August 9, 2018

Mr. Jeff Crawford
Director, Bureau of Air Quality
Maine Department of Environmental Protection
17 State House Station
Augusta, ME 04333

submitted electronically to rulecomments.dep@maine.gov

Dear Mr. Crawford:

I am writing to follow up on the oral and written testimony I submitted on behalf of Friends of Acadia at the July 30, 2018 public hearing on Maine's draft petition to the Environmental Protection Agency to remove most of Maine from the Ozone Transport Region.

At the hearing I was asked to provide the study cited in my testimony that demonstrated that 98% of Acadia's visitors valued clean air, listing it as "extremely important" or "very important." The study is appended to this letter, and you can find the specific reference to clean air on Page 73. If I can help provide additional information, please do not hesitate to contact me at stephanie@friendsofacadia.org or 207-288-3340.

Thank you for considering my testimony.

Sincerely,

Stephanie M. Clement
Conservation Director

cc: David MacDonald, President, Friends of Acadia

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

Visitor Services Project

Acadia National Park
Visitor Study

Summer 2009

University *of* Idaho
A LEGACY OF LEADING

Park Studies Unit
Visitor Services Project
Report 221

Acadia National Park
Visitor Study

Summer 2009

June 2010

Marc F. Manni
Margaret Littlejohn
Steven J. Hollenhorst

Visitor Services Project
Acadia National Park
Report Summary

- This report describes the results of a visitor study at Acadia National Park during August 2-8, 2009. A total of 1,160 questionnaires were distributed to visitor groups. Of those, 854 questionnaires were returned, resulting in an overall 73.6% response rate.

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

- Thirty-seven percent of visitor groups were in groups of two and 33% were in groups of three or four. Seventy-three percent of visitor groups were in family groups.

- United States visitors comprised 94% of total visitation during the survey period, with 15% from Massachusetts, 14% from Maine, and smaller proportions from 39 other states, Washington, D.C., and Puerto Rico. International visitors were from 15 countries and comprised 6% of total visitation, with 55% from Canada, 13% from the Netherlands, 10% from the United Kingdom, and smaller proportions from 12 other countries.

- Sixty-one percent of visitors were visiting the park for the first time in the past five years, 21% visited two or three times and 18% had visited four or more times. Fifty percent were first time visitors, while 31% visited four or more times.

- Fifty-three percent of visitors were ages 36-65 years, 22% were ages 15 years or younger, and 8% were 66 years or older. Seven percent of visitor groups included members with a physical condition, of which 77% reported problems with mobility.

- Most visitor groups (95%) obtained information about the park prior to their visit. Visitor groups most often obtained information about the park through previous visits (58%) and friends/relatives/word of mouth (51%). Most visitor groups (95%) received the information they needed. Twenty-seven percent of visitor groups would likely use electronic devices to obtain park information on a future visit.

- Seventy-two percent of visitor groups stayed overnight on Mount Desert Island. Forty percent visited the park four to seven hours and 42% stayed two to three days. Forty-four percent visited Mount Desert Island two to five hours and 33% stayed two to three days. The average length of stay in the park was 70 hours (2.9 days) and average length of stay on Mount Desert Island was 100.1 hours (4.2 days).

- The most common sites visited by visitor groups were Cadillac Mountain summit (75%) and Jordan Pond House and area (67%). The most common visitor activities were sightseeing/driving for pleasure (83%) and hiking on trails (79%). Nineteen percent attended a ranger-led program.

- The information service and facility most commonly used by visitor groups was the park brochure/map (90%). The most commonly used visitor services and facilities were directional signs outside the park (82%) and restrooms (81%). Eighty-two percent rated the quality of the park website as "very good" or "good."

- Seventy-nine percent of visitor groups were interested in interpretive/ranger-led programs on a future visit. Fifty-three percent were willing to pay a modest fee to attend a program. The most common topics to learn on a future visit were tidal areas (61%) and animals other than birds (59%).

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

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INTRODUCTION

This report describes the results of a visitor study at Acadia National Park, conducted August 2-8, 2009 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

The staff at Acadia National Park describes it: "Acadia National Park, the first national park east of the Mississippi River, was created in 1916 because of its scenic beauty, geology, flora, fauna, and history. The glacially carved coastal and island landscape has long attracted visitors, from the earliest Native Americans to the rusticators of the 19th century to the park visitors of today. Its location in a broad transition zone between northern coniferous and southern deciduous forests and its maritime border contribute to the diversity of plants and animals. Established to provide a national park experience in the heavily populated northeastern U.S., Acadia offers a wide array of outstanding recreation opportunities including scenic drives, rugged hiking trails, and auto-free carriage roads for great bicycling" (Charlie Jacobi, personal communication, April 2010).

Organization of the report

The report is organized into three sections.

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

Section 2: **Results**. This section provides summary information for each question in the questionnaire and also 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 visitor groups.

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

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

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

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%

Number of respondents

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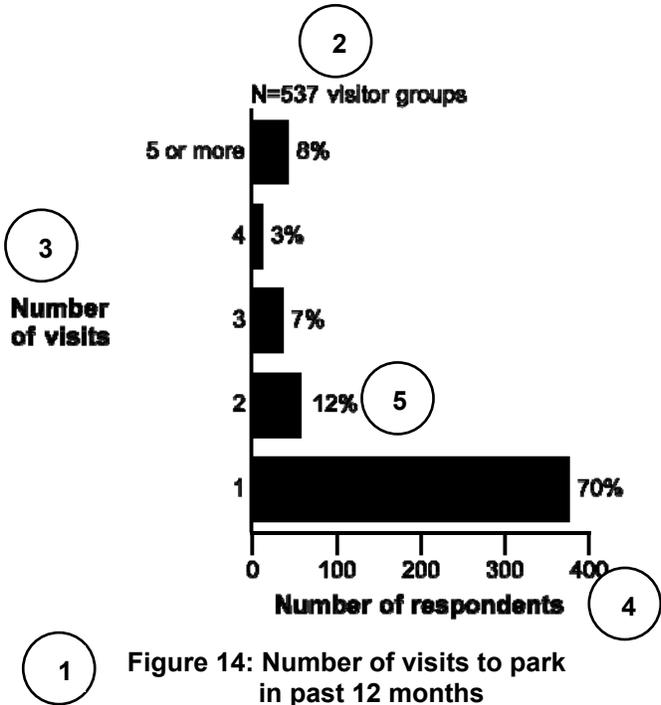
METHODS

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 Acadia NP during August 2-8, 2009. Table 1 shows the 26 locations, number of questionnaires distributed at each location, and the response rate for each location. Visitors were surveyed between the hours of 7 a.m. and 7 p.m. During this survey, 1,252 visitor groups were contacted and 1,160 of these groups (92.7%) accepted questionnaires (average acceptance rate for 205 VSP visitor studies conducted from 1988 through 2008 is 90.9%). Questionnaires were completed and returned by 854 visitor groups resulting in a 73.6% response rate for this study. The average response rate for the 205 VSP visitor studies is 74.2%.

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

	Distributed		Returned	
Sampling site	N_1	%	N_2	%
East front country	**491**	**42%**	**380**	**45%**
Hulls Cove Visitor Center	110	9%	85	10%
Sand Beach	54	5%	40	5%
Sieur de Monts	55	5%	44	5%
Thunder Hole	55	5%	40	5%
Cadillac Summit	109	9%	81	9%
Jordan Pond	108	9%	90	11%
Carriage road trailheads	**146**	**13%**	**109**	**14%**
Eagle Lake	80	7%	59	7%
Brown Mountain	18	2%	14	2%
Duck Brook	30	3%	22	3%
Parkman Mountain	18	2%	14	2%
East trailheads	**145**	**13%**	**99**	**12%**
Bubble Rock	80	7%	58	7%
Cadillac N. Ridge Trailhead	29	3%	15	2%
Tarn Trails	12	1%	9	1%
Norumbega	12	1%	8	1%
Compass Harbor	12	1%	9	1%
West front country	**192**	**17%**	**123**	**15%**
Echo Lake Beach	96	8%	56	7%
Bass Harbor Lighthouse	96	8%	67	8%
West trailheads	**126**	**11%**	**98**	**12%**
Ship's Harbor	20	2%	17	2%
Wonderland	20	2%	14	2%
Acadia Mountain	39	3%	30	4%
Gilley Field	12	1%	9	1%
Beech Mountain	24	2%	19	2%
Valley Cove	11	1%	9	1%
Campgrounds	**40**	**3%**	**29**	**4%**
Blackwoods Campground	20	2%	15	2%
Seawall Campground	20	2%	14	2%
Wildwood Stables	**20**	**2%**	**16**	**2%**
Total	1,160	100	854	104*

*total percentages do not equal 100 due to rounding

Questionnaire design

The Acadia NP 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 Acadia NP. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Acadia 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 who provided a valid mailing address (see Table 2). Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

Table 2: Follow-up mailing distribution

Mailing	Date	U.S.	International	Total
Postcards	August 24, 2009	1,058	82	1,140
1st Replacement	September 8, 2009	484	51	535
2nd Replacement	September 28, 2009	420	0	420

Data Analysis

Returned questionnaires were coded and the visitor responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), and a custom designed FileMaker Pro® application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

Limitations

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

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study period of August 2-8, 2009. 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. Temperatures varied from 53°F to 80°F and wind speed was up to 16 miles per hour. No special events occurred in the area that would have affected the type and the amount of visitation to the park.

Checking Non-response Bias

Three variables were used to check non-response bias: respondents' age, travel distance from home to the park, and overall quality rating score. See Appendix 3 for more details of the non-response bias checking procedures.

Tables 3 and 4 show that survey participants who live closer to the park (200 miles or less) and international visitors tend to be less responsive to the survey than people who live further away from the park. Also survey participants in the lower age groups (30 years old or younger) had a much lower response rate (55%) compared to those in higher age groups (71% among 31 to 50 years old and 83% among 51 years or older). This indicates that local and younger visitors may be under-represented.

Table 3: Comparison between respondent and non-respondent point of origin

	Respondent		Non-respondent	
Direct distance from home	N	%	N	%
100 miles or less	100	68	46	33
101 to 200 miles	95	69	42	31
201 to 300 miles	130	77	40	24
301 miles or more	453	78	131	22
International visitors	50	61	32	39

Table 4: Comparison between respondent and non-respondent age

	Respondent		Non-respondent	
Age group	N	%	N	%
Up to 30 years old	84	55	68	45
31-50	393	71	159	29
51 or older	376	83	76	17

Since a satisfaction score cannot be obtained prior to the visit, overall satisfaction was compared across different mailing waves. Table 5 shows that there was no significant difference between the mailing waves. This indicates that overall satisfaction with the park was not a factor that affected the response rate.

Table 5: Comparison of respondents at different mailing waves

Variable	Before postcard	Between postcard and 2nd replacement	After 2nd replacement	p-value (ANOVA)
Overall quality rating (from 1 to 5 scale)	4.67	4.71	4.59	0.117

RESULTS

Group and Visitor Characteristics

Visitor group size

Question 22b
   On this visit, how many people were in your personal group, including yourself?

Results
- 37% of visitors were in groups of two (see Figure 1).

- 33% were in groups of three or four.

- 27% were in groups of five or more.

N=811 visitor groups

Group size

Group size	
6 or more	17%
5	10%
4	22%
3	11%
2	37%
1	3%

Number of respondents
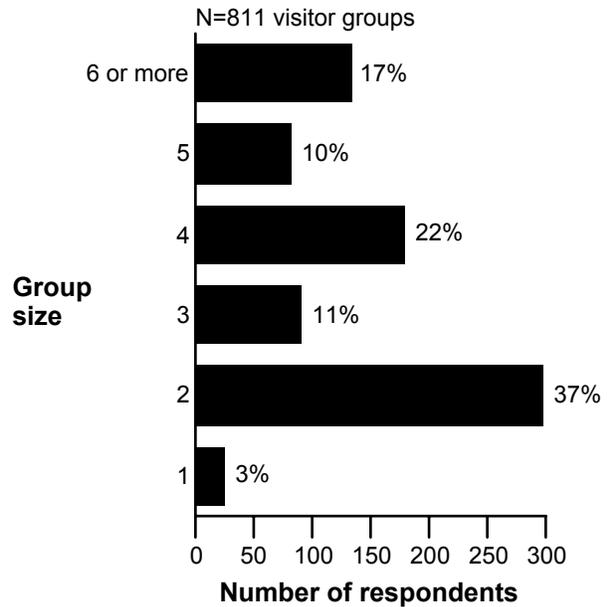
Figure 1: Visitor group size

Visitor group type

Question 22a
   On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?

Results
- 73% of visitor groups were made up of family members (see Figure 2).

- 14% were with friends.

- Less than 1% were with "other" groups, but no group types were specified.

N=833 visitor groups

Group type

Group type	
Family	73%
Family and friends	14%
Friends	9%
Alone	4%
Other	<1%

Number of respondents

Figure 2: Visitor group type

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

Visitors with organized groups

Question 21a
   On this visit were you and your personal group part of a commercial guided tour group?

Results
   • 2% of visitor groups were part of a commercial guided tour group (see Figure 3).

N=782 visitor groups

With commercial guided tour group?

Yes | 2%

No | 98%

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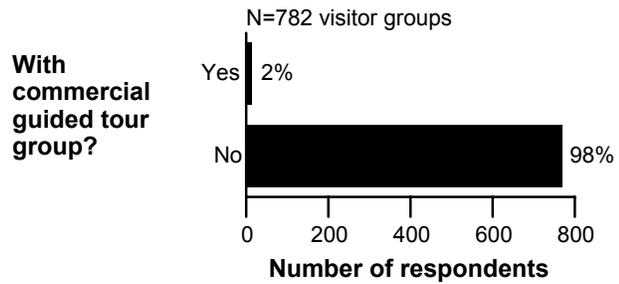
Figure 3: Visitors with a commercial guided tour group

Question 21b
   On this visit were you and your personal group part of a school/ educational group?

Results
   • 1% of visitor groups were part of a school/educational group (see Figure 4).

N=778 visitor groups

With school/ educational group?

Yes | 1%

No | 99%

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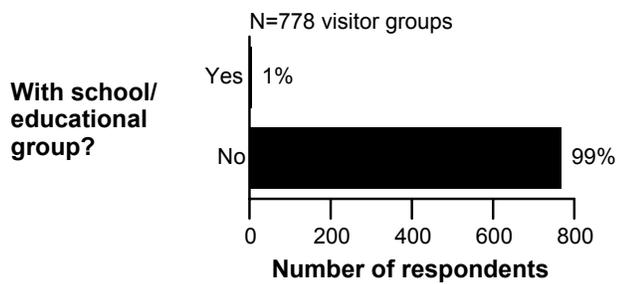
Figure 4: Visitors with a school/educational group

Question 21c
   On this visit were you and your personal group part of an "other" organized group (scouts, work, church, etc.)?

Results
   • 1% of visitor groups were traveling with an "other" organized group (see Figure 5).

N=780 visitor groups

With "other" organized group?

Yes | 1%

No | 99%

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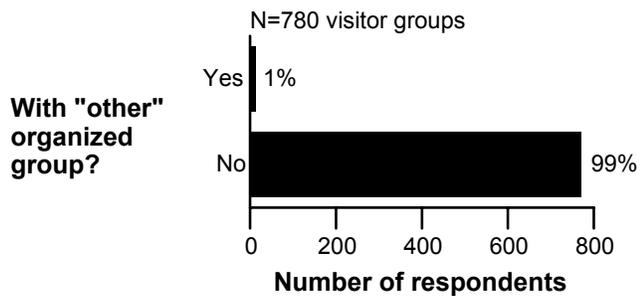
Figure 5: Visitors with an "other" organized group

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

Question 21d
   If you were with one of these organized groups, how many people, including yourself, were in this group?

Results **–** Interpret with **CAUTION!**
   • Not enough visitor groups responded to provide reliable results (see Figure 6).
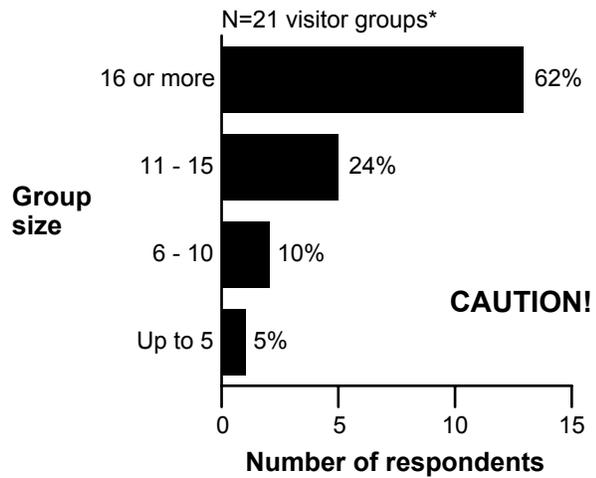
Figure 6: Organized group size

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 41 states, Washington, D.C., and Puerto Rico and comprised 94% of total visitation to the park during the survey period.

- 15% of U.S. visitors came from Massachusetts and 14% were from Maine (see Table 6 and Map 1).

- Smaller proportions of U.S. visitors came from 39 other states, Washington, D.C., and Puerto Rico.

Table 6: United States visitors by state of residence*

State	Number of visitors	Percent of U.S. visitors N=2,567 individuals	Percent of total visitors N=2,732 individuals
Massachusetts	376	15	14
Maine	371	14	14
New York	271	11	10
Pennsylvania	241	9	9
Connecticut	156	6	6
Maryland	141	5	5
New Jersey	131	5	5
New Hampshire	124	5	5
Florida	86	3	3
Virginia	82	3	3
Ohio	69	3	3
Illinois	52	2	2
Michigan	47	2	2
Texas	47	2	2
Vermont	39	2	1
26 other states, Washington, D.C., and Puerto Rico	334	13	12
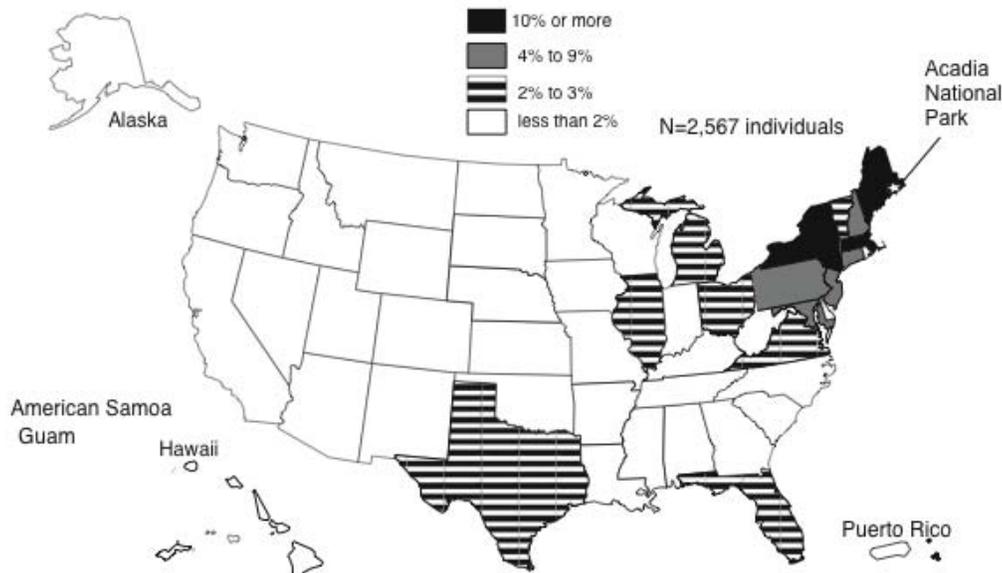
Map 1: Proportions of United States visitors by state of residence
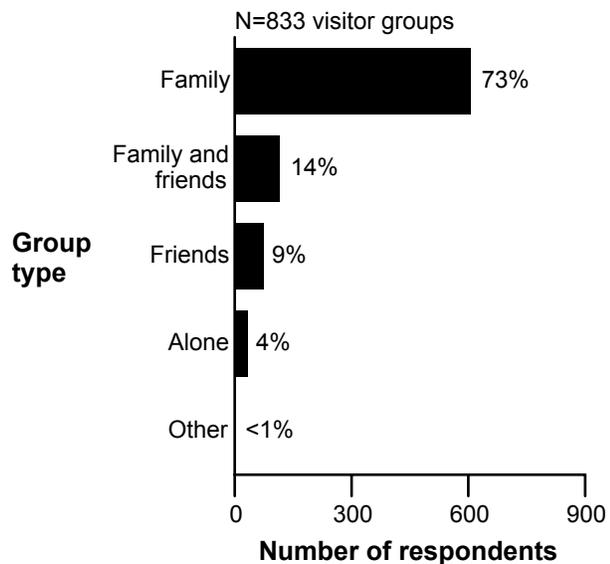
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence

Question 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 15 countries and comprised 6% of total visitation to the park during the survey period (see Table 7).

- 55% of international visitors came from Canada.

- 13% were from the Netherlands.

- 10% were from the United Kingdom.

- Smaller proportions came from 12 other countries.

Table 7: International visitors by country of residence *

| Country	Number of visitors	Percent of international visitors N=165 individuals	Percent of total visitors N=2,732 individuals
Canada	90	55	3
Netherlands	21	13	1
United Kingdom	16	10	1
Germany	13	8	<1
Austria	4	2	<1
Israel	4	2	<1
China	3	2	<1
France	3	2	<1
Australia	2	1	<1
Italy	2	1	<1
Qatar	2	1	<1
Switzerland	2	1	<1
Hungary	1	1	<1
Peru	1	1	<1
Spain	1	1	<1

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

Number of visits in past 5 years

Question 25c

For you and your personal group on this visit, how many times have you visited Acadia National Park in the past 5 years (including this visit)?

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

Results

- 61% of visitors were visiting the park for the first time in the past five years (see Figure 7).

- 21% visited two or three times.

- 18% visited the park four or more times.

N=2938 individuals

Number of visits	
6 or more	7%
5	8%
4	3%
3	9%
2	12%
1	61%

Number of respondents
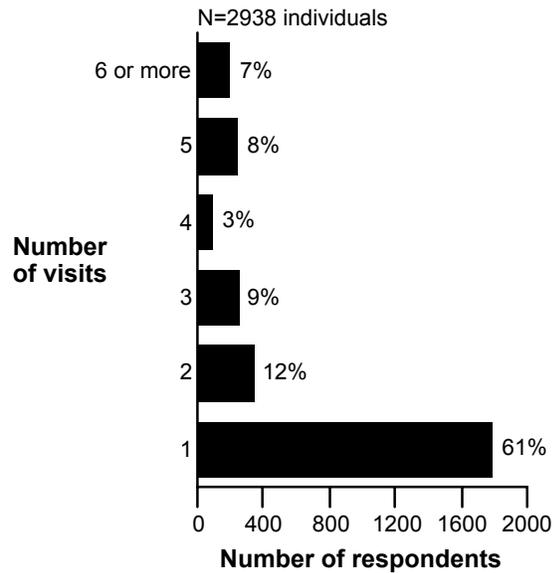
Figure 7: Number of visits to park in past 5 years

Number of visits in lifetime

Question 25d

For you and your personal group on this visit, how many times have you visited Acadia National Park in your lifetime (including this visit)?

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

Results

- 50% of visitors were visiting the park for the first time (see Figure 8).

- 31% visited the park four or more times in their lifetime.

- 19% visited two or three times.

N=2938 individuals

Number of visits	
6 or more	23%
5	4%
4	4%
3	8%
2	11%
1	50%

Number of respondents
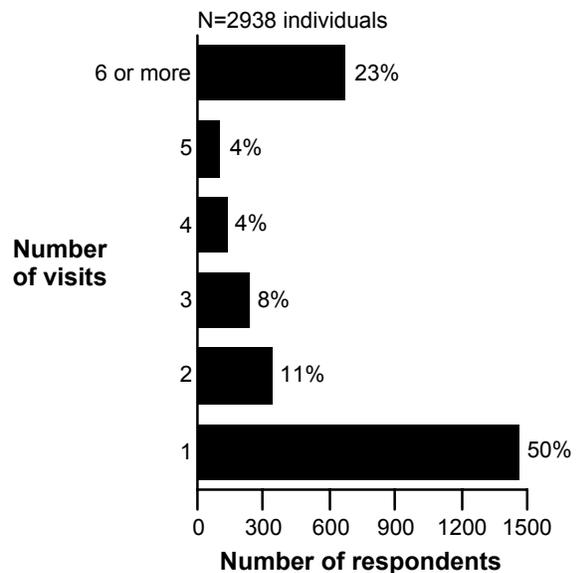
Figure 8: Number of visits to park in lifetime

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

Visitor age

Question 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

- Visitor ages ranged from 1 to 91 years.

- 53% of visitors were in the 36-65 years age group (see Figure 9).

- 22% were 15 years or younger.

- 8% were 66 or older.
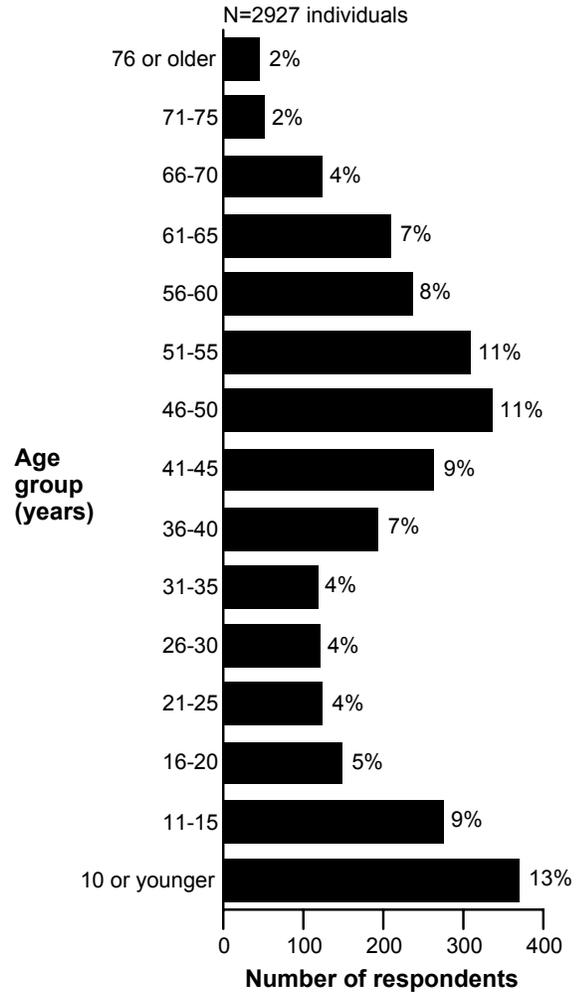
Figure 9: Visitor age

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

Language used for speaking and reading

Question 23a
> When visiting an area such as Acadia National Park, what one language do you and most members of your personal group prefer to use for speaking?

N=827 visitor groups
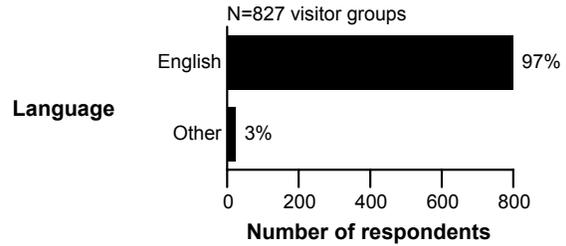
Figure 10: Language preferred for speaking

Results
- 97% visitor groups reported English as their preferred language for speaking (see Figure 10).

- Languages other than English used for speaking are shown in Table 8. Interpret with **CAUTION!**

Table 8: Language used for speaking
N=18 comments
CAUTION!

Language	Number of times mentioned
French	10
Chinese	2
Russian	2
Hebrew	1
Hindi	1
Polish	1
Spanish	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 23b

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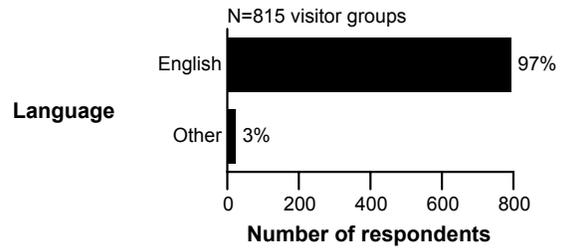
Results

- 97% visitor groups preferred English for reading (see Figure 11).

- Languages other than English used for reading are shown in Table 9. Interpret with **CAUTION!**

N=815 visitor groups

Figure 11: Language preferred for reading

Table 9: Language used for reading
N=14 comments
CAUTION!

Language	Number of times mentioned
French	9
Chinese	3
Hindi	1
Polish	1

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

Visitors with physical conditions

Question 24a

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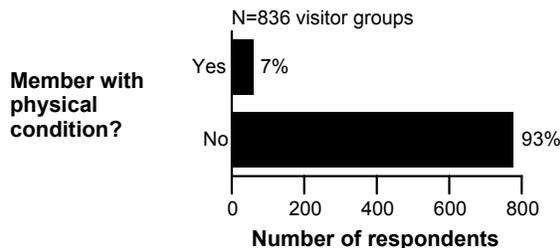
Results

- 7% of visitor groups had members with physical conditions that made it difficult to access or participate in park activities or services (see Figure 12).

N=836 visitor groups

Member with physical condition?

Yes 7%

No 93%

0   200   400   600   800

Number of respondents

Figure 12: Visitor groups that had members with physical conditions

Question 24b

If YES, what services or activities were difficult to access/participate in? (open-ended)

Results

- 44 visitor groups commented on the services and activities that were difficult to access or participate in (see Table 10).

Table 10: Services/activities that were difficult to access/participate in
N=55 comments;
some visitor groups made more than one comment.

| Service	Number of times mentioned
Hiking	10
Hiking trails	5
Walking	7
Stairs	4
Stairs to Sand Beach	4
Biking	3
Climbing	3
Exposure to sun	2
Physical activity due to age	2
Stairs to Hulls Cove Visitor Center	2
Arthritis	1
Food allergies prevented eating at Jordan Pond House Restaurant	1
Handicap parking	1
Handicapped - too far away from the actual site	1
Hearing	1
Ranger-led programs	1
Ship Harbor	1
Slippery rocks at Thunder Hole	1
Stairs to Thunder Hole	1
Stroke history, limits physical stresses	1
Very limited mobility	1
Walking on rocky paths	1
Walking to view Cadillac Summit	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 24c
  Because of the physical condition, what specific problems did the person(s) have?

Results
- Among visitor groups that had members with a physical condition, 77% reported having mobility problems (see Figure 13).

- "Other problems (11%) were:

  Celiac Disease
  Exposure to the sun, skin carcinoma
  Heart condition - with poor cell service we were afraid to go too far
  Learning disability
  Overweight and ill health in general

N=53 visitor groups**

Problem

Mobility 77%
Visual 9%
Hearing 8%
Other 11%

Number of respondents
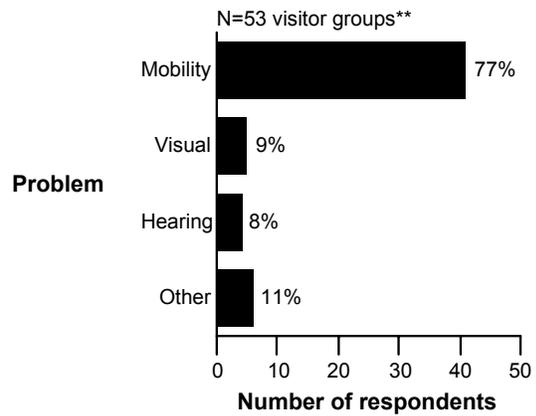
Figure 13: Specific problems due to physical condition

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

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a
Prior to this visit, how did you and your personal group obtain information about Acadia National Park?

Results
- 95% of visitor groups obtained information about Acadia National Park prior to their visit (see Figure 14).

- As shown in Figure 15, among those visitor groups that obtained information about Acadia National Park prior to their visit, the most common sources were:

      58% Previous visits
      51% Friends/relatives/word of
            mouth
      43% Maps/brochures
      43% Park website

- "Other" sources (3%) were:

      Appalachian Mountain Club
      Books
      College of Atlantic Family
         Nature Camp
      Golden Age Passport card
      Jan Poets Travel Agency,
         Netherlands
      Northeast Fire Compact Mt. 9
      Resident of area
      Shore excursion - cruise ship

N=838 visitor groups

Obtained information?

Yes — 95%
No — 5%

Number of respondents
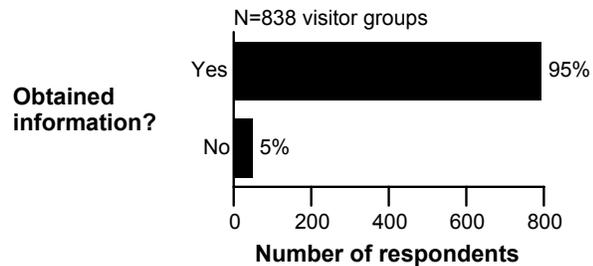
Figure 14: Visitor groups that obtained information about Acadia National Park prior to visit

N=786 visitor groups**

Source

Previous visits — 58%
Friends/relatives/ word of mouth — 51%
Maps/brochures — 43%
Acadia NP website — 43%
Travel guides/ tour books — 39%
Other websites — 20%
Newspaper/magazine articles — 9%
Chamber of commerce/ visitors bureau/ state welcome center — 8%
Inquiry to park via phone/mail/email — 6%
Maine State Tourism Center along I-95 — 5%
Television/radio programs/videos — 2%
School class/program — 1%
Other — 3%

Number of respondents

Figure 15: Sources of information used by visitor groups prior to visit

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

Question 1c
  From the sources you used prior to this visit, did you and your personal group receive the type of information about the park that you needed?

N=752 visitor groups

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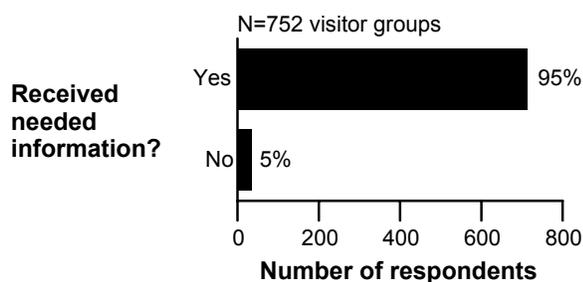
Figure 16: Visitor groups that received needed information prior to their visit

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

Question 1d
  If NO, what type of park information did you and your personal group need that was not available? (open-ended)

Results **–** Interpret with **CAUTION!**
  • 26 visitor groups listed information they needed, but was not available (see Table 11).

Table 11: Needed information
N=38 comments;
some visitor groups made more than one comment.
CAUTION!

Type of information	Number of times mentioned
Detailed trail information/maps (distance, difficulty, terrain)	7
Maps	2
Places to stay	2
Best trail	1
Better descriptions of campgrounds	1
Better descriptions of distances	1
Better descriptions of facilities	1
Books	1
Comprehensive listing of private campgrounds	1
Entrance fees	1
If walk-in sites existed in Blackwoods Campground	1
Information on Birch Tree forest	1
Information on one-way roads in the park	1
It was not clear that showers were not in the campground	1
Location of start of Beehive trail	1
Park brochure	1
Park policies	1
Prices for local restaurants	1
Pricing	1
Rated lodging	1
Reservation information for Seawall campsites	1
Specific exits on map	1
Specific hiking opportunities	1
Topographical information for bike/carriage trails	1

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

Table 11: Needed information
(continued)

Type of information	Number of times mentioned
Trails suitable/unsuitable for dogs	1
Transportation	1
Updated books	1
Website needs maps and trail information	1
Where to fish from ocean or Somes Sound	1
Where to kayak or canoe	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 ratings of information sources

Question 1b
> For only those sources of
> information you 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 17 shows the combined proportions of "extremely important" and "very important" ratings for information sources that were rated by 30 or more visitor groups.

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

  > 81% Previous visits
  > 72% Park website

- Figures 18 to 30 show the importance ratings for each source of information.

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

  > 10% Maine State Tourism Center along Interstate 95

N=number of visitor groups that rated each source of information

Source	
Previous visits	81%, N=341
Acadia NP website	72%, N=260
Friends/relatives/ word of mouth	64%, N=305
Maine State Tourism Center along I-95	63%, N=30
Maps/brochures	62%, N=267
Inquiry to park via phone/mail/email	61%, N=34
Chamber of commerce/ visitors bureau/state welcome center	59%, N=47
Travel guides/ tour books	59%, N=239
Other websites	56%, N=122
Newspaper/magazine articles	39%, N=53

Proportion of respondents

Figure 17: Combined proportions of "extremely important" and "very important" ratings of information sources

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

N=341 visitor groups

Rating	
Extremely important	51%
Very important	30%
Moderately important	9%
Somewhat important	5%
Not important	5%

Number of respondents

Figure 18: Importance of previous visits

N=305 visitor groups*

Rating	
Extremely important	29%
Very important	35%
Moderately important	19%
Somewhat important	12%
Not important	4%

Number of respondents

Figure 19: Importance of friends/relatives/ word of mouth

N=239 visitor groups

Rating	
Extremely important	16%
Very important	43%
Moderately important	27%
Somewhat important	10%
Not important	4%

Number of respondents
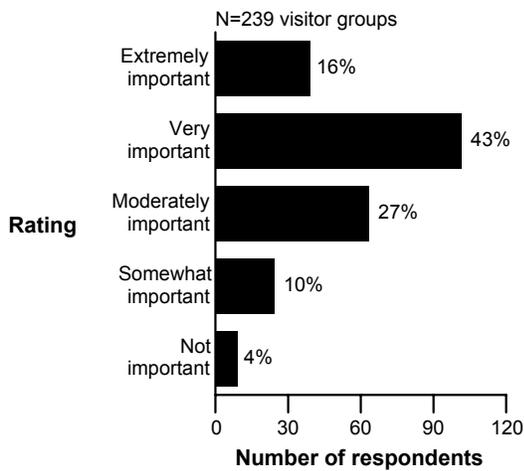
Figure 20: Importance of travel guides/tour books

N=267 visitor groups

Rating	
Extremely important	24%
Very important	38%
Moderately important	26%
Somewhat important	11%
Not important	1%

Number of respondents

Figure 21: Importance of maps/brochures

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

N=53 visitor groups*

Rating	
Extremely important	13%
Very important	26%
Moderately important	32%
Somewhat important	26%
Not important	2%

0 5 10 15 20

Number of respondents

**Figure 22: Importance of newspapers/
magazine articles**

N=34 visitor groups

Rating	
Extremely important	29%
Very important	32%
Moderately important	24%
Somewhat important	12%
Not important	3%

0 5 10 15

Number of respondents
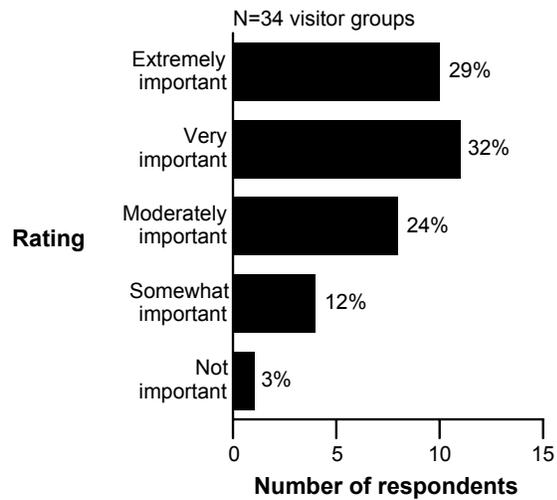
**Figure 23: Importance of inquiry to park
via phone, mail, or email**

N=11 visitor groups*

Rating	
Extremely important	36%
Very important	9%
Moderately important	36%
Somewhat important	9%
Not important	9%

CAUTION!

0 1 2 3 4

Number of respondents
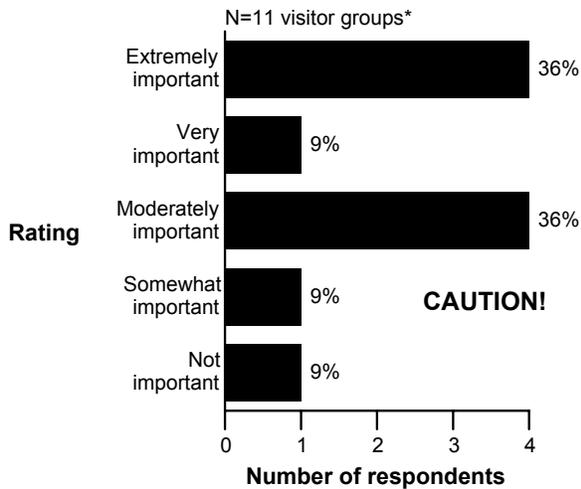
**Figure 24: Importance of television/radio
programs/videos**

N=30 visitor groups

Rating	
Extremely important	20%
Very important	43%
Moderately important	20%
Somewhat important	7%
Not important	10%

0 5 10 15

Number of respondents
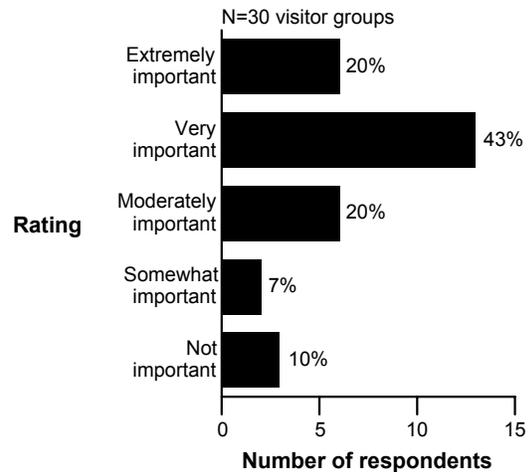
**Figure 25: Importance of Maine State
Tourism Center along
Interstate 95**

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

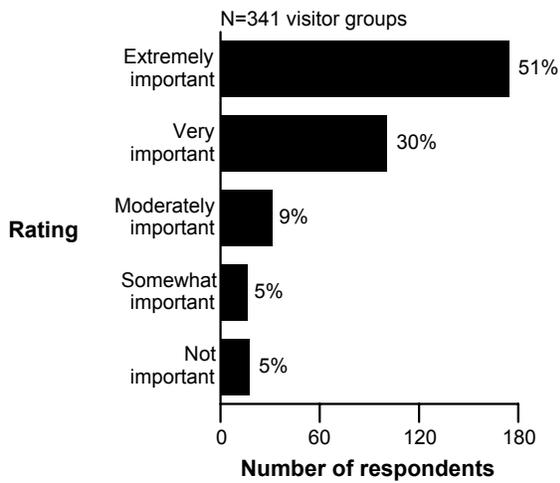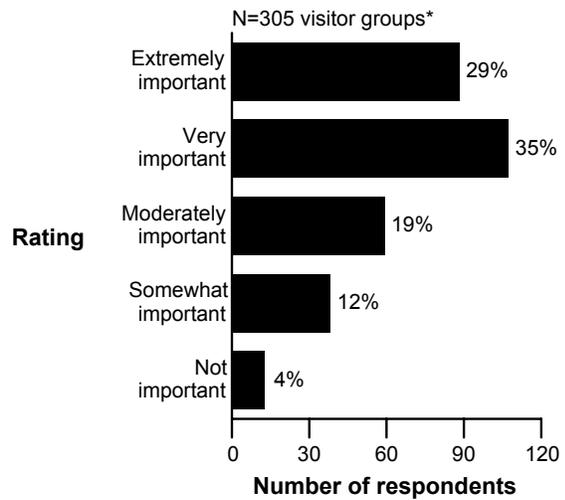N=260 visitor groups*

Extremely important — 32%
Very important — 40%
Moderately important — 17%
Somewhat important — 8%
Not important — 2%

Rating

Number of respondents

Figure 26: Importance of Acadia National park website: www.nps.gov/acad

N=122 visitor groups

Extremely important — 19%
Very important — 37%
Moderately important — 30%
Somewhat important — 12%
Not important — 2%

Rating

Number of respondents
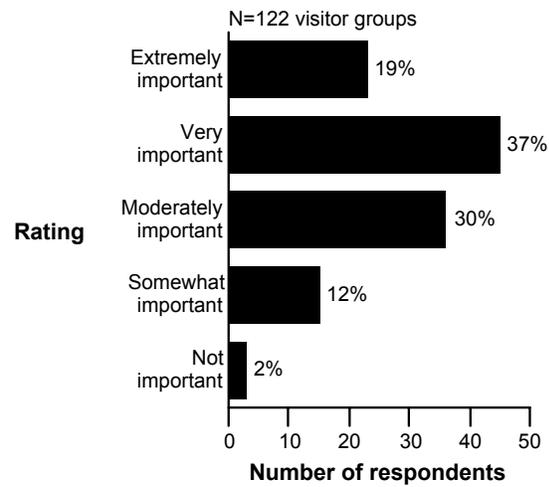
Figure 27: Importance of other websites

N=3 visitor groups*

Extremely important — 0%
Very important — 0%
Moderately important — 33%
Somewhat important — 33%
Not important — 33%

CAUTION!

Rating

Number of respondents
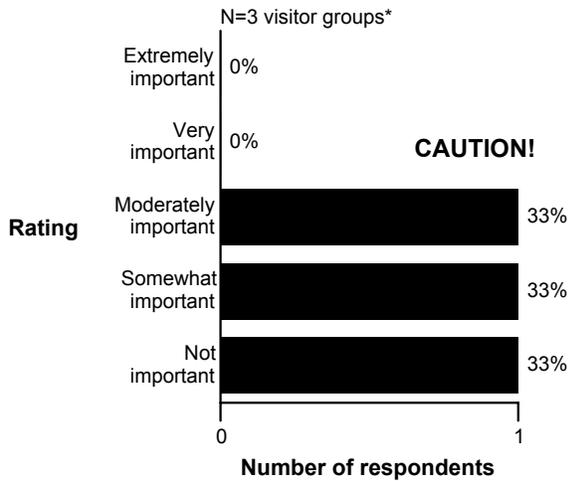
Figure 28: Importance of school class/ programs

N=47 visitor groups*

Extremely important — 21%
Very important — 38%
Moderately important — 34%
Somewhat important — 4%
Not important — 2%

Rating

Number of respondents
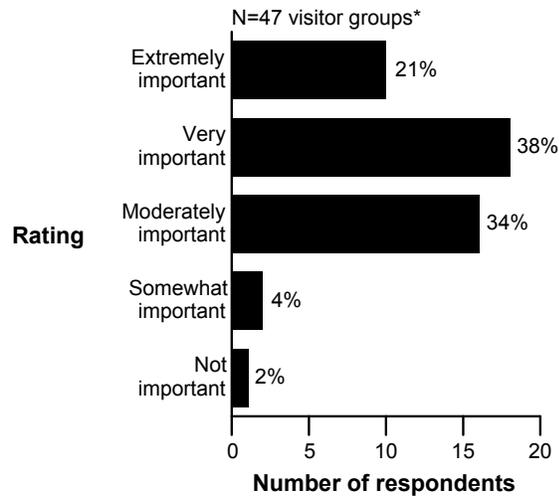
Figure 29: Importance of chamber of commerce/visitors bureau/ state welcome center
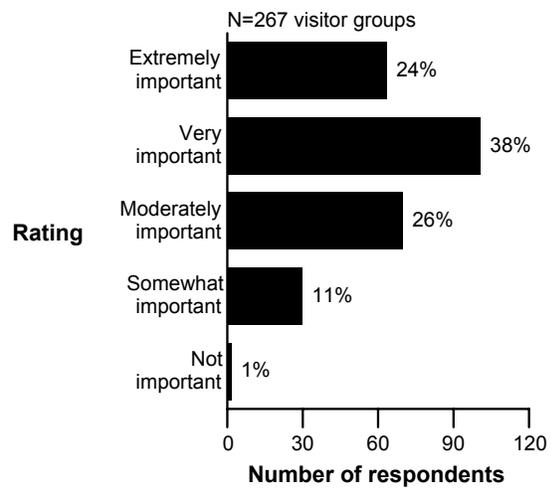
*total percentages do not equal 100 due to rounding
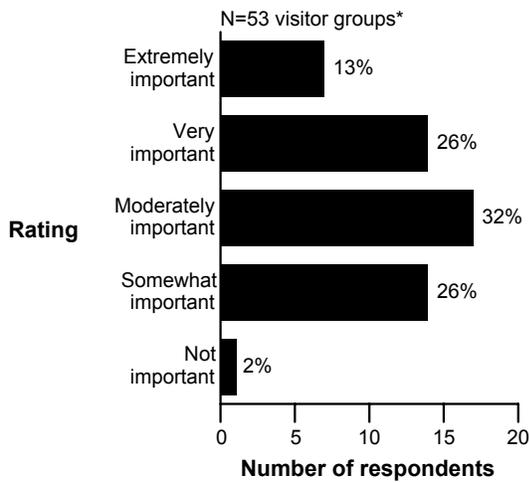**total percentages do not equal 100 because visitors could select more than one answer

N=12 visitor groups

Rating

Extremely important	75%
Very important	17%
Moderately important	8%
Somewhat important	0%
Not important	0%

CAUTION!

0   3   6   9

Number of respondents

**Figure 30: Importance of "other"
information sources**

*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

Question 2a

On this trip, what forms of transportation did you and your personal group use to visit Acadia National Park?

Results

- As shown in Figure 31, the most common forms of transportation used by visitor groups were:

  91% Car/pickup/SUV/van
  27% Bicycle
  19% Island Explorer Bus

- "Other" forms of transportation (4%) are shown in Table 12.

N=841 visitor groups**

Form of transportation	
Car/pickup/SUV/van	91%
Bicycle	27%
Island Explorer Bus	19%
Car/pickup/SUV/van with trailer/camper	7%
Ferry boat/Mail boat	3%
Private boat	3%
Tour bus	2%
Motorhome/RV	2%
Motorhome/RV with towed car/boat/trailer	1%
Motorcycle	1%
Taxi	0%
Other	4%

Number of respondents
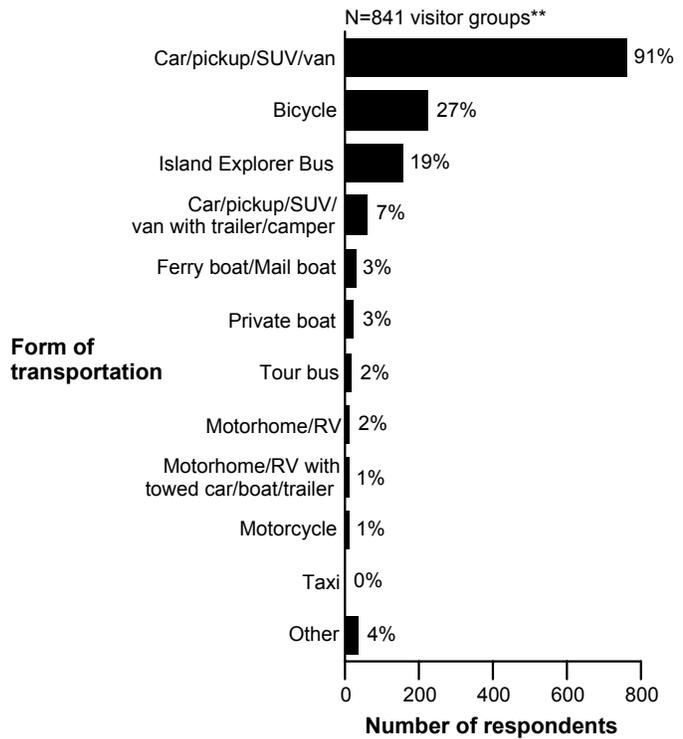
Figure 31: Forms of transportation

Table 12: "Other" forms of transportation
N=37 comments

Transportation	Number of times mentioned
On foot	14
Horse and carriage	6
Kayak	6
Canoe	2
Horse	2
Air	1
AMC Echo Lake Camp bus	1
Private plane	1
Sail Boat	1
Scooter	1
Tour boat	1
Wheelchair	1

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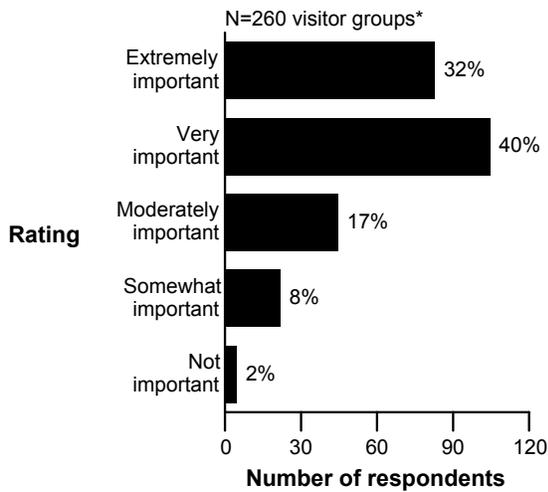**total percentages do not equal 100 because visitors could select more than one answer

Number of vehicles

Question 2b
  On this visit, how many motor
  vehicles did you and your personal
  group use to arrive at the park?

Results
  • 83% of visitor groups used one
    vehicle to arrive at the park (see
    Figure 32).

N=797 visitor groups
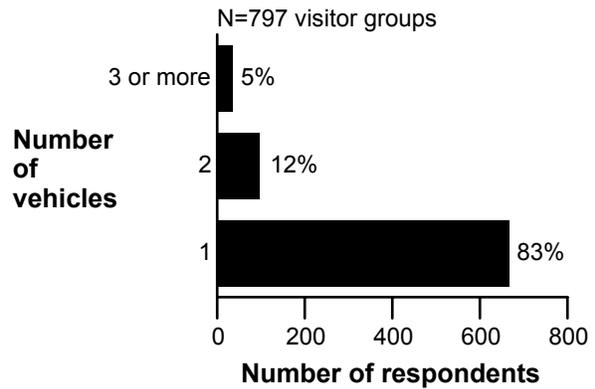
Figure 32: Number of vehicles used to arrive at the park

Overnight stay and accommodations

Question 3a
  During this trip to Acadia National Park,
  did you and your personal group stay
  overnight on Mount Desert Island?

Results
  • 72% of visitor groups stayed
    overnight on Mount Desert Island
    (see Figure 33).

N=845 visitor groups
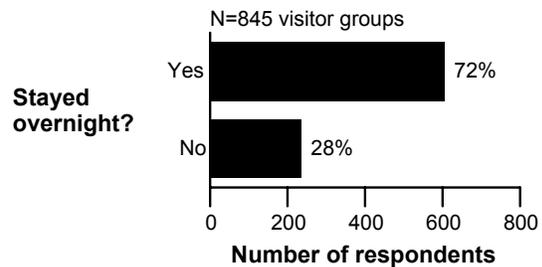
Figure 33: Visitor groups that stayed overnight on Mount Desert Island

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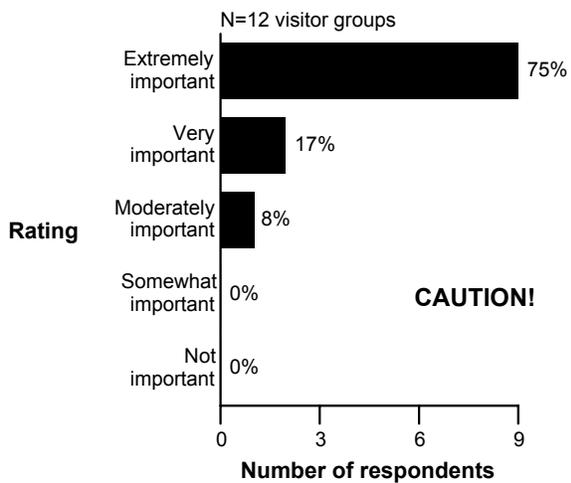**total percentages do not equal 100 because visitors could select more than one answer

Lodging used on Mount Desert Island

Question 3b

If YES, which types of overnight accommodations on the island did you and your personal group use during this visit?

Results

- As shown in Figure 34, among those visitor groups that stayed overnight on the island, the most common types of lodging used were:

  30% Motel or hotel
  18% Private campground
  18% Campground in the park

- "Other" types of lodging (5%) are shown in Table 13.

N=597 visitor groups**

Type of accommodation

Type	%
Motel or hotel	30%
Private campground	18%
Campground in the park	18%
Short-term house rental	13%
Bed and Breakfast	10%
Year-round residence	8%
Summer residence	6%
Other	5%

Number of respondents
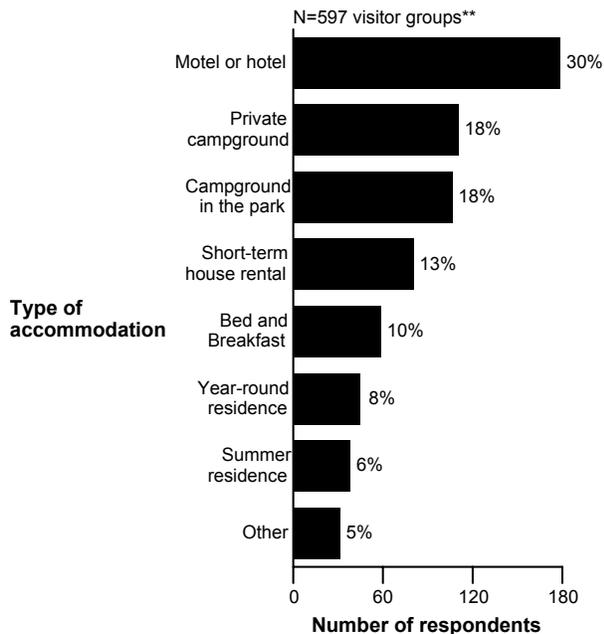
Figure 34: Lodging used on Mount Desert Island

Table 13: "Other" types of lodging
N=30 comments

Lodging	Number of times mentioned
Cottage/cabin	11
Home of friends/relatives	6
Private boat	5
College of the Atlantic Dorm	2
1 week timeshare	1
7 week cottage	1
6 month rental	1
Employer housing	1
Hostel	1
Wildwood Stables	1

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

Length of stay in the park

Question 4b
> On this trip, how many total hours or days did you and your personal group spend visiting the park?

Results

Number of hours if less than 24 (37%)

- 32% of visitor groups spent ten or more hours (see Figure 35).

- 20% spent six to seven hours.

- 20% spent four to five hours.

- The average length of stay for visitor groups who spent less than 24 hours was 7.8 hours.

Number of days if 24 hours or more (63%)

- 42% of visitor groups spent two to three days (see Figure 36).

- 23% spent four to five days.

- The average length of stay for visitor groups who spent more than 24 hours was 4.4 days.

Average length of stay

- The average length of stay for all visitor groups was 70 hours, or 2.9 days.

Note: Due to discrepancies in responses from visitor groups that stayed on Mount Desert Island (MDI) for more than 30 days (Question 3B), the decision was made to remove their responses to the length of stay question (both in the park and on MDI).
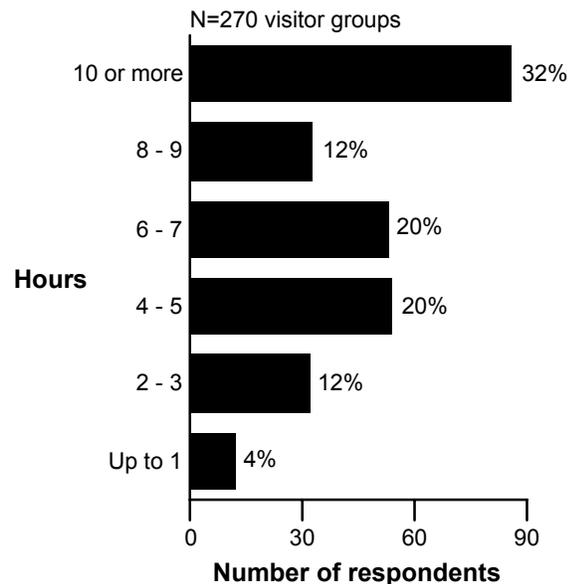
Figure 35: Number of hours visiting the park

Figure 36: 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

Length of stay on Mount Desert Island

Question 4a
> On this trip, how many total hours or days did you and your personal group spend visiting Mount Desert Island?

Results

Number of hours if less than 24 (23%)

- 24% of visitor groups spent ten or more hours (see Figure 37).

- 24% spent two to three hours.

- 20% spent four to five hours.

- The average length of stay for visitor groups that spent less than 24 hours on Mount Desert Island was 6.4 hours.

Number of days if 24 hours or more (77%)

- 33% spent two to three days (see Figure 38).

- 25% stayed four to five days.

- 22% stayed six to seven days.

- The average length of stay for visitor groups that spent more than 24 hours Mount Desert Island was 5.3 days.

Average length of stay

- The average length of stay for all visitor groups was 100.1 hours, or 4.2 days.

See Note on page 30.

N=147 visitor groups*

Hours	Number of respondents
10 or more	24%
8 - 9	13%
6 - 7	9%
4 - 5	20%
2 - 3	24%
Up to 1	11%
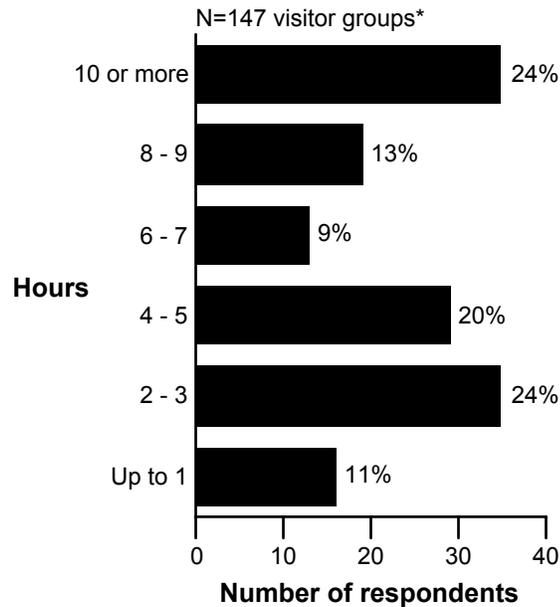
Figure 37: Number of hours on Mount Desert Island

N=506 visitor groups*

Days	Number of respondents
8 or more	14%
6 - 7	22%
4 - 5	25%
2 - 3	33%
1	7%

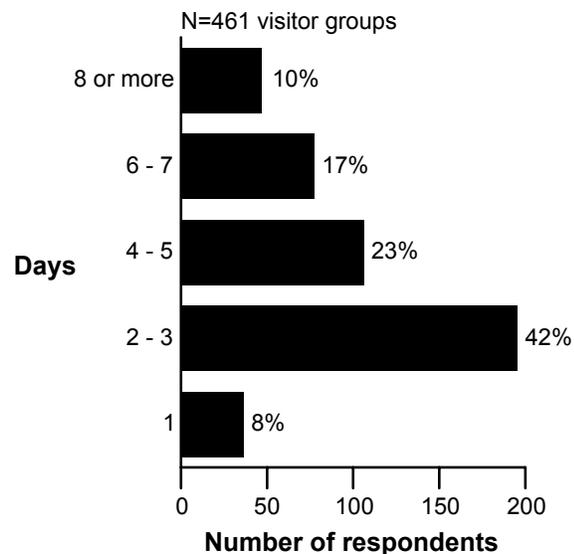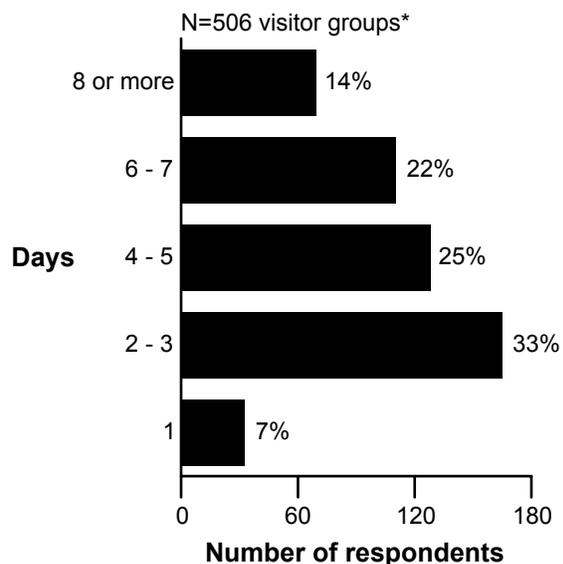**Figure 38: Number of days on Mount Desert Island**

*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 8
  During this trip, which of these places in Acadia National Park did you and personal your group visit?

Results
- As shown in Figure 39, the most commonly visited sites by visitor groups in Acadia National Park were:

  75% Cadillac Mountain summit
  67% Jordon Pond House and area
  63% Sand Beach
  62% Thunder Hole

- The least visited sites were:

  4% Islesford Museum
  3% Baker Island
  1% Isle au Haut

N=834 visitor groups**

Site	Percentage
Cadillac Mountain summit	75%
Jordan Pond House and area	67%
Sand Beach	63%
Thunder Hole	62%
Seawall area	36%
Bass Harbor Head Lighthouse	35%
Bubble Rock	35%
Bubble Pond	34%
Eagle Lake parking area	33%
Echo Lake Beach	31%
Sieur de Monts area	30%
Acadia Mountain parking area	23%
Sargent Drive	22%
Beech Mountain area	18%
Pretty Marsh picnic area	12%
Schoodic Peninsula	11%
Valley Cove area	11%
Western Mountain Road	7%
Islesford Museum	4%
Baker Island	3%
Isle au Haut	1%

Number of respondents

Figure 39: Sites visited

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

Activities on this visit

Question 5

On the list below, please indicate all the activities in which you and your personal group participated at Acadia National Park during this trip.

Results

- As shown in Figure 40, the most common activities in which visitor groups participated were:

  83% Sightseeing/driving for pleasure
  79% Hiking on trails

- The least participated in activity was:

  2% Earthcaching

- "Other" activities (14%) are shown in Table 14.

N=841 visitor groups**

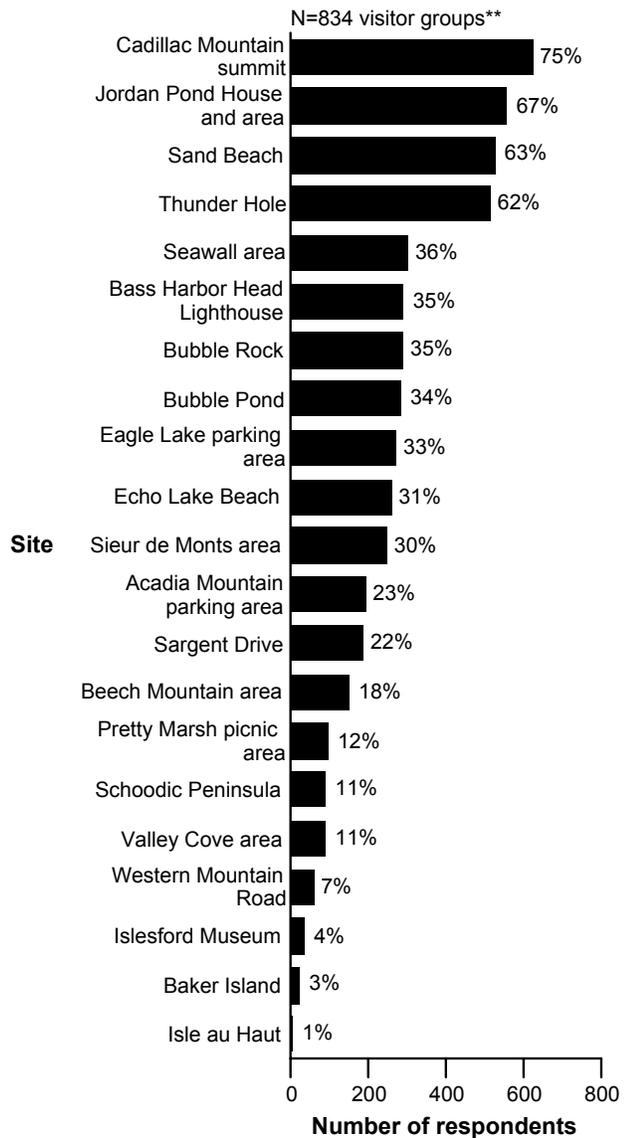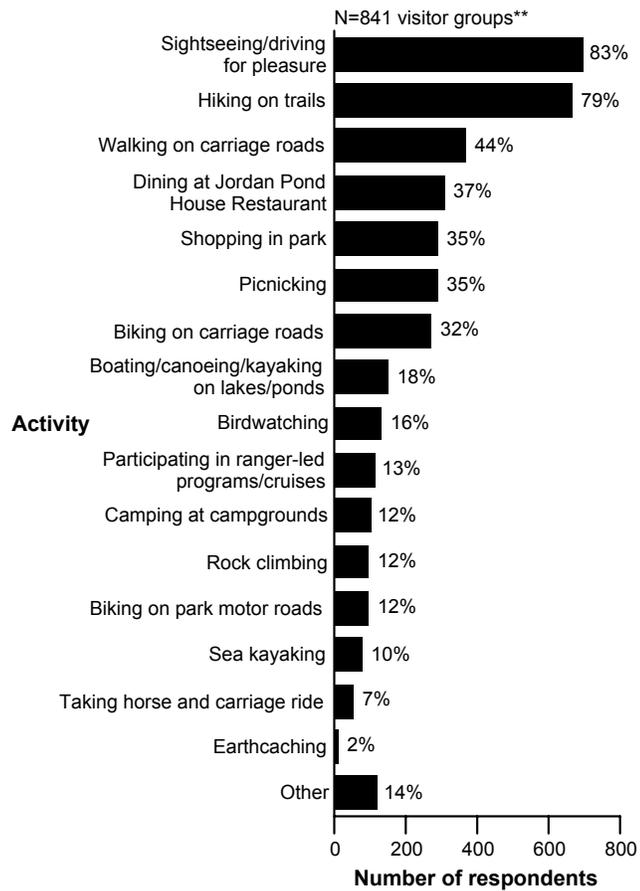| Activity	
Sightseeing/driving for pleasure	83%
Hiking on trails	79%
Walking on carriage roads	44%
Dining at Jordan Pond House Restaurant	37%
Shopping in park	35%
Picnicking	35%
Biking on carriage roads	32%
Boating/canoeing/kayaking on lakes/ponds	18%
Birdwatching	16%
Participating in ranger-led programs/cruises	13%
Camping at campgrounds	12%
Rock climbing	12%
Biking on park motor roads	12%
Sea kayaking	10%
Taking horse and carriage ride	7%
Earthcaching	2%
Other	14%

Number of respondents

Figure 40: Activities on this visit

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

Table 14: "Other" activities
N=135 comments

Activity	Number of times mentioned
Swimming	38
Visit beach	24
Photography	7
Running/jogging	7
Fishing	5
Boat tour	4
Camping	4
Horseback riding	4
Tide pooling	4
Beachcombing	3
Dining/eating	3
Exploring coastline	3
Visit lake	3
Blueberry picking	2
Hiked/walked around Jordan Pond	2
Lobster boat cruise	2
Picnicking	2
Sailing	2
Visit Wild Gardens	2
Attend wedding	1
Checking out land/houses	1
Diver Education	1
Frogging	1
Mermaid watching	1
Nature study	1
Painting	1
Reading	1
Rented mopeds	1
Stone jumping along the brooks	1
Visit Bass Harbor Lighthouse	1
Visit Cranberry Islands	1
Visit Schoodic Point	1
Visit Sieur de Monts Springs	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 for which fees were paid

Question 6

Many businesses offer guided tours, instruction, or activities to help visitors enjoy Acadia National Park. On this trip, for which of these commercial activities did you and your personal group pay a fee while visiting Acadia National Park? Do not include businesses where you only rented equipment.

N=758 visitor groups

Paid fee for activities?

Figure 41: Visitor groups that paid a fee to participate in activities

Results

- 27% of visitor groups paid a fee to participate in commercial activities at Acadia National Park (see Figure 41).

- As shown in Figure 42, the most common commercial activities for which visitor groups paid fees were:

    53% Boat cruise
    23% Sea kayaking tour

- "Other" bus tours (2%) were:

    Bus to Bar Harbor
    All inclusive tour with Triple D from New Jersey
    Northeast Fire Compact Mts.

- "Other" activities (15%) for which a fee was paid are shown in Table 15.

N=208 visitor groups**
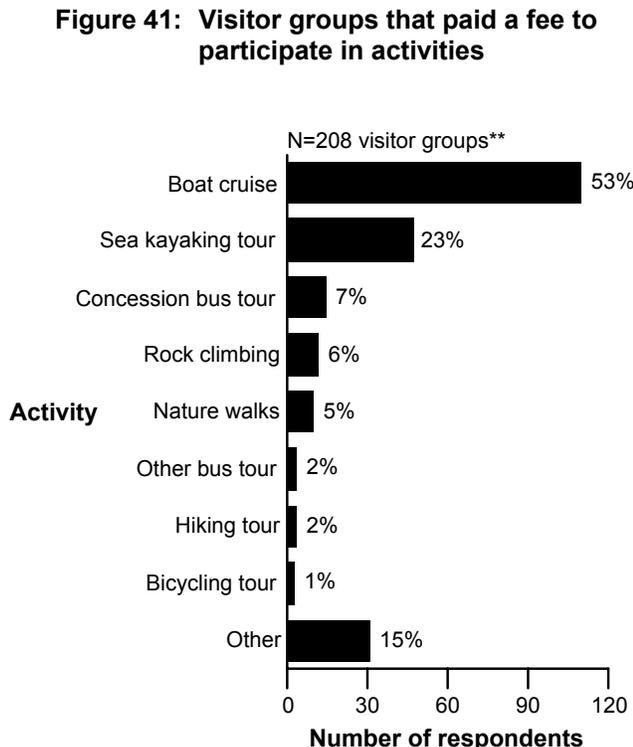
Activity

Figure 42: Activities for which fees were paid

Table 15: "Other" activities for which fee was paid
N=31 comments

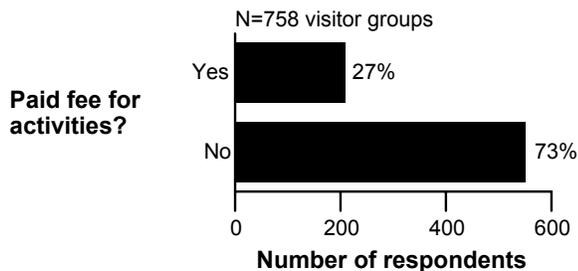| Activity	Number of times mentioned
Horse and carriage ride	8
Whale watching	6
Deep sea fishing	5
Bi-plane tour	4
Diver Ed's Dive-in Theatre	3
Lobster boat tour	2
Abbe Museum	1
Baker Island ranger tour/cruise	1
Bass Harbor Lighthouse	1

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

Ranger-led programs

Question 13a
   On this trip, which of the following ranger-led programs did you and your personal group attend at Acadia National Park?

Results
- 19% of visitor groups attended a ranger-led program (see Figure 43).

- As shown in Figure 44, among those visitor groups that attended ranger-led programs, the most common were:

   38% Talk
   32% Walk/hike
   30% Boat cruise

- "Other" ranger-led programs (5%) were:

   Carroll Homestead Open House with a Carroll relative
   Photography
   Stars over Sand Beach
   Tide pool school

N=835 visitor groups

Attend ranger-led program?

Yes 19%
No 81%

Number of respondents
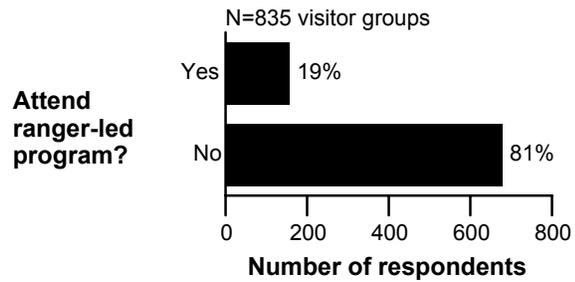
Figure 43: Visitor groups that attended a ranger-led program

N=128 visitor groups**

Program

Talk 38%
Walk/hike 32%
Boat cruise 30%
Children's program 25%
Campground evening program 20%
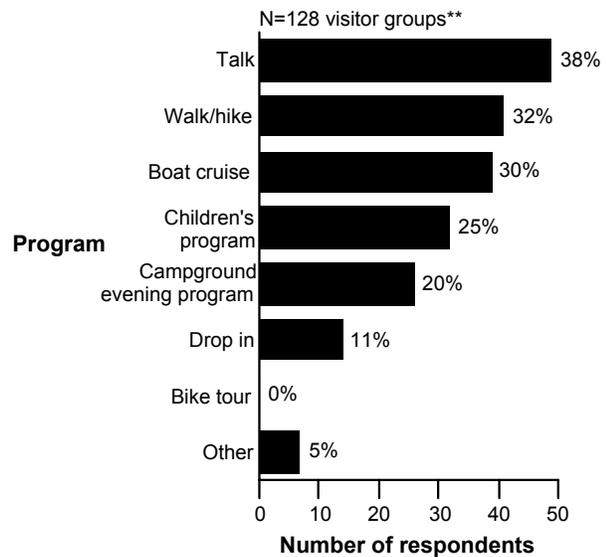Drop in 11%
Bike tour 0%
Other 5%

Number of respondents

Figure 44: Participation in ranger-led programs

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

Question 13b
How appropriate was the depth of information in the programs you and your personal group attended?

Results
- Table 16 shows how visitor groups rated the appropriateness of depth of information in ranger-led programs.

Table 16: Appropriateness of depth of information in ranger-led programs
N=number of visitor groups

| Ranger-led program | N | Depth of information | | |
		Too simple %	About right %	Too complex %
Talk	48	8	90	2
Walk/hike	37	3	97	0
Bike tour	0	0	0	0
Children's program	31	3	97	0
Campground evening program - **CAUTION!**	24	4	96	0
Boat cruise	39	5	95	0
Drop in (Falcon Watch, Hawk Watch, Otter Cove) - **CAUTION!**	13	15	85	0
Other - **CAUTION!**	4	0	100	0

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

Question 14

If you did not attend any park ranger-led programs on this visit, what prevented you and your personal group from attending?

Results

- 33% of visitor groups were not interested in attending ranger-led programs on this visit (see Figure 45).

- As shown in Figure 46, among those visitor groups who did not attend ranger-led programs, the most common reasons were:

  67% Did not have time
  24% Not aware of any programs

- "Other" reasons (21%) for not attending ranger-led programs are shown in Table 17.

N=734 visitor groups

Interested in attending program?
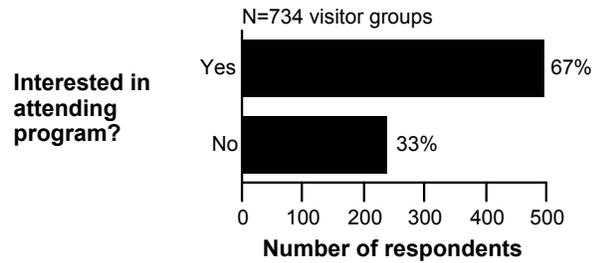
Figure 45: Visitor groups that were not interested in attending ranger-led programs
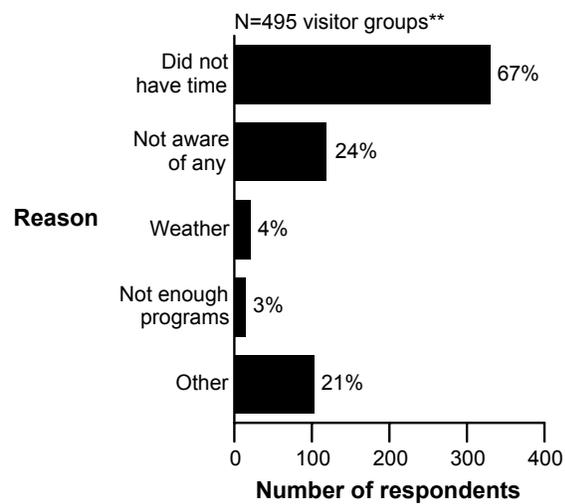
N=495 visitor groups**

Reason

Figure 46: Reasons for not attending ranger-led programs

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

Table 17: "Other" reasons for not attending ranger-led programs
N=101 comments

Reason	Number of times mentioned
Had young children along	12
Attended programs on previous visit	7
Friend/family members guided/informed us	7
Had other plans/activities	7
Our group was too large	4
Preferred to hike	4
Did not think of it	3
Elderly traveler	3
Had dog along	3
Prefer to explore on our own	3
Programs were full	3
Program schedule did not match ours	3
Did not get program information in time	2
Had no children along	2
Have visited previously	2
Junior Ranger program was full	2
On bus tour	2
Program topics were not relevant/of interest	2
Too expensive	2
Already know a lot about the park	1
Baker Island Tour was too expensive	1
Children preferred to swim	1
Did not get around to it	1
Did not know how to join a group	1
Evening programs were too late	1
Experienced with national parks	1
Hard to coordinate timing	1
Illness	1
Local resident	1
Not a priority	1
Not cool	1
Nothing for children	1
On bike tour	1
Our children are not patient	1
Planned to bike	1
Program schedule did not list times	1
Program we wanted was not available	1
Programs should be free	1
Programs were too long	1
Ranger was not there at scheduled time	1
Too busy	1
Too crowded	1
Were there to ride horses	1
Will attend on a future visit	1
With COA Nature Camp group	1
Would enjoy trail focused walk with ranger	1
Would only attend if weather was bad	1

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

Use of electronic devices

Question 19a
   On this visit to Acadia National Park, did you and your personal group bring any of the following electronic devices with you?

Results

- 37% of visitor groups brought electronic devices with them on their visit to the park (see Figure 47).

- As shown in Figure 48, among those visitor groups who brought electronic devices with them, the most common devices were:
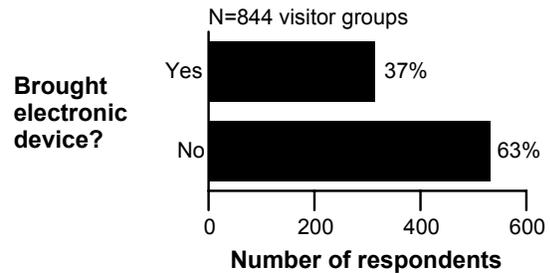
    92% Cell phone
    60% Laptop computer

N=844 visitor groups

Brought electronic device?

Yes — 37%
No — 63%

Number of respondents

Figure 47: Visitor groups that brought electronic devices

N=281 visitor groups**

Device

Cell phone — 92%
Laptop computer — 60%
Handheld GPS receiver — 42%
Other portable devices — 38%
MP3/MP4 player — 22%

Number of respondents
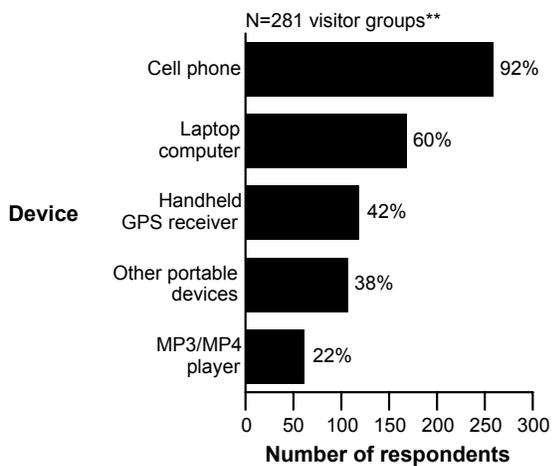
Figure 48: Electronic devices brought to the park

Question 19b
   On this visit, did you and your personal group use any of the following electronic devices to obtain park information?

Results

- As shown in Figure 49, among those visitor groups who brought electronic devices with them, the most common devices used to obtain park information were:

    45% Cell phone
    44% Laptop computer
    43% Handheld GPS receiver

N=247 visitor groups**

Device

Cell phone — 45%
Laptop computer — 44%
Handheld GPS receiver — 43%
Other portable devices — 27%
MP3/MP4 player — 6%

Number of respondents

Figure 49: Electronic devices used to obtain park information

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

Question 19c
What park information did you obtain
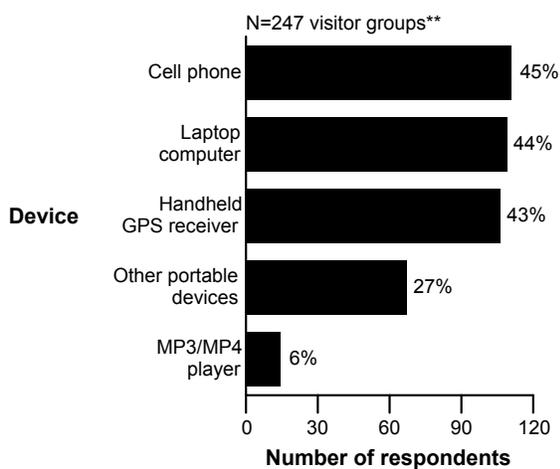using these devices?

Results
- 159 visitor groups listed park information
  obtained from electronic devices (see
  Table 18).

Table 18: Park information obtained from electronic devices
N=247 comments;
some visitor groups made more than one comment.

Information	Number of times mentioned
Directions	47
Weather	22
Map	20
Hours of operation	17
Location	15
Hiking trail information	11
None - no cell phone/internet reception	8
Activities	7
Phone numbers	5
Reservations	5
Schedules	5
Earthcache	4
General information	4
Ranger program reservations	4
Tour information	4
Jordan Pond House reservations	3
Ranger-led program information	3
Roads	3
Routes	3
Sites	3
Available services	2
Boat cruise information	2
Distance	2
Fee information	2
Island Explorer information	2
Local information	2
Park information	2
Park map	2
Program availability	2
Website information	2
Access Beaver Log	1
Addresses	1
Altitude	1
Baker Island tour availability	1
Best routes for scenic views	1
Boat cruise reservations	1
Campground locations	1
Campsite availability	1
Coordinates, track route for biking	1
Cranberry Island Ranger Cruise	1
Facilities	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 18: Park information obtained from electronic devices
(continued)

Information	Number of times mentioned
Fishing locations	1
Historic sites	1
Information on pets in the park	1
Jordan Pond information	1
Junior Ranger programs	1
Little information - cell phone access is poor	1
Location of family members	1
Location of Jordan Pond	1
Location of park	1
Location of park information center	1
Location of pizza parlor	1
Location of places	1
Location of Seawall	1
Location while biking on road	1
Marine - ham radio information	1
Photos	1
Plan itinerary	1
Recreational information	1
Restaurant information	1
Senior Ranger program booklet information	1
Sunrise time	1
Tide tables	1
Travel time	1

Question 19d
    If you did not use these devices on this visit, would you like to use them to access information about Acadia National Park on a future visit?

Results
- 27% of visitor groups would like to use electronic devices to obtain park information on a future visit (see Figure 50).
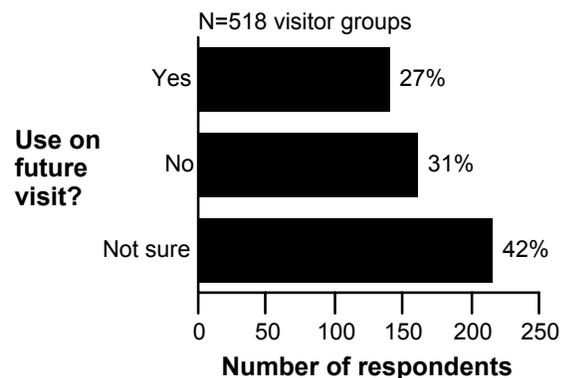

Figure 50: Visitor groups that would like to use electronic devices to obtain park information on a future visit

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

Park rules, regulations, and guidlines

Question 9
> On this visit, did you and your
> personal group learn (via publications,
> signs, talking to park staff, etc.) about
> these rules/regulations during this visit
> to Acadia National Park?

Results
- Table 19 shows the rules and
  regulations that visitor groups learned
  about during this visit.

Table 19: Visitor groups that learned about park rules and regulations
N=Number of visitor groups

| | | Learned this visit | |
| | | Yes | No |
Rules/regulations	N	%	%
Pets are allowed in the park on a leash six feet or less in length, but are prohibited from hiking trails with ladders	821	43	57
Firewood may not be brought into the park due to the threat to park resources from non-native insect species	815	38	62
Dead and down wood may be collected as fuel for campfires within the park, except within campgrounds	798	16	84
Collecting natural and historic objects such as starfish, beach cobbles, or arrowheads is prohibited	818	53	47
Collecting certain fruits, nuts, or berries or unoccupied seashells by hand for personal use or consumption is allowed	805	30	70

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

Question 10a
   Prior to this visit, were you and your personal group aware of the following guidelines for visiting Acadia National Park?

Results
- Table 20 shows visitor groups that were aware of park guidelines at Acadia National Park prior to their visit.

Question 10b
   Did you and your personal group learn (via publications, signs, talking to park staff, etc.) about these guidelines during this visit to Acadia National Park?

Results
- Table 20 shows the visitor groups that learned about park guidelines during their visit.

Table 20: Visitor groups that were aware of or learned about park guidelines
N=number of visitor groups

a) **Aware prior to visit?**				b) **Learned during visit?**		
N	Yes %	No %	Guidelines	N	Yes %	No %
818	81	19	Leave No Trace program and principles	520	53	47
752	51	49	Adding to or building new cairns or other rock objects detracts from the natural landscape, causes soil erosion and plant loss, and misleads hikers (Stone cairns are used as trail markers where there are no trees)	622	54	46
798	85	15	Staying on trails or stepping on rock preserves fragile mountain soil and plants	539	68	32

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

Ratings of Services, Facilities, Attributes, and Resources

Information services and facilities used

Question 11a

Please indicate all information services and facilities that you and your personal group used at Acadia National Park during this visit.

Results

- As shown in Figure 51, the most common information services and facilities used by visitor groups were:

  90% Park brochure/map
  54% Assistance from park staff

- The least used service/facility was:
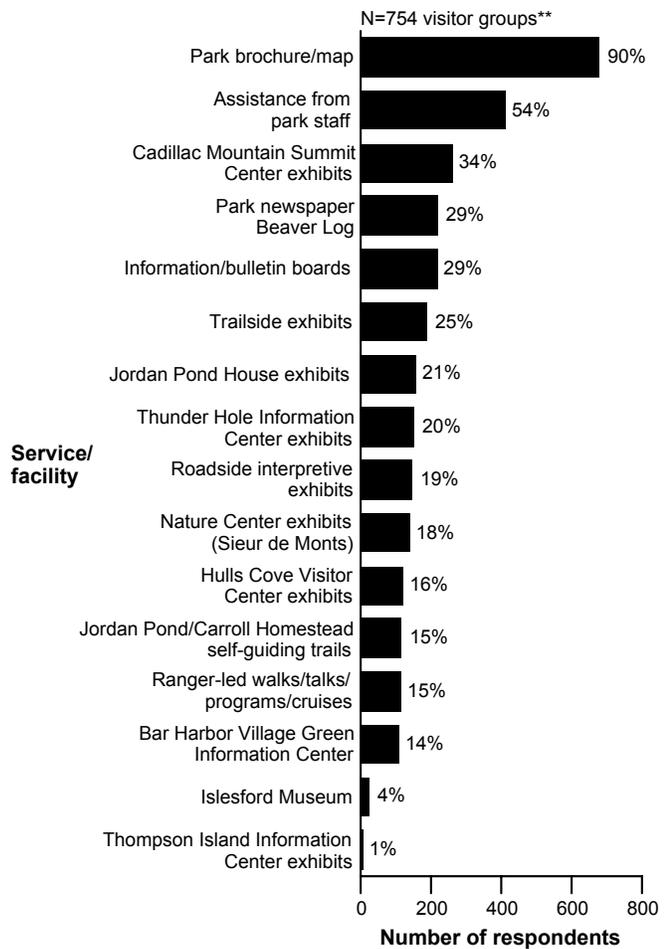
  1% Thompson Island Information Center exhibits

N=754 visitor groups**

Service/facility	Percentage
Park brochure/map	90%
Assistance from park staff	54%
Cadillac Mountain Summit Center exhibits	34%
Park newspaper Beaver Log	29%
Information/bulletin boards	29%
Trailside exhibits	25%
Jordan Pond House exhibits	21%
Thunder Hole Information Center exhibits	20%
Roadside interpretive exhibits	19%
Nature Center exhibits (Sieur de Monts)	18%
Hulls Cove Visitor Center exhibits	16%
Jordan Pond/Carroll Homestead self-guiding trails	15%
Ranger-led walks/talks/ programs/cruises	15%
Bar Harbor Village Green Information Center	14%
Islesford Museum	4%
Thompson Island Information Center exhibits	1%

Number of respondents

Figure 51: Information services and facilities used

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

Importance ratings of information services and facilities

Question 11b
   Next, for only those services
   and facilities that you and
   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 52 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:

         89% Park brochure/map
         75% Bar Harbor Village
             Green Information
             Center
         72% Ranger-led talks/
             walks/programs/
             cruises

   • Figures 53 to 68 show the
      importance ratings for
      each information service
      and facility.

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

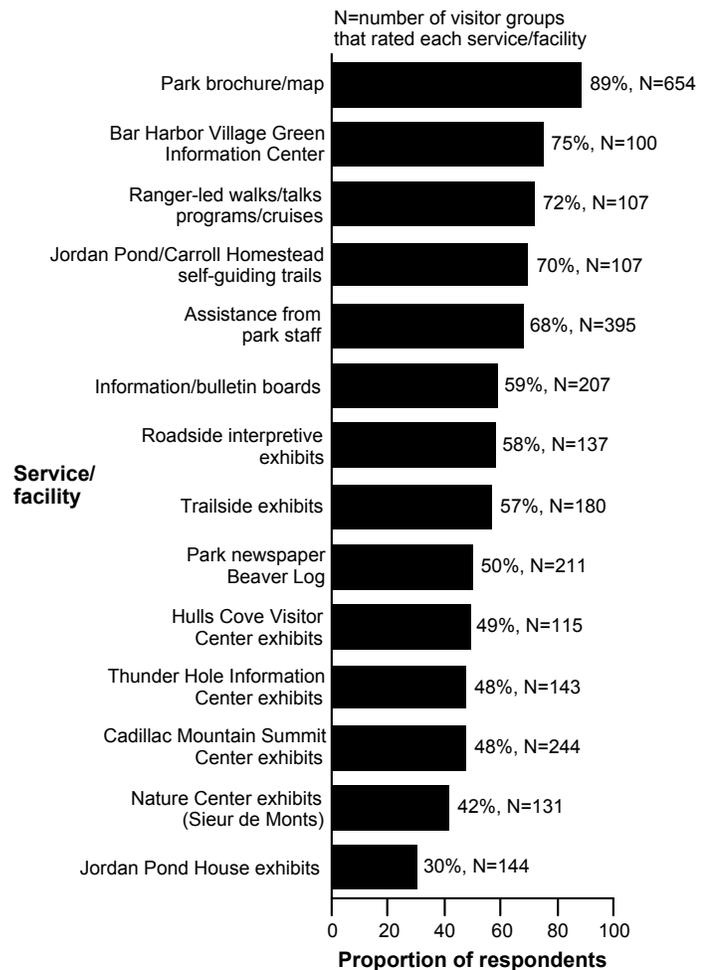   7% Hulls Cove Visitor
             Center exhibits

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

Figure 52: Combined proportions of "extremely important" and "very important" ratings of information services and facilities

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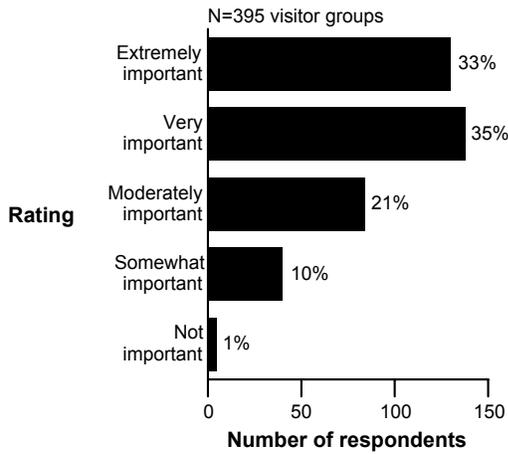**total percentages do not equal 100 because visitors could select more than one answer

N=395 visitor groups

Rating	
Extremely important	33%
Very important	35%
Moderately important	21%
Somewhat important	10%
Not important	1%

Number of respondents

Figure 53: Importance of assistance from park staff

N=654 visitor groups

Rating	
Extremely important	58%
Very important	31%
Moderately important	8%
Somewhat important	2%
Not important	1%

Number of respondents
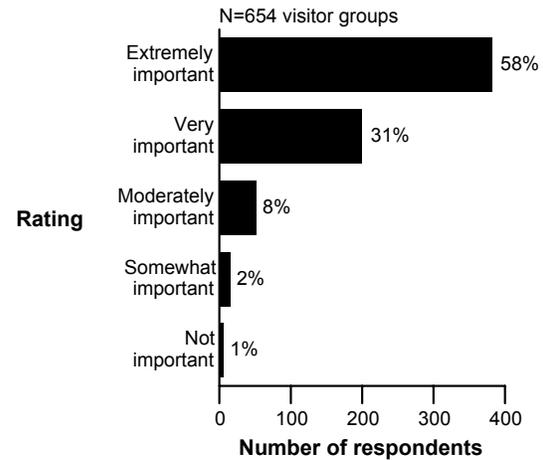
Figure 54: Importance of park brochure/map

N=211 visitor groups

Rating	
Extremely important	27%
Very important	23%
Moderately important	29%
Somewhat important	17%
Not important	4%

Number of respondents
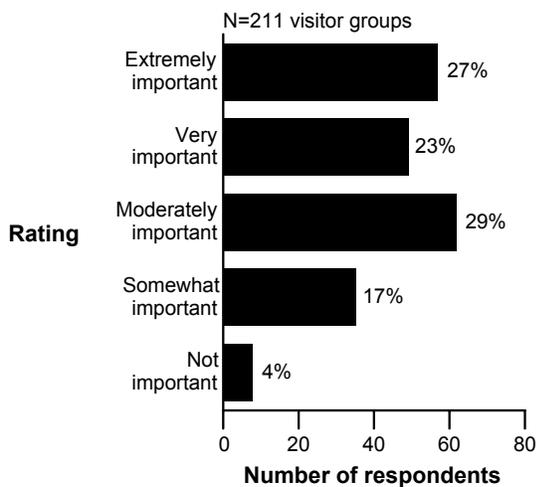
Figure 55: Importance of park newspaper *Beaver Log*

N=107 visitor groups

Rating	
Extremely important	37%
Very important	35%
Moderately important	19%
Somewhat important	9%
Not important	0%

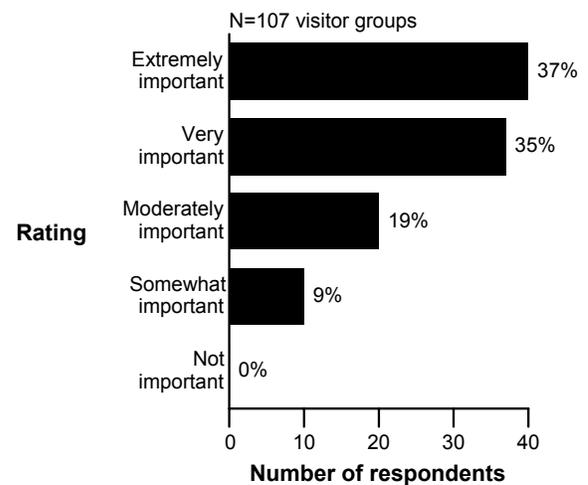Number of respondents

Figure 56: Importance of ranger-led walks/talks/programs/ cruises

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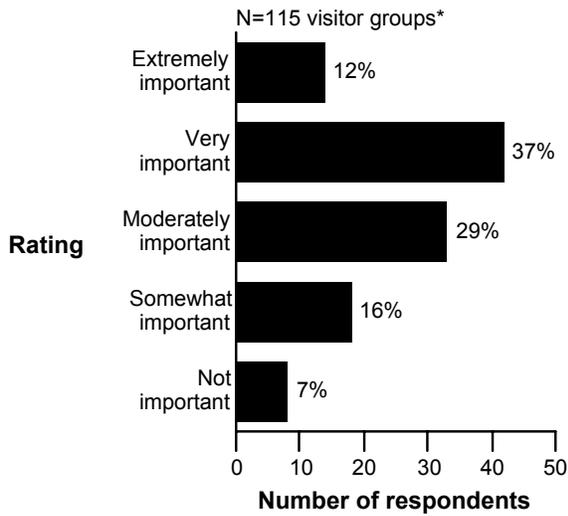**total percentages do not equal 100 because visitors could select more than one answer

N=115 visitor groups*

Rating	
Extremely important	12%
Very important	37%
Moderately important	29%
Somewhat important	16%
Not important	7%

Number of respondents

Figure 57: Importance Hulls Cove Visitor Center exhibits

N=144 visitor groups*

Rating	
Extremely important	8%
Very important	22%
Moderately important	49%
Somewhat important	17%
Not important	5%

Number of respondents
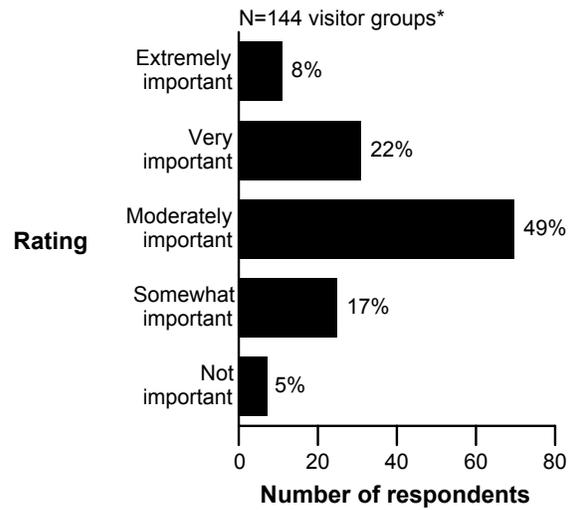
Figure 58: Importance of Jordan Pond House exhibits

N=100 visitor groups

Rating	
Extremely important	33%
Very important	42%
Moderately important	17%
Somewhat important	6%
Not important	2%

Number of respondents
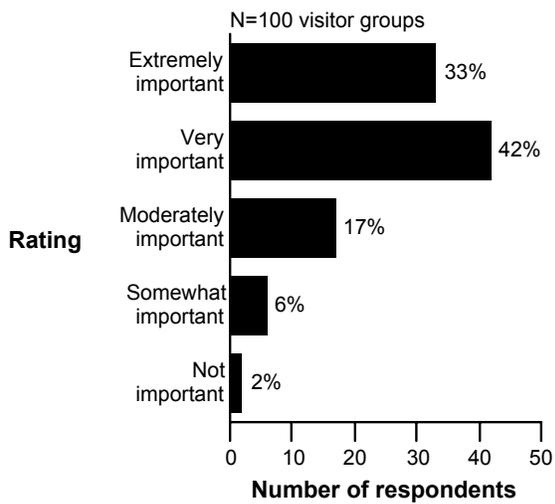
Figure 59: Importance of Bar Harbor Village Green Information Center

N=131 visitor groups

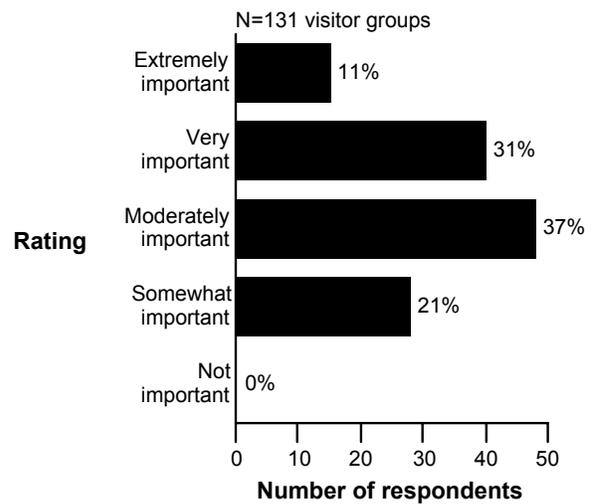| Rating	
Extremely important	11%
Very important	31%
Moderately important	37%
Somewhat important	21%
Not important	0%

Number of respondents

Figure 60: Importance of Nature Center exhibits (Sieur de Monts)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
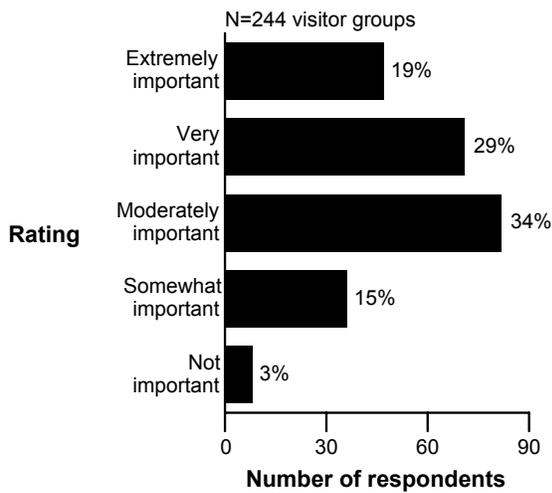
48

N=244 visitor groups

Rating

Extremely important — 19%
Very important — 29%
Moderately important — 34%
Somewhat important — 15%
Not important — 3%

Number of respondents

Figure 61: Importance of Cadillac Mountain Summit Center exhibits

N=143 visitor groups

Rating

Extremely important — 19%
Very important — 29%
Moderately important — 40%
Somewhat important — 11%
Not important — 1%

Number of respondents
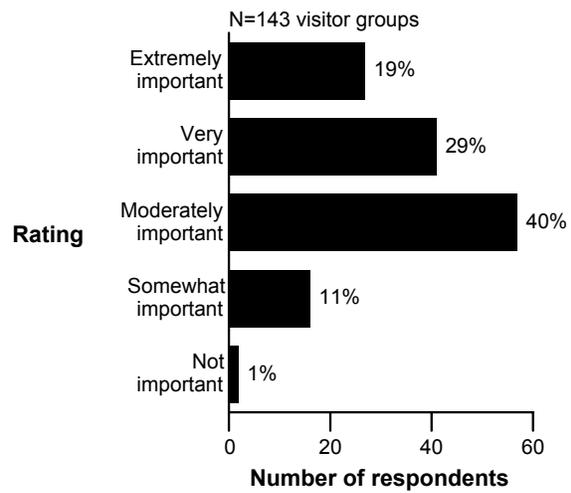
Figure 62: Importance of Thunder Hole Information Center exhibits

N=4 visitor groups

Rating

Extremely important — 50%
Very important — 50%
Moderately important — 0%
Somewhat important — 0%
Not important — 0%

CAUTION!

Number of respondents
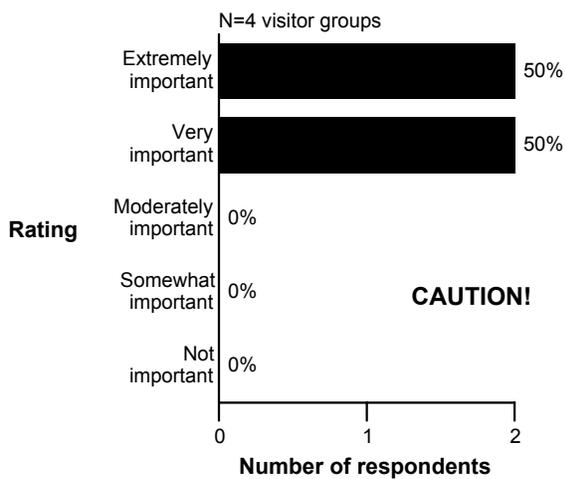
Figure 63: Importance of Thompson Island Information Center exhibits

N=25 visitor groups

Rating

Extremely important — 12%
Very important — 32%
Moderately important — 36%
Somewhat important — 16% **CAUTION!**
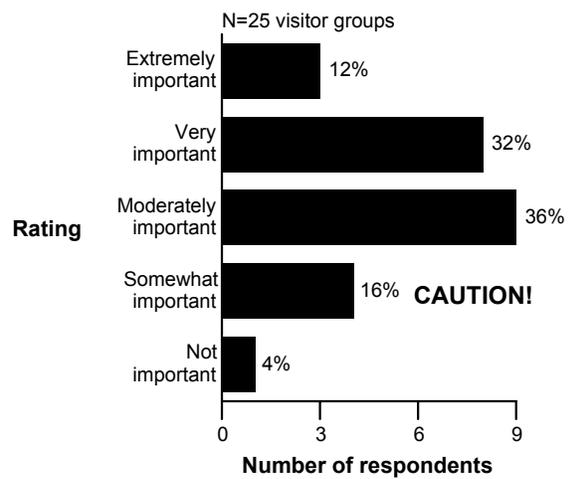Not important — 4%

Number of respondents

Figure 64: Importance of Islesford Museum

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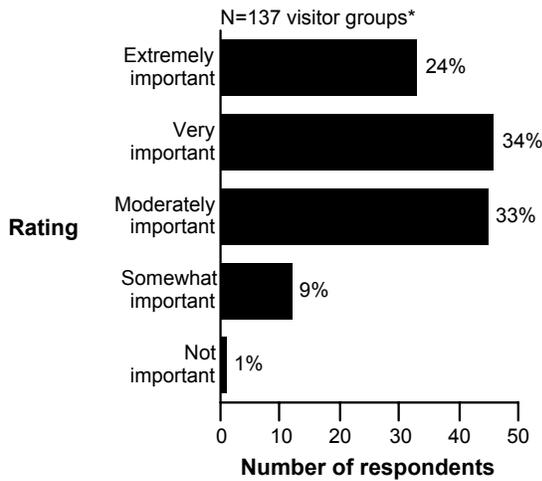**total percentages do not equal 100 because visitors could select more than one answer

N=137 visitor groups*

Figure 65: Importance of roadside interpretive exhibits

N=180 visitor groups*
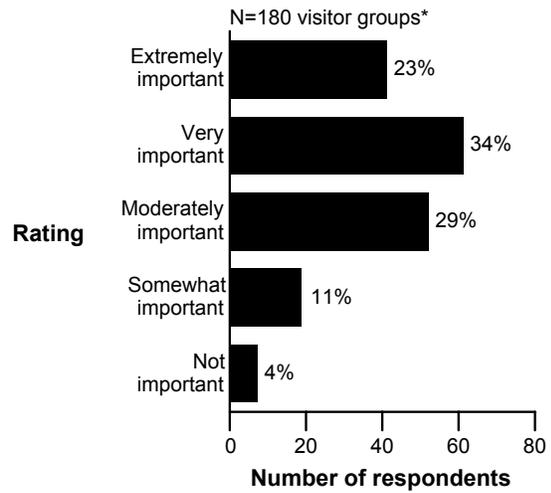
Figure 66: Importance of trailside exhibits

N=207 visitor groups
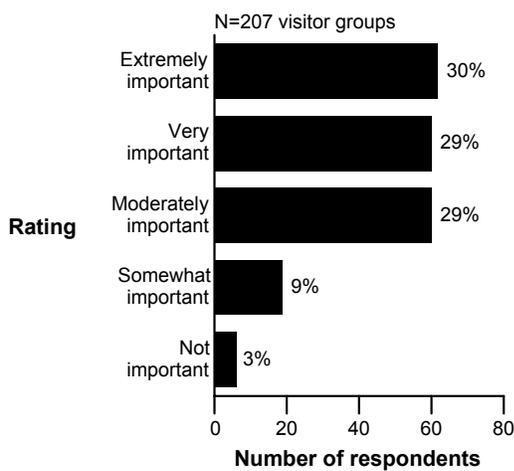
Figure 67: Importance of information/ bulletin boards
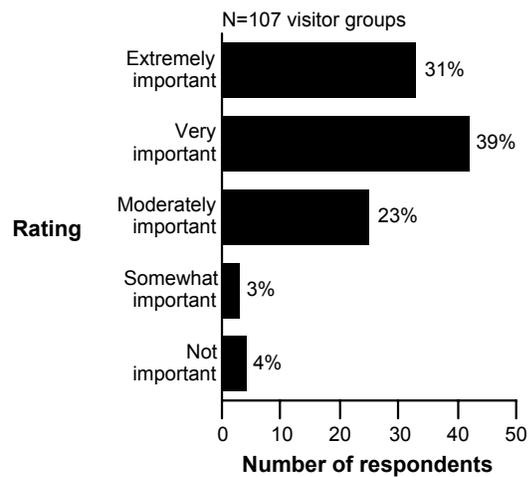
N=107 visitor groups

Figure 68: Importance of Jordan Pond or Carroll Homestead self-guiding trails

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

Quality ratings of information services and facilities

Question 11c
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 69 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:

94% Ranger-led walks/talks/ programs/cruises
92% Assistance from park staff
87% Park brochure/map

- Figures 70 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:
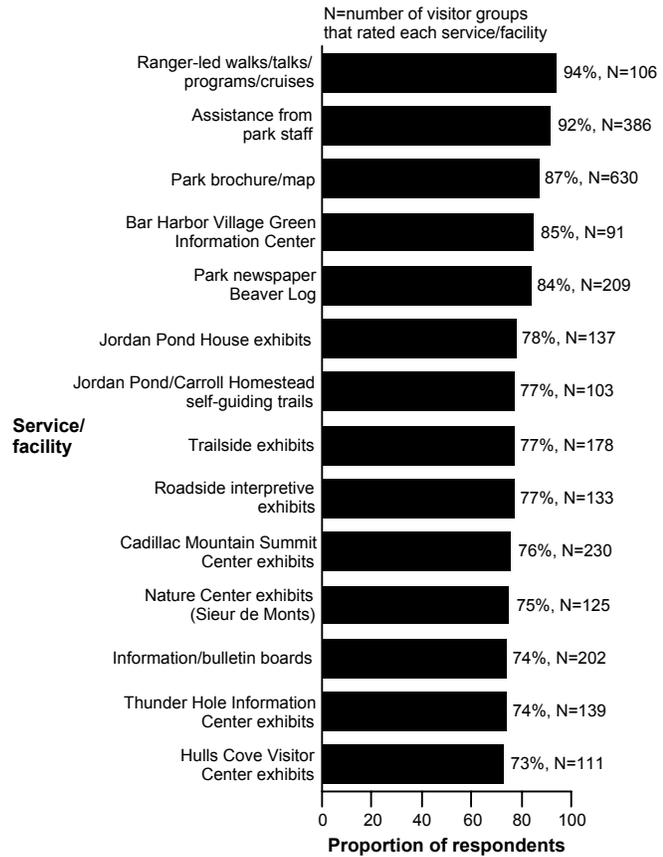
3% Hulls Cove Visitor Center exhibits

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

Service/facility	Rating
Ranger-led walks/talks/programs/cruises	94%, N=106
Assistance from park staff	92%, N=386
Park brochure/map	87%, N=630
Bar Harbor Village Green Information Center	85%, N=91
Park newspaper Beaver Log	84%, N=209
Jordan Pond House exhibits	78%, N=137
Jordan Pond/Carroll Homestead self-guiding trails	77%, N=103
Trailside exhibits	77%, N=178
Roadside interpretive exhibits	77%, N=133
Cadillac Mountain Summit Center exhibits	76%, N=230
Nature Center exhibits (Sieur de Monts)	75%, N=125
Information/bulletin boards	74%, N=202
Thunder Hole Information Center exhibits	74%, N=139
Hulls Cove Visitor Center exhibits	73%, N=111

Proportion of respondents

Figure 69: Combined proportions of "very good" and "good" quality ratings of information services and facilities

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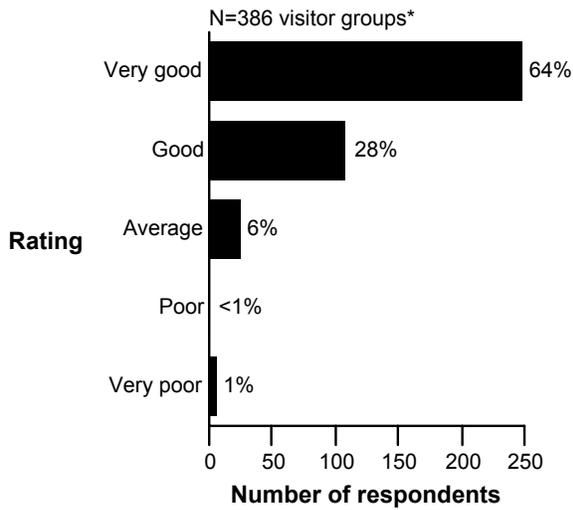**total percentages do not equal 100 because visitors could select more than one answer

N=386 visitor groups*

Rating	
Very good	64%
Good	28%
Average	6%
Poor	<1%
Very poor	1%

Number of respondents

Figure 70: Quality of assistance from park staff

N=630 visitor groups*

Rating	
Very good	56%
Good	31%
Average	11%
Poor	2%
Very poor	1%

Number of respondents
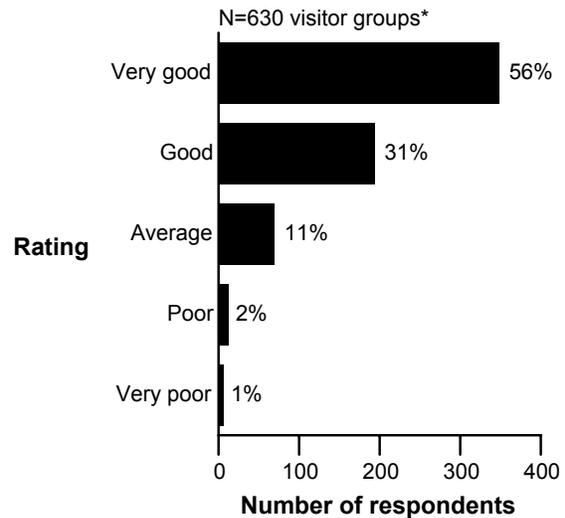
Figure 71: Quality of park brochure/map

N=209 visitor groups*

Rating	
Very good	44%
Good	40%
Average	15%
Poor	2%
Very poor	0%

Number of respondents
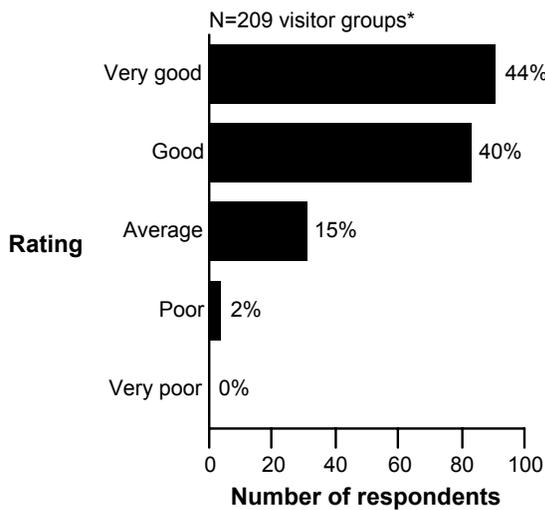
Figure 72: Quality of park newspaper *Beaver Log*

N=106 visitor groups*

Rating	
Very good	71%
Good	23%
Average	5%
Poor	1%
Very poor	1%

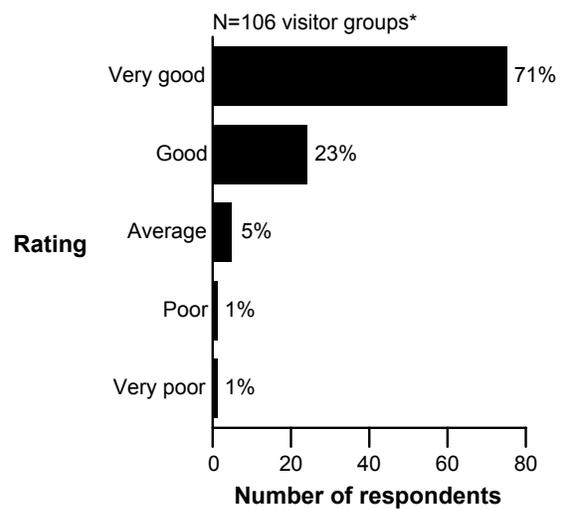Number of respondents

Figure 73: Quality of ranger-led walks/ talks/programs/cruises

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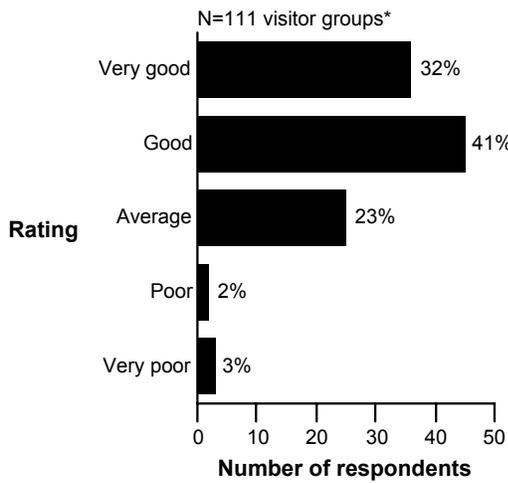**total percentages do not equal 100 because visitors could select more than one answer

N=111 visitor groups*

Rating	
Very good	32%
Good	41%
Average	23%
Poor	2%
Very poor	3%

Number of respondents

Figure 74: Quality of Hulls Cove Visitor Center exhibits

N=137 visitor groups

Rating	
Very good	31%
Good	47%
Average	20%
Poor	2%
Very poor	0%

Number of respondents
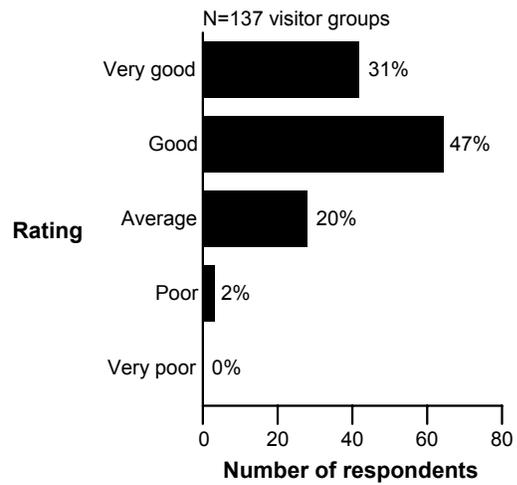
Figure 75: Quality of Jordan Pond House exhibits

N=91 visitor groups*

Rating	
Very good	48%
Good	37%
Average	13%
Poor	1%
Very poor	0%

Number of respondents
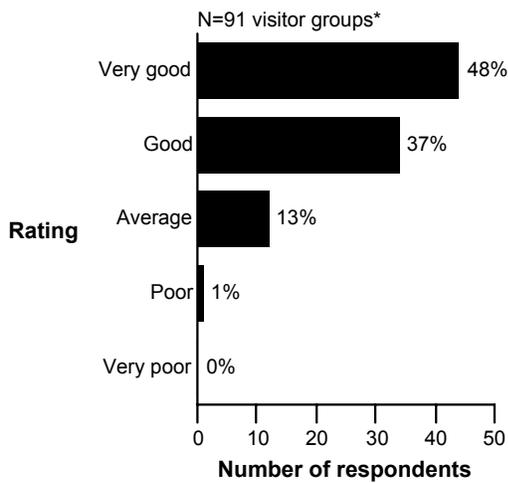
Figure 76: Quality of Bar Harbor Village Green Information Center

N=125 visitor groups

Rating	
Very good	30%
Good	45%
Average	23%
Poor	2%
Very poor	0%

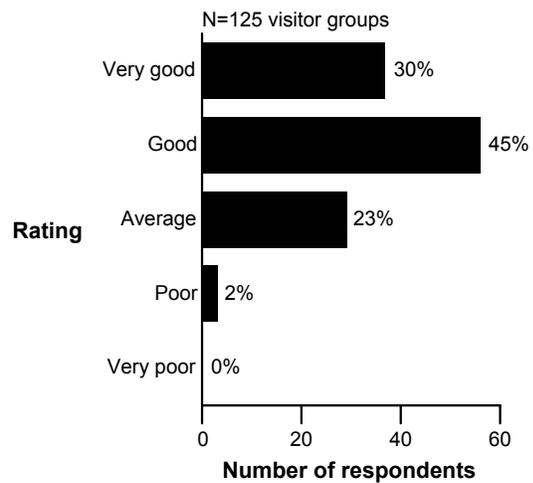Number of respondents

Figure 77: Quality of Nature Center exhibits (Sieur de Monts)

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
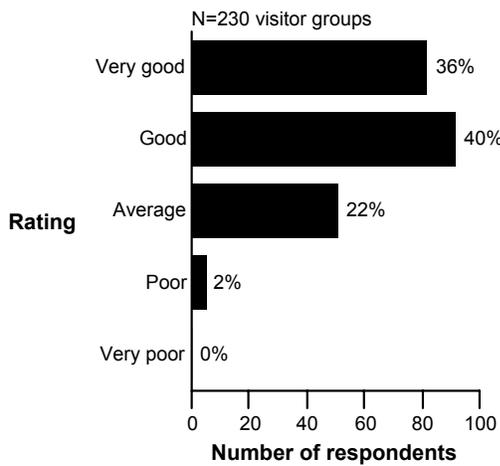
N=230 visitor groups

Rating	
Very good	36%
Good	40%
Average	22%
Poor	2%
Very poor	0%

Number of respondents

Figure 78: Quality of Cadillac Mountain Summit Center exhibits

N=139 visitor groups

Rating	
Very good	35%
Good	39%
Average	24%
Poor	2%
Very poor	0%

Number of respondents
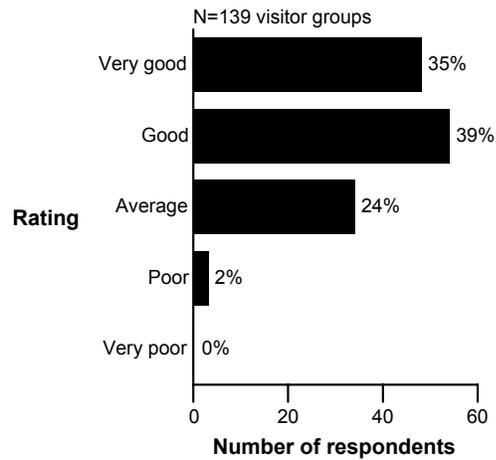
Figure 79: Quality of Thunder Hole Information Center exhibits

N=4 visitor groups

Rating	
Very good	50%
Good	50%
Average	0%
Poor	0%
Very poor	0%

CAUTION!

Number of respondents
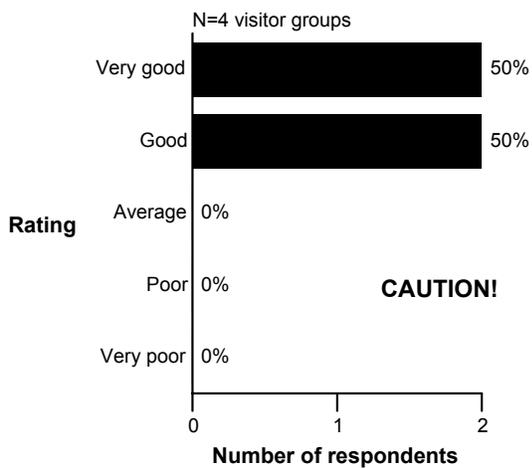
Figure 80: Quality of Thompson Island Information Center exhibits

N=25 visitor groups

Rating	
Very good	44%
Good	36%
Average	16%
Poor	0%
Very poor	4%

CAUTION!

Number of respondents

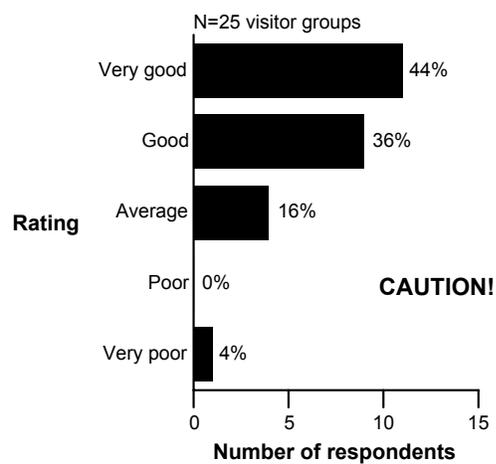**Figure 81: Quality of Islesford Museum**

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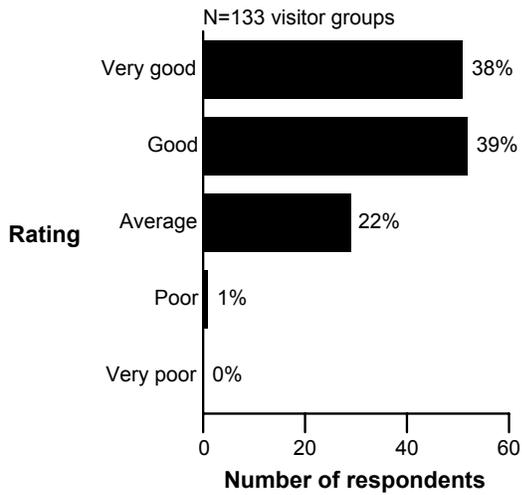**total percentages do not equal 100 because visitors could select more than one answer

N=133 visitor groups

Rating	
Very good	38%
Good	39%
Average	22%
Poor	1%
Very poor	0%

Number of respondents

Figure 82: Quality of roadside interpretive exhibits

N=178 visitor groups*

Rating	
Very good	38%
Good	39%
Average	20%
Poor	2%
Very poor	0%

Number of respondents
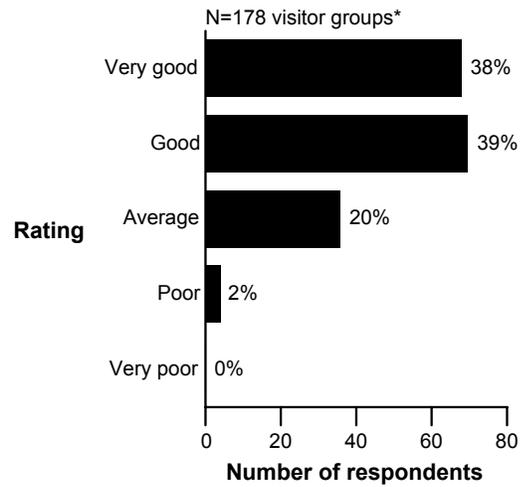
Figure 83: Quality of trailside exhibits

N=202 visitor groups*

Rating	
Very good	36%
Good	38%
Average	24%
Poor	1%
Very poor	<1%

Number of respondents
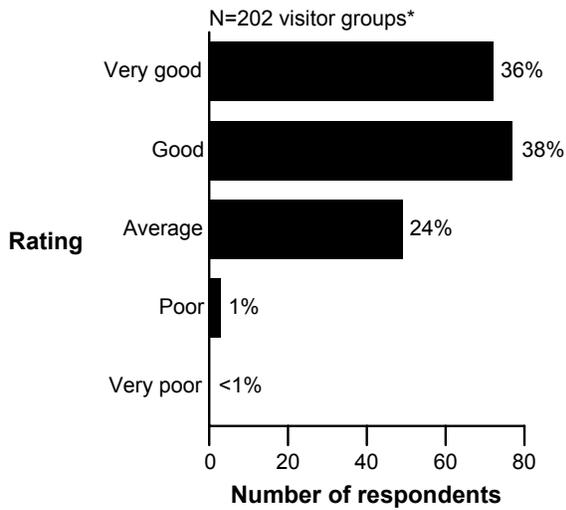
Figure 84: Quality of information/bulletin boards

N=103 visitor groups

Rating	
Very good	40%
Good	37%
Average	17%
Poor	5%
Very poor	1%

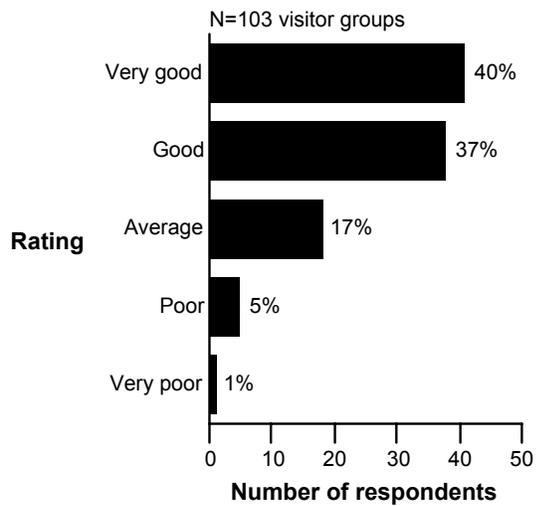**Number of respondents**

Figure 85: Quality of Jordan Pond or Carroll Homestead self-guiding trails

*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 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.
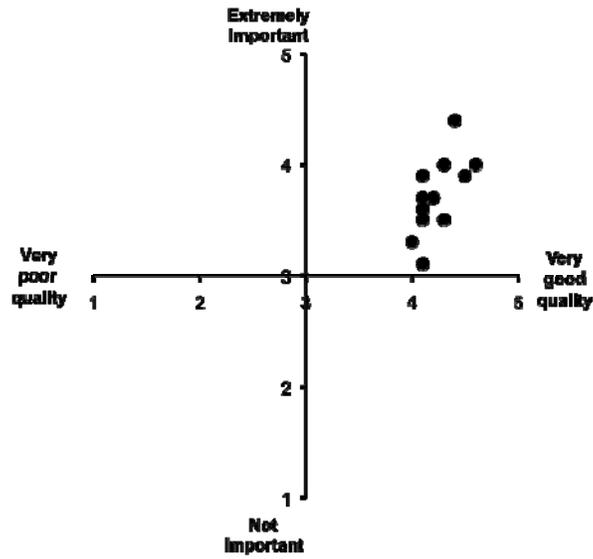

Figure 86: Mean scores of importance and quality ratings for information services and facilities
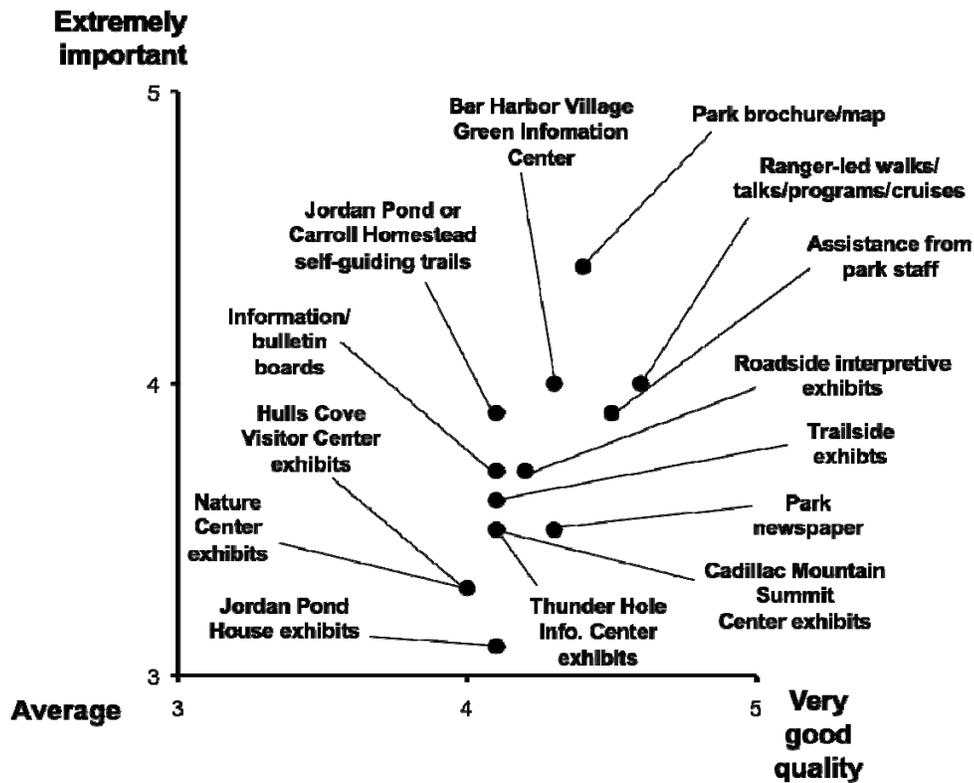

Figure 87: Detail of Figure 86

*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 16a
   Please indicate all visitor services
   and facilities that you or your
   personal group used at Acadia
   National Park during this visit.

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

        82% Directional signs
             (outside park)
        81% Restrooms
        80% Park Loop Road
        79% Parking lots

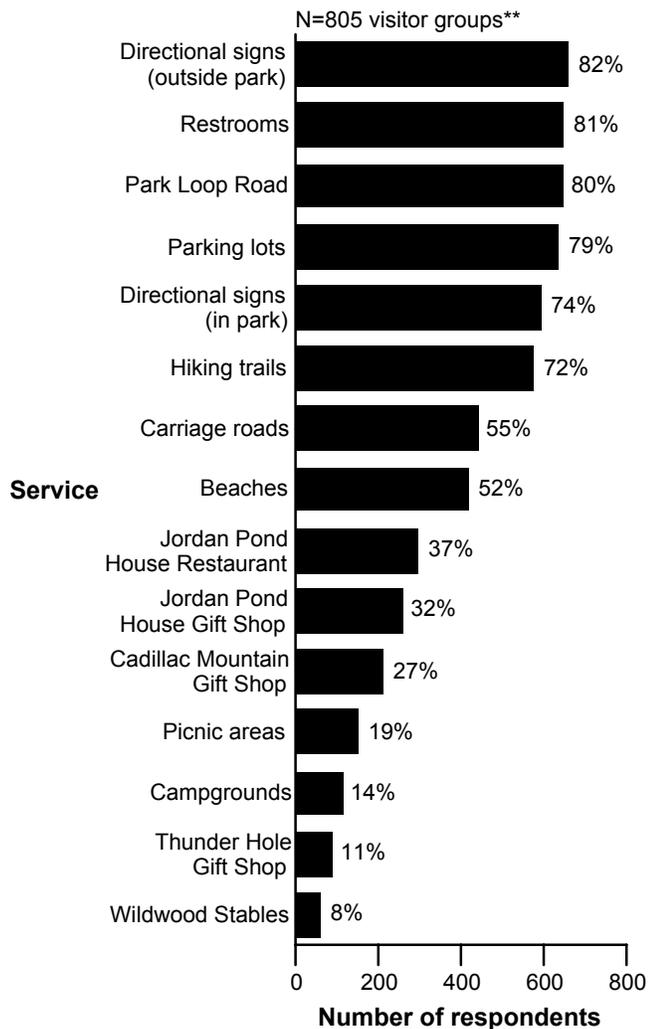   - The least used service/facility
     was:

        8% Wildwood Stables

N=805 visitor groups**

Service	
Directional signs (outside park)	82%
Restrooms	81%
Park Loop Road	80%
Parking lots	79%
Directional signs (in park)	74%
Hiking trails	72%
Carriage roads	55%
Beaches	52%
Jordan Pond House Restaurant	37%
Jordan Pond House Gift Shop	32%
Cadillac Mountain Gift Shop	27%
Picnic areas	19%
Campgrounds	14%
Thunder Hole Gift Shop	11%
Wildwood Stables	8%

Number of respondents

Figure 88: Visitor services and facilities used

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

Importance ratings of visitor services and facilities

Question 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 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:

95% Hiking trails
93% Campgrounds
91% Park Loop Road

- Figures 90 to 104 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:
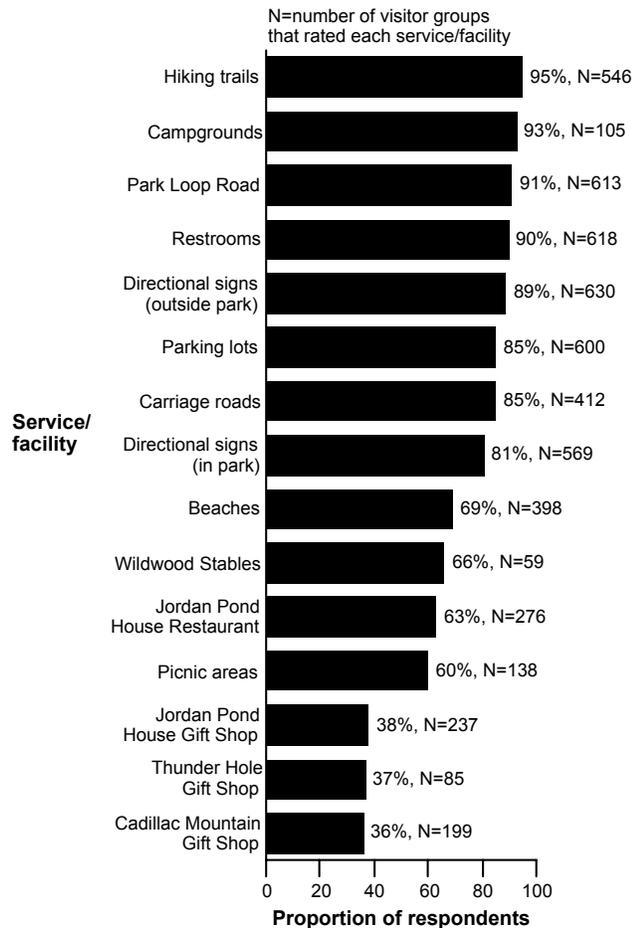
9% Thunder Hole Gift Shop

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

Hiking trails — 95%, N=546
Campgrounds — 93%, N=105
Park Loop Road — 91%, N=613
Restrooms — 90%, N=618
Directional signs (outside park) — 89%, N=630
Parking lots — 85%, N=600
Carriage roads — 85%, N=412
Directional signs (in park) — 81%, N=569
Beaches — 69%, N=398
Wildwood Stables — 66%, N=59
Jordan Pond House Restaurant — 63%, N=276
Picnic areas — 60%, N=138
Jordan Pond House Gift Shop — 38%, N=237
Thunder Hole Gift Shop — 37%, N=85
Cadillac Mountain Gift Shop — 36%, N=199

Service/facility

Proportion of respondents
0 20 40 60 80 100

Figure 89: Combined proportions of "extremely important" and "very important" ratings of visitor services and facilities

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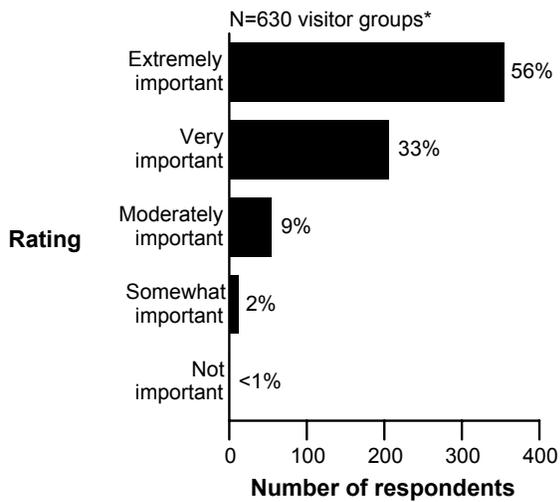**total percentages do not equal 100 because visitors could select more than one answer

N=630 visitor groups*

Rating	
Extremely important	56%
Very important	33%
Moderately important	9%
Somewhat important	2%
Not important	<1%

Number of respondents

Figure 90: Importance of park road directional signs – outside park

N=569 visitor groups

Rating	
Extremely important	48%
Very important	33%
Moderately important	14%
Somewhat important	4%
Not important	1%

Number of respondents
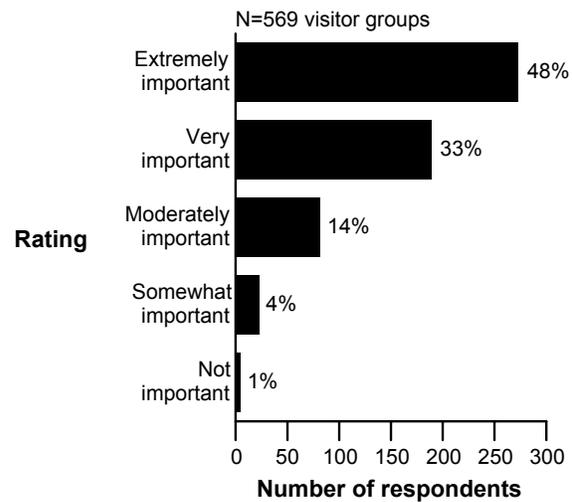
Figure 91: Importance of park road directional signs – in park

N=613 visitor groups*

Rating	
Extremely important	57%
Very important	34%
Moderately important	6%
Somewhat important	2%
Not important	<1%

Number of respondents
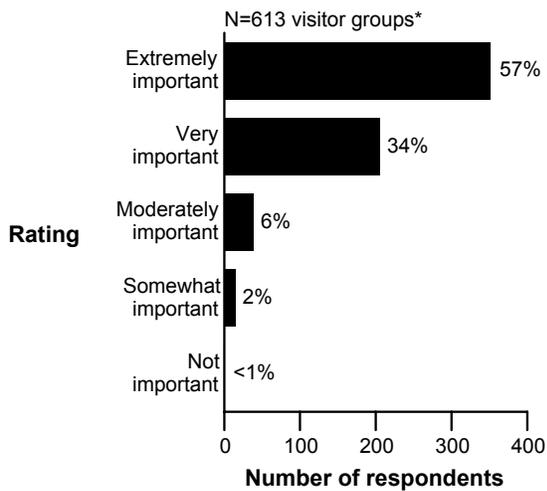
Figure 92: Importance of Park Loop Road

N=412 visitor groups

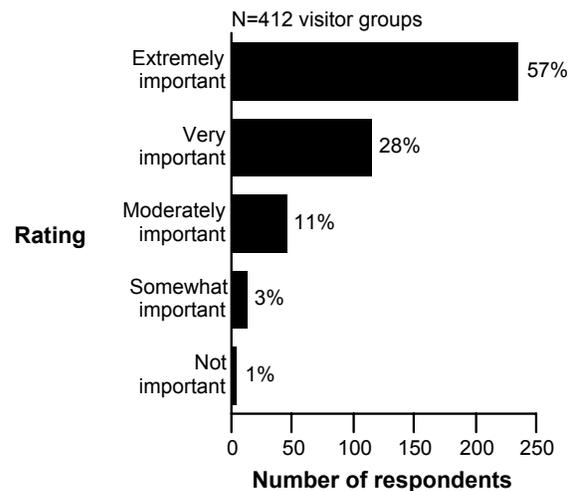| Rating	
Extremely important	57%
Very important	28%
Moderately important	11%
Somewhat important	3%
Not important	1%

Number of respondents

Figure 93: Importance of carriage roads

*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer
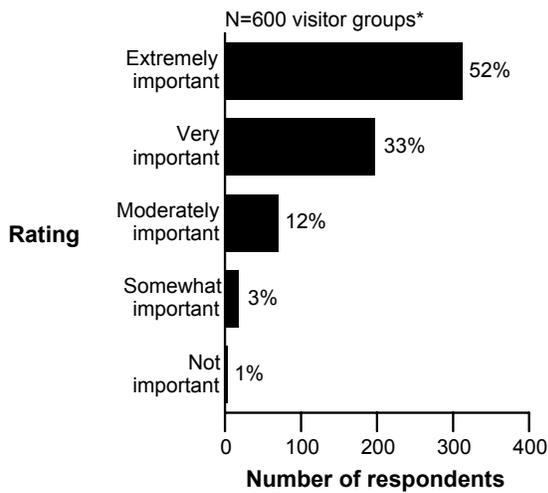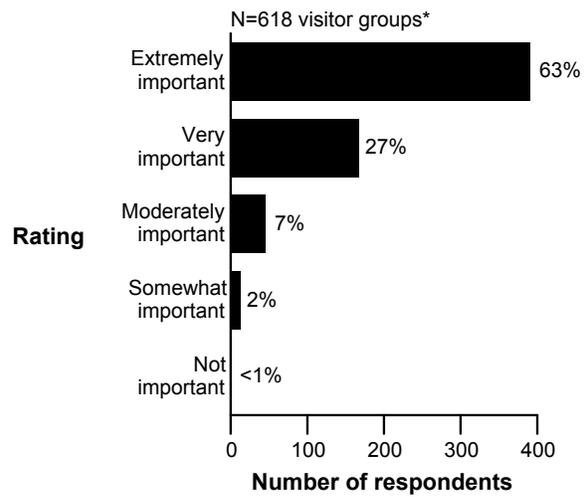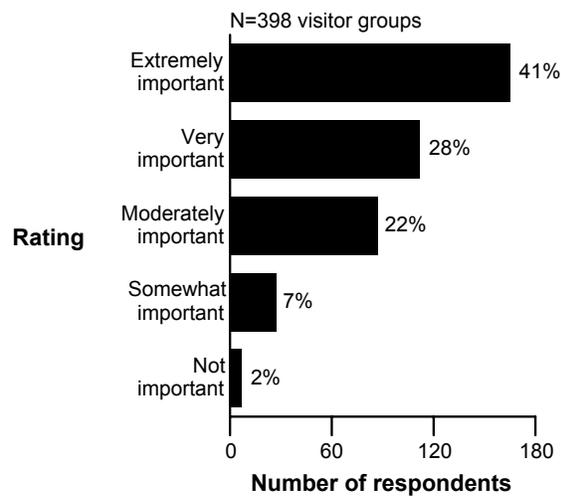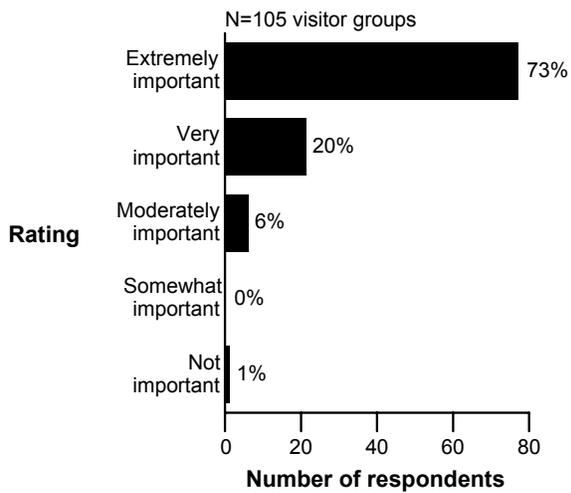
N=600 visitor groups*

Rating	
Extremely important	52%
Very important	33%
Moderately important	12%
Somewhat important	3%
Not important	1%

Number of respondents

Figure 94: Importance of parking lots

N=618 visitor groups*

Rating	
Extremely important	63%
Very important	27%
Moderately important	7%
Somewhat important	2%
Not important	<1%

Number of respondents

Figure 95: Importance of restrooms

N=546 visitor groups*

Rating	
Extremely important	73%
Very important	23%
Moderately important	4%
Somewhat important	0%
Not important	<1%

Number of respondents
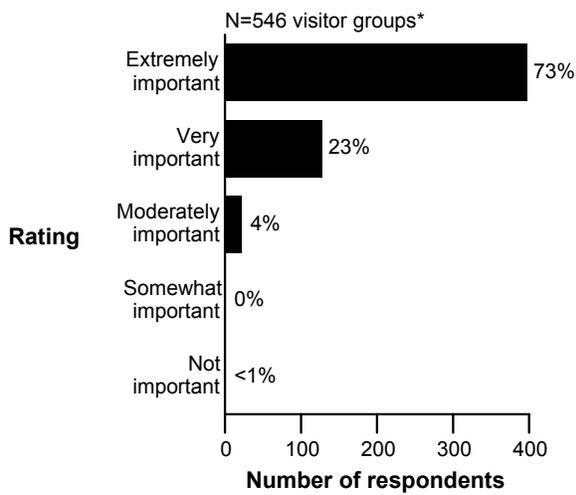
Figure 96: Importance of hiking trails

N=398 visitor groups

Rating	
Extremely important	41%
Very important	28%
Moderately important	22%
Somewhat important	7%
Not important	2%

Number of respondents

Figure 97: Importance of beaches

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

N=105 visitor groups

Extremely important ██████████████ 73%

Very important ████ 20%

Rating

Moderately important █ 6%

Somewhat important 0%

Not important 1%

Number of respondents

Figure 98: Importance of campgrounds (Blackwoods, Seawall, Isle au Haut, Wildwood Stables)

N=138 visitor groups

Extremely important ████████ 30%
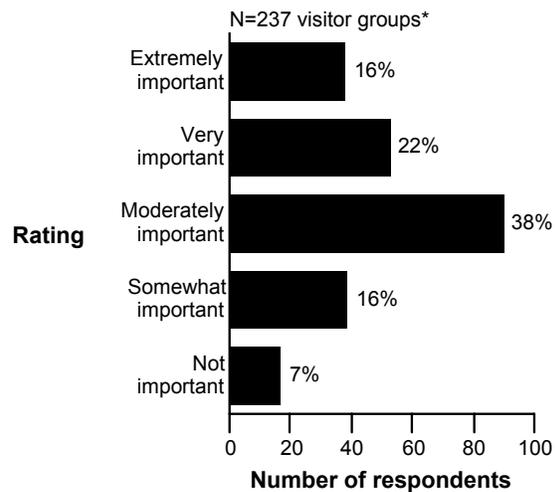
Very important ████████ 30%

Rating

Moderately important ████████ 30%

Somewhat important ██ 7%

Not important █ 3%

Number of respondents
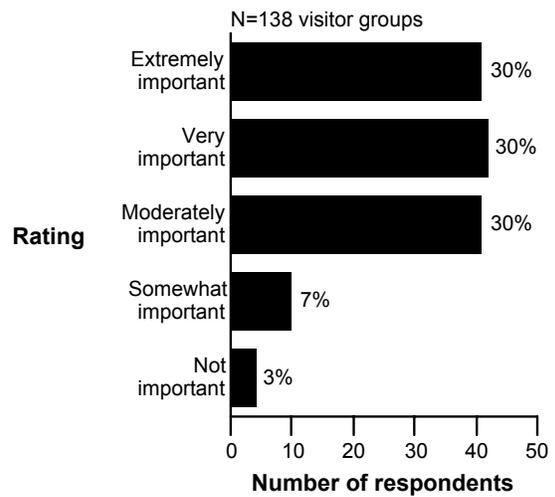
Figure 99: Importance of picnic areas

N=276 visitor groups

Extremely important ████████████ 35%

Very important █████████ 28%

Rating

Moderately important █████████ 28%

Somewhat important ██ 6%

Not important █ 3%

Number of respondents
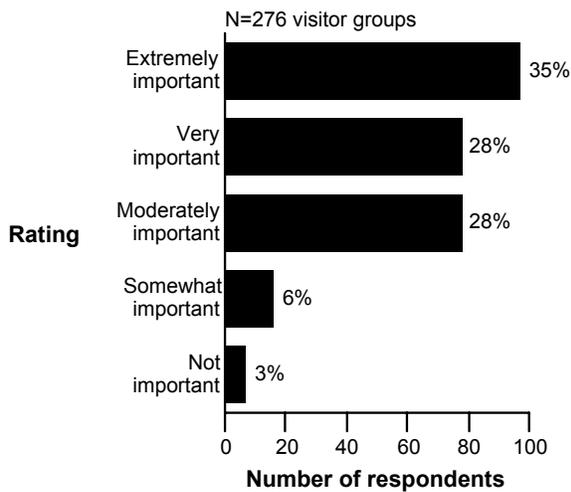
Figure 100: Importance of Jordan Pond House Restaurant

N=237 visitor groups*

Extremely important ████ 16%

Very important ██████ 22%

Rating

Moderately important ███████████ 38%

Somewhat important ████ 16%

Not important ██ 7%

Number of respondents

Figure 101: Importance of Jordan Pond House Gift Shop

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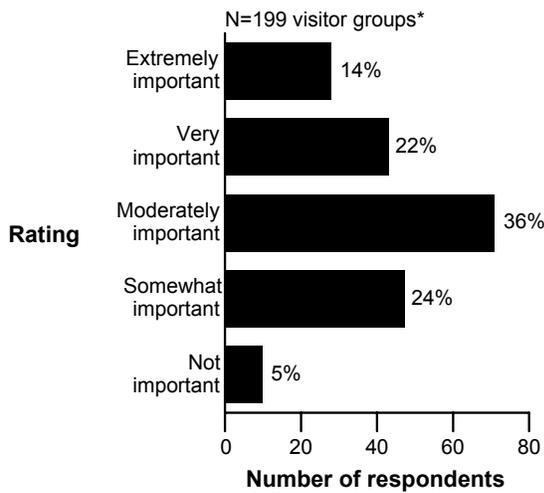**total percentages do not equal 100 because visitors could select more than one answer

N=199 visitor groups*

Rating	
Extremely important	14%
Very important	22%
Moderately important	36%
Somewhat important	24%
Not important	5%

Number of respondents

Figure 102: Importance of Cadillac Mountain Gift Shop

N=85 visitor groups

Rating	
Extremely important	13%
Very important	24%
Moderately important	35%
Somewhat important	19%
Not important	9%

Number of respondents
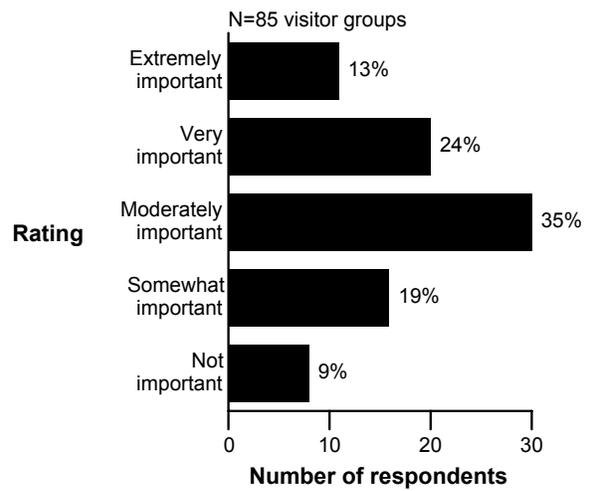
Figure 103: Importance of Thunder Hole Gift Shop

N=59 visitor groups*

Rating	
Extremely important	49%
Very important	17%
Moderately important	22%
Somewhat important	8%
Not important	3%

Number of respondents
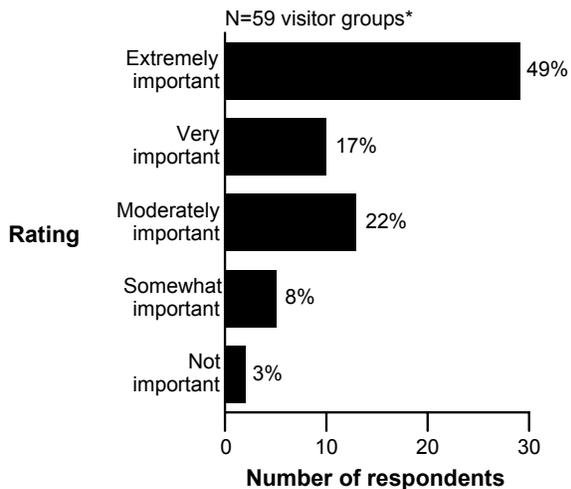
Figure 104: Importance of Wildwood Stables (excluding campground)

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

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

      94% Carriage roads
      92% Hiking trails
      92% Park Loop Road
      91% Jordan Pond House
         Restaurant

- Figures 106 to 120 show the quality ratings for each service/facility.

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

      2% Parking lots

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

Service/facility	Proportion
Carriage roads	94%, N=403
Hiking trails	92%, N=533
Park Loop Road	92%, N=595
Jordan Pond House Restaurant	91%, N=263
Beaches	88%, N=383
Directional signs (outside park)	84%, N=616
Jordan Pond House Gift Shop	83%, N=227
Campgrounds	83%, N=103
Directional signs (in park)	81%, N=551
Wildwood Stables	80%, N=57
Restrooms	80%, N=597
Cadillac Mountain Gift Shop	76%, N=193
Picnic areas	76%, N=130
Parking lots	71%, N=580
Thunder Hole Gift Shop	68%, N=80

Proportion of respondents

Figure 105: Combined proportions of "very good" and "good" quality ratings of visitor services and facilities

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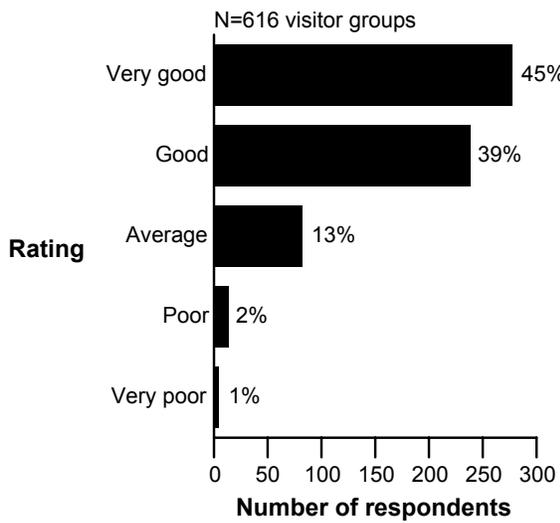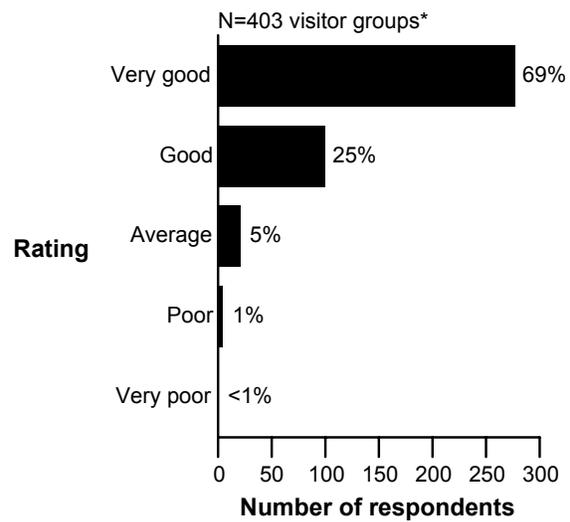**total percentages do not equal 100 because visitors could select more than one answer

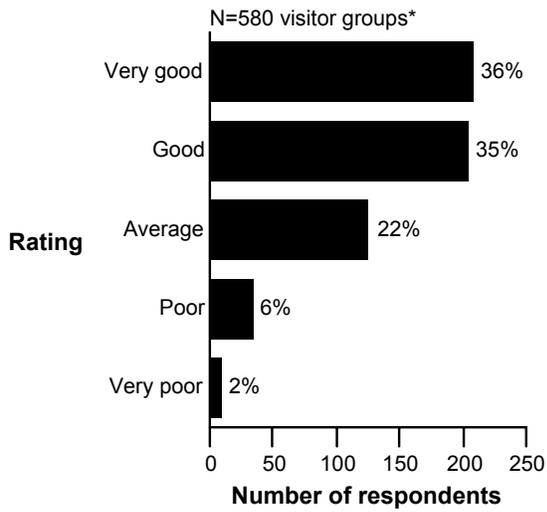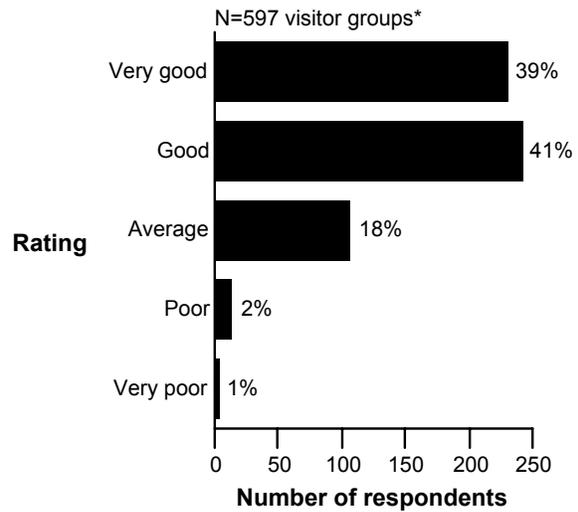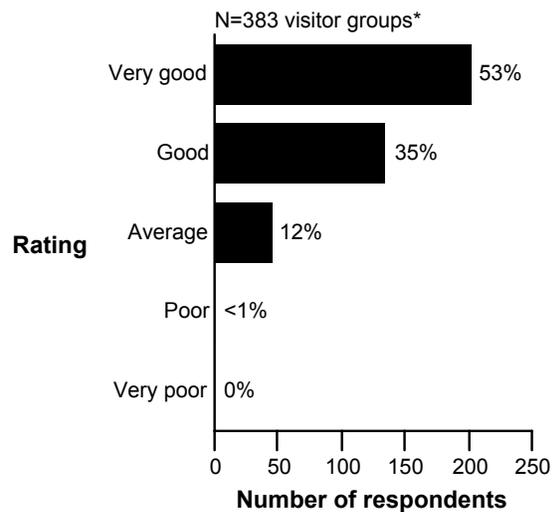N=616 visitor groups

Very good ████████████████████ 45%
Good ████████████████ 39%
Average ████ 13%
Poor █ 2%
Very poor | 1%

Rating

0   50 100 150 200 250 300
Number of respondents

Figure 106: Quality of park road directional signs – outside park

N=551 visitor groups*

Very good ████████████████ 41%
Good ████████████████ 40%
Average █████ 17%
Poor █ 2%
Very poor | <1%

Rating

0   50 100 150 200 250
Number of respondents
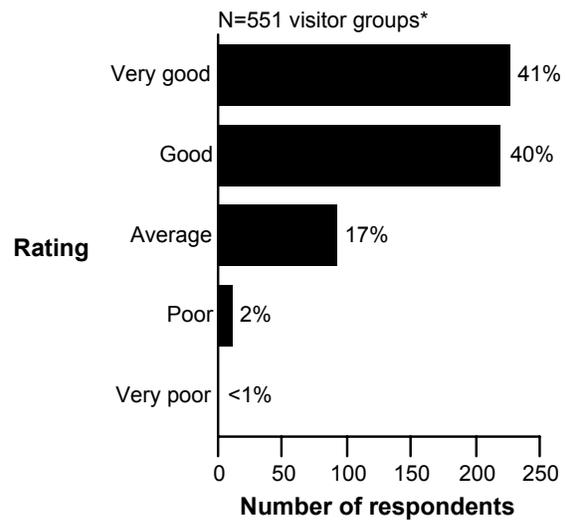
Figure 107: Quality of park road directional signs – in park

N=595 visitor groups*

Very good ████████████████████████ 62%
Good ████████████ 30%
Average ███ 7%
Poor | 1%
Very poor | <1%

Rating

0   100 200 300 400
Number of respondents
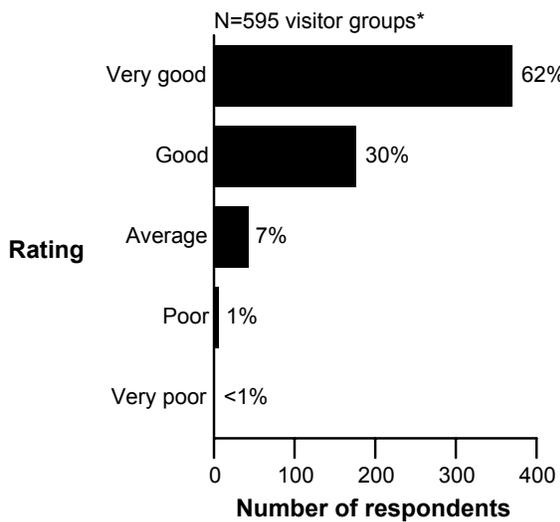
Figure 108: Quality of park Loop Road

N=403 visitor groups*

Very good ████████████████████████ 69%
Good ████████ 25%
Average ██ 5%
Poor | 1%
Very poor | <1%

Rating

0   50 100 150 200 250 300
Number of respondents

Figure 109: Quality of carriage roads

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

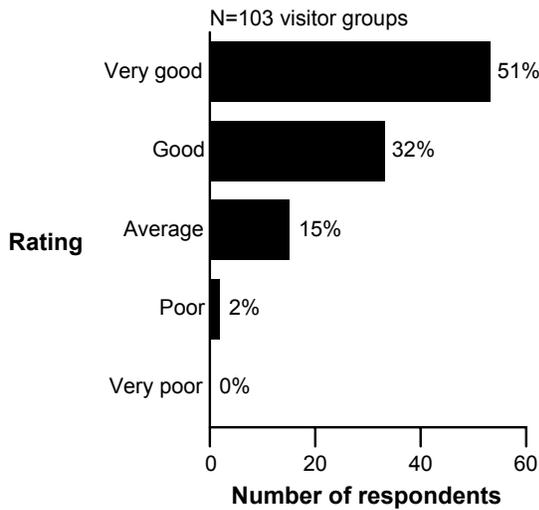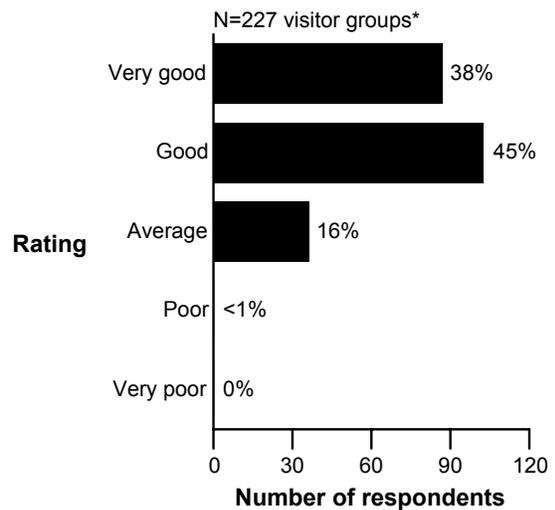N=580 visitor groups*

Rating	
Very good	36%
Good	35%
Average	22%
Poor	6%
Very poor	2%

Number of respondents

Figure 110: Quality of parking lots

N=597 visitor groups*

Rating	
Very good	39%
Good	41%
Average	18%
Poor	2%
Very poor	1%

Number of respondents

Figure 111: Quality of restrooms

N=533 visitor groups*

Rating	
Very good	61%
Good	31%
Average	6%
Poor	1%
Very poor	<1%

Number of respondents
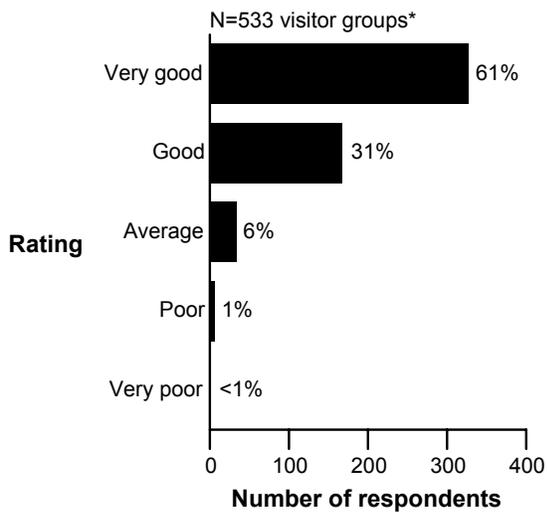
Figure 112: Quality of hiking trails

N=383 visitor groups*

Rating	
Very good	53%
Good	35%
Average	12%
Poor	<1%
Very poor	0%

Number of respondents

Figure 113: Quality of beaches

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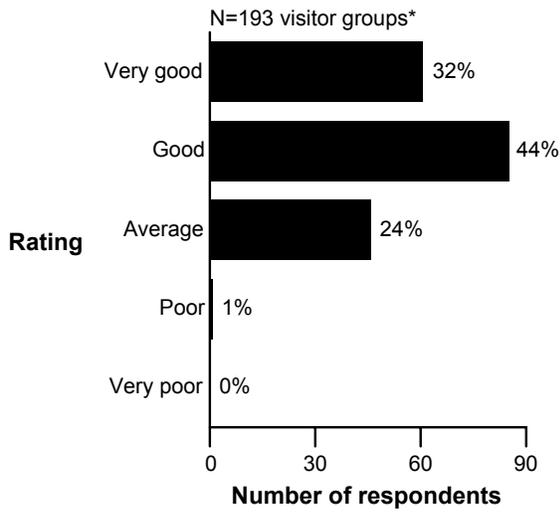**total percentages do not equal 100 because visitors could select more than one answer

N=103 visitor groups

Rating	
Very good	51%
Good	32%
Average	15%
Poor	2%
Very poor	0%

Number of respondents

Figure 114: Quality of campgrounds (Blackwoods, Seawall, Isle au Haut, Wildwood Stables)

N=130 visitor groups*

Rating	
Very good	36%
Good	40%
Average	22%
Poor	2%
Very poor	1%

Number of respondents
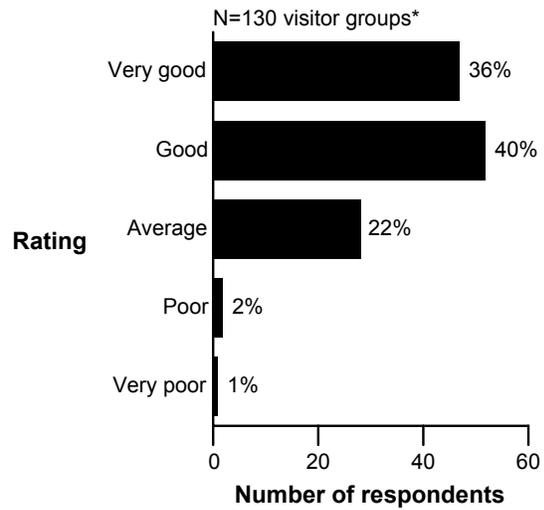
Figure 115: Quality of picnic areas

N=263 visitor groups*

Rating	
Very good	63%
Good	28%
Average	7%
Poor	2%
Very poor	<1%

Number of respondents
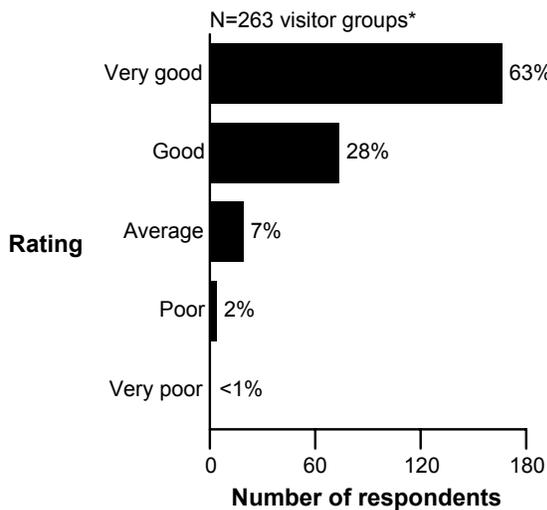
Figure 116: Quality of Jordan Pond House Restaurant

N=227 visitor groups*

Rating	
Very good	38%
Good	45%
Average	16%
Poor	<1%
Very poor	0%

Number of respondents

Figure 117: Quality of Jordan Pond House Gift Shop
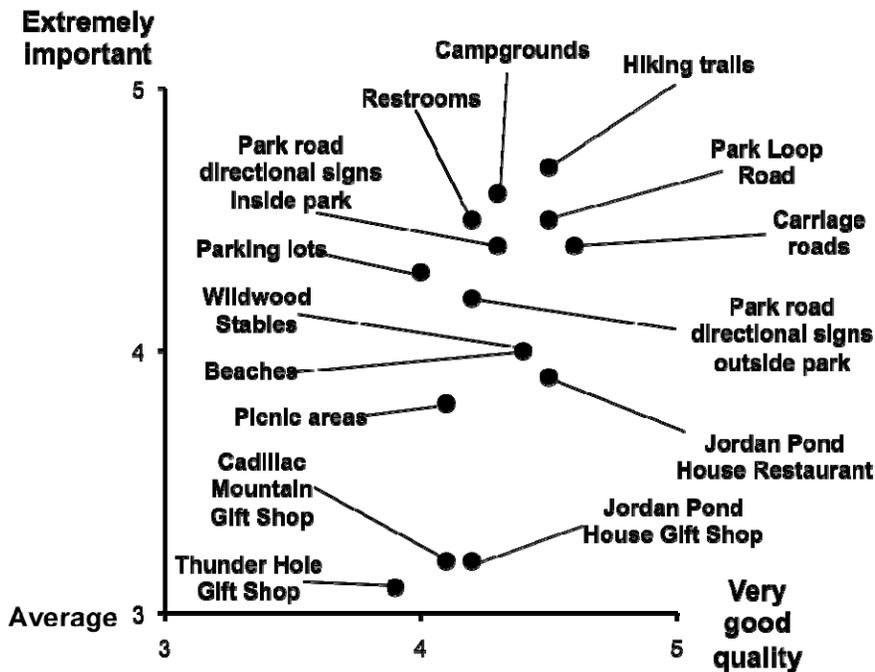
*total percentages do not equal 100 due to rounding
**total percentages do not equal 100 because visitors could select more than one answer

N=193 visitor groups*

Rating	
Very good	32%
Good	44%
Average	24%
Poor	1%
Very poor	0%

Number of respondents

Figure 118: Quality of Cadillac Mountain Gift Shop

N=80 visitor groups*

Rating	
Very good	30%
Good	38%
Average	29%
Poor	4%
Very poor	0%

Number of respondents
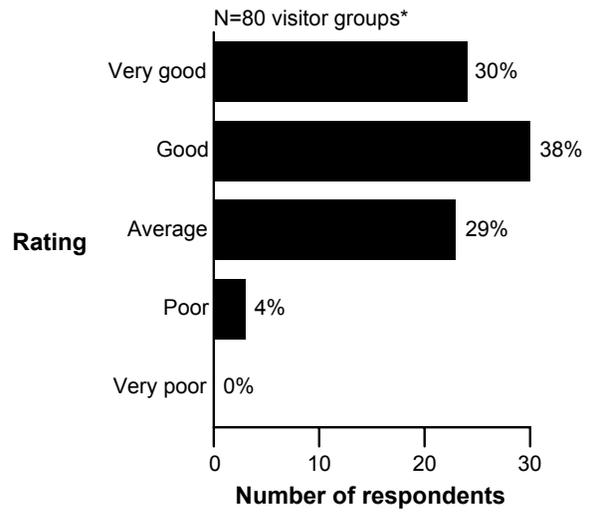
Figure 119: Quality of Thunder Hole Gift Shop

N=57 visitor groups

Rating	
Very good	61%
Good	19%
Average	16%
Poor	4%
Very poor	0%

Number of respondents
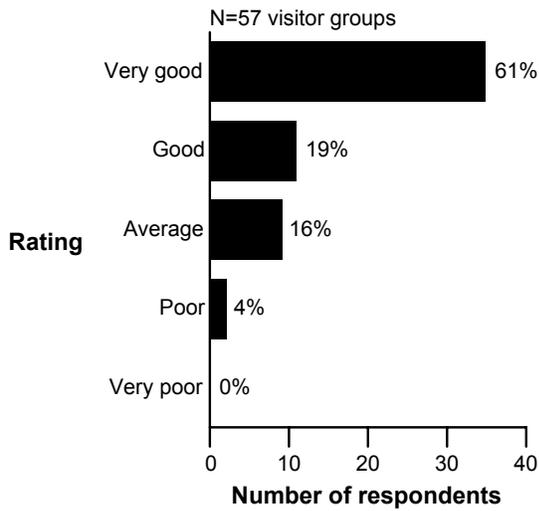
Figure 120: Quality of Wildwood Stables (excluding campground)

*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 121 and 122 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.

- All visitor services and facilities were rated above average.
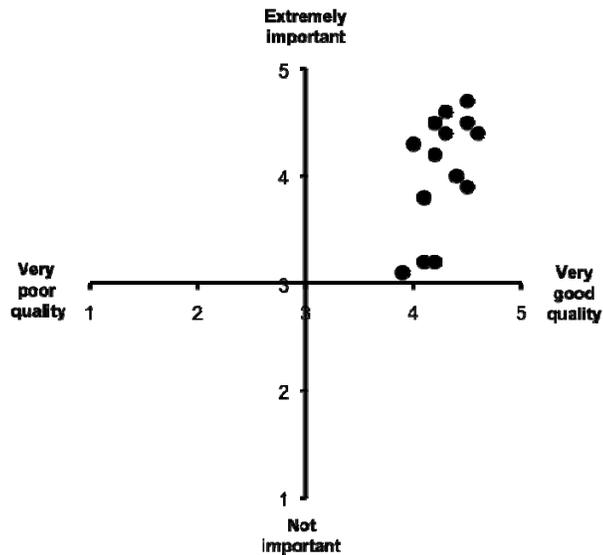
Figure 121: Mean scores of importance and quality ratings for visitor services and facilities

Figure 122: Detail of Figure 121

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

Park website

Question 12a
How would you rate the quality of
information provided on the park
website to plan your visit?

Results

- 44% of visitor groups used the
  park website (see Figure 123).

- 82% of visitor groups that used
  the park website rated its quality
  as "very good" or "good" (see
  Figure 124).

- 16% rated the quality as "average."
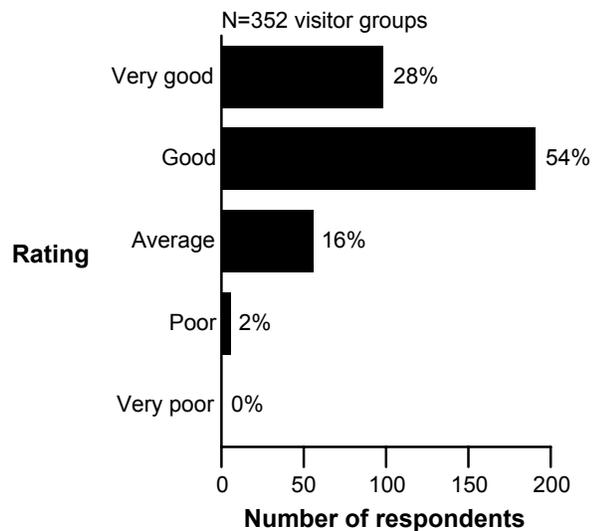
N=823 visitor groups

**Used park
website?**

Yes 44%
No 56%

0   100   200   300   400   500
Number of respondents
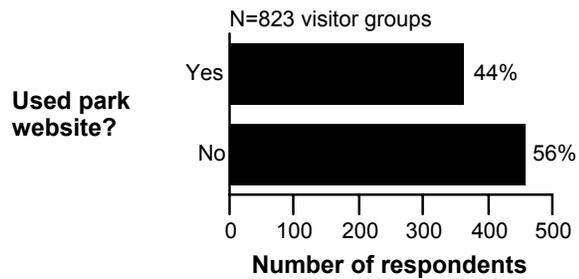
**Figure 123: Visitor groups that used the
park website**

N=352 visitor groups

Rating

Very good 28%
Good 54%
Average 16%
Poor 2%
Very poor 0%

0   50   100   150   200
Number of respondents

Figure 124: Quality of park website

Question 12b
Did you find the information that you
needed on the park website?

Results

- 85% of visitor groups found the
  information they needed on the park
  website (see Figure 125).

N=359 visitor groups

**Found
information?**

Yes 85%
No 15%

0   100   200   300   400
Number of respondents
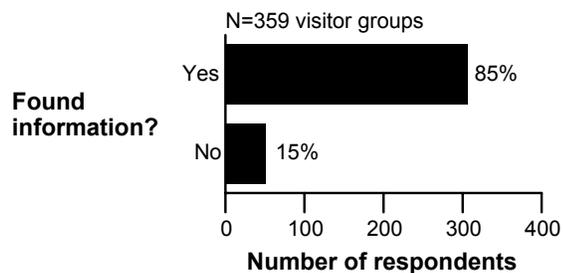
**Figure 125: Visitor groups that found
needed information on park
website**

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

Question 12c
If NO, what type of information did you and your personal group need that was not available on the park website?

Results
- 44 visitor groups listed information they needed, but was not available on the park website (see Table 21).

Table 21: Information needed, but not available on the park website
N=59 comments;
some visitor groups made more than one comment.

Information	Number of times mentioned
Detailed information on hiking trails (accessibility, difficulty level, distance, loops, trailheads)	12
Trail information	3
Better information on system for reserving campground	2
Campground information	2
Campground map	2
Maps	2
Trail maps	2
When Precipice Trail reopened	2
AMC guide book	1
Availability of walk-in sites at Blackwoods	1
Best hikes to take	1
Bus schedule	1
Campground facilities	1
Clear driving directions	1
Could not request specific campsite	1
Detailed schedule	1
Details on biking the trails	1
Details on points of interest	1
Distances to campgrounds	1
Fee information	1
General information	1
Guidance on likelihood of obtaining a campsite as a walk-up	1
Hiking map	1
Information about boat launches	1
Lodging availability	1
Map of bike trails	1
Map-based information (acadiamagic.com) for many areas/features	1
Planned activities	1
Printer quality color maps	1
Real time campsite availability	1
Rules and regulations on horseback riding	1
Site information	1
Site map was not very good	1
Thought Blackwoods campground had a comfort station with showers	1
Tide tables	1
Trail maps with exact locations and distances	1
Up-to-date road closure information	1
When to arrive at Seawall campground to get a site	1
Which ranger-led programs need reservations or fill quickly	1
Wildwood Stable information not available in January 2009	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 12d
  If YES, what type of information was
  most valuable to you and your personal
  group?

Results
• 239 visitor groups listed information
  from the park website that was most
  valuable (see Table 22).

Table 22: Most valuable information on the park website
N=351 comments;
some visitor groups made more than one comment.

Information	Number of times mentioned
Maps	52
Activities available/things to do	36
Campground/camping information	33
Points of interest/sights	24
General information	17
Trail information	17
Ranger programs/schedule	13
Hiking information	12
Beaver Log	9
Locations/directions	9
Hours of operation	7
Accommodations	6
Suggested itineraries	6
Calendar information/dates	5
Campground reservation information	5
Descriptions of trail types/difficulty	5
History	5
Pet regulations/information	5
Biking	4
Blackwood campground information	4
Carriage road information	4
Park conditions/status	4
Trail closures	4
Wildwood Stable contact information/link	4
Campsite availability	3
Information about where/how to enter	3
Prices	3
All	2
Area attractions	2
Entrance fees	2
Hiking for kids	2
Information on Jordan Pond	2
Photographs	2
Reservation information	2
Shuttle information	2
Size/scope of park	2
Tour/cruise reservations	2
Video about the park	2
Weather advice	2

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

Table 22: Most valuable information on the park website
(continued)

Information	Number of times mentioned
Beaches	1
Best time to view Thunder Hole	1
Best time to visit	1
Bicycle trails	1
Campground rules/regulations	1
Children's activities	1
Contact information	1
Driving tour	1
Events	1
Facilities	1
"Green" practices	1
Information about plants/animals	1
Information about the senior pass	1
Junior Ranger program	1
Kayaking information	1
Local information	1
Park Loop Road information	1
Park rules/regulations	1
Phone numbers	1
Pre-visit information/tips	1
Reminded of previous trips	1
Road openings	1
Scenery	1
Statistics	1
Tide pool animals	1
Tide table	1
Transportation	1
Types of park passes	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 resources and attributes

Question 18

It is the National Park Service's responsibility to protect Acadia National Park's natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following resources/attributes to you and your personal group?

Results

- Figure 126 shows the combined proportions of "extremely important" and "very important" ratings for park resources and attributes that were rated by 30 or more visitor groups.

- The highest combined proportions of "extremely important" and "very important" ratings included:

  99% Clean water
  98% Clean air (visibility)
  96% Scenic views

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

  3% Educational opportunities

- Table 23 shows the importance ratings of park resources/attributes.

N=number of visitor groups that rated each resource/attribute
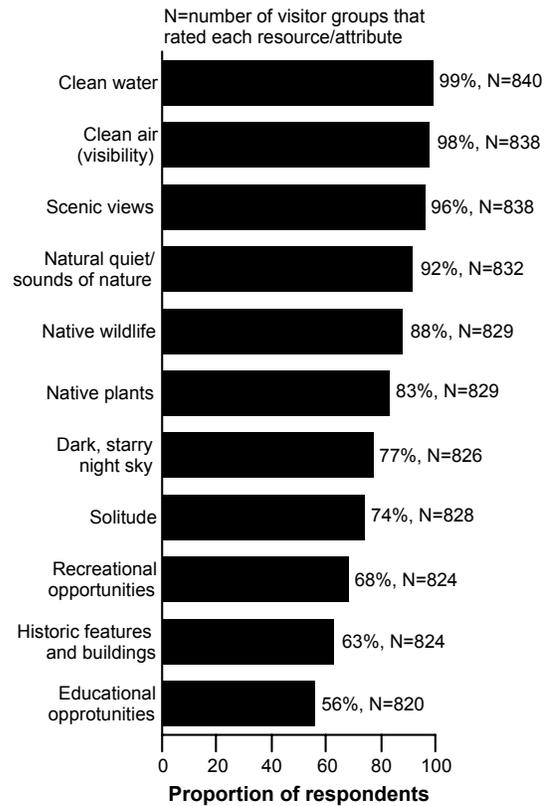
Figure 126: Combined proportions of "extremely important" and "very important" ratings of park resources/attributes

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

Table 23: Visitor ratings of importance of protecting park resources/attributes*
N=number of visitors that rated each resource/attribute

Resource/attribute	N	Not important	Somewhat important	Rating (%) Moderately important	Very important	Extremely important
Clean air (visibility)	838	<1	<1	2	27	71
Clean water	840	<1	<1	1	23	76
Dark, starry night sky	826	2	5	16	29	48
Educational opportunities	820	3	11	30	34	22
Historic features and buildings	824	2	9	26	35	28
Native plants	829	1	3	13	31	52
Native wildlife	829	<1	3	9	31	57
Natural quiet/sounds of nature	832	<1	2	6	32	60
Recreational opportunities	824	2	7	22	35	33
Scenic views	838	<1	<1	3	26	70
Solitude	828	2	5	19	32	42

Effect of aircraft on visitor groups' enjoyment of park

Question 7a
   During this visit, did aircraft affect your enjoyment of Acadia National Park?

Results
   • 7% of visitor groups' enjoyment of the park was affected by aircraft (see Figure 127).

N=817 visitor groups
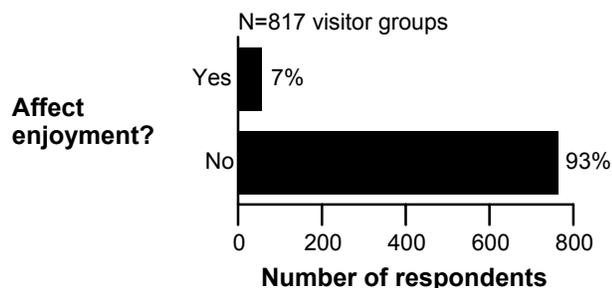
Figure 127: Visitor groups' whose enjoyment was affected by aircraft

Question 7b
   If YES, how?

Results
   • 53 visitor groups commented on how aircraft affected their enjoyment of the park (see Table 24).

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

Table 24: Effect of aircraft on visitor groups' enjoyment
N=59 comments;
some visitor groups made more than one comment.

Effect	Number of times mentioned
Noisy	22
Biplane is a nuisance/annoying	3
Biplane	2
Enjoyed seeing the biplane	2
Noticed airplanes	2
30 minute flight very nice	1
Affected the aesthetic of hiking in the backcountry	1
Background noise and kept us awake at night	1
Be more aware of planes flying near our cottage	1
Biplane flying too low, every day; estimate under 500 feet	1
Biplane kept flying in circle above Sand Beach	1
Biplane overhead all-day	1
Can never escape the airplanes no matter how "remote" you may be	1
Contrails	1
Distraction	1
Disturbed peace	1
Enjoyed biplane stunts	1
Enjoyed seeing the planes	1
Flew into Bar Harbor	1
Flew over park in open cockpit biplane - very enjoyable	1
Fun! Baker Island	1
Getting into my picture	1
Heard more planes in the air than previous years	1
Liked seeing a glider	1
Made us go for a glider ride	1
On two occasions, their noise made it difficult to hear birds	1
Plane interfered with bird sounds during ranger program	1
Prefer not to hear except for emergencies	1
Sometimes early in the morning or evening	1
The noise of aircraft took away from the natural beauty of the park	1
They are disruptive and obnoxious - especially the tour plane	1
Took aerial sightseeing tour and loved it	1
Very slight	1

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

Preferences for future visit

Willingness to pay fee for ranger-led program

Question 13c

If you and your personal group were to visit Acadia National Park in the future, would you be willing to pay a modest fee (such as $10/person) to attend a 2-3 hour ranger-led program with a limited group size?

N=761 visitor groups

Results

- 53% of visitor groups would be willing to pay a modest fee to attend a ranger-led program on a future visit (see Figure 128).
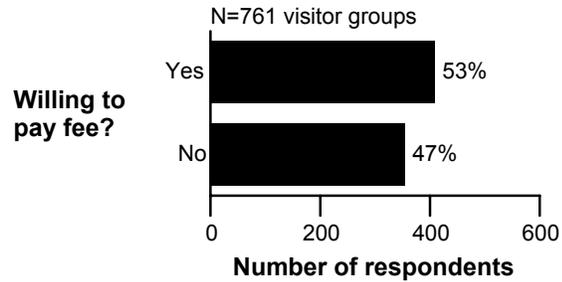
Figure 128: Visitor groups that would be willing to pay a modest fee to attend a ranger-led program on a future visit

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

Topics to learn on a future visit

Question 15a

If you and your personal group visit again in the future, which topics would you like to learn about in interpretive/ranger-led programs at Acadia National Park?

Results

- 79% of visitor groups would be interested in interpretive/ranger-led programs on a future visit (see Figure 129).

- As shown in Figure 130, among those interested in interpretive/ranger-led programs, the most common topics visitor groups would like to learn about were:

  61% Tidal areas
  59% Animals other than birds
  57% Geology

- "Other" topics (4%) were:

  Acadia music
  Adventure hikes
  Any information on Acadia
  Children's programs
  Climate/weather
  Driving tour
  Engineering/architecture/building
      perspective on bridge construction
  Hiking tour
  History of building/creation of Bar
      Harbor and carriage roads
  Impacts of development
  Ken Burns movie on national parks
  Local history
  Marine ecology
  New names versus old names
  Paleontology
  Park management
  Photography
  Story-telling
  The Rockefellers commitment to
      horses and their owners
  Trail maintenance

N=831 visitor groups
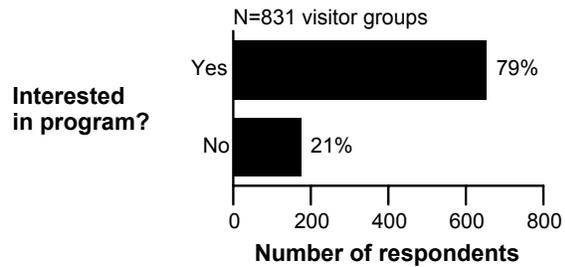
Figure 129: Visitor groups that would be interested in interpretive/ ranger-led programs on a future visit

N=643 visitor groups**
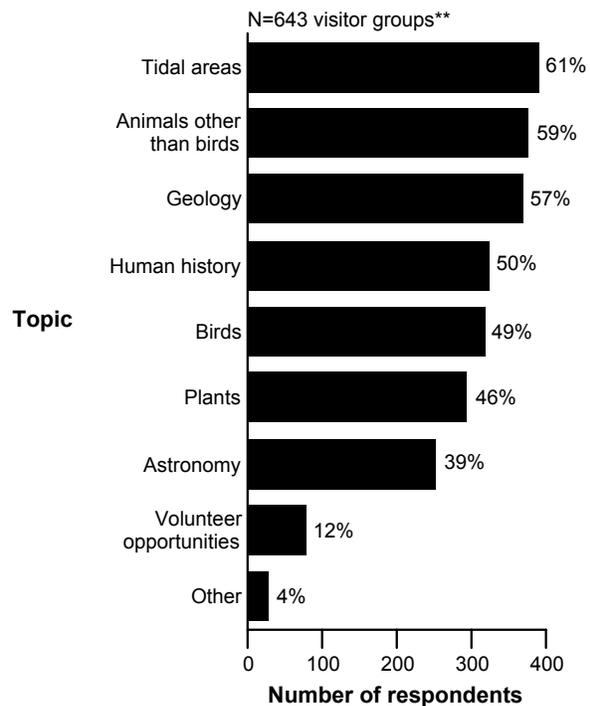
Figure 130: Topics that visitor groups would be interested in learning about on a future visit

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

Interpretive/ranger-led program preferences

Question 15b
  What program length would be most suitable for you and your personal group?

Results

- 50% of visitor groups were interested in attending interpretive/ranger-led programs between 1/2 and 1 hour in length (see Figure 131).

- 43% were interested in program lengths of 1-2 hours.

- "Other" program lengths (2%) were:

      45 minutes
      1-3 hours
      1-4 hours depending on program
      1-6 hours
      2 hours or more
      2-3 hours
      2-4 hours
      3-4 hours
      1/2 day or evening
      Up to a full day
      As long as needed to present
        information
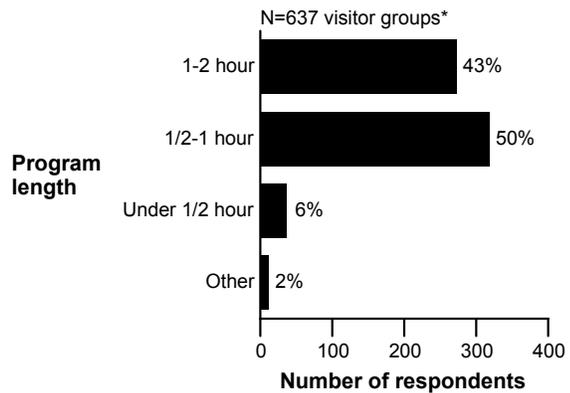
Figure 131: Preferred length of interpretive/ ranger-led programs

Question 15c
  What time of day would be most suitable for you and your personal group to attend a ranger-led program?

Results

- 45% of visitor groups were interested in attending ranger-led programs between 10 am and noon (see Figure 132).

- 20% preferred to attend between 8 am and 10 am

- "Other" times of day (6%) are shown in Table 25.
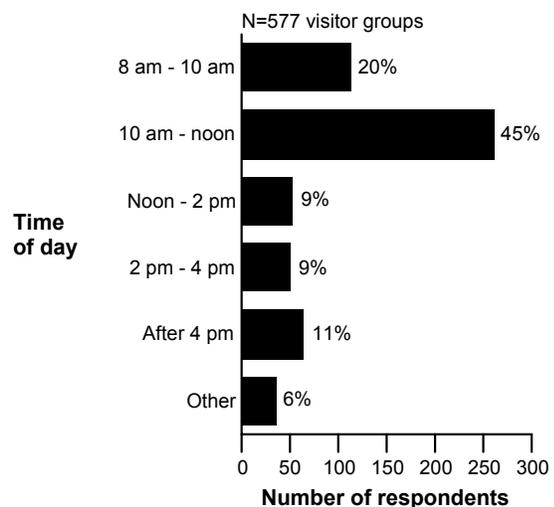
Figure 132: Preferred time of day for interpretive/ranger-led programs

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

**Table 25: "Other" times of day to attend interpretive/
ranger-led programs**
N=42 comments

Time of day	Number of times mentioned
No preference	16
Depends on program	6
Evening	3
9 am - 11 am	2
Night	2
Prefer start or end of day	2
1pm - 4 pm	1
11 am - 3 pm	1
8 am - 3 pm	1
After 10 am	1
Any time during the day	1
Around the campfire	1
Early	1
Evening after 7:30 pm	1
In the morning	1
Mid-morning to late afternoon	1
Variety due to changes in lighting for photography	1

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

Use of Acadia Gateway Center

Question 20a

A new facility, Acadia Gateway Center, is being designed to welcome visitors to Mount Desert Island and Acadia National Park. This center, on Route 3 in Trenton, Maine, will provide parking, restrooms, and information for Acadia National Park and the Chamber of Commerce, and will serve as the hub for the free *Island Explorer* bus. Visitors will be able to park vehicles there and take the *Island Explorer* to Acadia National Park and Mount Desert Island.

Would you and your personal group be willing to stop at the Acadia Gateway Center on a future trip to Acadia National Park or Mount Desert Island?

Results

- 35% of visitor groups would be "somewhat likely" to stop at Acadia Gateway Center on a future trip to Acadia National Park or Mount Desert Island (see Figure 133).

- 30% would be "very likely" to stop at the Center.
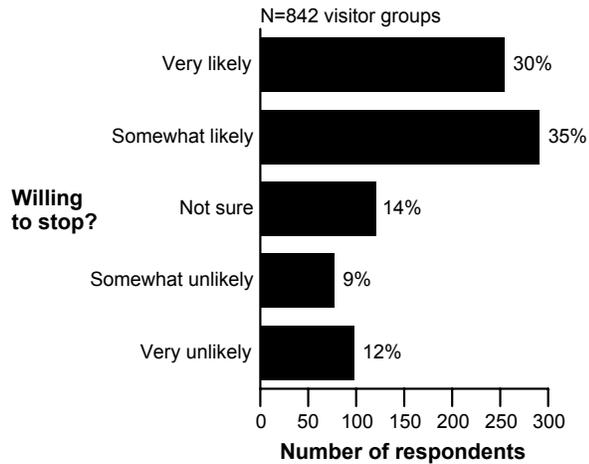
Figure 133: Visitor groups' willingness to stop at the Acadia Gateway Center on a future trip

Question 20b

Would you and your personal group be willing to park your car at the Acadia Gateway Center and ride the Island Explorer bus around Acadia National Park or Mount Desert Island on a future trip?

Results

- 26% of visitor groups would be "very unlikely" to park their car at the Acadia Gateway Center and ride the Island Explorer bus on a future trip (see Figure 134).

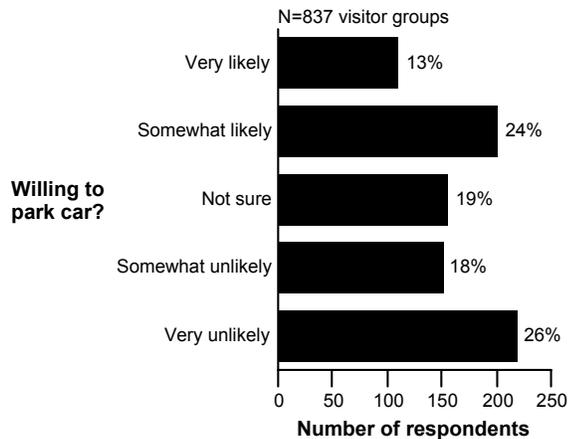- 24% were "somewhat likely" to park their car at the Center.

Figure 134: Visitor groups' willingness to park at Acadia Gateway Center and ride Island Explorer Bus

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

Overall Quality

Question 17
>   Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Acadia 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 135).
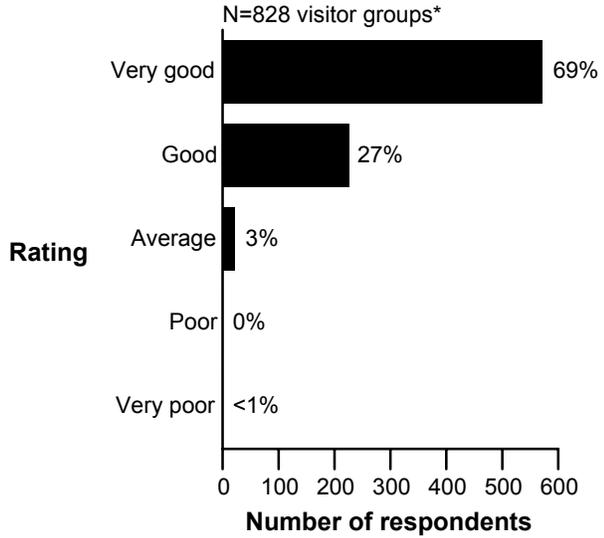
- Less than 1% rated the quality as "very poor" or "poor."

N=828 visitor groups*

Rating

Very good — 69%
Good — 27%
Average — 3%
Poor — 0%
Very poor — <1%

0 100 200 300 400 500 600
Number of respondents

Figure 135: Overall quality rating of facilities, services, and recreational opportunities

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

Visitor Comments

Additional comments

Question 26
    Is there anything else you and your personal group would like to tell us about your visit to Acadia National Park?

Results
- 63% of visitor groups (N=540) responded to this question.

- Table 26 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 26: Additional comments
N=1,133 comments;
some visitors made more than one comment

Comment	Number of times mentioned
PERSONNEL	
Staff is helpful	12
Staff is friendly	8
Staff is excellent	6
People are friendly	3
Explorer drivers were helpful	2
Park is well-staffed	2
People are helpful	2
Staff is knowledgeable	2
Other comments	11
INTERPRETIVE SERVICES	
More detailed trail map	7
Enjoyed ranger programs	5
Could not get reservations for children's programs	3
More detailed park map	2
Need tide tables for Thunder Hole	2
Ranger programs are excellent	2
Will participate in ranger-led program in future	2
Would pay a modest fee depending on quality of ranger program	2
Other comments	45
FACILITIES/MANAGEMENT	
More parking needed	28
Park is clean	15
Park is well maintained	15
Need better marked hiking trails/trailheads	9
Add showers at campgrounds	8
Need better cell phone coverage	6
Trails are well maintained	6
More signs for trails, sites, and parking	5
Carriage roads are well maintained	4
More restrooms	4

Table 26: Additional comments
(continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (continued)	
Roads are in good condition	4
Trails were well marked	4
Carriage road signs and directions were confusing	3
Enjoyed Park Loop Road	3
Remove horse manure from carriage roads	3
Add bike lanes	2
Appreciated the many restrooms available	2
Bathroom doors slam shut at Blackwoods & Seawall campgrounds	2
Enjoyed Blackwoods campground	2
Gravel tent sites are uncomfortable at Blackwoods campground	2
Improve restrooms	2
Improve signage	2
Improve trail signage	2
More picnic areas	2
Provide Internet service	2
Some signs hard to read	2
Trails signage needs maintenance	2
Other comments	67
POLICIES/MANAGEMENT	
Keep it the way it is	10
Park is well managed	7
Appreciate the dog-friendly environment	5
Park was crowded	5
Appreciate riding horses on carriage roads	4
Consider a one-day entrance pass	3
Too much traffic congestion in park	3
Dangerous parking conditions on Park Loop Road	2
Like the idea of off island parking at Acadia Gateway Center	2
Limit number of vehicles in park	2
Limit visitation	2
No smoking in national parks	2
Too much traffic noise	2
Too much traffic on Park Loop Road	2
Other comments	48
RESOURCE MANAGEMENT	
Didn't see any moose	3
Didn't see much wildlife	2
Other comments	8

Table 26: Additional comments
(continued)

Comment	Number of times mentioned
GENERAL COMMENTS	
Enjoyed visit	124
Love the park	68
Will return	63
Park is beautiful	55
Thank you	50
Repeat visitor	34
Enjoyed scenic views	14
Park is wonderful	14
Enjoyed hiking trails	13
Keep up the good work	13
Enjoyed hiking/waking	12
Excellent park	11
Park is favorite place	10
Enjoyed recreational opportunities	9
Needed more time	9
Own second home on Mount Desert Island	7
Enjoyed solitude	5
Favorite national park	5
Best national park	4
Friends of Acadia member	4
Appreciate park is here	3
Beautiful area	3
Enjoyed biking on carriage roads/trails	3
Enjoyed summer weather	3
Park is accessible	3
Relaxing place to visit	3
Enjoyed coastal drive	2
Enjoyed seeing bi-planes	2
Enjoyed the lakes	2
Enjoyed visiting park sites	2
Great for biking	2
Park is a blessing	2
Park is excellent	2
Will recommend park to others	2
Wish park was closer to home	2
Other comments	69

Table 26: Additional comments
(continued)

Comment	Number of times mentioned
CONCESSIONS	
Enjoyed Island Explorer bus service	22
Need more restaurants/places to eat	3
Advertise/promote the Island Explorer bus service	2
Enjoyed popovers	2
Enjoyed the free bicycle shuttle	2
Island Explorer bus should start running earlier	2
Island Explorer bus should stop at popular trail heads more often	2
More gift shops	2
Move Island Explorer terminal from Bar Harbor	2
Sell dry firewood	2
Other comments	25

APPENDIX 1: The Questionnaire

United States Department of the Interior

NATIONAL PARK SERVICE
Acadia National Park
P.O. Box 177
Bar Harbor, ME 04609-0177

IN REPLY REFER TO:

August 2009

Dear Visitor:

Thank you for participating in this important study. Our goal is to learn about the expectations, opinions, and interests of visitors to Acadia National Park. This information will assist us in our efforts to better manage this park and to serve you, our visitor.

This questionnaire is only being given to a select number of visitors, so your participation is very important! It should only take about 20 minutes to complete after your visit.

When your visit is over, please complete this questionnaire. Seal it with the stickers provided on the last page and drop it in any U.S. mailbox.

If you have any questions, please contact Margaret Littlejohn, NPS VSP Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-7863, email: littlej@uidaho.edu.

We appreciate your help.

Sincerely,

Sheridan Steele
Superintendent

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

Visitor Services Project

Acadia National Park
Visitor Study

Your Visit To Acadia National Park

NOTE: In this questionnaire, your **personal group** is defined as anyone that you are visiting the park with, such as spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scouts, or tour group.

1. a) Prior to this visit, how did you and your personal group obtain information about Acadia National Park? Please mark (●) **all that apply in column (a).**

   b) For only those sources of information you **used**, please rate their importance, from 1-5, in column (b).

   a) Park information used prior to this visit

   Mark (●)

   b) If used, how important?

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

	a)	b)
Did not obtain information prior to visit → **Go to Question 2**	○	
Previous visits	○	___
Friends/relatives/word of mouth	○	___
Travel guides/tour books (such as AAA, etc.)	○	___
Maps/brochures	○	___
Newspaper/magazine articles	○	___
Inquiry to park via phone, mail or email	○	___
Television/radio programs/videos	○	___
Maine State Tourism Center along Interstate 95	○	___
Acadia National Park website: www.nps.gov/acad	○	___
Other websites	○	___
School class/program	○	___
Chamber of commerce/visitors bureau/state welcome center	○	___
Other (Please specify below)	○	___

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

○ No   ○ Yes → **Go to Question 2**

DIRECTIONS

At the end of your visit:

1) Please have the selected individual complete this questionnaire.
2) Answer the questions carefully since each question is different.
3) For questions that use circles (○), please mark your answer by filling in the circle with black or blue ink, or a pencil with dark (e.g. #2) lead.

   Like this: ●   Not like this: ⊘   ⊗   ⊘

4) Seal it with the stickers provided.
5) Drop it in a U.S. mailbox.

Thank you!

d) If NO, what type of park information did you and your personal group need that was not available? Please be specific.

_____

2. a) On this trip, what forms of transportation did you and your personal group use to visit Acadia National Park? Please mark (●) all that apply.

- ○ Car/pickup/SUV/van
- ○ Car/pickup/SUV/van with trailer/camper
- ○ Motorhome/RV
- ○ Motorhome/RV with towed car/boat/trailer
- ○ Bicycle
- ○ Tour bus
- ○ Island Explorer Bus
- ○ Ferry boat/Mail boat
- ○ Private boat
- ○ Motorcycle
- ○ Taxi
- ○ Other (Specify) _____

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

_____ Number of vehicles

3. a) During this trip to Acadia National Park, did you and your personal group stay overnight on Mount Desert Island?

- ○ Yes
- ○ No → **Go to Question 4**

b) If YES, which types of overnight accommodations on the island did you and your personal group use during this visit? Please mark (●) all that apply.

- ○ Year-round residence
- ○ Motel or hotel
- ○ Summer residence
- ○ Bed and Breakfast
- ○ Campground in Acadia NP
- ○ Private campground
- ○ Short-term house rental (less than one month stay)
- ○ Other (Please specify) _____

4. On this trip, how many total hours or days did you and your personal group spend visiting the following places? Please list partial hours or days as ¼, ½, or ¾.

a) Mount Desert Island
_____ Number of hours, **if less than 24 hours**
_____ Number of days, **if 24 hours or more**

b) Acadia National Park
_____ Number of hours, **if less than 24 hours**
_____ Number of days, **if 24 hours or more**

5. On the list below, please mark (●) all the activities in which you and your personal group participated at Acadia National Park during this trip.

- ○ Boating/canoeing/kayaking on lakes/ponds
- ○ Hiking on trails
- ○ Walking on carriage roads
- ○ Birdwatching
- ○ Biking on carriage roads
- ○ Picnicking
- ○ Biking on park motor roads
- ○ Sea kayaking
- ○ Taking horse and carriage ride
- ○ Rock climbing
- ○ Sightseeing/driving for pleasure
- ○ Shopping in park
- ○ Participating in ranger-led programs/cruises
- ○ Earthcaching
- ○ Dining at Jordan Pond House Restaurant
- ○ Camping at Seawall, Blackwoods, Isle au Haut, or Wildwoods Stables Campgrounds
- ○ Other (Please specify) _____

6. Many businesses offer guided tours, instruction, or activities to help visitors enjoy Acadia National Park. On this trip, for which of these **commercial** activities did you and your personal group pay a fee while visiting Acadia National Park? Do not include businesses where you only rented equipment. Please mark (●) all that apply.

- ○ None → **Go to Question 7**
- ○ Bicycling tour
- ○ Nature walks
- ○ Hiking tour
- ○ Rock climbing
- ○ Sea kayaking tour
- ○ Boat cruise (not ferry boat, mail boat, or whale watch)
- ○ Concession bus tour (National Park Tours or Oli's Trolley)
- ○ Other bus tour (Specify company) _____
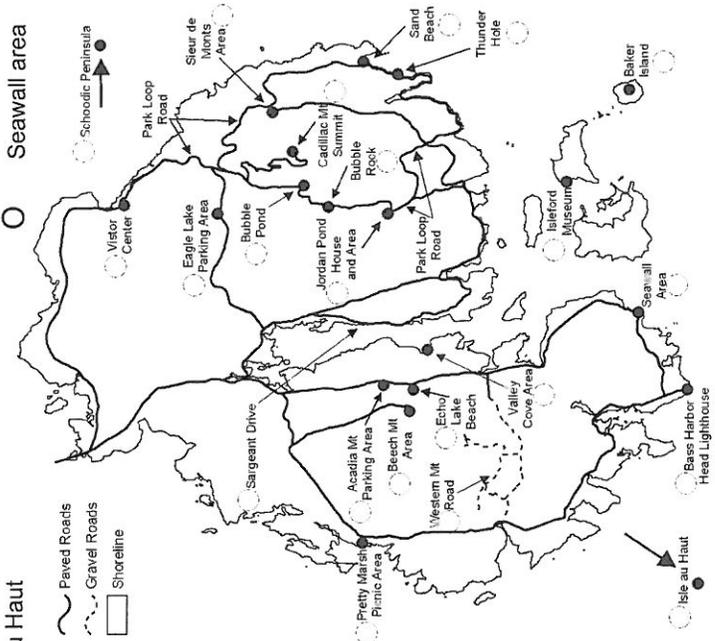- ○ Other (Please specify) _____

7. a) During this visit, did aircraft affect your enjoyment of Acadia National Park?

- ○ Yes
- ○ No → **Go to Question 8**

b) If YES, how? _____

9. On this visit, did you and your personal group learn (via publications, signs, talking to park staff, etc.) about these rules/regulations **during this visit** to Acadia National Park? Please mark (●) **one answer** for each item.

	Yes	No
Rules/Regulations		
Pets are allowed in the park on a leash six feet or less in length, but are prohibited from hiking trails with ladders	○	○
Firewood may not be brought into the park due to the threat to park resources from non-native insect species	○	○
Dead and down wood may be collected as fuel for campfires within the park, except within campgrounds	○	○
Collecting natural and historic objects such as starfish, beach cobbles, or arrowheads is prohibited	○	○
Collecting certain fruits, nuts, or berries or unoccupied seashells by hand for personal use or consumption is allowed	○	○

10. a) **Prior to this visit**, were you and your personal group aware of the following guidelines for visiting Acadia National Park? Please mark (●) **one answer** for each item in column (a).

   b) Did you and your personal group learn (via publications, signs, talking to park staff, etc.) about these guidelines **during this visit** to Acadia National Park? Please mark (●) **one answer** for each item in column (b).

	a) Aware prior to visit?		b) Learned during visit?	
	Yes	No	Yes	No
Guidelines				
Leave No Trace program and principles	○	○	○	○
Adding to or building new cairns or other rock objects detracts from the natural landscape, causes soil erosion and plant loss, and misleads hikers (Stone cairns are used as trail markers where there are no trees)	○	○	○	○
Staying on trails or stepping on rock preserves fragile mountain soil and plants	○	○	○	○

---

8. During this trip, which of these places in Acadia National Park did you and personal your group visit? Use the map below to help you locate the places. Please mark (●) **all that apply.**

○ Sieur de Monts area (Wild Gardens, Nature Center, Abbe Museum)
○ Sand Beach
○ Jordan Pond House and area
○ Bubble Rock
○ Eagle Lake parking area
○ Beech Mountain area
○ Acadia Mountain (Ledges) parking area
○ Bass Harbor Head Light Lighthouse
○ Pretty Marsh picnic area
○ Baker Island
○ Isle au Haut
○ Thunder Hole
○ Cadillac Mountain summit
○ Bubble Pond
○ Sargent Drive
○ Echo Lake Beach
○ Valley Cove area
○ Western Mountain Road
○ Schoodic Peninsula
○ Islesford Museum
○ Seawall area

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11. a) Please mark (●) **all** the information services and facilities that you and your personal group **used** at Acadia National Park during this visit.

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

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

b) If used, how important?
1=Not important
2=Somewhat important
3=Moderately important
4=Very important
5=Extremely important

c) If used, what quality?
1=Very poor
2=Poor
3=Average
4=Good
5=Very good

a) Information services/facilities used
Mark (●)

Information services/facilities used	b)	c)
○ Assistance from park staff	___	___
○ Park brochure/map	___	___
○ Park newspaper *Beaver Log*	___	___
○ Ranger-led walks/talks/programs/cruises	___	___
○ Hulls Cove Visitor Center exhibits	___	___
○ Jordan Pond House exhibits	___	___
○ Bar Harbor Village Green Information Center	___	___
○ Nature Center exhibits (Sieur de Monts)	___	___
○ Cadillac Mountain Summit Center exhibits	___	___
○ Thunder Hole Information Center exhibits	___	___
○ Thompson Island Information Center exhibits	___	___
○ Islesford Museum	___	___
○ Roadside interpretive exhibits	___	___
○ Trailside exhibits	___	___
○ Information/bulletin boards	___	___
○ Jordan Pond or Carroll Homestead self-guiding trails	___	___

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12. a) How would you rate the quality of information provided on the park website to plan your visit? Please mark (●) **one**.

○ Did not use the park website ➜ **Go to Question 13**

	Very poor	Poor	Average	Good	Very good
	○	○	○	○	○

b) Did you find the information that you needed on the park website?

○ No   ○ Yes ➜ **Go to part d of this question**

c) If NO, what type of information did you and your personal group need that was not available on the park website? Please be specific.

d) If YES, what type of information was most valuable to you and your personal group?

13. a) On this trip, which of the following ranger-led programs did you and your personal group attend at Acadia National Park? Please mark (●) **all that apply**.

○ Did not attend any ranger-led programs ➜ **Go to part c of this question**

b) How appropriate was the depth of information in the programs you and your personal group attended?

b) Depth of information?

a) Ranger-led program	Too simple	About right	Too complex
○ Talk	○	○	○
○ Walk/hike	○	○	○
○ Bike tour	○	○	○
○ Children's program	○	○	○
○ Campground evening program	○	○	○
○ Boat cruise	○	○	○
○ Drop in (Falcon Watch, Hawk Watch, Otter Cove)	○	○	○
○ Other (Please specify)	○	○	○
_____			

c) If you and your personal group were to visit Acadia National Park in the future, would you be willing to pay a modest fee (such as $10/person) to attend a 2-3 hour ranger-led program with a limited group size?

○ Yes, would be willing to pay a modest fee to attend ranger-led programs

○ No, would not be willing to pay a modest fee to attend ranger-led programs

14. If you did not attend any park ranger-led programs on this visit, what prevented you and your personal group from attending? Please mark (●) all that apply.

○ Not interested in attending ranger-led programs → **Go to Question 15**

○ Did not have time for this activity   ○ Weather

○ Not aware of any ranger-led programs offered at park   ○ Not enough programs offered

○ Other (Please specify) _____

15. a) If you and your personal group visit again in the future, which topics would you like to learn about in interpretive/ranger-led programs at Acadia National Park? Please mark (●) all that apply.

○ Not interested in interpretive programs → **Go to Question 16**

○ Birds   ○ Animals other than birds

○ Plants   ○ Tidal areas

○ Geology   ○ Astronomy

○ Human history   ○ Volunteer opportunities

○ Other (Please specify) _____

b) What program length would be most suitable for you and your personal group? Please mark (●) **one.**

○ Under 1/2 hour   ○ 1 - 2 hours

○ 1/2 - 1 hour   ○ Other _____

c) What time of day would be most suitable for you and your personal group to attend a ranger-led program? Please mark (●) **one.**

○ 8 - 10 am   ○ Noon - 2 pm   ○ After 4 pm

○ 10 am - Noon   ○ 2 pm - 4 pm   ○ Other (Specify) _____

---

16. a) Please mark (●) **all** the visitor services and facilities that you or your personal group **used** at Acadia National Park during this visit.

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

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

a) Visitor services/facilities used Mark (●)	b) If used, how important? 1=Not important 2=Somewhat important 3=Moderately important 4=Very important 5=Extremely important	c) If used, what quality? 1=Very poor 2=Poor 3=Average 4=Good 5=Very good
○ Park road directional signs--outside park	_____	_____
○ Park road directional signs--in park	_____	_____
○ Park Loop Road	_____	_____
○ Carriage roads	_____	_____
○ Parking lots	_____	_____
○ Restrooms	_____	_____
○ Hiking trails	_____	_____
○ Beaches	_____	_____
○ Campgrounds (Blackwoods, Seawall, Isle au Haut, Wildwood Stables)	_____	_____
○ Picnic areas	_____	_____
○ Jordan Pond House Restaurant	_____	_____
○ Jordan Pond House Gift Shop	_____	_____
○ Cadillac Mountain Gift Shop	_____	_____
○ Thunder Hole Gift Shop	_____	_____
○ Wildwood Stables (excluding campground)	_____	_____

17. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to you and your personal group at Acadia National Park during this visit? Please mark (●) **one.**

Very poor	Poor	Average	Good	Very good
○	○	○	○	○

18. It is the National Park Service's responsibility to protect Acadia National Park's natural, scenic, and cultural resources, while at the same time providing for public enjoyment. How important is protection of the following resources/attributes to you and your personal group? Please mark (●) one answer for each resource/attribute.

Park resource/attribute	Not important	Somewhat important	Moderately important	Very important	Extremely important
Clean air (visibility)	O	O	O	O	O
Clean water	O	O	O	O	O
Dark, starry night sky	O	O	O	O	O
Educational opportunities	O	O	O	O	O
Historic features and buildings	O	O	O	O	O
Native plants	O	O	O	O	O
Native wildlife	O	O	O	O	O
Natural quiet/sounds of nature	O	O	O	O	O
Recreational opportunities	O	O	O	O	O
Scenic views	O	O	O	O	O
Solitude	O	O	O	O	O

19. a) On this visit to Acadia National Park, did you and your personal group bring any of the following electronic devices with you? Please mark (●) all that apply.

b) On this visit, did you and your personal group use any of the following electronic devices **to obtain park information?** Please mark (●) all that apply.

a) Brought on this visit   **b) Used for park information**

- O None → **Go to part d of this question**
- O Laptop computer   O
- O Cell phone   O
- O MP3/MP4 player (audio tour)   O
- O Other portable electronic device (iPhone, Blackberry, PDA, etc.)   O
- O Handheld Global Positioning System receiver (navigation)   O

c) What park information did you obtain using these devices?

d) If you did not use these devices on this visit, would you like to use them to access information about Acadia National Park on a future visit?

O Yes   O No   O Not sure

---

20. A new facility, Acadia Gateway Center, is being designed to welcome visitors to Mount Desert Island and Acadia National Park. This center, on Route 3 in Trenton, Maine, will provide parking, restrooms, and information for Acadia National Park and the Chamber of Commerce, and will serve as the hub for the free *Island Explorer* bus. Visitors will be able to park vehicles there and take the *Island Explorer* to Acadia National Park and Mount Desert Island.

a) Would you and your personal group be willing to stop at the Acadia Gateway Center on a future trip to Acadia National Park or Mount Desert Island? Please mark (●) **one.**

Very unlikely	Somewhat unlikely	Not sure	Somewhat likely	Very likely
O	O	O	O	O

b) Would you and your personal group be willing to park your car at the Acadia Gateway Center and ride the Island Explorer bus around Acadia National Park or Mount Desert Island on a future trip? Please mark (●) **one.**

Very unlikely	Somewhat unlikely	Not sure	Somewhat likely	Very likely
O	O	O	O	O

21. On this visit, were you and your personal group part of the following types of organized groups?

a) Commercial guided tour group   O Yes   O No
b) School/educational group   O Yes   O No
c) Other group (scouts, work, church, etc.)   O Yes   O No
d) If you were with one of these organized groups, how many people, including yourself, were in this group?

_____ Number of people in organized group

22. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? Please mark (●) **one.**

- O Alone   O Friends
- O Family   O Family and friends
- O Other (Please specify)

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

_____ Number of people

23. a) & b) When visiting an area such as Acadia National Park, what one language do you and most members of your personal group prefer to use for the following?

a) Speaking: O English   O Other (Specify) _____
b) Reading: O English   O Other (Specify) _____

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

○ Yes   ○ No → **Go on to Question 25**

b) If YES, what services or activities were difficult to access/participate in?

_____

c) Because of the physical condition, what specific problems did the person(s) have? Please mark (●) all that apply.

○ Hearing (difficulty hearing ranger-led programs, bus drivers, audio-visual exhibits or programs, or information desk staff, even with hearing aid)

○ Visual (difficulty seeing exhibits, directional signs, or visual aids that are part of programs, even with prescribed glasses or due to blindness)

○ Mobility (difficulty accessing facilities, services, or programs, even with walking aid and/or wheelchair)

○ Other (Please specify) _____

25. For you and your personal group on this visit, please provide the following. If you do not know the answer, leave blank.

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	Number of visits to Acadia National Park (including this visit) c) Past 5 years d) Lifetime	
Yourself	____	____	____	____
Member #2	____	____	____	____
Member #3	____	____	____	____
Member #4	____	____	____	____
Member #5	____	____	____	____
Member #6	____	____	____	____
Member #7	____	____	____	____

26. Is there anything else you and your personal group would like to tell us about your visit to Acadia National Park?

_____

_____

Thank you for your help! Please seal the questionnaire with the stickers provided and drop it in any U.S. mailbox.   ⊗ Printed on recycled paper

APPENDIX 2: Additional Analysis

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

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

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

For more information please contact:

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

Phone: 208-885-7863
Fax: 208-885-4261
Email: littlej@uidaho.edu
Website: http://www.psu.uidaho.edu

APPENDIX 3: Decision Rules for Checking Non-response Bias

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

Chi-square tests were used to detect differences in age, distance of travel to the park between respondents and nonrespondents. The travel distance was calculated based on the zip code provided by the respondents at the initial interview. Overall quality rating scores were compare among the respondents at different mailing waves. The first wave is defined as surveys received before the 1st replacement was mailed, the second wave is between 1st and 2nd replacement and the third wave contains surveys received after the 2nd replacement.

The hypothesis was that there was no significant difference between respondents and nonrespondents in travel distance, age group, and overall quality rating. If the p-value is greater than 0.05, the difference between groups is judged to be insignificant.

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

1. Respondents and nonrespondents have the same age distribution.
2. On average, respondent and nonrespondents traveled the same distance to the park.
3. Respondents of different mailing waves had the same average satisfaction scores.

Tables 3, 4, and 5 show no significant in overall quality rating. However, visitors who live within 200 miles radius from the park and international visitors seem to be less responsive. Visitors in the lower age range also did not have as high a response rate as visitors in the higher age range. Thus there may be some bias in demographic characteristics of visitors, but insignificant bias in visitors' perceptions of park.

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Stoop, I. A. L. (2004). Surveying Non-respondents. *Field Methods*, 16 (1): 23.

Van Kenhove, P., Wijnen, K., and De Wulf K. (2002). The Influence of Topic Involvement on Mail-Survey Response Behavior. *Psychology and Marketing*, Vol 19 (3): 293-301.
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APPENDIX 4: Visitor Services Project Publications

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

1982
1. Mapping interpretive services: A pilot study at Grand Teton National Park.

1983
2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method.
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.
4. Mapping visitor populations: A pilot study at Yellowstone National Park.

1985
5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986
7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987
10. Colonial National Historical Park (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park (summer & fall)
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

1988
17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Monument

1989
21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park

1989 (continued)
24. Lincoln Home National Historic Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990
28. Canyonlands National Park (spring)
29. White Sands National Monument
30. National Monuments & Memorials, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Battlefield
34. Death Valley National Monument
35. Glacier National Park
36. Scott's Bluff National Monument
37. John Day Fossil Beds National Monument

1991
38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Monument (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/Lake Chelan NRA
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

1992
45. Big Bend National Park (spring)
46. Frederick Douglass National Historic Site (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historic Site
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park, AK
53. Arlington House-The Robert E. Lee Memorial

Visitor Services Project Publications (continued)

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

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

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

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

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

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

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

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

Visitor Services Project Publications (continued)

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

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

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

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

2003 continued
151. Mojave National Preserve (fall)

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

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

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

Visitor Services Project Publications (continued)

2007
184.1. Big Cypress National Preserve (spring)
184.2. Big Cypress National Preserve (ORV
        Permit Holder/Camp Owner)
185. Hawaii Volcanoes National Park (spring)
186. 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)
205.2 Great Smoky Mountains National Park
        (fall)
206. Grand Teton National Park
207. Herbert Hoover National Historic Site
208. City of Rocks National Reserve

2009
209. Fort Larned National Historic Site
210. Homestead National Monument of
        America
211. Minuteman Missile National Historic Site

2009 (continued)
212. Perry's Victory & International Peace
        Memorial
213. Women's Rights National Historical Park
214. Klondike Gold Rush National Historical
        Park Unit -Seattle
215. Yosemite National Park
216. Sleeping Bear Dunes National Lakeshore
217. James A. Garfield National Historic Site
218. Boston National Historical Park
219. Bryce Canyon National Park
220. Indiana Dunes National Lakeshore
221. Acadia National Park

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.