Fort Sumter National Monument
Visitor Study
United States Department of the Interior

NATIONAL PARK SERVICE
Fort Sumter National Monument
1214 Middle Street
Sullivan’s Island, SC 29482

IN REPLY REFER TO:

July 2005

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Fort Sumter National Monument. This information will assist us in managing this site and serving you, our visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete the questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Coordinator, Park Studies Unit, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, Idaho 83844-1139, phone 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

John Tucker
Superintendent
DIRECTIONS

One person, at least 16 years of age, in your personal group should complete the questionnaire. It should take about 20 minutes. When you have completed the questionnaire, please seal it with the stickers provided and drop it in any U.S. mailbox. We appreciate your help.

In this questionnaire, your personal group is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scouts, or tour group.

PRIVACY ACT and PAPERWORK REDUCTION ACT statement:
16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. Your name is requested for follow-up mailing purposes only. When analysis of the questionnaire is completed, all name and address files will be destroyed. Thus the permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Burden estimate statement: Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to the Information Collection Clearance Officer, WASO Administrative Program Center, National Park Service, 1849 C Street, N.W., Washington, D.C. 20240.

Please go on to the next page ➔
Your Visit To Fort Sumter National Monument (NM)

NOTE: For all questions, Fort Sumter NM refers to both Fort Sumter on the island and Liberty Square (Visitor Education Center and boat tour) unless otherwise noted.

1. a) Prior to this visit, how did you and your group obtain information about Fort Sumter NM? Please check ( ) all that apply in the column on the left below.

b) On future visits to Fort Sumter NM, what sources would you and your group prefer to use to obtain information in planning your visit? Please check ( ) all that apply in the column on the right below.

a) Prior to this visit? ( )

_____ Obtained no information prior to visit

_____ Previous visits

_____ Friends/relatives/word of mouth

_____ Travel guide/tour book

_____ Maps/brochures

_____ Telephone inquiry to park

_____ Email inquiry to park

_____ Written inquiry to park (other than email)

_____ Newspaper/magazine articles

_____ Television/radio

_____ Park website: www.nps.gov/fosu/

_____ Other websites

_____ Other unit of National Park System

_____ State Welcome Center

_____ Charleston Convention and Visitors Bureau

_____ Other tourist site

_____ Other (Please specify: ____________________________) 

b) Prior to future visits? ( )

_____ Obtained no information prior to visit

_____ Previous visits

_____ Friends/relatives/word of mouth

_____ Travel guide/tour book

_____ Maps/brochures

_____ Telephone inquiry to park

_____ Email inquiry to park

_____ Written inquiry to park (other than email)

_____ Newspaper/magazine articles

_____ Television/radio

_____ Park website: www.nps.gov/fosu/

_____ Other websites

_____ Other unit of National Park System

_____ State Welcome Center

_____ Charleston Convention and Visitors Bureau

_____ Other tourist site

_____ Other (Please specify: ____________________________) 

c) Was the information you and your group received from the above sources, all that you and your group needed?

____ No

____ Yes

____ Not sure

Go on to Part d of this Question

Go on to Part e of this Question
d) If NO, what additional information did you and your group need? Please be specific.


e) If you and your group used the park website (www.nps.gov/fosu/) prior to or during this visit, please rate how helpful the website was in planning your visit, by circling only one response below.

    Did not use website  ➔ Go on to Question 2

    Not at all helpful   Somewhat helpful   Moderately helpful   Very helpful   Extremely helpful

f) Do you and your group have any suggestions to improve the park website? Please be specific.


2.  a) On this visit, which of the following National Park Service sites did you and your group visit? Please check ( ) all that apply.

b) On this visit, how long did you and your group spend at each site you visited? Please list partial hours as 1/4, 1/2 or 3/4.

    a) Visit? ( )

    b) Number of hours

    _____ Fort Sumter NM from Charleston departure point—Liberty Square
            (include boat trip and time on island) _____

    _____ Fort Sumter NM from Mount Pleasant departure point—Patriots Point
            (include boat trip and time on island) _____

    _____ Fort Moultrie on Sullivan’s Island _____

    _____ Fort Moultrie Visitor Center _____

    _____ Charles Pinckney National Historic Site (NHS) in Mount Pleasant _____

3.  On this visit, what was the primary reason that you and your group visited Fort Sumter NM? Please check ( ) only one.

    _____ See where the American Civil War started

    _____ Go on a harbor/boat tour

    _____ Visit IMAX theater/South Carolina Aquarium

    _____ Visit downtown Charleston and decided to see Fort Sumter

    _____ Visit Patriots Point and decided to see Fort Sumter

    _____ Other (Please specify: ____________________________)

Please go on to the next page  ➔
4. a) On this trip, what was the primary reason that you and your group visited the Charleston area (Charleston, North Charleston, Mount Pleasant)? Please check ( ) only one.

- [ ] Visit Fort Sumter NM, including Fort Moultrie and Charles Pinckney NHS
- [ ] Visit other attractions in the area
- [ ] Visit H. L. Hunley Civil War Submarine
- [ ] Visit friends/relatives in the area
- [ ] Business
- [ ] Other (Please specify: ________________________________)

b) For this trip, please list any additional reasons that you and your group visited the Charleston area (Charleston, North Charleston, Mount Pleasant) besides the one listed above. Please check ( ) all that apply.

- [ ] Visit Fort Sumter NM:
  - [ ] Fort Sumter
  - [ ] Fort Moultrie
  - [ ] Charles Pinckney
- [ ] Go to the beach
- [ ] Participate in outdoor recreation (boating, fishing, camping, etc.)
- [ ] Learn about Revolutionary War
- [ ] Learn about Civil War
- [ ] Learn history (other than Revolutionary War or Civil War)
- [ ] Visit area colleges
- [ ] Travel through to other destinations
- [ ] Shop/dine out
- [ ] Visit family or friends
- [ ] Attend family reunion
- [ ] Research family genealogy or history
- [ ] Attend arts/cultural event
- [ ] Business
- [ ] Other (Please specify: ________________________________)

c) Why did you and your group choose to visit when you did? Please be specific.

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
5. For this trip, please check ( ) all of the sites you and your group visited in the Charleston area (Charleston, North Charleston, Mount Pleasant)? If you did not visit a site, please leave that line blank.

_____ Fort Moultrie  ____ Charles Pinckney NHS, Mt. Pleasant
_____ Historic houses and plantations  ____ Charleston Battery area
_____ USS Yorktown  ____ North Charleston Convention Center
_____ H.L. Hunley, Civil War Submarine  ____ Charleston Museums
_____ South Carolina State Park  ____ South Carolina Aquarium
_____ IMAX theater
_____ Other (Please specify: ________________________ )

6. Were the signs directing you to Fort Sumter NM adequate? Please check ( ) only one response for each.

Signs on interstates  ____ Yes  ____ No  ____ Not sure
Signs on state highways  ____ Yes  ____ No  ____ Not sure
Signs in communities  ____ Yes  ____ No  ____ Not sure

7. a) Did you and your group have any difficulty finding your way to the Charleston or Mount Pleasant departure points for the boat trip to Fort Sumter?

Charleston departure point  ____ Yes  ____ No
Mount Pleasant departure point  ____ Yes  ____ No  ➔ Go on to Part c of this Question

b) If YES, what was the difficulty? Please be specific. ________________________

______________________________
______________________________

______________________________
______________________________

c) Did you or your group have difficulty finding parking at departure points?

_____ Yes  ____ No  ➔ Go on to Question 8

d) If YES, what problems did you encounter? Please be specific. ________________

______________________________
______________________________

Please go on to the next page ➔
8. a) What forms of transportation did you and your group use to get to downtown Charleston or Mount Pleasant? Please check ( ) all that apply.

   ______ Private vehicle (any type)       ______ Rented vehicle (any type)
   ______ RV (including towed trailers)   ______ Tour bus
   ______ Charleston DASH shuttle (trolley car) ______ Hotel shuttle
   ______ Taxi                                ______ Bicycle
   ______ Foot                                ______ City bus system
   ______ Other (Please specify: ____________________________)

b) If you and your group brought a personal or rental vehicle to the park, how many vehicles did you bring?
   ______ Number of vehicles

9. On the list below, please check ( ) all of the activities that you and your group participated in at Fort Sumter NM on this visit.

   ______ Visit Visitor Education Center at Liberty Square
   ______ Read and view exhibits in Visitor Education Center at Liberty Square
   ______ Visit Fort Sumter
   ______ Take self-guided tour of Fort Sumter
   ______ Read indoor and/or outdoor exhibits at Fort Sumter
   ______ Visit Fort Moultrie on Sullivan’s Island
   ______ Take self-guided tour of Fort Moultrie
   ______ Attend living history programs
   ______ Attend ranger talks/programs (other than living history)
   ______ Junior Ranger program
   ______ Conduct historical research or genealogy
   ______ Photography
   ______ Attend special event
   ______ Other (Please specify: ____________________________)
10. a) Please check ( ) all of the exhibits that you or your group viewed/read during this visit to Fort Sumter NM.

b) Next, for only those exhibits that you or your group viewed/read, please rate (from 1 to 5) their level of interest to you.

c) Finally, for only those exhibits that you or your group viewed/read, please rate (from 1 to 5) their helpfulness to you in understanding the history of the site.

<table>
<thead>
<tr>
<th>a) Viewed/read exhibits?</th>
<th>b) If viewed, how interesting?</th>
<th>c) If viewed, how helpful in understanding history of site?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1=Not interesting</td>
<td>2=Somewhat interesting</td>
<td>3=Moderately interesting</td>
</tr>
<tr>
<td>2=Somewhat interesting</td>
<td>3=Moderately interesting</td>
<td>4=Very helpful</td>
</tr>
<tr>
<td>3=Moderately interesting</td>
<td>4=Very helpful</td>
<td>5=Extremely helpful</td>
</tr>
<tr>
<td>4=Very interesting</td>
<td>5=Extremely helpful</td>
<td></td>
</tr>
<tr>
<td>5=Extremely interesting</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Check ( )

_____ Liberty Square Visitor Education Center indoor exhibits
_____ Liberty Square Visitor Education Center outdoor exhibits
_____ Fort Sumter indoor exhibits (on island)
_____ Fort Sumter outdoor exhibits (on island)
_____ Fort Moultrie Visitor Center indoor exhibits
_____ Fort Moultrie outdoor exhibits

 d) If you or your group have suggestions to improve the exhibits, please list the site and comment below.

<table>
<thead>
<tr>
<th>Site</th>
<th>Comment (Please be specific.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please go on to the next page ➔
11. a) Please check ( ) all of the visitor services and facilities that you or your group used during this visit to Fort Sumter NM.

b) Next, for only those services and facilities that you or your group used, please rate their importance from 1-5.

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

<table>
<thead>
<tr>
<th>a) Used service/facility?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1=Not important</td>
<td>2=Somewhat important</td>
</tr>
<tr>
<td>Check ( )</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Park brochure/map</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Visitor Education Center (Liberty Square)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Bookstore (at Liberty Square)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Restrooms (at Liberty Square)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Ranger talks/programs (at Fort Sumter)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Bookstore (at Fort Sumter)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Restrooms (at Fort Sumter)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Bookstore (at Fort Moultrie)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Restrooms (at Fort Moultrie)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Picnic area (at Fort Moultrie)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Access for disabled persons</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Assistance from park staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Other ranger talks/programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Living history (costumed) programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>_____ Junior Ranger program</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

12. The following five questions are about the ferry ride to Fort Sumter from Mount Pleasant or downtown Charleston. Please evaluate the transportation, services, and facilities on the boat.

_____ Did not take boat tour to Fort Sumter Island ➔ Go on to Question 15
a) To visit Fort Sumter, visitors ride a tour boat to the island. Each tour boat spends a limited amount of time at the island fort. Please indicate whether the length of time on the island was:

_____ Too short  _____ About right  _____ Too long

Go on to Question 13

b) If the visit was too short, please list the additional amount of time you and your group would like to spend on the island.

_____ Additional number of hours (List partial hours as 1/4, 1/2, 3/4)

13. Please use the scale below to rate (from 1 to 5) how crowded you and your group felt during the boat trip and tour of Fort Sumter. Please circle **only one** rating for each item.

<table>
<thead>
<tr>
<th>Crowding on board boat</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither crowded nor uncrowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat uncrowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crowding on island fort tour</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neither crowded nor uncrowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Somewhat uncrowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all crowded</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14. Please rate the value of the fee paid for the boat tour and island fort tour. Please circle **only one** rating for each item.

<table>
<thead>
<tr>
<th>Boat tour</th>
<th>Very poor</th>
<th>Poor</th>
<th>Average</th>
<th>Good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Island fort tour</td>
<td>Very poor</td>
<td>Poor</td>
<td>Average</td>
<td>Good</td>
<td>Very good</td>
</tr>
</tbody>
</table>

15. The Fort Sumter NM concessionaire currently charges a fee ($12/senior, $13/adult or $7/child aged 6 to 11) for the boat tour. In your opinion, how appropriate are the amounts of these fees? Please circle **only one** for each fee.

<table>
<thead>
<tr>
<th>Senior fee ($12):</th>
<th>Too low</th>
<th>About right</th>
<th>Too high</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult fee ($13):</td>
<td>Too low</td>
<td>About right</td>
<td>Too high</td>
</tr>
<tr>
<td>Child's fee ($7):</td>
<td>Too low</td>
<td>About right</td>
<td>Too high</td>
</tr>
</tbody>
</table>

16. a) Did you or your group purchase a combination ticket for the boat tour and additional activities?

_____ Yes  _____ No  Go on to Part d of this Question

b) If YES, please check ( ) all of the activities that were included on the ticket.

_____ South Carolina Aquarium   _____ IMAX   _____ Carriage tour

c) Did you purchase a combination ticket from any of the following places? Please check ( ) all that apply.

_____ Hotel   _____ Aquarium   _____ IMAX   _____ Fort Sumter Tours

Please go on to the next page ➔
d) Was it clear that a voucher needed to be redeemed for the ferry portion of the combination tickets purchased from locations other than Fort Sumter Tours?

   _____ Yes    _____ No

e) In the future, would you and your group like to see coupons on the back of the tickets for other attractions?

   _____ Yes    _____ No → Go on to Question 17

f) If YES, which of the following would you and your group like coupons for?
   Please check ( ) all that apply.

   _____ Restaurants  _____ IMAX theater  _____ Carriage tours  _____ Historic homes/museums

17. a) Please check ( ) the visitor services and facilities that you or your group used during the boat tour to Fort Sumter.

b) Next, for only those services and facilities that you or your group used, please rate their importance from 1-5.

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

<table>
<thead>
<tr>
<th>a) Used service/facility?</th>
<th>b) If used, how important?</th>
<th>c) If used, what quality?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1=Not important 1=Very poor</td>
<td>2=Somewhat important 2=Poor</td>
</tr>
<tr>
<td></td>
<td>3=Moderately important 3=Average</td>
<td>4=Very important 4=Good</td>
</tr>
<tr>
<td></td>
<td>5=Extremely important 5=Very good</td>
<td></td>
</tr>
</tbody>
</table>

Check ( )

_____ Automated tour narration    _____    _____

_____ Snack bar sales items    _____    _____

_____ Snack bar customer service    _____    _____

_____ Assistance from ranger on boat tour    _____    _____

_____ Restrooms    _____    _____

_____ Souvenir photo service: photo quality, cost, etc. (photo taken by commercial service)    _____    _____

_____ Access for disabled persons on boat    _____    _____

d) Do you and your group have any comments about the above services?

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
18. On this visit, were you and your personal group with the following types of groups?
   School/educational group    _____ Yes     _____ No
   Guided tour group        _____ Yes     _____ No

19. On this visit, what kind of personal group (not tour/school group) were you with? Please check ( ) only one.
   _____ Alone        _____ Friends
   _____ Family       _____ Family and friends
   _____ Other (Please specify: ____________________________________________)

20. On this visit, how many people were in your personal group, including yourself?
   _____ Number of people

21. a) Did anyone in your group have any disabilities/impairments that affected their visit to Fort Sumter NM?
   _____ Yes        _____ No  ➔ Go on to Question 22

   b) If YES, what kind of disability/impairment? Please check ( ) all that apply.
   _____ Hearing      _____ Mobility
   _____ Learning     _____ Visual
   _____ Mental       _____ Other (Specify: _____________________________)

   c) Because of this disability/impairment, did you and your group encounter any access or service problems during this visit to Fort Sumter NM?
   _____ Yes        _____ No  ➔ Go on to Question 22

   d) If YES, what were the problems? ______________________________________

22. a) For you only, are you Hispanic or Latino?
   _____ Yes—Hispanic or Latino        _____ No—Not Hispanic or Latino

   b) For you only, which of these categories best indicates your race? Please check ( ) all that apply.
   _____ American Indian or Alaska Native
   _____ Asian
   _____ Black or African American
   _____ Native Hawaiian or other Pacific Islander
   _____ White

   Please go on to the next page  ➔
23. For you and your personal group on this visit, please complete the answers below. If you do not have information for any group member, please leave those lines blank.

<table>
<thead>
<tr>
<th>Current age</th>
<th>U.S. Zip Code or name of foreign country</th>
<th>Number of visits to Fort Sumter NM (including this visit) past 12 months</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yourself</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Member #7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

24. On a future visit, how would you and your group prefer to learn about Fort Sumter NM? Please check (√) all that apply.

- Not interested in learning about park → Go on to Question 25
- Visitor Education Center Information Desk
- Visitor Education Center exhibits
- Park orientation program
- Audiovisual programs (videos, movies, slide shows, etc.)
- Printed materials (brochures, books, maps, etc.)
- Park website: www.nps.gov/fosu/
- Trailside exhibits
- Self-guided tours
- Ranger-led tours
- Additional living history programs
- Junior Ranger program
- Children's programs (other than Junior Ranger program)
- Volunteer opportunities
- Other (Please specify: ___________________________________________ )
25. a) What did you and your group like most about your visit to Fort Sumter NM?

__________________________________________________________________________________

b) What did you and your group like least about your visit to Fort Sumter NM?

__________________________________________________________________________________

26. If you were a park manager planning for the future of Fort Sumter NM, what would you propose? Please be specific.

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

27. Is there anything else you and your group would like to tell us about your visit to Fort Sumter NM?

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

__________________________________________________________________________________

28. Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Fort Sumter NM during this visit? Please circle only one.

Very poor       Poor       Average       Good       Very good

Thank you for your help! Please seal the questionnaire with the stickers provided and drop it in any U.S. mailbox.