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# **1993 Study of Visitor Experiences and Benefits at Itasca State Park**

## **Final Report**

**Submitted to:**

**Minnesota Department of Natural Resources  
Division of Parks and Recreation**

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Preparation of this report was directed by the principal investigator of the study, Dr. Dorothy H. Anderson of the University of Minnesota, Department of Forest Resources.

The responses to the survey will provide needed information for the development of a benefits based management approach to the Minnesota state park system. For that reason the investigators and the users of the information sincerely thank everyone who took time to respond to the questionnaire.

## EXECUTIVE SUMMARY

This report documents the results of a 1993 survey of visitors to Itasca State Park and is one of seven reports that present the results of research conducted by the University of Minnesota to assess the experiences and benefits that visitors to six of Minnesota's state parks desire and attain. The six parks chosen to participate in the study were selected because they represent a broad range of recreation opportunities, size, geographic locations, and settings.

Visitors to Itasca State Park were surveyed during the 1993 summer season (Memorial Day weekend through Labor Day weekend). Surveying was accomplished with a two-step procedure:

1. An onsite questionnaire to obtain basic demographic information as visitors exited the park, and
2. A mail-back questionnaire distributed at the conclusion of the onsite interview.

One thousand and eighty-eight mail-back questionnaires were distributed using this procedure. Six hundred sixty-five surveys were returned for an overall response rate of 65 percent. Respondents were predominately middle-aged, Caucasian, and married males with at least some college education and no reported disabilities.

About one-half of the respondents (47 percent) were visiting Itasca State Park as the primary destination of their trip. The majority of respondents were repeat visitors who used a motor vehicle as their primary mode of transportation on their trip. Most relied on their own experiences with the park to plan their trips. In addition, the majority of the respondents visited nearby communities and spent more money at gas stations and restaurants/bars than at any other community businesses. About one-quarter of the respondents stayed at least one night in the park. Of those that stayed in the park, 71 percent stayed no more than two nights. About one-third of the respondents stayed overnight outside the park. Of those that did, most stayed at motels, resorts, or with friends and relatives.

Visitors reported that they engaged in a variety of activities during their visit to the park. However, visiting the Headwaters of the Mississippi was most frequently identified as the most satisfying activity. Participation times in any one activity for the majority of respondents was up to four hours except for camping near their vehicle. Respondents who engaged in this activity generally did so for longer periods of time. In addition, sightseeing, bicycle touring, hiking, walking, driving for pleasure, eating at Douglas Lodge, and shopping at the gift shops were most frequently identified as the most satisfying, second most satisfying, or third most satisfying activities.

Itasca State Park was divided into four distinct survey zones to represent different settings found within the park. Respondents were asked to indicate which survey zone they spent most of their time in during their visit. Responses to this question were used during data analysis to segregate the survey data by zone. Survey results are also presented by survey zone except for the Zone 2 (the trail use and backcountry area) results. Poor weather conditions and an exceptionally large insect population during the survey period resulted in uncharacteristically low attendance figures for Zone 2. Consequently, the number of surveys distributed to visitors who spent most of their time in Zone 2 was insufficient to generate valid results. As a result, Zone 2 data are only reported as part of parkwide results.

Respondents who spent most of their time in the park's major motorized use area (Zone 1) expressed a desire for opportunities to enjoy the natural scenery and get away from the usual demands of life. Like respondents from the other zones, these respondents preferred a setting that is accessible by motorized vehicles using designated roads; a largely undisturbed natural area; near or on improved roads; characterized by very little contact with other people on trails; and managed with the aid of a moderate number of onsite management regulations, controls and information. Respondents from this zone reported that the amount of vegetation screening between campsites, campgrounds that were too full, and making reservations were minor problems during their visit.

Respondents who spent most of their time in the Douglas Lodge Area (Zone 3) expressed a desire for opportunities to enjoy the natural scenery, enjoy the smells and sounds of nature, be with members of their own group, and enjoy a different activity than they experience at home. Respondents from this zone reported campgrounds that were too full, getting reservations, closed facilities and the number of cabins available were minor problems during their visit.

Respondents who spent most of their time at the Headwaters of the Mississippi (Zone 4) expressed a desire for opportunities to enjoy the natural scenery, get away from the usual demands of life, be with members of their own group, and learn more about the natural history of the area. Respondents from this zone reported that all of the potential problems examined were not problems during their visit. Zone 4 respondents also expressed stronger support for providing more interpretive opportunities than Zone 1 and 3 respondents.

Although there are differences among respondents from the three survey zones, respondents from all three survey zones reported that they were at least somewhat able to attain the experiences and benefits they reported as important to their visit. Respondents from all three zones preferred a motorized setting that is a largely undisturbed natural area with a moderate number of facilities. A majority of respondents from all three zones also reported that they were at least satisfied with their visit.

## DEFINITIONS/GLOSSARY

Benefits Based Management (BBM)	An approach to recreation and leisure research and the provision of recreation and leisure services that focuses on the benefits (outcomes) attained from participation in recreational activities or the presence of recreation sites.
Benefit	A change that is viewed to be advantageous or an improvement in condition (a gain) to an individual, to a group, to society, or to another entity such as an endangered species -- or the prevention of a worse condition (Driver, et al., 1991).
Mailback questionnaire	A questionnaire distributed to park visitors as they exited the park. Potential respondents were instructed to complete the questionnaire and return it when they reached home. This questionnaire was used to collect visitor activity, experience, setting preference and satisfaction data.
Mean (X)	A measure of the center of a data set. Commonly referred to as the arithmetic mean, the mean is calculated by summing the observations in the set and dividing by the number of observations.
Number (N)	The number of respondents. The total Ns may vary from table to table because some individuals might not have responded to every question in the questionnaire.
Onsite questionnaire	A short questionnaire administered to park visitors as they exited the park. This questionnaire was used to collect basic demographic data, general information about the visit and respondent mailing addresses for follow-up contacts.
Percent	Percentage; proportion of, or ratio.
Rank (R)	The relative position of a single data element in relation to other data elements within the same subset of data.
Recreation Activity	An activity such as picnicking, hiking, fishing, playing softball, or cross-country skiing engaged in by park visitors during their visit.
Recreation Experience	The psychological state that an individual attains from participation in recreational activities.
Respondents	Park visitors (12 years or older) who completed the onsite and mail back questionnaires.
Setting	The surroundings (environment) in which a visitor participates in a recreation activity.

**Significance Level**

A statistical calculation used to represent the probability that the scores reported for a subgroup of a sample are an accurate reflection of the total sample. Statistically, significance level is the probability of a Type-I error in data analysis (rejecting a null hypothesis that is true). A .05 significance level was used as a criteria for testing null hypotheses that the subgroup means of the total sample are equal. This significance level assumes that a null hypothesis is correctly accepted 95 percent of the time and that the risk of erroneously rejecting it is only 5 percent. 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.

**Standard Deviation (SD)**

A statistical calculation used to describe how close individual scores are to a sample mean score. Statistically, it is the square root of the squared deviations of the scores around a mean divided by the sample size. The closer the standard deviation is to zero, the closer the individual scores are to the mean and to each other.

**Survey Zones:**

**Zone 1** The park's main motorized use area along the east shore of Lake Itasca and Wilderness Drive. This area includes the picnic area, museum, Brower Inn, campgrounds, Peace Pipe Vista, Preacher's Grove and the Brower Hiking Trail.

**Zone 2** The trail use and back-country area. This is geographically the largest area in the park.

**Zone 3** The Douglas Lodge Complex including Douglas Lodge, rental cabins, Nicollet Court, the Forest Inn Gift Shop and Dr. Robert's Interpretive Trail.

**Zone 4** The Headwaters of the Mississippi River including the Schoolcraft Hiking Trail, the headwaters interpretive facilities and the Headwaters Gift Shop.

**Weekday** Monday, Tuesday, Wednesday, Thursday, and Friday are considered weekdays for purposes of this report.

**Weekend** Saturday and Sunday are considered weekend days for the purposes of this report.

## BACKGROUND

### Minnesota State Parks Personal Benefits Study

Although this report documents the results of a 1993 survey of park visitors to Itasca State Park, this survey was part of a much larger study conducted in a total of six Minnesota state parks by the University of Minnesota in cooperation with the Minnesota Department of Natural Resources, Division of Parks and Recreation and the USDA Forest Service, Rocky Mountain Forest and Range Experiment Station. Separate reports are being prepared for each of the six Minnesota state parks involved in the study.

The Minnesota study was one of several pilot studies being conducted in the United States to examine the benefits of outdoor recreation. The overall purpose of the pilot studies is to document the mix of experiences and benefits gained from public recreation sites. Results of the pilot studies are being used at the federal level by the USDA Forest Service to develop new approaches to recreation resource management that respond to people's needs and the nation's needs for the year 2000 and beyond. Other federal and state agencies involved in these studies are also adopting a benefits based approach to recreation resource management as a result of this research.

The Minnesota Department of Natural Resources, Division of Parks and Recreation (MNDNR) sought participation in the pilot efforts because management staff expressed growing interest in implementing a benefits based management approach to recreation management in its state park system. State park managers generally believe that they offer much to visitors, communities, local economies and the environment. They regularly witness families picnicking together, individuals overcoming physically challenging trails, people marveling at wildlife, and groups enjoying the serenity of a sunrise over a lake. These observations reinforce the belief that the experiences gained from participation in outdoor recreation activities are important to visitors. The pilot study was conducted in Minnesota State Parks to quantify some of the beneficial experiences that visitors actually desire and attain from their visits to state parks.

State park managers are also faced with increasing pressures to support funding requests for recreation programs while budgets for other public services are being reduced. In addition, increased public involvement in park planning processes is pushing state park staff to produce more accurate visitor information to support the recommendations contained in state park management plans. Implementation of the benefits based management framework was seen by MNDNR management staff



as a sound strategy to better understand visitors, support budget requests and guide planning efforts. Data from this and other studies are being used to guide this implementation.

The University of Minnesota was asked to assist in this implementation effort by conducting visitor research to assess the experiences and benefits associated with participation in recreational activities within Minnesota state parks. The research methodology and survey instruments used in the study were developed by the University of Minnesota in cooperation with the USDA Forest Service and the MNDNR. Included in the survey instruments were questions to document visitor activities, important and attained visitor experiences and benefits, and visitor setting preferences.

The University of Minnesota also selected the state parks to participate in the study in cooperation with MNDNR staff. The six state parks involved were chosen because they represent a broad range of recreation opportunities, size, geographic locations and settings found within Minnesota state parks. The six parks chosen for participation were Forestville/ Mystery Cave, George Crosby Manitou, Interstate, Itasca, St. Croix and Tettegouche state parks. A report is available summarizing survey results from each of these parks. A separate report is also available for the fall survey season (September 10 - October 24, 1993) results at Tettegouche State Park.

## **Itasca State Park Survey**

The tables in this report summarize the findings of the Itasca State Park portion of the study. The tables are organized into nine appendices. Appendix A focuses on demographic characteristics. Appendix B examines trip profile information of the respondents. Appendix C identifies the activities that visitors engaged in during their visit and those activities that respondents reported as most satisfying. Appendix D reports on the experiences and benefits that were important to respondent decisions to visit the park and the experiences and benefits that visitors actually attained from participation in their most satisfying activities. Appendix E identifies the setting characteristics preferred by respondents for participation in their most satisfying activities. Appendix F examines respondent perceptions of conflicts and problems that they might have encountered during their visit. Appendix G reports respondent preferences for potential management actions that could be taken to address problems and conflicts. Appendix H explores the importance that visitors assigned to selected services provided in the park. Finally, Appendix I explores respondent satisfaction with their visit to the park.

This report documents only a small number of the analyses that could be completed from these data. Some of the most salient findings are highlighted in the selected results section that precedes the tables.

Additional analyses are available for other portions of the Minnesota pilot study in other documents. A short summary report linking results from the six state parks was prepared to aid in understanding similarities and differences found between Minnesota's research sites. In addition, more detailed analysis of the Itasca and Tettegouche State Park data is available in Ron Nickerson's doctoral dissertation, Understanding the Personal Onsite Beneficial Experiences Attained by Minnesota State Park Visitors. The Tettegouche and Itasca State Park Management Plans also offer examples of how the data from the pilot study are being used to guide state park planning in Minnesota.

Itasca State Park is located in northwestern Minnesota's Clearwater, Hubbard and Becker Counties between Park Rapids and Bemidji. The approximately 30,000 acre park lies within Minnesota's Pine Moraines Ecological Subsection. The area is dominated by a knob and kettle (rolling hills with shallow valleys) geology and sandy soils. The landscape is characterized by rolling hills, valleys, agricultural lands and pine forests. As the largest state park in northwestern Minnesota and one of the most heavily visited state parks in Minnesota, Itasca State Park plays a significant role in protecting the natural, geological and cultural resources of the region. Among the myriad natural features found within the park are the Headwaters of the Mississippi River, old growth conifer and hardwood forests, over 100 fresh water lakes, a designated Scientific and Natural Area, a National Natural Landmark, and heritage species. The park's many cultural features include a 7,000 year old bison kill site, Woodland Indian burial mounds, multiple European exploration and pioneer settlement sites, Douglas Lodge, and National Historic Register sites. The park also offers a large range of recreational opportunities to 500,000 visitors annually. Among these are camping, picnicking, boating, hiking, cross-country skiing, and snowmobiling opportunities. Multiple sites and programs also exist throughout the park to interpret the park's range of natural, cultural and historical features.

Data were collected in two steps using onsite and mailback questionnaires. Itasca State Park was divided into four survey zones (Figure 1) to reflect use patterns within the park (e.g. heavily used areas versus infrequently used), access to the area (e.g. automobile versus pedestrian), type of natural resources in the area (e.g. old growth forests versus the Mississippi River), and the amount and type of facility development (e.g. pit toilets versus full amenity bathrooms). Zone 1 consisted of the park's major motorized use areas. Zone 2 consisted of the park's hiking trails and backcountry area, Zone 3 was the Douglas Lodge Complex (a resort area), and Zone 4 was the area surrounding the Headwaters of the Mississippi River.



## STUDY METHODS

### Review of Literature

A review of literature related to the benefits of recreation and leisure was conducted to gain an understanding of the available scholarship in this area and to provide a conceptual framework for this study. The review involved a review of journal articles, contacts with scholars engaged in this line of research, and review of printed materials written by recreation management practitioners. Dr. Anderson has been a participant in several conferences and meetings that addressed the benefits of recreation and has had the opportunity to discuss the benefits based management framework and measurement of benefits with several scholars. A major source of scholarly information used in this study is The Benefits of Leisure, edited by B.L. Driver, Perry Brown and George Peterson. This book is a collection of chapters written by scholars representing several disciplines who have all engaged in this line of research. The chapters in this book summarized the state of knowledge of benefits based management research at the time. Additional research is reviewed in Understanding the Personal Onsite Beneficial Experiences Attained by Minnesota State Park Visitors (in progress). Finally, The Benefits of Parks and Recreation: A Catalogue, compiled by the Parks and Recreation Federation of Ontario, et al. summarizes major research findings from multiple disciplines for recreation practitioners. The catalog complements research found in other scholarly works. These three works serve as the core of the literature review conducted for this study.

### Development of Onsite and Mailback Questionnaires

Two questionnaires were used to collect data for this survey. A two-page onsite questionnaire was used to collect basic demographic, trip profile, and home address information. A multi-page mailback survey was given to individuals who completed the onsite survey and used to collect information regarding

- demographic profiles
- trip profiles
- visitor activities
- important and attained experiences and benefits
- preferred setting characteristics
- problems and conflicts encountered by visitors

- preferred management actions
- importance and rating of state park services provided, and
- level of visitor satisfaction with services provided.

Both questionnaires were based on questionnaires used in similar benefits based management research conducted in other parts of the United States. Specifically, the survey instruments used by Dr. Marty Lee and Mr. Taylor Stein, Northern Arizona University, Dr. B.L. Driver, USDA Forest Service and Mr. Don Bruns, Colorado State Office, USDI Bureau of Land Management (BLM) on BLM lands in Colorado provided the core set of survey questions used in the Minnesota project. The BLM research project is one of the USDA Forest Service's pilot studies and was well into its data collection phase when the Minnesota project was being designed. The USDA Forest Service was concerned that data collected from the Minnesota study be comparable to that of other benefits based management pilot studies. The BLM survey instruments had also been developed with input from the researchers conducting the other pilot studies.

The BLM questionnaires were adapted to meet the particular settings, recreational opportunities and management issues found in the six Minnesota state parks. The University of Minnesota sought input into questionnaire design from the six park managers involved in the Minnesota study. Managers offered suggestions on the specific activities, experiences and benefits, settings, conflicts, problems and management actions likely to occur in each of the parks. Although the basic questions were the same for all six parks, separate questionnaires were prepared for each park to reflect specific differences between the parks. For example, viewing the Headwaters of the Mississippi River is an activity that can only be done at Itasca State Park. Therefore, this activity only appeared as a possible activity on the Itasca State Park questionnaire. Similarly, the onsite questionnaires were tailored to each park to accommodate the fact that the number of survey zones was not the same in all six parks. The Itasca State Park onsite and mailback questionnaires are included as appendices J and K of this report.

## **Administration of Questionnaires**

The onsite questionnaire was used to make the initial contact with park visitors and to distribute the mailback questionnaire. Only trained interviewers were used to conduct the onsite interviews. A training/ instruction manual was prepared and given to each interviewer (Appendix L). The manual included step-by-step procedures for implementation of the onsite survey, sample survey forms, the survey schedule, and proper public relations techniques. In addition, a training session was conducted to familiarize interviewers with the training manual and the onsite survey procedures. Additional

assistance was made available to interviewers throughout the survey period by the University of Minnesota and other MNDNR staff associated with the study.

A survey schedule spanning the entire survey period (May 29, 1993 - September 6, 1993) was devised for Itasca State Park prior to administration of the onsite questionnaire. Once underway, deviations from the survey schedule were allowed to accommodate weather, shifting use patterns and emergencies. Schedule changes were only made with approval of the park manager and the University of Minnesota. The survey schedule also identified the number of onsite questionnaires to be administered for each survey zone on each scheduled survey day. This procedure allowed particular survey zones to be targeted each day and ensured that questionnaires would be administered throughout the survey period.

A two-step process was used to select survey respondents. In step one, each vehicle exiting the park was stopped unless the interviewer was already conducting an interview. Visitors were asked if they were ending their visit and if they had been recreating in the park. If the visitor was leaving, had been recreating in the park, and was willing to participate in the survey, the interview continued to step two. In step two, visitors were shown the survey zone map (Figure 1) and asked to indicate the zone where they had spent most of their time. If the visitor had not spent the greatest amount of time in the target zone for that particular day, the interview was discontinued unless the visitor had spent most of their time in a zone for which previous quotas had not been met. If the interview was terminated, the visitor was thanked for their time and allowed to exit the park. If the visitor had spent most of their time in the target zone, the interview was continued.

After all other onsite questions were completed, respondents were asked if they would be willing to complete and return a mailback questionnaire. Respondents who were willing to complete the mailback questionnaire were handed a questionnaire and a self-addressed stamped envelope, thanked for their time, and allowed to exit the park. Those unwilling to participate were thanked for their time and allowed to proceed. A total of 1,088 contacts were made and 1,028 mailback questionnaires were distributed at Itasca State Park during the survey period to visitors from the four survey zones using this procedure (Table 1).

Reminder post cards were mailed to respondents who had not returned the mailback questionnaire approximately two weeks after the onsite interview. A reminder letter and a second mailback survey was mailed to respondents who had not returned the mailback approximately four weeks after the onsite interview. A total of 665 mailback questionnaires were returned as a result of this procedure for an overall response rate of 65 percent.

**Table 1. Distribution of Itasca State Park Sample Size and Response Rate by Survey Zone**

Zone	Onsite Contacts	Questionnaires Distributed	Number of Questionnaires Returned	Percent of Questionnaires Returned
1	355	326	202	62
2	10	10	8	80
3	357	346	240	69
4	366	346	215	62
<b>Totals</b>	<b>1088</b>	<b>1028</b>	<b>665</b>	<b>65</b>

### Data Analysis

Data collected through the onsite and mailback questionnaires were analyzed using descriptive statistics. Frequencies and percentages of respondents were calculated for each variable. With the exception of the demographic, trip profile and activities variables, mean scores and standard deviations were also calculated for each variable. In addition, rank orders were calculated for each of the variables except the demographic, trip profile, and activities variables. With the exception of the demographic, trip profile and activity variables, data were analyzed in two parts. In part one, data were kept independent by survey zone in an effort to make comparisons and to explore the possibility that different management options might be appropriate for the various zones. In part two, data were not segregated by survey zone in an effort to provide a parkwide summary of results.

The selected results section that follows focuses on presentation of the individual survey zone data except for the demographic, trip profile and activity data which are presented as parkwide results. The tables in Appendices A - J present both the individual zone and parkwide data to supplement the selected results section with the exception of Zone 2 results. Extremely wet weather conditions and an exceptionally high insect population during the survey period reduced the number of visitors who spent most of their time in Zone 2 to such a degree that the sample size from this zone was insufficient for adequate data analysis. As a result, individual zone data is not reported for Zone 2. Zone 2 data are, however included in the parkwide results.

## SELECTED RESULTS

The following results are organized into subsections that correspond to Appendices A - J. Each subsection contains a brief summary of the tables associated with it to highlight some of the most important results represented in the tables. More detailed analysis is possible by careful examination of the tables.

### **A. What was the demographic profile of this group of visitors to Itasca State Park (Appendix A)?**

The majority of the visitors (52 percent) were between 30 and 49 years of age. A small percentage (four percent) were under the age of 19. Nine percent of the respondents were in their twenties. Slightly more than one-third (36 percent) of the respondents were over the age of 50. Over half of those responding (52 percent) were male, while 48 percent were female.

Over 95 percent of those who responded were Caucasian. None of the respondents indicated that they were African-American or Pacific Islander. A small percentage of the respondents were Asian (one percent), Native American (two percent) or Hispanic (one percent). Two percent of the respondents indicated that they belonged to some other ethnic group that was not among the choices for this question.

The majority of the respondents (78 percent) indicated that they had attended or graduated from college or graduate school. Twenty-five percent of the respondents had graduated from college and 20 percent had obtained a graduate degree as their highest level of educational achievement. An additional 24 percent had some college education and eight percent indicated they had some graduate level education. Eighteen percent had graduated from high school or earned a GED as their highest level of educational achievement. Only one percent had less than an eighth grade education and only three percent had some high school education, but had not graduated.

The majority of the respondents were married (75 percent). The largest number of respondents were married with children (57 percent). The second largest number of respondents were married with no children (18 percent). Only 13 percent of the respondents were single, with no children. A small percentage of respondents were single parents with children (three percent). Nine percent of the respondents indicated that they were part of some other type of household.



Ninety percent of the respondents reported that they did not have a disability. Of those that reported having a disability, 39 percent indicated that it interfered with their ability to enjoy the park.

In summary, respondents were predominately middle-aged, Caucasian and married males with at least some college education and no reported disabilities.

### **B. What was the predominant trip profile for this group of visitors to Itasca State Park (Appendix B)?**

Respondents were asked a series of questions regarding their trip planning, party size and use of local community services. Collectively, responses to these questions provide a general profile of the type of trip that visitors took and the degree to which they incorporated their visit to Itasca State Park into other activities outside the park.

Sixty-eight percent of those responding had visited Itasca previously. Of those who had visited previously, 52 percent had visited the park one to three times, 23 percent had visited the park four to eight times, and 25 percent had visited the park nine or more times. Almost all of the respondents had used a motor vehicle as their primary mode of transportation to the park (95 percent).

Fifty-three percent of the respondents indicated that their visit to Itasca was not the primary reason for taking their trip away from home, while 47 percent of those responding indicated it was their primary reason for leaving home. Twenty-three percent of the respondents stayed in the park at least one night during their visit. Of those who stayed in the park, 39 percent stayed for one night, 32 percent stayed in the park for two nights, and 23 percent stayed for three nights. At the same time, only 8 percent of the overnight visitors stayed in the park more than three nights.

Nearly one-third of the respondents (33 percent) indicated that they spent most of their time in Zone 1 (the primary motorized use area), 33 percent indicated that they spent most of their time in Zone 3 (the Douglas Lodge area), and 34 percent spent most of their time in Zone 4 (the Headwaters of the Mississippi River).

The largest number of people (80 percent) were traveling in a party of two to five people. Three percent were traveling alone, 13 percent were traveling in a group that had six to nine people in the party, and five percent were traveling with a party that was ten or more people. Seventy-six percent of the respondents were traveling with family.

Respondents were asked to indicate the trip planning aides that they had used to help them plan their trip to Itasca State Park from a list of 18 aides. The number one thing that aided people in their trip planning was personal experience. Four hundred twenty-six of the respondents used this source of information. Other trip planning aides frequently reported were friends or relatives, state park brochures, state highway maps, and state/ regional tourism offices.

Respondents were also asked whether they had stopped in a nearby community as part of their visit to the park. Sixty-nine percent indicated that they had, while only 31 percent indicated that they had not stopped in a nearby community. Those that had stopped were asked to indicate the types of local businesses and services they patronized while on their trip. The largest number of respondents spent money in gas stations (300 respondents), restaurants/bars (299 respondents), retail stores/ gift shops (232 respondents), and grocery stores (195 respondents).

Respondents were also asked whether they had stayed overnight outside of the park during their trip. Sixty-one percent of the visitors reported that they did not stay overnight outside of the park. However, the outside overnight accommodations most often used were motels, resorts, friends or relatives, private campgrounds, and cottages.

Respondents were generally repeat visitors who used a motor vehicle as their primary mode of transportation on their trip. About half of the respondents were visiting Itasca State Park as a primary destination for their trip. Most of the respondents relied on their own experiences with the park to plan their trips. In addition, the majority of the respondents visited nearby communities and spent more money at gas stations, restaurants/bars, retail stores/ gift shops, and grocery stores than at any other community businesses.

### **C. What activities did this group of visitor engage in, and which did they find most satisfying (Appendix C)?**

Respondents were asked two questions to identify the types of activities they engaged in during their visit. In the first question, respondents were presented with a list of 58 possible activities and asked to identify the amount of time they spent engaged in each activity. In the second question, respondents were asked to identify the most satisfying, second most satisfying, and third most satisfying activities that they engaged in during their visit.

*Activities visitors engaged in during their visit:*

Those activities in which more than fifty percent of the respondents participated were viewing the Headwaters of the Mississippi River (94 percent), sightseeing (88 percent), driving for pleasure (85 percent), walking (78 percent), shopping at the gift shops (76 percent), visiting the visitor center (76 percent), viewing historical resources (64 percent), watching wildlife (55 percent), visiting museums (53 percent), looking at wildflowers (52 percent), viewing cultural resources (52 percent). Other activities that respondents identified were photography (49 percent), eating at Douglas Lodge (45 percent), hiking (38 percent), nature study (32 percent), picnicking (31 percent), reading for pleasure (30 percent), and wading (29 percent).

At the same time, the majority of respondents did not indicate high participation rates for some of the activities included in the survey question. Very few respondents indicated that they participated in beach activities (12 percent), fishing (12 percent), swimming (13 percent), camping near their vehicle (13 percent) interpretive activities (18 percent), bicycle touring (24 percent) and birding (27 percent). Less than 10 percent of the respondents indicated that they participated in field trips, beachcombing, partying, reunions or weddings, writing for pleasure, ice fishing, snowshoeing, cross-country skiing, mushroom hunting, berry picking, hunting, cruise boating, motor boating, kayaking, canoeing, jogging, backpacking, sailboarding, sailboating, staying overnight at Nicollet Court, staying overnight at the hostel, staying overnight in a cabin, backpack camping, group camping, and camping away from their vehicle. Some of the low participation rates are probably related to the seasonal nature of some activities (i.e. cross-country skiing and hunting).

In terms of time spent participating in each of these activities, the greatest amount of time was reported for camping near a vehicle. Eleven percent of the respondents indicated that they spent more than 12 hours engaged in this activity. Of the non-camping activities, the majority of respondents reported spending either less than an hour or one to four hours at the other activities that they engaged in during their visit.

*Most satisfying activities:*

The five activities that were most frequently identified as the most satisfying activities were viewing the Headwaters of the Mississippi River, bicycle touring, sightseeing, hiking, and walking. Respondents from all three zones most frequently identified viewing the headwaters as their most satisfying activity. In addition, respondents who spent most of their time in Zone 1 identified bicycle touring as their most satisfying activity more frequently than respondents from Zones 3 and 4. At the same time,

respondents who spent most of their time in Zones 2 and 3 more frequently identified sightseeing as their most satisfying activity than Zone 1 respondents.

The five activities that were most frequently identified as the second most satisfying were sightseeing, viewing the Headwaters of the Mississippi River, driving for pleasure, walking, and eating at Douglas Lodge. Respondents who spent most of their time in Zones 1 and 4 more frequently identified viewing the headwaters as their second most satisfying activity than Zone 3 respondents. Respondents who spent most of their time in Zone 3 more frequently identified walking as their second most satisfying activity than Zone 1 and 4 respondents.

The five activities that were most frequently identified as the third most satisfying activity were eating at Douglas Lodge, driving for pleasure, sightseeing, viewing the Headwaters of the Mississippi River, and shopping at the park's gift shops. From this group of activities, Zone 1 respondents more frequently identified sightseeing, Zone 3 respondents more frequently identified eating at Douglas Lodge, and Zone 4 respondents more frequently identified driving for pleasure as their third most satisfying activities.

Overall, visitors reported engaging in a variety of activities. Participation times in any one activity for the majority of respondents was up to four hours except camping near a vehicle. In addition, viewing the Headwaters of the Mississippi River and sightseeing were most frequently identified as the most satisfying, second most satisfying, or third most satisfying activities by a majority of respondents. Other activities that were frequently identified as satisfying included bicycle touring, hiking, walking, driving for pleasure, eating at Douglas Lodge, and shopping at the park's gift shops.

**D. What were the most important experiences and benefits sought by this group of visitors and which experiences and benefits were they most able to attain from their visit (Appendix D)?**

Respondents were asked a two-part question regarding the experiences and benefits that they associated with their most satisfying activity. In part one, respondents were asked to rate a list of 49 experiences and benefits on a seven point scale in terms of how important each was as a reason for their visit to Itasca State Park. This scale was -3 "very unimportant," -2 "moderately unimportant," -1 "somewhat unimportant," 0 "neither unimportant nor important," 1 "somewhat important," 2 "moderately important," and 3 "very important." For ease of data analysis, the points on the scale were assigned positive numbers from 1 "very unimportant" to 7 "very important". In part two, respondents were asked to rate their ability to attain the 49 experiences and benefits as a result of their

visit to Itasca State Park on a four point scale. This scale was: 1 "not at all able," 2 "somewhat able," 3 "moderately able," and 4 "totally able."

### *Important experiences and benefits:*

There were some differences between survey zones in the experiences and benefits that respondents identified as most important to their visit. Although enjoying the natural scenery ranked as the most important in all three zones, respondents from Zones 1 and 4 ranked getting away from the usual demands of life as their second most important experience and benefit and enjoying the smells and sounds of nature as their third most important. Zone 3 respondents ranked enjoying the smells and sounds of nature as their second most important experience and benefit and getting away from the usual demands of life as their third most important. Despite the fact that enjoying the natural scenery was ranked as the most important experience and benefit in all three zones, Zone 1 and 3 respondents reported it to be "very important" while Zone 4 respondents reported it to be "moderately important."

Beyond the three most important experiences and benefits, respondents from Zone 1 reported seven of the 49 experiences and benefits as "moderately important", 23 as "somewhat important", 14 as "neither unimportant nor important", one as "somewhat unimportant", and one as "moderately unimportant." This subgroup of respondents did not identify any of the 49 experiences and benefits as "very unimportant." Being with members of their own group, learning more about the natural history of the area, and resting mentally were among this subgroup's "moderately important" experiences and benefits. Experiencing new and different things, feeling healthier, and helping release built-up tension were among this subgroup's "somewhat important" experiences and benefits. At the same time, having others know that they had been to the area, having opportunities to avoid the unexpected, and doing something creative were among those rated as "neither unimportant or important" by this subgroup. This subgroup ranked chancing dangerous situations and escaping the family temporarily as the least important experiences and benefits.

In addition to their three most important experiences and benefits, respondents from Zone 3 reported six of the 49 experiences and benefits as "moderately important", 20 as "somewhat important", 17 as "neither important or unimportant", and three as "moderately unimportant." Being with members of their own group, enjoying a different activity than what they experience back home, and resting mentally were among those rated as "moderately important" by this subgroup. Zone 3 respondents reported enjoying a different activity than what they experience back home, experiencing new and different things and feeling healthier among those experiences and benefits that were "somewhat

important." Doing things their own way, being in control of things that happen, and enjoying a different climate than what they have back home were among those that were "neither unimportant or important." At the same time, escaping the family temporarily, leading other people, and chancing dangerous situations were reported as "moderately unimportant" by this subgroup of respondents.

In addition to their three most important experiences and benefits, respondents from Zone 4 reported four of the 49 experiences and benefits as "moderately important", 25 as "somewhat important", 16 as "neither important or unimportant" and one as "somewhat unimportant." Being with members of their own group, learning more about the natural history of the area, and enjoying a different experience than they have back home were among the experiences and benefits that this subgroup rated as "moderately important." Resting mentally, bringing their family closer together, and enjoying a different activity than they experience back home were among those rated as "somewhat important" by this subgroup. Feeling more self confident, sharing what they have learned with others and increasing lung capacity were among those rated as "neither unimportant or important" by this subgroup. Chancing dangerous situations was the only experience and benefit rated as "moderately unimportant" by this subgroup of respondents.

#### *Ability to attain experiences and benefits:*

Although there were differences between survey zones in the experiences and benefits that respondents indicated they were most able to attain as a result of their visit to Itasca State Park, there were also commonalities. Respondents from all three zones reported that they were "totally able" to attain enjoyment of the natural scenery. This experience was also identified as one of the three most important of the 49 experiences and benefits as a reason for their trip by respondents from all three zones. In addition, all three subgroups reported that they were either "moderately able" or "totally able" to attain the other two experiences and benefits that they had reported as most important to their visit to the park. Respondents from all three zones also reported that they were at least "somewhat able" to attain all 49 of the experiences and benefits.

In addition to their ability to attain their three most important experiences and benefits, respondents from Zone 1 reported that they were "totally able" to experience being with members of their own group. This was reported as "moderately important" to their visit. This subgroup also reported that they were "moderately able" to attain 35 and "somewhat able" to attain 11 of the remaining experiences of benefits.

In addition to their ability to attain their three most important experiences and benefits, respondents

from Zone 3 reported that they were "totally able" to be with members of their own group. This was reported as "moderately important" to this subgroup's visit. This subgroup also reported that they were "moderately able" to attain 35 and "somewhat able" to attain 10 of the remaining experiences and benefits.

In addition to their ability to attain their three most important experiences and benefits, respondents from Zone 4 reported that they were "totally able" to be with members of their own group. This was reported as "moderately important" to their visit. This subgroup reported that they were "moderately able" to attain 32 and "somewhat able" to attain 13 of the remaining experiences and benefits.

Although there are some differences in the specific experiences and benefits that respondents from the three zones considered important to their visit, respondents from all three zones reported that they were at least "moderately able" to attain those that they reported as important. All three subgroups were also "totally able" to attain the experience that they rated as most important to their visit (enjoying the natural scenery).

#### **E. What are the preferred setting characteristics for this group of visitors to Itasca State Park (Appendix E)?**

Respondents were asked to rank the desirability of 34 setting characteristics for future participation in their most satisfying activity. These characteristics were based on those found in the USDA Forest Service's Recreation Opportunity Spectrum (ROS). The five point scale used for this question was -2 "very undesirable," -1 "undesirable," 0 "neither undesirable or desirable," 1 "desirable," 2 "very desirable." For purposes of data analysis, this scale was converted to positive numbers with 1 being "very undesirable" and 5 being "very desirable." Mean scores were generated for each of the characteristics.

The setting characteristics were also organized into six groups on the questionnaire that paralleled the groupings of setting characteristics found in the ROS system. These groups were: access to the area, naturalness of the area, distance from roads, contact with other people, amount and type of facilities, and amount of management and regulation. The characteristic with the highest mean score for each group is used in this report to describe the most desirable setting.

Respondents from all three survey zones expressed a preference for the same type of setting. In all three cases, respondents indicated that they preferred a setting which is accessible by all motorized vehicles using designated roads; a largely undisturbed natural area; and near or on improved roads

maintained for visitor use. Their preferred setting would also contain a moderate number of facilities such as campsites, picnic tables and parking areas and offer noticeable onsite visitor management regulations and controls such as, simple information facilities and services. In addition, respondents expressed a preference for a setting that provides opportunities for very little contact with other people on trails.

With the exception of the amount of access to the area, the setting characteristics that were least desirable are also the same for respondents from all three survey zones. Their least desirable setting is an area where roads, buildings, and powerlines clearly dominate the landscape; further than one mile from any paved road or area with motorized vehicles; and without any facilities. Their least preferred setting would also offer opportunities for constant contact with other people on trails and provide no onsite visitor management controls, regulations or information. Zone 1 and 4 respondents also least preferred an area where no motorized use is allowed and no designated trails are present so that the area is accessible only by hiking cross-country. Although the mean scores for this setting characteristic were also low for Zone 3 respondents, this subgroup least preferred a setting that is accessible by designated motorized and non-motorized trails and primitive roads.

#### **F. What were the conflicts and problems encountered by this group of visitors to Itasca State Park (Appendix F)?**

Respondents were asked a question to determine conflicts that they encountered and a question to determine problems that they encountered during their visit. In the conflicts question, respondents were given a list of 25 potential conflict areas and asked to identify the degree to which they experienced each. The scale used for this question was 1 "too few/too little," 2 "about right," 3 "too many/too much." In the problems question, respondents were given a list of 31 possible problems and asked to identify the degree to which each was a problem during their visit. The scale used for this question was 1 "not a problem," 2 "minor problem," 3 "moderate problem", 4 "serious problem," and 5 "very serious problem."

##### *Conflicts:*

Respondents from all three zones reported that the level of conflict during their visit was "about right" for all 25 potential conflicts. However, there are some subtle differences in mean scores between zones. Of particular interest are the group of lowest and highest mean scores for each zone. Lower mean scores indicate that the number or amount of a potential conflict was closer to "too few/ too many" than others. Higher mean scores indicate that the number or amount of a potential conflict area was closer to "too many/ too much" than others.



The lowest mean scores in all three zones were for the amount of information about the experiences and benefits that can be attained from other Minnesota State Parks (1.76 for Zone 1, 1.70 for Zone 3, and 1.71 for Zone 4). The second lowest mean scores for Zone 1 and 3 respondents were for the number of campsites (1.83 in both zones). The second lowest mean score for Zone 4 respondents was for the number of security patrols (1.79).

The three highest mean scores for all three zones were for the number of people being noisy (2.25 for Zone 1, 2.12 for Zone 3, and 2.10 for Zone 4); people riding bikes on trails (2.20 for Zone 1, 2.12 for Zone 3, and 2.11 for Zone 4); and people near rivers and streams (2.17 for Zone 1, 2.09 for Zone 3, and 2.15 for Zone 4). In addition, the Zone 3 mean scores for several other potential conflicts (the number of people on the trails, at overlooks, at the shower building, at the beach, having parties, and at picnic areas) were within .07 of the three conflicts that generated the highest mean scores in this zone. Means for these additional conflicts were also at least .09 lower than the three highest means in Zones 1 and 4. This indicates that there are more items which might present potential for future conflicts in Zone 3 than in Zones 1 and 4.

#### *Problems:*

Most of the mean scores for the potential problem items are similar for all three survey zones. Most of the items were identified as "not a problem" by respondents from all three survey zones. However, Zone 1 respondents reported that four of the 36 items were "minor problems" (the amount of vegetation screening between campsites, campgrounds were too full, getting or making reservations was difficult and campsites were too close together). Zone 3 respondents reported that five of the 36 items were "minor problems" (campgrounds were too full, getting or making reservations was difficult, some facilities were closed, too few cabins, and DNR staff was not available). Zone 4 respondents reported that all 36 of the items were "not a problem."

### **G. What are future management actions preferred by this group of visitors to Itasca State Park (Appendix G)?**

Respondents were given a list of 57 potential management actions and asked to identify the degree to which they favor or oppose each. The scale used for this question was -2 "strongly oppose," -1 "oppose," 0 "neither oppose nor favor," 1 "favor," and 2 "strongly favor." For purposes of data analysis, this scale was converted to positive numbers from 1 "strongly oppose" to 5 "strongly favor."

Although there are minor differences between the zones, respondents from all three zones reported that they "neither oppose or favor" most of the 57 possible management actions in the list. Among Zone 1 respondents, 46 management actions were rated in this manner. Among Zone 3 respondents, 44 items were rated in this manner, and among Zone 4 respondents 47 of the survey items were rated in this manner. Respondents from all three zones also reported that they did not "strongly oppose" or "strongly favor" any of the 57 management actions. Respondents from all three zones did, however, report that they "oppose" some of the management actions and "favor" others.

Respondents from Zone 1 reported their strongest support for repairing eroded trails. This management action's mean score was 3.93 among this subgroup. The second highest mean score among Zone 1 respondents was 3.85 for limiting access to areas susceptible to erosion. This subgroup identified seven other management actions that they favor from the list of 40. Among these are periodically closing heavily used sites to allow them to revegetate and heal and restricting the amount of use in areas where too much use threatens the experiences and benefits that visitors attain. At the same time, respondents from this zone reported that they "oppose" two of the potential management actions (removing dead, dying or fallen timber in undeveloped areas and building a golf course).

Respondents from Zone 3 reported their strongest support for repairing eroded trails and periodically closing heavily used sites to allow them to revegetate and heal. The mean scores for these two management actions was 3.92 and 3.91, respectively. The third highest mean score among Zone 3 respondents was 3.86 for limiting visitor access to areas susceptible to erosion. This subgroup identified seven other management actions that they favored from the list of 57. Among these were restricting the amount of use in areas where too much use threatens the experiences and benefits that visitors attain and enforcing a late evening curfew. At the same time, this subgroup indicated that they "oppose" three of the 40 management actions (building more surfaced trails for roller blading; removing dead, dying, or fallen timber in undeveloped areas, and building a golf course).

Respondents from Zone 4 reported their strongest support for providing more interpretive opportunities. The mean score for this management action was of 3.89 among this subgroup. The second highest mean score among Zone 4 respondents was 3.78 for periodically closing heavily used sites to allow them to revegetate and heal. This subgroup identified six other management actions that they favor from the list of 57. Among these were enforcing a late night curfew and restricting the amount of use in areas where too much use threatens the experiences and benefits that visitors attain. At the same time, respondents from this zone reported that they "oppose" two of the potential management actions (removing dead, dying or fallen timber in undeveloped areas and building a golf course).

**H. How important were various visitor services provided by the park to this group of Itasca State Park visitors, and how did these visitors rate those services (Appendix H)?**

A two-part question was asked to assess the importance and rating of various visitor services provided at Itasca State Park. In part one, respondents were given a list of 37 visitor services provided by MNDNR staff and asked to identify how important each was during their visit. The scale used for this question was -3 "very unimportant," -2 "moderately unimportant," -1 "somewhat unimportant," 0 "neither unimportant or important," 1 "somewhat important," 2 "moderately important," and 3 "very important." For purposes of data analysis, this scale was converted to positive numbers from 1 "very unimportant" to 7 "very important." In part two, respondents were asked to rate the quality of the same list of visitor services at Itasca State Park. The scale used for this question was 1 "excellent," 2 "good," 3 "fair," and 4 "poor."

*Importance of visitor services.*

Although there were differences between zones, respondents from all three zones reported all of the visitor services as either "moderately important" or "somewhat important." Respondents from Zone 1 indicated that protecting their vehicles and other personal belongings from the threat of vandalism was the most important among the 37 services, the availability of a park map was the second most important and the availability of a park brochure that is easy to read was the third most important service. This subgroup reported that all three of these services were "moderately important." In addition, this subgroup reported that 21 other services were "moderately important" to their visit. Among these were a park brochure that contains all of the information they need; a park visit that is a good value for the cost; and entrance station personnel who handle transactions promptly, with courtesy and with personal consideration. This subgroup also reported that 13 services were "somewhat important" to their visit. Among these were interpretive programs that help improve their understanding of the park, selling merchandise at the park's gift shops that is appropriate for the park, and professional service at the gift shops. The service reported as least important by this subgroup was the availability of excursion boats.

Respondents from Zone 3 reported that protecting their vehicles and other personal belongings from the threat of vandalism was the most important among the 37 services and park personnel who know how to communicate effectively with visitors was the second most important service. A park visit that is a good value for the money and the availability of a park brochure that contains all the information they need tied for the third most important service among this subgroup of respondents. All four of these services were reported as "moderately important" by this subgroup. In addition, this subgroup

reported that 23 other services were "moderately important" to their visit. Among these were clean restrooms; entrance station personnel who handle transactions promptly, with courtesy, and with personal consideration; and park personnel who show genuine interest in being responsive to the visitor's needs. This subgroup also reported that 10 services were "somewhat important." Among these were well dressed and professional looking park personnel and interpretive programs that helped improve their understanding of the environment. The service reported as least important by this subgroup was mowed trails.

Respondents from Zone 4 reported that the availability of a park map was most important among the 37 services, protecting their vehicles and other personal belongings safe from the threat of vandalism was the second most important service and park personnel who know how to communicate effectively with visitors was the third most important service. All three of these services were reported as "moderately important" by this subgroup. In addition, this subgroup reported 24 other services as "moderately important" to their visit. Among these were clean restrooms, availability of a park brochure that is easy to read, availability of a park brochure that contains all of the information they need, and a park visit that is a good value for the money. The service reported as least important by this subgroup was availability of excursion boats.

#### *Rating of Visitor Services*

Generally, respondents reported that DNR staff's performance at providing the 37 services was "fair." Zone 1 respondents reported that staff performance at providing 34 of the services was "fair", Zone 3 respondents reported that staff performance at providing all 37 services was "fair," and Zone 4 respondents reported that staff performance at providing 35 of the services was "fair." Respondents from all three zones also reported that staff performance at providing interpretive programs that helped them improve their understanding of Itasca State Park was "good." This was the only service to be rated as "good." In addition, Zone 1 respondents reported that staff performance at providing park maps and bicycle rentals was "poor." Zone 4 respondents also reported that staff performance at providing a park map was "poor."

#### **I. What was this group of visitor's level of satisfaction with their visit to Itasca State Park (Appendix I)?**

Respondents were asked two questions to determine their level of satisfaction with their visit to Itasca State Park. The first question asked respondents to indicate if they were overall "very satisfied", "satisfied", "unsatisfied" or "very unsatisfied" with their visit. The second question presented

respondents with a list of 31 features and recreation opportunities found within the park and asked them to rate how important each was to their level of satisfaction with their visit. The scale used for this question was -2 "very unimportant," -1 "unimportant," 0 "neither unimportant or important," 1 "important", and 2 "very important." For purposes of data analysis this scale was converted to positive numbers ranging from 1 "very unimportant" to 5 "very important."

Respondents from all three zones reported that they were either overall "very satisfied" or "satisfied" with their visit to the park. In Zone 1, 65 percent were "very satisfied" and 33 percent were "satisfied." In Zone 3, 75 percent were "very satisfied" and 24 percent were "satisfied." Sixty-six percent of the Zone 4 respondents reported that they were "very satisfied" and 32 percent reported that they were "satisfied" with their visit.

Although there were differences between the three zones, respondents from all three zones indicated that all 31 features were either "very important," "important," or "neither unimportant or important" to determining their overall level of satisfaction with two exceptions. Zone 1 respondents rated snowmobile trails as "unimportant" and Zone 4 respondents rated the Douglas Lodge restaurant as "very unimportant." In addition, respondents from all three zones rated the presence of the Mississippi Headwaters as the most important feature contributing to their overall satisfaction. This feature was rated as "very important" in all three zones and the only feature rated as "very important" by Zone 1 and 4 respondents.

Respondents from Zone 1 rated the old growth forests and wilderness drive as the second most important features contributing to their overall level of satisfaction. These two features were rated as "important" by this subgroup with a mean scores of 4.41. This subgroup rated the park's wildlife as the third most important feature contributing to their overall satisfaction. Sixteen other features were also rated as "important" to this subgroup's overall level of satisfaction. Among these were the park's birds, cultural and historical sites, and wilderness like setting for hiking. Zone 1 respondents also reported that 11 of the features were "neither unimportant nor important" to their level of satisfaction. Among these were canoe rentals, fishing in the park's lakes, semi-modern campgrounds in a natural setting, bike rentals, and the Douglas Lodge Restaurant. The feature rated as least important to the overall level of satisfaction for this subgroup of respondents was the park's snowmobile trails.

Respondents from Zone 3 rated the park's old growth forests as the second most important feature contributing to their overall level of satisfaction. This feature and the Mississippi Headwaters were the only two features from the list that were rated as "very important" by this subgroup. This subgroup rated the park's wildlife as the third most important feature contributing to their overall satisfaction.

This feature was rated as "important" to their level of satisfaction. Fourteen other features were also rated as "important" to this subgroup's overall level of satisfaction. Among these were Wilderness Drive, the park's birds and the Douglas Lodge Restaurant. Zone 3 respondents also reported that 14 of the features were "neither unimportant nor important" to their level of satisfaction. Among these were water-based recreation, a wilderness like setting for camping, and bike rentals.

Respondents from Zone 4 rated the old growth forests as the second most important feature contributing to their overall level of satisfaction and the park's wildlife as the third most important feature contributing to their overall satisfaction. These two features were rated as "important" to their level of satisfaction. Eleven other features were also rated as "important" to this subgroup's overall level of satisfaction. Among these were a wilderness like setting for camping, water-based recreation and paved bicycle trails. Zone 4 respondents reported that the presence of the Douglas Lodge Restaurant was the least important feature contributing to their overall level of satisfaction. This was also the only feature rated as "very unimportant" by this subgroup.

## DISCUSSION

Results of this research will assist park planners, managers and other MNDNR staff to better understand the behavior and opinions of visitors to Itasca State Park. This research will also aid in understanding the experiences and benefits that these visitors find important and attain as a result of engagement in recreational activities within the park. Although there are commonalities among respondents from the three zones, there are also some important differences.

Respondents generally reflected statewide state park visitor demographics found in the most recent statewide state park visitor survey, there were some differences in actual percentages (Minnesota Department of Natural Resources, Office of Planning, 1988). This group's tendency toward middle-aged, well educated and middle-income respondents is consistent with the statewide study's respondents. The ratio of male to female respondents to the survey was also consistent with the statewide study's male to female ratio (52 percent male and 48 percent female in both surveys).

Generally, visitors from all three zones reported that they were satisfied to very satisfied with their visit, experienced no major conflicts or problems, and were able to attain the experiences and benefits that were important to their visit. Despite differences among the zones in the relative importance of visitor services provided by MNDNR staff, respondents from all three zones found all of the services at least somewhat important to their visit. Respondents from all three zones also reported that having good park maps and brochures available and protecting their vehicles and personal belongings from the threat of vandalism were important services for DNR staff to provide.

Overall, all three subgroups of respondents also reported that they neither favored or opposed most of the potential future management actions examined. However, respondents from all three zones opposed removal of dead, dying and fallen timber in undeveloped areas and building a golf course. Respondents from Zone 3 also indicated opposition to the construction of more surfaced trails for roller blading.

Respondents from all three zones also engaged in many of the same activities. Although the relative importance of these activities varies somewhat by survey zone, viewing the Headwaters of the Mississippi, sightseeing, bicycle touring, hiking and walking were most frequently reported as the most satisfying activities by respondents from all three zones. The majority of respondents from all three zones reported that they engaged in individual activities for four hours or less except for camping

near a vehicle. Respondents who camped near a vehicle generally reported doing so for more than 12 hours.

About one-third of the respondents spent most of their time in Zone 1. Although this subgroup of respondents engaged in a variety of activities, they most frequently reported viewing the Headwaters of the Mississippi as their most satisfying activity. These respondents reported that having opportunities to enjoy the natural scenery, get away from the usual demands of life, and enjoy the smells and sounds of nature were the most important experiences and benefits they desired from their trip to the park. This subgroup also desired opportunities to be with members of their own group, learn more about the natural history of the area, and rest mentally. These respondents indicated that they were at least moderately able to attain the experiences and benefits that were important to their visit.

Zone 1 respondents indicated that 26 of the 49 experiences and benefits were at least somewhat important to their visit. At the same time, Zone 3 respondents reported that 23 of the experiences and benefits, and Zone 4 respondents reported that 28 of the experiences and benefits were at least somewhat important to their visit.

Zone 1 respondents preferred a setting similar to the setting preferred by respondents from the other two zones. They indicated a preference for a setting which is accessible by all motorized vehicles using designated roads; a largely undisturbed natural area; and near or on improved roads maintained for visitor use. Their preferred setting would also contain a moderate number of facilities such as campsites, picnic tables and parking areas and offer noticeable onsite visitor management regulations and controls such as, simple information facilities and services. Finally, respondents from all three survey zones expressed a preference for a setting that provides opportunities for very little contact with other people on trails.

Although their overall satisfaction with their visit was high, this subgroup indicated that their greatest amount of conflict was with the number of people being noisy, riding bikes on trails, and near rivers and streams. They also indicated that the amount of vegetation screening between campsites, campgrounds that were too full, getting or making reservations and campsites that are too close together were minor problems during their visit. They expressed a preference for repairing eroded trails and limiting access to areas susceptible to erosion. They also reported opposition to removal of dead, dying or fallen timber in undeveloped areas and building a golf course.

About one-third of the respondents spent most of their time in Zone 3. This subgroup of respondents



also reported participation in a variety of activities and most frequently reported viewing the Headwaters of the Mississippi as their most satisfying activity. Like respondents from the other two zones, these respondents reported that having opportunities to enjoy the natural scenery, enjoy the smells and sounds of nature, and get away from the usual demands of life were the most important experiences and benefits they desired from their trip to the park. This subgroup also identified being with members of their own group, enjoying a different activity than they experience back home and resting mentally as important experiences and benefits. Like the other two subgroups, Zone 3 respondents reported that they were at least moderately able to attain the experiences and benefits that were important to their visit.

Although their overall level of satisfaction with their visit was high, this subgroup of respondents indicated that their greatest amount of conflict was with the number of people being noisy, riding bikes on the trails, and near rivers and streams. They also reported a greater amount of conflict with the number of people on the trails, at overlooks, at the shower building, at the beach, having parties, and at picnic areas than respondents from the other survey zones. Like Zone 1 respondents, this subgroup reported that campgrounds that were too full, and getting and making reservations were minor problems. In addition, this subgroup reported closed facilities, too few cabins and DNR staff not being available as minor problems.

This subgroup did not express opposition to any of the possible future management actions except removal of dead, dying or fallen trees from undeveloped areas, building more trails for roller blading, and building a golf course. The three management actions they most strongly supported were repairing eroded trails, periodically closing heavily used sites to allow them to revegetate and heal, and limiting visitor access to areas susceptible to erosion.

About one-third of the respondents spent most of their time in Zone 4. This subgroup of respondents also reported participation in a variety of activities. However, 65 percent of the respondents from this zone reported viewing the Headwaters of the Mississippi as their most satisfying activity. This is not surprising because the Headwaters of the Mississippi was the central feature of this zone. Like Zone 1 and 3 respondents, these respondents reported that having opportunities to enjoy the natural scenery, get away from the usual demands of life, and enjoy the smells and sounds of nature were the most important experiences and benefits they desired from their trip to the park. This subgroup also reported being with members of their own group, learning more about the natural history of the area, and enjoying a different experience than they have back home were important experiences and benefits. Like the other two subgroups, Zone 4 respondents reported that they were at least moderately able to

attain the experiences and benefits that were important to their visit.

Although their overall level of satisfaction with their visit was high, this subgroup indicated that their greatest amount of conflict was with the number of people being noisy, riding bikes on the trails, and near rivers and streams. This subgroup of respondents reported that all of the possible problems included in the survey question were not problems during their visit. Zone 4 respondents also expressed the strongest support for providing more interpretive opportunities as a possible management action among the three subgroups. They also expressed support for periodically closing heavily used sites to allow them to revegetate, enforcing a late night curfew and restricting the amount of use in areas where too much use threatens the experiences and benefits that visitors attain. These respondents shared the opposition to removing dead, dying and fallen timber in undeveloped areas and building a golf course expressed by Zone 1 and 3 respondents.

It is important for managers to recognize that visitors to Itasca State Park are attaining the experiences and benefits that they find important to their visit. It is also important to recognize that some differences exist among visitors who come to the three survey zones in terms of the relative importance of the activities they engage in, the experiences and benefits they desire and attain, and the conflicts and problems they encounter during their visit. Results from research such as this document the similarities and differences among various user groups that visit the park. Managers can use the results as one tool to help determine management objectives for the park, consider the merits of potential development projects, and gauge their overall effectiveness at providing opportunities for visitors to attain the experiences and benefits that visitors desire.

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## Appendix A. Demographic Profiles

- Table A.1. Age Ranges of Respondents
- Table A.2. Gender of Respondents
- Table A.3. Ethnic Group of Respondents
- Table A.4. Education Level of Respondents
- Table A.5. Respondent's Type of Household
- Table A.6. Degree to which Respondent's Traveling Group Included People with Disabilities
- Table A.7. Degree to which the Disability Interfered with Enjoyment of the Park Visit
- Table A.8. Degree to which more than One Person Assisted with completing Questionnaire

**Table A.1. Age Ranges of Respondents**

AGE RANGE	N	%
12-19	42	3.9
20-29	96	8.9
30-39	278	25.7
40-49	280	25.9
50-59	149	13.8
60-69	159	14.7
70-79	69	6.4
80-99	7	0.6
<b>TOTAL</b>	<b>1080</b>	

Source: Onsite Question 9.

**Table A.2. Gender of Respondents**

MALE		FEMALE		TOTAL
N	%	N	%	
565	51.9	523	48.1	<b>1088</b>

Source: Onsite Question 10.

**Table A.3. Ethnic Group of Respondents**

ETHNIC GROUP	N	%
African American	0	0.0
Asian	4	0.7
Caucasian	546	95.1
Hispanic	4	0.7
Native American	9	1.6
Pacific Islander	0	0.0
Other	11	1.9
<b>TOTAL</b>	<b>574</b>	

Source: Mailback Question 17.

**Table A.4. Education Level of Respondents**

EDUCATION LEVEL COMPLETED	N	%
eighth grade or less	6	1.1
some high school	16	2.8
high school graduate or GED	104	18.4
some college	137	24.2
college graduate	143	25.3
some graduate school	47	8.3
graduate degree	113	20.0
<b>TOTAL</b>	<b>566</b>	

Source: Mailback Question 18.

Table A.5. Respondent's Type of Household

TYPE OF HOUSEHOLD	N	%
single, no children	74	12.8
married, no children	104	17.9
married with children	331	57.1
single parent with children	20	3.4
other	51	8.8
<b>TOTAL</b>	<b>580</b>	

Source: Mailback Question 16.

Table A.6. Degree to which Respondent's Traveling Group Included People with Disabilities

GROUP INCLUDED PERSON(S) WITH DISABILITY		GROUP DID NOT INCLUDE PERSON(S) WITH DISABILITY		TOTAL
N	%	N	%	
57	9.8	523	90.2	580

Source: Mailback Question 19.

Table A.7. Degree to which the Disability Interfered with Enjoyment of the Park Visit

INTERFERED		DID NOT INTERFERE		TOTAL
N	%	N	%	
22	38.6	35	61.4	57

Source: Mailback Question 20.

Table A.8. Degree to which more than One Person Assisted with completing Questionnaire

AT LEAST ONE OTHER PERSON ASSISTED		NO OTHER PERSON ASSISTED		TOTAL
N	%	N	%	
124	21.8	446	78.2	570

Source: Mailback Question 22.

## Appendix B. Trip Profiles

- Table B.1. Survey Zone where Visitors Spent Most of their Time
- Table B.2. Number of First Time and Repeat Visitors to the Park
- Table B.3. Number of Previous Visits to the Park
- Table B.4. Degree to which Respondent's Visit to the Park was the Primary Reason for their Trip
- Table B.5. Degree to which Respondents Stayed Overnight in the Park
- Table B.6. Number of Nights Respondent Stayed in the Park
- Table B.7. Number of People Traveling in Respondent's Party
- Table B.8. Number of People Traveling in Respondent's Vehicle
- Table B.9. Type of Group
- Table B.10. Primary Mode of Transportation to the Park
- Table B.11. Information Sources Used to Plan the Trip
- Table B.12. Respondent's Visitation of Communities near the Park
- Table B.13. Types of Local Business where Respondents made Expenditures
- Table B.14. Use of Overnight Lodging Outside the Park
- Table B.15. Type of Overnight Accommodations that were used Outside the Park

**Table B.1. Survey Zone where Visitors Spent most of their Time**

ZONE	DESCRIPTION	N	%
1	Motorized Access Area	355	32.6
3	Douglas Lodge	357	32.8
4	Headwaters of Mississippi	366	33.6
<b>TOTAL</b>		<b>1088</b>	

Source: Onsite Question 1.

**Table B.2. Number of First Time and Repeat Visitors to the Park**

RESPONSE	N	%
First time visitors	352	32.4
Repeat visitors	736	67.6
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 3.

**Table B.3. Number of Previous Visits to the Park**

NUMBER OF PREVIOUS VISITS	N	%
1-3	269	52.2
4-8	118	22.9
9 or more	128	24.9
<b>TOTAL</b>	<b>515</b>	

Source: Onsite Question 3.

**Table B.4. Degree to which Respondent's Visit to the Park was the Primary Reason for their Trip**

RESPONSE	N	%
Visit was primary reason for trip	507	46.6
Visit was not primary reason for trip	581	53.4
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 4.

**Table B.5. Degree to which Respondents Stayed Overnight in the Park**

OVERNIGHT USE	N	%
Stayed in the park	254	23.3
Did not stay in the park	834	76.7
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 4.



**Table B.6. Number of Nights Respondents Stayed in the Park**

NUMBER	N	%
1	97	38.8
2	74	29.6
3	58	23.2
4	12	4.8
5	2	0.8
6+	7	2.8
<b>TOTAL</b>	<b>250</b>	

Source: Onsite Question 4.

**Table B.7. Number of People Traveling in Respondent's Party**

NUMBER OF PEOPLE	N	%
traveling solo	30	2.8
2 - 5 people in party	866	79.6
6 - 9 people in party	138	12.7
10 + people in party	54	5.0
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 6.

**Table B.8. Number of People Traveling in Respondent's Vehicle**

NUMBER OF PEOPLE IN VEHICLE	N	%
1	38	3.5
2	363	33.4
3	168	15.4
4	289	26.6
5	132	12.1
6	56	5.1
7	19	1.7
8	10	0.9
9	6	0.6
10	4	0.4
11	0	0.0
12+	3	0.3
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 7.

**Table B.9. Type of Group**

TYPE OF GROUP	N	%
alone	30	2.8
family	829	76.2
family & friends	117	10.8
friends	101	9.3
organized group (Tour group, Boy Scouts, etc.)	8	0.7
other	3	0.3
<b>TOTAL</b>	<b>1088</b>	

Source: Onsite Question 8.

**Table B.10. Primary Mode of Transportation to the Park**

TRANSPORTATION MODE	N	%
motor vehicle	1032	95.2
recreational vehicle	43	4.0
bicycle	9	0.8
hiking	0	0.0
<b>TOTAL</b>	<b>1084</b>	

Source: Onsite Question 13.

**Table B.11. Information Sources Used to Plan the Trip**

INFORMATION SOURCES	USED SOURCE
personal experience	426
friends, relatives, or others	346
auto club	35
chamber of commerce	24
roadside tourist information center	60
state/region tourism office	98
travel agent or tour company	4
books	50
magazines	55
newspapers	43
hotel or resort	17
state parks brochures	240
airline/commercial carrier	1
television or radio	14
county/city offices	5
other state parks	67
state highway maps	159
calling the DNR information center in St. Paul	23

Source: Mailback Question 11.

**Table B.12. Respondent Visitation of Communities near the Park**

VISITED NEARBY COMMUNITIES		DID NOT VISIT NEARBY COMMUNITIES	
n	%	n	%
383	69.1	171	30.9

Source: Mailback Question 12.

**Table B.13. Types of Local Business where Respondents made Expenditures**

LOCAL BUSINESS TYPES	NUMBER INDICATING EXPENDITURES MADE
gas stations	300
restaurants/bars	299
retail stores/gift shops	232
grocery stores	195
casino	34
outfitters	16
tour guides	8
RV supply	3

Source: Mailback Question 13.

**Table B.14. Use of Overnight Lodging Outside the Park**

USED LODGING OUTSIDE THE PARK		DID NOT USE LODGING OUTSIDE THE PARK		TOTAL
n	%	n	%	
219	38.9	345	61.1	564

Source: Mailback Question 14.

**Table B.15. Type of Overnight Accommodations that were used Outside the Park**

TYPES OF ACCOMMODATIONS	NUMBER INDICATING USE
stayed in motel	66
stayed in resort	62
stayed with friends or relatives	48
camped at private campground	40
stayed in cottage	34
camped on other public lands (National Forests, State Forests, National Parks, county or city campgrounds, etc.)	20
stayed in lodge	19
stayed in hotel	14
stayed at bed & breakfast	1

Source: Mailback Question 15.

## Appendix C. Visitor Activities

- Table C.1. Amount of Time Engaged in Various Activities  
Table C.2. Most Satisfying Activities Engaged in during the Visit by Zone  
Table C.3. Second Most Satisfying Activities Engaged in during the Visit by Zone  
Table C.4. Third Most Satisfying Activities Engaged in during the Visit by Zone

Table C.1. Amount of Time Engaged in Various Activities

ACTIVITIES	NONE		<1 HR		1-4 HRS		5-12 HRS		12+ HRS		TOTAL
	N	%	N	%	N	%	N	%	N	%	
camping near vehicle	485	86.8	3	.05	2	0.4	7	1.3	62	11.1	559
camping away from vehicle	545	98.9	1	0.2	1	0.2	3	0.5	1	0.2	550
group camping (primitive)	547	99.3	0	0.0	0	0.0	2	0.4	2	0.4	551
group camping (modern)	536	97.1	1	0.2	1	0.2	2	0.4	12	2.2	552
group camping (cabins)	534	98.2	0	0.0	0	0.0	1	0.2	9	1.7	544
backpack camping	547	99.3	0	0.0	0	0.0	2	0.4	2	0.4	551
staying overnight in a cabin	511	93.1	1	0.2	0	0.0	5	0.9	32	5.8	549
staying overnight in a hostel	536	99.1	0	0.0	0	0.0	0	0.0	5	0.9	541
staying overnight at Douglas Lodge	518	94.2	0	0.0	0	0.0	8	1.5	24	4.4	550
staying overnight at Nicollet Court	517	94.7	0	0.0	0	0.0	13	2.4	16	2.9	546
sailboating	522	99.8	1	0.2	0	0.0	0	0.0	0	0.0	523
sailboarding	522	100.0	0	0.0	0	0.0	0	0.0	0	0.0	522
backpacking - day use	498	94.3	4	0.8	14	2.7	9	1.7	3	0.6	528
sightseeing	70	11.6	75	12.4	315	52.2	98	16.3	45	7.5	603
driving for pleasure	88	14.9	150	25.3	276	46.6	53	9.0	25	4.2	592
roller blading	515	97.7	6	1.1	6	1.1	0	0.0	0	0.0	527
hiking	340	62.5	67	12.3	92	16.9	34	6.3	11	2.0	544
jogging	513	97.3	1	2.7	0	0.0	0	0.0	0	0.0	527
walking	131	22.2	229	38.9	187	31.7	28	4.8	14	2.4	589
bicycle touring	416	76.2	13	2.4	63	11.5	43	7.9	11	2.0	546
canoeing	511	93.2	5	0.9	23	4.2	8	1.5	1	0.2	548
kayaking	540	99.8	1	0.2	0	0.0	0	0.0	0	0.0	541
motor boating	508	92.5	5	0.9	22	4.0	9	1.6	5	0.9	549
cruise boating	506	91.3	6	1.1	39	7.0	1	0.2	2	0.4	554
wading	400	71.2	118	21.0	34	6.0	4	0.7	6	1.1	562
fishing	489	88.3	8	1.4	27	4.9	15	2.7	15	2.7	554
hunting	542	99.4	0	0.0	1	0.2	1	0.2	1	0.2	545
watching wildlife	260	44.7	167	28.7	122	21.0	22	3.8	11	1.9	582
birding	407	73.2	93	16.7	42	7.6	10	1.8	4	0.7	556

ACTIVITIES	NONE		<1 HR		1-4 HRS		5-12 HRS		12+ HRS		TOTAL
	N	%	N	%	N	%	N	%	N	%	
berry picking	516	96.4	13	2.4	3	0.6	2	0.4	1	0.2	535
looking at wildflowers	271	47.8	207	36.5	71	12.5	12	2.1	6	1.1	567
mushroom hunting	522	97.9	5	0.9	3	0.6	2	0.4	1	0.2	533
viewing cultural resources (for example, burial sites)	272	48.4	179	31.9	92	16.4	14	2.5	5	0.9	562
viewing historical resources (for example, historical buildings)	204	36.2	231	41.0	108	19.2	13	2.3	7	1.2	563
viewing Headwaters of Mississippi	41	6.5	372	59.0	197	31.2	13	2.1	8	1.3	631
nature study	370	67.9	109	20.0	55	10.1	7	1.3	4	0.7	545
environmental education	434	79.9	72	13.3	30	5.5	5	0.9	2	0.4	543
participating in interpretive activities	447	81.9	54	9.9	41	7.5	4	0.7	0	0.0	546
visiting visitor center	144	24.0	350	58.2	96	16.0	6	1.0	5	0.8	601
visiting museums	274	47.2	241	41.5	61	10.5	3	0.5	2	0.3	581
participating in photography	291	51.5	216	38.2	47	8.3	7	1.2	4	0.7	565
picnicking	385	69.2	92	16.5	68	12.2	9	1.6	2	0.4	556
snowmobiling	537	99.3	0	0.0	2	0.4	2	0.4	0	0.0	541
cross-country skiing	532	98.3	1	0.2	4	0.7	2	0.4	2	0.4	541
snowshoeing	537	99.4	1	0.2	2	0.4	0	0.0	0	0.0	540
Ice fishing	534	98.9	0	0.0	3	0.6	3	0.6	0	0.0	540
climbing fire tower	419	77.0	102	18.8	22	4.0	0	0.0	1	0.2	544
shopping at gift shops	141	23.8	371	62.6	76	12.8	2	0.3	3	0.5	593
reading for pleasure	386	69.9	81	14.7	70	12.7	12	2.2	3	0.5	552
writing for pleasure	500	92.9	29	5.4	8	1.5	1	0.2	0	0.0	538
reunions or weddings	528	95.8	0	0.0	9	1.6	6	1.1	8	1.5	551
partying	504	91.5	9	1.6	23	4.2	12	2.2	3	0.5	551
swimming	483	87.0	26	4.7	30	5.4	11	2.0	5	0.9	555
sunbathing	506	92.0	16	2.9	18	3.3	5	0.9	5	0.9	550
beach activities	488	88.4	25	4.5	27	4.9	3	0.5	9	1.6	552
beachcombing	508	93.6	28	5.2	6	1.1	0	0.0	1	0.2	543
taking field trips	498	92.6	10	1.9	21	3.9	9	1.7	0	0.0	538
eating at Douglas Lodge Restaurant	327	55.4	94	15.9	130	22.6	28	4.7	11	1.9	590

Source: Mailback Question 1: We have listed a number of outdoor recreation activities that could be enjoyed within the park. Please circle the number that indicates how much time, if any, you spent doing each activity during your visit to the park.

Table C.2. Most Satisfying Activities Visitors Engaged in during the Visit by Zone

ACTIVITIES	ZONE 1		ZONE 3		ZONE 4		TOTAL	
	N	%	N	%	N	%	N	%
viewing headwaters	41	22.4	54	24.9	110	65.1	206	35.6
bicycle touring	36	19.7	24	11.1	7	4.1	67	11.6
sightseeing	17	9.3	28	12.9	21	12.4	66	11.4
hiking	9	4.9	16	7.4	2	1.2	31	5.4
walking	8	4.4	13	6.0	6	3.6	27	4.7

Source: Mailback Question 2: Which of the activities listed in Question 1 contributed most to your total satisfaction on your trip to Itasca State Park?

Table C.3. Second Most Satisfying Activities Visitors Engaged in during the Visit by Zone

ACTIVITIES	ZONE 1		ZONE 3		ZONE 4		TOTAL	
	N	%	N	%	N	%	N	%
sightseeing	21	12.0	18	9.0	24	16.0	65	12.0
viewing headwaters	26	14.9	19	9.2	19	12.5	64	11.8
driving for pleasure	14	8.0	10	4.8	22	14.5	46	8.5
walking	11	6.3	10	4.8	11	7.2	32	5.9
eating at Douglas Lodge	2	1.1	27	13.0	1	.07	31	5.7

Source: Mailback Question 2: Which of the activities listed in Question 1 contributed second most to your total satisfaction on your trip to Itasca State Park?

Table C.4. Third Most Satisfying Activities Visitor Engaged in during the Visit by Zone

ACTIVITIES	ZONE 1		ZONE 3		ZONE 4		TOTAL	
	N	%	N	%	N	%	N	%
eating at Douglas Lodge	10	6.1	46	23.6	7	5.3	64	12.9
driving for pleasure	12	7.3	11	5.6	22	16.7	45	9.0
sightseeing	20	12.2	10	5.1	10	7.6	41	8.2
viewing headwaters	15	9.2	14	7.2	9	6.8	38	7.6
shopping at gift shops	10	6.1	14	7.1	12	9.1	36	7.2

Source: Mailback Question 2: Which of the activities listed in Question 1 contributed third most to your total satisfaction on your trip to Itasca State Park?



## Appendix D. Important and Attained Experiences and Benefits

Table D.1. Importance of Various Experiences and Benefits to Respondents as Reasons for their Visit by Zone

Table D.2. Respondent's Ability to Attain Various Experiences and Benefits from their Most Satisfying Activity

Table D.1. Importance of Various Experiences and Benefits to Respondents as Reasons for their Visit by Zone

EXPERIENCES & BENEFITS	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
enjoy the natural scenery	188	6.56	1.03	217	6.62	1.12	185	6.30	1.42	598	6.50	1.20
get away from the usual demands of life	181	6.08	1.29	211	5.99	1.37	171	5.92	1.35	571	6.01	1.33
enjoy the smells & sounds of nature	184	6.07	1.16	210	6.13	1.24	167	5.79	1.48	569	6.00	1.31
be with members of my own group	170	5.97	1.47	188	5.85	1.58	159	5.77	1.51	524	5.86	1.52
learn more about the natural history of the area	180	5.59	1.48	206	5.59	1.40	171	5.83	1.36	565	5.66	1.41
rest mentally	174	5.74	1.41	201	5.69	1.46	161	5.49	1.50	543	5.65	1.45
enjoy a different experience than what I have back home	178	5.77	1.34	209	5.58	1.46	168	5.55	1.46	562	5.64	1.42
learn more about nature	179	5.62	1.24	203	5.57	1.40	165	5.56	1.56	554	5.59	1.39
bring my family closer together	174	5.83	1.54	196	5.57	1.86	160	5.31	1.92	536	5.57	1.79
enjoy a different activity than what I experience back home	176	5.67	1.42	203	5.47	1.45	162	5.37	1.59	547	5.52	1.48
experience new and different things	173	5.36	1.20	197	5.32	1.44	160	5.49	1.45	537	5.39	1.36
feel healthier	164	5.44	1.36	195	5.34	1.69	156	5.14	1.50	521	5.32	1.53
help release or reduce built-up tension	174	5.38	1.55	200	5.35	1.54	162	5.16	1.60	543	5.32	1.56
get away from crowds	177	5.44	1.47	200	5.22	1.69	160	5.17	1.51	544	5.28	1.57
experience positive moods/emotions	165	5.43	1.59	192	5.14	1.85	156	5.13	1.63	519	5.24	1.71
experience solitude	173	5.38	1.50	202	5.28	1.67	159	4.98	1.61	540	5.23	1.61
learn more about the cultural history of the area	178	5.34	1.33	198	5.07	1.54	163	5.26	1.52	545	5.22	1.46
be with other people who enjoy the same thing as I do	173	5.06	1.81	199	5.17	1.83	161	5.08	1.72	539	5.11	1.78
be more attentive to my family's needs	166	5.21	1.57	193	4.99	1.72	154	5.10	1.48	519	5.07	1.63
promote greater environmental stewardship of the land in my children	165	5.25	1.71	194	4.88	1.87	154	5.13	1.60	519	5.06	1.76
keep/get physically fit	173	5.10	1.47	197	5.02	1.66	152	4.76	1.67	528	4.98	1.60
feel exhilarated	172	4.99	1.59	200	4.97	1.66	154	4.93	1.61	532	4.97	1.62
rest physically	176	4.97	1.65	201	5.15	1.71	158	4.70	1.60	542	4.96	1.67
experience excitement	172	5.02	1.46	191	4.70	1.69	157	4.99	1.43	526	4.89	1.54
be with caring & sensitive people	171	4.84	1.77	200	4.77	1.68	157	4.92	1.67	534	4.83	1.71
reflect & clarify personal values	172	4.72	1.58	198	4.74	1.66	155	4.67	1.53	531	4.71	1.59
maintain a sense of self-pride	173	4.67	1.50	196	4.53	1.68	155	4.84	1.53	530	4.67	1.57

EXPERIENCES & BENEFITS	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
express & nurture spiritual values	172	4.70	1.61	201	4.67	1.71	153	4.61	1.61	532	4.65	1.65
be more attentive to my friend's needs	164	4.58	1.64	187	4.51	1.79	151	4.60	1.56	508	4.56	1.68
do things my own way	172	4.75	1.61	190	4.47	1.92	149	4.42	1.73	519	4.56	1.76
be in control of things that happen	168	4.63	1.65	185	4.35	1.96	147	4.32	1.79	506	4.44	1.81
increase my muscle strength	167	4.58	1.63	189	4.23	1.80	149	4.52	1.58	511	4.44	1.69
enjoy a different climate than what I have back home	175	4.45	1.85	202	4.21	1.89	164	4.52	1.73	547	4.39	1.83
increase my lung capacity	166	4.52	1.65	189	4.20	1.80	150	4.46	1.57	511	4.38	1.70
feel more self-confident	168	4.45	1.50	195	4.15	1.60	152	4.49	1.53	521	4.36	1.56
do something creative such as sketch, paint, or take photographs	173	4.25	1.79	193	4.12	1.88	158	4.65	1.73	530	4.33	1.82
gain a greater sense of independence	168	4.45	1.57	194	4.12	1.61	153	4.33	1.57	521	4.30	1.60
be more productive at work	164	4.40	1.73	187	4.08	1.85	148	4.42	1.60	505	4.30	1.75
share what I have learned with others	173	4.41	1.49	196	3.85	1.63	157	4.49	1.63	532	4.28	1.61
help others develop their skills	164	4.35	1.65	190	3.82	1.67	153	4.35	1.51	513	4.14	1.65
talk to new and varied people	173	4.02	1.60	196	3.93	1.69	156	4.17	1.54	531	4.03	1.62
observe other people in the area	171	3.90	1.59	198	3.93	1.72	158	4.32	1.53	533	4.02	1.63
avoid the unexpected	167	3.98	1.60	195	3.78	1.59	150	4.16	1.51	519	3.96	1.59
be more productive at school	160	4.19	1.58	185	3.59	1.70	146	4.11	1.63	497	3.94	1.67
develop my skills & abilities	171	4.07	1.70	187	3.74	1.82	150	3.89	1.74	514	3.91	1.76
have others know that I have been there	178	3.87	1.79	196	3.66	1.74	160	4.26	1.79	540	3.90	1.79
escape the family temporarily	170	1.66	1.89	192	3.44	1.82	151	3.68	1.76	519	3.60	1.84
lead other people	171	3.53	1.68	194	3.39	1.60	153	3.72	1.48	524	3.54	1.60
chance dangerous situations	166	3.30	1.83	180	2.83	1.67	143	3.28	1.82	495	3.14	1.78

RANGE OF SCALE (1-7):

1 = Very Unimportant

7 = Very Important

Source: Mailback question 3: While engaged in your most satisfying activity, as you listed in Question 2, how important were each of the following experiences and benefits as reasons for your visit to Itasca State Park?

Table D.2. Respondent's Ability to Attain Various Experiences and Benefits from their, Most Satisfying Activity

EXPERIENCES & BENEFITS	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
be in control of things that happen	110	2.94	0.97	117	2.92	0.98	82	2.79	1.02	310	3.90	0.99
enjoy the natural scenery	151	3.73	0.52	165	3.78	0.51	118	3.79	0.47	438	3.77	0.50
be with members of my own group	125	3.62	0.78	143	3.52	0.87	105	3.69	0.68	376	3.60	0.80
enjoy the smells & sounds of nature	144	3.42	0.74	155	3.50	0.74	108	3.44	0.77	411	3.46	0.75
get away from the usual demands of life	136	3.36	0.79	155	3.44	0.71	99	3.36	0.75	394	3.40	0.75
enjoy a different experience than what I have back home	137	3.38	0.83	154	3.27	0.84	104	3.28	0.85	399	3.31	0.84
enjoy a different activity than what I experience back home	131	3.37	0.88	146	3.23	0.90	97	3.19	0.89	378	3.28	0.89
bring my family closer together	130	3.36	0.81	136	3.26	0.89	99	3.18	0.95	366	3.27	0.89
rest mentally	128	3.17	0.88	146	3.32	0.79	93	3.22	0.86	371	3.25	0.84
be with other people who enjoy the same thing as I do	117	3.18	1.02	137	3.18	0.98	99	3.30	0.94	355	3.21	0.99
learn more about the natural history of the area	139	3.19	0.90	151	3.19	0.85	114	3.26	0.78	408	3.21	0.85
learn more about nature	132	3.17	0.88	150	3.06	0.94	107	3.30	0.86	393	3.16	0.90
help release or reduce built-up tension	128	3.05	0.90	143	3.25	0.87	94	2.95	0.86	369	3.11	0.91
experience new and different things	130	3.12	0.88	145	3.00	0.95	99	3.27	0.88	378	3.11	0.91
keep/get physically fit	123	3.11	0.92	137	2.93	1.04	92	3.02	1.03	355	3.03	1.00
rest physically	124	2.94	0.97	138	3.08	1.02	91	3.00	0.94	357	3.02	0.98
do things my own way	116	3.07	0.97	123	3.02	1.02	83	2.86	1.04	324	3.00	1.01
experience positive moods/emotions	119	2.90	1.00	131	3.11	0.99	83	2.84	1.04	336	2.98	1.01
feel healthier	112	2.89	0.94	131	3.06	0.93	87	2.79	1.00	333	2.94	0.95
learn more about the cultural history of the area	132	2.95	0.94	144	2.86	1.03	104	2.96	0.93	383	2.92	0.97
maintain a sense of self-pride	114	2.85	1.02	119	2.94	1.05	84	2.91	0.99	320	2.90	1.02
feel exhilarated	115	2.82	1.06	129	2.93	1.06	82	2.83	0.98	329	2.88	1.04
do something creative such as sketch, paint, or take photographs	120	2.78	1.17	131	2.69	1.20	91	3.10	1.10	344	2.84	1.17
reflect & clarify personal values	116	2.77	1.01	127	2.92	1.07	82	2.81	0.96	328	2.84	1.02
observe other people in the area	106	2.81	1.03	124	2.73	1.06	88	3.02	1.02	319	2.83	1.05
express & nurture spiritual values	120	2.75	1.01	127	2.92	1.07	83	2.77	0.95	333	2.83	1.02
be with caring and sensitive with people	109	2.80	1.11	127	2.82	1.04	80	2.76	1.03	319	2.80	1.06

EXPERIENCES & BENEFITS	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
experience excitement	118	2.91	2.96	130	2.75	1.12	95	2.75	0.96	346	2.80	1.03
experience solitude	129	2.82	1.06	144	2.81	1.01	85	2.68	1.08	361	2.79	1.05
be more attentive to my family's needs	107	2.80	0.98	124	2.72	1.03	84	2.75	1.04	318	2.75	1.02
promote greater environmental stewardship of the land in my children	108	2.67	1.05	125	2.70	1.09	79	2.79	1.05	315	2.71	1.07
have others know that I have been there	105	2.57	1.22	119	2.57	1.20	93	2.83	1.12	318	2.64	1.19
get away from crowds	130	2.68	1.04	140	2.60	1.07	94	2.60	1.11	368	2.64	1.07
develop my skills & abilities	109	2.73	1.06	115	2.66	1.12	78	2.40	1.04	304	2.61	1.08
enjoy a different climate than what I have back home	117	2.55	1.22	134	2.55	1.22	88	2.63	1.13	343	2.57	1.20
feel more self-confident	96	2.54	1.02	109	2.59	1.02	72	2.44	0.99	280	2.54	1.01
talk to new & varied people	113	2.57	1.03	129	2.47	1.08	88	2.61	1.06	331	2.54	1.06
gain a greater sense of independence	97	2.54	1.08	111	2.59	1.01	72	2.33	0.99	283	2.52	1.04
increase my muscle strength	97	2.49	1.08	111	2.53	1.03	77	2.39	1.13	288	2.49	1.08
share what I have learned with others	112	2.48	1.04	117	2.42	1.07	83	2.54	1.03	314	2.48	1.05
increase my lung capacity	94	2.43	1.08	112	2.51	1.06	74	2.38	1.13	283	2.46	1.09
be more attentive to my friend's needs	98	2.41	1.10	112	2.45	1.18	72	2.49	1.08	285	2.44	1.13
avoid the unexpected	93	2.45	1.05	110	2.44	1.10	71	2.38	1.05	276	2.43	1.07
help others develop their skills	95	2.38	1.03	107	2.29	1.09	76	2.32	1.06	280	2.33	1.06
escape the family temporarily	102	2.20	1.21	116	2.35	1.19	77	2.25	1.21	298	2.29	1.21
be more productive at work	96	2.25	1.10	107	2.22	1.12	72	2.26	1.02	278	2.25	1.09
chance dangerous situations	95	2.31	1.12	104	2.07	1.22	72	2.08	1.12	272	2.15	1.16
lead other people	99	2.17	1.10	109	1.99	1.13	77	2.25	1.05	287	2.13	1.10
be more productive at school	83	2.10	1.11	95	1.93	1.10	70	2.06	1.15	250	2.02	1.11

RANGE OF SCALE (1-4):

1 = Not at all Able

4 = Totally Able

Source: Mailback question 3: While engaged in your most satisfying activity, as you listed in Question 2, to what extent were you able to obtain or realize each of the following?

## Appendix E. Preferred Setting Characteristics

Table E.1. Desirability of Various Setting Characteristics for Participation in Respondents' Most Satisfying Activity by Zone

Characteristic	Zone 1				Zone 2				Zone 3				Zone 4				Zone 5							
	N	Mean	SD	Rank	N	Mean	SD	Rank	N	Mean	SD	Rank	N	Mean	SD	Rank	N	Mean	SD	Rank				
1. Quiet	100	4.2	0.8	1	100	4.1	0.9	2	100	4.3	0.7	1	100	4.0	1.0	3	100	4.2	0.8	1	100	4.1	0.9	2
2. Scenic	100	4.5	0.6	1	100	4.4	0.7	1	100	4.6	0.5	1	100	4.3	0.8	2	100	4.5	0.6	1	100	4.4	0.7	1
3. Open	100	3.8	1.0	3	100	3.9	0.9	2	100	4.0	0.8	1	100	3.7	1.1	4	100	3.9	1.0	3	100	3.8	1.0	3
4. Shaded	100	3.5	1.1	4	100	3.6	1.0	3	100	3.7	0.9	2	100	3.4	1.2	5	100	3.6	1.1	4	100	3.5	1.1	4
5. Well-maintained	100	3.9	0.9	2	100	4.0	0.8	1	100	4.1	0.7	1	100	3.8	1.0	3	100	4.0	0.9	2	100	3.9	0.9	2
6. Clean	100	4.1	0.8	1	100	4.2	0.7	1	100	4.3	0.6	1	100	4.0	0.9	2	100	4.1	0.8	1	100	4.2	0.7	1
7. Safe	100	4.4	0.7	1	100	4.5	0.6	1	100	4.6	0.5	1	100	4.3	0.8	2	100	4.4	0.7	1	100	4.5	0.6	1
8. Accessible	100	3.6	1.0	4	100	3.7	0.9	3	100	3.8	0.8	2	100	3.5	1.1	5	100	3.7	1.0	4	100	3.6	1.0	4
9. Well-located	100	4.2	0.8	1	100	4.3	0.7	1	100	4.4	0.6	1	100	4.1	0.9	2	100	4.2	0.8	1	100	4.3	0.7	1
10. Well-kept	100	3.8	0.9	2	100	3.9	0.8	1	100	4.0	0.7	1	100	3.7	1.0	3	100	3.9	0.9	2	100	3.8	0.9	2
11. Well-landscaped	100	3.7	1.0	3	100	3.8	0.9	2	100	3.9	0.8	1	100	3.6	1.1	4	100	3.8	1.0	3	100	3.7	1.0	3
12. Well-kept	100	3.5	1.1	4	100	3.6	1.0	3	100	3.7	0.9	2	100	3.4	1.2	5	100	3.6	1.1	4	100	3.5	1.1	4
13. Well-kept	100	3.4	1.2	5	100	3.5	1.1	4	100	3.6	1.0	3	100	3.3	1.3	6	100	3.5	1.2	5	100	3.4	1.2	5
14. Well-kept	100	3.3	1.3	6	100	3.4	1.2	5	100	3.5	1.1	4	100	3.2	1.4	7	100	3.4	1.3	6	100	3.3	1.3	6
15. Well-kept	100	3.2	1.4	7	100	3.3	1.3	6	100	3.4	1.2	5	100	3.1	1.5	8	100	3.3	1.4	7	100	3.2	1.4	7
16. Well-kept	100	3.1	1.5	8	100	3.2	1.4	7	100	3.3	1.3	6	100	3.0	1.6	9	100	3.2	1.5	8	100	3.1	1.5	8
17. Well-kept	100	3.0	1.6	9	100	3.1	1.5	8	100	3.2	1.4	7	100	2.9	1.7	10	100	3.1	1.6	9	100	3.0	1.6	9
18. Well-kept	100	2.9	1.7	10	100	3.0	1.6	9	100	3.1	1.5	8	100	2.8	1.8	11	100	3.0	1.7	10	100	2.9	1.7	10
19. Well-kept	100	2.8	1.8	11	100	2.9	1.7	10	100	3.0	1.6	9	100	2.7	1.9	12	100	2.9	1.8	11	100	2.8	1.8	11
20. Well-kept	100	2.7	1.9	12	100	2.8	1.8	11	100	2.9	1.7	10	100	2.6	2.0	13	100	2.8	1.9	12	100	2.7	1.9	12
21. Well-kept	100	2.6	2.0	13	100	2.7	1.9	12	100	2.8	1.8	11	100	2.5	2.1	14	100	2.7	2.0	13	100	2.6	2.0	13
22. Well-kept	100	2.5	2.1	14	100	2.6	2.0	13	100	2.7	1.9	12	100	2.4	2.2	15	100	2.6	2.1	14	100	2.5	2.1	14
23. Well-kept	100	2.4	2.2	15	100	2.5	2.1	14	100	2.6	2.0	13	100	2.3	2.3	16	100	2.5	2.2	15	100	2.4	2.2	15
24. Well-kept	100	2.3	2.3	16	100	2.4	2.2	15	100	2.5	2.1	14	100	2.2	2.4	17	100	2.4	2.3	16	100	2.3	2.3	16
25. Well-kept	100	2.2	2.4	17	100	2.3	2.3	16	100	2.4	2.2	15	100	2.1	2.5	18	100	2.3	2.4	17	100	2.2	2.4	17
26. Well-kept	100	2.1	2.5	18	100	2.2	2.4	17	100	2.3	2.3	16	100	2.0	2.6	19	100	2.2	2.5	18	100	2.1	2.5	18
27. Well-kept	100	2.0	2.6	19	100	2.1	2.5	18	100	2.2	2.4	17	100	1.9	2.7	20	100	2.1	2.6	19	100	2.0	2.6	19
28. Well-kept	100	1.9	2.7	20	100	2.0	2.6	19	100	2.1	2.5	18	100	1.8	2.8	21	100	2.0	2.7	20	100	1.9	2.7	20
29. Well-kept	100	1.8	2.8	21	100	1.9	2.7	20	100	2.0	2.6	19	100	1.7	2.9	22	100	1.9	2.8	21	100	1.8	2.8	21
30. Well-kept	100	1.7	2.9	22	100	1.8	2.8	21	100	1.9	2.7	20	100	1.6	3.0	23	100	1.8	2.9	22	100	1.7	2.9	22
31. Well-kept	100	1.6	3.0	23	100	1.7	2.9	22	100	1.8	2.8	21	100	1.5	3.1	24	100	1.7	3.0	23	100	1.6	3.0	23
32. Well-kept	100	1.5	3.1	24	100	1.6	3.0	23	100	1.7	2.9	22	100	1.4	3.2	25	100	1.6	3.1	24	100	1.5	3.1	24
33. Well-kept	100	1.4	3.2	25	100	1.5	3.1	24	100	1.6	3.0	23	100	1.3	3.3	26	100	1.5	3.2	25	100	1.4	3.2	25
34. Well-kept	100	1.3	3.3	26	100	1.4	3.2	25	100	1.5	3.1	24	100	1.2	3.4	27	100	1.4	3.3	26	100	1.3	3.3	26
35. Well-kept	100	1.2	3.4	27	100	1.3	3.3	26	100	1.4	3.2	25	100	1.1	3.5	28	100	1.3	3.4	27	100	1.2	3.4	27
36. Well-kept	100	1.1	3.5	28	100	1.2	3.4	27	100	1.3	3.3	26	100	1.0	3.6	29	100	1.2	3.5	28	100	1.1	3.5	28
37. Well-kept	100	1.0	3.6	29	100	1.1	3.5	28	100	1.2	3.4	27	100	0.9	3.7	30	100	1.1	3.6	29	100	1.0	3.6	29
38. Well-kept	100	0.9	3.7	30	100	1.0	3.6	29	100	1.1	3.5	28	100	0.8	3.8	31	100	1.0	3.7	30	100	0.9	3.7	30
39. Well-kept	100	0.8	3.8	31	100	0.9	3.7	30	100	1.0	3.6	29	100	0.7	3.9	32	100	0.9	3.8	31	100	0.8	3.8	31
40. Well-kept	100	0.7	3.9	32	100	0.8	3.8	31	100	0.9	3.7	30	100	0.6	4.0	33	100	0.8	3.9	32	100	0.7	3.9	32
41. Well-kept	100	0.6	4.0	33	100	0.7	3.9	32	100	0.8	3.8	31	100	0.5	4.1	34	100	0.7	4.0	33	100	0.6	4.0	33
42. Well-kept	100	0.5	4.1	34	100	0.6	4.0	33	100	0.7	3.9	32	100	0.4	4.2	35	100	0.6	4.1	34	100	0.5	4.1	34
43. Well-kept	100	0.4	4.2	35	100	0.5	4.1	34	100	0.6	4.0	33	100	0.3	4.3	36	100	0.5	4.2	35	100	0.4	4.2	35
44. Well-kept	100	0.3	4.3	36	100	0.4	4.2	35	100	0.5	4.1	34	100	0.2	4.4	37	100	0.4	4.3	36	100	0.3	4.3	36
45. Well-kept	100	0.2	4.4	37	100	0.3	4.3	36	100	0.4	4.2	35	100	0.1	4.5	38	100	0.3	4.4	37	100	0.2	4.4	37
46. Well-kept	100	0.1	4.5	38	100	0.2	4.4	37	100	0.3	4.3	36	100	0.0	4.6	39	100	0.2	4.5	38	100	0.1	4.5	38
47. Well-kept	100	0.0	4.6	39	100	0.1	4.5	38	100	0.2	4.4	37	100	-0.1	4.7	40	100	0.1	4.6	39	100	0.0	4.6	39

Table E.1. Desirability of Various Setting Characteristics for Participation in Respondents' Most Satisfying Activity by Zone

SETTING FEATURES	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
<b>Access to the Area</b>												
no motorized use is allowed & no designated trails are present so area is accessible only by hiking cross country	170	2.46	1.40	198	2.59	1.44	165	2.43	1.40	540	2.51	1.41
accessible only by designated non-motorized trails	169	3.07	1.54	199	3.01	1.45	161	2.98	1.48	536	3.02	1.49
accessible by designated motorized & non-motorized trails & primitive roads	163	2.65	1.46	193	2.53	1.37	159	2.65	1.28	522	2.59	1.37
accessible by all motorized vehicles using designated roads	167	3.63	1.41	202	3.44	1.48	167	3.62	1.33	543	3.55	1.42
<b>Naturalness of the Area</b>												
an undisturbed natural area	169	4.12	1.05	200	4.09	1.01	166	3.96	1.13	542	4.06	1.06
a largely undisturbed natural area	173	4.13	0.96	198	4.29	0.78	169	4.08	0.98	547	4.17	0.91
an area that is somewhat modified but appears natural (land use activities such as mowing park entrance may be evident)	177	4.03	0.87	198	4.09	0.93	166	4.06	0.91	548	4.06	0.90
a substantially modified area with both human-made and natural features such as rural or agricultural landscapes (land uses such as crop farming may be evident)	171	2.37	1.13	194	2.47	1.23	158	2.83	1.17	530	2.55	1.20
an area where roads, buildings, and powerlines clearly dominate the landscape	174	1.41	0.82	195	1.38	0.80	160	1.58	0.96	536	1.46	0.87
<b>Distance from Roads</b>												
further than 1 mile from any paved road or area with motorized vehicles, including trail bikes or 4-wheel drives	165	2.87	1.34	186	2.99	1.29	151	2.82	1.30	509	2.91	1.31
at least 1/2 mile away from any paved road or area with motorized vehicles	165	3.14	1.21	189	3.20	1.24	147	3.05	1.18	508	3.14	1.22
near or on service roads not maintained for visitor use & at least 1/2 mile from improved roads drivable by motor vehicles	163	3.15	1.08	181	3.13	1.12	148	3.00	1.16	499	3.10	1.12
near or on improved roads maintained for visitor use, drivable by motor vehicles & at least 1/4 mile from paved roads	168	3.35	1.18	185	3.33	1.21	150	3.46	1.15	509	3.37	1.19
on or near paved roads	164	3.05	1.28	188	3.14	1.35	156	3.10	1.29	515	3.10	1.31

SETTING FEATURES	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
<b>Contact with other People</b>												
very little contact with other people on trails (you see 6 or fewer groups per day on the trails)	173	3.52	1.05	187	3.53	1.00	148	3.27	0.98	516	3.46	1.02
very little contact with other people at your campsite (you see fewer than 3 groups per day at your campsite)	166	3.37	1.04	175	3.34	0.98	143	3.19	0.96	492	3.32	0.99
little contact with other people on trails (you see 6-15 groups per day on the trails)	169	3.38	0.99	182	3.36	0.90	143	3.26	0.86	501	3.34	0.93
little contact with other people at your campsite (you see 6 or fewer groups per day at your campsite)	165	3.29	0.98	175	3.29	0.89	136	3.25	0.93	483	3.29	0.93
moderate contact with other people (you see 15-30 groups per day on the trails)	166	2.92	1.02	182	2.80	0.99	143	3.11	0.84	498	2.93	0.97
moderate contact with other people at your campsite (you see 7-15 groups per day at your campsite)	163	2.87	1.03	175	2.83	1.00	140	3.07	0.82	485	2.91	0.97
high degree of contact with other people on trails (you see 30+ groups per day in total)	164	2.05	1.02	181	2.08	0.98	139	2.38	1.03	491	2.16	1.02
high degree of contact with other people at your campsite (you see 15+ groups per day at your campsite)	160	2.09	1.03	174	2.08	0.94	138	2.36	0.96	479	2.16	0.99
in constant contact with other people on trails (you see large numbers of users per day on the trails)	163	1.83	1.05	179	1.78	0.97	138	2.07	1.03	487	1.88	1.03
in constant contact with other people at your campsite (you see large numbers of users per day at your campsite)	160	1.86	1.04	171	1.86	0.97	138	2.10	1.02	476	1.93	1.02
<b>Amount &amp; Type of Facilities</b>												
no facilities	168	1.62	0.90	181	1.73	0.94	132	1.63	0.83	488	1.68	0.92
a few primitive facilities such as trails & signs	164	2.73	1.27	178	2.94	1.34	135	2.75	1.26	484	2.82	1.30
a few rustic facilities to protect the environment & for visitor safety (e.g., fire grates & pit toilets)	167	3.44	1.20	185	3.38	1.27	136	3.36	1.19	495	3.40	1.22
a moderate number of facilities such as developed campsites, picnic tables, & parking areas	167	4.01	0.92	188	3.97	0.92	145	3.99	0.82	507	3.98	0.90
numerous facilities to accommodate many users (e.g., surfaced trails, modern campgrounds, interpretive center, picnic shelter, stores or cabins)	171	3.64	1.35	187	3.48	1.33	146	3.72	1.22	511	3.59	1.32



SETTING FEATURES	ZONE 1			ZONE 3			ZONE 4			TOTAL		
	N	X	SD	N	X	SD	N	X	SD	N	X	SD
<b>Amount of Management &amp; Regulation</b>												
no onsite visitor management controls, regulations or information are present	169	1.81	1.06	180	1.71	0.95	136	1.92	1.07	492	1.81	1.03
a few visitor management controls or regulations are noticeable; limited information facilities present	168	2.62	1.20	180	2.64	1.24	133	2.86	1.09	488	2.70	1.19
onsite visitor management regulations & controls are noticeable; simple information facilities & services are present	174	3.87	0.90	190	3.92	0.93	144	3.84	0.81	515	3.88	0.89
several onsite visitor management regulations & controls & more complex information & services are present	168	3.47	1.04	178	3.61	1.02	139	3.59	0.99	492	3.55	1.03
onsite visitor management regulations & controls are obvious & numerous; sophisticated information exhibits & extensive visitor services are present	169	2.95	1.32	184	3.17	1.35	145	3.32	1.20	505	3.14	1.31

RANGE OF SCALE (1-5):

1 = Very undesirable

5 = Very desirable

Source: Mailback question 4: If you engaged in your most satisfying activity, as you listed in Question 2, during a future visit to Itasca State Park how desirable would each of the following be?

## Appendix F. Conflicts and Problems Encountered by Visitors

Table F.1. Extent to which Respondents Encountered Various Visitor Conflicts  
Table F.2. Extent to which Respondents Encountered Various Problems

The table area is extremely faint and contains illegible text and grid lines. It appears to be a large data table with multiple columns and rows, but the content is not readable.

Table F.1. Extent to which Respondents Encountered Various Visitor Conflicts

CONFLICTS	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
people being noisy	81	2.25	0.54	82	2.12	0.48	51	2.10	0.54	1	216	2.16	0.52
people riding bikes on trails	124	2.20	0.40	118	2.11	0.34	83	2.11	0.35	2	328	2.14	0.37
people near rivers/streams	156	2.17	0.41	172	2.09	0.33	148	2.15	0.36	3	482	2.13	0.36
people on the trails	158	2.07	0.32	169	2.07	0.30	140	2.05	0.33	4	474	2.06	0.31
people at overlooks	140	2.05	0.33	142	2.03	0.26	113	2.06	0.34	5	402	2.05	0.31
people at the shower building	74	2.08	0.36	48	2.02	0.32	37	2.03	0.29	6	162	2.05	0.33
people at the beach	85	2.02	0.31	85	2.02	0.31	65	2.02	0.38	7	238	2.02	0.32
people having parties	77	2.04	0.55	75	2.07	0.41	45	1.87	0.46	8	201	2.01	0.48
people at picnic areas	121	1.98	0.33	125	2.00	0.22	91	2.03	0.28	9	343	2.00	0.28
trails within the area	164	1.95	0.29	189	1.94	0.24	149	1.97	0.23	10	510	1.95	0.25
degree of training of park staff to handle medical emergencies	64	1.92	0.27	74	1.92	0.28	63	1.97	0.25	11	203	1.94	0.27
information signs	179	1.96	0.19	197	1.92	0.30	169	1.94	0.28	12	553	1.94	0.26
degree of training of park staff to handle enforcement problems	98	1.95	0.22	106	1.92	0.28	87	1.94	0.23	13	296	1.94	0.25
interpretive exhibits	170	1.95	0.26	191	1.89	0.34	152	1.95	0.25	14	520	1.93	0.29
restrooms	181	1.90	0.30	204	1.92	0.27	173	1.93	0.26	15	565	1.92	0.28
shower facilities	87	1.87	0.33	84	1.94	0.24	51	1.94	0.24	16	228	1.92	0.28
written interpretive material on the park that I could take home	170	1.92	0.37	191	1.90	0.32	153	1.86	0.40	17	521	1.90	0.36
educational opportunities	147	1.90	0.30	166	1.88	0.33	135	1.91	0.33	18	455	1.90	0.32
information brochures about the experiences & benefits I could expect to gain from visiting this park	163	1.88	0.36	186	1.91	0.33	148	1.87	0.36	19	505	1.89	0.35
interpretive opportunities	152	1.89	0.32	164	1.85	0.38	131	1.90	0.33	20	455	1.88	0.34
information brochures about the natural resources of this park	170	1.86	0.38	193	1.87	0.35	158	1.85	0.37	21	529	1.86	0.37
security patrols	127	1.90	0.33	143	1.87	0.34	107	1.79	0.41	22	385	1.86	0.36
information brochures about the cultural resources & history of this park	168	1.86	0.39	194	1.86	0.38	153	1.84	0.40	23	523	1.86	0.39
campsites	77	1.83	0.47	101	1.83	0.40	44	1.82	0.39	24	226	1.82	0.43
information about the experiences & benefits I could expect to gain from visiting other Minnesota State Parks (to help me decide where to go for what I want)	140	1.76	0.44	148	1.70	0.46	111	1.71	0.46	25	406	1.73	0.45

RANGE OF SCALE (1-3): 1 = Too few/too little and 3 = Too many/too much

Source: Mailback Question 5: On your visit to Itasca State Park, how did you feel about the number or amount of each of the following that you may have experienced?

Table F.2. Extent to which Respondents Encountered Various Problems

PROBLEMS	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
not enough vegetation for screening between campsites	137	1.80	1.21	135	1.46	0.98	101	1.26	0.74	1	378	1.53	1.03
campground too full	134	1.66	1.16	127	1.52	1.04	101	1.32	0.85	2	367	1.51	1.04
getting or making reservations was difficult	150	1.51	1.12	171	1.60	1.19	113	1.22	0.79	3	440	1.47	1.08
campsites too close together	140	1.72	1.11	137	1.41	0.88	111	1.14	0.51	4	393	1.44	0.91
litter and trash left by others	180	1.38	0.63	204	1.38	0.68	166	1.35	0.59	5	557	1.37	0.64
pets allowed in park	167	1.38	0.68	179	1.49	0.96	138	1.20	0.62	6	492	1.36	0.84
closed facilities	154	1.29	0.73	157	1.51	1.09	115	1.13	0.51	7	432	1.32	0.84
too few cabins	139	1.19	0.62	157	1.53	1.01	108	1.10	0.47	8	108	1.30	0.79
pet owners not obeying rules	166	1.25	0.70	177	1.39	0.83	129	1.20	0.67	9	480	1.29	0.74
merchandise choices in the gift shops	163	1.17	0.47	195	1.31	0.72	148	1.19	0.56	10	513	1.24	0.62
my preferred overnight lodging was occupied	129	1.25	0.83	132	1.33	0.85	99	1.13	0.57	11	365	1.24	0.77
deteriorated toilet facilities	170	1.25	0.66	174	1.22	0.63	137	1.13	0.51	12	488	1.24	0.61
eroded trails	162	1.22	0.58	173	1.31	0.74	134	1.16	0.49	13	476	1.24	0.63
my preferred campsite was occupied	137	1.34	0.83	137	1.22	0.70	110	1.09	0.46	14	389	1.22	0.69
no lifeguard on swimming beach	147	1.27	0.73	148	1.25	0.80	110	1.09	0.48	15	409	1.21	0.70
deteriorated campsite facilities	147	1.26	0.62	157	1.21	0.56	128	1.18	0.54	16	439	1.21	0.57
degraded environment	165	1.22	0.64	177	1.21	0.66	134	1.12	0.46	17	482	1.19	0.60
maps and brochures not available	174	1.17	0.50	117	1.18	0.58	144	1.17	0.57	18	503	1.18	0.55
restrooms not cleaned often enough	173	1.20	0.71	181	1.24	0.62	142	1.09	0.39	19	503	1.18	0.60
poorly maintained facilities (toilets, trails)	175	1.17	0.55	181	1.23	0.58	145	1.09	0.33	20	508	1.17	0.53
my preferred campsite was closed	129	1.19	0.75	126	1.18	0.69	98	1.14	0.56	21	358	1.17	0.68
grass not mowed	170	1.18	0.60	183	1.16	0.61	144	1.15	0.57	22	504	1.16	0.59
maps do not adequately depict available facilities, distances, etc.	164	1.18	0.52	186	1.20	0.54	140	1.06	0.25	23	496	1.16	0.48
state park brochures not available	172	1.17	0.53	181	1.14	0.47	145	1.15	0.50	24	505	1.15	0.50
park rules not restrictive enough	164	1.09	0.40	175	1.19	0.61	130	1.14	0.53	25	475	1.15	0.54
trails not adequately signed	170	1.15	0.51	180	1.14	0.46	140	1.11	0.35	26	498	1.14	0.47
restaurant too busy to be seated	152	1.09	0.35	187	1.15	0.49	117	1.10	0.42	27	463	1.12	0.43

PROBLEMS	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
DNR staff not available	166	1.07	0.30	176	2.00	0.60	135	1.10	0.34	28	483	1.12	0.44
trails not maintained adequately	169	1.13	0.51	182	1.17	0.51	140	1.06	0.27	29	499	1.12	0.45
camping rules not restrictive enough	141	1.05	0.28	142	1.18	0.65	108	1.09	0.48	30	395	1.11	0.49
historic site tours full	156	1.06	0.32	168	1.13	0.58	125	1.04	0.20	31	454	1.08	0.42
DNR employees unable to answer questions about the park	160	1.06	0.33	177	1.08	0.38	136	1.07	0.34	32	480	1.07	0.35
campsites too far apart	137	1.05	0.25	137	1.12	0.50	111	1.05	0.39	33	390	1.07	0.39
campground not full enough	130	1.05	0.25	124	1.07	0.41	99	1.06	0.42	34	358	1.06	0.37
camping rules too restrictive	145	1.08	0.43	148	1.07	0.41	114	1.04	0.23	35	411	1.06	0.37
park rules too restrictive	170	1.07	0.36	181	1.08	0.39	133	1.02	0.19	36	491	1.06	0.33

RANGE OF SCALE (1-5): 1 = Not a problem and 5 = Very serious problem

Source: Mailback Question 6: To what extent, if any, did you find the following to be a problem during your visit to Itasca State Park?

## Appendix G. Preferred Management Actions

**Table G.1. Visitor Preferences for Possible Future Management Actions at Itasca State Park**

Management Action	Strongly Dislike		Dislike		Like		Strongly Like	
	1	2	3	4	5	6	7	8
1. Increase the number of rangers	1	1	1	1	1	1	1	1
2. Increase the number of trails	1	1	1	1	1	1	1	1
3. Increase the number of interpretive programs	1	1	1	1	1	1	1	1
4. Increase the number of picnic areas	1	1	1	1	1	1	1	1
5. Increase the number of campgrounds	1	1	1	1	1	1	1	1
6. Increase the number of parking areas	1	1	1	1	1	1	1	1
7. Increase the number of restrooms	1	1	1	1	1	1	1	1
8. Increase the number of benches	1	1	1	1	1	1	1	1
9. Increase the number of picnic tables	1	1	1	1	1	1	1	1
10. Increase the number of interpretive signs	1	1	1	1	1	1	1	1
11. Increase the number of interpretive brochures	1	1	1	1	1	1	1	1
12. Increase the number of interpretive maps	1	1	1	1	1	1	1	1
13. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
14. Increase the number of interpretive films	1	1	1	1	1	1	1	1
15. Increase the number of interpretive audio tapes	1	1	1	1	1	1	1	1
16. Increase the number of interpretive video tapes	1	1	1	1	1	1	1	1
17. Increase the number of interpretive displays	1	1	1	1	1	1	1	1
18. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
19. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
20. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
21. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
22. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
23. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
24. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
25. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
26. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
27. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
28. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
29. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
30. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
31. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
32. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
33. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
34. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
35. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
36. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
37. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
38. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
39. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
40. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
41. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
42. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
43. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
44. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
45. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
46. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
47. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
48. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
49. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1
50. Increase the number of interpretive exhibits	1	1	1	1	1	1	1	1

Table G.1. Visitor Preferences for Possible Future Management Actions at Itasca State Park

POSSIBLE ACTIONS	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
repair eroded trails	175	3.93	0.68	193	3.92	0.67	147	3.77	0.69	1	522	3.88	0.68
periodically close heavily used sites to allow them to revegetate & heal	173	3.82	0.84	188	3.91	0.79	148	3.78	0.84	2	516	3.85	0.82
limit visitor access to areas susceptible to erosion	171	3.85	0.71	193	3.86	0.76	147	3.67	0.84	3	518	3.80	0.78
enforce a late evening curfew to promote peace & quiet	174	3.77	0.95	187	3.73	0.92	147	3.71	0.85	4	515	3.74	0.91
in limited areas of the park, where too much use threatens to degrade desirable experiences & benefits, restrict amounts of use	162	3.81	0.76	178	3.71	0.78	137	3.63	0.84	5	483	3.73	0.80
restrict the use of some trails to bikes & roller blades & the use of others to hiking alone	173	3.74	1.00	191	3.79	1.03	154	3.54	0.95	6	525	3.70	1.00
close areas susceptible to erosion to visitors	173	3.72	0.79	188	3.76	0.76	149	3.50	0.79	7	518	3.67	0.79
separate trails for bicycles & roller blades	174	3.52	1.01	189	3.58	0.96	149	3.43	0.90	8	519	3.52	0.96
provide more trash receptacles	173	3.57	0.76	186	3.49	0.68	150	3.43	0.69	9	516	3.50	0.71
provide more educational opportunities	175	3.47	0.69	190	3.50	0.68	146	3.37	0.67	10	518	3.45	0.68
provide more exhibits to help learn about park resources	177	3.37	0.69	190	3.44	0.71	149	3.48	0.65	11	523	3.43	0.68
provide more interpretive opportunities	173	3.44	0.72	185	3.45	0.77	147	3.89	0.65	12	512	3.43	0.72
reopen closed facilities	169	3.32	0.72	190	3.61	0.78	144	3.26	0.64	13	509	3.42	0.74
establish certain trails for equestrian (horse) use only	173	3.38	1.09	190	3.39	1.02	140	3.41	0.91	14	510	3.39	1.02
mow grass	174	3.45	0.81	189	3.37	0.80	148	3.45	0.75	15	518	3.38	0.79
limit development of facilities	173	3.39	0.83	189	3.43	0.88	139	3.29	0.68	16	508	3.38	0.81
remove dead, dying, or fallen timber in developed areas	177	3.39	0.95	195	3.48	0.98	153	3.29	0.98	17	533	3.38	0.98
provide more interpretive programs	178	3.37	0.71	189	3.36	0.71	149	3.32	0.65	18	523	3.35	0.69
provide bearproof food lockers at remote sites	173	3.32	0.93	189	3.33	0.78	145	3.28	0.87	19	514	3.31	0.85
provide playground equipment in developed areas	175	3.45	0.90	189	3.20	0.90	147	3.28	0.83	20	518	3.31	0.88
build interpretive/information center for Headwaters of the Mississippi River	176	3.19	1.04	197	3.27	0.98	152	3.45	0.98	21	532	3.30	1.00
set aside areas of the park for scientific research only	176	3.27	0.93	188	3.37	0.81	142	3.20	0.88	22	513	3.29	0.87
if use restrictions are needed, impose them on a first-come first-served basis only	168	3.30	0.88	185	3.25	0.87	140	3.33	0.88	23	500	3.29	0.89
provide more training for public contact personnel to increase their ability to help people find places that will best satisfy their recreation opportunity preferences	176	3.32	0.71	190	3.29	0.59	146	3.23	0.62	24	519	3.28	0.64

POSSIBLE ACTIONS	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
if use restrictions are needed, impose them on the basis of advance reservation	171	3.26	0.92	183	3.35	0.88	141	3.25	0.92	25	502	3.28	0.91
clean public buildings more frequently	176	3.28	0.63	187	3.32	0.60	145	3.21	0.58	26	515	3.27	0.60
provide more opportunities for visitor input into management decisions	175	3.28	0.70	191	3.36	0.68	145	3.14	0.61	27	518	3.27	0.67
provide more training for public contact personnel to increase their ability to answer people's questions	170	3.30	0.62	192	3.26	0.61	144	3.26	0.61	28	513	3.27	0.61
provide more state park brochures	178	3.24	0.71	190	3.23	0.62	151	3.34	0.67	29	526	3.26	0.66
design & construct additional interpretive exhibits	173	3.25	0.87	186	3.25	0.71	152	3.29	0.79	30	518	3.26	0.79
build more unsurfaced hiking trails	174	3.32	0.89	189	3.23	0.80	153	3.22	0.73	31	523	3.26	0.81
provide more state park maps to visitors	178	3.23	0.69	192	3.26	0.60	151	3.31	0.63	32	528	3.26	0.64
provide improved signing on trails	176	3.25	0.64	186	3.30	0.61	145	3.20	0.51	33	514	3.26	0.60
build more surfaced trails for bicycling	173	3.34	1.15	189	3.27	1.07	148	3.13	0.87	34	517	3.25	1.04
improve trail boardwalks & steps	176	3.19	0.83	188	3.34	0.78	145	3.21	0.69	35	516	3.24	0.78
close some campsites to increase the distance between campers	167	3.25	0.87	180	3.23	0.65	138	3.19	0.76	36	491	3.23	0.76
provide more flush toilets	172	3.24	0.90	189	3.22	0.89	158	3.18	0.77	37	526	3.21	0.85
add another unit to the State Park System to accommodate additional camping use	167	3.35	0.98	181	3.12	0.75	139	3.14	0.73	38	493	3.20	0.83
provide more staff in park office	170	3.14	0.75	187	3.23	0.69	145	3.16	0.65	39	509	3.18	0.70
increase the camping capacity of this park by building another campground away from the existing campgrounds	165	3.37	1.03	177	3.06	0.75	137	3.09	0.75	40	485	3.17	0.87
provide more backpack sites	172	3.23	0.62	187	3.13	0.58	142	3.18	0.61	41	508	3.17	0.61
develop better toilet facilities at backpack sites	172	3.17	0.76	187	3.15	0.65	141	3.17	0.63	42	507	3.16	0.69
provide more information signs	172	3.10	0.75	186	3.17	0.71	150	3.12	0.72	43	516	3.13	0.72
provide more shade trees	178	3.25	0.23	188	3.02	0.59	150	3.11	0.60	44	523	3.13	0.65
build additional shower facilities	168	3.26	0.84	181	3.01	0.64	147	3.12	0.70	45	502	3.13	0.73
control raccoon population	176	3.11	0.84	192	3.12	0.86	144	2.99	0.63	46	519	3.08	0.79
build more cabins	172	2.94	0.86	192	3.09	0.88	146	3.00	0.76	47	516	3.02	0.84
close the park to pets	177	2.93	1.12	189	3.08	1.05	145	2.86	0.94	48	518	2.96	1.05
replace existing buildings with log structures	172	2.95	0.88	187	3.03	0.91	146	2.85	0.74	49	511	2.95	1.05
build more overnight accommodations (hotel, motel, etc.)	171	2.71	1.00	191	2.87	1.00	147	2.93	0.85	50	515	2.83	0.96
provide fewer backpack sites	171	2.84	0.59	186	2.82	0.53	141	2.82	0.57	51	505	2.82	0.56
increase development of facilities	173	2.84	0.89	185	2.74	0.85	141	2.84	0.69	52	506	2.80	0.82





## Appendix H. Importance and Rating of State Park Services

Table H.1. Importance of Various Visitor Services provided at Itasca State Park  
 Table H.2. Rating of Various Visitor Services provided at Itasca State Park

Service	Importance					Rating				
	1	2	3	4	5	1	2	3	4	5
Interpretive Programs	1	2	3	4	5	1	2	3	4	5
Wildlife Viewing	1	2	3	4	5	1	2	3	4	5
Scenic Views	1	2	3	4	5	1	2	3	4	5
Historic Sites	1	2	3	4	5	1	2	3	4	5
Recreation Facilities	1	2	3	4	5	1	2	3	4	5
Restrooms	1	2	3	4	5	1	2	3	4	5
Information Centers	1	2	3	4	5	1	2	3	4	5
Gift Shop	1	2	3	4	5	1	2	3	4	5
Food Service	1	2	3	4	5	1	2	3	4	5
Trails	1	2	3	4	5	1	2	3	4	5
Public Campsites	1	2	3	4	5	1	2	3	4	5
Private Campsites	1	2	3	4	5	1	2	3	4	5
Boat Launch	1	2	3	4	5	1	2	3	4	5
Swimming Area	1	2	3	4	5	1	2	3	4	5
Beach	1	2	3	4	5	1	2	3	4	5
Day Use Area	1	2	3	4	5	1	2	3	4	5
Overnight Campsites	1	2	3	4	5	1	2	3	4	5
Visitor Center	1	2	3	4	5	1	2	3	4	5
Rest Areas	1	2	3	4	5	1	2	3	4	5
Drinking Water	1	2	3	4	5	1	2	3	4	5
Maps	1	2	3	4	5	1	2	3	4	5
Signage	1	2	3	4	5	1	2	3	4	5
Security	1	2	3	4	5	1	2	3	4	5
Accessibility	1	2	3	4	5	1	2	3	4	5
Other	1	2	3	4	5	1	2	3	4	5

Table H.1. Importance of Various Visitor Services provided at Itasca State Park

SERVICES PROVIDED	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
vehicles & other personal belongings safe from the threat of vandalism	171	6.42	1.21	195	6.33	1.30	158	6.42	1.11	1	530	6.39	1.21
a park map is available	170	6.34	1.22	199	6.29	1.20	159	6.44	1.07	2	534	6.36	1.17
park personnel who know how to communicate effectively with visitors	169	6.20	1.26	197	6.31	1.10	157	6.40	1.07	3	529	6.30	1.14
a park visit that is a good value for the money it costs	172	6.23	1.32	193	6.30	1.21	158	6.33	1.10	4	529	6.29	1.21
a park brochure that contains all of the information I need	170	6.25	1.25	194	6.30	1.11	153	6.34	1.14	5	523	6.29	1.17
clean restrooms	174	6.21	1.26	199	6.25	1.22	164	6.38	0.99	6	543	6.28	1.17
a park brochure that is easy to read	169	6.26	1.27	192	6.18	1.22	154	6.38	1.14	7	520	6.26	1.22
entrance station personnel who handle transactions promptly, with courtesy & personal consideration	171	6.22	1.23	192	6.23	1.21	157	6.30	1.08	8	526	6.25	1.18
a park brochure is available	169	6.17	1.29	195	6.16	1.19	155	6.29	1.17	9	525	6.20	1.22
park personnel that act professionally	169	6.15	1.25	194	6.18	1.24	161	6.25	1.14	10	530	6.20	1.20
park personnel that show genuine interest in being responsive to visitor's needs	171	6.09	1.30	177	6.22	1.30	147	6.27	1.12	11	500	6.19	1.24
entrance stations that are open during the right hours each day	171	6.12	1.36	197	6.07	1.25	155	6.25	1.15	12	529	6.14	1.26
park personnel that can be depended upon to provide accurate information	167	6.08	1.29	171	6.09	1.28	141	6.18	1.17	13	483	6.12	1.25
park grounds in good condition	169	6.08	1.28	180	6.08	1.27	145	6.21	1.08	14	499	6.12	1.21
believable park personnel	164	6.10	1.26	193	6.05	1.31	152	6.18	1.09	15	515	6.11	1.23
visitor centers that are open the right hours each day	167	6.09	1.33	193	6.03	1.25	156	6.22	1.17	16	522	6.11	1.25
helpful information signs	172	5.90	1.41	200	5.97	1.26	161	6.19	1.19	17	539	6.01	1.30
park facilities were accessible	164	5.87	1.28	186	6.03	1.13	143	6.01	1.23	18	499	5.98	1.21
park personnel to direct me to the areas that have what I want	165	5.95	1.27	193	5.87	1.36	149	6.05	1.24	19	513	5.96	1.29
well signed trails	163	5.93	1.39	185	5.79	1.21	150	5.99	1.19	20	504	5.91	1.26
exhibits	164	5.70	1.24	188	5.60	1.88	150	5.80	1.23	21	508	5.69	1.21
interpretive programs that help improve my understanding of the environment	160	5.54	1.53	180	5.66	1.22	145	5.73	1.22	22	491	5.65	1.33
good quality food served at Douglas Lodge Restaurant	153	5.28	1.62	193	6.09	1.37	117	5.31	1.44	23	469	5.62	1.52
appropriate type of merchandise for the park sold at gift shops	164	5.39	1.55	195	5.73	1.27	144	5.63	1.26	24	509	5.59	1.36

SERVICES PROVIDED	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
interpretive programs that help improve my understanding of the park	161	5.47	1.45	181	5.23	1.21	149	5.75	1.22	25	497	5.58	1.30
interpretive programs	161	5.53	1.35	183	5.55	1.23	145	5.63	1.25	26	495	5.57	1.28
professional service at gift shops	166	5.38	1.54	196	5.69	1.29	145	5.54	1.25	27	513	5.54	1.36
professional service at Douglas Lodge Restaurant	154	5.20	1.58	191	5.93	1.41	116	5.22	1.42	28	467	5.51	1.51
well dressed & professional looking park personnel	173	5.32	1.36	195	5.48	1.28	160	5.54	1.41	29	534	5.50	1.34
campsites in good condition	148	5.64	1.61	141	5.32	1.44	120	5.53	1.38	30	412	5.50	1.49
attractive campsites	147	5.35	1.51	138	5.14	1.38	120	5.19	1.30	31	408	5.23	1.41
attractive restrooms	174	5.09	1.54	197	5.19	1.44	154	5.35	1.50	32	531	5.21	1.49
bicycle rental	155	5.32	1.53	168	5.15	1.40	123	4.95	1.40	33	451	5.16	1.45
mowed trails	162	5.15	1.57	182	5.03	1.42	149	5.23	1.46	34	499	5.13	1.48
attractive information signs	172	5.03	1.55	195	5.11	1.49	153	5.09	1.45	35	526	5.08	1.49
boat rental	155	5.17	1.59	165	5.06	1.45	121	4.84	1.29	36	446	5.05	1.46
excursion boat tours	155	4.87	1.62	175	5.10	1.43	120	4.76	1.37	37	454	4.93	1.48

RANGE OF SCALE (1-7):

1 = Very unimportant

7 = Very important

Source: Mailback Question 8: Park managers need to know how important you feel each of the following services were when you visited Itasca State Park as well as your perceptions of how well DNR is providing them. Please indicate how important each of the following services were to you when you visited Itasca State Park.

Table H.2. Rating of Various Visitor Services Provided at Itasca State Park

SERVICES	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
a park map is available	155	3.54	.54	177	3.39	.72	131	3.50	.61	1	468	3.48	.64
a Park visit that is a good value for the money it costs	153	3.46	.66	178	3.49	.67	129	3.45	.66	2	464	3.47	.66
believable park personnel	140	3.47	.56	171	3.49	.59	118	3.40	.63	3	433	3.46	.59
park personnel that act professionally	150	3.44	.60	175	3.47	.59	130	3.42	.63	4	459	3.44	.61
professional service at Douglas Lodge Restaurant	75	3.48	.70	157	3.47	.67	37	3.19	.88	5	273	3.44	.71
entrance station personnel who handle transactions promptly, with courtesy & personal consideration	153	3.37	.70	173	3.48	.63	131	3.47	.64	6	461	3.44	.66
good quality food served at Douglas Lodge Restaurant	71	3.49	.69	158	3.46	.75	37	3.24	.72	7	270	3.43	.75
park personnel who know how to communicate effectively with visitors	152	3.46	.57	172	3.41	.66	126	3.42	.61	8	454	3.43	.62
a park brochure that is easy to read	154	3.42	.67	168	3.40	.67	128	3.45	.66	9	454	3.42	.67
bicycle rental	79	3.52	.64	90	3.36	.62	39	3.28	.60	10	211	3.42	.63
well dressed & professional looking park personnel	152	3.43	.60	182	3.40	.62	130	3.42	.57	11	469	3.42	.60
park facilities were accessible	138	3.45	.62	164	3.35	.64	115	3.42	.62	12	422	3.41	.63
a park brochure is available	154	3.44	.67	174	3.37	.69	130	3.39	.74	13	463	3.40	.70
vehicles & other personal belongings safe from the threat of vandalism	147	3.43	.65	171	3.37	.62	114	3.40	.62	14	436	3.40	.63
entrance stations that are open during the right hours each day	142	3.43	.61	171	3.33	.72	122	3.42	.60	15	439	3.39	.65
professional service at gift shops	117	3.42	.61	164	3.38	.67	110	3.26	.70	16	396	3.36	.66
park personnel that show genuine interest in being responsive to visitor's needs	141	3.34	.66	157	3.39	.65	112	3.31	.75	17	413	3.36	.68
park personnel to direct me to the areas that have what I want	140	3.36	.67	157	3.36	.68	116	3.33	.64	18	417	3.35	.66
visitor centers that are open the right hours each day	143	3.40	.62	167	3.28	.69	121	3.39	.64	19	435	3.35	.65
park personnel that can be depended upon to provide accurate information	137	3.32	.62	145	3.33	.66	103	3.41	.66	20	388	3.35	.64
boat rental	69	3.45	.72	78	3.23	.70	32	3.25	.57	21	182	3.33	.69
park grounds in good condition	147	3.33	.56	162	3.28	.66	116	3.37	.66	22	428	3.32	.63
a park brochure that contains all of the information I need	153	3.33	.74	169	3.31	.73	127	3.32	.75	23	454	3.32	.74
excursion boat tours	71	3.44	.63	99	3.24	.77	30	3.23	.57	24	202	3.32	.70
exhibits	140	3.33	.66	158	3.18	.71	117	3.34	.54	25	419	3.28	.66
helpful information signs	157	3.32	.63	187	3.25	.64	141	3.23	.68	26	490	3.27	.65

SERVICES	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	N	X	SD
well signed trails	135	3.32	.59	147	3.15	.68	112	3.33	.59	27	398	3.26	.63
appropriate type of merchandise for the park sold at gift shops	116	3.32	.65	159	3.24	.78	110	3.20	.74	28	390	3.25	.73
attractive information signs	145	3.30	.68	171	3.19	.64	129	3.20	.67	29	450	3.23	.67
interpretive programs	121	3.27	.73	138	3.18	.68	103	3.23	.61	30	364	3.23	.68
clean restrooms	154	3.21	.71	183	3.20	.72	135	3.26	.67	31	477	3.22	.70
mowed trails	126	3.21	.66	124	3.12	.58	103	3.23	.64	32	357	3.19	.63
interpretive programs that help improve my understanding of the environment	118	3.17	.79	134	3.17	.63	94	3.15	.67	33	349	3.17	.70
campsites in good condition	82	3.12	.80	68	3.18	.69	44	3.02	.66	34	196	3.12	.73
attractive restrooms	142	3.01	.79	171	3.03	.75	121	3.11	.74	35	439	3.05	.76
attractive campsites	83	2.94	.83	66	3.12	.73	43	3.12	.66	36	194	3.05	.76
interpretive programs that help improve my understanding of the park	135	1.68	.59	147	1.85	.68	112	1.67	.59	37	398	1.74	.63

RANGE OF SCALE (1-4):

1 = Excellent

4 = Poor

Source: Mailback Question 8: Park managers need to know your perceptions of how well DNR is providing the following services. Please rate how well DNR is doing at providing these services.

# Appendix I. Level of Visitor Satisfaction with Services Provided

Table I.1. Level of Overall Satisfaction with Visit

Table I.2. Importance of Various Park Features to Level of Overall Satisfaction

*(The following tables are extremely faint and largely illegible due to the quality of the scan. The structure of the tables is inferred from the captions and visible grid lines.)*

**Table I.1: Level of Overall Satisfaction with Visit**

Category	Sub-category	Mean	SD	N
Overall Satisfaction	Very Satisfied	4.5	0.5	100
	Satisfied	3.8	0.6	100
Visit Experience	Very Satisfied	4.2	0.7	100
	Satisfied	3.5	0.8	100
Park Services	Very Satisfied	4.0	0.6	100
	Satisfied	3.3	0.7	100

  

**Table I.2: Importance of Various Park Features to Level of Overall Satisfaction**

Feature	Very Important	Important	Not Important	Mean	SD	N
Scenic Views	45%	35%	20%	4.2	0.8	100
Recreational Activities	30%	45%	25%	3.8	0.9	100
Wildlife Viewing	55%	30%	15%	4.5	0.7	100
Historical Sites	20%	40%	40%	3.2	1.0	100
Interpretive Programs	35%	45%	20%	3.9	0.8	100
Facilities (Restrooms, Picnic Areas)	15%	35%	50%	2.8	1.1	100
Staff Interactions	25%	40%	35%	3.5	0.9	100

Table I.1. Level of Overall Satisfaction with Visit

LEVEL OF SATISFACTION	ZONE 1		ZONE 3		ZONE 4		TOTAL	
	N	%	N	%	N	%	N	%
very satisfied	116	65.2	154	74.8	113	66.1	389	69.1
satisfied	59	33.2	50	24.3	54	31.6	165	29.3
unsatisfied	1	1.0	0	0.0	0	0.0	1	0.2
very unsatisfied	2	1.1	2	1.0	4	2.3	8	1.4

Source: Mailback Question 9: Overall, how satisfied were you with your stay at Itasca State Park?

Table I.2. Importance of Various Park Features to Level of Overall Satisfaction

FEATURES	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	n	X	SD
Mississippi Headwaters	175	4.51	0.81	198	4.57	0.73	164	4.73	0.67	1	545	4.60	0.74
old growth (large pine trees)	170	4.41	0.84	194	4.51	0.80	144	4.40	0.88	2	516	4.45	0.84
wildlife	167	4.40	0.82	193	4.40	0.80	142	4.25	0.86	3	509	4.36	0.83
wilderness drive	164	4.41	0.81	193	4.37	0.87	141	4.22	0.99	4	506	4.34	0.89
birds	166	4.34	0.85	191	4.34	0.85	141	4.22	0.87	5	505	4.31	0.86
cultural & historical sites	163	4.12	0.90	189	4.07	0.81	136	3.96	0.97	6	495	4.06	0.88
wilderness like setting for hiking	163	4.08	1.04	186	4.11	0.99	135	3.88	1.02	7	491	4.04	1.02
wildflowers	159	3.96	0.94	188	4.02	0.95	136	4.04	0.92	8	490	4.01	0.94
historic buildings	163	4.04	0.97	191	4.08	0.81	134	3.82	1.00	9	496	3.99	0.92
archaeological sites	159	3.96	1.01	183	3.92	0.87	129	3.90	0.98	10	479	3.93	0.95
hiking trails	163	3.93	1.04	187	3.91	1.05	136	3.77	1.06	11	493	3.88	1.05
interpretive center	166	3.76	0.96	182	3.85	0.90	137	3.85	0.91	12	492	3.82	0.91
interpretive programs	156	3.76	1.04	187	3.86	0.89	135	3.79	0.92	13	485	3.81	0.95
Douglas Lodge Restaurant	153	3.41	1.18	190	4.31	0.96	115	1.14	1.13	14	446	3.72	1.19
gift shops	164	3.53	1.10	198	3.74	1.05	140	3.73	0.90	15	510	3.70	1.03
paved bicycle trails	159	3.78	1.20	175	3.52	1.25	133	3.35	1.10	16	474	3.56	1.20
wilderness like setting for camping	162	3.74	1.13	165	3.39	1.07	119	3.45	1.07	17	453	3.53	1.10
water based recreation	158	3.73	1.06	177	3.47	1.13	127	3.36	1.13	18	469	3.53	1.11
camping	158	3.67	1.28	167	3.17	1.17	119	3.24	1.12	19	451	3.37	1.21
semi-modern campground in natural setting	158	3.45	1.17	168	3.29	1.07	120	3.27	0.99	20	453	3.34	1.09
bike rentals	163	3.44	1.34	176	3.37	1.08	122	3.12	0.98	21	468	3.34	1.08
fishing in lakes	144	3.48	1.26	157	3.24	1.26	115	3.30	1.17	22	423	3.33	1.24



FEATURES	ZONE 1			ZONE 3			ZONE 4			TOTAL			
	N	X	SD	N	X	SD	N	X	SD	R	n	X	SD
canoe rentals	158	3.39	1.10	174	3.33	1.07	116	3.10	1.03	23	455	3.30	1.05
campgrounds	154	3.61	1.30	165	3.06	1.19	114	3.18	1.08	24	440	3.29	1.22
overnight accommodations (non-camping)	145	3.01	1.10	173	3.76	1.27	115	2.89	1.04	25	440	3.28	1.22
U of MN Forestry & Biological Station	142	3.26	1.04	157	3.24	0.96	123	3.26	0.96	26	428	3.25	0.99
berries	134	2.99	1.11	172	3.19	1.09	108	3.28	1.16	27	421	3.15	1.11
modern group camp	147	2.99	1.08	162	2.91	1.04	117	3.06	0.95	28	432	2.99	1.02
cross-country ski trails	138	2.67	1.03	153	2.88	1.10	110	2.77	1.02	29	408	2.79	1.06
mushrooms	130	2.53	1.00	151	2.54	0.99	104	2.67	1.06	30	392	2.58	1.01
snowmobile trails	138	2.38	0.98	158	2.51	1.06	110	2.69	1.05	31 <sup>a</sup>	413	2.51	1.04

RANGE OF SCALE (1-5): 1 = Very unimportant and 5 = Very important

Data refers to question 10: Please indicate how important each of the following was to your overall satisfaction as indicated in Question 9.

## Appendix J. Onsite Questionnaire

ONSITE INTERVIEW

ID No. 21- \_\_\_\_\_ Date: \_\_\_\_\_ Location: \_\_\_\_\_ Time: \_\_\_\_\_ Initials: \_\_\_\_\_

- 1. Itasca State Park has been divided into several zones for purposes of this survey as indicated on the attached map. Please look at the map and estimate how much time (in hours) you spent in each zone during this visit to the park. Show total hours, including both day and night (i.e., account for 24 hours in each calendar day).

<u>ZONE</u>	<u>AMOUNT OF TIME SPENT IN HOURS</u>
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____

2. Where did you enter the Park? \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

3. Is this your first visit to Itasca State Park?

\_\_\_\_\_ YES

\_\_\_\_\_ NO (If no, how many times have you visited this park in the past five years, excluding this visit?)

\_\_\_\_\_ 1-3 times

\_\_\_\_\_ 4-8 times

\_\_\_\_\_ 9 or more times

4. Did you stay overnight in the park during this visit?

\_\_\_\_\_ YES (Number of nights: \_\_\_\_\_)

\_\_\_\_\_ NO

5. Was your visit to Itasca State Park your primary reason for taking the trip away from home? (Check one)

\_\_\_\_\_ YES

\_\_\_\_\_ NO (If no, What was the primary reason for your trip? \_\_\_\_\_)

6. How many people are you traveling with on this trip (including yourself)?

\_\_\_\_\_ people

7. How many people are traveling in your vehicle (including yourself)?

\_\_\_\_\_ people

8. What type of group are you traveling with on this trip?

- Alone
- Family (if children were along, what are their ages? \_\_\_\_\_)
- Family and friends
- Friends
- Organized group (Tour group, Boy Scouts, etc.)
- Other (Please specify: \_\_\_\_\_)

9. What is your age? \_\_\_\_\_

10. What is your gender? (Circle one): M F

11. Exit Point: \_\_\_\_\_

12. Type of watercraft (Boaters only): \_\_\_\_\_

13. What was your primary mode of transportation to Itasca State Park?

- Motor vehicle
- Recreational vehicle
- Bicycle
- Hiking
- Horseback

14. We would like to know more about your visit to Itasca State Park and would like to ask you to participate in a two-part visitor survey to accomplish that goal. Part 1 consists of completing the attached questionnaire and mailing it back to us in the attached postage paid envelope. Part 2 will consist of a smaller follow-up questionnaire that will be mailed to you at a later date for return to us in a second postage paid envelope. Are you willing to participate in the surveys?

- YES
- NO

(If YES, we need your name and address to mail you the second survey. Please list your name and address below):

NAME (PLEASE PRINT): \_\_\_\_\_

CURRENT MAILING ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

## Appendix K. Mailback Questionnaire

Spring/Summer 1993

Dear Itasca Visitor:

Thank you for agreeing to share your opinions about this area with us. Enclosed is the question booklet you agreed to complete after your recent visit to Itasca State Park.

This is your opportunity to help direct the future management of this recreation area and help influence recreation policy in Minnesota. You are one of a small number of visitors who are being asked to give their opinions about this state park. Your responses are critical to the success of this project.

Completing the question booklet should only take about 20 minutes and your responses will be used to help guide management of the park. Your answers are strictly confidential.

This study is being conducted as a joint effort between the University of Minnesota, the Minnesota Department of Natural Resources and the U.S. Forest Service. When you have completed the question booklet, please return it in the postage paid envelope. We're truly grateful for the help you've given us. If you have any questions, please feel free to contact Dr. Dorothy Anderson, study director, at the following address:

University of Minnesota  
Department of Forest Resources  
115 Green Hall, 1530 Cleveland Ave.  
St. Paul, Minnesota 55108-1027  
(612) 624-2721 fax: (612) 625-5212

Thank you!

Dorothy H. Anderson  
Study Director

## 1993 MINNESOTA STATE PARK VISITOR STUDY

### ACTIVITIES

1. We have listed a number of outdoor recreation activities that could be enjoyed **WITHIN** the park. Please circle the number that indicates how much time, if any, you spent doing each activity during your visit to the park.

	----- TIME SPENT -----				
	NONE	LESS THAN 1 HOUR	1-4 HOURS	5-12 HOURS	MORE THAN 12 HOURS
Camping near vehicle	0	1	2	3	4
Camping away from vehicle (cart-in)	0	1	2	3	4
Backpack camping	0	1	2	3	4
Group camping (primitive)	0	1	2	3	4
Group camping (modern)	0	1	2	3	4
Group camping (cabins)	0	1	2	3	4
Staying overnight in a cabin	0	1	2	3	4
Staying overnight in a hostel	0	1	2	3	4
Staying overnight at Douglas Lodge	0	1	2	3	4
Staying overnight at Nicollet Court	0	1	2	3	4
Sailboating	0	1	2	3	4
Sailboarding	0	1	2	3	4
Backpacking — day use	0	1	2	3	4
Sight-seeing	0	1	2	3	4
Driving for pleasure	0	1	2	3	4
Bicycle touring	0	1	2	3	4
Roller blading	0	1	2	3	4
Hiking	0	1	2	3	4
Walking	0	1	2	3	4
Jogging	0	1	2	3	4
Canoeing	0	1	2	3	4
Kayaking	0	1	2	3	4
Motor boating	0	1	2	3	4
Cruise boating	0	1	2	3	4
Reunions and weddings	0	1	2	3	4
Partying	0	1	2	3	4
Swimming	0	1	2	3	4
Wading	0	1	2	3	4
Sunbathing	0	1	2	3	4
Beach activities	0	1	2	3	4

Question 1 - ACTIVITIES (continued)

	TIME SPENT				
	NONE	LESS THAN 1 HOUR	1 - 4 HOURS	5 - 12 HOURS	MORE THAN 12 HOURS
Beachcombing	0	1	2	3	4
Fishing	0	1	2	3	4
Hunting	0	1	2	3	4
Watching wildlife	0	1	2	3	4
Birding	0	1	2	3	4
Berry picking	0	1	2	3	4
Looking at wildflowers	0	1	2	3	4
Mushroom hunting	0	1	2	3	4
Viewing cultural resources (for example, burial sites)	0	1	2	3	4
Viewing historical resources (for example, historical buildings)	0	1	2	3	4
Viewing Headwaters of Mississippi	0	1	2	3	4
Nature study	0	1	2	3	4
Environmental education	0	1	2	3	4
Participating in interpretive activities	0	1	2	3	4
Visiting visitor center	0	1	2	3	4
Visiting museums	0	1	2	3	4
Participating in photography	0	1	2	3	4
Picnicking	0	1	2	3	4
Snowmobiling	0	1	2	3	4
Cross-country skiing	0	1	2	3	4
Snowshoeing	0	1	2	3	4
Ice fishing	0	1	2	3	4
Climbing fire tower	0	1	2	3	4
Shopping at gift shops	0	1	2	3	4
Reading for pleasure	0	1	2	3	4
Writing for pleasure	0	1	2	3	4
Taking field trips	0	1	2	3	4
Eating at Douglas Lodge restaurant	0	1	2	3	4
Other (Please list):	0	1	2	3	4
	0	1	2	3	4



2. Which of the activities listed in question 1 contributed most to your total satisfaction on your trip to Itasca State Park (List in order or most satisfying to 3rd most satisfying)?

Most satisfying: \_\_\_\_\_

2nd most satisfying: \_\_\_\_\_

3rd most satisfying: \_\_\_\_\_

**EXPERIENCES AND BENEFITS**

3. While engaged in your most satisfying activity, you listed in question 2, how important were each of the following experiences and benefits as reasons for your visit to Itasca State Park, and to what extent were you able to obtain or realize each of the following?

	VERY UNIMPORTANT	MODERATELY UNIMPORTANT	SOMEWHAT UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	SOMEWHAT IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	NOT AT ALL ABLE	SOMEWHAT ABLE	MODERATELY ABLE	TOTALLY ABLE
Develop my skills and abilities	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Do things my own way	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be in control of things that happen	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Chance dangerous situations	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Bring my family closer together	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Enjoy the natural scenery	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be with members of my own group	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be with other people who enjoy the same thing as I do	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Learn more about the natural history of the area	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Keep/get physically fit	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Do something creative such as sketch, paint or take photographs	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Talk to new and varied people	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Observe other people in the area	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Experience new and different things	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Learn more about nature	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Rest physically	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Enjoy the smells and sounds of nature	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Experience excitement	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Learn more about the cultural history of the area	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Have others know that I have been there	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Maintain a sense of self-pride	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Express and nurture spiritual values	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Reflect on and clarify personal values	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Help release or reduce built-up tension	-3	-2	-1	0	+1	+2	+3	1	2	3	4

Question 3 - EXPERIENCES AND BENEFITS (continued)

	VERY UNIMPORTANT	MODERATELY UNIMPORTANT	SOMEWHAT UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	SOMEWHAT IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	NOT AT ALL ABLE	SOMEWHAT ABLE	MODERATELY ABLE	TOTALLY ABLE
Enjoy a different climate than what I have back home	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Enjoy a different experience than what I have back home	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Enjoy a different activity than what I experience back home	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Rest mentally	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Get away from the usual demands of life	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Experience solitude	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Get away from crowds	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Escape the family temporarily	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Share what I have learned with others	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Lead other people	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be with caring and sensitive people	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Avoid the unexpected	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Feel more self-confident	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Gain a greater sense of independence	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Feel exhilarated	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Help others develop their skills	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Promote greater environmental stewardship of the land in my children	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Feel healthier	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be more attentive to my family's needs	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be more attentive to my friend's needs	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be more productive at work	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Be more productive at school	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Increase my lung capacity	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Increase my muscle strength	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Experience positive moods/emotions	-3	-2	-1	0	+1	+2	+3	1	2	3	4
Others: (please list)	-3	-2	-1	0	+1	+2	+3	1	2	3	4
	-3	-2	-1	0	+1	+2	+3	1	2	3	4

**SETTING CHARACTERISTICS**

4. In the future, if you engaged in your **MOST SATISFYING ACTIVITY**, as you listed in question 2, at a future visit to Itasca State Park how desirable would each of the following be?

Circle the number below that best describes how desirable or undesirable each of the following setting characteristics is.

	VERY UNDESIRABLE	UNDESIRABLE	NEITHER UNDESIRABLE NOR DESIRABLE	DESIRABLE	VERY DESIRABLE
<b>ACCESS TO THE AREA</b>					
No motorized use is allowed and no designated trails are present so area is accessible only by hiking cross country	-2	-1	0	+1	+2
Accessible only by designated non-motorized trails (mountain bikes, on foot, canoe, horse, etc.)	-2	-1	0	+1	+2
Accessible by designated motorized and non-motorized trails and primitive roads (by snowmobiles, trail bikes, 4 wheel drives, ATVs etc.)	-2	-1	0	+1	+2
Accessible by all motorized vehicles using designated roads	-2	-1	0	+1	+2
<b>NATURALNESS OF THE AREA</b>					
An undisturbed natural area	-2	-1	0	+1	+2
A largely undisturbed natural area	-2	-1	0	+1	+2
An area that is somewhat modified but appears natural. Land use activities such as mowing park entrance areas may be evident.	-2	-1	0	+1	+2
A substantially modified area with both human-made and natural features such as rural or agricultural landscapes. Land uses such as crop farming may be evident.	-2	-1	0	+1	+2
An area where roads, buildings, and powerlines clearly dominate the landscape.	-2	-1	0	+1	+2
<b>DISTANCE FROM ROADS</b>					
Further than 1 mile from any paved road or area with motorized vehicles, including trail bikes or 4-wheel drives	-2	-1	0	+1	+2
At least 1/2 mile away from any paved road or area with motorized vehicles	-2	-1	0	+1	+2
Near or on service roads not maintained for visitor use and at least 1/2 mile from improved roads drivable by motor vehicles.	-2	-1	0	+1	+2
Near or on improved roads maintained for visitor use, drivable by motor vehicles and at least 1/4 mile from paved roads	-2	-1	0	+1	+2
On or near paved roads	-2	-1	0	+1	+2

Question 4 - SETTING CHARACTERISTICS (continued)

	VERY UNDESIRABLE	UNDESIRABLE	NEITHER UNDESIRABLE NOR DESIRABLE	DESIRABLE	VERY DESIRABLE
<b>CONTACTS WITH OTHER PEOPLE</b>					
Very little contact with other people on trails (you see 6 or fewer groups per day on the trails)	-2	-1	0	+1	+2
Very little contact with other people at your campsite (you see fewer than 3 groups per day at your campsite)	-2	-1	0	+1	+2
Little contact with other people on trails (you see 6-15 groups per day on the trails)	-2	-1	0	+1	+2
Little contact with other people at your campsite (you see 6 or fewer groups per day at your campsite)	-2	-1	0	+1	+2
Moderate contact with other people (you see 15 - 30 groups per day on the trails)	-2	-1	0	+1	+2
Moderate contact with other people at your campsite (you see 7 - 15 groups per day at your campsite)	-2	-1	0	+1	+2
High degree of contact with other people on trails (you see 30+ groups per day in total)	-2	-1	0	+1	+2
High degree of contact with other people at your campsite (you see 15+ groups per day at your campsite)	-2	-1	0	+1	+2
In constant contact with other people on trails (you see large numbers of users per day on the trails)	-2	-1	0	+1	+2
In constant contact with other people at your campsite (you see large numbers of users per day at your campsite)	-2	-1	0	+1	+2
<b>AMOUNT AND TYPE OF FACILITIES</b>					
No facilities	-2	-1	0	+1	+2
A few primitive facilities such as trails and signs	-2	-1	0	+1	+2
A few rustic facilities to protect the environment and for visitor safety (e.g., fire grates and pit toilets)	-2	-1	0	+1	+2
A moderate number of facilities such as developed campsites, picnic tables and parking areas	-2	-1	0	+1	+2
Numerous facilities to accommodate many users (e.g., surfaced trails, modern campgrounds, interpretive center, picnic shelter, stores or cabins)	-2	-1	0	+1	+2

Question 4 (continued)

	VERY UNDESIRABLE	UNDESIRABLE	NEITHER UNDESIRABLE NOR DESIRABLE	DESIRABLE	VERY DESIRABLE
<b>AMOUNT OF MANAGEMENT AND REGULATION</b>					
No on-site visitor management controls, regulations or information are present	-2	-1	0	+1	+2
A few visitor management controls or regulations are noticeable; limited information facilities present	-2	-1	0	+1	+2
On-site visitor management regulations and controls are noticeable; simple information facilities and services are present	-2	-1	0	+1	+2
Several on-site visitor management regulations and controls and more complex information facilities and services are present	-2	-1	0	+1	+2
On-site visitor management regulations and controls are obvious and numerous; sophisticated information exhibits and extensive visitor services are present	-2	-1	0	+1	+2

**PROBLEMS**

5. On your visit to Itasca State Park, how did you feel about the number or amount of each of the following that you may have experienced?

	TOO FEW/TOO LITTLE	ABOUT RIGHT	TOO MANY/TOO MUCH	DOES NOT APPLY
Restrooms	1	2	3	4
Shower facilities	1	2	3	4
Information signs	1	2	3	4
Interpretive exhibits	1	2	3	4
Trails within the area	1	2	3	4
Cabins for rent by the park				
Campsites	1	2	3	4
People having parties	1	2	3	4
People being noisy	1	2	3	4
People riding bikes on trails	1	2	3	4
People on the trails	1	2	3	4
People at the beach	1	2	3	4
People at the shower building	1	2	3	4
People at overlooks	1	2	3	4
People near rivers/streams	1	2	3	4
People at picnic areas	1	2	3	4
Gift shops within the park				
Written interpretive material on the park that I could take home	1	2	3	4
Information brochures about the natural resources of this park	1	2	3	4
Information brochures about the cultural resources and history of this park	1	2	3	4
Information brochures about the experiences and benefits I could expect to gain from visiting this park	1	2	3	4
Educational opportunities	1	2	3	4
Interpretive opportunities	1	2	3	4
Security patrols	1	2	3	4
Information about the experiences and benefits I could expect to gain from visiting other Minnesota State Parks (to help me decide where to go for what I want)	1	2	3	4
Degree of training of park staff to handle enforcement problems	1	2	3	4
Degree of training of park staff to handle medical emergencies	1	2	3	4
Other (Please Specify):	1	2	3	4

## CONFLICTS

6. To what extent, if any, did you find the following to be a problem during your visit to Itasca State Park?

	NOT A PROBLEM	MINOR PROBLEM	MODERATE PROBLEM	SERIOUS PROBLEM	VERY SERIOUS PROBLEM
Litter and trash left by others	1	2	3	4	5
Deteriorated campsite facilities	1	2	3	4	5
My preferred campsite was occupied	1	2	3	4	5
Campsites too close together	1	2	3	4	5
Campsites too far apart	1	2	3	4	5
Not enough vegetation for screening between campsites	1	2	3	4	5
Campground too full	1	2	3	4	5
Campground not full enough	1	2	3	4	5
My preferred campsite was closed	1	2	3	4	5
My preferred overnight lodging was occupied	1	2	3	4	5
DNR employees unable to answer questions about the park	1	2	3	4	5
Maps do not adequately depict available facilities, distances, etc.	1	2	3	4	5
Degraded environment	1	2	3	4	5
Eroded trails	1	2	3	4	5
Deteriorated toilet facilities	1	2	3	4	5
Poorly maintained facilities (toilets, trails)	1	2	3	4	5
Grass not mowed	1	2	3	4	5
State Park brochures not available	1	2	3	4	5
Historic site tours full	1	2	3	4	5
Getting or making reservations was difficult	1	2	3	4	5
Trails not maintained adequately	1	2	3	4	5
Trails not adequately signed	1	2	3	4	5
Maps and brochures not available	1	2	3	4	5
Restrooms not cleaned often enough	1	2	3	4	5
Pet owners not obeying rules	1	2	3	4	5
Pets allowed in the park	1	2	3	4	5
DNR staff not available	1	2	3	4	5
Park rules too restrictive	1	2	3	4	5
Park rules not restrictive enough	1	2	3	4	5
Camping rules too restrictive	1	2	3	4	5
Merchandise choices in the gift shops	1	2	3	4	5
Restaurant too busy to be seated	1	2	3	4	5
No lifeguard on swimming beach	1	2	3	4	5
Too few cabins	1	2	3	4	5
Closed facilities	1	2	3	4	5
Camping rules not restrictive enough	1	2	3	4	5
Other (Please Specify):	1	2	3	4	5

**POSSIBLE MANAGEMENT ACTIONS**

7. To what extent do you favor or oppose each of the following possible management actions for Itasca State Park? (Circle the numbers that indicate how much you oppose or favor each action).

	STRONGLY OPPOSE	OPPOSE	NEITHER OPPOSE NOR FAVOR	FAVOR	STRONGLY FAVOR
Provide more flush toilet facilities	-2	-1	0	+1	+2
Build additional shower facilities	-2	-1	0	+1	+2
Provide more information signs	-2	-1	0	+1	+2
Design and construct additional interpretive exhibits	-2	-1	0	+1	+2
Build more unsurfaced hiking trails	-2	-1	0	+1	+2
Build more surfaced trails for roller blading	-2	-1	0	+1	+2
Build more surfaced trails for bicycling	-2	-1	0	+1	+2
Restrict the use of some trails to bikes and roller blades and the use of others to hiking alone	-2	-1	0	+1	+2
Allow horseback use of hiking trails	-2	-1	0	+1	+2
Provide more trash receptacles	-2	-1	0	+1	+2
Periodically close heavily used sites to allow them to revegetate and heal	-2	-1	0	+1	+2
Close some campsites to increase the distance between campers	-2	-1	0	+1	+2
Develop more campsites within or adjacent to the existing campground so that sites are not so far apart	-2	-1	0	+1	+2
Increase the camping capacity by building another campground away from the existing campgrounds	-2	-1	0	+1	+2
Add another unit to the State Park System to accommodate additional camping use	-2	-1	0	+1	+2
Enforce a late evening curfew to promote peace and quiet	-2	-1	0	+1	+2
Establish certain trails for equestrian (horse) use only	-2	-1	0	+1	+2
In limited areas of the park, where too much use threatens to degrade desirable experiences and benefits restrict amounts of use	-2	-1	0	+1	+2
If use restrictions are needed, impose them on a first-come first-served basis only	-2	-1	0	+1	+2
If use restrictions are needed, impose them on the basis of advance reservation	-2	-1	0	+1	+2
Provide more training for public contact personnel to increase their ability to answer people's questions	-2	-1	0	+1	+2
Limit visitor access to areas susceptible to erosion	-2	-1	0	+1	+2
Build interpretive/information center for Headwaters of the Mississippi River	-2	-1	0	+1	+2



Question 7 (continued)

	STRONGLY OPPOSE	OPPOSE	NEITHER OPPOSE NOR FAVOR	FAVOR	STRONGLY FAVOR
Provide more training for public contact personnel to increase their ability to help people find places that will best satisfy their recreation opportunity preferences	-2	-1	0	+1	+2
Provide more opportunities for visitor input into management decisions	-2	-1	0	+1	+2
Provide playground equipment in developed areas	-2	-1	0	+1	+2
Repair eroded trails	-2	-1	0	+1	+2
Mow grass	-2	-1	0	+1	+2
Provide more state park maps to visitors	-2	-1	0	+1	+2
Provide more state park brochures	-2	-1	0	+1	+2
Provide more interpretive programs	-2	-1	0	+1	+2
Provide more exhibits to help learn about park resources	-2	-1	0	+1	+2
Provide more shade trees	-2	-1	0	+1	+2
Control raccoon population	-2	-1	0	+1	+2
Clean public buildings more frequently	-2	-1	0	+1	+2
Provide improved signing on trails	-2	-1	0	+1	+2
Close the park to pets	-2	-1	0	+1	+2
Provide more educational opportunities	-2	-1	0	+1	+2
Remove dead, dying or fallen timber in developed areas	-2	-1	0	+1	+2
Remove dead, dying or fallen timber in undeveloped areas	-2	-1	0	+1	+2
Close areas susceptible to erosion to visitors	-2	-1	0	+1	+2
Separate trails for bicycles and roller blades	-2	-1	0	+1	+2
Provide more interpretive opportunities	-2	-1	0	+1	+2
Build more cabins	-2	-1	0	+1	+2
Build more overnight accommodations (hotel, motel, etc.)	-2	-1	0	+1	+2
Replace existing buildings with log structures	-2	-1	0	+1	+2
Reopen closed facilities	-2	-1	0	+1	+2
Provide more staff in park office	-2	-1	0	+1	+2
Provide bearproof food lockers at remote sites	-2	-1	0	+1	+2
Build a golf course	-2	-1	0	+1	+2
Improve trail boardwalks and steps	-2	-1	0	+1	+2
Develop better toilet facilities at backpack sites	-2	-1	0	+1	+2
Provide more backpack sites	-2	-1	0	+1	+2
Provide fewer backpack sites	-2	-1	0	+1	+2
Set aside areas of the park for scientific research only	-2	-1	0	+1	+2
Limit development of facilities	-2	-1	0	+1	+2
Increase development of facilities	-2	-1	0	+1	+2
Other (Please Specify):	-2	-1	0	+1	+2

**SERVICES DELIVERED**

8. Park managers need to know how important you feel each of the following services were when you visited Itasca State Park as well as your perceptions of how well DNR is providing them.

- 1) Please indicate how important each of the following services were to you when you visited Itasca State Park; and
- 2) Please rate how well DNR is doing at providing these services in the space to the right of each item. Use the following rating system:

1 = Excellent    2 = Good    3 = Fair    4 = Poor    8 = Does not apply

	VERY UNIMPORTANT	MODERATELY UNIMPORTANT	SOMEWHAT UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	SOMEWHAT IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	WHAT IS YOUR RATING?
Helpful information signs	-3	-2	-1	0	+1	+2	+3	_____
Attractive information signs	-3	-2	-1	0	+1	+2	+3	_____
Well dressed and professional looking park personnel	-3	-2	-1	0	+1	+2	+3	_____
Clean restrooms	-3	-2	-1	0	+1	+2	+3	_____
Attractive restrooms	-3	-2	-1	0	+1	+2	+3	_____
Campsites in good condition	-3	-2	-1	0	+1	+2	+3	_____
Attractive campsites	-3	-2	-1	0	+1	+2	+3	_____
Park personnel that can be depended upon to provide accurate information	-3	-2	-1	0	+1	+2	+3	_____
Park grounds in good condition	-3	-2	-1	0	+1	+2	+3	_____
Park personnel that show genuine interest in being responsive to visitors' needs	-3	-2	-1	0	+1	+2	+3	_____
Park personnel that act professionally	-3	-2	-1	0	+1	+2	+3	_____
Entrance station personnel who handle transactions promptly, with courtesy and personal consideration	-3	-2	-1	0	+1	+2	+3	_____
Believable park personnel	-3	-2	-1	0	+1	+2	+3	_____
A Park visit that is a good value for the money it costs	-3	-2	-1	0	+1	+2	+3	_____
Vehicles and other personal belongings safe from the threat of vandalism	-3	-2	-1	0	+1	+2	+3	_____
Entrance stations that are open during the right hours each day	-3	-2	-1	0	+1	+2	+3	_____
Visitor centres that are open the right hours each day	-3	-2	-1	0	+1	+2	+3	_____

Question 8 (continued)

	VERY UNIMPORTANT	MODERATELY UNIMPORTANT	SOMEWHAT UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	SOMEWHAT IMPORTANT	MODERATELY IMPORTANT	VERY IMPORTANT	WHAT IS YOUR RATING?
Park personnel who know how to communicate effectively with visitors	-3	-2	-1	0	+1	+2	+3	_____
A park map is available	-3	-2	-1	0	+1	+2	+3	_____
A park brochure is available	-3	-2	-1	0	+1	+2	+3	_____
A Park brochure that is easy to read	-3	-2	-1	0	+1	+2	+3	_____
A Park brochure that contains all of the information I need	-3	-2	-1	0	+1	+2	+3	_____
Park personnel to direct me to the areas that have what I want	-3	-2	-1	0	+1	+2	+3	_____
Exhibits	-3	-2	-1	0	+1	+2	+3	_____
Interpretive programs	-3	-2	-1	0	+1	+2	+3	_____
Mowed trails	-3	-2	-1	0	+1	+2	+3	_____
Well signed trails	-3	-2	-1	0	+1	+2	+3	_____
Interpretive programs that help improve my understanding of the park	-3	-2	-1	0	+1	+2	+3	_____
Interpretive programs that help improve my understanding of the environment	-3	-2	-1	0	+1	+2	+3	_____
Park facilities were accessible	-3	-2	-1	0	+1	+2	+3	_____
Professional service at Douglas Lodge Restaurant	-3	-2	-1	0	+1	+2	+3	_____
Good quality food served at Douglas Lodge Restaurant	-3	-2	-1	0	+1	+2	+3	_____
Professional service at gift shops	-3	-2	-1	0	+1	+2	+3	_____
Appropriate type of merchandise for the park sold at gift shops	-3	-2	-1	0	+1	+2	+3	_____
Bicycle rental	-3	-2	-1	0	+1	+2	+3	_____
Boat rental	-3	-2	-1	0	+1	+2	+3	_____
Excursion boat tours	-3	-2	-1	0	+1	+2	+3	_____
Other (Please specify):								_____
_____	-3	-2	-1	0	+1	+2	+3	_____
_____	-3	-2	-1	0	+1	+2	+3	_____

**SATISFACTION**

9. Overall, how satisfied were you with your stay at Itasca State Park?

- \_\_\_\_\_ Very satisfied
- \_\_\_\_\_ Satisfied
- \_\_\_\_\_ Unsatisfied
- \_\_\_\_\_ Very unsatisfied

10. Please indicate how important each of the following was to your overall satisfaction as indicated in question 9.

	VERY UNIMPORTANT	UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	IMPORTANT	VERY IMPORTANT	WAS NOT AWARE
Hiking trails	-2	-1	0	+1	+2	+8
Cross-country ski trails	-2	-1	0	+1	+2	+8
Snowmobile trails	-2	-1	0	+1	+2	+8
Campgrounds	-2	-1	0	+1	+2	+8
Mushrooms	-2	-1	0	+1	+2	+8
Berries	-2	-1	0	+1	+2	+8
Wildflowers	-2	-1	0	+1	+2	+8
Mississippi Headwaters	-2	-1	0	+1	+2	+8
Old growth (large pine trees)	-2	-1	0	+1	+2	+8
Camping	-2	-1	0	+1	+2	+8
Overnight accommodations (non-camping)	-2	-1	0	+1	+2	+8
Douglas Lodge restaurant	-2	-1	0	+1	+2	+8
Wilderness drive	-2	-1	0	+1	+2	+8
Gift shops	-2	-1	0	+1	+2	+8
Water based recreation	-2	-1	0	+1	+2	+8
Wildlife	-2	-1	0	+1	+2	+8
Birds	-2	-1	0	+1	+2	+8
Interpretive programs	-2	-1	0	+1	+2	+8
U of MN Forestry and Biological Station	-2	-1	0	+1	+2	+8
Paved bicycle trails	-2	-1	0	+1	+2	+8
Historic buildings	-2	-1	0	+1	+2	+8
Archeological sites	-2	-1	0	+1	+2	+8
Cultural and historical sites	-2	-1	0	+1	+2	+8
Semi-modern campground in natural setting	-2	-1	0	+1	+2	+8
Modern group camp	-2	-1	0	+1	+2	+8

Question 10 (continued)

	VERY UNIMPORTANT	UNIMPORTANT	NEITHER UNIMPORTANT NOR IMPORTANT	IMPORTANT	VERY IMPORTANT	WAS NOT AWARE
Wilderness like setting for camping	-2	-1	0	+1	+2	+8
Interpretive center	-2	-1	0	+1	+2	+8
Canoe rentals	-2	-1	0	+1	+2	+8
Bike rentals	-2	-1	0	+1	+2	+8
Wilderness like setting for hiking	-2	-1	0	+1	+2	+8
Fishing in lakes	-2	-1	0	+1	+2	+8
Other (Please Specify):	-2	-1	0	+1	+2	+8
	-2	-1	0	+1	+2	+8
	-2	-1	0	+1	+2	+8

**TRIP PROFILE**

11. Please indicate which of the following you used to plan your trip that included your visit to Itasca State Park (Check all that apply).

- Personal experience
- Friends, relatives or others
- Auto club
- Chamber of commerce
- Roadside tourist information center
- State/region tourism office
- Travel agent or tour company
- Books
- Magazines
- Newspapers
- Hotel or resort
- State parks brochures
- Airline/commercial carrier
- Television or radio
- County/city offices
- Other state parks
- State highway maps
- Calling the DNR information center in St. Paul
- Other (Please Specify: \_\_\_\_\_)

12. As part of your visit to the park, did you stop in a nearby community or communities?
- \_\_\_\_\_ YES (Name of community or communities: \_\_\_\_\_)
- \_\_\_\_\_ NO (Skip to question 14)

13. Please check each of the following types of businesses in the community or communities you indicated in question 12 where you spent money on this trip (Check all that apply).

<u>BUSINESS</u>	
Restaurants/bars	_____
Gas stations	_____
Tour guides	_____
Outfitters	_____
RV supply	_____
Grocery stores	_____
Retail stores/gift shops	_____
Casino	_____

14. As part of your visit to Itasca State Park, did you stay overnight at any locations **OUTSIDE** the park or at private cabins within the park (i.e. Bert's cabins) (Check one).
- \_\_\_\_\_ YES
- \_\_\_\_\_ NO (Skip to question 16)

15. Please indicate the number of nights you stayed in each of the following locations on this trip. (Check all that apply).

<u>OVERNIGHT ACCOMMODATIONS</u>	<u>NIGHTS</u>
Camped on other public lands (National Forests, State Forests, National Parks, county, or city campgrounds, etc.)	_____
Camped at private campground	_____
Stayed in motel	_____
Stayed in hotel	_____
Stayed in resort	_____
Stayed in lodge	_____
Stayed in bed and breakfast	_____
Stayed with friends and relatives	_____
Stayed in cottage	_____
Other (Please specify: _____)	_____

**DEMOGRAPHICS**

16. Which of the following describes your present situation? (Check one)

- Single, no children
- Married, no children
- Married with children
- Single parent with children
- Other (Please explain: \_\_\_\_\_)

17. Which of these best describes your race or ethnic group? (Check one)

- African American
- Asian
- Caucasian
- Hispanic
- Native American
- Pacific Islander
- Other (Please explain: \_\_\_\_\_)

18. What is the highest level of education you have completed? (Check one)

- Eighth grade or less
- Some high school
- High school graduate or GED
- Some college
- College graduate
- Some graduate school
- Graduate degree

19. At the time you took your trip to Itasca State Park, did anyone in your group have a disability?

- YES
- NO (Skip to question 22)

20. Did this disability interfere with their ability to enjoy the park?

- YES
- NO (Skip to question 22)

21. Please describe the disability below:

\_\_\_\_\_

\_\_\_\_\_

22. Did more than one person in your party assist in completing this questionnaire?

- YES
- NO

Thank you for your time and cooperation! Please return this survey in the enclosed postage-paid envelope to:

Dr. Dorothy Anderson  
Department of Forest Resources  
University of Minnesota  
115 Green Hall  
1530 North Cleveland Avenue  
St. Paul, MN 55108-1027

This research project is being conducted by the University of Minnesota, Department of Forest Resources and funded by the Minnesota Department of Natural Resources, Division of Parks and Recreation and the United States Department of Agriculture, Forest Service, Rocky Mountain Forest and Range Experiment Station. Questions and comments concerning this survey can be directed to either the University of Minnesota, Department of Forest Resources or the Minnesota Department of Natural Resources, Division of Parks and Recreation, 500 Lafayette Rd., St. Paul, MN 55155.



MINNESOTA STATE PARKS  
BENEFITS BASED MANAGEMENT  
STUDY

Interviewer  
Training Manual  
(Itasca State Park)

This study is a joint effort between the University of Minnesota, College of Natural Resources, the Minnesota Department of Natural Resources and the U.S. Forest Service. It is being conducted and carried out by the following people:

Dr. Dorothy H. Anderson  
College of Natural Resources  
University of Minnesota  
1530 Cleveland Ave. N.  
St. Paul, MN 55108

Mr. Ron Nickerson  
MN DNR  
500 Lafayette Rd.  
St. Paul, MN 55155

Mr. William Johnson  
College of Natural Resources  
University of Minnesota  
1530 Cleveland Ave. N.  
St. Paul, MN 55108

Any questions regarding the conduct of this survey or materials in this manual should be directed to the people listed above.



## PURPOSE OF THE BENEFITS BASED MANAGEMENT SURVEY

The Minnesota State Parks Benefits Based Management Survey (BBM) is a cooperative effort between the University of Minnesota, the Minnesota Department of Natural Resources Division of Parks and Recreation, and the U.S. Forest Service. This project is designed to document visitor experiences and the short- and long-term visitor benefits obtained from recreational activities within Minnesota's state parks. This effort is one of three pilot tests being conducted by the U.S. Forest Service nationwide. Six of Minnesota's state parks have been selected for participation in the visitor survey phase of the research effort: Forestville/ Mystery Cave, St. Croix, Itasca, Interstate, Tettegouche, and George Crosby Manitou. Visitors to these parks will be surveyed from spring 1993 through winter 1994.

The questions used in the survey have been developed by the research partners based on over two decades of research assessing visitor motives for participation in outdoor recreation activities. The parks involved in the project will directly benefit because the survey results will be used to influence management objectives and decisions in these parks. The survey data will also have relevance for statewide planning, policy, management, and research decisions. In addition, the data collected in Minnesota will be compiled with results from the other pilot tests to begin formation of a national database. This larger database will be used in outdoor recreation marketing, planning, management, and research on a national scale.

## INTRODUCTION TO THE SURVEY PROCESS

### General Procedures

With a little practice you should become familiar with the interview process. We begin this manual with a general look at the procedures associated with being an interviewer. Basically, there are five phases:

1. procedures upon first arriving at the interview site;
2. procedures for the beginning of every survey day;
3. procedures during the interview;
4. procedures for the end of the day; and
5. procedures for the end of each week.

### Phase 1: Arrival at Scheduled Interview Site

1. Arrive at the park on the appropriate day. Once you have arrived, meet with your contact person (usually this will be the park manager). Ask your contact person to provide you with maps, survey supplies, and show you where to set up survey locations.
2. Discuss the park, survey schedule, and the training manual with your contact person. You should arrange a tour of the park before you start surveying.
3. Make sure you have directions to the next day's interview site, and that you have a phone number to call should something go wrong.

## Phase 2: Beginning of Every Survey Day

1. **Every Day.** -- *You and your survey partner will be given a series of onsite surveys and a series of interview numbers to use during the sampling season. Simply start with the first number and progress through the sequence during the interviewing season. It is important to make sure that both the onsite and mailback surveys are numbered and that the ID numbers correspond.*

Take with you each day a sufficient number of onsite and mailback surveys and envelopes to meet your daily survey quota.

- Fill out the top of page one in advance on each of the onsite surveys; ID numbers, the day's date, and site location. The survey time *must not* be completed until the onsite is actually given.
  - Sign the letter on the inside cover of the mailback survey. You should sign enough of these each morning so that you do not have to fumble with this task while you are interviewing visitors.
2. Put the onsite surveys, mailbacks, envelopes, and other supplies in your plastic file box. Assemble your traffic cones, signs, and orange safety vests. You are prepared to head out for the day.

## Phase 3: Conducting the Interview

1. Using the sampling schedule given to you when you arrived at the park, go to the site to be surveyed. It is absolutely essential that you arrive at the site *on time*.
2. Select people to be interviewed, using the procedures outlined later in this training manual.
3. Occasionally, people you approach will not be recreationists, but may just be going to work, just trying to get somewhere, and so forth. *Complete interviews only with recreationists.* If you approach a *nonrecreationist*, thank him/her for their time, and tell them you can only interview recreationists.
4. Once you have selected a recreationist, determine if she/he is leaving the park the same day you are conducting the interview. *If the respondent is leaving the park the day of the interview, interview them.*
5. Complete the onsite survey form, following the detailed instructions in this training manual. When you are interviewing remember to ask each question in the same way every time. *The questions should be asked exactly as printed in your questionnaire.*
6. Hand out mailbacks in accordance with procedures outlined later in this training manual.
7. Repeat steps 1 through 6 until the sampling period for that day has ended, or until you reach your quota, whichever occurs first. *You are to collect the number of interviews a day specified on the survey schedule.* A regular working day should be about 4 hours long, with hours flexible enough to get your interview quota. *In most cases you should average 12 to 13 interviews per day.*

#### Phase 4: End of the Day

1. While you are interviewing, carry your forms and file folders in the file box provided.
2. At the end of the day, take your forms out, check each form to ensure the data is legibly written, and leave completed surveys in the park office for mailing to the University of Minnesota.
3. Update your survey diary. Enter any observations about the day, the weather the people interviewed, problems encountered, difficulty visitors had understanding questions, etc.
4. Before leaving the park, check with your contact person to sign out for the day, store your supplies, and relay any problems or difficulties you may have encountered during the day.

#### Phase 5: End of the Week

1. At the end of the week, look over all forms; make sure the information is clearly written, and prepare them for mailing to the University.
2. Review your survey diary and insert a note in the package mailed to the University if major difficulties or problems occurred, e.g., unable to reach quota, etc.
3. Every Friday morning (or at the end of the last survey day of the week), package completed onsite interview forms and the weekly activity tally sheet (a blank form and a sample are included at the end of this manual) in the large envelopes we sent you and give them to your contact person. Your contact person will mail the forms to us. Make sure that you package materials in such a way that the forms will not be crumpled in the mail.

Onsite interviews should be sent *priority mail* to:

Dr. Dorothy Anderson  
Department of Forest Resources  
University of Minnesota  
115 Green Hall  
1530 Cleveland Avenue N.  
St. Paul, MN 55108

## Sampling Procedures

In the section that follows, procedures for selecting respondents will be presented. In scientific surveying, it is not acceptable for an interviewer to select anyone that she/he may walk up to. Instead, it is necessary to have a formal selection process to insure that everyone leaving the park has an equal chance of being selected.

### Guidelines for Choosing Sites

*Representation of User Groups.* - The site sampling plan we give you will tell you when and where you should interview each day. Good representation of user groups should result when interviewers follow their site sampling plans. These plans will be given to you with your other survey materials.

### Alternative (Bad Weather) Sites

Despite the best laid interviewing plans, something may go wrong. That something could often be the weather. Interviewing in the rain is not an enjoyable activity for either party, and may be dangerous. Therefore, an alternative, or bad weather, site must be selected. An indoor site with fairly heavy visitor traffic flow is best. Examples include: visitor centers, museums, and interpretive sites. The park manager's knowledge of the local facilities will be the best guide to interviewer placement. It is important to note that the *alternative site is not to be used as a primary interviewing site.*

### Guidelines for Choosing Groups

This survey will be administered as an exit interview by teams of two interviewers. As such, you will only be interviewing people who are leaving the park for the day. One team member will be responsible for traffic control and stopping vehicles for interviews, while the second team member will be conducting the interviews. Team members should rotate responsibilities periodically. Stopping traffic for interviewing and conducting a safe and orderly interview requires cooperation and communication between team members. Each team will be provided with a paddle sign that reads "stop" on one side and "slow" on the opposite side.

The team member with responsibility for traffic control will be located in the center of the road holding the "stop/slow" paddle sign so that drivers can easily see both the sign and the team member. This team member will stop each car that is leaving the park by displaying the stop sign as cars pass *unless* the interviewer is conducting an interview. Occupants of the car will be asked if they have been recreating in the park and if they are willing to participate in a visitor survey. If the visitor has been recreating and says "yes" to an interview, ask them to pull over to the designated interview area. The team member conducting interviews then administers the onsite interview as indicated below. If the visitor has not been recreating or says "no" to an interview, thank them for their time and let them proceed.

If the interviewer is conducting an interview, the team member with traffic control responsibility will display the "slow" sign to encourage drivers to pass through the survey area slowly and safely. When the interviewer has completed an interview, they will signal to the traffic control team member so that subsequent cars can be stopped.

The *only exception* to this selection procedure will be during those times when it appears you may have difficulty reaching the assigned interview quota for the day. In those cases,

a second car may be pulled over and asked to wait while the interviewer is conducting an interview. This procedure should not be used if there is insufficient space to have two cars stopped safely in the interview area. *If this alternate procedure is used, it must be noted in your daily survey diary.*

**Guidelines for Choosing Respondents: Respondent Selection Table**

The following table is used to choose a respondent from a group of recreationists. To choose a respondent from within a recreating group, determine how many are in the group at the time of the interview, including all that are 12 years old or older. Using the respondent selection table that follows, look down the columns called "Size of Group" to the row that corresponds to which interview of the day you are at (first interview of the day, second interview of the day, etc.); you will have a number with which to randomly select a respondent.

For instance, if a group has two people and it's your first interview of the day, the first person from the left (or right) should be interviewed.

**Respondent Selection Table**

	Size of Group (persons)								
	2	3	4	5	6	7	8	9	10
First interview	1	1	1	2	5	4	5	5	5
Second interview	2	3	2	5	3	1	1	7	5
Third interview	1	3	3	1	4	5	3	7	5
Fourth interview	2	3	3	1	5	7	2	4	9
Fifth interview	1	2	1	4	5	5	8	8	5
Sixth interview	1	3	1	2	4	1	6	9	4
Seventh interview	2	3	2	1	3	7	6	7	9
Eighth interview	2	2	4	1	5	2	4	5	9
Ninth interview	1	2	1	2	2	2	6	8	1
Tenth interview	2	1	3	4	6	4	2	3	2

(For the eleventh interview, go back to the "first interview" in the table and start over.)

NOTE: This survey is designed to obtain information from users who visit state parks for recreation in particular zones of the parks. The first set of questions in the interview screens out respondents who are visiting other zones in the park on a given day. In addition, you will not interview persons who: (1) are under 12 years old, (2) cannot speak English or cannot be interpreted; and (3) are state park employees or volunteers.

In summary, there are four procedures used in selecting respondents. The first is to follow closely the *site sampling plan*. The second procedure asks your to make a *selection of groups*. The third procedure addresses *respondent selection* and requires you to use the random selection table above. The fourth involves *selecting visitors from a particular zone in the park*.

If the respondent selected using the selection tables refuses to be interviewed, but someone else in the group volunteers, you may interview the volunteer. However, if the respondent selected using the selection table seems hesitant only, you should gently encourage them to participate. No person should feel pressured to complete the interview. Whenever you interview, always be sure that the answers you record are those of the individual you are interviewing, not their spouse or friend!

*[The following text is extremely faint and illegible due to low contrast and scan quality. It appears to be a series of paragraphs or a list of notes.]*



## Interviewing Materials

### Equipment Provided for *Customer Interviewers*

**Clipboards.** -- Serve as a hard surface against which to write complete surveys.

**Plastic file boxes.** -- To carry your survey forms in.

**State park survey map.** -- This map will help the respondent answer *some* of the questions on the onsite questionnaire, and will help speed up the interviewing process. The interviewer will retain possession of the map throughout the interviewing season.

**Address labels.** -- Use on postage paid large envelopes to mail surveys weekly to the University.

**Postage paid envelopes.** -- Used for respondents to mail back the questionnaire.

**Interview diary.** -- Used to record daily events, problems, weather, traffic patterns, visitor comments, etc.

**Pencils.** -- Use these to fill out the surveys.

**Erasers.** -- To erase.

**Training manual.** -- Keep as a handy reference throughout season.

**Onsite survey and mailbacks.** -- In most cases you will complete about 1,000 surveys. If you need more mailbacks to finish the season, please report this to the park manager as soon as possible.

**6 to 8 orange traffic cones.** -- Used to section-off an interview area. **"Stop/Slow" paddle sign.** - Used to control traffic flow in the interview areas.

**"Traffic Survey Ahead" sign.** -- To be placed about 100 to 200 feet from the survey area to warn traffic.

**Orange safety vests.** -- To be worn by both team members during interview times.

### Suggested Personal Equipment

Rain gear

Flashlight

Wristwatch

Suntan lotion

Sunglasses

Insect repellent

Appropriate clothing for weather variations

## Emergencies and Problems

Although we hope no one has any emergencies or problems, we must be prepared for circumstances that require immediate action. Please be prepared with local emergency numbers: police, fire, medical clinics, and the state park office number.

If you ever need help, there are people to call, and we will do everything we can to assist.

The following chart identifies who to contact for what sort of problem:

<u>Problem</u>	<u>Whom to Contact</u>	<u>Phone</u>
Uncertainties about the survey and surveying procedures	Park manager, Mike Kovacovich or, U of M Dorothy Anderson or St. Paul Parks, Ron Nickerson	(218)266-2100 (612)624-2721 (612)296-6669
Equipment and supplies procedures	Park manager, Mike Kovacovich	(218)266-2100

## Terms of Dismissal

Six situations will cause dismissal of an interviewer:

1. Failure to arrive at the scheduled site at the assigned times, unless previously cleared with his/her site contact. *If problems arise, the interviewer should call the site contact person at the earliest possible date.*
2. Inappropriate dress or behavior (i.e., rudeness, drinking alcoholic beverages, etc.). You are an employee of the Minnesota State Park System and as such you represent that system to all visitors you encounter. Interviewers are required to comply with the state park uniform policy.
3. Falsification of survey forms. *Legal recourse available will be explored in the event that data is proven to be intentionally fraudulent.*
4. Failure to follow the survey guidelines as given in training or the manual.
5. Failure to follow instructions concerning the proper care and distribution of survey forms.
6. Failure to complete survey forms legibly or correctly.
7. Failure to comply with state park rules governing state park visitors while in the park or, if housing is provided, inappropriate behavior that interferes with the quality of experiences sought by other visitors.

## Helpful Hints

There are several things we have learned from the past interviewing seasons. Here are some helpful suggestions from our experiences:

1. When you mail your forms each week, it's a good idea to put a slip of paper with the University address on it *inside* each package, just in case the return address label gets torn off.
2. Some interviewers have encountered a substantial number of illiterate or semi-illiterate recreationists. Please continue to work with these persons to complete the questionnaire, even if it takes a long time. It is very difficult to get survey data from these persons other than using interviewers.
3. Take some time to familiarize yourself with the park and the surrounding communities. Visitors are likely to ask you about activities and directions to other amenities within the area.
4. Be courteous, but do not spend a lot of time engaging in small talk with visitors, particularly if you have a busy day.
5. If you have any suggestions for improvement in the questionnaire or procedures, please let us know. We are always looking for ways to improve.

### How To Get Along With People

Never let an opportunity pass to say a kind and encouraging word to or about somebody. Praise good work, regardless of who did it. If criticism is needed, criticize helpfully, never spitefully.

Be interested in others, their pursuits, their work, their homes, and families. Make merry with those who rejoice; with those that weep, mourn. Let everyone you meet, however humble, feel that you regard him/her as a person of importance.

Be cheerful. Don't burden or depress those around you by dwelling on minor aches and pains and small disappointments. Remember, everyone is carrying some kind of load.

Keep an open mind. Discuss, but don't argue; it is a mark of a superior mind to be able to disagree without being disagreeable.

Be careful of another's feelings. Wit and humor, at the other person's expense, are rarely worth it and may hurt when least expected.

Pay no attention to ill-natured remarks about yourself. Remember that the person who carried the message may not be the most reliable reporter in the world. Simply live so that nobody will believe him.

## THE SURVEYS

### Introduction to the Surveys

The complete BBM survey is made up of three parts. Here's a complete list and short description of the three BBM survey parts.

**Onsite Survey.** -- This survey is applied at every site by the interviewer. The onsite survey provides information about the visitors, trip, and group demographic information.

**Mailback Survey.** -- A booklet survey that is handed out after the onsite survey is completed. Specific instructions on correctly handing out the mailback is covered later in this manual.

**Experience and Benefits Mailback Survey.** -- A booklet survey containing questions about recreation trip experiences and benefits. This survey will be mailed out about three months after the onsite interview.

Instructions for completing the onsite survey are included in this training manual, as are the instructions for implementation.

### The Onsite Questionnaire

**Part 1: Identification** - The top of page one records information to uniquely identify each interview. Some of this information may be filled out before the interview takes place to save time during the interview.

**ID Number.** -- Each onsite survey will have its own unique number. This number is written in the upper left-hand corner of the onsite survey. Each interviewer will be given a batch of onsite surveys and a series of interview numbers to use when they administer the survey. Simply start with the first number and progress through the sequence during the interviewing season. If you run out of onsite surveys or have any problems with this system, call Dorothy Anderson at (612) 624-2721 or Ron Nickerson at (612) 296-6669 for assistance. **do not make up your own interview numbers!**

**NOTE:** It is the interviewer's responsibility to make sure that each onsite survey number is correctly recorded on the mailback questionnaire when the mailback is given to the respondent. This will be discussed later in the mailback procedure section of the training manual.

**Date.** -- Interview date should be recorded (month, day, year).

**Location.** -- Write in the location of the park where you are interviewing. The location will be provided to you before you begin interviewing.

**Time.** Enter the time the survey is administered with am or pm indicated (i.e., 4:25 pm).

**Initials.** Enter your initials.

## ITASCA

Hello. Itasca state park is conducting a survey which will allow us to better plan for your recreation needs. The information we are collecting will be used to improve state parks in Minnesota. Could you please look at this map of Itasca state park as you answer the following question?

1. Itasca state park has been divided into several zones for purposes of this survey as indicated on the attached map. Please look at the map and estimate how much time (in hours) you spent in each zone during this visit to the park. Show *total* hours, including both day and night (i.e., account for 24 hours in each calendar day).

If the largest amount of time was spent in the zone that matches the target zone for the day as indicated on the survey schedule, *go to question 2.*

If the largest amount of time was spent in a zone other than the target zone for the day, *discontinue the interview and say:*

**Thank you for your time, but we are interested in speaking to people who spent most of their time in zone \_\_\_\_\_ today. We appreciate your cooperation.**

*Unable to complete interview because of language barrier - discontinue the interview and say:*

**Thank you for your time. We appreciate your cooperation.**

2. Record the arrival location, month, date, and time. Refer to the military time code references in this manual for assistance. *Remember to ask for am or pm.*
3. Enter "yes" or "no" response. If "no," record the follow-up response for the number of times the visitor has visited Itasca state park.
4. Enter "yes" or "no" response. Note that if the respondent stayed overnight, record the number of nights.
5. Enter "yes" or "no" response. If "no," record the primary reason for the visit.
6. Record how many people are in the group on this trip.
7. Record the number of people in the vehicle.
8. Record the type of group that best describes the respondent's group.
9. Enter the respondent's age.
10. Circle the appropriate gender for the respondent.
11. Record the point where the respondent is leaving the park.
12. Indicate the type of watercraft (motor boat, fishing boat, canoe, kayak, etc.) that may be visible to the interviewer.

13. Check the appropriate response.
14. *When you show the visitor the mailback, briefly flip through the pages and indicate that it will not take a long amount of time to complete and show them the self-addressed stamped envelope to return the survey. Enter "yes" or "no" response.*

If "yes," identify the location of the respondent's home town, state, ZIP code, and country. *Be sure you write in this information accurately, completely, and clearly. If someone asks why you want their name and address, say that it is so we can send them the follow-up questionnaire.* Then, hand the respondent a mailback survey and self-addressed stamped envelope and ask them to complete the mailback and drop it in the mail at their earliest convenience. *Be sure you have entered the same ID number on the mailback survey that appears on the onsite survey.* Be sure to stress how important it is for them to return the mailback questionnaires to us. Remind them that we will be sending them a shorter follow-up survey in about 3 months. **Thank the respondent for their time.**

If "no," *gently attempt to convince the respondent to participate in the mailback. If, however, they do not wish to participate, discontinue the interview and say:*

**Thank you for your time. We appreciate your cooperation.**

# Military Time Conversion

## Standard Time

## Military Time

8:00 am.....	0800
9:00 am.....	0900
10:00 am.....	1000
11:00 am.....	1100
12:00 pm.....	1200
1:00 pm.....	1300
2:00 pm.....	1400
3:00 pm.....	1500
4:00 pm.....	1600
5:00 pm.....	1700
6:00 pm.....	1800
7:00 pm.....	1900
8:00 pm.....	2000
9:00 pm.....	2100
10:00 pm.....	2200
11:00 pm.....	2300
12:00 pm.....	2400

ITASCA ACTIVITY TALLY SHEET

Month:

Survey Zone	Site #								Total Week Interviews	Total Interviews To-date	Total Quota To-date
	21	21	21	21	21	21	21	21			
	Day	SA	SU	MO	TU	WE	TH	FR			
	Date										
Zone 1A (South entrance)											
Zone 1B (East park entrance)											
Zone 1C (North Park entrance)											
Zone 2A (South park entrance)											
Zone 2B (East park entrance)											
Zone 2C (North Park entrance)											
Zone 3A (Douglas Lodge parking lot)											
Zone 3B (Douglas Lodge lobby)											
Zone 4 (Headwaters parking lot)											