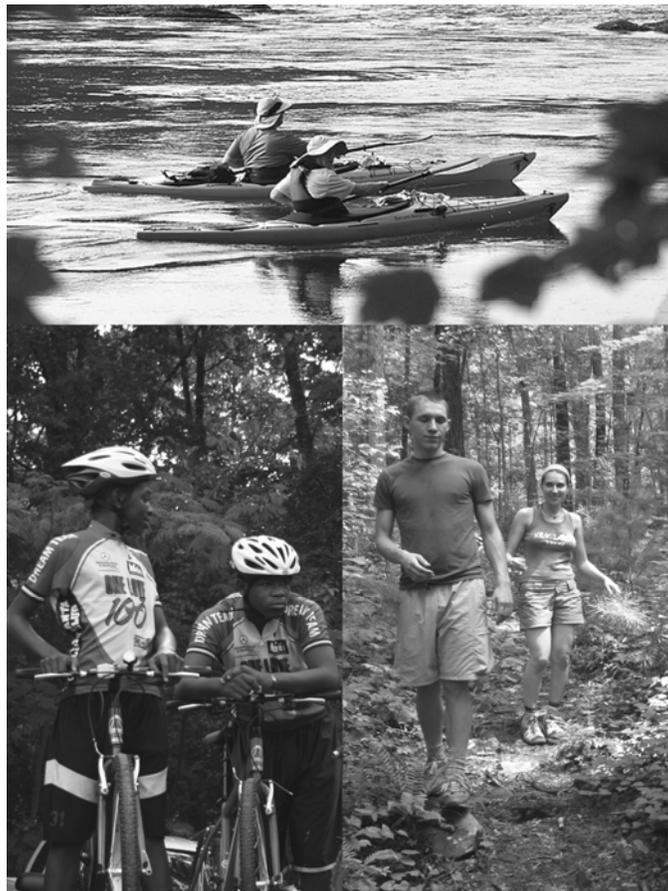




Chattahoochee River National Recreation Area Visitor Study

Summer 2010

Natural Resource Report NPS/NRPC/SSD/NRR—2011/636/106766



ON THE COVER

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Natural Resource Report NPS/NRPC/SSD/NRR—2011/636/106766

Ariel Blotkamp, Nancy C. Holmes, Dr. Wayde Morse, Steven J. Hollenhorst

February 2011

U.S. Department of the Interior
National Park Service
Natural Resource Program Center
Fort Collins, Colorado

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Executive Summary

- This report describes the results of a visitor study at Chattahoochee River National Recreation Area (NRA) during June 15-24, 2010. A total of 1,083 questionnaires were distributed to visitor groups. Of those, 622 questionnaires were returned resulting in a 57.4% response rate.
- This report profiles a systematic random sample of Chattahoochee River NRA visitors. Most results are presented in graphs and frequency tables.
- Thirty-five percent of visitor groups were alone and 34% were in groups of two. Thirty-seven percent of visitor groups were made up of family members.
- United States visitors comprised 99.8% of total visitation during the survey period, with 94% from Georgia and smaller proportions from 22 other states. International visitors were from two countries.
- Thirty-six percent of visitors were ages 36-55 years, 14% were ages 15 years or younger, and 5% were ages 66 or older.
- Most visitor groups (74%) obtained information about the park prior to their visit. Prior to this visit, visitor groups most often obtained information about the park through previous visits (56%), and most (91%) received the information they needed. Forty percent of visitor groups would like to use the park website to obtain information for a future visit.
- Thirty-one percent of visitors visit the park occasionally during the year and 28% visit every week. Thirty-nine percent of visitor groups spent up to one hour visiting the park, and the average length of visit was 2.1 hours.
- The most common activities among visitor groups were walking/hiking (54%), exercising/running/jogging (41%), and enjoying solitude/quiet (33%).
- Visitor groups' most common primary reasons for visiting Chattahoochee NRA were walking/hiking (33%) and exercising/running/jogging (29%).
- The most common units visited/used on this visit were Columns Drive (27%) and Interstate North Parkway (21%).
- The information service most commonly used by visitor groups was the directional signs (58%). The information service that received the highest combined proportion of "extremely important" and "very important" ratings was ranger-led programs (78%, N=37). The information service that received the highest combined proportion of "very good" and "good" quality ratings was assistance from park staff (96%, N=31).
- The visitor services and facilities most commonly used by visitor groups were the trails (75%) and restrooms (53%). The visitor service/facility that received the highest combined proportion of "extremely important" and "very important" ratings was the trails (97%, N=383). The service/facility that received the highest combined proportion of "very good" and "good" quality ratings was also the trails (86%, N=362).
- Most visitor groups (90%) rated the overall quality of facilities, services, and recreational opportunities at Chattahoochee River NRA as "very good" or "good." One percent of visitor groups rated the overall quality as "very poor" or "poor."

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

Acknowledgements

We thank Wayde Morse for overseeing the field work, Philip Cook and the staff and volunteers of Chattahoochee River NRA for assisting with the survey, and David Vollmer and Matthew Strawn for data processing.

About the Authors

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Introduction

This report describes the results of a visitor study at Chattahoochee River (NRA) in Sandy Springs, GA, conducted June 15-24, 2010 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

The National Park Service website for Chattahoochee River NRA describes the park: “Today the river valley attracts us for so many reasons. Take a solitary walk to enjoy nature’s display, raft leisurely through the rocky shoals with friends, fish the misty waters as the sun comes up, or have a picnic on a Sunday afternoon. Experience your Chattahoochee River National Recreation Area” (www.nps.gov/chat, retrieved October, 2010).

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 study results.

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

Section 3: Appendices

Appendix 1: The *Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2: *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report.

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

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

Presentation of the Results

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

SAMPLE ONLY

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

2. Listed above the graph, the “N” shows the number of individuals or visitor groups responding to the question. If “N” is less than 30, “CAUTION!” is shown on the graph to indicate the results may be unreliable.

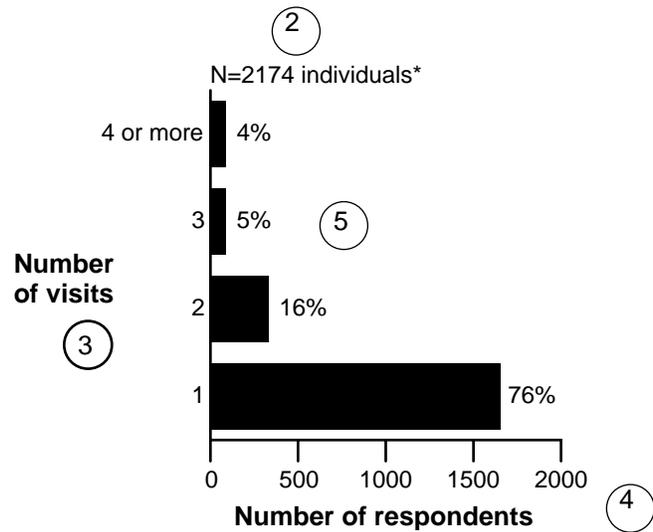
* appears when total percentages do not equal 100 due to rounding.

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

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportions of responses in each category.

5. In most graphs, percentages provide additional information.



1 **Figure 14.** Number of visits to the park in past 12 months

Methods

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this methodology, the sample size was calculated based on the park visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at selected locations in Chattahoochee River NRA during June 15-24, 2010. Visitors were surveyed between the hours of 7 a.m. and 7 p.m. Table 1 shows the thirteen locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey, 1,144 visitor groups were contacted and 1,083 of these groups (94.7%) accepted questionnaires (average acceptance rate for 211 VSP visitor studies conducted from 1988 through 2009 is 91.8%). Questionnaires were completed and returned by 622 visitor groups resulting in a 57.4% response rate for this study. The average response rate for the 211 VSP visitor studies is 73.5%.

Table 1. Questionnaire distribution

Sampling site	Distributed		Returned	
	N	%	N	%
Interstate North	250	23	149	24
Columns Drive	181	17	121	19
Paces Mill	132	12	60	10
Powers Island	99	9	53	6
Johnson Ferry North	80	7	45	7
Jones Bridge	76	7	43	7
Sope Creek	65	6	33	5
Island Ford	54	5	34	5
Medlock Bridge	53	5	31	5
Abbotts Bridge	33	3	12	2
Palisades: Whitewater Creek	33	3	22	4
Gold Branch	17	2	15	2
Settles Bridge	10	1	4	1
Totals	1,083	100	622	97*

*Percentage does not equal 100 due to rounding

Questionnaire design

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

No pilot study was conducted to test the Chattahoochee River NRA questionnaire. However, all questions followed Office of Management and Budget (OMB) guidelines and/or were used in previous surveys, thus the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

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

Two weeks following the survey, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Table 2). 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 to low response, a third round of replacement questionnaires was mailed 12 weeks after the survey.

Table 2. Follow-up mailing distribution

Mailing	Date	U.S.	International	Total
Postcards	July 8, 2010	1027	1	1028
1 st Replacement	July 22, 2010	579	1	580
2 nd Replacement	August 11, 2010	518	0	518
3 rd Replacement	September 16, 2010	425	0	425

Data analysis

Returned questionnaires were coded and the visitor responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), 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. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

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 at the selected sites during the study period of June 15-24, 2010. 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 during the survey period was generally hot and humid, with occasional clouds and breezy periods. No special events occurred in the area that would have affected the type and the amount of visitation to the park.

Checking Non-response Bias

Four variables were used to check non-response bias: average age, group size, group type, and overall quality rating score. Respondents and nonrespondents differed in average age, group size, and group type (see Table 3). There were no significant differences between early and late responders in terms of overall quality rating (see Table 4). There is a potential bias due to nonresponse error. Results of visitor demographic and group composition need to be interpreted with caution. However, there is no evidence of potential bias in visitors' opinion of park operations. See Appendix 3 for more details on the non-response bias checking procedures.

Table 3. Comparison of respondents and nonrespondents

Variable	Respondents	Nonrespondents	p-value (t-test)
Age (years)	45.39 (N=620)	37.60 (N=457)	<0.001
Group size	2.4 (N=615)	2.9 (N=458)	0.003
Group type			Chi-square
Alone	215	157	
Family	226	140	
Friends	115	113	
Family and friends	52	35	
Other	4	7	0.048

Table 4. Comparison of respondents at different mailing waves

	Before postcard	Between postcard and 1 st replacement	After 1 st replacement	p-value
Overall quality rating	4.40	4.29	4.27	0.106

Results

Group and Visitor Characteristics

Visitor group size

Question 18b

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

Results

- 36% of visitors were alone (see Figure 1).
- 34% were in groups of two.
- 22% were in groups of three or four.

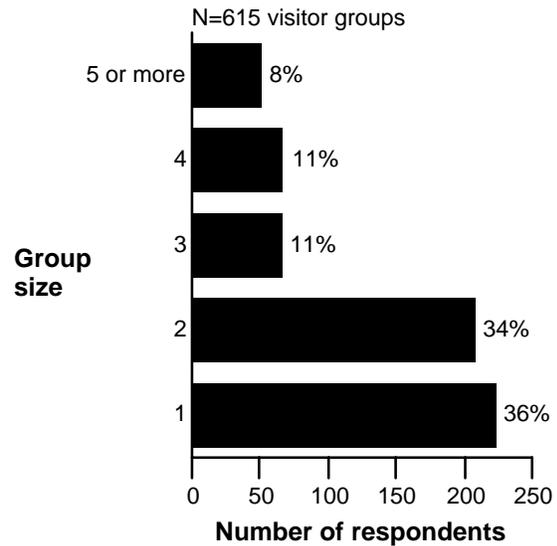


Figure 1. Visitor group size

Visitor group type

Question 18a

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

Results

- 37% of visitor groups were made up of family members (see Figure 2).
- 35% were alone.
- “Other” group types (1%) were:
 - Business partner
 - Co-worker

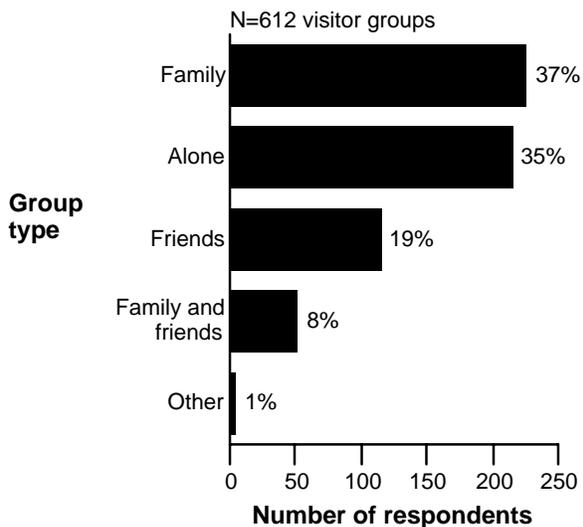


Figure 2. Visitor group type

*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 17a

On this visit, were you and your personal group part of a commercial guided fishing group?

Results

- No visitor groups were part of a commercial guided fishing group (see Figure 3).

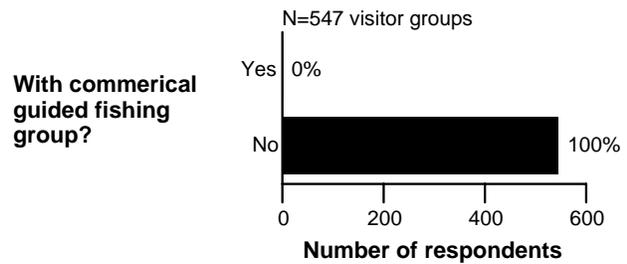


Figure 3. Visitors with a commercial guided fishing group

Question 17b

On this visit, were you and your personal group part of a commercial boat, canoe, kayak, raft, tube, or bicycle group?

Results

- 4% of visitor groups were part of a commercial boat, canoe, kayak, raft, tube, or bicycle group (see Figure 4).

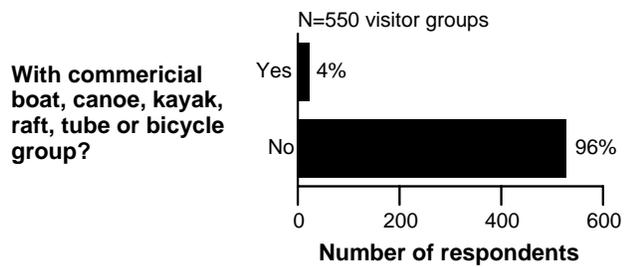


Figure 4. Visitors with commercial boat, canoe, kayak, raft, tube, or bicycle group

Question 17c

On this visit, were you and your personal group part of a school/ educational group?

Results

- Less than 1% of visitor groups were part of a school/ educational group (see Figure 5).

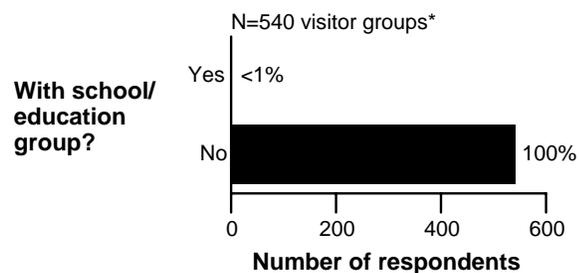


Figure 5. Visitors with a school/educational group

*total percentages do not equal 100 due to rounding

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

Question 17d

On this visit, were you and your personal group part of an “other” organized group (scouts, work, church, etc.)?

Results

- 2% of visitor groups were part of an “other” organized group (see Figure 6).

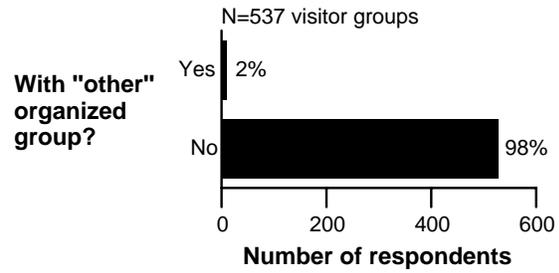


Figure 6. Visitors with an “other” organized group

Question 17e

If you were with one of these organized groups, how many people, including yourself, were in this group?

Results - Interpret with CAUTION!

- Not enough visitor groups responded to this question to provide reliable results (see Figure 7).

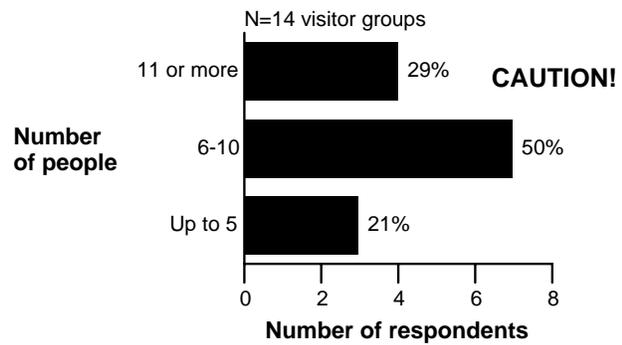


Figure 7. Organized group size

*total percentages do not equal 100 due to rounding

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

United States visitors by state of residence

Question 21b

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

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

Results

- U.S. visitors were from 23 states and comprised 99.8% of total visitation to the park during the survey period.
- 94% of U.S. visitors came from Georgia (see Table 5 and Figure 8).
- Smaller proportions of U.S. visitors came from 22 other states.

Table 5. United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=1,245 individuals	Percent of total visitors N=1,248 individuals
Georgia	1168	94	94
Florida	12	1	1
South Carolina	10	1	1
Tennessee	10	1	1
California	6	<1	<1
Alabama	5	<1	<1
Indiana	4	<1	<1
Texas	4	<1	<1
Colorado	3	<1	<1
14 other states	23	2	2

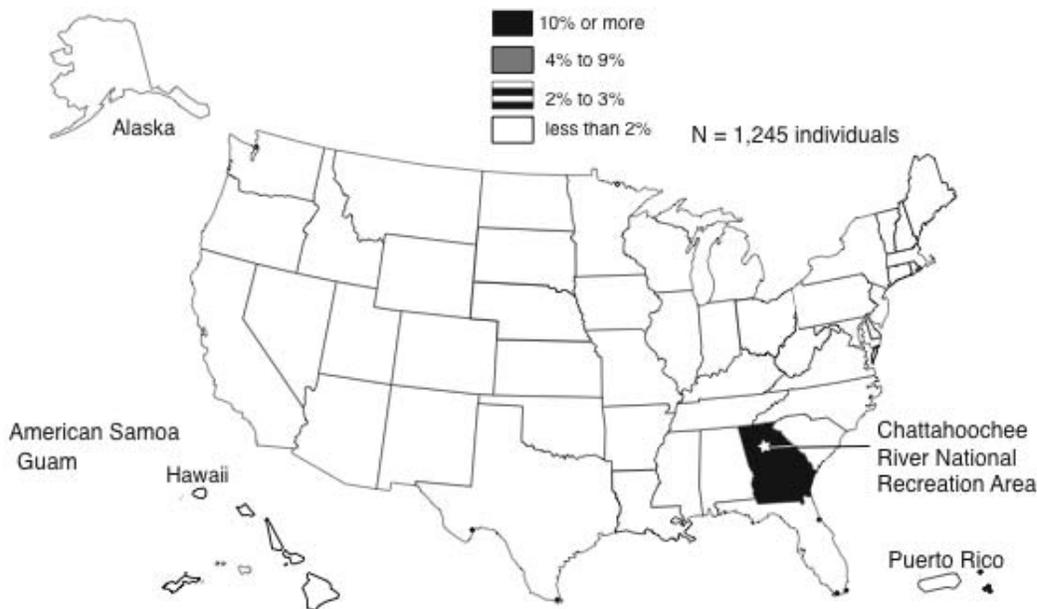


Figure 8. Proportions of United States visitors by state of residence

*total percentages do not equal 100 due to rounding

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

Visitors from Georgia and adjacent states by county of residence

- Visitors from Georgia and adjacent states were from 39 counties and comprised 97% of the total U.S. visitation to the park during the survey period.
- 46% came from Fulton County, GA (see Table 6).
- 35% came from Cobb County, GA.
- Smaller proportions of came from 37 other counties.

Table 6. Visitors from Georgia and adjacent state visitors by county of residence*

County, State	Number of visitors	
	N=1,206 individuals	Percent
Fulton, GA	549	46
Cobb, GA	418	35
Gwinnett, GA	79	7
DeKalb, GA	41	3
Cherokee, GA	28	2
Forsyth, GA	10	1
Clayton, GA	7	1
Paulding, GA	7	1
York, SC	7	1
30 other counties	60	5

*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

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

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

Results - Interpret with CAUTION!

- Not enough visitor groups responded to this question to provide reliable results (see Table 7).

Table 7. International visitors by country of residence
CAUTION!

Country	Number of visitors	Percent of international visitors N=3 individuals	Percent of total visitors N=1,248 individuals
Netherlands	2	67	<1
Australia	1	33	<1

*total percentages do not equal 100 due to rounding

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

Frequency of visits

Question 21c

For you and your personal group on this visit, how frequently have you visited Chattahoochee River NRA (including this visit)?

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

Results

- 31% of visitors visit occasionally during the year (see Figure 9).
- 28% visit every week.

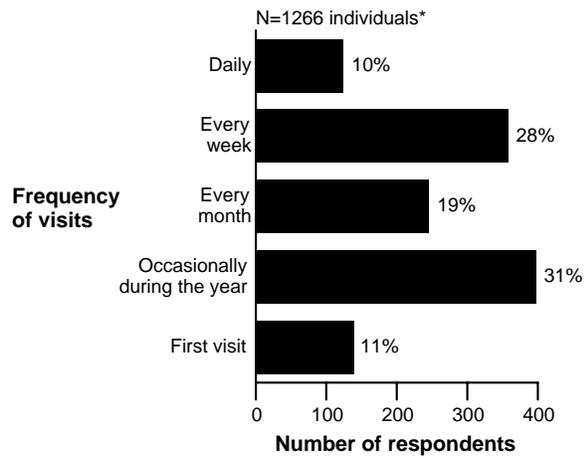


Figure 9. Frequency of visits to Chattahoochee NRA

*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

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

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

Results

- Visitor ages ranged from 1 to 90 years.
- 36% of visitors were in the 36 - 55 years age group (see Figure 10).
- 14% were 15 years or younger.
- 5% were 66 or older.

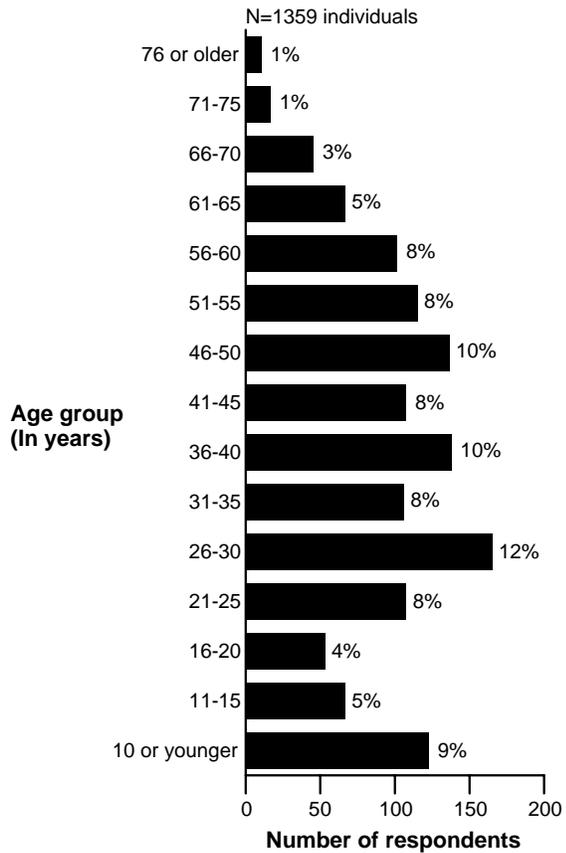


Figure 10. Visitor age

Visitor ethnicity

Question 23a

Are you or members of your personal group Hispanic or Latino?

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

Results

- 5% of visitors were Hispanic or Latino (see Figure 11).

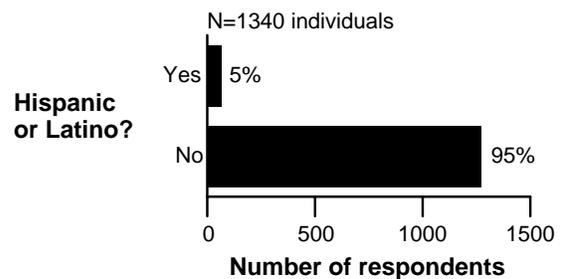


Figure 11. Visitors who were Hispanic or Latino

*total percentages do not equal 100 due to rounding

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

Visitor race

Question 23b

What is your race? What is the race of each member of your personal group?

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

Results

- 93% of visitors were White (see Figure 12).
- 4% were Asian.

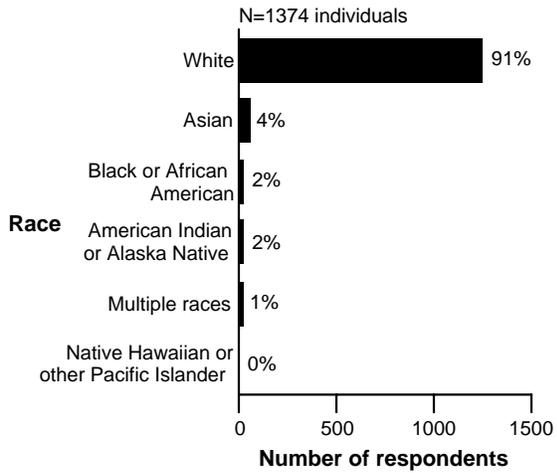


Figure 12. Visitor race

Question 23b

If any members are Asian, please list the Asian group(s) that the person(s) belongs to (e.g., Chinese, Filipino, Japanese, etc.).

Results – Interpret with CAUTION!

- 21 visitor groups listed Asian groups to which they belonged (see Table 8).

Table 8. Asian groups represented (N=21 comments) **CAUTION!**

Asian group	Number of times mentioned
Indian	5
Japanese	4
Korean	4
Vietnamese	3
Chinese	2
American/Korean	1
Filipino	1
South Asian	1

*total percentages do not equal 100 due to rounding

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

Language used for speaking and reading

Question 19a

When visiting an area such as Chattahoochee River NRA, which language(s) do you and most members of your personal group prefer to use for speaking?

Results

- 99% visitor groups reported English as their preferred language for speaking (see Figure 13).
- Other languages (1%) are listed in Table 9.

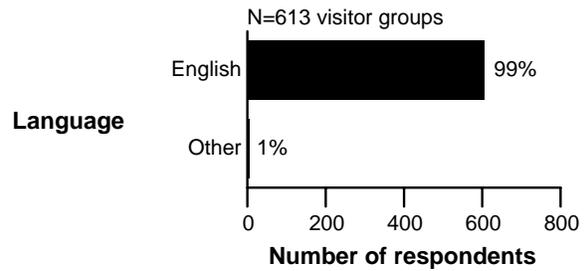


Figure 13. Language preferred for speaking

Question 19b

When visiting an area such as Chattahoochee River NRA, which language(s) do you and most members of your personal group prefer to use for reading?

Results

- 99% visitor groups preferred English for reading (see Figure 14).
- Other languages (1%) are listed in Table 10.

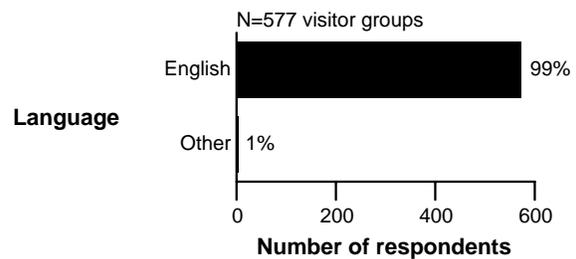


Figure 14. Language preferred for reading

Table 9. Other languages preferred for speaking (N=11 comments) **CAUTION!**

Language	Number of times mentioned
Spanish	4
French	2
Russian	2
Guajarati	1
Lithuanian	1
Tamil	1

Table 10. Other languages preferred for reading (N=8 comments) **CAUTION!**

Language	Number of times mentioned
Spanish	3
Russian	2
French	1
Hindi	1
Lithuanian	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 19c

What services in the park need to be provided in languages other than English?
(Open-ended)

Results

- 25% of visitor groups felt that services should be provided in languages other than English (see Figure 15).
- 53 visitor groups provided comments on services that need to be provided in languages other than English (see Table 11).

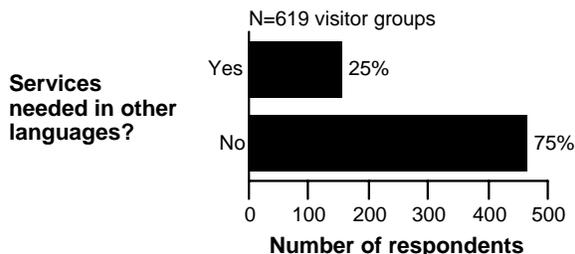


Figure 15. Visitor groups that needed services in languages other than English

Table 11. Services needed in other languages (N=80 comments; some visitor groups made more than one comment.)

Service	Number of times mentioned
Rules/regulations	14
All services	10
Restrooms	8
Directions	6
Signs	6
Parking information	5
Fee information	4
Emergency information	3
Safety information	3
Safety issues	3
Fishing regulations	2
Maps	2
Trails	2
Water/river safety regulations	2
Directional signs	1
Fee machines	1
No littering signs	1
Park office	1
Pet rules	1
Rules and regulation signs	1
Shuttle service for tubing returns	1
Trail maps	1
Trail mileage	1
Welcome	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 physical conditions

Question 20a

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

Results

- 2% of visitor groups had members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 16).

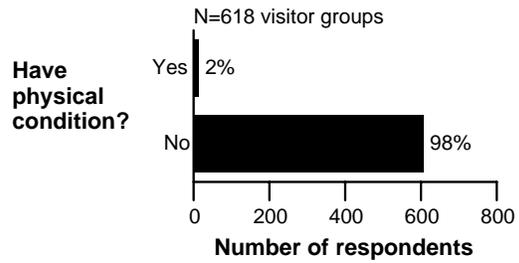


Figure 16. Visitor groups that had members with physical conditions

Question 20b

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

Results – Interpret with CAUTION!

- 9 visitor groups commented on the activities or services that were difficult to access or participate in (see Table 12).

Table 12. Activities/services that were difficult to access/participate in (N=11 comments; some visitor groups made more than one comment.) **CAUTION!**

Service	Number of times mentioned
Handicap access/ramps to river	2
Walking	2
Baby stroller accessible trails	1
Getting in and out of boat and raft	1
Kayak handling	1
More detailed maps	1
Signage needs to be more clear/readable	1
Steep trails	1
Widen trails to avoid poison ivy	1

*total percentages do not equal 100 due to rounding

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

Household income

Question 22a

Which category best represents your annual household income?

Results

- 22% of respondents reported a household income of \$100,000-\$149,999 (see Figure 17).
- 14% had an income of \$50,000-\$74,999.

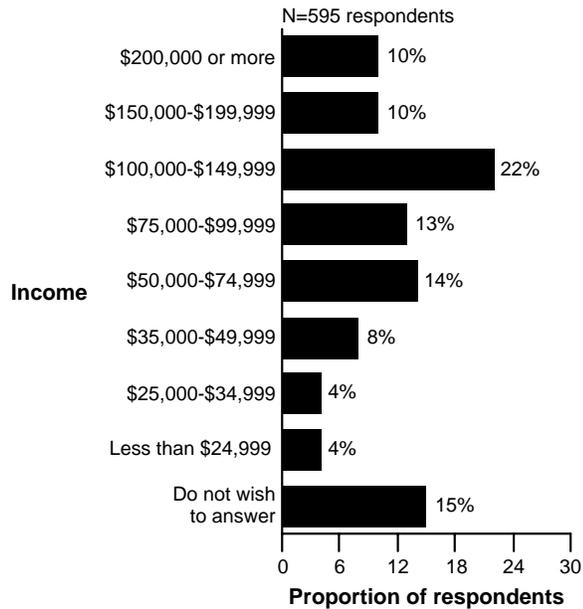


Figure 17. Annual household income

Household size

Question 22b

How many people are in your household?

Results

- 42% of respondents had two people in their household (see Figure 18).
- 18% had one person and 18% had four people.

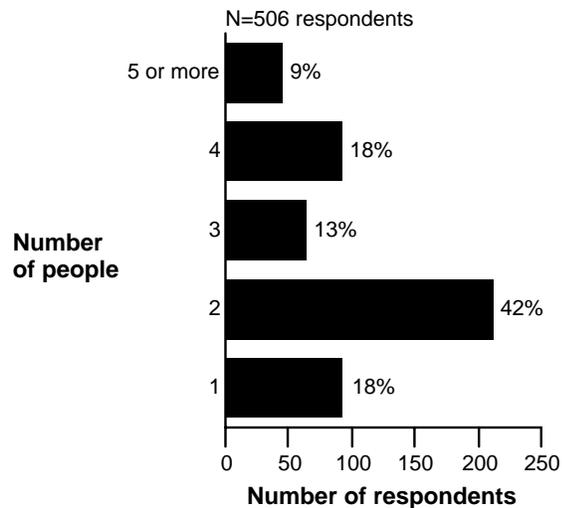


Figure 18. Number of people in household

*total percentages do not equal 100 due to rounding

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

Awareness of park management

Question 2

Prior to this visit, were you and your personal group aware that Chattahoochee River NRA is a unit of the National Park System?

Results

- Prior to their visit, 80% of visitor groups were aware that Chattahoochee River NRA is a unit of the National Park System (see Figure 19).

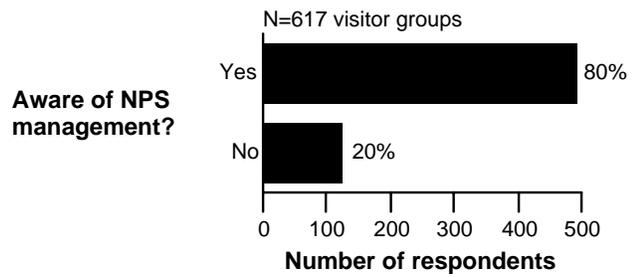


Figure 19. Visitor groups that were aware that Chattahoochee River NRA is a unit of the National Park System

Awareness of safety requirements

Question 3

Prior to this visit, were you and your personal group aware of the safety requirements for water activities in Chattahoochee River NRA?

Results

- Prior to their visit, 48% of visitor groups were aware of the safety requirements for water activities in Chattahoochee River NRA (see Figure 20).

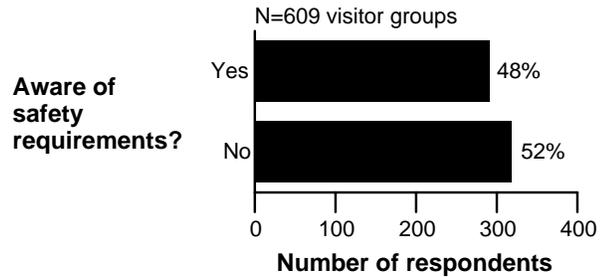


Figure 20. Visitor groups that were aware of the safety requirements for water activities at Chattahoochee River NRA

*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 your visit, how did you and your personal group obtain information about Chattahoochee River NRA?

Results

- 74% of visitor groups obtained information about Chattahoochee River NRA prior to their visit (see Figure 21).
- As shown in Figure 22, among those visitor groups that obtained information about Chattahoochee River NRA prior to their visit, the most common sources were:

56% Previous visits
47% Friends/relatives/word of mouth

- “Other” sources (5%) were:

Drove by
Local resident
Fish Hawk
Former resident
Orvis shop
Saw entrance sign
Signs on road side

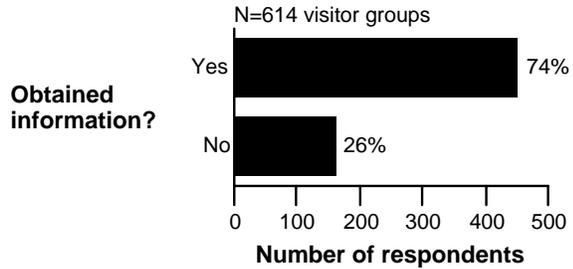


Figure 21. Visitor groups that obtained information about Chattahoochee River NRA prior to visit

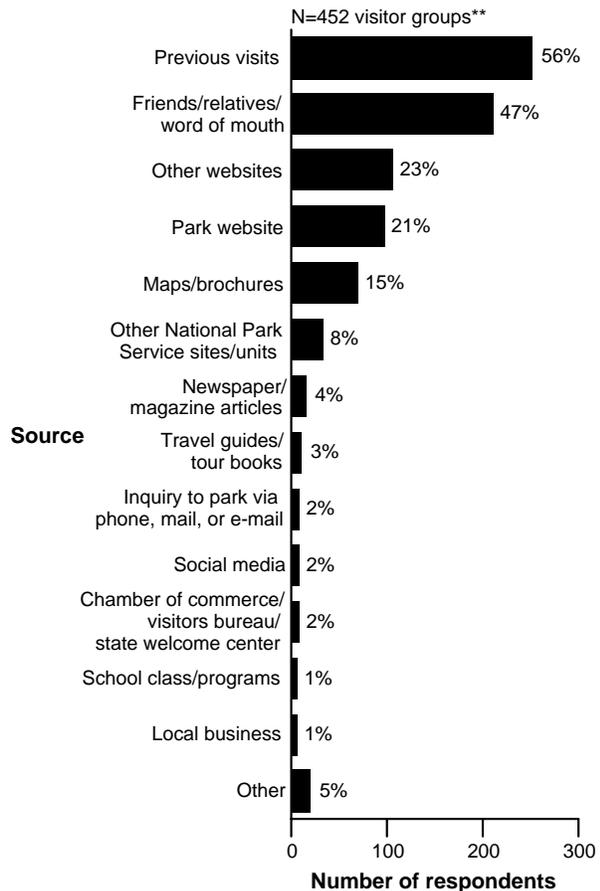


Figure 22. Sources of information used prior to visit

*total percentages do not equal 100 due to rounding

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

Question 1c

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

Results

- 91% of visitor groups received needed information prior to their visit (see Figure 23).

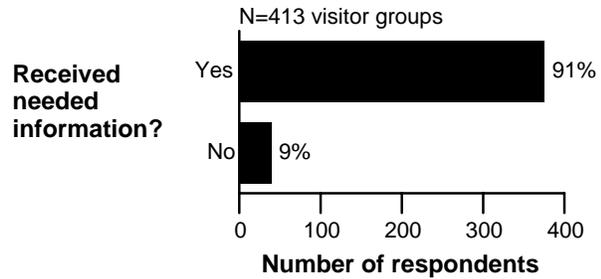


Figure 23. Visitor groups that received needed information prior to their visit

Question 1d

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

Results

- 32 visitor groups listed information they needed but was not available (see Table 13).

Table 13. Needed information (N=45 comments; some visitor groups made more than one comment.)

Type of information	Number of times mentioned
Detailed trail maps	6
Trail distances	4
Trail guide/maps/safety information	4
Park address/location	3
Detailed maps	2
Information on programs	2
Park facilities	2
Park maps	2
Better maps	1
Bike path information	1
Bike regulations	1
Cost of annual pass	1
Cost of parking	1
Event space and requirements	1
Fishing information	1
Hours of operation	1
Information on children's areas	1
Information on films	1
Information on raft rental	1
Information on river play area	1
Information on tubing	1
More advertisement	1
More information	1
More specific park signage	1
Other related parks/sites	1
Pet regulations	1
River access	1
Signs with creek names	1

*total percentages do not equal 100 due to rounding

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

Information sources for future visit

Question 1b

If you were to visit Chattahoochee River NRA in the future, how would you and your personal group prefer to obtain information about the park?

Results

- As shown in Figure 24, visitor groups' most preferred sources of information to plan a future visit were:

40% Park website
 37% Other websites
 29% Previous visits

- "Other" sources of information (2%) were:

President Jimmy Carter
 Local resident
 Orvis shop
 Sign board at parking lot
 Talk radio WSB 750

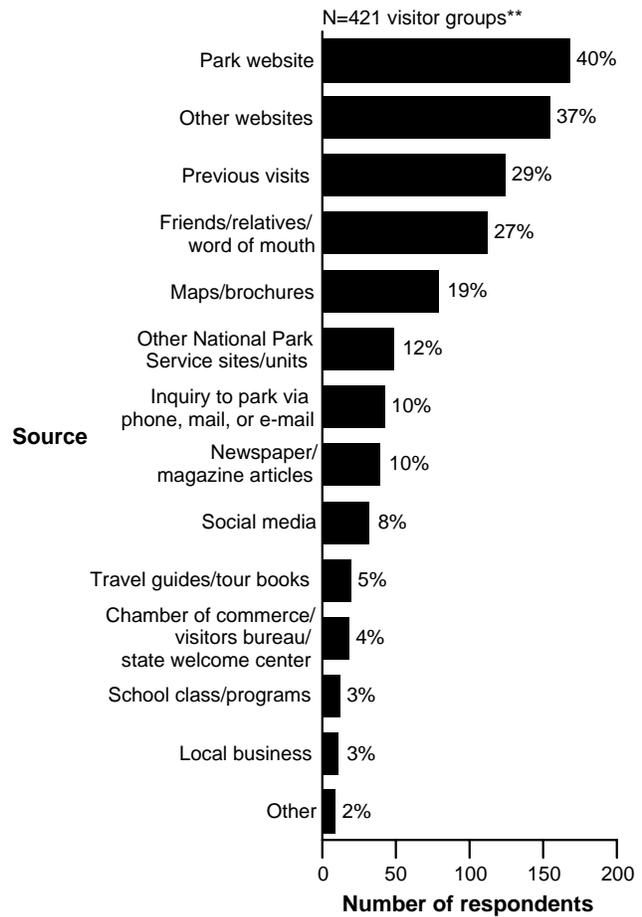


Figure 24. Sources of information to use for a future visit

*total percentages do not equal 100 due to rounding

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

Types of information at park sites

Question 5a

Chattahoochee River NRA has many different sites along 48 miles of the river. Which types of information would be most useful to you and your personal group as you arrive at any park site?

Results

- 89% of visitor groups felt that information would be useful upon arrival at park sites (see Figure 25).

- As shown in Figure 26, the types of information at park sites that visitor groups felt would be most useful were:

86% Trail maps
58% Restroom locations

- Table 14 shows “other” types of information (14%) that visitor groups would find useful at park sites.

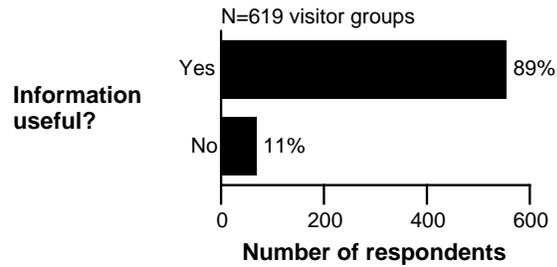


Figure 25. Visitor groups that felt information would be useful upon arrival at park sites

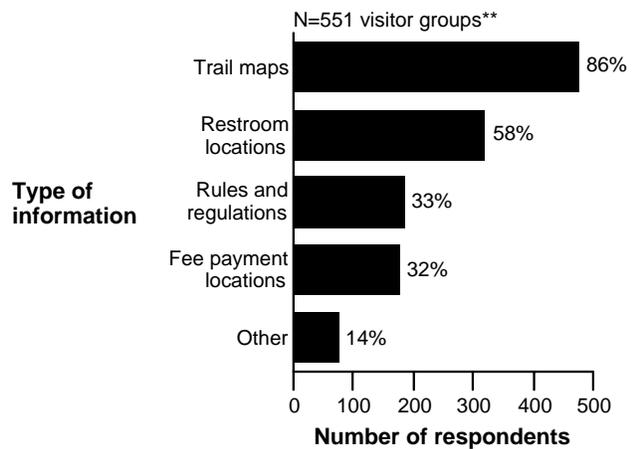


Figure 26. Types of information that would be useful to visitors at park sites

*total percentages do not equal 100 due to rounding

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

Table 14. “Other” types of information that would be helpful at park sites (N=79 comments)

Type of information	Number of times mentioned
Boat launches/put-in locations	5
Fishing information	5
Location of water fountains	5
Activities available	4
Bike trail information	4
Other park locations	3
Points of interest	3
Safety information	3
Trail information	3
Water levels/conditions	3
Wildlife	3
Access to river/water	2
Area history	2
Facilities/amenities	2
Flood information/warnings	2
Hours of operation	2
How to purchase annual parking pass	2
Pet regulations	2
Trail mileage	2
Activities	1
Automated parking space numbers/notification	1
Bags for dog feces	1
Camping information	1
Children's activities	1
E. coli levels	1
Equipment	1
Historic sites, information, brochures	1
Improved water release schedule	1
Kayak put-in/take-out locations	1
Local geology	1
Locations of parking lots	1
Park closures	1
Park hours	1
Park layout	1
Picnic areas	1
Property boundary unclear on ridge trail	1
Running information	1
Snake identification	1
Special events	1
Vegetation	1
Water	1

*total percentages do not equal 100 due to rounding

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

Question 5b

In which forms would you and your personal group like to get the above information about Chattahoochee River NRA?

Results

- As shown in Figure 27, the most common forms in which visitor groups would like to receive information were:

64% Park website
62% Signs

- “Other” forms of information (5%) were:

A big sign that says no glass!
Detailed maps
Email
Enforcement rangers
Facebook
Internet
iPhone application
Landraid OS - Waterproof maps
Twitter
Web
WSB Radio 750

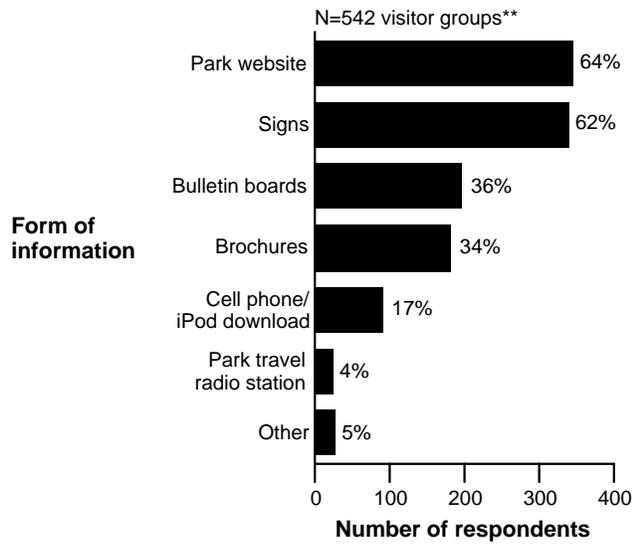


Figure 27. Forms in which visitor groups would like to receive information about Chattahoochee River NRA

*total percentages do not equal 100 due to rounding

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

Forms of transportation used to arrive at the NRA

Question 11a

On this visit, how did you and your personal group arrive at Chattahoochee River NRA?

Results

- As shown in Figure 28, the most common form of transportation used to arrive at Chattahoochee River NRA was:

95% Vehicle

- “Other” forms of transportation (1%) were:

Tubing
Bus
River

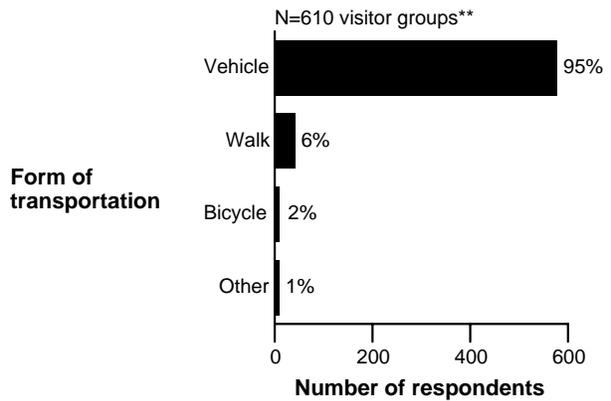


Figure 28. Forms of transportation used to arrive at Chattahoochee River NRA

Number of vehicles

Question 11b

On this visit, how many vehicles did you and your group use to arrive at Chattahoochee River NRA?

Results

- 82% of visitor groups used one vehicle to arrive at the NRA (see Figure 29).

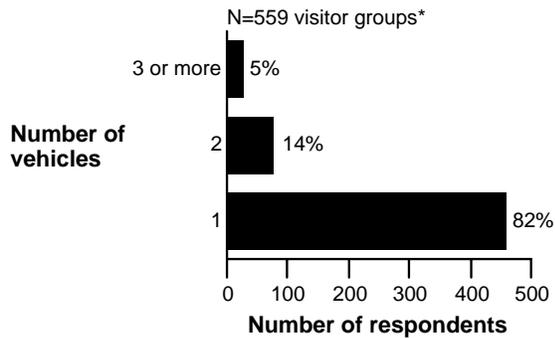


Figure 29. Number of vehicles used to arrive at Chattahoochee River NRA

*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 14

On this visit, how long in total did you and your personal group stay at Chattahoochee River NRA?

Results

- 39% of visitor groups spent up to 1 hour visiting the park (see Figure 30).
- 31% spent 2 hours.
- The average length of visit was 2.1 hours.

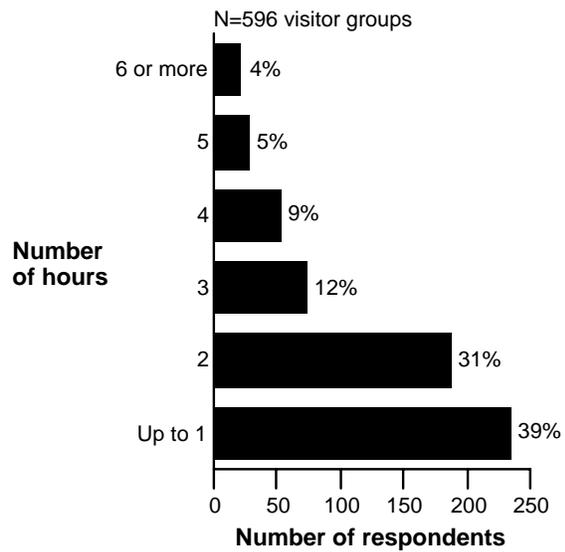


Figure 30. Length of visit

*total percentages do not equal 100 due to rounding

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

Locating sites to visit

Question 4a

During your travel to and within Chattahoochee River NRA, how did you and your personal group locate the sites that you wanted to visit?

Results

- As shown in Figure 31, the most common method used to locate sites at Chattahoochee River NRA was:

79% Knew about locations from previous visit(s) or from living in the area
- “Other” methods (5%) of locating sites were:

Friends
Exploring on own
Family
Google maps
Internet
Chattahoochee Outfitters
Group leader
River Tubing Service

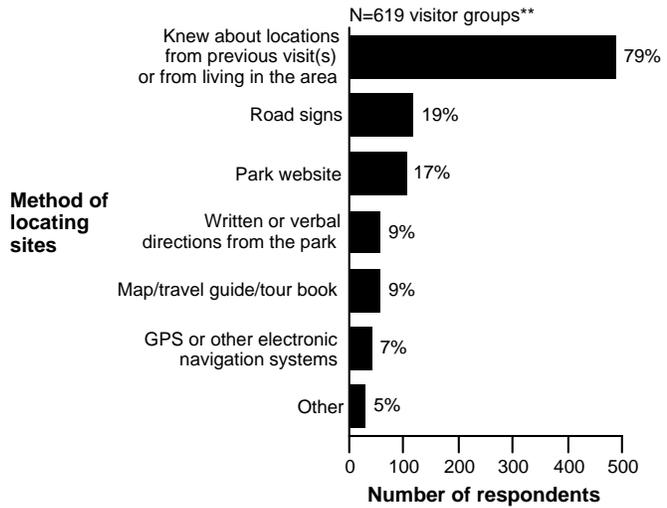


Figure 31. Method of locating sites while traveling to and within Chattahoochee River NRA

Question 4b

Did your personal group have any difficulty locating the sites?

Results

- 5% of visitor groups had difficulty locating sites (see Figure 32).

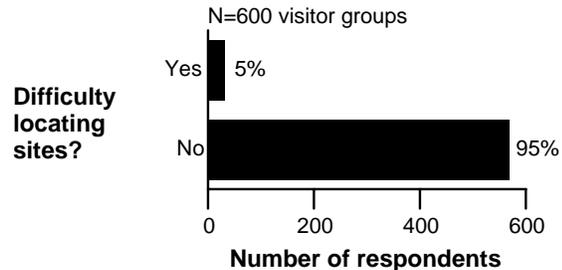


Figure 32. Visitor groups that had difficulty locating sites

*total percentages do not equal 100 due to rounding

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

Question 4c

If YES, what was the problem (Open-ended)?

Results

- 31 visitor groups listed reasons for difficulties locating park sites (see Table 15).

Table 15. Reasons for difficulties finding park sites (N=31 comments)

Reason	Number of times mentioned
Inaccurate trail maps	3
GPS led to wrong location	2
Incorrect signage on trails	2
Signage not adequate	2
Trail signs need maintenance	2
Trails were confusing	2
Address not clear	1
Ambiguous entrances on both sides of river	1
Confusing trail maps	1
Differences between parks not clear	1
Difficulty finding bike trails	1
Difficulty finding sites	1
Directions	1
Directions to Whitewater Creek hard to follow	1
Entrance signs not clear	1
GPS could not find Johnson Ferry	1
Indian Cave unmarked on maps	1
Lack of information	1
Lack of trail information east of Johnson Ferry	1
Not enough road signs	1
Road access to river is hard to find	1
Trail maps hard to understand	1
Unfamiliar with the area	1
Web information doesn't agree with signs	1

*total percentages do not equal 100 due to rounding

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

Units visited/used on past visits

Question 9a

On past visits, which of the following units at Chattahoochee River NRA have you and your personal group visited/used?

Results

- For 1% of visitor groups, this was their first visit to Chattahoochee River NRA (see Figure 33).
- As shown in Figure 34, of the visitor groups that were not first-time visitors, the most common units visited/used at Chattahoochee River NRA on past visits were:

53% Columns Drive
 43% Sope Creek
 43% Interstate North Parkway
 Parkway

- “Other” (3%) sites were:

Big Creek
 Buford Dam
 Garrard Landing
 McGinnis Ferry
 Morgan Falls
 North Lower Roswell
 North Ridge
 Pallisades
 South of ATC

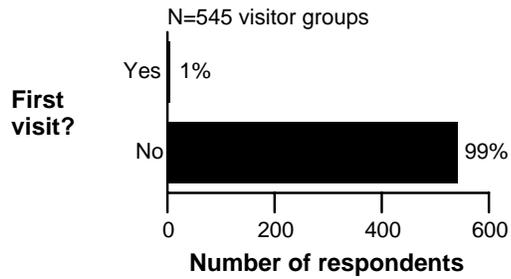


Figure 33. Visitor groups on their first visit to Chattahoochee River NRA

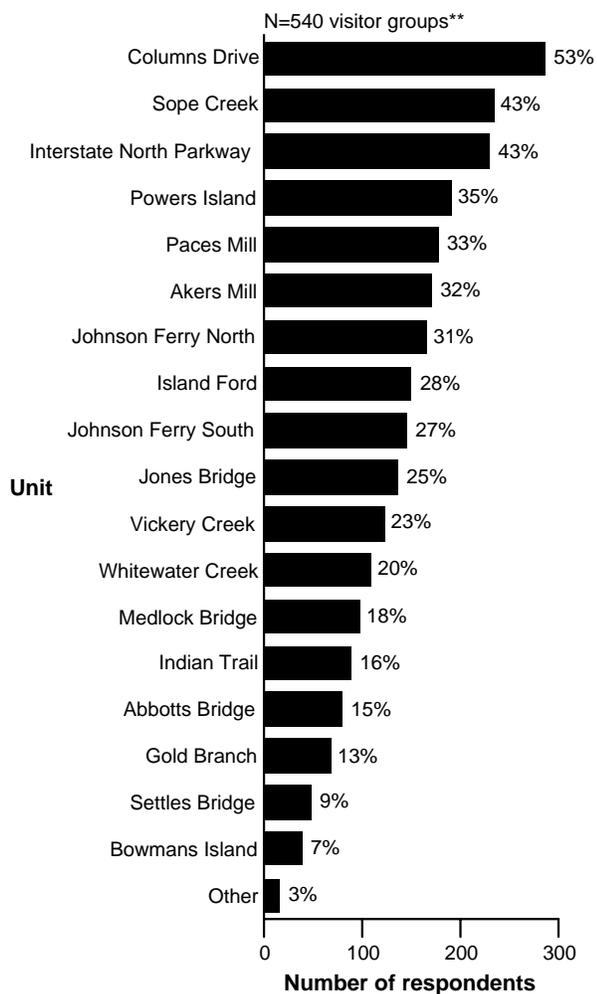


Figure 34. Units visited/used at Chattahoochee River NRA on past visits

*total percentages do not equal 100 due to rounding

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

Units visited/used on this visit

Question 9b

On this visit, which of the following units at Chattahoochee River NRA did you and your personal group visit/use?

Results

- As shown in Figure 35, the most common units visited/used at Chattahoochee River NRA on this visit were:

27% Columns Drive
21% Interstate North Parkway

- “Other” (1%) sites were:

Morgan Falls
Palisades
Park near Vinings
West Palisades

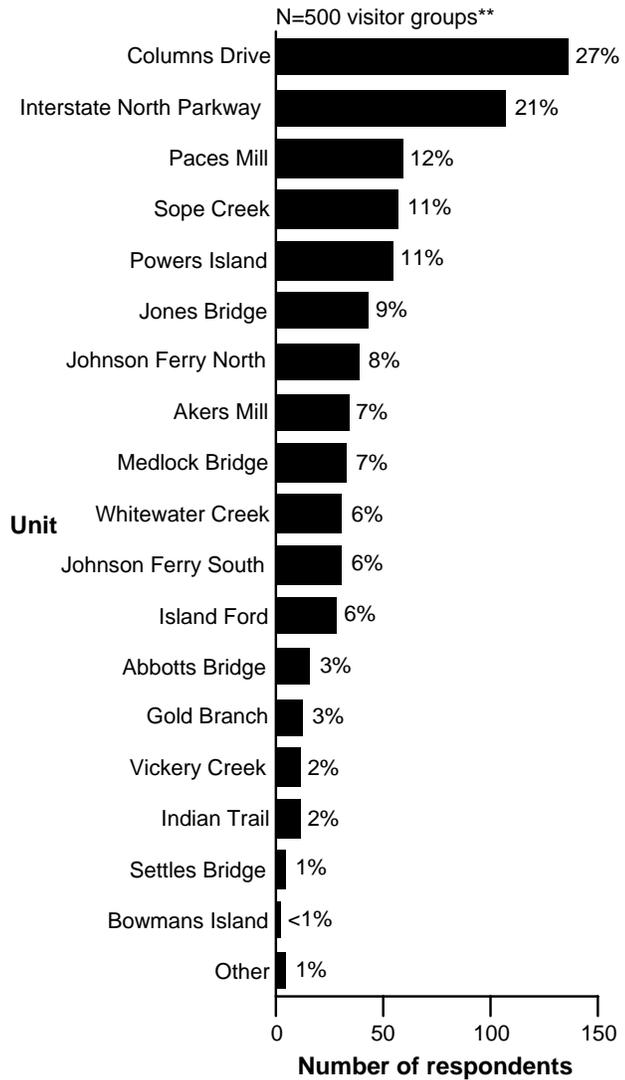


Figure 35. Units visited/used at Chattahoochee River NRA on this visit

*total percentages do not equal 100 due to rounding

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

Question 9c

If you and your personal group visited only one site on this visit, why did you choose that site? (Open-ended)

Results

- 272 visitor groups listed reasons for choosing a particular site (see Table 16).

Table 16. Reasons for choosing a particular site (N=307 comments; some visitor groups made more than one comment.)

Reason	Number of times mentioned
Close to home	116
Location	18
Convenient	15
Running/jogging	15
Good running trail	10
Good fishing	9
Hiking/walking	9
Trails	8
Familiarity	7
Feel safe	5
New place	5
Access to river/creek	3
Bicycle trail	3
Dog walking	3
Drove by	3
Exercise	3
Good hiking for kids	3
Kayaking	3
Scenery	3
Trails with mile markers	3
Baby stroller accessible	2
Biking	2
Boat ramp	2
Daily walk	2
Only one for which we knew the location	2
Picnic areas	2
Restroom	2
Shade on trail	2
Beauty	1
Best bird watching	1
Best tubing	1
Cleanliness	1
Close by our camp	1
Close to the hotel	1
Creek	1
Depth of water	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 16. Reasons for choosing a particular site (continued)

Reason	Number of times mentioned
Good parking	1
Great float trip	1
I saw the sign	1
Ideal length of walking loop (2 miles)	1
In area at time	1
Interstate North Parkway	1
Kayak put-in	1
Like the trail by the river	1
Lots of people	1
Lots to see	1
Meeting up with tubers for Father's Day	1
Mill ruins	1
More people friendly	1
Most natural trail	1
Not crowded	1
Parking access	1
Past history/knowledge	1
Photography opportunities in the area	1
Proximity to Virginia Highlands section of Atlanta	1
Rafting	1
Ranger station	1
Referred by friend	1
River	1
Seeing friends	1
Short of time	1
Start point for nice tubing +/- 3 to 4 hours	1
Stream monitoring site	1
Take dog to river	1
There's a nice area for our dogs to play	1
Time and cost of tubing now uneconomical	1
Site seeing	1
To purchase permit	1
Tubing	1
Wading water for children and dog	1
Water	1
White Water Creek	1
Wildlife	1

*total percentages do not equal 100 due to rounding

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

Visit to one specific site

Question 12a

On this visit to Chattahoochee River NRA, did you and your personal group have only one specific site within the park that you planned to visit?

Results

- 56% of visitor groups had only one specific park site they planned to visit (see Figure 36).

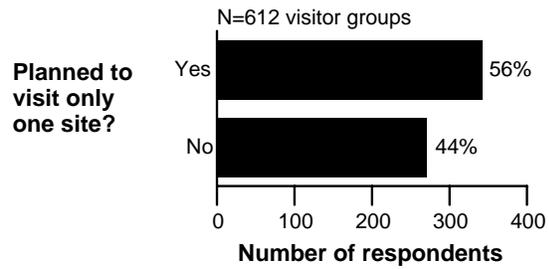


Figure 36. Visitor groups that had only one specific park site they planned to visit

Question 12b

If YES, what site was it? (Open-ended)

Results

- Table 17 shows the one specific site that visitor groups planned to visit.

Table 17. Site visited (N=281 comments)

Site	Number of times mentioned
Chattahoochee River	34
Columns Drive	28
Trails	21
Sope Creek	18
Walking trail	17
Cochran Shoals	16
Interstate North Parkway	16
Running trails	16
Paces Mill	10
Jones Bridge	8
Boat ramp	7
Jogging trail	7
5k running trail	6
Island Ford	6
Powers Island	6
3-mile walking loop	5
Akers Mill	5
Cochran Shoals trail	5
Gold Branch	5
Medlock Bridge	5
Walk trail	4
Abbotts Bridge	3
Johnson Ferry	3
Johnson Ferry North	3
Picnic facilities	3
Bike trails	2
Canoe ramp	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 17. Site visited (continued)

Site	Number of times mentioned
Columns Drive running trail	2
Johnson Ferry South	2
Walking path - Interstate North to Columns Drive	2
A trail (unspecified)	1
Biking on Columns Drive	1
Bob Callan Trail	1
C.R. Walk Trail	1
Diving rock	1
Johnson Ferry Trail	1
Jones Bridge Park	1
Jumping rocks	1
Little Branch area	1
Long Island Shoals	1
Main trail	1
National Park Service visitor center	1
Northside Interstate trail	1
Parking lot	1
Pick-up site for tubing	1
Powers Ferry	1
Rafting from Johnson Ferry North	1
River at Powers Ferry	1
Rottenwood Creek at Paces Mill	1
The park at Columns Drive	1
The river walk	1
Using "The River" running path	1
West Palisades	1
Whitewater	1
Whitewater Creek Palisades	1

*total percentages do not equal 100 due to rounding

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

Finding a specific site

Question 12c

On this visit, were you and your personal group able to find that site?

Results

- Nearly 100% of visitor groups were able to find a particular site (see Figure 37).

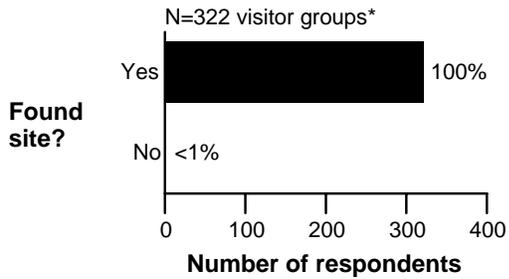


Figure 37. Visitor groups that were able to find a particular site

Finding parking at a specific site

Question 12d

On this visit, were you and your personal group able to find parking at that site?

Results

- 99% of visitor groups were able to find parking at a particular site (see Figure 38).

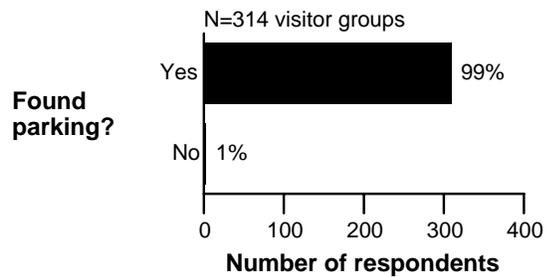


Figure 38. Visitor groups that were able to find parking at a particular site

*total percentages do not equal 100 due to rounding

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

Activities on past visits

Question 8a

On past visits, in which activities did you and your personal group participate within Chattahoochee River NRA?

Results

- For 8% of visitor groups, this was their first visit to Chattahoochee River NRA (see Figure 39).

- As shown in Figure 40, of the visitor groups that were not first-time visitors, the most common activities on past visits were:

- 79% Walking/hiking
- 60% Exercising/running/jogging
- 49% Enjoying solitude/quiet

- “Other” activities (6%) were:

- Baseball
- Climbing
- Dog walking
- Exercise pet
- Kite flying
- Looking for morel mushrooms
- Model rockets
- Orienteering
- Park clean-up events
- Playing in water/rocks
- Restoring trails
- River wading
- Rowing
- Search and rescue training
- Sex
- Skipping stones
- Stream monitoring
- Swimming
- Unicycling
- Wading with dog
- Work

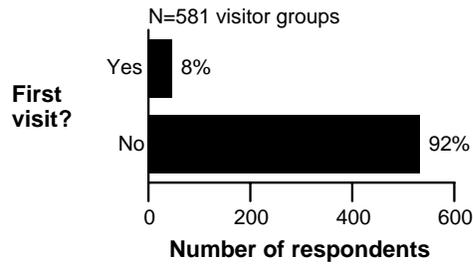


Figure 39. Visitor groups on their first visit to Chattahoochee River NRA

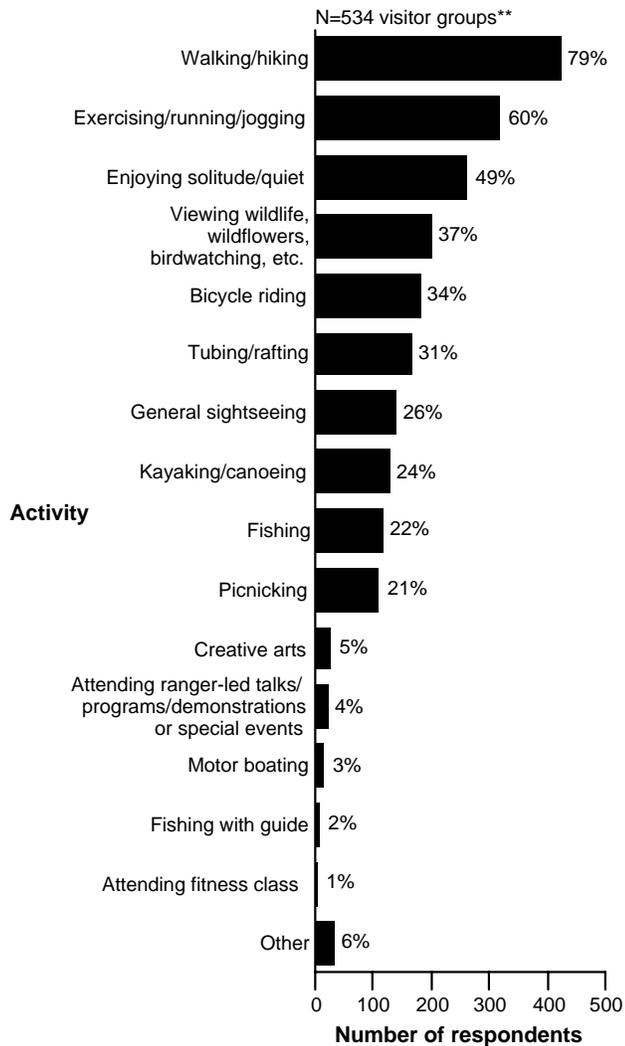


Figure 40. Activities at Chattahoochee River NRA on past visits

*total percentages do not equal 100 due to rounding

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

Activities on this visit

Question 8b

On this visit, in which activities did you and your personal group participate within Chattahoochee River NRA?

Results

- As shown in Figure 41, visitor groups' most common activities at Chattahoochee River NRA on this visit were:

- 54% Walking/hiking
- 41% Exercising/running/jogging
- 33% Enjoying solitude/quiet

- “Other” activities (8%) were:

- Climbing
- Dog walking
- Event site inspection
- Exercise pet
- Obtain parking permit
- Planning future visits
- Playing/wading in river
- Seeking a site for team-building venue
- Sightseeing
- Skipping stones
- Spending time with friends
- Stream monitoring
- Swimming
- Trails
- Visit Indian Cave
- Work

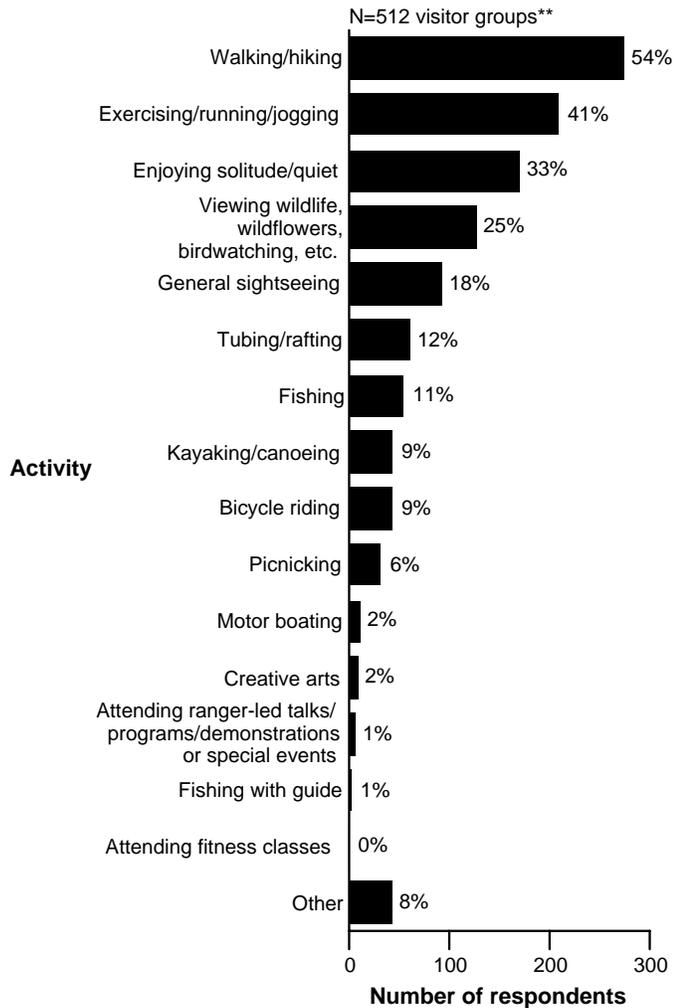


Figure 41. Activities at Chattahoochee River NRA on this visit

*total percentages do not equal 100 due to rounding

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

Primary reason for this visit

Question 8c

On this visit, which one of the above activities was the primary reason you and your personal group visited Chattahoochee River NRA?

Results

- As shown in Figure 42, the most common primary reason visitor groups visited Chattahoochee River NRA were:

33% Walking/hiking
29% Exercising/running/jogging

- “Other” primary reasons (7%) were:

Clean-up
Dog walking
Event site inspection
Gathering information for future visits
Playing/wading in river
Sightseeing and planning future visits
Skipping stones
Stream monitoring
Swimming
Obtaining parking permit
Unicycling
Work

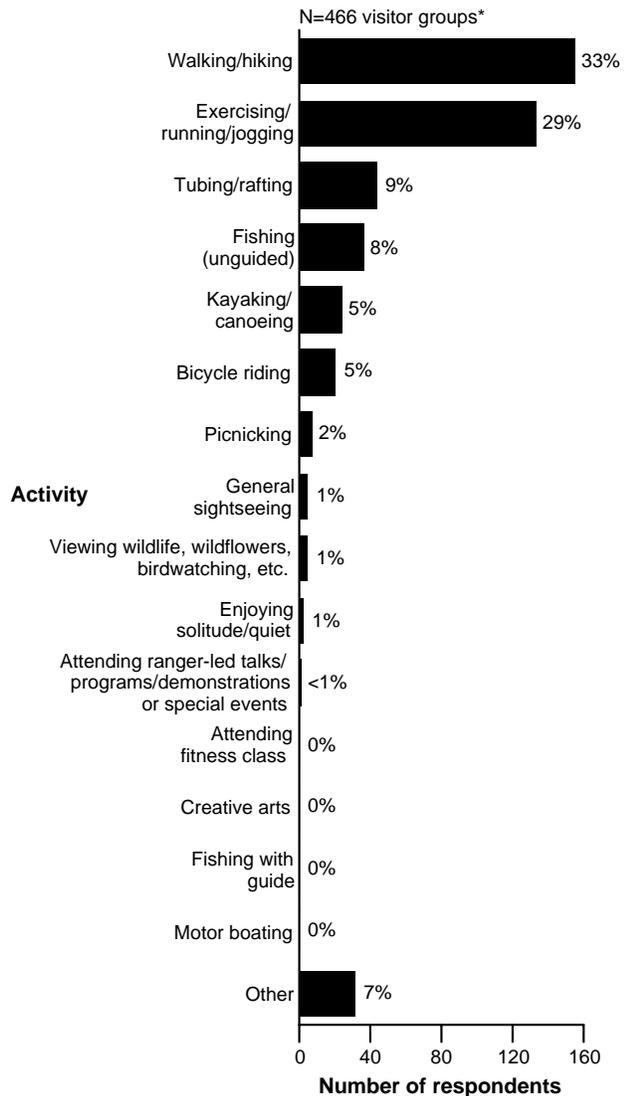


Figure 42. Primary reason for visiting Chattahoochee River NRA

*total percentages do not equal 100 due to rounding

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

Safety issues at Chattahoochee NRA

Question 6a

Please indicate how safe you and your personal group felt from crime (personal safety) during this visit to Chattahoochee River NRA.

Results

- 63% of visitor groups felt “very safe” from crime during this visit to Chattahoochee River NRA (see Figure 43).
- 29% felt “somewhat safe.”

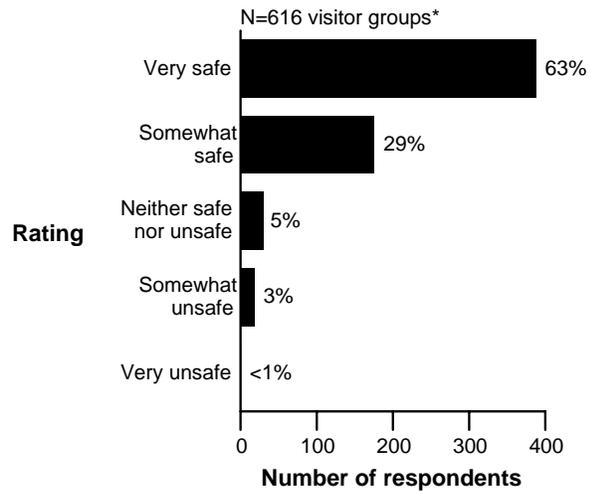


Figure 43. Personal safety from crime at Chattahoochee River NRA

Question 7a

Please indicate how safe you and your personal group felt from crime (personal safety) in your neighborhood.

Results

- 56% of visitor groups felt “very safe” from crime in their neighborhoods (see Figure 44).
- 37% felt “somewhat safe.”

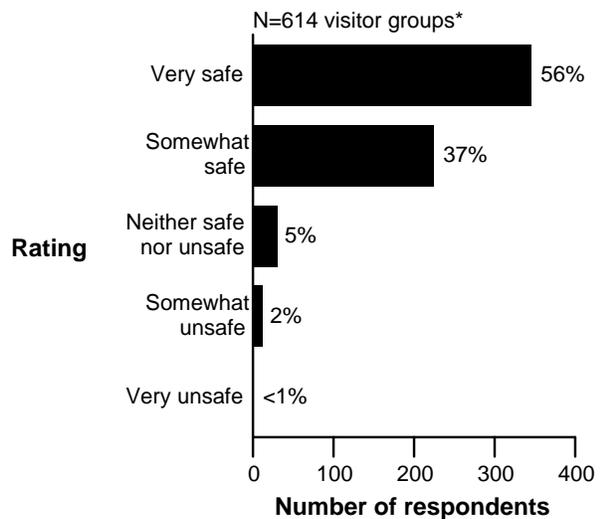


Figure 44. Personal safety from crime in visitor groups' neighborhoods

*total percentages do not equal 100 due to rounding

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

Question 6a

Please indicate how safe you and your personal group felt from accidents during this visit to Chattahoochee River NRA.

Results

- 59% of visitor groups felt “very safe” from accidents during this visit to Chattahoochee River NRA (see Figure 45).
- 31% felt “somewhat safe.”

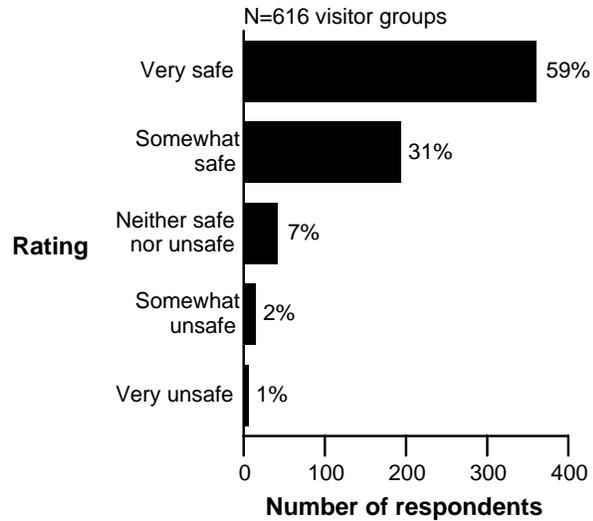


Figure 45. Personal safety from accidents at Chattahoochee River NRA

Question 7a

Please indicate how safe you and your personal group felt from accidents in your neighborhood.

Results

- 57% of visitor groups felt “very safe” from accidents in their neighborhoods (see Figure 46).
- 36% felt “somewhat safe.”

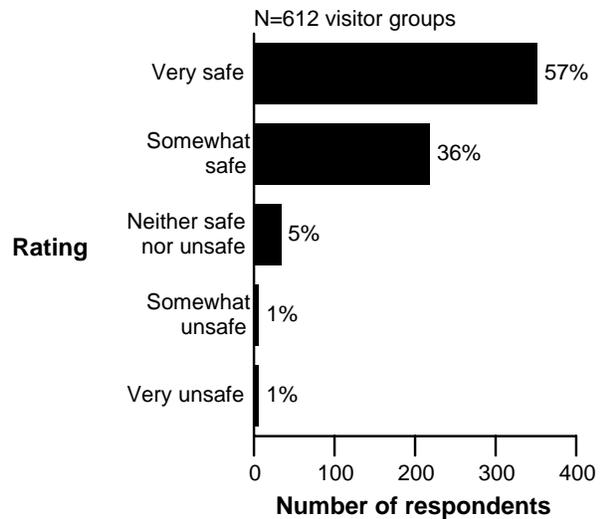


Figure 46. Personal safety from accidents in visitor groups' neighborhoods

*total percentages do not equal 100 due to rounding

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

Question 6a

Please indicate how safe you and your personal group felt from crime (personal property) during this visit to Chattahoochee River NRA.

Results

- 43% of visitor groups felt “very safe” from crime (personal property) during this visit to Chattahoochee River NRA (see Figure 47).
- 38% felt “somewhat safe.”

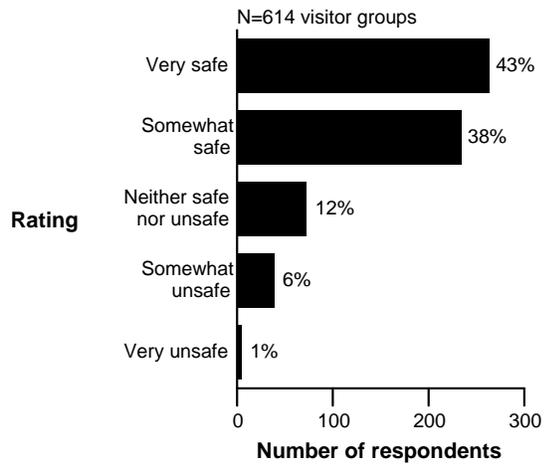


Figure 47. Safety of personal property from crime in Chattahoochee River NRA

Question 7a

Please indicate how safe you and your personal group felt from crime (personal property) in your neighborhood.

Results

- 42% of visitor groups felt “very safe” from crime (personal property) in their neighborhoods (see Figure 48).
- 44% felt “somewhat safe.”

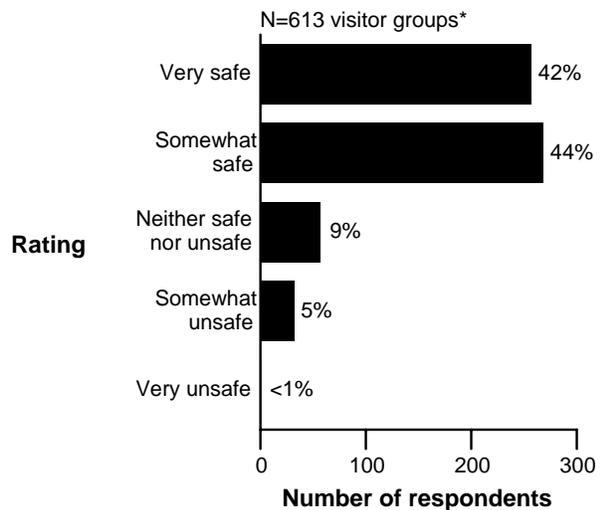


Figure 48. Safety of personal property from crime in visitor groups' neighborhoods

*total percentages do not equal 100 due to rounding

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

Reasons for feeling unsafe in Chattahoochee NRA

Question 6b

If you marked “very unsafe” or “somewhat unsafe” for any of the above items, please explain why. (Open-ended)

Results

- 67 visitor groups listed reasons for feeling “very unsafe” or “somewhat unsafe” in Chattahoochee NRA (see Table 18).

Table 18. Reasons for feeling unsafe in the NRA (N=59 comments; some visitor groups made more than one comment.)

Reason	Number of times mentioned
Heard about car break-ins	15
Experienced car break-in	7
Being alone in park	3
Cautious about leaving valuables in car	3
Lack of parking lot patrols	3
Need more law enforcement personnel	3
Secluded parking lots	3
Broken windshield glass in parking lot	2
Fallen trees on trails	2
Loiterers	2
Loiterers in parking lot	2
Single female	2
Big city near by	1
Bikes on Columns are a hazard	1
Bikes ride too close to cars	1
Homeless people	1
Lack of bicycle lane	1
Lack of law enforcement on weekdays	1
Lots of people on trails	1
Metal trash (cans, etc.)	1
Mountain bikers and runners sharing trails	1
Need security camera at Sope Creek	1
Overflow in payment box - attracts thieves	1
Parking lots	1
Poison ivy on trails	1
Poor visibility	1
Recent murder	1
Steep muddy banks	1
Trails dangerous for children	1
Unsafe kayak shuttle driver	1
Vandalism	1
Water fountains broken	1

*total percentages do not equal 100 due to rounding

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

Reasons for feeling unsafe in own neighborhood

Question 7b

If you marked “very unsafe” or “somewhat unsafe” for any of the above items, please explain why. (Open-ended)

Results – Interpret with **CAUTION!**

- 29 visitor groups listed reasons for feeling “very unsafe” or “somewhat unsafe” in their own neighborhoods (see Table 19).

Table 19. Reasons for feeling unsafe in own neighborhood (N=33 visitor groups; some visitor groups made more than one comment.) **CAUTION!**

Reason	Number of times mentioned
Thefts/break-ins in neighborhood	12
Have experienced break-ins at home	6
Live in the city	2
Apartment get left open	1
Car break-ins	1
Change in population	1
Crime is prevalent	1
Live in high crime area	1
Poor economy	1
Robbery	1
Security is lacking	1
Use an alarm system	1

*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 Services, Facilities, Attributes, and Resources

Information services used

Question 10a

Please indicate all the information services that you or your personal group used at Chattahoochee River NRA during this visit.

Results

- As shown in Figure 49, the most common visitor information services used by visitor groups were:

58% Directional signs
47% Information signs

- The least used information service was:

<1% Junior Ranger program

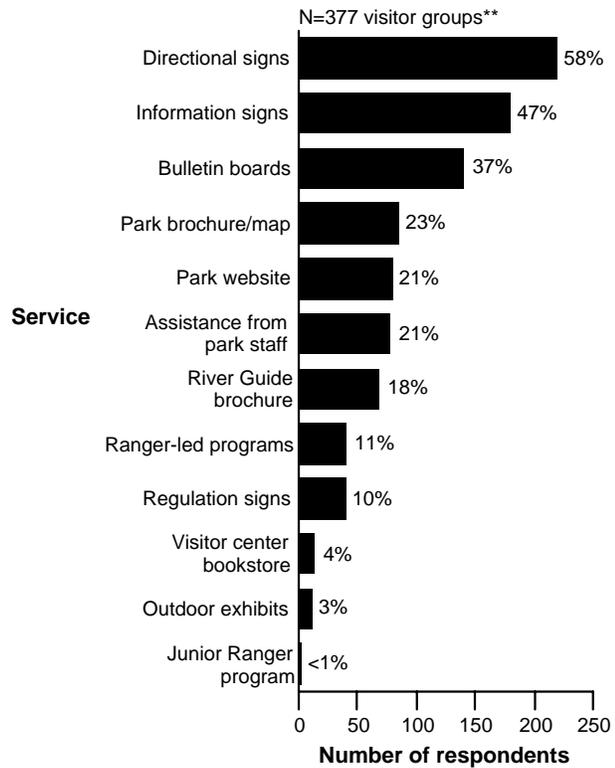


Figure 49. Information services used

*total percentages do not equal 100 due to rounding

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

Importance ratings of information services

Question 10b

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

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

Results

- Figure 50 shows the combined proportions of “extremely important” and “very important” ratings of information services that were rated by 30 or more visitor groups.

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

- 78% Ranger-led programs
- 76% Park brochure/map
- 69% Park website

- Figures 51 to 62 show the importance ratings of each service and facility.

- The information services receiving the highest “not important” ratings that were rated by 30 or more visitor groups were:

- 3% Bulletin boards
- 3% Park brochure/map
- 3% River Guide brochure

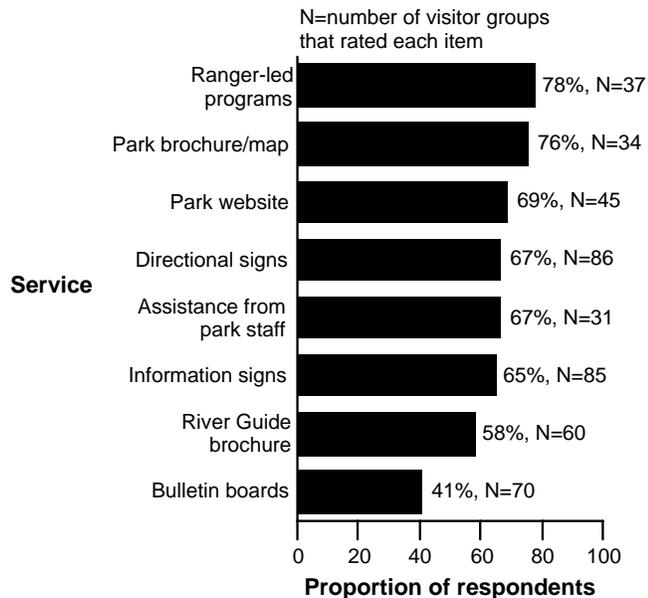


Figure 50. Combined proportions of “extremely important” and “very important” ratings of information services

*total percentages do not equal 100 due to rounding

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

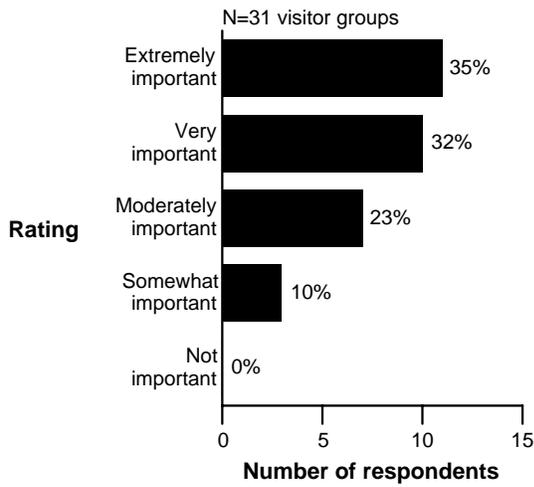


Figure 51. Importance of assistance from park staff

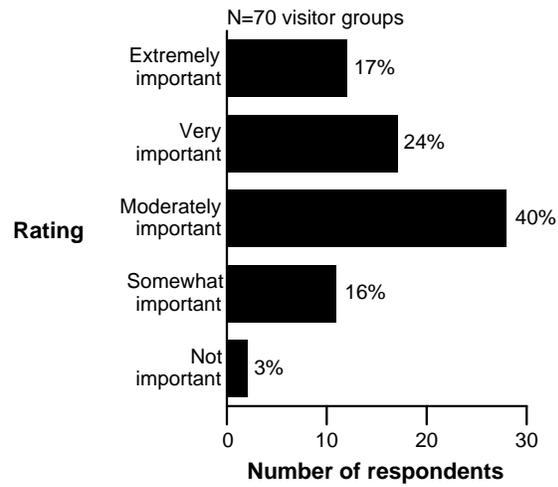


Figure 52. Importance of bulletin boards

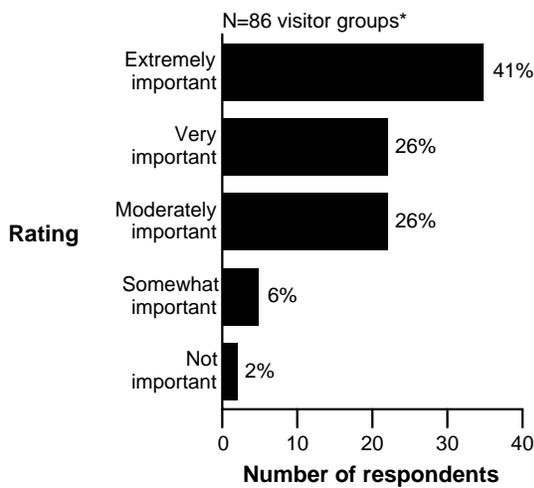


Figure 53. Importance of directional signs

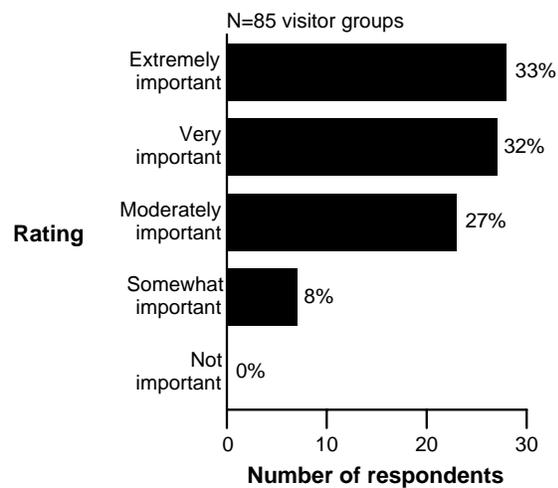


Figure 54. Importance of information signs

*total percentages do not equal 100 due to rounding

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

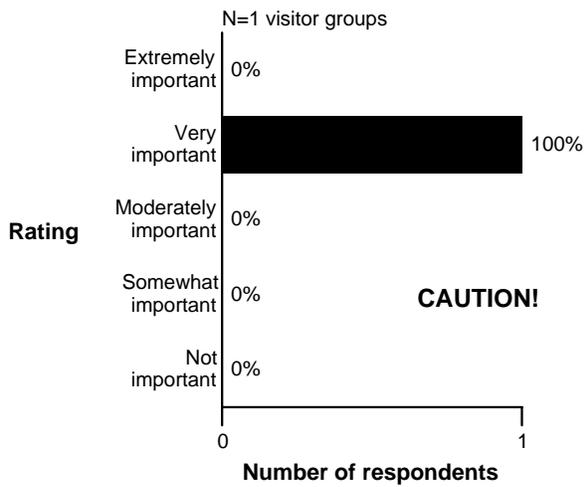


Figure 55. Importance of Junior Ranger program

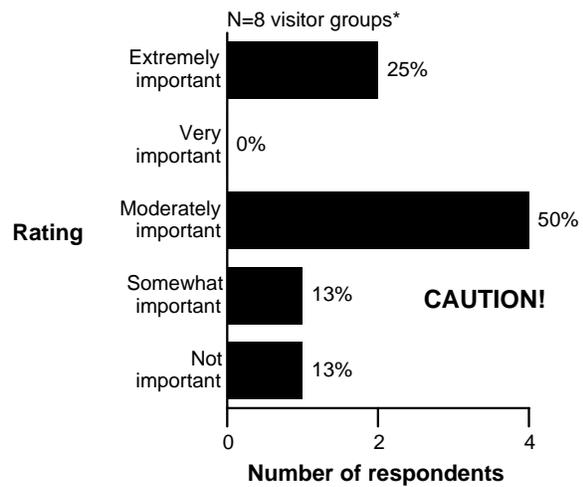


Figure 56. Importance of outdoor exhibits

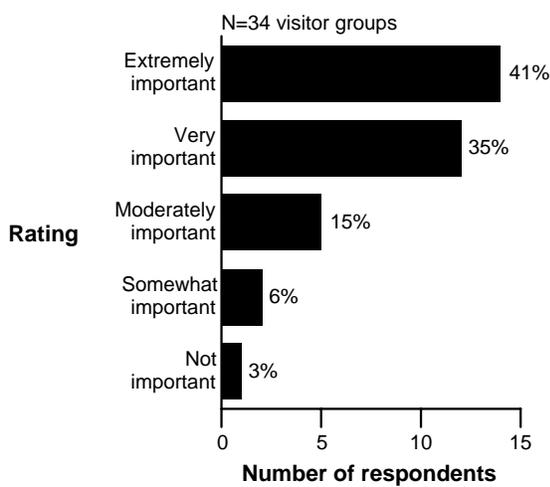


Figure 57. Importance of park brochure/map

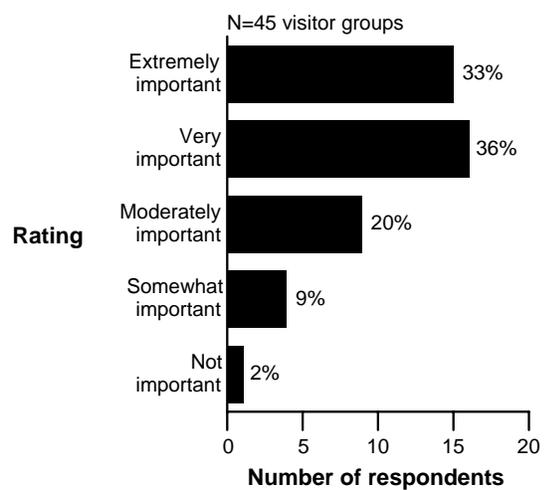


Figure 58. Importance of park website: www.nps.gov/chat (used before or during visit)

*total percentages do not equal 100 due to rounding

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

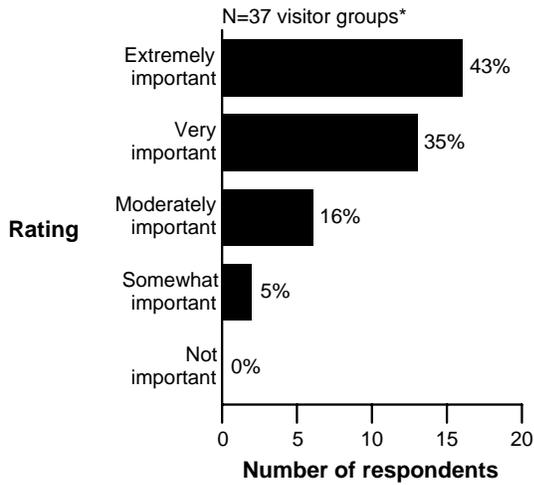


Figure 59. Importance of ranger-led programs

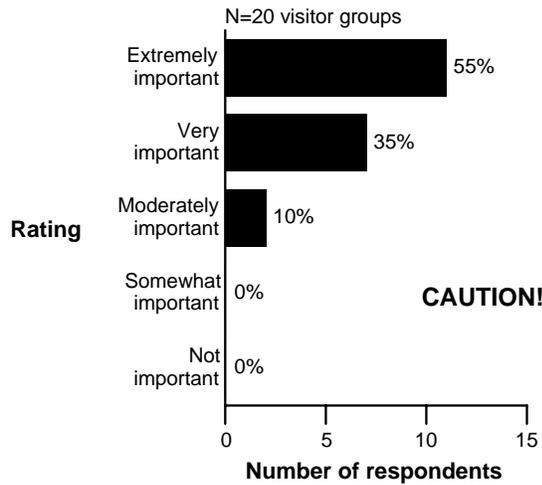


Figure 60. Importance of regulation signs

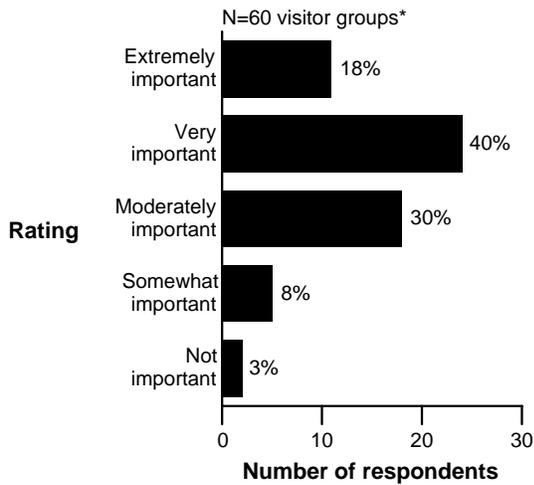


Figure 61. Importance of River Guide brochure

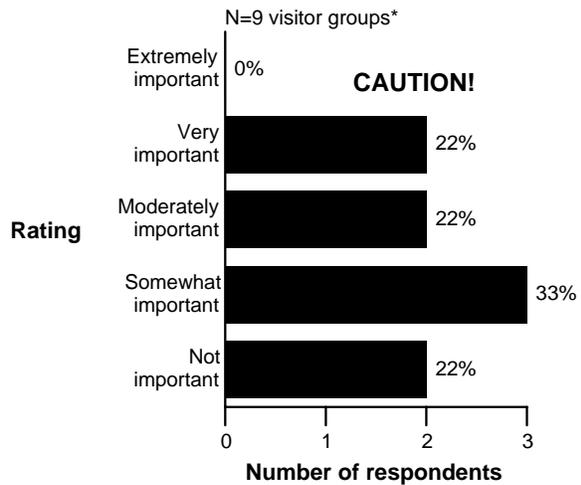


Figure 62. Importance of visitor center bookstore sales items (selection, price, etc.)

*total percentages do not equal 100 due to rounding

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

Quality ratings of information services

Question 10c

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

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

Results

- Figure 63 shows the combined proportions of “very good” and “good” quality ratings of information services that were rated by 30 or more visitor groups.

- The information services that received the highest combined proportions of “very good” and “good” quality ratings were:

- 96% Assistance from park staff
 - 78% Park website

- Figures 64 to 75 show the quality ratings of each information service.
- The visitor information services receiving the highest “very poor” quality ratings that were rated by 30 or more visitor groups were:

- 2% River Guide brochure
 - 2% Information signs

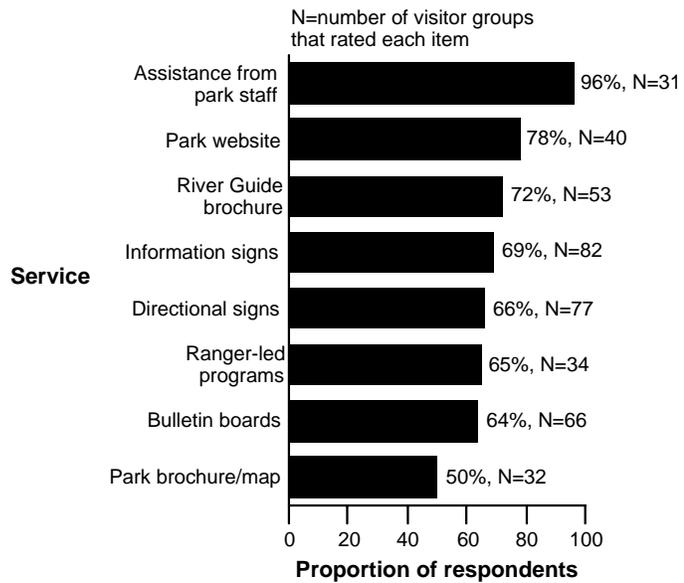


Figure 63. Combined proportions of “very good” and “good” quality ratings of information services

*total percentages do not equal 100 due to rounding

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

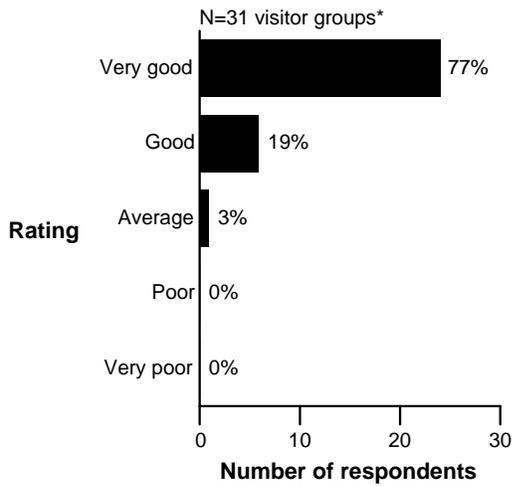


Figure 64. Quality of assistance from park staff

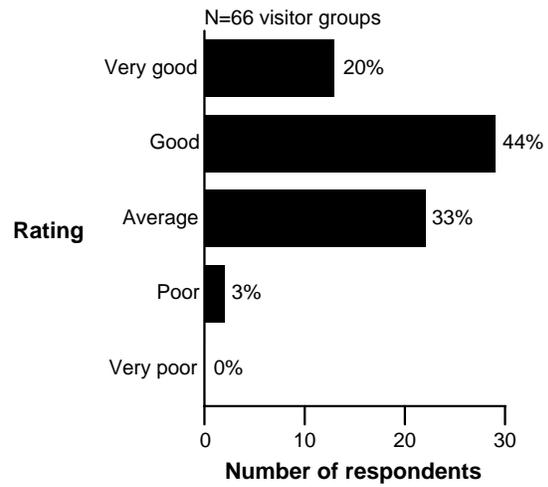


Figure 65. Quality of bulletin boards

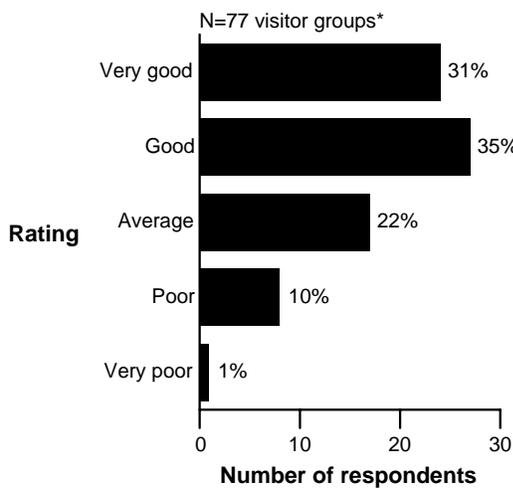


Figure 66. Quality of directional signs

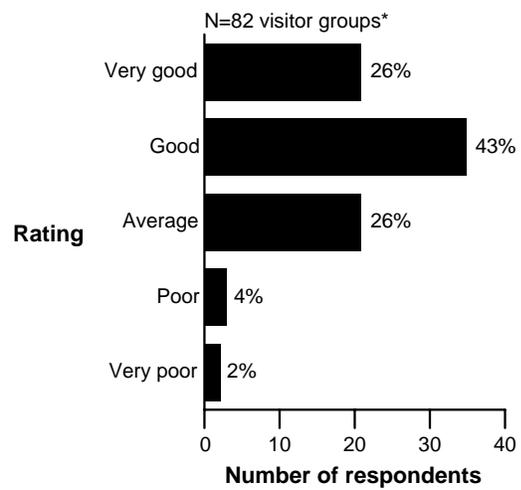


Figure 67. Quality of information signs

*total percentages do not equal 100 due to rounding

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

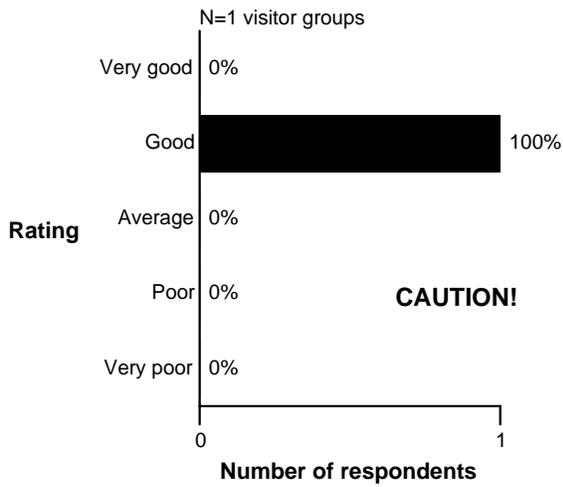


Figure 68. Quality of Junior Ranger program

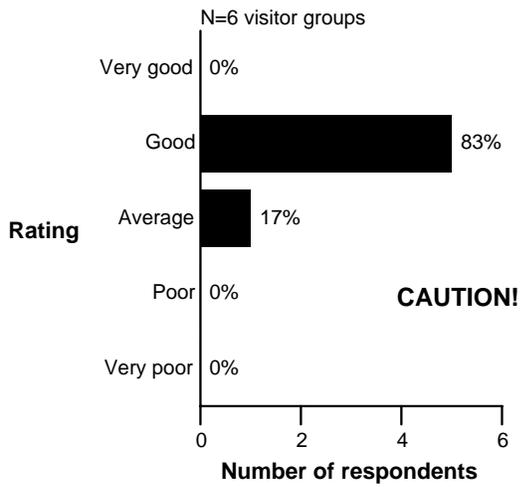


Figure 69. Quality of outdoor exhibits

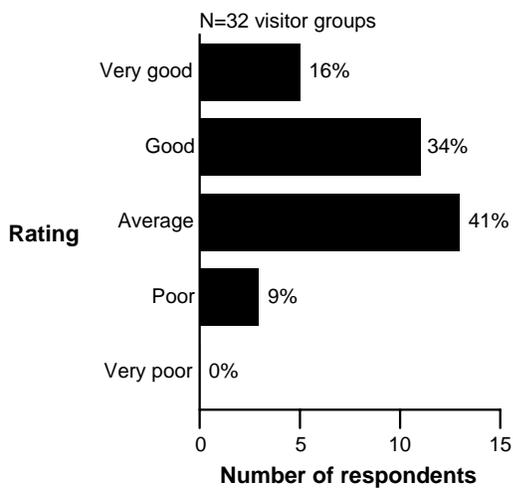


Figure 70. Quality of park brochure/map

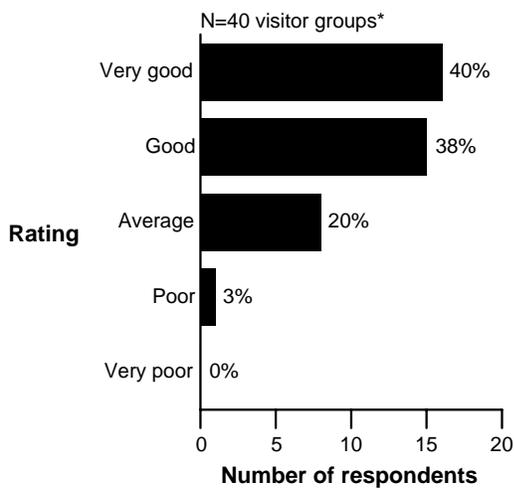


Figure 71. Quality of park website: www.nps.gov/chat (used before or during visit)

*total percentages do not equal 100 due to rounding

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

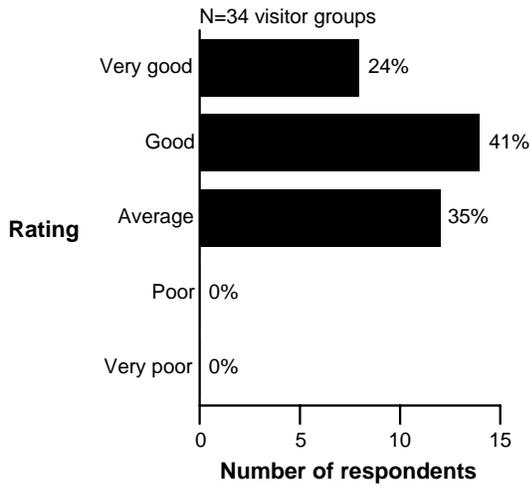


Figure 72. Quality of ranger-led programs

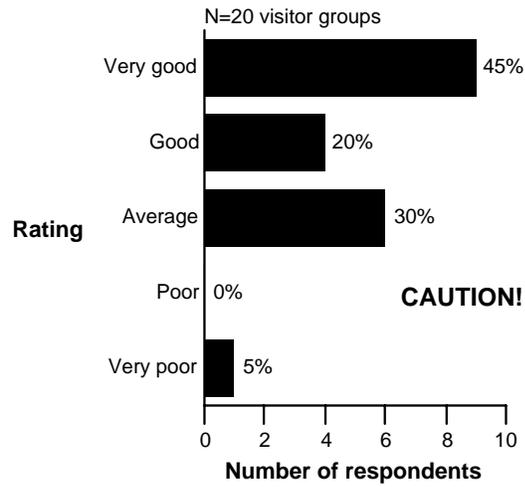


Figure 73. Quality of regulation signs

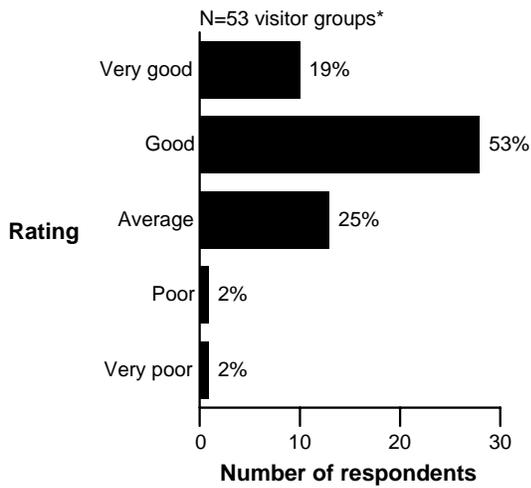


Figure 74. Quality of River Guide brochure

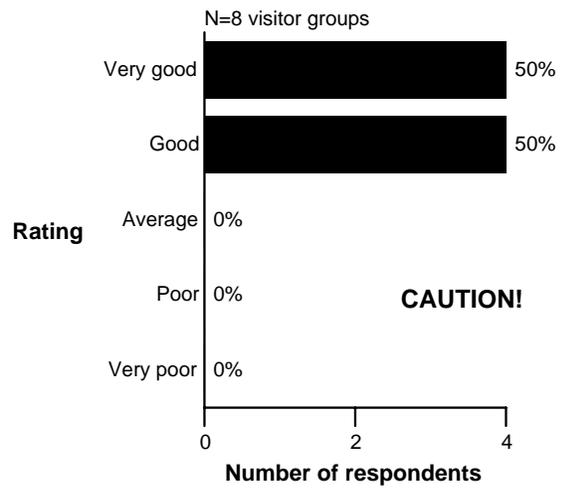


Figure 75. Quality of visitor center bookstore sales items (selection, price, etc.)

*total percentages do not equal 100 due to rounding

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

Mean scores of importance and quality ratings of information services

- Figures 76 and 77 show the mean scores of importance and quality ratings of all services that were rated by 30 or more visitor groups.
- All information services were rated above average.

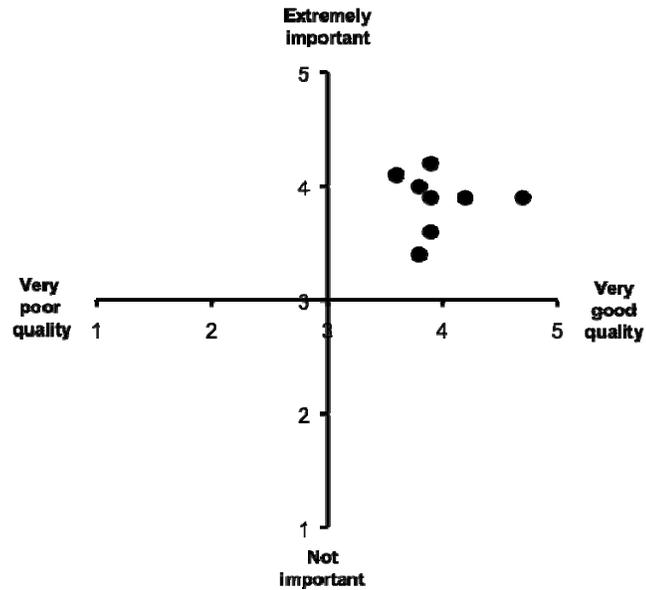


Figure 76. Mean scores of importance and quality ratings of information services

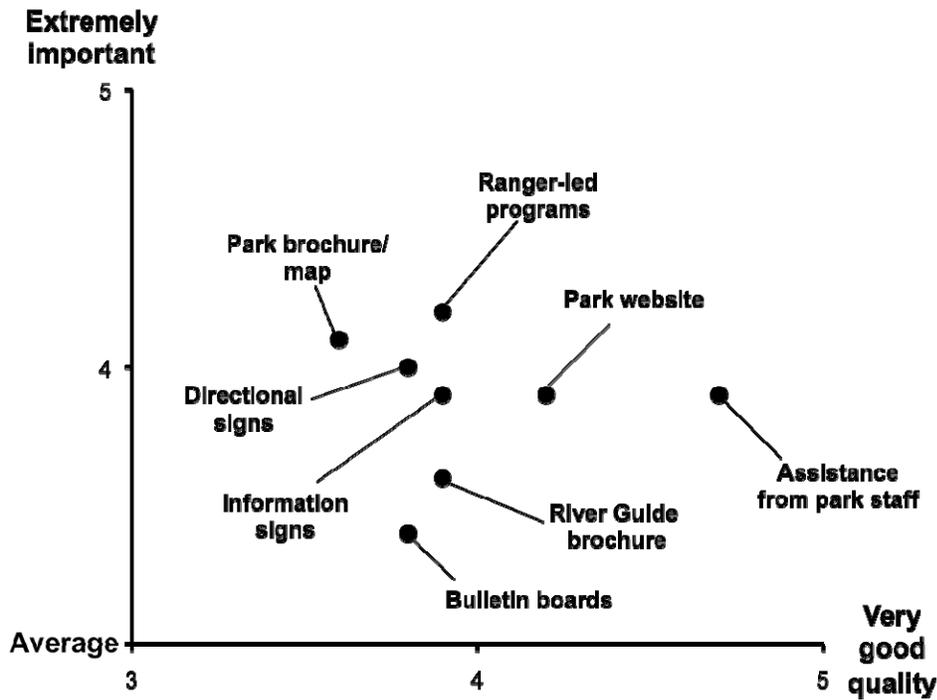


Figure 77. Detail of Figure 76

*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 13a

Please indicate all the visitor services and facilities that you or your personal group used at Chattahoochee River NRA during this visit.

Results

- As shown in Figure 78, the most common visitor services and facilities used by visitor groups were:

75% Trails
53% Restrooms

- The least used service/facility was:

1% Access for people with disabilities

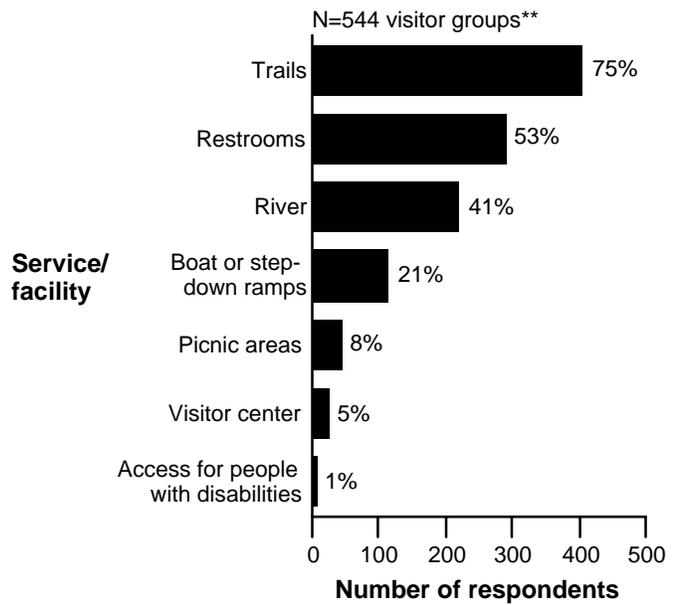


Figure 78. Visitor services and facilities used

*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 13b

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

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

Results

- Figure 79 shows the combined proportions of “extremely important” and “very important” ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

97% Trails
96% River

- Figures 80 to 86 show the importance ratings of each service and facility.
- The service/facility receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

2% Boat or step-down ramps

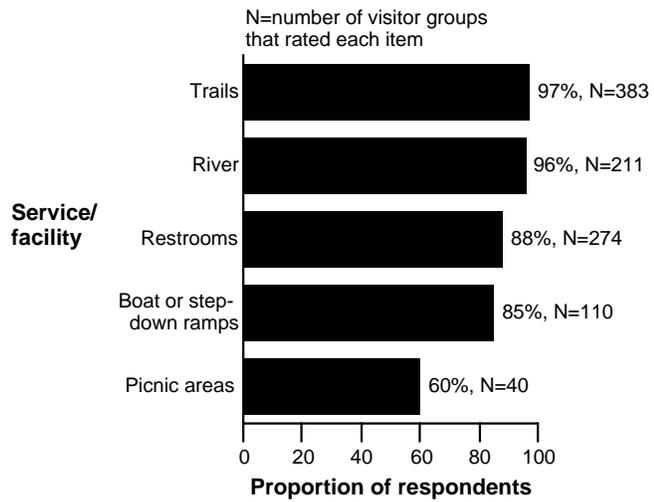


Figure 79. Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

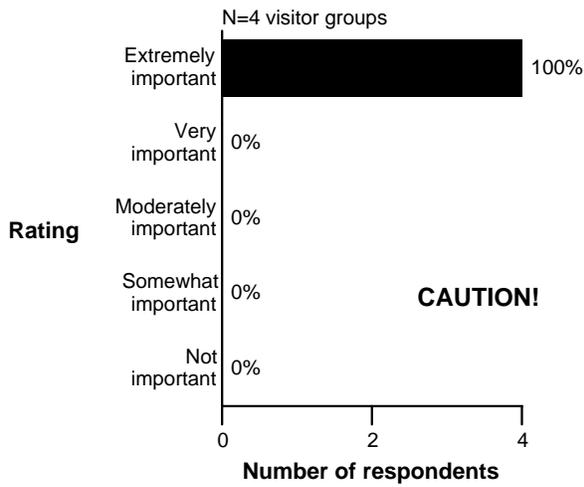


Figure 80. Importance of access for people with disabilities

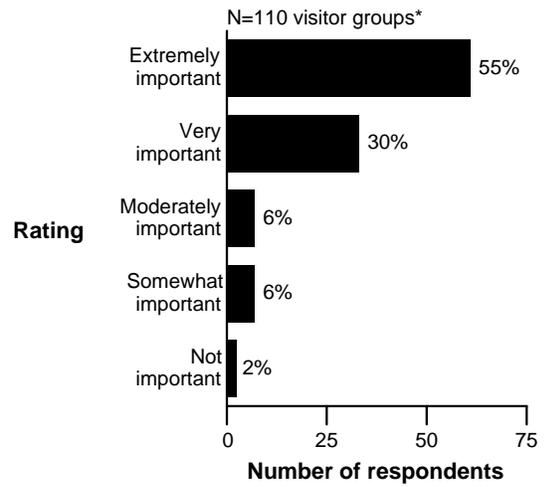


Figure 81. Importance of boat or step-down ramps

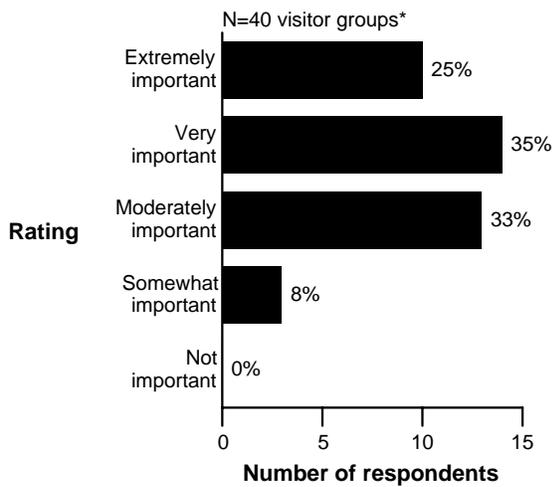


Figure 82. Importance of picnic areas

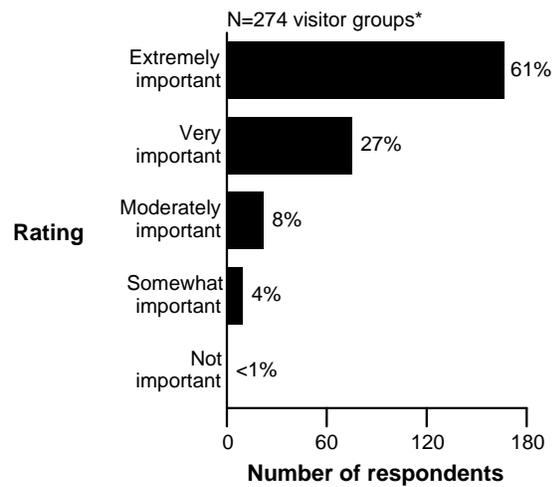


Figure 83. Importance of restrooms

*total percentages do not equal 100 due to rounding

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

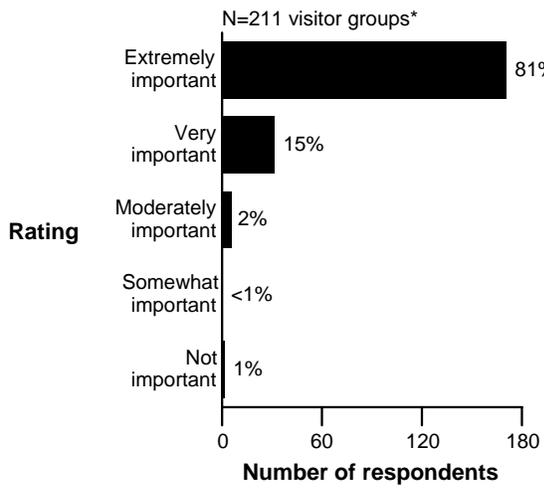


Figure 84. Importance of river

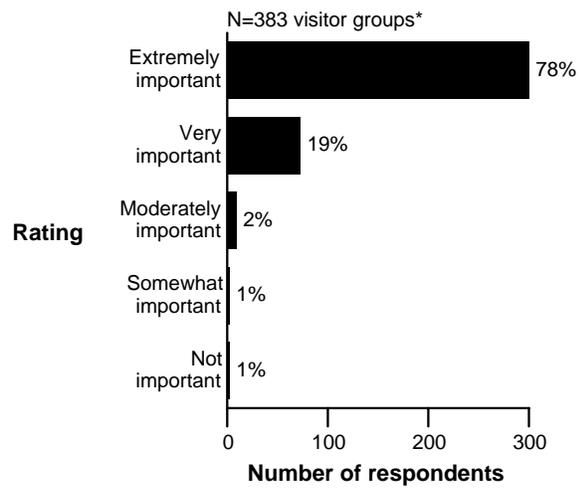


Figure 85. Importance of trails

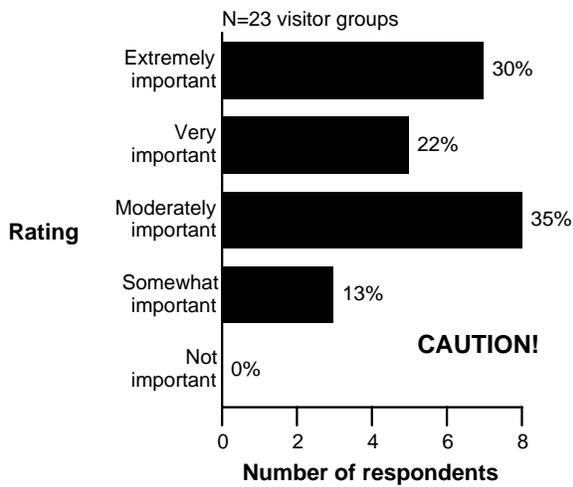


Figure 86. Importance of visitor center

*total percentages do not equal 100 due to rounding

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

Quality ratings of visitor services and facilities

Question 13c

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

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

Results

- Figure 87 shows the combined proportions of “very good” and “good” quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.

- The services and facilities that received the highest combined proportions of “very good” and “good” quality ratings were:

86% Trails
84% River

- Figures 88 to 94 show the quality ratings of each service and facility.
- The service/facility receiving the highest “very poor” quality rating that was rated by 30 or more visitor groups was:

4% Restrooms

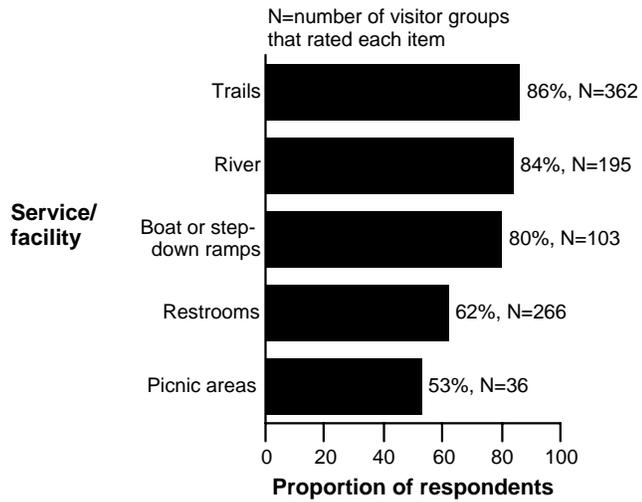


Figure 87. Combined proportions of “very good” and “good” quality ratings of visitor services and facilities

*total percentages do not equal 100 due to rounding

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

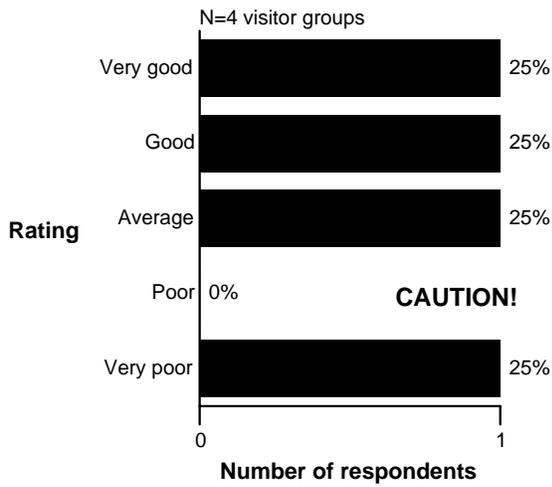


Figure 88. Quality of access for people with disabilities

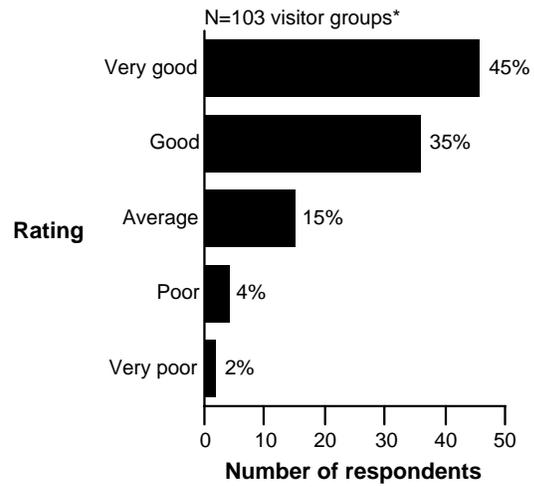


Figure 89. Quality of boat or step-down ramps

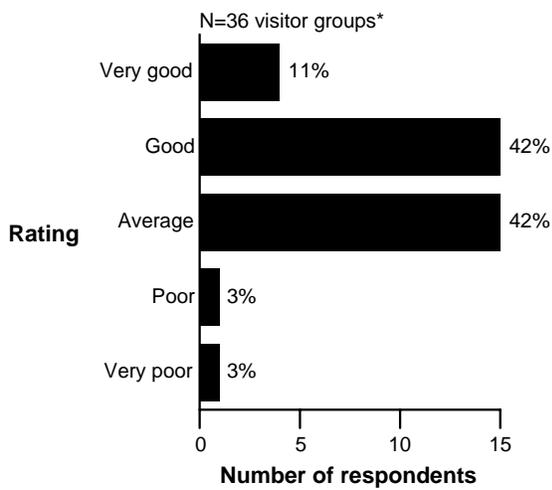


Figure 90. Quality of picnic areas

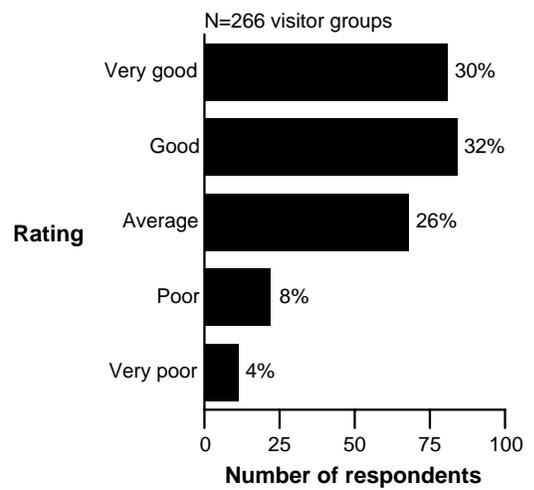


Figure 91. Quality of restrooms

*total percentages do not equal 100 due to rounding

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

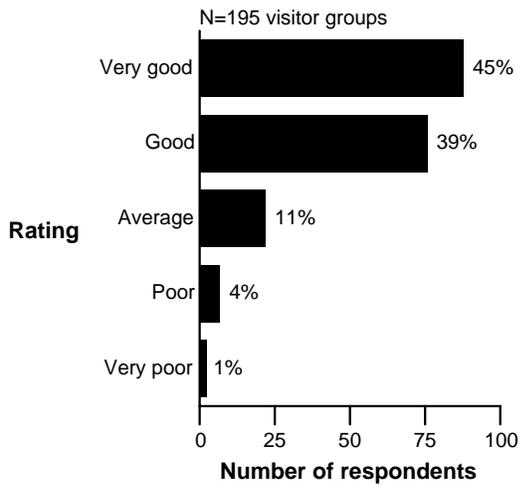


Figure 92. Quality of river

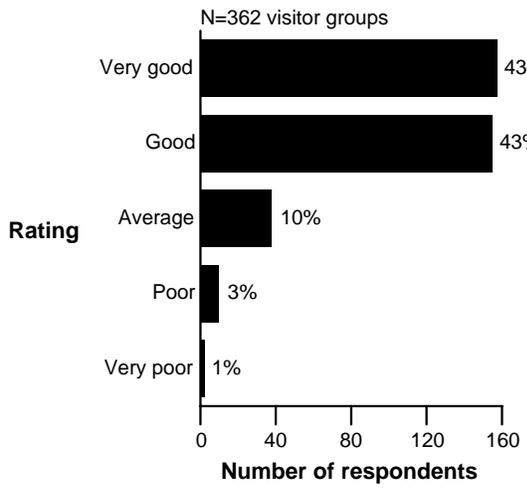


Figure 93. Quality of trails

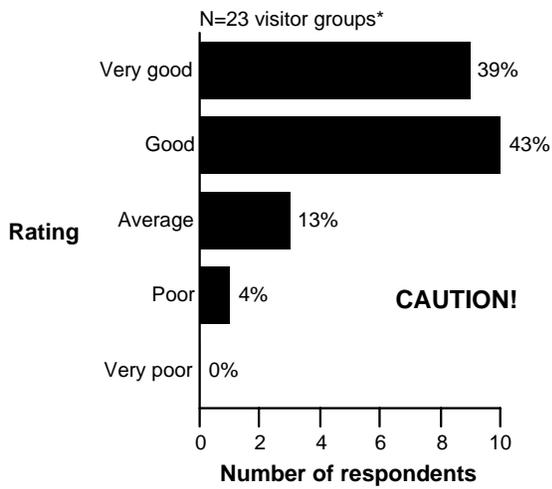


Figure 94. Quality of visitor center

*total percentages do not equal 100 due to rounding

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

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

- Figures 95 and 96 show the mean scores of importance and quality ratings of all visitor services/facilities that were rated by 30 or more visitor groups.
- All visitor services/facilities were rated above average.

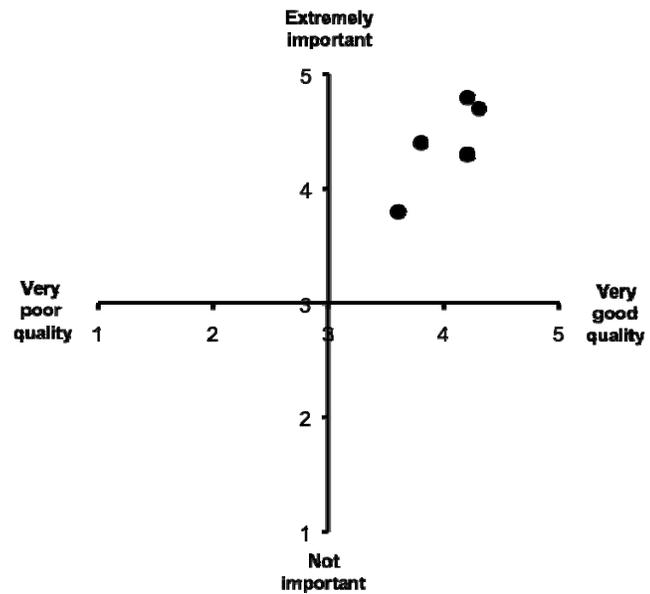


Figure 95. Mean scores of importance and quality ratings of visitor services and facilities

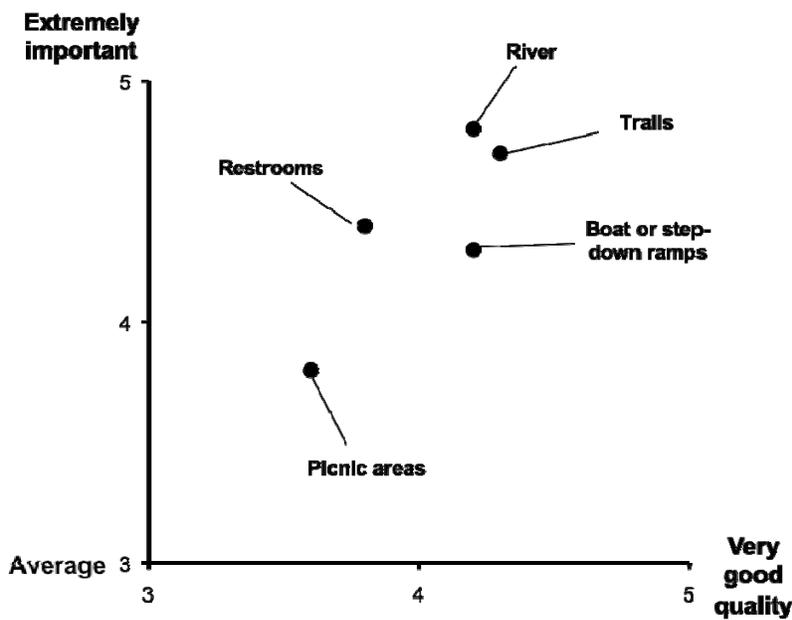


Figure 96. Detail of Figure 95

*total percentages do not equal 100 due to rounding

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

Preferences for Future Visit

Ranger-led talks and programs

Question 15a

If you were to visit Chattahoochee River NRA in the future, would you and your personal group be interested in attending ranger-led talks/programs?

Results

- 23% of visitor groups would be interested in attending ranger-led talks/programs on a future visit (see Figure 97).

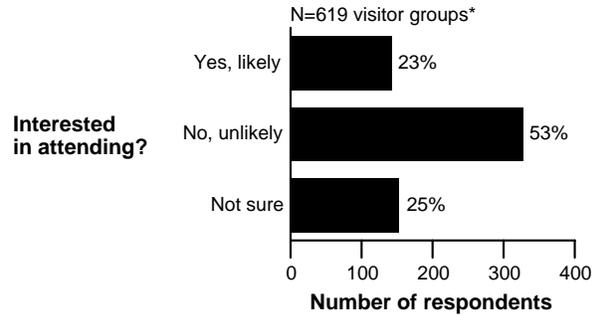


Figure 97. Visitor groups that would be interested in attending ranger-led talks/programs in the future

Question 15b

If YES, what theme or topic would interest you and your personal group? (Open-ended)

Results

- 115 visitor groups responded to this question. Table 20 shows the themes and topics of ranger-led talks/programs that would interest visitor groups.

Table 20. Themes/topics for ranger-led talks/programs (N=212 comments; some visitor groups made more than one comment.)

Theme/topic	Number of times mentioned
Wildlife	46
Plants	16
History	12
Nature/natural history	12
Animals	11
Fishing	8
Area history	7
Birds	7
Children's nature programs/activities	5
Plant/tree identification	5
Canoeing	4
Geology	4
Hiking	4
Native plants	4
River history	4
Botany	3
Ecology	3
Civil War history	2
Night walks	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 20. Themes/topics for ranger-led talks/programs (continued)

Theme/topic	Number of times mentioned
Owls	2
River conservation	2
Snake information	2
Topics of interest to children	2
Water activities	2
Wildlife conservation	2
Air quality	1
Any topic	1
Biology	1
Chattahoochee River	1
Children's nighttime programs	1
Cultural history	1
Edible plants	1
Education	1
Fish	1
General information	1
Geological history	1
Guided hikes	1
Hydrology	1
Insects	1
Kayaking	1
Life in Chattahoochee River	1
Mill history	1
Native American history	1
Nocturnal animals	1
Outdoors	1
Park features	1
Park layout	1
Preservation	1
Rafting safety	1
River flow	1
River information	1
River safety	1
River upkeep	1
River vegetation	1
Sightseeing	1
Stars	1
Sustainable living	1
Tour of ruins	1
Trail history	1
Trails	1
Trees	1
Variety of topics	1
Water quality	1
Wildflowers	1
Wildlife dangers	1
Wildlife signs	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 types of ranger-led programs on a future visit

Question 15c

Which types of ranger-led programs would interest you and your personal group?

Results

- As shown in Figure 98, the types of ranger-led programs preferred by most visitor groups were:

77% Nature hike
 63% Canoe/kayak float trip
 61% History program

- “Other” programs (4%) were:

Early morning
 Birds
 Customized for team-building clients
 Fishing
 Moonlight canoe
 Overnight stay
 Raptors (hawks)
 River clean-up
 Indigenous animals and insects
 Snake education
 Trail building
 Wildflowers

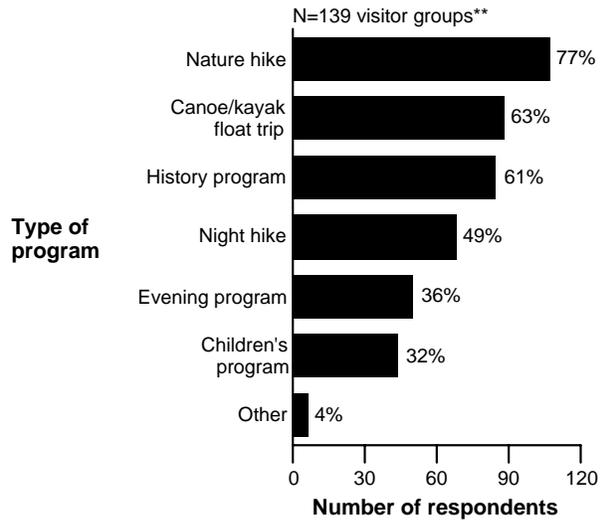


Figure 98. Types of ranger-led programs that would interest visitor groups

Question 15d

What program length would be most suitable for you and your personal group?

Results

- As shown in Figure 99, the program lengths preferred by most visitor groups were:

50% 1/2 - 1 hour
 47% 1 - 2 hours

- “Other” program lengths (1%) were:

3-4 hours
 As long as needed
 Longer than 2 hours on weekends

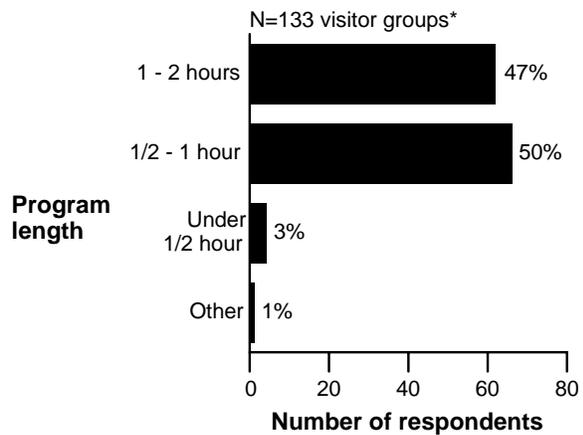


Figure 99. Preferred program length

*total percentages do not equal 100 due to rounding

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

Methods of learning on a future visit

Question 16

If you visit Chattahoochee River NRA in the future, how would you and your personal group prefer to learn about cultural and natural history/features of Chattahoochee River NRA?

Results

- 80% of visitor groups were interested in learning about the park (see Figure 100).

- As shown in Figure 101, the methods of learning about cultural and natural history/features of Chattahoochee River NRA preferred by most visitor groups were:

52% Park website
48% Self-guided tours

- “Other” preferred methods of learning about the park (3%) were:

Signage
Email
Bulletin board at park entrance
Comprehensive map
Detailed topographical maps
Interpretive signs at trails
Outdoor bulletin board
Signs at points of interest
Talk radio WSB 750
Trail maps

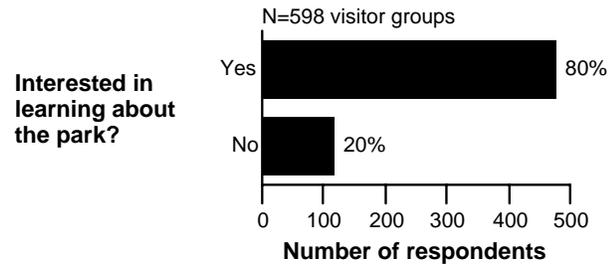


Figure 100. Visitor groups that were interested in learning about the park

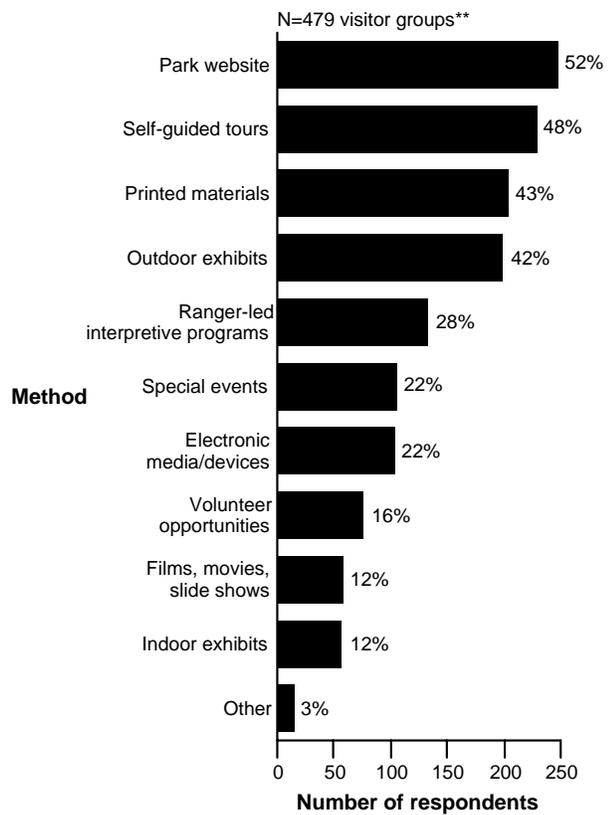


Figure 101. Preferred methods of learning about the park

*total percentages do not equal 100 due to rounding

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

Additional services or facilities on a future visit

Question 24a

If you visit Chattahoochee River NRA in the future, are there any additional facilities or services that you and your personal group would like to have available?

Results

- 30% of visitor groups indicated they would like additional services or facilities on a future visit (see Figure 102).

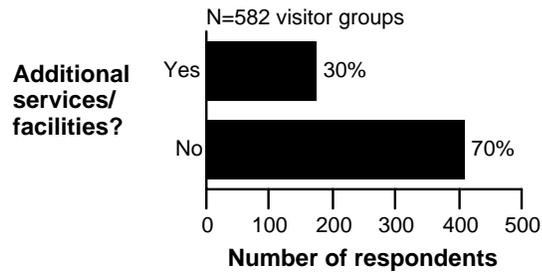


Figure 102. Visitor groups that would like additional services or facilities

Question 24b

If YES, what services or facilities would you and your group like to see provided? (Open-ended)

Results

- 174 visitor groups responded to this question.
- Table 21 shows a summary of visitor comments.

*total percentages do not equal 100 due to rounding

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

Table 21. Additional services and facilities
(N=233 comments; some visitor groups made more than one comment.)

Category	Service/facility	Number of times mentioned
Bicycling	Additional bike/mountain bike trails	3
	Bike lanes	1
	Paved bike/rollerblade trails	1
Boating	Shuttles for boaters/kayakers/tubers	3
	Additional boat ramps	1
	Better maintained boat ramps	1
	Better/easier access for drop-off pick-up	1
	Boat dock/tie-up point to facilitate launch	1
	Improved put-in/take-outs	1
	More accessible boat ramps	1
	More affordable rafting options	1
	More kayak drops	1
	Remove silt build-up at put-ins/take-outs	1
	Slalom gates at Powers Island	1
	Watercraft washing area	1
Children	Children's playground	3
	Child friendly area	1
	Children's wading areas	1
	Larger playgrounds	1
Fishing	Better fishing access from river bank	1
	Enforce trout size regulations	1
	Stock fishing	1
Food/water	Additional water fountains	8
	Functioning water fountains	8
	Refreshments (snack bar/vending machines)	8
	Concession	1
	Handicap transportation	1
Information	Maps	3
	Brochure to identify plants/animals	2
	Information on river flow	2
	Information on wildlife that might be seen	2
	Snake information/warning signs	2
	Brochure on Sope Creek history	1
	Emergency phones	1
	Information desk	1
	More information on history/points of interest	1
	More maps	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 21. Additional services and facilities (continued)

Category	Service/facility	Number of times mentioned
Information (continued)	River flow schedules	1
	Warnings on water quality/hazard	1
	Website notification of trail conditions/closures	1
Parking	Additional parking	7
	Fix parking pass machine	3
	Improved parking	3
	Larger parking areas	1
	More parking for boat trailers	1
	Paint parking lines	1
	Parking area near river for put-in	1
	Parking for horse trailers	1
	Pave parking lot	1
Safe parking at McGinnis Ferry	1	
Pets	Dog feces bags	7
	Dog off-leash trails	3
	Enforcement of leash laws	2
	Ticket dog owners who don't clean up	2
	Trash bins for dog bags	2
	Dog showers	1
	Limits on dog leash lengths	1
Rentals	Boat/raft/kayak rental	3
	Kayak/canoe rental	2
	Bike rental	1
Restrooms	Restrooms	10
	Cleaner restrooms	8
	Soap in restrooms	7
	Additional restrooms	6
	Repaired restrooms	4
	Showers	4
	Repair mid-trail restrooms	3
	Restrooms along trails	3
	Restrooms at all sites/locations	3
	Paper towels in restrooms	2
	Additional restrooms at Sope Creek	1
	Restrooms accessible from outside building	1
	Restrooms at Hyde Farm	1
	Restrooms at White Water Creek	1
Toilet paper in restrooms	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 21. Additional services and facilities (continued)

Category	Service/facility	Number of times mentioned
Security/safety	Cell phone accessible emergency number	1
	Empty cash boxes more often	1
	First aid	1
	Law enforcement personnel to deal with rule-breakers	1
	More park rangers on patrol	1
	More ranger presence on trails	1
	Patrol or camera surveillance at Island Ford parking	1
	Security/law enforcement patrols	1
Trails	Benches along trails/river	3
	Improve trail maintenance	2
	Accurate trail signs	1
	Additional fitness stations	1
	Additional trails	1
	Bridge to Morgan Falls	1
	Connect greenways Forsyth to Fulton	1
	Foot bridge from Powers Island to Interstate North Parkway	1
	Horseback trails	1
	Improve muddy areas on trails	1
	Improved hiking trails	1
	Improved/cleared trails	1
	Storm shelters along trails	1
Waste management	Trash cans along trails	4
	Additional trash cans	2
	Recycling bins at all locations	2
	Less trash	1
	More trash cans along trails	1
	Trash cans	1
Other	Repair/improve fitness station equipment	3
	Annual pass	1
	Barbeque facilities	1
	Basketball courts	1
	Beer gardens	1
	Clean up the park	1
	Eliminate poison ivy	1
	Fitness equipment at parking	1
	Improve picnic areas	1
	Picnic tables	1
	Release CFS with graph nylon mesh on walkway	1
	Restore lawn areas	1
	Shaded seating near gazebos	1
	Swimming pools	1
	Update event facilities	1
Water spray/misting stations to cool off	1	

*total percentages do not equal 100 due to rounding

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

Overall Quality

Question 26

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Chattahoochee River NRA during this visit?

Results

- 90% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 103).
- 1% of visitor groups rated the quality as “very poor” or “poor.”

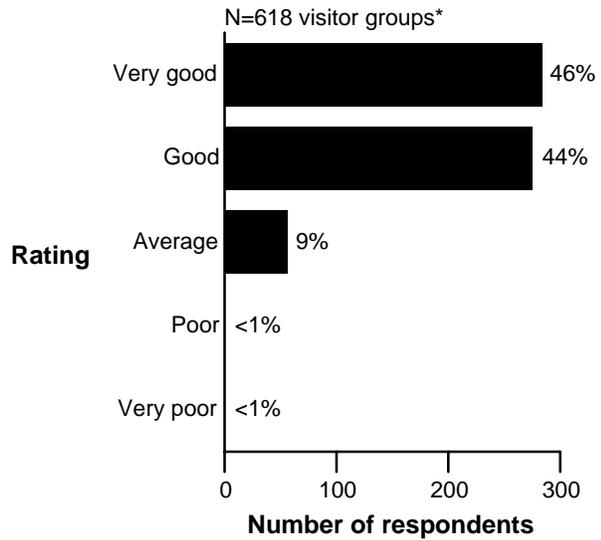


Figure 103. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

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

Visitor Comments

Additional comments

Question 25

Is there anything else you and your personal group would like to tell us about your visit to Chattahoochee River NRA? (Open-ended)

Results

- 42% of visitor groups (N=264) responded to this question.
- Table 22 shows a summary of visitor comments followed by the hand-written comments.

Table 22. Additional comments

(N=360 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
PERSONNEL (3%)	
Rangers/staff are friendly	5
Need more ranger/law enforcement presence	2
Other comments	2
INTERPRETIVE SERVICES (3%)	
Improve trail maps	3
More information about long-term passes	2
Other comments	5
FACILITIES/MAINTENANCE (35%)	
Well maintained	11
Repair parking pass machine	9
Park is clean	8
Repair/keep-up trail signs/maps	8
Increase parking	7
Need more trash receptacles	6
Clear trails of brush/downed trees	5
Restrooms need repair/up-keep	5
Trails need maintenance	5
Enjoy the trails	4
Repair water fountains	4
Restrooms need cleaning	4
Appreciate recent improvements	3
Clean up trash	3
Better trail maintenance	2
Boat ramps too short/too shallow	2
Increase number of mountain bike trails	2
Keep dog feces off trail	2
Need more dog bags	2
Repair fitness station equipment	2
Restrooms need soap	2
Restrooms need toilet paper	2
Trails are well maintained	2
Other comments	25

Table 22. Additional comments (continued)

Comment	Number of times mentioned
POLICIES/MANAGEMENT (19%)	
Need more ranger/law enforcement presence	5
Stricter enforcement of dog waste pick up	5
Dogs should be on leash at all times	4
Keep it natural/wild	4
Bikes too fast on trails	3
More access to mountain bike trails	3
Parking fee box was overflowing	3
Separate mountain biker from other trail users	3
Enforce littering regulations	2
Enforce parking fees	2
Keep it as it is	2
No new bike trails	2
Parking pass holder melted	2
Other comments	27
RESOURCE MANAGEMENT (5%)	
Fishing is good	3
Need dam/water release schedule	2
Other comments	12
CONCESSIONS (<1%)	
Comments	2
GENERAL COMMENTS (36%)	
Enjoyable visit/experience	29
Love the park	25
Enjoyed the park	17
Thank you	11
Good job	9
Good place to run/exercise	8
Keep up the good work	7
Glad park exists/is available	6
Appreciate having park in the city	5
Enjoy nature/outdoors	5
Other comments	8

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience, and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

For more information please contact:

Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, ID 83844-1139

Phone: 208-885-7863

Fax: 208-885-4261

Email: littlej@uidaho.edu

Website: <http://www.psu.uidaho.edu>

Appendix 3: Decision Rules for Checking Non-response Bias

Non-response bias is one of the major threats to the quality of a survey project. It affects the ability to generalize from a sample to general population (Salant and Dillman, 1994; Dillman, 2007; Stoop 2004; Filion 1976; Dey 1997). Since non-response bias is usually caused by participants failing to return their questionnaires, a higher response rate is more desirable. However, higher response rates do not guarantee low non-response bias. Researchers have suggested different methods to detect non-response bias. The most common variables used to detect non-response bias are demographic variables. Some researchers such as Van Kenhove (2002), Groves (2000) also suggest that saliency of topic has an effect on response rate. In this visitor study, visitor satisfaction (overall quality rating) could be considered as one of the salient factors as we aim to collect opinions from both unsatisfied and satisfied visitors. There are also several methods for checking non-response bias suggested in the literature. We decided to follow the method suggested by Groves (2006), De Rada (2005), and Rogelberg and Luong (1998) to compare the demographic characteristics as well as satisfaction scores of respondents in three different mailing waves. This seems to be the most suitable method because the visitor population is generally unknown.

Respondents were categorized based on the date their questionnaire was received. The first wave is defined as surveys received before the reminder postcards was mailed, the second wave is between postcards and 1st replacement, and the third wave contains surveys received after the 1st replacement.

Respondents and nonrespondents were compared in term of average age, group size, and group type. An ANOVA was used to compare the overall quality rating at different mailing waves. The hypotheses were that the differences in average age, group type, group size, and overall quality rating are insignificant. If the p-value is greater than 0.05, the difference is judged to be insignificant.

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

1. Respondents and nonrespondents had the same average age.
2. Respondents and nonrespondents had the same average group size.
3. There was no significant difference between respondents and nonrespondents in term of group type.
4. Overall quality ratings were insignificantly different among mailing waves.

Tables 3 and 4 show significant difference in age, group size and group type. There was no significant difference in overall quality rating. The non-response bias is thus judged to be significant and the results need to be interpreted with caution.

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- Van Kenhove, P., Wijnen, K., and De Wulf, K. (2002). The Influence of Topic Involvement on Mail-Survey Response Behavior. *Psychology and Marketing*, Vol 19 (3): 293-301.

Appendix 4: Visitor Services Project Publications

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

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

1989 (continued)

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

1990

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

1991

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

1992

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

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

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

1994

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

1995

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

1996

- 84. Everglades National Park (spring)
- 85. Chiricahua National Monument (spring)

1996 (continued)

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

1997

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

1998

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

1999

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

Visitor Services Project Publications (continued)**2000**

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

2001

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

2002

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

2003

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

2003 continued

- 151. Mojave National Preserve (fall)

2004

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

2005

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

2006

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

Visitor Services Project Publications (continued)**2007**

- 184.1. Big Cypress National Preserve (spring)
- 184.2. Big Cypress National Preserve (ORV Permit Holder/Camp Owner)
- 185. Hawaii Volcanoes National Park (spring)
- 186. Glen Canyon National Recreation Area (spring and summer)
- 187. Lava Beds National Monument
- 188. John Muir National Historic Site
- 189. Fort Union Trading Post NHS
- 190. Fort Donelson National Battlefield
- 191. Agate Fossil Beds National Monument
- 192. Mount Rushmore National Memorial
- 193. Ebey's Landing National Historical Reserve
- 194. Rainbow Bridge National Monument
- 195. Independence National Historical Park
- 196. Minute Man National Historical Park

2008

- 197. Blue Ridge Parkway (fall and summer)
- 198. Yosemite National Park (winter)
- 199. Everglades National Park (winter and spring)
- 200. Horseshoe Bend National Military Park (spring)
- 201. Carl Sandburg Home National Historic Site (spring)
- 202. Fire Island National Seashore resident (spring)
- 203. Fire Island National Seashore visitor
- 204. Capitol Reef National Park
- 205.1 Great Smoky Mountains National Park (summer)
- 205.2 Great Smoky Mountains National Park (fall)
- 206. Grand Teton National Park
- 207. Herbert Hoover National Historic Site
- 208. City of Rocks National Reserve

2009

- 209. Fort Larned National Historic Site
- 210. Homestead National Monument of America
- 211. Minuteman Missile National Historic Site

2009 (continued)

- 212. Perry's Victory & International Peace Memorial
- 213. Women's Rights National Historical Park
- 214. Klondike Gold Rush National Historical Park Unit -Seattle
- 215. Yosemite National Park
- 216. Sleeping Bear Dunes National Lakeshore
- 217. James A. Garfield National Historic Site
- 218. Boston National Historical Park
- 219. Bryce Canyon National Park
- 220. Indiana Dunes National Lakeshore
- 221. Acadia National Park
- 222. Laurance S. Rockefeller Preserve
- 223. Martin Van Buren National Historic Site

2010

- 224.1 Death Valley National Park (fall)
- 224.2 Death Valley National Park (spring)
- 225. San Juan National Historic Site (spring)
- 226. Ninety Six National Historic Site (spring)
- 227. Kalaupapa National Historical Park
- 228. Little River Canyon National Preserve
- 229. George Washington Carver National Monument
- 230. Chattahoochee River National Recreation Area

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

The Department of the Interior protects and manages the nation's natural resources and cultural heritage; provides scientific and other information about those resources; and honors its special responsibilities to American Indians, Alaska Natives, and affiliated Island Communities.

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U.S. Department of the Interior**



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