



# **Lassen Volcanic National Park**

## **Visitor Study**

**Summer 1999**

**Report 116**

Visitor Services Project

Cooperative Park Studies Unit



University of Idaho





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## **Visitor Study** **Summer 1999**

Jennifer Rogers

### **Visitor Services Project** **Report 116**

April 2000

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Jennifer Rogers is a Survey Assistant with the Visitor Services Project (VSP) at the Cooperative Park Studies Unit, University of Idaho. The VSP would like to thank Rosie Pavlov, Mike Meehan, Leigh Blackburn, Margaret Littlejohn, Karen Haner, and the staff of Lassen Volcanic National Park for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

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**Visitor Services Project**  
**Lassen Volcanic National Park**  
**Report Summary**

- This report describes the results of a visitor study at Lassen Volcanic National Park (NP) during August 15-21, 1999. A total of 600 questionnaires were distributed to visitors. Visitors returned 473 questionnaires for a 79% response rate.
- This report profiles Lassen Volcanic NP visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Over two-thirds (70%) of the visitor groups were family groups. Forty-one percent of visitor groups were groups of two. Forty-one percent of visitors were between 36 and 55 years old. Twenty-four percent of visitors were under the age of 15.
- Forty-nine percent of visitors were making their first visit to Lassen Volcanic NP. Most of the visitor groups (58%) spent less than a day at the park. Of those groups that spent less than a day at the park, 49% spent four hours or less.
- United States visitors were from California (80%), Oregon (4%), 33 other states, Washington D.C., and Puerto Rico. International visitors comprised 5% of Lassen Volcanic NP visitors. They were from Germany (45%), Canada (15%), England (14%), and 10 other countries.
- The sources of information most used by 442 visitor groups were previous visit(s) (56%), travel guide/tour book (43%), friends/relatives (42%), and internet/website (21%).
- On this visit, the most common activities were the scenic drive (85%), visiting geological/ geothermal features (71%), photography (57%), hiking 2 hours or more (51%), and hiking less than 2 hours (45%).
- On this visit, the most commonly visited sites in Lassen Volcanic NP were Manzanita Lake (58%), and Chalet/information station (58%). The least visited sites were Juniper Lake (5%) and Snag Lake (2%).
- With regard to the use, importance, and quality of information services, it is important to note the number of visitor groups that responded to each question. The information services most used by 400 visitor groups were the park brochure/map (93%), and park newspaper (57%). According to visitors, the most important information services were the park brochure/map (86% of 364 respondents, assistance from park staff (81% of 144 respondents), and ranger-led programs (81% of 64 respondents). The highest quality information services were ranger-led programs (90% of 62 respondents) and assistance from park staff (87% of 141 respondents).
- With regard to the use, importance, and quality of services and facilities, it is important to note the number of visitor groups that responded to each question. The services and facilities most used by 438 visitor groups were roads (95%), parking lots (86%), and road directional signs (85%). According to visitors, the most important services and facilities were campgrounds (97% of 153 respondents), roads (97% of 409 respondents), and trails (95% of 321 respondents). The highest quality services and facilities were roads (85% of 402 respondents), trails (85% of 320 respondents), and campgrounds (84% of 151 respondents).
- Many visitor groups (96%) felt that scenic views were either "extremely important" or "moderately important" to their visit. Most (94%) felt natural features were "extremely important" or "moderately important," and 78% felt wilderness was "extremely important" or "moderately important" to their visit.
- The average visitor group expenditure within fifty miles of Lassen Volcanic NP was \$206. Of the total expenditures by groups within fifty miles of Lassen Volcanic NP, 43% was for lodging, 27% was for food, 15% was for travel, and 15% was for other expenses.
- Ninety-two percent of visitor groups rated the overall quality of visitor services at Lassen Volcanic NP as "very good" or "good." Visitors made many additional comments.

<p>For more information about the Visitor Services Project, please contact the University of Idaho Cooperative Park Studies Unit; phone (208) 885-7129 or 885-7863.</p>
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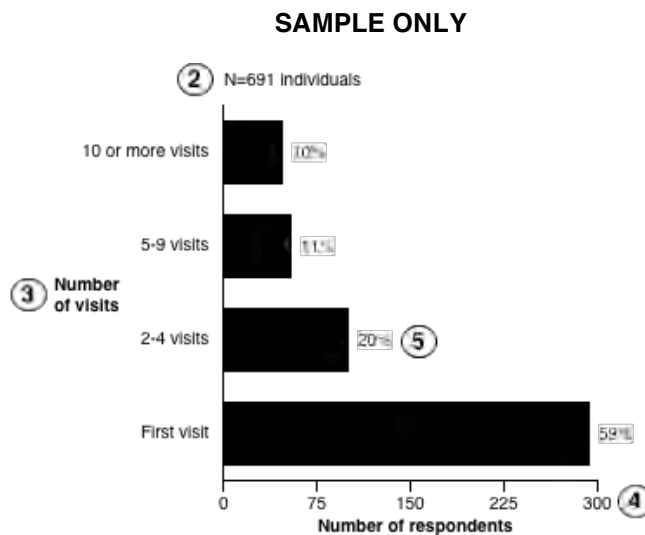


## INTRODUCTION

This report describes the results of a study of visitors at Lassen Volcanic National Park (NP). This visitor study was conducted August 15-21, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

The **Methods** section discusses the procedures and limitations of the study. The **Results** section includes a summary of visitor comments. An **Additional Analysis** page is included which will help managers request additional analyses. The final section includes a copy of the **Questionnaire**. An appendix includes comment summaries and visitors' unedited comments.

Most of this report's graphs resemble the example below. The large numbers refer to explanations following the graph.



① Figure 4: Number of visits

- 1: The figure title describes the graph's information.
- 2: Listed above the graph, the 'N' shows the number of visitors responding and a description of the chart's information. Interpret data with an 'N' of less than 30 with **CAUTION!** as the results may be unreliable.
- 3: Vertical information describes categories.
- 4: Horizontal information shows the number or proportions in each category.
- 5: In most graphs, percentages provide additional information.

## METHODS

### Questionnaire design and administration

The questionnaire for this visitor study was designed using a standard format that has been developed in previous Visitor Services Project studies. A copy of the questionnaire is included at the end of this report.

Interviews were conducted with, and questionnaires distributed to, a sample of visitors who arrived at Lassen Volcanic NP during August 15-21. Visitors were sampled at a total of five locations (see Table 1).

**Table 1: Questionnaire distribution locations**

percentages do not equal 100 due to rounding.

Location:	Questionnaires distributed	
	Number	%
Southwest entrance station	280	47
Manzanita Lake entrance station	250	42
Warner Valley	30	5
Butte Lake	20	3
Juniper Lake	20	3
GRAND TOTAL	600	100

Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, an interview lasting approximately two minutes was used to determine group size, group type, and the age of the adult who would complete the questionnaire. This individual was then given a questionnaire and asked his or her name, address, and telephone number in order to mail them a reminder/thank you postcard. Visitor groups were asked to complete the questionnaire during or after their visit, then return it by mail.

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 initial interview. Eight weeks after the survey a second replacement questionnaire was mailed to visitors who still had not returned their questionnaires.

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Returned questionnaires were coded and the information entered into a computer using a standard statistical software package. Frequency distributions and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

### **Data analysis**

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This study collected information on both visitor groups and individual group members. Thus, the sample size ('N'), varies from figure to figure. For example, while Figure 1 shows information for 471 visitor groups, Figure 5 presents data for 1,413 individuals. A note above each graph specifies the information illustrated.

### **Sample size, missing data and reporting errors**

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions result in missing data and cause the number in the sample to vary from figure to figure. For example, while 473 visitors to Lassen Volcanic NP returned questionnaires, Figure 1 shows data for only 471 respondents.

Questions answered incorrectly due to carelessness, misunderstanding directions, and so forth turn up in the data as reporting errors. These create small data inconsistencies.

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**Limitations**

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

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visited the park.

2. The data reflect visitor use patterns of visitors to the selected sites during the study period of August 15-21, 1999. The results 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 or table.

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**Special  
conditions**

During the study week, weather conditions were fairly typical of August with warm, sunny days.

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## RESULTS

At Lassen Volcanic NP, 645 visitor groups were contacted, and 600 of these groups (93%) agreed to participate in the survey. Questionnaires were completed and returned by 473 visitor groups, resulting in a 78.8% response rate for this study.

### Visitors contacted

Table 2 compares age and group size information collected from both the total sample of visitors contacted and those who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be insignificant.

**Table 2: Comparison of total sample and actual respondents**

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	598	45.5	469	46.6
Group size	595	4.3	471	3.9

Figure 1 shows visitor group sizes, which ranged from one person to 80 people. Forty-one percent of visitor groups consisted of two people, while another 17% were people visiting in groups of four.

### Demographics

Seventy percent of visitor groups were made up of family members, 9% consisted of family and friends, 8% were made up of only friends, and 8% of visitors were alone (see Figure 2). Groups listing themselves as "other" for group type included Sierra Club, boyfriend/girlfriend, and scout troop. One percent of visitors were in a tour group (see Figure 3).

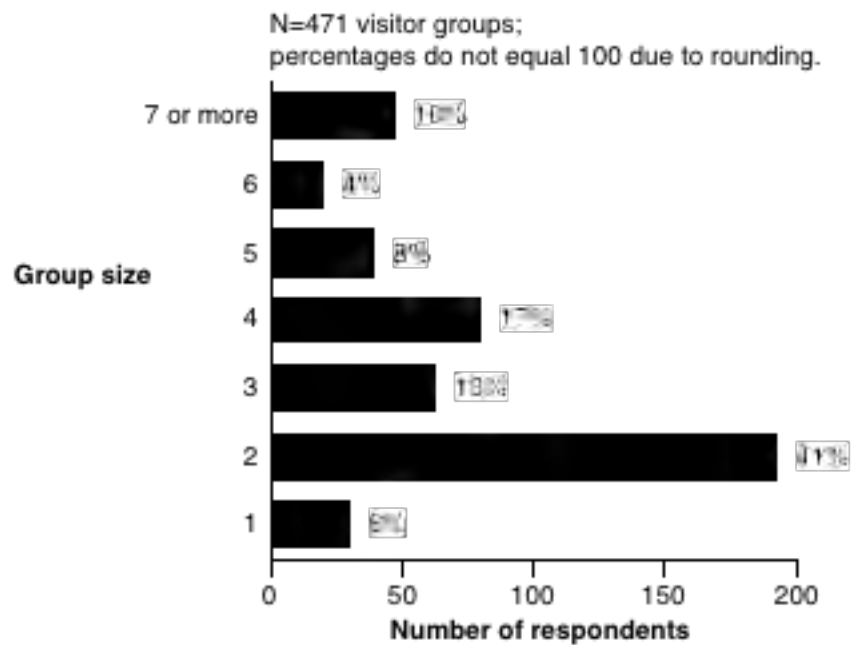
Twenty-five percent of visitors were over the age of 50. Visitors under the age of 21 comprised 30% of the visitation to Lassen Volcanic NP (see Figure 4).

Forty-nine percent of visitors were visiting Lassen Volcanic NP for the first time, while 32% of visitors had visited Lassen Volcanic NP between two and four times (see Figure 5).

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**Demographics-  
continued**

International visitors comprised 5% of Lassen Volcanic National Park's visitors. The largest proportion of international visitors were from Germany, Canada, and England (see Table 3). The largest proportion of U.S. visitors were from California and Oregon. Smaller proportions came from 33 other states Washington D.C., and Puerto Rico. (see Map 1 and Table 4).



**Figure 1: Visitor group sizes**

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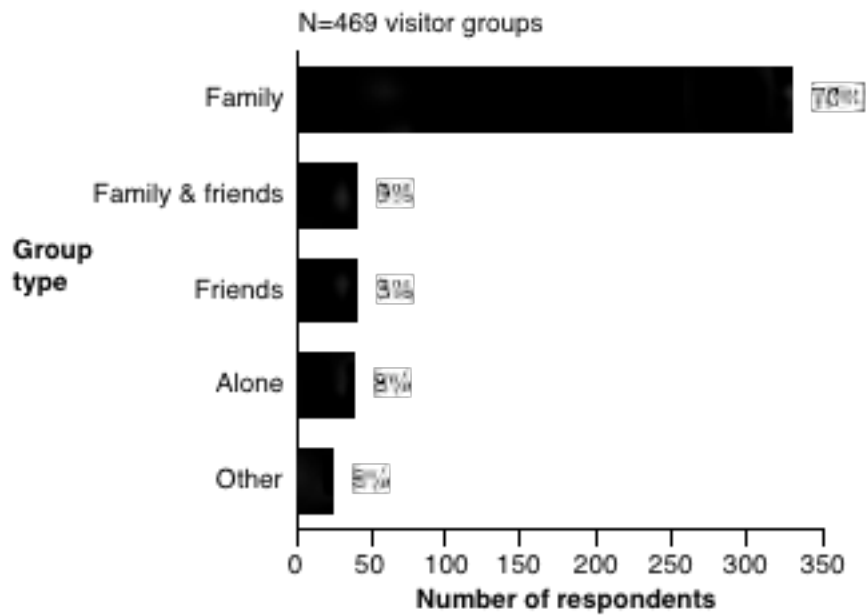


Figure 2: Visitor group types

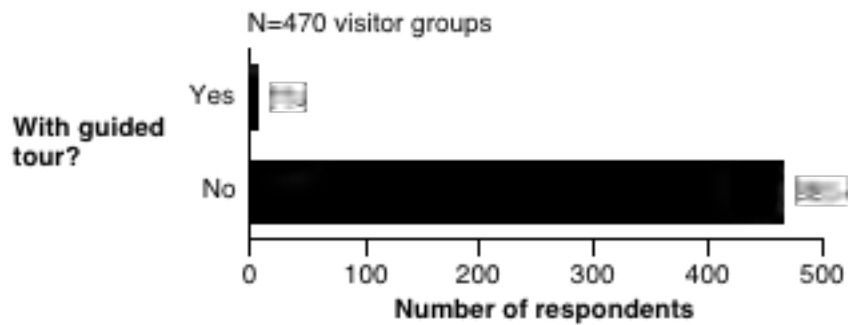


Figure 3: Participation in a guided tour

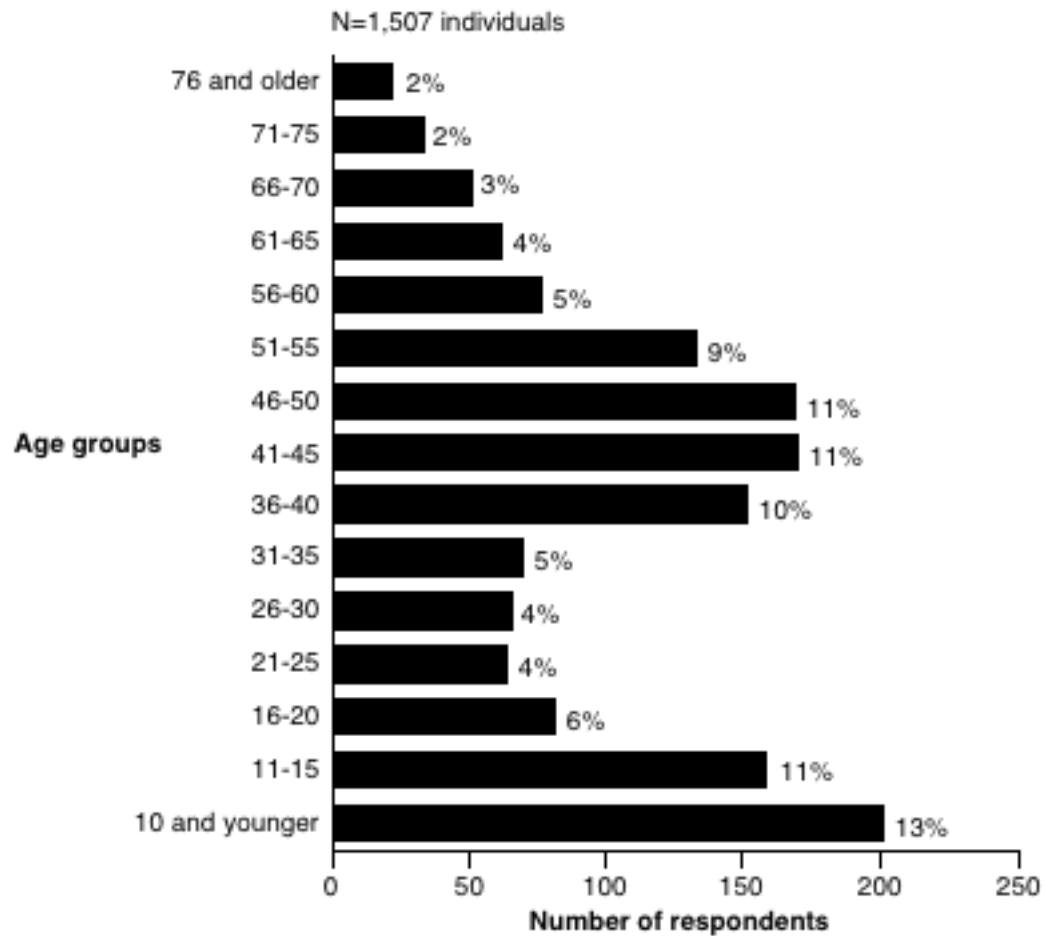


Figure 4: Visitor ages

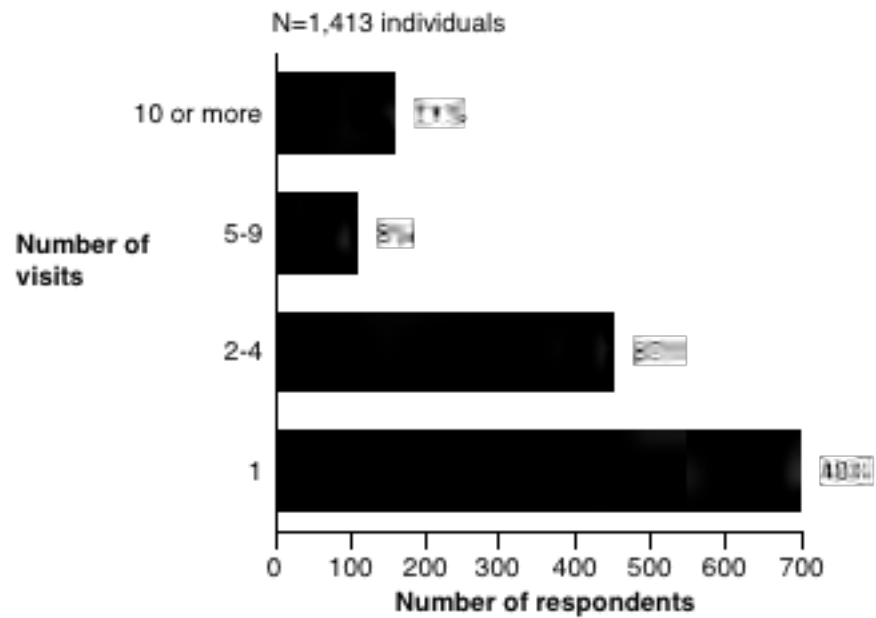


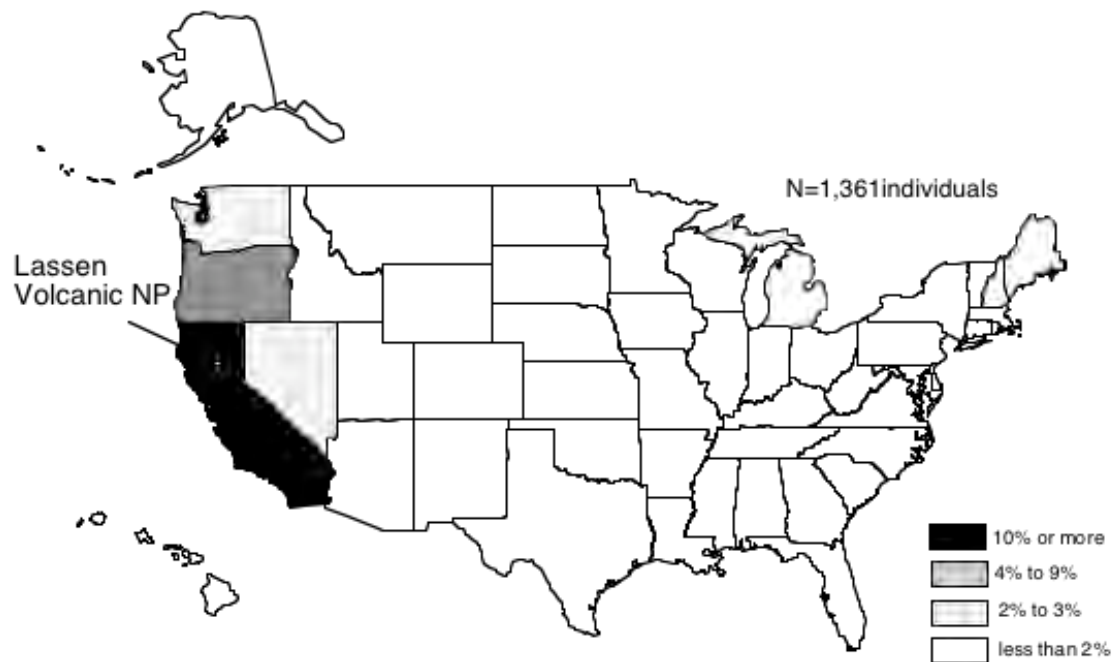
Figure 5: Number of visits



**Table 3: International visitors by country of residence**

N=78 individuals;  
percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of Int'l visitors	Percent of total visitors
Germany	35	45	2
Canada	12	15	1
England	11	14	1
Switzerland	5	6	<1
Brazil	2	3	<1
Costa Rica	2	3	<1
Holland	2	3	<1
Japan	2	3	<1
Norway	2	3	<1
Spain	2	3	<1
France	1	1	<1
Nepal	1	1	<1
Poland	1	1	<1



**Map 1: Proportion of United States visitors by state of residence**

**Table 4: United States visitors by state of residence**

N=1,361 individuals;  
percentages do not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors	Percent of total visitors
California	1085	80	75
Oregon	47	4	3
Nevada	32	2	2
Washington	32	2	2
Maryland	22	2	2
Massachusetts	11	1	1
New York	10	1	1
Florida	9	1	1
Illinois	7	1	1
Ohio	7	1	1
Texas	7	1	1
Wisconsin	7	1	1
23 other states, Washington D.C. & Puerto Rico	85	6	6

Visitor groups were asked how much time they spent at Lassen Volcanic NP. Fifty-eight percent of visitor groups spent less than one day at the park (see Figure 6). Of the groups that spent less than a day at the park, 49% spent four hours or less, while 22% spent seven hours or more (see Figure 7).

### Length of visit

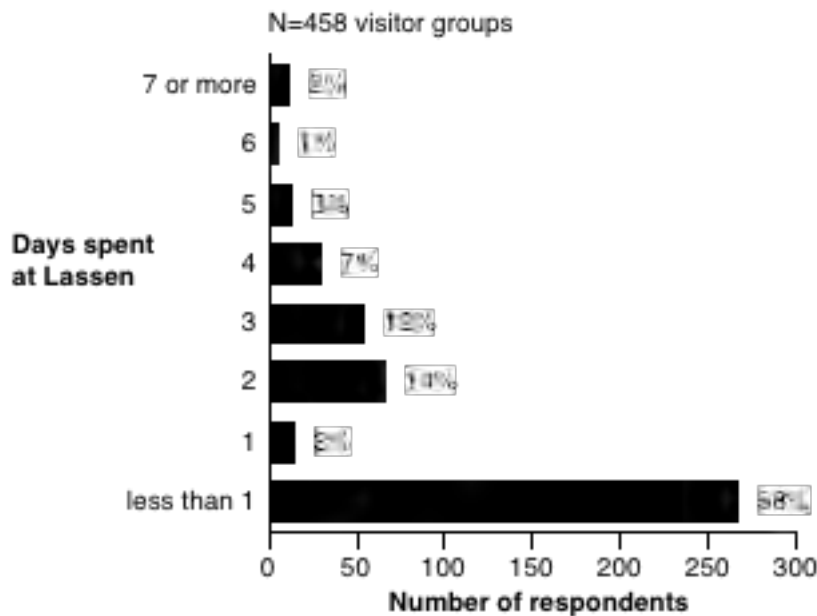


Figure 6: Days spent at Lassen Volcanic NP

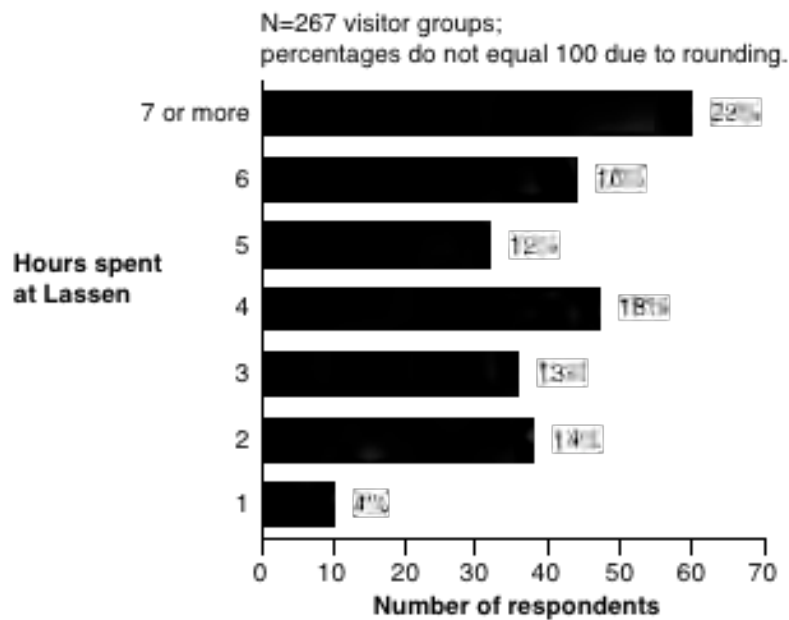
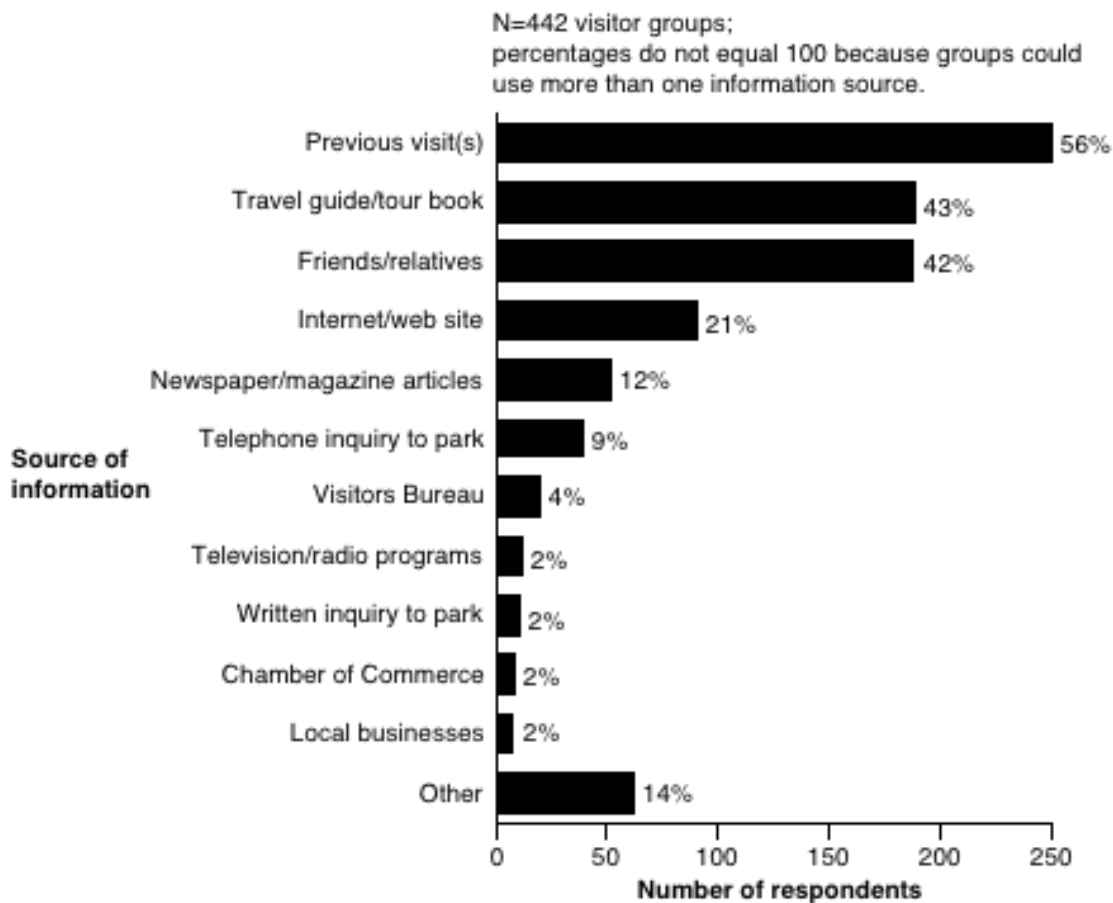


Figure 7: Hours spent at Lassen Volcanic NP

## Source of information

Visitor groups were asked to indicate the sources they used to obtain information about Lassen Volcanic NP prior to this visit. Six percent of visitors did not obtain any information prior to their visit to Lassen Volcanic NP. Of the visitors that received information prior to this visit, 56% used previous visit(s), 43% used a travel guide/tour book, and 42% used friends/relatives (see Figure 8). "Other" sources of information include maps and guide books.

Visitor groups were also asked to indicate the sources of information they would prefer to use prior to future visits. As shown by Figure 9, the most common preferences for sources of information about Lassen Volcanic NP for future visits are, internet/web site (39%), travel guide/tour book (32%), and previous visit(s) (30%).



**Figure 8: Sources of information this visit**

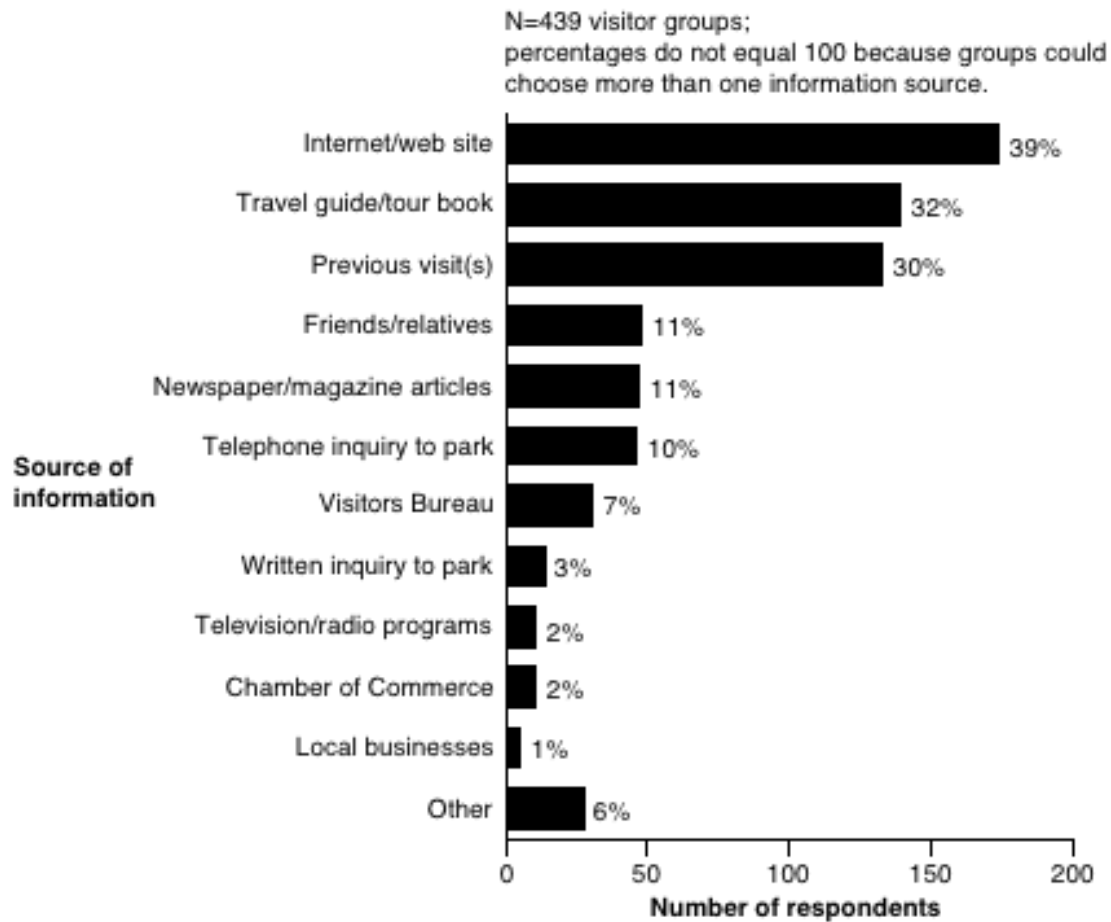


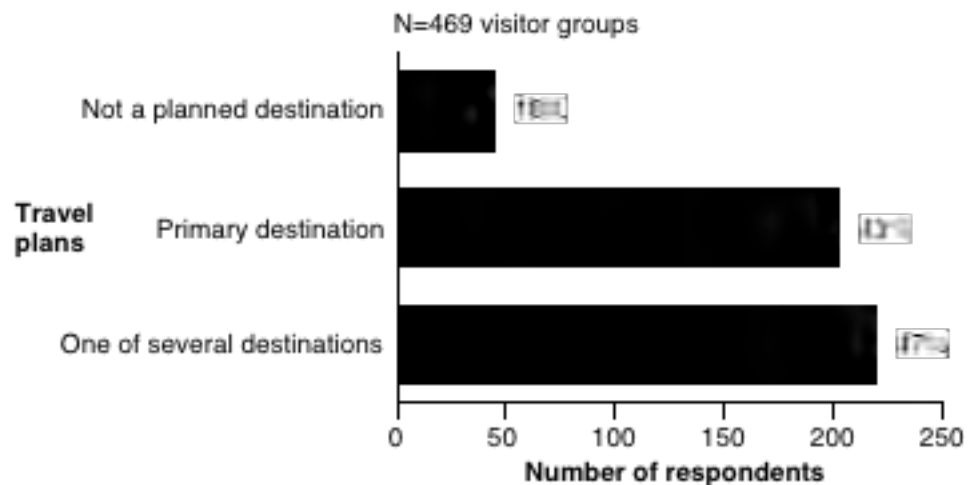
Figure 9: Sources of information future visits

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## Travel plans

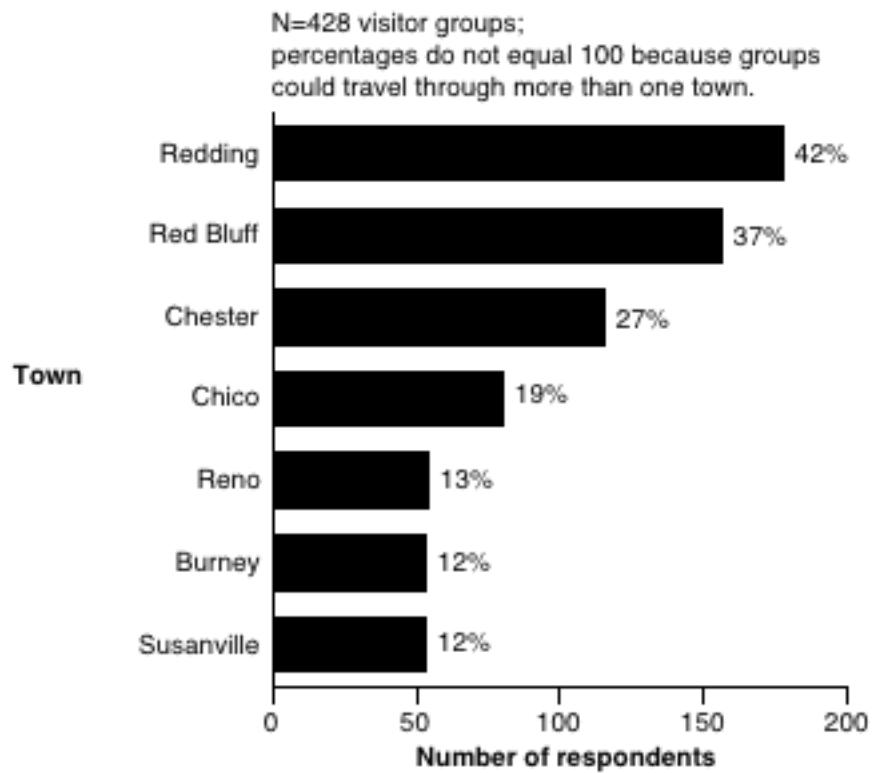
Visitor groups were asked to indicate how their visit to Lassen Volcanic fit into their travel plans. Forty-seven percent of visitors to Lassen Volcanic NP were planning to visit as one of several destinations (see Figure 10). Forty-three percent of visitors intended it to be their primary destination. Ten percent of visitors were not planning on visiting Lassen Volcanic NP at all.

Visitors were asked what towns they traveled through to arrive at Lassen Volcanic National Park. Figure 11 shows the proportion of visitors that traveled through each town. The most common towns traveled through were Redding (42%), Red Bluff (37%), and Chester (27%).



**Figure 10: Lassen Volcanic NP as part of travel plans**

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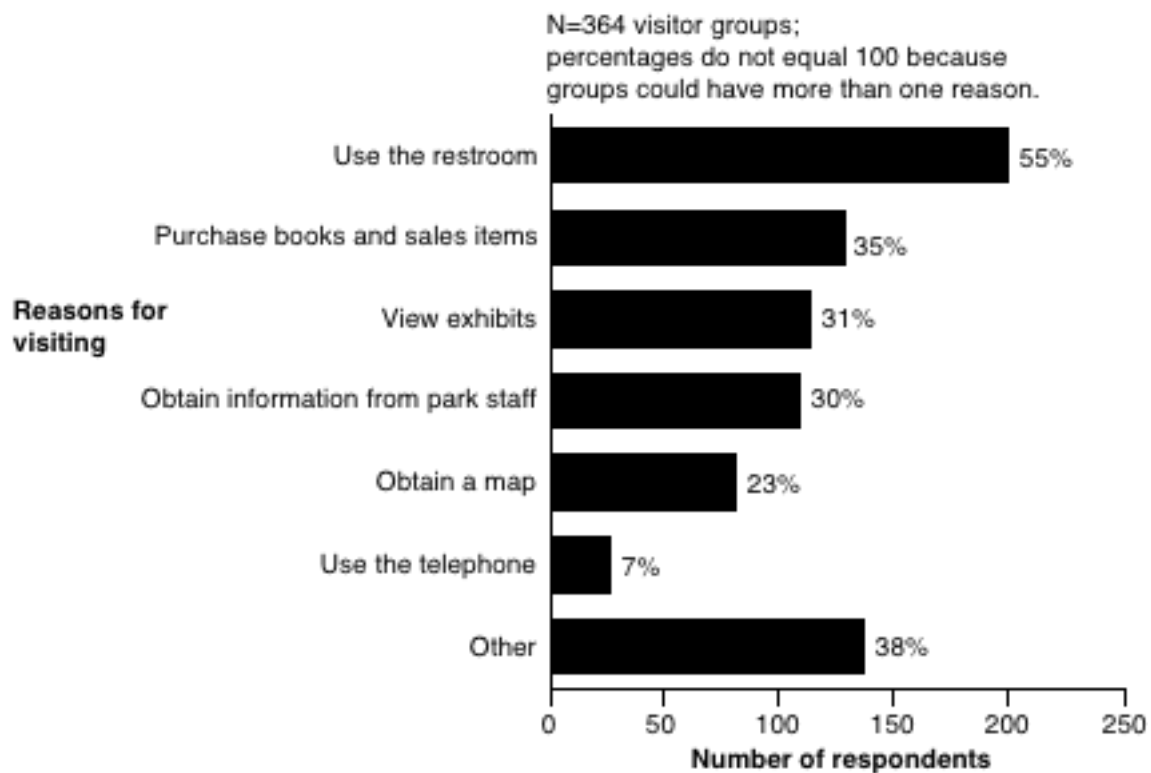


**Figure 11: Towns traveled through to reach Lassen Volcanic NP**

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**Visiting the  
Chalet area**

Visitors were asked to indicate their group's reasons for visiting the Chalet area of Lassen Volcanic NP. As shown in Figure 12, the most common reason for visiting the Chalet area was to use the restrooms (55%). Thirty-eight percent of visitors reported "other" reasons for visiting the Chalet area, the most common of these reasons were eating or buying food, and buying espresso or coffee.



**Figure 12: Reasons for visiting the Chalet area**

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Figure 13 shows the proportions of visitor groups that participated in a variety of activities while visiting Lassen Volcanic NP. The most common activities reported were “scenic drive” (85%), “visit geological/geothermal features” (71%), and “photography” (57%). “Other” activities reported include swimming, kayaking/canoeing, and relaxing.

### Activities

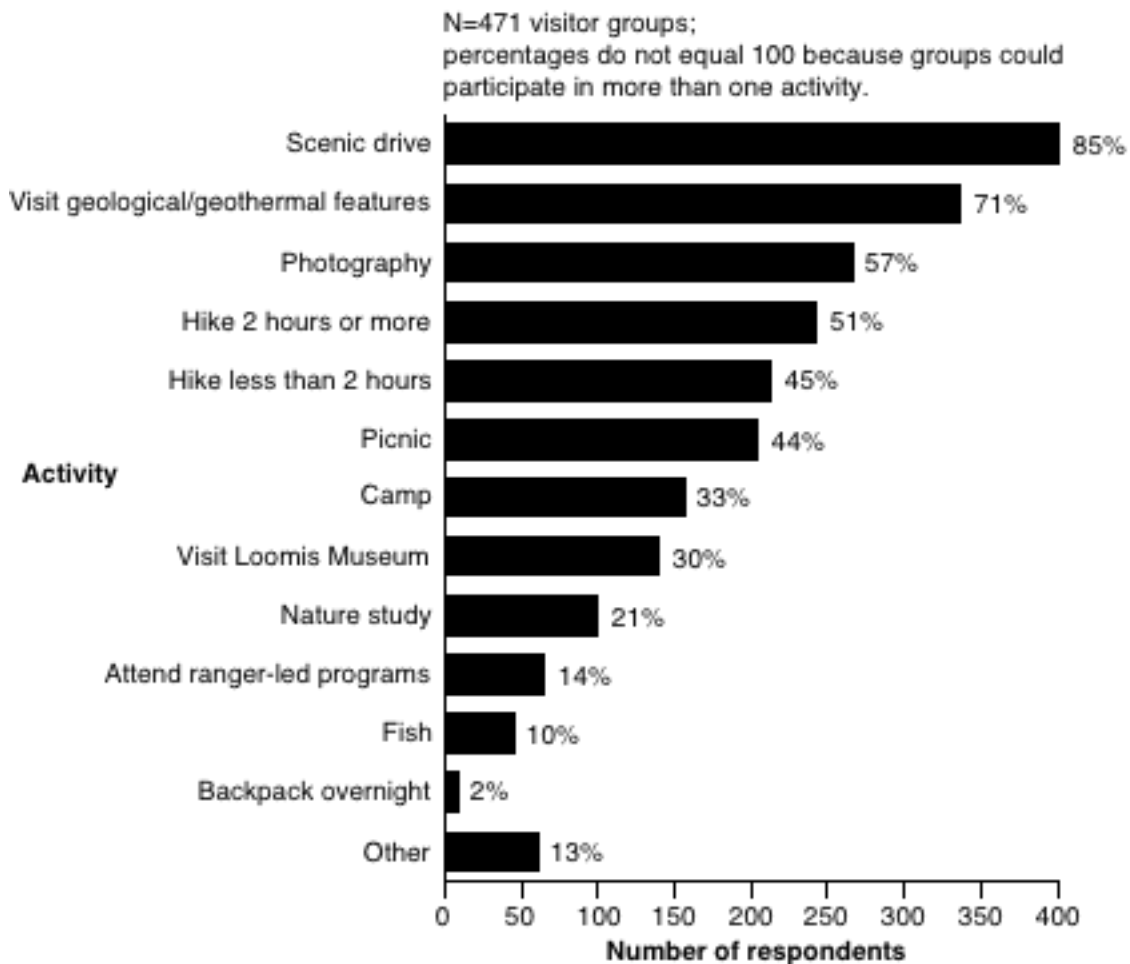


Figure 13: Visitor activities at Lassen Volcanic NP

## Importance of features or qualities

Visitor groups were asked to rate the importance of certain features or qualities during their visit to Lassen Volcanic NP. The features or qualities included scenic views, natural features (such as volcanic, plants, animals, etc.), recreational opportunities (including hiking, camping, fishing, etc.), educational opportunities, solitude/quiet, wilderness, and historic features.

Figures 14-20 show the importance ratings that were provided for each of the individual features or qualities. The features or qualities that received the highest “extremely important” and “moderately important” ratings were: scenic views (96%), natural features (94%), wilderness (78%), and solitude/quiet (75%). The highest “not important” ratings were for educational opportunities (6%), recreational opportunities (5%), and historic features (5%). Each of these activities were “extremely important” or “moderately important” to some visitors: 46% for educational opportunities, 76% for recreational opportunities, and 55% for historic features.

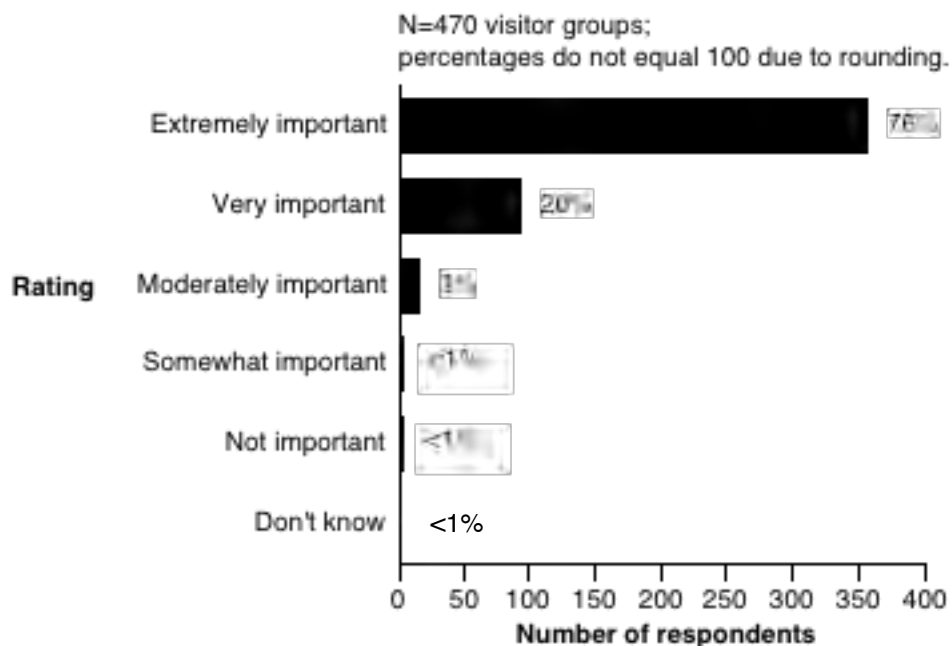


Figure 14: Importance of scenic views

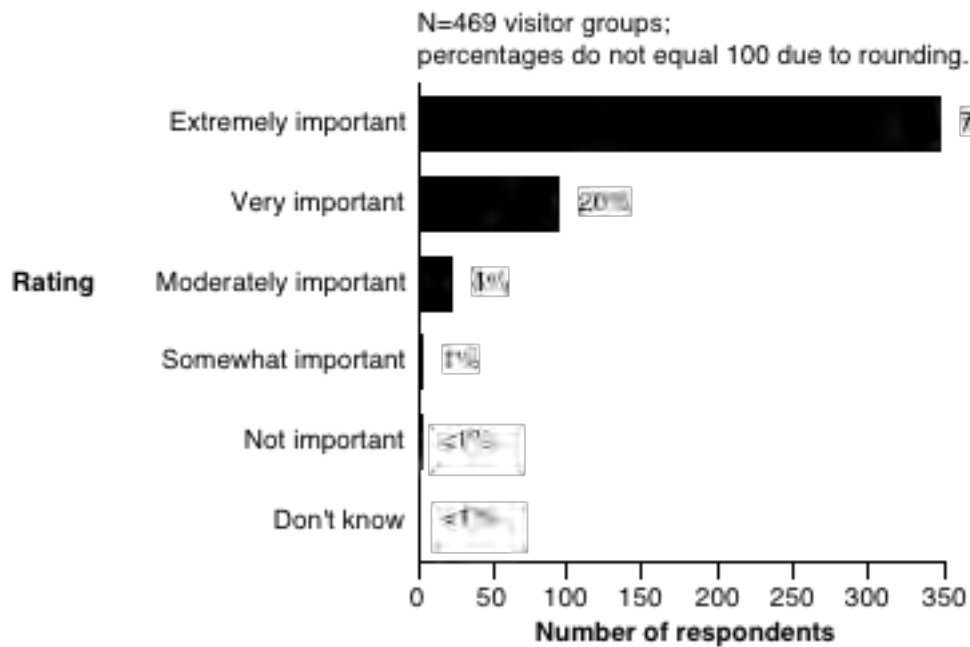


Figure 15: Importance of natural features

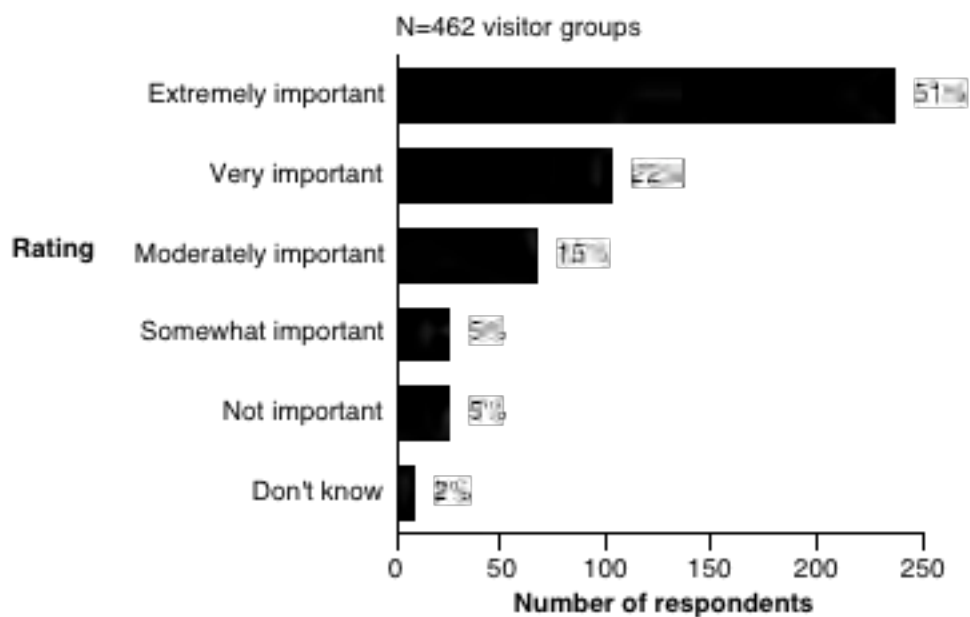
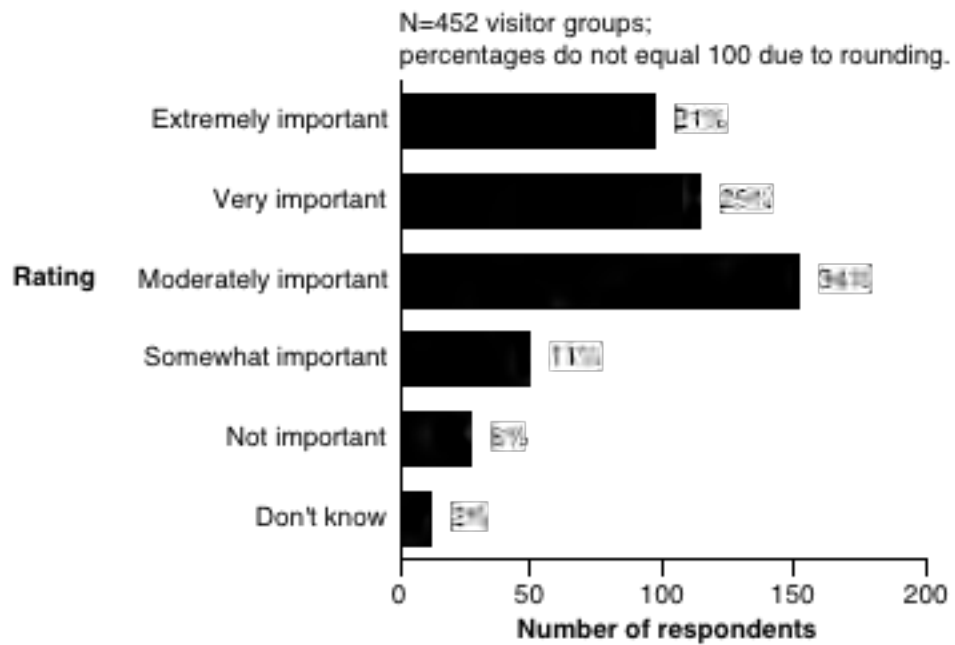
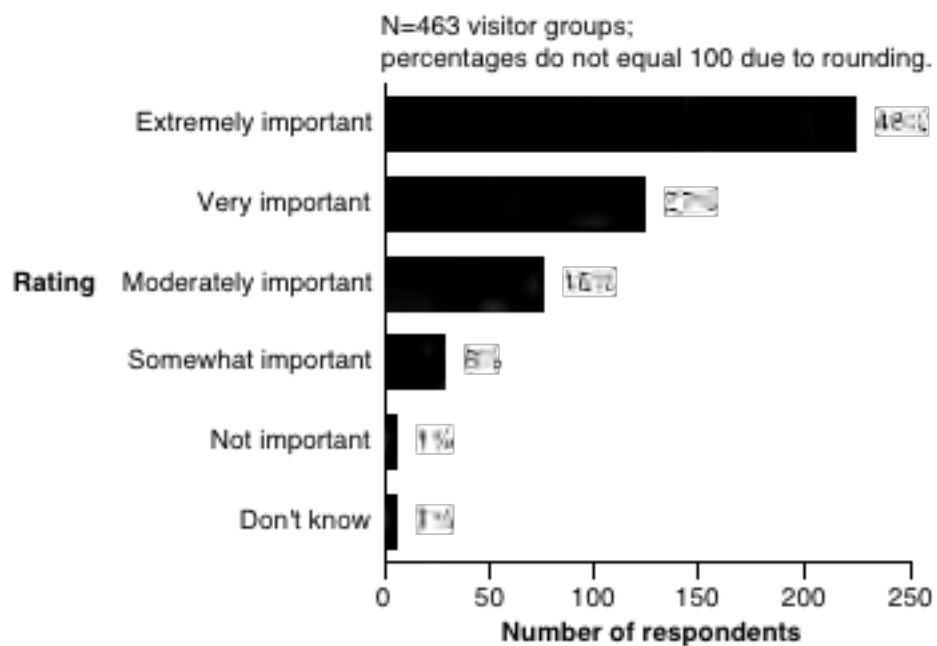


Figure 16: Importance of recreational opportunities



**Figure 17: Importance of educational opportunities**



**Figure 18: Importance of solitude/quiet**

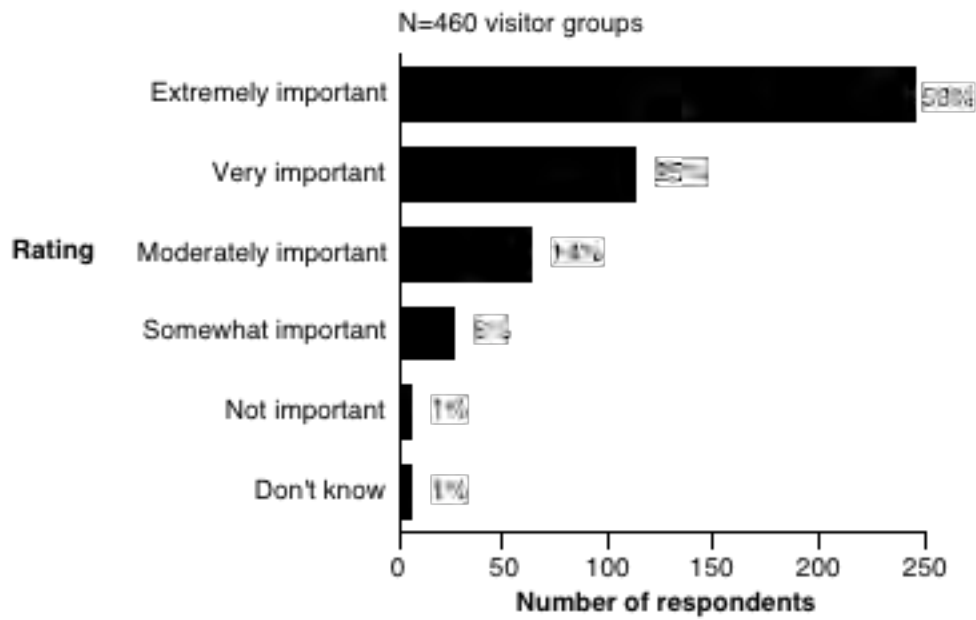


Figure 19: Importance of wilderness

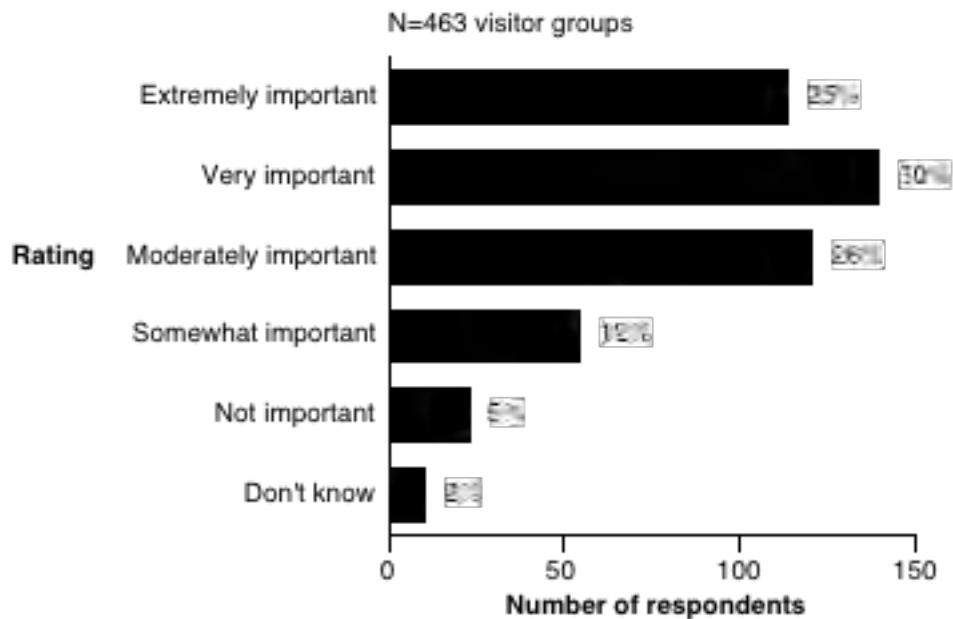


Figure 20: Importance of historic features

## Sites visited

Visitors were asked to list the sites they visited at Lassen Volcanic NP. Figure 21 shows the proportion of visitor groups that visited each site within Lassen Volcanic NP during this visit. The most frequently visited sites include Manzanita Lake (58%), Chalet and information station (58%), Sulphur Works (57%), and Bumpass Hell (52%). The least visited sites were Juniper Lake (5%) and Snag Lake (2%).

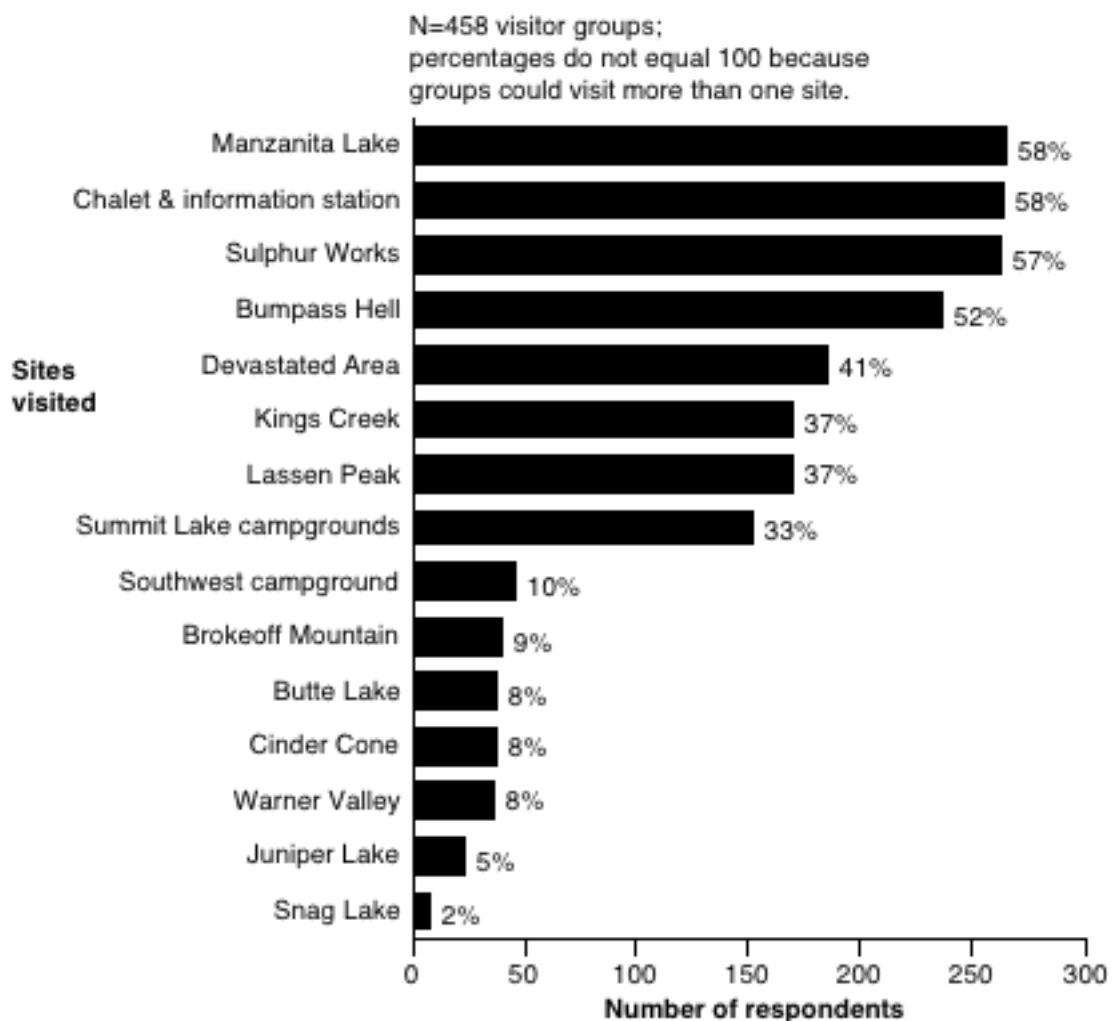
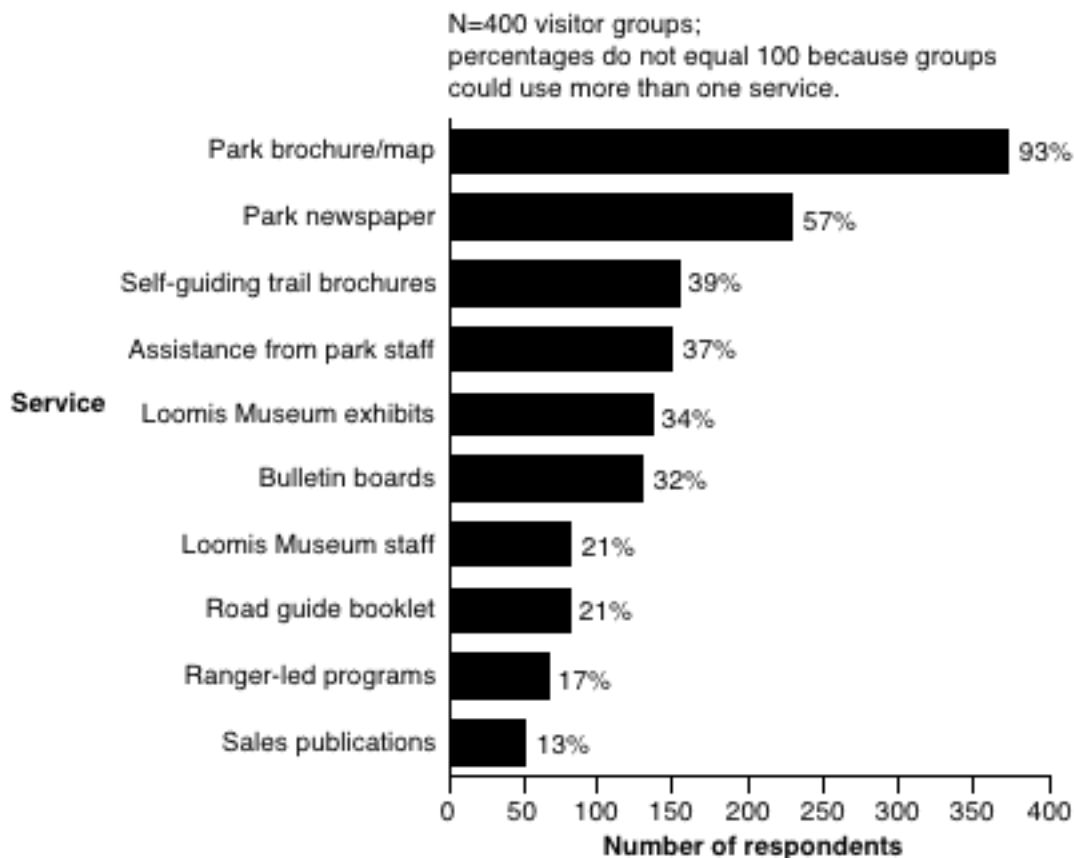


Figure 21: Sites visited this visit

Visitor groups were asked to note the information services they used during their visit to Lassen Volcanic NP. As shown in Figure 22, the information services most commonly used by visitor groups were park brochure/map (93%), park newspaper (57%), self-guiding trail brochures (39%), and assistance from park staff (37%). The least used services were ranger-led programs (17%) and sales publications (13%).

**Information  
services: use,  
importance, and  
quality**



**Figure 22: Information services used**

Visitor groups rated the importance and quality of each of the information services they used. The following five point scales were used in the questionnaire:

<b>IMPORTANCE</b> 5=extremely important 4=very important 3=moderately important 2=somewhat important 1=not important	<b>QUALITY</b> 5=very good 4=good 3=average 2=poor 1=very poor
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The average importance and quality ratings for each service were determined based on ratings provided by visitors who used each service. Figures 23 and 24 show the average importance and quality ratings for each of the information services. All services were rated as above "average" both in importance and quality.

Figures 25-34 show the importance ratings that visitor groups gave for each of the individual services. Those services receiving the highest combined proportion of "extremely important" and "very important" ratings included park brochure/map (86%), assistance from park staff (81%), and ranger-led programs (81%). The service with the largest proportion of "not important" responses was park newspaper (5%).

Figures 35-44 show the quality ratings that visitor groups gave for each of the individual services. Those services receiving the highest combined proportion of "very good" and "good" ratings included ranger-led programs (90%), assistance from park staff (87%), and park brochure/map (86%). The highest proportion of "very poor" ratings was for Loomis Museum staff (3%).

Figure 45 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

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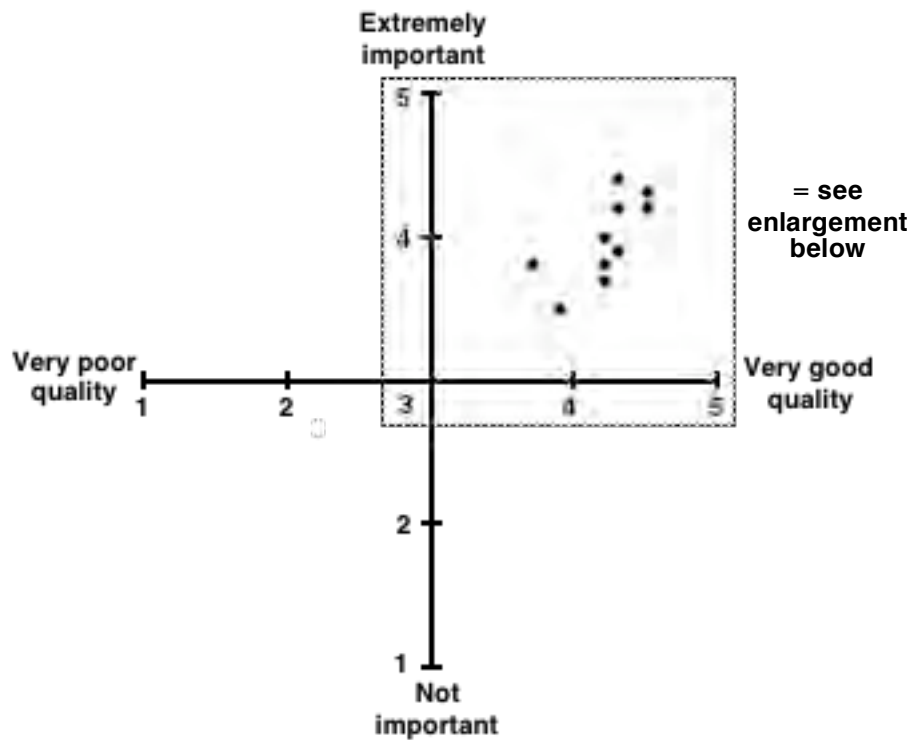


Figure 23: Average ratings of information service importance and quality

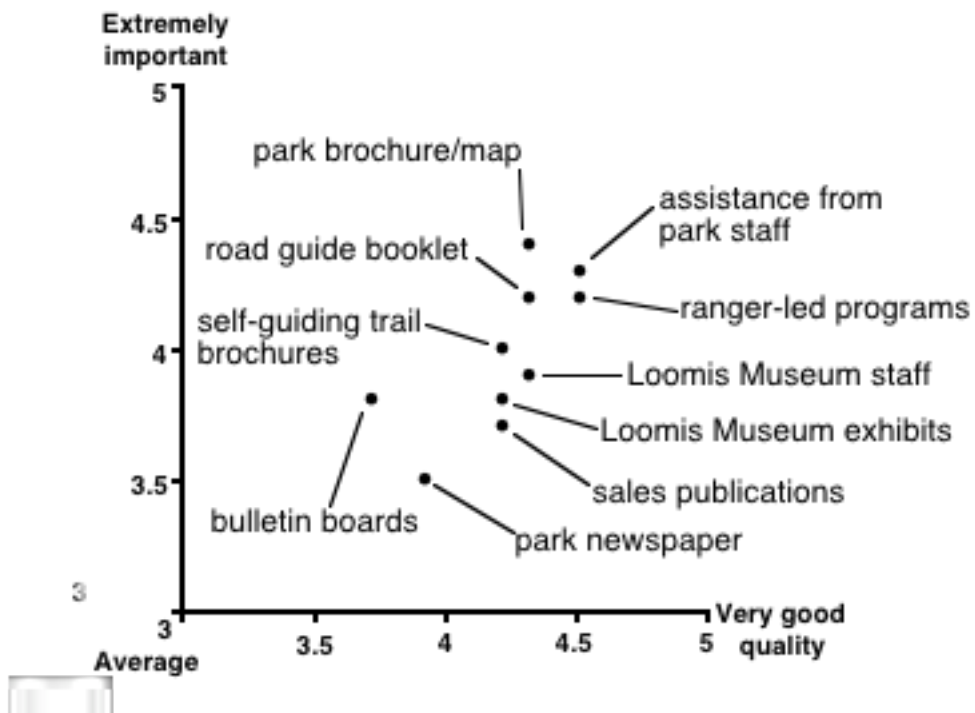


Figure 24: Detail

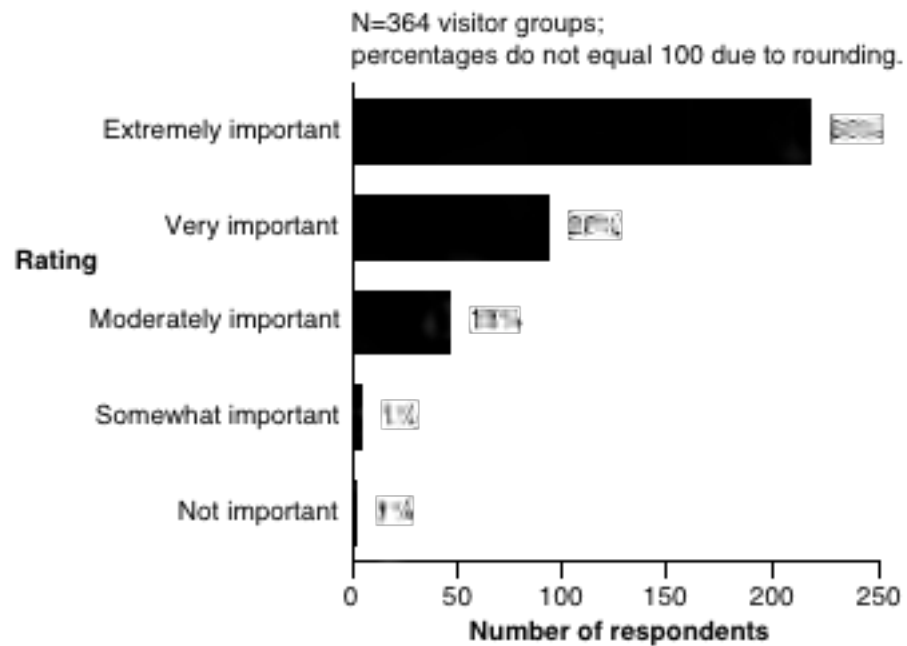


Figure 25: Importance of park brochure/map

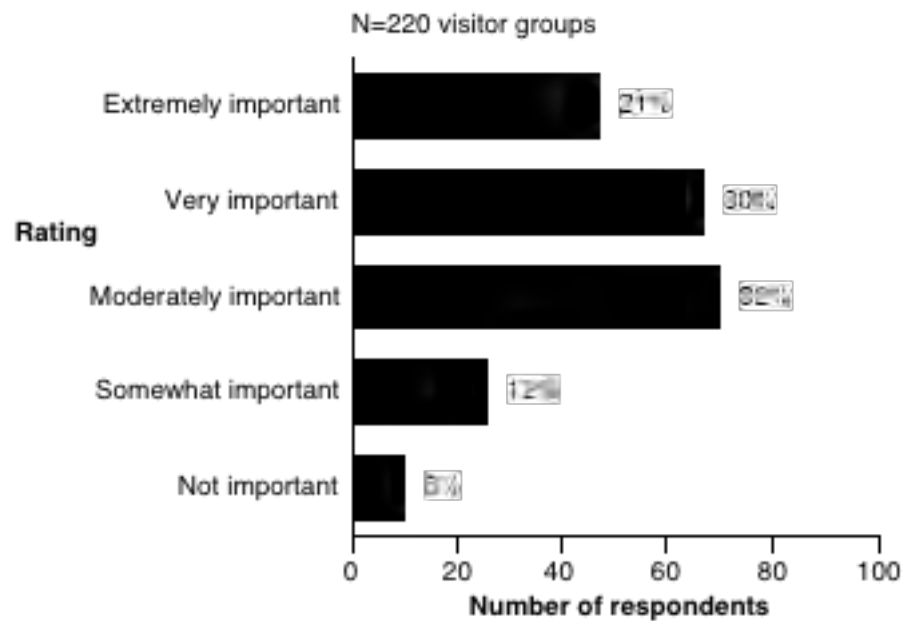


Figure 26: Importance of park newspaper: *Peak Experiences*

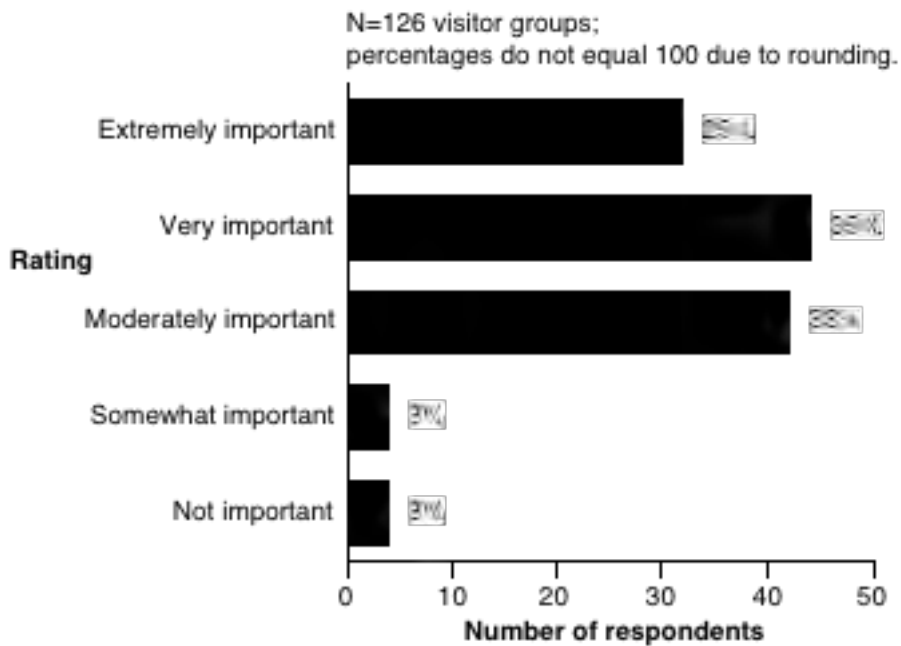


Figure 27: Importance of bulletin boards

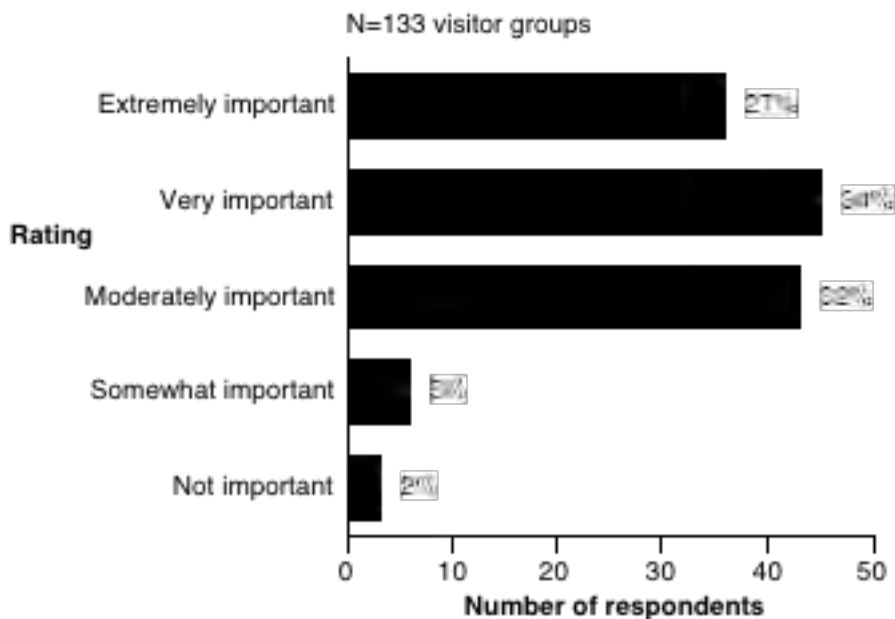


Figure 28: Importance of Loomis Museum exhibits

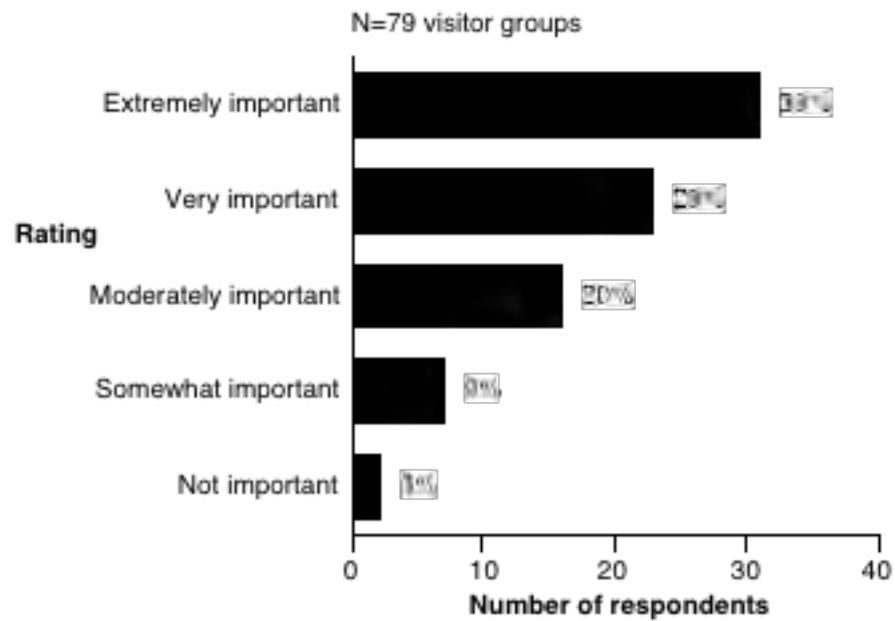


Figure 29: Importance of Loomis Museum staff

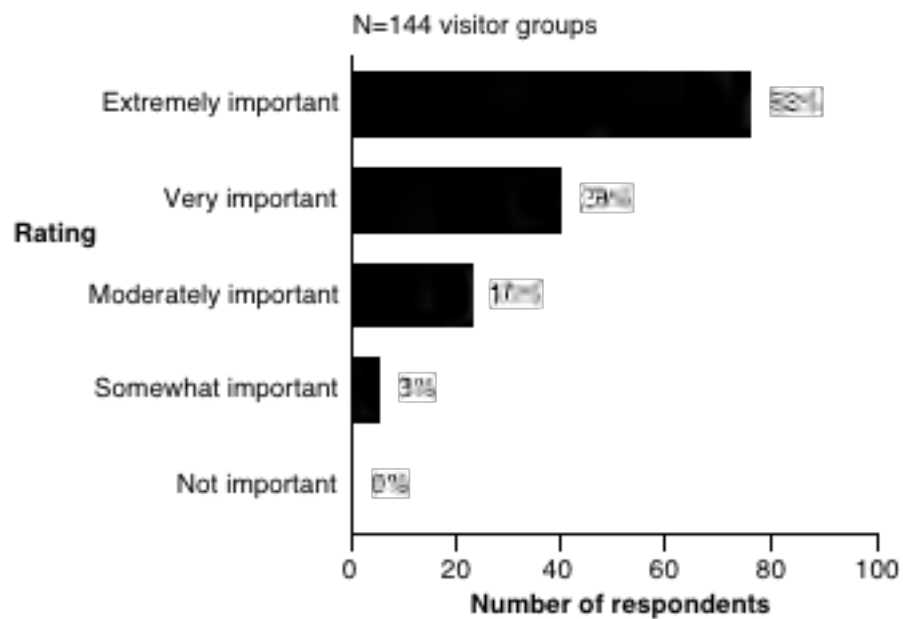


Figure 30: Importance of assistance from park staff

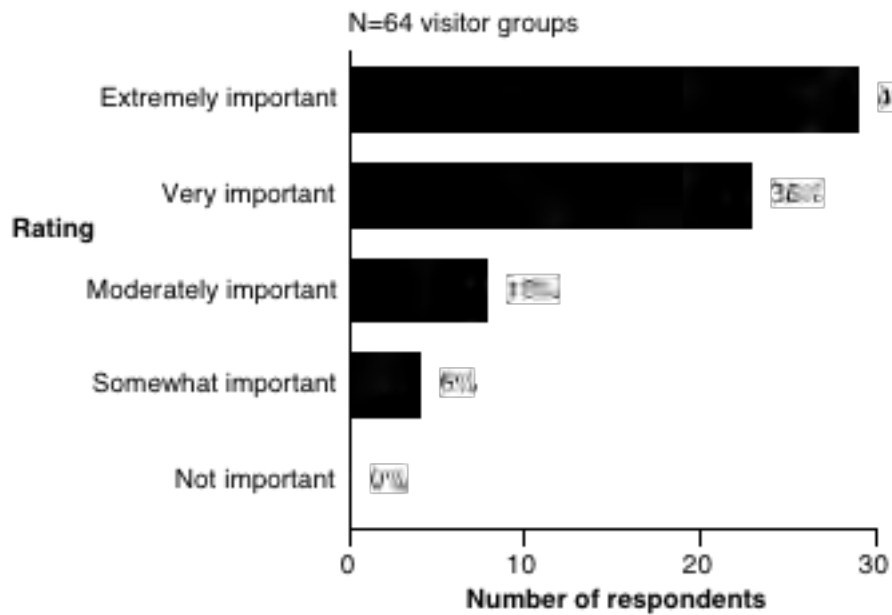


Figure 31: Importance of ranger-led programs

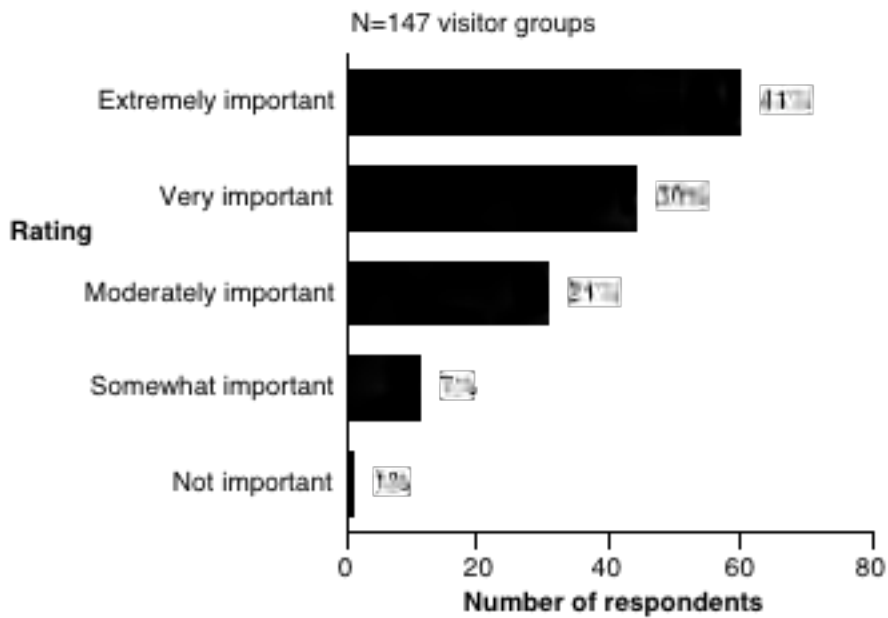


Figure 32: Importance of self-guiding trail brochures

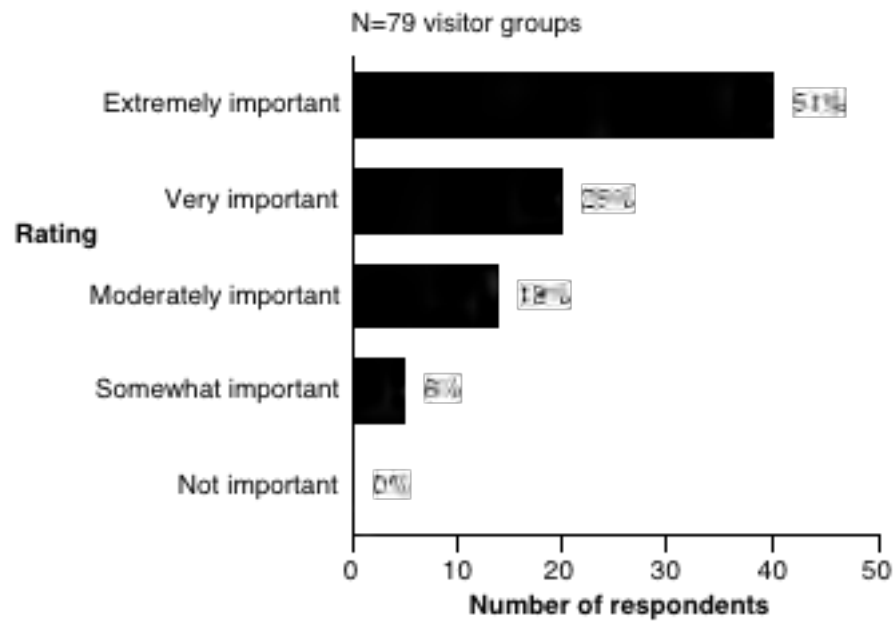


Figure 33: Importance of road guide booklet

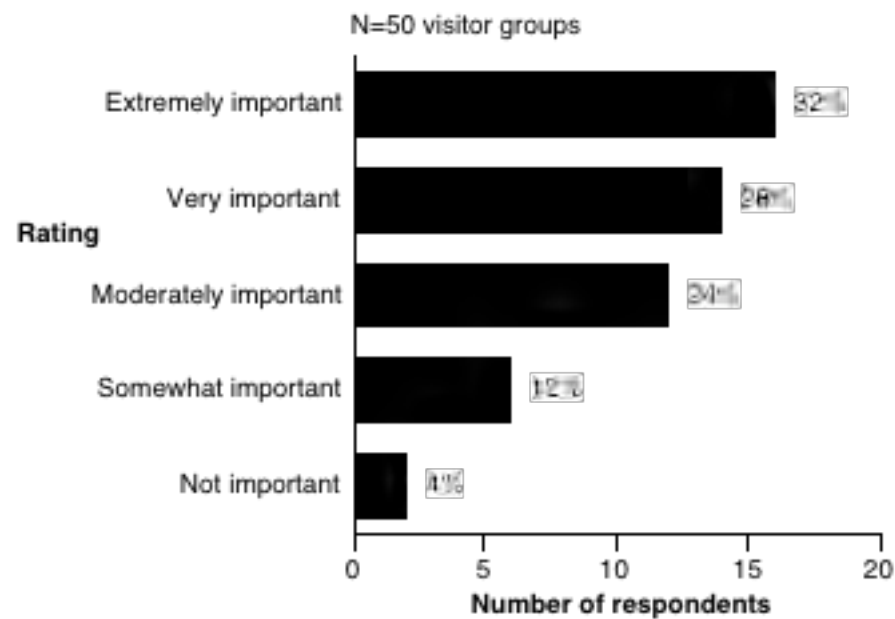


Figure 34: Importance of sales publications

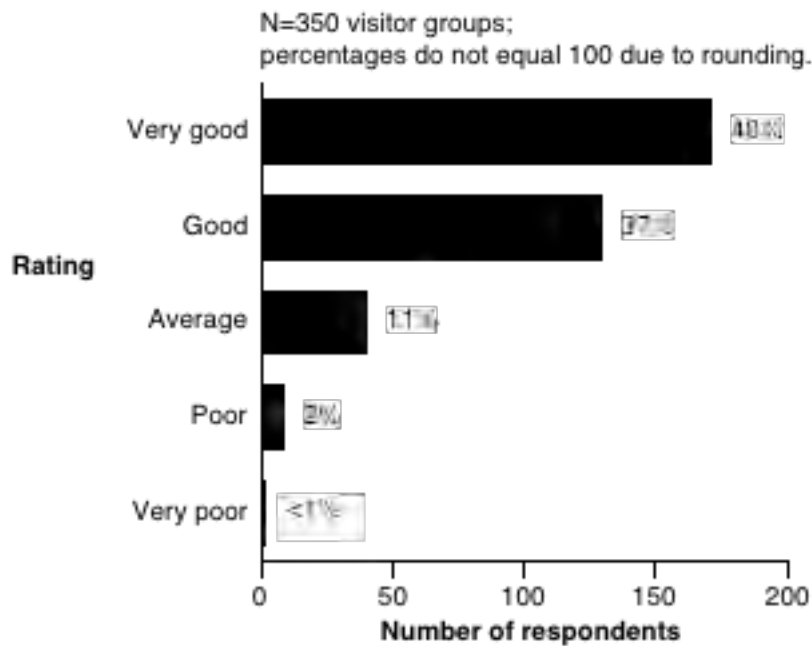


Figure 35: Quality of park brochure/map

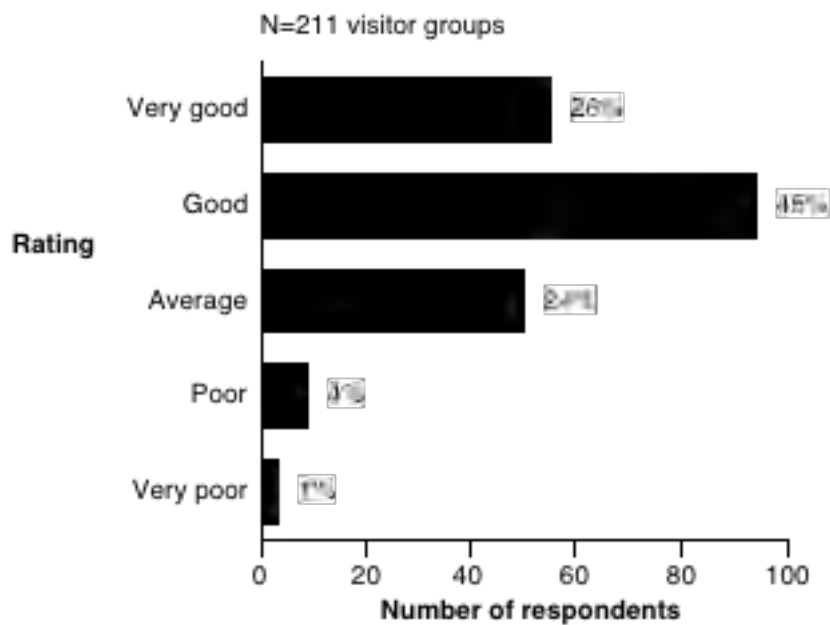


Figure 36: Quality of park newspaper: *Peak Experiences*

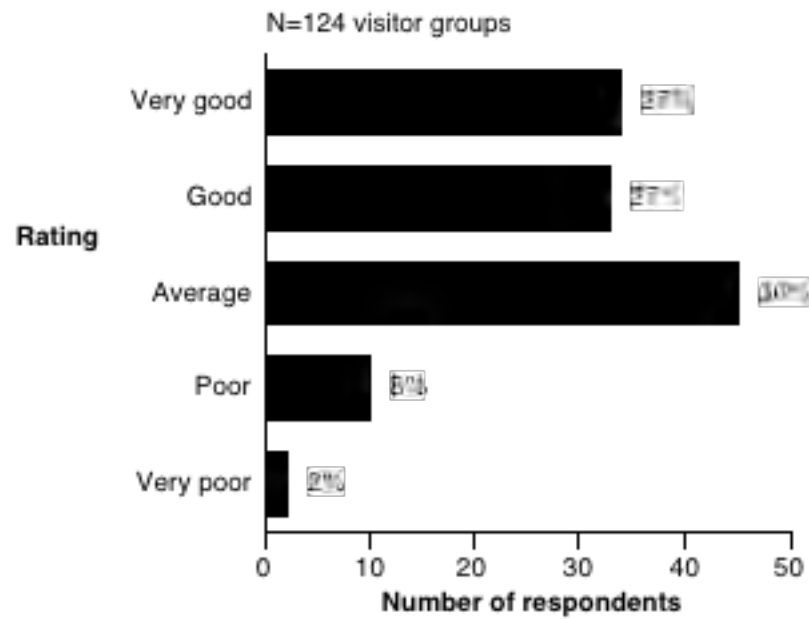


Figure 37: Quality of bulletin boards

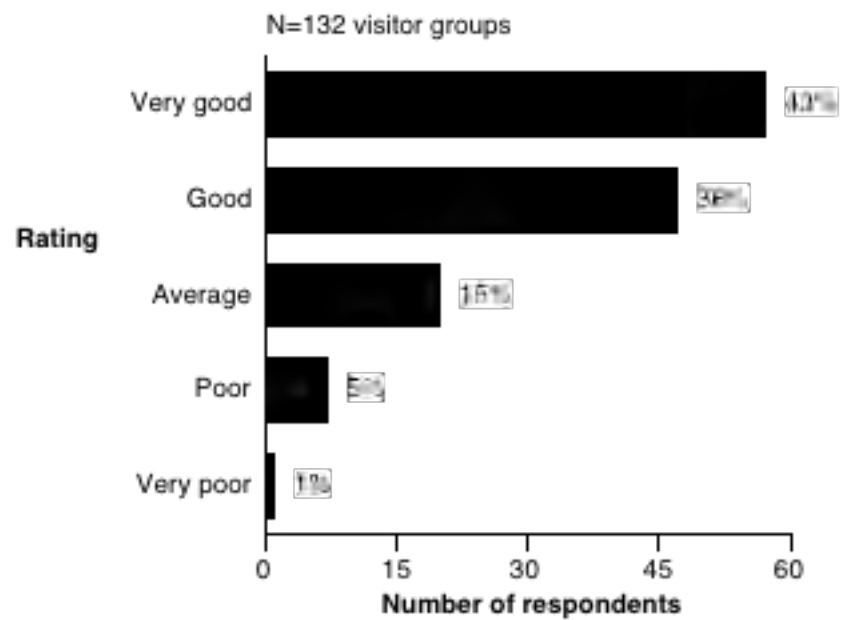


Figure 38: Quality of Loomis Museum exhibits



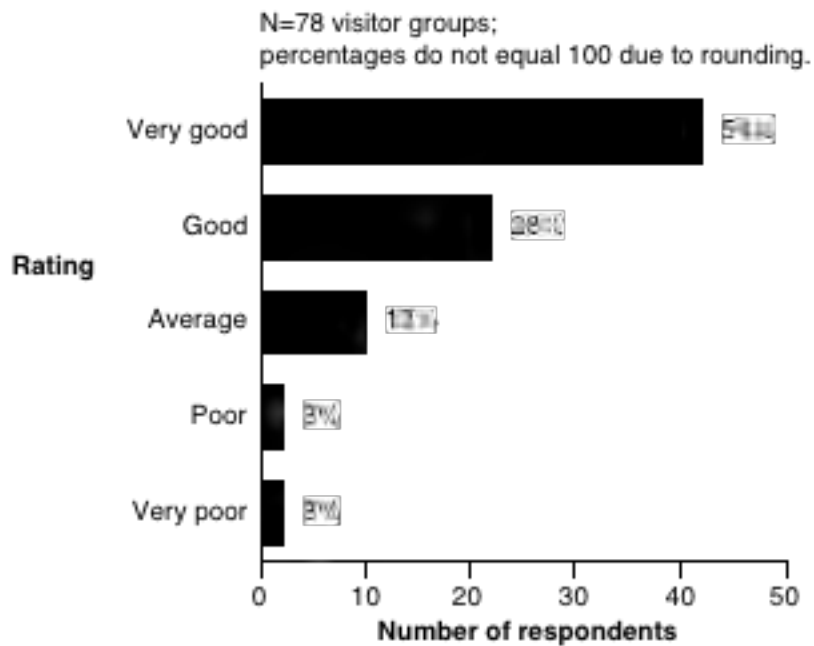


Figure 39: Quality of Loomis Museum staff

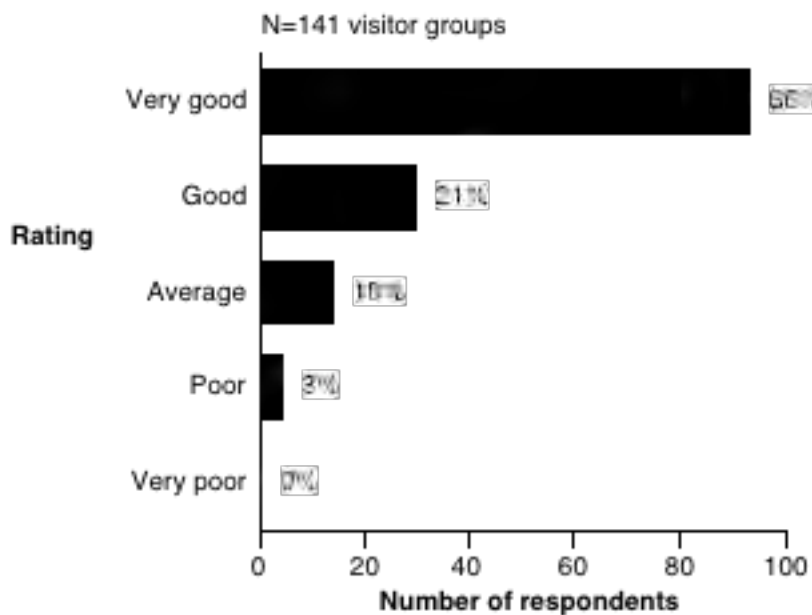


Figure 40: Quality of assistance from park staff

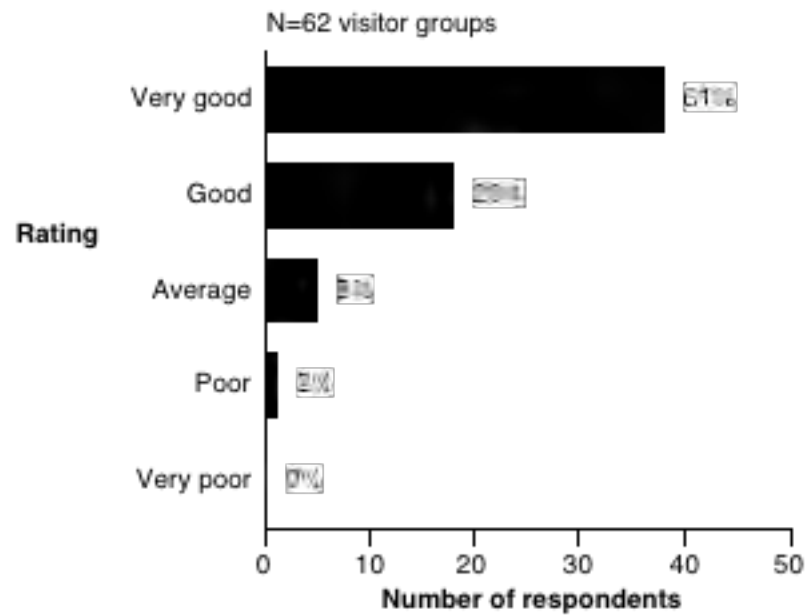


Figure 41: Quality of ranger-led programs

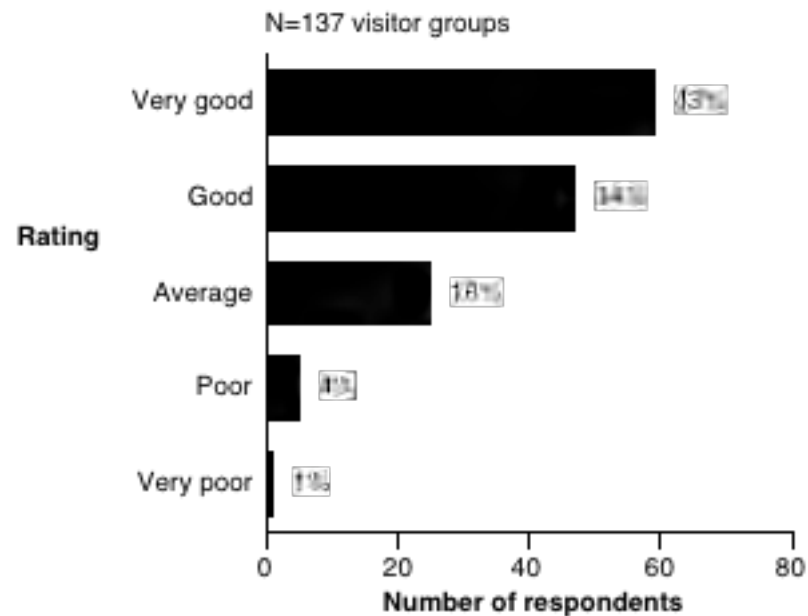


Figure 42: Quality of self-guiding trail brochures

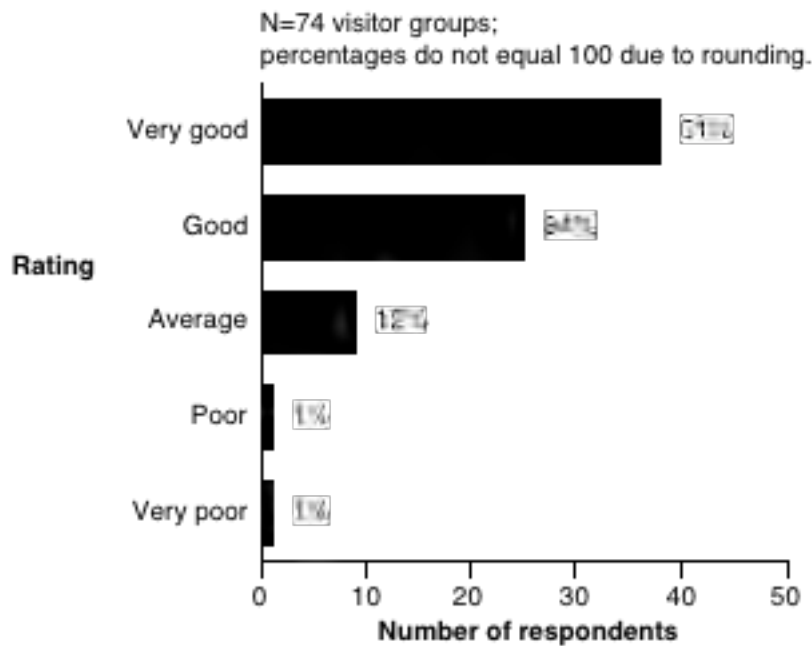


Figure 43: Quality of road guide booklet

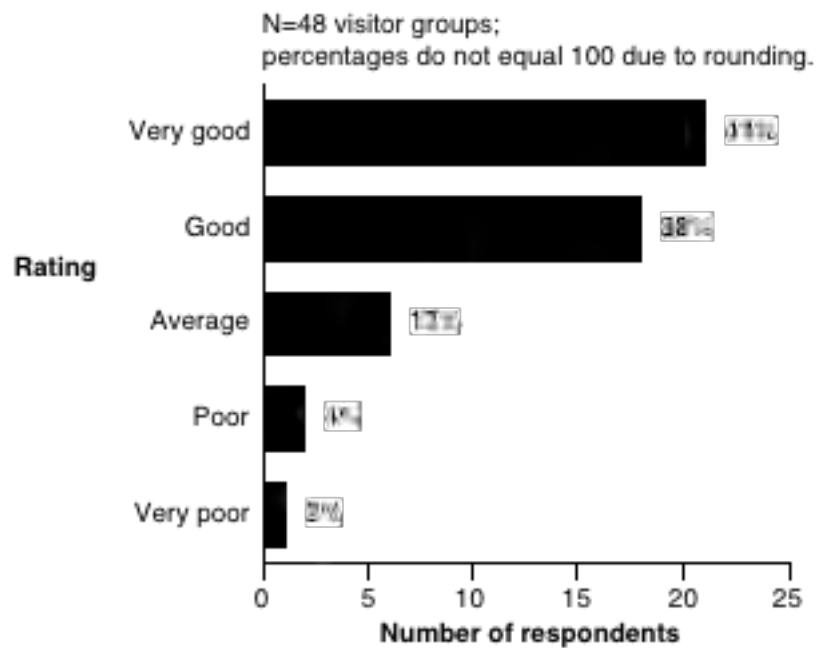
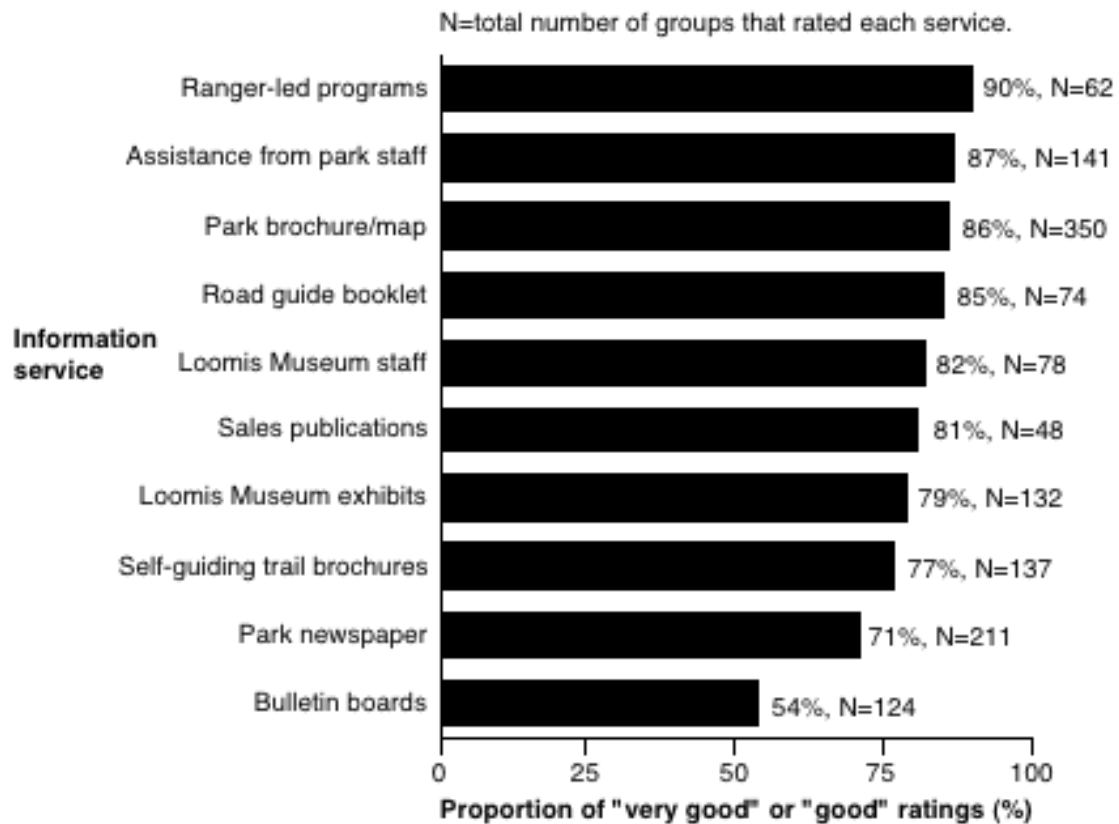


Figure 44: Quality of sales publications



**Figure 45: Combined proportions of "very good" and "good" quality ratings for information services**

Visitor groups were asked to note the services and facilities they used during their visit to Lassen Volcanic NP. As shown in Figure 46, the services and facilities most commonly used by visitor groups were roads (95%), parking lots (86%), road directional signs (85%), and restrooms (83%). The least used services were the guest ranch (4%) and handicapped access (2%).

**Visitor services  
and facilities:  
use, importance,  
and quality**



**Figure 46: Services and facilities used**

Visitor groups rated the importance and quality of each of the services and facilities they used. The following five point scales were used in the questionnaire:

IMPORTANCE
5=extremely important
4=very important
3=moderately important
2=somewhat important
1=not important

QUALITY
5=very good
4=good
3=average
2=poor
1=very poor

The average importance and quality ratings for each service were determined based on ratings provided by visitors who used each service. Figures 47 and 48 show the average importance and quality ratings for each of the visitor services. All services were rated as above "average" both in importance and quality. It should be noted that the guest ranch and handicapped access were not rated by enough visitor groups to provide reliable data.

Figures 49-61 show the importance ratings that visitor groups gave for each of the individual services. Those services receiving the highest combined proportion of "extremely important" and "very important" ratings included campgrounds (97%), roads (97%), and trails (95%). The service with the largest proportion of "not important" responses was the Chalet (3%).

Figures 62-74 show the quality ratings that visitor groups gave for each of the individual services. Those services receiving the highest combined proportion of "very good" and "good" ratings included roads (85%), trails (86%), and campgrounds (84%). The highest proportion of "very poor" ratings was for restrooms (4%).

Figure 75 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

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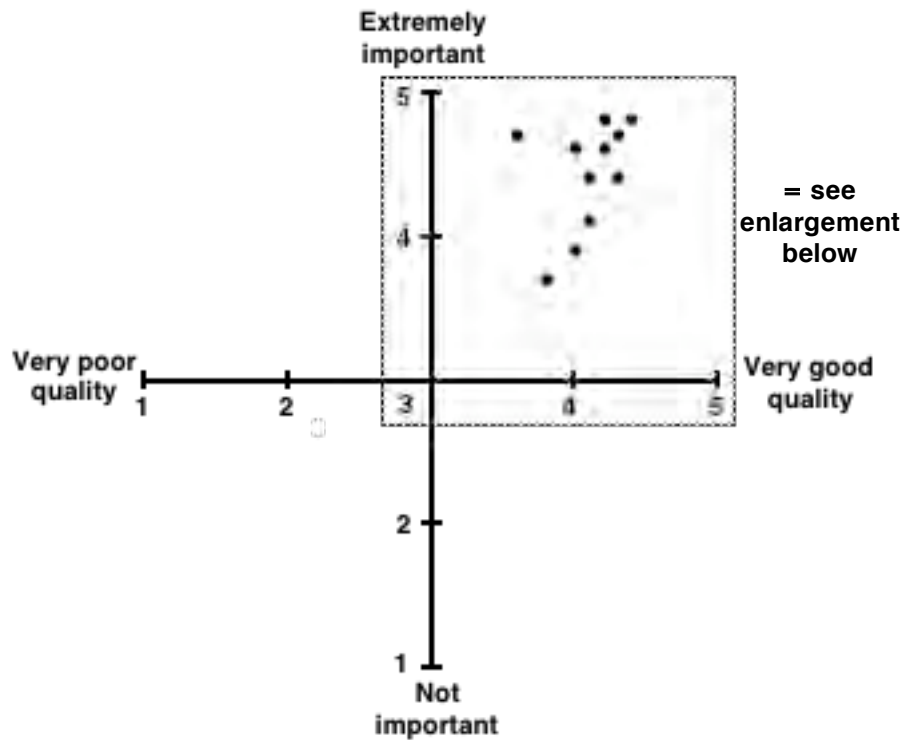


Figure 47: Average ratings of service and facility importance and quality

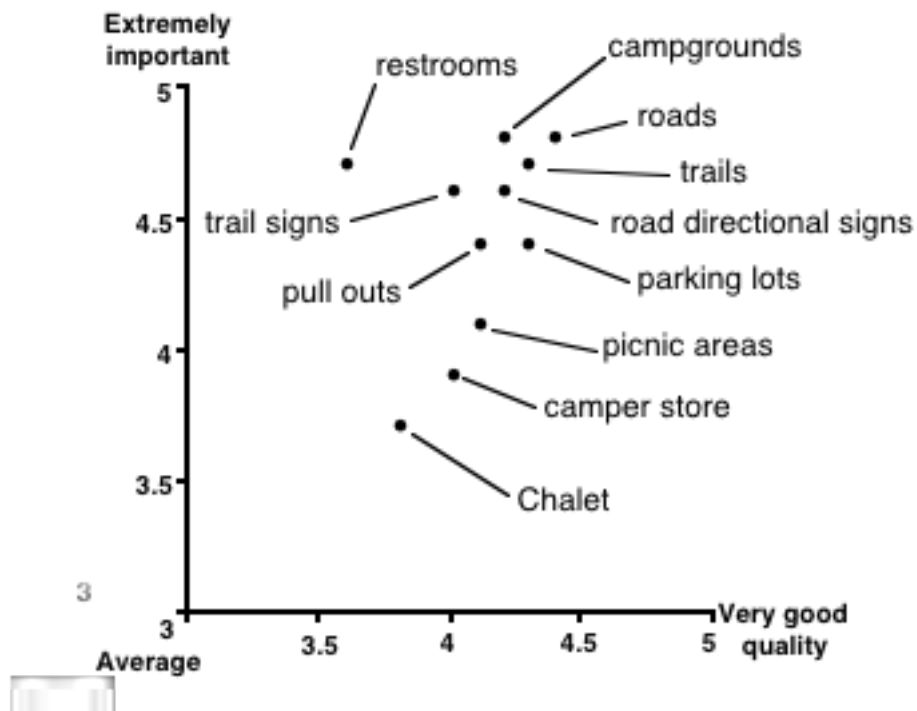


Figure 48: Detail

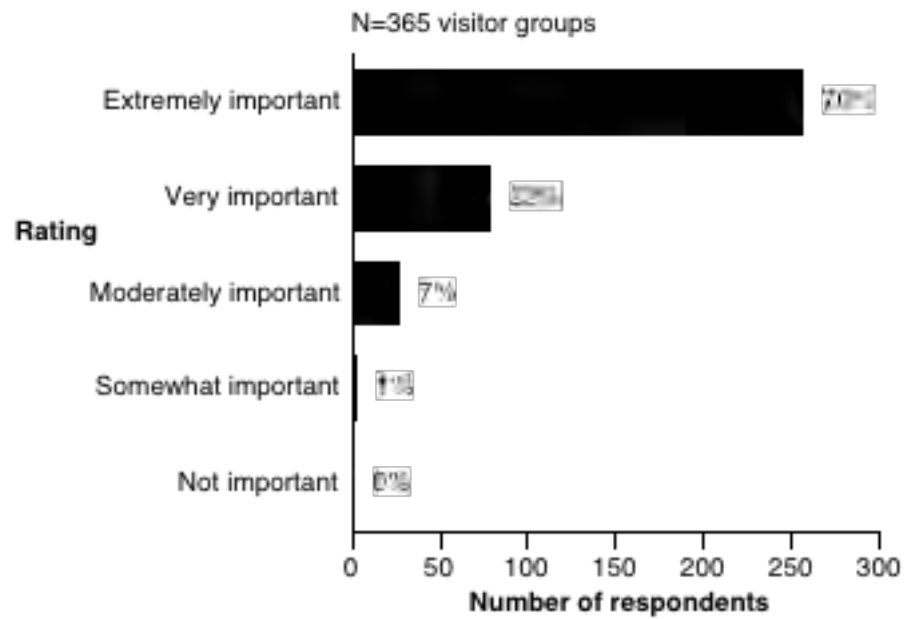


Figure 49: Importance of road directional signs

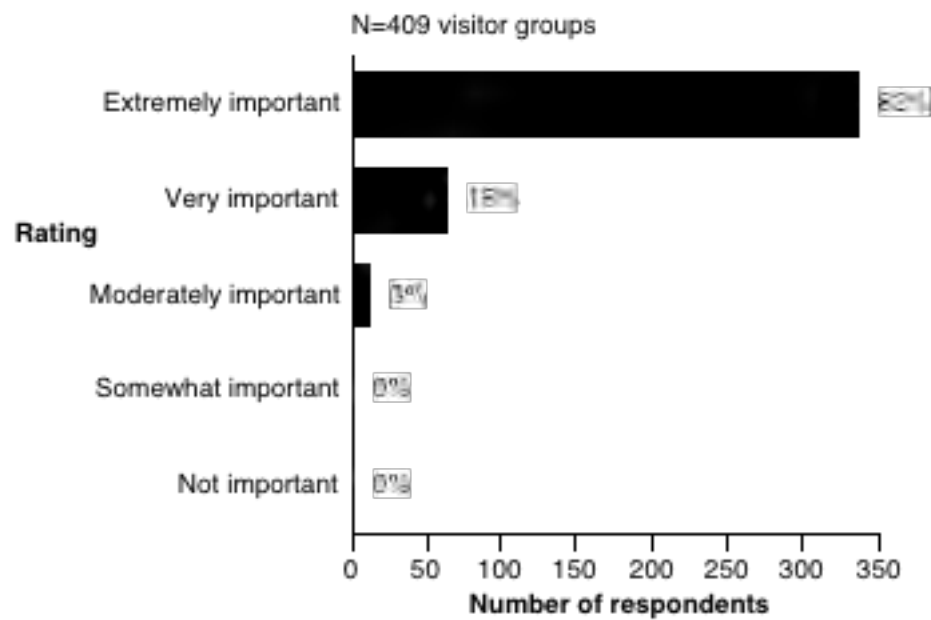


Figure 50: Importance of roads



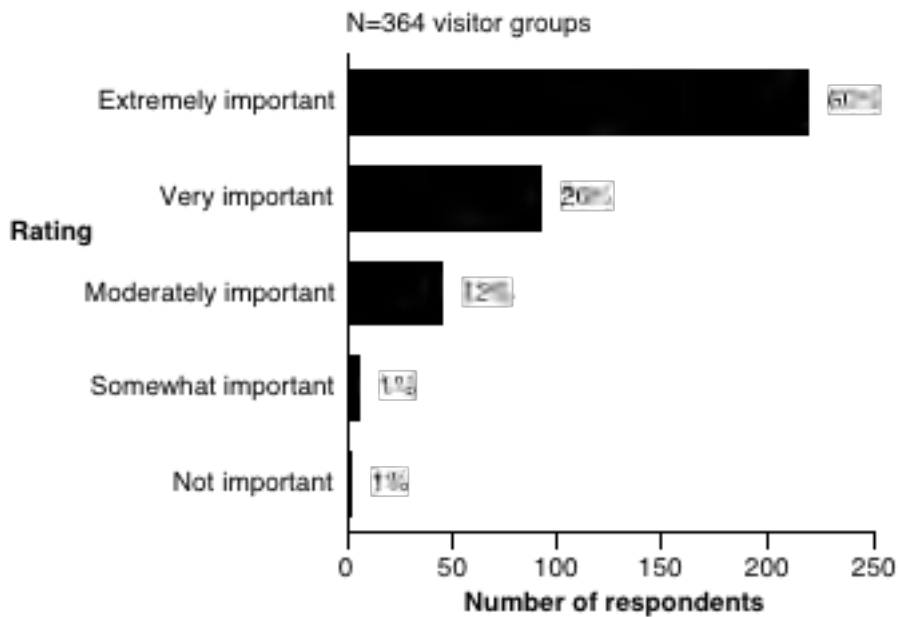


Figure 51: Importance of parking lots

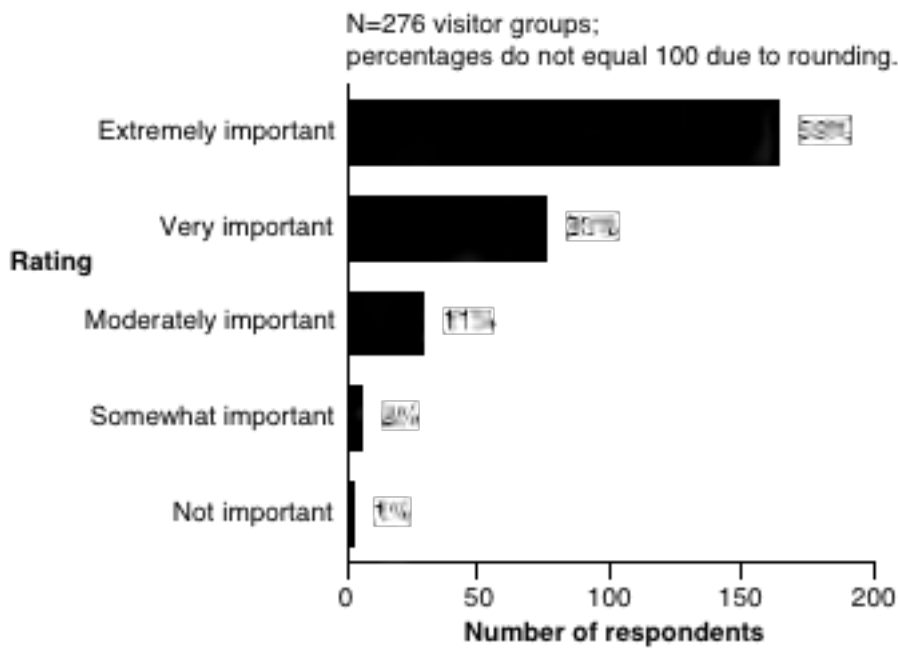


Figure 52: Importance of pull outs

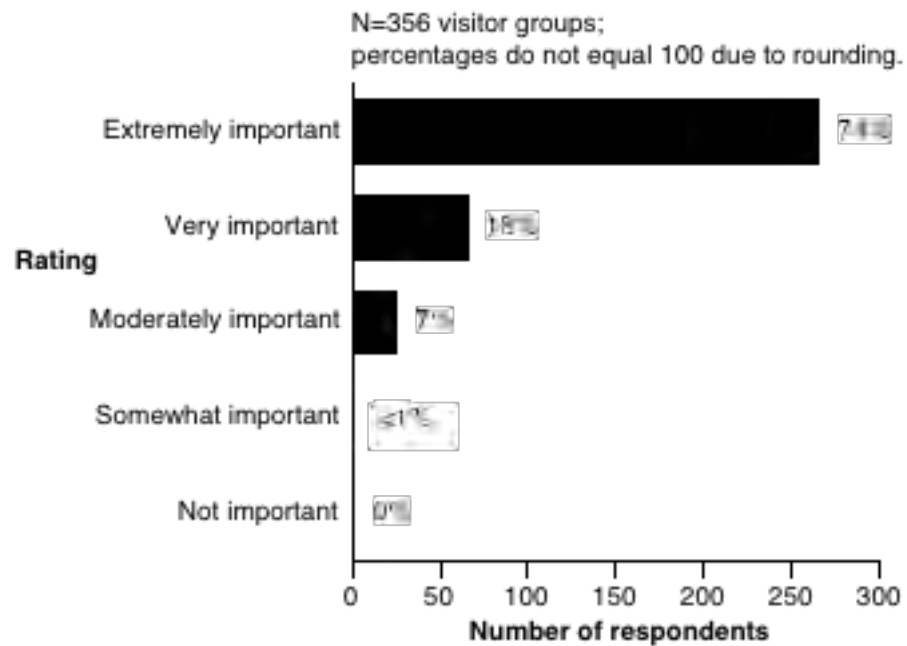


Figure 53: Importance of restrooms

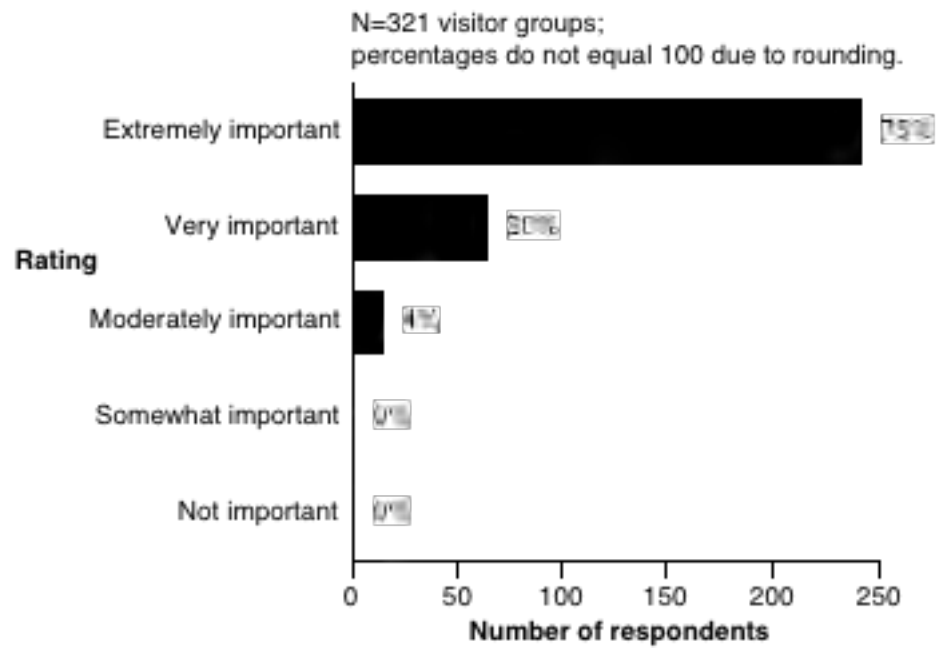


Figure 54: Importance of trails

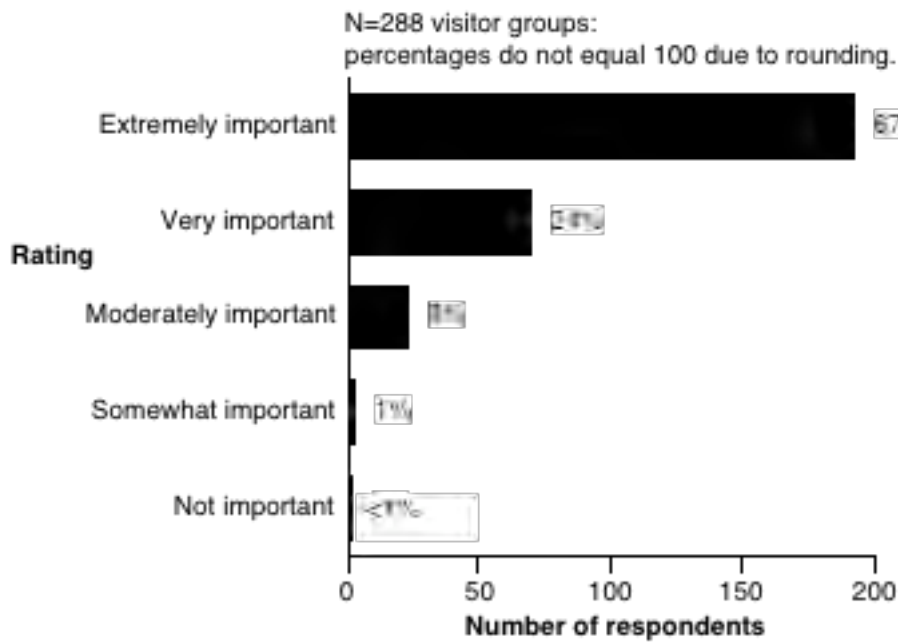


Figure 55: Importance of trail signs

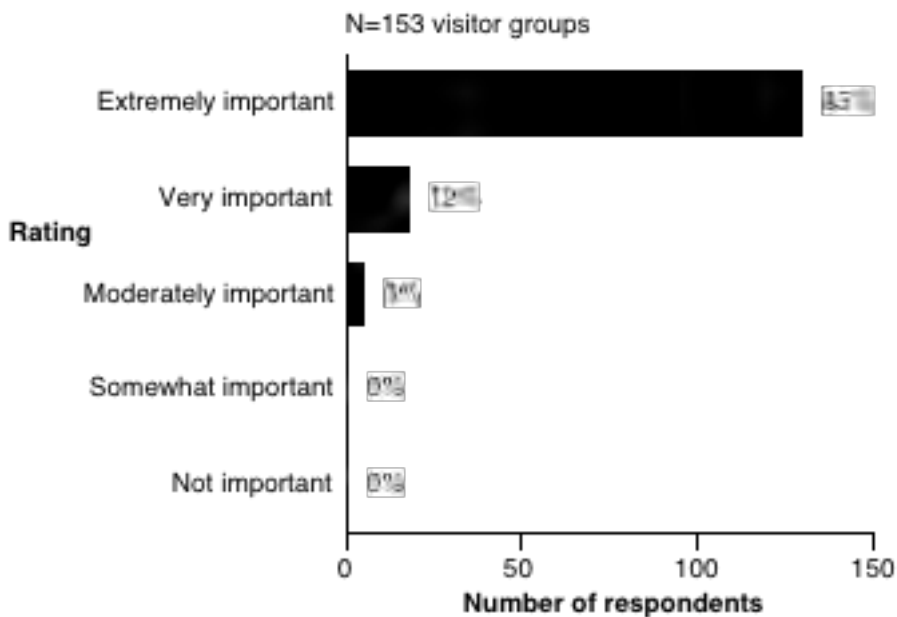


Figure 56: Importance of campgrounds

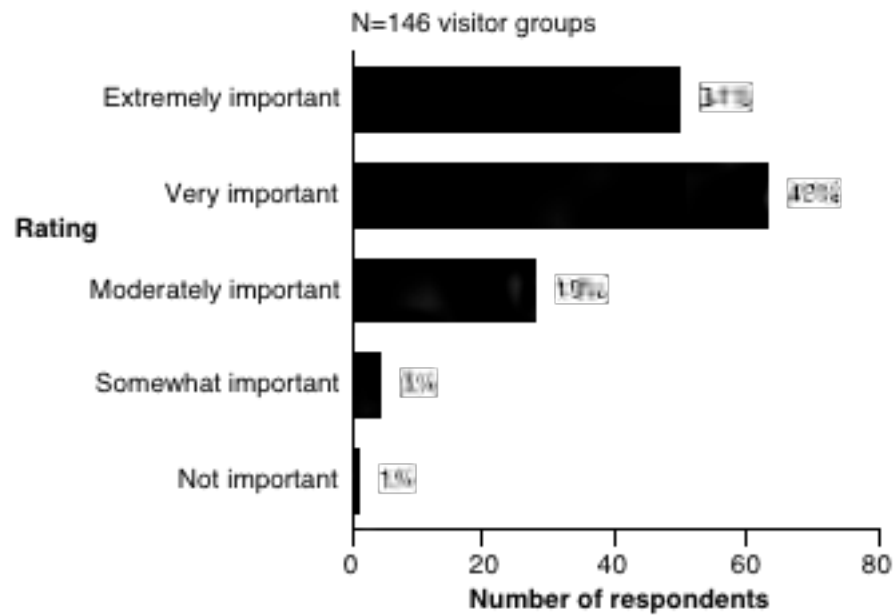


Figure 57: Importance of picnic areas

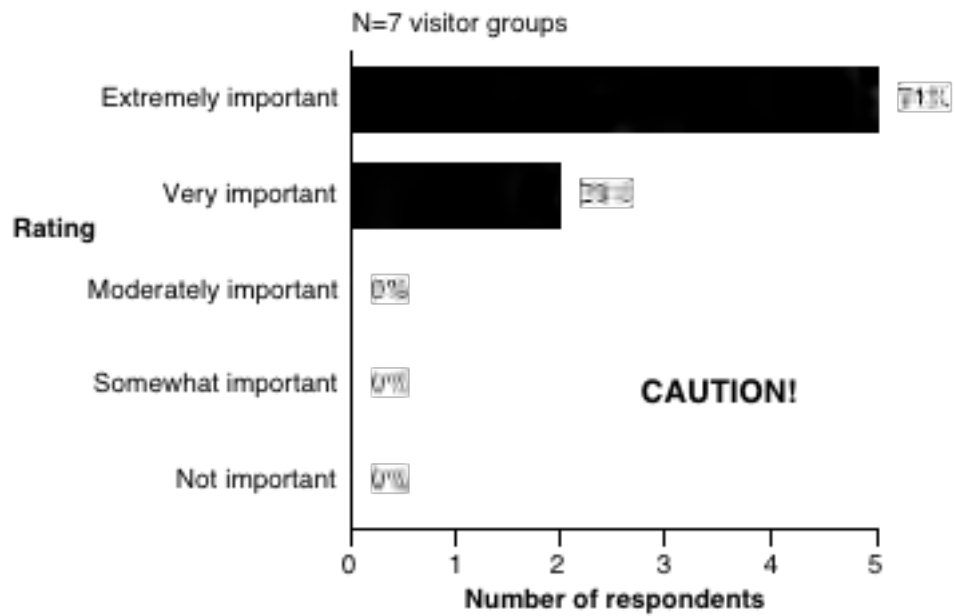


Figure 58: Importance of handicapped access

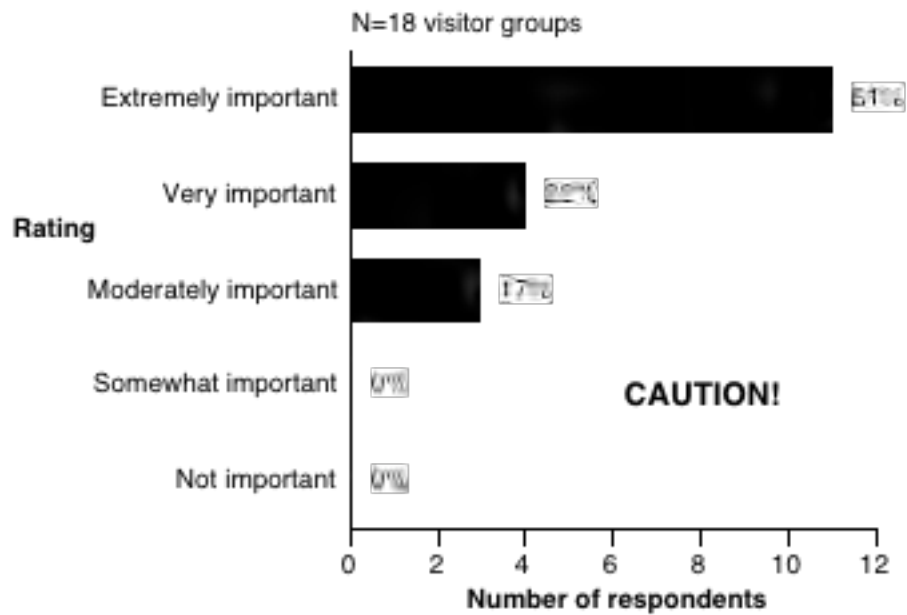


Figure 59: Importance of guest ranch

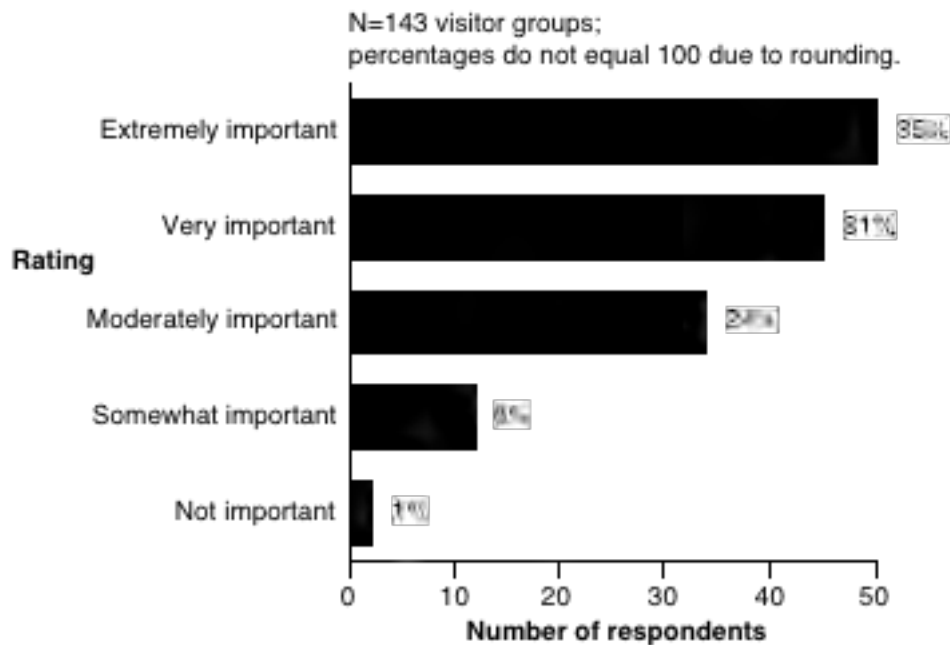


Figure 60: Importance of Camper Store

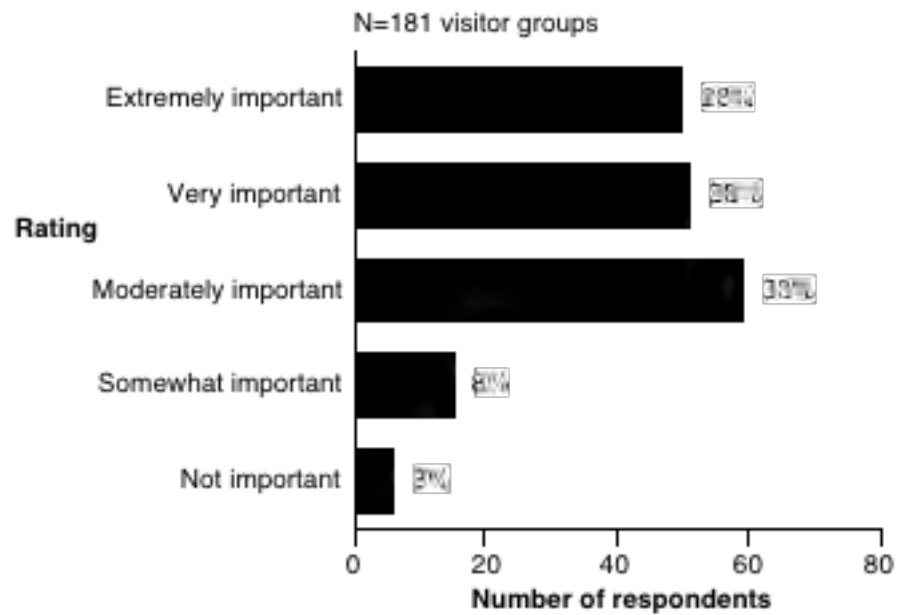


Figure 61: Importance of Chalet

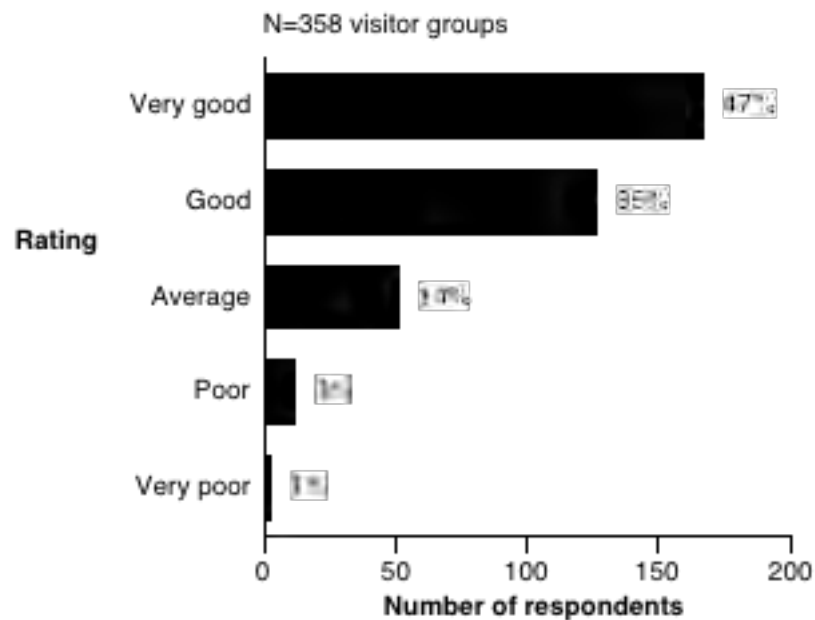


Figure 62: Quality of road directional signs

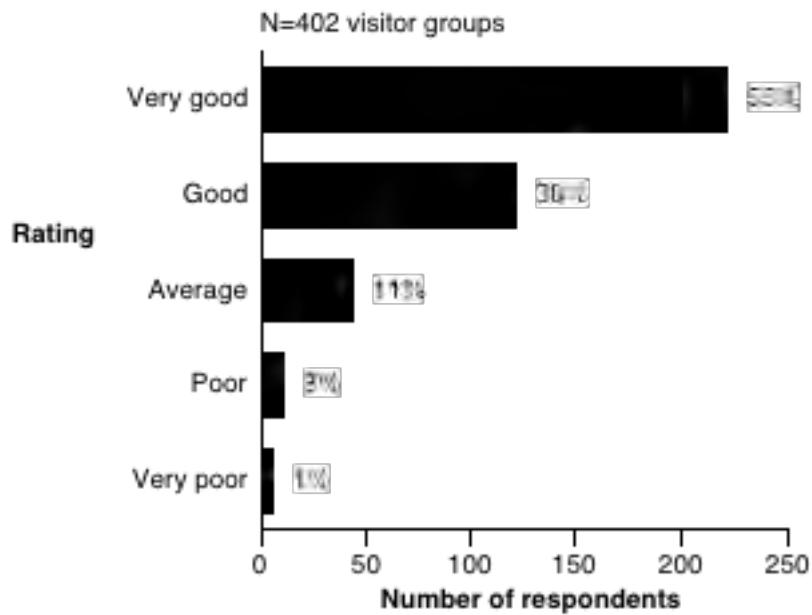


Figure 63: Quality of roads

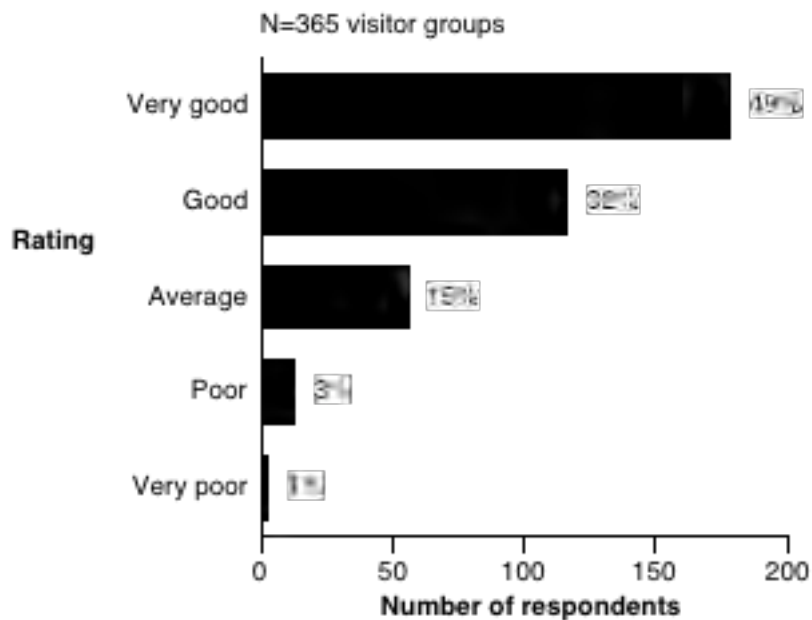


Figure 64: Quality of parking lots

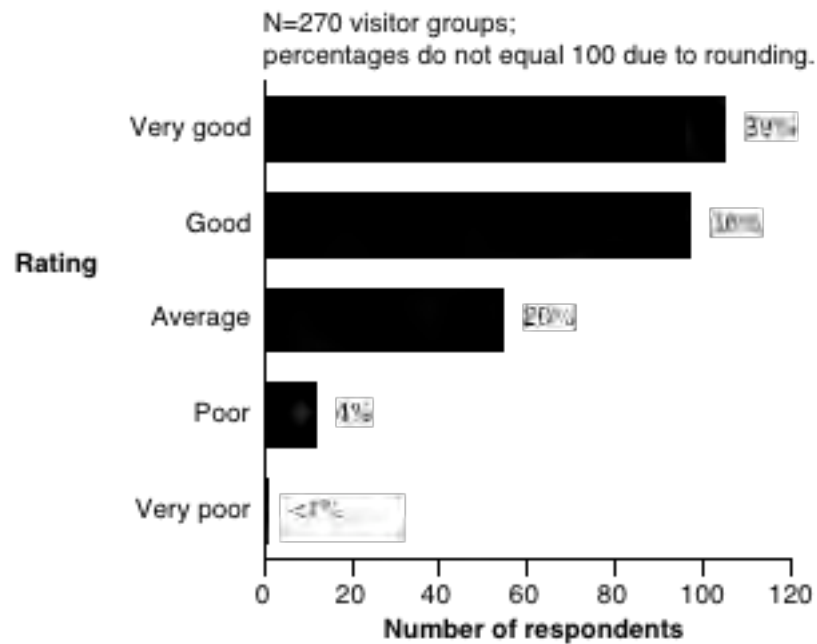


Figure 65: Quality of pull outs

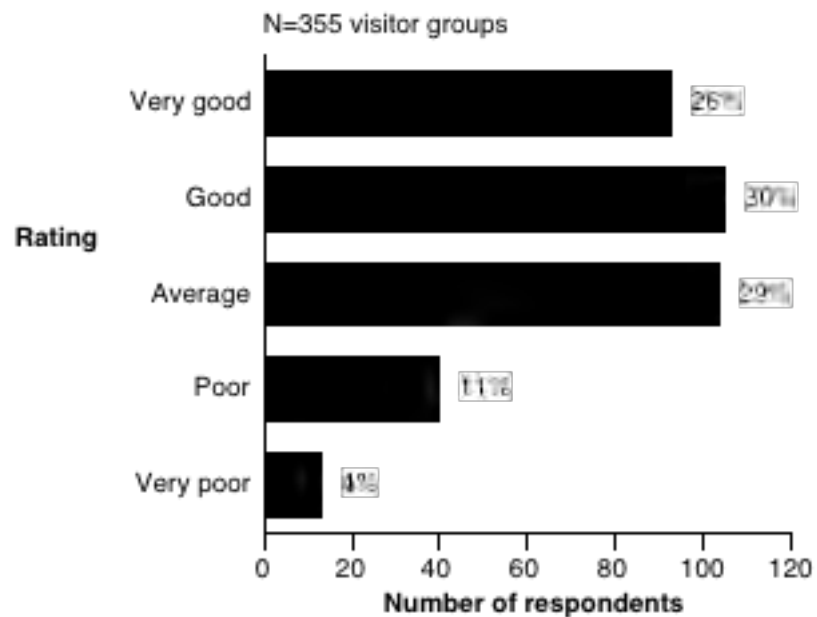


Figure 66: Quality of restrooms



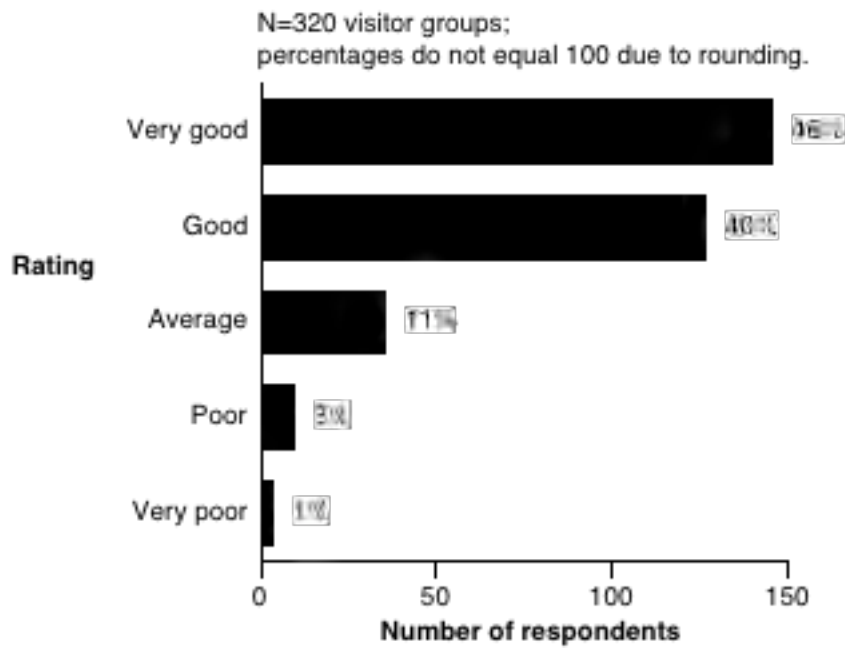


Figure 67: Quality of trails

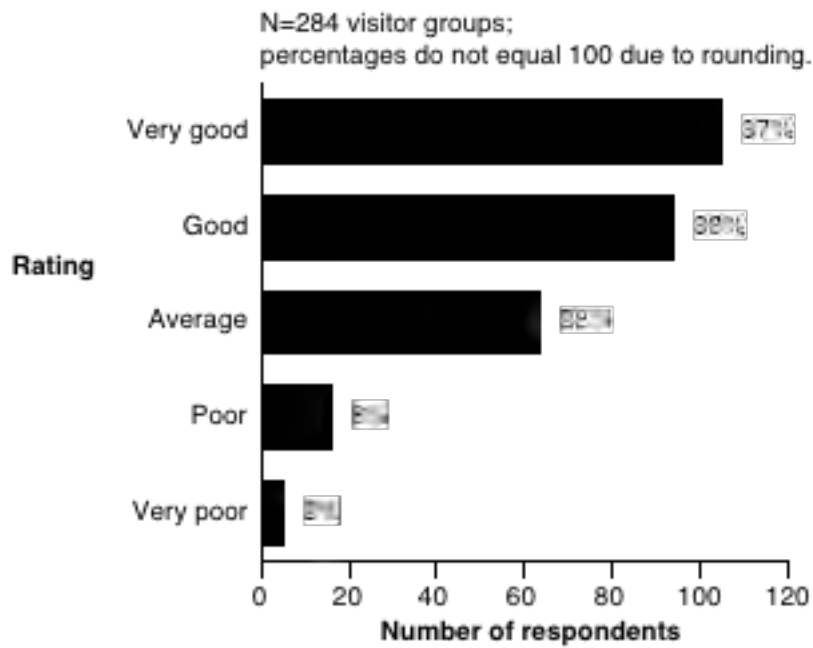


Figure 68: Quality of trail signs

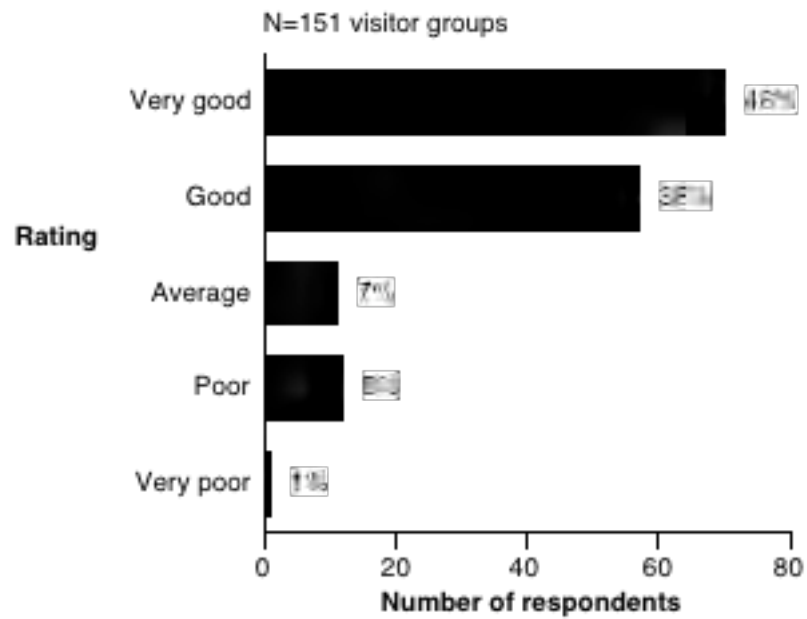


Figure 69: Quality of campgrounds

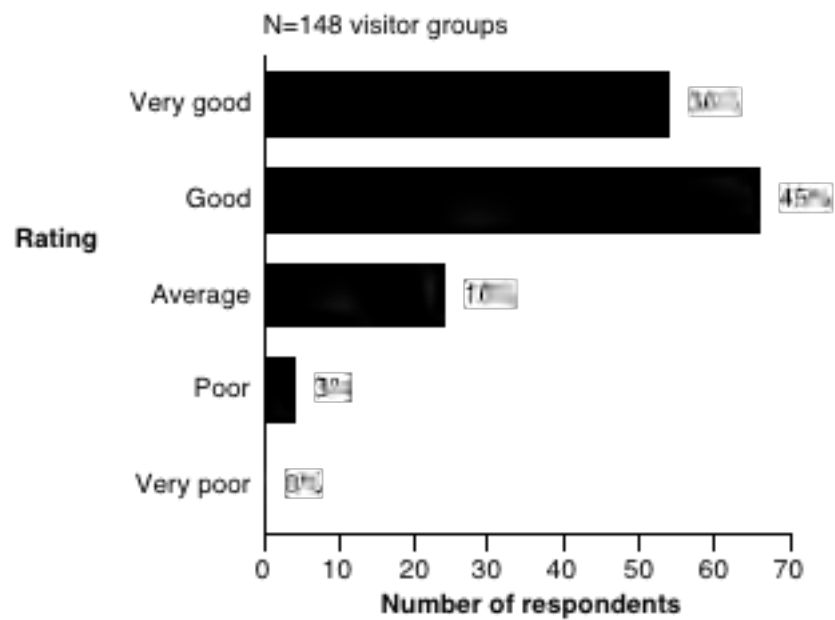


Figure 70: Quality of picnic areas



Figure 71: Quality of handicapped access

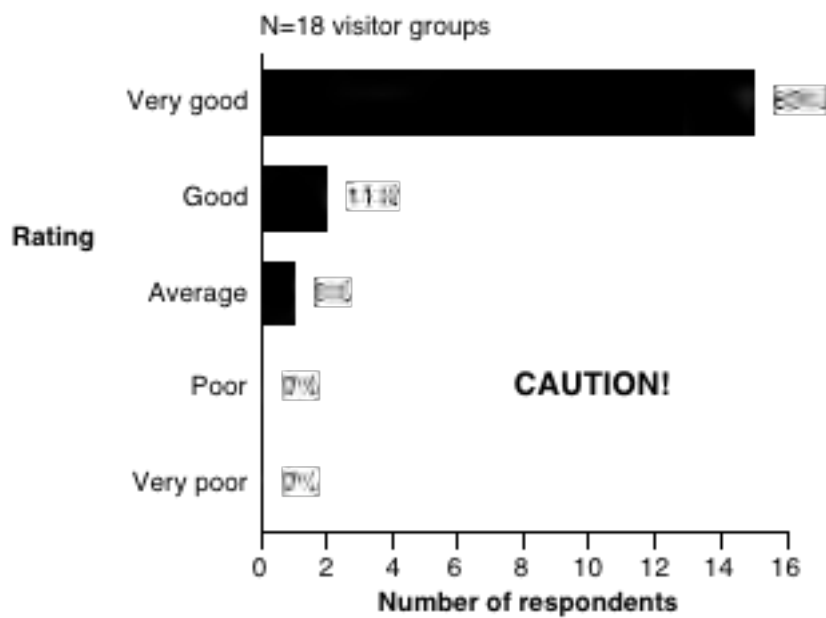


Figure 72: Quality of guest ranch

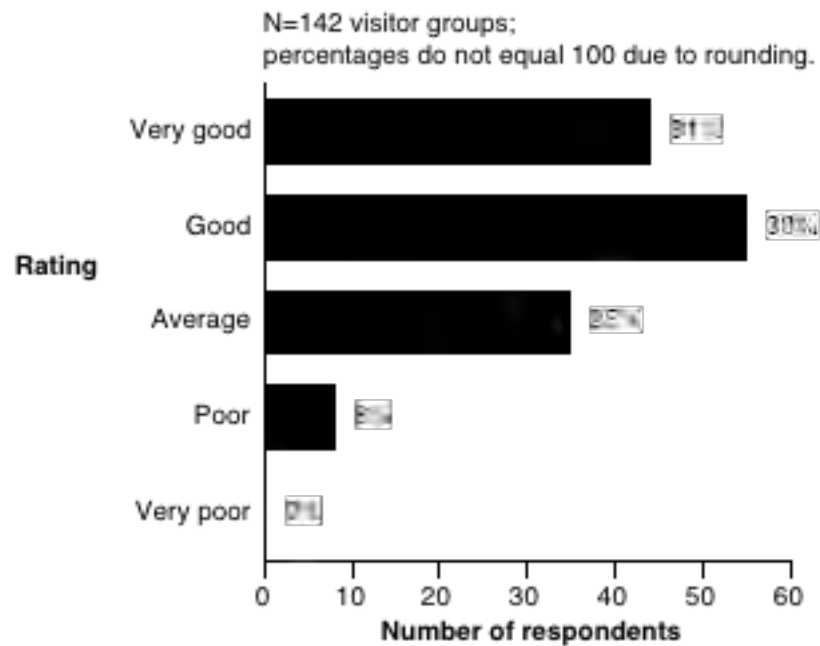


Figure 73: Quality of Camper Store

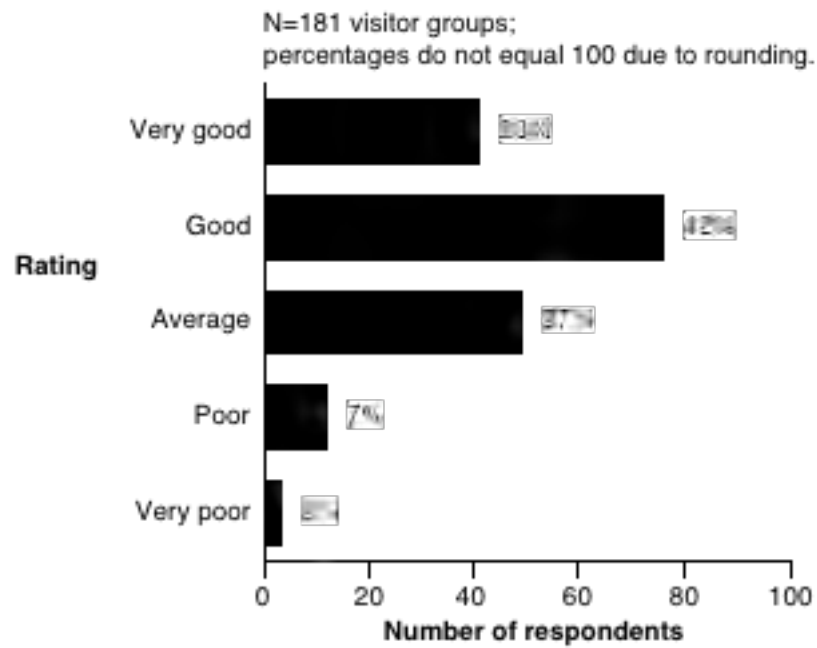
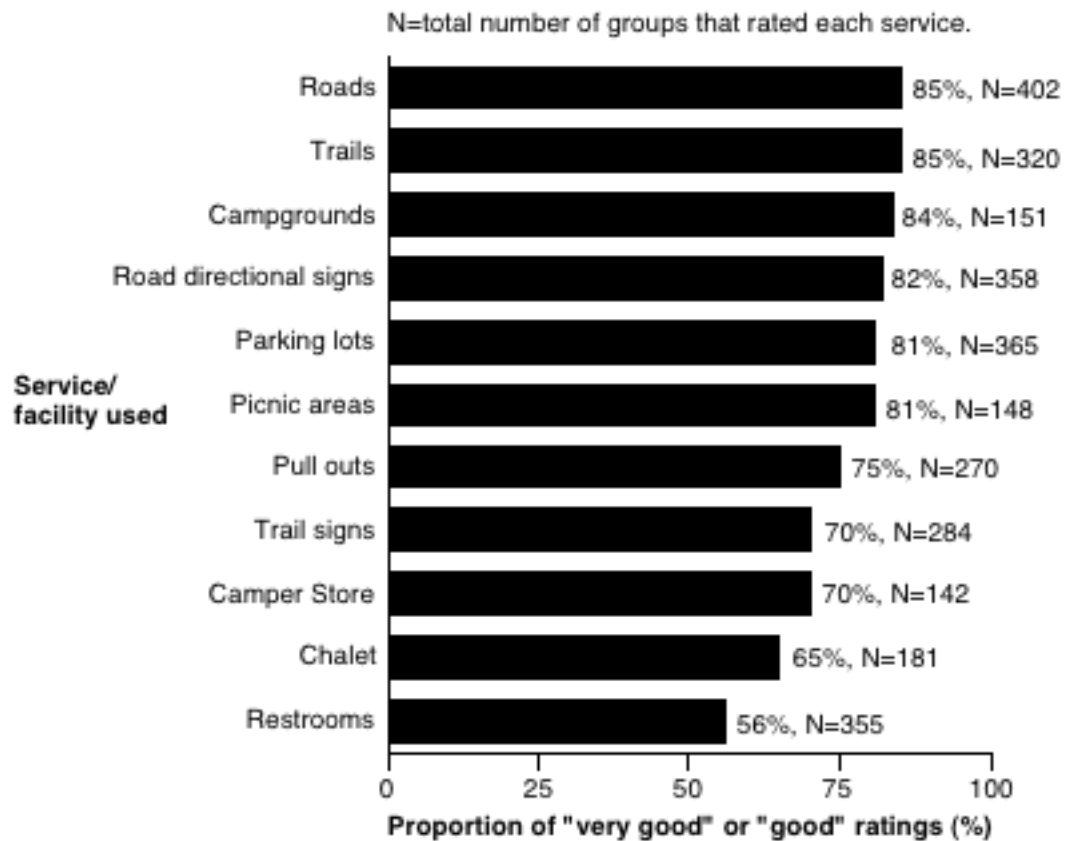


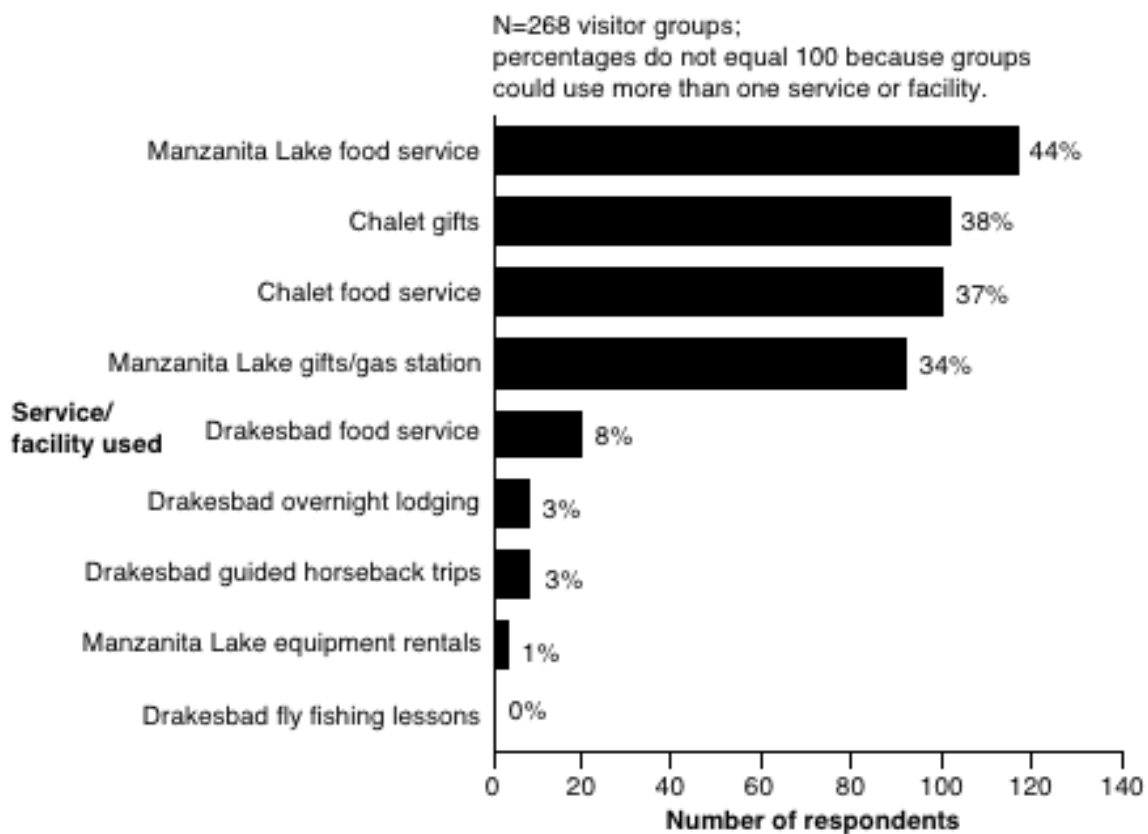
Figure 74: Quality of Chalet



**Figure 75: Combined proportions of "very good" and "good" quality ratings for visitor services and facilities**

**Concession services and facilities: use and quality**

Visitor groups were asked to note the concession services and facilities they used during their visit to Lassen Volcanic NP. As shown in Figure 76, the concession services and facilities most commonly used by visitor groups were Manzanita Lake Camper Store food service (44%), Chalet gifts (38%), Chalet food service (37%), and Manzanita Lake gifts/gas station (34%). The least used services were Drakesbad guided horseback trips (3%), Manzanita Lake equipment rentals (1%), and Drakesbad fly fishing lessons (0%).



**Figure 76: Concession services and facilities used**

Visitor groups rated the quality of each of the services and facilities they used. The following five point scale was used in the questionnaire:

QUALITY
5=very good
4=good
3=average
2=poor
1=very poor

It should be noted that Drakesbad Guest Ranch overnight lodging, food service, guided horseback trips, and Manzanita Lake Camper Store equipment rentals were not rated by enough visitor groups to provide reliable data. Drakesbad Guest Ranch fly fishing lessons was not rated by any visitors.

Figures 77-84 show the quality ratings that visitor groups gave for each of the individual services. Those services receiving the highest combined proportion of "very good" and "good" ratings included Chalet food service (71%), Manzanita Lake Camper Store food service (64%), and Manzanita Lake Camper Store gifts/gas station (64%). The highest proportion of "very poor" ratings was for Manzanita Lake Camper Store food service (3%).

Figure 85 combines the "very good" and "good" quality ratings and compares those ratings for all of the services and facilities.

Visitors were also asked to provide suggestions on how concession services and facilities could better serve their needs. Table 5 summarizes these visitor suggestions.

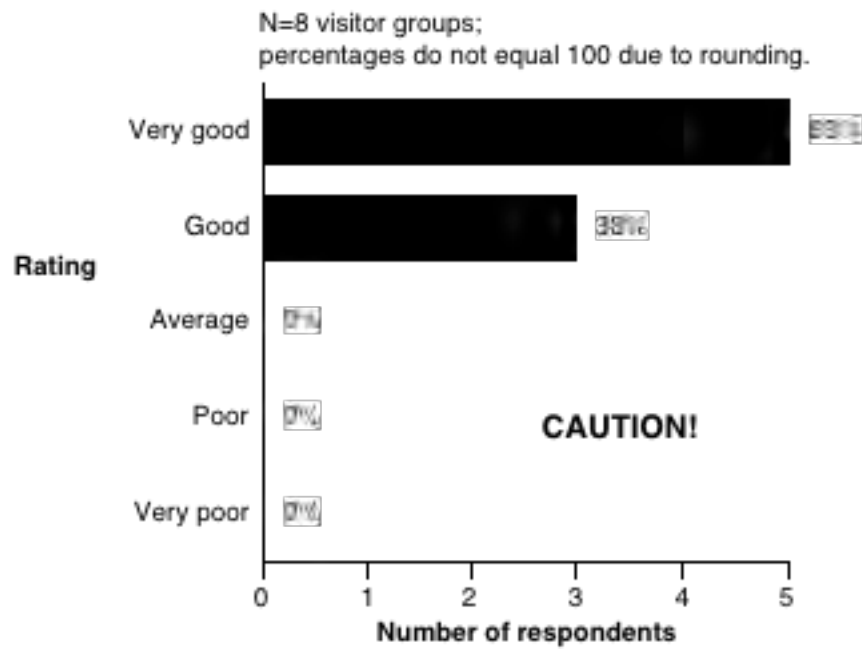


Figure 77: Quality of Drakesbad overnight lodging

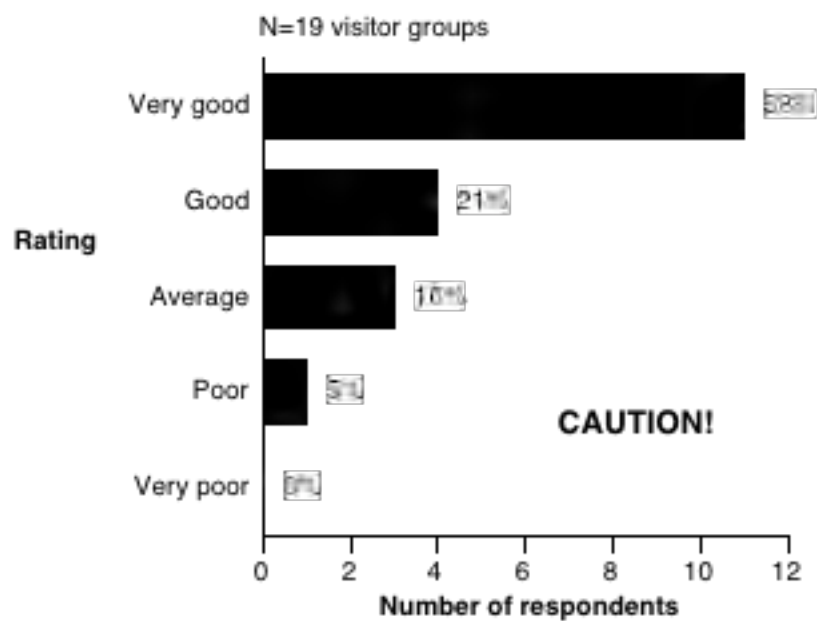


Figure 78: Quality of Drakesbad food service



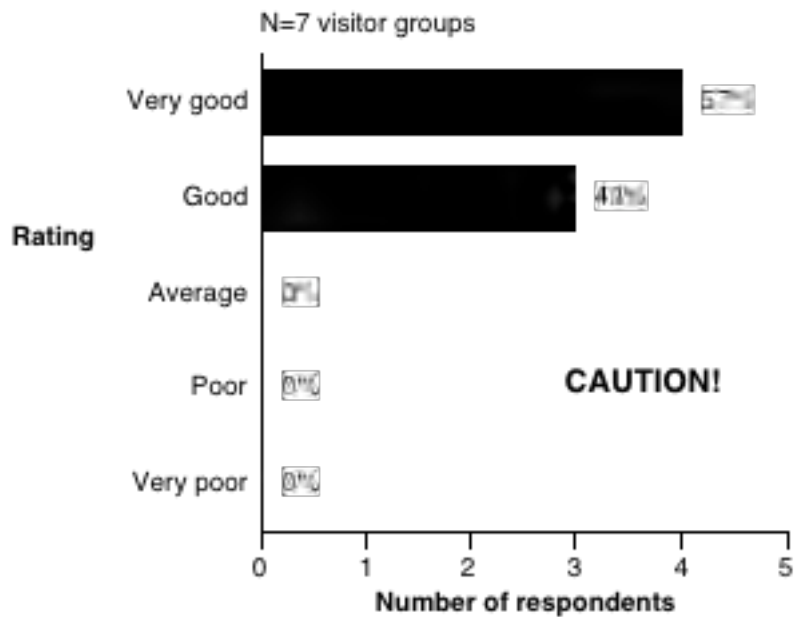


Figure 79: Quality of Drakesbad guided horseback trips

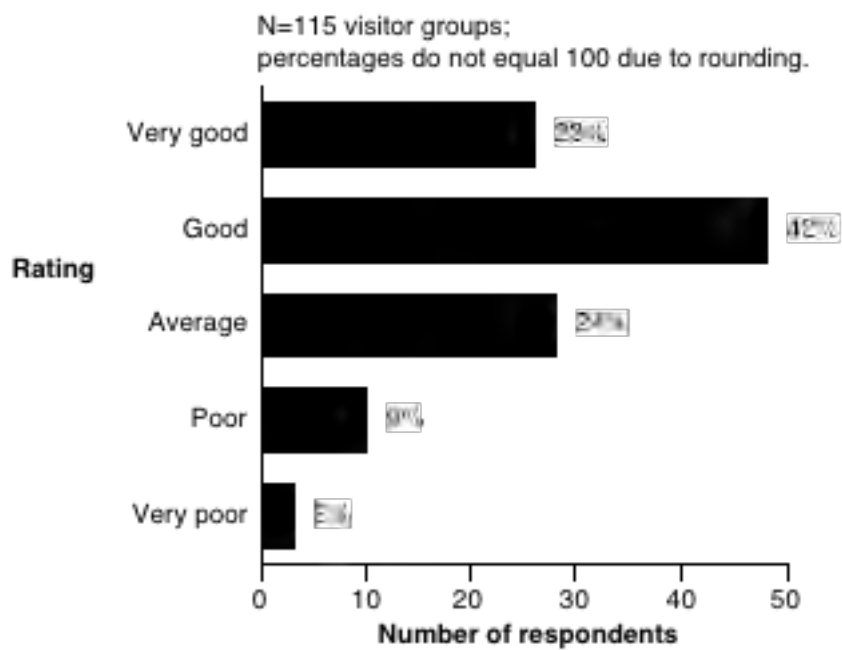


Figure 80: Quality of Manzanita Lake Camper Store food service

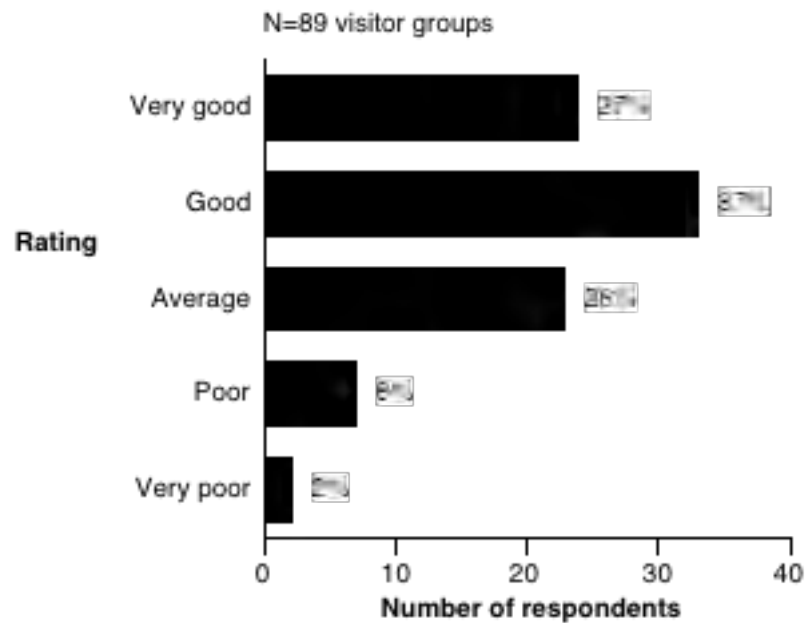


Figure 81: Quality of Manzanita Lake Camper Store gifts/ gas station

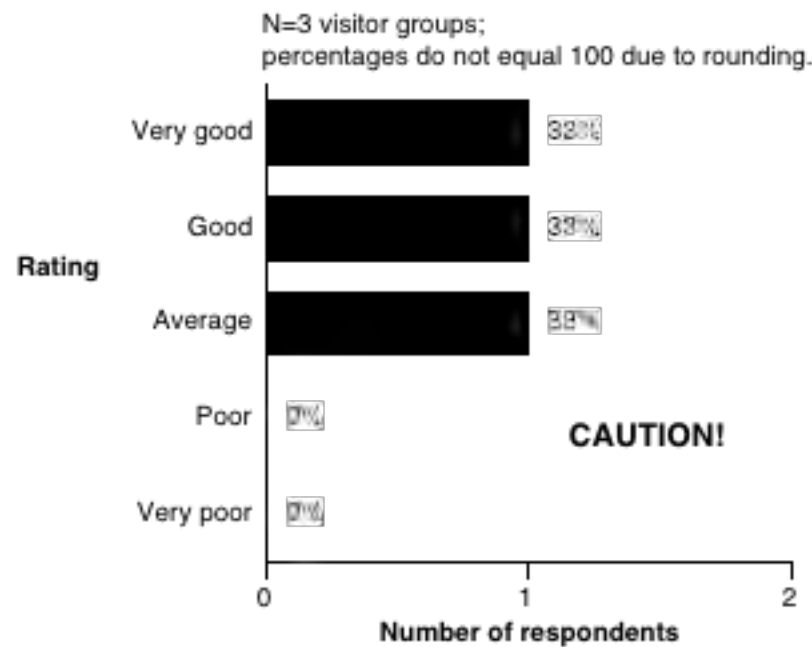


Figure 82: Quality of Manzanita Lake Camper Store equipment rentals

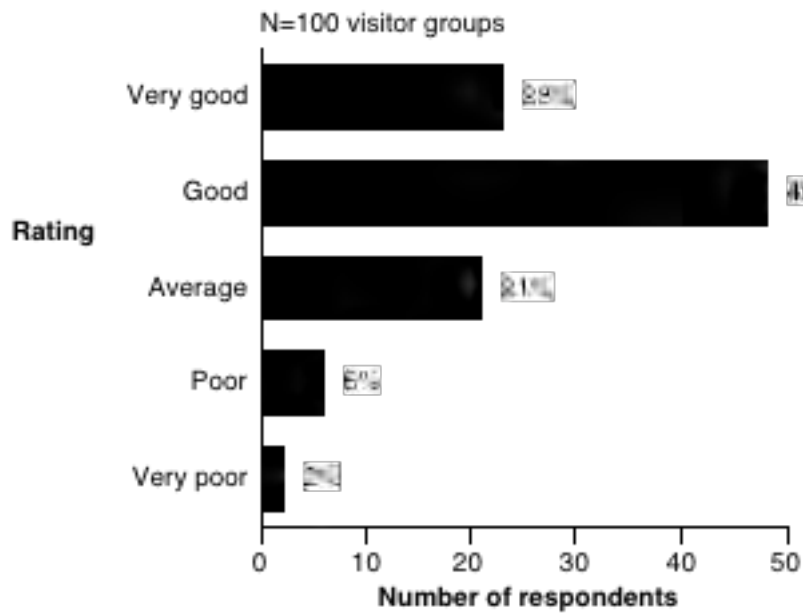


Figure 83: Quality of Chalet food service

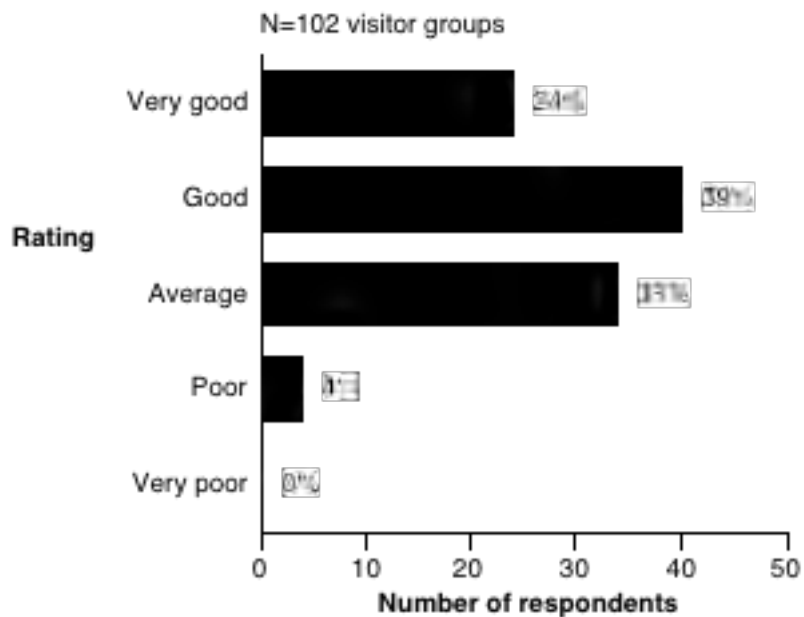
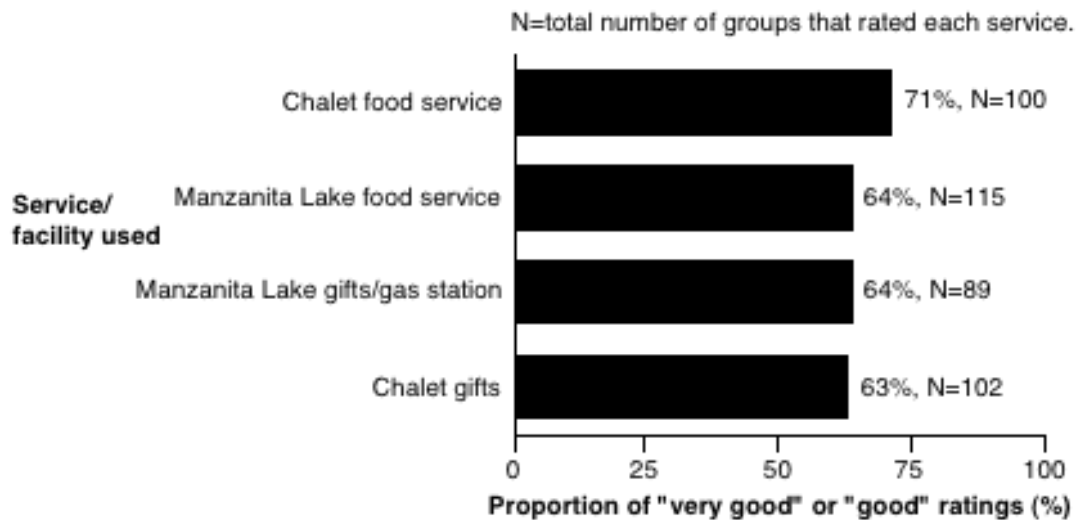


Figure 84: Quality of Chalet gifts



**Figure 85: Combined proportions of "very good" or "good" quality ratings for concession facilities or services**

**Table 5: Ways to improve concession services and facilities**

N=220 comments;

many visitors made more than one comment.

Comment	Number of times mentioned
<b>FOOD SERVICES</b>	
Great/adequate/no need for more	19
Too expensive	19
Need wider variety of food services	16
Need better/healthier food	7
Need basic groceries at Chalet/Camper Store	4
More camping supplies	2
Have pre-packaged food/sandwiches	2
Need bigger, cleaner, more organized stores	2
Other comments	10
<b>SERVICE</b>	
Cleaner port-a-potties/restrooms	4
Improve restroom conditions	3
Restrooms are antiquated	2
Need warm water in bathrooms	2
Not important	2
Other comments	8
<b>GIFTS</b>	
Adequate/no need for more	15
Need greater variety (t-shirts/gifts)	13
Too expensive	7
Other comments	9

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Comment	Number of times mentioned
<b>MISCELLANEOUS</b>	
Keep food service open longer (for dinner)	16
Make sure ice is available/ice machine broken	6
Give better service	4
Wood supply was low	3
Adequate	3
Re-open ski area	2
Provide fishing info/regulations at camp store	2
Need more showers	2
Larger dining area	2
Need more room inside/bigger building	2
Need more picnic tables	2
Don't charge for showers	2
Other comments	28

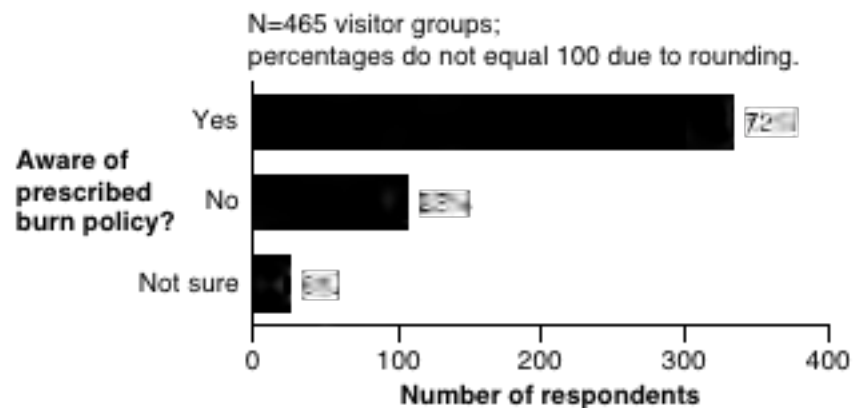
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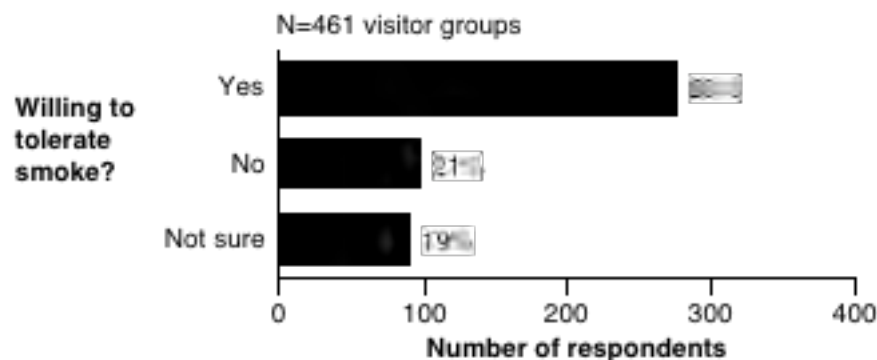
**Prescribed burn policy**

Visitor groups were asked if they were aware of the prescribed burn policy in Lassen Volcanic NP. As shown in Figure 86, 72% of visitors were aware of the policy, 6% were unsure. Visitors were then asked if they would be willing to tolerate short periods (up to 2 days) of smoke or reduced visibility during their visit.

Figure 87 shows that 60% of visitors would be willing to tolerate short periods of smoke. Many visitors wrote comments on this question relating to their opinions about prescribed burning in Lassen Volcanic NP. Comments included visitors saying that they would reschedule their visit due to burning, that burning should not take place during fire season or peak visitation times, and suggestions that the park inform visitors in advance.



**Figure 86: Proportion of visitors aware of prescribed burn policy**



**Figure 87: Proportion of visitors willing to tolerate short periods of smoke**

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Visitor groups were asked to state the amount of money they spent in Lassen Volcanic National Park and in the surrounding area (within 50 miles of the park including Redding, Red Bluff, Chico, Susanville, and Burney) on this visit. Groups were asked to indicate the amounts they spent for lodging, travel, food and “other” items (such as recreation, gifts and film).

## Expenditures

**Total expenditures:** Twenty-seven percent of the groups spent from \$1 to \$50, and another 18% spent from \$51 to \$100 in Lassen Volcanic NP and the surrounding area (see Figure 88). Sixteen percent of the groups spent \$351 or more and 7% of visitor groups spent no money. Of the total expenditures by groups, 43% was for lodging, 27% was for food, 15% was for travel and 15% was for “other” items (see Figure 89).

The average visitor group expenditure during this visit was \$206. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$96. The average per capita expenditure was \$71.

**Lodging:** Twelve percent of the groups spent from \$1 to \$25 and another 18% spent \$26 to \$50 on lodging in Lassen Volcanic NP and the surrounding area (see Figure 90). Twenty-four percent of visitor groups spent no money on lodging.

**Travel:** Forty-five percent of the groups spent from \$1 to \$25 and another 29% spent from \$26 to \$50 on travel in Lassen Volcanic NP and the surrounding area (see Figure 91). Eleven percent of visitor groups spent no money on travel.

**Food:** Thirty-six percent of the groups spent from \$1 to \$25 and another 21% spent from \$26 to \$50 on food in Lassen Volcanic NP and the surrounding area (see Figure 92). Twelve percent of visitor groups spent no money on food.

**“Other” items:** Thirty-six percent of the groups spent from \$1 to \$25 and another 22% spent from \$26 to \$50 on “other” items (such as recreation, film and gifts) in Lassen Volcanic NP and the surrounding area (see Figure 93). Twenty-five percent of visitor groups spent no money on “other” items.

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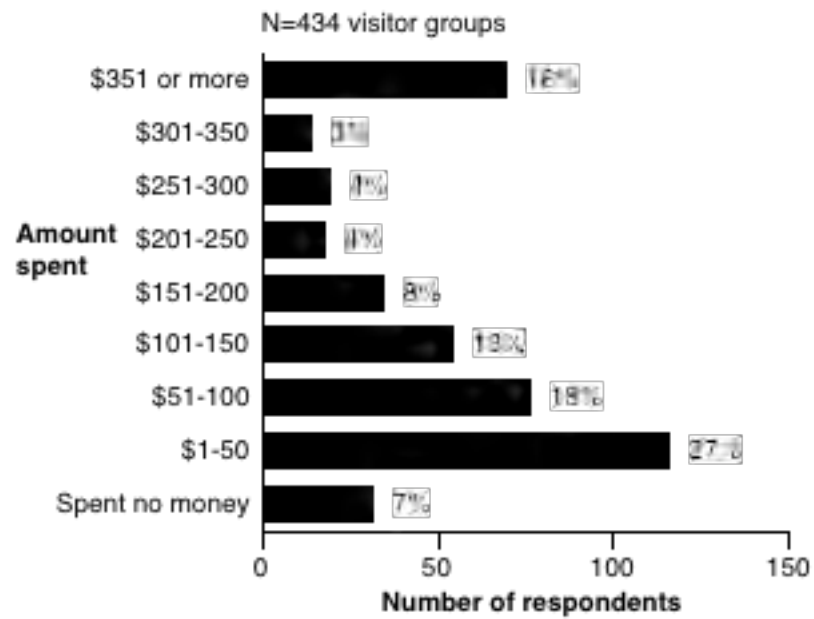


Figure 88: Total expenditures in park and surrounding area

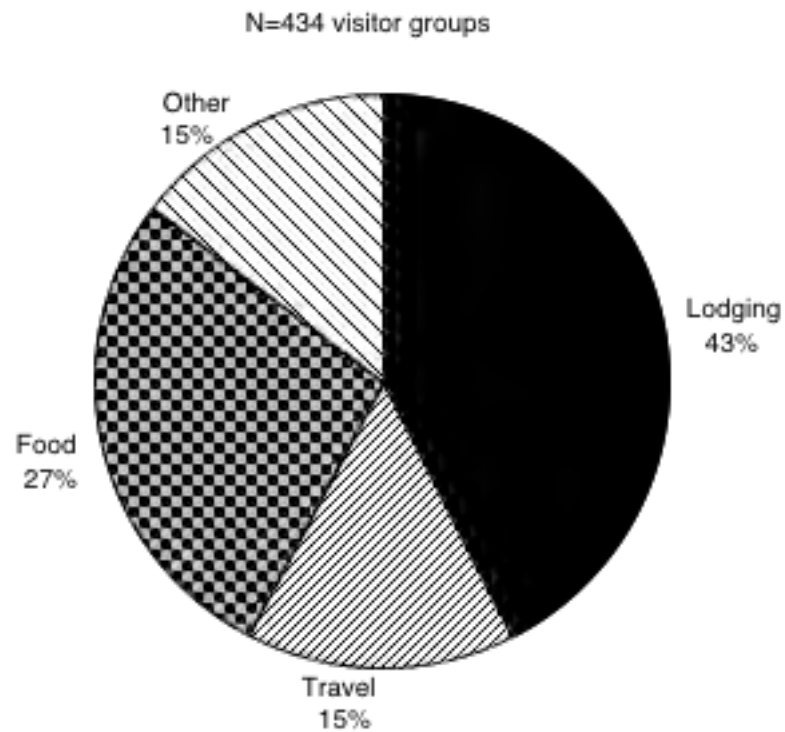


Figure 89: Proportions of expenditures in park and surrounding area



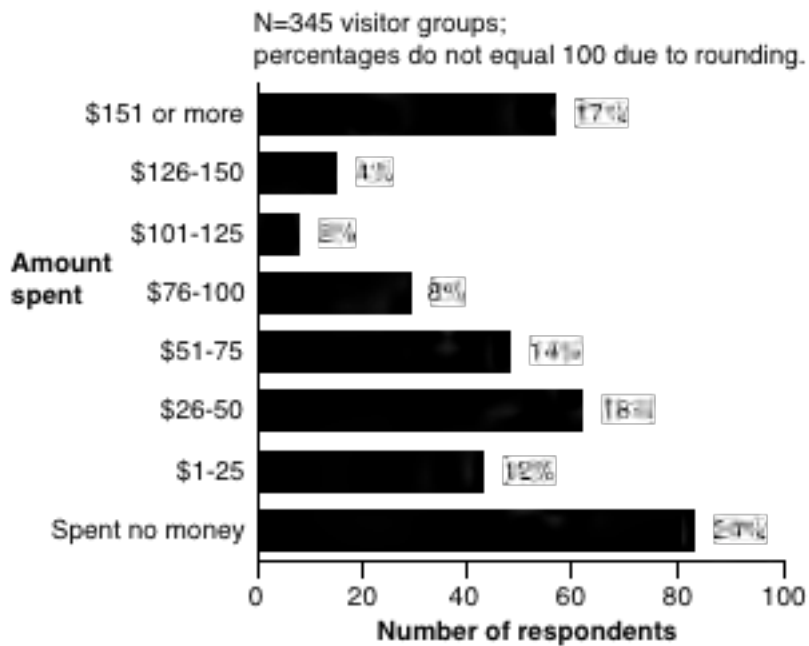


Figure 90: Expenditures for lodging in park and surrounding area

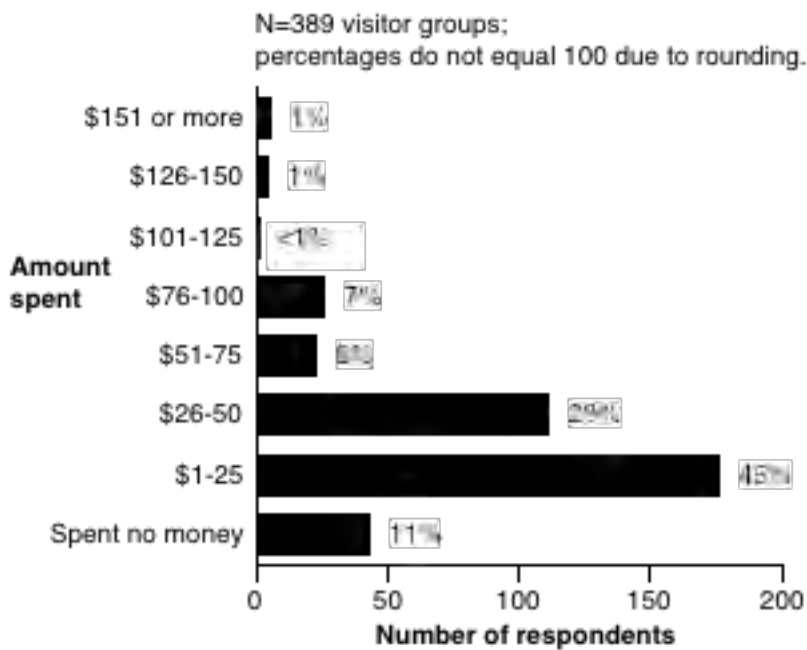


Figure 91: Expenditures for travel in park and surrounding area

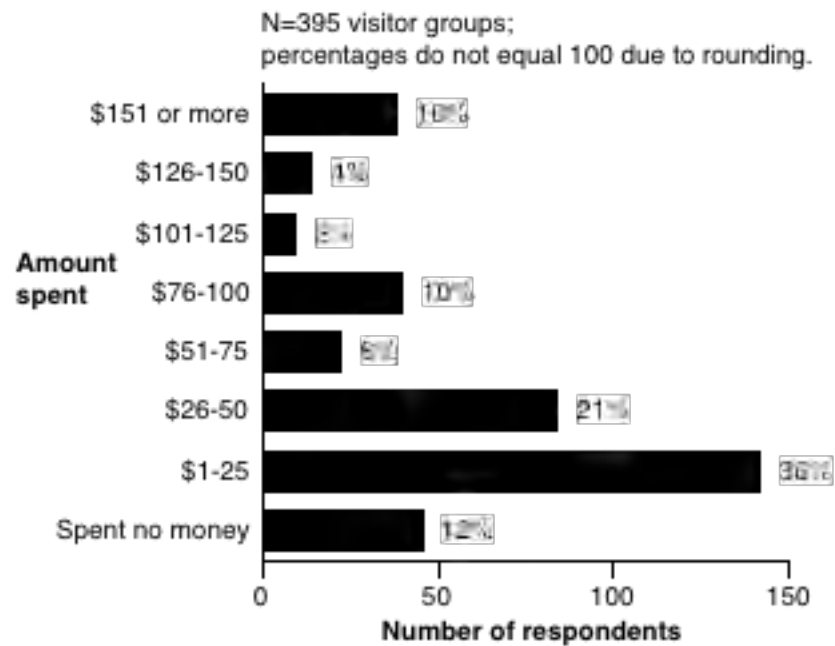


Figure 92: Expenditures for food in park and surrounding area

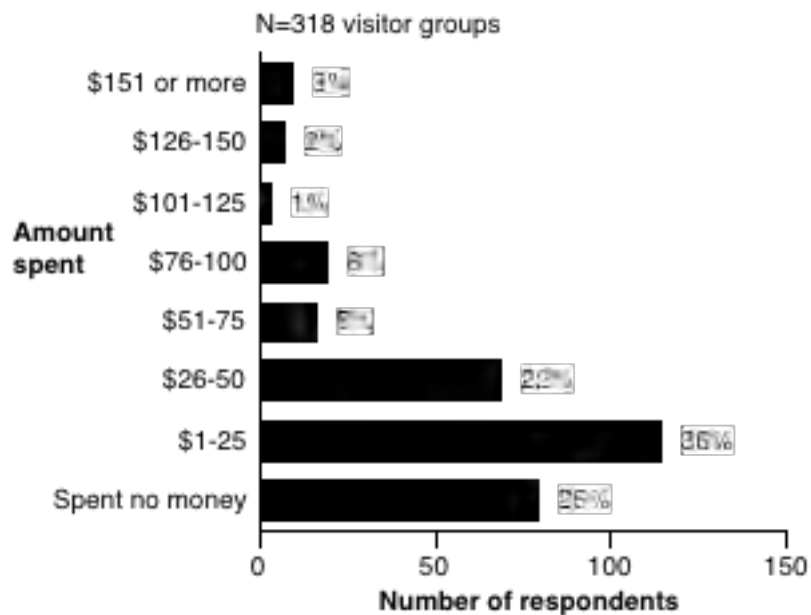


Figure 93: Expenditures for "other" items in park and surrounding area

Visitor groups were asked to indicate whether they felt crowded by people or vehicles at certain sites during this visit to Lassen Volcanic National Park. Figure 94 shows the percentage of respondents that visited each site. The most commonly visited sites included the Bumpass Hell trail (52%), campgrounds (46%), and the Loomis Museum (37%). The top five sites visitors listed as “other” were Cinder Cone, Sulphur Works, Juniper Lake, and Manzanita Lake/trail.

### Opinions about crowding

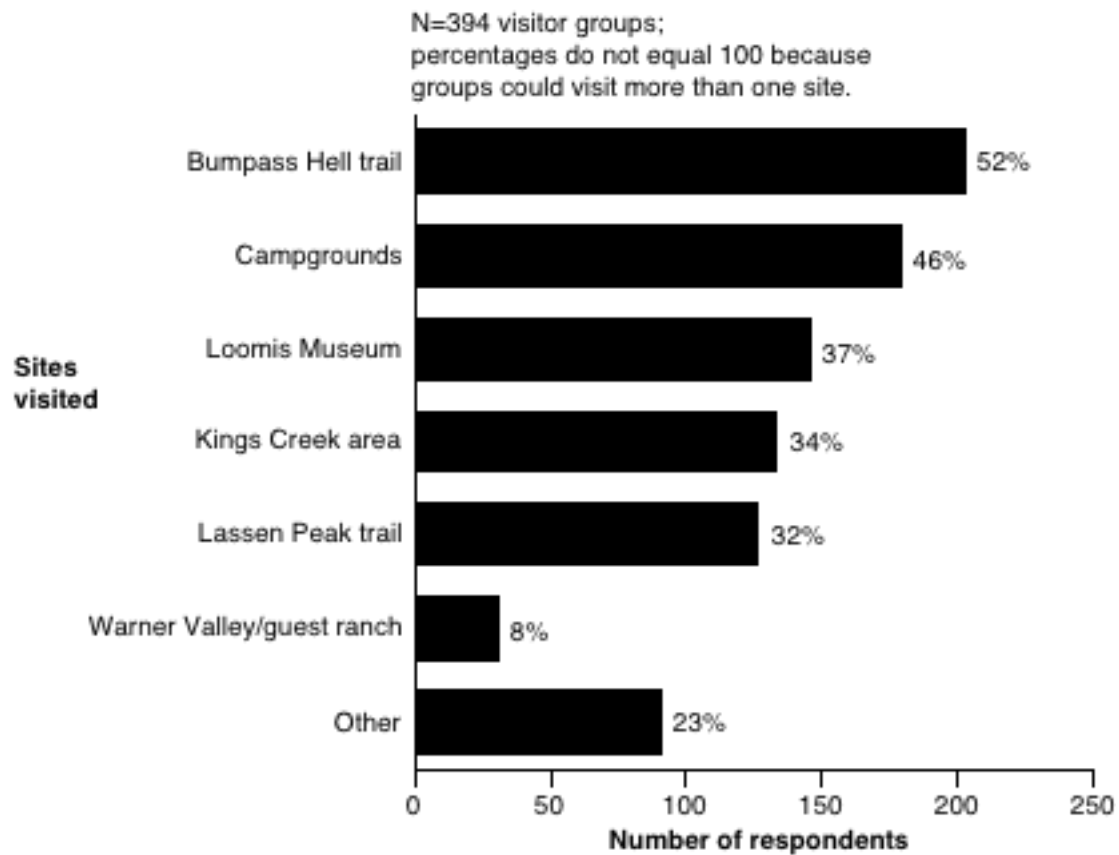


Figure 94: Sites visited by respondents

Visitor groups rated the crowding in people and vehicles at each of the sites listed. The following five point scale was used in the questionnaire:

CROWDING
1=not at all crowded
2=slightly crowded
3=moderately crowded
4=extremely crowded
0=don't remember

Figures 95-101 show how crowded by people visitors felt at each site. Those sites receiving the highest combined proportion of "extremely crowded" and "moderately crowded" ratings included campgrounds (68%), Lassen Peak trail (54%), and Bumpass Hell trail (53%). The highest proportion of "not at all crowded" ratings were for "other" (59%), Loomis Museum (44%), and Warner Valley/guest ranch (43%).

Figures 102-108 show how crowded by vehicles visitors felt at each site. Those sites receiving the highest combined proportion of "extremely crowded" and "moderately crowded" ratings included Bumpass Hell trail (67%), campgrounds (62%), and Lassen Peak trail (39%). The highest proportion of "not at all crowded" ratings were for "other" (60%), Kings Creek area (44%), and Loomis Museum (36%).

Figures 109 and 110 combine the "extremely crowded" and "moderately crowded" ratings and compares those ratings for all of the sites.

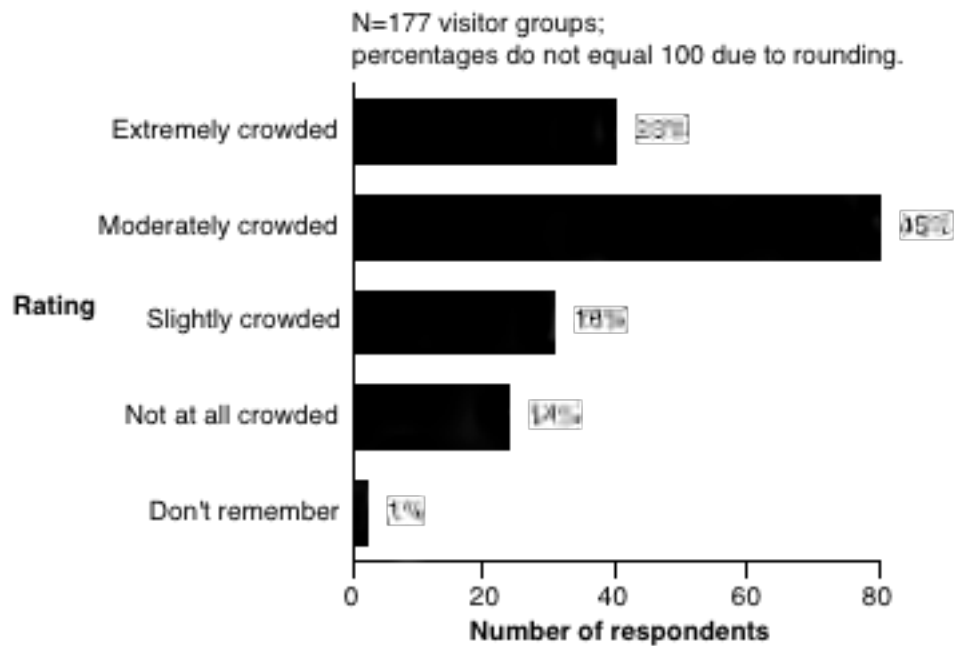


Figure 95: Level of crowding by people at campgrounds

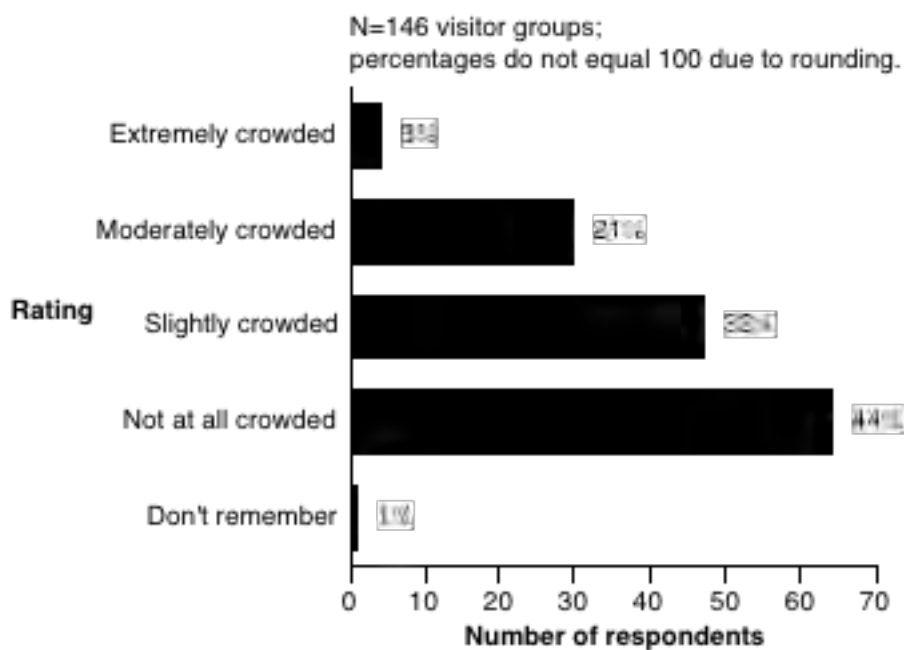


Figure 96: Level of crowding by people at Loomis Museum

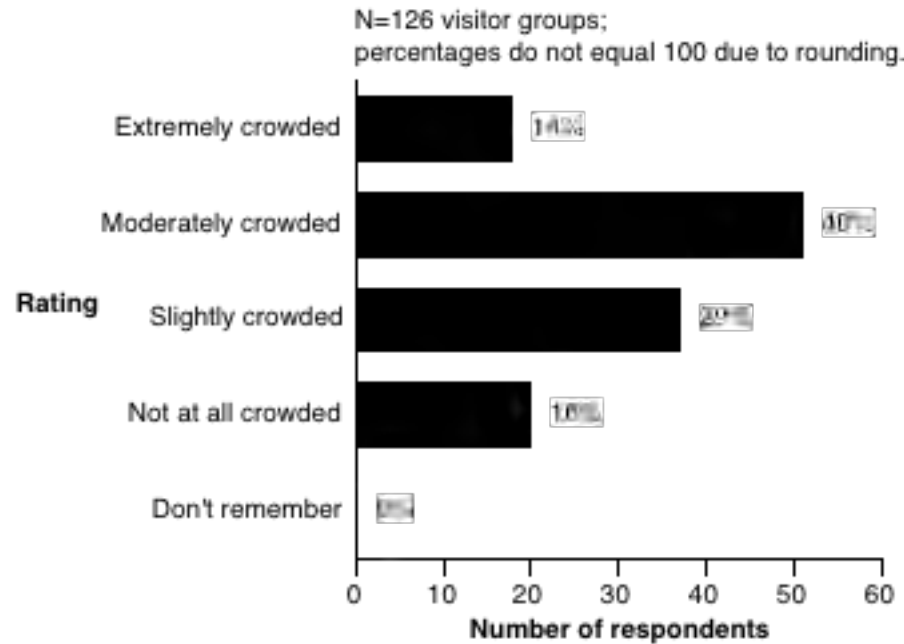


Figure 97: Level of crowding by people at Lassen Peak trail

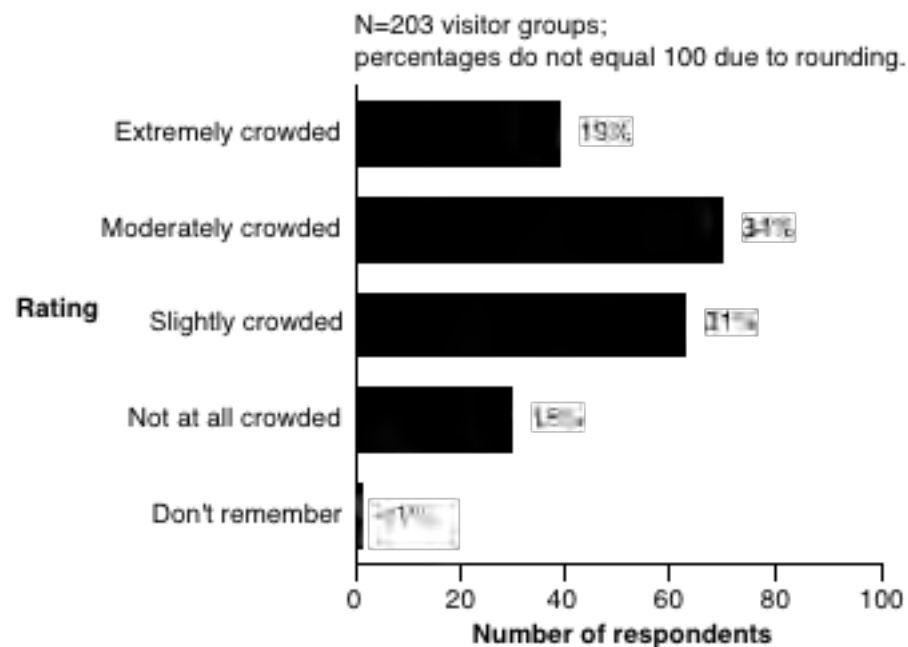


Figure 98: Level of crowding by people at Bumpass Hell trail

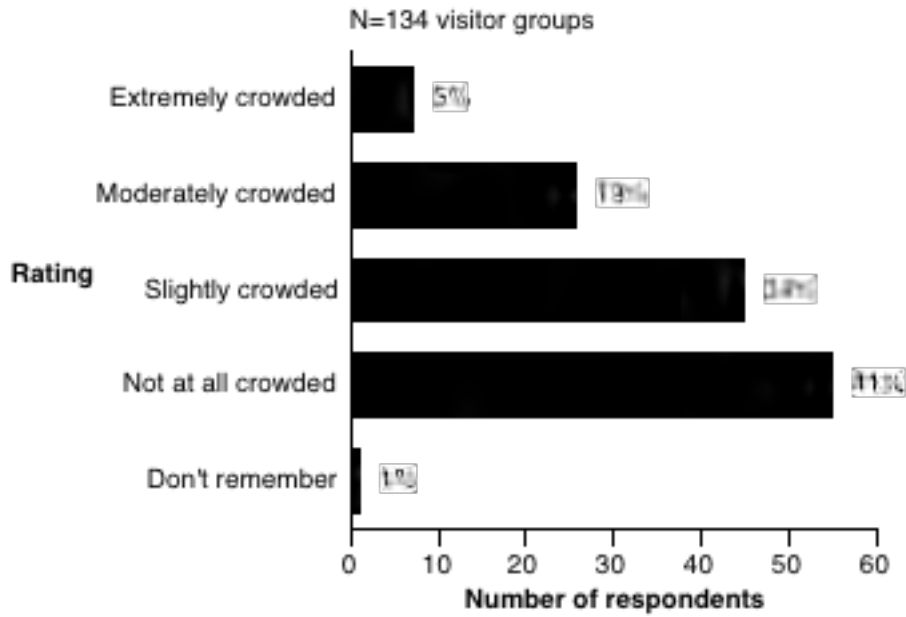


Figure 99: Level of crowding by people at Kings Creek area

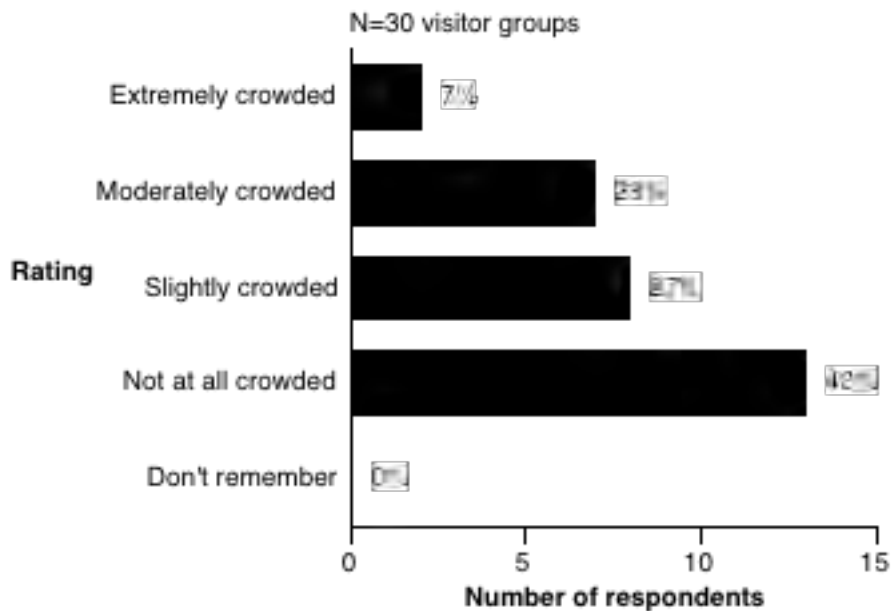


Figure 100: Level of crowding by people at Warner Valley/guest ranch

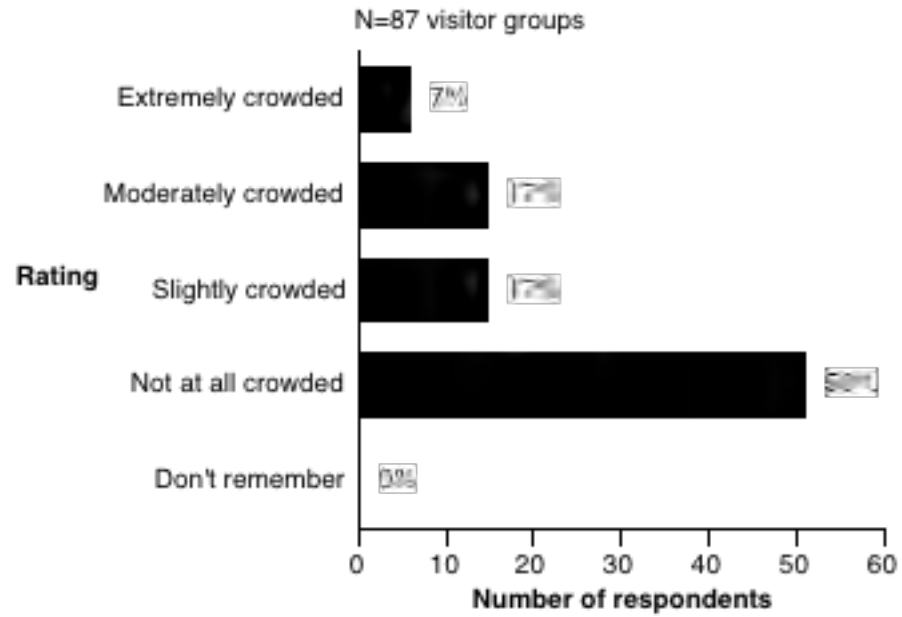


Figure 101: Level of crowding by people at “other” sites

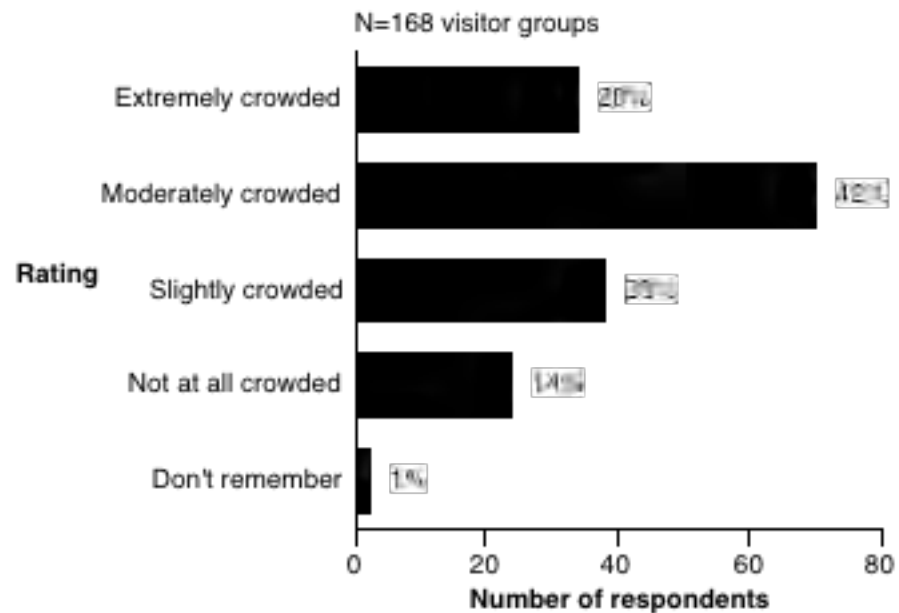


Figure 102: Level of crowding by vehicles at campgrounds



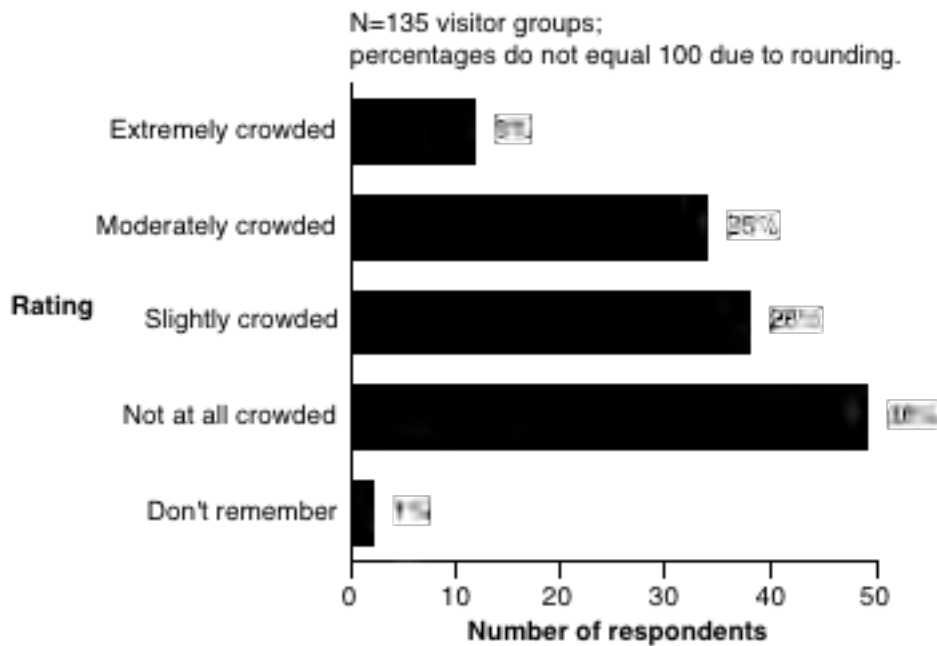


Figure 103: Level of crowding by vehicles at Loomis Museum

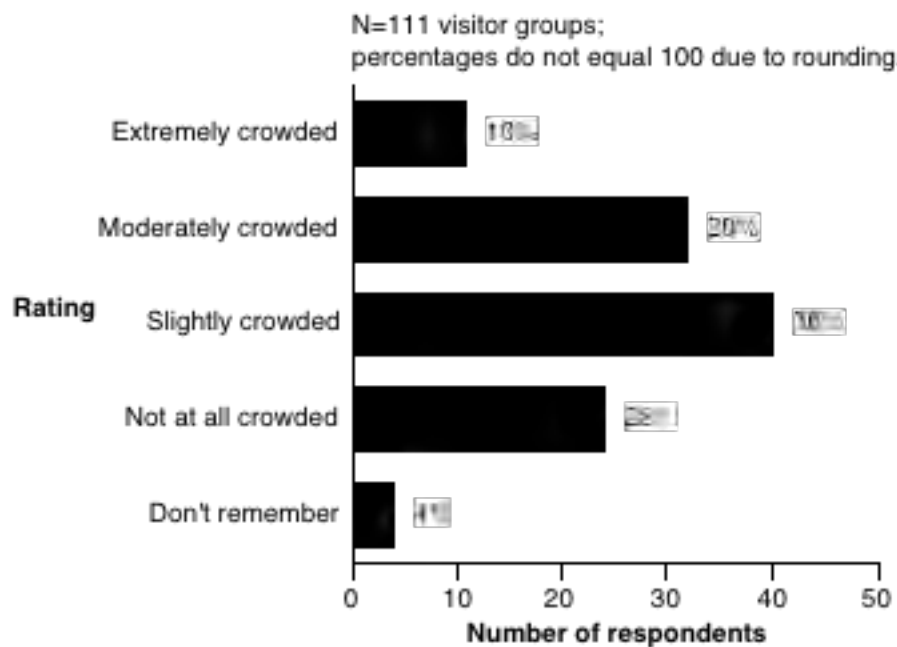
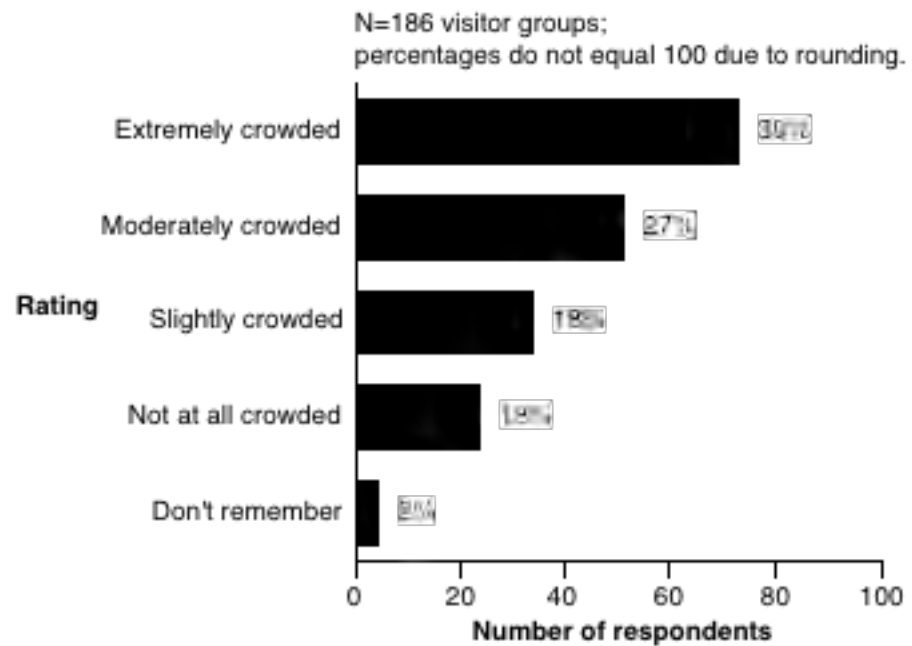
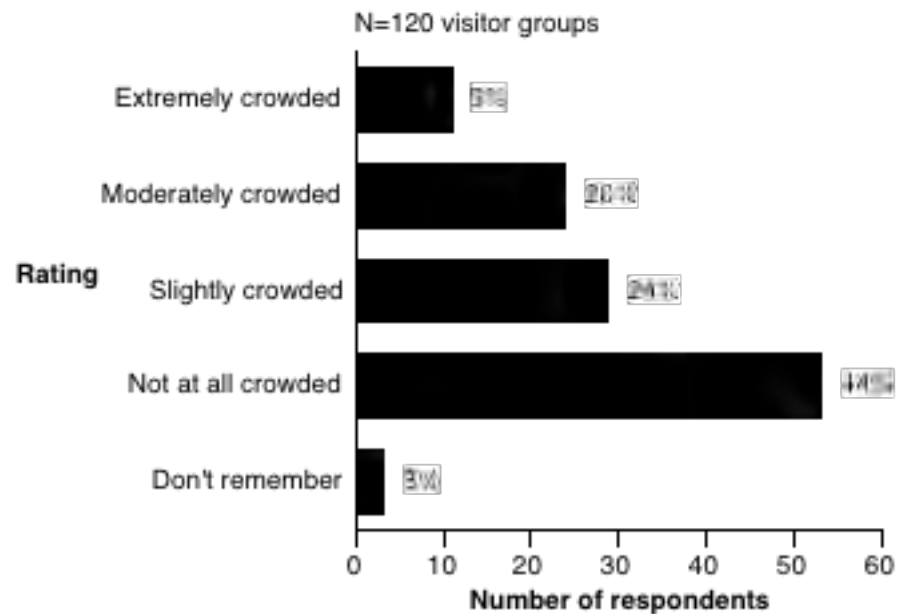


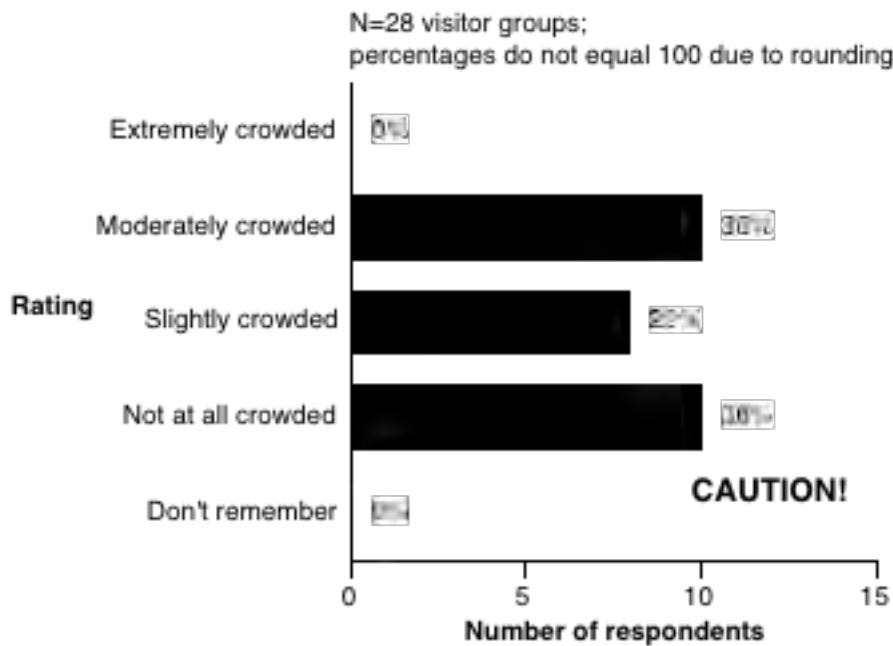
Figure 104: Level of crowding by vehicles at Lassen Peak trail



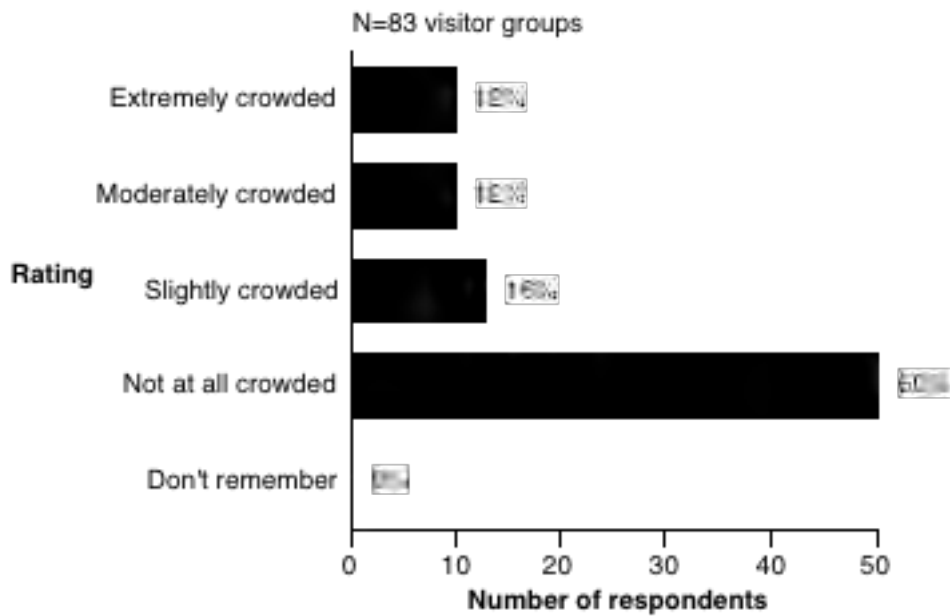
**Figure 105: Level of crowding by vehicles at Bumpass Hell trail**



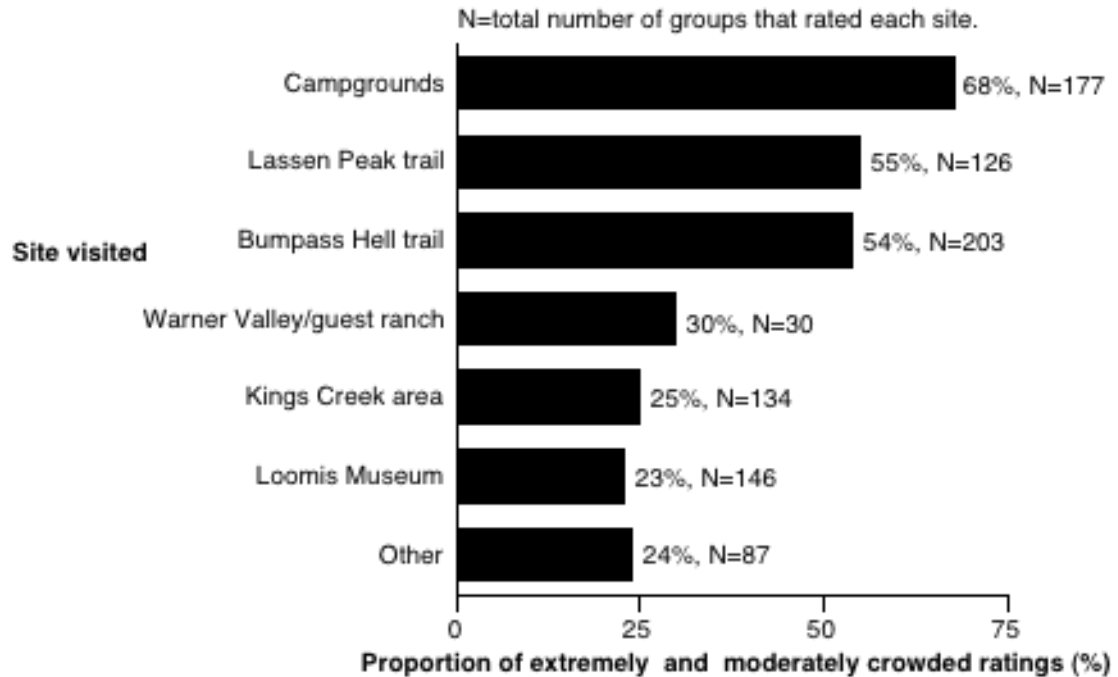
**Figure 106: Level of crowding by vehicles at Kings Creek area**



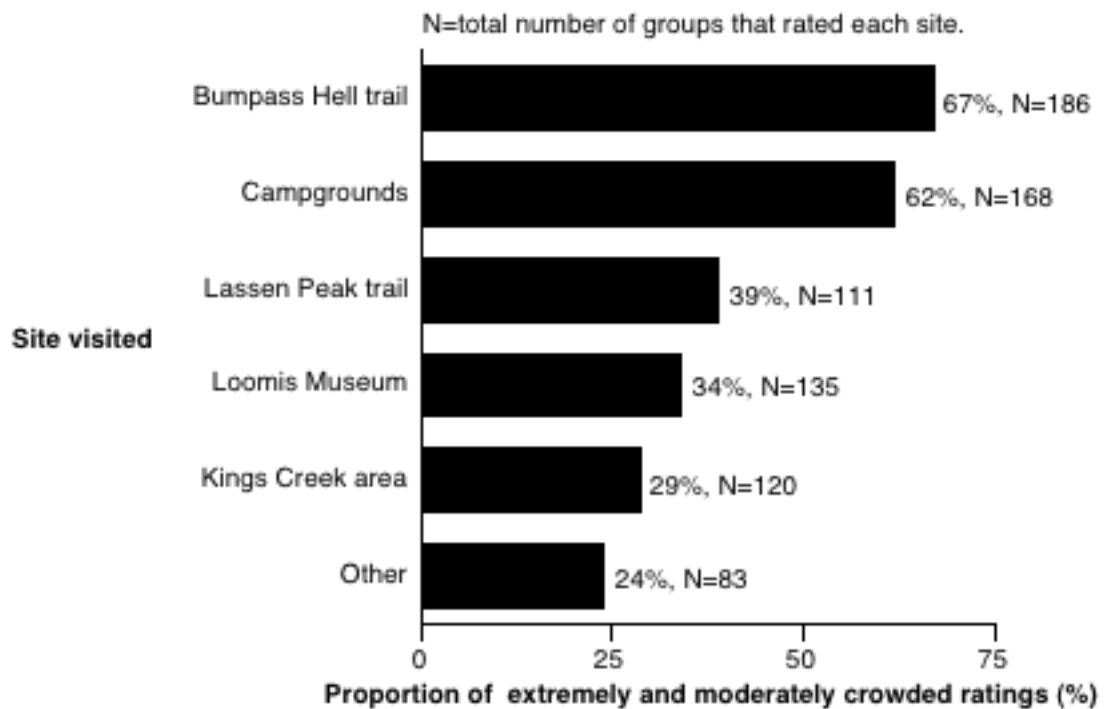
**Figure 107: Level of crowding by vehicles at Warner Valley/guest ranch**



**Figure 108: Level of crowding by vehicles at "other" sites**



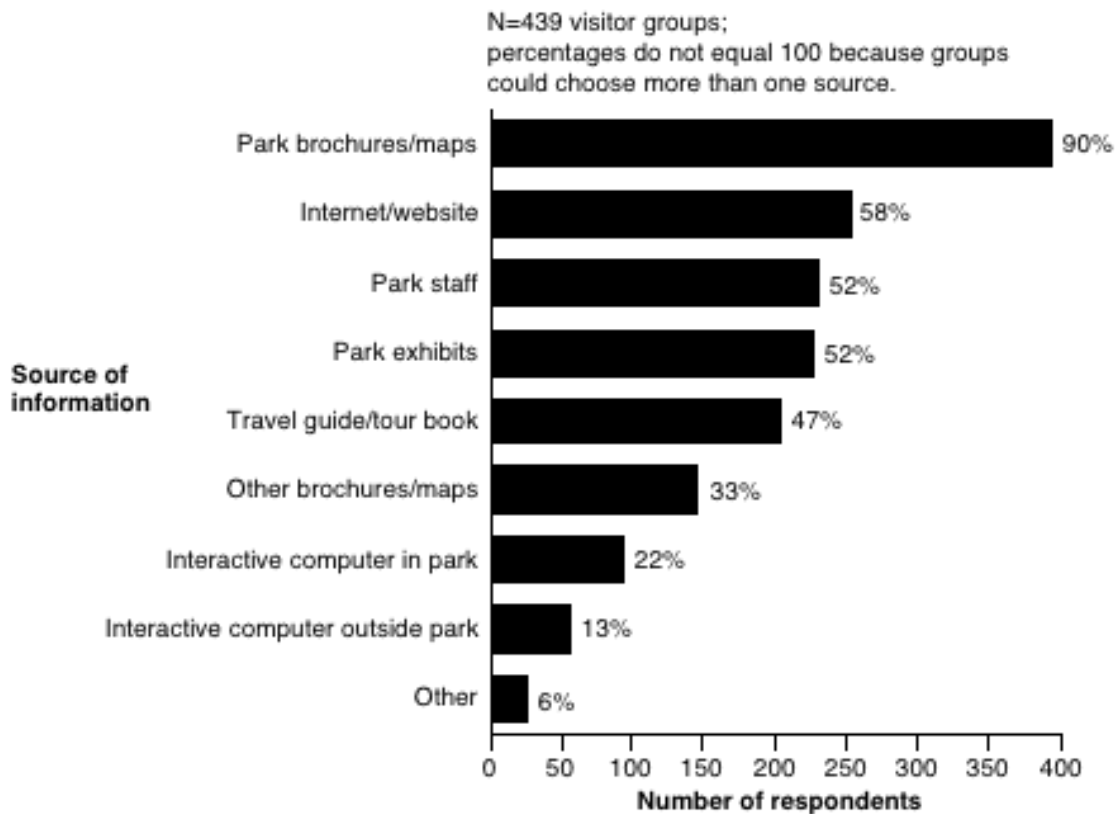
**Figure 109: Combined proportions of “extremely crowded” and “moderately crowded” with people at each site**



**Figure 110: Combined proportions of “extremely crowded” and “moderately crowded” with vehicles at each site**

Visitor groups were asked what source of information they would prefer to use when learning about Lassen Volcanic NP. As shown in Figure 111, most visitors prefer learning about the park through park brochures/maps (90%), internet/website (58%), park staff (52%), and park exhibits (52%). "Other" preferences for learning about the park include videos at the visitor center, and by phone.

**Preferred  
sources of  
information  
for future  
visits**

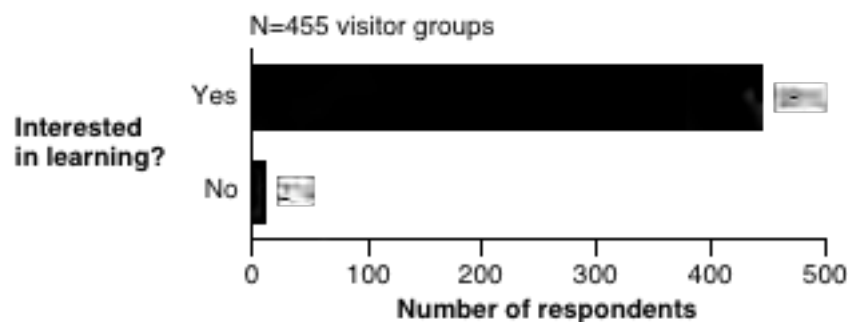


**Figure 111: Preferred sources of information about Lassen Volcanic NP**

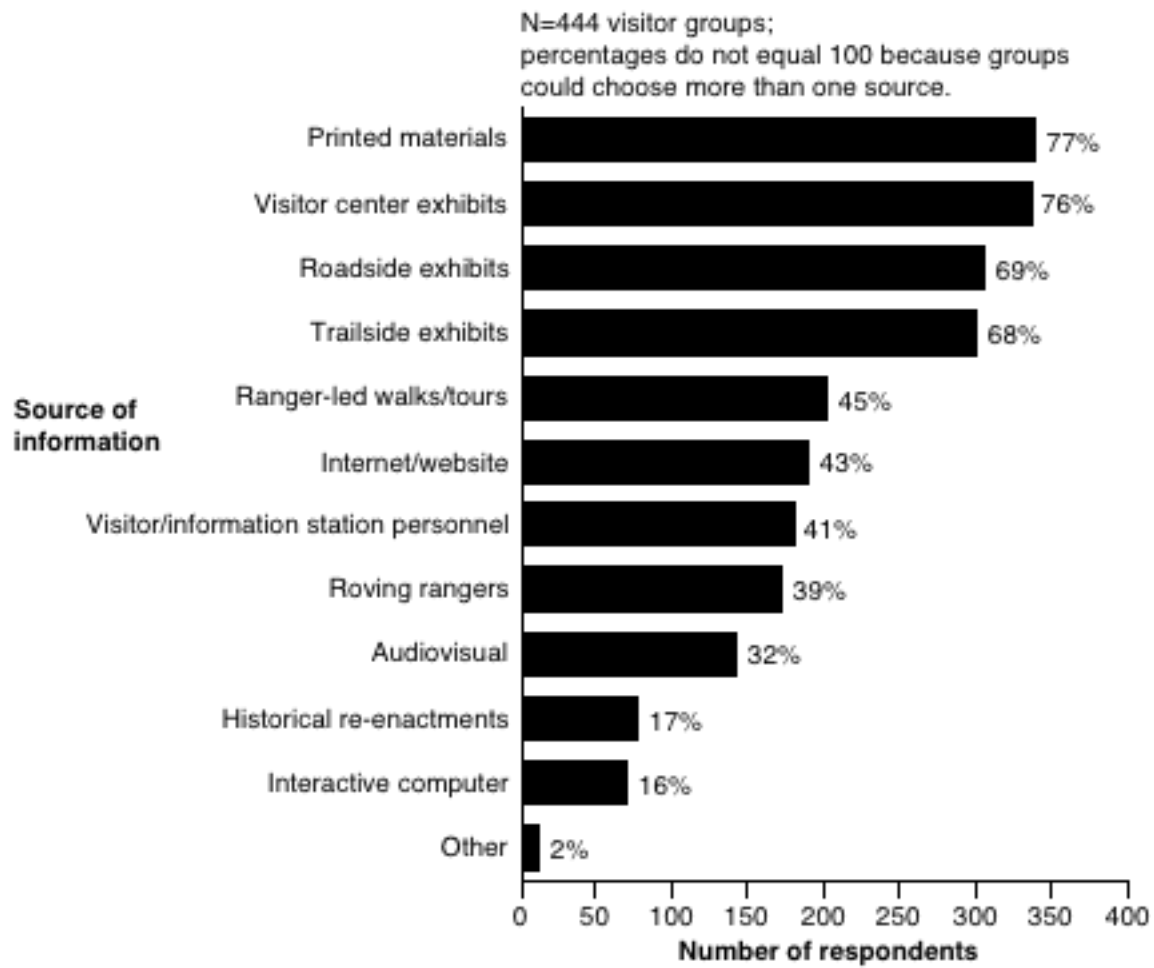
**Preferred methods of learning/ subjects of interest for future visits**

Visitor groups were asked how they would prefer to learn about the park's cultural and natural history on a future visit. Two percent of respondents are not interested in learning about Lassen Volcanic NP (see Figure 112). Of the groups interested in learning, most visitors prefer learning about park history through printed materials (77%), visitor center exhibits (76%), roadside exhibits (69%), trailside exhibits (68%), and ranger-led walks/tours (45%), as shown in Figure 113. "Other" preferences for learning about park history include ranger-led campfire programs, view points with interpretive signs, and audio tapes/c.d.'s.

Visitor groups were also asked what subjects they would be interested in learning about on a future visit. Of the groups interested in learning, 94% are interested in volcanoes/geology, and 72% are interested in natural history/nature study (see Figure 114). "Other" subjects visitors were interested in learning about on a future visit included local Native American culture and history, and fishing opportunities, regulations and stocking.



**Figure 112: Interested in learning about cultural and natural history of Lassen Volcanic NP**



**Figure 113: Preferences for learning about park's cultural and natural history**



Figure 114: Subjects of interest on future visits



Visitor groups were asked to rate the overall quality of the visitor services provided at Lassen Volcanic NP during this visit. Most visitor groups (92%) rated services as “very good” or “good” (see Figure 115). Less than 1% rated the overall quality of services provided at Lassen Volcanic NP as “very poor.”

### Overall quality of visitor services

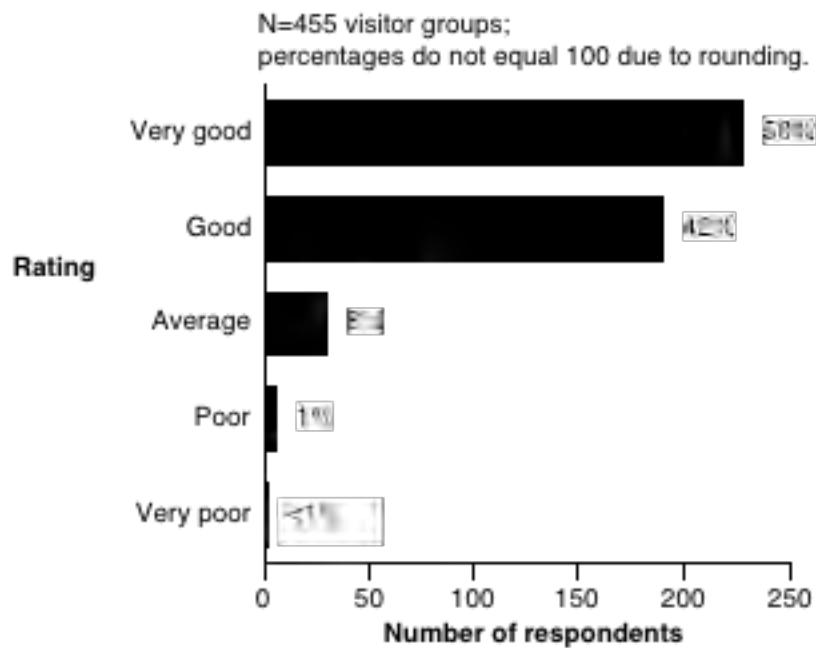


Figure 115: Overall quality of services

**What visitors  
liked most  
about the  
roadside  
exhibits**

Visitor groups were asked, "What did you and your group like most about the roadside exhibits along the main park road at Lassen Volcanic National Park?" Seventy-two percent of visitor groups (339 groups) responded to this question. Seventy-seven visitor groups reported that they did not stop/ did not use the roadside exhibits. A summary of their responses is listed below in Table 6 and complete copies of visitor responses are contained in the appendix.

**Table 6: What visitors like most**

N=375 comments;  
many visitors made more than one comment.

Comment	Number of times mentioned
Enjoyed scenery/scenic views	37
Informative	33
Educational	20
Easy access	20
Easy to understand	19
Good off-road parking/pull-outs	16
Sulphur Works	12
Geological history	12
Geothermal activity/features	12
Historical information	12
Interesting	12
Lassen Peak	11
Interpretive signs	9
Describing features	9
Bumpass Hell	8
Cleanliness	7
Well marked	7
Signs well done	6
Devastated Area	5
Descriptions	5
Not too many people	5
Hot Rock	5
Ability to visit features close up	4
Kings Creek	4
Succinct	4
Don't obstruct views/unobtrusive	4
Relative lack of them/not too many	3
Everything	3
Pictures of geological changes	3
Nature/natural history information	3
Signs pointing out peaks	3
Short walks to exhibits	3
Variety of sites	2
Enjoyed reading signs	2
Walkways	2
Elevation signs	2

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Comment	Number of times mentioned
Devastated Area exhibits	2
Lake Helen	2
Emerald Lake	2
Clearly marked features	2
Seeing wildlife	2
Landscape	2
Well thought out	2
Other comments	37

---

**What visitors  
liked least  
about the  
roadside  
exhibits**

Visitor groups were asked, "What did you and your group like least about the roadside exhibits along the main park road at Lassen Volcanic National Park?" Forty-three percent of visitor groups (205 groups) responded to this question. Thirty-nine visitor groups reported that they did not stop/ did not use the roadside exhibits. Some visitors' comments did not relate to the roadside exhibits. A summary of related responses is listed below in Table 7 and complete copies of visitor responses are contained in the appendix.

**Table 7: What visitors like least**

N=133 comments

Comment	Number of times mentioned
Crowds	12
Parking	10
Need more exhibits	10
Some boardwalks need repair	9
Too little information	5
Not enough pull-outs	5
Not enough signs	5
Need more details	4
Steps at Sulphur Works hazardous	4
Smell	4
Not enough warning to stop	4
Have to hike to see more	3
Not wheelchair accessible	3
Written signs outdated	2
Vandalism	2
Hard to find	2
Road markers don't go with guide book	2
Hot Rock	2
Need to be more prominent	2
Dust	2
Other comments	41

Visitor groups were asked, "If you were a park manager planning for the future of Lassen Volcanic National Park, what would you propose?" Sixty-three percent of visitor groups (296 groups) responded to this question. A summary of their responses is listed in Table 8 and complete copies of visitor responses are contained in the appendix.

## Planning for the future

**Table 8: Planning for the future**

N=656 comments;  
many visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
More roving rangers	8
Increase park staff	3
Keep excellent staff	2
Keep ranger talks	2
Use volunteers for small building projects/maintenance	2
Other comments	7
<b>INTERPRETIVE SERVICES</b>	
More ranger-led programs	15
Advertise	7
Increase roadside exhibits/pullouts	7
Better visitor center with video & interactive stations	7
Larger NPS-run visitor center at SW entrance	6
More Native American history at Loomis Museum	5
Don't promote/advertise	4
More exhibits on wildlife	4
More information on brochure	3
More emphasis on geological education	3
Provide detailed hiking maps of all trails	3
More information about collapse of Mt. Tehama	3
More information on trailside signs	3
Publish road guide in newsletter	2
Expand Loomis Museum	2
Need basic & detailed scientific explanations	2
More information on roadside signs	2
Have a museum at the Chalet	2
Create Junior Ranger program	2
Other comments	30

Comment	Number of times mentioned
<b>FACILITIES/MAINTENANCE</b>	
Boardwalks/walkways need maintenance	11
Need more trails	8
Need more campsites/campgrounds	7
Increase spacing/privacy between campsites	7
Maintain trails	6
Improve campgrounds	6
More restrooms	6
Hot showers in all campgrounds	6
Port-a-potties/restrooms at trailheads	5
Improve Chalet restrooms	5
Provide more parking	5
More picnic areas	4
Improve trail markings	4
Improve roads	4
Better signs to trailheads and pull outs	4
Keep bathrooms cleaner	4
Need flush toilets	4
Campgrounds too crowded	3
Create bike lanes	3
Signs at trailheads stating length/elevation/quality	3
Provide RV hook-ups	2
Bear boxes in campgrounds	2
Bumpass Hell parking lot is poor/crowded	2
Create access to hot springs via day hike	2
More benches	2
Well maintained park	2
More directional signs	2
Better signs	2
Other comments	67
<b>POLICIES</b>	
Have downhill skiing area	20
Have cross-country ski trails	16
Fees should be lower	7
Keep roads open in winter	6
Accommodate pets	6
No water skis/snowmobiles	6
Keep campgrounds open later in season	5
Snowshoeing	4
Glad ski area has been removed	3
Open campgrounds earlier in season	2
Winter sports	2
Keep park open longer	2
Limit cars	2
Other comments	31

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Comment	Number of times mentioned
<b>RESOURCE MANAGEMENT</b>	
Keep natural resources undisturbed	24
Limit development to limit use	19
Keep it like it is	16
Expand/improve roads to remote areas	15
Limit number of people	12
It is relatively uncrowded	6
Improve access to Cinder Cone	6
Develop hot springs bathing area	3
Controlled burns in some areas not in others	2
Other comments	24
<b>CONCESSIONS</b>	
Provide shuttles	11
More lodging	8
More gas stations	4
Longer food service hours	4
No new commercial ventures	4
Add store near Summit Lake	3
More groceries/supplies	3
Food service at Chalet available Winter & Summer	2
Concessions available at summit	2
Small restaurant with healthy food	2
No new lodging/cabins	2
Other comments	17
<b>GENERAL IMPRESSIONS</b>	
Wonderful trip	8
Continue good work	3
Elementary/middle school visits	2
Other comments	18

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**Comment  
summary**

Sixty-two percent of visitor groups (293 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Lassen Volcanic National Park are summarized below (see Table 9). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

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**Table 9: Additional comments**

N=481 comments;  
many visitors made more than one comment.

Comment	Number of times mentioned
<b>PERSONNEL</b>	
Very friendly/helpful/knowledgeable rangers	18
Enjoyed roving rangers	2
Need more roving rangers	2
Didn't encounter rangers	2
Other comments	10
<b>INTERPRETIVE SERVICES</b>	
Don't advertise/attract more visitors	6
Very educational	4
Evening programs informative and enjoyable	3
More information on cultural history	3
Map did not show all trails	2
More information on hiking trails	2
Liked brochures	2
Other comments	20
<b>FACILITIES/MAINTENANCE</b>	
Trails well maintained	7
Park is beautifully kept	7
Fix boardwalks at Sulphur Works	5
Provide showers at all campgrounds	5
Need more restrooms	3
Need hand dryers or towels	2
Enjoyed clean restrooms	2
Enjoyed clean campgrounds	2
Like accessibility of trails	2
Need more trail signs	2
Need more trail maintenance	2
Trails are for all levels except wheelchairs	2
Other comments	51

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Comment	Number of times mentioned
<b>POLICIES</b>	
Fees too high	5
Too many pets/don't allow pets	3
Police campgrounds to deter loud behavior	2
Increase fees to limit use	2
Gas station poorly marked	2
Other comments	19
<b>RESOURCE MANAGEMENT</b>	
Not too crowded	33
Keep it as it is	8
Don't develop	6
Unspoiled	5
Enjoy the fresh air	4
Saw lots of wildlife	2
Loved the wildflowers	2
Protect it	2
Other comments	12
<b>CONCESSIONS</b>	
Need a gas station	2
Other comments	14
<b>GENERAL IMPRESSIONS</b>	
Great/wonderful trip/nice park	58
Beautiful place	54
Wonderful place	21
Love this park	12
Wish we had more time	11
Fun climbing Lassen Peak	5
One of the best national parks	4
Just passing through	3
Nicer and more interesting than expected	2
Other comments	20

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## **Lassen Volcanic National Park Additional Analysis VSP Report 116**

The Visitor Services Project (VSP) staff offers the opportunity to learn more from VSP visitor study data.

### **Additional Analysis**

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 this trip                  | • Age                             | • Visitor service/facility use        |
| • Sources of information future trips               | • State of residence              | • Visitor service/facility importance |
| • Travel plans                                      | • Country of residence            | • Visitor service/facility quality    |
| • Towns traveled through                            | • Number of visits                | • Concession service/facility use     |
| • Reasons for visiting Chalet area                  | • Park feature/quality importance | • Concession service/facility quality |
| • Visitor activities                                | • Sites visited                   | • Expenditures in area                |
| • Hours spent in park                               | • Information service used        | • Level of crowding by people         |
| • Days spent in park                                | • Information service importance  | • Level of crowding by vehicles       |
| • Group size  | • Information service quality     | • Subjects of interest                |
| • With guided tour                                  | • Aware of prescribed burn policy | • Method of learning                  |
| • Group type  | • Willing to tolerate smoke       | • Overall quality rating              |
| • Future sources of information to learn about park |                                   |                                       |

### **Database**

The VSP database is currently under development.

Phone/send requests to:

**Visitor Services Project, CPSU  
College of Forestry, Wildlife, and Range Sciences  
University of Idaho  
Moscow, Idaho 83844-1133**

**Phone: 208-885-2819  
FAX: 208-885-4261**



## QUESTIONNAIRE



## Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Cooperative Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted or from the UI CPSU. 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 & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park
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 Monument

### 1989

21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park (summer)

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

### 1990

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

### 1991

38. Jean Lafitte National Historical Park (spring)
39. Joshua Tree National Monument (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 (summer)
- 59. Redwood National Park
- 60. Channel Islands National Park
- 61. Pecos National Historical Park
- 62. Canyon de Chelly National Monument
- 63. Bryce Canyon National Park (fall)

### 1994

- 64. Death Valley National Monument 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 Monument
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Monument
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Monument
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

### 1996

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

### 1996 (continued)

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

### 1997

- 92. Great Smoky Mountains National Park (summer & fall)
- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historical Park (spring)
- 96. Lincoln Boyhood Home National Memorial
- 97. Grand Teton National Park
- 98. Bryce Canyon National Park
- 99. Voyageurs National Park

### 1998

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

### 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 & Preserve
- 115. Kenai Fjords National Park & Preserve
- 116. Lassen Volcanic National Park





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