



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project



John Muir National Historic Site Visitor Study

Spring-Summer 2007



Park Studies Unit
Visitor Services Project
Report 188



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March 2008

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**Visitor Services Project
John Muir National Historic Site
Report Summary**

- This report describes the results of a visitor study at John Muir NHS (NHS) during May 28 – August 5, 2007. A total of 367 questionnaires were distributed to visitor groups. Of those, 248 questionnaires were returned resulting in a 67.6% response rate.
 - This report profiles a systematic random sample of John Muir NHS. 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.
 - Most visitor groups (61%) were in groups of one or two and 39% were in groups of three or more. Fifty-four percent of visitor groups were family groups and 23% were traveling alone. Five percent of visitor groups were traveling with an organized tour group.
 - Forty-seven percent of visitors were ages 46-65 years, 15% were 66 years or older, and 13% were 15 years or younger. Fifty-three percent of visitors were female and 47% were male. Thirty-nine percent of visitors held a Bachelor's degree and 38% held a Graduate degree.
 - United States visitors were from California (81%), Washington (3%), Colorado (2%), and 27 other states and Washington, D.C. International visitors, comprised 3% of the total visitation, but this data should be viewed with CAUTION! due to the small number of respondents.
 - Most visitors (62%) were visiting the park for the first time in their life, while 23% had visited four or more times. Ninety-one percent of visitor groups used one vehicle to travel to the park.
 - Twelve percent of visitor groups had members with a physical condition that made it difficult to access services or participate in park activities. Among these groups, 47% had difficulty accessing John Muir's home and 30% had difficulty accessing trails.
 - Visiting John Muir NHS was the primary reason that brought 37% of visitor groups to the park area (within 35 miles of park), while 31% were visiting friends/relatives in the area. Forty-seven percent of visitor groups were local residents. Visiting John Muir House was the primary reason that brought 64% of visitor groups to the park, while 55% visited to learn more about John Muir. Forty percent of visitor groups decided to visit the park on the same day they visited, while 27% decided to visit the park about a week prior to their visit.
 - Prior to this visit, visitor groups most often obtained information about the park through friends/ relatives/ word of mouth (43%) and previous visits (42%). Thirty-five percent of visitor groups used the park website prior to this visit. The most preferred source to use on a future visit was the park website (60%).
 - Of visitor groups who spent less than 24 hours in the park (N=230), 78% spent up to two hours, while 22% spent three or more hours. The average length of stay was two hours. Forty-six percent of visitor groups had not planned a specific amount of time to spend at the park, while 41% spent the amount of time they had planned. Most visitor groups (94%) entered the park one time on this visit.
 - Most visitor groups (86%) felt the ability to roam freely "added to" their experience, while 65% felt the availability of park staff/volunteers "added to" their experience. Forty percent of visitor groups felt highway noise "detracted from" their experience.
 - The most common visitor activities included learning about John Muir (70%), viewing John Muir House (67%), and visiting historic orchards (53%). The most common primary reasons for visiting the park were viewing John Muir House (36%), learning about John Muir (27%), and walking trails at Mt. Wanda (23%).
-

- Prior to this visit, 97% of visitor groups were aware of who John Muir was, 37% were aware of the Mt. Wanda unit. Thirty-four percent of visitor groups learned about Mt Wanda on this visit. The most common topics learned on this visit by visitor groups were John Muir and his significance (73%, N=164), and historic orchards and their significance (63%, N=136).
- The most common methods to learn about the park on a future visit by visitor groups were outdoor exhibits (79%), self-guided tours (77%), and printed materials (65%). The most common topics preferred for a future visit were native plants and animals at Mt Wanda (89%, N=185) and John Muir and his significance (89%, N=179). Most visitor groups (79%) were interested in visiting the gravesite of John Muir on a future visit.
- Regarding the importance of protecting park attributes/resources, it is important to note the number of visitor groups that responded to each question. The attributes/resources that received the highest combined proportions of “extremely important” and “very important” ratings included historic structures (92%, N=244), natural landscape (Mt. Wanda) (84%, N=235), educational opportunities (79%, N=243), and historic orchards (79%, N=244).
- Regarding use, importance, and quality of services and facilities, it is important to note the number of visitor groups that responded to each question. The most used services/facilities included John Muir Visitor Center (71%), park brochure/map (69%), walking through John Muir House (68%), and assistance from park staff (67%). The services/facilities that received the highest combined proportions of “extremely important” and “very important” ratings included walking through John Muir House (95%, N=153), Mt. Wanda trails (89%, N=79), ranger-led tour of John Muir House (89%, N=37), and visitor center restrooms (89%, N=125). The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were assistance from park staff (97%, N=153), walking through John Muir House (95%, N=153), visitor center film (93%, N=106), and visitor center restrooms (93% N=127).
- Most visitor groups (90%) rated the overall quality of services, facilities, and recreational opportunities at John Muir NHS as “very good” or “good.” No visitor groups rated the overall quality as “very poor,” while 1% rated the overall quality as “poor.”

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

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INTRODUCTION

This report describes the results of a visitor study at John Muir National Historic Site (NHS) during May 28 – August 5, 2007 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

“John Muir National Historic Site preserves the Victorian home of the noted author and preservationist. Surrounded by almost 9 acres of fruit orchards and 326 acres of oak woodland, the site today is just a small piece of the original 2,600-acre ranch. John Muir National Historic Site is located in the Alhambra valley, just 2 miles south of Martinez, California. The home of the United States most influential preservationist and naturalist is open Wednesday through Sunday, from 10 am to 5 pm.” (John Muir NHS, National Park Service, Department of the Interior website www.nps.gov/jomu March, 2008)

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.* A copy of the questionnaire distributed to groups.

Appendix 2: *Additional Analysis.* 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.* A complete list of publications by the PSU. Copies of these reports can be obtained by visiting the website:

<http://www.psu.uidaho.edu/vsp/reports.htm> or contacting the PSU office at (208) 885-7863.

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

Presentation of the results

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

SAMPLE ONLY

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "CAUTION!" is shown on the graph to indicate the results may be unreliable.
- * appears when total percentages do not equal 100 due to rounding.
- ** appears when total percentages do not equal 100 because visitors could select more than one answer choice.
- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportions of responses in each category.
- 5: In most graphs, percentages provide additional information.

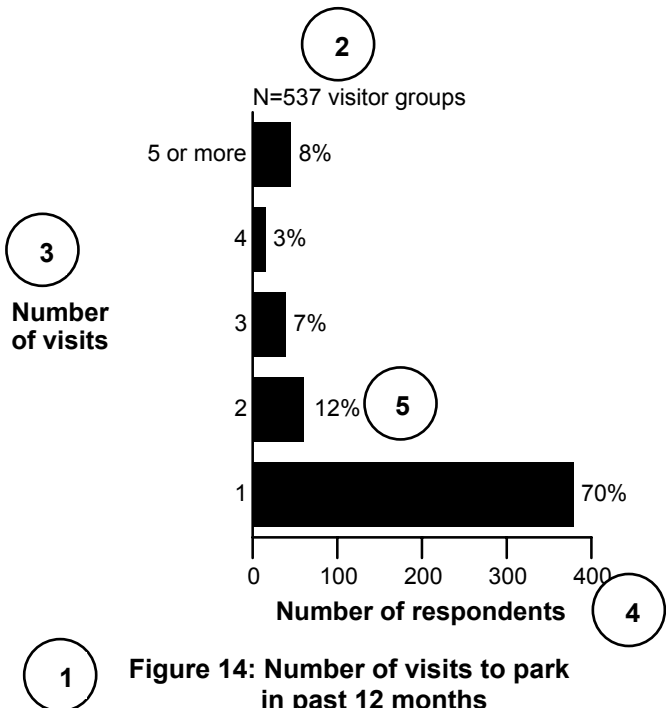


Figure 14: Number of visits to park in past 12 months

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). Using this methodology, the sample size was calculated based on park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at John Muir NHS during May 28 – August 5, 2007. Interviewers contacted 371 visitor groups of which 367 (98.9%) accepted questionnaires. Table 1 presents the locations and numbers of questionnaires distributed at each location. Questionnaires were completed and returned by 248 visitor groups resulting in a 67.6% response rate for this study.

Table 1: Questionnaire distribution locations
N=number of questionnaires distributed

Sampling site	N	Percent of total
Visitor Center	121	33
Mt. Wanda trailhead	246	67
Total	367	100

Questionnaire design

The John Muir NHS questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for John Muir NHS. 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 John Muir NHS questionnaire. However, all questions followed Office of Management and Budget (OMB) guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years 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 in order to mail them a reminder/thank you postcard and follow-ups. Visitors were asked to complete the survey after their visit, and return the questionnaire by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. 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.

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. The data were entered twice—by two independent data entry staff—and validated by a third staff member.

Limitations

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study period of May 28 – August 5, 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 was sunny and warm during May 28 – June 5, 2007; the park staff did not record the weather during the June 6 through August 5 survey period. The survey was conducted at the visitor center during the operating hours of 10 a.m. to 5 p.m. Wednesday through Sunday. Questionnaires were distributed at Mt. Wanda every day from May 28 through June 4, between the hours of 9 a.m. and 6 p.m.

Checking Non-response Bias

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

Table 2 shows insignificant differences between group types. There are significant differences between respondent and non-respondent ages and insignificant differences between respondent and non-respondent group sizes (see Table 3). See Appendix 3 for more details of the non-response bias checking procedure.

**Table 2: Comparison of respondents and non-respondents
group type**

Group type	Respondent	Non-respondent	Total
Alone	39	27	66
Family	44	22	66
Friends	24	19	43
Family and friends	3	2	5
Other	0	2	2
Total	110	72	182

Chi-square = 4.561^a df = 4 p-value = 0.335

a. 4 cells (40%) have expected count less than 5. The minimum expected count is .79.

**Table 3: Comparison of respondents and non-respondents
group size and age**

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Group size	111	2.61	69	1.9	0.159
Age	112	50.48	72	43.89	0.002

Some of the park interviewers did not gather all of the required information during the initial interviews, affecting the amount of data available for the non-response bias check (see non-respondent N's above).

Two out of three tests show insignificant differences between respondents and non-respondents. In addition, a five-year difference in average age in most mail surveys is an expected trend (see Appendix 3). Therefore, the response bias is judged to be insignificant. The data is a good representation of a larger John Muir National Historic Site visitor population for the duration of the survey period.

RESULTS

Demographics

Visitor group size

Question 21a

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

Results

- 39% of visitor groups were in groups of two (see Figure 1).
- 30% were in groups of three or four.
- 22% were alone.

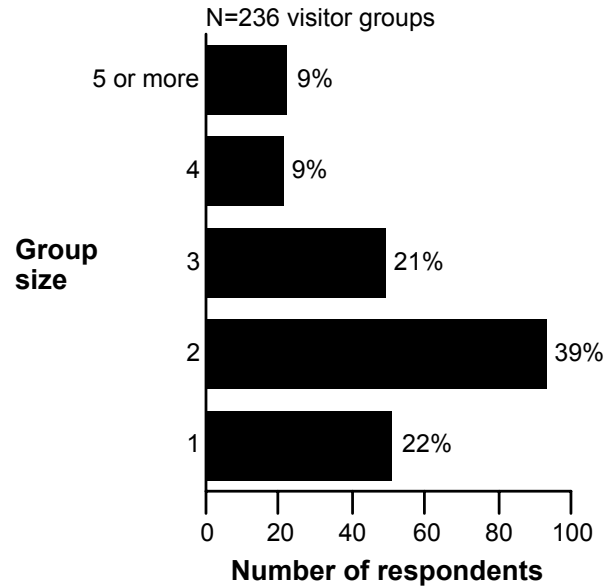


Figure 1: Visitor group size

Visitor group type

Question 20

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

Results

- 54% of visitor groups were made up of family members (see Figure 2).
- 23% were alone.
- 16% were with friends.
- “Other” groups (1%) included:

Fiancée
Students

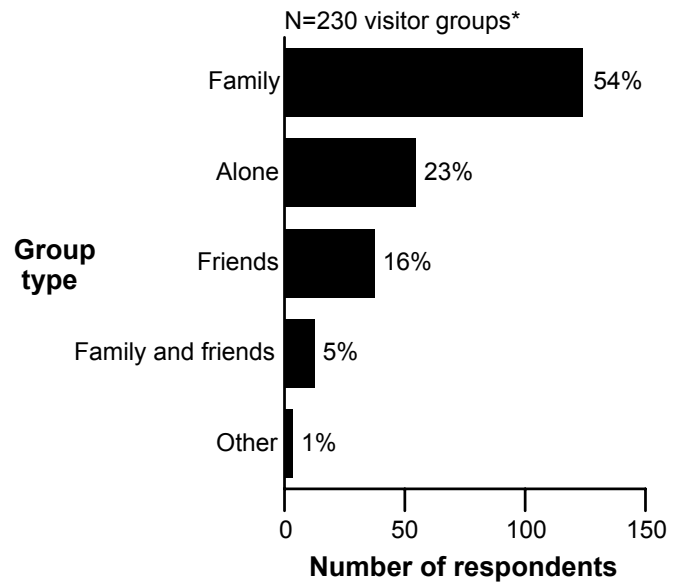


Figure 2: Visitor group type

*total percentages do not equal 100 due to rounding

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

Visitors with organized groups

Question 19a

On this visit, were you and your personal group part of an organized tour group?

Results

- 5% of visitor groups were part of an organized tour group (see Figure 3).

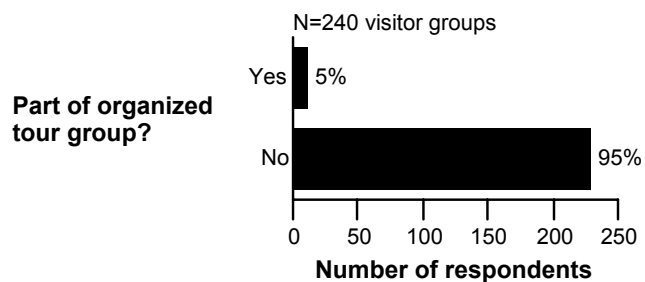


Figure 3: Visitors traveling with an organized tour group

Question 19b

If YES, what type of group were you and your personal group with?

Results – Interpret data with CAUTION!

- Not enough visitor groups answered the question to provide reliable data (see Figure 4).
- “Other” organized groups (9%) included:
Volunteers for Outdoor California

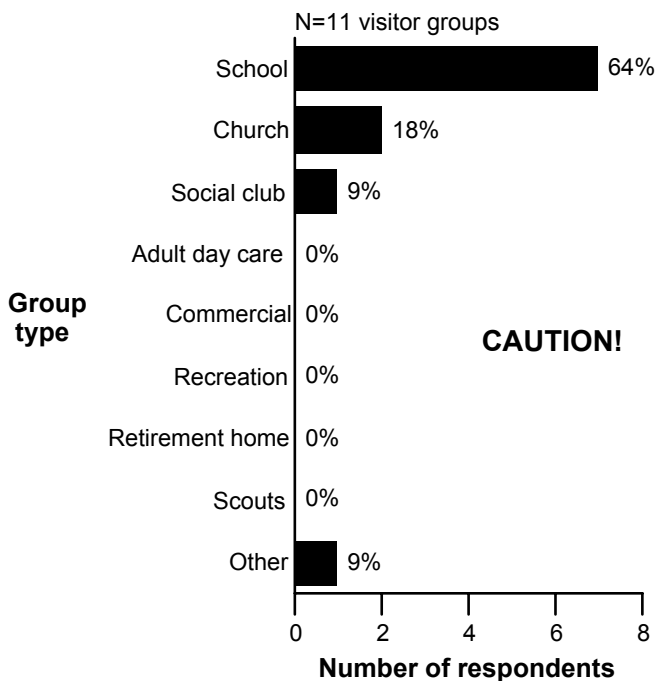


Figure 4: Types of groups

*total percentages do not equal 100 due to rounding

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

United States visitors by state of residence

Question 23b

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

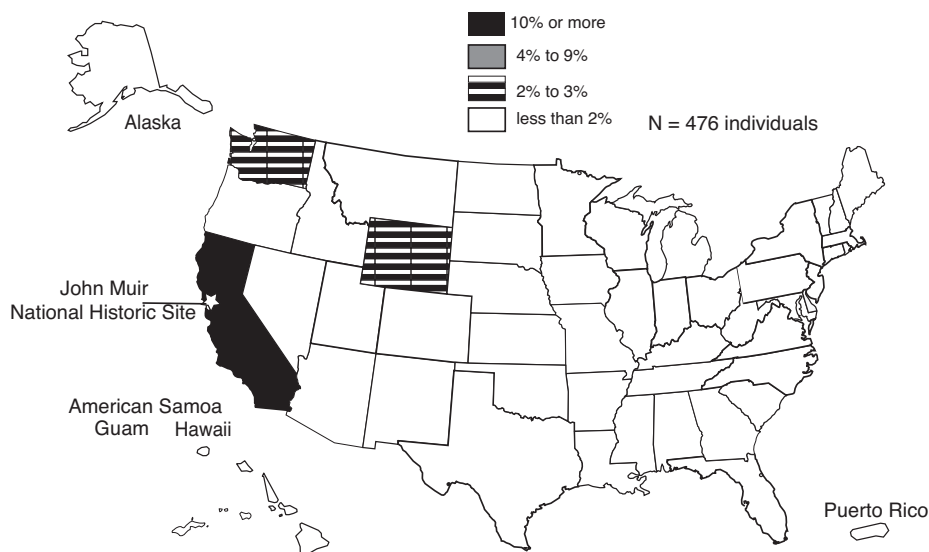
Note: Response was limited to seven members from each visitor group.

Results

- U.S. visitors came from 30 states and comprised 97% of total visitation to the park during the survey period.
- 81% of U.S. visitors came from California (see Table 4 and Map 1).
- 3% came from Washington and 2% came from Colorado.
- Smaller proportions came from 27 other states and Washington, D.C.

Table 4: United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=476 individuals	Percent of total visitors N=489 individuals
California	387	81	79
Washington	16	3	3
Colorado	8	2	2
Oregon	6	1	1
Illinois	5	1	1
Pennsylvania	5	1	1
Massachusetts	4	1	1
Michigan	4	1	1
Virginia	4	1	1
Arizona	3	1	1
Indiana	3	1	1
Maryland	3	1	1
Texas	3	1	1
17 other states & Washington, D.C.	25	5	5



Map 1: Proportions of United States visitors by state of residence

*total percentages do not equal 100 due to rounding

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

International visitors by country of residence

Question 23b
For you and your personal group on this visit, what is your country of residence?

Table 5: International visitors by country of residence *
CAUTION!

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

Country	Number of visitors	Percent of international visitors N=13 individuals	Percent of total visitors N=489 individuals
Canada	7	54	1
France	2	15	<1
Japan	1	8	<1
Mexico	1	8	<1
Taiwan	1	8	<1
United Kingdom	1	8	<1

Results – Interpret with **CAUTION!**

- International visitors comprised 3% of total visitation to the park during the survey period.
- Not enough visitor groups answered the question to provide reliable data (see Table 5).

Number of visits to the park in lifetime

Question 23c
For you and your personal group, how many times have you visited John Muir NHS in your lifetime (including this visit)?

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

Results

- 62% of visitors visited the park once in their lifetime (see Figure 5).
- 27% visited three or more times.
- 11% visited two times.

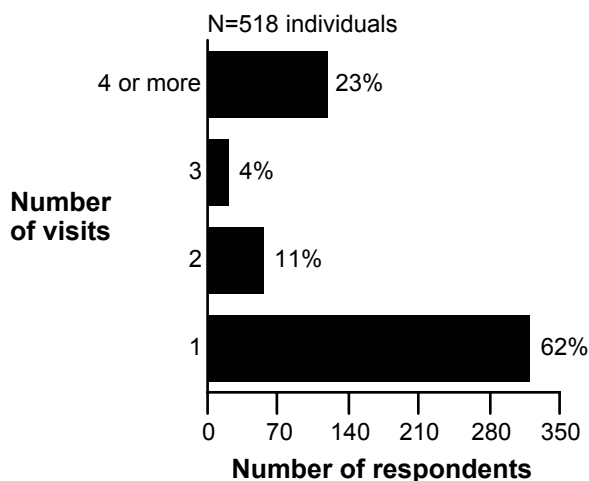


Figure 5: Number of visits to park in lifetime

*total percentages do not equal 100 due to rounding

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

Visitor age

Question 23a

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

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

Results

- Visitor ages ranged from 1 to 96 years old.
- 47% of visitors were in the 46-65 years age group (see Figure 6).
- 15% were 66 years or older.
- 13% were 15 years or younger.

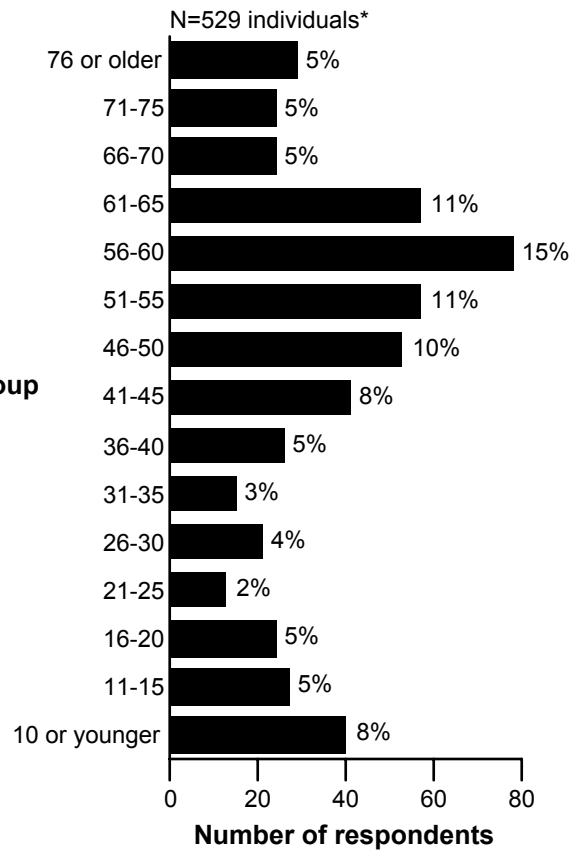


Figure 6: Visitor age

Visitor gender

Question 25

For you only, what is your gender?

Results

- 53% of visitors were female (see Figure 7).
- 47% were male.

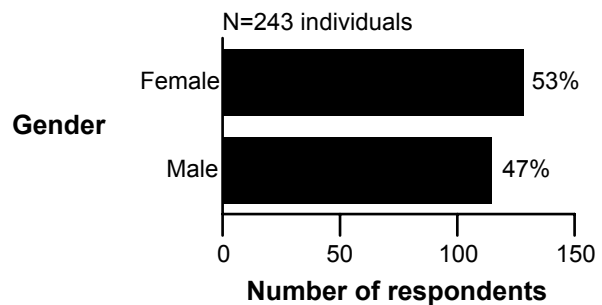


Figure 7: Visitor gender

*total percentages do not equal 100 due to rounding

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

Highest level of education

Question 24

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

Results

- 39% of visitors held a Bachelor's degree (see Figure 8).
- 38% held a Graduate degree.

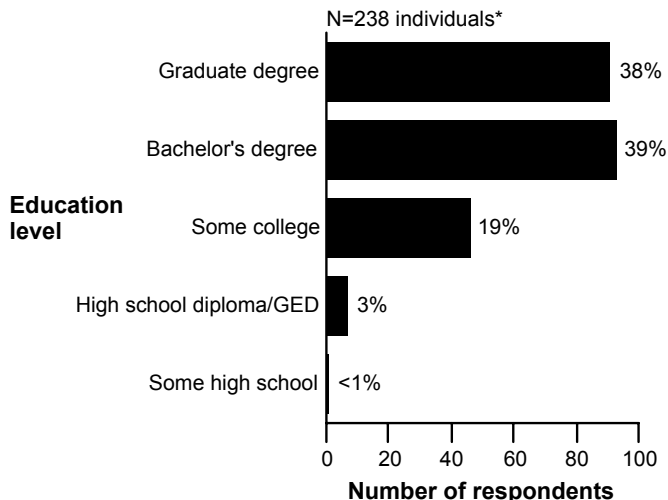


Figure 8: Visitor education

Preferred languages for speaking and writing

Question 22a

When visiting an area such as John Muir NHS, what one language do you and most members of your group prefer to use for speaking? (open-ended)

Table 6: Preferred language for speaking
N=236 visitor groups

Language	Number of times mentioned
English	235
Japanese	1

Results

- 95% of visitor groups (N=236) responded to this question.
- Most visitor groups preferred to speak English (see Table 6).

Question 22a

When visiting an area such as John Muir NHS, what one language do you and most members of your group prefer to use for reading? (open-ended)

Table 7: Preferred language for reading
N=228 visitor groups

Language	Number of times mentioned
English	227
Japanese	1

Results

- 92% of visitor groups (N=228) responded to this question.
- Most visitor groups preferred to read English (see Table 7).

*total percentages do not equal 100 due to rounding

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

Preferred services provided in other languages

Question 22b

What services in the park would you like to have provided in languages other than English? (open-ended)

Results

- 80% of visitor groups (N=199) responded to this question.
- Most visitor groups preferred to have services provided in English (see Table 8).

Table 8: Preferred services

N=208 comments;
some visitor groups listed more than one service.

Service	Number of times mentioned
None	185
Brochures	8
Exhibits	3
Signs	3
Adobe Information	2
Printed material	2
Audio tour	1
Audiovisual information	1
Junior Ranger program	1
Self-guided booklet	1
Website	1

Question 22c

Which language, other than English, would you like services to be provided in? (open-ended)

Results

- 13% of visitor groups (N=33) responded to this question.
- Most visitor groups preferred to have services provided in Spanish (see Table 9).

Table 9: Preferred language

N=43 comments;
some visitor groups listed more than one language.

Language	Number of times mentioned
Spanish	25
French	4
German	4
Japanese	3
Chinese	1
Farsi	1
Portuguese	1
Punjabi	1
A variety to accommodate visitors	3

*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 26a

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

Results

- 12% of visitors groups had disabilities/impairments that made it difficult to access or participate in park activities or services (see Figure 9).

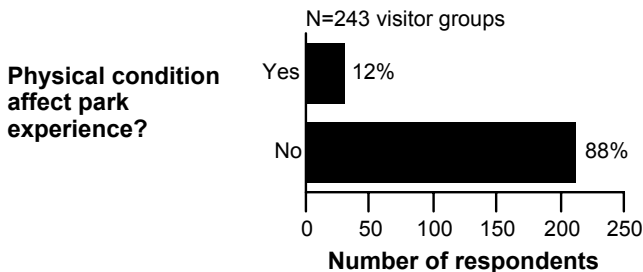


Figure 9: Visitors with a physical condition that made it difficult to access or participate in park activities or services

Question 26b

If YES, on this visit, what activities or services did the person(s) have difficulty accessing or participating in?

Results

- As shown in Figure 10, the most common activities or services affected by disabilities/impairments were:

47% Muir home
30% Trails
23% Martinez Adobe

- “Other” activities or services (10%) included:

Climbing upstairs
Walking uphill

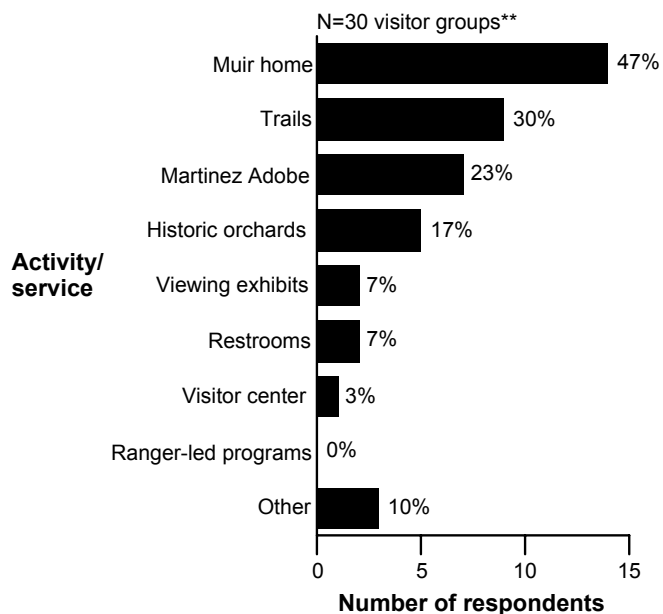


Figure 10: Park activities or services affected by disabilities/impairments

*total percentages do not equal 100 due to rounding

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

Question 26c

Because of the physical condition, what specific problems did the person(s) have?

Results – Interpret with **CAUTION!**

- Not enough visitor groups answered the question to provide reliable data (see Figure 11).
- Visitor groups did not specify what the “other” types of disabilities/impairments (10%) were.

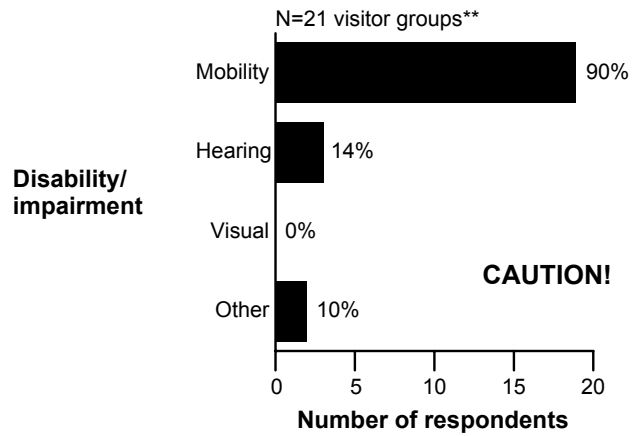


Figure 11: Types of disabilities/impairments

*total percentages do not equal 100 due to rounding

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

Trip/Visit Characteristics and Preferences

Visitor awareness of who John Muir was

Question 2a

Prior to this visit, did you and your group know who John Muir was?

Results

- 97% of visitor groups knew who John Muir was prior to this visit (see Figure 12).

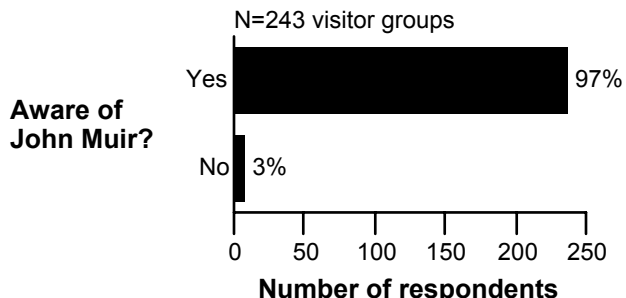


Figure 12: Visitor awareness of who John Muir was prior to this visit

Visitor awareness of the Mt. Wanda unit of John Muir NHS

Question 2b

Prior to this visit, were you and your group aware of the Mt. Wanda unit of John Muir NHS?

Results

- 63% of visitor groups were unaware of the Mt. Wanda unit of John Muir NHS (see Figure 13).

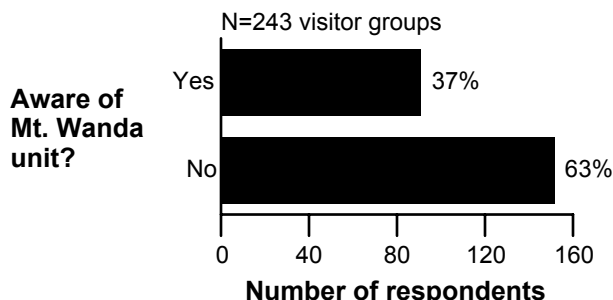


Figure 13: Visitor awareness of Mt. Wanda unit of John Muir NHS

Learn about Mt. Wanda during this visit

Question 2c

Did you and your group learn about Mt. Wanda during this visit?

Results

- 34% of visitor groups learned about Mt. Wanda on this visit (see Figure 14).

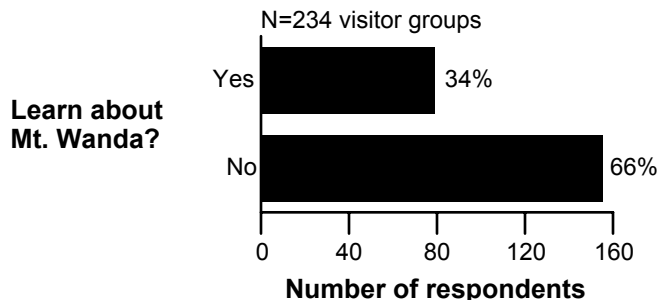


Figure 14: Learn about Mt. Wanda on this visit?

*total percentages do not equal 100 due to rounding

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

Visitor awareness of and visits to nearby NPS sites

Question 3a

Prior to this visit, were you and your group aware of the following nearby National Park Service sites?

Results

- About one-half of the visitor groups were aware of each of the three nearby park sites prior to visiting John Muir NHS (see Table 10).

Question 3b

If you were not previously aware of these sites, did you and your group find out about them on this visit?

Results

- Over 70% of visitor groups did not find out about any of the three park sites during their visit to John Muir NHS (see Table 10).

Question 3c

Have you and your group members ever visited these sites?

Results

- Over 80% of the visitor groups had not ever visited any of the three park sites (see Table 10).

Table 10: Awareness of and visits to nearby NPS sites*

N=number of visitor groups who responded to each question

Park site	N	Percentage (%)					
		Aware of site prior to visit?		Find out on this visit?		Ever visit this site?	
		Yes	No	Yes	No	Yes	No
Eugene O'Neill National Historic Site	151	59	41	18	82	13	78
Port Chicago Naval Magazine National Memorial	151	48	52	26	74	5	95
Rosie the Riveter—World War II Home Front National Historical Park	151	54	46	21	79	16	84

*total percentages do not equal 100 due to rounding

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

Information sources used prior to visit

Question 1a

Prior to your visit, how did you and your group get information about John Muir NHS?

Results

- 85% of visitor groups obtained information about the park prior to their visit (see Figure 15).

- As shown in Figure 16, the most common sources of information used by visitor groups were:

43% Friends/relatives/word of mouth
 42% Previous visits
 29% John Muir NHS website

- “Other” sources of information (21%) included:

Drove by park
 Other historic site
 John Muir's books
 Muir Heritage Land Trust
 National Park passport
 O'Neill House
 Resident of the area
 Road signs
 Sierra Club

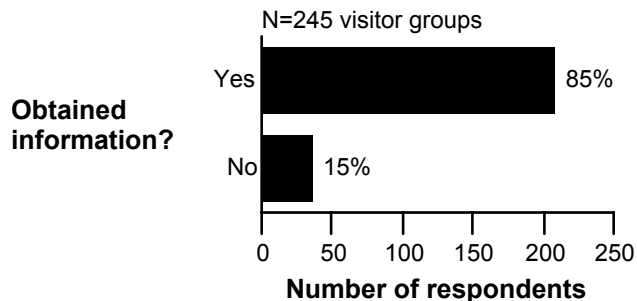


Figure 15: Visitor groups who obtained information about John Muir NHS prior to this visit

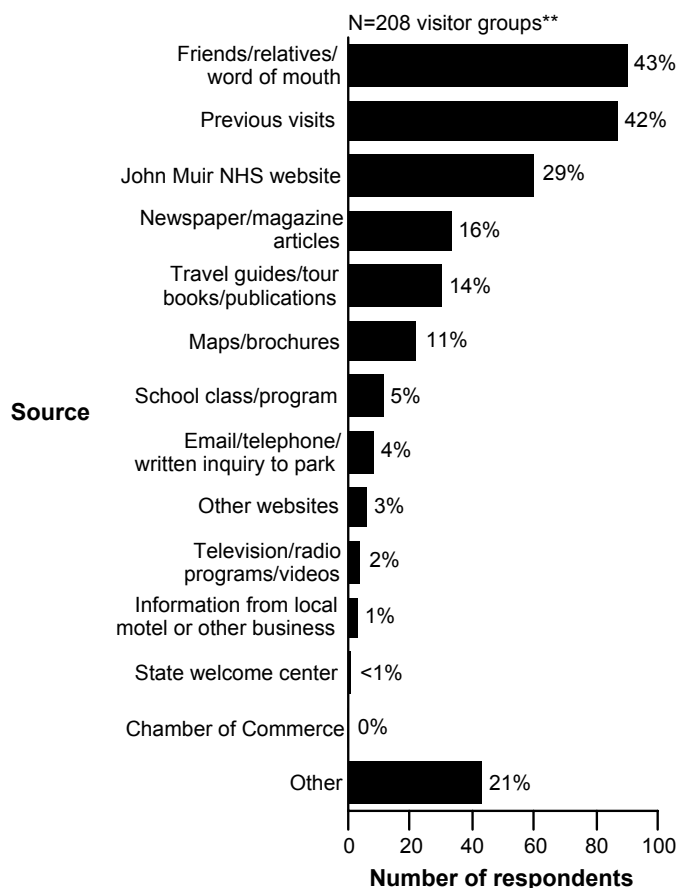


Figure 16: Sources of information used by visitor groups prior to this visit

*total percentages do not equal 100 due to rounding

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

Question 1c

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

Results

- 93% of visitor groups received the information they needed for this trip to John Muir NHS (see Figure 17).

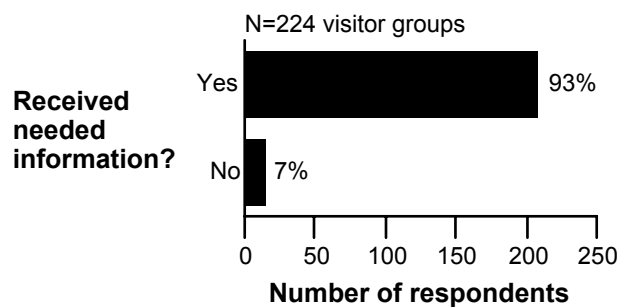


Figure 17: Visitor groups who received needed information prior to this visit

Question 1d

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

Results – Interpret with **CAUTION!**

- 6% of visitor groups (N=17) responded to this question.
- Additional information that visitor groups needed included:

Admission fees
 Detailed site map
 Driving directions
 Hours of operation
 Information about historical features
 Information about John Muir's relatives
 Trail information (detailed map, routes, loops, distance, grades, etc.)
 Trees were poorly labeled
 Warning for snakes and ticks

*total percentages do not equal 100 due to rounding

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

Information sources to plan a future visit

Question 1b

Prior to a future visit, how would you and your group prefer to obtain information about John Muir NHS?

Results

- As shown in Figure 18, the most common sources of information visitor groups preferred to use to plan a future visit to the park were:

- 60% John Muir NHS website
- 26% Travel guides/tour books/publications
- 25% Previous visits
- 23% preferred to use maps/brochures

- “Other” sources of information (3%) included:

National Park Passport

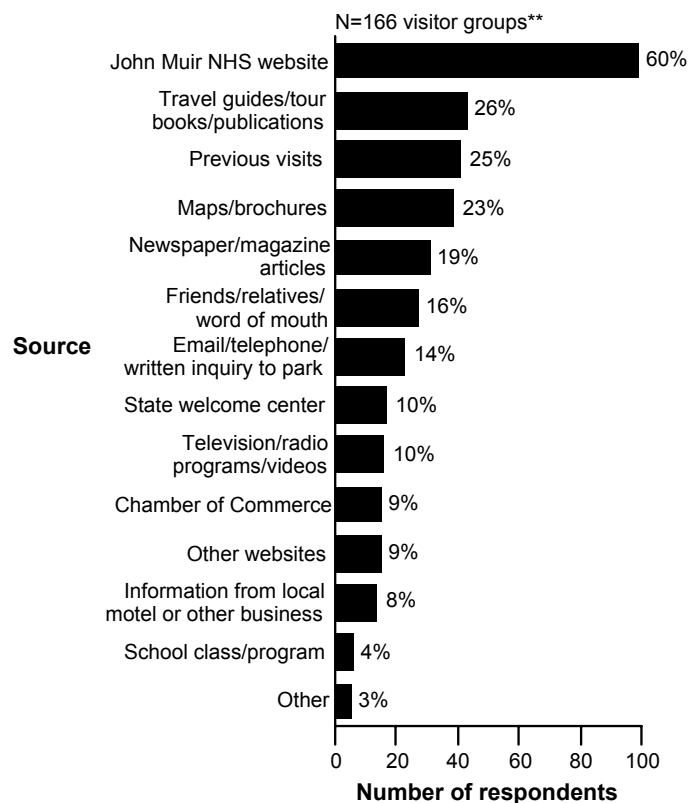


Figure 18: Sources of information to plan a future visit

*total percentages do not equal 100 due to rounding

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

Use of park website

Question 1e

If you and your group used the park website www.nps.gov/jomu/ prior to your visit, did it provide the information that you needed?

Results

- 35% of visitor groups used the park website before their visit (see Figure 19).
- 85% of visitor groups said they obtained the information they needed from the park website (see Figure 20).

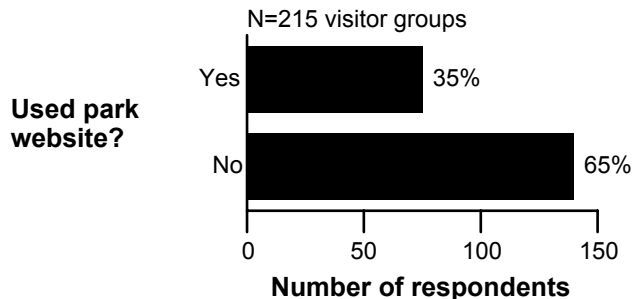


Figure 19: Use of park website prior to visit

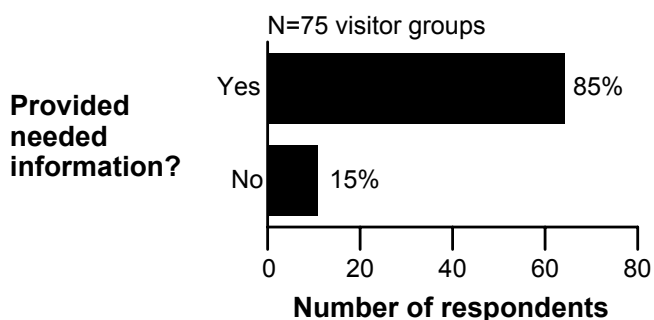


Figure 20: Park website provide needed information?

Question 1f

If NO, what information did you? (open-ended)

Results - Interpret with **CAUTION!**

- 2% of visitor groups (N=6) responded to this question.
- Additional information that visitor groups needed included:

- Admission fees
- Detailed site map on website
- Detailed trail map with elevation
- Hours of operation
- Specific directions to park

*total percentages do not equal 100 due to rounding

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

Timing of decision to visit park

Question 5b

For this visit, when did you and your group make the decision to visit John Muir NHS?

Results

- 40% of visitor groups decided to visit the park on the day that they visited (see Figure 21).
- 27% decided to visit about a week prior to visit.
- 14% decided to visit the park a month or more prior to visit.

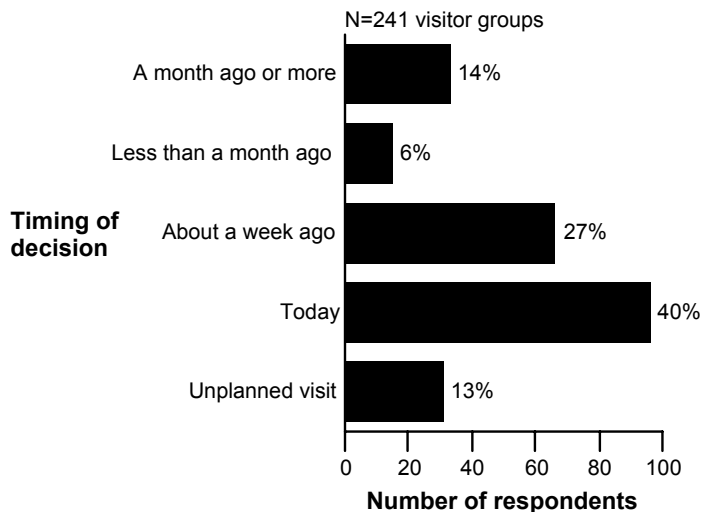


Figure 21: Timing of decision to visit park

Park as destination

Question 4

For this visit, please explain how your visit to John Muir NHS fit into your group's travel plans.

Results

- 62% of visitor groups indicated the park was their primary destination (see Figure 22).

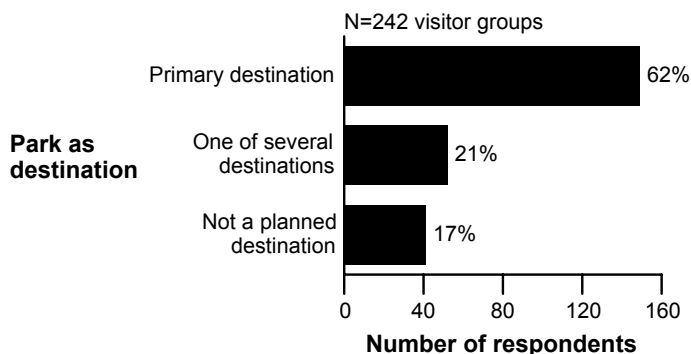


Figure 22: Park visit as part of travel plans

*total percentages do not equal 100 due to rounding

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

Primary reason for visiting John Muir NHS area

Question 7

For this visit, what was the primary reason that you and your group visited the John Muir NHS area (within 35 miles of the park)?

Results

- 47% of visitor groups were residents of the local area (see Figure 23).
- As shown in Figure 24, the most common reasons for visiting the John Muir NHS area for non-residents were:
 - 37% Visit John Muir NHS
 - 31% Visit friends/relatives in the area
- “Other” primary reasons (9%) for visiting included:
 - Admire John Muir
 - Aimless Sunday drive
 - Learn about conservation/preservation
 - Obtain stamp in National Park Passport book
 - Obtain senior pass
 - Participate in a Boy Scout project
 - Participate in a trail building project
 - Relax and reflect
 - Running at Mt. Wanda
 - Show the park to family/friends
 - Visiting several national parks

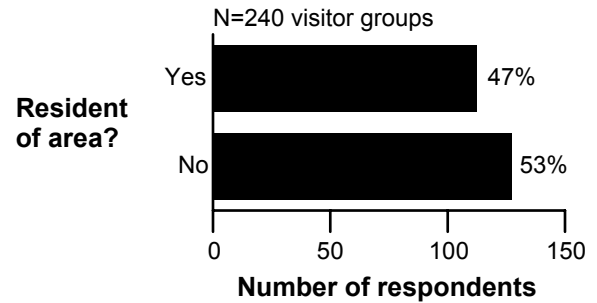


Figure 23: Residents of area

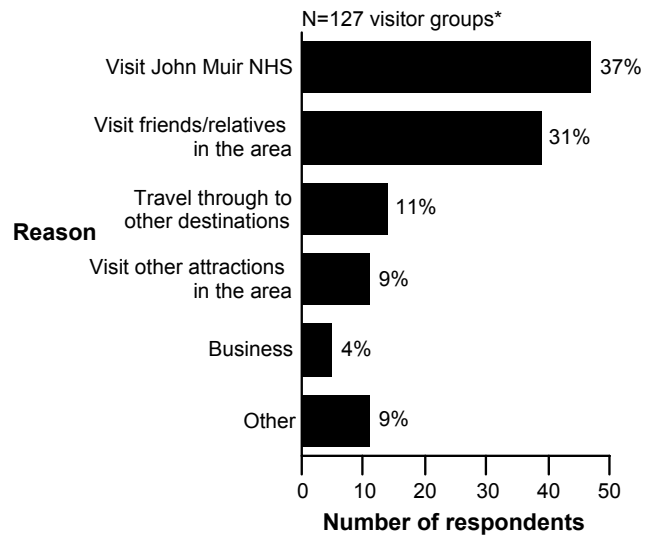


Figure 24: Primary reason for visiting the area

*total percentages do not equal 100 due to rounding

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

Reasons for visiting John Muir NHS

Question 8

On this visit, what were the reasons that you and your group visited John Muir NHS?

Results

- As shown in Figure 25, the most common reasons for visiting the park were:

- 64% Visit John Muir House
- 55% Learn more about John Muir
- 33% Learn more about local history
- 32% Hike trails at Mt. Wanda

- “Other” reasons (14%) included:

- Bike Mt. Wanda trails
- Frequent visitor of the area
- Geocaching
- Good introduction for a visit to Muir Woods two days later
- Hike California Riding and Hiking trail
- Horseback riding on Mt. Wanda trails
- Introduce our foreign born students to local history
- Junior Ranger program
- Learn about conservation/historic preservation
- Looking for potential painting scenes
- Obtain information for a report
- Obtain lemons from tree to plant
- Preservation
- Purchase senior pass
- Reflect
- Relax
- Resident of the area
- School project
- See wildlife
- Sierra Club members
- Trail building
- Visit a friend who works there
- Volunteer to help maintain landscape and orchards

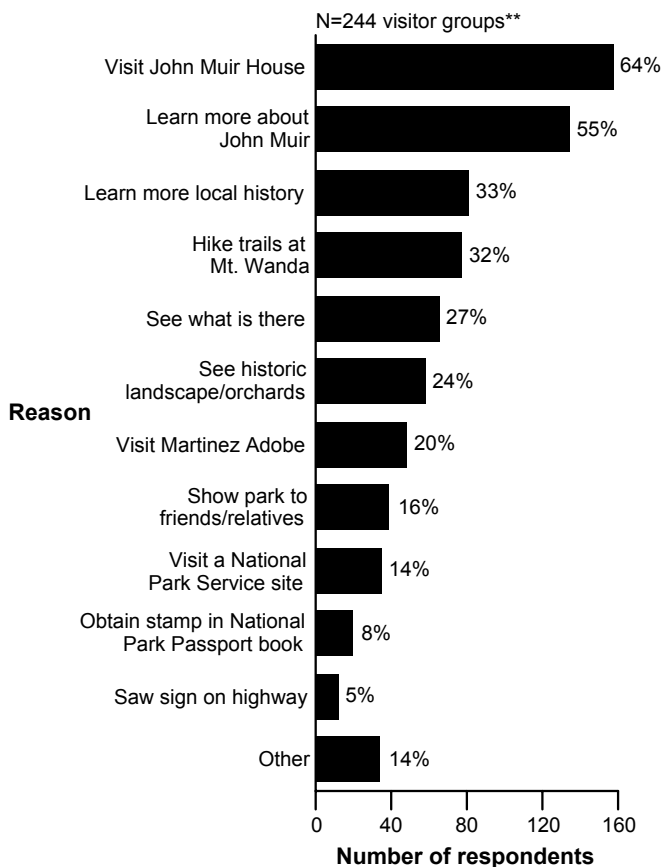


Figure 25: Reasons for visiting John Muir NHS

*total percentages do not equal 100 due to rounding

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

Services in Martinez, California

Question 9a

What services did you and your group use in Martinez, California, that were specifically related to this park visit?

Results

- 57% of visitor groups used services in Martinez, California (see Figure 26).

- As shown in Figure 27, the most common services used were:

- 53% Ate a meal
- 29% Obtain information about John Muir
- 26% Bought gasoline
- 24% Shop

- “Other” services (13%) used in Martinez included:

- Apply for senior pass to national parks
- Buy water/drinks
- Docent tour
- Drink beer
- Kaiser Facility

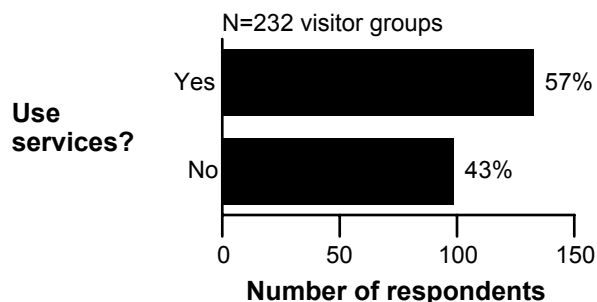


Figure 26: Use services in Martinez, California?

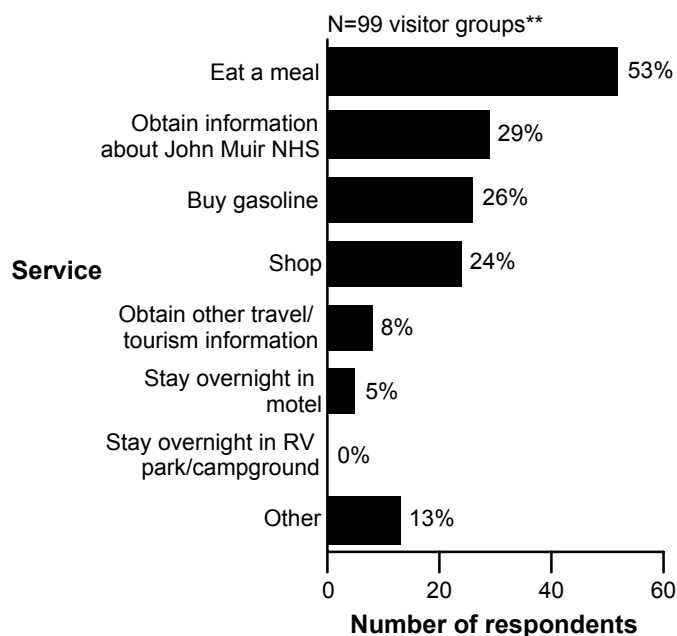


Figure 27: Services used in Martinez, California

*total percentages do not equal 100 due to rounding

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

Question 9b

Do you have any comments about these services or services you would like to see provided in Martinez, CA? (open-ended)

Results - Interpret with **CAUTION!**

- 7% of visitor groups (N=18) responded to this question.
- Table 11 shows visitor comments on services in Martinez, CA.

Table 11: Comments on services in Martinez, CA

N=17 comments;

some visitor groups made more than one comment.

CAUTION!

Service	Comment
Buy gasoline	Alternative fuel site - an eco friendly service station (electric car/alt fuel) would be a better backdrop for a great conservationist's home than the oil refineries we DO see. Nice and Cheap
Eat a meal	Deep dish pizza Excellent food quality, quantity and value More choice of restaurants would have been great Small parking lots for grouped businesses Would be nice to throw away trash No service listed at In-and-Out Burger Should have better (closer) food resources available to out of town visitors There is no drinking water at Mt. Wanda parking area
Lodging	Better accommodations. The current hotels are dirty and unwelcoming
Obtain information about John Muir NHS	I didn't find any signs for Muir NHS on way into Martinez from Hwy 680. Where's Mt. Wanda? I thought it was behind the house, It wasn't on the map in the brochure (on loan), was it? I didn't notice it.
Obtain travel/tourism information	Friendly, helpful
Shop	In park gift shop No more Wal-Mart, bring Costco back to Martinez Shops were interesting. Town is well kept and appealing.

*total percentages do not equal 100 due to rounding

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

Adequacy of directional signs

Question 6

On this visit, were the signs directing you and your group to John Muir NHS adequate? If you answered NO, please explain.

a. Signs on State Highway 4

Results

- 55% of visitor groups said State Highway 4 directional signs were adequate (see Figure 28).
- 42% did not use the signs.
- Reasons signs were not adequate:
 - Didn't see any signs
 - Exit sign too close to off ramp
 - Need signs for Mt. Wanda entrance
 - West bound on Rte 4-right turn, missed left into lot

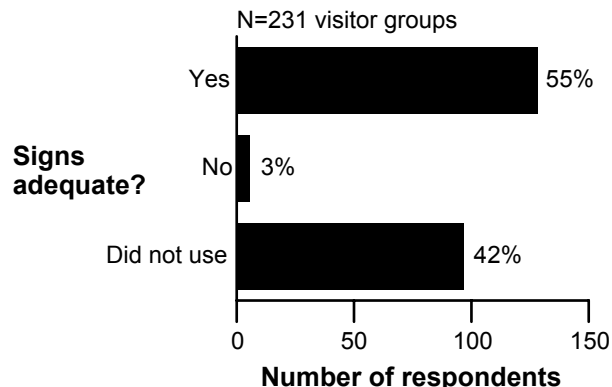


Figure 28: Adequacy of directional signs on State Highway 4

b. Signs on city streets in communities

Results

- 57% of visitor groups said city street signs were adequate (see Figure 29).
- 37% of did not use the signs.
- Reasons signs were not adequate:
 - Did not see any signs
 - Better signage needed after leaving highway
 - Missed the sign
 - Missed turn-in
 - Need more signs
 - Need more visible signs
 - Need sign on East side of Pleasant Hill north of State Highway 4

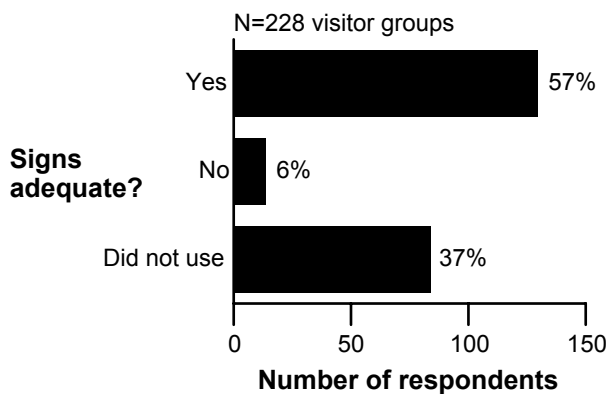


Figure 29: Adequacy of directional signs on city streets in communities

*total percentages do not equal 100 due to rounding

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

Number of vehicles

Question 21b

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

Results

- 91% of visitor groups used one vehicle to arrive at the park (see Figure 30).
- 6% used two or more vehicles.

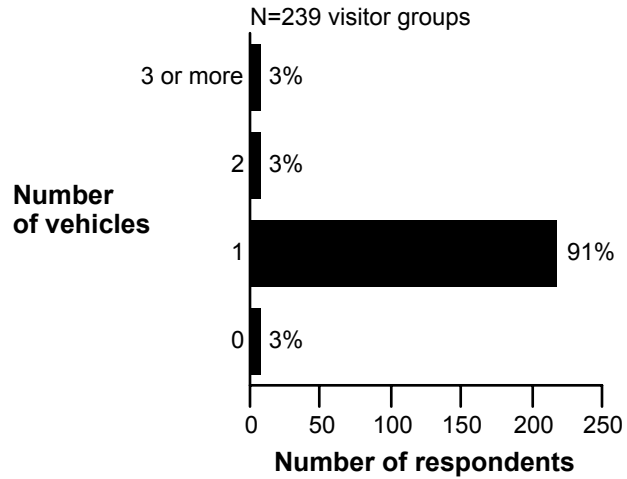


Figure 30: Number of vehicles used to arrive at the park

Number of park entries

Question 21c

On this visit, how many times did you and your personal group enter John Muir NHS during your stay in the area?

Results

- 94% of visitor groups entered the park once (see Figure 31).
- 4% entered the park twice.

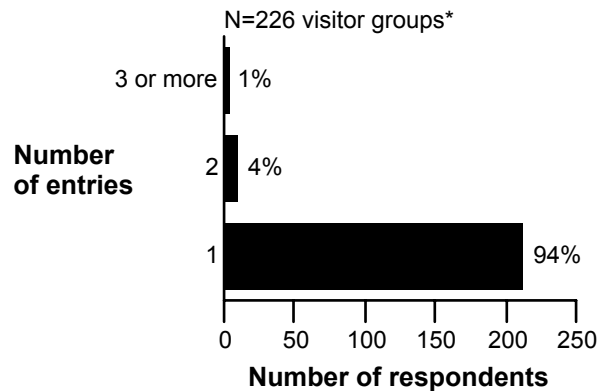


Figure 31: Number of park entries

*total percentages do not equal 100 due to rounding

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

Length of visit

Question 11

On this visit to John Muir NHS, how long did you and your group spend visiting the park?

Number of hours if less than 24 hours

Results

- 78% of visitors groups spent up to two hours at the park (see Figure 32).
- 22% spent three or more hours.
- The average length of stay was 2.04 hours.

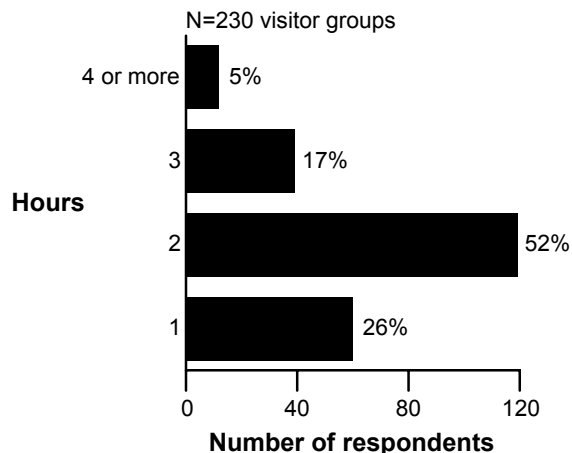


Figure 32: Number of hours visiting the park

Time spent at park compared with time planned

Question 5a

On this visit, how much time did you and your group spend at John Muir NHS compared with what you had planned?

Results

- 46% of visitor groups had not planned a specific amount of time to spend at the park (see Figure 33).
- 41% spent about the amount of time that they had planned.

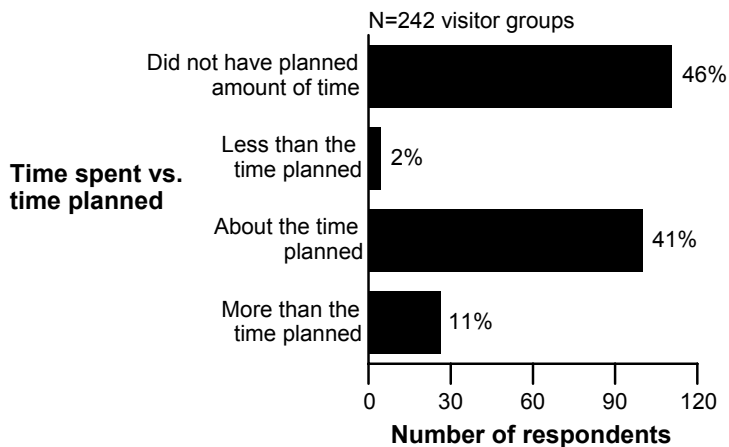


Figure 33: Time spent at park compared with time planned

*total percentages do not equal 100 due to rounding

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

Visitors activities

Question 10a

On this visit, what activities did you and your group participate in while visiting John Muir NHS?

Results

- As shown in Figure 34, the most common activities that visitor groups participated in were:

70% Learning about John Muir
 67% Viewing John Muir House
 53% Visiting historic orchards
 48% Viewing exhibits in Martinez Adobe

- “Other” activities (14%) included:

Biking
 Geocaching
 Hike California Riding and Hiking Trail
 Hiking Muir Trail
 Horseback riding
 Junior Ranger program
 Obtain stamp in National Park Passport book
 Obtain senior pass
 Picking up fruits in the orchards
 Reflecting
 Relaxing
 Running at Mt. Wanda
 Sitting on the benches outside in garden
 Talking with park staff
 Visiting visitor center
 Volunteer project for neighboring land
 Walking dog
 Watch movie at visitor center

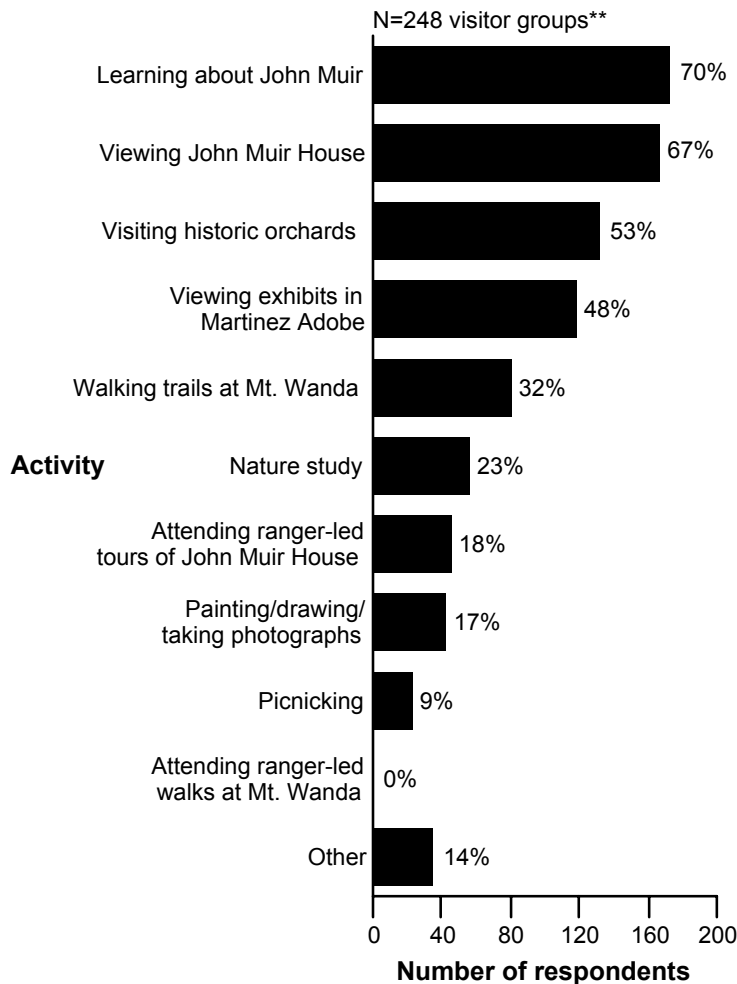


Figure 34: Visitor activities

*total percentages do not equal 100 due to rounding

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

Activity that was primary reason for visiting park

Question 10b

Which one of the above activities was the primary reason you and your group visited John Muir NHS on this visit? (open-ended)

Results

- As shown in Figure 35, the activities that visitor groups rated as their primary reason for visiting the park were:

36% Viewing John Muir House
 27% Learning about John Muir
 23% Walking trails at Mt. Wanda

- “Other” activities (9%) that were primary reasons for visiting were:

Bike Mt. Wanda trail
 Geocaching
 Hike California Riding and Hiking Trail
 Horseback riding on trails in hills
 Junior Ranger program
 Learning
 Obtain stamp in National Park
 Passport book
 Picking fruit
 Reflecting
 Relaxing
 Running at Mt. Wanda
 School trip
 Sierra Club members
 Talking with naturalist
 Viewing movie
 Visiting friend’s workplace
 Volunteer project on neighboring land
 Walking dog

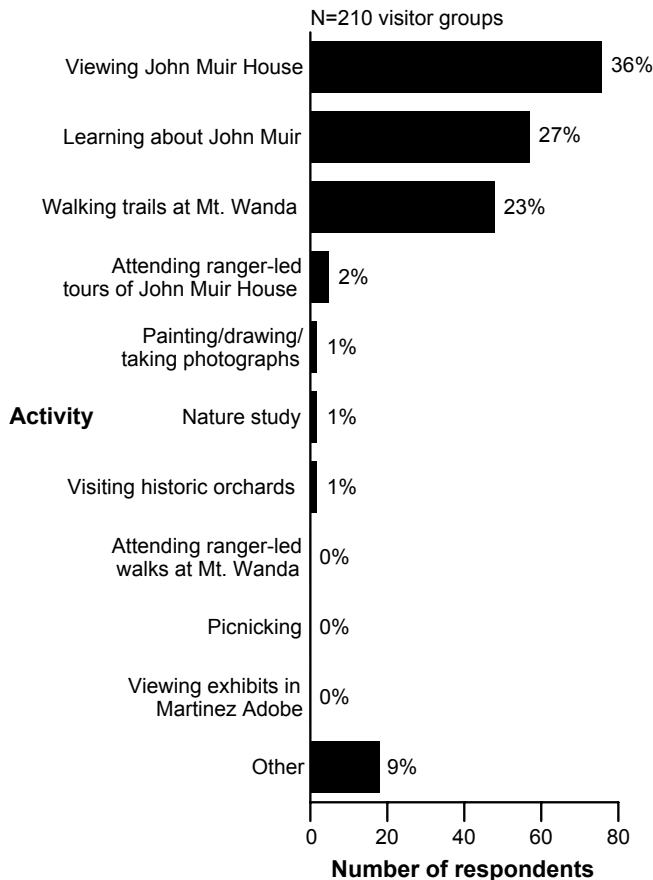


Figure 35: Activity that was primary reason for visiting park

*total percentages do not equal 100 due to rounding

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

Interest in visiting the gravesite of John Muir on a future visit

Question 18

John Muir’s gravesite, a 1.25-acre site with historic pear trees, is about 1-mile from the Muir House. It has recently been acquired by the park, but is not currently open to the public. On a future visit to John Muir NHS, would you and your group be interested in visiting the gravesite?

Results

- 79% of visitor groups were interested in visiting the gravesite of John Muir on a future visit (see Figure 36).

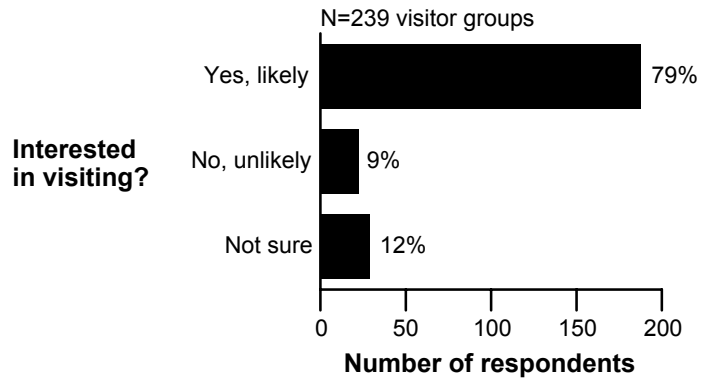


Figure 36: Interest in visiting the gravesite of John Muir on a future visit

*total percentages do not equal 100 due to rounding

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

Topics learned on this visit

Question 16a

During your visit to John Muir NHS, did you and your group learn about the following topics?

Results

- As shown in Figure 37, the topics that visitor groups learned on this visit were:

73% John Muir and his significance
63% Historic orchards and their significance

- “Other” topics (69%, N=16 - Interpret with **CAUTION!**) included:

Alhambra Creek
Crack above John Muir's house door
Growing of apricots
Importance of National Historical Sites
John Muir gravesite
John Muir's family
John Muir's house

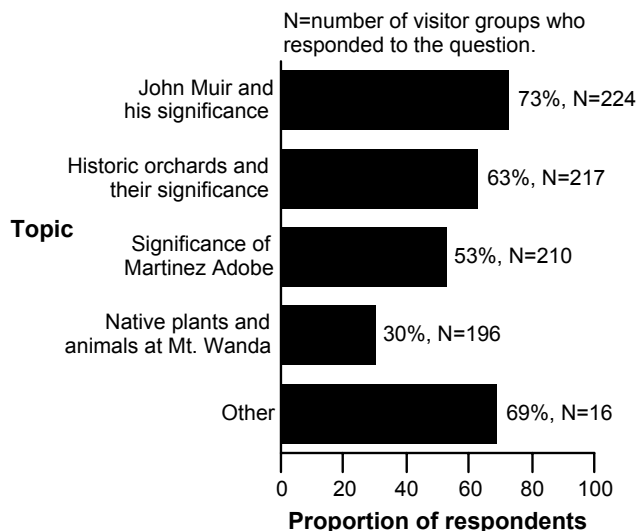


Figure 37: Topics learned on this visit

Topics to learn on a future visit

Question 16b

Next, whether or not you checked “Yes” or “No” for this visit, please indicate if you are interested in learning about each topic during a future visit to John Muir NHS?

Results

- As shown in Figure 38, the topics that visitor groups preferred to learn on a future visit were:

89% Native plants and animals at Mt. Wanda
89% John Muir and his significance

- “Other” topics (93%, N=14 - Interpret with **CAUTION!**) included:

Connections with California culture
Construction details
John Muir's interaction with the town of Martinez
John Muir's scientific contribution
John Muir's travels
Santa Fe Railroad

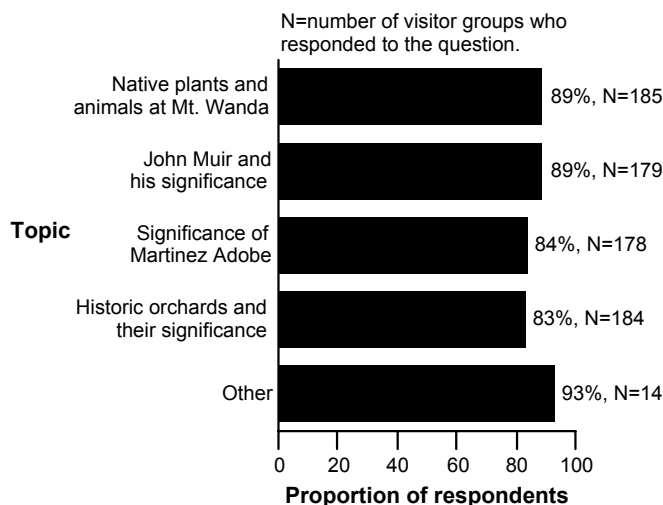


Figure 38: Topics preferred on a future visit

“Other topics” (continued)
Seeds and plants available
Tools in the attic
Women pioneers of area

*total percentages do not equal 100 due to rounding

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

Preferred methods to learn about the park on a future visit

Question 17

On a future visit, how would you and your group prefer to learn about cultural and natural history/features of John Muir NHS?

Results

- 93% of visitor groups were interested in learning about the park on a future visit (see Figure 39).
- As shown in Figure 40, the methods visitor groups preferred to use to learn about the cultural and natural history/features of the park on a future visit were:

- 79% Outdoor exhibits
- 77% Self-guided tours
- 65% Printed materials
- 62% Indoor exhibits

- “Other” learning methods (5%) included:
 - Fruit tasting in season
 - Interactive display for children
 - Programs for school groups
 - Showcase restoration
 - Speaker stations
 - The site itself
 - Visit grounds/orchard

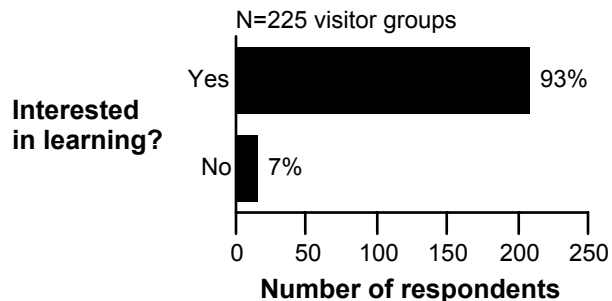


Figure 39: Interest in learning about the park on a future visit

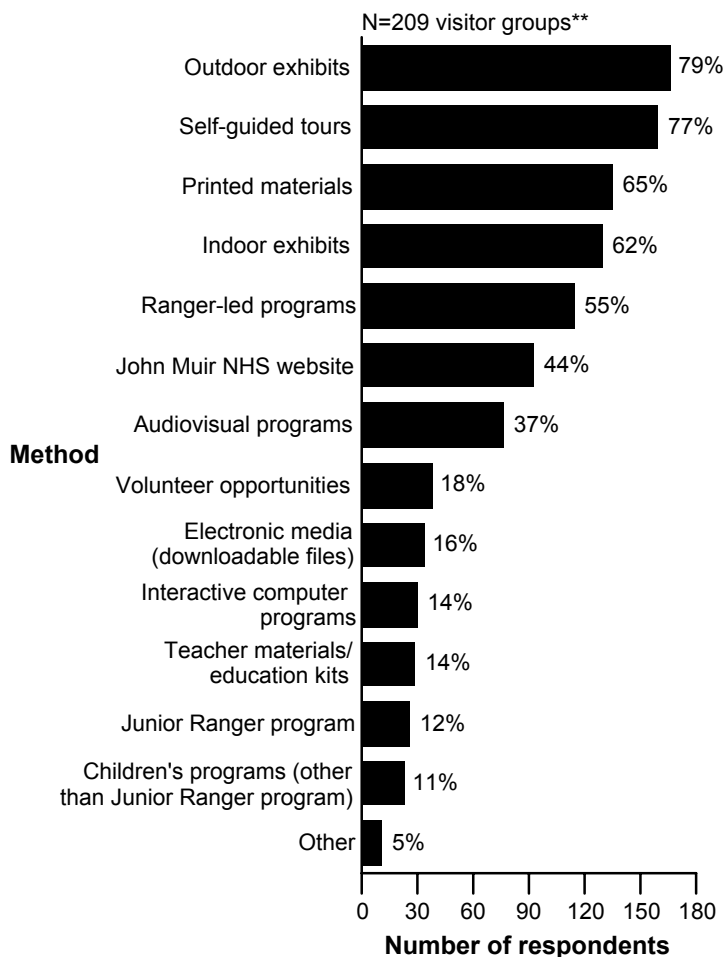


Figure 40: Preferred methods to learn about the park on a future visit

*total percentages do not equal 100 due to rounding

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

Ratings of Visitor Services, Facilities, Elements, Attributes and Resources

Visitor services and facilities used

Question 15a

Please indicate all visitor services and facilities that you or your group used in John Muir NHS.

Results

- As shown in Figure 41, the most commonly used visitor services/facilities included:
 - 71% John Muir Visitor Center
 - 69% Park brochure/map
 - 68% Walk through John Muir House
 - 67% Assistance from park staff
- The least used service/facility was:
 - 3% Junior Ranger program

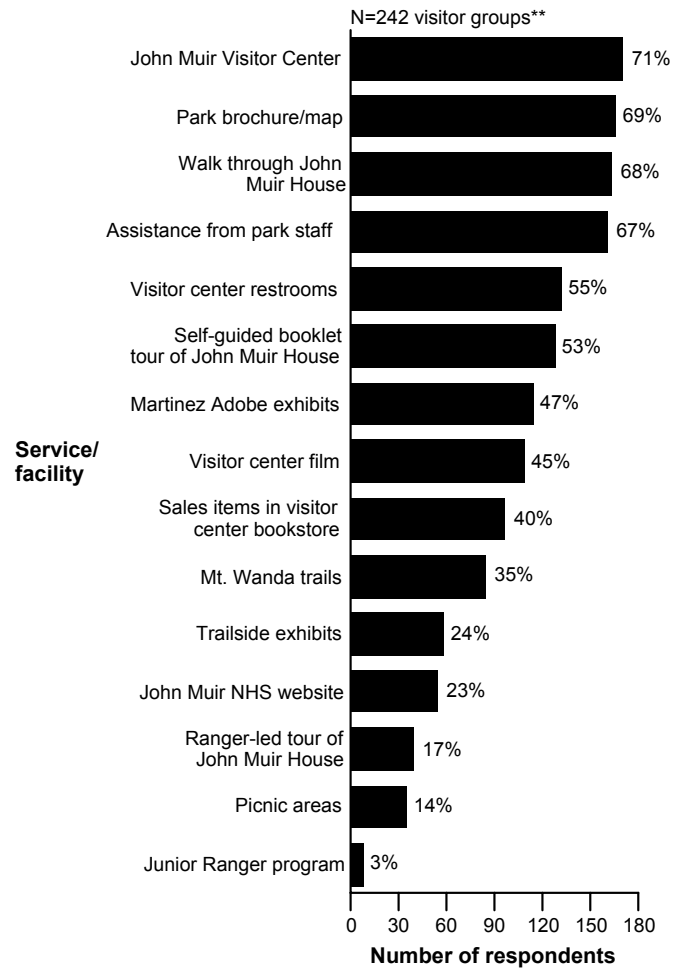


Figure 41: Visitor services and facilities used

*total percentages do not equal 100 due to rounding

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

Importance ratings of visitor services and facilities

Question 15b

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

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

Results

- Figure 42 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities that were rated by 30 or more visitor groups.

- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 95% Walk through John Muir House
- 89% Mt. Wanda trails
- 89% Ranger-led tour of John Muir House
- 89% Visitor center restrooms

- Figures 43 to 57 show the importance ratings for each service/facility.

- The service/facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

- 5% Sales items in visitor center bookstore (selection, quality, price, etc.)

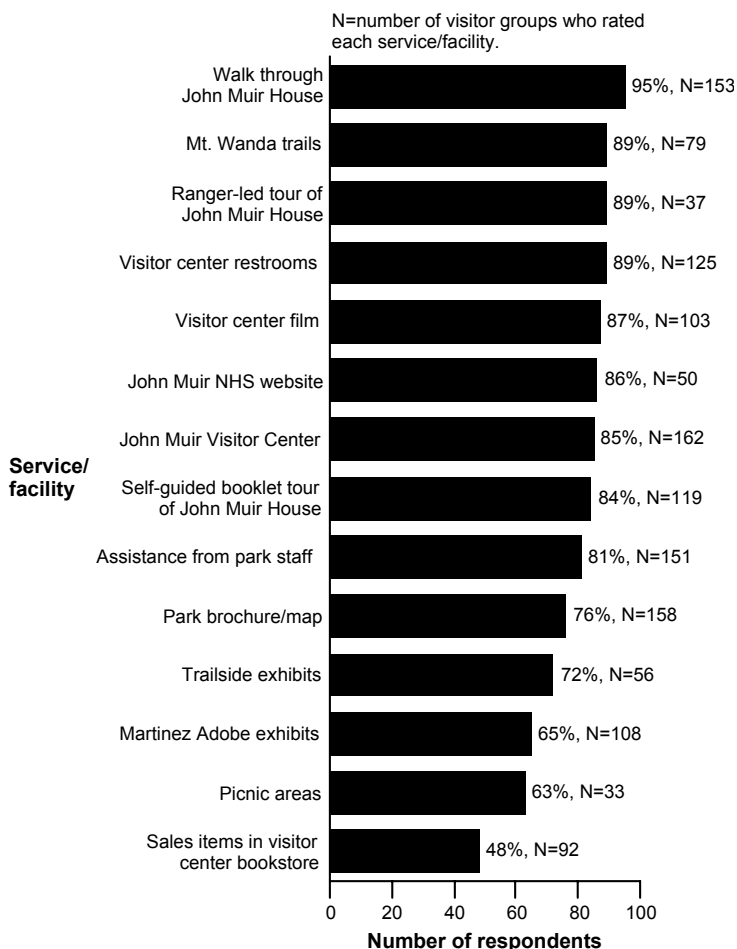


Figure 42: Combined proportions of “extremely important” and “very important” ratings for visitor services and facilities

*total percentages do not equal 100 due to rounding

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

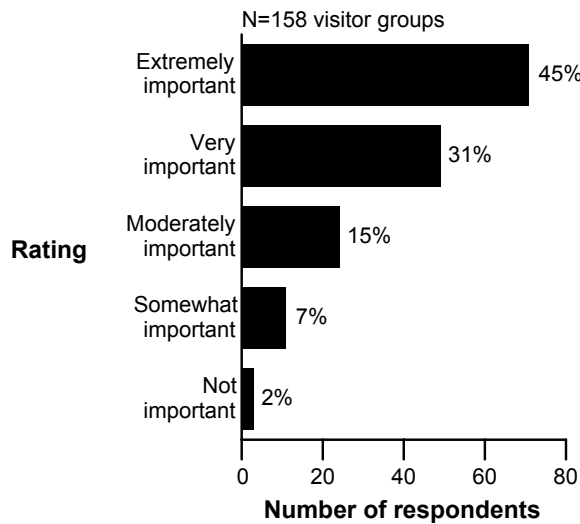


Figure 43: Importance of park brochure/map

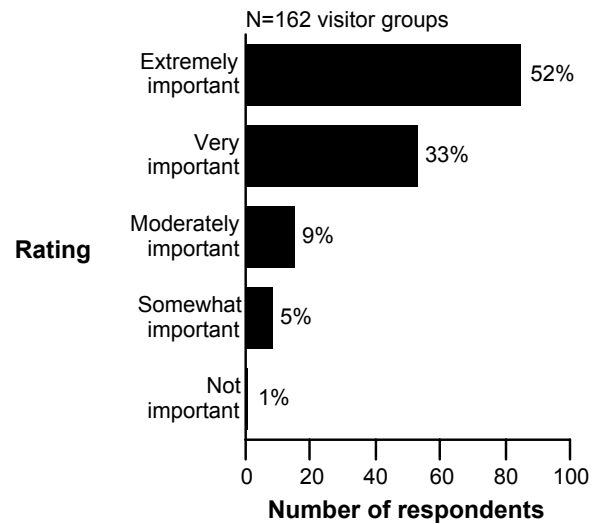


Figure 44: Importance of John Muir Visitor Center

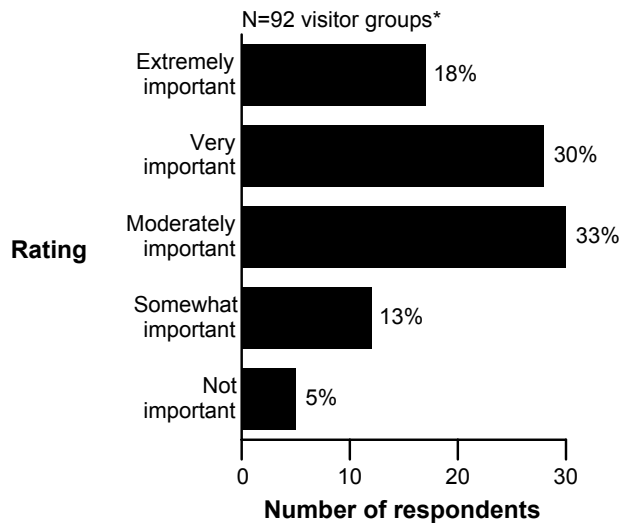


Figure 45: Importance of sales items in visitor center bookstore (selection, quality, price, etc.)

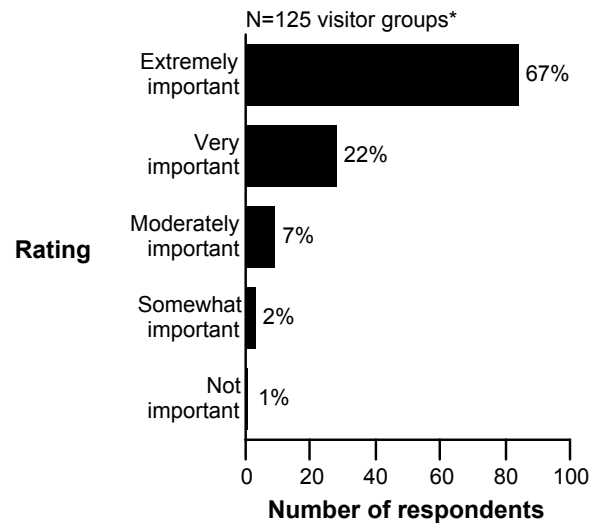


Figure 46: Importance of visitor center restrooms

*total percentages do not equal 100 due to rounding

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

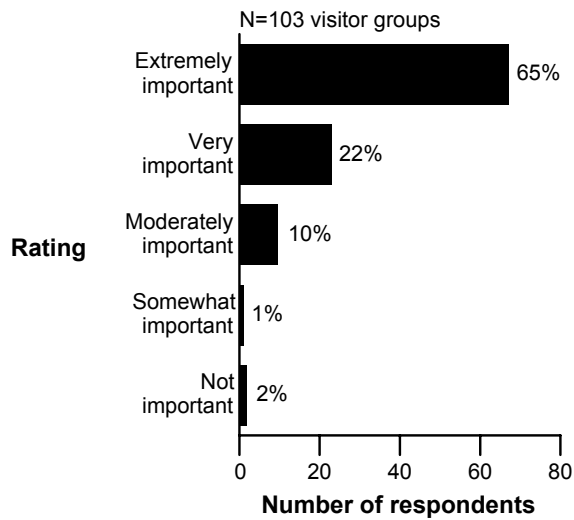


Figure 47: Importance of visitor center film

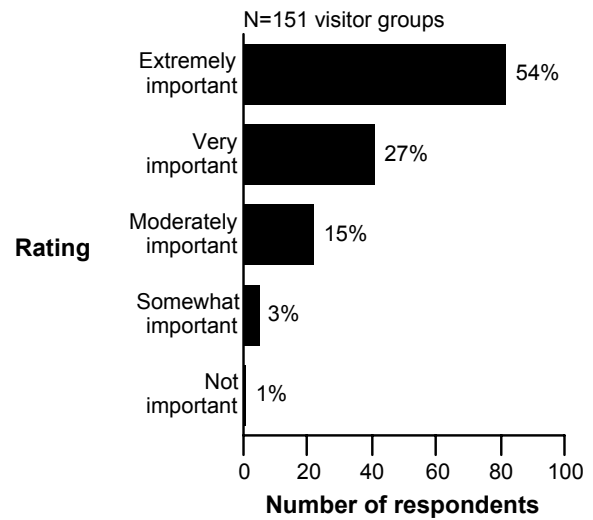


Figure 48: Importance of assistance from park staff

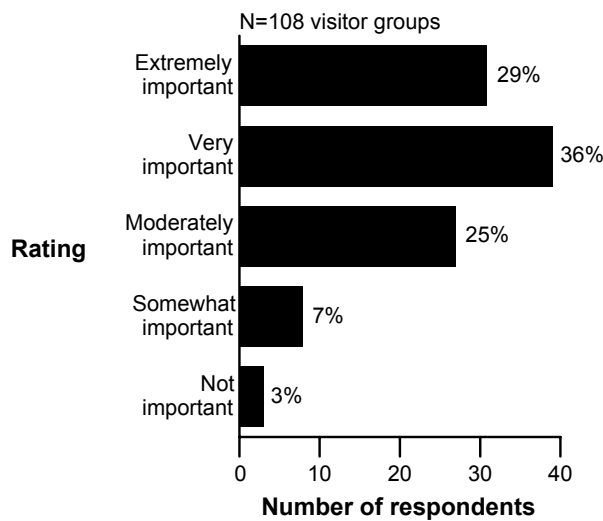


Figure 49: Importance of Martinez Adobe exhibits

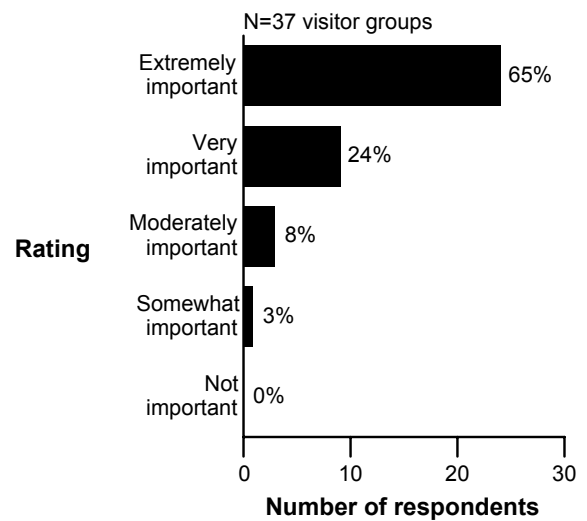


Figure 50: Importance of Ranger-led tour of John Muir House

*total percentages do not equal 100 due to rounding

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

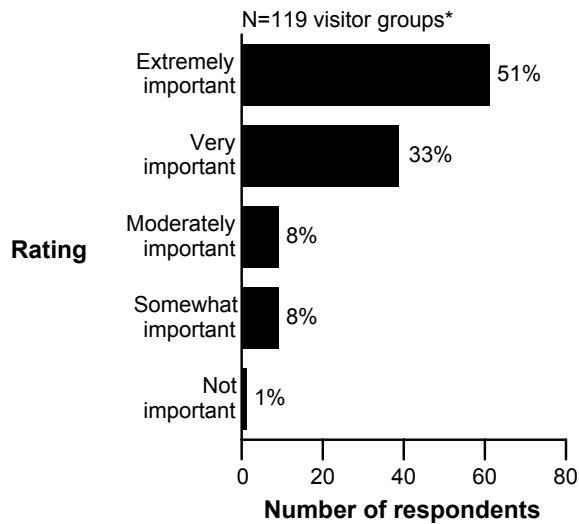


Figure 51: Importance of self-guided booklet tour of John Muir House

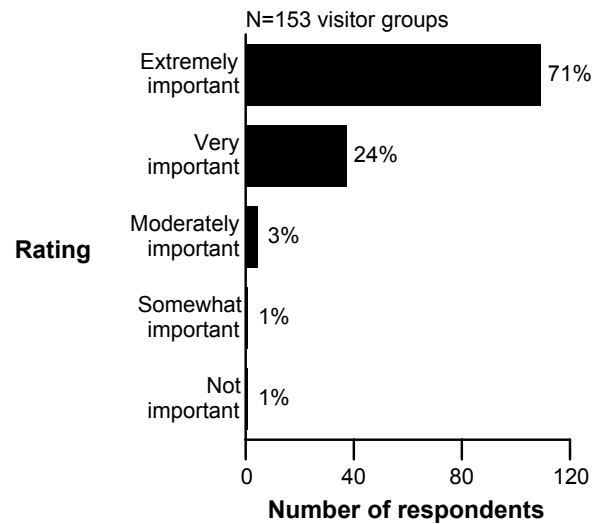


Figure 52: Importance of walk through John Muir House

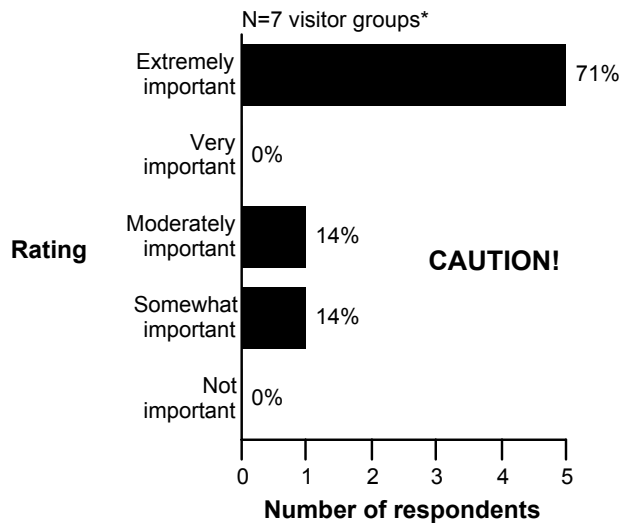


Figure 53: Importance of Junior Ranger program

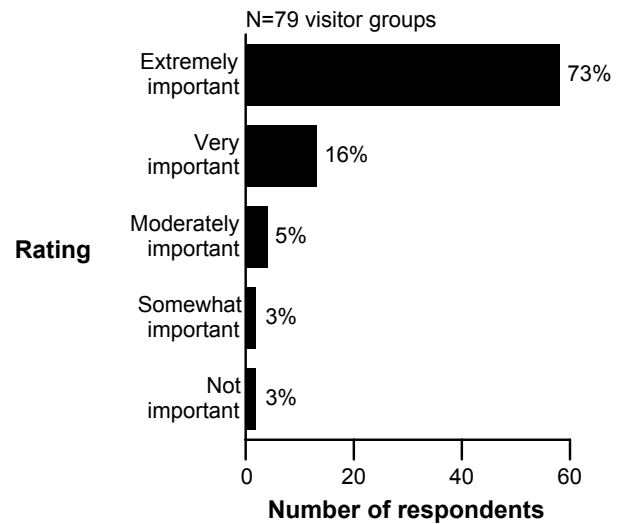


Figure 54: Importance of Mt. Wanda trails program

*total percentages do not equal 100 due to rounding

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

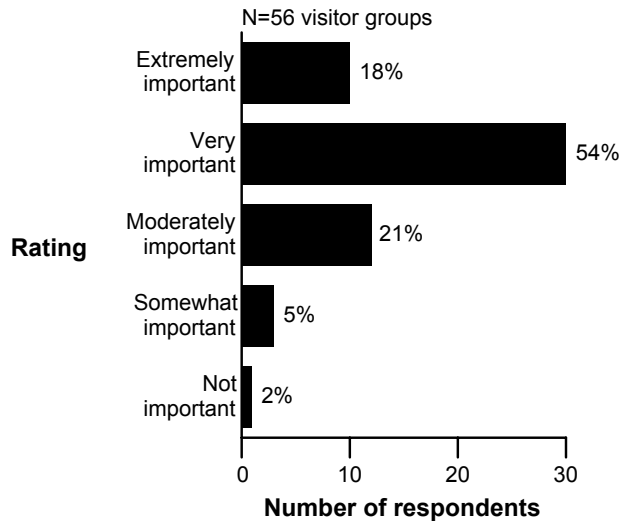


Figure 55: Importance of trailside exhibits

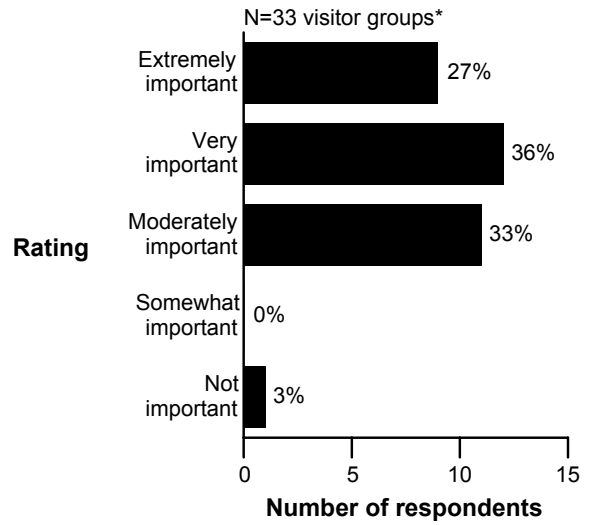


Figure 56: Importance of picnic areas

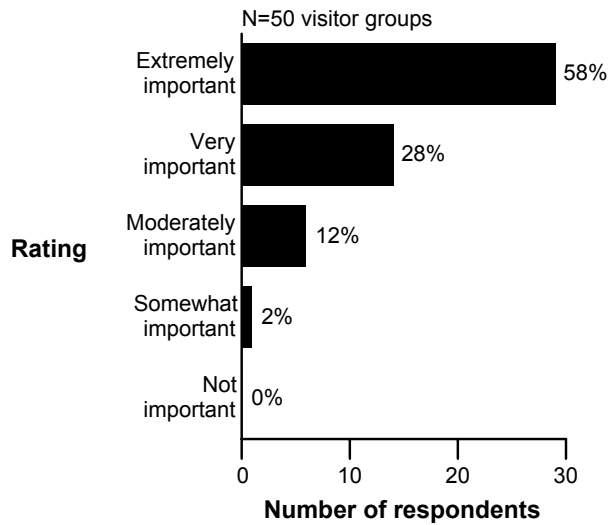


Figure 57: Importance of John Muir NHS website: www.nps.gov/jomu/ (used before or during visit)

*total percentages do not equal 100 due to rounding

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

Quality ratings of visitor services and facilities

Question 15c

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

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

Results

- Figure 58 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 97% Assistance from park staff
 - 95% Walk through John Muir House
 - 93% Visitor center film
 - 93% Visitor center restrooms
- Figures 59 to 73 show the quality ratings for each facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:
 - 9% Trailside exhibits

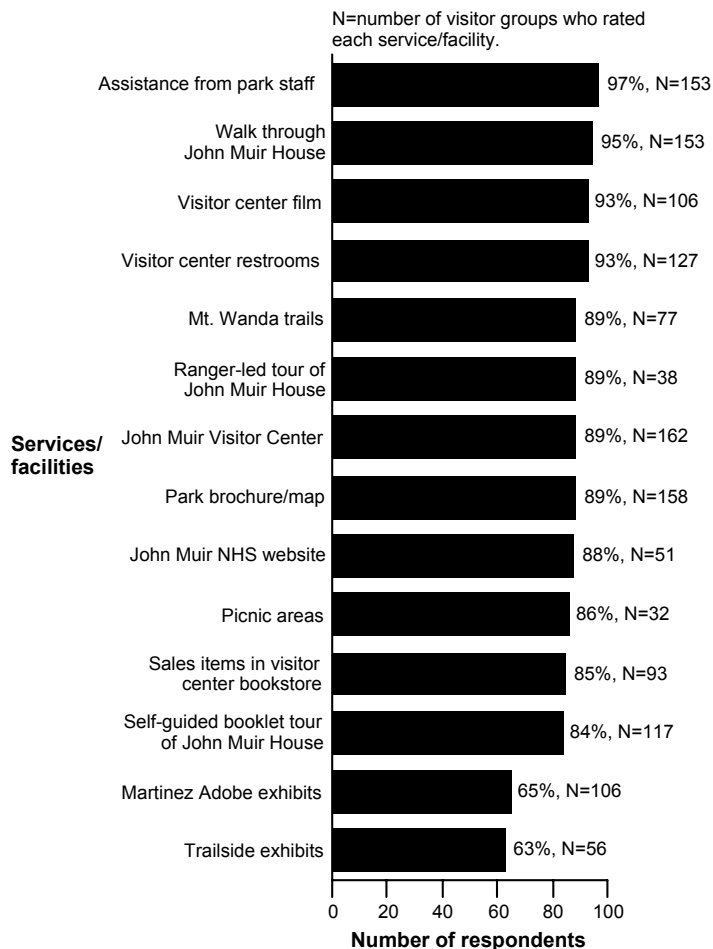


Figure 58: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

*total percentages do not equal 100 due to rounding

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

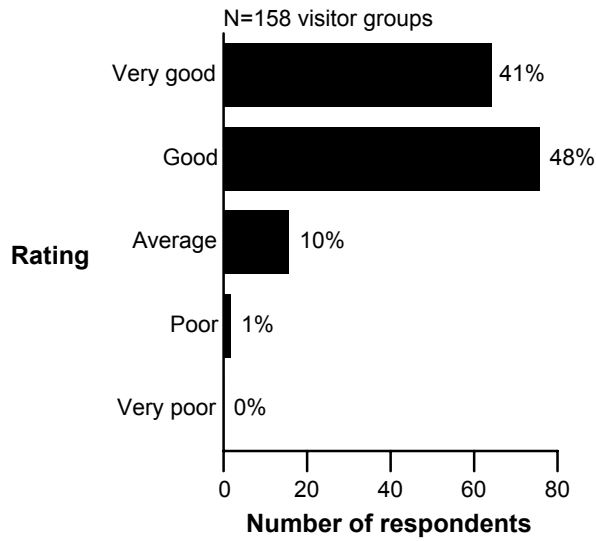


Figure 59: Quality of park brochure/map

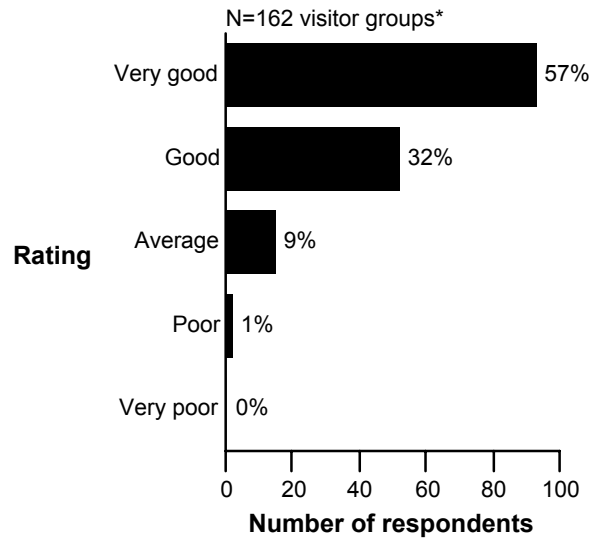


Figure 60: Quality of John Muir Visitor Center

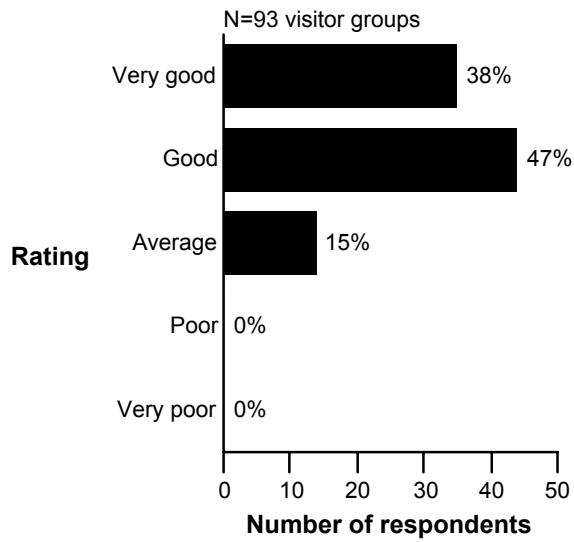


Figure 61: Quality of sales items in visitor center bookstore (selection, quality, price, etc.)

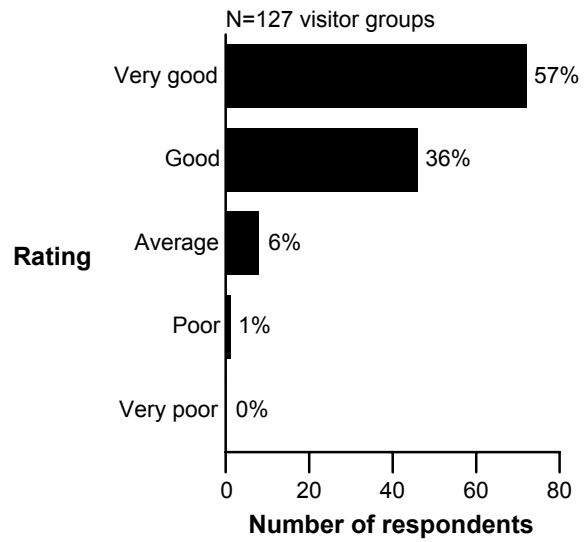


Figure 62: Quality of visitor center restrooms

*total percentages do not equal 100 due to rounding

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

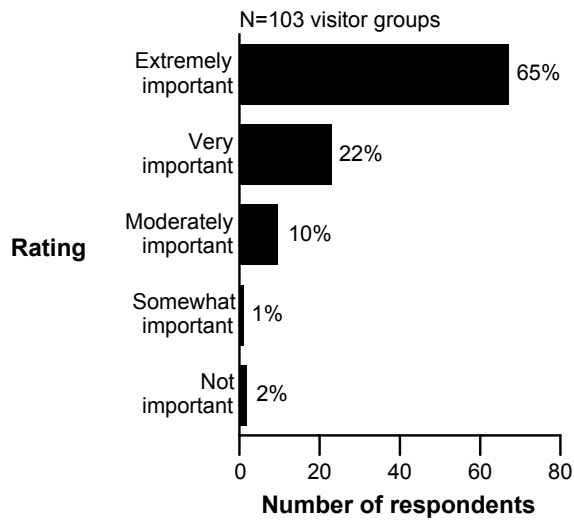


Figure 63: Quality of visitor center film

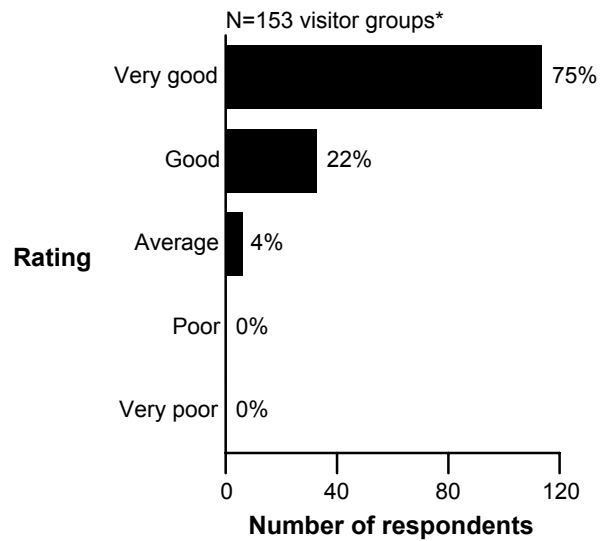


Figure 64: Quality of assistance from park staff

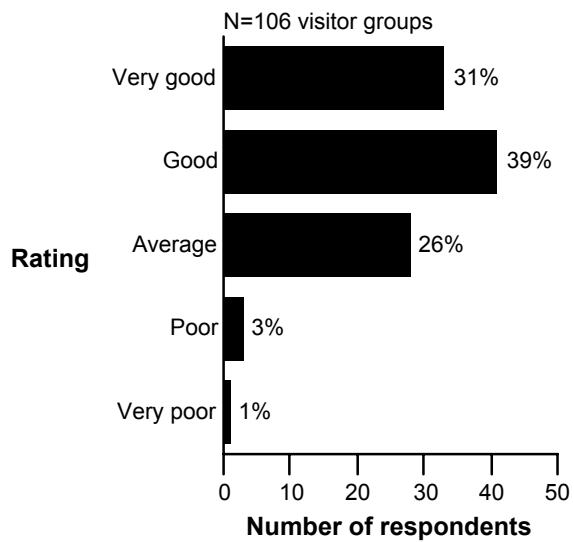


Figure 65: Quality of Martinez Adobe exhibits

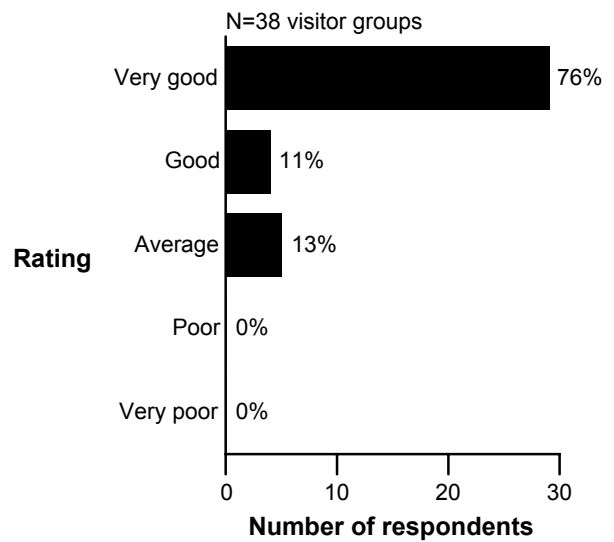


Figure 66: Quality of ranger-led tour of John Muir House

*total percentages do not equal 100 due to rounding

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

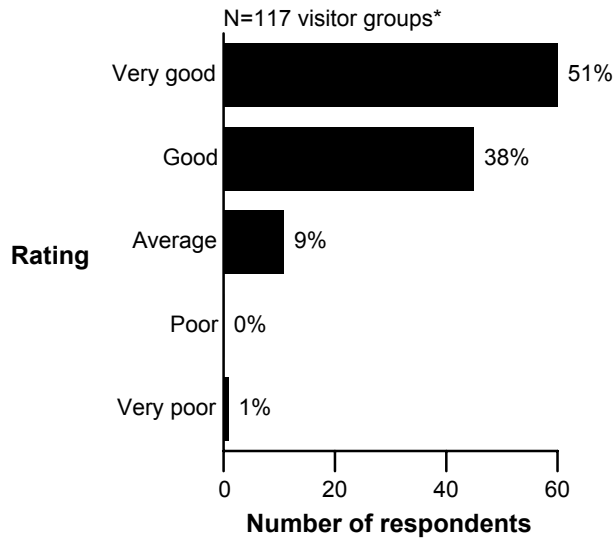


Figure 67: Quality of self-guided booklet tour of John Muir House

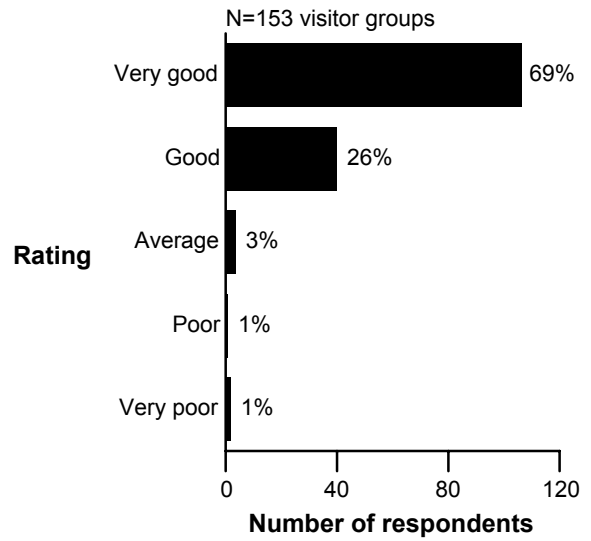


Figure 68: Quality of walk through John Muir House

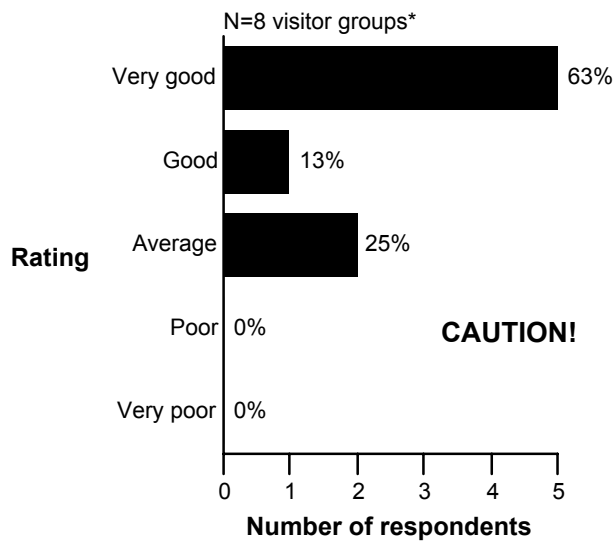


Figure 69: Quality of Junior Ranger program

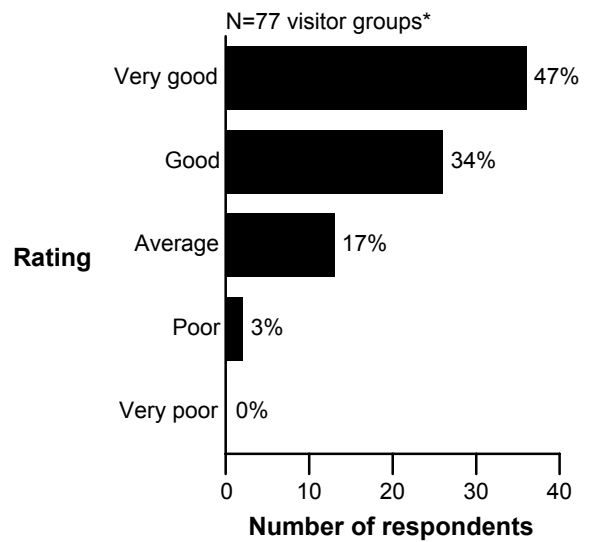


Figure 70: Quality of Mt. Wanda trails

*total percentages do not equal 100 due to rounding

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

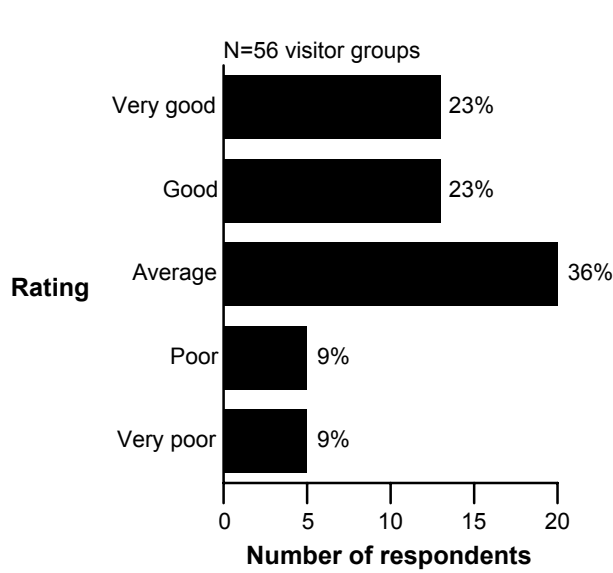


Figure 71: Quality of trailside exhibits

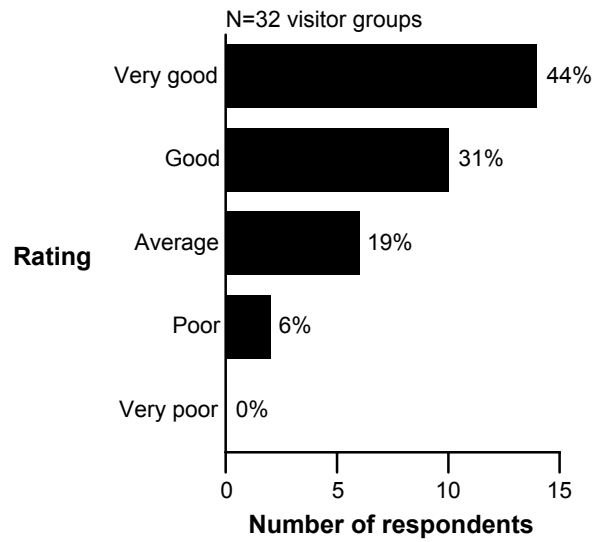


Figure 72: Quality of picnic areas

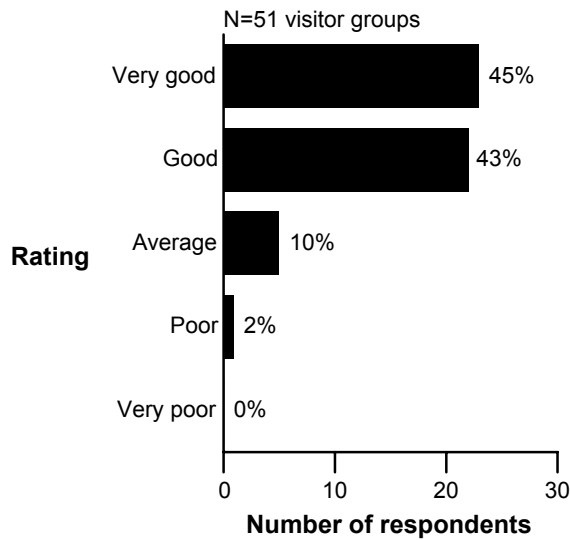


Figure 73: Quality of John Muir NHS website: www.nps.gov/jomu/ (used before or during visit)

*total percentages do not equal 100 due to rounding

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

Mean scores of importance and quality ratings of visitor services and facilities

- Figures 74 and 75 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average in importance and quality.

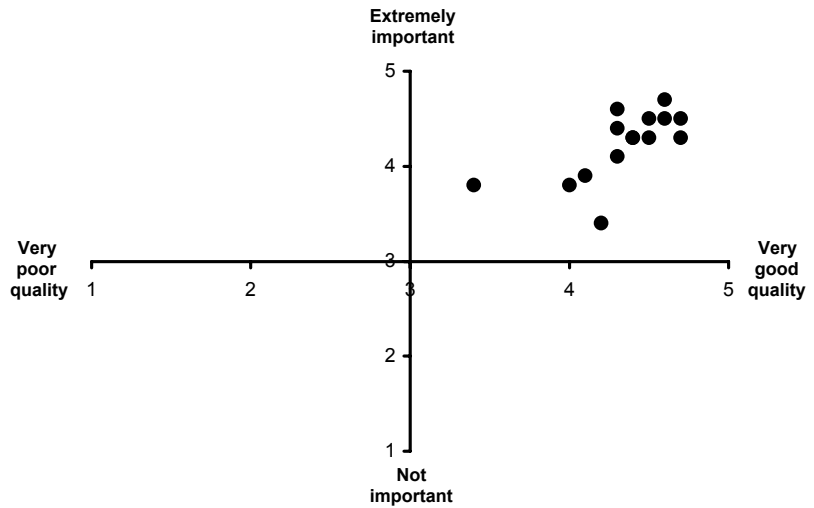


Figure 74: Mean scores of importance and quality ratings for visitor services and facilities

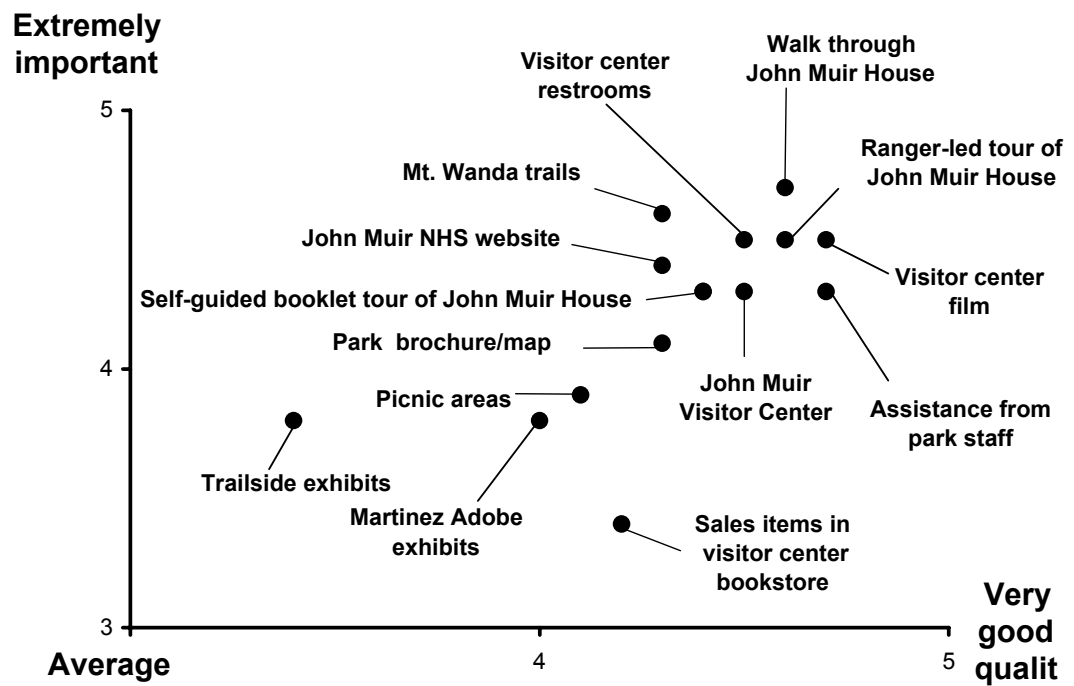


Figure 75: Detail of Figure 74

*total percentages do not equal 100 due to rounding

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

Question 15d

If you and your group have comments on any of the above services, please use the lines below. (open-ended)

Results

- 28% of visitor groups (N=69) responded to this question.
- Table 12 shows visitor comments on visitor services and facilities in Martinez, CA.

Table 12: Comments visitor services and facilities

N= 120 comments;
some visitor groups made more than one comment.

Service	Comment	Number of times mentioned
Assistance from park staff	Staff was helpful	9
	Staff was knowledgeable	6
	Staff was nice	6
	Staff was friendly	5
	Staff was willing to answer questions	2
	One ranger was not so good	1
	Staff was interesting	1
	Volunteer did not want to be bothered	1
JOMU NHS website	Give more in-depth information	1
	Inaccurate information about the fruit baskets	1
	Poorly maintained	1
	Provide more detailed maps	1
Junior Ranger program	Thank you for having this program available	1
Martinez Adobe exhibits	Need more exhibits	2
	Liked the Martinez Adobe	1
	Nice local information	1
	Nice pictures	1
	Provide more information	1
Mt. Wanda trails	There was no trail map	4
	Overgrowth needs to be taken care of	3
	Make trails more natural	2
	No water source	2
	Add more trails	1
	Add restrooms	1
	Did not have time to hike the trail	1
	Dust on trails	1
	Extend the trail	1
	Link trail to house	1
	Make the trails known	1
	Nice dog trail	1
	No brochures at trailhead	1

*total percentages do not equal 100 due to rounding

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

Table 12: Comments visitor services and facilities
(continued)

Service	Comment	Number of times mentioned
Mt. Wanda trails (continued)	No trash cans were available	1
	Provide more guided hikes	1
	Water basin for dogs	1
Park brochure/map	Does not mention Mt. Wanda unit	1
	Saw no trail maps or brochures	1
	Very informative	1
	Very interesting	1
Picnic areas	No trash cans were available	2
	Did not have time to picnic	1
	Need more money to improve the area	1
	Nice setting	1
	No water available	1
Ranger-led activities	Would like to take a tour of the site	1
Ranger-led tour of house	Tour was informative	2
	It answered all our questions	1
	Guide spoke clear English	1
	Ranger was knowledgeable	1
	Tour was interesting	1
Self guided booklet tour	A map was not available	1
	More details should be added	1
Trailside exhibits	Needed more interpretive information on flora and fauna	1
	Needed more interpretive information on Muir	1
	No map/brochures was available	2
	Photos were faded	2
	Did not include many details	1
	Exhibits should be updated	1
	Identification of plants is needed	1
	Needed handouts	1
	Top of Muir Trail exhibit case is empty	1
	Would like to see more exhibits	1
	Did not have brochures	1
	Did not have trail maps	1
	Needs more interpretive space	1
	Ranger neglected to start the movie	1
	Should have more details	1
Visitor center was excellent	1	

*total percentages do not equal 100 due to rounding

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

Table 12: Comments visitor services and facilities
(continued)

Service	Comment	Number of times mentioned
Visitor center film	Film was excellent	6
	Very informative	3
	It was good the movie had subtitles	2
	Film was well done	2
	Should show more details about Muir	1
	Film needs to be updated	1
	Movie had good photography	1
	Would like to have the movie available on DVD	1
Visitor center restroom	Restroom was clean	1
	Restroom was nice	1
Walk through tour	Too much traffic noise	2
	House should interpret Muir's contributions	1
	Exhibits in the attic should be brought down to the second floor	1
	What's behind all those closed doors in the house?	1

*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 protection of park attributes/resources/experiences

Question 13

It is the National Park Service’s responsibility to protect John Muir NHS natural and cultural resources/attributes and visitor experiences that depend on them. How important is the protection of the following to you and your group?

Results

- As shown in Figure 76, the highest combined proportions of “extremely important” and “very important” ratings included:

- 92% Historic structures
- 84% Natural landscape (Mt. Wanda)
- 79% Historic orchards
- 79% Educational opportunities

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

- 9% Recreational opportunities

- Table 13 shows the importance ratings for attributes/resources/experiences as rated by visitor groups.

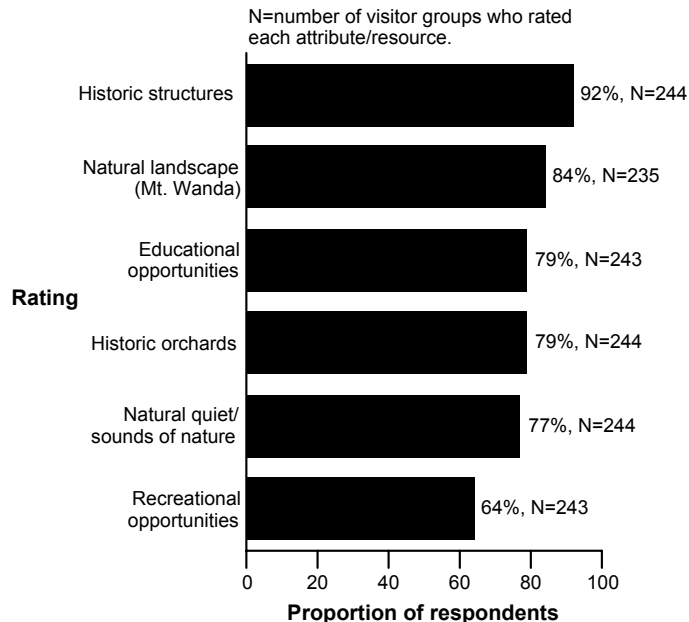


Figure 76: Combined proportions of "extremely important" and "very important" ratings for park attributes/resources/experiences

Table 13: Importance of protection of park attributes/resources/experiences*

N=number of visitor groups who rated each attribute/resource/experience

Attribute/resource/experience	N	Rating (%)				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Historic structures	244	1	1	6	25	67
Historic orchards	244	2	3	16	30	49
Natural quiet/sounds of nature	244	2	4	17	32	45
Recreational opportunities	243	9	7	19	24	40
Educational opportunities	243	1	5	15	26	53
Natural landscape (Mt. Wanda)	235	3	4	9	26	58

*total percentages do not equal 100 due to rounding

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

How elements affected park experience

Question 12

On this visit to John Muir NHS, please indicate how the following elements affected your park experience.

Results

- 86% of visitor groups felt the ability to roam freely “added to” their experience (see Table 14).
- 65% felt the availability of park staff/volunteers “added to” their experience.
- 40% felt highway noise “detracted from” their experience.
- 62% felt nearby suburban development had “no effect” on their experience, while 28% felt it “detracted from” their experience.

Table 14: How elements affected park experience*

N=number of visitor groups who rated each element

Element	N	Rating (%)			
		Detracted from	No effect	Added to	Did not experience
Highway noise	237	40	52	0	8
Nearby suburban development	237	28	62	1	8
Availability of park staff/volunteers	243	2	23	65	10
Ability to roam freely	244	1	11	86	2

*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 31

Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your group at John Muir NHS during this visit?

Results

- 90% of visitor groups rated the overall quality as “very good” or “good” (see Figure 77).
- 1% rated the overall quality as “poor.”
- No visitors rated the overall quality as “very poor.”

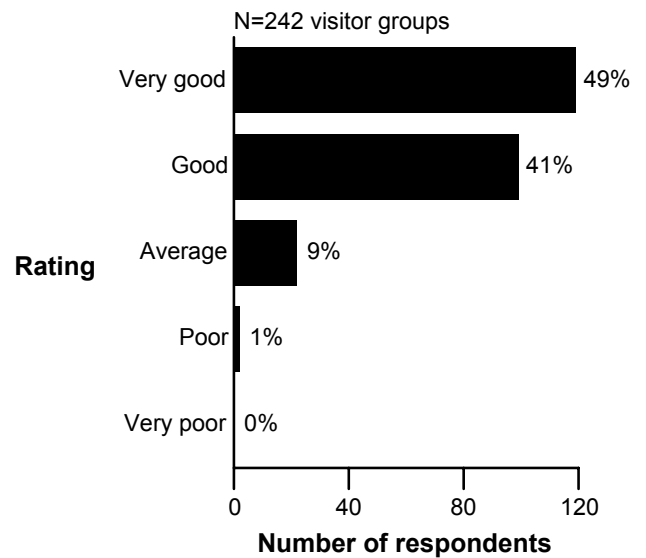


Figure 77: Overall quality of visitor facilities, services, and recreational opportunities

*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

National significance of park

Question 14

John Muir NHS was established because of its significance to the nation. In your opinion, what is the national significance of this park? (open-ended)

Results

- 88% of visitor groups (N=219) responded to this question.
- Table 15 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix

Table 15: National significance of John Muir NHS

N=246 comments;

some visitor groups made more than one comment.

Comment	Number of times mentioned
Commemorate John Muir's contribution	35
Learn about John Muir	30
John Muir's importance to NPS	28
Commemorate John Muir	18
History of conservation movement	15
Historic significance	12
Nature conservation	12
Learn about John Muir's contribution	10
Local history	9
To educate	8
Historic significance of Muir home	6
Founding of Sierra Club	5
Nature preservation	5
California history	4
Importance of environmental protection	4
Importance of individual contributions	4
John Muir's example/inspiration	6
Preserve John Muir's home/orchards	3
Provide outdoor recreation	3
Wilderness preservation	3
Agricultural education	2
Focus on environmental issues	2
Historic preservation	2
Importance of public environmental education	2
Not significant	2
Understanding/learning history	2
A great resource	1
Balancing modernization with environmentalism	1
Coexistence with nature	1
Historic site	1
John Muir saved Yosemite	1
Learning about national forest history	1
Local history preservation	1

Table 15: National significance of park
(continued)

Comment	Number of times mentioned
NPS history	1
Open space near home	1
Presence in Martinez	1
Preserve John Muir's archives	1
Promote awareness of historic/natural areas	1
Significance of national parks	1
To educate about nature	1

Most important thing learned during visit

Question 27

What was the most important thing that you learned during this visit to John Muir NHS?

Results

- 80% of visitor groups (N=199) responded to this question.
- Table 16 shows a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

Table 16: Most important thing learned during visit

N=258 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
John Muir's life	27
John Muir's contribution to conservation/preservation	18
John Muir's contribution to national parks	10
About John Muir's family	8
John Muir's as an agriculturalist	8
Did not learn anything	7
Who John Muir was	7
He was responsible for saving Yosemite	6
His contribution in the development of National Park Service	6
John Muir's family life	6
His efforts to save Hetch-Hetchy	5
John Muir's work/business	5
John Muir's writings	5
The orchards	5
How nice the house is	4
The significance of John Muir	4
John Muir's background	3
That the site is there	3
A survey was held on site	2
Explore new trail in park	2
His role in Sierra Club	2
How beautiful Mt. Wanda is	2
How much John Muir did for America	2
John Muir was a great man	2
John Muir was a great naturalist	2
John Muir's connection to local history	2
John Muir's educational background	2
John Muir's interests	2
John Muir's life in the area	2
John Muir's science work	2
John Muir's travels	2
Learned about Martinez Adobe	2
Nice place to hike/walk	2
What John Muir did	2

Table 16: Most important thing learned during visit
(continued)

Comment	Number of times mentioned
Artifacts are not original but are of the same period	1
Cut dry grass was very slippery for a horse	1
Dry land farming of fruit and nut trees	1
Effect of his life on the earth	1
Existence of Port Chicago Naval Magazine National Memorial	1
Experience nature	1
Expressed beauty	1
Film was great in picturing this unique man's life.	1
Friendliness of park rangers	1
Greater appreciation for Muir's place in environmental history of our country	1
Historic preservation is vital to Americans	1
How big the site is	1
How dedicated John Muir was	1
How diverse John Muir's life was	1
How much knowledge they had about grafting trees	1
How some plants were surviving dry weather	1
How the Mexican history in CA blended with the Anglo settlements	1
How well architecture of that time could keep a house cool	1
How well the house is maintained	1
Immigrants are using this site to learn English	1
In Martinez Adobe much of Martinez and area came from there	1
It is nice to spend time in nature	1
John Muir had several vocations	1
John Muir lived in Martinez	1
John Muir living in Yosemite	1
John Muir was ahead of time	1
John Muir was self-taught	1
John Muir's ethics	1
John Muir's impact on national policy	1
John Muir's influence on society	1
John Muir's influence on U.S. presidents	1
John Muir's legacy	1
John Muir's life activities	1
John Muir's life before he came to California	1
John Muir's lifestyle	1
John Muir's local stewardship	1
John Muir's motivations	1
John Muir's philosophy	1

Table 16: Most important thing learned during visit
(continued)

Comment	Number of times mentioned
John Muir's relationships	1
John Muir's role in creating environmental consciousness	1
John Muir's role in environmental movement	1
John Muir's significance for children	1
John Muir's success	1
Lifestyle in CA at the turn of the century	1
Love being in nature	1
Love to hike	1
Mt. Wanda location	1
Mt. Wanda trails	1
Muir was a very busy person	1
Muir's work on glaciers	1
Native wildflowers	1
Need to spend more time here	1
No trash cans are available	1
One person can make a difference	1
Physical activity	1
Should run at a slower pace	1
Some national park sites are still staffed with traditional ranger/naturalists and do not use audio tours	1
That he earned enough money to be able to pursue his quest to preserve wilderness after working hard for 10 years	1
That he was admired by Luther Burbank	1
That it's a good thing John Muir didn't live to see Martinez today	1
That John Muir and Thomas Hill were friends	1
That John Muir was caught between two worlds	1
That the Muir property used a windmill	1
That there were hiking trails in this area	1
The agricultural history of area	1
The beauty of Mt. Wanda	1
The camping trip with Teddy Roosevelt wherein Muir convinced him to protect Yosemite as a NP	1
The fire danger level	1
The impact John Muir had	1
The lifestyle of the era	1
The original size of the property	1
The story about the crack above the door from bombing of naval ships	1
The weather station is gone	1
There are many other places to visit	1
To bring plenty of water	1
To respect nature	1

Table 16: Most important thing learned during visit
(continued)

Comment	Number of times mentioned
To use natural resources wisely	1
Trails are always accessible	1
Values of national parks and historical site	1
Visit visitor center and house next time	1
We are all stewards of the environment	1
We need our parks	1
What is available to visitor	1
Where John Muir lived	1
Why it is called Mt. Wanda	1
Wild turkey have moved in	1
Wild turkeys are very large	1
Wildflower names on Mt. Wanda	1
You can live in society and still be iconoclastic	1

What visitors liked most

Question 28a

What did you and your group like most about your visit to John Muir NHS?

Results

- 86% of visitor groups (N=214) responded to this question.
- Table 17 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 17: What visitors liked most
N=336 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Helpful staff	9
Excellent staff	2
Friendly staff	2
Knowledgeable staff	2
Other comments	3
INTERPRETIVE SERVICES	
Movie	33
Touring the house	17
House furnishing and artifacts	11
Learning about John Muir	11
Self-guided tour of house	10
Guided tour of house	5
Historical connection to local area	3
Historical value	2
Junior Ranger program	2
Other comments	4
FACILITIES/MAINTENANCE	
John Muir's house	53
Park grounds/landscape	10
Trails	10
Orchards	7
Mount Wanda trail	6
Well-maintained house	5
Adobe	4
Attic	4
Bell tower	3
Trails are well maintained	3
Benches	2
Clean site	2
Well-maintained grounds	2
Other comments	4

Table 17: What visitors liked most
(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Comment	1
RESOURCE MANAGEMENT	
Uncrowded	5
Picking/tasting fruit from orchard	3
Redwood trees	2
Uncrowded trails	2
Wildflowers/vegetation	2
GENERAL COMMENTS	
Experiencing life as it was in John Muir's day	11
Walk freely around the site	10
Views	8
Proximity of the site to home	7
Hiking	5
Quiet atmosphere	5
Ringing the bell	5
Natural setting	4
Solitude	4
Mount Wanda	3
Nature	3
Quiet hiking trails	3
Beautiful setting	2
Enjoyed visit	2
Exercise	2
Fresh air	2
Peaceful	2
The open space	2
Views from trails	2
Wildlife	2
Other comments	6

What visitors liked least

Question 28b

What did you and your group like least about your visit to John Muir NHS?

Results

- 68% of visitor groups (N=169) responded to this question.
- Table 18 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 18: What visitors liked least
N=206 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Comment	1
INTERPRETIVE SERVICES	
Lack of park brochures	4
Lack of park map	4
Lack of signs in park	4
Lack of information on Mt. Wanda	3
Need better ID signs for plants/trees	3
Ranger-led tour was not available	3
Lack of signs to ID trees/plants	2
Numbering of exhibits was confusing	2
Other comments	14
FACILITIES/MAINTENANCE	
Gardens/orchards not well-maintained	10
Grounds not well maintained	7
Condition of trail (steep, litter, cement)	6
Martinez Adobe	5
Small visitor center	3
Lack of water fountains	2
Not enough parking spaces in parking lot	2
Not enough restrooms	2
Short trails	2
Other comments	11
POLICY/MANAGEMENT	
No trash cans/had to take trash with us	3
Too early closing time	3
Other comments	5
RESOURCE MANAGEMENT	
Comments	4

Table 18: What visitors liked least
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Nothing to dislike	33
Freeway noise	21
Urban development around the site	11
Weather too hot	11
Needed more time	7
View of the freeway	7
Ticks	3
Other comments	8

Planning for the future

Question 29

If you were a manager planning for the future of John Muir NHS, what would you propose?

Results

- 65% of visitor groups (N=162) responded to this question.
- Table 19 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 19: Planning for the future
N=321 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Hire gardeners to tend orchards	2
Other comments	3
INTERPRETIVE SERVICES	
Provide more ranger-led activities (house tour, picnic, talks)	10
Provide more interpretive signs along trails	6
Improve interpretation of John Muir and his work	6
Label flora and fauna on site	5
Provide more information on John Muir	4
Furnish house with period furnishing	4
Improve trailside information	4
Include more information in movie	4
Provide more educational opportunities	4
Provide more kids activities (interactive, children's garden)	4
Provide park brochures/maps	4
Show more of local history	4
Provide more information on Mt. Wanda	3
Add to the house more things that belonged to John Muir	3
Conduct living history interpretation	3
Provide information about the orchards (historical, cultivated varieties, etc.)	3
Publish articles about the site	3
Add pictures of places where John Muir traveled	2
Docents to lead tours	2
Make copied historical documents available for sale at bookstore	2
More exhibits	2
Put wax figures in John Muir's house	2
Use interactive means to promote the site (internet)	2
Other comments	39

Table 19: Planning for the future
(continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Gardens need watered	9
Gardens need tended	8
Better maintenance of site	7
Maintain trails	7
Maintain the house	6
Improve landscape	5
Provide access to gravesite	5
Add more directional signs to park	4
Add more water fountains	4
Better access for disabled persons	4
Introduce more native plants on site	4
Plant trees/hedges to block view of fence/development from house	4
Add more restrooms (site and Mt. Wanda)	3
Create more trails	3
Open up Martinez Adobe House	3
Reduce traffic noise	3
Add more trashcans (picnic areas, Mt. Wanda)	2
Acquire John Muir's first home	2
Create a bigger parking lot	2
Enlarge visitor center	2
Extend Mt. Wanda trail to link with other trails/facilities	2
Improve the grounds around the house	2
Keep an ongoing restoration of site	2
Make Mt. Wanda more accessible from site	2
Remodel visitor center	2
Restore gardens/grounds to original look	2
Other comments	21
POLICIES/MANAGEMENT	
More publicity for the site	11
Purchase more land around the site	7
Organize community events (farmer's market, music festivals)	7
Limit urban development around the site	5
Free entrance some days of the month	2
Lower entrance fees	2
Other comments	13
RESOURCE MANAGEMENT	
Connect Mt. Wanda with Sky Ranch	2
Make fruit harvest a community event	2
Other comments	6
GENERAL COMMENTS	
Keep it as it is now	7
Other comments	7

Additional comments

Question 30

Is there anything else you and your group would like to tell us about your visit to John Muir NHS?

Results

- 50% of visitor groups (N=125) responded to this question.
- Table 20 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 20: Additional comments

N=286 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff nice	11
Staff helpful	6
Staff knowledgeable	2
Staff very professional	2
Staff willing to answer questions	2
Other comments	5
INTERPRETIVE SERVICES	
The movie was good	7
Need better signs at the exhibits	2
Nice exhibits	2
Self-guided tour booklet was helpful	2
Site gives a sense of John Muir and his family	2
Other comments	23
FACILITIES/MAINTENANCE	
Enjoyed the house	6
Houses were well-maintained	4
Good selection of items in the shop	3
Great hiking trails	2
Liked the benches	2
Need more benches	2
Other comments	15
POLICIES/MANAGEMENT	
Make better use of the place	2
Make the site an attraction for Martinez	2
The place need more publicity	2
Other comments	7

Table 20: Additional comments
(continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Liked the fruit	2
Picking up fruit should be encouraged	2
Comment	1
GENERAL COMMENTS	
Enjoyed visit	37
Thank you	12
Beautiful place	10
Learned a lot on this visit	10
Will return	8
Resident of area	5
Walked/hiked trails	5
Glad park is there	3
Keep up the good work	3
Appreciate John Muir's personality	2
Difficult to complete survey (long, complicated)	2
Enjoyed walking around	2
Hiked Sierras in the past	2
It was a nice day	2
Needed more time	2
Never visited before	2
Highway was distracting	2
Enjoyed quiet	2
Traffic noise undermined visit	2
Will bring more visitors	2
Other comments	53

APPENDICES

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

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

- Obtained information about park prior to visit?
- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Use of park website
- Website provide needed information
- Awareness of who John Muir was
- Awareness of Mt. Wanda unit of park
- Learned about Mt. Wanda during visit?
- Awareness of nearby NPS sites
- Learned about nearby NPS sites during visit
- Visit nearby NPS sites
- Park as destination
- Time spent in park vs. timed planned
- Timing of decision to visit
- Adequacy of directional signs
- Primary reason for visiting park area
- Reasons for visiting the park
- Services used in Martinez, CA
- Activities participated in
- Number of hours visiting the park
- Elements affecting park experience
- Importance of attributes/resources
- Visitor services/facilities used
- Importance of visitor services/facilities
- Quality of visitor services/facilities
- Topics learned on this visit
- Topics to learn on future visit
- Methods to learn on a future visit
- Visit John Muir gravesite on future visit
- With organized tour group?
- Type of organized tour group
- Group type
- Group size
- Number of vehicles
- Number of park entries
- Visitor age
- State of residence
- Country of residence
- Number of visits in lifetime
- Respondent level of education
- Respondent gender
- Visitors with disabilities/impairments
- Difficulty participating in/accessing activities/services
- Types of disabilities/impairments
- Overall quality

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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; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

A Chi-square test was used to detect the difference in the response rates among different group types. The hypothesis was that group types are equally represented. If p-value is greater than 0.05, the difference in group type is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05, the two groups are judged to be insignificantly different.

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

1. Respondents from different group types are equally represented
2. Average age of respondents – average age of non-respondents = 0
3. Average group size of respondents – average group size of non-respondents = 0

Table 2 shows no significant difference in group type. As shown in Table 3, the p-value for respondent/non-respondent group size test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias for group size is judged to be insignificant. However, the p-value for respondent/non-respondent age test is less than 0.05 indicating significant age differences between respondents and non-respondents. 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 preserve. Thus, a 5-year difference in average age between respondents and non-respondents is an acceptable justification. Therefore, non-response bias is judged to be insignificant.

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Appendix 4: Visitor Services Project Publications

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

1982

1. Mapping interpretive services: A pilot study at Grand Teton National Park.

1983

2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method.
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.
4. Mapping visitor populations: A pilot study at Yellowstone National Park.

1985

5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987

10. Colonial National Historical Park (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park (summer & fall)
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

1988

17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Monument

1989

21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park
24. Lincoln Home National Historic Site

1989 (continued)

25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990

28. Canyonlands National Park (spring)
29. White Sands National Monument
30. National Monuments & Memorials, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Battlefield
34. Death Valley National Monument
35. Glacier National Park
36. Scott's Bluff National Monument
37. John Day Fossil Beds National Monument

1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Monument (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/Lake Chelan NRA
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

1992

45. Big Bend National Park (spring)
46. Frederick Douglass National Historic Site (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historic Site
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park, AK
53. Arlington House-The Robert E. Lee Memorial

Visitor Services Project Publications (continued)**1993**

- 54. Belle Haven Park/Dyke Marsh Wildlife Park (spring)
- 55. Santa Monica Mountains National Recreation Area (spring)
- 56. Whitman Mission National Historic Site
- 57. Sitka National Historical Park
- 58. Indiana Dunes National Lakeshore
- 59. Redwood National Park
- 60. Channel Islands National Park
- 61. Pecos National Historical Park
- 62. Canyon de Chelly National Monument
- 63. Bryce Canyon National Park (fall)

1994

- 64. Death Valley National Monument Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap 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. Chamizal National Memorial
- 90. Death Valley National Park (fall)
- 91. Prince William Forest Park (fall)
- 92. Great Smoky Mountains National Park (fall)

1997

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

1998

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

1999

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

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

Visitor Services Project Publications (continued)**2001**

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

2002

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

2003

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

2004 (continued)

- 159. Effigy Mounds National Monument
- 160. Saint-Gaudens National Historic Site
- 161. Manzanar National Historic Site
- 162. John Day Fossil Beds National Monument

2005

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

2006

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

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)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site

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.

