



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

Visitor Services Project



Ebey's Landing National Historical Reserve Visitor Study

Summer 2007



Park Studies Unit
Visitor Services Project
Report 193



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Visitor Services Project
Ebey's Landing National Historical Reserve
Report Summary

- This report describes the results of a visitor study at Ebey's Landing National Historical Reserve (NHR) during July 13-21, 2007. A total of 539 questionnaires were distributed to visitor groups. Of those, 362 questionnaires were returned, resulting in a 67.2% response rate.
- This report profiles a systematic random sample of Ebey's Landing NHR. 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.
- Thirty-four percent of visitor groups were in groups of two and 31% were in groups of three or four. Fifty-six percent of visitor groups were in family groups.
- United States visitors comprised 93% of total visitors, from Washington (73%), California (5%), and 33 other states. International visitors represented 7% of total visitation, with 48% from Canada, 11% from United Kingdom, and seven other countries.
- Fifty-five percent of visitors were ages 36-65 years, 12% were over 65 years, and 19% were ages 15 years or younger. Nine percent of visitor groups reported physical conditions that made it difficult to access or participate in Reserve activities or services.
- Forty-one percent of visitors had visited the Reserve once in their lifetime, and 40% had visited four or more times. For 61% of visitors, this was their first visit in the past 12 months, while 16% had visited four or more times in the past 12 months.
- Prior to this visit, 55% of visitor groups were not aware that Ebey's Landing NHR is a unit of the National Park System. The Ebey's Landing NHR partnership logo was recognized by 38% of visitor groups, and 51% learned to recognize this logo during their visit.
- Prior to this visit, visitor groups most often obtained information about Ebey's Landing NHR through previous visits (70%) and friends/relatives/word of mouth (55%). Twenty-two percent of visitor groups did not obtain any information about the Reserve prior to their visit. Fifty-seven percent indicated they would prefer to obtain information for a future visit from the NHR website.
- Most visitor groups (76%, N=238 groups) visited the Reserve for less than one day. For those who visited for more than one day (N=71 groups), 44% spent two days. The average time spent (including visitor groups who spent hours or days) was 20.2 hours.
- Regarding use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups (see N= below) that responded to each question. The most used services/facilities included trails (63%) and the Coupeville Wharf exhibits (38%). The services/facilities that received the highest combined proportions of "extremely important" and "very important" ratings included trails (89% N=175) and campgrounds (98%, N=51). The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings were Ebey's Landing brochure (94%, N=74), campgrounds (86%, N=49), and trails (85%, N=168).
- The average group expenditure in the Reserve and the surrounding area (on Whidbey Island) was \$273, with a median (50% spent more and 50% spent less) of \$86. The average total expenditure per person was \$95.
- Most visitor groups (87%) rated the overall quality of services, facilities, and recreational opportunities at Ebey's Landing National Historical Reserve as "very good" or "good." Less than 2% of visitor groups rated the overall quality as "very poor" or "poor."

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

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INTRODUCTION

Ebey's Landing National Historical Reserve is a non-traditional unit of the National Park System. It is the first unit of its kind with most of the land under private ownership. A unit of local government, the Trust Board of Ebey's Landing National Historical Reserve, is charged with management as called for in the legislation creating the Reserve. The Trust Board is a partnership of local, state and federal governments working collaboratively to ensure the historic and natural resources of the Reserve are protected for future generations to enjoy and experience. The Reserve was set aside by Congress in 1978 to preserve and protect a rural community—a cultural landscape—that is a laboratory of Pacific Northwest history. Today, historic land uses continue, with the rich prairie soils still being farmed, the forests being harvested, and century-old buildings being used as homes or places of business. (Ebey's Landing National Historical Reserve, National Park Service, Department of the Interior website <http://www.nps.gov/ebla> April, 2008)

This report describes the results of a visitor study at Ebey's Landing National Historical Reserve (called "NHR" or "the Reserve" in this report), conducted July 13-21, 2007 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

Section 1: Methods. This section discusses the procedures, limitations, and special conditions that may affect the results of the study.

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

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.

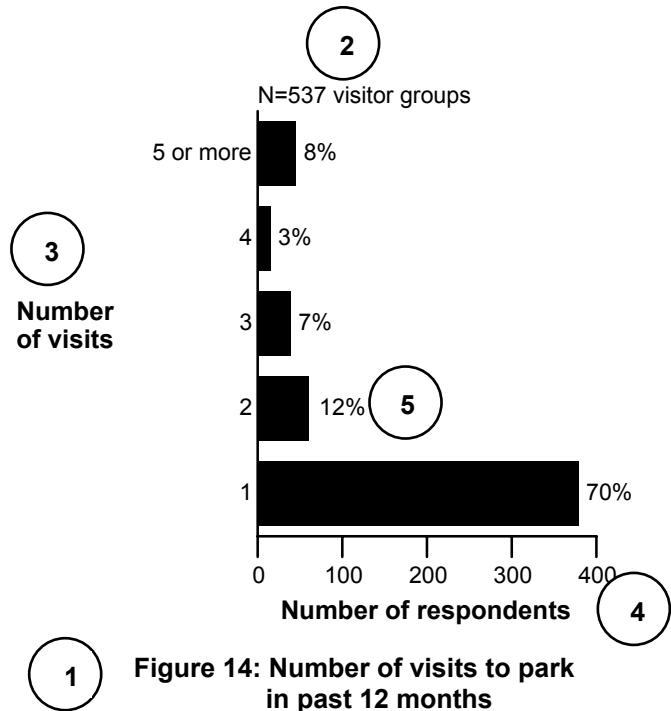
Visitor Comments Appendix: A separate appendix provides visitor responses to open-ended questions. It is bound separately from this report due to its size.

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.



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 the Reserve visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at selected locations in Ebey's Landing National Historical Reserve during July 13–21, 2007. During this survey, 589 visitor groups were contacted and 539 of these groups (91.7%) accepted questionnaires (average acceptance rate for 183 VSP visitor studies is 90.9%). Table 1 shows the eleven locations and numbers of questionnaires distributed at each location. Visitors were surveyed between the hours of 7:30 a.m. and 7 p.m., although the hours varied with location and days of the week. Questionnaires were completed and returned by 362 visitor groups resulting in a 67.2% response rate for this study. The average response rate for the 183 VSP visitor studies conducted from 1988 through 2007 was 74.9%.

Table 1: Questionnaire distribution
N=number of questionnaires distributed

Sampling site	N	Percent of total
Coupeville Wharf	120	22
Ebey's Landing Beach	119	22
Ft. Casey Lighthouse	77	14
Ft. Casey Campground	54	10
Prairie Overlook	48	9
Ft. Casey Boat Launch	33	6
Ft. Casey Parade Ground	26	5
Ft. Ebey State Park Campground	26	5
Monroe's Landing	14	3
Port Townsend--Keystone ferry	12	2
Ft. Ebey beach access and picnic area	10	2
Total	539	100

Questionnaire design

The Ebey's Landing National Historical Reserve questionnaire was developed at a workshop held with Reserve 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 Ebey's Landing NHR. 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 Ebey's Landing NHR questionnaire. However, all questions followed OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names, addresses, and telephone numbers 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 July 13-21, 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.
- 5.

Special Conditions

The weather was often overcast and cool with occasional rainfall, typical of a maritime climate.

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. As shown in Table 3, there are significant differences between respondent and non-respondent ages and insignificant differences between respondent and non-respondent group sizes. 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	Respondents	Non-respondents	Total
Alone	37	18	55
Family	192	103	295
Friends	57	23	80
Family and friends	50	18	68
Other	6	7	13
Total	342	169	511

Chi-square = 5.004 df = 4 p-value = 0.287

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

Variable	Respondent		Non-respondent		p-value (t-test)
	N	Average	N	Average	
Group size	345	4.07	168	3.73	0.422
Age	315	50.34	173	45.45	<0.001

There are insignificant differences in group size and group type between respondents and non-respondents. A five-year difference is detected in average age of respondents compare to non-respondents. However, the differences may due to the fact that an older person in the group completed the survey while an younger person accepted the survey at the Reserve. Occasionally, survey respondents may answer the age question incorrectly with the oldest person in the first slot which was designated for the respondents (see Appendix 3). Moreover, the survey was designed to collect group information but not individual information. Since the two group parameters were the same for both respondents and non-respondents the response bias is judged to be insignificant. The data is a good representation of a larger Ebey's Landing National Historical Reserve visitor population for the duration of the survey period.

RESULTS

Demographics

Visitor group size

Question 25

For this visit to Ebey's Landing NHR, how many people were in your personal group, including yourself?

Results

- 34% of visitors were in groups of two (see Figure 1).
- 31% were in groups of three or four.
- 24% were in groups of five or more.

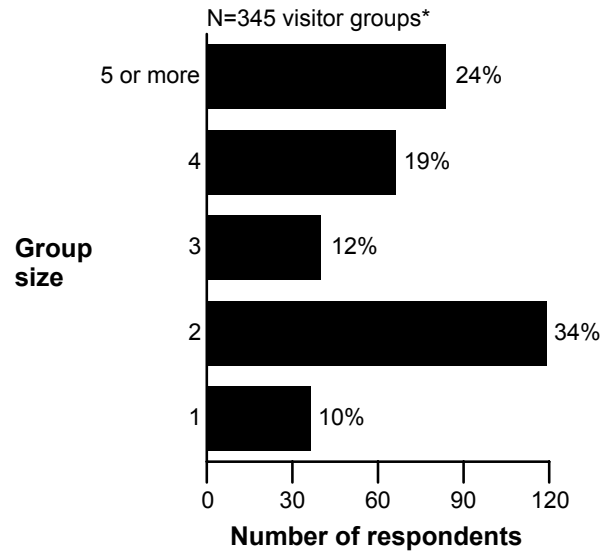


Figure 1: Visitor group size

Visitor group type

Question 24

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

Results

- 56% of visitor groups were made up of family members (see Figure 2).
- 17% were with friends.
- 11% were alone.
- "Other" groups (2%) included:
 - School
 - Cub Scout dens and adult members
 - Boy Scouts
 - Au Sable Institute class

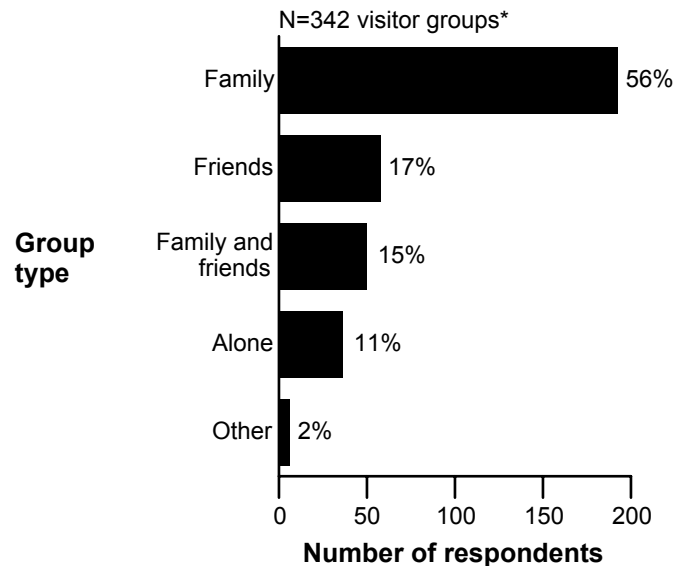


Figure 2: Visitor group type

*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 23a

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

Results

- Less than 1% of visitor groups were with a commercial guided tour group (see Figure 3).

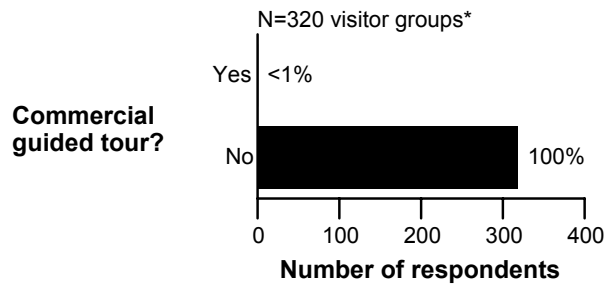


Figure 3: Visitors with a commercial guided tour group

Question 23b

On this visit, were you and your personal group with an educational group (school, etc.)?

Results

- 2% of visitor groups were with a educational group/school, etc. (see Figure 4).

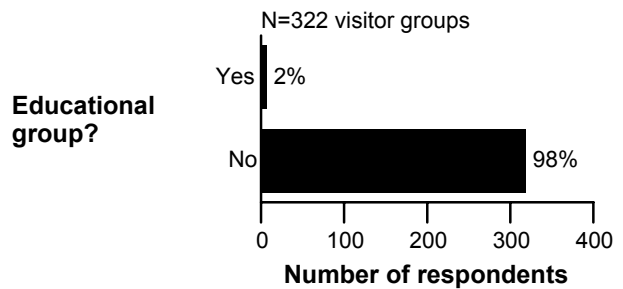


Figure 4: Visitors with a school/educational group

*total percentages do not equal 100 due to rounding

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

Question 23c

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

Results

- 2% of visitor groups were traveling with an other organized group (see Figure 5).

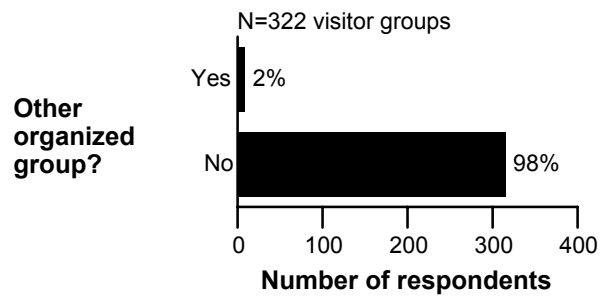


Figure 5: Visitors traveling with an other organized group

Question 23d

What type of other organized groups?

Results

- Fourteen visitor groups responded to this question.
- “Other” type of organized groups included:
 - Reunion
 - Boy Scouts
 - Business group
 - Kite club
 - Motorcycle group
 - Pony club
 - Private group
 - Scuba shop trip
 - YMCA day camp

*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 26b

For you and your personal group
what is your state of residence?

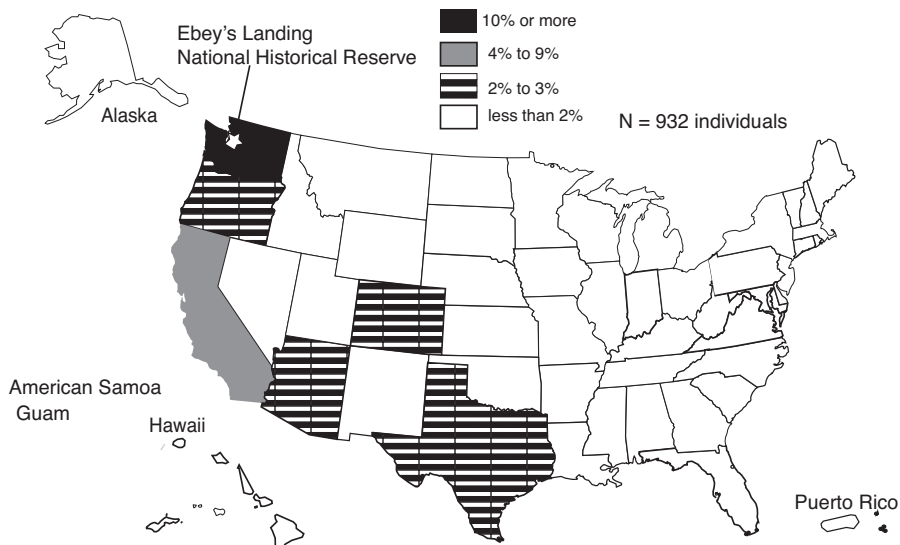
Table 4: United States visitors by state of residence*

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

Results

- U.S. visitors were from 35 states and comprised 93% of total visitation to the Reserve during the survey period.
- 73% of U.S. visitors came from Washington (see Table 4 and Map 1).
- 5% came from California.
- Smaller proportions of U.S. visitors came from 33 other states.

State	Number of visitors	Percent of U.S. visitors N=932 individuals	Percent of total visitors N=998 individuals
Washington	680	73	68
California	51	5	5
Oregon	31	3	3
Arizona	17	2	2
Colorado	17	2	2
Texas	16	2	2
Minnesota	12	1	1
Idaho	10	1	1
Wisconsin	9	1	1
Connecticut	8	1	1
Florida	8	1	1
Maryland	8	1	1
South Carolina	6	1	1
Utah	6	1	1
Montana	5	1	1
Ohio	5	1	1
19 other states	43	13	12



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 26b

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

Table 5: International visitors by country of residence *

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

Results

- International visitors were from nine countries and comprised 7% of total visitation to the Reserve during the survey period (see Table 5).

48% of international visitors
came from Canada.

- 17% came from the United Kingdom.
- Smaller portions came from seven other countries.

Country	Number of visitors	Percent of international visitors N=66 individuals	Percent of total visitors N=998 individuals
Canada	32	48	3
United Kingdom	11	17	1
Netherlands	7	11	1
Germany	6	9	1
Taiwan	4	6	<1
Brazil	2	3	<1
Saudi Arabia	2	3	<1
China	1	2	<1
Mexico	1	2	<1

*total percentages do not equal 100 due to rounding

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

Number of visits to the Reserve

Question 26c

For you and your personal group, how many times have you visited Ebey's Landing NHR in the past 12 months (including this visit)?

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

Results

- 61% of visitors visited the Reserve once in the past 12 months (see Figure 6).
- 39% visited two or more times.

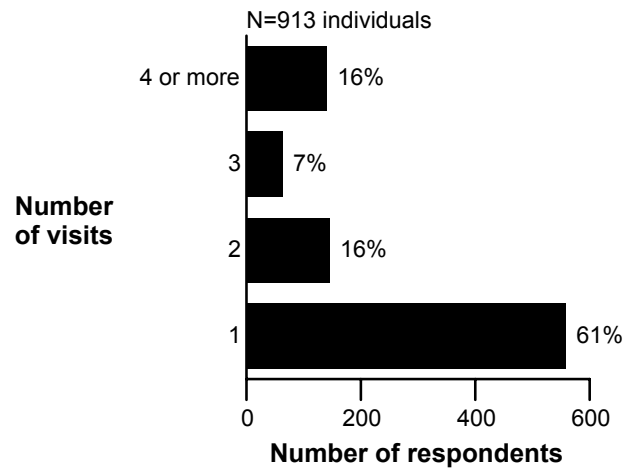


Figure 6: Number of visits to Reserve in the past 12 months

Question 26c

For you and your personal group, how many times have you visited Ebey's Landing NHR in your lifetime (including this visit)?

Results

- 41% of visitors visited the Reserve once in their lifetime (see Figure 7).
- 40% visited four times or more.

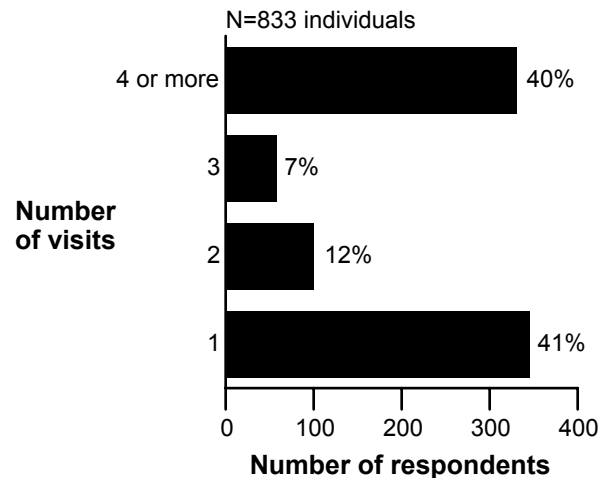


Figure 7: Number of visits to Reserve in lifetime

*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 26a

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

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

Results

- Visitor ages ranged from 1 to 90 years.
- 55% of visitors were between 36-65 years age group (see Figure 8).
- 19% were 15 years or younger.
- 12% were 66 or older.

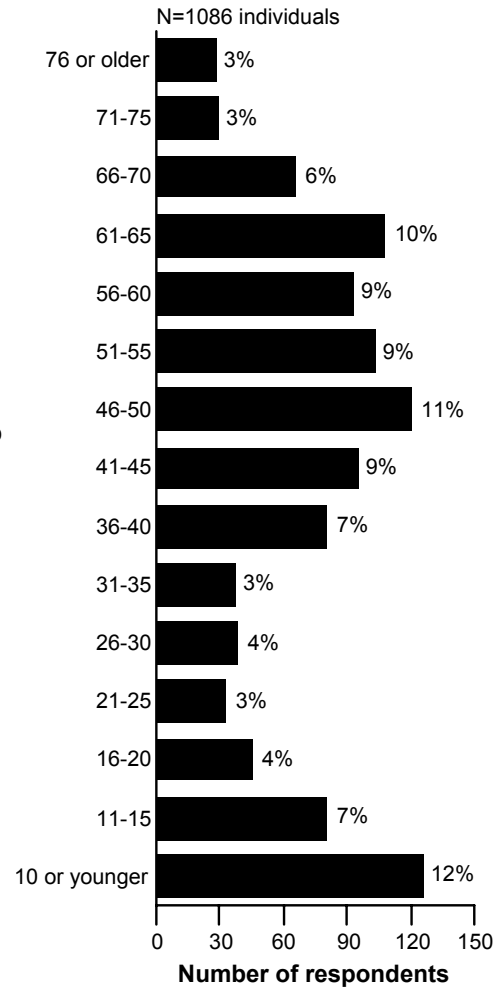


Figure 8: Visitor age

*total percentages do not equal 100 due to rounding

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

Visitors with physical conditions/impairments

Question 27a

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

Results

- 5% of visitor groups had members with physical conditions that made it difficult to participate in/access services (see Figure 9).

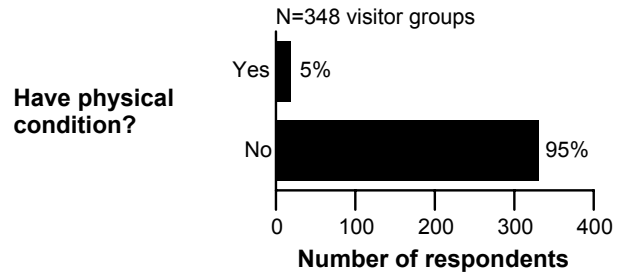


Figure 9: Visitors with physical conditions

Question 27b

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

Results – Interpret with CAUTION!

- Not enough visitor groups answered this question to provide reliable data (see Figure 10).
- “Other” activities/services (24%) included:

Climbing
Go down the boat ramp
Walking

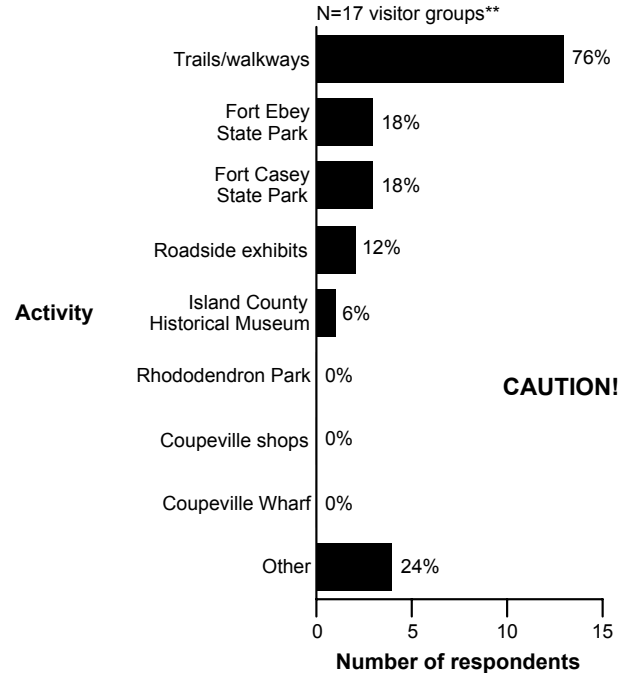


Figure 10: Activities/services difficult to participate in/access

*total percentages do not equal 100 due to rounding

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

Question 27c

Because of the physical condition, what specific problems did the person(s) have during this visit to Ebey's Landing NHR?

Results – Interpret results with **CAUTION!**

- Not enough visitor groups answered this question to provide reliable data (see Figure 11).

- “Other” problems (24%) included:

- Fatigue
- Old age
- Rheumatoid arthritis
- Steep trails

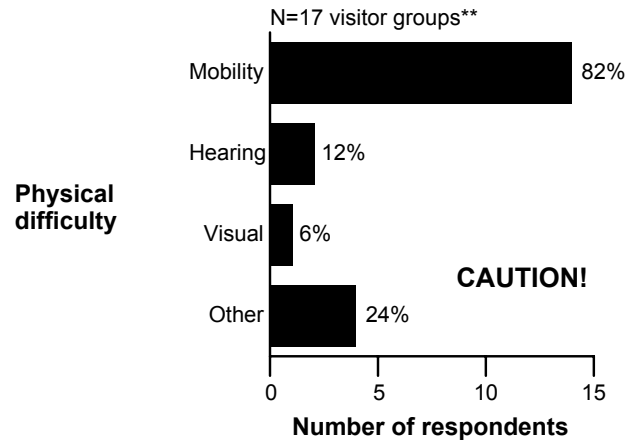


Figure 11: Type of disability/impairment

*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

Awareness of NPS management

Question 1

Prior to this visit, were you and your personal group aware that Ebey's Landing National Historical Reserve (NHR) is a unit of the National Park System?

Results

- 45% of visitor groups were aware, prior to their visit, that Ebey's Landing NHR is a unit of the National Park System (see Figure 12).

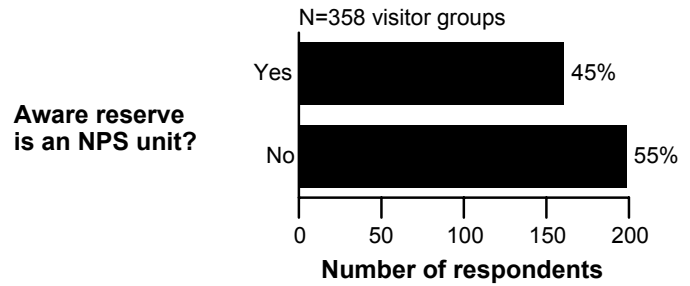


Figure 12: Awareness that Reserve is a unit of the National Park System

*total percentages do not equal 100 due to rounding

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

Information sources prior to visit

Question 2a

Prior to this visit, how did you and your personal group obtain information about Ebey's Landing NHR?

Results

- 78% of visitor groups obtained information about Ebey's Landing NHR prior to their visit (see Figure 13).
- As shown in Figure 14, among those visitor groups who obtained information about Ebey's Landing NHR prior to their visit, the most common sources were:

70% Previous visits
 55% Friends/relatives/word of mouth
 29% Maps/brochures

- "Other" sources (10%) included:
 - Bed and breakfast host
 - Bulletin board at beach
 - Captain Whidbey Inn
 - Deception Park staff
 - Drove by
 - Explored the area
 - Former resident
 - Harvey Manning
 - Motel
 - Postcard
 - Real estate agent
 - Resident
 - Scuba location book
 - Signs
 - The Nature Conservancy
 - Tour guide
 - Whidbey Institute Conferences

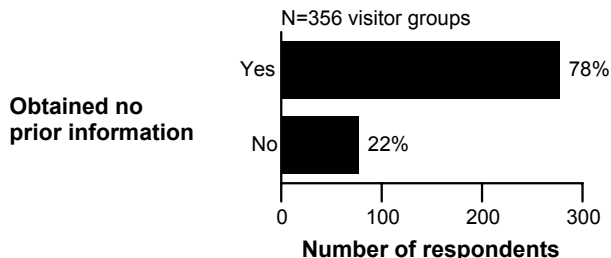


Figure 13: Visitor groups who obtained information about Ebey's Landing NHR prior to visit

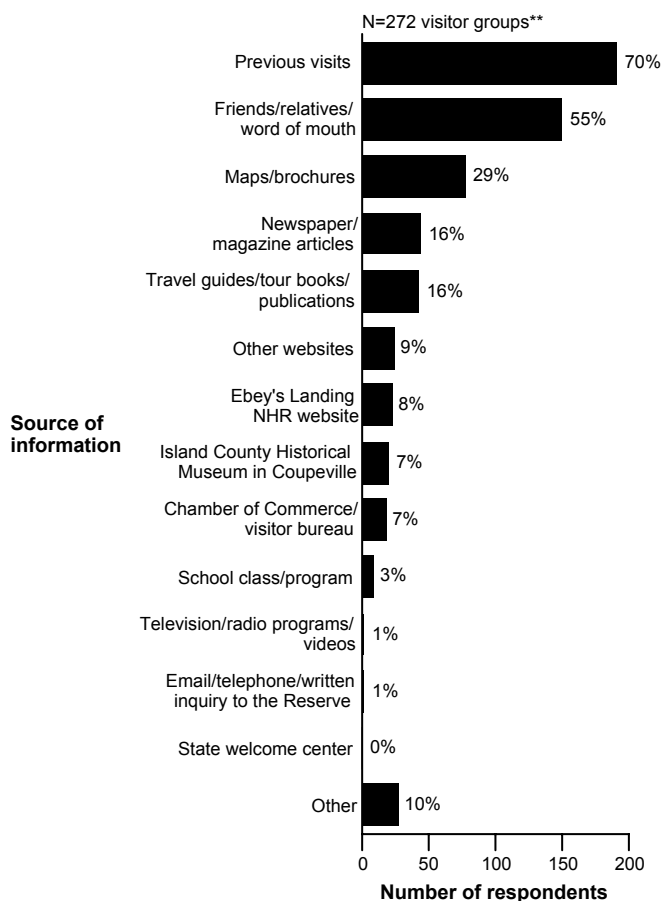


Figure 14: Sources of information used by visitors prior to visit

*total percentages do not equal 100 due to rounding

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

Question 2c

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

Results

- 85% of visitor groups received needed information prior to their visit (see Figure 15).

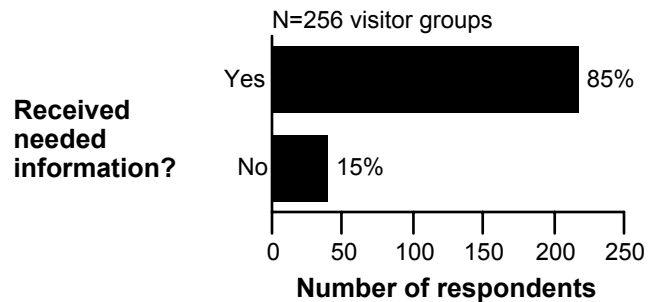


Figure 15: Visitors who received needed information prior to their visit

Question 2d

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

Results

- Additional information that visitor groups (N=22) needed included:

- Better directions
- Bike tour information
- Bird information
- Brochure with explanation
- Browser information
- Building restoration plan
- Came to see Fort Casey - unaware of Ebey's Landing
- Exact location
- Extent and scale
- Food service options
- Function of equipment and batteries
- Historical significance
- History
- Coupeville and Penn Cove
- Flora and fauna
- Fort Casey
- Landscape
- Water
- Reserve's uniqueness
- Map
- More complete information
- More explanatory road signs
- National Historical Reserve status
- Native American information
- No dump at campground
- Reserve map
- RV campground hookups
- Signage
- Trail information - distance, direction
- Trail map
- Weather information

*total percentages do not equal 100 due to rounding

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

Question 2e

Once you arrived at Ebey's Landing NHR, where did you go to obtain information about the Reserve?

Results

- 55% of visitor groups (N=199) answered this question.
- Table 6 shows the places where visitor groups obtained information about the Reserve.

Table 6: Sources of information
N=214 comments;
some visitor groups made more than one comment.

Comment	Number of time mentioned
Signs	36
Information boards	27
Admiralty Lighthouse	16
Information kiosk	8
Island County Historical Museum	8
Chamber of Commerce/Welcome center	7
Park ranger	7
Fort Casey	5
Information center	5
Wharf pier	5
Local resident recommendation	4
Museum	4
NHR main office	4
Survey interviewer	4
Trailhead sign	4
Brochure from lodging	3
Exhibit signs	3
Friends	3
Map/brochure	3
Parking lot	3
Along the trail	2
Cemetery	2
Cemetery tour guide	2
Coupeville	2
Driving around	2
Newspaper/magazine	2
Office	2
Person at park entry	2
Relatives	2
Residents	2
Travel guide	2
A lady	1
Barn	1
Brochure from Fort Ebey State Park	1
Brochure from Historical Society	1
Brochure from visitor center	1
Coupeville Library	1
Display sign	1
Dock 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

Table 6: Sources of information
(continued)

Comment	Number of times mentioned
Ferry	1
Flyers	1
Fort Casey Inn	1
Fort Casey Lighthouse	1
Fort Ebey State Park	1
Indoor exhibits	1
Interpretive sign at parking lot	1
Local press	1
Lookout	1
Map at ferry landing	1
Map at Fort Casey	1
Map from Oak Harbor	1
Map from survey crew	1
NPS flyer	1
Park entry	1
Prairie overlook signs	1
Questionnaire	1
Ranger station	1
Registration office	1
Reserve	1
Sign on beach	1
State park information boards	1
Store clerk	1
Tourist information center - Coupeville	1
Trail map center	1
Washington Discovery Guide	1
Wayside signs	1
Word of mouth	1

*total percentages do not equal 100 due to rounding

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

Information sources for future visit

Question 2b

On future trips to Ebey's Landing NHR, what sources would you and your personal group prefer to use to obtain information in planning your visit?

Results

- As shown in Figure 16, the most common sources of information preferred for a future visit were:

- 57% Ebey's Landing NHR website
- 47% Maps/brochures
- 36% Previous visits

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

- Coupeville library
- Gun club
- Information for bicyclists
- Resident
- Warden office

Source of information

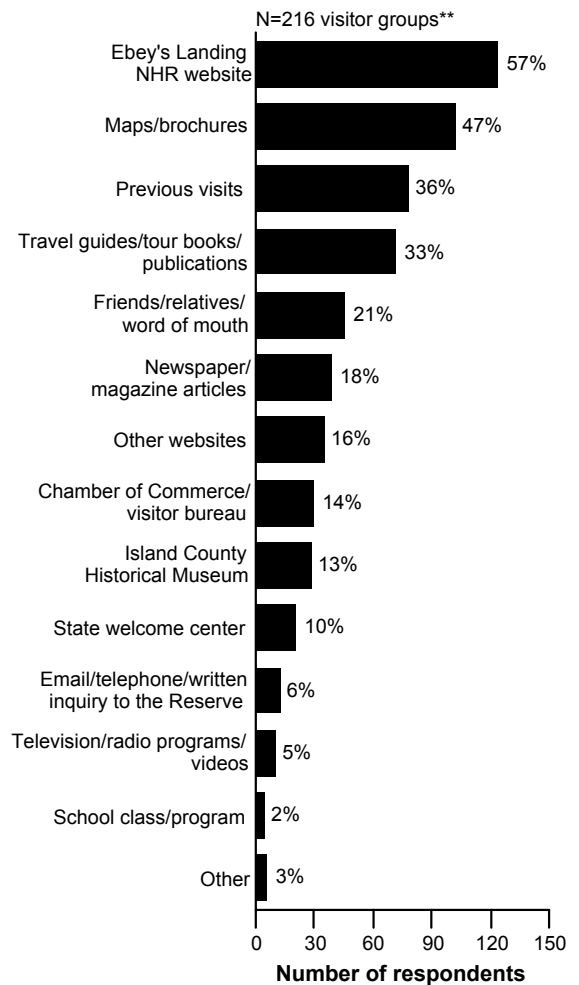


Figure 16: Sources of information preferred for a future visit

*total percentages do not equal 100 due to rounding

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

Awareness of Ebey's Landing NHR partnership logo

Question 3a

Prior to this visit, were you and your personal group aware of the Ebey's Landing NHR partnership logo, which appears on signs throughout the Reserve?



Aware of EBLA NHR partnership logo?

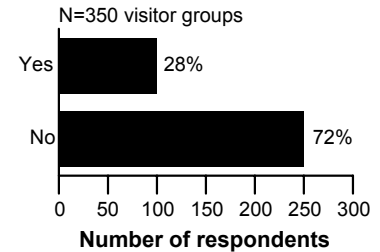


Figure 17: Awareness of Ebey's Landing NHR partnership logo

Results

- 28% of visitor groups were aware of Ebey's Landing NHR partnership logo (see Figure 17).

Question 3b

During this visit, did you and your personal group learn to recognize the Ebey's Landing NHR partnership logo?

Recognize EBLA NHR partnership logo?

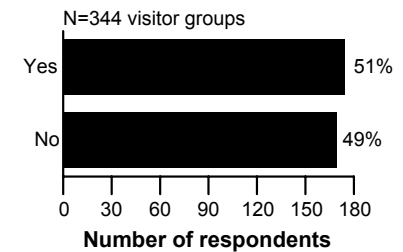


Figure 18: Learned to recognize Ebey's Landing NHR partnership logo

Results

- 51% of visitor groups learned to recognize the Ebey's Landing NHR partnership logo during their visit (see Figure 18).

*total percentages do not equal 100 due to rounding

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

Awareness of National Park Service arrowhead

Question 3c

Prior to this visit, were you and your personal group aware of the National Park Service arrowhead?

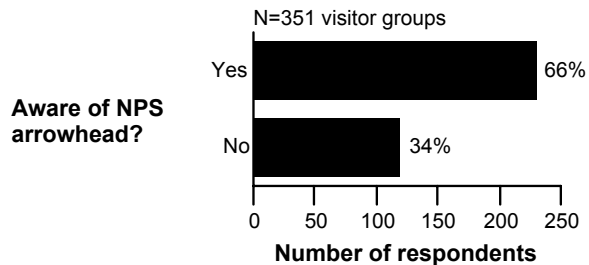


Figure 19: Awareness of National Park Service arrowhead

Results

- 66% of visitor groups were aware of the National Park Service arrowhead (see Figure 19).

Question 3d

On a future visit to the Reserve, would you and your personal group be more likely to visit a site identified with a National Park Service arrowhead?

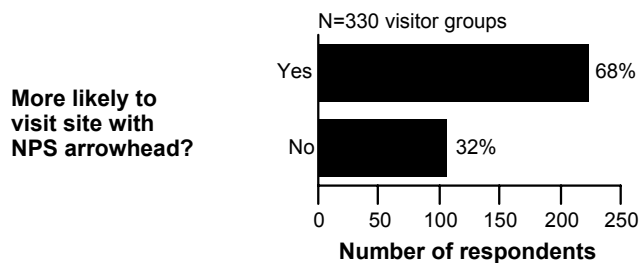


Figure 20: Likelihood of visit to site identified with NPS arrowhead

Results

- 68% of visitor groups would be more likely to visit a site identified with an NPS arrowhead (see Figure 20).

*total percentages do not equal 100 due to rounding

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

Question 3e

Please explain (why you and your group would be more or less likely to visit a site identified with the NPS arrowhead).

Results

- 49% of visitor groups (N=176) responded to this question.
- Table 7 shows visitors' explanations.

Table 7: Likelihood of visiting a site identified with NPS arrowhead
N=177 comments

Likelihood of visit	Explanation	Number of times mentioned
Yes, more likely	Arrowhead signifies interesting/important site	20
	NPS logo is recognizable	19
	NPS logo stands for quality	12
	Admire/support the NPS	8
	It is familiar	6
	Have NPS Pass - look for the logo	3
	NPS logo stands for quality/protection	3
	NPS signs mean public access is permitted	3
	Familiarity with NPS	2
	Looking for NPS Passport stamp	2
	NPS is trustworthy	2
	NPS logo stands for quality experience	2
	As long as it remained relatively uncrowded	1
	Camping amenities	1
	Courtesy of Reserve people	1
	Ebey's Landing was well-organized, interesting, so other NPS sites will be too	1
	For campground information.	1
	Glad to know they support the Reserve	1
	Interested in the National Park Service	1
	It is easy to find	1
	Just great parks	1
	Like the Ebey's Landing logo	1
	Loved the Reserve	1
	Not a factor	1
	NPS offers Junior Ranger program	1
	Significance of site	1
	Signifies important/educational site	1
	Since I am from out of state I generally look for NPS signs	1
	Site attributes more important than logo	1
	Status	1
	Very important step to save the lands	1
	We enjoy the additional historical element	1
	We like the buffalo	1
We like to visit new park areas	1	
We travel to numerous national parks	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 7: Likelihood of visiting a site identified with NPS arrowhead
(continued)

Likelihood of visit	Explanation	Number of times mentioned
Yes, more likely (continued)	We were positively surprised by the information	1
	Well-signed	1
	No comment	4
No, not more likely	Not a factor	14
	Site attributes more important than logo	13
	Not important	5
	Like the Ebey's Landing logo	3
	National Park might mean fees	3
	No impact	3
	Both are important	1
	Both logos represent the National Park System	1
	Depends on site	1
	Have been here around 20 times and are very familiar with the Reserve and its history	1
	I enjoyed this area prior to its being NPS-owned	1
	I'm open to different opportunities, i.e. state parks, private lands	1
	Just like to drive and see whatever	1
	National Parks sometimes too crowded	1
	No need to visit again	1
	NPS signage may attract more visitors	1
	Only use the beach/trails	1
	Only use the boat launch	1
	Prefer site where pets can be unleashed	1
	Visit more than just NPS sites	1
We are just looking for a nice place to camp	1	
We came to dock and get ice cream	1	
We would go for other reasons	1	
We would visit, but not more likely to visit	1	
Will not return	1	
Not identified	Not a factor	3
	Not important	2
	No reason not to	1
	Not necessarily	1
	Our group organizer obtained info from prior visits	1

*total percentages do not equal 100 due to rounding

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

Reserve as destination

Question 5

On this trip to Whidbey Island, how did Ebey's Landing NHR fit into your travel plans?

Results

- 38% of visitor groups said Ebey's Landing NHR was one of several destinations (see Figure 21).
- For 30% of groups, the Reserve was their primary destination.

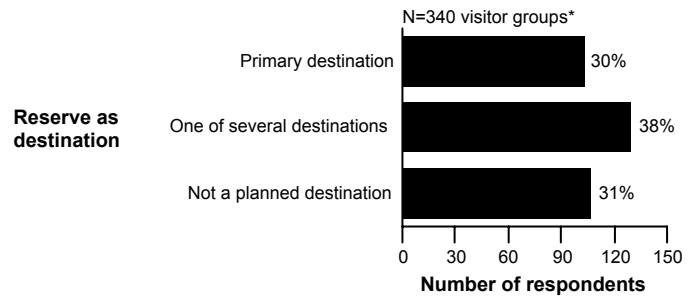


Figure 21: Reserve as destination

*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 visit to Whidbey Island

Question 4

On this visit, what was your primary reason for visiting Whidbey Island?

Results

- 26% of visitor groups were residents of Whidbey Island (see Figure 22).
- Figure 23 shows the primary reason for visiting Whidbey Island among visitor groups who were not residents which included:

29% Visit Ebey's Landing NHR

24% Visit other attractions on Whidbey Island

17% Visit friends/relatives on Whidbey Island

- "Other" reasons (22%) included:

Driving by
Sightseeing
Bring friends
Traveling through
Day trip
Ferry ride
Kids going to camp
Vacation on island
Apartment hunting at Oak Harbor
Art class
Bed and breakfast in Langley
Boat trip lunch stop
Clam digging
Educational
Exploring the area
Family reunion
Field trip
Fishing
Former resident
Have fun
Honeymoon
Horse trails
Just to see
Kite flying
Out to dinner
Overnight getaway
Part of tour
Recommendation from friend
RV camping
Sailboat stop
Using boat ramp

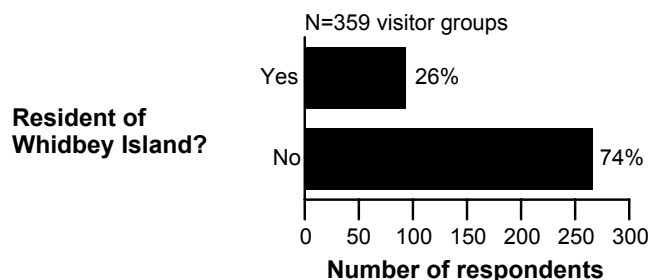


Figure 22: Residents of Whidbey Island

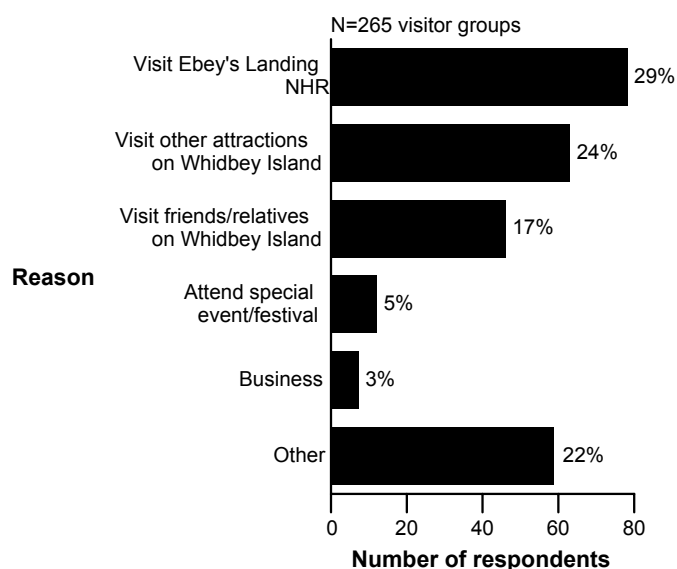


Figure 23: Primary reason for visiting Whidbey Island

*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 the Reserve

Question 6

On this visit, what were the reasons that you and your personal group visited Ebey's Landing NHR?

Results

- 68% of visitor groups visited the Reserve for recreation (see Figure 24).
- Table 8 shows the types of recreation in which visitor groups participated.
- "Other" reasons for visiting (16%) included:

- Attend a special event
- Beach
- Boat launch
- Bring family/friends
- Camp at Fort Casey RV Park
- Clam digging
- Eat a meal
- Educational reasons
- Enjoy beauty
- Enjoy history
- Enjoy scenery
- Ferry ride
- Ferry stop
- Fishing
- Get fuel
- Have fun
- Heard about Reserve from survey interviewer
- Hike
- Kite flying
- Looking for real estate
- Look for wedding site
- Picnic
- Radio-controlled glider flying
- Residents
- Rock hunting
- See museum
- See the Lighthouse
- Sightseeing
- Shopping
- Spend time with family
- Use boat dock
- Visit Coupeville
- Visit with friends
- Walking

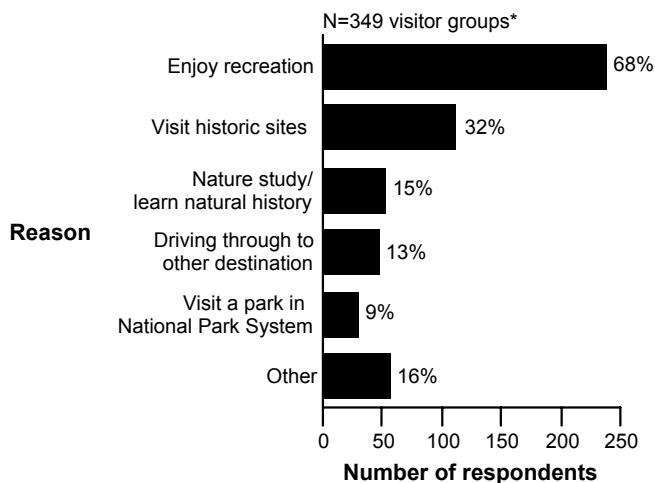


Figure 24: Reasons for visiting the Ebey's Landing NHR

*total percentages do not equal 100 due to rounding

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

Table 8: Types of recreation

N=259 comments

Types of recreation	Number of times mentioned
Hiking	85
Photography	39
Camping	29
Picnicking	16
Walking	13
Fishing	10
Beach walking	8
Biking	6
Beach combing	5
Kite flying	5
Bird watching	4
Exploring	4
Boating	3
Enjoying views/scenery	3
Walking the dog	3
Painting	2
Relaxing	2
Running	2
Visiting Coupeville	2
Beach	1
Bringing visitors	1
Camping Casey	1
Clam digging	1
Eating	1
Enjoying nature	1
Exploring the fort	1
Family reunions	1
Geocaching	1
Letting dog swim	1
Motorcycle riding	1
Night on the Prairie program	1
Sailing	1
SCUBA	1
Ship watching	1
Sightseeing	1
Swimming	1
Tidal pools	1

*total percentages do not equal 100 due to rounding

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

Support services in communities

Question 7a

In what community did you and your personal group obtain support services (e.g. information, gas, food, or lodging) for this visit to Ebey's Landing NHR?

Results

- 56% of visitor groups obtained support services from Coupeville (see Figure 25).
- 37% obtained support services from Oak Harbor.
- "Other" communities (14%) included:
 - Anacortes, WA
 - Bellingham, WA
 - Everett, WA
 - Mt. Vernon, WA
 - Bay View State Park, WA
 - Bellevue, WA
 - Bremerton, WA
 - Cranberry Lake
 - Edmonds, WA
 - Fidalgo, WA
 - LaConner, WA
 - Mukilteo, WA
 - Naval Air Station-Whidbey Island, WA
 - Sammamish, WA
 - Seattle, WA
 - Sequim, WA

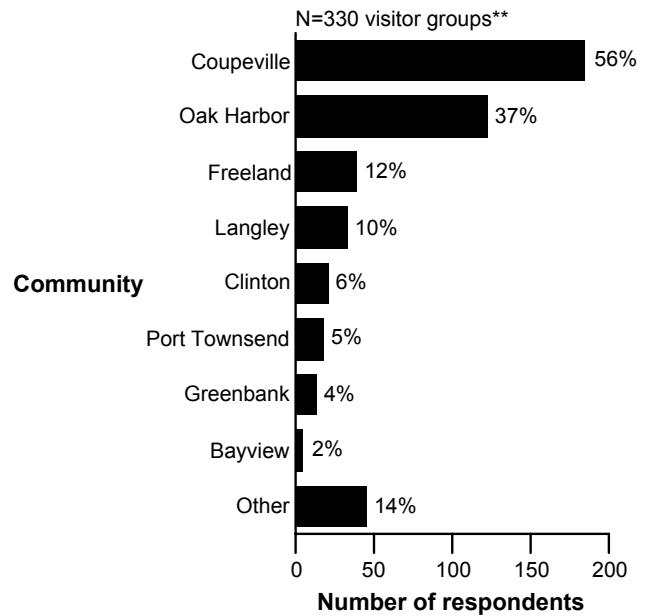


Figure 25: Communities where services were obtained

Question 7b

Were you and your personal group able to obtain all of the services that you needed in these communities?

Results

- 95% of visitor groups were able to obtain all needed services (see Figure 26).

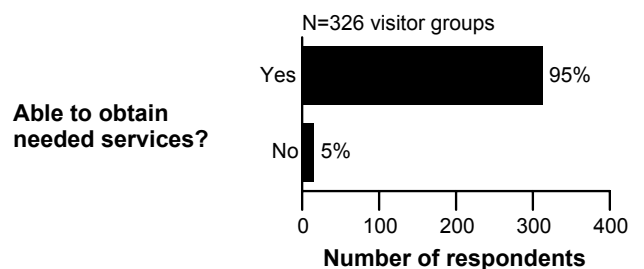


Figure 26: Able to obtain needed services

*total percentages do not equal 100 due to rounding

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

Question 7c

If NO, what services did you and your personal group need that were not available?

Results – Interpret with **CAUTION!**

- Fifteen visitor groups responded to this question.
- Table 9 shows the comments visitor groups made on services that were not available.

Table 9: Visitor comments on support services
N=18 comments – **CAUTION!**

Support service	Comment
An auto parts store	Stranded for 6 hours waiting to get parts for vehicle
Bike routes	Information on bike routes
Credit Union	Needed more cash from ATM (with no fee)
Electric power at dock	No comment provided
Food services	Butcher shop More fresh seafood available Upgrade products available at bakery shop
Groceries	Nothing near the harbor
High speed internet	No comment provided
Information brochures	No comment provided
Laundry service	Coin laundry in Coupeville would be nice No comment provided
Marine supplies	We needed some 12V light bulbs for a minor repair
Phone services	Needs at least one pay phone stand in this area
Port-a-potty	No place close to go to bathroom
Restroom	No comment provided
Sushi	No comment provided
Transportation service	Nothing available on Sundays!

*total percentages do not equal 100 due to rounding

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

Places stayed on night before arrival at Ebey's Landing NHR

Question 9e

In what city/town did you and your personal group stay on the night before your arrival at Ebey's Landing NHR?

Table 10: Places stayed on night before arrival at Ebey's Landing NHR
N=315 places

City/Town and State	Number of times mentioned
Oak Harbor, WA	42
Seattle, WA	37
Coupeville, WA	29
Freeland, WA	15
Langley, WA	15
Everett, WA	11
Anacortes, WA	9
Clinton, WA	9
Port Townsend, WA	9
Redmond, WA	7
Bellevue, WA	6
Lynnwood, WA	6
Mukilteo, WA	6
Port Angeles, WA	5
Vancouver, British Columbia	5
Mt. Vernon, WA	5
Bellingham, WA	4
Edmonds, WA	4
Greenbank, WA	4
Deception Pass State Park, WA	3
Kirkland, WA	3
Sedro-Woolley, WA	3
Snohomish, WA	3
Stanwood	3
Birch Bay, WA	2
Bothell, WA	2
Bremerton, WA	2
Burlington, WA	2
Issaquah, WA	2
La Conner, WA	2
Marysville, WA	2
Port Orchard, WA	2
South Whidbey State Park, WA	2
Woodinville, WA	2
Alger, WA	1
Arlington, WA	1
Athens, TN	1
Auburn, WA	1

Results

- As shown in Table 10, the most common cities/towns in which visitor groups spent the night prior to their visit were:

13% Oak Harbor, WA
12% Seattle, WA
9% Coupeville, WA

*total percentages do not equal 100 due to rounding

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

**Table 10: Places stayed on night before
arrival at Ebey's Landing NHR
(continued)**

City/Town and State	Number of times mentioned
Bainbridge Island, WA	1
Bayview, WA	1
Beverly Beach, WA	1
Blaine, WA	1
British Columbia, Canada	1
Burnaby, British Columbia, Canada	1
Camado Island, WA	1
Clyde Hill, WA	1
Coronado, WA	1
Dupont, WA	1
Duvall, WA	1
Eastsound, WA	1
Friday Harbor, WA	1
Ft. Ebey State Park, WA	1
Ft. Morgan, CO	1
Kenmore, WA	1
Lake Stevens, WA	1
Lynden, WA	1
Miami, FL	1
Monroe, WA	1
Mountlake Terrace, WA	1
NAS Whidbey, WA	1
Neah Bay, WA	1
Newark, CA	1
Newcastle, WA	1
Olympia, WA	1
Olympic Park, WA	1
Pocatello, ID	1
Portland, OR	1
Preston, WA	1
Puyallup, WA	1
Renton, WA	1
Sammamish, WA	1
Santa Rosa, CA	1
Seabeck, WA	1
Sequim, WA	1
Shoreline, WA	1
South Plain Field, NJ	1
Spokane, WA	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 10: Places stayed on night before arrival at Ebey's Landing NHR (continued)

City/Town and State	Number of times mentioned
Suquamish, WA	1
Tacoma, WA	1
Troutdale, OR	1
Victoria, British Columbia, Canada	1
Whistler, British Columbia, Canada	1
White Rock, Canada	1
Winthrop, WA	1
Unknown, MI	1

Places stayed on night after departure from Ebey's Landing NHR

Question 11b In what city/town did you and your personal group stay on the night after you left Ebey's Landing NHR?		Table 11: Places stayed on night after departure from Ebey's Landing NHR N=304 visitor groups	Number of times mentioned
		City/Town and State	
Results		Oak Harbor, WA	40
• As shown in Table 11, the most common cities/towns in which visitor groups spent the night after their visit were:		Seattle, WA	36
13% Oak Harbor, WA		Coupeville, WA	30
12% Seattle, WA		Freeland, WA	14
10% Coupeville, WA		Langley, WA	14
		Everett, WA	10
		Clinton, WA	8
		Anacortes, WA	7
		Bellingham, WA	7
		Bellevue, WA	6
		Greenbank, WA	6
		Lynnwood, WA	6
		Mt. Vernon, WA	6
		Mukilteo, WA	6
		Port Townsend, WA	6
		Redmond, WA	6
		Edmonds, WA	5
		Kirkland, WA	4
		Sedro-Woolley, WA	3
		Snohomish, WA	3
		Spokane, WA	3

*total percentages do not equal 100 due to rounding

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

**Table 11: Places stayed on night after departure
from Ebey's Landing NHR
(continued)**

City/Town and State	Number of times mentioned
Stanwood, WA	3
Corvallis, OR	2
Issaquah, WA	2
La Conner, WA	2
Lynden, WA	2
Port Angeles, WA	2
Portland, OR	2
Sammamish, WA	2
Sequim, WA	2
Woodinville, WA	2
Alger, WA	1
Athens, TN	1
Bainbridge Island, WA	1
Bay View, WA	1
Beverly Beach, WA	1
Bonney Lake, WA	1
Bothell, WA	1
Bremerton, WA	1
Burlington, WA	1
Burnaby, British Columbia, Canada	1
Camano Island, WA	1
Camarillo, CA	1
Centralia, WA	1
Chilliwack, Canada	1
Cle Elum, WA	1
Clyde Hill, WA	1
Coronado, CA	1
Deception Pass State Park, WA	1
Denver, CO	1
Dupont, WA	1
Duvall, WA	1
Forks, WA	1
Friday Harbor, WA	1
Ft. Ebey State Park, WA	1
Ft. Langley, British Columbia, Canada	1
Hoodspport, WA	1
Kenmore, WA	1
Lake Stevens, WA	1
Leavenworth, WA	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 11: Places stayed on night after departure
from Ebey's Landing NHR
(continued)**

City/Town and State	Number of times mentioned
Monroe, WA	1
Mountlake Terrace, WA	1
NAS Whidbey, WA	1
Newcastle, WA	1
Olympia, WA	1
Plymouth, United Kingdom	1
Pocatello, ID	1
Port Hadlock, WA	1
Port Orchard, WA	1
Poulsbo, WA	1
Preston, WA	1
Puyallup, WA	1
Quincy, WA	1
Renton, WA	1
Roche Harbor, WA	1
San Juan Islands, WA	1
Santa Rosa, CA	1
Seabeck, WA	1
Shoreline, WA	1
South Whidbey State Park, WA	1
Surrey, Canada	1
Tacoma, WA	1
Vancouver, Canada	1
Wenatchee, WA	1
Whistler, Canada	1
White Rock, Canada	1
Unknown, MT	1
Unknown, WA	1

*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 stay

Question 8a

On this visit to Ebey's Landing NHR, did you and your personal group visit the Reserve on more than one day?

Results

- 4% of visitors lived within the Reserve boundaries (see Figure 27).
- 24% of those who do not live within Reserve boundaries visited the Reserve on more than one day (see Figure 28).

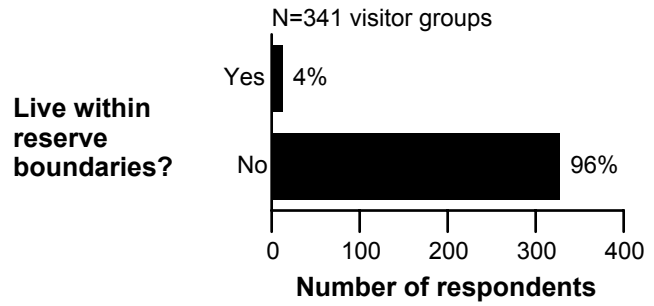


Figure 27: Live within the Reserve boundaries

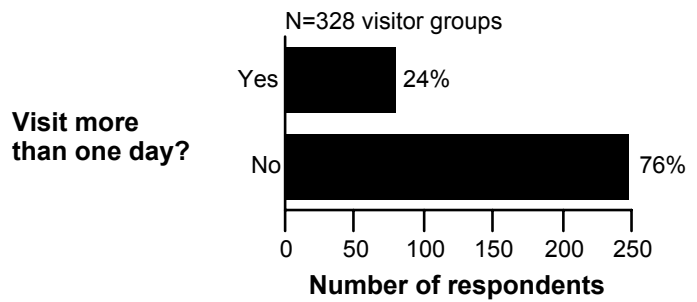


Figure 28: Length of visit more than one day

*total percentages do not equal 100 due to rounding

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

Question 8b

If YES, how many days did you visit Ebey's Landing NHR?

Results

- The average length of stay (including hours and days) was 20.2 hours.
- Among visitor groups who spent 24 hours or more visiting the Reserve, 45% spent two days (see Figure 29).
- 52% spent three or more days.

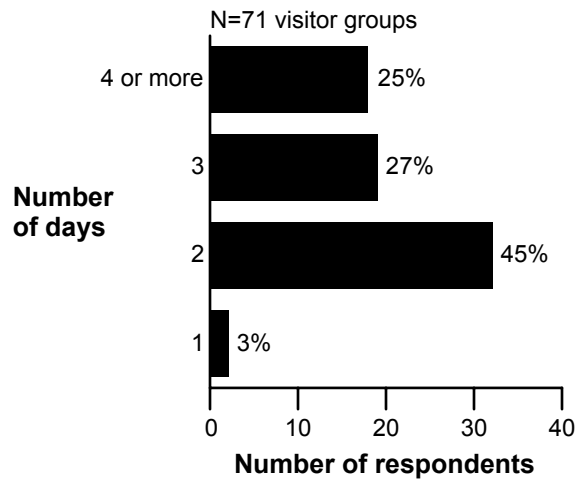


Figure 29: Number of days spent visiting the Reserve

Question 8c

If NO, how many hours did you visit Ebey's Landing NHR?

Results

- Among visitor groups who spent less than 24 hours visiting Ebey's Landing NHR, 56% spent two or three hours (see Figure 30).
- 22% spent one hour.
- 22% spent four hours or more.

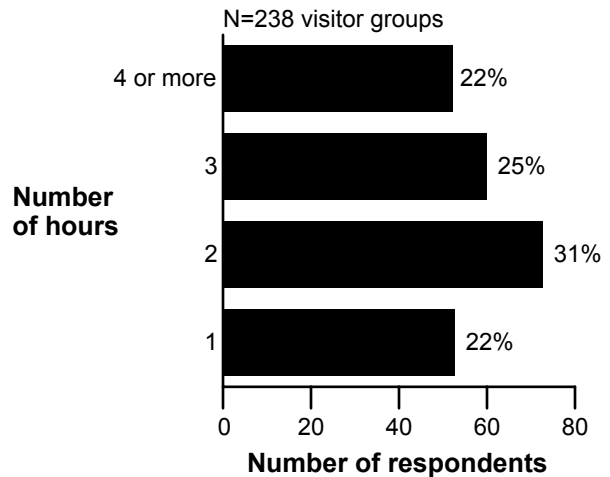


Figure 30: Number of hours spent visiting the Reserve

*total percentages do not equal 100 due to rounding

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

Overnight stay

Question 9a

On this visit did you and your personal group stay overnight away from home on Whidbey Island?

Results

- 45% of visitor groups stayed overnight away from home on Whidbey Island (see Figure 31).

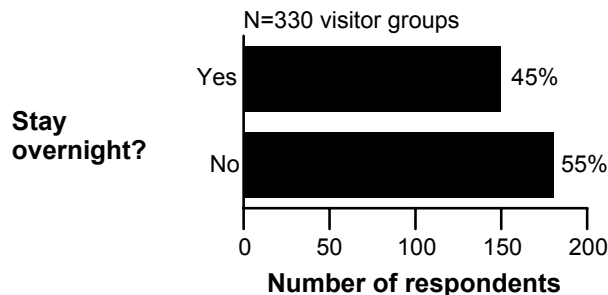


Figure 31: Overnight stay away from home on Whidbey Island

Question 9b

If YES, please list the number of nights you and your personal group stayed.

Number of nights in the Reserve
(including Fort Casey State Park, Fort Ebey State Park, and Rhododendron Park)

Results

- 31% of visitor groups spent three nights in the Reserve (see Figure 32).
- 27% spent four or more nights.
- 27% spent two nights.

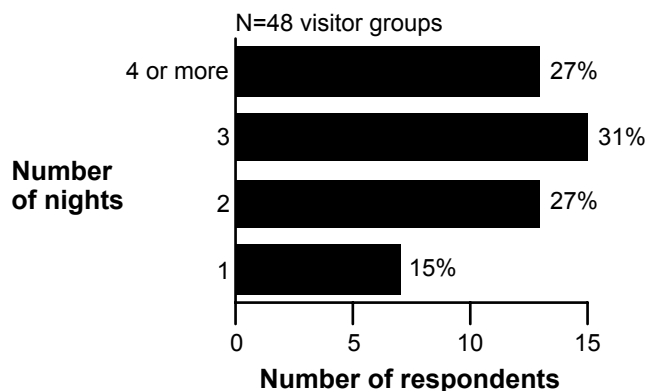


Figure 32: Number of nights spent in the Reserve

Number of nights in the area
(on Whidbey Island)

Results

- 38% of visitor groups stayed four or more nights in the area (see Figure 33).
- 30% spent two nights.
- 17% spent one night.

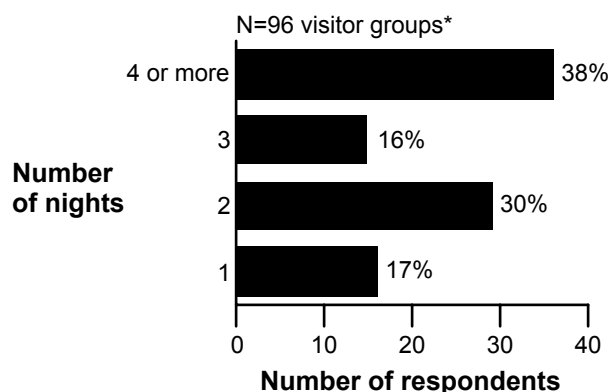


Figure 33: Number of nights stayed in the area (on Whidbey Island)

*total percentages do not equal 100 due to rounding

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

Overnight accommodations

Question 9c

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

Results

- 71% of visitor groups camped campground (see Figure 34).
- 10% stayed in the residence of friends or relatives.
- 10% stayed in a motel, hotel, inn, rented condo, etc.
- "Other" types of lodging (4%) included:

Resident
Camped in barn

Type of lodging

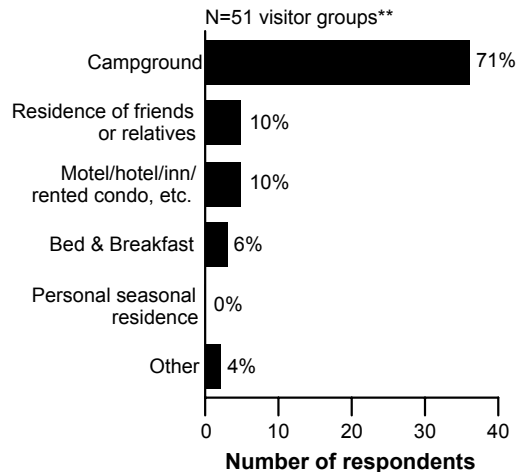


Figure 34: Type of lodging inside the Reserve

Question 9d

In what type of lodging did you and your personal group spend the nights on Whidbey Island outside the Reserve?

Results

- 31% of visitor groups stayed in the residence of friends or relatives (see Figure 35).
- 30% stayed in a motel, hotel, inn, rented condo, etc.
- Table 12 shows the types of lodging in which visitor groups stayed.
- "Other" types of lodging (12%) included:

Boat dock
Personal residence
Bay View State Park
Camp Casey
Camped in barn
In car
Naval base
Rented house

Type of lodging

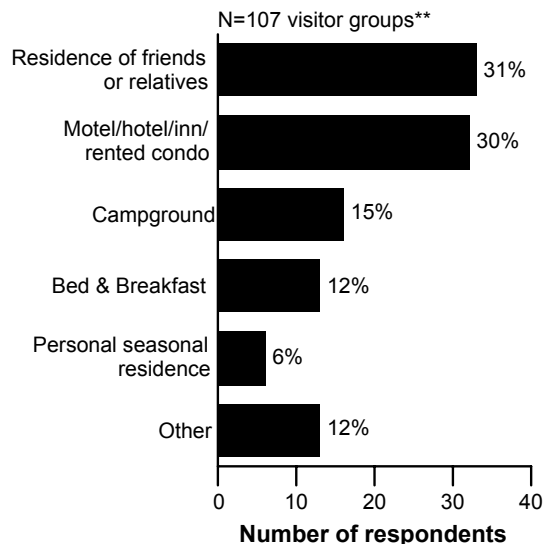


Figure 35: Type of lodging on Whidbey Island outside the Reserve

*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: Types of lodging
N=24 comments – **CAUTION!**

Location	Type of lodging
Inside Reserve	Coupeville Inn Fort Casey Inn
On Whidbey Island	Rented house/cottage Motel Navy BOQ Rented cabin Capt. Whidbey's Inn Coachman Inn Hotel Inn Resort - Inn at Langley Vacation rental
Inside Reserve & on Whidbey Island	Fort Casey Fort Casey Officer Quarter Jenne Farm

Number of vehicles

Question 14a

If your personal group arrived in Ebey's Landing NHR in private or rental vehicles, how many vehicles did you and your personal group use?

Results

- 73% of visitors used one vehicle to enter the Reserve (see Figure 36).
- 12% did not use any private or rental vehicle to enter the Reserve.

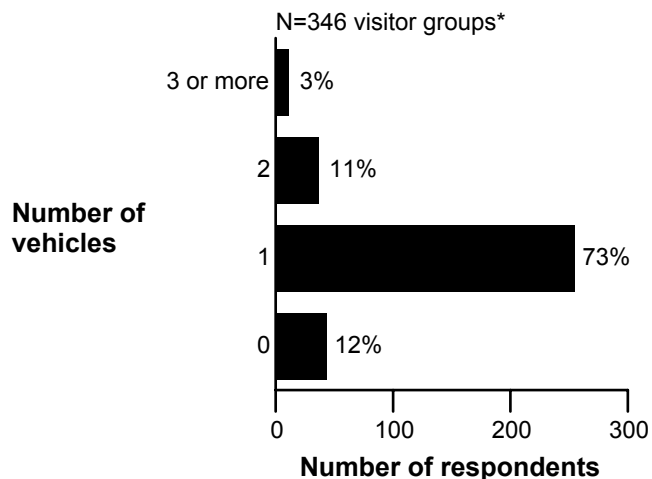


Figure 36: Number of vehicles used to enter the Reserve

*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 14b

Were the signs directing you to sites of Ebey's Landing NHR adequate?

Results

State highway signs

- 55% of visitor groups found state highway signs to be adequate (see Figure 37).
- 29% were not sure.

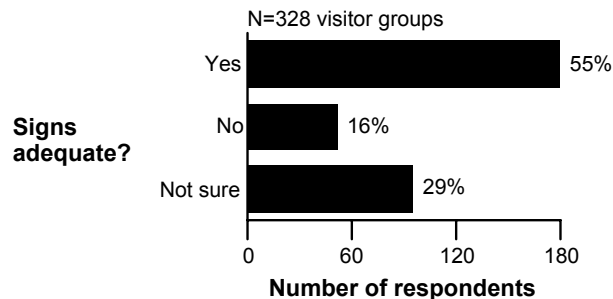


Figure 37: Adequacy of state highway signs

County road signs

- 53% felt that county road signs were adequate (see Figure 38).
- 33% were not sure.

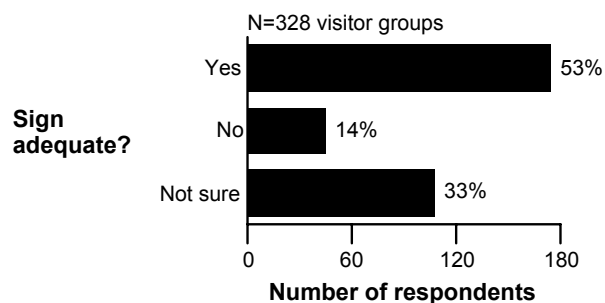


Figure 38: Adequacy of county road signs

Signs in communities

- 50% indicated that signs in communities were adequate (see Figure 39).
- 37% were not sure.

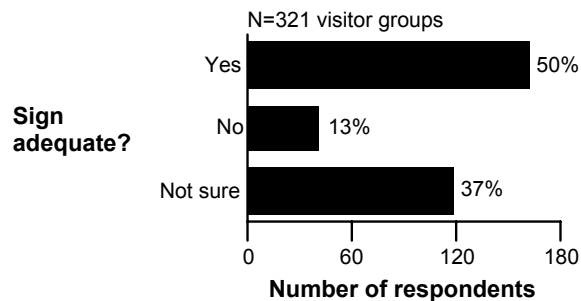


Figure 39: Adequacy of signs in communities

*total percentages do not equal 100 due to rounding

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

Question 14c

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

Results

- Fifty-eight visitor groups responded to this question.
- Table 13 shows visitor comments about problems with directional signs.

Table 13: Problems concerning signage

N=59 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Did not see signs	7
Did not use any signs	5
More signs needed	4
Signage not obvious	4
Aware of the area - did not use any signs	3
Ebey's Landing sign is lacking	3
Confusing due to various Reserve units	2
Did not see signs on Hwy 20	2
Got lost	2
Had to stop for directions	2
Larger signs needed	2
Signs too close to entrance	2
Did not find immediately	1
Did not recognize signs for NHR	1
Did not see signs for Fort Casey in Clinton	1
Don't remember any signs	1
Ebey's Landing hard to find	1
Had difficulty finding way south to Fort Casey	1
Hard to find Bluff Trail	1
Limited number of because we entered from a back road	1
Missed the sign in Coupeville	1
Museum and sites hard to find	1
No awareness of sites nearby	1
No signs for Bluff Trail	1
Poor signage to return to highway from Fort Ebey	1
Realized there were signs for the first time	1
Saw no signs between ferry terminal and NHR	1
Sign lacking in Coupeville for fastest route	1
Signs on Hwy 20 not clear to Ebey's Landing or Fort Casey	1
State is behind with signage	1
Turn at Coupeville not marked	1
Turn-off hard to find	1
Used other sources of information	1

*total percentages do not equal 100 due to rounding

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

Sites visited

Question 11

For this visit, please indicate all of the sites that you and your personal group visited at Ebey's Landing NHR.

Results

- As shown in Figure 40 the most commonly visited sites by visitor groups at Ebey's Landing NHR included:

- 54% Coupeville Wharf and Front Street
- 54% Ebey's Landing
- 48% Fort Casey State Park

- "Other" sites (7%) included:

- Beach
- Chicago Railroad Spit site
- Coupeville boat launch
- Deception Pass State Park
- Ebey's Cove
- Ferry
- Ferry terminal
- Fort Casey boat launch
- Honeymoon Bay
- Kettles trails
- Keystone boat ramp
- Meerkerk Gardens
- Military bunker
- Oak Harbor
- Penn Cove
- Town Park
- West Beach

Sites

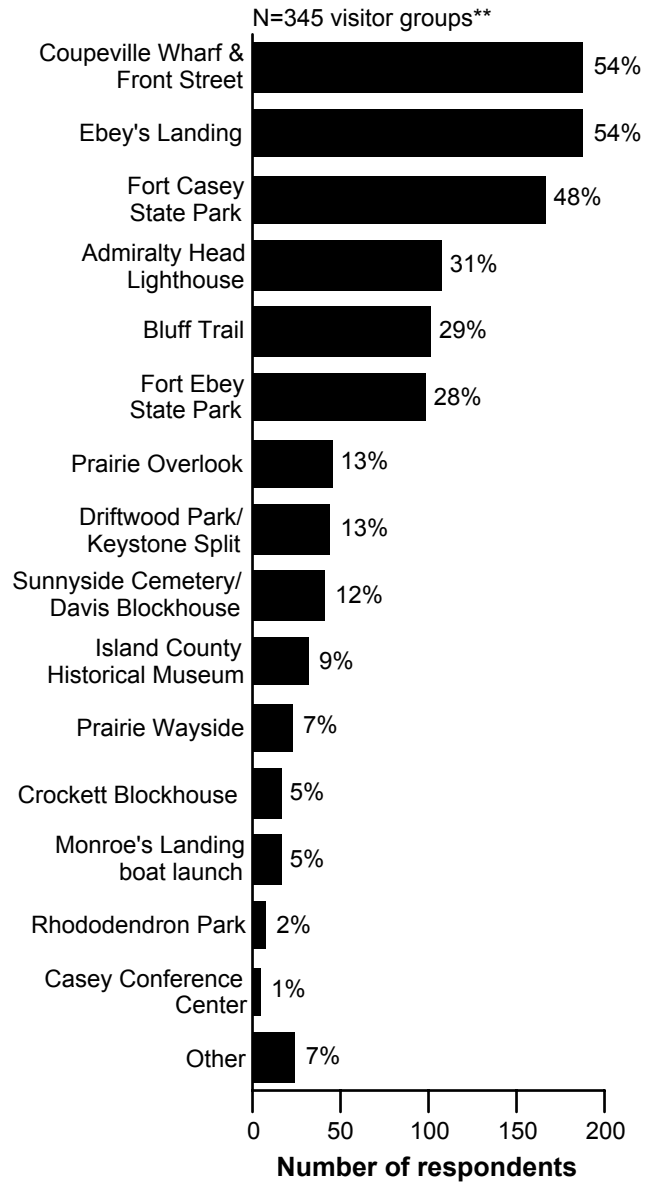


Figure 40: Sites visited

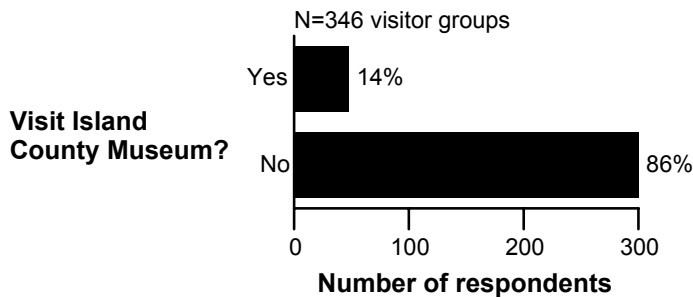
*total percentages do not equal 100 due to rounding

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

Island County Historical Museum visit

Question 10a

On this visit to Ebey's Landing NHR, did you and your personal group visit the Island County Historical Museum in Coupeville?



Results

- 14% of visitor groups visited the Island County Historical Museum (see Figure 41).
- Table 14 shows the reasons why visitor groups did not visit the museum.

Figure 41: Island County Historical Museum visit

Table 14: Reasons for not visiting Island County Historical Museum
N=245 comments

Reason	Number of times mentioned
Lack of time	82
Previously visited	32
Unaware of museum	32
Not interested	24
Engaged in other activities	13
Did not plan to	11
Preferred to be outside	7
Cost	6
Did not think of it	4
Traveling with children	4
Museum was closed	3
Did not know location	2
Resident of the area	2
Stayed in State Park	2
Walking	2
Can go any day	1
Chose to go hiking	1
Did not go that far	1
Did not go to Coupeville	1
Did not pass by on foot	1
Fishing	1
Fort Covey was main destination	1
Just going to ferry	1
Lack of transportation	1
No crabs there	1
Not available	1
Not this time	1
Out to dinner	1
Seeing other attractions	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 14: reasons for not visiting Island County Historical Museum
(continued)

Reason	Number of times mentioned
Spent time at Fort Casey	1
Too warm indoors	1
Town was crowded	1
Was not looking for it	1
Weather - rain	1

Question 10c

If YES (visited Island County Historical Museum), did you and your personal group purchase items in the museum?

Results

- 17% of visitor groups who visited the museum purchased items (see Figure 42).

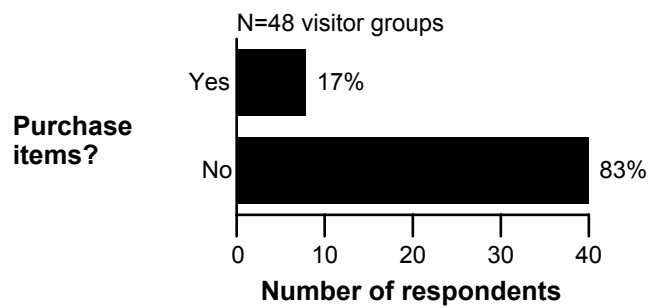


Figure 42: Visitors that purchased items in Island County Historical Museum

*total percentages do not equal 100 due to rounding

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

Activities on this visit

Question 12a

On this visit to Ebey's Landing NHR, what activities did you and your personal group participate in?

Results

- As shown in Figure 43, the most common activities visitor groups participated in were:

- 71% Walking/hiking
- 66% Scenic drive/sightseeing
- 45% Taking photographs, painting, drawing
- 41% Beach activities

- "Other" activities (16%) included:

- Fishing
- Kite flying
- Biking
- Attend horse show
- Being with family/friends
- Explore for future visit
- Live here
- Running
- Visit Lighthouse
- Business
- Walking the dogs
- Have a meal
- Flying electric airplane
- Geocaching
- Radio-controlled glider flying
- Saturday market
- Seeing childhood home
- Visit Fort Casey State Park
- Visit Lavender Wind Farm
- Watching boats
- Wedding location hunt

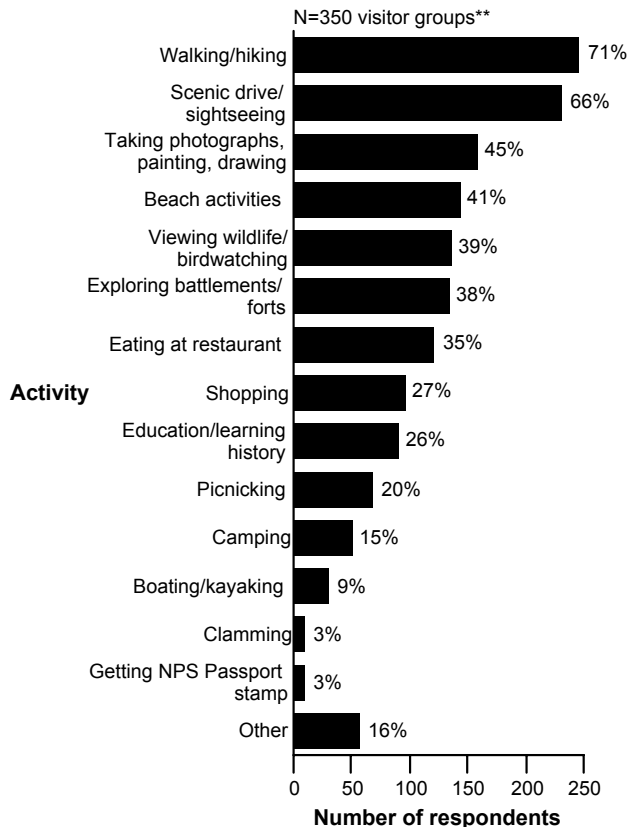


Figure 43: Activities on this visit

*total percentages do not equal 100 due to rounding

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

Question 12b

Which one of the above activities was the most important to your visit?

Results

- As shown in Figure 44, visitors' most important activities included:

27% Walking/hiking
 16% Scenic drive/sightseeing
 9% Camping

- "Other" activities (11%) included:

Attend horse event
 Exploring for future visit
 Ferries to other islands
 Fishing
 Geocaching
 Glider flying
 Have lunch
 Kite flying
 Learn Coupeville history
 Painting
 Seeing former residence
 Vacation home
 Visit family
 Visit Fort Casey State Park
 Visit with friends
 Walk the dog

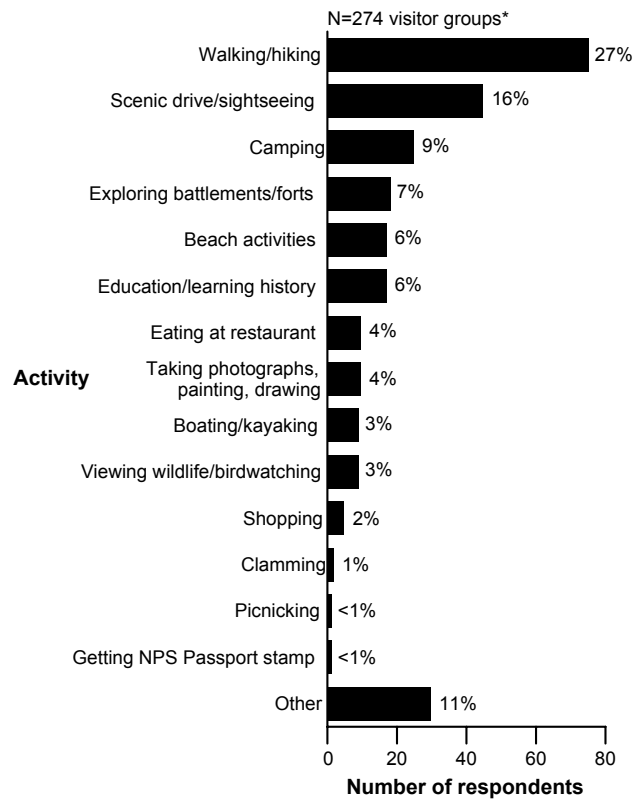


Figure 44: Most important activity

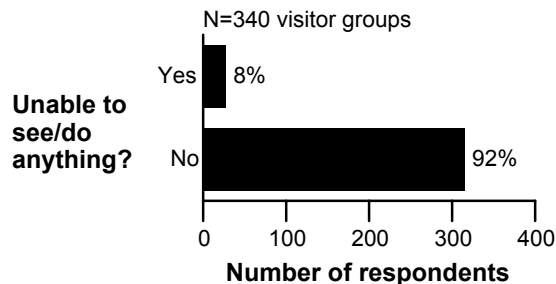
*total percentages do not equal 100 due to rounding

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

Able to do expected activities

Question 13a

Was there anything that you and your personal group wanted to see or do at Ebey's Landing NHR that you were not able to?



Results

- 8% of visitor groups were not able to see expected sights or do expected activities at the Reserve (see Figure 45).

Figure 45: Visitor groups that were unable to see/do expected sights/activities

Question 13b

If YES, what were you unable to see or do?

Results

- Table 15 shows what visitor groups were unable to see or do, and why.

Question 13c

Why were you unable to see or do what you wanted to?

Table 15: Things visitor groups were unable to see or do

N=26 comments

CAUTION!

Activity	Number of times mentioned	Reason
Visit Island County Historical Museum	2	Got there too late
Beach	1	Beach closed
Buy good bread	1	Store availability
Catch a fish	1	Fish weren't biting
Eat a meal	1	Age
Enjoy sunshine	1	Clouds
Explore battlements	1	Not enough time
Explore Ebey State Park	1	Not enough time
Find out who Ebey is	1	Group not interested
Go to lighthouse	1	Not enough time
Hike Bluff trail	1	Not enough time
Hike the trail	1	Not enough time
Learn more about two forts	1	No information
Nap on beach	1	Girlfriend wouldn't let me
See more wildlife	1	None
See museum gardens	1	Not enough time
See Rhododendron Park	1	Children were tired
See whales	1	None to see
Lodging in Coupeville	1	Inns in Coupeville were full
Visit Ebey's Landing	1	Not enough time
Visit Fort Ebey State park	1	Not enough time
Visit pub at Keystone Ferry	1	Store availability
Visit south Whidbey Island	1	Not enough time
Walk dog off leash	1	No pets off leash signs
Windsurf	1	No access

*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 of the services/facilities that you and your personal group used during this visit to Ebey's Landing NHR.

Results

- As shown in Figure 46, the most commonly used services and facilities included:

- 63% Trails
- 38% Coupeville Wharf exhibits
- 32% Lighthouse exhibits
- 30% Ebey's Landing NHR brochure

- The least used service/facility was:

- 1% Access for disabled persons

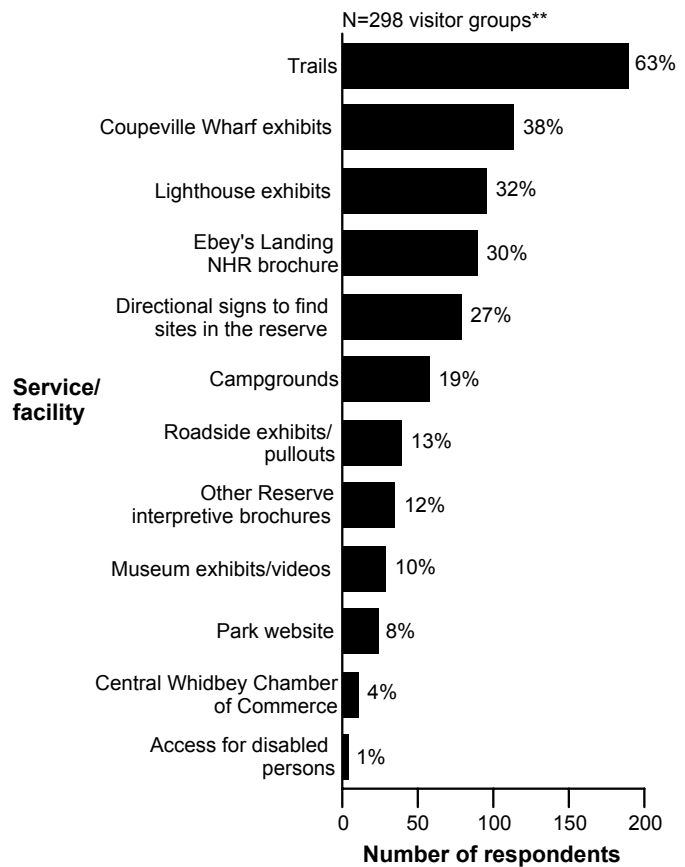


Figure 46: Visitor services and facilities used

*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 the services/facilities that you and your personal group used, please rate their importance from 1 to 5.

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

Results

- Figure 47 shows the combined proportions of “extremely important” and “very important” ratings for 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:
 - 89% Campgrounds
 - 89% Trails
 - 72% Directional signs to find sites in the Reserve
- Figures 48 to 59 show the importance ratings for each service/facility.
- The services/facilities receiving the highest “not important” rating that were rated by 30 or more visitor groups were:
 - 12% Other Reserve interpretive brochures
 - 7% Coupeville Wharf exhibits

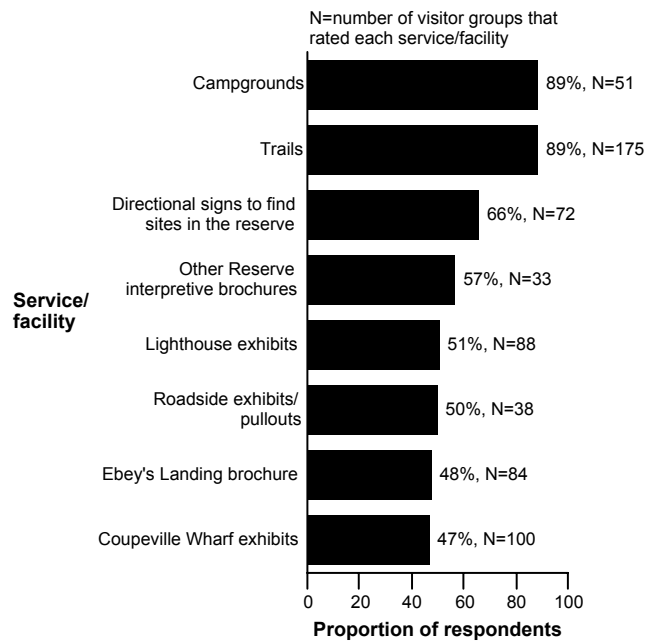


Figure 47: Combined proportions of “extremely important” and “very important” ratings of visitor services/facilities

*total percentages do not equal 100 due to rounding

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

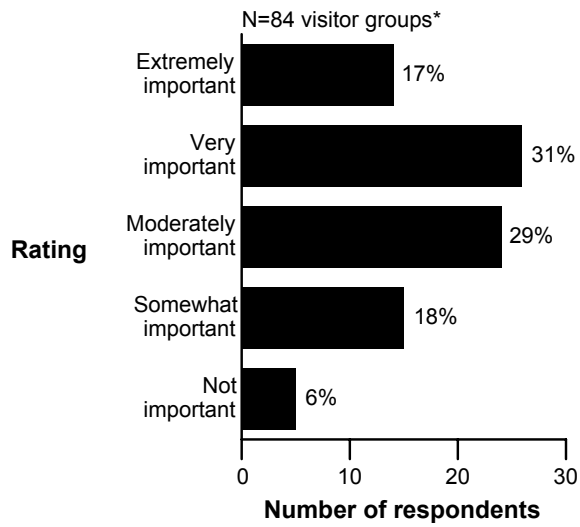


Figure 48: Importance of Ebey's Landing NHR brochure

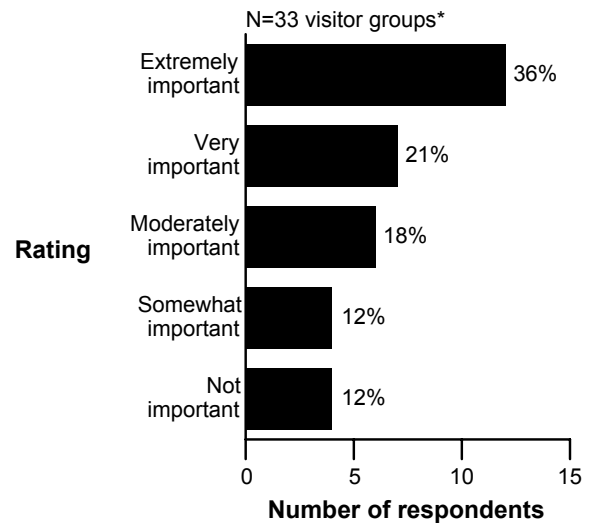


Figure 49: Importance of other Reserve interpretive brochures

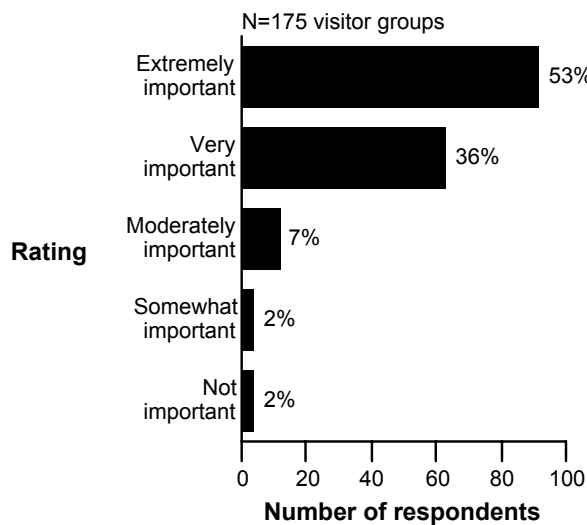


Figure 50: Importance of trails

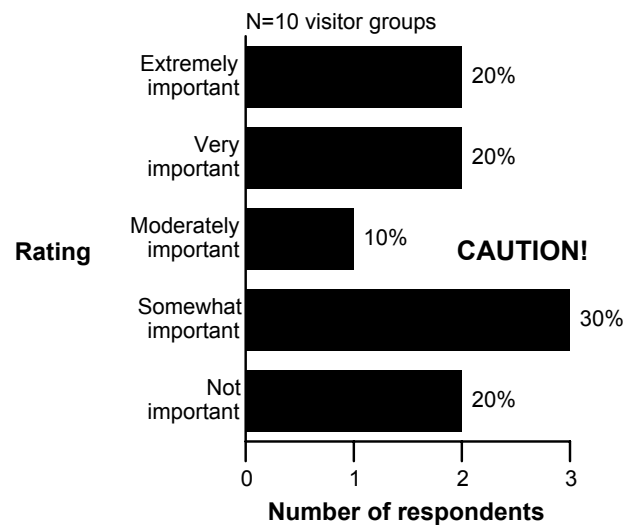


Figure 51: Importance of Central Whidbey Chamber of Commerce

*total percentages do not equal 100 due to rounding

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

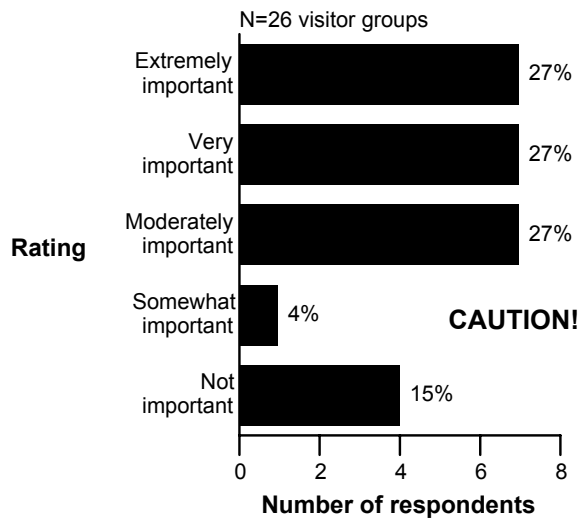


Figure 52: Importance of Island County Historical Museum exhibits/videos

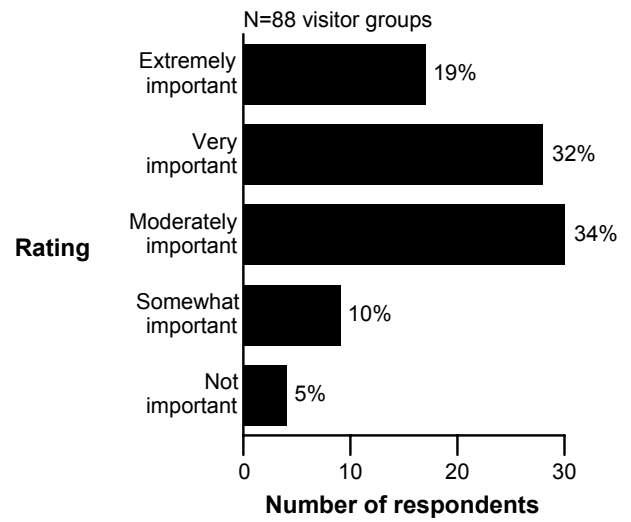


Figure 53: Importance of Lighthouse exhibits

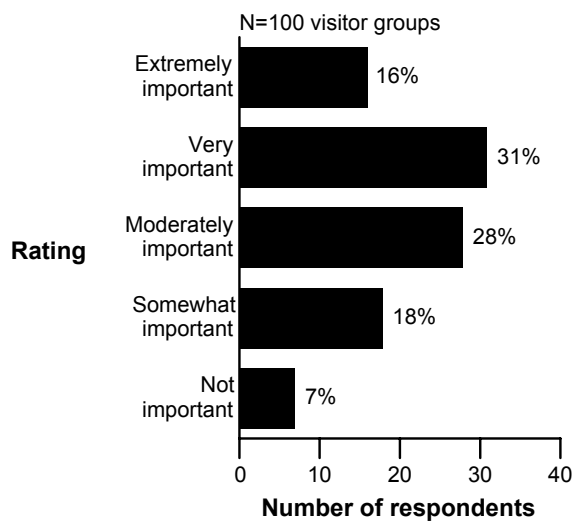


Figure 54: Importance of Coupeville Wharf exhibits

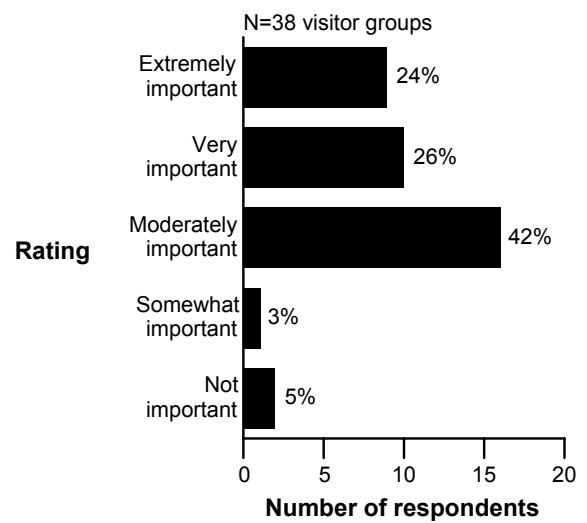


Figure 55: Importance of roadside exhibits/pullouts

*total percentages do not equal 100 due to rounding

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

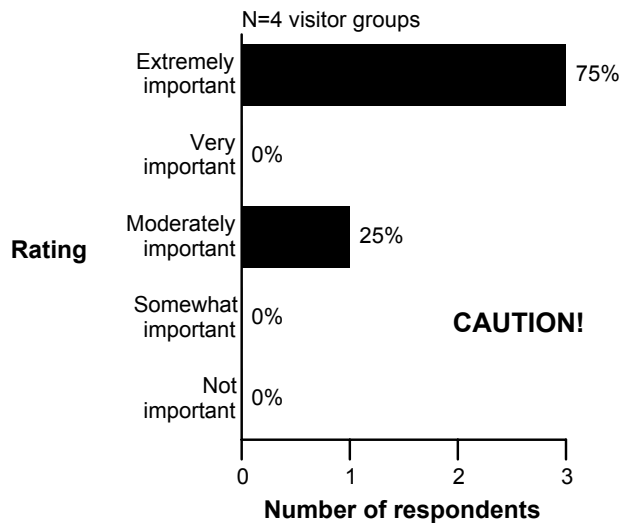


Figure 56: Importance of access for disabled persons

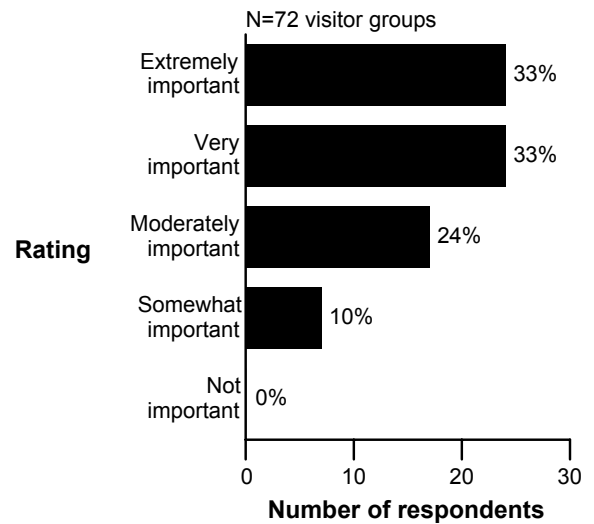


Figure 57: Importance of directional signs to find sites in the Reserve

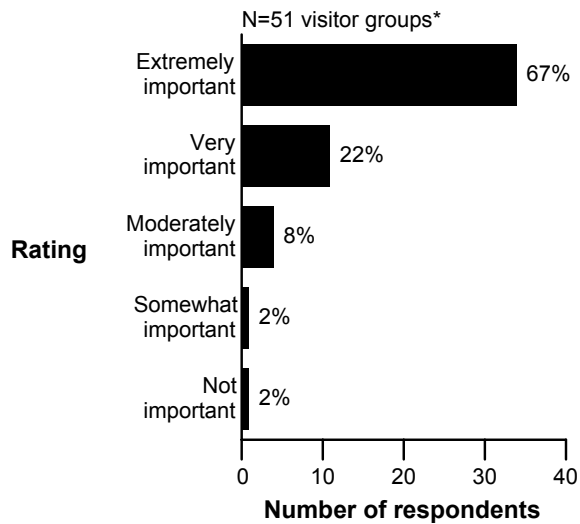


Figure 58: Importance of campgrounds (Fort Casey SP, Fort Ebey SP, Rhododendron Park)

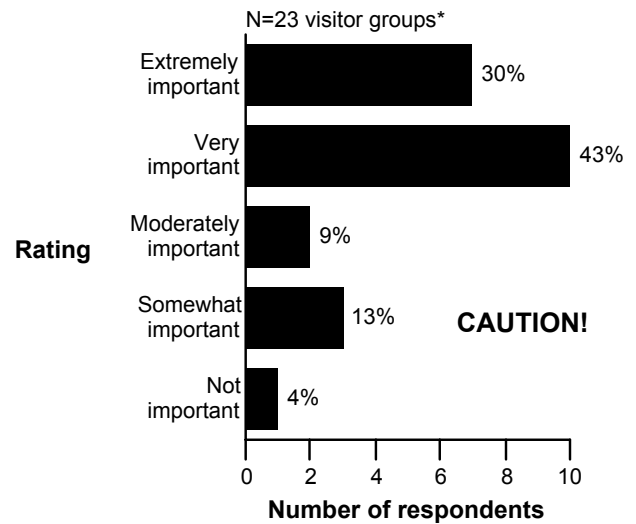


Figure 59: Importance of Ebey's Landing NHR website

*total percentages do not equal 100 due to rounding

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

Quality ratings of visitor services and facilities

Question 15c

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

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

Results

- Figure 60 shows the combined proportions of “very good” and “good” quality ratings for visitor services/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:
 - 94% Ebey’s Landing brochure
 - 86% Campgrounds
 - 85% Trails
 - 84% Lighthouse exhibits
- Figures 61 to 72 show the quality ratings for each service/facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:
 - 5% Directional signs to find sites in the Reserve

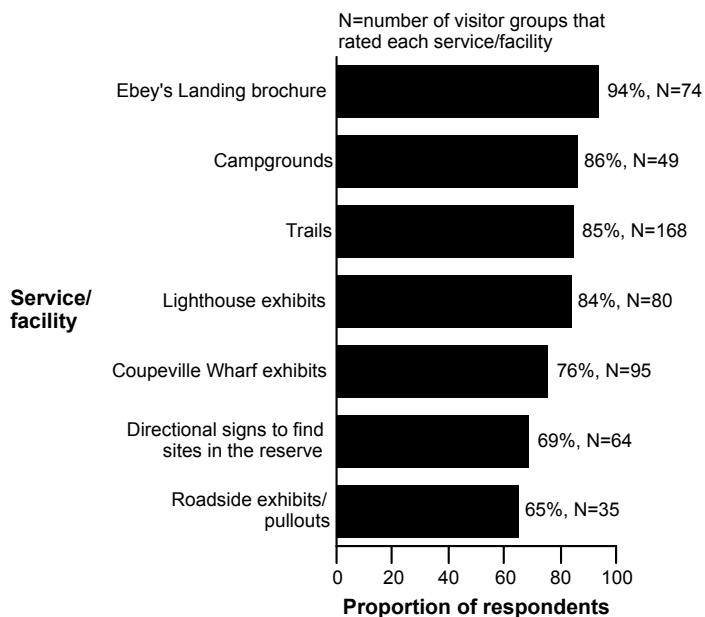


Figure 60: Combined proportions of “very good” and “good” quality ratings of visitor services/facilities

*total percentages do not equal 100 due to rounding

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

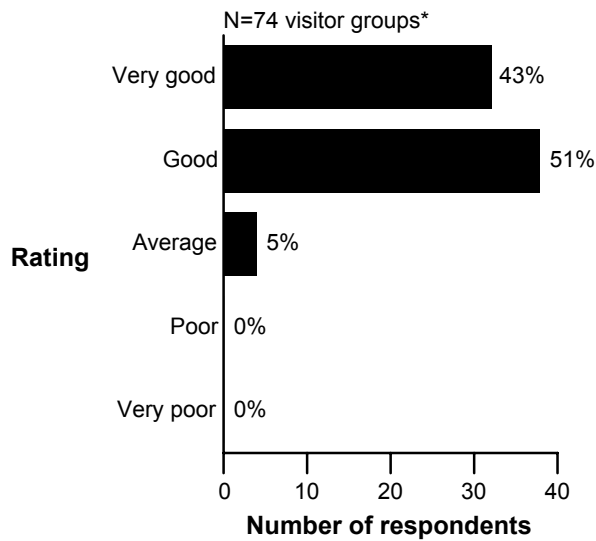


Figure 61: Quality of Ebey's Landing NHR brochure

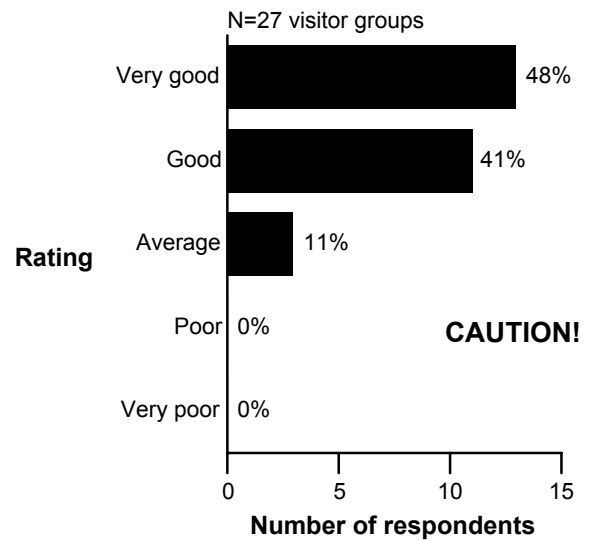


Figure 62: Quality of other Reserve interpretive brochures

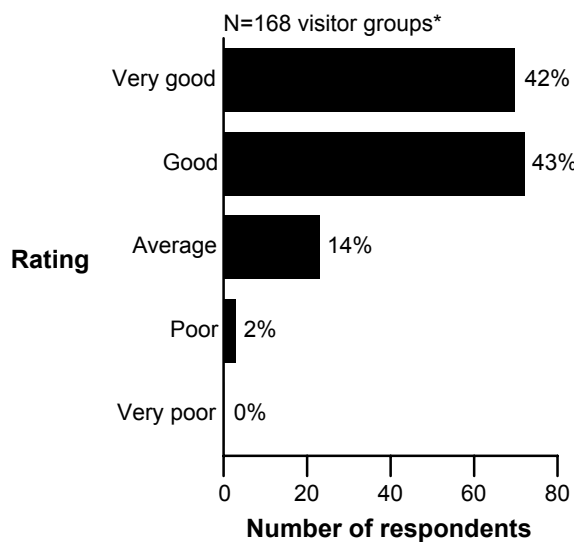


Figure 63: Quality of trails

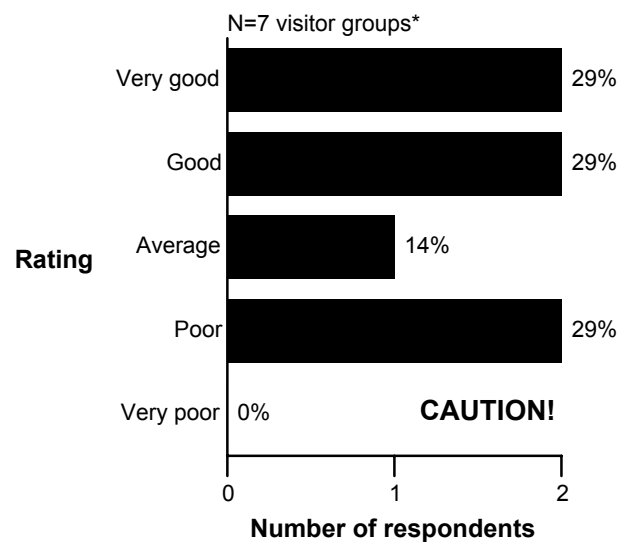


Figure 64: Quality of Central Whidbey Chamber of Commerce

*total percentages do not equal 100 due to rounding

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

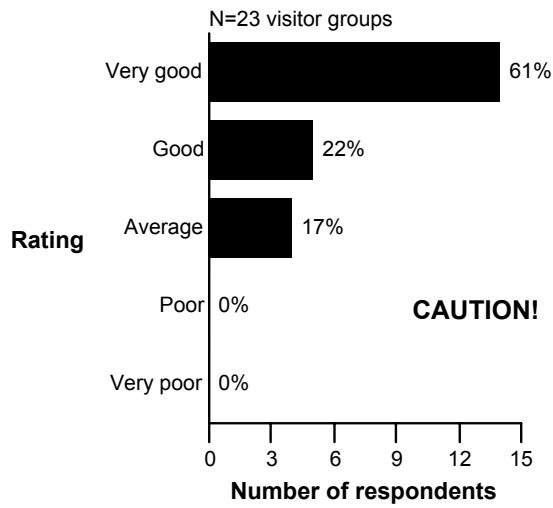


Figure 65: Quality of Island County Historical Museum exhibits/videos

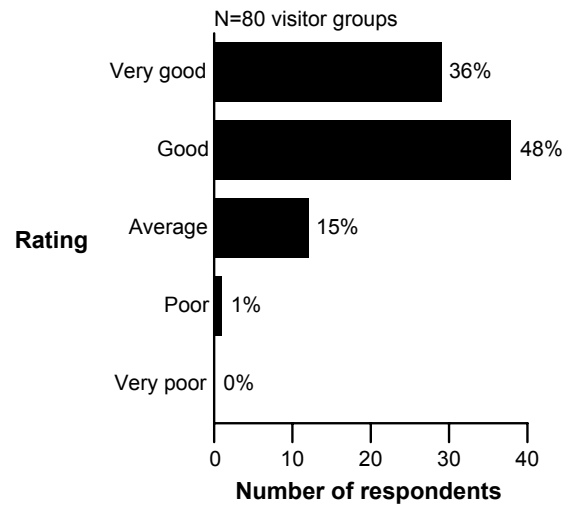


Figure 66: Quality of Lighthouse exhibits

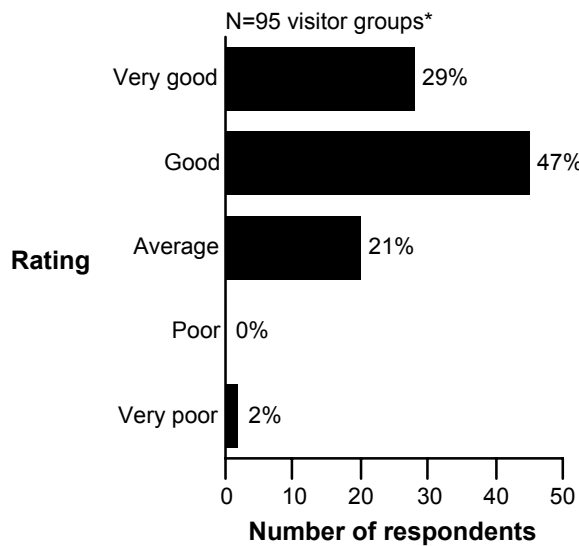


Figure 67: Quality of Coupeville Wharf exhibits

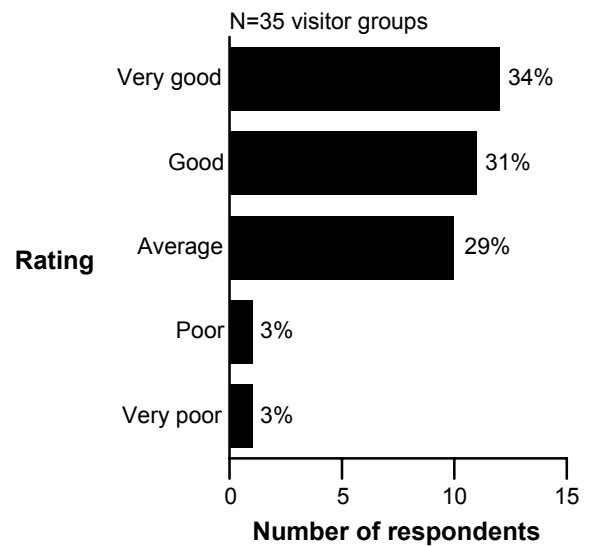


Figure 68: Quality of roadside exhibits/pullouts

*total percentages do not equal 100 due to rounding

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

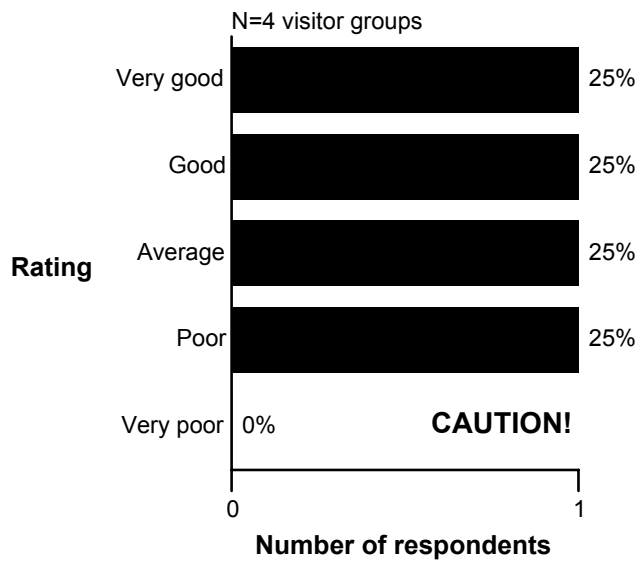


Figure 69: Quality of access for disabled persons

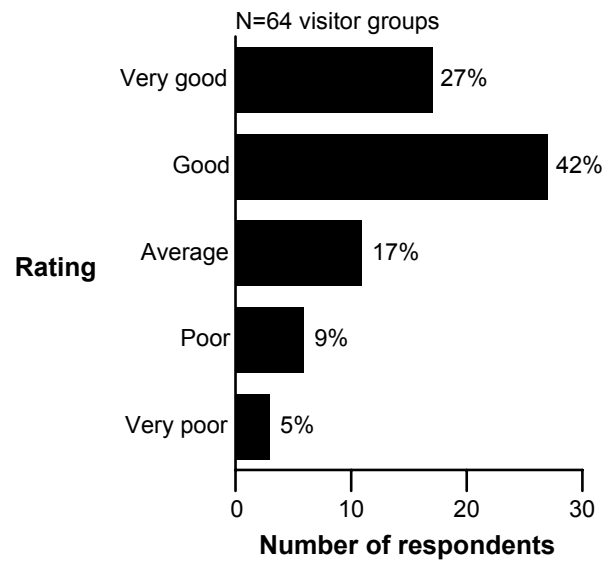


Figure 70: Quality of directional signs to find sites in the Reserve

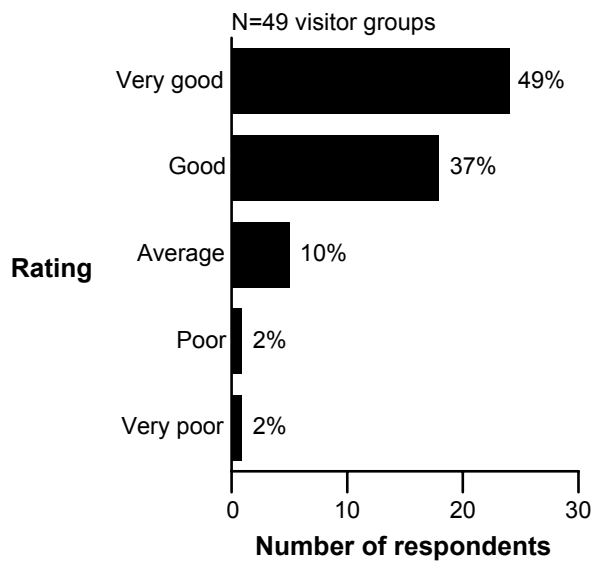


Figure 71: Quality of campgrounds (Fort Casey SP, Fort Ebey SP, Rhododendron SP)

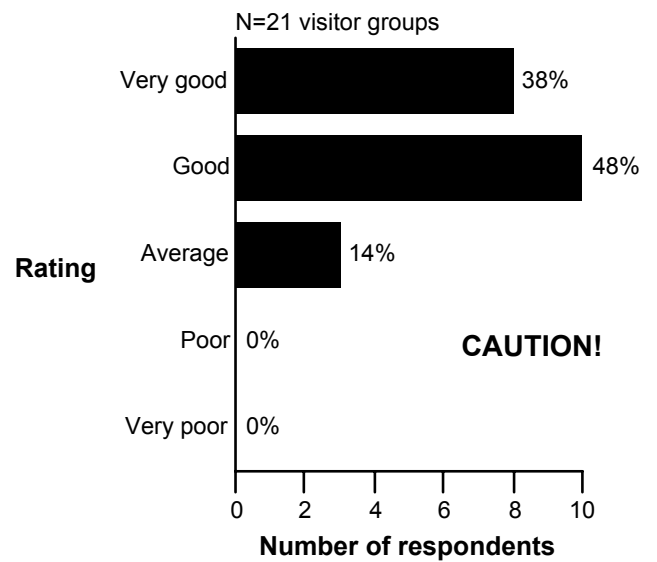


Figure 72: Quality of Ebey's Landing NHR website

*total percentages do not equal 100 due to rounding

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

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

- Figures 73 and 74 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

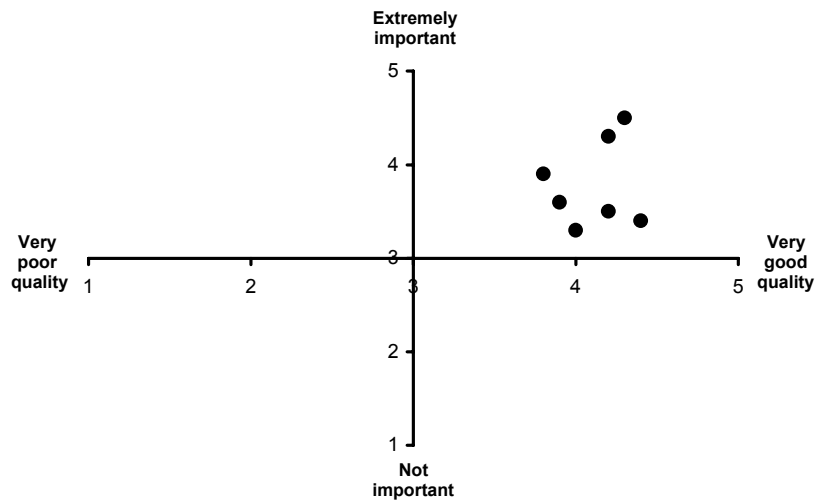


Figure 73: Mean scores of importance and quality ratings for visitor services/facilities

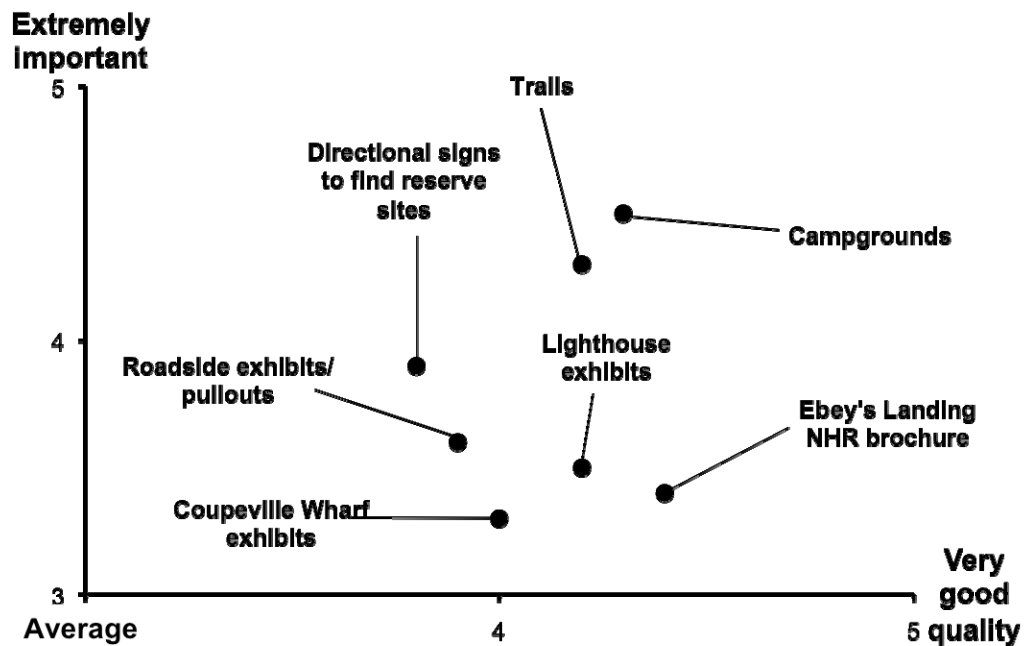


Figure 74: Detail of Figure 73

*total percentages do not equal 100 due to rounding

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

Importance of protecting of Reserve attributes/resources

Question 17

It is Trust Board's and National Park Service's responsibility to protect the natural, scenic, and cultural resources at Ebey's Landing NHR while providing for public enjoyment. How important are the following attributes/resources in the Reserve to you?

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

Results

- As shown in Figure 75, the highest combined proportions of “extremely important” and “very important” ratings included:
 - 98% Clean air
 - 96% Clean water
 - 92% Natural quiet/sounds of nature
 - 91% Historic views/landscapes
- The attribute/resource that received the highest not important rating was:
 - 34% Opportunities to conduct research about Reserve resources
- Table 16 shows the importance ratings for attributes/resources of the Reserve.

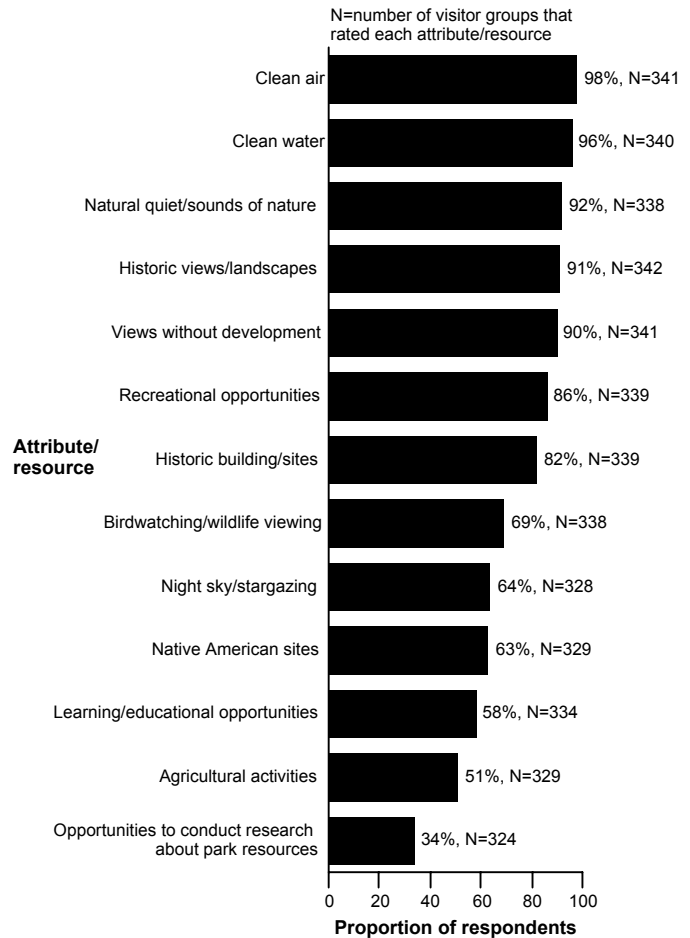


Figure 75: Combined visitor ratings of “extremely important” and “very important” of Reserve attributes/resources/ experiences

*total percentages do not equal 100 due to rounding

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

Table 16: Importance of protecting of Reserve attributes/resources

N=number of visitor groups who rated each attribute/resource;
percentages may not equal 100 due to rounding.

Attribute/resource	N	Rating (%)				
		Extremely important	Very important	Moderately important	Somewhat important	Not important
Historic views/landscapes	342	59	32	8	1	<1
Historic buildings/sites	339	46	36	12	4	2
Views without development	341	69	21	7	2	1
Agricultural activities	329	22	29	27	13	9
Native American sites	329	31	32	22	9	6
Clean air	341	75	23	2	<1	0
Clean water	340	75	21	3	1	0
Natural quiet/sounds of nature	338	69	23	7	1	0
Night sky/stargazing	328	38	26	23	9	5
Opportunities to conduct research about Reserve resources	324	13	21	28	19	19
Learning/educational opportunities	334	26	32	24	13	5
Bird watching/wildlife viewing	338	38	31	18	10	4
Recreational opportunities	339	56	30	10	3	1

*total percentages do not equal 100 due to rounding

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

Expenditures

Total expenditures inside and outside Ebey's Landing NHR

Question 20

For you and your personal group, please report all expenditures for the items listed below for this visit to Ebey's Landing NHR and the surrounding area (on Whidbey Island).

Results:

- 46% of visitor groups spent \$100 or less (see Figure 76).
- 25% spent \$101 to \$300.
- 22% spent \$301 or more.
- The average visitor group expenditure was \$273.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$86.
- Average total expenditure per person (per capita) was \$95.
- As shown in Figure 77, the largest proportions of total expenditures inside and outside the Reserve were:

36% Hotels, motels, cabins, B&B
 21% Restaurants and bars
 14% Groceries and takeout foods

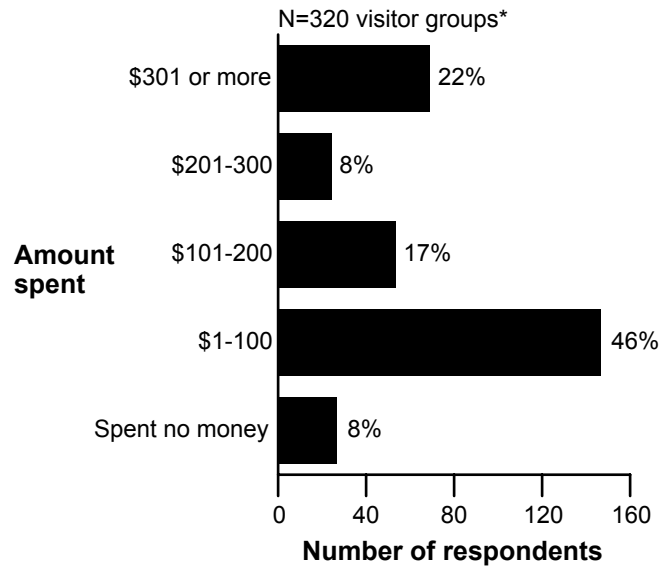


Figure 76: Total expenditures in and outside the Reserve

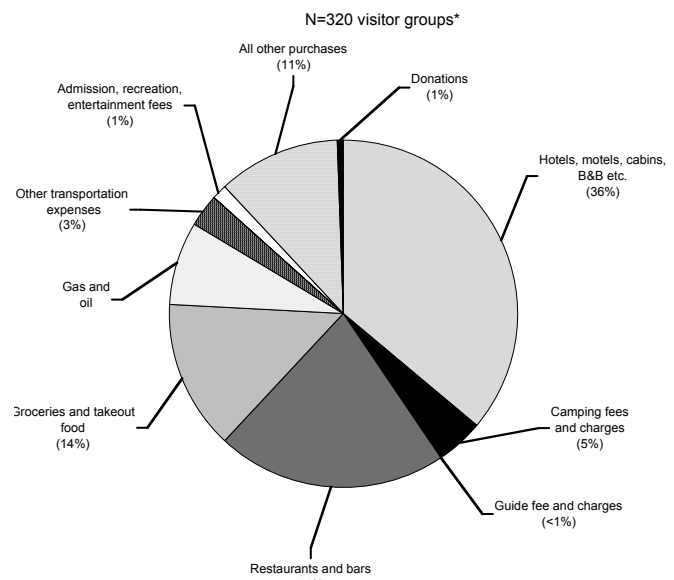


Figure 77: Proportions of total expenditures in and outside the Reserve

*total percentages do not equal 100 due to rounding

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

Number of adults covered by expenditures

Question 20c

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

Results

- 53% of visitor groups had two adults covered by expenditures (see Figure 78).
- 33% had three or more adults.
- 13% had one adult.

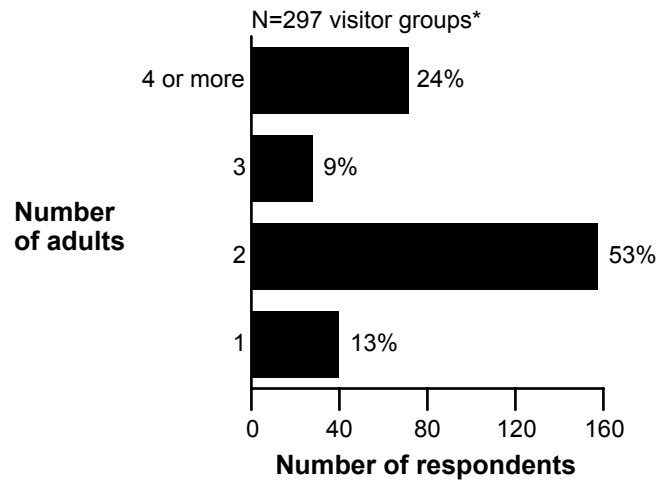


Figure 78: Number of adults covered by expenditures

Number of children covered by expenditures

Question 15c

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

Results

- 38% of visitor groups had three or more children covered by expenditures (see Figure 79).
- 32% of visitor groups had two children covered by expenses.
- 30% had one child covered by expenditures.

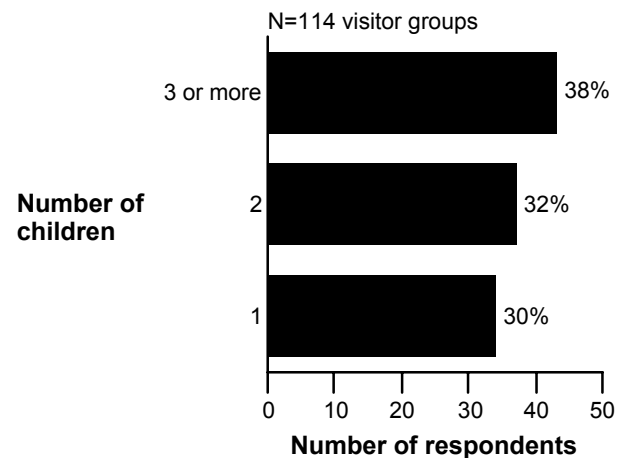


Figure 79: Number of children covered by expenditures

*total percentages do not equal 100 due to rounding

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

Expenditures inside the Reserve

Question 20a

Please list your personal group's total expenditures inside Ebey's Landing NHR.

Note: Surrounding area residents should only include expenditures that were just for this visit to Ebey's Landing NHR.

Results

- 44% spent up no money inside the Reserve (see Figure 80).
- 30% spent \$50 or less.
- The average visitor group expenditure inside the Reserve was \$61.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$7.
- Average total expenditure per person (per capita) was \$22.
- As shown in Figure 81, the largest proportions of total expenditures inside the Reserve were:
 - 30% Hotel, motel, cabin, B&B, etc.
 - 33% Restaurants and bars
 - 21% Camping fees and charges

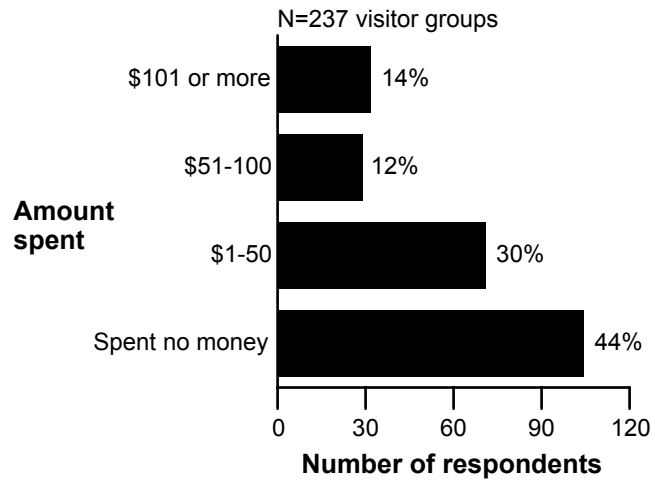


Figure 80: Total expenditures inside the Reserve

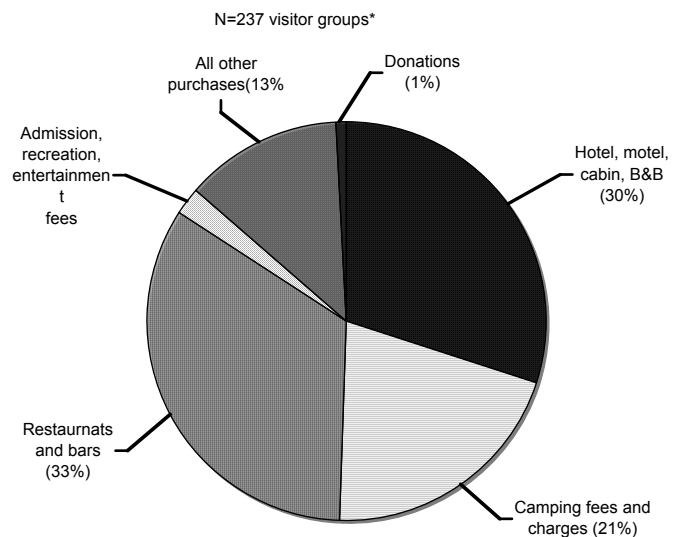


Figure 81: Proportions of total expenditures inside the Reserve

*total percentages do not equal 100 due to rounding

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

Hotels, motels, cabins, B&B, etc.

- 93% of visitor groups did not spend any money on lodging inside the Reserve (see Figure 82).
- 5% spent \$101 or more.

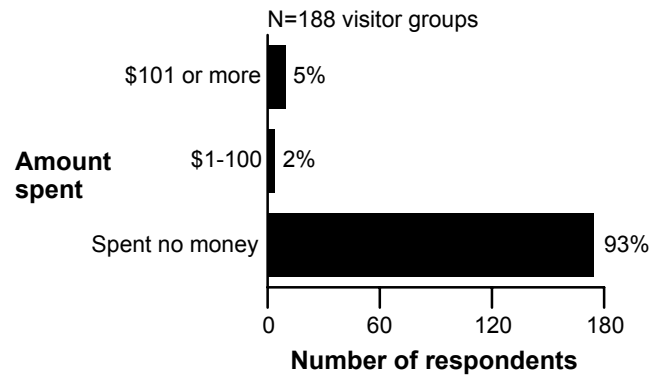


Figure 82: Expenditures for lodging inside the Reserve

Camping fees and charges

- 81% of visitor groups did not spend any money on camping inside the Reserve (see Figure 83).
- 11% spent \$51 or more.

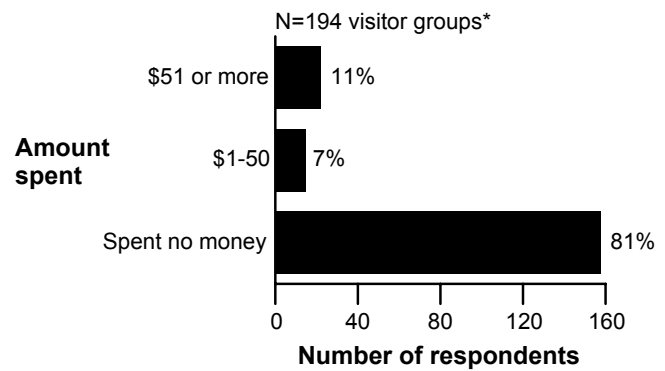


Figure 83: Expenditures for camping fees and charges inside the Reserve

Restaurants and bars

- 64% of visitor groups did not spend any money on restaurants and bars inside the Reserve (see Figure 84).
- 22% spent \$1 to \$50.

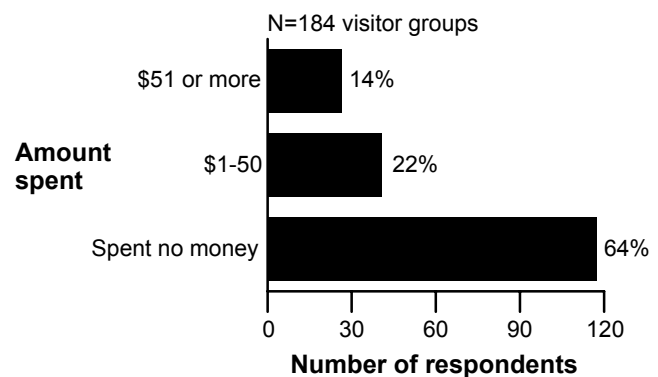


Figure 84: Expenditures for restaurants and bars inside the Reserve

*total percentages do not equal 100 due to rounding

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

Admission, recreation, entertainment fees

- 90% of visitor groups did not spend any money on admission, recreation, entertainment fees inside the Reserve (see Figure 85).
- 7% spent \$1 to \$20.

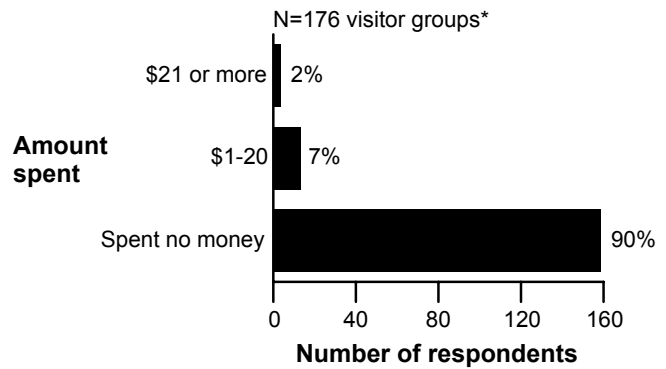


Figure 85: Expenditures for admission, recreation, entertainment fees inside the Reserve

All other purchases

- 76% of visitor groups did not spend any money on other purchases inside the Reserve (see Figure 86).
- 12% spent \$1 to \$21.

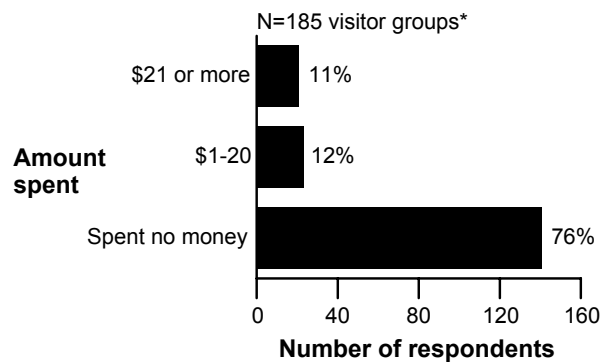


Figure 86: Expenditures for all other purchases inside the Reserve

Donations

- 89% of visitor groups did not spend any money on donations inside the Reserve (see Figure 87).
- 7% spent \$1 to \$5.

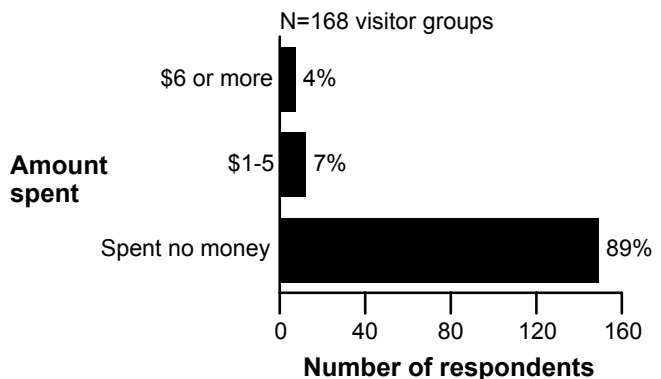


Figure 87: Expenditures for donations inside the Reserve

*total percentages do not equal 100 due to rounding

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

Expenditures outside the Reserve, on Whidbey Island

Question 20b

Please list your group's total expenditures on Whidbey Island.

Note: Surrounding area residents should only include expenditures that were just for this trip to Ebey's Landing NHR.

Results

- 48% of visitor groups spent up to \$100 outside the Reserve, on Whidbey Island (see Figure 88).
- 26% spent \$201 or more.
- The average visitor group expenditure outside the Reserve was \$243.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$70.
- Average total expenditure per person (per capita) was \$96.
- As shown in Figure 89, the largest proportions of total expenditures outside the Reserve were:

- 37% Hotel, motel, cabin, B&B etc.
- 19% Restaurants and bars
- 17% Groceries and takeout food

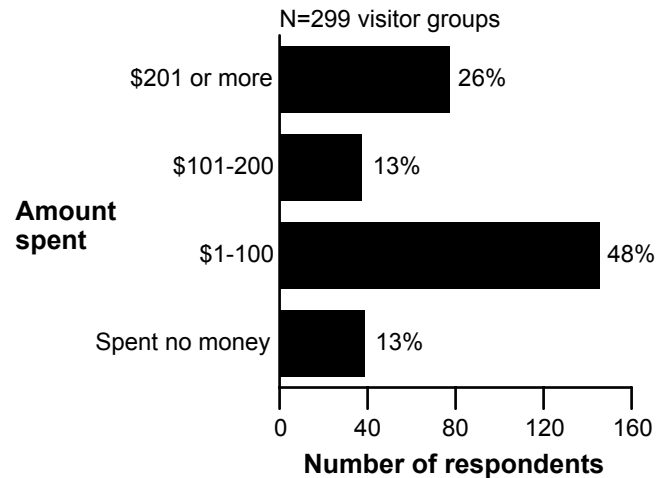


Figure 88: Total expenditures outside the Reserve

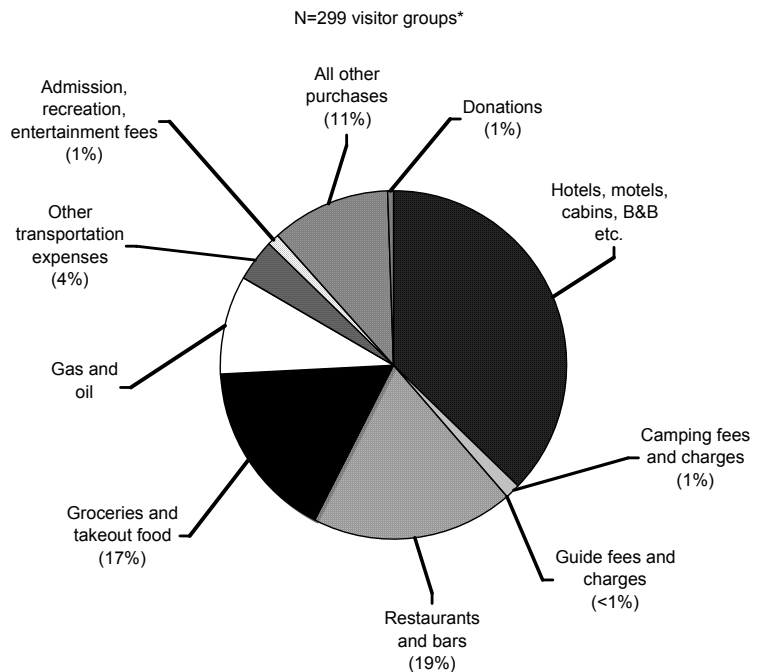


Figure 89: Proportions of total expenditures outside the Reserve

*total percentages do not equal 100 due to rounding

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

Hotel, motel, cabin, B&B etc.

- 79% of visitor groups did not spend any money on lodging outside the Reserve (see Figure 90).
- 15% spent \$200 or more.

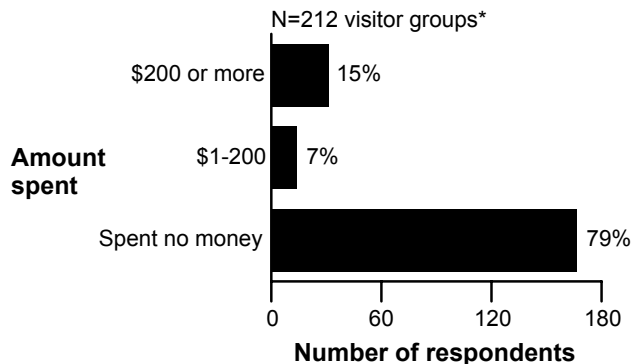


Figure 90: Expenditures for lodging outside the Reserve

Camping fees and charges

- 91% of visitor groups did not spend any money on camping fees and charges outside the Reserve (see Figure 91).
- 10% spent \$1 or more.

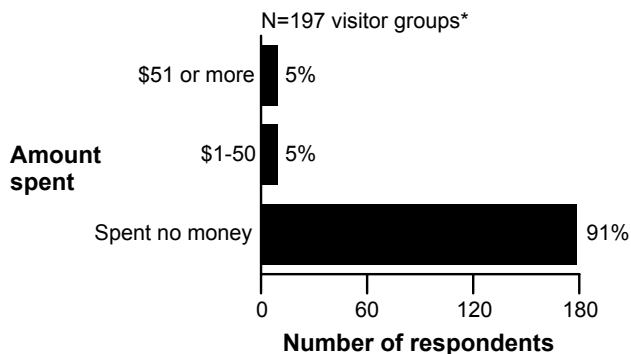


Figure 91: Expenditures for camping fees and charges outside the Reserve

Guide fees and charges

- 97% of visitor groups did not spend any money on guide fees and charges outside the Reserve (see Figure 92).
- 2% spent \$6 or more.

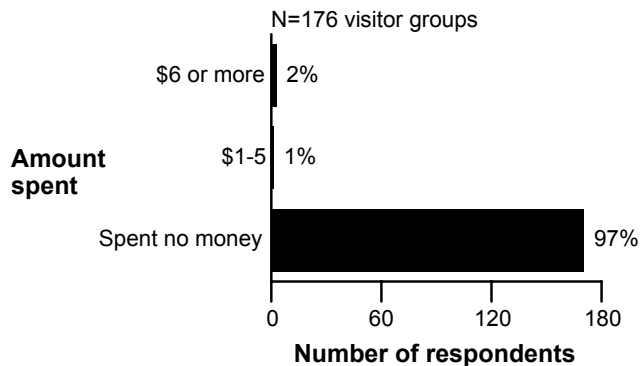


Figure 92: Expenditures for guide fees and charges outside the Reserve

*total percentages do not equal 100 due to rounding

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

Restaurants and bars

- 37% of visitor groups did not spend any money on restaurants and bars outside the Reserve (see Figure 93).
- 32% spent \$1 to \$50.
- 31% spent \$51 or more.

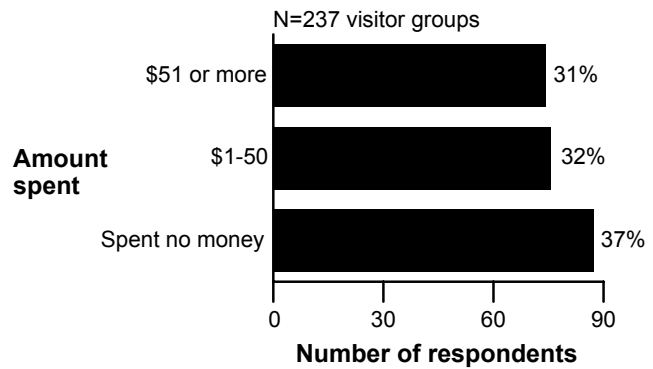


Figure 93: Expenditures for restaurants and bars outside the Reserve

Groceries and takeout food

- 38% of visitor groups did not spend any money on groceries and takeout food outside the Reserve (see Figure 94).
- 38% spent \$1 to \$50.

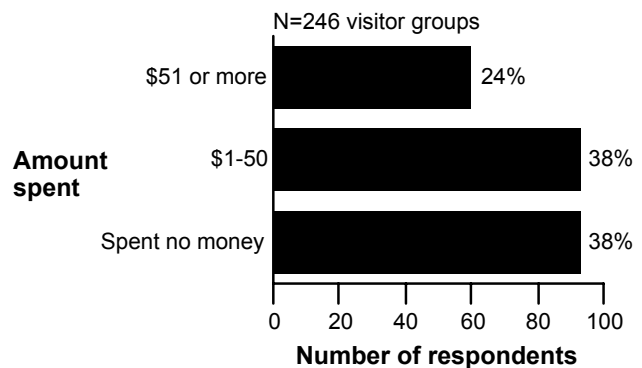


Figure 94: Expenditures for groceries and takeout food outside the Reserve

Gas and oil

- 44% of visitor groups spent \$1 to \$50 on gas and oil outside the Reserve (see Figure 95).
- 42% spent no money.

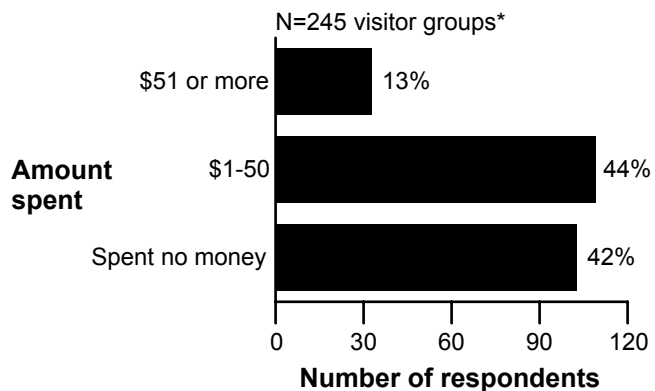


Figure 95: Expenditures for gas and oil outside the Reserve

*total percentages do not equal 100 due to rounding

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

Other transportation expenses

- 81% spent no money on other transportation outside the Reserve (see Figure 96).
- 11% spent up to \$50.

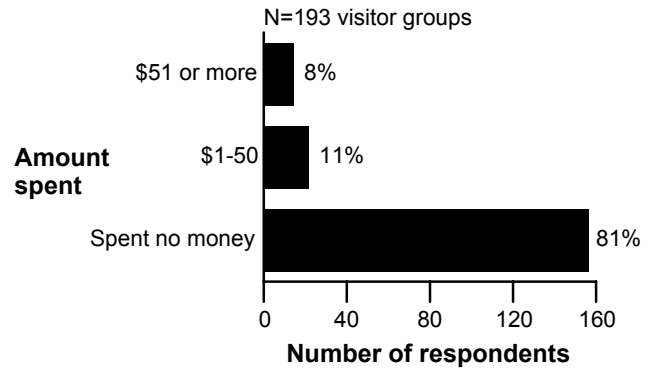


Figure 96: Expenditures for other transportation expenses outside the Reserve

Admission, recreation, and entertainment fees

- 89% of visitor groups did not spend any money on admission, recreation and entertainment fees outside the Reserve (see Figure 97).
- 11% spent \$1 or more.

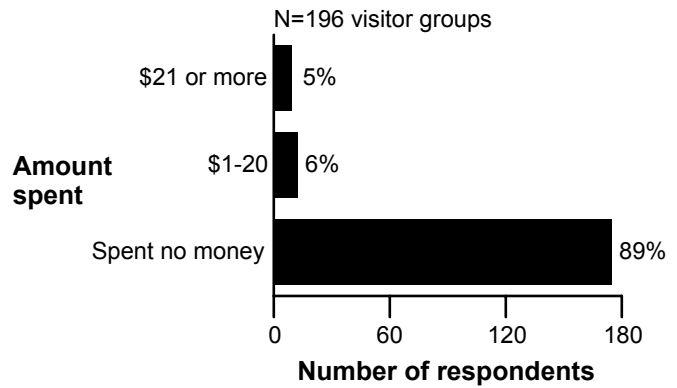


Figure 97: Expenditures for admission, recreation and entertainment fees outside the Reserve

*total percentages do not equal 100 due to rounding

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

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

- 60% of visitor groups did not spend any money on other purchases outside the Reserve (see Figure 98).
- 25% spent \$1 to \$50.

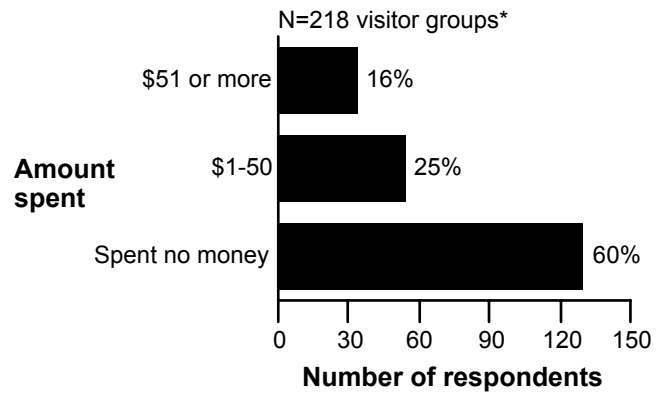


Figure 98: Expenditures for all other purchases outside the Reserve

Donations

- 91% of visitor groups did not spend any money on other purchases outside the Reserve (see Figure 99).
- 10% spent \$1 or more.

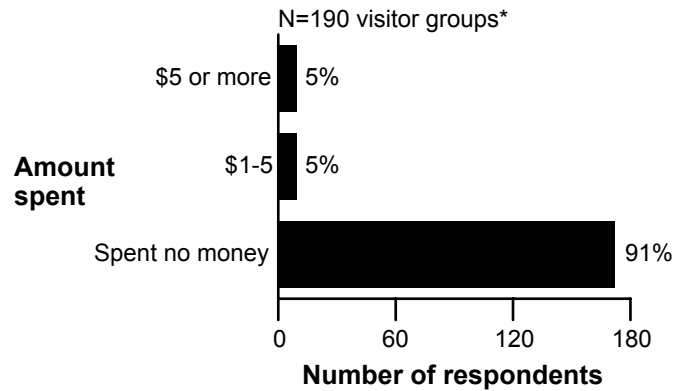


Figure 99: Expenditures for donations outside the Reserve

*total percentages do not equal 100 due to rounding

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

Preferences for future visit

Preferred interpretive programs/information services

Question 22

On a future visit to Ebey's Landing NHR, what interpretive programs/information services would you and your personal group like to have available at the Reserve?

Results

- 64% of visitor groups were interested in interpretive programs/information services (see Figure 100).

- As shown in Figure 101, the most preferred interpretive programs/information services on a future visit were:

- 58% Outdoor exhibits
- 52% Roving rangers available to answer questions
- 46% Ranger talks/programs

- Other methods (3%) included:

- Beach clean-ups by volunteers
- Crafts
- Explanation of the fort
- Kite flying instructor
- Map to show the connection to Kettle Trail in Fort Ebey Park

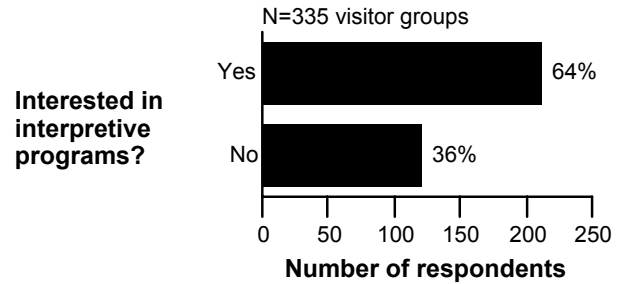


Figure 100: Interest in interpretive programs/information services

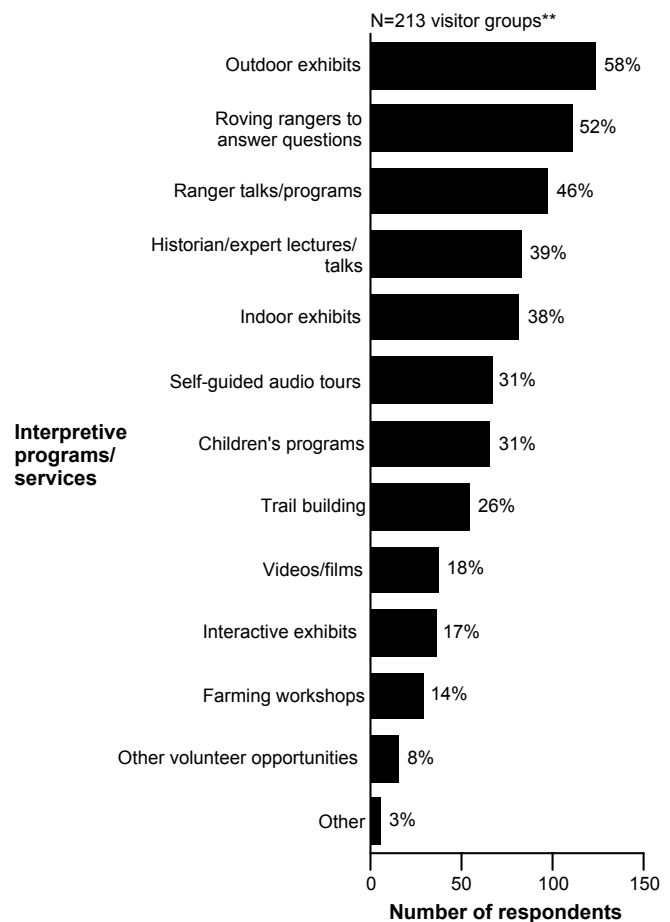


Figure 101: Preferred interpretive programs/information services

*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 guided tours/special lectures

Question 18a

On a future visit to Ebey's Landing NHR, would you and your personal group be interested in taking a guided tour?

Results

- 29% of visitor groups would be interested in guided tours on a future visit (see Figure 102).

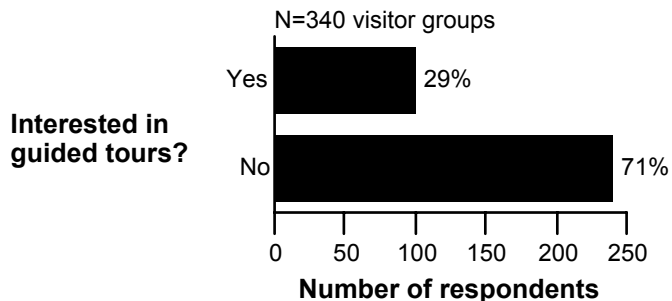


Figure 102: Interest in guided tours

Question 18b

If YES, where would you and your personal group like to take a guided tour?

Results

- Table 17 shows the places where visitor groups would like to take a guided tour.

Table 17: Places for guided tours
N=111 comments;
some visitors mentioned more than one place.

Places	Number of times mentioned
Fort Casey	20
Battlements/forts	8
Everywhere	7
The Lighthouse	7
In any part of the Reserve	6
Beaches/waterfront	6
Fort Ebey State Park	5
Fort Casey Battery	4
Historic buildings	4
Native American sites	2
Nature walk	2
Bluff Trail	3
Coupeville	3
The cemetery	3
Locations of special interest not obvious to the casual observer	2
The scenic part of the Reserve	2
The Wharf	2
Along the path that connects with Kettle Trail	1
Around North Point	1
Birding areas	1
Coupeville big houses	1
Crockett Lake	1
Ebey's house	1
Ebey's Landing hike	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 17: Places for guided tours
(continued)

Places	Number of times mentioned
Ecology of coastal environment	1
Farmlands	1
Ferry landing	1
Fort Casey surrounding area	1
Gardens	1
Greenbank Overlook	1
In a classroom	1
In the open	1
Museums	1
Mussel farm	1
Old farm house	1
Penn Cove boat tour	1
Peregos Lake	1
Prairies	1
The Blockhouse	1
The Kettles	1
The museum	1
Trails	1

Question 18c

On a future visit to Ebey's Landing NHR, would you and your personal group be interested in taking a special lecture?

Results

- On a future visit, 73% of visitor groups would be interested in attending special lectures (see Figure 103).

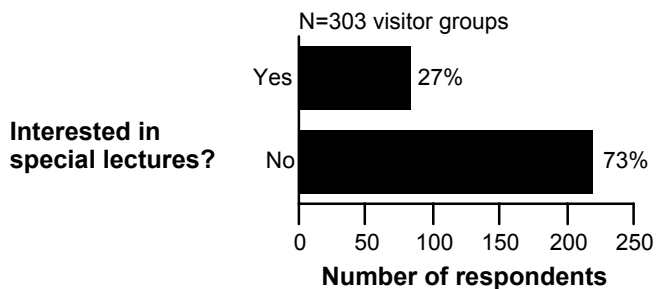


Figure 103: Interest in attending special lectures

*total percentages do not equal 100 due to rounding

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

Question 18d

If YES, what subjects would you and your personal group like to learn about?

Results

- Table 18 shows topics for special lectures suggested by visitor groups.

Table 18: Topics for special lectures

N=110 comments

Topic	Number of times mentioned
History	32
Natural history	9
Historical significance of Ebey's Landing	7
Birds/wildlife	6
Native Americans	6
Military history	5
Agricultural history	3
Anything	3
Future of this area/preservation efforts	3
Marine ecology/biology	3
Plants of the area	3
Stories of significant people	3
Birding	2
Early settlers	2
Establishment of the Reserve	2
Fort Casey	2
Fort functions and importance	2
History of the Fort	2
Notable treasures/points of interest	2
Transportation history	2
Women on Whidbey Island	2
Anecdotes	1
Coastal education	1
Ethnobotany	1
Explanation of bunker names	1
Farming	1
Fort Ebey	1
Geology	1
Human ecology	1
Night star gazing	1
Politics	1
Prehistory	1
The Kettles	1

*total percentages do not equal 100 due to rounding

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

Willingness to pay fees

Question 19

Would you and your personal group be willing to pay a modest fee (up to \$3/adult and \$1/child) to participate in these activities?

Guided tour

Results

- 58% of visitor groups were willing to pay a fee for guided tour (see Figure 104).

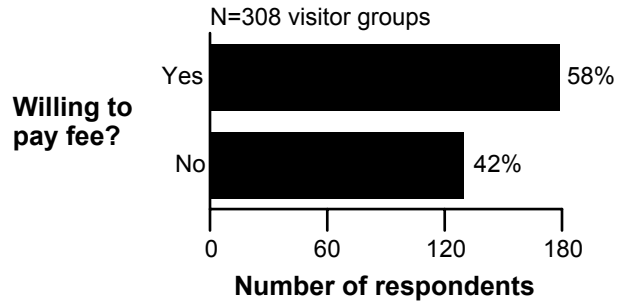


Figure 104: Willingness to pay fee for guided tour

Special lecture

Results

- 47% of visitor groups were willing to pay a fee for special lecture (see Figure 105).

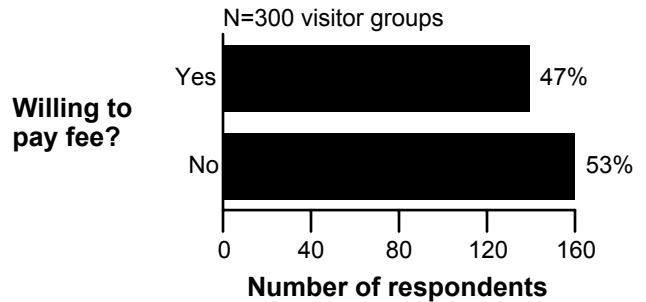


Figure 105: Willingness to pay fee for special lecture

Other activities, such as preservation tours, history tour, farm stays

Results

- 60% of visitor groups were willing to pay a fee for other activities (see Figure 106).

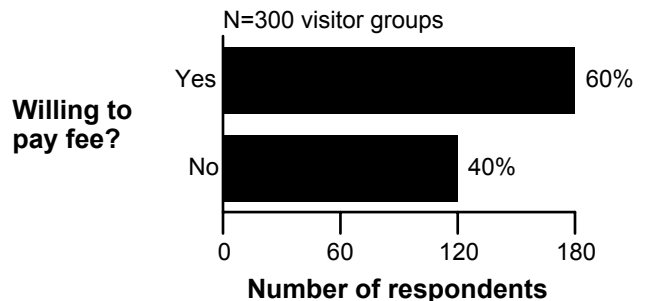


Figure 106: Willingness to pay fee for other activities

*total percentages do not equal 100 due to rounding

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

Question 19d

Please specify type of activity.

Results

- Table 19 shows the type of activities specified by visitor groups.

Table 19: Type of activities

N=46 comments;
some visitor groups made more than one comment.

Activity	Number of times mentioned
Farm stay	12
History tour	10
Guided tour	3
History	3
Tours	3
Astronomy	1
Bike tour	1
Farm shop	1
Farm tour	1
Ferry house/hotel tour	1
Fort Casey admission fee	1
Fort Casey battery	1
Guided tour with life-long resident	1
Hiking trails	1
Kayaking	1
Painting	1
Park admission fee	1
Preservation tour	1
Wildlife/bird tours	1
Youth hostel	1

*total percentages do not equal 100 due to rounding

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

Return for future visit

Question 21a

Would you members of your personal group consider visiting Ebey's Landing NHR again in the future?

Results

- 88% of visitor groups said they would likely visit the Reserve in the future (see Figure 107).
- 8% were not sure.

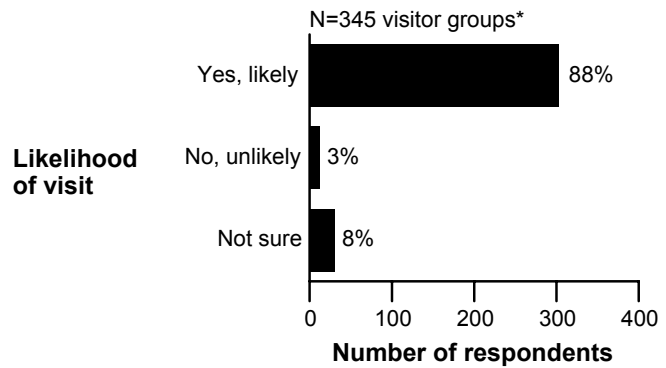


Figure 107: Likelihood of return visit

Question 21b

Would you or members of your personal group recommend visiting Ebey's Landing NHR to your friends/relatives?

Results

- 94% of visitor groups said they would recommend visiting the Reserve to friends/relatives (see Figure 108).
- 4% were not sure.

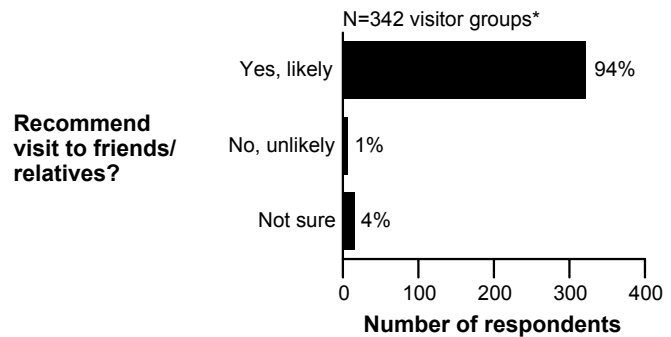


Figure 108: Recommend visit to friends/relatives

*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 rating of visitor facilities/services

Question 31

Overall, how would you and your group rate the quality of the facilities, services, and recreational opportunities at Ebey's Landing NHR during this trip?

Results

- 87% of visitors rated the overall quality of facilities, services, and recreational opportunities as "good" or "very good" (see Figure 109).
- Less than 2% of groups rated the quality as "very poor" or "poor."

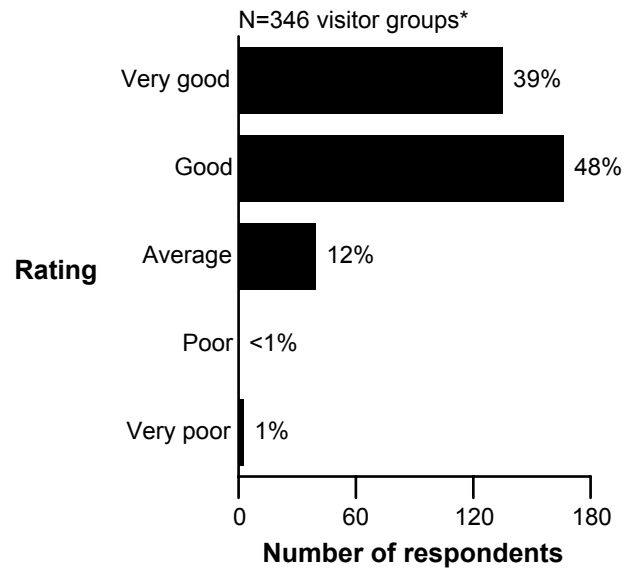


Figure 109: Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

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

Visitor Comments

National significance of Reserve

Question 16

Ebey's Landing NHR was established because of its significance to the nation. In your opinion, what is the national significance of the Reserve?

Results

- 67% of visitor groups (N=241) responded to this question.
- Table 20 shows a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

Table 20: National significance of the Reserve

N=319 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Historical significance	43
Natural beauty	27
Nature/wildlife protection/preservation	26
Preservation of history	20
Early settlement	15
Protect from development	15
Military history	11
Protected natural area	11
Combination of historical and natural significance	10
Educational opportunity	9
Important site	7
Preserve history for future generations	7
Unique area	7
Recreational site	6
Rural setting preservation	6
Undeveloped land	6
Coastal defense history	5
Cultural history	5
Scenic area	5
WWII history	5
Agricultural history	4
Commemorate pioneers	4
Local history	4
Native American use of the site	4
Open spaces	4
Protection of coastal area	4
History of Puget Sound development	3
Preserve historic structures	3
Preserve rural lifestyle	3
Beautiful view	2
Fort Casey	2
Heritage	2

Table 20: National significance of the Reserve
(continued)

Comment	Number of times mentioned
Island prairie ecosystem	2
National monument	2
Patriotism	2
Public access	2
Public land preservation	2
Unique combination of land use	2
Washington State history	2
WWI history	2
Other comments	19

What visitors liked most

Question 28a

What did you and your group like most about your visit to Ebey's Landing NHR?

Results

- 95% of visitor groups (N=313) responded to this question.
- Table 21 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 21: What visitors liked most
N=532 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
INTERPRETIVE SERVICES	
Museum	3
Historic gun battery display	3
Guided tours	3
Learning history	2
Other comments	5
FACILITIES/MAINTENANCE	
Trails	25
Bluff trail	20
Admiralty Head Lighthouse	15
Fort Casey	12
Cleanliness	8
The fort	8
Picnic areas	4
Boat launch/boating	3
Campsites	2
Clean restrooms	2
Cleanliness	2
Other comments	19
RESOURCE MANAGEMENT	
Wildlife	12
Historic buildings	10
Birdwatching	3
Wildlife viewing	2
Other comments	10
POLICIES/MANAGEMENT	
Ability to walk dog on the trail	2
Access	2
It was free	2
Not crowded	2
Other comments	2

Table 21: What visitors liked most
continued

Comment	Number of times mentioned
GENERAL	
The views	59
The scenery	47
Hiking/walking	22
The beach	21
Peaceful/quiet place	19
Natural beauty	16
Beauty of the area	11
Not crowded	9
Camping	8
Coupeville	8
Open space	7
History	6
Farm views	5
Natural setting	5
Not a developed place	5
Boat launch/boating	3
Coupeville Wharf	3
Fishing	3
Shopping	3
Solitude	3
Variety of activities	3
Enjoyed visit	2
Everything	2
Exploring the fort	2
Hiking/walking	2
Ice cream	2
Kite flying	2
Lot of things to see	2
Photographic opportunities	2
Relaxation	2
Ships	2
Shops in Coupeville	2
Topographical variety	2
Walking uncrowded beaches	2
Wharf	2
Other comments	55

What visitors liked least

Question 28b

What did you and your group like least about your visit to Ebey's Landing NHR.

Results

- 73% of visitor groups (N=214) responded to this question.
- Table 22 shows a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

Table 22: What visitors liked least
N=234 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Comment	1
INTERPRETIVE SERVICES	
Inadequate signage	4
Lack of information brochures	3
Limited historical information	3
Inadequate directions	2
Lack of on-site information	2
No interpretive signs	2
Other comments	6
FACILITIES/MAINTENANCE	
Problems with parking	14
Lack of restrooms	6
Restrooms	6
Bad trail condition	3
Lack of hook-ups	3
Littered places	3
Trails were rough to walk on	3
Dirty restrooms	2
Foxtails overgrown into trails	2
Poor condition of the lighthouse	2
Road construction	2
Other comments	22
POLICY/MANAGEMENT	
Comments	7
CONCESSION SERVICES	
Tourist/gift shops	3
Limited opportunities to have	2
RESOURCE MANAGEMENT	
Comments	2

Table 22: What visitors liked least
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Nothing to dislike	48
Weather conditions (wind, rain, etc.)	19
Lack of time	8
Survey	7
Crowded places	6
Insects (mosquitoes, bees)	5
Airplane traffic noise	2
Long drive	2
Traffic	2
Other comments	26

Planning for the future

Question 29

If you were in charge of planning for the future of Ebey's Landing NHR, what would you propose?

Results

- 76% of visitor groups (N=200) responded to this question.
- Table 23 shows a summary of visitor comments. A complete copy of handwritten comments is included in the Visitor Comments Appendix.

Table 23: Planning for the future
N=254 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Comment	1
INTERPRETIVE SERVICES	
More historical information at outdoor exhibits	3
Brochures at ferry terminal	2
Children's activities	2
Expand history displays	2
Give more Reserve talks	2
Guided history talks/walks	2
Guided nature walks	2
Informational signs on buildings	2
More guided tours	2
More well-informed guides	2
Other comments	29
FACILITIES/MAINTENANCE	
Better restrooms	6
Better parking	5
Maintain trails/trail system	5
Add hook-up sites	4
More campgrounds	4
More trails	4
More restrooms	3
Wheelchair accessible trails	3
Better signage	2
Camping	2
Expand the campground	2
Have running water	2
Improve bike trails	2
Improve trails	2
Maintain cleanliness	2
Maintain trail system	2
Off-leash dog run area	2
Other comments	35

Table 23: Planning for the future
(continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Conserve natural/historic landscape	23
Keep it as it is	23
Control private/commercial development	14
No development	4
Continue maintenance	3
Increase Reserve size	3
No more surveys	3
Acquire more Reserve property	2
No fees	2
Provide a bus/shuttle	2
Other comments	19
RESOURCE MANAGEMENT	
Comments	2
GENERAL COMMENTS	
Keep up the good work	3
Keep it simple	2
Other comments	8

Additional comments

Question 30

Is there anything else you and your group would like to tell us about your visit to Ebey's Landing NHR?

Results

- 45% of visitor groups (N=138) responded to this question.
- Table 24 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 24: Additional comments
N=243 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff was friendly	3
Staff was informative	2
Other comments	2
INTERPRETIVE SERVICES	
Need more information to plan visit	2
Other comments	15
FACILITIES/MAINTANANCE	
Not always clean	3
Clean place	2
Loved Bluff Trail	2
Public access is not clearly marked	2
Other comment	17
POLICIES/MANAGEMENT	
Do not over-develop	5
Keep it as it is	2
Limit visitation	2
RESOURCE MANAGEMENT	
Enjoy birdwatching	2
Good fishing	2
Other comments	4

Table 24: Additional comments
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Enjoyed the visit	21
Beautiful place	15
Love it	9
Enjoyed hiking	8
Survey was too long	7
Thank you	7
Resident of the area	6
Will return	6
Good job	5
Ebey's Landing is one of our favorite places	4
Like the views	4
Regular visitor	3
It is a special/unique place	2
Open place	2
Other comments	28

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.

- Aware of NPS management prior to visit?
- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information
- Aware of Ebey's Landing NHR partnership logo
- Learn to recognize Ebey's Landing NHR partnership logo?
- Aware of NPS arrowhead
- More likely to visit site identified with NPS arrowhead?
- Primary reason for visit to Whidbey Island
- Reserve as destination
- Primary reason for visit to Ebey's Landing NHR
- Communities in which support services were obtained
- Able to obtain support services?
- Live within Reserve boundaries?
- Visit Reserve for more than one day?
- Length of stay (hours/days)
- Number of nights spent in the Reserve
- Number of nights spent in the area
- Type of lodging inside the Reserve
- Type of lodging outside the Reserve on Whidbey Island
- Visit Island County Historical Museum?
- Purchase items in museum bookshop?
- Sites visited in Reserve
- Activities on this visit
- Unable to see/do anything?
- Number of vehicles
- Adequacy of directional signs (state highway/county road/communities)
- Services/facilities used
- Importance of services/facilities
- Quality of services/facilities
- Importance of resource/attribute in the Reserve
- Interest in guided tour
- Interest in special lecture
- Willingness to pay fee for guided tour/special lecture/other activities
- Expenditures inside Reserve
- Expenditures on Whidbey Island
- Number of adults/children included in expenditures
- Likelihood of future visit
- Likelihood of recommending visit to friends/relatives
- Preferred interpretive programs/services on future visit
- With commercial guided tour group?
- With educational group?
- With other organized group
- Group type
- Group size
- Visitor age
- State of residence
- Country of residence
- Number of visits, past 12 months
- Number of lifetime visits
- Group member with physical condition making access/participation difficult?
- Services/activities that were difficult to access/participate in
- Type of physical condition
- 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 Reserve. In the Ebey's Landing NHR survey, 56 respondents reported to be the older person in the group rather than the person who accepted the survey at Reserve to be the person who completed the survey. Therefore, non-response bias is judged to be insignificant.

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Appendix 4: Visitor Services Project Publications

All VSP reports are available on the Park Studies Unit website at www.psu.uidaho.edu.vsp.reports.htm. All studies were conducted in summer unless otherwise noted.

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

1989 (continued)

24. Lincoln Home National Historic Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990

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

1991

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

1992

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

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

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

1994

- 64. Death Valley National Monument Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap 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)

1996 (continued)

- 86. Fort Bowie National Historic Site (spring)
- 87. Great Falls Park, Virginia (spring)
- 88. Great Smoky Mountains National Park
- 89. Chamizal National Memorial
- 90. Death Valley National Park (fall)
- 91. Prince William Forest Park (fall)
- 92. Great Smoky Mountains National Park (fall)

1997

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

1998

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

1999

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

Visitor Services Project Publications (continued)

2000

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

2001

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

2002

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

2003

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

2003 continued

- 151. Mojave National Preserve (fall)

2004

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

2005

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

2006

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

Visitor Services Project Publications (continued)

2007

- 184.1. Big Cypress National Preserve (spring)
- 184.2. Big Cypress National Preserve (ORV Permit Holder/Camp Owner)
- 185. Hawaii Volcanoes National Park (spring)
- 186.1. 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
- 189. Fort Union Trading Post NHS
- 190. Fort Donelson National Battlefield
- 191. Agate Fossil Beds National Monument
- 192. Mount Rushmore National Memorial
- 193. Ebey's Landing National Historical Reserve

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.

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