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

Visitor Services Project

Zion National Park Visitor Study

Summer and Fall 2006

University of Idaho
Park Studies Unit
Visitor Services Project
Report 183

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July 2007

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Visitor Services Project
Zion National Park
Report Summary

- This report describes the results of two visitor studies at Zion National Park. 978 questionnaires were distributed during the summer study, August 2-8, 2006. Of those, 626 questionnaires were returned, resulting in a 64.0% response rate. A total of 584 questionnaires were distributed to visitor groups during the fall survey, November 1-7, 2006. Of those, 437 questionnaires were returned, resulting in a 74.8% response rate. The combined response rate for both studies was 68.1%.

- This report profiles a systematic random sample of Zion National Park 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.

- 49% of summer and 69% of fall visitor groups consisted of 2 or 3 people, 48% (summer) and 20% (fall) were in groups of four or more. 74% of summer visitor groups and 60% of fall visitor groups were family groups.

- 49% of summer visitors and 59% of fall visitors were ages 36-65 years. 24% of summer visitors and 6% of fall visitors were ages 15 years or younger. 5% of summer respondents and 1% of fall respondents were of Hispanic/Latino ethnicity. 74% of summer visitors and 60% of fall visitors had not visited the park prior to 2000. Seventy-nine percent of summer visitors and 62% of fall visitors visited the park for the first time since 2000.

- United States visitors during the summer survey were from 44 states and Washington, D.C. In fall survey, visitors were from 43 states and Washington, D.C. States that had the highest proportions were California (26% summer, 15% fall), Utah (14% summer, 30% fall), and Nevada (7% in both summer and fall surveys). International visitors, during the summer survey were from 24 countries and comprised 25% of summer visitation. During the fall survey, international visitors were from 22 countries and comprised 14% of fall visitation.

- Prior to this visit, visitor groups most often obtained information about Zion National Park through friends/relatives/word of mouth (52% summer, 56% fall), and travel guides/tour books/ publications (52% summer, 39% fall). The most preferred source of information for a future visit is the park website (73% summer, 66% fall).

- 65% of summer visitor groups and 64% of fall visitor groups stated that Zion National Park was the primary reason for visiting the area (within a 1-hour drive of the park). Zion National Park was the primary destination in travel plans of 17% summer visitor groups and 32% fall visitor groups.

- Of the visitor groups who spent less than 24 hours visiting Zion National Park, 28% of summer visitors and 37% of fall visitors spent up to two hours. 48% of summer visitor groups and 38% of fall visitor groups spent five hours or more.

- The most common sites visited in the park included Zion Canyon Scenic Drive (75% summer, 81% fall), trails from/in Zion Canyon (70% summer, 68% fall), and Zion Canyon Visitor Center (78% summer, 58% fall).

- The most common activities in the park included sightseeing/scenic drive (92% summer, 93% fall), hiking under 2 hours (64% summer, 58% fall), shopping in gift shops/bookstores inside park (49% summer, 40% fall). The primary reason for visiting Zion National Park was sightseeing/ scenic drive (54% summer, 51% fall).

- 73% of summer visitor groups and 63% of fall visitor groups stayed overnight away from home in the Zion National Park area (within a 1-hour drive of the park). The most common types of lodging used inside the park were developed campgrounds/RV trailer park (64% summer, 41% fall) and lodges, hotels, cabins, etc. (31% summer, 49% fall). The most common type of lodging used outside the park in the area within a 1-hour drive of the park was lodges, hotels, motels, cabins, B&B, etc. (81% summer, 74% fall).

- Regarding use, importance, and quality of information or visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The most used information services/facilities by 605 summer visitor groups and 382 fall visitor groups included park brochure/map (90% summer, 86% fall), park newspaper (62% summer, 52% fall), and Zion Canyon Visitor Center exhibits (54% summer, 43% fall). The services/facilities that received the highest combined proportions of "extremely important" and "very important" ratings included park brochure/map (82% summer, 74% fall) and assistance from visitor center staff (79% summer, 75% fall). The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings included park brochure/map (92% summer, 88% fall), assistance from entrance station staff (89% summer, 90% fall).

- The most used visitor services/facilities by 606 summer visitor groups and 405 fall visitor groups included the restrooms (88% summer, 84% fall) and trails (75% summer, 71% fall). The services/ facilities that received the highest combined proportions of "extremely important" and "very important" ratings included trails (95% summer, 95% fall) and restrooms (94% summer, 91% fall). The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings included trails (94% summer, 93% fall) and scenic pullouts/overlooks (92% summer, 89% fall).

- Expenditures for hotels, motels, cabins, B&B, etc. comprised the largest proportion of total expenditures inside the park and in the area within a 1-hour drive of the park (38% summer, 36% fall). The average visitor group expenditures were $530 per summer visitor group and $364 per fall visitor group. The median visitor group expenditures (50% of groups spent more and 50% of groups spent less) were $259 for the summer and $195 in the fall. The per capita expenditures were $152 per summer visitor and $163 per fall visitor.

- Most visitor groups (95% summer, 94% fall) rated the overall quality of services, facilities, and recreational opportunities at Zion National Park as "very good" or "good." Less than 1% 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

TABLE OF CONTENTS

INTRODUCTION 1
Organization of the report **1**
Presentation of the results **2**
METHODS 3
Survey Design **3**
Sample size and sampling plan 3
Questionnaire design 4
Survey procedure 4
Data Analysis **4**
Limitations **5**
Special Conditions **5**
RESULTS 6
Checking Non-response Bias **6**
Demographics **7**
Visitor group size 7
Visitor group type 7
Visitors with organized groups 8
Visitor age 9
Number of visits to the park before 2000 10
Number of visits to the park during 2000 and after 10
United States visitors by state of residence 11
International visitors by country of residence 14
Respondent ethnicity 15
Respondent race 15
Preferred language for speaking 16
Preferred language for reading 17
Services needed in languages other than English 18
Visitors with disabilities/impairments 21
Trip/Visit Characteristics and Preferences **23**
Information sources prior to visit 23
Preferred sources of information for future visits 25
Primary reason for visiting Zion National Park area 26
Park as destination 27
Park entrance used 27
Number of entries into the park 28
Number of vehicles used 28
Length of visit 29
Overnight accommodations 30
Places visitors stayed overnight prior to visiting the park 32
Places visitors stayed overnight after leaving the park 35
Sites visited 39
Expected activities 40
Participated activities 41
Activity as primary reason 42
Perceptions of crowding 43
Ratings of Visitor Services, Facilities, Elements, Attributes and Resources **46**
Information services and facilities used 46
Importance ratings of visitor services and facilities 47
Quality ratings of information services and facilities 52
Mean scores of importance and quality ratings 57
Junior Ranger programs 58
Visitor services and facilities used 59
Importance ratings of visitor services and facilities 60
Quality ratings of visitor services and facilities 66
Mean scores of importance and quality ratings for visitor services and facilities 72

Value for fees paid 73
Shuttle bus system 74
Use of shuttle bus system 74
Parking 75
Number of times boarding the bus 76
Quality of shuttle bus 76
Future use of shuttle bus system 78
Comments about shuttle system 79
Importance of protection of park attributes/resources 82
Expenditures 85
Total expenditures 85
Number of people covered by expenses 87
Expenditures inside park 88
Expenditures outside park 94
Information about Future Preferences 101
Methods of learning about the park on a future visit 101
Overall Quality 102
Visitor Comments 103
What visitors liked most 103
What visitors liked least 107
Planning for the future 113
Additional comments 119
APPENDICES 125
Appendix 1: The Questionnaire 125
Appendix 2: Additional Analysis 127
Appendix 3: Decision Rules for Checking Non-response Bias 128
Appendix 4: Visitor Services Project Publications 129
Visitor Comments Appendix 132

INTRODUCTION

This report describes the results of two visitor studies at Zion National Park. The first study was conducted during August 2-8, 2006 (summer survey) and the second study during November 1-7, 2006 (fall survey) by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

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

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

Section 3: **Appendices**

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

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

Appendix 3: *Decision rules for checking non-response bias*

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

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

Presentation of the results

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

SAMPLE ONLY

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

2: Listed on the legend of the graph, this shows the number of individuals or visitor groups responding to the question in each survey season.

- "Summer" refers to first survey period August 2-8, 2006
- "Fall" refers to second survey period November 1-7, 2006.
- If number of respondents in either season (or both) is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.
- Asterisk (*) symbol(s) is added on special occasion:

* appears when total percentages do not equal 100 due to rounding.

** appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3: Vertical information describes the response categories.

4: Horizontal information shows the proportion of respondents in each category.

5: In most graphs, percentages provide additional information.

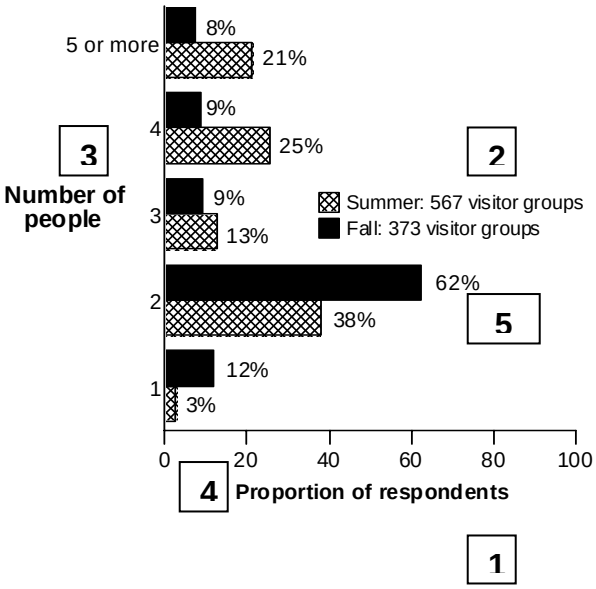


Figure 75: Number of people in personal group

There were some minor differences in the two questionnaires.

- If the question was asked in only one questionnaire, graph will contain only one bar pattern.
- "n/a" appears on the graphs where an item in the same question was asked in one questionnaire but not the other.

METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). Based on this methodology, the sample size was calculated based on park visitation statistics of previous years.

Questionnaires were distributed to a systematic random sample of visitor groups that arrived at Zion National Park after a brief face-to-face interview. 978 questionnaires were distributed during August 2-8, 2006 and 584 questionnaires were distributed during the second survey period of November 1-7, 2006. Distribution locations are shown in Table 1.

Table 1: Questionnaire distribution location

	August 2-8, 2006 (summer survey)		November 1-7, 2006 (fall survey)	
Location	N	% of the season	N	% of the season
Zion Canyon (South Entrance)	292	30	272	47
Footbridge (River Entrance)	292	30	n/a	n/a
East Entrance	284	29	242	41
Kolob Canyons Visitor Center (North Entrance)	110	11	70	12
Total	978		584	

Questionnaire design

The Zion National Park questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Zion National Park. 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 Zion National Park 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 to mail them a reminder/thank you postcard and follow-ups. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires. Due a low response rate, third replacement questionnaires were mailed to visitors who had not returned the summer survey on the 50th day after the fieldwork had completed.

Data Analysis

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

Limitations

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study periods of August 2-8 and November 1-7, 2006. The results present a 'snapshot-in-time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "CAUTION!" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

The weather patterns during both study periods were typical of Southern Utah in that time of the year. It was hot and sunny during August 2006. The weather was cooler during the fall survey period. Strong wind in the early morning hours and breezy, sunny during the day was typical weather of the area in November. No special events happened in the area that would attract or deter unusual amount of visitations.

RESULTS

Summer survey: 1,085 visitor groups were contacted and 978 of these groups (90.1%) accepted the questionnaire. Questionnaires were completed and returned by 626 visitor groups, resulting in a 64.0% response rate.

Fall survey: 666 visitor groups were contacted and 584 of these groups (87.7%) accepted the questionnaire. Questionnaires were completed and returned by 437 visitor groups, resulting in a 74.8% response rate.

Combining both seasons: Zion National Park visitor study questionnaire had 89.2% acceptance rate and 68.1% returned rate.

Checking Non-response Bias

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

Appendix 3 provides more details of the non-response bias checking procedure. Table 2 shows the summary of non-response bias tests for both summer and fall surveys. There were no significant differences between nonrespondents and respondents of summer survey in term of respondent age and group size. However, respondents of the fall survey tended to be significantly older than nonrespondents. The results show that non-response bias is not significant in summer survey. However, fall survey results may be slightly biased towards older visitor groups.

Table 2: Comparison of respondents and non-respondents Age and Group size

	Respondent		Non-respondent		p-value
Variable	N	Average	N	Average	(t-test)
Age (summer)	590	42	376	44	0.210
Group size (summer)	593	4.2	377	3.9	0.334
Age (fall)	420	53	147	43	<0.010
Group size (fall)	429	2.8	147	3.0	0.606

Demographics

Visitor group size

Question 19a (summer) and 18a (fall)
On this visit, how many people were in your personal group, including yourself?

Results

- 37% of summer visitors and 59% of fall visitors were in groups of two (see Figure 1).
- 60% of summer visitor groups and 30% of fall visitor groups consisted of three or more people.

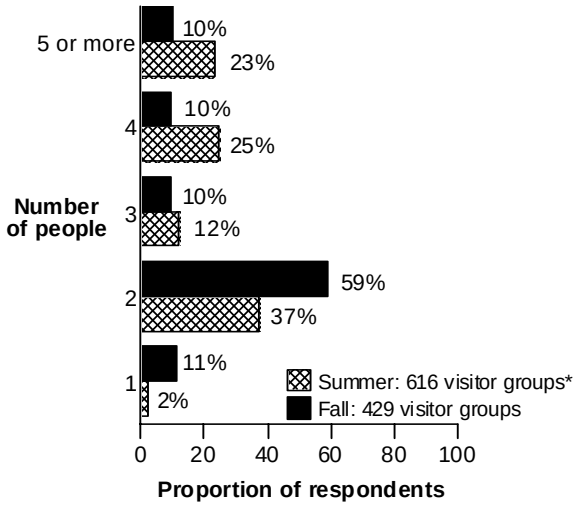


Figure 1: Visitor group size

Visitor group type

Question 18 (summer) and 17 (fall)
On this visit, what kind of personal group (not guided tour/educational/organized group) were you with?

Results

- 74% of summer visitor groups and 60% of fall visitor groups were made up of family members (see Figure 2).
- 11% summer visitors and 17% fall visitors were with friends.
- "Other" groups included:
  Summer (4%)
  Scout groups
  Significant other
  Church group
  Business partners
  Class

  Fall (7%)
  Photography club
  Significant other
  Co-workers
  FAM (familiarization trip for tour operators and travel agents)

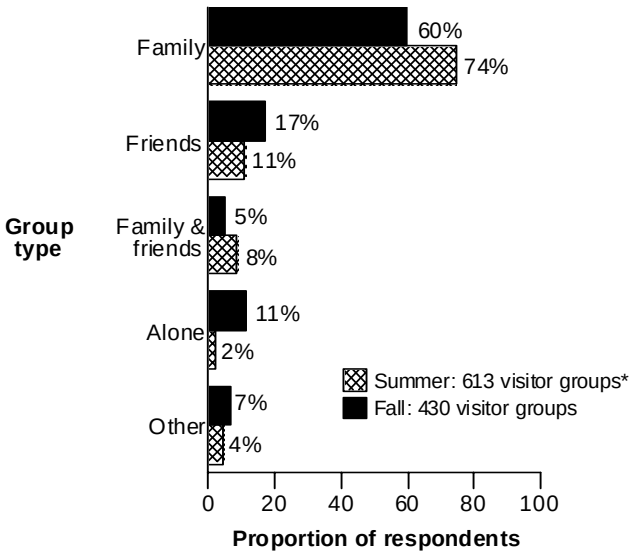


Figure 2: Visitor group type

*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 20a (summer) and 19a (fall)
On this visit, were you and your personal group with a commercial guided tour group?

Results

- 3% of summer visitor groups and 1% of fall visitor groups were traveling with a commercial guided tour group (see Figure 3).

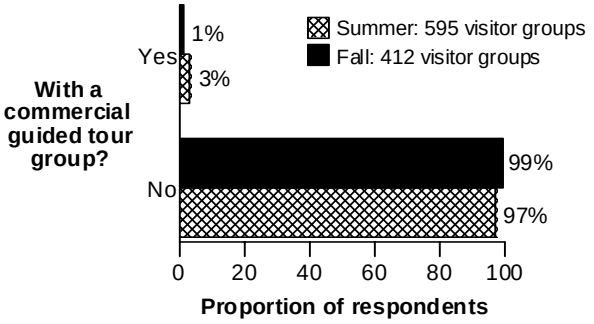


Figure 3: Visitors traveling with a commercial guided tour group

Question 20b (summer) and 19b (fall)
On this visit, were you and your personal group with a school/educational group?

Results

- As shown in Figure 4, less than 1% visitor groups in both summer and fall surveys were traveling with a school/educational group.

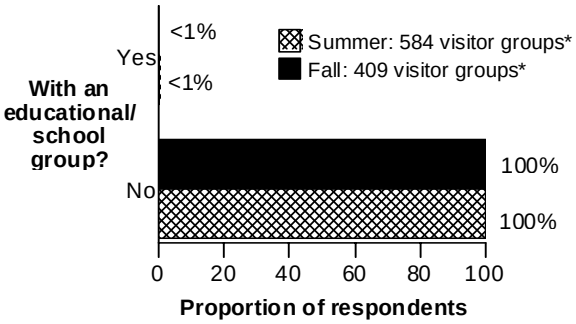


Figure 4: Visitors traveling with a school/ educational group

Question 20c (summer) and 19c (fall)
On this visit, were you and your personal group with other organized groups (business, church group, etc.)?

Results

- 3% of summer visitor groups and 1% of fall visitor groups were traveling with other organized groups (see Figure 5).

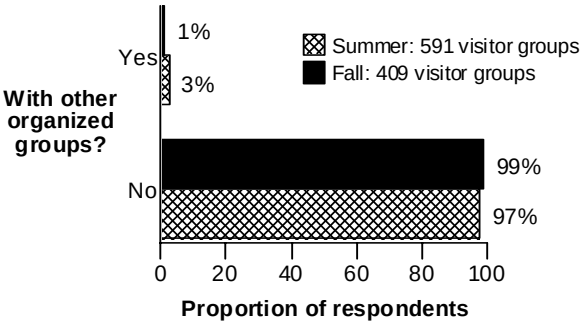


Figure 5: Visitors traveling with other organized groups (business, church group, etc.)

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

Visitor age

Question 21a (summer) and 20a (fall)
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 84 years old in the summer survey and from 1 to 94 years old in the fall survey.
- 49% of summer visitors and 59% of fall visitors were in the 36-65 years age group (see Figure 6).
- 24% of summer visitors and 6% of fall visitors were 15 years or younger.
- 5% of summer visitors and 17% of fall visitors were 66 years or older.

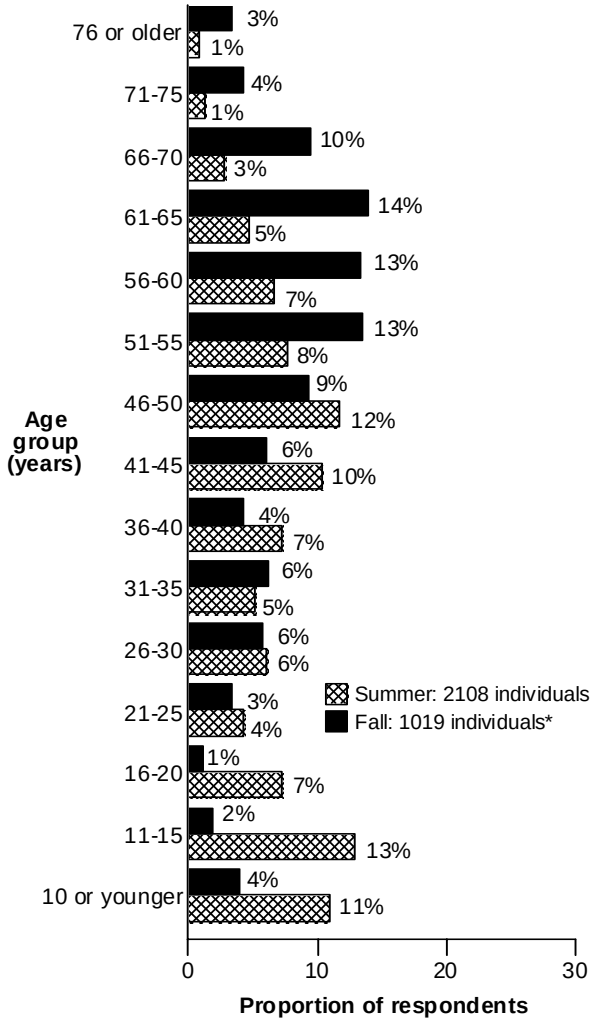


Figure 6: Visitor age

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

Number of visits to the park before 2000

Question 21c (summer) and 20c (fall)
How many times have you visited the park before 2000?

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

Results

- 74% of summer visitors and 60% of fall visitors had not visited the park before 2000 (see Figure 7).
- 18% of summer visitors and 19% of fall visitors visited one or two times.

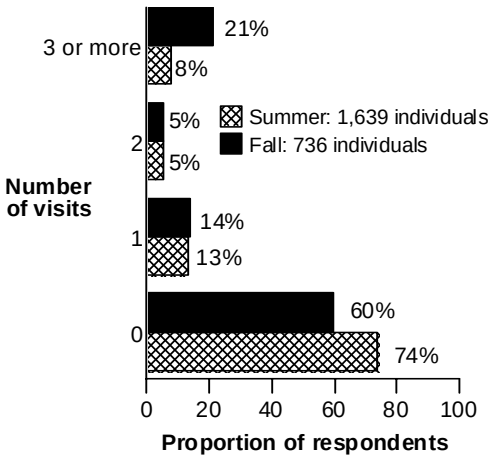


Figure 7: Number of visits to park before 2000

Number of visits to the park during 2000 and after

Question 21d (summer) and 20d (fall)
How many times have you visited the park in 2000 and after (including this visit)?

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

Results

- 79% of summer visitors and 62% of fall visitors visited the park for the first time since 2000 (see Figure 8).
- 15% of summer visitors and 17% of fall visitors visited two or three times.

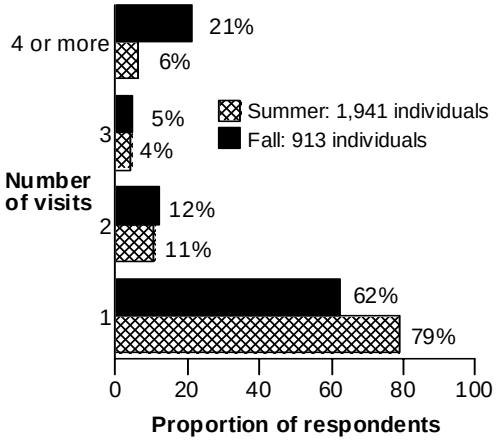


Figure 8: Number of visits to park during 2000 and after

*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 21b (summer) and 20b (fall)
What is your state of residence?

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

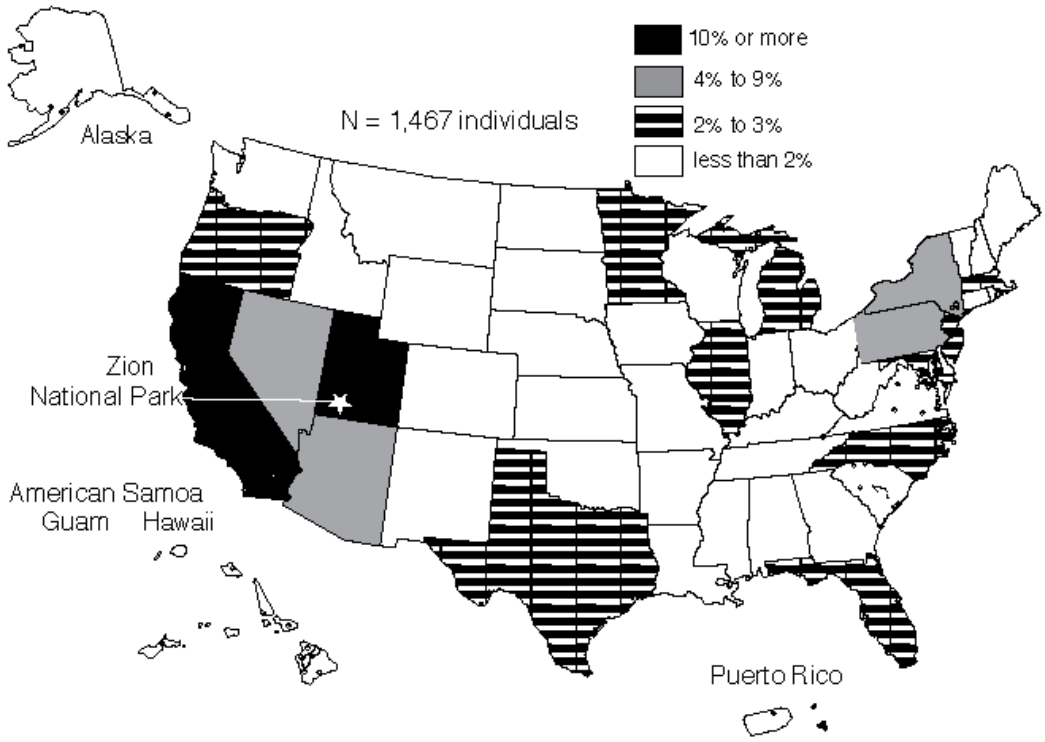
Results

- U.S. visitors comprised 75% of total visitation to the park in the summer survey (see Table 3 and Map 1) and 86% of total visitation in the fall survey (see Table 3 and Map 2).
- U.S. visitors to Zion NP in summer survey came from 44 states and Washington, D.C with the largest proportions from:

  26% California
  14% Utah
  7% Nevada

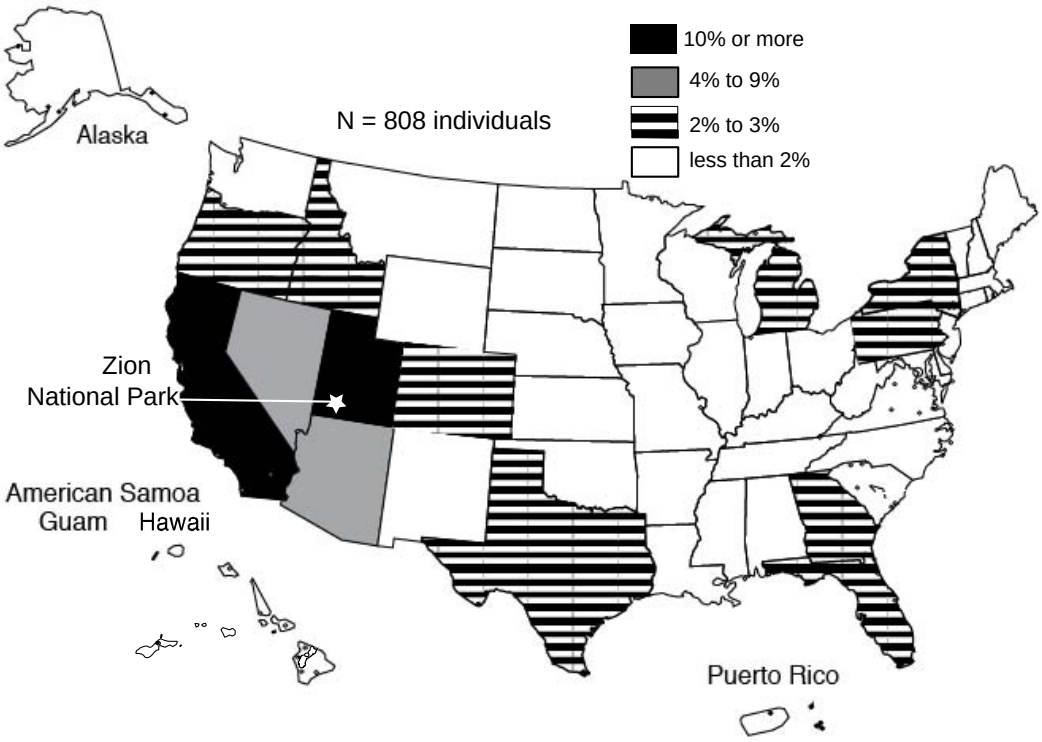
- U.S. visitors to Zion NP in the fall survey came from 43 states and Washington, D.C with the largest proportions from

  30% Utah
  15% California
  7% Nevada



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

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



Map 2: Proportions of United States visitors by state of residence (fall survey)

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

Table 3: U.S visitors by state of resident

	Summer survey			Fall survey		
State	N	% of U.S. visitors N=1,467 individuals*	% of all visitors N=1,956 individuals	N	% of U.S. visitors N=808 individuals*	% of all visitors N=943 individuals
California	379	26	19	124	15	13
Utah	207	14	11	242	30	26
Nevada	101	7	5	55	7	6
New York	79	5	4	13	2	1
Arizona	64	4	3	33	4	3
Pennsylvania	56	4	3	20	2	2
Michigan	43	3	2	17	2	2
Florida	37	3	2	26	3	3
Illinois	37	3	2	9	1	1
New Jersey	36	2	2	8	1	1
Texas	28	2	1	14	2	1
Massachusetts	27	2	1	9	1	1
Minnesota	26	2	1	7	1	1
Maryland	25	2	1	5	1	1
Oregon	25	2	1	11	1	1
North Carolina	22	1	1	8	1	1
Colorado	21	1	1	25	3	3
Connecticut	20	1	1	10	1	1
Missouri	20	1	1	6	1	1
Virginia	17	1	1	10	1	1
Ohio	16	1	1	10	1	1
Washington	14	1	1	20	2	2
Louisiana	13	1	1	6	1	1
Wisconsin	13	1	1	8	1	1
Indiana	11	1	1	6	1	1
Iowa	11	1	1	2	<1	<1
Maine	11	1	1	3	<1	<1
South Carolina	10	1	1	4	<1	<1
Delaware	8	1	<1	0	0	0
Georgia	8	1	<1	13	2	1
Kansas	8	1	<1	1	<1	<1
New Hampshire	8	1	<1	3	<1	<1
South Dakota	8	1	<1	4	<1	<1
Rhode Island	7	<1	<1	0	0	0
Alabama	6	<1	<1	2	<1	<1
Montana	6	<1	<1	6	1	1
New Mexico	6	<1	<1	11	1	1
Tennessee	6	<1	<1	8	1	1
Kentucky	4	<1	<1	2	<1	<1
Washington D.C.	4	<1	<1	4	<1	<1
Idaho	3	<1	<1	18	2	2
Oklahoma	3	<1	<1	0	0	0
Hawaii	2	<1	<1	4	<1	<1
Nebraska	2	<1	<1	4	<1	<1
Vermont	1	<1	<1	0	0	0
Alaska	0	0	0	11	1	1
Wyoming	0	0	0	4	<1	<1
Unidentified	8	1	<1	3	<1	<1

*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 21b (summer) and 20b (fall)
What is your country of residence?

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

Results

- International visitors comprised 25% of total visitation to Zion NP in the summer survey and 14% of total visitation in the fall survey (see Table 4).
- International visitors to Zion NP in summer survey were from 24 countries with the largest proportions from:
  20% France
  14% Germany
  13% England
- International visitors to Zion NP in fall survey were from 22 countries with the largest proportions from:
  21% England
  20% Canada
  7% France

Table 4: International visitors country of resident

	Summer survey			Fall survey		
Country	N	% of international visitors N=489 individuals*	% of all visitors N=1,956 individuals	N	% of international visitor N=135 individuals*	% of all visitors N=943 individuals
France	99	20	5	9	7	1
Germany	69	14	4	8	6	1
England	65	13	3	28	21	3
The Netherlands	59	12	3	7	5	1
Italy	37	8	2	0	0	0
Canada	34	7	2	27	20	3
Belgium	29	6	1	7	5	1
Austria	19	4	1	2	1	<1
Switzerland	18	4	1	0	0	0
Denmark	9	2	<1	2	1	<1
Spain	9	2	<1	0	0	0
Japan	6	1	<1	2	1	<1
Norway	5	1	<1	1	1	<1
Taiwan	5	1	<1	0	0	0
Korea	4	1	<1	0	0	0
Martinique	4	1	<1	0	0	0
Thailand	4	1	<1	0	0	0
Hong Kong	3	1	<1	0	0	0
India	3	1	<1	0	0	0
Scotland	3	1	<1	0	0	0
Sweden	2	<1	<1	2	1	<1
China	1	<1	<1	1	1	<1
Ireland	1	<1	<1	6	4	1
Poland	1	<1	<1	7	5	1
Australia	0	0	0	7	5	1
Czech Republic	0	0	0	6	4	1
Slovakia	0	0	0	5	4	1
Panama	0	0	0	3	2	<1
Israel	0	0	0	2	1	<1
Dominican Republic	0	0	0	1	1	<1
New Zealand	0	0	0	1	1	<1
South Korea	0	0	0	1	1	<1

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

Respondent ethnicity

Question 24a (summer) and 22a (fall)
For you only, are you Hispanic or Latino?

Results

- 5% of respondents in the summer survey were Hispanic or Latino (see Figure 9).
- 1% of respondents in the fall survey were Hispanic or Latino.

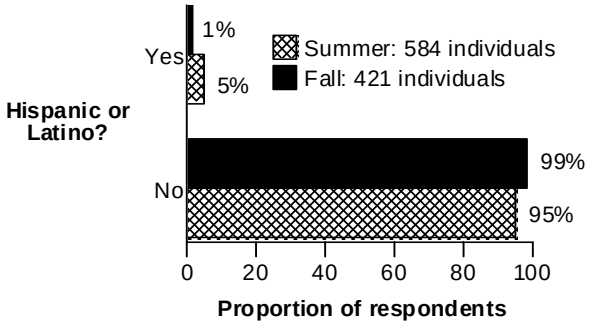


Figure 9: Respondent ethnicity

Respondent race

Question 24b (summer) and 22b (fall)
For you only, which of these categories best indicates your race?

Results

- 85% of respondents in the summer survey and 89% in the fall survey White (see Figure 10).
- 7% of respondents in the summer survey and 3% in the fall survey were Asian.

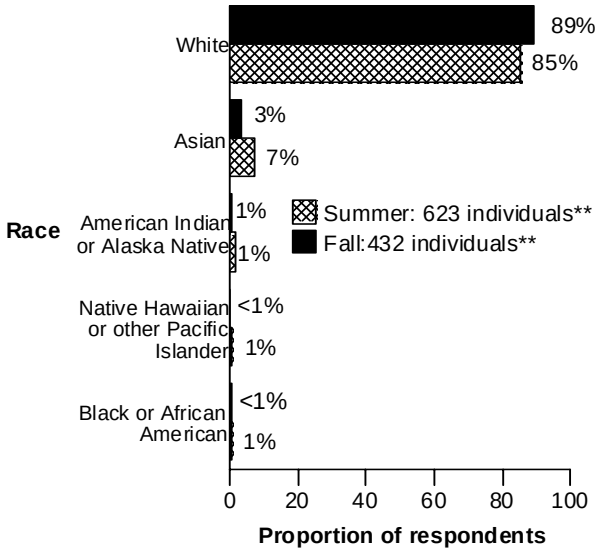


Figure 10: Respondent race

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

Preferred language for speaking

Question 23a

What is one language you and/or members of your personal group prefer to use for speaking?

Results

- List of preferred languages for speaking is shown in Table 5.

  82% of summer visitor groups and 95% of fall visitor groups preferred to use English as primary language for speaking.

Table 5: Preferred language for speaking

Language	Summer survey N=608 visitor groups* N	Summer survey N=608 visitor groups* %	Fall survey N=428 visitor groups* N	Fall survey N=428 visitor groups* %
English	499	82	406	95
German	27	5	4	1
French	25	4	3	1
Dutch	11	2	1	<1
Italian	10	2	4	1
Korean	6	1	1	<1
Chinese	5	1	0	0
Japanese	5	1	2	<1
Spanish	3	<1	0	0
Danish	1	<1	0	0
Esperanto	1	<1	0	0
Estonian	1	<1	0	0
Norwegian	1	<1	0	0
Russian	1	<1	0	0
Swedish	1	<1	1	<1
Vietnamese	1	<1	0	0
Polish	0	0	3	1
Burmese	0	0	1	<1
Hebrew	0	0	1	<1
Slovakian	0	0	1	<1
Bilingual group				
Italian/English	3	<1		
Spanish/English	2	<1		
Chinese/English	1	<1		
Dutch/English	1	<1	1	<1
French/English	1	<1		
German/English	1	<1		
Korean/English	1	<1		

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

Preferred language for reading

Question 23a

What is one language you and/or members of your personal group prefer to use for reading?

Results

- List of preferred languages for reading is shown in Table 6.

83% of summer visitor groups and 95% of fall visitor groups preferred to use English as primary language for reading.

Table 6: Preferred language for reading

	Summer survey N=604 visitor groups*		Fall survey N=406 visitor groups*	
Language	N	%	N	%
English	502	83	385	95
German	26	5	3	1
French	25	4	3	1
Italian	12	2	1	<1
Dutch	10	2	3	1
Korean	5	1	1	<1
Japanese	5	1	2	<1
Spanish	2	1	0	0
Chinese	2	1	0	0
Danish	1	<1	0	0
Estonian	1	<1	0	0
Norwegian	1	<1	0	0
Sanskrit	1	<1	0	0
Swedish	1	<1	1	<1
Polish	0	0	3	1
Burmese	0	0	1	<1
Hebrew	0	0	1	<1
Slovakian	0	0	1	<1
Bilingual group				
Italian/English	2	<1		
French/English	2	<1		
Spanish/English	2	<1		
Chinese/English	1	<1		
Dutch/English	1	<1	1	<1
German/English	1	<1		
Korean/English	1	<1		

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

Services needed in languages other than English

Question 23

b) What services in the park would you like to have provided in languages other than English?

c) Which language?

Results

- List of services that need to be translated and preferred languages for those services are shown in Table 7.

Table 7: Services to be provided in languages other than English

Service	Language	Number of time mentioned Summer	Fall
None		156	142
Everything	Spanish	2	2
	German	1	3
	French	1	3
	Chinese	1	
	Korean	1	
	Italian	1	
	Japanese	1	2
	Sanskrit	1	
	One language that is most useful	1	
Park brochure	German	5	1
	French	4	1
	Italian	3	1
	Spanish	2	
	Dutch	1	
	Polish	1	
	Japanese		1
	Korean		1
Narration on bus	French	4	
	German	2	
	Italian	2	
	Japanese	1	
	Spanish	1	
Educational information	French	1	1
	Spanish	1	
Exhibits	Spanish	2	
	French	1	
	As many languages as possible	1	
Geological information	French	1	
	German	1	
Historical information	French	2	
	Dutch	1	
	Korean	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: Services to be provided in languages other than English (continued)

Service	Language	Number of times mentioned Summer	Fall
Information at visitor center	French	3	
	German	2	
	Spanish	1	1
	European languages		1
Interpretive signs	Spanish	2	
	French	1	
	Chinese	1	
	Italian	1	
	Japanese	1	
Junior Ranger program	French	2	
	German	1	
Map	German	8	
	Spanish	2	
	French	2	
	Italian	2	
	Dutch	1	
	Chinese	1	
	Polish		1
	Korean		1
Movie	French	1	
	German	1	
Park newspaper	German	6	
	French	2	1
	Spanish	2	1
	Italian	1	
Directional road signs	Spanish	3	4
	French	1	1
	German	1	
	Italian	1	
	Whichever language necessary	1	
	European languages		1
Park rules/regulations	German	2	1
	French	2	1
	Japanese	1	
	Chinese	1	
	Spanish	1	1
	Whichever language necessary		1
Tour guides	French	3	
	German	2	
	Spanish	2	

*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: Services to be provided in languages other than English (continued)

Service	Language	Number of times mentioned	
		Summer	Fall
Information about trails	Italian	3	1
	German	2	
	French	1	
	Dutch	1	
	Japanese		1
Non-specified	French	8	
	German	7	
	Spanish	5	4
	Korean	4	
	Dutch	1	3
	Italian	2	1
	Japanese		1
	Sign language for the deaf		1
Website	Polish		2
General information	Whichever language necessary	2	
	German		2
	Spanish		2
	French		1
	Dutch		1

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

Visitors with disabilities/impairments

Question 22a (summer) and 21a (fall)
Does anyone in your group have a physical condition that made it difficult to access or participate in park activities or services?

Results

- 6% of summer visitor groups and 8% of fall visitor groups had members with disabilities/impairments that affected their park experience (see Figure 11).

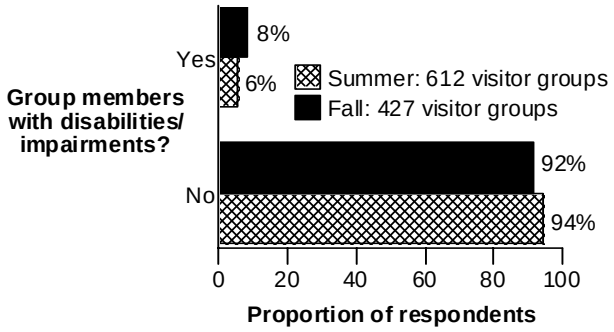


Figure 11: Visitors with disabilities/impairments

Question 22b (summer) and 21b (fall)
On this visit, what activities or services did the person(s) have difficulty accessing or participating in?

Results

- Among visitor groups who had members with disabilities/impairments, 92% in summer survey and 86% in fall survey had difficulties accessing services or participating in activities (see Figure 12).

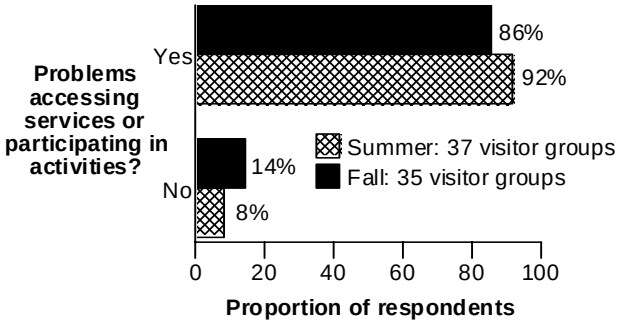


Figure 12: Visitors with difficulties accessing services or participating in activities

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

- As shown in Figure 13, of those who encountered difficulties accessing service or participating in activity:

  82% in the summer survey and 77% in the fall survey had problem accessing trails.

  9% in the summer survey and 3% in the fall survey had problem accessing restrooms.

- "Other" problems included:

  Summer (24%)
  - Steep steps on shuttle buses
  - Uneven trails
  - Bad back, can't walk too far
  - Misleading trail markers (marked easy for a steep trail)

  Fall (20%)
  - No guard rails on trails
  - Have difficulty walking in general
  - Printed materials have small font

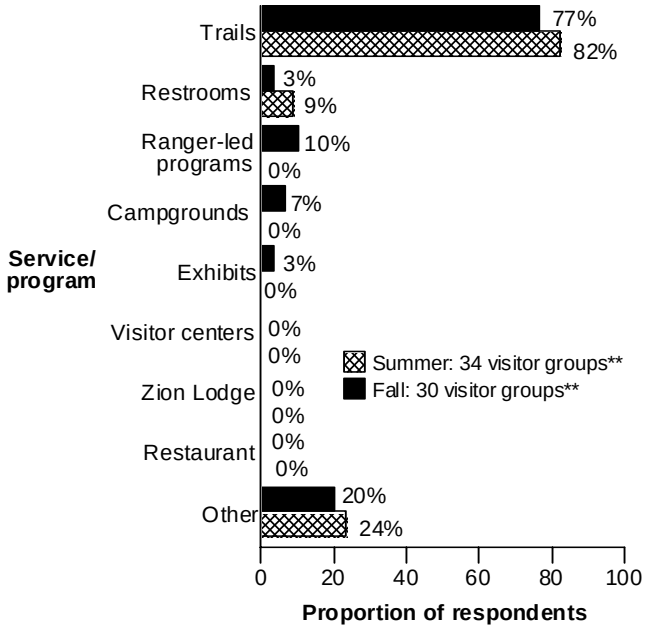


Figure 13: Visitors who encountered difficulties accessing service or participating in activity due to disabilities/impairments

Question 22c (summer) and 21c (fall)
Because of the physical condition, what specific problems did the person(s) have?

Results

- 71% of summer visitors and disabilities had mobility problems (see Figure 14).

- Not enough fall visitor groups answered the question to provide statistically significant data.

- "Other" types of disabilities included:

  Summer (26%)
  - Summer heat
  - Arthritis
  - Older age
  - Heart transplant patient
  - Knee problem

  Fall (34%)
  - Didn't bring a wheelchair
  - Long walk
  - Fear of heights
  - Heart condition
  - Knee/hip replacement
  - Asthma

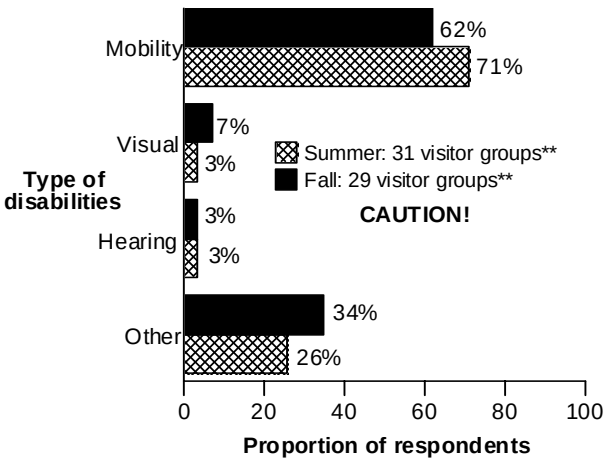


Figure 14: Type of disabilities/impairments

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

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to this visit, how did you and your group obtain information about Zion National Park?

Results

- 4% of summer visitor groups and 8% of fall visitor groups did not obtain any information about the park prior to their visit (see Figure 15).

- As shown in Figure 16, of those who obtained information, the most common sources of information included:

  52% (summer) and 56% (fall) Friends/relatives/word of mouth
  52% (summer) and 39% (fall) Travel guides/tour books/publications
  37% (summer) and 46% (fall) Previous visits
  45% (summer) and 35% (fall) NPS park website

- "Other" sources of information included:

  Summer (4%)
  AAA guide books
  REI salesperson
  Neveda-Utah border rest stop
  Display at Salt Lake City airport
  Travel forum/blog from other visitors
  Used to live in the area
  On an exploring trip of the area

  Fall (9%)
  AAA representative
  Picture puzzle
  NPS passport book
  Signs on highway
  Bus stop
  Live in local area
  Outfitter
  McDonald's store in Utah
  School
  Red Mountain resort
  Xanterra employee
  Trailer Life RV park directory

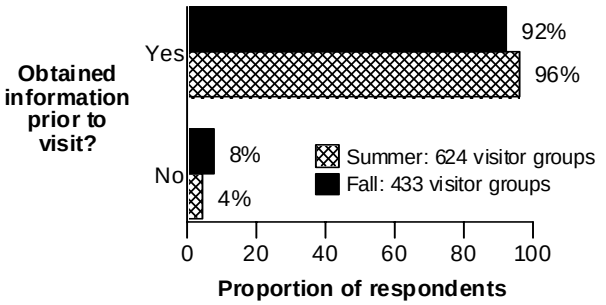


Figure 15: Visitors who obtained information about park prior to this visit

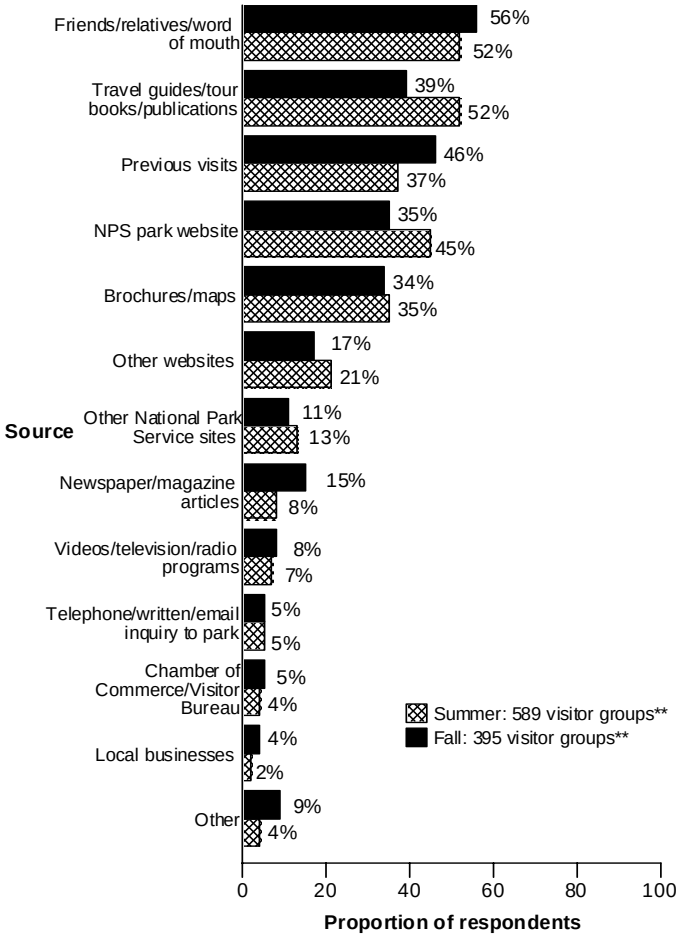


Figure 16: Sources of information used by visitor groups prior to this visit

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

Question 1c

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

Results

- 86% of summer visitor groups and 89% of fall visitor groups obtained the information they needed to prepare for this trip to Zion National Park (see Figure 20).

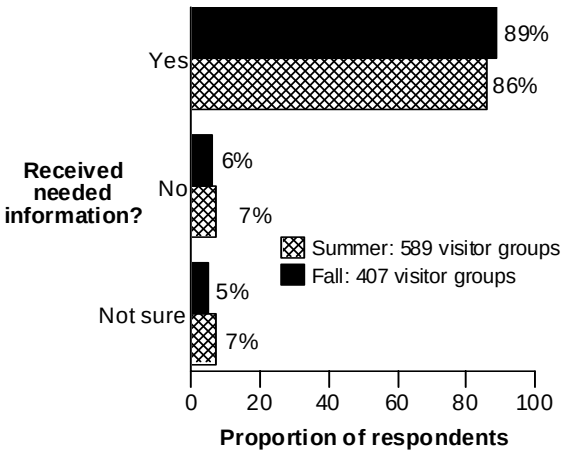


Figure 17: Visitor groups who obtained needed information prior to this visit to Zion National Park

Question 1d

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

Results

Summer

- Information about lodging in park
- Information about lodging in the area
- How to reserve a campsite
- Campfire is not allowed
- Shuttle bus information
  - Connections of shuttle buses from town
  - Bus schedule
  - Where to park
  - Parking permit
- Tunnel escort fee
- More information on hiking (distance and difficult level)
- Detail information about plants and animals
- Wading/swimming in the river is allowed
- Junior Ranger program

Fall

- Entrance fee is required for people who stay at Zion Lodge
- Entrance fee is required for driving through
- Information for oversize vehicles
- NPS website was hard to navigate
- Cannot get a real person on the NPS phone
- Hiking map
- Recommendation for short visit (2, 4, and 6 hours)
- Showers or laundry in the area
- Lodging in Springdale
- Limited seasonal amenities
- Fall foliage conditions
- Necessary equipment to hike Narrow Canyon

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

Preferred sources of information for future visits

Question 1b

On future trips to Zion National Park, what sources would you and your group prefer to use to obtain information in planning your visit?

Results

- As shown in Figure 18, the most preferred sources of information to use in planning a future visit included:

  73% (summer) and 66% (fall) Park website
  49% (summer) and 42% (fall) Travel guides/tour books/ publications
  46% (summer) and 42% (fall) Brochures/maps

- "Other" sources of information included:

  Summer (2%)
  AAA guide book
  Moon travel guide
  National weather service

  Fall (4%)
  AAA travel information
  E-mail
  Historical sources
  Local residents

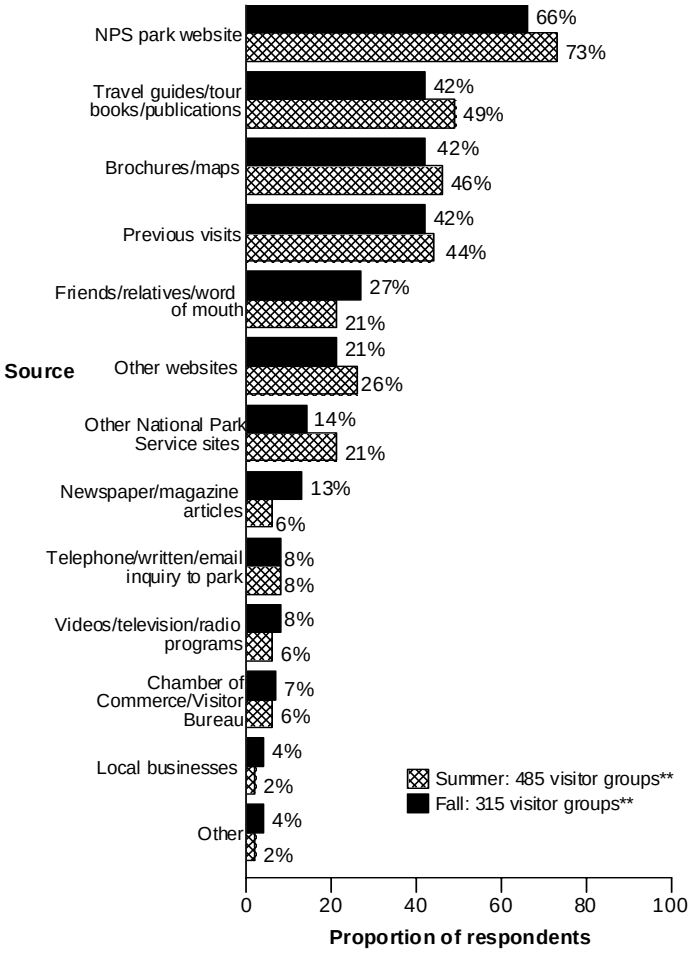


Figure 18: Preferred sources of information for future visits

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

Primary reason for visiting Zion National Park area

Question 2

On this trip, what was your primary reason you and your group visit the Zion National Park area (within a 1-hour drive of the park)?

Results

- 3% of summer visitor groups and 13% fall visitor groups were residents of the local area (see Figure 19).

- As shown in Figure 20, the most common reasons for visiting the Zion National Park area were:

  65% (summer) and 64% (fall) Visit Zion National Park
  17% (summer) and 18% (fall) Traveling through to other destination

- "Other" primary reasons for visiting included:

  Summer (4%)
  Visiting family/family reunion
  A trip through different national parks
  A trip to visit national parks in Utah and Arizona
  A trip through the U.S.
  Girl Scout troop visit
  Had a conference in the area
  Recommended by a friend
  Around the country on a RV trip

  Fall (7%)
  Performing a wedding
  Honeymoon
  Mountain biking trip
  Photography trip
  To see God's creation
  Show out of state relatives/friends around the area
  Social gathering with friends
  Work for Xanterra
  A peaceful, quiet place to grieve and regain strength
  Exercise

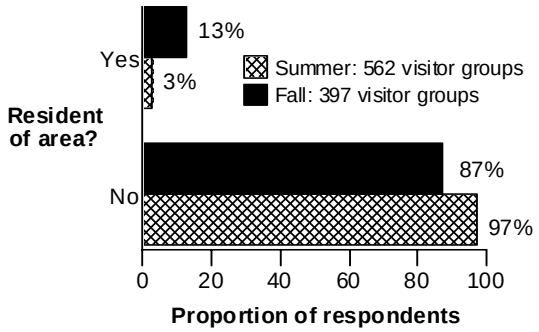


Figure 19: Resident of the Zion National Park area (within a 1-hour drive of the park)

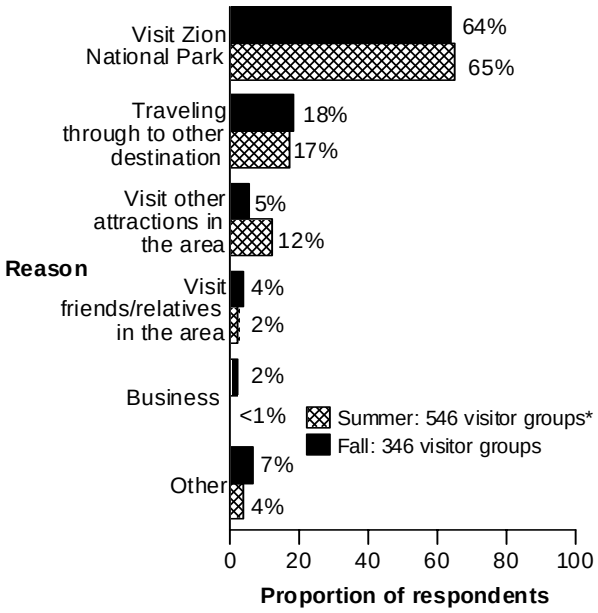


Figure 20: Reason for visiting the Zion National Park area (within a 1-hour drive of the park)

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

Park as destination

Question 3

On this trip, how did Zion National Park fit into your travel plans?

Results

- Zion National Park was one of several destinations for 77% of summer visitor groups and 57% of fall visitor groups (see Figure 21).
- 17% summer visitor groups and 32% fall visitor groups stated that Zion National Park was their primary destination.

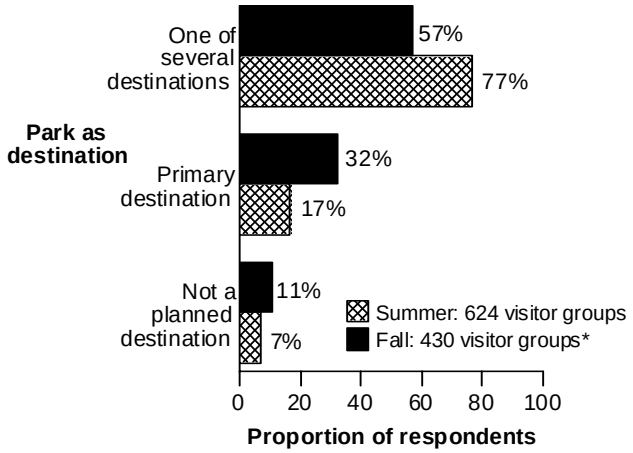


Figure 21: Park as a destination

Park entrance used

Question 7

On this visit to Zion National Park, which entrance did you and your group first use to enter the park?

Results

- 53% of summer visitor groups and 55% of fall visitor groups first used Zion Canyon (south) entrance to enter the park (see Figure 22).
- 38% (summer) and 33% (fall) first used East entrance to enter the park.

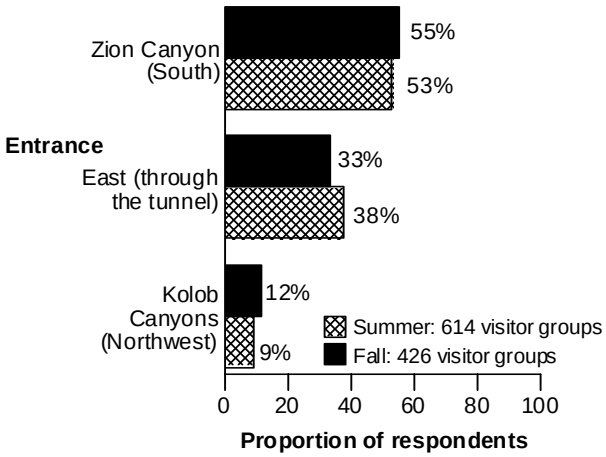


Figure 22: First entrance used to enter the park

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

Number of entries into the park

Question 6

On this visit to Zion National Park, how many times did you and your group enter the park?

Results

- 41% of summer visitor groups and 46% of fall visitor groups entered the park once during this visit (see Figure 23).
- 24% of visitor groups in both summer and fall surveys entered the park twice.

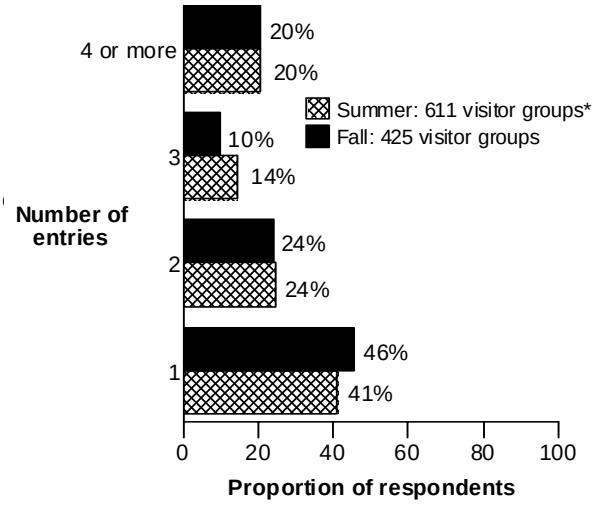


Figure 23: Number of entries into the park

Number of vehicles used

Question 19b (summer) and 18b (fall)

On this visit, please list the number of vehicles in which you and your group arrived at the park including the town of Springdale.

Results

- 87% of summer visitor groups and 93% of fall visitor groups arrived at the park in one vehicle (see Figure 24).
- 14% (summer) and 7% (fall) used two vehicles or more.

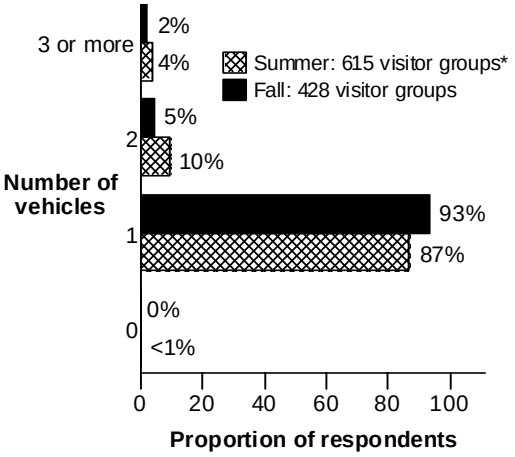


Figure 24: Number of vehicles used to arrive at the park

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

Length of visit

Question 4

On this visit to Zion National Park, how long did you and your group spend visiting the park? (Please list partial hours/days as 1/4, 1/2, or 3/4.)

Number of hours, if less than 24 hours

Results

- 28% of summer visitor groups and 37% of fall visitor groups spent up to two hours at the park (see Figure 25).
- 24% (summer) and 25% (fall) spent three or four hours.

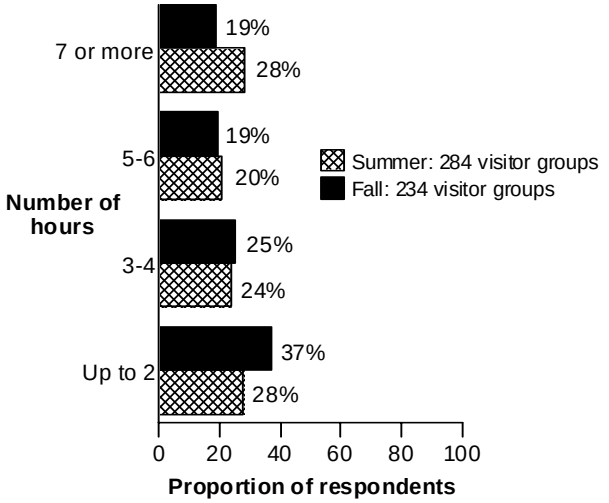


Figure 25: Number of hours visiting the park

Number of days, if 24 hours or more

Results

- 51% of summer visitor groups and 37% of fall visitor groups spent two days visiting the park (see Figure 26).
- 37% (summer) and 57% (fall) spent 3 days or more.

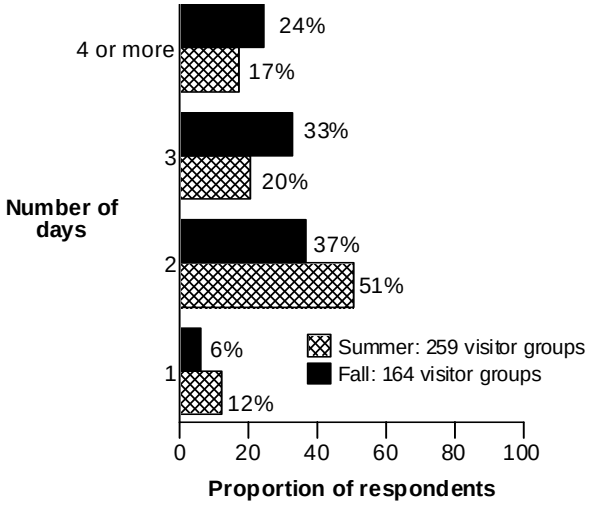


Figure 26: Number of days visiting the park

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

Overnight accommodations

Question 8a

On this trip, did you and your group stay overnight away from home in Zion National Park or in the area (within a 1-hour drive of the park)?

Results

- 73% of summer visitor groups and 63% of fall visitor groups stayed overnight away from home in the Zion National Park area (see Figure 27).

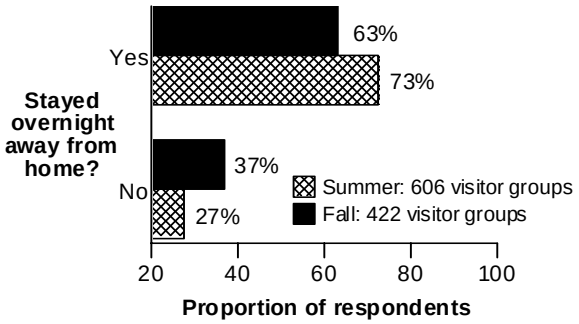


Figure 27: Overnight stay away from home in the Zion National Park area

Question 8b

Please list the number of nights you and your group stayed inside the park.

Results

- 76% of summer visitor groups and 64% of fall visitor groups spent up to two nights inside the park (see Figure 28).
- 25% (summer) and 36% (fall) spent three nights or more.

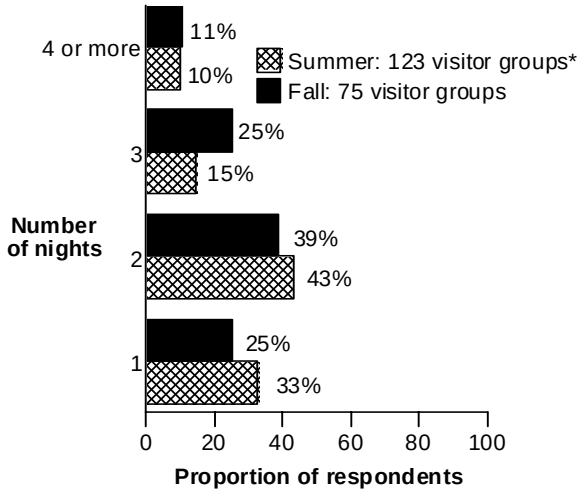


Figure 28: Number of nights inside the park

Question 8b

Please list the number of nights you and your group stayed in the Zion National Park area (within a 1-hour drive of the park).

Results

- 68% of summer visitor groups and 55% of fall visitor groups spent up to two nights in the Zion National Park area (see Figure 29).
- 15% (summer) and 17% (fall) spent three nights.

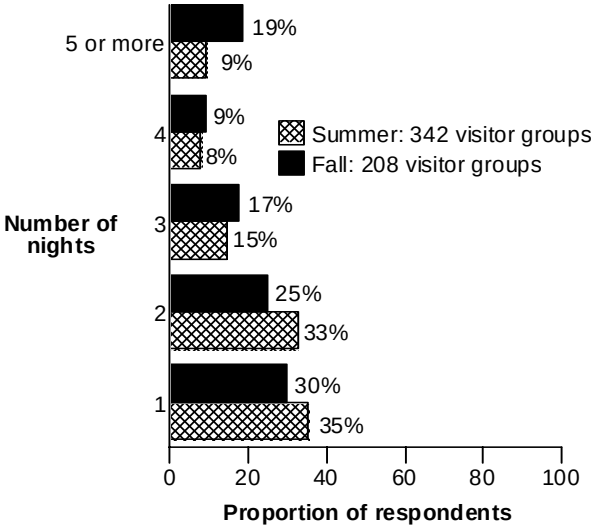


Figure 29: Number of nights in the Zion National Park area

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

Question 8c

In what type of lodging did you and your group spend the nights inside the park?

Results

- 64% of summer visitor groups and 41% of fall visitor groups camped in a developed campground/RV trailer park inside the park (see Figure 30).
- 31% (summer) and 49% (fall) stayed in lodge/motel/hotel/ cabin.
- "Other" type of lodging inside park included:

Summer (1%)
On a boat
Ranger residence

Fall (11%)
Sleeping in the car in rest area
RV in the wild

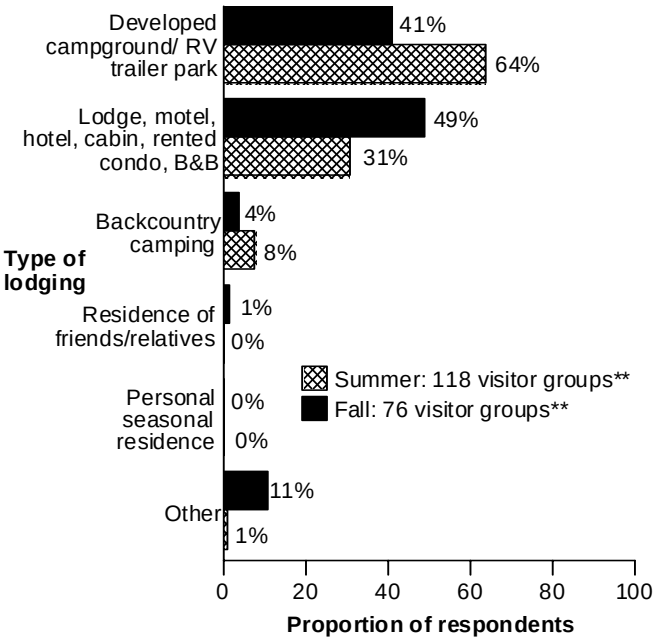


Figure 30: Type of lodging visitor groups used inside the park

Question 8d

In what type of lodging did you and your group spend the nights in the Zion National Park area (within a 1-hour drive of the park)?

Results

- 81% of summer visitor groups and 74% of fall visitor groups stayed in lodges, motels, hotels, bed & breakfasts, etc. (see Figure 31).
- 14% (summer) and 12% (fall) camped in a developed campground/trailer park.
- "Other" types of lodging outside park included:

Summer (2%)
Zion Ponderosa resort

Fall (6%)
Time share

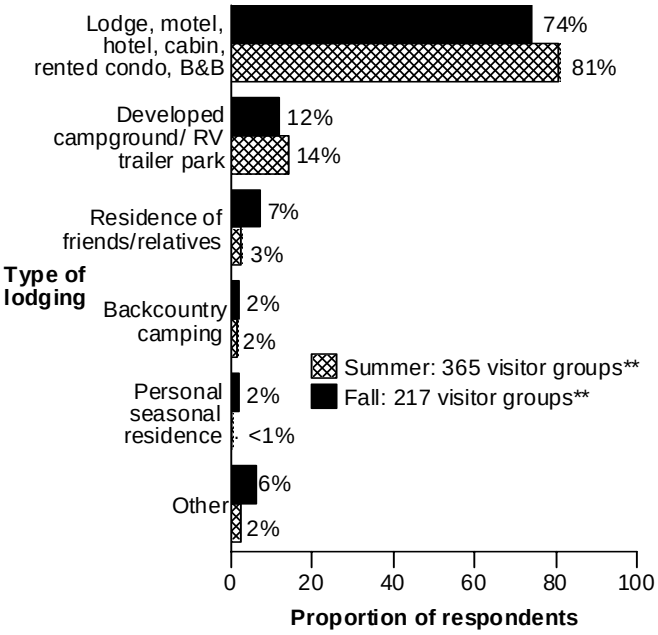


Figure 31: Type of lodging visitor groups used in the Zion National Park area

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

Places visitors stayed overnight prior to visiting the park

Question 5a

On this trip, where did you and your group stay on the nights prior to visiting Zion National Park?

Results

- Table 8A lists the places summer visitor groups stayed on the night prior to visiting the park.
- Table 8B lists the places fall visitor groups stayed on the night prior to visiting the park.

Table 8A: Places summer visitor groups stayed on the night prior to visiting the park (summer survey)

N=595 visitor groups

Town/city	Number of times mentioned	Town/city	Number of times mentioned
Las Vegas, NV	95	Pleasant Grove , UT	2
Springdale, UT	94	Park City, UT	2
Bryce Canyon, UT	64	Los Angeles, CA	2
St. George, UT	38	Long Beach, CA	2
Cedar City, UT	33	Lehi, UT	2
Kanab, UT	19	Cortez, CO	2
Page, AZ	18	Chicago, IL	2
Hurricane, UT	17	Bountiful, UT	2
Grand Canyon, AZ	16	Arches NP, UT	2
Carmel Junction, UT	16	Vista, CA	1
Mesquite, NV	11	Tusayan, AZ	1
Tropic, UT	10	Toquerville, UT	1
Panguitch, UT	8	Susanville, CA	1
Lake Powell, AZ	6	Spring City, UT	1
Salt Lake City, UT	5	South Jordan, UT	1
Ponderosa, UT	5	Silverthorne, CO	1
Moab, UT	5	Show Low, AZ	1
Jacob Lake, AZ	5	Scottsdale, AZ	1
Glendale, UT	5	Santa Clara, UT	1
Torrey, UT	4	San Francisco, CA	1
Cannonville, UT	4	Rimforest, CA	1
Brian Head, UT	4	Portland, MI	1
Sedona, AZ	3	Pocatello, ID	1
Richfield, UT	3	Pinon Hills, CA	1
Flagstaff, AZ	3	Phoenix, AZ	1
Washington, UT	2	Parowan, UT	1
Virgin, UT	2	Ocean Side, CA	1
Valley of Fire State Park, NV	2	New Harmony, UT	1
Tuba City, AZ	2	Natural Bridges N.M., AZ	1
San Diego, CA	2	Mosquite, NV	1
Rockville, UT	2	Marble Canyon, AZ	1
Riverside, CA	2	Mammoth Creek, UT	1
Red Canyon, UT	2	Lone Pine, CA	1
Provo, UT	2	Leeds, UT	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 8A: Places summer visitor groups stayed on the night prior to visiting the park (continued)

Town/city	Number of times mentioned
Laughlin, NV	1
Lake Meadow, Unspecified	1
La Verkin, UT	1
Kayenta, AZ	1
Kanarraville, UT	1
Idaho City, ID	1
Henderson, NV	1
Greenland, UT	1
Green River , UT	1
Glen Canyon NRA, AZ	1
Georgetown, CO	1
Enoch, UT	1
Durango, CO	1
Duck Creek Village, UT	1
Denver, CO	1
Costa Mesa, CA	1
Cedar Banks, UT	1
Cave Creek, AZ	1
Capitol Reel N.P., UT	1
Canyon Field, UT	1
Caliente, NV	1
Bumbleberry, UT	1
Bullhead City, AZ	1
Brigham City, UT	1
Braehead, UT	1
Boulder, UT	1
Blanding, UT	1
Beaver, UT	1
Beale AFB, UT	1
Arcadia, CA	1
Unspecified, UT	12
Unspecified, CO	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 8B: Places fall visitor groups stayed on the night prior to visiting the park (fall survey)

N=396 visitor groups

Town/city	Number of times mentioned	Town/city	Number of times mentioned
St. George, UT	52	Cedar Hills, UT	1
Las Vegas, NV	49	Centerville, UT	1
Springdale, UT	47	Colorado City, AZ	1
Bryce Canyon, UT	32	Colorado Springs, CO	1
Cedar City, UT	19	Duck Creek, UT	1
Kanab, UT	15	Durhem, NH	1
Hurricane, UT	14	Escalante, UT	1
Page, AZ	12	Evanston, IL	1
Salt Lake City, UT	11	Frevonia, AZ	1
Mesquite, NV	8	Grand Junction, CO	1
Carmel Junction, UT	6	Green River, UT	1
Grand Canyon, AZ	6	Heber City, UT	1
Ivins, UT	6	Jackpot, NV	1
Flagstaff, AZ	5	Jacob Lake, AZ	1
Leeds, UT	5	Kanarraville, UT	1
Washington, UT	5	Laughlin, NV	1
Brian Head, UT	4	Layton, UT	1
Glendale, UT	3	Logan, UT	1
Henderson, NV	3	Moab, UT	1
La Verkin, UT	3	Niceville, FL	1
Los Angeles, CA	3	Oak City, UT	1
Panguitch, UT	3	Pagosa Springs, CO	1
Barstow, CA	2	Parowan, UT	1
Beaver, UT	2	Payson, UT	1
Boulder, UT	2	Pleasant Grove, UT	1
Camp inside Zion, UT	2	Red Canyon, UT	1
Cannonville, UT	2	Red Rocks, NV	1
Cortez, CO	2	Riverdale, UT	1
Hanksville, UT	2	Saline, MI	1
Lake Powell, AZ	2	San Diego, CA	1
New Harmony, UT	2	San Juan, CA	1
Phoenix, AZ	2	Sandy, UT	1
Ponderosa , UT	2	Santa Clara, UT	1
Provo, UT	2	Scipio, UT	1
Richfield, UT	2	Sedona, AZ	1
Torrey, UT	2	Teasedale, UT	1
Albuquerque, NM	1	Toquerville, UT	1
Alton, UT	1	Tropic, UT	1
Bear Lake, UT	1	Tuba City, AZ	1
Beatty, NV	1	Twin Falls, ID	1
Bethesda, MD	1	Yuba State Park, UT	1
Boston, MN	1		
Cameron, AZ	1		
Capitol Reef, UT	1		

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

Places visitors stayed overnight after leaving the park

Question 5b

On this trip, where did you and your group stay on the night after leaving Zion National Park?

Results

- Table 9A lists the places summer visitor groups stayed on the night after leaving the park.
- Table 9B lists the places fall visitor groups stayed on the night after leaving the park.

Table 9A: Places summer visitor groups stayed on the night after leaving the park (summer survey)

N=598 visitor groups

Town/city	Number of times mentioned	Town/city	Number of times mentioned
Las Vegas, NV	137	Richfield, UT	2
Bryce Canyon, UT	59	Ponderosa, UT	2
St. George, UT	44	Pahrump, NV	2
Springdale, UT	44	Ogden, UT	2
Grand Canyon, AZ	23	New York City, NY	2
Cedar City, UT	22	Marysvale, UT	2
Salt Lake City, UT	15	Long Beach, CA	2
Hurricane, UT	14	Logan, UT	2
Page, AZ	12	Lehi, UT	2
Torrey, UT	9	Lake Powell, AZ	2
Kanab, UT	9	Denver, CO	2
Carmel Junction, UT	9	Chinle, AZ	2
Tropic, UT	8	Bountiful, UT	2
Phoenix, AZ	6	Bakersfield, CA	2
Moab, UT	5	Primm, NV	2
Mesquite, NV	5	Vista, CA	1
Flagstaff, AZ	5	Victoria, BC, Canada	1
Brian Head, UT	5	Ventura, CA	1
Provo, UT	4	Valley of Gods, UT	1
Panguitch, UT	4	Tuba City, AZ	1
Los Angeles, CA	4	Toquerville, UT	1
Glendale, UT	4	Tonopah, NV	1
Cannonville, UT	4	Three Rivers, CA	1
Sedona, AZ	4	Takoma Park, MD	1
Virgin, UT	3	Show Low, AZ	1
San Diego, CA	3	Scotsdales, AZ	1
Riverside, CA	3	Santa Clara, UT	1
Park City, UT	3	San Jose, CA	1
Orem, UT	3	Sacramento, CA	1
Jacob Lake, AZ	3	Rockville, UT	1
Henderson, NV	3	Rimforest, CA	1
Duck Creek Village, UT	3	Redondo Beach, CA	1
Washington, UT	2	Redlands, CA	1
Tusayan, AZ	2	Waterford, NY	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 9A: Places summer visitor groups stayed on the night after leaving the park (continued)

Town/city	Number of times mentioned	Town/city	Number of times mentioned
Portland, MI	1	Green River, UT	1
Pocatello, ID	1	Grand Junction, CO	1
Philadelphia, PA	1	Georgetown, CO	1
Pendleton, OR	1	Fullerton, CA	1
Parowan, UT	1	Fillmore, UT	1
Overton, NV	1	Escalante, UT	1
Oasis, NV	1	Enoch, UT	1
Navajo Lake, UT	1	Elk Ridge, UT	1
Napersville, IL	1	Edmonton, Alberta, Canada	1
Midway, UT	1	Echo Bay, NV	1
Mammoth Lakes, CA	1	Draper, UT	1
Leeds, UT	1	Death Valley, CA	1
Layton, UT	1	Conifer, CO	1
Lake Isabella, CA	1	Colorado Springs, CO	1
Lafayette, CA	1	Clearfield, UT	1
La Verkin, UT	1	Centerville, UT	1
Klamath Falls, OR	1	Capital Reef NP, UT	1
Kearns, UT	1	Cameron, AZ	1
Kaysville, UT	1	Camarillo, CA	1
Kayenta, AZ	1	Brigham City, UT	1
Kalaheo, HA	1	Greenland, UT	1
Junction City, KS	1	Bluffdale, UT	1
Jackson, WY	1	Bickhell, UT	1
Irvine, CA	1	Beale AFB, UT	1
Indian Springs, NV	1	Unspecified, UT	5
Idem, UT	1	Unspecified, AZ	3
Honeyville, UT	1	Unspecified, ID	2
Hesperia, CA	1	Unspecified, NY	1
Hatch, UT	1	Unspecified, Nebraska	1
Hanksville, UT	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 9A: Places fall visitor groups stayed on the night after leaving the park (fall survey)

N=380 visitor groups

Town/city	Number of times mentioned	Town/city	Number of times mentioned
Las Vegas, NV	75	Camp inside Zion, UT	1
St. George, UT	51	Capitol Reef, UT	1
Bryce Canyon, UT	24	Cedar Hills, UT	1
Springdale, UT	24	Centerville, UT	1
Salt Lake City, UT	16	Colorado City, AZ	1
Cedar City, UT	13	Denver, CO	1
Hurricane, UT	12	Dover, OH	1
Kanab, UT	11	Duck Creek, UT	1
Mesquite, NV	10	Ely, NV	1
Page, AZ	8	Escalante, UT	1
Washington, UT	7	Evanston, IL	1
Carmel Junction, UT	5	Filmore, UT	1
Ivins, UT	5	Fruita, CO	1
Leeds, UT	5	Gilbert, AZ	1
Los Angeles, CA	5	Glendale, UT	1
Grand Canyon, AZ	4	Hesperia, CA	1
Henderson, NV	4	Kayenta, AZ	1
Death Valley , CA	3	La Verkin, UT	1
Albuquerque, NM	2	Lafayette , CO	1
Barstow, CA	2	Lake Powell, AZ	1
Beatty, NV	2	Layton, UT	1
Brian Head, UT	2	Lehi, UT	1
Flagstaff, AZ	2	Melbourne, MA	1
Fredonia, AZ	2	Millburn, NJ	1
Gallop, NM	2	Moab, UT	1
Grand Junction, CO	2	Murray, UT	1
Mesa, AZ	2	Orderville, UT	1
Monument Valley, AZ	2	Pagosa Springs, CO	1
New Harmony, UT	2	Palm Springs, CA	1
New York City, NY	2	Panaca, NV	1
Overton, NV	2	Panguitch, UT	1
Richfield, UT	2	Parowan, UT	1
Sedona, AZ	2	Payson, UT	1
Torrey, UT	2	Phoenix, AZ	1
Tropic, UT	2	Pocatello, ID	1
Alton, UT	1	Preston, ID	1
Baker, NV	1	Riverdale, UT	1
Big Pine, CA	1	San Diego, CA	1
Blue Diamond, NV	1	San Francisco, CA	1
Boise, ID	1	San Juan, CA	1
Boulder, UT	1	Silverthorne, CO	1
Burles, UT	1	Snow Canyon, UT	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 9A: Places fall visitor groups stayed on the night after leaving the park (continued)

Town/city	Number of times mentioned
South Jordan, UT	1
Sparks , NV	1
Spring City, UT	1
Teasdale, UT	1
Toquerville, UT	1
Vale, AZ	1
Venice, CA	1
Unspecified, AZ	2
Unspecified, CA	2
Unspecified, UT	2
Unspecified, NV	1
Unspecified, SC	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 10

For this visit, please check all the sites you and your group visited in Zion National Park.

Results

- As shown in Figure 32, the most visited sites were:

  75% (summer) and 81% (fall) Zion Canyon Scenic Drive
  70% (summer) and 68% (fall) Trails from/in Zion Canyon
  78% (summer) and 58% (fall) Zion Canyon Visitor Center

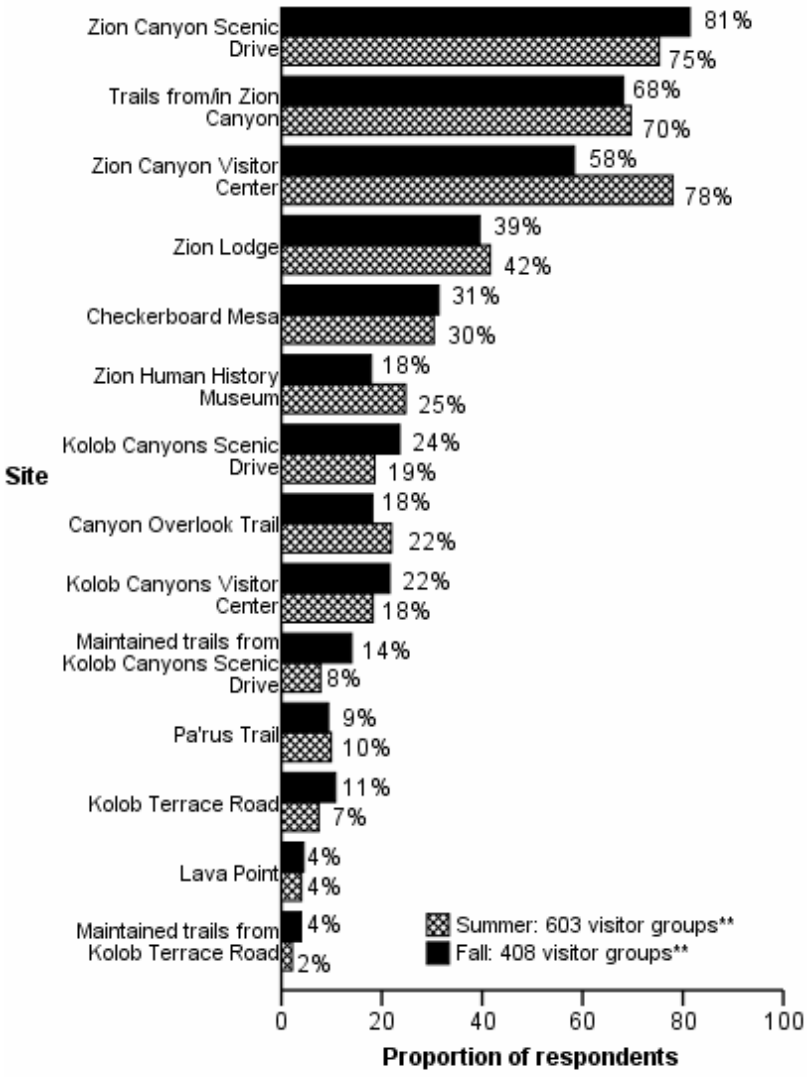


Figure 32: Sites visited

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

Expected activities

Question 11a

As you were planning your trip, what activities did you and your group expect to include on this visit to Zion National Park?

Results

- As shown in Figure 33, the most commonly expected activities were:

  91% of both summer and fall visitor groups Sightseeing/scenic drive
  67% (summer) 59% (fall) Hiking under 2 hours
  45% (summer) and 34% (fall) Shopping in gift shops/ bookstores inside park
  42% (summer) and 36% (fall) Hiking over 2 hours

- "Other" expected activities included:

  Summer (7%)
  - Taking a mule ride
  - Passing through to another destination
  - Tubing down the river/swimming/ playing in the river
  - Driving ATV
  - Photography/painting/drawing
  - Shopping
  - Watching movie on the giant screen
  - Attending Junior Ranger program
  - Meditating
  - Fishing
  - Visiting relatives

  Fall (13%)
  - Dining at Zion Lodge
  - Running the 10k race
  - Watching fall colors
  - Scouting the site for next visit
  - Rest stop/using restroom
  - Attending children's programs
  - Birdwatching
  - Photography/drawing/painting
  - Watching movie on giant screen
  - Attending wedding
  - Passing through another destination

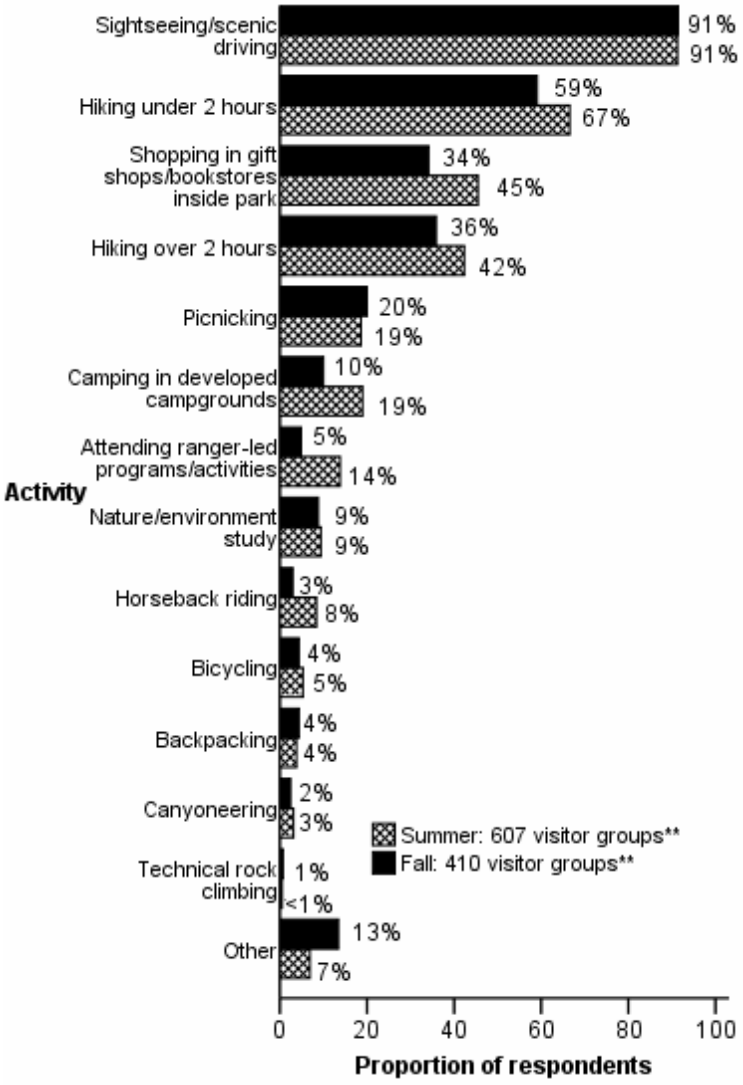


Figure 33: Activities expected on this visit

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

Participated activities

Question 11b

On this visit, what activities did you and your group participate in while visiting Zion National Park?

Results

- As shown in Figure 34, the most common activities in the park were:

  92% (summer) and 93% (fall)
  Sightseeing/scenic driving
  64% (summer) and 58% (fall)
  Hiking under 2 hours
  49% (summer) and 40% (fall)
  Shopping in gift shops/ bookstores inside park
  43% (summer) and 39% (fall)
  Hiking over 2 hours

- "Other" activities included:

  Summer (5%)
  Tubing/swimming/playing in the river
  Shopping
  Meeting friends
  Watching movie on the giant screen
  Photography

  Fall (10%)
  Passing through
  Geology viewing
  Dining at Zion Lodge
  Hiking in the river
  Participating in the 10k race
  Photography/drawing/painting
  Visiting relatives
  Attending wedding

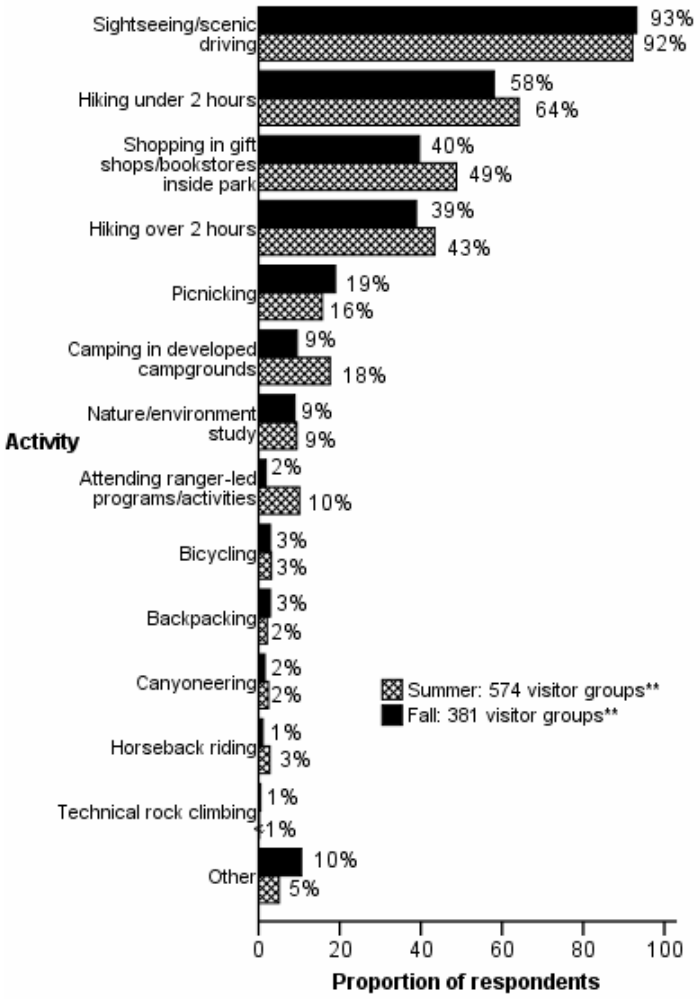


Figure 34: Activities participated on this visit

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

Activity as primary reason

Question 11c

Which one of the above activities was the primary reason you visited Zion National Park on this visit?

Results

- As shown in Figure 35, most important activities included:

  54% (summer) and 51% (fall) Sightseeing/scenic driving
  14% (summer) and 16% (fall) Hiking over 2 hours

- Refer to the results for Questions 11a and b for "other" activities in summer (19%) and fall (23%).

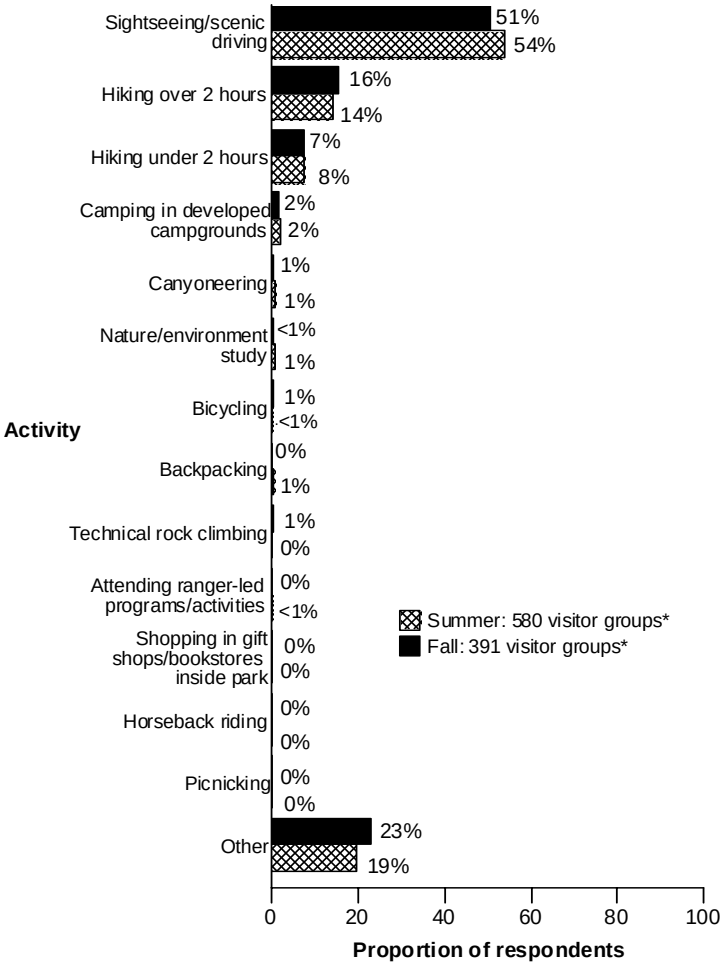


Figure 35: Activity that was the primary reason for visiting the park

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

Perceptions of crowding

Question 9

a) Please check all the visitor facilities that you and your group used during this visit to Zion National Park.

b) For the facilities that you and your group used, please rate from 1 to 5 how crowded you felt during this visit to Zion National Park.

Results

- Facilities that visitor groups used during this visit included (see Figure 36):

  82% (summer) and 92% (fall) Scenic drive
  78% (summer) and 71% (fall) Trails
  81% (summer) and 65% (fall) Visitor centers

- Figures 37 to 43 shows visitors' perceptions of crowding at each facility that they used during this visit to Zion National Park. The facilities where visitor groups felt most crowded (combined proportions of "very crowded" and "extremely crowded") were:

  22% (summer) and 11% (fall) Campgrounds
  11% (summer) and 8% (fall) Visitor centers

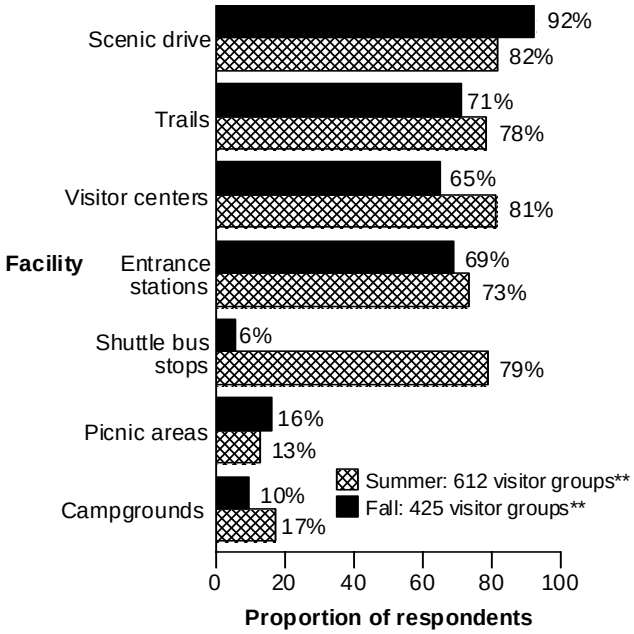


Figure 36: Visitor facilities used

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

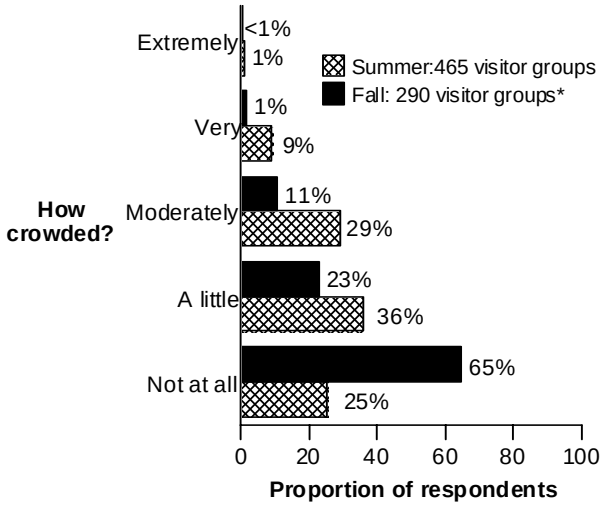


Figure 37: Crowding on trails

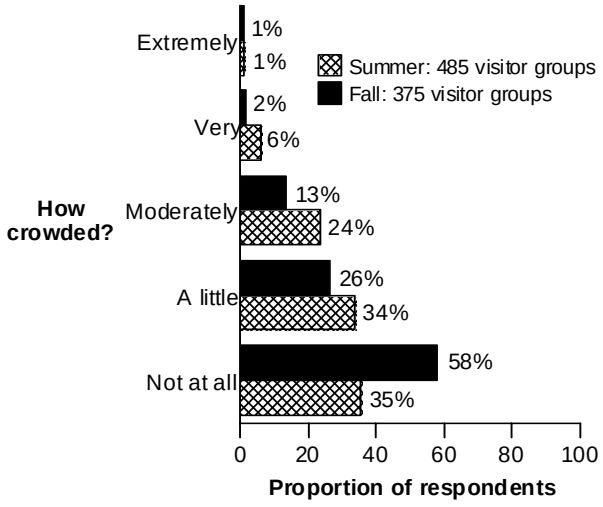


Figure 38: Crowding on scenic drive

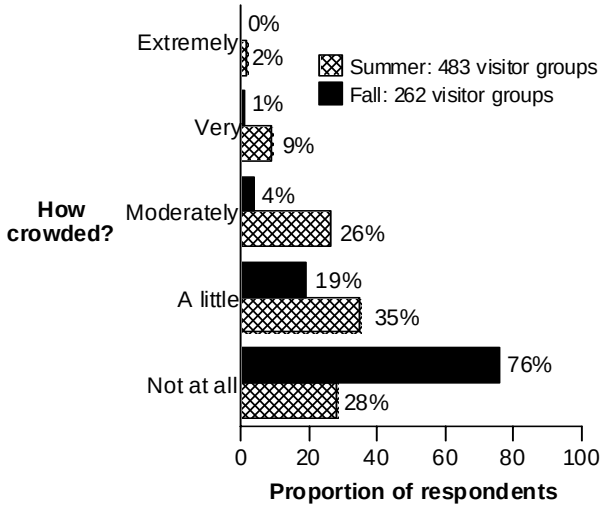


Figure 39: Crowding in visitor centers

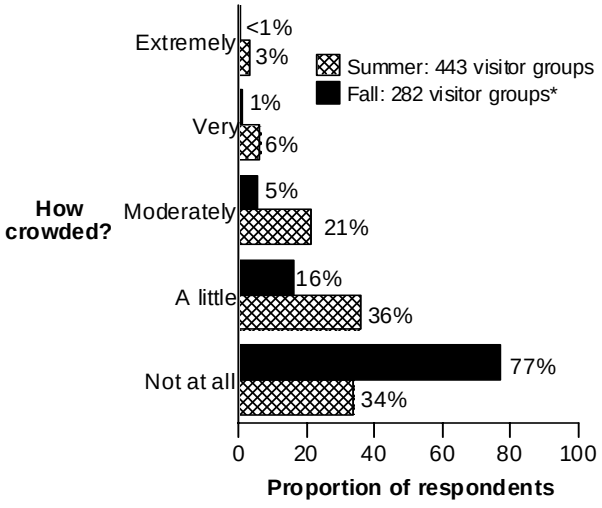


Figure 40: Crowding at entrance stations

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

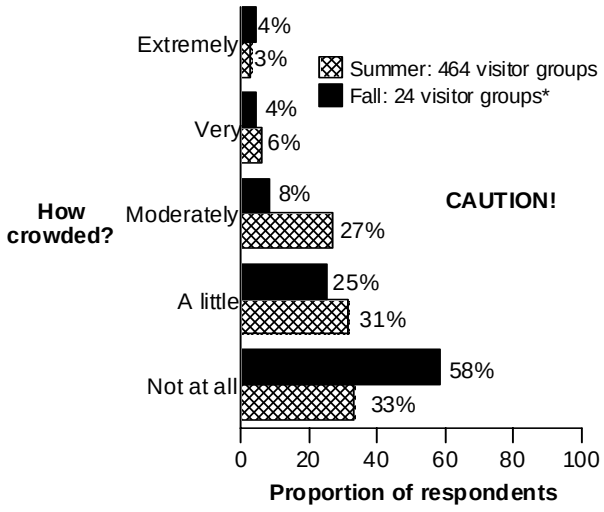


Figure 41: Crowding at shuttle bus stops

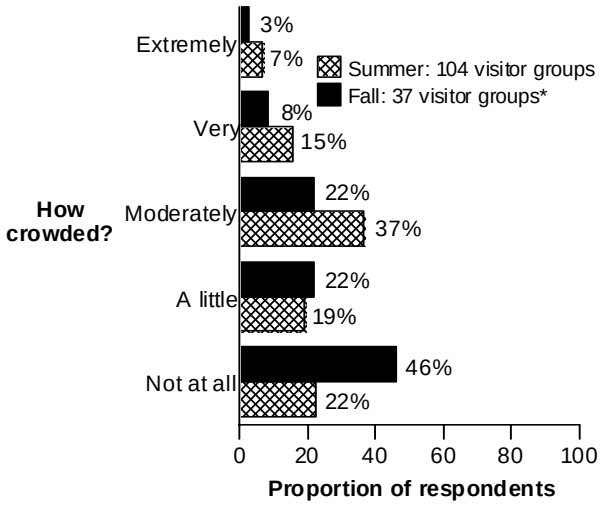


Figure 42: Crowding at campgrounds

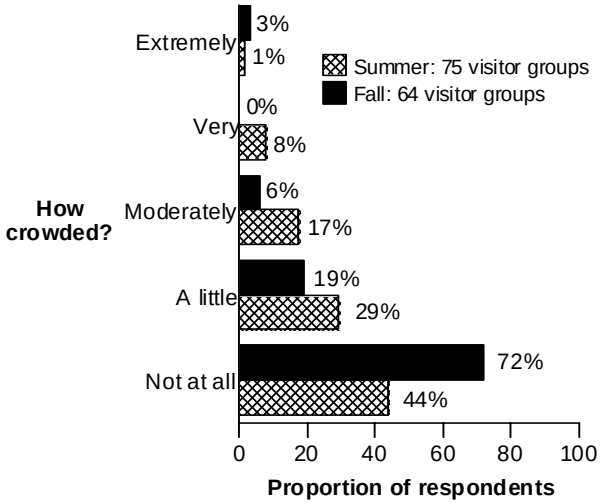


Figure 43: Crowding at picnic areas

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

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

Information services and facilities used

Question 13a

Please indicate all of the information services and facilities that you and your group used during this visit to Zion National Park.

Results

- As shown in Figure 44, the most used information services and facilities included:

  90% (summer) and 86% (fall) Park brochure/map
  62% (summer) and 52% (fall) Park newspaper
  54% (summer) and 43% (fall) Zion Canyon Visitor Center exhibits

- The least used services and facilities were:

  4% (summer) and 1% (fall) Junior Ranger program
  7% (summer) and 1% (fall) Ranger-led programs

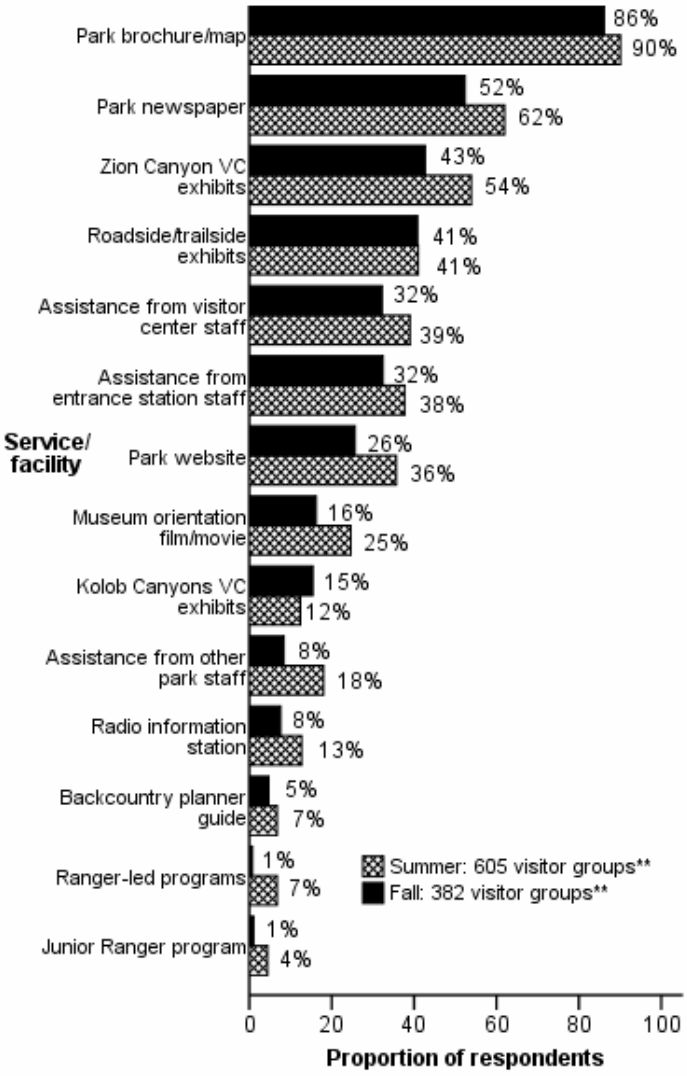


Figure 44: Information services and facilities used

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

Importance ratings of visitor services and facilities

Question 13b

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

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

Results

- Figure 45 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:

  82% (summer) and 74% (fall) Park brochure/map
  79% (summer) and 75% (fall) Assistance from visitor centers staff
  77% (summer) Backcountry planner guide
  73% (summer) and 72% (fall) Park website

- Figures 46 to 59 show the importance ratings for each service/facility.

- The services/facilities receiving the highest "not important" rating were:

  Summer:
  5% Backcountry planner guide
  5% Ranger-led program

  Fall:
  5% Museum orientation film/movie

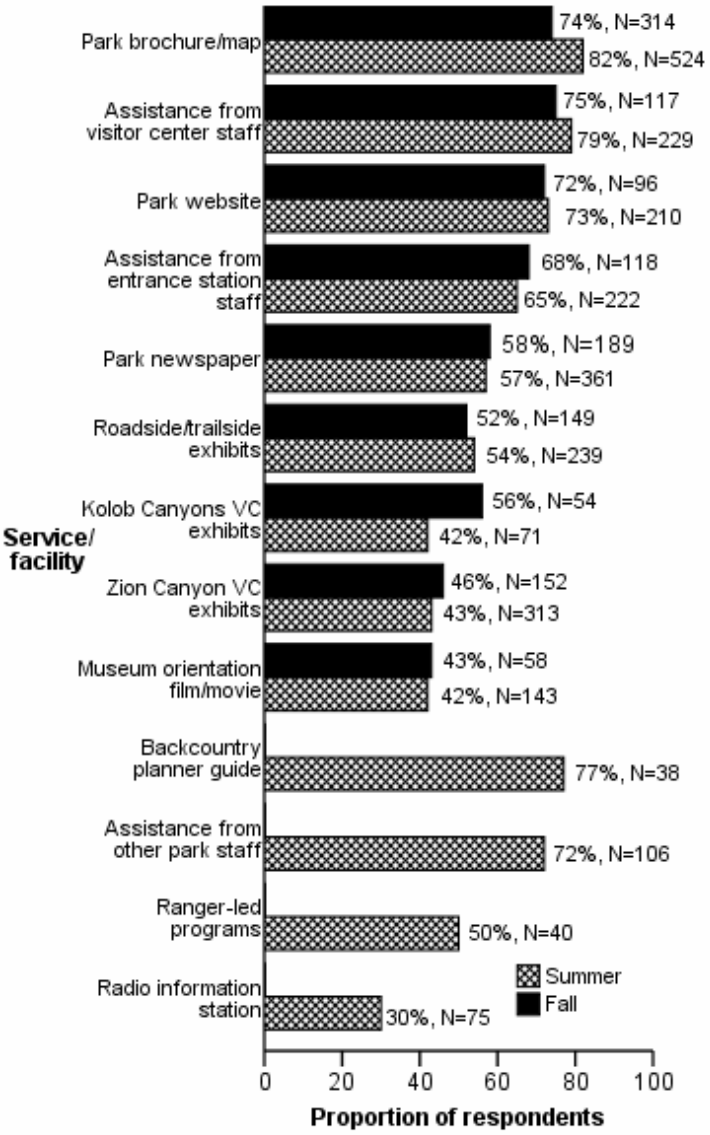


Figure 45: Combined proportions of "extremely important" and "very important" ratings for information services and facilities

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

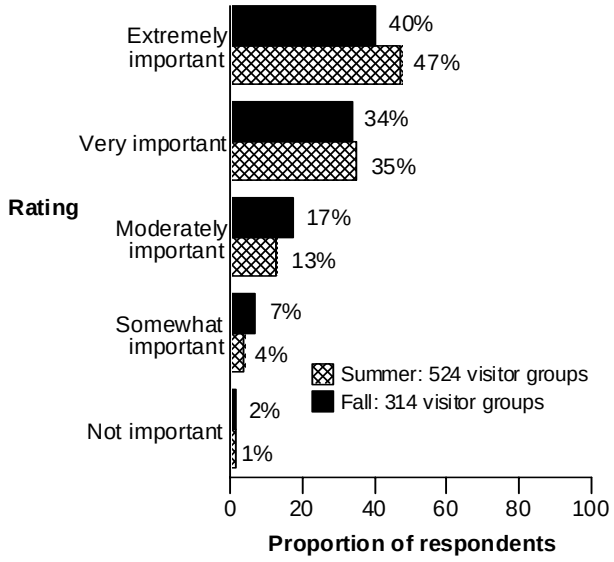


Figure 46: Importance of park brochure/map

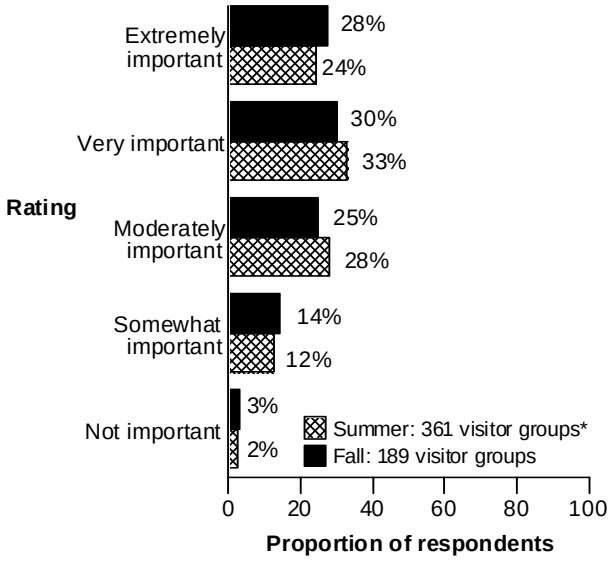


Figure 47: Importance of park newspaper

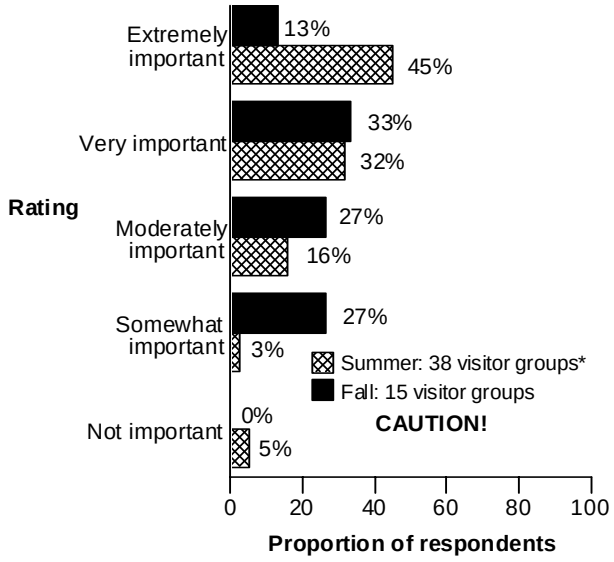


Figure 48: Importance of backcountry planner guide

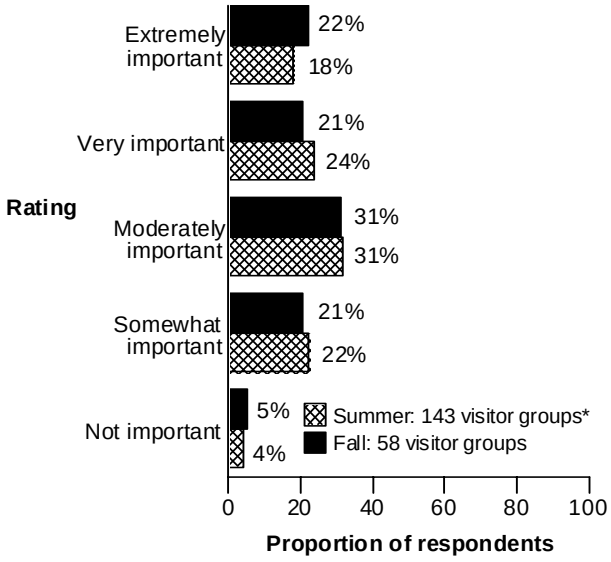


Figure 49: Importance of museum orientation film/movie

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

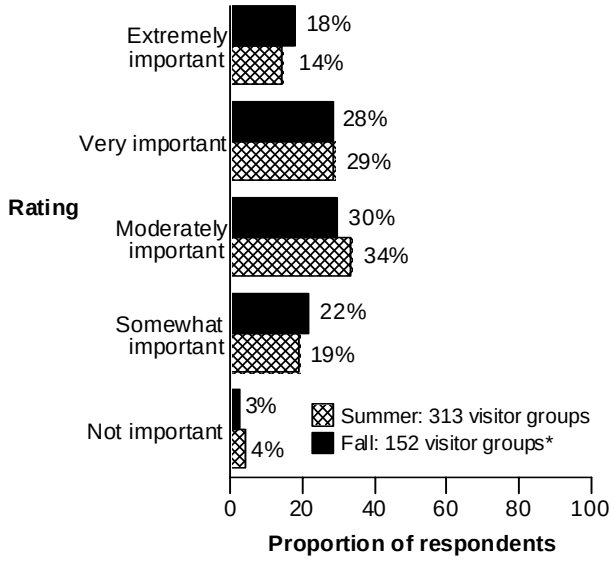


Figure 50: Importance of Zion Canyon Visitor Center exhibits

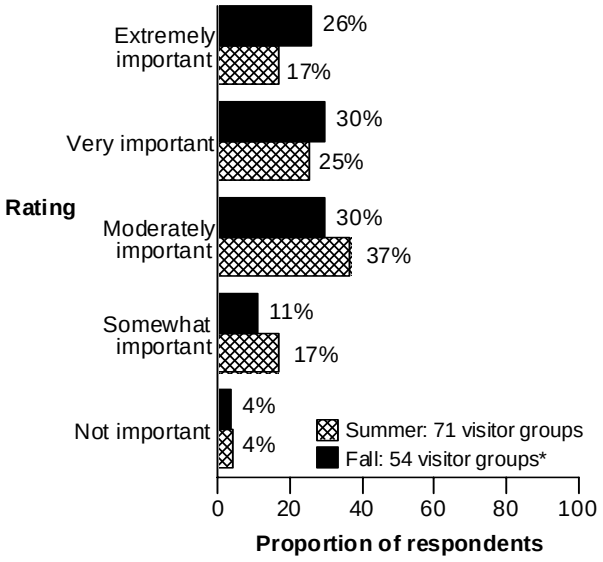


Figure 51: Importance of Kolob Canyons Visitor Center exhibits

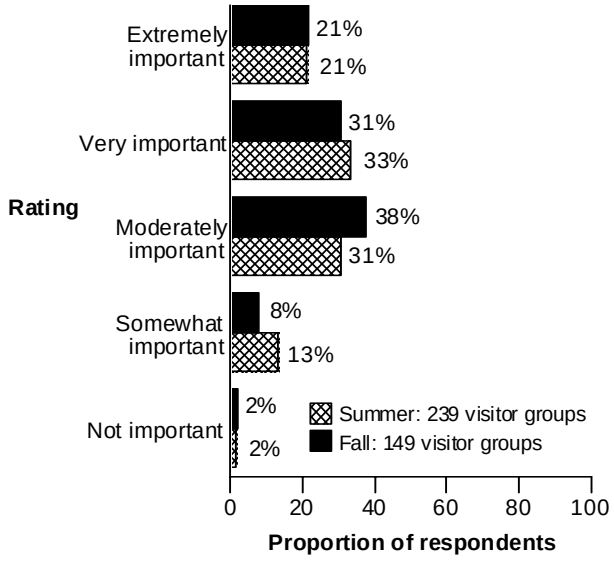


Figure 52: Importance of roadside/trailside exhibits

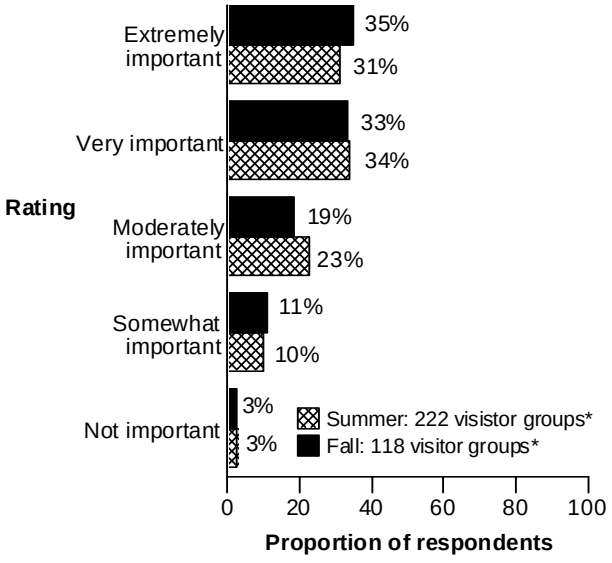


Figure 53: Importance of assistance from entrance station staff

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

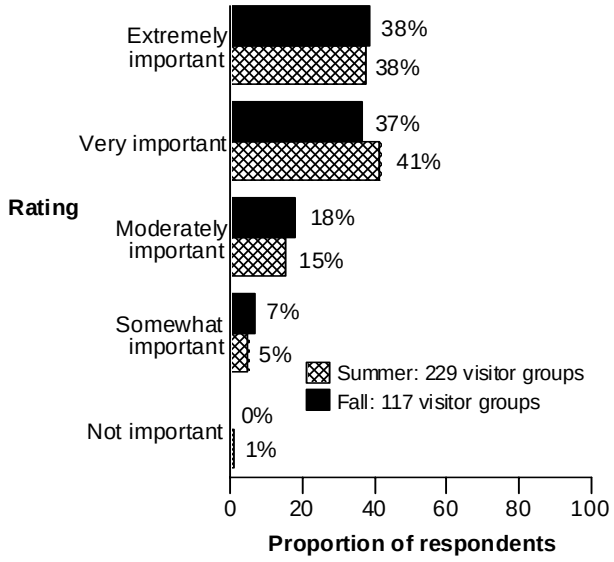


Figure 54: Importance of assistance from visitor center staff

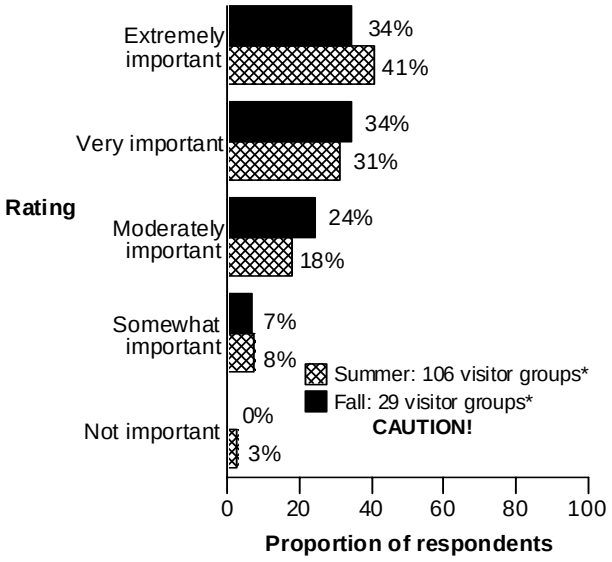


Figure 55: Importance of assistance from other park staff

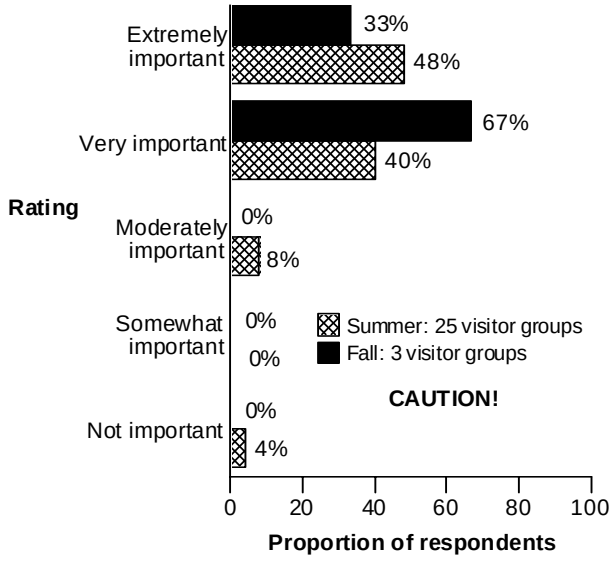


Figure 56: Importance of Junior Ranger program

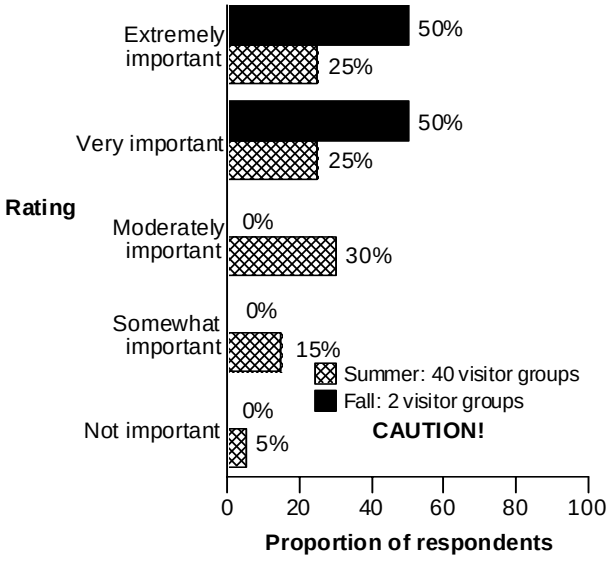


Figure 57: Importance of ranger-led programs

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

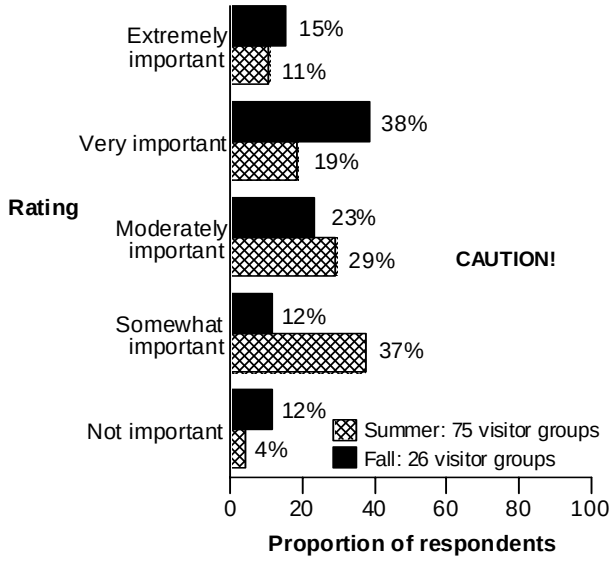


Figure 58: Importance of radio information station (1610 AM)

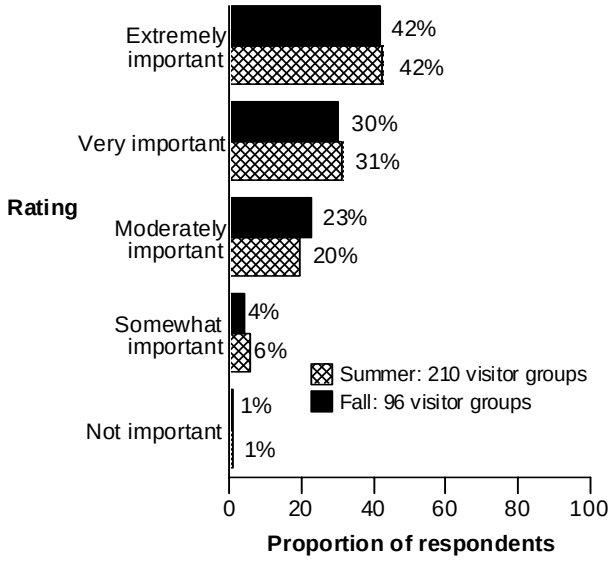


Figure 59: Importance of park website

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

Quality ratings of information services and facilities

Question 13c

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

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

Results

- Figure 60 shows the combined proportions of "very good" and "good" quality ratings for information services and facilities that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings were:

  92% (summer) 88% (fall) Park brochure/map
  91% (summer) Assistance from other park staff
  89% (summer) 90% (fall) Assistance from entrance station staff

- Figures 61 to 74 show the quality ratings for each service/facility.
- The services/facilities receiving the highest "very poor" quality ratings were:

  Summer: 13% Radio information station 1610AM

  Fall: 4% Museum orientation film/video

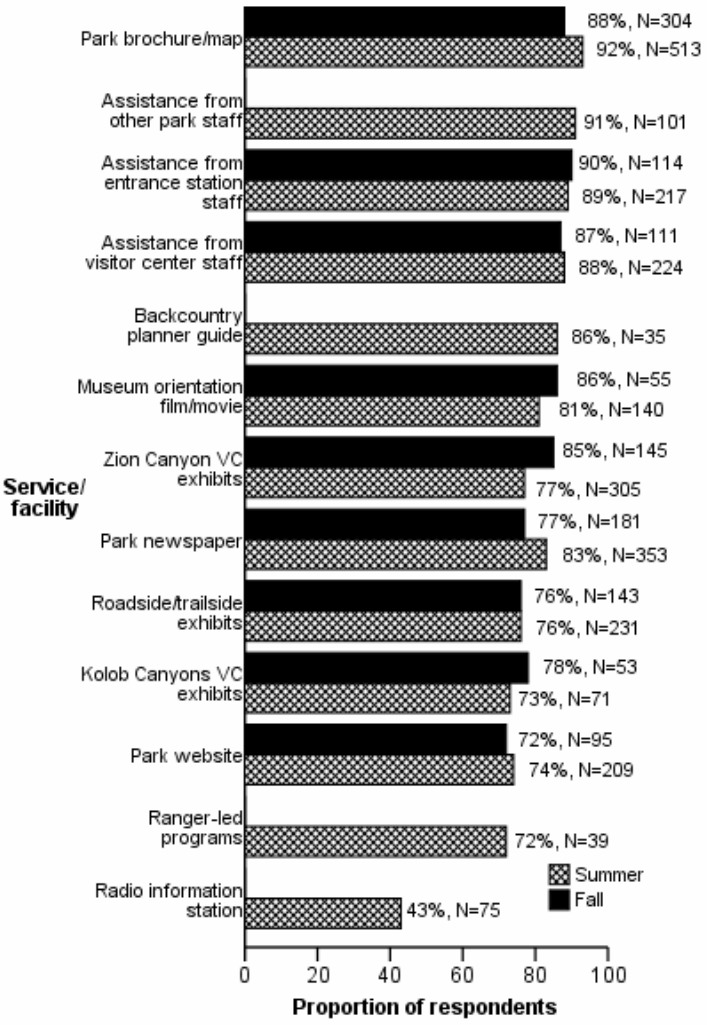


Figure 60: Combined proportions of "very good" and "good" quality ratings for information services and facilities

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

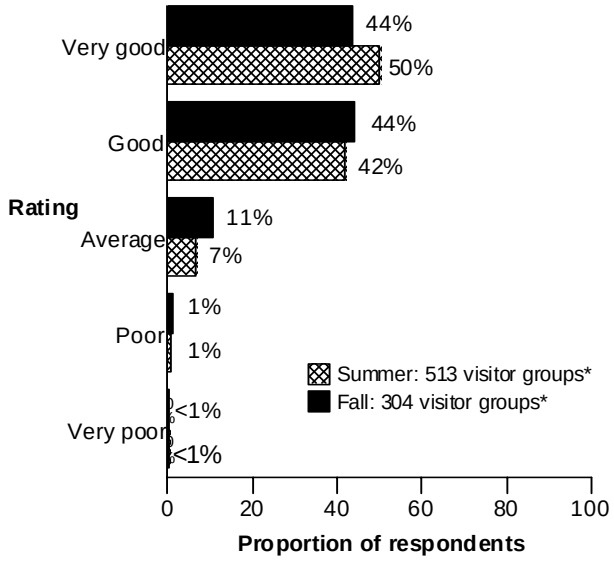


Figure 61: Quality of park brochure/map

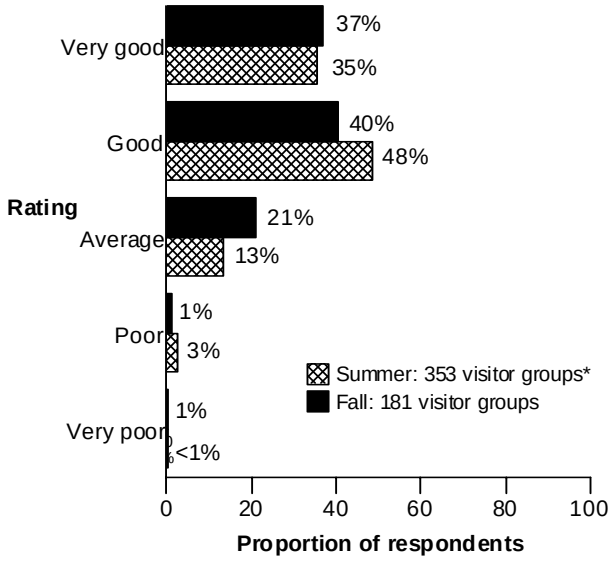


Figure 62: Quality of park newspaper

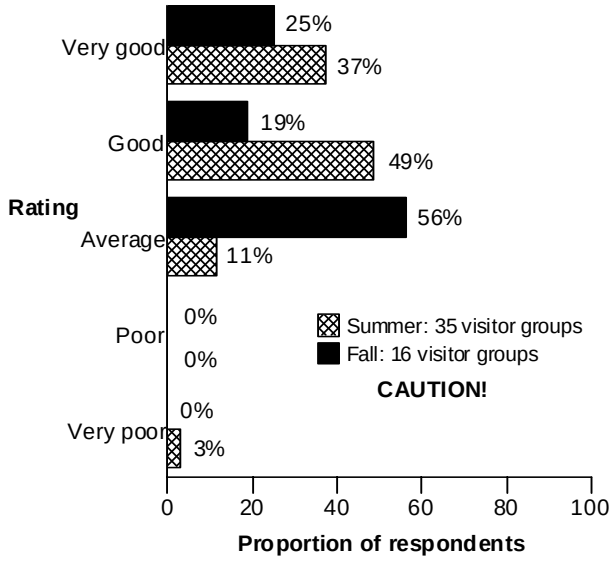


Figure 63: Quality of backcountry planner guide

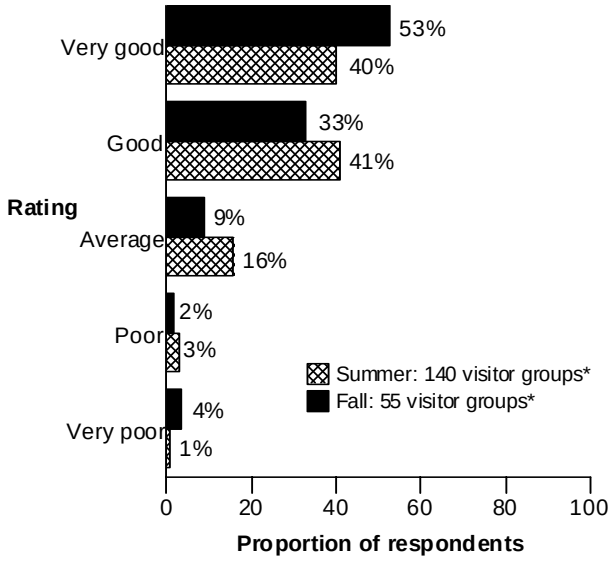


Figure 64: Quality of museum orientation film/movie

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

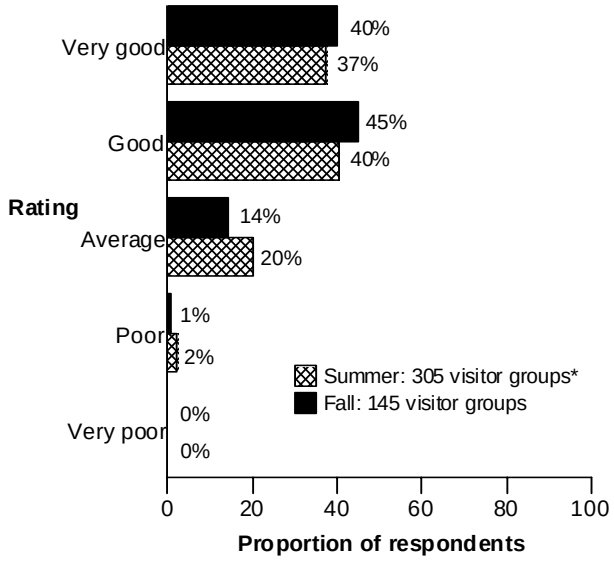


Figure 65: Quality of Zion Canyon Visitor Center exhibits

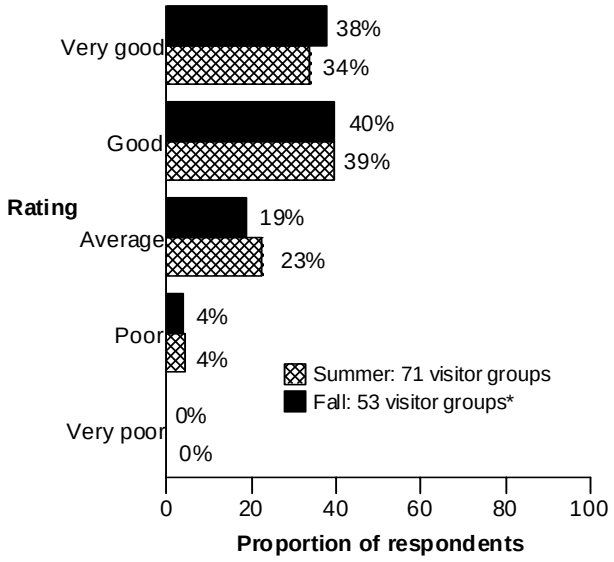


Figure 66: Quality of Kolob Canyons Visitor Center exhibits

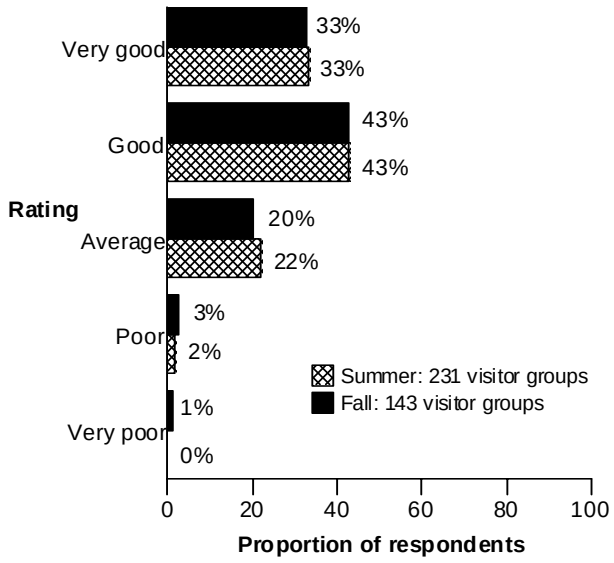


Figure 67: Quality of roadside/trailside exhibits

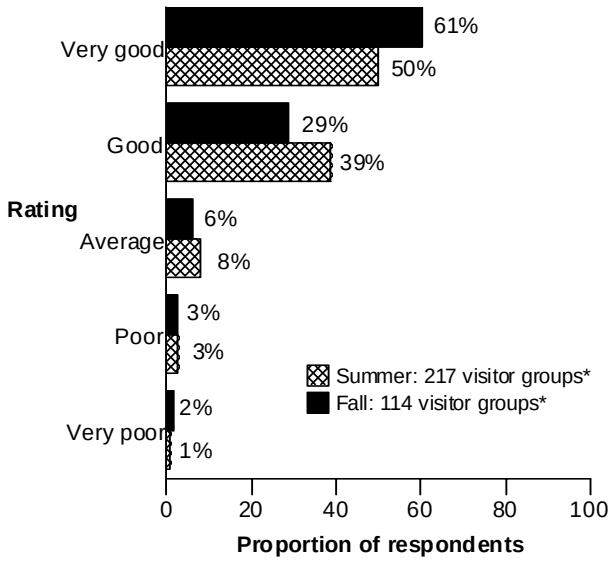


Figure 68: Quality of assistance from entrance station staff

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

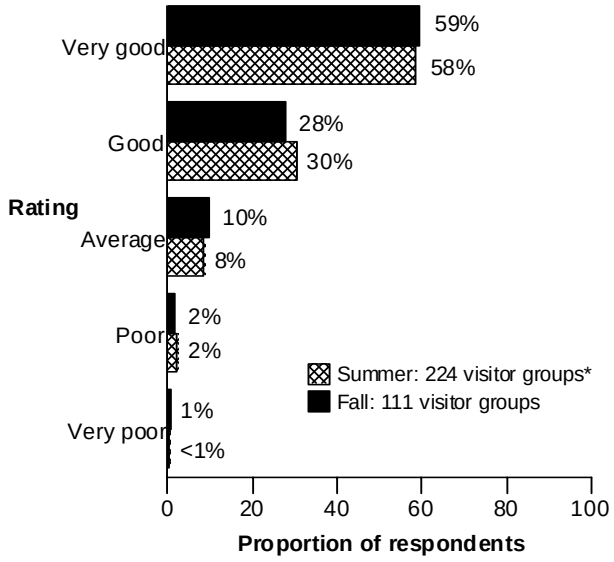


Figure 69: Quality of assistance from visitor center staff

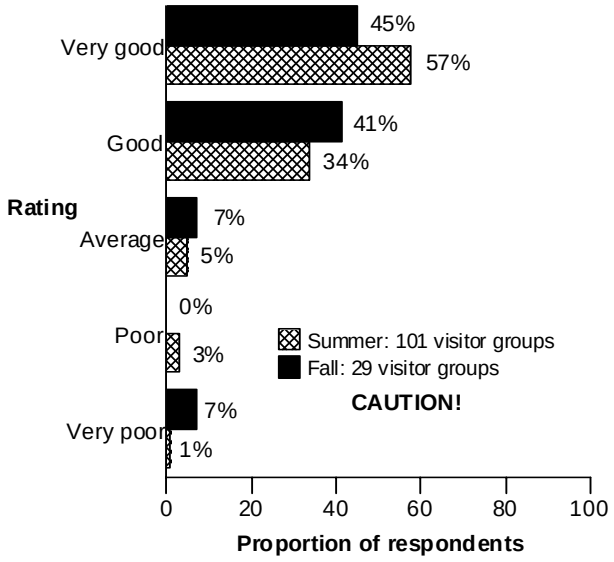


Figure 70: Quality of assistant from other park staff

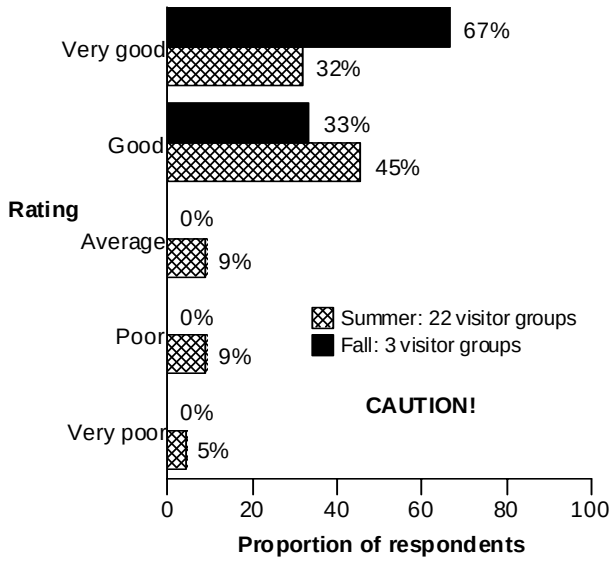


Figure 71: Quality of Junior Ranger program

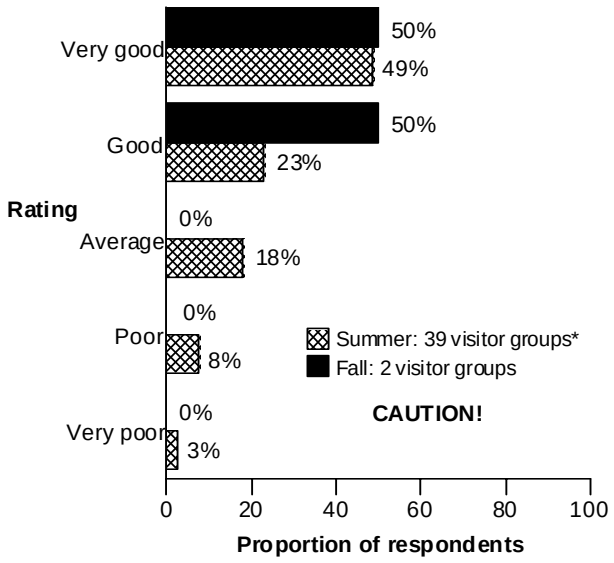


Figure 72: Quality of ranger-led programs/talks

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

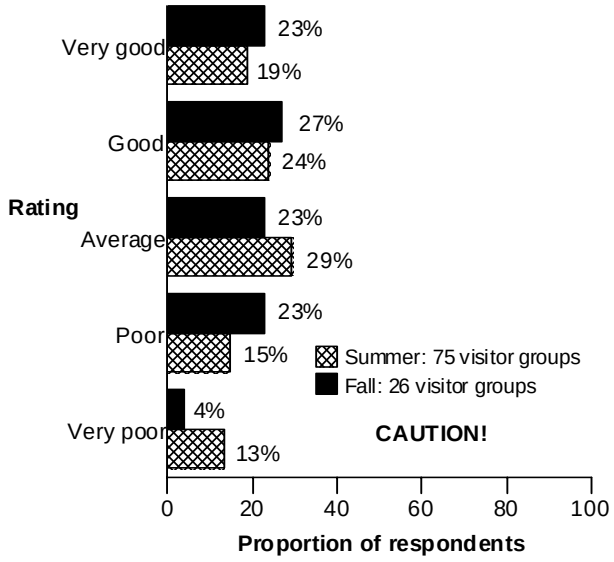


Figure 73: Quality of radio information station

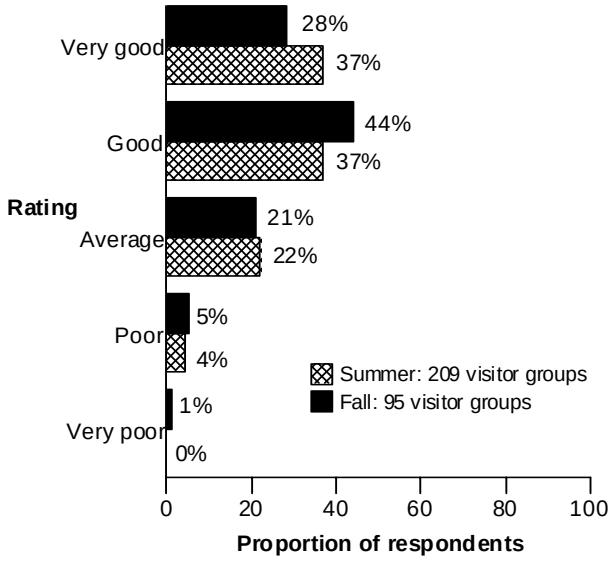


Figure 74: Quality of park website (used before or during visit)

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

Mean scores of importance and quality ratings

- Figures 75 and 76 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.
- Most information services and facilities were rated above average in importance and quality with one exception.
- Radio information station was rated below average on the importance scale.

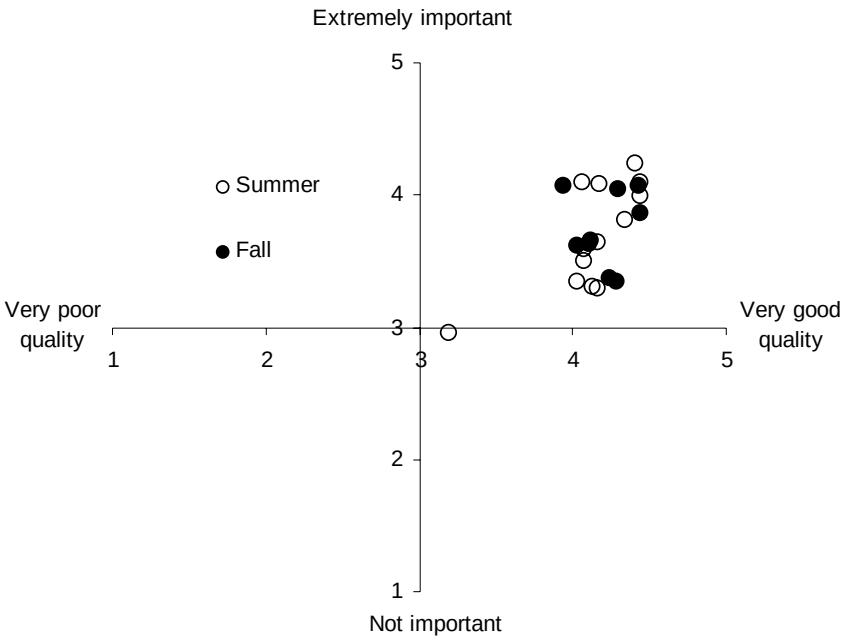


Figure 75: Mean scores of importance and quality ratings for information services and facilities

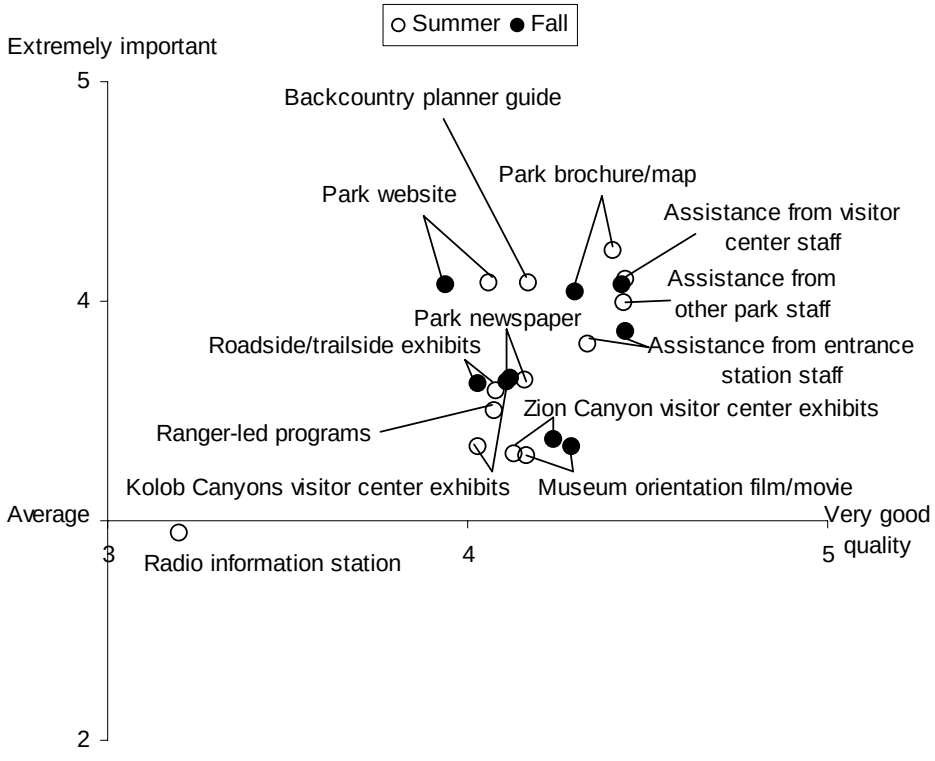


Figure 76: Detail of Figure 75

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

Junior Ranger programs

Question 13d

If your group did not participate in the Junior Ranger program, please indicate the reason.

Results

- 57% of summer visitor groups and 80% of fall visitor groups did not have any children in their groups (see Figure 77)

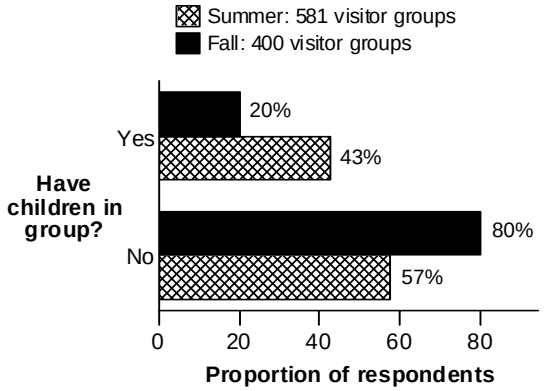


Figure 77: Visitor groups with children

- As shown in Figure 78, among visitor groups who visited Zion National Park with children, the most common reasons for not participate in Junior Ranger program included

  62% (summer) and 44% (fall) Lack of time
  29% (summer) and 30% (fall) Did not know about the existence of the program

- "Other" reasons included:

  Summer (12%)
  The limit for age was too high (6 years old)
  Program unavailable in other language than English
  Bad weather
  In a tour group, children activities were not scheduled

  Fall (19%)
  Children were too young for the program
  Just passing through
  In a wedding group, not applicable activity

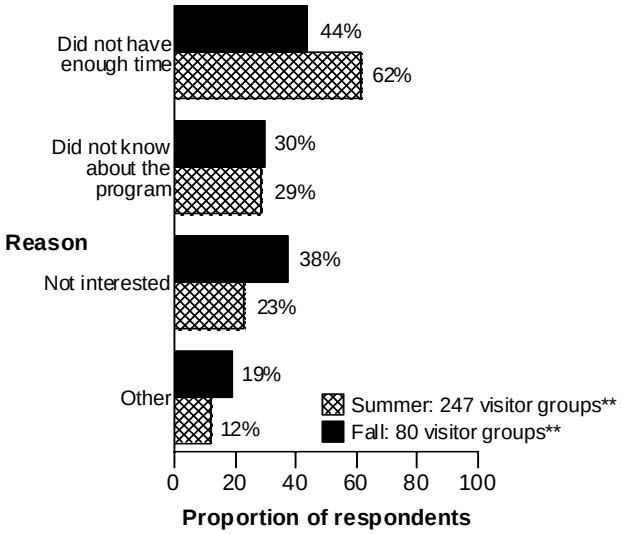


Figure 78: Reasons for not participating in Junior Ranger program among visitor groups with children

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

Visitor services and facilities used

Question 14a

Please indicate all of the visitor services and facilities that you and your group used during this visit to Zion National Park.

Results

- As shown in Figure 79, the most used visitor services and facilities included:

  88% (summer) and 84% (fall) Restrooms
  75% (summer) and 71% (fall) Trails
  56% (summer) and 68% (fall) Scenic pullouts/overlooks

- The least used services and facilities were:

  2% (summer) and <1% (fall) Horseback riding
  2% (both summer and fall) Access for persons with disabilities

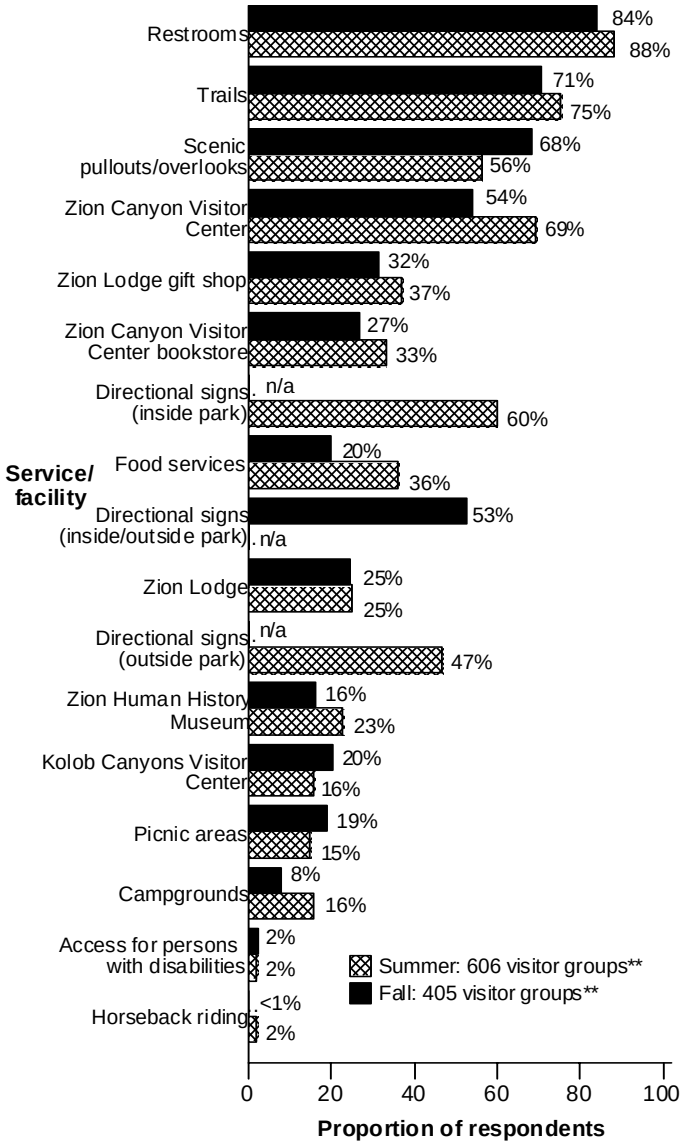


Figure 79: Visitor services and facilities used

*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 14b

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

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

Results

- Figure 80 shows the combined proportions of "extremely important" and "very important" ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of "extremely important" and "very important" ratings were:

  95% (both summer and fall) Trails
  94% (summer) and 91% (fall) Restrooms
  95% (summer) and 74% (fall) Campgrounds

- Figures 81 to 97 show the importance ratings for each service/facility.
- The service/facility receiving the highest "not important" rating was:

  Summer: 6% Zion Lodge gift shop
  Fall: 8% Zion Lodge gift shop

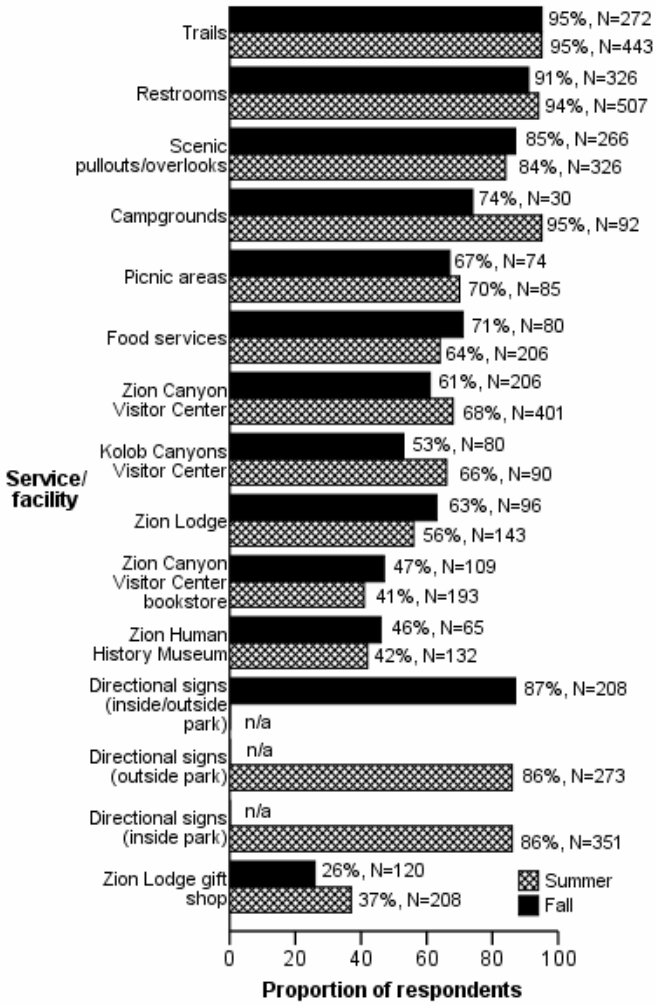


Figure 80: Combined proportions of "extremely important" and "very important" ratings for visitor services and facilities

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

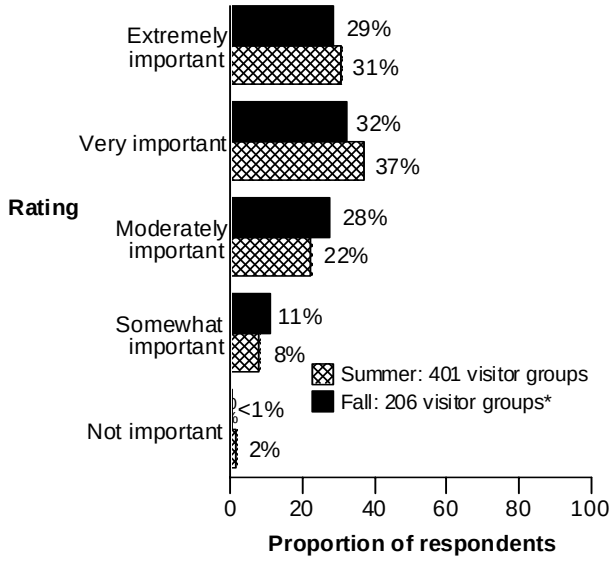


Figure 81: Importance of Zion Canyon Visitor Center

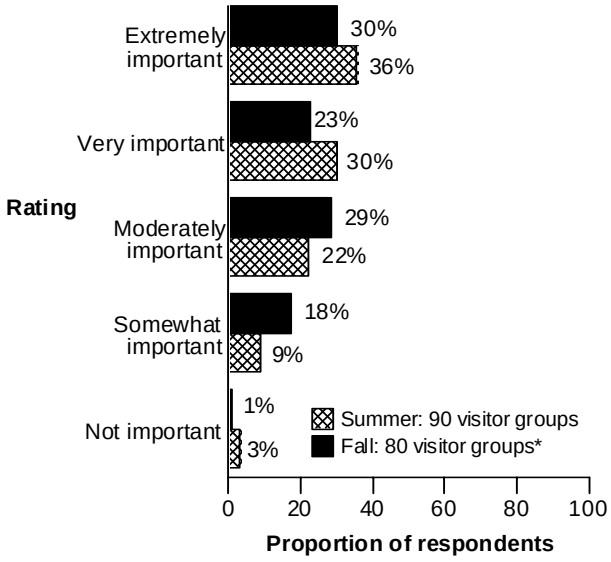


Figure 82: Importance of Kolob Canyons Visitor Center

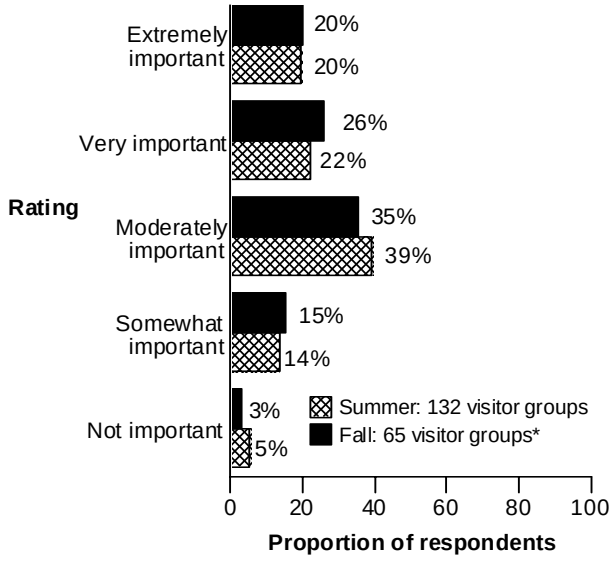


Figure 83: Importance of Zion Human History Museum

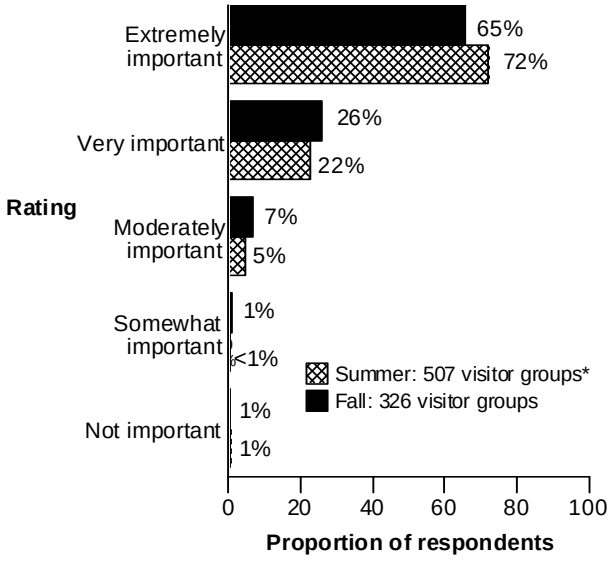


Figure 84: Importance of restrooms

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

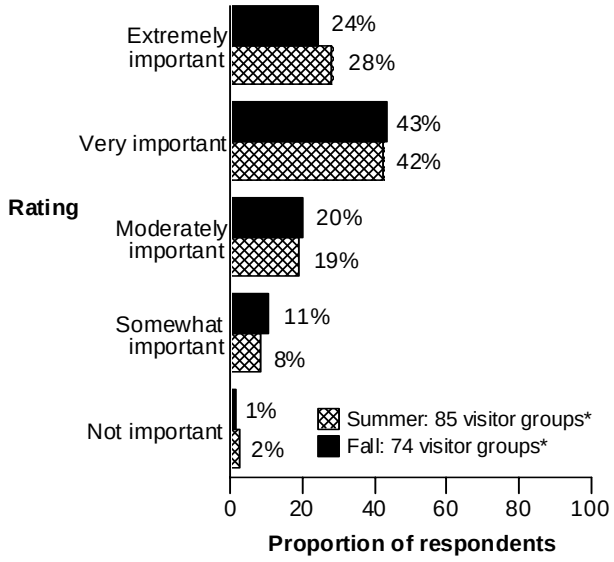


Figure 85: Importance of picnic areas

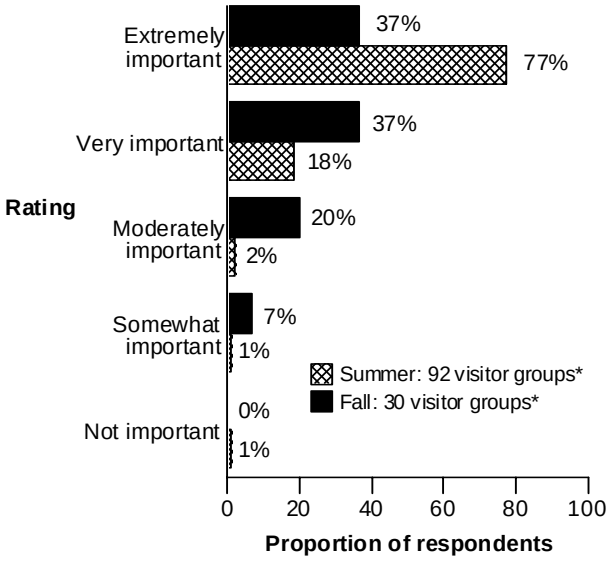


Figure 86: Importance of campgrounds

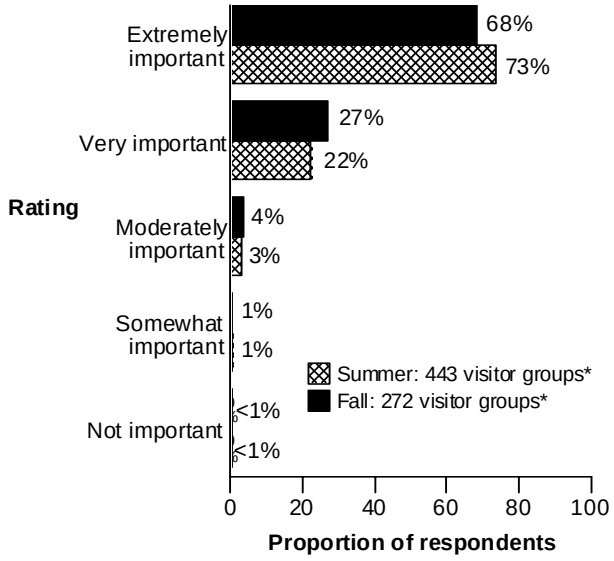


Figure 87: Importance of trails

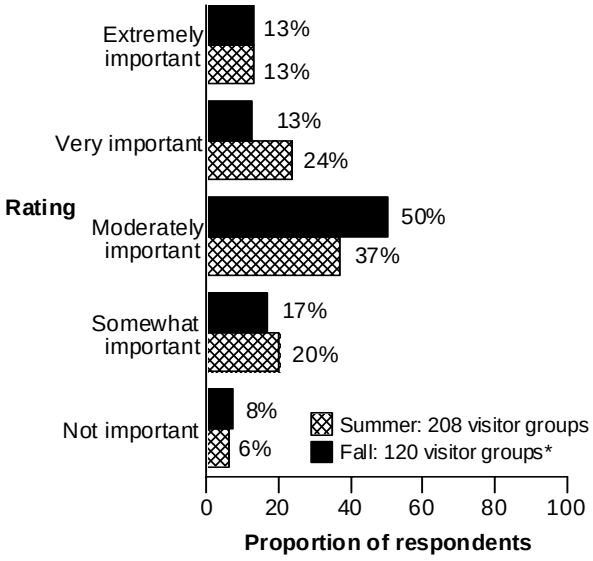


Figure 88: Importance of Zion Lodge gift shop

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

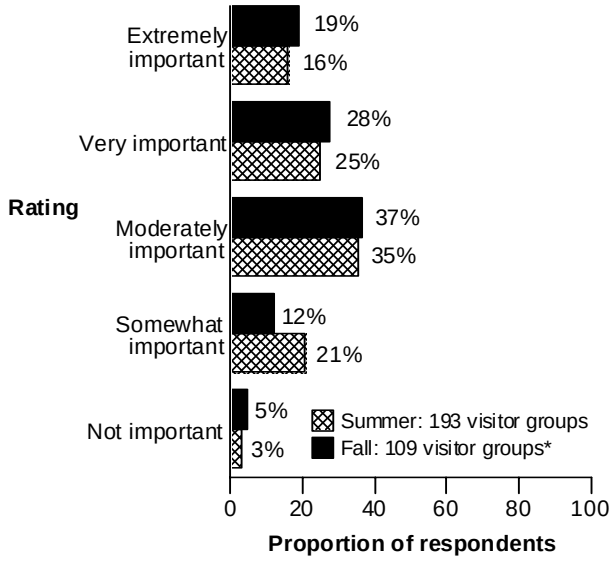


Figure 89: Importance of Zion Canyon Visitor Center bookstore

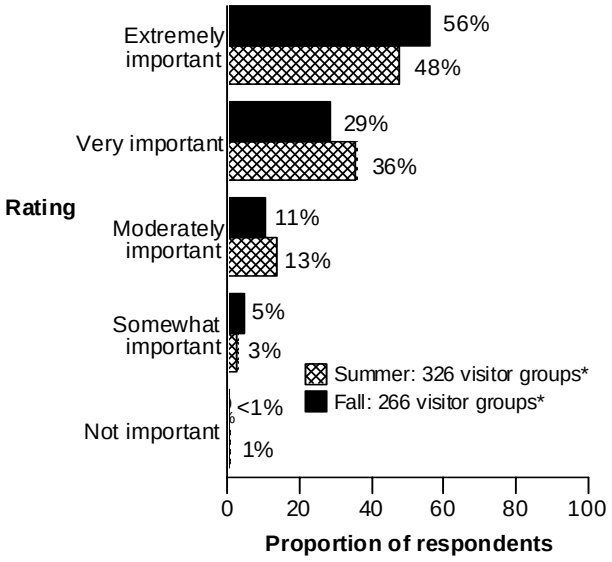


Figure 90: Importance of scenic pullouts/ overlooks

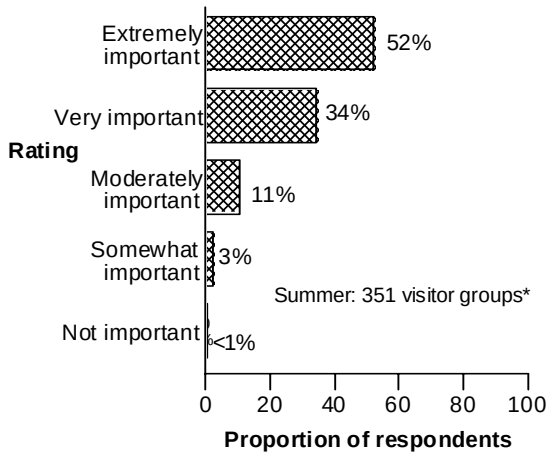


Figure 91: Importance of directional signs – inside park (summer survey only)

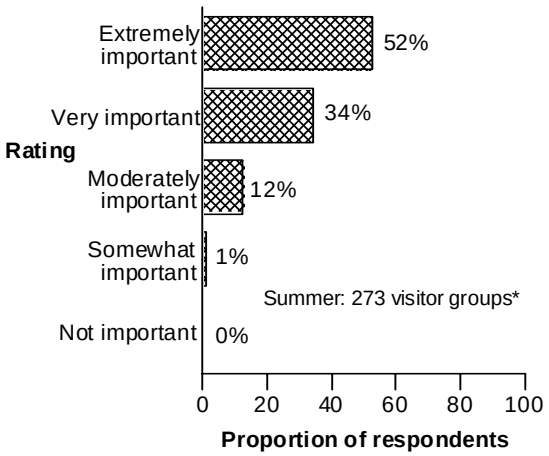


Figure 92: Importance of directional signs – outside park (summer survey only)

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

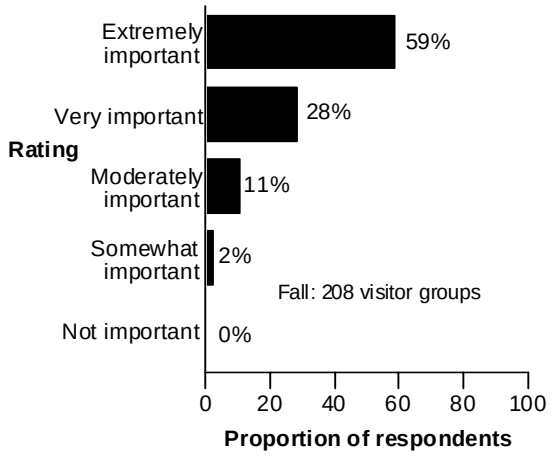


Figure 93: Importance of directional signs inside and outside park (fall survey only)

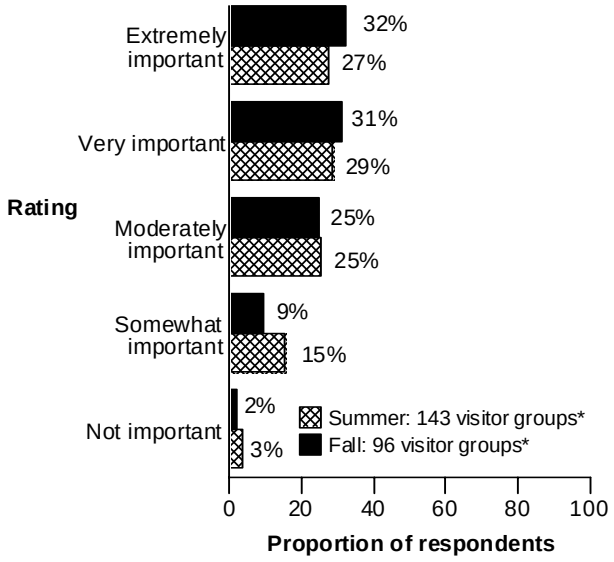


Figure 94: Importance of Zion Lodge

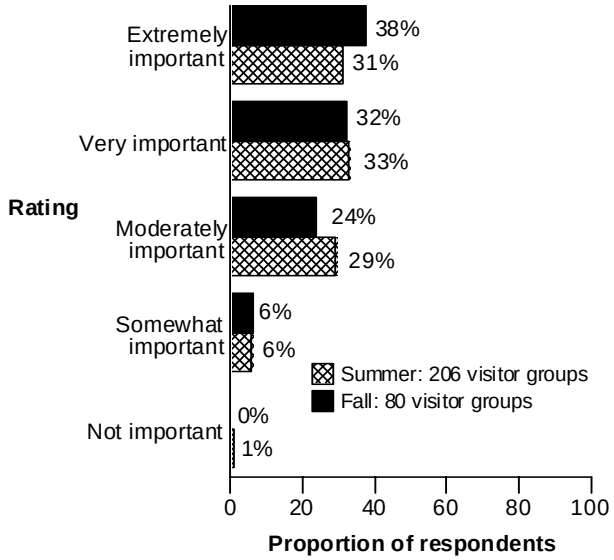


Figure 95: Importance of food services

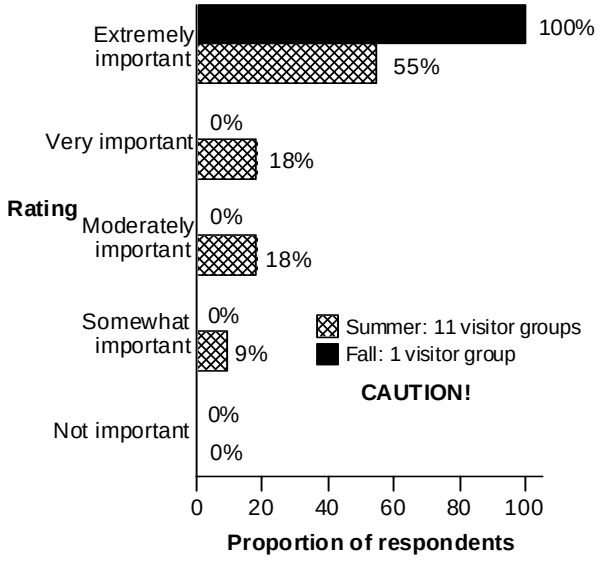


Figure 96: Importance of horse back riding

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

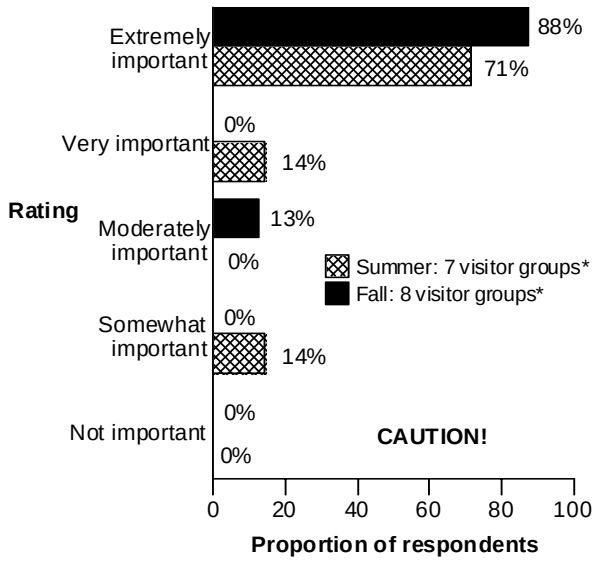


Figure 97: Importance of access for people with disabilities

*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 14c

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

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

Results

- Figure 98 shows the combined proportions of "very good" and "good" quality ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of "very good" and "good" quality ratings were:

  94% (summer) and 93% (fall) Trails
  92% (summer) and 89% (fall) Scenic pullouts/overlooks
  90% (both summer and fall surveys) Zion Canyon Visitor Center

- Figures 99 to 115 show the quality ratings for each service/facility.
- The services/facilities receiving the highest "very poor" quality ratings were:

  Summer: 4% Campgrounds

  Fall: 6% Food services

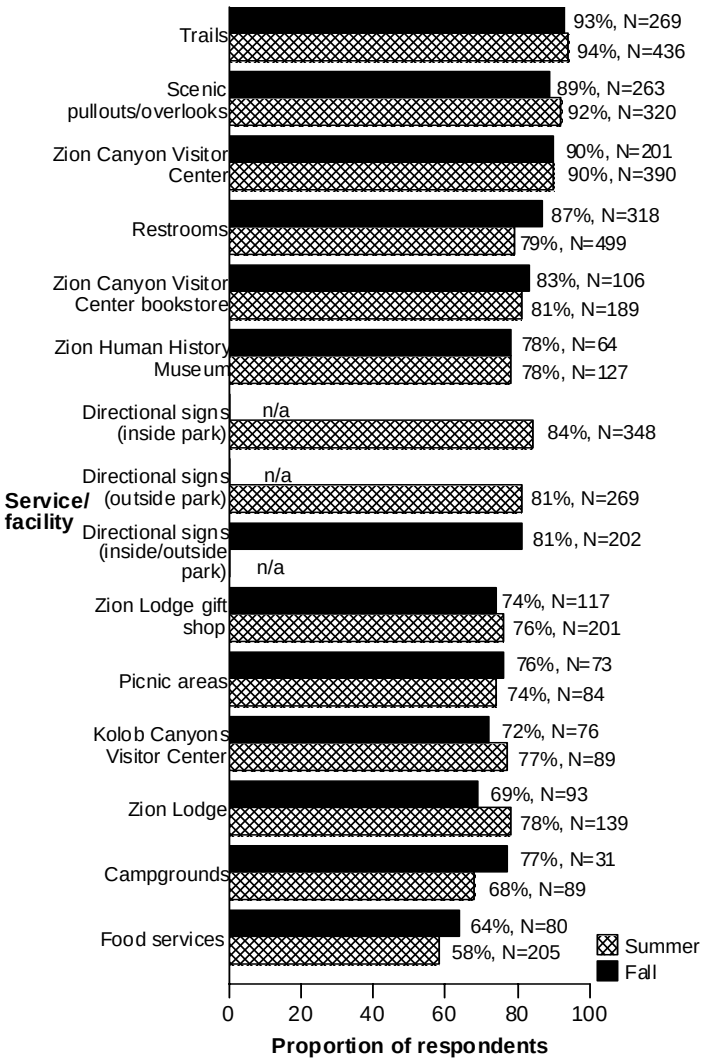


Figure 98: Combined proportions of "very good" and "good" quality ratings for visitor services and facilities

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

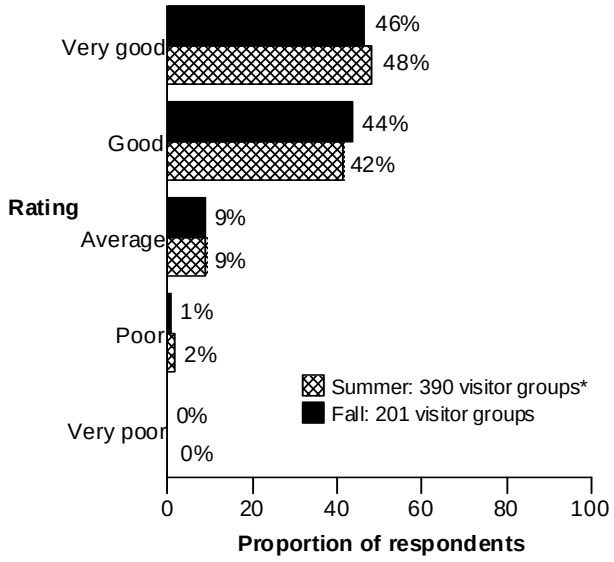


Figure 99: Quality of Zion Canyon Visitor Center

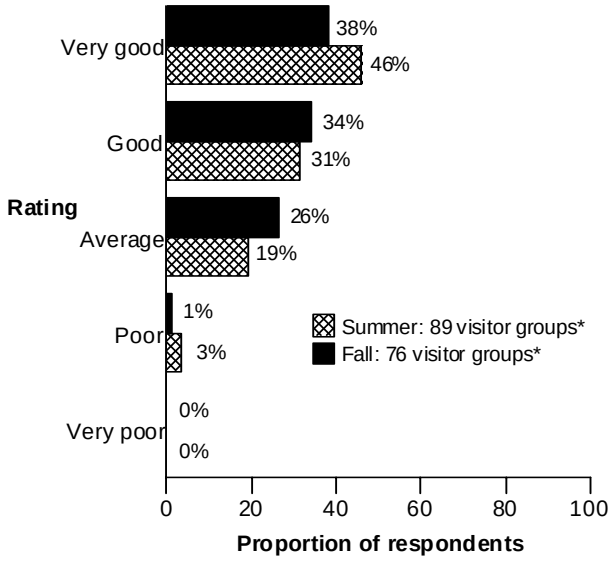


Figure 100: Quality of Kolob Canyons Visitor Center

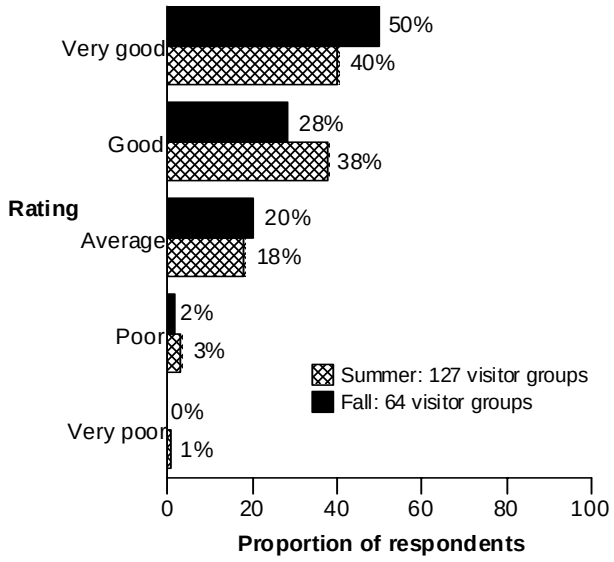


Figure 101: Quality of Zion Human History Museum

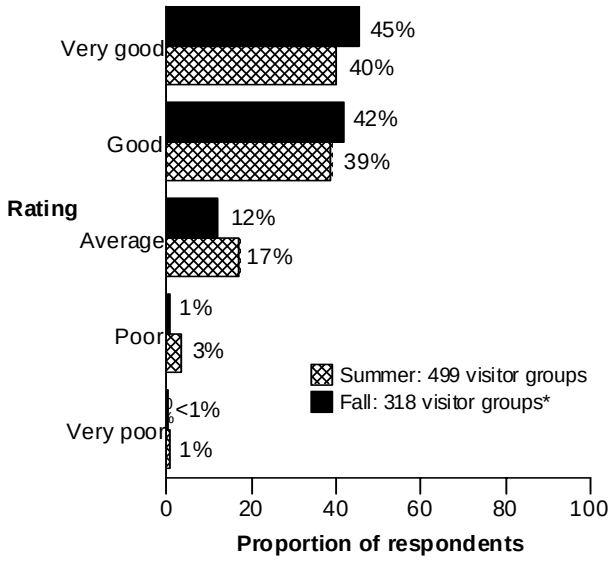


Figure 102: Quality of restrooms

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

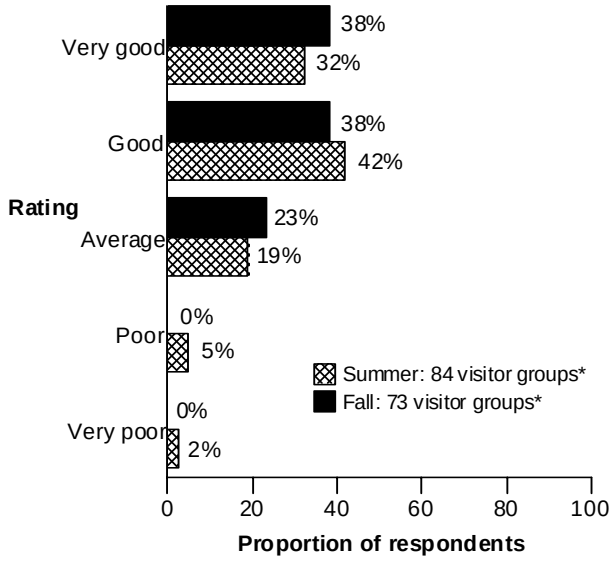


Figure 103: Quality of picnic areas

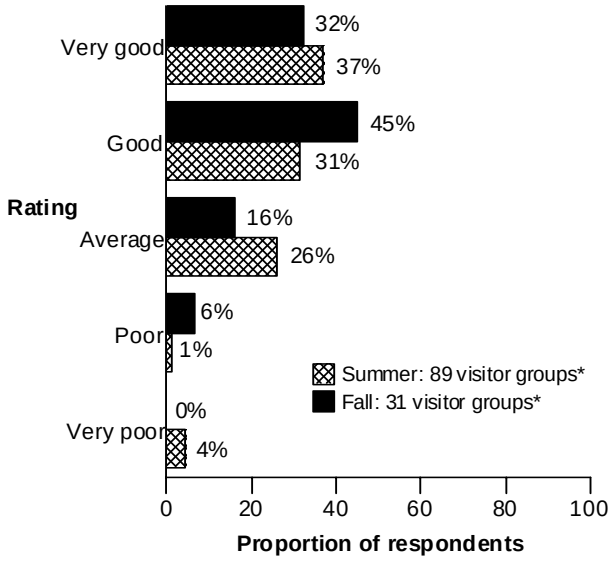


Figure 104: Quality of campgrounds

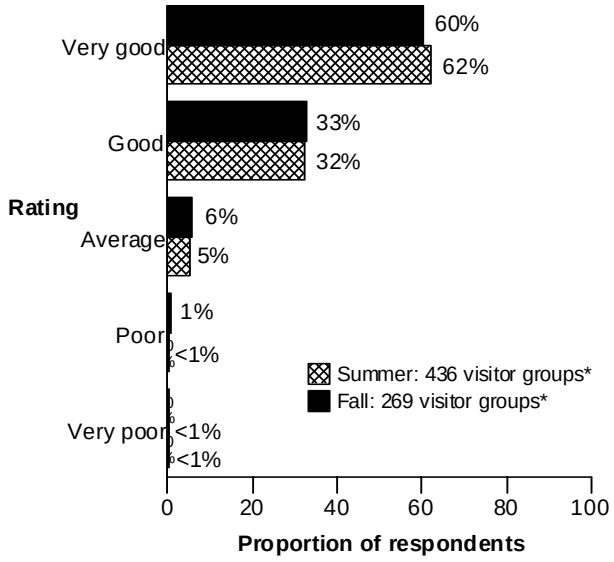


Figure 105: Quality of trails

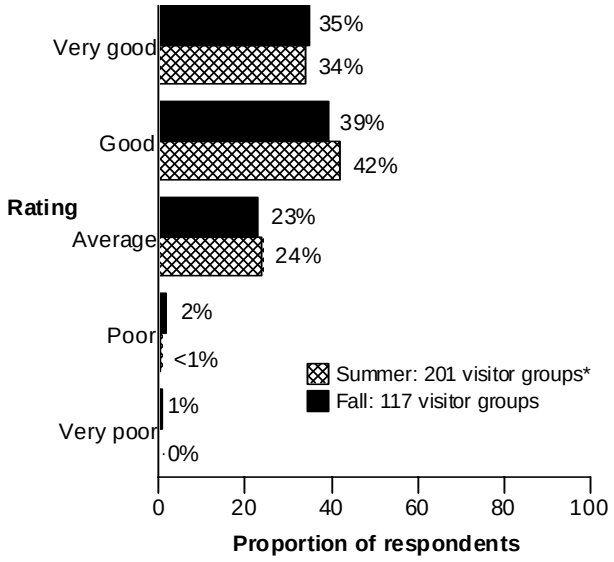


Figure 106: Quality of Zion Lodge gift shop

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

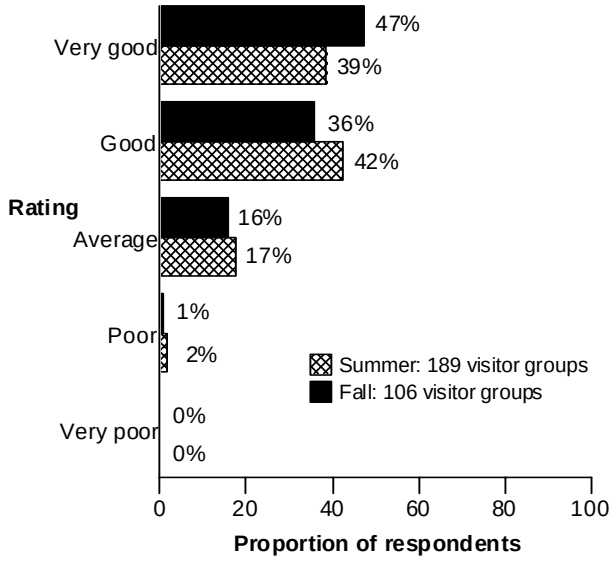


Figure 107: Quality of Zion Canyon Visitor Center bookstore

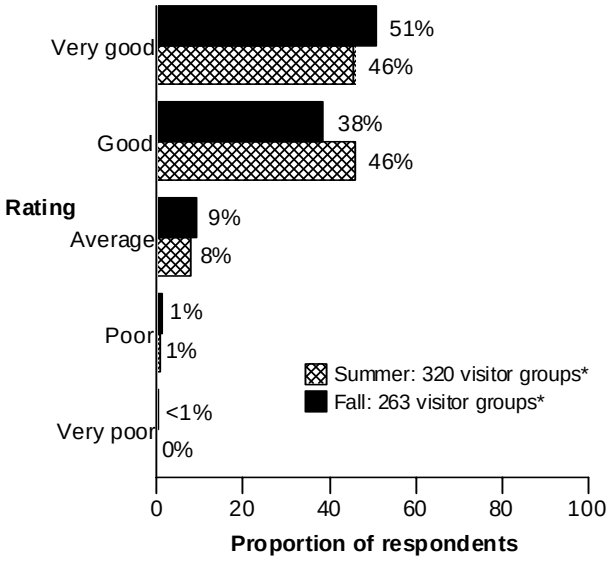


Figure 108: Quality of scenic pullouts/overlooks

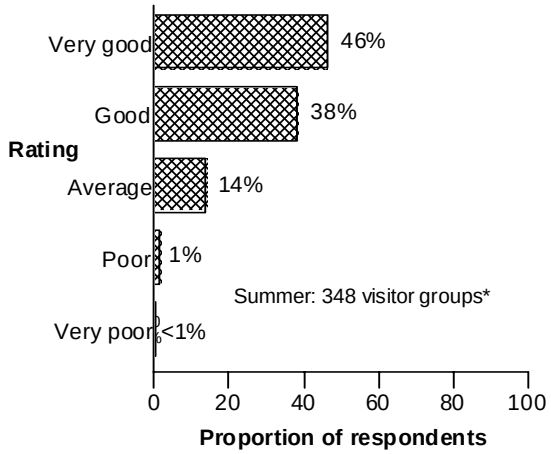


Figure 109: Quality of directional signs – inside park (summer survey only)

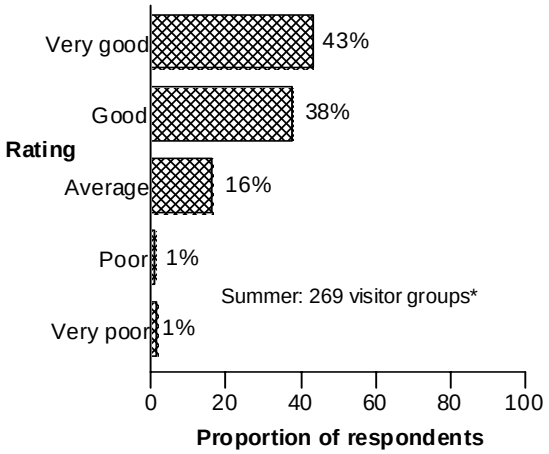


Figure 110: Quality of directional signs – outside park (summer survey only)

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

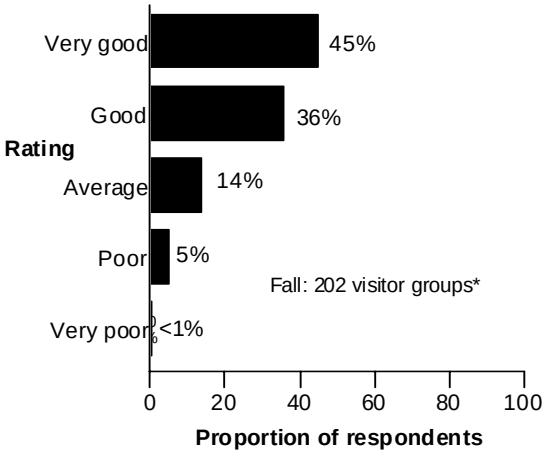


Figure 111: Quality of directional signs – inside and outside the park (fall survey only)

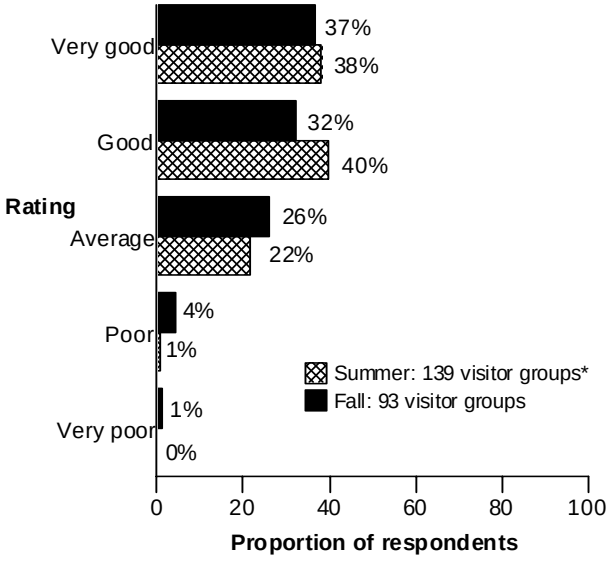


Figure 112: Quality of Zion Lodge

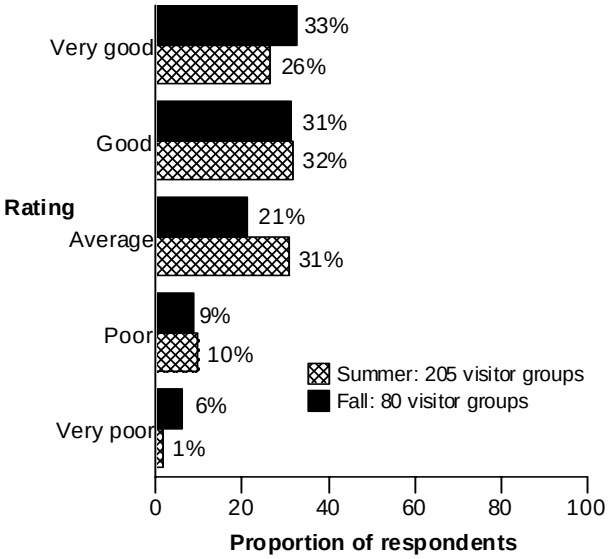


Figure 113: Quality of food services

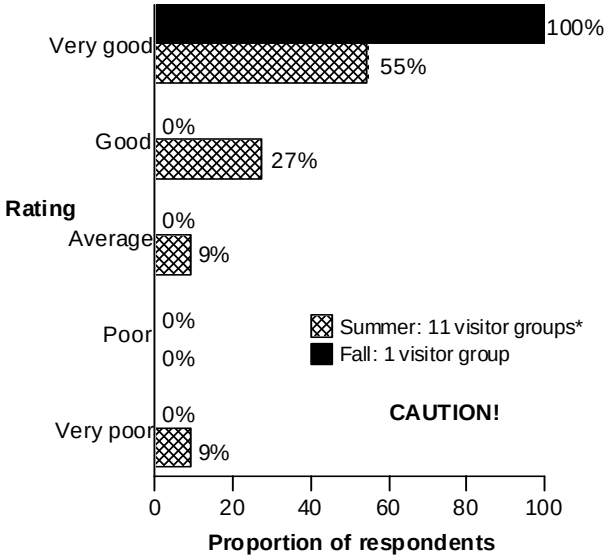


Figure 114: Quality of horse back riding

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

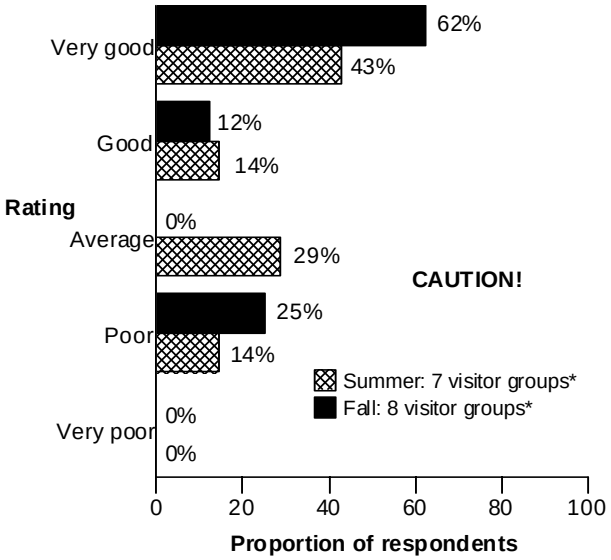


Figure 115: Quality of access for persons with disabilities

*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 and facilities

- Figures 116 and 117 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities were rated above average in importance and quality.

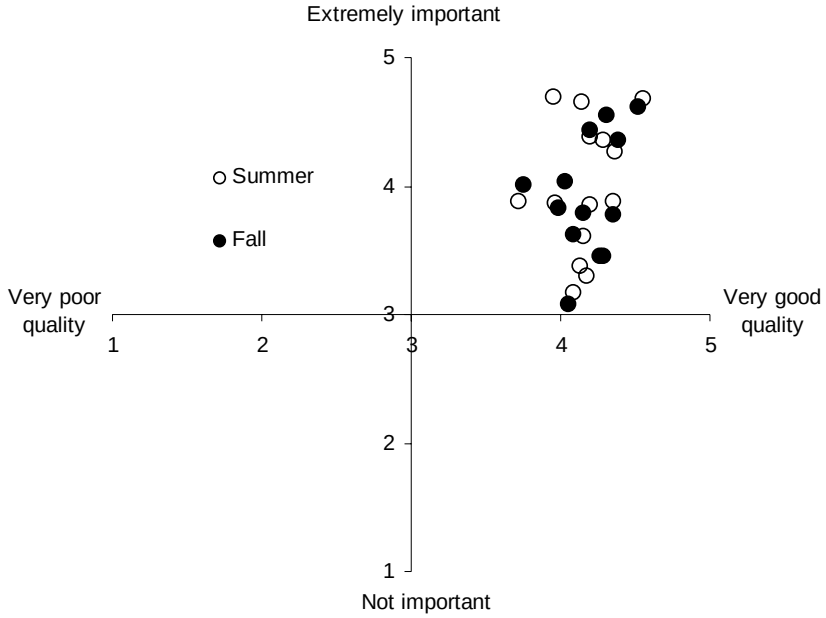


Figure 116: Mean scores of importance and quality ratings for visitor services and facilities

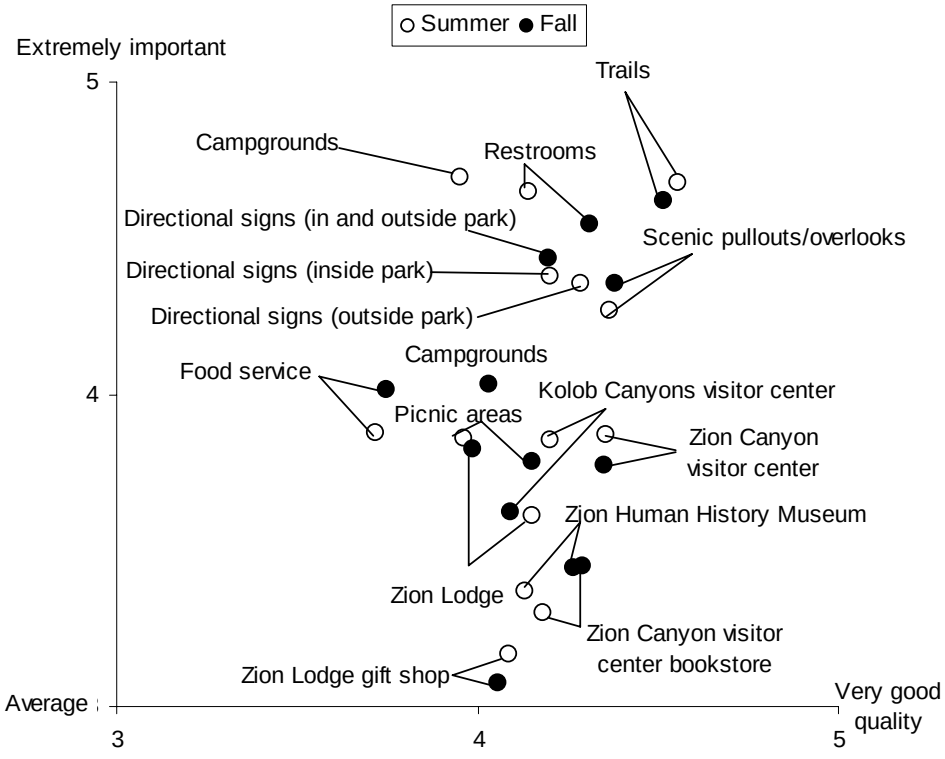


Figure 117: Detail of Figure 116

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

Value for fees paid

Question 12a

Currently, the entrance fee to Zion National Park is $20/7 days per vehicle or $10/7 days per pedestrian/bike, but not to exceed $20 per family. In your opinion, how appropriate is the fee amount?

Results

- 86% of summer visitor groups and 78% of fall visitor groups rated the current entrance fee as "about right" (see Figure 118).

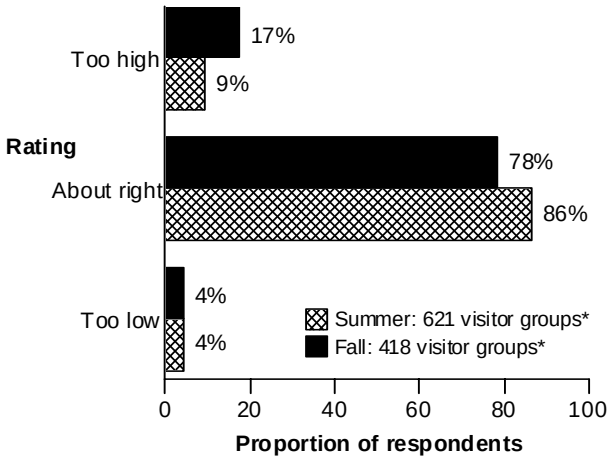


Figure 118: Appropriateness of entrance fee paid

Question 12b

How would you and your group rate the value for the entrance fee you paid?

Results

- As shown in Figure 119, the value for fee paid were rated as "very good" or good" by 79% of visitor groups in both summer and fall surveys.

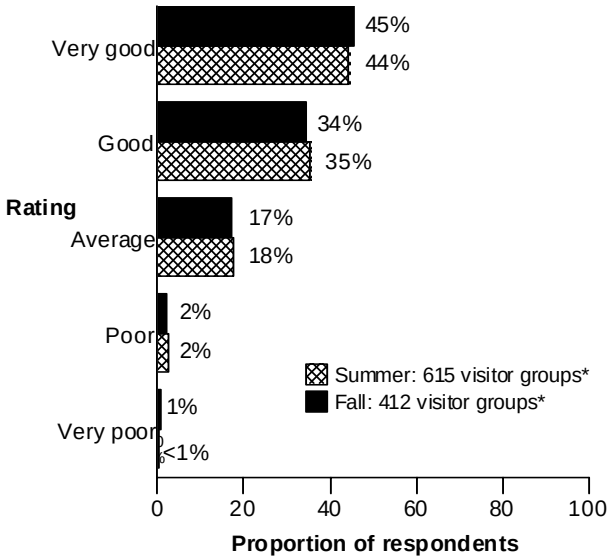


Figure 119: Value for entrance fee paid

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

Shuttle bus system

Use of shuttle bus system

Question 15a (summer survey only)

Currently, Zion National Park provides a shuttle bus system to transport visitors along the Zion Canyon Scenic Drive from April to October. On this visit did you and your group use the shuttle bus system?

Results

- 81% of summer visitor groups used the shuttle bus system in summer (see Figure 120).

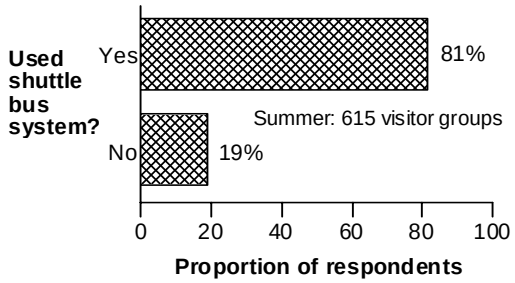


Figure 120: Visitor groups who used the shuttle system on this visit

Question 15a (fall survey only)

On past visits, did you or your group ride the shuttle bus in Zion National Park?

Results

- 29% of fall visitor groups have used shuttle bus system on past visits (see Figure 121).
- 46% visited the park for the first time and had not use the shuttle bus system in the past.

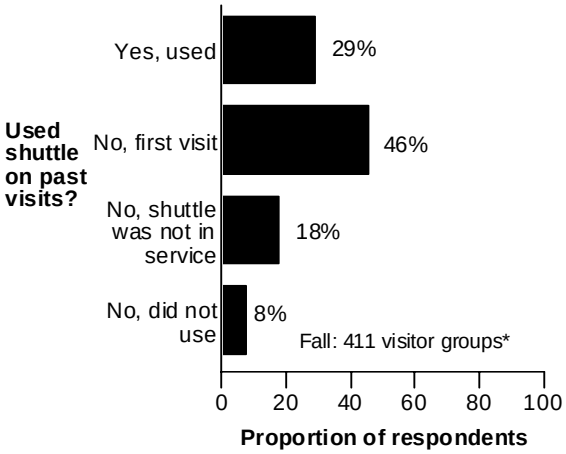


Figure 121: Visitor groups who used the shuttle system on past visits

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

Parking

Question 15b (summer survey only)
If Yes, where did you park your vehicle before boarding the shuttle bus?

Results

- 47% of summer visitor groups parked at Zion Canyon Visitor Center before boarding the shuttle bus (see Figure 122).
- "Other" parking locations (20%) included:
  - Campground
  - Zion Lodge
  - Canyon Junction
  - Came with a tour company, didn't have to park

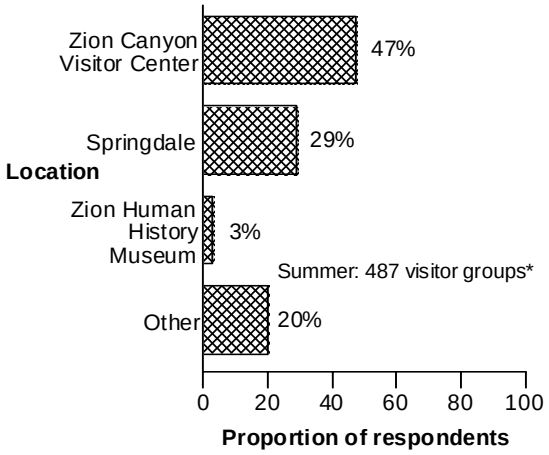


Figure 122: Parking location before boarding shuttle bus

Question 15c (summer survey only)
Why did you choose to park at the above location?

Results

- 44% of summer visitor groups wanted to park at a specific location that they selected (see Figure 123).
- "Other" reasons (21%) included:
  - Staying in park campgrounds
  - Staying at Zion Lodge
  - Any first parking spot available
  - Had a large vehicle
  - Save time
  - Went to see movie at Imax theater
  - Came with a tour company, didn't bring private vehicles

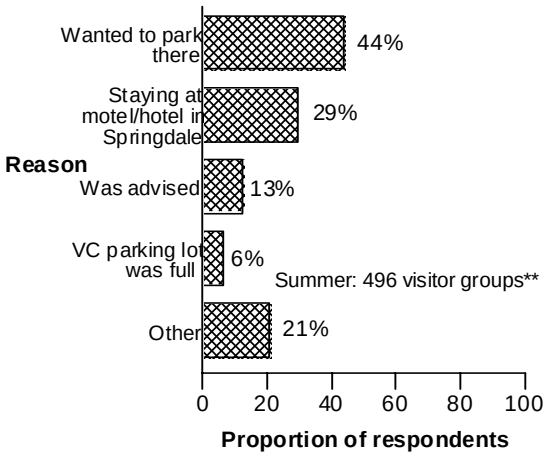


Figure 123: Reasons for selecting parking locations

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

Number of times boarding the bus

Question 15d (summer survey only)
On this visit how many times did you and your group use the shuttle bus to commute between shuttle stops? (Use of the shuttle bus is counted from the time you board the bus at one shuttle stop to the time you get off at another shuttle stop).

Results

- 32% of summer visitor groups used the shuttle bus 3 or 4 times (see Figure 127).
- On average visitor groups used the shuttle bus 5.56 times during this visit to the park.

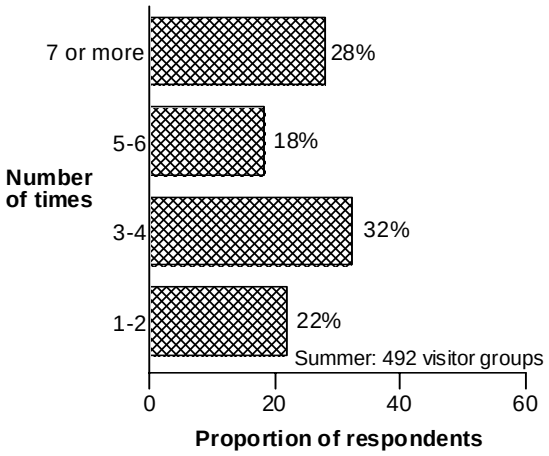


Figure 124: Number of times visitor groups used shuttle bus during this visit

Quality of shuttle bus

Question 15e (summer survey only)
Please rate the quality of the shuttle bus system (visitors rated 4 components of shuttle system).

Results

- Figure 125 shows the combined "very good" and "good" ratings of shuttle bus features.
- The feature rated with the highest combined proportions of "very good" and "good" quality rating was
  96% shuttle bus schedule.
- Figures 126 to 129 show summer visitor groups' quality ratings of each shuttle bus feature.
- The features received the highest "very poor" rating were:

  1% Shuttle bus driver
  1% Shuttle bus vehicle

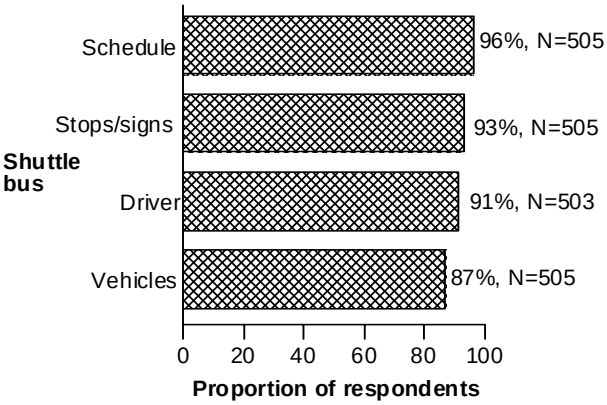


Figure 125: Combined "very good" and "good" quality ratings of the shuttle bus system

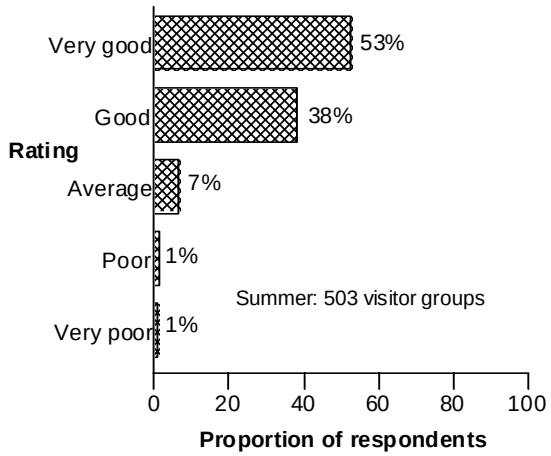


Figure 126: Quality of shuttle bus driver

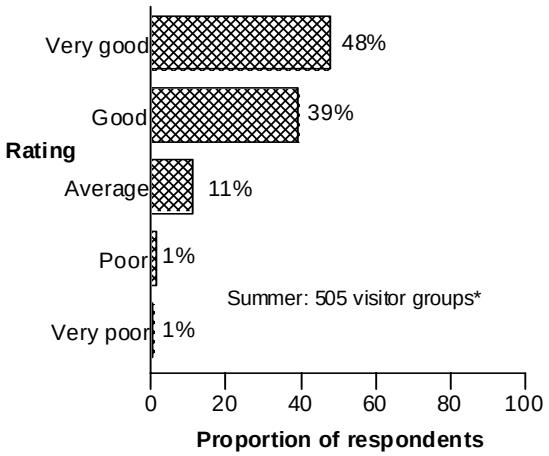


Figure 127: Quality of shuttle bus vehicle

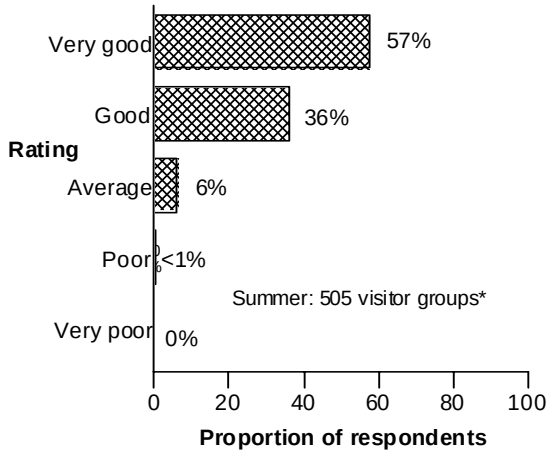


Figure 128: Quality of shuttle stops/signs

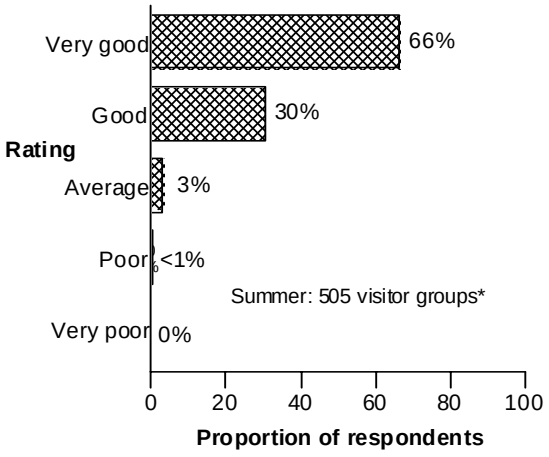


Figure 129: Quality of shuttle bus schedule

Future use of shuttle bus system

Question 16b (summer) and 15b (fall)

Currently, Zion National Park provides a shuttle bus system to carry visitors along the Zion Canyon Scenic Drive from April through October. To reduce traffic congestion in crowded areas and protect park vegetation from vehicles parking off roads, an extended period (from March to November) for a shuttle bus system is being proposed. Visitors would park in/near Springdale and ride a shuttle bus in the park. Would you be willing to use the shuttle bus on a future visit to the park during March through November?

Results

- 78% of summer visitor groups and 55% of fall visitor groups would be willing to use the shuttle bus on the extended period on a future visit (see Figure 130).
- 9% of summer visitor groups and 28% of fall visitor groups were not willing to use the shuttle bus on the extended period.

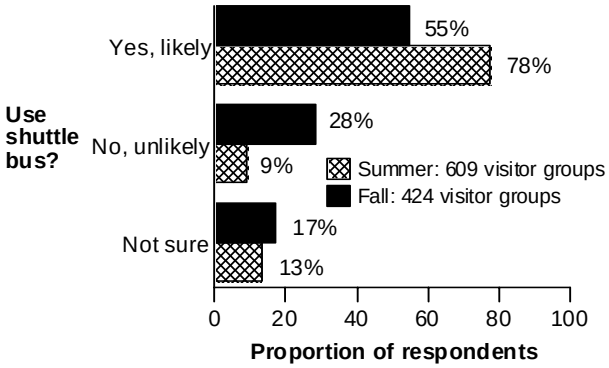


Figure 130: Willingness to use the shuttle bus on extended period

Question 16a (summer) and 15c (fall)

On a future visit to Zion National Park, would you like to have interpretive narrations about the park available on the shuttle bus?

Results

- 71% of summer visitor groups and 68% of fall visitor groups would be interested in having interpretive narration on shuttle bus on a future visit (see Figure 131).

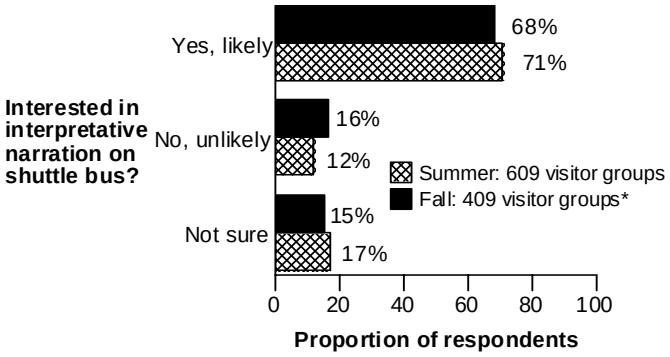


Figure 131: Visitor groups who would be interested in interpretive narration on shuttle bus

Comments about shuttle system

Question 16c (summer) and 15d (fall)
Please provide any additional comments that you and your group may have about the shuttle system.

Results

- 46% of summer visitor groups (N=287) and 36% of fall visitor groups (N=157) responded to this question.
- Tables 10A and 10B show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 10A: Comments about shuttle system
Summer survey

N= 350 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Good system	56
Enjoyed information given by drivers	22
System is convenient/easy to use	17
Need buses with dome tops or bigger windows	16
Buses are frequent/on time	15
Drivers are excellent	14
System is efficient	14
Good idea	13
Prefer to drive own vehicle	12
The windows don't open or only open partway	11
Would like more information from drivers	11
All parks should implement this system	10
Good for reducing traffic congestion in the park	9
Need air conditioner	8
Addition of shuttles improved the park	6
Buses are clean	6
Buses are slow	6
Shuttles allow everyone to enjoy scenery	6
Too crowded	6
Added to the experience of the park	5
System is good for the environment	5
Would like an express bus	5
Buses are dirty	4
Buses are uncomfortable	4
Buses need to be updated	4
Would rather come in off-season	4
Better than driving a car	3
Buses are too hot	3
Didn't use	3
Extend to East Entrance	3
Liked that buses ran on natural energy	3
Riding the shuttle is relaxing	3
A good idea for safety	2

Table 10A: Comments about shuttle system (continued)

Comment	Number of times mentioned
Do not extend to year-round	2
Drivers too talkative	2
Extend to year-round	2
Not convenient for large tour groups	2
Schedule is confusing	2
Very nice	2
Windows are dirty	2
Bus driver grumpy	1
Comfortable	1
Dogs should be allowed	1
Important that drivers speak English well	1
Inconvenient for photographers	1
Inconvenient for planning day hikes	1
Information in other languages	1
More often	1
Need more parking	1
Too cold at night	1
Use in the Kolob area	1
Witnessed wheelchair access inoperative	1
Other comments	15

Table 10B: Comments about shuttle system
Fall survey

N=172 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Have no comment/didn't use	20
Excellent service/well-run system	19
Enjoy information given by drivers	14
Shuttles are good for relieving traffic congestion	13
Not needed in the off-season	11
Prefer to take own vehicle through park	10
Support the idea of a shuttle	10
Come in off season to avoid the shuttle	8
Shuttles are good for the environment	7
Do not extend to the off-season	5
Extend service to year-round	5
Needs to begin earlier in the morning/run later	5
Shuttles are too hot	5
Not convenient for photographers	4
Appreciate shuttles, but should allow some driving	3
Need fewer buses in the off-season	3
Need open buses for better viewing	3
Needs to be frequent	3
Is there a fee?	2
It takes too much time	2
Not interested in using shuttle	2
Would like to take shuttle through tunnel	2
Coordinate "canyon" and "town" buses better	1
Difficult with small children	1
Less shuttles, more walking	1
One driver talked too much	1
Safe for bikes	1
Should be used for access to Zion Lodge	1
Too cold in winter to be at shuttle stops	1
Well-maintained	1
Other comments	8

Importance of protection of park attributes/resources

Question 17 (summer) and 16 (fall)

It is the National Park Service's responsibility to protect Zion National Park's natural, scenic, and cultural resources, while at the same time providing for public enjoyment. Choose five items from the list below that were the most important to you and your group during your visit to Zion National Park, and rank them from 1-5 (1=Most important and 5=Fifth in importance).

Results

- As shown in Figure 132 and Tables 11A and 11B, the park attributes and resources that were rated highest in "most important" included:

  59% (summer) and 61% (fall) Scenic views
  24% (summer) and 21% (fall) Clean air
  23% (summer) and 21% (fall) Protection of threatened/ endangered species

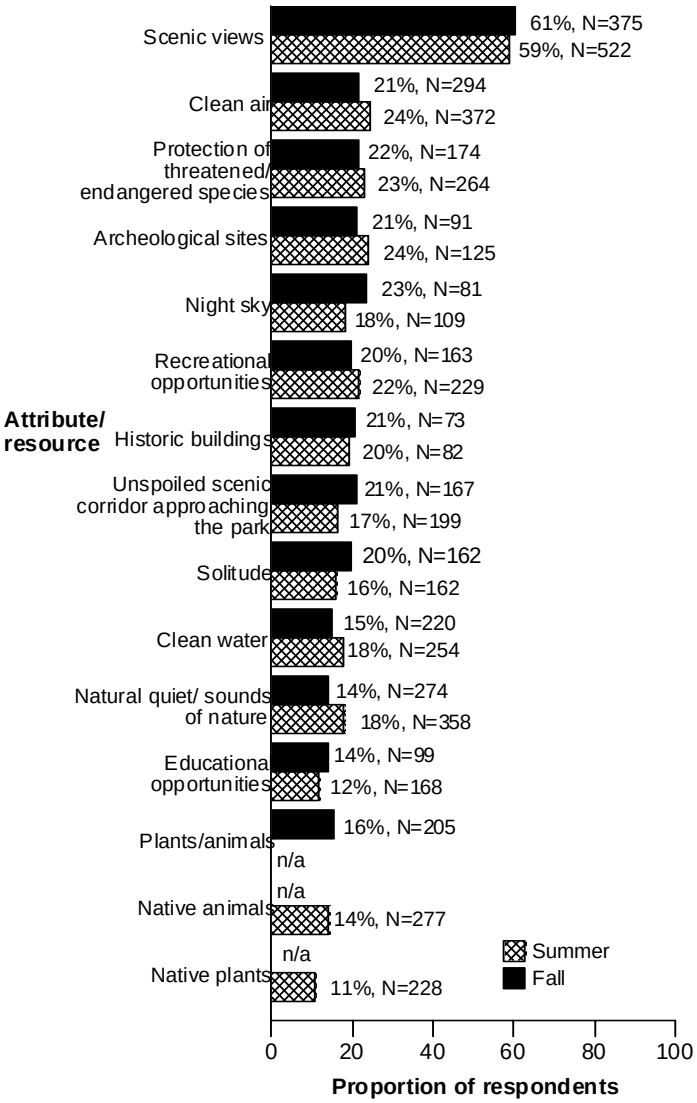


Figure 132: Proportions of visitors who rated the importance of park attributes/ resources

**Table 11A: Importance of protection of park attributes/resources*
Summer survey**

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

				Rating (%)				
Attribute/resource	N	Not rated	Median	Most important	2nd	3rd	4th	5th in importance
Clean air	372	254	3	24	21	18	15	21
Scenic views	522	104	1	59	10	9	6	15
Clean water	254	372	3	18	18	22	17	26
Natural quiet/sounds of nature	358	268	3	18	26	16	18	22
Night sky	109	517	4	18	6	16	24	35
Solitude	162	464	3	16	17	20	20	28
Protection of threatened/ endangered species	264	362	3	23	16	13	22	26
Unspoiled scenic corridor approaching the park	199	427	4	17	19	14	19	32
Historic buildings	82	544	4	20	12	12	18	38
Archeological sites	125	501	3	24	17	21	11	27
Native plants	228	398	4	11	13	22	30	24
Native animals	277	349	4	14	15	20	22	29
Recreational opportunities	229	397	3	22	26	18	14	20
Educational opportunities	168	458	4	12	14	21	24	29

**Table 11B: Importance of protection of park attributes/resources*
Fall survey**

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

				Rating (%)				
Attribute/resource	N	Not rated	Median	Most important	2nd	3rd	4th	5th in importance
Clean air	294	143	3	21	17	22	15	24
Scenic views	375	62	1	61	12	6	5	17
Clean water	220	217	3.5	15	18	17	22	28
Natural quiet/sounds of nature	274	163	3	14	23	20	19	23
Night sky	81	356	4	23	10	16	16	35
Solitude	162	275	3	20	14	18	20	29
Protection of threatened/ endangered species	174	263	3	22	17	17	18	26
Unspoiled scenic corridor approaching the park	167	270	3	21	17	23	12	26
Historic buildings	73	364	4	21	8	21	26	25
Archeological sites	91	346	3	21	10	22	20	27
Plants/animals	205	232	3	16	21	16	20	27
Recreational opportunities	163	274	3	20	22	19	20	19
Educational opportunities	99	338	3	14	15	21	12	37

Expenditures

Total expenditures

Question 25 (summer) and 24 (fall)
For you and your group, please report all expenditures for the items listed below for this visit to Zion National Park and the surrounding area (within 1-hour drive).

Results

- 36% of summer visitor groups and 42% of all visitor groups spent between $1 and $200 in total expenditures inside and outside the park (see Figure 133).
- 24% (summer) and 19% (fall) spent over $600.
- The largest proportions of total expenditures were for hotels, lodges, cabins, B&B, etc. which accounted for 38% of summer total expenditures and 37% of fall expenditures (see Figures 134 and 135).
- The average expenditures per visitor group were $530 (summer) and $364 (fall).
- The median of expenditures (50% visitor groups spent more and 50% spent less) were $259 (summer) and $195 (fall).
- The average expenditures per person (per capita) were $152 (summer) and $163 (fall).

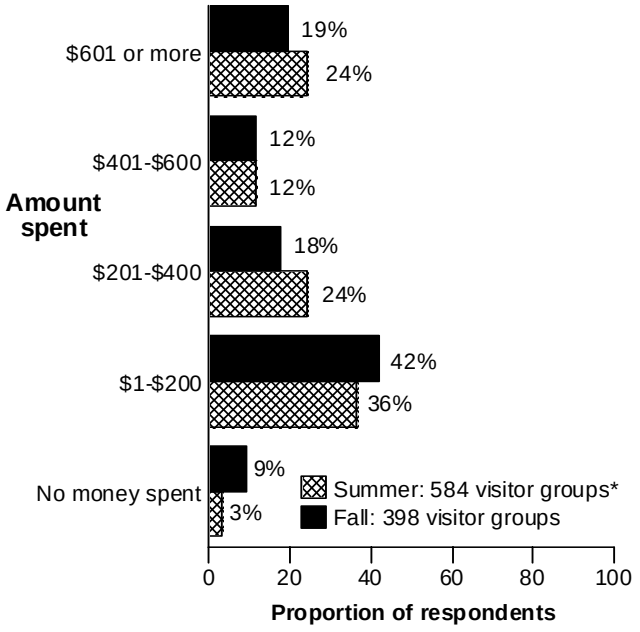


Figure 133: Total expenditures inside and outside of park

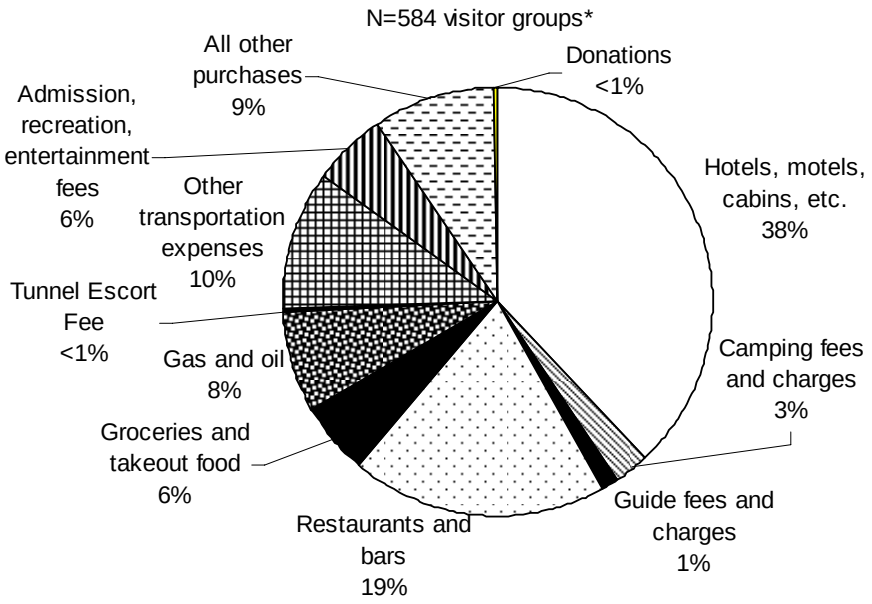


Figure 134: Proportions of total expenditures (Summer survey)

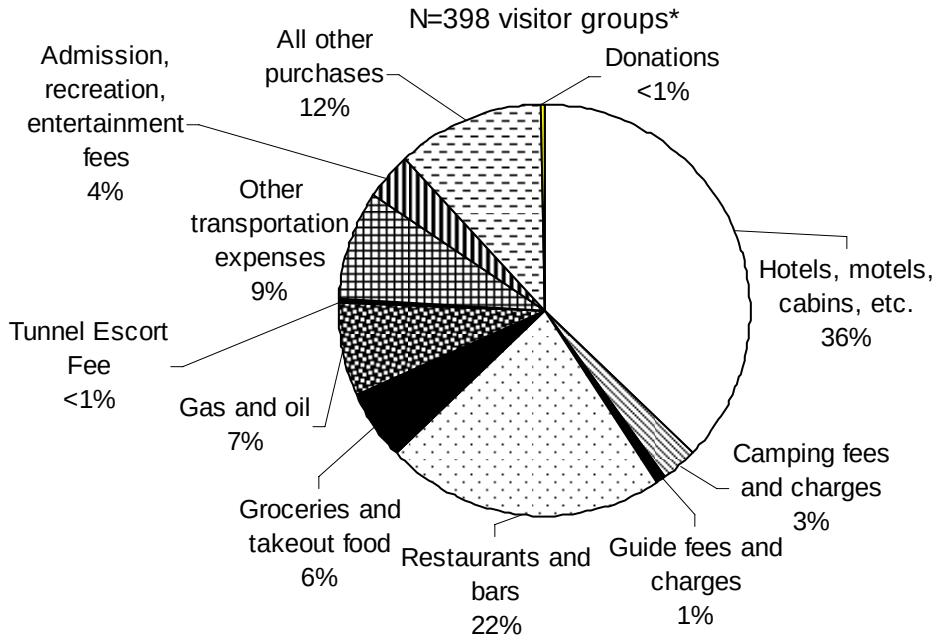


Figure 135: Proportions of total expenditures (Fall survey)

Number of people covered by expenses

Question 25c (summer) and 24c (fall)

How many people do the above expenses cover? If you do not have any children in the group please write 0.

Number of adults
Number of children

Results

- On average, the total expenditures covered groups of 4.2 (summer) and 2.7 people (fall).
- 67% of summer visitor groups and 68% of fall visitor groups had two adults covered by the expenditures (see Figure 136).
- 33% of summer visitor groups and 84% of fall visitor groups had no children covered by total expenditures (see Figure 137).

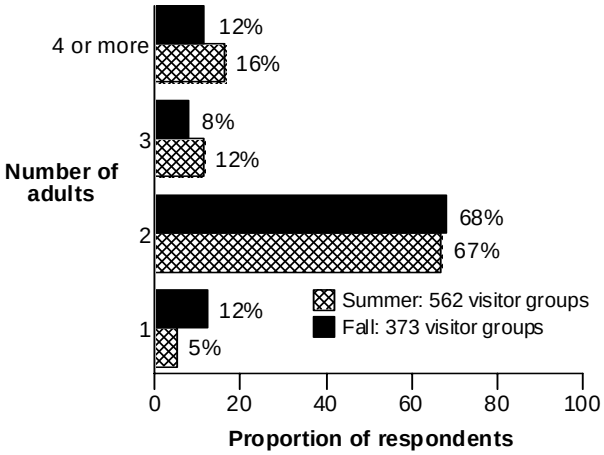


Figure 136: Number of adults covered by expenditures

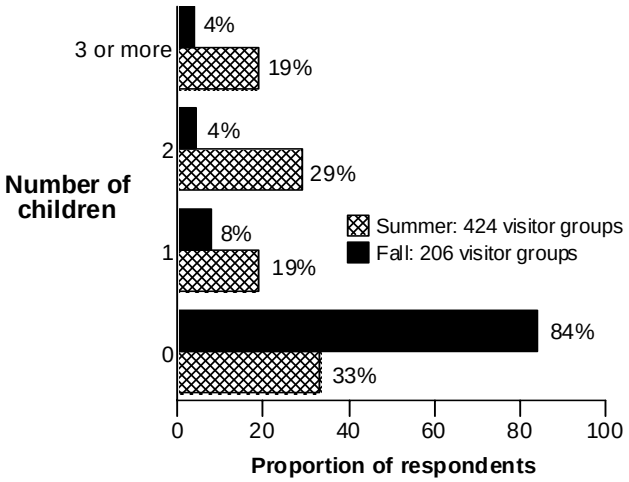


Figure 137: Number of children covered by expenditures

Expenditures inside park

Question 25a (summer) 24a (fall)
For you and your group, please report all expenditures inside Zion National Park on this visit.

Results

- 60% of summer visitor groups and 52% of fall visitor groups spent up to $100 inside Zion Nation Park (see Figure 138).
- As shown in Figures 140 and 141, hotels, motels, cabins, etc. (23% of summer expenditures and 36% of fall expenditures) and restaurants and bars (23% of both summer and fall expenditures) were the largest proportions of total expenditures inside Zion National Park.
- The average visitor group expenditures inside park were $101 (summer) and $86 (fall).
- The median visitor group expenditures (50% of groups spent more and 50% spent less) were $50 (summer) and $20 (fall).
- The average per capita expenditures inside park were $33 (summer) and $55 (fall).

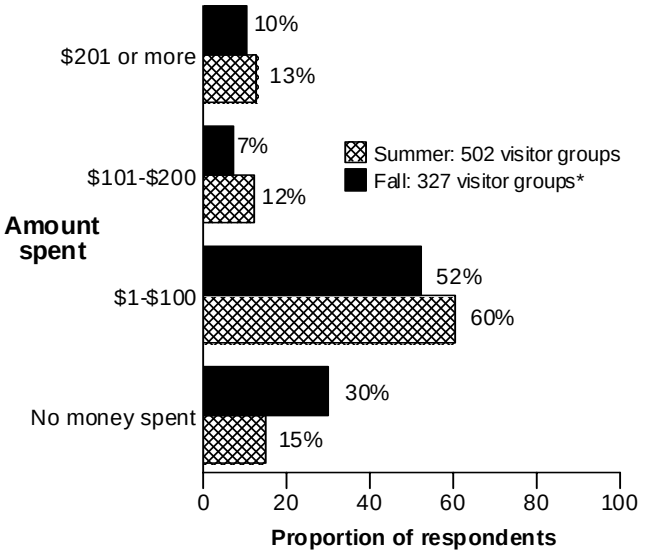


Figure 138: Total expenditures inside park

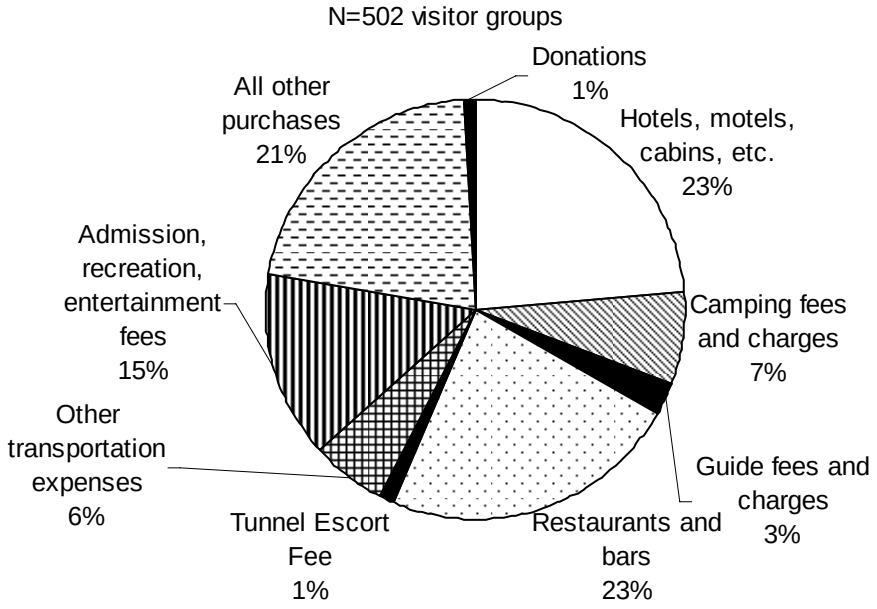


Figure 139: Proportions of expenditures inside park (Summer survey)

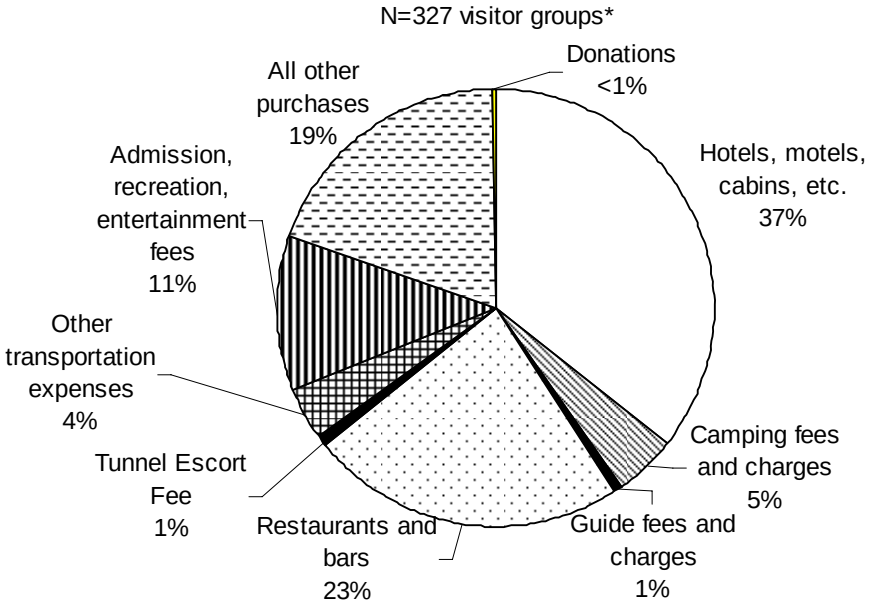


Figure 140: Proportions of expenditures inside park (Fall survey)

Expenditures for hotels, motels, cabins, etc.

- 89% of summer visitor groups and 87% of fall visitor groups did not spent any money on hotels, motels, cabins, etc. inside the park (see Figure 141).

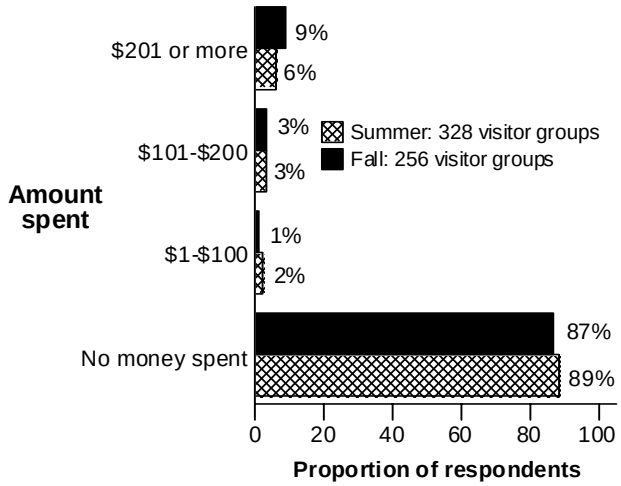


Figure 141: Expenditures for hotels, motels, cabins, etc. inside park

Camping fees and charges

- 75% of summer visitor groups and 85% of fall visitor groups did not spent any money on camping fees and charges inside the park (see Figure 142).

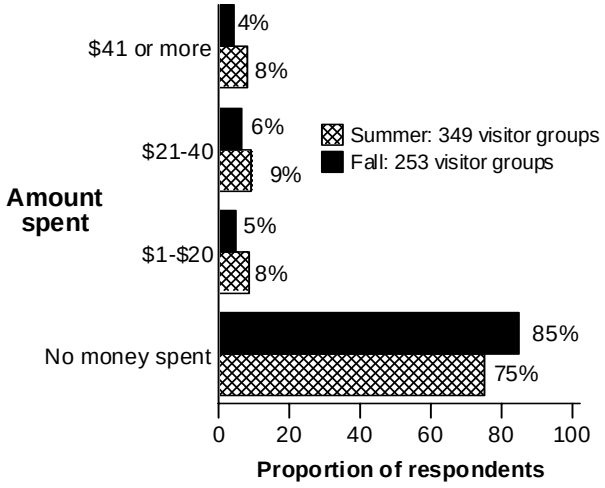


Figure 142: Expenditures for camping fees and charges inside park

Guide fees and charges (include horseback riding)

- 96% of visitor groups and almost 100% of fall visitor groups did not spend any money on guide fees and charges (including horseback riding) inside park, as shown in Figure 143.

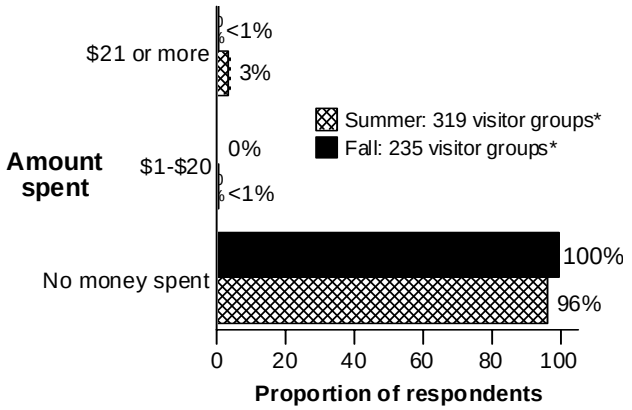


Figure 143: Expenditure for guide fees and charges (including horseback riding) inside park

Restaurants and bars

- 49% of summer visitor groups and 72% of fall visitor groups did not spent any money on restaurants and bars inside the park (see Figure 144).
- 21% (summer) and 19% (fall) spent $41 or more.

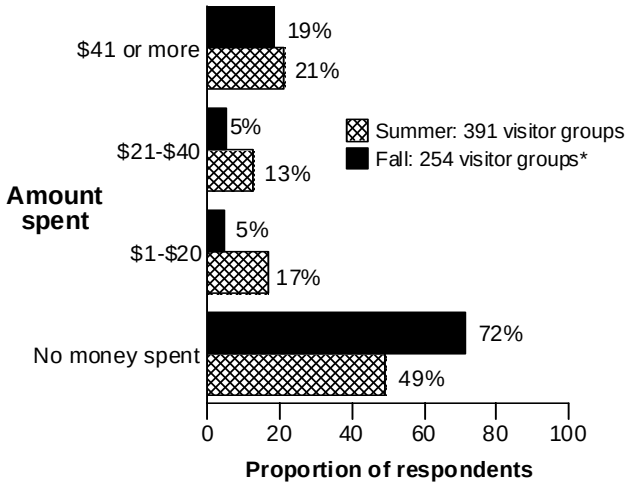


Figure 144: Expenditures for restaurants and bars inside park

Tunnel escort fees

- 88% of summer visitor groups and 96% of fall visitor groups did not spent any money on tunnel escort fess on this visit (see Figure 145)

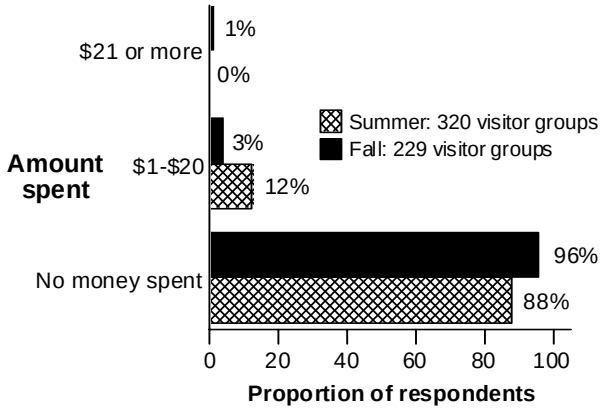


Figure 145: Expenditures for tunnel escort fees inside park

Other transportations

- 95% of summer visitor groups and 96% of fall visitor groups did not spend any money on other transportation inside park on this visit (see Figure 146).

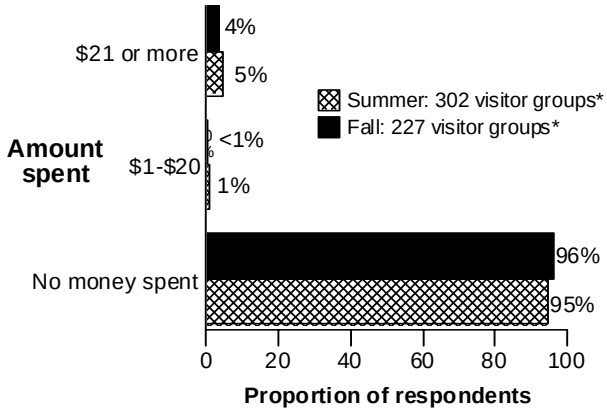


Figure 146: Expenditures for other transportation inside park

Admission, recreation, entertainment fees

- 43% of summer visitor groups and 55% of fall visitor groups did not spend any money on admission, recreation and entertainment fees inside park (see Figure 147).
- 33% of both summer and fall visitor groups spent up to $20.

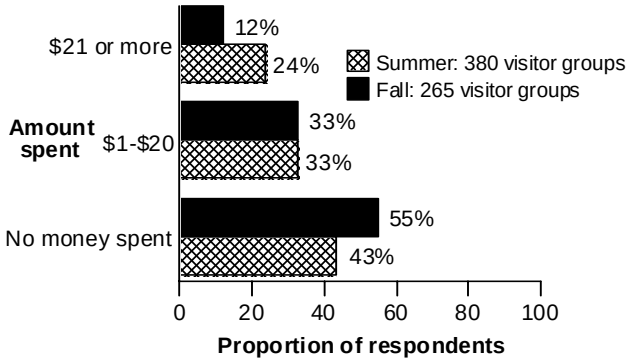


Figure 147: Expenditures for admission, recreation, entertainment fees inside park

All other purchases

- 38% of summer visitor groups and 56% of fall visitor groups did not spend any money on other purchases inside park (see Figure 148).
- 36% (summer) and 25% (fall) spent more than $20.

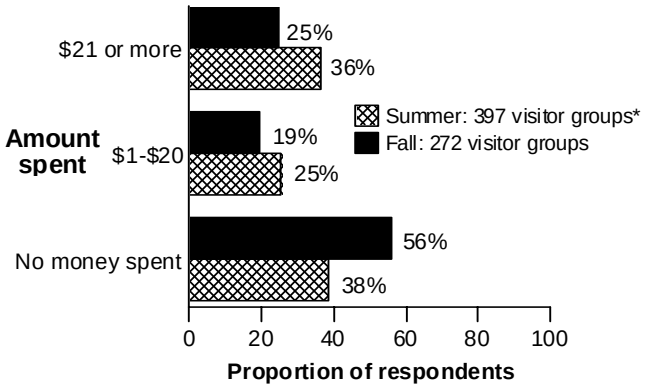


Figure 148: Expenditures for other purchases inside park

Donations

- 88% of summer visitor groups and 96% of fall visitor group did not donate any money inside park on this visit (see Figure 149).

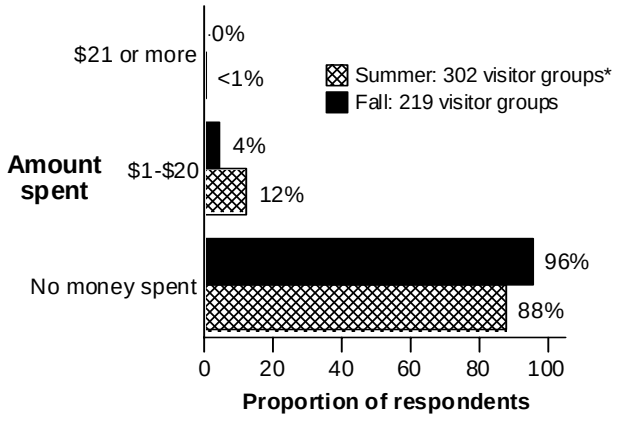


Figure 149: Expenditures for donations inside park

Expenditures outside park

Question 25b (summer) and 24b (fall)

For you and your group, please report all expenditures outside Zion National Park (within a 1-hour drive of the park) on this visit.

Results

- 38% of summer visitor groups and 47% of fall visitor groups spent up to $200 in total expenditures outside park on this visit (see Figure 150).
- As shown in Figures 151 and 152, the largest proportions of expenditures outside park were for hotels, motels, cabins, B&B, etc. (40% summer and 38% fall).
- The average visitor group expenditures outside park were $487 (summer) and $312 (fall).
- The median visitor group expenditures outside park were $214 (summer) and $141 (fall).
- The average per capita expenditures outside park were $154 (summer) and $159 (fall).

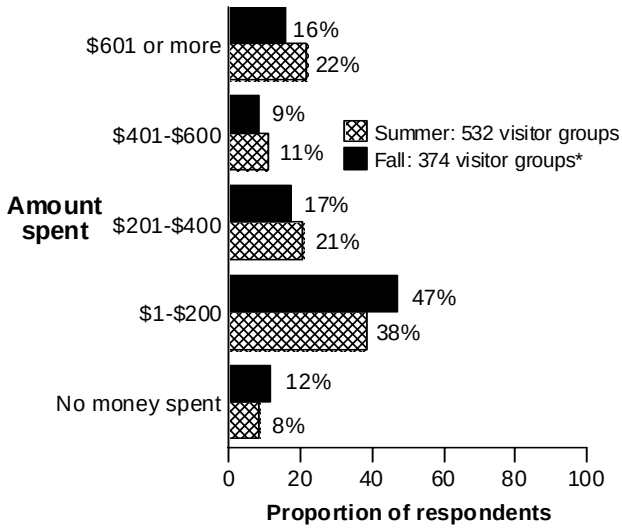


Figure 150: Total expenditures outside park

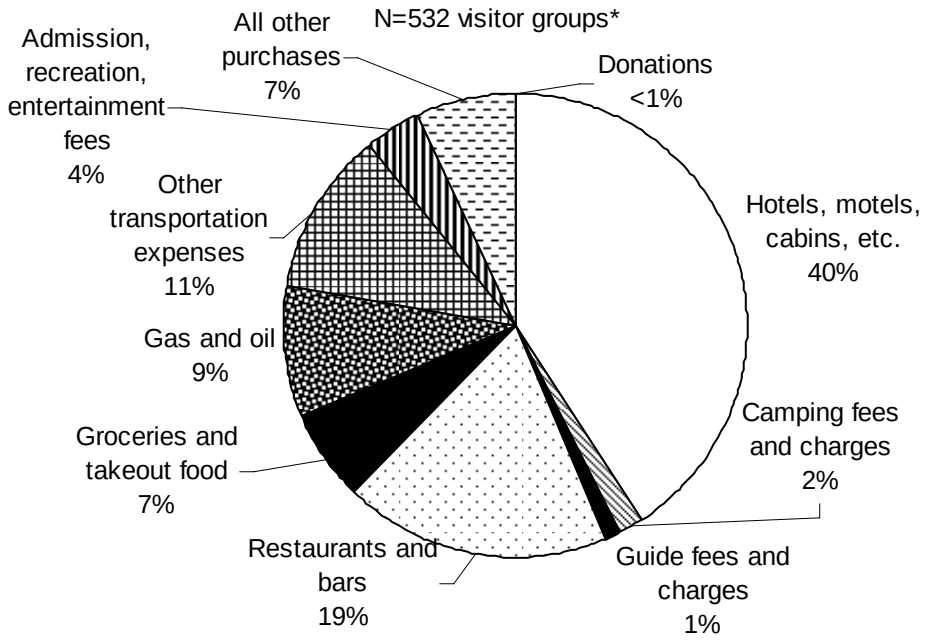


Figure 151: Proportions of total expenditures outside park (summer survey)

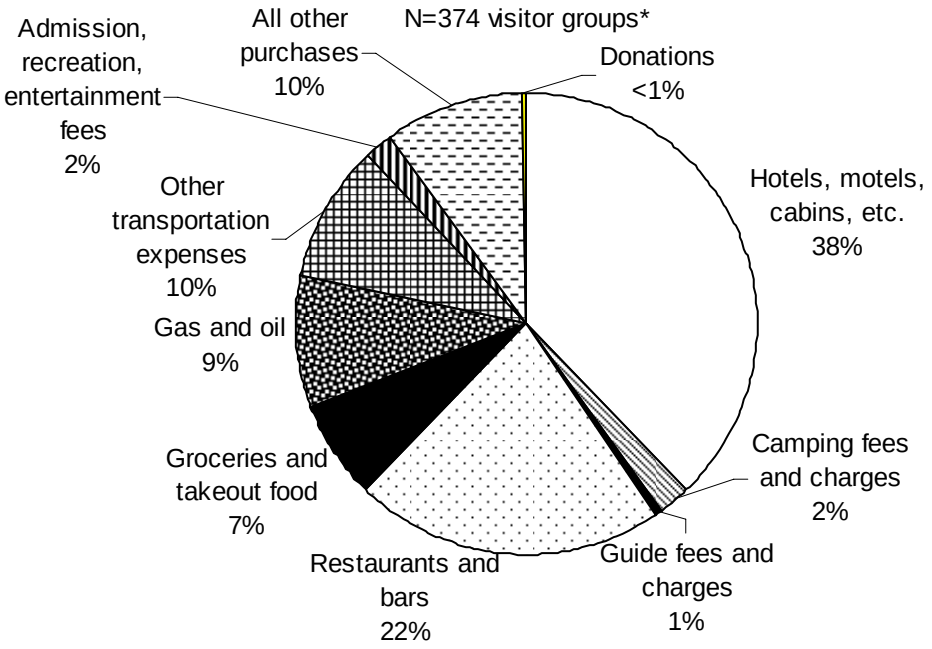


Figure 152: Proportions of total expenditures outside park (fall survey)

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

- 36% of summer visitor groups and 46% of fall visitor groups did not spent any money on hotels, motels, B&B, etc. outside park on this visit (see Figure 153).
- 35% of summer visitor groups and 34% of fall visitor groups spent up to $200.

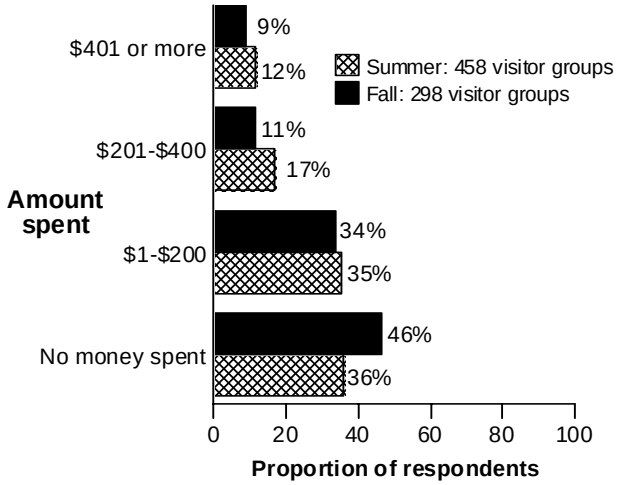


Figure 153: Expenditures for hotels, motels, cabins, B&B, etc. outside park

Camping fees and charges

- 82% of summer visitor groups and 89% of fall visitor group did not spend any money on camping fees and charges outside park on this visit (see Figure 155).

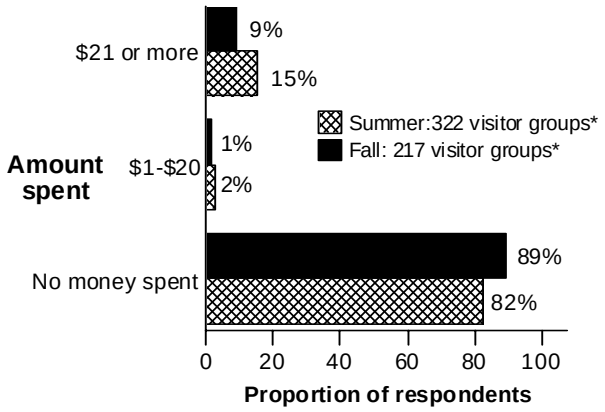


Figure 154: Expenditures for camping fees and charges outside park

Guide fees and charges (including horseback riding)

- 95% of summer visitor groups and 97% of fall visitor groups did not spend any money on guide fees and charges outside park on this visit (see Figure 155).

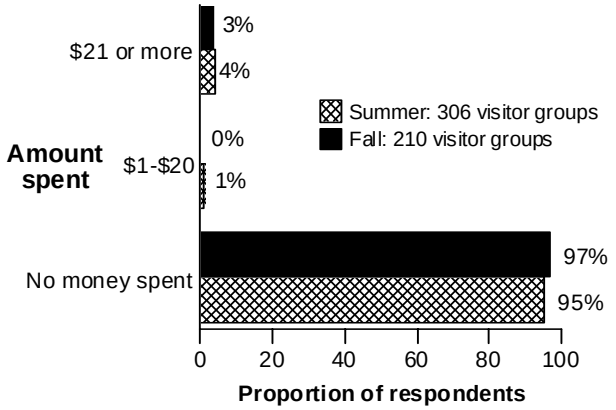


Figure 155: Expenditures for guide fees and charges outside park

Restaurants and bars

- 45% of summer visitor groups and 37% of fall visitor groups spent more than $60 (see Figure 156).
- 28% of summer visitor groups and 26% of fall visitor groups did not spend any money on restaurants and bars outside park on this visit.

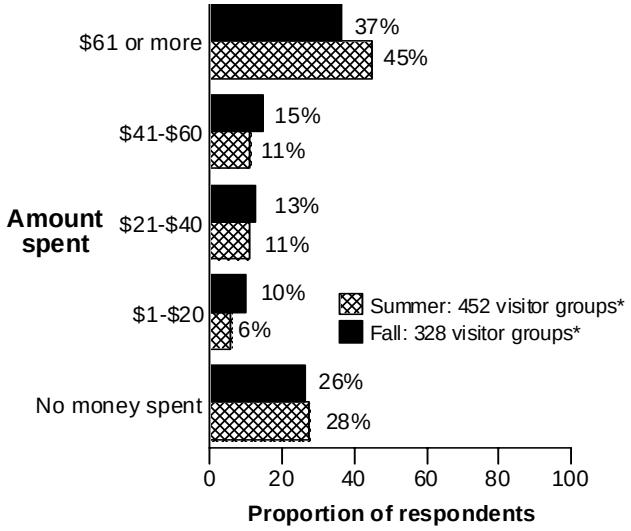


Figure 156: Expenditures for restaurants and bars outside park

Groceries and takeout food

- 30% of summer visitor groups and 39% of fall visitor groups did not spend any money on groceries and takeout food outside park on this visit (see Figure 157).
- 26% of summer visitor groups and 24% of fall visitor groups spent up to $20.

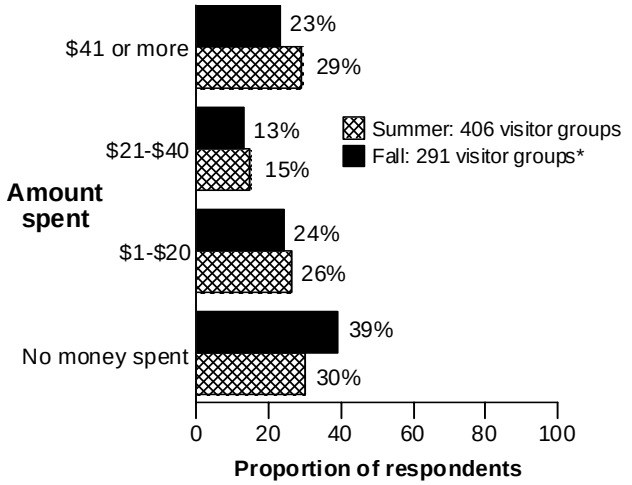


Figure 157: Expenditures for groceries and takeout food outside park

Gas and oil

- 29% of visitor groups in both summer and fall surveys did not spend any money on gas and oil outside park on this visit (see Figure 158).
- 19% of summer visitor groups and 24% of fall visitor groups spent between $21 and $40.

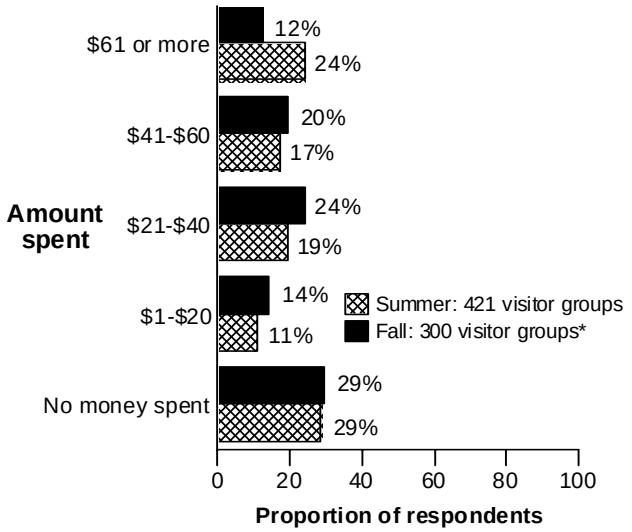


Figure 158: Expenditures for gas and oil outside park

Other transportation expenses

- 70% of summer visitor groups and 77% of fall visitor groups did not spend any money on other transportation expenses outside park on this visit (see Figure 159).
- 24% of summer visitor groups and 17% of fall visitor groups spent more than $60.

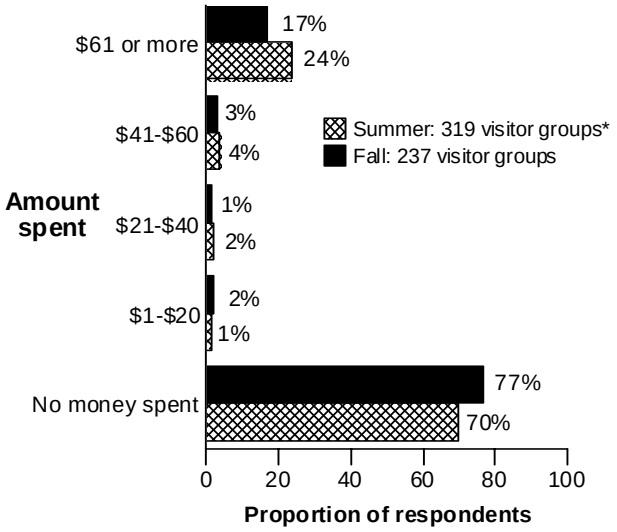


Figure 159: Expenditures for other transportation expenses outside park

Admission, recreation, entertainment fees

- 68% of summer visitor groups and 77% of fall visitor groups did not spend any money on admission, recreation, and entertainment fees outside park on this visit (see Figure 160).
- 19% of summer visitor groups and 11% of fall visitor groups spent more than $40.

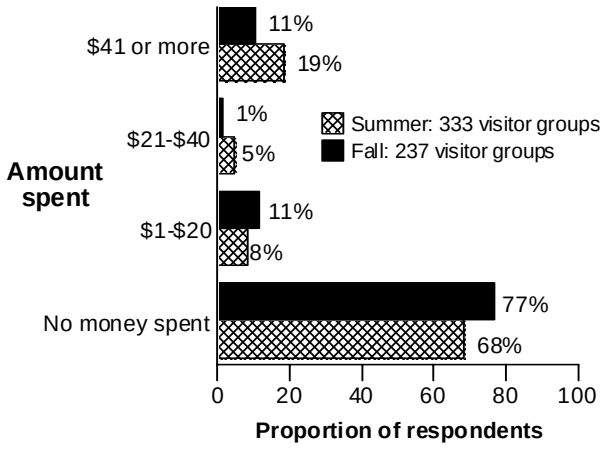


Figure 160: Expenditures for admission, recreation, entertainment fees outside park

All other purchases

- 46% of summer visitor groups and 59% of fall visitor groups did not spend any money on other purchases outside park on this visit (see Figure 161).
- 27% of summer visitor groups and 23% of fall visitor groups spent more than $40.

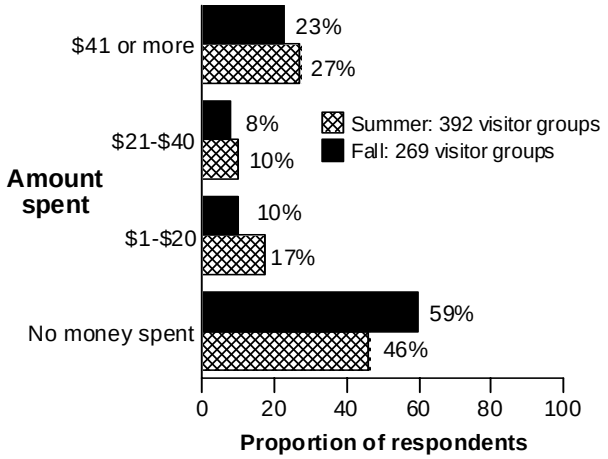


Figure 161: Expenditures for all other purchases outside park

Donations

- 95% of both summer and fall visitor groups did not donate any money outside park on this visit (see Figure 162).

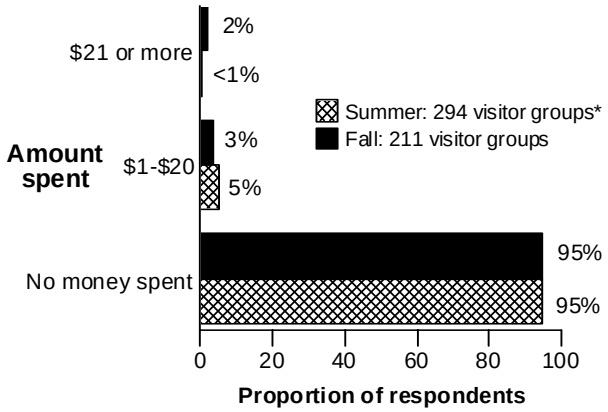


Figure 162: Expenditures for donations outside park

Information about Future Preferences

Methods of learning about the park on a future visit

Question 26

On a future visit, how would you and your group prefer to learn about cultural and natural history/features of Zion National Park?

Results

- 7% of visitor groups in both summer and fall surveys were not interested in learning about cultural and natural history/features of Zion National Park (see Figure 163).

- Of those who were interested in learning (95%), the preferred methods are shown in Figure 164. The most common responses included:

  68% (summer) and (67%) fall
  Printed materials
  52% (summer) and 64% (fall)
  Outdoor exhibits
  62% (summer) and 52% (fall)
  Park website

- "Other" methods included:

  Summer (3%)
  Adventure/discovery trails/treasure hunts
  Bus driver
  Dog trails
  Campfire programs
  Night walk with a ranger
  Photography trip

  Fall (2%)
  Guided backcountry trip
  Theater program
  Trips offered by commercial outfitters

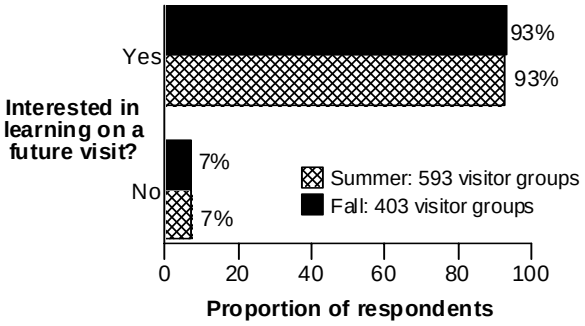


Figure 163: Visitor groups who interested in learning about cultural and natural history of the park on a future visit

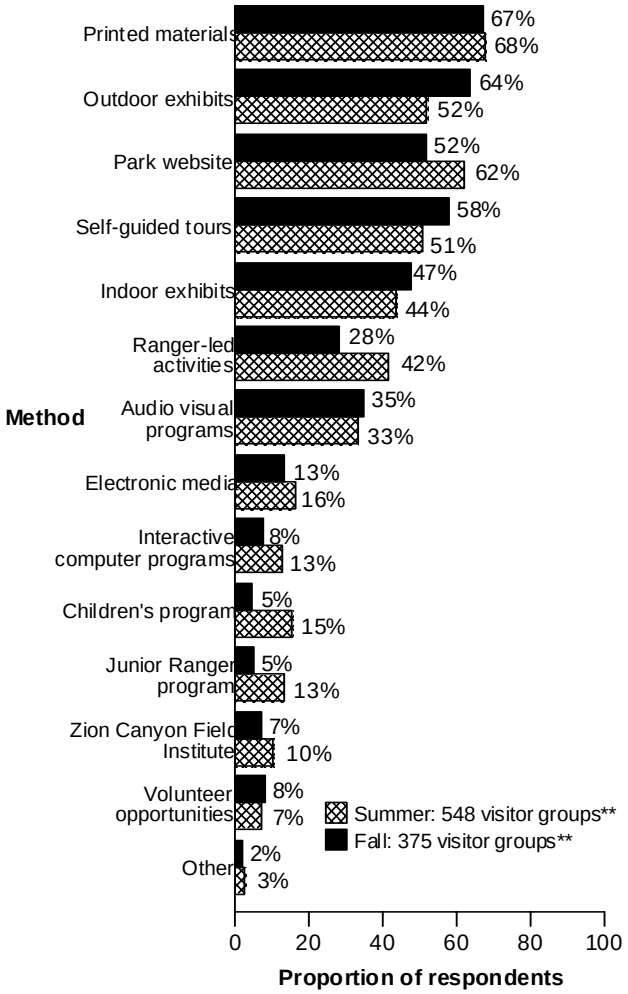


Figure 164: Preferred methods of learning on a future visit

Overall Quality

Question 29

Overall, how would you and your group rate the quality of facilities, services, and recreational opportunities at Zion National Park during this visit?

Results

- As shown in Figure 165, the combined proportions of visitor groups who rated the overall quality as "very good" or "good" were:

  95% Summer
  94% Fall

- Less than 1% (both summer and fall) rated the overall quality as "very poor" or "poor."

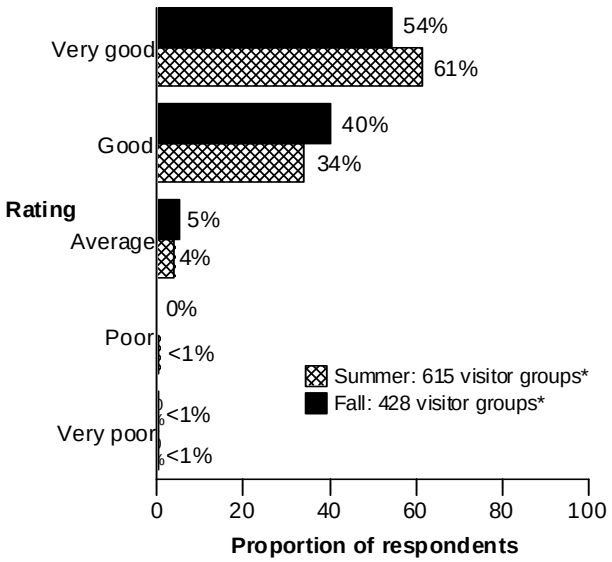


Figure 165: Overall quality of visitor facilities, services, and recreational opportunities

Visitor Comments

What visitors liked most

Question 27 (summer) 25a (fall)
What did you and your group like most about your visit to Zion National Park?

Results

- 95% of summer visitor groups (N=592) and 94% of fall visitor groups (N=410) responded to this question.
- Tables 12A and 12B show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 12A: What visitors liked most
Summer survey
N= 874 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Location of Lodge	2
Small shop	2
Zion Lodge	2
Dining	1
PERSONNEL	
Rangers and drivers are excellent	7
Rangers and drivers very friendly	6
Helpful staff	1
Liked the use of exchange students for workers	1
Polite employees	1
INTERPRETIVE SERVICES	
Excellent information	4
Visitor center	4
Explanations about plants	2
Historical information	2
The movie	2
Good trail information	1
Horseback riding	1
Learning about geology	1
FACILITIES/MAINTENANCE	
The trails	34
Cleanliness of park	9
The tunnel	9
Campground	5
Paved trails/walking paths	3
Trails are well-marked	3
Good facilities	2
Lodge lawn	2
Nice roads	2
Bike trails	1
Good parking	1

Table 12A: What visitors liked most (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Wildlife	14
The clean, fresh air	9
Preservation of park	6
The clear stream	1
POLICIES/MANAGEMENT	
Excellent shuttle services	33
Park is well-organized	6
Easy access to park	5
Good crowd control	4
GENERAL COMMENTS	
The scenery	331
Hiking	92
Scenic drive/sightseeing	36
The Narrows	36
Being in nature	24
Rocks and geologic formations	24
Peace/quiet/serenity of park	19
Angel's Landing	15
The River Walk Trail	13
Swimming in the river	10
The Virgin River	8
Emerald Pools	7
Weeping Rock	7
Camping	6
Being together with family	4
Hiking in the backcountry	4
Temple of Sinawava	4
The clear night sky	4
The park overall	4
Canyon Overlook trail	3
Kolob area	3
Springdale	3
The mountains	3
The weather	3
Checkerboard Mesa	2
Everything	2
Freedom to explore the park	2
Mt. Carmel	2
Biking	1
Hidden Canyon	1
Subway	1
Tarantula	1
Other comments	10

Table 12B: What visitors liked most

Fall survey

N=671 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Lodging and accommodations	3
The food	1
PERSONNEL	
Friendly people/staff	7
Helpful employees	2
The people	2
Knowledgeable staff	1
INTERPRETIVE SERVICES	
Ranger programs	2
Movie	1
Information everywhere	1
FACILITIES/MAINTENANCE	
The trails	18
Cleanliness of park	10
Variety of trails offered	5
The tunnel	4
Well-maintained trails	4
Paved trails	2
Campground will full hookups	1
Great trail setup	1
Real water restrooms	1
Roads are excellent	1
The facilities	1
Traffic pullouts	1

Table 12B: What visitors liked most (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Wildlife	17
Clean, fresh air	5
Plant life	4
The water	4
Petroglyphs	1
POLICIES/MANAGEMENT	
Lack of crowds	10
Absence of shuttles	3
Park is well-managed	2
Sites accessible	2
Use of Golden Age Passport	1
GENERAL COMMENTS	
The scenery/views	270
Hiking	67
The fall colors	34
Scenic drive/sightseeing	28
Serenity/quietness	17
The cool weather	12
The geologic formations	12
Angel's Landing	10
Solitude	10
Everything	9
Impressiveness of the canyon	9
Enjoying nature	8
River Walk	7
Photo opportunities	6
Sunrises/sunsets	5
Being outdoors with others	4
Kolob Canyon	4
Camping	3
Emerald Pools	3
Had an amazing experience	3
Taylor hikes	3
The Narrows	3
That there is no TV	2
The clear sky	2
The time of year	2
Weeping Rock	2
Biking	1
Observation Point	1
Springdale and community	1
The Watchmen	1
Other comments	14

What visitors liked least

Question 28 (summer) 25b (fall)
What did you and your group like least about your visit to Zion National Park?

Results

- 77% of summer visitor groups (N=481) and 77% of fall visitor groups (N=337) responded to this question.
- Tables 13A and 13B show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 13A: What visitors liked least

Summer survey
N=506 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Cost of food and lodging in the park	5
Lack of seating at the restaurant	4
Quality of food at Lodge	4
Had to leave the park to buy groceries	2
Too few dining services	2
Lodge accommodations	1
No rental wheelchairs available	1
No vacancy at Lodge	1
Poor service at Zion Lodge	1
Service at the restaurant	1
Zion Lodge	1
PERSONNEL	
Shuttle driver	5
Not enough information given by shuttle drivers	4
Rangers unfriendly	3
Staff uninformative	2
INTERPRETIVE SERVICES	
Signs with more interpretive information	4
Confusion about shuttles	2
Maps weren't detailed enough	2
Needed more information about Narrows hike	2
Visitor center closes too early	2
Availability of Japanese materials	1
Needed more non-trail activities	1
Ranger-led children's program was rather boring	1
Visitor center bookstore	1
Other comments	2

Table 13A: What visitors liked least (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Lack of parking	14
Restrooms unclean	12
Lack of showers	8
Trails should be better marked	6
Condition of the buses	4
Need dome top buses for better viewing	4
Maintenance of campground	3
No shaded places	3
Campgrounds close together	2
Could use more drinking fountains	2
Couldn't find empty picnic area	2
Few parking signs	2
Litter	2
No picnic areas at Kolob entrance	2
Very few pullouts	2
Would like express lane for entering with a pass	2
Graffiti on Angel's Landing	1
Need restrooms along longer trails	1
Nice buses	1
No full hookups in campground	1
Not enough security on trails	1
Roads were very narrow	1
Small number of trails	1
Trails need to be better maintained	1
Would like more bike trails	1
Other comments	4
RESOURCE MANAGEMENT	
Park is too commercialized	2
Development of surrounding areas	1
Not as much wildlife as other parks	1

Table 13A: What visitors liked least (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
The crowds	81
Limited to shuttle	7
Entry fee	3
Fee is too high to drive through or for one day	3
Fires not allowed	3
Smokers	3
No cell phone service	2
That RVs are allowed in park	2
Tour buses	2
Age limits on horseback rides	1
Being confined to trails	1
Campgrounds are expensive	1
Couldn't drive through park with boat	1
Fee for RVs	1
Golden Access Passport doesn't include campground	1
Lack of rule enforcement	1
Lack of water-based activities	1
Limited access	1
Narrows restrictions	1
No possibility to extend stay in campground	1
No shuttle service to east entrance	1
Park is not pet-friendly	1
GENERAL COMMENTS	
Nothing	81
The weather	53
Not enough time	32
Behavior of other visitors	16
The wait to go through the tunnel	9
Slow buses	8
Scenery	6
Traffic	6
Campgrounds full	3
Hiking	3
Leaving	3
Unprepared for trip	3
The tunnel	2
This survey	2
Need better opportunities to get to Kolob	1
People stopping on the road to sightsee	1
River level too high	1
Other comments	15

Table 13B: What visitors liked least

Fall survey

N=363 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Lodge accommodations	6
Quality of food at Lodge restaurant	4
Hours of Lodge restaurant	3
Lodge is expensive	2
Need more food options in park	2
Zion Lodge	2
Cabins in poor condition	1
Cabins too expensive	1
Food at Lodge restaurant is expensive	1
Restaurant at Lodge	1
Other comments	1
PERSONNEL	
Employees in park and Springdale were rude	5
Very few rangers available	2
Construction workers uninformative	1
INTERPRETIVE SERVICES	
Lack of programs in the off-season	2
Not enough trailside information	2
Horseback riding	1
Information regarding the tunnel	1
Lack of information about trails	1
Museum opened too late	1
Need a Junior Ranger program for teens	1

Table 13B: What visitors liked least (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Limited parking	18
Poor trail maintenance	8
Mark trails better	7
Narrow, curvy roads	7
Lack of open restrooms	4
Not enough pullouts or scenic overlooks	3
Restrooms	3
Lack of maintenance	2
Lack of showers in the campgrounds	2
Need directional signs inside the park	2
Campgrounds with no vegetation	1
Limited number of trails	1
More easy/moderate trails	1
Need a bike lane	1
Too many restrictive signs	1
Would like chains on some trails	1
Other comments	3
RESOURCE MANAGEMENT	
Commercialization and development	5
Air was smoggy	2
POLICIES/MANAGEMENT	
Crowds	21
Entrance fee too high, especially for day pass	10
Do not like shuttle service	5
Like the shuttle system	5
That pets are not allowed	5
Campground closures	4
Escort tunnel fee	3
Cigarette smoke	2
Campfire smoke	1
Expensive campground	1
No generators allowed in campgrounds	1
Reserving campgrounds without seeing them	1
Tunnel restrictions	1
Other comments	2

Table 13B: What visitors liked least (continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Nothing/liked everything	84
Road/tunnel construction	30
Not enough time to spend	18
Traffic	12
Leaving	8
Trail closures	6
Cars that stopped on the road	5
This survey	4
Behavior of other visitors	3
Wait at entrance	3
Sprawl of Washington County	2
The weather	2
Unprepared for visit	2
Computer was not working	1
Unsure	1
Other comments	7

Planning for the future

Question 29 (summer) 27 (fall)
If you were planning for the future of Zion National Park, what would you and your group propose?

Results

- 67% of summer visitor groups (N=421) and 63% of fall visitor groups (N=277) responded to this question.
- Tables 14A and 14B show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 14A: Planning for the future

Summer survey
N=356 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
On-site rentals (bikes, strollers, outdoor equipment, etc.)	6
Food and water availability in the park (snack bar)	4
More food choices inside the park	4
More lodge accommodations in the park	3
Put in a grocery store	3
Improve the restaurant	2
More reasonably priced food/market	2
Longer restaurant hours	1
Nicer lodging in the park	1
Other comments	2
PERSONNEL	
More park rangers to enforce rules and answer questions	5
INTERPRETIVE SERVICES	
Better information on the park and trails	13
More guided hikes	10
More ranger programs	6
Education of pubic on park, park policy	4
More narrative on shuttle rides	4
More information about plants/animals/geology	3
Improve Junior Ranger program	2
Information on the history of the park	2
Interpretations in French	2
No services in other languages	2
Self-guided audio tour	2
Side exhibits along trails	2
Better website	1
Horseback riding	1
More exhibits in the Visitor Center	1
Other comments	1

Note: Visitor groups wrote 124 other comments about what they would change their personal activities and trip planning which are not related to park services/facilities. These comments are not included in this table

Table 14A: Planning for the future (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
More trails	15
Increased parking	12
Shower facilities	12
Shuttles with dome roof for better viewing	7
More bike trails	6
Cleaner restrooms	5
Improve campsites	4
Roads to more areas of the park	4
Better trail maintenance	3
Directional signs inside/outside park	3
More difficult trails	3
More easy trails	3
Widen tunnel	3
Build more pullouts and overlooks	2
Drinking fountains along trails	2
Mark the trails better	2
More restrooms	2
More tent campgrounds	2
Overnight trails available	2
Picnic areas	2
Update shuttles	2
A more moderate climbing area	1
Express entry lane for pass holders	1
More visitor parking signs	1
RV camping with full hookups	1
Secure trails	1
Signs about camping availability	1
The park looks great	1
Widen trails	1
Other comments	4
RESOURCE MANAGEMENT	
Keep the park as it is	14
Preserve the park for the future	13
No more development in the park	12
Protect surrounding areas	2
Control exotic plant species	1
Other comments	2

Table 14A: Planning for the future (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Continue shuttle service with limited access for cars	19
Limit number of visitors to the park	10
Better crowd control	6
Extend shuttle service to year-round	6
Better enforcement of rules	4
Entrance fee is too high	4
Ban smoking	3
Have a day pass	3
Allow more cars into the park	2
Limit on backcountry use	2
More reserved camping	2
Open archeological sites to visitation	2
Distribute more backcountry permits	1
Higher entrance fees	1
Make the park pet-friendly	1
More recycling	1
More year-round trail options	1
Open access	1
Park is well-managed	1
Restrict animal feeding	1
Other comments	5
GENERAL COMMENTS	
No/nothing	17
Keep up the great work	5
Unsure	5
Better promote north end of park and provide transportation	2
Have emergency service readily available	2
Fewer lights so sky is visible	1
Keep Springdale undeveloped	1
Low traffic	1
Other comments	5

Table 14B: Planning for the future

Fall survey

N=313 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
More food options in the park	7
More lodging inside park	4
Upgrade lodging	3
Better food at the lodge	2
Pool/hot tub at Lodge	2
Available bike rentals	2
Better bar in Zion Lodge	1
Gasoline	1
Bigger souvenir shop	1
More cabins in park	1
Keep food stands out of park	1
PERSONNEL	
More guides and rangers	2
Law enforcement needs people skills	1
More wildlife-knowledgeable staff	1
INTERPRETIVE SERVICES	
More interpretive information	8
More educational activities	4
Affordable guided tours	4
Give more information about the park	3
Expand Junior Ranger program	2
More trail information	2
Audio materials at scenic/historic sites	1
Add a bookstore at other end of park	1
Brochures upon entry are most informative	1
Educate visitors on low-impact recreation	1
Better web page	1

Table 14B: Planning for the future (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Build more trails	13
Keep clean and maintained	8
Increase parking	5
More/bigger pullouts	4
Trails need to be better maintained	3
More restrooms	3
More directional signs within park	3
Showers at campgrounds	3
Enlarge tunnel	3
More bike lanes	2
Better marking of trails	2
More campgrounds	2
Wider roads	2
More picnic areas	2
Better sign to Kolob Terrace Road	2
More secure railing on Angel's Landing	1
Advertise events on buses	1
Improve campground	1
Open restrooms all year	1
Improve road to Lava Point	1
Return red asphalt	1
Crossings for pedestrians	1
Better buses	1
Upgrade buildings	1
Other comments	2
RESOURCE MANAGEMENT	
Preserve the park for future generations	17
Keep the park the same as it is now	9
Limit development in/around park	7
Preserve surrounding areas	2
Do not build any new roads	2
Take cows out of Hop Valley	1
Plant trout in the Virgin River	1
Manage recommended wilderness as wilderness	1

Table 14B: Planning for the future (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT	
Extend shuttle service to the off season	20
In favor of shuttle buses	13
Limit number of visitors to park	11
Open more access to backcountry	8
Park is well-managed	8
Do not extend shuttle service to the off season	6
Crowd control	5
Either increase parking or extend shuttle service	5
Keep fees reasonable	4
Increase park boundaries to protect surrounding areas	3
Don't over-marked the park	3
Open more park access	2
Have smaller fee for visitors just driving through	2
Ban campfires	2
Promote stays outside of park	2
Have separate gate for visitors with passes	2
Allow leashed pets	2
Better waste management	2
Provide access to more archeological sites	1
Improve accessibility to vehicles	1
Charge Golden Age Pass holders less	1
Work to reduce haze	1
Prevent helicopter traffic	1
Market park in Las Vegas	1
Have unpaved mountain bike trails	1
Noise control	1
More shuttles from outside of park	1
Raise fees	1
Ban RVs in tunnel	1
Other comments	8
GENERAL COMMENTS	
Nothing	19
Unsure	4
Use sensitive architecture	1
Start planning for climate change	1
Alternative energy systems	1
Have Global Electric Motorcars available	1
Have handicapped electric scooter chairs for rent	1
Free internet wireless access	1

Additional comments

Question 30 (summer) and 28 (fall)
Is there anything else you would like to tell us about your visit to Zion National Park?

Results

- 50% of summer visitor groups (N=316) and 48% of fall visitor groups (N=210) responded to this question.
- Tables 15A and 15B show a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 15A: Additional comments
Summer survey
N=385 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Need better accommodations at Lodge	3
Variety/quality of services is good	3
Better hours of indoor dining	1
Food is good	1
Lodge enhanced visit	1
Too much fast food	1
PERSONNEL	
Employees are helpful	7
Rangers are knowledgeable	4
Shuttle drivers were excellent	4
Staff was very friendly	4
Need more educational shuttle drivers	2
Staff/shuttle drivers very upbeat	2
Excellent service	1
Foreign workers need more training	1
Hire local summer help	1
Need upbeat workers at the entrance gate	1
INTERPRETIVE SERVICES	
Need to inform visitors about the Narrows	3
Activity schedules should be posted	2
Information on native plant species	1
Interested in group-led geology tours	1
Junior Ranger program too easy for 11 year old	1
Liked the combination of film and activities	1
More information about Native Americans in area	1
More ranger programs	1
Need nighttime activities	1
Orientation movie at museum should start earlier	1
Would like shuttle information	1
Other comments	4

Table 15A: Additional comments (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Shuttles should be updated	4
Would like showers in campgrounds	4
Campgrounds need to be better maintained	3
Park is clean and well-maintained	3
Trails need to be better maintained	3
Visitor center needs more parking	3
Keep Visitor center open longer	2
Cabin bathroom was unclean	1
Cabins clean and well-maintained	1
Chains on Angel's Landing appreciated	1
Everything is easily accessible	1
Extend Pa'rus trail to Temple of Sinawava	1
Good hours at Visitor center	1
Great facilities	1
More directional signs inside of park	1
More directional signs outside of park	1
Trails are well-maintained	1
Trails need to be better marked	1
Other comments	2
POLICIES/MANAGEMENT	
Shuttle system is a good idea	12
Park is well-managed	8
Uncrowded	3
Bought NP Pass to save money	2
Golden Pass should cover campsites	2
Have a day pass/drive through pass	2
Crowded	1
Didn’t like to be dependant on shuttle schedule	1
Didn't like tunnel fee	1
Enforce park rules in the Narrows	1
Expand shuttle system	1
Keep limited access to Subway	1
Park fees are reasonable	1
Would like more bars	1
Would like to see archeological sites	1
Other comments	2
RESOURCE MANGEMENT	
Keep the park as it is	4
Preserve the park for the future	4
Good job preserving park	3
Wildlife is very important	1

Table 15A: Additional comments (continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Enjoyed visit/had a good time	58
Zion is a great park	33
Nothing	27
The park is beautiful/scenic	20
Will return in the future	17
Thank you	11
Keep up the good work	10
Enjoyed hiking	9
It was a wonderful experience	9
Visit the park often	8
Would like to have spent more time	6
Didn't like the weather	2
Enjoy Springdale and surrounding area	2
Just drove through park	2
Local/Native American artisans	2
This survey is too long/complicated	2
Missed the solitude of the park	1
Other comments	6

Table 15B: Additional comments
Fall survey
N=277 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
CONCESSION SERVICES	
Disappointed in food service	4
Poor lodging accommodations	4
Would like laundry/shower services in park	2
Good service in coffee shop	1
Poor service in gift shop	1
Would like more vegetarian options in park	1
Other comments	3
PERSONNEL	
Staff were nice	3
Guides were respectful	3
Staff was friendly	2
Park staff helpful	2
Staff wonderful	2
Employees well-informed	1
Staff were unhelpful	1
Need more personnel	1
Some rangers need more people skills	1
Other comments	1
INTERPRETIVE SERVICES	
Would like to purchase better maps (bikes, topo)	2
Would like more interpretive information	2
Would like a photographer's leaflet	2
Advertise more to boost visitation	1
Information about tunnel was fascinating	1
Keep website up-to-date	1

Table 15B: Additional comments (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE	
Trails are well-maintained	6
Park is very clean	4
Trails need to be better marked	4
Enjoy red pavement	2
More directive signs inside park	2
Park is well-maintained	2
Need warning signs at Angel's Landing	1
Excellent campgrounds	1
More parking at Weeping Rock	1
More roadside restrooms	1
Open restrooms midway along trails	1
Roads are excellent	1
More directive signs outside of park	1
Other comments	1
POLICIES/MANAGEMENT	
Park is well-managed	3
Entrance fee too high	2
Allow extended-length RV's and trailers	2
Enjoy the shuttle system	2
Would like to see all archeological sites	1
Extend bike trails	1
Would like to hike with dog	1
Open more trails in the winter	1
National Parks Pass is a good idea	1
Would like "use and leave" walking sticks at trail heads	1
Other comments	2
RESOURCE MANGEMENT	
Preserve park for future	7

Table 15B: Additional comments (continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Had a good time/wonderful trip	30
Park is great!	27
Park is beautiful/amazing scenery	20
Will return in the future	17
No comments	16
Thanks!	14
Had a wonderful experience	12
Keep up the good work	11
Zion is one of the best places ever visited	9
Wish had more time to spend	6
Enjoyed the hikes	4
Like the lack of crowds in the off season	4
Better than expected	3
Kolob is great	3
Wish would have brought water gear	2
Would like more short hikes	1
Other comments	4

APPENDICES

Appendix 1: The Questionnaires

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.

- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Reason for visiting the park area (within a 1-hour drive of the park)
- Park as destination
- Length of stay visiting the park
- Number of entries into the park
- First entrance used
- Overnight stay away from home in park area
- Number of nights stayed inside park
- Number of nights stayed in park area
- Type of lodging in park
- Type of lodging in park area (outside park)
- Perceptions about crowding
- Sites visited in the park
- Activities expected
- Activities participated
- Activity as primary reason
- Appropriateness of entrance fee paid
- Value for entrance fee paid
- Information services and facilities used
- Important of information services and facilities
- Quality of information services and facilities
- Junior Ranger Program
- Visitor services and facilities used
- Importance of visitor services and facilities
- Quality of visitor services and facilities
- Shuttle bus used
- Parking locations
- Reason for selecting parking location
- Number of times used shuttle bus stops (summer only)
- Quality of shuttle bus features (summer only)
- Interpretive service on shuttle bus on future visit
- Willingness to ride the shuttle bus during extended period on a future visit
- Importance of attributes/ resources
- Group type
- Group size
- Number of vehicles used
- Commercial guided tour group
- Educational group
- Other organized group
- Visitor age
- Zip code/state of residence
- Country of residence
- Number of visits prior to 2000
- Number of visits during 2000 and after
- Visitors with disabilities/ impairments
- Types of disabilities/ impairments
- Encounter access/service problems due to disability/ impairment
- Primary language used for speaking
- Primary language used for reading
- Respondent ethnicity
- Respondent race
- Total expenditures inside and outside park
- Expenditure inside park
- Expenditure outside park
- Number of adults covered by expenditures
- Number of children covered by expenditures
- Preferred methods of learning history/features on future visit
- Overall quality of visitor facilities, services, and recreational opportunities

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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; Stoop 2004). In this study, group size and age of the group member (at least 16 years old) completing the survey were two variables that were used to check for non-response bias. Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If p-value is greater than 0.05, the two groups are judged to be insignificantly different.

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

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

As shown in Table 2, 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 in Fall survey 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 park. According to observation by park staff from previous years, visitors to Zion National Park during the fall tend to be in only two age categories (i.e. retirement vs. young family age categories) while summer visitors tend to cover whole range of age category. Thus, while significant difference in participant ages is detected in Fall survey, it may not directly translated to bias in opinion about the park.

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Appendix 4: Visitor Services Project Publications

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

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

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

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

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

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

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

1998
101. Jean Lafitte National Historical Park & Preserve (spring)
102. Chattahoochee River National Recreation Area (spring)
103. Cumberland Island National Seashore (spring)
104. Iwo Jima/Netherlands Carillon Memorials
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
132. Dry Tortugas National Park
133. Pinnacles National Monument
134. Great Sand Dunes National Monument & Preserve
135. Pipestone National Monument
136. Outer Banks Group (Cape Hatteras National Seashore, Ft. Raleigh National Historic Site, and Wright Brothers National Memorial)
137. Sequoia & Kings Canyon National Parks and Sequoia National Forest
138. Catoctin Mountain Park
139. Hopewell Furnace National Historic Site
140. Stones River National Battlefield

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

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

2005
163. Congaree National Park
164. San Francisco Maritime National Historical Park
165. Lincoln Home National Historic Site
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
175. John F. 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 and Preserve
181. Golden Spike National Historic Site
182. Katmai National Park and Preserve
183. Zion National Park

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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