Social Science Program
National Park Service
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Visitor Services Project

Grand Teton National Park Visitor Study

Summer 2008

University of Idaho

Park Studies Unit
Visitor Services Project
Report 206

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Visitor Services Project
Grand Teton National Park
Report Summary

- This report describes the results of a visitor study at Grand Teton National Park (NP) during July 13-19, 2008. A total of 1,044 questionnaires were distributed to visitor groups. Of those, 739 questionnaires were returned, resulting in a 71% response rate. The location of questionnaire distribution accurately reflects visitation statistics.

- This report profiles a systematic random sample of Grand Teton NP visitors. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.

- Forty-four percent of visitor groups were in groups of two and 29% were in groups of three or four. Seventy-two percent of visitor groups were in family groups.

- Thirty percent of visitors were ages 51-65 years, 19% were ages 15 years or younger and 11% were over 65 years. This is probably due to the aging and increasing affluence of the demographics of Grand Teton NP visitors. Seven percent of visitor groups included members with physical conditions that made it difficult to access or participate in park activities or services. The aging trend parallels the U.S. trend, and may be magnified by the age and income cohort of residents in the Jackson area, and the high cost to families with children.

- United States visitors comprised 90% of total visitation during the survey period, with 12% from California, 7% from Utah, 7% from Wyoming, and smaller proportions from 45 other states and Washington, D.C. International visitors were from 21 countries and comprised 10% of total visitation, with 18% from Canada, 17% from the United Kingdom, 10% from the Netherlands, and 10% from Germany. Smaller proportions came from 17 other countries.

- Sixty percent of visitors were visiting the park for the first time, while 21% had visited two or three times, and 16% had visited five or more times. Forty-one percent of visitor groups entered the park once during this visit and 44% entered two to four times. Eighty-six percent of visitor groups used one vehicle to arrive at the park.

- Most visitor groups (89%) obtained information about the park prior to their visit. Prior to this visit, visitor groups most often obtained information about Grand Teton NP through previous visits (47%) and maps/brochures (41%). Use of the internet to obtain park information doubled to 36% since the Grand Teton NP VSP study conducted in 1997.

- For 48% of visitor groups, visiting Yellowstone National Park was the most common reason for visiting the area. For 74% of visitor groups, Grand Teton NP was one of several destinations in their travel plans.

- The most common sites visited by visitor groups were Jenny Lake (70%), followed by Colter Bay (48%). Reported visitation to the Craig Thomas Visitor Center may have been negatively affected by confusion with the name. The most common visitor activities were viewing scenery/scenic drive (77%) and hiking/walking (52%).

- The information service/facility most commonly used by visitor groups was the park brochure/map (92%). Use of the park newspaper was surprisingly low at 38%. The most commonly used visitor service/facility was roads (90%). The concession service/facility most commonly used by visitor groups was the grocery/camp store/gift shop (66%).

- All information, visitor, and concession services/facilities were rated above average in their importance and quality. The visitor information service most commonly used by visitor groups was the park brochure/map (92%). The information service receiving the highest importance rating was park brochure/map (85%). The service receiving the highest quality rating was assistance from park staff (96%).

- The visitor service/facility most commonly used by visitor groups was roads (90%). The visitor service/facility receiving the highest importance rating was trails (96%). The service/facility receiving the highest quality rating was trails (93%).

- The concession service/facility most commonly used by visitor groups was grocery/camp store/gift shop (66%). The concession service/facility receiving the highest importance rating was camp in developed campground (96%). The concession service/facility receiving the highest quality rating was guided scenic float trip (93%).

- The average group expenditure in the park and the surrounding area (within 100 miles) increased substantially from the 1997 study average of $575 to $1,388, with a median (50% spent more and 50% spent less) of $673. This is one of the higher average group expenditures in national park units studied by the VSP in recent years. The average total expenditure per person was $472. Sixty-six percent of visitor groups had two adults covered by expenditures, while 41% had no children covered by expenditures.

- Most visitor groups (96%) rated the overall quality of visitor facilities, services, and recreational opportunities at Grand Teton National Park as "very good" or "good." One percent of visitor groups rated the overall quality as "very poor" or "poor."

Comparison of 2008 and 1997 survey results

- Demographics. Same proportion of first-time visitors; fewer children, slightly older visitors in 2008; group sizes and group types are similar; 96% of all visitors speak English in 2008 (not asked in 1997). 5% were residents of Teton County in 2008 compared to 2% in 1997.

- International visitors. Slightly higher proportion in 2008 (10%) than in 1997 (8%).

- Source of information. Use of internet more than doubled; about 40% used word-of-mouth (both studies).

- Park as destination. 2008, 17% primary destination; 74% one of several destinations. Not asked in 1997.

- Primary reason for visiting area. 2008: Yellowstone 48%; Grand Teton 28%. Not asked in 1997.

- Arrival direction. Similar proportions: 50% Jackson/Moose-Wilson (2008); 53% Jackson (1997).

- Average length of park visit. More groups spent more than one day: 56% (2008); 45% (1997).

- Overnight stay. 81% stayed within 100 miles; average of 3.6 nights inside park, 4.6 nights outside. (Not asked in 1997 survey.)

- Most common activity. Viewing scenery/scenic drive: Similar: 77% (2008); 98% (1997).

- Most visited site. Jenny Lake: 70% (2008); 72% (1997).

- Average expenditures. $1,388/visitor group (2008); $575/visitor group (1997).

- Overall quality. Rated as "very good" or "good:" 96% (2008); 92% (1997).

TABLE OF CONTENTS

TABLE OF CONTENTS
(continued)

INTRODUCTION

This report describes the results of a visitor study at Grand Teton National Park, conducted July 13-19, 2008 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

"Located in northwestern Wyoming, Grand Teton National Park preserves a spectacular landscape rich with majestic mountains, pristine lakes and extraordinary wildlife. The abrupt vertical rise of the jagged Teton Range contrasts with the horizontal sage-covered valley and glacial lakes at their base, creating world-renowned scenery that attracts nearly four million visitors per year" (Grand Teton National Park, National Park Service, Department of the Interior website http://www.nps.gov/grte April, 2009).

Organization of the report

The report is organized into three sections.

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

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

Section 3: **Appendices**

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

Appendix 2: *Additional Analysis*. A list of options for cross-references and cross comparisons. These comparisons can be analyzed within park or between parks. Results of some additional analyses are 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 PSU. Copies of these reports can be obtained by contacting the PSU office at (208) 885-7863 or by visiting the website: http://www.psu.uidaho.edu/vsp/reports.htm.

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

Presentation of the results

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

SAMPLE ONLY

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

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

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

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

3: Vertical information describes the response categories.

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

5: In most graphs, percentages provide additional information.

N=537 visitor groups

Number of visits

5 or more   8%
4   3%
3   7%
2   12%
1   70%

0   100   200   300   400

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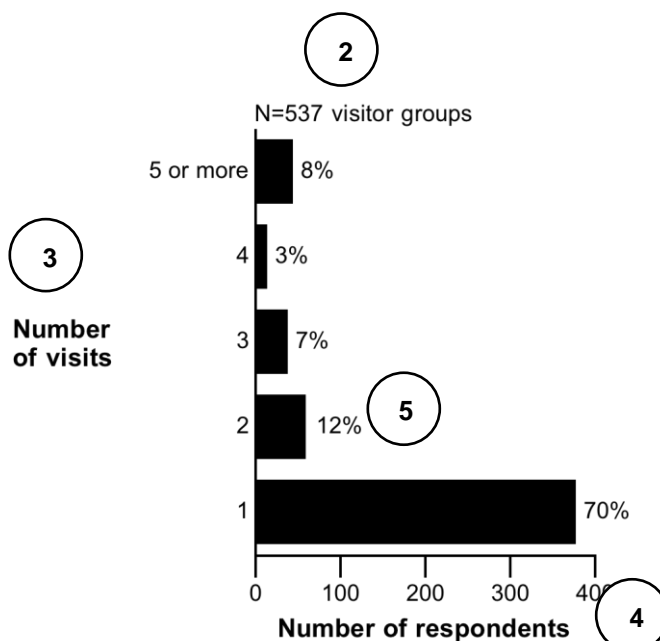
Figure 14: Number of visits to park in past 12 months

METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (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 Grand Teton NP during July 13-19, 2008. The number of questionnaires distributed at each location reflects the proportion of visitation at those locations. Table 1 shows the locations and numbers of questionnaires distributed at each location, and the response rate for each location. Visitors were surveyed between the hours of 8 a.m. and 7 p.m. During this survey, 1,146 visitor groups were contacted and 1,044 of these groups (91%) accepted questionnaires (average acceptance rate for 183 VSP visitor studies is 90.9%). Questionnaires were completed and returned by 739 visitor groups resulting in a 71% response rate for this study, reinforcing the validity of the findings. The average response rate for the 183 VSP visitor studies conducted from 1988 through 2008 was 74.2%.

Table 1: Questionnaire distribution
N_1=number of questionnaires distributed
N_2=number of questionnaires returned*

Sampling site	Distributed*		Returned*	
	N_1	%	N_2	%
South Gate	349	33	249	34
Moose Entrance Station	249	24	175	24
Moran Junction Entrance	199	19	122	17
Highway 89 pullouts, Snake River overlook, Teton Point overlooks	149	14	121	16
Moose-Wilson Rd/Granite Canyon	98	9	72	10
Total	1044	99	739	101

*total percentages do not equal 100 due to rounding

Questionnaire design

The Grand Teton National Park questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Grand Teton NP. Many questions asked visitors to choose answers from a list of responses, with both closed and open-ended responses, while others were completely open-ended.

No pilot study was conducted to test the Grand Teton NP 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. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical 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. The data were entered twice—by two independent VSP data entry staff—and validated by a third staff member.

Limitations

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.

2. The data reflect visitor use patterns to the selected sites during the study period of July 13-19, 2008. 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 sunny and warm, with occasional breezy periods and overcast skies.

Checking Non-response Bias

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

Table 2 shows no significant differences between group types. As shown in Table 3, there are significant differences between respondent and non-respondent ages and no significant differences between respondent and non-respondent group sizes. See Appendix 3 for more details of the non-response bias checking procedure.

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

Group type	Respondents	Non-respondents	Total
Alone	46	21	67
Family	527	220	747
Friends	91	34	125
Family and friends	66	24	90
Other	5	3	8
Total	735	302	1037

Chi-square = 0.948   df = 4   p-value = 0.916

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

Variable	Respondent N	Average	Non-respondent N	Average	p-value (t-test)
Group size	738	3.5	304	3.5	0.959
Age	738	50.2	303	43.1	<0.001

There were no significant differences in group size and group type between respondents and non-respondents. A six-year difference was detected in average age of respondents compared to non-respondents. However, the differences may be due to the fact that an older person in the group completed the survey while a younger person accepted the survey at the park. Occasionally, survey respondents may answer the age question incorrectly with the oldest person's age in the first slot, which is designated for the respondent (see Appendix 3). Moreover, the survey was designed to collect group information, not individual information. Since the two group parameters were the same for both respondents and non-respondents the response bias is judged to be insignificant. The data is a good representation of a larger Grand Teton NP visitor population for the duration of the survey period.

RESULTS

Visitor and Group Characteristics

Visitor group size

Question 21a
  On this visit, how many people were in your personal group, including yourself?

Results

- 50% visitors were in groups of two or less.

- 80% were in groups of four or less (see Figure 1).

Comments

As will be seen repeatedly throughout the findings, the small group size can be explained by the older, post child-rearing age of most visitors, and by the relatively high vacation costs of the Jackson area for young families. This group size has significant implications for program and facility design, such as number of group camping areas, campsite size, and lodge room design.

N=738 visitor groups*

Group size	
5 or more	20%
4	17%
3	12%
2	44%
1	6%

Number of respondents
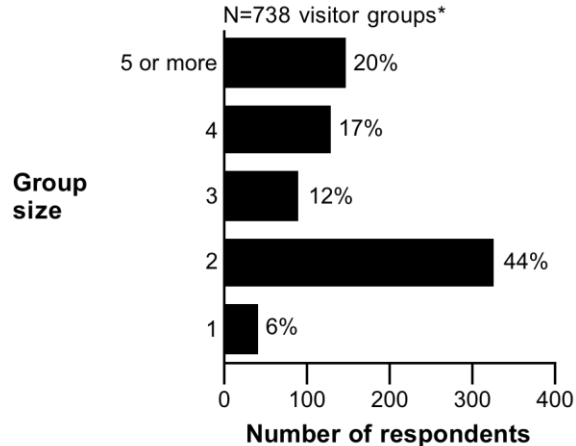
Figure 1: Group size

Visitor group type

Question 20
  On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?

Results

- 72% of visitors were in family groups (see Figure 2).

- 21% were with friends and groups of family and friends.

- Other" groups (1%) were:

      Business associates
      Medical educational course,
      Motorcycle club
      Scientific research group

N=735 visitor groups

Group type	
Family	72%
Friends	12%
Family and friends	9%
Alone	6%
Other	1%

Number of respondents
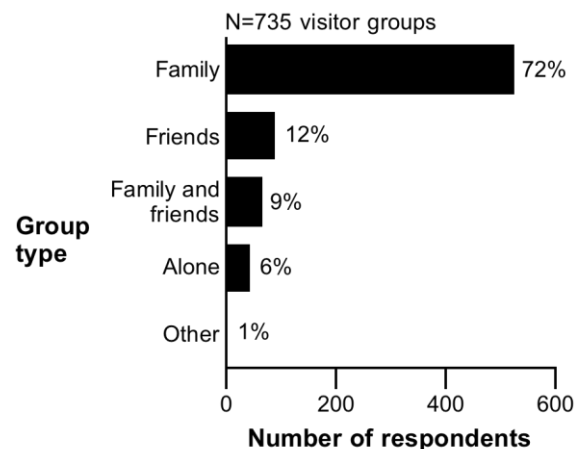
Figure 2: Group type

Visitors with organized groups

Question 19a
>On this visit, were you and your personal group part of a commercial guided tour group?

Results
- 2% were with a commercial guided tour group (see Figure 3).

N=649 visitor groups

With commercial guided tour group?

Yes   2%

No   98%

Number of respondents
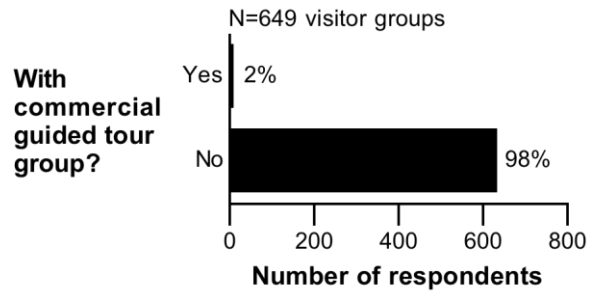
Figure 3: Visitors with a commercial guided tour group

Question 19b
>On this visit were you and your personal group part of a school/educational group?

Results
- Less than 1% were with a school/educational group (see Figure 4).

N=644 visitor groups*

With school/ educational group?

Yes   <1%

No   100%

Number of respondents
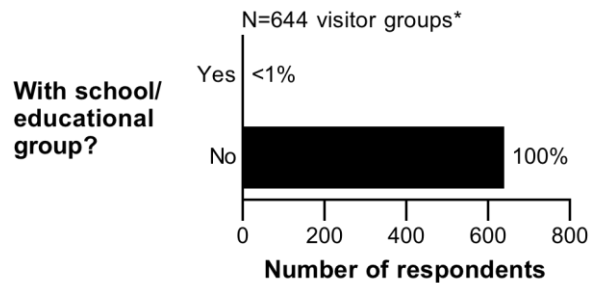
Figure 4: Visitors with a school/ educational group

Question 19c
>On this visit were you and your personal group part of an other organized group (such as business group, scout group, etc.)?

Results
- 3% of visitor groups were with an "other" organized group (see Figure 5).

N=645 visitor groups

With other organized group?

Yes   3%

No   97%

Number of respondents
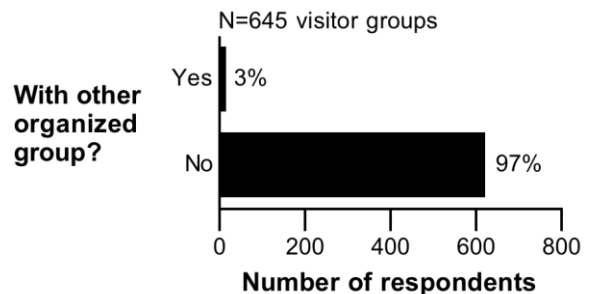
Figure 5: Visitors with an other organized group

Comments

A small number of visitors were a part of organized groups. While these findings are due in part to the season the study was conducted (i.e., schools were on summer break), they still suggest that resource allocation, facility and program design decisions, and communication messages should be developed with these use levels in mind.

United States visitors by state of residence

Question 25b
> 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 48 states and Washington, D.C., and comprised 90% of total visitation to the park during the survey period (see Table 4).

- 43% of visitors came from eight western states, while 57% came from the remaining 40 states and Washington D.C.

Comments

> This suggests that Grand Teton NP, like most other national parks, draws primarily from a regional audience.

Table 4: United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=1,962 individuals	Percent of total visitors N=2,172 individuals
California	243	12	11
Utah	144	7	6
Wyoming	138	7	6
Colorado	126	6	6
Texas	91	5	4
Illinois	81	4	4
Florida	78	4	4
Ohio	74	4	3
Michigan	69	4	3
Idaho	62	3	3
Washington	62	3	3
Arizona	61	3	3
Minnesota	52	3	2
Virginia	45	2	2
New York	42	2	2
Missouri	40	2	2
Georgia	39	2	2
Oregon	35	2	2
Kansas	34	2	2
Pennsylvania	34	2	2
Wisconsin	34	2	2
Tennessee	33	2	2
North Carolina	30	2	1
25 other states and Washington, D.C.	315	16	15
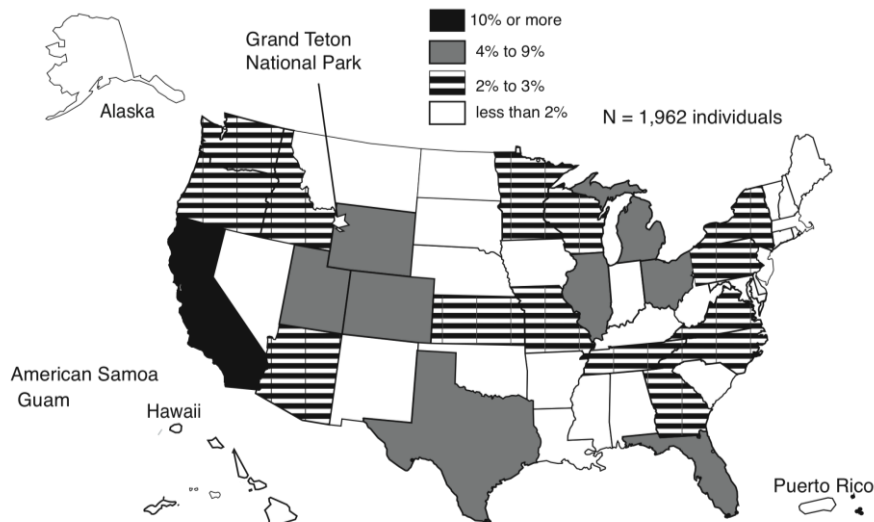
Map 1: Proportions of United States visitors by state of residence

International visitors by country of residence

Question 25b
   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

- International visitors
  were from 21 countries
  and comprised 10% of
  total visitation to the
  park during the survey
  period (see Table 5).

- 18% were from
  Canada and 17% from
  United Kingdom.

Comments

Nearly 90% of international
visitors came from Canada and
European countries.
Surprisingly few were from the
populous countries of the
Asian Rim, South America, or
Africa.

Table 5: International visitors by country of residence *

Country	Number of visitors	Percent of international visitors N=210 individuals	Percent of total visitors N=2,172 individuals
Canada	38	18	2
United Kingdom	35	17	2
Germany	20	10	1
Netherlands	20	10	1
France	19	9	1
Switzerland	13	6	1
Denmark	9	4	<1
Australia	7	3	<1
Belgium	7	3	<1
Japan	7	3	<1
Italy	6	3	<1
Austria	5	2	<1
India	5	2	<1
Ireland	5	2	<1
Norway	4	2	<1
Poland	3	1	<1
New Zealand	2	1	<1
Sweden	2	1	<1
Colombia	1	<1	<1
Moldova	1	<1	<1
Uruguay	1	<1	<1

Number of visits to the park

Question 25c
> For you and your personal group, how many times have you visited Grand Teton National Park in your lifetime (including this visit)?

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

Results

- 60% were visiting the park for the first time (see Figure 6).

- 21% visited two or three times, and 20% visited the park four or more times.

Comments

Communications messages, particularly trip planning materials and directional signs, should be designed with newcomers in mind.

N=2293 individuals*
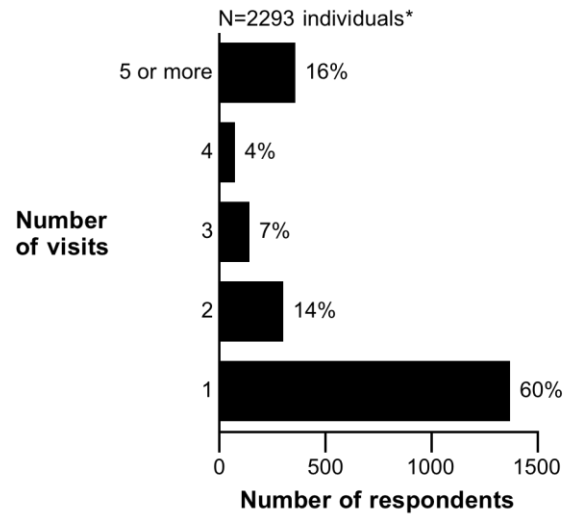
Figure 6:   Number of visits to park

Visitor age

Question 25a
    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

- 59% of visitor grouprs were 41 or older (see Figure 7)

- 19% were 15 years or younger.

Comments

While this finding in part is reflective of the aging trend in the U.S. population, it may also be in part due to the "Jackson Effect," where by the relatively high cost of vacation services attracts older, more affluent visitors. This may also be why the average group size is small.

Visitors to Grand Teton NP are getting older. This aging trend has profound implications for Grand Teton NP planners. Today's older visitors have different tastes and interests, physical abilities, spending capacity, and spending interests than visitors of just ten years ago. Readability of brochures and maps, facility design, product selection and placement, pricing, and program design are just a few examples of the management decisions that should be considered in the light of this aging trend.
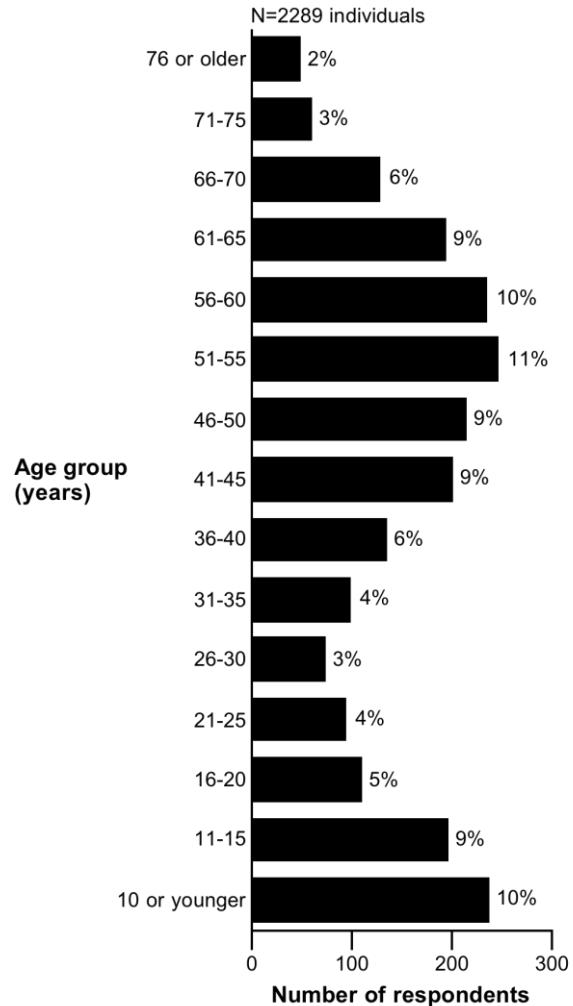
Figure 7:   Visitor age

Language used for speaking and reading

Question 22a

When visiting an area such as Grand Teton National Park, which one language do you and most members of your personal group prefer to use for speaking?

Question 22b

When visiting an area such as Grand Teton National Park, which one language do you and most members of your personal group prefer to use for reading?

Results

- 96% visitor groups reported English as their preferred language for speaking (see Figure 8).

- 97% visitor groups preferred English for reading (see Figure 9).

- Table 6 shows other languages (4%) that visitor groups used for speaking.

- Table 7 shows other languages (3%) that visitor groups used for reading.

Comments

Clearly, communication materials in English suffice for a large majority of current visitors. Less clear is the extent to which the limited availability of non-English information poses a barrier to potential visitors, particularly the growing Spanish-speaking populations of the Western states and Texas from where the majority of visitors come. Innovative website translation technologies could be used to overcome some, but not all, of these barriers.

N=734 visitor groups

Figure 8:   Language preferred for speaking

N=691 visitor groups

Figure 9: Language preferred for reading

Table 6: Language used for speaking
N=25 visitor groups
CAUTION!

Language	Number of times mentioned
French	5
German	5
Japanese	3
Chinese	2
Dutch	2
Spanish	2
Danish	1
Greek	1
Pennsylvania German	1
Polish	1
Swedish	1
Tamil	1

Table 7: Language used for reading
N=19 visitor groups
CAUTION!

Language	Number of times mentioned
French	5
German	4
Japanese	3
Chinese	2
Danish	1
Dutch	1
Greek	1
Polish	1
Spanish	1

Services preferred in languages other than English

Question 22c

In your opinion, what services in the park need to be provided in languages other than English? (open-ended)

Results

- Fifty-three visitor groups commented on services they would like to have provided in languages other than English (see Table 8).

Table 8: Services preferred in other languages
N=66 comments;
some visitor groups made more than one comment.

Service	Number of times mentioned
All services	9
Restroom information	8
Directional signs	6
Brochures	5
Directions	5
Safety information	4
Information center	3
Interpretive signs	3
Signs	3
Emergency assistance	2
Entrance fee explanation	2
Guided tours	2
Lodging	2
Maps	2
Menus	2
Visitor center pamphlets	2
Warning signs	2
Bilingual climbing rangers	1
Bilingual staff	1
Distances in kilometers	1
"Don't feed animals" signs	1

Visitors with physical conditions/impairments

Question 24a

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

Results
- 7% of visitor groups included members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 10).
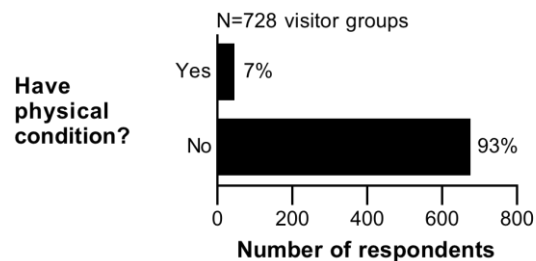
Figure 10: Visitor groups that included members with physical conditions

Question 24b
    If YES, on this visit, in which activities or services did the person(s) have difficulty accessing or participating?

Results
- Of visitor groups including members with physical conditions 87%, had difficulty accessing trails (see Figure 11).

- Other difficulties (15%) included:
    Access to Indian Art Museum
    Access to restrooms in
      campground
    Access via walker, everywhere
    Boat
    Hiking
    The actual Jenny Lake

N=47 visitor groups**

Figure 11: Activities/services that were difficult to access/participate in

Question 24c
    Because of the physical condition, which specific problems did the person(s) have?

Results

- About 89% of visitor groups had mobility problems (see Figure 12).

- Other problems (13%) were:
    Difficulty breathing
    Brain injury
    Endurance
    Heart patient

N=47 visitor groups**
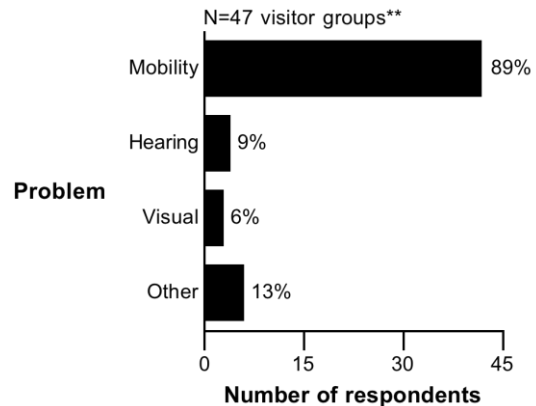
Figure 12: Specific problems due to physical condition

Comments

As the U.S. population continues to age, these types of disability issues will become more common. Barriers to access are undoubtedly viewed as a problem to a sizable minority of current visitors, and may be a participation barrier to many non-visitors.

It is particularly interesting to note the number of people with physical abilities who would like to access trails. Limited mobility is the primary barrier. Grand Teton NP should explore innovative strategies for overcoming the trail mobility challenge, including volunteer programs, facility design and materials, and equipment and devices.

Respondents' level of education

Question 23
> For you only, please indicate the highest level of education you have completed.

Results

- As shown in Figure 13, visitors holding a graduate degree comprised the largest group (36%) of visitors.

- 31% had a bachelor's degree and 21% had attended some college.
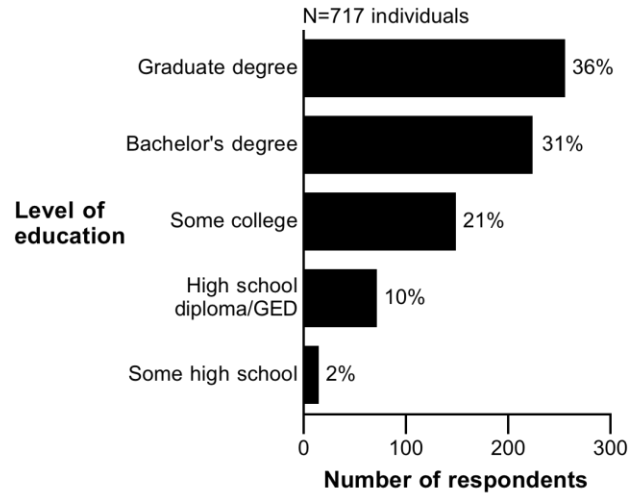
Comments

Grand Teton NP visitors are far more highly educated than the U.S. population. On one hand, this finding suggests that Grand Teton NP visitors are capable of grasping complex and sophisticated concepts in communications material. Print, audio/visual, and web material should be designed to engage these visitors.

On the other hand, Grand Teton NP is not reaching less educated visitors. This is complex phenomenon that goes far beyond education, and is related to affluence, mobility, awareness, and leisure time. It is an issue across the National Park System, but is particularly pronounced at Grand Teton NP, probably due to the high-income strata of area visitors. Nonetheless Grand Teton NP should further explore this visitation gap, its underlying causes, and ways to overcome it.

Figure 13: Respondents' level of education

<div style="border:1px solid black;">

Trip/Visit Characteristics and Preferences

</div>

Information sources prior to visit

Question 1a
> Prior to your visit, how did you and your personal group obtain information to plan your visit to Grand Teton National Park?

Results

- 89% of visitor groups obtained information about Grand Teton NP prior to their visit (see Figure 14).

- As shown in Figure 15, among the visitors that obtained information prior to their visit, the most common sources were:

  > 47% Previous visits
  > 41% Maps/brochures
  > 40% Friends/relatives/word of mouth

- Other sources (4%) were:
  > Along travel route
  > Childhood family photos
  > Church women's tour
  > GTNP Foundation
  > Local resident
  > Outfitter/guide
  > Public library
  > Scientific research
  > Yellowstone visit

Comments

"Previous visits" was not a response choice for this question in the 1997 VSP survey questionnaire. It was a valuable addition to the 2008 questionnaire, since visitors rated it as the most important source of information. Also worth noting is that 36% of visitor groups obtained information via the park website. This is double the percentage in 1997. Use of newspaper/magazine articles (8%) dropped off precipitously since 1997, when it was used by 20% of visitors.
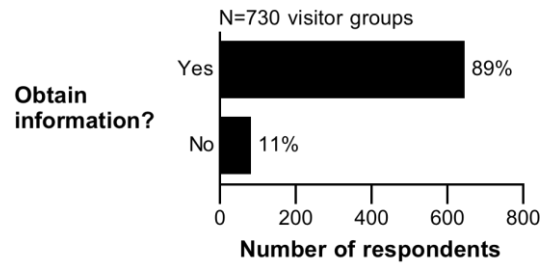
Figure 14: Visitor groups that obtained information about Grand Teton NP prior to visit
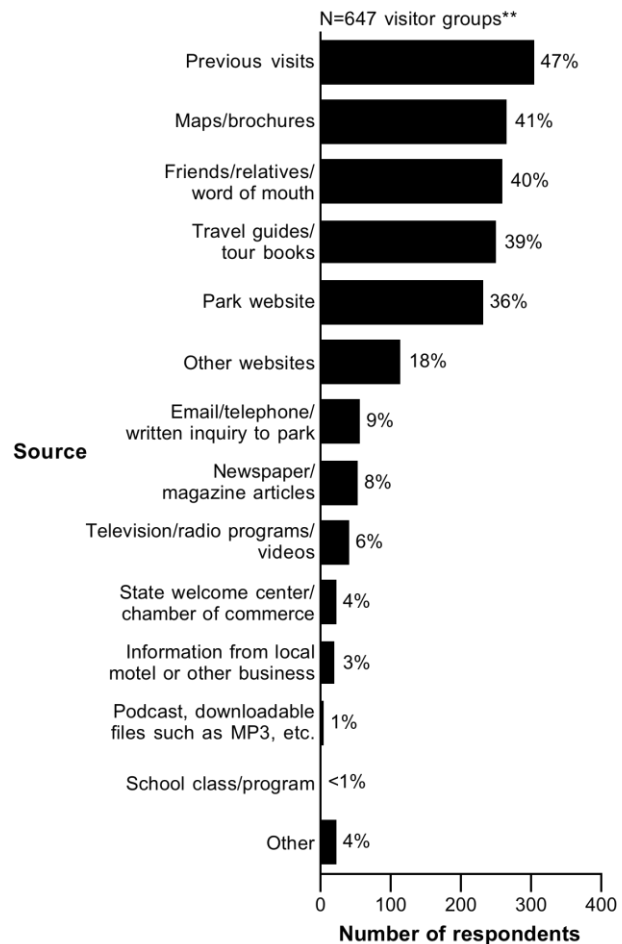
Figure 15: Sources of information used by visitor groups prior to visit

18

Question 1b

From the sources marked above, did you and your personal group receive the type of information about the park that you needed?

Results

- 95% of visitor groups received needed information prior to their visit (see Figure 16).

Figure 16: Visitor groups that received needed information prior to their visit

Comments

Clearly, the communications/ information program effectively meets visitors' planning needs.

Question 1c

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

Results

- Table 9 shows visitor groups' comments (N=28) on information they needed, but was not available.

Table 9: Needed information
N=30 comments;
some visitor groups made more than one comment.

Type of information	Number of times mentioned
Better maps	3
Campsite information/availability	3
Detailed hike/trail maps	3
General park information/activities	3
Information on areas of interest	3
Rockefeller center information	2
Tour guide information	2
Admission fee	1
Better information from hotel	1
Campsites/RV hook-ups	1
Improve website	1
Lodging information	1
More podcasts	1
Mosquito/repellent information	1
Photography locations	1
Road information	1
Time estimate for visit	1
Website in German	1

Park as destination

Question 2
   How did this visit to Grand Teton National
   Park fit into your travel plans?

Results

- 74% of visitor groups indicated the
  park was one of several destinations
  (see Figure 17).

- 17% reported the park was their
  primary destination.

N=731 visitor groups

How visit fit into travel plans

One of several destinations	74%
The primary destination	17%
Not a planned destination	9%

Number of respondents
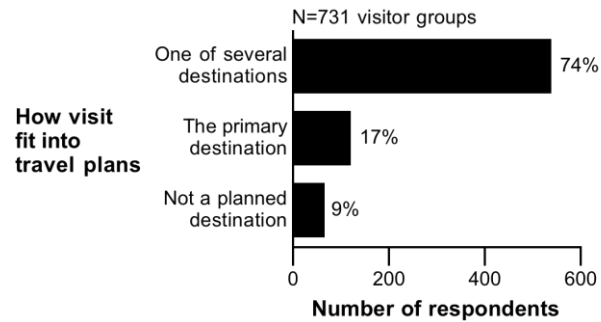
Figure 17: Park visit as part of travel plans

Primary reason for visiting the area

Question 3
   On this visit, what was the primary reason
   that you and your personal group visited
   the Grand Teton National Park area
   (within 100 miles)?

Results
- 98% of visitor groups were not
  residents of the area (see
  Figure 18).

N=733 visitor groups

Resident of area?

Yes	8%
No	92%

Number of respondents

Figure 18: Residents of the area (within 100 miles)

- Of these groups the primary
  reasons for visiting the area
  were:
     48% Visit Yellowstone NP
     28% Grand Teton NP
     12% Visit other area
           attractions

- "Other" reasons (9%) included:
     Art class in Jackson
     Attend wedding
     Bike tour
     Family reunion
     Fishing
     Motorcycle tour
     Niece broke ankle in Jackson
     On travel route/touring Wyoming
     Rafting
     Research
     Vacation home
     Visit friends/relatives
     Visit Glacier National Park
     Visit national and state parks
     Visit new area
     Wilderness pack trip

N=642 visitor groups

Reason

Visit Yellowstone NP	48%
Visit Grand Teton NP	28%
Visit other area attractions	12%
Business	3%
Other	9%

Number of respondents

Figure 19: Primary reason for visiting the area (within 100 miles) of Grand Teton NP

Places stayed on night before visit

Question 10d

In what city/town did you and your personal group stay on the night before you arrived at Grand Teton National Park? Please write the name of your hometown if you stayed there.

Results

- 78% of visitor groups (N=578) responded to this question.

- Table 10 shows the towns/cities in which visitor groups stayed on the night prior to visiting Grand Teton NP.

Table 10: Town/city in which visitor groups stayed on the night before visit
N=161 locations

Town/city	Number of times mentioned
Jackson, WY	104
Yellowstone National Park, WY	78
West Yellowstone, MT	50
Cody, WY	34
Salt Lake City, UT	21
Gardiner, MT	15
Dubois, WY	11
Idaho Falls, ID	10
Teton Village, WY	10
Grant Village, WY	8
Riverton, WY	8
Victor, ID	8
Lander, WY	6
Bozeman, MT	5
Driggs, ID	5
Pinedale, WY	5
Rawlins, WY	5
Big Sky, MT	4
Casper, WY	4
Ennis, MT	4
Livingston, MT	4
Sheridan, WY	4
Wilson, WY	4
Alpine, WY	3
Alta, WY	3
Colorado Springs, CO	3
Gillette, WY	3
Island Park, ID	3
Montpelier, ID	3
Park City, UT	3
Provo, UT	3
Rock Springs, WY	3
Wapiti, WY	3
Billings, MT	2

**Table 10: Town/city in which visitor groups stayed on the
night before visit**
(continued)

Town/city	Number of times mentioned
Denver, CO	2
Eagle, ID	2
Fishing Bridge, WY	2
Flagg Ranch, WY	2
Houston, TX	2
Knoxville, TN	2
Logan, UT	2
Mammoth Hot Springs, WY	2
Moran, WY	2
Old Faithful, WY	2
Pocatello, ID	2
Rapid City, SD	2
Swan Valley, ID	2
Afton, WY	1
Alcova, SD	1
Ambler, PA	1
Arlington, MA	1
Ashton, ID	1
Austin, TX	1
Bear Lake, UT	1
Belgrade, MT	1
Big Piney, WY	1
Black Falls, ID	1
Boise, ID	1
Boulder, CO	1
Bountiful, UT	1
Bridge Bay,	1
Brigham City, UT	1
Broomfield, CO	1
Carlsbad, CA	1
Chadron, NE	1
Chandler, AZ	1
Charleston, SC	1
Charlotte, NC	1
Chatsworth, CA	1
Chevy Chase, MD	1
Cheyenne, WY	1
Chicago, IL	1
Cody, SD	1
Cokeville, WY	1
Columbia Falls, MT	1
Cooke City, MT	1

Table 10: Town/city in which visitor groups stayed on the night before visit

(continued)

Towns/city	Number of times mentioned
Custer State Park, SD	1
Dallas, TX	1
Detroit, MI	1
Dinosaur National Monument, CO	1
Elk Lake Camp, MT	1
Emigrant, MT	1
Estes Park, CO	1
Evanston, WY	1
Felt, ID	1
Fontana, WI	1
Fort Collins, CO	1
Garden City, UT	1
Glenns Ferry, ID	1
Goff Creek Lodge, WY	1
Golden, CO	1
Grand Junction, CO	1
Greybull, WY	1
Hebegen Lake, MT	1
Helena, MT	1
Herndon, VA	1
Holden, MA	1
Holladay, UT	1
Howell, NJ	1
Huntsville, UT	1
Indianapolis, IN	1
Jacksonville, FL	1
Lakeville, MT	1
Laurel, MT	1
Layton, UT	1
Littleton, CO	1
Madison, ID	1
Mesquite, TX	1
Midway, UT	1
Minneapolis, MN	1
Minster, OH	1
Moab, UT	1
Montrose, CO	1
Mount Vernon, OH	1

**Table 10: Town/city in which visitor groups stayed on the
night before visit**
(continued)

Town/city	Number of times mentioned
Naperville, IL	1
Nashville, TN	1
New Castle, WY	1
Niya, MO	1
Northbrook, IL	1
Oakland, CA	1
Oberlin, KS	1
Ogden, UT	1
Oklahoma City, OK	1
Pearl, MS	1
Powder Springs, GA	1
Providence, UT	1
Red Lodge, MT	1
Rexburg, ID	1
Rockledge, FL	1
Rowlette, TX	1
Sacramento, CA	1
San Diego, CA	1
San Luis Obispo, CA	1
Santa Fe, NM	1
Saratoga, CA	1
Sedalia, CO	1
Silver Spring, MD	1
Sky Mountain, MT	1
Smithfield, UT	1
Snowbird, UT	1
South Jordan, UT	1
Springfield, IL	1
Springville, UT	1
St. Charles, ID	1
St. Petersburg, FL	1
Stilwell, KS	1
Sun Valley, ID	1
Tallahassee, FL	1
Tampa, FL	1
Tequesta, FL	1

Table 10: Town/city in which visitor groups stayed on the night before visit
(continued)

Town/city	Number of times mentioned
Tetonia, ID	1
Thayne, WY	1
The Woodlands, TX	1
Togwotee Pass, WY	1
Troy, MI	1
Twin Bridges, MT	1
Twin Falls, ID	1
Vernal, UT	1
Wendell, ID	1
Westminster, CO	1

Places stayed on night after visit

Question 10e
> In what city/town did you and your personal group stay on the night after you completed your visit to Grand Teton National Park? Please write the name of your hometown if you stayed there.

Results

- 76% of visitor groups (N=564) responded to this question.

- Table 11 shows the towns/cities in which visitor groups stayed on the night after leaving Grand Teton NP.

Table 11: Town/city in which visitor groups stayed on the night after visit
N=171 locations

Towns/city	Number of times mentioned
Jackson, WY	94
Yellowstone National Park, WY	60
West Yellowstone, MT	46
Cody, WY	28
Salt Lake City, UT	25
Idaho Falls, ID	15
Dubois, WY	9
Teton Village, WY	8
Casper, WY	7
Cheyenne, WY	6
Denver, CO	6
Driggs, ID	6
Park City, UT	6
Big Sky, MT	5
Gillette, WY	5
Riverton, WY	5
Victor, ID	5
Afton, WY	4
Bozeman, MT	4
Butte, MT	4
Gardiner, MT	4
Grant Village, WY	4
Provo, UT	4
Rawlins, WY	4
Wilson, WY	4
Alpine, WY	3
Alta, WY	3
Elko, NV	3
Fort Collins, CO	3
Island Park, ID	3
Laramie, WY	3
Littleton, CO	3
Pinedale, WY	3

Table 11: Town/city in which visitor groups stayed on the night after visit

(continued)

Towns/city	Number of times mentioned
Rock Springs, WY	3
Swan Valley, ID	3
Vernal, UT	3
American Falls, ID	2
Belgrade, MT	2
Billings, MT	2
Boise, ID	2
Cedar City, UT	2
Cokeville, WY	2
Colorado Springs, CO	2
Cooke City, MT	2
Custer, SD	2
Douglas, WY	2
Ennis, MT	2
Farmington, UT	2
Glacier National Park, MT	2
Great Falls, MT	2
Green River, WY	2
Lander, WY	2
Layton, UT	2
Logan, UT	2
Mammoth Hot Springs, WY	2
Montpelier, ID	2
Moran, WY	2
Pocatello, ID	2
Red Lodge, MT	2
Sheridan, WY	2
Springfield, IL	2
Thayne, WY	2
Thermopolis, WY	2
Wapiti, WY	2
Across state line, MT	1
Alpine, UT	1
Ambler, PA	1
Antelope Flats, WY	1
Arco, ID	1
Arlington, MA	1
Ashton, ID	1
Austin, TX	1
Avon, CO	1

**Table 11: Town/city in which visitor groups stayed on the
night after visit**
(continued)

Towns/city	Number of times mentioned
Baker City, OR	1
Big Piney, WY	1
Blackfoot, ID	1
Boulder, CO	1
Boulder, WY	1
Bountiful, UT	1
Brigham City, UT	1
Broomfield, CO	1
Buffalo, WY	1
Burlington, CO	1
Canyon Village, WY	1
Chatsworth, CA	1
Chevy Chase, MD	1
Coeur d'Alene, ID	1
Dallas, TX	1
Daniel, WY	1
Dayton, OH	1
Deadwood, SD	1
Erwin, TN	1
Estes Park, CO	1
Evanston, WY	1
Farson, WY	1
Felt, ID	1
Fontana, WI	1
Garden City, ID	1
Gatlinburg, TN	1
Glastonbury, CT	1
Glen Rock, WY	1
Helena, MT	1
Holladay, UT	1
Homedale, ID	1
Houston, TX	1
Hurricane, UT	1
Indianapolis, IN	1
Interior, SD	1
Jamestown, ND	1
Kalispell, MT	1
Kennebec, SD	1
Knoxville, TN	1
Las Vegas, NV	1
Laurel, MT	1
Lava Hot Springs, ID	1

**Table 11: Town/city in which visitor groups stayed on the
night after visit**
(continued)

Towns/city	Number of times mentioned
Lehi, UT	1
Limon, CO	1
Lovell, WY	1
Madison Junction, WY	1
McPherson, KS	1
Miles City, MT	1
Missoula, MT	1
Montrose, CO	1
Moose, WY	1
Moses Lake, WA	1
Murray, UT	1
Nampa, ID	1
Naperville, IL	1
Nashville, TN	1
New Castle, WY	1
Niya, MO	1
Northbrook, IL	1
Oakland, CA	1
Ogden, UT	1
Oklahoma City, OK	1
Omaha, NE	1
Page, AZ	1
Pahaska Tepee, WY	1
Pearl, MS	1
Powder Springs, GA	1
Pray, MT	1
Price, UT	1
Providence, UT	1
Rapid City, SD	1
Red Rock National Wildlife Refuge, MT	1
Richland, WA	1
Rifle, CO	1
Rochester, NY	1
Rockledge, FL	1
Rocky Mountain National Park, CO	1
Roosevelt, UT	1
Sacramento, CA	1
Saint Louis, MO	1
San Diego, CA	1
Santa Fe, NM	1
Sedalia, CO	1

Table 11: Town/city in which visitor groups stayed on the night after visit
(continued)

Towns/city	Number of times mentioned
Smithfield, UT	1
South Jordan, UT	1
Spearfish, SD	1
Springville, UT	1
Steamboat Springs, CO	1
Stilwell, KS	1
Tampa, FL	1
Tequesta, FL	1
Tetonia, ID	1
The Woodlands, TX	1
Twin Falls, ID	1
Wendell, ID	1
Wendover, NV	1
West Glacier, MT	1
Westminster, CO	1

Travel route to park

Question 4
> On this trip, from which direction did you and your personal group come to first arrive at Grand Teton National Park?

Results

- 50% of visitor groups arrived at Grand Teton NP from the south, either via Jackson, WY or the Moose-Wilson road (see Figure 20).

- 49% arrived from the north and east, either via Yellowstone NP or Dubois, WY.

Comments

In the 1997 VSP study, 53% of visitors arrived from Jackson, 36% from Yellowstone, and 11% from Dubois. Two routes (1) from the southwest Moose–Wilson Road and (2) from the west Grassy Lake, Ashton, ID were not response options in 1997 VSP questionnaire. Some of the southwest routes may be incorporated in the answer for the route from Jackson, WY in 1997. With this assumption, there is not a significant change in travel routes to the park.

N=731 visitor groups*

Direction	
From the south - Jackson, WY	43%
From the north - Yellowstone NP	39%
From the east - Highway 26/287, Dubois, WY	10%
From the southwest- Moose-Wilson Road	7%
From the west - Grassy Lake, Ashton, ID	2%

Number of respondents
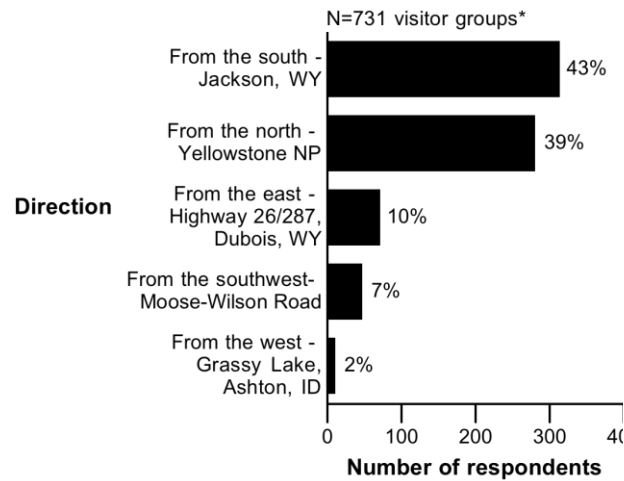
Figure 20: Direction of approach to Grand Teton NP

Sites visited and activities - visitors arriving from the north

Results

- As shown in Table 12, the most highly visited site by visitors arriving from the north was Jenny Lake (72%), followed by Colter Bay (55%). The Craig Thomas Discover and Visitor Center at Moose and the Snake River each attracted 41% of visitor groups.

- Table 13 shows the activities in which visitors groups arriving from the north participated.

Table 12: Sites visited by visitors arriving from the north

Site visited	N	%
Jenny Lake	189	72
Colter Bay	146	55
Craig Thomas Discovery and Center	109	41
Snake River	109	41
Jackson Lake Lodge	100	38
Moose-Wilson Road	67	25
Flagg Ranch	52	20
String Lake	51	19
Signal Mountain Summit Road	42	16
Signal Mountain Lodge/Marina/ Campground	37	14
Antelope Flats/Kelly Road	37	14
Laurance S. Rockefeller Preserve	30	11
Menor's Ferry and Chapel	26	10
Cunningham Cabin	24	9
Two Ocean/Emma Matilda Lakes	8	3
Other	37	14
Total	264	

Table 13: Activities of visitors arriving from the north

Activities	All park locations		Moose		Colter Bay		Jenny Lake		All other locations	
	N	%	N	%	N	%	N	%	N	%
Attending ranger-led tours/ programs	9	5	3	2	11	8	1	1	4	2
Bicycling	9	5	4	3	10	7	5	3	4	2
Boating on lakes	24	13	6	5	9	6	29	17	3	2
Camping	27	14	1	1	25	17	5	3	11	6
Climbing	6	3	1	1	0	0	9	5	2	1
Floating the Snake River	15	8	6	5	1	1	2	1	12	7
Hiking/walking	82	43	17	13	39	27	84	49	46	25
Horseback riding	4	2	0	0	1	1	1	1	4	2
Picnicking	46	24	6	5	13	9	23	13	37	20
Shopping in park bookstores	59	31	27	21	50	35	27	16	27	15
Other shopping	35	18	9	7	36	25	15	9	27	15
Viewing roadside exhibits	85	45	52	41	57	40	60	35	79	43
Viewing scenery/scenic drive	155	81	91	72	93	65	123	71	150	82
Viewing wildlife/nature study/ birdwatching	74	39	48	38	52	36	57	33	86	47
Visiting visitor centers/ museums	79	41	45	35	67	47	36	21	49	27
Other	20	10	6	5	4	3	5	3	7	4
Total	191		127		144		173		182	

Sites visited and activities - visitors arriving from the south

Results

- As shown in Table 14, the most highly visited site by visitors arriving from the south was Jenny Lake (70%), followed by the Craig Thomas Discovery and Visitor Center at Moose (49%) and the Snake River (48%). Visitors coming from the south visited Colter Bay much less than did those from the north. Interestingly, visitors from the south were slightly more likely to visit the Jackson Lake Lodge.

Table 14: Sites visited by visitors arriving from the south

Site visited	N	%
Jenny Lake	213	70
Craig Thomas Discovery and Visitor Center	150	49
Snake River	148	48
Jackson Lake Lodge	131	43
Colter Bay	130	42
Moose-Wilson Road	97	32
String Lake	74	24
Antelope Flats/Kelly Road	60	20
Laurance S. Rockefeller Preserve	56	18
Signal Mountain Lodge/Marina/ Campground	49	16
Flagg Ranch	47	15
Signal Mountain Summit Road	43	14
Menor's Ferry and Chapel	27	9
Cunningham Cabin	24	8
Two Ocean/Emma Matilda Lakes	13	4
Other	30	10
Total	306	

Table 15: Activities of visitors arriving from the south

Activities	All park locations N	%	Moose N	%	Colter Bay N	%	Jenny Lake N	%	All other locations N	%
Attending ranger-led tours/programs	18	8	3	2	10	8	7	4	12	6
Bicycling	12	5	3	2	4	3	4	2	7	3
Boating on lakes	41	19	1	1	15	12	29	15	18	8
Camping	33	15	2	1	16	12	8	4	23	11
Climbing	14	6	0	0	1	1	7	4	11	5
Floating the Snake River	38	17	26	17	2	2	2	1	20	9
Hiking/walking	122	56	22	14	33	26	126	64	85	39
Horseback riding	10	5	0	0	0	0	4	2	9	4
Picnicking	57	26	4	3	17	13	32	16	45	21
Shopping in park bookstores	62	28	46	30	30	23	29	15	38	18
Other shopping	48	22	17	11	19	15	17	9	45	21
Viewing roadside exhibits	73	33	45	29	31	24	50	25	72	33
Viewing scenery/scenic drive	158	72	101	66	86	67	130	66	161	74
Viewing wildlife/nature study/ birdwatching	100	46	57	37	37	29	63	32	116	53
Visiting visitor centers/ museums	89	41	77	50	39	30	49	25	40	18
Other	33	15	3	2	5	4	0	0	19	9
Total	219		153		129		198		217	

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

Length of stay for visitors arriving from the north and south

Table 16 compares the amount of time spent by visitor groups. No real differences were detected in the length of stay for visitors arriving from the north versus the south.

Table 16: Length of stay for visitors arriving from the north versus south

Length of stay	North N	North %	South N	South %
Day use only				
Up to 1 hour	23	12%	10	7%
More than 1 hour to 2 hours	24	12%	19	13%
More than 2 hours to 3 hours	25	13%	17	11%
More than 3 hours to 4 hours	22	11%	22	15%
More than 4 hours to 5 hours	15	8%	12	8%
More than 5 hours to 6 hours	22	11%	25	17%
More than 6 hours but less than 24 hours	67	34%	44	30%
Total	198	100%	149	100%
Overnight visitors				
One day	13	14%	11	7%
Two days	32	35%	53	35%
Three days	24	26%	36	24%
Four days	13	14%	16	11%
Five days or more	9	10%	34	23%
Total	91	100%	150	100%

*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 park

Question 5
On this visit, which forms of transportation did you and your personal group use to arrive at Grand Teton National Park?

Results

- As shown in Figure 21, the most common forms of transportation used to arrive at the park were:

  63% Private car, SUV, van or motorcycle
  27% Rental car, SUV, minivan, etc.

- Other forms of transportation (2%) were:
  Commercial airline to Salt Lake City
  Commercial airline to Cody
  Commercial airline to Bozeman
  Commercial airline to Idaho Falls
  Commercial airline to Jackson
  Commercial airline to Rapid City
  Guide/van
  Private plane to Driggs
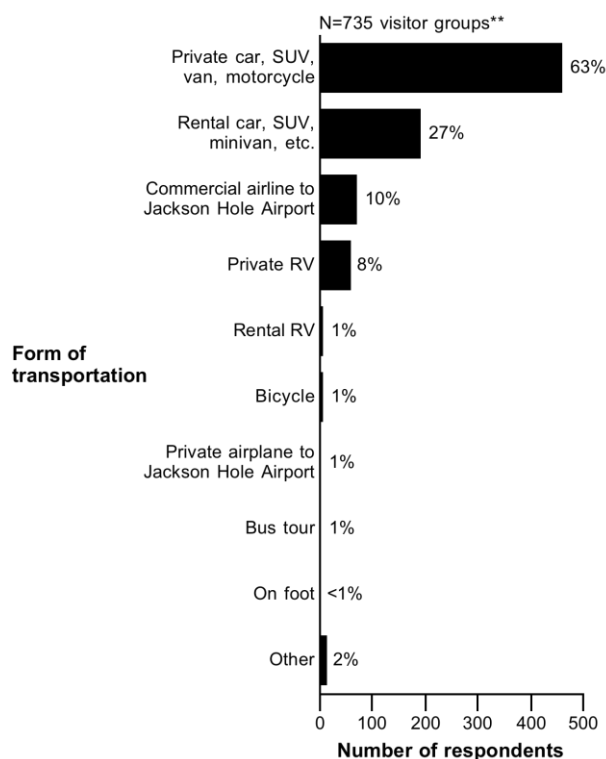
Figure 21: Forms of transportation used to arrive at Grand Teton NP

Number of vehicles

Question 21b
On this visit, how many vehicles did you and your personal group use to arrive at the park?

Results

- 86% of visitor groups used one vehicle to arrive at the park (see Figure 22). Respondents with two vehicles may likely have used RVs towing cars.

Figure 22: Number of vehicles used to arrive at the park

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

Number of park entries

Question 6
   On this trip, how many times did you and
   your personal group enter Grand Teton
   National Park?

Results

- 59% of visitor groups entered the park
  two or more times during their visit (see
  Figure 23).

- 41% entered the park once.

Comments

Given the high number of multiple entries,
Grand Teton NP may want to explore some
sort of "expedited" entry for repeat entries who
have already paid the entrance fee and
received park information. Such a system
might be automated or a lane where a ranger
simply checks entrance passes.
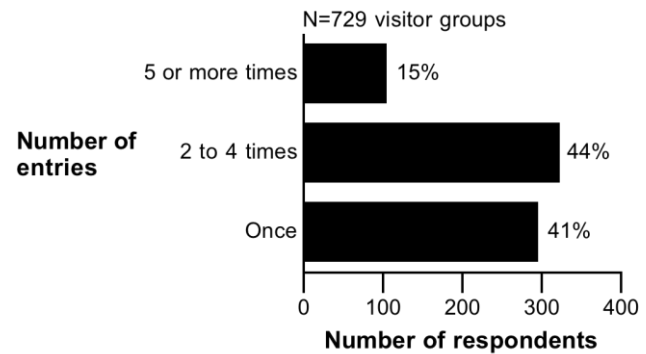
Figure 23: Number of park entries

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

38

Overnight stay

Question 10a
    On this trip, did you and your personal
    group stay overnight away from home
    within 100 miles of Grand Teton National
    Park?

Results
- 81% of visitor groups stayed overnight
    away from home within 100 miles of
    the park (see Figure 24).

Question 10b
    If YES, please list the number of nights you
    and your personal group stayed inside
    Grand Teton National Park.

Results
- 47% of visitor groups spent one or two
    nights inside the park (see Figure 25).

- 29% spent three or four nights.

- 23% spent five or more nights.

The average number of nights spent inside the
park was 3.6 nights.

N=730 visitor groups
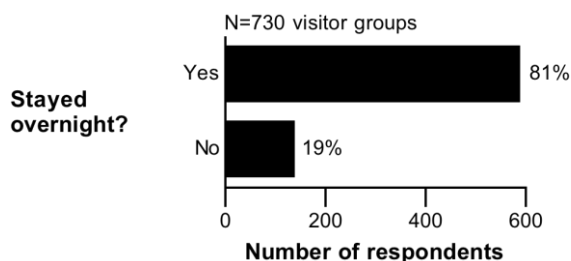
**Figure 24: Visitor groups that stayed
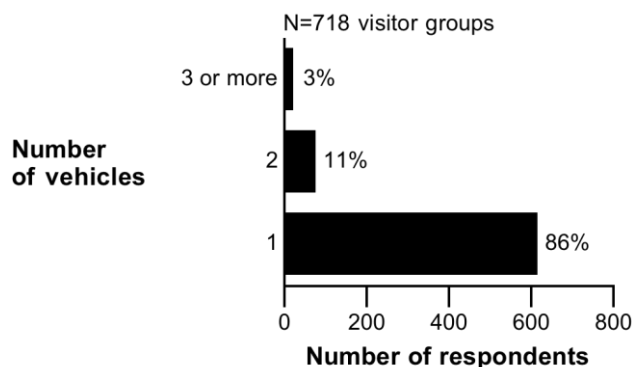overnight (within 100 miles
of the park)**

N=192 visitor groups**
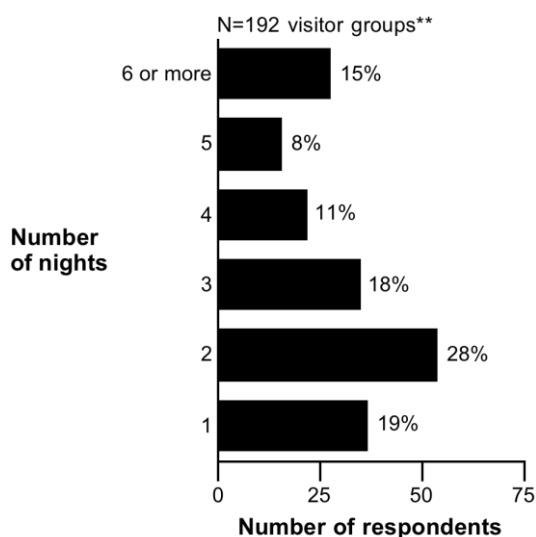
**Figure 25: Number of nights inside the
park**

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

Question 10c
   If YES, please list the number of nights
   you and your personal group stayed
   outside the park (within 100 miles).

Results
   - 38% of visitor groups spent one or
     two nights in the area outside the
     park (see Figure 26).

   - 35% spent five or more nights.

   - 27% spent three or four nights.

The average number of nights spent
outside the park was 4.6 nights.

N=439 visitor groups

**Figure 26: Number of nights outside the
               park (within 100 miles)**

Accommodations inside the park

Question 10b
    In what types of accommodations did
    you and your personal group spend the
    night(s) inside the park?

Results

- 52% of visitor groups stayed in a
  lodge, motel, cabin, rented
  condo/home, bed & breakfast
  inside the park (see Figure 27).

    Lodging locations in the park were:
        Climbers Ranch
        Colter Bay
        Dornan's cabins
        Flagg Ranch
        Jackson Lake Lodge
        Jenny Lake Lodge
        Signal Mountain

- 42% camped in a developed
  campground inside the park.

    Camping locations in the park were:
        Colter Bay
        Gros Ventre
        Flagg Ranch
        Signal Mountain
        Jenny Lake
        Lizard Creek

- "Other" accommodations (3%) in
  the park were:

        Leigh Lake
        Pendagraph Meadow

Table 17 shows the number of nights visitor
groups stayed at each type of
accommodation inside the park.
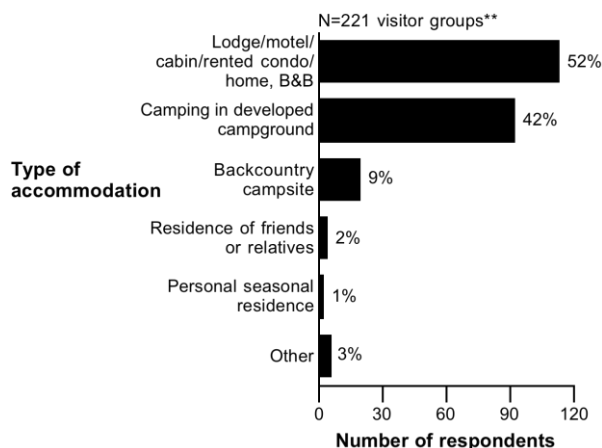
Figure 27: Types of accommodations used inside the park

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

**Table 17: Number of nights spent at accommodations
inside the park**
N=number of visitor groups

Type of lodging	N	Number of nights (%)*			
		1	2 – 3	4 – 5	>6
Lodge, motel, cabin, rented condo/home, or B&B	101	23	56	20	9
Camping in developed campground	79	22	69	20	10
Backcountry campsite – **CAUTION!**	20	25	60	5	10
Personal seasonal residence – **CAUTION!**	1	0	0	0	100
Residence of friends or relatives – **CAUTION!**	3	0	33	33	33
Other – **CAUTION!**	3	0	33	33	33

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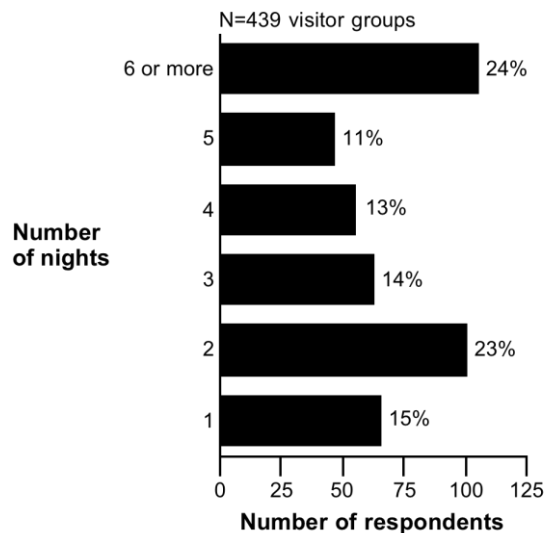**total percentages do not equal 100 because visitors could select more than one answer

Accommodations outside the park

Question 10c

In what types of accommodations did you and your personal group spend the night(s) outside the park (within 100 miles)?

Results

- 74% of visitor groups stayed in a lodge, motel, cabin, rented condo/home, bed & breakfast outside the park (see Figure 28).

  Lodging locations outside the park were:
  - Cody, WY
  - Jackson, WY
  - Moose, WY
  - Teton Village
  - Yellowstone National Park

- 19% camped in a developed campground outside the park.

  Camping locations outside park were:
  - Grand Teton RV Campground
  - Rocky Mountain NP
  - West Yellowstone
  - Yellowstone NP

- "Other" accommodations (6%) outside the park were:

  - Alpine
  - Cody
  - Dry camp
  - Dubois
  - Elk Country Inn
  - Hatchet
  - Madison Valley
  - Montana
  - Teton Village
  - Tower Campground
  - Trapper Inn – Jackson
  - USFS campground
  - Yellowstone

Table 18 shows the number of nights visitor groups stayed at each type of accommodation outside the park.

N=453 visitor groups**

Type of accommodation	
Lodge/motel/cabin/rented condo/home/B&B	74%
Camping in developed campground	19%
Residence of friends or relatives	5%
Personal seasonal residence	2%
Backcountry campsite	1%
Other	6%

Number of respondents
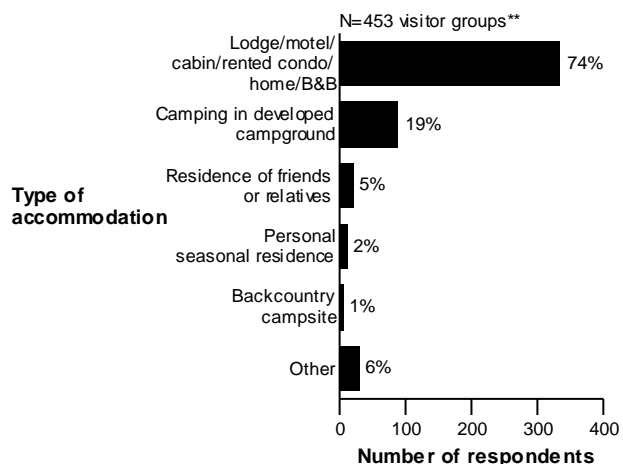
Figure 28: Types of accommodations outside the park

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

**Table 18: Number of nights spent at accommodations
outside the park**
N=number of visitor groups

		Number of nights (%)*			
Type of accommodation	N	1	2 – 3	4 – 5	>6
Lodge, motel, cabin, rented condo/home, or B&B	327	19	42	20	20
Camping in developed campground	78	9	40	27	22
Backcountry campsite – **CAUTION!**	6	50	0	33	17
Personal seasonal residence – **CAUTION!**	11	0	0	9	90
Residence of friends or relatives – **CAUTION!**	20	20	35	15	30
Other	314	29	28	29	14

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

Length of stay in the park

Question 9
   On this visit to Grand Teton National Park, how long did you and your personal group spend visiting the entire park?

Results

Number of hours if less than 24

- 41% of visitor groups spent six or more hours (see Figure 29).

- 14% spent four hours.

The average length of stay for visitor groups who spent less than 24 hours was 5.4 hours.

Number of days if 24 hours or more

- 58% of visitor groups spent two or three days (see Figure 30).

- 20% spent five or more days.

The average length of stay for visitor groups who spent more than 24 hours was 3.7 days.

Average length of stay

The average length of stay for all visitor groups was 41.9 hours, or 1.7 days.
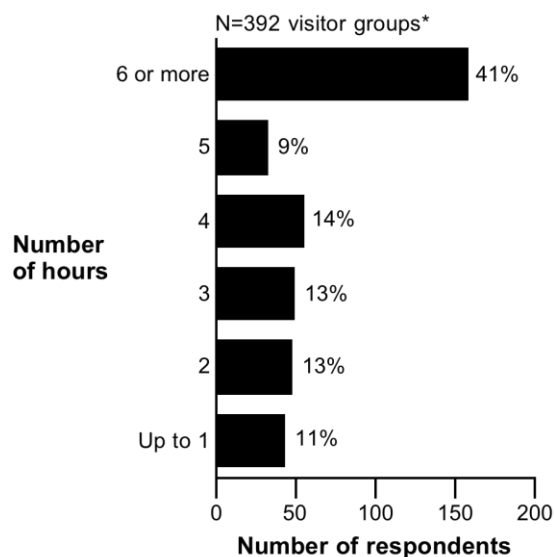
Figure 29: Number of hours visiting the park
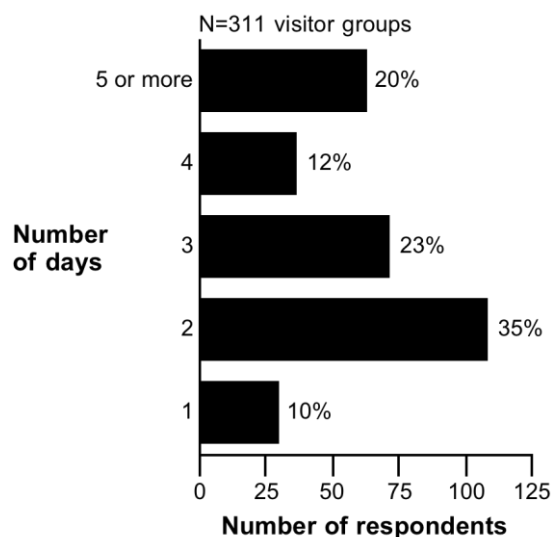
Figure 30: Number of days visiting the park

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

Sites visited

Question 7
    On this visit, which of the following sites in Grand Teton National Park did you visit?

Results

- As shown in Figure 31, the most commonly visited sites were:

    70% Jenny Lake
    48% Colter Bay
    46% Moose
    46% Snake River

- The least visited sites were:
    8% Cunningham Lakes Cabin
    4% Two Ocean/Emma Matilda

- Other sites (13%) that were visited are shown in Table 19.

Comments

It is interesting to note that the Colter Bay with its visitor center experienced slightly higher visitation than did the Moose area with the Craig Thomas Discovery and Visitor Center. However, we believe this may be somewhat misleading, due to place recognition problems with the Craig Thomas Discovery and Visitor Center. We think that some visitors who did visit the Discovery Center may not have recognized it by that name on the survey questionnaire.

N=704 visitor groups**

Site	
Jenny Lake	70%
Colter Bay	48%
Moose	46%
Snake River	46%
Jackson Lake Lodge	42%
Moose-Wilson Road	32%
String Lake	22%
Antelope Flats/ Kelly Road	18%
Flagg Ranch	17%
Signal Mountain Lodge/ Marina/Campground	16%
Laurance S. Rockefeller Preserve	16%
Signal Mountain Summit Road	15%
Menor's Ferry and Chapel	9%
Cunningham Cabin	8%
Two Ocean/Emma Matilda Lakes	4%
Other	13%

Number of respondents

Figure 31: Sites visited

Table 19: "Other" sites visited
N=105 comments

Site	Number of times mentioned
Drove through	14
Craig Thomas Visitor Center	6
Taggart Lake	6
Jackson Lake Dam	5
Oxbow Bend	5
Jackson	4
Bradley-Taggart Lake	3
Chapel of Transfiguration	3
Death Canyon	3
Dornan's	3
Jackson Lake	3
Cascade Canyon	2
Cascade/Paintbrush Canyon	2
Chapel of the Sacred Heart	2
Jenny Lake Lodge	2
Leeks Marina	2
Leigh Lake	2
Lizard Creek Campground	2
Mormon Row	2
Willow Flats	2
Alaska Basin	1
Amphitheatre Lake	1
Avalanche Canyon	1
Bar BC Dude Ranch	1
Blacktail Ponds overlook	1
Brinkerhoff House	1
Buffalo Valley	1
Cottonwood Creek picnic area	1
Garnet Canyon	1
Glacier Gulch	1
Grand Teton	1
Gros Ventre campground	1
Hayden Valley	1
Hidden Falls	1
Lake Solitude	1
Lucas Homestead	1
Lupine Meadow	1
Middle Teton	1
Middle Teton-Paintbrush Divide Loop	1
Mormon Ranch	1
Pacific Creek	1
Phelps Lake	1
River Road	1
Route 191	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 19: "Other" sites visited
(continued)

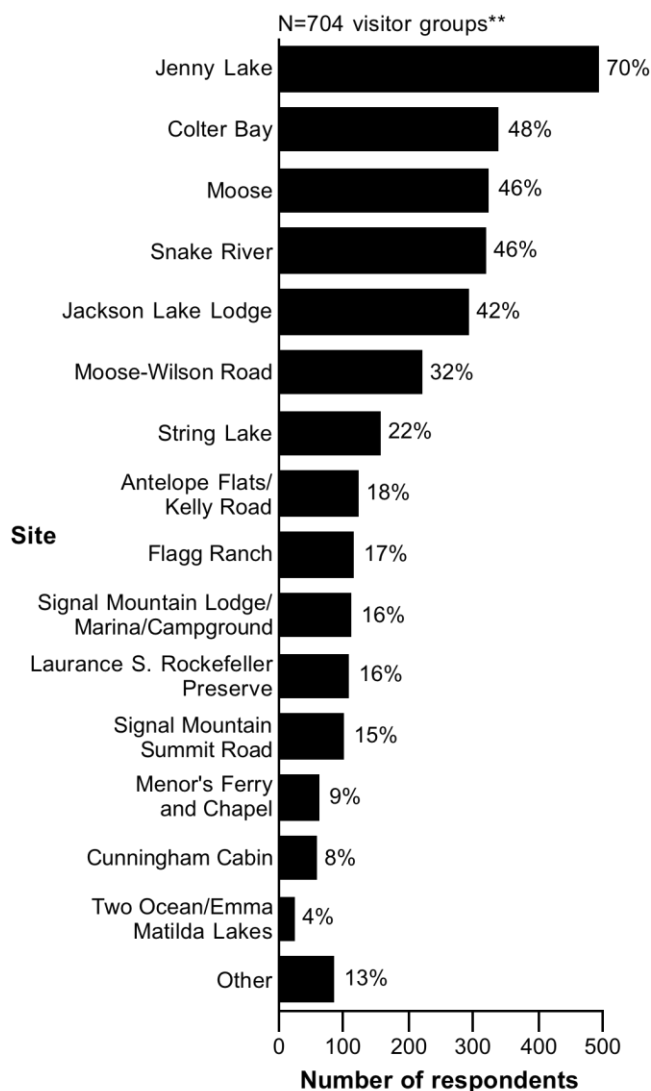| Site	Number of times mentioned
Schwabacher's Landing	1
Spread Creek	1
Teewinot	1
Teton Village	1
Two Ocean Road	1
Wilderness area	1

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

Visitor activities

Question 8a

On this visit, in which activities did you and your personal group participate within Grand Teton National Park?

Results

- As shown in Figure 32, the most common activities in which visitor groups participated were:

  77% Viewing scenery/scenic drive
  52% Hiking/walking
  42% viewing wildlife/nature study/ birdwatching
  41% Visiting visitor centers/museums

- "Other" activities (13%) were:

  ATV
  Backpacking
  Boating
  Canoeing
  Church service
  Climbing
  Dining
  Dog walking
  Driving through
  Fishing
  Junior Ranger program
  Kayaking
  Laundry/showers
  Painting outdoors
  Photography
  Relaxing/sunbathing
  Research
  Ski mountaineering
  String quartet performance
  Swimming
  Tour bus stops
  Trail running
  Visiting friends

N=505 visitor groups**
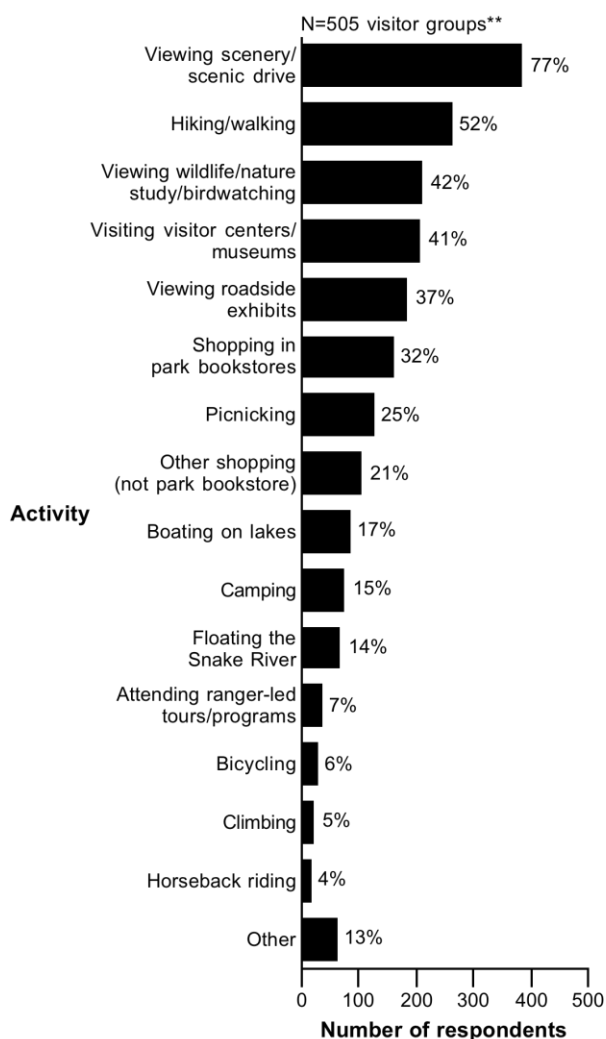
Figure 32: Activities in the park

Comments

Bicycling currently accounts for 6% of use. As the new bike path system becomes better known, it will be interesting to see what happens to the popularity of cycling, and how this might affect traffic.

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

Visitor activities at Moose

Question 8b
    In which of the following activities did you
    and your personal group participate at
    Moose?

Results

- As shown in Figure 33, the most
  common activities in which visitor
  groups participated at Moose were:

      68% Viewing scenery/scenic drive
      45% Visiting visitor centers/
          museums
      39% Viewing wildlife/nature
          study/birdwatching

- Other" activities (1%) were:
   Photography
   Fishing
   Swimming

N=353 visitor groups**

Activity	%
Viewing scenery/scenic drive	68%
Visiting visitor centers/museums	45%
Viewing wildlife/nature study/birdwatching	39%
Viewing roadside exhibits	33%
Shopping in park bookstores	29%
Hiking/walking	16%
Floating the Snake River	13%
Other shopping (not park bookstore)	9%
Picnicking	4%
Bicycling	3%
Attending ranger-led tours/programs	2%
Camping	1%
Climbing	<1%
Boating on lakes	<1%
Horseback riding	0%
Other	1%

Number of respondents

Figure 33: Activities at Moose

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

Time spent at Moose

Question 8c
    How much time did you and your
    personal group spend at Moose?

Results

Hours

- 49% visitor groups spent up to one hour at Moose (see Figure 34).

- 24% spent four or more hours.

N=322 visitor groups

Number of hours	
4 or more	24%
3	8%
2	19%
Up to 1	49%

Number of respondents
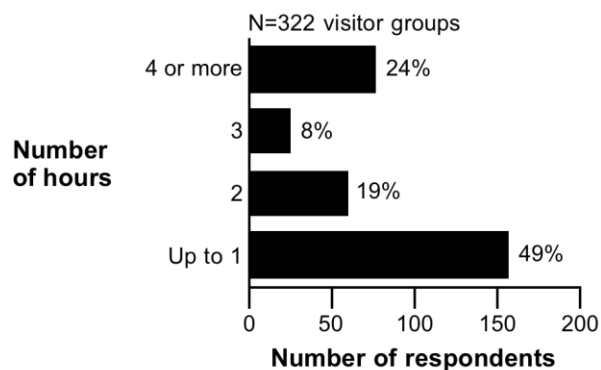
Figure 34: Number of hours spent at Moose

Days – Interpret results with **CAUTION!**

- Not enough visitor groups responded to provide reliable results (see Figure 35).

N=27 visitor groups

Number of days	
4 or more	4%
3	11%
2	15%
1	70%

CAUTION!

Number of respondents

Figure 35: Number of days spent at Moose

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

Visitor activities at Colter Bay

Question 8b
   In which of the following activities did you
   and your personal group participate at
   Colter Bay?

Results
   - As shown in Figure 36, the most
     common activities in which visitor groups
     participated at Colter Bay were:

        65% Viewing scenery/scenic drive
        39% Visiting visitor centers/museums
        36% Viewing wildlife/nature study/
            birdwatching

   - "Other" activities (3%) in which visitor
     groups participated were:

        Swimming
        Dining
        Fishing
        Laundry/showers
        Relaxing/Sunbathing
        Restaurant
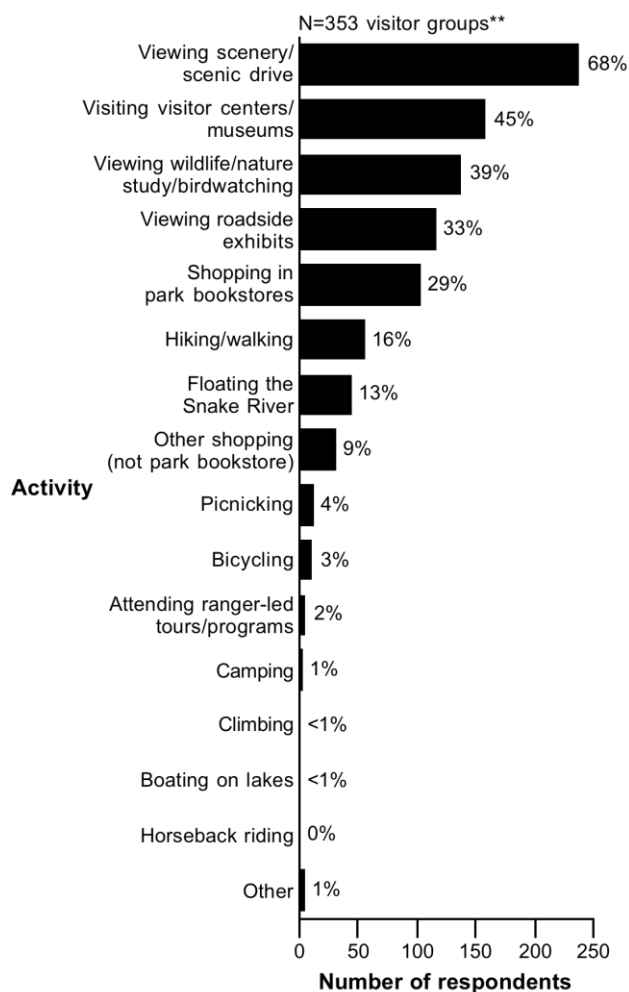   String quartet performance
        Visiting friends

Figure 36: Activities at Colter Bay

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

Time spent at Colter Bay

Question 8c
    How much time did you and your
    personal group spend at Colter Bay?

Results

<u>Hours</u>

- 58% of visitor groups spent up to
  one hour at Colter Bay (see
  Figure 37).

- 23% spent two to three hours.

N=219 visitor groups*
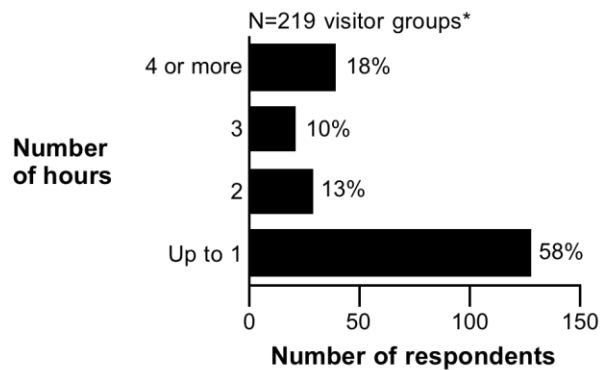
Figure 37: Number of hours spent at Colter Bay

<u>Days</u>

- 30% of visitor groups spent one day
  at Colter Bay (see Figure 38).
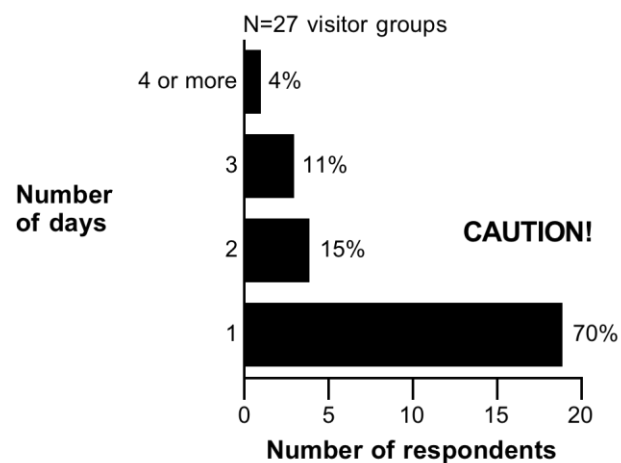
- 26% spent three days.

N=70 visitor groups
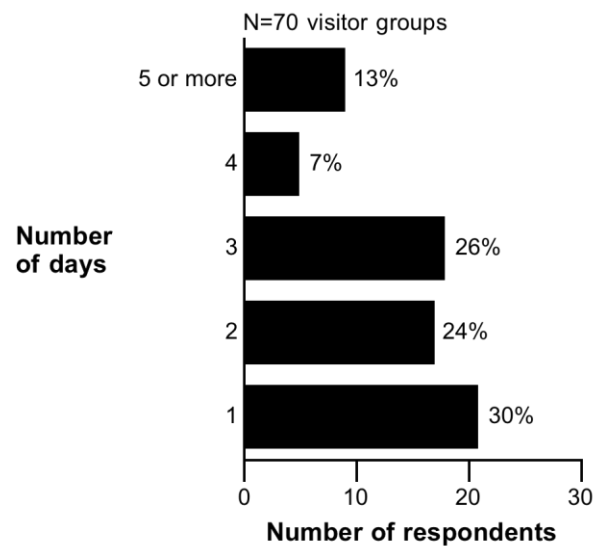
Figure 38: Number of days spent at Colter Bay

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

Visitor activities at Jenny Lake

Question 8b
   In which of the following activities did you
   and your personal group participate at
   Jenny Lake?

Results
- As shown in Figure 39, the most
  common activities in which visitor
  groups participated at Jenny Lake were:

     69% Viewing scenery/scenic drive
     58% Hiking/walking
     36% Viewing wildlife/nature study/
          birdwatching

- Other activities (2%) in which visitor
  groups participated were:

     Swimming
     Photography
     Fishing

N=459 visitor groups**

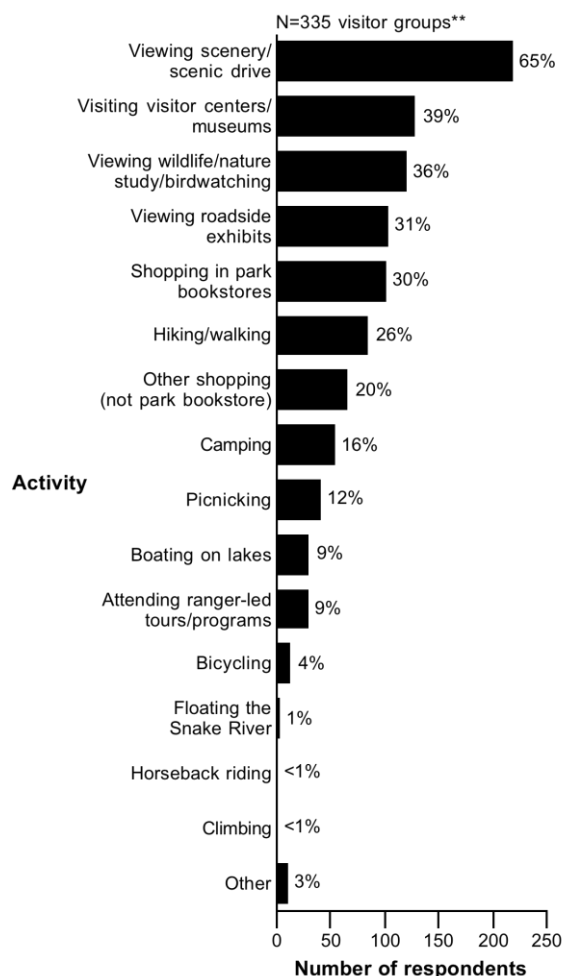| Activity	
Viewing scenery/scenic drive	69%
Hiking/walking	58%
Viewing wildlife/nature study/birdwatching	36%
Viewing roadside exhibits	29%
Visiting visitor centers/museums	23%
Shopping in park bookstores	17%
Boating on lakes	16%
Picnicking	15%
Other shopping (not park bookstore)	10%
Climbing	5%
Camping	3%
Bicycling	3%
Attending ranger-led tours/programs	2%
Horseback riding	1%
Floating the Snake River	1%
Other	2%

Number of respondents

Figure 39: Activities at Jenny Lake

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

Time spent at Jenny Lake

Question 8c
    How much time did you and your
   personal group spend at Jenny Lake?

Results

Hours

- 38% of visitor groups spent four or more hours at Jenny Lake (see Figure 40).

- 35% spent up to one day.

Figure 40: Number of hours spent at Jenny Lake

Days

- 37% of visitor groups spent one day at Jenny Lake (see Figure 41).

- 44% spent two to three days.

Figure 41: Number of days spent at Jenny Lake
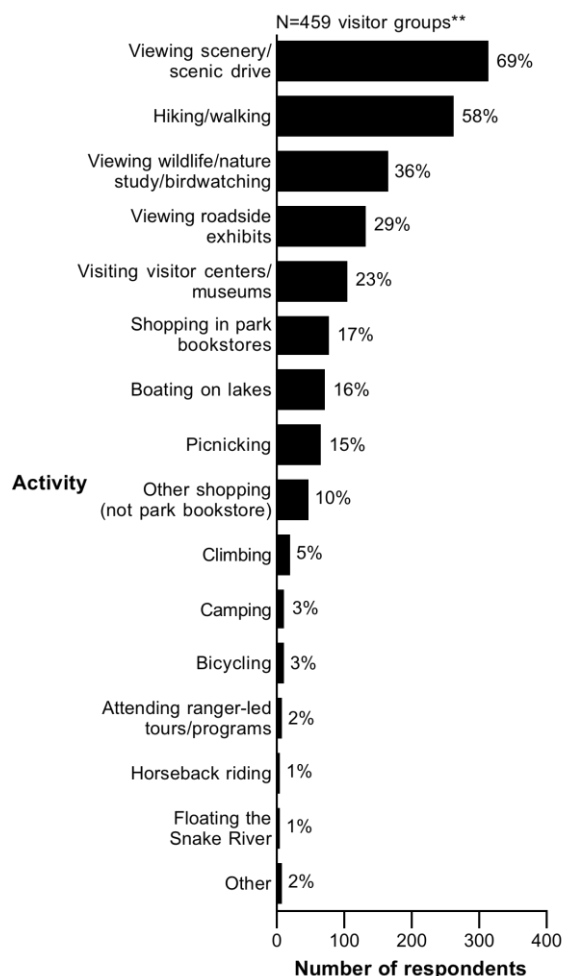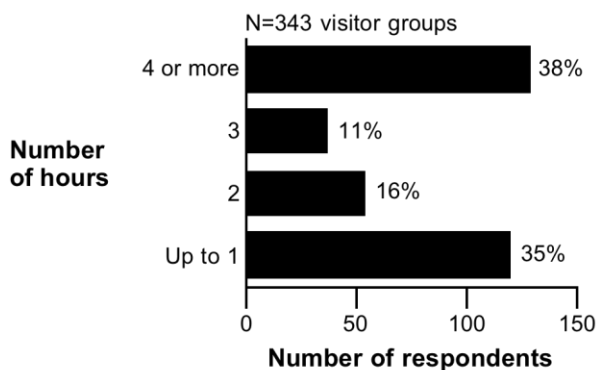
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

Visitor activities at all other park locations

Question 8b

In which of the following activities did you and your personal group participate at all other park locations?

Results

- As shown in Figure 42, the most common activities in which visitor groups participated at all other park locations were:

  78% Viewing scenery/scenic drive
  52% Viewing wildlife/nature study/ birdwatching

- "Other" activities (7%) in which visitor groups participated were:

  Fishing
  Swimming
  Backpacking
  Canoeing
  Dining
  ATV
  Church service
  Dog walking
  Painting outdoors
  Relaxing/Sunbathing
  Trail running

N=492 visitor groups**

Activity	Percentage
Viewing scenery/ scenic drive	78%
Viewing wildlife/nature study/birdwatching	52%
Viewing roadside exhibits	37%
Hiking/walking	36%
Visiting visitor centers/ museums	23%
Picnicking	20%
Other shopping (not park bookstore)	18%
Shopping in park bookstores	18%
Camping	9%
Floating the Snake River	7%
Boating on lakes	6%
Attending ranger-led tours/programs	4%
Horseback riding	3%
Bicycling	3%
Climbing	3%
Other	7%

Number of respondents

Figure 42: Activities at all other park locations

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

Time spent at other park locations

Question 8c
    How much time did you and your
    personal group spend at all other park
    locations?

Results

Hours

- 44% of visitor groups spent four or
  more hours at all other park
  locations (see Figure 43).

- 31% spent two to three hours.

N=277 visitor groups

Figure 43: Number of hours spent at other park locations

Days

- 28% of visitor groups stayed one
  day at all other park locations (see
  Figure 44).

- 35% spent two to three days.
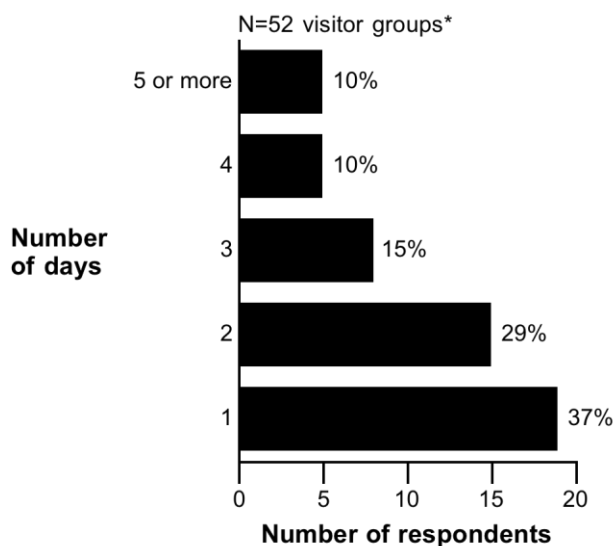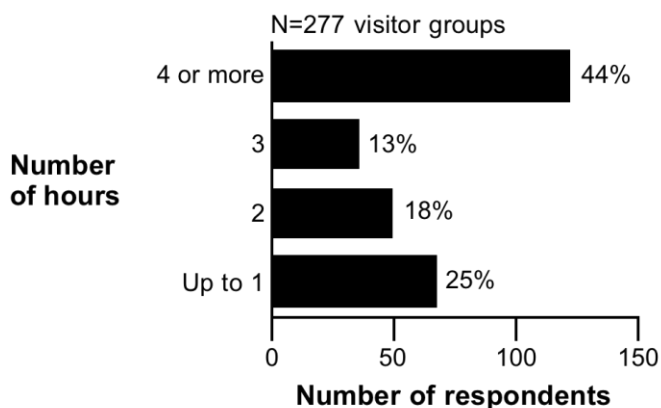
N=127 visitor groups
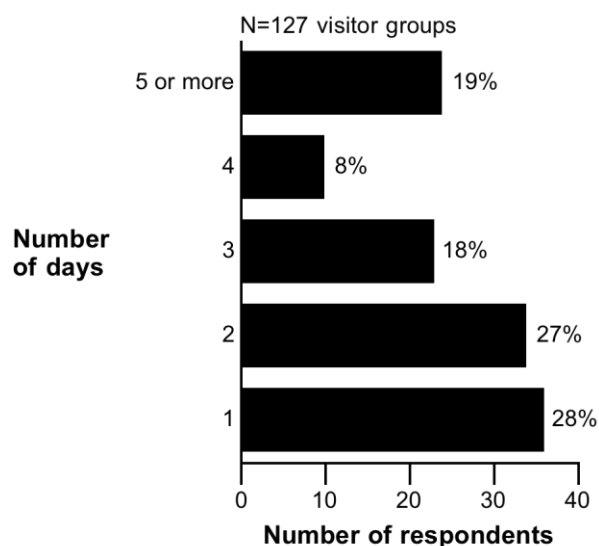
Figure 44: Number of days spent at other park locations

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

Visitor activities with commercial outfitter/guide

Question 8d

Did you and your personal group do any of the above activities with a commercial outfitter/guide?

Results

- 14% of visitor groups participated in activities with a commercial outfitter/guide (see Figure 45).
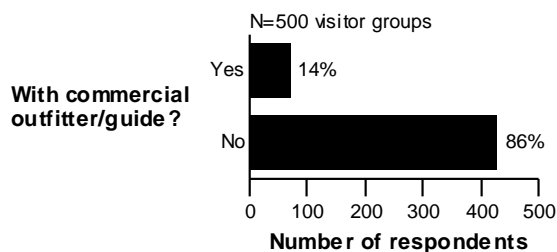
Figure 45: Activities with a commercial outfitter/guide

Question 8e

If YES, which of the above activities did you do with a commercial outfitter/guide?

Results

- Table 20 shows the activities in which visitor group participated with commercial outfitters/guides in Grand Teton NP.

Table 20: Activities with a commercial outfitter/guide
N=102 comments

Activity with outfitter/guide	Number of times mentioned
Floating the Snake River	58
Horseback riding	14
Rafting	11
Boating on lakes	10
Bicycling	1
Camping	1
Climbing	1
Fly fishing	1
Hiking/walking	1
Kayaking	1
Viewing scenery/scenic drive	1
Viewing wildlife/nature study/birdwatching	1
Wildlife safari/photo safari	1

*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

Question 12a
> For the safety issues below, please indicate how safe you and your personal group felt from crime and accidents during this visit to Grand Teton National Park.

Results

Personal safety from crime

- 86% of visitor groups felt "very safe" from crime (see Figure 46).

- 10% felt "somewhat safe."
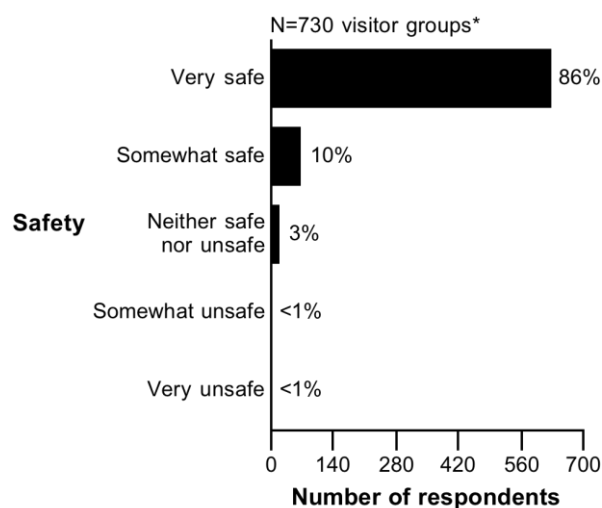
Figure 46: Personal safety from crime

Personal safety from accidents

- 60% of visitor groups felt "very safe" from accidents (see Figure 47).

- 28% felt "somewhat safe."
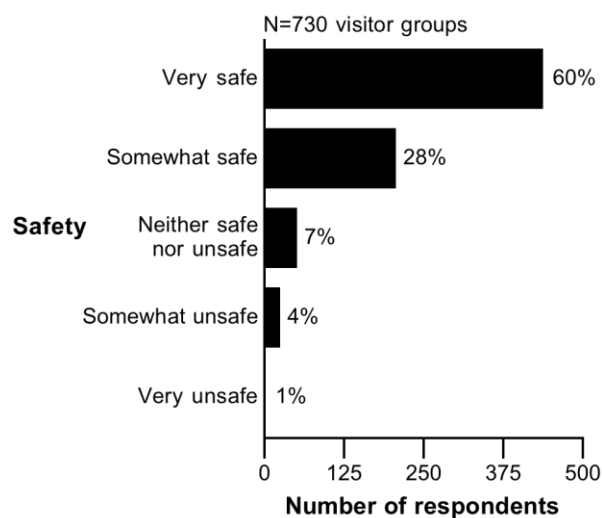
Figure 47: Personal safety from accidents

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

Safety of personal property from crime

- 71% of visitor groups felt their personal property was "very safe" from crime (see Figure 48).

- 23% felt their personal property was "somewhat safe."

N=729 visitor groups*
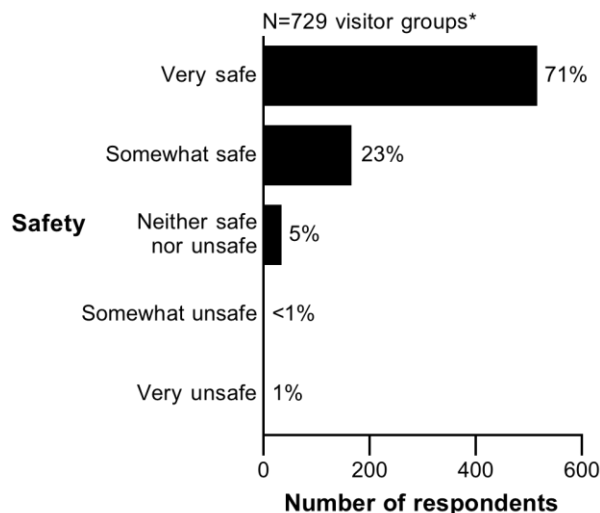
Figure 48: Safety of personal property from crime

Question 12b
  If you marked "very unsafe" or "somewhat unsafe" for any of the above issues, please explain why.

Results
- Table 21 shows visitor groups' (N=54) reasons for feeling "very unsafe" or "somewhat unsafe."

Table 21: Reasons visitor groups felt unsafe
N=71 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
Speeding	8
Unsafe drivers	8
Accidents in general	5
Distracted tourists	4
Unsafe for bikers	4
Wildlife collisions	4
Wildlife viewers	4
Bears	3
Bicyclists	3
Distracted drivers	3
Car theft	2
Narrow shoulders	2
Amateur law enforcement agents	1
Campground crime sign	1
Camping in backcountry	1
Cell phone theft at campground	1
Flying gravel	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: Reasons visitor groups felt unsafe
(continued)

Comment	Number of times mentioned
Horseback riding terrain	1
Lack of curb ramps	1
Lacking handrails in viewing area	1
Laptop stolen from car	1
Leaving car unattended at trailhead	1
Moose-Wilson road	1
No highway patrol	1
No lifeguard at String Lake	1
Open room windows at night	1
Park rangers	1
Speeding	1
Too many cars pulled over	1
Too much traffic	1
Traffic/distracted drivers	1
Unable to carry firearms	1
Unsafe for motorcycles	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 Visitor Services, Facilities, Attributes and Resources

Information services and facilities used

Question 13a
  Please indicate all the information services and facilities that you or your personal group used in Grand Teton National Park during this visit.

Results

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

    92% Park brochure/map
    44% Assistance from park staff
    40% Roadside exhibits

- The least used service/facility was the Junior Ranger program (3%).

Comments

"Assistance from park staff" was not a response choice for this question in the 1997 VSP study questionnaire. In retrospect, this was a good addition to the 2008 questionnaire, since "assistance from park staff" was the second highest information service used.

It is also interesting to note the popularity of the park website, which increased over two-fold since 1997.

N=660 visitor groups**

Service/facility	
Park brochure/map	92%
Assistance from park staff	44%
Roadside exhibits	40%
Park newspaper	38%
Jenny Lake Visitor Center	35%
Park website	33%
Sales items in park bookstore	33%
Craig Thomas Discovery Visitor Center	29%
Colter Bay Visitor Center	28%
Self-guided trail brochures	27%
Informational bulletin boards	21%
Park movies/lectures in auditoriums	13%
Flagg Ranch Information Station	12%
Laurence S. Rockefeller Preserve Center	11%
Ranger-led programs/activities	8%
Interagency information center	6%
Junior Ranger program	3%

Number of respondents

Figure 49: Information services and facilities used

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

62

Importance ratings of information services and facilities

Question 13b
> Next, for only those services and facilities that you or your personal group used, please rate their importance from 1-5.
>> 1=Not important
>> 2=Somewhat important
>> 3=Moderately important
>> 4=Very important
>> 5=Extremely important

Results

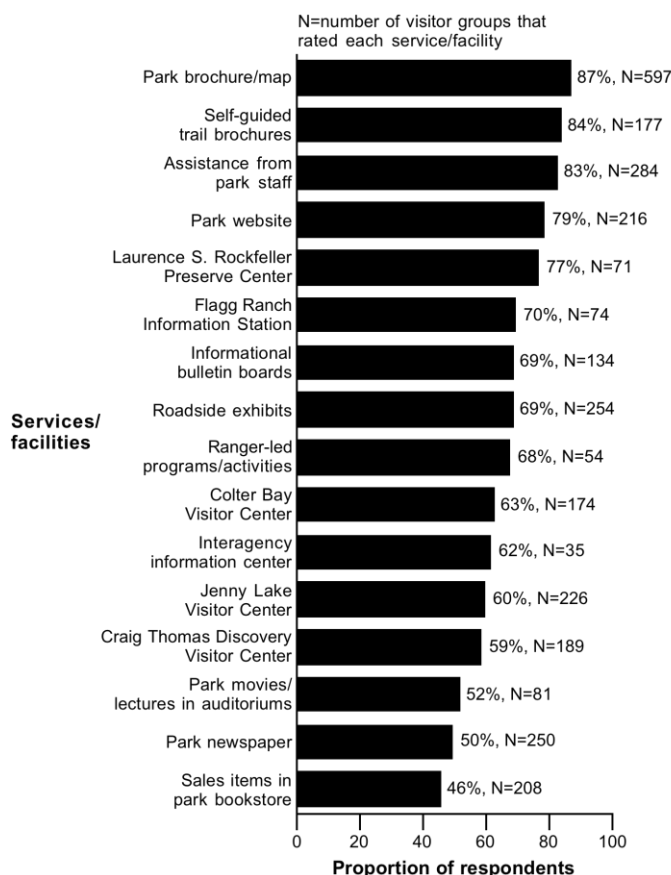- Figure 50 shows the combined proportions of "extremely important" and "very important" ratings for information services and facilities that were rated by 30 or more visitor groups.

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

  > 87% Park brochure/map
  > 84% Self-guided trail brochures
  > 83% Assistance from park staff

- Figures 51 to 67 show the importance ratings for each information service facility.

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

  > 4% Park newspaper

Comments

Worth noting is the high importance visitors place on the self-guided trail brochures.

Also interesting is how low the park newspaper rates in importance to visitor groups. Grand Teton NP may want to consider moving critical information from the newspaper to the park brochure/map.

N=number of visitor groups that rated each service/facility

Services/facilities	
Park brochure/map	87%, N=597
Self-guided trail brochures	84%, N=177
Assistance from park staff	83%, N=284
Park website	79%, N=216
Laurence S. Rockfeller Preserve Center	77%, N=71
Flagg Ranch Information Station	70%, N=74
Informational bulletin boards	69%, N=134
Roadside exhibits	69%, N=254
Ranger-led programs/activities	68%, N=54
Colter Bay Visitor Center	63%, N=174
Interagency information center	62%, N=35
Jenny Lake Visitor Center	60%, N=226
Craig Thomas Discovery Visitor Center	59%, N=189
Park movies/lectures in auditoriums	52%, N=81
Park newspaper	50%, N=250
Sales items in park bookstore	46%, N=208

Proportion of respondents

Figure 50: Combined proportions of "extremely important" and "very important" ratings of information services and facilities

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

N=597 visitor groups

Rating

Extremely important — 56%
Very important — 31%
Moderately important — 9%
Somewhat important — 3%
Not important — 1%

Number of respondents
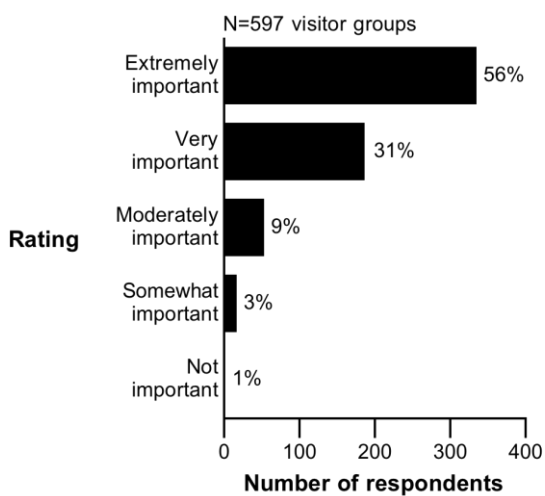
Figure 51: Importance of official park brochure/map
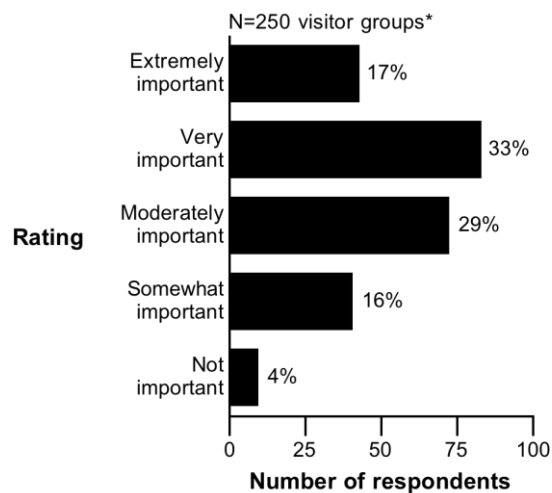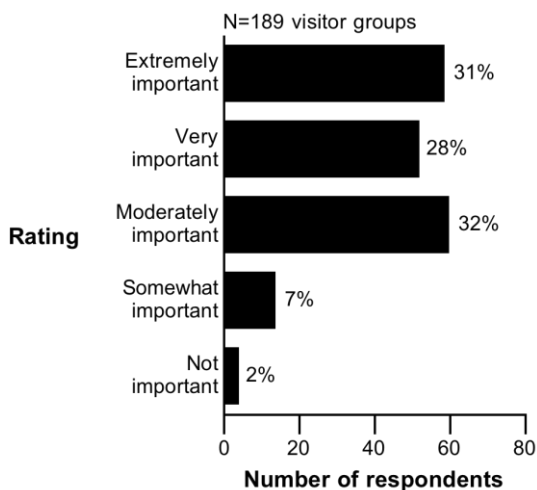
N=250 visitor groups*

Rating

Extremely important — 17%
Very important — 33%
Moderately important — 29%
Somewhat important — 16%
Not important — 4%

Number of respondents

Figure 52: Importance of park newspaper

N=189 visitor groups

Rating

Extremely important — 31%
Very important — 28%
Moderately important — 32%
Somewhat important — 7%
Not important — 2%

Number of respondents

Figure 53: Importance of Craig Thomas Discovery Visitor Center

N=226 visitor groups

Rating

Extremely important — 25%
Very important — 35%
Moderately important — 28%
Somewhat important — 10%
Not important — 2%

Number of respondents

Figure 54: Importance of Jenny Lake Visitor Center

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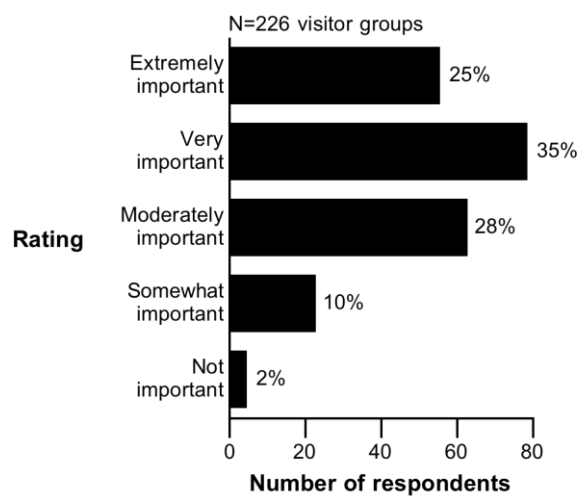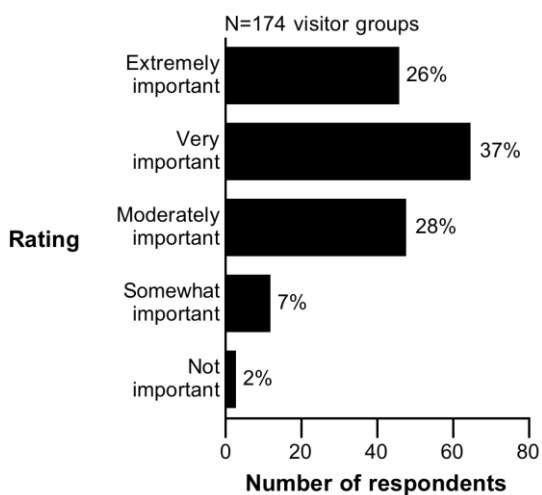**total percentages do not equal 100 because visitors could select more than one answer

N=174 visitor groups

Extremely important — 26%
Very important — 37%
Moderately important — 28%
Somewhat important — 7%
Not important — 2%

Rating

Number of respondents

Figure 55: Importance of Colter Bay Visitor Center

N=74 visitor groups

Extremely important — 36%
Very important — 34%
Moderately important — 18%
Somewhat important — 9%
Not important — 3%

Rating

Number of respondents

Figure 56: Importance of Flagg Ranch Information Station

N=208 visitor groups*

Extremely important — 15%
Very important — 31%
Moderately important — 39%
Somewhat important — 13%
Not important — 3%

Rating

Number of respondents

Figure 57: Importance of sales items in park bookstore

N=81 visitor groups

Extremely important — 26%
Very important — 26%
Moderately important — 40%
Somewhat important — 6%
Not important — 2%

Rating

Number of respondents

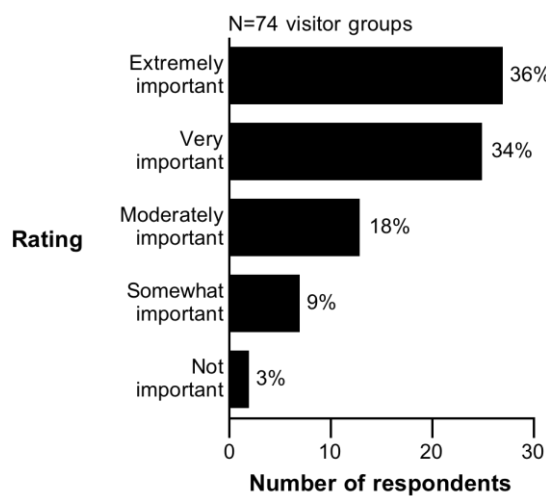**Figure 58: Importance of park movies/ lectures in auditoriums**

*total percentages do not equal 100 due to rounding
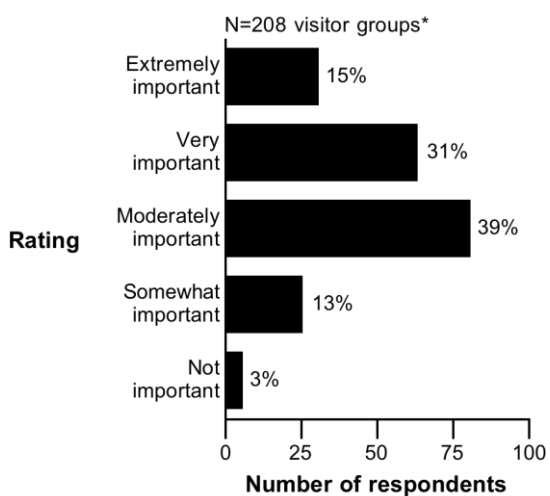**total percentages do not equal 100 because visitors could select more than one answer
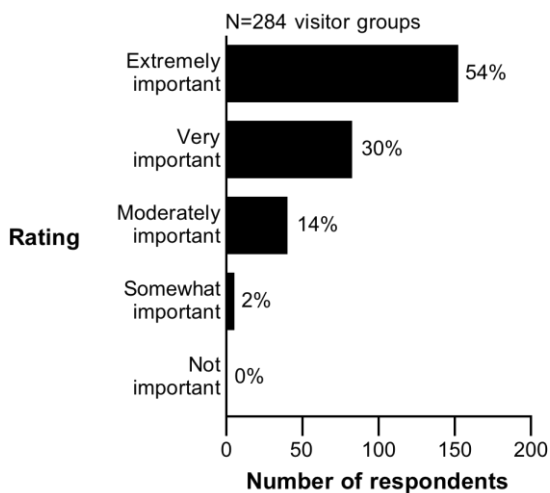
Figure 59: Importance of assistance from park staff
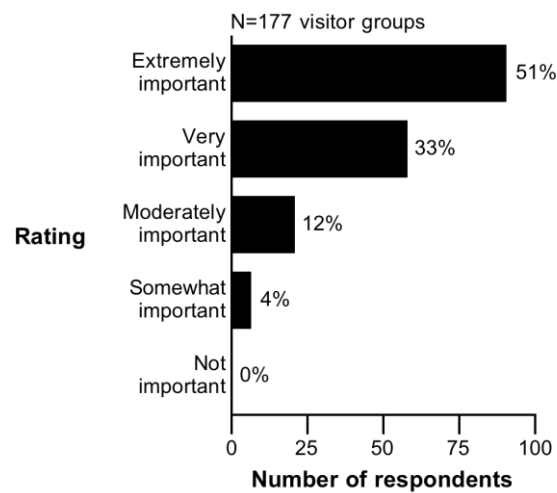
Figure 60: Importance of self-guided trail brochures
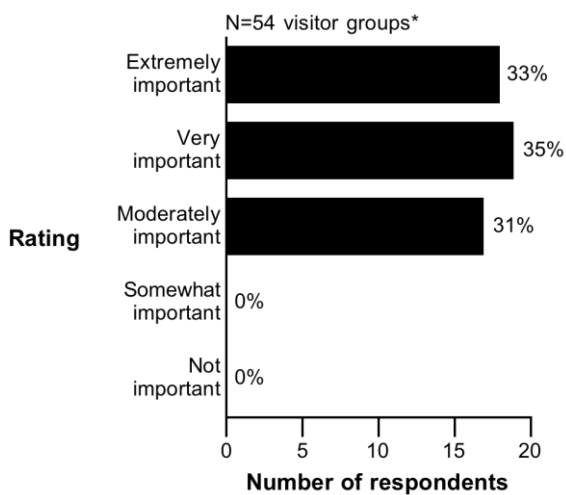
Figure 61: Importance of ranger-led programs/activities

Figure 62: Importance of Junior Ranger program

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

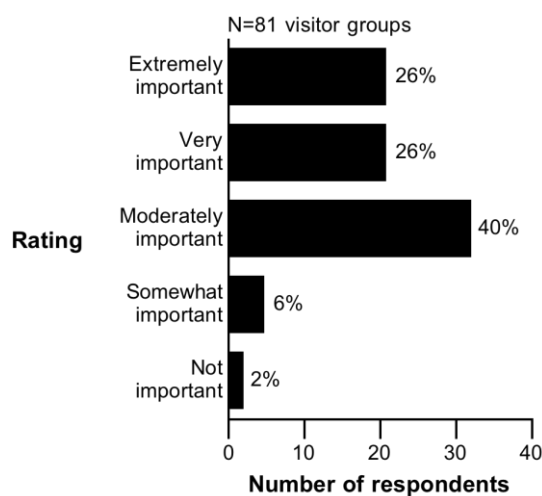N=254 visitor groups

Rating

Extremely important — 32%
Very important — 37%
Moderately important — 26%
Somewhat important — 5%
Not important — 0%

Number of respondents

Figure 63: Importance of roadside exhibits

N=71 visitor groups

Rating

Extremely important — 46%
Very important — 31%
Moderately important — 20%
Somewhat important — 3%
Not important — 0%

Number of respondents
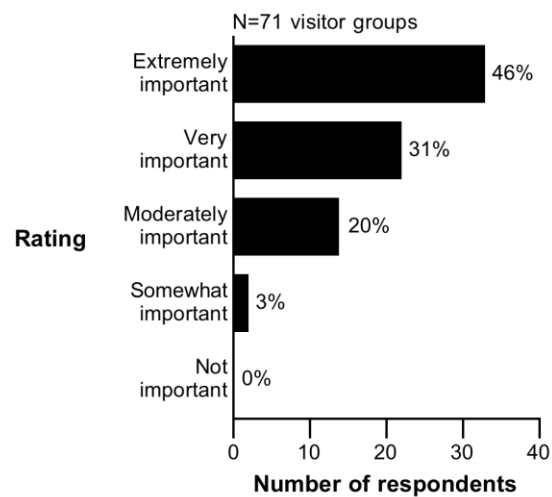
Figure 64: Importance of Laurance S. Rockefeller Preserve Center

N=134 visitor groups

Rating

Extremely important — 33%
Very important — 36%
Moderately important — 26%
Somewhat important — 5%
Not important — 0%

Number of respondents
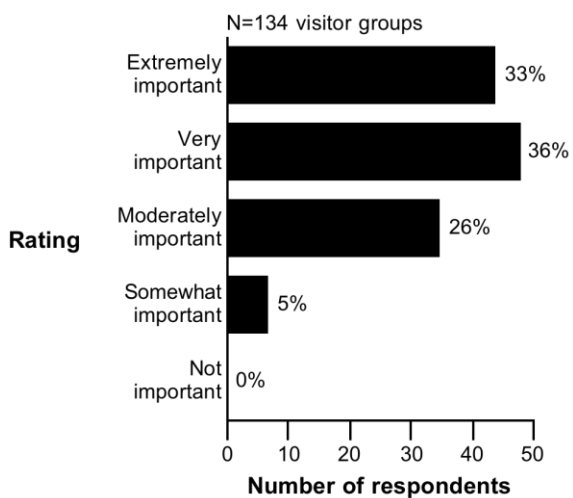
Figure 65: Importance of informational bulletin boards

N=35 visitor groups

Rating

Extremely important — 31%
Very important — 31%
Moderately important — 26%
Somewhat important — 9%
Not important — 3%

Number of respondents

Figure 66: Importance of interagency information center (in Jackson, WY)

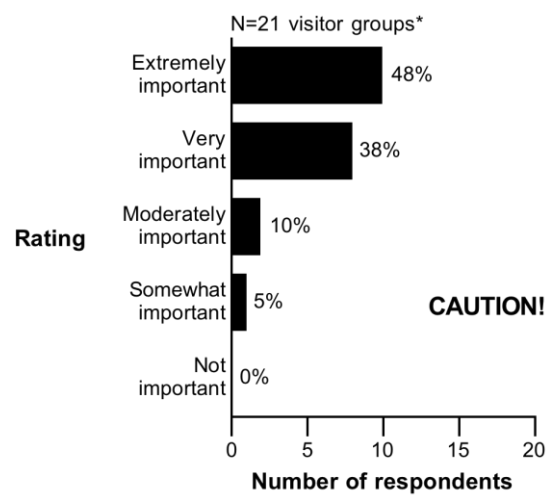*total percentages do not equal 100 due to rounding
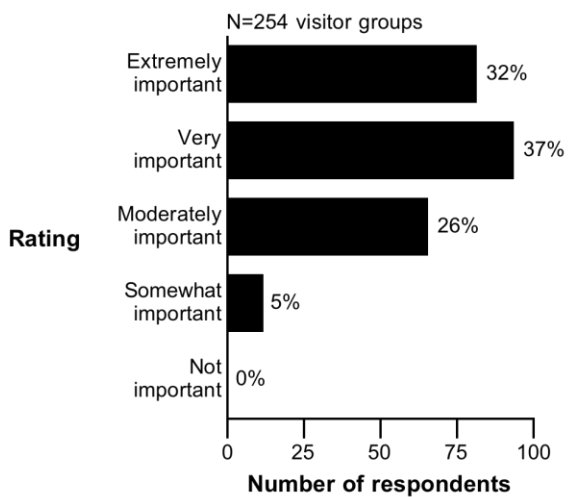**total percentages do not equal 100 because visitors could select more than one answer
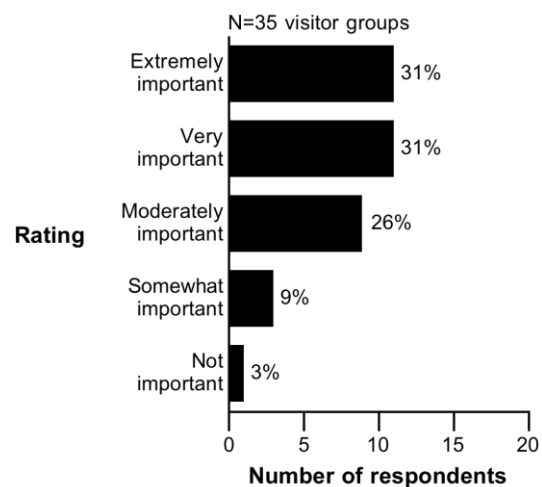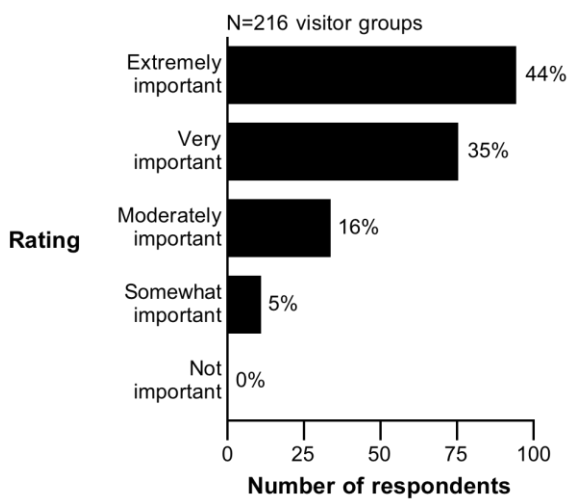
N=216 visitor groups

Figure 67: Importance of park website

Quality ratings of information 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.

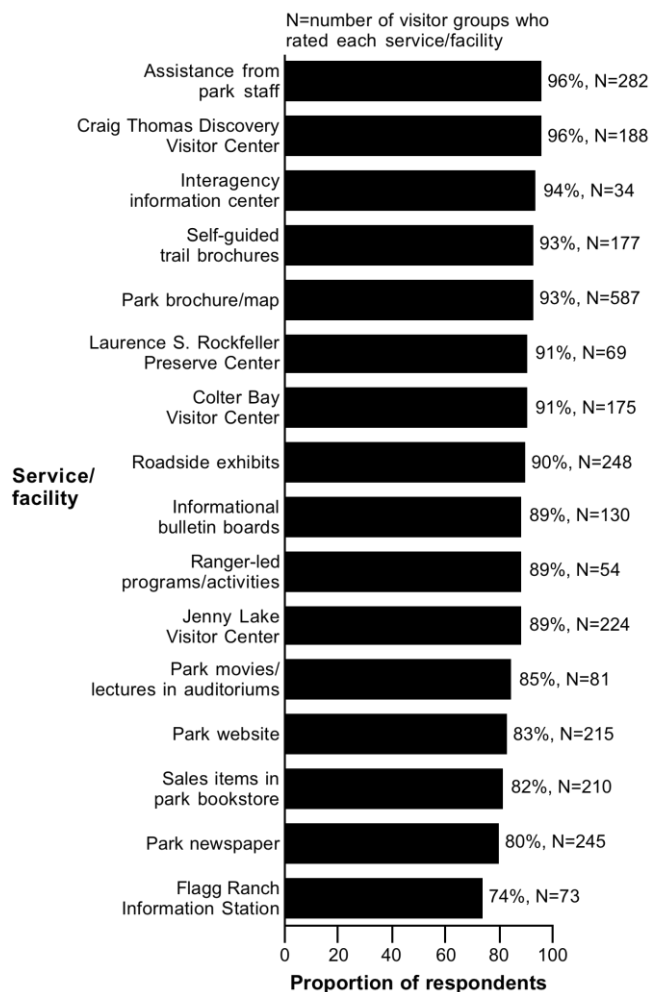1=Very poor
2=Poor
3=Average
4=Good
5=Very good

Results

- Figure 68 shows the combined proportions of "very good" and "good" quality ratings for information services and facilities that were rated by 30 or more visitor groups.

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

    96% Assistance from park staff
    96% Craig Thomas Discovery
        Visitor Center
    94% Interagency information
        center

- Figures 69 to 85 show the quality ratings for each service/facility.

- The service/facility receiving the highest "very poor" quality rating that was rated by 30 or more visitor groups were:

    4% Ranger-led programs/
        activities

N=number of visitor groups who rated each service/facility

Service/facility	Proportion
Assistance from park staff	96%, N=282
Craig Thomas Discovery Visitor Center	96%, N=188
Interagency information center	94%, N=34
Self-guided trail brochures	93%, N=177
Park brochure/map	93%, N=587
Laurence S. Rockfeller Preserve Center	91%, N=69
Colter Bay Visitor Center	91%, N=175
Roadside exhibits	90%, N=248
Informational bulletin boards	89%, N=130
Ranger-led programs/activities	89%, N=54
Jenny Lake Visitor Center	89%, N=224
Park movies/lectures in auditoriums	85%, N=81
Park website	83%, N=215
Sales items in park bookstore	82%, N=210
Park newspaper	80%, N=245
Flagg Ranch Information Station	74%, N=73

Figure 68: Combined proportions of "very good" and "good" quality ratings of information services/facilities

Comments

The park brochure/map was rated highly by 93% of visitors. This is the highest rating of the park brochure/map in NPS units surveyed in recent years.

Comments (continued)

The park website was rated highly by 83% of visitors. This is considerably lower than for other NPS units surveyed in recent years.

Also worth noting is the relatively low rating of the park newspaper.

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

N=587 visitor groups

Rating	
Very good	60%
Good	33%
Average	6%
Poor	1%
Very poor	0%

Number of respondents

Figure 69: Quality of park brochure/map

N=245 visitor groups

Rating	
Very good	35%
Good	45%
Average	20%
Poor	0%
Very poor	0%

Number of respondents

Figure 70: Quality of park newspaper

N=188 visitor groups

Rating	
Very good	74%
Good	22%
Average	3%
Poor	0%
Very poor	1%

Number of respondents
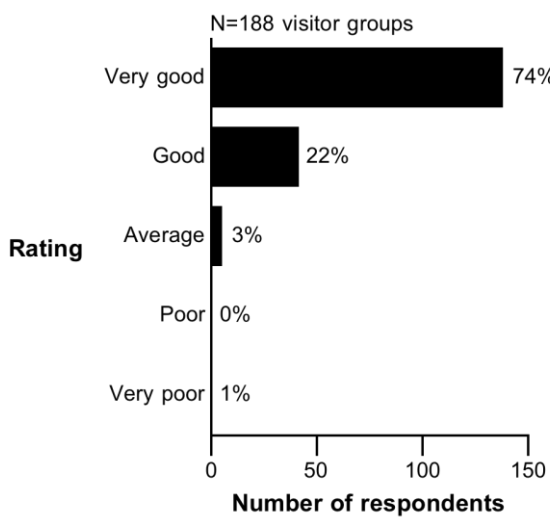
Figure 71: Quality of Craig Thomas Discovery Visitor Center

N=224 visitor groups*

Rating	
Very good	45%
Good	44%
Average	10%
Poor	1%
Very poor	<1%

Number of respondents

Figure 72: Quality of Jenny Lake Visitor Center

*total percentages do not equal 100 due to rounding
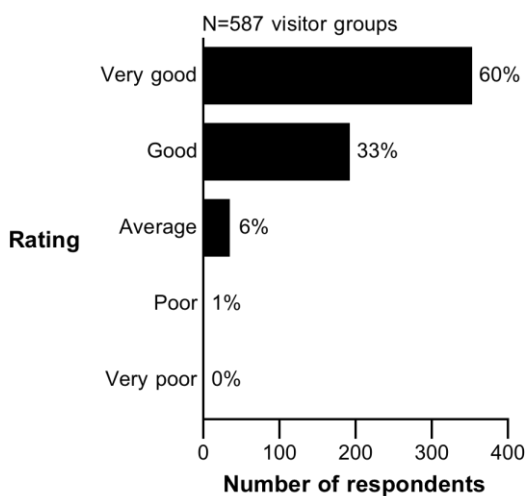**total percentages do not equal 100 because visitors could select more than one answer
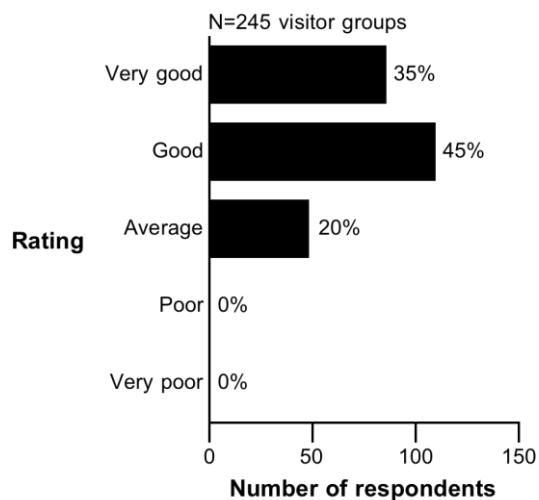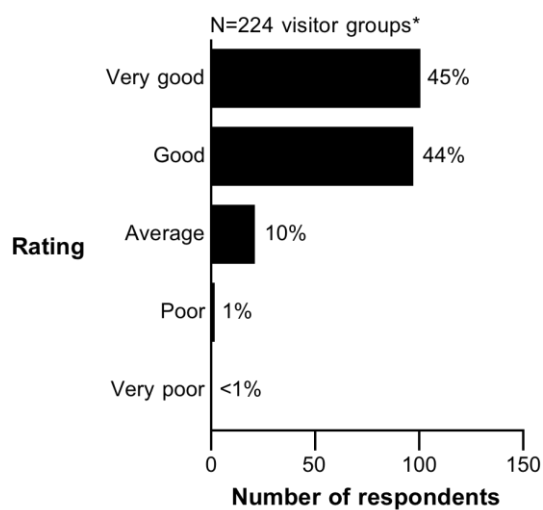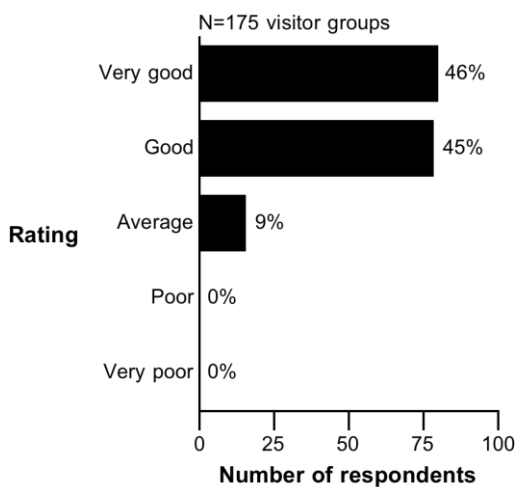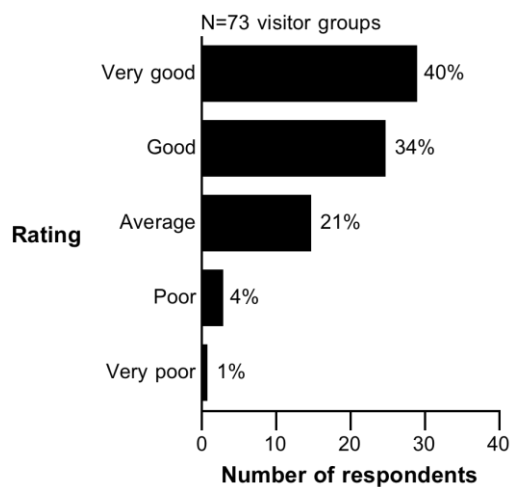
N=175 visitor groups

Rating	
Very good	46%
Good	45%
Average	9%
Poor	0%
Very poor	0%

Number of respondents

Figure 73: Quality of Colter Bay Visitor Center

N=73 visitor groups

Rating	
Very good	40%
Good	34%
Average	21%
Poor	4%
Very poor	1%

Number of respondents

Figure 74: Quality of Flagg Ranch Information Center

N=210 visitor groups*

Rating	
Very good	41%
Good	41%
Average	16%
Poor	1%
Very poor	<1%

Number of respondents
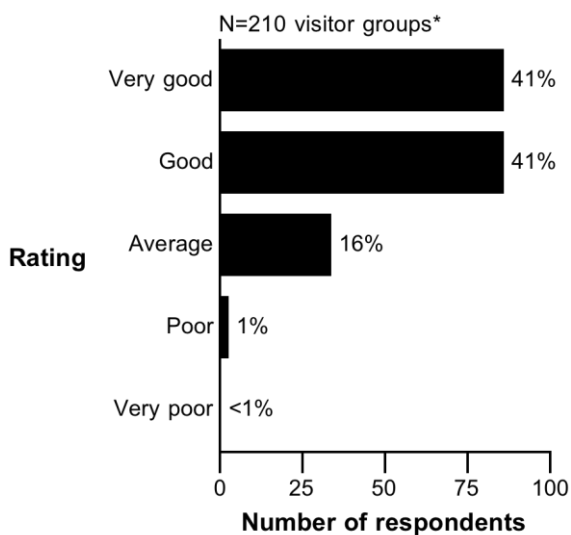
Figure 75: Quality of sales items in park bookstore

N=81 visitor groups*

Rating	
Very good	49%
Good	36%
Average	12%
Poor	1%
Very poor	1%

Number of respondents

Figure 76: Quality of park movies/lectures in auditoriums

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

N=282 visitor groups*

Rating	
Very good	72%
Good	24%
Average	3%
Poor	1%
Very poor	<1%

Number of respondents
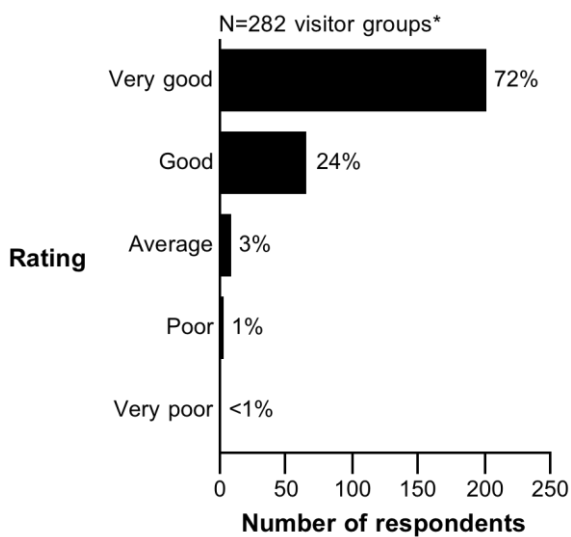
Figure 77: Quality of assistance from park staff

N=177 visitor groups*

Rating	
Very good	53%
Good	40%
Average	6%
Poor	1%
Very poor	1%

Number of respondents

Figure 78: Quality of self-guided trail brochures

N=54 visitor groups

Rating	
Very good	48%
Good	41%
Average	7%
Poor	0%
Very poor	4%

Number of respondents
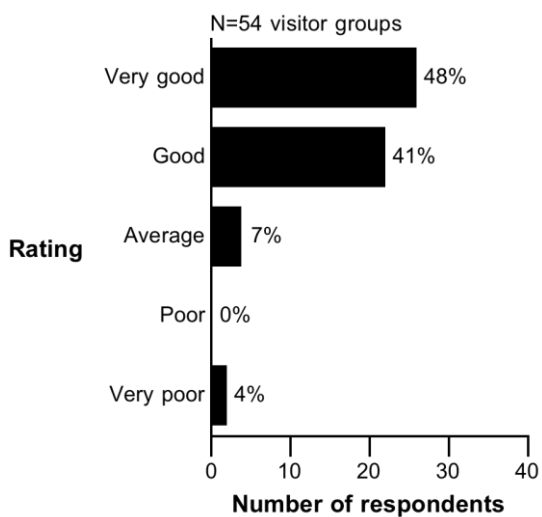
Figure 79: Quality of ranger-led programs/activities

N=22 visitor groups*

Rating	
Very good	55%
Good	41%
Average	0%
Poor	5%
Very poor	0%

CAUTION!

Number of respondents

Figure 80: Quality of Junior Ranger program

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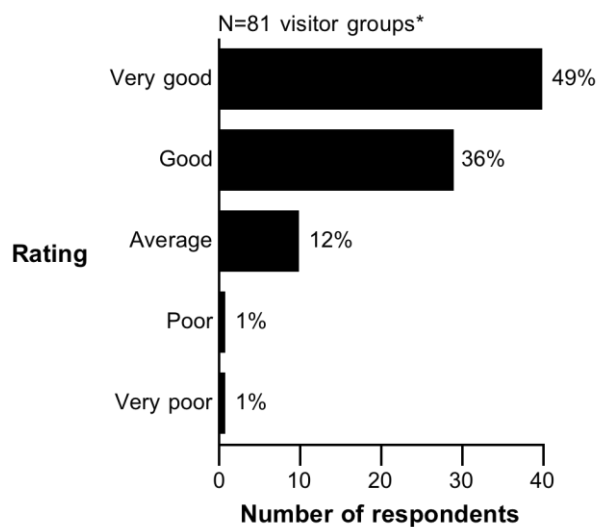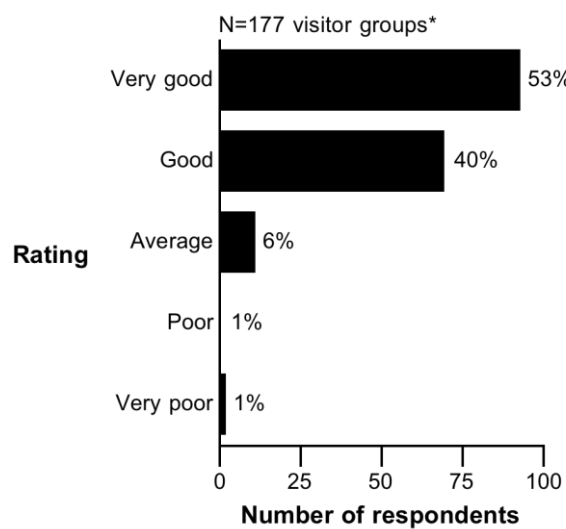**total percentages do not equal 100 because visitors could select more than one answer

N=248 visitor groups

Rating	
Very good	47%
Good	43%
Average	10%
Poor	0%
Very poor	0%

Number of respondents

Figure 81: Quality of roadside exhibits

N=69 visitor groups

Rating	
Very good	65%
Good	26%
Average	9%
Poor	0%
Very poor	0%

Number of respondents

Figure 82: Quality of Laurance S. Rockefeller Preserve

N=130 visitor groups*

Rating	
Very good	45%
Good	44%
Average	10%
Poor	2%
Very poor	0%

Number of respondents
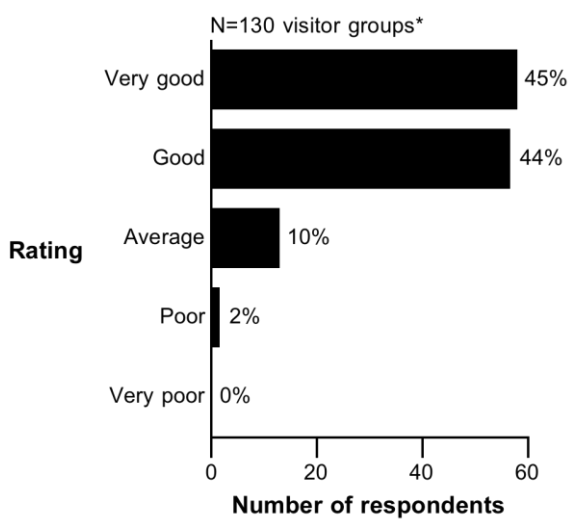
Figure 83: Quality of informational bulletin boards

N=34 visitor groups

Rating	
Very good	68%
Good	26%
Average	6%
Poor	0%
Very poor	0%

Number of respondents

Figure 84: Quality of interagency information center (in Jackson, WY)

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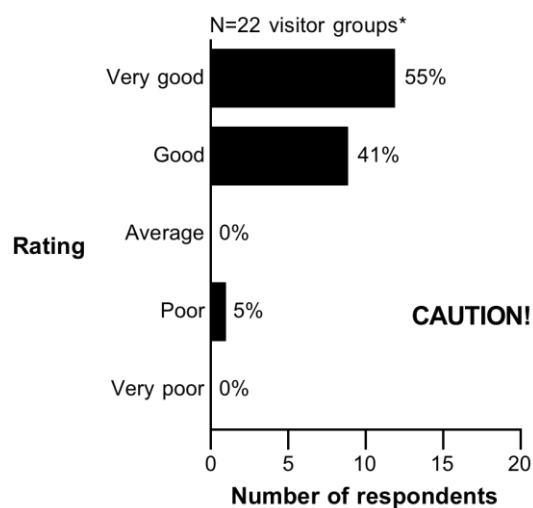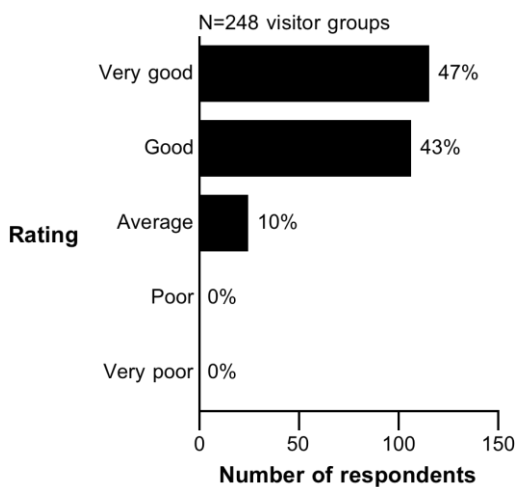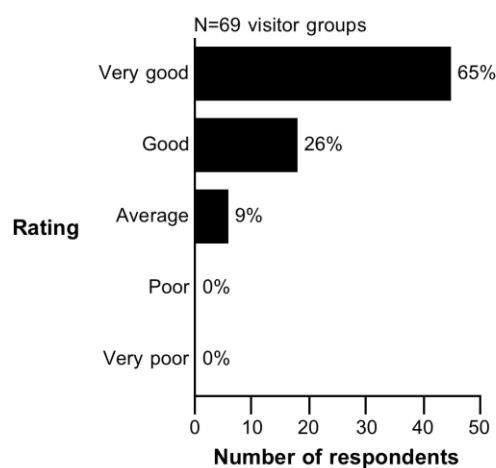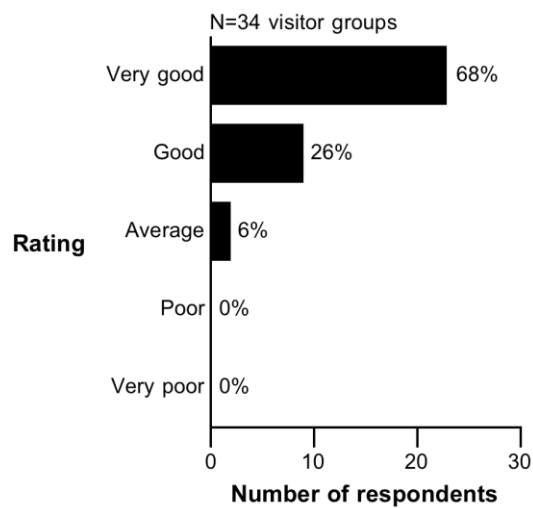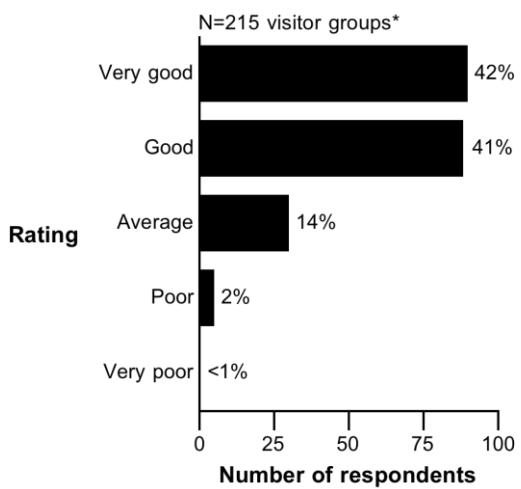**total percentages do not equal 100 because visitors could select more than one answer

N=215 visitor groups*

Rating	
Very good	42%
Good	41%
Average	14%
Poor	2%
Very poor	<1%

Number of respondents

Figure 85: Quality of park website

Mean scores of importance and quality ratings for information services and facilities

- Figures 86 and 87 show the mean scores of importance and quality ratings for all information services and facilities that were rated by 30 or more visitor groups.

- All information services and facilities were rated above average.

Grid Interpretation:

Needs Work	Keep up the Good Work
Low Priority	Watch Overkill

Figure 86: Mean scores of importance and quality ratings for information services/facilities

Figure 87: Detail of Figure 86

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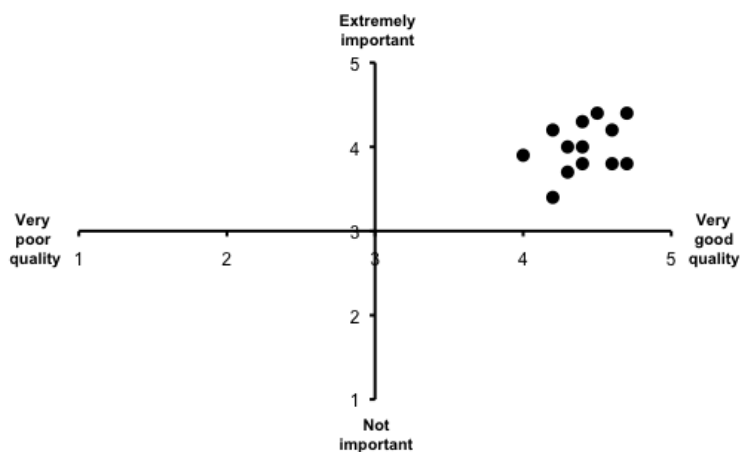**total percentages do not equal 100 because visitors could select more than one answer

Visitor services and facilities used

Question 14a
  Please indicate all the visitor services and facilities that you or your personal group used in Grand Teton National Park during this visit.

Results

- As shown in Figure 88, the most common visitor services and facilities used by visitor groups were:

  90% Roads
  85% Directional signs in park
  80% Restrooms
  78% Scenic pullouts

- The least used service/facility was:

  4% Backcountry campsites

Figure 88: Visitor services and facilities used

Importance ratings of visitor services and facilities

Question 14b
  Next, for only those services and
  facilities that you or your personal
  group used, please rate their
  importance to your visit from 1 to 5.

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

Results

- Figure 89 shows the combined
  proportions of "extremely
  important" and "very important"
  ratings for visitor services and
  facilities that were rated by 30 or
  more visitor groups.

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

      96% Trails
      96% Roads
      93% Restrooms

- Figures 90-99 show the importance
  ratings for each service/facility.

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

      3% Backcountry campsites

N=number of visitor groups who
rated each service/facility.

Service/facility	Proportion
Trails	96%, N=321
Roads	96%, N=626
Restrooms	93%, N=562
Trailheads/trailhead parking	92%, N=244
Directional signs in park	91%, N=597
Backcountry campsites	90%, N=32
Scenic pullouts	90%, N=545
Parking lots	87%, N=405
Boat launch facilities/ramp	80%, N=68
Picnic areas	71%, N=212

Proportion of respondents
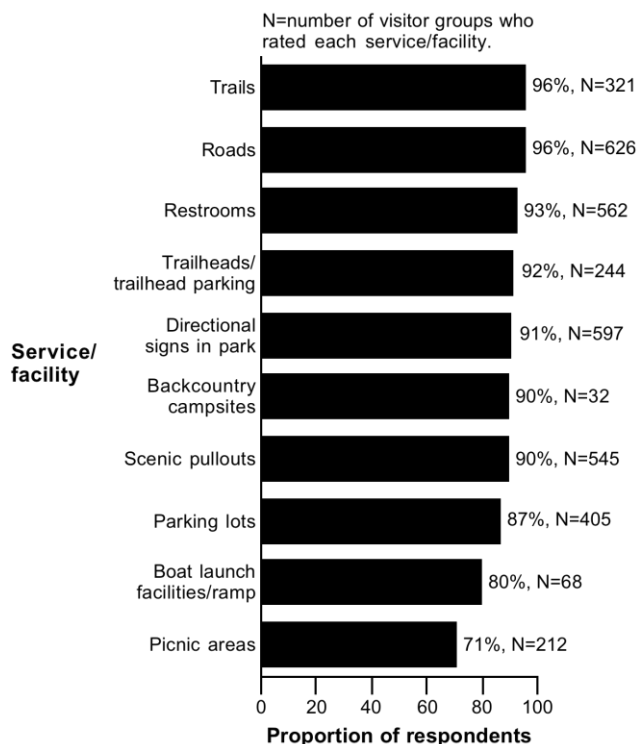
**Figure 89: Combined proportions of
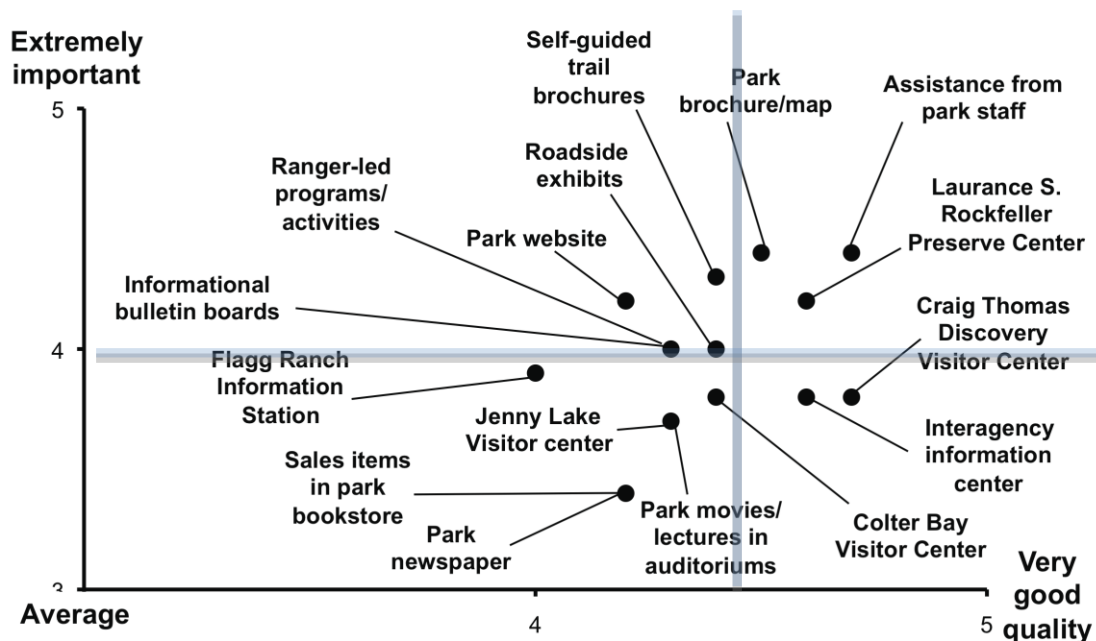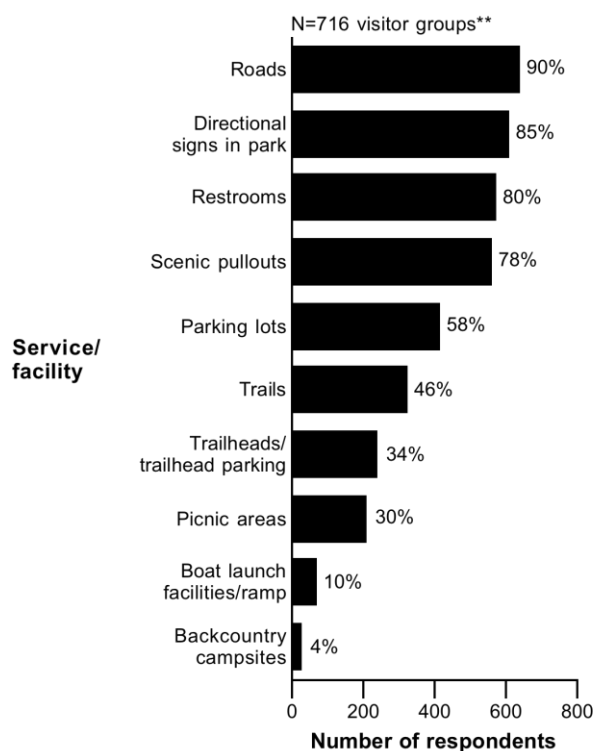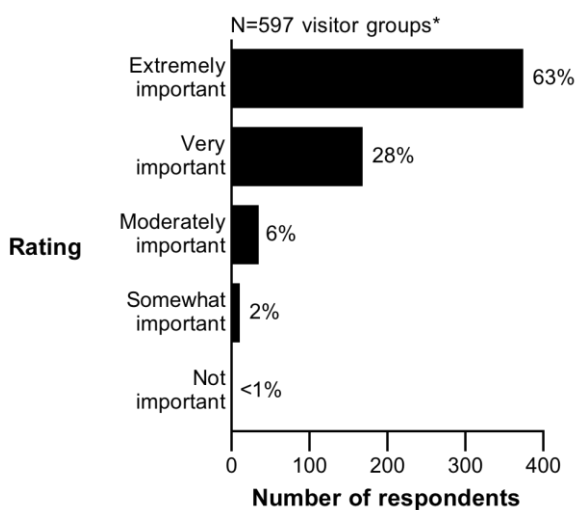"extremely important" and "very
important" ratings of visitor
services/facilities**

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

N=597 visitor groups*

Extremely important — 63%
Very important — 28%
Moderately important — 6%
Somewhat important — 2%
Not important — <1%

Rating

Number of respondents (0, 100, 200, 300, 400)

Figure 90: Importance of directional signs in park

N=562 visitor groups*

Extremely important — 65%
Very important — 28%
Moderately important — 7%
Somewhat important — 1%
Not important — 0%

Rating

Number of respondents (0, 100, 200, 300, 400)
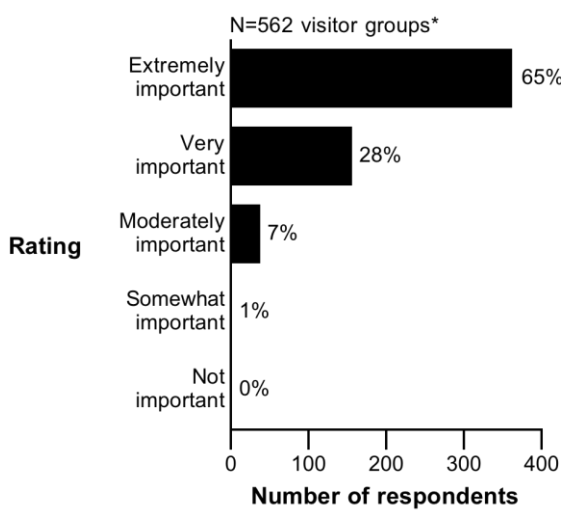
Figure 91: Importance of restrooms

N=212 visitor groups*

Extremely important — 32%
Very important — 39%
Moderately important — 26%
Somewhat important — 3%
Not important — <1%

Rating

Number of respondents (0, 25, 50, 75, 100)

Figure 92: Importance of picnic areas

N=626 visitor groups*

Extremely important — 65%
Very important — 31%
Moderately important — 3%
Somewhat important — <1%
Not important — <1%

Rating

Number of respondents (0, 100, 200, 300, 400, 500)

Figure 93: Importance of roads

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

N=545 visitor groups*

Rating

Extremely important ████████████ 56%
Very important ███████ 34%
Moderately important ██ 9%
Somewhat important | 2%
Not important | 0%

0   100   200   300   400
Number of respondents

Figure 94: Importance of scenic pullouts

N=244 visitor groups*

Rating

Extremely important ████████████ 61%
Very important ███████ 31%
Moderately important █ 7%
Somewhat important | 1%
Not important | <1%

0   50   100   150
Number of respondents

**Figure 95: Importance of trailheads/
trailhead parking**

N=405 visitor groups*

Rating

Extremely important ████████████ 51%
Very important ████████ 36%
Moderately important ██ 11%
Somewhat important | 2%
Not important | <1%

0   50   100   150   200   250
Number of respondents

Figure 96: Importance of parking lots

N=321 visitor groups*

Rating

Extremely important ████████████ 69%
Very important ██████ 27%
Moderately important █ 4%
Somewhat important | 0%
Not important | <1%

0   50   100   150   200   250
Number of respondents

Figure 97: Importance of trails
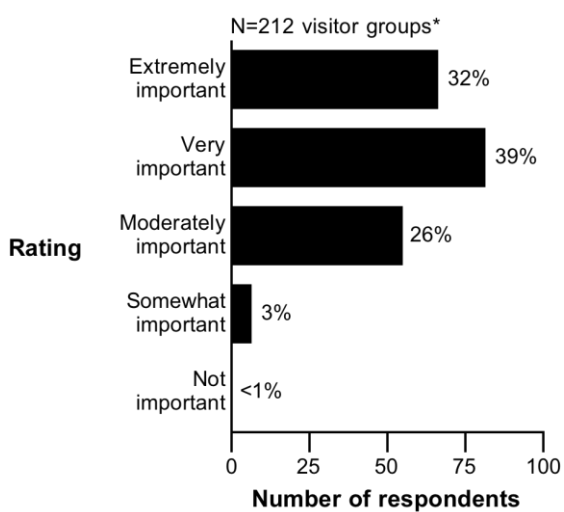
*total percentages do not equal 100 due to rounding
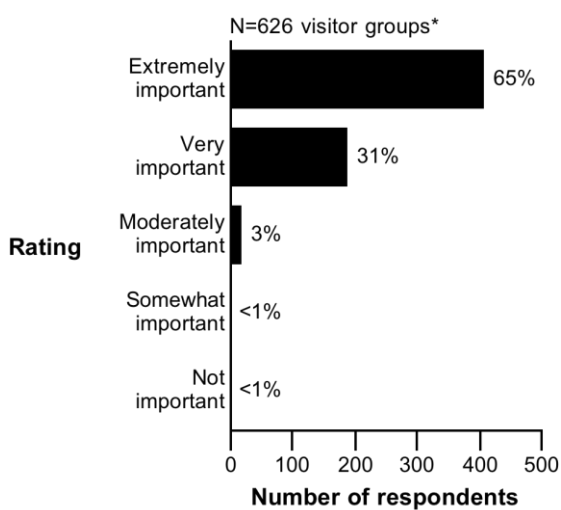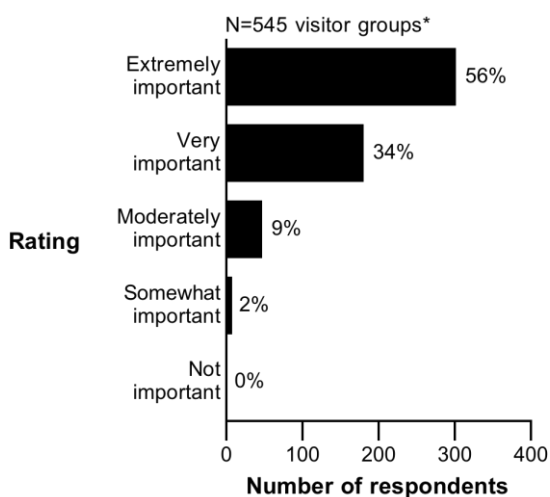**total percentages do not equal 100 because visitors could select more than one answer
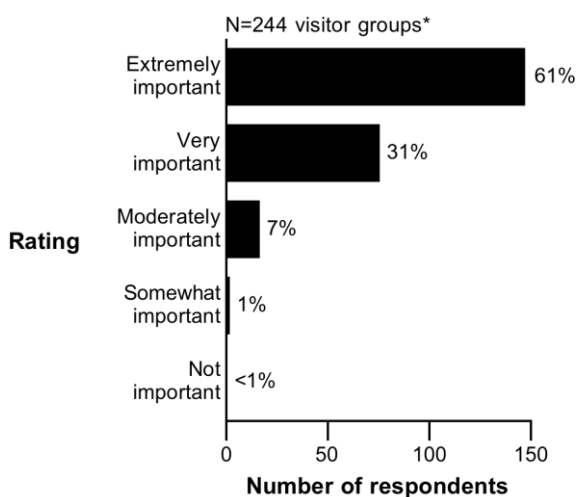
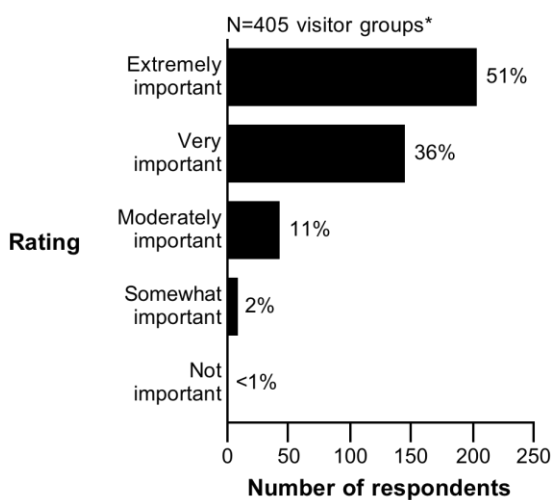**Figure 98: Importance of backcountry campsites**

Figure 99: Importance of boat launch facilities/ramp
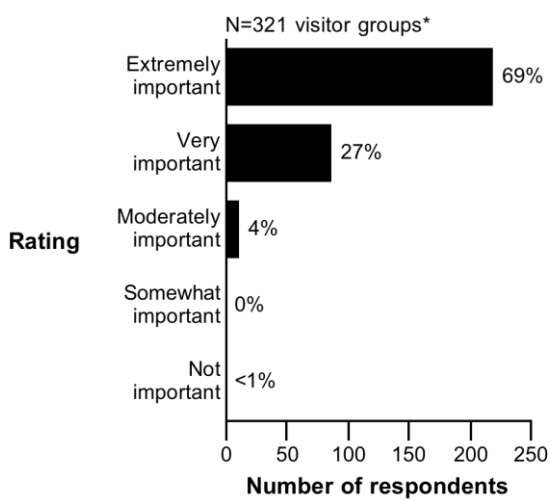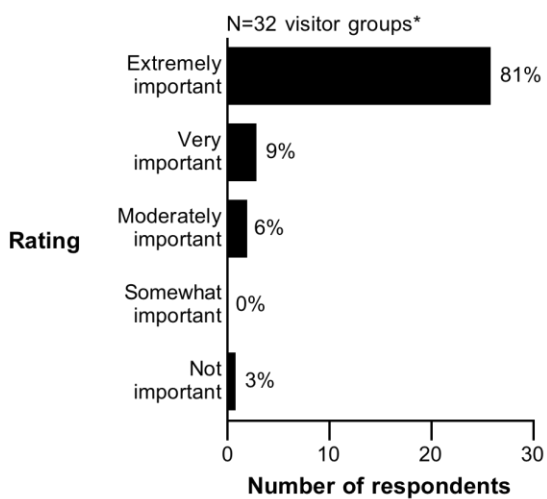
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor services and facilities

Question 14c
Finally, for only those services and facilities that you 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 100 shows the combined proportions of "very good" and "good" quality ratings for visitor services/facilities that were rated by 30 or more visitor groups.

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

    93% Trails
    92% Scenic pullouts
    87% Trailheads/trailhead parking

- Figures 101 to 110 show the quality ratings for each service/facility.

- The services/facilities receiving the highest "very poor" quality ratings that were rated by 30 or more visitor groups were:

    1% Directional signs in park
    1% Restrooms

N=number of visitor groups who rated each service/facility.

Service/facility	
Trails	93%, N=315
Scenic pullouts	92%, N=542
Trailheads/trailhead parking	87%, N=240
Boat launch facilities/ramp	85%, N=65
Directional signs in park	85%, N=590
Parking lots	81%, N=402
Picnic areas	80%, N=206
Roads	79%, N=620
Restrooms	78%, N=550

Proportion of respondents

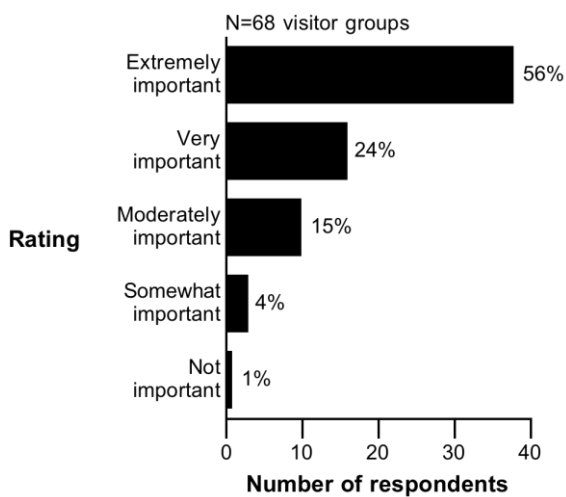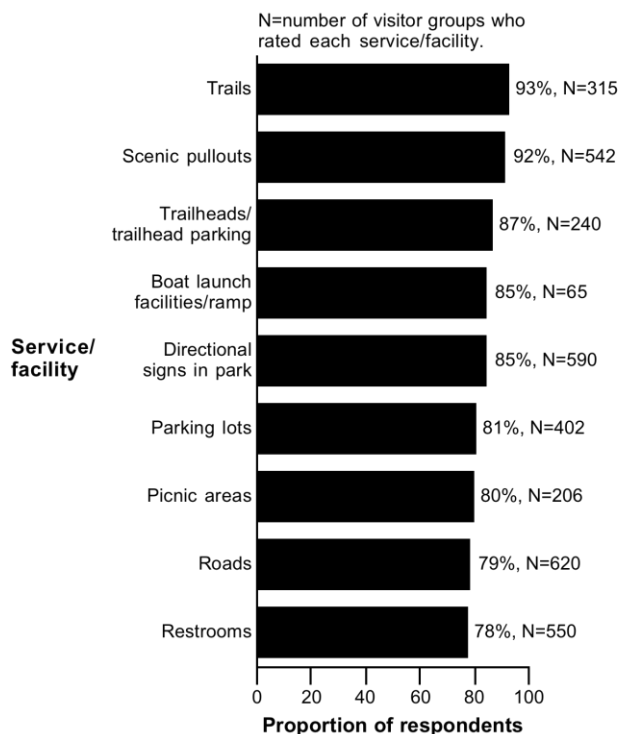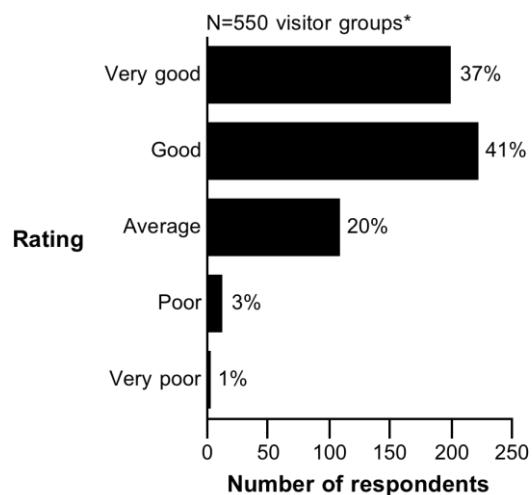**Figure 100:   Combined proportions of "very good" and "good" quality ratings of visitor services/facilities**

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

N=590 visitor groups

Very good ████████████████ 47%

Good ██████████████ 38%

Average ███ 11%

Poor █ 3%

Very poor █ 1%

Rating

0   100   200   300
Number of respondents
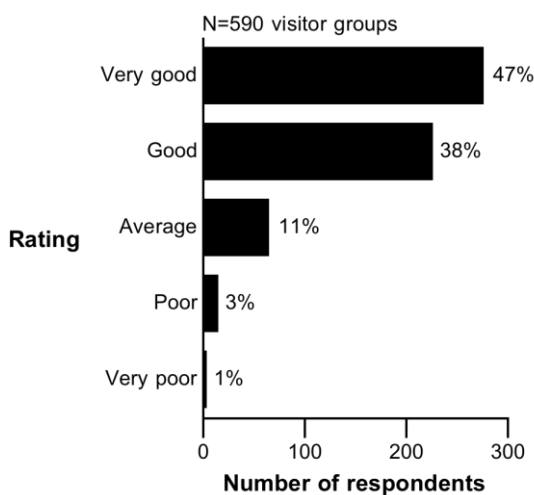
Figure 101: Quality of directional signs in park

N=550 visitor groups*

Very good ██████████████ 37%

Good ████████████████ 41%

Average ██████ 20%

Poor █ 3%

Very poor █ 1%

Rating

0   50   100   150   200   250
Number of respondents

Figure 102: Quality of restrooms

N=206 visitor groups*

Very good ████████ 30%

Good ██████████████ 50%

Average ███ 17%

Poor █ 2%

Very poor <1%

Rating

0   50   100   150
Number of respondents
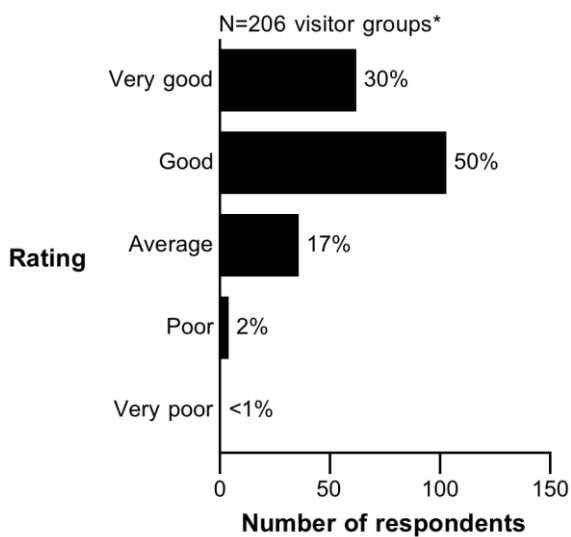
Figure 103: Quality of picnic areas

N=620 visitor groups

Very good ██████████████ 37%

Good ████████████████ 42%

Average ████ 18%

Poor █ 3%

Very poor 0%

Rating

0   100   200   300
Number of respondents

Figure 104: Quality of roads

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

N=542 visitor groups*

Rating	
Very good	51%
Good	41%
Average	7%
Poor	1%
Very poor	<1%

Number of respondents

Figure 105:   Quality of scenic pullouts

N=240 visitor groups*

Rating	
Very good	41%
Good	46%
Average	10%
Poor	2%
Very poor	<1%

Number of respondents

**Figure 106:   Quality of trailheads/
trailhead parking**

N=402 visitor groups

Rating	
Very good	38%
Good	43%
Average	17%
Poor	2%
Very poor	0%

Number of respondents

Figure 107:   Quality of parking lots

N=315 visitor groups*

Rating	
Very good	56%
Good	37%
Average	7%
Poor	1%
Very poor	0%

Number of respondents

Figure 108:   Quality of trails

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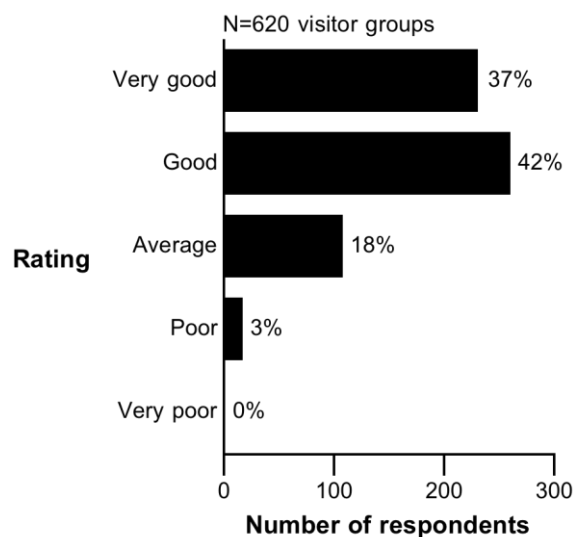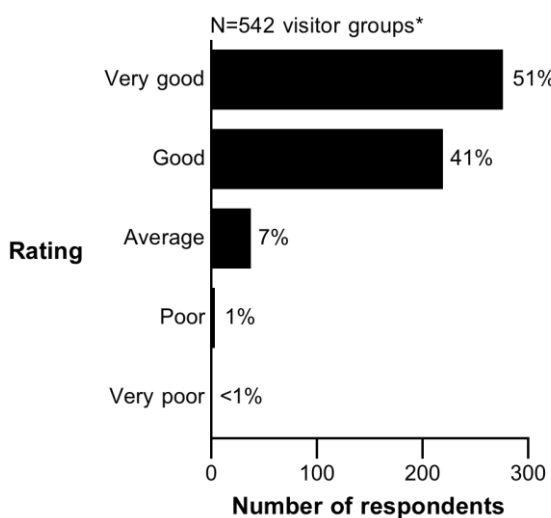**total percentages do not equal 100 because visitors could select more than one answer

N=29 visitor groups

Rating

Very good ████████ 55%

Good ███████ 45%

Average | 0%

Poor | 0%   **CAUTION!**

Very poor | 0%

0   5   10   15   20

Number of respondents

Figure 109: Quality of backcountry campsites

N=65 visitor groups

Rating

Very good ████████ 45%

Good ███████ 40%

Average ███ 12%

Poor █ 3%

Very poor | 0%

0   10   20   30

Number of respondents

Figure 110: Quality of boat launch facilities/ramp

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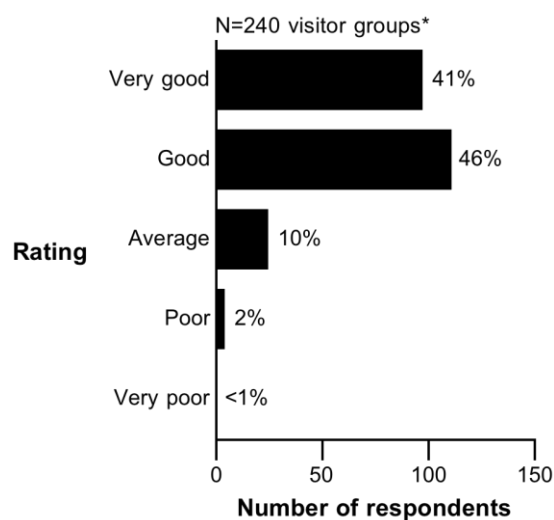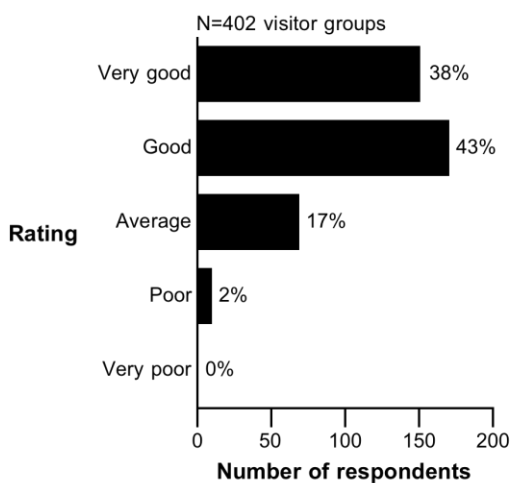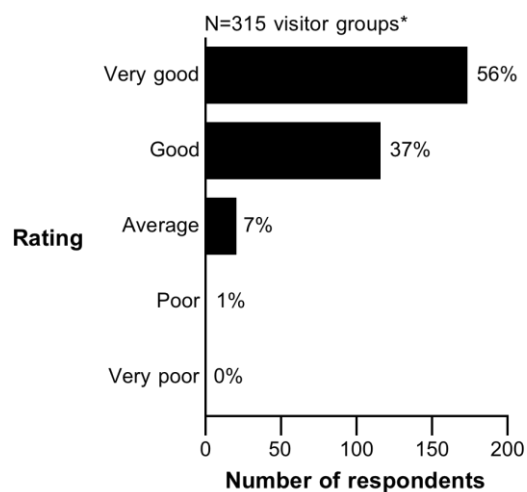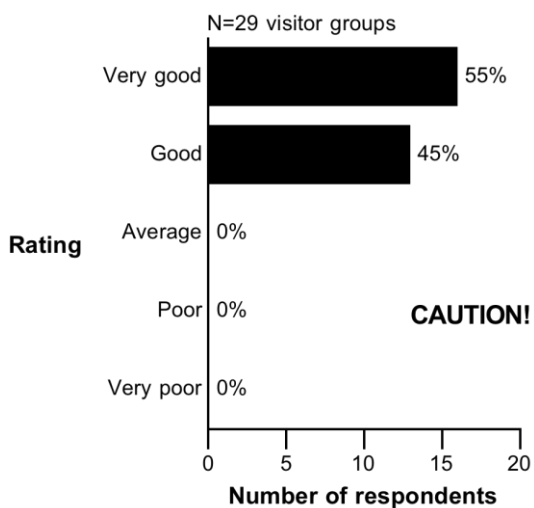**total percentages do not equal 100 because visitors could select more than one answer

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

- Figures 111 and 112 show the mean scores of importance and quality ratings for all visitor services/facilities that were rated by 30 or more visitor groups.

- All visitor services/ facilities were rated above average.

Grid Interpretation:

Needs Work	Keep up the Good Work
Low Priority	Watch Overkill

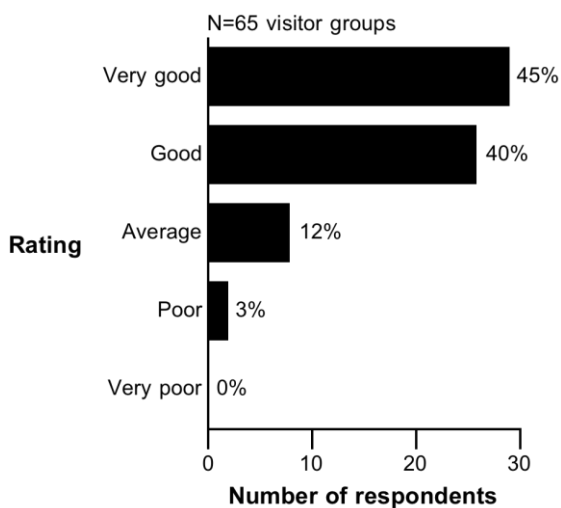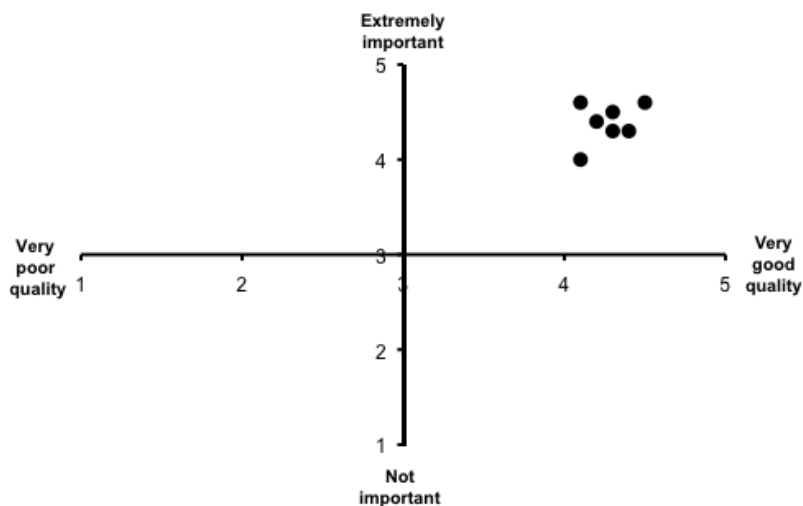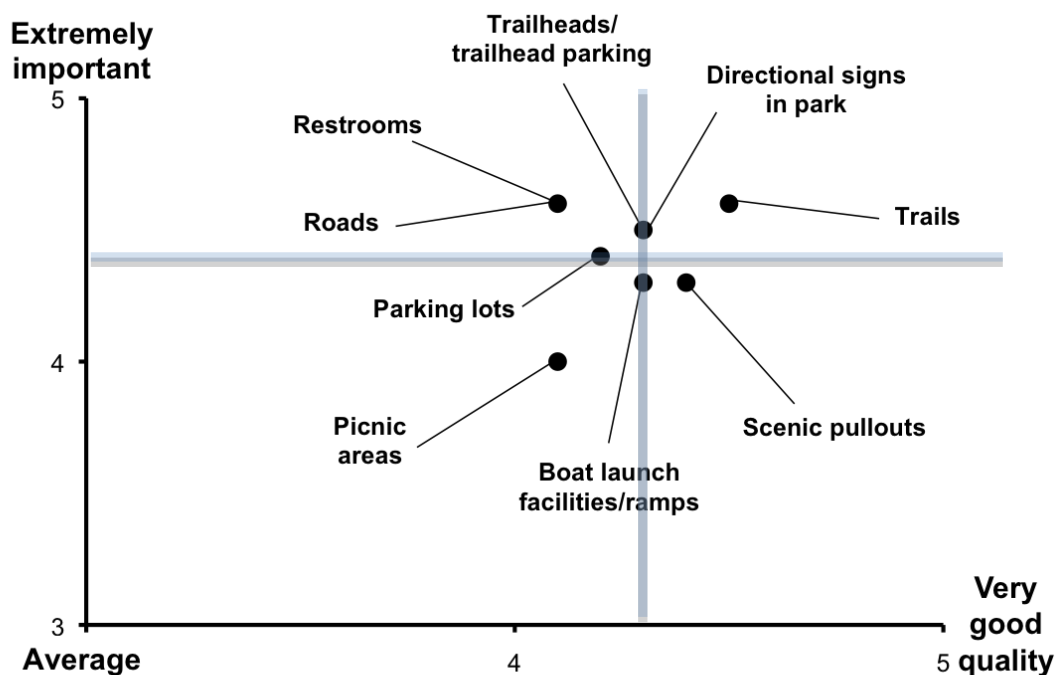**Figure 111:** **Mean scores of importance and quality ratings for visitor services/facilities**

Figure 112: Detail of Figure 111

*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 on services/facilities

Question 14d
   If you and your personal group have
   comments on any of the above services
   and facilities, please use the lines below.

Results
   • Table 22 shows visitor groups' (N=127)
     comments on visitor services and facilities.

Table 22: Visitor comments on services/facilities
N=154 comments;
some visitor made more than one comment.

Service/facility	Comment	Number of times mentioned
Backcountry camping	Hard to locate	1
	Ranger office helpful	1
	Reservation too specific	1
Boat launch facilities/ ramp	Crowded	1
	Crowding at String Lake	1
	Excellent at Jenny Lake	1
	Ferry expensive	1
	Good kayak rental prices	1
	Gorgeous marina at Colter Bay	1
	Keep Yellowstone and Flagg facilities primitive	1
Directional signs in park	Excellent	4
	Improve signs	4
	Increase sign size	3
	Add signs at turning points	2
	Add signs (general)	1
	Add signs to Colter Bay corral	1
	Appreciate discrete nature of signs	1
	Improve signs for motorcyclists	1
	Improve signs to Colter Bay	1
	Increase distance between signs and turn-offs	1
Parking lots	Overcrowded lot at Jenny Lake	8
	Crowded	4
	More parking at Jenny Lake	7
	Add signs stating no overnight parking	1
	Crowded but keep same	1
	Enforce RV parking at Jenny Lake	1
	Good disabled parking	1
	Large RV area at Signal Mountain	1
	Overcrowded lot at Rockefeller Preserve	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 22: Visitor comments on services/facilities
(continued)

Service/facility	Comment	Number of times mentioned
Picnic areas	Add picnic areas	2
	Add picnic tables	2
	Add picnic tables at Jenny Lake	1
	Crowded/dirty	1
	Enforce parking regulations at Colter Bay picnic area	1
	Maintain/replace (general)	1
	Maintain/replace at Colter Bay	1
	Moose visitor center picnic area is wonderful	1
	No restrooms	1
	No trash cans	1
	Restroom missing lock at Colter Bay	1
Ranger program	Excellent ranger on Murie tour	1
Restrooms	Keep clean/maintain	9
	Add	5
	Crowded	2
	Need hand sanitizer	2
	Very clean	2
	Add diaper station	1
	Add drinking water	1
	Add flushable toilets at picnic areas	1
	Dirty at Jenny Lake	1
	Good availability	1
	Great green toilets at Rockefeller Preserve	1
	Install green toilets	1
	Keep Jenny Lake clean	1
	Maintain water fountain at Jenny Lake	1
	Paint restrooms at String Lake	1
Roads	Repair potholes/damage	3
	Repair potholes/damage on Moose Wilson road	2
	Rough road	2
	Construction is a nuisance	1
	Crowded	1
	Disliked gravel on road	1
	Improve bike conditions	1
	Improve turnout signs	1
	Maintain gravel roads	1
	Night road construction appreciated	1
	Poor shoulders for bikes	1
	Repair potholes/damage in Teton Village	1
	Repair potholes/damage on Death Canyon Road	1
	Road construction caused long delay	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 22: Visitor comments on services/facilities
(continued)

Service/facility	Comment	Number of times mentioned
Roads (continued)	Rough road at north section	1
	Sweep shoulders	1
	Terrible condition at Oxbow	1
	Why is part of Moose-Wilson road unpaved?	1
	Widen shoulder	1
	Widen shoulder from Flagg Ranch to Lizard Creek	1
Scenic pullouts	Great	2
	Not enough	2
	Add restrooms	1
	Add/improve exhibits-add history, geology	1
	Improve turnout signs	1
Trailheads/trailhead parking	Add shaded areas	1
	Clarify distances/difficulty	1
	Improve markers	1
	Improve markers at Leigh, String Lakes, Cascade Canyon	1
	Improve Phelps lake sign	1
	Maintain Lower Tewinot	1
	Overcrowded lot at Death Canyon	1
	Well marked at Amphitheater Lake	1
Trails	Improve signs	3
	Add shorter options	1
	Excessive horse manure, String to Leigh Lake	1
	Extremely hard for wheelchairs at Rockefeller Preserve	1
	Markers for snow	1
	Provide bear activity updates	1
	Sharing with horses is unpleasant	1
	Well marked and maintained	1
General	Colter Bay Center was wonderful	1
	Excellent website	1
	Good facilities	1
	Great park information	1
	Helpful employees	1
	Improve pictures/explanations at Menor's Ferry	1
	Lengthen visitor center hours	
	Upgrade and add elevator at Colter Bay center	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 at Flagg Ranch

Question 15a
On this visit, did you and your group use any of the services at Flagg Ranch (information station, lodge, campground, restaurant, gas station, horseback riding, hiking trails, etc.)?

Results
- 14% of visitor groups used Flagg Ranch services (see Figure 113).

N=708 visitor groups

Use Flagg Ranch services?

Yes   14%
No   86%

Number of respondents
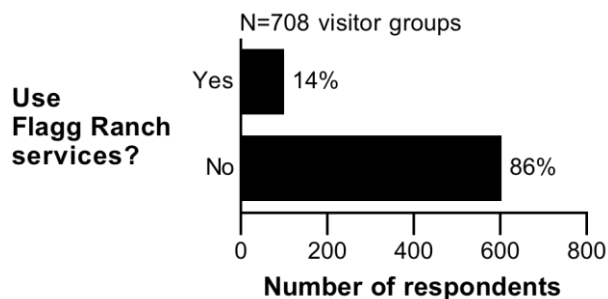
Figure 113:   Visitor groups that used Flagg Ranch services

Question 15b
If YES, which services?

Results
- Table 23 shows the services that visitor groups (N=101) used at Flagg Ranch.

Table 23: Services used at Flagg Ranch
N=169 comments;
some visitor groups made more than one comment.

Service	Number of times mentioned
Information center	43
Gas station	34
Restaurant	29
Lodge	15
Restrooms	13
Store	12
Campground	10
Hiking trails	5
Cabins	4
Activity coordinator	1
All facilities	1
Laundry	1
River	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 15c
    If NO, why not?

Results
- Table 24 shows the reasons visitor groups (N=250) did not use services at Flagg Ranch.

Table 24. Reasons for not using services at Flagg Ranch
N=259 comments;
some visitor groups made more than one comment.

Reason	Number of times mentioned
Not enough time	61
Services not needed	35
Did not stop	30
Just driving through	29
Did not travel that area	19
Not on itinerary	15
Unaware of Flagg Ranch	11
Visited other locations	10
Short trip	9
Traveling to Yellowstone	8
Not familiar with Flagg Ranch	5
Not interested	4
Had no information on Flagg Ranch	3
Visited on prior trip	3
Expense	2
Just visiting one day	2
Unaware it was possible	2
Allergic to horses	1
Can't remember seeing it!	1
Missed turnoff/poor signs	1
No vacancy	1
Not highly recommended	1
Poor handicap access	1
Resident	1
Too heavy for horses	1
Traveling by motorcycle	1
Traveling on tour bus	1
Visitor information closed	1

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

Concession services and facilities used

Question 16a

Please indicate all concession services and facilities that you or your personal group used in Grand Teton National Park during this visit.
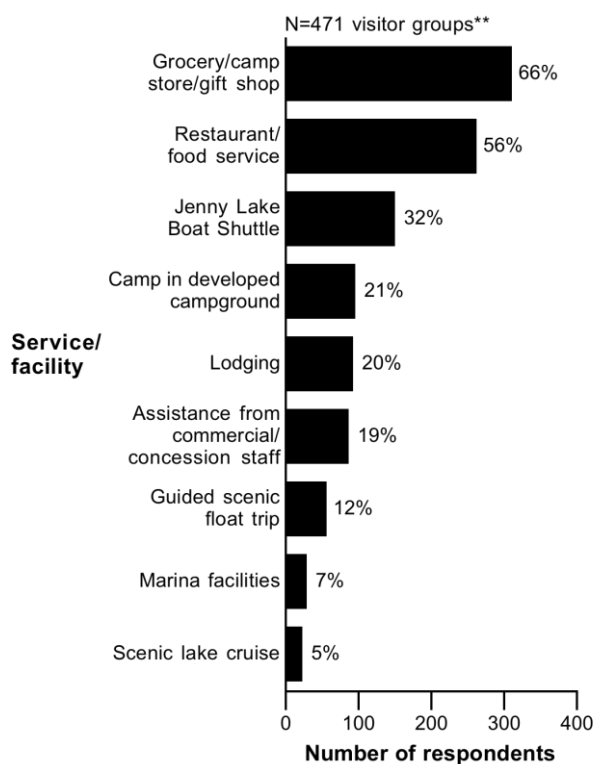
Results

- As shown in Figure 114, the most common concession services and facilities used by visitor groups were:

    66% Grocery/camp store/gift shop
    56% Restaurant/food service

- The least used service/facility was:

    5% Scenic lake cruise

Figure 114:   Concession 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

91

Importance ratings of concession services and facilities

Question 16b
Next, for only those services and facilities that you or your personal group used, please rate their importance to your visit from 1 to 5.

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

Results
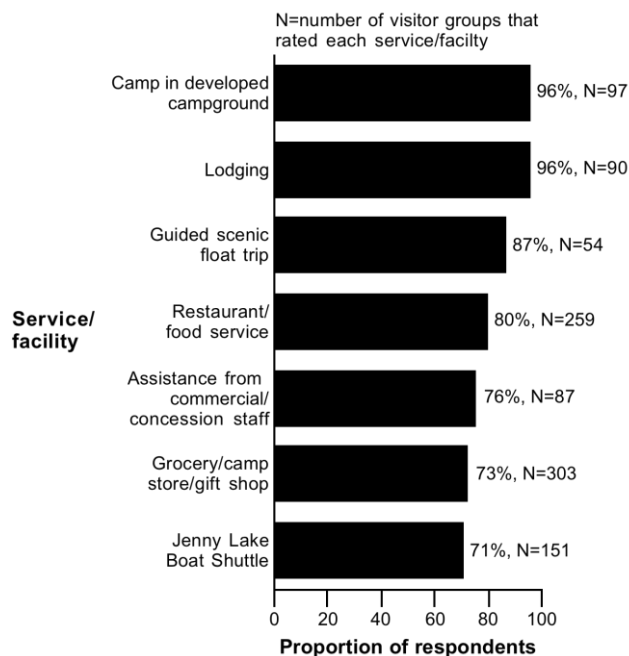- Figure 115 shows the combined proportions of "extremely important" and "very important" ratings for concession services and facilities that were rated by 30 or more visitor groups.

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

  96% Camp in developed campground
  96% Lodging
  87% Guided scenic float trip

- Figures 116 to 124 show the importance ratings for each service/facility.

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

  3% Jenny Lake Boat Shuttle

N=number of visitor groups that rated each service/facilty

Service/facility	
Camp in developed campground	96%, N=97
Lodging	96%, N=90
Guided scenic float trip	87%, N=54
Restaurant/food service	80%, N=259
Assistance from commercial/concession staff	76%, N=87
Grocery/camp store/gift shop	73%, N=303
Jenny Lake Boat Shuttle	71%, N=151

Proportion of respondents

Figure 115: Combined proportions of "extremely important" and "very important" ratings of concession services/facilities

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

N=90 visitor groups

Figure 116: Importance of lodging

N=97 visitor groups

Figure 117: Importance of developed campground

N=151 visitor groups
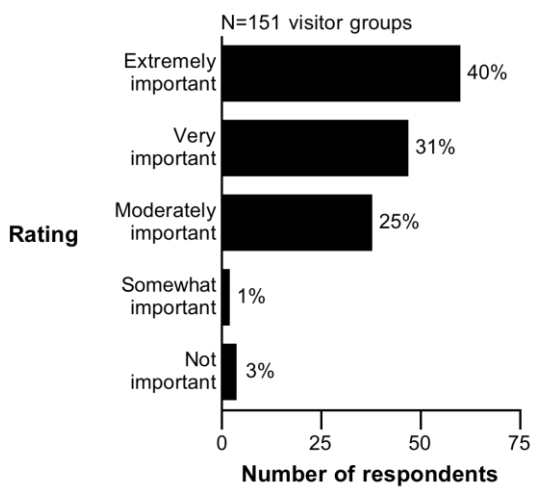
Figure 118: Importance of Jenny Lake Boat Shuttle

N=54 visitor groups
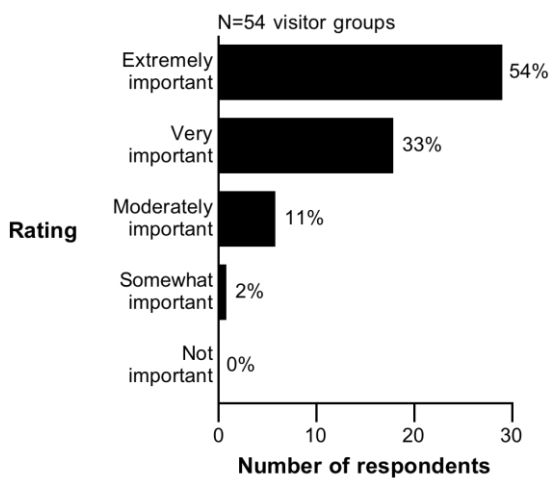
Figure 119: Importance of guided scenic float trip

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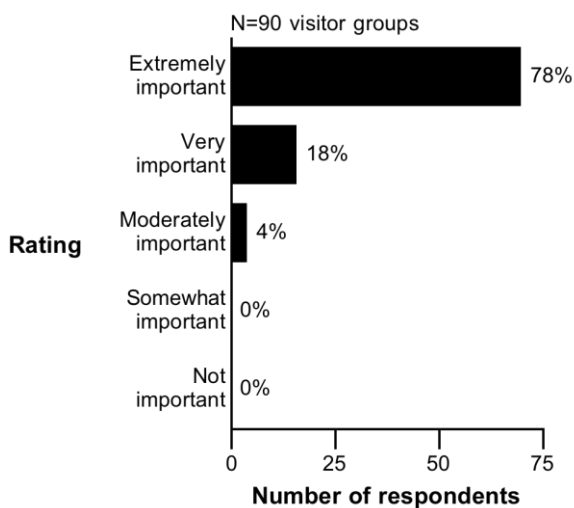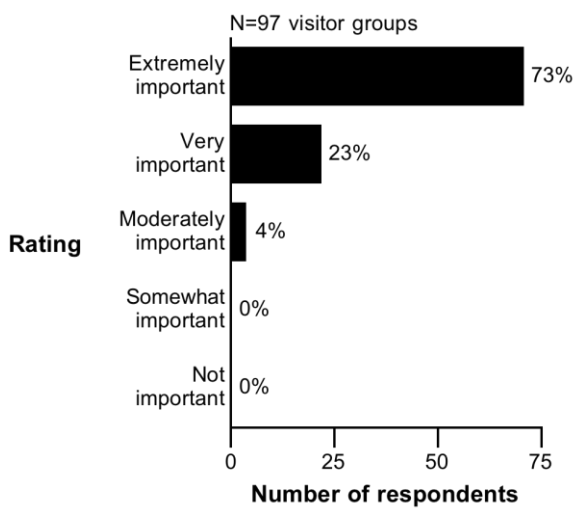**total percentages do not equal 100 because visitors could select more than one answer

N=87 visitor groups

Extremely important — 33%
Very important — 43%
Moderately important — 22%
Somewhat important — 2%
Not important — 0%

Figure 120: Importance of assistance from commercial/concession staff

N=24 visitor groups

Extremely important — 50%
Very important — 33%
Moderately important — 17%
Somewhat important — 0% **CAUTION!**
Not important — 0%

Figure 121: Importance of scenic lake cruise

N=29 visitor groups*

Extremely important — 48%
Very important — 34%
Moderately important — 14%
Somewhat important — 3% **CAUTION!**
Not important — 0%

Figure 122: Importance of marina facilities

N=259 visitor groups*

Extremely important — 39%
Very important — 41%
Moderately important — 17%
Somewhat important — 3%
Not important — <1%

Figure 123: Importance of restaurant/food service

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

94

N=303 visitor groups*
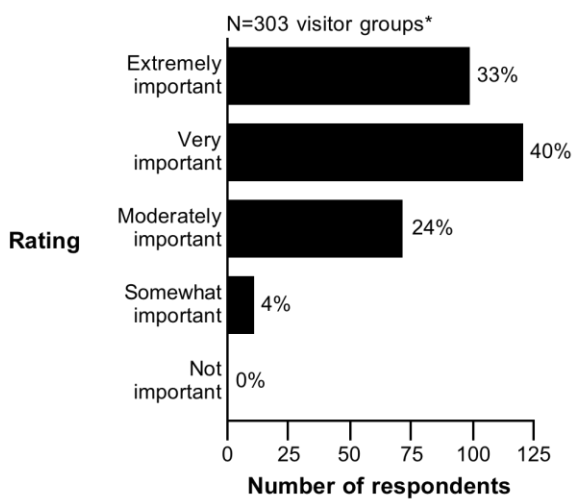
Figure 124:   Importance of grocery/camp store/gift shop
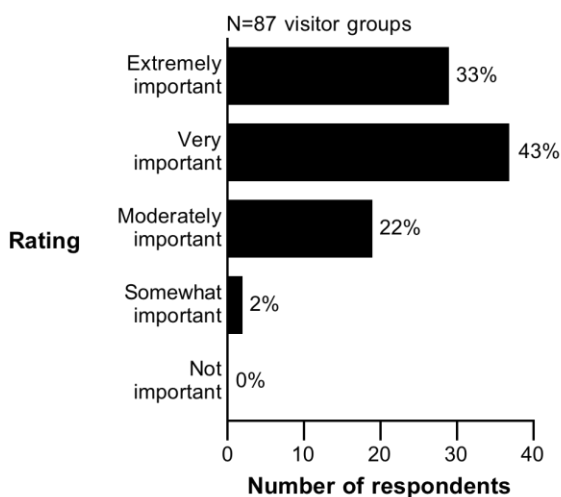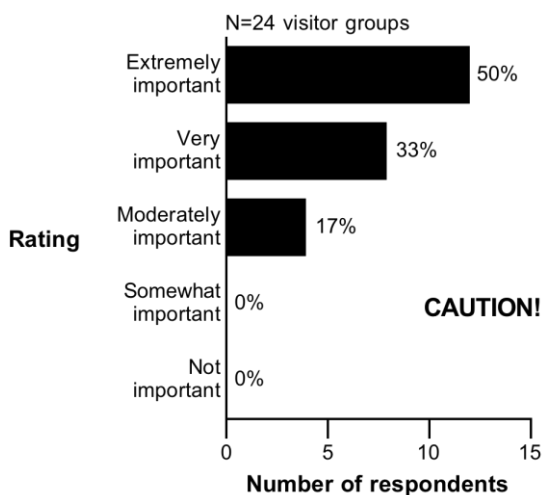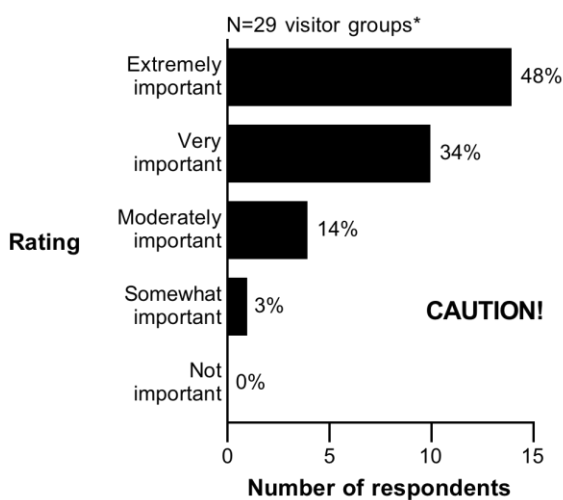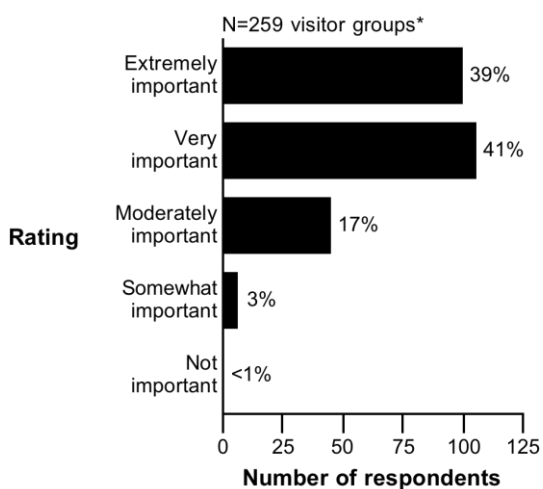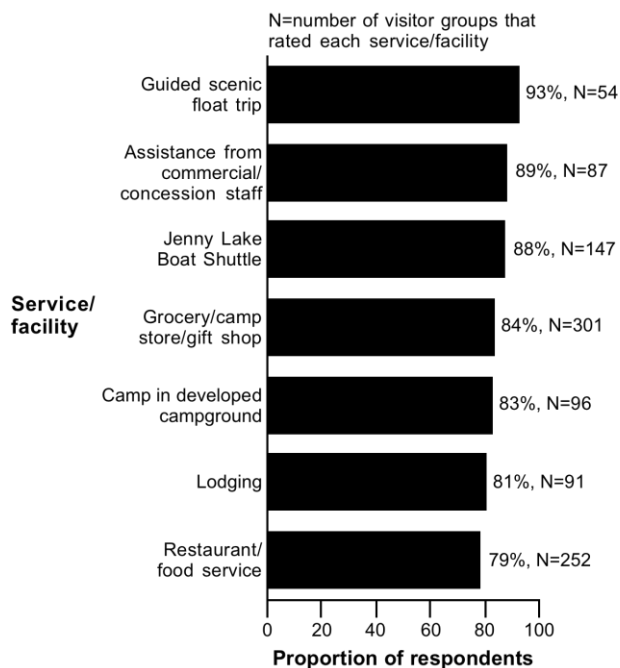
Quality ratings of concession services and facilities

Question 16c
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 125 shows the combined proportions of "very good" and "good" quality ratings for concession services/facilities that were rated by 30 or more visitor groups.

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

  93% Guided scenic float
  89% Assistance from commercial/
       concessions staff
  88% Jenny Lake Boat Shuttle

- Figures 126 to 134 show the quality ratings for each service/facility.

- The services/facilities receiving the highest "very poor" quality ratings that were rated by 30 or more visitor groups were:

  1% Developed campgrounds
  1% Restaurant/food service

Figure 125: Combined proportions of "very good" and "good" quality ratings of concession services/facilities

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

N=91 visitor groups

Rating	
Very good	51%
Good	30%
Average	15%
Poor	4%
Very poor	0%

Number of respondents

Figure 126:   Quality of lodging

N=96 visitor groups*

Rating	
Very good	44%
Good	39%
Average	15%
Poor	2%
Very poor	1%

Number of respondents

Figure 127:   Quality of developed campgrounds

N=147 visitor groups*

Rating	
Very good	56%
Good	31%
Average	12%
Poor	0%
Very poor	0%

Number of respondents
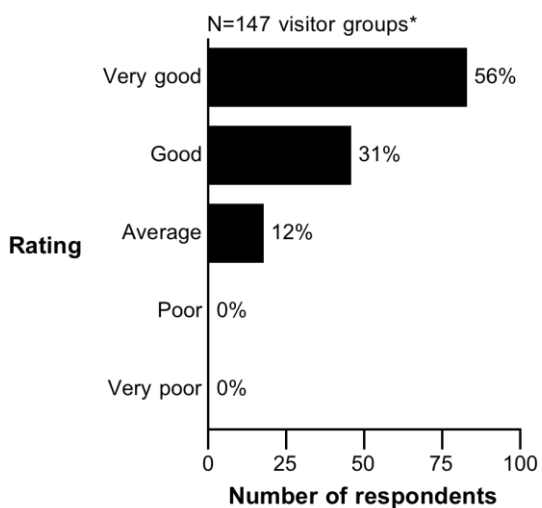
Figure 128:   Quality of Jenny Lake Boat Shuttle

N=54 visitor groups*

Rating	
Very good	76%
Good	17%
Average	6%
Poor	2%
Very poor	0%

Number of respondents

Figure 129:   Quality of guided scenic float trip

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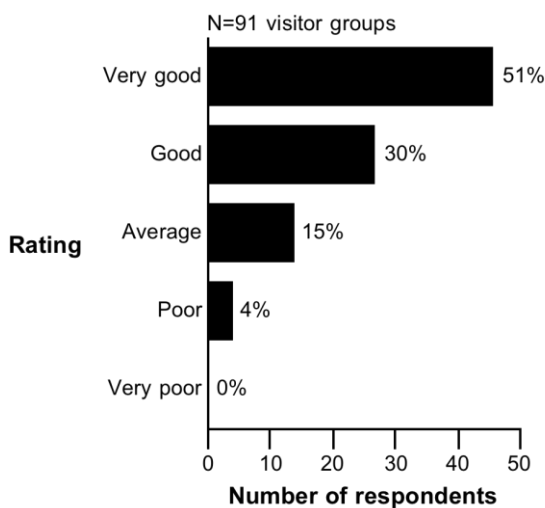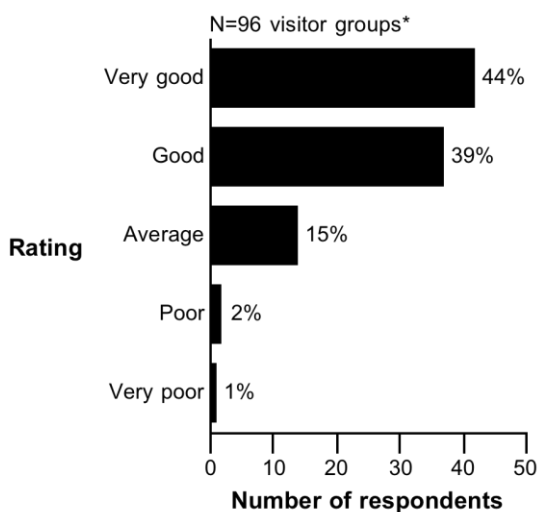**total percentages do not equal 100 because visitors could select more than one answer

N=87 visitor groups

Rating	
Very good	53%
Good	36%
Average	10%
Poor	1%
Very poor	0%

Number of respondents

Figure 130:   Quality of assistance from commercial/concession staff

N=24 visitor groups

Rating	
Very good	79%
Good	13%
Average	4%
Poor	4%
Very poor	0%

CAUTION!

Number of respondents

Figure 131:   Quality of scenic lake cruise

N=29 visitor groups

Rating	
Very good	45%
Good	41%
Average	14%
Poor	0%
Very poor	0%

CAUTION!

Number of respondents
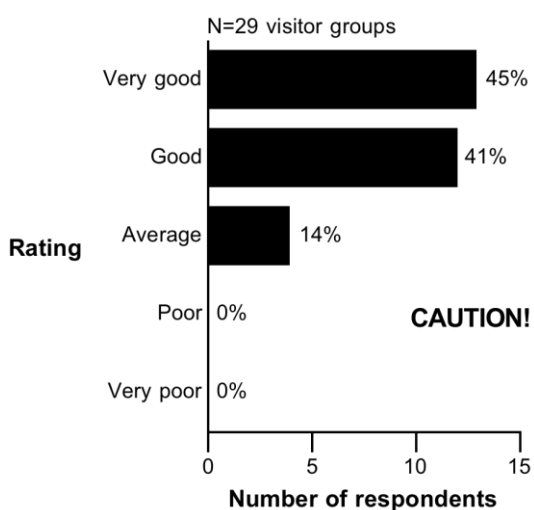
Figure 132:   Quality of marina facilities

N=252 visitor groups*

Rating	
Very good	31%
Good	47%
Average	17%
Poor	3%
Very poor	1%

Number of respondents

Figure 133:   Quality of restaurant/food service

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
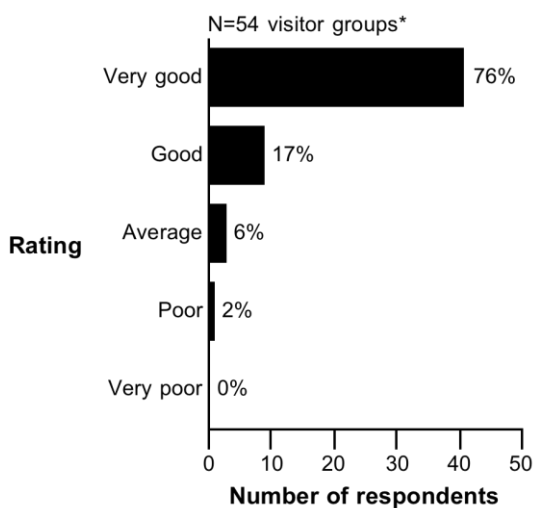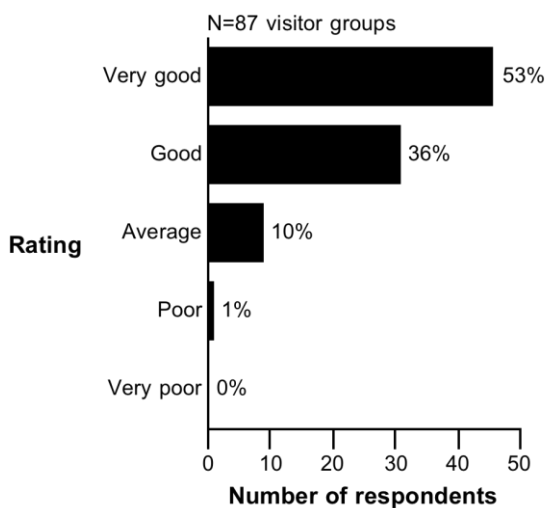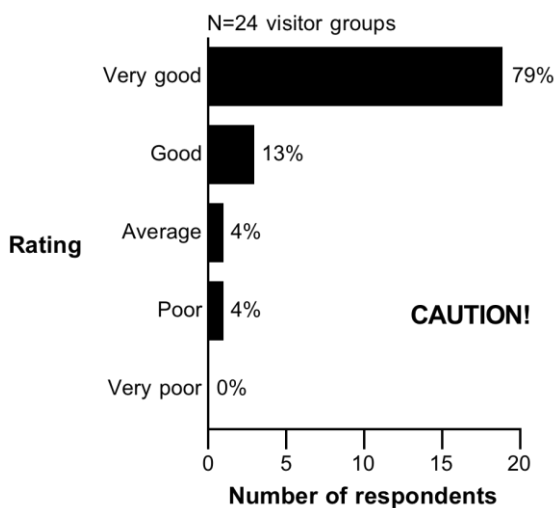
N=301 visitor groups*
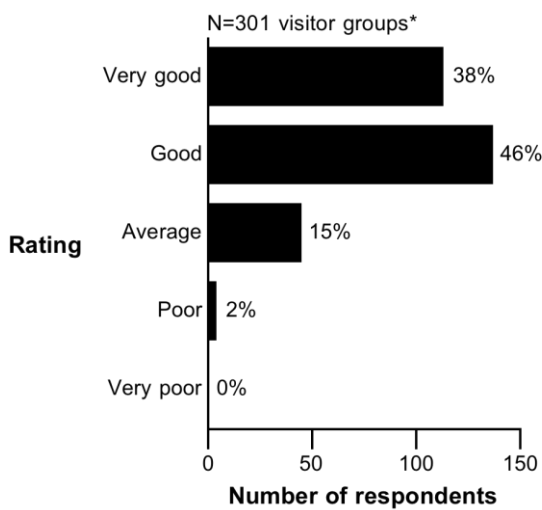
Figure 134: **Quality of grocery/camp store/gift shop**

Mean scores of importance and quality ratings for concession services and facilities

Figures 135 and 136 show the mean scores of importance and quality ratings for all concession services/facilities that were rated by 30 or more visitor groups.

- All concession services/ facilities were rated above average.

Grid Interpretation:

Needs Work	Keep up the Good Work
Low Priority	Watch Overkill

Figure 135:   Mean scores of importance and quality ratings for concession services/facilities

Figure 136: Detail of Figure 135

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

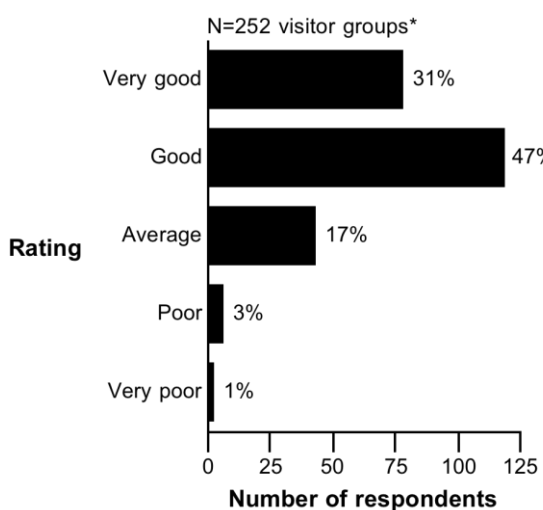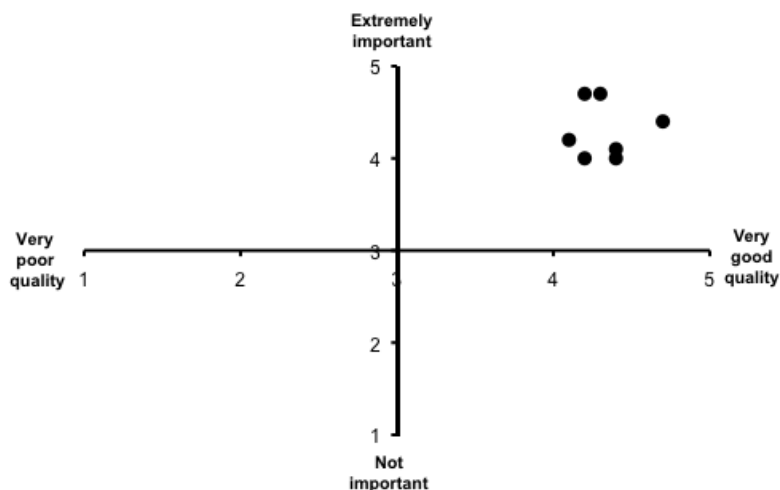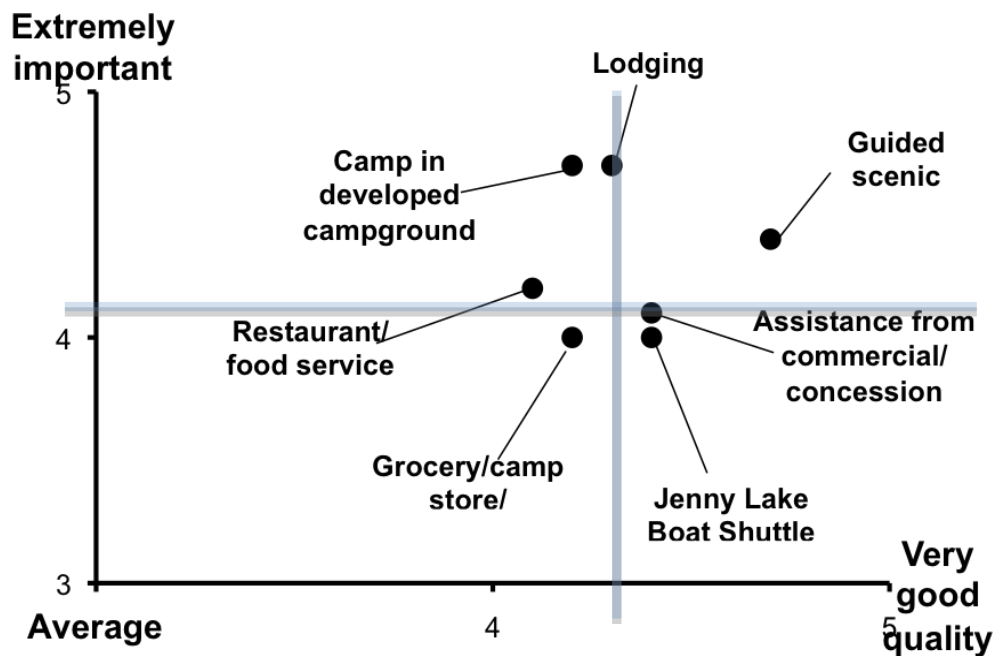## Visitor comments on concession services/facilities

Question 16d
  If you and your personal group have
  comments on any of the above services
  and facilities, please use the lines below.

Results
- Table 25 shows visitor groups' (N=87) comments on concession services and facilities.

Table 25: Comments on concession services/facilities
N=141 comments;
some visitors made more than one comment.

Service/facility	Comment	Number of times mentioned
Assistance from commercial/concession staff	Friendly/knowledgeable staff	2
	Wonderful at Jenny Lake Lodge	1
Camp in developed campground	Add large bear boxes	1
	Bad sewer connection (sites 65/66) at Colter Bay	1
	Camp washing facilities	1
	Campground reservations	1
	Campgrounds full	1
	Clean campground	1
	Clean campground at Colter Bay	1
	Clean restrooms	1
	Difficult dishwashing procedures	1
	Excellent at Signal Mountain	1
	Friendly staff at Colter Bay	1
	Full at Jenny Lake	1
	Great RV sites at Gros Ventre	1
	Great use of electric cars	1
	Great at Flagg Ranch	1
	Hot water in restrooms	1
	Ill-informed staff at Jenny Lake	1
	Improve food storage at Colter Bay/Lizard Creek	1
	Internet booking unavailable	1
	Larger refrigerators in cabins	1
	Loved separation of tents/RVs	1
	Mosquitoes awful at Flagg Ranch	1
	Need more showers	1
	No facilities, unkempt at Gros Ventre	1
	Poor RV sites at Colter Bay	1
	Prefer yurts to tent cabins at Colter Bay	1
	Prices on signs are inconsistent	1
	Restrooms need repair	1
	Showers far away	1
	Showers should be free	1
	Too many trees at Colter Bay	1
	Upgrade at Colter Bay/Lizard Creek	1
	Well maintained	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 25: Comments on concession services/facilities
(continued)

Service/facility	Comment	Number of times mentioned
Gas station	High prices	1
	Improve customer service at Colter Bay	1
	Stay open longer at Colter Bay Marina	1
General	Employees competent and pleasant	1
	Hire more Americans	1
	Informative, friendly rangers	1
	Use as main supply source at Colter Bay	1
	Used pull-off for a break	1
Grocery/camp store/gift shop	High prices	3
	Add beer and wine at Colter Bay	1
	Add healthy choices	1
	Drinks overpriced at Jenny Lake	1
	Expensive	1
	Friendly staff	1
	Friendly staff at Colter Bay	1
	Friendly staff at Signal Mountain	1
	Good coffee	1
	Good selection at Colter Bay	1
	Good selection at Signal Mountain	1
	Moderate pricing at Colter Bay	1
	More vegetables	1
	Neat, well stocked	1
	T-shirt quality different	1
Guided scenic float trip	Excellent guide	1
	Raft left stains on pants	1
	Wonderful	1
Jenny Lake Boat Shuttle	Very long return wait	5
	Parking lot full	2
	Appreciate military discount	1
	Crowded, long wait	1
	Educational	1
	Electric engine at boat	1
	Excellent	1
	Excellent personnel	1
	Friendly staff	1
	Great	1
	More signs to dock	1
	Mosquitoes awful	1
	Very long wait	1
Lodging	Band too loud at Jackson Lake Lodge	1
	Barking dogs at night at Colter Bay cabin	1
	Bathroom odor at Jackson Lake Lodge	1
	Bitter coffee at Jackson Lake Lodge	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 25: Comments on concession services/facilities
(continued)

Service/facility	Comment	Number of times mentioned
Lodging (continued)	Clean carpet	1
	Expensive	1
	Good food at Jenny Lake Lodge	1
	Great food at Jenny Lake Lodge	1
	Great service at Teton Lodge	1
	High prices at Jackson Lake Lodge	1
	Jackson Lake Lodge is very good	1
	Jenny Lake Lodge is wonderful	1
	Improve lighting at Jackson Lake Lodge	1
	No bathroom maintenance at Colter Bay Cabin	1
	None available	1
	Pool closed too early at Jackson Lake Lodge	1
	Shower noise in cabin	1
	Very crowded at Jackson Lake Lodge	1
	Wonderful	1
Marina facilities	Advertise and improve canoe rental	1
Restaurant/food service	Expensive	2
	Great service at Signal Mountain Lodge	2
	Add lunch table service at Jackson Lake Lodge	1
	Bad experience at Alpen Haus	1
	Bad experience at Colter Bay	1
	Bad food at Pioneer Grill	1
	Bubba's food okay, busy	1
	Excellent	1
	Excellent personnel	1
	Excellent at Leeks Marina	1
	Excellent at Signal Mountain	1
	Expensive lunch at Colter Bay Diner	1
	Friendly staff at Pioneer grill	1
	Good food at John Colter Cafe Court	1
	Good food at Leeks Marina	1
	Good food at Pioneer grill	1
	Good food at Trapper Grill	1
	Great service at Leeks Marina	1
	Great service at Trapper Grill	1
	High prices	1
	Long wait at Yellowstone Lodge Restaurant	1
	No toiletries, bug spray, etc. at Colter Bay	1
	Okay at Mural Room	1
	Old restaurant better at Colter Bay Grill	1
	Smaller portion choices/breakfast at Dornan's	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 25: Comments on concession services/facilities
(continued)

Service/facility	Comment	Number of times mentioned
Restaurant/food service (continued)	Terrible at Flagg Ranch	1
	Western BBQ was best	1
	Wonderful at Jenny Lake Lodge	1
Grocery/camp store/gift shop	High prices	1
Scenic lake cruise	Educational	1
	Educational at Jenny Lake	1
	Fabulous	1
	Fabulous at Jenny Lake	1
	Great dinner on island	1
	More open seating	1
	Naturalist unprofessional and poor at Colter Bay	1
	Wonderful	1

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

Importance of protecting park attributes/resources

Question 11
Grand Teton National Park was established for protecting its natural, scenic and cultural resources, while providing for public enjoyment of these resources. On this visit, how important were the following attributes/resources to you?

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

Results
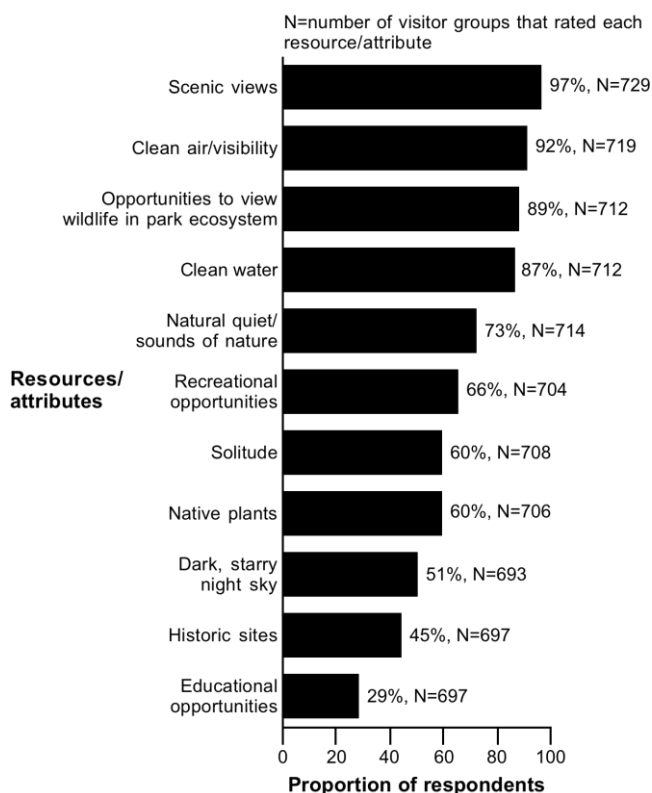- As shown in Figure 137, the highest combined proportions of "extremely important" and "very important" ratings were:

  97% Scenic views
  92% Clean air/visibility
  89% Opportunities to view wildlife in park ecosystems
  87% Clean water

- The attribute/resource that received the highest "not important" rating was:

  25% Educational opportunities

- Table 26 shows the importance ratings of park attributes/resources.

N=number of visitor groups that rated each resource/attribute

Scenic views — 97%, N=729
Clean air/visibility — 92%, N=719
Opportunities to view wildlife in park ecosystem — 89%, N=712
Clean water — 87%, N=712
Natural quiet/sounds of nature — 73%, N=714
Recreational opportunities — 66%, N=704
Solitude — 60%, N=708
Native plants — 60%, N=706
Dark, starry night sky — 51%, N=693
Historic sites — 45%, N=697
Educational opportunities — 29%, N=697

Resources/attributes

Proportion of respondents

Figure 137: **Combined proportions of "extremely important" and "very important" ratings of park attributes/resources**

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

Table 26: Visitor ratings of importance of protecting park attributes/resources
N=number of visitors that rated each attribute/resource

Rating (%)

Attribute/resource	N	Not important	Somewhat important	Moderately important	Very important	Extremely important
Scenic views	729	<1	1	1	20	77
Native plants	706	6	10	24	29	31
Clean water	712	1	2	9	31	56
Clean air/visibility	719	1	1	6	28	64
Solitude	708	6	9	26	30	30
Natural quiet/sounds of nature	714	3	7	17	35	38
Dark, starry night skies	693	16	12	21	25	26
Historic sites	697	9	18	29	24	21
Educational opportunities	697	25	20	26	17	12
Recreational opportunities	704	11	8	15	24	42
Opportunities to view wildlife in park ecosystem	712	1	2	8	26	63

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

Expenditures

Total expenditures inside and outside Grand Teton National Park

Question 18
   For you and your personal group, please
   report all expenditures for the items listed
   below during this visit to Grand Teton National
   Park and the surrounding area (within 100
   miles of Grand Teton NP).

Results

- 37% spent $1001 or more (see
  Figure 138).

- 21% of visitor groups spent $1 - $250

- The average visitor group expenditure
  was $1,388.

- The median group expenditure (50% of
  groups spent more and 50% of groups
  spent less) was $673.

- Average expenditure per person (per
  capita) was $472.

- As shown in Figure 139, the largest
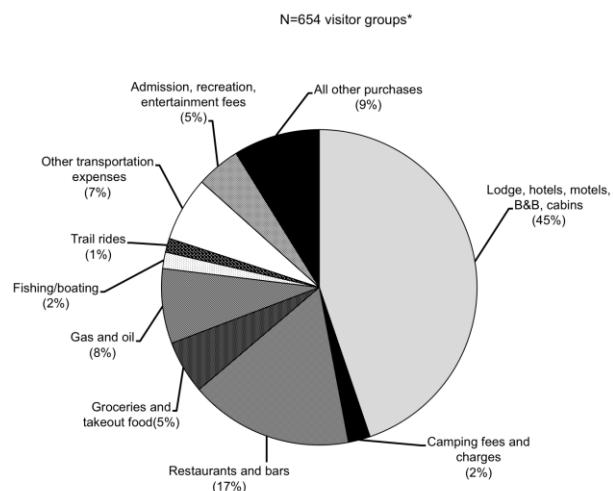 proportions of total expenditures
  inside and outside the park were:

      45% Lodges/hotels/motels,
          B&B/cabins
    17% Restaurants and bars
     9% All other purchases

Comments

The average group expenditure is
among the highest spending levels of
any NPS unit surveyed in recent years,
more than double the 1997 VSP survey
figure of $575.
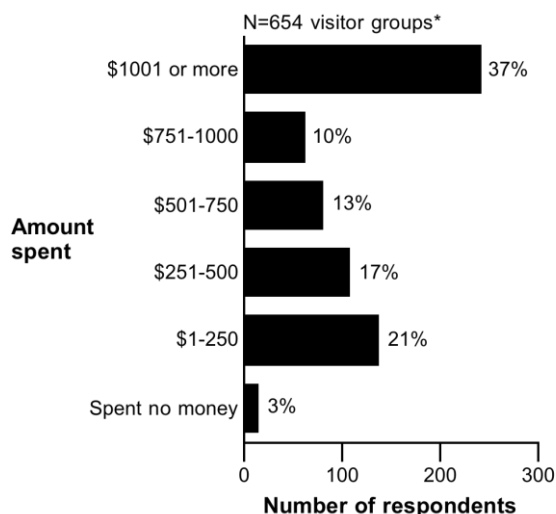
**Figure 138: Total expenditures inside and
                 outside the park**

**Figure 139: Proportions of expenditures inside
                 and outside the park**

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

Number of adults covered by expenditures

Question 18c
How many adults (18 years or over) do these expenses cover?

Results
- 66% of visitor groups had two adults covered by expenditures (see Figure 140).

- 26% had three or more adults.
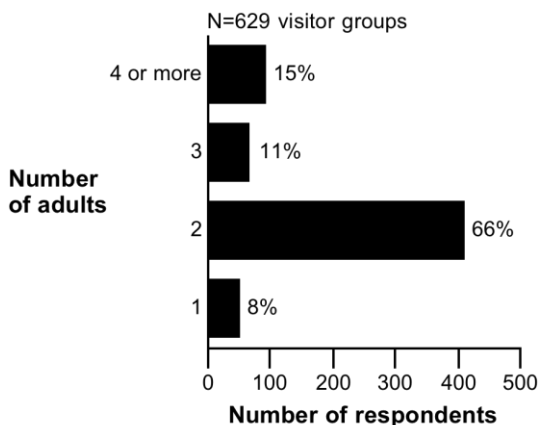
- 8% had one adult.

N=629 visitor groups

Number of adults

4 or more	15%
3	11%
2	66%
1	8%

Number of respondents

Figure 140: Number of adults covered by expenditures

Number of children covered by expenditures

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

Results
- 41% of visitor groups did not have any children covered by expenditures (see Figure 141).
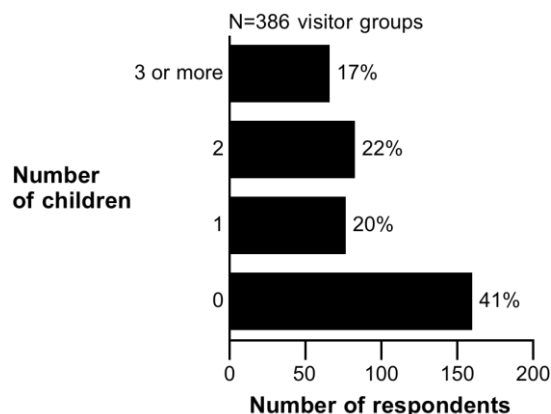
- 22% had two children.

N=386 visitor groups

Number of children

3 or more	17%
2	22%
1	20%
0	41%

Number of respondents

Figure 141: Number of children covered by expenditures

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

Expenditures inside the park

Question 18a
Please list your personal group's total expenditures inside Grand Teton National Park.

Results

- 40% of visitor groups spent $1 - $100 inside the park (see Figure 142).

- 25% spent $301 or more inside the park.

- The average visitor group expenditure inside the park was $377.

- The median expenditure (50% of groups spent more and 50% of groups spent less) was $97.

- Average total expenditure per person (per capita) was $151.

- As shown in Figure 143, the largest proportions of total expenditures inside the park were:

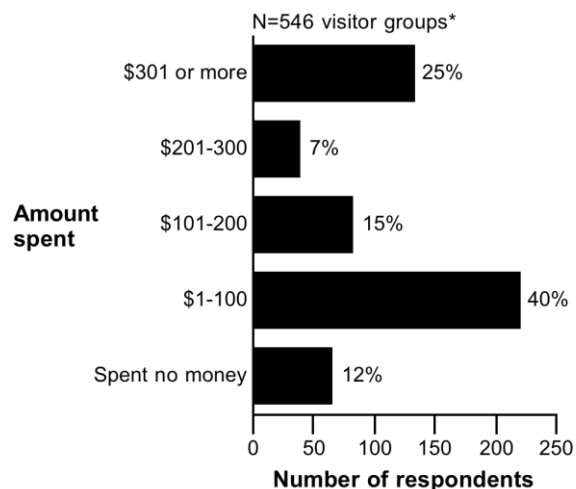 45% Lodge/hotel/motel/ B&B/cabins
  18% Restaurants and bars

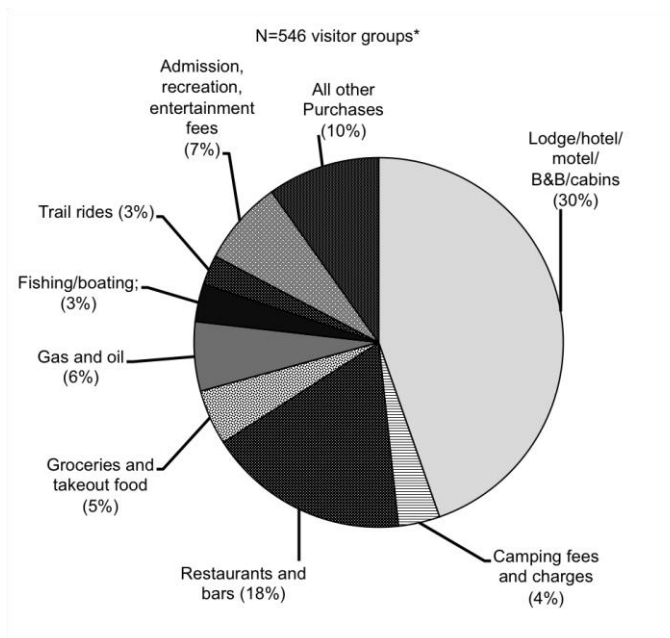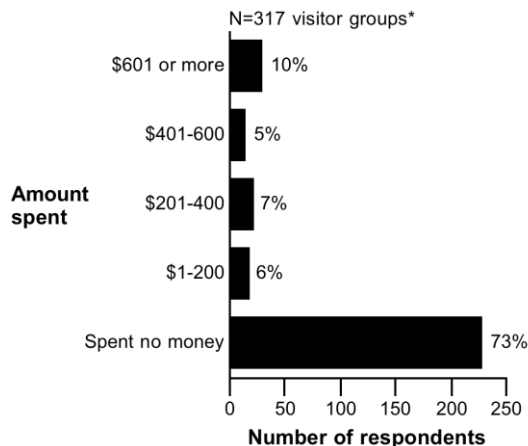**Figure 142:   Total expenditures inside the park**

Figure 143:   Proportions of expenditures inside 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
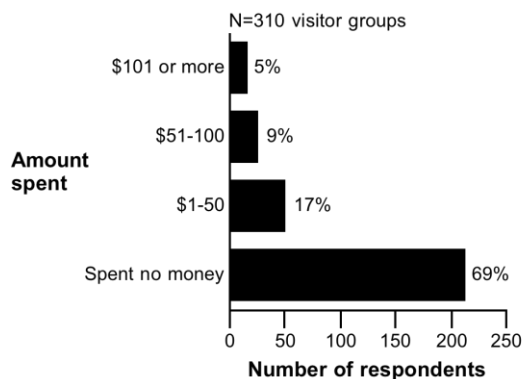
Lodge/hotel/motel/bed & breakfast/cabins

- 73% of visitor groups did not spend any money on lodging inside the park (see Figure 144).

- 10% spent $601 or more.

N=317 visitor groups*

Amount spent	
$601 or more	10%
$401-600	5%
$201-400	7%
$1-200	6%
Spent no money	73%

Number of respondents

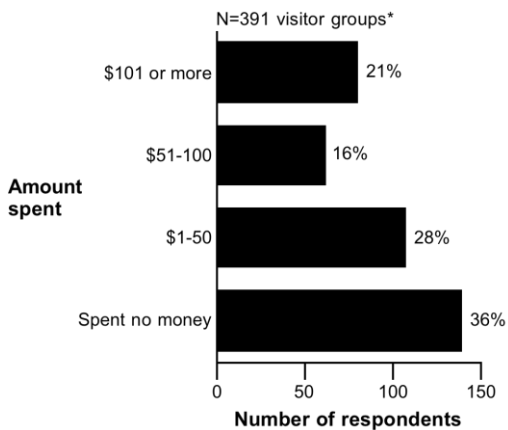**Figure 144:   Expenditures for lodging inside park**

Camping fees and charges

- 69% of visitor groups did not spend any money on camping fees and charges inside the park (see Figure 145).

- 26% spent $1 - $100.

N=310 visitor groups

Amount spent	
$101 or more	5%
$51-100	9%
$1-50	17%
Spent no money	69%

Number of respondents

Figure 145:   Expenditures for camping fees and charges inside park

Restaurants and bars

- 36% of visitor groups did not spend any money on restaurants and bars inside the park (see Figure 146).

- 28% spent $1 - $50.

N=391 visitor groups*

| Amount spent	
$101 or more	21%
$51-100	16%
$1-50	28%
Spent no money	36%

Number of respondents

Figure 146:   Expenditures for restaurants and bars inside park

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

Groceries and takeout food

- 44% of visitor groups did not spend any money on groceries and takeout food inside the park (see Figure 147).

- 44% spent $1 - $50.

N=363 visitor groups*
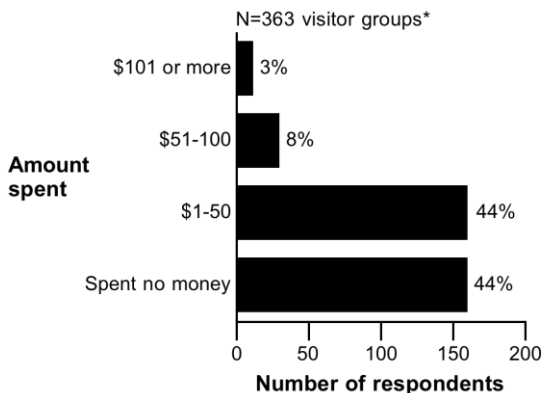
Figure 147:   Expenditures for groceries and takeout food inside the park

Gas and oil (auto, RV, boat, etc.)

- 54% of visitor groups did not spend any money on gas and oil inside the park (see Figure 148).

- 21% spent $1 - $50.

N=344 visitor groups
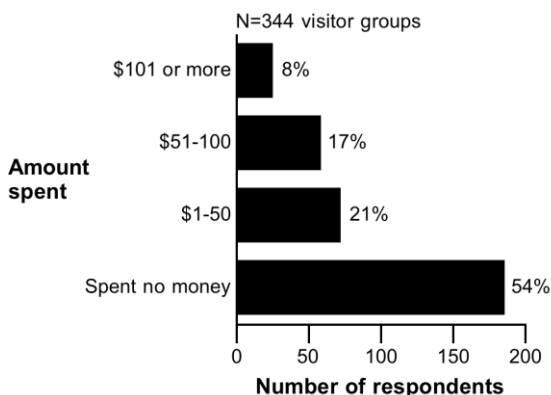
Figure 148:   Expenditures for gas and oil inside the park

Fishing/boating

- 70% of visitor groups did not spend any money on other fishing/boating inside the park (see Figure 149).

- 11% spent $1 - $50.

N=292 visitor groups
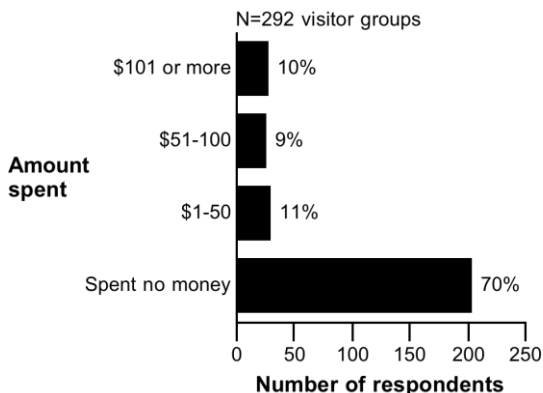
Figure 149:   Expenditures for fishing/ boating inside the park

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

Trail rides

- 95% of visitor groups did not spend any money on trail rides inside the park (see Figure 150).

- 4% spent $1 - $100.

N=255 visitor groups*

Amount Spent	
$101 or more	2%
$1-100	4%
Spent no money	95%

Number of respondents

Figure 150:   Expenditures for trail rides inside the park

Admission, recreation, entertainment fees

- 29% of visitor groups did not spend any money on admission, recreation, entertainment fees inside the park (see Figure 151).

- 31% spent $1 - $25.

N=333 visitor groups

Amount spent	
$51 or more	15%
$26-50	12%
$1-25	31%
Spent no money	42%

Number of respondents

Figure 151:   Expenditures for admission, recreation, entertainment fees inside the park
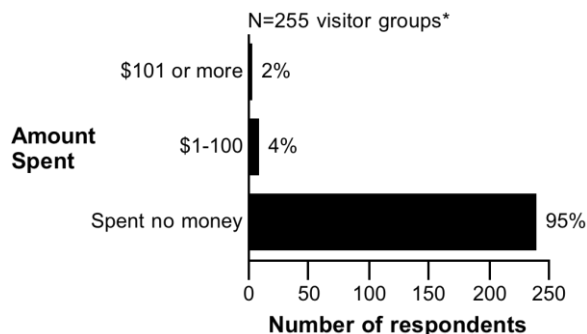
All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)

- 42% of visitor groups did not spend any money on other purchases inside the park (see Figure 152).

- 26% spent $26 - $50.

N=386 visitor groups

Amount spent	
$51 or more	25%
$26-50	26%
$1-25	20%
Spent no money	29%

Number of respondents
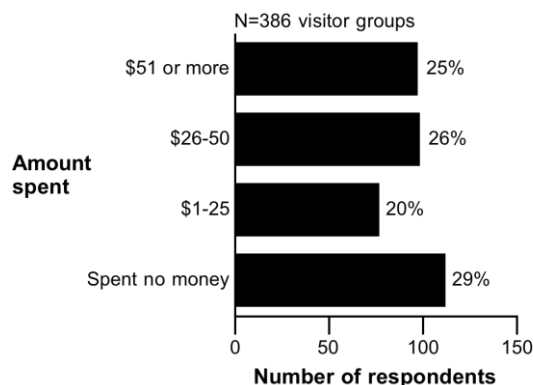
Figure 152:   Expenditures for all other purchases inside the park

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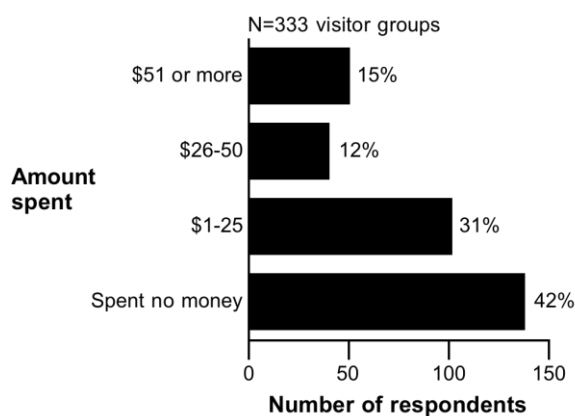**total percentages do not equal 100 because visitors could select more than one answer

Expenditures outside the park

Question 18b
Please list your personal group's total expenditures in the area outside the park (within 100 miles).

Results

- 33% spent $1001 or more.

- 31% spent between $251 and $750.

- 24% of visitor groups spent $1 - $250 (see Figure 153).

- The average visitor group expenditure outside the park was $1202.

- The median expenditure (50% of groups spent more and 50% of groups spent less) was $577.

- Average total expenditure per person (per capita) was $407.

- As shown in Figure 154, the largest proportions of total expenditures outside the park were:

      45% Lodges/hotel/motel/ B&B/cabins
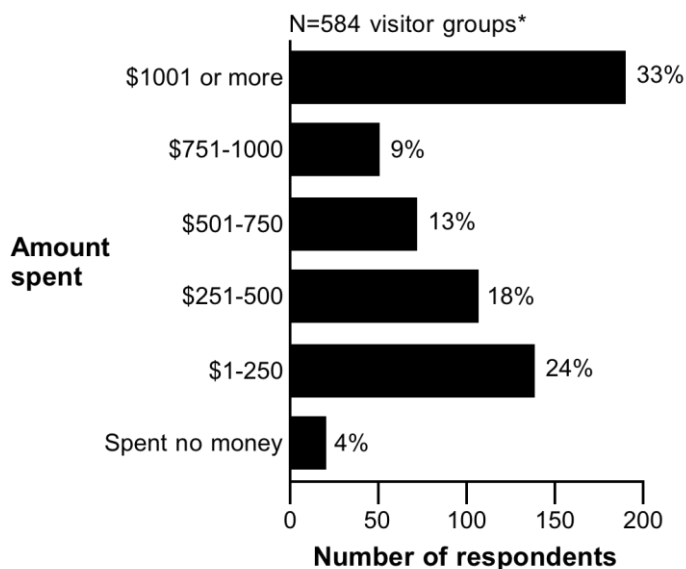   16% Restaurants and bars

Figure 153:   Total expenditures outside the park
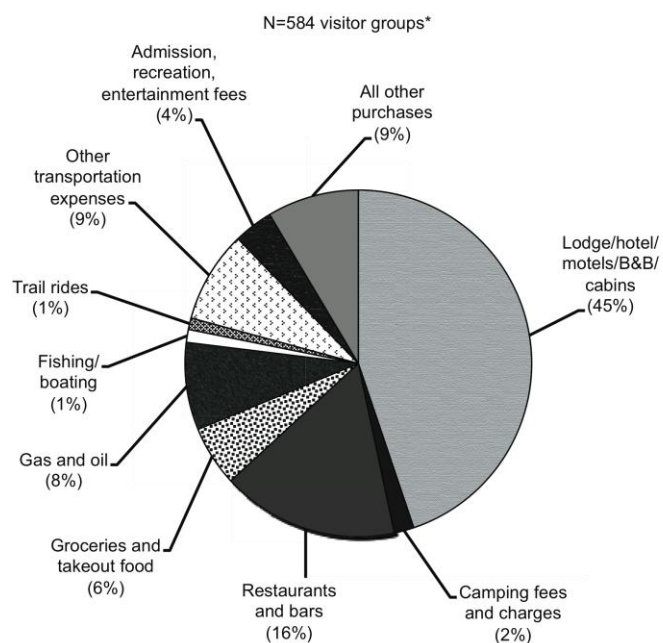
Figure 154:   Proportions of total expenditures outside the park

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

Lodge/hotel/motel/bed & breakfast/cabins

- 30% of visitor groups spent $601 or more on lodging outside the park (see Figure 155).

- 21% did not spend any money.

N=444 visitor groups

Amount spent

$601 or more	30%
$401-600	12%
$201-400	19%
$1-200	18%
Spent no money	21%

Number of respondents
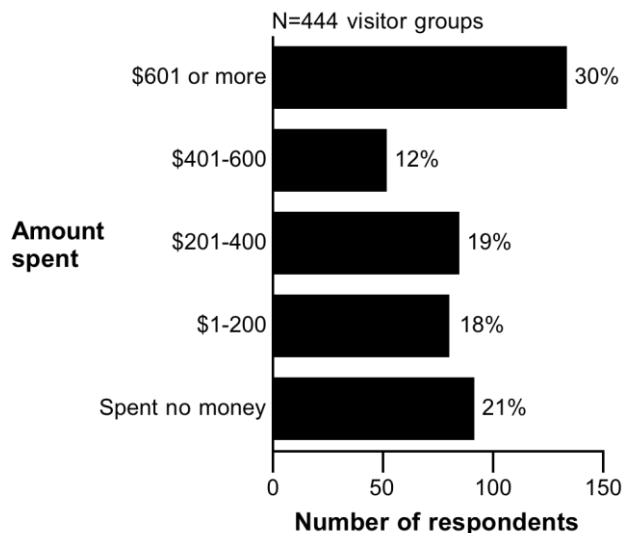
Figure 155:   Expenditures for lodging outside the park

Camping fees and charges

- 63% of visitor groups did not spend any money on camping fees and charges outside the park (see Figure 156).

- 16% spent $1 - $50.

N=293 visitor groups

Amount spent

$101 or more	12%
$51-100	9%
$1-50	16%
Spent no money	63%

Number of respondents

Figure 156:   Expenditures for camping fees and charges outside 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

Restaurants and bars

- 42% of visitor groups spent $151 or more on restaurants and bars outside the park (see Figure 157).

- 21% spent $1 - $50.

N=470 visitor groups*
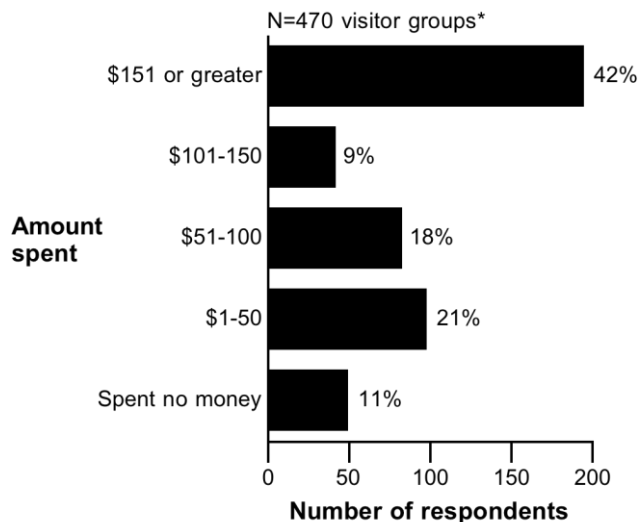
Figure 157: Expenditures for restaurants and bars outside the park

Groceries and takeout food

- 40% of visitor groups spent $1 - $50 on groceries and takeout food outside the park (see Figure 158).

- 23% spent $101 or more.

N=409 visitor groups
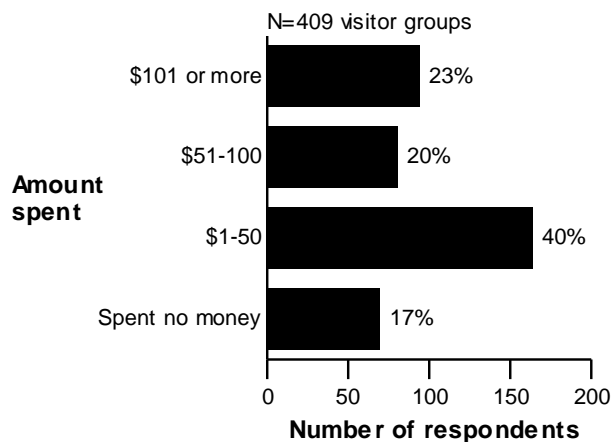
Figure 158: Expenditures for groceries and takeout food outside the park

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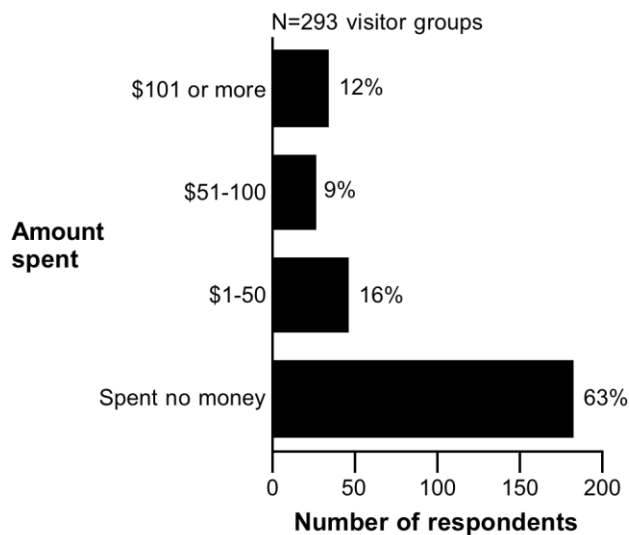**total percentages do not equal 100 because visitors could select more than one answer

Gas and oil (auto, RV, boat, etc.)

- 57% of visitor groups spent $1-$100 on gas and oil outside the park (see Figure 159).

- 22% spent $101 - $200.

N=477 visitor groups

Amount spent	Number of respondents
$201 or more	13%
$101-200	22%
$1-100	57%
Spent no money	8%

Figure 159:   Expenditures for gas and oil outside the park

Fishing/boating

- 79% of visitor groups spent no money on fishing/boating outside the park (see Figure 160).

- 13% spent $51 or more.

N=248 visitor groups

| Amount spent	Number of respondents
$51 or more	13%
$1-50	8%
Spent no money	79%

Figure 160:   Expenditures for fishing/boating/ outside 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

Trail rides

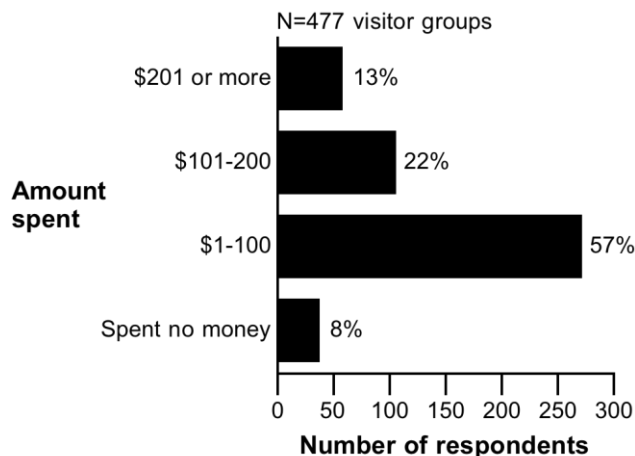- 84% of visitor groups spent no money on trail rides outside the park (see Figure 161).

N=243 visitor groups

$101 or more   10%

Amount
spent $1-100   6%

Spent no money   84%

0   50   100   150   200   250
Number of respondents

Figure 161:   Expenditures for trail rides outside the park

Other transportation expenses (including rental cars, taxis, auto repairs, but not including airfare)

- 58% of visitor groups did not spend any money on other transportation outside the park (see Figure 162).

- 22% spent $401 or more.

N=270 visitor groups

$401 or more   22%

Amount
spent $1-400   20%

Spent no money   58%

0   50   100   150   200
Number of respondents

Figure 162:   Expenditures for other transportation expenses outside the park

Admission, recreation, entertainment fees

- 46% of visitor groups did not spend any money on admission, recreation, entertainment fees outside the park (see Figure 163).

- 25% spent $1 - $50.

N=320 visitor groups

$101 or more   16%

$51-100   13%

Amount
spent $1-50   25%

Spent no money   46%

0   50   100   150
Number of respondents
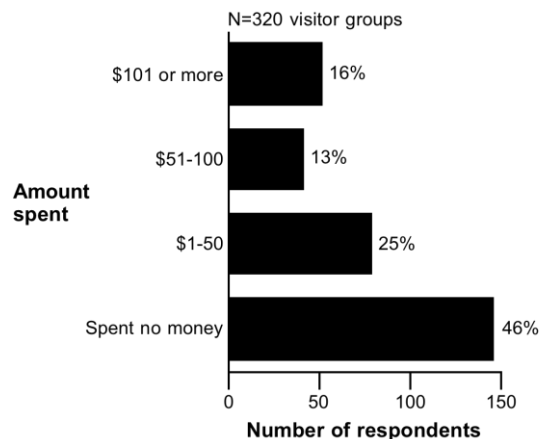
Figure 163:   Expenditures for admission, recreation, entertainment fees outside the park

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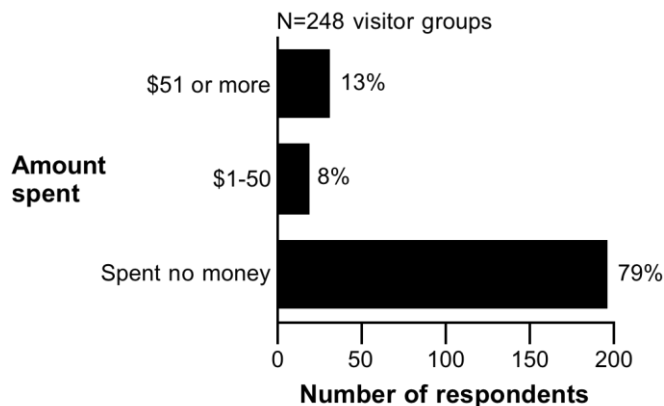**total percentages do not equal 100 because visitors could select more than one answer

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

- 33% of visitor groups spent $101 or more on other purchases outside the park (see Figure 164).
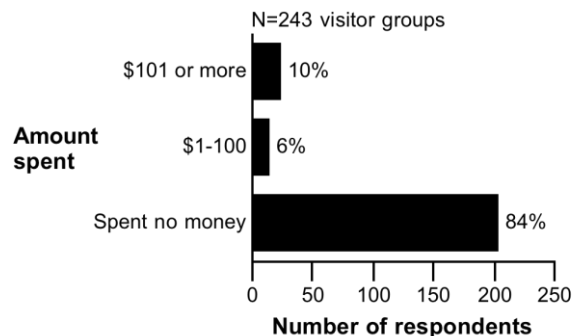
- 26% spent $1 - $50.
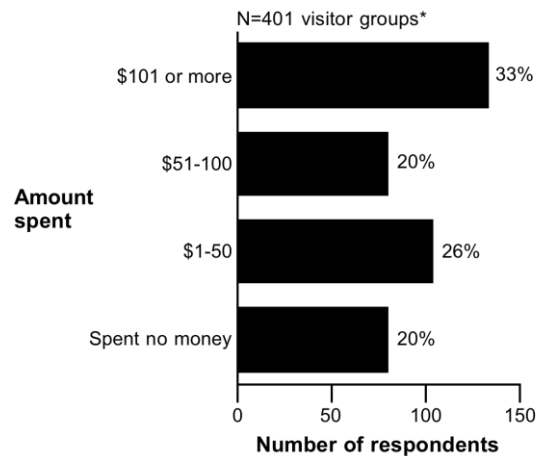
Figure 164:   Expenditures for all other purchases outside the park

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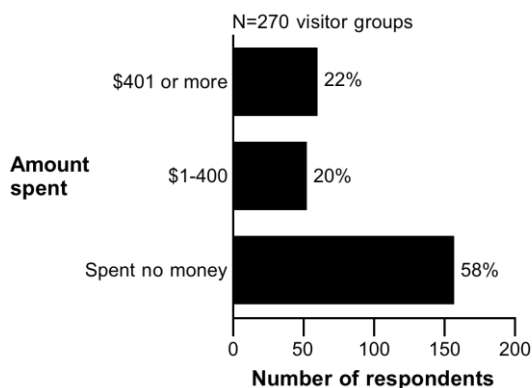**total percentages do not equal 100 because visitors could select more than one answer

118

Overall Quality

Question 17
Overall, how would you rate the quality of the visitor facilities, services, and recreational opportunities provided to you and your personal group at Grand Teton National Park during this visit?

Results

- 96% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as "very good" or "good" (see Figure 165).

- Less than 1% rated the overall quality of facilities, services, and recreational opportunities as "very poor" or "poor."

N=668 visitor groups*

Rating

Very good — 58%
Good — 38%
Average — 4%
Poor — <1%
Very poor — 0%

Number of respondents
0   100   200   300   400
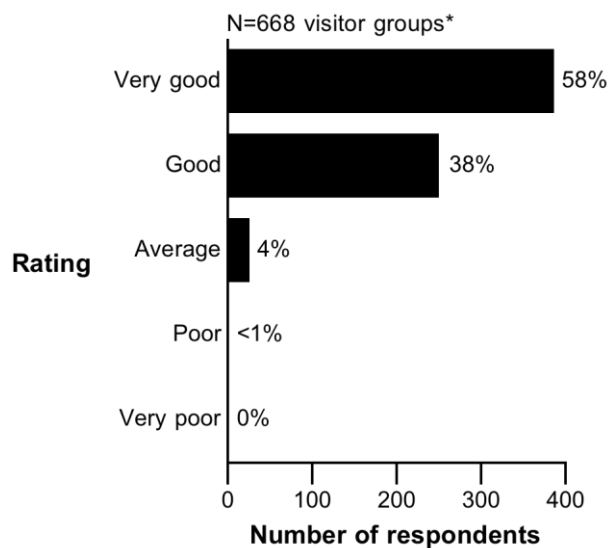
Figure 165:   Overall quality rating of facilities, services, and recreational opportunities

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Visitor Comments

Proposals for the future

Question 26
  If you were a manager planning for the future of Grand Teton National Park, what would you propose? Please be specific.

Results
- 53% of visitor groups (N=391) responded to this question.

- Table 27 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 27: Proposals for the future
N=563 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers should more visible	4
Rangers need more customer service training	2
Other comments	5
INTERPRETIVE SERVICES	
More ranger-guided hikes/programs	10
More backcountry/hiking information	4
Educate visitors about bears	3
List suggested activities/itineraries	3
More education on native species	3
More information about wildlife viewing	3
Signs/exhibits in other languages	3
Continue excellent ranger programs	2
Encourage low-impact visitation	2
Improve trailhead brochures	2
Increase roadside exhibits	2
More geology exhibits	2
Other comments	18
FACILITIES/MAINTENANCE	
Add bike paths/dedicated bike lanes	26
Improve roads	10
Add pullouts/ turn-offs	8
Increase Jenny Lake parking	8
Maintain the roads	7
Add restrooms	6
Better signage to turnoffs	6
Improve trails	6
More trails	6
Add recycling facilities	5
Do not expand/develop more roads	5

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

Table 27: Proposals for the future
(continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (continued)	
Improve bike paths	5
Improve wildlife viewing areas	5
Improve/pave Moose-Wilson road	5
Keep the park clean	5
Add a road into the mountains	4
Continue maintenance	4
Improve/increase signs	4
Improve trail/trailhead signs	3
Keep facilities clean/maintained	3
Need easier/accessible trails	3
Place RV campsites separate from non-RV	3
Cleaner restrooms needed	2
Do not expand/develop more trails	2
Improve directional signs	2
Increase picnic areas	2
Increase maintenance	2
Increase parking	2
Increase trailhead parking	2
Increase/improve guard rails	2
More paved roads	2
Preserve historic buildings	2
Other comments	46
POLICY/MANAGEMENT	
Keep it natural	26
Preserve the park	23
Institute park shuttle/bus system	18
Keep it as it is	15
Increase marketing/advertising of the park	12
Control/enforce traffic speed	10
Less commercial development	8
Reduce traffic	8
Keep the park undeveloped	6
Less private development	6
Keep it wild	5
Limit visitation to avoid crowding	5
Eliminate private vehicles	4
Better crowd management	3
Need separate entrance gate for pass holders	3
Reduce number of RV's	3
Allow pets on leash throughout park	2

Table 27: Proposals for the future
(continued)

Comment	Number of times mentioned
POLICY/MANAGEMENT (continued)	
Limit noise levels	2
Limit tour buses	2
Make fishing more accessible	2
Manage Grand Teton/Yellowstone as one park	2
Park buildings should be "green"	2
Prohibit motorized boating	2
Prohibit snowmobiles	2
Provide alternative transportation	2
Other comments	40
RESOURCE MANAGEMENT	
Protect wildlife	17
Maintain/protect air and water quality	7
Increase wildlife	6
Control mosquitoes	3
Protect vegetation	3
Control grizzly bears	2
Control invasive species	2
Protect native species	2
Remove burned/dead trees	2
Other comments	6
CONCESSION SERVICES	
Add showers to campground	8
More food services	8
Increase lodging	6
Increase RV campgrounds	5
Lower prices for all services	4
Allow campground reservations	3
Place RV campsites separate from non-RV	3
Add cabin/kitchenette lodging	2
Add wilderness cabins	2
Lower prices for lodging	2
More lodging information needed	2
Upgrade tent cabins	2
Other comments	16
GENERAL COMMENTS	
Good as it is	10
Good job	5
Enjoyed visit	2
Needed more time	2
Other comments	13

Additional comments

Question 27
>   Is there anything else you and your personal group would like to tell us about your visit to Grand Teton NP?

Results
- 54% of visitor groups (N=398) responded to this question.

- Table 28 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 28: Additional comments
N=563 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Park staff was great	25
Staff was helpful	5
Rangers were knowledgeable	3
Park staff made the experience positive	2
Other comments	4
INTERPRETIVE SERVICES	
Better information and maps for points of interest	3
Provide information to visitors entering the park	3
Allow more guided hikes	2
Enjoyed the ranger-led walk/programs	2
Map and newspaper facilitated the visit	2
Other comments	29
FACILITIES/MAINTENANCE	
Like the new visitor center	9
The park was clean	7
Building a bike trail is a great idea	4
Roads need improvement	4
Trails were nice	4
Signage was nice	3
Signal Mountain Tunnel road was closed	3
Restrooms were poorly maintained	2
Add more pull-off areas	1
Other comments	27
POLICY/MANAGEMENT	
Keep up the good work	7
Preserve the park	4
Easier backcountry permits	3
Enforce speed limit	3
Keep the park as it is	3

Table 28: Additional comments
(continued)

Comment	Number of times mentioned
POLICY/MANAGEMENT (continued)	
Do not charge for showers	2
Park is too commercialized	2
Other comments	15
RESOURCE MANAGEMENT	
Could not see much wildlife	4
Poor air quality because of smoke	4
Other comments	5
CONCESSION SERVICES	
Lodges are expensive	3
Concession staff was great	2
Enjoyed the stay at park lodges	2
Food services were good	2
Other comments	9
GENERAL COMMENTS	
It was beautiful	107
Enjoyed the visit	79
Love the park	36
Beautiful scenery	19
Did not have much time	13
Thank you	13
Will return	12
Other comments	9
Just driving through the park	8
You are doing a great job	6
Great views	5
Liked hiking	5
The park was crowded	4
Noise from airplanes affected experience	3
Activities were great	2
The park is unsafe	2
Other comments	11

APPENDICES

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

Colter Bay visitors

Table 29: Colter Bay visitors only: Total length of visit to the park

Length of stay		N	%
Day use only			
Up to 1 hour		7	5
More than 1 hour to 2 hours		12	9
More than 2 hours to 3 hours		16	12
More than 3 hours to 4 hours		17	13
More than 4 hours to 5 hours		14	11
More than 5 hours to 6 hours		13	10
More than 6 hours but less than 24 hours		50	39
	Total	129	99*
Overnight visitors			
One day		22	11
Two days		68	34
Three days		42	21
Four days		26	13
Five or more days		40	20
	Total	198	99*

*total percentages do not equal 100 due to rounding

Table 30: Colter Bay visitors only: Sites visited

Sites visited	N	%
Jenny Lake	269	78.89
Moose	198	58.06
Colter Bay	341	100.00
Flagg Ranch	78	22.87
String Lake	86	25.22
Signal Mountain Summit Road	71	20.82
Signal Mountain Lodge/Marina/Campground	67	19.65
Jackson Lake Lodge	179	52.49
Cunningham Cabin	41	12.02
Menor's Ferry and Chapel	41	12.02
Snake River	192	56.30
Antelope Flats/Kelly Road	81	23.75
Moose-Wilson Road	120	35.19
Two Ocean/Emma Matilda Lakes	17	4.99
Laurance S. Rockefeller Preserve	55	16.13
Other	35	10.26
Total	341	

Table 31: Colter Bay visitors only: Activities participated in at park locations

Activities	All park locations		Moose		Colter Bay		Jenny Lake		All other locations	
	N	%	N	%	N	%	N	%	N	%
Attending ranger-led tours/ programs	28	12	3	1	30	11	7	3	12	5
Bicycling	19	8	5	2	12	4	9	3	8	3
Boating on lakes	54	23	1	<1	30	11	45	18	12	5
Camping	61	26	1	<1	53	19	7	3	23	9
Climbing	15	6	0	0	1	<1	11	4	7	3
Floating the Snake River	38	16	28	14	2	1	1	<1	18	7
Hiking/walking	147	62	28	14	85	30	148	59	97	39
Horseback riding	9	4	0	0	1	<1	5	2	7	3
Picnicking	81	34	7	3	40	14	33	13	60	24
Shopping in park bookstores	108	45	58	28	99	35	51	20	52	21
Other shopping	62	26	17	8	65	23	30	12	49	20
Viewing roadside exhibits	125	52	75	37	92	33	91	36	123	49
Viewing scenery/scenic drive	195	82	147	72	177	63	186	74	207	82
Viewing wildlife/nature study/ birdwatching	125	52	85	42	106	38	102	40	149	59
Visiting visitor centers/ museums	131	55	93	46	127	46	74	29	68	27
Other	29	12	4	2	11	4	5	2	12	5
Total	239		204		279		253		251	

Colter Bay and Moose visitors

Table 32: Site visited looking at Moose and Colter Bay specifically

Site	N	%
Moose only	3	<1%
Moose and Colter Bay only	3	<1%
Moose and other sites (not Colter Bay)	126	18%
Colter Bay only	13	2%
Colter Bay and other sites (not Moose)	130	18%
Colter Bay and Moose and other sites	195	28%
All other sites but not Moose nor Colter Bay	234	33%

Travel patterns

Table 33: Travel patterns – all visitors (questions 10d and 10e)

From (entry route)	To (exit route)	N	%
East	East	10	2
	North	10	2
	South	6	1
	West	3	1
North	East	19	4
	North	66	14
	South	110	23
	West	19	4
South	East	8	2
	North	86	18
	South	86	18
	West	8	2
West	East	3	1
	North	14	3
	South	6	1
	West	22	5
Total		476	101*

*total percentages do not equal 100 due to rounding

Visitor centers used

Table 34: Use of visitor centers inside the park
N=660

	N	%
Did not visit/use any visitor nor information center	228	35
Visitors who visited only one visitor center/information center		
CTDVC only	54	8
Jenny Lake VC only	77	12
Colter Bay VC only	51	8
Flagg Ranch IS only	18	3
LSR VC only	16	2
Visitors who visited two visitor centers/information centers		
CTDVC and Jenny Lake	32	5
CTDVC and Colter Bay	16	2
CTDVC and Flagg Ranch	6	1
CTDVC and LSR	14	2
Jenny Lake and Colter Bay	36	5
Jenny Lake and Flagg Ranch	12	2
Jenny Lake and LSR	4	<1
Colter Bay and Flagg Ranch	7	1
Colter Bay and LSR	3	<1
Flagg Ranch and LSR	1	<1
Visitors who visited three visitor centers/information centers		
CTDVC, Jenny Lake, and Colter Bay	25	4
CTDVC, Flagg Ranch, and Colter Bay	5	1
CTDVC, LSR, and Colter Bay	6	1
Jenny Lake, Flagg Ranch and Colter Bay	8	1
Jenny Lake, LSR and Colter Bay	2	<1
Jenny Lake, LSR and Flagg Ranch	1	<1
CTDVC, Jenny Lake and Flagg Ranch	2	<1
CTDVC, Jenny Lake, and LSR	9	1
CTDVC, Flagg Ranch, and LSR	1	<1
Colter Bay, Flagg Ranch and LSR	1	<1
Visitors who visited four visitor centers/information centers		
CTDVC, Jenny Lake, Flagg Ranch and LSR	1	<1
CTDVC, Flagg Ranch, LSR and Colter Bay	0	0
CTDVC, Jenny Lake, Flagg Ranch, and Colter Bay	10	2
Jenny Lake, Flagg Ranch, Colter Bay and LSR	1	<1
CTDVC, Jenny Lake, LSR and Colter Bay	9	1
Visitors who visited all five visitor centers/information centers		
Used all 5 information centers	4	<1
Visitors who visited CTDVC	194	29
Visitors who visited Colter Bay Visitor Center	184	28
Visitors who did not visit neither site	357	54
Visitors who visited both Colter Bay and CTDVC	75	11

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

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman, 2007; Stoop 2004). In this study, group type, group size and age of the group member (at least 16 years old) completing the survey were three variables that were used to check for non-response bias.

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

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

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

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

Table 2 shows no significant difference in group type.

As shown in Table 3, the p-value for respondent/non-respondent group size test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. Thus, non-response bias for group size is judged to be insignificant. However, the p-value for respondent/non-respondent age test is less than 0.05 indicating significant age differences between respondents and non-respondents. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. In the Grand Teton National Park survey, 99 respondents reported to be the older person in the

group rather than the person who accepted the survey at the park to be the person who completed the survey. Therefore, non-response bias is judged to be insignificant.

References
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Dey, E.L. (1997) Working with Low Survey Response Rates: The Efficacy of Weighting Adjustment. *Research in Higher Education*, 38(2): 215-227.
Dillman D. A. (2007) *Mail and Internet Surveys: The Tailored Design Method*, *Updated version with New Internet, Visual, and Mixed-Mode Guide*, 2nd Edition, New York: John Wiley and Sons, Inc.
Dillman D. A. and Carley-Baxter L. R. (2000) *Structural determinants of survey response rate over a 12-year period*, 1988-1999, Proceedings of the section on survey research methods, 394-399, American Statistical Association, Washington, D.C.
Goudy, W. J. (1976) Non-response Effect on Relationships Between Variables. *Public Opinion Quarterly*. Vol 40 (3): 360-369.
Mayer C. S. and Pratt Jr. R. W. (Winter 1966-Winter 1967) A Note on Non-response in a Mail Survey. *Public Opinion Quarterly*. Vol 30 (4): 637-646.
Salant, P. and Dillman, D. A. (1994) *How to Conduct Your Own Survey*. U.S.: John Wiley and Sons, Inc.
Stoop, I. A. L. (2004) Surveying Non-respondents. Field Methods, 16 (1): 23.

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)

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

1989 (continued)

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

1990

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

1991

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

1992

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

Visitor Services Project Publications (continued)

1993
54. Belle Haven Park/Dyke Marsh Wildlife Park (spring)
55. Santa Monica Mountains National Recreation Area (spring)
56. Whitman Mission National Historic Site
57. Sitka National Historical Park
58. Indiana Dunes National Lakeshore
59. Redwood National Park
60. Channel Islands National Park
61. Pecos National Historical Park
62. Canyon de Chelly National Monument
63. Bryce Canyon National Park (fall)

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

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

1996
84. Everglades National Park (spring)
85. Chiricahua National Monument (spring)

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

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

1998
101. Jean Lafitte National Historical Park & Park (spring)
102. Chattahoochee River National Recreation Area (spring)
103. Cumberland Island National Seashore (spring)
104. Iwo Jima/Netherlands Carillon Memorials
105. National Monuments & Memorials, Washington, D.C.
106. Klondike Gold Rush National Historical Park, AK
107. Whiskeytown National Recreation Area
108. Acadia National Park

1999
109. Big Cypress National Preserve (winter)
110. San Juan National Historic Site, Puerto Rico (winter)
111. St. Croix National Scenic Riverway
112. Rock Creek Park
113. New Bedford Whaling National Historical Park
114. Glacier Bay National Park & Preserve
115. Kenai Fjords National Park
116. Lassen Volcanic National Park
117. Cumberland Gap National Historical Park (fall)

Visitor Services Project Publications (continued)

2000
118. Haleakala National Park (spring)
119. White House Tour and White House
      Visitor Center (spring)
120. USS Arizona Memorial
121. Olympic National Park
122. Eisenhower National Historic Site
123. Badlands National Park
124. Mount Rainier National Park

2001
125. Biscayne National Park (spring)
126. Colonial National Historical Park
      (Jamestown)
127. Shenandoah National Park
128. Pictured Rocks National Lakeshore
129. Crater Lake National Park
130. Valley Forge National Historical Park

2002
131. Everglades National Park (spring)
132. Dry Tortugas National Park (spring)
133. Pinnacles National Monument (spring)
134. Great Sand Dunes National Park &
      Preserve
135. Pipestone National Monument
136. Outer Banks Group (Cape Hatteras
      National Seashore, Ft. Raleigh National
      Historic Site, and Wright Brothers
      National Memorial)
137. Sequoia & Kings Canyon National Parks
      and Sequoia National Forest
138. Catoctin Mountain Park
139. Hopewell Furnace National Historic Site
140. Stones River National Battlefield (fall)

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

2003 continued
151. Mojave National Preserve (fall)

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

2005
163. Congaree National Park (spring)
164. San Francisco Maritime National Historical
      Park (spring)
165. Lincoln Home National Historic Site
166. Chickasaw National Recreation Area
167. Timpanogos Cave National Monument
168. Yosemite National Park
169. Fort Sumter National Monument
170. Harpers Ferry National Historical Park
171. Cuyahoga Valley National Park
172. Johnstown Flood National Memorial
173. Nicodemus National Historic Site

2006
174. Kings Mountain National Military Park
      (spring)
175. John Fitzgerald Kennedy National Historic
      Site
176. Devils Postpile National Monument
177. Mammoth Cave National Park
178. Yellowstone National Park
179. Monocacy National Battlefield
180. Denali National Park & Preserve
181. Golden Spike National Historic Site
182. Katmai National Park and Preserve
183. Zion National Park (spring and fall)

Visitor Services Project Publications (continued)

2007
184.1. Big Cypress National Preserve (spring)
184.2. Big Cypress National Preserve
      (ORVPermit 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
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)
206. Grand Teton National Park

Visitor Comments Appendix

This section contains complete visitor comments of all open-ended questions and is bound separately from this report due to its size.