

**Visitor Services Project  
Glen Canyon National Recreation Area  
Report Summary**

- This report describes the results of two visitor studies at Glen Canyon NRA. During the spring study, 968 questionnaires were distributed to visitor groups. Of those, 623 questionnaires were returned, resulting in a 64.4% response rate. A total of 1,181 questionnaires were distributed to visitor groups during the summer survey, July 14-20, 2007. Of those, 679 questionnaires were returned, resulting in a 57.4% response rate. The combined response rate for both studies was 60.6%.
  - This report profiles a systematic random sample of Glen Canyon NRA visitors during these two survey periods. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
  - Sixty-two percent of spring visitor groups and 32% of summer visitor groups consisted of two or three people; 33% of spring visitor groups and 66% of summer visitor groups were in groups of four or more. Fifty-percent percent of spring visitor groups and 53% of summer visitor groups were family groups.
  - Fifty-six percent of spring visitors and 41% of summer visitors were in the 41-65 year age group. Six percent of spring visitors and 21% of summer visitors were ages 15 years or younger. Two percent of spring respondents and 5% of summer respondents were of Hispanic/Latino ethnicity. Seventy percent of spring visitors and 85% of summer visitors had visited the park once in the last 12 months.
  - United States visitors during the spring survey were from 48 states. In the summer survey, visitors were from 43 states and Washington, D.C. States that had the highest proportions were Utah (22% spring, 29% summer), Colorado (17% spring, 18% summer), and Arizona (14% spring and 15% summer). International visitors during the spring survey were from 19 countries and comprised 13% of spring visitation. During the summer survey, international visitors were from 23 countries and comprised 16% of summer visitation.
  - Prior to this visit, visitor groups most often obtained information about Glen Canyon NRA through previous visits (58% spring, 59% summer), and friend/relatives/word-of-mouth (47% spring, 56% summer). The most preferred source of information for a future visit was the park website (66% spring, 63% summer).
  - Of the visitor groups who spent less than 24 hours visiting Glen Canyon NRA, 53% of spring visitors and 59% of summer visitors spent up to three hours. Thirty-three percent of spring visitor groups and 26% of summer visitor groups spent six hours or more.
  - The most common activities in the park included sightseeing (54% spring, 58% summer), visiting visitor centers/ranger stations (spring 35%, summer 32%), and motorized boating (spring 32%, summer 53%). In the summer, swimming/diving (59%) were common activities. The most important reason for visiting Glen Canyon NRA was sightseeing (25% spring) and motorized boating (32% summer).
  - Seventy-seven percent of spring visitor groups and 79% of summer groups stayed overnight away from home in the Glen Canyon NRA area (within a 120-mile radius of the park). The most common types of lodging used inside the park were lodges/motels/B&B, etc. (spring, 27%) and personal houseboats (summer, 33%). The most common type of lodging used outside the park was lodges/hotels/motels/B&B, etc. (72% spring, 74% summer).
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### Report Summary (continued)

- Regarding use, importance, and quality of information services or visitor facilities, it is important to note the number of visitor groups that responded to each question. The most used information services by 485 spring visitor groups and 553 summer groups included park brochure/map (75% spring, 73% summer), assistance from park rangers (50% spring, 51% summer), and indoor exhibits (39% spring, 37% summer). The information services that received the highest combined proportions of “extremely important” and “very important” ratings included park brochure/map (71% spring, 73% summer,) assistance from park rangers (69% spring, 70% summer) and Glen Canyon Dam tour (65% spring, 71% summer). The information services that received the highest combined proportions of “very good” and “good” quality ratings included ranger-led programs (88% spring, 96% summer) and assistance from park rangers (93% spring, 91% summer).
- The most used visitor facilities by 551 spring visitor groups and 612 summer groups included the Carl Hayden Visitor Center (35% spring, 37% summer) and Wahweap Marina (32% spring, 33% summer). The facilities that received the highest combined proportions of “extremely important” and “very important” ratings included campgrounds (90% spring) and Halls Crossing Marina (93% summer). The facilities that received the highest combined proportions of “very good” and “good” quality ratings included Escalante Visitor Center (92% spring) and Carl Hayden Visitor Center (92% spring). Among summer visitor groups, Carl Hayden Visitor Center (87% summer) and Glen Canyon Dam (87% summer) received the highest quality ratings.
- The average visitor group expenditures were \$914 per spring visitor group and \$1,240 per summer visitor group. The median visitor group expenditures (50% of groups spent more and 50% of groups spent less) were \$435 for the spring and \$595 in the summer. The per capita expenditures were \$339 per spring visitor and \$223 per summer visitor.
- Most visitor groups (83% spring, 86% summer) rated the overall quality of services, facilities, and recreational opportunities at Glen Canyon NRA as “very good” or “good.” Three percent of visitor groups rated the overall quality as “very poor” or “poor” during both seasons.

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

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