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CAPE PENINSULA NATIONAL PARK VISITOR AND USER SURVEY 2000

[PHASES 1 AND 2]

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funded by the Table Mountain Fund (WWF-SA)*



REPORT

***CPNP VISITOR AND USER
COUNT AND INTERVIEWS***

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

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INTRODUCTION

BACKGROUND TO THE PROJECT

The Cape Peninsula National Park is unique in that it is both an open access and controlled entrance National Park, situated within a densely populated urban area. It has therefore been important to gather information to gauge the number of visitors and users entering the Park, their reasons for visiting (- 'what for, why and when'). Very little existing information in this regard was available to the Park, especially for the numerous 'open access' sites and areas.

To manage effectively and plan strategically, the Park requires reliable, comprehensive and updateable information on an ongoing basis. The first full-scale 'Visitor and User Survey' was designed and undertaken to provide the Park with its first 'baseline database' of the information required in relation to visitors and users.

The survey was multi-faceted in its design, form and execution. A wide range of different types of data was required from a variety of sources, using different survey techniques.

A. The first phase of the survey comprised two parts:

1. Counting the number of people entering the Park at the designated sites
2. Interviewing a representative sample of Park visitors and users, including a wide spectrum of international and local people visiting for a variety of reasons (- such as sightseers at the pay points, casual walkers, picnickers, resource collectors, and those engaged in serious climbing or other sporting activities).

B. A second phase comprising two further parts were planned to complete the visitor and user database:

1. Interviewing of Cape Metropolitan Area residents, including visitors and non-visitors to the Park.
2. Focus group discussions with interest groups, organisations and special interest users.

The information from the Visitor and User Survey will dovetail with and assist in guiding the establishment of the Integrated Environment Management System (EMS) and the data generated will be managed as part of the Environmental Information Management System (EIS).

OBJECTIVES

The objectives of the survey were as follows:

- ◆ To establish **baseline data** to inform a User and Visitor Management Strategy, in relation to the following information:
- ◆ The number of people entering the Park
- ◆ Identification of the full range of users of, and visitors to, the Park
- ◆ The main needs and concerns of the user and visitor population
- ◆ Basic guidelines for the implementation of the range and scale of facilities and services to meet user and visitor needs and Park capacities (- facilitating effective planning and implementation)
- ◆ Prioritisation of programmes and projects: identification of apparent pressures and 'logjams'
- ◆ Basic evaluation of the user and visitor experience

RESEARCH DESIGN

1. The research design was formulated in liaison with advisors in the field from the following organisations: City of Cape Town, Cape Metropolitan Council, South Peninsula Municipality, the National Botanic Institute, Cape Metropolitan Tourism, and statistical experts.
2. Representatives from these organisations formed the survey reference group, and also provided service support.
3. In light of very little information regarding visitor entries at the Park pay-points, and the absence of any other visitor statistics, drawing the statistical sample for a reliable count proved to be a challenging task.

The sample was designed according to the following criteria:

- a) Stratification into three 'traffic volume' categories, namely high, medium and low, as this was likely to improve the quality of the estimation significantly.
- b) No location within a volume category could be repeatedly sampled in the same sequence in the same period.
- c) The order of sampling at all locations within any one period was unique (- as close to unique as possible).

- d) Sampling effort was partitioned so as to gain the best possible insight into the estimate of visitor entries over a year period.
 - e) A pseudo-random pattern of sampling was selected, to be applied within the three volume categories as well as within days of the week (weekdays, weekends, public – and school holidays).
 - f) The pseudo-randomised sampling acted here as the best method to eliminate potential biases (- firstly through coincidental matching of the sample with an underlying occurrence that may have co-varied with traffic volume, and secondly through error associated with sampling order effects).
 - g) The sampling scheme selected, allowed for obtaining a statistically reliable estimate of visitor entries over the entire Cape Peninsula National Park; however, the ability to gauge exact patterns at specific locations was compromised (but not eliminated).
 - h) Cost dictated that a total of not more than 500 days could be allocated to counting visitor numbers over the 365-day period.
 - i) The visitor sample for conducting the structured interviews, was based on the 'traffic volume' (number of visits) in the *first three months* of the survey: at all designated points of entry, this amounted to about 1 million visits.
 - j) It was necessary to use disproportionate sampling, taking into account different usage levels of locations, day types and seasonal fluctuations. The sample of interviews was therefore weighted for analysis by month, day type (weekday / weekend / public holiday), and location.
 - k) The original budget allowed for a sample of about 1000 interviews, but calculations indicated that the margin of error on the sub-samples (by month, location, visitor segment), would be unacceptably high (as much as 10%).
 - l) The sample size therefore had to be doubled to 2000+, to reduce the margin of error to conventionally acceptable levels.
4. These logistical and other methodological considerations, led to the decision to postpone 'focus group' interviews of interest groups and special interest users from this phase of the survey. It was proposed that these and other complementary methods of qualitative data collection would be undertaken in a second survey phase during the following year.
5. As a compensatory measure to the forfeiture of in-depth qualitative content from the survey, detailed field observations and informal discussions with

users (most commonly interest group members) at the count sites, were undertaken by the field assistants during the year.

6. These informally-gathered data proved valuable in informing the content of the structured interviews, as well as in informing the proposed in-depth qualitative data collection of the second phase.
7. Extensive liaison took place with regard to other current research initiatives affecting the Park, as well as mapping and integration of the survey data with the general CPNP database, to serve as an effective tool for management decisions.

INTERVIEW SAMPLE: 2 106 VISITORS

- ◆ **The interview sample** was based on the count data available after the first three months of the survey, then finally weighted to actual visit numbers at the end.
- ◆ The survey included people who visited the nominated locations between 16th December 1999 to 30 June 2000; respondents were interviewed after their visit (on exit from the Park).
- ◆ **The locations** were the 6 'pay points', and the 10 'high use', 11 'medium use' and 41 'low use' sites covered in the visitor count.
- ◆ Table Mountain cableway entrance and Kirstenbosch pay gates were not included for interviews, but visitors were interviewed at the mountain walk sites accessed at both these locations.
- ◆ Disproportionate sampling was used to obtain greater accuracy (- more interviews at the busiest sites, over weekends and holidays, thus maximising on the research design and on the margin of error of the sample sizes used):
- ◆ **The margin of error** for the total sample was 2,6 at the 95% confidence level.
- ◆ The sample was split at 350 per month between December and April and 350 spread from May to June, providing a full evaluation of the main peak period, and a winter period for comparative purposes.
- ◆ Daily samples amounted to ten interviews per sample point per day, half spread over the mornings and half over the afternoons. (Public holidays over December required twenty interviews per day.)
- ◆ **Informant selection** was done on a time interval basis: selecting one person in the next group exiting the Park area, after the previous interview was completed.
- ◆ Visitors not eligible or refusing to be interviewed were recorded by telestroke, amounting to a total of 6 refusals and 5 not eligible.
- ◆ Interviews were conducted in English (or Afrikaans, but transcribed in English), and no language problems were experienced in this regard with international visitors.

- ◆ **The questionnaire** was designed to take 10-15 minutes, therefore excluding all information not essential to the Park for the purposes of this survey. The instrument was tested in the field and refined before use.
- ◆ A spreadsheet listing the 68 survey points is available in the Visitor Count reports.

SURVEY FINDINGS

(Structured questionnaire interviews)

Proportionately based on the first three months of the visitor count, the interview sample spread was allocated as follows:

<i>Interview site / category</i>	<i>Weighted</i>	<i>% of total sample</i>	<i>% of pay point sample</i>	<i>Unweighted</i>
Total pay points	757	35,9	100	991
Cape Point	441		58,3	460
Boulders beach	215		28,4	311
Other: Oudekraal, Soetwater, Miller's Point, <i>Silvermine*</i>	101		13,3	220
High usage	726	34,5		589
Medium usage	356	16,9		288
Low usage	267	12,7		223
<i>Total</i>	<i>2106</i>	<i>100</i>		<i>2091</i>

- *Silvermine pay gate was closed in January 2000 during the fire. Only 24 interviews were completed at the site prior to closure.*

ORGANISATION MEMBERSHIP

Question:

"Are you a member of any organisation or interest group associated with, working for, or having any dealings with, South African National Parks or the Cape Peninsula National Park? (- such as recreational clubs, interest groups, volunteers, environmental / conservation non-governmental or community-based organisations)."

- ◆ Overall, the vast majority of visitors and users (91,6%) said they did not belong to any organisations or interest groups as specified in the question; 8,4% of respondents did.
- ◆ *[Note: While this is a minor proportion of the total, it represents a significant number of visitors: 8,4% of 4,1 million represents 344 400 visits by members of organisations or interest groups.]*
- ◆ Organisations and interest groups play an important role in Park-related visitor awareness, education, interest and motivation.
- ◆ If one excludes international visitors, 11% of local visitors were organisation or interest group members.
- ◆ *[Note: International visitors mentioned only the Botanical Society of SA and the Mountain Club of SA as relevant organisations, but they may have excluded other international conservation-related organisations such as WWF if they thought there was no connection with SANParks or the CPNP].*
- ◆ The highest proportion of organisation- or interest group members (16%) was found at medium usage sites: membership was highest at Cecilia Forest (44%), Kirstenbosch walks (33%) and Silvermine Gate 2 (29%).

- ◆ Somewhat lower proportions of members visited at high usage sites (12%): membership was relatively high at Newlands Forest (39%) and Tokai Forest (29%).
- ◆ The lowest numbers of organisation members visited at the pay points (2.8%; - high numbers of international visitors) and at low usage sites (4.4%; - many local walkers).

Figure 1

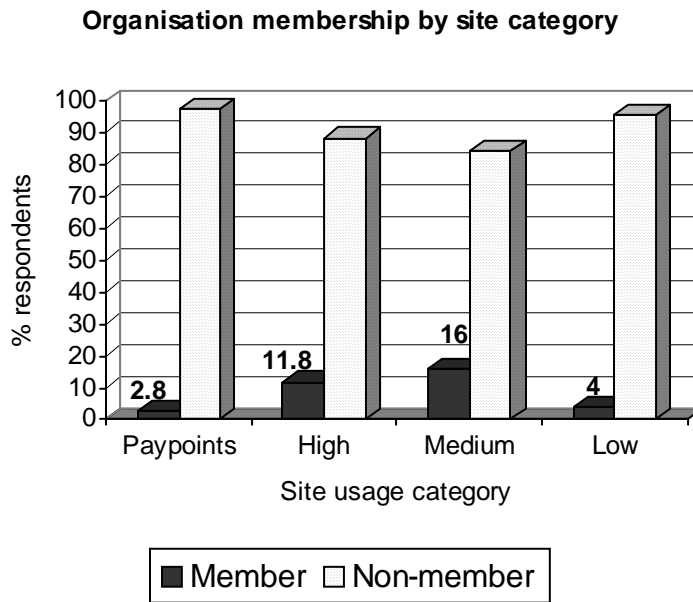


TABLE 1: Incidence of organisation / interest group membership by site usage	Pay points				Site usage			TOTAL
	Cape of Good Hope	Boulders	Rest*	Total: Pay points	High	Medium	Low	
Number of interviews	441	215	101	757	726	356	267	2106
% of total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
YES member of organisation / group: number respondents	7	10	4	21	86	57	12	176
% members	1.7%	4.7%	3.7%	2.8%	11.8%	16.0%	4.4%	8.4%
NO not member of organisation / group: number respondents	434	205	97	736	640	299	255	1930
% not members	98.3%	95.3%	96.3%	97.2%	88.2%	84.0%	95.6%	91.6%

* Miller's Point / Soetwater / Oudekraal; Silvermine closed due to fire

Organisation membership by selected demographics:

- ◆ A somewhat higher proportion of women visitors were organisation members (10% of women visitors) than men (7% of men visitors) (Figure 3)
- ◆ Most organisation member visitors lived in Cape Town suburbs less than 10 km from Park boundaries (89% of local organisation members), in 'high income' suburbs; a somewhat smaller proportion were from 'medium income' suburbs, and none were from the low income areas (Figure 4)

- ◆ As expected, visitors who were members of organisations or interest groups associated in some way with the CPNP, had visited the Park before (96% of organisation members).
- ◆ Most organisation or interest group members also knew of or had heard of the Cape Peninsula National Park before the day of their interview (88% of organisation members).

Figure 2



Figure 3

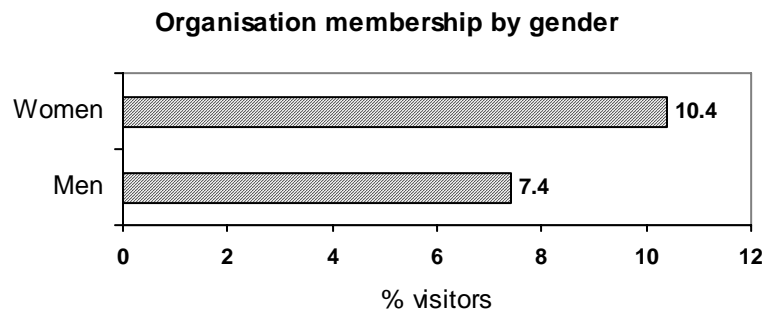


Figure 4

Organisation membership by suburb distance from Park boundaries

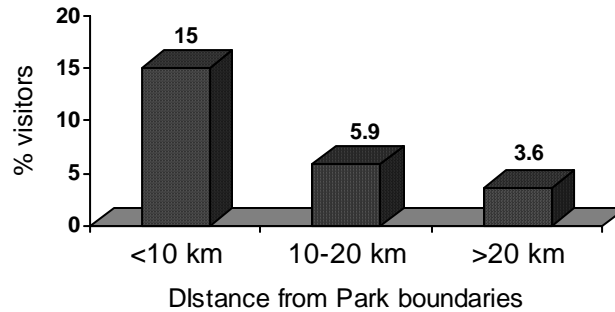
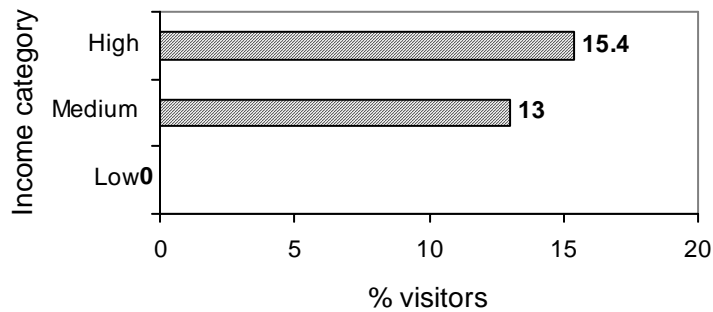


Figure 5

Organisation membership by suburb income group



ORGANISATION NAMES

[Organisations recorded were defined as "Any organisation or interest group associated with, working for, or having any dealings with, SANParks or the CPNP, including recreational clubs, interest groups, volunteers, environmental / conservation non-governmental or community-based organisations"]

- ◆ The Botanical Society of SA was represented by the major proportion of visitors (41%) who did belong to organisations or interest groups (8 % of total visitors), followed by the Mountain Club of SA (one fifth of organisation members).
- ◆ The next most common organisations were WESSA (Wildlife and Environment Society of SA), the Pedal Power Association of SA, and WWF (Worldwide Fund for Nature), were each with less than 10 % of organisation-member visitors.

- ◆ Various hiking clubs were also a well-represented membership group.
- ◆ A fairly wide range of other conservation- and recreational organisations, listed in Table 2, was recorded.

Table 2: Organisation name (Total number of organisations: 39)	% visitors [N=176 organisation members]
Botanical Society of SA	41 %
Botanical - other: Red Hill Fynbos Reserve / Betty's Bay Botanical Gardens	2 %
Mountain Club of SA	21 %
Wildlife and Environment Society of SA: including the following specified Friends groups: Newlands Forest / Rondebosch Common / Silvermine / Simons Town Coastline / Pilansberg	8 %
Hiking clubs: Trails Club of SA / Cape Union Mart Hiking Club / Peninsula Ramblers / Shabaaboel Hiking Group / On Track / Llandudno Hiking Club / Moslem Assembly Hiking Club / Tuff Trax Hiking Club / Boland 90	8 %
Pedal Power Association of SA	5 %
Tokai Mountain Bike Association	1 %
Worldwide Fund for Nature	3 %
Endangered Wildlife Trust	1 %
Camping Club of SA	1 %
Bird Clubs: Cape Bird Club / President Ridge Bird Club	1 %
Volunteers	1 %
The following 12 organisations mentioned had 1 respondent from each: Scouts Club / Sea Cadets / Saldanha Bay Yacht Club / Endangered Wildlife Trust / Hout Bay Museum / Robben Island Museum / Kalk Bay Historical Society / Hout Bay Harriers / Sandvlei Trust / Wilderness Educational Trust / Varsity Old Boys / Environmental Club at school	0,6 % (x 12)
Total number of conservation / outdoor-recreation related visitor organisations: 39	100 %

VISITOR GROUP COMPOSITION

Question:

“Who is accompanying you on this visit here today: what is the relationship of the person or people accompanying you?”

- ◆ Most visitors were accompanied by family (51%) and friends (37%).
- ◆ Family groups were most common at the pay points and at high use sites.
- ◆ Groups with the most family members visited at pay points Soetwater, Oudekraal and Miller’s Point, followed by Cape of Good Hope and Boulders beach. (Figure 2)
- ◆ At open-access sites, groups with more family members visited at medium use sites. (Figure 3)
- ◆ Minor percentages of those interviewed were visiting alone (7%), with tour groups (4%), or with clubs or interest groups (1%). (Figure 1)
- ◆ Tour groups visited mainly at Cape of Good Hope. (Figure 4)
- ◆ Groups visiting with clubs or interest groups were most common at medium use sites. (Fig 5)
- ◆ The largest groups with club / interest group companions visited at Cape of Good Hope.

Figure 1: Relationship of people accompanying respondent

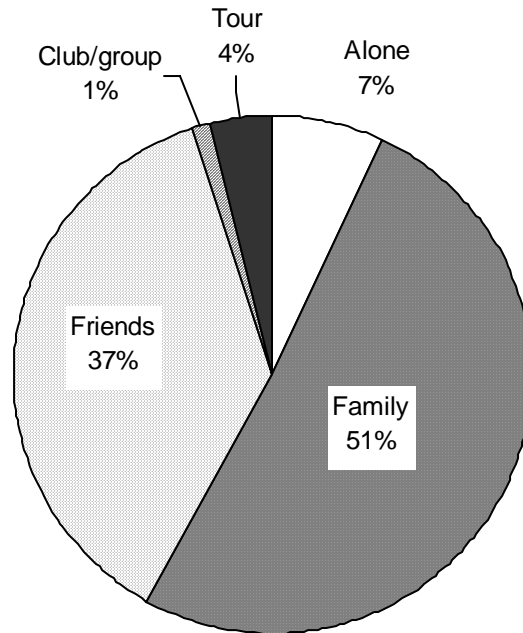
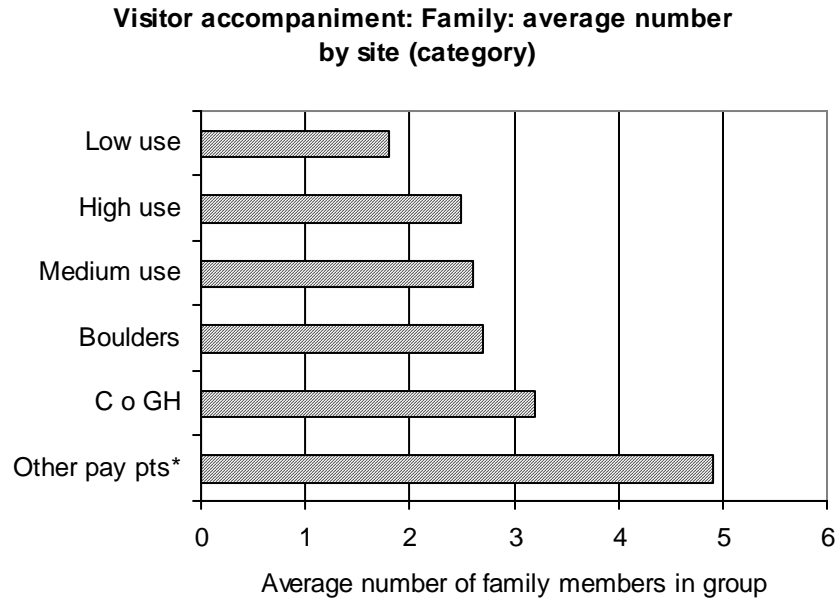
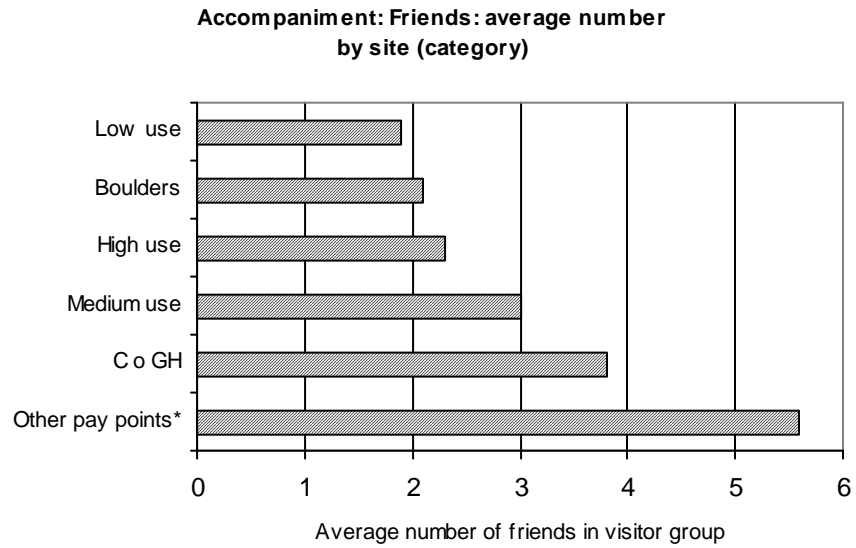


Figure 2



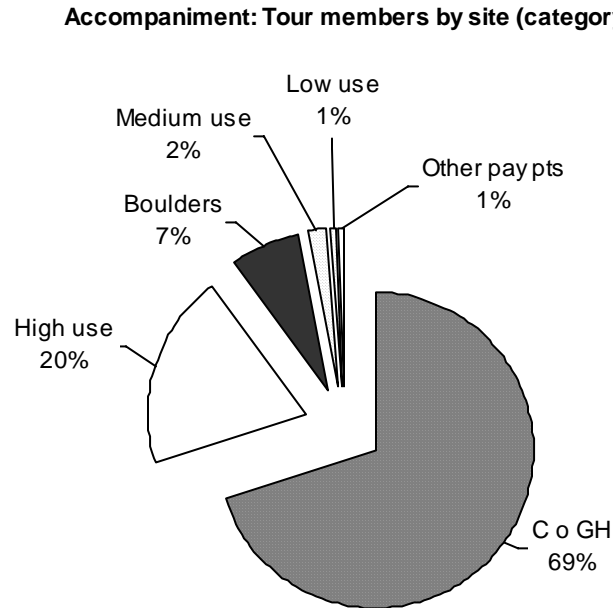
**Other pay points: Soetwater, Oudekraal, (Miller's Point)*

Figure 3



**Other pay points: Soetwater, Oudekraal, (Miller's Point)*

Figure 4



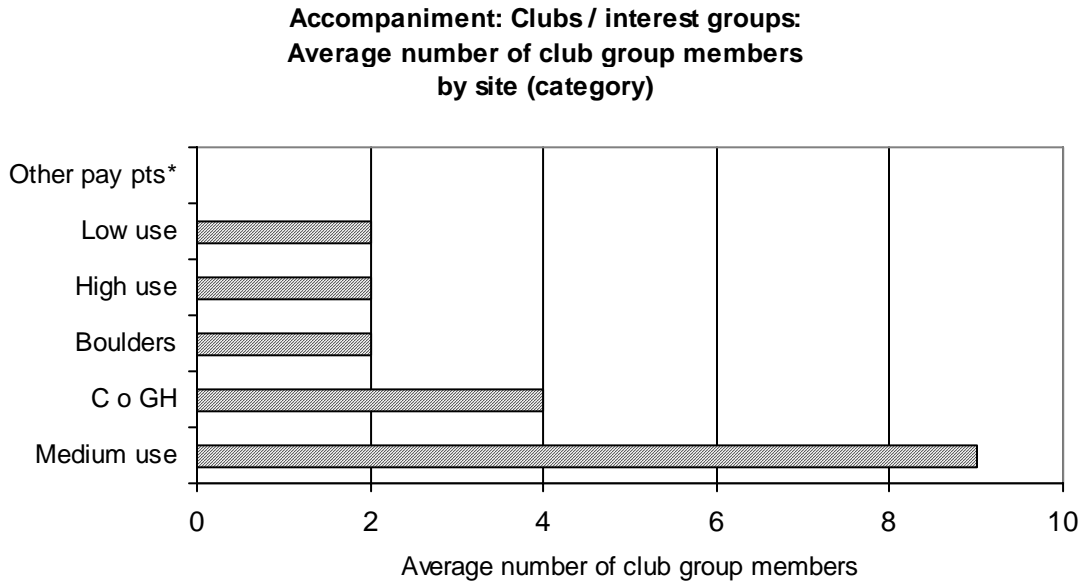
High use sites

- ◆ At high use sites, more family members made up the visitor groups at Perdekloof, Table Mountain top, Rhodes Memorial, and Signal Hill lookout.
- ◆ *Visitors with the highest number of friends in groups visited at Perdekloof, Table Mountain top, Signal Hill lookout, Tokai Forest, and Noordhoek beach.*
- ◆ Tour groups visited at Signal Hill lookout and Table Mountain top.

Medium use sites

- ◆ Family groups were largest at Newlands picnic site, Hout Bay village, Platteklip Gorge, and Lion's Head.
- ◆ Similarly, groups with friends were noted at Newlands picnic site, Hout Bay Village, Platteklip Gorge, and Van Riebeeck Park.
- ◆ Clubs or interest groups were recorded at Kloof Nek ('Pipe track') and Platteklip Gorge.
- ◆ Tour groups were recorded at the Kirstenbosch mountain walk access points.

Figure 5



Group profiles

- ◆ The largest family groups were local visitors who lived in lower income suburbs of Cape Town, located 10-20 km or more than 20 km from the Park boundaries. [Figure 6]
- ◆ (Note: *More* family groups visited from higher income groups living less than 10 km from Park boundaries, but these groups were *smaller* than the lower income families from further away).
- ◆ More visitor groups with the largest number of friends, were also from lower income suburbs and lived more than 20 km from the Park boundaries.
- ◆ Visitors with clubs or interest groups were mainly local (Cape Town metropolitan area), and the larger groups were from lower income suburbs.
- ◆ Most tour groups were international visitors.
- ◆ Women were present in somewhat larger groups than were men. [Figure 7]

Figure 6

Average number of family members accompanying visitor

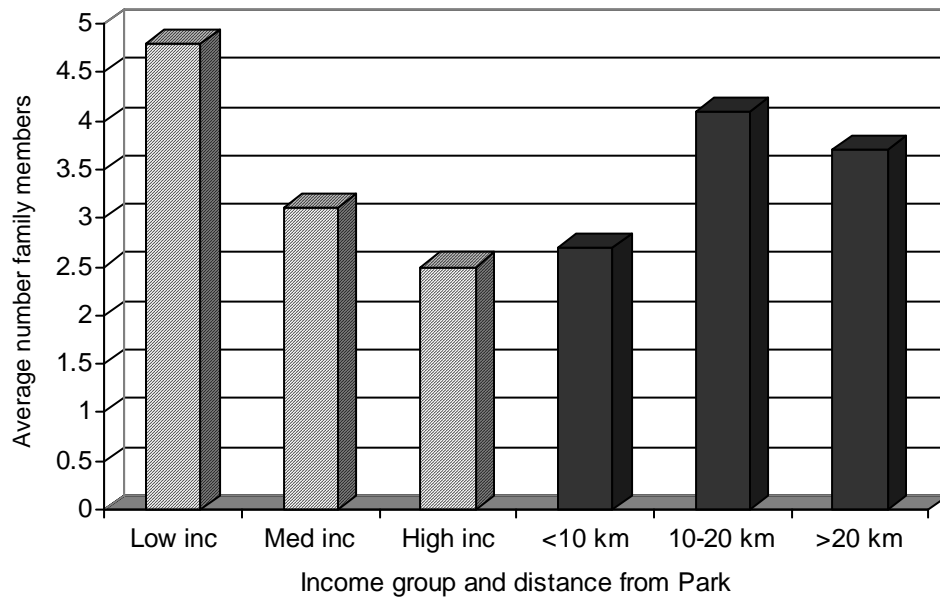
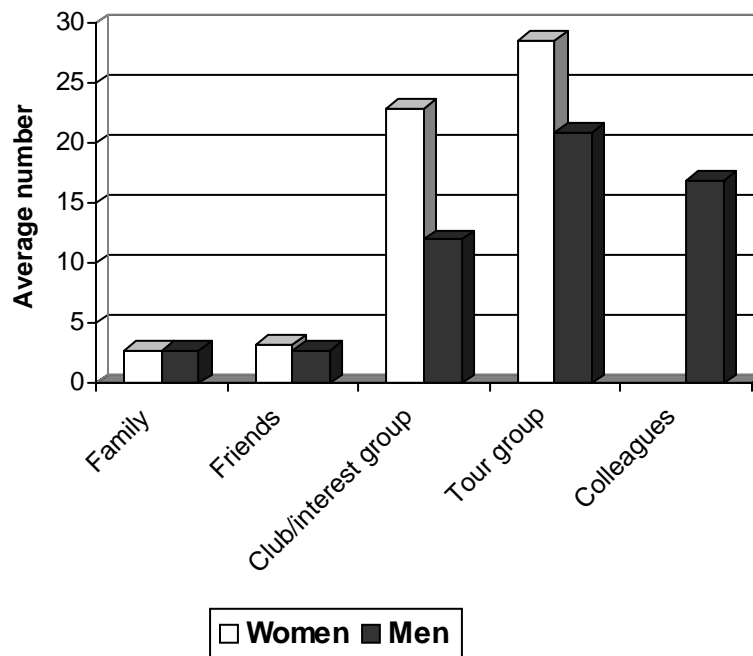


Figure 7

Group composition: average number by gender



TRANSPORT

Question:

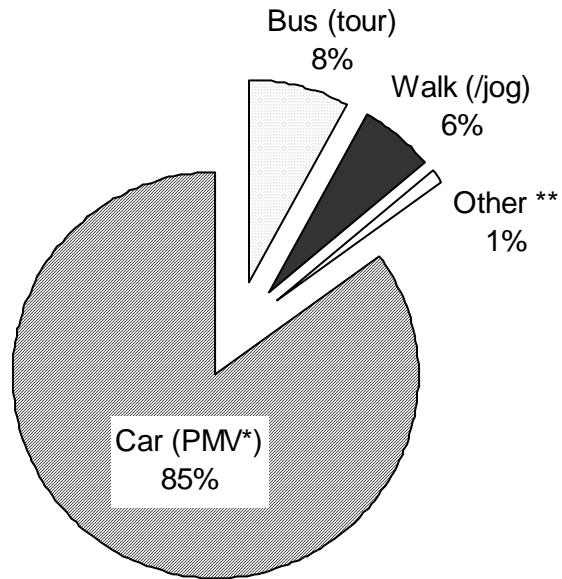
“What form(s) of transport did you use to get here (to this place) today?”

- ◆ The vast majority of visitors arrived at the Park points of entry by car (85%, being private cars, hired cars and metered taxis) (Figure 1)
- ◆ Tour buses were most common at Cape of Good Hope (20% of interviews) and Table Mountain cable station (18% of interviews).
- ◆ Arrivals by foot and bicycle were most common at low usage sites.

Table 1 TRANSPORT TYPE	Site / category							SAMPLE TOTAL
	Cape of Good Hope	Boulders beach	Rest*	Pay Point Total	High use	Medium use	Low use	
<i>Unweighted base</i>	460	311	220	991	589	288	223	2091
TOTAL (weighted)	441	215	101	757	726	356	267	2106
Private motor vehicle	255	133	84	472	605	309	203	1588
	57.7%	62.0%	83.1%	62.3%	83.3%	86.6%	76.1%	75.4%
Rented/hired car	83	54	2	139	22	1	5	167
	18.8%	25.3%	1.6%	18.4%	3.1%	0.4%	1.8%	7.9%
Tour bus /coach/ minibus tours	89	12	3	103	24	3	2	132
	20.2%	5.4%	2.7%	13.7%	3.3%	0.9%	0.7%	6.3%
Taxi - public/minibus	4		10	14	5	4	1	25
	0.9%		10.0%	1.8%	0.8%	1.1%	0.5%	1.2%
Walk	4	7	1	12	45	26	42	126
	0.9%	3.3%	1.4%	1.6%	6.2%	7.3%	15.9%	6.0%
Run/Jog					8	4	4	16
					1.1%	1.2%	1.4%	0.8%
Motorbike	4	2		6	1	1	4	11
	0.9%	1.1%		0.8%	0.1%	0.1%	1.3%	0.5%
Taxi - metered	3	2		5	9	3	3	19
	0.6%	0.9%		0.6%	1.2%	0.9%	0.9%	0.9%
Train		3		3	1	2	3	9
		1.6%		0.4%	0.1%	0.6%	1.1%	0.4%
Public bus	1	1	1	3	4	3		10
	0.2%	0.4%	1.3%	0.4%	0.5%	0.9%		0.5%
Bicycle	3			3	8	6	7	24
	0.6%			0.4%	1.1%	1.7%	2.5%	1.1%

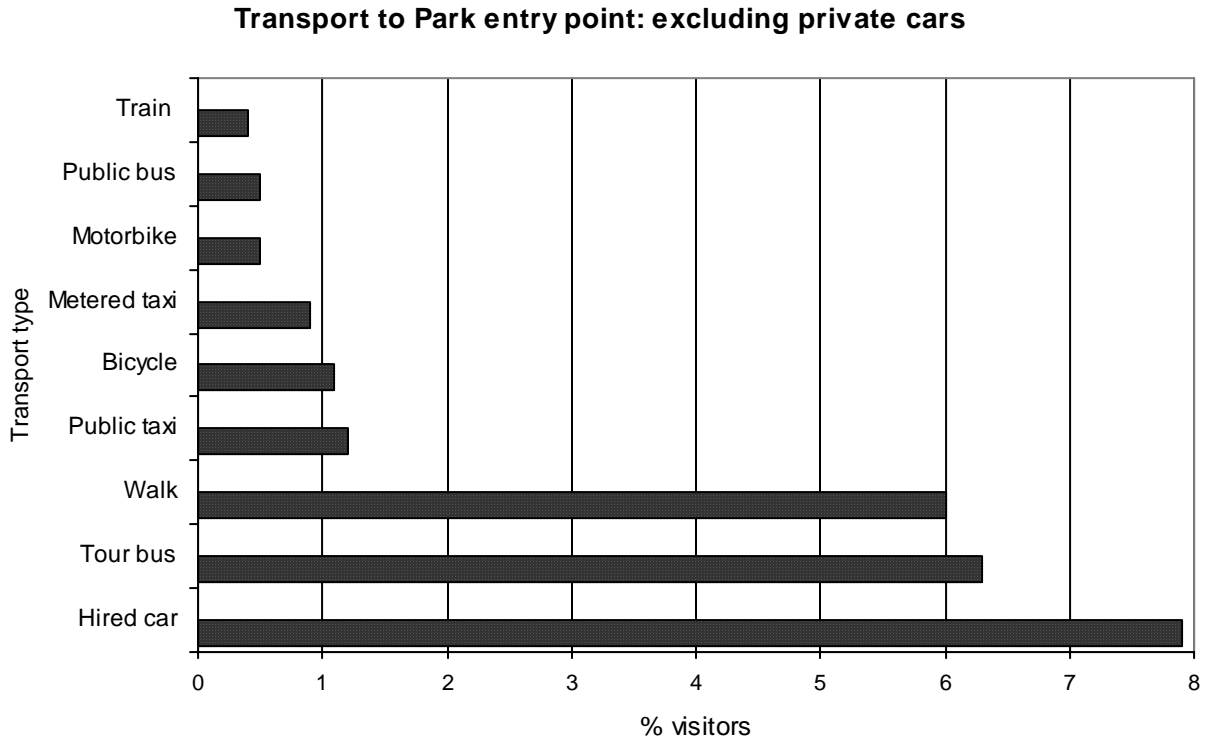
Figure 1

Transport to Park entry point



- PMV – Private motor vehicles: Includes private cars, hired cars, metered taxis and motorbikes
- ** Other – Bicycle 1%; Train 0,4%

Figure 2



- ◆ Statistics of transport type to high- and medium usage sites are included here for interest; note that samples at specific sites are not statistically representative of all visitors at those sites.

High use sites

Table 2

<i>Transportation used to get to sampling point:</i> [Duplication exists]	TOTAL High use	Signal Hill	Noordhoek beach	Rhodes Memorial	Upper cable station	Tokai Forest
TOTAL NUMBER	726	63	86	63	65	83
Private motor vehicle	83.3%	70.6%	87.0%	78.8%	48.4%	94.7%
Walk	6.2%	-	4.2%	10.5%	13.4%	1.2%
Run/Jog	1.1%	-	-	2.1%	-	1.4%
Tour bus/coach / minibus tours	3.3%	11.2%	-	3.8%	17.9%	-
Rented/hired car	3.1%	11.6%	7.3%	-	10.9%	-
Taxi – metered	1.2%	2.1%	1.6%	-	9.3%	-
Bicycle	1.1%	-	-	2.7%	-	2.7%
Taxi - public/minibus	0.8%	-	-	5.3%	-	-
Public bus	0.5%	2.9%	-	-	-	-
Motorbike	0.1%	1.7%	-	-	-	-
Train	0.1%	-	-	1.1%	-	-

/ cont.

CPNP VISITOR AND USER SURVEY 2000 / REPORT
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<i>Transportation used to get to sampling point:</i> [Duplication exists]	TOTAL High use	Newlands Forest	Llandudno walk	Perde - kloof	Scarborough beach	Constantia Nek
TOTAL NUMBER	726	95	86	49	66	69
Private motor vehicle	83.3%	92.5%	88.4%	93.5%	81.6%	89.1%
Walk	6.2%	5.3%	9.3%	-	11.9%	6.1%
Run/Jog	1.1%	1.1%	2.3%	-	2.1%	1.9%
Tour bus/coach/minibus tours	3.3%	-	-	-	-	3.9%
Rented/hired car	3.1%	-	-	2.1%	-	1.0%
Taxi - metered	1.2%	-	-	-	-	-
Bicycle	1.1%	1.1%	-	-	4.3%	-
Taxi - public/minibus	0.8%	-	-	4.4%	-	-
Public bus	0.5%	-	-	-	3.1%	-
Motorbike	0.1%	-	-	-	-	-
Train	0.1%	-	-	-	-	-

Medium use sites

Table 3

<i>Transportation used to get to sampling point.</i> [Duplication exists]	Total	Cecilia Forest	Hout Bay Vilage	Kirstenbosch gateways	Kloof Nek ("Pipe track')	Lion's Head
TOTAL NUMBER	356	16	42	62	63	41
Private motor vehicle	86.6%	100.0%	85.1%	74.5%	86.5%	96.1%
Walk	7.3%	-	4.2%	11.3%	8.1%	-
Run / jog	1.2%	-	-	4%	-	3.9%
Bicycle	1.7%	-	9.5%	-	-	-
Run/Jog	1.2%	-	-	4.0%	-	3.9%
Taxi – public / minibus	1.1%	-	-	1.3%	3.2%	-
Taxi - metered	0.9%	-	-	2.0%	-	-
Public bus	0.9%	-	-	2.0%	3.1%	-
Tour bus/coach/minibus tours	0.9%	-	-	4.9%	-	-
Train	0.6%	-	-	-	-	-
Rented/hired car	0.4%	-	-	-	-	-
Motorbike	0.1%	-	1.2%	-	-	-

<i>Transportation used to get to sampling point.</i> [Duplication exists]	Total	Newlands Forest picnic site	Platteklip Gorge	Sivermine gate 2 (South)	Van Riebeeck Park
TOTAL	356	35	38	30	31
Private motor vehicle	86.6%	100.0%	89.5%	90.7%	71.1%
Walk	7.3%	-	10.5%	4.7%	21.7%
Bicycle	1.7%	-	-	-	7.2%
Run/Jog	1.2%	-	-	-	-
Taxi - public/minibus	1.1%	-	-	-	3.6%
Taxi - metered	0.9%	-	5.3%	-	-
Public bus	0.9%	-	-	-	-
Tour bus/coach/minibus	0.9%	-	-	-	-
Train	0.6%	-	5.3%	-	-

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Transportation used to get to sampling point. [Duplication exists]	Total	Newlands Forest picnic site	Platteklip Gorge	Sivermine gate 2 (South)	Van Riebeeck Park
Rented/hired car	0.4%	-	-	4.7%	-
Motorbike	0.1%	-	-	-	-

Visitor profile by transport mode:

- ◆ As expected, more international (than local) visitors used hired cars and tour buses.
- ◆ Those travelling by tour bus were mainly first-time visitors, who had not heard of the CPNP before, and who spent less than an hour on their visit to the Park.
- ◆ Higher proportions of (local) visitors from lower income suburbs used public transport and taxis.
- ◆ The proportion of visitors using private motor vehicles was highest if they lived more than 20 km from the Park boundaries.
- ◆ Minor differences in transport type by gender, included a larger proportion of women arriving by tour bus, and slightly more men arriving on foot and by bicycle.

<i>Table 4: Visitor profile by transport mode:</i>	Total sample	Residence		CMA suburb income group: local visitor suburbs only		
		Local	Foreign	Low income	Middle income	High income
TOTAL NUMBER	2106	1531	575	141	563	582
Private motor vehicle	75.4%	86.3%	46.4%	78.7%	89.7%	83.7%
Rented/hired car	7.9%	1.0%	26.5%	-	0.2%	0.3%
Tour bus/coach/minibus tours	6.3%	1.1%	20.2%	1.3%	0.7%	0.03%
Walk	6.0%	7.3%	2.5%	8.1%	5.0%	11.1%
Run/Jog	0.8%	1.0%	-	0.9%	1.2%	1.4%
Taxi - public/minibus	1.2%	1.3%	0.7%	6.5%	1.8%	0.2%
Bicycle	1.1%	1.3%	0.6%	0.8%	1.2%	2.1%
Taxi – metered	0.9%	0.6%	1.8%	3.5%	0.1%	0.4%
Motorbike	0.5%	0.4%	0.8%	0.9%	0.5%	0.5%
Public bus	0.5%	0.5%	0.4%	1.2%	0.6%	0.2%
Train	0.4%	0.4%	0.5%	1.4%	0.5%	0.2%

<i>Table 5: Visitor profile by transport mode:</i>	Total sample	Distance from Park boundaries – local visitors only			Gender	
		< 10 km	10-20 km	>20 km	Men	Women
TOTAL	2106	976	236	75	1415	691
Private motor vehicle	75.4%	86.5%	81.0%	90.9%	75.3%	75.6%
Rented/hired car	7.9%	0.2%	-	1.3%	8.2%	7.5%
Tour bus/coach/minibus tours	6.3%	0.3%	1.2%	0.5%	5.3%	8.3%
Walk	6.0%	8.1%	8.5%	7.2%	6.2%	5.5%
Run/Jog	0.8%	1.1%	2.1%	-	0.9%	0.4%
Taxi - public/minibus	1.2%	1.2%	3.7%	-	1.0%	1.6%
Bicycle	1.1%	2.0%	0.5%	-	1.5%	0.2%
Taxi - metered	0.9%	0.3%	1.2%	2.7%	1.0%	0.6%
Motorbike	0.5%	0.3%	1.4%	-	0.7%	0.3%
Public bus	0.5%	0.3%	1.3%	-	0.4%	0.7%
Train	0.4%	0.4%	-	2.7%	0.5%	0.2%

PERMANENT HOME LOCATION

Question:

“Is your permanent home in the Cape Metropolitan Area, the Western Cape, the rest of South Africa, or another country?”

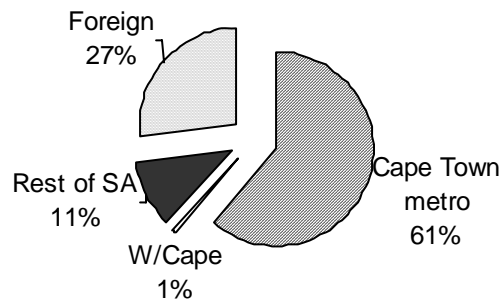
If in Cape Metro Area, ask: *“In which suburb do you live?”*

- ⇒ Overall, a high proportion (- over a quarter) of visitors to the Park were from foreign countries, and over 60% were from the Cape Town metropolitan area. (Figure 1)
- ⇒ (Capetonians made up 84% of South African visitors).
- ⇒ As expected, the highest proportions of international visitors went to Cape of Good Hope and Boulders beach; furthermore, of note is that a third of the visitors to low use sites were from foreign countries.
- ⇒ The number of visitors resident elsewhere in the Western Cape, was very low (1%), while just over one in ten were from elsewhere in South Africa (Figure 1)

Table 1: Permanent home location	Total: Pay points	Pay points			Site usage categories			SAMPLE TOTAL
		Cape of Good Hope	Boulders beach	Rest*	High	Medium	Low	
TOTAL NUMBER	757	441	215	101	726	356	267	2106
Cape Metropolitan Area	302	157	54	91	534	293	158	1286
	39.8%	35.5%	25.2%	89.8%	73.5%	82.1%	59.4%	61.1%
Western Cape Province	8	5	3	0	11	3	0	23
	1.1%	1.2%	1.2%	0.3%	1.5%	0.9%	0.1%	1.1%
Rest of SA	105	64	36	5	72	23	22	222
	13.9%	14.5%	16.7%	5.0%	9.9%	6.6%	8.4%	10.6%
Foreign country	342	215	122	5	109	37	86	575
	45.2%	48.8%	56.8%	4.9%	15.1%	10.5%	32.1%	27.3%

*Pay points Rest': Oudekraal, Soetwater, Miller's Point; Silvermine 24 respondents before closure due to fire

Figure 1: Permanent home (area) of CPNP visitors



- ◆ Statistics of the permanent home locations of visitors to high- and medium usage sites are included here for interest.
- ◆ The number of respondents is too low to draw inferences from the results at specific sites.

High use sites:

- ⇒ The highest proportions of international visitors went to the Table Mountain top walks and Signal Hill lookout.
- ⇒ It is notable that a number of international visitors also visited Rhodes Memorial, Noordhoek and Scarborough beaches, Llandudno walk (to Sandy Bay), and Constantia Nek.
- ⇒ Signal Hill was visited by an even spread of people from the Cape Town metropolitan area, the rest of South Africa, and international visitors.
- ⇒ Visits to Tokai Forest, Newlands Forest and Perdekloof were made almost exclusively by local Cape Town residents.

Medium use sites:

- ⇒ The major proportions of visitors to these sites were from the Cape Town metropolitan area.
- ⇒ International visitors made up over a quarter of those at the Kirstenbosch mountain walk entry points.
- ⇒ Note that a number of international visitors also went to Lion's Head, Kloof Nek ('Pipe track') and Platteklip Gorge.
- ⇒ A notable proportion of South African residents from elsewhere in the country visited the Hout Bay Village site.

Table 2

Permanent home location: high usage sites	TOTAL (High use)	HIGH USE SITES				
		Signal Hill	Noordhoek beach	Rhodes Memorial	Table Mountain top	Tokai Forest
<i>TOTAL NUMBER</i>	726	63	86	63	65	83
Cape Metropolitan Area	73.5%	29.6%	73.0%	66.7%	24.4%	95.0%
Western Cape Province	1.5%	-	1.7%	2.7%	7.4%	-
Rest of SA	9.9%	37.6%	8.7%	11.2%	26.4%	-
Foreign country	15.1%	32.8%	16.6%	19.4%	41.8%	5.0%

Permanent home location: high usage sites	TOTAL (High use)	HIGH USE SITES				
		Newlands Forest	Llandudno walk	Perdekloof	Scarborough beach	Constantia Nek
<i>TOTAL NUMBER</i>	726	95	86	49	66	69
Cape Metropolitan Area	73.5%	97.1%	79.2%	96.3%	75.8%	82.9%
Western Cape Province	1.5%	-	1.7%	-	2.7%	-
Rest of SA	9.9%	1.4%	5.6%	2.3%	9.5%	3.8%
Foreign country	15.1%	1.4%	13.6%	1.4%	12.0%	13.2%

Table 3

Permanent home location: medium usage sites	TOTAL (Medium use)	MEDIUM USE SITES				
		Cecilia Forest	Hout Bay Village	Kirstenbosch mountain walks	Kloof Nek (Pipe track')	Lion's Head
<i>TOTAL NUMBER</i>	356	16	42	62	63	41
Cape Metropolitan Area	82.1%	100.0%	78.1%	67.1%	76.3%	80.6%
Western Cape Province	0.9%	-	-	1.3%	-	5.4%
Rest of SA	6.6%	-	15.9%	4.0%	14.1%	1.8%
Foreign country	10.5%	-	6.0%	27.6%	9.6%	12.2%

Permanent home location: medium usage sites	TOTAL (medium use)	MEDIUM USE SITES			
		Newlands Forest picnic site	Platteklip Gorge	Silvermine gate 2 (South)	Van Riebeeck Park
<i>TOTAL NUMBER</i>	356	35	38	30	31
Cape Metropolitan Area	82.1%	89.9%	85.8%	95.3%	96.4%
Western Cape Province	0.9%	-	-	-	-
Rest of SA	6.6%	5.1%	4.7%	-	3.6%
Foreign country	10.5%	5.1%	9.5%	4.7%	-

Visitor profile by home location

- ⇒ Most visitors from the Cape Town metropolitan area were from middle- and high income suburbs, and lived within 10 km of the Park boundaries (Table 4).
- ⇒ The proportions of men and women according to their home location [categories] were roughly equal (Table 5).
- ⇒ *[Overall, the visitor count indicated that 12% more men than women visited the Park.*
- ⇒ *Two thirds of respondents interviewed in the survey were men and one third women, a common feature of personal interviews. The lack of variation in responses by gender, and the large sample of women interviewed (700), meant that no weighting was necessary in the analysis to adjust for the 1:2 gender ratio.]*
- ⇒ Visitors resident in the Cape Town metropolitan area made up three-quarters of those who had visited the CPNP before, as well as three-quarters of those who knew of the CPNP (Table 6).
- ⇒ Visitors resident in the Cape Town metropolitan area also made up the highest proportion of visitors who spent more than three hours on their visit in the Park (Table 6).

Table 4

Cape Town metro area residents: income groups and distance from Park boundaries	Income group			Distance from Park boundaries		
	Low	Middle	High	< 10 km	10-20 km	>20 km
Cape Town metro area: number of respondents: 1286 = 61 % of the total sample	141	563	582	976	236	75
Proportion of CT metro sample:	11%	44%	45%	76%	18%	6%

Table 5

Permanent home location by gender	Total sample	% total sample	Men	% men	Women	% women
<i>TOTAL NUMBER</i>	2106	100%	1415	100%	691	100%
Cape Metropolitan Area	1286	61%	884	62.5%	402	58.3%
Western Cape Province	23	1.1%	17	1.2%	6	0.8%
Rest of SA	222	10.6%	139	9.8%	83	12.0%
Foreign country	575	27.3%	375	26.5%	200	28.9%

Table 6

Permanent home location by other demographics	Total sample	First time visited		Knew of CPN Park		Time spent on visit (hours)		
		Yes	No	Yes	No	<1	1-3	>3
<i>TOTAL</i>	2106 100%	469 100%	1634 100%	1235 100%	859 100%	662 100%	850 100%	566 100%
Cape Metropolitan Area	1286 61.1%	32 6.8%	1253 76.7%	930 75.3%	349 40.7%	338 51.1%	513 60.4%	424 74.9%
Western Cape Province	23 1.1%	2 0.5%	20 1.2%	15 1.2%	7 0.9%	3 0.5%	10 1.2%	10 1.7%
Rest of SA	222 10.6%	72 15.3%	150 9.2%	114 9.2%	108 12.6%	82 12.4%	96 11.2%	41 7.2%
Foreign country	575 27.3%	363 77.4%	211 12.9%	175 14.2%	394 45.9%	238 36.0%	231 27.2%	92 16.2%

Cape Town metropolitan area residents: home suburbs of visitors

- ⇒ Local visitors (1286 respondents) were resident in a wide range (149) of Cape Town suburbs (Table 7).
- ⇒ Somewhat higher numbers of visitors were resident in the suburbs of Hout Bay, Fish Hoek, (over 4% from each); Camps Bay, Rondebosch, Noordhoek (over 3% from each); followed by Grassy Park, Kenilworth, Retreat, Constantia, Sea Point, Newlands, Observatory, Simon's Town, and Claremont (over 2% from each).

Table 7

Permanent home location - Detail of Cape Town Metropolitan area: Pay points

Suburb name	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*	SAMPLE TOTAL
<i>TOTAL NUMBER</i>	302	157	54	91	1286
	100.0%	100.0%	100.0%	100.0%	100.0%
<i>UNWEIGHTED BASE</i>	443	167	85	191	1240
Fish Hoek	6.1%	7.2%	7.9%	3.1%	4.2%
Retreat	4.7%	4.9%	1.4%	6.3%	2.4%
Simon's Town	4.6%	4.1%	13.5%		2.2%
Grassy Park	3.3%	2.7%		6.4%	2.9%
Ocean View	3.3%	1.9%		7.7%	1.3%
Steenberg	2.6%	0.7%		7.6%	0.8%
Lansdowne	2.6%	2.7%	1.0%	3.4%	1.0%
Mitchells Plain	2.6%	4.3%	2.0%		1.4%
Tokai	2.6%	2.8%	4.8%	0.8%	1.9%
Hout Bay	2.4%	2.1%	2.8%	2.6%	4.9%
Athlone	2.3%	1.0%	2.8%	4.2%	1.5%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Suburb name	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*	SAMPLE TOTAL
Muizenberg	2.2%	2.2%	5.2%	0.2%	1.3%
Heathfield	2.0%	1.6%	3.1%	1.9%	0.5%
Kommetjie	1.8%	2.7%		1.5%	0.9%
Plumstead	1.7%	2.2%	3.1%		1.5%
Wynberg	1.7%	1.6%	4.9%		1.6%
Claremont	1.7%	1.7%	4.0%	0.2%	2.1%
Diep River	1.6%	2.6%	1.1%	0.2%	0.6%
Ottery	1.6%	1.4%		3.0%	0.9%
Woodstock	1.5%	1.2%		3.1%	0.9%
Strandfontein	1.5%	1.7%		2.0%	0.8%
Bonteheuwel	1.4%	2.0%		1.2%	0.7%
Elsies River	1.4%		1.0%	4.0%	0.5%
Kenilworth	1.4%	0.4%	4.4%	1.2%	2.5%
Table View	1.3%	2.1%	1.0%		1.7%
Tamboerskloof	1.2%	1.6%	1.0%	0.8%	1.3%
Parkwood	1.2%	0.3%		3.5%	0.3%
Lakeside	1.2%	1.6%	2.1%		1.0%
Milnerton	1.2%	1.5%	1.0%	0.7%	1.3%
Constantia	1.1%	1.9%	0.7%		2.4%
Westridge	1.0%	0.7%		2.1%	0.3%
Lotus River	1.0%	0.3%		2.8%	0.4%
Bellville South	1.0%	1.3%		1.0%	0.5%
Noordhoek	1.0%	0.9%	2.7%		3.0%
Sea Point	1.0%		2.2%	1.9%	2.3%
Kuilsrivier	0.9%	0.4%	2.1%	1.0%	0.7%
Wetton	0.9%	1.7%			0.4%
Kalk Bay	0.8%	1.2%		0.8%	0.4%
Brackenfell	0.8%	0.6%	2.8%		1.1%
Marina Da Gama	0.8%	1.6%			0.3%
Strand	0.8%	1.6%			0.3%
Green Point	0.7%		4.2%		0.6%
Somerset West	0.7%	1.3%			0.4%
Rondebosch	0.7%	0.9%	0.7%	0.2%	3.4%
Edgemead	0.7%	1.0%		0.4%	0.5%
Crawford	0.7%	1.0%		0.4%	0.2%
Vredehoek	0.6%	0.9%	1.0%		1.0%
Sherwood	0.6%	0.6%		1.1%	0.1%
Rondebosch East	0.6%	1.2%			0.3%
Eastridge	0.6%	0.4%		1.2%	0.4%
Bellville West	0.6%	1.1%			0.6%
Southfield	0.5%	0.6%		0.8%	0.3%
Pinelands	0.5%	0.3%	1.8%	0.2%	1.3%
Kraaifontein	0.5%	0.6%	0.7%	0.2%	0.6%
Manenberg	0.5%	0.6%	1.0%		0.3%
Lentegeur	0.5%	0.3%		1.2%	0.4%
Meadowridge	0.5%	0.7%	0.7%		0.4%
Zeekoevlei	0.5%		0.7%	1.2%	0.4%
Gordons Bay	0.5%	0.9%			0.1%
Cape Town Central	0.5%	0.7%	0.7%		1.5%
Hanover Park	0.5%	0.4%		0.8%	0.1%
Durbanville	0.5%	0.6%		0.4%	0.3%
Observatory	0.5%	0.6%		0.4%	2.2%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Suburb name	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*	SAMPLE TOTAL
Mowbray	0.5%	0.9%			0.7%
St James	0.5%	0.9%			0.2%
Portlands	0.4%	0.9%			0.3%
Tafelsig	0.4%			1.4%	0.2%
Woodlands	0.4%			1.4%	0.2%
Boston	0.4%	0.5%	0.7%		0.1%
Brooklyn	0.4%	0.6%		0.2%	0.1%
Parow Valley	0.4%	0.6%		0.2%	0.4%
Welgelegen	0.4%	0.6%		0.2%	0.1%
Thornton	0.4%		2.1%		0.1%
Fairways Estate	0.4%	0.3%		0.8%	0.4%
Cravenby	0.4%			1.2%	0.2%
Newlands	0.4%	0.6%		0.2%	2.3%
Ruyterwacht	0.3%		1.0%	0.6%	0.5%
Silvertown	0.3%			1.2%	0.1%
Garden Village	0.3%	0.7%			0.1%
Colorado	0.3%	0.3%	0.7%	0.2%	0.1%
Plattekloof	0.3%	0.6%			0.2%
Da Gama Park	0.3%			1.1%	0.1%
Bothasig	0.3%	0.6%			0.4%
Rosebank	0.3%	0.6%			0.6%
Montana	0.3%			1.0%	0.1%
Belhar	0.3%			1.0%	0.8%
Gardens	0.3%	0.5%			1.4%
Camps Bay	0.3%		1.4%		3.4%
Vanguard Estate	0.2%			0.8%	0.1%
Eersterivier	0.2%			0.8%	0.1%
Kensington	0.2%			0.8%	0.1%
Fresnaye	0.2%	0.4%			0.4%
Bishop Lavis	0.2%			0.7%	0.1%
Simon's Town non-urban	0.2%		1.0%		0.04%
Factreton	0.2%			0.6%	0.04%
Parow North	0.1%	0.3%			0.2%
Scarborough	0.1%	0.3%			1.8%
New Crossroads	0.1%	0.3%			0.03%
Sybrand Park	0.1%		0.7%		0.03%
Delft	0.1%			0.4%	0.4%
Salt River	0.1%		0.7%		0.1%
Oranjezicht	0.1%		0.7%		0.4%
Monte Vista	0.1%		0.7%		0.2%
Khayelitsha Section B	0.1%			0.2%	0.02%
Melkbosstrand	0.1%			0.2%	0.3%
Heideveld	0.1%			0.2%	0.02%
Newfields	0.1%			0.2%	0.04%
Three Anchor Bay	0.1%			0.2%	0.02%
Coniston	0.03%			0.1%	0.1%
Parow Central	0.03%			0.1%	0.1%
Rocklands	0.03%			0.1%	0.2%
Philippi	0.03%			0.1%	0.01%

*Pay points "Rest": Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

Table 8
Permanent home location - Detail of Cape Town Metropolitan area:
Site use categories

Suburb	Site usage category			SAMPLE TOTAL
	High	Medium	Low	
TOTAL NUMBER	534	293	158	1286
	<i>100.0%</i>	<i>100.0%</i>	<i>100.0%</i>	<i>100.0%</i>
UNWEIGHTED BASE	420	236	141	1240
Fish Hoek	3.5%	2.4%	6.8%	4.2%
Retreat	1.5%	1.7%	2.6%	2.4%
Simon's Town	2.1%	0.5%	1.1%	2.2%
Grassy Park	2.2%	4.2%	2.0%	2.9%
Ocean View	1.0%	0.4%	0.4%	1.3%
Steenberg	0.4%			0.8%
Lansdowne	0.8%			1.0%
Mitchells Plain	0.4%	1.3%	2.6%	1.4%
Tokai	2.8%	0.5%		1.9%
Hout Bay	5.0%	1.9%	14.9%	4.9%
Athlone	1.2%	1.1%	1.5%	1.5%
Muizenberg	1.1%	0.4%	1.8%	1.3%
Heathfield				0.5%
Kommetjie	0.9%		1.1%	0.9%
Plumstead	1.0%	2.0%	1.4%	1.5%
Wynberg	1.1%	3.1%	0.3%	1.6%
Claremont	2.1%	3.4%	0.8%	2.1%
Diep River	0.3%		0.5%	0.6%
Ottery	1.0%	0.2%	0.4%	0.9%
Woodstock	0.5%	1.6%		0.9%
Strandfontein	0.7%	0.7%		0.8%
Bonteheuwel	0.3%	1.2%		0.7%
Elsies River	0.4%	0.3%		0.5%
Kenilworth	2.6%	4.2%	1.1%	2.5%
Table View	1.7%	2.9%	0.2%	1.7%
Tamboerskloof	0.6%	2.5%	1.6%	1.3%
Parkwood				0.3%
Lakeside		2.6%	0.8%	1.0%
Milnerton	1.1%	2.2%	0.9%	1.3%
Constantia	2.9%	3.9%	0.6%	2.4%
Westridge		0.4%		0.3%
Lotus River	0.4%			0.4%
Bellville South	0.3%	0.7%		0.5%
Noordhoek	5.6%	1.0%	2.3%	3.0%
Sea Point	2.0%	4.5%	1.9%	2.3%
Kuilsrivier	0.4%	1.2%	0.2%	0.7%
Wetton	0.2%	0.2%		0.4%
Kalk Bay			1.6%	0.4%
Brackenfell	0.8%	1.9%	0.8%	1.1%
Marina Da Gama	0.2%		0.4%	0.3%
Strand	0.3%			0.3%
Green Point	0.1%		3.0%	0.6%
Somerset West	0.3%		1.1%	0.4%
Rondebosch	6.7%	1.7%	0.4%	3.4%
Edgemead	0.4%	0.6%		0.5%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Suburb	Site usage category			SAMPLE TOTAL
	High	Medium	Low	
TOTAL NUMBER	534	293	158	1286
Crawford		0.3%		0.2%
Vredehoek	0.9%	1.8%	0.6%	1.0%
Sherwood				0.1%
Rondebosch East	0.4%			0.3%
Eastridge	0.3%	0.7%		0.4%
Bellville West	0.5%	1.0%		0.6%
Southfield	0.4%			0.3%
Pinelands	1.8%	1.8%		1.3%
Kraaifontein	0.4%	1.4%		0.6%
Manenberg	0.3%	0.4%		0.3%
Lentegeur	0.4%	0.7%		0.4%
Meadowridge	0.8%			0.4%
Zeekoevlei	0.6%			0.4%
Gordons Bay				0.1%
Cape Town (central)	1.4%	1.1%	4.2%	1.5%
Hanover Park				0.1%
Durbanville	0.3%	0.3%		0.3%
Observatory	4.2%	1.0%	1.0%	2.2%
Mowbray	0.8%	1.3%		0.7%
St James			1.1%	0.2%
Portlands	0.6%			0.3%
Tafelsig		0.5%		0.2%
Woodlands	0.2%			0.2%
Boston				0.1%
Brooklyn				0.1%
Parow Valley		1.2%		0.4%
Welgelegen				0.1%
Thornton				0.1%
Fairways Estate	0.3%	0.2%	0.7%	0.4%
Cravenby		0.3%		0.2%
Newlands	4.8%	0.8%	0.3%	2.3%
Ruyterwacht	0.2%	1.2%	0.8%	0.5%
Silvertown				0.1%
Garden Village				0.1%
Colorado				0.1%
Platteklouf	0.3%			0.2%
Da Gama Park				0.1%
Bothasig	0.6%	0.4%		0.4%
Rosebank	0.8%	0.6%		0.6%
Montana				0.1%
Belhar	0.7%	2.0%		0.8%
Gardens	0.7%	4.7%		1.4%
Camps Bay	0.8%	1.5%	22.3%	3.4%
Vanguard Estate				0.1%
Eersterivier				0.1%
Kensington			0.6%	0.1%
Fresnaye	0.5%	0.7%		0.4%
Bishop Lavis	0.2%			0.1%
Simon's Town NU				0.04%
Factreton				0.04%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Suburb	Site usage category			SAMPLE TOTAL
	High	Medium	Low	
TOTAL NUMBER	534	293	158	1286
Parow North	0.4%	0.2%		0.2%
Scarborough	4.2%		0.2%	1.8%
New Crossroads				0.034980%
Sybrand Park				0.031093%
Delft		1.8%		0.4%
Salt River		0.4%		0.1%
Oranjezicht		1.4%		0.4%
Monte Vista	0.2%		0.2%	0.2%
Khayelitsha-SectB				0.015547%
Melkbosstrand	0.4%		1.1%	0.3%
Heideveld				0.015547%
Newfields			0.2%	0.038867%
Three Anchor Bay				0.015547%
Coniston	0.2%			0.1%
Parow Central	0.3%		0.2%	0.1%
Rocklands	0.6%			0.2%
Philippi				0.007773%
Goodwood Estate	0.8%	0.9%	0.7%	0.6%
Blouberg Strand	0.2%		0.7%	0.2%
Gugulethu	0.5%		0.7%	0.3%
Hout Bay Harbour		0.2%	0.5%	0.1%
Kirstenhof	0.3%	0.9%	0.4%	0.4%
Bridgetown			0.9%	0.1%
Llandudno	2.4%			1.0%
Maitland	0.4%	0.8%		0.3%
Matroosfontein		0.6%		0.1%
Bantry Bay	0.3%	0.9%	2.1%	0.6%
Mouille Point	0.4%	0.7%	0.2%	0.3%
North Pine	0.2%			0.1%
Nyanga	0.2%			0.1%
Clifton	0.3%		3.1%	0.5%
Clovelly	0.1%			0.1%
Beacon Valley			0.6%	0.1%
Panorama	0.1%			0.1%
Belgravia		0.9%		0.2%
Pelican Park	0.2%			0.1%
Penlyn Estate	0.3%			0.1%
Philippi NU		0.8%		0.2%
Bellville Central	0.9%	1.0%		0.6%
Red Hill Informal	0.3%			0.1%
Ridgeworth		0.4%		0.1%
Rylands	0.6%	1.3%		0.6%
Atlantis	0.2%	0.7%		0.2%
Scottsdene		0.6%		0.1%
Silvermine	0.3%			0.1%
Bergvliet	1.8%	0.6%	0.2%	0.9%
Sun Valley	0.4%		0.4%	0.2%
Surrey	0.7%	0.4%		0.4%
Tygerdal	0.3%			0.1%
Welcome Estate		0.2%	0.8%	0.1%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Suburb	Site usage category			SAMPLE TOTAL
	High	Medium	Low	
TOTAL NUMBER	534	293	158	1286
Welgemoed	0.4%			0.2%
Blouberg Rise	0.1%			0.1%
Blouberg Sands	0.2%			0.1%
Gatesville		0.6%		0.1%
Zonnebloem		0.3%		0.1%

- ⇒ Cape Town metropolitan area suburbs were categorised and analysed according to distance from the nearest Park boundaries, as well as according to suburb income category.
- ⇒ The majority of visitors were from high- (and middle-) income suburbs, located within 10 km from Park boundaries.
- ⇒ The proportions of visitors according to these categories were as follows:

1) Cape Town metropolitan area visitors by distance from Park boundaries:

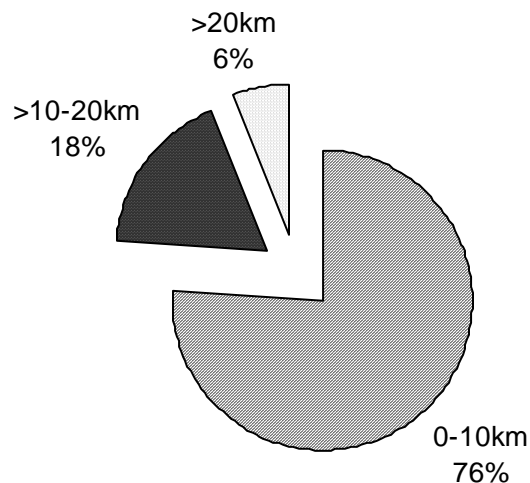
Cape town suburbs were categorised according to distance in kilometres from the nearest CPN Park boundaries, into the following three broad categories:

- 1) *Less than 10 km.*
- 2) *Between 10 and 20 km.*
- 3) *More than 20 km.*

⇒ The percentages of visitors from Cape Town metropolitan area suburbs according to distance from Park boundaries, were as follows: (Figure 2)

- ⇒ **0 – 10 km: 76% of visitors**
- ⇒ **10 – 20 km: 18% of visitors**
- ⇒ **20+ km: 6% of visitors**

Figure 2: Visitors resident in the Cape Town metropolitan area: distance (km) from CPNP boundaries



2) Cape Town metropolitan area visitors by income category:

Cape Town suburbs were categorised according to median annual household income per annum in rands (Census 1996), into the following three broad categories:

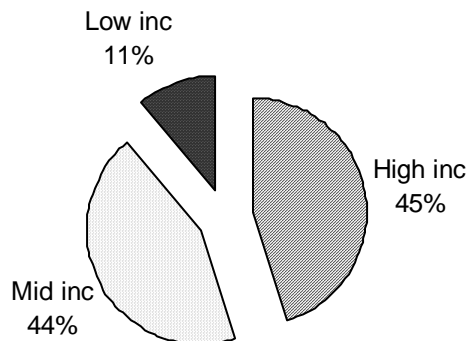
- 1) 'Low': 0 – 30 000
- 2) 'Middle': 30 001 – 60 000
- 3) 'High*': 60 001 +

[* Originally the categories were established as low, lower-middle, upper-middle and high, the latter being R 120 000+, but there were too few suburbs in this category (a total of 4) and it was included with 'upper middle', re-named 'high' for simplicity].

⇒ The percentages of visitors from Cape Town metropolitan area suburbs according to suburb income categories, were as follows: (Figure 3)

- ⇒ **High:** 45 % of visitors
- ⇒ **Middle:** 44% of visitors
- ⇒ **Low:** 11% of visitors

Figure 3: Visitors resident in the Cape Town metropolitan area: income groups



- ⇒ It is important to note the profile of visitors at the various site/s (categories) and how this changes over time.
- ⇒ The bulk of frequent visitors are high- and middle-income users living within 10 km of CPNP boundaries. There is considerable scope to draw visitors from further afield (both regional and national).
- ⇒ The notable 11% of local visitors from low-income areas, as a socio-economic group visiting a National Park, is a unique situation that has significant implications (highlighted in the summary report).

OTHER NATIONAL PARKS VISITED

Question:

"In the last 12 months, which of these other National Parks have you visited, if any?"

(- 16 National Parks listed)

- ⇒ Just over two thirds of visitors had not visited any other National Parks in the previous twelve months (Table 1).
- ⇒ The National Parks most visited by those who had, were Kruger, West Coast, and Tsitsikamma (Figure 1).
- ⇒ *There were differences in the National Parks visited by South African and international visitors: (Figure 1)*
- ⇒ Larger proportions of international visitors had been to Kruger and Tsitsikamma, as well as to Wilderness, Addo, and Karoo National Parks.
- ⇒ Larger proportions of South African visitors had been to the West Coast National Park, as well as to Augrabies, Kalahari Gemsbok (- now Kgalagadi Transfrontier Park), Golden Gate and Agulhas National Parks.
- ⇒ Vaalbos and Marakele were the National Parks least visited by CPNP visitors.
- ⇒ There appears to be much scope for attracting international visitors to other National Parks (especially in the Western Cape region).
- ⇒ Few visitors from Cape Town's lower income suburbs (less than 10%), had visited other National Parks.
- ⇒ Relatively high proportions of visitors to low use sites - generally, mainly walkers or hikers who seek and value the nature-based outdoor experience - had visited other National Parks (Figure 2).
- ⇒ The implication is that visitors to the Cape Town area visit sites within the Park because these sites are Cape Town attractions, and not because of their association with, or location in, a National Park.
- ⇒ A small proportion (4%) more men than women had visited other National Parks (Table 1).

Table 1

Other National Parks visited: by income and gender	Total sample	Suburb income group: Cape Town residents only			Gender	
		Low	Middle	High	Men	Women
TOTAL NUMBER	2106	141	563	582	1415	691
Kruger	12.0%	-	8.5%	6.1%	11.4%	13.3%
Tsitsikamma	9.5%	-	7.7%	10.8%	10.3%	8.0%
West Coast	8.1%	5.4%	10.5%	13.4%	8.9%	6.5%
Wilderness	5.5%	1.1%	5.8%	5.9%	5.9%	4.8%
Addo	4.8%	-	4.2%	5.4%	5.2%	3.8%
Augrabies	2.8%	1.0%	3.0%	4.5%	2.9%	2.6%
Karoo	2.8%	0.8%	1.7%	2.1%	3.1%	2.3%
Agulhas	2.6%	-	4.0%	3.3%	2.7%	2.5%
Kalahari Gemsbok	2.0%	-	1.1%	4.1%	2.2%	1.6%

CPNP VISITOR AND USER SURVEY 2000 / REPORT
PHASE 1 - VISITOR COUNT; PHASE 2 - VISITOR INTERVIEWS

Other National Parks visited: by income and gender	Total sample	Suburb income group: Cape Town residents only			Gender	
		Low	Middle	High	Men	Women
Golden Gate	1.2%	0.8%	1.0%	1.6%	1.5%	0.6%
Bontebok	1.1%	-	1.0%	1.8%	0.9%	1.3%
Mountain Zebra	0.7%	-	0.8%	0.7%	0.8%	0.5%
Namaqua	0.5%	1.2%	0.5%	0.6%	0.5%	0.6%
Richtersveld	0.4%	-	0.4%	0.2%	0.3%	0.5%
Vaalbos	0.1%	-	0.2%	0.1%	0.1%	0.2%
Marakele	0.1%	-	-	-	0.1%	0.2%
None	67.7%	90.4%	69.8%	62.7%	66.4%	70.2%

Figure 1

Other National Parks visited by CPNP visitors

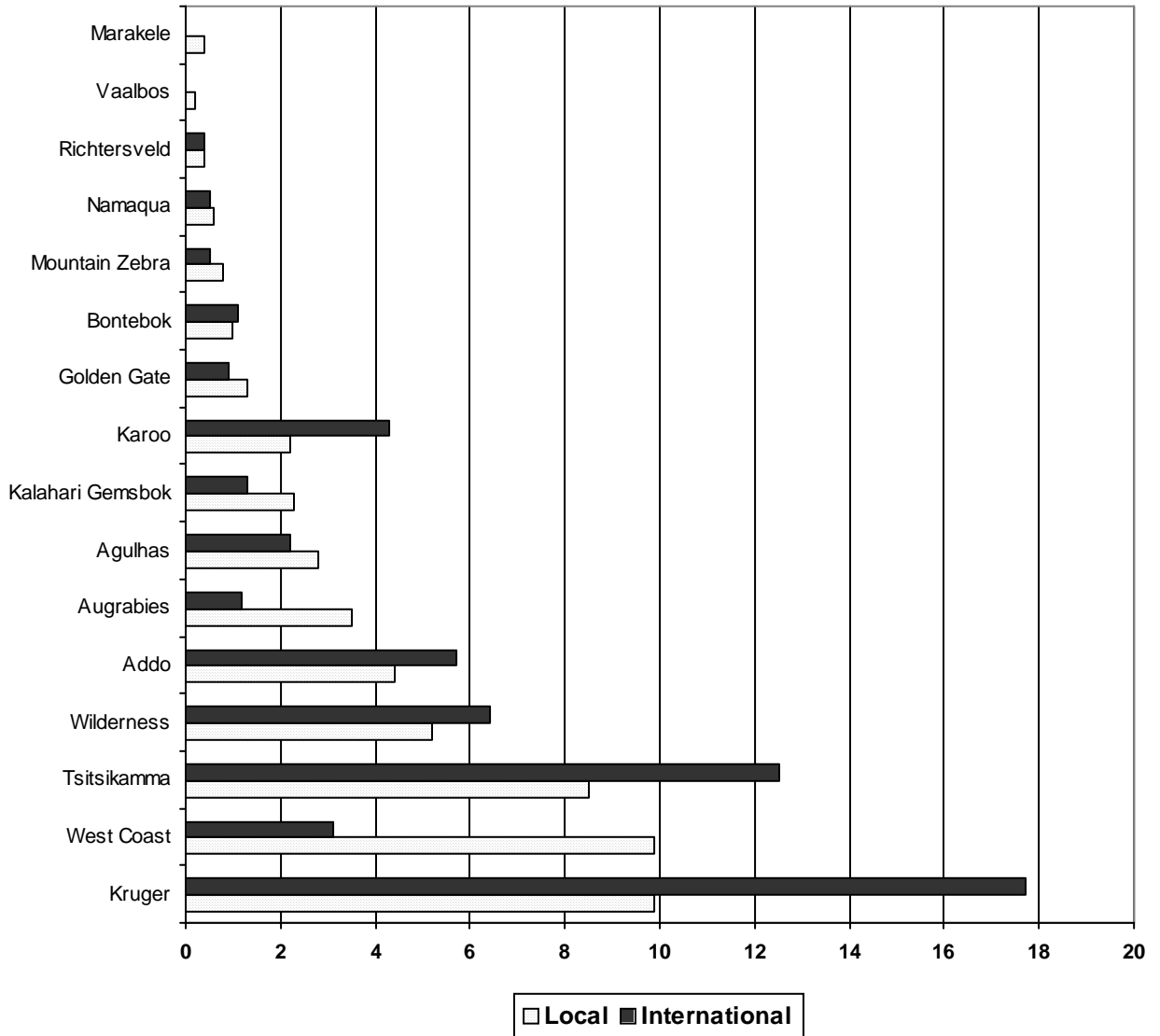
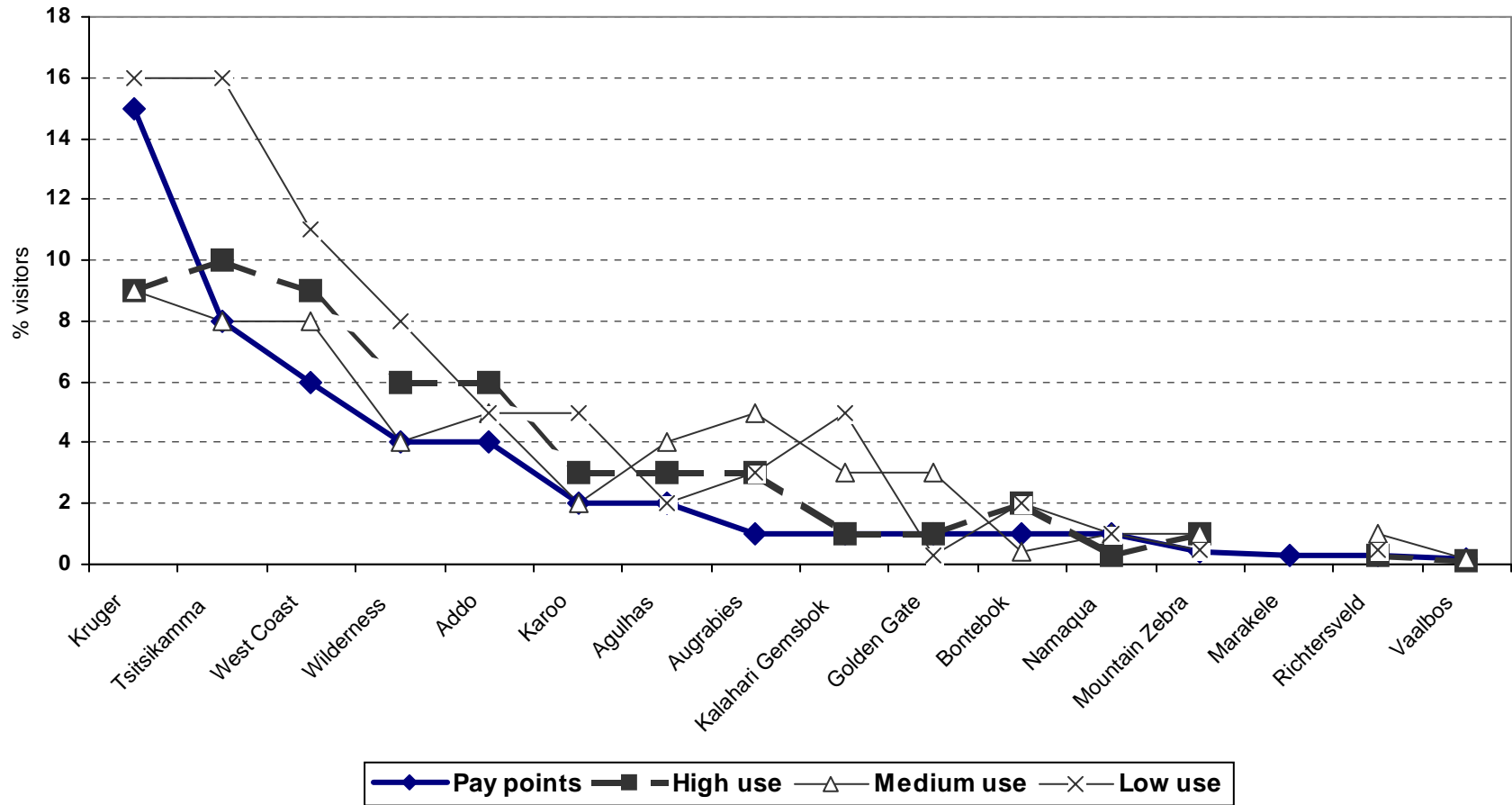


Figure 2

Other National Parks visited: by site category



MAIN REASON FOR VISIT

Question:

*"What was the **main reason** for your visit here today?"*

- ⇒ Overall, sightseeing and walking were the main reasons for visiting the Park.
- ⇒ Seeing the penguins was the major reason for visiting Boulders beach.
- ⇒ Picnicking and braaiing were the main activities at Oudekraal, Soetwater and Miller's Point, where swimming and beach recreation were also major activities.
- ⇒ Taking photographs was recorded as a notable activity, for which there is an opportunity to provide a service at certain busy sites.
- ⇒ A range of other activities was specified by visitors: (Listed in Table 3)
- ⇒ These should be acknowledged and noted, especially where they indicate potential niche activities that can be constructively encouraged.
- ⇒ *Specified activities include the following:*
 - Sightseeing or viewing *of the natural environment*;
 - Walking *dogs*;
 - *Outdoor recreation*: Family outings, outings for children, treasure hunt, outdoor exercise, flying kites, flying model aeroplanes, creative writing, painting, 'nostalgic' or 'reminiscence' trips;
 - Outdoor meals;
 - Surfing;
 - *Relaxation*: A break from the city, a peaceful time in a natural environment setting, time for solitude;
 - Camping holiday;
 - Bird- watching;
 - *Religious or cultural* activity or event: Visiting the shrine, drumming, dancing, meditation, prayer, church outing (prayer and song), spiritual development;
 - *Group event or outing*: Racing event, soccer club outing, youth group outing, bosberaad, colleague (work) outing;
 - *Collect (other) resources*: Collect water, herbs, sour figs, mussels, pine kernels.

Activities at high use and medium use sites:

- ◆ Braaiing was the main activity at Newlands Forest picnic site.
- ◆ Cycling was a major activity at Tokai Forest [with small numbers of cyclists also recorded at Constantia Nek and Silvermine Gate 2 (south)].
- ◆ Perdekloof was visited mainly for braaiing and picnicking.
- ◆ Activities described as 'cultural or religious' were noted at Signal Hill, Newlands Forest, and Van Riebeeck Park.
- ◆ 'Collecting resources' was cited as a main reason for visiting at Scarborough beach and the Kirstenbosch mountain walks.
- ◆ Jogging was most common at Newlands Forest and the other medium use sites.

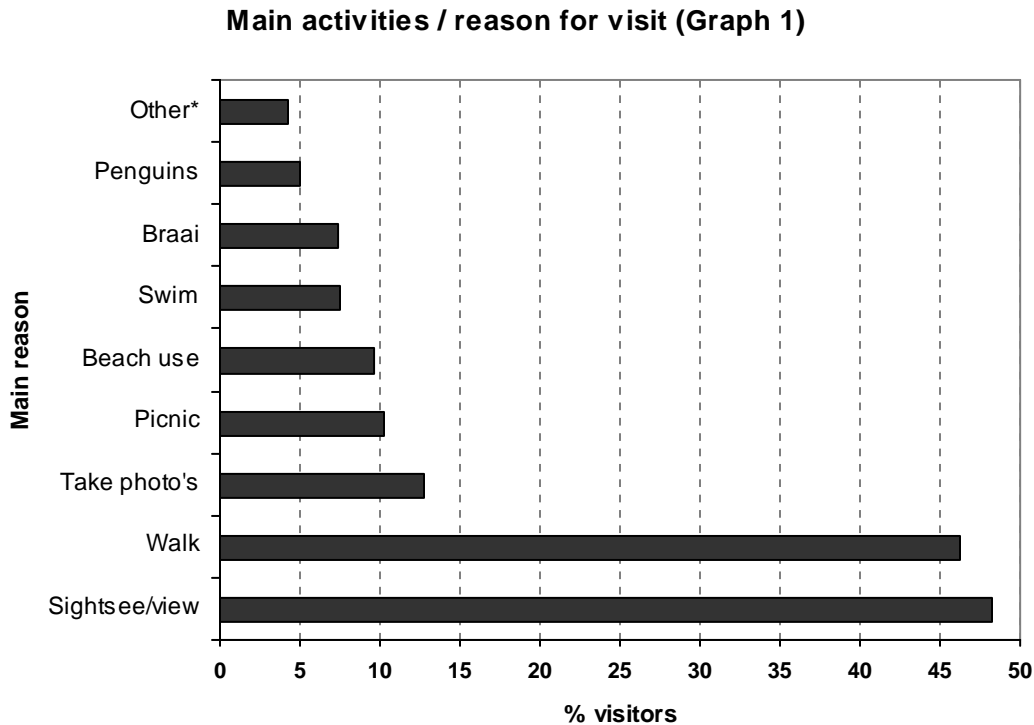
Visitor profile according to main activities or main reason/s for visit:

- ◆ As expected, International visitors did more sightseeing - and taking of photographs (/ filming), while more local visitors engaged in the range of other less common activities listed (Table 4).
- ◆ The same proportions of both local and international visitors came to the sites to walk.
- ◆ Picnicking, braaiing and swimming were reasons given mainly by visitors resident in lower income suburbs of Cape Town, which also had a smaller proportion of 'walkers' than middle and high- income suburb visitors (Table 4).
- ◆ Similarly, cycling and jogging were mainly 'high income' suburb visitor activities.
- ◆ There were certain minor differences relating to main reasons for visit according to distance from Park boundaries, and gender of respondents:

Distance:

- ◆ Somewhat larger proportions of visitors living more than 20 km away from the Park, indicated sightseeing and walking (and taking photographs) as their main reasons for visiting – in line with responses from international visitors (- whereas visitors closer to the Park engaged in a greater variety of activities) (Table 5).
- ◆ Similarly, somewhat larger proportions of women than men cited sightseeing and walking as their main activities in the Park, as well as swimming (Table 5).
- ◆ The proportion of men engaged in the range of other sporting activities was higher, for example surfing, cycling, jogging, fishing and diving (Table 5).

Figure 1



***Other**: Specified in Table 3*

Figure 2

Main activities / reason for visit (Graph 2)

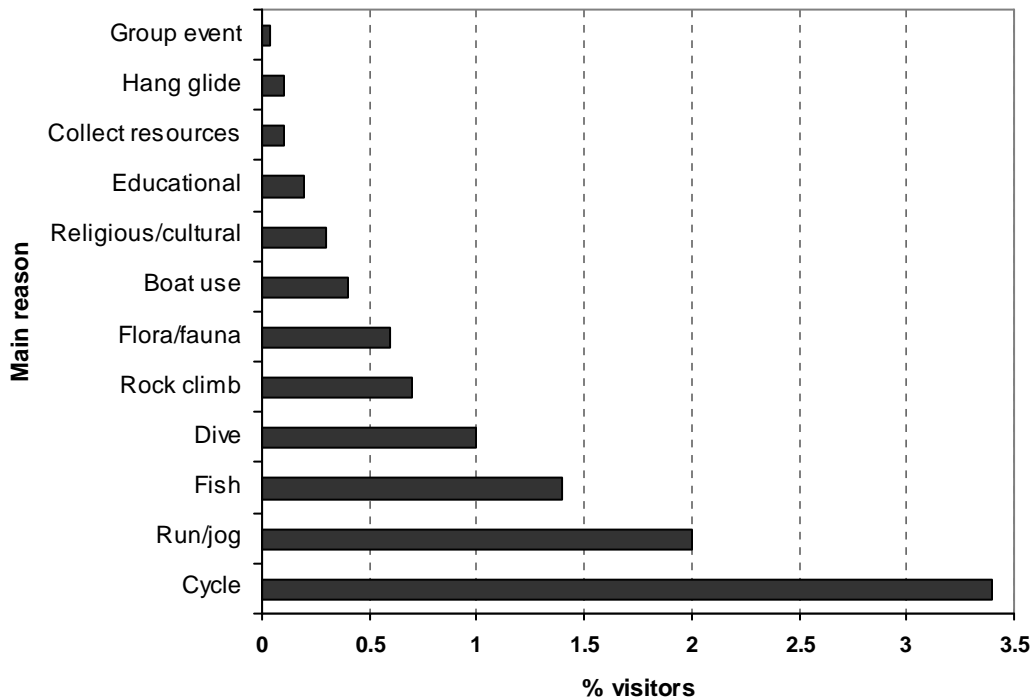


Table 1

Main activity / reason for visit	Sample total	Total: Pay points	Cape of Good Hope	Boulders beach	Rest: Oudekraal, Soetwater, Miller's Point
TOTAL NUMBER	2106	757	441	215	101
Sightsee/view	48.2%	67.0%	77.6%	70.1%	14.5%
Walk	46.2%	32.3%	36.8%	30.5%	16.3%
Take Photographs	12.7%	23.5%	25.4%	29.7%	2.1%
Picnic	10.3%	18.8%	16.1%	6.9%	55.8%
Beach use	9.6%	16.3%	6.8%	30.4%	27.7%
Swim	7.5%	13.6%	6.7%	23.2%	23.5%
Braai	7.4%	12.1%	8.7%	-	52.7%
Fishing	1.4%	3.5%	5.3%	-	2.7%
Diving	1.0%	2.5%	3.4%	0.4%	3.0%
Boat use	0.4%	1.0%	1.7%	-	0.2%
Cycle/mountain bike	3.4%	0.6%	1.1%	-	-
ID flora & fauna	0.6%	0.6%	0.7%	0.2%	1.0%
Educational field trip	0.2%	0.4%	0.3%	0.5%	0.4%
Rock climbing	0.7%	0.1%	-	-	1.1%
Collecting resources	0.1%	0.03%	-	-	0.2%
Cultural/religious events	0.3%	-	-	-	-
Run/jog	2.0%	-	-	-	-
Group event/s	0.04%	-	-	-	-
Hang glide/paraglide	0.1%	-	-	-	-
Other: to see Penguins	5.0%	13.4%	-	47.0%	-
Other 2: Specified: Included in Table 3	4.3%	3.6%	1.5%	0.5%	19%

Table 2

Main activity / reason for visit	Sample total	Site usage category		
		High	Medium	Low
TOTAL NUMBER	2106	726	356	267
Sightsee/view	48.2%	40.1%	27.0%	45.5%
Walk	46.2%	50.6%	68.0%	44.7%
Take photographs	12.7%	3.5%	2.2%	21.0%
Picnic	10.3%	7.2%	1.6%	6.6%
Beach use	9.6%	8.9%	-	5.2%
Swim	7.5%	7.3%	0.3%	-
Braai	7.4%	4.9%	7.7%	0.1%
Fishing	1.4%	0.4%	-	0.2%
Diving	1.0%	0.3%	-	-
Boat use	0.4%	0.1%	-	-
Cycle/mountain bike	3.4%	7.3%	2.2%	2.5%
ID flora & fauna	0.6%	0.1%	1.3%	1.3%
Educational field trip/outing	0.2%	0.1%	-	0.4%
Rock climbing	0.7%	0.4%	1.6%	1.9%
Collecting resources	0.1%	0.2%	0.2%	0.2%
Cultural/religious events	0.3%	0.3%	0.3%	1.2%
Run/jog	2.0%	3.1%	4.0%	2.0%
Group event/s	0.04%	0.1%	-	-
Hang glide/paraglide	0.1%	0.2%	-	-
Other: to see Penguins	5.0%	-	-	1.3%
Other 2: Specified: Included in Table 3	4.3	4.8	4.3	5.2

Table 3: Other reasons for visits: specified

[Multiple; including at other sites visited on the same day]

Table 3: Other reasons for visits - Specified main reason/s for visit	Number of responses	% of specified reasons / activities
Sightseeing / viewing of the <i>natural environment</i>	331	25.2
Walk <i>dogs</i>	204	15.5
Penguins at Boulders	162	12.3
Take photographs	109	8.3
Beach use	92	7
<i>Outdoor recreation: Family outing/for children/ treasure hunt/outdoor exercise/fly kites/model planes/ write/paint/nostalgia/reminiscing</i>	90	6.9
<i>Meal: Have breakfast/lunch/meal/restaurant</i>	55	
Picnic	28	
Braai	23	
Sub-total: outdoor meal	106	8.1
Relaxation: Away from city / in natural environment / solitude	51	3.9
Camping holiday	45	3.4
Surf	33	2.5
Swim	33	2.5
Fish	10	0.8
Dive	8	0.6
Flora / fauna: incl. <i>birdwatching</i>	7	0.5
Jog / run	6	0.5

Table 3: Other reasons for visits - Specified main reason/s for visit	Number of responses	% of specified reasons / activities
Religious / cultural activity or event: Visit the shrine / drum / dance / meditate / pray / church outing / spiritual development	5	0.4
Cycle	4	0.3
Boat use	4	0.3
Group event / outing: Racing event / soccer club outing / youth group outing / bosberaad	4	0.3
Collect (other) resources: Herbs / sour figs / mussels / pine kernels	4	0.3
Rock climb	3	0.2
Hang glide / paraglide	1	0.08
Educational outing	1	0.08
TOTAL	1313	99.96*

- Decimals rounded off

Table 4

Visitor profile by main activities / reasons for visit	Sample total	Residence		Income group		
		Local	Inter-national	Low	Middle	High
TOTAL NUMBER	2106	1531	575	141	563	582
Sightsee/view	48.2%	34.0%	86.3%	23.7%	26.1%	25.2%
Walk	46.2%	46.4%	45.6%	27.4%	47.4%	52.1%
Take photographs	12.7%	4.2%	35.4%	2.1%	2.0%	1.6%
Picnic	10.3%	12.9%	3.5%	32.6%	13.9%	9.4%
Beach use	9.6%	11.0%	5.9%	15.0%	11.6%	8.8%
Swim	7.5%	7.5%	7.3%	14.1%	7.4%	6.1%
Braai	7.4%	9.8%	0.8%	31.2%	12.7%	5.3%
Cycle/mountain bike	3.4%	4.5%	0.7%	1.7%	4.0%	7.6%
Run/jog	2.0%	2.7%	0.2%	0.9%	1.7%	5.1%
Fishing	1.4%	2.0%	-	4.0%	2.0%	2.0%
Diving	1.0%	1.3%	0.2%	0.8%	1.3%	1.9%
Rock climbing	0.7%	0.9%	0.2%	-	0.7%	1.5%
ID flora & fauna	0.6%	0.6%	0.8%	-	1.1%	0.2%
Boat use	0.4%	0.5%	-	-	0.5%	1.0%
Cultural/religious events	0.3%	0.4%	-	-	0.2%	0.2%
Educational field trip/outing	0.2%	0.3%	0.1%	0.1%	0.04%	0.4%
Collecting resources	0.1%	0.2%	-	0.1%	0.3%	-
Hang glide/paraglide	0.1%	-	0.2%	-	-	-
Group event/s	0.04%	0.1%	-	0.5%	-	-
Other: to see Penguins	5.0%	2.6%	11.3%	1.8%	1.7%	2.2%
Other 2: Specified in Table 3	4.3%	5.7%	0.7%	9.3%	6.3%	6.3%

Figure 3

**Main activities / reason for visit (1)
by suburb income group (Cape Town residents)**

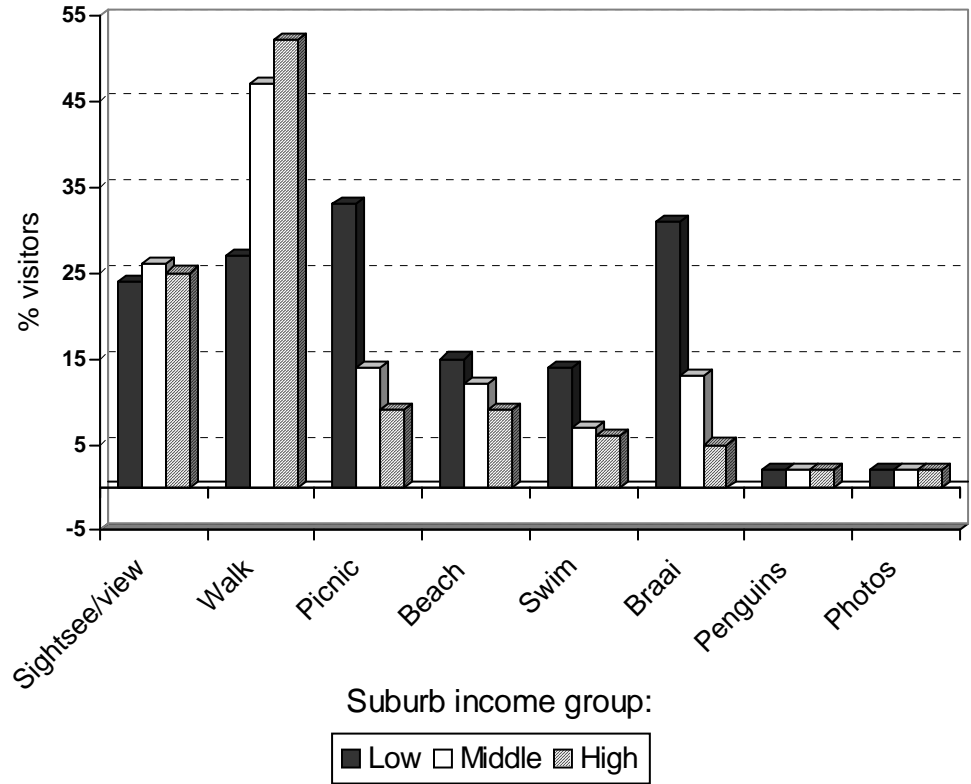


Figure 4

**Main activities / reason for visit (2)
by suburb income group (Cape Town residents)**

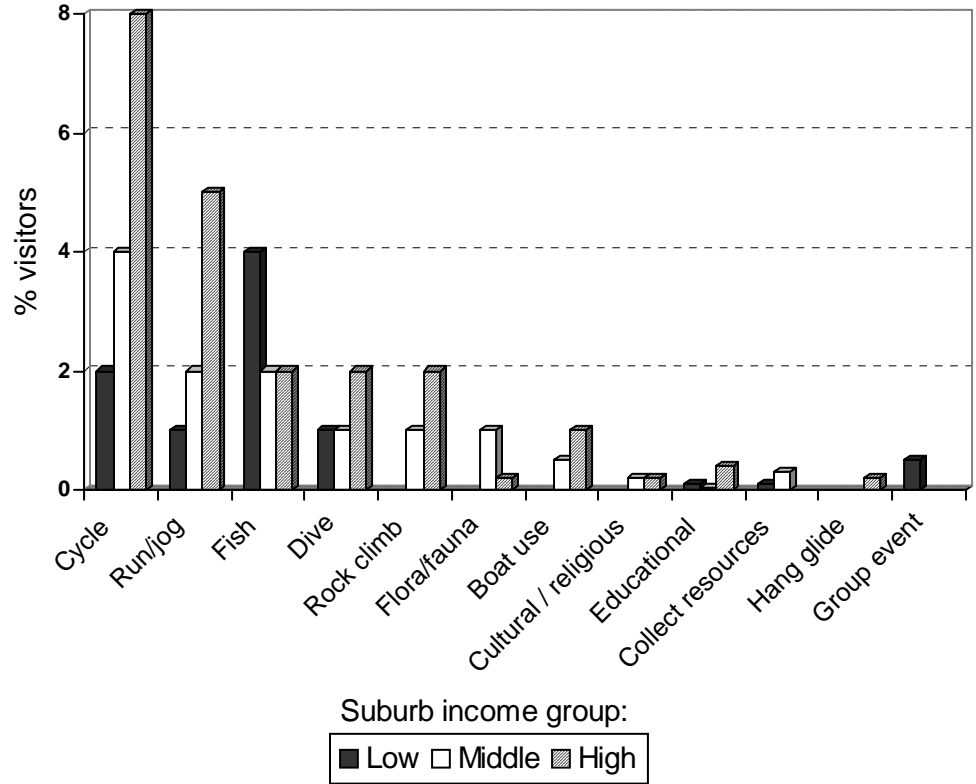


Table 5

Visitor profile by main activities / reasons for visit	Sample total	Distance from Park boundaries (km)			Gender	
		<10	10-20	>20	Men	Women
TOTAL	2106	976	236	75	1415	691
Sightsee/view	48.2%	22.6%	33.1%	38.6%	45.8%	53.4%
Walk	46.2%	48.7%	38.3%	57.9%	43.5%	51.7%
Photography/film	12.7%	1.9%	1.6%	3.0%	12.3%	13.6%
Picnic	10.3%	11.0%	24.0%	19.8%	10.0%	11.1%
Beach use	9.6%	10.0%	13.9%	9.4%	10.1%	8.6%
Swim	7.5%	6.3%	12.7%	7.0%	6.7%	9.1%
Braai	7.4%	8.8%	21.5%	13.5%	7.6%	6.8%
Cycle/mountain bike	3.4%	5.8%	4.2%	2.6%	4.8%	0.7%
Run/jog	2.0%	3.7%	2.1%		2.5%	1.0%
Fishing	1.4%	2.6%	0.9%	1.3%	2.0%	0.3%
Diving	1.0%	1.8%	0.7%	0.6%	1.3%	0.4%
Rock climbing	0.7%	1.2%	0.7%	-	0.9%	0.4%
ID flora & fauna	0.6%	0.6%	0.5%	-	0.6%	0.7%
Boat use	0.4%	0.9%	-	-	0.5%	0.1%
Cultural/religious events	0.3%	0.2%		-	0.2%	0.6%
Educational field trip	0.2%	0.2%	0.1%	-	0.3%	0.1%
Collecting resources	0.1%	0.2%	-	-	0.2%	-
Hang glide/paraglide	0.1%	-	-	-	-	0.2%
Group event/s	0.04%	0.1%	-	-	0.1%	-
Other: to see penguins	5.0%	2.0%	1.2%	3.5%	4.1%	6.8%
Other 2: Specified in Table 3	4.3%	6.9%	7.3%	1.2%	5.4%	2.1%

TIME SPENT ON VISITS

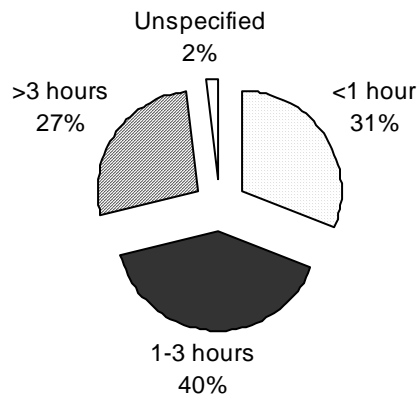
Question:

"How much time did you spend [on your visit here today]?"

- ⇒ Overall, the largest proportion of visitors spent between one and three hours on their visit to the Park.
- ⇒ Almost a third spent less than an hour on their visit, and about a quarter spent more than three hours there.

Figure 1

Time spent on visits: % visitors



The time indices allocated for time spent on a visit, were as follows:

Time spent:	Time Index:
Up to 1 hour:	1
1 – 3 hours:	2
More than 3 hours:	5

- ⇒ Overall, the average time index was 2,9.
- ⇒ There were certain differences in time spent at the various site categories:
- ⇒ In general, longer times were spent at the picnic sites (Oudekraal, Soetwater, Miller's Point) compared to Boulders beach and Cape Point viewing sites, and less time was spent at low use sites (- in general, used by local walkers) (Table 1).

Table 1 Time spent by site category	Total sample	Total pay points	Pay points			Site usage category		
			Cape of Good Hope	Boulders beach	Oudekraal, Soetwater, Miller's Point	High	Medium	Low
TOTAL NUMBER	2106	757	441	215	101	726	356	267
Up to 1 hour [Index 1]	31.4%	20.3%	18.6%	32.4%	2.0%	34.4%	30.7%	56.1%
1-3 hours [Index 2]	40.3%	38.2%	44.6%	40.0%	6.4%	46.1%	41.1%	29.7%
More than 3 hours [Index 5]	26.8%	39.3%	34.4%	25.5%	90.1%	18.6%	27.8%	12.5%
Time Index	2.9	3.4	3.3	2.9	4.8	2.7	2.9	2.1

High- and medium use sites: (Tables 2 and 3)

- ◆ The average time index at high use sites was 2,7 and a slightly higher 2,9 at medium use sites, with the proportions similar to those of the total sample.
- ◆ The shortest times spent (indices of less than 2) were at Signal Hill lookout, Hout Bay Village and Van Riebeeck Park (- walkers, rather than picnickers).
- ◆ The longest times (indices of 4 or more) were spent at the Newlands Forest and Perdekloof picnic sites and at the Platteklip Gorge hike.

Table 2

High use site	Time index (average)
Signal Hill lookout	1.4
Noordhoek beach	2.1
Rhodes Memorial	2.4
Scarborough beach	2.4
Constantia Nek	2.5
Tokai Forest	2.7
Newlands Forest walks	2.7
Table Mountain top	2.9
Llandudno walk (/ Sandy Bay)	3.4
Perdekloof picnic	4
TOTAL	2.7

Table 3

Medium use site	Time index (average)
Hout Bay Village	1.6
Van Riebeeck Park (walkers)	1.7
Cecilia Forest	2.2
Kloof Nek ('pipe track')	2.9
Kirstenbosch mountain walks	3
Silvermine gate 2 (south)	3.1
Lion's Head	3.2
Platteklip Gorge	4.1
Newlands picnic	4.3
TOTAL	2.7

Visitor profile by time spent on visit: (Figures 1 and 2)

- ⇒ The largest proportion of international visitors spent less than an hour on their visit to the Park, while local visitors most commonly spent 1 – 3 hours of their time there.
- ⇒ City residents from lower income suburbs spent more time on their visits to the Park (- many visiting the picnic sites), than the higher income groups.
- ⇒ Other selected demographic variables indicate that those who spent on average longer times on their visits than their counterparts, were local visitors who were generally aware of the Park, had visited before, and were members of organisations or interest groups. [See Annexure]
- ⇒ The further away visitors lived from the Park, the more time they spent on their visits.
- ⇒ [There was no difference in average time spent by men and women respectively.]

Figure 1

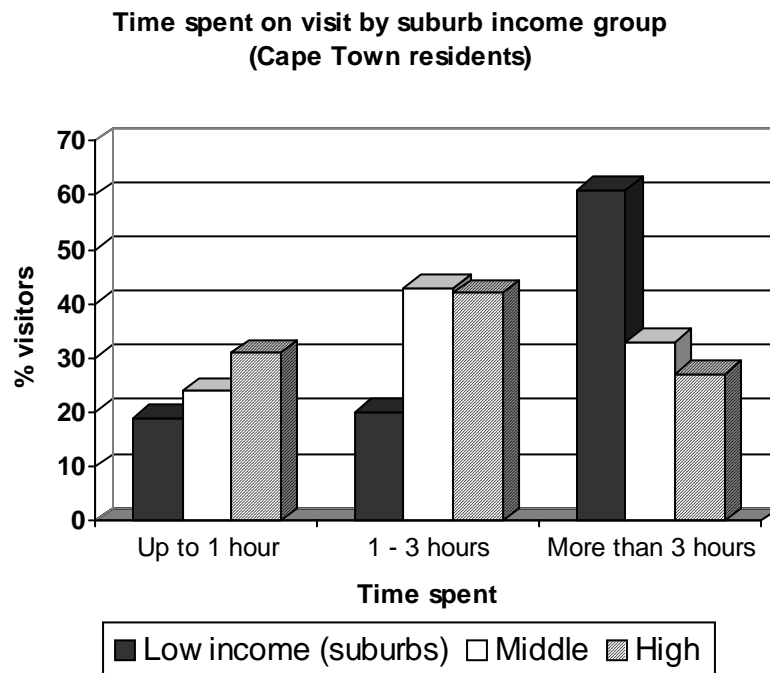
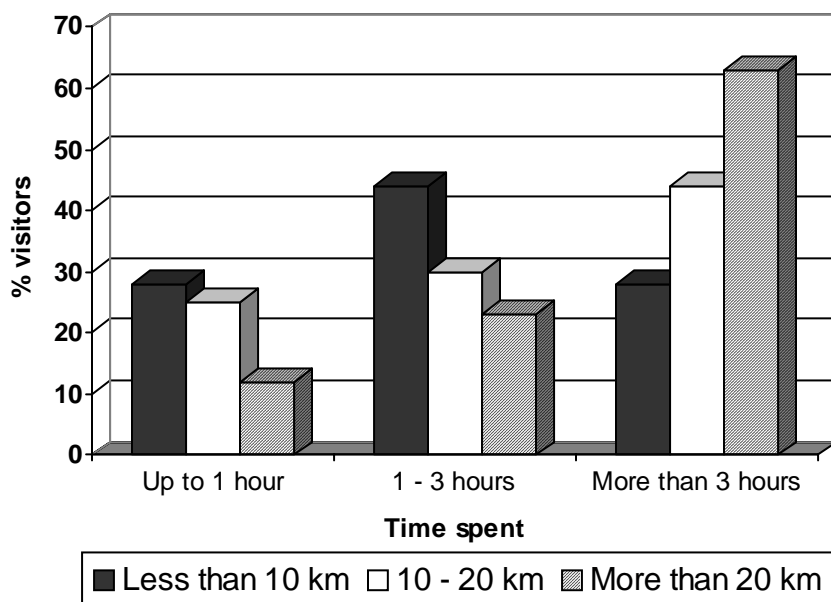


Figure 2

**Time spent on visit by suburb distance from Park boundaries
(Cape Town residents)**



	SAMPLE TOTAL	% visitors		Suburb income group		
		Local	International	Low	Middle	High
TOTAL NUMBER	2106	1531	575	141	563	582
Up to 1 hour [Index 1]	31.4%	27.7%	41.5%	19.2%	23.5%	30.8%
1-3 hours [Index 2]	40.3%	40.4%	40.2%	19.5%	43.3%	41.5%
More than 3 hours [Index 5]	26.8%	30.9%	15.9%	60.6%	32.5%	26.6%
Time Index	2.9	3	2.5	3.8	3.2	2.9

	SAMPLE TOTAL	Distance from Park boundaries: km [Cape Town residents]			Gender	
		<10	10-20	>20	Men	Women
TOTAL	2106	976	236	75	1415	691
Up to 1 hour[1]	31.4%	27.8%	24.9%	11.6%	31.8%	30.7%
1-3 hours[2]	40.3%	43.6%	29.9%	22.8%	40.0%	41.1%
More than 3 hours[5]	26.8%	27.9%	44.0%	62.9%	26.6%	27.3%
Time Index	2.9	3	3.4	4.1	2.9	2.9

OTHER PARK SITES VISITED ON THE SAME DAY

(of interview)

Question: "Did you visit, or are you intending to visit, any of the following other places in the CPN Park today?" [- Show card - List / map of 15 selected sites]

- ◆ These were sites visited by the respondent on the same day of the interview, **other than the site at which the interview was done.**
- ⇒ Overall, most visitors (82%) did not visit other Park sites on the same day.
- ⇒ Those who did, were mainly international visitors, who stopped at Cape Point, Boulders beach, Table Mountain (cableway) and Kirstenbosch Gardens.
- ⇒ Sightseeing (- views) and walking were visitors' main activities at these other sites visited.
- ⇒ Signal Hill lookout, Constantia Nek and Chapman's Peak drive, and (less commonly) Tokai Forest, were also 'en route' stopping points for those travelling around the Peninsula on day trips.
- ⇒ The graph Figure 3, clearly shows the effect of the popular international tour group stop [- organised by tour operators, but spread by word of mouth to individuals as well], at the Black Marlin restaurant at Miller's Point.
- ⇒ Clearly, there is scope for attracting many more visitors (- both local and international) to make 'en route' stops at appropriate and diverse sites, offering a range of Park 'eco-tourism' experiences.

Figure 1

Other Park sites visited on the same day (of interview)

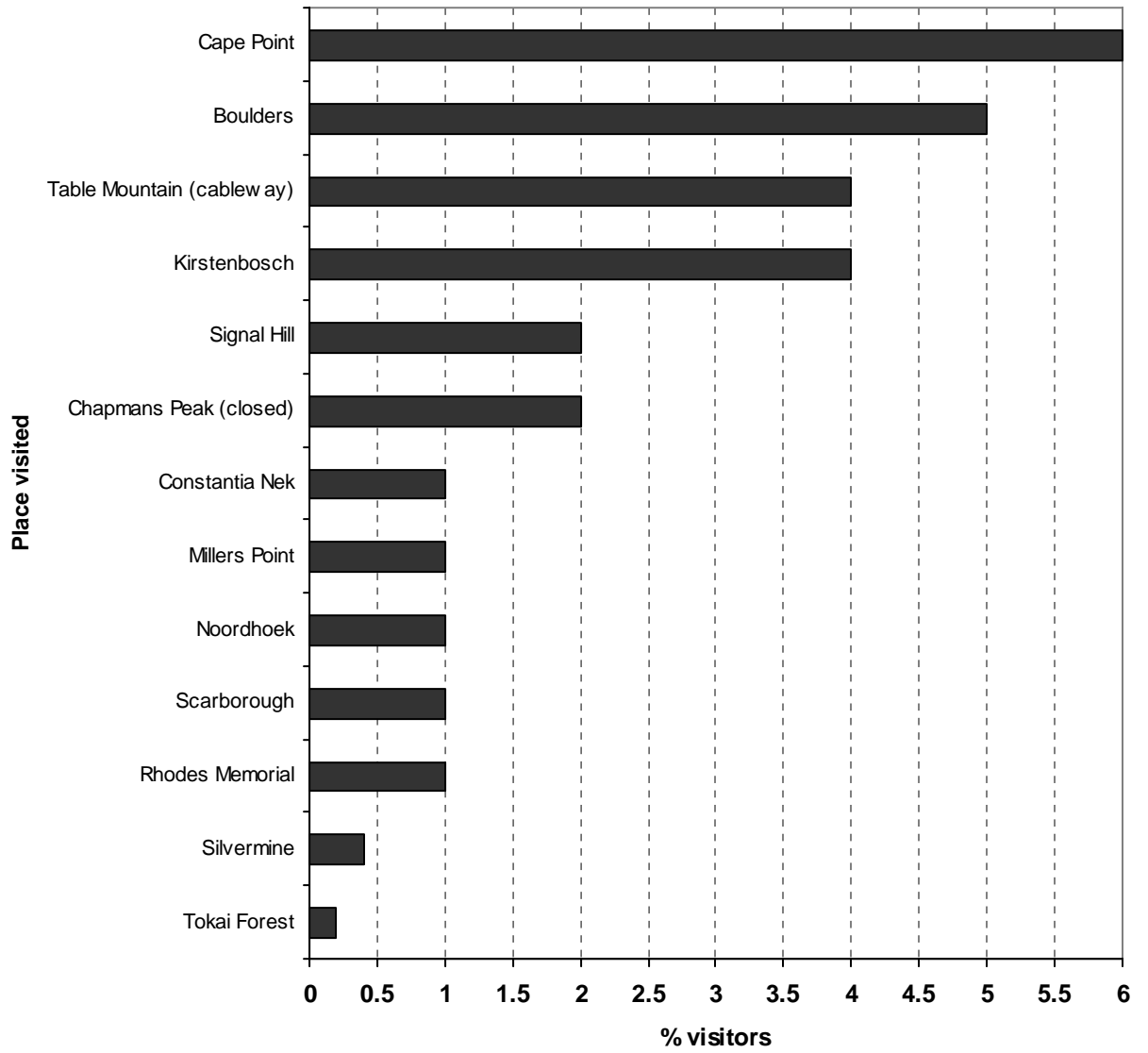


Table 1

Other Park sites visited on the same day	SAMPLE TOTAL	Paypoint Total	Cape of Good Hope (Point and (multiple sites)	Boulders beach	Rest*
<i>TOTAL NUMBER</i>	2106	757	441	215	101
Place visited	<i>% Visitors</i>				
Cape of Good Hope sites	5.6%	9.7%	1.2%	31.3%	0.5%
Boulders Beach	4.5%	9.2%	15.7%		0.2%
Table Mountain [cableway]	4.1%	8.4%	12.9%	2.9%	0.2%
Kirstenbosch Gardens	4.0%	6.1%	8.6%	3.9%	0.1%
Signal Hill Lookout	1.5%	2.7%	4.2%	1.0%	0.2%
Constantia Nek	1.4%	2.6%	3.7%	1.7%	0.2%
Chapman's Peak Drive	1.7%	2.5%	3.0%	2.6%	
Miller's Point	0.8%	1.6%	2.4%	0.8%	
Noordhoek Beach	0.8%	1.5%	1.9%	1.2%	0.1%
Scarborough Beach	0.6%	1.1%	1.7%	0.4%	
Sivermine	0.4%	0.8%	0.8%	1.0%	
Tokai Forest	0.2%	0.4%	0.7%		
Rhodes Memorial	0.6%	0.1%	0.2%		
Soetwater	0.02%	0.1%		0.2%	0.1%
Perdekloof	0.01%				
No other place	81.3%	67.6%	62.5%	63.1%	98.9%

Table 2

Other Park sites visited on the same day	Site category			SAMPLE TOTAL
	High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	726	356	267	2106
<i>Place visited</i>	<i>% Visitors</i>			
Cape Point	3.5%	0.4%	6.5%	5.6%
Boulders Beach	2.6%	0.6%	1.5%	4.5%
Table Mountain [cableway]	1.7%	2.4%	0.7%	4.1%
Kirstenbosch Gardens	3.2%	2.3%	2.4%	4.0%
Signal Hill Lookout		2.8%	0.7%	1.5%
Constantia Nek	1.0%	0.8%	0.3%	1.4%
Chapman's Peak Drive	0.3%	3.8%	0.9%	1.7%
Miller's Point	0.6%			0.8%
Noordhoek Beach	0.6%		0.4%	0.8%
Scarborough Beach	0.6%		0.3%	0.6%
Sivermine	0.3%		0.4%	0.4%
Tokai Forest	0.1%			0.2%
Rhodes Memorial	0.8%	1.1%	0.6%	0.6%
Soetwater				0.02%
Perdekloof			0.1%	0.02%
No other place	90.1%	88.5%	86.6%	81.3%

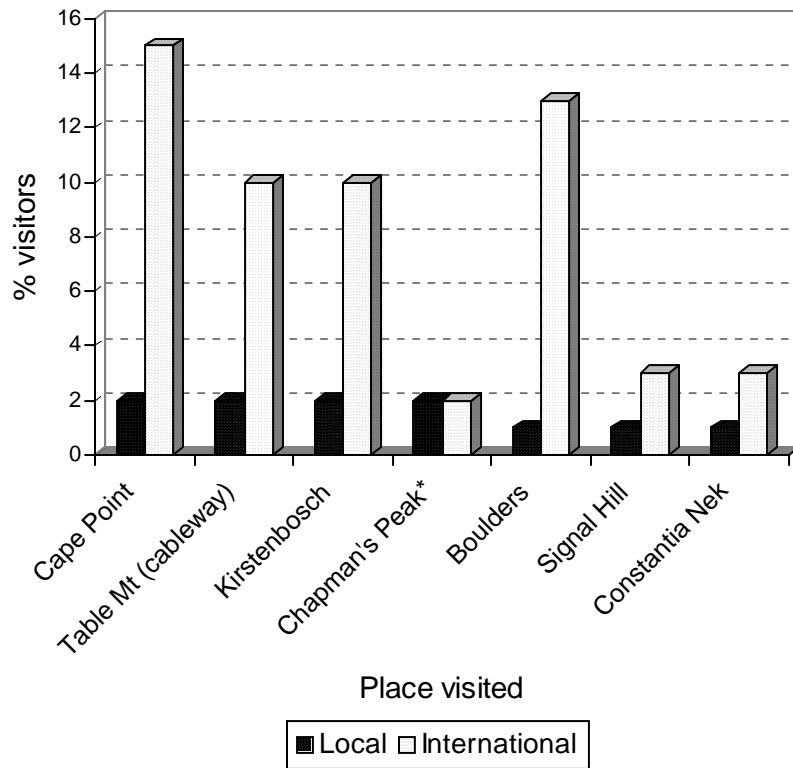
[The numbers of respondents as well as percentages, are shown for interest.]

Table 3

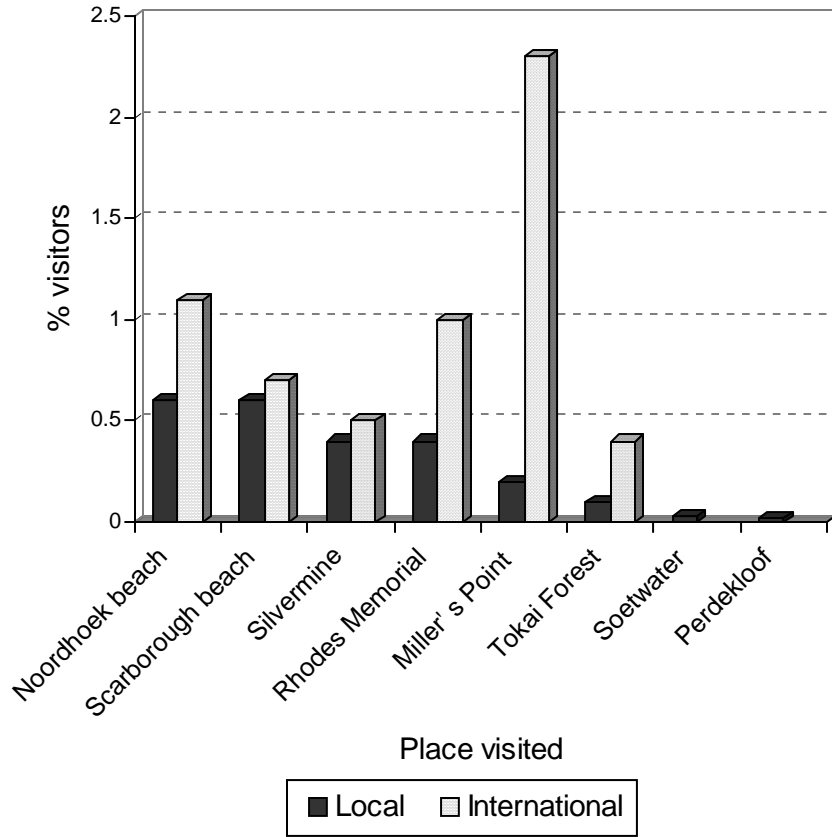
Other Park sites visited on the same day	Local visitors	International visitors
<i>TOTAL NUMBER</i>	1531 100%	575 100%
<i>UNWEIGHTED BASE</i>	1505	586
Cape Point	31	86
% visitors	2.0%	15.0%
Table Mountain [cableway]	31	56
% visitors	2.0%	9.8%
Kirstenbosch Gardens	28	57
% visitors	1.8%	9.8%
Chapman's Peak Drive	27	10
% visitors	1.8%	1.7%
Boulders Beach	17	77
% visitors	1.1%	13.3%
Signal Hill Lookout	13	19
% visitors	0.9%	3.3%
Constantia Nek	11	19
% visitors	0.8%	3.3%
Noordhoek Beach	10	6
% visitors	0.6%	1.1%
Scarborough Beach	9	4
% visitors	0.6%	0.7%
Silvermine	6	3
% visitors	0.4%	0.5%
Rhodes Memorial	6	6
% visitors	0.4%	1.0%
Miller's Point	3	13
% visitors	0.2%	2.3%
Tokai Forest	2	2
% visitors	0.1%	0.4%
Soetwater	1	-
% visitors	0.03%	-
Perdekloof	0*	-
% visitors	0.02%	-
No other place	1387	325
% visitors	90.6%	56.5%
<i>No answer</i>	1	-
% visitors	0.1%	

- Occurs due to weighting, and represents at least 1 person

**Figure 2: Other places visited on the same day (1):
Local and international visitors**



**Figure 3: Other places visited on the same day (2):
Local and international visitors**



FREQUENCY OF VISITS

Question:

“Is today the first time you have visited (an area within) the Cape Peninsula National Park?”

Followed by Question:

“Approximately how often have you visited places within the CPNP in the last 12 months?” [Show card]

- ⇒ Most South African visitors (93%), and notably over a third of international visitors, had visited the Park before (Table 1).
- ⇒ Overall, only about one fifth of visitors (- mainly international) had not been to the Park before (Table 1).
- ⇒ The largest proportions of local visitors entered Park areas approximately weekly or monthly (- one quarter of visitors for each frequency) (Figure 1).
- ⇒ Three quarters of international visitors came to the Park less often than once a year (Figure 1).

Figure 1

Frequency of visits to the CPNP: local and international visitors

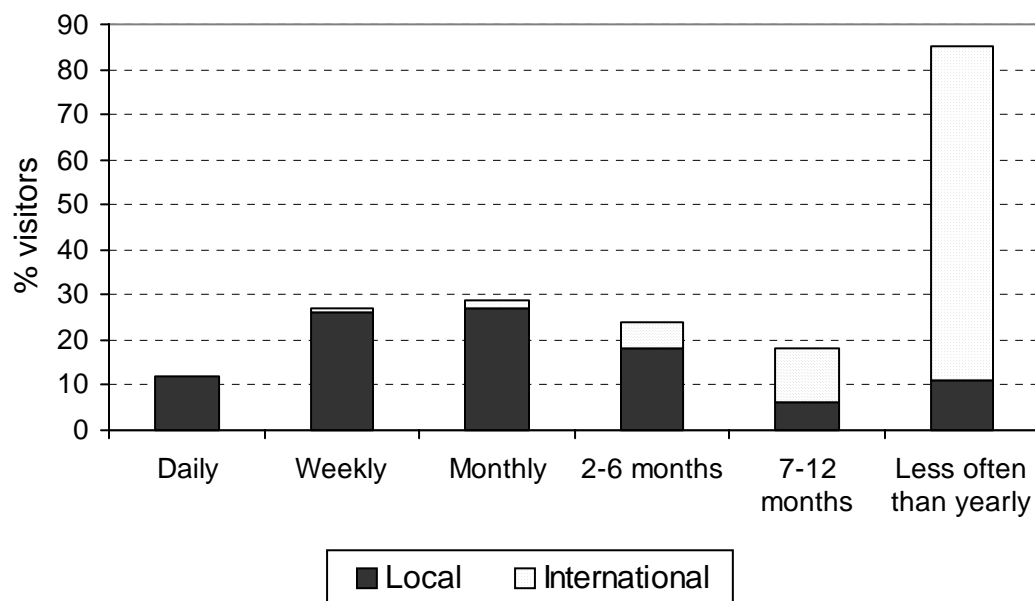


Table 1

First visit to CPNP:	Local	International	Total sample
<i>TOTAL NUMBER</i>	1531	575	2106
First visit	7 %	63 %	22 %
Visited before	93 %	37 %	78 %
<i>TOTAL</i>	100 %	100 %	100 %
(Approximate) Frequency of visits:	Local	International	
<i>TOTAL NUMBER</i>	1423	211	1634
Daily	12 %	-	10 %
Weekly	26 %	1 %	23 %
Monthly	27 %	2 %	24 %
Every 2-6 months	18 %	6 %	17 %
Every 7-12 months	6 %	12 %	6 %
Less often than once a year	11 %	74 %	19 %
<i>Don't know</i>	-	5 %	1 %
<i>Total</i>	100 %	100 %	100 %

Visitor profile by frequency of visits:

Cape Town residents:

- ◆ Almost all those visitors from high-income suburbs had visited the Park before (99%); similarly, 97% of those from middle-income suburbs had (Figure 2).
- ◆ Higher proportions of first-time visitors were from the lower income suburbs: 8,2%, as opposed to 2,6% from middle-income and 0,9% from high-income Cape Town suburbs.
- ◆ Corresponding to the Cape Town location of these suburb groups, higher proportions of first-time visitors were from suburbs situated 10-20 km from the Park boundaries.
- ◆ Higher proportions of women than men were also first-time visitors (4% more, corresponding with higher numbers of women in international tour groups).

Frequency of visits corresponded clearly with suburb income group and distance from Park boundaries:

- ◆ Those from lower income suburbs visited less often than their higher income counterparts (- most commonly once every few months), as did those living more than 20 km away (Figure 3).

Figure 2

Frequency of visits by suburb income group

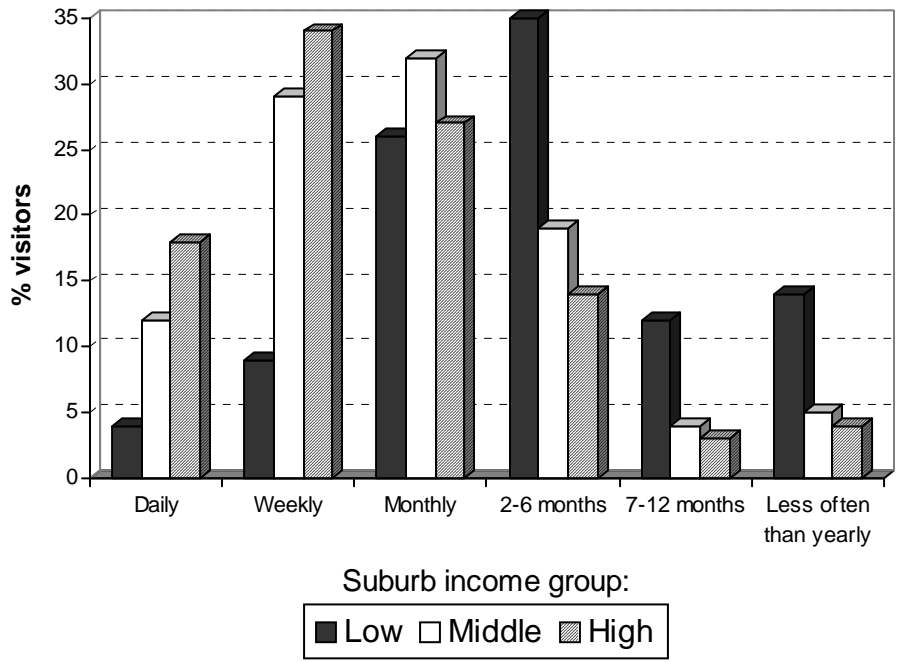
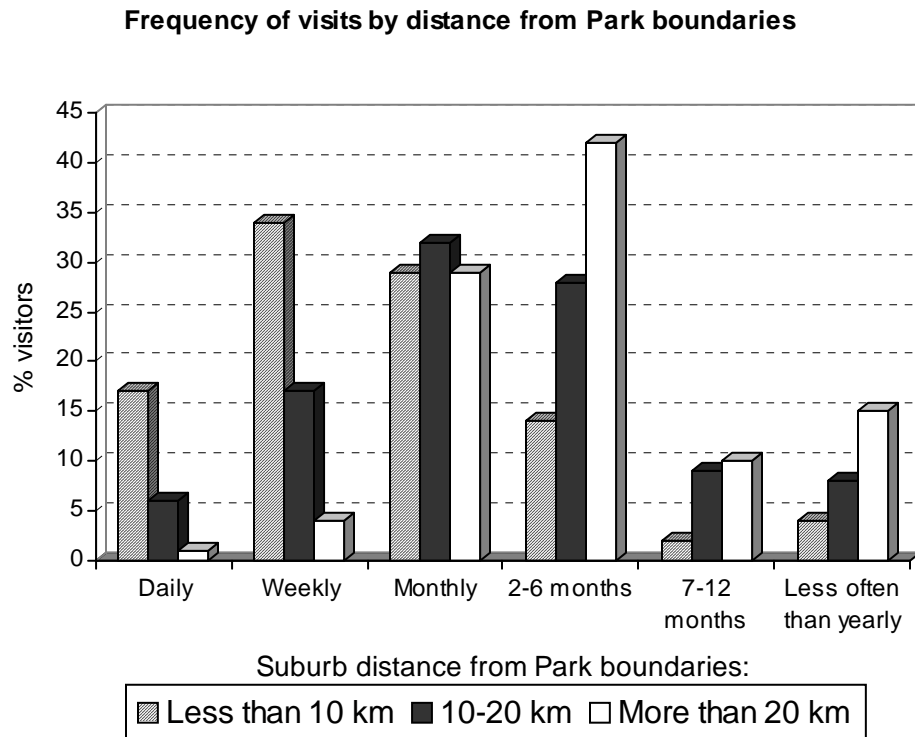


Figure 3



- ◆ The highest numbers of first-time visitors were found at Cape Point and Boulders beach (- about 40% at each site), due to the high numbers of international visitors.
- ◆ Other pay points (Oudekraal, Soetwater, Miller's Point) had the highest proportion of visitors who had been to the CPNP before (92%) (Table 2).
- ◆ This figure was also high at medium- and high use sites (91% and 88% respectively), but a lower three-quarters of visitors interviewed at low use sites had visited the Park before (Table 3).
- ◆ High use sites with the highest proportions of first-time visitors were the popular tourist destinations of Signal Hill lookout and the Table Mountain top walks (via the cableway); followed by Llandudno walk to Sandy Bay and Constantia Nek.
- ◆ Similarly, medium use sites with relatively high proportions of first-time visitors included the Kirstenbosch mountain walks and Hout Bay village. Newlands picnic site and Kloof Nek ('Pipe track') had notable minor proportions of first-time visitors.
- ◆ A third of those at Cape of Good Hope visited less often than once a year, and a quarter, approximately monthly.
- ◆ Visitors interviewed at Boulders beach went to the CPNP less often: just under half visited less often than once a year, and 16% once every few months.
- ◆ A high number of those at other pay points (over 40%), visited monthly.
- ◆ A third of those at high use sites visited weekly and a fifth visited monthly, while at medium use sites, a third visited monthly and a quarter visited weekly.
- ◆ Visits were more frequent among those interviewed at low use sites (- many local walkers), where a quarter visited weekly and a fifth visited daily or monthly; while a

further one fifth of them – mainly international visitors - visited less often than once a year.

Table 2

Previous visits to the CPNP by site / category	Cape of Good Hope	Boulders beach	Rest*	Total: pay points
<i>TOTAL NUMBER</i>	<i>441</i>	<i>215</i>	<i>101</i>	<i>757</i>
First time visitor	42%	44%	8%	38%
Visited before	58%	56%	92%	62%

**Soetwater, Miller's Point, Oudekraal; Silvermine closed due to fire*

Table 3

Previous visits to the CPNP by site / category	Site category			SAMPLE TOTAL
	High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	<i>726</i>	<i>356</i>	<i>267</i>	<i>2106</i>
First time visitor	12%	9%	24%	22%
Visited before	88%	91%	76%	78%

AWARENESS OF CPNP

Question:

“Before this interview today, did you know of or had you ever heard of the Cape Peninsula National Park?”

Followed by Question:

[Only those who know of or have heard of the Park]

“How did you come to know of or hear of the CPNP?” (Probe)

- ⇒ Overall, almost 60% of visitors knew of or had heard of the CPNP before the day of interview (Figure 1):
- ⇒ The majority of local visitors (about 70%), and just under a third (31%) of international visitors, were aware of the CPNP (Figure 2).

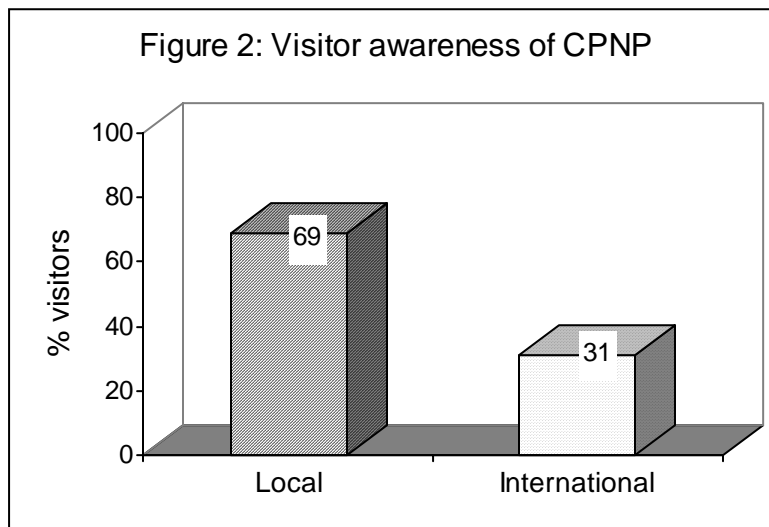
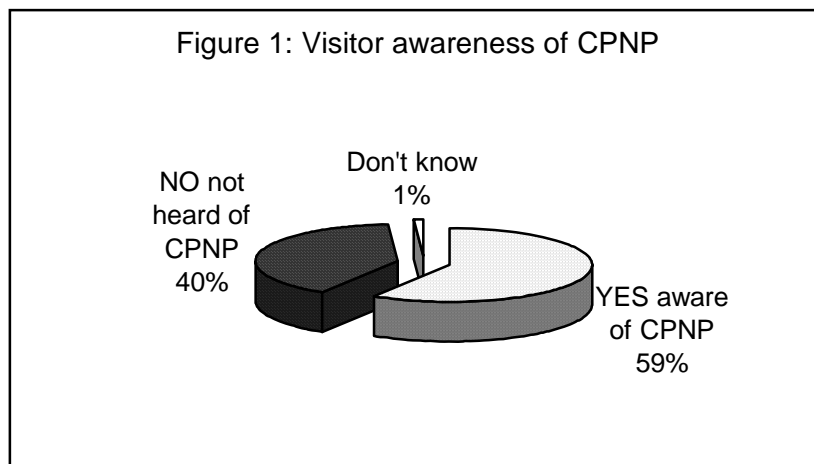


Table 1

Awareness of the CPN Park	TOTAL	Local	International
<i>TOTAL NUMBER</i>	2106	1531	575
<i>Unweighted base</i>	2091	1505	586
YES, heard of the CPN Park	1235 58.6%	1060 69.2%	175 30.5%
NO, never heard of the CPN Park	849 40.3%	460 30.0%	389 67.7%
<i>Don't know</i>	22 1.1%	12 0.7%	10 1.7%

⇒ The main sources of awareness of the Park were personal recommendation or ‘word of mouth’ (- almost half of international visitors), previous visits, the media in general and specifically newspapers for local visitors, and tourism information services for international visitors (Figures 3 and 4).

Figure 3

Main sources of visitor awareness of CPNP

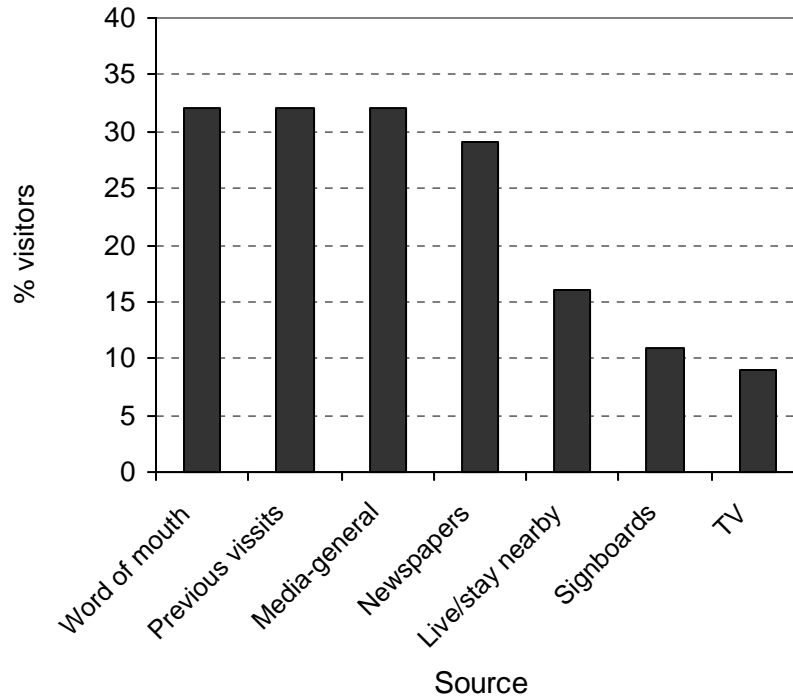


Figure 4

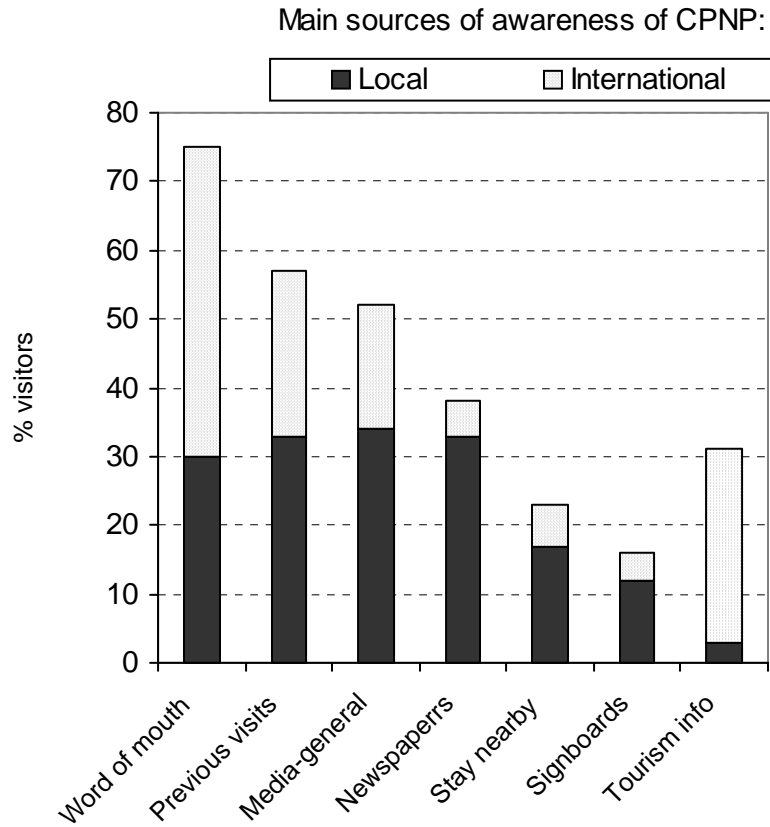


Table 2

Main sources of awareness of CPNP	Total sample	Local visitors	International visitors
TOTAL NUMBER	1235	1060	175
Friends / family / word of mouth	32.3%	30.2%	45.2%
Previous visit/s	31.6%	32.9%	24.0%
Media-general	31.5%	33.8%	17.7%
Newspapers	29.3%	33.3%	5.4%
Live close by / friends or family live close by/ resident/ grew up knowing	15.7%	17.4%	5.6%
Signboards / notices	10.6%	11.7%	3.8%
TV	9.2%	10.6%	0.6%
Magazine/s	7.9%	6.2%	18.2%
Tourism information services/ publicity / promotion	6.8%	3.3%	28.0%
Advertising	4.7%	5.1%	2.3%
Book/s	3.7%	2.5%	11.4%
Drove past / saw it	2.7%	2.3%	5.2%
Publicity at its inception/ when it started	2.6%	3.0%	
Through work / work-related source	1.9%	2.1%	0.4%
Through public interest/participation process held	1.4%	1.6%	0.5%
Educational institution	0.4%	0.5%	-

CPNP awareness by site / categories:

- ⇒ At Cape of Good Hope, about half of visitors had heard of the CPNP; at Boulders beach, this figure was somewhat lower at 43%.
- ⇒ At medium- and low use sites, the majority of 60% had heard of the Park.
- ⇒ At the other pay points (picnic sites) as well as at high use sites, the highest proportions - two thirds of visitors - had heard of the Park.
- ⇒ At high use sites, highest awareness of the Park was found among visitors at Llandudno walk to Sandy Bay, Newlands Forest, Constantia Nek and Noordhoek beach.
- ⇒ At medium use sites, awareness of the CPNP was highest among visitors at Lion's Head, Kirstenbosch mountain walks, and Silvermine gate 2 (south).

Visitor profile by awareness of the CPNP:

- ⇒ Awareness of the Park was highest among visitors from high-income suburbs, and living less than 10 km from Park boundaries (Figures 5 and 6).
- ⇒ Organisation members had a much higher awareness of the CPNP than non-members (88% and 56% awareness respectively) (Table 3).
- ⇒ One quarter of those who were first-time visitors had heard of the Park, as opposed to two-thirds of those who had visited before (Table 3).
- ⇒ Visitors who spent longer on their visits were more likely to know of the Park (Table 3).
- ⇒ [There was no difference in awareness of the Park by gender of respondents.]

Visitor profile by sources of awareness of CPNP:

Recommendations from friends and family was a major source of awareness of the Park (about 30%) for all income groups.

There were certain differences in other sources of awareness of the Park, by suburb income group of visitors living in Cape Town:

- ⇒ Those from high-income suburbs were more likely to have heard of the Park via newspapers and living close to the Park, than their counterparts.
- ⇒ Visitors from middle-income suburbs more commonly knew of the Park from previous visits, and from the media in general, advertising and signboards, than their counterparts.
- ⇒ Visitors from lower income suburbs were more likely than their counterparts to have heard of the Park via television, signboards, driving past, and through work-related sources.
- ⇒ Organisation members more commonly knew of the Park via newspapers, and the public participation process and publicity at the time of initial inception of the CPNP, than non-members.

Table 3

YES: know of / have heard of CPNP	% visitors
Organisation member	88%
Non-member	56%
First-time visitor	24%
Visited before	69%
Spent less than 1 hr visiting	54%
Spent 1 – 3 hrs visiting	59%
Spent more than 3 hrs visiting	64%

Figure 5

**Awareness of CPNP by suburb income group
(Cape Town residents)**

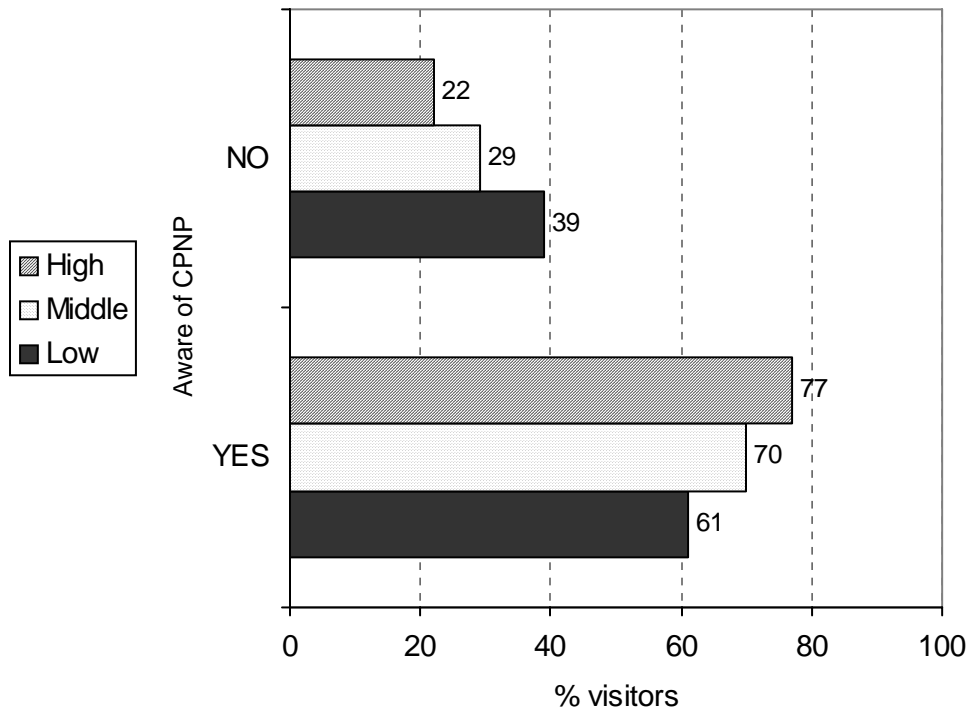
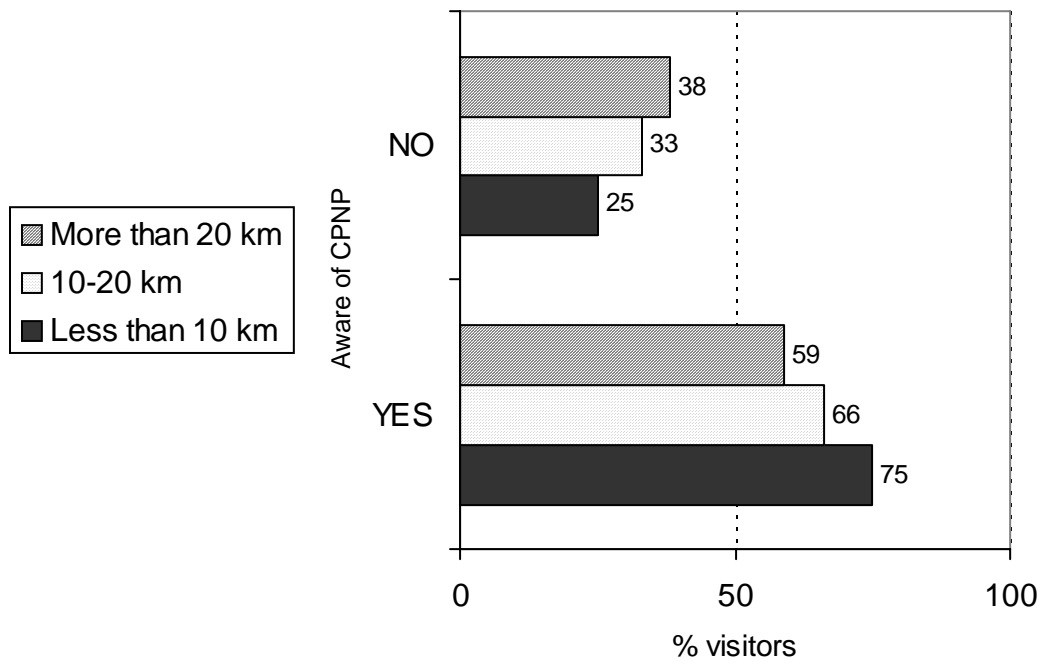


Figure 6

**Awareness of CPNP by distance from Park boundaries
(Cape Town residents)**



VISITOR RATINGS

- ◆ *In surveys of this nature, respondents tend to rate highly, especially if they have an overall positive attitude to the place, experience or activity being considered.*
- ◆ *The 'novelty' factor for first-time visitors, especially international visitors on holiday, can also affect these ratings in the same way.*
- ◆ *The so-called 'halo effect' that occurs as a result of respondents' general appreciation, tends to keep the ratings of specific facilities, services or experiences high.*
- ◆ ***It is therefore important to note carefully where ratings drop below "Good".***
- ◆ ***Ratings must be read in relation to each other.***
- ◆ ***Most ratings were above "Good", but below "Excellent", indicating ample room for improvement.*** (see Figures 1 and 4)

OVERALL RATING

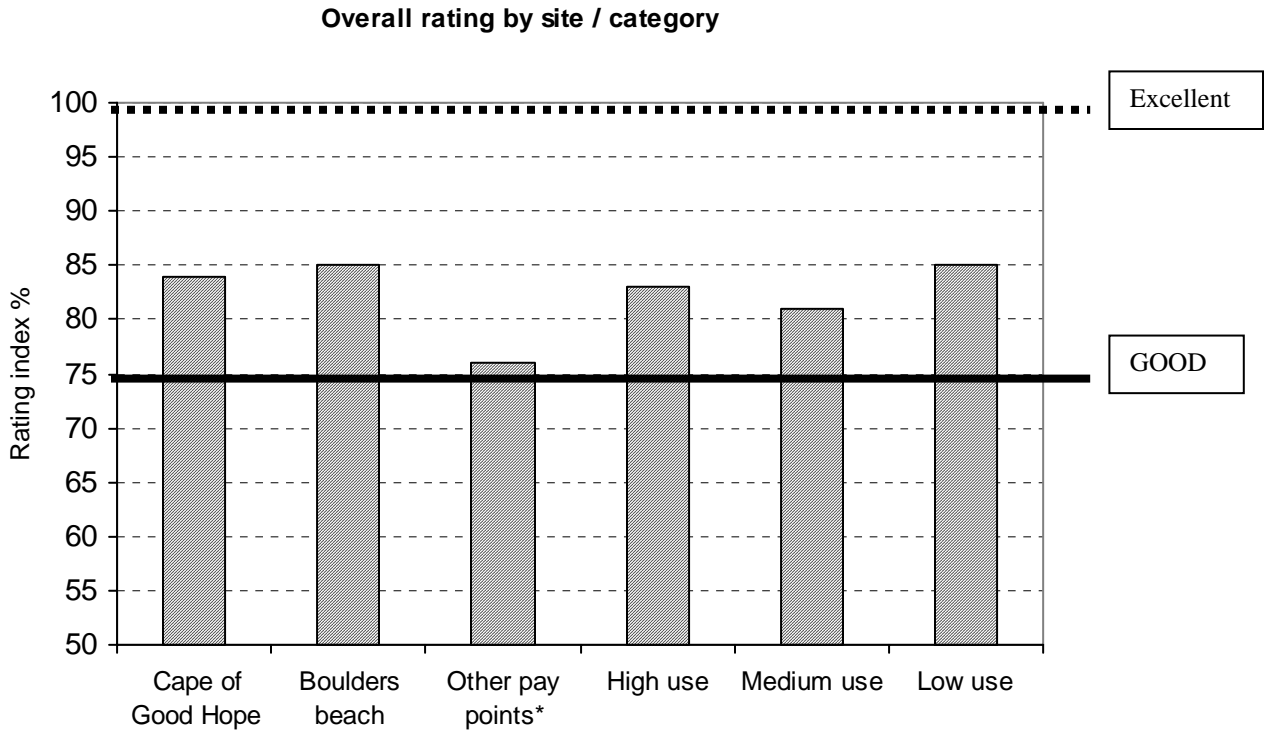
Question:
 "Overall, how would you rate your visit here today?"
 [Scale card]

Rating scale:

Rating scale	Index % assigned
1 = An excellent experience	100
2 = A good experience	75
3 = An ' average ' / acceptable experience	50
4 = Not a good experience	25
5 = A bad experience	0
6 = <i>Don't know / can't say</i>	

- ⇒ **On average (for all sites), the overall rating was between 'good' and 'excellent' at index 83,1.**
- ⇒ Relative to each other, overall ratings were highest at low-use sites and at Boulders beach;
- ⇒ Ratings were lowest at the grouped pay-point picnic sites (Soetwater, Oudekraal and Miller's Point), and at medium use sites.

Figure 1



* Other pay points: Oudekraal, Soetwater, Miller's Point; Silvermine closed due to fire

Figure 2

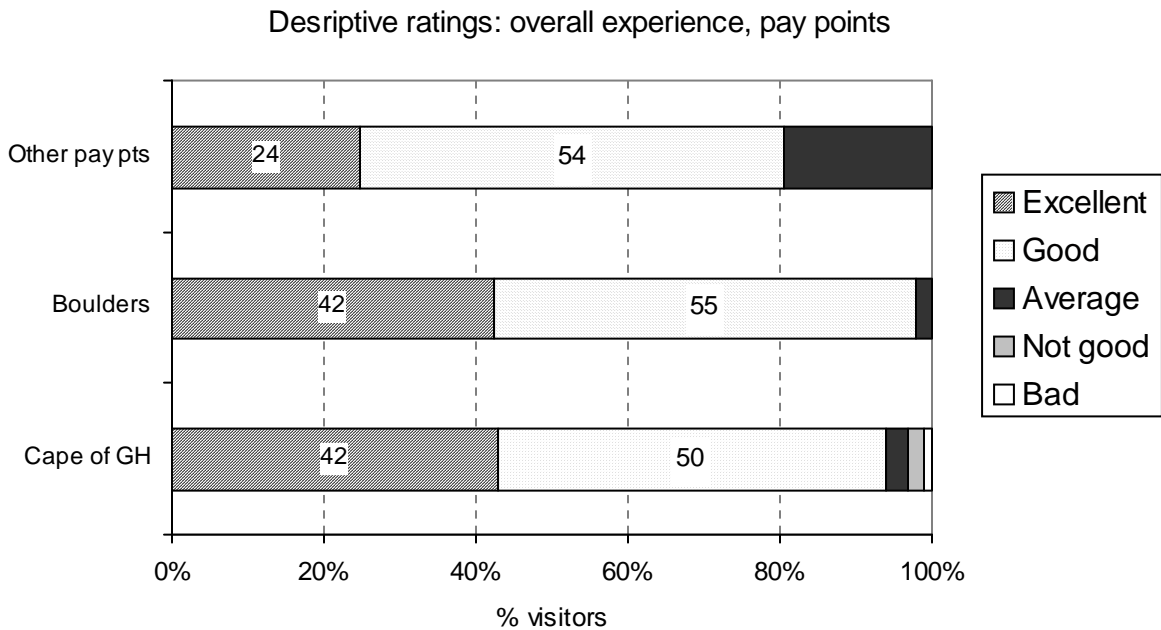


Table 1

Descriptive rating	Total: pay points	Cape of Good Hope	Boulders beach	Rest: Oudekraal, Soetwater, Miller's Point	SAMPLE TOTAL
<i>TOTAL NUMBER</i>	757	441	215	101	2106
An excellent experience	39.4%	41.7%	42.2%	23.8%	39.6%
A good experience	52.3%	50.4%	55.3%	54.4%	51.2%
An average experience	5.0%	3.4%	1.5%	19.4%	5.5%
Not a good experience	1.0%	1.6%	0.3%	0.2%	0.8%
A bad experience	0.3%	0.5%			0.4%

Figure 3

Descriptive ratings: overall experience by site category

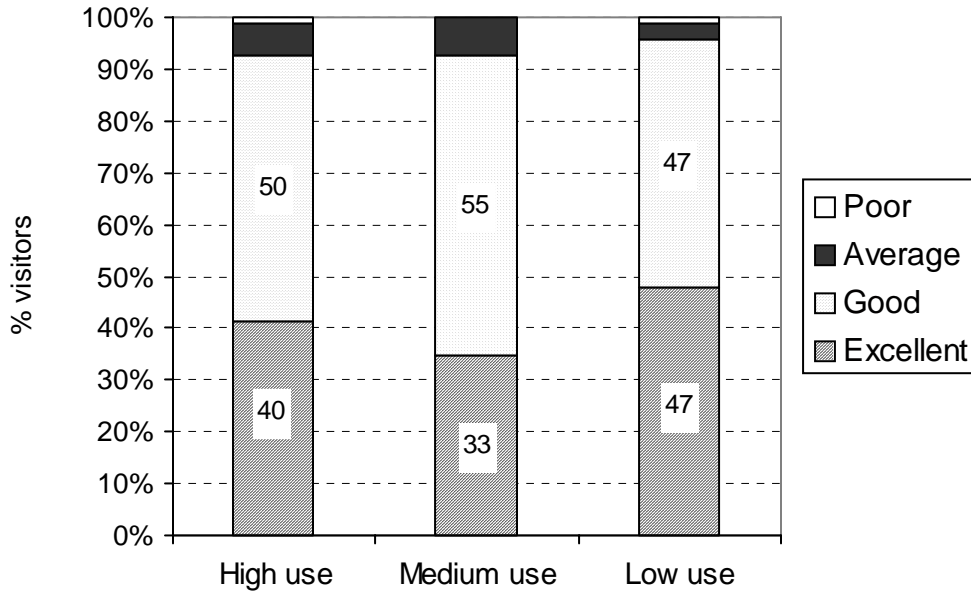


Table 2

Descriptive rating	Site usage category			SAMPLE TOTAL
	High	Medium	Low	
<i>TOTAL NUMBER</i>	726	356	267	2106
An excellent experience	40.2%	32.8%	47.2%	39.6%
A good experience	49.7%	55.4%	46.5%	51.2%
An average experience	6.0%	7.3%	2.8%	5.5%
Not a good experience	0.6%		1.2%	0.8%
A bad experience	0.4%	0.4%	0.5%	0.4%

High use sites

- ⇒ At high use sites, Newlands Forest and Table Mountain top walks received the highest overall ratings (- close to 'excellent').
- ⇒ Llandudno walk to Sandy Bay, Perdekloof picnic site and Noordhoek beach received the lowest ratings of the high use sites (- just on 'good').

Table 3

High use site	Index % (average)	Rating description
Newlands Forest walks	93.5	Close to 'excellent'
Table Mountain top walks	90.8	Close to 'excellent'
Constantia Nek	87.1	Between 'good' and 'excellent'
Scarborough beach	86.9	Between 'good' and 'excellent'
Rhodes Memorial	82.4	Between 'good' and 'excellent'
Signal Hill lookout	81.7	Between 'good' and 'excellent'
Tokai Forest	81.3	Between 'good' and 'excellent'
Noordhoek beach	75.7	Just on 'good'
Perdekloof	75.6	Just on 'good'
Llandudno walk to Sandy Bay	75.4	Just on 'good'
<i>Total (high use sites)</i>	<i>83.2</i>	<i>Between 'good' and 'excellent'</i>

Medium use sites

- ⇒ Medium use sites received lower ratings overall, than high use sites.
- ⇒ Only the mountain walks via Kirstenbosch Gardens were rated close to 'excellent'.
- ⇒ Hout Bay village, Van Riebeeck Park and Silvermine gate 2 (south) were given the lowest ratings of the medium use sites (- just on 'good').

Table 4

Medium use site	Index % (average)	Rating description
Kirstenbosch entry to mountain walks	91.8	Close to 'excellent'
Lion's Head	88.1	Between 'good' and 'excellent'
Platteklip Gorge	79.3	Just above 'good'
Kloof Nek ('Pipe track')	79.2	Just above 'good'
Cecilia Forest	78.3	Just above 'good'
Newlands Forest picnic site	77.9	'Good'
Hout Bay village	75.7	Just on 'good'
Van Riebeeck Park	75.6	Just on 'good'
Silvermine gate 2 (south)	75	Just on 'good'
<i>Total (medium use sites)</i>	<i>81.3</i>	<i>Between 'good' and 'excellent'</i>

Visitor profile by overall rating

- ⇒ On average, International visitors rated their overall experience in the Park higher than did local visitors; international visitor ratings were higher at all site categories (except at Boulder's beach, where the local visitor rating was slightly higher).
- ⇒ Women gave an overall rating somewhat higher than men.

- ⇒ Local visitors from the lower income group gave a lower overall rating than middle- and high-income visitors; this related particularly to the picnic sites.
- ⇒ Higher overall ratings were given by organisation (/ interest group) members [compared to non-members], by first-time visitors [compared to those who had visited before], and by those who spent 1-3 hours on their visit [compared to those who spent less than an hour, or more than 3 hours there].

Table 5

Site (/ category)	Rating overall (average): Local visitors	Rating overall (average): International visitors
Cape of Good Hope	82.4	84.9
Boulders beach	85.6	84.8
Pay points (picnic): Oudekraal, Soetwater, Miller's Point	75.8	* <i>Number of respondents (5) is too low</i>
High use sites	82.1	89
Medium use sites	80.5	88.1
Low use sites	83.5	89.4
Sample total (average)	81.8	86.5

Table 6

Rating (descriptive)	Sample total	Income group (local visitors)			Distance from Park boundaries (local visitors)			Gender	
		Low	Med	High	<10	10-20	>20	Men	Women
TOTAL NUMBER	2106	141	563	582	976	236	75	1415	691
An excellent experience	39.6%	26.3%	38.4%	35.1%	36.5%	31.2%	36.7%	37.6%	43.5%
A good experience	51.2%	62.2%	50.2%	52.5%	52.1%	54.2%	53.5%	52.8%	48.0%
An 'average' experience	5.5%	10.2%	7.5%	7.6%	6.7%	12.4%	8.0%	5.3%	5.8%
Not a good experience	0.8%	0.1%	1.0%	0.6%	1.0%	0.1%		0.8%	0.6%
A bad experience	0.4%		0.5%	0.5%	0.4%	0.6%		0.5%	0.1%
Index% (average)	83.1	79	82	81.4	81.9	79.3	82.3	82.5	84.2

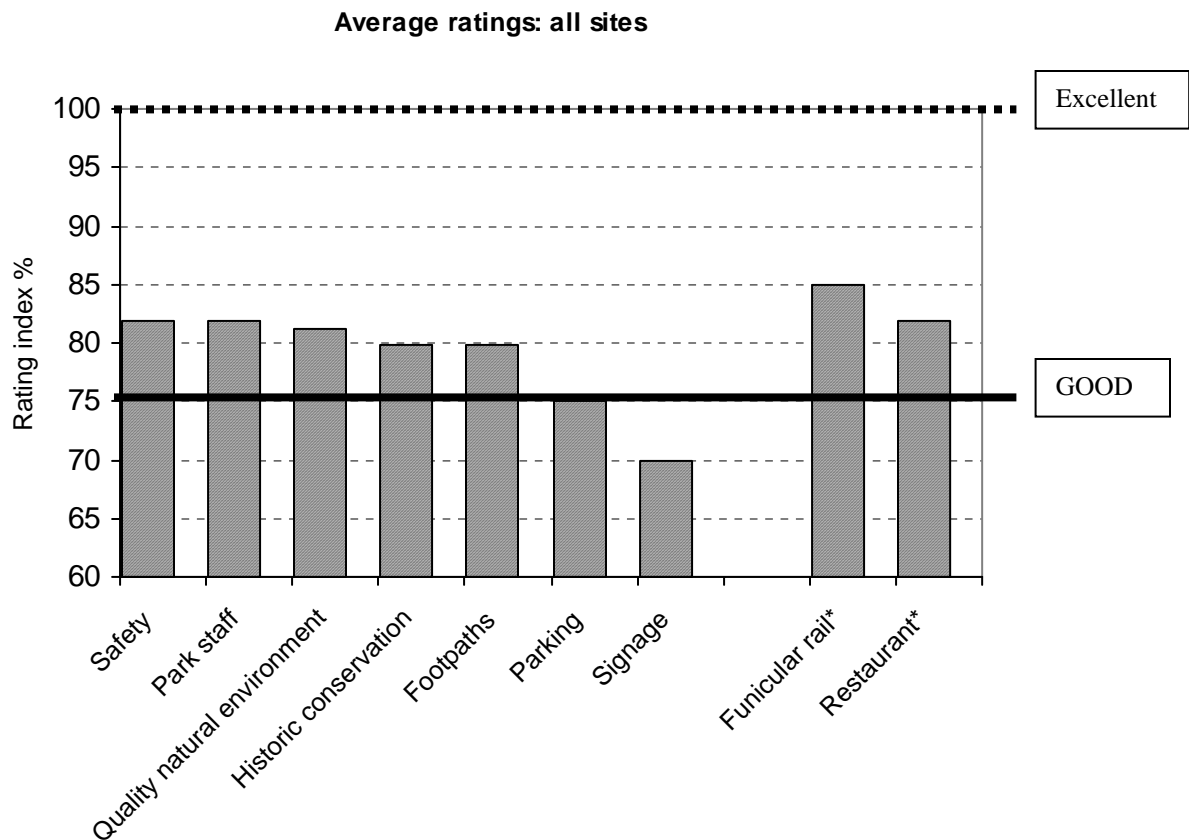
Table 7

Rating (descriptive)	Sample total	Organisation member		First visit	Visited before	Time spent (hours)		
		Yes member	Non-member			<1	1-3	>3
TOTAL NUMBER	2106	176	1930	469	1634	662	850	566
An excellent experience	39.6%	47.7%	38.8%	45.8%	37.7%	37.5%	42.4%	38.6%
A good experience	51.2%	42.2%	52.0%	50.0%	51.6%	54.6%	49.6%	49.1%
An average experience	5.5%	3.6%	5.6%	1.0%	6.7%	4.0%	4.7%	8.4%
Not a good experience	0.8%		0.8%	1.1%	0.7%	1.1%	0.4%	0.8%
A bad experience	0.4%	0.6%	0.3%	0.2%	0.4%	0.7%	0.3%	
Index% (average)	83.1	86.3	82.8	85.7	82.3	82.5	84.3	82.4

RATING OF SERVICES AND FACILITIES

Average ratings (all respondents, all sites) were as follows:

Figure 4



* Cape Point respondents only: less than half used these facilities

Table 8

Facility / Service	Average rating index % (all respondents, all sites)
Funicular rail (Cape Point)	85
Personal safety / security	81.9
Park staff	81.9
Restaurant (Cape Point)	81.8
Quality of natural environment	81.2
Conservation of historic/cultural value	79.9
Footpaths	79.8
Parking	75.1
Signage	70

These ratings are presented in detail in the following sections.

VISITOR RATINGS:

PARKING FACILITIES

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = Average	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Average Index % (all respondents): Rated just on 'Good' at Index 75.1

- ⇒ Cape Point (/Cape of Good Hope) received the highest ratings for parking facilities, between 'Good' and 'Excellent'.
- ⇒ Boulders beach parking was rated below 'Good'.
- ⇒ The picnic pay points (combined: Oudekraal, Soetwater, Miller's Point) received the lowest ratings for parking facilities, of the pay points.
- ⇒ Both high usage and low usage site parking facilities were rated below 'Good':
- ⇒ High usage sites with the lowest ratings were Llandudno walk to Sandy Bay (index 38.6) and Table Mountain cable station (index 59).
- ⇒ Parking facilities at medium usage sites, which have relatively high numbers of visitors using poor, inadequate and/or unsafe parking areas, were rated lowest of all:
- ⇒ Worst by far was Newlands Forest picnic site (index 29.7); followed by Platteklip Gorge (-Tafelberg Road) (index 56.7), Van Riebeeck Park (index 58.4), Cecilia Forest (index 58.5), Hout Bay Village (index 63.8), and Lion's Head (index 68.4).
- ⇒ Local visitors gave lower ratings for parking facilities (- average index 72.7) than international visitors (- average index 81.8), relating especially to high-, medium- and low use sites (-less frequented by foreign tourists).

⇒ Lower ratings were given by visitors from lower income suburbs (-especially relating to visits at the picnic sites), and by those living further away from Park boundaries (- who visited more commonly at peak times, when parking is a problem).

Figure 1

Parking facilities: average rating by site / category

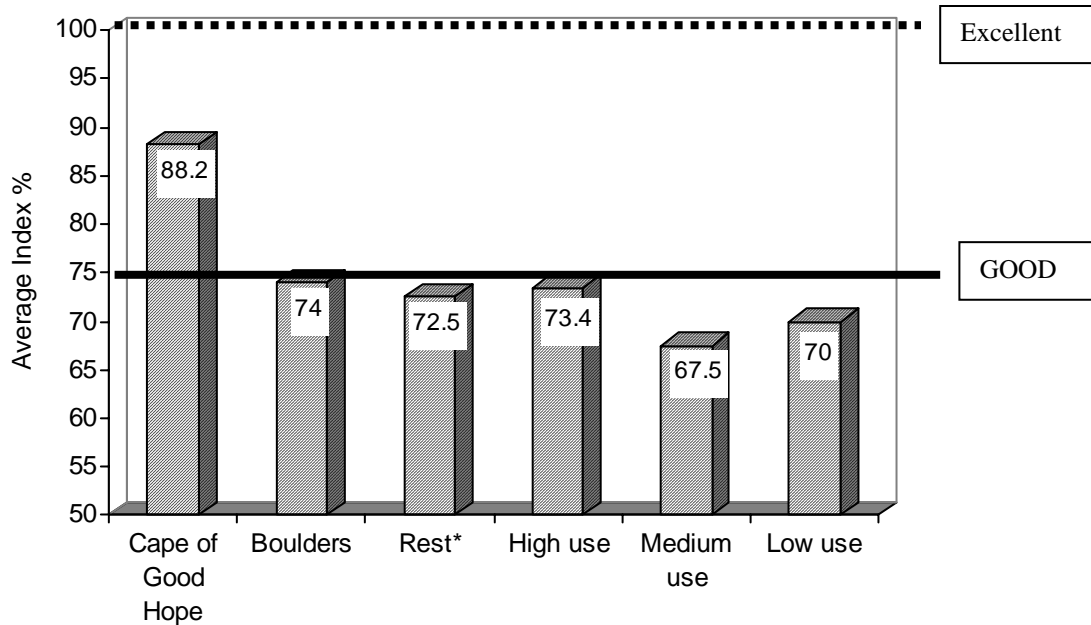


Table 1

RATING: [Expressed as an index %] PARKING FACILITIES	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
TOTAL NUMBER	757	726	356	267	2106
Excellent [Index 100]	46.3%	29.3%	22.0%	26.5%	33.8%
Good [Index 75]	40.1%	46.4%	42.0%	35.9%	42.0%
Average [Index 50]	5.0%	9.4%	17.9%	19.3%	10.5%
Poor [Index 25]	4.9%	9.4%	13.4%	13.2%	8.9%
Very bad [Index 0]	1.3%	2.4%	2.1%		1.6%
Not applicable	2.4%	3.1%	2.6%	5.1%	3.1%
Average Index	82.1	73.4	67.5	70	75.1

Table 2

RATING: [Expressed as an index %] PARKING FACILITIES at pay points	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
TOTAL	757	441	215	101
Excellent [Index 100]	46.3%	55.5%	29.4%	42.3%
Good [Index 75]	40.1%	39.8%	46.8%	26.6%
Average [Index 50]	5.0%	1.8%	8.6%	11.2%
Poor [Index 25]	4.9%	0.5%	9.5%	14.4%
Very bad [Index 0]	1.3%	0.3%	1.9%	4.1%
Not applicable	2.4%	2.1%	3.8%	1.2%
Average Index	82.1	88.2	74	72.5

**Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire*

The main problems with parking facilities were expressed as follows: (Table 3)

◆ *Total number of complaints: 534*

- ⇒ The major problem was congestion and problems finding parking at the busy sites.
- ⇒ About one fifth of those who had problems, said the parking area was in poor condition and should be generally improved and maintained.
- ⇒ Visitors experienced parking problems at less busy sites mainly during peak times – weekends, holidays and good weather days.
- ⇒ Specific suggestions for improvement included demarcation of parking bays and areas, security at car parks, and restricted access for visitors.
- ⇒ A number of other suggestions for improvement are listed in Table 3.
- ⇒ Places where the main problems were experienced most often include Boulders beach, Llandudno walk to Sandy Bay, Oudekraal, Newlands Forest picnic site, Table Mountain (interviews at top walks, but parking comments relate to Tafelberg Road), and Cape Point.
- ⇒ Problems were mentioned less often at a wide range of less busy sites.

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% parking comments</i>
1) Congested / inadequate parking place / provide more parking / enlarge parking areas	294	55%
2) Improve parking area / maintain area / unacceptable condition / resurface area	94	18%
3) Problem at peak times / during high season / holidays	48	9%
4) Demarcate bays / mark parking areas / place barriers for control	23	4%
5) Security needed at parking area / vehicle break-ins	24	4%
6) Restrict access to avoid overcrowding	12	2%
7) Improve other facilities here/-toilets/-paths	6	1%
8) Shaded parking needed	6	1%
9) Signage / directional signs to parking / from roads	6	1%
10) Enforce traffic regulations/speeding/parking	5	1%
11) Provide shuttle service from parking area	4	1%
12) Bicycle stands needed	2	0.4%
13) Buses need management	2	0.4%
14) Increase access / routes/walkways from parking area to Park	2	0.4%
15) Reserve parking for local residents (Boulders)	1	0.2%
16) Open earlier	2	0.4%
17) Introduce paid parking	2	0.4%
18) Should not have to pay for parking	1	0.2%
TOTAL	534	99.4%*

** % Decimals rounded off*

VISITOR RATINGS:

PARK SIGNAGE

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = Average	50
4 = Poor	25
5 = Very bad	0
6 = <i>Not applicable / Don't know</i>	

Average Index % (all respondents): Rated below 'Good' at Index 70

- ⇒ Cape Point (/Cape of Good Hope) received the highest ratings for CPNP / information signage, between 'Good' and 'Excellent' (index 84.8) (Figure 1).
- ⇒ All other sites received average ratings below 'Good' for signage, decreasing from the other pay points (index 70), to high- (index 67.9), medium- (index 63.5) and low-use sites (index 56.4) (Figure 2).
- ⇒ The only high use site where signage was rated just on 'Good' was Table Mountain (cableway) (index 76.9); all others were rated notably below 'Good': Index ratings: Perdekloof 74.9; Tokai Forest 74.2; Noordhoek beach 72.9; Scarborough beach 70.6; Signal Hill lookout 67.1; Newlands Forest 65.9; Rhodes Memorial 63.8; Llandudno walk to Sandy Bay 60.2; and the lowest average rating at Constantia Nek, 56.1.

Signage at medium use sites: (Table 1)

- ◆ Visitors at the mountain walks from the Kirstenbosch entrances gave the highest average ratings for signage (index 80.5). The only other medium use site where signage was rated 'Good', was Kloof Nek ('pipe track') (index 77.5).
- ◆ All other medium use sites were rated notably below 'Good', and substantially lower on average than at high use sites. Index ratings:

- ◆ Lions Head (73.4); Silvermine gate 2 (70.7); Van Riebeeck Park (66.9); Cecilia Forest (66.5); Platteklip Gorge (48.3); Newlands picnic site (39.8); and the lowest average rating at Hout Bay Village (32.5).
- ◆ Local visitors gave lower ratings than international (-relating to lower profile sites with fewer international visitors).
- ◆ There was no difference in average ratings of signage by income group suburbs of visitors.
- ◆ Visitors who came from more than 20 km away from the Park, gave the lowest ratings for signage (- index 57, compared to 67 for those less than 10 km away and 69.4 for those 10-20 km away).
- ◆ Organisation / interest group members gave lower average ratings than non-members (-members index 66.6, non-members 70.3).
- ◆ A high proportion of visitors at low use sites did not rate signage as there was none, or they had not seen any.

Figure 1

**Signboards / information signage:
average rating by site / category**

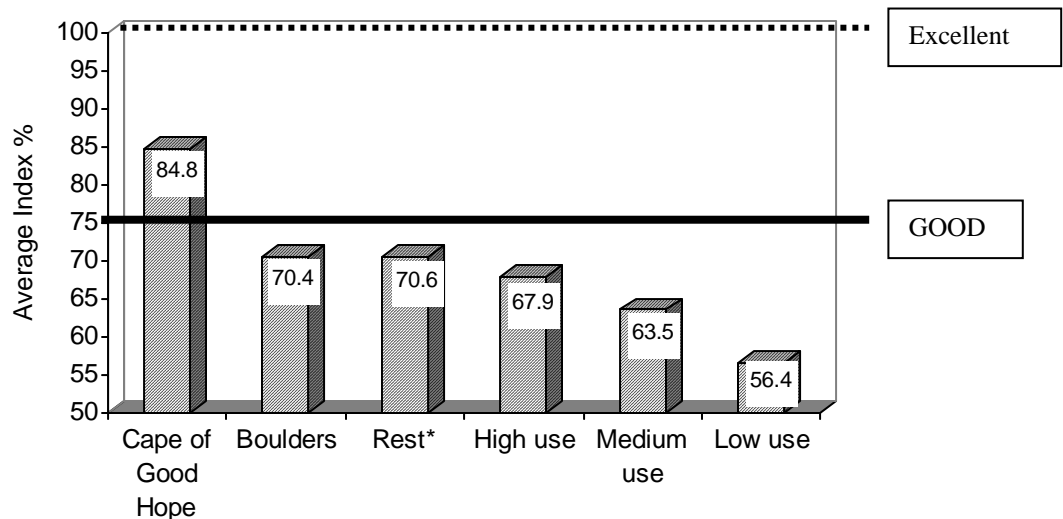


Table 1

RATING: [Expressed as an index %] 2-CPNP signs / Information signage	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	757	726	356	267	2106
Excellent [Index 100]	37.2%	19.1%	17.7%	7.8%	23.9%
Good [Index 75]	48.0%	43.0%	42.7%	28.3%	42.9%
Average [Index 50]	6.0%	19.3%	16.7%	22.3%	14.5%
Poor [Index 25]	7.2%	11.9%	15.7%	20.3%	11.9%
Very bad [Index 0]	0.6%	0.9%	4.8%	1.6%	1.5%
Not applicable / saw none	1.1%	5.7%	2.6%	19.7%	5.3%
Average Index	78.8	67.9	63.5	56.4	70.0

Table 2

RATING: [Expressed as an index %] CPNP SIGNS / INFORMATION SIGNAGE at pay points	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
<i>TOTAL</i>	757	441	215	101
Excellent [Index 100]	37.2%	46.6%	23.2%	26.0%
Good [Index 75]	48.0%	46.4%	53.1%	44.0%
Average [Index 50]	6.0%	3.8%	6.8%	14.0%
Poor [Index 25]	7.2%	2.0%	14.8%	13.8%
Very bad [Index 0]	0.6%	-	1.7%	0.6%
<i>Not applicable / Did not see any</i>	1.1%	1.2%	0.4%	1.7%
Average Index	78.8	84.8	70.4	70.6

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main problems with CPNP signs and information signage were expressed as follows: (Table 3)

- ◆ *Total number of complaints: 695, or 33% of all visitors.*
- ⇒ The most common problem was the general need for more signage, particularly showing directions to indicate trails and other facilities.
- ⇒ Most other comments concerned the lack of visibility and poor condition of old signs, and the need for clear, user-friendly and sensitively-designed signs.
- ⇒ Most problems with signage at specific sites were raised by visitors at high use sites including Boulders beach, Constantia Nek, Cape of Good Hope, Soetwater, Millers Point, Newlands Forest and Newlands picnic site, Llandudno walk to Sandy Bay, Signal Hill lookout, Oudekraal and Rhodes Memorial.
- ⇒ Comments were also made at a wide range of other lower usage sites.

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% signs comments</i>
19) More signage needed	204	29%
20) More directions/maps/routes/trails signage	156	22%
21) Signs directing to facilities	113	15%
22) Signs not visible	106	15%
23) Repair / replace / maintain	47	7%
24) Design: Make them user-friendly / environment-friendly	27	4%
25) Signs unclear / confusing	22	3%
26) Rules and regulations / list 'do's and don'ts'	14	2%
27) Limit signs to discourage unwanted visitors	6	1%
TOTAL	695	99%*

* % Decimals rounded off

VISITOR RATINGS:

PARK STAFF (- professional, friendly)

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = Average	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Average Index % (all respondents):

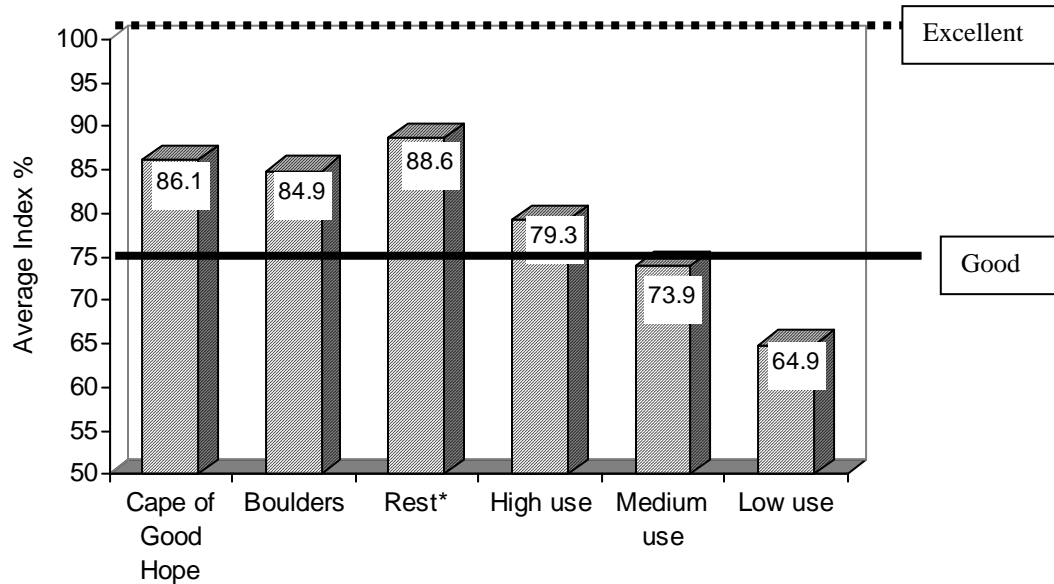
Rated between 'Good' and 'Excellent' at Index 81,9;

However, about half of visitors could not give a rating, as they had had no contact with Park staff.

- ⇒ Where visitors did have contact with Park staff, they generally gave high ratings between 'Good' and 'Excellent':
- ⇒ The picnic pay points combined (Oudekraal, Soetwater, Miller's Point; and Silvermine based on 24 interviews before closure), received the highest ratings between 'Good' and 'Excellent' for Park staff (index 88.6), as did the other pay points Cape of Good Hope (index 86.1) and Boulders beach (index 84.9) (Figure 1).
- ⇒ High use sites: Staff were given the highest ratings at Table Mountain top (cableway entrance) (index 91.5); visitors did not distinguish between Park staff and staff from other management authorities.
- ⇒ Visitor ratings given at other individual sites were too few to be valid, due to the lack of visitor contact with staff.
- ⇒ International visitors gave slightly higher ratings of staff (index 83.8) than did local visitors (index 81).
- ⇒ Visitor from high-income suburbs gave lower ratings than others (index 78.3, as opposed to index 81.3 for middle-income suburb visitors, and index 83 for low-income visitors).

Figure 1

**Park Staff (-professional, friendly):
average rating by site / category**



*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

Table 1

RATING: [Expressed as an index %] CPNP Staff (- professional, friendly)	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
TOTAL NUMBER	757	726	356	267	2106
Excellent [Index 100]	41.1%	15.2%	8.3%	5.0%	22.1%
Good [Index 75]	42.1%	15.5%	18.0%	9.1%	24.6%
Average [Index 50]	2.2%	3.8%	0.9%	4.8%	2.8%
Poor [Index 25]	0.5%	2.0%	2.5%	4.9%	1.9%
Very bad [Index 0]	-	0.4%	1.3%	-	0.3%
Not applicable: Not seen any / had no contact	13.9%	63%	69.1%	76.1%	48%
Average Index	86.0	79.3	73.9	64.9	81.9

Table 2

RATING: [Expressed as an index %] CPNP Staff (- professional, friendly)	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
TOTAL	757	441	215	101
Excellent [Index 100]	41.1%	39.5%	40.1%	50.3%
Good [Index 75]	42.1%	38.5%	56.4%	27.3%
Average [Index 50]	2.2%	2.2%	1.4%	3.5%
Poor [Index 25]	0.5%	0.6%		1.1%
Very bad [Index 0]				
Not applicable: Not seen any / had no contact	13.9%	19.1%	2%	16%
Average Index	86.0	86.1	84.9	88.6

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main problems with CPNP staff were expressed as follows: (Table 3)

- ◆ *Total number of complaints: 119, or 6% of all visitors interviewed.*
- ◆ It must be noted that visitors did not distinguish between the staff of different employers at the various sites.
- ⇒ The main problem mentioned by visitors was that they had not seen or had any contact with Park staff.
- ⇒ Since this comment was made in relation to staff ratings below 'good', the implication was that staff should be more visible and/or more interactive with visitors.
- ⇒ This perception, together with comments that more staff were needed, made up the bulk of comments (82%) regarding inadequate staff contact with visitors.
- ⇒ Complaints about unfriendly, rude and untrained staff amounted to a notable one fifth of the comments, a situation that should be improved.

- ⇒ Most of the comments were made at high use sites, including Cape of Good Hope, Constantia Nek, Llandudno (walk to Sandy Bay), Boulders beach, Soetwater, and Perdekloof; also East Fort, Glencairn (entry off freeway), and a range of other less busy sites.

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% staff comments</i>
Not seen / had no contact	68	57
Unfriendly / rude / not friendly enough	15	13
More staff needed	14	12
Don't do anything / don't do enough	11	9
Incompetent / lack knowledge / not trained	7	6
Improve staff services generally	4	3
TOTAL	119	100%

VISITOR RATINGS:

WALKWAYS, FOOTPATHS AND TRACKS

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = Average	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Average Index % (all respondents): Rated above 'Good' at Index 79,8

- ⇒ Pay points received the highest average ratings for walkways and footpaths: (Fig 1)
- ⇒ Highest was Cape Point (/Cape of Good Hope), between 'Good' and 'Excellent' (index 87.9), followed by Boulders beach (index 86).
- ⇒ Other pay points combined scored an average index of 81.6 (- but at the picnic sites this related to paths around the picnic site rather than trail footpaths).
- ⇒ High use sites received ratings just above 'Good' at index 79,4, and medium use sites just on 'Good' at index 75,7.
- ⇒ Footpaths at low use sites were rated below 'Good' at index 65.5.

High use sites:

- ◆ Footpaths at all high use sites were rated above 'Good', except at Noordhoek beach (index 72.2) and Llandudno walk to Sandy Bay (index 74.7): Average index ratings:
- ◆ Highest rating for walkways and footpaths at high use sites was Table Mountain top (94.6). The others were Signal Hill lookout (87,9), Tokai Forest (79,7), Scarborough beach (79,5), Rhodes Memorial (77,9), Constantia Nek (77), and Newlands Forest (76,5).

Medium use sites:

- ◆ Mountain walk paths via Kirstenbosch Gardens entrances were rated highest (index 82,5).
 - ◆ Other medium use sites: Average index ratings:
 - ◆ Lion’s Head (78.7), Kloof Nek (‘pipe track’) 78,6), Silvermine gate 2 (74,8), Van Riebeeck Park (71,7).
 - ◆ (Cecilia Forest was lowest at index 68.8, but the number of respondents (16) was too low for a valid rating).
- ⇒ International visitors’ ratings of footpaths (index 83,1) were higher than those given by local visitors (index 78,6) – related to more international visitors at the pay points.
- ⇒ Ratings by visitors who lived closest to the Park were lower than by those who lived further away (- also relating to lower ratings at lower usage sites).
- ⇒ Average rating by women (index 79.2) was slightly lower than the rating by men (80.1).
- ⇒ Ratings by visitors from middle income suburbs (index 78) was slightly higher than by those from high- and low-income suburbs (index 76 each).
- ⇒ Organisation / interest group members gave lower ratings (index 76.2) than non-members (index 80.2).
- ⇒ First-time visitors rated footpath quality higher (index 84.3) than those who had visited before (index 78.5).

Figure 1

Walkways / footpaths / tracks: average rating by site / category

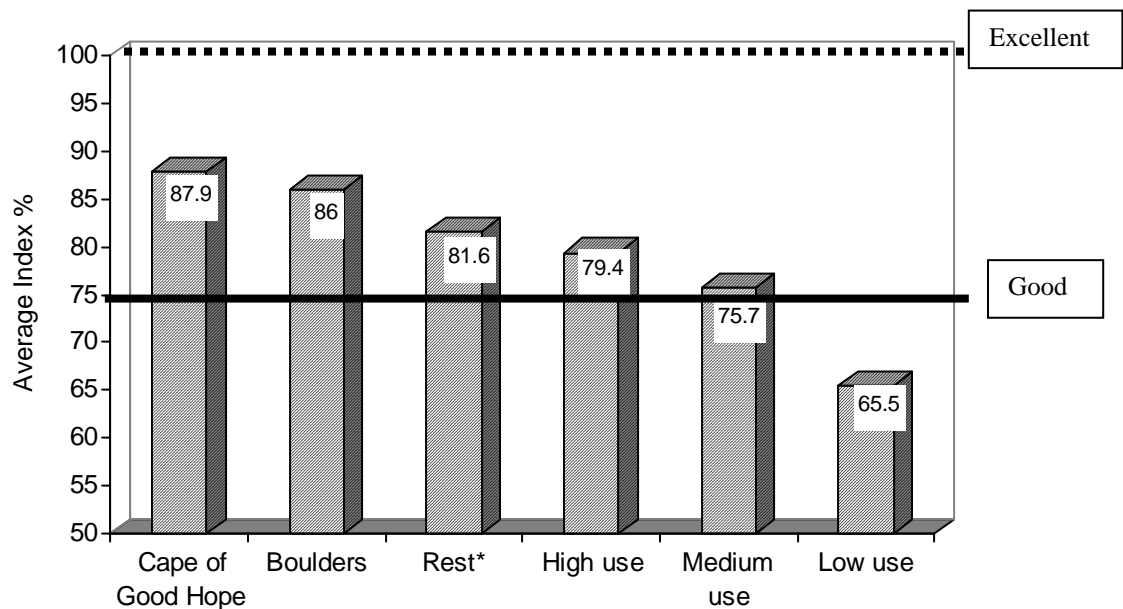


Table 1

RATING: [Expressed as an index %] Walkways,/ footpaths / tracks	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	757	726	356	267	2106
Excellent [Index 100]	48.5%	31.5%	24.2%	15.5%	34.3%
Good [Index 75]	42.8%	53.7%	45.3%	41.3%	46.8%
Average [Index 50]	1.8%	7.8%	9.5%	14.2%	6.8%
Poor [Index 25]	1.4%	3.1%	6.2%	10.8%	4.0%
Very bad [Index 0]	0.1%	0.1%		4.0%	0.6%
<i>Don't know</i>	5.2%	3.8%	14.3%	14.1%	7.4%
Average Index	86.5	79.4	75.7	65.5	79.8

Table 2

RATING: [Expressed as an index %] WALKWAYS/FOOTPATHS/TRACKS at pay points	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
<i>TOTAL</i>	757	441	215	101
Excellent [Index 100]	48.5%	50.4%	47.7%	41.7%
Good [Index 75]	42.8%	39.9%	49.7%	40.4%
Average [Index 50]	1.8%	1.1%	1.7%	5.2%
Poor [Index 25]	1.4%	0.8%	0.5%	5.7%
Very bad [Index 0]	0.1%		0.3%	0.2%
<i>Don't know</i>	5.2%	7.3%	0.2%	6.7%
Average Index	86.5	87.9	86.0	81.6

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main problems with walkways, footpaths and tracks were expressed as follows: (Table 3)

- ◆ *Total number of complaints: 278, or 13% of all visitors interviewed.*
- ⇒ Almost half the complaints related to the general need for upgrading, maintenance and repair of existing footpaths, with comments about using natural materials appropriate to the setting.
- ⇒ Almost a fifth of comments related to further improvement or extension of footpaths and walkways, with better facilities such as safety rails where appropriate, and resurfacing.
- ⇒ Other notable proportions of comments specifically concerned erosion; also the need for more information on trails, including better signage or guides on walks, and the clearing of obstructive vegetation on paths.
- ⇒ The high use sites of Miller's Point, Cape of Good Hope, Llandudno walk, Kloof Nek ('pipe track'), Soetwater, and Newlands Forest received most comments.
- ⇒ Other sites with a number of comments include Boulders beach, Noordhoek beach, Constantia Nek, Lion's Head, East Fort (Blackburn Ravine), and Platteklip Gorge.
- ⇒ Complaints about footpaths were spread among a wide range of other less busy sites.

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% footpath comments</i>
1) Upgrade / repair / maintain / use natural materials	129	46%
2) Improve trails / extend / safety rails / resurface	50	18%
3) Eroded / washed away / short cuts erode	31	11%
4) Information (directions, grading) / signage / guides	22	8%
5) Clear plant growth / thorns / bushes from paths	19	7%
6) Fire-damaged / ruined / destroyed	11	4%
7) Polluted / littered / dog fouling	9	3%
8) Leave 'natural'	4	1%
9) Ineffective / poor location	3	1%
TOTAL	278	99%*

**% Decimals rounded off*

VISITOR RATINGS:

SITES OF HISTORICAL AND / OR CULTURAL VALUE:
- *information, protection, promotion*

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = 'Average'	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Average Index % (all respondents): Rated above 'Good' at Index 79,9;

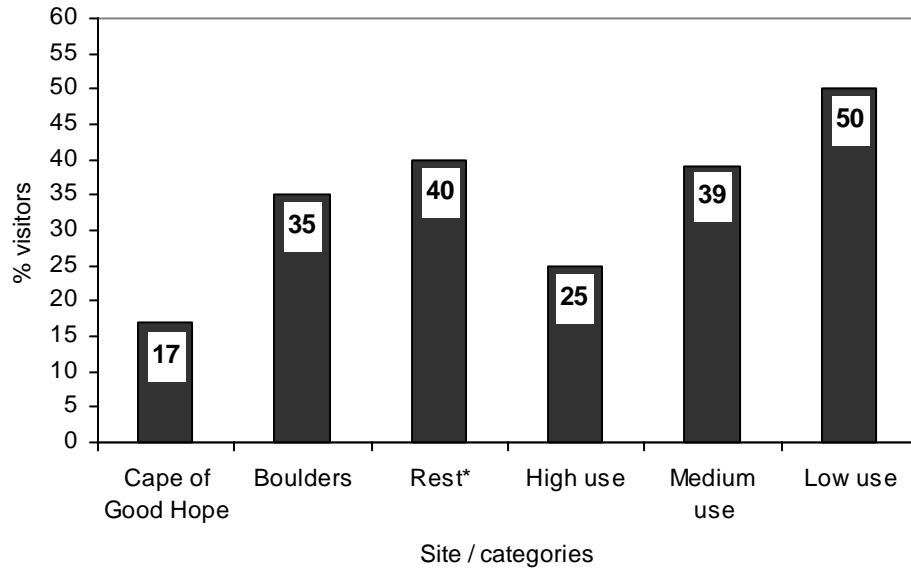
However, about one third of all visitors could not give a rating, as they felt did not know enough about this aspect. (Figure 1)

- ⇒ The most important result about the rating of historical or cultural value of sites, is that high proportions of visitors felt they could not rate it.
- ⇒ It was evident from visitors' comments that, where it was rated, the perception was more an appreciation of the fact that sites or aspects of historical or cultural value are conserved within the Park (- interpreted as conservation of historical or cultural heritage generally -) than an assessment of the quality of the conservation services.
- ⇒ Cape Point was given the highest average rating for protection of the historical and / or cultural environment (Figure 2).
- ⇒ Most other sites had high proportions of visitors - about a third overall - who felt they could not give a rating, due to their lack of knowledge about historical and / or cultural factors at the sites (Figure 1).
- ⇒ *High use sites:* Historical and / or cultural aspects were rated highest at Table Mountain top (cableway entrance) (index 94.4).
- ⇒ Other valid high use site ratings were given as just above 'Good', at Rhodes Memorial (index 79.5) and Tokai forest (index 77.5).

- ⇒ At Constantia Nek the rating of historical / cultural conservation factors was lowest (index 66.7), but about one quarter of the visitors could not rate it.
- ⇒ *At medium use sites*, Platteklip Gorge was given a high rating (index 97.5), reflecting a high appreciation of its conservation status.
- ⇒ The walks accessed via Kirstenbosch Gardens were rated just above 'Good' (index 78.3), but 29% of the visitors could not rate it;
- ⇒ Silvermine (gate 2) was rated below 'Good' at 73.6, but one fifth of the visitors could not rate it;
- ⇒ Hout Bay Village was given the lowest rating at index 44.9, but with 37% of the visitors not rating it.
- ⇒ At the other sites, the proportion of those who could not rate this aspect was too high for the ratings given to be valid.
- ⇒ There was no difference in the ratings of local and international visitors (index 79.9 each), but one quarter of South Africans and one third of foreign visitors could not give a rating.
- ⇒ One quarter of each of the visitor groups by suburb income (high, middle and low), could not give ratings. For those who did, higher income groups gave lower ratings for historical conservation (index 77-78, 'low-income' group index 84).
- ⇒ Visitors who lived closest to the Park (less than 10 km away), gave lower ratings (index 76.9) than those who lived further away (10-20 km: index 83.3; more than 20 km: index 86).
- ⇒ Men rated historical conservation factors at average index 80.2, and women at 79.2, while one quarter of each group did not give ratings.
- ⇒ Organisation members gave lower ratings (index 75.6) than non-members (index 80.3).
- ⇒ First-time visitors gave higher ratings (index 81.1) than those who had visited before (index 79.5).
- ⇒ Those who spent less than an hour in the Park gave lower ratings (index 76.5) than those who spent more time on their visit (1-3 hours: index 80.5; more than 3 hours: index 82.2).

Figure 1

Quality of protection of historical and/or cultural value:
percentage of visitors who "don't know"



*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

Figure 2

Protection of historical / cultural value:
average rating by site / category

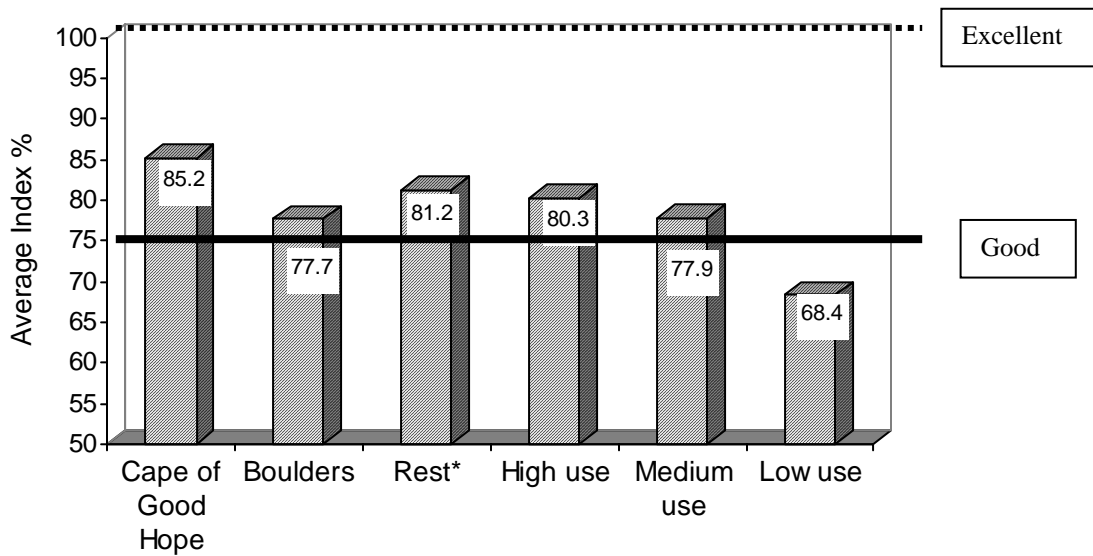


Table 1

RATING: [Expressed as an index %] Historical / cultural value: information, protection, promotion	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	757	726	356	267	2106
Excellent [Index 100]	30.1%	26.0%	19.9%	12.8%	24.8%
Good [Index 75]	39.1%	41.4%	31.9%	22.0%	36.5%
Average [Index 50]	3.3%	3.8%	3.7%	4.8%	3.7%
Poor [Index 25]	1.6%	2.7%	3.1%	10.6%	3.4%
Very bad [Index 0]	-	0.4%	1.1%	-	0.3%
<i>Cannot rate: don't know</i>	25.1%	24.7%	39.3%	49.8%	30.5%
Average Index	82.9	80.3	77.9	68.4	79.9

Table 2

RATING: [Expressed as an index %] Historical / cultural value: information, protection, promotion	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
Excellent [Index 100]	30.1%	38.8%	16.5%	21.0%
Good [Index 75]	39.1%	38.9%	41.9%	34.3%
Average [Index 50]	3.3%	3.2%	3.8%	2.6%
Poor [Index 25]	1.6%	1.0%	2.8%	1.8%
Very bad [Index 0]	-	-	-	-
<i>Cannot rate: don't know</i>	25.1	16.9%	34.9%	40.1%
Average Index	82.9	85.2	77.7	81.2

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main problems with protection, promotion and information regarding historical and/or cultural value at sites, were expressed as follows: (Table 3)

- ◆ *Total number of comments: 210, or 10 % of all visitors.*
- ◆ *Problems could be consolidated into three main categories of concern:*
 - ⇒ The greatest proportion of comments (57%) related to the general need for more information about the historical and cultural value of sites within the Park.
 - ⇒ A quarter of comments specifically referred to the need for contextual and educational material, sometimes mentioning resource centres for this purpose.
 - ⇒ Almost one fifth commented on the need to maintain existing historical and cultural landmarks that are damaged and deteriorating.
 - ⇒ High use places received most comments about historical and cultural aspects: Cape of Good Hope, Boulders beach, and Constantia Nek; followed by Signal Hill lookout, East Fort, Hout Bay village, and Newlands Forest; also Rhodes Memorial and Suikerbossie. There was a wide range of other sites where these comments were also recorded.

Table 3 PROBLEM: categories	Number of comments	% historical / cultural comments
10) More info needed / promotion / signs / brochures	119	57%
11) Contextual info / educational / resource centre	53	25%
12) Maintain landmarks / polluted / deteriorated / tradition is being lost through neglect	38	18%
TOTAL	210	100%

VISITOR RATINGS:

QUALITY OF THE NATURAL ENVIRONMENT
- Conservation, protection, cleanliness

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = 'Average'	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Average Index % (all respondents):

Rated between 'Good' and 'Excellent' at Index 81,2

- ⇒ Cape Point and Boulders beach received high average ratings for quality of the natural environment, between 'Good' and 'Excellent': (Figure 1)
- ⇒ [Besides Table Mountain top - see *High use sites* -] Highest was Cape Point (/Cape of Good Hope), (index 91.1), followed by Boulders beach (index 88.3).
- ⇒ Other pay points combined (picnic sites) scored an average index of 74.3, below 'Good'.
- ⇒ Natural environment at high use sites were also rated between 'Good' and 'Excellent' at index 80.4.
- ⇒ Medium use sites were rated just above 'Good' at index 78.2.
- ⇒ Natural environment aspects at low use sites were rated below 'Good' at index 68.

High use sites:

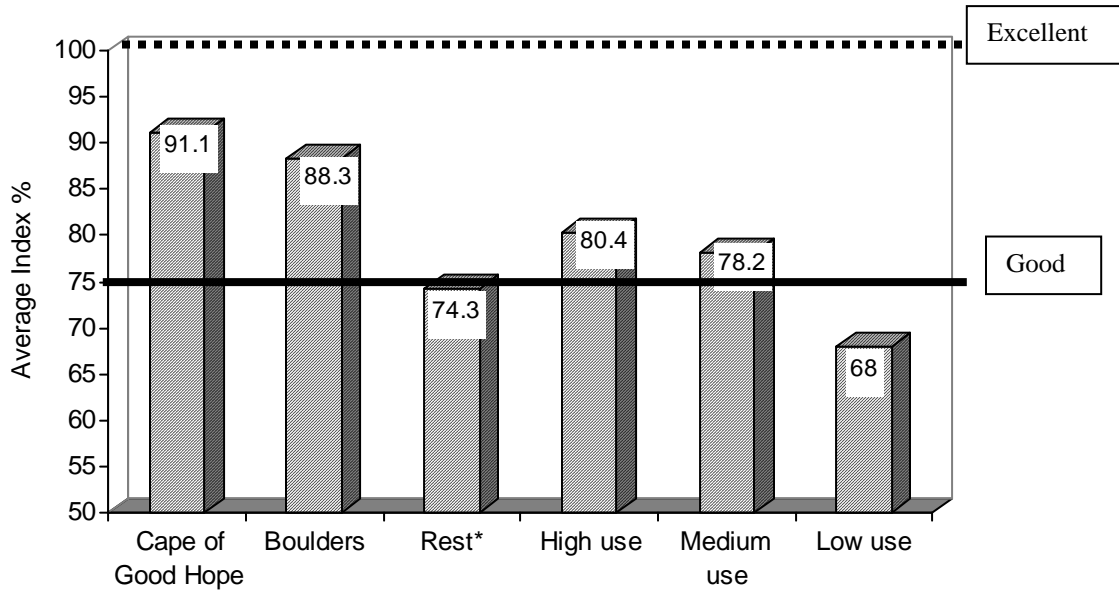
- ◆ Quality of the natural environment at high use sites was rated highest at Table Mountain top (the highest rating for any variable received in the survey, virtually 'Excellent' at index 97).
- ◆ High use sites where this aspect was rated lowest - on or below 'Good' as opposed to ratings towards 'Excellent' - were at Newlands Forest (index 75.6), Signal Hill lookout (index 75.2), Perdekloof (index 73.5), and Noordhoek beach (index 71.7).

Medium use sites:

- ◆ Table Mountain again got the top rating at Platteklip Gorge, for quality of the natural environment (index 92.9). This was followed by the mountain walks at Kirstenbosch Gardens (index 90.4).
 - ◆ Kloof Nek ('pipe track') and Lion's Head got ratings between 'Good' and 'Excellent' (index over 80 each).
 - ◆ Ratings dropped at Newlands Forest picnic site (index 78.9), Van Riebeeck Park (index 78.8), Cecilia Forest (index 77.2), and Silvermine gate 2 (index 74).
 - ◆ Unsurprisingly, Hout Bay Village received by far the lowest rating for quality of the natural environment, at index 38.9.
-
- ⇒ International visitors (index 85) rated this quality notably higher than did local visitors (index 79.8).
 - ⇒ Local visitors from 'high income' suburbs gave lower ratings than others (average index 77.2; middle and low-income suburb visitors rating at index 80.6 each).
 - ⇒ Local visitors living furthest from the Park gave notably higher ratings (index 88.5). compared to those from suburbs closer by (less than 10 km: index 78.3; 10-20 km: index 79.4).
 - ⇒ Local rating patterns related to lower ratings for medium- and low-use sites, visited more frequently by residents living close to the Park.
 - ⇒ Women gave higher ratings (average index 82.5) than men (average index 80.6), for the same reason (- women more commonly visiting the better-managed tourist sites).
 - ⇒ Members of organisations or interest groups gave lower average ratings (index 79.5) than non-members (index 81.4).
 - ⇒ First-time visitors gave higher ratings (index 84.5) than those who had visited before (index 80.3).
 - ⇒ Those who spent less than an hour on their visit gave notably lower ratings (average index 76.1), than visitors who spent more time (1-3 hours: index 84; more than 3 hours: index 83.3).

Figure 1

**Quality of the natural environment:
average rating by site / category**



*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

Table 1

RATING: [Expressed as an index %]: Quality of natural environment (- conservation, protection, cleanliness)	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
TOTAL NUMBER	757	726	356	267	2106
Excellent [Index 100]	60.4%	42.1%	40.3%	29.6%	46.8%
Good [Index 75]	33.1%	43.0%	41.3%	36.7%	38.4%
Average [Index 50]	3.5%	9.5%	11.5%	15.7%	8.4%
Poor [Index 25]	2.0%	5.1%	4.6%	10.9%	4.6%
Very bad [Index 0]	0.3%	0.3%	2.3%	6.6%	1.4%
Don't know	0.4%			0.5%	0.2%
Average Index	88.1	80.4	78.2	68.0	81.2

Table 2

RATING: [Expressed as an index %] QUALITY OF THE NATURAL ENVIRONMENT (- conservation, protection, cleanliness)	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
TOTAL	757	441	215	101
Excellent [Index 100]	60.4%	67.4%	55.4%	40.9%
Good [Index 75]	33.1%	29.3%	43.1%	28.4%
Average [Index 50]	3.5%	1.7%	1.0%	16.5%
Poor [Index 25]	2.0%	0.5%	0.5%	11.3%
Very bad [Index 0]	0.3%	0.2%	-	1.6%
Don't know	0.4%	0.4%	-	1.2%
Average Index	88.1	91.1	88.3	74.3

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main problems with quality of the natural environment were expressed as follows:

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% natural environment comments</i>
Deteriorating / dirty / neglected / needs maintenance	214	67%
Fire damage to environment / rehabilitate	36	11%
Alien vegetation / control / eradicate	30	10%
Shade trees needed / don't remove non-invasives	15	5%
Educate / manage visitors to adhere to regulations	13	4%
Information needed / not enough information	4	1%
Control penguin impact / damage to vegetation (Boulders)	3	1%
Too altered / not kept natural enough	2	1%
TOTAL	317	100%

- ◆ *Total number of complaints: 317, or 15% of all visitors interviewed.*
- ⇒ Two thirds of critical comments concerned the generally neglected or deteriorating state of the natural environment, particularly with regard to litter (including dog faeces), and the need for maintenance regarding cleanliness, protection and conservation of the Park environment.
- ⇒ A notable number of comments concerned the devastation to the environment caused by the great fire of January 2000, as well as the need for eradication and control of alien vegetation (- over 10% of comments on each issue).
- ⇒ A further 5% of comments questioned the action of removing non-invasive alien trees; many of these comments reflected concern about the removal of landmark trees and the alteration of familiar places, as well as the need for shade.
- ⇒ Comments on the need for more information to be conveyed to the public, related also to the issue of the removal of trees.
- ⇒ A number of comments were made concerning the need for educating visitors to adhere to National Park rules and regulations to protect the environment.
- ⇒ Most of the critical comments about the condition of the natural environment were made at Soetwater, followed by Hout Bay village, Noordhoek beach, Cape of Good Hope, Newlands Forest, Signal Hill lookout, East Fort (Blackburn Ravine), Miller's Point, Llandudno walk to Sandy Bay, and Perdekloof.
- ⇒ Proportionately to the number of interviews, comments at The Glen and the walk from Glencairn freeway were also notable.

VISITOR RATINGS:

PERSONAL SAFETY AND SECURITY

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = 'Average'	50
4 = Poor	25
5 = Very bad	0
6 = <i>Not applicable / Don't know</i>	

Average Index % (all respondents): Rated above 'Good' at Index 81.9

- ⇒ Average ratings for safety were high, rated on average at least 'Good' - although these were qualified by comments concerning decreased safety at off-peak times and at less busy sites.
- ⇒ Safety ratings were highest at the busy tourist sites of Cape of Good Hope (index 89.1) and Boulders beach (index 88.6) (Figure 1).
- ⇒ Although there was a marked drop in safety ratings at the picnic pay points (index 79.7), the average index remained just above 'good'.
- ⇒ High use sites received a 'good' average rating (index 80).
- ⇒ Low use sites saw a drop in ratings to index 77.2, and medium use sites received the lowest average ratings at index 76.9.

High use sites:

- ◆ Table Mountain top was given the highest safety rating at index 97.7.
- ◆ High use sites with lower safety ratings (below 'Good') include [Constantia Nek (just on 'Good' at index 76.8), Rhodes Memorial (index 74.9), Noordhoek beach (index 72.8), and the lowest at Newlands Forest (index 66.6).

Medium use sites:

- ◆ Safety ratings were markedly lower at medium use sites than at others.
- ◆ Medium use sites with high safety ratings included the mountain walks via Kirstenbosch Gardens (index 86.3), Kloof Nek ('pipe track') (index 81.6) and Platteklip Gorge (index 80).
- ◆ Ratings dropped at Van Riebeeck Park (index 75.2), Cecilia Forest (- only 16 respondents, index 75), Silvermine gate 2 (index 74.8) and Lion's Head (index 72.6).
- ◆ Safety ratings were lowest at Newlands Forest picnic site (index 70.8) and particularly at Hout Bay village (index 65.4).

- ⇒ International visitors gave higher average safety ratings (index 86) than local visitors (index 80.4) [- relating to the busy tourist sites] (Figure 2).
- ⇒ Local visitors from high-income suburbs close to the Park, gave lower ratings than the others.
- ⇒ Safety ratings by women were notably lower than ratings by men (average index 79.7 and 83 respectively).
- ⇒ Members of organisations or interest groups, those who spent less than an hour on their visit, and those who were not first-time visitors, all gave lower average safety ratings than their counterparts.

Figure 1

**Personal safety and security:
average rating by site / category**

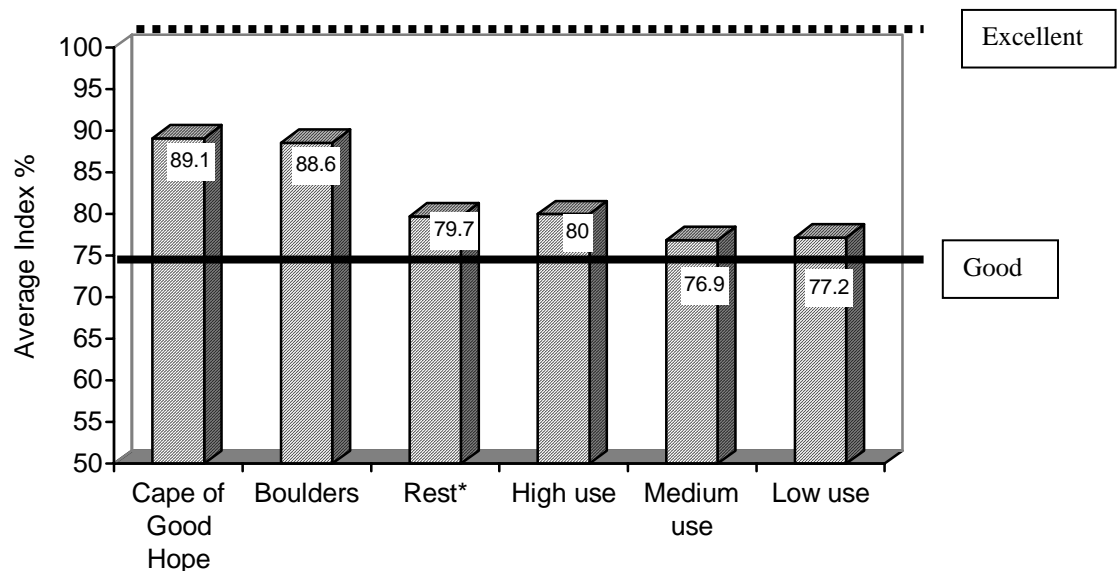


Figure 2

Safety ratings: selected demographics

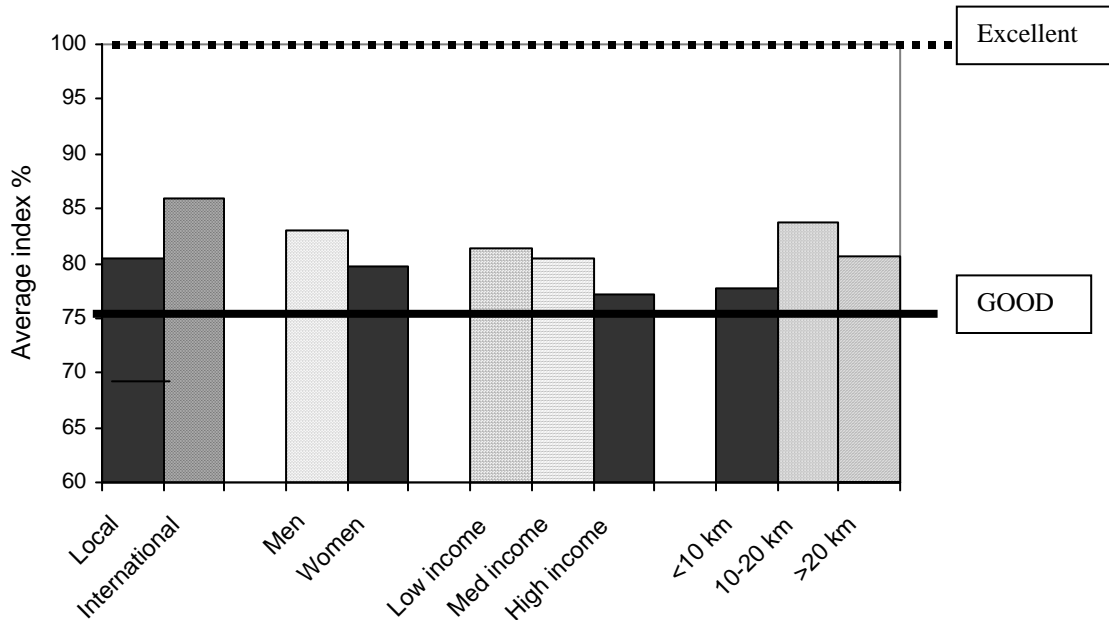


Table 1

RATING: [Expressed as an index %] Personal safety and security	Total: Pay points	SITE CATEGORY			SAMPLE TOTAL
		High use	Medium use	Low use	
<i>TOTAL NUMBER</i>	757	726	356	267	2106
Excellent [Index 100]	57.2%	38.2%	28.1%	34.8%	42.9%
Good [Index 75]	37.7%	47.5%	54.3%	47.5%	45.1%
Average [Index 50]	3.2%	10.1%	12.5%	8.3%	7.8%
Poor [Index 25]	1.6%	3.4%	4.0%	8.9%	3.5%
Very bad [Index 0]	0.03%	0.5%			0.2%
<i>Don't know</i>		0.4%		0.5%	0.2%
Average Index	87.7	80.0	76.9	77.2	81.9

Table 2

RATING: [Expressed as an index %] Personal safety and security at pay points	Total: Pay points	Cape of Good Hope	Boulders beach	Rest*
<i>TOTAL</i>	757	441	215	101
Excellent [Index 100]	57.2%	60.4%	55.1%	47.7%
Good [Index 75]	37.7%	36.1%	44.4%	30.0%
Average [Index 50]	3.2%	2.0%	0.3%	14.5%
Poor [Index 25]	1.6%	1.1%	0.2%	6.9%
Very bad [Index 0]	0.03%			0.2%
Average Index	87.7	89.1	88.6	79.7

*Rest: Oudekraal, Soetwater, Miller's point; Silvermine closed due to fire

The main personal safety and security problems were expressed as follows: (Table 3)

- ◆ *Total number of complaints: 190, or 9% of all visitors interviewed.*
- ◆ One fifth of the comments concerned the general lack of safety and the need for visible security in some form.
- ◆ Numerous comments were made about the lack of safety in being alone, and the need to walk in groups or with dogs.
- ◆ Visitors were aware of crime in Park areas, and the lack of safety at off-peak times was mentioned as a qualifier most often when 'Good' safety ratings were given.
- ◆ Attacks by criminals were seen as the main threat to safety; women were regarded as most vulnerable.
- ◆ Car break-ins and the need for parking security were noted.
- ◆ Besides crime, the need for better safety and emergency facilities and services was a factor, as well as the need to warn visitors about safety measures also relating to animals (- specifically baboons, dogs, and the penguins at Boulders beach).
- ◆ Most comments regarding the lack of safety were made at Soetwater, followed by Newlands Forest, Constantia Nek, Cape of Good Hope (picnic areas), Lion's Head, Noordhoek beach, Miller's Point, Signal Hill (lookout and opposite the Kramat), and Hout Bay village.
- ◆ Critical comments at Rhodes Memorial, Newlands picnic site and Scarborough beach were also notable.

Table 3

PROBLEM: categories	<i>Number of comments</i>	<i>% safety comments</i>
1) Unsafe / need visible security / rangers / police / guards	38	20%
2) Unsafe alone / walk with dogs / in groups	35	18%
3) Criminals / attacks by criminals are the greatest threat	30	16%
4) Peak times only safe / not safe off-peak / evenings	24	13%
5) Car break-ins / theft / parking security needed	16	8%
6) Unsafe especially for women and girls	15	8%
7) Heard of crimes / heard of murder / heard of rape in CPNP areas	13	7%
8) Animals – baboons, dogs, penguins – warn visitors / control needed	10	5%
9) Safety facilities needed / signs / lights / first aid / life-saving / telephones	9	5%
TOTAL	190	100

VISITOR RATINGS:

- a) FUNICULAR RAILWAY
- b) CAPE POINT RESTAURANT

[- Cape of Good Hope visitors only]

Question:

"I'm going to read out some services and facilities that relate to your visit here today. Please can you rate these, using the same type of scale."

[Scale card 2]

"Please give a reason or comment for each rating of "less than good" (number 3, 4 or 5), that you give."

Rating scale: (Converted to an index percentage)

'Excellent' = 1 'Good' = 2 'Average' = 3 'Poor' = 4 'Very bad' = 5

Rating scale	Index % assigned
1 = Excellent	100
2 = Good	75
3 = 'Average'	50
4 = Poor	25
5 = Very bad	0
6 = Not applicable / Don't know	

Rating: Funicular railway:

Average Index %: Rated above 'Good' at 85

- Non-use by more than half of visitors (52%)

- ⇒ The average rating index of the funicular rail was high, by the 48% of visitors who had made use of it.
- ⇒ Average rating by international visitors (index 88.8), was markedly higher than the rating by local visitors (index 79.6).

Rating: Restaurant:

Average Index %: Rated above 'Good' at 81,8

- Non-use by more than half of visitors (57%)

- ⇒ The average rating index of the restaurant was above 'Good', given by the 40% of visitors who had used the facility, but was lower than other services / facilities rated at Cape Point (Questions 15.1-15.7).

- ⇒ Average rating by international visitors (index 84.6), was markedly higher than the rating by local visitors (index 78.3).
- ⇒ The average rating of the restaurant by women (index 84.1), was higher than the rating by men (index 80.3).

Figure 1

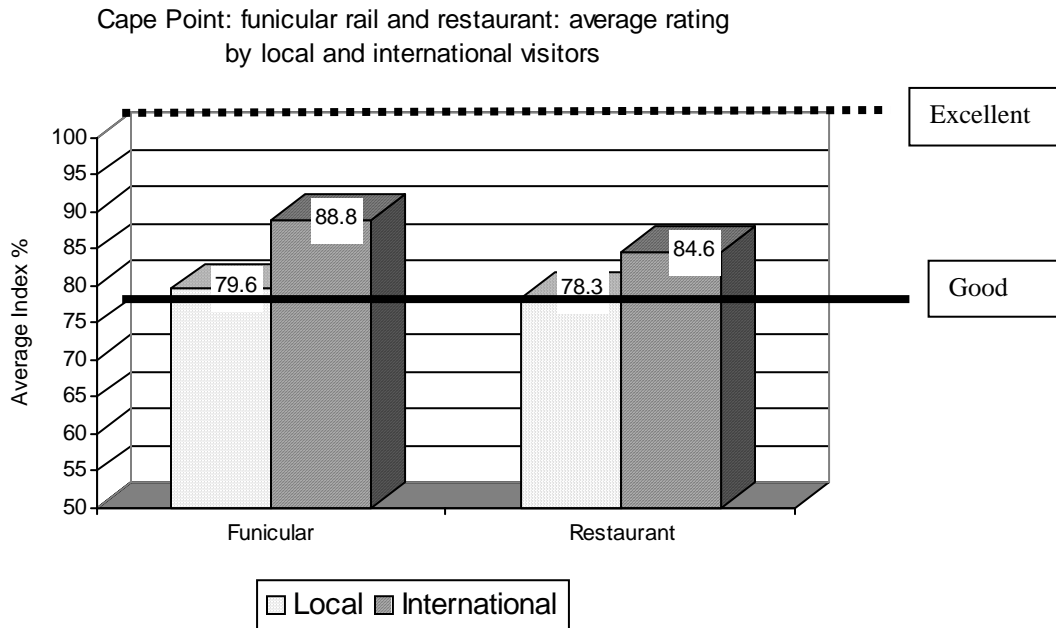


Table 1

Funicular railway: Rating (expressed as an index %)	% local visitors	% inter-national	% all visitors
Excellent [Index 100]	17	31.9	24.3
Good [Index 75]	13.2	22.2	17.6
Average [Index 50]	3.4	-	1.7
Poor [Index 25]	2.3	0.8	1.6
Very bad [Index 0]	0.7	-	0.4
<i>'Not applicable' – not used</i>	60.9	42.4	51.9
	<i>Local</i>	<i>Foreign</i>	<i>All</i>
Average Index	79.6	88.8	85

Table 2

Restaurant: Rating (expressed as an index %)	% local visitors	% inter-national	% all visitors
Excellent [Index 100]	15.1	22.4	18.7
Good [Index 75]	12.8	19.1	15.9
Average [Index 50]	2.8	2.1	2.5
Poor [Index 25]	3.2	1.5	2.3
Very bad [Index 0]	0.5	-	0.3
<i>'Not applicable' – not used</i>	61.8	51.5	56.8
	<i>Local</i>	<i>Foreign</i>	<i>All</i>
Average Index	78.3	84.6	81.8

The main problems with the funicular rail were expressed as follows: (Table 3)

- ◆ *Total number of complaints: 29, or 14% of the 202 visitors who rated the funicular.*

- ⇒ Most of the complaints made were that the cost of the ride was “too expensive”.
- ⇒ Other comments were made about this being a necessary service for those who would have difficulty making the walk to the Point.

Table 3

PROBLEM: categories	<i>Number of comments</i>
13) Too expensive	22
14) Needed for the elderly / disabled / babies / tourists	5
15) Waste of money	1
16) Uncomfortable / overcrowded	1
TOTAL	29

**% Decimals rounded off*

The main problems with the restaurant were expressed as follows: (Table 4)

- ◆ *Total number of complaints: 28, or 11% of the 250 visitors who rated the restaurant.*

- ⇒ Most of the complaints related to the cost: that the restaurant was “too expensive”.
- ⇒ Other complaints were made in relation to ambience, food and service.

Table 4

PROBLEM: categories	<i>Number of comments</i>
Too expensive	18
Food not good / unimaginative	2
Service not good / understaffed	2
Overcrowded / full	2
Overrated / lack of ‘atmosphere’ / ‘too modern’	3
Alternative refreshment sales (prefer to have kiosks / vendors)	1
TOTAL	28

**% Decimals rounded off*

INTEREST IN SALES OUTLETS

[Not asked at Table Mountain Cableway, Cape of Good Hope or Kirstenbosch Gardens, where sales outlets exist]

Question: "How interested would you be in being able to buy certain items such as refreshments, crafts, memento's, information and publicity pamphlets at this place?"

Scale of interest, expressed as an index percentage:

Extremely interested = 100
 Interested = 75
 Indifferent (/neither/nor)= 50
 Uninterested = 25
 Totally uninterested = 0

Average index of interest (all respondents): Low at 35,5 (between 'Uninterested' and 'indifferent')

- ◆ *This question was not asked at sites where sales outlets already exist (Table Mountain cableway, Cape of Good Hope, Kirstenbosch Gardens).*
- ◆ *The scale of interest is interpreted conservatively: those who were indifferent – neither interested nor uninterested in sales outlets – lowered the index of interest, (where the level qualifying as "interested" must be an index percentage of at least 75% on the scale). These 'indifferent' visitors are regarded as being "not interested", rather than being "potentially interested".*
- ◆ General interest in sales outlets was somewhat higher at the pay points than at other sites, but still below 'indifferent', at an average index of 46,7 (Table 1).
- ◆ The picnic sites received higher interest ratings for sales outlets than all other sites, at index 67,8 (between 'indifferent' and 'interested'), while low usage sites predictably received the lowest ratings (- no interest, at index 17,1).

Average index of interest by site category:

Table 1

Site / category	Average index of interest in sales outlets
Boulders beach	36,1
Oudekraal, Soetwater, Miller's Point	67,8
Pay points: sub-total	46,7
High use sites	39
Medium use sites	33,2
Low use sites	17,1
Sample total	35,5

Local and international:

Average index of interest (local visitors): Low at 36,1 (between 'Uninterested' and 'indifferent')

Average index of interest (international visitors): Low at 33,1 (between 'Uninterested' and 'indifferent')

⇒ There was not much difference in the relatively low level of interest in sales outlets, expressed by both local and international visitors:

Table 2

Site / category	Average index of interest in sales outlets:	
	Local visitors	International visitors
Boulders beach	37,7	34,8
Oudekraal, Soetwater, Miller's Point	68,5	* (Too few respondents)
High use sites	38,5	42,6
Medium use sites	33,2	32,8
Low use sites	15,4	20,9
Sample total	36,2	33,1

Demographics

- ⇒ Interest in sales outlets was quite substantially higher for visitors from Cape Town suburbs categorised as 'lower income', compared to those from higher income suburbs.
- ⇒ Visitors who spent more than 3 hours in the Park (-corresponding with higher interest among picnic site visitors), had a higher interest than those who spent less time on their visits.
- ⇒ Higher income visitors living within 10 km of Park boundaries were the least interested in sales outlets.
- ⇒ Visitors who were members of conservation-associated organisations had very low interest in sales outlets (57% totally uninterested), while non-members had a much higher proportion who were interested (- one third).

High use sites (Figure 1)

- ◆ Average index at all high use sites fell below the level designated "interested".
- ◆ Relatively higher levels of visitor interest in sales outlets (- but still designated 'indifferent'), were indicated at Perdekloof, Tokai Forest, Llandudno walk to Sandy Bay, Rhodes Memorial and Signal Hill.
- ◆ At the above six sites, the largest proportions of visitors interviewed said they were interested in sales outlets at the sites. The interest index was lowered by the percentages of visitors who were neither interested nor uninterested.

Figure 1

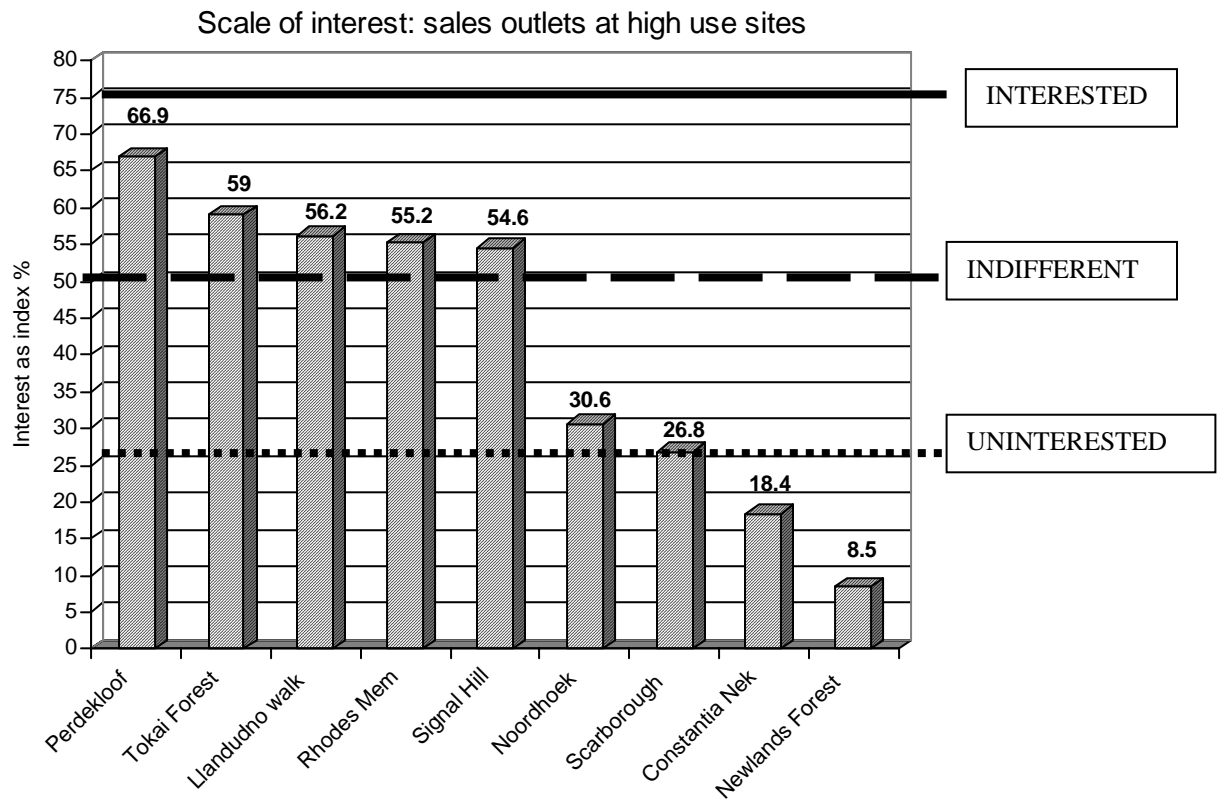


Table 3

N (Number of interviews)	High use site:	Average index of interest
49	Perdekloof	66.9
83	Tokai Forest	59
86	Llandudno walk to Sandy Bay	56.2
63	Rhodes Memorial	55.2
63	Signal Hill	54.6
86	Noordhoek beach	30.6
66	Scarborough beach	26.8
69	Constantia Nek	18.4
95	Newlands Forest	8.5
660	TOTAL	39

Medium use sites: (Table 4)

- ◆ Interest in sales outlets at medium use sites, was generally lower than the level designated 'indifferent' at index 50, except at Platteklip Gorge where it was somewhat higher (interest index 58,3).

Table 4

N (Number of interviews)	Medium use site:	Average index of interest
38	Platteklip Gorge	58.3
42	Hout Bay Village	43.6
35	Newlands picnic site	38.6
30	Silvermine gate 2 (south)	37.2
63	Kloof Nek ('pipe track')	25.5
31	Van Riebeeck Park	21.2
41	Lion's Head	20.1
16	<i>Cecilia forest</i>	<i>* Too few respondents</i>
294	TOTAL	33.2

INTEREST IN 'GO GREEN' CARD

(At the time of interview, known as 'season ticket')

Question:

"How interested would you be in buying a "season ticket" or group membership card, costing R 145 per year, that allows you access to Cape Point, Boulders beach, Silvermine and Oudekraal, as many times a year as you like?"

Scale of interest, expressed as an index percentage:

Extremely interested = 100

Interested = 75

Indifferent (/neither/nor)= 50

Uninterested = 25

Totally uninterested =0

Average index of interest (all respondents): Indifferent at 52,9

- ⇒ *The scale of interest is interpreted conservatively: those who were indifferent to or unsure about buying the card lowered the index of interest, (where the level qualifying as "interested" must be an index percentage of at least 75 on the scale). These 'indifferent' visitors are regarded as being "not interested", rather than being "potentially interested".*
- ⇒ The largest proportion of visitors (over a third), said they were interested in the membership card.
- ⇒ The index of interest was lowered by the relatively high proportions of visitors who were indifferent (neither interested nor uninterested) in buying the 'season ticket', or who were unsure (- said they did not know; 17% for each).

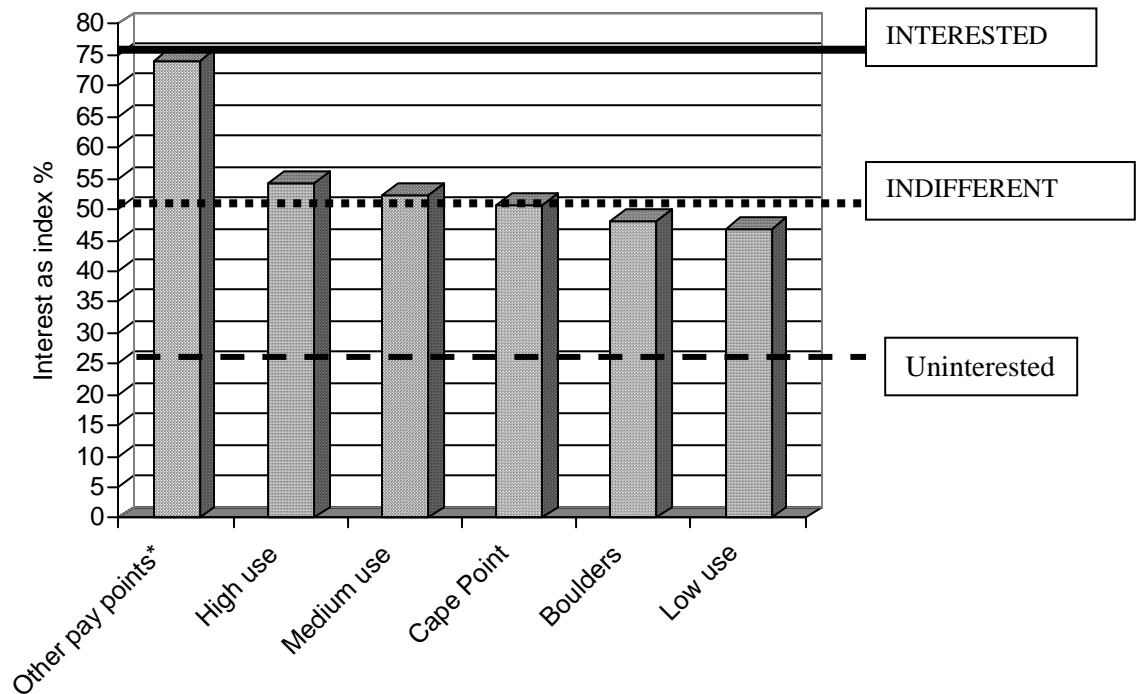
Average index of interest by site category:

Table 1

Site / category	Average index of interest in 'season ticket' / Go Green card
Cape of Good Hope	50,6
Boulders beach	48,2
Oudekraal, Soetwater, Miller's Point	74,1
Pay points: sub-total	54,5
High use sites	54,3
Medium use sites	52,4
Low use sites	46,9
Sample total	52,9

Figure 1

Scale of interest in buying a Go Green card by site / category



*Other pay points: Soetwater, Oudekraal, Miller's Point (Silvermine closed due to fire)

Visitor profile by interest in buying the Go Green card

Local and international

Average index of interest (local visitors):
Between 'indifferent' and 'interested' at 59,2

Average index of interest (international visitors): Uninterested at 25,4

⇒ The largest proportion of local visitors (almost half), said they were interested in buying the card.

Demographics

⇒ Interest in buying the Go Green card was higher among visitors from lower income suburbs (Figure 3).

- ⇒ Visitors living less than 10 km from the Park boundaries were more interested in the membership card than those who lived further away (Figure 3).
- ⇒ Average interest in buying the Go Green card was higher for the following visitors:
 - Organisation members (index 63,2), than non-members (51,8)
 - Those who knew of the CPNP (index 56,7), than those who had not heard of the Park (index 45,2)
 - Those who spent more than 3 hours on their visit to the Park (- mainly picnickers).

High use sites: Figure 2

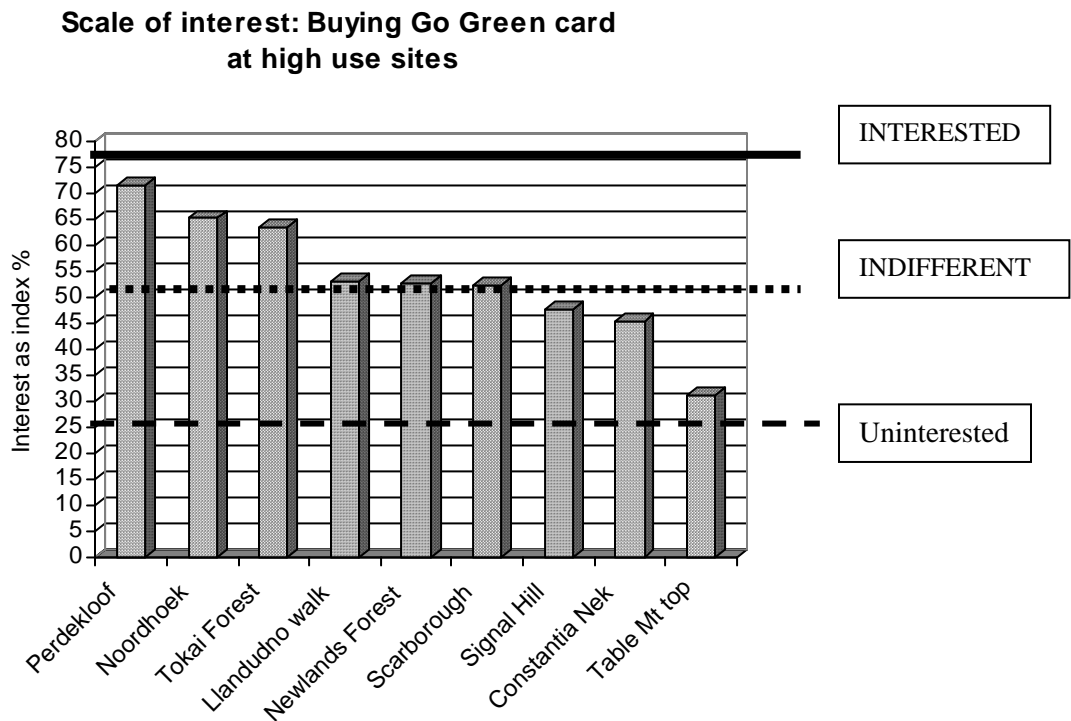


Table 2

N (Number of interviews)	High use site:	Average index of interest
49	Perdekloof	71.6
86	Noordhoek beach	65.2
83	Tokai Forest	63.5
86	Llandudno walk to Sandy Bay	53.1
95	Newlands Forest	52.7
66	Scarborough beach	52.4
63	Rhodes Memorial	51.7
63	Signal Hill	47.8
69	Constantia Nek	45.5
65	Table Mountain top	31.2
726	TOTAL	54.3

Medium use sites:

- ◆ Interest in buying the Go Green card at medium use sites, was also lower than the 'interested' level at index 75 (Table 3).
- ◆ The average index of interest at medium use sites was 'indifferent' at 52.4.

Figure 3

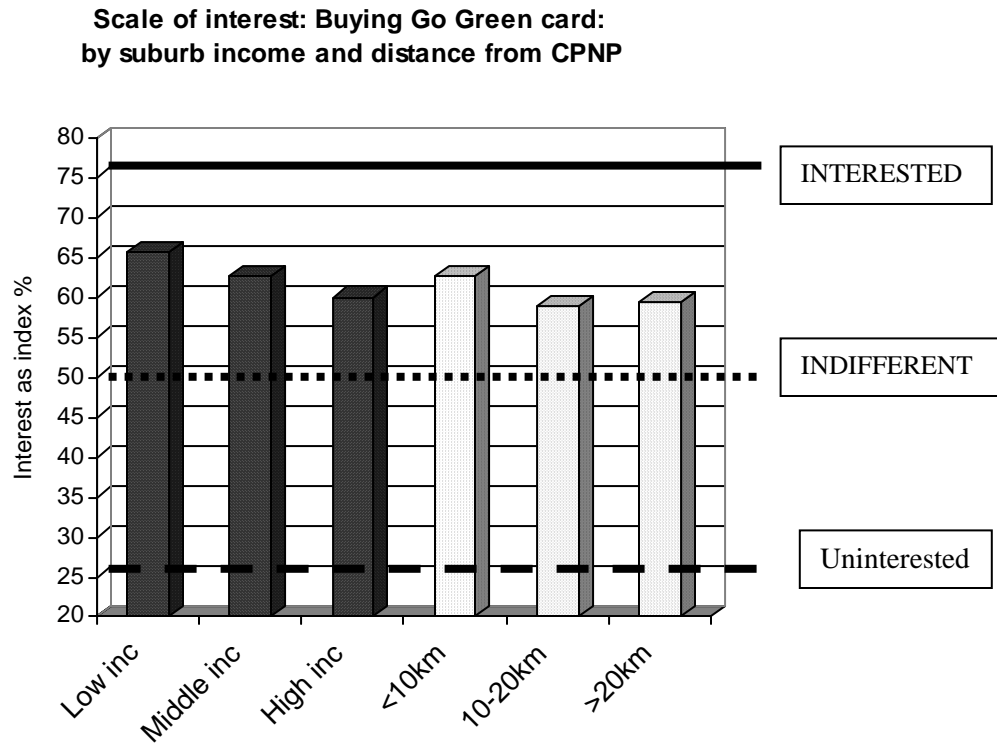


Table 3

N (Number of interviews)	Medium use site:	Average index of interest
30	Silvermine gate 2 (south)	62,9
42	Hout Bay village	56,9
31	Van Riebeeck Park	55,6
35	Newlands picnic site	54,6
41	Lion's Head	51,7
63	Kloof Nek ('pipe track')	51,6
38	Platteklip Gorge	48,5
62	Kirstenbosch entry walks	47,1
16	<i>Cecilia Forest</i>	* <i>Low base</i>
356	TOTAL	52,4

The following question was asked, but results render this question redundant. It is included here for information relating to direct visitor support for CPNP outreach initiatives with disadvantaged communities.

INTEREST IN ‘CHARITY’ MEMBERSHIP CARD

Question: “How interested would you be in buying a Cape Peninsula National Park membership card, that entitles you to certain benefits, and that contributes towards Park projects with disadvantaged communities?”

Scale of interest, expressed as an index percentage: as per Go Green card.

Average index of interest (all respondents): Indifferent at 50,6

- Interest in this type of membership card was slightly lower than interest in buying a ‘season ticket’.
- ◆ The largest proportion of visitors (one third), said they were interested in such a membership card.
- ◆ The index of interest was lowered by the high proportions of visitors who were indifferent, or who said they did not know (- almost one fifth for each).
- ◆ Interest in the ‘charity’ membership card was highest among visitors to the (grouped) picnic pay points Soetwater, Oudekraal and Miller’s Point (Table 4).

Average index of interest by site category:

Table 4

N (number of interviews)	Site / category	Average index of interest in ‘charity’ membership card
101	Oudekraal, Soetwater, Miller’s Point	66,9
441	Cape of Good Hope	42,1
215	Boulders beach	40
757	Pay points: sub-total	46,2
726	High use sites	55,3
356	Medium use sites	52,4
267	Low use sites	45,2
2106	Sample total	50,6

Local and international:

Average index of interest (local visitors): ‘Indifferent’ at 56,2

Average index of interest (international visitors): Uninterested at 26,1

Demographics

- ⇒ There was no notable difference in interest in buying a membership card, among visitors from the low-, middle- or high-income suburbs, all being close to 'indifferent' on the scale (index in the 50's).
- ⇒ Visitors living furthest away from Park boundaries were the least interested in buying a membership card.
- ⇒ Men's average interest rating was at the level of 'indifference' (index 51,7), while the average interest rating for women was lower than that (48,2).
- ⇒ Levels of interest were somewhat higher for the following visitors:
 - *Conservation-associated organisation members (index 58,1) than non-members (index 49,7)*
 - Those who knew of the CPNP (index 54,9), than those who had never heard of the Park (index 41,9),
 - Those who spent more than 3 hours on their visit to the Park (- mainly picnickers).

High use sites

- ◆ Visitor interest in a 'charity' membership card above the level of 'indifferent' (index 50), was recorded at Perdekloof (index 68,2), Tokai Forest (index 60,7), Noordhoek beach (index 59,1); and (less enthusiastically) at Scarborough beach (index 52,6) and Rhodes Memorial (index 51,1).

Medium use sites

- ◆ Interest in buying 'charity' membership card by visitors at medium use sites, was above 'indifferent' level (index 50) at Lion's Head (index 64,7), Silvermine gate 2 and Van Riebeeck Park (index 57,5 each), and Hout Bay village (index 53,1).

INTERNET ACCESS

Question: "Do you have internet access?"
- at home
- at work

- ⇒ Overall, the majority of visitors – around 60% - had internet access (Figure 1).
- ⇒ The proportions of visitors with internet access were highest at Boulders and Cape Point (almost 70% at each), where there were high numbers of international visitors (Figure 2).
- ⇒ A substantial 15% more international visitors than local, had internet access (Fig 3).
- ⇒ A significant proportion (37%) of visitors had no internet access, either at home or at work (Figure 3).
- ⇒ One third of visitors from low-income suburbs had internet access, compared to two-thirds from high-income suburbs.

Figure 1

Internet access: %visitors

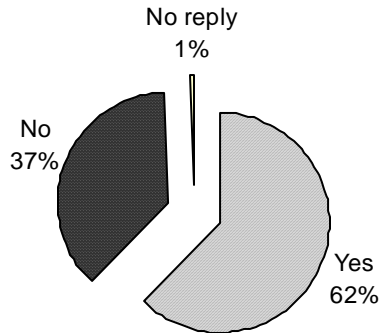
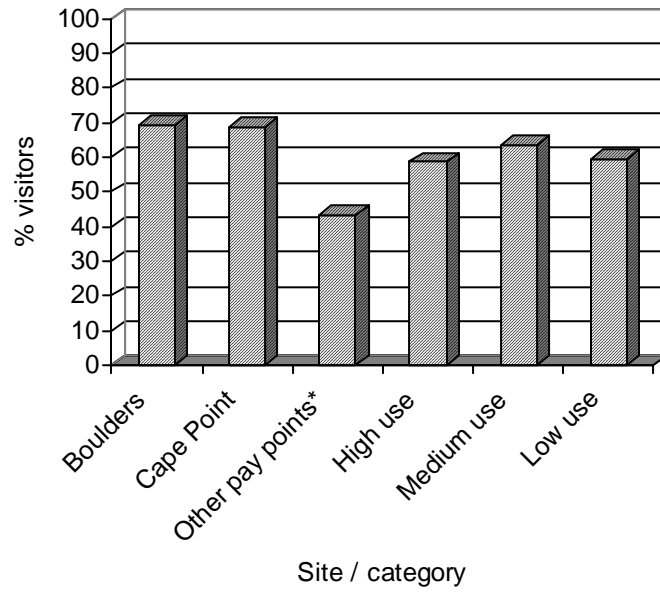


Table 1

N (number of interviews)	Site / category	% visitors with internet access at home or work
215	Boulders beach	69,3
441	Cape of Good Hope	68,7
101	Oudekraal, Soetwater, Miller's Point	43,4
757	Sub-total: Pay points	65,5
726	High use sites	58,7
356	Medium use sites	63,7
267	Low use sites	59,6
2106	TOTAL	62,1

Figure 2

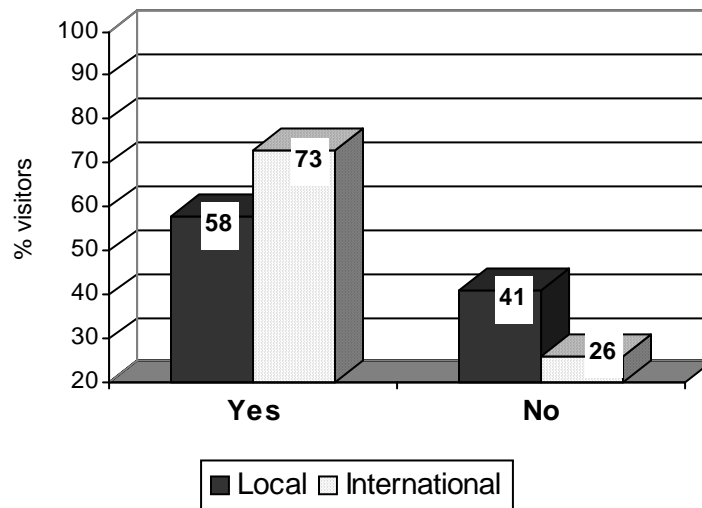
% Visitors with internet access by site / category



*Other pay points: Oudekraal, Soetwater, Miller's Point (Silvermine closed due to fire)

Figure 3

**Internet access:
Local and international visitors**

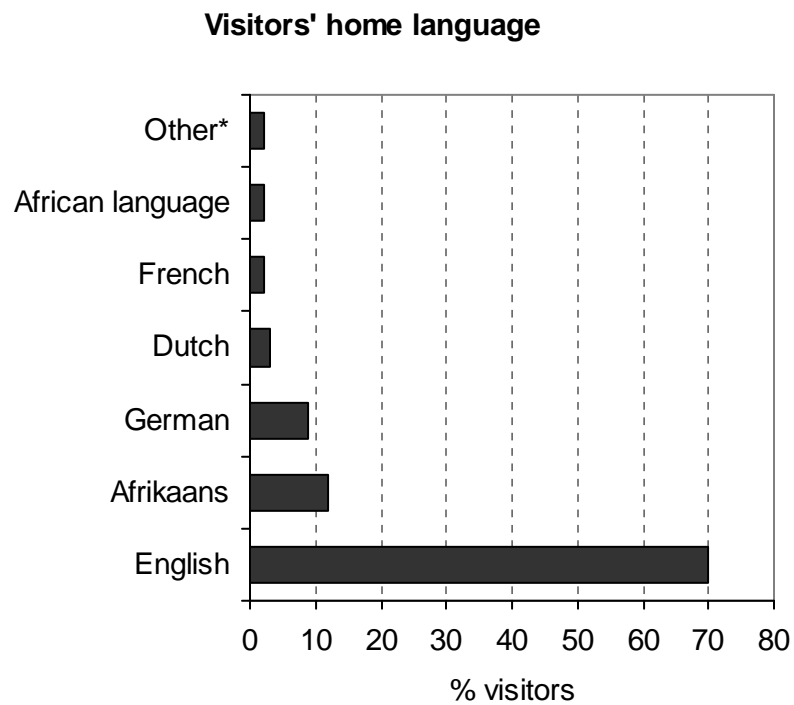


HOME LANGUAGE

*Question: What is your home language?
(the language you most frequently speak at home)*

- ⇒ Overall, the large majority of visitors were English speakers (70%) (Figure 1).
- ⇒ A wide range of other home languages [- 23 including 3 'grouped' language categories -] were recorded for the remaining 30% of visitors (Table 1)

Figure 1



* 'Other': Each less than 1% listed in Table 1 below

[- Note: Percentages less than 1 are affected by the weighting of the data and usually represent only one respondent.]

Table 1

N (number of interviews)	Home language	Local visitors	International visitors	SAMPLE TOTAL
2106	TOTAL NUMBER	1531	575	2106
	%	100.0%	100.0%	100%
	Unweighted base	1505	586	2091
1475	English	77.9%	49.0%	70.0%
259	Afrikaans	16.9%	0.2%	12.3%
32	African (any)	2.1%	0.1%	1.5%
181	German	1.2%	28.3%	8.6%
57	Dutch	1.0%	7.2%	2.7%
38	French	0.4%	5.6%	1.8%
16	Scandinavian (any)	0.039%	2.7%	0.8%
9	Spanish		1.6%	0.4%
8	Italian	0.1%	1.2%	0.4%
5	Chinese (any)	0.2%	0.4%	0.2%
3	Portuguese	0.1%	0.4%	0.2%
3	Japanese		0.6%	0.2%
3	Hebrew		0.5%	0.1%
3	Polish		0.5%	0.1%
2	Hindi	0.1%	0.1%	0.1%
1	Tamil	0.026%		0.02%
2	Arabic		0.3%	0.1%
1	Flemish		0.2%	0.1%
1	Czech		0.2%	0.05%
1	Malay		0.2%	0.1%
1	Welsh		0.1%	0.04%
1	Greek		0.1%	0.03%
1	Pilipino (<i>Philippines</i>)		0.1%	0.02%
1	Rumanian		0.1%	0.03%
1	Unspecified	0.1%		0.05%

Note:

- ◆ *The profile of visitors to Cape Town should be drawn from existing tourist statistics, (with which some of the CPNP Visitor Survey data can be compared for interest).*
- ◆ *In this survey, home language was of particular interest in relation to Park information and publicity, and was captured without reference to country of origin.*
- ◆ *Some languages with relatively few respondents were grouped (namely 'Scandinavian', 'Chinese', and 'African').*
- ◆ Tourist statistics fluctuate monthly, sometimes substantially. Recent tourist data indicate the following [approximate] percentages of overseas visitors to South Africa, by selected countries of origin, as follows:
- ◆ *[Note - averages of the percentages over the period December 1999 – April 2000 were roughly calculated here from **Statistics South Africa Statistical releases P0351, Tourism and Migration.***
- ◆ *Only about one quarter of these tourists arrive in South Africa directly via Cape Town International Airport.]*

- ⇒ On the whole, the percentages correspond broadly with the proportions indicated by language in the CPNP Visitor Survey, except the 'Asian' component, which is lower in the Park survey.
- ⇒ Eastern European countries (of which languages were noted in the CPNP visitor survey), are not specified in the Statistics South Africa releases.
- ⇒ Visitors to South Africa from mainland Africa, number roughly 3 times the number of visitors from overseas. Statistics South Africa specifies that the vast majority of visitors from mainland Africa (80-90%) are visiting on 'holiday' in South Africa. However, we should consider it likely that these high numbers of visitors (particularly from bordering countries traditionally with high numbers of migrant workers to South Africa), are people working (- or linked to people from neighbouring countries residing and working -) in South Africa.
- ⇒ Only about 5% of mainland African visitors enter at Cape Town International airport.
- ⇒ African language speakers made up a very low 1,5% (32 respondents) of the CPNP visitor survey sample.

Table 2

Tourism statistics: Visitors entering South Africa from selected areas	Average % based on Dec 1999 – April 2000 *
<i>Countries of origin</i>	<i>% visitors to RSA</i>
UK, USA and Australia (- English speaking countries, excluding Canada)	40%
Germany	14%
France	6%
The Netherlands	5%
Asia (- including Hong Kong, India, Japan, Malaysia, Philippines, Taiwan, South Korea, Singapore, Thailand, and 'Other' unspecified)	8%

* *Source: Average % based on data from **Statistics South Africa Statistical releases P0351, Tourism and Migration, Dec 1999 – April 2000.***

VISITOR PROFILE - demographics

Occupation

Question:

"What type of work do you do?"

[Show card: Occupation categories]

[Record] *Gender*

OCCUPATION

- Occupation categories were based on the categories described for the 1996 Census.

- ⇒ As expected, the highest proportion of visitors (41%) worked in professional, technical or managerial fields (Figure 1).
- ⇒ A significant one quarter of visitors were "unpaid"; the majority of these stated they were retired.
- ⇒ Another one quarter of visitors worked in the service professions.
- ⇒ Demographic differences of visitors by occupation categories correspond with those in the general population, such as the high proportion of women "unpaid" (- includes 'homemaker / housewife'), and a notably higher proportion of men in the professional / technical and managerial category.
- ⇒ Higher proportions of visitors who were organisation members [than non-members], were "unpaid" (- the majority retired), and worked in professional, technical or managerial fields.
- ⇒ Higher proportions of visitors in the service professions visited the picnic pay points, lived in Cape Flats area suburbs 10-20 km from Park boundaries, and were not members of organisations.

Figure 1

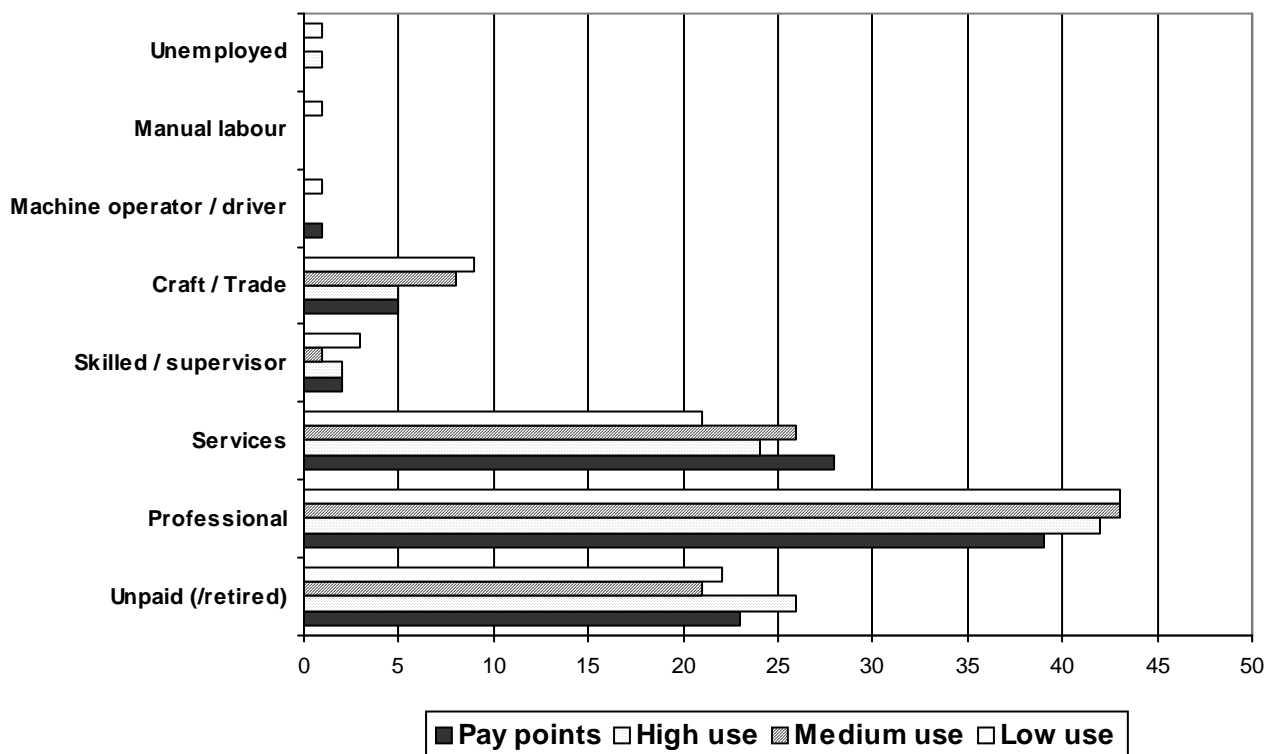


Table 1: Visitor occupation by place: site category

Occupation category	Pay points	High use	Medium use	Low use	SAMPLE TOTAL
<i>TOTAL NUMBER</i>	757	726	356	267	2106
Unpaid/not looking for work (- majority retired)	22.8%	25.6%	21.3%	21.9%	23.4%
Professional/technical & managerial	39.4%	41.7%	43.3%	43.3%	41.4%
Services	28.4%	24.3%	25.6%	21.2%	25.6%
Skilled - supervisory	1.9%	1.8%	0.7%	2.7%	1.8%
Craft & trades	5.0%	5.1%	7.6%	8.7%	5.9%
Machinery operator; driver	1.3%	0.3%	0.4%	0.6%	0.7%
Manual labour	0.2%	0.4%	0.5%	0.5%	0.3%
Unemployed - looking for work	0.7%	0.2%	0.8%	0.4%	0.5%

Table 2: Visitor occupation by pay point sites

Occupation category	Pay points: total	Cape of Good Hope	Boulders beach	Oudekraal, Soetwater, Miller's Point *
<i>TOTAL NUMBER</i>	757	441	215	101
Unpaid/not looking for work (- majority retired)	22.8%	23.1%	22.5%	22.1%
Professional/technical & managerial	39.4%	40.7%	46.8%	18.0%
Services	28.4%	27.1%	25.6%	39.9%
Skilled - supervisory	1.9%	2.6%	0.7%	1.7%
Craft & trades	5.0%	5.0%	2.3%	10.6%
Machinery operator; driver	1.3%	1.0%	1.0%	3.7%
Manual labour	0.2%		0.2%	1.4%
Unemployed - looking for work	0.7%	0.3%	0.8%	2.4%

* Silvermine closed due to fire

Table 3: Visitor occupation by demographic variables: Local / International; Income group (Cape Town suburbs only)

Occupation category	Total	Local	International	Suburb income category		
				Low	Medium	High
<i>TOTAL NUMBER</i>	2106	1531	575	141	563	582
Unpaid/not looking for work (- majority retired)	23.4%	23.0%	24.7%	22.2%	25.4%	22.5%
Professional/technical & managerial	41.4%	38.5%	48.9%	23.6%	35.1%	42.2%
Services	25.6%	27.2%	21.4%	30.0%	27.8%	26.8%
Skilled – supervisory	1.8%	1.8%	1.6%	1.9%	1.3%	2.2%
Craft & trades	5.9%	7.1%	2.9%	16.8%	7.3%	5.5%
Machinery operator; driver	0.7%	1.0%		1.9%	1.4%	0.2%
Manual labour	0.3%	0.4%		1.3%	0.2%	0.1%
Unemployed - looking for work	0.5%	0.7%		1.5%	1.0%	0.5%

Table 4: Visitor occupation by demographic variables: Distance of home suburb (Cape Town); Organisation membership; Gender

Occupation category	Distance from CPNP boundaries (Km.)			Organisation member		Men	Women
	<10	10-20	>20	Yes	no		
<i>TOTAL NUMBER</i>	976	236	75	176	1930	1415	691
Unpaid/not looking for work (- majority retired)	24.4%	19.6%	28.4%	31	22.7	18.4%	33.7%
Professional/technical & managerial	38.4%	31.7%	36.0%	47.2	40.8	45.0%	34.0%
Services	26.5%	34.0%	21.9%	16.2	26.5	24.9%	27.1%
Skilled – supervisory	2.1%	1.1%		1.4	1.8	2.0%	1.4%
Craft & trades	6.5%	10.6%	10.6%	4.2	6.1	7.3%	3.1%
Machinery operator; driver	0.7%	1.8%	1.7%	-	0.8	1.1%	
Manual labour	0.3%	0.5%		-	0.3	0.4%	
Unemployed - looking for work	0.9%	0.2%	1.4%	-	0.5	0.4%	0.7%

◆ *Occupation categories based on 1996 Census categories as follows:*

- 1 **Unpaid (- not looking for work):**
Activities not paid a salary, including Retired, Volunteer, Homemaker/'housewife', Student, etc.)
- The majority of CPNP visitors in this category were retired persons
- 2 **Professional, Technical and Managerial:**
Legislators, senior officials, corporate / general managers, managers or professionals in armed forces or in civil service, professionals and associate professionals in the sciences, engineering, arts, humanities, life sciences, health and teaching professions; (including religious professions)
- 3 **Services - Customer, Personal, Protective, Shop and Market Sales, Clerk, Administrative:**
Office clerks, receptionists, secretaries, customer service clerks, models, salespersons, service workers in armed forces or in civil service
- 4 **Skilled – Agricultural, Fisheries, Production Foremen, Supervisors:**
Market-oriented and subsistence agricultural and fishery workers; production foremen and supervisors
- 5 **Craft and Trades:**
Precision, Hand Craft, Printing, Metal, Machinery, Extraction and Building Trades
- 6 **Machinery operating and assembly, Stationary Plant operators, Mobile Plant operators, Drivers**
- 7 **Manual labour:**
Construction, mining, manufacture, transport, domestic, gardening, agriculture, fisheries
- 8 **Unemployed:** Looking for work
(Any type of work)

GENDER

- ⇒ The **visitor count** indicated that 12% more men than women visit the Park (this amounts to about 564 000 more visits by men per year).
- ⇒ Two thirds of respondents **interviewed** were men (67%) and one third women (33%), a common feature of personal interviews when approaching willing respondents on a time interval basis. (The main reasons for this include the tendency for men to act as respondents when couples or groups are approached for interviews; and the interviewer's gender and approach – in this case, most of the interviewers were men.)
- ⇒ The lack of variation in responses by gender, and the large sample size of women interviewed (700), meant that no weighting to adjust for the 1:2 gender ratio obtained during the survey interviews, was necessary in the analysis.
- ⇒ A comparison of responses by gender includes the following differences:

Gender by site category (excluding pay points):

Figure 2

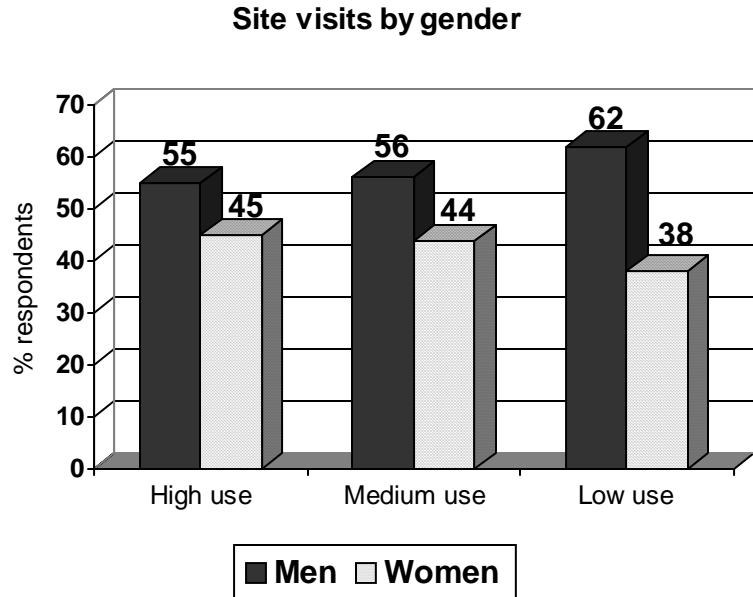


Table 5

Visitors	High use	Medium use	Low use	Total
Men	55 %	56 %	62 %	56 %
Women	45 %	44 %	38 %	44 %
Total	100%	100%	100%	100%

- ⇒ Higher proportions of women were interviewed at the high use pay points of Cape Point and Boulders beach.
- ⇒ The presence of more women at these sites than at others, resulting in more of them being interviewed there, corresponds with both the count data and interview comments by visitors. These data indicate that women more commonly visited sites that they considered to be relatively safe, and that had better visitor facilities or amenities in place.
- ⇒ At other high use sites, higher proportions of women than men were interviewed at Rhodes Memorial and Newlands Forest, while proportionately more men than women were interviewed at Tokai Forest, (- especially cyclists), Llandudno walk to Sandy Bay, Scarborough beach (- especially surfers), and Lion’s Head.
- ⇒ The largest gap in proportions was at low use sites, visited by a high 24% more men than women.
- ⇒ International tourists included higher proportions of women than men, while local visitors included higher proportions of men; correspondingly, women were more

likely to have visited other Park sites on the same day (- Kirstenbosch Gardens, Boulders beach and Table Mountain cableway), and more of them were first-time visitors.

- ⇒ There were gender differences in sources of awareness of the CPNP:
- ⇒ More women relied on 'word of mouth' from friends and family and the media in general, while men more often specified previous visits, newspapers and magazines as their sources of awareness of the Park.

Visitor ratings of services and facilities by gender:

- ◆ Detailed ratings by demographic variables are listed in Section Q15.7. The main differences include the following:
- ◆ Overall rating: Women rated their overall experience at average index 84,2, somewhat higher than did men at average index 82,5; this was also related to sites with better facilities and services.
- ◆ Cape Point restaurant was rated more highly by women (average index 84,1) than by men (average index 80,3).
- ◆ The largest gap in rating index between men and women was personal safety and security, which was rated lower by women (average index 79,7) than by men (average index 83), despite more women visiting what are regarded as relatively safe sites.
