



Cumberland Island National Seashore Lands and Legacies Tour Survey

Fall 2012

Natural Resource Report NPS/NRSS/EQD/NRR—2013/695



ON THE COVER

Lands and Legacies Tour

Photographs courtesy of Cumberland Island National Seashore

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Natural Resource Report NPS/NRSS/EQD/NRR—2013/695

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Executive Summary

This report profiles a systematic random sample of participants who participated in the Lands and Legacies Tour between September 15 and November 14, 2012. A total of 203 visitors were approached, of whom 200 accepted the questionnaire and 177 returned the questionnaire, resulting in a response rate of 87%.

Group size and type	Thirty-nine percent of respondents were in groups of two people and 48% were in groups of four or more. Forty-six percent of respondents were in family groups.
State or country of residence	United States visitors were 99% of total visitation during the survey period, with 39% from Georgia, 27% from Florida, and the rest from 25 other states.
Frequency of visits	Seventy percent of respondents were first-time visitors; 14% had visited two times; and 12% had visited four times or more.
Age and income	Forty-one percent of respondents were 61 to 70 years old, and 32% were 46 to 60 years old. Twenty percent reported a household income of \$50,000 to \$74,999. Another 20% had incomes between \$100,000 and \$149,999.
Information sources	Most respondents (98%) obtained information about the park prior to their visit, and did so through the park website (63%), friends/relatives/word of mouth (40%), and previous visits (28%). Most visitors (93%) received the information they needed.
Length of stay	The total length of visit ranged from two hours to 10 days. Fifty-three percent of respondents spent 6-7 hours visiting the island. The average length of stay was 24 hours.
Activities on this visit	The most common activities, in addition to taking the Land and Legacies Tour, were wildlife viewing (57%), and hiking (42%).
Information sources for the Land and Legacies Tour	Ninety-five percent of respondents indicated that they received adequate information to prepare for the Lands and Legacies Tour.
Length of Land and Legacies Tour	One percent of respondents felt that the entire tour was “too short,” 97% felt it was “about right,” and 2% thought it was “too long.”
Opinion of tour fees	Ninety-four percent of respondents felt that the fee charged for the Land and Legacies Tour was “about right.” Sixty-nine percent indicated that they would be willing to pay a fee increase if the increase were used to fund the costs of operating the tour.
Overall quality of Land and Legacies Tour	Ninety-five percent of respondents rated the overall quality of the Lands and Legacies Tour as “very good” or “good.”
Overall quality	Most respondents (97%) rated the overall quality of facilities, services, and recreational opportunities at Cumberland Island National Seashore as “very good” or “good”.

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-2585 or the following website <http://www.psu.uidaho.edu>.

Acknowledgements

We thank Ally Begly for assisting with the report, Maggie Tyler for overseeing the fieldwork, Anthony Bates who was on detail from the Selma to Montgomery NHT during the survey period, the staff and volunteers of Cumberland Island National Seashore for assisting with the survey, and Matthew Strawn for data processing.

About the Authors

Yen Le, Ph.D., is the acting Director of the Park Studies Unit and assistant professor with the Department of Conservation Social Sciences, University of Idaho.

Introduction

This report describes the results of a Lands and Legacies Tour Survey at Cumberland Island National Seashore in St. Marys, Georgia, conducted September 25th through November 14th, 2012 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described on the National Park Service website, “Cumberland Island National Seashore is Georgia's largest and southernmost barrier island. Here pristine maritime forests, undeveloped beaches and wide marshes whisper the stories of both man and nature” (<http://www.nps.gov/cuis/index.htm> retrieved April 2013).

Organization of the Report

This 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 a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

Section 3: Appendices

Appendix 1. Visitor Comments

Appendix 2. *The Questionnaire*. A copy of the questionnaire distributed to respondents.

Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

Key

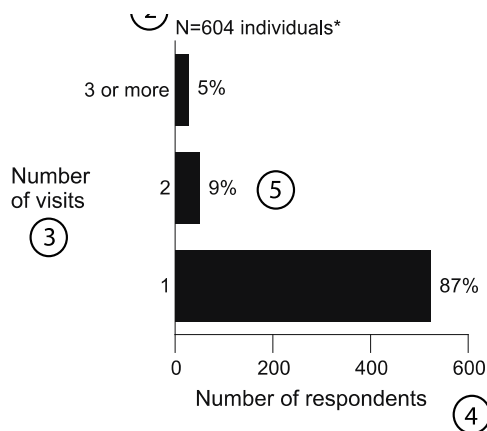
1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or respondents responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

* appears when the 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 proportion of responses in each category.
5. In most graphs, percentages provide additional information.

Example 1



Methods

Survey Design and Procedures

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 method, the sample size was calculated based on the park visitation statistics of previous years.

Due to the nature of the study, eligible participants only included visitors who were at least 18 years of age and participated in the Lands and Legacies Tour. Only one questionnaire was offered to each individual group. If there was more than one adult in the group, we used the next birthday method to randomize selection of the survey participant. Upon completion of the tour, selected individuals were offered a chance to complete a questionnaire while they were waiting for the ferry to return to the mainland. The selected individuals were instructed to return the completed questionnaire to a locked box on the island or at the visitor center. Every participant was asked three questions, and gender was noted, for checking non-response bias.

1. Is it your first visit to the island?
2. What is your zip code (or name of country)?
3. What is your age?

The information was recorded on a survey log. Reasons for refusing to participate in the survey were also noted when appropriate. During the survey period between September 25th to November 14th 2012, 203 visitors were approached, 200 accepted the questionnaire and 177 returned completed questionnaires resulting in an 87% response rate.

Questionnaire design

The Cumberland Island National Seashore Lands and Legacies questionnaire was developed through conference calls between the park and the VSP staff to design and prioritize questions. Several iterations of the questionnaires were circulated among park staff, the NPS Southeast Regional Office, and transportation planning specialists. The final version of the questionnaire incorporated all comments through several editing rounds. A pilot of the instrument was conducted using a group of graduate students at the University of Idaho. The pilot group helped to refine the questions and improve clarity. Finally, the questionnaire was reviewed and approved by U.S. Office of Management and Budget (OMB).

The questionnaire includes questions specific to the Lands and Legacies Tour and different aspects of the service, as well as questions to help establish demographics of tour participants. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended. The questionnaire was designed in booklet form with an appropriate size to fit the lock box.

Survey procedure

The survey was conducted on site by Cumberland Island National Seashore staff and volunteers. Upon completion of the Lands and Legacies Tour, respondents were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 18 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. The participants then had a chance to complete the questionnaire while waiting for the ferry to transport them to the mainland. Since the questionnaire was completed on site, follow-up was not necessary.

Data analysis

Questionnaire responses were entered twice and double-key validation was performed on numeric and short text responses. The remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software. Responses to open-ended questions for paper were categorized and summarized prior to data analysis.

Numeric data were processed and descriptive statistics were calculated using Statistical Analysis Software® (SAS) and IBM SPSS Statistics.

Limitations

As with 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 their tour, which may affect their recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of September 25th to November 14th 2012. A lack of personnel available to distribute questionnaires, and a decrease in visitation levels caused the survey period to be extended. 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. When 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 respondents) when interpreting the results.

Special conditions

The weather during the survey period varied from cool and cloudy with occasional wind, to warm and sunny. No special events occurred in the area that would have affected the type and amount of visitation to the park.

Checking non-response bias

Because the response rate was under 100% some errors may occur due to non-response bias. In order to determine the effect of non-response bias, three tests were conducted to determine the differences between respondents and non-respondents (see Tables 1 – 4). The four variables used in the tests were respondent's age, gender, whether the respondent was a first time visitor, and distance from home to St. Marys. The hypotheses were that respondents and non-respondents were not significantly different in each of those comparisons. An independent t-test was conducted to compare average age. Chi-square tests were conducted to compare respondents' gender, whether they were first time visitors, and distance from home. All four tests have p-value greater than 0.05 indicating insignificant differences between respondents and non-respondents. The non-response bias thus is judged to be insignificant (the results were not skewed towards any specific demographic group).

Table 1. Comparison of respondents and non-respondents by average age

Variable	Respondents	Non-respondents	p-value (t-test)
Age (years)	59.32 (N=159)	59.75 (N=288)	0.414

Table 2. Comparison of respondents and non-respondents by gender

Gender	Respondents	Non-respondents	p-value (chi-square)
Male	41 (25%)	4 (18%)	0.501
Female	125 (75%)	18 (82%)	

Table 3. Comparison of respondents and non-respondents time of visit

First time visitor?	Respondents	Non-respondents	p-value (chi-square)
Yes	130 (75%)	16 (76%)	0.883
No	44 (25%)	5 (24%)	

Table 4. Comparison of respondents and non-respondents by distance from home to park

Destination	Respondents	Non-respondents	p-value (chi-square)
Within 100 miles	46 (28%)	6 (32%)	0.428
101-200 miles	16 (10%)	1 (5%)	
201-300 miles	54 (32%)	9 (48%)	
301 miles or more	50 (30%)	3 (16%)	

Results

Group and Visitor Characteristics

Group type

Question 17a

On this visit, which type of personal group (not guided tour/school/other organized group) were you with?

Results

- 46% of respondents traveled in family groups (see Figure 1).
- 33% traveled with friends
- “Other” group types (4%) were:
Book club
Church
Newcomers Alumni (Jacksonville)
Club

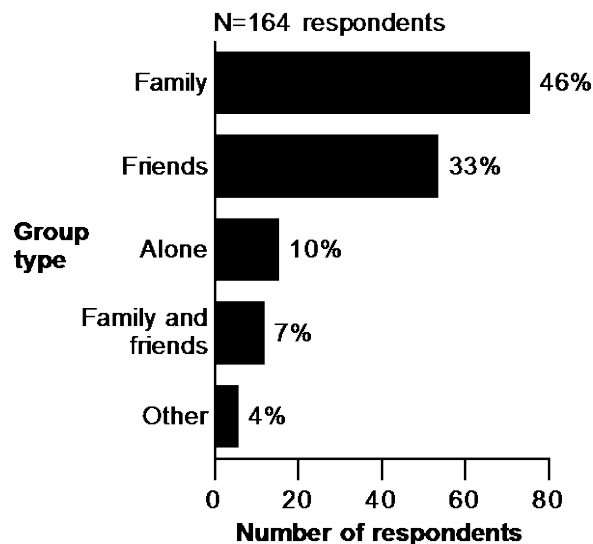


Figure 1. Group type

Visitors with organized groups

Question 16

On this visit, were you part of a larger organized group (such as a tour, school, scout, church group, etc.)?

Results

- 13% of respondents were with an organized group (see Figure 2).

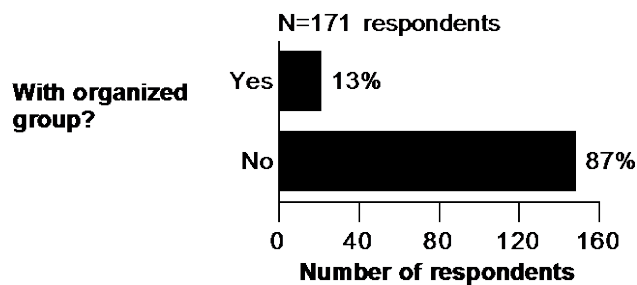


Figure 2. Respondents with a larger organized group

Group size

Question 17b

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

Results

- The smallest group size was one person; the largest group size was 20 people.
- Average group size was 4.3 people, and median (50% more and 50% less) was three people.
- 39% were in groups of two (see Figure 3), and 48% were in groups of four or more.
- 4% of groups traveled with children under age 18; 96% of groups were adult-only groups.

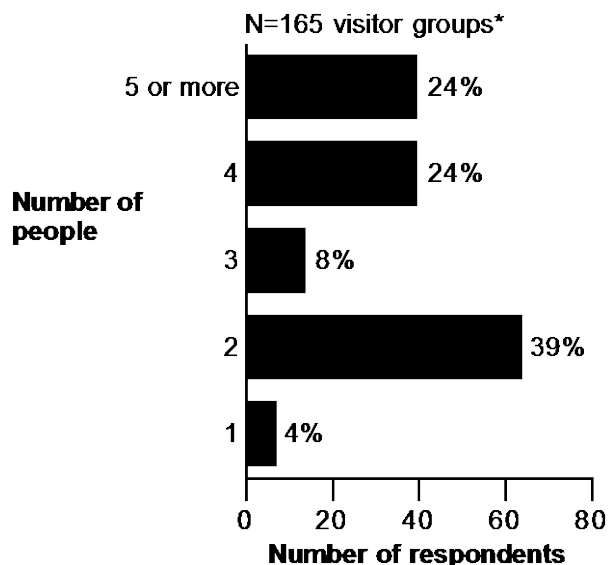


Figure 3. Group size

Question 17c

How many people in your personal group, including yourself, took the Lands and Legacies Tour?

Results

- 92% of respondents indicated that all group members participated in the Lands and Legacies Tour.
- 8% of groups had some members visit Cumberland Island National Seashore but not take the tour.

Respondent place of residence

Question 19a

What is your zip code? If you are not from the U.S please specify the name of your country.

Table 5. Visitor place of residence (n=176)

	State	Frequency	Percent
Results 39% of respondents were from Georgia (see Table 5). 27% were from Florida. - Smaller proportions came from 25 other states. - Only one respondent was an international visitor, from The Netherlands.	Georgia	68	38.64%
	Florida	47	26.70%
	North Carolina	10	5.68%
	Arizona	6	3.41%
	Tennessee	6	3.41%
	South Carolina	5	2.84%
	California	3	1.70%
	Connecticut	3	1.70%
	Pennsylvania	3	1.70%
	Ohio	3	1.70%
	Alabama	2	1.14%
	Kentucky	2	1.14%
	Minnesota	2	1.14%
	Virginia	2	1.14%
	Arkansas	1	0.57%
	Iowa	1	0.57%
	Maryland	1	0.57%
	Missouri	1	0.57%
	New Hampshire	1	0.57%
	New Jersey	1	0.57%
	New Mexico	1	0.57%
	New York	1	0.57%
	Oregon	1	0.57%
	Rhode Island	1	0.57%
	South Dakota	1	0.57%
	Texas	1	0.57%
	Wisconsin	1	0.57%
	The Netherlands	1	0.57%

Number of visits to Cumberland Island National Seashore

Question 20

Including this visit, how many times have you visited Cumberland Island National Seashore?

Results

- 70% of respondents were first time visitors (see Figure 4).
- 14% had visited the park twice.

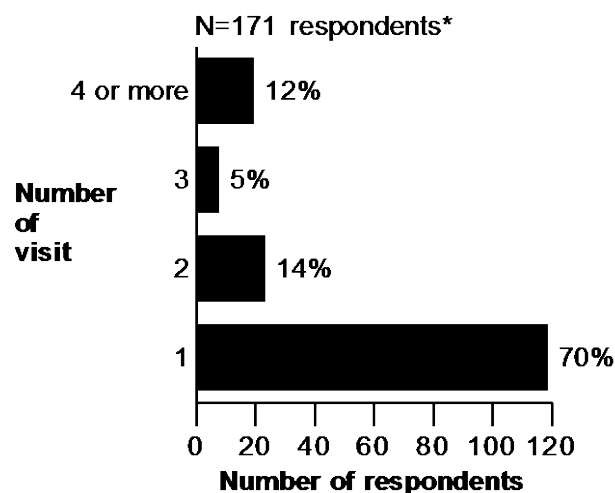


Figure 4. Number of visits to park

Respondent age

Question 18

What is your age?

Results

Note: the questionnaires were only distributed to Lands and Legacies Tour participants aged 18 or older, thus there are no respondents under 18 years old.

- Respondent ages ranged from 31 to 86 years.
- 41% of respondents were 61 to 70 years old (see Figure 5).
- 32% were 46 to 60 years old.

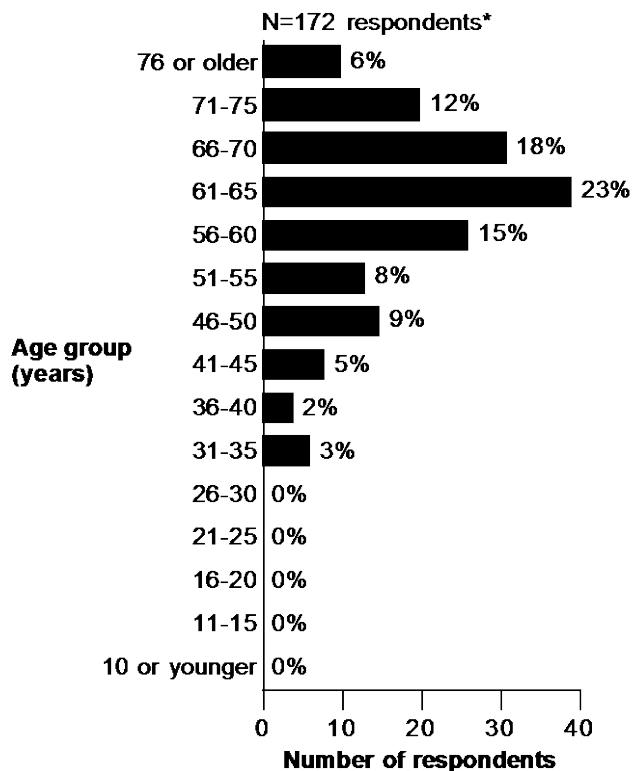


Figure 5. Respondent age

Respondent household income

Question 21a

Which category best represents your annual household income?

Results

- 20% of respondents reported a household income of \$50,000 to \$74,999 (see Figure 6).
- Another 20% had incomes between \$100,000 and \$149,999.
- 13% had incomes of \$49,999 or less.

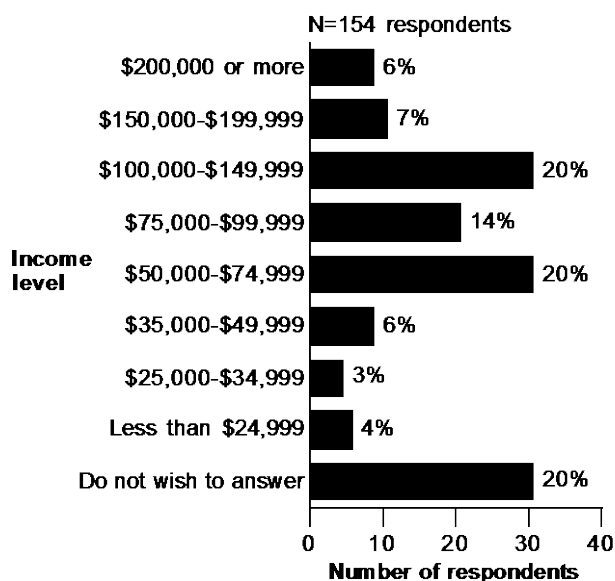


Figure 6. Respondent household income

Respondent household size

Question 21b

How many people are in your household?

Results

- 68% of respondents had two people in their household (see Figure 7).
- 17% had three people or more.

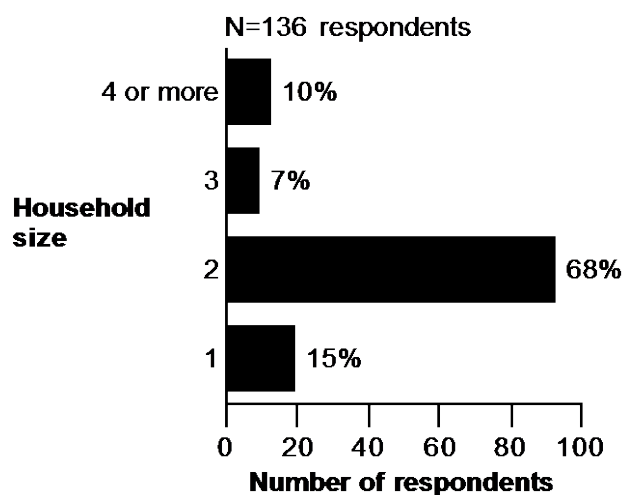


Figure 7. Number of people in household

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to this visit, how did you obtain information about Cumberland Island National Seashore?

Results

- 98% of respondents obtained information about Cumberland Island National Seashore prior to their visit (see Figure 8).
- As shown in Figure 9 among those respondents that obtained information about Cumberland Island National Seashore prior to their visit, the most common sources used were:

63% Cumberland Island National Seashore website
40% Friends/relatives/word of mouth
28% Previous visits.

- “Other” websites (5%) were:

Amelia Island
Tripadvisor.com
Hotels.com
Spencer House
St. Marys website

- “Other” sources (10%) were:

Emma’s Bed and Breakfast
Been here before
Grew up hearing about it
Book/novel
Charles Seabrook book
Preservation magazine
Ranger came to our club meeting
Visits to Fernandina

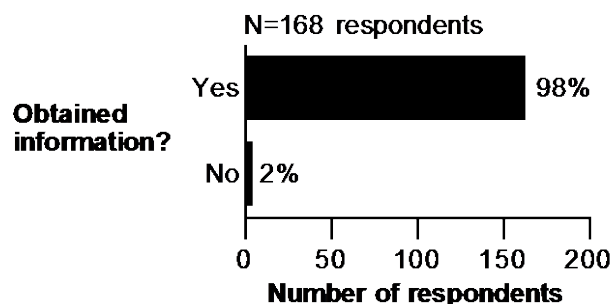


Figure 8. Respondents who obtained travel information prior to visit

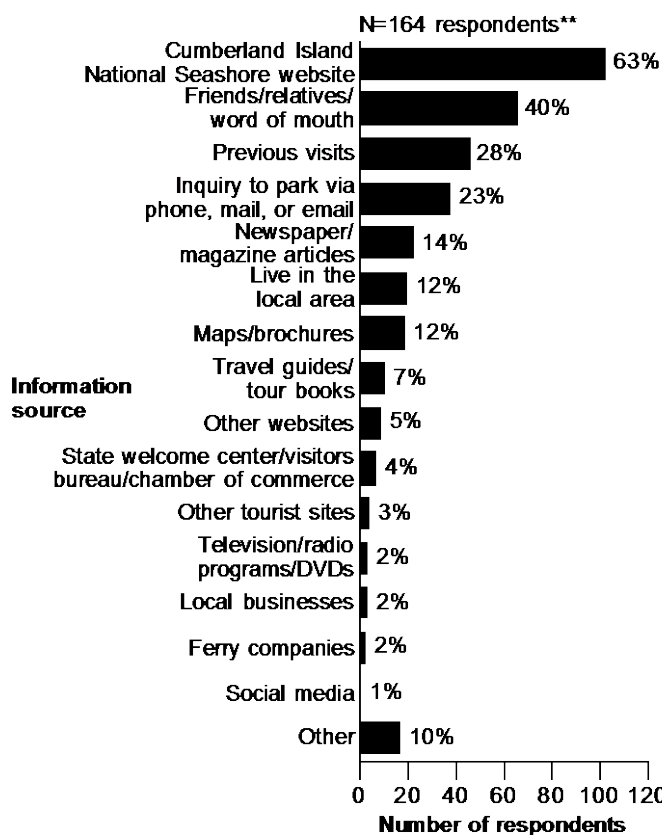


Figure 9. Sources of information used by respondents prior to visit

Question 1b

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

Results

- 93% of respondents received needed information prior to their visit (see Figure 10).

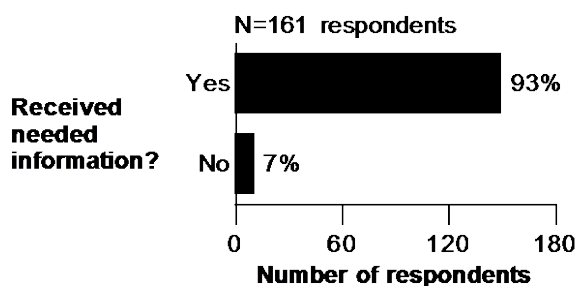


Figure 10. Respondents that received needed information prior to their visit

Question 1c

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

Results

- Respondents listed the following types of information that they needed, but was not available:

Information about golf cart type vehicles
handicapped
Information about van schedule
More information on Lands and
Legacies
Specifics of tour
Thought that sandwiches/food were
available from the ferry company
When ferry reservations were made, no
mention was made of a bus tour

Length of visit

Question 5

- On this visit to Cumberland Island National Seashore, how much time in total did you spend on the island?
- Did you visit the park on more than one day? If yes, how many days?

Results

- 53% of respondents spent between 6 to 7 hours visiting the island (see Figure 11).
- The total length of visit ranged from two hours to 10 days.
- Note:** 3% of respondents indicated that they visited the island for less than 5 hours. Since the length of the tour was at least 5 hours, this may be a user error, as respondent may not have reported the correct information.
- 20% of respondents reported that they visited the island on more than one day (see Figure 12).
- The average length of visit was 10.18 hours

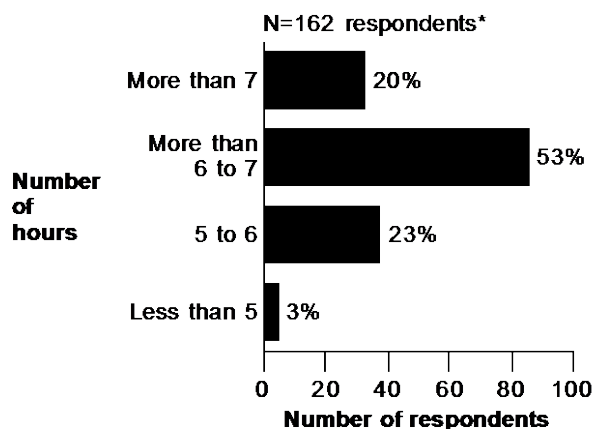


Figure 11. Number of hours spent on the island

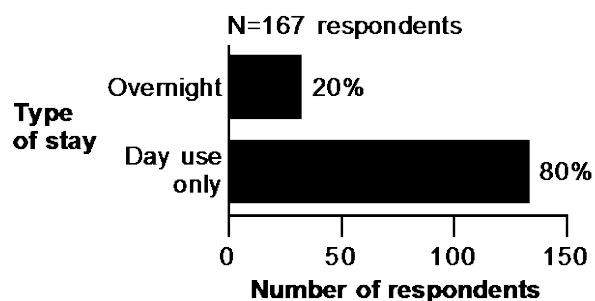


Figure 12. Proportion of day use and overnight use

Activities in addition to Lands and Legacies Tour

Question 15b

In addition to taking the Lands and Legacies Tour, in which other activities did you participate on the island?

Note: an option to select “No other activity” was not provided to survey participants. Among the 177 surveys returned, only 103 respondents reported other activities. This may indicate that 42% (74 respondents) did not participate in activities other than the tour. The percentages indicated in Figure 13 only reflect those who answered the question.

- As shown in Figure 13, wildlife viewing (57%) was the most common activity in which respondents participated, in addition to the tour.
- “Other” activities (28%) were:

Explore/walk the ruins
Visit Cumberland Greyfield Inn
Shelling on beach
Hunting
Picnic
Photography
Visit Dungeness and grounds
Swimming
Take ranger tour and dock program
Watch history of island movie (dock program)
Walking to the Seacamp beach
Star gazing
Watch sunrise/sunset
Looking for shark teeth

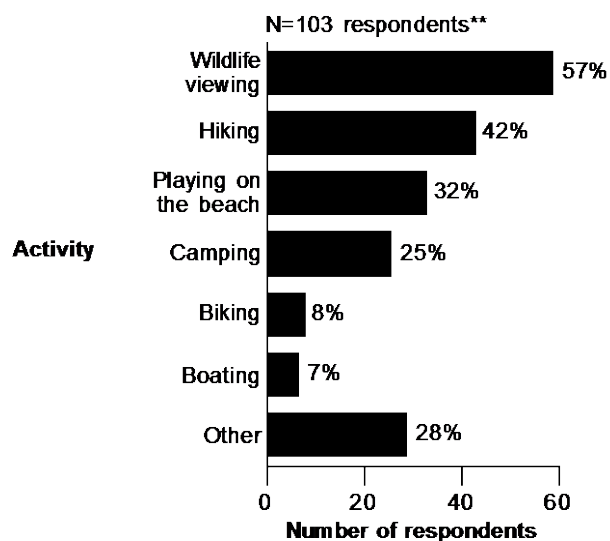


Figure 13. Activities in addition to the Lands and Legacies Tour

Overall Quality

Question 23

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Cumberland Island National Seashore during this visit?

Results

- 97% of respondents rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 14).
- No respondent rated the quality as “very poor” or “poor.”

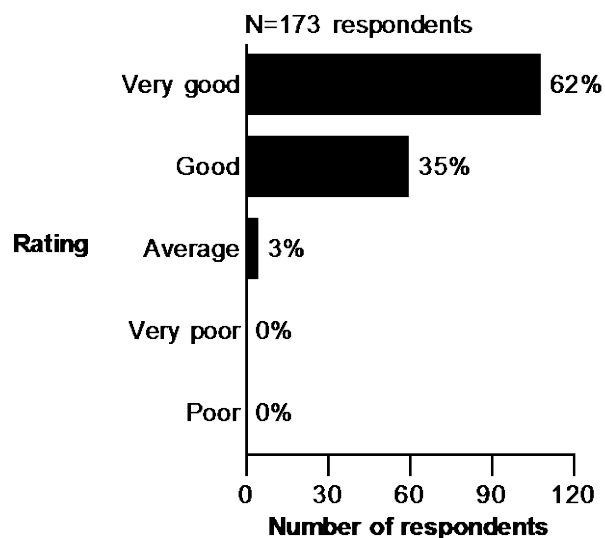


Figure 14. Overall quality rating of facilities, services, and recreational opportunities

Visitor Opinions of the Lands and Legacies Tour

Information sources

Question 2a

Did you receive adequate information to prepare for the Lands and Legacies Tour?

Results

- 95% of respondents indicated that they received adequate information to prepare for the Lands and Legacies Tour (see Figure 15).
- The type of information that respondents needed, but was not available, was:

Information for type of foods and water available

Thought we had a reservation but our name was not on the list

Length of tour

Type of transportation

Restroom facilities

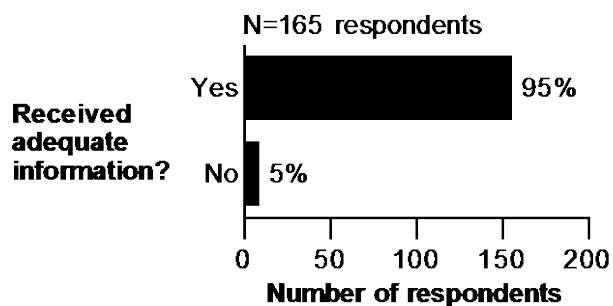


Figure 15. Respondents who received adequate information to prepare for the Lands and Legacies Tour

Opinions of tour schedule

Question 3a

The Lands and Legacies Tour includes a number of stops at various sites. In your opinion, how appropriate was the amount of time spent at each site/stop?

Results

- Figure 16 shows respondents' opinions of tour length at various site/stop
- A majority of respondents felt that the length of time spent at each site/stop was "about right"
- 8% felt the time spent at lunch break was "too short"
- 6% reported that the tour did not stop at Wharf Ruins and 5% reported the tour did not stop at Stafford Cemetery
- Overall, 1% felt that the entire tour was "too short," 97% felt it was "about right," and 2% thought it was "too long."

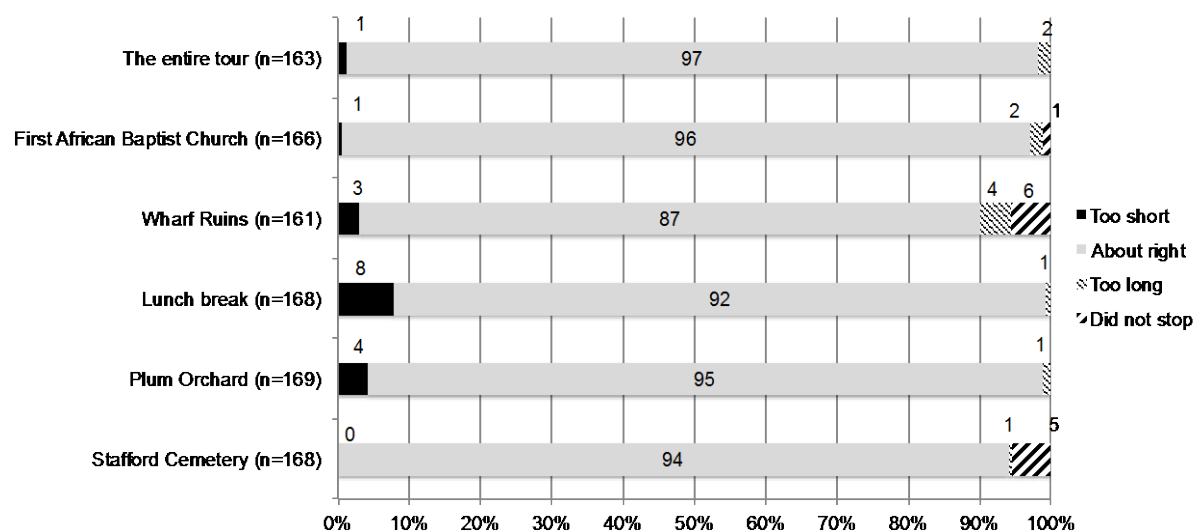


Figure 16. Respondents' opinions of tour length at various sites/stops; n= number of respondents who answered the question

Sites/stops to remove from tour

Question 3b

In your opinion, should some sites/stops be removed from the tour?

Results

- Figure 17 showed respondents' opinions on which sites/stops should be removed from the tour
- No respondents preferred to remove Plum Orchard or lunch break from the tour
- 11% felt that Wharf Ruins could be removed, 3% preferred to remove Stafford Cemetery and 2% suggested removing First African Baptist Church from the tour.

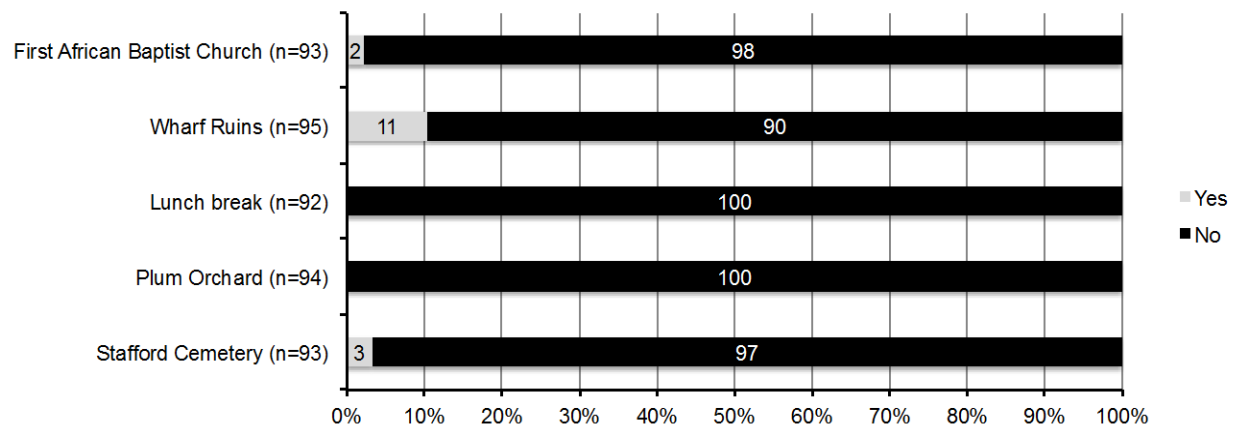


Figure 17. Site/stop to remove from the tour

Tour length as reported by tour guides

Tour guides' reports

Tour guides who guided the Lands and Legacies Tour were asked to record time spent at each stop/site on the tour.

Results

- Table 6 shows the amount of time spent at each stop/site on the tour.
- There were 68 records between 09/25/2012 to 11/14/2012.
- Five records did not specify the date.
- Four rangers reported no stop at Stafford Cemetery.
- Plum Orchard is the stop where the tour spent the longest amount of time (average of one hour).
- Time spent at Wharf Ruins was the most varied according to rangers' reports with the shortest amount of time of 8 minutes and the longest of 50 minutes.

Table 6. Tour stop time reported by rangers

Site/Stop	Amount of time spent (in minutes)			
	Shortest	Longest	Average	Median
Stafford (n=64)	10	45	19	18
Plum Orchard (n=68)	45	105	61	60
Lunch break (n=68)	30	60	36	35
Wharf Ruins (n=68)	8	50	18	19
First African American Church (n=68)	15	47	31	30
Entire tour (n=24)	290	360	323	325

Comparison of time spent and perception of tour length

- Table 7 shows the average time spent at each tour stop/site. The time is the actual time recorded by rangers in comparison with visitors' perception of tour length. It appears that the actual stop time does not correlate to how visitors perceive tour length. For example, a 38-minute stop at First African Baptist Church was considered "too short" while a 33-minute stop was considered "too long." This indicates that the perception of tour length may be affected by factors other than actual tour time.
- It is also important to note that some respondents reported not stopping at Wharf Ruins and First African American Baptist Church while ranger logs showed significant amounts of stop time at those locations.
- There was not enough data on the total tour length to make a comparison.

Table 7. Comparison between actual stop time and perception of tour length

Tour stop	Average time at each site/stop (in minutes)			
	Too short	About right	Too long	Did not stop
Stafford Cemetery	(n=0)	21 mins (n=147)	14 mins (n=1)	0 mins (n=9)
Plum Orchard	60 mins (n=7)	61 mins (n=149)	66 mins (n=2)	(n=0)
Lunch break	33 mins (n=12)	37 mins (n=144)	30 mins (n=1)	(n=0)
Wharf Ruins	13 mins (n=3)	21 mins (n=131)	17 mins (n=7)	18 mins (n=7)
First African Baptist Church	38 mins (n=1)	30 mins (n=149)	33 mins (n=3)	40 mins (n=2)

Other sites/stops to include in the tour

Question 4

There are other sites on Cumberland Island that are not currently included in the Lands and Legacies Tour. In your opinion, which other sites should be included in the tour?

Results

- 11% of respondents indicated that no other sites should be added to the tour (see Figure 18).
- 84% would like Dungeness Ruins to be added.
- “Other” sites (7%) were:

The Chimneys
Gardens of Dungeness
Sea turtles
Settlement Cemetery
Other cemeteries
When other properties are added to the park

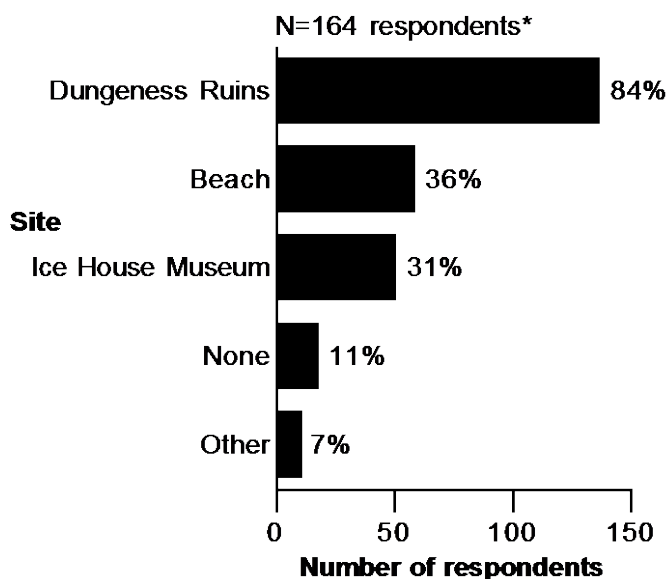


Figure 18. Site/stop to be included in the tour

Quality of park guides

Question 6

Please rate the quality of park guides for the Lands and Legacies Tour on this visit.

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results

- Figure 19 shows the combined proportions of “good” and “very good” ratings for each guide attribute/skill.
- All attributes/skills were rated as very high quality by tour participants.
- Table 8 shows the quality ratings of each park guides attribute/skill.

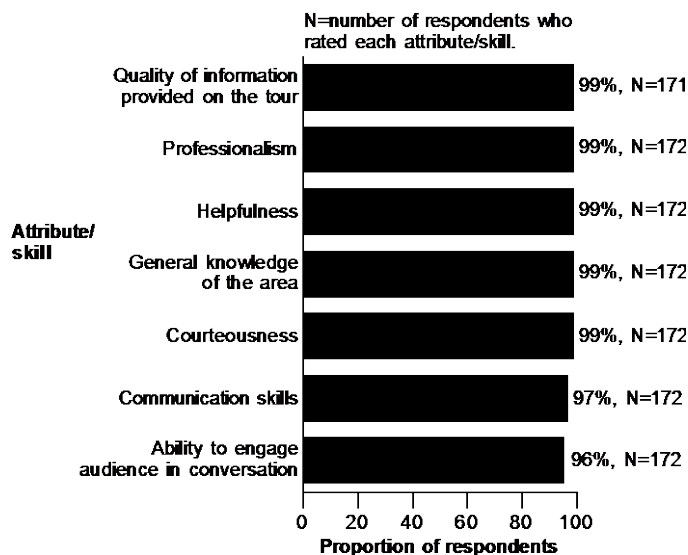


Figure 19. Combined proportions of “good” and “very good” quality ratings of park guides

Table 8. Quality ratings of park guide attributes/skills
(N=number of respondents)

Guide attribute/skill	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Ability to engage audience in conversation	172	1	1	3	12	84
Communication skills (style, volume, tone, etc.)	172	1	1	2	8	90
Courteousness	172	0	0	1	5	94
General knowledge of the area	172	0	1	1	5	94
Helpfulness	172	0	0	1	5	94
Professionalism	172	0	0	1	5	94
Quality of information provided on the tour	171	1	0	1	9	90

Satisfaction with the tour van

Question 7a

Please indicate how satisfied you were with the following features of the van used for the Lands and Legacies Tour.

- 1=Not at all satisfied
- 2=Slightly satisfied
- 3=Somewhat satisfied
- 4=Very satisfied
- 5=Completely satisfied

Results

- Figure 20 shows the combined proportions of “very satisfied” and “completely satisfied” ratings of the tour van’s features.
- The features receiving the highest combined proportions of “very satisfied” and “completely satisfied” ratings of 76% were:

Overall ride experience in the van during tour
Ability to view outside scenery
Aesthetic appearance

- Table 9 shows satisfaction levels with each feature of the van.
- The feature receiving the highest “not at all satisfied” rating was:

5% Mechanical noise level

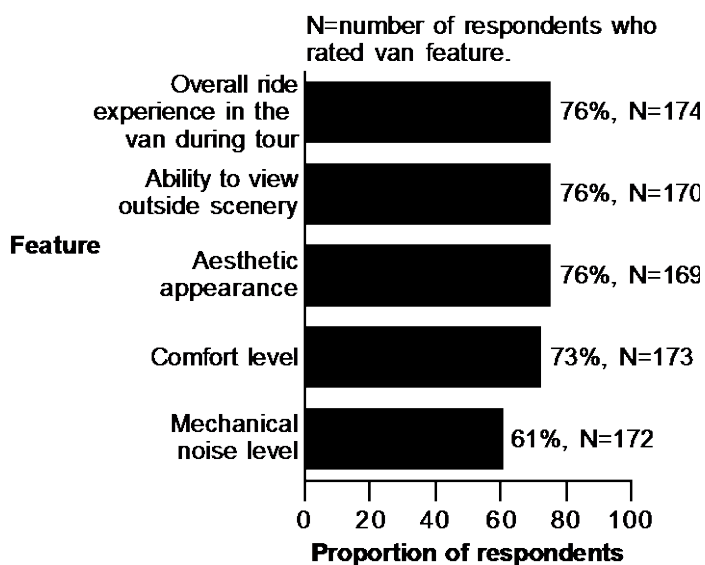


Figure 20. Combined proportions of “very satisfied” and “completely satisfied” ratings of tour van features

Table 9. Satisfaction level with van features
(N=number of respondents)

Feature	N	Rating (%)*				
		Not at all satisfied	Slightly satisfied	Somewhat satisfied	Very satisfied	Completely satisfied
Comfort level	173	3	5	19	43	30
Mechanical noise level	172	5	5	30	34	27
Aesthetic appearance	169	0	2	21	43	34
Ability to view outside scenery	170	1	1	22	43	33
Overall ride experience in the van during the tour	174	1	5	17	44	32

Preferred vehicle option

Question 7b

Given the choice, which of the following vehicle options would you prefer for the Lands and Legacies Tour?

Result

- Figure 21 shows respondents' preferences for the vehicle used in the tour.
- 79% preferred a vehicle with closed windows for climate control.

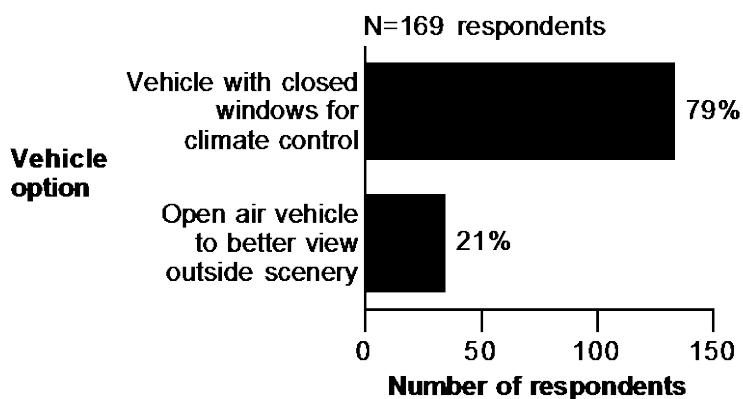


Figure 21. Preferred tour vehicle options

Opinions about tour topics

Question 8

During the Lands and Legacies Tour, a variety of topics are discussed, as listed in the table below. To design a program that meets your needs, we'd like your opinion on each topic.

- For each topic, please indicate level of your interest
- For each topic, please rate the level of information provided during the tour
- Please list any additional topics that you would like to be included in the tour

Results

- Figures 22a and 22b show the level of interest in the topic discussed during the tour. The topic that respondents were most interested in was "Island wildlife" with 84% indicating that they were "very interested." The topic that respondents were least interested in was "Kennedy Wedding" with 11% indicating that they were "not at all interested."
- Figures 23a and 23b show respondents' opinions about the level of information provided during the tour. Overall, tour participants were satisfied with level of information provided with at least 86% indicating that the level of information was "about right." "Island plants" was the topic with the highest "not enough" rating (13%).

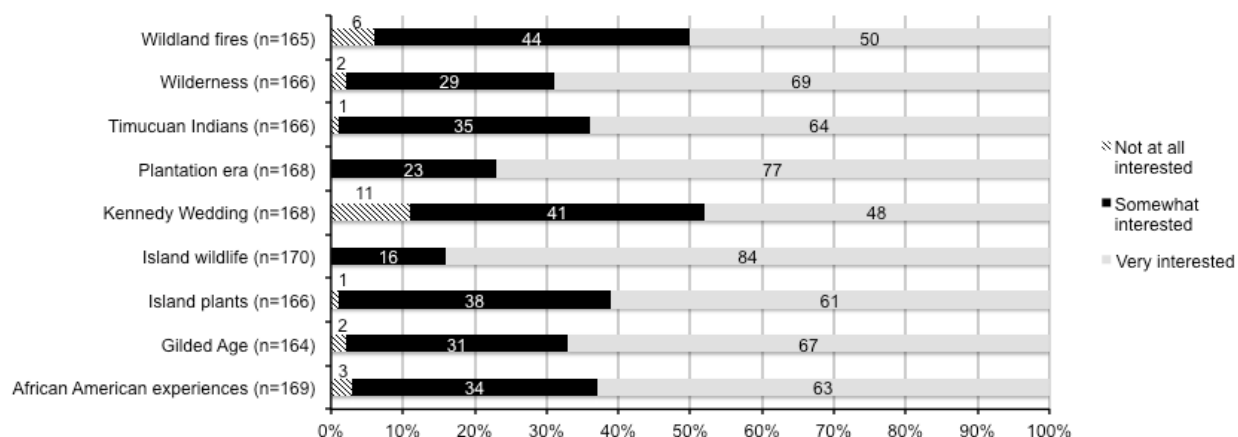


Figure 22a. Level of interest in topic discussed during the tour

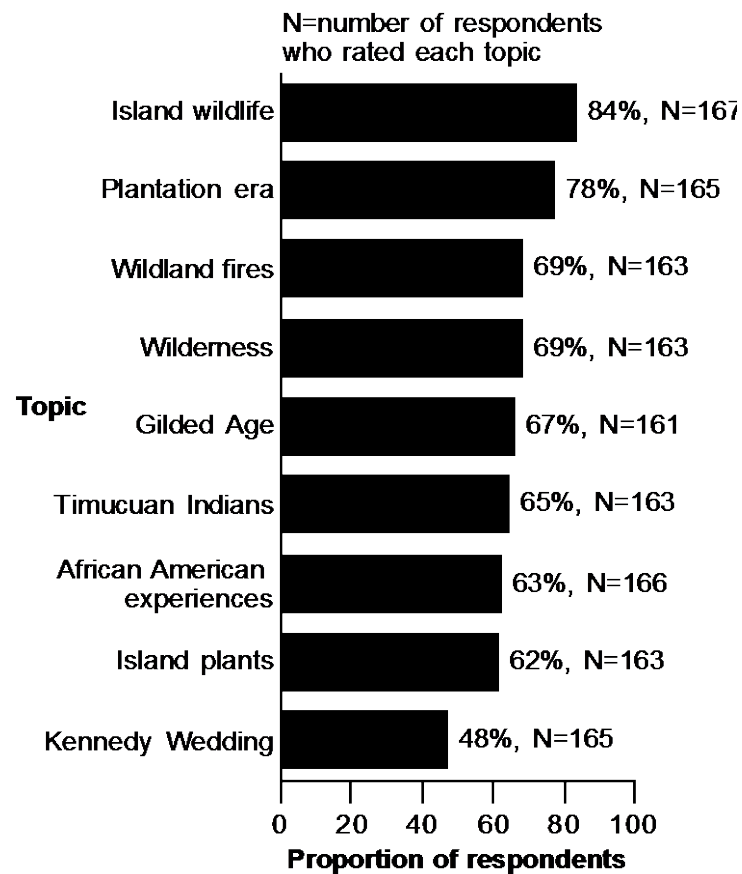


Figure 22b. Proportion of respondents who were “very interested” in topics discussed during the tour

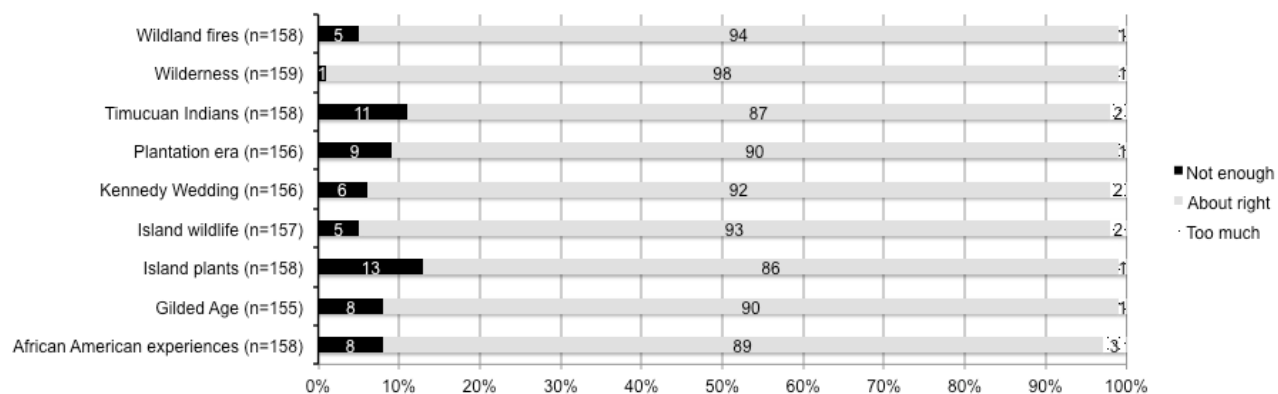


Figure 23a. Level of information provided for each topic during the tour

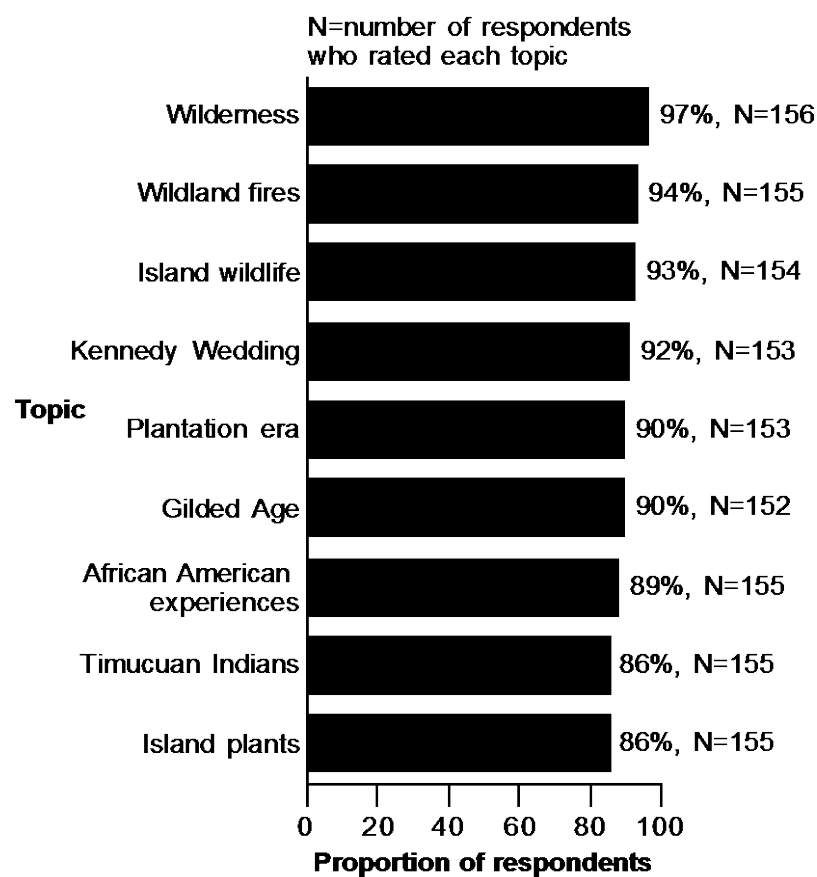


Figure 23b. Proportions of respondents who rated the level of information provided as "about right"

- Additional tour topics requested by respondents to this question were:
 - More stories about families i.e. Carnegie, Stafford, how thing looked worked tour of campgrounds
 - The hotel; steamboat and history
 - Flowers and birds shells
 - Beach info, southern end of the island
 - Timeline of history (brochure)
 - How the Carnegies came upon the island, photos from JFK wedding, written into on the neighbor to the settlement area - happy to have the book name strong women, wild horses through. Ride by Greyfield Inn so we can see the building.
 - Bigfoot; if he lives here if not, then leave out
 - Recent history (last 30 years)
 - Information on relatives still here
 - Characters and funny stories
 - More cultural context
 - Fishing industry

Tour reservations

Question 9a

For this visit, how did you make the reservations for the Lands and Legacies Tour?

Results

- 91% of respondents made reservations in advance (see Figure 24).

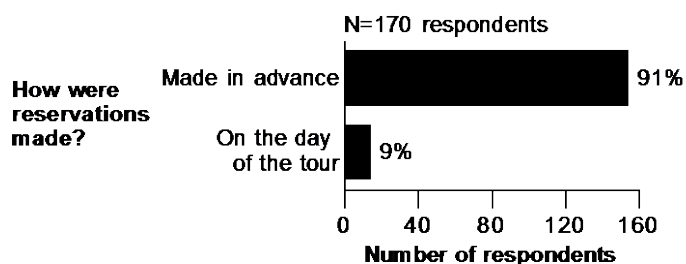


Figure 24. How reservations were made for the tour

Question 9b

Please rate the quality of the Lands and Legacies Tour reservation process.

Results

Table 10 shows quality ratings for difference aspects of the reservation process.

- “Accuracy of information at check in” received the highest “good” and “very good” quality rating at 82%.
- “Ease of use” was rated highest in “poor” and “very poor” at 7%.

Table 10. Quality ratings of reservation process

N= the number of respondents that rated each aspect of the reservation process

Aspect of reservation process	N	Rating (%)				
		Very poor	Poor	Average	Good	Very good
Accuracy of reservation information at check in	164	0	3	5	32	60
Ease of use	161	1	6	12	32	50
Information provided by reservation staff	163	0	3	9	31	57

Opinions of tour fees

Question 10a

Currently the charge for the Lands and Legacies Tour is \$15 per adult, and \$12 for senior citizens and children under 12. In your opinion, is this amount appropriate?

Results

- 94% of respondents felt that the fee charged was “about right” (see Figure 25).

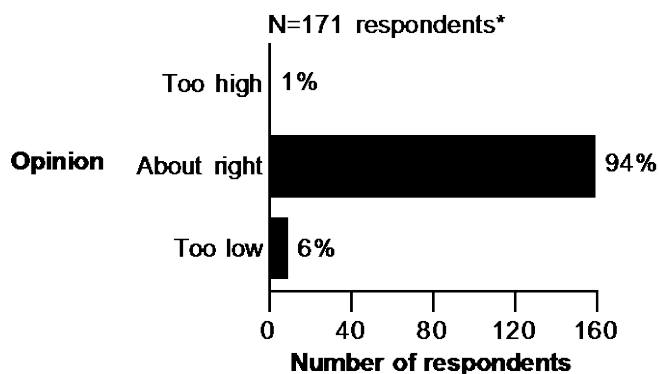


Figure 25. Opinions of fees

Question 10b

On a future visit, would you be willing to pay \$20 per adult and \$17 for senior citizens and children under 12, if the fees were used to fund the increasing costs of operating the Lands and Legacies Tour?

Results

- 69% of respondents indicated that they would be willing to pay the increased fee (see Figure 26).

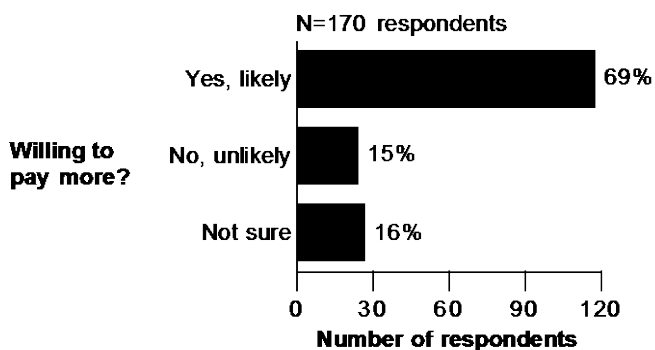


Figure 26. Willingness to pay increased fee

Guided tour of Plum Orchard Mansion

Question 11a

If transportations were offered, would you be interested in taking a guided tour of Plum Orchard Mansion

Results

- 85% of respondents indicated that they would be interested in taking a guided tour of Plum Orchard Mansion (see Figure 27).

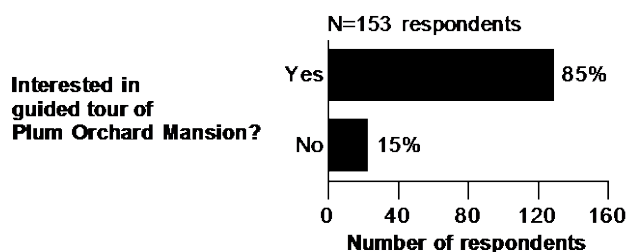


Figure 27. Interest in taking a guided tour of Plum Orchard Mansion

Question 11b.

Would you be willing to pay a fee of \$10 per adult and \$7 for senior citizens and children under 12 to take the Plum Orchard Mansion tour?

Results

- Among the visitors who showed interest in taking the Plum Orchard Mansion Tour, 48% were willing to pay the proposed fee (see Figure 28).

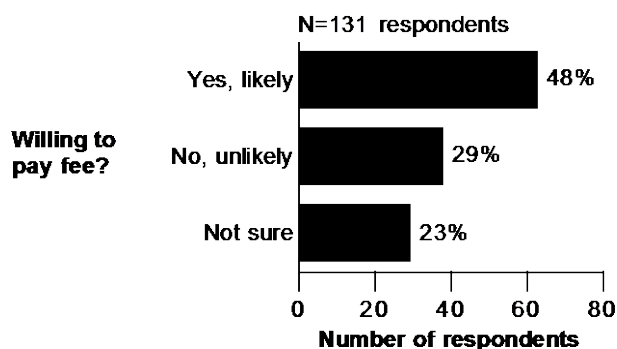


Figure 28. Willingness to pay for the tour

Overall Quality of the Lands and Legacies Tour

Question 14

How would you rate the overall quality of the Lands and Legacies Tour at Cumberland National Seashore?

Results

- 95% of respondents rated the overall quality of the tour as "very good" or "good" (see Figure 29).
- 3% of respondent rated the quality as "very poor" or "poor."

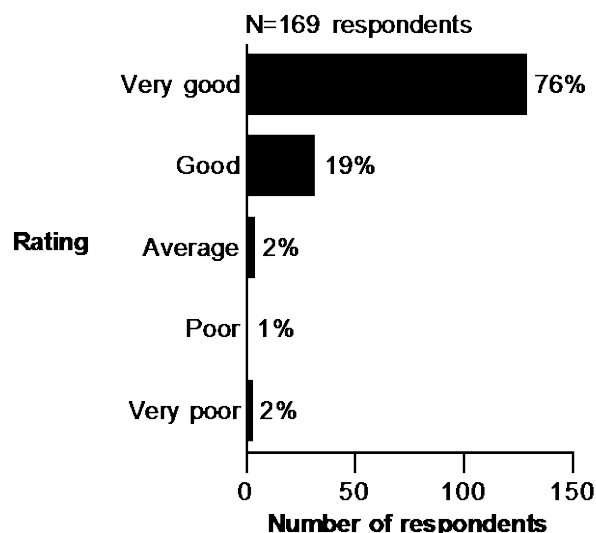


Figure 29. Overall quality rating of the tour

Visitor Comment Summaries

What visitor liked most about the Lands and Legacies Tour

Question 12

What aspects of the Lands and Legacies Tour did you like most? (Open-ended)

Results

- 82% of respondents (N=145) responded to this question.
- Table 11 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 11. Aspects of the tour that visitors liked most
(N=224 comments; some respondents made more than one comment.)

Comment	Number of times mentioned
Plum Orchard/Plum Orchard Mansion	64
Excellent/great tour guide	25
First African Baptist Church	11
Everything	10
Island's history	10
Viewing wildlife	10
Guide was knowledgeable	9
History	7
Feral horses/ponies/wild horses	6
Learning island's history	6
Learning history	4
Tour	4
African-American settlement	3
Courtesy and friendliness of the guide	3
Historical information	3
Informative tour	3
Learning about plants, wildlife	3
Scenic views	3
Enjoyed the tour	2
Photography opportunities	2
Tour through the forest/wilderness	2
Other comments	34

What visitors liked least about the Lands and Legacies Tour

Question 13

What aspects of the Lands and Legacies Tour did you like least? (Open-ended)

Results

- 62% of respondents (N=109) responded to this question.
- Table 12 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 12. Aspects of the tour that visitors liked least
(N=116 comments; some respondents made more than one comment.)

Comment	Number of times mentioned
Bumpy road/ride	30
Nothing to dislike	29
Wharf ruins	8
Unable to hear tour guide	7
Bugs/insects	5
Not going to Dungeness	5
Length of ride	4
Van is difficult to get in/out of	4
Other comments	24

Suggestions to improve the Lands and Legacies Tour

Question 15a

If you were a park manager, what would you do to improve the quality of the Lands and Legacies Tour? Please provide specific comments about services and facilities provided such as vehicles, personnel, reservation system, etc. (Open-ended)

Results

- 60% of respondents (N=107) responded to this question.
- Table 13 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 13. Suggestions to improve the tour
(N=117 comments; some respondents made more than one comment.)

Comment	Number of times mentioned
Allow reservations via the internet	12
Improve the roads	10
Better tour vehicles	9
Add tour of Dungeness Ruins	8
Improve telephone reservation system	6
Fine as is	5
Improve audio system	4
Vans are difficult to get in/out of	4
More comfortable vans	3
More phone reservation personnel	3
Additional water fountains	2
Allow or include beach time	2
Continue to hire quality personnel	2
Include south portion of the islands	2
Maintain roads	2
Newer/improved tour vehicles	2
Other comments	41

Additional comments

Question 22

Is there anything else you would like to tell us about your visit to Cumberland Island National Seashore?

Results

- 42% of respondents (N=74) responded to this question.
- Table 14 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 14. Additional comments

(N=104 comments; some respondents made more than one comment.)

Comment	Number of times mentioned
Enjoyed tour guide's presentation	21
Enjoyed visit	14
Need a little more outside/beach time	4
Love the island	3
Will return	3
Great job	2
Ice house is full of information - should be on the tour	2
Phone reservation wait is too long	2
Access in/out of van is difficult	2
Other comments	51

Appendix 1. Visitor Comments

This section contains visitor responses to open-ended questions.

Question 12

What aspects of the Lands and Legacies Tour did you like most? (Open-ended)

- Actually everything
- All
- All of it
- All, especially Plum Mansion Tour
- Animals, history of island, beach
- Been to island many times, first time to see inside Plum Orchard. Loved it. This part of four could really be worked up.
- Being able to see so much available
- Different house
- Discussion of plantations and wildlife
- Dungeness, Ponies, African Church
- Easy to see whole island on van - not possible otherwise in one day
- Enjoyed all of the tour
- Everything
- Everything
- Everything - info from ranger, Kennedy Wedding
- Everything was great
- Excellent guide/Laura Beth, great history, Plum Orchard and settlement tour. Hearing personal tours.
- Family histories and beautiful forest
- Feral houses; African - American settlement; Plum Orchard
- First African Baptist Church
- Great guide. Interesting history and environment. Plum Orchard very impressive.
- Guide
- Guide information knowledge and willingness to answer questions; Plum Orchard tour; stopping to photograph wildlife
- Guide very knowledgeable
- Guide, Roy Cullions was excellent
- Having all the history - touring the mansion - FABC Laura Beth was excellent - full of info - great personality
- Hearing the history of the island
- Historical data; viewing wildlife
- Historical information
- History
- History
- History and culture of island. Seeing wildlife.
- History and wildlife
- History of Cumberland Island, Wild Horses, just Afucer Baptist Church, Plum Orchard Mansion, History of the Island becoming part of NPS

- History of settlers over time, Laura Beth is our excellent guide
- History of the island
- History, long and narrow canopied road
- History, wildlife
- I like all of the tour. The bus was awful.
- I like it all
- I liked all of it, it was a perfect day
- I most liked the length and variety of the tour
- Information about the homes and people who have lived here
- Information presented by staff in route
- Information provided by tour guide, van transportation
- Island history, courtesy and friendliness of the guide, Debbie Butt
- It was all very interesting
- Laura Beth did a great job with the tour. Answering questions and telling us all about how the family lived.
- Laura Beth was excellent!
- Laura Beth was our guide. Very knowledgeable and courteous. Please keep her!
- Laurabeth was wonderful - included history, context of island/land, stories - made it all come alive. She is a great asset.
- Learn orchard, wild flowers
- learning the history of island
- Lori Beth was a delight, knowledgeable and thorough!
- Loved the tours!
- Lunch and tour of Plum Orchard
- Mansion
- Mansion tour, wildlife observation (snake, horses)
- N/A
- Narrative, tour of Plum Orchard. Everything.
- Our guide
- Our guide - Laurabeth, was excellent! Very and knowledgeable, articulate and pleasant. Just made the tour - delightful.
- Our guide - she did a wonderful job. And the story of Katis Phineans and Eli.
- Our guide Ray Williams was great! We loved him!
- Our guide, Roy Williams, was very knowledgeable and interesting
- Our tour guide, Laura Beth and her wealth of information
- Ownership history
- Photography ops
- Plum Mansion - because you are able to see the entire house made it much more meaningful
- Plum Mansion Tour, hearing general history
- Plum of house
- Plum Orchard
- Plum Orchard
- Plum Orchard
- Plum Orchard
- Plum Orchard

- Plum Orchard
- Plum Orchard
- Plum Orchard
- Plum Orchard
- Plum Orchard
- Plum Orchard - all the animals we saw (wildflower - Indian Pipe)
- Plum Orchard - Our decent. Laurabeth Johnston was excellent.
- Plum Orchard and Bluffs and information
- Plum Orchard and settlement
- Plum Orchard Mansion
- Plum Orchard Mansion
- Plum Orchard Mansion
- Plum Orchard Mansion and rounds
- Plum orchard mansion and wildlife
- Plum Orchard Mansion Tour
- Plum Orchard Mansion with lunch stop, Baptist Church
- Plum Orchard Tour
- Plum Orchard Tour
- Plum Orchard Tour
- Plum Orchard Tour
- Plum Orchard Tour - incredible history
- Plum Orchard Tour, seeing the wildlife, vista views
- Plum Orchard was on tour today
- Plum Orchard, Baptist Church
- Plum Orchard, Church
- Plum Orchard, history
- Plum Orchard, island history
- Plum Orchard, scenery, guide Roy
- Plum Orchard, seeing wildlife
- Ranger was very informed (Roy Williams)
- Ray was delightful
- Really enjoyed Laurie Beth and all over in diesel knowledge. Listening devices
- Riding through the forest and wild horses
- Roy, our guide, was great! Driving through the wilderness and experiencing that aspect was great.
Plum Orchard.
- Scenery and terrain
- Seeing parts of the island, have not seen before
- Seeing Plum Orchard Mansion and having history of island
- Seeing turkeys and horses
- Settlement area, Plum Orchard
- Stopping at the sites to look around
- The driver Mr Williams was great!
- The First African church and Plum Orchard
- The guide and her courtesy. Hearing the history of the people from our guide.
- The history - details brought to life by tour guide

- The history of the island and the various people who lived there
- The history, nature, friendliness of guide
- The homes/church/horses/the whole tour!
- The knowledge and enthusiasm of our tour guide made the trip quite engaging
- The knowledge of the guide, the Plum Orchard Mansion
- The oral guided tour as we toured the island
- The Plum Orchard plus flora and fauna
- The solitude of the island and the Carnegie Houses (Plum Orchard)
- The tour guide was wonderful and made the entire experience memorable. (Laura Beth)
- The visit of the Carnegie mansion
- Thoroughly enjoyed entire tour including the tour of Plum Orchard Mansion and the AA Church
- Tour guide - as a previous teacher, she had a wealth of information at hand, and managed the four exceptionally well
- Tour guide great with history. Plum Orchard. Settlement was my favorite.
- Tour guide info
- tour guide- excellent, wealth of knowledge
- Tour leader Laura Beth very cordial, informative and entertaining
- Tour of Plum Orchard
- Tour of the north island and Plum Orchard
- Touring Plum Orchard and seeing the church
- Touring the mansion
- Weather very nice, excellent guide and Plum Orchard and church beautiful, Marlee excellent guide
- Well organized and well run. Great guide!
- Wilderness area, Plum Orchard
- Wildlife and Plum Orchard

Question 13

What aspects of the Lands and Legacies Tour did you like least? (Open-ended)

- 15 passenger type van is difficult to get in and out of. Though do-able. How about a small bus?
- Actually pleased with everything. Maybe if they could sell small concessions at the Sea Park.
- Barely had enough time to wolf down a light lunch
- Big bumps in the road!
- Bugs and dung, black man at registration needs retrained in customer service
- Bumps
- Bumpy ride
- Bumpy road
- Bumpy road
- Bumpy road
- Bumpy road - not your fault
- Bumpy road!
- Bumpy roads
- Bumpy roads
- Bumpy roads
- Bumpy roads - can't be helped
- Bumpy van
- Conversion of road, bugs
- Couldn't hear it
- Crowded seating on bus
- Deplorable condition of horses - something needs to be done
- Did not have any time to walk around
- Did not include ruins
- Difficulty hearing guide - I sat in the rear and there was some static interference in the mic
- Dungeness
- Enclosed van comfortable but limited views and experience. Not much you can do about it.
- Everything was good
- exiting/entering the van
- Getting in time of vehicle
- Golden age
- Head sets, didn't work but speaker worked well as substitute
- I didn't get to see much wildlife
- I loved all of it
- I/we liked all of it
- Insects of sand spurs
- It was all interesting
- It was all very informative
- Liked all of it!
- Liked everything!
- Liked it all
- Liked it all
- Liked it all

- Listening service unreliable
- Long ride, rough road
- Mosquitos
- N/A
- N/A
- N/A
- N/A
- N/A
- NA
- No - loved it all
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None
- none
- None - was perfect
- None I can think of
- None!
- Not going to Dungeness
- Nothing
- Nothing
- Nothing - the tour was perfect!
- Nothing!
- Omission on Dungeness ruins and an opportunity to see the beach on the eastern side
- Please remove political sign near church on Gaitland
- Plum Orchard Mansion
- Provide food water for house
- Quality of roads
- Ride in van - been rough
- Ride seems a little too long on the very bumpy road
- Roads were too bumpy in spots
- Rough ride
- Rough ride
- Rough ride, tough on a bad back
- Rough woods, but it was okay!
- Sand spurs
- Seeing the Wharf Ruins
- The bumpy roads
- The bumpy roads

- The bumpy van ride!
- the fact that it didn't cover Dungeness. The first time we took it, it did
- The ride
- The ride
- The roads
- The roads which caused a lot of noise
- The rough road
- The settlement - not enough preserved
- Too long of a ride at a time in the van going
- Uncomfortable van ride, gnats
- Van audio system compensated pretty well, but hard to hear and get in and out. Poor shape.
- Van ride - inability to open windows and take photos. Uncomfortable ride.
- Van ride in backseat bumpy seats uncomfortable
- Waited at phone for reservations over 20 minutes before getting a person
- Wharf ruins
- Wharf ruins
- Wharf ruins drive, didn't go to Dungeness ruins
- Wharf pilings
- Wharf Ruins
- Wharf ruins
- Wharf visit and African Community
- Wharf, long air ride
- Would like a better view out front of van

Question 15a

If you were a park manager, what would you do to improve the quality of the Lands and Legacies Tour? Please provide specific comments about services and facilities provided such as vehicles, personnel, reservation system, etc. (Open-ended)

- 2 tours - North Island, Man South Island
- A little more walking
- Accessibility to rear seats in a van very difficult. Audio adequate but could be improved.
- Add additional fee options for picnic lunch provided (such as PBJ and chips and cookie)
- Add Dungeness - ferries run later in spring and summer
- Add Dungeness Ruins
- Add sea turtle preserve
- All good - just park the road! Just kidding!
- Allow reservations to be made via the internet or have more people to answer the phones
- Audio - to be included on outside portion of tour
- Better roads for more comfortable ride
- Better roads. Definitely include Dungeness (should be #1 attraction)
- Better sound system
- Better speaker system in van
- Better telephone reservation system repeated message for 25 minutes.
- Better tour vehicles
- Better vehicle
- Better vehicle
- Better vehicles, more on site signage to explain what we're looking at
- Campaign on the van
- Clean restrooms, monitor tents at night, for people's safety, more importantly check around dunes as undisciplined children stop stride on the dunes.
- Continue to hire quality personnel
- Could use another water fountain
- Cushions in van - better shocks
- Drinking water
- Easier access in and out of vehicle, more of the fun stores I know exist
- Fix the vehicles. Put a running board on. I fell.
- Four wheel driving cars
- Grade roads more often
- Greater ease for getting in and out of the van. A step would be great.
- Handouts of each mansion with time lines and names of owners. Class on sea turtles, dolphins, etc.
- Have a two day tour, one to tour and one to walk and explore
- Have each tour guide attend a three month intensive with Rene Noe. She was enthusiastic, knowledgeable and left me with a desire to spend a week listening to all the stories she could tell me. She made me fall in love with the island - she gave helpful advice, was sensitive to my needs.
- Have open air van
- I think it's fine like it is
- I think the Park Service is doing a great job providing s service for people who wouldn't b able to see the whole island

- I think you guys are doing great!
- Improve microphone
- Improve quality of vehicles, even if it means you have to charge more
- Improve reservations process. Web based would be good.
- Improve road
- Improve road
- Improve road, newer tour vehicles, ability to make reservations online
- Improve roads, include trip to beach
- Improved and systems on buses
- Include Dungeness
- Include Dungeness Ruins - or at least transportation there from sea camp
- Include Dungeness Ruins on tour
- Include more of the island as it is available
- Include south portion of the islands, allow or include beach time
- Include the ride to Dungeness and a tour. It's an easy walk to the ferry landing.
- Include the ruins if time permits
- Include the south portion too! Plus beach.
- It was very well done. If you need to increase rates, consider higher prime season/lower off season rates
- Keep hiring the same caliber of people
- Keep it as is, as less impact on the island as possible, while still being educational
- Keep quality level the same, improve reservation system on hold one hour
- Maintain roads
- Maintain roads
- Maybe a beach stop to allow donut 30 minutes to walk the beach
- Might offer a two day pass so beach or more of island can be enjoyed for a fair price
- More cleanup of Plum Orchard
- More comfortable roads/ride
- More information on the history
- More people to answer phones
- More people to take reservations (or be able to make reservations online)
- N/A
- N/A
- No comment
- No improvements needed
- None
- None. It was more than expected.
- Not sure, we had excellent guide, Laura Beth
- Nothing
- Nothing - the integrity of the island should be maintained
- Nothing!
- Offer lunch as additional option
- Online reservation of tour and ferry would be helpful
- Open air vehicle - but would be really hot mid summer
- Our tour guide was superb!

- Provide on-line reservation
- Put more shops in
- Renovations in buildings
- Reservation online
- Reservation system, needs better information and communication
- Reserve and pay online
- Roy did an excellent job!
- Run later ferries in summer
- Scrape roads
- Smooth roads
- The gent at check in was a complete grump. He needs to take a chill pill.
- The wait to make the telephone reservation was .5 hours - perhaps online reservations
- There was a problem fro me with reserving the tour - I was first told it was cancelled due to the hunt but Spencer House signed me up.
- Think the tour was fantastic as is!
- Two tours - Plum Orchards, etc, Dungeness, etc.
- Update reservation system. Improve road.
- Upgrade vans and roads
- Upgrade vehicles
- Vans with made comfortable seating and smoother ride
- Vehicle was noisy - not luxury, but we knew in advance. Tour guide - Laurabeth - was outstanding! Len should have more like her!
- Vehicle, consider online reservations system
- Vehicles
- Vehicles and roads
- Very satisfied
- We liked it as is
- We needed more info on food/drinks to bring and suggestions on how/what to pack it into

Question 22

Is there anything else you would like to tell us about your visit to Cumberland Island National Seashore?

- 06/06/12 Reservations were made - we thought we were signed up for tour but were not.
Misunderstanding evidently with phone schedules - the park personnel graciously worked it out
- A wonderful experience
- Appreciate and support NPS efforts to preserve this beautiful island!
- Beautiful place
- Better van! Ron's orientation was great - funny! Nice work with PPT presentation this time didn't like 3-wheeler riding through camp on Sunday after 28 Oct - they were drunk!
- Came for my birthday, thanks for an awesome day!
- Dungeness Ruins very important
- Enjoyed it immensely
- Enjoyed it very much
- Enjoyed it very much
- Everything was great!
- Excellent!
- Fabulous guide! Laura Beth is the best.
- Friends
- Great day!
- Great job!
- Great tour guide, please fix seat in last row of van. Advertise pig hunt more.
- Had a lovely visit
- Have you looked into whether SCAD (Savannah College of Art and Design) could help restore some of the historic buildings as a class at the college - or any other college that specializes in restoration.
- I had a grand time
- I like the opportunity to see areas of the island that I normally do not get to see however I think the island should be kept as natural as possible.
- I will be back, thank you
- In response to paying more for tour: because I have already been on the tour, my answer would be yes if it was the first time. Not in the future, because I already have toured. We are in awe of the beauty of the island - especially the National seashore.
- It was a great day!
- Last minute walk up worked fine due to a no show for tour. We love it and come here several times a year by private boat.
- Laura Beth was outstanding in every regard! We recognize that roads are rough. It was fine.
Transportation was a worthwhile part of our tour.
- Laurie Ann did a great job. She was extremely pleasant, knowledgeable and helpful.
- Long 30 minute wait on phone. Laura Beth Johnson was an excellent guide. She made the tour an interesting, informative, and memorable experience. It would be helpful to have vending machines at Sea Camp.
- Love the island
- Love the island, it is a beautiful treasure, fees could be raised to increase revenues for the island
- Loved it! Need detailed map of Dungeness Ruins area.
- N/A

- Need a little more outside time. Guide that also covered transition to NPS which was very interesting. Need better way to make reservations two half hour phone cause three taxes awful! Would like to have seen more of the closed areas. Would require more days to visit, however.
- Need to wash windows so we can take picture through windows
- Nice to have the horses roaming around. Ice house is full of info, should be on the tour.
- No
- No time for other activities - but would love to play on the beach. Park rangers were extremely helpful.
- No we found the trip very complete. Will be back.
- Our guide is Marlee. She informed us very well, answered all our questions and was very patient and compassionate about her work and us.
- Our guide Marlee was great! Wonderful job.
- Our guide was wonderful
- Our tour guide was very good
- Outstanding work
- Park guide didn't ask questions nor engage, somewhat monotone. Lots he didn't know - birds, plants, island history. Hard to be helpful when you can't answer the questions. See all of the above - seemed this was just a job and would just get by. Terrible making phone connections 2-4 minute waits these disconnect. Paying more would depend on the knowledge of the driver/guide. I would need places to sit a brief spell between stair climbing in addition to the lands and legacy. Quiet your hand dryer machines - seared me to death every time someone used it. Keep people on island to minimum and don't let it get commercial.
- Phone process and wait too long. The weather was perfect and glad everything was saved and not developed.
- Planning another trip including camping
- Really appreciated it and will promote the trip
- Roads are too bumpy, have a work road effort, it will deteriorate the vehicle quickly for example ball joints, springs, suspension under carriage, the alignment of the car. Fix the roads or drive slowly!
- Roy did a great job
- Roy Williams did a great guide
- Seniors need a step for van
- Should be able to reserve by phone on weekends
- Thank you!
- The guide was very knowledgeable, fantastic guide
- The ranger/guide was excellent (Laurabeth). She told us enough and gave us time to ask questions.
- The tour was a very good overview of the island, its history, and the national parks role
- The visit was excellent! Enjoyed all the stops. Roy was wonderful. Think including the settlement cemetery and Dungeness would make it perfect.
- Time allotted for tour was great, would need to drop something else before adding more. Open air vehicle/closed: would depend on weather. I would love to have had time looking for seashells at the beach.
- Too many bushes/bugs, rain/heat issues. Easier access in and out of van.
- Totally enjoyed Laura Beth
- Tour: was great, interesting and informative. I am glad that our tax money takes care of this and helps me to experience it.
- Transportation was provided and it was great! Our tour guide, Laura Beth was outstanding.
- Understand limitations based on roads and age of vans
- Van speaker system - very poor. AC very loud.
- Very good

- We enjoyed the tours
- We love it!
- We love the area, enjoy our visit every time we come. The only thing that would make it better is hot water. The willow trail is very much in need of maintenance. The overgrown trail is hiding the markers
- Will come to visit Dungeness
- Wish there was better signage and descriptions of structures. Ice House Museum needs upgrading. Otherwise a wonderful visit, as always.
- Wonderful day!
- Wonderful tour!
- Would like to bring personal bicycles. On ferry a small snack bar with cold drinks

Appendix 2: The Questionnaire

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

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