

<b>VISITOR CENTER: Comment Classification Categories with Examples of Classified Comments</b>	
<b>Comment Category</b>	<b>Comments Appropriate For This Category</b>
<b>Visitor Center Maintenance (MA):</b> <span style="float: right;"><b>Part 1 of 3</b></span>	
<p style="text-align: center;"><b>Roads and Parking Areas</b></p> <p>All suggestions for improvement of roads and parking lots associated with the visitor center, including repairs.</p>	<ul style="list-style-type: none"> <li>• More parking</li> <li>• Very good job. Note on Parking for motor homes is poor.</li> </ul>
<p style="text-align: center;"><b>Buildings Used by Visitors</b></p> <p><b>Include:</b> Suggestions for new construction, repair, improvement, or modernization of the visitor center and related facilities that are available to the public.</p> <p><b>Exclude:</b> Comments or suggestions indicating the need for facility cleaning should be categorized as an Operations issue <b>Cleanliness and Conveniences</b></p>	<ul style="list-style-type: none"> <li>• Roof and fish window are leaking</li> <li>• Larger building facilities</li> <li>• Remodel the exhibit rooms (1)</li> <li>• Larger restrooms</li> </ul>
<p style="text-align: center;"><b>Exhibits and Displays</b></p> <p>Suggestions for new exhibits or displays, including films, or the repair, upgrade, or replacement of existing exhibits or displays. Also include all comments regarding directional signs associated with the Visitor Center and informational signs associated with exhibits and displays.</p>	<ul style="list-style-type: none"> <li>• More exhibits, different films</li> <li>• Interactive learning activities; better quality displays</li> <li>• More aquariums</li> <li>• Better quality dam film- it seems blurry</li> <li>• What is the difference between a trawler and a dragger? (2)</li> <li>• The explanations by video</li> <li>• Removal of “little known fact #5” from the RR bridge &amp; screen. Stupid &amp; an insult.</li> </ul>
<p style="text-align: center;"><b>Bookstore</b></p> <p>Request for the addition of a bookstore or re-opening of a bookstore that has been closed. Also suggestions for new bookstore items for an existing bookstore.</p>	<ul style="list-style-type: none"> <li>• Bring back bookstore; update nature exhibits, have more brochures (3)</li> <li>• Bookstore. You had the best books. (2)</li> <li>• Everything is great here but maybe put in a gift shop</li> <li>• More items for children in bookstore and more interactive exhibits for children. Odd smell- is that boat oil or fuel or paint. Kid of unpleasant (3)</li> <li>• I would like simpler kids books in the bookstore about the river and the dam</li> </ul>
<p style="text-align: center;"><b>Other Facility Maintenance</b></p> <p>Suggestions for the construction, maintenance, or repair of a facility that is not applicable under any of the above Facility Maintenance categories. Examples: outdoor viewing platforms at locks; walking trails; gardens.</p>	<ul style="list-style-type: none"> <li>• A lit up 24 hour 7 days a week American Flag</li> <li>• A better PA system for the outside. After 35 years of coming here, we still can't hear the announcements very well</li> <li>• More benches along canal walk trail</li> <li>• Better vending or sit-down area</li> <li>• It would be very nice to have a play area for small children</li> </ul>

- (1) Some comments may fit in more than one category. Once you decide how a particular suggestion will be categorized, similar suggestions should be placed in same category each time they are encountered.
- (2) Suggestions can be explicitly stated or implied. Classify implied suggestions as though they were explicit suggestions.
- 3) When more than one suggestion is provided on a comment card, classify the entire comment based on the suggestion you think is most important to address.

**VISITOR CENTER: Comment Classification Categories with Examples of Classified Comments**

Comment Category	Comments Appropriate For This Category
<b>Visitor Center Operations (OP)</b>	
<b>Part 2 of 3</b>	
<p align="center"><b>Visitor Center Cleanliness and Conveniences</b></p> <p>Complaints and suggestions regarding cleanliness or lack of conveniences in restrooms and other public areas of the Visitor Center.</p>	<ul style="list-style-type: none"> <li>• Cleaner restrooms, otherwise none.</li> <li>• Better toilet paper quality would keep restrooms more tidy.</li> <li>• Empty trash near the entrance.</li> </ul>
<p align="center"><b>Grounds Maintenance</b></p> <p>All comments regarding normal, recurring maintenance related to Visitor Center grounds- including ice and snow removal, lawn and shrubbery maintenance, and trash pickup.</p>	<ul style="list-style-type: none"> <li>• Weed flowers</li> <li>• Please take care of the grass in front of the visitor center. It used to be so nice.</li> <li>• Fallen branch across trail needs to be moved.</li> </ul>
<p align="center"><b>Visitor Service / Assistance</b></p> <p>Comments regarding hours of operation. Also suggestions for guided tours or interpretative programs. Any comment, complaint, or suggestion related to visitor center staff or staffing.</p>	<ul style="list-style-type: none"> <li>• Disappointed the powerhouse was closed (1)</li> <li>• Open year round or at least more fall &amp; spring events and tours.</li> <li>• More staff to show and tell about the center</li> <li>• More tours into the generators and turbines</li> <li>• I would like to see better customer service.....rude.....</li> </ul>
<p align="center"><b>Informational Maps and Brochures</b></p> <p>Requests to replenish out-of-stock maps and brochures. Also requests for new materials and information formats.</p>	<ul style="list-style-type: none"> <li>• Information on local sites to see..local history</li> <li>• More information about fishing locations</li> <li>• More detail of Corps land hunting opportunities.</li> <li>• Computers to use for informational purposes</li> </ul>
<p align="center"><b>Other Operational Services</b></p> <p>Suggestions affecting Visitor Center operations that are not applicable under any of the above Facility Operations categories.</p>	<ul style="list-style-type: none"> <li>• Clean the spider webs off the web cam.</li> <li>• Need to be better publicized. I live in Plymouth and was unaware that this excellent visitor center was here.</li> <li>• A change machine</li> <li>• Improve taste of water from drinking fountain</li> <li>• Free coffee or water!</li> <li>• Hot dogs!</li> </ul>
<b>Other (OTR)</b>	
<b>Part 3 of 3</b>	
<p align="center"><b>Miscellaneous Comments</b></p> <p>Comments that do not fit in any of the improvement categories above. Comments application contain no visitor suggestions</p>	<ul style="list-style-type: none"> <li>• Jehr schoene und umfangreiche Ausstellung (Roughly translated: It's a very nice and informative presentation)</li> <li>• Granddaughter, 3, was able to see exhibits and enjoy them. Was wonderful.</li> <li>• Host at time of visit was most charming and very helpful.</li> <li>• This is the best kept secret on Cape Cod!! Thanks!</li> </ul>
<p align="center"><b>No Comment or Suggestion Offered</b></p> <p>Select this item if the comment field was left blank or if the comment merely states the respondent had not comment.</p>	<ul style="list-style-type: none"> <li>• “ blank “</li> <li>• Nothing</li> <li>• None</li> <li>• Can't think of anything right now</li> </ul>
<p align="center"><b>Inappropriate Or Offensive Comment</b></p> <p>Comments that are offensive or otherwise inappropriate should not be entered into the database. Instead, omit the comment and note that you did so by classifying the comment in this category.</p>	<p align="center"><i>You will know them when you see them</i></p>