



Fort Union National Monument Visitor Study

Summer 2010

Natural Resource Report NPS/NRSS/SSD/NRR—2010/402/106206



ON THE COVER

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Natural Resource Report NPS/NRSS/SSD/NRR—2010/402/106206

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Contents

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
Questionnaire design	11
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 with organized groups	16
United States visitors by state of residence	18
Visitors from New Mexico 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 visits in lifetime	21
Visitor age	22
Visitor ethnicity	23
Visitor race	23
Language used for speaking and reading	24
Visitors with physical conditions	25
Respondents' level of education	27
Trip/Visit Characteristics and Preferences	28
Information sources prior to visit	28
Information sources for future visit	30
Park website	31
Primary reason for visiting park area	33
Reasons/motivations for visiting the park	34
Services used in nearby communities	35
Adequacy of directional signs	39
Number of vehicles	40
Number of entries	40
Overnight stay	41
Lodging used in the area	42
Length of visit	42
Local and regional attractions	43
Activities on this visit	45
Primary activity on this visit	46
Future activities	47
Topics learned on this visit	48
Preferred topics to learn on future visit	49
Safety issues	50

CONTENTS (continued)

Ratings of Services, Facilities, Attributes, and Resources **51**
 Visitor services and facilities used 51
 Importance ratings of visitor services and facilities 52
 Quality ratings of visitor services and facilities 58
 Mean scores of importance and quality ratings of visitor services and facilities 64
 Importance of protecting park resources, attributes, and experiences 65
Expenditures **67**
 Total expenditures inside and outside the park..... 67
 Number of adults covered by expenditures..... 68
 Number of children covered by expenditures..... 68
 Expenditures inside the park..... 69
 Expenditures outside the park..... 71
Preferences for Future Visit..... **77**
 Preferred methods to learn about the park 77
 Future visits to the park..... 78
Overall Quality **80**
Visitor Comment Summaries..... **81**
 Planning for the future..... 81
 Additional comments..... 83
 Visitor comments..... 85
Appendix 1: The Questionnaire..... **87**
Appendix 2: Additional Analysis..... **88**
Appendix 3: Decision Rules for Checking Non-response Bias..... **89**
 References..... 90
Appendix 4: Visitor Services Project Publications..... **91**

Executive Summary

This visitor study report profiles a systematic random sample of Fort Union National Monument visitors during July 1-23, 2010. A total of 341 questionnaires was distributed to visitor groups. Of those, 262 questionnaires were returned resulting in a 77.0% response rate.

Group size and type	Fifty-seven percent of visitor groups were in groups of two, 14% were in a group of one, and 21% were in groups of three or four. Seventy-four percent of visitor groups were in a family group.
State or country of residence	United States visitors comprised 99% of total visitation during the survey period, with 29% from New Mexico and smaller proportions from 39 other states and Washington, D.C. International visitors comprised 1% of total visitation during the survey period, with 1% from the Czech Republic and smaller proportions from 2 other countries.
Frequency of visits	Eighty-two percent of visitors were visiting the park for the first time in their lifetime, and 90% were visiting for the first time in the past 5 years.
Age	Fifty-two percent of visitors were ages 51-70 years, 11% were ages 15 years or younger, and 12% were ages 71 years or older.
Physical conditions	Nine percent of visitor groups had members with physical conditions affecting their ability to access or participate in activities and services; walking was the most common activity that was difficult to participate in.
Level of education	Thirty-five percent of visitors held a graduate degree, while 35% held a bachelor's degree. And 22% had some college education.
Information sources	Most visitor groups (73%) obtained information about the park prior to their visit through maps/brochures (30%) and the park website (29%). Most visitor groups (94%) received the information they needed. To obtain information for a future visit, 64% of visitor groups would use the park website.
Park website	Twenty-six percent of visitor groups obtained information from the park website, and 81% rated its quality as "good" or "very good." Ninety-four percent of visitors found the information they needed on the park website.
Reason for visiting park area	For 97% of non-resident visitor groups, the primary reason for visiting the park area (within 50 miles) was to visit the park (38%), and for 37%, the primary reason was traveling through-unplanned visit.
Services used in nearby communities	Seventy-six percent of visitor groups used support services in nearby communities, and the most commonly used services were buying gasoline (34%) and eating meals in restaurant (30%).
Overnight stays	Forty-six percent of visitor groups stayed overnight away from their permanent residence within 50 miles of the park. Of those groups, 52% stayed one night within 50 miles of the park.

Executive Summary (continued)

Length of visit in park	Fifty-five percent of visitor groups spent up to two hours visiting the park, and 30% spent up to one hour. The average length of visit was 1.8 hours.
Local and regional attractions	The most commonly visited local and regional attractions were Las Vegas (47%), the Santa Fe Trail (44%), and Pecos National Historic Park (33%).
Activities on this visit	The most common activities were viewing outdoor exhibits (88%), viewing indoor exhibits (87%), and taking self-guided tour of fort (83%). The most common primary activity was taking self-guided tour of fort (59%).
Topics learned on visit	On this visit, 99% percent of visitor groups learned about topics related to the function of Fort Union as a military outpost, 96% learned about the Santa Fe Trail, and 94% learned about U.S. military history.
Visitor services and facilities	The visitor services and facilities most commonly used were visitor center (89%), visitor center restrooms (84%), and visitor center exhibits (84%).
Importance of protecting park resources and experiences	The park resources/attributes/experiences that received the highest combined proportions of “extremely important” and “very important” ratings for protection were historic structures (98%), archeology (92%), and scenic views without development (90%). Dark, starry night sky received the highest “not important” rating (10%) by visitor groups.
Expenditures	The average visitor group expenditure (inside and outside the park within 30 miles) was \$218. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$90, and the average total expenditure per person (per capita) was \$93.
Future visits	Sixty percent of visitor groups would consider visiting Fort Union National Monument again in the future. The most common incentives for returning to the park in the future were being in the area again and bringing friends/relatives to the park.
Learning methods in future	Most visitor groups (93%) were interested in learning about the park’s cultural and natural history/features in the future. Visitor groups would most prefer to learn through outdoor exhibits (78%) and self-guided tours (75%).
Overall quality	Most visitor groups (94%) rated the overall quality of facilities, services, and recreational opportunities at Fort Union National Monument as “very good” or “good.” Two percent 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 Nancy Holmes for overseeing the survey, the staff and volunteers of Fort Union National Monument for assisting with the survey, and David Vollmer and Matthew Strawn for data processing.

About the Authors

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Introduction

This report describes the results of a visitor study at Fort Union National Monument (NM) in Watrous, New Mexico, conducted July 1-23, 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 Fort Union NM describes it: “Fort Union was established in 1851 as the guardian of the Santa Fe Trail. During its forty-year history, three different forts were constructed close together. The third Fort Union was the largest in the American Southwest, and functioned as a military garrison, territorial arsenal, and military supply depot for the southwest. The largest visible network of Santa Fe Trail ruts can be seen here” (www.nps.gov/foun, retrieved September, 2010).

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. 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 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.

Presentation of the Results

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

SAMPLE ONLY

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

* appears when total percentages do not equal 100 due to rounding.

** appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.
4. Horizontal information shows the number or proportions of responses in each category.
5. In most graphs, percentages provide additional information.

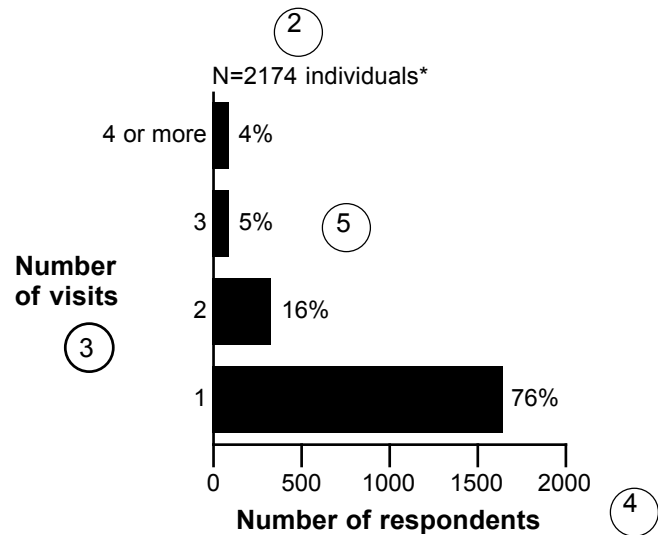


Figure 14. Number of visits to the park in past 12 months

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 methodology, 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 the Fort Union NM visitor center during July 1-23, 2010. Visitors were surveyed between the hours of 9:00 a.m. and 5:30 p.m. During this survey, 348 visitor groups were contacted and 341 of these groups 98.0% accepted questionnaires (the average acceptance rate for 211 VSP visitor studies conducted from 1988 through 2009 is 90.9%). Questionnaires were completed and returned by 262 visitor groups resulting in a 77.0% response rate for this study. (The average response rate for the 211 VSP visitor studies is 74.2%.)

Questionnaire design

The Fort Union NM questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Fort Union NM. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Fort Union NM 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 1). 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. In order to distribute all 341 questionnaires, the survey period was extended. This resulted in a second round of follow-up mailings.

Table 1. Follow-up mailing distribution

Round 1 mailing	Date	U.S.	International	Total
Postcards	July 20, 2010	144	1	145
1 st Replacement	August 4, 2010	74	0	74
2 nd Replacement	August 25, 2010	39	0	39

Round 2 mailing	Date	U.S.	International	Total
Postcards	August 5, 2010	186	0	186
1 st Replacement	August 19, 2010	75	0	75
2 nd Replacement	September 7, 2010	56	0	56

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 1-23, 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 generally sunny and warm, with occasional breezy periods. Temperatures varied from the lower 70s to the lower 90s, with variable winds and occasional rain showers. First Fort Tours, a special event consisting of three scheduled tours at the former fort site, was held on July 17.

Checking non-response bias

Four variables were used to check non-response bias: average participant age, average group size, overall quality rating score, and level of education. Respondents and nonrespondents were not significantly different in terms of group size, however, there was a significant difference in average age between respondents and nonrespondents (see Table 2). There were insignificant differences in terms of level of education and overall quality rating among respondents of different mailing waves (see Table 3). While some cautions need to be exercised concerning visitor demographics, overall the nonresponse bias is judged to be insignificant. See Appendix 3 for more details of the non-response bias checking procedures.

Table 2. Comparison of respondents and nonrespondents

Variable	Respondents	Nonrespondents	p-value (t-test)
Age (years)	57.55 (N=262)	48.54 (N=48)	<0.001
Group size	2.49 (N=262)	2.50 (N=46)	0.973

Table 3: Comparison of respondents at different mailing waves

	Before postcard	Between postcard and 1st replacement	After 1st replacement	p-value
Education level (number of respondents in each category – Chi-square test)				
Some high school	3	0	0	
High school diploma/GED	13	2	4	
Some college	33	11	13	
Bachelor's degree	59	16	15	
Graduate degree	60	10	20	0.714
Overall quality (Average rating within each mailing wave – ANOVA)				
	4.55	4.60	4.42	0.428

Results

Group and Visitor Characteristics

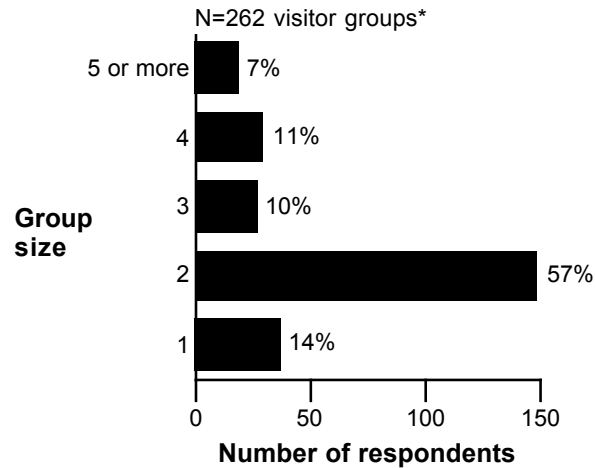
Visitor group size

Question 20b

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

Results

- 57% of visitor groups consisted of two people (see Figure 1).
- 21% were in groups of three or four.



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 1. Visitor group size

Visitor group type

Question 20a

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

Results

- 74% of visitor groups consisted of family members (see Figure 2).
- 15% were alone.

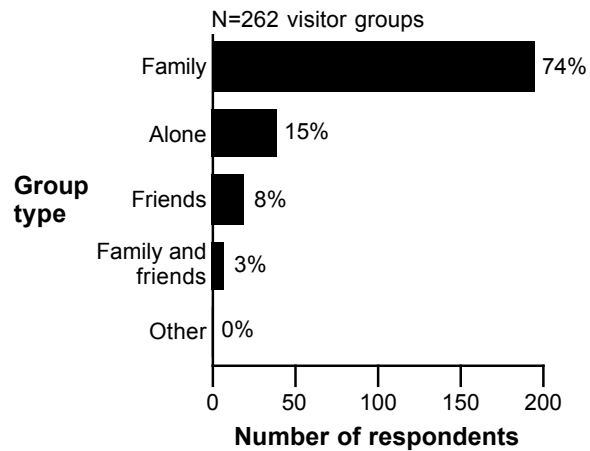


Figure 2. Visitor group type

*total percentages do not equal 100 due to rounding

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

Visitors with organized groups

Question 19a

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

Results

- No visitor groups were part of a commercial guided tour group (see Figure 3).

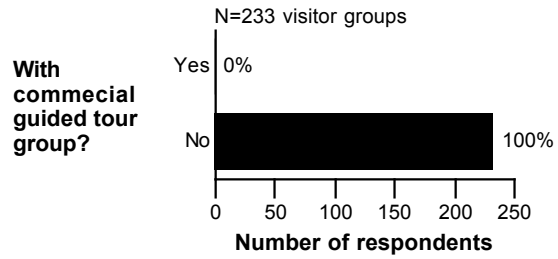


Figure 3. Visitors with a commercial guided tour group

Question 19b

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

Results

- 1% of visitor groups were part of a school/educational group (see Figure 4).

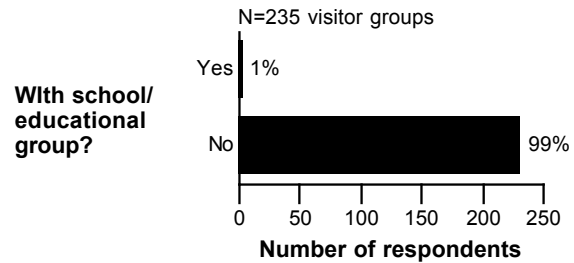


Figure 4. Visitors with a school/educational group

Question 19c

On this visit, were you and your personal group part of an “other” organized group (business, church, scout, etc.)?

Results

- No visitor groups were part of an “other” organized group (see Figure 5).

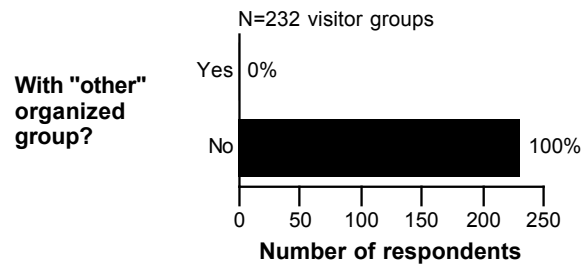


Figure 5. Visitors with an “other” organized group

*total percentages do not equal 100 due to rounding

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

Question 19d

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

Results - Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 6).

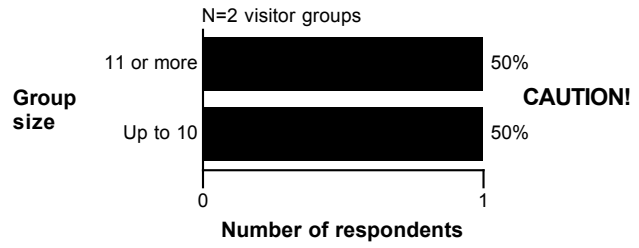


Figure 6. Organized group size

Note: this question was used to generate data for the Money Generation Model (MGM)

*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 22b

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

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

Results

- U.S. visitors were from 40 states and Washington, D.C. and comprised 99% of total visitation to the park during the survey period.
- 29% of U.S. visitors came from New Mexico (see Table 4 and Figure 7).
- 14% came from Colorado and 13% were from Texas.
- Smaller proportions of U.S. visitors came from 37 other states and Washington, D.C.

Table 4. United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=578 individuals	Percent of total visitors N=582 individuals
New Mexico	165	29	28
Colorado	80	14	14
Texas	77	13	13
California	36	6	6
Arizona	28	5	5
Oklahoma	18	3	3
Illinois	16	3	3
Missouri	13	2	2
Kansas	11	2	2
Massachusetts	10	2	2
Florida	9	2	2
New York	9	2	2
Wisconsin	9	2	2
27 other states and Washington, D.C.	97	17	17

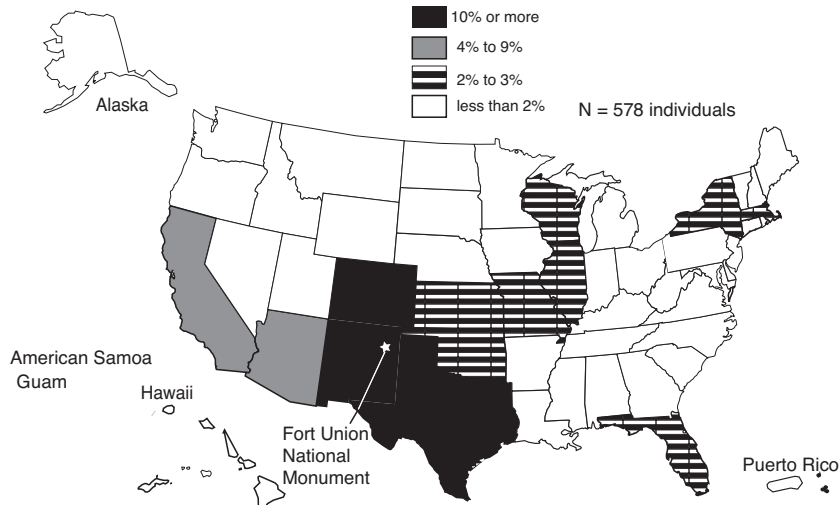


Figure 7. Proportions of United States visitors by state of residence

*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 Mexico and adjacent states by county of residence

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

- Visitors from New Mexico and adjacent states were from 61 counties and comprised 63% of the total U.S. visitation to the park during the survey period.
- 19% of these visitors came from Bernalillo County, NM (see Table 5).
- 6% came from El Paso County, CO.
- 6% came from Santa Fe County, NM.
- Smaller proportions came from 58 other counties in adjacent states.

Table 5. New Mexico and adjacent state visitors by county of residence*

County, State	Number of adjacent state visitors N=365 individuals	Percent
Bernalillo County, NM	70	19
El Paso County, CO	22	6
Santa Fe County, NM	22	6
Sandoval County, NM	18	5
Denver County, CO	15	4
Harris County, TX	13	4
Maricopa County, AZ	11	3
San Miguel County, NM	11	3
Adams County, CO	8	2
Dallas County, TX	8	2
Doña Ana County, NM	8	2
Jefferson County, CO	8	2
Pima County, AZ	8	2
Arapahoe County, CO	7	2
Lubbock County, TX	7	2
Montgomery County, TX	7	2
Douglas County, CO	6	2
El Paso County, TX	6	2
Pueblo County, CO	6	2
Travis County, TX	6	2
Valencia County, NM	6	2
40 other counties	92	25

*total percentages do not equal 100 due to rounding

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

International visitors by country of residence

Question 22b

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

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

Results – Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Table 6).

Table 6. International visitors by country of residence *

Country	Number of visitors	Percent of international visitors N=4 individuals	Percent of total visitors N=582 individuals
Czech Republic	2	50	1
Australia	1	25	<1
Egypt	1	25	<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 22c

For you and your personal group on this visit, how many times have you visited Fort Union NM in the past 5 years (including this visit)?

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

Results

- 90% of visitors were visiting the park for the first time (see Figure 8).
- 7% visited two times.

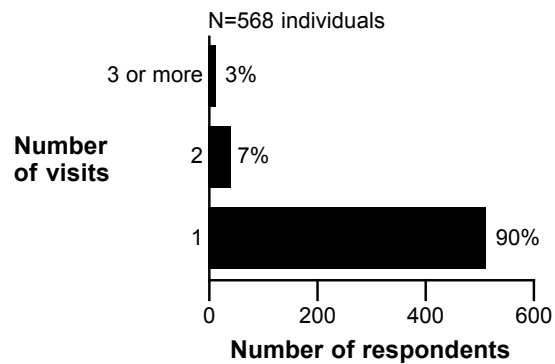


Figure 8. Number of visits to park in the past 5 years

Number of visits in lifetime

Question 22d

For you and your personal group on this visit, how many times have you visited Fort Union NM in your lifetime (including this visit)?

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

Results

- 82% of visitors were visiting the park for the first time (see Figure 9).
- 12% visited two times.

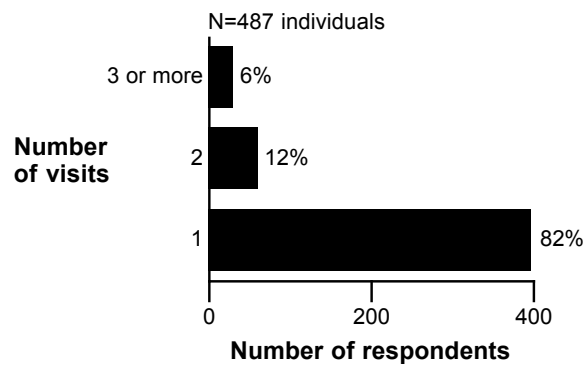


Figure 9. Number of visits to park in lifetime

*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 22a

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

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

Results

- Visitor ages ranged from 2 to 89 years.
- 52% of visitors were in the 51–70 years age group (see Figure 10).
- 11% were 15 years or younger.
- 12% were 71 years or older.

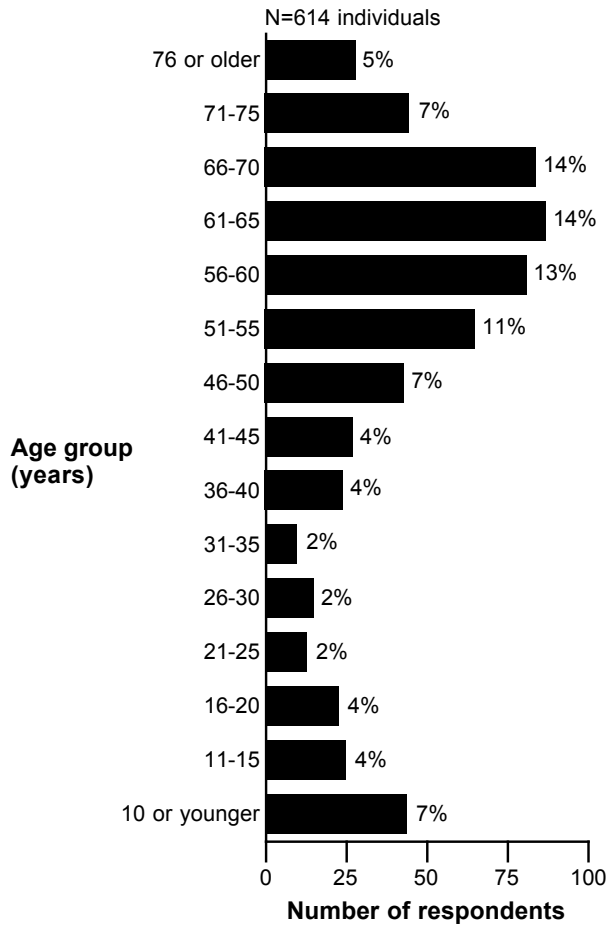


Figure 10. Visitor age

*total percentages do not equal 100 due to rounding

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

Visitor ethnicity

Question 23a

Are you or members of your group Hispanic or Latino?

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

Results

- 10% of visitors were Hispanic or Latino (see Figure 11).

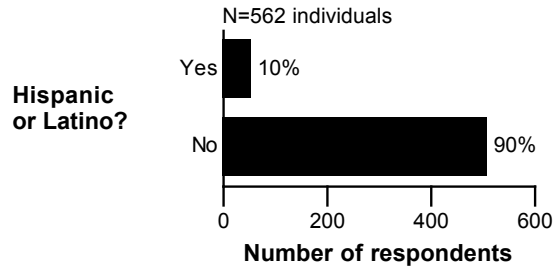


Figure 11. Visitors who were Hispanic or Latino

Visitor race

Question 23b

What is your race? What is the race of each member of your personal group?

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

Results

- 97% of visitors were White (see Figure 12).
- 1% were American Indian or Alaska Native
- 1% were Black or African American

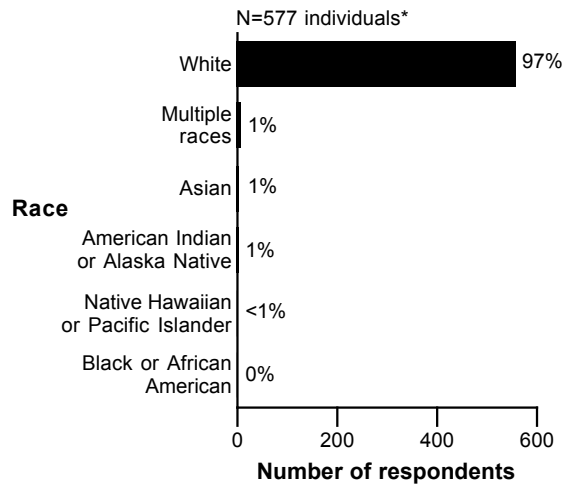


Figure 12. Visitor race

*total percentages do not equal 100 due to rounding

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

Language used for speaking and reading

Question 25a

When visiting an area such as Fort Union NM, which language(s) do you and most members of your personal group prefer to use for speaking?

Results

- 98% of visitor groups reported English as their preferred language for speaking (see Figure 13).
- Other languages (2%) are listed in Table 7.

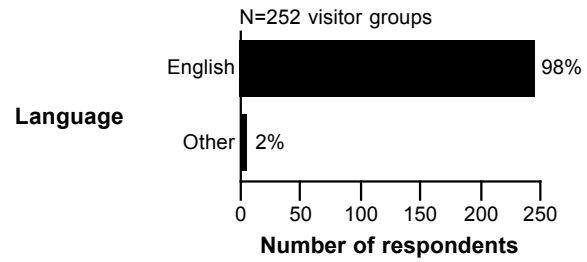


Figure 13. Language preferred for speaking

Question 25b

When visiting an area such as Fort Union NM, which language(s) do you and most members of your personal group prefer to use for reading?

Results

- 98% of visitor groups preferred English for reading (see Figure 14).
- Other languages (2%) are listed in Table 8.

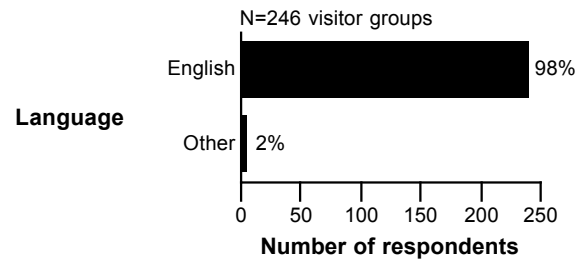


Figure 14. Language preferred for reading

Table 7. Other languages preferred for speaking (N=5 comments) **CAUTION!**

Language	Number of times mentioned
Spanish	3
German	1
Russian	1

Table 8. Other languages preferred for speaking (N=4 comments) **CAUTION!**

Language	Number of times mentioned
Spanish	3
German	1

*total percentages do not equal 100 due to rounding

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

Visitors with physical conditions

Question 21a

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

Results

- 9% of visitor groups had members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 15).

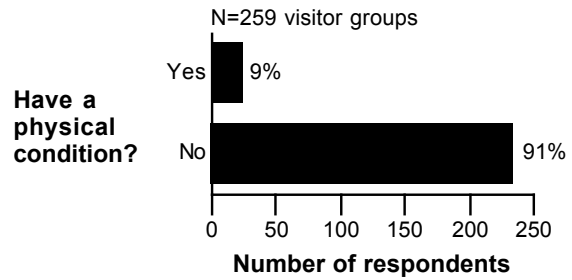


Figure 15. Visitor groups that had members with physical conditions

Question 21b

If YES, what services or activities were difficult to access/participate in? (open-ended)

Results – Interpret with CAUTION!

- 23 visitor groups commented on the services and activities that were difficult to access or participate in (see Table 9).

Table 9. Services or activities that were difficult to access or participate in (N=24 comments; one visitor group made more than one comment.) **CAUTION!**

Service	Number of times mentioned
Walking	14
Walking tour	4
Viewing outdoor exhibits	2
Entire fort	1
Moving around the wagons	1
Outside self guided tour	1
Trails are challenging for wheelchair	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 21c

What specific problem did the person have? (open-ended)

Results – Interpret with **CAUTION!**

- 20 visitor groups commented on the specific problems related to physical conditions (see Table 10).

Table 10. Specific problems (N=20 comments) **CAUTION!**

Problem	Number of times mentioned
Walking issues	4
Arthritis	3
Difficulty maneuvering wheelchair	2
Walking distances	2
Back issues	1
Bad feet	1
Degenerative disk disease	1
Heart disease/pacemaker	1
Injured foot	1
Medical conditions (unspecified)	1
Old age infirmities	1
Out of shape	1
Walk with braces and 2 canes	1

*total percentages do not equal 100 due to rounding

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

Respondents' level of education

Question 24

For you only, what is the highest level of education you have completed?

Results

- 35% of respondents had a graduate degree (see Figure 16).
- 35% had a bachelor's degree.

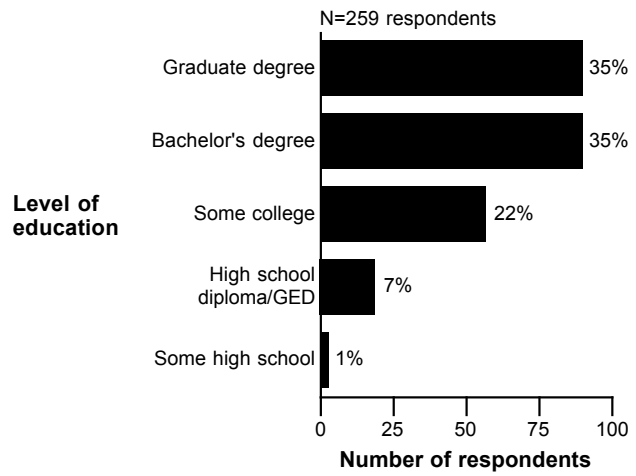


Figure 16. Respondents' level of education

*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 1a

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

Results

- 73% of visitor groups obtained information about Fort Union NM prior to their visit (see Figure 17).

- As shown in Figure 18, among those visitor groups that obtained information about Fort Union NM prior to their visit, the most common sources were:

30% Maps/brochures
 29% Park website
 26% Travel guides/tour books

- “Other” sources (15%) were:

Books
 Class on New Mexico history
 Highway/road signs
 History books
 National parks books
 National Parks Passport
 Rest area display on I-25

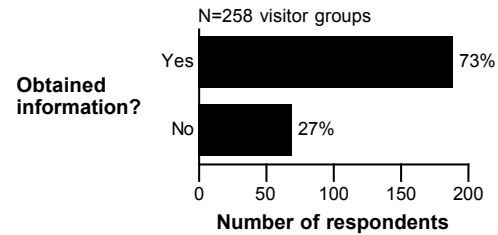


Figure 17. Visitor groups that obtained information about Fort Union NM prior to visit

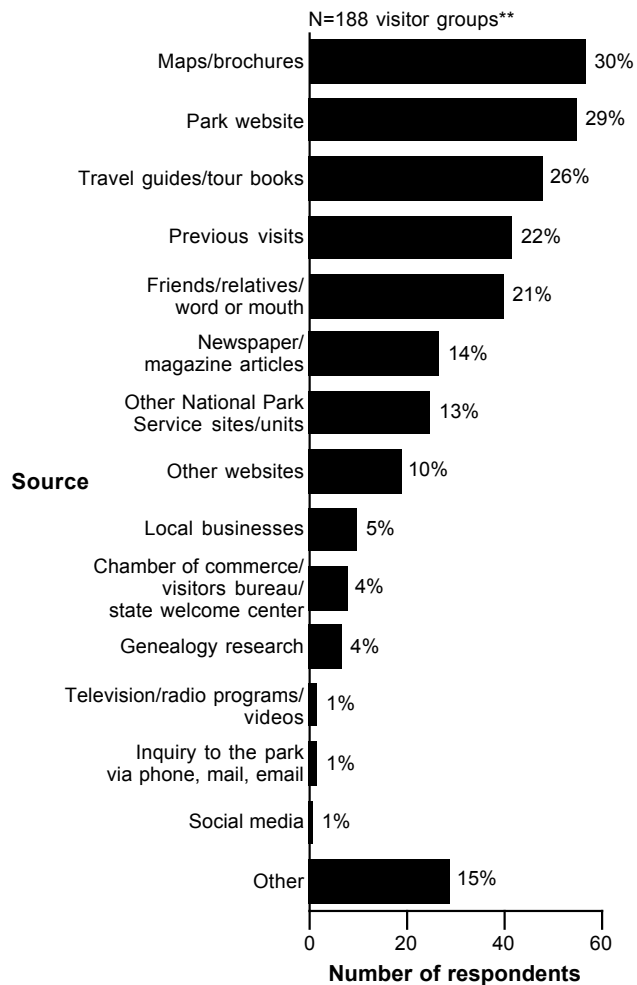


Figure 18. Sources of information prior to visit

*total percentages do not equal 100 due to rounding

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

Question 1c

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

Results

- 94% of visitor groups received needed information prior to their visit (see Figure 19).

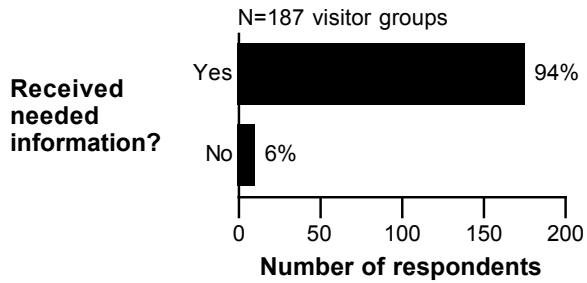


Figure 19. Visitor groups that received needed information prior to their visit

Question 1d

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

Results – Interpret with CAUTION!

- 6 visitor groups listed information they needed but was not available (see Table 11).

Table 11. Needed information (N=6 comments) **CAUTION!**

Type of information	Number of times mentioned
Cost of touring the fort	1
Hours of operation	1
Information about a particular park ranger	1
Maps	1
More detailed information	1
RV parking availability	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 1b

If you were to visit Fort Union NM in the future, how would you and your personal group prefer to obtain information about the park?

Results

- As shown in Figure 20, visitor groups' most preferred sources of information to plan a future visit were:

- 64% Park website
- 37% Maps/brochures
- 28% Travel guides/tour books

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

- History books
- History journals
- National Parks Passport

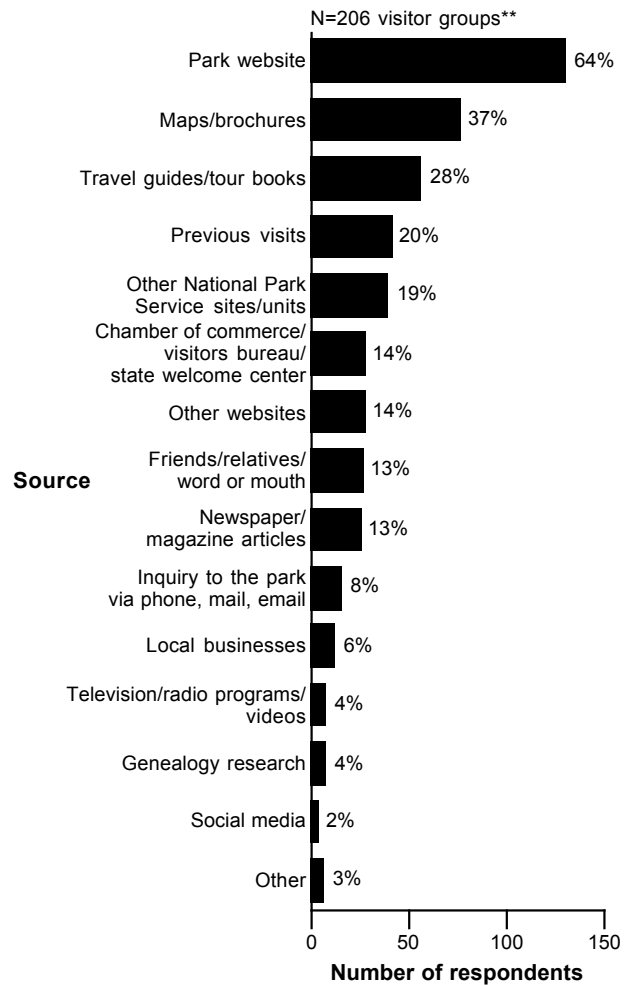


Figure 20. Sources of information to use for a future visit

*total percentages do not equal 100 due to rounding

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

Park website

Question 2a

Did you and your personal group obtain information from the park website (www.nps.gov/foun) to plan this visit to Fort Union NM?

Results

- 26% of visitor groups obtained information from the park website to plan their visit (see Figure 21).

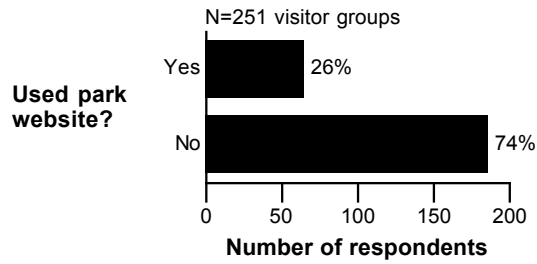


Figure 21. Visitor groups that obtained information from the park website to plan this visit

Question 2b

Overall, how would you and your personal group rate the quality of information provided on the park website?

Results

- 81% of visitor groups rated the quality of the information on the park website “very good” or “good” see Figure 22).
- 17% rated the quality of the information as “average.”

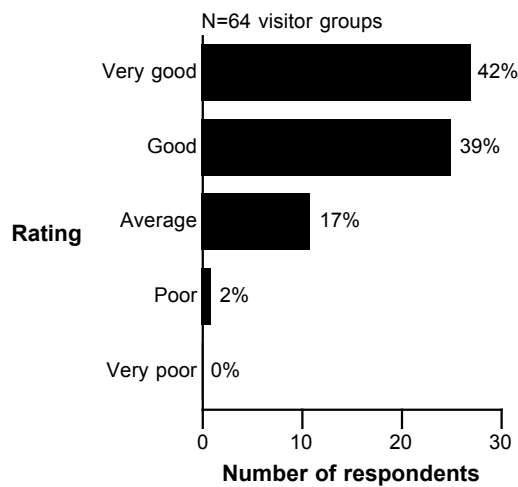


Figure 22. Quality of information provided on park website

Question 2c

Did you find the information that your personal group needed on the park website?

Results

- 94% of visitor groups found the information they needed on the park website (see Figure 23).

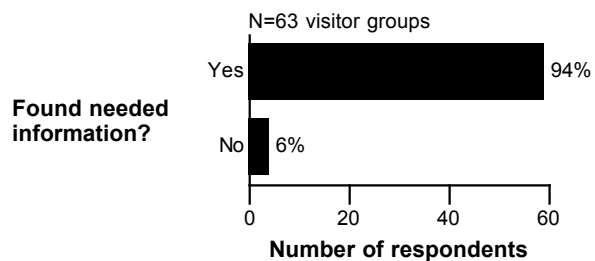


Figure 23. Visitor groups that received needed information from park website

*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 information did you and your personal group need that was not available?

Results

- 4 visitor groups listed information they needed on the park website, but was not available (see Table 12).

Table 12. Needed information on the park website (N=4 comments) **CAUTION!**

Type of information	Number of times mentioned
A way to verify RV parking space	1
Detailed history	1
More pictures on the website	1
Philmont BSA conference	1

*total percentages do not equal 100 due to rounding

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

Primary reason for visiting park area

Question 3

On this trip, what was the primary reason that you and your personal group came to the Fort Union NM area?

Results

- 3% of visitor groups were residents of the area (see Figure 24).
- As shown in Figure 25, the most common primary reasons for visiting the area of Fort Union NM, among visitor groups that were not residents, were:

38% Visit the park
 37% Traveling through – unplanned visit

- “Other” primary reasons (2%) were:

Hike
 Husband entered in a team roping event
 Photography
 Picnic

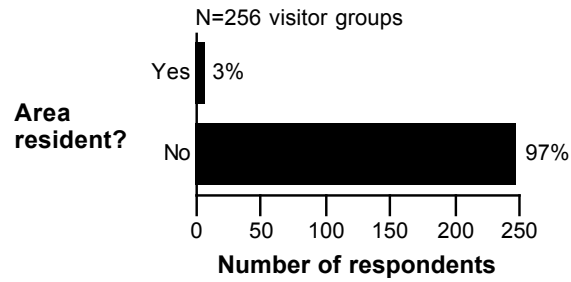


Figure 24. Residents of the area (within 50 miles) of Fort Union NM

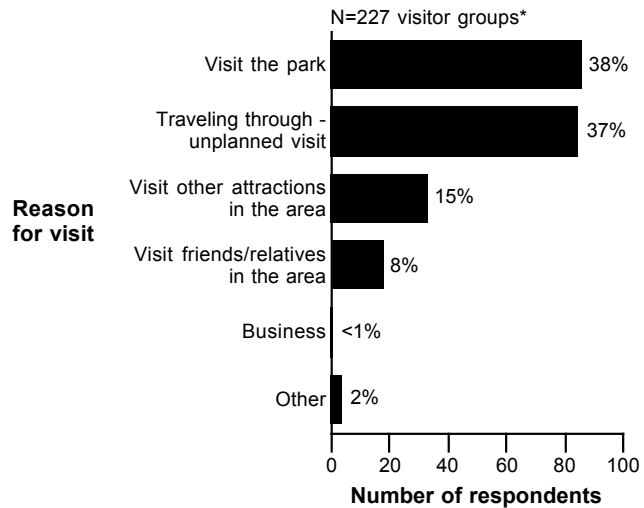


Figure 25. Primary reason for visiting the area (within 50 miles) of Fort Union NM

Note: this question was used to generate data for the Money Generation Model (MGM)

*total percentages do not equal 100 due to rounding

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

Reasons/motivations for visiting the park

Question 4

On this visit, what were your personal group’s reasons/motivations for visiting Fort Union NM?

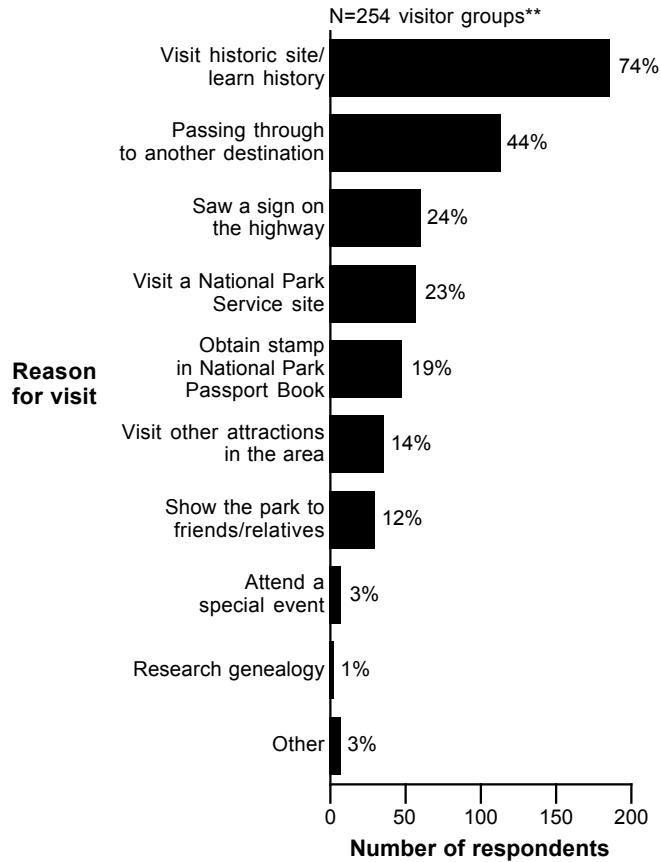
Results

- As shown in Figure 26, the most common primary reason for visiting the park was:

74% Visit historic site/learn history

- “Other” reasons (3%) were:

Have traveled by many times
 Junior Ranger program
 Photography
 See the Santa Fe Trail ruts
 Seeking out a particular ranger



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 26. Reasons/motivations for visiting the park

*total percentages do not equal 100 due to rounding

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

Services used in nearby communities

Question 26a

Please indicate all the services that you and your personal group used that were specifically related to this park visit in the nearby communities of Santa Fe, Las Vegas, Mora, Cimarron, and Raton.

Results

- 76% of visitor groups used support services in nearby communities (see Figure 27).
- As shown in Figure 28, the support services most commonly used in nearby communities were:
 - 34% Bought gasoline
 - 30% Ate meals in restaurants
 - 22% Visited other nature/historic/museum sites
- “Other” support service (1%) used was:
 - Ballooned

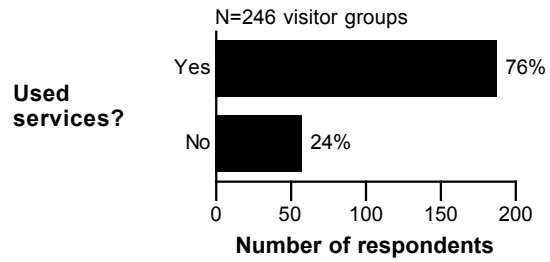


Figure 27. Visitor groups that used support services in nearby communities on this visit

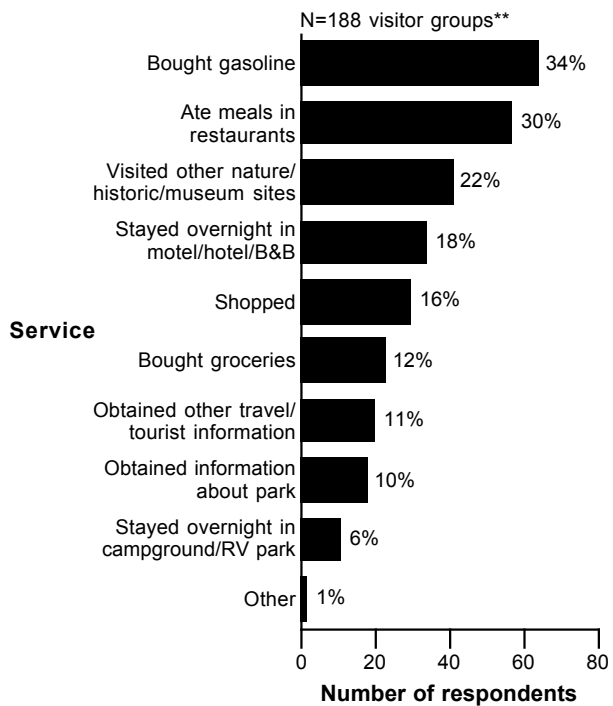


Figure 28. Support services used in nearby communities

*total percentages do not equal 100 due to rounding

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

Question 26b

In which communities did you and your personal group obtain these support services?

Results

Santa Fe

- As shown in Figure 29, the services most commonly obtained in Santa Fe were:

72% Ate meals in restaurants
61% Bought gasoline

- No “other” support services (2%) were specified.

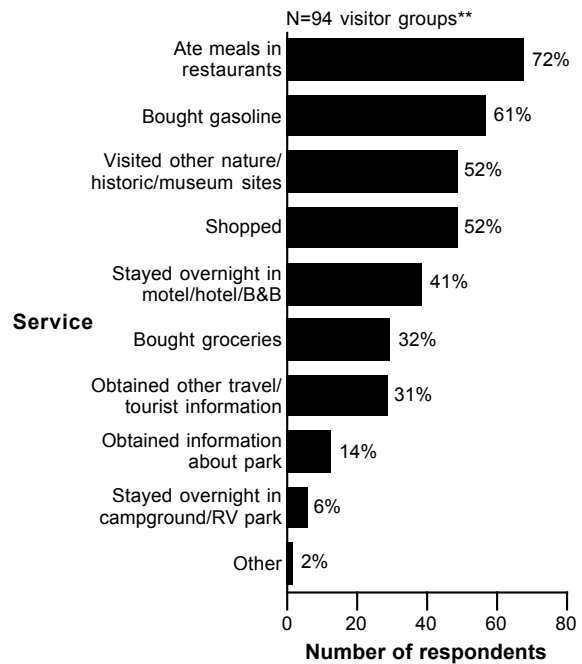


Figure 29. Services obtained in Santa Fe

Las Vegas

- As shown in Figure 30, the services most commonly obtained in Las Vegas were:

70% Ate meals in restaurants
67% Bought gasoline

- No “other” support services (1%) were specified.

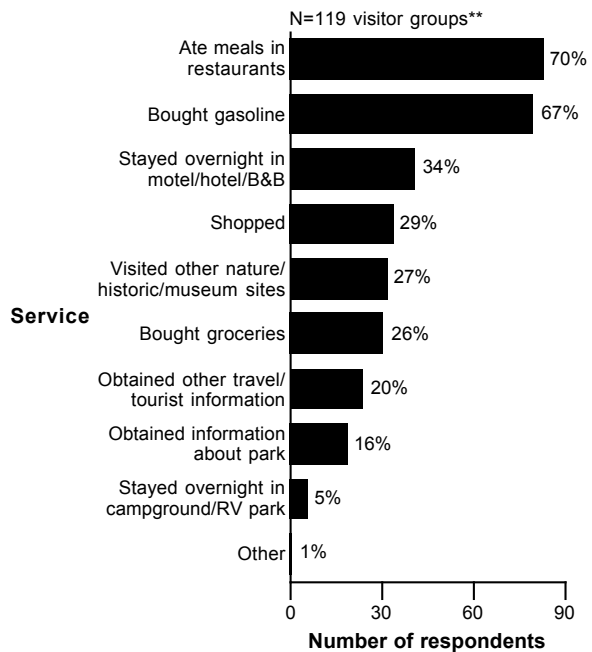


Figure 30. Services obtained in Las Vegas

*total percentages do not equal 100 due to rounding

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

Mora

- Not enough visitor groups responded to this question to provide reliable results (see Figure 31).

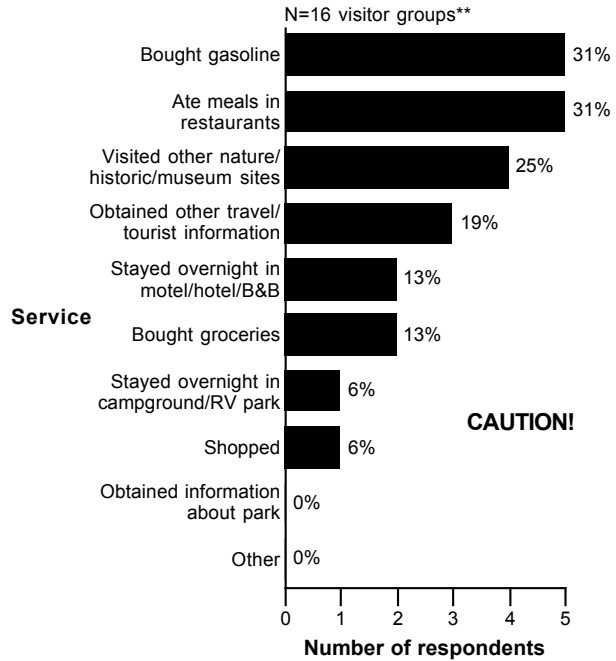


Figure 31. Services obtained in Mora

Cimarron

- Not enough visitor groups responded to this question to provide reliable results (see Figure 32).

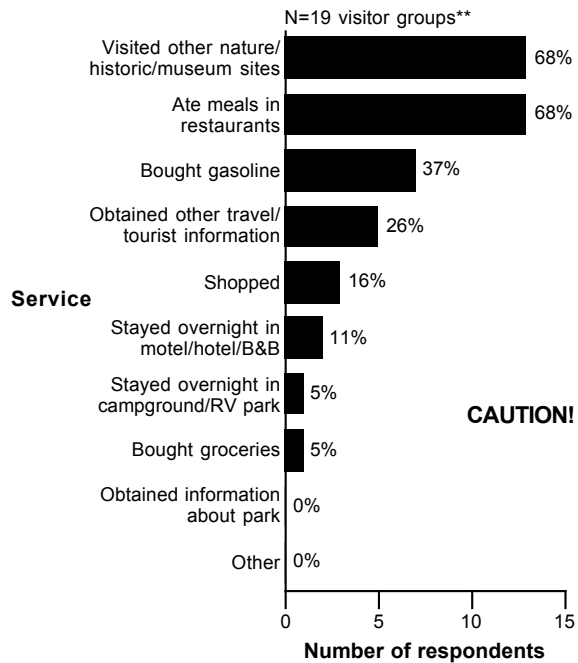


Figure 32. Services obtained in Cimarron

*total percentages do not equal 100 due to rounding

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

Raton

- As shown in Figure 33, the services most commonly obtained in Raton were:

74% Bought gasoline
56% Ate meals in restaurants

- No “other” support services (2%) were specified.

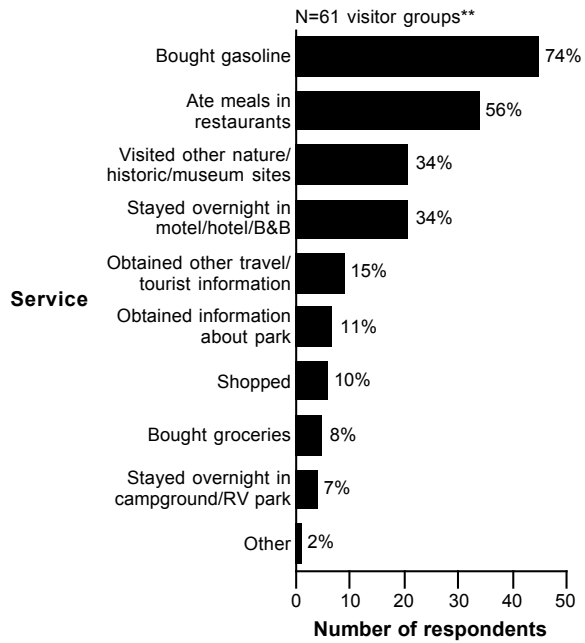


Figure 33. Services obtained in Raton

Question 26c

If you have any comments about community services, please list them below.

Results – Interpret with **CAUTION!**

- 3% of visitor groups (N=9) made comments about community services (see Table 13).

Table 13. Comments about services in nearby communities

(N=12 comments, some visitor groups made more than one comment.) **CAUTION!**

Service	Community	Comment
All	Santa Fe	Always great experience
Brown Hotel and Cafe	Springer	Great site
Camping	Las Vegas	KOA very nice
Diner	Trinidad	No specific comment
Gas	Wagon Mound	No specific comment
Meal	Angel Fire	No specific comment
Motel	Eagle’s Nest	No specific comment
Plaza Hotel	Las Vegas	Historic and very nice
Police	Las Vegas	Drunken vagrant in park plaza begging for handouts
Roads	Las Vegas	Getting around horrid; had intended to shop downtown but couldn't
Tourist information	Cimarron	Great help
Tourist information	Las Vegas	Could not find due to highway construction

*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 5a-5c

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

Results

- Table 14 shows visitor groups' ratings of the adequacy of signs directing them to the park.

Table 14. Ratings of directional signs (N=the number of visitor groups that rated each type of sign)

Type of sign	N	Adequacy (%)		Did not use	
		Yes	No	N	%
Interstate	253	93	1	14	6
State highway	225	76	2	49	22
Community	208	28	3	144	69

Question 5d

If you answered NO to any of the above, please explain.

Results – Interpret results with CAUTION!

- 9 visitor groups commented on problems with directional signs (see Table 15).

Table 15. Comments on directional signs (N=10 comments, one visitor group made more than one comment.) **CAUTION!**

Type of sign	Comment	Number of times mentioned
Interstate	Didn't contain enough information	1
	Didn't see any signs	1
	Too few signs	1
State highway	Confusing and far apart	1
	Misspelled "monument" (monuement)	1
	Santa Fe Trail crossing signs need improvement	1
	Too few signs	1
City street signs in communities	Too few signs	2
	Confusion with Fort Union Ranch	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 vehicles

Question 20c

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

Results

- 96% of visitor groups used one vehicle to arrive at the park (see Figure 34).

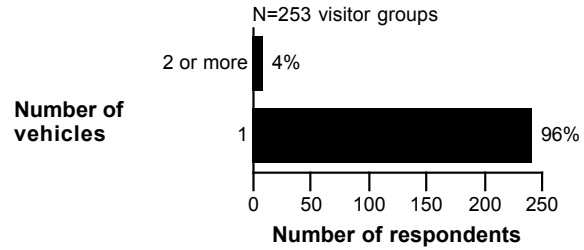


Figure 34. Number of vehicles used to arrive at the park

Number of entries

Question 20d

On this visit, how many times did you and your personal group enter Fort Union NM?

Results

- 97% of visitor groups entered the park one time (see Figure 35).

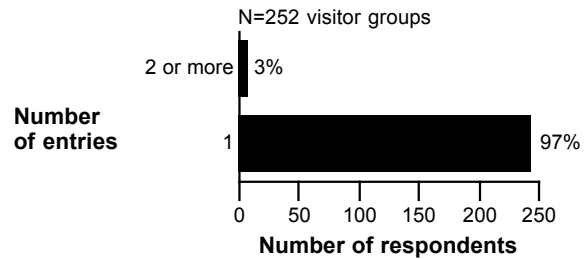


Figure 35. Number of entries to the park

Note: this question was used to generate data for the Money Generation Model (MGM)

*total percentages do not equal 100 due to rounding

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

Overnight stay

Question 6a

On this trip, did you and your personal group stay overnight away from your permanent residence in the area within 50 miles of Fort Union NM?

Results

- 46% of visitor groups stayed overnight away from their permanent residence within 50 miles of the park (see Figure 36).

Note: this question was used to generate data for the Money Generation Model (MGM)

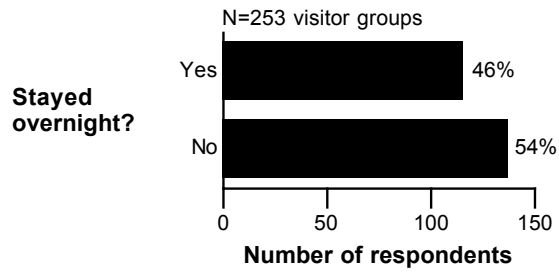


Figure 36. Visitor groups that stayed overnight within 50 miles of the park

Question 6b

If YES, please list the number of nights you and your personal group stayed in the Fort Union NM area.

Results

- 52% of visitor groups stayed one night within 50 miles of Fort Union NM (see Figure 37).
- 32% stayed two or three nights.

Note: this question was used to generate data for the Money Generation Model (MGM)

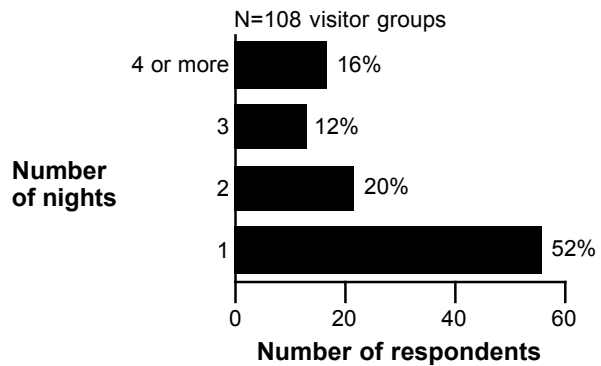


Figure 37. Number of nights spent within 50 miles of the park

*total percentages do not equal 100 due to rounding

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

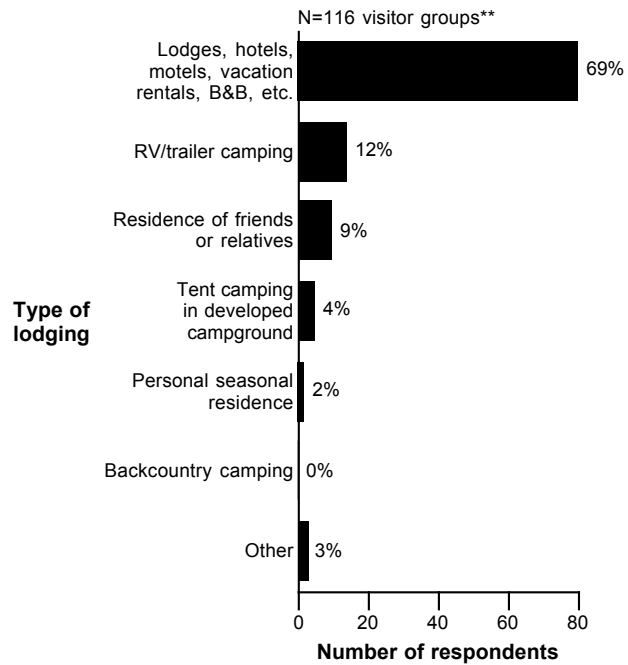
Lodging used in the area

Question 6c

In which types of lodging did you and your personal group spend the night(s) in the area within 50 miles of the park?

Results

- 69% of visitor groups stayed in a lodge, hotel, motel, vacation rental, B&B, etc. (see Figure 38).
- 12% were RV/trailer camping.
- “Other” (3%) types of lodging were:
 - College
 - High school dorm
 - Rest area



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 38. Lodging used in the area within 50 miles of the park

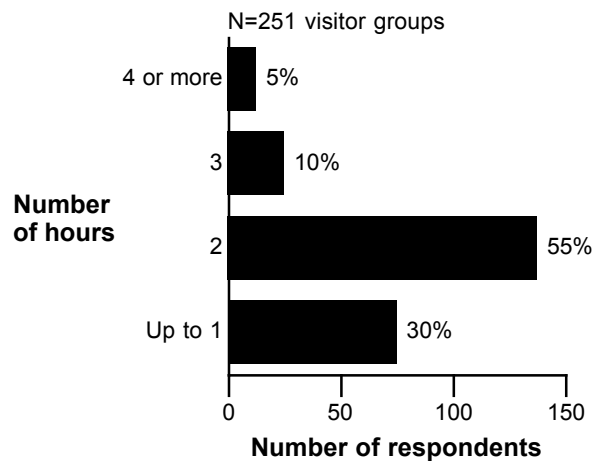
Length of visit

Question 8

On this visit to Fort Union NM, how much time in total did you and your personal group spend visiting the park?

Results

- 55% of visitor groups spent 2 hours visiting the park (see Figure 39).
- 30% spent up to 1 hour.
- The average length of visit was 1.8 hours.



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 39. Number of hours spent visiting the park

*total percentages do not equal 100 due to rounding

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

Local and regional attractions

Question 7

What other local and regional attractions did you and your personal group visit on this trip to Fort Union NM?

Results

- 70% of visitor groups visited other local and regional attractions (see Figure 40).
- As shown in Figure 41, of visitor groups that visited other local and regional attractions, the most common sites were:
 - 47% Las Vegas
 - 44% Santa Fe Trail
- “Other” local and regional attractions (29%) are listed in Table 16.

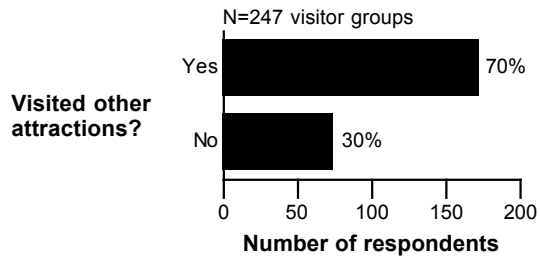


Figure 40. Visitor groups that visited other local and regional attractions

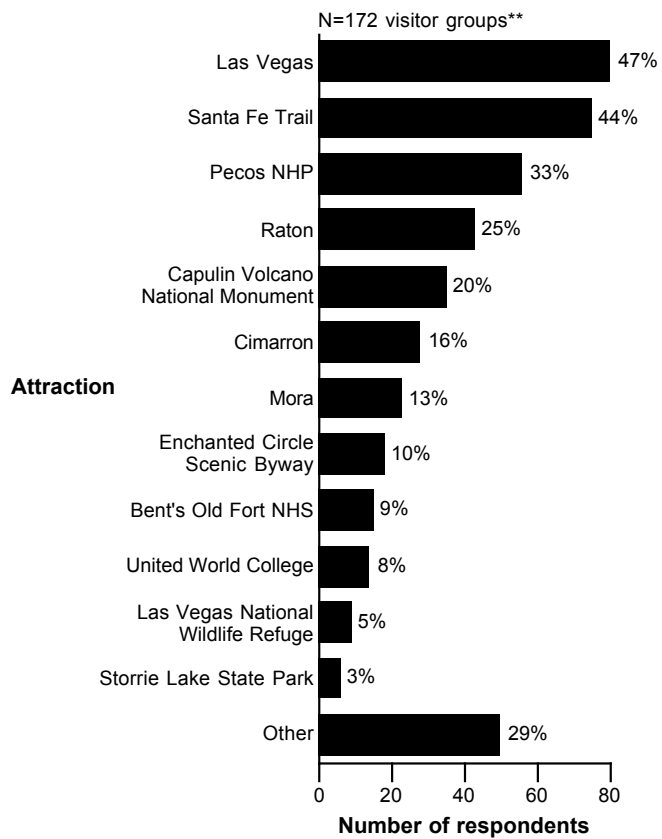


Figure 41. Local and regional attraction visited

*total percentages do not equal 100 due to rounding

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

Table 16. “Other” local and regional attractions
(N=71 comments)

Type of information	Number of times mentioned
Taos, NM	10
Santa Fe, NM	8
Bandelier NM	6
Angel Fire, NM	5
Philmont Scout Ranch, NM	4
Sugarite Canyon State Park, NM	3
Carlsbad Caverns National Park, NM	2
El Malpais National Monument, NM	2
Red River, NM	2
Aztec Ruins National Monument, NM	1
Billy the Kid's Grave, NM	1
Camino Real Museum, NM	1
Chaco Culture NHP, NM	1
Conchas Lake, NM	1
Coyote Creek State Park, NM	1
El Morro National Monument, NM	1
Florissant, NM	1
Hermit's Peak, NM	1
Hot Springs, NM	1
Loma Parda, NM	1
Los Alamos Science Museum, NM	1
Los Lunas, NM	1
Mosquero, NM	1
New Mexico History Museum, NM	1
Ocate, NM	1
Ojo Feliz, NM	1
Peralta Canyon, AZ	1
Petroglyph National Monument, NM	1
Philmont Mansion, NM	1
Raspberry farm (unspecified)	1
Roswell, NM	1
Roy, NM	1
Santa Fe National Forest, NM	1
Smokey Bear Museum and Park, NM	1
Springer, NM	1
State park (unspecified)	1
Valle Vidal, NM	1
Wagon Mound, NM	1

*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 10a

On this visit, in which activities did you and your personal group participate while at Fort Union NM?

Results

- As shown in Figure 42, the most common activities in which visitor groups participated were:

- 88% Viewing outdoor exhibits
- 87% Viewing indoor exhibits
- 83% Taking self-guided tour of fort
- “Other” activities (2%) were:
 - Learning from and talking with park rangers
 - Learning history
 - Obtaining a park stamp
 - Seeing Santa Fe Trail

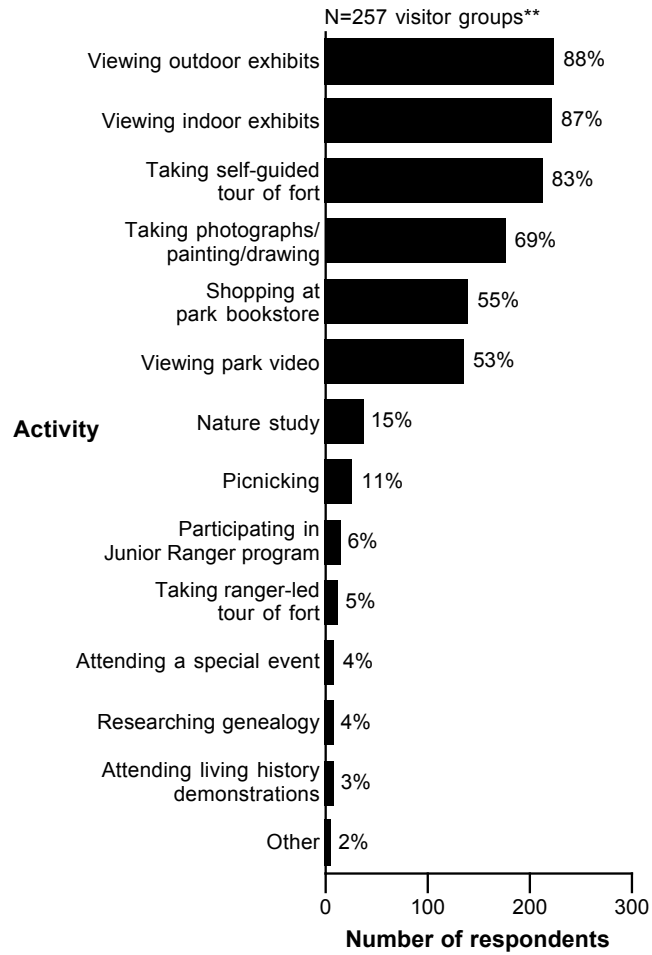


Figure 42. Activities on this visit

*total percentages do not equal 100 due to rounding

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

Primary activity on this visit

Question 10c

Which one of the above activities was the primary activity that you and your personal group participated in at Fort Union NM on this visit?

Results

- As shown in Figure 43, the most common primary activity at Fort Union NM was:

59% Taking self-guided tour of fort
 22% Viewing outdoor exhibits

- “Other” primary activities (2%) were:

Learning history
 Getting a stamp

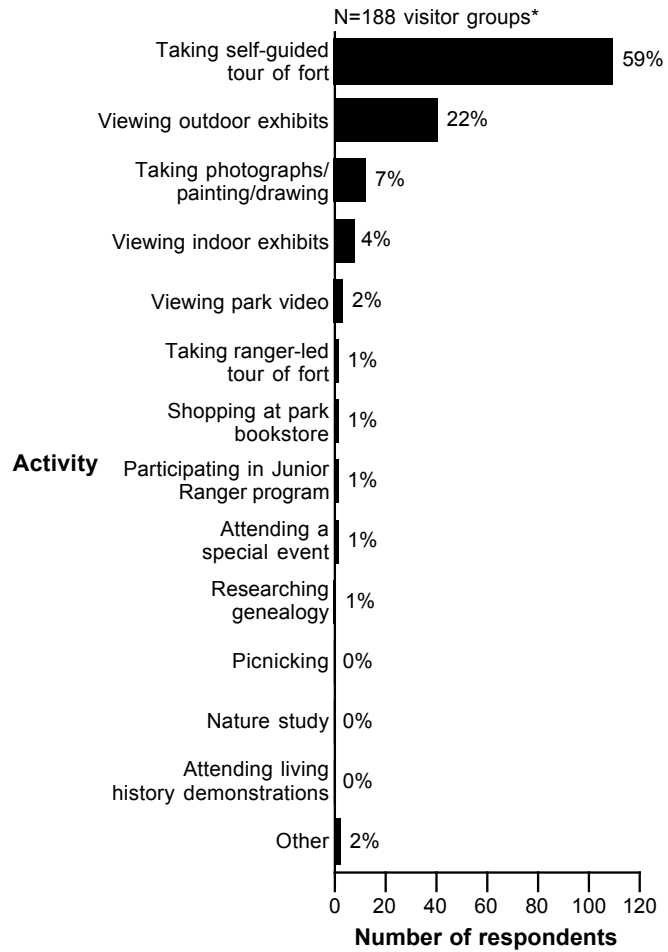


Figure 43. Primary activity while visiting Fort Union NM

*total percentages do not equal 100 due to rounding

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

Future activities

Question 10b

If you were to visit Fort Union NM in the future, in which activities would you and your personal group expect to participate at the park?

Results

- As shown in Figure 44, the most common activities in which visitor groups expected to participate on a future visit were:

- 68% Viewing outdoor exhibits
- 65% Viewing indoor exhibits
- 60% Taking photographs/painting/drawing

- “Other” future activity (2%) was:
Night sky watching

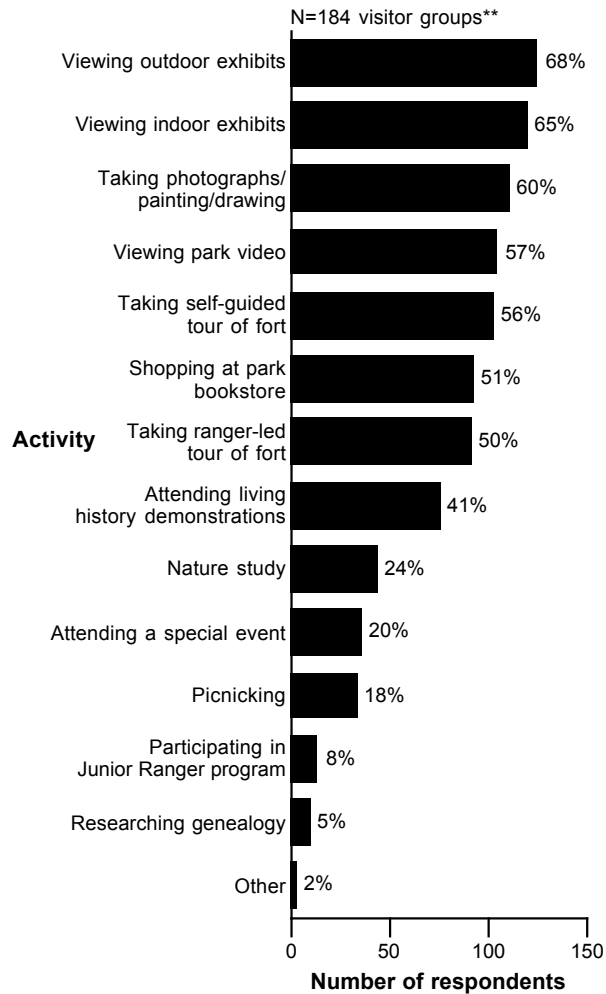


Figure 44. Activities on future visit

*total percentages do not equal 100 due to rounding

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

Topics learned on this visit

Question 16a

During this visit to Fort Union NM, did you and your personal group learn about the following topics?

Results

- As shown in Figure 45, the most common topics that visitor groups learned about were:

99% Function of Fort Union NM as a military outpost
 96% Santa Fe Trail
 94% U.S. military history

No "other" topics were specified.

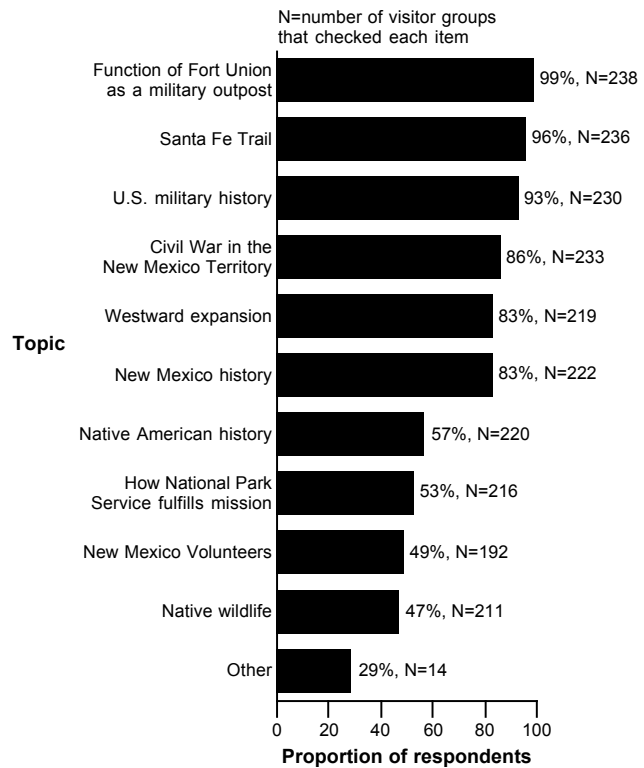


Figure 45. Topics visitor groups learned about on this visit

*total percentages do not equal 100 due to rounding

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

Preferred topics to learn on future visit

Question 16b

Would you and your personal group be interested in learning about these topics on a future visit to Fort Union NM?

Results

- 91% of visitor groups were interested in learning about topics on a future (see Figure 46).
- As shown in Figure 47, among those visitor groups that were interested in learning about the park, the most common topics were:

- 96% Santa Fe Trail
- 95% Function of Fort Union as a military outpost
- 95% Civil War in the New Mexico Territory

- “Other” topic (73%) was:

The Star Fort

Note: Although 30 visitor groups indicated “other” topics to learn on a future visit, only one visitor group specified the topic.

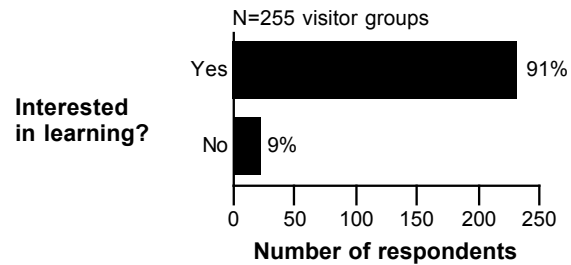


Figure 46. Visitor groups that were interested in learning about topics on the future

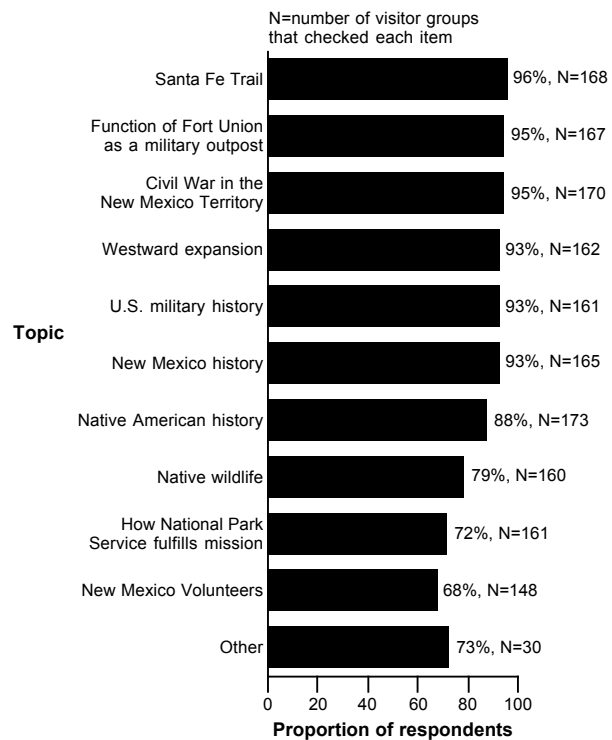


Figure 47. Topics visitor groups would be interested in learning about on a future visit

*total percentages do not equal 100 due to rounding

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

Safety issues

Question 9a

Please indicate how safe you and your personal group felt in Fort Union NM during this visit.

Results

- 89% of visitor groups felt “very safe” at Fort Union NM during this visit (see Figure 48).

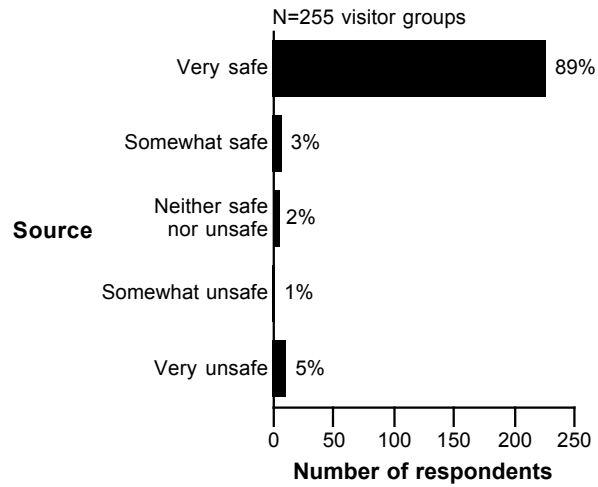


Figure 48. Visitor groups’ feeling of safety

Question 9b

If you indicated that you felt “very unsafe” or “somewhat unsafe” in the park, please explain where and why.

Results – Interpret results with CAUTION!

- 3 visitor groups listed reasons for feeling “very unsafe” or “somewhat unsafe” and the locations (see Table 17).

Table 17. Reasons for and locations where visitors did not feel safe (N=3 comments) **CAUTION!**

Reason	Location	Number of times mentioned
Rattlesnakes	Park site	2
Lightning	Park site	1

*total percentages do not equal 100 due to rounding

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

Ratings of Services, Facilities, Attributes, and Resources

Visitor services and facilities used

Question 12a

Please indicate all the visitor services and facilities that you or your personal group used during this visit to Fort Union NM.

Results

- As shown in Figure 49, the most common visitor services and facilities used by visitor groups were:

89% Visitor center (overall)
 84% Visitor center restrooms
 84% Visitor center exhibits

- The least used service/facility was:

5% Ranger-led programs

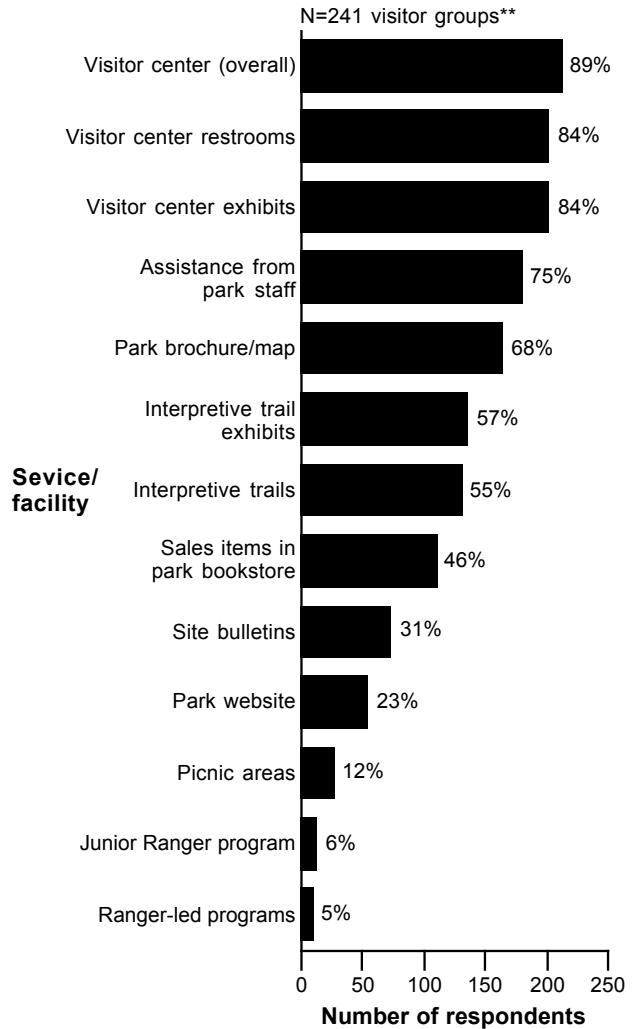


Figure 49. Visitor services and facilities used

*total percentages do not equal 100 due to rounding

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

Importance ratings of visitor services and facilities

Question 12b

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

- 94% Visitor center (overall)
- 92% Interpretive trails

- Table 18, followed by Figures 51 to 63, show the importance ratings of each service and facility.
- The services and facilities receiving the highest “not important” ratings that were rated by 30 or more visitor groups were:

- 1% Interpretive trails
- 1% Park brochure/map
- 1% Sales items in park bookstore
- 1% Site bulletins

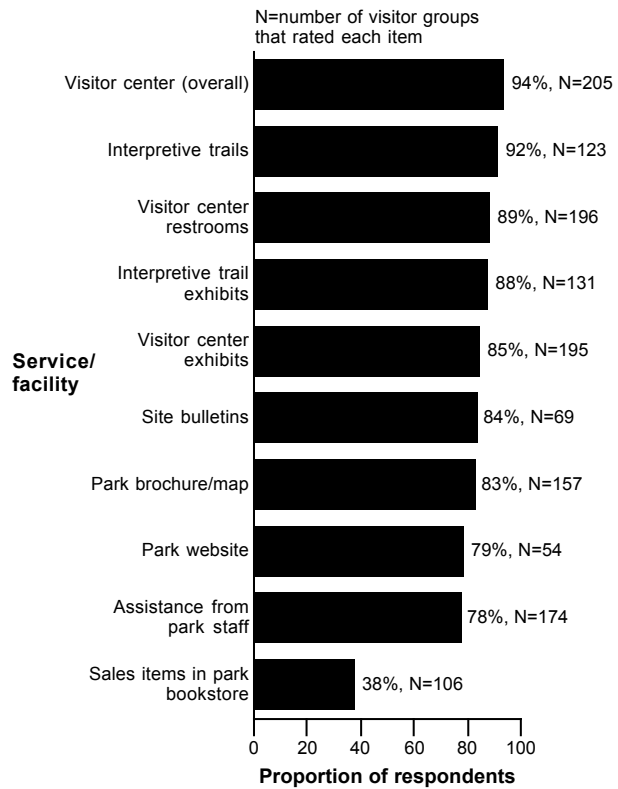


Figure 50. Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

Table 18. Importance ratings of visitor services and facilities
(N=number of visitors that rated each service and facility)

Service/facility	N	Rating (%)				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Assistance from park staff	174	1	1	21	27	51
Fort Union National Monument website: www.nps.gov/foun (used before or during visit)	54	0	7	13	31	48
Interpretive trail exhibits	131	0	0	12	38	50
Interpretive trails	123	1	1	7	40	52
Junior Ranger program – CAUTION!	13	0	0	31	31	38
Park brochure/map	157	1	5	11	30	53
Picnic areas – CAUTION!	28	0	14	32	32	21
Ranger-led programs – CAUTION!	10	0	0	20	30	50
Sales items in park bookstore (selection, price, etc.)	106	2	21	40	24	14
Site bulletins (e.g. <i>Sites & Structures, Civil War Earthworks</i>)	69	1	0	14	33	51
Visitor center exhibits	195	0	2	13	43	42
Visitor center restrooms	196	0	3	9	27	62
Visitor center (overall)	205	0	<1	5	40	54

*total percentages do not equal 100 due to rounding

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

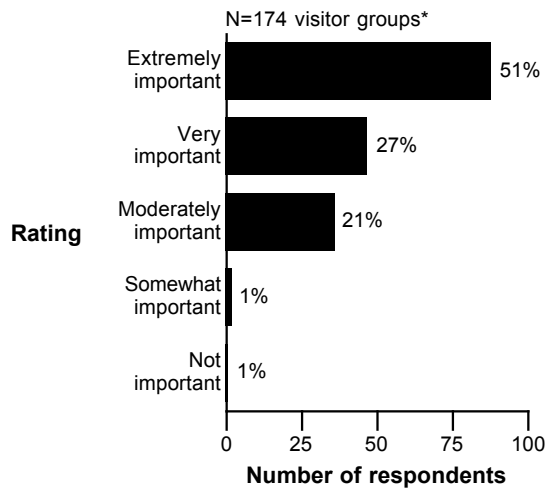


Figure 51. Importance of assistance from park staff

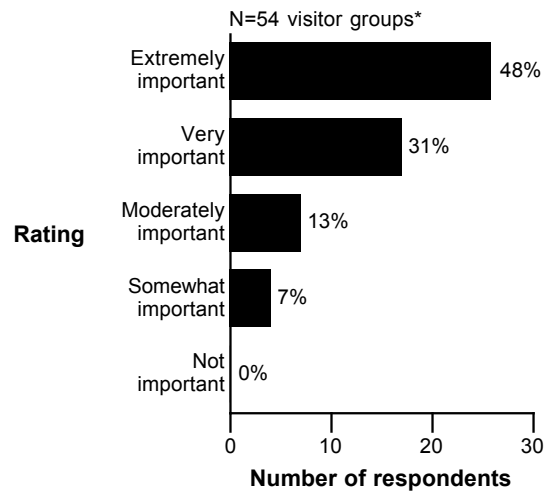


Figure 52. Importance of Fort Union NM website (www.nps.gov/foun)

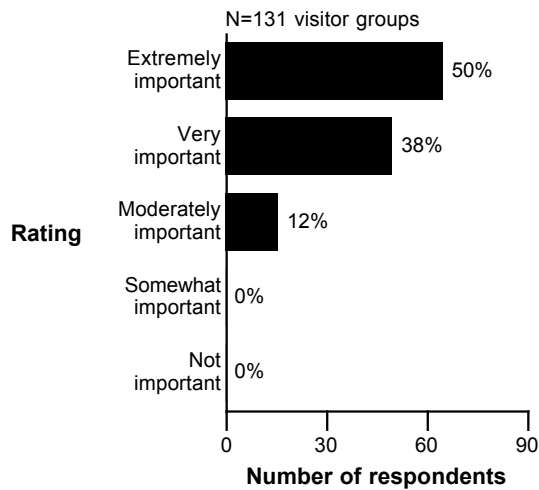


Figure 53. Importance of interpretive trail exhibits

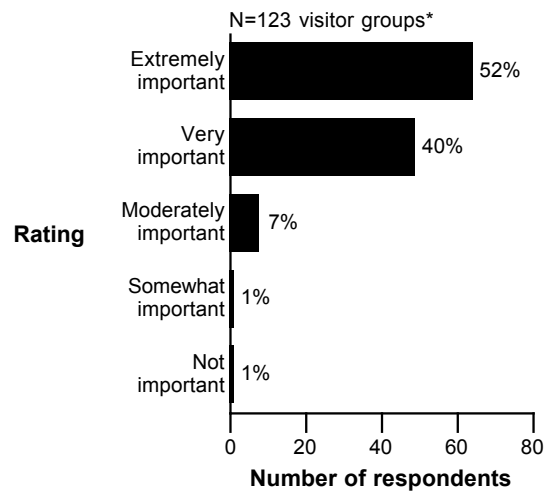


Figure 54. Importance of interpretive trails

*total percentages do not equal 100 due to rounding

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

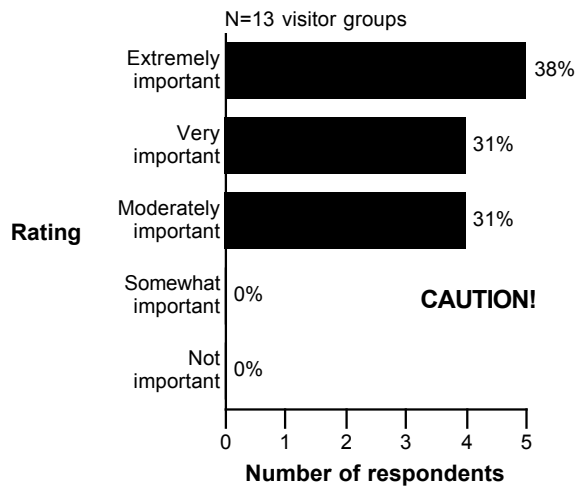


Figure 55. Importance of Junior Ranger program

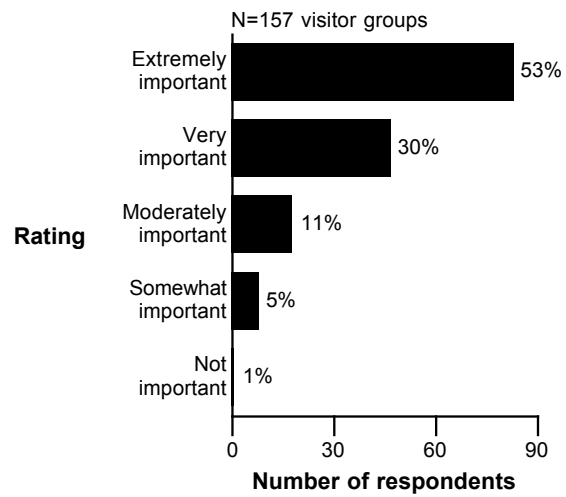


Figure 56. Importance of park brochure/map

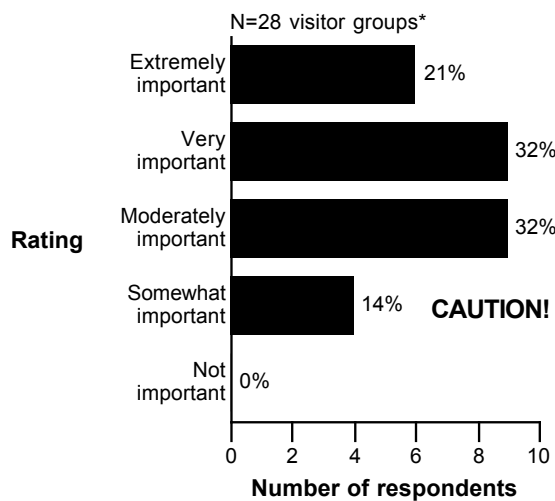


Figure 57. Importance of picnic areas

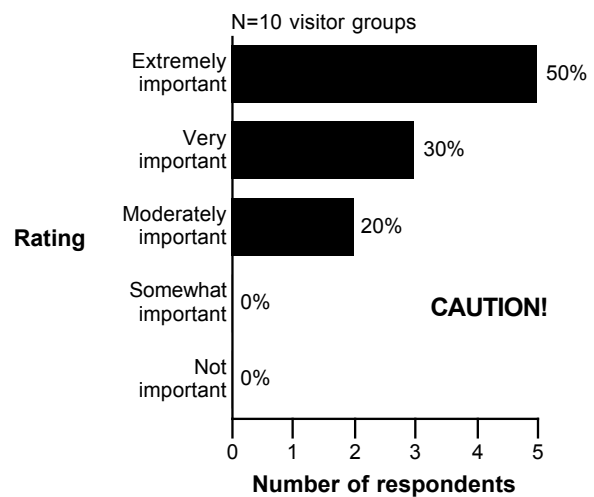


Figure 58. Importance of ranger-led programs

*total percentages do not equal 100 due to rounding

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

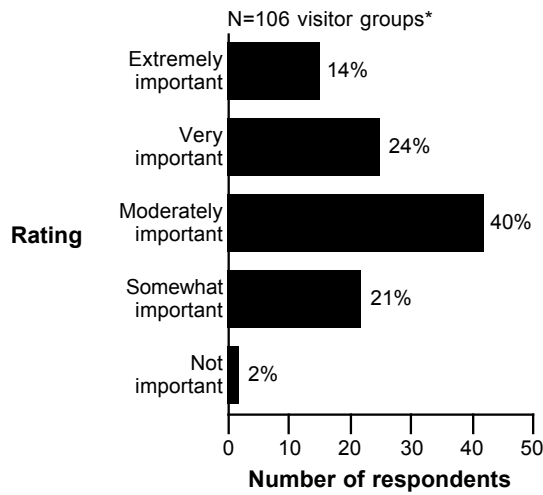


Figure 59. Importance of sales items in park bookstore (selection, price, etc.)

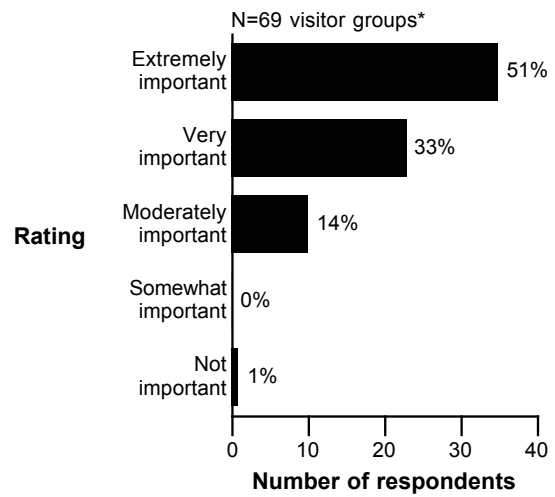


Figure 60. Importance of site bulletins (e.g. *Sites & Structures, Civil Earthworks*)

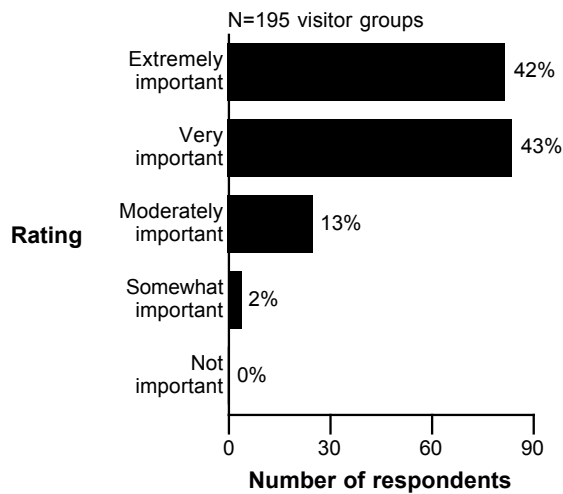


Figure 61. Importance of visitor center exhibits

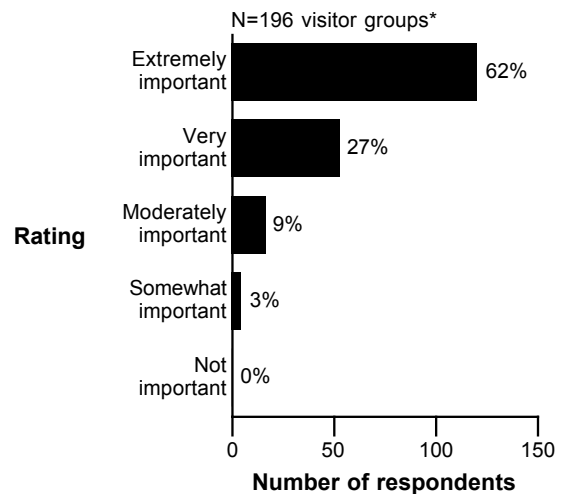


Figure 62. Importance of visitor center restrooms

*total percentages do not equal 100 due to rounding

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

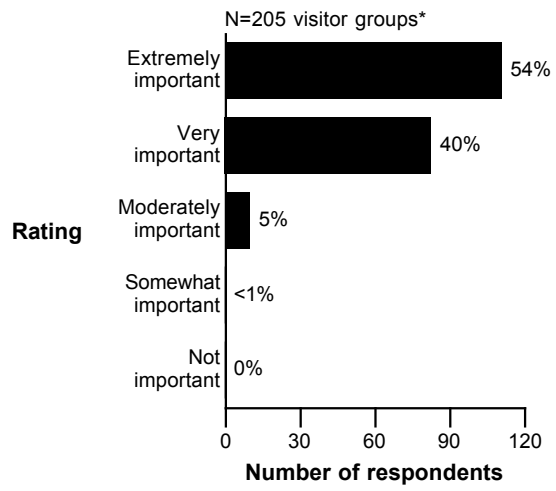


Figure 63. Importance of visitor center (overall)

*total percentages do not equal 100 due to rounding

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

Quality ratings of visitor services and facilities

Question 12c

Finally, for only those services and 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 64 shows the combined proportions of “very good” and “good” quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.

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

- 98% Assistance from park staff
- 95% Visitor center (overall)

- Table 19, followed by Figures 65 to 77, show the quality ratings of each service and facility.

- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:

- 5% Interpretive trail exhibits

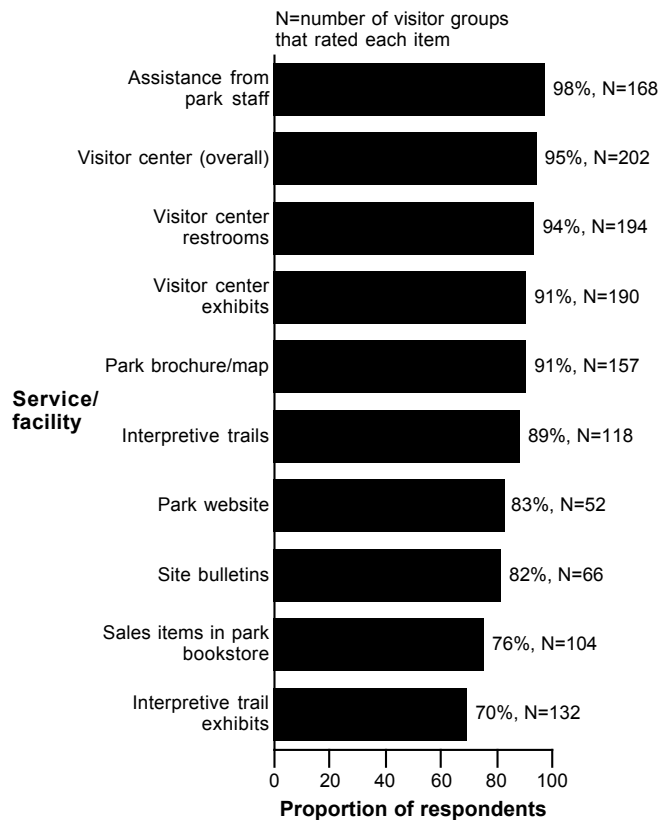


Figure 64. Combined proportions of “very good” and “good” quality ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

Table 19. Quality ratings of visitor services and facilities
(N=number of visitors that rated each service and facility)

Service/facility	N	Rating (%)				
		Very poor	Poor	Average	Good	Very good
Assistance from park staff	168	0	1	1	18	80
Fort Union National Monument website www.nps.gov/foun (used before or during visit)	52	2	0	15	31	52
Interpretive trail exhibits	132	5	4	22	40	30
Interpretive trails	118	3	1	8	49	40
Junior Ranger program – CAUTION!	12	0	0	8	17	75
Park brochure/map	157	0	1	8	36	55
Picnic areas	26	4	4	38	35	19
Ranger-led programs – CAUTION!	8	0	0	0	38	63
Sales items in bookstore (selection, price, etc.)	104	0	1	23	38	38
Site bulletins (e.g. <i>Sites & Structures, Civil War Earthworks</i>)	66	0	0	18	23	59
Visitor center exhibits	190	0	0	9	36	55
Visitor center restrooms	194	0	0	6	31	63
Visitor center (overall)	202	0	0	5	27	68

*total percentages do not equal 100 due to rounding

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

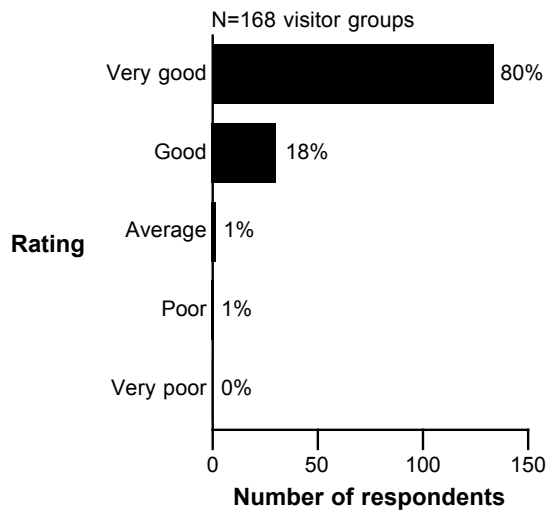


Figure 65. Quality of assistance from park staff

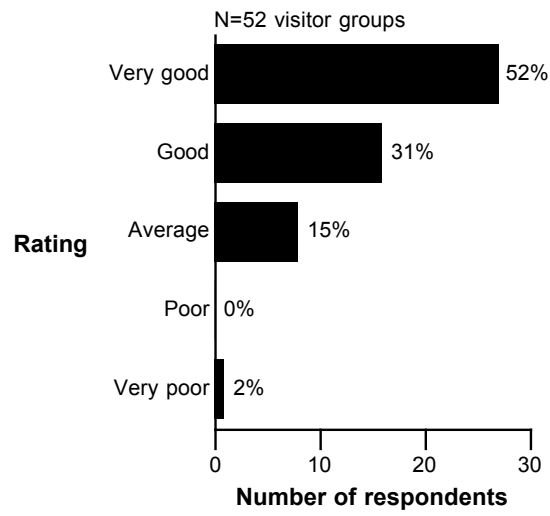


Figure 66. Quality of Fort Union NM website (www.nps.gov/foun)

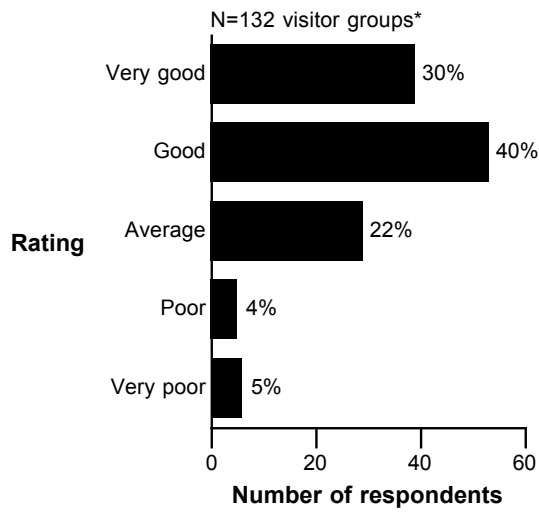


Figure 67. Quality of interpretive trail exhibits

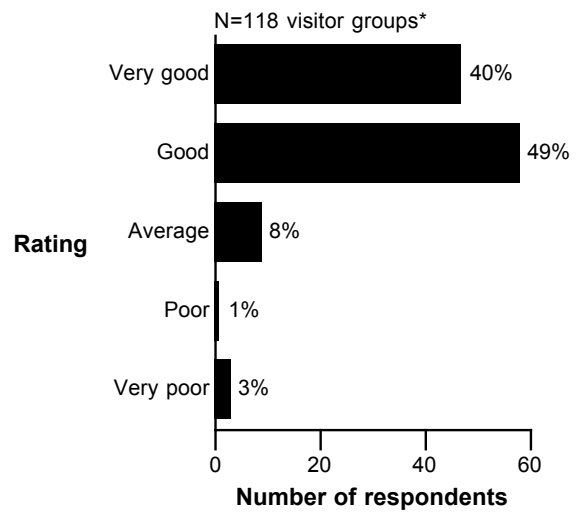


Figure 68. Quality of interpretive trail

*total percentages do not equal 100 due to rounding

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

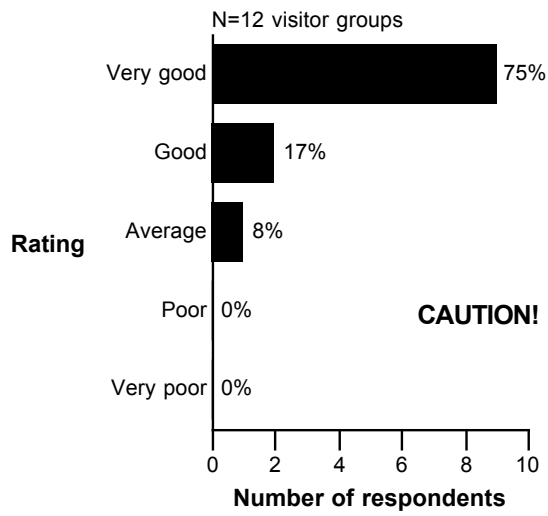


Figure 69. Quality of Junior Ranger program

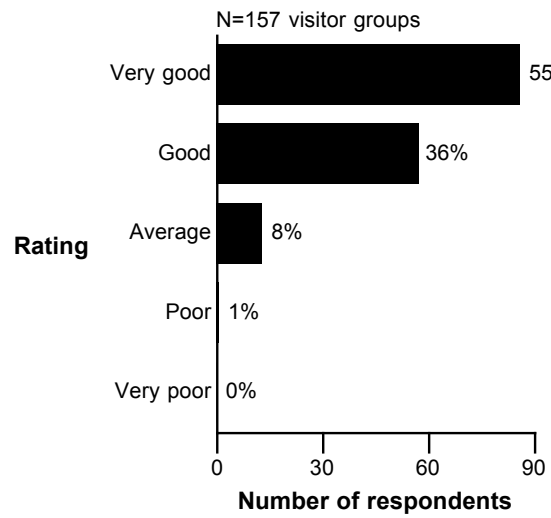


Figure 70. Quality of park brochure/map

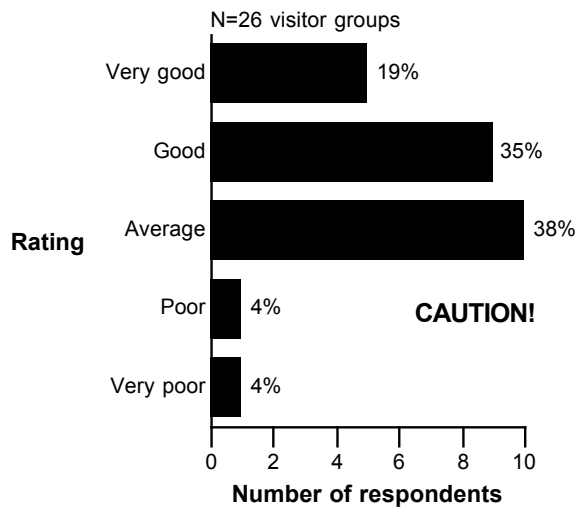


Figure 71. Quality of picnic areas

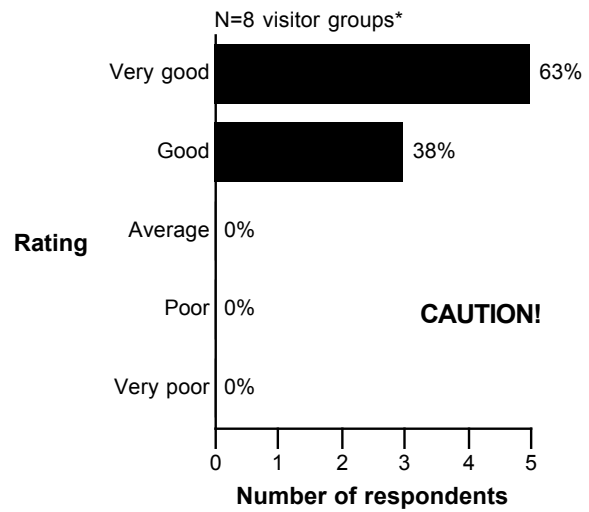


Figure 72. Quality of ranger-led programs

*total percentages do not equal 100 due to rounding

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

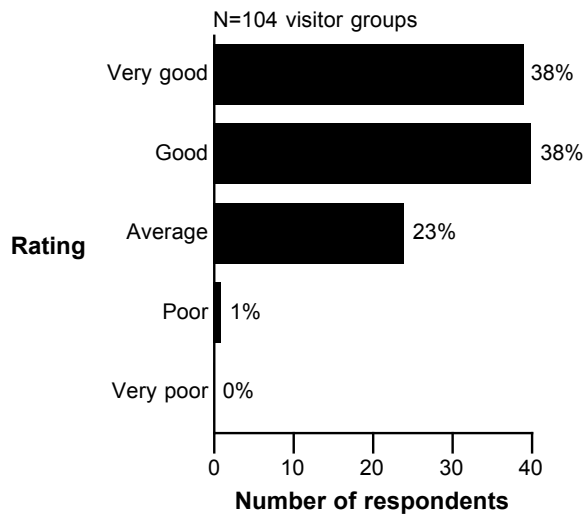


Figure 73. Quality of sales items in park bookstore (selection, price, etc.)

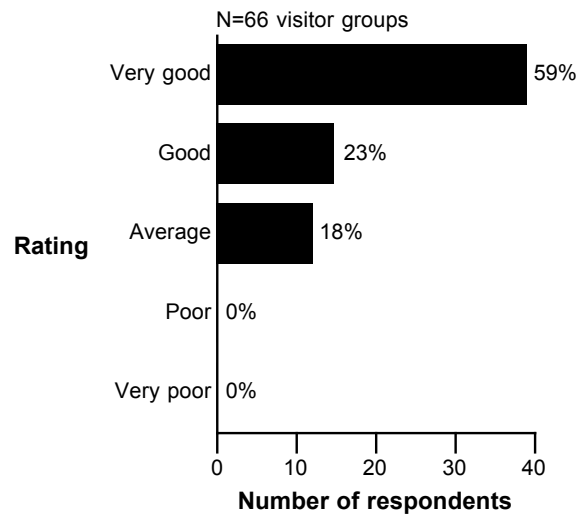


Figure 74. Quality of site bulletins (e.g., *Sites & Structures*, *Civil Earthworks*)

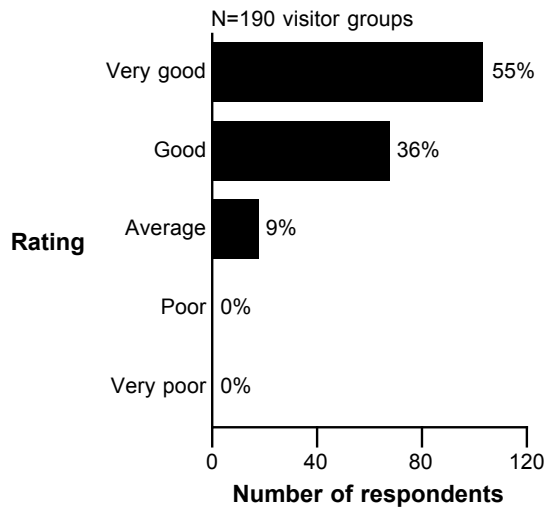


Figure 75. Quality of visitor center exhibits

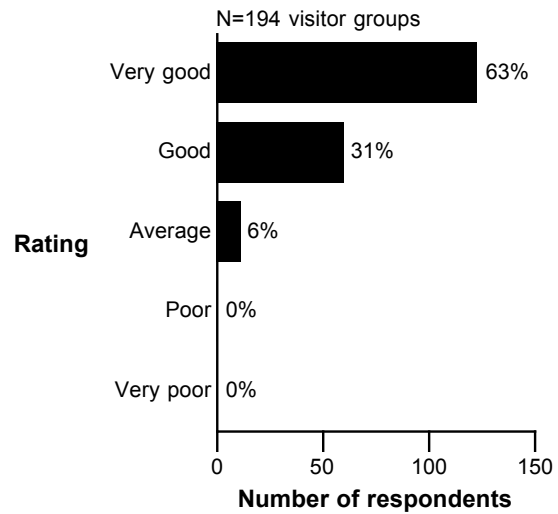


Figure 76. Quality of visitor center restrooms

*total percentages do not equal 100 due to rounding

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

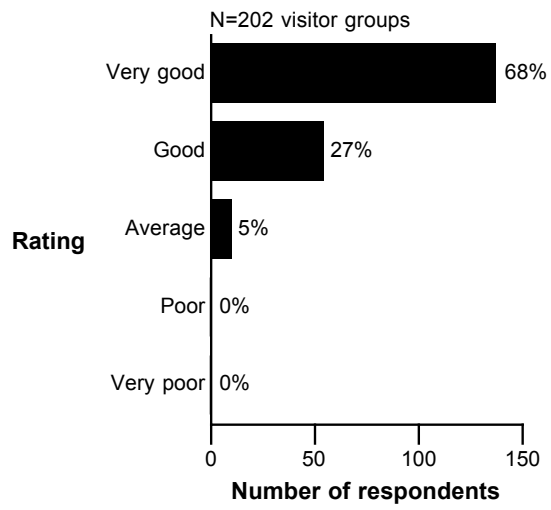


Figure 77. Quality of visitor center (overall)

*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 services and facilities

- Figures 78 and 79 show the mean scores of importance and quality ratings of all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

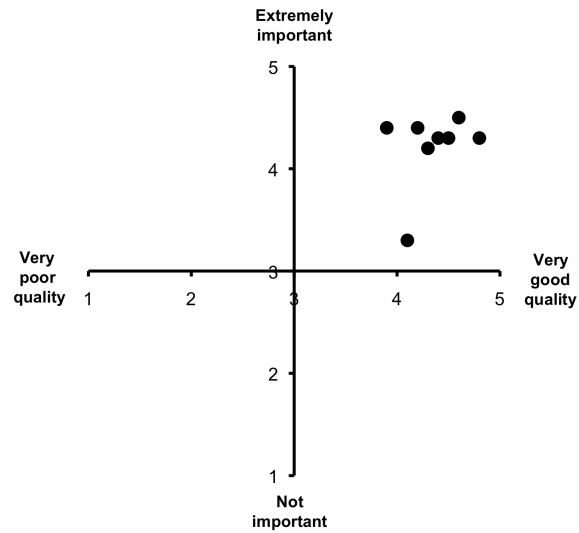


Figure 78. Mean scores of importance and quality ratings of visitor services and facilities

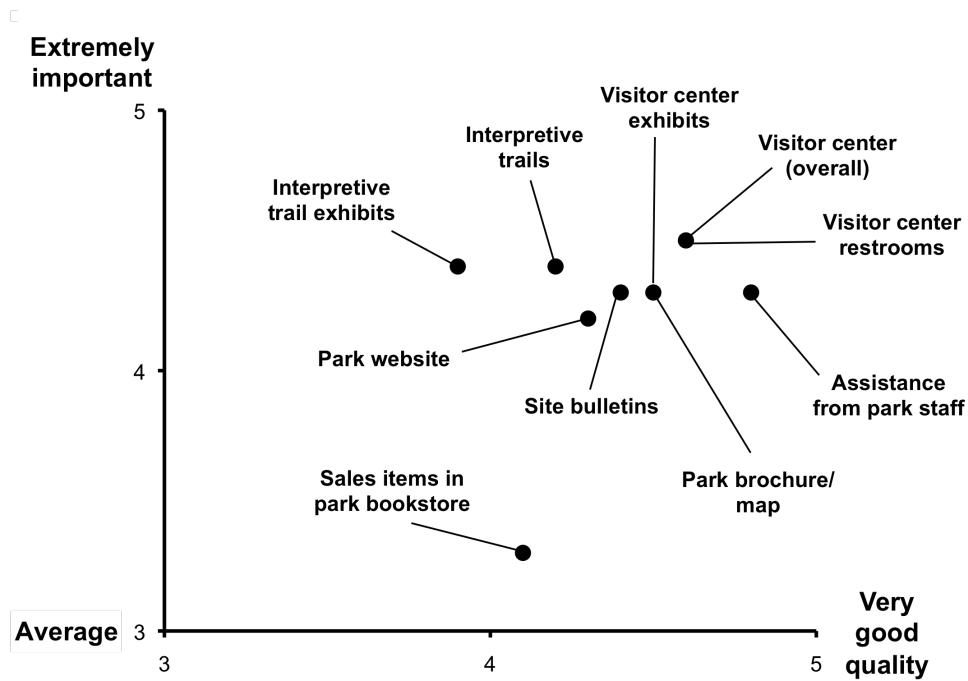


Figure 79. Detail of Figure 78

*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, attributes, and experiences

Question 14

It is the National Park Service’s responsibility to protect Fort Union NM’s natural, scenic and cultural resources and visitor experiences that depend on these. How important is protection of the following to you and your personal group?

Results

- As shown in Figure 80, the highest combined proportions of “extremely important” and “very important” ratings of park resources, attributes, and experiences were:

- 98% Historic structures
- 92% Archeology
- 90% Scenic views without development

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

- 10% Dark, starry night sky

- Table 20 shows the importance ratings of park resources, attributes and experiences.

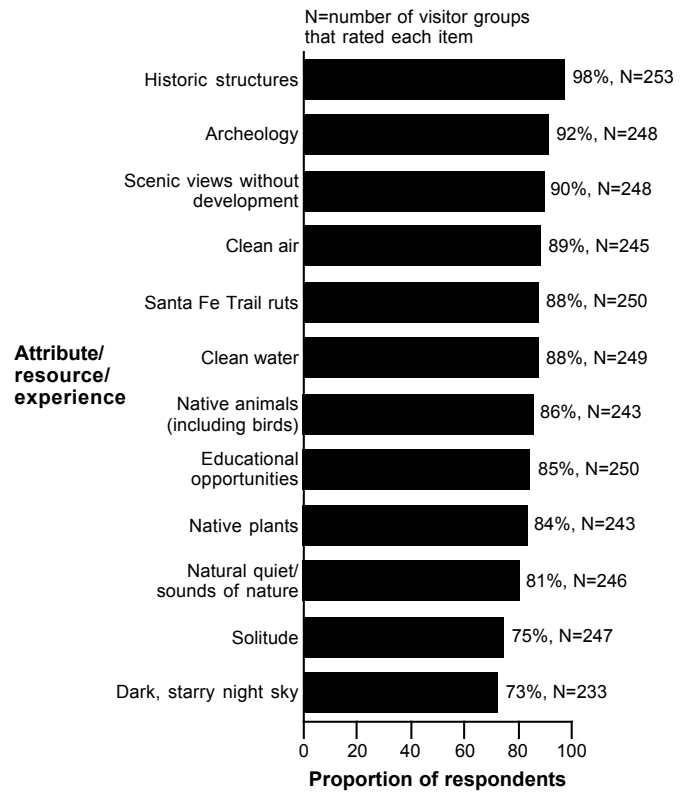


Figure 80. Combined proportions of “very important” and “extremely important” ratings of protection of park resources, attributes, and experiences

*total percentages do not equal 100 due to rounding

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

Table 20. Visitor ratings of importance of protecting park resources, attributes and experiences (N=number of visitors that rated each resource/attribute/experience)

Attribute/resource/experience	N	Rating (%)				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Archeology	248	1	1	5	25	67
Clean water	249	2	2	8	31	57
Clean air (visibility)	245	2	2	6	36	53
Dark, starry night sky	233	10	4	13	30	43
Educational opportunities	250	1	2	11	40	45
Historic structures	253	0	<1	1	21	77
Native animals (including birds)	243	1	2	11	38	48
Native plants	243	1	4	11	37	47
Natural quiet/sounds of nature	246	2	2	13	35	46
Santa Fe Trail ruts	250	1	3	8	26	62
Scenic views without development	248	2	0	9	24	66
Solitude	247	4	4	17	32	43

*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 18

For you and your personal group, please estimate all expenditures for the items listed below for this visit to Fort Union NM and the surrounding area (within 50 miles of the park).

Results

- 46% of visitor groups spent \$1-100 (see Figure 81).
- 21% spent \$301 or more.
- The average visitor group expenditure was \$218.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$90.
- Average expenditure per person (per capita) was \$93.
- As shown in Figure 82, the largest proportions of total expenditures inside and outside the park were:

- 32% Lodges, hotels, motels, cabins, B&B, etc.
- 20% Restaurants and bars

Note: this question was used to generate data for the Money Generation Model (MGM)

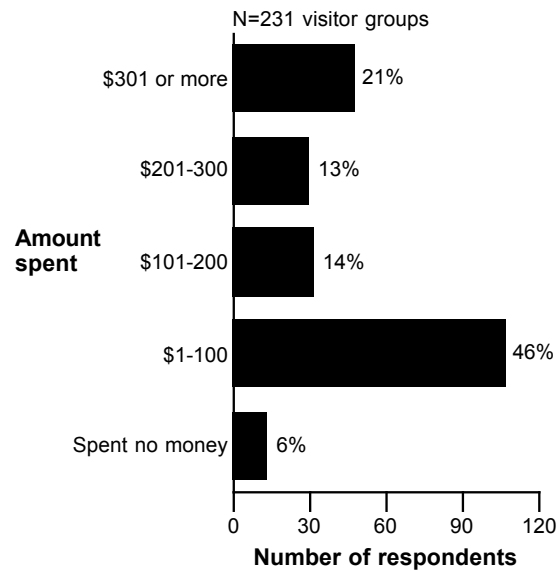


Figure 81. Total expenditures inside and outside the park (within 50 miles)

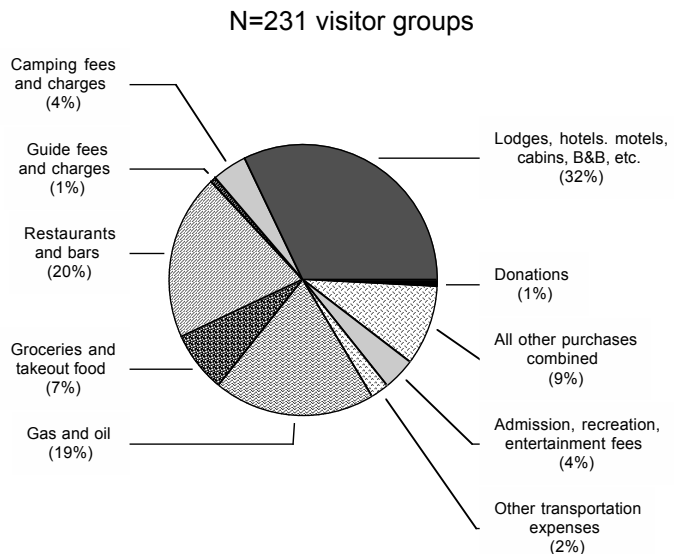


Figure 82. Proportions of expenditures inside and outside the park

*total percentages do not equal 100 due to rounding

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

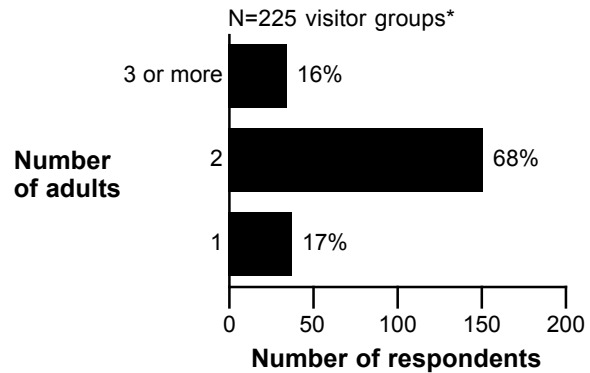
Number of adults covered by expenditures

Question 18c

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

Results

- 68% of visitor groups had two adults covered by expenditures (see Figure 83).
- 17% had one adult.



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 83. Number of adults covered by expenditures

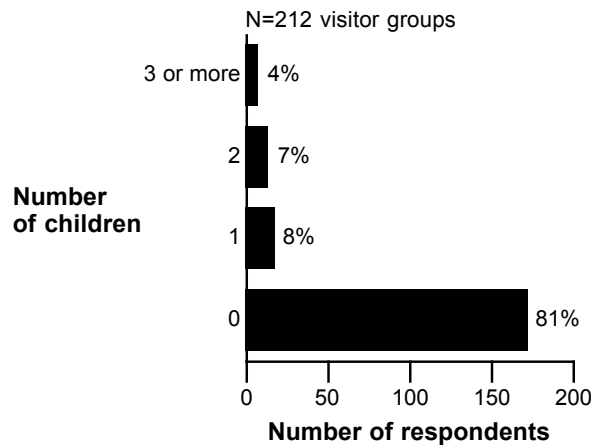
Number of children covered by expenditures

Question 18c

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

Results

- 81% of visitor groups did not have any children covered by expenditures (see Figure 84).
- 8% had one child.



Note: this question was used to generate data for the Money Generation Model (MGM)

Figure 84. 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 18a

Please list your personal group’s total expenditures inside the park.

Results

- 64% of visitor groups spent \$1-25 inside the park (see Figure 58).
- 17% spent no money.
- The average visitor group expenditure inside the park was \$20.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$9.
- Average total expenditure per person (per capita) was \$11.
- As shown in Figure 86, the largest proportions of total expenditures inside the park were:

53% All other purchases
 39% Admission, recreation, or entertainment fees

Note: this question was used to generate data for the Money Generation Model (MGM)

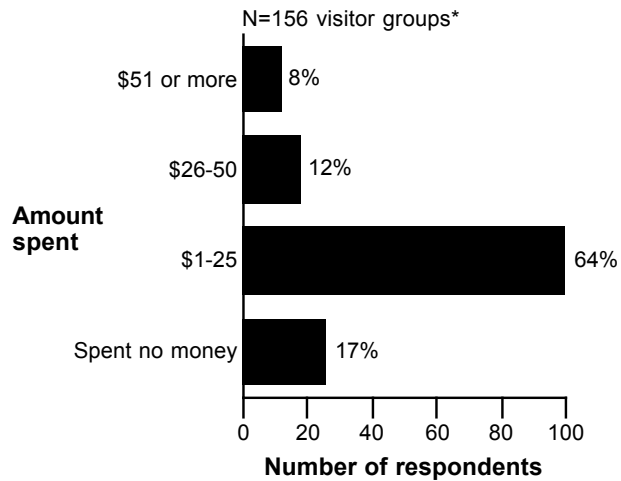


Figure 85. Total expenditures inside the park

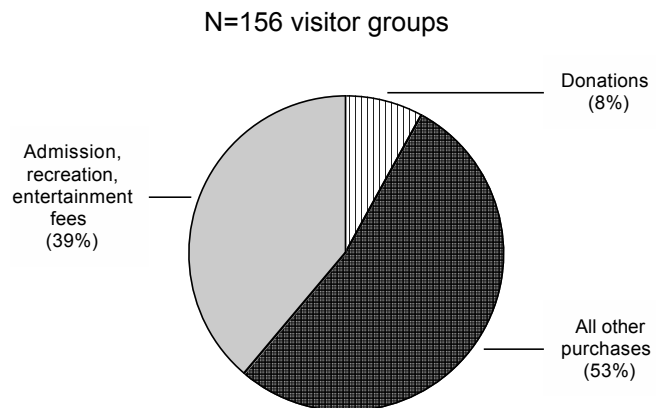


Figure 86. Proportion of expenditures inside the park

*total percentages do not equal 100 due to rounding

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

Admission, recreation, or entertainment fees

- 49% of visitor groups spent \$1-25 on admission, recreation, or entertainment fees inside the park (see Figure 87).
- 48% spent no money.

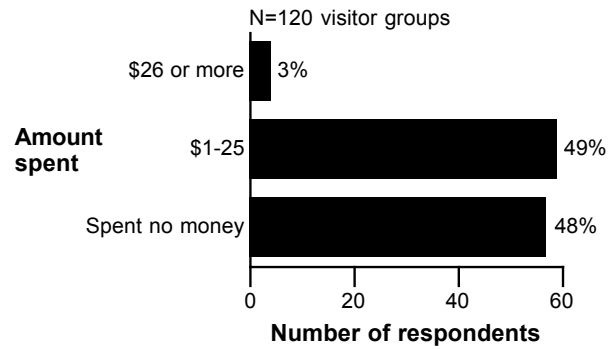


Figure 87. Expenditures for admission, recreation, or entertainment fees inside the park

All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)

- 44% of visitor groups spent \$1-25 on other purchases inside the park (see Figure 88).
- 40% spent no money.

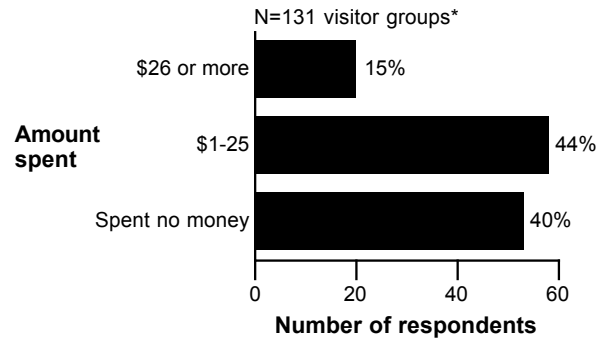


Figure 88. Expenditures for all other purchase inside the park

Donations

- 66% of visitor groups did not spend any money on donations inside the park (see Figure 89).
- 25% spent \$1-5.

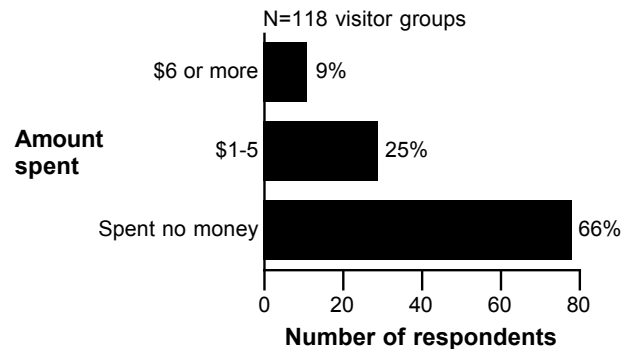


Figure 89. Expenditures for donations inside the park

*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 18b

Please list your personal group’s total expenditures in the surrounding area outside the park (within 50 miles of the park).

Results

- 32% of visitor groups spent \$1-100 outside the park (see Figure 90).
- 20% spent no money.
- 16% spent \$101-200.
- The average visitor group expenditure outside the park was \$217.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$99.
- Average total expenditure per person (per capita) was \$112.
- As shown in Figure 91, the largest proportions of total expenditures outside the park were:

- 34% Lodges, hotels, motels, cabins, B&B, etc.
- 21% Gas and oil
- 21% Restaurants and bars

Note: this question was used to generate data for the Money Generation Model (MGM)

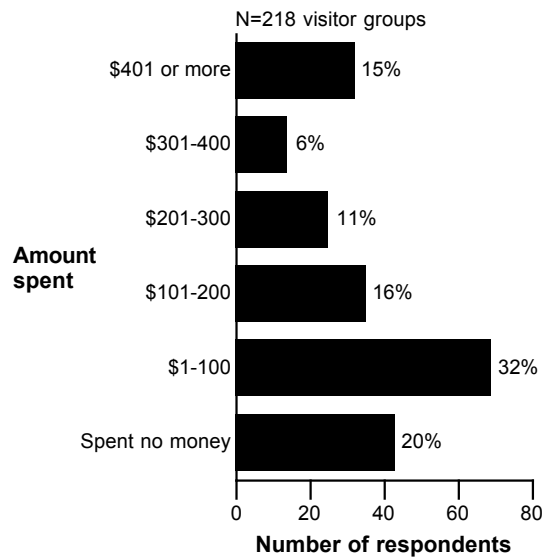


Figure 90. Total expenditures outside the park (within 50 miles)

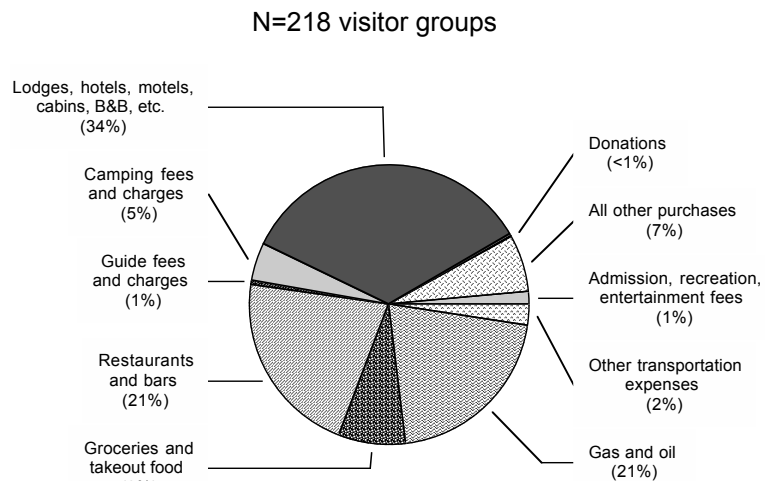


Figure 91. Proportions of total expenditures outside the park (within 50 miles)

*total percentages do not equal 100 due to rounding

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

Lodges, hotels, motels, cabins, B&B, etc.

- 52% of visitor groups spent no money on lodging outside the park (see Figure 92).
- 19% spent \$51-100.

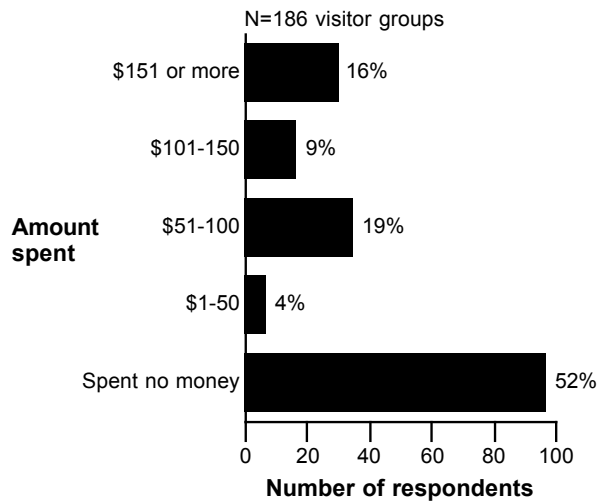


Figure 92. Expenditures for lodging outside the park

Camping fees and charges

- 86% of visitor groups spent no money on camping fees and charges outside the park (see Figure 93).
- 11% spent \$1-100.

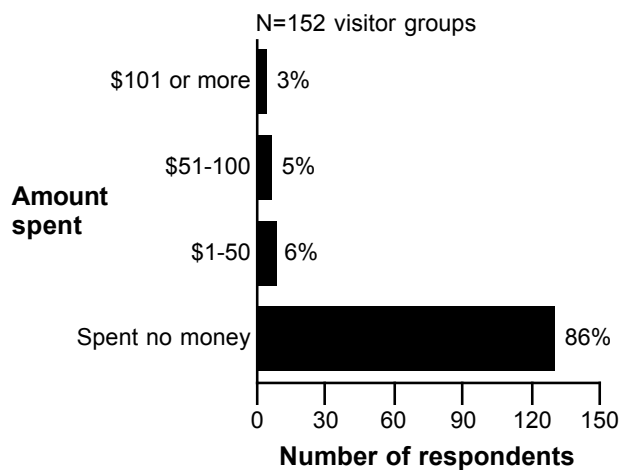


Figure 93. Expenditures for camping fees and charges outside the park

*total percentages do not equal 100 due to rounding

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

Guide fees and charges

- 92% of visitor groups spent no money on guide fees and charges outside the park (see Figure 94).
- 6% spent \$11 or more.

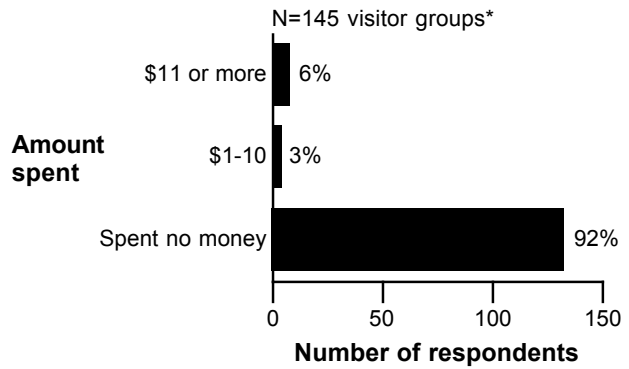


Figure 94. Expenditures for guide fees and charges outside the park

Restaurants and bars

- 41% of visitor groups spent no money at restaurants and bars outside the park (see Figure 95).
- 36% spent \$1-50.

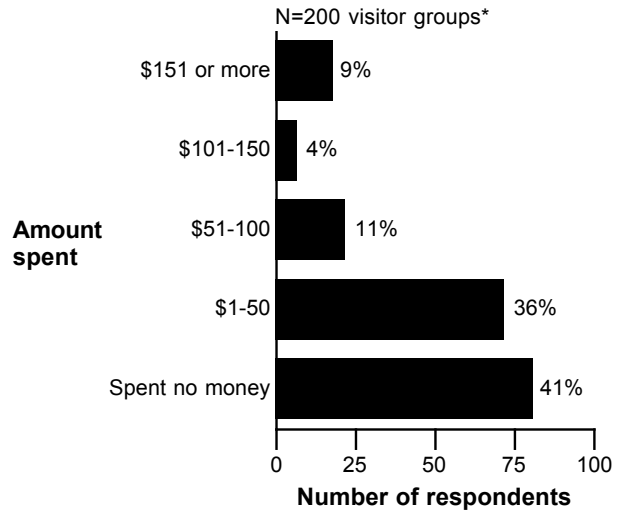


Figure 95. Expenditures at restaurants and bars outside the park

*total percentages do not equal 100 due to rounding

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

Groceries and takeout food

- 62% of visitor groups spent no money on groceries and takeout food outside the park (see Figure 96).
- 25% spent \$1-50.

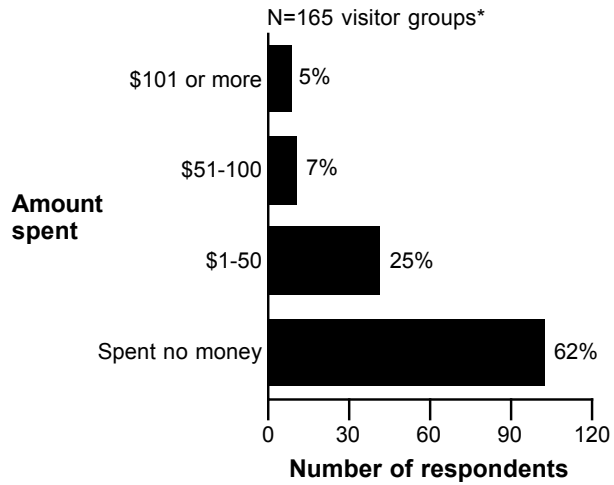


Figure 96. Expenditures for groceries and takeout food outside the park

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

- 49% of visitor groups spent \$1-50 on gas and oil outside the park (see Figure 97).
- 30% spent no money.

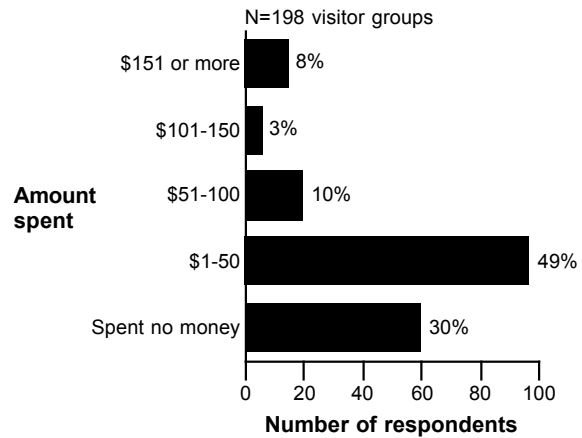


Figure 97. Expenditures for gas and oil outside the park

*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, taxis, auto repairs, but NOT airfare)

- 93% of visitor groups spent no money on other transportation expenses outside the park (see Figure 98).
- 4% spent \$51 or more.

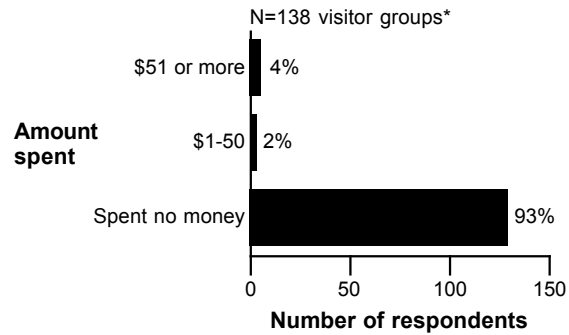


Figure 98. Expenditures for other transportation expenses outside the park

Admission, recreation, or entertainment fees

- 83% of visitor groups spent no money on admission, recreation, or entertainment fees outside the park (see Figure 99).
- 12% spent \$1-25.

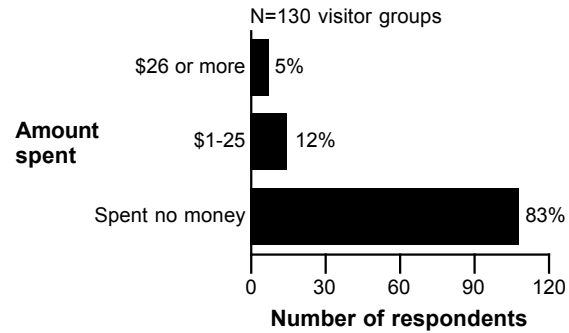


Figure 99. Expenditures for admission, recreation, or entertainment fees outside the park

*total percentages do not equal 100 due to rounding

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

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

- 58% of visitor groups spent no money on other purchases outside the park (see Figure 100).
- 18% spent \$1-25.

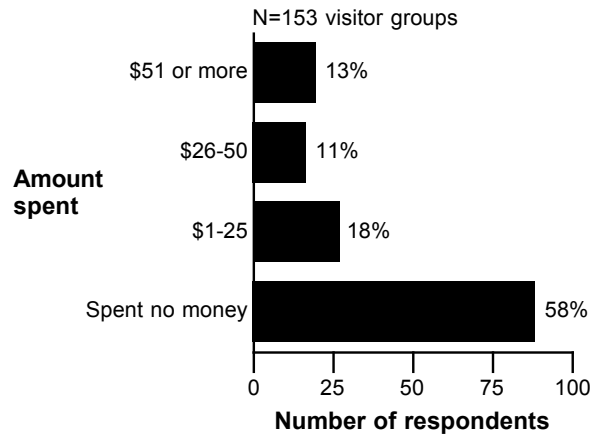


Figure 100. Expenditures for all other purchases outside the park

Donations

- 87% of visitor groups did not donate any money outside the park (see Figure 10401).
- 9% spent \$1-10.

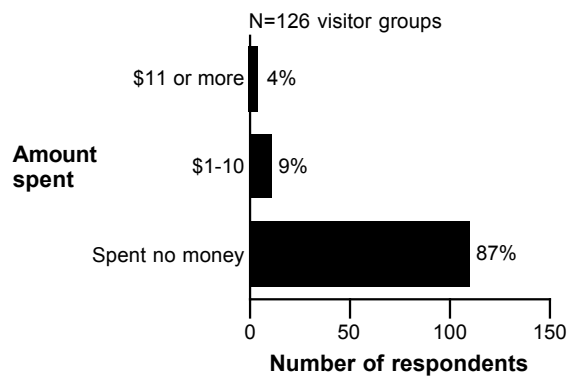


Figure 101. Expenditures for donations outside the park

*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 Visit

Preferred methods to learn about the park

Question 15

If you were to visit Fort Union NM in the future, how would you and your personal group prefer to learn about cultural and natural history/features of the park?

Results

- 93% of visitor groups were interested in learning about the park on a future visit (see Figure 102).
- As shown in Figure 103, among those visitor groups that were interested in learning about the park, the most common methods were:
 - 78% Outdoor exhibits
 - 75% Self-guided tours
 - 69% Indoor exhibits
- No “other” methods (1%) were specified.

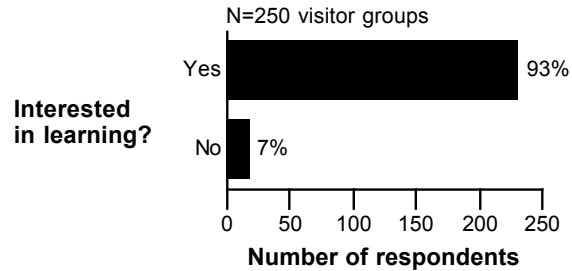


Figure 102. Visitor groups that were interested in learning about the park

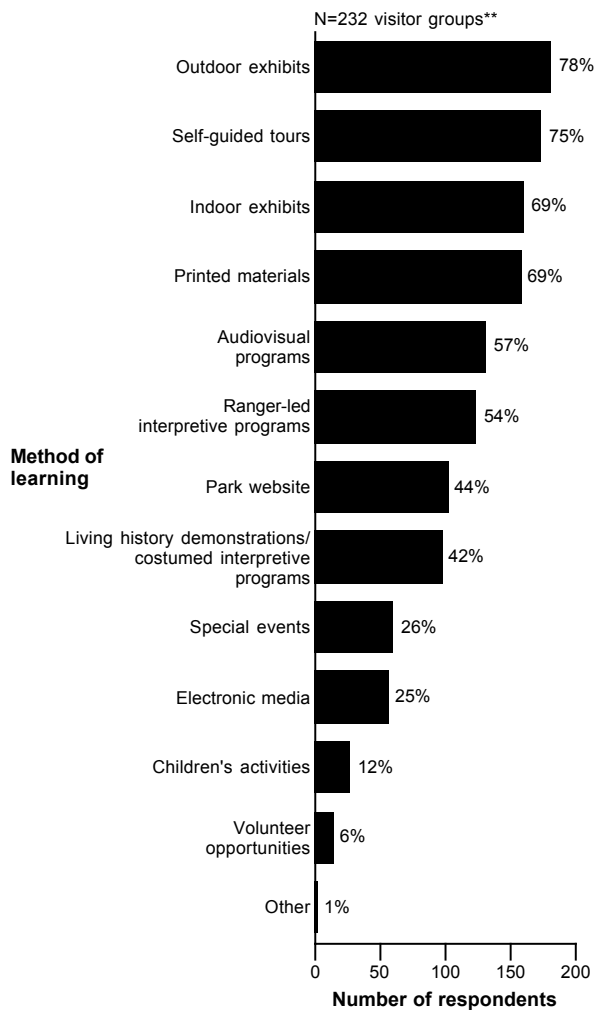


Figure 103. Preferred methods for learning

*total percentages do not equal 100 due to rounding

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

Future visits to the park

Question 11a

Would you and members of your personal group consider visiting Fort Union NM again in the future?

Results

- 60% of visitor groups would consider visiting Fort Union NM again (see Figure 104).

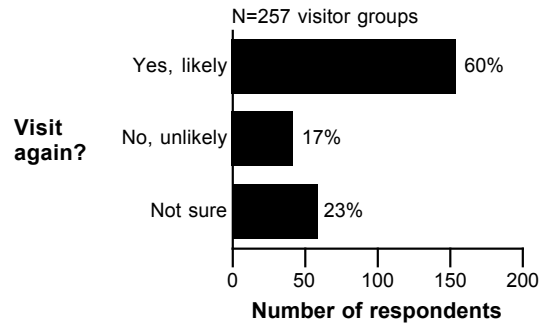


Figure 104. Visitor groups' likelihood to visit Fort Union NM in the future

Question 11b

What would bring you and your personal group back to visit Fort Union NM again in the future? (open-ended)

Results

- 65% of visitor groups (N=170) responded to this question.
- Table 21 shows a summary of visitor comments.

Table 21. Incentives for future visit (N=183 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
Being in the area again	47
Bringing friends/relatives	32
Living history demonstration/reenactment	14
Special events	14
History	13
More time to see it all	11
Photography opportunities	6
Another season	3
Outdoor exhibits	3
Quality employees	3
Exhibits	2
Fate/chance	2
Genealogy/family history	2
History exhibits	2
More Santa Fe Trail information	2
Ranger-led tour of fort	2
Unsure	2
Won't be back in the area	2
Activities done on this visit	1
Another history road map	1
Campground on premises	1
Food	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 21. Incentives for future visit
(continued)

Comment	Number of times mentioned
Having rattlesnake repellent	1
Having water	1
More information	1
Nature study	1
New discovery of historical/archaeological importance	1
New exhibits	1
Nothing	1
One fully restored quarters (officer-enlisted)	1
Philmont BSA conference	1
Picnicking	1
Quality of the park	1
Shopping opportunities	1
Tour of original fort on private land	1
Viewing actual sections of fort	1
Visit portion of fort that is ranger-led twice a year	1
Will return regardless	1
Working forge	1

*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 13

Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Fort Union NM during this visit?

Results

- 94% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 105).
- 2% visitor groups rated the quality as “very poor” or “poor.”

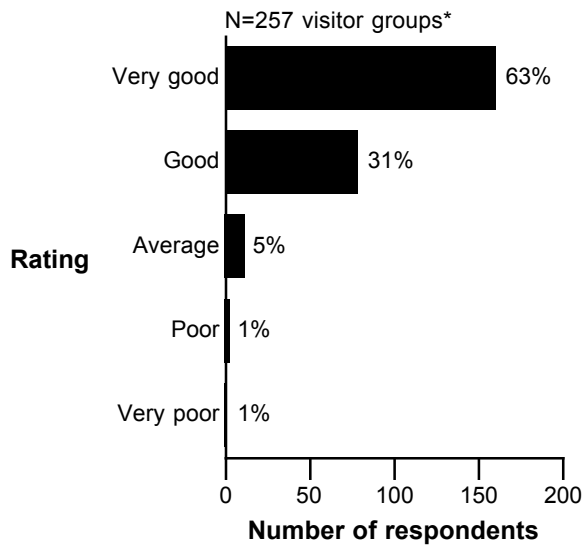


Figure 105. Overall quality rating of facilities, services, and recreational opportunities

*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

Planning for the future

Question 17

If you were a manager planning for the future of Fort Union NM, what would you and your personal group propose? (open-ended)

Results

- 49% of visitor groups (N=129) responded to this question.
- Table 22 shows a summary of visitor comments followed by handwritten comments.

Table 22. Planning for the future (N=175 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
INTERPRETIVE SERVICES	
Fix outside (audio) exhibits	20
Add reenactments/living history demonstrations	12
Add exhibits about daily life in fort	3
Add information to exhibits	3
Incorporate audio story with self-guided tour	3
Provide information about native wildlife, formation of geologic features, etc.	3
Provide more information about the structures	3
Add information on Native American perspective	2
Add outdoor exhibits	2
Add ranger-led tours	2
Better labels on fort ruins to coordinate with brochure/map	2
Other comments	23
FACILITIES/MAINTENANCE	
Restore at least one building	16
Expand picnic area	3
Provide carts or wheelchairs for disabled to go on self-guided tours or guided tours	2
Provide more shade/shade structures	2
Other comments	16
POLICIES/MANAGEMENT	
Preservation for future generations	7
Better advertise the park	5
Provide special permits/access for those that who want to go off trail or access park during closed hours	2
Other comments	4

Table 22. Planning for the future
(continued)

Comment	Number of times mentioned
CONCESSIONS	
Sell snacks/ice cream/bottled water	3
Other comments	2
GENERAL	
Keep doing what you're doing	13
Other comments	4

Additional comments

Question 27

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

Results

- 40% of visitor groups (N=106) responded to this question.
- Table 23 shows a summary of visitor comments followed by handwritten comments.

Table 23. Additional comments
(N=193 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL	
Helpful staff	16
Knowledgeable staff	13
Friendly staff	9
Excellent/exceptional staff	5
Courteous staff	3
Enthusiastic staff	3
Other comments	3
INTERPRETIVE SERVICES	
Need to fix audio buttons on exhibits	15
Learned a lot	4
Other comments	16
FACILITIES/MAINTENANCE	
Need a way for disabled/elderly visitors to go on trails	2
Well-maintained site	2
Other comments	4
POLICIES/MANAGEMENT	
Thank you for doing this survey	2
Other comments	5
GENERAL	
Enjoyed visit	42
Thank you	9
A national treasure	4
Keep up the good work	4
Will return	4
Great piece of American history	3
Exceeded expectations	2
Impressive to see solitude of park	2
Saw antelope	2
Site was thought-provoking/impressive	2
Other comments	17

Visitor comments

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

Non-response bias is one of the major threats to the quality of a survey project. It affects the ability to generalize from a sample to general population (Salant and Dillman 1994; Dillman, 2007; Stoop 2004; Fillion 1976; Dey 1997). Since non-response bias is usually caused by participants failing to return their questionnaires, a higher response rate is more desirable. However, higher response rates do not guarantee low non-response bias. Researchers have suggested different methods to detect non-response bias. The most common variables used to detect non-response bias are demographic variables. Some researchers such as Van Kenhove (2002), Groves (2000) also suggest that saliency of topic has an effect on response rate. In this visitor study, visitor satisfaction (overall quality rating) could be considered as one of the salient factors as we aim to collect opinions from both unsatisfied and satisfied visitors. There are also several methods for checking non-response bias suggested in the literature. We decided to follow the method suggested by Groves (2006), De Rada (2005), and Rogelberg and Luong (1998) to compare the demographic characteristics as well as satisfaction scores of respondents in three different mailing waves. This seems to be the most suitable method because the visitor population is generally unknown.

Respondents and nonrespondents were compared using age and group size. Independent sample T-test was used to test the difference between respondents and nonrespondents. Respondents were then categorized based on the date their questionnaire was received. The first wave is defined as surveys received before the postcards was mailed, the second wave is between postcard and 1st replacement, and the third wave contains surveys received after the 1st replacement. A Chi-square test was used to detect the difference in education levels at different mailing waves and an ANOVA was used to test the difference in overall rating score. The hypothesis was that group types are equally represented. If the p-value is greater than 0.05, the difference in group type is judged to be insignificant.

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

1. There was no significant difference between respondents' and nonrespondents' average age.
2. There was no significant difference between respondents' and nonrespondents' average group size.
3. Respondents of different education levels are equally represented in different mailing waves.
4. The overall quality rating scores are not significantly different among different mailing waves.

Tables 2 and 3 show no significant difference in group size, overall quality rating, and level of education. However, there was a significant difference in average age between respondents and nonrespondents. Sometimes, a younger person in the group accepted the questionnaire but an older person in the group actually completed it. This may cause discrepancy in age. While it is necessary to exercise some caution in interpreting visitor demographic, there is no evidence of potential bias in visitors' opinions about park operation.

References

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- Stoop, I. A. L. (2004). Surveying Non-respondents. *Field Methods*, 16 (1): 23.
- Van Kenhove, P., Wijnen, K., and De Wulf K. (2002). The Influence of Topic Involvement on Mail-Survey Response Behavior. *Psychology and Marketing*, Vol 19 (3): 293-301.

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
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park (fall)

Visitor Services Project Publications (continued)**2000**

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

2001

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

2002

- 131. Everglades National Park (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. Catoclin 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

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.

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.

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



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