

# Visitor Services Project Stehekin

## Report Summary

- This report describes the results of a visitor study at Stehekin during August 25-31, 1991. A total of 362 questionnaires were distributed and 299 returned, an 83% response rate.
- This report profiles Stehekin/Lake Chelan National Recreation Area visitors. Stehekin is part of the North Cascades National Park Complex and is referred to as "Stehekin" or "the park." A separate appendix has visitors' comments about Stehekin and their visit. A summary of these comments is included in this report and the appendix.
- Visitors were commonly families (61%); often in groups of two (42%) or four (22%). Forty-four percent of visitors were 31-50 years old. Most (68%) were first time visitors to Stehekin.
- Visitors from foreign countries comprised 1% of the total visitation. Americans came from Washington (65%) and Oregon (10%), with smaller numbers from other states.
- Fifty-seven percent of the visitors spent one day or more in the park. Most visitors went sightseeing (85%), visited the museum/information center (73%) and went dayhiking (53%). Stehekin Landing was the most visited site (94%) in the park, followed by Rainbow Falls (66%).
- Most visitors (93%) entered the park at Stehekin Landing. Many reasons brought visitors to the park, but most often identified was the scenery/natural setting (78%).
- The tour boats were the most frequently used arrival and departure transportation, with 97% of the visitors using one or both of the boats. While at Stehekin/Lake Chelan, visitors used the NPS shuttle bus (32%) and walking (29%) to get around.
- Over half of the visitors were aware of the shuttle bus (58%) and the camping (53%) reservation systems. Their most common sources of information on the reservation systems were friends/relatives, the Golden West Visitor Center and previous visits.
- The most used services were the Golden West Visitor Center, information from boat ranger, shuttle bus, free/sales publications and outside exhibits/bulletin boards. The shuttle bus, free/sales publications and information from Stehekin resident were the most useful services. Outside exhibits/bulletin boards and boat time program received the highest somewhat useful to not useful ratings.
- Most visitors (58%) stayed overnight in Stehekin/Lake Chelan NRA. The largest proportion stayed at the North Cascades Lodge cabins (40%). They made many additional comments.

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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.