

Visitor Services Project

Denali National Park and Preserve

Volume 1 of 2

Cooperative Park Studies Unit

Visitor Services Project

**Denali National Park and
Preserve**

Volume 1 of 2

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Visitor Services Project
Denali National Park and Preserve
Report Summary

- This report describes the results of a visitor study conducted at Denali National Park and Preserve during the week of July 26 - August 1, 1988. Questionnaires were given to 483 visitor groups and 428 were returned, an 89% response rate. One individual per party responded on behalf of each self-defined visitor group.
- The survey provides a profile of the people who visited Denali National Park and Preserve beyond Savage River (Mile 12). Volume 1 provides a statistical profile of these people who visited Denali. Visitors' general comments about the park are found in Volume 2 of the report; Volume 1 has a summary of their comments.
- Forty-eight percent of visitor groups were in family groups and the most common group size was two people (35%). Thirty-five percent of the visitors were at least 62 years old and 20% of all visitors were repeat visitors.
- Thirty-seven percent of all foreign visitors, who composed 12% of all visitation, were from Germany and almost one-third of all Americans came from Alaska and California.
- Visitors commonly stayed one night (41%), although 31% stayed at least three nights. Observing wildlife, taking photographs and viewing wildflowers were the most common activities.
- The sites beyond Savage River that received the greatest proportion of all visitors were Polychrome Pass (72%) and Teklanika River (62%).
- The average per capita expenditure during the visit was approximately \$76.00; whereas the average visitor group expenditure was approximately \$296.00.
- Ninety-five percent of visitors observed bears, Dall sheep and caribou during their visit. Most visitors used their private vehicles on their trip to visit the park (46%). Almost 90% of Denali's visitor groups came from out-of-state. The reason most commonly cited for their visit to Alaska was to take a vacation.
- Sixty-six percent of Denali visitors who rode the NPS shuttle buses used the advance reservation procedure. The length of wait after reserving their seats was commonly from 17-24 hours. While waiting, many visitors ate, set up camp, shopped or slept overnight.
- Visitors rated the dining room, the snack shop and the gas station as the services most useful to them during their visit. The cocktail bar received the lowest usefulness rating from visitors.

For more information about the Visitor Services Project, please contact Dr. Gary E. Machlis, Sociology Project Leader, University of Idaho Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, Moscow, Idaho 83843 or call (208) 885-7129.

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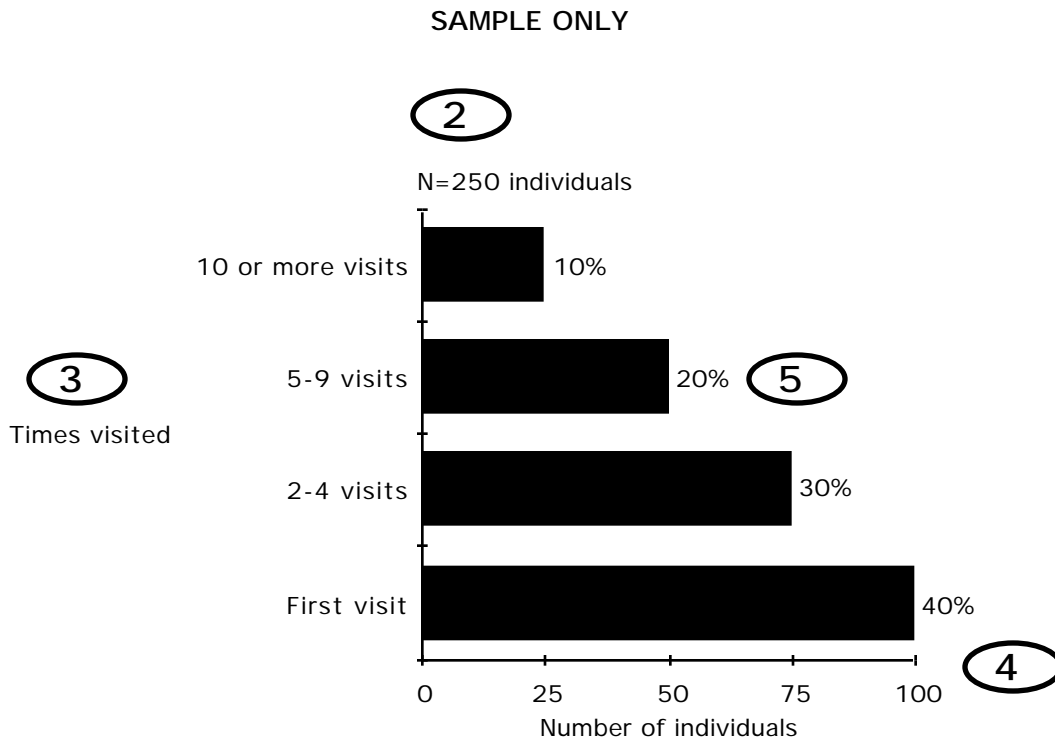
INTRODUCTION

This report describes the results of a visitor survey undertaken at Denali National Park and Preserve (referred to as 'Denali'). It was conducted the week of July 26- August 1, 1988 by the Cooperative Park Studies Unit at the University of Idaho, as a part of the Visitor Services Project. A list of Visitor Services Project publications is included on the inside back cover of this report.

After this introduction, the Methods are presented, along with the limitations to the study. The Results follow, including a summary of visitor comments. Next, a Menu for Further Analysis is provided to help managers in requesting additional analyses. Finally, the Appendix contains the questionnaire used. Volume 2 of this report contains the unedited comments made by visitors who returned the questionnaires.

Many of the graphs in this report are like the example on the following page. The large numbers refer to explanations below the graph.

Introduction (continued)



(1) **Figure 4: Number of visits**

- 1: The figure title provides a general description of the information contained in the graph.
- 2: A note above gives the 'N', or number of cases in the sample, and a specific description of the information in the chart. Use caution when interpreting any data where the sample size is less than 30 as the conclusions may be unreliable.
- 3: The vertical information describes categories.
- 4: The horizontal information shows the number of items that fall into each category. In some graphs, proportions are shown.
- 5: In most graphs, percentages are included to provide additional explanation.

METHODS

General strategy

Front-end interviews were administered and questionnaires were distributed to a sample of randomly selected visitors traveling beyond Savage River (Mile 12) in Denali National Park and Preserve during July 26 - August 1, 1988. Visitors completed the questionnaire during their trip and then returned it by mail. Returned questionnaires were analyzed and this report developed.

Questionnaire design

The questionnaire asked visitors to record where they went, what they did, their reasons for traveling to Alaska, the forms of transport used, the animals they observed and how much money they spent in the area. Visitors were also asked to indicate if they used certain services within the park and to rate their usefulness (see Appendix for a copy of the questionnaire). Space was provided for respondents' comments. The questionnaire followed the standard format used in previous Visitor Services Project studies.

Sampling

Visitors were contacted at the Savage River entrance station into the park's permit area. Beyond this point any visitors entering must have arranged for a private vehicle permit or be riding on either a wildlife tour bus or a park provided shuttle bus. For private vehicles every second vehicle that entered, following the availability of an interviewer, was approached and the visitor group was asked to participate. Wildlife tour buses only entered during two periods of short duration each day. The method employed was to ensure that the first two wildlife tour buses passing through the gate were boarded. More wildlife tour buses were boarded if interviewers were available. NPS shuttle buses were generally widely spaced throughout the entire sample day. Therefore, every time an interviewer was available to board an NPS bus, that bus was sampled. At least one visitor group was randomly chosen from each bus boarded.

The sample size was based upon 1987 vehicle entry counts, the park's operating hours and staff availability. A total of 483 questionnaires were distributed.

Sampling (continued)

Questionnaire administration

Visitor groups were greeted, briefly introduced to the purpose of the study and asked to participate. If visitors agreed, the front-end interview continued. If they declined to participate, they were thanked and allowed to proceed. Front-end interviews asked three short questions of visitors: what type of group they were in, the number of people in the group and the age of the adult who would complete the questionnaire. This designated adult was then requested to supply a name, address and telephone number so that thank you postcards could be sent; the cards also reminded visitors to return the questionnaires in the mail.

Data analysis

Two weeks after questionnaire distribution a post card was mailed to all visitors thanking them for their participation in the study. The cards asked them to return the questionnaire in the mail if they had not already done so.

Questionnaires arriving within the ten week period were coded and entered into a computer. Frequency distributions and cross-tabulations were calculated using a standard statistical software package. Respondents' comments were summarized.

Sample size, missing data and reporting errors

This study collected information on both visitor groups and on individual group members. Therefore, the sample size ('N'), varies from figure to figure. For example, Figure 1 shows information on 423 respondents representing visitor groups, while Figure 3 shows information on 1229 individuals. A note above each figure's graph specifies the information illustrated.

Occasionally, a respondent may not have answered all of the questions in the questionnaire, or may have answered some incorrectly. Unanswered questions create missing data and cause the number in the sample to vary from figure to figure. For example, although 428 questionnaires were returned, Figure 1 shows data for only 423 respondents.

Sample size, missing data and reporting errors (continued)

Questions answered incorrectly due to carelessness, misunderstanding directions and so forth, turn up in the data as reporting errors. These create small data inconsistencies. For example, it is possible that some of the visitors' observations of wildlife occurred outside of the park - they may not have understood to report only those sightings made within the park.

Limitations

Like all surveys, this study has limitations which should be taken into account when interpreting the results.

1. All visitors were asked to record sites visited and activities, however, it is not possible to know whether their responses reflect actual behavior. This disadvantage is applicable to all such studies and is reduced by having visitors fill out questionnaires as they visit the park.

2. The data reflect the use patterns of visitors during the designated study period of July 26 - August 1. The results do not necessarily apply to visitors using the park during different times of the year.

RESULTS

A. Visitors contacted

Five hundred and seven visitor groups were contacted, and 483 agreed to participate. Thus, the acceptance rate was 95%. Four hundred and twenty-eight of the visitor groups completed and returned their questionnaires, an 89% response rate. The acceptance rate is lower than the average acceptance rate of all previous Visitor Services Project surveys. The response rate is considerably higher than the average of all previous studies.

Table 1 shows a comparison of information collected from both the total sample of visitors contacted and the final sample of visitors who returned their questionnaires. Non-response bias was insignificant.

Table 1: Comparison of total sample* and actual respondents**

	Total sample	Actual respondents
Average age of respondent	N=485	N=426
Number of years	50.7	52.0
Average group size	N=483	N=423
Number of people	7.2	8.9

* All visitors who accepted questionnaires.

** All visitors who returned questionnaires.

B. Characteristics

Figure 1 shows visitor group sizes, which ranged from one to 250 people. The most common group size was two people (35%). Forty-eight percent of the visitors came in family groups, as shown in Figure 2.

Figure 3 shows that although a wide range of age groups visited, 35% were adults aged 62 and older. For 80% of the visitors this was their first visit to Denali.

Twelve percent of all visitors came from foreign countries. Map 1 and Table 2 show the amount of foreign visitation to Denali. Germans and Canadians were the most common foreign visitors. Map 2 shows that over 20% of visitors came from Alaska and California.

B. Characteristics (continued)

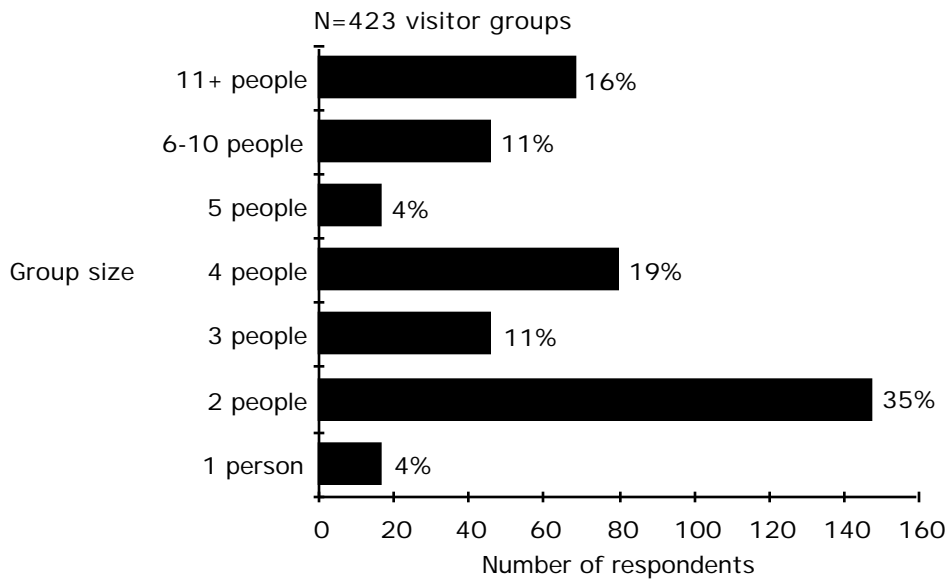


Figure 1: Visitor group sizes

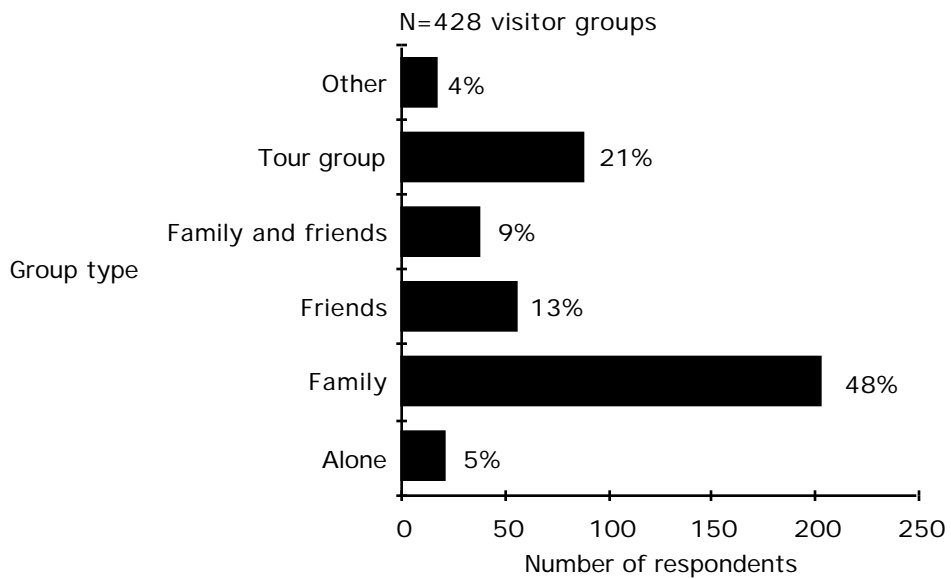


Figure 2: Visitor group types

B. Characteristics (continued)

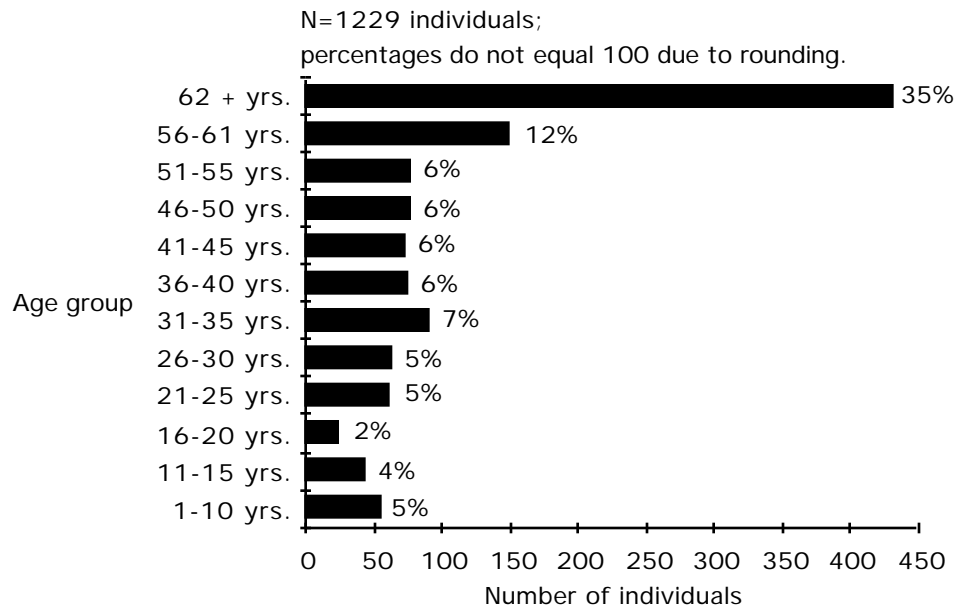


Figure 3: Visitor ages

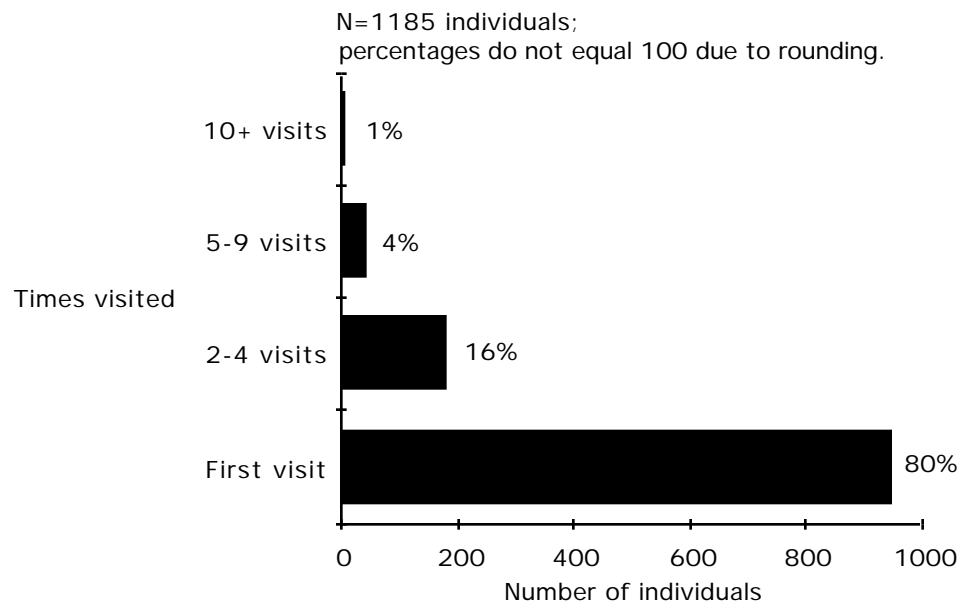


Figure 4: Number of visits

B. Characteristics (continued)

B. Characteristics (continued)

Table 2: Proportion of visitors from foreign countries

N=123 individuals from foreign countries

Country	Number of individuals	% of foreign visitors
Asia	12	10
Japan	11	
Taiwan	1	
Europe	83	67
Austria	6	
Belgium	1	
Germany	46	
Italy	4	
Netherlands	2	
Sweden	3	
Switzerland	15	
U.K.	6	
North America		23
Canada	28	

B. Characteristics (continued)

C. Length of stay

Figure 5 shows that 41% of visitors surveyed stayed one night. Close to 70% of all respondents stayed two nights or less. Figure 6 shows that, for those visitors not staying overnight, the most common length of stay was at least six hours (91%).

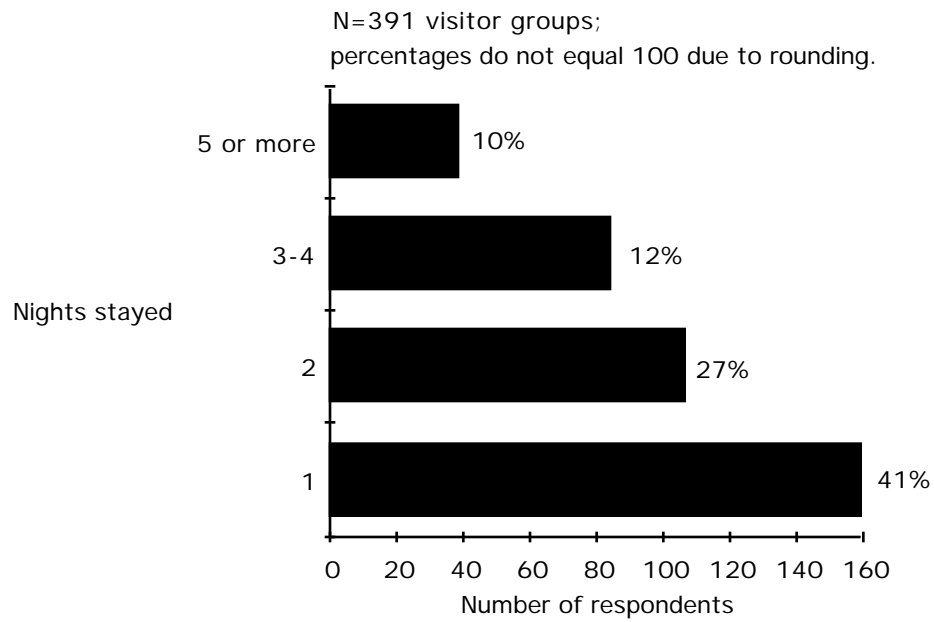


Figure 5: Number of nights visitors spent in Denali area

C. Length of stay (continued)

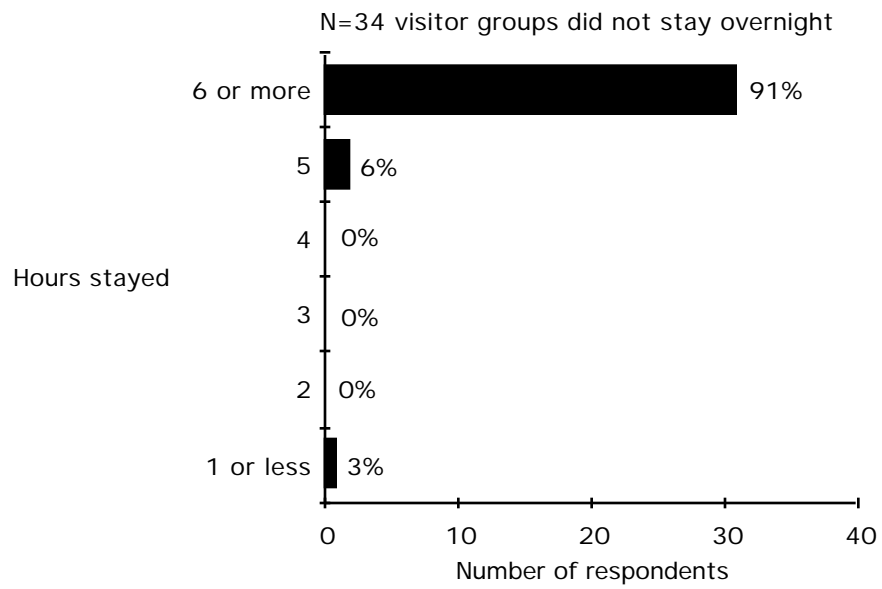


Figure 6: Number of hours visitors spent in Denali area

D. Activities

Figure 7 shows the proportion of visitor groups who participated in each activity during their visit. The activities in which visitor groups most commonly participated were observing wildlife (95%), photography (90%) and viewing wildflowers (83%). Participation was less common for activities such as flightseeing, fishing and camping in the backcountry.

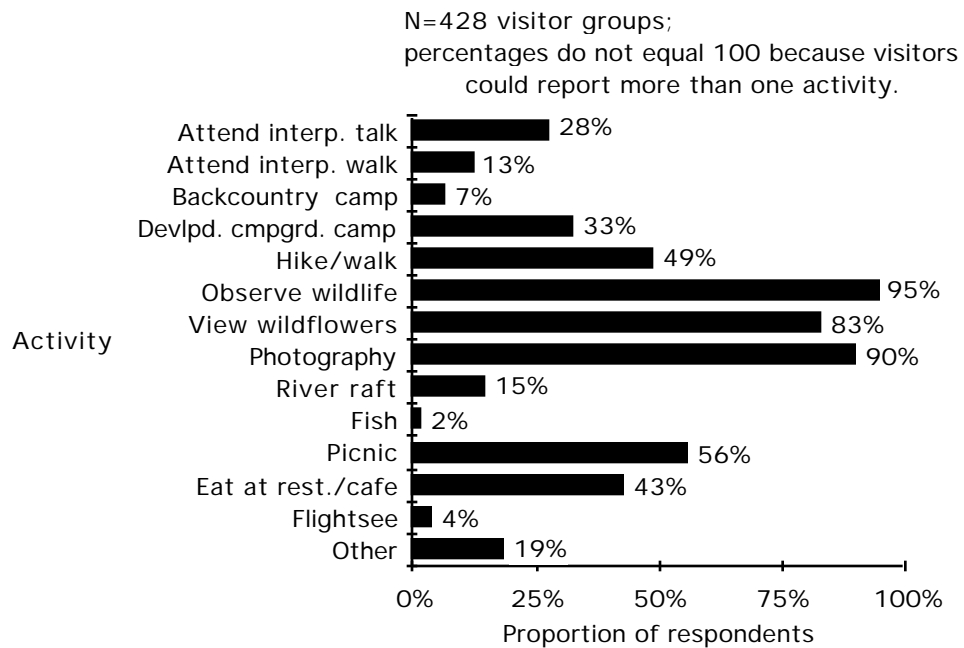


Figure 7: Proportion of visitor groups participating in each activity

E. Locations

Map 3 shows the proportion of visitor groups that stopped at each site beyond the Savage River checkpoint at Mile 12. The largest proportion of visitor groups stopped at Polychrome Pass (72%), Teklanika River (62%), Savage River (60%) and Eielson Visitor Center (59%).

N=428 visitor groups;

percentages do not equal 100 because visitors could visit more than one site.

Map 3: Proportion of visitor groups that stopped at each site

F. Expenditures

Figure 8 shows how much money visitor groups spent while visiting Denali. Although 8% of visitor groups did not spend any money, 27% spent over \$250.00 and 22% spent from \$1-50.00 during their visit. The average visitor group expenditure was approximately \$296.00; the average per capita amount spent was approximately \$76.00.

Figure 9 shows the percentage of total visitor group expenditures by category. The greatest proportion of expenditures was for lodging (45%).

Figures 10-13 depict how much money visitor groups spent on lodging, travel, food and "other" items in the Denali area. Visitor groups commonly spent less than \$25.00 in all categories.

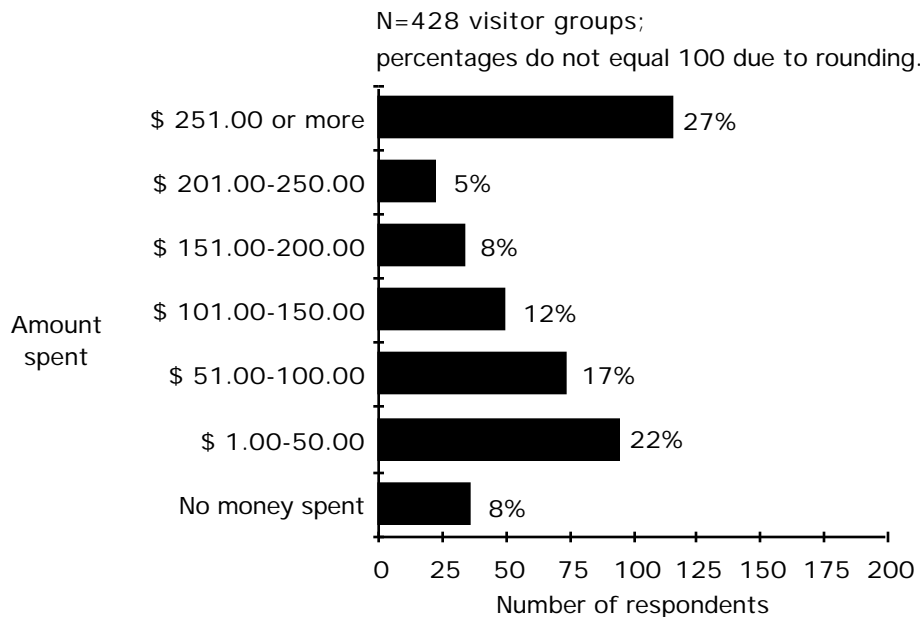


Figure 8: Total amount of visitor expenditures in the Denali area

F. Expenditures (continued)

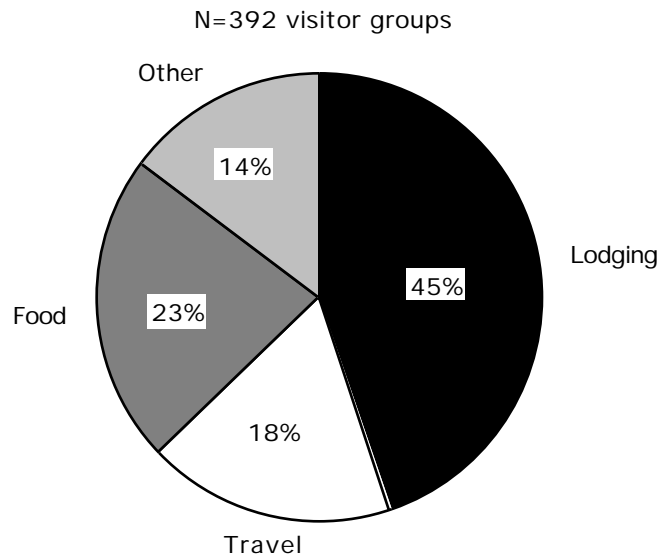


Figure 9: Proportion of visitor expenditures by category

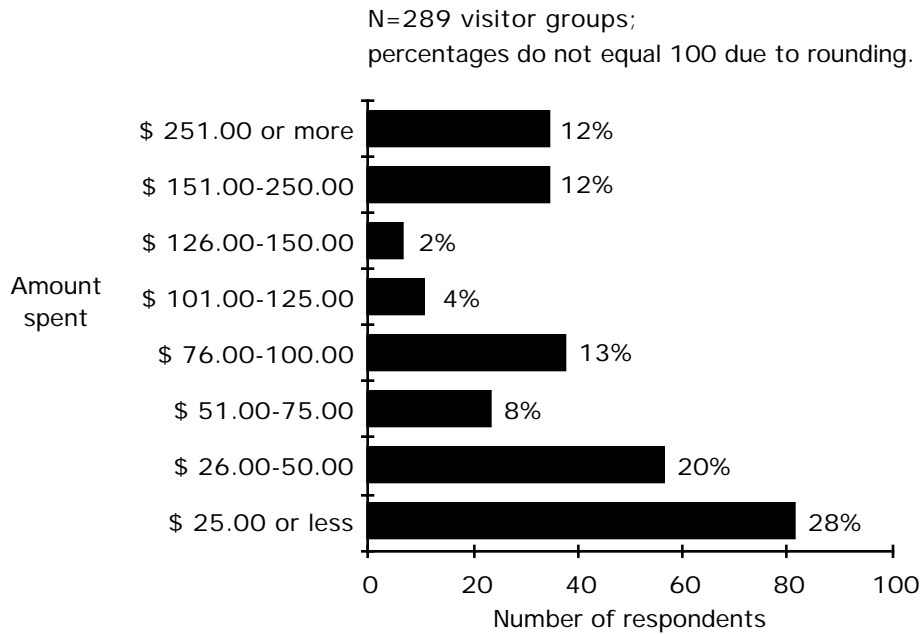


Figure 10: Total visitor expenses for lodging

F. Expenditures (continued)

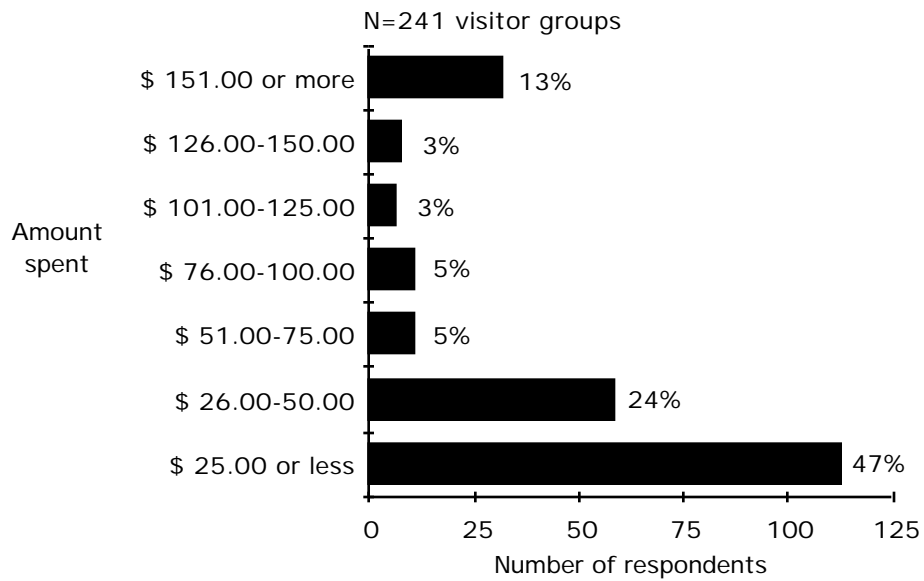


Figure 11: Total visitor expenses for travel

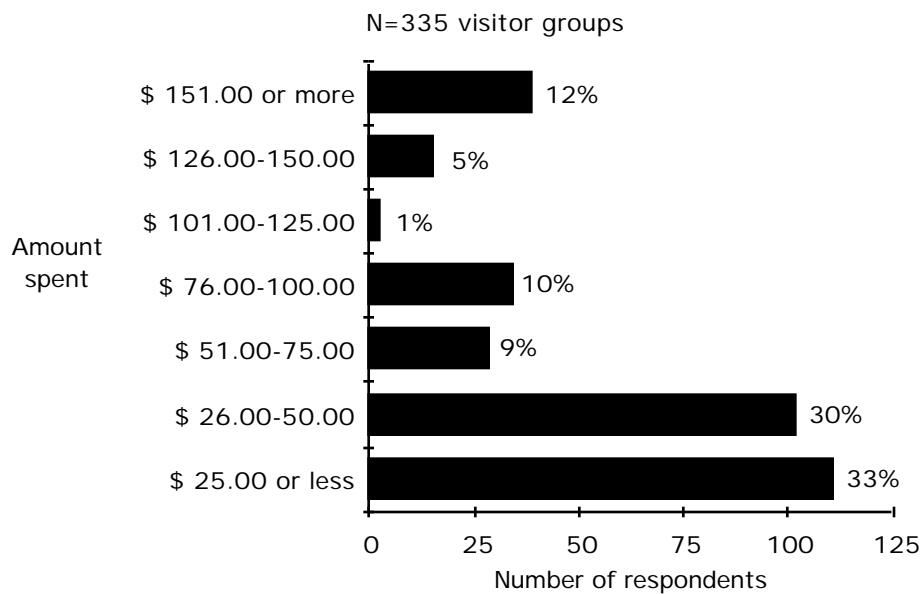


Figure 12: Total visitor expenses for food

F. Expenditures (continued)

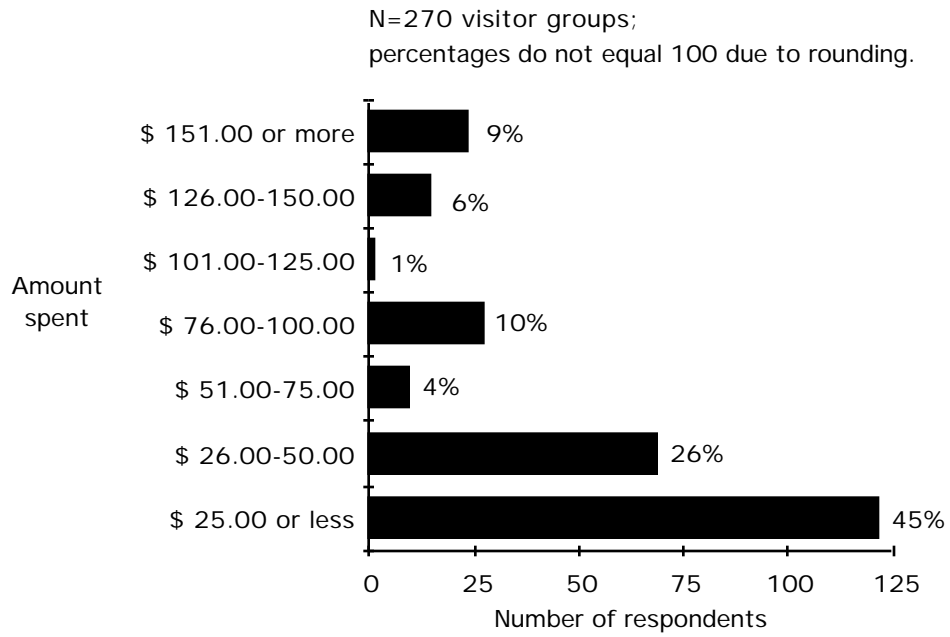


Figure 13: Total visitor expenses for "other" items

G. Wildlife sightings

The survey asked visitors to specify whether they had sighted several specific wildlife species during their visit. Five animals were listed: bears, Dall sheep, caribou, wolves and moose. Figure 14 shows the most commonly sighted animals included bears, Dall sheep and caribou (95% each); wolves were not as commonly observed (24%).

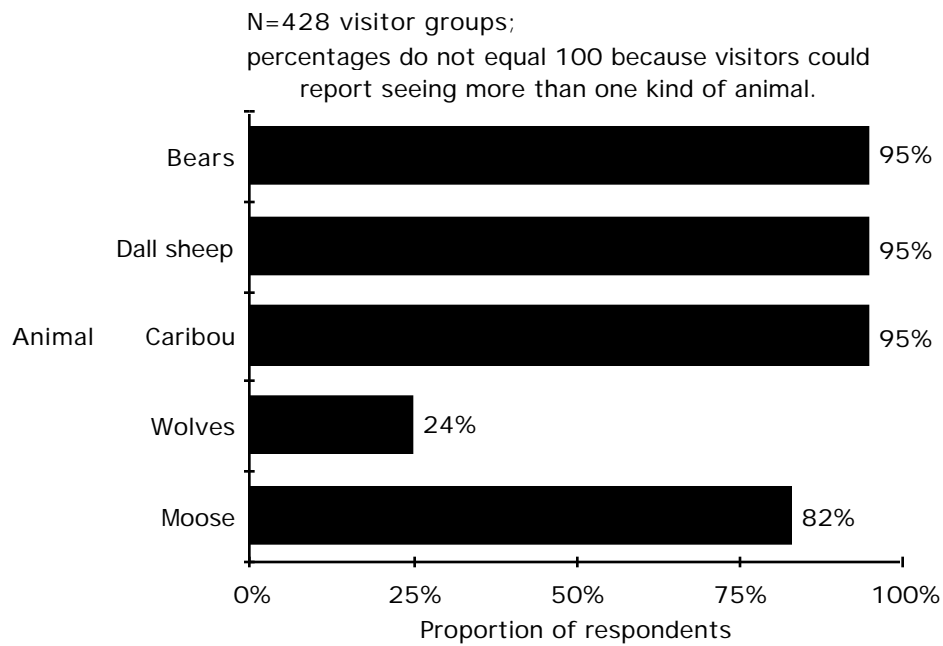


Figure 14: Proportion of visitors reporting animal sightings

H. Shuttle bus reservation procedure

Visitors to Denali must use the NPS shuttle bus system to travel beyond Savage River (Mile 12) if they have not arranged for a private vehicle entry permit or purchased passage on a wildlife tour bus. Since the NPS shuttle bus service is provided only between 6:00 a.m. and 7:00 p.m., a certain proportion of visitors had to wait at least eleven hours prior to departure. Sixty-six percent of all visitor groups who rode an NPS shuttle bus said that they had used the 24 hour advance reservation procedure. Figure 15 shows that the most common length of time that visitor groups waited between reserving the shuttle bus and their departure was from 17-24 hours (50%).

While waiting for the shuttle bus to depart, visitors ate/picnicked, set up camp, slept overnight or went shopping. Table 3 shows the variety of activities that visitors did during the wait.

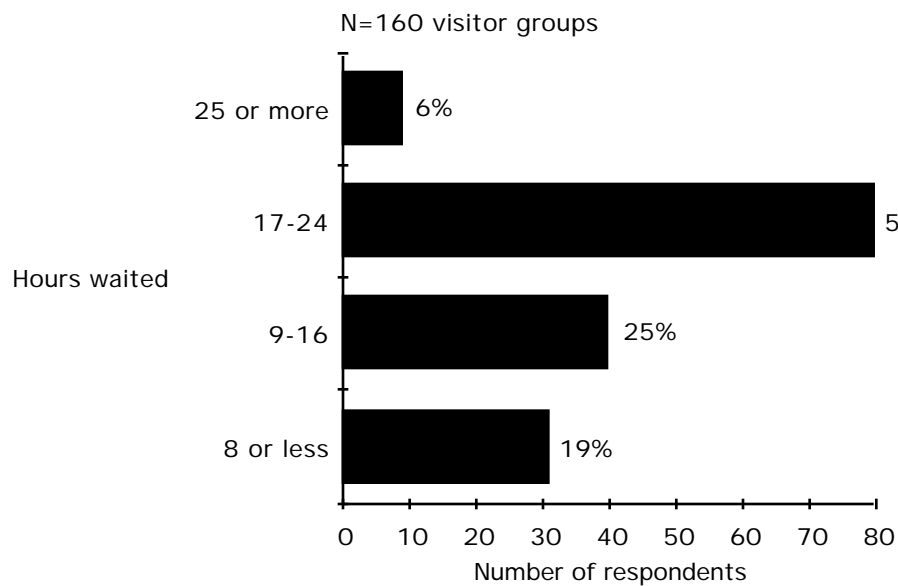


Figure 15: Number of hours visitors waited for NPS shuttle buses

H. Shuttle bus reservation procedure (continued)

Table 3: Activities pursued prior to NPS shuttle bus departure

N= 413 comments. Many visitors made more than one comment.

Percentages do not equal 100 due to rounding.

Comment	Number of times mentioned	Percentage %
Ate/picnicked	65	16
Set up camp or camped	55	13
Slept overnight	49	12
Hiked/walked	34	8
Shopped	27	7
Watched film or slide show	13	3
Went sightseeing	12	3
Attended interpretive talk	12	3
Waited	12	3
Rafted	11	3
Rested or relaxed	11	3
Prepared for trip or stay	10	2
Attended sled dog demonstration	10	2
Took scenic drive	10	2
Toured area facilities	10	2
Socialized	10	2
Visited Riley Creek info/visitor center	9	2
Prepared a meal	6	1
Showered	6	1
Drove to Fairbanks/returned	5	1
Watched people	5	1
Took photographs	5	1
Viewed wildlife	4	1
Went on nature walk	3	1
Read	2	< 1
Talked with park staff	2	< 1

H. Shuttle bus reservation procedure (continued)

Table 3: Activities pursued prior to NPS shuttle bus departure (continued)

Comment	Number of times mentioned	Percentage %
Picked berries	2	< 1
Drove to Anchorage/returned	2	< 1
Registered for backcountry permits	2	< 1
Signed up for shuttle bus standby	1	< 1
Returned to parking area	1	< 1
Threw rocks in river	1	< 1
Enjoyed weather	1	< 1
Participated in park program	1	< 1
Enjoyed Denali	1	< 1
Wrote	1	< 1
Ran	1	< 1
Fished	1	< 1
Mountain biked	1	< 1
Went horseback riding	1	< 1
Studied wildflowers	1	< 1
Watched movie	1	< 1
Swam	1	< 1
Did laundry	1	< 1

I. Transport types used

The survey asked visitor groups to specify all the types of transport they used in order to get to Denali. Figure 16 shows that the most commonly used type of transport was visitors' own private vehicle (45%), followed by tour buses (33%). Commercial buses were used the least (1%).

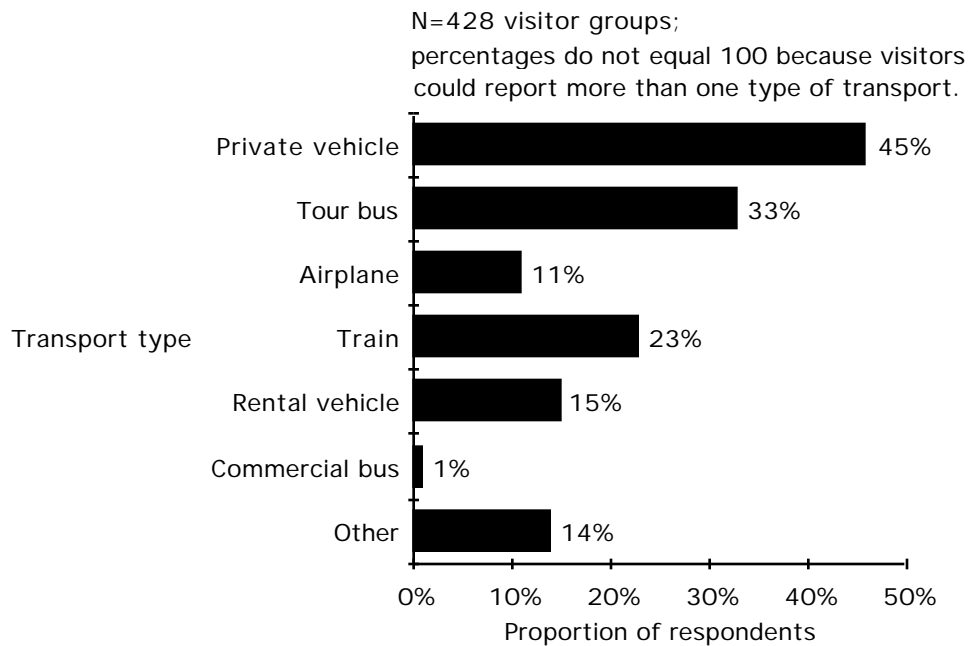


Figure 16: Proportion of visitor groups that used various types of transport to get to Denali

J. Concession services

The survey asked visitors whether they used particular concession services within Denali. Figure 17 shows that 59% of visitor groups shopped at the gift shop and 41% shopped at the grocery store. Twelve percent of the visitor groups indicated that they used the cocktail bar service.

Visitors were also asked to rate the usefulness of each service. A five point scale was provided for visitors: 1= extremely useful, 2= very useful, 3= moderately useful, 4= somewhat useful and 5= not useful. Figures 18-23 show that visitors commonly rated several services from 'very' to 'extremely useful': dining room (74%), gas station (66%) and snack shop (63%). The service rated lowest, from 'somewhat' to 'not useful', was the cocktail bar (34%).

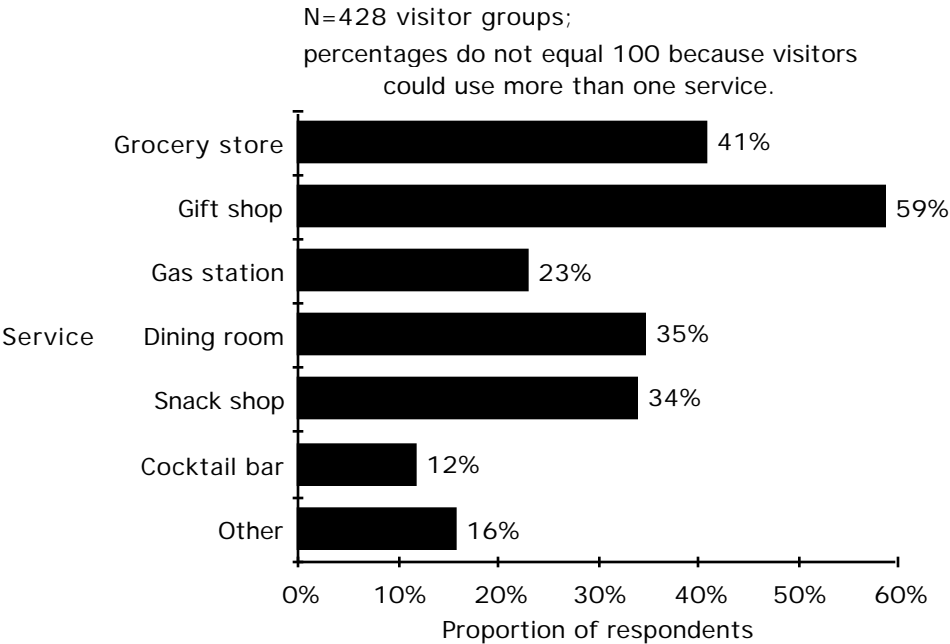


Figure 17: Proportion of visitors that used each concession service

J. Concession services (continued)

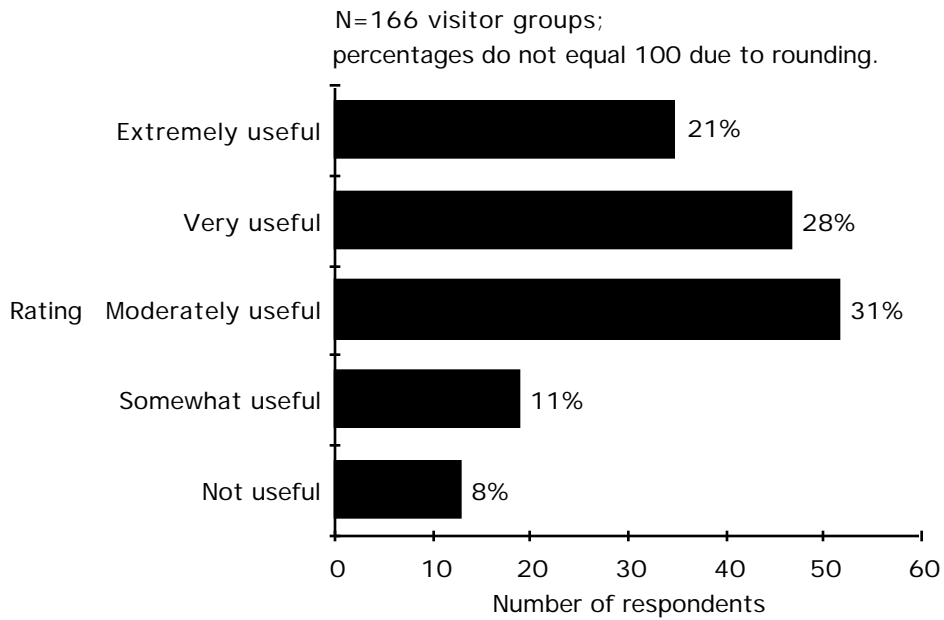


Figure 18: Visitor ratings of grocery store

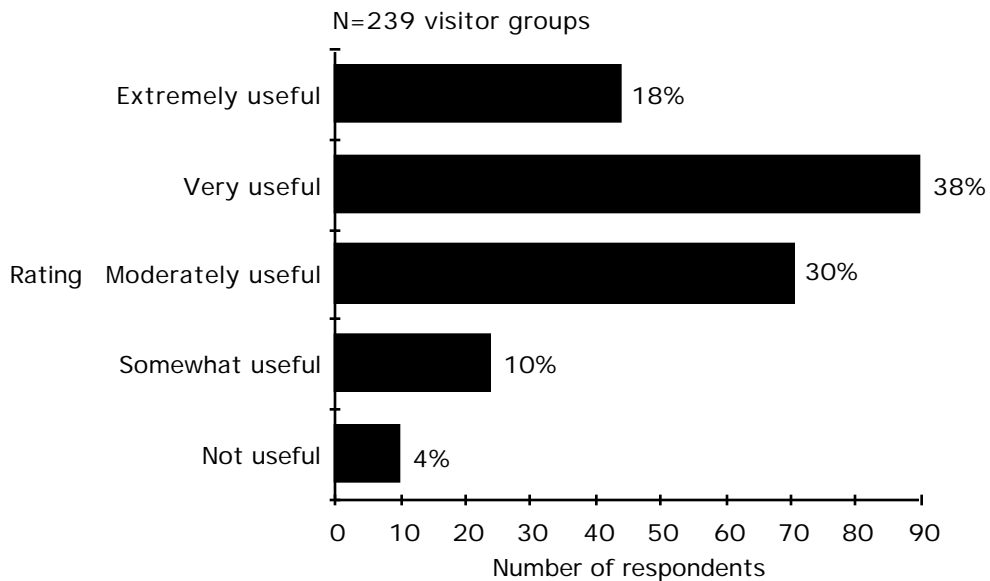


Figure 19: Visitor ratings of gift shop

J. Concession services (continued)

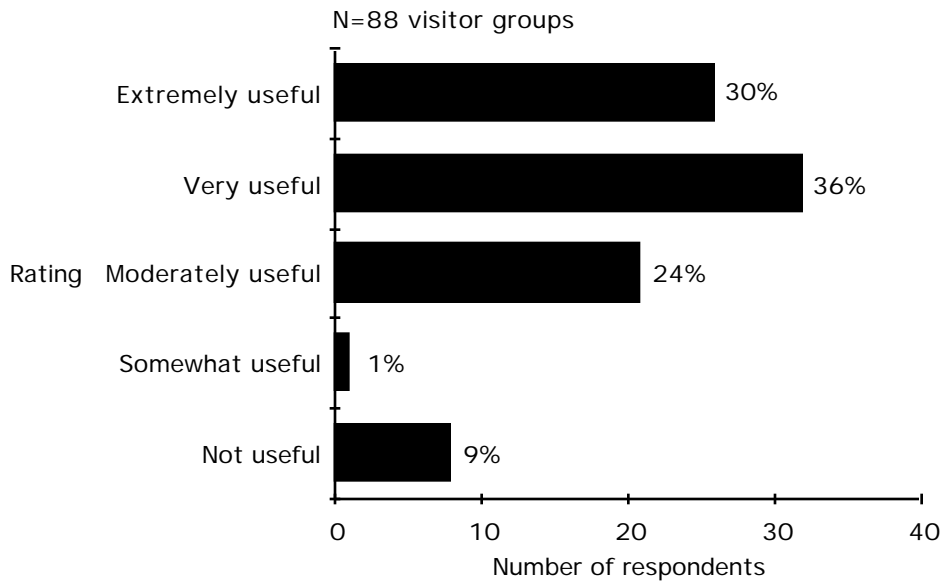


Figure 20: Visitor ratings of gas station

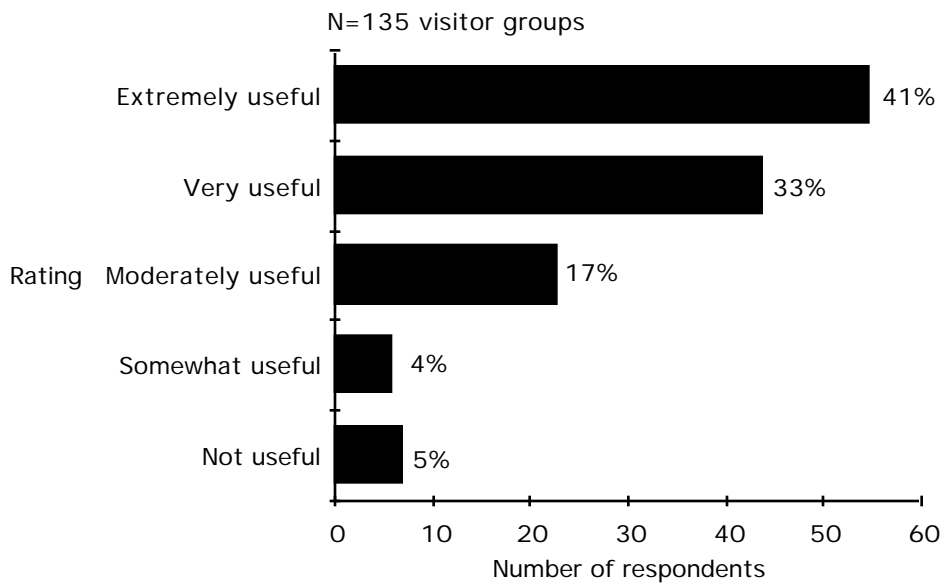


Figure 21: Visitor ratings of dining room

J. Concession services (continued)

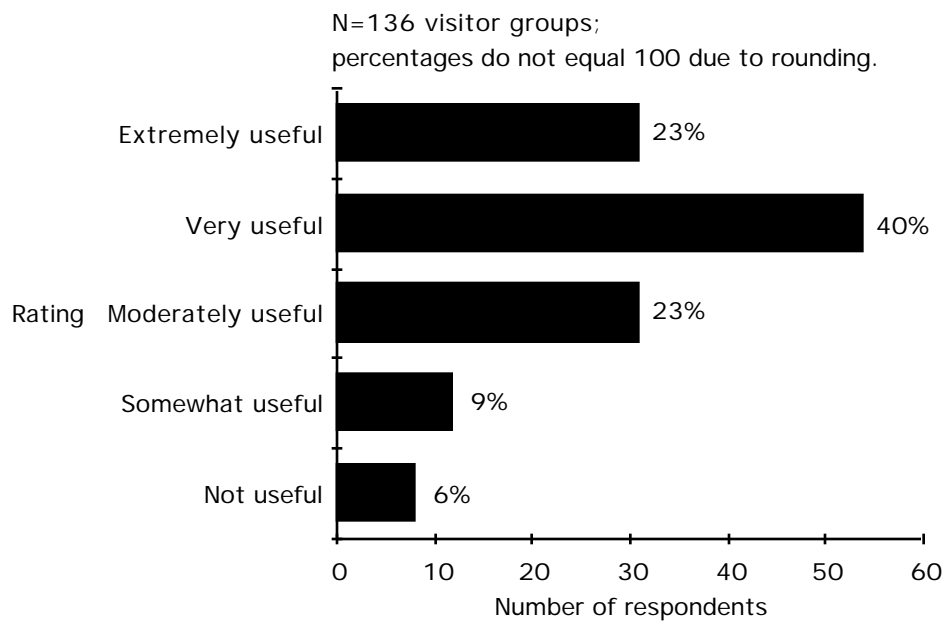


Figure 22: Visitor ratings of snack shop

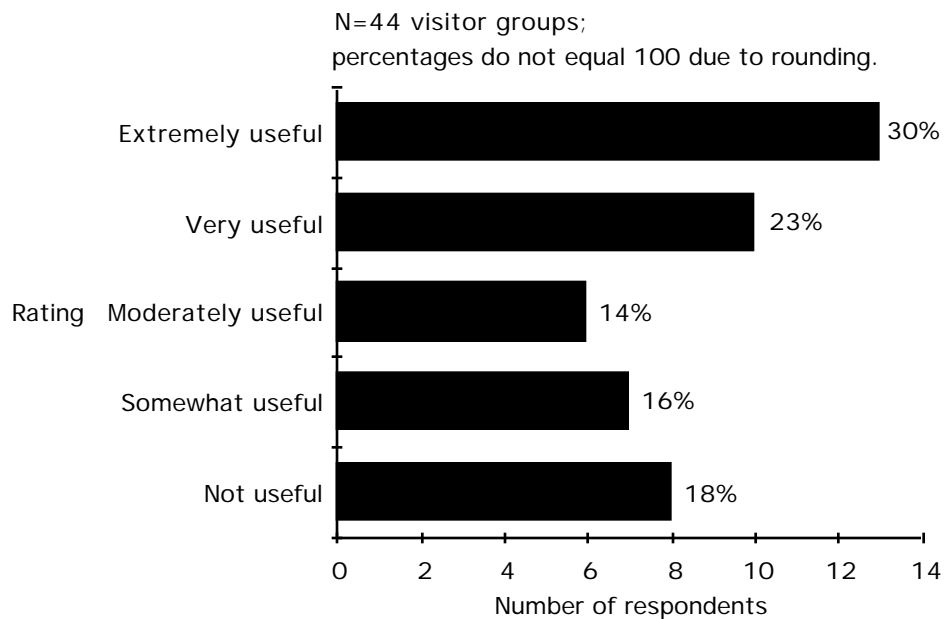


Figure 23: Visitor ratings of cocktail bar

K. Reason for Alaska visit

Eighty-nine percent of all visitor groups were not from Alaska. These out-of-state visitors were asked to specify what the reason(s) were for their trip to the state. Figure 24 shows that the reason most commonly given for visiting was to take a vacation (79%).

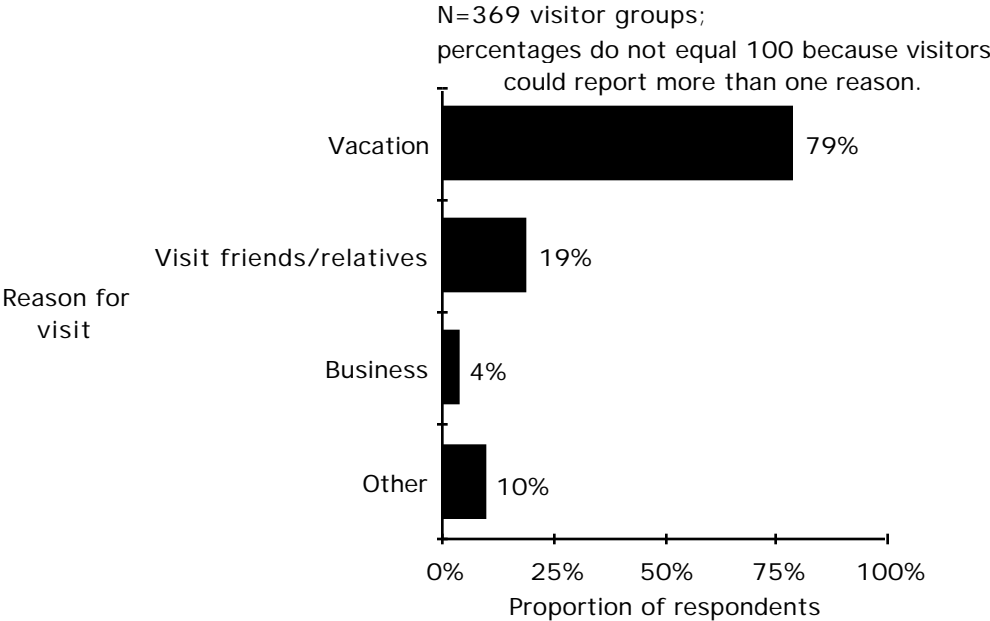


Figure 24: Proportion of visitor groups specifying reasons for Alaska visit

L. Comment summary - Introduction

Volume 2 of this report contains unedited comments made by visitors. A summary of these comments appears below, and is also included within Volume 2. Some of the comments offer specific suggestions regarding what visitors like or dislike, while others contain general impressions. A wide variety of topics are discussed, including natural features - especially wildlife, concession services, facilities, interpretation and information services, personnel and maintenance.

L. Comment summary: PERSONNEL

Visitors' answers to question 11: "Is there anything else you would like to tell us about your visit to Denali National Park and Preserve?"*

Comment	Number
PERSONNEL	423
Park	176
Personnel helpful/friendly	55
Rangers helpful/friendly	38
Personnel nice or courteous	26
Personnel knowledgeable	15
Rangers informative	13
Rangers excellent	10
Volunteers or maintenance staff helpful	7
Personnel not knowledgeable of regulations	4
Parking attendant impolite	2
Other	10
NPS bus drivers	198
Friendly/helpful	84
Knowledgeable or informative	49
Good driver	27
Courteous	27
Needs more park information	7
Other	4
Concession tour bus drivers	49
Knowledgeable	15
Interesting or entertaining	15
Helpful or pleasant	9
Good driver	8
Other	2
INTERPRETIVE SERVICES	13
Nonpersonal	13
Printed media	10
Emphasize wilderness qualities/park services	4
Misleading about availability of wildlife	3
Other	3
Miscellaneous	3

*N = 1295 comments. Many visitors made more than one comment.

L. Comment summary: FACILITIES AND MAINTENANCE

FACILITIES AND MAINTENANCE	278
Man-made	278
Buildings	30
New visitor center(s) needed	9
Restrooms clean	6
Vending machines needed at visitor center	5
Physical layout of entrance facilities poor	5
Other	5
Campgrounds	68
Increase number of campsites	9
Campgrounds clean	6
Need campsite reservation system	8
Campsite allocation system works well	3
Cooking shelters at campgrounds needed	3
Campgrounds well situated	3
Showers needed at campgrounds	3
'RV only' campgrounds needed	3
Campsites need to be levelled better	3
Traffic flow at Savage River campground needs improvement	2
Savage River campground nice	2
Campfire program seating uncomfortable	2
Water source needed at Morino campground	2
Restroom capacity inadequate	2
Campgrounds have spacious layout	2
Other	15
Shuttle system	105
System good	22
Ride enjoyable	21
Provided views of wilderness and inhabitants	7
Need more comfortable seating	6
Unaware of reservation procedure	5
Daily bus reservation system is needed	5
System satisfactory or useful	4
Wildlife viewing not worth long bus ride	4
Window design impairs view	4
Schedule interpretive hikes/walks	3
Charge fee for shuttle bus	3
Swing buses for backcountry campers are great	2
Self-guided brochure/tape needed	2
Shuttle buses to transport visitors to town, campgrounds and Riley Creek	

Information Center needed	2
More buses needed to and from Wonder Lake	2
Low cost shuttle bus service appreciated	2
Other	11

L. Comment summary: FACILITIES AND MAINTENANCE (continued)

Roads and trails	44
Parking a problem	14
More trail information and direction signs needed	5
Keep system of unestablished backcountry trails	3
Entrance sign needed on Hwy. 3 approach from Anchorage	3
Traffic flow at dump station needs improvement	3
Designated backcountry trails would reduce visitor impact	2
Road to Savage River poor	2
Better roads needed	2
Other	10
Miscellaneous	31
Park well maintained	10
Facilities excellent	4
Disliked primitive facilities	2
Portable toilets smell	2
More dump stations needed	2
Inadequate facilities	2
Other	9
POLICIES	25
Regulations	23
Firewood should be free	2
Relax restriction on group size	2
Prohibit backcountry hiking	2
Want to personally drive farther into park	2
Backcountry permit system efficient	2
Other	13
Enforcement	2
RESOURCE MANAGEMENT	80
Excellent wilderness management system	22
Appreciated wilderness setting	16

Preserve park as is	15
Maintain visitor controls to preserve wildlife	8
Don't let Denali become like Yellowstone or Yosemite	6
Disliked airplane traffic	2
Bear proof food storage method impressive	2
Develop Wrangell-St. Elias to reduce Denali visitor load	9

L. Comment summary: CONCESSIONS

CONCESSIONS	73
Wildlife Tours	41
Trips	28
Enjoyable	9
Excellent or memorable	9
Fortunate to see so many wild animals	3
Too long	2
Too expensive	5
Tour Service	13
Windows too small for wildlife viewing	3
Lunches good	2
Other	8
General	32
Hotel staff helpful/friendly	3
Dining room poorly organized	2
Dining room hours insufficient	2
Hotel not clean or uncomfortable	2
Hotel desk staff should be better informed	23
NATIONAL PARK SERVICE	5
Shuttle bus system needed at other national parks	4
Other	1
VISITOR SERVICES PROJECT	2
GENERAL IMPRESSIONS	395

Enjoyed visit	97
Beautiful or great park	45
Thank you	27
Enjoyed opportunity to see wildlife	27
Would like to or plan to come back	22
Observed many animals	20
Fortunate to see Mt. McKinley	15
Most exciting or unforgettable experience	12
Visit interesting	10
Never saw Mt. McKinley	10
A great experience	9
Commend park for aiding visitors' experience	9
Keep up excellent work	7
Superintendent/administration has priorities straight	6

L. Comment summary: GENERAL IMPRESSIONS (continued)

Enjoyed seeing particular wildlife species	6
Marvellous wilderness or natural resource	6
Weather good for viewing	6
Disappointed in not seeing more animals	5
Denali highlight of trip	4
Surprised at numbers of visitors	4
Most exciting national park visit ever	4
Most diversity of wildlife and beauty of all national parks visited	3
Will recommend Denali trip to all	3
Enjoyed rafting	3
Not enough time	2
Backcountry hiking enjoyable	2
Denali instills pride in Alaska or U.S.	2
All people should have the opportunity to visit Denali	2
Obtained photo of Mt. McKinley	2
Want to work at Denali	2
Other	24

MENU FOR FURTHER ANALYSIS

This report contains only some of the information that can be provided by the results of this study. By combining characteristics such as site visited, group size, day visited and so forth, many further analyses can be made. Park personnel may wish to see other tables, graphs, and maps in order to learn more about the visitors. This menu is provided so that the ordering of further data can be done easily. Two kinds of analyses are available:

- 1) Two-way comparisons compare two characteristics at a time. For example, if knowledge is desired about which activities a particular age group engaged in, a comparison of activity by age group could be requested; if knowledge about which expenditure varied the most between group types was required, a comparison of expenditures by group type could be requested.
- 2) Three-way comparisons compare a two-way comparison to a third characteristic. For example, if knowledge was desired about the different activities of visitor group types at each site, a comparison of (activity by site visited) by group type could be requested; if knowledge about which age groups were participating in an activity at a particular site was required, a comparison of (age group by activity) by site visited could be requested.

In the first section of the sample order form found on the next page is a complete list of the characteristics for which information was collected from the visitors to your park. Below this list is a series of two blanks that are provided for specifying the variables that are to be requested in two-way comparisons. Simply select the two variables of interest from the list and write their names in the spaces provided. Blank order forms are provided for tearing out and completing, as shown in the sample.

Should a three-way comparison be required, the next section of the order form provides blanks for specifying each of the three characteristics of interest. Simply write down the names of those specific variables required for each comparison requested. For example, if a comparison of activity by group type by age group is required, each of these variables should be listed in the space provided on the order form.

SAMPLE

APPENDIX

Questionnaire

**Analysis Order Form
Visitor Services Project
Report 18 (Denali)**

Date of request: ____/____/____

Person requesting analysis: _____

Phone number (commercial): _____

The following list specifies all of the variables available for comparison from the visitor survey conducted in your park. Consult this list for naming the characteristics of interest when requesting additional two-way and three-way comparisons.

- Group size
- Group type
- Age
- State residence
- Number of visits
- Entry time
- Entry day
- Length of stay
- Activity
- Site visited
- Total expenses
- Lodging expenses
- Food expenses
- Other expenses
- Hours waited
- Wildlife sighted
- Travel expenses
- Service used
- Service usefulness
- Transport type

Two-way comparisons (please write in the appropriate variables from the above list)

_____ by _____
 _____ by _____
 _____ by _____

Three-way comparisons (please write in the appropriate variables from the above list)

_____ by _____ by _____
 _____ by _____ by _____
 _____ by _____ by _____

Special instructions

Mail to:
 Cooperative Park Studies Unit
 College of Forestry, Wildlife, and Range Sciences
 University of Idaho
 Moscow, Idaho 83843

Publications of the Visitor Services Project

A number of publications have been prepared as part of the Visitor Services Project. Reports 1-4 are available at cost from the University of Idaho Cooperative Park Studies Unit upon request. All other reports are available from the respective parks in which the studies were conducted.

<u>Report #</u>	<u>Title</u>
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, 1984.
3.	Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt. Rushmore National Memorial, 1984.
4.	Mapping visitor populations: A pilot study at Yellowstone National Park, 1984.
5.	North Cascades National Park Service Complex, 1985.
6.	Crater Lake National Park, 1986.
7.	Gettysburg National Military Park, 1987.
8.	Independence National Historical Park, 1987.
9.	Valley Forge National Historical Park, 1987.
10.	Colonial National Historical Park, 1988.
11.	Grand Teton National Park, 1988.
12.	Harpers Ferry National Historical Park, 1988.
13.	Mesa Verde National Park, 1988.
14.	Shenandoah National Park, 1988.
15.	Yellowstone National Park, 1988.
16.	Independence National Historical Park: Four Seasons Study, 1988.
17.	Glen Canyon National Recreation Area, 1989.
18.	Denali National Park and Preserve, 1989.
19.	Bryce Canyon National Park, 1989.
20.	Craters of the Moon National Monument, 1989.

For more information about the Visitor Services Project, please contact Dr. Gary E. Machlis, University of Idaho Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, Moscow, Idaho 83843 or call (208) 885-7129.

Visitor Services Project

Denali National Park and Preserve

Volume 2 of 2

Cooperative Park Studies Unit

Visitor Services Project
Denali National Park and
Preserve

Volume 2 of 2

Gary E. Machlis

Dana E. Dolsen

VSP Report 18

February 1989

This volume contains a summary of comments to Question 11, made by visitors who participated in the visitor survey. The summary is followed by their comments

Dr. Machlis is Sociology Project Leader, Cooperative Park Studies Unit, National Park Service, University of Idaho. Mr. Dana E. Dolsen is Research Associate, Cooperative Park Studies Unit, National Park Service, University of Idaho. We thank the staff at Denali National Park and Preserve for their assistance with this study.

Comment summary: PERSONNEL

Visitors' answers to question 11: "Is there anything else you would like to tell us about your visit to Denali National Park and Preserve?"*

Comment	Number
PERSONNEL	423
Park	176
Personnel helpful/friendly	55
Rangers helpful/friendly	38
Personnel nice or courteous	26
Personnel knowledgeable	15
Rangers informative	13
Rangers excellent	10
Volunteers or maintenance staff helpful	7
Personnel not knowledgeable of regulations	4
Parking attendant impolite	2
Other	10
NPS bus drivers	198
Friendly/helpful	84
Knowledgeable or informative	49
Good driver	27
Courteous	27
Needs more park information	7
Other	4
Concession tour bus drivers	49
Knowledgeable	15
Interesting or entertaining	15
Helpful or pleasant	9
Good driver	8
Other	2
INTERPRETIVE SERVICES	13
Nonpersonal	13
Printed media	10
Emphasize wilderness qualities/park services	4
Misleading about availability of wildlife	3
Other	3
Miscellaneous	3

* N= 1295 comments. Many visitors made more than one comment.

Comment summary: FACILITIES AND MAINTENANCE

FACILITIES AND MAINTENANCE	278
Man-made	278
Buildings	30
New visitor center(s) needed	9
Restrooms clean	6
Vending machines needed at visitor center	5
Physical layout of entrance facilities poor	5
Other	5
Campgrounds	68
Increase number of campsites	9
Campgrounds clean	6
Need campsite reservation system	8
Campsite allocation system works well	3
Cooking shelters at campgrounds needed	3
Campgrounds well situated	3
Showers needed at campgrounds	3
'RV only' campgrounds needed	3
Campsites need to be levelled better	3
Traffic flow at Savage River campground needs improvement	2
Savage River campground nice	2
Campfire program seating uncomfortable	2
Water source needed at Morino campground	2
Restroom capacity inadequate	2
Campgrounds have spacious layout	2
Other	15
Shuttle system	105
System good	22
Ride enjoyable	21
Provided views of wilderness and inhabitants	7
Need more comfortable seating	6
Unaware of reservation procedure	5
Daily bus reservation system is needed	5
System satisfactory or useful	4
Wildlife viewing not worth long bus ride	4
Window design impairs view	4
Schedule interpretive hikes/walks	3
Charge fee for shuttle bus	3
Swing buses for backcountry campers are great	2
Self-guided brochure/tape needed	2
Shuttle buses to transport visitors to town, campgrounds and Riley Creek	

Information Center needed	2
More buses needed to and from Wonder Lake	2
Low cost shuttle bus service appreciated	2
Other	11

Comment summary: FACILITIES AND MAINTENANCE (continued)

Roads and trails	44
Parking a problem	14
More trail information and direction signs needed	5
Keep system of unestablished backcountry trails	3
Entrance sign needed on Hwy. 3 approach from Anchorage	3
Traffic flow at dump station needs improvement	3
Designated backcountry trails would reduce visitor impact	2
Road to Savage River poor	2
Better roads needed	2
Other	10
Miscellaneous	31
Park well maintained	10
Facilities excellent	4
Disliked primitive facilities	2
Portable toilets smell	2
More dump stations needed	2
Inadequate facilities	2
Other	9
POLICIES	25
Regulations	23
Firewood should be free	2
Relax restriction on group size	2
Prohibit backcountry hiking	2
Want to personally drive farther into park	2
Backcountry permit system efficient	2
Other	13
Enforcement	2
RESOURCE MANAGEMENT	80
Excellent wilderness management system	22
Appreciated wilderness setting	16
Preserve park as is	15

Maintain visitor controls to preserve wildlife	8
Don't let Denali become like Yellowstone or Yosemite	6
Disliked airplane traffic	2
Bear proof food storage method impressive	2
Develop Wrangell-St. Elias to reduce Denali visitor load	9

Comment summary: CONCESSIONS

CONCESSIONS	73
Wildlife Tours	41
Trips	28
Enjoyable	9
Excellent or memorable	9
Fortunate to see so many wild animals	3
Too long	2
Too expensive	5
Tour Service	13
Windows too small for wildlife viewing	3
Lunches good	2
Other	8
General	32
Hotel staff helpful/friendly	3
Dining room poorly organized	2
Dining room hours insufficient	2
Hotel not clean or uncomfortable	2
Hotel desk staff should be better informed	23
NATIONAL PARK SERVICE	5
Shuttle bus system needed at other national parks	4
Other	1
VISITOR SERVICES PROJECT	2
GENERAL IMPRESSIONS	395

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Thank you	27
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