Glen Canyon National Recreation Area
Visitor Study
Spring and Summer 2007
Glen Canyon National Recreation Area Visitor Study

Spring and Summer 2007

Park Studies Unit
Visitor Services Project
Report 186

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This report describes the results of two visitor studies at Glen Canyon NRA. During the spring study, 968 questionnaires were distributed to visitor groups. Of those, 623 questionnaires were returned, resulting in a 64.4% response rate. A total of 1,175 questionnaires were distributed to visitor groups during the summer survey, July 14-20, 2007. Of those, 679 questionnaires were returned, resulting in a 57.8% response rate. The combined response rate for both studies was 60.8%.

This report profiles a systematic random sample of Glen Canyon NRA visitors during these two survey periods. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.

Sixty-two percent of spring visitor groups and 32% of summer visitor groups consisted of two or three people; 33% of spring visitor groups and 66% of summer visitor groups were in groups of four or more. Fifty-percent percent of spring visitor groups and 53% of summer visitor groups were family groups.

Fifty-six percent of spring visitors and 41% of summer visitors were in the 41-65 year age group. Six percent of spring visitors and 21% of summer visitors were ages 15 years or younger. Two percent of spring respondents and 5% of summer respondents were of Hispanic/Latino ethnicity. Seventy percent of spring visitors and 85% of summer visitors had visited the park once in the last 12 months.

United States visitors during the spring survey were from 48 states. In the summer survey, visitors were from 43 states and Washington, D.C. States that had the highest proportions were Utah (22% spring, 29% summer), Colorado (17% spring, 18% summer), and Arizona (14% spring and 15% summer). International visitors during the spring survey were from 19 countries and comprised 13% of spring visitation. During the summer survey, international visitors were from 23 countries and comprised 16% of summer visitation.

Prior to this visit, visitor groups most often obtained information about Glen Canyon NRA through previous visits (58% spring, 59% summer), and friend/relatives/word-of-mouth (47% spring, 56% summer). The most preferred source of information for a future visit was the park website (66% spring, 63% summer).

Of the visitor groups who spent less than 24 hours visiting Glen Canyon NRA, 53% of spring visitors and 59% of summer visitors spent up to three hours. Thirty-three percent of spring visitor groups and 26% of summer visitor groups spent six hours or more.

The most common activities in the park included sightseeing (54% spring, 58% summer), visiting visitor centers/ranger stations (spring 35%, summer 32%), and motorized boating (spring 32%, summer 53%). In the summer, swimming/diving (59%) were common activities. The most important reason for visiting Glen Canyon NRA was sightseeing (25% spring) and motorized boating (32% summer).

Seventy-seven percent of spring visitor groups and 79% of summer groups stayed overnight away from home in the Glen Canyon NRA area (within a 120-mile radius of the park). The most common types of lodging used inside the park were lodges/motels/B&B, etc. (spring, 27%) and personal houseboats (summer, 33%). The most common type of lodging used outside the park was lodges/hotels/motels/B&B, etc. (72% spring, 74% summer).
Regarding use, importance, and quality of information services or visitor facilities, it is important to note the number of visitor groups that responded to each question. The most used information services by 485 spring visitor groups and 553 summer groups included park brochure/map (75% spring, 73% summer), assistance from park rangers (50% spring, 51% summer), and indoor exhibits (39% spring, 37% summer). The information services that received the highest combined proportions of “extremely important” and “very important” ratings included park brochure/map (71% spring, 73% summer), assistance from park rangers (69% spring, 70% summer) and Glen Canyon Dam tour (65% spring, 71% summer). The information services that received the highest combined proportions of “very good” and “good” quality ratings included ranger-led programs (88% spring, 96% summer) and assistance from park rangers (93% spring, 91% summer).

The most used visitor facilities by 551 spring visitor groups and 612 summer groups included the Carl Hayden Visitor Center (35% spring, 37% summer) and Wahweap Marina (32% spring, 33% summer). The facilities that received the highest combined proportions of “extremely important” and “very important” ratings included campgrounds (90% spring) and Halls Crossing Marina (93% summer). The facilities that received the highest combined proportions of “very good” and “good” quality ratings included Escalante Visitor Center (92% spring) and Carl Hayden Visitor Center (92% spring). Among summer visitor groups, Carl Hayden Visitor Center (87% summer) and Glen Canyon Dam (87% summer) received the highest quality ratings.

The average visitor group expenditures were $914 per spring visitor group and $1,240 per summer visitor group. The median visitor group expenditures (50% of groups spent more and 50% of groups spent less) were $435 for the spring and $595 in the summer. The per capita expenditures were $339 per spring visitor and $223 per summer visitor.

Most visitor groups (83% spring, 86% summer) rated the overall quality of services, facilities, and recreational opportunities at Glen Canyon NRA as “very good” or “good.” Three percent of visitor groups rated the overall quality as “very poor” or “poor” during both seasons.

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

This report describes the results of two visitor studies at Glen Canyon National Recreation Area (NRA). The first study was conducted during May 2-8, 2007 (spring survey) and the second study during July 14-20, 2007 (summer survey) by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

Encompassing over 1.2 million acres, Glen Canyon National Recreation Area (NRA) offers unparalleled opportunities for water-based & backcountry recreation. The recreation area stretches for hundreds of miles from Lees Ferry in Arizona to the Orange Cliffs of southern Utah, encompassing scenic vistas, geologic wonders, and a vast panorama of human history.

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.

**Section 3: Appendices**

Appendix 1: The *Questionnaire* contains a copy of the original questionnaire distributed to visitor 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 the results of this study have been published.

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

Appendix 4: *Visitor Services Project Publications* contains a complete list of publications by the PSU. Copies of these reports can be obtained by contacting the PSU office at (208) 885-7863 or visiting the website: [http://www.psu.uidaho.edu/vsp/reports.htm](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

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

SAMPLE ONLY

1. The figure title describes the graph's information.

2. Listed on the legend of the graph, this shows the number of individuals or visitor groups responding to the question in each survey season.
   - “Spring” refers to the first survey period, May 2-8, 2007.
   - “Summer” refers to the second survey period, July 14-20, 2007.
   - If the number of respondents in either season (or both) is less than 30, “CAUTION!” is shown on the graph to indicate the results may be unreliable.
   - Asterisk (*) symbol(s) is added on the following occasions:
     * 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 proportion of respondents in each category.

5. In most graphs, percentages provide additional information.

Figure 75: Number of people in personal group
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 and recommendations from park staff.

Questionnaires were distributed to a systematic, random sample of visitor groups that arrived at Glen Canyon NRA after a brief face-to-face interview. During May 2-8, 2007, 968 questionnaires were distributed and 1,175 questionnaires were distributed during the July 14-20, 2007 survey period. Distribution locations are shown in Table 1.

<table>
<thead>
<tr>
<th>Location</th>
<th>May 2-8, 2007</th>
<th></th>
<th>July 14-20, 2007</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N</td>
<td>% of the</td>
<td>N</td>
<td>% of the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>season</td>
<td></td>
<td>season</td>
</tr>
<tr>
<td>Wahweap South entrance station</td>
<td>273</td>
<td>28</td>
<td>297</td>
<td>25</td>
</tr>
<tr>
<td>Bullfrog Marina entrance station</td>
<td>154</td>
<td>16</td>
<td>150</td>
<td>13</td>
</tr>
<tr>
<td>Wahweap North entrance station</td>
<td>151</td>
<td>16</td>
<td>136</td>
<td>12</td>
</tr>
<tr>
<td>Carl Hayden Visitor Center</td>
<td>123</td>
<td>13</td>
<td>211</td>
<td>18</td>
</tr>
<tr>
<td>Lees Ferry (rafting, historic ranch, Rainbow Bridge)</td>
<td>89</td>
<td>9</td>
<td>94</td>
<td>8</td>
</tr>
<tr>
<td>Escalante Visitor Center</td>
<td>86</td>
<td>9</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Halls Crossing Marina</td>
<td>61</td>
<td>6</td>
<td>111</td>
<td>9</td>
</tr>
<tr>
<td>Lone Rock (boating, beach)</td>
<td>29</td>
<td>3</td>
<td>136</td>
<td>12</td>
</tr>
<tr>
<td>Hite Marina</td>
<td>2</td>
<td>&lt;1</td>
<td>40</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>968</td>
<td>100+</td>
<td>1,175</td>
<td>100</td>
</tr>
</tbody>
</table>
Questionnaire design

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

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

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names, addresses, and telephone numbers/email addresses to mail them a reminder/thank you postcard and follow-ups. 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 was mailed to visitors who had not returned their questionnaires. Due a low response rate, third replacement questionnaires were mailed to visitors who had not returned the summer survey on the 50th day after the fieldwork had completed.

Data Analysis

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

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.

2. The data reflect visitor use patterns to the selected sites during the study periods of May 2-8 and July 14-20, 2007. The results present a ‘snapshot-in-time’ and do not necessarily apply to visitors during other times of the year.

3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "CAUTION!" is included in the graph, figure, table, or text.

4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The weather patterns during both study periods were typical of southern Utah/northern Arizona in that time of the year. The weather was cool (high’s ranged from 50’s to 70’s) with variable clouds, sun, and winds up to 40 miles per hour during the May survey period. It was hot (highs from 90’s to 100’s), sunny, and occasionally windy during July 2007. No special events occurred in the area that would affect the type and amount of visitation to the park.
RESULTS

Spring survey: 1,083 visitor groups were contacted and 968 of these groups (89.4%) accepted the questionnaire. Questionnaires were completed and returned by 623 visitor groups, resulting in a 64.4% response rate.

Summer survey: 1,314 visitor groups were contacted and 1,175 of these groups (89.4%) accepted the questionnaire. Questionnaires were completed and returned by 679 visitor groups, resulting in a 57.8% response rate.

Combining both seasons: The Glen Canyon NRA visitor study questionnaire had 89.7% acceptance rate and 60.8% return rate.

Checking Non-response Bias

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

Appendix 3 provides more details of the non-response bias checking procedure. Table 2 shows the summary of non-response bias tests for both spring and summer surveys. There were significant differences between non-respondents and respondents in both spring and summer surveys in terms of respondent age and group size. The results show that there is a potential non-response bias in the results of both surveys. The results may reflect opinions of older visitors with a larger group size. Younger visitors who traveled in smaller groups may be underrepresented.

Table 2: Comparison of respondents and non-respondents

<table>
<thead>
<tr>
<th>Variable</th>
<th>Respondent N</th>
<th>Respondent Average</th>
<th>Non-respondent N</th>
<th>Non-respondent Average</th>
<th>P-value (t-test)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (spring)</td>
<td>602</td>
<td>53.7</td>
<td>338</td>
<td>45.9</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td>Group size (spring)</td>
<td>606</td>
<td>3.9</td>
<td>336</td>
<td>3.1</td>
<td>0.004</td>
</tr>
<tr>
<td>Age (summer)</td>
<td>660</td>
<td>47.6</td>
<td>498</td>
<td>42.2</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td>Group size (summer)</td>
<td>656</td>
<td>7.1</td>
<td>498</td>
<td>5.6</td>
<td>&lt;0.001</td>
</tr>
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**Demographics**

**Visitor group size**

**Question 18**
For this visit to Glen Canyon NRA, how many people were in your personal group, including yourself?

**Results**
- As shown in Figure 1, common visitor group sizes were:
  - **Spring**
    - 53% groups of two
    - 17% groups of six or more
  - **Summer**
    - 41% groups of six or more
    - 25% groups of two

*Figure 1: Visitor group size*

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

Question 17
On this visit, what kind of personal group (not guided tour/educational/organized group) were you with?

Results

- As shown in Figure 2, common visitor group types included:
  - Spring
    - 50% family
    - 27% friends
    - 12% family and friends
  - Summer
    - 53% family
    - 30% family and friends
    - 11% friends

- “Other” groups included:
  - Spring (3%)
    - Bass fishing tournament
    - Antelope Canyon guide
    - Boat share owners
    - Elderhostel
    - GLCA CUA
    - School group
    - Tour group
    - US Coast Guard Auxiliary
  - Summer (2%)
    - Business associates
    - Employee recreation
    - Fishing guide
    - Houseboat owners

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

Question 16a
On this visit, were you and your personal group with a commercial guided tour group?

Results
- Visitor groups traveling with a commercial guided tour group (see Figure 3) included:
  - Spring 5%
  - Summer 6%

Figure 3: Visitors traveling with a commercial guided tour group

Question 16b
On this visit, were you and your personal group with an educational group (school, elder hostel, etc.)?

Results
- Visitor groups traveling with an educational group (see Figure 4) included:
  - Spring 3%
  - Summer <1%

Figure 4: Visitors traveling with an educational group

Question 16c
On this visit, were you and your personal group with an other organized group (church, business, etc.)?

Results
- Visitor groups traveling with an other organized group (see Figure 5) included:
  - Spring 3%
  - Summer 2%

Figure 5: Visitors traveling with other organized groups (church, business, etc.)

*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 19a
For you and your personal group on this visit, what is your current age?

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

Results
- Visitor ages ranged from:
  - Spring: 1 – 88 years
  - Summer: 1 – 89 years
- As shown in Figure 6, visitor age groups included:
  - Spring
    - 56% 41-65 years age group
    - 6% 15 years or younger age group
  - Summer
    - 41% 41-65 years age group
    - 21% 15 years or younger age group

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
**Number of visits to Glen Canyon NRA, past 12 months**

**Question 19c**  
How many times have you visited Glen Canyon NRA in the past 12 months (including this visit)?

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

**Results**
- As shown in Figure 7, the proportion of visitors who had visited the park once in the past 12 months was:
  - Spring 70%  
  - Summer 85%
- The proportion of visitors who had visited the park two times in the past 12 months was:
  - Spring 6%  
  - Summer 15%

![Figure 7: Number of visits to park in the past 12 months](image)

**Number of visits to Glen Canyon NRA, lifetime**

**Question 19d**  
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**
- As shown in Figure 8, the proportion of visitors who had visited the park once in their lifetime included:
  - Spring 42%  
  - Summer 52%
- The proportion of visitors who had visited the park six or more times in their lifetime included:
  - Spring 32%  
  - Summer 29%

![Figure 8: Number of visits to park during lifetime](image)

*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 – Spring survey

Question 19b
For you and your personal group on this visit, what is your state of residence?

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

Results
- U.S. visitors comprised 87% of total visitation to the park in the spring survey (see Table 3 and Map 1).
- U.S. visitors to Glen Canyon NRA in the spring survey came from 48 states with the largest proportions from:
  - 22% Utah
  - 17% Colorado
  - 14% Arizona

Table 3: United States visitors by state of residence Spring survey

<table>
<thead>
<tr>
<th>State</th>
<th>Number of visitors</th>
<th>Percent of U.S. visitors N=1,398 individuals</th>
<th>Percent of total visitors N=1,612 individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utah</td>
<td>307</td>
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<tr>
<td>California</td>
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<tr>
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</tr>
<tr>
<td>Wyoming</td>
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</tr>
<tr>
<td>Idaho</td>
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<tr>
<td>Texas</td>
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</tr>
<tr>
<td>Pennsylvania</td>
<td>21</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>33 other states</td>
<td>201</td>
<td>14</td>
<td>12</td>
</tr>
</tbody>
</table>

Map 1: Proportions of United States visitors by state of residence (Spring survey)

*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 – Summer survey

Table 4: United States visitors by state of residence

Summer survey

<table>
<thead>
<tr>
<th>State</th>
<th>Number of visitors</th>
<th>Percent of U.S. visitors N=2,257 individuals</th>
<th>Percent of total visitors N=2,672 individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utah</td>
<td>654</td>
<td>29</td>
<td>24</td>
</tr>
<tr>
<td>Colorado</td>
<td>417</td>
<td>18</td>
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<tr>
<td>Arizona</td>
<td>342</td>
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<td>15</td>
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<tr>
<td>California</td>
<td>276</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td>New Mexico</td>
<td>71</td>
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<tr>
<td>Texas</td>
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<tr>
<td>Connecticut</td>
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<td>New York</td>
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<td>1</td>
<td>1</td>
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<td>Pennsylvania</td>
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</tr>
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<td>Wisconsin</td>
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</tr>
<tr>
<td>Massachusetts</td>
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<td>Nevada</td>
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<td>Indiana</td>
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<td>Oklahoma</td>
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<td>New Jersey</td>
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<td>Kansas</td>
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<tr>
<td>Iowa</td>
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<td>Missouri</td>
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<td>Washington</td>
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<td>Florida</td>
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<td>Georgia</td>
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<tr>
<td>Virginia</td>
<td>12</td>
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<tr>
<td>18 other states +</td>
<td>118</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Washington, D.C.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Question 19b
For you and your personal group on this visit, what is your state of residence?

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

Results
- U.S. visitors comprised 84% of total visitation in the summer survey (see Table 4 and Map 2).
- U.S. visitors to Glen Canyon NRA in the summer survey came from 43 states and Washington, D.C. with the largest proportions from:
  - 29% Utah
  - 18% Colorado
  - 15% Arizona
  - 12% California

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Map 2: Proportions of United States visitors by state of residence (Summer survey)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
International visitors by country of residence – Spring survey

Question 19b
For you and your personal group, what is your country of residence?

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

Results
- International visitors were from 19 countries and comprised 13% of total visitation to the park during the spring survey period.
- 20% of international visitors came from Canada (see Table 5).
- 19% came from Germany.
- 17% came from United Kingdom
- Smaller proportions came from 16 other countries.

Table 5: International visitors by country of residence

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of visitors</th>
<th>Percent of international visitors N=214 individuals</th>
<th>Percent of total visitors N=1,612 individuals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canada</td>
<td>43</td>
<td>20</td>
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<tr>
<td>Germany</td>
<td>40</td>
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<td>United Kingdom</td>
<td>37</td>
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<td>France</td>
<td>16</td>
<td>7</td>
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<td>Switzerland</td>
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<td>Denmark</td>
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<tr>
<td>Japan</td>
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<tr>
<td>Austria</td>
<td>5</td>
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<td>&lt;1</td>
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<tr>
<td>Belgium</td>
<td>5</td>
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<td>&lt;1</td>
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<tr>
<td>New Zealand</td>
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<td>&lt;1</td>
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<tr>
<td>Bulgaria</td>
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<td>&lt;1</td>
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<tr>
<td>Ireland</td>
<td>4</td>
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<td>&lt;1</td>
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<tr>
<td>Mexico</td>
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<td>2</td>
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<td>Australia</td>
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<tr>
<td>Israel</td>
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<tr>
<td>Macau</td>
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<td>&lt;1</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
International visitors by country of residence – Summer survey

Question 19b

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

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

Results

- International visitors from 23 countries comprised 16% of total visitation to the park during the summer survey period.
- 26% of international visitors came from France (see Table 6).
- 18% came from Germany.
- 15% came from Netherlands.
- Smaller proportions came from 20 other countries.

Table 6: International visitors by country of residence – Summer survey

<table>
<thead>
<tr>
<th>Country</th>
<th>Number of visitors</th>
<th>Percent of international visitors N=415 individuals</th>
<th>Percent of total visitors N=2,672 individuals</th>
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<td>France</td>
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<tr>
<td>Belgium</td>
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<tr>
<td>Canada</td>
<td>24</td>
<td>6</td>
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</tr>
<tr>
<td>United Kingdom</td>
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<tr>
<td>Austria</td>
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<tr>
<td>Italy</td>
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<td>Japan</td>
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<tr>
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<td>&lt;1</td>
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<tr>
<td>Taiwan</td>
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<td>&lt;1</td>
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<td>Thailand</td>
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<td>Tonga</td>
<td>1</td>
<td>&lt;1</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
Visitor ethnicity

Question 19e
Are you or your group members Hispanic or Latino?

Results
- Visitors who were Hispanic or Latino included (see Figure 9):
  - Spring 2%
  - Summer 5%

Figure 9: Visitor ethnicity

Visitor race

Question 20a
For you and your personal group, what is your race?

Results
- The races most often represented among Glen Canyon NRA visitors included (see Figure 10):
  - White
    - Spring 97%
    - Summer 96%
  - American Indian or Alaska Native
    - Spring 3%
    - Summer 3%

Figure 10: Visitor race

Question 20b
If you or members of your group are American Indian or Alaska Native, please indicate principal enrolled tribe.

Results
- Spring visitors listed the following principal enrolled tribes:
  - Navajo
  - Cherokee
  - Creek
  - Ho
  - Lenape
  - Port Osage

- Summer visitors listed the following enrolled tribes:
  - Navajo
  - Cherokee
  - Apache
  - Chickasaw
  - Hopi
  - Pawnee
  - Shoshone

*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 21
Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

Results
- Visitor groups that had members with a physical condition (see Figure 11):

  Spring 5%
  Summer 6%

Question 21b
If YES, what activities or services did the person(s) have difficulty accessing or participating in?

Results
- Visitor groups with members who had difficulty accessing services/facilities (see Figure 12):

  Spring 76%
  Summer 59%

Interpret with CAUTION!
- Among groups with a member who had difficulty accessing or participating in activities, not enough visitor groups answered the question to provide reliable data (see Figure 13).
- “Other” activities and services included:

  Spring (90%)
  Walking activities
  Boat ramp
  Restrooms
  Walk to boat docks
  Boarding power boat
  Boat slip at Wahweap
  Boating facilities
  Facilities at marinas
  Handicap parking at boat ramp

  Summer (78%)
  Walking
  Boat dock
  Beach access
  Camping
  Hearing
  Parking on ramp
  Standing

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 21c
Because of the physical condition, what specific problems did the person(s) have during their visit to Glen Canyon NRA?

Results – Interpret with CAUTION!

- Not enough visitor groups answered the question to provide reliable data (see Figure 14).
- "Other" types of disabilities included:
  - Spring (35%)
    - Breathing difficulty
    - Hernia
    - Leg fatigue
    - Old age
    - Slight mobility
  - Summer (16%)
    - Heart/respiratory
    - Walking

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
### Awareness of Glen Canyon NRA management by NPS

**Question 1**
Prior to this visit, were you and your group aware that Glen Canyon NRA is a unit of the National Park System?

**Results**
- Visitor groups who were aware that the park is unit of the National Park System (see Figure 15):
  - Spring: 71%
  - Summer: 72%

![Figure 15: Visitor group awareness that park is a unit of the National Park System](chart)

### Information sources prior to visit

**Question 2a**
Prior to this visit, how did you and your group obtain information about Glen Canyon NRA?

**Results**
- Visitor groups who obtained park information prior to their visit (see Figure 16):
  - Spring: 86%
  - Summer: 83%

![Figure 16: Visitor groups who obtained information about park prior to 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
• As shown in Figure 17, of those visitor groups who obtained information, the most common sources of information included:

Spring
58% Previous visits
47% Friends/relatives/word of mouth
41% Travel guides/tour books

Summer
59% Previous visits
56% Friends/relatives/word of mouth
34% Travel guides/tour books

• "Other" sources of information for spring visitors included (11%):
  Elderhostel
  Map
  Publications
  Resident
  Television
  AAA
  Boat owners at Wahweap
  Interagency office - Escalante
  Tour group/guide
  Visitor center
  BLM visitor center
  Bullfrog
  Camperworld
  Driving by
  Edward Abbey
  Fairfield resorts
  Fishing tournament
  Kanab office staff
  Lake Powell
  Lake Powell Yacht Club
  Mayor in Page
  Monkey Wrench Gang
  NPS offices
  Overnight stay
  Photographers
  Research project
  Trotter

*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 all the information about the park that you needed?

Results
- 82% of spring visitor groups and 82% of summer visitor groups received the information they needed to prepare for this trip to Glen Canyon NRA (see Figure 18).

![Graph showing percentage of respondents who received needed information](image)

Figure 18: Visitor groups who obtained needed information prior to this visit to Glen Canyon NRA

Question 2d
If NO, what information did you and your group need that was not available?

Results
- Additional information that spring visitor groups (N=81) listed as “not available” included:
  - Camping
  - Facilities schedule/availability
  - General information
  - Tour boat schedule/cost
  - Road/trail conditions
  - Boat launch cost/storage/equipment
  - Driving directions
  - Hiking
  - Boat rental
  - Detailed map
  - Geography/map of Lake Powell
  - Lodging
  - Park pass
  - Resort
  - RV sites
  - Surrounding area
  - Water temperatures

- Additional information that summer visitor groups (N=18) - CAUTION! - listed as “not available” included:
  - Beach location information inadequate
  - Campground/RV park
  - Park activities
  - Boat trips
  - Entrance fee
  - Information about Antelope Canyon
  - Information about boat/jet ski rental/vendors
  - Information about boat rental/vendors
  - PWC launch fees
  - Schedule
  - Use of annual pass
  - Water quality for swimming

*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 of information for future visits**

**Question 2b**
On future visits to Glen Canyon NRA, what sources would you and your group prefer to use to obtain information in planning your visit?

**Results**
- As shown in Figure 19, the most preferred sources of information to use in planning a future visit included:

  **Spring**
  - 66% Glen Canyon NRA website
  - 43% Travel guides/tour books/publications
  - 39% Previous visits

  **Summer**
  - 63% Glen Canyon NRA website
  - 41% Previous visits
  - 37% Travel guides/tour books/publications

- “Other” sources of information included:

  **Spring (5%)**
  - AAA
  - Camperworld
  - Lake Powell Yacht Club
  - Map
  - Marine radio
  - Previous visits
  - Publications
  - Ranger stations
  - RV guide
  - Visitor center

  **Summer (1%)**
  - Book on national parks
  - Maps
  - Newsletter
  - 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*
Primary reason for visiting

Question 4
What was your primary reason for visiting the Glen Canyon NRA area (within 120 mile radius of Page, AZ or Bullfrog, UT)?

Results
- Most visitor groups were not residents of the area within 120 miles of Page, AZ or Bullfrog, UT (see Figure 20):
  - Spring 95%
  - Summer 96%

- As shown in Figure 21, the primary reason for visiting the Glen Canyon area (within 120 mile radius of Page, AZ or Bullfrog, UT) was:
  
  **Visit Glen Canyon NRA**
  - Spring (37%)
  - Summer (48%)

  **Visit other attractions in the area**
  - Spring (31%)
  - Summer (33%)

- “Other” primary reasons for visiting included:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Spring (27%)</th>
<th>Summer (15%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fishing</td>
<td></td>
<td>Houseboating</td>
</tr>
<tr>
<td>Traveling through</td>
<td></td>
<td>Traveling</td>
</tr>
<tr>
<td>Boat owner</td>
<td></td>
<td>through</td>
</tr>
<tr>
<td>Fishing tournament</td>
<td></td>
<td>Boating</td>
</tr>
<tr>
<td>Boating</td>
<td></td>
<td>Family vacation</td>
</tr>
<tr>
<td>Recreation</td>
<td></td>
<td>Lake Powell</td>
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<tr>
<td>Camping</td>
<td></td>
<td>Raft trip</td>
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<tr>
<td>Tour</td>
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<td>Beach</td>
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<tr>
<td>Backpacking</td>
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<td>Family reunion</td>
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<td>Fishing</td>
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<td>Hiking</td>
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<td></td>
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<tr>
<td>Boat maintenance</td>
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</tr>
<tr>
<td>Lake Powell</td>
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<td></td>
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<tr>
<td>Raft trip</td>
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<tr>
<td>Enroute to Grand Canyon</td>
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</tr>
<tr>
<td>Kayaking</td>
<td></td>
<td></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*
Awareness of park rules and regulations

Question 3aa  
Prior to this visit, were you and your group aware of the following rules and regulations?

“All visitors camping within ¼ mile of the Lake Powell shoreline must have a portable toilet, unless they are within 200 yards of public toilet facilities.”

Results
- 60% of spring visitor groups were not aware of rules regarding the use of portable toilets (see Figure 22).
- 60% of summer visitors were not aware of this rule.

Question 3ab  
Prior to this visit, were you and your group aware of the following rules and regulations?

“Writing/painting/carving your name or other graffiti on the rocks within Glen Canyon is illegal.”

Results
- 86% of spring visitor groups were aware of rules regarding graffiti (see Figure 23).
- 82% of summer visitors were aware of this rule.

Question 3ac  
Prior to this visit, were you and your group aware of the following rules and regulations?

“Diving from cliffs higher than 15 feet is prohibited within Glen Canyon NRA.”

Results
- 61% of spring visitor groups were not aware of rules regarding cliff-diving (see Figure 24).
- 60% of summer visitors were not aware of this rule.

*total percentages do not equal 100 due to rounding  
**total percentages do not equal 100 because visitors could select more than one answer
Question 3ad
Prior to this visit, were you and your group aware of the following rules and regulations?

“Security check is required for admittance to the Carl Hayden Visitor Center and visitors can only bring limited items.”

Results
- 74% of spring visitor groups were not aware of rules regarding the security check (see Figure 25).
- 76% of summer visitors were not aware of this rule.

Question 3ae
Prior to this visit, were you and your group aware of the following rules and regulations?

"It is illegal to operate a boat on Lake Powell if it is capable of discharging waste overboard."

Results
- 53% of spring visitor groups were not aware of rules regarding boats discharging waste in Lake Powell (see Figure 26).
- 55% of summer visitors were not aware of this rule.

Question 3af
Prior to this visit, were you and your group aware of the following rules and regulations?

"Boats that have been in zebra mussel-infected waters must be washed down to prevent contaminating the waters of Lake Powell."

Results
- 55% of spring visitor groups were not aware of rules regarding boat-washing (see Figure 27).
- 54% of summer visitors were not aware of this rule.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Learning park rules and regulations

Question 3ba
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“All visitors camping within ¼ mile of the Lake Powell shoreline must have a portable toilet, unless they are within 200 yards of public toilet facilities.”

Results
- 58% of spring visitor groups did not learn about rules regarding the use of portable toilets (see Figure 28).
- 59% of summer visitors did not learn about this rule.

Question 3bb
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Writing/painting/carving your name or other graffiti on the rocks within Glen Canyon is illegal.”

Results
- 64% of spring visitor groups did not learn about rules regarding graffiti (see Figure 29).
- 59% of summer visitors did not learn about this rule.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 3bc
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

"Diving from cliffs higher than 15 feet is prohibited within Glen Canyon NRA."

Results
- 58% of spring visitor groups did not learn about rules regarding cliff-diving (see Figure 30).
- 58% of summer visitors did not learn about this rule.

Question 3cd
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

"Security check is required for admittance to the Carl Hayden Visitor Center and visitors can only bring limited items."

Results
- 56% of spring visitor groups did learn about rules regarding the security check (see Figure 31).
- 52% of summer visitors did learn about this rule.

Question 3ae
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

"It is illegal to operate a boat on Lake Powell if it is capable of discharging waste overboard."

Results
- 64% of spring visitor groups did not learn about rules regarding boats discharging waste in Lake Powell (see Figure 32).
- 71% of summer visitors did not learn about this rule.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 3af
For rules/regulations that you and your group were not aware of prior to this visit, did you learn about them during this visit to Glen Canyon NRA?

“Boats that have been in zebra mussel-infected waters must be washed down to prevent contaminating the waters of Lake Powell.”

Results
- 53% of spring visitor groups did learn about rules regarding boat-washing (see Figure 33).
- 52% of summer visitors did not learn about this rule.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Sources used to learn about park rules and regulations

Question 3c
If you learned about any of the above rules/regulations during this visit to Glen Canyon NRA, how did you learn about them?

Results
- As shown in Figure 34, the sources of information most used to obtain information about park rules and regulations included:

  Spring
  50% Reading signs
  48% Park brochure/newspaper
  32% Talking to rangers

  Summer
  52% Park brochure/newspaper
  50% Reading signs
  34% Talking to rangers

- “Other” sources of rules and regulations included:
  
  Spring (23%)
  Questionnaire
  Friends
  Visitor center
  Other websites
  Tour
  Common sense
  Previous experience
  Radio station 1610
  Security guard/check point
  Boaters
  Concession security
  Employees
  Fishing tournament officials
  Friends/relatives
  GLCA CUA
  Lake Powell Yacht Club
  Maps
  Newspaper
  Television
  Word of mouth

  Summer (19%)
  Questionnaire
  Friends
  Visitor center
  Common sense
  Other visitors
  Radio station 1610
  Upon arrival
  Boat rental
  Other parks
  Previous experience
  Security guards
  Tour guide
  Books
  During visit
  Lake Mead
  Lake Powell magazine
  Offshore marina
  Radio
  Searched
  Travel guide
  Waitress at local restaurant
  Word of mouth

*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 5a
On this visit to Glen Canyon NRA, how long did you and your group spend visiting the park?

Number of hours, if less than 24 hours

Results
- As shown in Figure 35, the number of hours visitor groups spent at the park were:
  - Spring
    - 22% Up to one hour
    - 31% Two to three hours
    - 24% Eight hours or more
  - Summer
    - 27% Up to one hour
    - 32% Two to three hours
    - 16% Eight hours or more

Number of days, if 24 hours or more

Results
- As shown in Figure 36, the number of days visitor groups spent at the park were:
  - Spring
    - 23% Seven or more days
    - 21% Two days
    - 19% Three days
  - Summer
    - 25% Seven or more days
    - 17% Three days
    - 16% Two days
- The average amount of time spent in the park was:
  - Spring: 3.25 days
  - Summer: 3.25 days

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

Question 5b
When visiting Glen Canyon NRA, were you and your group on a fixed schedule (such as schedules set up by tour programs, business meeting, same-day pre-paid train/airline ticket, etc.) that could not be changed?

Results
- Visitors who were not on a fixed schedule (see Figure 37) included:
  - Spring 82%
  - Summer 83%

Question 5c
If NO, was the amount of time that you and your group spent visiting the park longer than you had planned for?

Results
- Figure 38 shows visitor group time spent at the park compared to time planned:
  - Spring
    - 51% About the same as planned
    - 34% Longer than planned
    - 15% No amount of time planned
  - Summer
    - 57% About the same as planned
    - 28% Longer than planned
    - 15% No amount of time planned

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 5d
If YES, what were the reasons for changing your plans?

Results
- 60% of spring visitor groups and 72% of summer visitor groups changed their plans because there was more to do than expected (see Figure 39).
- “Other” reasons included:

Spring (19%)
- Weather
- Good fishing
- North Rim closed
- Schedule
- Boat repair
- Good campsites
- Lunch
- Rough roads
- Small motel
- Visit the area

Summer (16%)
- Children wanted to swim
- Beautiful lake
- Boat rental
- Cancelled tour
- Family reunion
- Having fun
- Lost keys
- Needed more time
- Opportunity to talk to ranger
- Playing at Lone Rock
- Waiting for family
- Wanted to stay longer

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 5e
Where did you obtain additional information about new things to do/see?

Results
- As shown in Figure 40, visitor groups obtained additional information from:

  Spring
  - 44% Carl Hayden Visitor Center
  - 16% Other ranger stations
  
  Summer
  - 37% Carl Hayden Visitor Center
  - 22% Local businesses

- “Other” sources included:

  Spring (49%)
  - Friends
  - Brochures
  - Information at lodge
  - Maps
  - Page visitor center
  - Park employee
  - Signs
  - Black Water power station
  - Concession employees
  - Entrance station
  - Exhibits
  - Family
  - Information at resort
  - Lee’s Ferry Anglers
  - Local tourism office
  - Marina employees
  - Newspapers
  - Other boat owners
  - Other tourists
  - Papers
  - Paria contact station
  - Paria power station
  - Park
  - Personal observation
  - Shops in Page
  - Tourist bureau
  - Pow Wow Hotel
  - Visitor’s guide
  - Wahweap campground
  - Wayneswords.com

  Summer (37%)
  - Exploring on our own
  - Friends
  - AAA tour book
  - Aramark
  - Guide book
  - Hotel
  - Internet
  - Lee’s Ferry Anglers
  - Magazine
  - Map
  - Map of Lake Powell
  - Other visitors
  - Park brochure
  - Powell Museum
  - Ranger
  - TV
  - Word of mouth

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

Question 7
On this trip to Glen Canyon NRA, what other places in southern Utah/northern Arizona did you and your group visit?

Results
- Visitor groups who visited places other than Glen Canyon NRA (see Figure 41) included:
  - Spring 63%
  - Summer 60%
- As shown in Figure 42, other places visited included:
  - Spring
    - 56% Zion NP
    - 51% Bryce Canyon NP
    - 49% Grand Canyon NP
  - Summer
    - 72% Grand Canyon NP
    - 58% Zion NP
    - 56% Bryce Canyon NP

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

Question 8a
On this trip, did you and your group stay overnight away from home in the Glen Canyon NRA area (within a 120-mile radius of Page, AZ or Bullfrog, UT)?

Results
- Visitor groups who stayed overnight away from home in the Glen Canyon NRA area (see Figure 43) were:

  Spring 77%
  Summer 79%

Question 8b
Please list the number of nights you and your group stayed in the Glen Canyon NRA area (within a 120-mile radius of Page, AZ or Bullfrog, UT).

Number of nights inside the park

Results
- A shown in Figure 44, the number of nights visitor groups spent inside the park were:

  Spring
  42% Up to two nights
  22% Three to four nights
  17% Five to six nights
  19% Seven or more nights

  Summer
  34% Up to two nights
  30% Three to four nights
  17% Five to six nights
  18% Seven or more nights

*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 nights in the Glen Canyon NRA area (outside the park)**

**Results**
- A shown in Figure 45, the number of nights visitor groups spent in the Glen Canyon area were:
  
  **Spring**
  - 53% Up to two nights
  - 23% Three to four nights
  - 24% Five or more nights
  
  **Summer**
  - 62% Up to two nights
  - 27% Three to four nights
  - 12% Five or more nights

---

**Question 8c**

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

**Lodging inside the park**

**Results**
- A shown in Figure 46, the type of lodging in which visitor groups spent the night included:

  **Spring**
  - 27% Lodge, motel, hotel, B&B, etc.
  - 24% Camping in RV park
  - 20% Personal houseboat

  **Summer**
  - 33% Personal houseboat
  - 24% Lodge, motel, hotel, B&B, etc.
  - 19% Shoreline camping

- "Other" types of lodging inside park included:
  
  **Spring (8%)**
  - Personal boat
  - Boon dock
  - Dory
  - NPS housing
  - Truck

  **Summer (4%)**
  - Personal boat
  - Cruiser
  - Pontoon boat

---

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer*
Question 8d
In what type of lodging did you and your group spend the nights in the Glen Canyon NRA area (outside the park)?

Lodging outside the park

Results
- A shown in Figure 47, the type of lodging in which visitor groups spent the night outside the park included:
  - **Spring**
    - 72% Lodge, motel, hotel, B&B, etc.
    - 12% Tent camping
    - 11% Camping in RV park
  - **Summer**
    - 74% Lodge, motel, hotel, B&B, etc.
    - 13% Camping in RV park.
    - 6% Tent camping
- “Other” types of lodging outside park included:
  - **Spring (4%)**
    - BLM
    - Personal boat
    - Private residence
  - **Summer (3%)**
    - Condo
    - Boat storage
    - Hard Rocks Navajo Mission campground
    - Mobile home at Halls Crossing
    - Pink Coral Sand Dunes
    - Vehicle

Figure 47: Type of lodging visitor groups used in the Glen Canyon NRA area

*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 entries into the park

Question 9
For this visit to Glen Canyon NRA, how many times did you and your group enter Glen Canyon NRA?

Results
- As shown in Figure 48, the number of times visitor groups entered the park were:

  Spring
  51% one entry
  22% two entries
  11% three entries
  16% four or more entries

  Summer
  54% one entry
  17% two entries
  11% three entries
  17% four or more entries

Number of vehicles used to enter the park

Question 6b
If your group arrived at Glen Canyon NRA in private or rental vehicles, how many vehicles did you and your group use?

Results
- The proportion of visitor groups who used one vehicle to enter the park during this visit (see Figure 49) was:

  Spring 74%
  Summer 60%
Form of transportation used to travel to park

Question 6a
What forms of transportation did you and your group use to travel between your overnight accommodations or home and Glen Canyon NRA?

Results
- As shown in Figure 50, the forms of transportation used by visitor groups to enter the park included:

  **Spring**
  - 78% Private vehicle
  - 20% Rental vehicle
  
  **Summer**
  - 77% Private vehicle
  - 20% Rental vehicle

- “Other” forms of transportation included:

  **Spring (4%)**
  - Boat
  - Airplane
  - Van
  - Kayak
  - Motorcycle

  **Summer (4%)**
  - Houseboat
  - Boat
  - Airplane
  - ATV
  - Raft school bus

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

Question 10a
For this visit, what activities did you and your group participate in at Glen Canyon NRA?

Results
- As shown in Figure 51, the most popular activities for visitor groups were:
  - **Spring**
    - 54% Sightseeing
    - 35% Visiting visitor centers
    - 34% Photography
  - **Summer**
    - 59% Swimming/diving
    - 58% Sightseeing
    - 53% Motorized boating
- “Other” activities included:
  - **Spring (16%)**
    - Camping
    - Boat maintenance/repair
    - Eat a meal
    - Business/work trip
    - Bicycling
    - Visit with friends/family
    - Visit Rainbow Bridge
    - National Monument
    - Visit Antelope Canyon
    - ATV riding
    - Relaxing
    - Research
    - See Lake Powell
    - Find souvenirs/gifts
    - Traveling through
  - **Summer (9%)**
    - Visit Antelope Canyon
    - Camping
    - Traveling through
    - Relaxing
    - Visit with friends/family
    - Lake Powell
    - Rainbow Bridge
    - See dam
    - Vacation
    - Water activities
    - Wave runner

![Figure 51: Visitor activities](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
Location of visitor activities

Question 10b
For those activities that you and your group participated in during this visit, in which zones of the park did the activities occur?

Results
- As shown in Figure 52, the zones in which most activities occurred included:

  **Spring**
  - 43% Antelope Point
  - 36% Lees Ferry
  - 22% Bullfrog/Halls Crossing

  **Summer**
  - 47% Antelope Point
  - 32% Lees Ferry
  - 27% Bullfrog/Halls Crossing

- Figures 53 – 60 show the types of visitor activities in each of the eight different zones in Glen Canyon NRA.

Note: activities have been grouped into the following three categories.

**Educational activities:**
- Attending ranger-led programs; taking Glen Canyon Dam tour; nature study; visiting visitor centers/ranger stations.

**Water activities:**
- Boating; house boating; kayaking/canoeing; taking commercial boat tour; swimming/diving; rafting; tubing/water skiing; fishing.

**Other activities:**
- Sightseeing; day hiking; backpacking; photography/drawing/painting; picnicking; other.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Results
- At Lees Ferry, 75% of spring visitor groups and 68% of summer groups participated in other activities (see Figure 53).

Results
- At Antelope Point, 78% of spring visitor groups participated in other activities (see Figure 54).
- 75% of summer visitors participated in water activities.

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

- At Dangling Rope, 72% of spring visitor groups and 79% of summer groups participated in water activities (see Figure 55).
- 66% of spring visitor groups and 77% of summer visitor groups participated in other activities.

Results

- At San Juan River, 73% of spring visitor groups participated in other activities (see Figure 56).
- 79% of summer visitors participated in water activities.

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

- At Escalante River, 88% of spring visitor groups participated in other activities (see Figure 57).

- 86% of summer visitors participated in water activities.

![Figure 57: Activities at Escalante River](image)

Results

- At Bullfrog/Halls Crossing, 84% of spring visitor groups and 95% of summer groups participated in water activities (see Figure 58).

![Figure 58: Activities at Bullfrog/Halls Crossing](image)

Results

- At Hite, 69% of spring visitor groups and 74% of summer groups participated in other activities (see Figure 59).

![Figure 59: Activities at Hite](image)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Results – Interpret with **CAUTION**!
- Not enough visitor groups answered this question to provide reliable data (see Figure 60).

*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: Activities at Hans Flat
### Most important reason for visiting

**Question 10c**
Which one of the above activities was the most important reason for visiting Glen Canyon?

#### Results
- As shown in Figure 61, most important activities included:
  - **Spring**
    - 25% Sightseeing/scenic driving
    - 17% Fishing
    - 10% Boating (motorized)
  - **Summer**
    - 32% Boating (motorized)
    - 18% Sightseeing
    - 12% House boating
  - “Other” activities included:
    - **Spring (13%)**
      - Camping
      - Boat maintenance/repair
      - Eat a meal
      - Business/work trip
      - Bicycling
      - Visit with friends/family
      - Visit Rainbow Bridge
      - Antelope Canyon
      - ATV riding
      - Boat tour
      - Relaxing
      - Research
      - See Lake Powell
      - Souvenirs/gifts
      - Traveling through
    - **Summer (7%)**
      - Visit Antelope Canyon
      - Camping
      - Traveling through
      - Relaxing
      - Visit with friends/family
      - Lake Powell
      - Rainbow Bridge
      - See dam
      - Vacation
      - Water activities
      - Wave runner

![Figure 61: Activity that was the most important reason for visiting the park](image)

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

Question 22c
Which commercial services did you use during your stay in the area?

Results
- Visitor groups that used commercial services during their stay in the area (see Figure 62):
  - Spring 58%
  - Summer 60%
- As shown in Figure 63, visitor groups that used commercial services include:

  Spring
  - 48% Antelope Canyon Tours
  - 41% Lake/river tours
  - 8% Launch and retrieval services
  - 8% Boat repair services

  Summer
  - 41% Antelope Canyon Tours
  - 34% Lake/river tours
  - 18% Launch and retrieval services
  - 15% Boat caretaking services

Figure 62: Visitor groups that used commercial services

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Ratings of Visitor Services, Facilities, Elements, Attributes and Resources

Information services used

Question 12a
Please indicate all of the information services that you and your group used during this visit to Glen Canyon NRA.

Results
- As shown in Figure 64, the most used information services included:
  - Spring
    - 75% Park brochure/map
    - 50% Assistance from park rangers
    - 39% Indoor exhibits
  - Summer
    - 74% Park brochure/map
    - 51% Assistance from park rangers
    - 37% Indoor exhibits

- The least used information service was:
  - 4% (Spring and Summer): Junior Ranger program

Figure 64: Information services used

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

Question 12b
Next, for only those services that you and your group used, please rate their importance from 1-5.

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

Results

• Figure 65 shows the combined proportions of “extremely important” and “very important” ratings for information services that were rated by 30 or more visitor groups.

• The most used information services included:

  Spring
  71% Park brochure/map
  69% Assistance from park rangers
  65% Glen Canyon Dam tour

  Summer
  73% Park brochure/map
  70% Assistance from park rangers
  70% Glen Canyon Dam tour

• Figures 66 to 75 show the importance ratings for each information service.

• Of the information services that were rated by 30 or more visitor groups, the services that received the highest “not important” ratings were:

  Spring 22% Ranger-led programs
  Summer 8% Bookstore sales items

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Glen Canyon National Recreation Area–VSP Visitor Study  Spring: May 2-8, 2007; Summer: July 14-20, 2007

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Figure 70: Importance of park brochure/map

Figure 71: Importance of park newspaper

Figure 72: Importance of visitor center bookstore sales items

Figure 73: Importance Glen Canyon Dam tour

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Figure 74: Importance of Junior Ranger program

Figure 75: Importance of Glen Canyon NRA website

*total percentages do not equal 100 due to rounding

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

Question 12c
Finally, for only those services 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 76 shows the combined proportions of “very good” and “good” quality ratings for information services and facilities that were rated by 30 or more visitor groups.

Spring
- 93% Assistance from park rangers
- 88% Ranger-led programs
- 85% Indoor exhibits

Summer
- 96% Ranger-led programs
- 91% Assistance from park rangers
- 86% Glen Canyon Dam tour

- Figures 77 to 86 show the quality ratings for each information service.

- The information services receiving the highest “very poor” quality ratings were:

Spring
- 1% Glen Canyon Dam tour
- 1% Glen Canyon NRA website

Summer
- 2% Assistance from park rangers
- 2% Outdoor 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 77: Quality of assistance from park rangers

Figure 78: Quality of ranger-led programs

Figure 79: Quality of indoor exhibits

Figure 80: Quality of outdoor exhibits

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Glen Canyon National Recreation Area–VSP Visitor Study Spring: May 2-8, 2007; Summer: July 14-20, 2007

Figure 81: Quality park brochure/map

Figure 82: Quality of park newspaper

Figure 83: Quality of visitor center bookstore sales items

Figure 84: Quality of Glen Canyon Dam tour

*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: Quality of Junior Ranger programs

Figure 86: Quality of Glen Canyon NRA website

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Mean scores of importance and quality ratings of information services, Spring

- Figures 87 and 88 show the mean scores of importance and quality ratings for all visitor information services that were rated by 30 or more spring visitor groups.

- All information services were rated above average in importance and quality.

Figure 87: Mean scores of importance and quality ratings of information services by spring visitor groups

Figure 88: Detail of Figure 87

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Mean scores of importance and quality ratings of information services, Summer

- Figures 89 and 90 show the mean scores of importance and quality ratings for all visitor information services that were rated by 30 or more summer visitor groups.

- All information services were rated above average in importance and quality.

Figure 89: Mean scores of importance and quality ratings of information services by summer visitor groups

![Graph showing mean scores of importance and quality ratings for various information services]

Figure 90: Detail of 89
Visitor facilities used

Question 13a
Please indicate all of the visitor facilities that you and your group used during this visit to Glen Canyon NRA.

Results
- As shown in Figure 91, the most used visitor facilities included:
  - Spring
    - 35% Carl Hayden Visitor Center
    - 32% Wahweap Marina
    - 29% Glen Canyon Dam
  - Summer
    - 37% Carl Hayden Visitor Center
    - 33% Wahweap Marina
    - 33% Glen Canyon Dam
- The least used service and facility was boat was stations:
  - Spring 2%
  - Summer 3%

![Visitor facility usage chart]

Figure 91: Visitor facilities used

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Importance ratings of visitor facilities

Question 13b
For only those visitors that you and 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 92 shows the combined proportions of “extremely important” and “very important” ratings for visitor facilities that were rated by 30 or more visitor groups.
- The most used visitor facilities included:
  - Spring
    - 90% Campgrounds
    - 90% Halls Crossing Marina
    - 80% Bullfrog Marina
  - Summer
    - 93% Halls Crossing Marina
    - 92% Bullfrog Marina
    - 89% Dangling Rope Marina
- Figures 93 to 107 show the importance ratings for each facility.
- The facilities receiving the highest “not important” rating were:
  - Spring
    - 5% Dangling Rope Marina
    - 5% Navajo Bridge Interpretive Center
    - 5% Antelope Point Marina
  - Summer
    - 8% Wahweap Visitor Contact Station

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Glen Canyon National Recreation Area–VSP Visitor Study  Spring: May 2-8, 2007; Summer: July 14-20, 2007

**Figure 93: Importance of Carl Hayden Visitor Center**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Spring: N=190 visitor groups</th>
<th>Summer: N=214 visitor groups*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Somewhat important</td>
<td>8%</td>
<td>5%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>Very important</td>
<td>35%</td>
<td>38%</td>
</tr>
<tr>
<td>Extremely important</td>
<td>29%</td>
<td>28%</td>
</tr>
</tbody>
</table>

Proportion of respondents

**Figure 94: Importance of Navajo Bridge Interpretive Center**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Spring: N=41 visitor groups</th>
<th>Summer: N=54 visitor groups*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Somewhat important</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Very important</td>
<td>31%</td>
<td>39%</td>
</tr>
<tr>
<td>Extremely important</td>
<td>28%</td>
<td>27%</td>
</tr>
</tbody>
</table>

Proportion of respondents

**Figure 95: Importance of Glen Canyon Dam**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Spring: N=149 visitor groups*</th>
<th>Summer: N=198 visitor groups*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Somewhat important</td>
<td>5%</td>
<td>9%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>21%</td>
<td>26%</td>
</tr>
<tr>
<td>Very important</td>
<td>34%</td>
<td>32%</td>
</tr>
<tr>
<td>Extremely important</td>
<td>32%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Proportion of respondents

**Figure 96: Importance of Escalante Visitor Center**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Spring: N=85 visitor groups*</th>
<th>Summer: N=14 visitor groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not important</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Somewhat important</td>
<td>5%</td>
<td>8%</td>
</tr>
<tr>
<td>Moderately important</td>
<td>14%</td>
<td>16%</td>
</tr>
<tr>
<td>Very important</td>
<td>36%</td>
<td>40%</td>
</tr>
<tr>
<td>Extremely important</td>
<td>29%</td>
<td>33%</td>
</tr>
</tbody>
</table>

Proportion of respondents

*total percentages do not equal 100 due to rounding

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

62
Figure 97: Importance of Bullfrog Visitor Center

Spring: N=25 visitor groups
Summer: N=29 visitor groups

Rating

CAUTION!

Proportion of respondents

- Extremely important 21%
- Very important 28%
- Moderately important 34%
- Somewhat important 14%
- Not important 3%

Spring: N=62 visitor groups
Summer: N=74 visitor groups

Rating

Proportion of respondents

- Extremely important 22%
- Very important 34%
- Moderately important 35%
- Somewhat important 11%
- Not important 8%

Spring: N=171 visitor groups*
Summer: N=192 visitor groups

Rating

Proportion of respondents

- Extremely important 37%
- Very important 30%
- Moderately important 24%
- Somewhat important 4%
- Not important 4%

Spring: N=55 visitor groups*
Summer: N=91 visitor groups*

Rating

Proportion of respondents

- Extremely important 37%
- Very important 36%
- Moderately important 30%
- Somewhat important 24%
- Not important 10%

Spring: N=171 visitor groups*
Summer: N=192 visitor groups

Rating

Proportion of respondents

- Extremely important 45%
- Very important 37%
- Moderately important 15%
- Somewhat important 10%
- Not important 5%

Spring: N=171 visitor groups*
Summer: N=192 visitor groups

Rating

Proportion of respondents

- Extremely important 45%
- Very important 36%
- Moderately important 30%
- Somewhat important 24%
- Not important 10%

Spring: N=171 visitor groups*
Summer: N=192 visitor groups

Rating

Proportion of respondents

- Extremely important 45%
- Very important 37%
- Moderately important 15%
- Somewhat important 10%
- Not important 5%

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Figure 101: Importance of Dangling Rope Marina

Figure 102: Importance of Bullfrog Marina

Figure 103: Importance of Halls Crossing Marina

Figure 104: Importance of boat washing stations

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Figure 105: Importance of park headquarters

Figure 106: Importance of campgrounds

Figure 107: Importance of picnic areas
Quality ratings of visitor facilities

Question 13c
Finally, for only those 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 108 shows the combined proportions of “very good” and “good” quality ratings for visitor facilities that were rated by 30 or more visitor groups.

- The facilities that received the highest combined proportions of “very good” and “good” quality ratings included:
  
  Spring
  92% Escalante Visitor Center
  92% Carl Hayden Visitor Center
  89% Glen Canyon Dam

  Summer
  87% Carl Hayden Visitor Center
  87% Glen Canyon Dam
  83% Antelope Point Marina

- Figures 109 to 123 show the quality ratings for each facility.

- The facilities receiving the highest “very poor” quality ratings were:
  
  Spring
  5% Bullfrog Marina
  5% Navajo Bridge Interpretive Center

  Summer
  4% Campgrounds

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Figure 109: Quality of Carl Hayden Visitor Center

Figure 110: Quality of Navajo Bridge Interpretive Center

Figure 111: Quality of Glen Canyon Dam

Figure 112: Quality of Escalante 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
Glen Canyon National Recreation Area–VSP Visitor Study   Spring: May 2-8, 2007; Summer: July 14-20, 2007

**Figure 113: Quality of Bullfrog Visitor Center**

- **Very good**: Spring: 36%, Summer: 32%
- **Good**: Spring: 36%, Summer: 50%
- **Average**: Spring: 21%, Summer: 14%
- **Poor**: Spring: 7%, Summer: 5%
- **Very poor**: Spring: 0%, Summer: 0%

**Spring: N=22 visitor groups**
**Summer: N=28 visitor groups**

**CAUTION!**
*total percentages do not equal 100 due to rounding

**Figure 114: Quality of Wahweap Visitor Contact Station**

- **Very good**: Spring: 30%, Summer: 31%
- **Good**: Spring: 44%, Summer: 40%
- **Average**: Spring: 15%, Summer: 18%
- **Poor**: Spring: 8%, Summer: 9%
- **Very poor**: Spring: 3%, Summer: 2%

**Spring: N=55 visitor groups**
**Summer: N=71 visitor groups**

**Figure 115: Quality of Antelope Point Marina**

- **Very good**: Spring: 47%, Summer: 40%
- **Good**: Spring: 36%, Summer: 44%
- **Average**: Spring: 11%, Summer: 12%
- **Poor**: Spring: 7%, Summer: 2%
- **Very poor**: Spring: 0%, Summer: 2%

**Spring: N=158 visitor groups**
**Summer: N=188 visitor groups**

**Figure 116: Quality Wahweap Marina**

- **Very good**: Spring: 30%, Summer: 32%
- **Good**: Spring: 41%, Summer: 46%
- **Average**: Spring: 23%, Summer: 18%
- **Poor**: Spring: 3%, Summer: 3%
- **Very poor**: Spring: 3%, Summer: 1%

**Spring: N=55 visitor groups**
**Summer: N=71 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

68
Glen Canyon National Recreation Area–VSP Visitor Study   Spring: May 2-8, 2007; Summer: July 14-20, 2007

*total percentages do not equal 100 due to rounding

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

---

**Figure 117: Quality of Dangling Rope Marina**

- Very good: Spring: 29%, Summer: 35%
- Good: Spring: 30%, Summer: 41%
- Average: Spring: 18%, Summer: 38%
- Poor: Spring: 6%, Summer: 3%
- Very poor: Spring: 1%, Summer: 0%

**Figure 118: Quality of Bullfrog Marina**

- Very good: Spring: 18%, Summer: 18%
- Good: Spring: 43%, Summer: 48%
- Average: Spring: 28%, Summer: 22%
- Poor: Spring: 10%, Summer: 6%
- Very poor: Spring: 1%, Summer: 5%

**Figure 119: Quality of Halls Crossing Marina**

- Very good: Spring: 28%, Summer: 34%
- Good: Spring: 42%, Summer: 40%
- Average: Spring: 19%, Summer: 24%
- Poor: Spring: 6%, Summer: 4%
- Very poor: Spring: 1%, Summer: 3%

**Figure 120: Quality of boat wash stations**

- Very good: Spring: 25%, Summer: 25%
- Good: Spring: 31%, Summer: 38%
- Average: Spring: 31%, Summer: 38%
- Poor: Spring: 13%, Summer: 0%
- Very poor: Spring: 0%, Summer: 0%
Figure 121: Quality of Park headquarters

Figure 122: Quality of campgrounds

Figure 123: Quality of picnic areas

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Question 13d
If you rated the quality of any facilities as 1 or 2, please explain.

Results

- Tables 7 and 8 show a summary of visitor comments from the spring and summer surveys.

### Table 7: Comments on facilities that received “very poor” or “poor” quality ratings

**Spring survey**

N=46 comments

<table>
<thead>
<tr>
<th>Service/facility</th>
<th>Comment</th>
</tr>
</thead>
</table>
| Antelope Point Marina         | Hard to find NPS rangers in gift shop  
                                | Received incorrect gas mixture for boat                                                                                                                                                               |
| Bullfrog Marina               | Aramark should not have a monopoly  
                                | Aramark unsatisfactory  
                                | Boat shop closed  
                                | Dirt roads  
                                | Employee attitude  
                                | Enlarge boat ramp  
                                | Lack of services  
                                | Low water  
                                | No policing of handicap parking  
                                | No security on covered slips  
                                | Power failure at gas pump – 4-hour wait  
                                | Prices way too high  
                                | Run down  
                                | Store closed  
                                | Too crowded  
                                | Too many trucks and trailers left overnight on boat ramp  
                                | Understaffed  
                                | Under-stocked                                                                                                                                                                                     |
| Bullfrog Visitor Center       | Closed until Memorial Day                                                                                                                                                                               |
| Campgrounds                   | Backed-up or non-functioning plumbing  
                                | No showers or restrooms                                                                                                                                                                                 |
| Carl Hayden Visitor Center    | Long wait for buses, etc. and security  
                                | Need visitor information station in non-secure area  
                                | Better accessibility needed  
                                | Very unfriendly                                                                                                                                                                                     |
| Dangling Rope Marina          | Out of gasoline                                                                                                                                                                                          |
| Escalante Visitor Center      | Could not find poster; used to have them  
                                | Lack of backcountry information  
                                | No maps                                                                                                                                                                                              |
| Glen Canyon Dam               | Exhibits very dated                                                                                                                                                                                      |
| Halls Crossing Marina         | Aramark unsatisfactory  
                                | Backed-up or non-functioning plumbing  
                                | Boat shop closed  
                                | Gas (station) closed for lunch  
                                | Lack of services - poorly run by Aramark  
                                | Power outage at gas pump  
                                | Store closed when posted open                                                                                                                                                                       |
### Table 7: Comments on facilities that received “very poor” or “poor” quality ratings

**Spring survey**

(continued)

<table>
<thead>
<tr>
<th>Service/facility</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navajo Bridge Interpretive Center</td>
<td>Door locked</td>
</tr>
<tr>
<td></td>
<td>Need native interpreter with good knowledge of area and history</td>
</tr>
<tr>
<td>Wahweap Marina</td>
<td>Poor dock conditions - many loose boards</td>
</tr>
<tr>
<td>Wahweap Visitor Contact Station</td>
<td>Closed</td>
</tr>
<tr>
<td></td>
<td>Didn't use it much</td>
</tr>
<tr>
<td></td>
<td>Unable to locate</td>
</tr>
</tbody>
</table>

### Table 8: Comments on facilities that received “very poor” or “poor” quality ratings

**Summer survey**

N=65 comments

<table>
<thead>
<tr>
<th>Service/facility</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antelope Point Marina</td>
<td>No kayak available</td>
</tr>
<tr>
<td></td>
<td>Not too user-friendly</td>
</tr>
<tr>
<td></td>
<td>Inadequate directions to boat rental</td>
</tr>
<tr>
<td></td>
<td>Too close to Wahweap</td>
</tr>
<tr>
<td>Bullfrog Marina</td>
<td>Store limited</td>
</tr>
<tr>
<td></td>
<td>Rude/unfriendly staff</td>
</tr>
<tr>
<td></td>
<td>Too small</td>
</tr>
<tr>
<td></td>
<td>Hours of operation unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>Limited facility</td>
</tr>
<tr>
<td></td>
<td>No security</td>
</tr>
<tr>
<td></td>
<td>Poor condition</td>
</tr>
<tr>
<td></td>
<td>Soft serve ice cream unsatisfactory</td>
</tr>
<tr>
<td>Bullfrog Visitor Center</td>
<td>Hours of operation unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>Unimpressive</td>
</tr>
<tr>
<td>Boat wash stations</td>
<td>Could not find</td>
</tr>
<tr>
<td></td>
<td>Frequent break downs</td>
</tr>
<tr>
<td>Campgrounds</td>
<td>Bad road to Lone Rock</td>
</tr>
<tr>
<td></td>
<td>Unclean</td>
</tr>
<tr>
<td></td>
<td>Electricity out</td>
</tr>
<tr>
<td></td>
<td>Expensive and dirty</td>
</tr>
<tr>
<td></td>
<td>Extra pay for showers</td>
</tr>
<tr>
<td></td>
<td>Inadequate for tent campers</td>
</tr>
<tr>
<td></td>
<td>Lone Rock: noisy</td>
</tr>
<tr>
<td></td>
<td>Lone Rock: pets loose on beach</td>
</tr>
<tr>
<td></td>
<td>Plant some trees</td>
</tr>
<tr>
<td></td>
<td>Restrooms could be cleaner</td>
</tr>
<tr>
<td></td>
<td>Rude/unfriendly staff</td>
</tr>
<tr>
<td>Service/facility</td>
<td>Comment</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>---------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Carl Hayden Visitor Center</td>
<td>Long wait for tour</td>
</tr>
<tr>
<td></td>
<td>Limited displays</td>
</tr>
<tr>
<td></td>
<td>Felt unwelcomed</td>
</tr>
<tr>
<td></td>
<td>Hours unsatisfactory</td>
</tr>
<tr>
<td></td>
<td>Movie out of order</td>
</tr>
<tr>
<td></td>
<td>Small bookshop</td>
</tr>
<tr>
<td></td>
<td>Tour elevator out of order</td>
</tr>
<tr>
<td>Dangling Rope Marina</td>
<td>Credit card double-charged</td>
</tr>
<tr>
<td></td>
<td>Fuel attendants not available</td>
</tr>
<tr>
<td></td>
<td>Ice was half melted</td>
</tr>
<tr>
<td></td>
<td>Service unsatisfactory</td>
</tr>
<tr>
<td>Glen Canyon Dam</td>
<td>Tour elevator out of order</td>
</tr>
<tr>
<td>Halls Crossing Marina</td>
<td>Fuel dock inoperable</td>
</tr>
<tr>
<td></td>
<td>Unsatisfactory customer service</td>
</tr>
<tr>
<td></td>
<td>Needed help getting equipment to boat</td>
</tr>
<tr>
<td></td>
<td>No active boat or parts shop</td>
</tr>
<tr>
<td></td>
<td>No half gallon of ice cream to buy</td>
</tr>
<tr>
<td></td>
<td>Pump out dock not functioning</td>
</tr>
<tr>
<td>Navajo Bridge Interpretive Center</td>
<td>Minimal information at bridge</td>
</tr>
<tr>
<td></td>
<td>Very minor attractions</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
Mean scores of importance and quality ratings for visitor facilities - Spring

- Figures 124 and 125 show the mean scores of importance and quality ratings for all visitor facilities that were rated by 30 or more spring visitor groups.

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

![Figure 124: Mean scores of importance and quality ratings of visitor facilities by spring visitor groups](image)

![Figure 125: Detail of Figure 124](image)

*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 for visitor facilities - Summer

- Figures 126 and 127 show the mean scores of importance and quality ratings for all visitor facilities that were rated by 30 or more summer visitor groups.

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

![Figure 126: Mean scores of importance and quality ratings of visitor facilities by summer visitor groups](image)

![Figure 127: Detail of Figure 126](image)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
**Interpretive programs/information services preferred on future visit**

**Question 24**
On a future visit to Glen Canyon NRA, what interpretive programs/information services would you and your group like to have available at the park?

**Results**
- As shown in Figure 128, 57% of spring visitor groups and 56% of summer visitor groups were interested in interpretive programs on a future visit.
- As shown in Figure 129, the interpretive programs preferred on a future visit included:

  **Spring**
  - 50% Roving rangers
  - 43% Outdoor exhibits
  - 41% Night sky programs
  - 41% Ranger talks/programs

  **Summer**
  - 42% Roving rangers
  - 42% Night sky programs
  - 36% Rafting trip on the river

- “Other” interpretive programs included:

  **Spring (4%)**
  - Better map of lake
  - Botanical nature walk
  - Cheaper access to Rainbow Bridge
  - Children’s fishing program
  - More scientific information
  - Native perspective on environmental issues

  **Summer (4%)**
  - Fishing information
  - Geography program
  - Junior Ranger program
  - Kayak tour
  - Native American culture
  - Native American dancing
  - Parking monitors
  - Price information

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

Question 11
How would each of the following factors affect your likelihood of visiting Glen Canyon NRA in the future?

Higher gas prices

Results
- 52% of spring visitor groups and 54% of summer groups indicated that higher gas prices would have no effect on the likelihood of a future visit (see Figure 130).
- 39% of spring visitor groups and 36% of summer groups indicated they would be less likely to visit with higher gas prices.

Lower gas prices

Results
- 50% of spring visitor groups and 52% of summer groups indicated that lower gas prices would have no effect on the likelihood of a future visit (see Figure 131).
- 46% of spring visitor groups and 44% of summer groups indicated they would be more likely to visit with lower gas prices.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Higher water level in lake

Results

- 67% of spring visitor groups and 61% of summer groups indicated that higher water levels in the lake would have no effect on the likelihood of a future visit (see Figure 132).

- 29% of spring visitor groups and 36% of summer visitor groups would be more likely to visit with higher lake levels.

Lower water level in lake

Results

- 68% of spring visitor groups and 61% of summer groups indicated that lower water levels in the lake would have no effect on the likelihood of a future visit (see Figure 133).

- 25% of spring visitor groups and 34% of summer visitor groups would be less likely to visit with lower lake levels.

More tourist amenities

Results

- 69% of spring visitor groups and 68% of summer groups indicated that more tourist amenities would have no effect on the likelihood of a future visit (see Figure 134).

- 15% of spring visitors and 20% of summer visitors would be more likely to visit with more tourist amenities.
Fewer tourist amenities

Results

- 76% of spring visitor groups and 76% of summer groups indicated that fewer tourist amenities would have no effect on the likelihood of a future visit (see Figure 135).

- 12% of spring visitors and 15% of summer visitors would be less likely to visit with fewer tourist amenities.

![Figure 135: Effect of fewer tourist amenities on likelihood of future visits](chart)

More lake access locations

Results

- 66% of spring visitor groups and 62% of summer groups indicated that more lake access locations would have no effect on the likelihood of a future visit (see Figure 136).

- 29% of spring visitors and 34% of summer visitors would be more likely to visit with more lake access locations.

![Figure 136: Effect of more lake access locations on likelihood of future visits](chart)

Fewer lake access locations

Results

- 74% of spring visitor groups and 68% of summer groups indicated that fewer lake access locations would have no effect on the likelihood of a future visit (see Figure 137).

- 21% of spring visitors and 28% of summer visitors would be less likely to visit with fewer lake access locations.

![Figure 137: Effect of fewer lake access locations on likelihood of future visits](chart)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
More evidence of grazing or mining

Results
- 59% of spring visitor groups and 66% of summer groups indicated that less evidence of grazing or mining would have no effect on the likelihood of a future visit (see Figure 138).
- 35% of spring visitors and 30% of summer visitors would be less likely to visit with more evidence of grazing or mining.

Less evidence of grazing or mining

Results
- 69% of spring visitor groups and 75% of summer groups indicated that less evidence of grazing or mining would have no effect on the likelihood of a future visit (see Figure 139).
- 25% of spring visitors and 20% of summer visitors would be more likely to visit with less evidence of grazing or mining.

More cell phone/wireless service/coverage

Results
- 66% of spring visitor groups and 65% of summer groups indicated that more cell phone service/wireless service/coverage would have no effect on the likelihood of a future visit (see Figure 140).
- 29% of spring visitors and 31% of summer visitors would be more likely to visit with more cell phone coverage.

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Less cell phone/wireless service/coverage

Results

- 76% of spring visitor groups and 79% of summer groups indicated that less cell phone service/wireless service/coverage would have no effect on the likelihood of a future visit (see Figure 141).

- 20% of spring visitors and 18% of summer visitors would be less likely to visit with less cell phone coverage.

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Importance of protecting park attributes/resources

Question 23

It is the National Park Service’s responsibility to protect Glen Canyon NRA natural, scenic, and cultural resources, while at the same time providing for public enjoyment. How important is the protection of the following attributes/resources in the park to you?

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

Results

- As shown in Figure 142, the highest combined proportions of “extremely important” and “very important” ratings included:
  - Spring 96% Clean water
  - Summer 97% Clean water

- The attribute/resource that received the highest “not important” rating was:
  - Spring 6% Access to backcountry
  - Summer 8% Access to backcountry

- Tables 9a and 9b show the importance ratings for natural and cultural attributes/resources/experiences as rated by visitor groups.

Figure 142: Importance of protecting park attributes/resources

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
### Table 9a: Importance of protection of park attributes/resources

**Spring survey**  
N=number of visitor groups who rated the importance of each attribute/resource.

<table>
<thead>
<tr>
<th>Attribute/resource</th>
<th>N</th>
<th>Extremely important</th>
<th>Very important</th>
<th>Moderately important</th>
<th>Somewhat important</th>
<th>Not important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scenic views</td>
<td>605</td>
<td>71</td>
<td>23</td>
<td>5</td>
<td>1</td>
<td>&lt;1</td>
</tr>
<tr>
<td>Natural setting</td>
<td>603</td>
<td>70</td>
<td>23</td>
<td>6</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Native wildlife</td>
<td>603</td>
<td>65</td>
<td>26</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Native plants</td>
<td>601</td>
<td>63</td>
<td>26</td>
<td>7</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Natural quiet/sounds of nature</td>
<td>603</td>
<td>64</td>
<td>27</td>
<td>7</td>
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<td>1</td>
</tr>
<tr>
<td>Solitude</td>
<td>602</td>
<td>56</td>
<td>28</td>
<td>12</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Clean air (visibility)</td>
<td>604</td>
<td>71</td>
<td>24</td>
<td>3</td>
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<td>&lt;1</td>
</tr>
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<td>Educational opportunities</td>
<td>593</td>
<td>29</td>
<td>29</td>
<td>28</td>
<td>10</td>
<td>5</td>
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<tr>
<td>Access to the backcountry</td>
<td>599</td>
<td>37</td>
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<td>Archeological sites</td>
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<td>3</td>
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</table>

### Table 9b: Importance of protection of park attributes/resources

**Summer survey**  
N=number of visitor groups who rated the importance of each attribute/resource.

<table>
<thead>
<tr>
<th>Attribute/resource</th>
<th>N</th>
<th>Extremely important</th>
<th>Very important</th>
<th>Moderately important</th>
<th>Somewhat important</th>
<th>Not important</th>
</tr>
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<tbody>
<tr>
<td>Scenic views</td>
<td>658</td>
<td>68</td>
<td>26</td>
<td>5</td>
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<td>&lt;1</td>
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<td>Natural setting</td>
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<td>Native wildlife</td>
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<td>Native plants</td>
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<td>2</td>
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<tr>
<td>Natural quiet/sounds of nature</td>
<td>654</td>
<td>61</td>
<td>25</td>
<td>9</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Solitude</td>
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<tr>
<td>Clean air (visibility)</td>
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<td>73</td>
<td>21</td>
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<td>&lt;1</td>
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<td>Clean water</td>
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<td>79</td>
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<td>1</td>
<td>&lt;1</td>
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<tr>
<td>Recreational opportunities</td>
<td>657</td>
<td>44</td>
<td>31</td>
<td>18</td>
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<td>2</td>
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<td>Educational opportunities</td>
<td>654</td>
<td>28</td>
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<td>10</td>
<td>4</td>
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<tr>
<td>Access to the backcountry</td>
<td>650</td>
<td>28</td>
<td>25</td>
<td>27</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td>Historical sites</td>
<td>657</td>
<td>43</td>
<td>31</td>
<td>19</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Archeological sites</td>
<td>656</td>
<td>47</td>
<td>28</td>
<td>16</td>
<td>7</td>
<td>2</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
**Total expenditures**

**Question 22**

For you and your personal group, please report all expenditures for the items listed below for this visit to Glen Canyon NRA and the surrounding area (within 120-mile radius of Page, AZ or Bullfrog, UT).

**Results**

- Visitor groups whose total expenditures inside and outside the park (see Figure 143) between $1 and $500 were:
  - Spring 57%
  - Summer 45%

- Expenditures between $501 and $1,000 were:
  - Spring 25%
  - Summer 23%

- The largest proportions of total expenditures (see Figures 144 and 145) were for:
  - Spring
    - 21% “Gas and oil”
    - 21% “All other purchases”
  - Summer
    - 30% “Gas and oil”
    - 22% “Other transportation expenses”

- The average expenditure per visitor group was:
  - Spring $914
  - Summer $1,240

- The median expenditures (50% visitor groups spent more and 50% spent less) was:
  - Spring $435
  - Summer $595

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
N=552 visitor groups; total percentages do not equal 100 due to rounding.

- Hotels, resorts, lodges, motels, etc. (18%)
- Camping fees and charges (4%)
- Restaurants and bars (10%)
- Groceries and takeout food (8%)
- Gas and oil (auto, RV, etc.) (21%)
- Other transportation expenses (8%)
- Admission, recreation, entertainment (5%)
- All other purchases (21%)
- Communal recreation services (2%)
- Donations (<1%)

Figure 144: Total expenditures, inside and outside park (Spring survey)

N=604 visitor groups; total percentages do not equal 100 due to rounding.

- Hotels, resorts, lodges, motels (14%)
- Camping fees and charges (2%)
- Restaurants and bars (8%)
- Groceries and takeout food (10%)
- Gas and oil (auto, RV etc.) (30%)
- Other transportation expenses (22%)
- Admission, recreation, entertainment (13%)
- All other purchases (5%)
- Communal recreation services (2%)
- Donations (<1%)

Figure 145: Total expenditures, inside and outside park (Summer survey)

*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 expenses

Question 22d
How many adults (18 years or over) do the above expenses cover?

Results
- On average, the total expenditures covered groups of 3.9 (spring) and 6.6 people (summer).
- Visitor groups with two adults covered by total expenditures (see Figure 146):
  - Spring 59%
  - Summer 46%
- Visitor groups with five or more adults covered by total expenditures:
  - Spring 16%
  - Summer 27%

Figure 146: Number of adults covered by expenditures

Number of children covered by expenses

Question 22d
How many children (under 18 years) do the above expenses cover?

Results
- Visitor groups with two children covered by total expenditures (see Figure 147):
  - Spring 26%
  - Summer 31%
- Visitor groups with five or more children covered by total expenditures:
  - Spring 29%
  - Summer 23%

Figure 147: Number of children covered by expenditures

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

Question 22a
For you and your group, please report all expenditures inside Glen Canyon NRA on this visit.

Results

- Visitor groups that spent up to $250 inside Glen Canyon NRA (see Figure 148):

  Spring 49%
  Summer 38%

- As shown in Figures 149 and 150, the largest proportion of total expenditures inside the park was for:

  Spring 29% “All other purchases”
  Summer 32% “Gas and oil”

- The average visitor group expenditure inside the park was:

  Spring $779
  Summer $1100

- The median visitor group expenditure (50% of groups spent more and 50% spent less) was:

  Spring $255
  Summer $432

- The average per capita expenditure inside park was:

  Spring $296
  Summer $165

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Glen Canyon National Recreation Area–VSP Visitor Study  
Spring: May 2-8, 2007; Summer: July 14-20, 2007

Figure 149: Proportions of expenditures inside park (Spring survey)

Figure 150: Proportions of expenditures inside park (Summer survey)

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

- Visitor groups who spent no money for lodging inside the park (see Figure 151) included:
  - Spring 60%
  - Summer 66%

- Groups that spent up to $250 included:
  - Spring 23%
  - Summer 13%

Camping fees and charges

- Visitor groups that spent up to $100 on camping fees and charges (see Figure 152) included:
  - Spring 45%
  - Summer 38%

- Groups that spent no money included:
  - Spring 40%
  - Summer 49%

*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

- Visitor groups that spent up to $100 on restaurants and bars inside the park (see Figure 153) included:
  Spring 49%
  Summer 32%

- Groups that spent no money on restaurants and bars inside the park included:
  Spring 33%
  Summer 47%

Figure 153: Expenditures for restaurants and bars inside park

Groceries and takeout food

- Visitor groups that spent up to $100 on groceries and takeout food inside the park on this visit (see Figure 154) included:
  Spring 48%
  Summer 49%

- Groups who spent no money on groceries and takeout food included:
  Spring 36%
  Summer 30%

Figure 154: Expenditures for groceries and takeout food inside park

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

- Visitor groups that spent up to $200 on gas and oil inside the park on this visit (see Figure 155) included:
  - Spring 46%
  - Summer 40%

- Groups that spent no money on gas and oil included:
  - Spring 24%
  - Summer 15%

![Figure 155: Expenditures for gas and oil inside park](image)

Other transportation expenses

- Visitor groups spent no money on other transportation expenses inside the park on this visit (see Figure 156) included:
  - Spring 77%
  - Summer 71%

- Groups that spent up to $300 included:
  - Spring 17%
  - Summer 13%

![Figure 156: Expenditures for other transportation inside park](image)
Admission, recreation, entertainment fees

- Visitor groups that spent up to $200 on admission, recreation and entertainment fees inside the park (see Figure 157) included:
  
  Spring 61%
  Summer 58%

- Groups that spent no money on admission, recreation, and entertainment fees included:
  
  Spring 28%
  Summer 30%

![Figure 157: Expenditures for admission, recreation, entertainment fees inside park](image)

All other purchases

- Visitor groups that spent up to $100 on other purchases inside the park (see Figure 158) included:
  
  Spring 63%
  Summer 59%

- Groups that spent no money on other purchases included:
  
  Spring 27%
  Summer 23%

![Figure 158: Expenditures for other purchases inside park](image)

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

- Visitor groups that did not donate any money inside the park on this visit (see Figure 159) included:

  Spring 88%
  Summer 91%

![Bar chart showing donations](image)

**Figure 159: Expenditures for donations inside park**

Commercial recreation services

- Visitor groups that spent no money on commercial recreation services inside the park on this visit (see Figure 160) included:

  Spring 74%
  Summer 77%

![Bar chart showing commercial recreation services](image)

**Figure 160: Expenditures for commercial recreation services inside park**

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

Question 22b
For you and your group, please report all expenditures outside Glen Canyon NRA in the surrounding area (within 120-mile radius of Page AZ or Bullfrog, UT) on this visit.

Results
- Visitor groups that spent up to $250 outside Glen Canyon NRA (see Figure 161):
  - Spring 51%
  - Summer 45%
- As shown in Figures 162 and 163, the largest proportion of total expenditures inside the park was for:
  - Spring 26% “Hotels, resorts, lodges, motels, etc.”
  - Summer 25% “Gas and oil”
- The average visitor group expenditure inside the park was:
  - Spring $483
  - Summer $502
- The median visitor group expenditure (50% of groups spent more and 50% spent less) was:
  - Spring $250
  - Summer $280
- The average per capita expenditure inside park was:
  - Spring $167
  - Summer $121

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
Glen Canyon National Recreation Area–VSP Visitor Study  Spring: May 2-8, 2007; Summer: July 14-20, 2007

Figure 162: Proportions of total expenditures outside park (spring survey)

Figure 163: Proportions of total expenditures outside park (summer survey)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
### Hotels, resorts, lodges, motels, etc.

- Visitor groups that did not spend any money on hotels, resorts, lodges, motels, etc. outside the park on this visit (see Figure 164) included:
  - Spring: 34%
  - Summer: 40%

- Visitor groups that spent up to $200 included:
  - Spring: 38%
  - Summer: 35%

### Camping fees and charges

- Visitor groups that did not spend any money on camping fees and charges outside the park on this visit (see Figure 165) included:
  - Spring: 70%
  - Summer: 76%

- Groups spent up to $100 included:
  - Spring: 27%
  - Summer: 18%

---

*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

- Visitor groups that spent up to $100 on restaurants and bars outside the park on this visit (see Figure 166) included:
  
  Spring 56%
  Summer 53%

- Groups that did not spend any money on restaurants and bars included:
  
  Spring 15%
  Summer 21%

Groceries and takeout food

- Visitor groups that spent up to $100 on groceries and takeout food outside the park on this visit (see Figure 167) included:
  
  Spring 64%
  Summer 57%

- Groups that spent no money on groceries and takeout food included:
  
  Spring 18%
  Summer 18%
Other transportation expenses

- Visitor groups that did not spend any money on other transportation outside the park on this visit (see Figure 168) included:
  - Spring 77%
  - Summer 81%
- Groups that spent up to $300 included:
  - Spring 14%
  - Summer 13%

![Figure 168: Expenditures for other transportation outside park](chart)

Gas and oil

- Visitor groups that spent up to $100 on gas and oil outside the park on this visit (see Figure 169) included:
  - Spring 63%
  - Summer 57%
- Groups that spent over $100 on gas and oil included:
  - Spring 30%
  - Summer 35%

![Figure 169: Expenditures for gas and oil outside park](chart)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer
Admission, recreation, entertainment fees

- Visitor groups that did not spend any money on admission, recreation, and entertainment fees outside the park on this visit (see Figure 170) included:
  - Spring 60%
  - Summer 65%

- Groups that spent up to $100 included:
  - Spring 35%
  - Summer 29%

All other purchases

- Groups that spent up to $100 (see Figure 171) included:
  - Spring 54%
  - Summer 45%

- Visitor groups that did not spend any money on other purchases outside the park on this visit included:
  - Spring 33%
  - Summer 44%

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

- Visitor groups that did not donate any money outside the park on this visit (see Figure 172) included:
  
  Spring 92%
  Summer 90%

![Figure 172: Expenditures for donations outside park](image)

Commercial recreation services

- Visitor groups that spent no money on commercial recreation services outside the park on this visit (see Figure 173) included:

  Spring 79%
  Summer 83%

![Figure 173: Expenditures for commercial recreation services outside park](image)

*total percentages do not equal 100 due to rounding

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

Question 14
Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Glen Canyon NRA during this trip?

Results
- As shown in Figure 174, the combined proportions of visitor groups who rated the overall quality as “very good” or “good” were:
  - 83% Spring
  - 86% Summer
- 3% of visitor groups (both spring and summer) rated the overall quality as “very poor” or “poor.”

Figure 174: Overall quality of visitor facilities, services, and recreational opportunities

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

What visitors liked most

Question 15a
What did you and your group like most about your visit to Glen Canyon NRA?

Results
- 84% of spring visitor groups (N=522) and 88% of summer visitor groups (N=600) responded to this question.
- Tables 10a and 10b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 10a: What visitors liked most
Spring survey
N=694 comments; 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><strong>PERSONNEL</strong></td>
<td></td>
</tr>
<tr>
<td>Friendly/helpful rangers</td>
<td>7</td>
</tr>
<tr>
<td>Friendly/helpful employees</td>
<td>6</td>
</tr>
<tr>
<td>Other comments</td>
<td>2</td>
</tr>
<tr>
<td><strong>INTERPRETIVE SERVICES</strong></td>
<td></td>
</tr>
<tr>
<td>Visitor center</td>
<td>11</td>
</tr>
<tr>
<td>Exhibits/movies</td>
<td>9</td>
</tr>
<tr>
<td>Dam tour</td>
<td>8</td>
</tr>
<tr>
<td>Good information</td>
<td>6</td>
</tr>
<tr>
<td>Information about the dam</td>
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</tr>
<tr>
<td>Other comments</td>
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<tr>
<td><strong>FACILITIES/MAINTENANCE</strong></td>
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</tr>
<tr>
<td>Clean/well-maintained facilities</td>
<td>14</td>
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<tr>
<td>Campground</td>
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<td>Clean restrooms</td>
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<td>RV campground</td>
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<td>Dump station</td>
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<tr>
<td>Fish cleaning station</td>
<td>3</td>
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<tr>
<td>Good, paved roads</td>
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</tr>
<tr>
<td>Other comments</td>
<td>8</td>
</tr>
<tr>
<td><strong>CONCESSION SERVICES</strong></td>
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</tr>
<tr>
<td>Boat tour</td>
<td>12</td>
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<tr>
<td>Boat tour to Rainbow Bridge</td>
<td>5</td>
</tr>
<tr>
<td>Accommodations</td>
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</tr>
<tr>
<td>Friendly/helpful concession staff</td>
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</tr>
<tr>
<td>Halls Crossing Marina</td>
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</tr>
<tr>
<td>Other comments</td>
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</table>
Table 10a: What visitors liked most  
Spring survey (continued)

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</thead>
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<td><strong>RESOURCE MANAGEMENT</strong></td>
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<td>Clean water</td>
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<td>Wilderness</td>
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<tr>
<td>Other comments</td>
<td>5</td>
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<tr>
<td><strong>POLICIES/MANAGEMENT</strong></td>
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<tr>
<td>Comments</td>
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<tr>
<td><strong>GENERAL COMMENTS</strong></td>
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<td>Scenery</td>
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<td>Beauty of park/area</td>
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<td>Fishing</td>
<td>51</td>
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<td>Lake Powell</td>
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<td>Hiking</td>
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<td>Boating</td>
<td>19</td>
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<tr>
<td>Peacefulness</td>
<td>18</td>
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<tr>
<td>Solitude</td>
<td>17</td>
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<tr>
<td>Weather</td>
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<tr>
<td>Dam</td>
<td>15</td>
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<tr>
<td>Sightseeing</td>
<td>14</td>
</tr>
<tr>
<td>Enjoyable visit</td>
<td>11</td>
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<td>Water recreation</td>
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<td>Water</td>
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<td>Camping</td>
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<td>Lees Ferry</td>
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<td>Antelope Canyon</td>
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<tr>
<td>Houseboating</td>
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<td>Rainbow Bridge</td>
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<td>Relaxation</td>
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<td>Family visit</td>
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<td>Hiking canyons</td>
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<td>Photography</td>
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<td>Slot canyons</td>
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<td>Backcountry hiking/camping</td>
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<td>Geology</td>
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<td>Stars</td>
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<td>Boat preparation</td>
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<td>Canyon</td>
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<td>Lone Rock beach</td>
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<td>Rafting</td>
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<td>Other comments</td>
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</table>
Table 10b: What visitors liked most
Summer survey
N=855 comments; some visitor groups made more than one comment.

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
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</thead>
<tbody>
<tr>
<td><strong>PERSONNEL</strong></td>
<td></td>
</tr>
<tr>
<td>Helpful staff</td>
<td>14</td>
</tr>
<tr>
<td>Friendly staff</td>
<td>9</td>
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<tr>
<td>Polite staff</td>
<td>6</td>
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<tr>
<td>Knowledgeable staff</td>
<td>4</td>
</tr>
<tr>
<td>Other comments</td>
<td>2</td>
</tr>
<tr>
<td><strong>INTERPRETIVE SERVICES</strong></td>
<td></td>
</tr>
<tr>
<td>Dam tour</td>
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<td>Cleanliness</td>
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Table 10b: What visitors liked most  
Summer survey  
(continued)

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<td><strong>GENERAL COMMENTS</strong></td>
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<td>Sightseeing</td>
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<td>Visit with family/friends</td>
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<td>Dam</td>
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<td>Solitude/quiet</td>
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<td>Water recreation</td>
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<td>Weather</td>
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<td>Relaxing</td>
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<td>Water sports</td>
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<td>House boating</td>
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<td>Rainbow Bridge</td>
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<td>Beaches</td>
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<td>Camping</td>
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<td>Waterskiing</td>
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<td>Activities (variety)</td>
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<td>Horseshoe Bend</td>
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<td>Time away from home/work</td>
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<td>Page</td>
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<td>Rafting</td>
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<td>Slot canyon</td>
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Table 10b: What visitors liked most
Summer survey
(continued)

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<td>Open space</td>
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<td>Open waters</td>
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<td>Proximity to other areas</td>
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<tr>
<td>Other comments</td>
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</tbody>
</table>
What visitors liked least

Question 15b
What did you and your group like least about your visit to Glen Canyon NRA?

Results

- 65% of spring visitor groups (N=403) and 69% of summer visitor groups (N=469) responded to this question.

- Tables 11a and 11b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

### Table 11a: What visitors liked least

<table>
<thead>
<tr>
<th>Comment</th>
<th>Number of times mentioned</th>
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<tbody>
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<td><strong>PERSONNEL</strong></td>
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<tr>
<td>Rude employees</td>
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<tr>
<td>Other comment</td>
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<tr>
<td><strong>INTERPRETIVE SERVICES</strong></td>
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<tr>
<td>Dam tour unavailable</td>
<td>7</td>
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<tr>
<td>Information lacking</td>
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</tr>
<tr>
<td>Hiking information lacking</td>
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<td>Other comments</td>
<td>8</td>
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<tr>
<td><strong>FACILITIES/MAINTENANCE</strong></td>
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<tr>
<td>Road conditions</td>
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<tr>
<td>Elevator malfunctioning</td>
<td>4</td>
</tr>
<tr>
<td>Floating toilet lacking</td>
<td>3</td>
</tr>
<tr>
<td>Restrooms out of order/dirty</td>
<td>3</td>
</tr>
<tr>
<td>Showers in campgrounds lacking</td>
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</tr>
<tr>
<td>Signage inadequate</td>
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<tr>
<td>Boat ramp access</td>
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<td>Fish-cleaning station out of order</td>
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<tr>
<td>Restrooms lacking</td>
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</tr>
<tr>
<td>Roadside/ground litter</td>
<td>2</td>
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<tr>
<td>Other comments</td>
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<tr>
<td><strong>CONCESSION SERVICES</strong></td>
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<td>High gas prices</td>
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<td>Aramark</td>
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<td>Food services lacking</td>
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<td>Lack of quality restaurants</td>
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<td>Boat rental expensive</td>
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<td>Boat tour unsatisfactory</td>
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<td>Dated facilities at Lake Powell Resort</td>
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<td>Lack of food choices</td>
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### Table 11a: What visitors liked least
**Spring survey**
(continued)

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<td><strong>POLICIES/MANAGEMENT</strong></td>
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<td>Dam security</td>
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<td>Cell phone/internet access poor</td>
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<td>Campground cost</td>
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<tr>
<td>Entrance fee</td>
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<tr>
<td>Noisy activities - loud boats</td>
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<td>Inconsiderate boaters</td>
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<td>Crowded boat ramp</td>
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<td>Facilities not open</td>
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<td>Loud visitors</td>
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<td>ATV's/RV's</td>
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<td>Generators in campgrounds</td>
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<td>High costs</td>
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<td>Noisy activities - ATV's</td>
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<td>Not enough road access</td>
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<td>Power station - unsightly</td>
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<td>Rude/unfriendly staff</td>
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<td>Long wait for Dam tour</td>
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<td>Boat loading/unloading facilities inadequate</td>
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<td>Bullfrog Marina inadequate</td>
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<td>Car stuck in sand</td>
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<td>Distance to get supplies</td>
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<td>Gasoline prices</td>
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<td>Food services</td>
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<td>Ice prices</td>
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<td>Boat tours expensive</td>
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<td>Hotel</td>
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<td>Rental boats poor quality</td>
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<td>Boat cruise/tour</td>
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<td>Boat rental office inefficient</td>
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<td>Rude/unfriendly staff</td>
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<td>Wahweap Marina</td>
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### Table 11b: What visitors liked least

#### Summer survey

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<td>Low water level</td>
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<td>Lake pollution</td>
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<tr>
<td>Water quality</td>
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<td>Other comments</td>
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<tr>
<td><strong>POLICIES/MANAGEMENT</strong></td>
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<tr>
<td>Crowded conditions</td>
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<td>High prices</td>
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<tr>
<td>Dam tour not available</td>
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<td>Entrance fee</td>
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<td>Noisy water craft</td>
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<td>Security checkpoint procedures</td>
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<tr>
<td>Crowded boat ramps/marinas</td>
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<td>Noisy campers</td>
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<td>Others’ disregard of rules</td>
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<td>Too many motorized craft</td>
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<td>Cell phone service lacking</td>
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<tr>
<td>Jet skis too close to boats/swim area</td>
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<td>Lack of boater education</td>
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<td>Quiet hours</td>
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<tr>
<td>Access to Antelope Canyon</td>
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<td>Difficulty finding campsite</td>
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<td>Gas fumes from motorized craft</td>
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<tr>
<td>Lack of patrol rangers</td>
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<tr>
<td>Late-night noisy visitors</td>
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<tr>
<td>Long wait on boat ramp</td>
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<td>Security checkpoint</td>
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<tr>
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<td><strong>GENERAL COMMENTS</strong></td>
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<tr>
<td>Heat</td>
<td>60</td>
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<td>Nothing to dislike</td>
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<tr>
<td>Lack of time</td>
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<tr>
<td>Windy</td>
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<td>Going home</td>
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<tr>
<td>Rough waters</td>
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<td>Distances</td>
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<td>Unfriendly people</td>
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<td>Weather</td>
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<td>Limited activities for non-boaters</td>
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### Additional comments

**Question 25**
Is there anything else you would like to tell us about your visit to Glen Canyon NRA?

**Results**
- 53% of spring visitor groups (N=328) and 49% of summer visitor groups (N=332) responded to this question.
- Tables 12a and 12b show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

#### Table 12a: Additional comments

**Spring survey**
N=347 comments; some visitor groups made more than one comment.

<table>
<thead>
<tr>
<th>Comment</th>
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<tr>
<td><strong>PERSONNEL</strong></td>
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<td>Friendly/helpful staff</td>
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</tr>
<tr>
<td>Friendly/helpful rangers</td>
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<tr>
<td>Escalante staff was helpful</td>
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<tr>
<td>Other comments</td>
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<tr>
<td><strong>INTERPRETIVE SERVICES</strong></td>
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<td>Dam tour unavailable</td>
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<td><strong>FACILITIES/MAINTENANCE</strong></td>
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</tr>
<tr>
<td>Increase dock space</td>
<td>3</td>
</tr>
<tr>
<td>Campgrounds clean/nice</td>
<td>2</td>
</tr>
<tr>
<td>Improve restroom wheelchair accessibility</td>
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<tr>
<td>Need more beach campgrounds</td>
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<tr>
<td>Nice boat ramps</td>
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<td>Signage inadequate</td>
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<tr>
<td>Well-maintained facilities</td>
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<td><strong>CONCESSION SERVICES</strong></td>
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<td>Enjoyed lodge</td>
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<tr>
<td>Aramark not satisfactory</td>
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<td>Boat rental not available</td>
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<td>Boat repair services too expensive</td>
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<td>Boat repair services too slow</td>
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<td>Costs/fees too high</td>
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<tr>
<td>Employees unsatisfactory</td>
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<td>Keep water levels up</td>
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## Table 12a: Additional comments
### Spring survey
(continued)

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<td><strong>POLICIES/MANAGEMENT</strong></td>
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<tr>
<td>Keep it as it is</td>
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<td>Restore Glen Canyon</td>
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<td>Keep cows off public land</td>
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<td>Dam security</td>
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<td>Enforce quiet hours</td>
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<td>Fees too high</td>
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<td>Keep ATV's on roads</td>
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<tr>
<td>Keep wild areas wild</td>
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<tr>
<td>Need more cell phone sites</td>
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<td>Need recycling drop off</td>
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<td><strong>GENERAL COMMENTS</strong></td>
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<tr>
<td>Enjoyed visit</td>
<td>93</td>
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<td>Will return</td>
<td>16</td>
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<tr>
<td>Keep up the good work</td>
<td>11</td>
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<tr>
<td>Thank you</td>
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<tr>
<td>Traveling through</td>
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<td>Lacked time</td>
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<td>Enjoyed tour</td>
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<td>Questionnaire too long</td>
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<td>Will bring boat next time</td>
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<td>Access limited without boat</td>
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<td>Expensive to visit</td>
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<td>Language difficulties</td>
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<td>Not boat people</td>
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<td>Questionnaire poorly done</td>
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<tr>
<td>Too windy</td>
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<tr>
<td>Other comments</td>
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Table 12b: Additional comments

Summer survey

N=401 comments;
some visitor groups made more than one comment.

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<tr>
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<td>Need more rangers</td>
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<tr>
<td>Rude/unfriendly staff/rangers</td>
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<td><strong>INTERPRETIVE SERVICES</strong></td>
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<td>Comments</td>
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<td><strong>FACILITIES/MAINTENANCE</strong></td>
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<tr>
<td>Clean/well-maintained</td>
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<td>Campgrounds have deteriorated</td>
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<td>Improve road to Lone Rock</td>
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<tr>
<td>Litter in park was noticeable</td>
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<tr>
<td>Shaded areas needed</td>
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<tr>
<td>Additional boat ramps needed</td>
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<tr>
<td>Boat dock accommodations inadequate</td>
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<tr>
<td>Clean-up swim area</td>
<td>2</td>
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<tr>
<td>Free showers needed</td>
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<tr>
<td>Keep it clean</td>
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<td>More floating porta-potties</td>
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<tr>
<td>Parking inadequate</td>
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<tr>
<td>Improve signage</td>
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<td>Other</td>
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<td><strong>CONCESSION SERVICES</strong></td>
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<tr>
<td>Boat tours/rental too expensive</td>
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<td>Aramark fees too high</td>
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<tr>
<td>Food/ice/gas service on the lake needed</td>
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<tr>
<td>Friendly/helpful staff</td>
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<td>Aramark has monopoly</td>
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<tr>
<td>Other comments</td>
<td>11</td>
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<tr>
<td><strong>RESOURCE MANAGEMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Increase lake level</td>
<td>8</td>
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<tr>
<td>Monitor boats for mussels</td>
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<tr>
<td>Other comments</td>
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### Table 12b: Additional comments  
**Summer survey**  
(continued)

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<tr>
<td>Law enforcement/patrols more frequent</td>
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<tr>
<td>Create channels to solve boat traffic problems</td>
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<td>Keep it as it is/natural</td>
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<tr>
<td>Preserve/protect it</td>
<td>3</td>
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<tr>
<td>Boater education needed</td>
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<tr>
<td>Dam security over-done</td>
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<tr>
<td>Do not drain lake</td>
<td>2</td>
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<tr>
<td>Don't modernize it</td>
<td>2</td>
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<tr>
<td>Enforce jet ski age limits</td>
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<tr>
<td>Enforce park rules/regulations</td>
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<tr>
<td>Extend boat ramp hours</td>
<td>2</td>
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<tr>
<td>Facilitate access to Lake Powell</td>
<td>2</td>
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<tr>
<td>High-costs exclude lower-income visitors</td>
<td>2</td>
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<tr>
<td>Inconsiderate boaters</td>
<td>2</td>
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<tr>
<td>Over-commercialized</td>
<td>2</td>
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<tr>
<td>Reduce motorized lake recreation</td>
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<td>Reduce noise</td>
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<td><strong>GENERAL COMMENTS</strong></td>
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<tr>
<td>Enjoyable visit</td>
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<tr>
<td>Beautiful place</td>
<td>19</td>
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<td>Thank you</td>
<td>14</td>
</tr>
<tr>
<td>Lacked time</td>
<td>11</td>
</tr>
<tr>
<td>Love Lake Powell</td>
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</tr>
<tr>
<td>Will return</td>
<td>10</td>
</tr>
<tr>
<td>Keep up the good work</td>
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<tr>
<td>Preserve/protect it</td>
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<td>Questionnaire too long</td>
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<tr>
<td>Too hot</td>
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<td>Other comments</td>
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APPENDICES

Appendix 1: The Questionnaires

Spring

and

Summer

Note: The Spring and Summer questionnaires asked the same questions.
Appendix 2: Additional Analysis

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

- Aware that Glen Canyon NRA is a unit of NPS?
- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Aware of park rules and regulations?
- Learned park rules and regulations?
- Source(s) used to learn about rules and regulations?
- Primary reason for visiting park
- Length of stay, hours
- Length of stay, days
- On a fixed schedule?
- Time spent longer than time planned?
- Reasons for changing plans
- Sources for additional information
- Forms of transportation used
- Number of vehicles
- Other places visited in area
- Overnight stay away from home in park area
- Number of nights stayed inside park
- Number of nights stayed in park area
- Type of lodging in park
- Type of lodging in park area (outside park)
- Number of entries
- Activities in park
- Zones visited in the park
- Most important reason for visit
- Effect of factors on likelihood of future visit
- Information services used
- Importance of information services
- Quality of information services
- Visitor facilities used
- Importance of visitor facilities
- Quality of visitor facilities
- Overall quality of services, facilities, recreational opportunities
- With commercial guided tour group?
- With educational group?
- With other organized group?
- Group type
- Group size
- Visitor age
- Zip code/state of residence
- Country of residence
- Number of visits during past 12 months
- Number of visits in lifetime
- Visitor ethnicity
- Visitor race
- Visitors with disabilities/impairments
- Encounter access problems due to disability/impairment
- Types of disabilities/impairments
- Total expenditures inside and outside park
- Expenditure inside park
- Expenditure outside park
- Commercial services used
- Number of adults covered by expenditures
- Number of children covered by expenditures
- Importance of park attributes/resources
- Preferred interpretive programs/information on future visit

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.

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

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

There were significant differences between nonrespondents and respondents in both spring and summer surveys in term of respondent age and group size. The results show that there is a potential non-response bias in the results of both surveys.

In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. Thus, while significant difference in participant ages is detected, this factor may not directly translated to bias in opinion about the park.

References
### Appendix 4: Visitor Services Project Publications

All VSP reports are available on the Park Studies Unit website at [www.psu.uidaho.edu.vsp.reports.htm](http://www.psu.uidaho.edu.vsp.reports.htm). All studies were conducted in summer unless otherwise noted.

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<th>Year</th>
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<tr>
<td></td>
<td>3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.</td>
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<tr>
<td>1983</td>
<td>5. North Cascades National Park Service Complex</td>
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<td>6. Crater Lake National Park</td>
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<td>8. Independence National Historical Park</td>
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<td>9. Valley Forge National Historical Park</td>
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<tr>
<td>1986</td>
<td>10. Colonial National Historical Park (summer &amp; fall)</td>
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<td>11. Grand Teton National Park</td>
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<td>12. Harpers Ferry National Historical Park</td>
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<td>13. Mesa Verde National Park</td>
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<td></td>
<td>14. Shenandoah National Park (summer &amp; fall)</td>
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<tr>
<td></td>
<td>15. Yellowstone National Park</td>
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<td>16. Independence National Historical Park: Four Seasons Study</td>
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<tr>
<td>1987</td>
<td>17. Glen Canyon National Recreational Area</td>
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<td>18. Denali National Park and Preserve</td>
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<td>20. Craters of the Moon National Monument</td>
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<td>22. Statue of Liberty National Monument</td>
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<td>23. The White House Tours, President's Park</td>
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<td>24. Lincoln Home National Historic Site</td>
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<td>25. Yellowstone National Park</td>
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<td>26. Delaware Water Gap National Recreation Area</td>
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<td>27. Muir Woods National Monument</td>
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<td>1989</td>
<td>28. Canyonlands National Park (spring)</td>
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<td>29. White Sands National Monument</td>
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<td>31. Kenai Fjords National Park</td>
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<td>32. Gateway National Recreation Area</td>
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<td>33. Petersburg National Battlefield</td>
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<td>34. Death Valley National Monument</td>
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<td>35. Glacier National Park</td>
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<td>36. Scott's Bluff National Monument</td>
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<td>37. John Day Fossil Beds National Monument</td>
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<td>1990</td>
<td>38. Jean Lafitte National Historical Park (spring)</td>
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<td>39. Joshua Tree National Monument (spring)</td>
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<td>40. The White House Tours, President's Park (spring)</td>
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<td>41. Natchez Trace Parkway (spring)</td>
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<td>42. Stehekin-North Cascades NP/Lake Chelan NRA</td>
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<td>43. City of Rocks National Reserve</td>
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<td>44. The White House Tours, President's Park (fall)</td>
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<td>46. Frederick Douglass National Historic Site (spring)</td>
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<td>47. Glen Echo Park (spring)</td>
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<td>48. Bent's Old Fort National Historic Site</td>
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<td>49. Jefferson National Expansion Memorial</td>
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<td>50. Zion National Park</td>
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<td>51. New River Gorge National River</td>
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<td>52. Klondike Gold Rush National Historical Park, AK</td>
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<td>53. Arlington House-The Robert E. Lee Memorial</td>
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<td>1992</td>
<td>54. Belle Haven Park/Dyke Marsh Wildlife Park (spring)</td>
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<td>55. Santa Monica Mountains National Recreation Area (spring)</td>
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<td>56. Whitman Mission National Historic Site</td>
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<tr>
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<td>57. Sitka National Historical Park</td>
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<td>58. Indiana Dunes National Lakeshore</td>
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<td></td>
<td>60. Channel Islands National Park</td>
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<td>61. Pecos National Historical Park</td>
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<td>62. Canyon de Chelly National Monument</td>
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<td>63. Bryce Canyon National Park (fall)</td>
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<td>54. Belle Haven Park/Dyke Marsh Wildlife Park (spring)</td>
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<td>57. Sitka National Historical Park</td>
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<td>58. Indiana Dunes National Lakeshore</td>
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<td></td>
<td>62. Canyon de Chelly National Monument</td>
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<td>63. Bryce Canyon National Park (fall)</td>
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</table>
Visitor Services Project Publications (continued)

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

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

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

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

**1998**
101. Jean Lafitte National Historical Park & Park (spring)
102. Chattahoochee River National Recreation Area (spring)
103. Cumberland Island National Seashore (spring)
104. Iwo Jima/Netherlands Carillon Memorials
106. Klondike Gold Rush National Historical Park, AK
107. Whiskeytown National Recreation Area
108. Acadia National Park

**1999**
109. Big Cypress National Preserve (winter)
110. San Juan National Historic Site, Puerto Rico (winter)
111. St. Croix National Scenic Riverway
112. Rock Creek Park
113. New Bedford Whaling National Historical Park
114. Glacier Bay National Park & Preserve
115. Kenai Fjords National Park
116. Lassen Volcanic National Park
117. Cumberland Gap National Historical Park (fall)

**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
Visitor Services Project Publications (continued)

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

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

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

2005
163. Congaree National Park (spring)
164. San Francisco Maritime National Historical Park (spring)
165. Lincoln Home National Historic Site
166. Chickasaw National Recreation Area
167. Timpanogos Cave National Recreation Area
168. Yosemite National Park
169. Fort Sumter National Monument
170. Harpers Ferry National Historical Park
171. Cuyahoga Valley National Park
172. Johnstown Flood National Memorial
173. Nicodemus National Historic Site

2006
174. Kings Mountain National Military Park (spring)
175. John Fitzgerald Kennedy National Historic Site
176. Devils Postpile National Monument
177. Mammoth Cave National Park
178. Yellowstone National Park
179. Monocacy National Battlefield
180. Denali National Park & Preserve
181. Golden Spike National Historic Site
182. Katmai National Park and Park
183. Zion National Park (spring and fall)

2007
184.1. Big Cypress National Preserve (spring)
184.2. Big Cypress National Preserve (ORV Permit Holder/Camp Owner)
185. Hawaii Volcanoes National Park (spring)
186.1. Glen Canyon National Recreation Area (spring)
186.2. Glen Canyon National Recreation Area (summer)

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

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