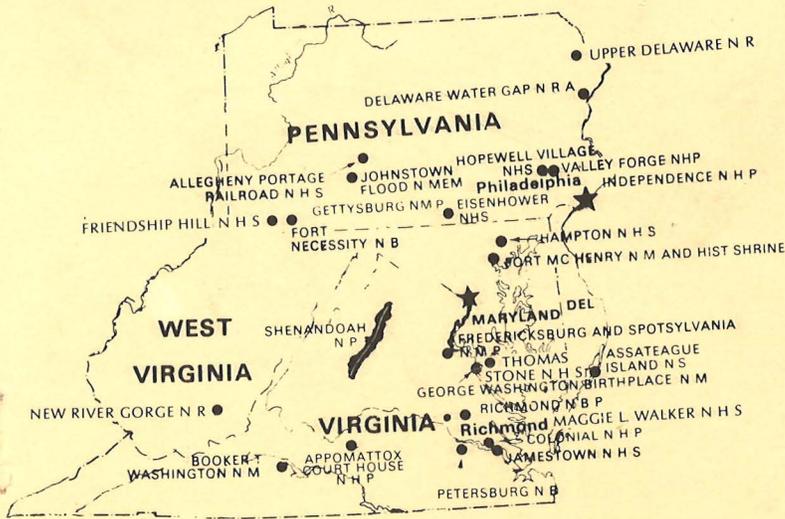


August 1988



MID-ATLANTIC REGION

RESEARCH/RESOURCES MANAGEMENT REPORT

APPROPRIATE RIVER RECREATION USE STUDY
MAR-33

Management of River Resources at
Delaware Water Gap National Recreation
Area and Upper Delaware Scenic and
Recreational River -- A Survey of
Visitor Opinion

U.S. DEPARTMENT OF THE INTERIOR

NATIONAL PARK SERVICE



MID-ATLANTIC REGIONAL OFFICE
143 SOUTH THIRD STREET
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Richard C. Knopf
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MANAGEMENT OF RIVER RESOURCES AT
DELAWARE WATER GAP NATIONAL RECREATION AREA
AND THE
UPPER DELAWARE SCENIC AND RECREATIONAL RIVER
A SURVEY OF VISITOR OPINION

by

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August 15, 1988

A report of the User Behavior Working Group, Appropriate River Recreation Use Study Project, U.S.D.A. Forest Service, North Central Forest Experiment Station in cooperation with mid-Atlantic Region, U.S.D.I. National Park Service.

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EXECUTIVE SUMMARY

During summer, 1986, interviews were completed with 166 visitors to the Upper Delaware Scenic and Recreational River (N=65), and the Delaware Water Gap National Recreation Area (N=101). The purpose of the study was to determine the character of recreational experiences desired by visitors to these two National Park Service Units.

Included in the interviews were several questions useful in assessing visitor opinions about how the river resources might be better managed. This report summarizes responses to these questions. Seventeen specific findings are reported:

- o There were few differences in visitor opinion between the two Park Service Units.
- o Visitors were generally happy with their recreation environment, and the services they received.
- o About one-half of the visitors were in favor of maintaining the existing or a low level of facility development.
- o However, about one-third of the visitors would like more facilities, such as restrooms, places to get food and drink, water spigots and trash cans.
- o There was strong support for maintaining the existing level of use regulations.
- o However, at least one-third of the visitors were uninformed about use regulations.

EXECUTIVE SUMMARY (cont.d)

- o Few visitors (less than five percent) found existing regulations excessive.
- o Visitors tended to feel that the purpose of regulation is for safety, rather than for conflict management or for environmental protection.
- o Nearly two-thirds of the visitors felt they were provided with adequate information for their river experience.
- o A significant number, however, reported they had not received any information at all (30 percent on the Upper Delaware Scenic and Recreational River, 12 percent on the Delaware Water Gap National Recreation Area).
- o Over one-half of the visitors could not think of anything they would like to see changed in the river environment.
- o The satisfactions visitors derived from their river experiences were diverse.
- o There were a diverse number of least satisfying experiences reported, but none of them were pervasive.
- o Most of the least satisfying experiences reported are beyond management control.

EXECUTIVE SUMMARY (cont.d)

- o A significant number of visitors were aware of the presence of managerial authority.
- o Opinions about this presence of authority were mixed.

Finally, the following is offered as a general conclusion to the report:

- o Visitors spoke favorably of their recreation experiences on the two Park Service Units, and of the management context that created it.

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INTRODUCTION

During summer, 1986, interviews were completed with 166 visitors to the Upper Delaware Scenic and Recreational River (N=65), and the Delaware Water Gap National Recreation Area (N=101). This activity was part of the User Behavior component of a comprehensive research project dealing with the determination of appropriate recreation use within river corridors under the jurisdiction of the Mid-Atlantic Region of the National Park Service.

The central focus of that study was to define the nature of recreation experience desired by the visitors. However, certain questions were included in the interview to get at visitor opinions about how the resources might be better managed. The purpose of this report is to summarize responses to those questions.

METHODOLOGY

The study used a new methodology that was a major departure from traditional approaches to the study of visitors to outdoor recreation areas. The methodology featured open-ended, tape recorded interviews that began by asking respondents to talk in general about their trip, and progressed through a series of 22 prompts designed to elicit data on the character of desired experience. The full process of questioning is described by Figure 1. Following completion of this open-ended process, the respondents were asked to complete a brief questionnaire assessing their goals

for the trip. The questionnaire is reproduced in Figure 2. It contains two parts -- the first measuring the importance of each of ten (10) goals, and the second measuring the extent to which they experienced interference with each goal.

The data base for this report is comprised of responses to a set of questions from the tape-recorded interviews (Figure 1) that give us appreciation for visitor perception of needed management activity. The questions are:

HOW DO YOU FEEL ABOUT THE FACILITIES ALONG THE RIVER?

HOW ABOUT THE REGULATIONS?

HOW ABOUT THE INFORMATION AVAILABLE TO YOU?

WHAT WOULD YOU LIKE TO HAVE IN THIS ENVIRONMENT THAT IS
NOT HERE NOW?

WHAT WERE THE HIGH POINT(S) OF YOUR TRIP? HOW DID YOU
FEEL ABOUT IT/THEM?

WHAT WERE THE LEAST SATISFYING PARTS OF YOUR TRIP?
HOW DID YOU FEEL ABOUT THEM?

Interviews containing these questions were conducted with 101 visitors to the Delaware Water Gap National Recreation Area, and 65 visitors to the Upper Delaware Scenic and Recreational River.

FIGURE 1. INTERVIEW GUIDE

User Behavior Interview Guide

Introduce yourself: Penn State University Study
Willing to participate?
Mind if I tape (Privacy Act)?
(If ask why, assure confidentiality.)

We are doing a study about what people enjoy and don't enjoy about their trip. We have a number of questions, but are not looking for any specific answers. We just want you to tell us about your own personal experience.

ASK: A. Type of group (specific as possible)/Total party size
(People they have made their trip with. The group of people you have chosen to recreate with. Composition--male/female.)
B. The length of their visit
C. What type of activity?

TURN ON TAPE:

How did your trip go today (overall)?
Tell me about your whole trip and what you remember about it.
(If puzzled, give prompt: If you were to tell a friend who has never been on a trip what it was all about.)

Now I'd like to ask you some specific questions.

How important are the people you came with here today for your experience?
Tell me why.
How did other people affect your enjoyment?
What were you seeking to get out of the trip?
What is it about this environment in particular that contributes most to your experience?
What would you like to have in this environment that is not here now?
Overall, how good or bad is this (environment) for (your activity)? (e.g. this stretch of river for your canoeing)
When recreating, how important are natural environments to you? Tell me why?
How do you feel about the facilities along the river?
How about the regulations?
How about the information available?
What was going through your mind during your experience?
If I had never (activity), how would you express to me what it feels like?
(e.g. canoed)
What were the high points of the trip?
How did you feel about it/them?
What were the least satisfying parts of the trip?
How did you feel about it/them?
What were you aware of (on the trip)? (e.g. while canoeing on the New/Delaware)
If you could fantasize or imagine the ideal (activity) experience, how would it be different from today's experience? (e.g. canoeing)
Who made the decision to come here?
How does (this activity) fit into your overall lifestyle? (e.g. canoeing)
How valuable was this experience to you?
If the opportunity were taken away, how would you feel?

FIGURE 2. ON-SITE QUESTIONNAIRE

GOALS FOR MY TRIP

I took this trip because I wanted . . .

	of no importance	somewhat important	moderately important	very important	of utmost importance
<u>To be close to nature.</u> to view the scenery . . . to experience peace and calm . . .	1	2	3	4	5
<u>To develop my skills.</u>	1	2	3	4	5
<u>To think about my personal values.</u> to understand what my life is all about . . . to develop increased self-awareness . . .	1	2	3	4	5
<u>To have thrills and excitement.</u> to run the rapids . . . to take some risks . . . adventure . . . challenge . . .	1	2	3	4	5
<u>To get away from other people.</u> to do things on my own . . . to avoid others' expectations . . . to be alone . . . to feel independent . . . to be self-sufficient . . .	1	2	3	4	5
<u>To get away from the usual demands of life.</u> to escape . . . to get away from my job . . . to feel free from society's restrictions . . . to release tension and stress . . . to have a change from daily routine . . .	1	2	3	4	5
<u>To be with family and/or friends.</u> to share with others . . . to meet friendly people . . .	1	2	3	4	5
<u>To get physical exercise.</u> to keep fit and active . . .	1	2	3	4	5
<u>To learn more about things here.</u> to develop my knowledge . . . to visit archeological sites . . . to see historic sites . . . to explore . . .	1	2	3	4	5
<u>To get social recognition.</u> status . . . prestige . . .	1	2	3	4	5
Other: _____	1	2	3	4	5

FIGURE 2. ON-SITE QUESTIONNAIRE (cont.d)

GOAL ACHIEVEMENT

For all the goals that I gave a 2 or higher in importance, I experienced:

	no inter- ference	some inter- ference	much inter- ference	a great deal of inter- ference	total inter- ference
<u>To be close to nature.</u> to view the scenery . . . to experience peace and calm . . .	1	2	3	4	5
<u>To develop my skills.</u>	1	2	3	4	5
<u>To think about my personal values.</u> to understand what my life is all about . . . to develop increased self-awareness . . .	1	2	3	4	5
<u>To have thrills and excitement.</u> to run the rapids . . . to take some risks . . . adventure . . . challenge . . .	1	2	3	4	5
<u>To get away from other people.</u> to do things on my own . . . to avoid others' expectations . . . to be alone . . . to feel independent . . . to be self-sufficient . . .	1	2	3	4	5
<u>To get away from the usual demands of life.</u> to escape . . . to get away from my job . . . to feel free from society's restrictions . . . to release tension and stress . . . to have a change from daily routine . . .	1	2	3	4	5
<u>To be with family and/or friends.</u> to share with others . . . to meet friendly people . . .	1	2	3	4	5
<u>To get physical exercise.</u> to keep fit and active . . .	1	2	3	4	5
<u>To learn more about things here.</u> to develop my knowledge . . . to visit archeological sites . . . to see historic sites . . . to explore . . .	1	2	3	4	5
<u>To get social recognition.</u> status . . . prestige . . .	1	2	3	4	5
Other: _____	1	2	3	4	5

Interviews were conducted through the spring (shad fishing) and summer (river floating, picnic, swimming) season of 1986. Three interviewers, trained in open-ended question techniques, conducted the survey. Respondents were selected purposively (rather than randomly) to provide a cross-section of all types of river recreation use within the two Park Service Units. The opinions summarized in this report, then, mirror the sentiments of the broader population of recreationists making use of the river resources at these two units.

FINDINGS

General Findings

Before analyzing responses on a question-by-question basis, we wish at the onset to offer two (2) general comments about the character of the findings as a whole.

First, the pattern of responses was quite consistent across the two Park Units. There were exceptions to this rule, and they will be discussed in detail later (for example, significantly more people on the Upper Delaware Scenic and Recreational River reported that "no information" was made available during their river visit). But, on the whole, opinions expressed across the six questions analyzed were remarkably similar for both sample populations.

Second, the responses on the whole speak positively about the recreation environment and the services being provided within that environment. Visitors seem highly satisfied with what they experienced, and more often than not speak in favor of existing

management strategy. There was little mention of recreation conflict. Negative comments about crowding, inadequate restrooms, pollution and litter were minimal and overshadowed by a strong sense of satisfaction with the existing situation. In a sense, the visitors seemed to be proclaiming a "job well done."

FINDING 1. THERE WERE FEW DIFFERENCES IN VISITOR OPINION BETWEEN THE TWO PARK SERVICE UNITS.

FINDING 2. VISITORS WERE GENERALLY HAPPY WITH THEIR RECREATION ENVIRONMENT, AND THE SERVICES THEY RECEIVED.

Feelings About Facilities

We posed to our sample of river recreationists the question: "How do you feel about the facilities along the river?" For the Delaware Water Gap National Recreation Area, we received 88 responses; on the Upper Delaware Scenic and Recreational River, we received 63 responses. The opinions expressed are categorized in Tables 1 and 2.

On each river segment, the most frequently expressed opinion was to maintain the status quo. Over 40 percent of the respondents on each segment indicated that they were satisfied with what was available. And, many of them went on to say that the provision of more facilities would only detract from their experience.

Table 1. Feelings about facilities -- Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u>
Everything I want is here; don't change; things are fine	36	41
Need more facilities ¹	28	32
No interest shown in facilities; no feelings	11	13
Don't need any facilities here	6	7
Existing facilities need to be cleaner	4	5
There are no facilities, and there should be ²	3	3
Total:	<u>88</u>	<u>100</u>

¹Needed facilities that were cited:

"Everything" is needed	6	Better campgrounds	1
Water spigots	4	Emergency facilities	1
Places to eat, drink	4	More bathhouse hours	1
Restroom	4	More parking	1
Modern restrooms	4	Hourly canoe rentals	1
Garbage containers	3	Sand on beach	1
Dressing rooms	3	Mass transportation	1
Warm showers	1	Campsite markers	1
Picnic tables	1		

²These three respondents stated that no facilities are presently being offered for visitors, and there should be. They did not offer specific suggestions.

Table 2. Feelings about facilities -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u>
Everything I want is here; don't change; things are fine	27	43
Need more facilities ¹	18	29
No interest shown in facilities; no feelings	10	20
Don't need any facilities here	3	5
There are no facilities, and there should be ²	3	5
Existing facilities need to be cleaner	2	4
Total:	<u>63</u>	<u>100</u>

¹Needed facilities that were cited:

Restrooms	5
Modern restrooms	3
Garbage containers	3
Restroom location markers	2
Canoe pull-off sites	2
Access points; landings	2
Water spigots	1
Better campsite facilities	1
Restrooms closer to river	1
Life jacket rentals	1

²These three respondents stated that no facilities are presently being offered for visitors, and there should be. They did not offer specific suggestions.

"The facilities are adequate -- very good. I wouldn't ask for any more because then it would lead to commercialization, which would mean I wouldn't like it. That is a no-no. The closer to rural, the more I like it." (DWG)

"The facilities were fine. There are plenty of places to stop and relax, to rest and have a soda. I don't want any more. If we get more, it would become too congested." (UD)

About one-third of the people from each segment indicated an interest in more facilities, but their interests seemed to reflect concern about very specific inadequacies -- rather than an appeal for large-scale facility development.

"The facilities were adequate; there were a couple of porta-johns in appropriate places. They could, however, provide more running water -- occasionally. Other than that, the facilities were very good." (DWG)

"I wouldn't want anything more than what is here now; development takes away from the natural environment. The roads are in good condition. If you want things to eat or drink, they are here. The only thing might be -- and this is stretching it -- is that I would like more modern restroom facilities at the beginning and the end. Nothing in the middle." (UD)

Most of the appeals for facility development centered on restroom issues, places to find eat and drink, water spigots, and garbage collection (see distributions at bottom of Tables 1 and 2). Restroom issues seemed to be paramount on the Upper Delaware Scenic and Recreational River, but were less significant for the Delaware Water Gap National Recreation Area.

On both segments, a significant portion of the people said they had no feelings one way or another about facilities -- 20 percent on the Upper Delaware Scenic and Recreational River and 13 percent on the Delaware Water Gap National Recreation Area.

"We didn't stop for anything, so we really wouldn't know anything about the facilities. We just stayed in our canoes." (DWG)

"We really didn't use any facilities. We had no stops. We had a cooler and a few sandwiches." (UD)

A small number of respondents felt that the river environment should offer no facilities -- around 5 percent for each segment.

"You don't really need anything here. I don't mind. If you have to go to the bathroom, you go before you get on the river." (DWG)

"Basically, there are no facilities. I don't feel we need any -- it is alright just as it is. You bring whatever you need and you suffice with what you have."
(UD)

However, a similar proportion on each segment feels there are no facilities at present, and there should be. And, a similar proportion complained about the lack of cleanliness of the facilities.

"Every time we come here, the changing rooms are nasty. The porta-potty is nasty." (DWG)

"I was expecting a campsite more primitive. This was one with showers, running water. But if they are going to have them, they should keep them clean. This one was dirty." (UD)

In summary, the strongest vote was for maintaining existing or a low level of facility development on each segment. About one-third of the people expressed interest in additional facilities, but the requests were quite specific and did not reflect major discontentment. To be sure, a few expressions of strong displeasure were recorded -- but these were rare and atypical.

"There weren't any facilities really. Whenever we stopped, we were disappointed. We wish the facilities were better. We need places to eat. We need toilets that flush." (DWG)

"There are no trash cans here. No place to put trash. There are not enough facilities. Not enough. There should be some type of facilities, such as restrooms. They should be closer to the river -- even if portable. You walk all the way up, and all the way back. By the time you get back, you have to go again." (UD)

It is important to remember that all respondents do not concur on what should be provided.

"Hot dog stands would be disconcerting or unpleasant" (DWG)

"I wanted a McDonald's drive-in on the middle of the river." (DWG)

"There is not a lot of facilities. Basically, you have to plan for the day. There are no hot dog wagons -- that is why you come to places like this! There is no place for a bathroom, and that is ok." (UD)

"There should be spots cleared away where canoeists can pull up; with picnic tables. It would be fun to eat on the bank, but they could provide a rest stop, like on a highway." (UD)

On the whole, however, the strongest sentiment was for no, or minor adjustments in the level of facilities currently being offered.

FINDING 3. ABOUT ONE-HALF OF THE VISITORS WERE IN FAVOR OF MAINTAINING THE EXISTING OR A LOW LEVEL OF FACILITY DEVELOPMENT.

FINDING 4. HOWEVER, ABOUT ONE-THIRD OF THE VISITORS WOULD LIKE MORE FACILITIES, SUCH AS RESTROOMS, PLACES TO GET FOOD AND DRINK, WATER SPIGOTS, AND TRASH CANS.

Feelings About Regulations

The next question we posed was: "How do you feel about the regulations on the river?" Ninety-nine people responded to the question on the Delaware Water Gap National Recreation Area; sixty-four responded on the Upper Delaware Scenic and Recreational River. The opinions expressed are summarized in Tables 3 through 5 (Delaware Water Gap National Recreation Area) and 6 through 8 (Upper Delaware Scenic and Recreational River).

Table 3. Feelings about regulations -- Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u>
Support current level of regulations	40	40
Not aware of <u>any</u> regulations	18	18
Only aware of one (1) regulation ¹	12	12
Present regulations not enforced	7	7
Didn't abide by the regulations	5	5
Regulations are excessive	5	5
Need more regulations	2	2
Park Service presence is excessive	2	2
No strong opinion	8	8
Total:	<u>99</u>	<u>100</u>

¹The regulations cited for this category were:

life preserver	(N=7)
no camping on private land	(N=2)
no littering	(N=1)
obey buoys	(N=1)
motorboat controls	(N=1).

Table 4. Regulations Mentioned by Respondents During Oral Interviews -- Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u>
Having life jacket	22	22
No littering	4	4
No camping on private land	4	4
No under age drinking	3	3
Need hunting, fishing license	2	2
Obey buoys	2	2
Motorboat controls	1	1
Pet-leash requirements	1	1
No pets on beach	1	1
Model airplane regulations	1	1
General camping regulations	1	1
No collecting of artifacts	1	1

Table 5. Feelings about purpose of regulations --
 Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u>
Safety	37	37
Behavioral conflict/control	25	25
Environmental Protection	13	13
Non-specific response	24	24
	-----	-----
Total:	99	100

Table 6. Feelings about regulations -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u>
Support current level of regulations	34	53
Not aware of <u>any</u> regulations	11	17
Only aware of <u>one</u> (1) regulation ¹	9	14
Didn't abide by the regulations	3	5
Need more regulations	3	5
Regulations are excessive	2	3
Park Service presence is excessive	1	1
Present regulations not enforced	1	1
	<hr/>	<hr/>
Total:	64	100

¹The regulations cited for this category are:

life preserver	(N=7)
no littering	(N=1)
no horseplay	(N=1)

Table 7. Regulations Mentioned By Respondents During Oral Interview -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u>
Having life jacket	19	30
No life jacket tie-ins	3	5
No littering	3	5
No excessive drinking	2	3
No campfires	1	1
Quiet after 10:00 p.m.	1	1
No horseplay	1	1
Respect private property	1	1
General canoe safety	1	1
Need hunting, fishing license	1	1

Table 8. Feelings About Purpose of Regulations -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u>
Safety	32	50
Behavioral conflict/control	12	19
Environmental problem	10	16
Non-specific response	10	16
Total:	<u>64</u>	<u>100</u>

Tables 3 and 6 show that the most frequently expressed opinion was to support the current level of regulations. Forty-percent of the Delaware Water Gap National Recreation River respondents expressed support for current regulations, while over half of the Upper Delaware Scenic and Recreational River respondents expressed support.

"The regulations were good. The Park Service does a pretty good job of taking care of things. I like their safety program. It's pretty good." (DWG)

"I think you need the regulations -- with all the people. You need regulations. Some are a bit restrictive, but with all the people, you need them."
(UD)

Tables 3 and 6 also reveal that a significant portion of the samples from each segment were not aware that any regulations existed. Nearly one out of every five respondents could be classified in this category.

"I don't think we know about any regulations. What are the regulations?" (DWG)

"I don't know anything about the regulations. I don't know if there are any -- about what you can and cannot do." (UD)

Another 12 to 14 percent of the population specifically stated they only were aware of one regulation. The specific regulations cited are listed in the footnotes of Tables 3 and 6. Most of these respondents mentioned the life preserver requirement.

"I don't know of any regulations. Nobody was there to tell us what we should do, other than to wear life preservers." (DWG)

"The only regulation I heard about was wearing the life vest. I don't know if its enforced, or just a recommendation." (UD)

A small number of respondents (5 to 7 percent) felt that the existing regulations were not being enforced.

"The regulations could be better. And, the people could adhere to the rules better. It would help a lot. You always come across Miller's cases or bottles. There is a lot of garbage laying around, There is a lot of graffiti on the rocks. It's kind of a nuisance.

Three miles upriver from Smithfield, there is nothing but graffiti all over a huge rock. It takes away from the natural beauty." (DWG)

"There weren't any rules! The people next to us stayed up all night. Most campgrounds enforce rules -- not here. The people next to us used the picnic table for firewood. It was unbelievable." (UD)

A portion of respondents (5 percent) openly revealed that they chose not to abide by the regulations. This is significant in that the question was not even asked.

"The regulations are for your safety. But honestly, we decided not to follow them. For example, the life preserver rule -- we decided to chance it." (DWG)

"I observe the regulations if I like them and ignore them if I don't." (UD)

Another 5 percent of each sample felt the existing regulations were excessive.

"They require a life jacket. But life jacket regulations seem excessive on a river like this. It would bother me if someone were to stop me to tell me to put a life jacket on, or get out of the boat. They would probably get upset if you stand up and look for a fish." (DWG)

"I have a problem having to wear a life jacket. I object that someone has to tell me that I could get fined for not wearing a life jacket when the water is knee deep. That is something I object to... I object to seeing people hassled on the river. The Park Service rangers just jaw people off the river to check licenses, etc., even when they are not being rowdy or obnoxious -- just floating down the river." (UD)

A minority on each river segment (less than 2 percent) felt that the Park Service presence was excessive. And, a minority on each segment (less than 5 percent) felt that there should be more regulations. Finally, there were 8 percent on the Upper Delaware Scenic and Recreational River (but none on the Delaware Water Gap National Recreation Area) who seemed to hold no clear interest in or opinion about regulations.

"I have no feelings about the regulations.
Just get me here, and get me to the end.
That's all I care about." (UD)

In summary, most recreationists were either in favor of, or unaware of, existing river use regulations. A minority felt the regulations, or enforcement of regulations, was excessive. The lack of awareness of regulations seems to be an important issue - particularly if management is questing for an informed population of river users. Almost one-third of the visitors knew no more than one regulation. And, the one regulation they seemed to be most aware of was the life jacket requirement.

To gain better perspective on what regulations the public are most aware of, a listing of all regulations mentioned by the respondents was compiled. These results are presented in Tables 4 and 7. The most frequently cited regulation was the life jacket requirement -- mentioned by one-third of the population from the Upper Delaware Scenic and Recreational River, and 22 percent of the population from the Delaware Water Gap National Recreation Area. Numerous other regulations were mentioned, but none carried the status of pervasive awareness as the life jacket regulation.

We were interested in learning whether the respondents perceived the regulations issue as something directed at safety concerns, behavioral control concerns, or environmental impact concerns. We sorted the samples into one of these three

categories if their response in total reflected the appropriate concern. Otherwise, we sorted them into a "non-specific" category. The results of this analysis are presented in Tables 5 and 8.

On both river segments, the predominant orientation was that regulations were a safety issue.

"The less regulation, the better. What they give you is adequate. They give you what you need to cover your own safety and survival -- and that is all they should give you. The less interference, the better." (DWG)

"They told us what to do if the canoe tipped over. They covered the safety issues. They told us what to do if we fell. They let us know what they felt would happen. I know the rules and regulations. But for some who haven't been canoeing before, they need information. I thought they were pretty informative."
(UD)

One-half of the respondents from the Upper Delaware Scenic and Recreational River seem to equate regulations with safety in this way; one-third of those from the Delaware Water Gap National Recreation Area did so.

The next most frequent orientation was that regulations were a behavioral control issue. One quarter of those from the Delaware Water Gap National Recreation Area reflected this flavor, while twenty-percent of those from the Upper Delaware Scenic and Recreational River did so.

"In a way, I wish there were more regulations in this area. I think the basic activities that are condoned by the people in charge here were inappropriate for the natural setting. A good example is motorboating."

(DWG)

"The regulations on the river right now, with the Park Service patrolling, are adequate. I have seen the canoe industry expand. Things are much more controlled than they were. There used to be wild drunken parties; now it is more enjoyable to be out there. I think the enforcement part by the NPS is good." (UD)

There seemed to be less orientation to regulation as an environmental protection issue -- with 13 percent of the people so responding on the Delaware Water Gap National Recreation Area and 16 percent so responding on the Upper Delaware Scenic and Recreational River.

"The regulations help to keep maintenance to a minimum for those who have to work to keep the river clean. Nowadays, people are pigs. There is garbage all over. They don't care. They throw cigarette butts in the water. They just make a mess." (DWG)

"The only regulation I am aware of is that you are not allowed to throw things in the river. This is well respected by all. People try to keep this environment clean." (UD)

Finally, sixteen percent of the Upper Delaware Scenic and Recreational River and 24 percent of the Delaware Water Gap National Recreation Area samples offered a response that touched on more than one of the three issues, or otherwise couldn't be classified. The message from this data, as well as from the entire set of data in Tables 3-8, seems to be that the recreating public does not have a well-rounded perspective of what the river use regulations really might be.

FINDING 5. THERE WAS STRONG SUPPORT FOR MAINTAINING THE EXISTING LEVEL OF USE REGULATIONS.

FINDING 6. HOWEVER, AT LEAST ONE-THIRD OF THE VISITORS WERE UNINFORMED ABOUT USE REGULATIONS.

FINDNG 7. FEW VISITORS (LESS THAN FIVE PERCENT) FOUND EXISTING REGULATIONS EXCESSIVE.

FINDING 8. VISITORS TENDED TO FEEL THAT THE PURPOSE OF REGULATION IS FOR SAFETY, RATHER THAN FOR CONFLICT MANAGEMENT OR FOR ENVIRONMENTAL PROTECTION.

Feelings About Information

The next question posed was, "How do you feel about the information that was available to you?" This question was asked of a more limited sample -- 44 people from the Delaware Water Gap National Recreation Area and 37 from the Upper Delaware Scenic and Recreational River.

On both river segments, feelings about the adequacy of information services were split (Tables 9 and 10). However, more people believed that they had received adequate information than those who believed they did not.

"The canoe company gave us all the information we needed." (DWG)

"They gave us a map and it was great. They told us what to expect at each rapids. They tried to map out the safest route for you. The information was fine."
(UD)

On the Delaware Water Gap National Recreation Area, only 8 percent felt they had received no information at all. In contrast, 30 percent of the respondents from the Upper Delaware Scenic and Recreational River reported receiving no information.

"I didn't get any information." (DWG)

Table 9. Feelings About Information -- Delaware Water Gap
National Recreation Area

	<u>N</u>	<u>Percent of Sample</u>
Adequate information	29	66
Received no information	3	8
Inadequate information	12	27
Total:	<u>44</u>	<u>100</u>

Table 10. Feelings About Information -- Upper Delaware
Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u>
Adequate information	22	59
Received no information	11	30
Inadequate information	4	11
Total:	<u>37</u>	<u>100</u>

"There doesn't seem to be a lot of information available. But then again, I haven't really looked. Maybe I haven't been to the right place." (UD)

An additional 27 percent from the Delaware Water Gap National Recreation Area sample suggested that they knew of available information, but believed it was inadequate. Eleven percent of the Upper Delaware Scenic and Recreational River sample believed that way.

"The maps could have been a lot better. Several times we were lost. Once we were past the final bridge, we didn't know anything about where we were. We came to the islands. We didn't know if the little thing we passed was the island on the map or not. The maps could have been a lot better. However, the information given to us on the phone was fine. The brochure was fine." (DWG)

"The only information I got was from the lady who rented us the boat. The only thing she said was to watch out for bees, and how to read the river. But I depended on a few friends out there for information, who had done this before." (UD)

Some respondents went on to cite positive or negative comments about specific information sources. A content analysis of these comments was performed, and the results are presented in Tables 11 and 12. On both river segments, positive comments outweighed the negative ones. For the Delaware Water Gap National Recreation Area, information from the canoe bases scored the most positive response.

"They tell you to wear life jackets. They tell you how to use paddles, to avoid rocks, to not tip the canoe. They go over it each time you canoe. They cover it all." (DWG)

The most frequent criticism was aimed at the lack of locational markers along the river.

"They need to have numbers on the campsites that correspond with numbers on the map. We found out we were making incorrect decisions about what campsites lie ahead because we weren't where we thought." (DWG)

On the Upper Delaware Scenic and Recreational River, the most appreciation was expressed for brochures, pamphlets and guidebooks. Very limited negative commentary was recorded.

In summary, the majority of the recreationists interviewed felt they had been provided with adequate information. Numerous

Table 11. Positive and Negative Comments About Information --
 Delaware Water Gap National Recreation Area

Positive comments expressed about:

	<u>N</u>
Information at canoe bases	6
Brochures pamphlets, guidebooks	3
Information booths	3
Maps	2
Abundance of information sources	2
Visitor Information Center	2
Hydrologic Maps	1
Flyers at Motel	1
Availability of people to ask	1
Information read at home	1

Negative comments expressed about:

Lack of locational markers along river	5
Accessibility of information	2
Maps -- unclear	2
Canoe base orientation	2
Maps not available	1
Visitor Information Center staff	1
Not warned to bring tennis shoes	1

Table 12. Positive and Negative Comments About Information --
Upper Delaware Scenic and Recreational River

Positive comments expressed about:

	<u>N</u>
Brochures, pamphlets, guidebooks	3
Maps	2
Information at canoe bases	2
Availability of people to ask	2
Flyers at motel	1
Campsite information	1
Directional signs to liveries	1
Information at local taverns, restaurants	1
Visitor Information Center	1
Local ranger	1

Negative comments expressed about:

Information via phone from canoe base	1
Closed information booths	1
Accessibility of information	1
No information beyond that of canoe base	1

visitors from each segment, however, reported that they had received no information at all. The nature of the response indicated that there was a tendency to associate needed information with the problem of safety and canoeing techniques. There seemed to be very little reflection of the role information might play in enhancing the experience from a natural history interpretation perspective. While the majority of visitors express satisfaction with what they may have received, it is possible that they are not aware of the potential.

FINDING 9. NEARLY TWO-THIRDS OF THE VISITORS FELT THEY WERE PROVIDED WITH ADEQUATE INFORMATION FOR THEIR RIVER EXPERIENCE.

FINDING 10. A SIGNIFICANT NUMBER, HOWEVER, REPORTED THAT THEY HAD NOT RECEIVED ANY INFORMATION AT ALL.

Feelings About What Is Missing

To get at the question of how managers might help improve the visitor experience, we asked, "What would you like to have in this environment that is not here now." Again, we have responses from a more limited sub-sample -- forty-four from the Delaware Water Gap National Recreation Area and 25 from the Upper Delaware Scenic and Recreational River. The responses have been catalogued, and are summarized in Tables 13 and 14.

Table 13. Feelings About What is Missing -- Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u> ¹
Nothing; everything I want is here	26	59
More rapids	3	6
Locational markers along river	3	6
More eating/drinking places	3	6
Fewer people	3	6
Less river pollution	2	4
Better campsites	2	4
Nature trails	2	4
More restrooms	1	2
Sunscreen	1	2
A friend who wasn't there	1	2
More quiet	1	2
Fewer motorboats	1	2
No homes along river	1	2
All land in public ownership	1	2
More access to river	1	2
More NPS control	1	2
Better weather	1	2
Safety markers -- which channels to follow	1	2
Warmer water	1	2
More picnic areas	1	2
Total:	<u>57</u>	

¹Totals exceed 100 percent due to multiple responses

Table 14. Feelings About What is Missing -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample¹</u>
Nothing; everything I want is here	14	56
More rapids	4	16
More eating/drinking places	4	16
More bathrooms	2	8
More showers	2	8
Less litter	2	8
Laundries	1	4
Better weather	1	4
Fewer people	1	4
Public canoe campgrounds	1	4
Public campgrounds	1	4
Fewer motorboats	1	4
Modern bathrooms	1	4
More canyons	1	4
More river sport enthusiasts	1	4
	<hr/>	
Total:	37	

¹Totals exceed 100 percent due to multiple responses

Impressively, over half of the people from each river segment could not identify a single thing that they would have liked to have had beyond what was offered. This seems to be powerful testimony to a particularly high level of satisfaction among the river users.

"There is nothing that I would like to have, that isn't here now. It is beautiful here. I like it just the way it is." (DWG)

"I think everything is here. This is fantastic! Who could want more?" (UD)

Even for those who could identify specific areas of improvement, the responses were typically quite brief -- indicating low levels of discontent.

"I would like some more isolation. Other than that, nothing else. It was really great." (DWG)

"A brighter day; better weather. That is about it!"
(UD)

And, furthermore, suggestions for improvement frequently were qualified with a statement about their general satisfaction with the experience.

"Nothing could be added, absolutely nothing. There is nothing that could be added to improve things. Well, maybe they could number the campsites for orientation's sake. There might be reference points. We were looking for an island -- we didn't know where we were."
(DWG)

"I would probably like to have nothing more than what is here. Development takes away from the natural environment. The roads are in good shape and accessible. There are enough places go get things to eat and drink. Maybe, I would like to have modern facilities as related to restrooms, instead of porta-johns. They should be at the access points -- not along the middle of the river during the trip." (UD)

Tables 13 and 14 also reveal that there is no great consensus on what elements might be added to enhance the river environment. On both segments, interest was expressed in more rapids, and in more eating and drinking establishments. On the Delaware Water Gap National Recreation Area, interest was also expressed about locational markers and fewer people more frequently. But the data is more impressive for its diversity than for its tendency to suggest any one management trouble spot.

In summary, the data seems to suggest an overwhelming satisfaction with the current state of affairs on both river segments.

FINDING 11. OVER ONE-HALF OF THE VISITORS COULD NOT THINK OF ANYTHING THEY WOULD LIKE TO SEE CHANGED IN THE RIVER ENVIRONMENT.

Feelings About the Experience

To further gain insight about the role managers might play in enhancing visitor experience, the following questions were asked: "What were the high points of your river experience, and how do you feel about them?" and "What were the least satisfying parts of your experience, and how do you feel about them?" We received 101 responses to the question from the Delaware Water Gap National Recreation Area, and 63 responses from the Upper Delaware Scenic and Recreational River.

A content analysis of the high points was performed, and the results are summarized in Tables 15 and 16. On each segment, the most frequently mentioned high point was running through rapids or rough water.

Table 15. High Point of the Experience -- Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample¹</u>
Rapids; rough water	23	23
Everything; all equal	17	17
Interacting with friends	14	14
Catching a fish	10	10
A meal	8	8
Seeing wildlife	7	7
Assisting others in emergency	5	5
Art of navigating	5	5
The start; anticipation	5	5
Craft tipping; falling into water	4	4
Nothing in particular	4	4
Drinking beer/wine	4	4
Swimming	4	4
The quiet times	3	3
Seeing others be helpful	3	3
Campfire	3	3
Watching children learn	3	3
Meeting new people	3	3
When leaving the city	2	2
Exploring islands	2	2
Camping	2	2
When sun came out	2	2
Talking to children	2	2
Thunderstorm	2	2
The end; getting out	2	2
Challenge of trying not to capsize	2	2
Watching other people	2	2
Tying canoes together	2	2
Times when alone	2	2
Teaching someone else	1	1
Place where we could choose channels	1	1
Finding a beach	1	1
Exploring small places	1	1
Sunrise	1	1
Getting caught on rocks	1	1
Getting caught in rain	1	1
Making "s'mores"	1	1
Putting up tent	1	1
Running rapids with no craft	1	1
Water fountain stop	1	1
Flipping others' crafts	1	1
Going under bridge	1	1
Battling weather while camping	1	1
Being able to laugh	1	1
Watching others tip; fall	1	1
Sunrise	1	1

Table 15 (cont.d). High Point of the Experience --
 Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample¹</u>
Finding no one at take-out	1	1
Encounter with a dog	1	1
Testing fishing equipment	1	1
Jumping in cool water	1	1
Contrast between calm and rapids	1	1
Being with children	1	1
Seeing hot dog truck	1	1
Watching others in rapids	1	1
Encountering snake	1	1
Water fights	1	1
Crashing other canoes	1	1
Getting out of wet clothes	1	1
Finding abandoned cooler	1	1
Finding a landing spot	1	1
Seeing cliffs	1	1
Tent covered with stoneflies	1	1
Times when alone	1	1
Finding worms for fishing	1	1
Getting suntan	1	1
Encountering speed boats	1	
	<u>195</u>	

¹Totals exceed 100 percent due to multiple responses

Table 16. High Point of the Experience -- Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u> ¹
Rapids; rough water	21	33
Everything; all equal	10	16
Challenge of trying not to capsize	8	13
Interacting with friends	7	11
Craft tipping; falling in water	6	10
A meal	4	6
Catching a fish	4	6
Cliff jumping	4	6
Seeing wildlife	4	6
Getting caught on rocks	3	5
Contrast between calm and rapids	3	5
Being able to laugh	3	5
Assisting others in emergency	3	5
Meeting new people	2	3
Drinking beer/wine	2	3
Watching others tip; fall	1	1
Seeing others be helpful	1	1
Seeing friendly people	1	1
Seeing people I can trust	1	1
Watching children have fun	1	1
Setting up camp	1	1
Water fountain stop	1	1
Jumping in cool water	1	1
Exploring new channels	1	1
Becoming aware of no telephones	1	1
Finding a lost watch	1	1
Feeling warmth of sun	1	1
Experiencing greenery	1	1
The quiet times	1	1
The start; anticipation	1	1
Challenge of working with nature	1	1
Art of navigation	1	1
Swimming	1	1
Water fights	1	1
Running out of beer	1	1
Scenery in deep part of ravine	1	1
Driving car down railroad	1	1
Beautiful weather	1	1
Reminiscing at end	1	1
Nothing in particular	1	1
Total:	<u>109</u>	

¹Totals exceed 100 percent due to multiple responses

"My high point was the first time we went down a rapids. Actually, it was every time we through a rapids. The chute was cool, but not great. We went down it in life preservers. That was cool. That was satisfying." (DWG)

"My high point was in the rapids -- the rush of water, when the water hits your face." (UD)

The second most frequent category involved people who could not pinpoint a specific high point. They wanted us to know that the trip created a perpetually high experience.

"I can't identify a specific high point. The whole thing is a high. Just getting out onto Route 80 feels good, getting past the buildings and into more trees." (DWG)

"The whole thing was a high point. The whole way. It felt great!" (UD)

The remainder of the responses were spread across a broad array of categories -- sixty-four for the Delaware Water Gap National Recreation Area and 38 for the Upper Delaware Scenic and Recreational River. On the average, about two high points were identified by each respondent. The data speak to the fact that

people derive their satisfaction from virtually limitless sources; there is no one small set of elements that people are focusing in upon. It speaks to the diversity of interests of river recreationists. And, it speaks to the tremendous capacity of people to create satisfying experiences from whatever they happen upon during their outing.

In summary, the data make it clear that rapids are a primary positive feature of the Delaware River experience. But more importantly, the data reveal that people gain satisfaction from many diverse elements of the environment. There seems to be no one set of factors that people universally uphold as the high points of their recreation outing.

FINDING 12. THE SATISFACTIONS VISITORS DERIVED FROM THEIR RIVER EXPERIENCE WERE DIVERSE.

Responses to our question about "least satisfying experiences" are summarized in Tables 17 and 18. Again, we are impressed by the number and diversity of items elicited -- rather than by any apparent convergence on potentially troublesome management issues.

In fact, nearly half of the Delaware Water Gap National Recreation Area respondents and one-third of the Upper Delaware Scenic and Recreational River Respondents could not specify any low points of their experience.

Table 17. Least Satisfying Part of the Experience --
Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample</u> ¹
No low points	45	45
Poor weather	7	7
Trip ending too soon	6	6
Slow water	5	5
Worrying about safety of others	5	5
Hot sun	4	4
Head winds	4	4
Insects	3	3
Too many people	3	3
Disrespectful people	3	3
Cold water	3	3
Theft	2	2
Wet camping gear	2	2
Murky river water	2	2
Harassment by NPS	2	2
Bothersome people	2	2
Not catching fish	2	2
Inadequate camping skills	2	2
Encountering motorboats	2	2
Not enough friends along	1	1
Partner got cranky	1	1
Tent too small	1	1
Falling behind	1	1
Water too warm for fish	1	1
Car noises	1	1
In-laws accompanying	1	1
Going to bathroom in woods	1	1
Problems with children	1	1
Trip longer than anticipated	1	1
Skidoo use	1	1
Forgot item at hotel	1	1
Loud radios	1	1
Making lunch in canoe	1	1
Separated party	1	1
Children in canoe	1	1
Headache	1	1
Finding dirty campsite	1	1
Shallow water; bottoming out	1	1
Defective camping equipment	1	1
Heavy traffic on way here	1	1
Seeing someone littering	1	1
Seeing human waste	1	1
Missed raft race	1	1

Table 17 (cont.d). Least Satisfying Part of the Experience --
 Delaware Water Gap National Recreation Area

	<u>N</u>	<u>Percent of Sample¹</u>
Being thirsty; no water	1	1
Seeing dead animal	1	1
Running out of matches	1	1
The teacher	1	1
Injury from rocks	1	1
Sore behind	1	1
Craft tipping; falling	1	1
Inadequate camping equipment	1	1
Seeing pollution	1	1
Seeing trash	1	1
Inadequate fishing equipment	1	1
Difficult river to fish	1	1
Inadequate canoeing skills	1	1
Hunger	1	1
Different value people	1	1
	<u>143</u>	

¹Totals exceed 100 percent due to multiple responses

Table 18. Least Satisfying Part of the Experience --
Upper Delaware Scenic and Recreational River

	<u>N</u>	<u>Percent of Sample</u> ¹
No low points	20	32
Slow water	5	8
Seeing dead fish	2	3
Poor cooking	2	3
Shallow water; canoe bottoming out	2	3
Driving to get there	2	3
Sunburn	2	3
Poor weather	2	2
Injury	2	3
Disrespectful people	2	3
Craft tipping; falling in water	2	3
Trip ending too soon	2	3
Losing oar	1	1
Seeing polluted water	1	1
Different value people	1	1
Losing a lure	1	1
Worrying about safety of others	1	1
Walking along rocks; poor vision	1	1
Falling behind	1	1
NPS ignored request for help	1	1
Party got separated	1	1
Thirsty; no water	1	1
Wait at pick-up	1	1
Conflicting personalities in group	1	1
Cold water at showers	1	1
Going home again	1	1
Not catching fish	1	1
Cold water	1	1
Losing fish	1	1
Being ticketed	1	1
Encountering too many people	1	1
Insufficient rapids	1	1
Early morning wake-up	1	1
Traveling with dog	1	1
Had to rent canoe to get life jacket	1	1
Stuck in rapids; fear	1	1
Ran out of beer	1	1
Seeing trash	1	1
Couldn't find place to beach canoe	1	1
Total:	<u>72</u>	

¹Totals exceed 100 percent due to multiple responses

"There were none!" (DWG)

"None. Nothing really." (UD)

This speaks, once again, to the apparently high satisfaction levels of Delaware Recreationists.

On the average, the Delaware Water Gap National Recreation Area respondents identified about one and one-half low points each. Upper Delaware Scenic and Recreational River respondents identified about one low point each on the average. On the Delaware Water Gap National Recreation Area, low points were distributed across 57 categories; on the Upper Delaware Scenic and Recreational River they were distributed across 38 categories. Again, the data seem to be speaking to the absence of any one major management problem -- from the visitors' perspective.

On the 57 categories identified for the Delaware Water Gap National Recreation Area visitors, only 14 (or 25 percent) seem to represent problems that are capable of being directly addressed by management. They are: too many people; theft; harassment by NPS; encountering motorboats; car noises; going to bathroom in woods; skidoo use; loud radios; finding dirty campsite; seeing someone littering; seeing human waste; being thirsty; seeing pollution, and seeing trash. Only one of the top ten categories represent this kind of problem. Of the 38 categories identified for the Upper Delaware Scenic and

Recreational River sample, only 8 (or 21 percent) appear to represent problems that can be dealt directly with by management. They are: seeing polluted water; N.P.S. ignored request for help; thirsty, cold water at showers; being ticketed; encountering too many people; no life jacket rentals; and, seeing trash. For this segment, none of the top ten categories related to such a problem.

Of course, management might be able to ameliorate other problems through indirect action -- such as using pre-trip information to help visitors avert potential negative aspects. (Examples: informing them that dead fish are natural products of the shad life-cycle; warning of the dangers of sun exposure; suggesting that extra water be taken; educating on camping skills). However, the data clearly speaks to the relative absence of unresolved management problems -- from the visitor's perspective.

FINDING 13. THERE WERE A DIVERSE NUMBER OF LEAST SATISFYING EXPERIENCES, BUT NONE OF THEM WERE PERVASIVE.

FINDING 14. MOST OF THE LEAST SATISFYING EXPERIENCES REPORTED ARE BEYOND MANAGEMENT CONTROL.

Feelings About Managerial Presence

We did not ask our respondents whether they sensed the presence of management authority, or how they felt about managerial presence. Nonetheless, twenty percent of our respondents volunteered comments to that effect for the Delaware Water Gap National Recreation Area, and 13 percent did so from the Upper Delaware Scenic and Recreational River sample. We conclude that these high levels of spontaneous commentary reflect a general awareness of managerial presence throughout the visitor population.

The comments received are presented in full in Appendices I and II. We sorted the comments into three groups -- positive, negative, and mixed or neutral. The distributions are presented in Tables 19 and 20. Comments were almost equally divided between positive and negative, and a number of mixed or neutral feelings were expressed as well.

FINDINGS 15. A SIGNIFICANT NUMBER OF VISITORS WERE AWARE OF THE PRESENCE OF MANAGERIAL AUTHORITY.

FINDING 16. OPINIONS ABOUT THIS PRESENCE OF AUTHORITY WERE MIXED.

Table 19. Feelings about Managerial Presence --
 Delaware Water Gap National Recreation
 Area¹

	<u>N</u>	<u>Percent of Sample²</u>
Positive comments	8	8
Negative comments	7	7
Mixed, neutral	5	5
	—	—
Total:	20	20

¹Comments about managerial presence are recorded in Appendix I.

²Sample N=101.

Table 20. Feelings about Managerial Presence --
Upper Delaware Scenic and Recreational
River¹

	<u>N</u>	<u>Percent of Sample²</u>
Positive comments	4	6
Negative comments	3	5
Mixed, neutral	2	3
	<hr/>	<hr/>
Total:	9	14

¹Comments about managerial presence are recorded in Appendix II.

²Sample N=65.

CONCLUSION

In general, samples of visitors to the Upper Delaware Scenic and Recreational River and the Delaware Water Gap National Recreation Area during 1986 expressed favorable opinion in support of the existing situation at these two resources. While clearly a diversity of opinion was recorded on most issues, the norm was to affirm the present style and amount of management. There seemed to be widespread contentment with the existing level of facilities, regulation and information. Respondents were hard pressed to identify things that might be added to the environment to enhance their experience. They were quick to identify high points of their experience, and more limited in their ability to enumerate least satisfying parts of their experience. On the whole, respondents spoke favorably of their recreation experience -- and of the managerial context within which it was created.

FINDING 17. VISITORS SPOKE FAVORABLY OF THEIR RECREATION EXPERIENCE, AND THE MANAGEMENT CONTEXT THAT CREATED IT.

Appendix I

Visitor Comments About Managerial Presence
Delaware Water Gap National Recreation Area

Positive Comments:

"They were very helpful at the ranger station. They gave information on how long it takes to go down the river, and what we could expect to meet along the way. They were very helpful."

"I feel good about the regulations here. The NPS is doing a pretty good job of taking care of things -- like their safety programs -- pretty good."

"The Rangers keep the place clean."

"I think most of the regulations are pretty well upheld by the NPS. No dogs allowed, because people don't clean up after their dogs. The lifeguards watch the kids well. I don't know how they do it on the weekends; its six people deep here."

"I have never had any run-ins with the NPS in two years of running the river. They have been very helpful as far as monitoring; and for the loading and unloading of canoes."

"I'm glad to see rangers patrol the area, that they do take care of the area. The NPS has its hands full with people that come here, especially with larger type boats, but they do a good job."

"There were no real regulations before the NPS took over."

"We brought a tube out; they told us we needed a life preserver -- no big thing. The ranger just walks around and doesn't bother anybody. Nobody causes trouble out here; everybody is just having a good time."

Negative Comments:

"When we stopped at the visitor center to get information, we found the girl at the desk didn't know some things. We asked about trails and she had taken none of the hikes. We felt that for job orientation, they should make her take all the hikes. We find that true for a lot of N.P.S. centers -- they have little idea of the terrain. The NPS has to get their people out ..."

"They are pains in the ass; the guys are pains in the ass; they are just ... The game wardens -- they are pains in the ass. They are like cops, but worse. They really get off on whatever power they have. If you do anything wrong at all, they write tickets quick. Quicker than a cop. They look for every little thing wrong. They are a pain in the ass."

"The State Police rangers are a little gung-ho; people don't feel comfortable when they are being watched."

"I've been on the river a long while. Everybody that drowns does so in May, when the river is cold and high. The NPS closes the river down too late -- after the first drowning takes place."

"I thought the NPS was unfair. We didn't know we couldn't drive here and camp. There were no posted rules or regulations. We didn't know, we just have to learn by doing."

"The regulations are tough, especially by the NPS. You are not allowed to camp up there. If you find arrowheads, you are not allowed to pick them up. Somehow they feel it destroys nature. I don't believe it. If you pick up an arrowhead, its just like picking up a rock, except its made by someone. The regulations are stiff upriver. A lot of times they throw you off if you camp, why? What good is it to have it as a state park if no one can use it?"

"The NPS constantly wants to harass jet boaters. They wish we weren't here because of so many canoeists. People just look at us and think we are loud and fast. We are not any louder and faster than most of the others. Its just a psychological thing. The low part of the experience is always the Park Service -- every time you come here. We've gone through all the channels to try to get them to ease off all the rules so we can just come and have a good time without being reckless. The NPS seems to have deaf ears."

Mixed, Neutral Comments:

"My one complaint -- but not really a complaint because the NPS has always listened to me and been helpful to me as a person -- is that I would like to see more facilities and access to the river. I would also like to see more controls on the river, such as at Milford Beach which sometimes gets overcrowded. This may be unpopular with canoe liveries, but so be it."

"Since the NPS took over, they've tried to come up with plans and ideas to protect and serve. There is a massive plan coming down, but it takes a long time. Things are happening, we need better facilities, but it takes a long time."

"The Park Rangers came by and said, "Where are your life jackets?" We raised them up and that's it. No hostility, or hassle, they just kept going."

"The Park Police are certainly on the job. We just saw them bring a beautiful boat off the river. We felt sorry for the people who brought the boat. The Police said it was too powerful for this setting. Other than that, they were very nice to everyone else."

"The NPS people were coming around checking for kids to see if they were old enough to drink. They were all over the place. They usually don't bother you, but with this raft race around, there was about 10 around. But they are pretty cool about it usually."

APPENDIX II

Visitor Comments About Managerial Presence Upper Delaware Scenic and Recreational River

Positive Comments:

"The regulations on the river right now, with the Park Service patrolling, are adequate. I have seen the canoe industry expand. Things are much more controlled than they were. There used to be wild drunken parties, now it is more enjoyable to be out there. I think the enforcement part by the NPS is good."

"I was here before it became a park. The regulations are good. Now people are warned before Skinner's Falls. The campground regulations are not so stiff that they are aggravating like some campgrounds. Here, things are more relaxed and there is not much abuse."

"Two idiots in a canoe pinned themselves against a rock. It filled with water. The ranger had to help. Rangers were good in helping them out."

"I believe the NPS does a good job. If it wasn't for them, there would probably be a lot more accidents with drinking and tubing, and with people just getting hurt in general. The NPS is doing a good job. Sometimes they are a little much, but most of the time they are doing a good job."

Negative Comments:

"I have a problem having to wear a life jacket. I object that someone has to tell me that I could get fined for not wearing one when the water is knee deep. That is something I object to, but I understand why they have to have such regulations. I object to seeing people hassled on the river. The NPS rangers just jaw people off the river to check licenses, etc., -- even when they are not being obnoxious, but just floating down the river."

"I grew up in the area. There has always been clashes between the powers that be and myself."

"We asked the ranger to tell our camping neighbors to calm down. They were making too much noise. They ignored us -- that was the least satisfying part of my trip."

Mixed, Neutral Comments:

"Up until today, things were never strictly enforced. Someone got hassled today, probably for something they did illegal. I never saw that before. They probably had to do that as more and more people come here. They are not usually that tough here, but I guess they had to get tougher."

"They demanded that we wear life preservers. This was annoying because they demand we have them even while on the inner tube. A couple of times the NPS approached us. This was annoying. Otherwise, they have been helpful and concerned."

