Lincoln Home National Historic Site
Visitor Study
Spring 2005
Social Science Program
National Park Service
U.S. Department of the Interior
Visitor Services Project

Lincoln Home National Historic Site

Visitor Study
Spring 2005

Visitor Services Project
Report 165

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Visitor Services Project
Lincoln Home National Historic Site
Report Summary

• This report describes the results of a visitor study at Lincoln Home National Historic Site (NHS) during May 27–June 5, 2005. A total of 650 questionnaires were distributed to visitor groups. Of those, 462 questionnaires were returned resulting in a 71% response rate.

• This report profiles Lincoln Home NHS visitors. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in an appendix.

• Thirty-two percent of visitor groups were in groups of two, 35% were in groups of three or four, and 23% were groups of 5 or more. Seventy-seven percent of the visitor groups were family groups. Fifty-one percent of visitors were ages 36-65 years and 24% were ages 15 or younger.

• United States visitors were from Illinois (39%), Missouri (12%), and 38 other states. International visitors, comprising 2% of the total visitation, were from England (22%), Germany (19%), and 6 other countries.

• Sixty-six percent of visitors visited Lincoln Home NHS for the first time in their lifetime and 95% visited for the first time in the past 12 months. Twenty-five percent of visitors (16 years or older) have a graduate degree and 29% hold a bachelor’s degree.

• Prior to this visit, visitor groups most often obtained information about Lincoln Home NHS through previous visits (43%) and travel guides/books/publications (38%). Nine percent of visitor groups did not obtain any information about the park before their visit. Most groups (88%) received the information they needed about the park.

• Thirty-seven percent of visitor groups’ primary reason for traveling to the Springfield, Illinois area (within city limits) was to visit Lincoln Home NHS. On this visit, the most common activities were taking Lincoln Home tour (96%), visiting museum shop (73%), and experiencing exhibits (73%).

• In regard to use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The most used services/facilities by the 434 visitor groups included Lincoln Home tour (92%), park brochure (76%), park map (62%), and assistance from park staff (60%). The services/facilities that received the highest combined proportions of “extremely important” and “very important” ratings included Lincoln Home tour (94%, N=382), assistance from park staff (79%, N=252), and park website (77%, N=47). The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings included Lincoln Home tour (92%, N=368), assistance from park staff (92%, N=244), and park map (90%, N=242).

• The average of total expenditures in and outside the park (within 1-hour drive of park) per visitor group was $323. The median visitor group expenditure (50% of groups spent more, 50% of group spent less) was $160. The average per capita expenditure was $83.

• Most visitor groups (97%) rated the overall quality of services, facilities, and recreational opportunities at Lincoln Home NHS as “very good” or “good.” Less than one 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 or at the following website http://www.psu.uidaho.edu
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INTRODUCTION

This report describes the results of a visitor study at Lincoln Home NHS. This visitor study was conducted from May 27–June 5, 2005 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

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 results of the study.

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

- Demographics
- Information Prior to Visit
- Information During Visit
- Ratings of the Park Services, Facilities, Elements, Attributes, Resources, and Value for Fee Paid
- Expenditures (only presented if the questionnaire included expenditure questions)
- Information about Future Preferences
- Overall Quality
- Visitor Comments

Section 3: Appendices

Appendix 1: The Questionnaire contains a copy of the original questionnaire distributed to groups.

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

Appendix 3: Decision rules for checking non-response bias

Appendix 4: Visitor Services Project Publications contains a complete list of publications by the PSU. Copies of these reports can be obtained by contacting PSU office or visiting the website: http://www.psu.uidaho.edu/vsp/reports.htm

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

Most results are represented in the form of graphs (see example below) with some narrative text. Results may also be displayed as scatter plots, pie charts, or tables when applicable.

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! on the graph shows the results may be unreliable. * appears when total percentages do not equal 100 due to rounding.
** appears when total percentages do not equal 100 because visitors could select more than one answer choice.
3: Vertical information describes the response categories.
4: Horizontal information shows the number or proportions of responses in each category.
5: In most graphs, percentages provide additional information.
METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). Based on this methodology, the sample size was calculated based on park visitation statistics of previous years. To minimize coverage error, the sample size was also determined to provide adequate information about specific park sites if requested.

Interviews were conducted with visitor groups, and 650 questionnaires were distributed to a random sample of visitor groups who arrived at Lincoln Home NHS during the period from May 27–June 5, 2005. Table 1 presents the locations and numbers of questionnaires distributed at each location. These locations were selected based on park visitation statistics and advice from park staff.

<table>
<thead>
<tr>
<th>Sampling site</th>
<th>N</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor center</td>
<td>560</td>
<td>86</td>
</tr>
<tr>
<td>Lincoln Depot</td>
<td>45</td>
<td>7</td>
</tr>
<tr>
<td>Historic 8th Street</td>
<td>45</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>650</td>
<td>100</td>
</tr>
</tbody>
</table>

Questionnaire design

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

No pilot study was conducted to test the Lincoln Home NHS questionnaire. However, all questions followed the OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and proven.
Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, an interview lasting approximately two minutes was used to determine group size, group type, and the age of the group member (at least 16 years of age) who would complete the questionnaire. These individuals were then asked for their names, addresses, and telephone numbers in order to mail them a reminder/thank you postcard and follow-ups, if needed. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires were mailed to visitors who still had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using standard statistical software packages—Statistical Analysis System (SAS) and Statistical Package for the Social Sciences (SPSS). Frequency distribution and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized.
Limitations

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

1. This study used a self-administered questionnaire. In addition, the respondents filled out the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflect actual behavior.

2. The data reflect visitor use patterns of visitors to the selected sites during the study period of May 27-June 5, 2005. The results present a 'snap-shot-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, or 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 inaccurate memory of the respondent). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The sampling period covered two weekends including the Memorial Day weekend and the latter part of the school year. Additionally, during the survey distribution, the grand opening of the Abraham Lincoln Presidential Museum had occurred one month prior in mid-April. These factors may have caused park visitation to increase substantially as well as visitation by more school groups than normal. The weather was sunny with comfortable temperatures in the 70s during the day.
Checking Non-response Bias

At Lincoln Home NHS, 764 visitor groups were contacted and 650 of these groups (85%) accepted the questionnaire. Questionnaires were completed and returned by 462 visitor groups, resulting in a 71% response rate for this study. Age of the group member who actually filled out the questionnaire and group size were the two variables used for checking non-response bias.

The results show that there is no significant difference between respondent and non-respondent ages and insignificant differences in group sizes. Therefore, the non-response bias was judged to be insignificant and the data of this study is a good representation of a larger population of visitors to Lincoln Home NHS. See Appendix 3 for more details of the non-response bias checking procedure.

<table>
<thead>
<tr>
<th>Variable</th>
<th>Respondent Average</th>
<th>Non-respondent Average</th>
<th>p-value (t-test)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>50.6</td>
<td>43.6</td>
<td>.997</td>
</tr>
<tr>
<td>Group size</td>
<td>3.3</td>
<td>3.5</td>
<td>.276</td>
</tr>
</tbody>
</table>

Both p-values are greater than 0.05, so non-response bias was judged to be insignificant.
RESULTS

Demographics

Visitor group size

Question 15a
How many people in your personal group?

Results
- Visitor group sizes ranged from 1 person to 200 people.
- 37% of visitor groups consisted of two people (see Figure 1).
- 35% had 3 or 4 people.
- 23% had 5 or more people.

![Figure 1: Visitor group size](image)

Visitor group type

Question 13
What kind of personal group were you with?

Results
- 77% of visitor groups were made up of family members (see Figure 2).
- 9% were with friends.
- 5% were with family & friends.
- 5% traveled alone.
- “Other” groups included school group, Boy Scouts, business associates, hostel group, and researchers.

![Figure 2: Visitor group type](image)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Question 14a
Were you with a guided tour group?

Results
- 26% of visitor groups were traveling with a guided tour group (see Figure 3).

Figure 3: Visitors traveling with a guided tour group

Question 14b
Were you with an educational/school group?

Results
- 8% of visitor groups were traveling with an educational group (see Figure 4).

Figure 4: Visitors traveling with an educational group

* 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 16a
What is your current age?

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

Results
- Visitor ages ranged from 1 to 89 years old
- 24% of visitors were 15 years or younger (see Figure 5).
- 51% were in the 36-65 age group.
- 12% were 66 years or older.

Visitor level of education

Question 19
What is your highest level of education?

Note: This question applied to visitors who were 16 years or older at the time of answering the questionnaire.

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

Results
- 25% of visitors had a graduate degree (see Figure 6).
- 29% held a bachelor’s degree.

Figure 5: Visitor age

Figure 6: Visitor 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
Preferred languages for speaking and reading

**Question 18a**
What is the one language you and/or members of your group prefer to use for speaking and reading?

**Results**
- 97% percent of visitor groups preferred to speak and read English (see Table 3).
- Other languages mentioned by visitor groups were Spanish, Korean, German, French, Portuguese, and Amish.

**Table 3: Preferred languages for speaking and reading**

<table>
<thead>
<tr>
<th>Language</th>
<th>Percent Speaking</th>
<th>Percent Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>97</td>
<td>97</td>
</tr>
<tr>
<td>German</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Korean</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Spanish</td>
<td>1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Dutch</td>
<td>&lt;1</td>
<td>0</td>
</tr>
<tr>
<td>French</td>
<td>&lt;1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Portuguese</td>
<td>&lt;1</td>
<td>&lt;1</td>
</tr>
<tr>
<td><strong>Dual languages</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Amish/English</td>
<td>&lt;1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>English/Spanish</td>
<td>&lt;1</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

Total percentage do not equal to 100 due to rounding.

**Services visitors would like translated into languages other than English**

**Question 18b**
What services in the park would you and your group like provided in languages other than English?

**Results**
- 81% of visitor groups would not prefer to not have any services translated into languages other than English (see Figure 7).
- Park services that visitor groups would like provided in languages other than English were brochures, maps, and guided tours.

![Figure 7: Visitor groups that would prefer to have services provided in languages other than English](image-url)

* 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 times visiting Lincoln Home NHS in the past 12 months

Question 16c
How many times have you visited the park in the past 12 months (including this visit)?

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

Results
- 95% visited Lincoln Home NHS once during the past 12 months (see Figure 8).
- 5% visited the park two or more times.

Number of times visiting the park in lifetime

Question 16d
How many times have you visited the park in your lifetime (including this visit)?

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

Results
- 66% of visitors visited Lincoln Home NHS the first time in their lifetime (see Figure 9).
- 26% visited the park two or three times.
- 9% visited the park 4 or more times in their lifetime.

* 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 16b
What is your state of residence?

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

Results
- U.S. visitors comprised 98% of total visitors to park (see Table 4 and Map 1).
- 39% of visitors came from Illinois.
- 12% came from Missouri.
- 4% came from Indiana, Iowa, & Wisconsin each.
- 3% came from Ohio & Michigan respectively.
- Smaller proportions came from 33 other states.

Table 4: United States visitors by state of residence*

<table>
<thead>
<tr>
<th>State</th>
<th>Number of visitors</th>
<th>Percent of U.S. visitors N=1,295</th>
<th>Percent of total visitors N=1,322</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illinois</td>
<td>511</td>
<td>39</td>
<td>39</td>
</tr>
<tr>
<td>Missouri</td>
<td>153</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>Indiana</td>
<td>52</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Iowa</td>
<td>52</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>50</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Ohio</td>
<td>39</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Michigan</td>
<td>37</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>California</td>
<td>30</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Florida</td>
<td>30</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Kansas</td>
<td>30</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>30</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Minnesota</td>
<td>29</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Tennessee</td>
<td>29</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Arizona</td>
<td>23</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Texas</td>
<td>22</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Kentucky</td>
<td>20</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Alabama</td>
<td>17</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nebraska</td>
<td>13</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>13</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>New Jersey</td>
<td>12</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Colorado</td>
<td>9</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>North Carolina</td>
<td>9</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Georgia</td>
<td>8</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Louisiana</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>New York</td>
<td>7</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>15 other states</td>
<td>63</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Question 16b
What is your country of residence?

Results
- As shown in Table 5, international visitors comprised 2% of total visitation to Lincoln Home NHS. Interpret with CAUTION!
- 22% of international visitors came from England.
- 19% came from Germany.
- 15% came from India.
- Smaller proportions came from five other countries.

Table 5: International visitors by country of residence*

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of visitors N=27</th>
<th>Percent of international visitors</th>
<th>Percent of total visitors N=1,322</th>
</tr>
</thead>
<tbody>
<tr>
<td>England</td>
<td>6</td>
<td>22%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Germany</td>
<td>5</td>
<td>19%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>India</td>
<td>4</td>
<td>15%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Canada</td>
<td>3</td>
<td>11%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>South Korea</td>
<td>3</td>
<td>11%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Sweden</td>
<td>3</td>
<td>11%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Brazil</td>
<td>2</td>
<td>8%</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Scotland</td>
<td>1</td>
<td>4%</td>
<td>&lt;1</td>
</tr>
</tbody>
</table>

* 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 disabilities/impairments

Question 17a
Did anyone in your group have any disabilities/impairments that limited their ability to visit/enjoy the park?

Results
- 8% of visitor groups had members with disabilities or impairments that affected their park experience (see Figure 10).

Figure 10: Visitors with disabilities/impairments

Question 17b
What kind of disability/impairment?

Results
- As shown in Figure 11, the most often mentioned disabilities/impairments were:
  - 80% Mobility
  - 17% Hearing
  - 11% Visual
- "Other" types of disabilities (6%) that visitor groups listed related to movement with children.

Figure 11: Type of disability/impairment

Question 17c and d
Because of the disability/impairment did you and your group encounter any access/service problems in the park? If so, what were they?

Results
- 34% of groups that had members with disabilities/impairments encountered access/service problems (see Figure 12).
- The access/service problems that visitors with disabilities/impairments encountered included lack of wheel chair access to Lincoln Home, stairs without ramps, and not enough access to different places.

Figure 12: Visitors who encountered access/service problems due to disabilities/impairments

* 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 prior to visit

Question 2a
Prior to your visit, how did you and your group obtain information about Lincoln Home NHS?

Results
- 9% of visitor groups did not obtain any information about the park prior to their visit (see Figure 13).

Figure 13: Visitors who obtained information about park prior to this visit

- As shown in Figure 14, of those who obtained some information (91%), the most common sources of information included:
  - 43% Previous visits
  - 38% Travel guides/books/publications
  - 31% Maps/brochures
  - 30% Friends/relatives/word of mouth
- “Other” (7%) sources of information included road signs, hotels/motels, educational tour, and history class.

Figure 14: Sources of information used by visitor groups prior to 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
Question 2c
From the sources you used prior to this visit, did you and your group receive the type of information about the park that you needed?

Results
• 88% obtained information they needed to prepare for this trip to Lincoln Home NHS (see Figure 15).

Question 2d
If NO, what additional information did you and your group need?

Results
• Additional information that visitor groups needed but was not available through these sources included tour times, cost, and ticket requirements for Lincoln Home tour; specific directions to the park; hours of operation; a more detailed and descriptive map; and time necessary for visit.

Figure 15: Visitor groups who obtained needed information prior to this visit to Lincoln Home NHS

* 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 preferred for future visits

Question 2b
On future visits to Lincoln Home National Historic Site, what sources would you and your group prefer to use to obtain information in planning your visit?

Results
- As shown in Figure 16, the most preferred sources of information to use in planning a future visit were:
  55% Park website
  38% Travel guides/books/publications
  35% Map/brochures
  32% Previous visits
- "Other" (3%) sources of information included educational tours, signs, and motor clubs.

Visitor awareness of management by National Park Service

Question 1
Prior to this visit to Lincoln Home National Historic Site, were you and your group aware that this park is managed by the National Park Service (NPS)?

Results
- 42% of visitor groups were aware that park was managed by the NPS (see Figure 17).
- 58% either did not know or were "not sure" that park was managed by the NPS.

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
## Information During Visit

### Primary reason for visiting Springfield, Illinois

**Question 3**

On this visit what was the primary reason that you and your group visited Springfield, Illinois area (within city limits)?

**Results**

- 2% of visitor groups were residents of the local area (see Figure 18).

![Figure 18: Resident of the Springfield, Illinois area (within city limits)](image)

<table>
<thead>
<tr>
<th>Resident of area?</th>
<th>Number of respondents</th>
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</thead>
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<tr>
<td>Yes</td>
<td>2%</td>
</tr>
<tr>
<td>No</td>
<td>98%</td>
</tr>
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</table>

N=394 visitor groups

The most common reasons for visiting the Springfield, Illinois area (see Figure 19) were:

- 38% Visit Lincoln Home NHS
- 23% Visit other area attractions
- 23% of visitors had “other” primary reasons for visiting which included the Abraham Lincoln Presidential Library and Museum, school class trip, and previously lived in area.

![Figure 19: Primary reason for visiting the Springfield, Illinois area (within city limits)](image)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number of respondents</th>
</tr>
</thead>
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<tr>
<td>Visit Lincoln Home NHS</td>
<td>38%</td>
</tr>
<tr>
<td>Visit other area attractions</td>
<td>23%</td>
</tr>
<tr>
<td>Passing through-unplanned visit</td>
<td>10%</td>
</tr>
<tr>
<td>Visit friends/relatives in the area</td>
<td>5%</td>
</tr>
<tr>
<td>Business</td>
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</tr>
<tr>
<td>Other</td>
<td>23%</td>
</tr>
</tbody>
</table>

N=385 visitor groups

* 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 Lincoln Home NHS

Question 4
On this visit, what was your primary reason for visiting Lincoln Home National Historic Site?

Results
• 68% of visitor groups visited to learn about Abraham Lincoln (see Figure 20).
• 20% visited to show site to friends.
• 10% of visitors had “other” primary reasons for visiting which included experience the history, new presidential library, and took children/grandchildren.

Figure 20: Primary reason for visiting park

Overnight accommodations

Question 5a
On this visit, did you and your group stay overnight away from home in Springfield, Illinois?

Results
• 55% of visitor groups stayed overnight away from home in the Springfield, Illinois (see Figure 21).

Figure 21: Visitor groups who stayed overnight away from home in the Springfield, Illinois

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Question 5b
If YES, please list the number of nights you or your group stayed.

Results
• 47% of visitor groups stayed overnight in Springfield, Illinois one night (see Figure 22).
• 35% stayed two nights.
• 18% stayed overnight three or more nights.

![Figure 22: Number of nights visitor groups stayed in the Springfield, Illinois](image)

Question 5c
In what type of lodging did you and your group spend the night while in Springfield, Illinois?

Results
• 88% of visitor groups that stayed overnight stayed in lodges, motels, cabins, rental condos/homes, or bed & breakfasts (see Figure 23).
• 7% were RV/trailer camping.
• “Other” (2%) comments were specific names of hotels.

![Figure 23: Type of lodging visitor groups used in Springfield, Illinois](image)

* 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 locations on night before park visit

Question 5d
In what town/city did you and your stay on the night before visiting Lincoln Home NHS? Do not answer if you stayed at home.

Results
- As shown in Table 6, the towns/cities most often stayed in overnight before visiting Lincoln Home NHS were:

  25% Springfield, IL
  9% Chicago, IL
  8% St. Louis, MO

Table 6: Overnight stay on night before park visit
N=232 visitor groups

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* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
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</table>

* 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 the night after park visit**

**Question 5e**
In what town/city did you and your group stay on the night after departure from Lincoln Home National Historic Site? Do not answer if you stayed at home.

**Results**
- As shown in Table 7, the towns/cities most often stayed in the night after departing from Lincoln Home NHS were:
  - 16% Springfield, IL
  - 13% St. Louis, MO
  - 9% Chicago, IL

**Table 7: Overnight stay the night after park visit**

<table>
<thead>
<tr>
<th>City/Town and State</th>
<th>Number of times mentioned</th>
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* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
Table 7: Overnight stay the night after park visit (continued)

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</tbody>
</table>

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Table 7: Overnight stay the night after park visit (continued)

<table>
<thead>
<tr>
<th>City/Town and State</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>South Elgin, IL</td>
<td>1</td>
</tr>
<tr>
<td>St. Paul, MN</td>
<td>1</td>
</tr>
<tr>
<td>Stuart, NE</td>
<td>1</td>
</tr>
<tr>
<td>Sycamore, IL</td>
<td>1</td>
</tr>
<tr>
<td>Troy, IL</td>
<td>1</td>
</tr>
<tr>
<td>Union, MO</td>
<td>1</td>
</tr>
<tr>
<td>Vandalia, IL</td>
<td>1</td>
</tr>
<tr>
<td>Washington, KS</td>
<td>1</td>
</tr>
<tr>
<td>Waverly, IA</td>
<td>1</td>
</tr>
<tr>
<td>Winslow, IL</td>
<td>1</td>
</tr>
</tbody>
</table>

Adequacy of directional signs

Question 6
On this visit, were the signs directing you and your group to Lincoln Home National Historic Site adequate?

Signs on interstates
Results
- 72% of visitor groups felt that they were adequate (see Figure 24).
- 21% were “not sure.”

![Figure 24: Adequacy of directional signs on the interstates](image)

Signs on state highways
Results
- 71% of visitor groups felt that they were adequate (see Figure 25).
- 24% were “not sure.”

![Figure 25: Adequacy of directional signs on state highways](image)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
**Signs on city streets**

Results
- 84% of visitor groups felt that they were adequate (see Figure 26).
- 8% felt that signs were not adequate.
- 8% were “not sure.”

![Figure 26: Adequacy of directional signs on city streets](chart)

**Pedestrian signs in communities**

Results
- 68% of visitor groups felt that they were adequate (see Figure 27).
- 25% were “not sure.”
- 7% replied that they were not.

![Figure 27: Adequacy of directional signs for pedestrians in communities](chart)

**Number of vehicles used**

**Question 15b**
For this visit, please list the number of vehicles in which you and your group arrived.

Results
- 89% arrived in one vehicle (see Figure 28).
- 7% arrived in two vehicles.

![Figure 28: Number of vehicles used by visitor groups on this visit](chart)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Length of visit

Question 9a
On this visit, how long did you and your group stay at Lincoln Home National Historic Site?

Results
- 27% visitor groups stayed up to one hour (see Figure 29).
- 48% spent two hours.
- 25% spent three or more hours.

![Figure 29: Number of hours visiting the park]

Question 9b
On this visit, did you or your group visit the park on more than one day?

Results
- 6% of visitor groups spent more than one day visiting Lincoln Home NHS (see Figure 30).

![Figure 30: Visitor groups that spent more than one day visiting the park]

Question 9c
If YES, on how many days did you visit?

Results
- For visitor groups who visited the park on more than one day, 97% spent two days (see Figure 31). Interpret with CAUTION!

![Figure 31: Number of days 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
Number of times entered the park

Question 9d
On this visit, how many times did you and your group enter Lincoln Home National Historic Site?

Results
- 88% of visitor groups entered the park once (see Figure 32).
- 11% entered two or more times.

Figure 32: Number of times entered Lincoln Home NHS

Question 9e
On this visit to Lincoln Home National Historic Site, did you and your group have enough time to see and do all that you wanted to?

Results
- 78% of visitor groups had enough time to see and do all that they had planned to do in Lincoln Home NHS (see Figure 33).

Figure 33: Enough time to see and do all you wanted to?

Question 9f
If NO, please explain.

Results
- Table 8 lists the most often mentioned reasons for not being able to see or do all that visitors wanted.

Table 8: Reason for not having enough time to see or do all that visitor wanted

<table>
<thead>
<tr>
<th>Comments</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not have enough time</td>
<td>23</td>
</tr>
<tr>
<td>Schedule didn't allow for more time</td>
<td>21</td>
</tr>
<tr>
<td>Arrived too late in day</td>
<td>13</td>
</tr>
<tr>
<td>Had to depart for home</td>
<td>7</td>
</tr>
<tr>
<td>Had other places to visit in area</td>
<td>5</td>
</tr>
<tr>
<td>Long wait for tour</td>
<td>4</td>
</tr>
<tr>
<td>Park closed at 5 pm</td>
<td>4</td>
</tr>
<tr>
<td>Tour was rushed</td>
<td>3</td>
</tr>
<tr>
<td>Didn't know where everything was located</td>
<td>2</td>
</tr>
<tr>
<td>It was raining</td>
<td>2</td>
</tr>
<tr>
<td>Too crowded</td>
<td>2</td>
</tr>
<tr>
<td>Tour too crowded</td>
<td>2</td>
</tr>
<tr>
<td>Two hour parking limit</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>15</td>
</tr>
</tbody>
</table>

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Safety concerns while visiting the park

Question 10a
On this visit, did you and your group have any specific safety concerns while visiting Lincoln Home National Historic Site?

Results
• 97% of visitor groups did not have any specific safety concerns (see Figure 34).

Question 10b
If YES, what were they?

Results
• 3% of visitor groups had safety concerns.
• The safety issues affecting their visitor experience were steep steps in Lincoln Home, wheelchair access issues, and crowding in Lincoln Home.

Sites visited

Question 7
On this visit, which of the following locations at Lincoln Home National Historic Site did you and your group visit?

Results
• 97% of visitor groups visited Lincoln Home NHS Visitor Center (see Figure 35).
• 96% visited Lincoln Home.
• 6% Legacy Gardens was the least visited site.

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Activities

Question 8
On this visit to Lincoln Home National Historic Site, in what activities did you and your group participate?

Results
- As shown in Figure 36, the most common activities on this visit included:
  - 96% Take Lincoln Home tour
  - 73% Visit museum shop in Visitor Center
  - 73% Experience exhibits
- The least common activities included:
  - 5% Seek solitude
  - 1% Conduct historic/genealogy research
- “Other” activities (3%) that visitor groups listed were photography, visit Abraham Lincoln Presidential Library/Museum, and learning through history.

Figure 36: Visitor 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
Taking the tour and the time needed

Question 20a
On this visit, did you and your group take a tour of Lincoln Home?

Results
• 95% of visitor groups took the Lincoln Home tour (see Figure 37).

Figure 37: Visitor groups that took that Lincoln Home tour on this visit

Question 20b
If YES, please rate the amount of time you and your group spent outside the Lincoln Home tour.

Results
• 82% of visitor groups felt the amount of time spent outside the Lincoln Home tour was “about right” (see Figure 38).
  • 16% felt it was “too short.”

Figure 38: Amount of time spent outside the Lincoln Home tour

Question 20b
If YES, please rate the amount of time you and your group spent inside the Lincoln Home tour.

Results
• 73% of visitor groups felt the amount of time spent inside the Lincoln Home tour was “about right” (see Figure 39).
  • 27% felt the amount of time was “too short.”

Figure 39: Amount of time spent inside the Lincoln Home tour

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Visitor groups’ ratings of tour aspects

Question 20c
Please rate the following aspects of the tour.

Taking tour at desired time

Results
• 95% of visitor groups were able to take tour at desired time (see Figure 40).

![Figure 40: Ability to take tour at desired time](image)

Ability to view interior of rooms because of tour size

Results
• 77% of visitor groups were able to view interior of rooms (see Figure 41).

![Figure 41: Ability to see the interior of the rooms](image)

Topics covered on the tour

Results
• 99% of visitor group felt the topics covered on the tour were of interest (see Figure 42).

![Figure 42: Interest in topics covered on the tour](image)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
• **Ability to make a personal connection to Abraham Lincoln as a result of the tour (Does his life have relevance to your life today?)**

**Results**
- 84% of visitor groups were able to connect to Lincoln (see Figure 43).
- 11% were “not sure.”
- 5% were unable to connect to Lincoln.

**Figure 43:** Ability for visitor groups to make a personal connection to Abraham Lincoln as a result of the tour

---

**Question 20d**
*On a future tour of Lincoln Home, would you and your group prefer to have a per-visit reservation system to obtain tickets for the tour?*

**Results**
- 61% of visitor groups did not prefer to have a reservation system for future tours (see Figure 44).
- 24% were “not sure.”
- 15% preferred to have a reservation system.

**Figure 44:** Preference of pre-visit reservation system on a future tour

---

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Question 20e
Please provide any additional comments on the tour of Lincoln Home.

Results
• 36% (N=158) of visitor groups provided additional comments about the Lincoln Home tour.

• Additional comments regarding the tour are listed in Table 9.

<table>
<thead>
<tr>
<th>Comments</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guides were informative, enjoyable</td>
<td>32</td>
</tr>
<tr>
<td>Excellent, enjoyed visit</td>
<td>26</td>
</tr>
<tr>
<td>Tour was informative, educational</td>
<td>17</td>
</tr>
<tr>
<td>Guides were poor, uninterested</td>
<td>15</td>
</tr>
<tr>
<td>Tour group sizes should be smaller</td>
<td>14</td>
</tr>
<tr>
<td>Tour felt rushed</td>
<td>12</td>
</tr>
<tr>
<td>Tour too short</td>
<td>11</td>
</tr>
<tr>
<td>Home was too crowded during tour</td>
<td>11</td>
</tr>
<tr>
<td>Better information needed</td>
<td>10</td>
</tr>
<tr>
<td>Guide was hard to understand</td>
<td>7</td>
</tr>
<tr>
<td>Tour was great</td>
<td>4</td>
</tr>
<tr>
<td>More information needed on tour</td>
<td>4</td>
</tr>
<tr>
<td>Restoration of home was good</td>
<td>4</td>
</tr>
<tr>
<td>Not crowded at park</td>
<td>3</td>
</tr>
<tr>
<td>Do not start a reservation system for tour</td>
<td>3</td>
</tr>
<tr>
<td>Start a reservation system for tour</td>
<td>3</td>
</tr>
<tr>
<td>More interpretive resources</td>
<td>3</td>
</tr>
<tr>
<td>Home has great historical significance</td>
<td>2</td>
</tr>
<tr>
<td>System you have in place works well</td>
<td>2</td>
</tr>
<tr>
<td>Children’s activities</td>
<td>2</td>
</tr>
<tr>
<td>Short on time</td>
<td>2</td>
</tr>
<tr>
<td>Keep it up</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>17</td>
</tr>
</tbody>
</table>

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


Establishment of personal connection with Abraham Lincoln

Question 25a
After this visit (viewing exhibits, movies, taking the tour, etc.), do you feel that you were able to make a personal connection to Abraham Lincoln (i.e. does his life have relevance to your life today)?

Results
- 79% of visitor groups were able to make a personal connection to Abraham Lincoln (see Figure 45).
- 16% were “not sure.”
- 5% did not make a personal connection.

Question 25b
If YES, what is the most important way that Lincoln’s life has relevance to your life today?

Results
- 80% (N=299) of visitor groups provided comments regarding the relevancy of Lincoln’s life to them today.
- Table 10 shows the summary of visitor comments. Complete comments are displayed in the Visitor Comments Appendix.

Table 10: The most important way that Lincoln’s life has relevance to visitors

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perseverance and hard work</td>
<td>98</td>
</tr>
<tr>
<td>Lincoln’s character</td>
<td>70</td>
</tr>
<tr>
<td>Equal rights/Lincoln’s work towards abolishing slavery</td>
<td>49</td>
</tr>
<tr>
<td>Common man/Earning his position</td>
<td>49</td>
</tr>
<tr>
<td>Great and influential president</td>
<td>31</td>
</tr>
<tr>
<td>Historic value</td>
<td>25</td>
</tr>
<tr>
<td>Lincoln’s role in keeping the country unified</td>
<td>16</td>
</tr>
<tr>
<td>Allows visitors to relate to Lincoln</td>
<td>38</td>
</tr>
<tr>
<td>The similarities between past and present</td>
<td>13</td>
</tr>
<tr>
<td>He becomes real</td>
<td>4</td>
</tr>
</tbody>
</table>

* 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, and Elements

Information services and facilities used

Question 11a
Please check all of the information services and facilities that you and your group used during this visit to Lincoln Home NHS.

Results
- As shown in Figure 46, the most used information services and facilities included:
  - 92% Lincoln Home tour
  - 76% Park brochure
  - 62% Park map
  - 60% Assistance from park staff
- The least used services and facilities included:
  - 13% Assistance from Lincoln Depot staff
  - 11% Park website
  - 8% Junior Ranger program

Figure 46: Visitor information 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 information services and facilities

Question 11b
For only those services/facilities that you or your group used, please rate their importance from 1 to 5.

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

Results
- Figure 47 shows the combined proportions of "extremely important" and "very important" ratings for all services and facilities that were rated by enough visitor groups (N≥30).
- The services/facilities receiving the highest combined proportions of "extremely important" and "very important" ratings were:
  - 94% Lincoln Home tour
  - 79% Assistance from park staff
  - 76% NPS park website

- Figures 48 to 61 show the importance ratings for each service/facility.
- The service/facility receiving the highest "not important" rating was:
  - 12% Sales items in museum shop (in Visitor Center)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Figure 48: Importance of park brochure

Figure 49: Importance of park map

Figure 50: Importance of other park handouts (park and area information)

Figure 51: Importance of films (in Visitor Center)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Figure 52: Importance of Lincoln Home tour

Figure 53: Importance of sales items in museum shop (in Visitor Center)

Figure 54: Importance of assistance from park staff

Figure 55: Importance of Junior Ranger program
Figure 56: Importance of park website: www.nps.gov/liho/ used before or during visit

Figure 57: Importance of access to Lincoln Depot

Figure 58: Importance of assistance from Lincoln Depot staff

Figure 59: Importance of Visitor Center exhibits

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
**Figure 60:** Importance of Arnold House exhibit “If These Walls Could Talk”

- Extremely important: 20%
- Very important: 31%
- Moderately important: 35%
- Somewhat important: 11%
- Not important: 3%

**Figure 61:** Importance of Dean House exhibit “What a Pleasant Home Abe Lincoln Has”

- Extremely important: 20%
- Very important: 40%
- Moderately important: 31%
- Somewhat important: 9%
- Not important: <1%

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Quality ratings of information services/facilities

Question 11c

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

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

Results

- Figure 62 shows the combined proportions of “very good” and “good” quality ratings for services/facilities that were rated by enough visitor groups (N≥30 visitor groups).
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
  - 92% Assistance from park staff
  - 91% Lincoln Home tour
  - 91% Park map
- Figures 63 to 76 show the quality ratings for each visitor service/facility.
- The service/facility receiving the highest “very poor” quality rating was:
  - 4% Quality of assistance from Lincoln Depot staff

Figure 62: Combined proportions of “very good” and “good” quality ratings for information 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
Figure 63: Quality of park brochure (Lincoln Home Official Visitor Guide)

Figure 64: Quality of park map

Figure 65: Quality of other park handouts

Figure 66: Quality of Films (in Visitor Center)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Figure 67: Quality of Lincoln Home tour

Figure 68: Quality of sales items in museum shop (in Visitor Center)

Figure 69: Quality of assistance from park staff

Figure 70: Quality of Junior Ranger program

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
Figure 71: Quality of park website: www.nps.gov/liho/ used before or during visit

Figure 72: Quality of access to Lincoln Depot

Figure 73: Quality of assistance from Lincoln Depot staff

Figure 74: Quality of Visitor Center exhibits

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
**Figure 75:** Quality of Arnold House exhibit “If These Walls Could Talk”

**Figure 76:** Quality of Dean House exhibit “What a Pleasant Home Abe Lincoln Has”

* 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 scores

- Figures 77 and 78 show the mean scores of importance and quality ratings for all information services and facilities that were rated by enough visitor groups (N≥30).

- All information services and facilities were rated on or above average in importance and qualities.

- The most differing mean scores of quality and importance were evident with sale items in museum shop.

Figure 77: Mean scores of importance and quality ratings for information services and facilities

Figure 78: Detail of Figure 77

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
Visitor services and facilities used

Question 12a
Please check all of the visitor services and facilities that you and your group used during this visit to Lincoln Home NHS.

Results
- As shown in Figure 79, the most used visitor services and facilities included:
  - 95% Walkways/boardwalks
  - 75% Restrooms
- The least used service and facility was:
  - 8% Access for disabled persons

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

Figure 79: Visitor services and facilities used
Importance ratings of visitor services/facilities

Question 12b
For only those services that you or your group used, please rate their importance from 1 to 5.

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

Results
• Figure 80 shows the combined proportions of “extremely important” and “very important” ratings for all services and facilities that were rated by enough visitor groups (N≥30).

• The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
  - 94% Access for disabled persons
  - 92% Restrooms

• Figures 81 to 85 show the importance ratings for each service/facility.

• The services/facilities receiving the highest “not important” rating were:
  - 1% Walkways/boardwalks
  - 1% Restrooms
  - 1% Outdoor exhibits/signs

Figure 80: Combined proportions of “extremely important” and “very important” ratings for 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
Figure 81: Importance of walkways/boardwalks

Figure 82: Importance of outdoor exhibits/signs

Figure 83: Importance of restrooms

Figure 84: Importance of access for disabled persons

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
Figure 85: Importance of parking areas

* 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 and your group used, please rate their quality from 1-5.

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

Results

• Figure 86 shows the combined proportions of “very good” and “good” quality ratings for services/facilities that were rated by enough visitor groups (N≥30).

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

  96% Restrooms staff
  92% Walkways/boardwalks

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

  1% Parking areas

• Figures 87 to 91 show the quality ratings for each visitor service/facility.

Figure 86: Combined proportions of “very good” and “good” quality ratings for 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
### Figure 87: Quality of walkways/boardwalks

**Rating**
- Very good: 52%
- Good: 39%
- Average: 8%
- Poor: 0%
- Very poor: <1%

**Number of respondents**
N=387 visitor groups*

### Figure 88: Quality of outdoor exhibits/signs

**Rating**
- Very good: 46%
- Good: 42%
- Average: 11%
- Poor: 1%
- Very poor: 0%

**Number of respondents**
N=290 visitor groups

### Figure 89: Quality of restrooms

**Rating**
- Very good: 64%
- Good: 32%
- Average: 4%
- Poor: <1%
- Very poor: 0%

**Number of respondents**
N=305 visitor groups*

### Figure 90: Quality of access for disabled persons

**Rating**
- Very good: 55%
- Good: 28%
- Average: 14%
- Poor: 3%
- Very poor: 0%

**Number of respondents**
N=29 visitor groups

---

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Figure 91: Quality of parking areas

* 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

- Figures 92 and 93 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by enough visitor groups (N ≥ 30).

- All visitor services and facilities were rated above average in importance and qualities.

**Figure 92:** Mean scores of importance and quality ratings for visitor services and facilities

**Figure 93:** Detail of Figure 92

* total percentages do not equal 100 due to rounding

** total percentages do not equal 100 because visitors could select more than one answer
Elements affecting park experience

Question 21
Please indicate how the following elements may have affected your park experience on this visit.

Results
The majority of elements had “no effect” on visitors’ park experience (see Table 11).

<table>
<thead>
<tr>
<th>Element</th>
<th>N</th>
<th>Detracted from</th>
<th>No effect</th>
<th>Added to</th>
<th>Did not experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Background noise (lawnmowers, engines, etc.)</td>
<td>448</td>
<td>5</td>
<td>49</td>
<td>&lt;1</td>
<td>46</td>
</tr>
<tr>
<td>Modern vehicles</td>
<td>446</td>
<td>5</td>
<td>63</td>
<td>&lt;1</td>
<td>32</td>
</tr>
<tr>
<td>Modern streets/structures surrounding park</td>
<td>447</td>
<td>6</td>
<td>70</td>
<td>5</td>
<td>19</td>
</tr>
</tbody>
</table>

* 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 of park

Question 23
For you and your group, please estimate all expenditures for the items listed below for this visit to Lincoln Home NHS and Springfield, Illinois. Please write “0” if no money was spent in a particular category.

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Lincoln Home NHS.

Results
- 53% of visitor groups spent up to $200 (see Figure 94).
- 44% spent $201 or more.
- 4% did not spend any money.
- The average visitor group expenditure was $323.
- The median (50% of groups spent more and 50% of groups spent less) expenditure was $160.
- Average total expenditure per person (per capita) was $83.
- As shown in Figure 95, the largest proportions of total expenditures in and outside the park were:
  - 34% Hotels, motels, cabins, B&B, etc.
  - 27% Restaurants and bars
  - 12% All other purchases

Figure 94: Total expenditures in and outside of the park

Figure 95: Proportions of total expenditures in and outside 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
Number of adults covered by the expenditures

Question 23c
How many adults do these expenses cover?

Results
- 66% of visitor groups had two adults covered by expenditures (see Figure 96).
- 28% of groups had three or more adults covered by expenditures.

Figure 96: Number of adults covered by the expenditures

Number of children covered by the expenditures

Question 23c
How many children do these expenses cover?

Results
- 56% of visitor groups had one or two children covered by the expenditures (see Figure 97).
- 31% had three or more children covered by expenditures.
- 13% of visitor groups had no children covered by expenditures.

Figure 97: Number of children covered by the 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 park

Question 23a  
Please list your group’s total expenditures inside Lincoln Home NHS.

Results  
- 62% of visitor groups spent up to $25 inside Lincoln Home NHS (see Figure 98).
- 25% spent $26 or more.
- The average visitor group expenditure inside park was $18.
- The median (50% of visitor groups spent more and 50% of visitor groups spent less) expenditure inside park was $7.
- Average expenditure inside the park per visitor (per capita) was $7.
- As shown in Figure 99, the largest proportions of total expenditures inside the park were:
  - 72% All other purchases
  - 14% Donations
  - 13% Parking

* 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

- 53% of visitor groups spent up to $50 (see Figure 100).
- 39% did not spend any money.

Donations

- 56% of visitor groups spent up to $50 (see Figure 101).
- 44% did not spend any money.

Parking

- 71% of visitor groups spent up to $25 (see Figure 102).
- 29% did not spend any money.
Expenditures in Springfield, Illinois

Question 23b
Please list your group’s total expenditures in Springfield, Illinois.

Results
- 32% of visitor groups spent up to $100 (see Figure 103).
- 31% spent $101 - $300.
- 30% spent $301 or more.
- The average visitor group expenditure outside park was $325.
- The median (50% of groups spent more and 50% spent less) expenditure outside the park was $160.
- The average expenditure per visitor (per capita) was $87.
- As shown in Figure 104, the largest proportions of total expenditures in Springfield, Illinois were:
  - 35% Hotels, motels, cabins, B&B, etc.
  - 28% Restaurants and bars

Figure 103: Expenditures in Springfield, Illinois

Figure 104: Proportions of expenditures in Springfield, Illinois

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Hotels, motels, cabins, B&B, etc.

- 36% of visitor groups did not spend any money (see Figure 105).
- 26% spent up to $100.
- 23% spent $101-200.

![Figure 105: Expenditures for hotels, motels, cabins, B&B, etc. in Springfield, Illinois](image)

Camping fees and charges

- 90% of visitor groups did not spend any money (see Figure 106).
- 7% spent up to $50.

![Figure 106: Expenditures for camping fees and charges in Springfield, Illinois](image)

Guide fees and charges

- 88% of visitor groups did not spend any money (see Figure 107).
- 11% spent up to $50.

![Figure 107: Expenditures for guide fees and charges in Springfield, Illinois](image)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Restaurants and bars

- 46% of visitor groups spent up to $50 (see Figure 108).
- 41% of visitor groups spent $51 or more.

Groceries and take out food

- 63% of visitor groups did not spend any money (see Figure 109).
- 34% spent up to $50.

Gas and oil

- 64% of visitor groups spent up to $50 (see Figure 110).
- 23% did not spend any money.
Other transportations expenses

- 91% of visitor groups did not spend any money (see Figure 111).
- 5% spent $51 or more.

![Figure 111: Expenditures for other transportation expenses in Springfield, Illinois](chart)

Admission, recreation, and entertainment fees

- 60% of visitor groups spent up to $50 (see Figure 112).
- 30% did not spend any money.

![Figure 112: Expenditures for admission, recreation, and entertainment fees in Springfield, Illinois](chart)

Parking fees

- 60% of visitor groups spent up to $25 (see Figure 113).
- 40% did not spend any money.

![Figure 113: Expenditures for parking fees in Springfield, Illinois](chart)

* 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

- 42% of visitor groups spent up to $50 (see Figure 114).
- 36% did not spend any money.

Donations

- 60% of visitor groups did not spend any money (see Figure 115).
- 40% of visitor groups spent up to $50.
Information about Future Preferences

Subjects to learn about on a future visit

Question 26
On a future visit to Lincoln Home NHS, what subjects would you and your group like to learn more about?

Results
- 98% were interested in learning on a future visit (see Figure 116).

Figure 116: Visitor groups interested in learning on a future visit

Results
- As shown in Figure 117, the most commonly mentioned subjects that visitor groups wanted to learn about on future visits were:
  - 78% Lincoln’s family life
  - 62% Lincoln as president
  - 60% Lincoln’s childhood
- “Other” subjects (11%) mentioned by visitor groups to learn about on future visits were information on Mary Todd Lincoln and the Lincoln family, Lincoln’s assassination, Lincoln’s religious beliefs, and Lincoln’s health later in life.

Figure 117: Preferred subjects to learn 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
Visitor groups’ preference for reservation system for future visit

**Question 20d**
On a future tour of Lincoln Home, would you and your group prefer to have a pre-visit reservation system to obtain tickets for the tour?

**Results**
- 61% of visitor groups did not prefer to have a pre-visit reservation system (see Figure 118).
- 24% were “not sure.”
- 15% preferred a future pre-visit reservation system.

![Figure 118: Preference for future pre-visit reservation system](image)

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
Preferred sources to learn about or make personal connection to Abraham Lincoln on future visit

Question 22

On a future visit to Lincoln Home National Historic Site, how would you and your group prefer to learn about or make personal connections to Abraham Lincoln (relevance of Lincoln’s life to our lives today)?

Results

- 94% of visitor groups were interested in learning or making a personal connection to Abraham Lincoln (see Figure 119).

Results

- As shown in Figure 120, of those who were interested in making a personal connection to Abraham Lincoln (94%), the most common sources to use included:
  - 61% Ranger-guided walk
  - 60% Printed guidebook to historic neighborhood
  - 57% Additional ranger tours
  - “Other” sources (5%) included reenactments, living history demonstrations, specialized tours, more knowledgeable guides, and access to other homes.

* total percentages do not equal 100 due to rounding
** total percentages do not equal 100 because visitors could select more than one answer
**Question 29**  
**Overall, how would you and your group rate the quality of the facilities, services, and recreational opportunities provided to you and your group at Lincoln Home NHS during this visit?**

**Results**
- 97% of visitor groups rated the overall quality as "very good" or "good" (see Figure 121).
- <1% rated the overall quality as "very poor" or "poor."

*Figure 121: Overall quality of visitor facilities, services, and recreational opportunities*
Visitor Comments

National significance of park

Question 24
This park was established because of its significance to the nation? In your opinion, what is the significance of Lincoln Home National Historic Site?

Results
- 76% of visitor groups provided comments about the park’s significance.
- Table 12 shows the summary of visitor comments. Complete comments are in the Visitor Comments Appendix.

Table 12: Visitor groups’ opinion of park significance
N=352 visitor groups; some visitor groups made more than one comment.

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Historical value</td>
<td>114</td>
</tr>
<tr>
<td>Great and influential president</td>
<td>67</td>
</tr>
<tr>
<td>Displays the everyday life of Lincoln and period</td>
<td>46</td>
</tr>
<tr>
<td>Site is important to U.S. heritage</td>
<td>45</td>
</tr>
<tr>
<td>Allows visitors to relate to Lincoln</td>
<td>38</td>
</tr>
<tr>
<td>Important</td>
<td>26</td>
</tr>
<tr>
<td>Moral values displayed by Lincoln</td>
<td>14</td>
</tr>
<tr>
<td>Educational</td>
<td>11</td>
</tr>
<tr>
<td>Lincoln’s part in equal rights history</td>
<td>10</td>
</tr>
<tr>
<td>A symbolic figure for our country</td>
<td>7</td>
</tr>
<tr>
<td>Other comments</td>
<td>2</td>
</tr>
</tbody>
</table>
Planning for the future

**Question 27**

If you were a manager planning for the future of Lincoln Home NHS, what would you and your group propose?

**Results**

- 56% of visitor groups provided comments about the future management of Lincoln Home NHS.
- Table 13 shows a summary of the comments. Complete comments are included in the Visitor Comments Appendix.

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PERSONNEL</strong></td>
<td></td>
</tr>
<tr>
<td>Better guides</td>
<td>5</td>
</tr>
<tr>
<td>Use more volunteers</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>4</td>
</tr>
<tr>
<td><strong>INTERPRETIVE SERVICES</strong></td>
<td></td>
</tr>
<tr>
<td>Add living history</td>
<td>42</td>
</tr>
<tr>
<td>Open more houses for viewing</td>
<td>40</td>
</tr>
<tr>
<td>Add more Lincoln information</td>
<td>32</td>
</tr>
<tr>
<td>Period costumes worn by staff</td>
<td>10</td>
</tr>
<tr>
<td>Add outdoor exhibits</td>
<td>10</td>
</tr>
<tr>
<td>Limit tour to smaller group sizes</td>
<td>9</td>
</tr>
<tr>
<td>Change film/video</td>
<td>8</td>
</tr>
<tr>
<td>Longer tour of home</td>
<td>6</td>
</tr>
<tr>
<td>More children’s programs</td>
<td>4</td>
</tr>
<tr>
<td>Increase the time between home tour groups</td>
<td>3</td>
</tr>
<tr>
<td>More authentic time period items</td>
<td>3</td>
</tr>
<tr>
<td>Improve the map</td>
<td>2</td>
</tr>
<tr>
<td>Make tours more interesting</td>
<td>2</td>
</tr>
<tr>
<td>More interpretive information</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>21</td>
</tr>
<tr>
<td><strong>FACILITIES/MAINTENANCE</strong></td>
<td></td>
</tr>
<tr>
<td>Further restore the site</td>
<td>16</td>
</tr>
<tr>
<td>Develop concession service within the park</td>
<td>9</td>
</tr>
<tr>
<td>Expand the gift shop</td>
<td>4</td>
</tr>
<tr>
<td>Add benches in the neighborhood</td>
<td>2</td>
</tr>
<tr>
<td>Maintain site</td>
<td>4</td>
</tr>
<tr>
<td>Other comments</td>
<td>5</td>
</tr>
<tr>
<td>Comment</td>
<td>Number of times mentioned</td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td>---------------------------</td>
</tr>
<tr>
<td><strong>POLICIES/MANAGEMENT</strong></td>
<td></td>
</tr>
<tr>
<td>More collaboration with other Lincoln sites</td>
<td>7</td>
</tr>
<tr>
<td>More exposure for the park</td>
<td>6</td>
</tr>
<tr>
<td>Improve the parking fee situation</td>
<td>5</td>
</tr>
<tr>
<td>Develop horse and buggy rides for visitors</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>6</td>
</tr>
<tr>
<td><strong>GENERAL COMMENTS</strong></td>
<td></td>
</tr>
<tr>
<td>Nothing</td>
<td>15</td>
</tr>
<tr>
<td>Other comments</td>
<td>4</td>
</tr>
</tbody>
</table>
Additional comments

Question 28
Is there anything else you and your group would like to tell us about your visit to Lincoln Home NHS?

Results
- 46% of visitor groups responded with additional comments.
- Table 14 shows a summary of the comments. Complete comments are included in the Visitor Comments Appendix.

<table>
<thead>
<tr>
<th>Table 14: Additional comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>N= 215 comments; some visitor groups made more than one comment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td>PERSONNEL</td>
<td></td>
</tr>
<tr>
<td>Staff was friendly</td>
<td>26</td>
</tr>
<tr>
<td>Other comments</td>
<td>8</td>
</tr>
<tr>
<td>INTERPRETIVE SERVICES</td>
<td></td>
</tr>
<tr>
<td>The park has great historical significance</td>
<td>5</td>
</tr>
<tr>
<td>The tour was too crowded</td>
<td>3</td>
</tr>
<tr>
<td>Enjoyed the exhibits</td>
<td>3</td>
</tr>
<tr>
<td>Our visit was like stepping back in history</td>
<td>2</td>
</tr>
<tr>
<td>The tour is too short</td>
<td>2</td>
</tr>
<tr>
<td>Enjoyed the tour</td>
<td>2</td>
</tr>
<tr>
<td>Enjoyed the film/video</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>15</td>
</tr>
<tr>
<td>FACILITIES/MAINTENANCE</td>
<td></td>
</tr>
<tr>
<td>Good upkeep</td>
<td>19</td>
</tr>
<tr>
<td>Parking setup was confusing</td>
<td>5</td>
</tr>
<tr>
<td>The film room was too cold</td>
<td>3</td>
</tr>
<tr>
<td>Nice facility</td>
<td>2</td>
</tr>
<tr>
<td>Enjoyed souvenir shop</td>
<td>2</td>
</tr>
<tr>
<td>Difficult to find the park site</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>2</td>
</tr>
<tr>
<td>POLICIES/ MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>The Lincoln sites should collaborate more</td>
<td>2</td>
</tr>
<tr>
<td>Enjoy free entry</td>
<td>4</td>
</tr>
<tr>
<td>Need free parking</td>
<td>3</td>
</tr>
<tr>
<td>Continue restoration</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>9</td>
</tr>
<tr>
<td>RESOURCE MANAGEMENT</td>
<td></td>
</tr>
<tr>
<td>Other comments</td>
<td>1</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL COMMENTS</strong></td>
<td></td>
</tr>
<tr>
<td>Enjoyed visit</td>
<td>79</td>
</tr>
<tr>
<td>Keep it up</td>
<td>9</td>
</tr>
<tr>
<td>Did not have enough time</td>
<td>3</td>
</tr>
<tr>
<td>Also visited the Lincoln Presidential Library and Museum</td>
<td>2</td>
</tr>
<tr>
<td>Inspiring</td>
<td>2</td>
</tr>
<tr>
<td>Survey was too long</td>
<td>2</td>
</tr>
<tr>
<td>Other comments</td>
<td>10</td>
</tr>
</tbody>
</table>
APPENDICES

Appendix 1: The Questionnaire
## Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. Additional analysis can be done using the park’s VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible—you may select a single programs/service/facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- Sources of information prior to visit
- Sources of information preferred for future visits
- Received needed information
- Type of information needed
- Awareness of NPS management
- Primary reason for visiting Springfield, Illinois
- Primary reason for visiting the park
- Overnight away from home in Springfield, Illinois
- Number of nights
- Lodging accommodations inside/outside park
- Opinions about adequacy of signs to the park
- Sites visited during this visit
- Activities participated in
- Length of stay
- Visit park more than one day
- Number of entries into the park
- Enough time to see all you wanted to
- Safety concerns while at park
- Visitor information services and facilities used
- Importance of visitor information services and facilities
- Quality of visitor information services and facilities
- Visitor service and facilities used
- Importance of visitor services and facilities
- Quality of visitor services and facilities
- Group type
- Guided tour
- Educational tour
- Group size
- Number of vehicles used
- Visitor age
- Zip code/state of residence
- Country of residence
- Number of times visited the park in the past 12 months
- Number of lifetime visits
- Visitors with disabilities/impairments
- Type of disabilities/impairments
- Encounter access/service problems
- Visitor level of education
- Opinions about Lincoln Home tour
- Elements affecting park experience
- Preferred ways to learn about or make personal connection to Abraham Lincoln in the future
- Total expenditures in and outside of park
- Expenditures within park
- Expenditures outside park
- Number of adults covered by the expenses
- Number of children covered by the expenses
- Ability to make personal connection with Abraham Lincoln
- Preferred subjects to learn on a future visit
- Overall quality of visitor facilities, services, and recreational opportunities

For more information please contact:
Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, ID 83844-1139

Phone: 208-885-7863
Fax: 208-885-4261
Email: littlej@uidaho.edu
Website: http://www.psu.uidaho.edu
Appendix 3: Decision Rules for Checking Non-response Bias

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

Two-independent sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05 the two groups are judged to be insignificantly different. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion survey average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. In some occasions, the age of actual respondent is higher than the age of the group member who accepted the questionnaire at the park. Thus, a 5-year difference in average age between respondents and non-respondents is an acceptable justification.

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

1. Average age of respondents – average age of non-respondents ≤ 5
2. Average group size of respondents – average group size of non-respondents = 0

As shown in Table 2, the p-values for both of these tests are greater than 0.05 indicating insignificant difference between respondents and non-respondents. Thus, non-response bias is judged to be insignificant.

References
Appendix 4: Visitor Services Project Publications

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

1982

1983
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.

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
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
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

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
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

1993
54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
Visitor Services Project Publications (continued)

1993 (continued)
55. Santa Monica Mountains National Recreation Area (spring)
56. Whitman Mission National Historic Site
57. Sitka National Historical Park
58. Indiana Dunes National Lakeshore
59. Redwood National Park
60. Channel Islands National Park
61. Pecos National Historical Park
62. Canyon de Chelly National Monument
63. Bryce Canyon National Park (fall)

1994
64. Death Valley National Monument Backcountry (winter)
65. San Antonio Missions National Historical Park (spring)
66. Anchorage Alaska Public Lands Information Center
67. Wolf Trap Farm Park for the Performing Arts
68. Nez Perce National Historical Park
69. Edison National Historic Site
70. San Juan Island National Historical Park
71. Canaveral National Seashore
72. Indiana Dunes National Lakeshore (fall)
73. Gettysburg National Military Park (fall)

1995
74. Grand Teton National Park (winter)
75. Yellowstone National Park (winter)
76. Bandelier National Monument
77. Wrangell-St. Elias National Park & Preserve
78. Adams National Historic Site
79. Devils Tower National Monument
80. Manassas National Battlefield Park
81. Booker T. Washington National Monument
82. San Francisco Maritime National Historical Park
83. Dry Tortugas National Park

1996
84. Everglades National Park (spring)
85. Chiricahua National Monument (spring)
86. Fort Bowie National Historic Site (spring)
87. Great Falls Park, Virginia (spring)
88. Great Smokey Mountains National Park
89. Chamizal National Memorial
90. Death Valley National Park (fall)
91. Prince William Forest Park (fall)
92. Great Smokey Mountains National Park (summer & fall)

1997
93. Virgin Islands National Park (winter)
94. Mojave National Preserve (spring)
95. Martin Luther King, Jr., National Historic Site (spring)
96. Lincoln Boyhood National Memorial
97. Grand Teton National Park
98. Bryce Canyon National Park
99. Voyageurs National Park
100. Lowell National Historical Park

1998
101. Jean Lafitte National Historical Park & Preserve (spring)
102. Chattahoochee River National Recreation Area (spring)
103. Cumberland Island National Seashore (spring)
104. Iwo Jima/Netherlands Carillon Memorials
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
Visitor Services Project Publications (continued)

1999 (continued)
116. Lassen Volcanic National Park
117. Cumberland Gap National Historical Park
   (fall)

2000
118. Haleakala National Park (spring)
119. White House Tour and White House Visitor
   Center (spring)
120. USS Arizona Memorial
121. Olympic National Park
122. Eisenhower National Historic Site
123. Badlands National Park
124. Mount Rainier National Park

2001
125. Biscayne National Park (spring)
126. Colonial National Historical Park
   (Jamestown)
127. Shenandoah National Park
128. Pictured Rocks National Lakeshore
129. Crater Lake National Park
130. Valley Forge National Historical Park

2002
131. Everglades National Park
132. Dry Tortugas National Park
133. Pinnacles National Monument
134. Great Sand Dunes National Monument &
   Preserve
135. Pipestone National Monument
136. Outer Banks Group (Cape Hatteras National
   Seashore, Ft. Raleigh National Historic Site,
   and Wright Brothers National Memorial)
137. Sequoia & Kings Canyon National Parks and
   Sequoia National Forest
138. Catoctin Mountain Park
139. Hopewell Furnace National Historic Site
140. Stones River National Battlefield

2003
141. Gateway National Recreation Area: Floyd
   Bennett Field (spring)
142. Cowpens National Battlefield (spring)
143. Grand Canyon National Park – North Rim
144. Grand Canyon National Park – South Rim
145. C&O Canal National Historical Park
146. Capulin Volcano National Monument
147. Oregon Caves National Monument
148. Knife River Indian Villages National Historic
   Site
149. Fort Stanwix National Monument
150. Arches National Park
151. Mojave National Preserve (fall)

2004
152. Joshua Tree National Park (spring)
153. New River Gorge National River
154. George Washington Birthplace National
   Monument
155. Craters of the Moon National Monument &
   Preserve
156. Dayton Aviation Heritage National Historical
   Park
157. Apostle Islands National Lakeshore
158. Keweenaw National Historical Park
159. Effigy Mounds National Monument
160. Saint-Gaudens National Historic Site
161. Manzanar National Historic Site
162. John Day Fossil Beds National Monument

2005
163. Congaree National Park
164. San Francisco Maritime National Historical
   Park
165. Lincoln Home National Historic Site

For more information about the Visitor Services Project, please contact
University of Idaho Park Studies Unit at http://www.psu.uidaho.edu
Visitor Comments Appendix

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