



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project



Katmai National Park and Preserve Visitor Study

Summer 2006



University of Idaho
Park Studies Unit
Visitor Services Project
Report 182



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Margaret Littlejohn is National Park Service Visitor Services Project (VSP) Director and Dr. Steven Hollenhorst is the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho. We thank David Vollmer for his technical assistance, Pixie Siebe, Bret Meldrum, and the staff of Katmai National Park and Preserve for their assistance in conducting this study.

Visitor Services Project
Katmai National Park and Preserve
Report Summary

- This report describes the results of a visitor study at Katmai National Park and Preserve (NP & Preserve) during June 16-28, July 11-20, and August 6-23, 2006. A total of 682 questionnaires were distributed to visitor groups. Of those, 507 questionnaires were returned, resulting in a 74.3% response rate.
- This report profiles a systematic random sample of Katmai NP & Preserve visitor groups. Most results are presented in graphs and frequency tables. Summaries of visitor comments are included in the report and complete comments are included in the Visitor Comments Appendix.
- Forty-four percent of visitor groups were in groups of two, 25% were in groups of three or four, and 23% were groups of five or more. Forty-two percent were groups of friends; 27% were with family. Twenty-one percent were part of a commercial guided tour group. Fifty-one percent of visitors were ages 46-65 years and 5% were ages 15 years or younger. Fifty-seven percent of visitors were male; 43% were female.
- United States visitors were from California (16%), Alaska (12%), Colorado (6%), and 44 other states. International visitors, comprising 11% of the total visitation, were from Germany (26%), United Kingdom (12%), and 14 other countries. Most visitors (84%) were visiting for the first time in their lifetime.
- Prior to this visit, visitor groups most often obtained information about Katmai NP & Preserve through travel guides/tour books (44%), friends/relatives/word of mouth (41%), and the park website (30%). Thirteen percent of visitor groups did not obtain any information about the park before their visit.
- Of the visitor groups that spent less than 24 hours at the park, 64% of visitor groups spent five or more hours. Of the visitor groups that spent 24 hours or more at the park, 53% of visitor groups spent two or three days and 25% spent six or more days.
- For 84% of visitor groups, their primary reason for visiting the Katmai NP & Preserve/Alaska Peninsula area was to participate in bear watching. The most common sites visited in the park were Brooks Camp (61%), Geographic Harbor/Amalik Bay (21%), and King Salmon Interagency Visitor Center (18%). The most common activities in the park were viewing bears at Brooks Camp (97%) and elsewhere in the park (75%).
- Regarding use, importance, and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The most used services/facilities by visitor groups included the restrooms (68%), park brochure/map (63%), and assistance from NPS staff (62%). The services/facilities that received the highest combined proportions of “extremely important” and “very important” ratings included restrooms (89%, N=268), assistance from NPS staff (76%, N=246) and orientation video program (75%, N=201). The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings included assistance from NPS staff (87%, N=239), orientation video program (87%, N=199), and assistance from concession/guide staff (83%, N=115).
- The average of total expenditures in and outside the park (Alaska) per visitor group was \$7,480. The median visitor group expenditure (50% of groups spent more, 50% spent less) was \$5,200. The average per capita expenditure was \$3,068.
- Most visitor groups (93%) rated the overall quality of facilities, services, and recreational opportunities at Katmai NP & Preserve as “very good” or “good.” Less than 2% of visitor groups rated the overall quality as “very poor” or “poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at

the University of Idaho at (208) 885-7863 or the following website <http://www.psu.uidaho.edu>

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INTRODUCTION

This report describes the results of a visitor study at Katmai National Park and Preserve (Katmai NP & Preserve) during three time periods in 2006: June 16-28, July 11-20, and August 6-23, by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Park Studies Unit (PSU) at the University of Idaho.

Organization of the report

The report is organized into three sections.

Section 1: **Methods**. This section discusses the procedures, limitations, and special conditions that may affect the results of the study.

Section 2: **Results**. This section provides summary information for each question in the questionnaire and includes a summary of visitor comments. The presentation of the results of this study does not follow the same order of questions in the questionnaire.

Section 3: **Appendices**

Appendix 1: The *Questionnaire* contains a copy of the original questionnaire distributed to groups.

Appendix 2: *Additional Analysis* contains a list of options for cross-references and cross comparisons.

These comparisons can be analyzed within park or between parks. Results of additional analyses are not included in this report as they may only be requested after the results of this study have been published.

Appendix 3: *Decision rules for checking non-response bias*

Appendix 4: *Visitor Services Project Publications* contains a complete list of publications by the PSU.

Copies of these reports can be obtained by visiting the website:

<http://www.psu.uidaho.edu/vsp/reports.htm> or contacting the PSU office at (208) 885-7863.

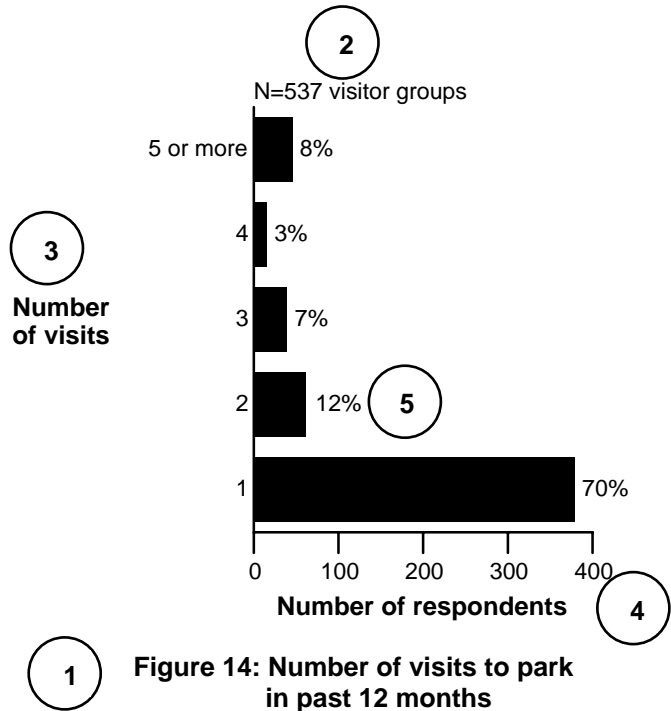
Visitor Comments Appendix: A separate appendix contains visitor responses to open-ended questions. It is bound separately from this report due to its size.

Presentation of the results

Results are represented in the form of graphs (see example below), scatter plots, pie charts, tables, or text.

SAMPLE ONLY

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.
- * appears when total percentages do not equal 100 due to rounding.
- ** appears when total percentages do not equal 100 because visitors could select more than one answer choice.
- 3: Vertical information describes the response categories.
- 4: Horizontal information shows the number or proportions of responses in each category.
- 5: In most graphs, percentages provide additional information.



METHODS

Survey Design

Sample size and sampling plan

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2000). Based on this methodology, the sample size was calculated based on park visitation statistics of previous years.

Brief interviews were conducted with visitor groups, and 682 questionnaires were distributed to a systematic random sample of visitor groups that arrived at Katmai NP & Preserve during three time periods in the summer of 2006 (see Table 1). These locations were selected base on park visitation statistics and advice from park staff. During the June and August dates, park staff distributed the questionnaires.

Table 1: Questionnaire distribution locations

N=number of questionnaires distributed

Sampling site	N	Percent
June 16-28, 2006:		
Halo Bay	77	11
July 11-20, 2006:		
Brooks Camp	437	64
Lake Camp parking lot/boat launch	21	3
Air taxi operators	22	3
August 6-23, 2006:		
Geographic Harbor	126	19
Total	682	100

Questionnaire design

The Katmai NP & Preserve questionnaire was developed at a workshop held with park staff to design and prioritize the questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Katmai NP & Preserve. Many questions asked visitors to choose answers from a list of responses, often with an open-ended option, while others were completely open-ended.

No pilot study was conducted to test the Katmai NP & Preserve questionnaire. However, all questions followed OMB guidelines and/or were used in previous surveys. Thus, the clarity and consistency of the survey instrument have been tested and supported.

Survey procedure

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If the group agreed, they were asked which member (at least 16 years of age) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, and the age of the member completing the questionnaire. These individuals were asked for their names, addresses, and telephone numbers in order to mail them a reminder/thank you postcard and follow-ups. Visitor groups were given a questionnaire, asked to complete it after their visit, and then return it by mail. The questionnaires were pre-addressed and affixed with a U.S. first class postage stamp.

Two weeks following the survey, a reminder/thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to visitors who had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using custom and standard statistical software applications—Statistical Package for the Social Sciences (SPSS), and a custom designed FileMaker Pro application. Descriptive statistics and cross-tabulations were calculated for the coded data and responses to open-ended questions were categorized and summarized.

Limitations

Like all surveys, this study has limitations that should be considered when interpreting the results.

1. This was a self-administered survey. Respondents completed the questionnaire after the visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns to the selected sites during the study periods of June 16-28, July 11-20, and August 6-23, 2006. The results present a 'snapshot-in-time' and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "CAUTION!" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

Special Conditions

Weather was a factor during all of the survey periods. Since access to the park is mainly by airplane, winds and fog prevented planes from flying on a number of days during the survey periods in June and August, 2006. During the July survey period, on July 11, the afternoons of July 17, July 18, and July 19, planes were landing on Brooks Lake instead of Naknek Lake due to high winds, requiring interviewers to move also.

Visitors who fished may be under-represented in this report due to the small number of fishermen contacted during the survey period.

Checking Non-response Bias

At Katmai NP & Preserve, 709 visitor groups were contacted and 682 of these groups (96.2%) accepted the questionnaire. Questionnaires were completed and returned by 507 visitor groups, resulting in a 74.3% response rate for this study.

The three variables used to check non-response bias were the participant's age, group size, and group type. The strategy was to compare and detect any differences between respondents and non-respondents based on these three variables. Information about respondents was from the answers in the returned questionnaires. Information about non-respondents was from the initial two-minute face-to-face interview at the park when visitors received their questionnaires.

Appendix 3 presents details of the non-response bias checking procedure. There may be a potential non-response bias in the results of this study. However, the bias may be caused by self-reporting error rather than the actual difference between respondents and non-respondents. Visitors sometimes responded to these three questions differently in their questionnaire than they did during the face-to-face interview.

RESULTS

Demographics

Visitor group size

Question 18

On this visit, how many people were in your personal group, including yourself?

Results

- 44% were in groups of two (see Figure 1).
- 25% were in groups of three or four.
- 23% of visitors were in groups of five or more.

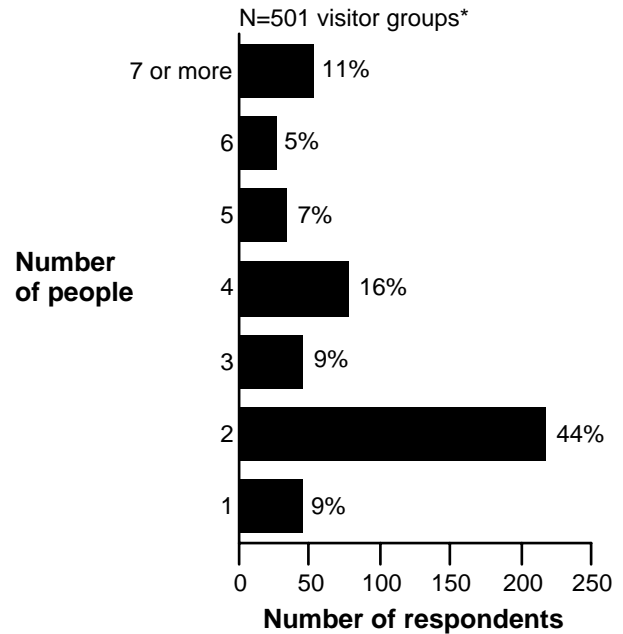


Figure 1: Visitor group size

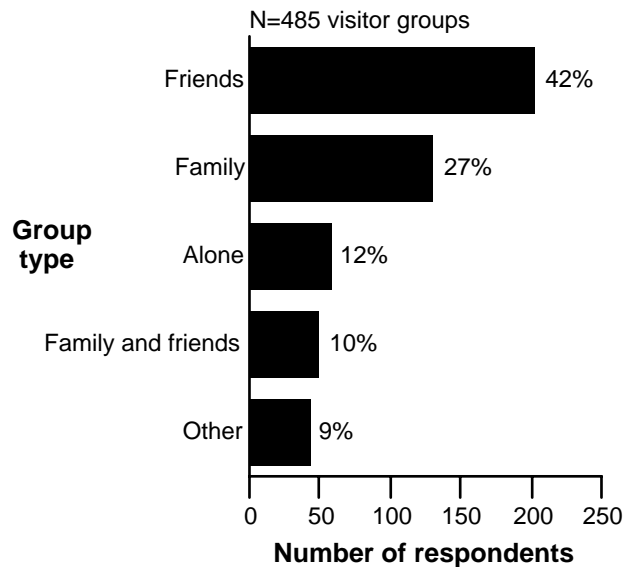
Visitor group type

Question 17

On this visit, what kind of personal group (not guided tour/school group) were you with?

Results

- 42% of visitor groups were traveling with friends (see Figure 2).
- 27% were with family.
- 12% were alone.
- “Other” groups (9%) included:
 - Bear watching tour
 - Photography Club
 - Business associates
 - Fishing lodge
 - Charter air tour



*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

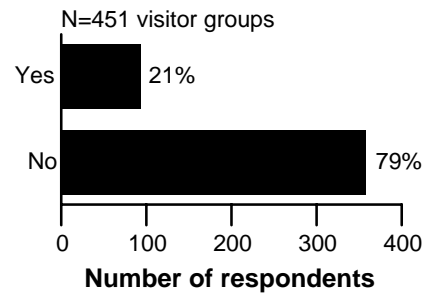
Figure 2: Visitor group type

Visitors with organized groups

Question 16a

On this visit, were you and your personal group with a commercial guided tour group? Do not include Valley of 10,000 Smokes, fishing or bear viewing tours.

With commercial guided tour group?



Results

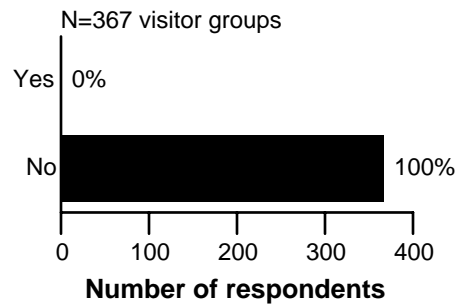
- 21% of visitor groups were traveling with a guided tour group (see Figure 3).

Figure 3: Visitors traveling with a commercial guided tour group

Question 16b

On this visit, were you and your personal group with a school/ educational group?

With school/ educational group?



Results

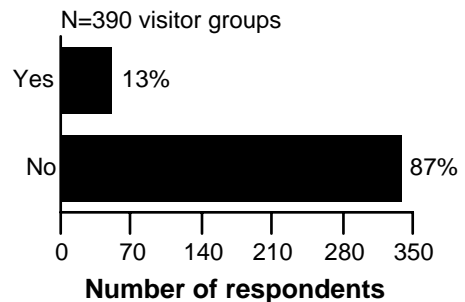
- As shown in Figure 4, no visitor groups were traveling with a school/educational group.

Figure 4: Visitors traveling with a school/ educational group

Question 16c

On this visit, were you and your personal group with an other organized group?

With other organized group?



Results

- 13% of visitor groups were traveling with other organized groups (see Figure 5).

Figure 5: Visitors traveling with other organized groups

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

United States visitors by state of residence

Question 19c

What is your state of residence?

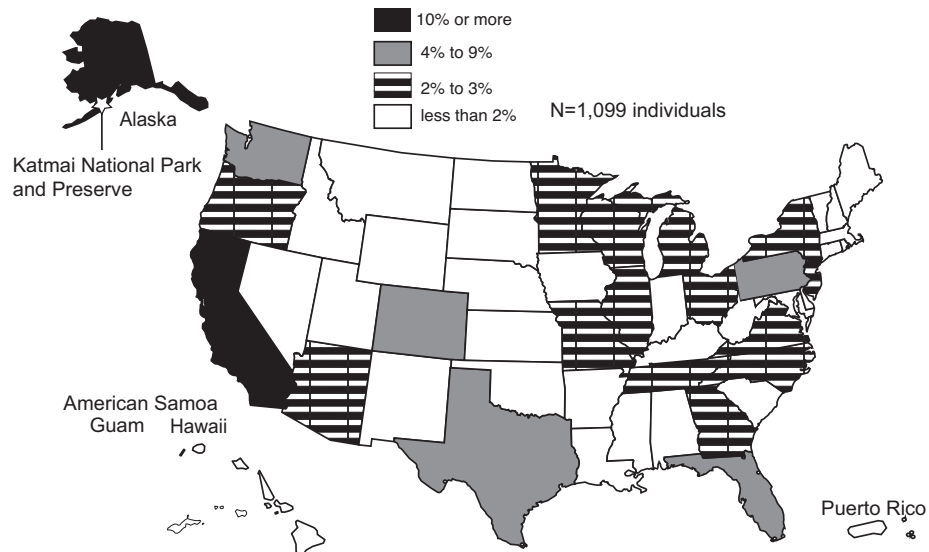
Table 2: United States visitors by state of residence*

Note: Response was limited to seven members from each visitor group.

Results

- U.S. visitors comprised 89% of survey respondents.
- 16% of visitors came from California (see Table 2 and Map 1).
- 12% came from Alaska.
- 6% came from Colorado.
- Smaller proportions came from 44 other states.

State	Number of visitors	Percent of U.S. visitors N=1,099 individuals	Percent of total visitors N=1,238 individuals
California	175	16	14
Alaska	136	12	11
Colorado	69	6	6
Florida	59	5	5
Washington	56	5	5
Texas	51	5	4
Pennsylvania	42	4	3
Minnesota	33	3	3
New Jersey	33	3	3
New York	33	3	3
Arizona	29	3	2
Wisconsin	29	3	2
Illinois	27	3	2
Michigan	26	2	2
Georgia	22	2	2
Virginia	20	2	2
Missouri	19	2	2
Oregon	19	2	2
Ohio	17	2	1
Tennessee	17	2	1
North Carolina	16	2	1
26 other states	171	16	14



Map 1: Proportions of United States visitors by state of residence

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

International visitors by country of residence

Question 19c

What is your country of residence?

Table 3: International visitors by country of residence *

Note: Response was limited to seven members from each visitor group.

	Country	Number of visitors	Percent of international visitors N=139 individuals	Percent of total visitors N=1,238 individuals
<p>Results</p> <ul style="list-style-type: none"> International visitors comprised 11% of survey respondents. 26% of visitors came from Germany (see Table 3). 12% came from the United Kingdom. Smaller proportions came from 14 other countries. 	Germany	36	26	3
	United Kingdom	17	12	1
	Netherlands	15	11	1
	Switzerland	15	11	1
	Australia	14	10	1
	Canada	10	7	1
	Denmark	5	4	<1
	Japan	5	4	<1
	New Zealand	5	4	<1
	France	4	3	<1
	Taiwan	4	3	<1
	Austria	2	1	<1
	Israel	2	1	<1
	Italy	2	1	<1
	Singapore	2	1	<1
South Africa	1	1	<1	

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of visits to park in past 12 months

Question 19d

How many times have you visited the park during the past 12 months?

Note: Response was limited to seven members from each visitor group.

Results

- 94% of visitors were visiting for the first time in the past 12 months (see Figure 6).
- 6% visited two or more times.

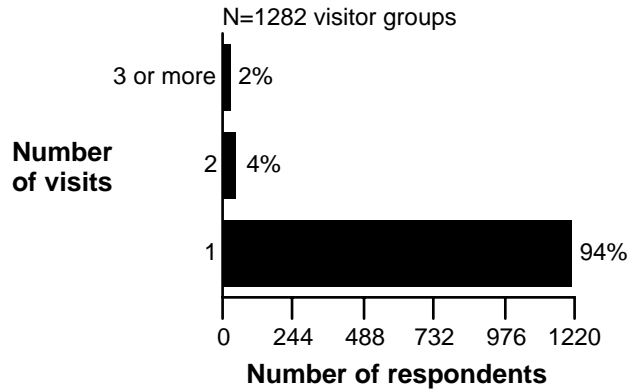


Figure 6: Number of visits to park during past 12 months

Number of visits to park in lifetime

Question 19e

How many times have you visited the park in your lifetime?

Note: Response was limited to seven members from each visitor group.

Results

- 84% of visitors were visiting the park for the first time (see Figure 7).
- 11% visited two or three times.
- 5% visited four or more times.

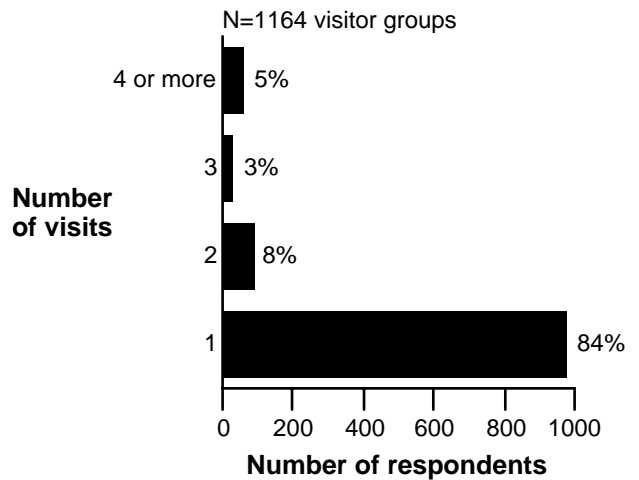


Figure 7: Number of visits to park in lifetime

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor age

Question 19b

For you and your personal group on this visit, please indicate the age of each member.

Note: Response was limited to seven members from each visitor group.

Results

- Visitor ages ranged from 1 to 89 years old.
- 60% of visitors were in the 41-65 years age group (see Figure 8).
- 9% were 66 years or older.
- 5% were 15 years or younger.

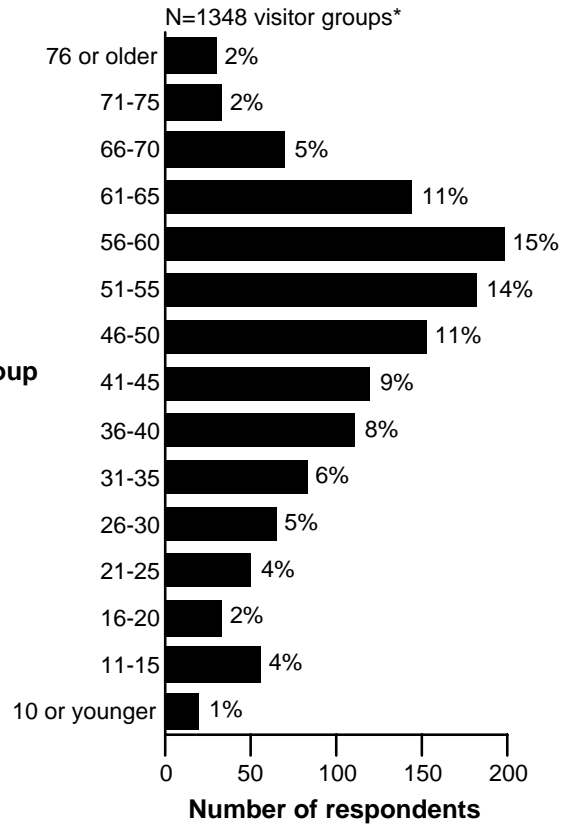


Figure 8: Visitor age

Visitor gender

Question 19a

For you and your personal group on this visit, please indicate the gender of each member.

Note: Response was limited to seven members from each visitor group.

Results

- 57% of visitors were male (see Figure 9).
- 43% were female.

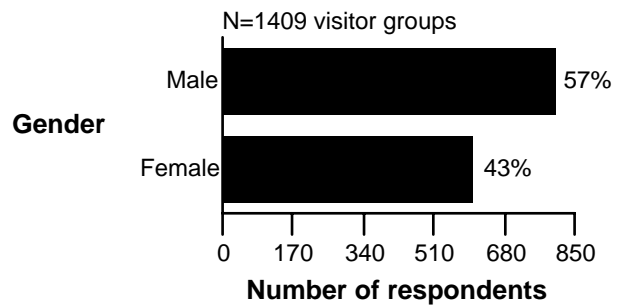


Figure 9: Visitor gender

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor highest level of education

Question 20

For you and each of the members (aged 16 and over) in your personal group on this visit, please indicate the highest level of education completed.

Note: Response was limited to seven members from each visitor group.

Results

- 38% of visitors had Bachelor's degrees (see Figure 10).
- 20% had some college.
- 19% had Master's degrees.

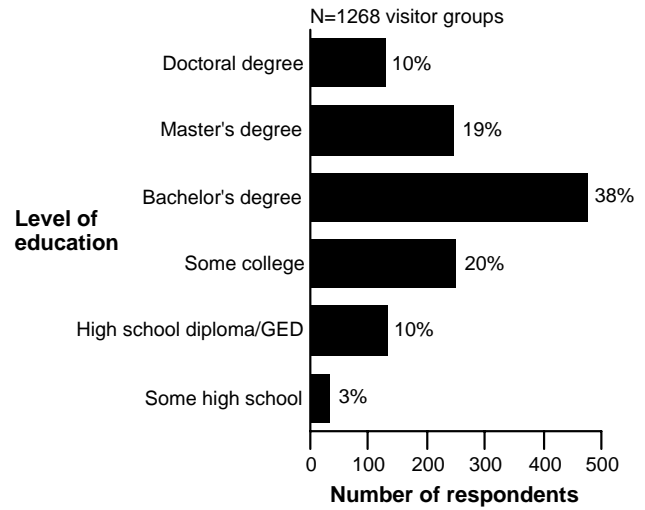


Figure 10: Highest level of education

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor household income levels

Question 21a
Which category best represents your annual household income?

Results

- As shown in Figure 11, the most common household incomes were:

30% \$120,001 or more
20% \$60,001 - \$90,000

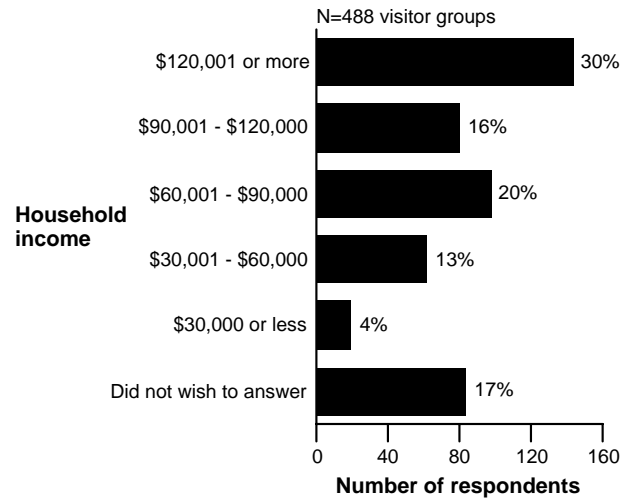


Figure 11: Household income level

Question 21b
What is the number of people in your household?

Results

- 58% of visitors had two people in their household (see Figure 12).
- 27% had three people or more.

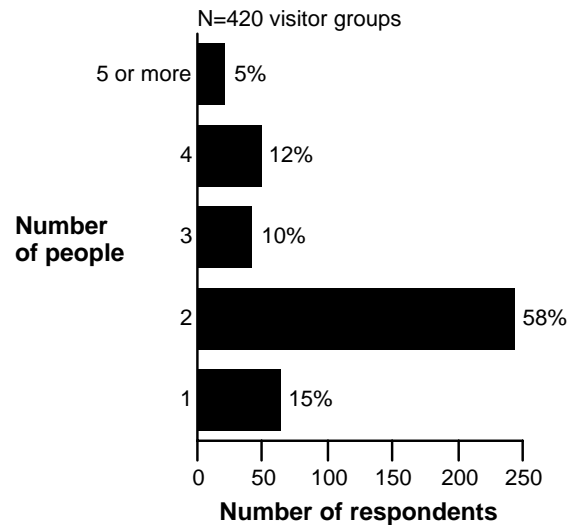


Figure 12: Number of people in household

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Trip/Visit Characteristics and Preferences

Awareness of visiting park under NPS management

Question 2a

Prior to this visit, were you and your group aware that you would be visiting Katmai NP & Preserve, an area managed by the National Park Service (NPS)?

Results

- 75% of visitor groups were aware that they were visiting a park managed by the NPS, prior to visiting (see Figure 13).
- 22% were not aware of visiting a park under NPS management.

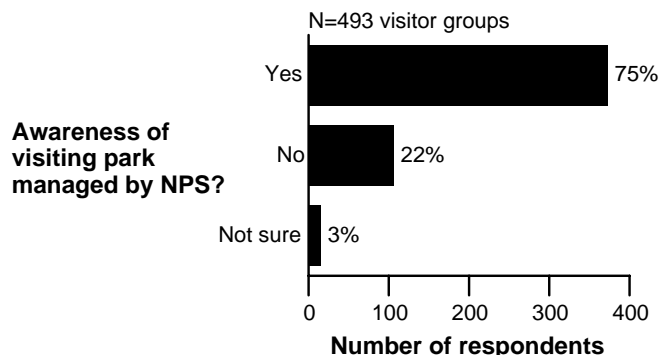


Figure 13: Visitor awareness of visiting a park managed by NPS, prior to visit

Familiarity with park rules and regulations

Question 2b

Prior to this visit, were you and your group familiar with Katmai NP & Preserve rules and regulations?

Results

- 60% of visitor groups were not familiar with park rules and regulations, prior to visiting (see Figure 14).
- 40% were familiar with park rules and regulations.

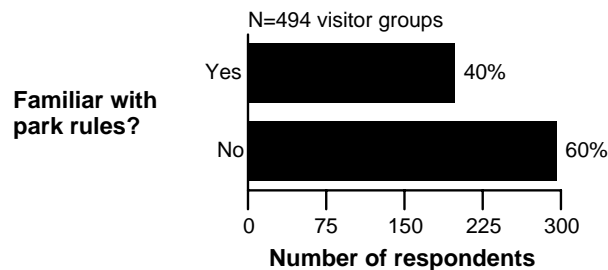


Figure 14: Visitor familiarity with Katmai NP & Preserve rules and regulations prior to visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Take tour with independent guide (not park ranger)

Question 2c

On this visit, did you and your group take a tour with an independent guide (not a park ranger)?

Results

- 44% of visitor groups took a tour with an independent guide (see Figure 15).
- 56% did not take an independent guided tour.

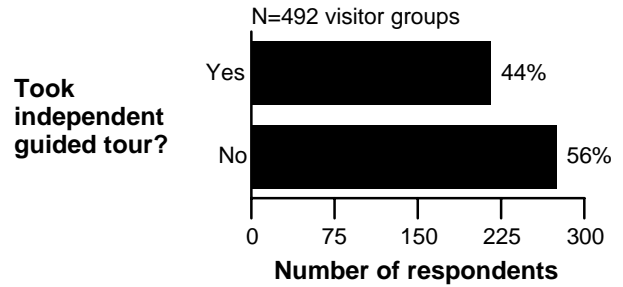


Figure 15: Visitor groups taking independent guided tour

Question 2d

If YES, did your guide explain the park rules and regulations to you and your group?

Results

- 91% of visitor groups said their guide explained park rules and regulations (see Figure 16).
- 9% said their guide did not explain park rules and regulations.

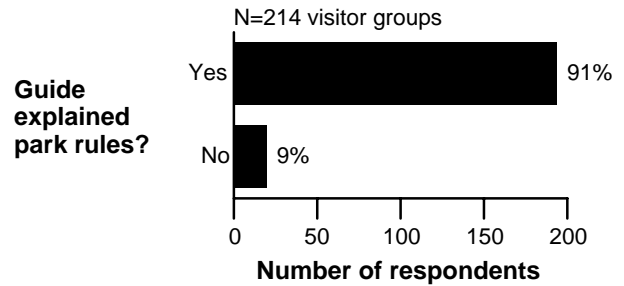


Figure 16: Guide explanation of park rules and regulations

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Information sources prior to visit

Question 1a

Prior to your visit, how did you and your group get information about Katmai NP & Preserve?

Results

- 13% of visitor groups did not obtain any information about the park prior to their visit (see Figure 17).

- As shown in Figure 18, of those who obtained information (87%), the most common sources of information included:

- 44% Travel guides/tour books
- 41% Friends/relatives/word of mouth
- 30% Park website
- 29% Other websites

- “Other” sources of information (13%) included:

- Bear viewing package
- Air tour package
- Photo tour by boat
- Travel agent
- Lodge package
- Fishing guide
- Book
- Brochure

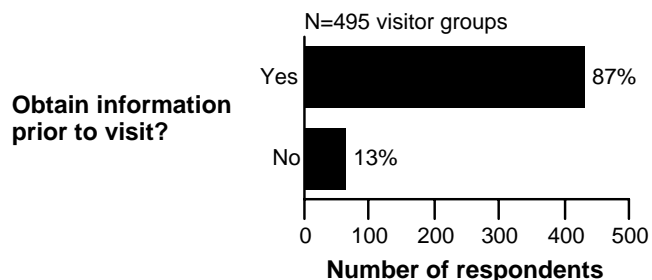


Figure 17: Visitors who obtained information about park prior to this visit

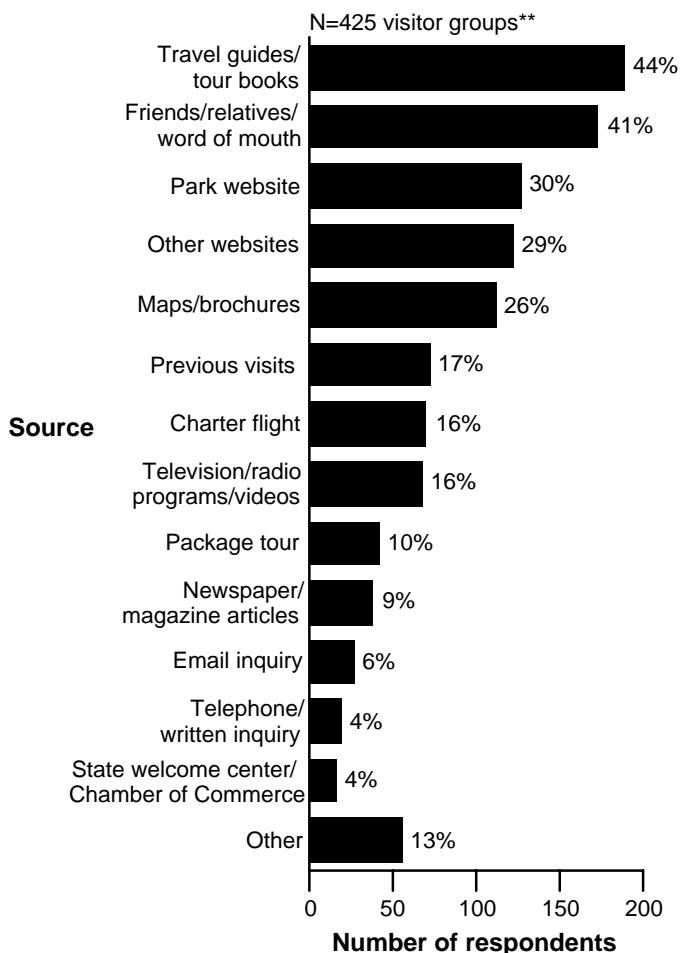


Figure 18: Sources of information used by visitor groups prior to this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 1c

From the sources you used prior to this visit, did you and your group receive the type of information about the park that you needed?

Results

- 89% of visitor groups obtained the information they needed about Katmai NP & Preserve (see Figure 19).

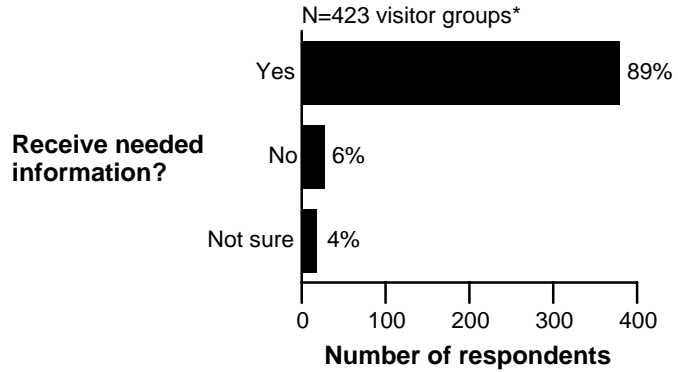


Figure 19: Visitor groups who obtained needed information about Katmai NP & Preserve

Question 1d

If NO, what type of information did you and your group need that was not available?

Results

- Additional information that visitor groups (N=39) needed but was not available through these sources included:

- Park, other than bear viewing
- Camping information
- Amenities
- Map
- Lodging prices
- Souvenirs
- That campers can bring food to park
- The rest of the park besides Brooks Camp
- More information about everything
- Flying own plane to park
- Unaware we would walk alone
- Valley of 10,000 Smokes
- Length of hike
- Handling of baggage
- Food availability
- Canoeing to Brooks Camp

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sources of information to use in planning a future visit

Question 1b

Prior to a future visit, how would you and your group prefer to obtain information about Katmai NP & Preserve?

Results

- As shown in Figure 20, the most preferred sources of information to use in planning a future visit included:

- 66% Park website
- 39% Travel guides/tour books
- 33% Maps/brochures
- 32% Previous visits

- “Other” sources of information (3%) included:

- Emerald Air
- Katmai Lodge
- Bristol Bay Borough
- Local Chamber of Commerce

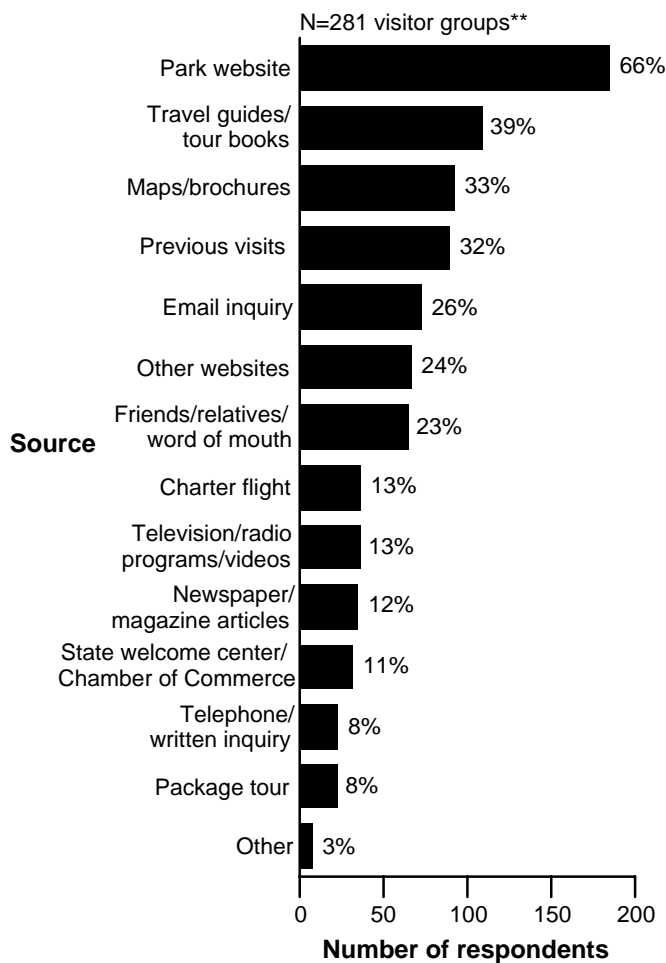


Figure 20: Preferred sources of information to use in planning a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Primary reason for visiting Katmai NP & Preserve area

Question 4

On this trip, what was the primary reason that you and your group visited the Katmai NP & Preserve/Alaska Peninsula area (the area shown on the map on page 7 of the questionnaire)?

Results

- 1% of visitor groups were residents of the local area (see Figure 21).
- Bear watching (84%) was the primary reason that brought most visitor groups to the Katmai NP & Preserve/Alaska Peninsula area (see Figure 22).
- “Other” primary reasons (2%) for visiting included:
 - Photography
 - Seeing Geographic Harbor
 - Sleep over on boat
 - Bear photography
 - Visit Valley of 10,000 Smokes Camp
 - Birdwatching
 - Part of cruise

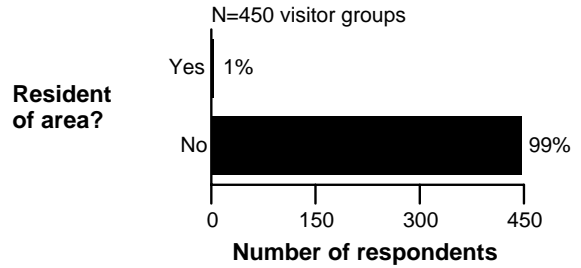


Figure 21: Resident of Katmai NP & Preserve/Alaska Peninsula area

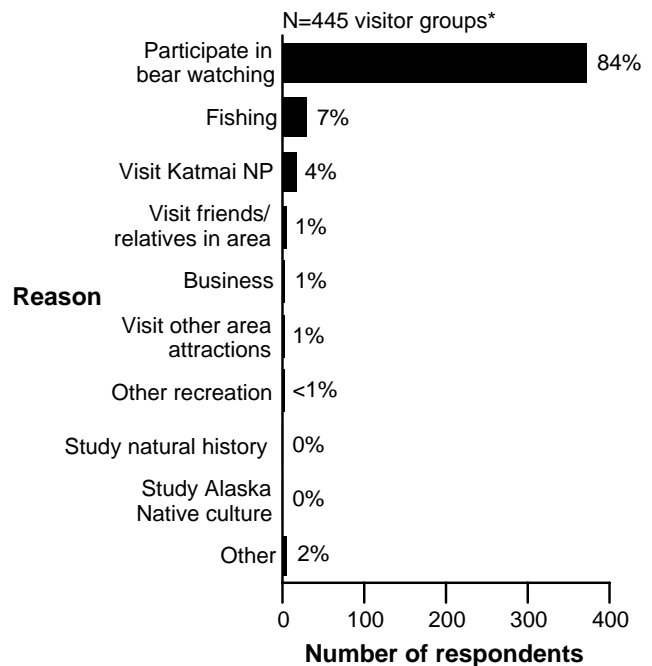


Figure 22: Primary reason for visiting Katmai NP & Preserve/Alaska Peninsula area

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Park visit as part of travel plans

Question 3

How did this visit to Katmai NP & Preserve fit into your travel plans?

Results

- For 62% of visitor groups, the park was one of several destinations (see Figure 23).
- 23% of groups said the park was their primary destination.

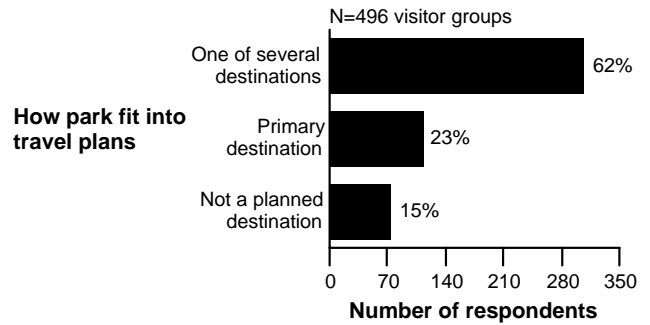


Figure 23: Park visit as part of travel plans

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Forms of transportation used

Question 5a

If your group has a member who is not a resident of Alaska, what form of transportation did that person use to first arrive in Alaska on this trip? (open-ended)

Results

- Most visitor groups (88%) first arrived in Alaska (non-residents) by airline, as shown in Figure 24:
- The “other” form of transportation (<1%) included a ship.

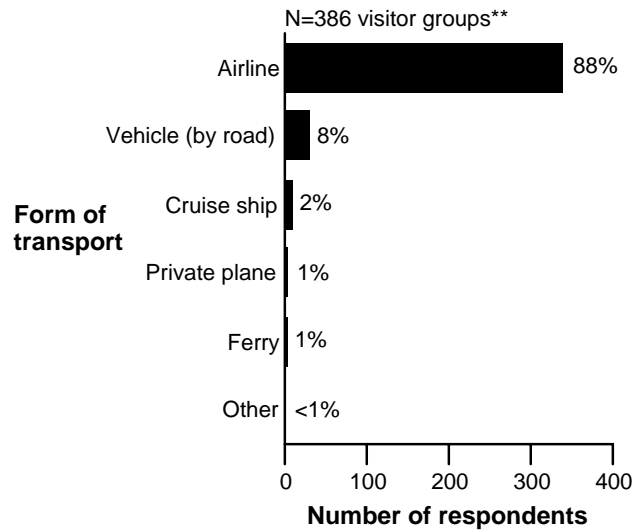


Figure 24: Forms of transportation used to first arrive in Alaska (non-residents)

Question 5b

On this trip, what forms of transportation did you and your group use to arrive at Katmai NP & Preserve?

Results

- The most common forms of transportation used to arrive at the park (see Figure 25) included:
 - 56% Commercial charter airplane
 - 40% Commercial airplane
 - 10% Personal airplane
- “Other” forms of transportation (6%) included:

- Float plane
- Guide’s boat
- Corporate jet
- Lodge float plane
- Car/truck

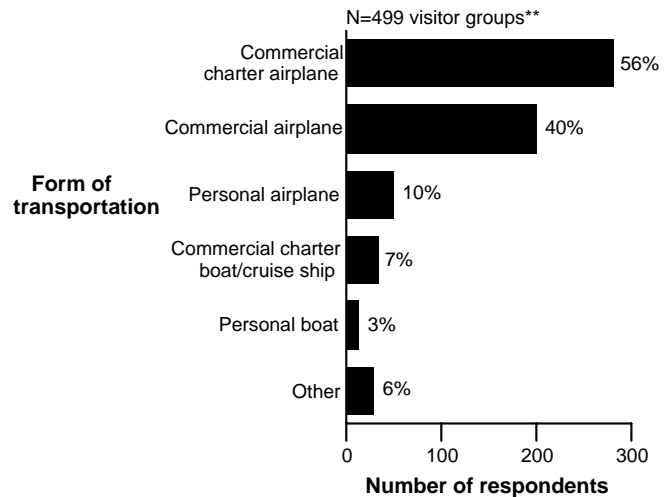


Figure 25: Forms of transportation used to arrive at the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sites visited in the Katmai NP & Preserve area

Question 7

For this visit, please check all of the sites that you and your group visited in Katmai NP & Preserve.

Results

- As shown in Figure 26, the most visited sites included:
 - 61% Brooks Camp
 - 21% Geographic Harbor/ Amalik Bay
 - 18% King Salmon Interagency Visitor Center

- “Other” sites (7%) included:
 - Douglas Glacier
 - Below Hallo Bay
 - Swishak
 - Naknek River
 - Novarupta
 - Dumpling Mt.
 - Savonovsky Loop
 - Kulik Lodge
 - Contact Creek

NOTE: Several groups mentioned that they could not remember the names of the sites they visited.

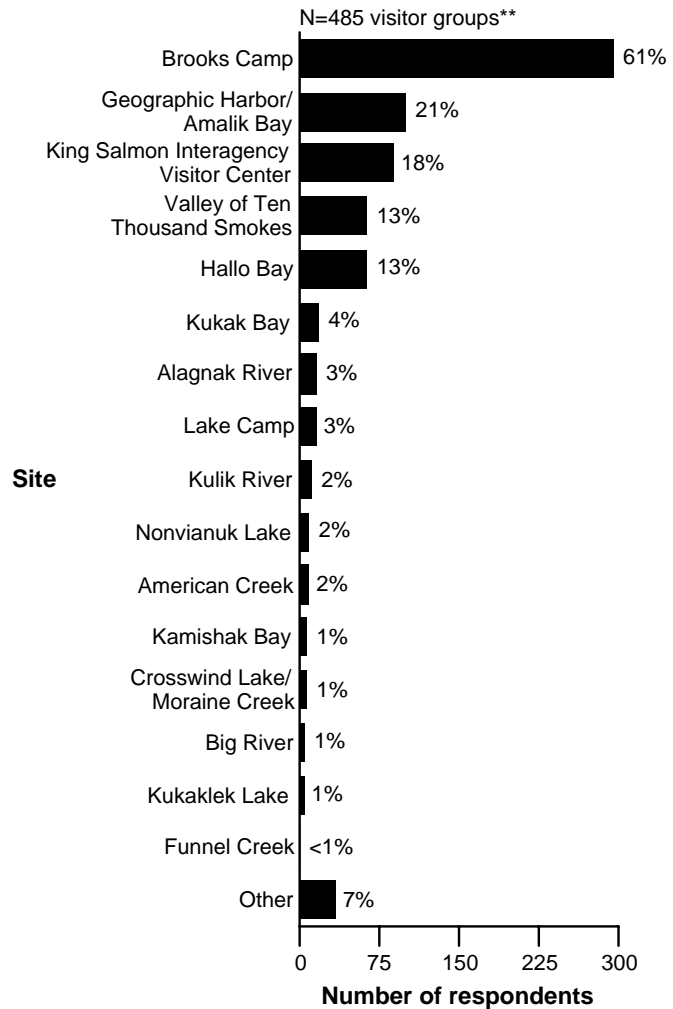


Figure 26: Sites visited in the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight accommodations

Question 6a

On this trip, did you and your group stay overnight away from home in Katmai NP & Preserve, the surrounding area shown on the map on page 7 (of the questionnaire), or in Alaska?

Results

- 46% of visitor groups stayed overnight away from home in the park, the area, or in Alaska (see Figure 27).

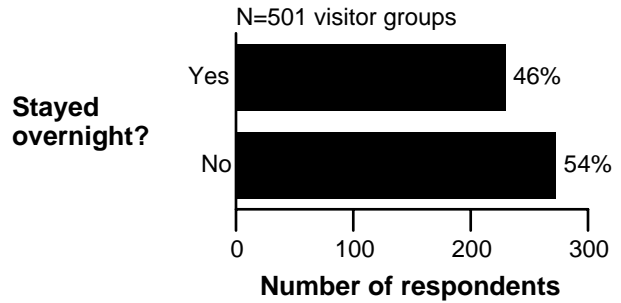


Figure 27: Overnight stay away from home in Katmai NP & Preserve, the surrounding area or in Alaska

Question 6b

Please list the number of nights you and your group stayed in Katmai NP & Preserve.

Results

- 62% spent from one to three nights (see Figure 28).
- 24% of visitor groups spent six or more nights in the park area.

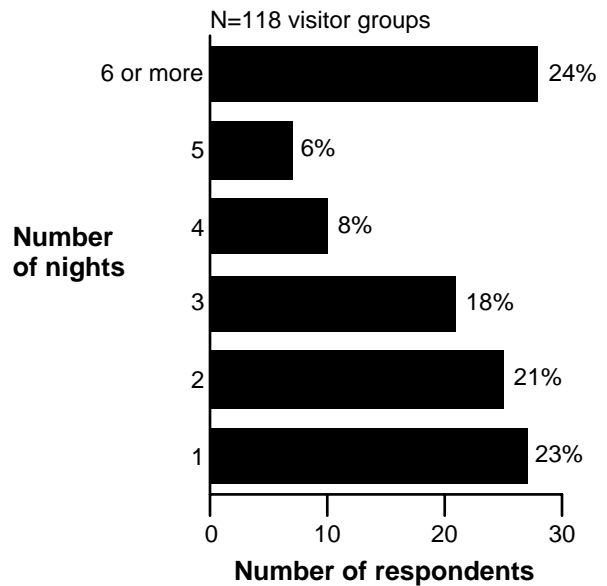


Figure 28: Number of nights inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 6b

Please list the number of nights you and your group stayed in the Katmai NP & Preserve area shown on the map on page 7 (of the questionnaire).

Results

- 40% spent one or two nights in the area (see Figure 29).
- 33% of visitor groups spent six or more nights.

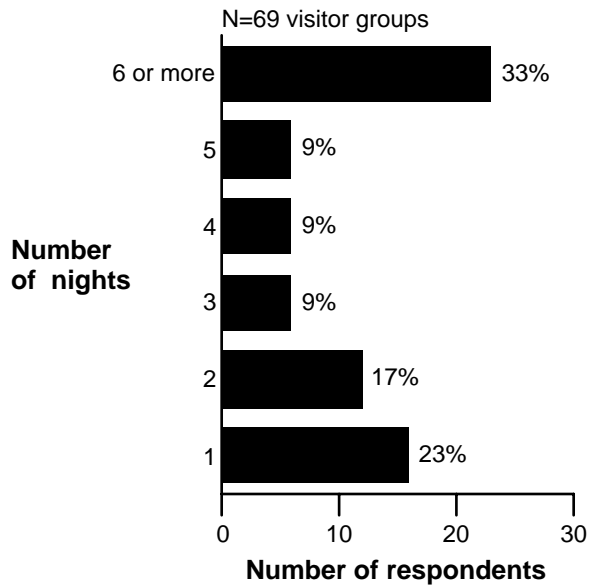


Figure 29: Number of nights in Katmai NP & Preserve area

Question 6b

Please list the number of nights you and your group stayed in Alaska.

Results

- 44% of visitor groups spent eight to fourteen nights in Alaska (see Figure 30).
- 30% spent 15 nights or more.

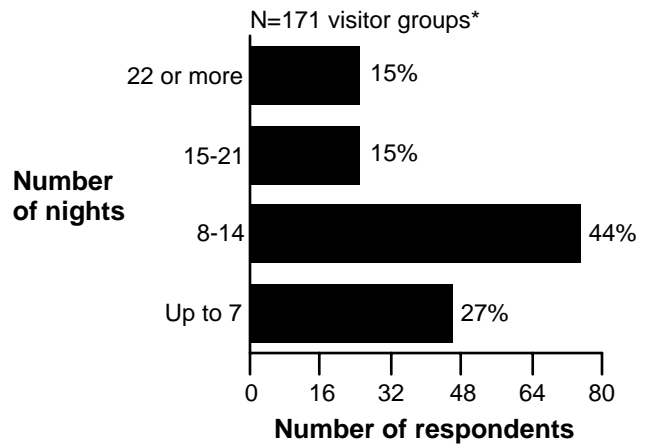


Figure 30: Number of nights in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 6c

In what type of lodging did you and your group spend the night inside the park?

Results

- As shown in Figure 31, the most common lodging used in the park included:
 - 45% Lodge, motel, cabin, etc.
 - 30% Tent camping in developed campground
- “Other” types of lodging (20%) included:
 - Boat
 - Cruise ship
 - Baked Mountain Cabin (Valley of 10,000 Smokes)
 - Yurt

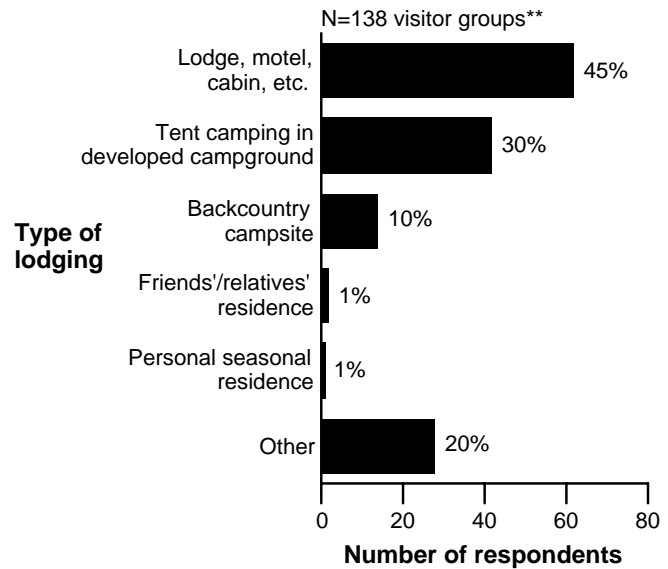


Figure 31: Type of lodging visitor groups used inside the park

Question 6d

In what type of lodging did you and your group spend the night in the Katmai NP & Preserve area?

Results

- 81% of visitor groups stayed in lodges, motels, hotels, bed and breakfasts, etc. (see Figure 32).
- 13% stayed at a friends' or relatives' residence.
- “Other” types of lodging (9%) included:
 - RV
 - Cruise ship
 - Commercial fishing boat
 - Katmai Guides Camp

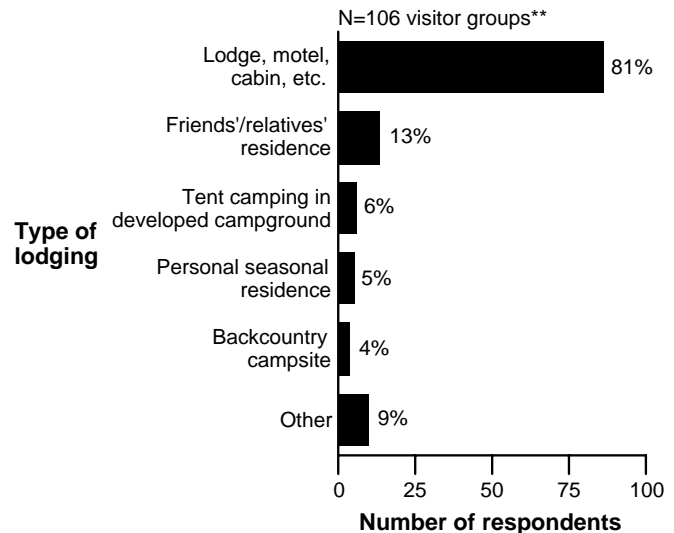


Figure 32: Type of lodging visitor groups used in the Katmai NP & Preserve area

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight stay locations on night before park visit

Question 6e

On this trip, where did you and your group stay on the night prior to visiting Katmai NP & Preserve?

Results

- As shown in Table 4, the most common locations were:

41% Anchorage, AK
20% Homer, AK
15% King Salmon, AK

Table 4: Overnight stay on night before park visit

N=253 places;

some visitor groups listed more than one location.

City/Town and State	Number of times mentioned
Anchorage, AK	103
Homer, AK	51
King Salmon, AK	37
Kodiak, AK	22
Naknek, AK	5
Dillingham, AK	4
Dutch Harbor, AK	3
Seward, AK	3
Eagle River, AK	2
Igiugig, AK	2
Katmai Lodge, AK	2
Shumagin Islands, AK	2
Wasilla, AK	2
Alagnak River, AK	1
Anchor Point, AK	1
Campsite, AK	1
Clam Gulch, AK	1
Grand Rapids, MI	1
Illiamna, AK	1
Juneau, AK	1
Kenai, AK	1
Newhaven, AK	1
Orange County, CA	1
Peterson Bay, AK	1
Skilak Lake Campground, AK	1
Soldotna, AK	1
Sterling, AK	1
Unknown, AK	1

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overnight stay locations on night after park visit

Question 6f

Where did you and your group stay on the night after leaving Katmai NP & Preserve?

Results

- As shown in Table 5, the most common locations were:

42% Anchorage, AK
17% Homer, AK
11% King Salmon, AK
10% Kodiak, AK

Table 5: Overnight stay on night after park visit

N=247 places;

some visitor groups listed more than one location.

City/Town and State	Number of times mentioned
Anchorage, AK	103
Homer, AK	43
King Salmon, AK	26
Kodiak, AK	24
Dillingham, AK	3
Naknek, AK	3
Clam Gulch, AK	2
Cooper Landing, AK	2
Fairbanks, AK	2
Girdwood, AK	2
Igiugig, AK	2
Seattle, WA	2
Soldotna, AK	2
Alagnak River, AK	1
Anchor Point, AK	1
Anchor River State Recreation Area, AK	1
Anchorage, AK	1
Cheyenne, WY	1
Chicago, IL	1
Denali, AK	1
Denver, CO	1
Eagle River, AK	1
Girdwood, AK	1
Grand Rapids, MI	1
Illiamna, AK	1
Indian, AK	1
Katmai Lodge, AK	1
Kenai, AK	1
Moose Pass, AK	1
Munich, Germany	1
Newhaven, AK	1
Ninilchik, AK	1
Palmer, AK	1
Peterson Bay, AK	1
Portland, OR	1
San Clemente, CA	1
San Diego, CA	1
Seward, AK	1
Sterling, AK	1
Talkeetna, AK	1
Other places not identified	3

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Length of visit

Question 12

On this visit, how much time did you and your group spend at Katmai NP & Preserve?

Number of hours, if less than 24 hours

Results

- 71% of visitor groups (N=332) stayed less than 24 hours on this visit.
- 45% of visitor groups spent six or more hours at the park (see Figure 33).
- 35% spent four or five hours.

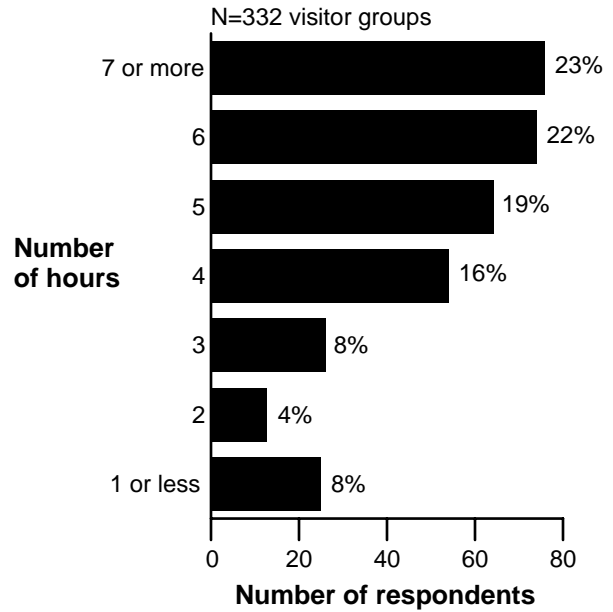


Figure 33: Number of hours spent visiting the park if less than 24 hours

Number of days, if 24 hours or more

Results

- 29% of visitor groups (N=137) stayed 24 hours or more on this visit.
- 53% of visitor groups spent two or three days at the park (see Figure 34).
- 25% spent six or more days.

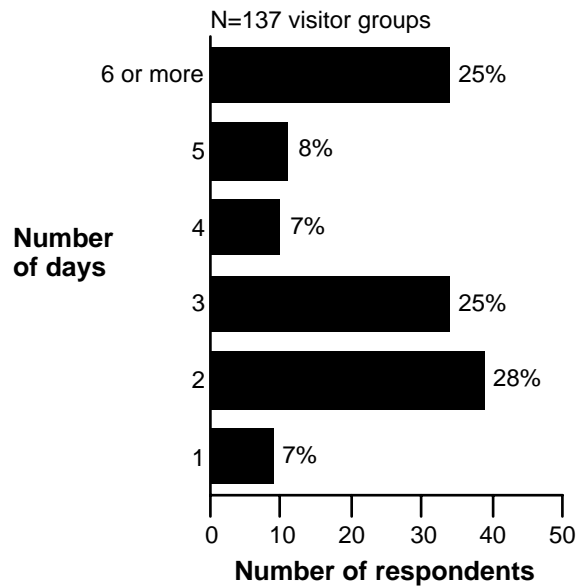


Figure 34: Number of days visiting the park if 24 hours or more

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Activities inside the park

Question 8a

On this visit to Katmai NP & Preserve, what activities did you and your group participate in while in the park (excluding Brooks Camp)?

Results

- As shown in Figure 35, the most common activities inside the park, not including Brooks Camp, were:

75% Viewing bears
63% Photography

- “Other” activities (8%) included:

Flightseeing
Birdwatching
Canoeing
Fishing camping
Talking to rangers on viewing platform
Valley of 10,000 Smokes tour
Mountaineering
Sailing
Movie filming

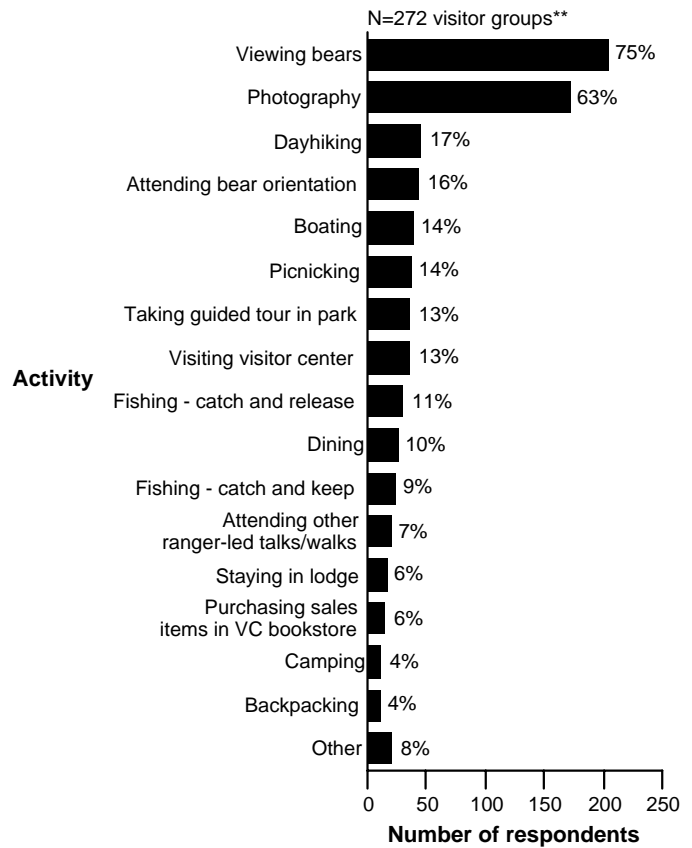


Figure 35: Activities inside the park, not including Brooks Camp

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 8b

Please check the activities you and your group participated in while at Brooks Camp.

Results

- 71% of visitor groups visited Brooks Camp (see Figure 36).

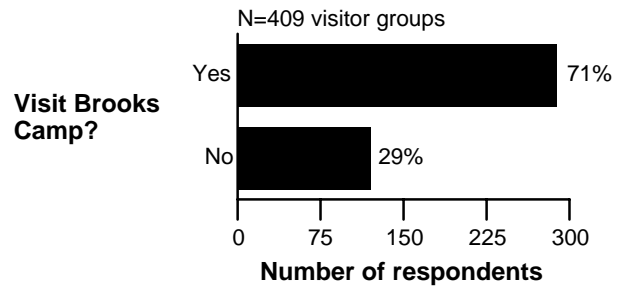


Figure 36: Visit Brooks Camp?

Results

- As shown in Figure 37, the most common activities at Brooks Camp were:

- 97% Viewing bears
- 84% Attending bear orientation
- 80% Photography
- 75% Visiting the visitor center

- “Other” activities (1%) included:

- Flightseeing
- Having sex

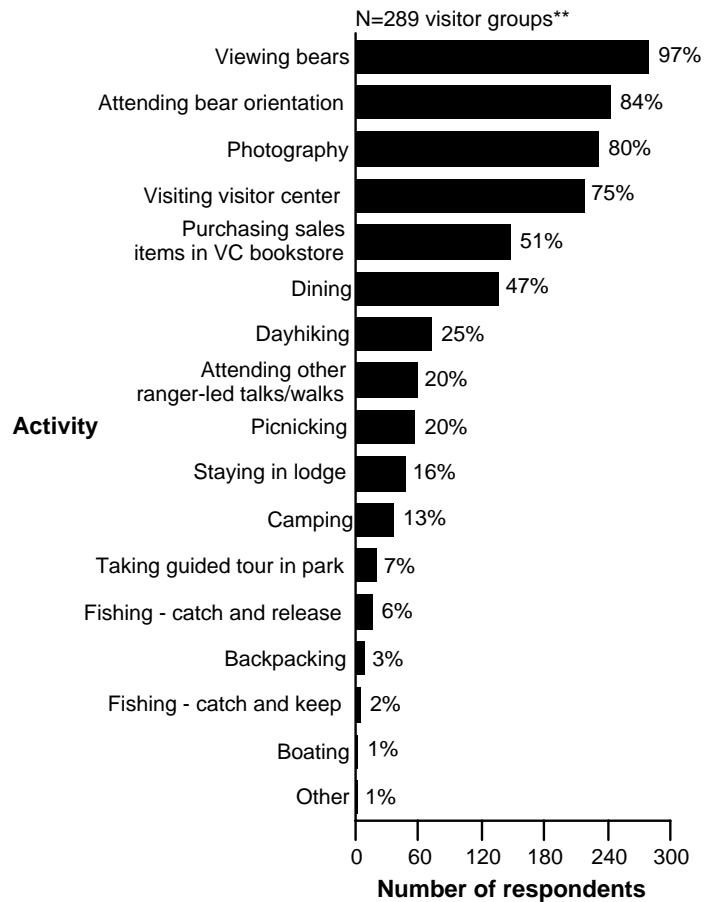


Figure 37: Activities at Brooks Camp

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Attendance at informational/interpretive programs

Question 9a

Did you and/or your group attend any informational/interpretive programs that are offered daily at Brooks Camp?

Results

- 36% of visitor groups attended an informational/interpretive program while at Brooks Camp (see Figure 38).
- 64% did not attend a program.

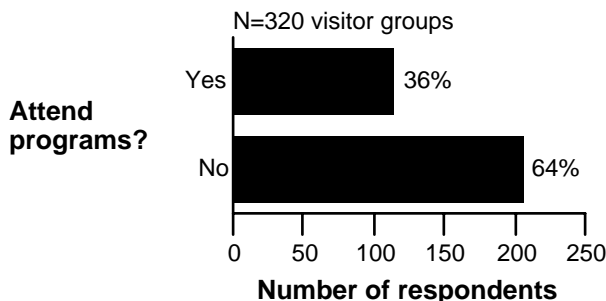


Figure 38: Attend informational/interpretive programs at Brooks Camp?

Question 9b

If NO, please indicate all of the reasons that you and/or your group did not attend the interpretive programs.

Results

- 14% were not interested in interpretive programs (see Figure 39).
- Of the visitor groups who were interested in interpretive programs at Brooks Camp, 63% said the time was not convenient (see Figure 40).
- “Other” reasons (37%) included:

- No time
- Lacked information/unaware
- Focused on bear watching
- Day trip only
- Too many people
- Too organized
- Have seen them previously
- Language
- Preferred family time
- Priority was fishing

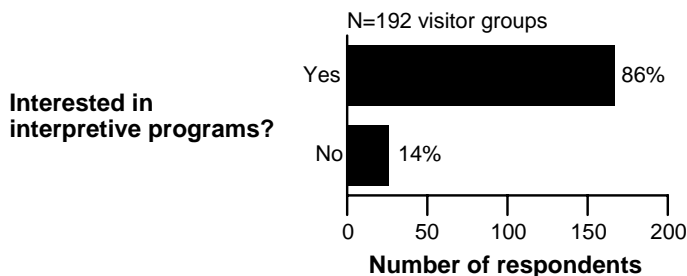


Figure 39: Interest in attending interpretive programs

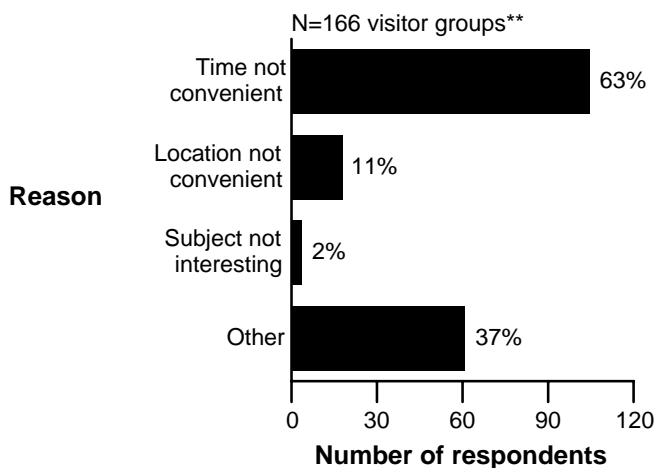


Figure 40: Reasons for not attending informational/interpretive programs at Brooks Camp

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Topics learned on this visit

Question 22a

During this visit to Katmai NP & Preserve, did you and your group learn any of the following information?

Results

- As shown in Figure 41, the most commonly learned topics on this visit included:

98% Brown bears
51% Salmon or other fish

- “Other” topics learned (2%) included:

Park history
Geology
Bear behavior
Glaciers
Impacts of humans
Brooks Camp history
National park weather station
Information about park staff
Birds
Native plants
Park road engineering

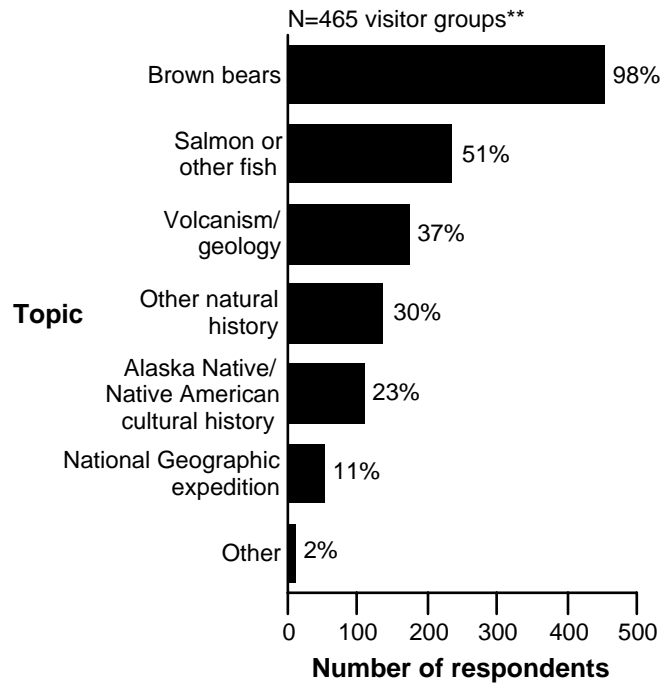


Figure 41: Topics learned on this visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Topics to learn about during a future visit

Question 22b

Next, please indicate all of the topics you and your group are interested in learning about during a future visit.

Results

- 98% of visitor groups were interested in learning about selected park subjects during a future visit (see Figure 42).

- As shown in Figure 43, topics visitor groups were most interested in learning about during a future visit included:

67% Brown bears
 64% Volcanism/geology
 60% Other natural history

- “Other” topics (3%) included:

Native plant ecology
 Valley of 10,000 Smokes
 Park history
 Anything on Alaska
 Anything of area interest
 Impacts of humans
 Park road engineering
 Park staff
 Glaciers

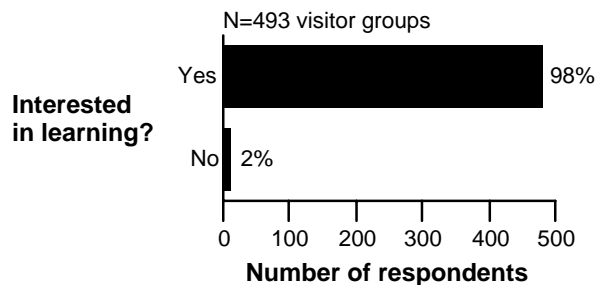


Figure 42: Visitor groups interested in learning about selected park subjects during a future visit

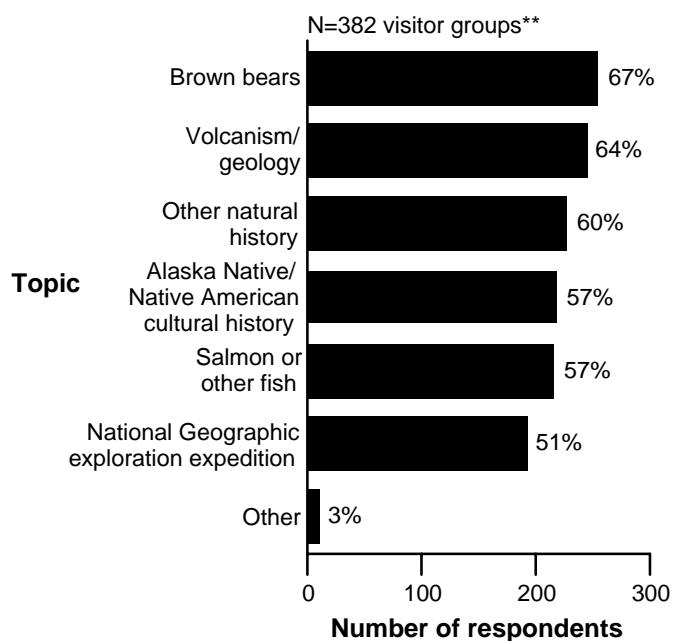


Figure 43: Topics to learn about during a future visit

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Sites visited

Question 14a

Please indicate the places that you visited on this trip.

Results

- As shown in Figure 44, the most commonly visited places by visitor groups were:

65% Brooks Camp
 21% Geographic Harbor
 14% Hallo Bay

- “Other” park places (12%) included:

Valley of 10,000 Smokes
 Brooks Falls
 Lake Camp
 Kamishak River/Bay
 Various anchorages along coast
 Kukak Bay
 Swishak Bay
 Kulik River
 Togiak Walrus Sanctuary
 Native house
 King Salmon
 Alagnak River
 Nonvianuk Lake
 Alasnak River
 Contact Creek

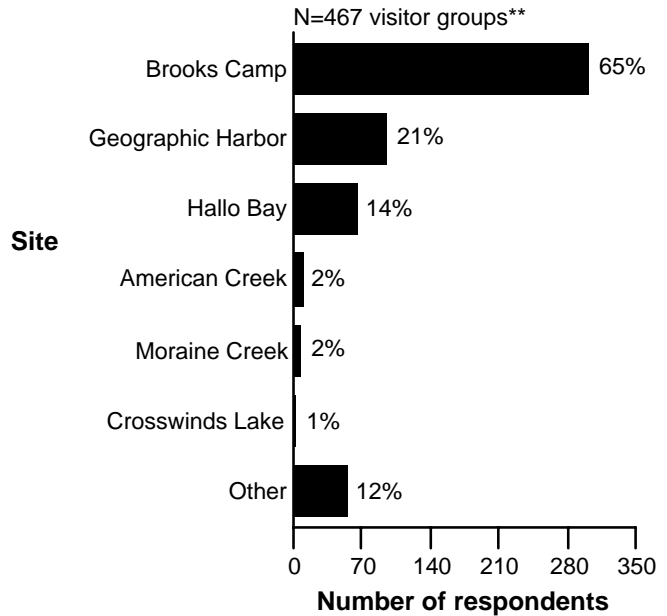


Figure 44: Places visited during this trip

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Crowding at park sites

Question 14b

For the places you visited, please rate from 1 to 5 how crowded you and your group felt by the number of people present at the following locations.

Results

- As shown in Table 6, the sites with the highest “not at all crowded” ratings were:
 - 81% Geographic Harbor
 - 71% Hallo Bay
- The site with the highest “moderately crowded” ratings was Brooks Camp (40%).
- The site with the highest “extremely crowded” rating was Brooks Camp (4%).

Table 6: Crowding at selected park locations*

Location	N	Rating (%)				
		Not at all crowded	A little crowded	Moderately crowded	Very crowded	Extremely crowded
Brooks Camp	301	15	30	40	12	4
Hallo Bay	63	71	19	10	0	0
Geographic Harbor	98	81	13	5	0	1
Moraine Creek CAUTION!	8	38	25	25	13	0
American Creek CAUTION!	9	78	22	0	0	0
Crosswinds Lake CAUTION!	3	33	33	33	0	0
Other	51	69	14	16	2	0

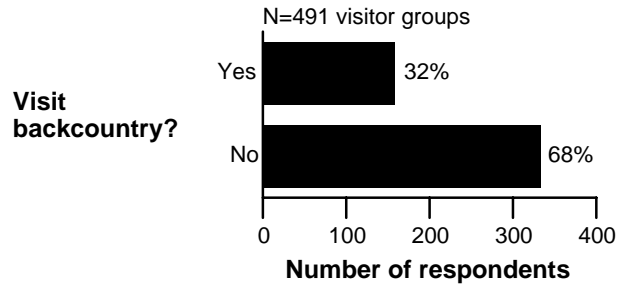
*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visits to the backcountry

Question 15a

On this visit, did you and your group go into the backcountry of Katmai NP & Preserve (backcountry includes all areas other than Books Camp developed area and Lake Camp)?



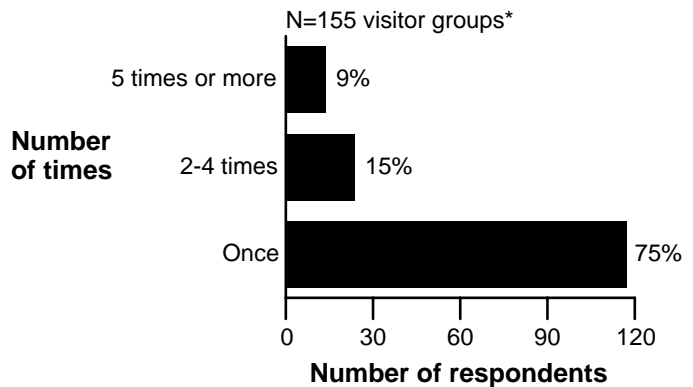
Results

- 32% of visitor groups visited the backcountry (see Figure 45).

Figure 45: Visit park backcountry?

Question 15b

Including this visit, how many times have you gone into Katmai NP & Preserve's backcountry?

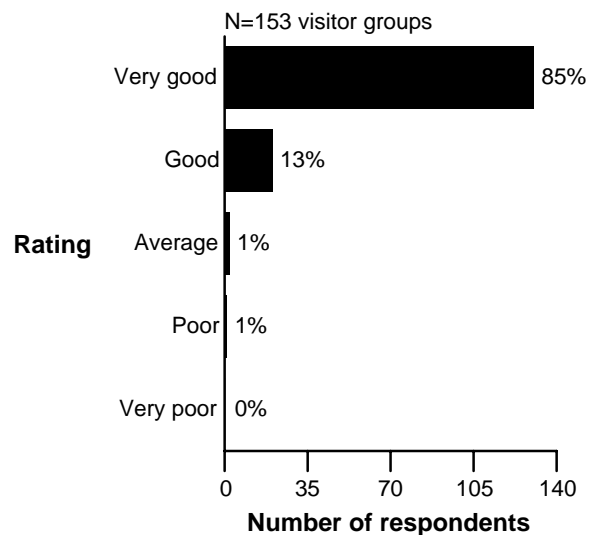


- 75% of visitor groups had visited the park's backcountry once (see Figure 46).

Figure 46: Number of visits into backcountry

Question 15c

How would you and your group rate the quality of your experience in the backcountry?



- 98% of visitor groups rated their backcountry experience as "very good" or "good" (see Figure 47).

Figure 47: Quality of backcountry experience

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Question 15d

Is there anything you and your group would like to see changed in the way the backcountry is managed? (open-ended)

Results

- 57% of visitor groups preferred no changes in backcountry management (see Table 7).

Table 7: Visitor recommendations about backcountry management

N=97 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
No recommendations—keep as is	55
Provide more information/maps	7
Limit number of people	6
Clean up litter	4
Protect bears—no hunting	4
Protect people from bears	3
Protect it	2
Add restrooms	2
Stricter time limit at Brooks Falls	2
Make more of park accessible to visitors	2
Other comments	10

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Ratings of Visitor Services, Facilities, Elements, Attributes and Resources

Visitor services and facilities used

Question 13a

Please indicate all of the visitor services and facilities that you and your group used during this visit to Katmai NP & Preserve.

Results

- As shown in Figure 48, the most used visitor services and facilities included:

- 68% Restrooms
- 63% Park brochure/map
- 62% Assistance from NPS staff
- 51% Orientation video

- The least used service and facility was:

- 1% Junior Ranger program

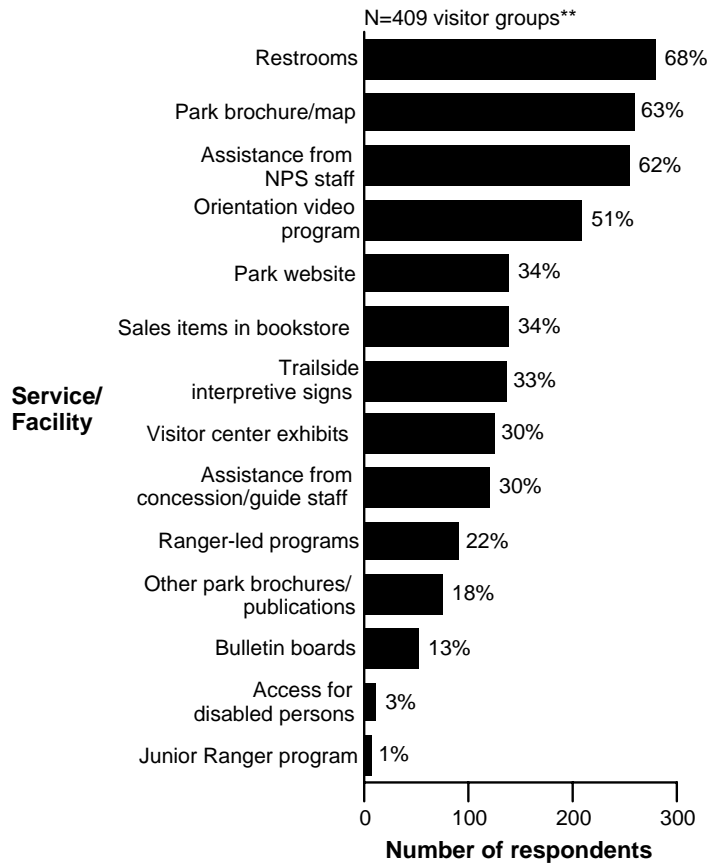


Figure 48: Visitor services and facilities used

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings of visitor services and facilities

Question 13b

Next, for only those services and facilities that you or your group used, please rate their importance from 1 to 5.

- 1=Not important
- 2=Somewhat important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

Results

- Figure 49 shows the combined proportions of “extremely important” and “very important” ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 89% Restrooms
- 76% Assistance from NPS staff
- 75% Orientation video program

- Figures 50 to 63 show the importance ratings for each service/facility.
- The service/facility receiving the highest “not important” rating was:

- 10% Sales items in bookstore

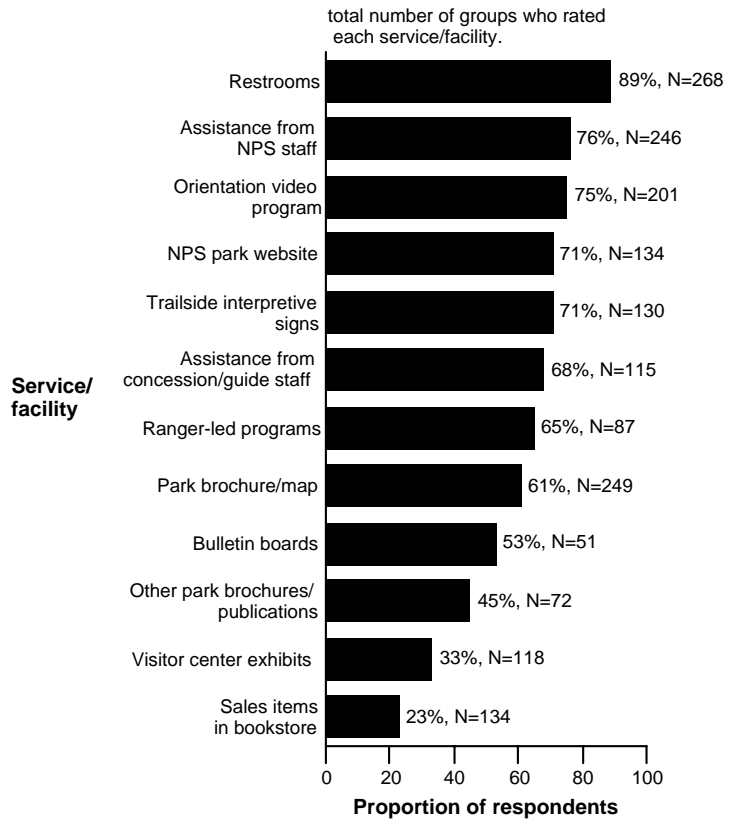


Figure 49: Combined proportions of “extremely important” and “very important” ratings for visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

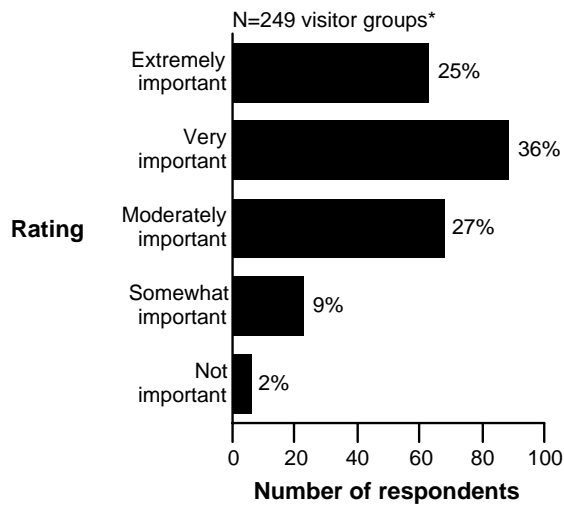


Figure 50: Importance of park brochure/map

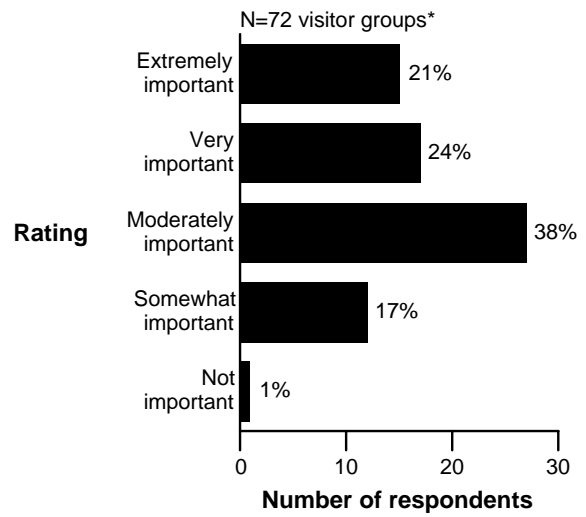


Figure 51: Importance of other park brochures/publications

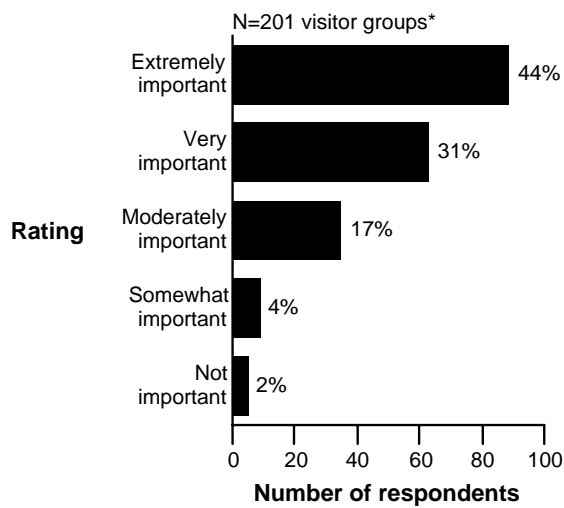


Figure 52: Importance of orientation video program (at visitor center)

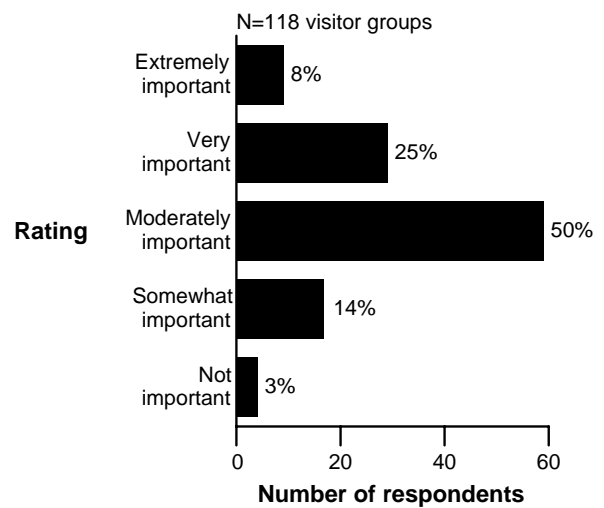


Figure 53: Importance of visitor center exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

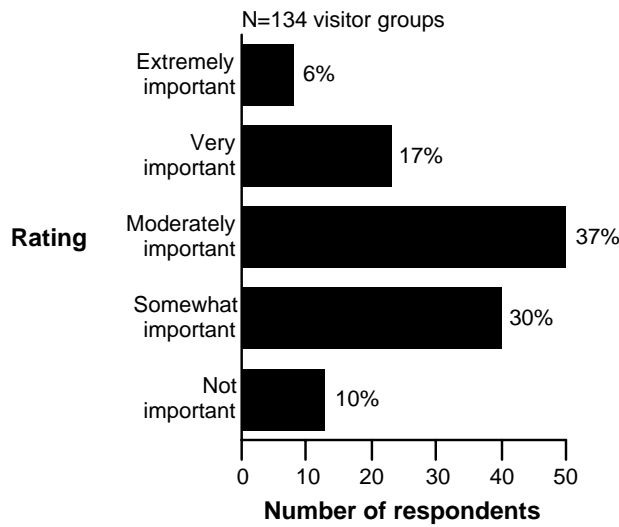


Figure 54: Importance of sales items in the bookstore (visitor center)

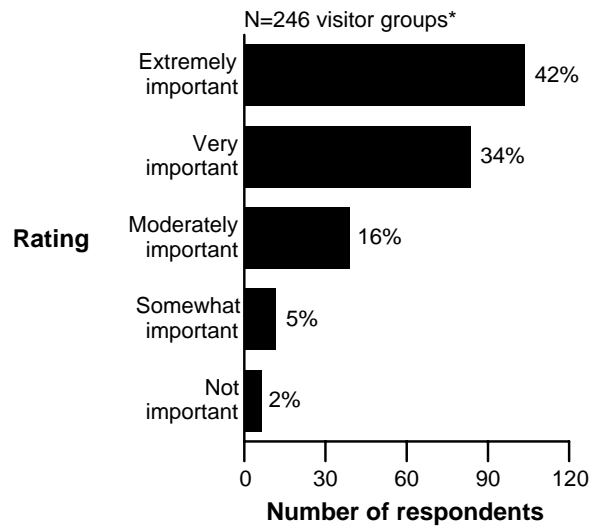


Figure 55: Importance of assistance from National Park Service staff

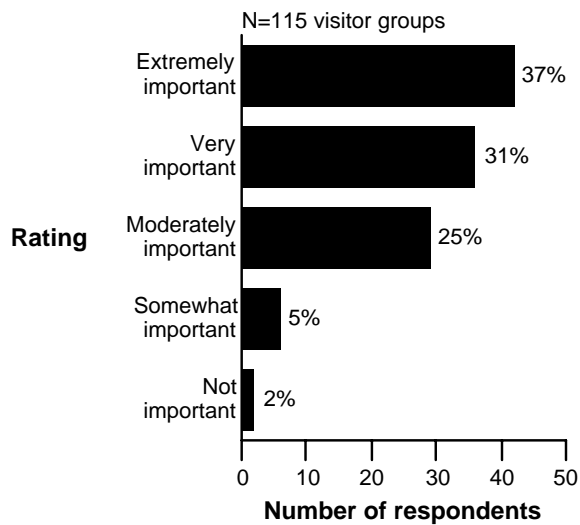


Figure 56: Importance of assistance from concession or guide staff

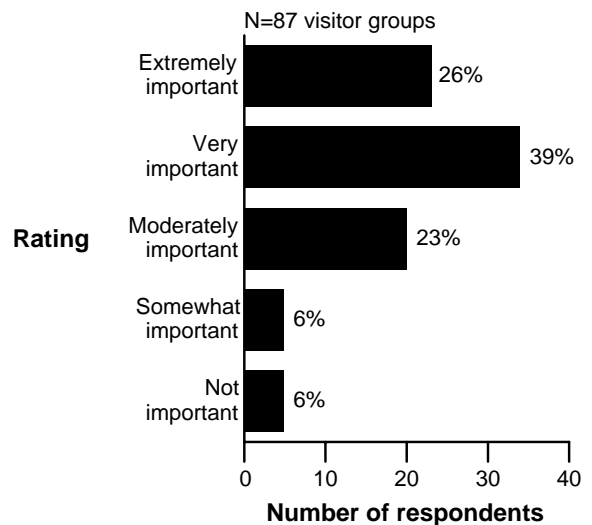


Figure 57: Importance of ranger-led programs (walks, talks, etc.)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

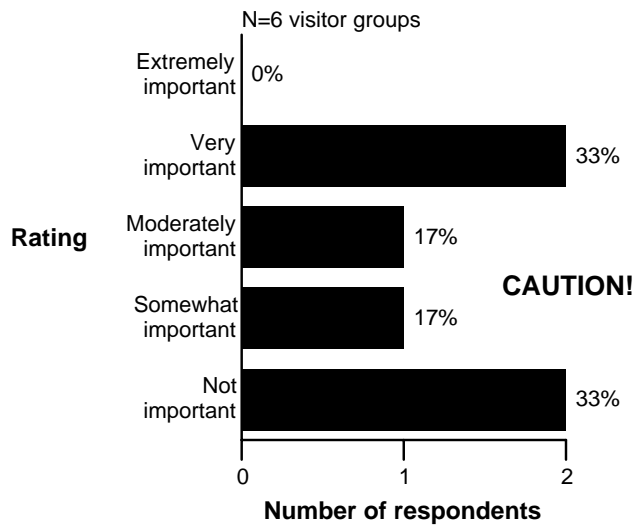


Figure 58: Importance of Junior Ranger program

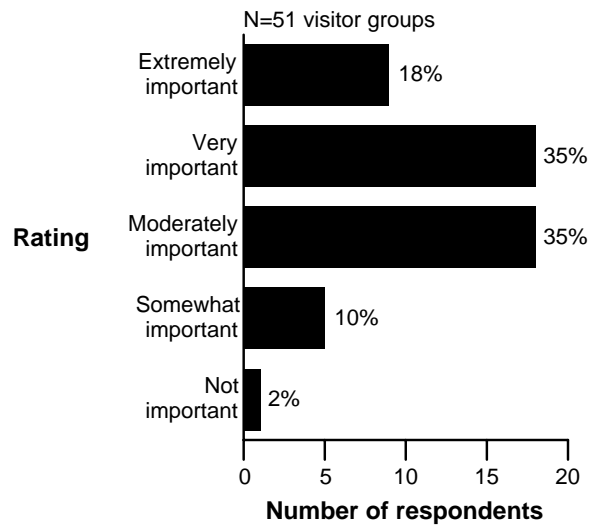


Figure 59: Importance of bulletin boards

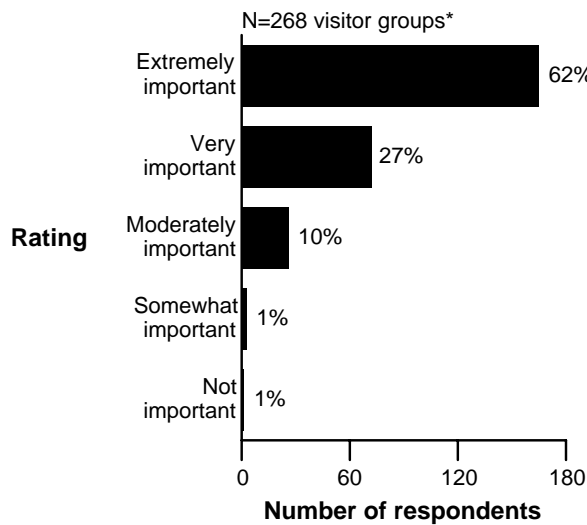


Figure 60: Importance of restrooms

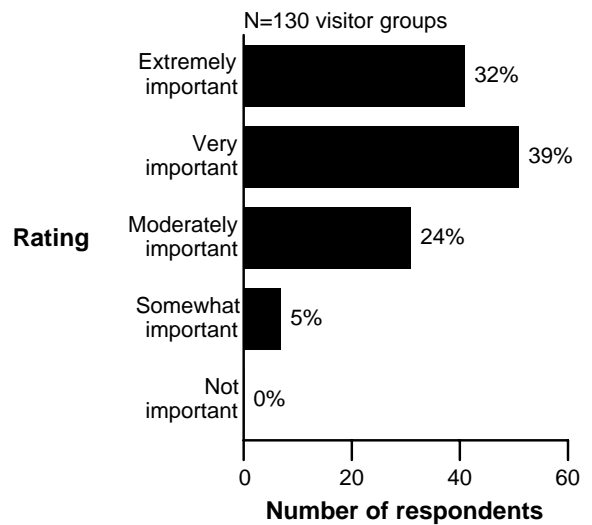


Figure 61: Importance of trailside interpretive signs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

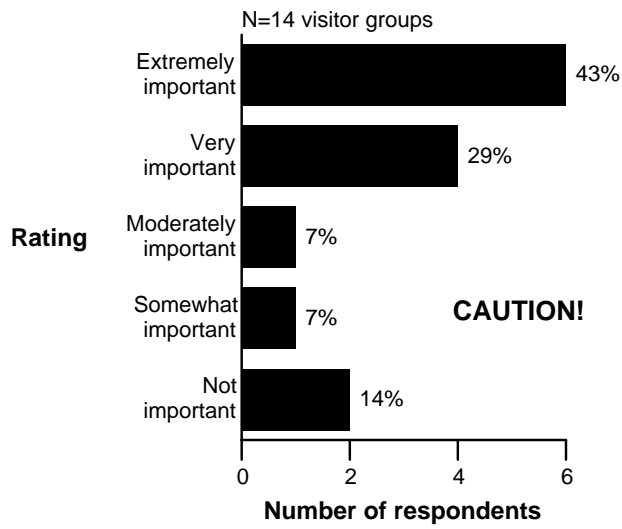


Figure 62: Importance of access for disabled persons

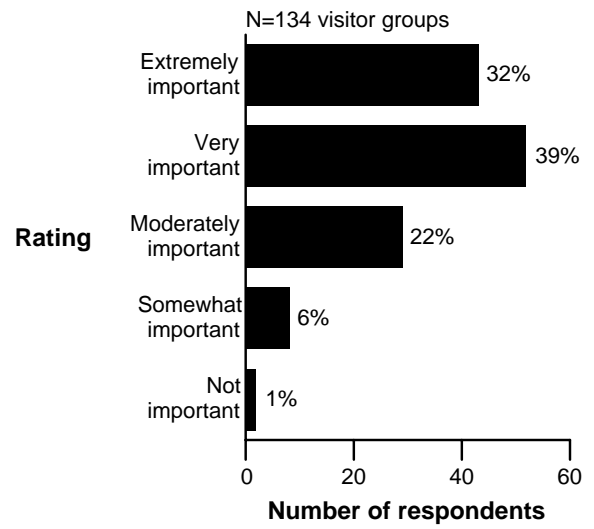


Figure 63: Importance of NPS park website

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Quality ratings of visitor services and facilities

Question 13c

Finally, for only those services and facilities that you and your group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

Results

- Figure 64 shows the combined proportions of “very good” and “good” quality ratings for visitor services and facilities that were rated by 30 or more visitor groups.
- The services/facilities that received the highest combined proportions of “very good” and “good” quality ratings were:
 - 87% Assistance from NPS staff
 - 87% Orientation video program
 - 83% Assistance from concession/guide staff
- Figures 65 to 78 show the quality ratings for each service/facility.
- The services/facilities receiving the highest “very poor” quality ratings were:
 - 4% Ranger-led programs
 - 3% Sales items in bookstore

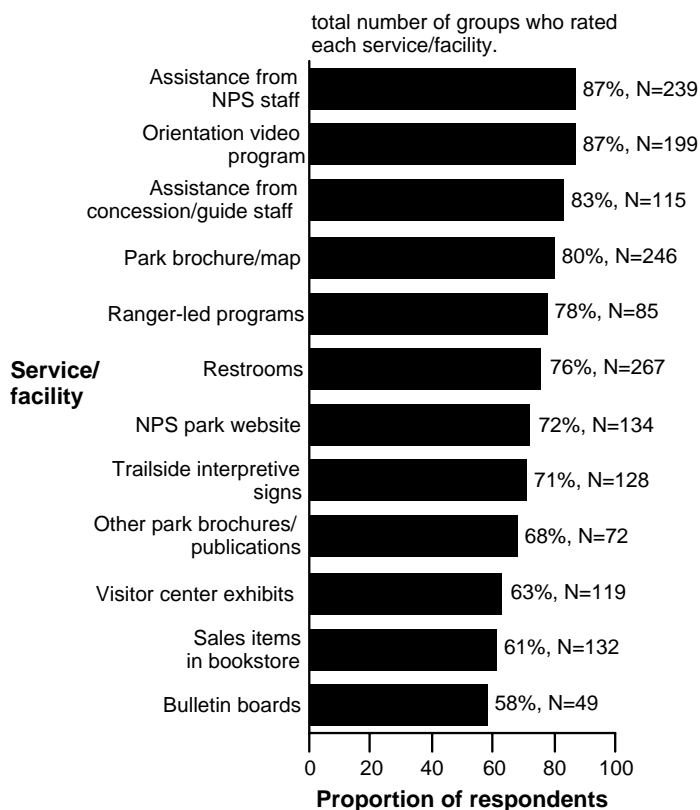


Figure 64: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

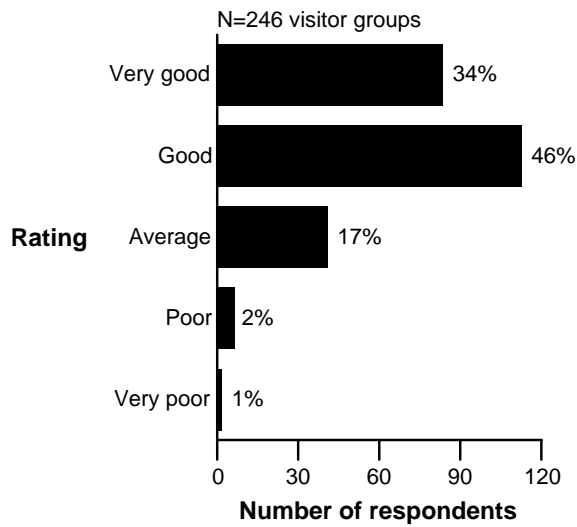


Figure 65: Quality of park brochure/map

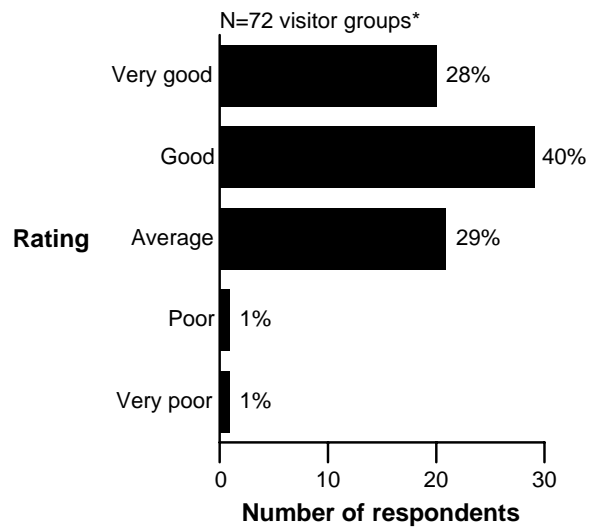


Figure 66: Quality of other park brochures/publications

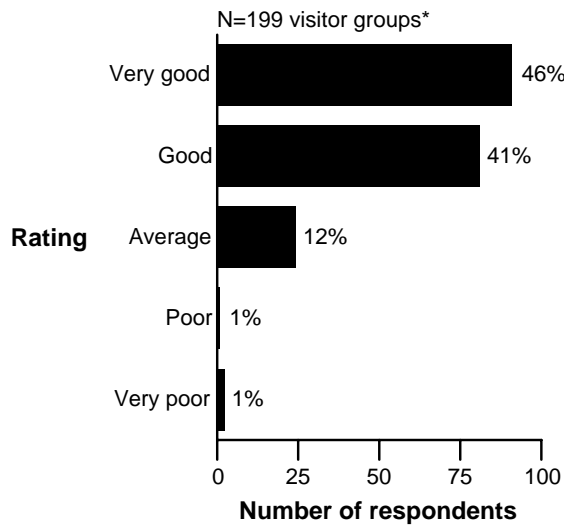


Figure 67: Quality of orientation video program (visitor center)

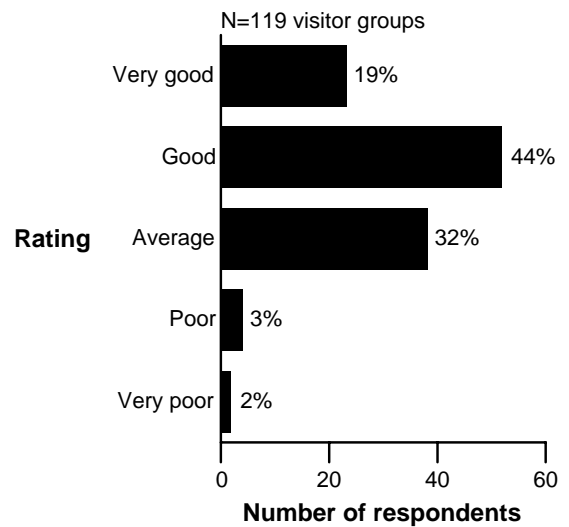


Figure 68: Quality of visitor center exhibits

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

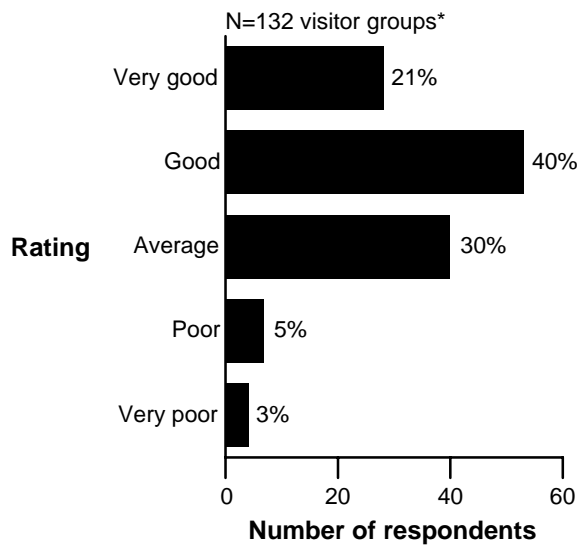


Figure 69: Quality of sales items in the bookstore (visitor center)

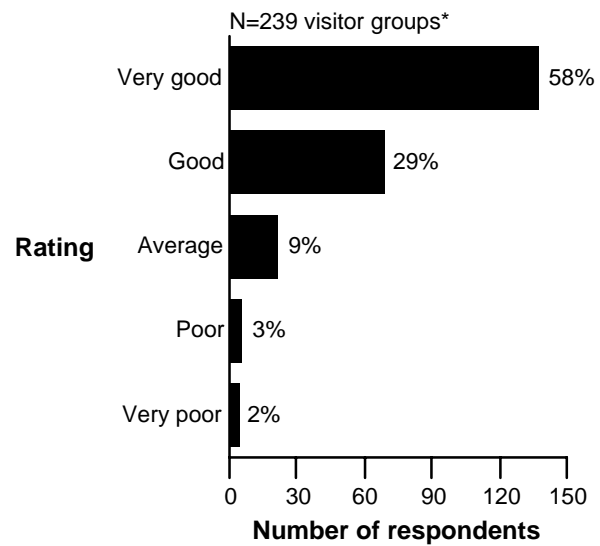


Figure 70: Quality of assistance from NPS staff

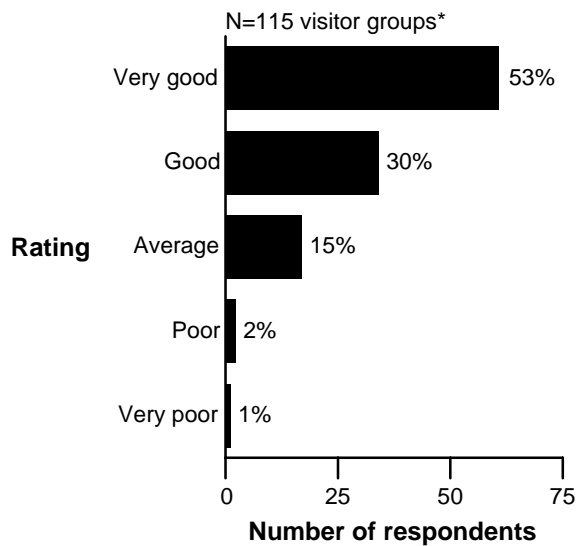


Figure 71: Quality of assistance from concession or guide staff

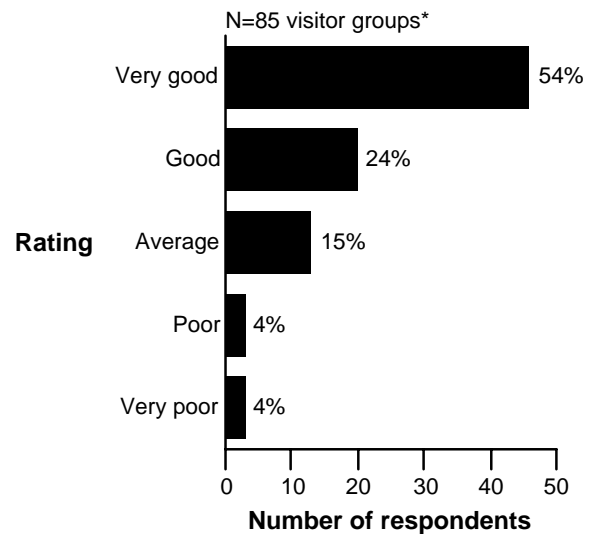


Figure 72: Quality of ranger-led programs (walks, talks, etc.)

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

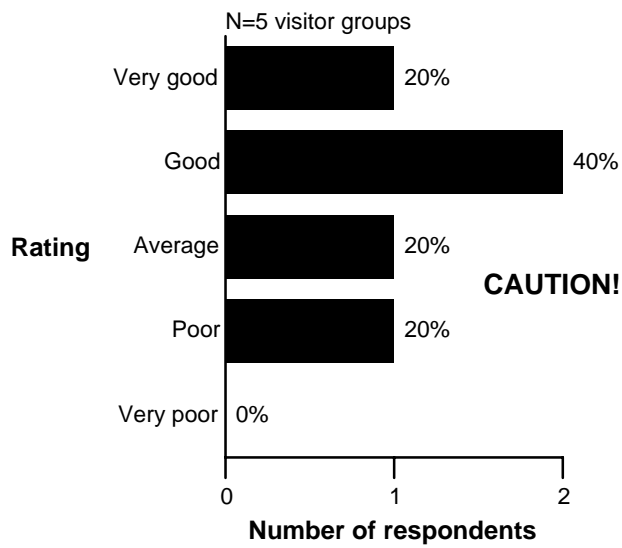


Figure 73: Quality of Junior Ranger program

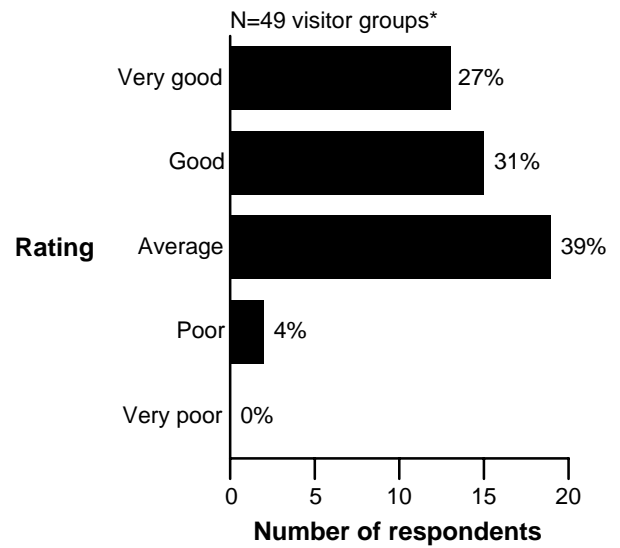


Figure 74: Quality of bulletin boards

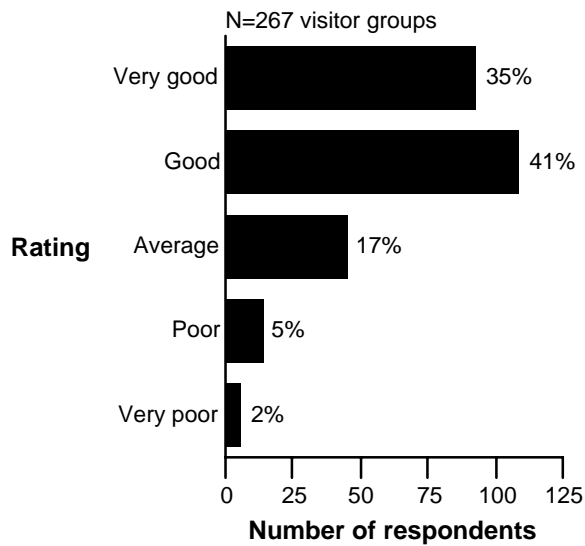


Figure 75: Quality of restrooms

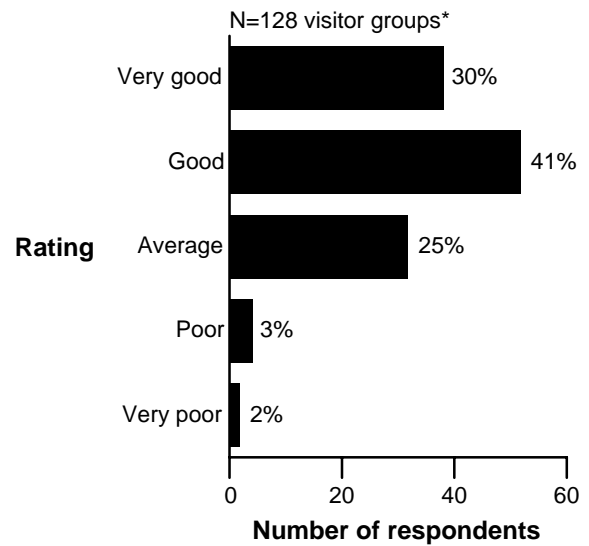


Figure 76: Quality of trailside interpretive signs

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

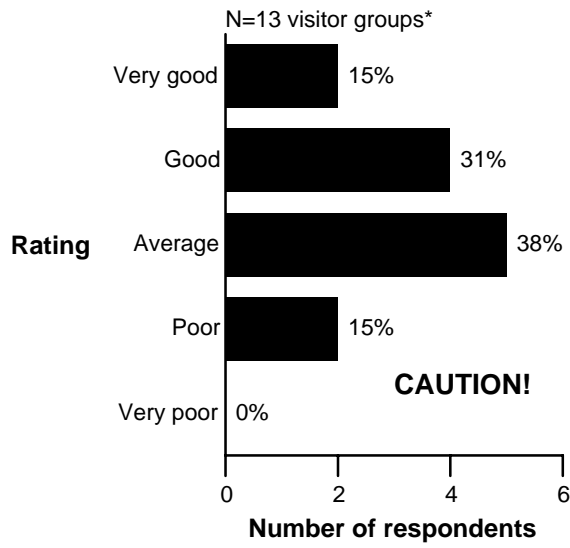


Figure 77: Quality of access for disabled persons

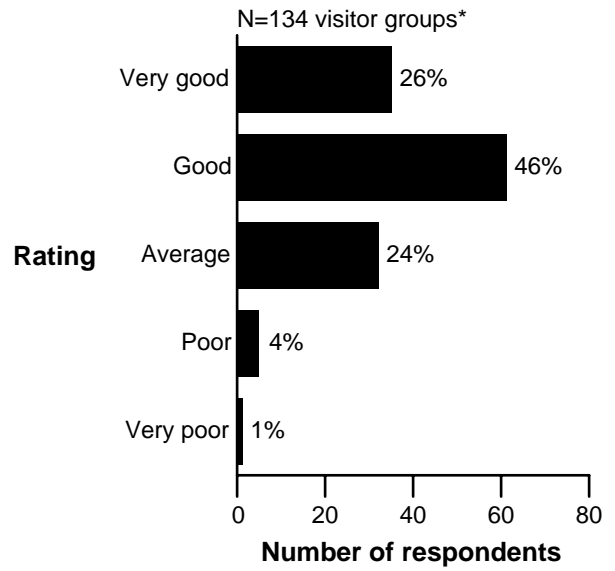


Figure 78: Quality of NPS park website

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Mean scores of importance and quality ratings

- Figures 79 and 80 show the mean scores of importance and quality ratings for all visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities, with the exception of sales items in visitor center bookstore, were rated above average in importance and quality.

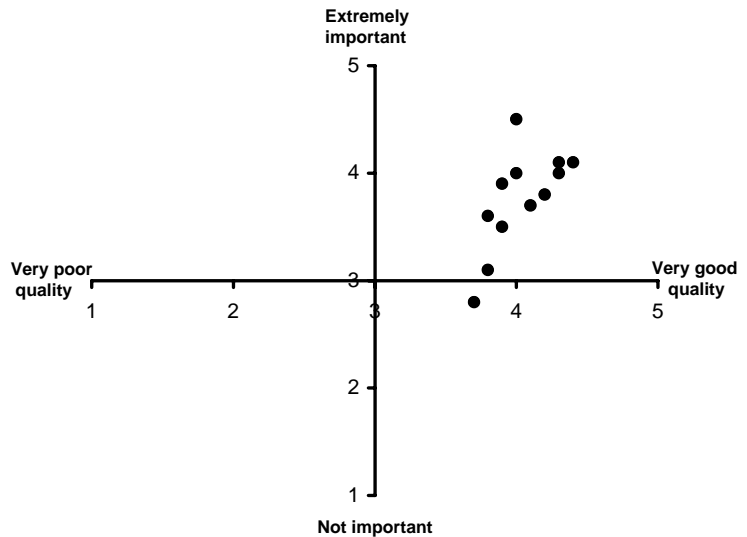


Figure 79: Mean scores of importance and quality ratings for visitor services and facilities

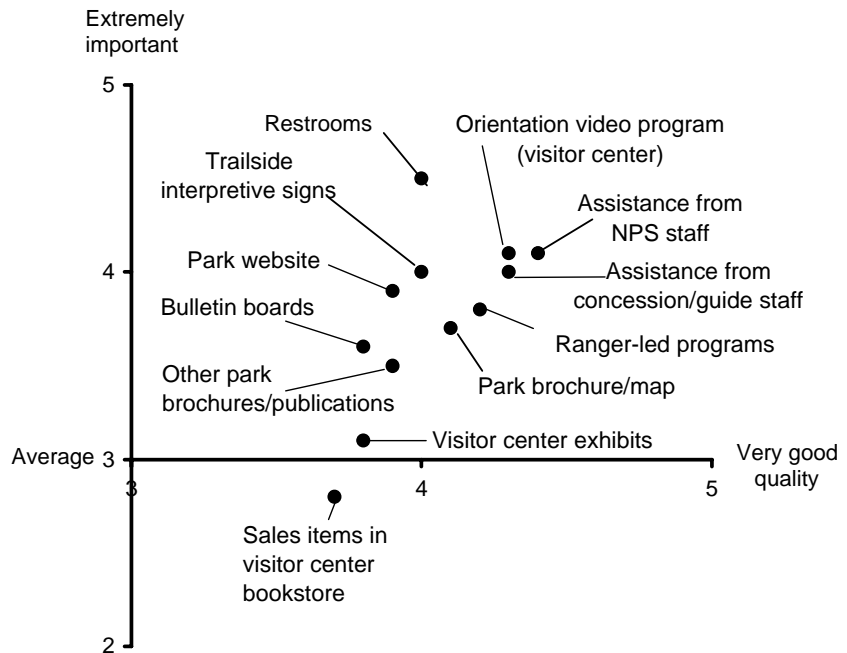


Figure 80: Detail of Figure 79

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Elements’ effect on visitor experience

Question 10a

On this visit to Brooks Camp, please indicate how the following elements may have affected your park experience.

Results

- As shown in Table 8, the elements that most “added to” visitor experience included:
 - 65% Ranger availability
 - 61% One-mile walk to access bear viewing platforms
 - 48% Bears blocking access to facilities
- The element that most “detracted from” visitor experience was the large number of visitors in the park (24%).

Table 8: Elements’ effect on visitor experience*

N=number of visitor groups who rated each element

Element	N	Rating (%)			
		Detracted from	No effect	Added to	Did not experience
Current schedule of ranger programs	297	3	39	22	37
Ranger availability	300	3	23	65	9
Lack of ranger availability	283	3	35	5	57
One-mile walk to access bear viewing platforms	305	6	33	61	1
Bears blocking access to facilities	308	7	32	48	13
Large number of visitors in park	298	24	47	2	27
Small number of visitors in park	282	0	44	24	32

Question 10b

Please explain any “detracted from” responses to part “a” of this question.

Results (continued)

Results

- Visitor comments about detractions:
 - Too commercial
 - Too many people
 - Wanted their “own” wilderness experience
 - Rangers being overbearing/overzealous about bear safety
 - Disliked bear jams
 - Disliked bear encounter
 - Disliked vehicles on road
 - Wait to get to viewing platform
 - Lack of bears

- Lack of maps
- Delay of scheduled air departure
- Tripods on viewing platforms
- Limited time
- Inequity of time on viewing platform
- Not having ranger to lead along trails
- Weather
- Loud visitors
- Missed ranger evening programs due to bear viewing
- Viewing platforms need roofed
- Trail difficult for handicapped/elderly
- Disliked smoke from cigarettes
- Lack of trails
- Lack of information about park, bear facts, etc.
- Lack of clean restrooms

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Importance ratings for selected park resources/attributes/experiences

Question 11

It is the National Park Service’s responsibility to protect Katmai NP & Preserve’s natural and cultural resources/attributes and visitor experiences that depend on these. How important is the protection of the following to you and your group?

Results

- Figure 81 shows the combined proportions of “extremely important” and “very important” ratings for selected park resources/attributes/experiences that were rated by 30 or more visitor groups.
- The park resources/attributes/experiences that received the highest combined “extremely important” and “very important” ratings included:
 - 96% Bear watching
 - 93% Clean water
 - 92% Clean air
- Table 9 shows the importance ratings for each park resource/attribute/experience.
- The resource/attribute/experience that received the highest “not important” rating was fishing (23%).

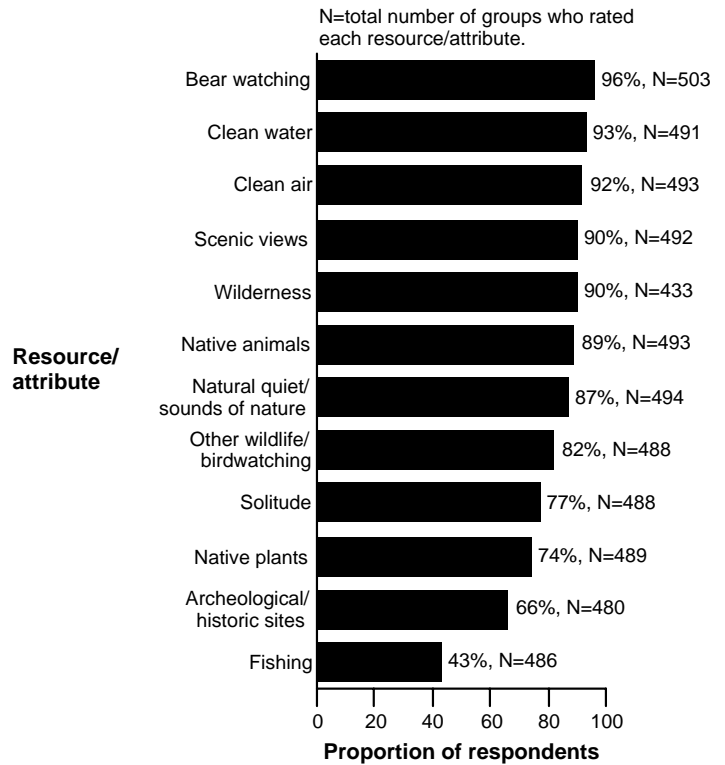


Figure 81: Combined ratings of “extremely important” and “very important” for selected park resources/attributes/experiences

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Resource/attribute/experience	N	Ratings (%)				
		Not important	Somewhat important	Moderately important	Very important	Extremely important
Archeological & historical sites	480	5	9	21	31	35
Bear watching	503	1	<1	3	16	80
Other wildlife & bird watching	488	1	4	13	30	52
Fishing	486	23	9	24	17	26
Native plants	489	4	7	15	31	43
Native animals	493	1	2	9	32	57
Clean air	493	1	1	5	26	66
Clean water	491	1	1	5	24	69
Scenic views	492	1	1	7	28	62
Solitude	488	2	3	17	26	51
Natural quiet/sounds of nature	494	1	3	9	29	58
Wilderness	433	1	2	7	22	68

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures

Total expenditures inside and outside of the park

Question 23

For you and your group, please report all expenditures for the items listed below during this visit to Katmai NP & Preserve and in Alaska, other than Katmai. Please write "0" if no money was spent in a particular category.

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Katmai NP & Preserve.

Results

- 25% of visitor groups spent from \$1 to \$2,000 (see Figure 82).
- 41% spent \$2,001-\$8,000.
- 16% spent \$12,001 or more.

- The average visitor group expenditure was \$7,480.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$5,200.
- The average total expenditure per person (per capita) was \$3,068.
- As shown in Figure 83, the largest proportions of total expenditures in and outside the park were:

- 38% Package tour
- 19% Other transportation expenses
- 17% Hotel, motel, cabin, B&B, etc.

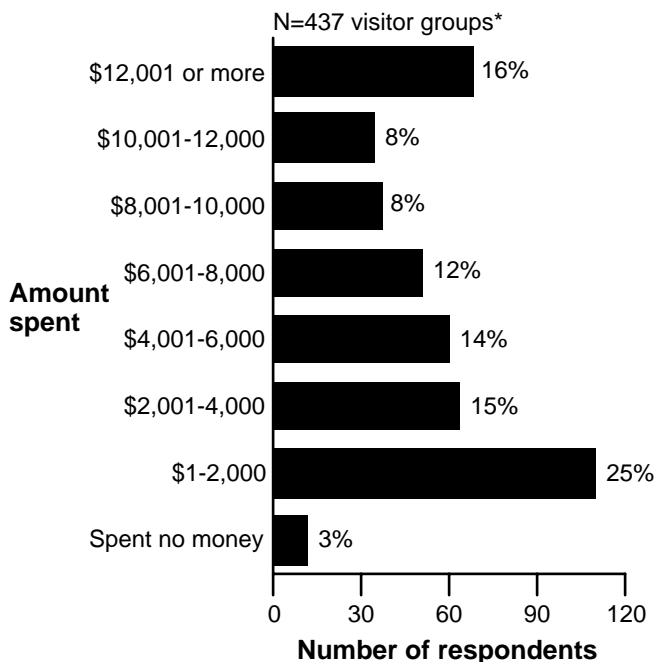


Figure 82: Total expenditures in and outside of the park

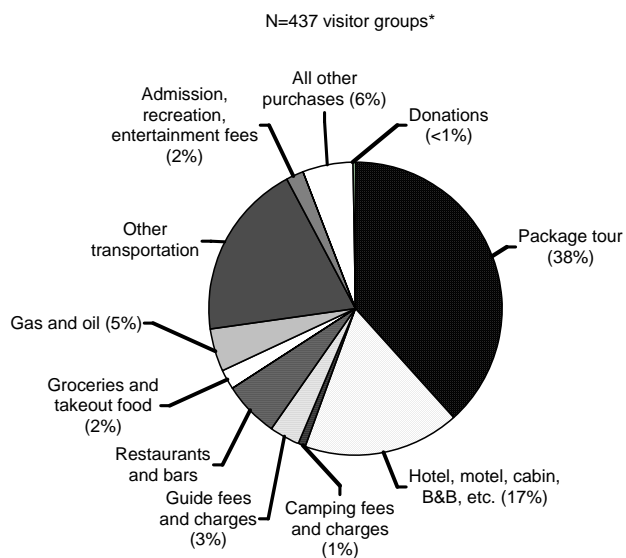


Figure 83: Proportions of total expenditures in and outside of the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Number of adults covered by expenditures

Question 23c
How many adults do these expenses cover?

Results

- 56% of visitor groups had two adults covered by expenditures (see Figure 84).
- 21% of groups had one adult.
- 23% of groups had three or more adults covered by expenditures.

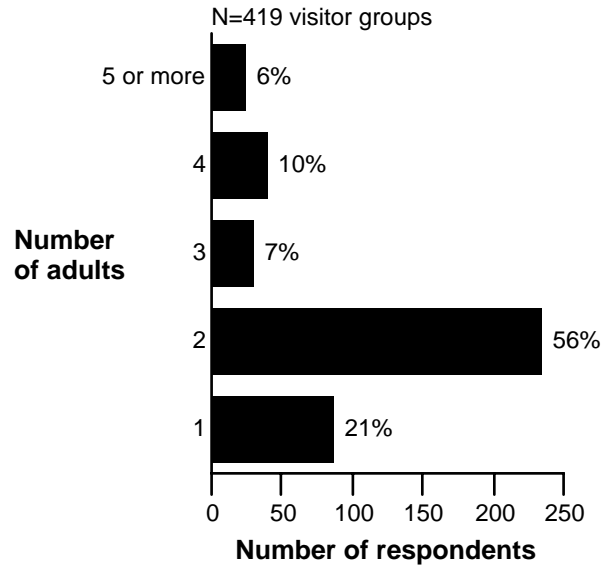


Figure 84: Number of adults covered by expenditures

Number of children covered by expenditures

Question 23c
How many children do these expenses cover?

Results

- 88% of visitor groups had no children covered by expenditures (see Figure 85).
- 12% of groups had one or more children covered by expenditures.

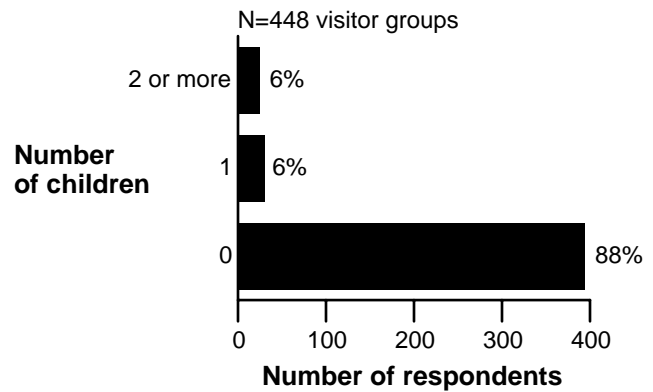


Figure 85: Number of children covered by expenditures

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures inside the park

Question 23a

Please list your group's total expenditures inside Katmai NP & Preserve, including Brooks Camp and backcountry lodges, as shown on the page 7 map (in the questionnaire).

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Katmai NP & Preserve.

Results

- 55% of visitor groups spent up to \$1,500 inside the park (see Figure 86).
- 18% spent \$2,501 or more.
- The average visitor group expenditure was \$1,875.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$1,000.
- Average total expenditure per person (per capita) was \$751.
- As shown in Figure 87, the largest proportion of total expenditures inside the park was:

65% Package tour (cruise, airline, etc.)

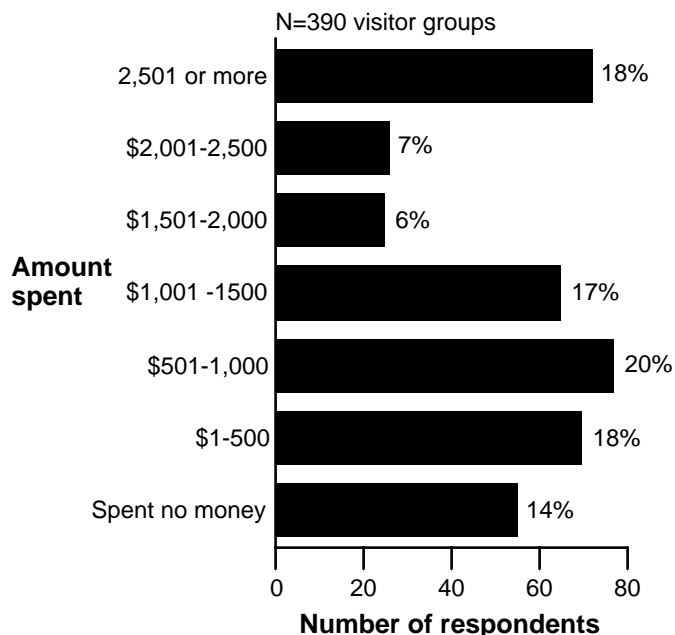


Figure 86: Total expenditures inside the park

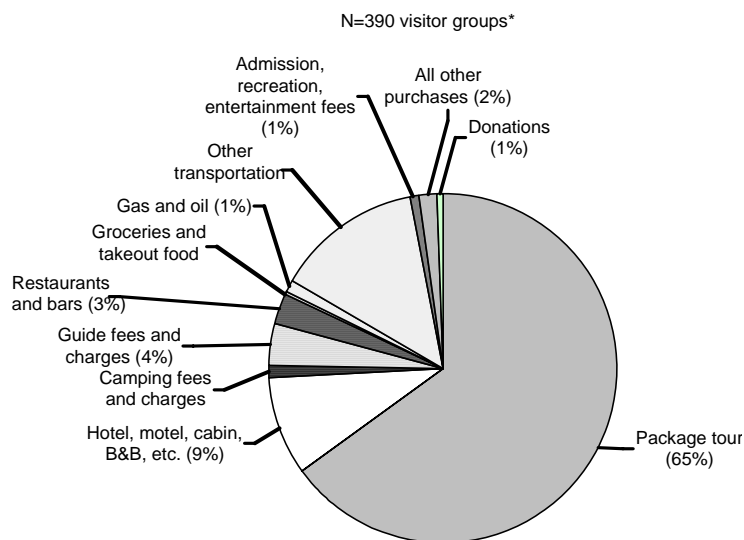


Figure 87: Proportions of total expenditures inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Package tour

- 34% of visitor groups did not spend any money (see Figure 88).
- 31% spent \$501-\$1,500.
- 21% spent \$2,001 or more.

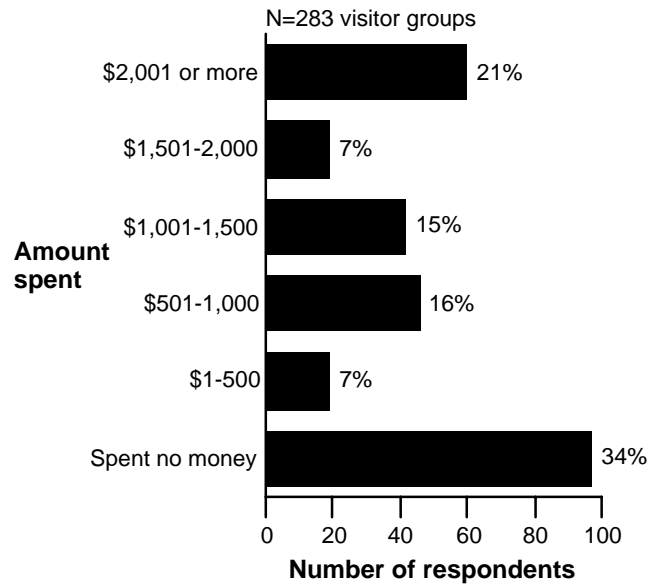


Figure 88: Expenditures for package tours (cruise, airline, etc.) inside the park

Expenditures not included in the package tour

Hotels, motels, cabins, B&B, etc.

- 85% of visitor groups did not spend any money (see Figure 89).
- 9% spent from \$1 to \$1,000.

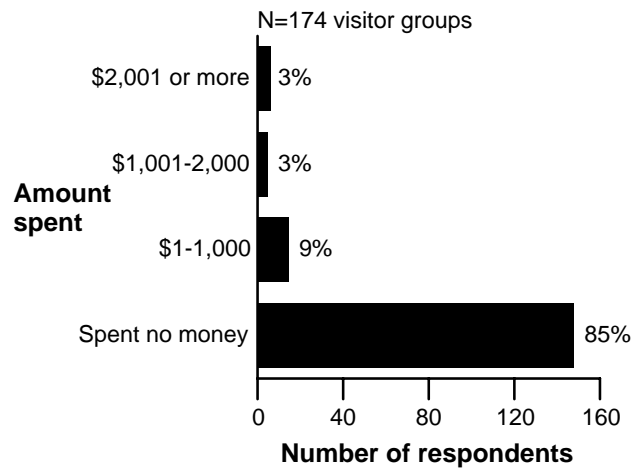


Figure 89: Expenditures for lodge, hotel, motel, cabins, B&B, etc. inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Camping fees and charges

- 78% of visitor groups did not spend any money (see Figure 90).
- 22% spent \$1 or more.

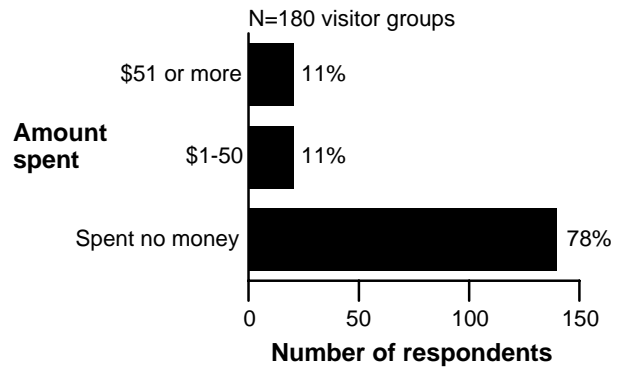


Figure 90: Expenditures for camping fees and charges inside the park

Guide fees and charges

- 82% of visitor groups did not spend any money (see Figure 91).
- 19% spent \$1 or more.

NOTE: Guide fees are paid outside the park.

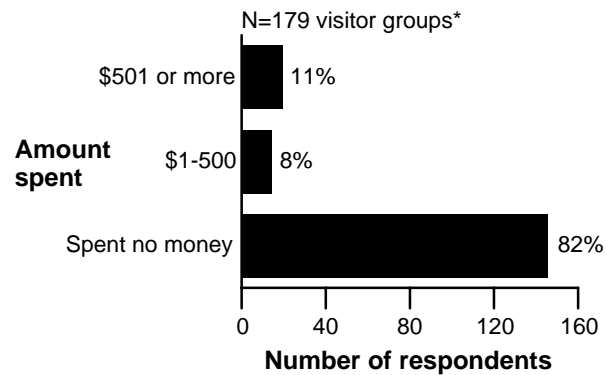


Figure 91: Expenditures for guide fees and charges inside the park

Restaurants and bars

- 46% of visitor groups did not spend any money (see Figure 92).
- 31% spent from \$1 to \$100.

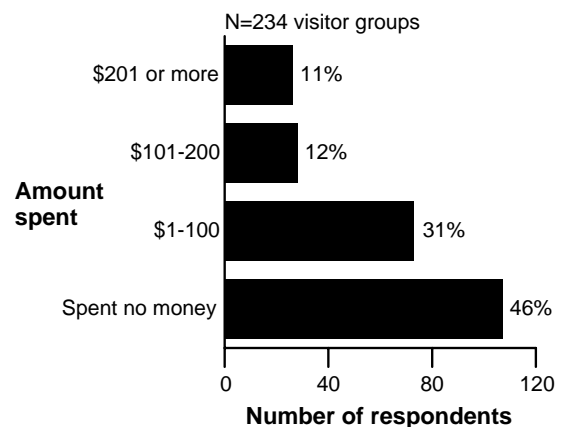


Figure 92: Expenditures for restaurants and bars inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Groceries and takeout food

- 77% of visitor groups did not spend any money (see Figure 93).
- 23% spent \$1 or more.

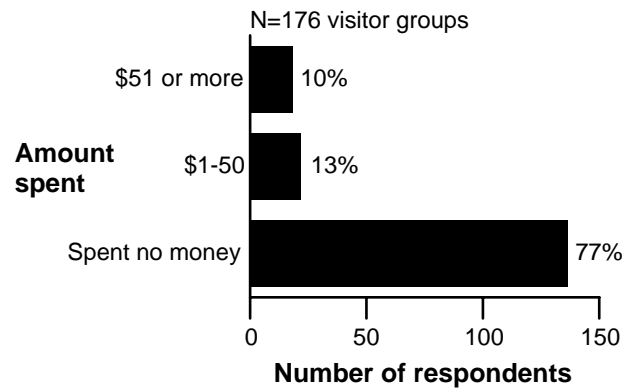


Figure 93: Expenditures for groceries and takeout food inside the park

Gas and oil

- 92% of visitor groups did not spend any money (see Figure 94).
- 8% spent \$1 or more.

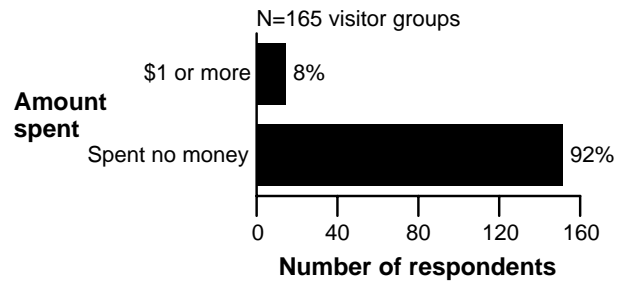


Figure 94: Expenditures for gas and oil inside the park

Other transportation expenses (including airfare)

- 56% of visitor groups did not spend any money (see Figure 95).
- 24% spent from \$1-\$1,000.

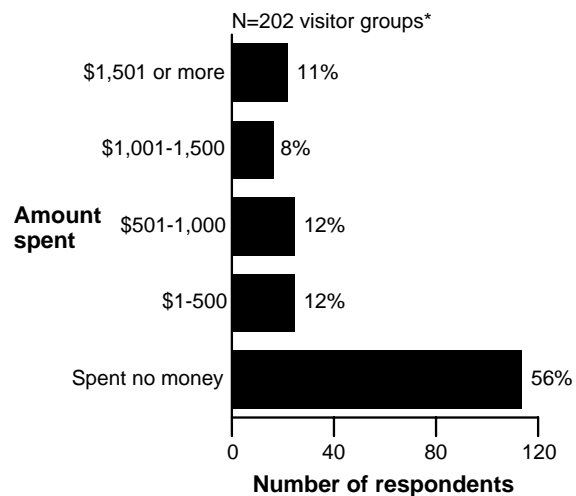


Figure 95: Expenditures for other transportation expenses inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, entertainment fees

- 87% of visitor groups did not spend any money (see Figure 96).
- 9% spent from \$1 to \$100.

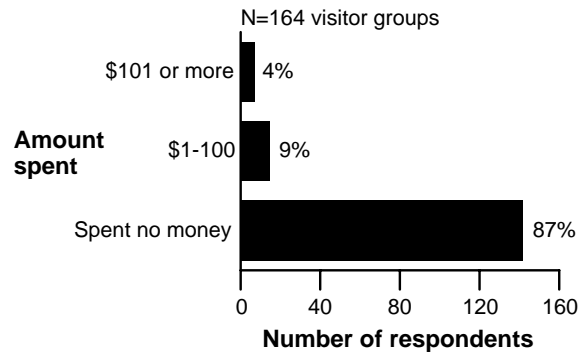


Figure 96: Expenditures for admission, recreation, entertainment fees inside the park

All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)

- 50% of visitor groups did not spend any money (see Figure 97).
- 26% spent from \$1 to \$50.

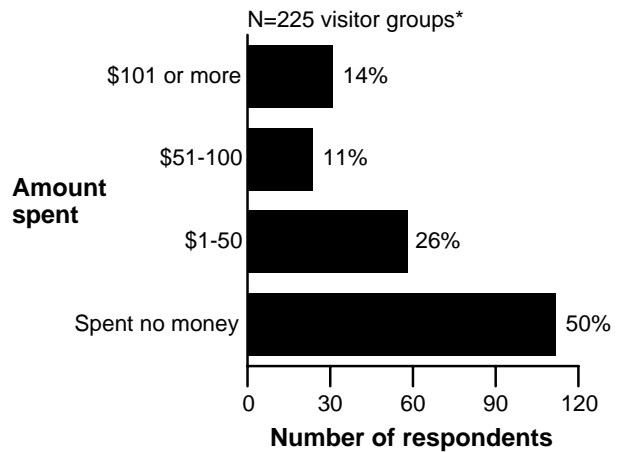


Figure 97: Expenditures for all other purchases inside the park

Donations

- 87% of visitor groups did not spend any money (see Figure 98).
- 11% spent from \$1 to \$100.

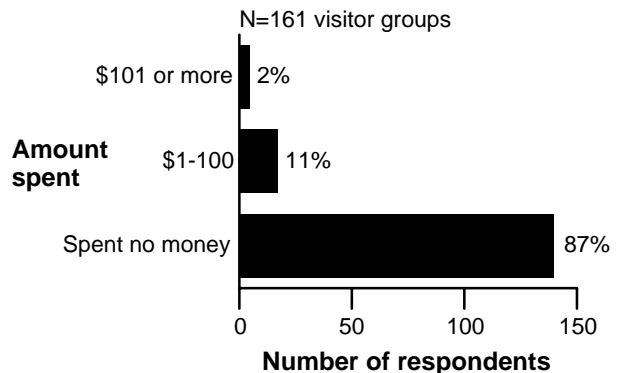


Figure 98: Expenditures for donations inside the park

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Expenditures outside the park

Question 23b

Please list your group’s total expenditures in Alaska outside the park.

Note: Surrounding area residents should only include expenditures that were directly related to this visit to Katmai NP & Preserve.

Results

- 54% of visitor groups spent up to \$6,000 outside the park in Alaska (see Figure 99).
- 20% spent \$10,001 or more.
- The average visitor group expenditure was \$6,914.
- The median expenditure (50% of groups spent more and 50% of groups spent less) was \$4,370.
- Average total expenditure per person (per capita) was \$2,806.
- As shown in Figure 100, the largest proportions of total expenditures outside the park in Alaska were:

- 31% Package tour
- 21% Other transportation expenses
- 20% Hotel, motel, cabin, B&B, etc.

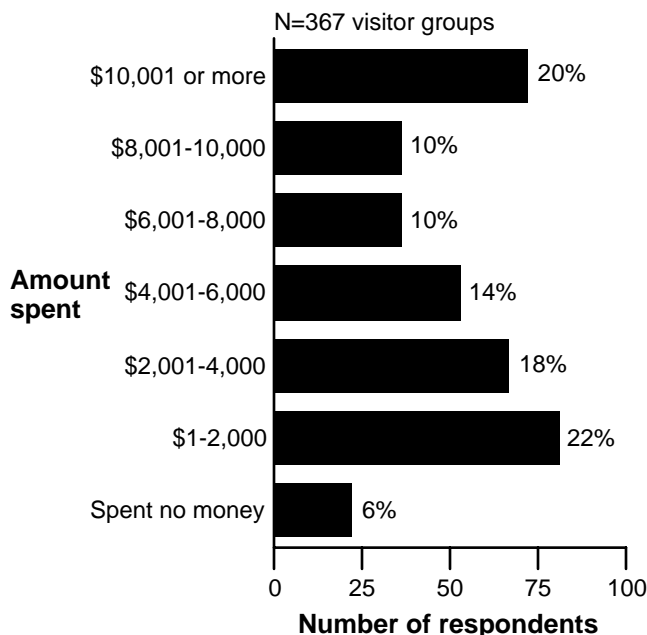


Figure 99: Total expenditures outside the park in Alaska

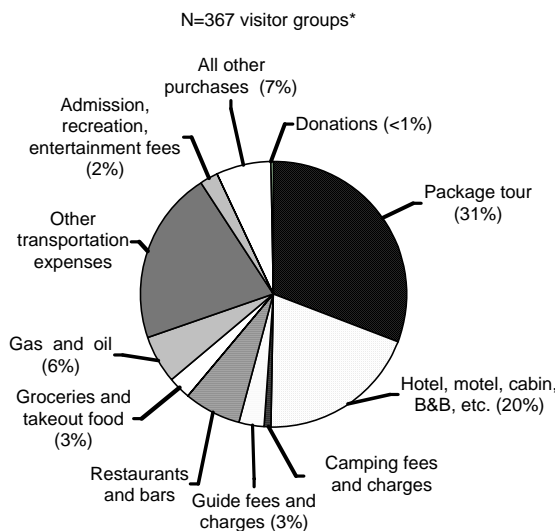


Figure 100: Proportions of total expenditures outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Package tour

- 40% of visitor groups spent \$2,001 or more for package tours outside the park (see Figure 101).
- 37% spent no money.

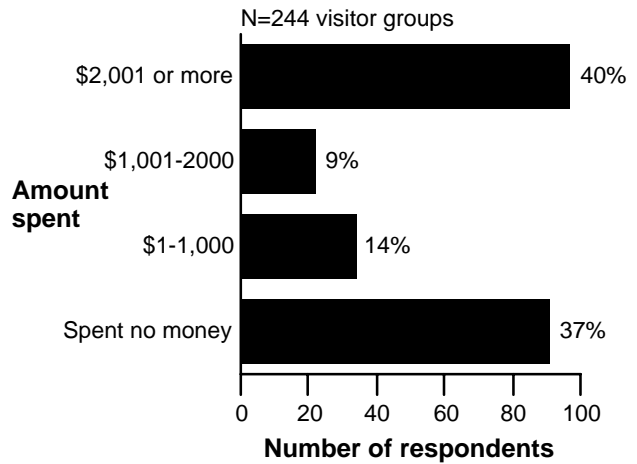


Figure 101: Expenditures for package tour outside the park in Alaska

Lodges, hotels, motels, cabins, B&B, etc.

- 26% of visitor groups spent \$1,501 or more for lodging outside the park (see Figure 102).
- 43% spent from \$1 to \$1,000.
- 23% spent no money for lodging outside the park.

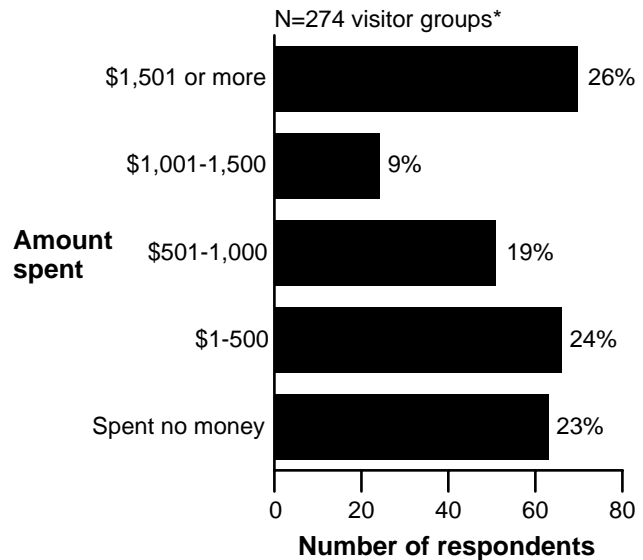


Figure 102: Expenditures for lodges, hotels, motels, cabins, B&B, etc. outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Camping fees and charges

- 72% of visitor groups did not spend any money (see Figure 103).
- 15% spent from \$1 to \$200.

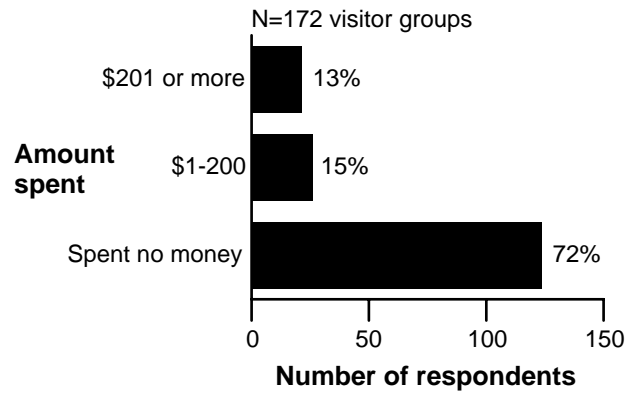


Figure 103: Expenditures for camping fees and charges outside the park in Alaska

Guide fees and charges

- 57% of visitor groups did not spend any money (see Figure 104).
- 30% of groups spent from \$1 to \$1000.

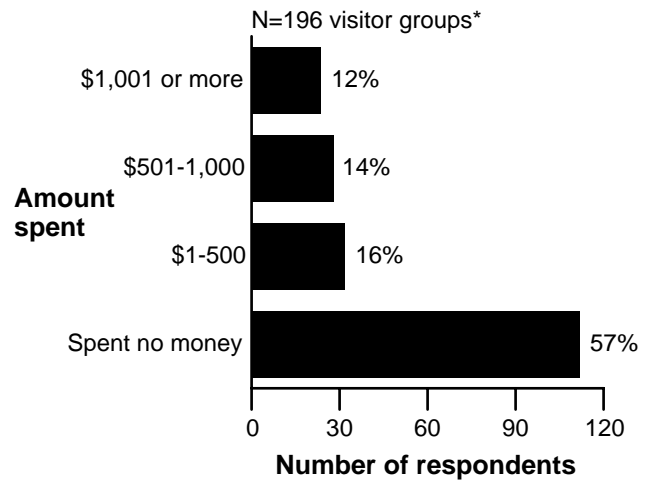


Figure 104: Expenditures for guide fees and charges outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

- 44% spent from \$1 to \$400 (see Figure 105).
- 28% of visitor groups spent \$601 or more.

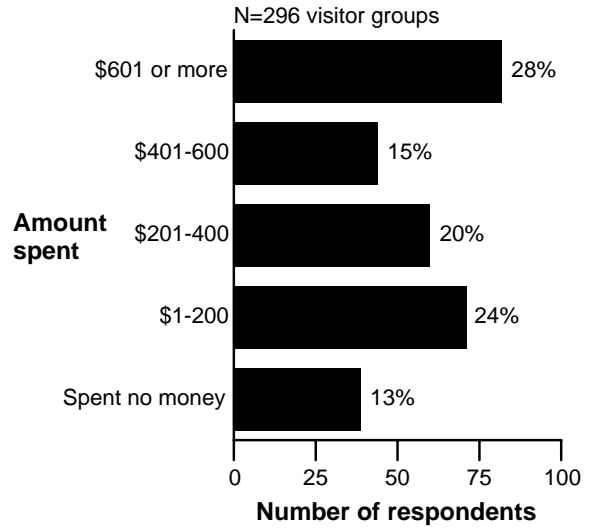


Figure 105: Expenditures for restaurants and bars outside the park in Alaska

Groceries and takeout food

- 49% of visitor groups \$101 or more (see Figure 106).
- 29% spent from \$1 to \$100.

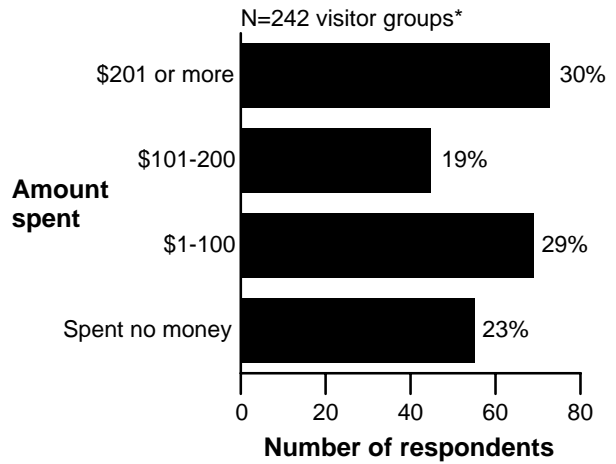


Figure 106: Expenditures for groceries and takeout food outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Gas and oil

- 41% spent from \$1 to \$200 (see Figure 107).
- 25% of visitor groups spent \$301 or more.

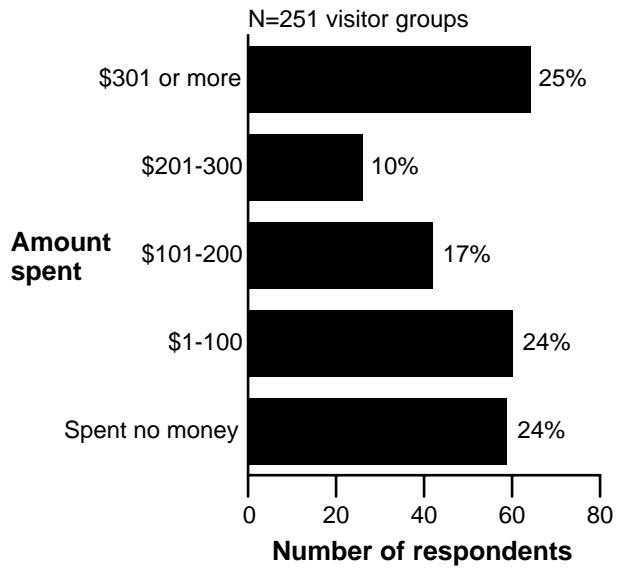


Figure 107: Expenditures for gas and oil outside the park in Alaska

Other transportation expenses

- 33% spent from \$501-\$1,500 (see Figure 108).
- 23% of visitor spent \$2,001 or more.
- 18% spent no money.

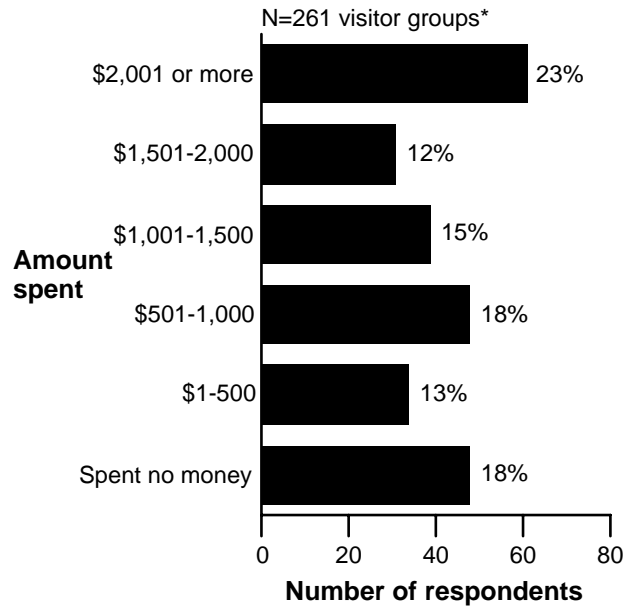


Figure 108: Expenditures for other transportation expenses outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, and entertainment fees

- 40% of visitor groups did not spend any money (see Figure 109).
- 37% spent \$101 or more.

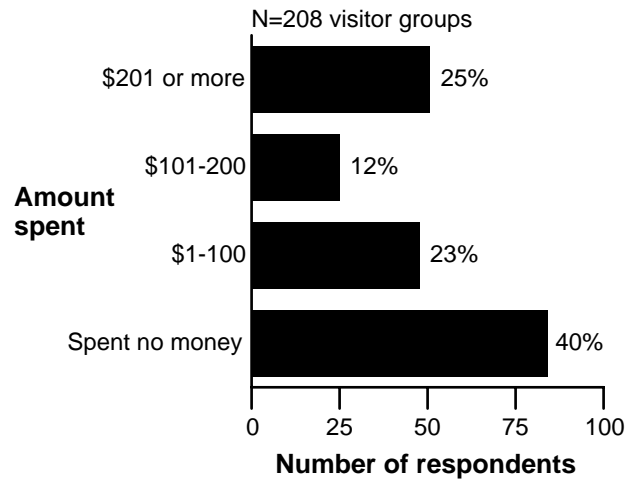


Figure 109: Expenditures for admission, recreation, and entertainment fees outside the park in Alaska

All other purchases

- 37% of visitor groups spent from \$1 to \$200 (see Figure 110).
- 33% spent \$401 or more.

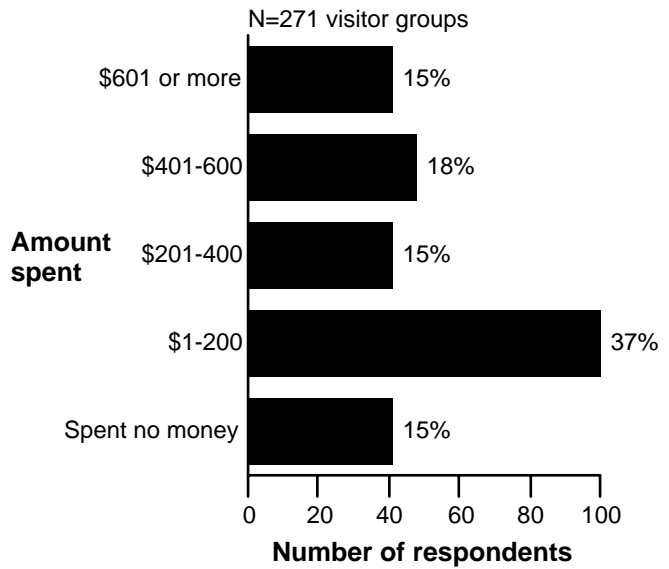


Figure 110: Expenditures for all other purchases outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Donations

- 72% of visitor groups did not spend any money (see Figure 111).
- 23% spent from \$1 to \$100.

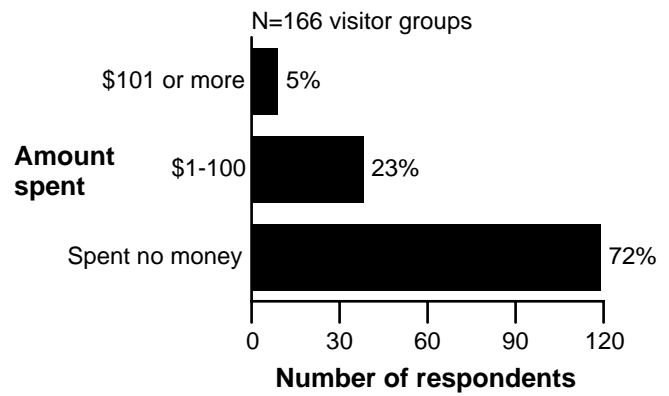


Figure 111: Expenditures for donations outside the park in Alaska

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Overall Quality

Question 27

Overall, how would you and your group rate the quality of visitor facilities, services, and recreational opportunities provided to you and your group at Katmai NP & Preserve during this visit?

Results

- 93% of visitor groups rated the overall quality as “very good” or “good” (see Figure 112).
- Less than 2% rated the overall quality as “very poor” or “poor.”

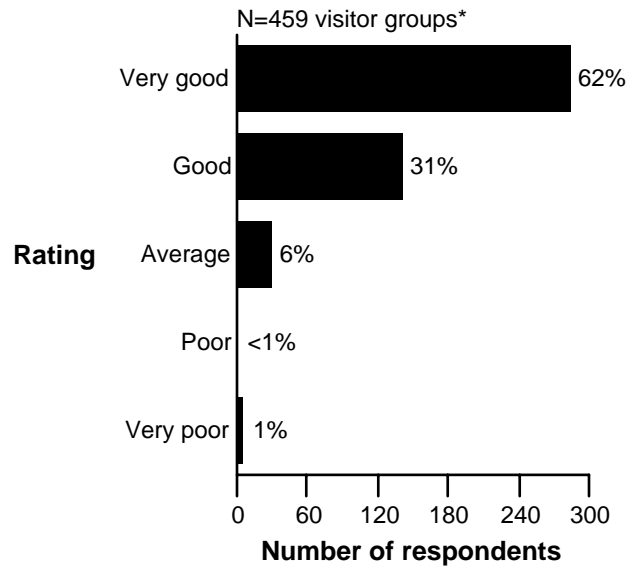


Figure 112: Overall quality of visitor facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

**total percentages do not equal 100 because visitors could select more than one answer

Visitor Comments

What visitors liked most

Question 24a

On this visit, what did you and your group like most about Katmai NP & Preserve?

Results

- 93% of visitor groups (N=470) made comments.
- Table 10 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 10: What visitors liked most

N=774 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Good guide	7
INTERPRETIVE SERVICES	
Ranger talk/information	22
Other comments	3
FACILITIES/MAINTENANCE	
Clean/well maintained	12
Viewing platforms	10
Lack of facilities	4
Trails	2
Other comment	1
POLICIES/MANAGEMENT	
Well run facility/well organized	3
Other comment	1
COMMERCIAL OPERATIONS	
Brooks Lodge	7
Other comments	2
RESOURCE MANAGEMENT	
Bears/bear watching	372
Wilderness	43
Peace/quiet/solitude	32
Wildlife	27
Valley of 10,000 Smokes	9
Falls	5
Salmon	4
Sharing habitat with bears	3
Clean air	3
Clean water	2
Preserved environment	2

Other comments

4

**Table 10: What visitors liked most
(continued)**

Comment	Number of times mentioned
GENERAL COMMENTS	
Scenery/beauty	74
Fishing	23
Remote location	17
Float plane views/experience	13
Photo opportunities	11
Everything	11
Lack of people	7
Trip of a lifetime	6
Nature	5
Friendly people	3
Highlight of trip	3
Backcountry/camping	3
Hike to falls	2
Isolation/lack of outside contact	2
Other comments	14

What visitors liked least

Question 26b

On this visit, what did you and your group like least about your visit to Katmai NP & Preserve?

Results

- 75% of visitor groups (N=379) made comments.
- Table 11 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 11: What visitors liked least
N=415 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Ranger behavior	15
Lack of ranger escort	7
Other comments	3
INTERPRETIVE SERVICES	
Lack of information	3
Other comments	9
FACILITIES/MAINTENANCE	
Litter	9
Lack of toilet facilities	7
Toilets	4
Other comments	9
COMMERCIAL OPERATIONS	
Comments	24
POLICIES/MANAGEMENT	
Crowding	35
Cost	20
Limited access to park	8
Other comments	7
RESOURCE MANAGEMENT	
Bugs/insects	21
Lack of bears	10
Lack of wildlife	2
Lack of salmon	2
Other comments	13

**Table 11: What visitors liked least
(continued)**

Comment	Number of times mentioned
GENERAL COMMENTS	
Nothing	70
Weather	38
Lack of time	37
Other visitors' behavior	17
Waiting for bears to move	8
Survey	5
Other comments	32

Planning for the future

Question 25

If you were a park manager planning for the future of Katmai NP & Preserve, what would you propose?

Results

- 68% of visitor groups (N=344) made comments.
- Table 12 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 12: Planning for the future

N=535 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Add rangers/staff	9
Train rangers	9
Provide ranger escort to viewing platform	7
Train private guides	5
Train concession staff	2
INTERPRETIVE SERVICES	
Needed more information	18
Provide more detailed bear information	6
Explain bear safety	6
Need maps	6
Educate visitors	3
More ranger-led activities	3
Salmon information	2
Advertise all activities	2
Add museum	2
Plant identification	2
Improve orientation	2
Salmon identification	2
Wanted cultural resources information	2
Other comments	7
FACILITIES/MAINTENANCE	
Add viewing platforms	12
Alternate access around bear jams	10
Add restrooms	8
Improve campground	6
Add trails	4
Remove litter	4
Add walkways	3
Improve trails	3
Add signs	2
improve picnic areas	2
improve restrooms	2
Other comments	8

**Table 12: Planning for the future
(continued)**

Comment	Number of times mentioned
COMMERCIAL OPERATIONS	
Need more food options	9
Add shuttle	5
Improve lodge	4
Add lodging	4
Keep lodge as is	3
Add gift shop items	3
Other comments	7
POLICIES/MANAGEMENT	
Limit number of visitors/crowding	71
Keep it as it is	53
Allow no hunting of bears in/around park	20
Allow no development in park	15
Allow no commercial services in park	12
Trip costs too expensive	10
Limit day trip visitors	7
Allow no fishing	6
Balance access with resources	6
Limit access	4
Allow access to more of park	3
Educate & enforce rules and regulations	3
Allow no children	2
Expand park	2
Limit planes	2
Increase fee	2
No tripods at viewing platforms	2
Allow no smoking	2
Explain lodge vs. NPS issue	2
Other comments	26
RESOURCE MANAGEMENT	
Protect park natural resources	50
Protect bears	30
Protect salmon	2
Other comments	4
GENERAL COMMENTS	
Protect bears at Mc Neil Sanctuary	4
Other comment	1

Additional comments

Question 26

Is there anything else you would like to tell us about your visit to Katmai NP & Preserve?

Results

- 55% of visitor groups (N=280) made comments.
- Table 13 shows a summary of visitor comments. A complete copy of hand-written comments is included in the Visitor Comments Appendix.

Table 13: Additional comments

N=463 comments;
some visitor groups made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers/staff knowledgeable	35
Guide knowledgeable	9
Train rangers/staff	5
Need more rangers	4
Lodge staff friendly	2
Other comments	2
INTERPRETIVE SERVICES	
Needed more information	13
Worried about bears/safety	5
Advertise	4
Enjoyed bear pin	2
Want stamp for NPS passport	2
Other comments	8
FACILITIES/MAINTENANCE	
Well maintained	3
Campground excellent	2
Add restrooms	2
Good viewing platforms/walkways	2
Other comments	8
COMMERCIAL OPERATIONS	
Food good	6
Enjoyed Brooks Lodge	4
Improve Brooks Lodge operation	3
POLICIES/MANAGEMENT	
Outstanding park	6
Outstanding operation	3
Do not restrict access	2
Too expensive	2
Manage crowding	2
No bear hunting	2
Other comments	9

**Table 13: Additional comments
(continued)**

Comment	Number of times mentioned
RESOURCES MANAGEMENT	
Keep it natural	20
Protect bears	9
Keep it as is	8
Balance bears/people	5
Good bear/people balance	3
Protect for future	3
Other comments	9
GENERAL COMMENTS	
Enjoyed visit	99
Want to return	29
Enjoyed bears	27
Lifetime experience	25
Beautiful	17
Thank you	12
Highlight of trip	8
Keep up good work	8
Enjoyed photography	2
Worth the cost	2
Survey needs improved	2
Wanted to see more	2
Other comments	26

APPENDICES

Appendix 1: The Questionnaire

Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn more from VSP visitor study data. Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible—you may select a single program/service/facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- Sources of information used prior to visit
- Sources of information preferred for future visits
- Received needed information?
- Awareness of visiting Katmai, unit managed by NPS, prior to visit?
- Familiar with Katmai rules and regulations prior to visit?
- Take tour with independent guide?
- Did guide explain rules and regulations?
- Katmai as part of travel plans
- Primary reason for visiting Katmai/Alaska Peninsula area
- Form of transportation used to get to Alaska (non-residents)
- Forms of transportation to arrive at Katmai
- Stay overnight away from home?
- Number of nights in Katmai, in area, in Alaska
- Type of lodging used in park and in area
- Location stayed on night before and night after Katmai visit
- Sites visited in park
- Activities in park other than Brooks Camp
- Activities in park at Brooks Camp
- Attend any interpretive programs?
- Reasons for not attending interpretive programs
- Elements' effect on visitor experience
- Importance of resources/ attributes
- Length of stay at park (hours/days)
- Use of visitor services/facilities
- Importance of visitor services/ facilities
- Quality of visitor services/ facilities
- Selected places visited
- Rating of crowding at those places
- Visit backcountry on this visit?
- Number of visits into Katmai backcountry
- Rating of quality of backcountry experience
- Types of larger tour groups that visitors traveled with
- Personal group type
- Group size
- Visitor gender
- Visitor age
- U.S. zip code or country of residence
- Number of visits in 12 months and lifetime
- Highest level of education
- Household income
- Number of people in household
- Topics of interest on this visit and on future visits
- Total expenditures
- Expenditures inside park
- Expenditures outside park (in Alaska)
- Number of adults & children in expenditures
- Overall quality of visitor facilities, services and recreational opportunities

For more information please contact:
 Visitor Services Project, PSU
 College of Natural Resources
 P.O. Box 441139
 University of Idaho
 Moscow, ID 83844-1139

Phone: 208-885-7863
 Fax: 208-885-4261
 Email: littlej@uidaho.edu
 Website: <http://www.psu.uidaho.edu>

Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. The most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman 2000; Stoop 2004). In this study, group type, group size, and age of the group member (at least 16 years old) completing the survey were two variables that were used to check for non-response bias. Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. *If p-value is greater than 0.05, the two groups are judged to be insignificantly different in term of the variables being compared.*

Therefore, the hypotheses for checking non-response bias are:

1. Average age of respondents is not statistically significant different from average age of non-respondents
2. Average group size of respondents not statistically significant different from average group size of non-respondents
3. Respondents from different group types are equally represented (proportions of group types in survey results reflect proportions of group types in visitor population)

**Table 14: Comparison of respondents and non-respondents
Age and Group size**

	Variable	Respondent		Non-respondent		p-value (t-test)
		N	Average	N	Average	
Comparison using data from returned questionnaires	Age	491	51	177	47	<0.001
	Group size	501	4.0	174	2.9	<0.001
Comparison using data from initial front-end interviews	Age	494	50	177	47	0.001
	Group size	498	2.7	174	2.9	0.113

Table 15: Comparison of group type

Group type	Number of respondents (Actual value)	Total number of participants	Number of respondents (Expected value)
Alone	58	80	58.52
Family	131	214	156.54
Friends	203	254	185.81
Family and friends	50	66	48.28
Other	43	49	35.84
Total	485	663	

Chi-square= 7.25 df=4 p-value=0.123

As shown in Table 14, the p-value for the representation of group type is greater than 0.05, indicating that respondents from different group types are equally represented in the study results. Using data from returned questionnaires, Table 15 shows that respondents and non-respondents are significantly different in both age and group size. However, using data from front-end face-to-face interview with survey participants, respondents' average group size is smaller compared to what they reported (2.7 people instead of 4.0 people per group). Average respondents' group size using front-end data, hence, is not significantly different than average non-respondents' group size. As Katmai National Park & Preserve received a large proportion of commercial tour groups, the discrepancy between the self-reported group size and interview records may be caused by a reporting error. The question asked visitors to report the number of people in a personal group, which could be misinterpreted as the number of people in the whole tour group.

In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. In this study, the age difference between the visitor who accepted the questionnaire and the response in the questionnaire on average is one year.

In conclusion, there are potential differences between respondents and non-respondents in this study using basic demographic variables. However, the differences may reflect an error in the self-reporting procedure rather than a bias in the results of the study. Thus, while the results need to be interpreted with some caution, the survey data is not a bias presentation of visitor population who visited the park at the time of the study.

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Appendix 4: Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted or from the UI PSU. All studies were conducted in summer unless otherwise noted.

1982

1. Mapping interpretive services: A pilot study at Grand Teton National Park.

1983

2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method.
3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt Rushmore National Memorial.
4. Mapping visitor populations: A pilot study at Yellowstone National Park.

1985

5. North Cascades National Park Service Complex
6. Crater Lake National Park

1986

7. Gettysburg National Military Park
8. Independence National Historical Park
9. Valley Forge National Historical Park

1987

10. Colonial National Historical Park (summer and fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park (summer and fall)
15. Yellowstone National Park
16. Independence National Historical Park: Four Seasons Study

1988

17. Glen Canyon National Recreational Area
18. Denali National Park and Preserve
19. Bryce Canyon National Park
20. Craters of the Moon National Park

1989

21. Everglades National Park (winter)

22. Statue of Liberty National Park
23. The White House Tours, President's Park

1989 (continued)

24. Lincoln Home National Historic Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Park

1990

28. Canyonlands National Park (spring)
29. White Sands National Park
30. National Parks and Memorials, Washington, D.C.
31. Kenai Fjords National Park
32. Gateway National Recreation Area
33. Petersburg National Battlefield
34. Death Valley National Park
35. Glacier National Park
36. Scott's Bluff National Park
37. John Day Fossil Beds National Park

1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Park (spring)
40. The White House Tours, President's Park (spring)
41. Natchez Trace Parkway (spring)
42. Stehekin-North Cascades NP/ Lake Chelan NRA
43. City of Rocks National Reserve
44. The White House Tours, President's Park (fall)

1992

45. Big Bend National Park (spring)
46. Frederick Douglass National Historic Site (spring)
47. Glen Echo Park (spring)
48. Bent's Old Fort National Historic Site
49. Jefferson National Expansion Memorial
50. Zion National Park
51. New River Gorge National River
52. Klondike Gold Rush National Historical Park, AK
53. Arlington House-The Robert E. Lee Memorial

Visitor Services Project Publications (continued)**1993**

- 54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
- 55. Santa Monica Mountains National Recreation Area (spring)
- 56. Whitman Mission National Historic Site
- 57. Sitka National Historical Park
- 58. Indiana Dunes National Lakeshore
- 59. Redwood National Park
- 60. Channel Islands National Park
- 61. Pecos National Historical Park
- 62. Canyon de Chelly National Park
- 63. Bryce Canyon National Park (fall)

1994

- 64. Death Valley National Park Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap Farm Park for the Performing Arts
- 68. Nez Perce National Historical Park
- 69. Edison National Historic Site
- 70. San Juan Island National Historical Park
- 71. Canaveral National Seashore
- 72. Indiana Dunes National Lakeshore (fall)
- 73. Gettysburg National Military Park (fall)

1995

- 74. Grand Teton National Park (winter)
- 75. Yellowstone National Park (winter)
- 76. Bandelier National Park
- 77. Wrangell-St. Elias National Park and Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Park
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Park
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

1996

- 84. Everglades National Park (spring)
- 85. Chiricahua National Park (spring)
- 86. Fort Bowie National Historic Site (spring)
- 87. Great Falls Park, Virginia (spring)

- 88. Great Smoky Mountains National Park
- 89. Chamizal National Memorial
- 90. Death Valley National Park (fall)
- 91. Prince William Forest Park (fall)
- 92. Great Smoky Mountains National Park (summer and fall)

1997

- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historic Site (spring)
- 96. Lincoln Boyhood National Memorial
- 97. Grand Teton National Park
- 98. Bryce Canyon National Park
- 99. Voyageurs National Park
- 100. Lowell National Historical Park

1998

- 101. Jean Lafitte National Historical Park and Preserve (spring)
- 102. Chattahoochee River National Recreation Area (spring)
- 103. Cumberland Island National Seashore (spring)
- 104. Iwo Jima/Netherlands Carillon Memorials
- 105. National Parks and Memorials, Washington, D.C.
- 106. Klondike Gold Rush National Historical Park, AK
- 107. Whiskeytown National Recreation Area
- 108. Acadia National Park

1999

- 109. Big Cypress National Preserve (winter)
- 110. San Juan National Historic Site, Puerto Rico (winter)
- 111. St. Croix National Scenic Riverway
- 112. Rock Creek Park
- 113. New Bedford Whaling National Historical Park
- 114. Glacier Bay National Park and Preserve
- 115. Kenai Fjords National Park
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park (fall)

Visitor Services Project Publications (continued)**2000**

- 118. Haleakala National Park (spring)
- 119. White House Tour and White House Visitor Center (spring)
- 120. USS Arizona Memorial
- 121. Olympic National Park
- 122. Eisenhower National Historic Site
- 123. Badlands National Park
- 124. Mount Rainier National Park

2001

- 125. Biscayne National Park (spring)
- 126. Colonial National Historical Park (Jamestown)
- 127. Shenandoah National Park
- 128. Pictured Rocks National Lakeshore
- 129. Crater Lake National Park
- 130. Valley Forge National Historical Park

2002

- 131. Everglades National Park
- 132. Dry Tortugas National Park
- 133. Pinnacles National Park
- 134. Great Sand Dunes National Park and Preserve
- 135. Pipestone National Park
- 136. Outer Banks Group (Cape Hatteras National Seashore, Ft. Raleigh National Historic Site, and Wright Brothers National Memorial)
- 137. Sequoia and Kings Canyon National Parks and Sequoia National Forest
- 138. Catoclin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Battlefield

2003

- 141. Gateway National Recreation Area: Floyd Bennett Field (spring)
- 142. Cowpens National Battlefield (spring)
- 143. Grand Canyon National Park – North Rim
- 144. Grand Canyon National Park – South Rim
- 145. CandO Canal National Historical Park

2003 (continued)

- 146. Capulin Volcano National Park
- 147. Oregon Caves National Park
- 148. Knife River Indian Villages National Historic Site
- 149. Fort Stanwix National Park
- 150. Arches National Park
- 151. Mojave National Preserve (fall)

2004

- 152. Joshua Tree National Park (spring)
- 153. New River Gorge National River
- 154. George Washington Birthplace National Park
- 155. Craters of the Moon National Park and Preserve
- 156. Dayton Aviation Heritage National Historical Park
- 157. Apostle Islands National Lakeshore
- 158. Keweenaw National Historical Park
- 159. Effigy Mounds National Park
- 160. Saint-Gaudens National Historic Site
- 161. Manzanar National Historic Site
- 162. John Day Fossil Beds National Park

2005

- 163. Congaree National Park
- 164. San Francisco Maritime National Historical Park
- 165. Lincoln Home National Historic Site
- 166. Chickasaw National Recreation Area
- 167. Timpanogos Cave National Park
- 168. Yosemite National Park
- 169. Fort Sumter National Park
- 170. Harpers Ferry National Historical Park
- 171. Cuyahoga Valley National Park
- 172. Johnstown Flood National Memorial
- 173. Nicodemus National Historic Site

2006

- 174. Kings Mountain National Military Park
- 175. John F. Kennedy National Historic Site
- 176. Devils Postpile National Monument
- 177. Mammoth Cave National Park
- 178. Yellowstone National Park
- 179. Monocacy National Battlefield
- 180. Denali National Park
- 181. Golden Spike National Historic Site
- 182. Katmai National Park and Preserve

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit, website: www.psu.uidaho.edu or phone (208) 885-7863.

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