages do not equal 100 due to rounding

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

Effect of power line expansion

Question 18

There is a proposal to expand power lines within the river corridor through a section of Delaware Water Gap NRA and the Middle Delaware Wild and Scenic River. What is your opinion about how this might affect your group's park experience?

Results

- 64% of visitors indicated that power line expansion through Delaware Water Gap NRA and the Middle Delaware Wild and Scenic River would detract from their park experience (see Figure 60).

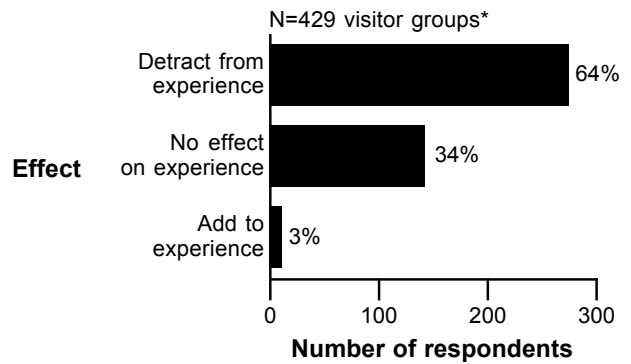


Figure 60. Effect of power line expansion on visitor groups' park experience

*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 the park

Question 22

For you and your personal group, please report all expenditures for this visit to Delaware Water Gap NRA and the surrounding area (within a 20 mile drive).

Results

- 41% of visitor groups spent \$1-100 (see Figure 61).
- 21% spent \$101-200.
- The average visitor group expenditure was \$287.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$119.
- Average total expenditure per person (per capita) was \$86.
- As shown in Figure 62, the largest proportions of total expenditures inside and outside the park were:
 - 32% Water recreation equipment rental
 - 18% Hotels, motels, inns, cabins, B&B, etc.
 - 13% Groceries and take out food
 - 13% Restaurants and bars

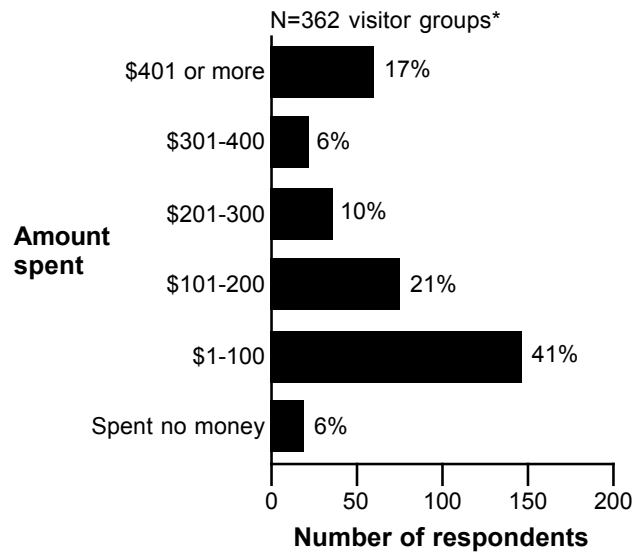


Figure 61. Total expenditures inside and outside the park

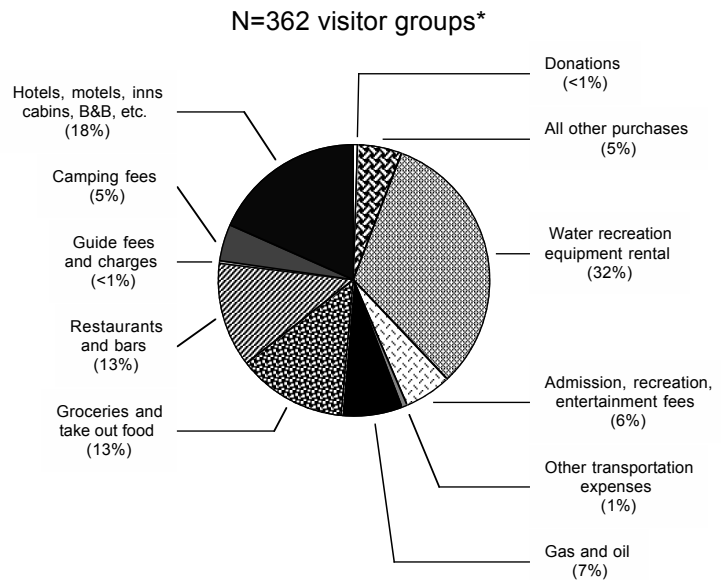


Figure 62. Proportions of total expenditures inside and outside the park

*total percentages do not equal 100 due to rounding

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

Number of adults covered by expenditures

Question 22c

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

Results

- 47% of visitor groups had two adults covered by expenditures (see Figure 63).

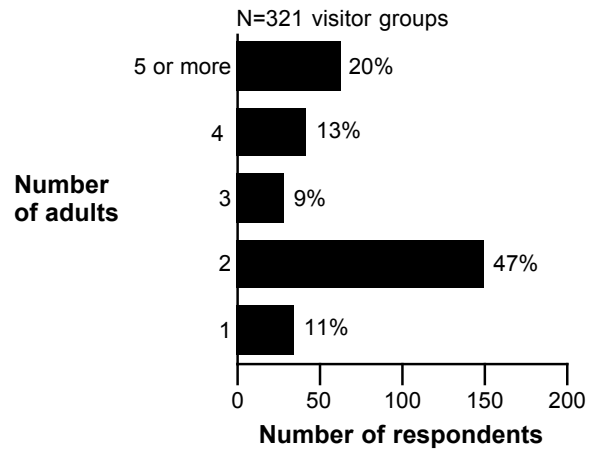


Figure 63. Number of adults covered by expenditures

Number of children covered by expenditures

Question 22c

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

Results

- 52% of visitor groups had no children covered by expenditures (see Figure 64).
- 22% had three or more children.

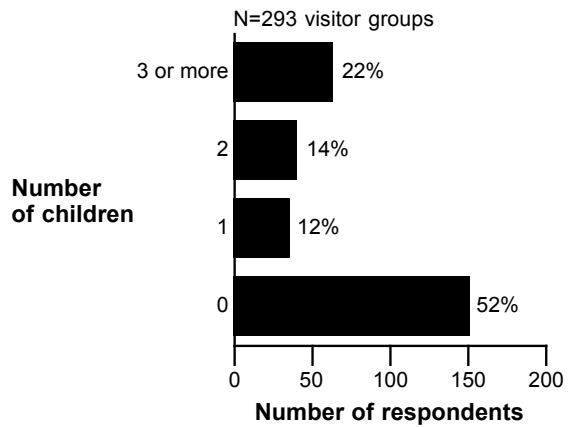


Figure 64. Number of children covered by expenditures

*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 22a

Please list your group's total expenditures inside Delaware Water Gap NRA.

Results

- 55% of visitor groups spent \$1-100 inside the park (see Figure 65).
- 12% spent \$101-200.
- The average visitor group expenditure inside the park was \$84.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$20.
- Average total expenditure per person (per capita) was \$29.
- As shown in Figure 66, the largest proportions of total expenditures inside the park were:

48% Water recreation equipment rental
13% Camping fees

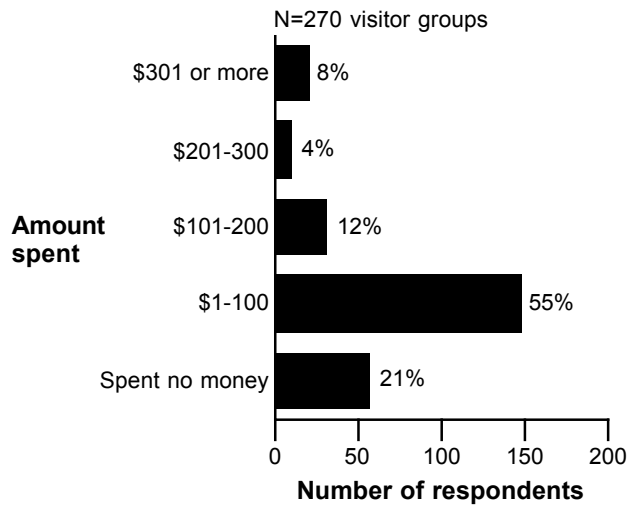


Figure 65. Total expenditure inside the park

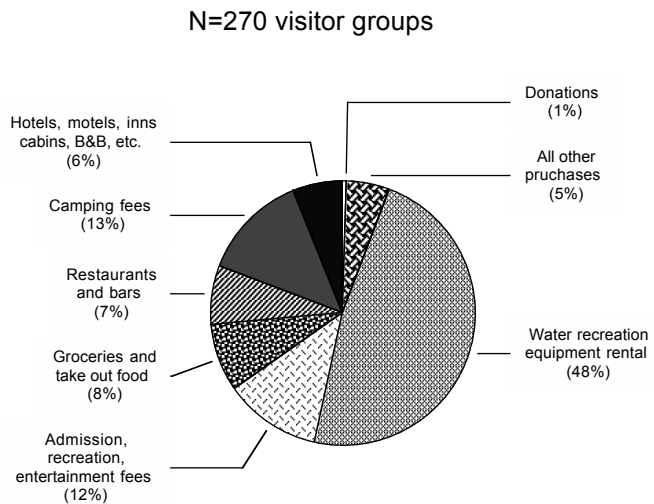


Figure 66. Proportions of total expenditures inside the park

*total percentages do not equal 100 due to rounding

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

Hotels, motels, inns, cabins, B&B, etc.

- 95% of visitor groups spent no money on lodging inside the park (see Figure 67).

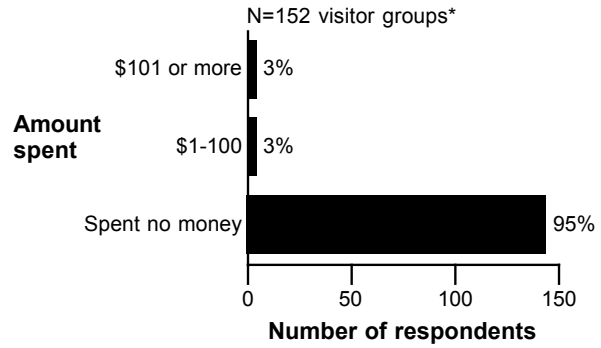


Figure 67. Expenditures for lodging inside the park

Camping fees

- 75% of visitor groups spent no money on camping fees inside the park (see Figure 68).
- 15% spent \$1-50.

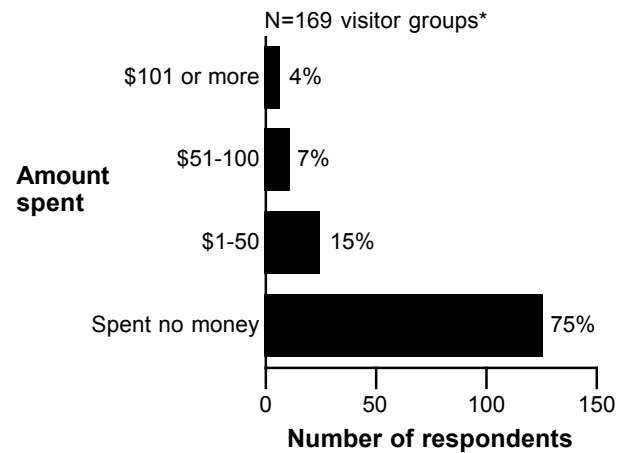


Figure 68. Expenditures for camping fees inside the park

Restaurants and bars

- 86% of visitor groups spent no money on restaurants and bars inside the park (see Figure 69).
- 8% spent \$1-50.

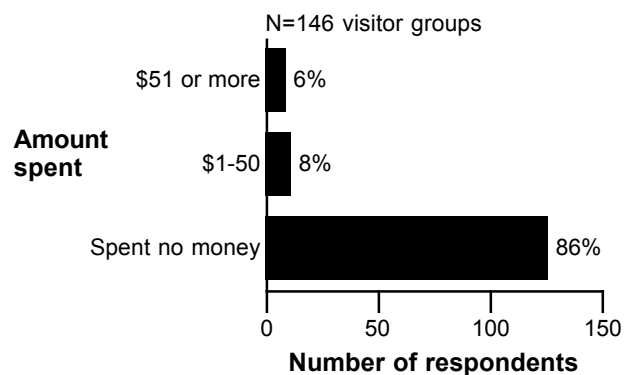


Figure 69. Expenditures for restaurants and bars inside the park

*total percentages do not equal 100 due to rounding

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

Groceries and take out food

- 79% of visitor groups spent no money on groceries and take out food inside the park (see Figure 70).
- 16% spent \$1-50.

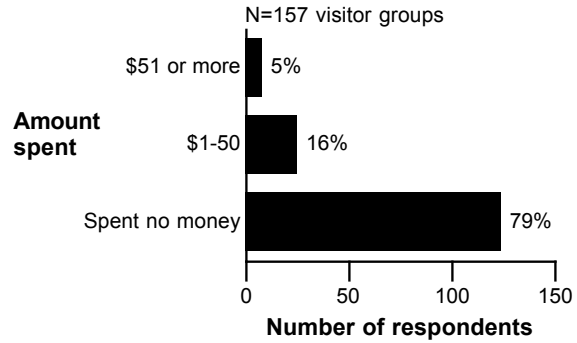


Figure 70. Expenditures for groceries and take out food inside the park

Admission, recreation, and entertainment fees

- 46% of visitor groups spent \$1-25 on admission, recreation, and entertainment fees inside the park (see Figure 71).
- 41% spent no money.

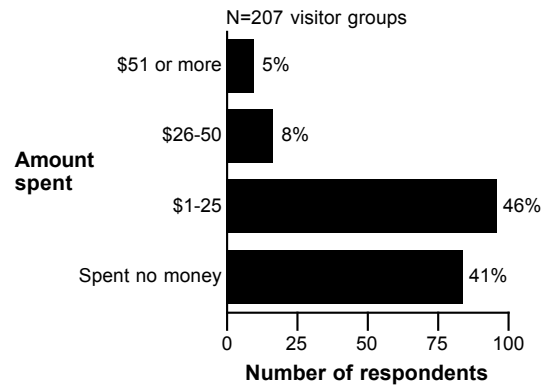


Figure 71. Expenditures for admission, recreation, and entertainment fees inside the park

Water recreation equipment rental (canoes, kayaks, rafts, etc.)

- 63% of visitor groups spent no money on water recreation equipment rental inside the park (see Figure 72).
- 16% spent \$1-100.

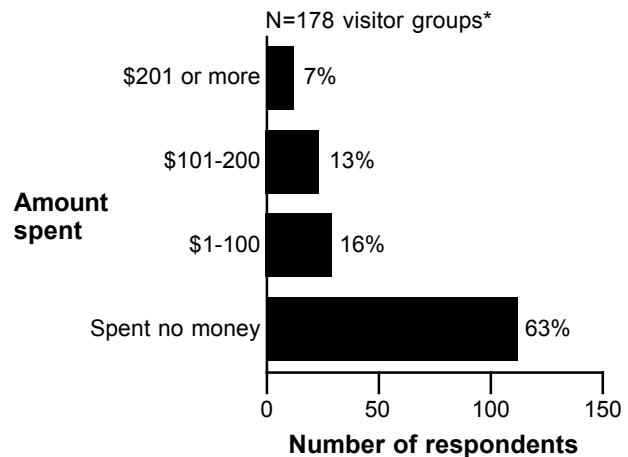


Figure 72. Expenditures for water recreation equipment rental inside the park

*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, sporting goods, clothing, etc.)

- 83% of visitor groups spent no money on all other purchases inside the park (see Figure 73).
- 15% spent \$1-50.

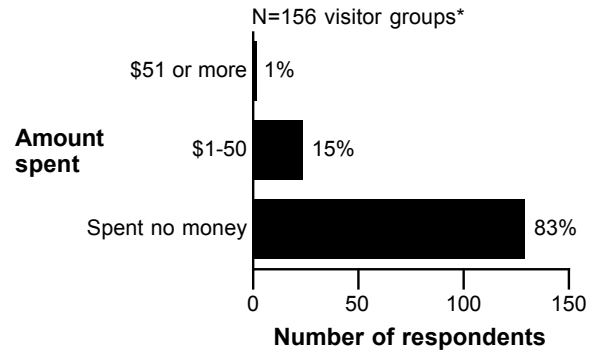


Figure 73. Expenditures for all other purchases inside the park

Donations

- 90% of visitor groups spent no money on donations inside the park (see Figure 74).
- 10% spent \$1-50.

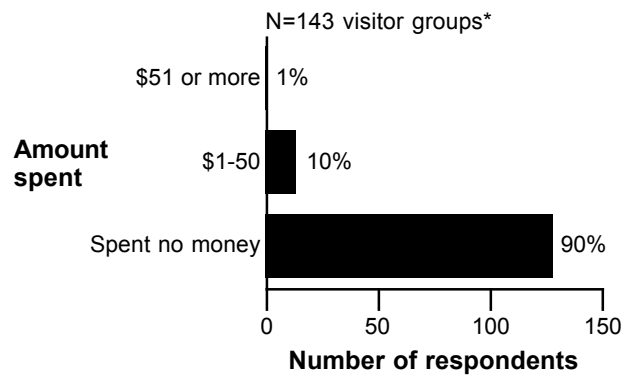


Figure 74. Expenditures for donations inside the park

*total percentages do not equal 100 due to rounding

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

Expenditures outside the park

Question 22b

Please list your group's total expenditures in the surrounding area outside the park (within a 20-mile drive).

Results

- 40% of visitor groups spent \$1-100 (see Figure 75).
- 17% spent \$101-200 or more.
- 16% spent \$401 or more.
- The average visitor group expenditure outside the park was \$281.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$94.
- Average total expenditure per person (per capita) was \$94.
- As shown in Figure 76, the largest proportions of total expenditures outside the park were:

- 28% Water recreation equipment rental
- 22% Hotels, motels, inns, cabins, B&B, etc.
- 15% Groceries and take out food

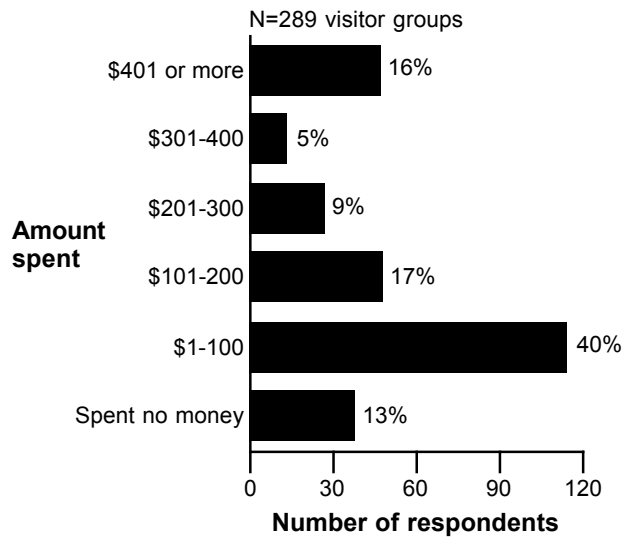


Figure 75. Total expenditures outside the park (within a 20-mile drive)

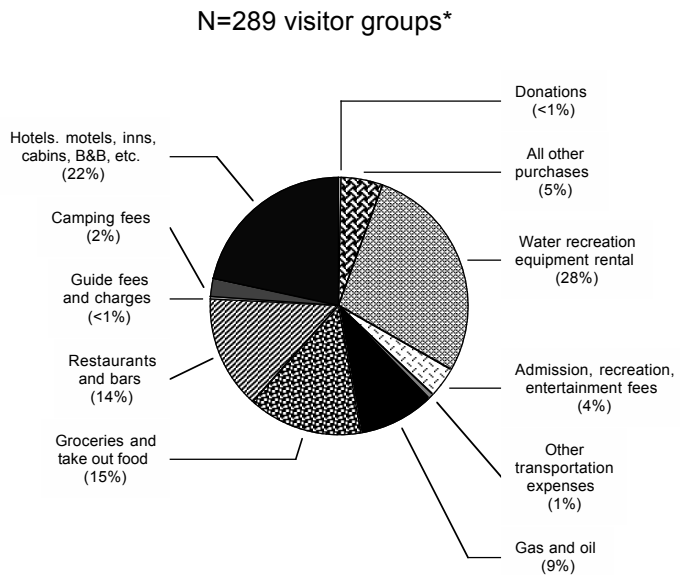


Figure 76. Proportions of total expenditures outside the park (within a 20-mile drive)

*total percentages do not equal 100 due to rounding

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

Hotels, motels, inns, cabins, B&B, etc.

- 75% of visitor groups spent no money on lodging outside the park (see Figure 77).
- 11% spent \$201 or more.

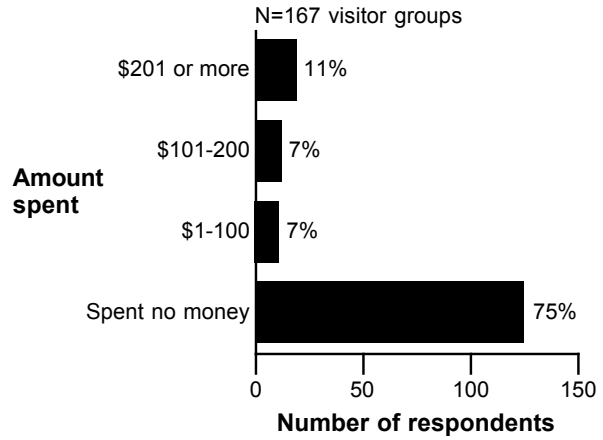


Figure 77. Expenditures for lodging outside the park

Camping fees

- 88% of visitor groups spent no money on camping fees outside the park (see Figure 78).
- 8% spent \$51 or more.

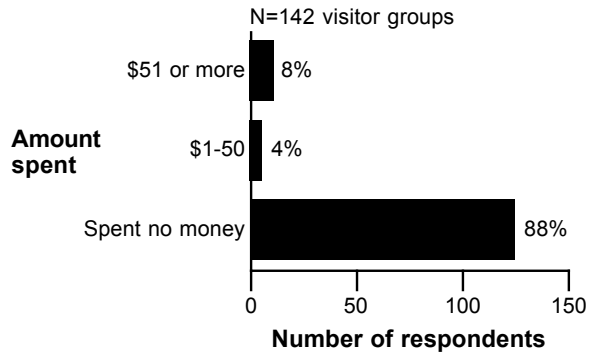


Figure 78. Expenditures for camping fees outside the park

Guide fees and charges

- 98% of visitor groups spent no money on guide fees and charges outside the park (see Figure 79).
- 2% spent \$1-25.

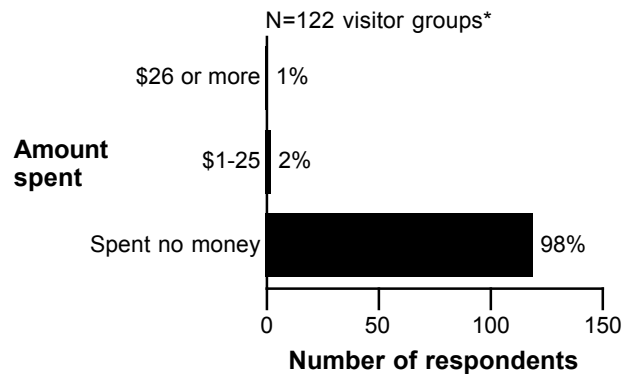


Figure 79. Expenditures for guide fees and charges outside the park

*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

- 47% of visitor groups spent no money on restaurants and bars outside the park (see Figure 80).
- 24% spent \$1-50.

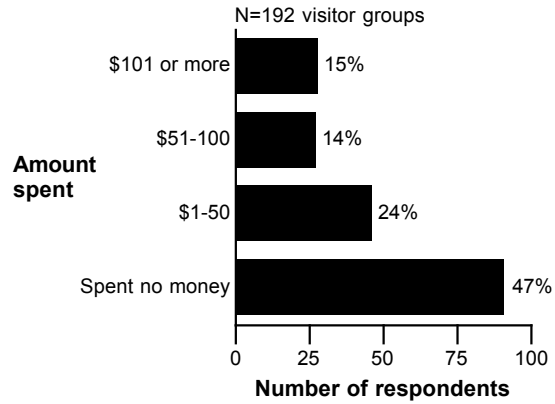


Figure 80. Expenditures for restaurants and bars outside the park

Groceries and take out food

- 50% of visitor groups spent \$1-50 on groceries and take out food outside the park (see Figure 81).
- 31% spent no money.

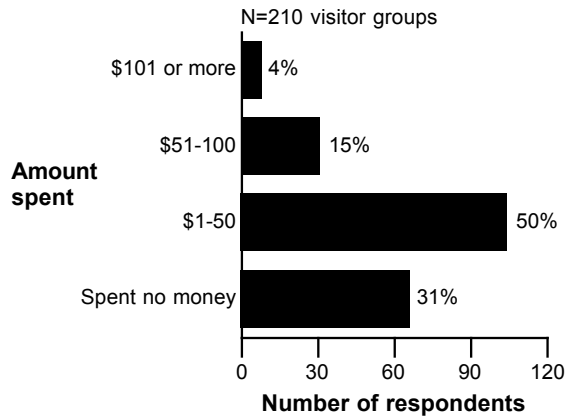


Figure 81. Expenditures for groceries and take out food outside the park

Gas and oil (auto, RV, boat, etc.)

- 60% of visitor groups spent \$1-50 on gas and oil outside the park (see Figure 82).
- 18% spent \$51-100.
- 18% spent no money.

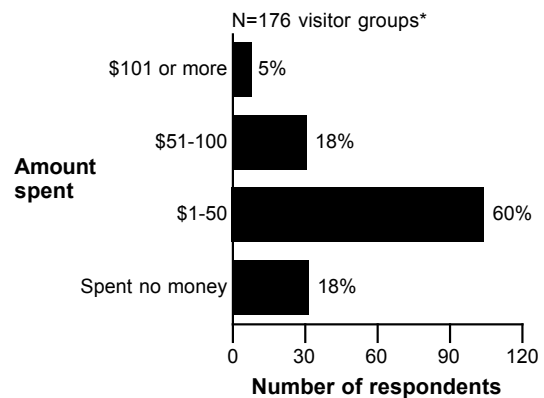


Figure 82. Expenditures for gas and oil outside the park

*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 (rental cars, auto repairs, taxis, not airfare)

- 91% of visitor groups spent no money on other transportation outside the park (see Figure 83).
- 6% spent \$1-50.

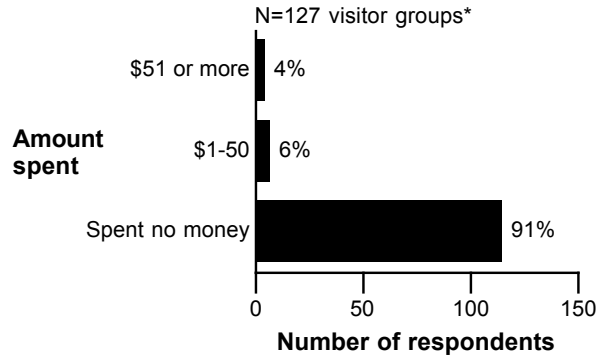


Figure 83. Expenditures for other transportation outside the park

Admission, recreation, and entertainment fees (casinos, resorts, etc.)

- 80% of visitor groups spent no money on admission, recreation, and entertainment fees outside the park (see Figure 84).
- 10% spent \$1-50.
- 10% spent \$51 or more.

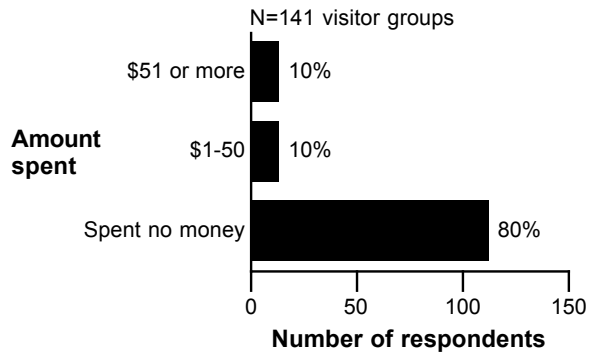


Figure 84. Expenditures for admission, recreation, and entertainment fees outside the park

Water recreation equipment rental (canoes, kayaks, rafts, etc.)

- 60% of visitor groups spent no money on water recreation equipment rental outside the park (see Figure 85).
- 28% spent \$1-200.

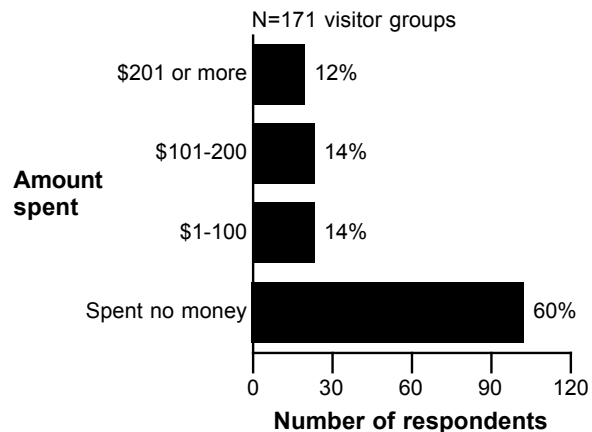


Figure 85. Expenditures for water recreation equipment rental outside the park

*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, sporting goods, clothing, etc.)

- 72% of visitor groups spent no money for all other purchases outside the park (see Figure 86).
- 17% spent \$1-50.

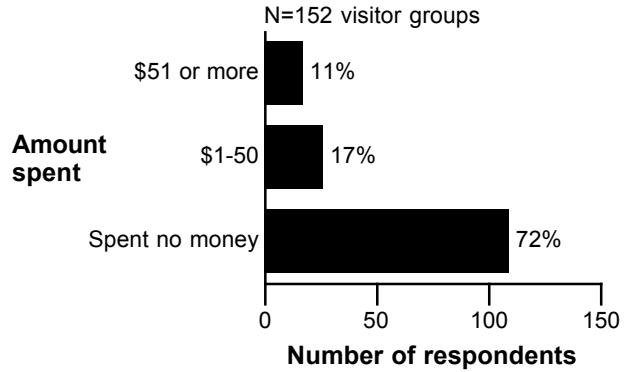


Figure 86. Expenditures for all other purchases outside the park

Donations

- 94% of visitor groups spent no money on donations outside the park (see Figure 87).
- 5% spent \$1-25.

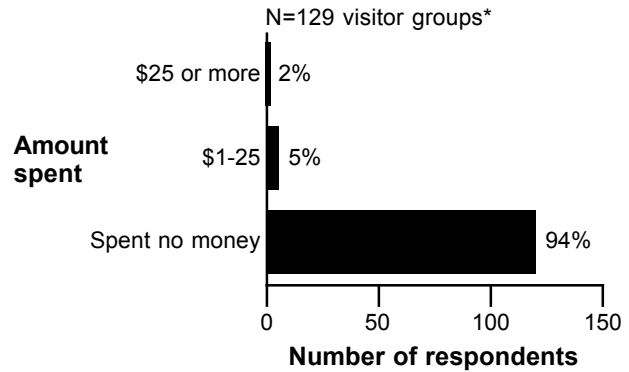


Figure 87. Expenditures for donations outside the park

*total percentages do not equal 100 due to rounding

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

Preferences for Future Visits

Preferred topics to learn on future visit

Question 16

If you were to visit Delaware Water Gap NRA in the future, which topics would you and your personal group prefer to learn (or learn more) about?

Results

- 89% of visitor groups were interested in learning about the park in the future (see Figure 88).
- As shown in Figure 89, among those visitor groups that were interested in learning about the park, the most preferred topics were:

58% Wildlife
 57% Recreational opportunities
 45% History and historic structures

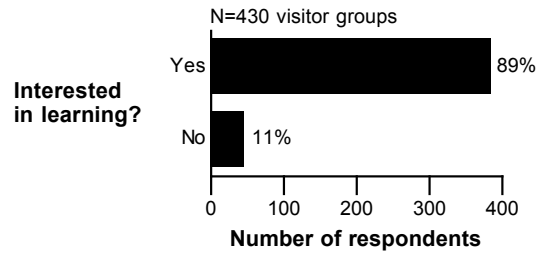


Figure 88. Visitor groups that were interested in learning about the park in the future

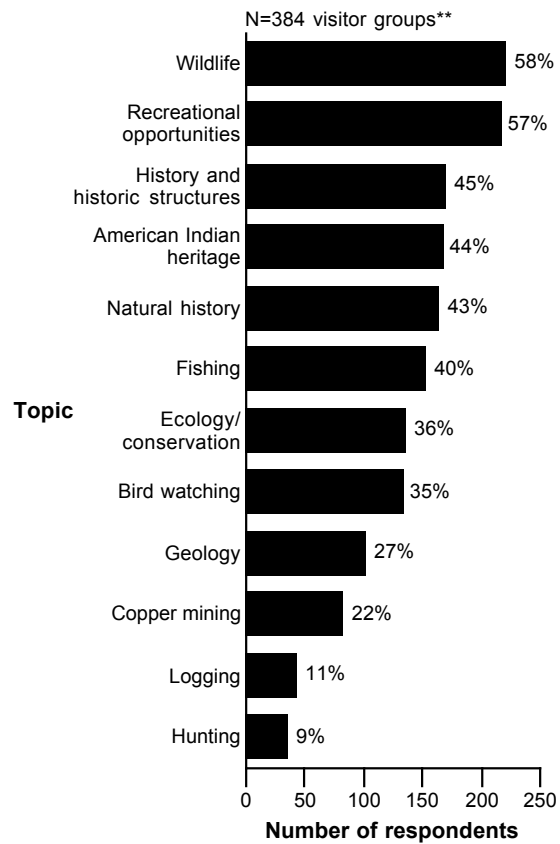


Figure 89. Topics visitor groups would be interested in learning about on a future visit

*total percentages do not equal 100 due to rounding

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

Overall Quality

Question 28

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Delaware Water Gap NRA during this visit?

Results

- 90% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 90).
- Less than 2% of visitor groups rated the overall quality as “very poor” or “poor.”

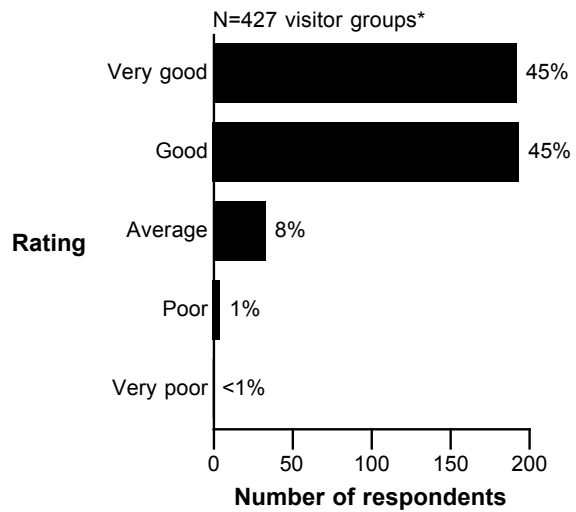


Figure 90. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

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

Visitor Comment Summaries

Proposals for the future

Question 26

If you were a manager planning for the future of Delaware Water Gap NRA, what would you and your personal group propose?
(Open-ended)

Results

- 52% of visitor groups (N=229) responded to this question.
- Table 27 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 27. Proposals for the future
(N=365 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL (2%)	
Increase ranger presence	8
INTERPRETIVE SERVICES (7%)	
Add ranger-led walks/hikes	3
Educate visitors	3
Create more activities/programs for kids	2
Improve river maps	2
Provide better information about trails/ parking	2
Provide more general park information	2
Other comments	12
FACILITIES/MAINTENANCE (30%)	
Add river campsites	9
Add grills to the picnic areas	7
Add campsites	5
Improve signs on river	5
Provide cleaner restrooms	5
Add hiking trails	4
Improve primitive toilets	4
Keep it clean	4
Add trash cans	3
Clean up litter	3
Create bigger beaches	3
Improve river campsites	3
Improve roads	3
Add campground with full hookups	2
Add parking spots	2
Create easier access to the river	2
Fix boat launch at Delaware Water Gap in New Jersey	2
Improve facility maintenance	2
Improve trail signage	2

Table 27. Proposals for the future (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (continued)	
Increase access to drinking water	2
Maintain historic structures	2
Other comments	34
POLICY/MANAGEMENT (26%)	
Limit development/commercialization	11
Don't charge for parking	6
Prohibit power lines	6
Encourage people not to litter	3
Enforce noise/loud music control	3
Reduce fees	3
Allow dogs on more trails	2
Don't add additional roads	2
Enforce rules/regulations	2
Encourage visitors to pack in/pack out	2
Keep it as open and free as possible	2
Open more area for backcountry camping	2
Prohibit natural gas fracking	2
Prohibit radios/boom boxes	2
Reduce alcohol consumption	2
Restrict use of gas engines on boats	2
Shorten this survey	2
Other comments	41
RESOURCE MANAGEMENT (2%)	
Keep water clean	4
Preserve wildlife and their habitat	3
Other comments	2
CONCESSION SERVICES (4%)	
Build concession stands	6
Provide cabin/yurt rental	2
Other comments	5
GENERAL COMMENTS (29%)	
Keep it natural/pristine	18
Keep doing what you're doing	12
Camping	9
Canoeing/kayaking	9
Swimming	7
Hiking	5
Picnicking	5
Fishing	4
Rafting	4
Boating	2
Place is already great/enjoyed it all	2
Other comments	29

Additional comments**Question 27**

Is there anything else you and your personal group would like to tell us about your visit to Delaware Water Gap NRA? (Open-ended)

Results

- 47% of visitor groups (N=206) responded to this question.
- Table 28 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 28. Additional comments

(N=332 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL (4%)	
Most, but not all, rangers were nice	2
Other comments	11
INTERPRETIVE SERVICES (2%)	
Comments	7
FACILITIES/MAINTENANCE (16%)	
It's a clean park	6
Too much trash	5
Need more potable water along river	3
Restrooms smelled bad/need lime or chemicals for smell	3
Add hiking trails	2
Add river campsite signs	2
Other comments	33
POLICY/MANAGEMENT (14%)	
Other visitors were noisy/disruptive	5
Parking fees too expensive	5
Please keep power lines out of the park	5
Limit commercialization/development	3
Too many drunk people	3
Enforce litter rules	2
Need campsite reservation system	2
Other visitors' loud music was annoying/disruptive	2
Survey is too long	2
Witnessed a lot of littering	2
Other comments	16
CONCESSION SERVICES (1%)	
Comments	3

Table 28. Additional comments (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT (8%)	
Great to see eagles	8
Enjoyed seeing wildlife	5
River is clean	5
Keep it natural	3
Other comments	6
GENERAL (55%)	
Enjoyed visit	48
Beautiful	16
Love the NRA	12
Keep up the good work	10
Will return	10
Repeat visitor	8
Thank you	7
Value/appreciate the NRA	5
Nice area	4
Love being outside/enjoyed nature	3
Serene/quiet	3
A great family-oriented place	2
Nice/friendly people	2
Will only return on weekdays; weekends too crazy	2
Other comments	49

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience, and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

For more information please contact:

Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, ID 83844-1139

Phone: 208-885-7863

Fax: 208-885-4261

Email: littlej@uidaho.edu

Website: <http://www.psu.uidaho.edu>

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 and Carley-Baxter 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

Results of the nonreponse bias tests are shown in Table 3 and 4. While there was no significant difference between respondents and nonrespondents in term of group type, non-respondents were in a significantly larger group size and were younger than respondents. There was a potential bias in favor of respondents in higher age range and who traveled in a smaller group.

References

- Dey, E. L. (1997). Working with Low Survey Response Rates: The Efficacy of Weighting Adjustment. *Research in Higher Education*, 38(2): 215-227.
- Dillman, D. A. (2007). *Mail and Internet Surveys: The Tailored Design Method, Updated version with New Internet, Visual, and Mixed-Mode Guide*, 2nd Edition, New York: John Wiley and Sons, Inc.
- Dillman, D. A. and Carley-Baxter, L. R. (2000). *Structural determinants of survey response rate over a 12-year period, 1988-1999*, Proceedings of the section on survey research methods, 394-399, American Statistical Association, Washington, D.C.
- Filion, F. L. (Winter 1975-Winter 1976). Estimating Bias due to Non-response in Mail Surveys. *Public Opinion Quarterly*, Vol 39 (4): 482-492.
- Goudy, W. J. (1976). Non-response Effect on Relationships Between Variables. *Public Opinion Quarterly*. Vol 40 (3): 360-369.
- Mayer, C. S. and Pratt, Jr. R. W. (Winter 1966-Winter 1967). A Note on Non-response in a Mail Survey. *Public Opinion Quarterly*. Vol 30 (4): 637-646.
- Salant, P. and Dillman, D. A. (1994). *How to Conduct Your Own Survey*. U.S.: John Wiley and Sons, Inc.
- Stoop, I. A. L. (2004). Surveying Non-respondents. *Field Methods*, 16 (1): 23.

Appendix 4: Visitor Services Project Publications

All VSP reports are available on the Park Studies Unit website at www.psu.uidaho.edu.vsp.reports.htm. 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 Park (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 National 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)

1996 (continued)

- 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 (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 & Park (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. Big Cypress National Preserve (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 (fall)
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park

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 (spring)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)
- 134. Great Sand Dunes National Park & 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. Catoctin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield (fall)

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
- 149. Fort Stanwix National Monument
- 150. Arches National Park

2003 (continued)

- 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 (spring)
- 164. San Francisco Maritime National Historical Park (spring)
- 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)
- 185. Hawaii Volcanoes National Park (spring)
- 186. Glen Canyon National Recreation Area (spring and summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post NHS
- 190. Fort Donelson National Battlefield
- 191. Agate Fossil Beds National Monument
- 192. Mount Rushmore National Memorial
- 193. Ebey's Landing National Historical Reserve
- 194. Rainbow Bridge National Monument
- 195. Independence National Historical Park
- 196. Minute Man National Historical Park

2008

- 197. Blue Ridge Parkway (fall and summer)
- 198. Yosemite National Park (winter)
- 199. Everglades National Park (winter and spring)
- 200. Horseshoe Bend National Military Park (spring)
- 201. Carl Sandburg Home National Historic Site (spring)
- 202. Fire Island National Seashore resident (spring)
- 203. Fire Island National Seashore visitor
- 204. Capitol Reef National Park
- 205.1 Great Smoky Mountains National Park (summer)
- 205.2 Great Smoky Mountains National Park (fall)
- 206. Grand Teton National Park
- 207. Herbert Hoover National Historic Site
- 208. City of Rocks National Reserve

2009

- 209. Fort Larned National Historic Site
- 210. Homestead National Monument of America
- 211. Minuteman Missile National Historic Site

2009 (continued)

- 212. Perry's Victory & International Peace Memorial
- 213. Women's Rights National Historical Park
- 214. Klondike Gold Rush National Historical Park Unit -Seattle
- 215. Yosemite National Park
- 216. Sleeping Bear Dunes National Lakeshore
- 217. James A. Garfield National Historic Site
- 218. Boston National Historical Park
- 219. Bryce Canyon National Park
- 220. Indiana Dunes National Lakeshore
- 221. Acadia National Park
- 222. Laurance S. Rockefeller Preserve
- 223. Martin Van Buren National Historic Site

2010

- 224.1 Death Valley National Park (fall)
- 224.2 Death Valley National Park (spring)
- 225. San Juan National Historic Site (spring)
- 226. Ninety Six National Historic Site (spring)
- 227. Kalaupapa National Historical Park
- 228. Little River Canyon National Preserve
- 229. George Washington Carver National Monument
- 230. Chattahoochee River National Recreation Area
- 231. Black Canyon of the Gunnison National Park
- 232. Fort Union National Monument
- 233. Curecanti National Recreation Area
- 234. Richmond National Battlefield
- 235. Rocky Mountain National Park
- 236. New Bedford Whaling National Historical Park
- 237. Wind Cave National Park
- 238. Niobrara National Scenic River
- 239. Delaware Water Gap National Recreation Area

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

Visitor Comments Appendix

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

The Department of the Interior protects and manages the nation's natural resources and cultural heritage; provides scientific and other information about those resources; and honors its special responsibilities to American Indians, Alaska Natives, and affiliated Island Communities.

Natural Resource Report NPS/NRSS/SSD/NRR—2011/620/107705, May 2011

**National Park Service
U.S. Department of the Interior**



**Natural Resource Stewardship and Science
1201 Oakridge Drive, Suite 150
Fort Collins, CO 80525**

www.nature.nps.gov

EXPERIENCE YOUR AMERICA™