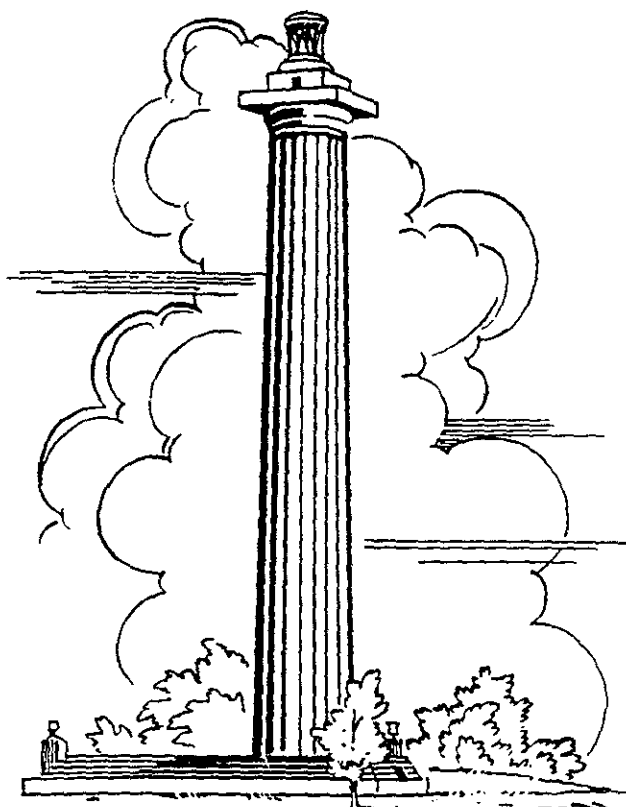


# Perry's Victory and International Peace Memorial 1996 Visitor Use Study

FINAL REPORT

Submitted to

Perry's Victory and International Peace Memorial  
and  
National Park Service Midwest Region



prepared by

David W. Lime, Senior Research Associate  
Cynthia A. Warzecha, Research Assistant  
Jerrilyn L. Thompson, Research Fellow

University of Minnesota  
Cooperative Park Studies Unit

December 1997

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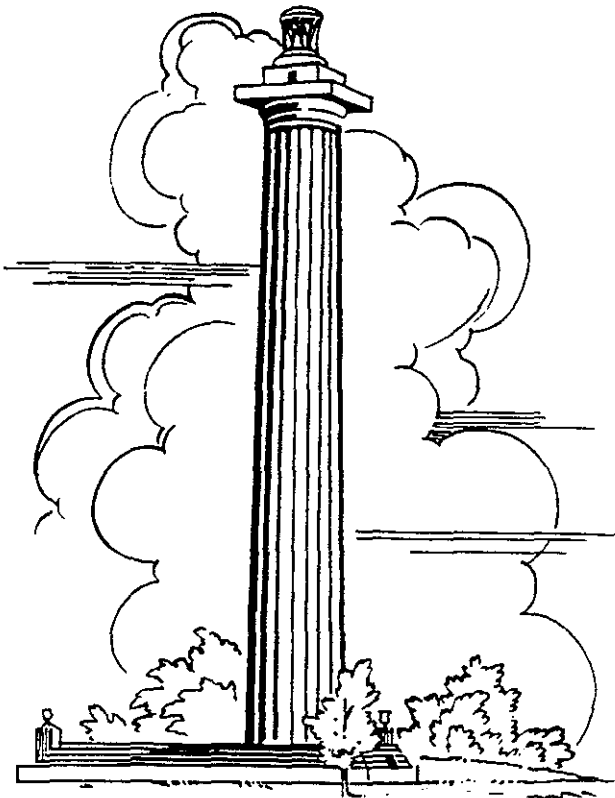
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December 1997

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## ACKNOWLEDGMENTS

Preparation of this report and the research was funded by the National Park Service (Midwest Region, Perry's Victory and International Peace Memorial, and the Washington Office) and the University of Minnesota (Department of Forest Resources and Minnesota Agricultural Experiment Station).

The Cooperative Park Studies Unit (CPSU) staff took responsibility for all phases of the study except for supervision of onsite contacts with visitors on sample days. CPSU staff worked with volunteer interviewers concerning training and collection of completed surveys. Park staff provided in-kind support and consulted during all aspects of the study design and execution. Special acknowledgment goes to Richard Lusardi, superintendent at the time of the study, and to Gerry Altoff, Chief Ranger, for their interest and ongoing support during this project. Phyllis Ewing, superintendent at the time of this printing, provided helpful editorial input to the report. In addition, special acknowledgment goes to Peggy Isaly, park volunteer, who conducted the majority of the 500-plus interviews as well as supervised the activities of other interviewers. These individuals are Linda Fredericks, Bob Reuter, and Pam Tiggis (volunteers) and Jane Akers (park employee). Their thoughtfulness and careful attention to inform visitors about the value of the study and to encourage them to complete the questionnaires helped ensure the excellent return rate from respondents. Finally, Clara M. Schreiber, Word Processor Supervisor, in the College of Natural Resources, Department of Forest Resources, deserves special thanks for her efforts in preparing this report.

## DEFINITIONS

<b>Group</b>	Individuals traveling together.
<b>Mean</b>	A measure of the center of the data set. Popularly known as the arithmetic <i>average</i> ; the sum of the observations in the set divided by the number of observations. Means have a leveling effect. They tell nothing about variations or extreme values that may act to skew the data.
<b>Median</b>	The number in the data set where one-half of the numbers are at or below it and one-half above it. It is often a better statistic than the mean when the population is skewed by extreme values. Indicators of a population skewed by extreme values include a high standard deviation or a large difference between the mean and median.
<b>N (Number)</b>	Number of respondents. Total N's may vary from table to table because not all visitors who responded to the onsite interview answered every question.
<b>Observations by NPS staff</b>	National Park Service staff recorded the number of visitors on the observation deck at ten minute intervals during each interview period.
<b>Onsite Interview</b>	Questionnaires were distributed to visitors while they waited in line for the elevator to the top of the memorial.
<b>Percent</b>	Percentage; proportion of, or ratio.
<b>Questionnaire</b>	The questionnaire contained two parts. The first part was completed by respondents as they waited in line for the elevator to the observation deck. The second part was completed after respondents returned from the observation deck.
<b>Questionnaire versions</b>	The second part of the questionnaire had two versions of question 22. Version 1 asked "What would be the maximum number of minutes <b>you would be willing to wait in line</b> for the elevator to the observation deck before you would leave?" Version 2 asked "What would be the maximum number of minutes that <b>you think is acceptable to wait in line</b> for the elevator to the observation deck?" Approximately half the respondents completed version 1 and about half completed version 2.

<b>Respondents</b>	Individual visitors (16 years of age or older) who answered the questionnaire.
<b>Significantly Different</b>	Subgroups of the total sample (e.g., first-time versus repeat visitors) were tested for statistically significant differences using t-tests. Only significant differences at the .05 level were reported.
<b>Significance Level Significant at the .05 level (i.e., <math>t &lt; .05</math>)</b>	Probability of a Type-I error (rejecting a null hypothesis when it is true). Throughout this report, a .05 significance level was used as the criterion for testing null hypothesis that subgroup means of the total sample are equal. A .05 significance level assumes that we are correctly accepting a null hypothesis 95 percent of the time and risk rejecting it only 5 percent of the time. That is, there is a 95 percent probability that the two subgroups really differ, or less than a 5 percent probability that the apparent difference is due to chance.
<b>Total Sample</b>	Total number of respondents (total N).
<b>Trip</b>	The trip to South Bass Island.
<b>Visit</b>	The visit to the observation deck of the memorial.

## BACKGROUND

This report documents the results of a 1996 visitor use study at Perry's Victory and International Peace Memorial. The 25-acre site is on South Bass Island in Lake Erie (approximately 3 miles from the Ohio mainland). The study was conducted by the University of Minnesota's Cooperative Park Studies Unit (CPSU) in cooperation with the National Park Service (NPS) Midwest Region and Perry's Victory and International Peace Memorial.

The 1992 revision of the Development Concept Plan and Assessment of Alternatives and the Interpretive Prospectus for Perry's Victory and International Peace Memorial calls for the expansion of the park's visitor orientation and interpretive program. The purpose of this research is to aid managers in learning more about visitor characteristics, awareness of the memorial, and views about management to aid in the development of a more effective visitor orientation and interpretive program. The study also addresses questions about crowding and congestion at the memorial—in particular visitor opinions concerning their wait for the elevator to the observation deck and perceptions of crowding on the observation deck. Information from this study will be used to support ongoing planning and management at Perry's Victory and International Peace Memorial.

Specific information sought in the study included:

- Sociodemographic attributes of visitors,
- Characteristics of visits to South Bass Island and the memorial,
- Visitor awareness of park themes, recreation opportunities, facilities, and services at the memorial,
- Problems encountered by visitors at the memorial,
- Visitor opinions concerning management of the site—especially as related to interpretation strategies,
- Perceptions of crowding as related to ascending the memorial.

Data were collected using onsite surveys. Study participants included only those visitors that visited the observation deck at the top of the memorial. Visitors were contacted by park volunteers as they waited in line to ascend the memorial. During the times interviewers were collecting data, park staff counted and recorded the actual presence of visitors on the observation deck. In doing so, analysts would know the approximate number of other visitors present on the observation deck when the respondent was there. This provided an improved context to analyze visitor responses concerning crowding.

The 39 tables contained in the body of this report summarize the findings of the study. Preceding the tables, we highlight some of the most salient findings from the research. These selected results are organized under *nine* sections, as are the tables.

The *first* section of tables focuses on characteristics of the trip to South Bass Island. *Section two* addresses the characteristics of the observation deck visit, including group size and type, sources of information about the site, and activities participated in at the memorial. The *third* section

examines visitor characteristics. *Section four* addresses visitors' awareness of the memorial, including the availability of recreation opportunities, facilities, and services at the site. The *fifth* section examines problems people encountered during their visit to the memorial. In *section six*, visitors report their opinions about management actions that might be addressed at the memorial. *Section seven* focuses on visitor response to the length of time they waited in line for the elevator to the observation deck. The *eighth section* addresses visitors' perceptions of crowding on the observation deck. In *section nine*, visitors' open-ended, verbatim comments or suggestions about their trip to the island and visit to the observation deck at Perry's Victory and International Peace Memorial are reported.

## STUDY METHODS

The study period was from June 10 through September 15, 1996. The sampling frame and study process consisted of the onsite distribution of a two-part questionnaire.

The first part of the survey was completed while the visitor waited for the elevator to ascend the memorial (appendix A). Part one focused on visitor and trip characteristics, visitors' reasons for visiting the memorial, activities visitors participated in at the memorial, visitors' awareness of the significance of the memorial, visitors' perceptions of park problems, and visitors' opinions regarding potential management actions. The second part of the survey was completed after the visitor returned from the observation deck (appendixes B and C). Part two addressed visitors' attitudes about waiting in line and crowding on the observation deck. The second part of the questionnaire had two versions of question 22. Version 1 asked "What would be the maximum number of minutes you would be willing to wait in line for the elevator to the observation deck before you would leave?" Version 2 asked "What would be the maximum number of minutes that you think is acceptable to wait in line for the elevator to the observation deck?" The purpose of the two versions was to measure opinions concerning how long visitors would tolerate, compared to accept, waiting in line for the elevator. Version 1 focuses on *tolerance*; version 2 focuses on *acceptability*. Approximately half the respondents completed version 1, and about half completed version 2.

To obtain a representative sample of the visiting population during the study period, an interview schedule was established. Twenty sampling days included each day of the week (appendix D). More weekend days were sampled to reflect higher visitation on these days: 4 Saturdays, 5 Sundays, 3 Mondays, 3 Tuesdays, 1 Wednesday, 2 Thursdays, 2 Fridays. Sample days and hours varied to encompass high, medium, and low use times on the observation deck.

A total of 539 individuals, 16 years of age and older, were asked to participate in the study. Only one person from each group was interviewed. The goal was to interview about 25 people per sample day. The interviewers made an effort to randomize the selection of visitors so the sample represented the diversity of people present that day, such as older and younger individuals, large and small groups, and family versus organizational groups.



During the times interviewers were contacting visitors, park staff counted and recorded numbers of visitors on the observation deck at ten-minute intervals. Interviewers notified park service staff on the observation deck at the beginning and end of each interview period. Park staff recorded the number of people on the observation deck on a form designed for that purpose (appendix E).

A combination of data from the park staff observations and the questionnaire was used to evaluate visitors' perceptions of crowding. We sought to document the actual number of minutes and times each respondent spent on the observation deck and to relate this information to the number of people actually on the deck while the respondent was there. Interviewers observed the time at which each survey was completed and recorded it on the front of the questionnaire. To calculate the time the visitor left the observation deck, ten minutes was subtracted from the time the survey was completed. (Visitors needed approximately ten minutes to take the elevator from the top of the memorial back down to the ground floor and to complete the second part of the survey.) The length of the observation deck visit, as recorded by the visitor, was subtracted from this time to obtain the approximate interval of time spent on deck. The time interval the visitor was on deck was matched to the corresponding time interval and number of people observed and recorded by park staff. The data acquired from the questionnaires and the park staff reports provided a mechanism to compare perceived crowding with fairly accurate numbers of people present on the observation deck.

The completed survey forms were commercially keypunched and the data set was uploaded to a personal computer for analysis. Data were analyzed using the Statistical Program for the Social Sciences (SPSS/PC+). Although considered for possible analysis, weighting of the data was not possible due to insufficient data on actual numbers and/or types of visitors in the park (e.g., visitors versus year-round/seasonal residents, mode of transportation to the island). Basic descriptive statistics, frequency distributions and cross tabulations were computed for selected variables. In addition to an analysis of all respondents combined, comparisons of behaviors and perceptions between first-time and repeat visitors to the observation deck were made. T-tests and analysis of variance statistical methods were used to identify differences between these subgroups of visitors for selected variables.

## SELECTED RESULTS

A total of 539 individuals 16 years of age and older that went to the observation deck were contacted during the study period. Of those visitors, 503 individuals (93 percent) agreed to participate in the study by completing the questionnaire. Thirty-six respondents (7 percent) declined to participate. Reasons for not participating varied, but most people were constrained by the amount of time they could spend at the memorial. Interviewers reported that very few of these individuals were disinterested in the study or simply did not want to be bothered.

### Characteristics of the Trip to South Bass Island:

- Nearly all respondents (98 percent) were *visitors* to South Bass Island. The remainder (2 percent) were either seasonal or permanent island residents (table A.1).
- A majority of respondents (88 percent) came to the island on a commercial ferry boat. Eleven percent reported coming to the island on a privately owned boat. The remainder of respondents (less than 1 percent) came to the island in a privately owned airplane (table A.2).
- Almost half (48 percent) the island visitors (excluding seasonal/year-round residents) reported visiting the island for the first time. Slightly more than half (52 percent) reported making previous trips to the island (table A.3). Of those who had made previous trips, 63 percent reported making three or fewer trips and 22 percent had made ten trips or more (table A.4).
- Most island visitors (83 percent) did not stay overnight on their trip to South Bass Island (table A.5). Of those who did report staying overnight (17 percent), the majority (86 percent) stayed three or fewer nights (table A.6). The majority of island visitors (69 percent) reported staying at either a rental unit (36 percent) or on their boat or the boat of family/friends (33 percent). Twenty percent reported staying overnight at the campground on the island (table A.7).
- Only 4 percent of island visitors reported that visiting the memorial was the primary purpose of their visit to the island. For most respondents (96 percent), visiting the memorial was either one of several important things they planned to do during their trip to South Bass Island (54 percent) or something they decided to do *after* arriving on the island (42 percent). A higher percentage of first-time island visitors and first-time observation deck visitors (53 percent and 49 percent, respectively) than repeat island visitors and repeat observation deck visitors (32 percent and 29 percent, respectively) reported that visiting the memorial was something they decided to do *after* arriving South Bass Island (table A.8).

### Characteristics of the Visit to the Memorial and Observation Deck:

- Sixty-four percent of all respondents reported visiting the memorial's observation deck for the first time; about a third (36 percent) reported making previous visits to the observation deck (table B.1). Of those respondents reporting previous visits to the observation deck, 69 percent had made three or fewer visits while 13 percent reported making ten or more visits (table B.2).
- Most respondents (92 percent) were contacted during their first trip to the memorial on the day interviewed. Three percent came earlier in the day, but left because the line to the elevator was too long. Another 6 percent came earlier but left for other reasons (table B.3).
- Most respondents were with a family (57 percent) during their visit to the memorial. Fifteen percent were with family and friends, while 22 percent were with friends (table B.4).

- ❑ The average group size visiting the memorial was five people; the median size was four people. Group sizes of two visitors comprised the majority of respondents (31 percent) followed by group sizes of four people (23 percent). Just 1 percent of the groups was a lone visitor (table B.5).
- ❑ For the majority of respondents (86 percent), all of the group members went to the observation deck (table B.6). Respondents that reported at least one group member who did not go to the observation deck were invited to explain why. Fear of heights and previous visits to the observation deck were the most frequently given reasons (table B.7).
- ❑ The major source of information about the memorial for respondents and their groups was previous visits. However, nearly as many respondents (about a third) reported they had obtained no previous information. In other words, they arrived at the memorial with no or very little information about this resource. Other sources of information reported by about 20 percent of the respondents included advice from friends or relatives and travel guides or tour books. First-time visitors to the island and the observation deck were much less informed than previous visitors. About 40 percent of first-time visitors arrived at the memorial with no information compared to about 20 percent of repeat visitors (table B.8).
- ❑ In addition to visiting the observation deck, the most frequently reported activities respondents participated in (or planned to participate in) were visiting the rotunda inside the memorial, visiting the visitor center (green information building), and taking pictures. Responses from first-time and repeat observation deck visitors and people who had made their first or repeated trips to the island were similar (table B.9). About one respondent in four (27 percent) that answered the question concerning activities at the memorial reported they only visited the observation deck.

#### **Visitor Characteristics:**

- ❑ Forty-seven percent of respondents were male; 53 percent were female (table C.1).
- ❑ The average and median ages of respondents were 40 and 39, respectively (table C.2). (Only individuals 16 years of age and older participated in the study.)
- ❑ Perry's Victory and International Peace Memorial visitors are well educated. Nearly 80 percent of the respondents had received post-high school education. Thirty-four percent of the study respondents reported having completed some college, business or trade school. Forty-three percent reported they were at least college graduates (i.e., a college graduate, some graduate school, or completion of a masters, doctoral or professional degree) (table C.3).
- ❑ Nearly three-quarters of the respondents (72 percent) reported residence in Ohio (table C.4). Of those respondents, most reside in three areas of the state: 20 percent from the Cleveland area, 19 percent from the Toledo area, and 18 percent from the Columbus area (table C.5).

### Visitors' Awareness of the Memorial:

- ❑ Respondents were asked whether they were aware of eleven topics related to Perry's Victory and International Peace Memorial prior to their visit. More than 50 percent of respondents reported being either unaware of or unsure of six of the topics presented. More than a third of the respondents expressed unawareness or uncertainty on all the topics but one—there is an observation deck at the top of the memorial. Even for this topic, 29 percent were unaware or uncertain about the presence of an observation deck. The four topics with the highest level of unawareness were: (1) costumed interpretive demonstrations and interpretive talks given at the plaza at scheduled times during the summer (67 percent not aware; 7 percent unsure); (2) the three American and British officers buried under the floor in the rotunda (63 percent not aware; 5 percent unsure); (3) the memorial's location within ten miles of the battle site (58 percent not aware; 9 percent unsure); and (4) the memorial's location within six miles of the Canadian border (54 percent not aware; 9 percent unsure) (table D.1).
- ❑ Not surprisingly, repeat visitors to the observation deck reported much higher levels of awareness than those visiting the observation deck for the first time (table D.2). Similarly, repeat island visitors exhibited a much higher awareness level than respondents making their first trip to the island (table D.3).

### Problems Encountered at the Memorial:

- ❑ Respondents reported experiencing few problems during their visit to the memorial and South Bass Island. When asked to evaluate eleven potential problems (using a scale from 1=not a problem to 5=very serious problem), the average and median scores for each of the potential problems was 1.8 or less. That is, none of the problems were rated higher than a "slight problem". Even for the highest rated problem (too long a wait for the elevator), 75 percent of the respondents expressed it was either a "slight problem" or "not a problem" (table E.1).
- ❑ The longer respondents waited in line for the elevator to the observation deck, the more likely they were to report the wait for the elevator was too long (table E.2). Only 2 percent of the respondents that waited 5 minutes or less said this was a serious or very serious problem. On the other hand, about 20 percent of the respondents that waited more than 25 minutes felt that way.
- ❑ More similarities than differences were noted following analysis of first-time and repeat visitors to the observation deck and first-time and repeat island visitors (table E.3). What minor differences that were uncovered are small and should not be considered particularly important for management implications.

### **Management Actions at the Memorial:**

- Respondents were asked their opinions about twelve potential management actions at the memorial (using a scale from 1=strongly oppose to 5=strongly support). In general, respondents supported most of the potential management actions evaluated. The four most strongly supported management actions (support or strongly supported by more than 60 percent of the respondents) included: (1) providing more information for visitors about things to see and do on South Bass Island (supported or strongly supported by 67 percent of the respondents); (2) providing guided tours to see the basement of the memorial (66 percent); (3) providing more War of 1812 living history demonstrations for memorial visitors (63 percent); and (4) providing a larger visitor center and museum at the memorial with more exhibits, artifacts, and displays (61 percent). Four additional management actions were supported by between 50 to 58 percent of the respondents: (1) provide brochures or taped messages about the memorial on ferry boats to inform visitors coming to the island about the memorial (58 percent); (2) provide ranger-led walking tours of historic attractions on South Bass Island (museums, monuments, historic buildings, cemeteries, etc.) (57 percent); (3) sell elevator tickets to the observation deck in advance with assigned times to avoid waiting in line for more than 5-10 minutes (53 percent); and (4) provide audio-tapes for visitors to use while on the observation deck and elsewhere on the grounds (54 percent). The longer respondents waited in line for the elevator, the more supportive they were of the concept of tickets or reservations being sold in advance to avoid waiting in line for more than 5 to 10 minutes (table F.2). The least supported management actions included: (1) increasing the fee for adults to ride the elevator to the observation deck (opposed or strongly opposed by 76 percent of the respondents) and (2) eliminating parking in front of the memorial and relocating parking to another area on the memorial property (38 percent) (table F.1). No statistically significant differences were found between first-time and repeat visitors to the observation deck and first-time and repeat island visitors (table F.2).

### **Waiting in Line for the Elevator to the Observation Deck:**

- The average number of minutes respondents reported waiting in line for the elevator was 13 minutes. Sixty-four percent of the respondents reported waiting 15 minutes or less; 20 percent waited more than 20 minutes. While about the same percentage of first-time and repeat visitors to the observation deck waited 10 minutes or less (54 and 52 percent, respectively), more first-time visitors waited more than 25 minutes. About 15 percent of the first-time visitors waited more than 25 minutes compared to 9 percent of the repeat visitors (table G.1).
- Respondents were asked to rate the acceptability of the length of time they waited in line based on a scale from -4 (very unacceptable) to +4 (very acceptable). The average score was 1.6, indicating high acceptability of the length of time waited in line. Overall, 67 percent of the respondents reported scores in the positive or "acceptable" range (+1, +2, +3, or +4). Forty-five percent reported a +3 or +4. Scores of -4 and -3 were reported by only 5 percent of the respondents (table G.2).

- ❑ Further analysis showed that after about 15 to 20 minutes waiting in line, visitor acceptability for waiting moved from acceptable to unacceptable (figure G.2). That is, the rating of acceptability dropped below zero. Furthermore, the decline from an acceptable rating (+) began to steepen sharply within the acceptable zone or area after about 10 minutes of waiting in line.
  
- ❑ Approximately half the respondents (N=255) were asked: "What would be the maximum number of minutes you would be willing to wait in line for the elevator to the observation deck before you would leave?" The other half (N=248) responded to a different question: "What would be the maximum number of minutes that you think is acceptable to wait in line for the elevator to the observation deck?" The purpose of the two versions was to measure opinions concerning how long visitors would tolerate, compared to accept, waiting in line for the elevator. Version 1 focuses on *tolerance*; version 2 focuses on *acceptability*. Approximately 70 percent of the sample asked to answer each version of the question did so by specifying a number of minutes they would wait in line. About 20 percent of the respondents said the number of minutes to wait is important, but they could not specify a maximum number of minutes they would wait. Another 10 percent said it would not matter how long they waited. Statistically significant differences were found between the mean responses to the two questions. The mean score for respondents answering the question about how long they would *tolerate* waiting was 19.3 minutes. Comparatively, the mean score for respondents answering the question regarding the number of minutes they thought it was *acceptable* to wait was 15.8 minutes. No statistically significant differences were found between first-time and repeat visitors to the observation deck (tables G.3 and G.4).
  
- ❑ Several "standards of quality" could be discussed concerning how long visitors would wait in line before their experience was diminished to the point that the NPS would (or should) take action to manage waiting times. The data suggests that after about 15 to 20 minutes, many visitors find the situation no longer acceptable. Further monitoring of waiting times by selected periods throughout the day would help the NPS understand better when visiting times are "too long." Monitoring data and visitor responses to waiting in line could then be used by managers to make more informed decisions as to what the standard of quality should be.
  
- ❑ The percentage of respondents that waited in line for the elevator 15 minutes or longer and 20 minutes or longer varied by hour of the day (table G.5). People experiencing the longest waits were those in line after about 12:30 p.m. During most half-hour periods after 12:30 p.m., more than 40 percent of the respondents waited at least 15 minutes. More than 25 percent waited at least 20 minutes.

## Crowding on the Observation Deck:

- ❑ The average number of minutes respondents reported spending on the observation deck was 15 minutes. The median number of minutes also was 15. Forty-two percent of the respondents spent ten minutes or less on the deck—12 percent spent one to five minutes. Twelve percent reported spending more than 20 minutes on the observation deck. First-time and repeat visitors reported similar length of stay patterns (table H.1 and figure H.1).
- ❑ Respondents reported seeing an average of 27 people on the observation deck. The median number seen was 25 (table H.2). Of course, the reported numbers reflect the visitor's length of stay as well as the levels of use present during sampling periods. It does not reflect what may be the situation during peak use hours of the day or on peak use days. Further monitoring could portray conditions over a spectrum of use conditions. But, it does give some perspective on the density of use encountered on the observation deck by many visitors. On average, however, respondents reported seeing fewer people on the observation deck than was observed by park staff during the times respondents were on the observation deck. The mean number of people observed by park staff was 37 people; the median was 41 people.
- ❑ Respondents were asked to rate the acceptability of the number of people they saw on the observation deck based on a scale from -4 (very unacceptable) to +4 (very acceptable). The average score was 2.4, indicating high acceptability of the number of people seen. Most respondents (60 percent) reported that the number of people they saw was very acceptable—noting either a +3 or +4 on the scale. Eighty-four percent of the respondents reported scores in the positive or "acceptable" range (+1, +2, +3, or +4) (table H.3). No statistically significant differences were found following analysis of first-time and repeat visitors to the observation deck.
- ❑ Further analysis showed that, in general, the number of people seen on the observation deck was not related directly to quality of the experience (figure H.2). That is, even when respondents reported seeing between 50 to 80 people during their time on the deck, the average rating of the acceptability of the number of people seen did not drop below zero (from acceptable (+) to unacceptable (-). The same pattern exists for the relationship between mean acceptability ratings by respondents and the number of people described by park staff during the time respondents were on the observation deck (figure H.3).
- ❑ A majority of respondents (59 percent) felt the observation deck was "not crowded." Respondents were asked, "How crowded did you feel on the observation deck?" Responses were based on a scale of 1 (not at all crowded) to 9 (extremely crowded). The average score was 2.9, indicating relatively low perceptions of crowding. Nevertheless, 23 percent of respondents reported a score of 5 or above—in the moderately crowded to extremely crowded range (table H.4). No statistically significant differences were found following analysis of first-time and repeat visitors to the observation deck.

### Open-ended Comments:

- Nearly 40 percent of the respondents offered open-ended comments about their visit to or the management of Perry's Victory and International Peace Memorial (table I.1). While this is largely anecdotal information, it gives managers insight into other aspects of the memorial visitors' perceptions and opinions. Nearly all the comments were positive or complimentary in nature.



## TABLES OF STUDY RESULTS

## **A. Characteristics of the Trip to South Bass Island**

- Table A.1. Were respondents island visitors or residents?
- Table A.2. For island visitors, response to: "Which statement best describes you?"
- Table A.3. Response of island visitors (excluding seasonal and year-round residents) to: "Before this visit to South Bass Island, how many recreation trips (ever) have you made to the island?"
- Table A.4. For repeat visitors, the number of previous recreation trips to South Bass Island.
- Table A.5. Response of island visitors (excluding seasonal and year-round residents) to: "Are you staying overnight on this visit to South Bass Island?"
- Table A.6. Length of stay (nights) of overnight visitors on South Bass Island.
- Table A.7. For overnight visitors, response to: "Where are you staying on this visit to South Bass Island?"
- Table A.8. Response of island visitors (excluding seasonal and year-round residents) to: "Visiting the memorial is..." by selected visitor characteristics.

**Table A.1.** Were respondents island visitors or residents?

<b>Visitor or seasonal/permanent resident</b>	<b>N</b>	<b>Percent</b>
Visitor	480	98.2
Year-round resident	3	.6
Seasonal resident	6	1.2
<b>Totals</b>	<b>489</b>	<b>100.0</b>

Source: Question 1

**Table A.2.** For island visitors, response to: "Which statement best describes you?"

<b>Arrival on South Bass Island</b>	<b>N</b>	<b>Percent</b>
I came to the island on a commercial ferry boat	422	87.9
I came to the island on a privately owned boat	55	11.5
I came to the island in a privately owned plane	3	.6
I came to the island in a commercial plane	0	0
<b>Totals</b>	<b>480</b>	<b>100.0</b>

Source: Question 1

**Table A.3.** Response of island visitors (excluding seasonal and year-round residents) to: "Before this visit to South Bass Island, how many recreation trips (ever) have you made to the island?"

<b>Response</b>	<b>N</b>	<b>Percent</b>
None	232	48.3
Visited island previously	248	51.7
<b>Totals</b>	<b>480</b>	<b>100.0</b>

Source: Question 2

**Table A.4.** For repeat visitors, the number of previous recreation trips to South Bass Island.

Number of previous recreation trips	N	Percent
1	77	31.3
2	46	18.7
3	33	13.4
4	14	5.7
5	8	3.3
6	5	2.0
7	6	2.4
8	3	1.2
9	1	0.4
10 or more trips*	53	22.5
<b>Totals</b>	<b>246</b>	<b>100.0</b>

Source: Question 2

\* Sixteen respondents reported making more than 99 trips or "many" trips to South Bass Island. Excluding these respondents, the mean number of trips to the island was 4.6, the median was 2.0.

**Table A.5.** Response of island visitors (excluding seasonal and year-round residents) to: "Are you staying overnight on this visit to South Bass Island?"

Overnight stay	N	Percent
No	394	82.6
Yes	83	17.4
<b>Totals</b>	<b>477</b>	<b>100.0</b>

Source: Question 3

**Table A.6.** Length of stay (nights) of overnight visitors on South Bass Island.

Number of nights	N	Percent
1	22	28.9
2	30	39.5
3	13	17.1
4	5	6.6
5	3	3.9
6-14	3	3.9
<b>Totals</b>	<b>76</b>	<b>100.0</b>

Source: Question 3

Mean = 2.4 nights

Median = 2.0 nights

**Table A.7.** For overnight visitors, response to: "Where are you staying on this visit to South Bass Island?"

Accommodations	N	Percent
Rental unit	29	36.3
My boat or boat of family/friends	26	32.5
Campground on the island	16	20.0
Other	3	3.7
Permanent residence of family/friends	3	3.7
Seasonal residence of family/friends	3	3.7
<b>Totals</b>	<b>80</b>	<b>100.0</b>

Source: Question 4

**Table A.8.** Response of island visitors (excluding seasonal and year-round residents) to: "Visiting the memorial is..." by selected visitor characteristics.

Plan for visiting the memorial	Total sample		Visit to the observation deck				Trip to the island			
			First-time		Repeat		First-time		Repeat	
	N	%	N	%	N	%	N	%	N	%
The primary purpose of my trip to South Bass Island	18	3.8	11	3.6	7	4.2	8	3.5	10	4.1
One of several important things I planned to do during my trip to South Bass Island	256	54.2	144	47.2	112	67.1	99	43.4	157	64.3
Something I decided to do <i>after</i> arriving on South Bass Island	198	41.9	150	49.2	48	28.7	121	53.1	77	31.6
<b>Totals</b>	<b>472</b>	<b>100.0</b>	<b>305</b>	<b>100.0</b>	<b>167</b>	<b>100.0</b>	<b>228</b>	<b>100.0</b>	<b>244</b>	<b>100.0</b>

Source: Question 5

## **B. Characteristics of the Trip to the Memorial and Observation Deck**

- Table B.1. Response to: "Before today, how many times (ever) have you visited the memorial observation deck?"
- Table B.2. For repeat visitors, the number of previous observation deck visits.
- Table B.3. Response to: "Which statement best describes your visit to the observation deck **today?**"
- Table B.4. Type of group.
- Table B.5. Group size.
- Table B.6. Response to: "Did everyone in your group who came to the memorial go to the observation deck?"
- Table B.7. Reasons for group members not going to the observation deck.
- Table B.8. Response to: "Before this visit, how did you and your group get information about the memorial?" by selected visitor characteristics.
- Table B.9. Response of visitors who did other things in addition to visiting the observation deck, by selected visitor characteristics.

**Table B.1.** Response to: "Before today, how many times (ever) have you visited the memorial observation deck?"

Response	N	Percent
None (this is my first time)	322	64.0
Visited memorial observation deck previously	181	36.0
<b>Totals</b>	<b>503</b>	<b>100.0</b>

Source: Question 6

**Table B.2.** For repeat visitors, the number of previous observation deck visits.

Number of previous visits to the observation deck	N	Percent
1	71	39.9
2	28	15.7
3	24	13.5
4	11	6.2
5	11	6.2
6	6	3.4
7	2	1.1
8	1	0.6
9	0	0
10 or more	24	13.4
<b>Totals</b>	<b>178</b>	<b>100.0</b>

Source: Question 6

Mean = 9.5 visits

Median = 2.0 visits

**Table B.3.** Response to: "Which statement best describes your visit to the observation deck today?"

Description of observation deck visit on day surveyed	N	Percent
This was the first time I came to the memorial today	435	91.8
I came to the memorial earlier today, left because the line was too long...but I came back	13	2.7
I came to the memorial earlier today, left because of some other reason...but I came back	26	5.5
<b>Totals</b>	<b>474</b>	<b>100.0</b>

Source: Question 7



**Table B.4.** Type of group.

<b>Group type</b>	<b>N</b>	<b>Percent</b>
Family	284	57.2
Friends	110	22.1
Family and friends	72	14.5
Youth group	10	2.0
Alone	8	1.6
Guided tour group	7	1.4
Other	6	1.2
<b>Totals</b>	<b>497</b>	<b>100.0</b>

Source: Question 8

**Table B.5.** Group size.

<b>Number of people</b>	<b>N</b>	<b>Percent</b>
1	7	1.4
2	153	30.7
3	66	13.3
4	114	22.9
5	46	9.2
6-10	86	17.3
11-15	5	1.0
16-20	9	1.8
21 or more	12	2.4
<b>Totals</b>	<b>498</b>	<b>100.0</b>

Source: Question 9.

Mean = 5.4 people

Median = 4.0 people

Table B.6. Response to: "Did everyone in your group who came to the memorial go to the observation deck?"

Response Category	Total sample		Visit to the observation deck				Trip to the island			
			First		Repeat		First		Repeat	
	N	%	N	%	N	%	N	%	N	%
Yes	421	85.6	271	85.5	150	85.7	193	85.0	228	86.0
No	71	14.4	46	14.5	25	14.3	34	15.0	37	14.0
<b>Totals</b>	<b>492</b>	<b>100</b>	<b>317</b>	<b>100.0</b>	<b>175</b>	<b>100.0</b>	<b>227</b>	<b>100.0</b>	<b>265</b>	<b>100.0</b>

Source: Question 10.

Table B.7. Reasons for not going to the observation deck.

Reason	N	Percent*	Percent**
Fear of heights	14	25.9	28.6
Had previously visited observation deck	11	20.4	22.4
Stairs to mezzanine or elevator a hindrance	6	11.1	12.2
Stayed with small child or pets	4	7.4	8.2
Time necessary to wait in line for the elevator	4	7.4	8.2
Illness or health concern	3	5.6	6.1
Cost	2	3.7	4.1
Lack of interest	2	3.7	4.1
Other reasons	8	14.8	16.3
<b>Total</b>	<b>54</b>	<b>100.0</b>	<b>--</b>

Source: Question 10

\*Percentage based on total number of *responses* (N=54). Respondents could give more than one response.

\*\*Percentage based on total number of *respondents* (N=49).

**Table B.8.** Response to: "Before this visit, how did you and your group get information about the memorial?" by selected visitor characteristics.

Sources	Total sample			Visit to the observation deck				Trip to the island			
				First		Repeat		First		Repeat	
	N	%*	%**	N	%**	N	%**	N	%**	N	%**
Previous visits(s)	171	28.1	36.4	50	16.7	121	70.8	17	7.8	154	61.1
No previous information obtained--just came to the memorial	146	24.0	31.1	114	38.1	32	18.7	86	39.4	60	23.8
Advice from friends or relatives	100	16.4	21.3	74	24.7	26	15.2	55	25.2	45	17.9
Travel guide or tour book	95	15.6	20.2	70	23.4	25	14.6	57	26.1	38	15.1
National Park Service	29	4.8	6.2	11	3.7	18	10.5	7	3.2	22	8.7
Magazine, newspaper, television	29	4.8	6.2	18	6.0	11	6.4	11	5.0	18	7.1
Commercial ferry boat	25	4.1	5.3	17	5.7	8	4.7	11	5.0	14	5.6
Rental unit--motel, bed & breakfast, cabin, resort on the island	7	1.2	1.5	5	1.7	2	1.2	5	2.3	2	0.8
Campground on the island	6	1.0	1.3	3	1.0	3	1.8	1	0.5	5	2.0
<b>Totals</b>	<b>608</b>	<b>100.0</b>	--	--	--	--	--	--	--	--	--

Source: Question 11

\* Percentage based on total number of *responses*. (Respondents could give more than one response.)

\*\* Percentage based on total number of *respondents* (total sample N=470; first visit to the observation deck N=299; repeat visit to observation deck N=171; first trip to the island N=218 ; repeat trip to the island N=252).

**Table B.9.** Response of visitors who did other things in addition to visiting the observation deck, by selected visitor characteristics.\*\*\*\*

Activity	Total sample			Visit to the observation deck				Trip to the island			
				First		Repeat		First		Repeat	
	N	%*	%**	N	%**	N	%**	N	%**	N	%**
Visit the rotunda inside the monument	191	26.5	55.8	126	57.8	65	52.4	83	52.2	108	59.0
Visit the visitor center/green information building	180	25.0	52.6	109	50.0	71	57.3	84	52.8	96	52.5
Photography	152	21.1	44.4	98	45.0	54	43.5	77	48.4	75	41.0
Listen to costumed demonstrators***	66	9.2	19.3	30	13.8	36	29.0	25	15.7	41	22.4
Listen to other interpretive talks by rangers on the plaza***	57	7.9	16.7	30	13.8	27	21.8	21	13.2	36	19.7
Picnic	40	5.6	11.7	27	12.4	13	10.5	17	10.7	23	12.6
Exercise a dog or other pet	9	1.3	2.6	5	2.3	4	3.2	2	1.3	7	3.8
Throw a Frisbee	9	1.3	2.6	7	3.2	2	1.6	4	2.5	5	2.7
Fish from the sea wall	7	1.0	2.0	6	2.8	1	0.8	5	3.1	2	1.1
Running or jogging	5	.7	1.5	3	1.4	2	1.6	2	1.3	3	1.6
Fly a kite	4	.6	1.2	3	1.4	1	.8	3	1.9	1	0.5
<b>Totals</b>	<b>720</b>	<b>100</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>	<b>--</b>

Source: Question 12.

\* Percentage based on total number of *responses*. (N=720) Respondents could give more than one response.

\*\* Percentage based on total number of *respondents* (total sample N=342; first visit to the observation deck N=218; repeat visit to the observation deck N=124 ; first trip to the island N=159; repeat trip to the island N=183).

\*\*\*Not all visitors had the opportunity to participate in this activity.

\*\*\*\*129 respondents did not participate in any other activities at the memorial.

## C. Visitor Characteristics

Table C.1. Gender of respondents.

Table C.2. Age of respondents.

Table C.3. Response to: "What is the highest level of education you have completed?"

Table C.4. Residence of respondents by state and countries outside the United States.

Table C.5. Residence by ZIP Code regions in Ohio.

Figure C.1. Map depicting three-digit ZIP Code regions in Ohio

Table C.1. Gender of respondents.

Gender	N	Percent
Female	252	53.5
Male	219	46.5
<b>Totals</b>	<b>471</b>	<b>100.0</b>

Source: Question 16

Table C.2. Age of respondents.\*

Years	N	Percent
16-19	18	3.8
20-24	42	8.8
25-29	41	8.6
30-34	63	13.2
35-39	84	17.6
40-44	76	15.9
45-49	66	13.8
50-54	31	6.5
55-59	17	3.5
60-64	16	3.3
65-69	12	2.5
70-77	12	2.5
<b>Totals</b>	<b>478</b>	<b>100.0</b>

Source: Question 18

Mean = 39.7 years old

Median = 39.0 years old

\* Only individuals 16 years of age and older were included in the study.

**Table C.3.** Response to "What is the highest level of education you have completed?"

<b>Education level</b>	<b>N</b>	<b>Percent</b>
8th grade or less	4	0.8
Some high school	21	4.3
High school graduate or GED	86	17.8
Some college, business or trade school	166	34.3
College graduate	118	24.4
Some graduate school	24	5.0
Masters, doctoral or professional degree	65	13.4
<b>Totals</b>	<b>484</b>	<b>100.0</b>

Source: Question 17.

**Table C.4.** Residence of respondents by state and countries outside the United States.

<b>State or country of residence</b>	<b>N</b>	<b>Percent</b>
Ohio	347	71.8
Michigan	39	8.1
Indiana	24	5.0
Pennsylvania	21	4.3
Kentucky	5	1.0
Illinois	5	1.0
Canada	5	1.0
New York	4	0.8
Virginia	4	0.8
West Virginia	4	0.8
Florida	4	0.8
Germany	4	0.8
Tennessee	3	0.6
Wisconsin	2	0.4
Maryland	2	0.4
Colorado	1	0.2
South Dakota	1	0.2
Texas	1	0.2
Alabama	1	0.2
Oklahoma	1	0.2
Utah	1	0.2
California	1	0.2
Hawaii	1	0.2
Washington	1	0.2
China	1	0.2
<b>Totals</b>	<b>483</b>	<b>100.0</b>

Source: Question 19.



Table C.5. Residence by ZIP Code regions in Ohio.

ZIP Code region	3 digit ZIP Code prefix	N	Percent
Cleveland	440-441	68	19.6
Toledo	434-436	67	19.3
Columbus	430-433	63	18.2
Mansfield	448-449	26	7.5
Cincinnati	450-452	26	7.5
Akron	442-443	25	7.2
Youngstown	444-445	21	6.0
Dayton	453-454	16	4.6
Canton	446-447	13	3.7
Lima	458	10	2.9
Steubenville	439	5	1.4
Chillicothe	456	3	0.9
Springfield	455	2	0.6
Zanesville	437	1	0.3
Athens	457	1	0.3
<b>Totals</b>		<b>347</b>	<b>100.0</b>

Source: Question 19.

Note: See figure C.1 for a map of Ohio zip code regions.

# OHIO

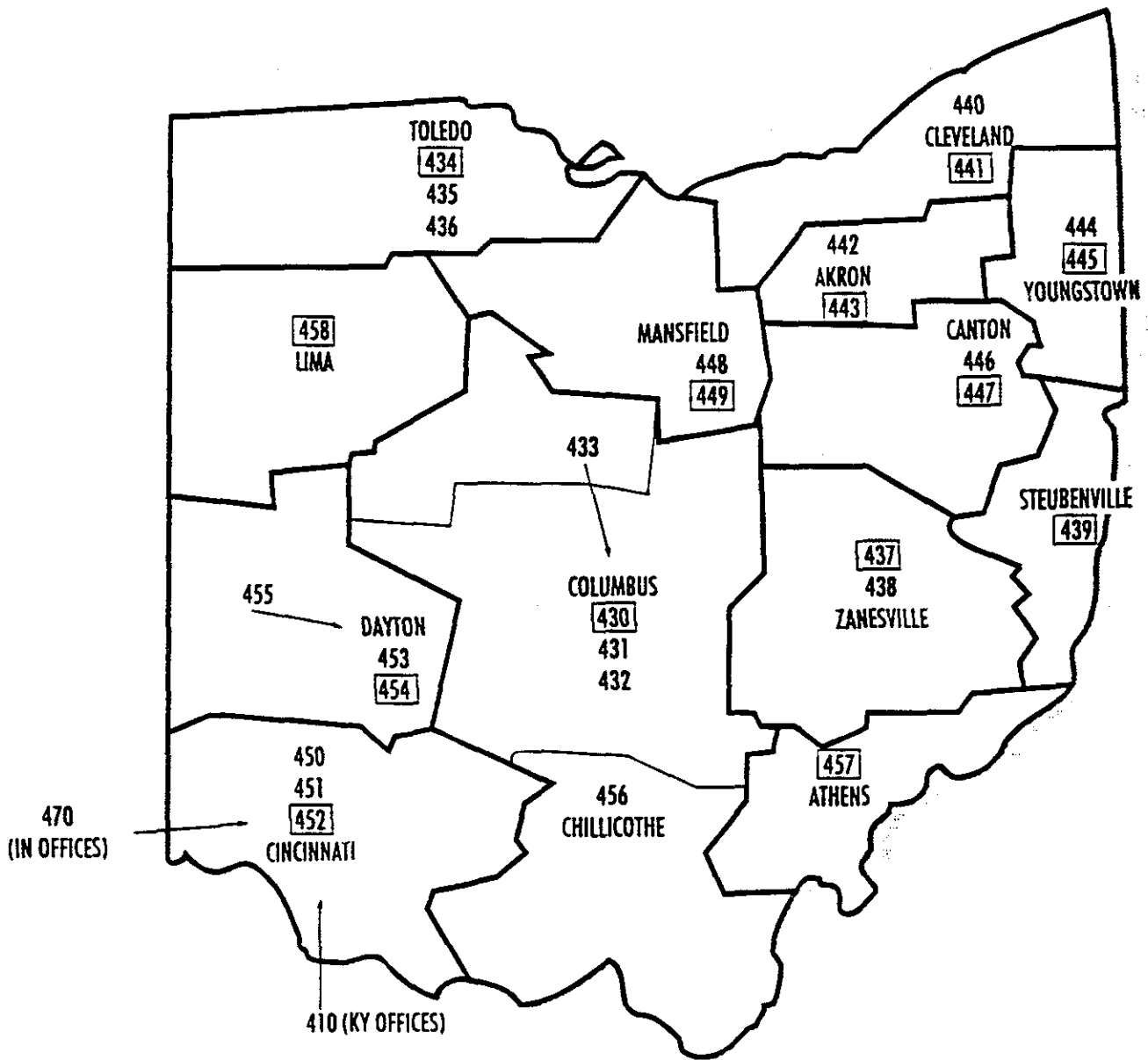


Figure C.1. Map depicting three-digit ZIP Code regions in Ohio.

## D. Visitors' Awareness of the Memorial

- Table D.1. Response of all respondents to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items **before you arrived** at the memorial **today**."
- Table D.2. Response by whether or not the respondent had visited the observation deck before to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items **before you arrived** at the memorial **today**."
- Table D.3. Response by whether or not the respondent had been to the island before to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items **before you arrived** at the memorial **today**."

**Table D.1.** Response of all respondents to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items **before you arrived** at the memorial **today**."

Visitors' awareness	Total sample					
	No		Yes		Unsure	
	N	%	N	%	N	%
There are costumed interpretive demonstrations and interpretive talks given at the plaza at scheduled times during the summer.	329	66.9	130	26.4	33	6.7
There are three American and three British officers buried under the floor in the rotunda.	307	62.5	159	32.4	25	5.1
The memorial is located within 10 miles of the battle site.	285	57.7	167	33.8	42	8.5
The memorial is located within 6 miles of the Canadian border.	265	54.0	184	37.5	42	8.6
There is a \$2.00 fee for adults to ride the elevator to the observation deck. (Children are free)	246	49.9	200	40.6	47	9.5
The memorial symbolizes international peace among English-speaking nations (United States, Canada, and Great Britain).	219	44.3	237	48.0	38	7.7
The National Park Service operates a visitor center/information building at the base of the memorial.	211	42.8	252	51.1	30	6.1
Perry's Victory and International Peace Memorial is managed by the National Park Service.	201	40.6	266	53.7	28	5.6
There is an elevator from the second floor of the memorial to the observation deck.	177	36.1	286	58.4	27	5.5
The memorial commemorates the American victory in the Battle of Lake Erie, during the war of 1812.	148	30.0	321	65.1	24	4.9
There is an observation deck at the top of the memorial open to the public.	125	25.3	352	71.1	18	3.6

Source: Question 13.

**Table D.3.** Response by whether or not the respondent had been to the island before to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items **before you arrived at the memorial today.**"

Visitors' awareness	First trip to the island						Repeat trip to the island					
	No		Yes		Unsure		No		Yes		Unsure	
	N	%	N	%	N	%	N	%	N	%	N	%
There are costumed interpretive demonstrations and interpretive talks given at the plaza at scheduled times during the summer.	174	78.4	29	13.1	19	8.6	149	58.2	97	37.9	10	3.9
There are three American and three British officers buried under the floor in the rotunda.	171	77.0	40	18.0	11	5.0	129	50.4	113	44.1	14	5.5
The memorial is located within 10 miles of the battle site.	156	70.3	48	21.6	18	8.1	122	47.7	112	43.8	22	8.6
The memorial is located within 6 miles of the Canadian border.	151	68.0	56	25.2	15	6.7	109	42.6	121	47.3	26	10.2
The National Park Service operates a visitor center/information building at the base of the memorial.	139	62.6	64	28.8	19	8.6	70	27.3	175	68.4	11	4.3
There is a \$2.00 fee for adults to ride the elevator to the observation deck. (Children are free)	136	61.3	68	30.6	18	8.1	106	41.4	123	48.0	27	10.6
Perry's Victory and International Peace Memorial is managed by the National Park Service.	131	59.0	79	35.6	12	5.4	66	25.8	176	68.8	14	5.5
The memorial symbolizes international peace among English-speaking nations (United States, Canada, and Great Britain).	122	55.0	84	37.8	16	7.2	94	36.7	140	54.7	22	8.6
There is an elevator from the second floor of the memorial to the observation deck.	118	53.2	92	41.4	12	5.4	56	21.9	186	72.3	14	5.5
The memorial commemorates the American victory in the Battle of Lake Erie, during the war of 1812.	95	42.8	114	51.4	13	5.9	51	19.9	195	76.2	10	3.9
There is an observation deck at the top of the memorial open to the public.	90	40.5	121	54.5	11	5.0	32	12.5	218	85.2	6	2.3

Source: Question 13.

Note: There were significant differences at the .05 level ( $p \leq .05$ ) between first-time and repeat visitors to the observation deck for all awareness items.

**Table D.2.** Response by whether or not the respondent had visited the observation deck before to: "The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items before you arrived at the memorial today."

Visitors' awareness	First visit to the observation deck						Repeat visit to the observation deck					
	No		Yes		Unsure		No		Yes		Unsure	
	N	%	N	%	N	%	N	%	N	%	N	%
There are costumed interpretive demonstrations and interpretive talks given at the plaza at scheduled times during the summer.	240	77.9	45	14.6	23	7.5	83	48.8	81	47.7	6	3.5
There are three American and three British officers buried under the floor in the rotunda.	229	74.4	65	21.1	14	4.6	71	41.8	88	51.8	11	6.5
The memorial is located within 10 miles of the battle site.	212	68.8	71	23.0	25	8.1	66	38.8	89	52.4	15	8.8
The memorial is located within 6 miles of the Canadian border.	206	66.9	81	26.3	21	6.8	54	31.8	96	56.5	20	11.8
There is a \$2.00 fee for adults to ride the elevator to the observation deck. (Children are free)	192	62.3	91	29.6	25	8.1	50	29.4	100	58.8	20	11.8
The National Park Service operates a visitor center/information building at the base of the memorial.	178	57.8	110	35.7	20	6.5	31	18.2	129	75.6	10	5.9
The memorial symbolizes international peace among English-speaking nations (United States, Canada, and Great Britain).	171	55.5	114	37.0	23	7.5	45	26.5	110	64.7	15	8.8
Perry's Victory and International Peace Memorial is managed by the National Park Service.	166	53.9	123	39.9	19	6.2	31	18.2	132	77.7	7	4.1
There is an elevator from the second floor of the memorial to the observation deck.	156	50.7	130	42.2	22	7.1	18	10.6	148	87.1	4	2.4
The memorial commemorates the American victory in the Battle of Lake Erie, during the war of 1812.	127	41.2	166	53.9	15	4.9	19	11.2	143	84.1	8	4.7
There is an observation deck at the top of the memorial open to the public.	112	36.4	180	58.4	16	5.2	10	5.9	159	93.5	1	0.6

Source: Question 13.

Note: There were significant differences at the .05 level ( $p \leq .05$ ) between first-time and repeat visitors to South Bass Island for all awareness items.

## E. Problems Encountered at the Memorial

- Table E.1. Response of all respondents to: "Information about problems you may have experienced today while visiting Perry's Victory and International Peace Memorial would be helpful to park managers. To what extent did you find each of the following to be a problem during this visit **to the memorial and grounds?**"
- Table E.2. Response of all respondents by minutes waited in line for the elevator to the observation deck to: "To what extent was waiting in line for the elevator a problem during your visitor **to the memorial and grounds?**"
- Table E.3. Response to: "Information about problems you may have experienced today while visiting Perry's Victory and International Peace Memorial would be helpful to park managers. To what extent did you find each of the following to be a problem during this visit **to the memorial and grounds?**" by selected visitor characteristics.

**Table E.1.** Response of all respondents to: "Information about problems you may have experienced today while visiting Perry's Victory and International Peace Memorial would be helpful to park managers. To what extent did you find each of the following to be a problem during this visit to the memorial and grounds?"

Potential problems at the memorial*	Total sample							
	N	Med	Mean	Percent of respondents by response category**				
				1	2	3	4	5
Too long a wait for the elevator	463	1.0	1.8	55.3	19.4	16.6	3.2	5.4
Too many people on the plaza or in the rotunda	467	1.0	1.4	78.2	10.5	8.1	1.7	1.5
Inadequate information about the memorial, such as maps and brochures	446	1.0	1.3	81.2	8.7	7.6	0.9	1.6
Insufficient parking in front of the memorial	446	1.0	1.3	87.4	4.5	4.0	2.9	1.1
People being noisy in the rotunda	464	1.0	1.3	83.8	10.3	2.6	1.5	1.7
People being noisy on the stairway to the elevator	467	1.0	1.3	82.0	11.1	3.6	1.1	2.1
Geese and their droppings on the memorial grounds	455	1.0	1.3	82.4	8.1	5.3	2.6	1.5
Lack of park rangers on the plaza and elsewhere on the memorial grounds	450	1.0	1.2	85.6	7.1	5.3	1.1	0.9
People drinking alcoholic beverages on memorial grounds	453	1.0	1.2	92.3	3.5	2.0	0.7	1.5
Pets and their droppings on the memorial grounds	457	1.0	1.2	86.7	7.0	3.3	2.2	0.9
Rude or inappropriate conduct by park staff	464	1.0	1.1	94.6	3.0	1.1	0.6	0.6

Source: Question 14.

\*Rank ordered by sample mean scores.

\*\*Responses based on a five point scale: 1=not a problem, 2=slight problem, 3=moderate problem, 4=serious problem, 5=very serious problem.



**Table E.2. Response of all respondents by minutes waited in line for the elevator to the observation deck to:  
 "To what extent was waiting in line for the elevator a problem during your visit to the memorial and grounds?"**

Minutes waited in line	Total sample							
	N	Med	Mean	Percent by response category*				
				1	2	3	4	5
<1	64	1.0	1.3	93.3	1.7	3.3	1.7	0
1-5	105	1.0	1.2	89.5	4.8	3.8	0	1.9
6-10	67	1.0	1.7	58.2	22.4	14.9	3.0	1.5
11-15	51	2.0	2.3	35.3	25.5	25.5	0	13.7
16-20	71	2.0	2.3	28.2	36.6	21.1	7.0	7.0
21-25	32	2.0	2.3	34.4	21.9	34.4	3.1	6.3
26-30	39	3.0	2.7	10.3	33.3	35.9	12.8	7.7
31 or more	21	3.0	2.6	23.8	23.8	33.3	4.8	14.3

Source: Questions 14 and 20.

\*Responses based on a five point scale: 1=not a problem, 2=slight problem, 3=moderate problem, 4=serious problem, 5=very serious problem.

**Table E.3.** Response to: "Information about problems you may have experienced today while visiting Perry's Victory and International Peace Memorial would be helpful to park managers. To what extent did you did each of the following to be a problem during this visit to the memorial and grounds?" by selected visitor characteristics.

Potential problems at the memorial	Visit to the observation deck				Trip to the island			
	First		Repeat		First		Repeat	
	N	Mean*	N	Mean*	N	Mean*	N	Mean*
Too long a wait for the elevator	298	1.8	165	1.9	213	1.8	250	1.8
Too many people on the plaza or in the rotunda	301	1.4	166	1.4	217	1.4	250	1.3
Inadequate information about the memorial, such as maps and brochures	<b>286</b>	<b>1.4</b>	<b>160</b>	<b>1.2</b>	206	1.4	240	1.3
People being noisy on the stairway to the elevator	302	1.3	165	1.3	218	1.3	249	1.3
Geese and their droppings on the memorial grounds	<b>294</b>	<b>1.3</b>	<b>161</b>	<b>1.4</b>	211	1.3	244	1.4
Lack of park rangers on the plaza and elsewhere on the memorial grounds	291	1.2	159	1.2	207	1.3	243	1.2
People being noisy in the rotunda	301	1.2	163	1.3	219	1.3	245	1.2
Insufficient parking in front of the memorial	288	1.2	158	1.3	205	1.3	241	1.2
People drinking alcoholic beverages on memorial grounds	295	1.2	158	1.2	211	1.2	242	1.1
Pets and their droppings on the memorial grounds	<b>296</b>	<b>1.2</b>	<b>161</b>	<b>1.3</b>	213	1.2	244	1.2
Rude or inappropriate conduct by park staff	299	1.1	165	1.1	<b>216</b>	<b>1.1</b>	<b>248</b>	<b>1.0</b>

Source: Question 14.

\*Means based on a five point scale: 1=not a problem, 2=slight problem, 3=moderate problem, 4=serious problem, 5=very serious problem

Note: Cells with shading and bolded numbers denote significant differences at the 0.05 level ( $t \leq .05$ ) between subgroups for a potential problem. Caution should be taken when interpreting these findings. While the differences are statistically significant, most of the differences are small and should not be considered particularly important for management implications.

## F. Management Actions at the Memorial

- Table F.1. Response of all respondents to: "How would you feel about each of the following management actions at Perry's Victory and International Peace Memorial?"
- Table F.2. Response of all respondents by minutes waited in line for the elevator to the observation deck to: "How would you feel about elevator tickets to the observation deck being sold in advance with assigned times to avoid waiting in line more than 5-10 minutes?"
- Table F.3. Response to: "How would you feel about each of the following management actions at Perry's Victory and International Peace Memorial?" by selected visitor characteristics.

**Table F.1.** Response of all respondents to "How would you feel about each of the following management actions at Perry's Victory and International Peace Memorial?"

Management action*	Total sample							
	N	Med	Mean	Percent of respondents by response category**				
				1	2	3	4	5
Provide more information for visitors about things to see and do on South Bass Island	466	4.0	3.8	2.8	2.1	27.9	44.0	23.2
Provide guided tours to see the basement of the memorial	467	4.0	3.8	1.7	3.0	29.8	46.3	19.3
Provide more War of 1812 living history demonstrations for memorial visitors	468	4.0	3.7	1.9	2.1	33.3	46.6	16.0
Provide a larger visitor center and museum at the memorial with more exhibits, artifacts, and displays	469	4.0	3.7	3.0	5.3	30.7	42.6	18.3
Provide brochures or taped messages about the memorial on ferry boats to inform visitors coming to the island about the memorial	465	4.0	3.6	2.4	4.3	35.5	42.2	15.7
Provide ranger-led walking tours of historic attractions on South Bass Island (museums, monuments, historic buildings, cemeteries, etc.)	470	4.0	3.6	3.0	4.7	35.1	44.5	12.8
Sell elevator tickets to the observation deck in advance with assigned times to avoid waiting in line for more than 5-10 minutes	468	4.0	3.6	4.7	6.4	36.1	31.4	21.4
Provide audio-tapes for visitors to use while on the observation deck and elsewhere on the grounds	465	4.0	3.5	3.9	5.8	35.9	41.3	13.1
Provide ranger-led walking tours of the memorial grounds, rotunda, and observation deck	467	3.0	3.5	2.4	4.9	43.5	38.3	10.9
Provide more park rangers to inform and educate visitors	469	3.0	3.3	4.1	6.6	50.5	30.1	8.7
Eliminate parking in front of the memorial (except as a drop-off area) and relocate parking to another area on the memorial property	465	3.0	2.6	17.8	20.4	43.7	14.4	3.7
Increase the fee for adults to ride the elevator to the observation deck (the current fee is \$2.00)	468	2.0	1.8	48.1	28.4	18.6	3.8	1.1

Source: Question 15.

\* Rank ordered by sample mean scores.

\*\*Responses based on a five point scale: 1=strongly oppose, 2=oppose, 3=neither support nor oppose, 4=support, 5=strongly support

**Table F.2.** Response of all respondents by minutes waited in line for the elevator to the observation deck to: "How would you feel about elevator tickets to the observation deck being sold in advance with assigned times to avoid waiting in line more than 5-10 minutes?"

Minutes waited in line	Total sample							
	N	Med	Mean	Percent by response category*				
				1	2	3	4	5
<1	59	3.0	3.5	1.7	6.8	47.5	28.8	15.3
1-5	108	3.0	3.3	7.4	3.7	53.7	25.0	10.2
6-10	66	4.0	3.7	1.5	4.5	30.3	45.5	18.2
11-15	53	4.0	3.5	9.4	7.5	24.5	41.5	17.0
16-20	75	4.0	3.6	5.3	10.7	28.0	34.7	21.3
21-25	32	4.0	4.0	3.1	3.1	28.1	21.9	43.8
26-30	39	4.0	4.0	2.6	7.7	20.5	30.8	38.5
31 or more	21	5.0	4.1	0	9.5	23.8	14.3	52.4

Source: Questions 15 and 20.

\*Responses based on a five point scale: 1=strongly oppose, 2=oppose, 3=neither support nor oppose, 4= support, 5=strongly support.

**Table F.3.** Response to: "How would you feel about each of the following management actions at Perry's Victory and International Peace Memorial?" by selected visitor characteristics.

Management action	Visit to the observation deck				Trip to the island			
	First		Repeat		First		Repeat	
	N	Mean*	N	Mean*	N	Mean*	N	Mean*
Provide more information for visitors about things to see and do on South Bass Island	299	3.8	167	3.8	213	3.8	253	3.8
Provide guided tours to see the basement of the memorial	300	3.7	167	3.9	214	3.7	253	3.8
Provide a larger visitor center and museum at the memorial with more exhibits, artifacts, and displays	299	3.6	170	3.8	215	3.6	254	3.7
Provide more War of 1812 living history demonstrations for memorial visitors	299	3.7	169	3.8	216	3.7	252	3.8
Provide brochures or taped messages about the memorial on ferry boats to inform visitors coming to the island about the memorial	297	3.6	168	3.6	215	3.7	250	3.6
Provide ranger-led walking tours of historic attractions on South Bass Island (museums, monuments, historic buildings, cemeteries, etc.)	301	3.6	169	3.6	216	3.6	254	3.6
Sell elevator tickets to the observation deck in advance with assigned times to avoid waiting in line for more than 5-10 minutes	299	3.5	169	3.7	215	3.6	253	3.6
Provide audio-tapes for visitors to use while on the observation deck and elsewhere on the grounds	295	3.5	170	3.6	213	3.5	252	3.6
Provide ranger-led walking tours of the memorial grounds, rotunda, and observation deck	299	3.5	168	3.5	216	3.5	251	3.5
Provide more park rangers to inform and educate visitors	300	3.3	169	3.3	216	3.3	253	3.3
Eliminate parking in front of the Memorial (except as a drop-off area) and relocate parking to another area on the memorial property	295	2.7	170	2.6	210	2.7	255	2.6
Increase the fee for adults to ride the elevator to the observation deck (the current fee is \$2.00)	300	1.8	168	1.9	214	1.8	254	1.8

Source: Question 15.

\*Means based on a five point scale: 1=strongly oppose, 2=oppose, 3=neither support nor oppose, 4=support, 5=strongly support

## G. Waiting in Line for the Elevator to the Observation Deck

Table G.1. Response of total sample and first-time and repeat visitors to the observation deck to: "From the time you arrived at the memorial, about how many **minutes** did you wait in line for the elevator to the observation deck?"

Figure G.1. For the total sample, the number of minutes respondents waited in line for the elevator to the observation deck.

Table G.2. Response of total sample and first-time and repeat visitors to the observation deck to: "How acceptable was the **number of minutes** you waited in line for the elevator?"

Figure G.2. Relationship between acceptability ratings and the number of minutes respondents waited in line for the elevator to go to the top of the memorial.

Table G.3. Response of total sample and first-time and repeat visitors to the observation deck to: "What would be the **maximum number of minutes** you would be willing to wait in line for the elevator to the observation deck **before you would leave?**"

Table G.4. Response of total sample and first-time and repeat visitors to the observation deck to: "What would be the **maximum number of minutes** that you think is acceptable to wait in line for the elevator to the observation deck?"

Table G.5. Response of visitors who waited in line for the elevator to the observation deck 15 minutes or longer and 20 minutes or longer by selected periods throughout the day.

**Table G.1.** Response of total sample and first-time and repeat visitors to the observation deck to: "From the time you arrived at the memorial, about how many **minutes** did you wait in line for the elevator to the observation deck?"

Minutes waited in line	Total sample		Visit to the observation deck			
			First-time		Repeat	
	N	Percent	N	Percent	N	Percent
<1	64	13.4	42	13.7	22	12.9
1-5	113	23.7	72	23.5	41	24.0
6-10	76	15.9	50	16.3	26	15.2
11-15	54	11.4	29	9.5	25	14.6
16-20	76	15.9	47	15.4	29	17.0
21-25	33	6.9	20	6.5	13	7.6
26-30	40	8.4	29	9.5	11	6.4
31 or more	21	4.4	17	5.6	4	2.3
<b>Totals</b>	<b>477</b>	<b>100.0</b>	<b>306</b>	<b>100.0</b>	<b>171</b>	<b>100.0</b>

Source: Question 20

Total sample

Mean = 13.1 minutes

Median = 10.0 minutes

First-time visit to the observation deck

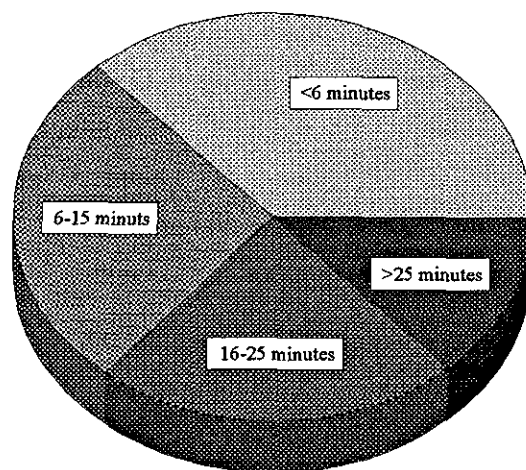
Mean = 13.4 minutes

Median = 10.0 minutes

Repeat visit to the observation deck

Mean = 12.4 minutes

Median = 10.0 minutes



**Figure G.1** For the total sample, the number of minutes respondents waited in line for the elevator to the observation deck. Source: Question 20.



**Table G.2.** Response of total sample and first-time and repeat visitors to the observation deck to: "How acceptable was the number of minutes you waited in line for the elevator?"

Visitor characteristic	N	Mean	Med.	Percent of respondents by response category*								
				-4	-3	-2	-1	0	+1	+2	+3	+4
Total sample	478	1.6	2.0	2.5	2.7	5.9	8.4	13.4	11.3	11.1	11.9	32.8
First-time visit to observation deck	304	1.6	2.0	2.6	3.3	4.6	7.6	15.8	11.2	10.9	11.5	32.6
Repeat visit to observation deck	174	1.7	2.0	2.3	1.7	8.0	9.8	9.2	11.5	11.5	12.6	33.3

Source: Question 21

\* Responses based on a scale from -4 (very unacceptable) to +4 (very acceptable).

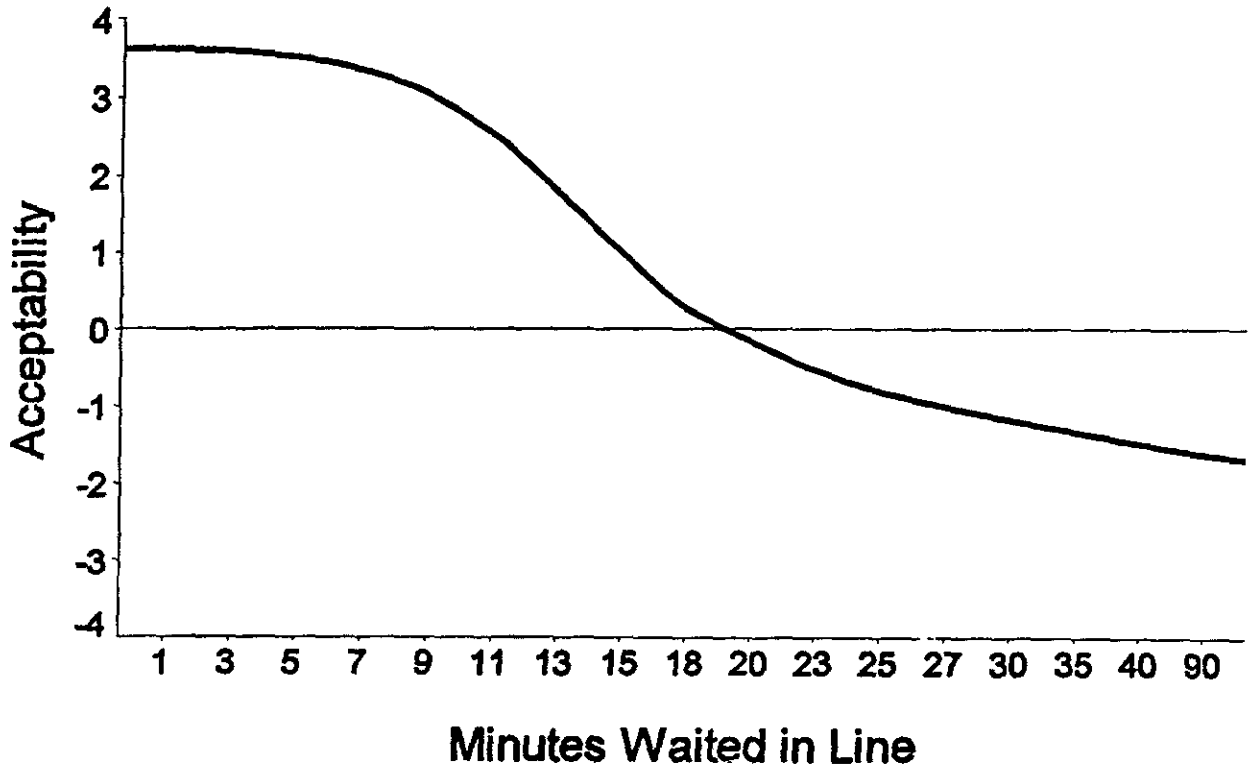


Figure G.2. Relationship between mean acceptability ratings and the number of minutes respondents reported waiting in line for the elevator to go to the top of the memorial.

**Table G.3.** Response of total sample and first-time and repeat visitors to the observation deck to: "What would be the maximum number of minutes you would be willing to wait in line for the elevator to the observation deck before you would leave?"

Visitor characteristic	Specified minutes willing to wait				Can't give a number*		Wouldn't matter**		Total	
	N	%	Minutes		N	%	N	%	N	%
			Mean	Median						
Total sample	168	69.1	19.3***	15.0	50	20.6	25	10.3	243	100.0
First visit to observation deck	105	66.0	19.3	15.0	39	24.5	15	9.5	159	100.0
Repeat visit to observation deck	63	75	19.4	15.0	11	13.0	10	12.0	84	100.0

Source: Question 22 (Alternate version in G.4.)

\* "I feel the number of minutes to wait is important, but can't give a maximum number of minutes I would wait."

\*\* "It wouldn't matter how long I waited."

\*\*\* Compared to the mean number of minutes respondents indicated as acceptable to wait in Table G.4. (mean=15.8), response to this question (mean = 19.3) is significant at the 0.05 level ( $p \leq .05$ ).

**Table G.4.** Response of total sample and first-time and repeat visitors to the observation deck to: "What would be the maximum number of minutes that you think is acceptable to wait in line for the elevator to the observation deck?"

Visitor characteristic	Specified minutes acceptable to wait				Can't give a number*		Wouldn't matter**		Total	
	N	%	Minutes		N	%	N	%	N	%
			Mean	Median						
Total sample	176	73.3	15.8***	15.0	42	17.5	22	9.2	240	100.0
First visit to observation deck	108	73.5	15.8	15.0	24	16.3	15	10.2	147	100.0
Repeat visit to observation deck	68	73.1	15.8	15.0	18	19.4	7	7.5	93	100.0

Source: Question 22 (Alternate version in G.3.)

\* "I feel the number of minutes to wait is important, but can't give a maximum number of minutes I would wait."

\*\* "It wouldn't matter how long I waited."

\*\*\* Compared to the mean number of minutes respondents indicated as acceptable to wait in Table G.3. (mean=19.3), response to this question (mean = 15.8) is significant at the 0.05 level ( $p \leq .05$ ).

**Table G.5.** Response of visitors who waited in line for the elevator to the observation deck 15 minutes or longer and 20 minutes or longer by selected periods throughout the day.

Period	N*	Minutes waited in line	
		15 or longer (percent)	20 or longer (percent)
10:30 - 10:59 a.m.	8	0	0
11:00 - 11:29 a.m.	6	0	0
11:30 - 11:59 a.m.	9	78	44
12:00 - 12:29 p.m.	8	12	0
12:30 - 12:59 p.m.	15	47	47
1:00 - 1:29 p.m.	17	59	47
1:30 - 1:59 p.m.	26	35	35
2:00 - 2:29 p.m.	30	23	23
2:30 - 2:59 p.m.	72	47	29
3:00 - 3:29 p.m.	50	40	28
3:30 - 3:59 p.m.	37	60	51
4:00 - 4:29 p.m.	62	31	23
4:30 - 4:59 p.m.	31	42	39
5:00 - 5:29 p.m.	29	66	59
5:30 - 5:59 p.m.	22	82	64
6:00 - 6:29 p.m.	17	71	29
Total	439	--	--

Source: Question 20.

\* Number of respondents who began waiting in line during each period.

## H. Crowding on the Observation Deck

Table H.1. Response of total sample and first-time and repeat visitors to the observation deck to: "About how many minutes did you spend on the observation deck?" by selected visitor characteristics.

Figure H.1. For the total sample, the number of minutes respondents reported spending on the observation deck.

Table H.2. Response of total sample and first-time and repeat visitors to the observation deck to: "About how many people did you see on the observation deck while you were there?"

Table H.3. Response of total sample and first-time and repeat visitors to the observation deck to: "How acceptable was the number of people you saw on the observation deck while you were there?"

Figure H.2. Relationship between mean acceptability ratings and the number of people respondents saw on the observation deck.

Figure H.3. Relationship between mean acceptability ratings by respondents and the number of people observed by park staff during the time respondents were on the observation deck.

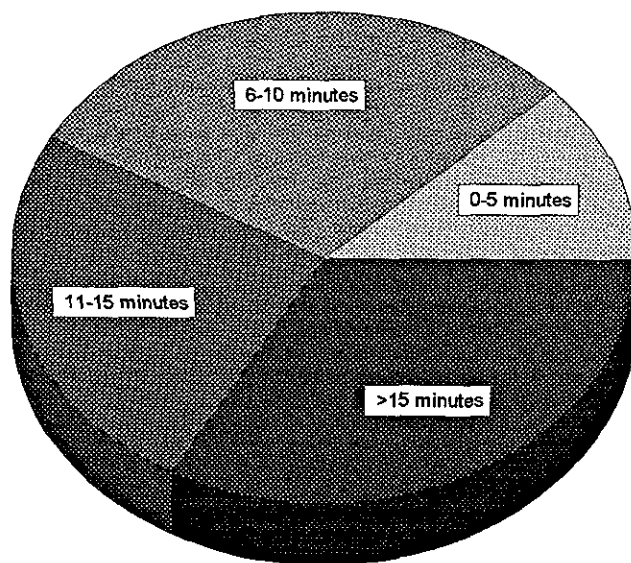
Table H.4. Response of total sample and first-time and repeat visitors to the observation deck to: "How crowded did you feel on the observation deck?"

**Table H.1.** Response of total sample and first-time and repeat visitors to the observation deck to: "About how many minutes did you spend on the observation deck?" by selected visitor characteristics.

Number of minutes visitor reported spending on the observation deck	Total sample		Visit to the observation deck			
			First-time		Repeat	
	N	%	N	%	N	%
1-5	57	12.1	42	14.0	15	8.7
6-10	143	30.2	88	29.2	55	32.0
11-15	119	25.2	70	23.3	49	28.5
16-20	99	20.9	69	22.9	30	17.4
21-25	17	3.6	10	3.3	7	4.1
26-30	29	6.1	14	4.7	15	8.7
31 or more	9	1.9	8	2.6	1	0.6
<b>Totals</b>	<b>473</b>	<b>100.0</b>	<b>301</b>	<b>100.0</b>	<b>172</b>	<b>100.0</b>

Source: Question 23.

Total sample	mean = 15.1 minutes	median = 15.0 minutes
First-time visit to observation deck	mean = 15.0 minutes	median = 15.0 minutes
Repeat visit to observation deck	mean = 15.1 minutes	median = 15.0 minutes



**Figure H.1.** For the total sample, the number of minutes respondents reported spending on the observation deck.

Source: Question 20.

**Table H.2.** Response of total sample and first-time and repeat visitors to the observation deck to: "About how many people did you see on the observation deck while you were there?"\*

Number of people on the observation deck reported by visitors	Total sample		Visit to the observation deck			
	N	Percent	First-time		Repeat	
			N	Percent	N	Percent
0-5	22	5.3	17	6.4	5	3.4
6-10	40	9.7	26	9.7	14	9.6
11-15	51	12.3	31	11.6	20	13.7
16-20	71	17.2	47	17.6	24	16.4
21-25	43	10.4	27	10.1	16	11.0
26-30	75	18.2	51	19.1	24	16.4
31-35	16	3.9	10	3.8	6	4.1
36-40	33	8.0	24	9.0	9	6.2
41-50	47	11.4	27	10.1	20	13.7
51 or more	15	3.6	7	2.6	8	5.5
<b>Totals</b>	<b>413</b>	<b>100.0</b>	<b>267</b>	<b>100.0</b>	<b>146</b>	<b>100.0</b>

Source: Question 24

Total sample	mean = 27 people	median = 25 people
First-time visit to observation deck	mean = 26 people	median = 25 people
Repeat visit to observation deck	mean = 29 people	median = 25 people

\* 13.8 percent of respondents (N=66) reported they could not estimate the number of people they saw on the observation deck.

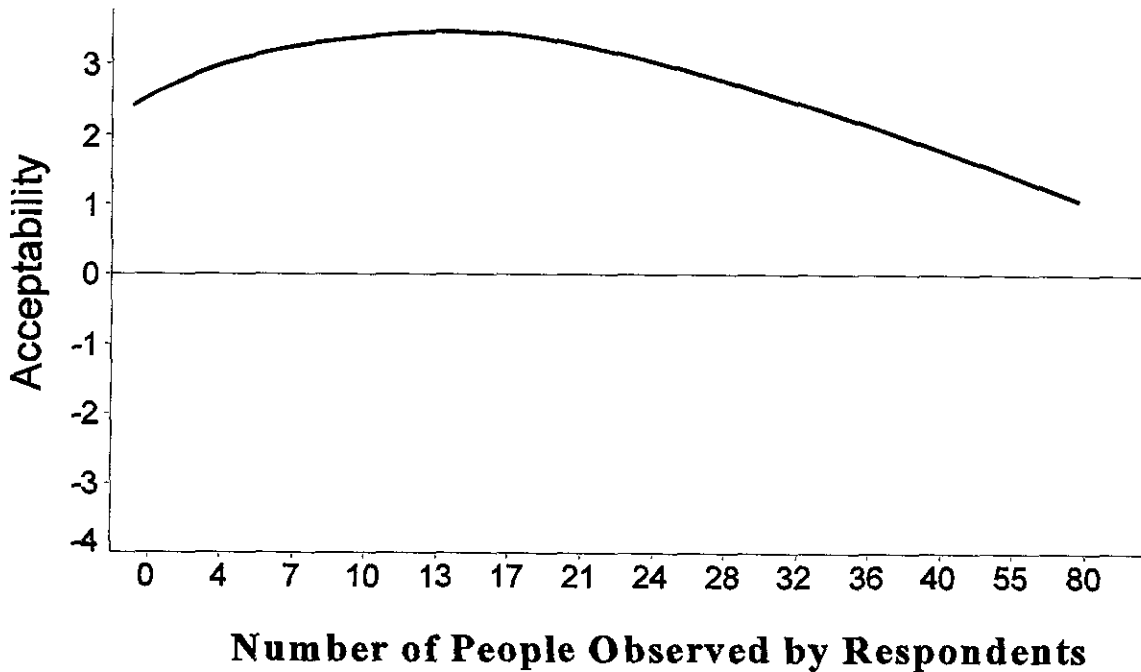
**Table H.3.** Response of total sample and first-time and repeat visitors to the observation deck to: "How acceptable was the number of people you saw on the observation deck while you were there?"

Visitor characteristic	N	Mean	Med.	Percent of respondents by response category*								
				-4	-3	-2	-1	0	+1	+2	+3	+4
Total sample	473	2.4	3.0	1.7	1.1	1.5	3.2	8.9	9.1	14.2	20.3	40.2
First visit to observation deck	302	2.5	3.0	2.3	1.0	1.0	3.0	8.3	9.3	12.6	20.5	42.1
Repeat visit to observation deck	171	2.4	3.0	0.6	1.2	2.3	3.5	9.9	8.8	17.0	19.9	36.8

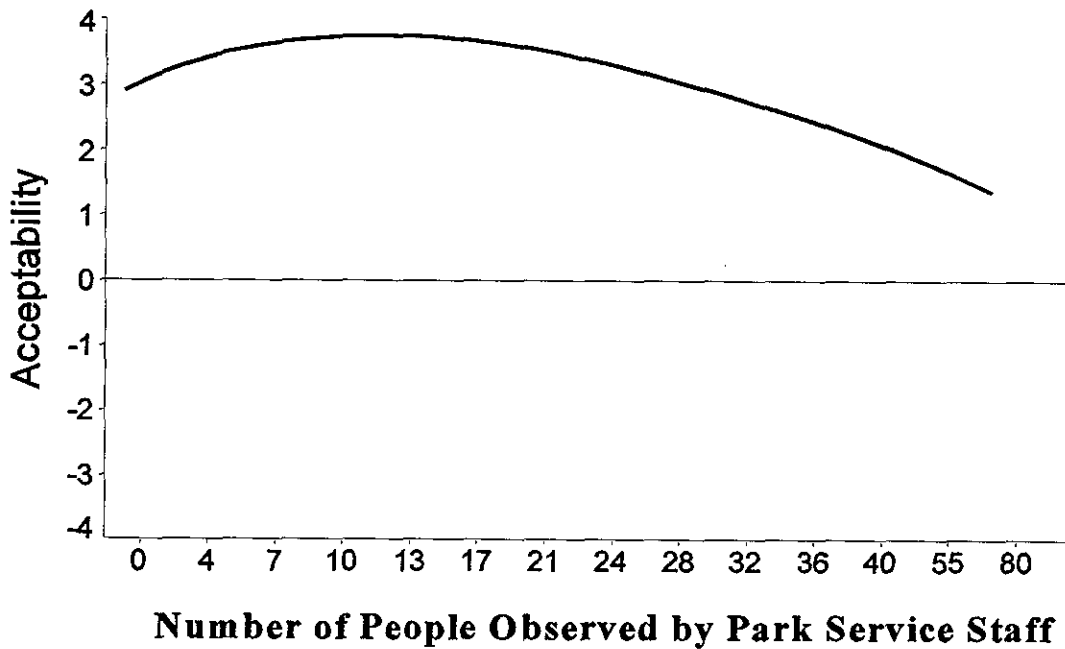
Source: Question 25

\* Responses based on a scale from -4 (very unacceptable) to +4 (very acceptable).





**Figure H.2.** Relationship between mean acceptability ratings and the number of people respondents saw on the observation deck.



**Figure H.3.** Relationship between mean acceptability ratings by respondents and the number of people observed by park staff during the time respondents were on the observation deck.

**Table H.4.** Response of total sample and first-time and repeat visitors to the observation deck to: "How crowded did you feel on the observation deck?"

Visitor characteristic	N	Mean	Med.	Percent of respondents by response category*								
				1	2	3	4	5	6	7	8	9
Total sample	480	2.9	2.0	35.6	23.3	12.3	5.4	6.7	7.9	4.0	2.9	1.9
First visit to observation deck	308	2.8	2.0	38.3	23.7	11.0	6.5	5.8	7.1	2.9	1.9	2.6
Repeat visit to observation deck	172	3.1	2.0	30.8	22.7	14.5	3.5	8.1	9.3	5.8	4.7	0.6

Source: Question 26

\* Responses based on a scale from 1 (not at all crowded) to 9 (extremely crowded).

## I. Open-ended Comments

Table I.1. Additional comments about respondents' visit to Perry's Victory and International Peace Memorial or suggestions about managing the memorial.

**Table L.1.** Additional comments about respondents' visit to Perry's Victory and International Peace Memorial or suggestions about managing the memorial.

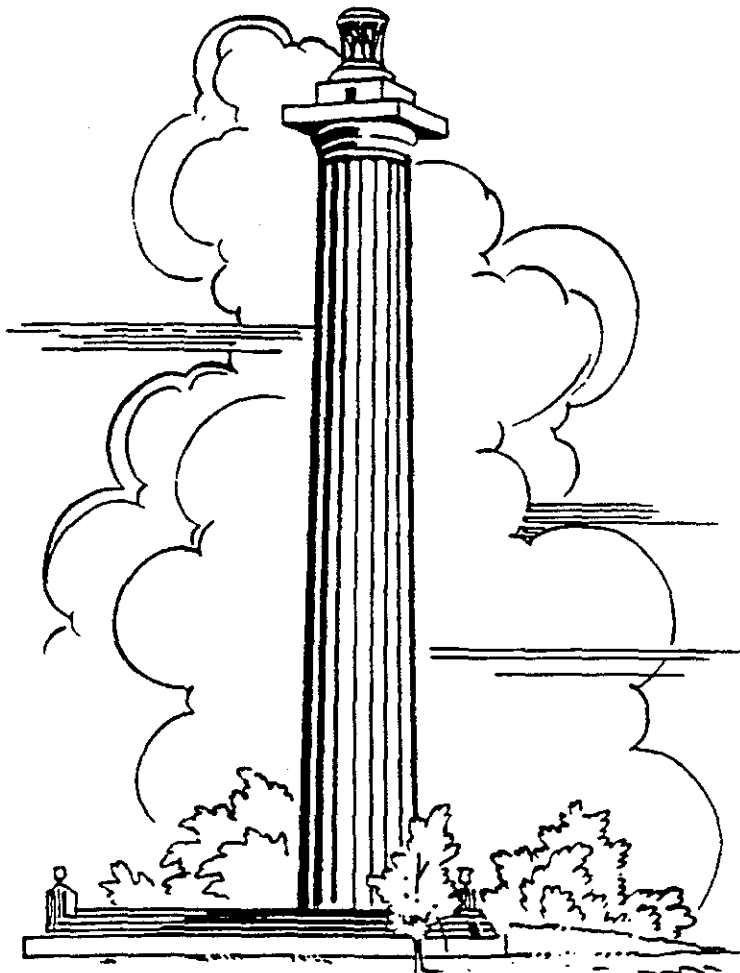
<b>Made comments</b>	<b>N</b>	<b>Percent</b>
Yes	185	36.8
No	318	63.2
<b>Totals</b>	503	100.0

*Source:* Question 27

*Note:* Verbatim comments of respondents are included in Appendix F.

**APPENDIX A**

Questionnaire - Part 1



Survey Number: \_\_\_\_\_

Time Completed: \_\_\_\_\_

Dear Memorial Visitor,

Thank you for agreeing to share your opinions about your visit to the Memorial today! Your feedback will provide us with important information and will be used to enhance interpretive services offered at the Memorial. All information you provide will remain confidential.

This study is being conducted as a joint effort between the University of Minnesota and the National Park Service. After you have returned from the observation deck and before you leave the Memorial, please return your completed questionnaire to the people conducting the survey.

Sincerely,

Richard Lusardi  
Superintendent

# **Perry's Victory and International Peace Memorial**

## **1996 Visitor Use Study**

# Complete While Waiting for the Elevator

## About Your Visit to South Bass Island

1. Which statement best describes you? (check only one)

I am an Island visitor:  I came to the island on a commercial ferry boat  
 I came to the island on a privately owned boat  
 I came to the island in a commercial airplane  
 I came to the island in a privately owned airplane

I am an Island resident:  I am a year-round resident on South Bass Island  
(Go to Question 6)  
 I am a seasonal resident on South Bass Island  
(Go to Question 6)

2. Before this visit to South Bass Island, how many recreation trips (ever) have you made to the Island?

None (this is my first trip)

**OR,** Number of previous trips: \_\_\_\_\_

3. Are you staying overnight on this visit to South Bass Island?

No (Go to Question 5)

Yes. If yes, how many nights will you be on South Bass Island during this trip?

Number of nights \_\_\_\_\_

4. Where are you staying on this visit to South Bass Island? (check all that apply)

Rental unit—motel, bed & breakfast, cabin, cottage, resort on the island  
 Campground on the island  
 Permanent residence of family/friends  
 Seasonal residence of family/friends  
 My boat or boat of family/friends

Other (please specify): \_\_\_\_\_

5. Visiting the memorial is (check only one):

The primary purpose of my trip to South Bass Island.  
 One of several important things I planned to do during my trip to South Bass Island.  
 Something I decided to do after arriving on South Bass Island.

### About Your Visit to the Memorial

6. Before today, how many times (ever) have you visited the memorial observation deck?
- None (this is my first time)
- OR**, Number of times, if more than this visit \_\_\_\_\_
7. Which statement best describes your visit to the observation deck today? (Check one)
- This was the first time I came to the memorial today
- I came to the memorial earlier today, left because the line was too long ...  
but I came back
- I came to the memorial earlier today, left because of some other reason ...  
but I came back
8. What type of group are you with during this visit to the memorial? (check only one)
- |                                  |   |
|----------------------------------|---|
| <input type="checkbox"/> Alone   | <input type="checkbox"/> Family and friends |
| <input type="checkbox"/> Family  | <input type="checkbox"/> Guided tour group  |
| <input type="checkbox"/> Friends | <input type="checkbox"/> Youth group        |
- Other: (please describe) \_\_\_\_\_
9. Including yourself, how many people are in your group?
- Number of people \_\_\_\_\_
10. Did everyone in your group who came to the memorial go to the observation deck?
- Yes
- No. If no, please explain why:
11. Before this visit, how did you and your group get information about the memorial? (check all that apply)
- National Park Service
- Travel guide or tour book
- Previous visit(s)
- Advice from friends or relatives
- Campground on the island
- Rental unit—motel, bed & breakfast, cabin, resort on the island
- Commercial ferry boat
- Magazine, newspaper, television
- No previous information obtained—just came to the memorial
- Other: (please specify) \_\_\_\_\_



12. In addition to visiting the observation deck, what other activities will you participate in at the memorial today? (check all that apply)

- Visit the visitor center/green information building
- Listen to costumed demonstrators
- Listen to other interpretive talks by rangers on the plaza
- Fish from the sea wall
- Visit the rotunda inside the monument
- Picnic
- Exercise a dog or other pet
- Running or jogging
- Fly a kite
- Throw a frisbee
- Photography
- None of the activities listed above

Other: (please specify) \_\_\_\_\_

**Your Awareness of Perry's Victory  
and International Peace Memorial**

13. The National Park Service provides information to visitors at Perry's Victory and International Peace Memorial in a variety of ways. It provides information through rangers, the visitor center, maps and brochures, signs, and other means. Please indicate whether or not you were aware of the following items before you arrived at the memorial today. (Circle one number for each item.)

<u>BEFORE your visit to the memorial, were you aware</u>	<u>No</u>	<u>Yes</u>	<u>Not Sure</u>
Perry's Victory and International Peace Memorial is managed by the National Park Service.	1	2	3
There is an observation deck at the top of the memorial open to the public.	1	2	3
There is an elevator from the second floor of the memorial to the observation deck.	1	2	3
There is a \$2.00 fee for adults to ride the elevator to the observation deck. (Children are free)	1	2	3
There are costumed interpretive demonstrations and interpretive talks given on the plaza at scheduled times during the summer.	1	2	3
The memorial commemorates the American victory in the Battle of Lake Erie, during the War of 1812.	1	2	3
The memorial symbolizes international peace among English-speaking nations (United States, Canada, and Great Britain).	1	2	3
The memorial is located within 6 miles of the Canadian border.	1	2	3
There are three American and three British officers buried under the floor in the rotunda.	1	2	3
The memorial is located within 10 miles of the battle site.	1	2	3
The National Park Service operates a visitor center/ information building at the base of the memorial.	1	2	3

### Potential Problems at the Memorial and on South Bass Island

14. Information about problems you may have experienced today while visiting Perry's Victory and International Peace Memorial would be helpful to park managers. To what extent did you find each of the following to be problem during this visit to the memorial and grounds? (Circle one number that best describes how serious you found each to be—a rating of "1" means you did not experience a problem and a "5" means that you experienced a very serious problem.)

Potential problems at the memorial	Not a Problem	Slight Problem	Moderate Problem	Serious Problem	Very Serious Problem	Don't Know
Inadequate information about the memorial, such as maps and brochures	1	2	3	4	5	6
Too many people on the plaza or in the rotunda	1	2	3	4	5	6
Too long a wait for the elevator	1	2	3	4	5	6
Lack of park rangers on the plaza and elsewhere on the memorial grounds	1	2	3	4	5	6
Rude or inappropriate conduct by park staff	1	2	3	4	5	6
Insufficient parking in front of the memorial	1	2	3	4	5	6
People drinking alcoholic beverages on memorial grounds	1	2	3	4	5	6
People being noisy in the rotunda	1	2	3	4	5	6
People being noisy on the stairway to the elevator	1	2	3	4	5	6
Pets and their droppings on the memorial grounds	1	2	3	4	5	6
Geese and their droppings on the memorial grounds	1	2	3	4	5	6
Others (please specify) _____						

### Management Actions at the Memorial

15. How would you feel about each of the following management actions at Perry's Victory and International Peace Memorial? (Circle one number that shows how much you support or oppose each action.)

Management action	Strongly Oppose	Oppose	Neither Support nor Oppose	Support	Strongly Support
Provide more information for visitors about things to see and do on South Bass Island	1	2	3	4	5
Eliminate parking in front of the memorial (except as a drop-off area) and relocate parking to another area on the memorial property	1	2	3	4	5
Increase the fee for adults to ride the elevator to the observation deck (the current fee is \$2.00)	1	2	3	4	5
Provide a larger visitor center and museum at the memorial with more exhibits, artifacts, and displays	1	2	3	4	5
Provide more park rangers to inform and educate visitors	1	2	3	4	5
Provide guided tours to see the basement of the memorial	1	2	3	4	5
Provide audio-tapes for visitors to use while on the observation deck and elsewhere on the grounds	1	2	3	4	5
Provide more War of 1812 living history demonstrations for memorial visitors	1	2	3	4	5
Provide brochures or taped messages about the memorial on ferry boats to inform visitors coming to the island about the memorial	1	2	3	4	5
Provide ranger-led walking tours of the memorial grounds, rotunda and observation deck	1	2	3	4	5
Provide ranger-led walking tours of historic attractions on South Bass Island (museums, monuments, historic buildings, cemeteries, etc.)	1	2	3	4	5
Sell elevator tickets to the observation deck in advance with assigned times to avoid waiting in line for more than 5-10 minutes	1	2	3	4	5

**About You**

16. What is your gender? (check one)                       Female                       Male

17. What is the highest level of education you have completed? (check only one)

- 8th grade or less
- Some high school
- High school graduate or GED
- Some college, business or trade school
- College graduate
- Some graduate school
- Masters, doctoral or professional degree

18. What is your age? \_\_\_\_\_ Years

19. What is the 5-digit zip code of your current residence? (If you are from outside of the United States, name the country you are from)

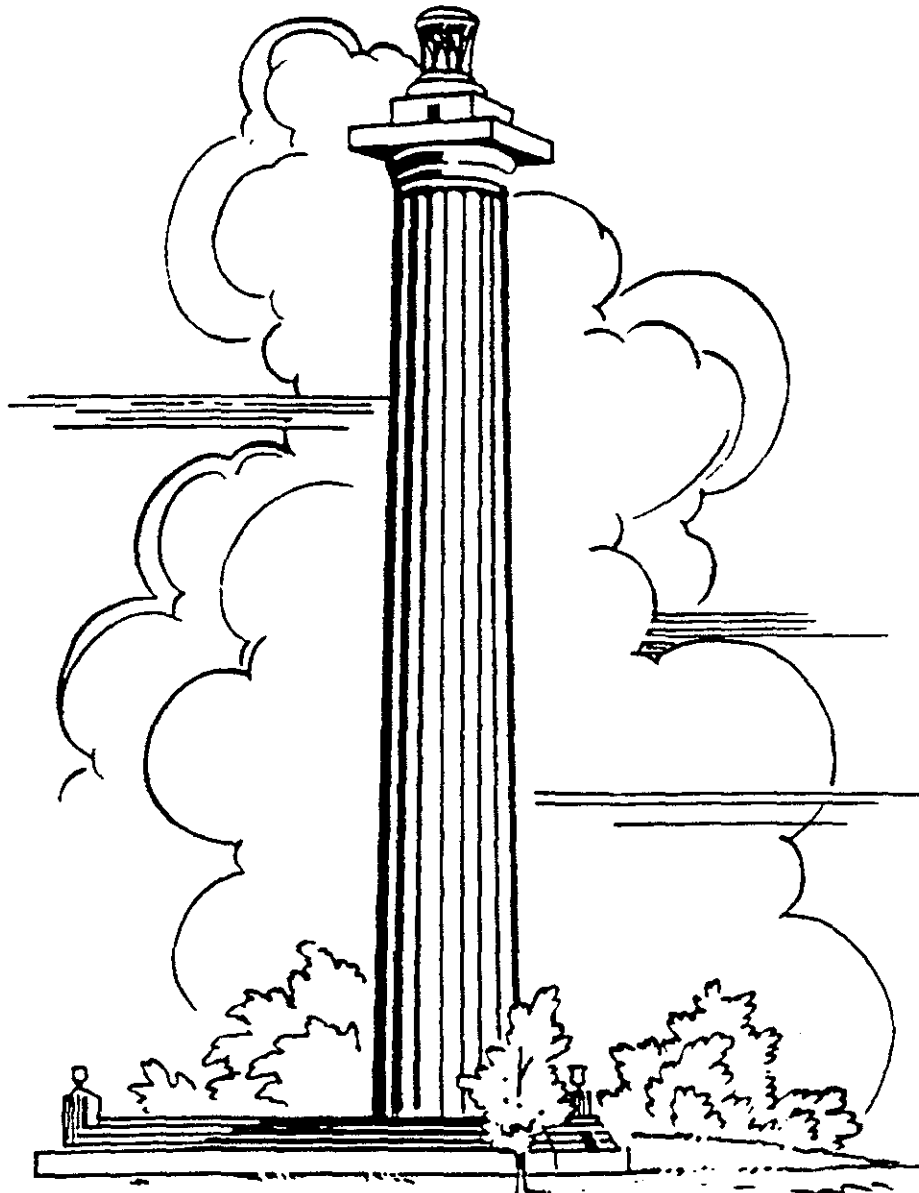
Zip Code: \_\_\_\_\_ OR, Country: \_\_\_\_\_

**THANK YOU FOR YOUR HELP!**

**We will have a few more questions for you to answer when  
you return from the observation deck**

**APPENDIX B**

Questionnaire - Part 2, Version 1



**STOP!**

**After returning from the observation deck,  
please complete Part 2 of the questionnaire.**

# Complete After Visiting the Observation Deck

20. From the time you arrived at the memorial, about how many minutes did you wait in line for the elevator to the observation deck?

Number of minutes waited in line \_\_\_\_\_

21. How acceptable was the **number of minutes** you waited in line for the elevator? Circle the number that best shows how you feel. A rating of "-4" means the **number of minutes** I waited was very unacceptable, and a rating of "+4" means the **number of minutes** I waited was very acceptable.

Very Unacceptable					Very Acceptable				
-4	-3	-2	-1	0	+1	+2	+3	+4	

22. What would be the **maximum number of minutes** that you think is acceptable to wait in line for the elevator to the observation deck?

Maximum number of minutes to wait in line \_\_\_\_\_

**OR:** (check one)

I feel the number of minutes to wait is important, but I can't give a maximum number of minutes I think is acceptable

It wouldn't matter how long I waited in line

23. About how many minutes did you spend on the observation deck?

Number of minutes you spent on the observation deck \_\_\_\_\_

24. About how many people did you see on the observation deck while you were there?

Number of people you saw on the observation deck \_\_\_\_\_ *or,*

If you cannot estimate the number of people, check this box

25. How acceptable was the **number of people** you saw on the observation deck while you were there? Circle the number that best shows how you feel. A rating of "-4" means the **number of people** was very unacceptable, and a rating of "+4" means the **number of people** was very acceptable.

Very Unacceptable					Very Acceptable				
-4	-3	-2	-1	0	+1	+2	+3	+4	



26. How crowded did you feel on the observation deck? (circle the number that shows how crowded you felt on the observation deck)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	

### The Quality of Your Visit

27. Any other comments about your visit to Perry's Victory and International Peace Memorial or suggestions about managing the memorial are welcomed. Please use the following space to write your comments.

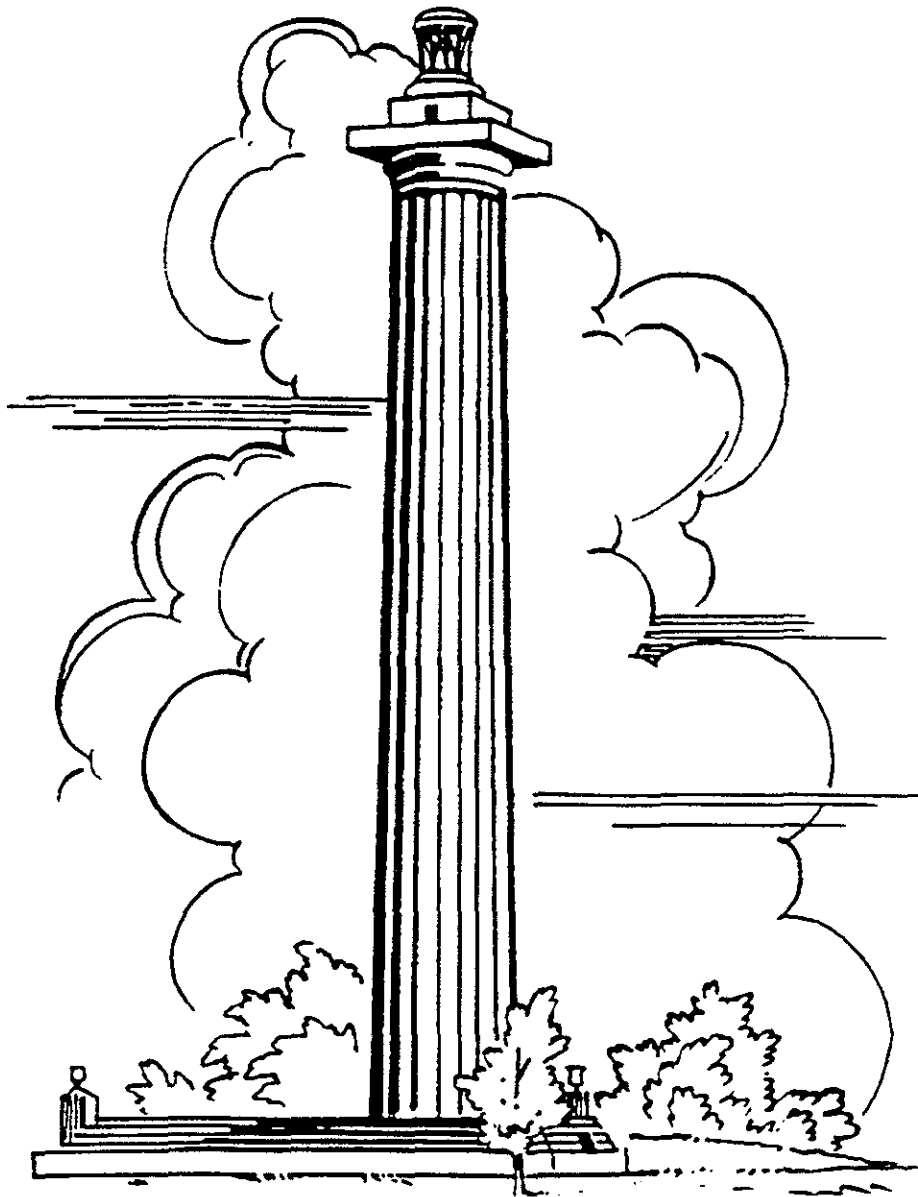
**THANK YOU FOR YOUR HELP!**

Perry's Victory and International Peace Memorial  
National Park Service

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. The permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting as violation of law. Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form can be sent to the Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, D.C. 20014-7127; and to the Office of Management and Budget, Paperwork Reduction Project 1024-0195, Washington, D.C. 20503.

## APPENDIX C

### Questionnaire - Part 2, Version 2



**STOP!**

**After returning from the observation deck,  
please complete Part 2 of the questionnaire.**

## Complete After Visiting the Observation Deck

20. From the time you arrived at the memorial, about how many minutes did you wait in line for the elevator to the observation deck?

Number of minutes waited in line \_\_\_\_\_

21. How acceptable was the number of minutes you waited in line for the elevator? Circle the number that best shows how you feel. A rating of "-4" means the number of minutes I waited was very unacceptable, and a rating of "+4" means the number of minutes I waited was very acceptable.

Very Unacceptable

Very Acceptable

-4   -3   -2   -1   0   +1   +2   +3   +4

22. What would be the maximum number of minutes you would be willing to wait in line for the elevator to the observation deck before you would leave?

Maximum number of minutes to wait in line \_\_\_\_\_

OR: (check one)

I feel the number of minutes to wait is important, but I can't give a maximum number of minutes I would wait

It wouldn't matter how long I waited in line

23. About how many minutes did you spend on the observation deck?

Number of minutes you spent on the observation deck \_\_\_\_\_

24. About how many people did you see on the observation deck while you were there?

Number of people you saw on the observation deck \_\_\_\_\_ or,

If you cannot estimate the number of people, check this box

25. How acceptable was the number of people you saw on the observation deck while you were there? Circle the number that best shows how you feel. A rating of "-4" means the number of people was very unacceptable, and a rating of "+4" means the number of people was very acceptable.

Very Unacceptable

Very Acceptable

-4   -3   -2   -1   0   +1   +2   +3   +4

26. How crowded did you feel on the observation deck? (circle the number that shows how crowded you felt on the observation deck)

1	2	3	4	5	6	7	8	9
Not at all Crowded		Slightly Crowded		Moderately Crowded			Extremely Crowded	

### The Quality of Your Visit

27. Any other comments about your visit to Perry's Victory and International Peace Memorial or suggestions about managing the memorial are welcomed. Please use the following space to write your comments.

**THANK YOU FOR YOUR HELP!**

Perry's Victory and International Peace Memorial  
National Park Service

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. The permanent data will be anonymous. Please do not put your name or that of any member of your group on the questionnaire. Data collected through visitor surveys may be disclosed to the Department of Justice when relevant to litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting as violation of law. Public reporting burden for this form is estimated to average 20 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form can be sent to the Information Collection Clearance Officer, National Park Service, P.O. Box 37127, Washington, D.C. 20014-7127; and to the Office of Management and Budget, Paperwork Reduction Project 1024-0195, Washington, D.C. 20503.

**APPENDIX D**

Interview Schedule

**Sample dates, times, number of visitors contacted, and weather conditions for onsite interviews at Perry's Victory and International Peace Memorial**

Date	Day of Week	Time of Day	Successful Interviews	Refusals	General Weather
June 10, 1996	M	2:00-4:00 4:30-4:45	21	1	S, WM, R (light)
June 11	Tu	1:40-4:20	26	2	WM, O, HD
June 20	Th	4:00-5:30	21	0	C, S
June 25	Tu	10:30-11:30	16	0	C, S
July 2	Tu	4:00-3:30	28	0	HT, HD
July 6	Sat	5:30-6:35	12	0	WM, HD
July 14	Sun	2:30-4:30	25	0	HT, HD
July 15	M	1:00-2:30	15	0	R, C, W
July 17	Wed	3:45-5:15	25	0	HT, HD, O
July 25	Th	2:45-4:20	23	0	WM, S, W
July 26	Fri	4:00-5:45	20	0	HT, HD
Aug. 10	Sat	1:40-3:00	26	3	CL, W
Aug. 11	Sun	12:00-1:15	24	2	O, WM, W
Aug. 12	M	2:30-4:15	23	1	WM, S
Aug. 31	Sat	3:30-6:30	63	13	WM, S, CL, W
Sept. 1	Sun	4:30-6:30	46	2	S, WM, HD
Sept. 6	Fri	1:45-3:30	12	6	O, WM, W
Sept. 8	Sun	1:45-3:30	20	0	WM, S
Sept. 14	Sat	2:30-4:30	30	2	C, R, W
Sept. 15	Sun	2:30-5:30	27	4	O, C
<b>Total</b>	-	-	<b>503</b>	<b>36</b>	-

Weather Conditions observed by interviewers:

S=Sunny      WM=Warm      HT=Hot  
 HD=Humid    CL=Clear      C=Cool  
 O=Overcast   W=Windy      R=Rain

**APPENDIX E**

Park Staff Observation Form and  
Number of People Observed by Park Staff



## Number of People Observed by Park Staff on Interview Days

National Park Service observation sheets were used to calculate the mean number of people observed on the observation deck by park staff on interview days. To obtain an hourly mean for each day of the week, the total number of people observed during all ten minute intervals observed on sample days for that day of the week was divided by the number of ten minute intervals for which observations were recorded. Similarly, total hourly means were obtained by dividing the total number of people observed for each specified period by the number of ten minute intervals for observations recorded by park staff during that period. The number of people observed on the observation deck was influenced by weather conditions. Generally, the number of visitors was lower on cool or rainy days and higher when it was warm and clear. Additionally, the tables reflect a seasonal decline in the mean number of people observed after Labor Day.

Overall, the number of people observed on the observation deck by park staff across the study period ranged from zero to 63 people. The mean was 37 people; the median was 41 people.

People observed on the observation deck by park staff during interview times *before* Labor Day.

Day of the week	Number of sample days	Mean number of people observed during specified time periods							
		11:00 - 11:50	12:00 - 12:50	1:00 - 1:50	2:00 - 2:50	3:00 - 3:50	4:00 - 4:50	5:00 - 5:50	6:00 - 6:50
Monday	3	--	--	38	32	30	21	--	--
Tuesday	3	20	30	51	44	38	13	--	--
Wednesday	1	--	--	--	--	--	39	25	--
Thursday	2	--	--	--	--	50	34	14	4
Friday	1	--	--	--	--	--	51	--	--
Saturday	3	--	--	36	54	68	51	44	42
Sunday	3	--	56	53	38	35	49	51	44
<b>Totals</b>	16	20	46	40	40	42	34	35	40

Source: National Park Service observation sheets

People observed on the observation deck by park staff during interview times *after* Labor Day.

Day of the week	Number of sample days	Mean number of people observed during specified time periods							
		11:00 - 11:50	12:00 - 12:50	1:00 - 1:50	2:00 - 2:50	3:00 - 3:50	4:00 - 4:50	5:00 - 5:50	6:00 - 6:50
Friday	1	--	--	19	10	2	--	--	--
Saturday	1	--	--	--	5	12	6	--	--
Sunday	2	--	--	--	27	18	4	9	--
<b>Totals</b>	4	--	--	19	16	15	5	9	--

Source: National Park Service observation sheets

**APPENDIX F**

Open-ended Responses to Question 27

It was a great view, I had my 4 yr old grandson with me, I had to watch, so I couldn't stay as long as I would have like to.

Enjoyable, but the wait was too long.

Shouldn't charge \$2.00 fee!

The elevator was packed with 15 people including ranger which felt tight! Ok for me but some would not like.

My friend from Malaysia felt like jumping. Cool beans!

More air movement through room while waiting for elevator.

We, not knowing what to expect, were stuck in the stair line for over 1/2 hr. & had rented a cart to tour the island. This can be very costly. People should be made aware of time element before ascending stairs. Need better ventilation. Musty, moldy smell.

Doing a good job.

Very informative. We really enjoyed the maps. The view was beautiful.

It provided a beautiful view. We enjoyed the audio tape; very informative.

Interesting. Monument in good condition.

Need binoculars for rent. Need to clean off cobwebs w/spiders.

Should charge more admission, only if fees can be used to maintain. A new state of the art elevator is needed to transport people up & down. Also a biography of Perry would be most interesting.

Excellent.

Wonderful. A most fitting tribute & monument in recognition of Peace among 3 countries. Thanks.

Enjoyable.

Need more rangers for the park for demos. Otherwise staff was very nice and helpful and my overall visit was worthwhile.

The staff was pleasant & helpful. I just love park rangers--they are a noble breed!

Awesome place dude.

Two thumbs up, & thanks for taking care of our country's history!

The survey was too long!

Needs to be air conditioned on elevator and inside.

Good.

Wanted to see plaza. Rented bikes & needed a map. I wish there were more "free" educational opportunities. Not everyone can afford to pay & their not able to partake. Free country needs free monuments etc. Tax \$'s should go to education like this.

Nice view.

Very pleasing!

Nice!

Need air fan vents; while waiting inside smells & hot.

Great!

Need air conditioning! It's hot standing in line! Otherwise, it was fine!

Fantastic views.

Good job!

Rangers are always extremely courteous and helpful.

We loved it!

Keep up the good work. Rangers were very nice.

Your doing a great job. Keep up the good work.

It was more fun than some other memorials.

Need places to leave large valuables safely! I.e., wheel chair, stroller, bike.

A guide to exactly point out Canada and specific islands.

Very beautiful on a clear day.

I like it here, I find it interesting.

The memorial was very clean & employees are friendly & helpful. The deck has a great view from all sides--Great Pictures! I enjoyed the Vietnam Vetrains Memorial Moving Wall. An experience that I didn't plan on.

I got freaked when the elevator lady said we were 12' above the St. of Liberty torch. (I'm deathly afraid of heights.) But it was cool to see tings. I could comment much better after I watch around & ✓ out the other sights.

Excellent.

The lady observor on the top had a nasty attitude. Very bitchy.

We brought a couple from Scotland to see one of their defeats.

Loved the reenactors. Why no sailors? Naval battle ... sailors.

The size of the South Bass is larger than one could first realize. Waited longer to come down then to come up.

All ok.

Nice place.

Great!

Overall, a great visit--very enjoyable!

Loose the cost make it a donation. Open stairwell.

Seemed well organized. Could use more displays & tours. Ref. the battle.

It was nice having a NPS worker at the top to answer (other people's) dumb questions.

Very interesting.

Wish there were stairs to take to the top.

The island area is one of the most beautiful areas in the world, the monument and the history it represents only enhances the area.

Excellent.

Keep the puke off the deck or put up signs.

Good view.

It was nice when in cost 50¢.

Thanks for a nice visit. God Bless You!

The view was spectacaular.

Very nice.

Nicely ran.

... needs to retire. Visitors don't need to be told to stay in a straight line.

The wait was acceptable in terms of length, but better circulation would be great--more & more effective fans--it was too hot!

Lovely.

Park rangers were very informative.

Tapes message at each corner on observation deck to discuss map as what we are looking at and it's historical significance.

I always enjoy. Peaceful. I enjoy live rangers ready and willing to offer info asked or not.

Everyone pleasant.

Enjoyed.

Sell postcards!

I didn't realize that there is a taped info message describing battle--a sign to this effect would be helpful. I liked the tape! Rangers friendly & helpful.

The elevator is loaded to full.

Rangers are very friendly and helpful & knowledgeable.

It has a very pretty view. The lions on the top are very detailed. The whole experience was very fascinating.

Nice park ranger. Very nice view.

Warn Sr. Ctz. about the standing and stairs while waiting.

I really liked the exchange program with having a Canadian Ranger here to tell the other side of history. It was a much need improvement to the telling of history.

Had to wait in line to go down. Elevator too crowded.

Beside the wait in line to go up, it was a great experience.

Beautiful view, architecture, great maps.

Very well maintained. Very courteous and helpful staff. I thought the maps in each corner of observation deck were excellent as well as the push button explanation of the battle.

O.K. Smile.

Very good.

Great visit--too long elevator wait.

Nice. Need to be more ad's at rest stops.

Survey to long!

Hurricane weather but saucy.

Survey to long!

Cold, windy but great!

Good.

Hey that was swell.

Survey too long.

Would have enjoyed more if weather was better.

Cool!

Nice

Very nice! Don't give up the monument!

Include Middle Sister Island on one of the maps!

Very informative.

Although the observation deck wasn't too crowded, I felt very crowded while waiting in line. However, the view was superb and worth the wait. Also the mini lesson on the War of 1812 was useful because many Americans have a limited understanding of the war.

Very nice view.

Nicely done!

Too much time to wait.

Great view!

An excellent piece of history. The National Park Svc always does a good job.

Good.

This was very nice.

Great view.

Nice view.

I like the talk on the way up and down the elevator. The Rangers are extremely pleasant this year.

I enjoyed the observation deck--especially the maps at each corner--they were very informative yet easy enough for even the children to understand. Thanks.

Nice rangers.

I enjoyed the visit.

Beautiful view! & an interesting snapshot of history.

Beautiful day and wanted to see everything from top. Service is great. Holly Instructor very good. Thanks much.

Noticed it is now wheelchair accessible.

Very nice place.

The view was great.

Wow! What a view! Rangers are very friendly & personable. I liked this place!

Very nice.

Less people in elevator.

Should have a recorded explanation of the view from above--at every corner. New telescopes!

Enjoyed the history and the day.

The view was beautiful. The maps in each corner were terrific.

Maybe a little more information as to what the battle of 1812 was about. I listened to the audio in the NE corner but it didn't explore the reasons for the battle.

It was beautiful & very interesting.

Walking up would be a nice option.

The recording was very informative.

Very nice.

Good.

Great.

Good view.

I glad I took time to see it. Staff is very polite. Beautiful view. Interesting history.

Beautiful monument. Audiotape was very informative.

All of the experiences we had today were very acceptable. On other visits and on today's visit, rangers were very courteous & knowledgeable. On other occasions, when the line was too long, we have left and come back again later. Restrooms are appreciated.

A very worthwhile adventure. My 9 & 12 year old sons, wife, and I learned a great deal about an interesting historical event.

Why give out tickets--don't take them--waste of paper. Use a hand stamp--perhaps of the monument or "Don't give up the ship."

Wonderful view. Courteous staff. Clean.

Great.

I was pleased with the wealth of knowledge that the park rangers had.

Beautiful view. People were very friendly.

The observation deck would be a better place if there was telescopes hooked to the deck to look through, so we could see the other islands!

Excellent park. Very informative.



Very nice visit.

Loved the brief history on the elevator ride.

On top the information given was extremely well given. She knew all answers asked. Beautiful overlook.

Elevator to crowded with 14 adults.

Don't change elevator--like it being older. Also like original lighting--adds to character of building.

Good.

Elevator was very crowded with only 12 people.

Very informative, too busy.

Nice view.

Great job.

Loved it!

Neat--we loved it!

This survey was to long. The format may have been confusing to some.

Nice day! Excellent staff-friendly, informative, helpful.

Enjoyed very much.

Nice job.

I haven't been here since I was eleven--and I'm all stuffed up.

Good job. Good staff.

Very clear. Very pleasant.

Well done. We enjoyed it.

Neat view.

We have never been disappointed in our visits to the monument.

Nice rangers.

We had to rush.

Good job!

Very nice visit today--we had fun.

Great.

Very nice but could be improved.

Interesting part of history for my children. Closer to Canada than expected. Beautiful. More info about Battle & War of 1812.

The monument is a very beautiful place & is well preserved.

Excellent.

Would like more info (brochures) regarding the historical sites on the islands--preferably on the mainland to better plan the trip.

It is a very beautiful view from the top.

A very helpful ranger in elevator & at top. Enjoyed it very much--have always wished to visit.

It was great.

Everything was fine--very nice.

Great view!

Was not crowded. Don't know if I help.

Very good.

I feel the monument is well kept, and let's people know the purpose of the memorial.

Excellent.