



Haleakala National Park
Visitor Study
Spring 2000

Report 118
Visitor Services Project
Cooperative Park Studies Unit



University of Idaho



Haleakala National Park

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Report 118**

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Visitor Services Project Haleakala National Park Report Summary

- This report describes the results of a visitor study at Haleakala National Park during March 26 - April 1, 2000. A total of 788 questionnaires were distributed to visitors. Visitors returned 601 questionnaires for a 76.3% response rate.
- This report profiles Haleakala NP visitors. At the park's request, the results are divided into two groups: visitors who received their questionnaires at the Summit area and visitors who received their questionnaires at Kipahulu. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Seventy percent of Summit visitors were in family groups and 61% of Kipahulu visitor groups were in family groups. Forty-nine percent of Summit visitors and 48% of Kipahulu visitors were in groups of two. Forty-four percent of Summit visitors were between 36 and 55 years old. At Kipahulu, 32% of visitors were 36-50 years of age; 20% were between 21 and 30 years of age. Children aged 15 years and younger made up 13% of Summit visitors and 14% of Kipahulu visitors.
- Summit United States visitors were from California (13%), Hawaii (9%), Illinois (9%), 39 other states and Washington, D.C. Kipahulu visitors were from California (19%), Hawaii (17%), Illinois (12%), and 40 other states, plus Washington, D.C. Twenty-one percent of Summit visitors were from foreign countries, most often Japan and Canada. Twelve percent of Kipahulu visitors were from other countries, most often Canada and Germany.
- Most visitors (Summit 93%; Kipahulu 86%) were on their first trip to the park during the past 12 months.
- The sources of information most commonly used by both Summit and Kipahulu visitors were travel guides/ tour books, friends/ relatives and previous visit(s).
- On this visit, the most common reasons for visiting were sightseeing/ taking a scenic drive for 76% of Summit visitors and 86% of Kipahulu visitors. The most common activity for both Summit and Kipahulu visitors was sightseeing/ taking a scenic drive (86% and 90% respectively).
- On this visit, the most commonly visited Summit sites for both Summit and Kipahulu visitors were the Summit viewing shelter, Haleakala Visitor Center and Headquarters Visitor Center. At Kipahulu, Hana and Kuloa Point Loop Trail were the most visited sites.
- 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 information services most used by 287 Summit visitor groups were the park brochure/ map (73%) and Haleakala Visitor Center (56%). For 189 Kipahulu visitor groups, the park brochure/ map (61%) and self-guiding trail signs/ brochure (56%) were most used. According to Summit visitors, the most important information service was park staff assistance (73% of 40 respondents), and for Kipahulu, the self-guiding trail signs/ brochure (77% of 97 respondents). The highest quality information service for both Summit and Kipahulu visitors was assistance from park staff (93% of 38 respondents and 87% of 46 respondents, respectively).
- The services and facilities most used by 323 Summit and 214 Kipahulu visitor groups were restrooms, parking lots, and roads. According to Summit and Kipahulu visitors, the most important facility was roads (92% of 263 respondents and 94% of 175 respondents, respectively). The highest quality facilities were roads for Summit visitors (87% of 258 respondents) and short trails for Kipahulu visitors (78% of 148 respondents).
- Visitors rated the appropriateness of selected activities in the park. Among Summit visitors, commercial hiking tours (18%) received the highest "always" appropriate rating. "Never" appropriate ratings were highest for collecting plant material (41%) and bringing pets to the park (40%). For Kipahulu visitors, the highest "always" appropriate rating was for swimming in streams (22%). The highest "never" appropriate ratings were for building rock piles (47%) and collecting plant material (43%).
- Most Summit and Kipahulu visitor groups (79% and 81% respectively) rated the overall quality of visitor services at Haleakala NP as "very good" or "good." Visitors made many additional comments.

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

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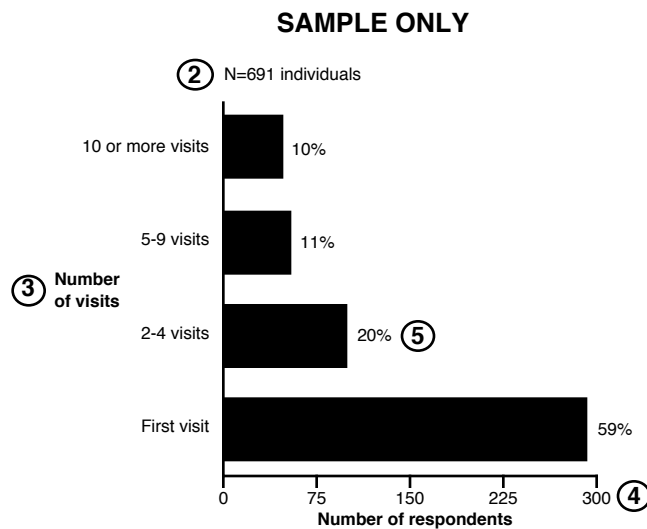
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INTRODUCTION

This report describes the results of a study of visitors at Haleakala National Park (NP). This visitor study was conducted March 26 – April 1, 2000 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 shows includes the separate results for the Summit and Kipahulu visitors and summaries of visitor comments. An **Additional Analysis** page is included which will help managers request additional analyses. The final section includes copies of the English and Japanese versions of the **Questionnaire**. A separate 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. Copies of the English questionnaire and Japanese translation of the questionnaire are included at the end of this report.

Questionnaires were distributed to a sample of visitors who arrived at Haleakala NP during March 26 – April 1, 2000. Interviews were conducted in either English or Japanese at four locations (see Table 1).

Table 1: Questionnaire distribution locations
percentages do not equal 100 due to rounding.

| Location: | Questionnaires distributed | |
|--------------------------|----------------------------|----|
| | Number | % |
| Main entrance station | 198 | 25 |
| Haleakala Visitor Center | 192 | 24 |
| Summit viewing shelter | 98 | 12 |
| Kipahulu parking lot | 300 | 38 |
| GRAND TOTAL | 788 | 99 |

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.

Returned questionnaires were coded and the information entered into a computer using a standard statistical software package—Statistical Analysis System (SAS). Frequency distributions and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized. At the request of the park staff, the data were divided into two groups: visitors who received their questionnaires in the Summit area and visitors who received their questionnaires at Kipahulu.

Data analysis

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 355 visitor groups, Figure 7 presents data for 1,049 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 362 visitors to the Summit of Haleakala NP returned questionnaires, Figure 1 shows data for only 355 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.

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

Limitations

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 March 26 – April 1, 2000. The results do not necessarily apply to visitors during other times of the year.

Limitations
(continued)

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.

**Special
conditions**

During the study week, weather conditions were frequently cold and wet at the Summit, with no visibility of the crater. Kipahulu had typical seasonal weather.

RESULTS

At Haleakala NP, 875 total visitor groups were contacted, and 788 of these groups (90%) agreed to participate in the survey. Questionnaires were completed and returned by 601 visitor groups, resulting in a 76.3% response rate for this study.

Table 2 compares age and group size information collected from both the total sample of visitors contacted and those who actually returned questionnaires. For the respondent's age and 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—Summit | 488 | 42.8 | 354 | 44.7 |
| Age of respondents—Kipahulu | 299 | 40.8 | 234 | 42.3 |
| Group size—Summit | 488 | 3.2 | 355 | 4.1 |
| Group size—Kipahulu | 300 | 3.4 | 236 | 5.1 |

Figure 1 shows Summit visitor group sizes, which ranged from one person to 80 people. Forty-nine percent of visitor groups consisted of two people, while another 29% were people visiting in groups of three or four. Kipahulu visitor group sizes ranged from one person to 81 people (see Figure 2). Forty-eight percent of respondents were in groups of two, while 31% were in groups of three or four.

In both the Summit and Kipahulu areas, most visitor group types were families. Seventy percent of Summit visitor groups were made up of family members (see Figure 3). Summit groups listing themselves as "other" for group type included boyfriend/ girlfriend, guided tour and businesses. Most Kipahulu visitor groups (61%) consisted of families (see Figure 4). "Other" groups included husband/ wife, tour group, and coworker.

Twenty-nine percent of Summit visitor groups indicated they were part of a guided tour, while 7% of the Kipahulu visitor groups were traveling with a guided tour (see Figures 5 and 6).

Visitors contacted

Demographics

**Demographics-
continued**

The most common visitor ages for the Summit were 36-55 years (44%), as shown in Figure 7. Kipahulu's most common visitor ages were in the 36-50 year range (32%), as shown in Figure 8. The next most common ages were 21-30 (20%). Children aged 15 or younger comprised 13% of Summit and 14% of Kipahulu visitors.

Visitors were asked the number of times they had visited Haleakala National Park during the past twelve months and past five years. Most Summit visitors (93%) indicated they had only visited once in the past twelve months (see Figure 9), while 86% of the Kipahulu visitors had visited only once during the past twelve months (see Figure 10). When asked how many visits were made in the past five years, 84% of the Summit respondents visited once, while 14% visited two to four times (see Figure 11). Kipahulu visitors indicated that 71% had visited once in the past five years, while 19% visited two to four times (see Figure 12).

International visitors comprised 21% of Haleakala National Park's visitors to the Summit, and 12% of Kipahulu visitors. Summit visitors were from Japan (42%), Canada (40%), England (3%), Germany (3%), Australia (3%), and 9 other countries (see Table 3). Kipahulu visitors were from Canada (65%), Germany (11%), England (9%), Australia (5%), Sweden (5%), and 5 other countries (see Table 4).

Summit United States visitors were from California (13%), Hawaii (9%), Illinois (9%), 40 other states and Washington, D.C., as shown in Map 1 and Table 5. Kipahulu visitors were from California (19%), Hawaii (17%), Illinois (12%), 42 other states and Washington, D.C., as shown in Map 2 and Table 6.

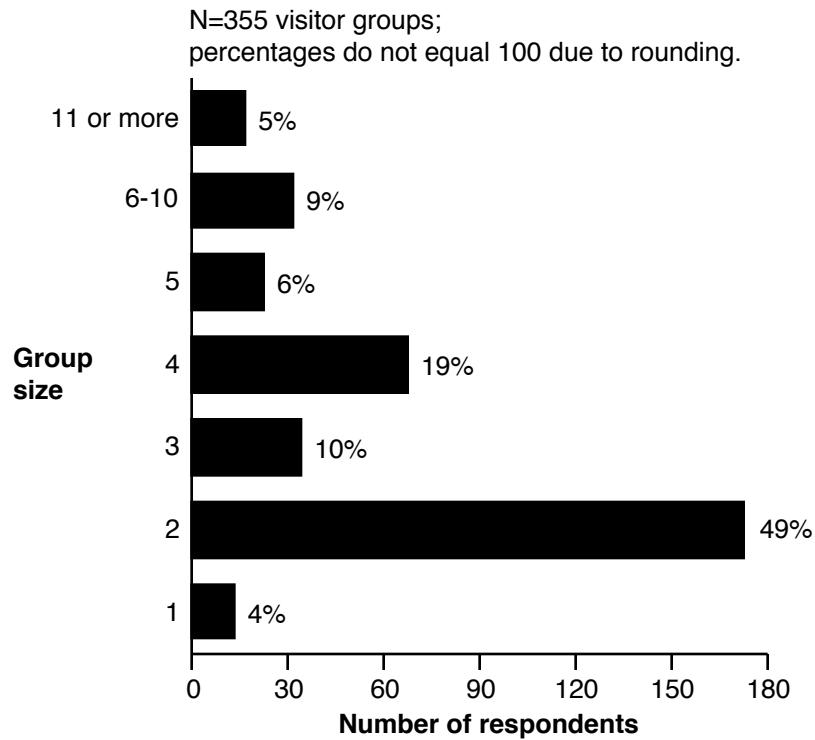


Figure 1: Visitor group sizes (Summit)

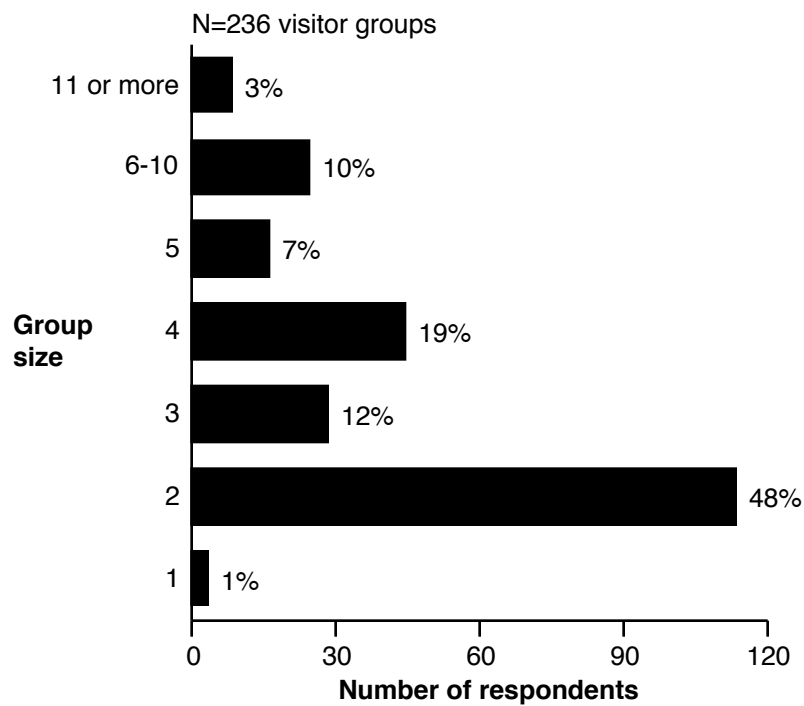
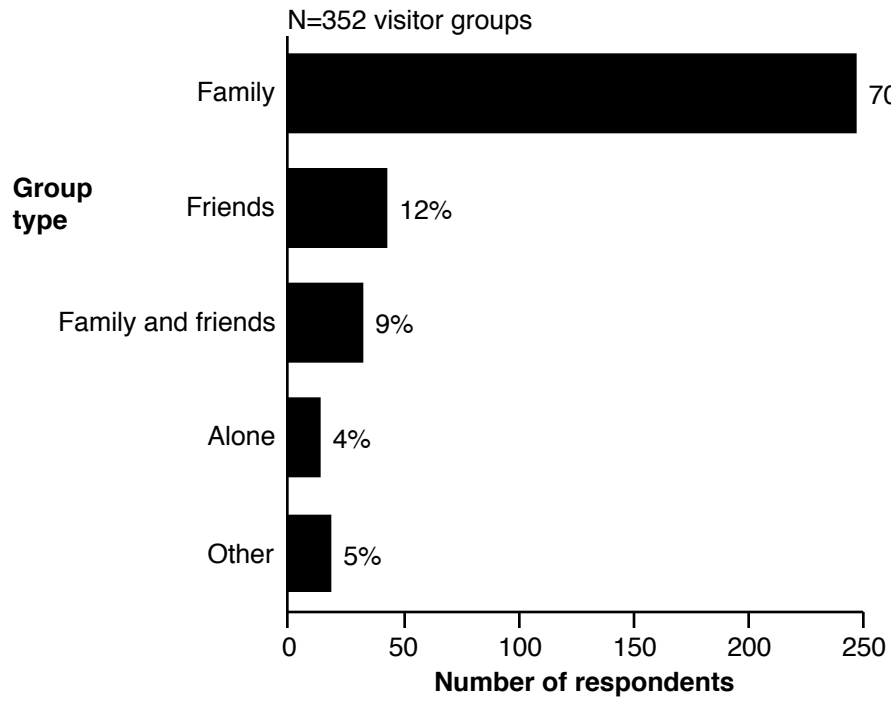
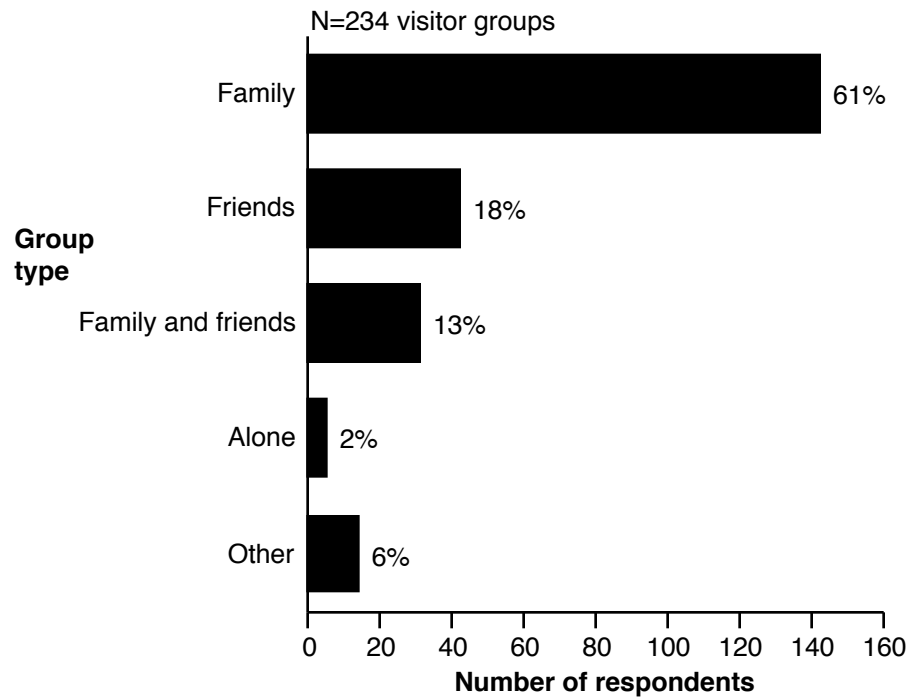


Figure 2: Visitor group sizes (Kipahulu)

**Figure 3: Visitor group types (Summit)****Figure 4: Visitor group types (Kipahulu)**

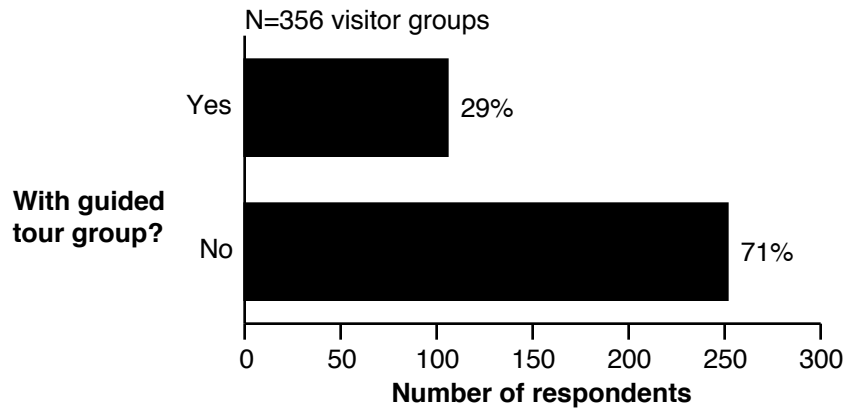


Figure 5: Guided tour group (Summit)

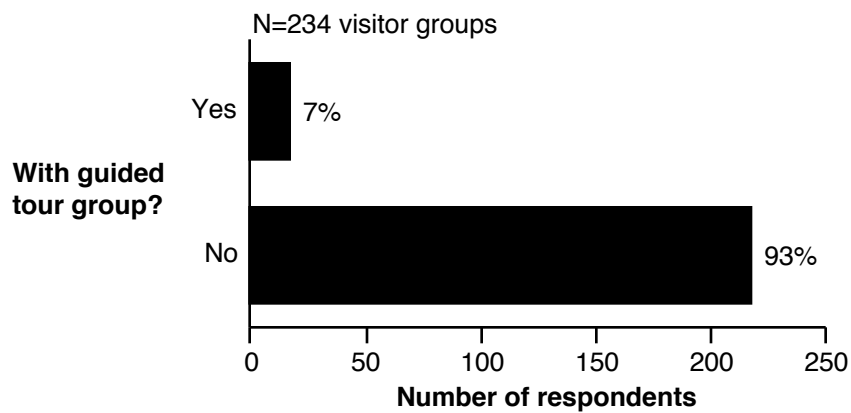


Figure 6: Guided tour group (Kipahulu)

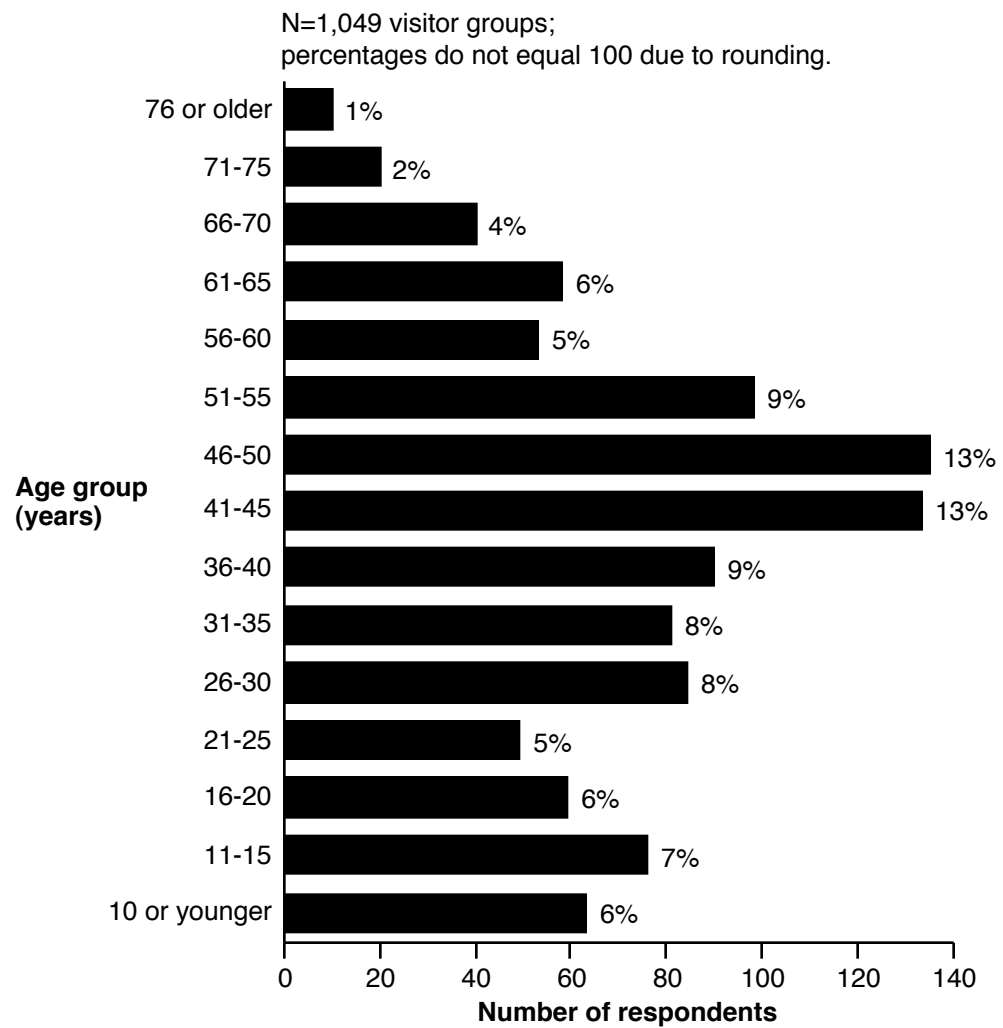


Figure 7: Visitor ages (Summit)

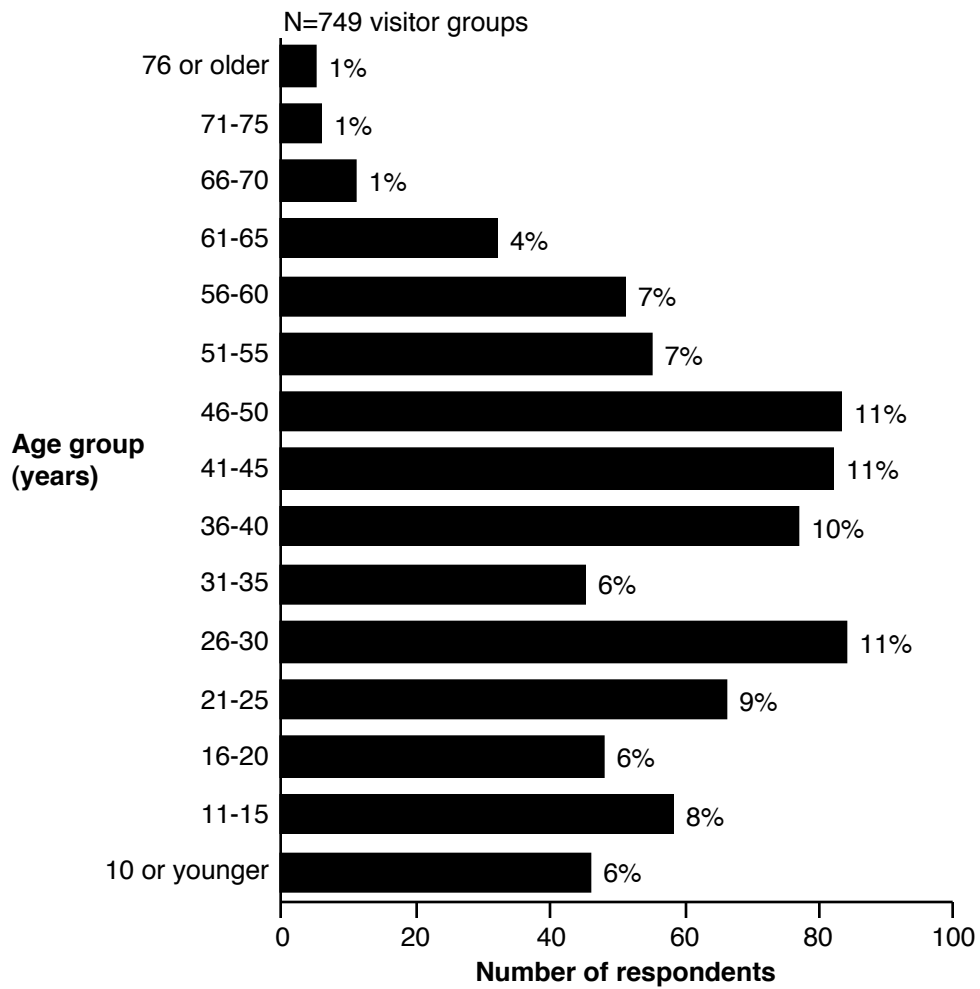


Figure 8: Visitor ages (Kipahulu)

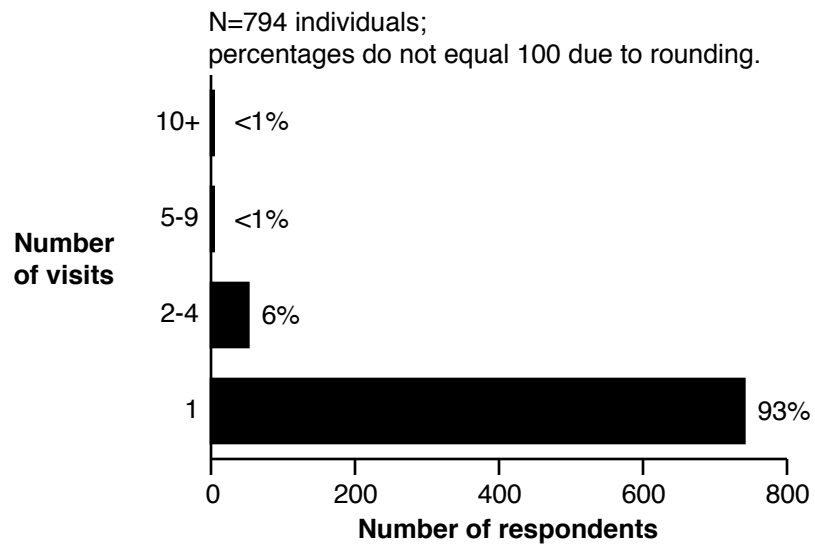


Figure 9: Number of visits in last 12 months (Summit)

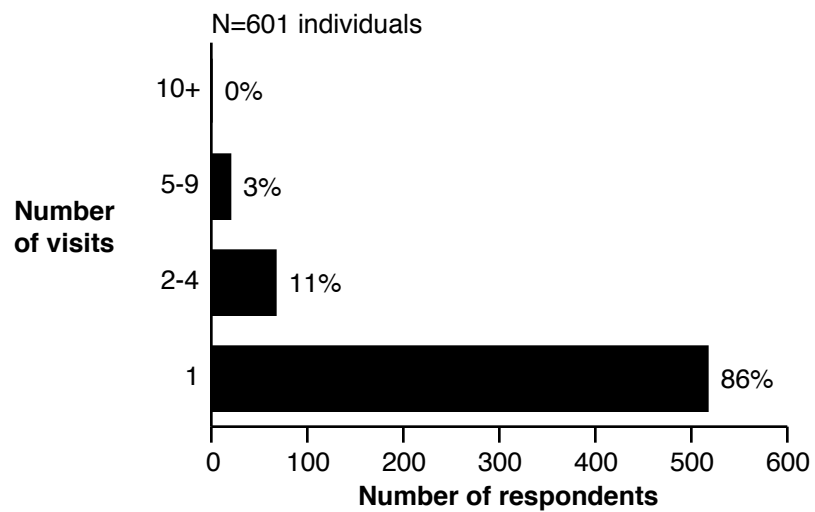


Figure 10: Number of visits in last 12 months (Kipahulu)

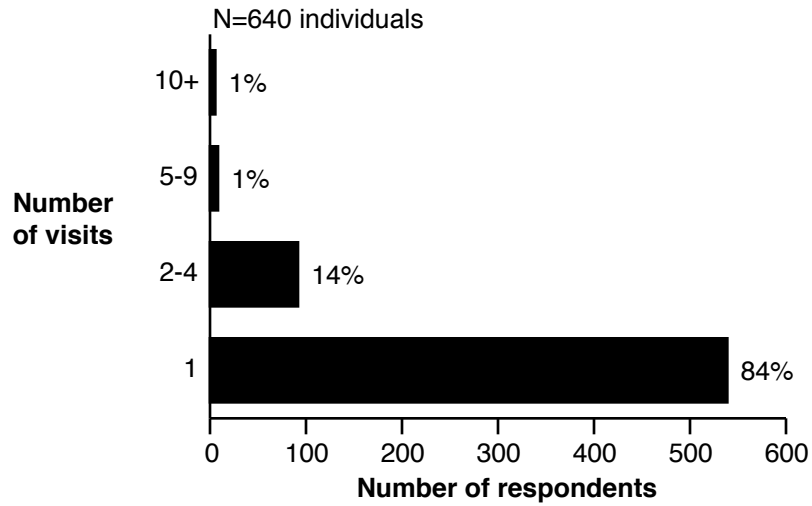


Figure 11: Number of visits in last 5 years (Summit)

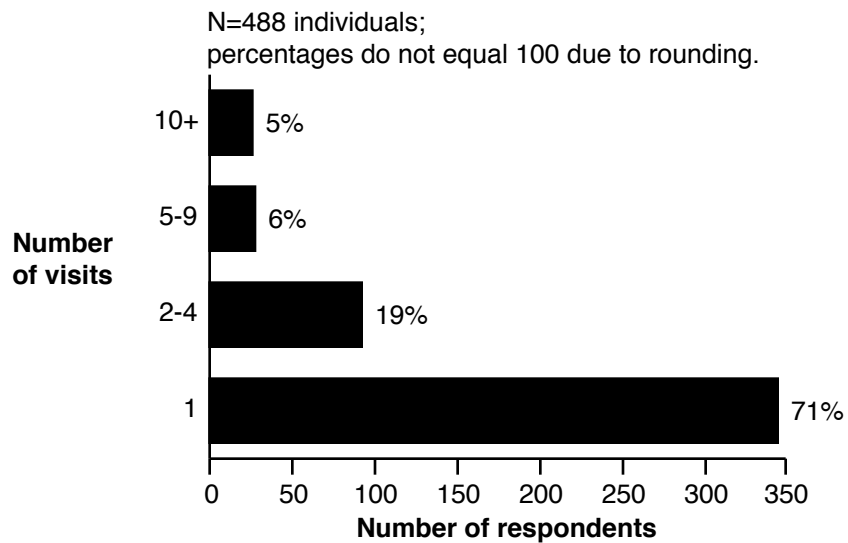


Figure 12: Number of visits in last 5 years (Kipahulu)

Table 3: International visitors by country of residence (Summit)

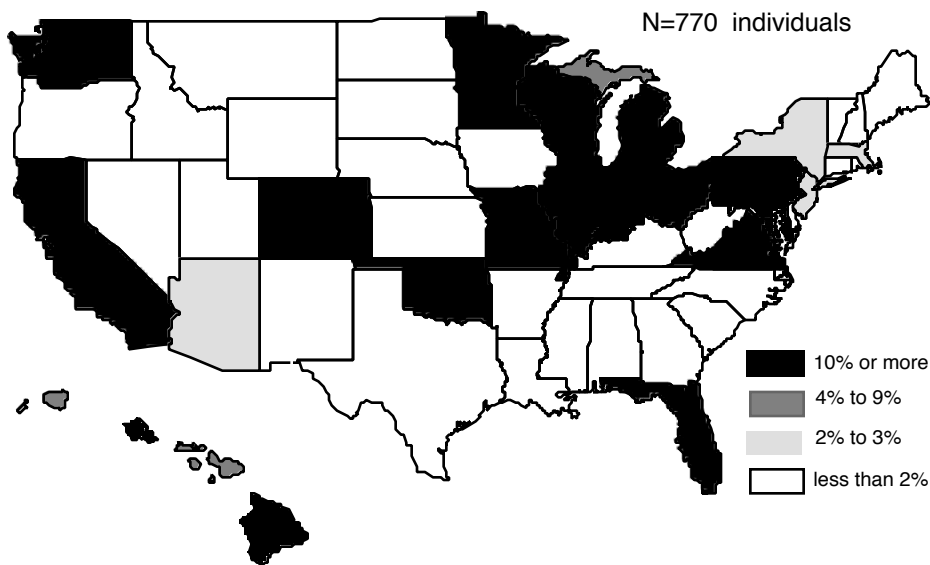
N=207 visitors;
percentages do not equal 100 due to rounding.

| Country | Number of individuals | Percent of International visitors | Percent of total visitors |
|--------------|-----------------------|-----------------------------------|---------------------------|
| Japan | 86 | 42 | 9 |
| Canada | 82 | 40 | 8 |
| England | 7 | 3 | <1 |
| Germany | 7 | 3 | <1 |
| Australia | 6 | 3 | <1 |
| Saudi Arabia | 4 | 2 | <1 |
| New Zealand | 3 | 1 | <1 |
| Switzerland | 3 | 1 | <1 |
| Guatemala | 2 | 1 | <1 |
| Qatar | 2 | 1 | <1 |
| South Korea | 2 | 1 | <1 |
| Finland | 1 | <1 | <1 |
| France | 1 | <1 | <1 |
| Ireland | 1 | <1 | <1 |

Table 4: International visitors by country of residence (Kipahulu)

N=82 visitors;
percentages do not equal 100 due to rounding.

| Country | Number of individuals | Percent of International visitors | Percent of total visitors |
|------------|-----------------------|-----------------------------------|---------------------------|
| Canada | 53 | 65 | 8 |
| Germany | 9 | 11 | 1 |
| England | 7 | 9 | 1 |
| Australia | 4 | 5 | 1 |
| Sweden | 4 | 5 | 1 |
| Costa Rica | 1 | 1 | <1 |
| France | 1 | 1 | <1 |
| Israel | 1 | 1 | <1 |
| Italy | 1 | 1 | <1 |
| Peru | 1 | 1 | <1 |

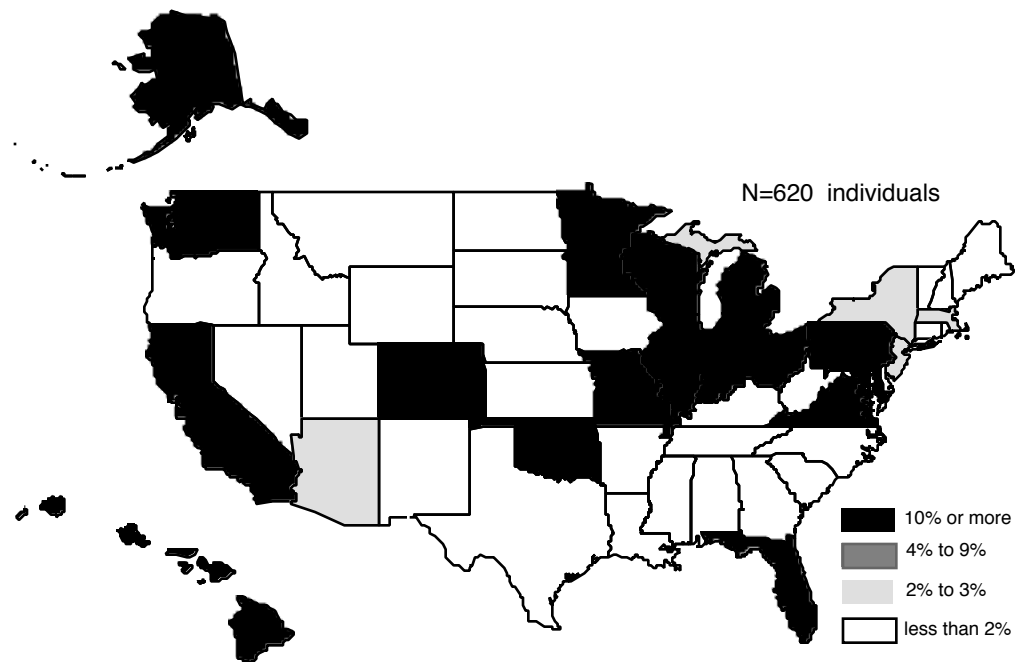


Map 1: Proportion of United States visitors by state of residence (Summit)

Table 5: United States visitors by state of residence (Summit)

N=770 individuals;
percentages do not equal 100 due to rounding.

| State | Number of individuals | Percent of U.S. visitors | Percent of total visitors |
|-----------------------------------|-----------------------|--------------------------|---------------------------|
| California | 98 | 13 | 10 |
| Hawaii | 72 | 9 | 7 |
| Illinois | 70 | 9 | 7 |
| Minnesota | 61 | 8 | 6 |
| Colorado | 50 | 6 | 5 |
| Wisconsin | 45 | 6 | 5 |
| Michigan | 41 | 5 | 4 |
| Indiana | 27 | 4 | 3 |
| Missouri | 22 | 3 | 2 |
| New York | 22 | 3 | 2 |
| Washington | 21 | 3 | 2 |
| Ohio | 18 | 2 | 2 |
| Arizona | 14 | 2 | 1 |
| Massachusetts | 14 | 2 | 1 |
| New Jersey | 14 | 2 | 1 |
| Oklahoma | 14 | 2 | 1 |
| Texas | 11 | 1 | 1 |
| Alabama | 10 | 1 | 1 |
| Virginia | 10 | 1 | 1 |
| Idaho | 9 | 1 | 1 |
| Tennessee | 9 | 1 | 1 |
| Alaska | 8 | 1 | 1 |
| Connecticut | 8 | 1 | 1 |
| Georgia | 8 | 1 | 1 |
| Iowa | 8 | 1 | 1 |
| 17 other states & Washington D.C. | 86 | 11 | 9 |



Map 2: Proportion of United States visitors by state of residence (Kipahulu)

Table 6: United States visitors by state of residence (Kipahulu)

N=620 individuals;
percentages do not equal 100 due to rounding.

| State | Number of individuals | Percent of U.S. visitors | Percent of total visitors |
|-----------------------------------|-----------------------|--------------------------|---------------------------|
| California | 118 | 19 | 17 |
| Hawaii | 107 | 17 | 15 |
| Illinois | 73 | 12 | 10 |
| Minnesota | 36 | 6 | 5 |
| Washington | 34 | 5 | 5 |
| Colorado | 19 | 3 | 3 |
| Michigan | 19 | 3 | 3 |
| Indiana | 16 | 3 | 2 |
| Wisconsin | 15 | 2 | 2 |
| Florida | 14 | 2 | 2 |
| New York | 14 | 2 | 2 |
| Ohio | 13 | 2 | 2 |
| Arizona | 11 | 2 | 2 |
| Massachusetts | 10 | 2 | 1 |
| Missouri | 10 | 2 | 1 |
| Alaska | 9 | 1 | 1 |
| Oregon | 8 | 1 | 1 |
| Kansas | 6 | 1 | 1 |
| Montana | 6 | 1 | 1 |
| North Carolina | 6 | 1 | 1 |
| Pennsylvania | 6 | 1 | 1 |
| Texas | 6 | 1 | 1 |
| 21 other states & Washington D.C. | 64 | 10 | 9 |

Visitor groups were asked how long they stayed in the Hawaiian Islands, how long they stayed in Maui, and how much time they spent at Haleakala National Park.

Hawaiian Islands: Visitors were first asked if they were residents of the Hawaiian Islands and 94% of the Summit respondents said they were not residents (see Figure 13). Of those visitors who indicated they were not residents, 60% stayed on the Hawaiian Islands between six and ten days (see Figure 15). Most Kipahulu visitors (88%) indicated that they were not residents of the Hawaiian Islands (see Figure 14). Sixty-four percent of Kipahulu visitors spent six to ten days on the Hawaiian Islands (see Figure 16).

Maui: Visitors were then asked if they were residents of Maui. Most of the Summit visitors (99%) said they were not residents of Maui (see Figure 17). Of those visitors who were not residents of Maui, 31% stayed four to six days, while 29% stayed seven to ten days (see Figure 19). Most Kipahulu visitors (90%) indicated they were not residents of Maui (see Figure 18). Of those visitors who were not residents of Maui, 45% stayed between seven and ten days, while 30% stayed four to six days (see Figure 20).

Haleakala National Park: Visitors were finally asked how many hours they spent at the Summit and Kipahulu areas. Thirty-nine percent of the Summit visitors stayed at the summit for one hour, while 32% stayed less than one hour (see Figure 21). Over one-half (51%) of Kipahulu visitors indicated spending less than one hour at the Summit (see Figure 22). When asked how much time they spent at Kipahulu, 78% of Summit visitors stayed less than one hour, while 46% of the Kipahulu visitors spent one hour (see Figures 23 and 24).

**Length of visit
in Hawaiian
Islands, Maui,
and Haleakala
NP**

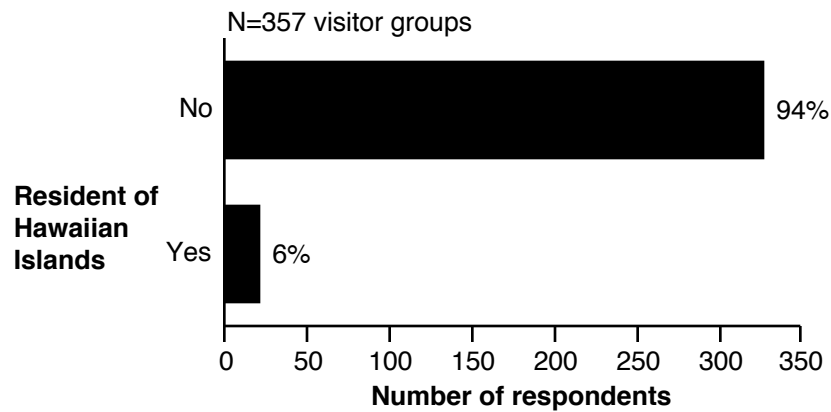


Figure 13: Residents of Hawaiian Islands (Summit)

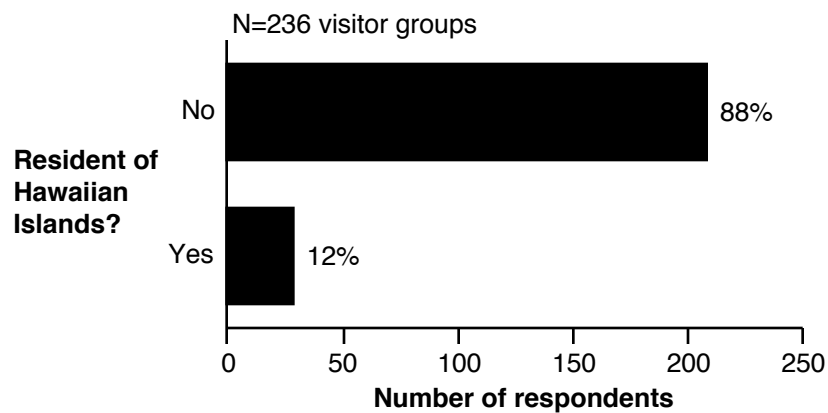


Figure 14: Residents of Hawaiian Islands (Kipahulu)

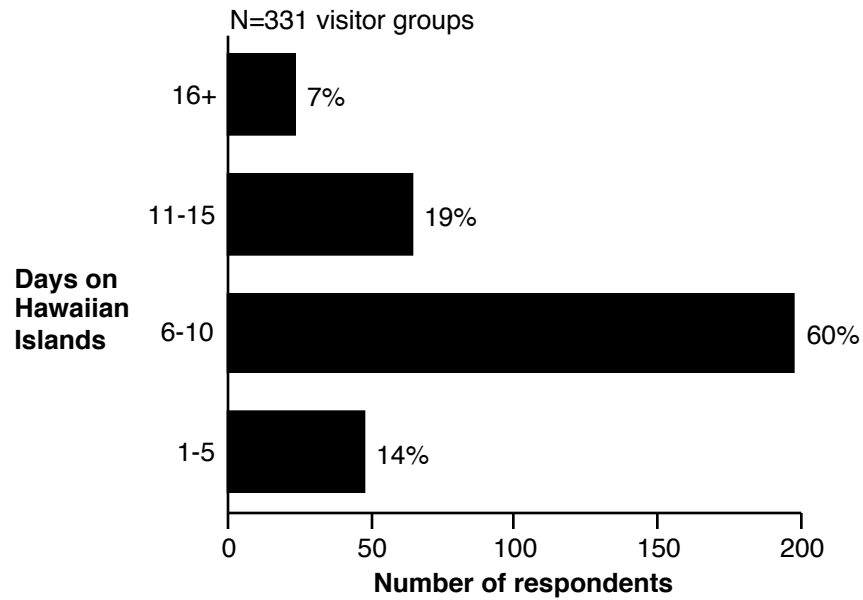


Figure 15: Days spent on Hawaiian Islands by non-residents (Summit)

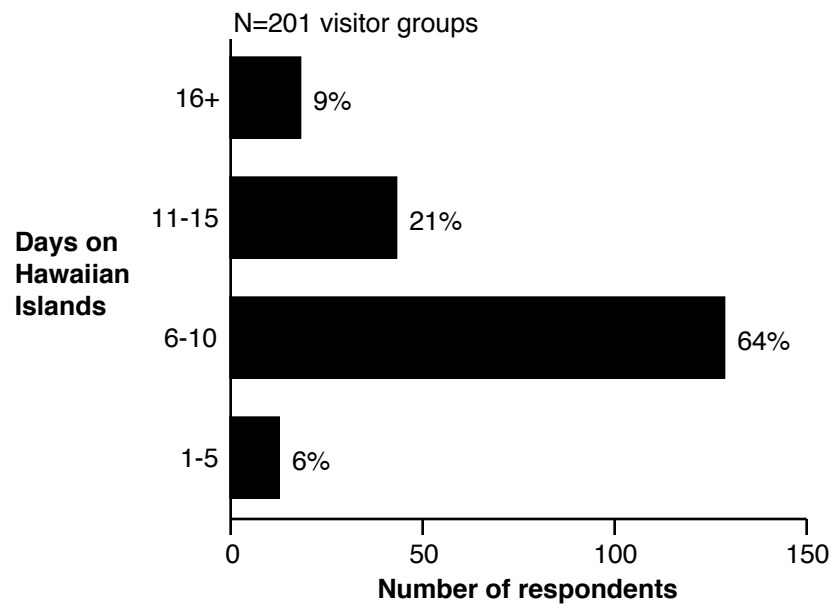


Figure 16: Days spent on Hawaiian Islands by non-residents (Kipahulu)

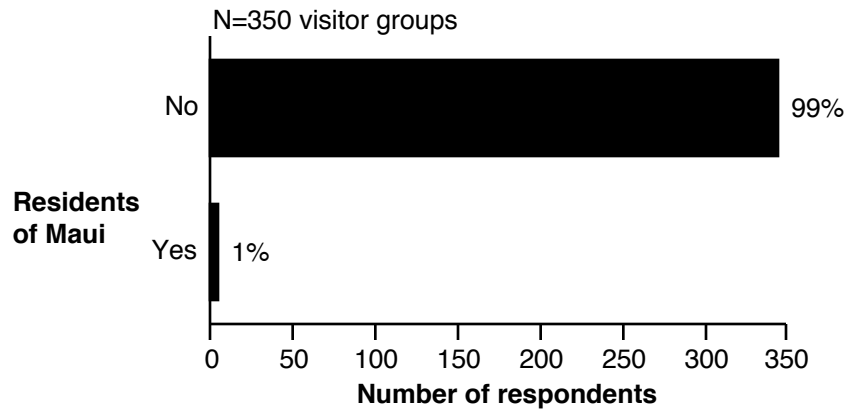


Figure 17: Residents of Maui (Summit)

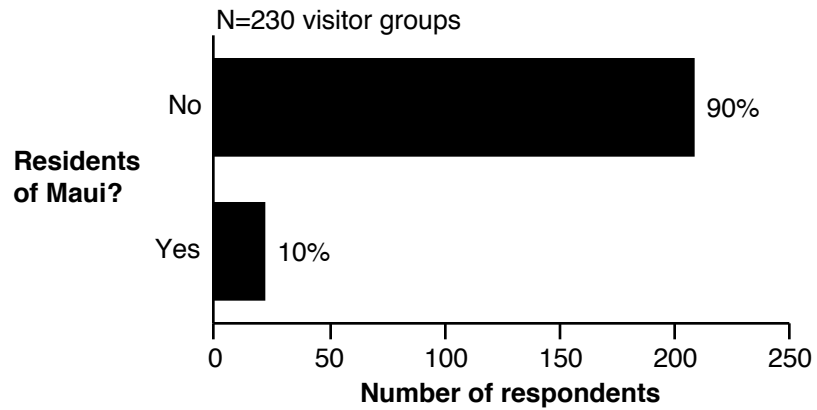


Figure 18: Residents of Maui (Kipahulu)

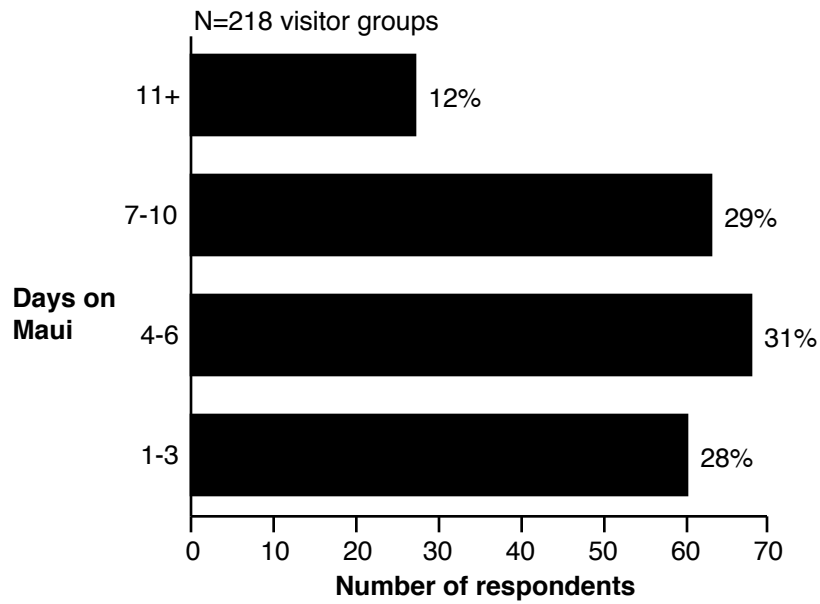


Figure 19: Days spent on Maui by non-residents (Summit)

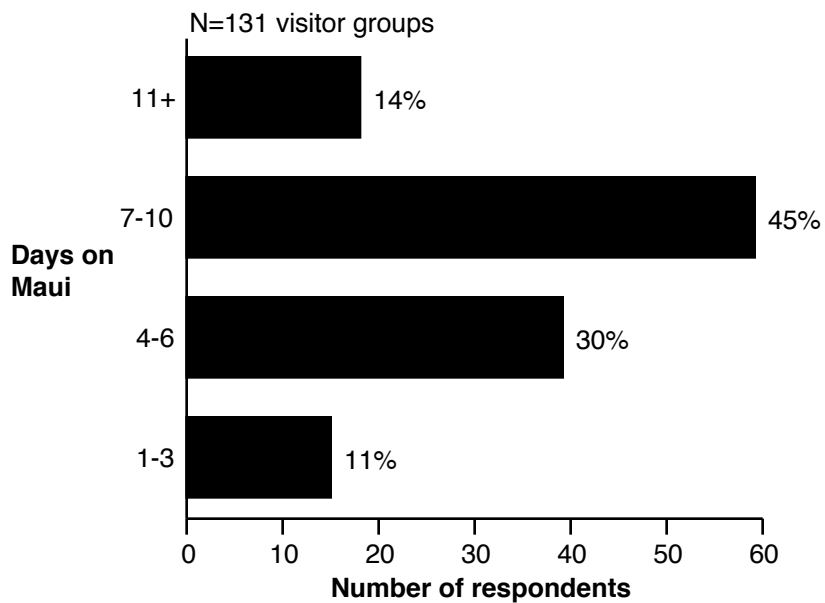
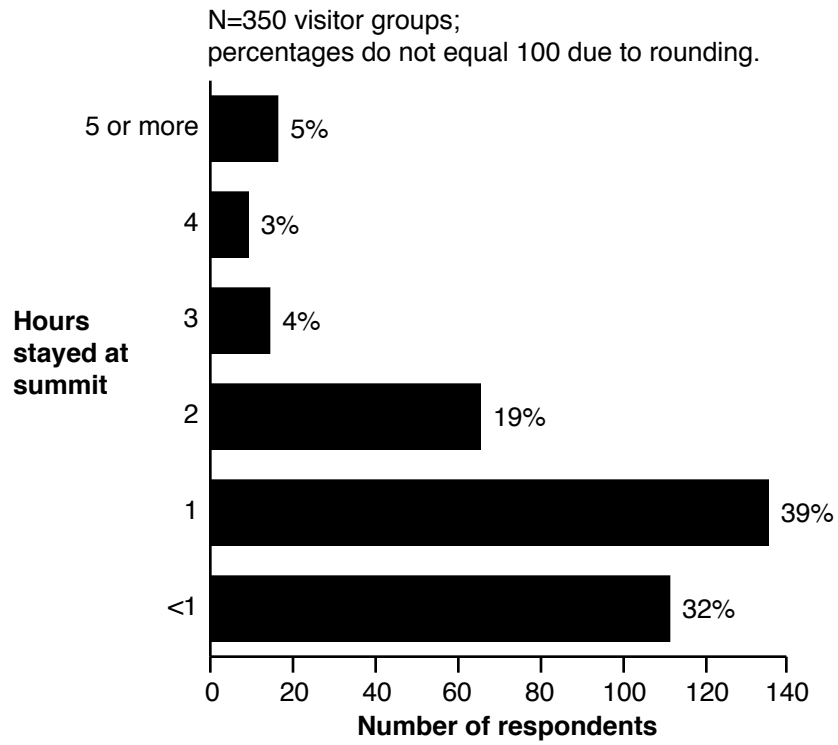
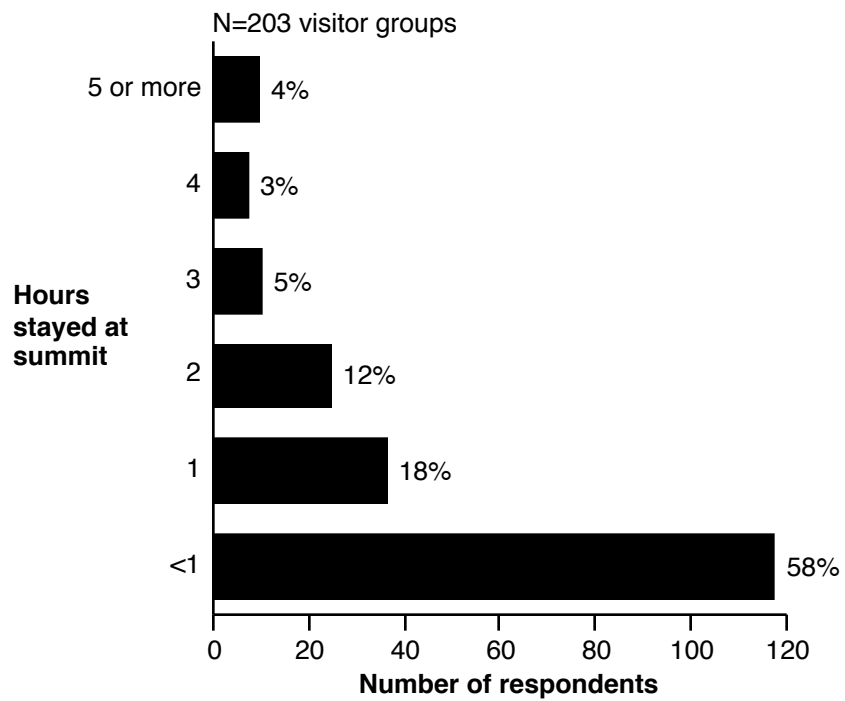


Figure 20: Days spent on Maui by non-residents (Kipahulu)

**Figure 21: Hours spent at summit (Summit)****Figure 22: Hours spent at summit (Kipahulu)**

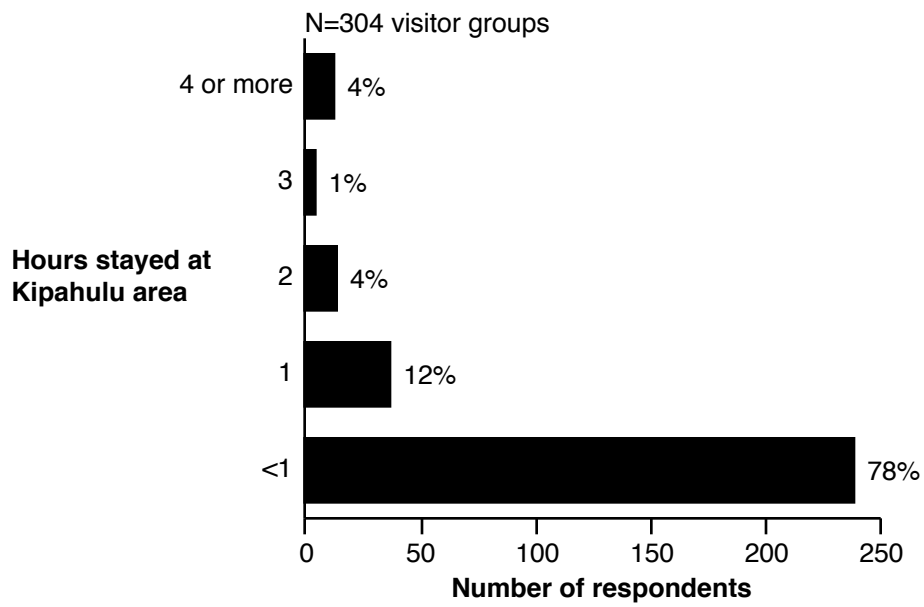


Figure 23: Hours spent at Kipahulu area (Summit)

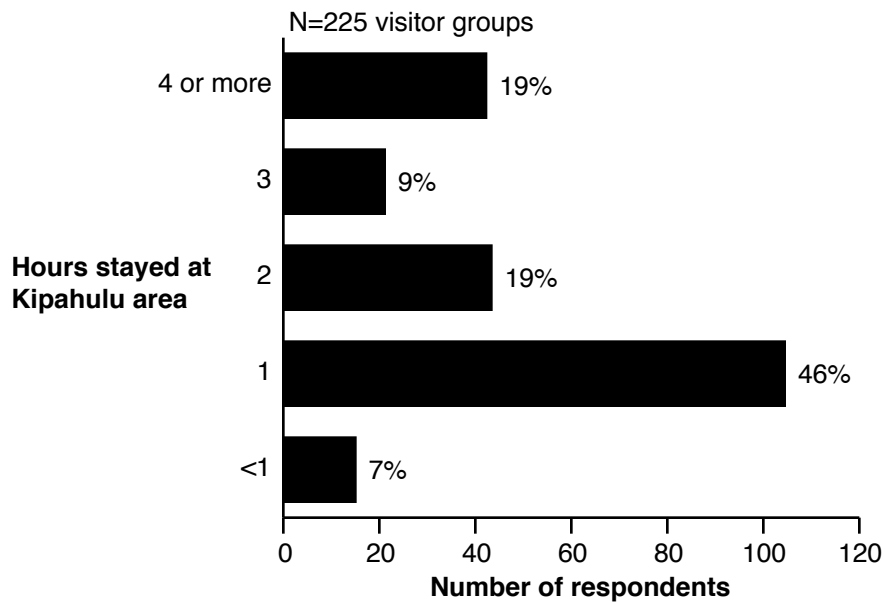


Figure 24: Hours spent at Kipahulu area (Kipahulu)

**Sources of
information**

Summit: Visitor groups were asked to indicate the sources they used to obtain information about Haleakala NP prior to their visit. Of the visitors who received information prior to this visit, 55% used a travel guide/ tour book, 34% used friends/ relatives, and 23% had visited previously (see Figure 25). Twelve percent of visitors did not obtain any information prior to their visit to Haleakala NP. "Other" sources of information included travel agents and tour companies.

When asked if they received the type of information needed, 81% responded by saying "yes" (see Figure 27). For the 8% who did not receive the information they needed, a list is provided in Table 7. Finally, when asked to rate the amount of information received, 83% of visitor groups indicated it was "about right" (see Figure 29).

Kipahulu: Of the visitors who received information prior to this visit, 55% used a travel guide/ tour book, 40% used friends/ relatives, and 31% had visited previously (see Figure 26). Eleven percent of Kipahulu visitors did not obtain information prior to their visit to Haleakala NP. "Other" sources of information included library books and maps.

When asked if they received the type of information needed, 85% said they did (see Figure 28). Seven percent of visitors did not receive what they needed and Table 8 identifies what they needed. Finally, when asked to rate the amount of information received, 86% of visitor groups indicated it was "about right" (see Figure 30).

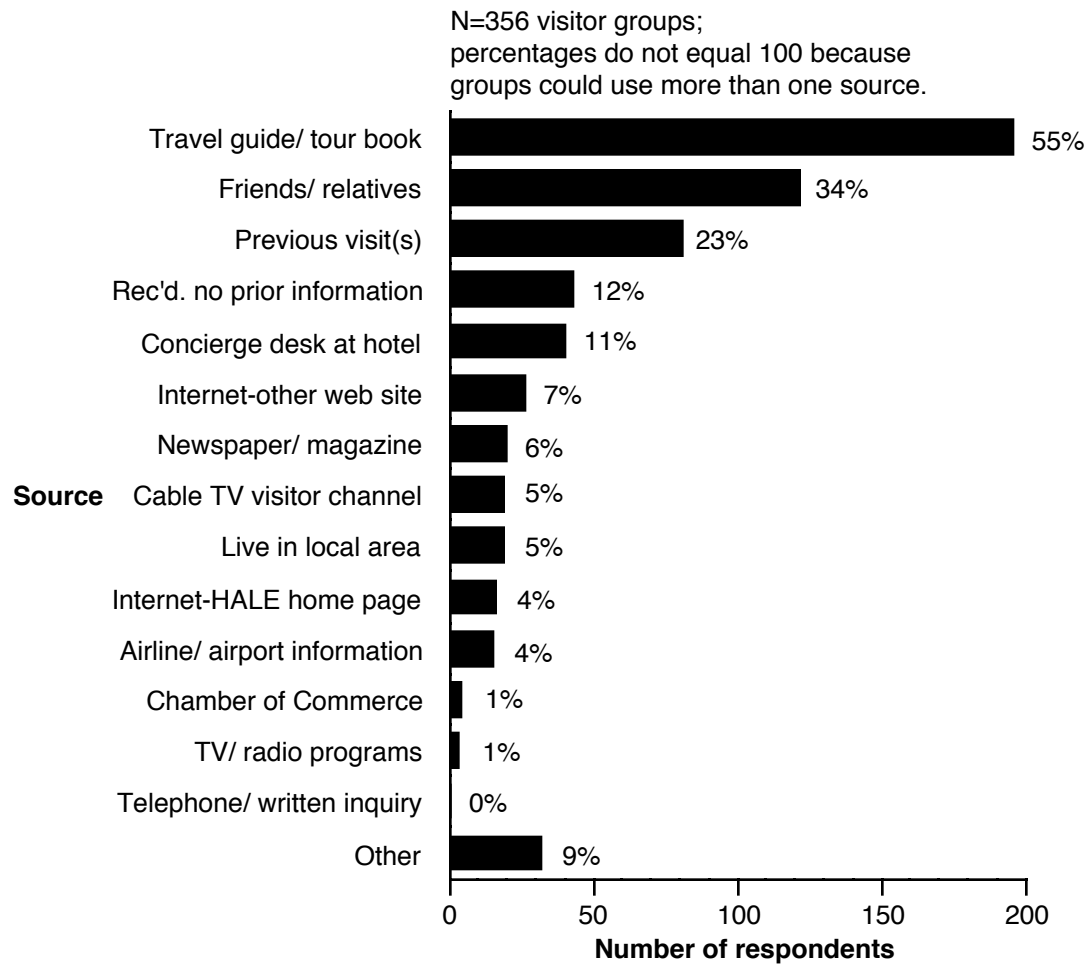


Figure 25: Sources of information this visit (Summit)

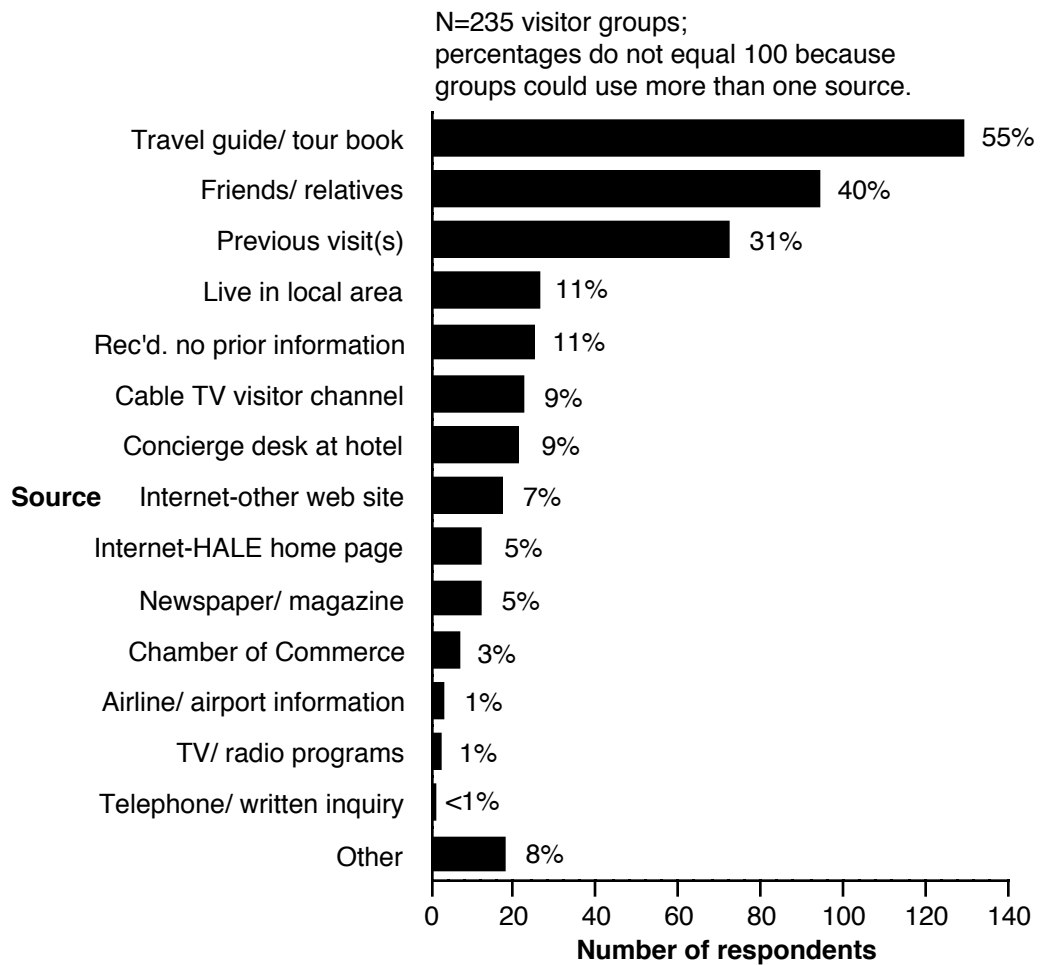


Figure 26: Sources of information this visit (Kipahulu)

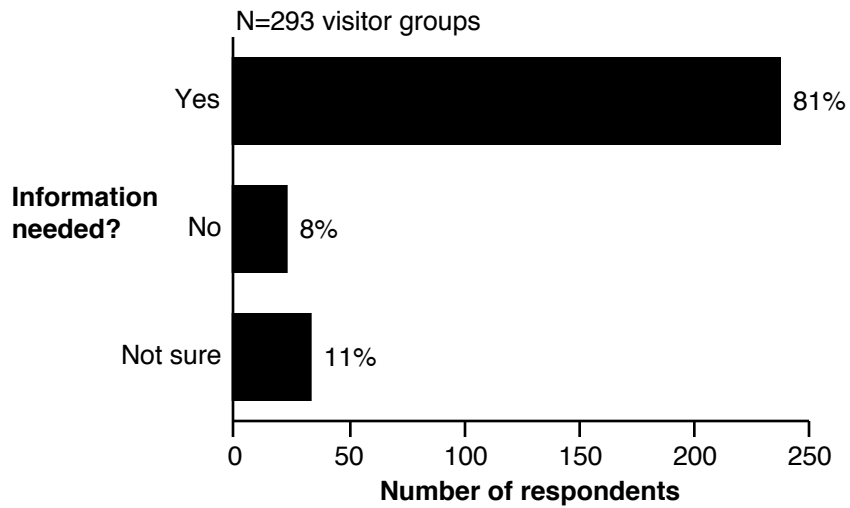


Figure 27: Receive type of information needed? (Summit)

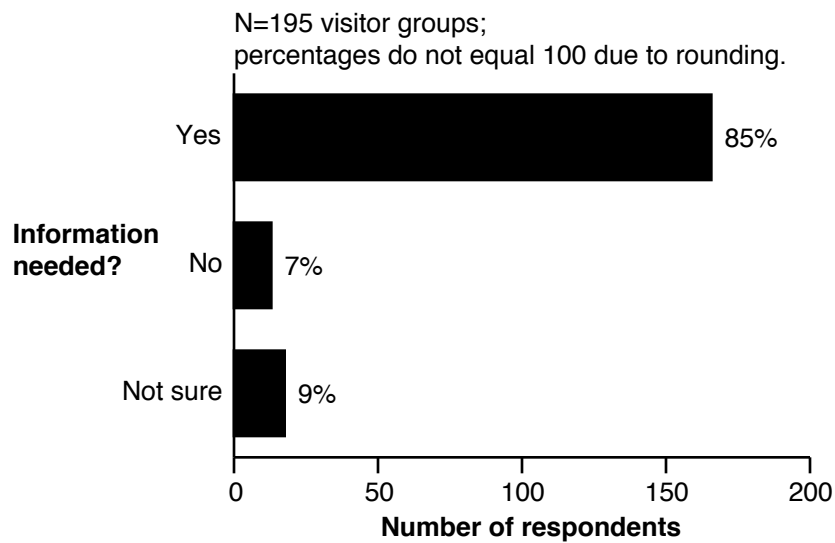


Figure 28: Receive type of information needed? (Kipahulu)

Table 7: Type of park information needed but not available (Summit)

N=30 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|-----------------------------|------------------------------|
| Weather conditions | 9 |
| Visibility | 6 |
| Appropriate dress | 3 |
| Driving times and distances | 3 |
| Road map | 2 |
| Tour times and information | 2 |
| Other comments | 5 |

Table 8: Type of park information needed but not available (Kipahulu)

N=19 comments;
many visitors made more than one comment.

CAUTION!

| Comment | Number of times mentioned |
|------------------------------------|------------------------------|
| Weather reports | 3 |
| No water at campgrounds | 3 |
| Road information | 2 |
| Detailed brochure | 2 |
| More short hiking trails and signs | 2 |
| Other comments | 7 |

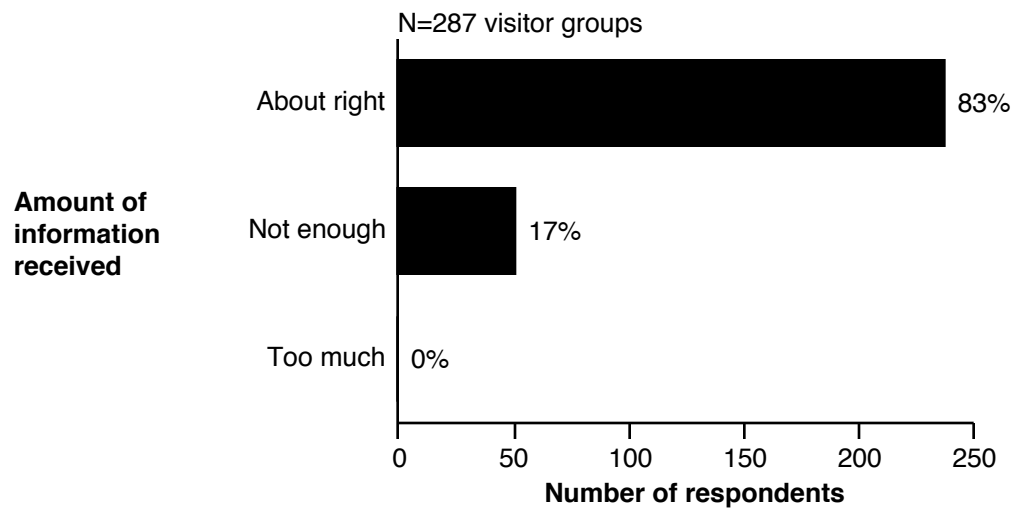


Figure 29: Rating of amount of information received (Summit)

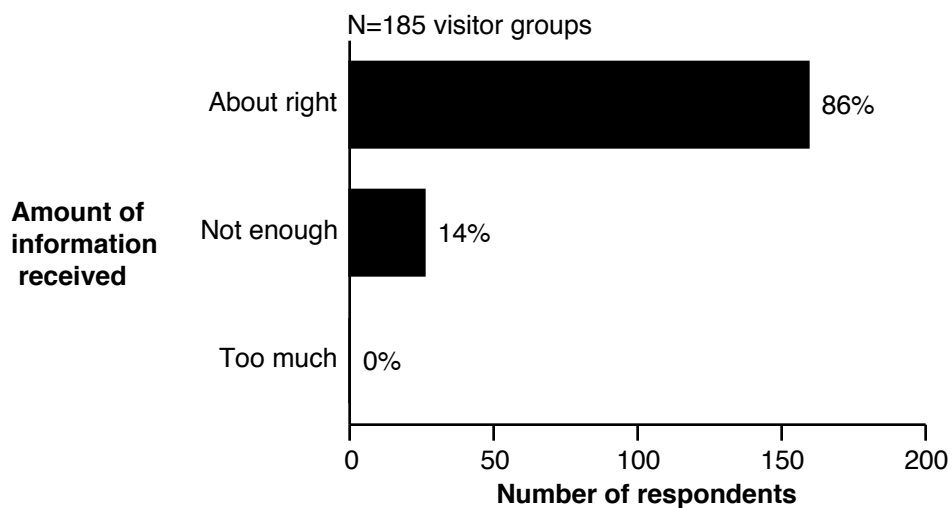


Figure 30: Rating of amount of information received (Kipahulu)

Reasons for visiting

Visitors were asked their reasons for visiting Haleakala NP.

Summit: Over three-fourths of the Summit visitors (76%) said at least one of their reasons for visiting the park was to sightsee/ take scenic drive (see Figure 31). Over one-third of the Summit visitors (38%) said they came to view the sunrise. "Other" reasons that brought visitors to the park included seeing the volcanic crater, hiking and biking. Table 9 lists their primary reasons for visiting.

Kipahulu: Most Kipahulu visitors (86%) said at least one of their reasons for visiting the park was to sightsee/ take scenic drive (see Figure 32). Another 45% said they came for recreational opportunities and 37% wanted to experience wilderness. "Other" reasons that brought Kipahulu visitors to the park included the pools and waterfalls. Table 10 lists their primary reasons for visiting.

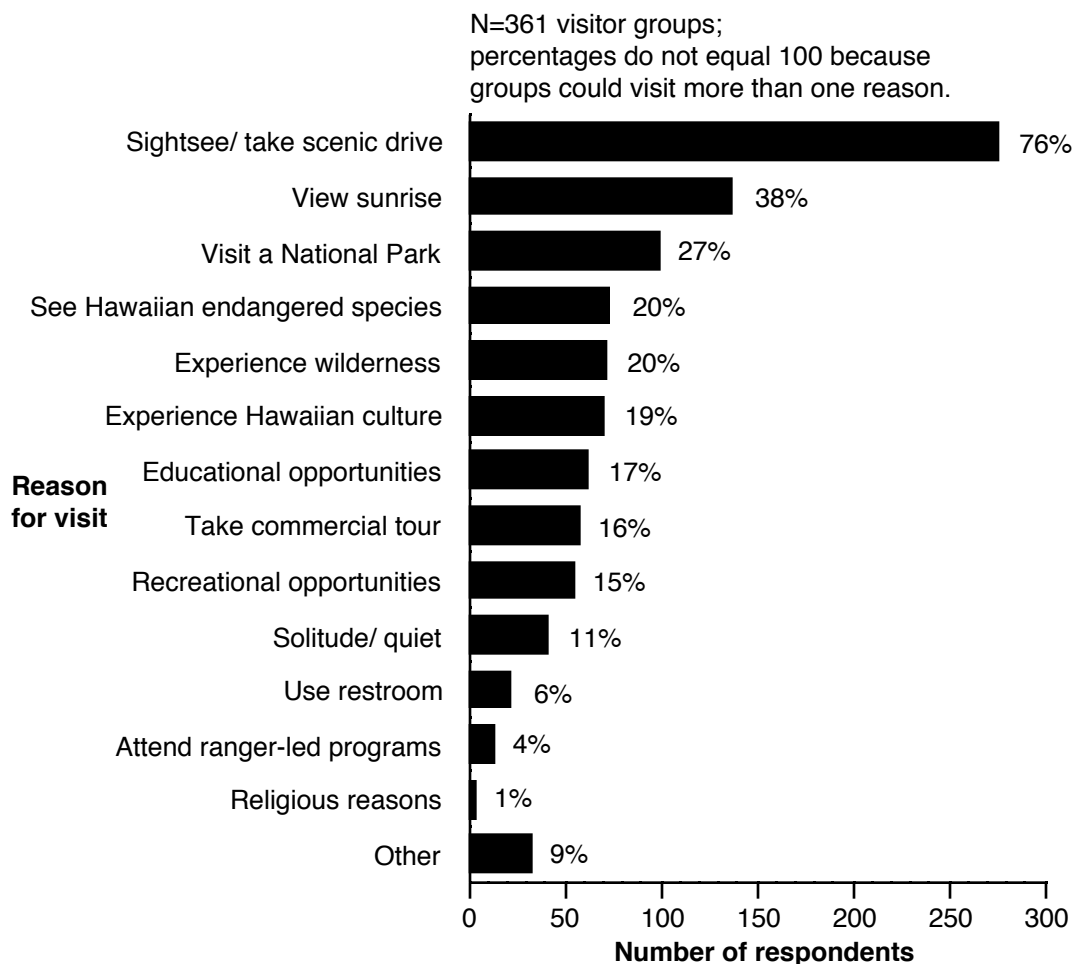


Figure 31: Reasons for visiting (Summit)

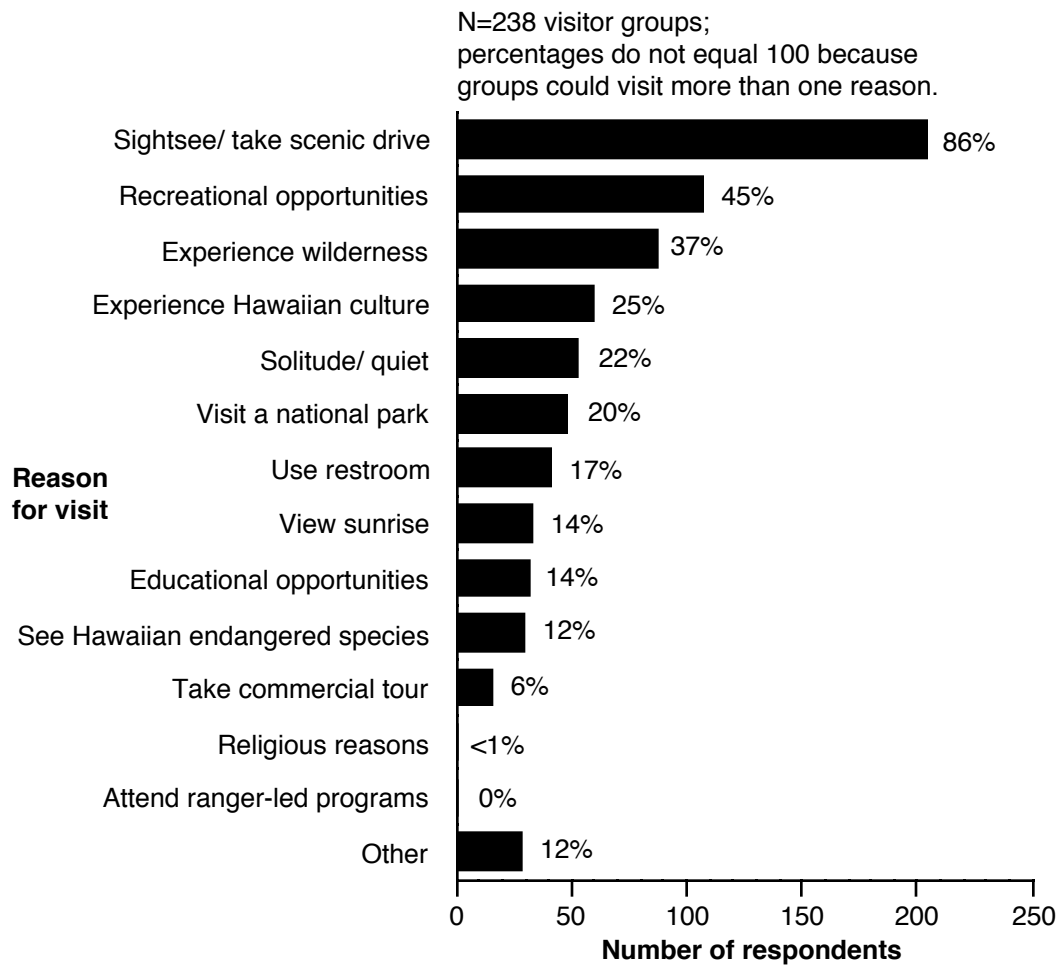


Figure 32: Reasons for visiting (Kipahulu)

Table 9: Primary reasons for visiting Haleakala NP (Summit)

N=303 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|------------------------------|
| Sightsee/ take scenic drive | 126 |
| View sunrise | 87 |
| Take bike tour | 25 |
| Commercial tour | 12 |
| Hike | 10 |
| Educational opportunities | 8 |
| Geology/ see volcano crater | 7 |
| Recreational opportunities | 6 |
| Horseback ride | 4 |
| Experience Hawaiian culture | 3 |
| See Hawaiian endangered species | 3 |
| Experience wilderness | 3 |
| The experience/ do something different | 2 |
| Other comments | 7 |

Table 10: Primary reasons for visiting Haleakala NP (Kipahulu)

N=213 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--------------------------------|------------------------------|
| Sightsee/ take scenic drive | 118 |
| See Pools of Ohe'o/ waterfalls | 26 |
| Recreational opportunities | 13 |
| Experience wilderness | 12 |
| Hike | 12 |
| Experience Hawaiian culture | 6 |
| View sunrise | 5 |
| Camping | 4 |
| Horseback ride | 4 |
| Swim | 2 |
| Visit national park | 2 |
| Bike ride | 2 |
| Use restrooms | 2 |
| Other comments | 5 |

Visitor groups were asked to indicate how their visit to Haleakala NP fit into their travel plans.

Travel plans

Summit: Most Summit visitors (83%) visited the park as one of several destinations (see Figure 33). For some visitors (9%) Haleakala NP was their primary destination. Eight percent of visitors were not planning on visiting Haleakala NP at all.

Kipahulu: Most Kipahulu visitors (79%) visited the park as one of several destinations (see Figure 34). Haleakala NP was the primary destination for 11% of the visitors. Ten percent of visitors were not planning on visiting Haleakala NP at all.

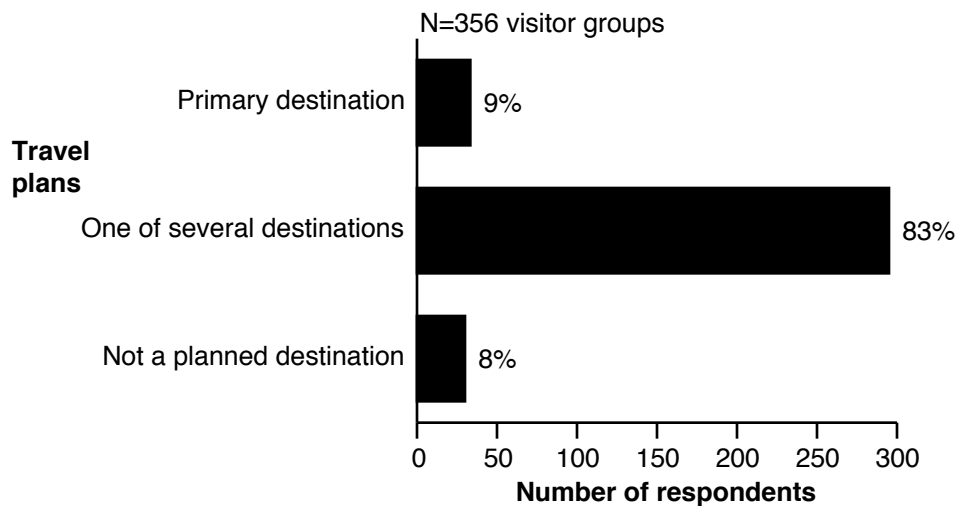


Figure 33: Haleakala NP as part of travel plans (Summit)

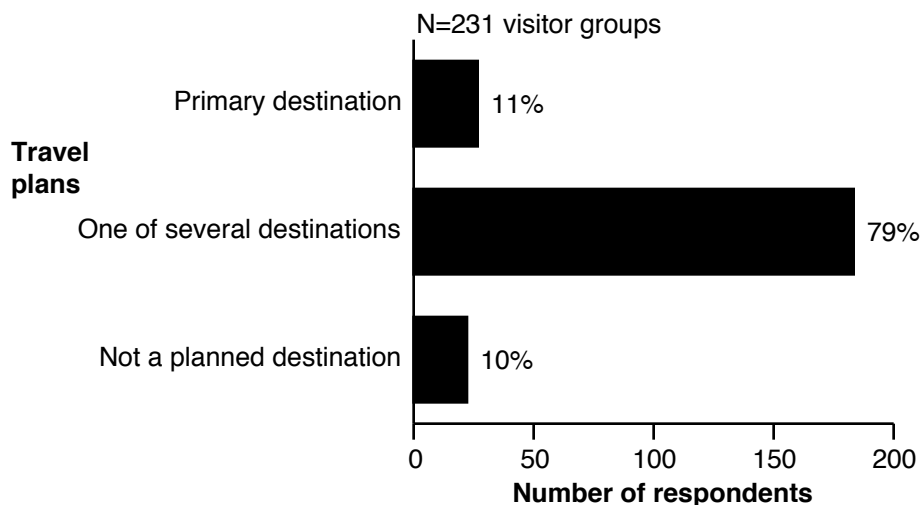


Figure 34: Haleakala NP as part of travel plans (Kipahulu)

Visiting the Kipahulu area

Visitors were asked if they had visited the Kipahulu area of Haleakala NP and if so, what route they used to arrive at and return from the Kipahulu area.

Summit: Eighteen percent of the Summit visitors said they visited the Kipahulu area (see Figure 35). When asked the route they traveled to the Kipahulu area, 83% said they took route 36 to 360 to 31 (see Figure 37). Most visitor groups (63%) said they returned by the same route (see Figure 39).

Kipahulu: Most Kipahulu visitors (95%) said they visited the Kipahulu area (see Figure 36). When asked the route they traveled to the Kipahulu area, 86% of the groups said they took route 36 to 360 to 31 (see Figure 38). Over one-half of the visitor groups (56%) said they returned by the same route (see Figure 40).

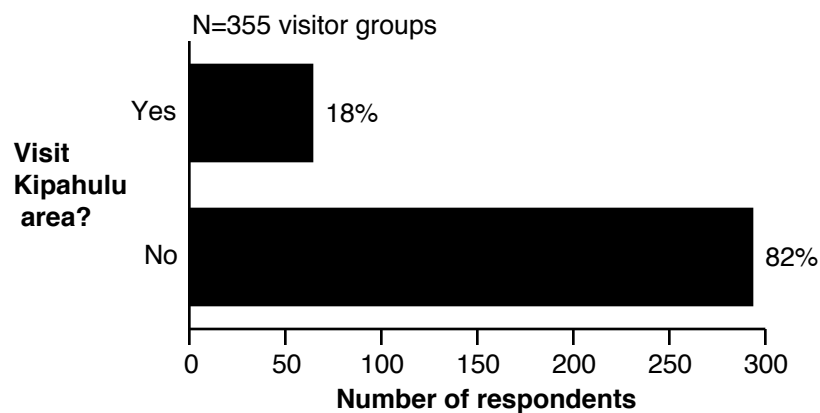


Figure 35: Visits to Kipahulu area (Summit)

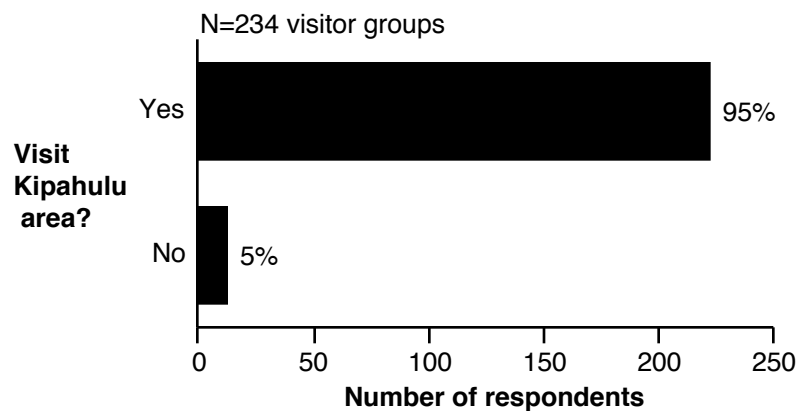


Figure 36: Visits to Kipahulu area (Kipahulu)

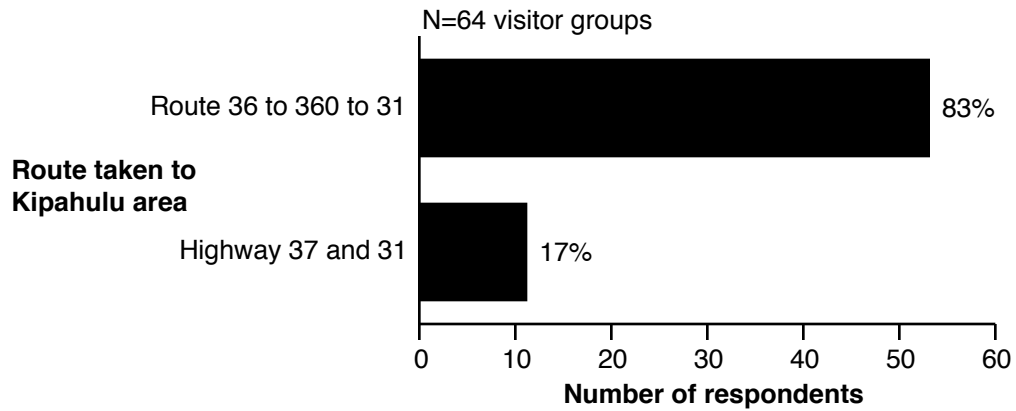


Figure 37: Route to arrive at Kipahulu area (Summit)

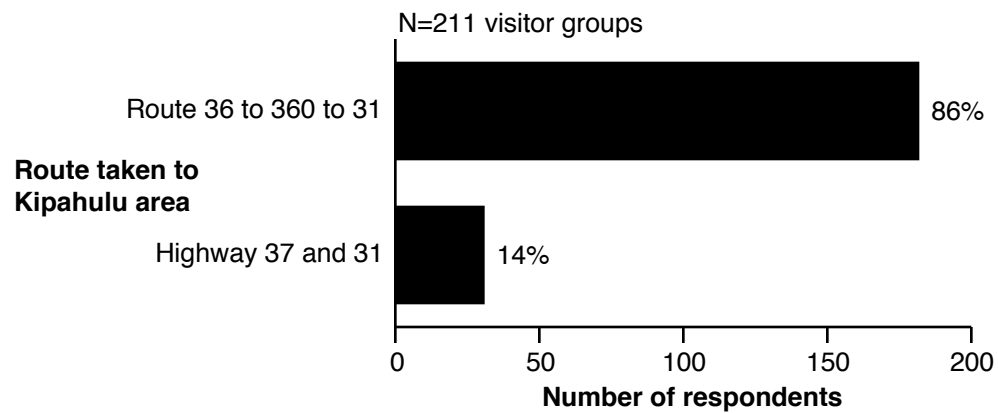


Figure 38: Route to arrive at Kipahulu area (Kipahulu)

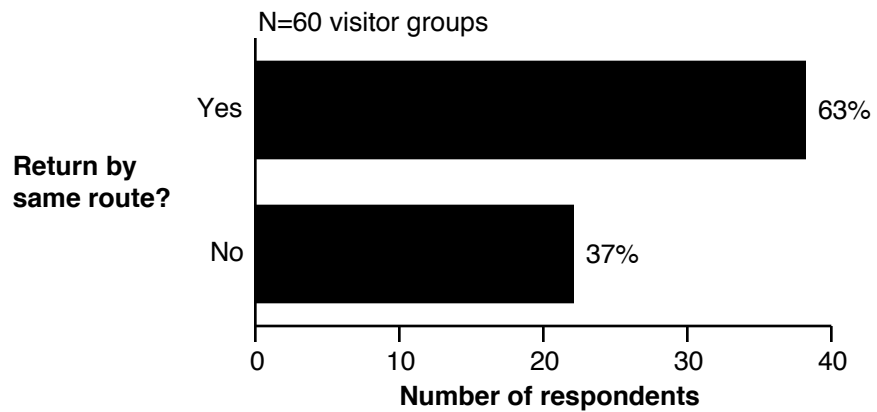


Figure 39: Return from Kipahulu area by same route (Summit)

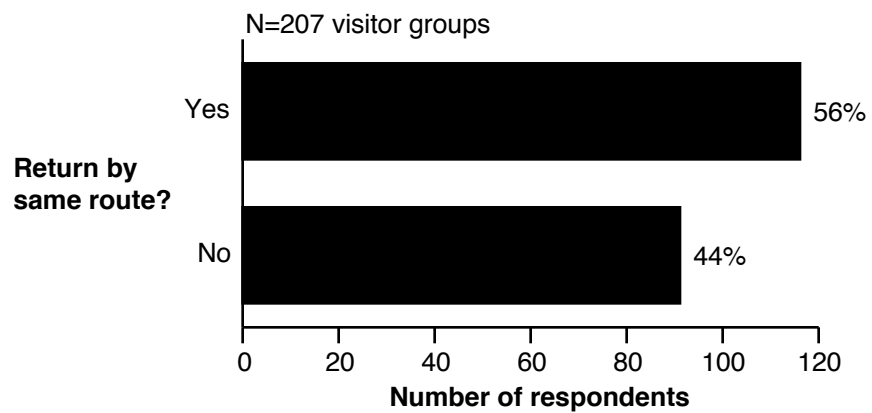


Figure 40: Return from Kipahulu area by same route (Kipahulu)

Visitor groups who visited the Kipahulu area were asked to indicate the sites they visited in that area and the order in which they visited those sites.

Summit: The most common sites visited by the Summit visitors were the Kuloa Point Loop Trail (92%), Hana (91%), and the Kipahulu Visitor Center/ Ranger Station (59%), as shown in Figure 41. Most visitor groups (81%) said they visited Hana first in the Kipahulu area (see Figure 43).

Kipahulu: The most common sites visited by the Kipahulu area visitors were Hana (87%), Kuloa Point Loop Trail (86%), and Kipahulu Visitor Center/ Ranger Station (64%), as shown in Figure 42. Most visitor groups (75%) said they visited Hana first in the Kipahulu area (see Figure 44).

Kipahulu area sites visited

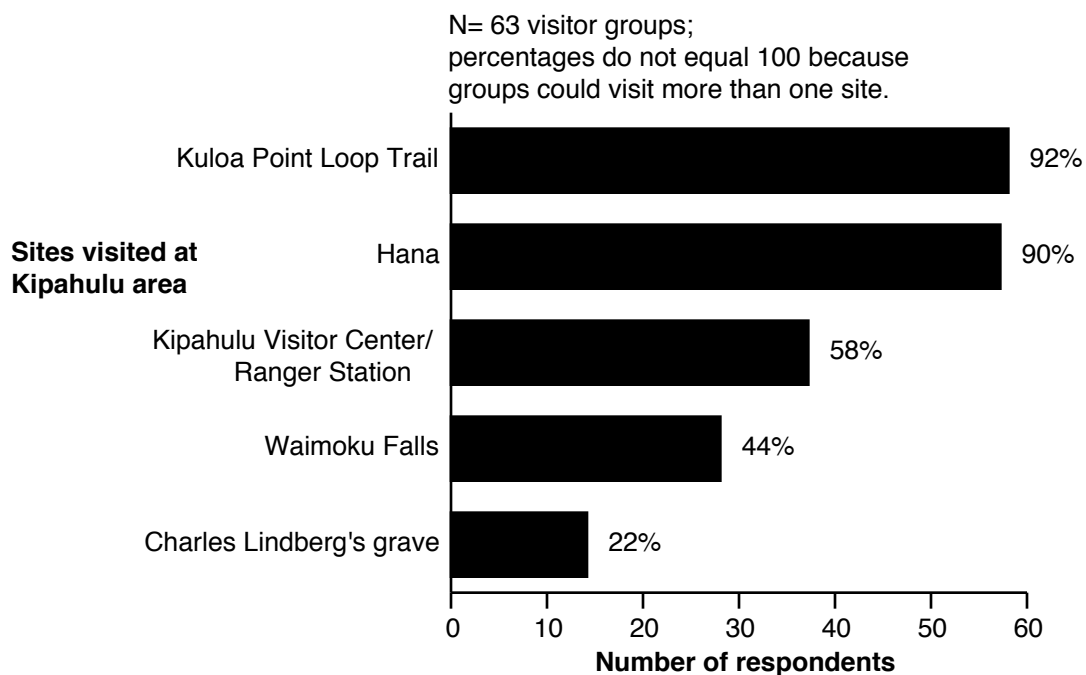


Figure 41: Sites visited at Kipahulu area (Summit)

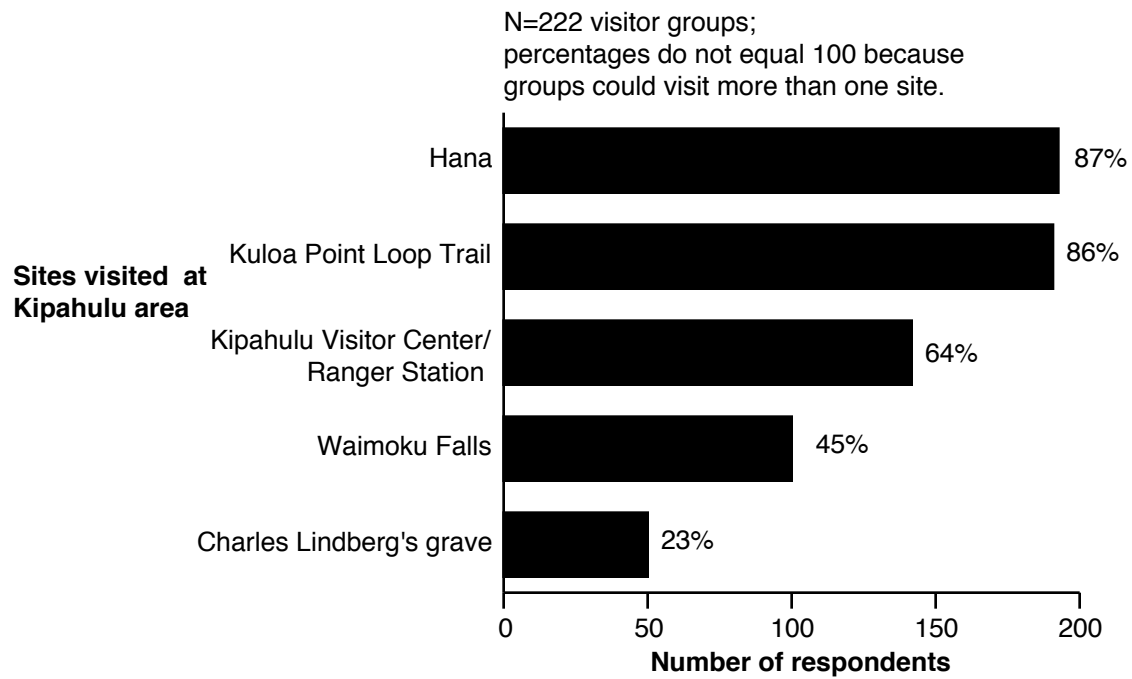


Figure 42: Sites visited at Kipahulu area (Kipahulu)

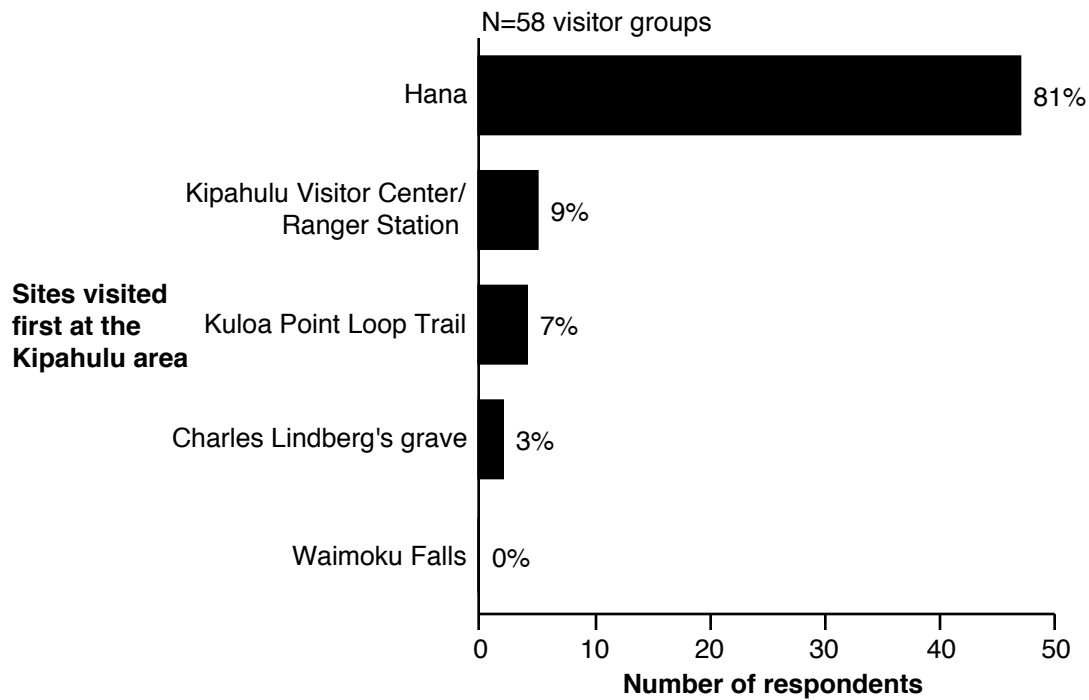


Figure 43: Sites visited first at Kipahulu area (Summit)

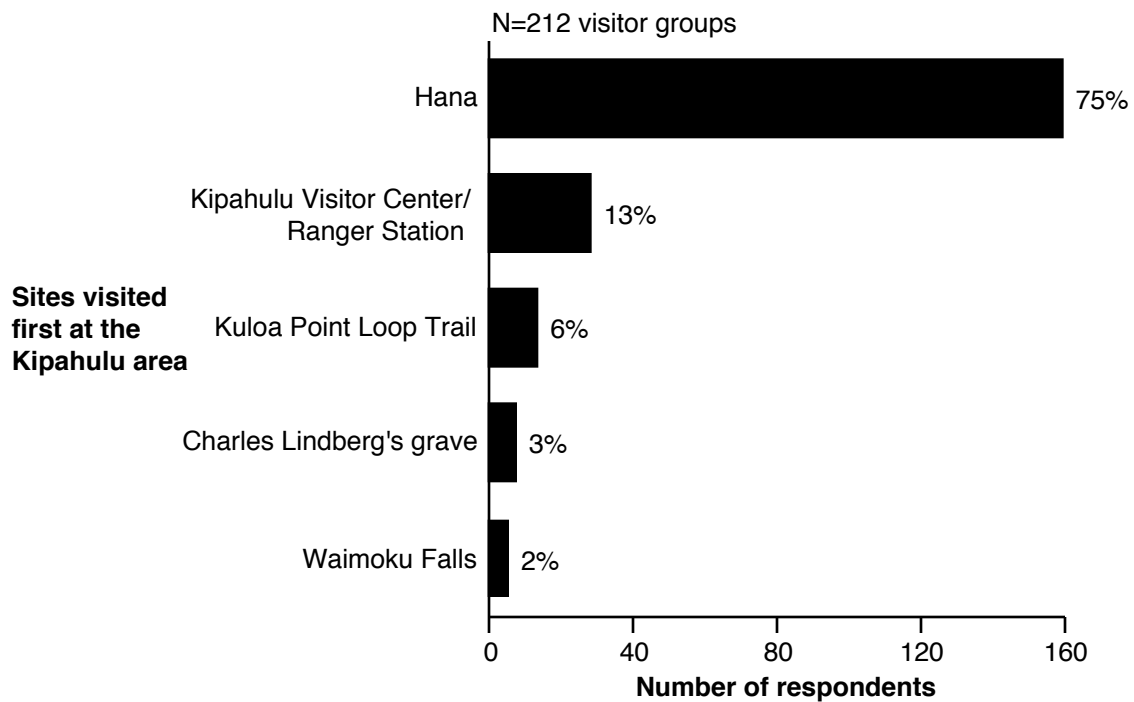


Figure 44: Sites visited first at Kipahulu area (Kipahulu)

Summit area sites visited

Visitors were asked to list the sites and the order in which they visited them in the Summit area at Haleakala NP.

Summit: The most visited sites were the Summit viewing shelter (61%), Haleakala Visitor Center (56%), and Headquarters Visitor Center (43%), as shown in Figure 45. Thirty-five percent of Summit groups said they visited the Headquarters Visitor Center first. Over one-fourth (28%) visited the Summit viewing shelter first (see Figure 47).

Kipahulu: The most visited sites were the Summit viewing shelter (50%), Haleakala Visitor Center (43%), and Headquarters Visitor Center (40%), as shown in Figure 46. Almost one-half of the Kipahulu visitors (47%) went to the Headquarters Visitor Center first, followed by the Summit viewing shelter (24%), as shown in Figure 48.

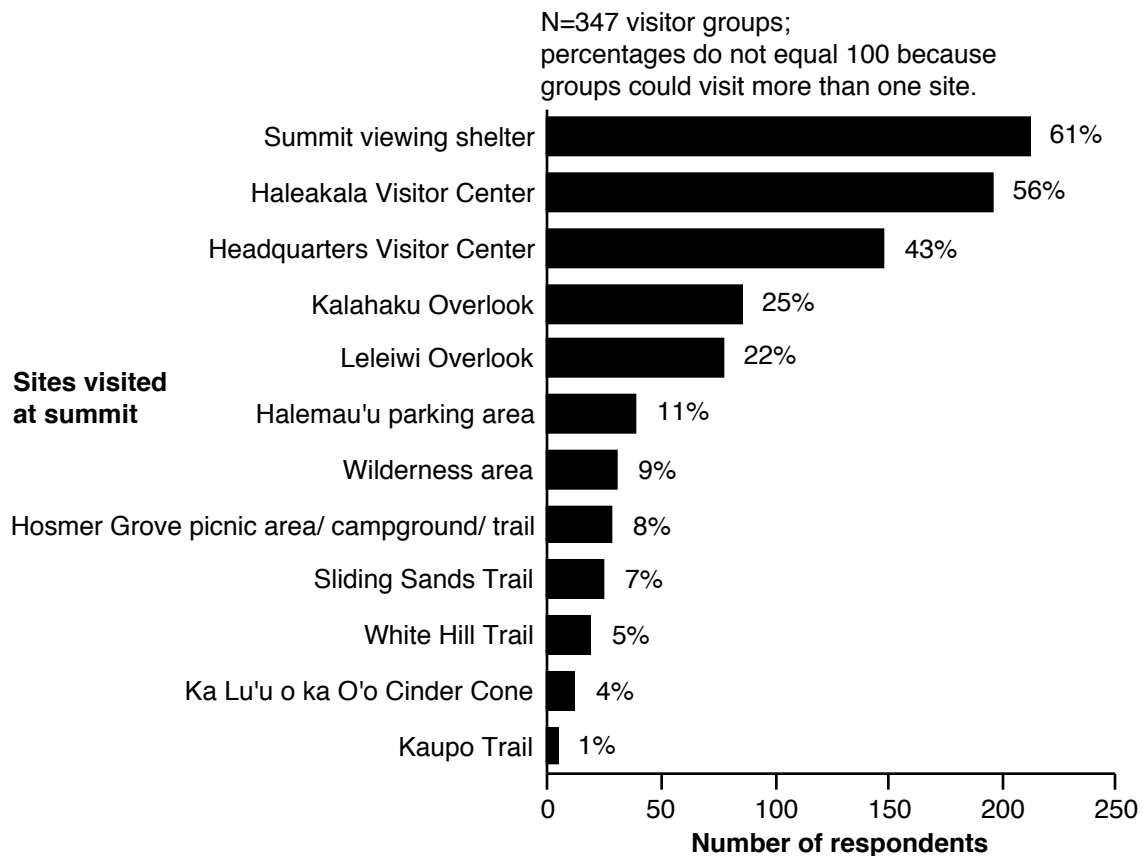


Figure 45: Sites visited this visit in Summit area (Summit)

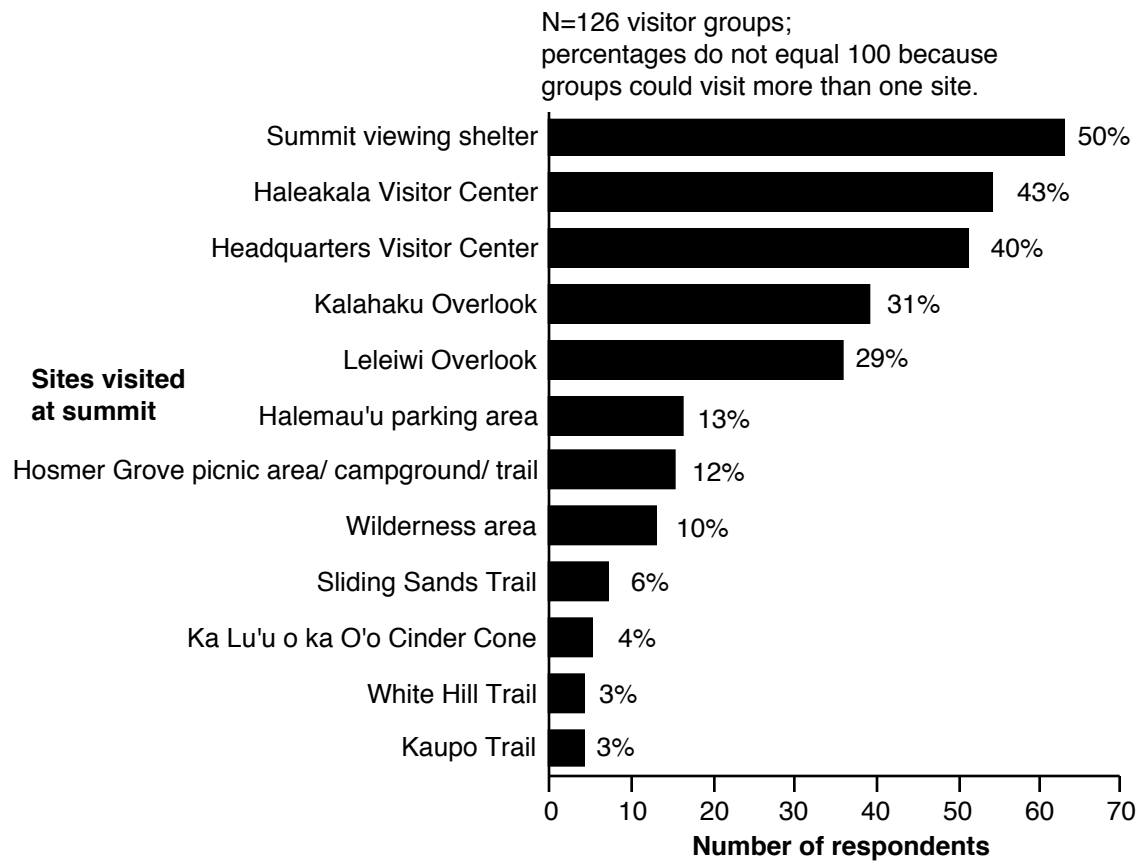


Figure 46: Sites visited this visit in Summit area (Kipahulu)

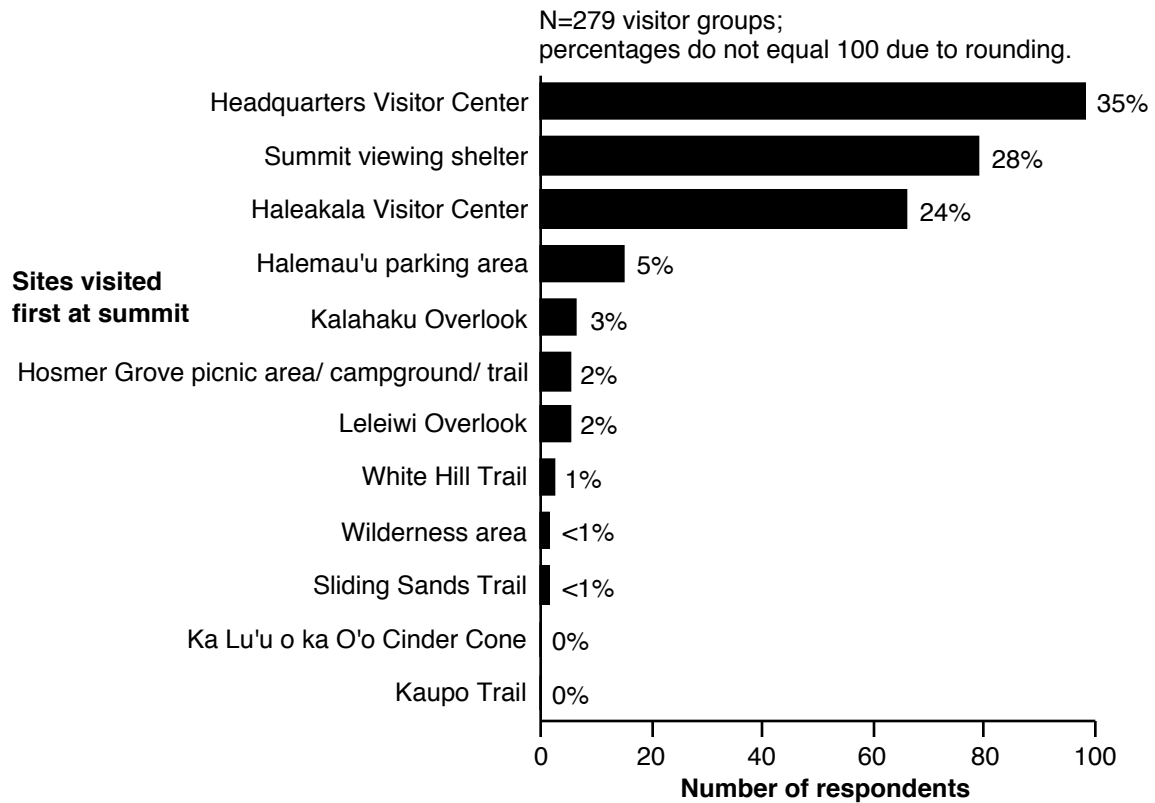


Figure 47: Sites visited first in Summit area (Summit)

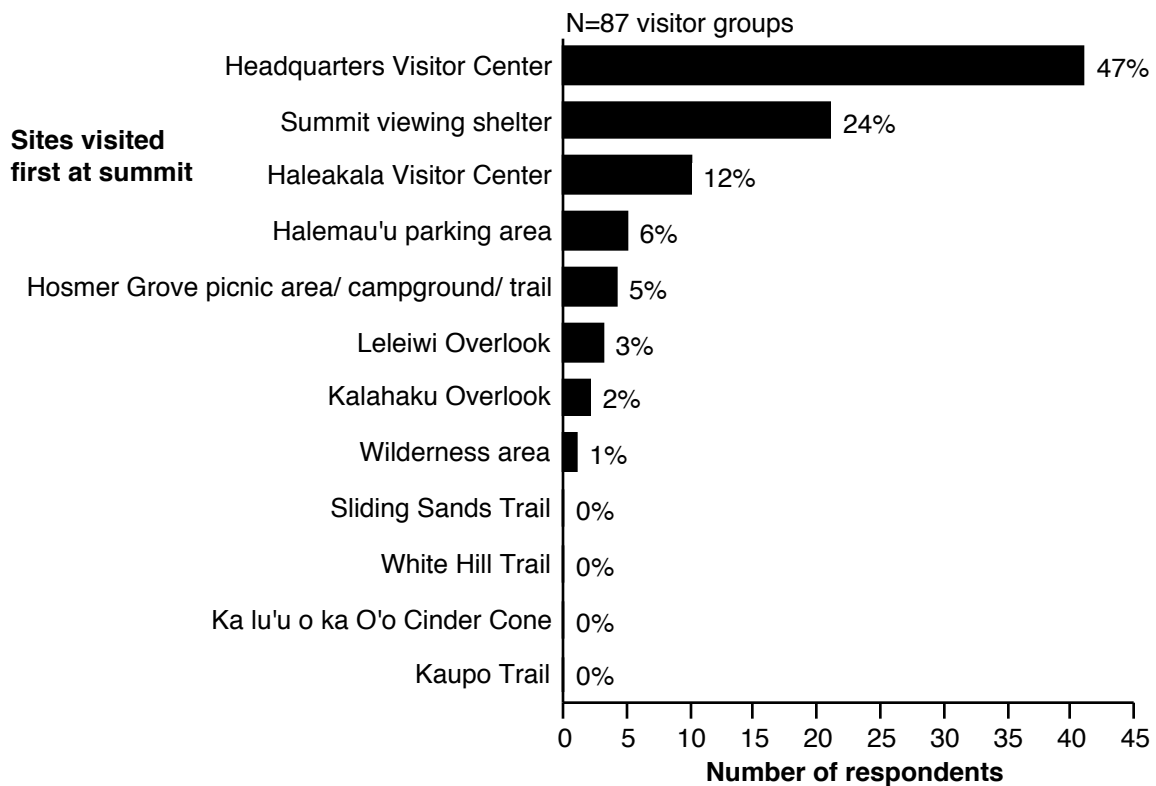


Figure 48: Sites visited first in Summit area (Kipahulu)

Summit: Common visitor activities included sightseeing/

scenic driving (86%), photography/ drawing/ painting (44%), and viewing the sunrise (36%), as shown in Figure 49. The least common activities included recreational fishing, subsistence fishing, collecting plants by permit, and taking commercial hiking tour (each 0%). On this visit, "other" activities visitors did were horseback riding tours.

Kipahulu: Common visitor activities included sightseeing/

scenic driving (90%), photography/ drawing/ painting (59%), and hiking less than 1 hour (50%), as shown in Figure 50. The least common activities included attending ranger-led programs, recreational fishing, subsistence fishing (each 1%), and collecting plants by permit (0%). On this visit, "other" activities visitors did were horseback riding and viewing waterfalls.

Visitors who camped were asked to list the campgrounds where they stayed. Summit visitors stayed in Hosmer Grove, Ohe'o and Holua. Kipahulu visitors stayed in Kipahulu/ Ohe'o, Hosmer Grove, waterfalls and Hana private campground.

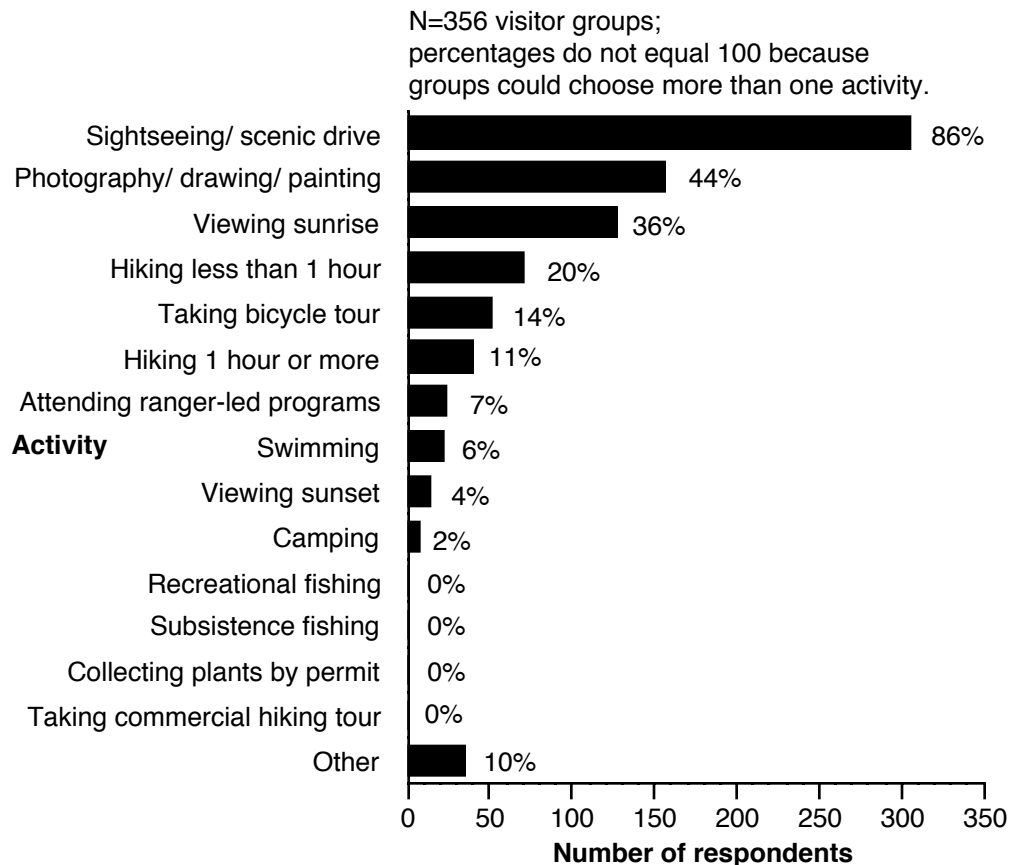
Activities

Figure 49: Visitor activities at Haleakala NP (Summit)

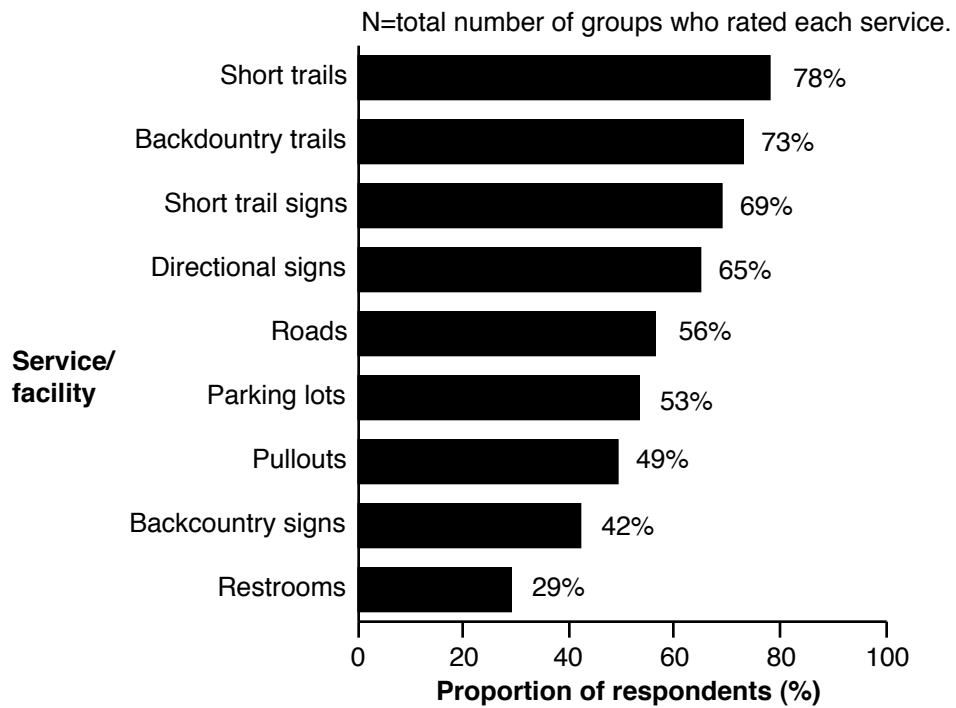


Figure 50: Visitor activities at Haleakala NP (Kipahulu)

Summit: The most commonly used information services at Haleakala National Park were the park brochure/ map (73%), Haleakala Visitor Center (56%), and visitor center exhibits (39%), as shown in Figure 51. The least used services were the Junior Ranger program (<1%) and cultural demonstrations (1%).

Kipahulu: The most commonly used information services at Haleakala National Park were the park brochure/ map (61%), self-guiding trail signs/ brochure (52%), and Headquarters Visitor Center (33%), as shown in Figure 52. The least used services were the Junior Ranger program (1%) and the park newspaper (1%).

Information services: use, importance, and quality

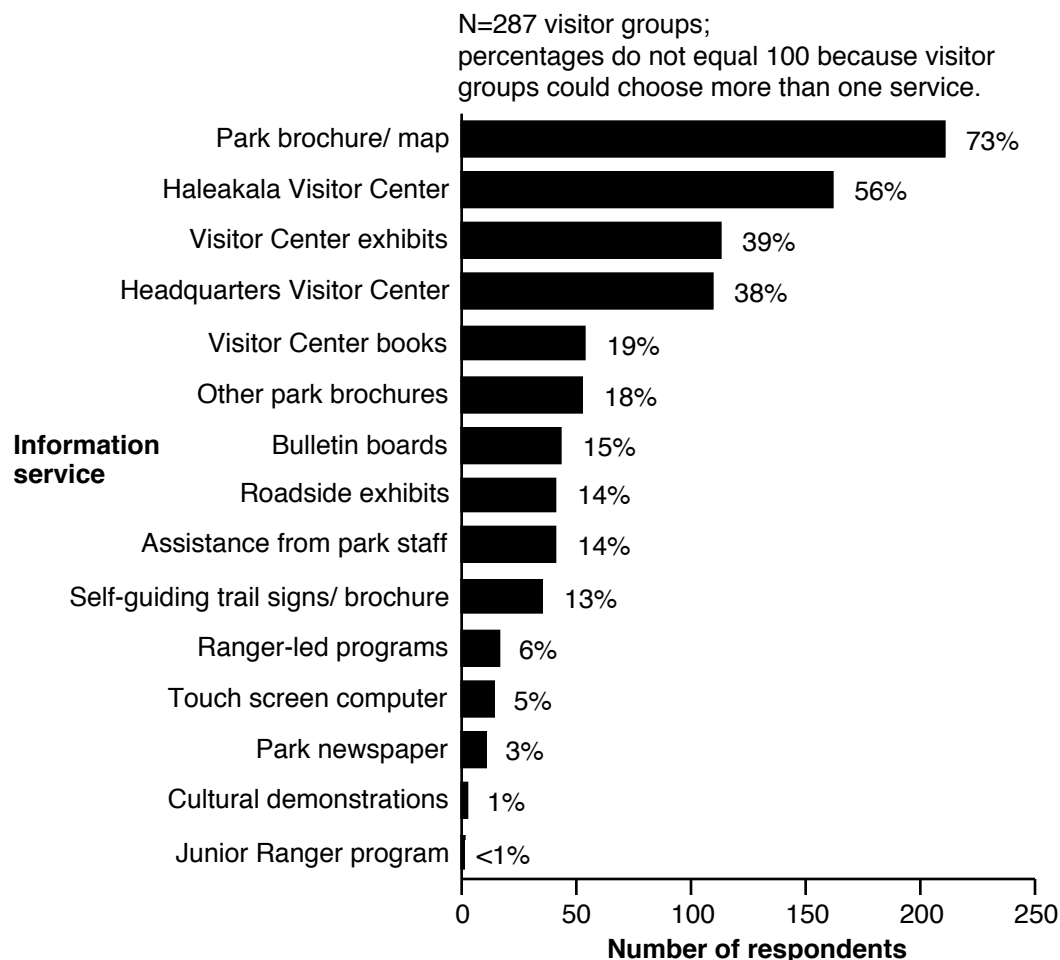


Figure 51: Information services used (Summit)

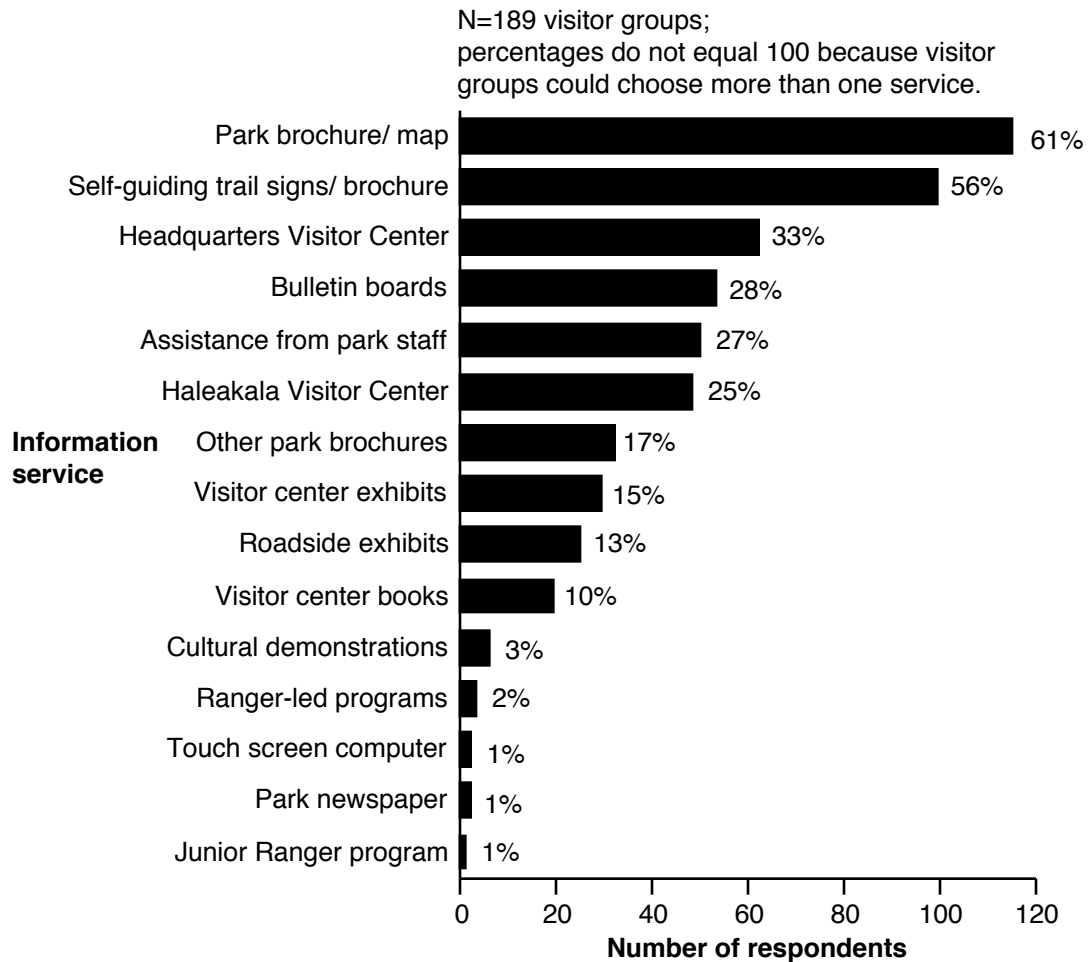


Figure 52: Information services used (Kipahulu)

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:

| 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 Summit and Kipahulu visitors who used each service. Figures 53-56 show the average importance and quality ratings for each of the visitor services. All services were rated above average in importance and quality in both visitor groups. NOTE: For the Summit and Kipahulu area visitors, cultural demonstrations, Junior Ranger program, ranger-led programs, touch screen computer and park newspaper were not rated by enough visitors to provide reliable information. In addition, at Kipahulu, visitor center exhibits, visitor center books/ sale items, and roadside exhibits were rated by too few visitors to provide reliable information.

The importance of services rated by Summit and Kipahulu visitors are compared in Figures 57-86. The quality of those services are compared in Figures 87-116. Figure 117 shows the combined "very good" and "good" quality ratings and compares those ratings for all of the service for Summit visitors. Figure 118 shows the same information for Kipahulu visitors.

Summit: The services that received the highest "extremely important" or "very important" ratings were: assistance from park staff (73%), self-guiding trail signs/ brochure (69%), and park brochure/ map (69%). The highest "not important" ratings were roadside exhibits and Headquarters Visitor Center (each 3%).

The services that received the highest "very good" or "good" quality ratings were: assistance from park staff (93%), park brochure/ map (81%), and visitor center books/ sale items (74%).

Kipahulu: The services received the highest "extremely important" or "very important" ratings were: self-guiding trail signs/ brochure (77%), assistance from park staff (75%), and park brochure/ map (73%). The highest "not important" rating was for other park brochures (3%).

The services that received the highest "very good" or "good" quality ratings were: assistance from park staff (87%), Haleakala Visitor Center (78%), and park brochure/ map (75%). The service which received the highest "very poor" quality rating was self-guiding trail signs/ brochure (3%).

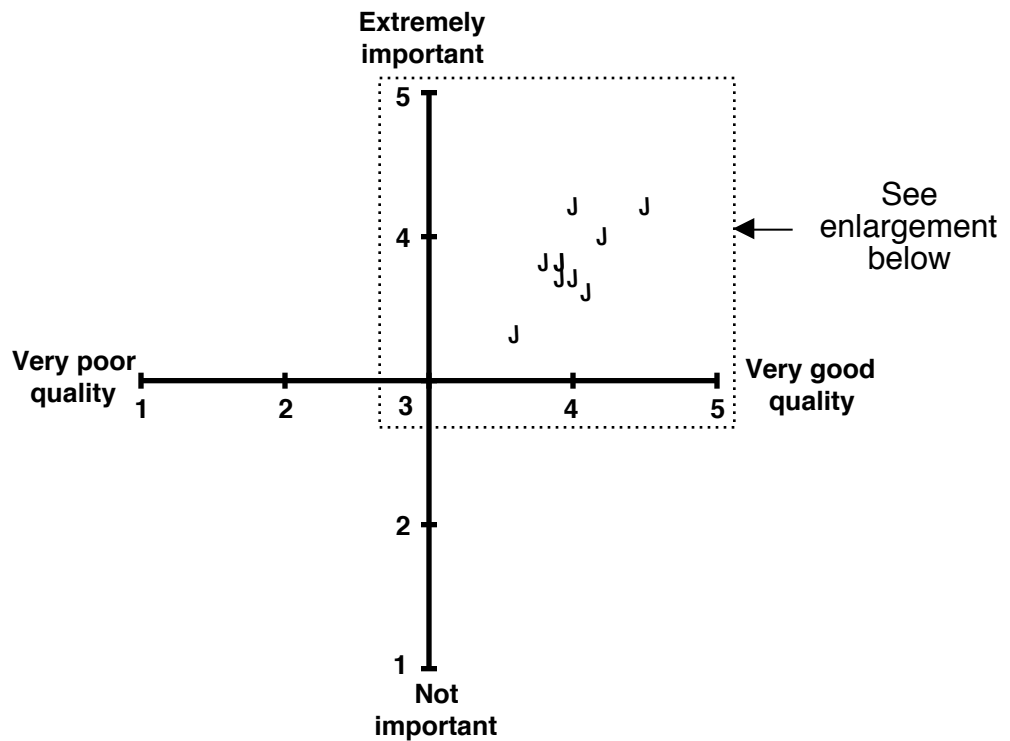


Figure 53: Average ratings of information service importance and quality (Summit)

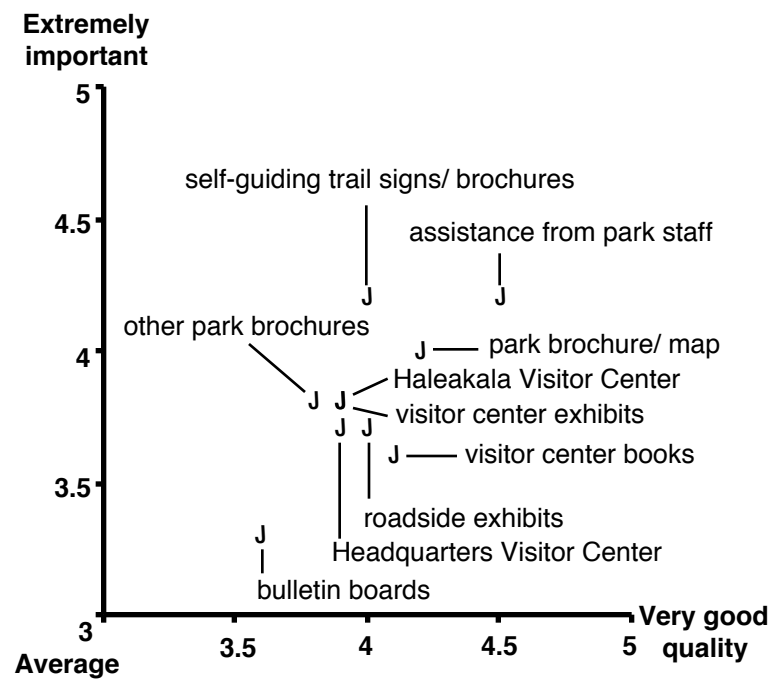


Figure 54: Detail of Figure 53 (Summit)

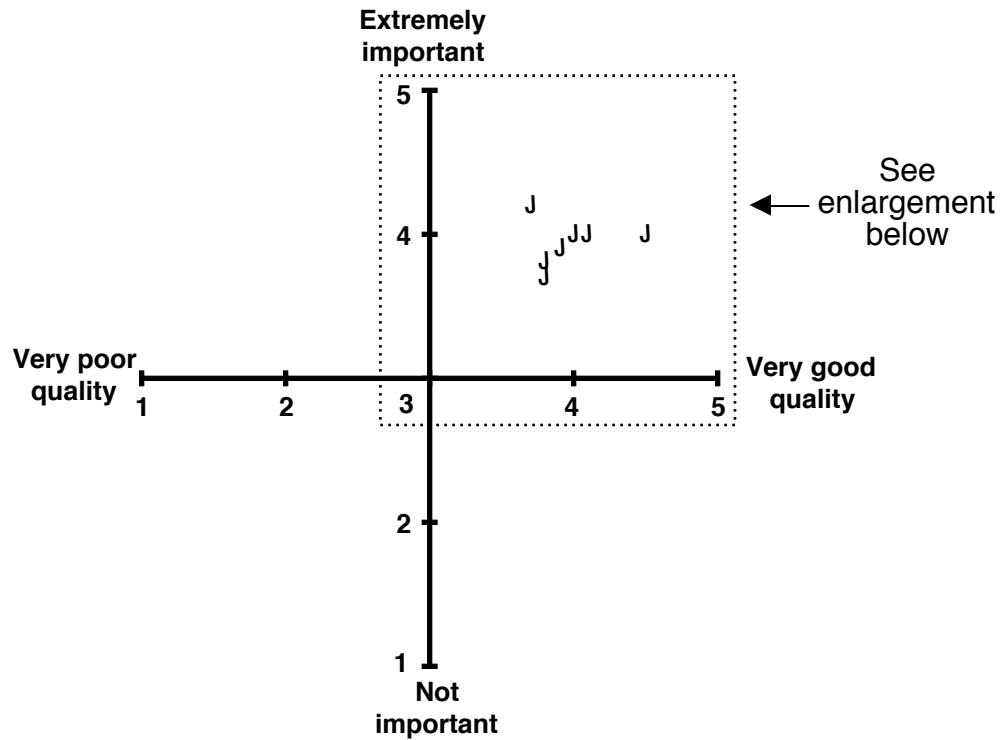


Figure 55: Average ratings of information service importance and quality (Kipahulu)

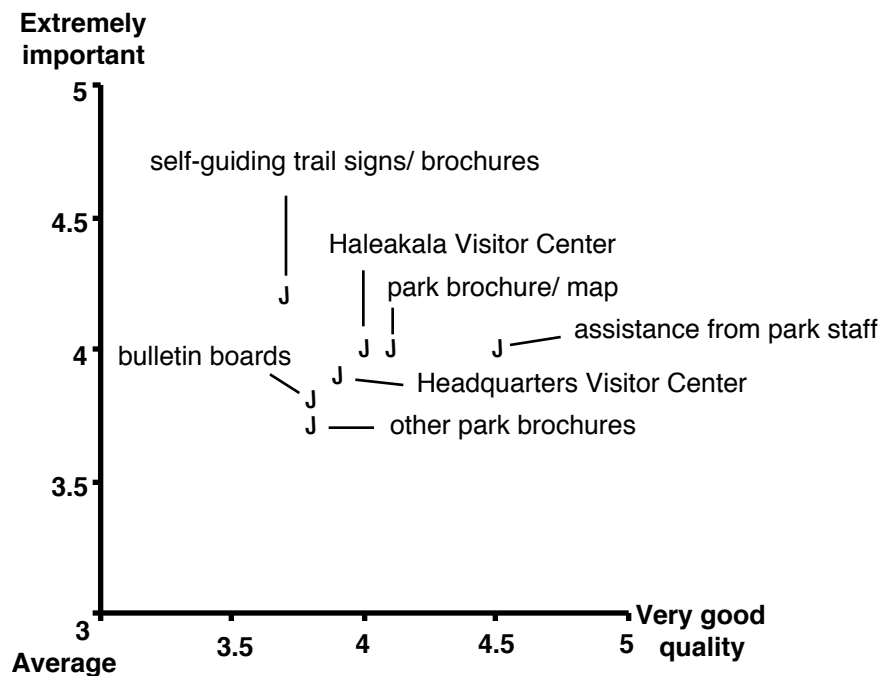


Figure 56: Detail of Figure 55 (Kipahulu)

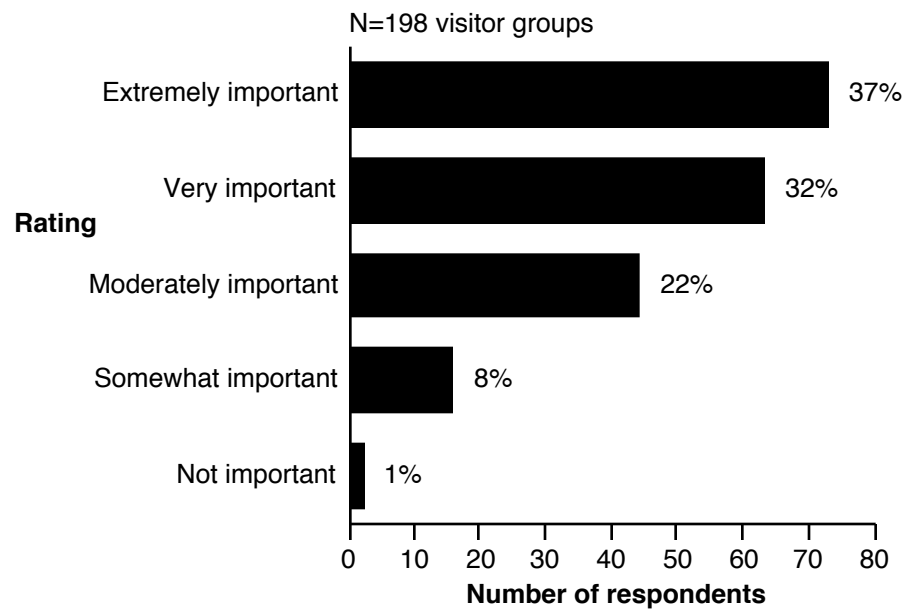


Figure 57: Importance of park brochure/ map (Summit)

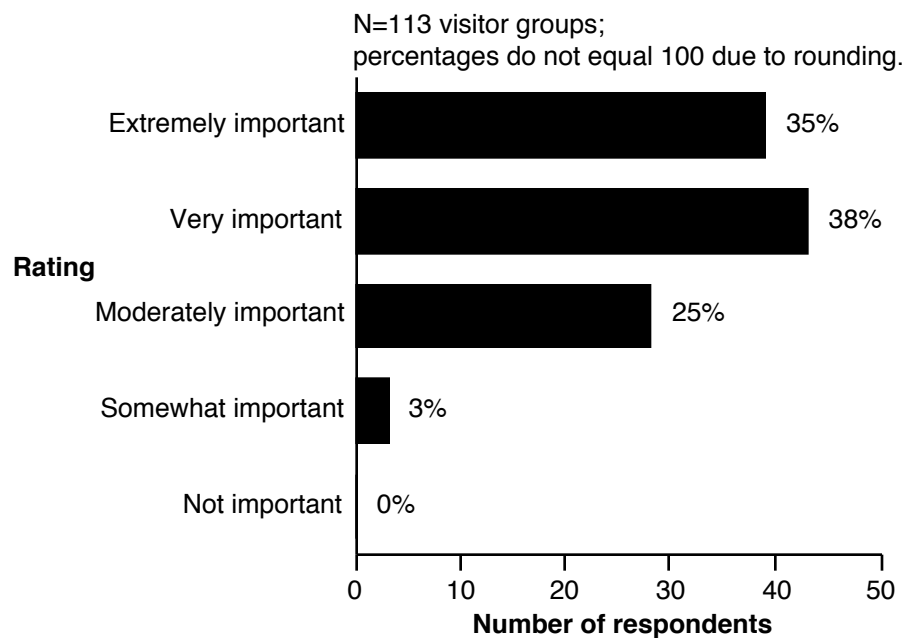


Figure 58: Importance of park brochure/ map (Kipahulu)

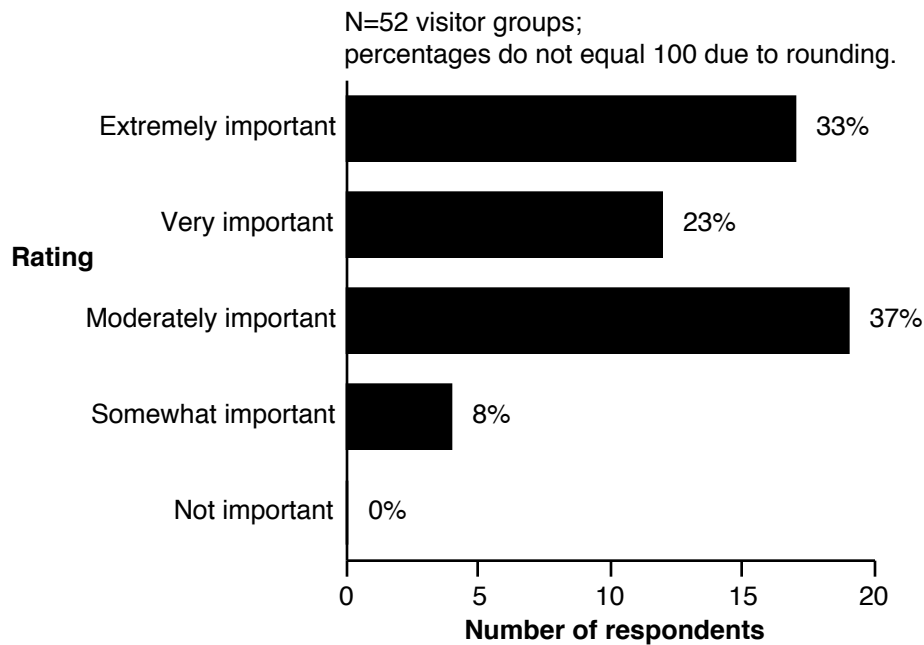


Figure 59: Importance other park brochures (Summit)

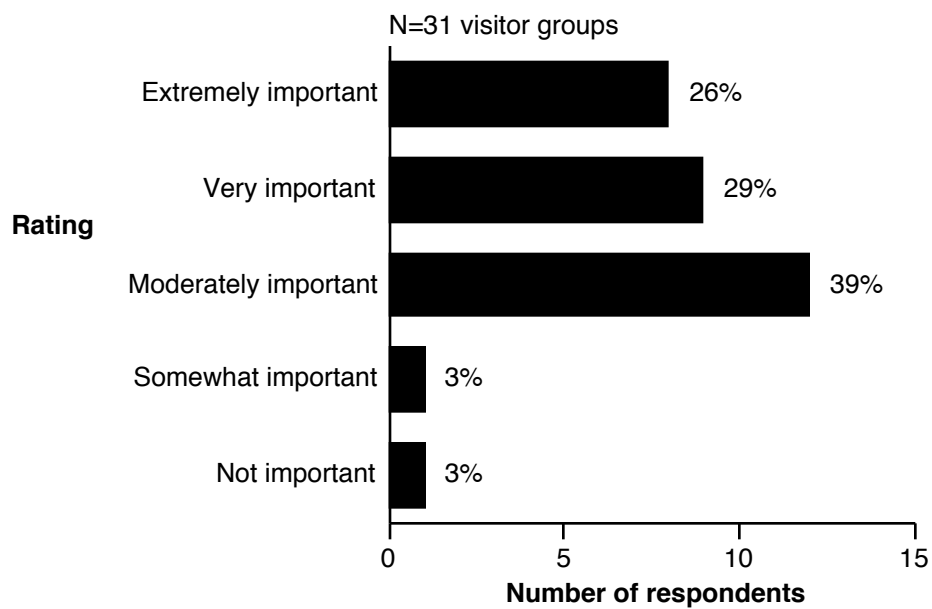


Figure 60: Importance other park brochures (Kipahulu)

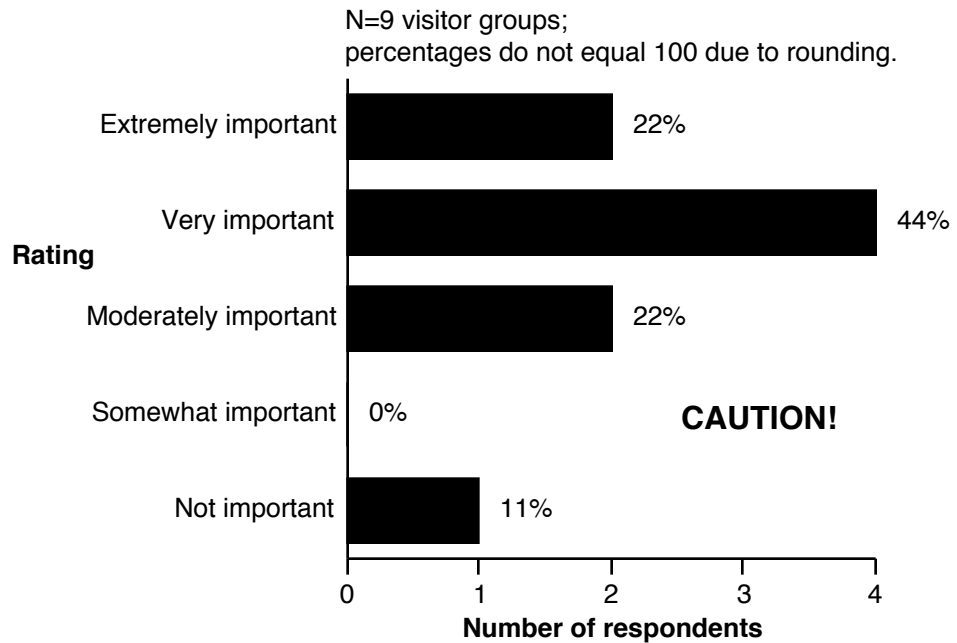


Figure 61: Importance of park newspaper: *Ka Leo O* (Summit)

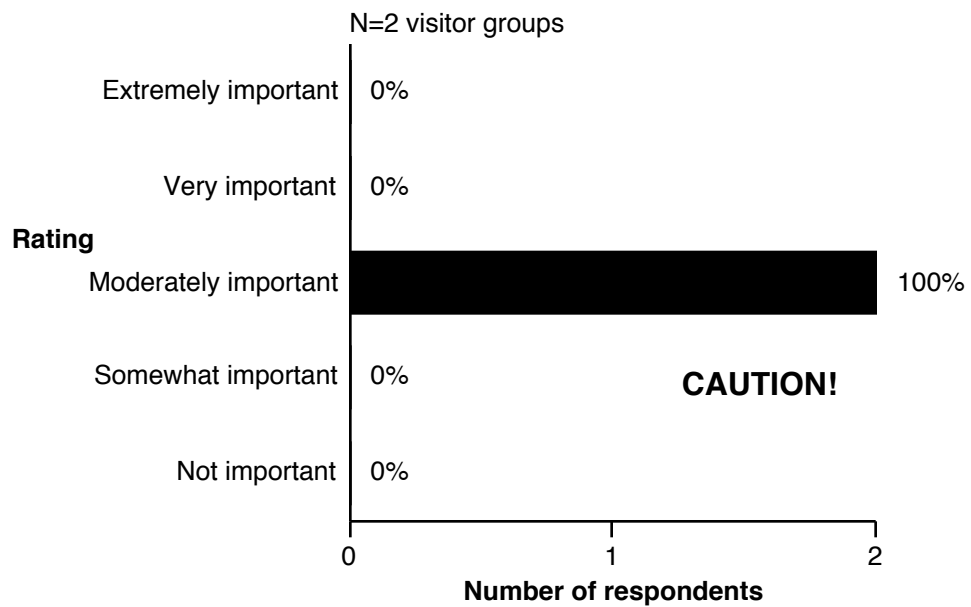


Figure 62: Importance of park newspaper: *Ka Leo O* (Kipahulu)

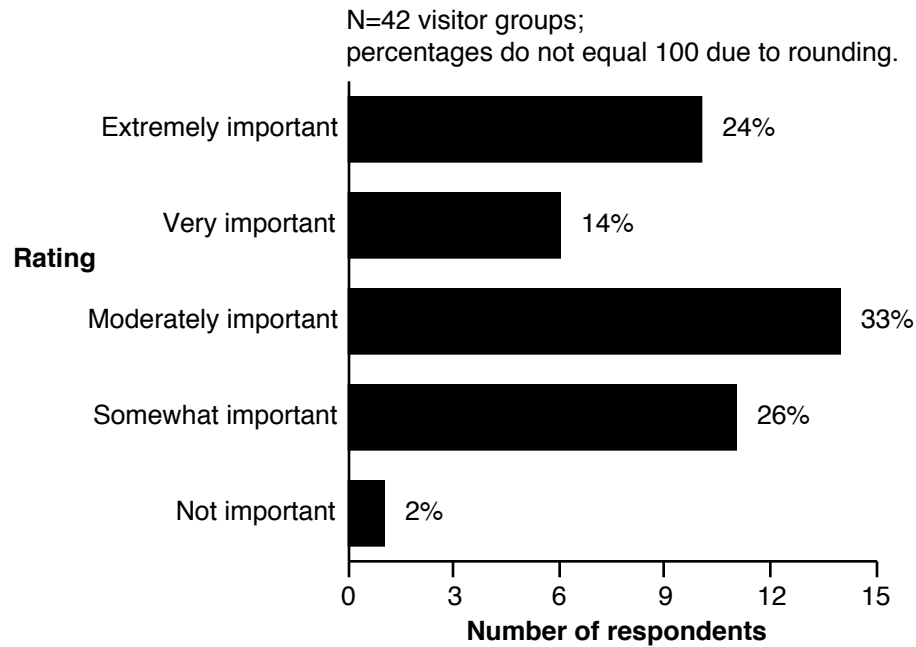


Figure 63: Importance of bulletin boards (Summit)

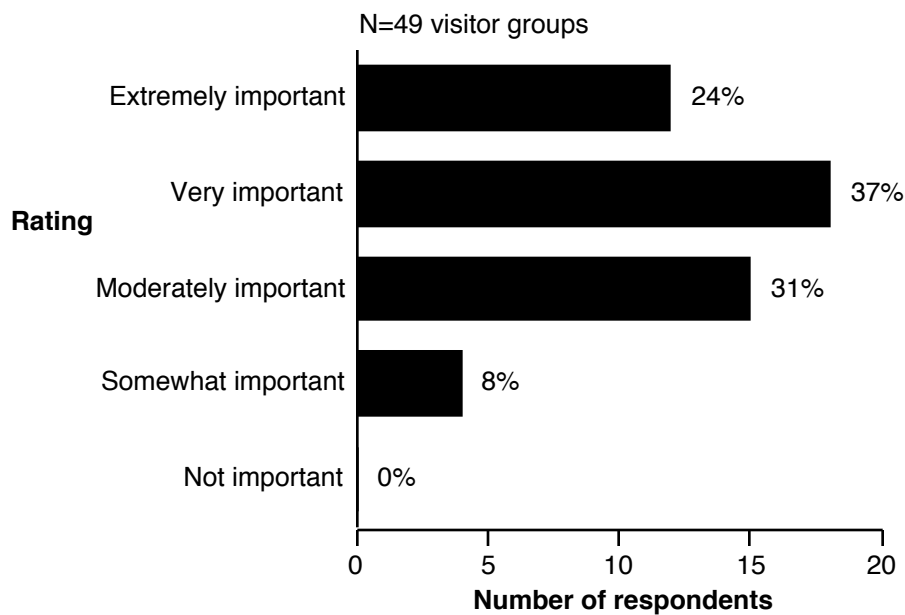


Figure 64: Importance of bulletin boards (Kipahulu)

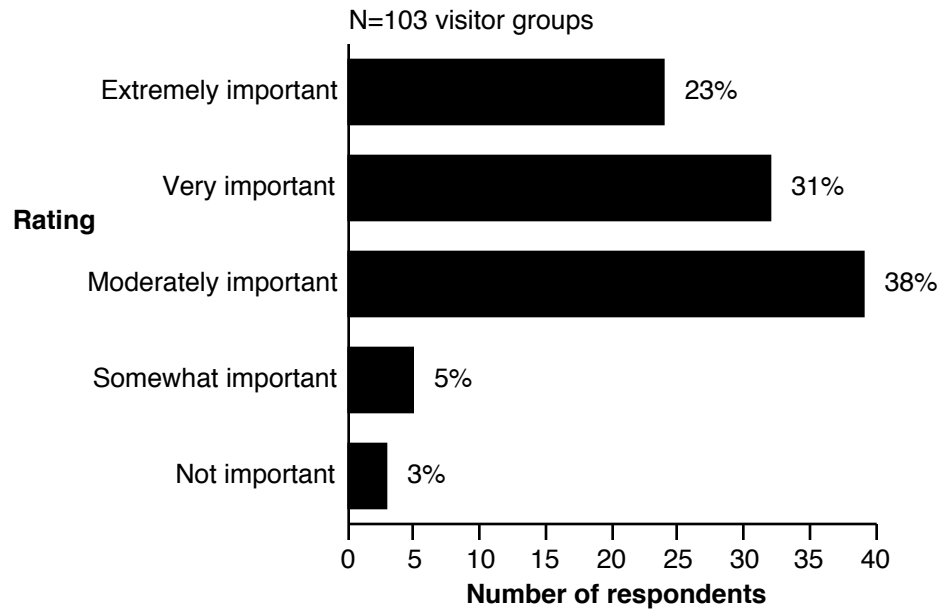


Figure 65: Importance of Headquarters Visitor Center (Summit)

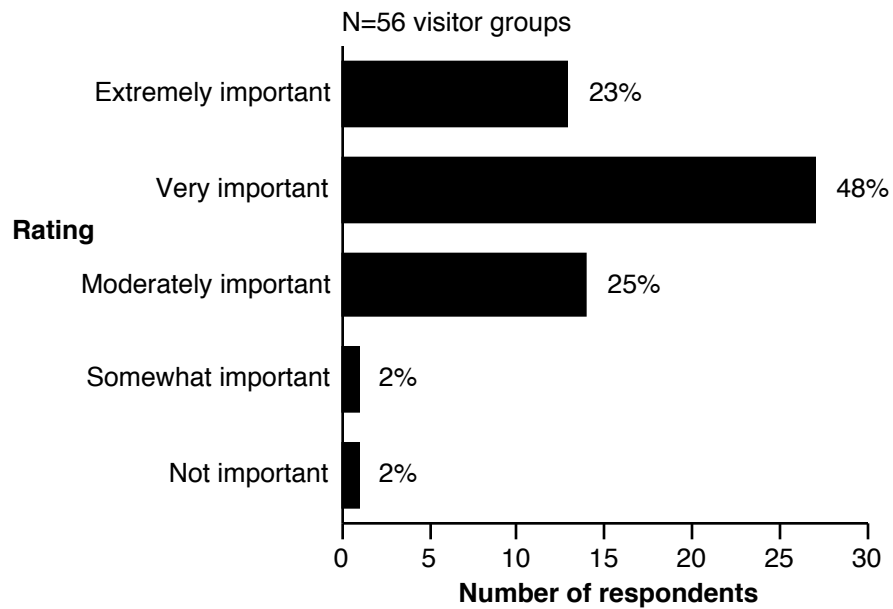


Figure 66: Importance of Headquarters Visitor Center (Kipahulu)

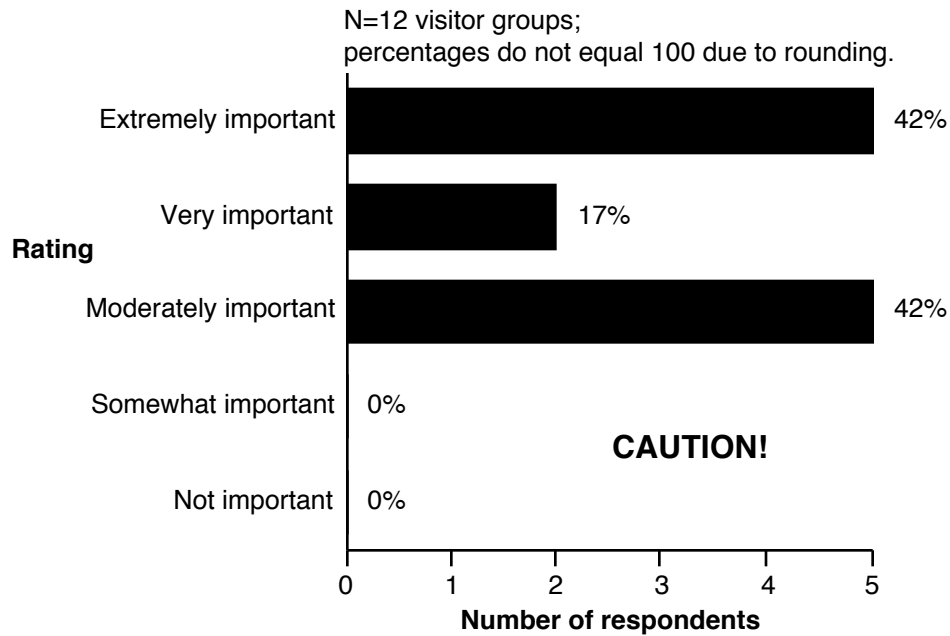


Figure 67: Importance of touch screen computer (Summit)

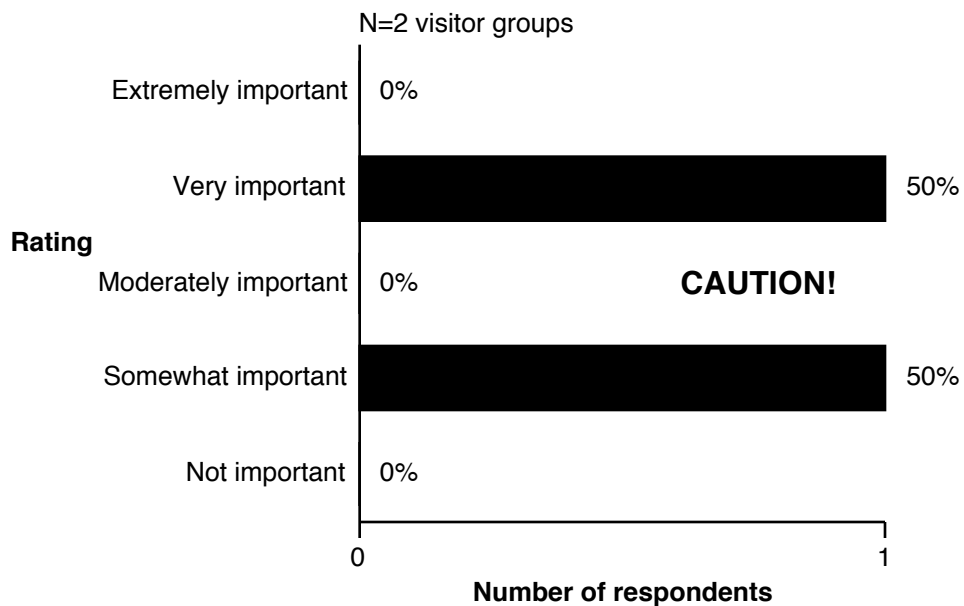


Figure 68: Importance of touch screen computer (Kipahulu)

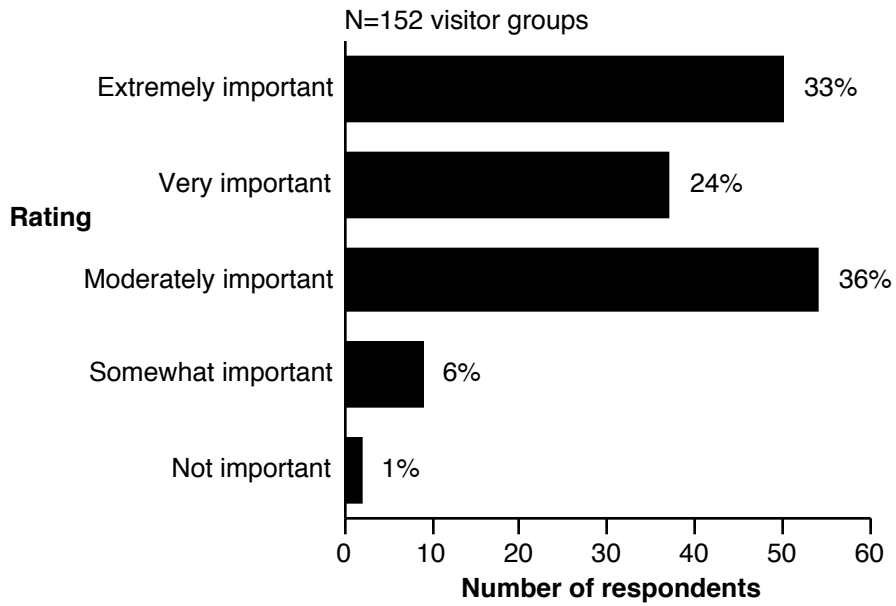


Figure 69: Importance of Haleakala Visitor Center (Summit)

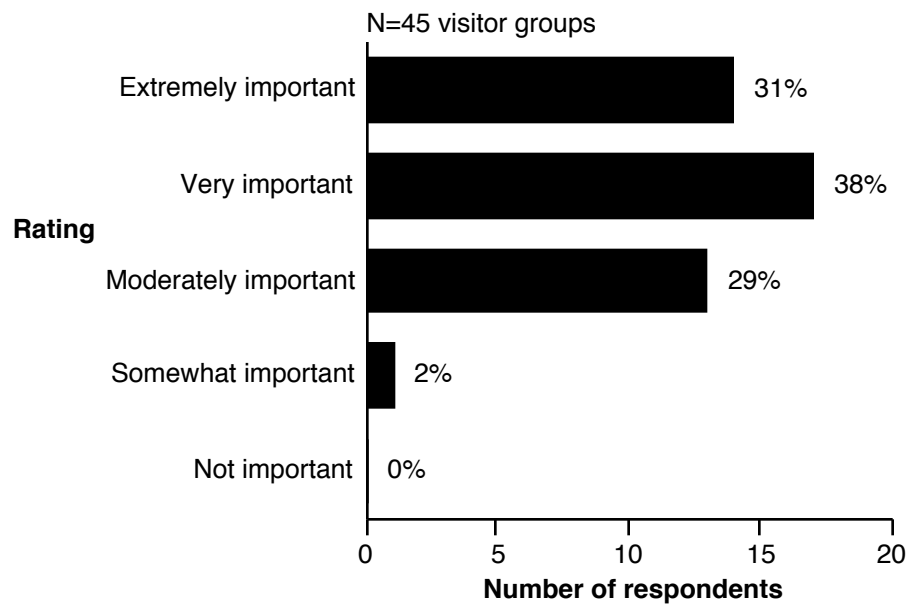
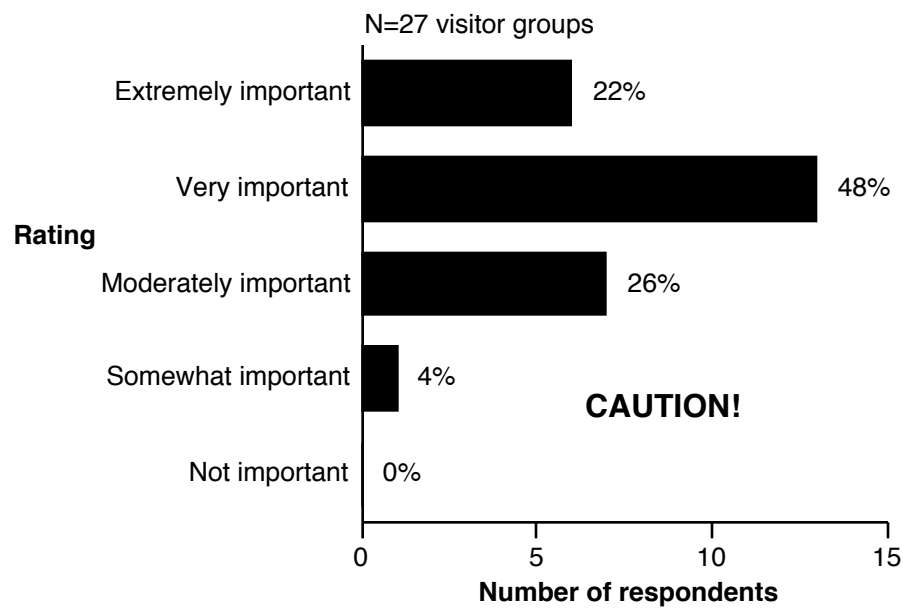


Figure 70: Importance of Haleakala Visitor Center (Kipahulu)

Figure 71: Importance of visitor center exhibits (Summit)**Figure 72: Importance of visitor center exhibits (Kipahulu)**

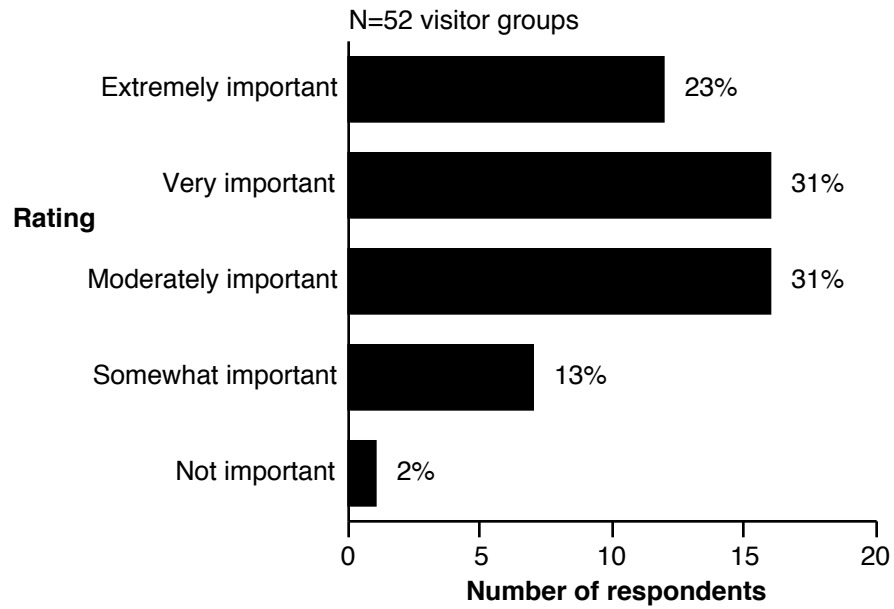


Figure 73: Importance of visitor center books/ sale items (Summit)

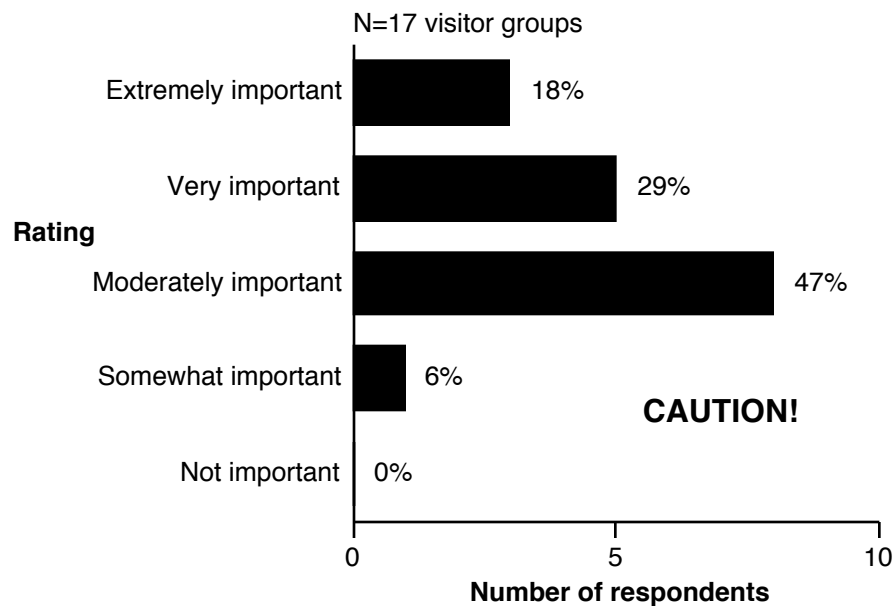


Figure 74: Importance of visitor center books/ sale items (Kipahulu)

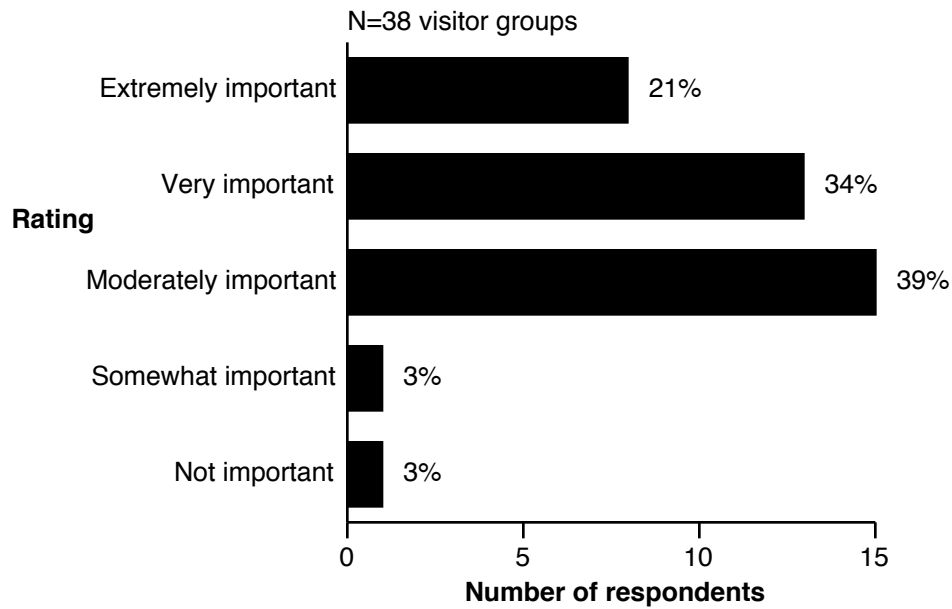


Figure 75: Importance of roadside exhibits (Summit)

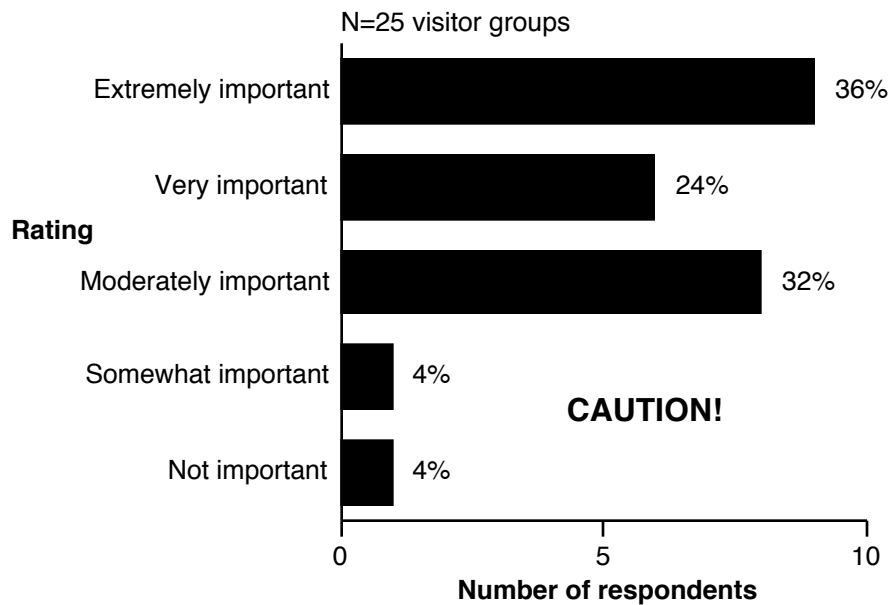


Figure 76: Importance of roadside exhibits (Kipahulu)

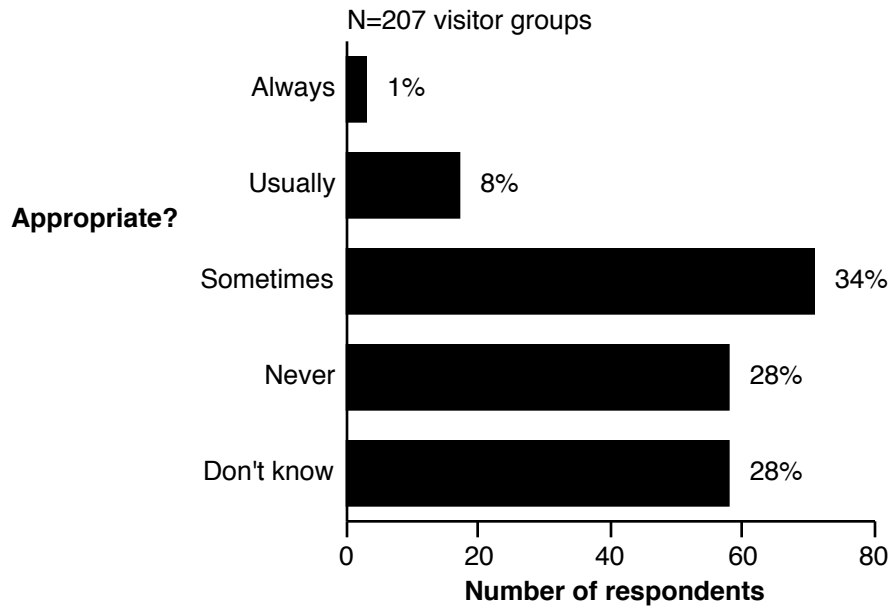


Figure 77: Importance of assistance from park staff (Summit)

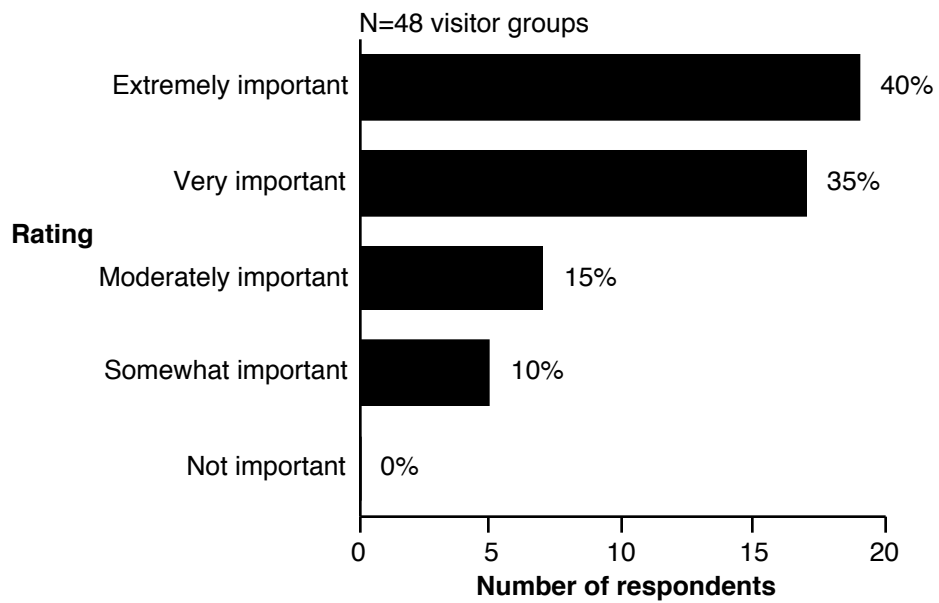


Figure 78: Importance of assistance from park staff (Kipahulu)

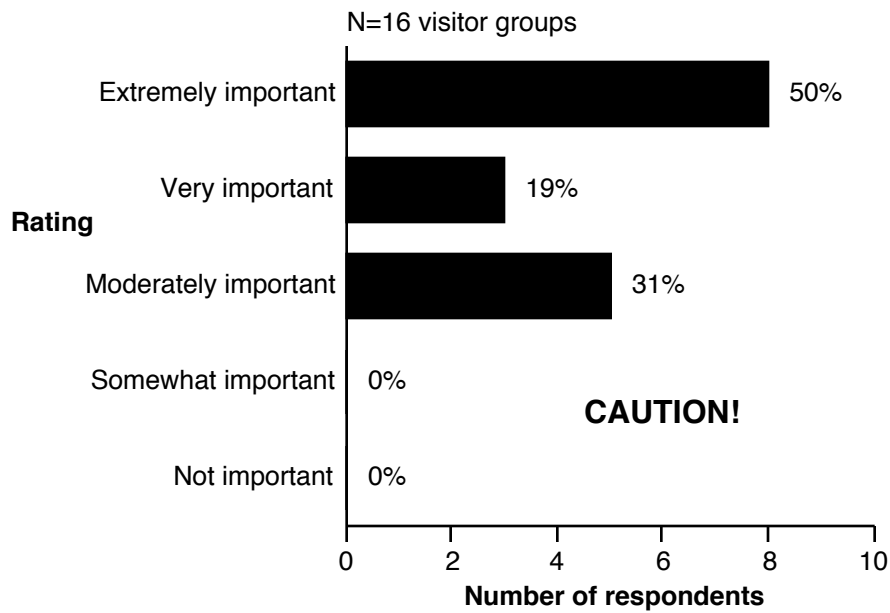


Figure 79: Importance of ranger-led programs (Summit)

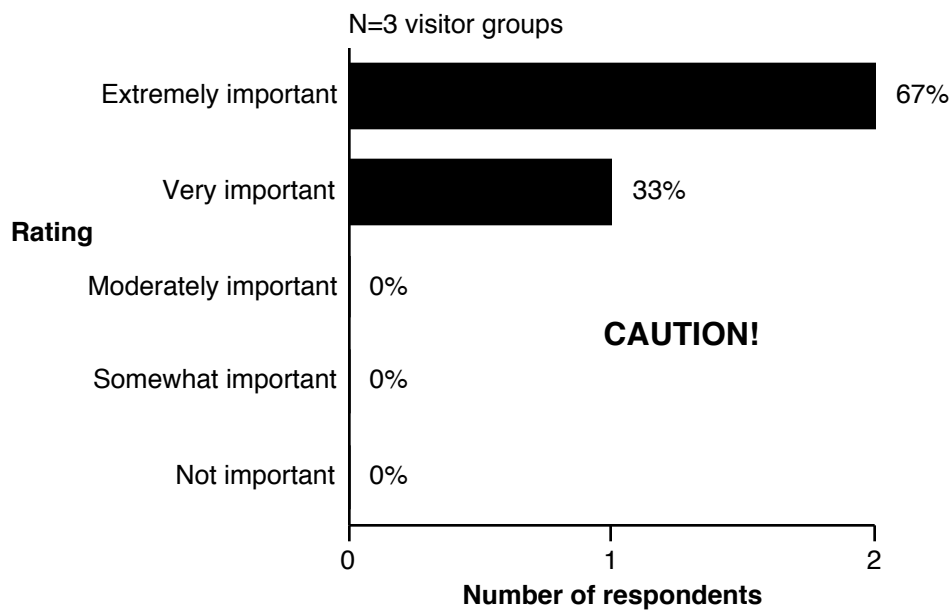


Figure 80: Importance of ranger-led programs (Kipahulu)

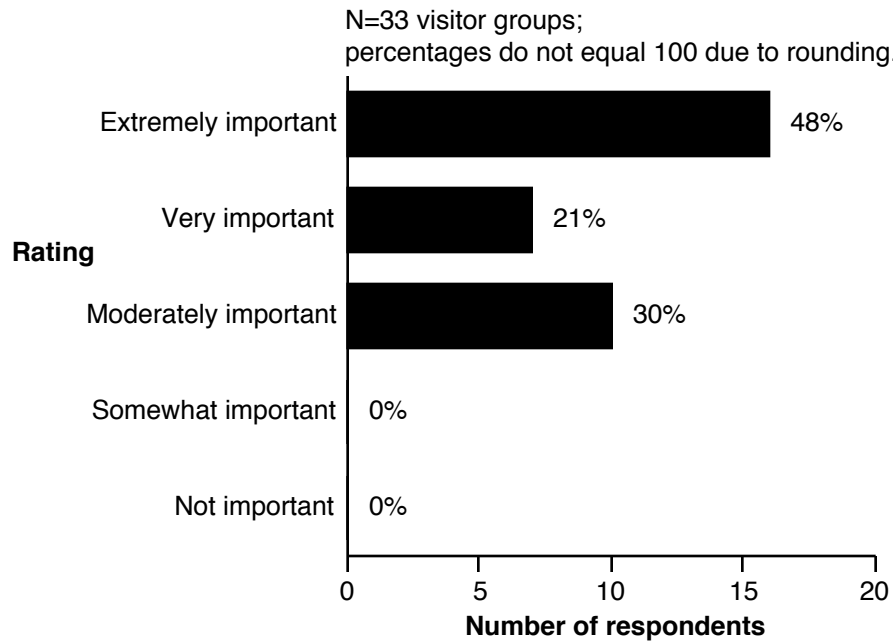


Figure 81: Importance of self-guiding trail signs/ brochure (Summit)

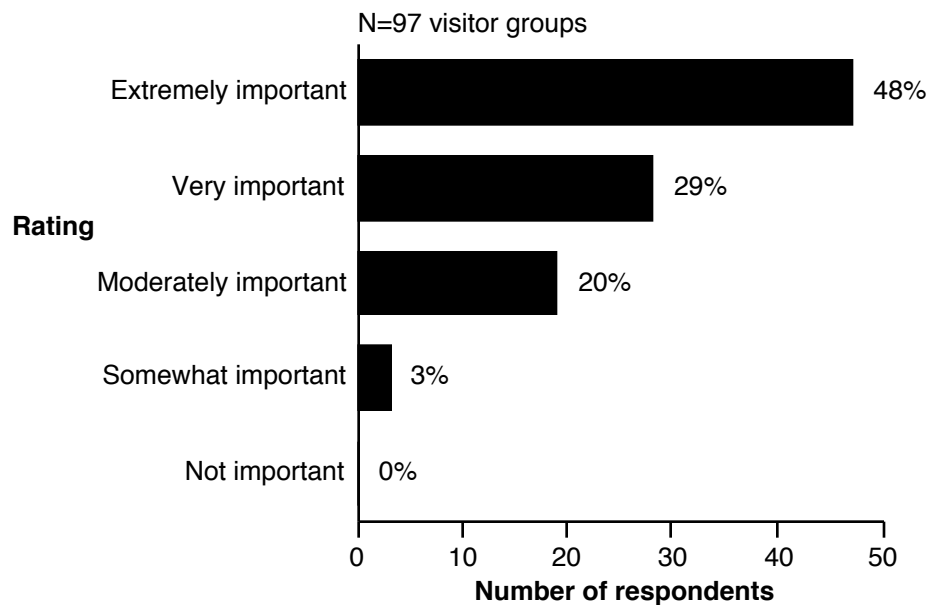


Figure 82: Importance of self-guiding trail signs/ brochure (Kipahulu)

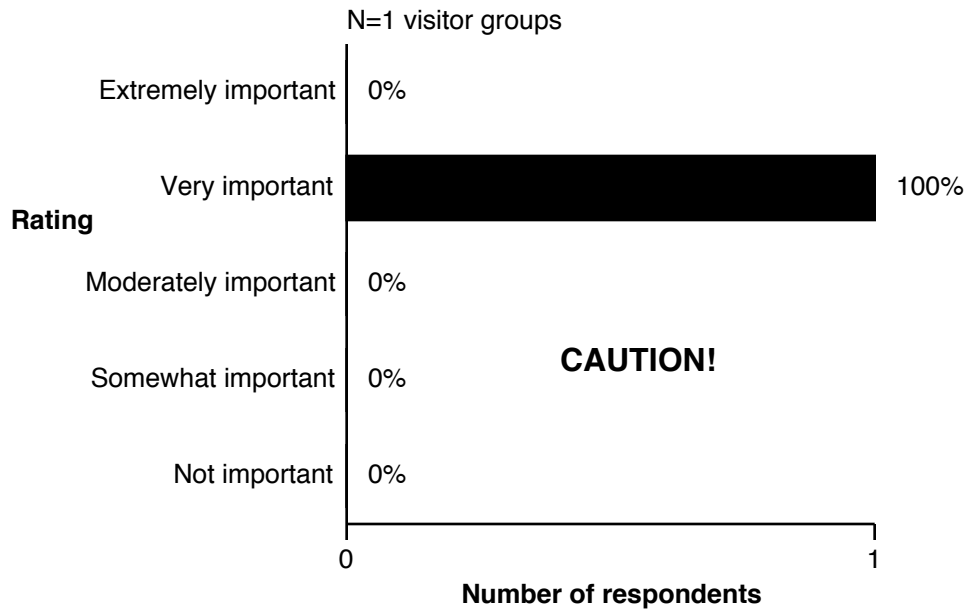


Figure 83: Importance of Junior Ranger program (Summit)

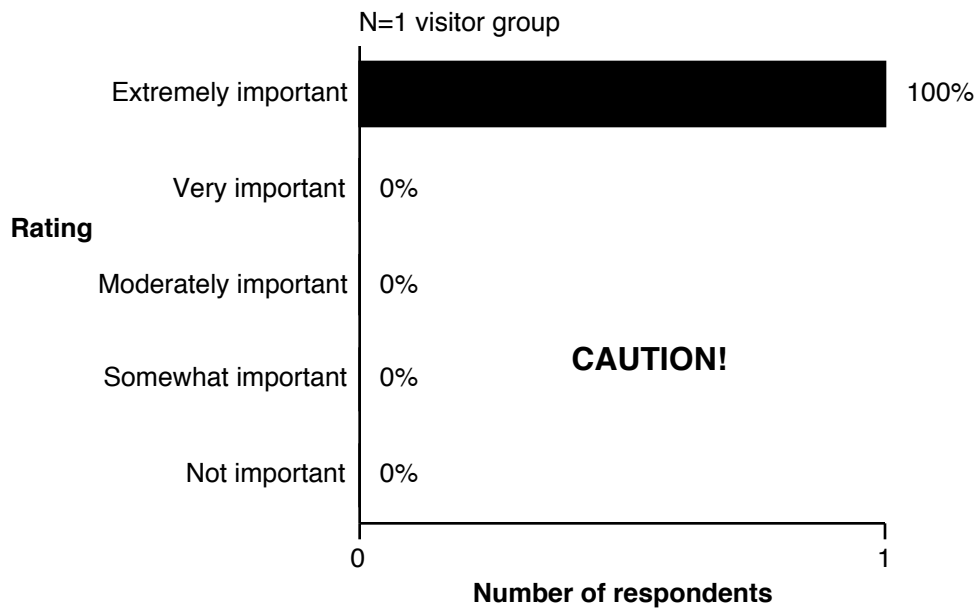


Figure 84: Importance of Junior Ranger program (Kipahulu)

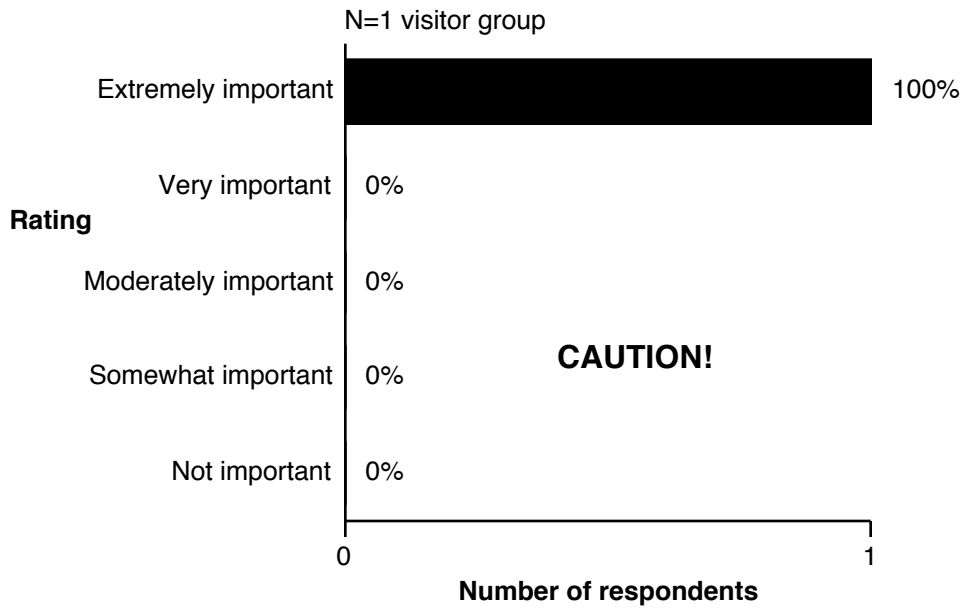


Figure 85: Importance of cultural demonstrations (Summit)

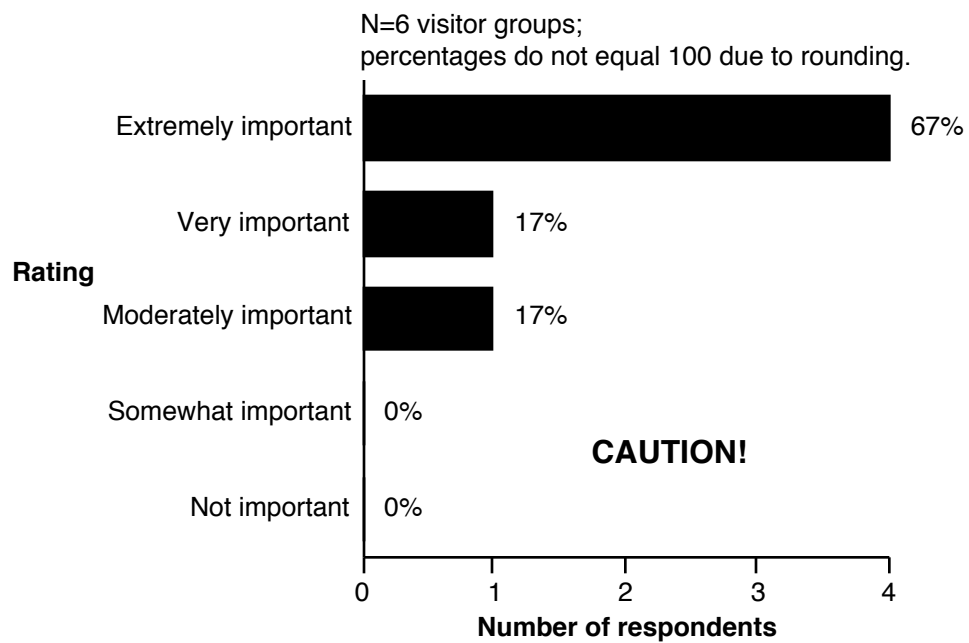


Figure 86: Importance of cultural demonstrations (Kipahulu)

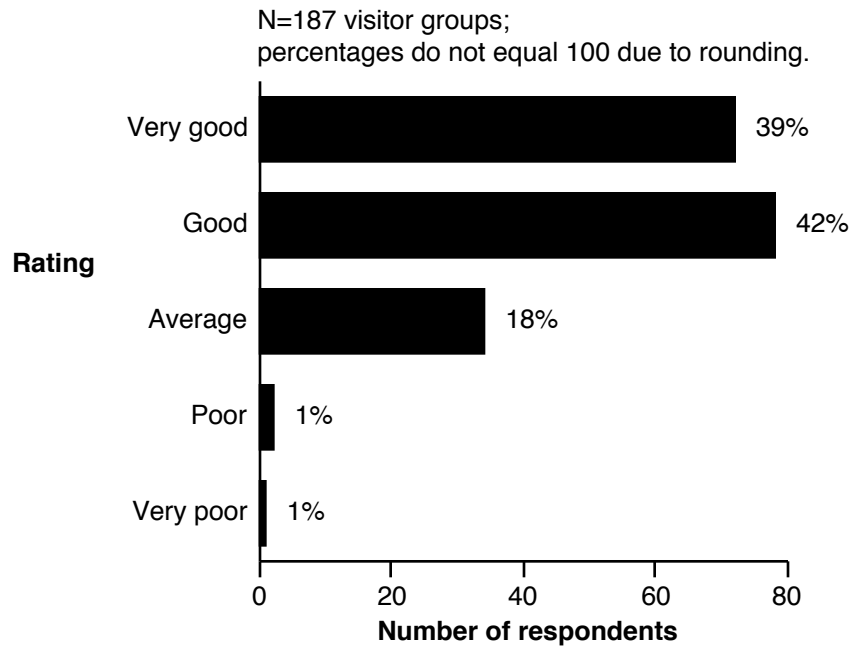


Figure 87: Quality of park brochure/ map (Summit)

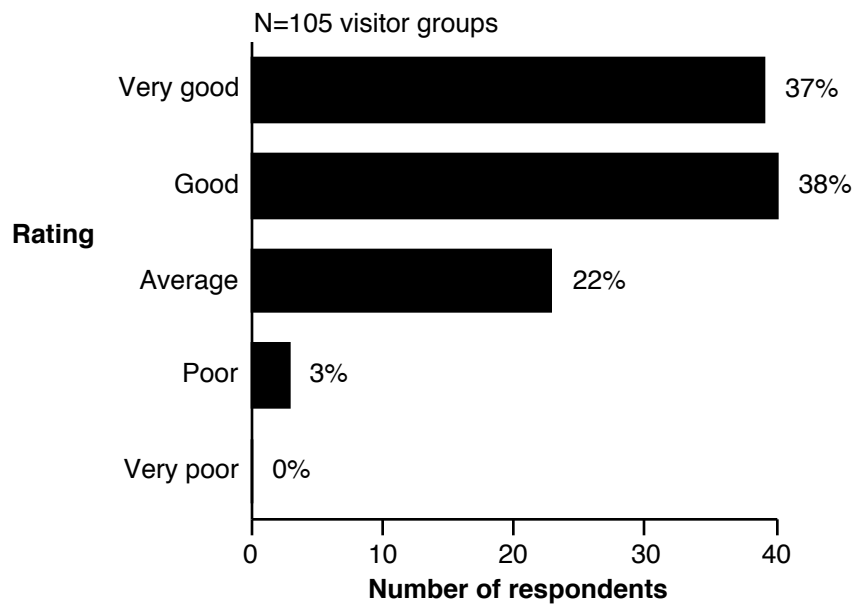


Figure 88: Quality of park brochure/ map (Kipahulu)

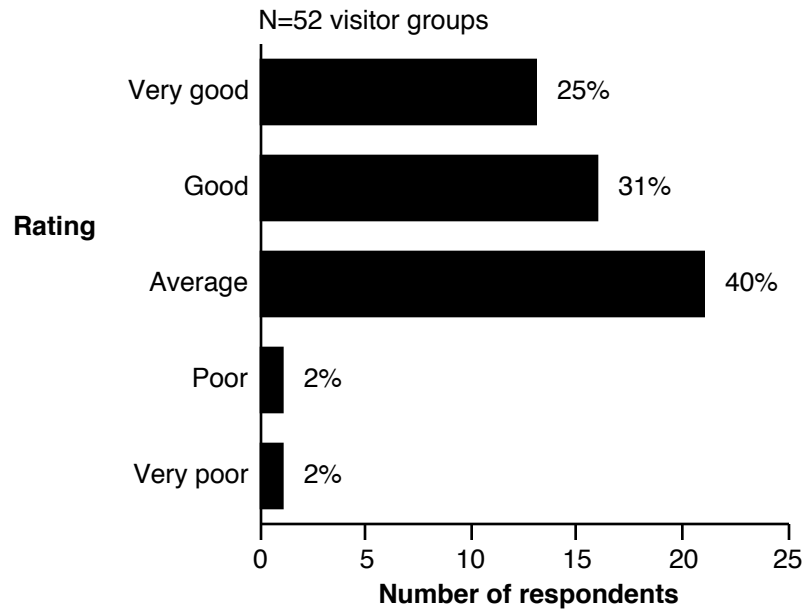


Figure 89: Quality of other park brochures (Summit)

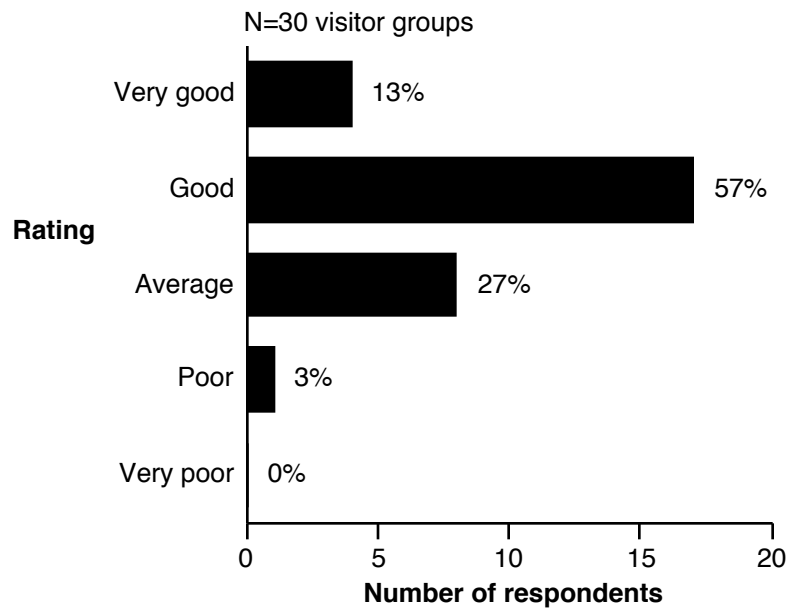


Figure 90: Quality of other park brochures (Kipahulu)

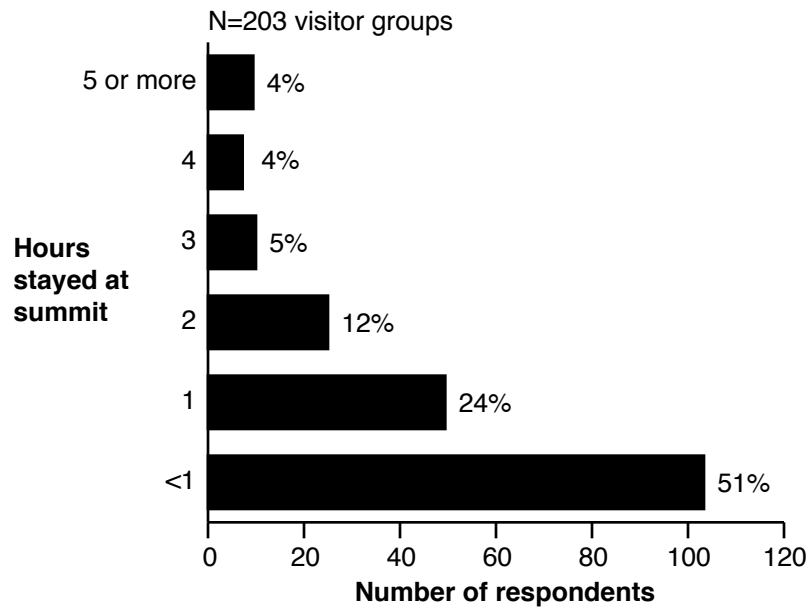


Figure 91: Quality of park newspaper-*Ka Leo O* (Summit)

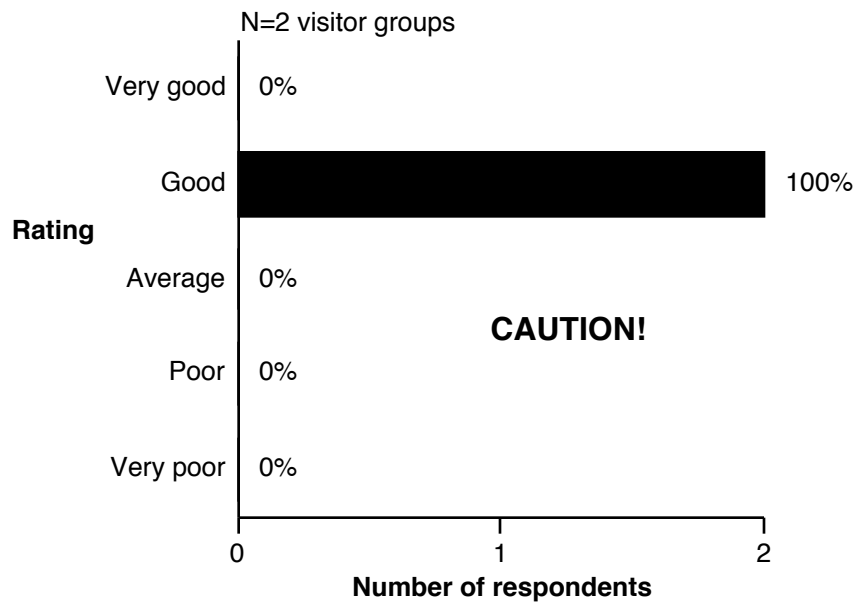


Figure 92: Quality of park newspaper – *Ka Leo O* (Kipahulu)

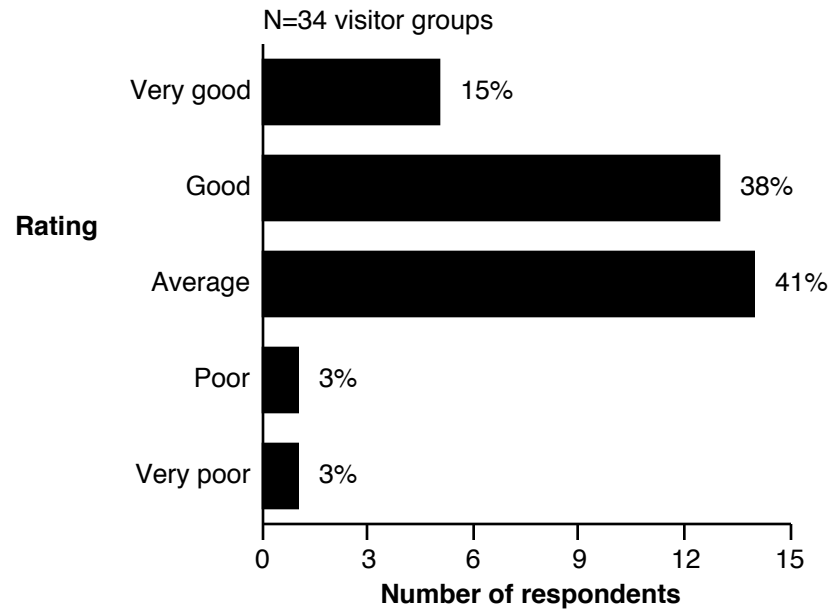


Figure 93: Quality of bulletin boards (Summit)

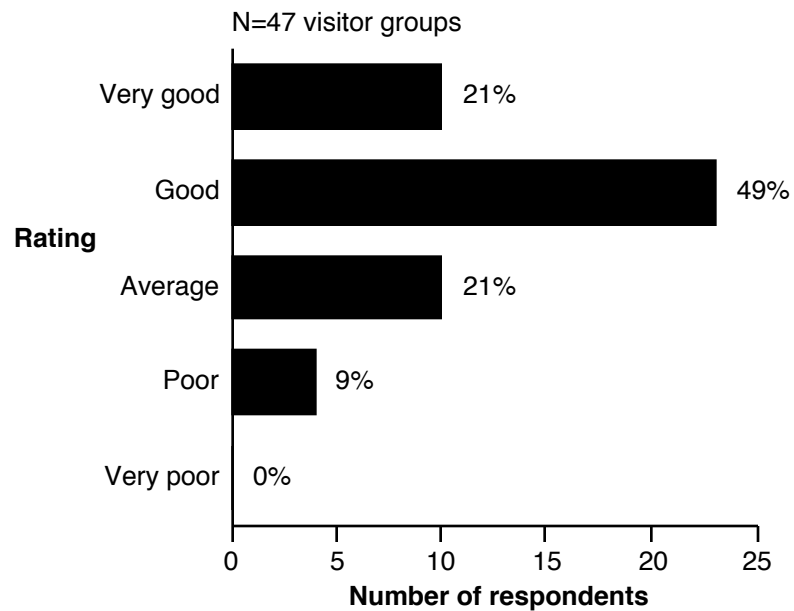


Figure 94: Quality of bulletin boards (Kipahulu)

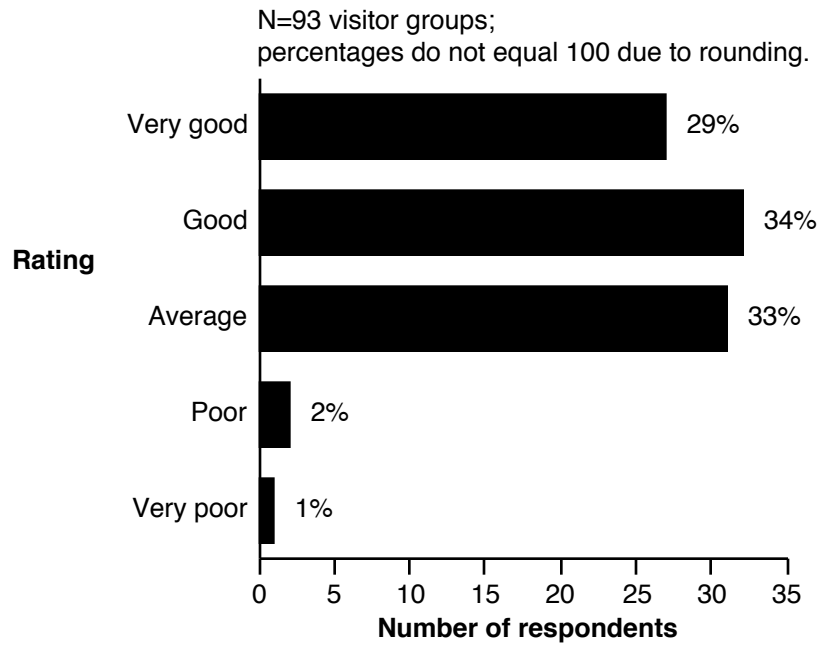


Figure 95: Quality of Headquarters Visitor Center (Summit)

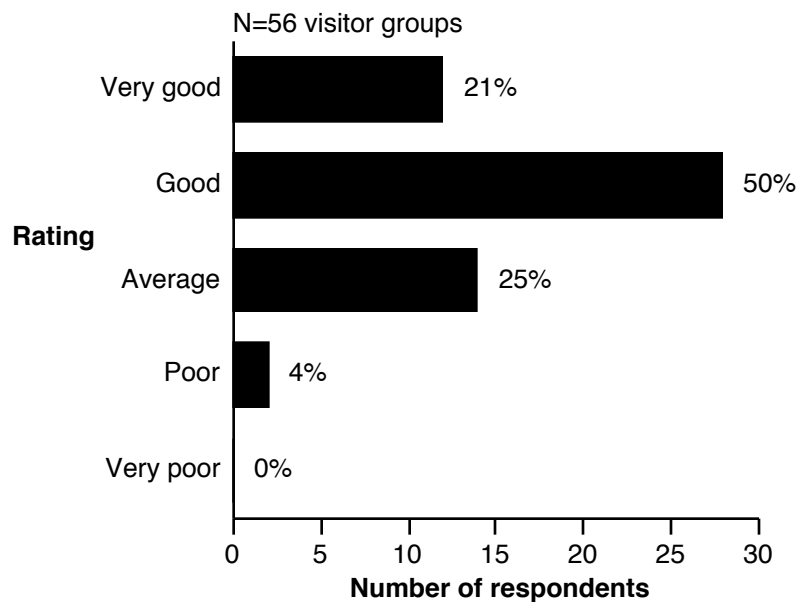


Figure 96: Quality of Headquarters Visitor Center (Kipahulu)

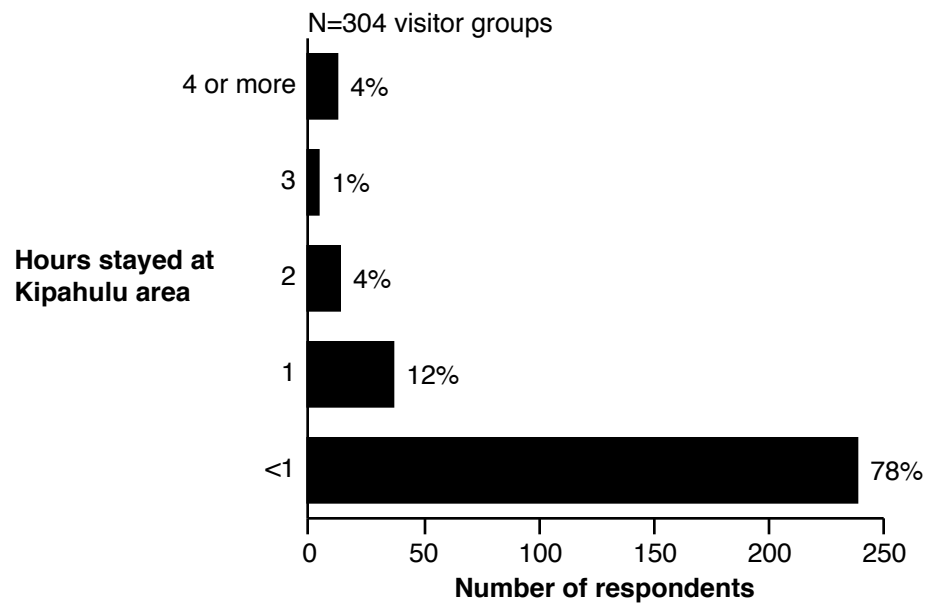


Figure 97: Quality of touch screen computer (Summit)

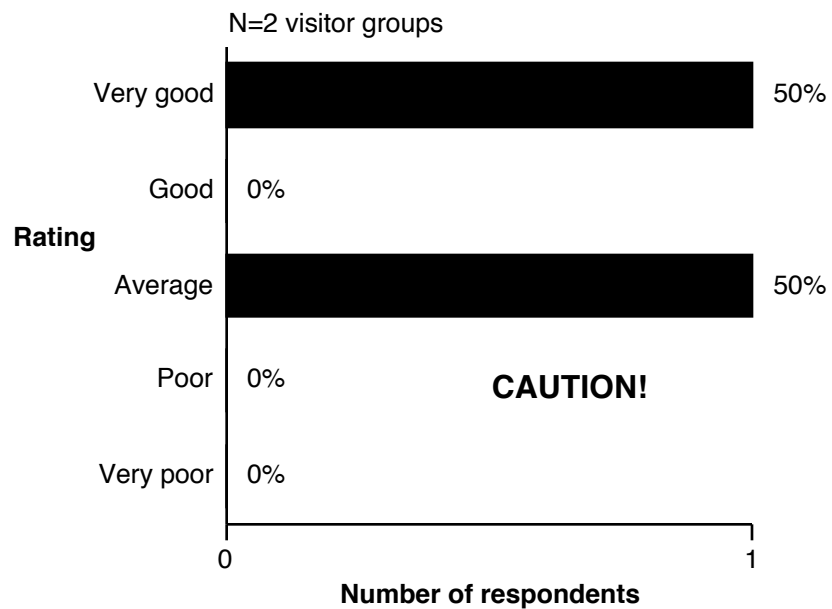


Figure 98: Quality of touch screen computer (Kipahulu)

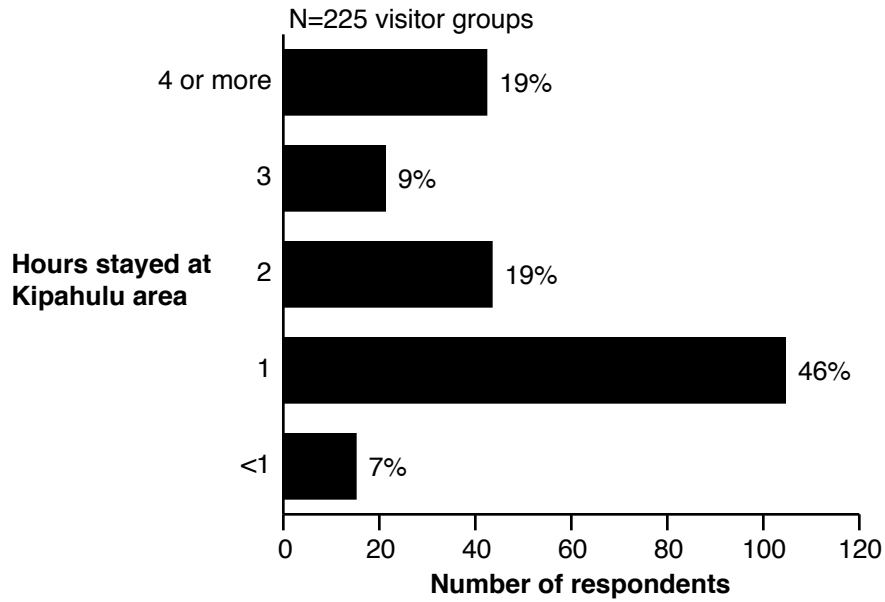


Figure 99: Quality of Haleakala Visitor Center (Summit)

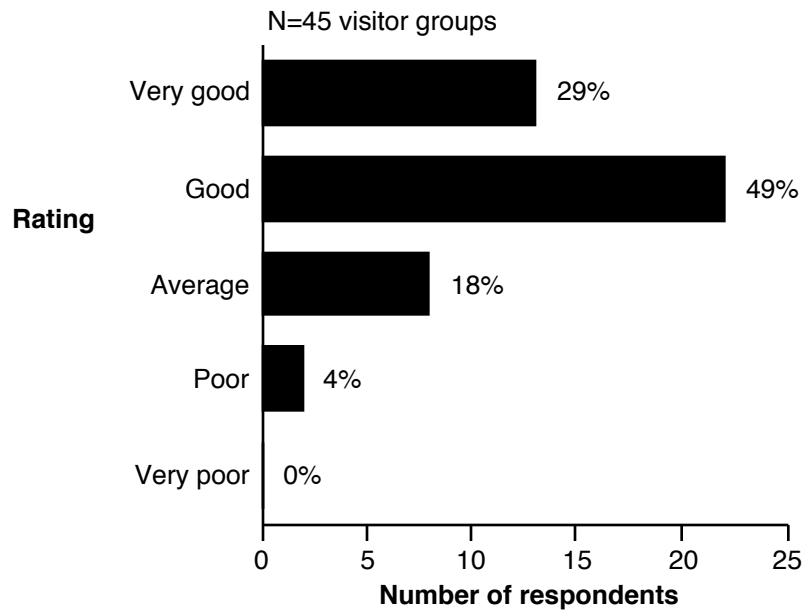


Figure 100: Quality of Haleakala Visitor Center (Kipahulu)

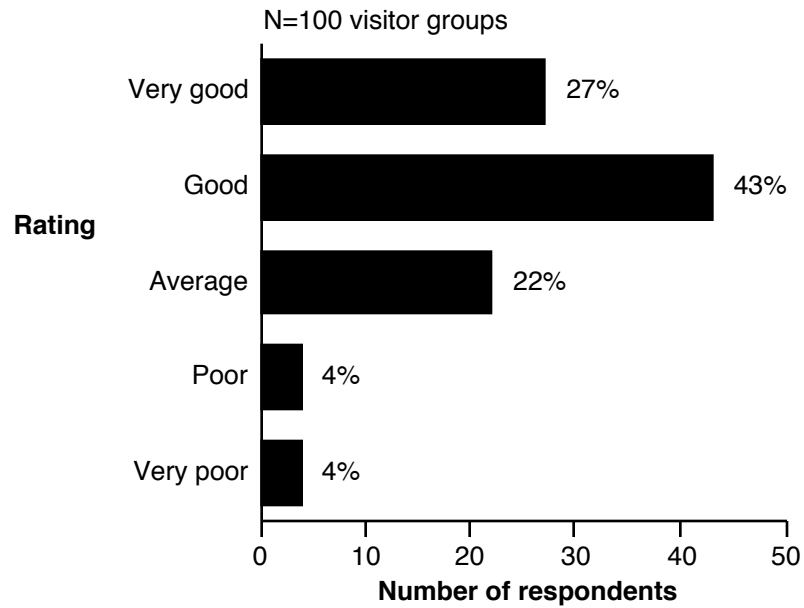


Figure 101: Quality of visitor center exhibits (Summit)

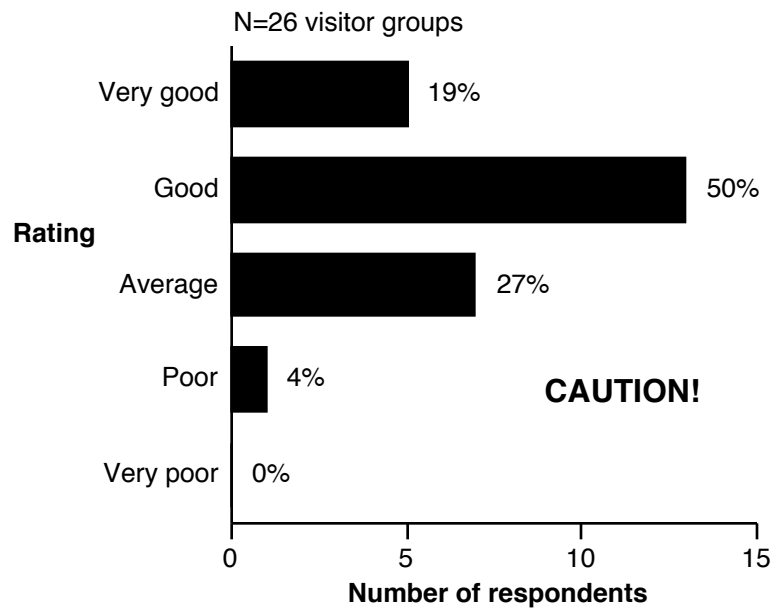


Figure 102: Quality of visitor center exhibits (Kipahulu)

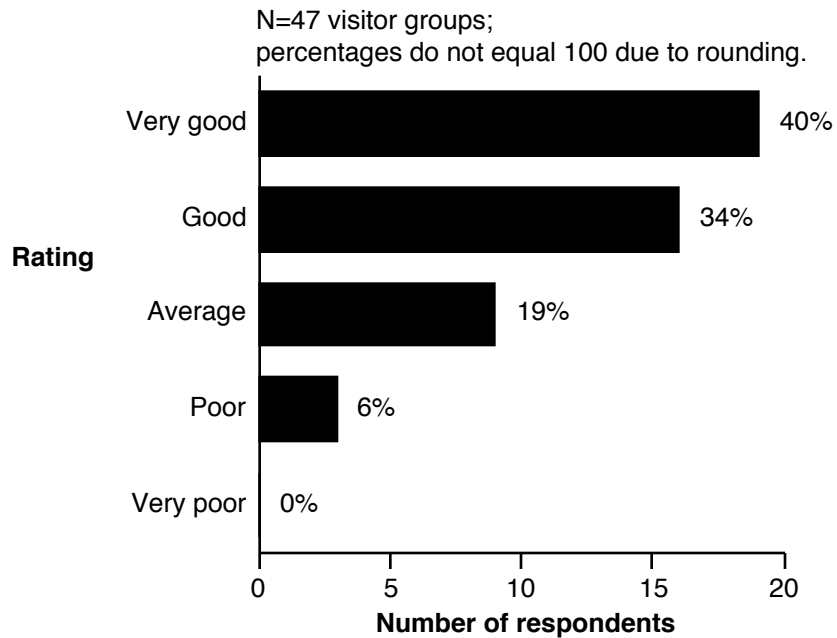


Figure 103: Quality of visitor center books/ sales items (Summit)

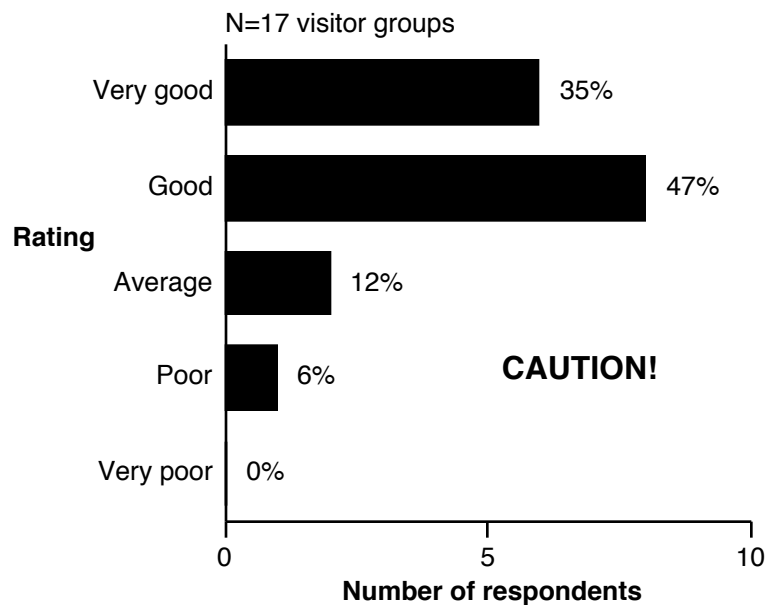


Figure 104: Quality of visitor center books/ sales items (Kipahulu)

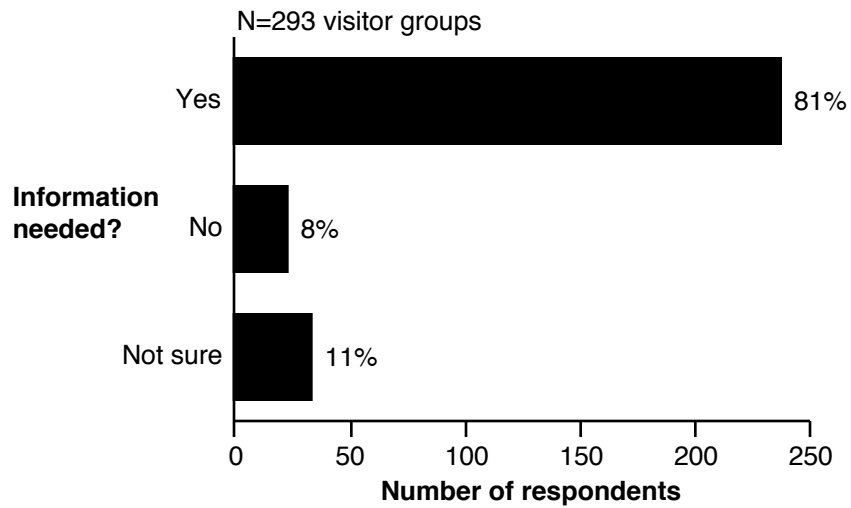


Figure 105: Quality of roadside exhibits (Summit)

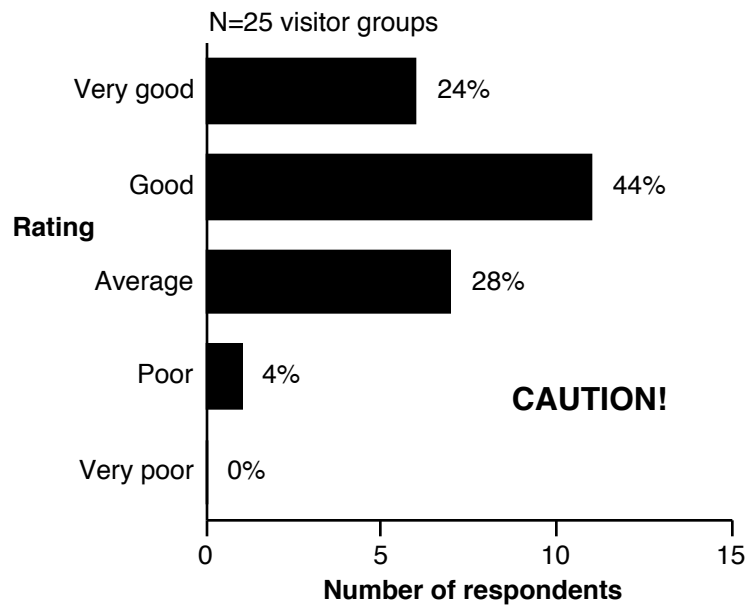


Figure 106: Quality of roadside exhibits (Kipahulu)

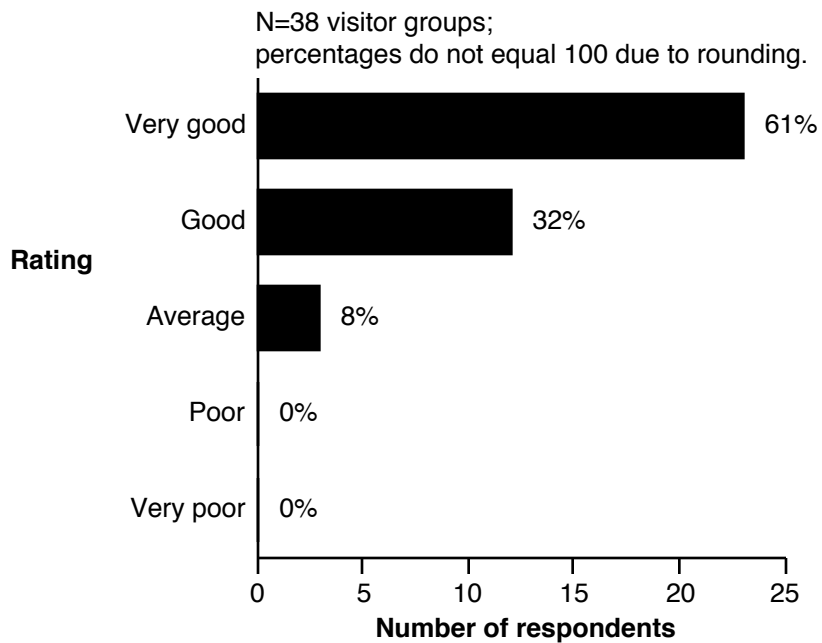


Figure 107: Quality of assistance from park staff (Summit)

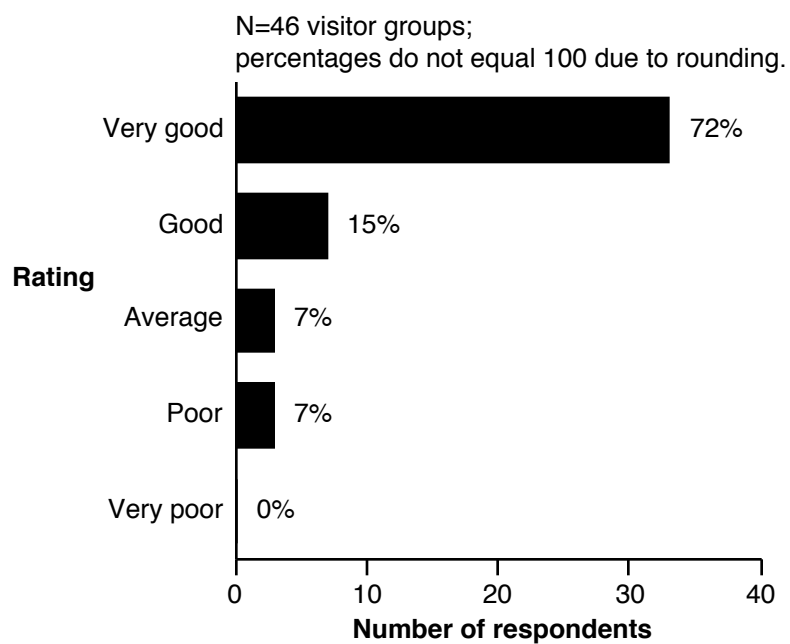


Figure 108: Quality of assistance from park staff (Kipahulu)

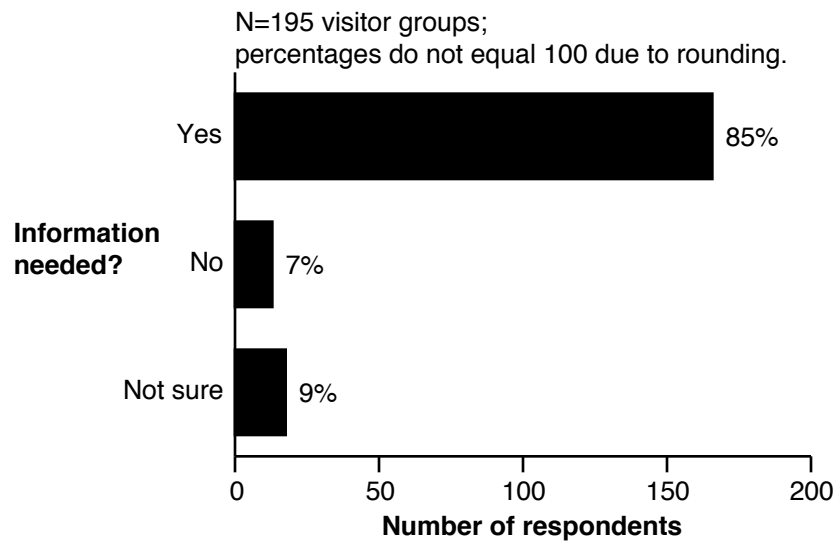


Figure 109: Quality of ranger-led programs (Summit)

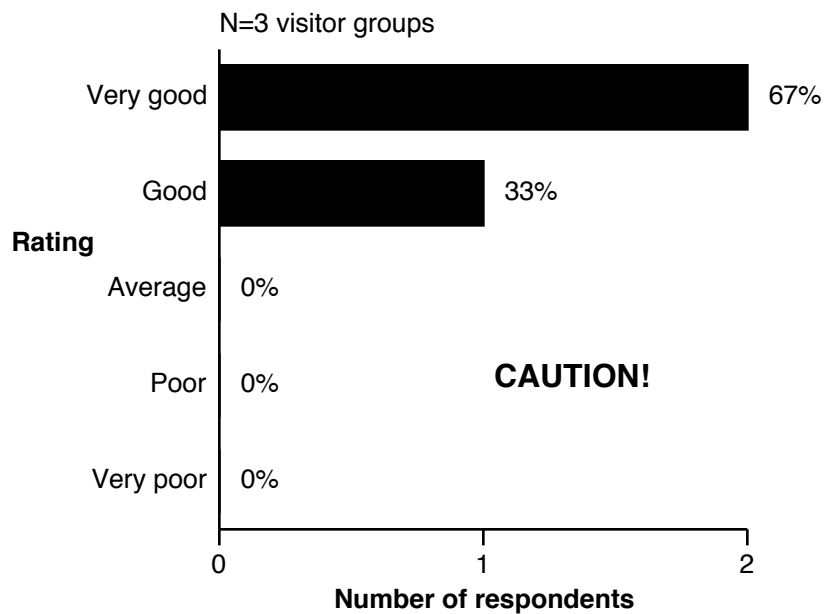


Figure 110: Quality of ranger-led programs (Kipahulu)

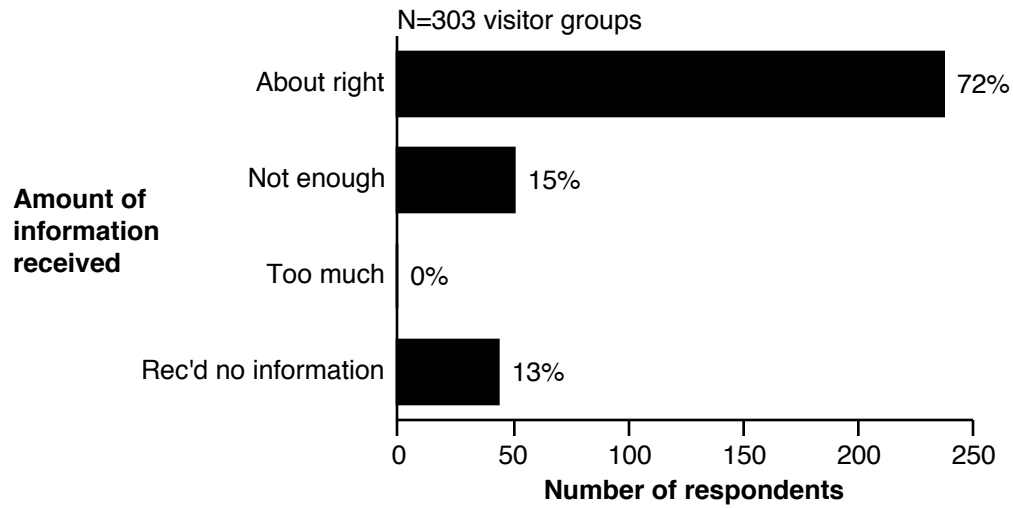


Figure 111: Quality of self-guiding trail signs/ brochure (Summit)

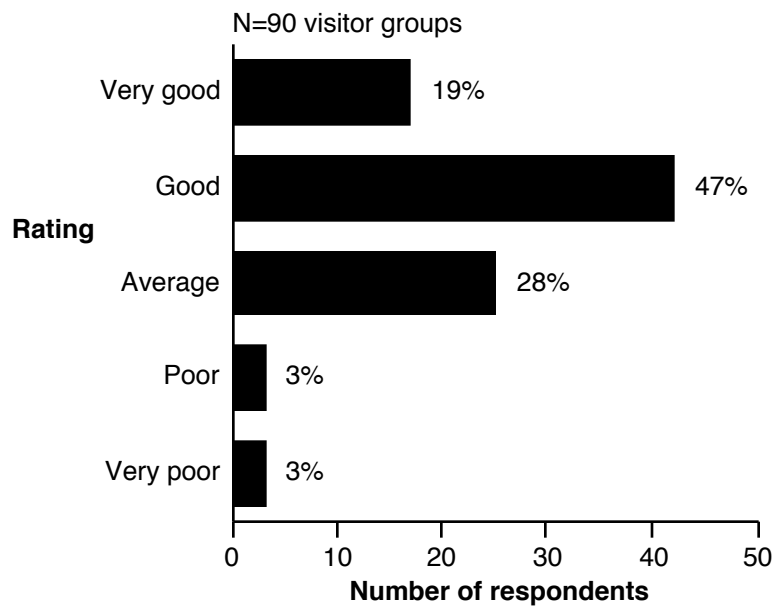


Figure 112: Quality of self-guiding trail signs/ brochure (Kipahulu)

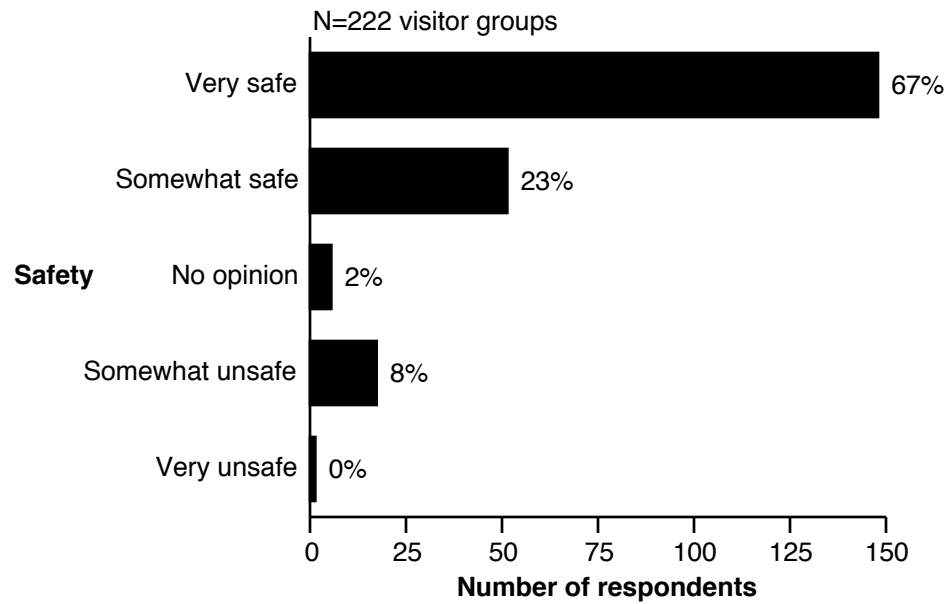


Figure 113: Quality of Junior Ranger program (Summit)

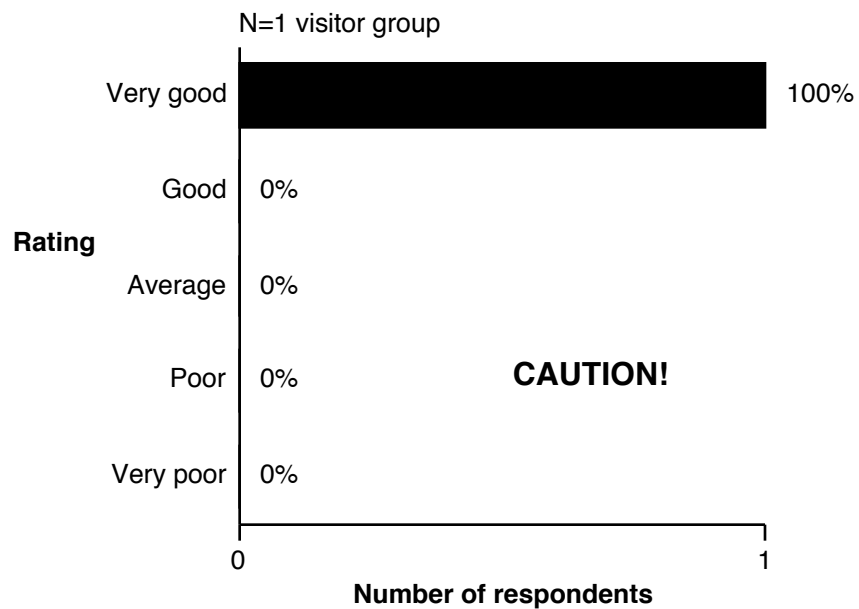


Figure 114: Quality of Junior Ranger program (Kipahulu)

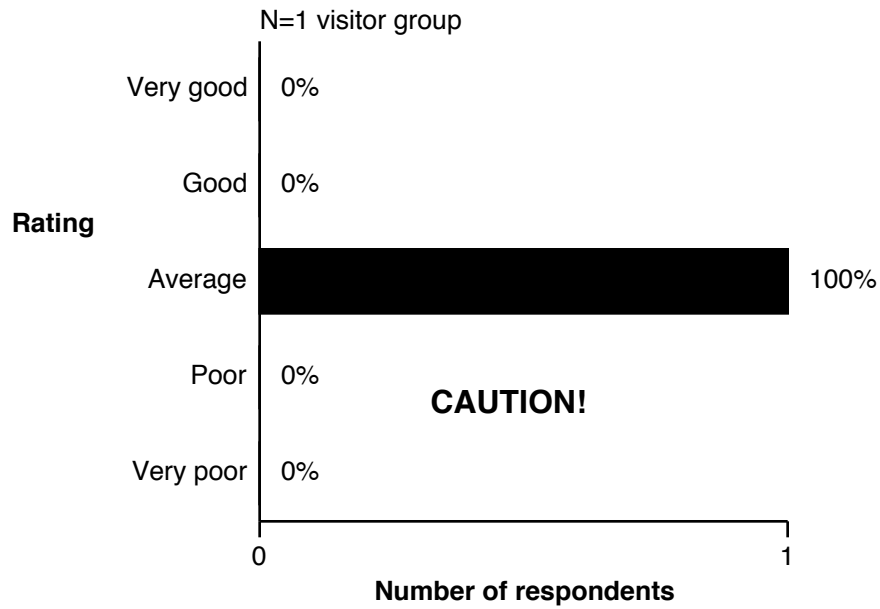


Figure 115: Quality of cultural demonstrations (Summit)

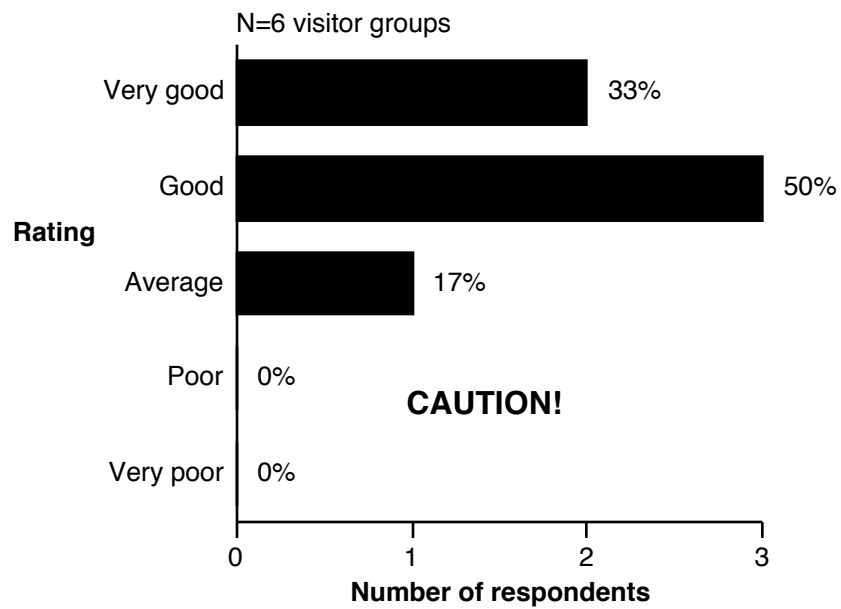


Figure 116: Quality of cultural demonstrations (Kipahulu)

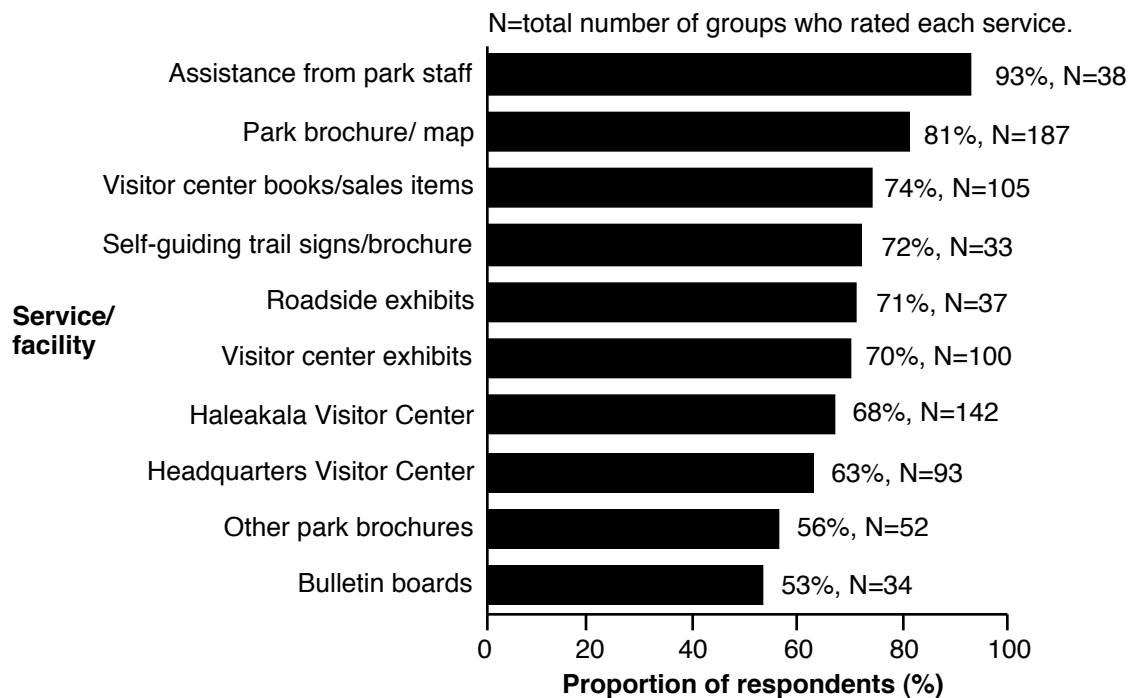


Figure 117: Combined proportions of “very good” and “good” quality ratings for information services (Summit)

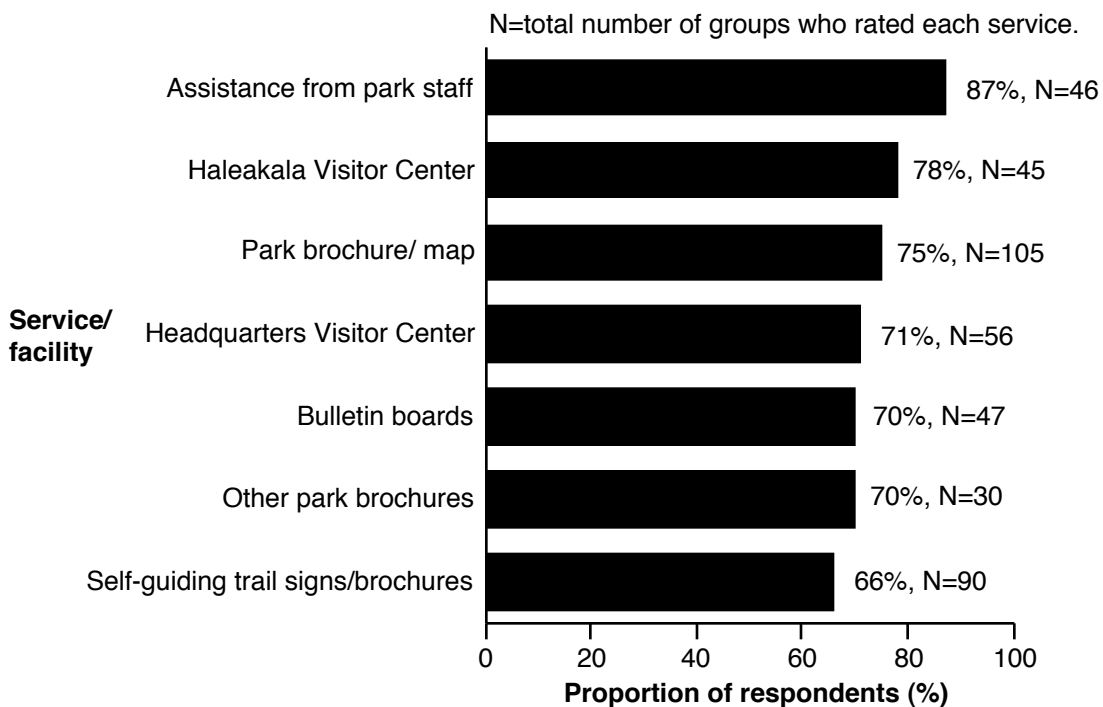


Figure 118: Combined proportions of “very good” and “good” quality ratings for information services (Kipahulu)

Summit: The most commonly used visitor services or facilities within Haleakala NP were the restrooms (89%), parking lots (85%), and roads (84%), as shown in Figure 119. The least used services were the wilderness camping permit system, backcountry campgrounds, and Kipahulu Campground (each 1%).

Visitor services and facilities: use, importance, and quality

Kipahulu: The most often used visitor facilities or services in the park were parking lots (90%), restrooms (86%), and roads (85%), as shown in Figure 120. The least used services were the wilderness camping permit system (0%), backcountry campgrounds (<1%), and access for disabled persons (<1%).

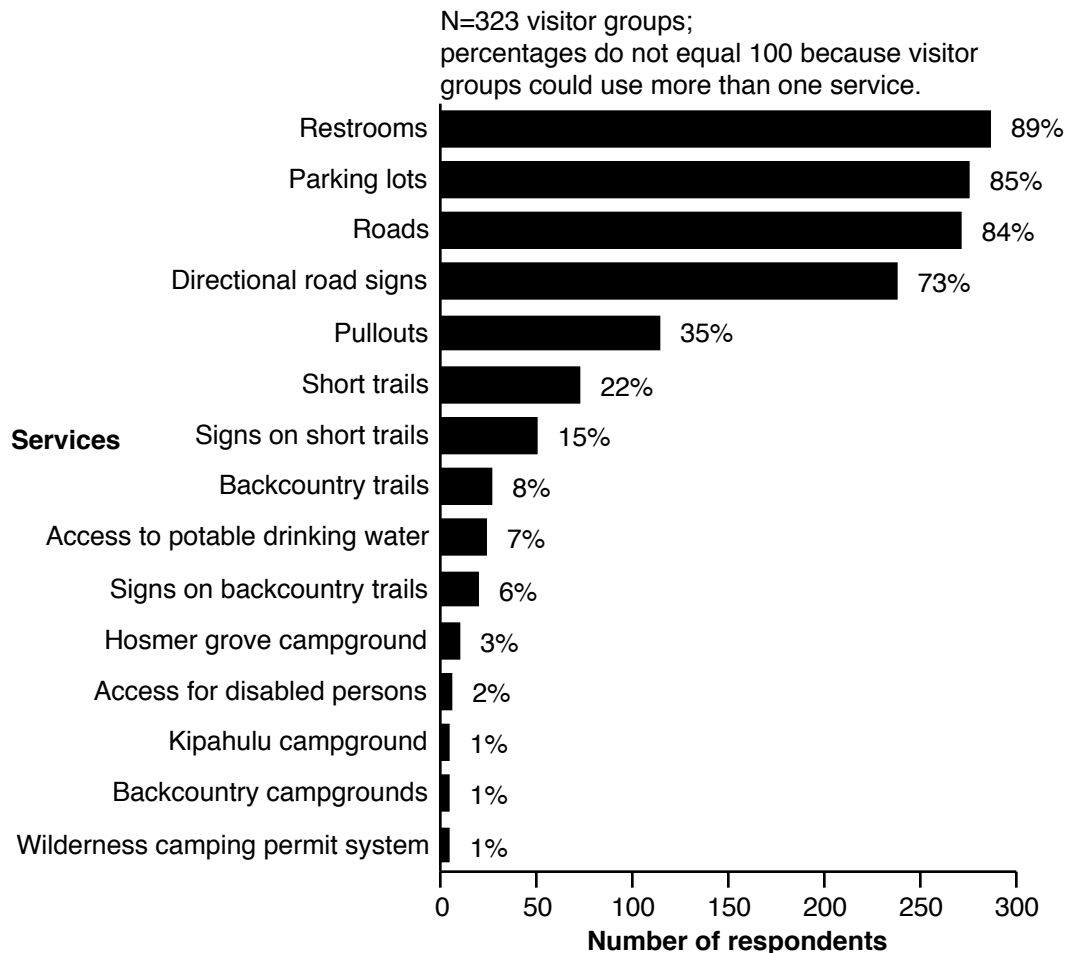


Figure 119: Services and facilities used (Summit)

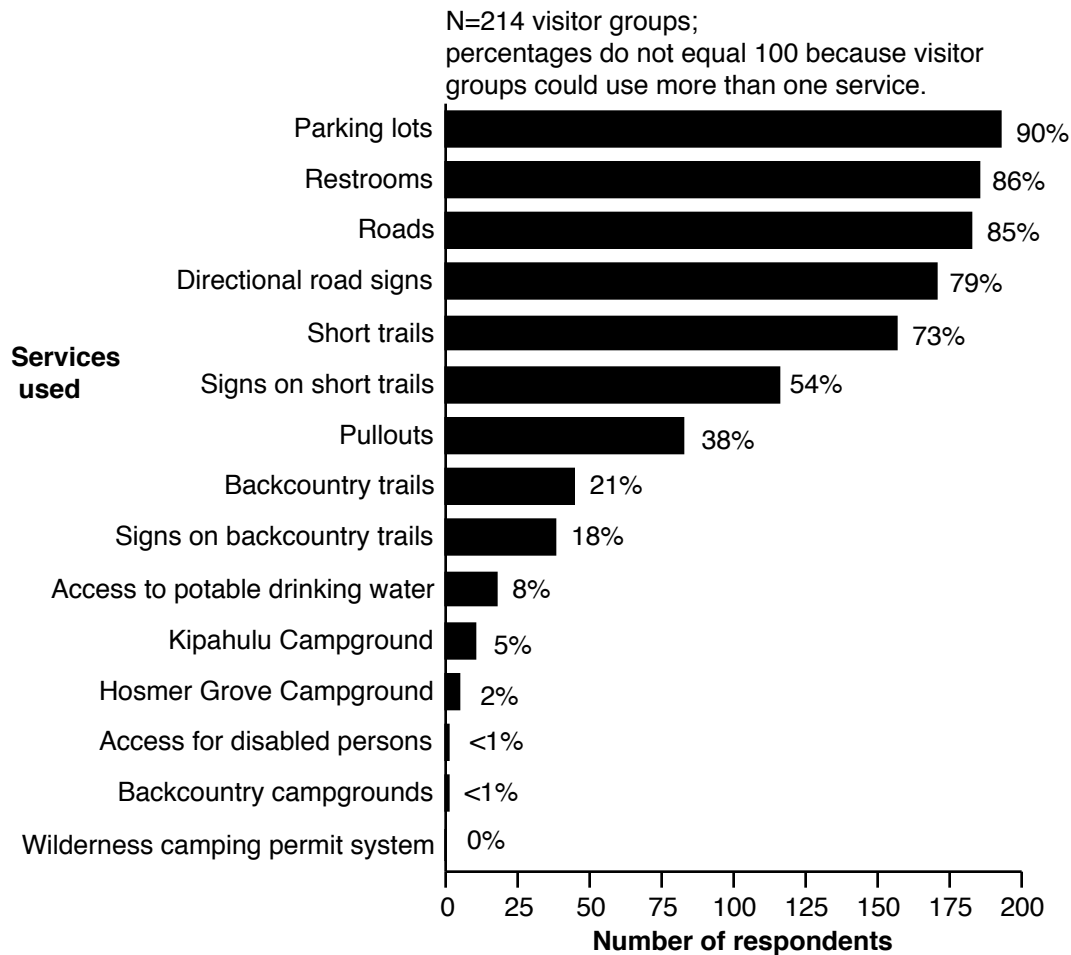


Figure 120: Services and facilities used (Kipahulu)

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 by Summit and Kipahulu visitors who used each service. Figures 121-124 show the average importance and quality ratings for each of the visitor services. All services were rated above average in importance and quality in both visitor groups. NOTE: For the Summit and Kipahulu visitors, backcountry campgrounds, wilderness camping permit system, Hosmer Grove Campground, Kipahulu Campground, access for disabled persons and access to potable drinking water were not rated by enough visitors to provide reliable information. Backcountry trails and signs on backcountry trails were also not rated by enough Summit visitors.

The importance of services rated by Summit and Kipahulu visitors are compared in Figures 125-154. The quality of those services are compared in Figures 155-184. Figure 185 shows the combined “good” and “very good” quality ratings and compares those ratings for all of the services for Summit visitors. Figure 186 shows the same for Kipahulu visitors.

Summit: The services that received the highest “very important” to “extremely important” ratings were: roads (92%), restrooms (89%), and directional road signs (87%). The highest “not important” ratings were for short trails, restrooms, pullouts and roads (each 1%).

The services that received the highest “good” to “very good” quality ratings were: roads (87%), parking lots (85%), and short trails (83%), as shown in Figure 185. The service that received the highest “very poor” quality rating was the restrooms (6%).

Kipahulu: The services that received the highest “very important” to “extremely important” ratings were: roads (94%), pullouts (90%), and restrooms (88%). The highest “not important” ratings were for short trail signs, roads, and directional road signs (each 2%).

The services that received the highest “good” to “very good” quality ratings were: short trails (78%), backcountry trails (73%), and signs on short trails (69%), as shown in Figure 186. The service that received the highest “very poor” quality rating was the restrooms (18%).

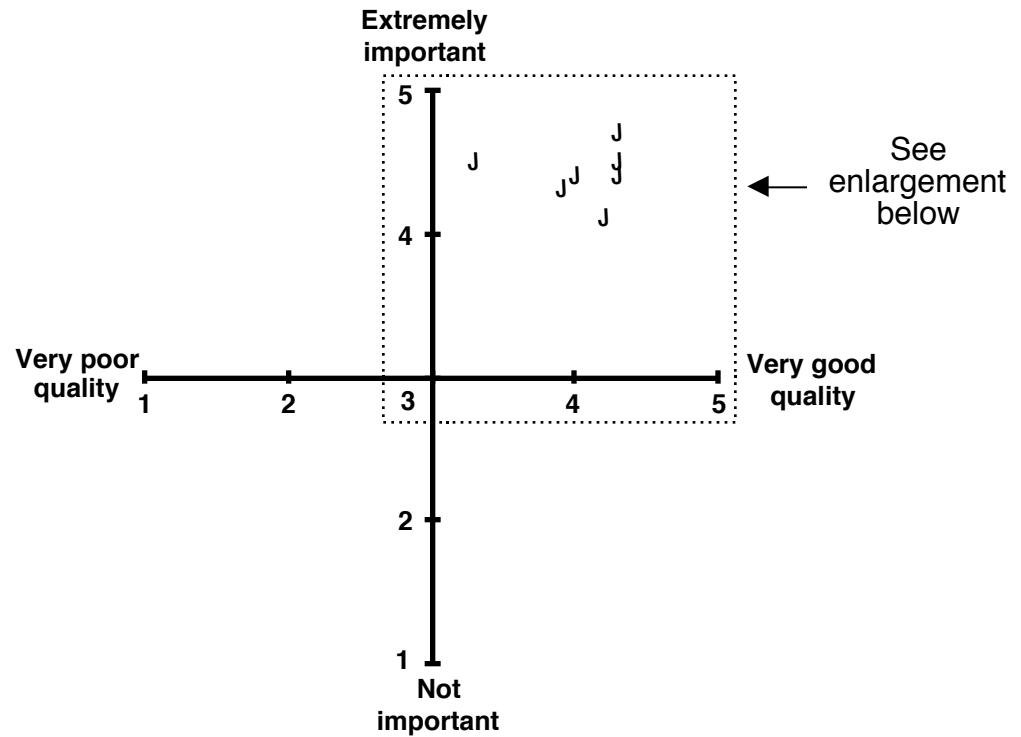


Figure 121: Average ratings of service and facility importance and quality (Summit)

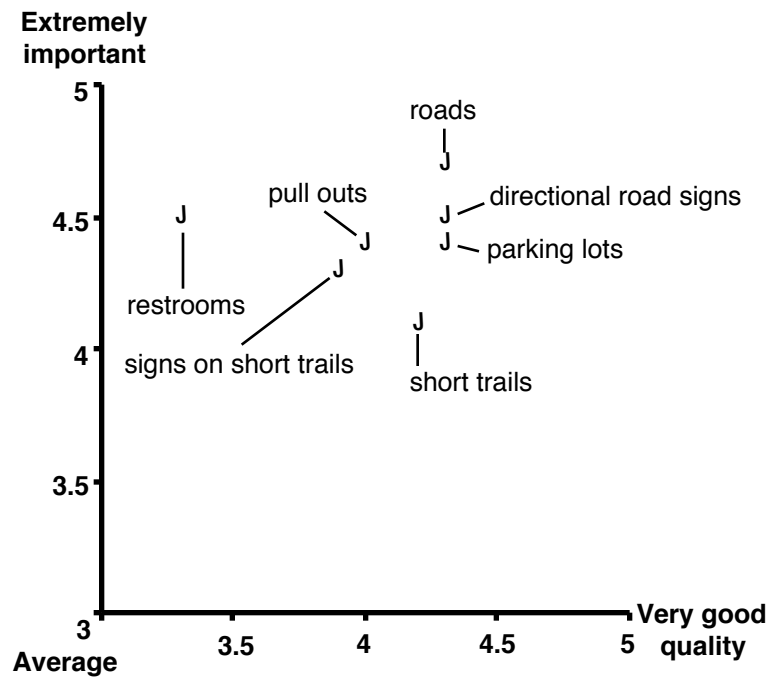


Figure 122: Detail of Figure 121 (Summit)

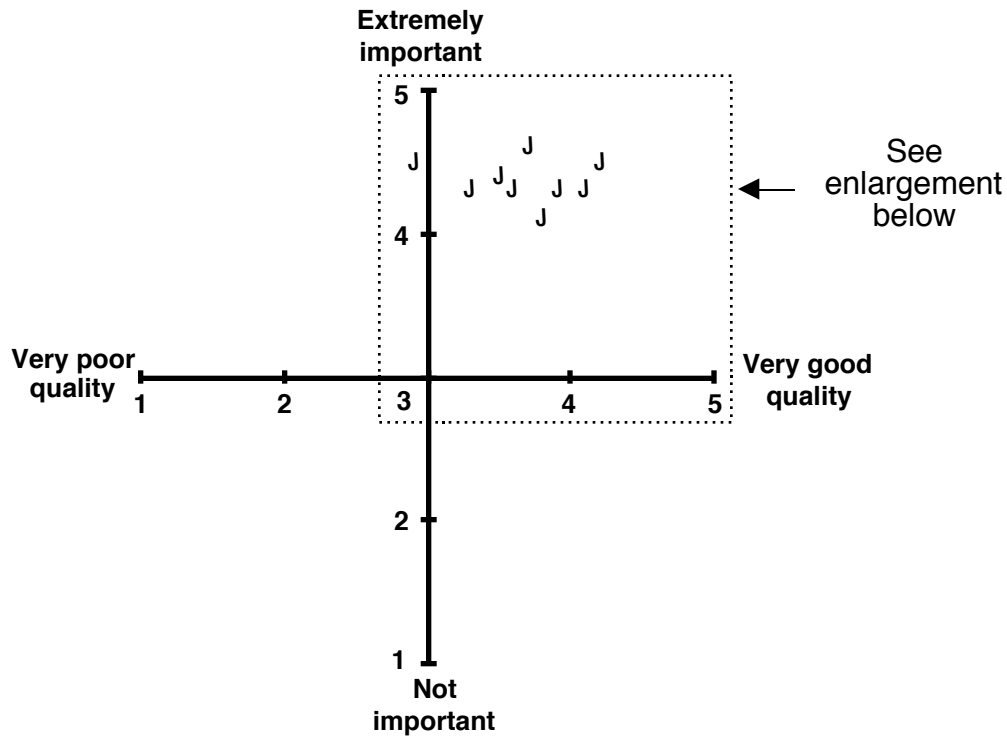


Figure 123: Average ratings of service and facility importance and quality (Kipahulu)

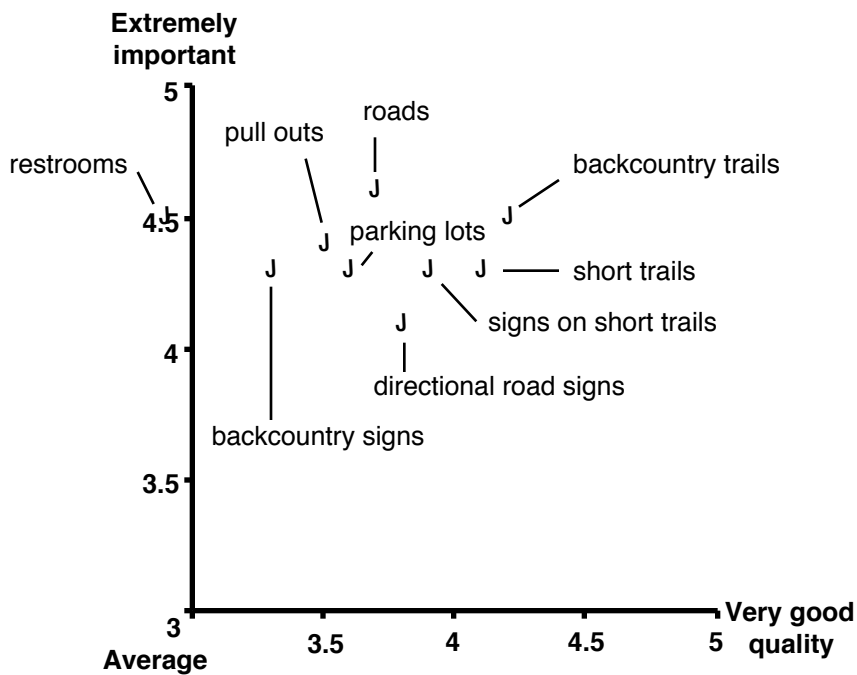


Figure 124: Detail of Figure 123 (Kipahulu)

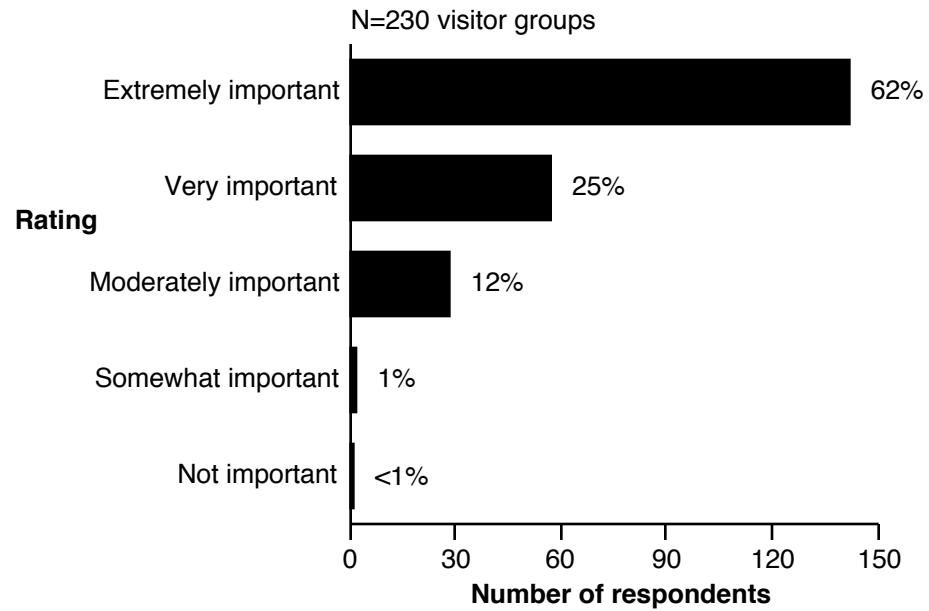


Figure 125: Importance of directional road signs (Summit)

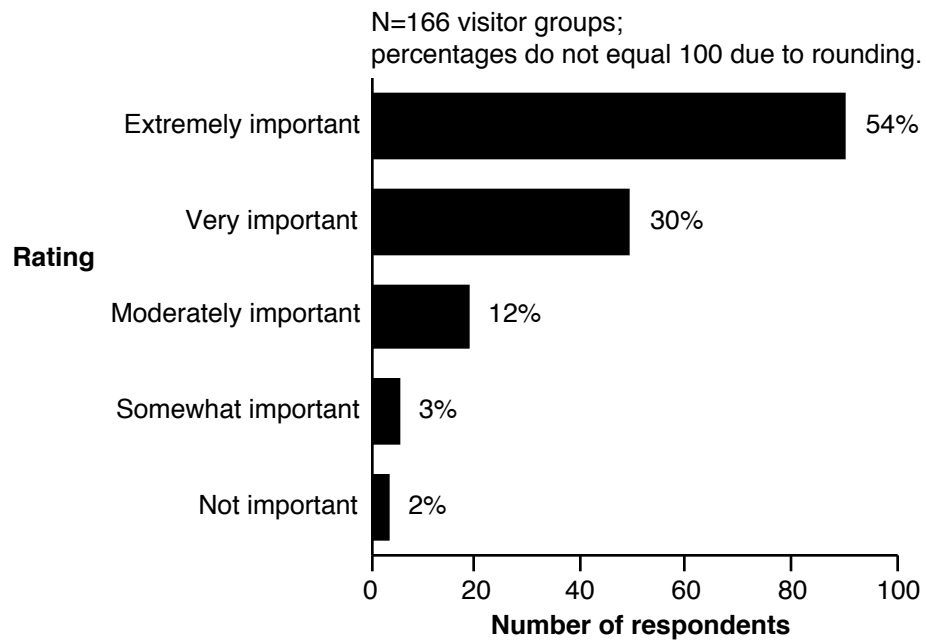


Figure 126: Importance of directional road signs (Kipahulu)

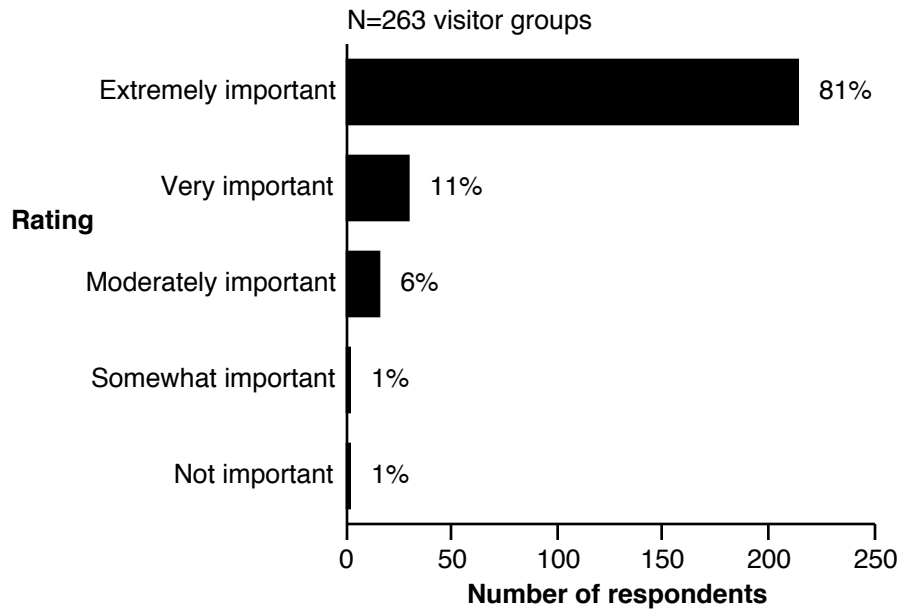


Figure 127: Importance of roads (Summit)

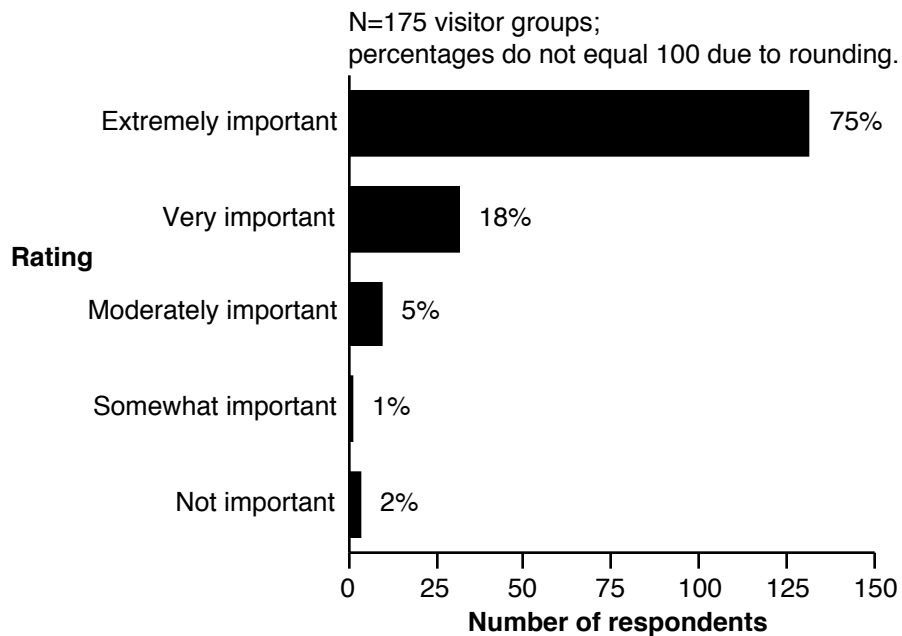


Figure 128: Importance of roads (Kipahulu)

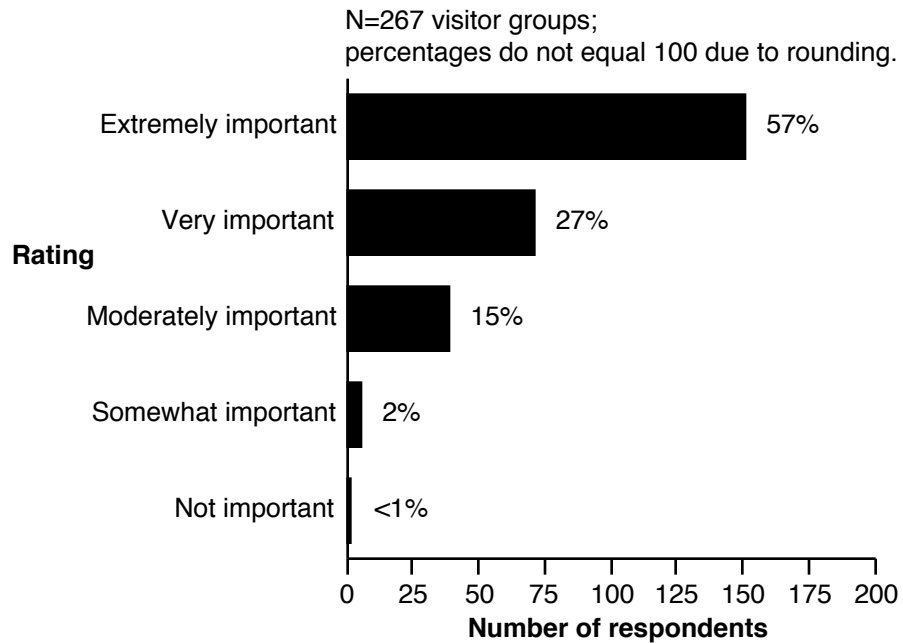


Figure 129: Importance of parking lots (Summit)

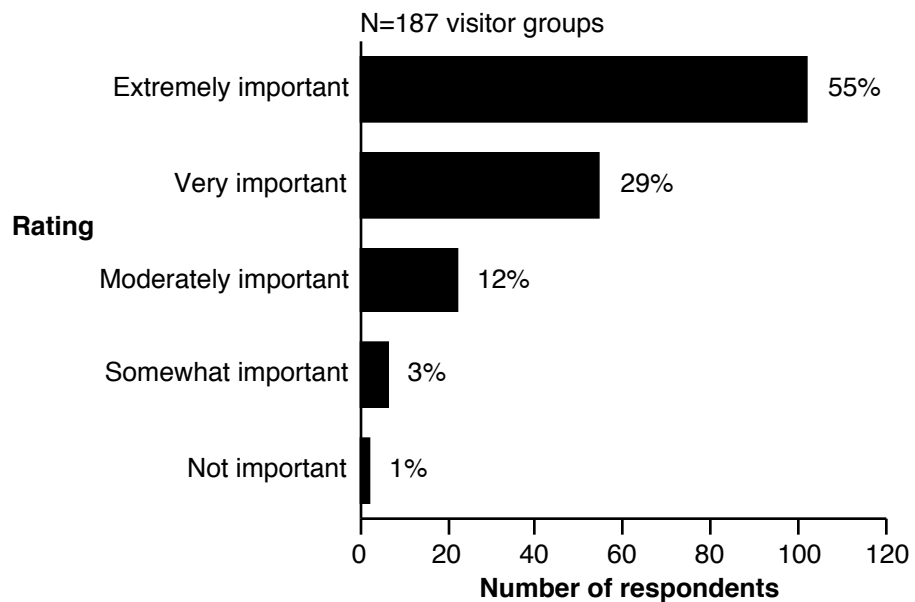


Figure 130: Importance of parking lots (Kipahulu)

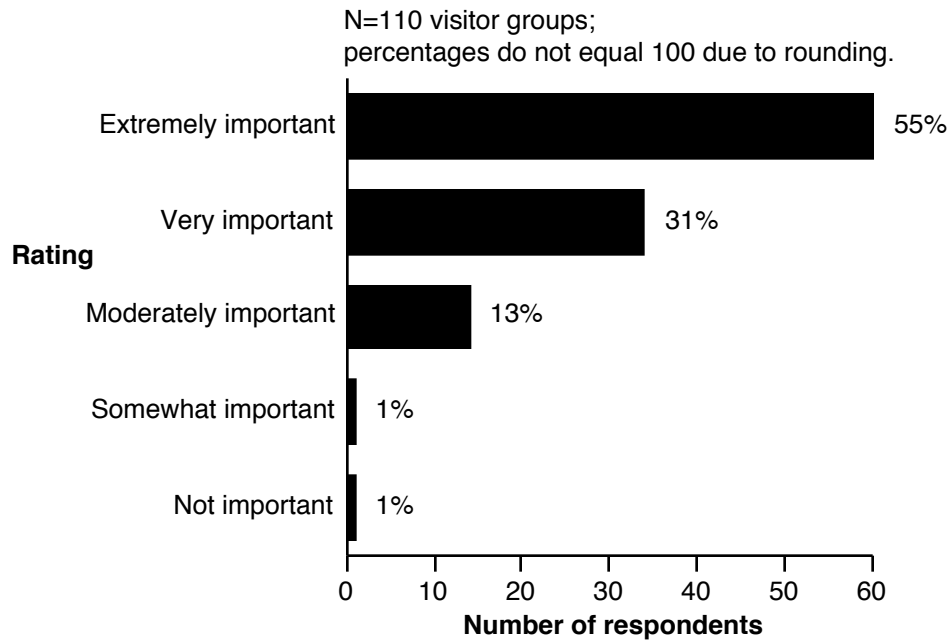


Figure 131: Importance of pullouts (Summit)

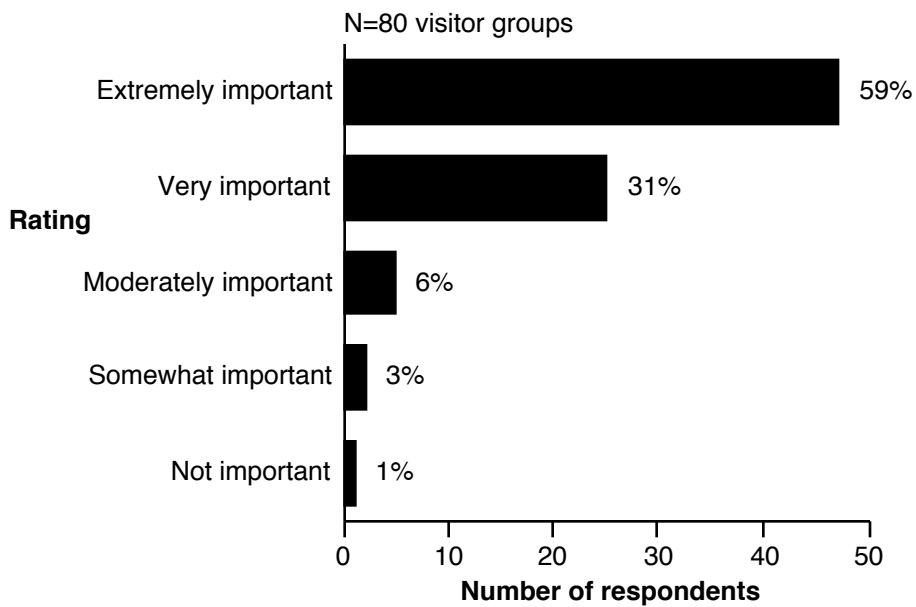


Figure 132: Importance of pullouts (Kipahulu)

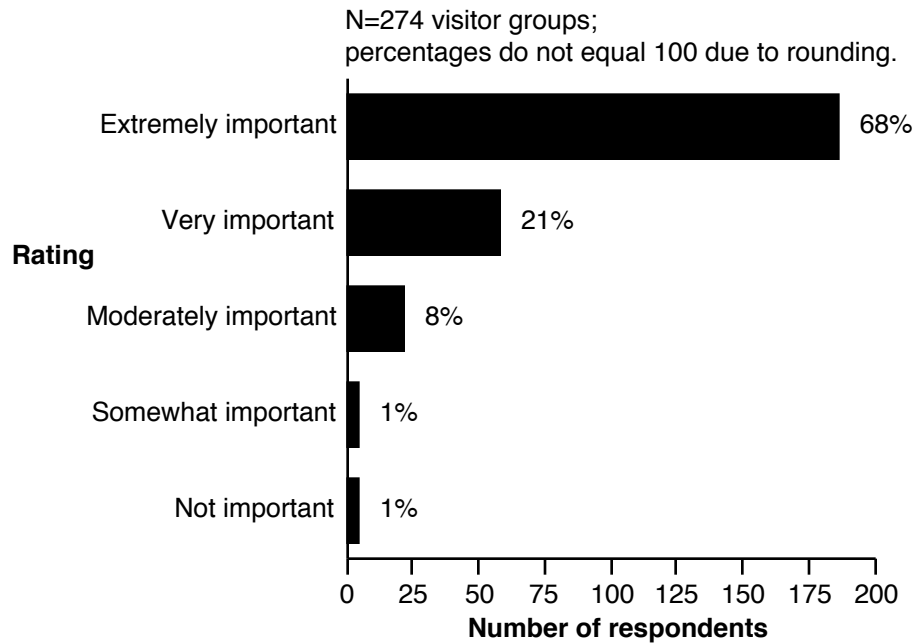


Figure 133: Importance of restrooms (Summit)

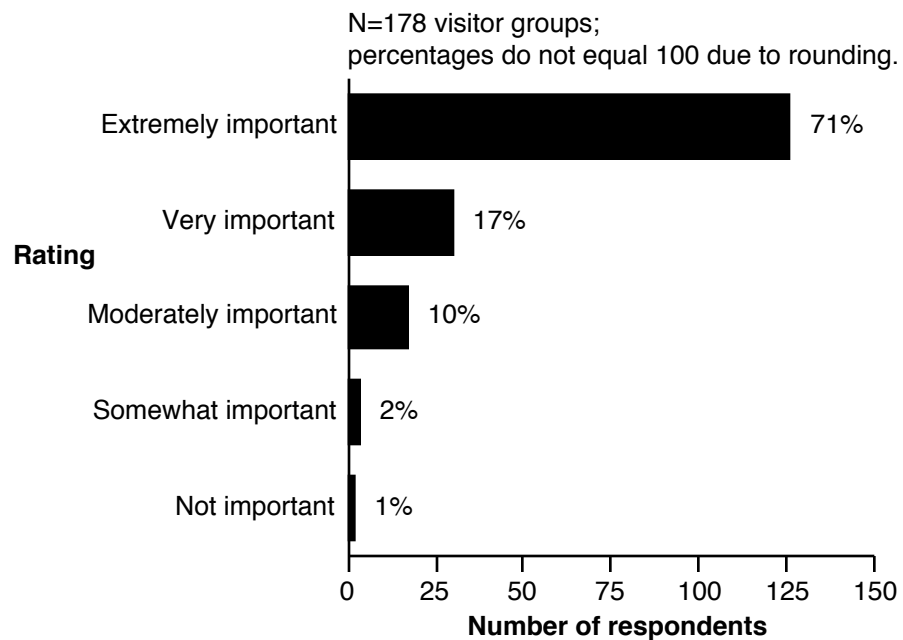


Figure 134: Importance of restrooms (Kipahulu)

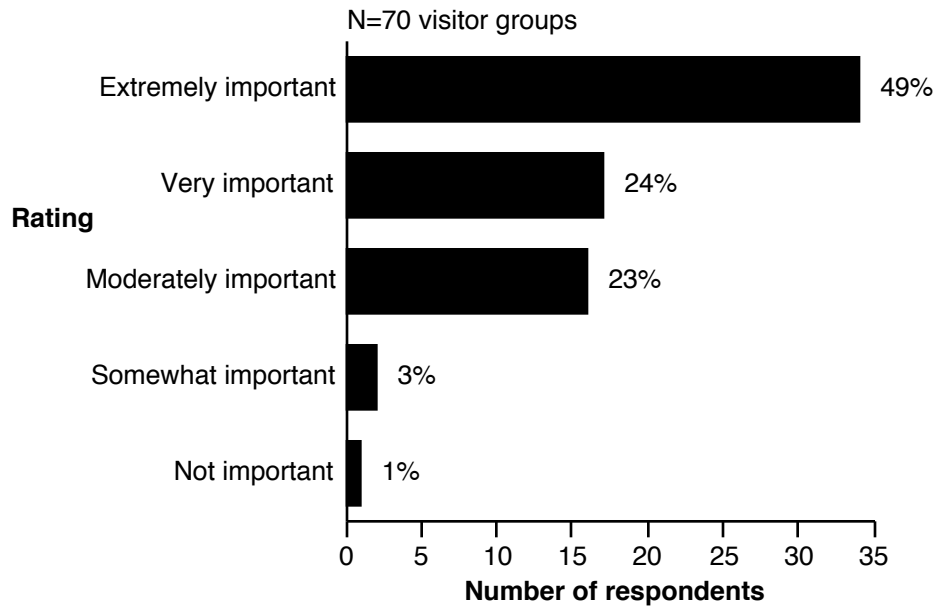


Figure 135: Importance of short trails (Summit)

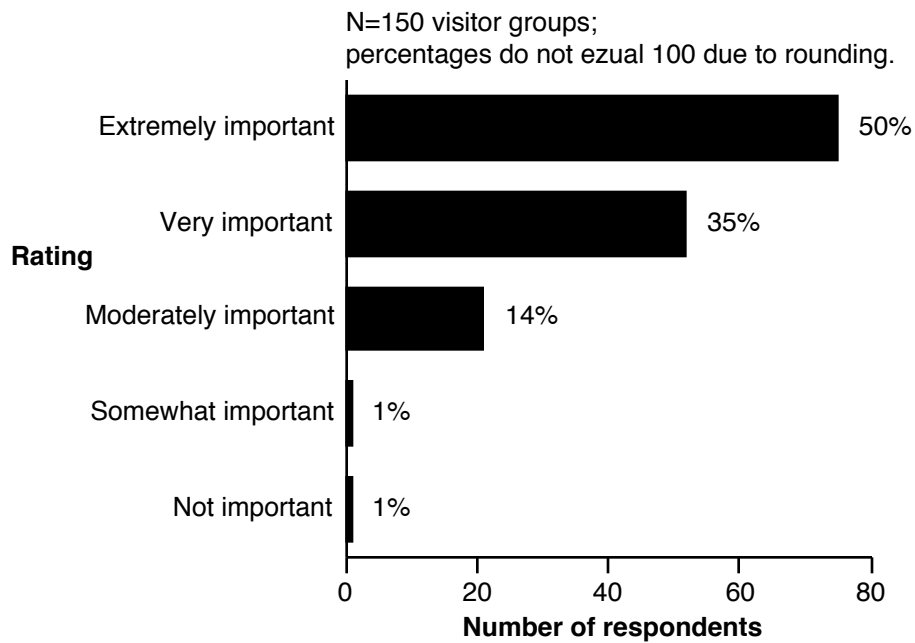


Figure 136: Importance of short trails (Kipahulu)

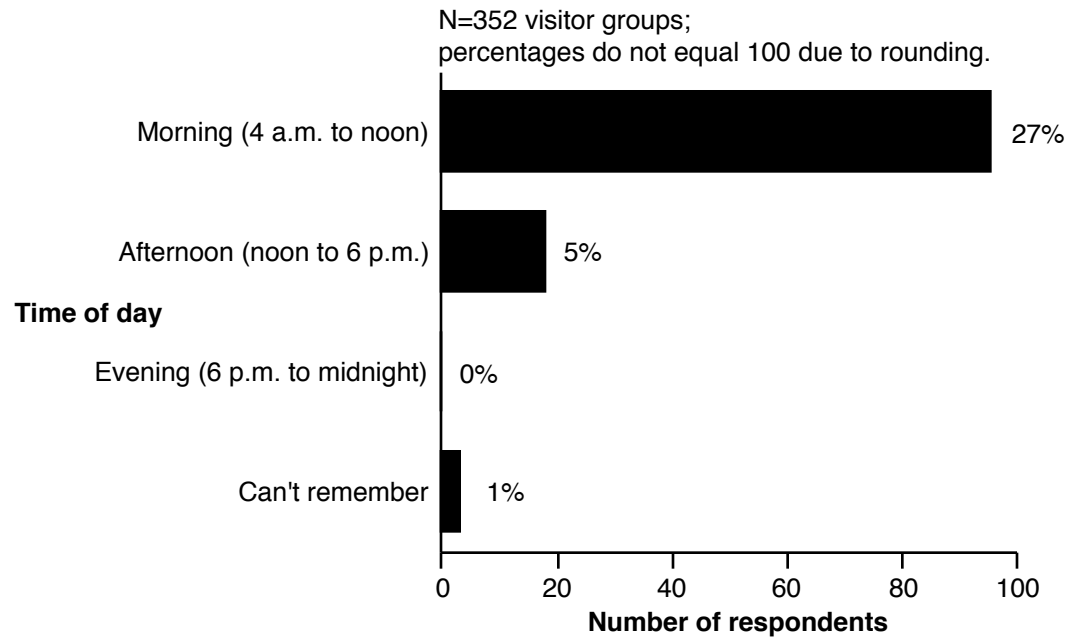


Figure 137: Importance of signs on short trails (Summit)

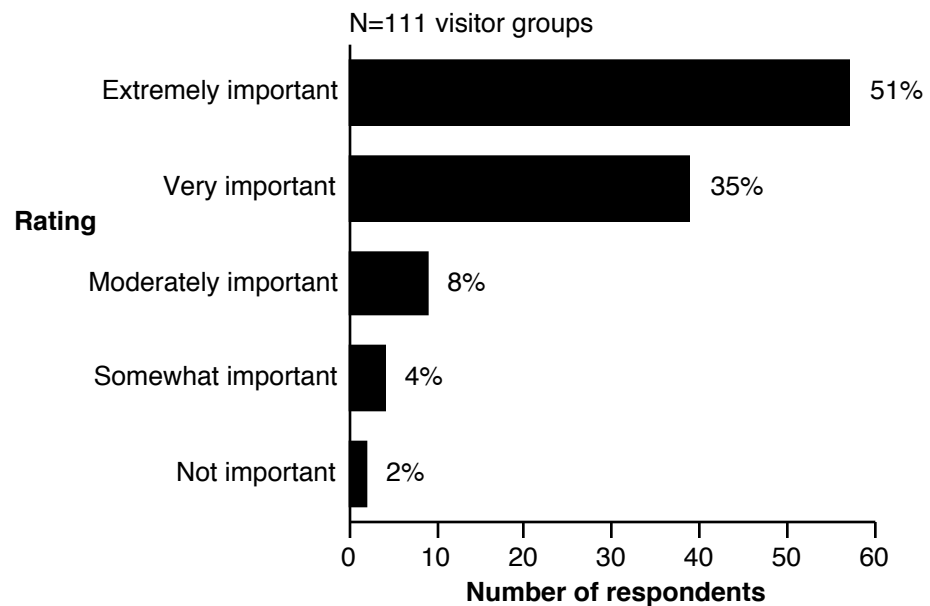


Figure 138: Importance of signs on short trails (Kipahulu)

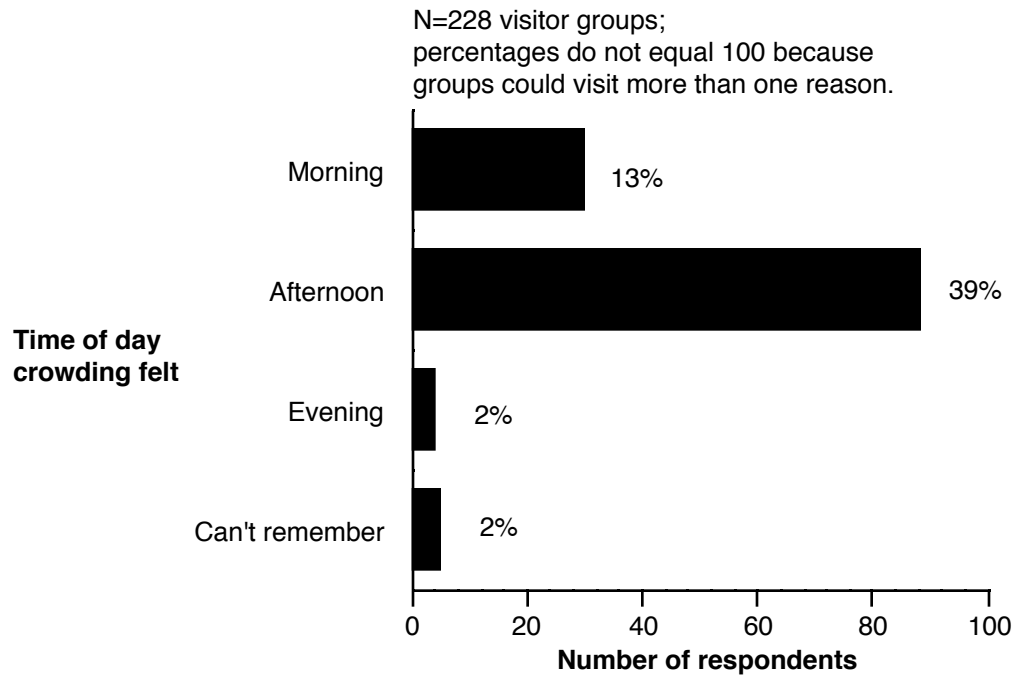


Figure 139: Importance of backcountry trails (Summit)

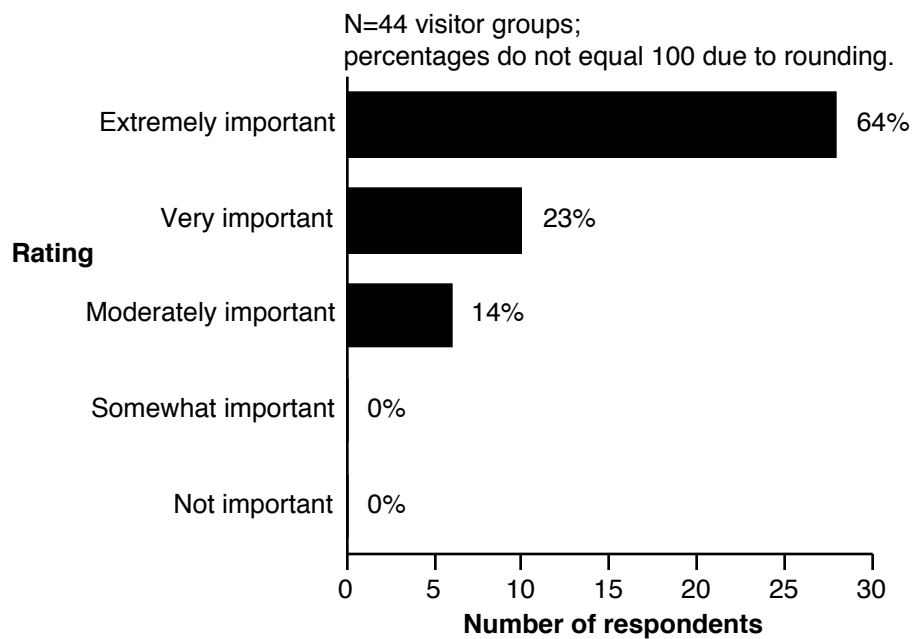


Figure 140: Importance of backcountry trails (Kipahulu)

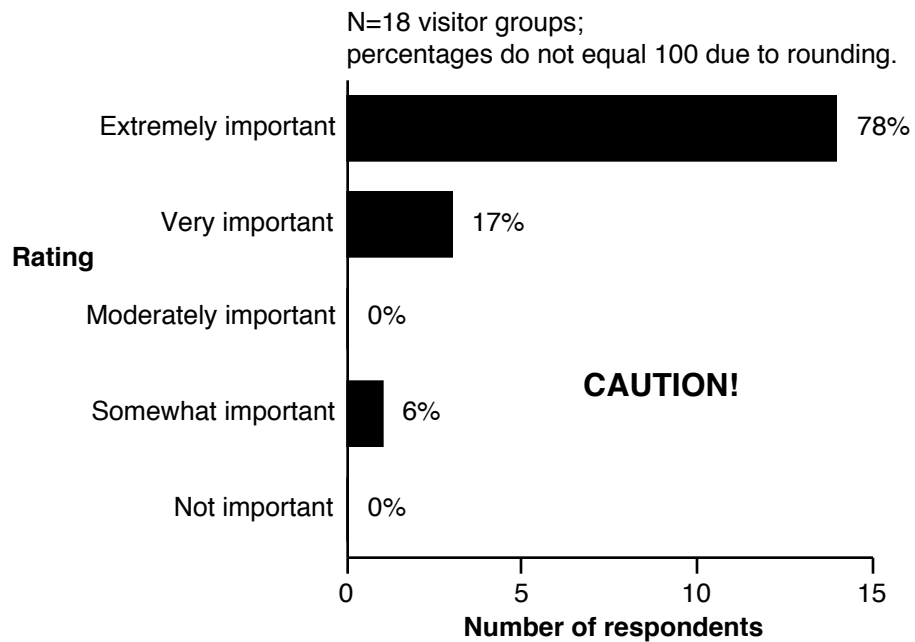


Figure 141: Importance of backcountry trail signs (Summit)

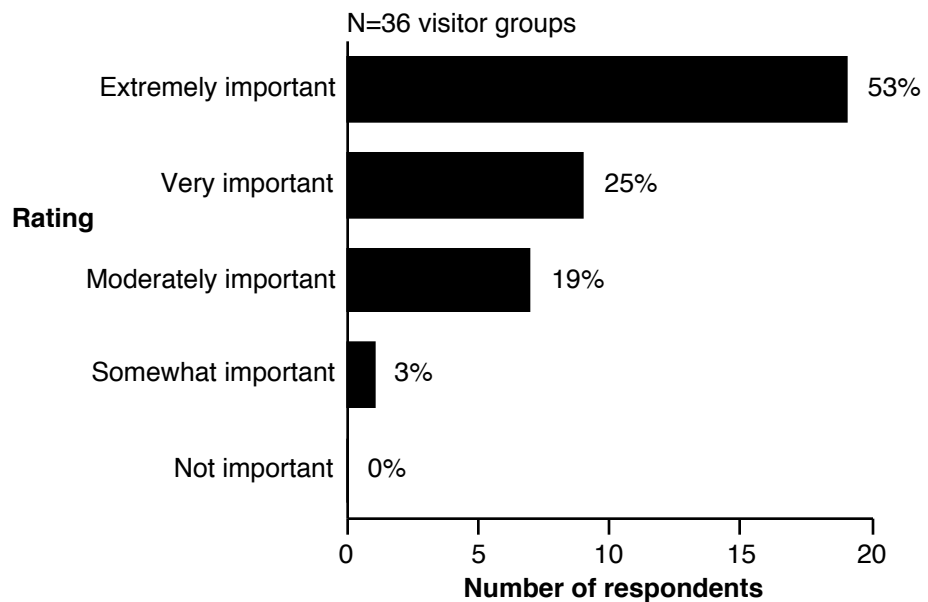


Figure 142: Importance of backcountry trail signs (Kipahulu)

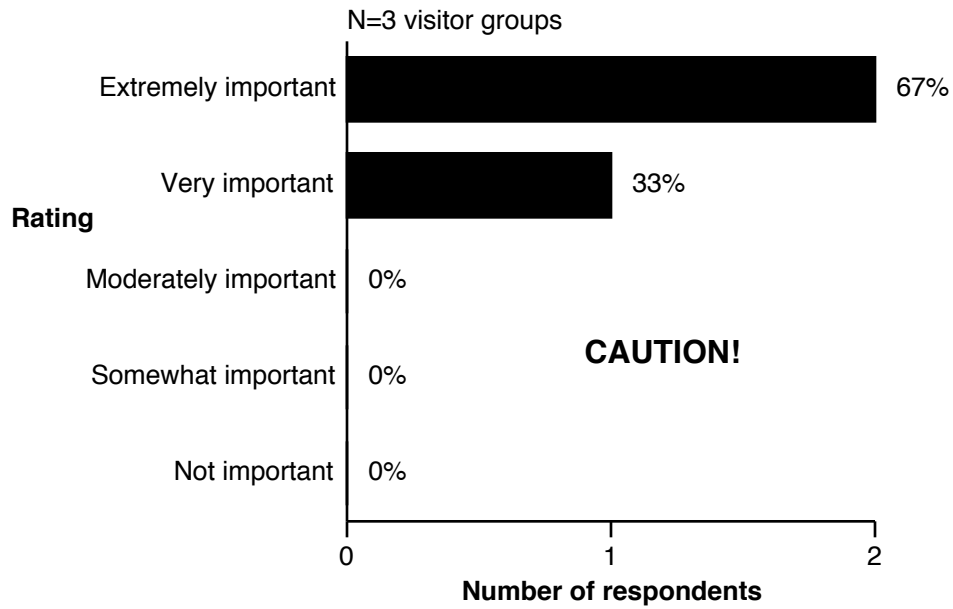


Figure 143: Importance of backcountry campgrounds (Summit)

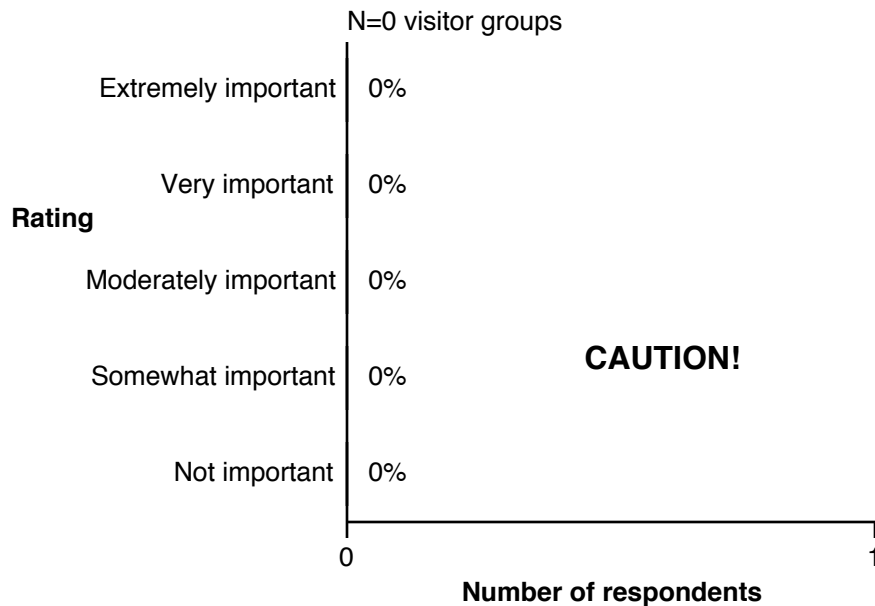


Figure 144: Importance of backcountry campgrounds (Kipahulu)

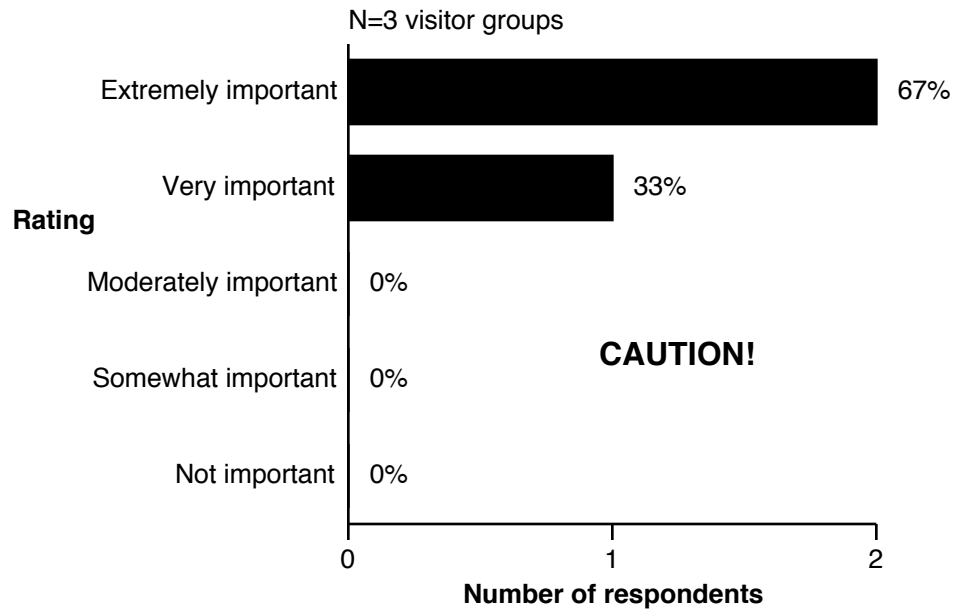


Figure 145: Importance of wilderness camping permit system (Summit)

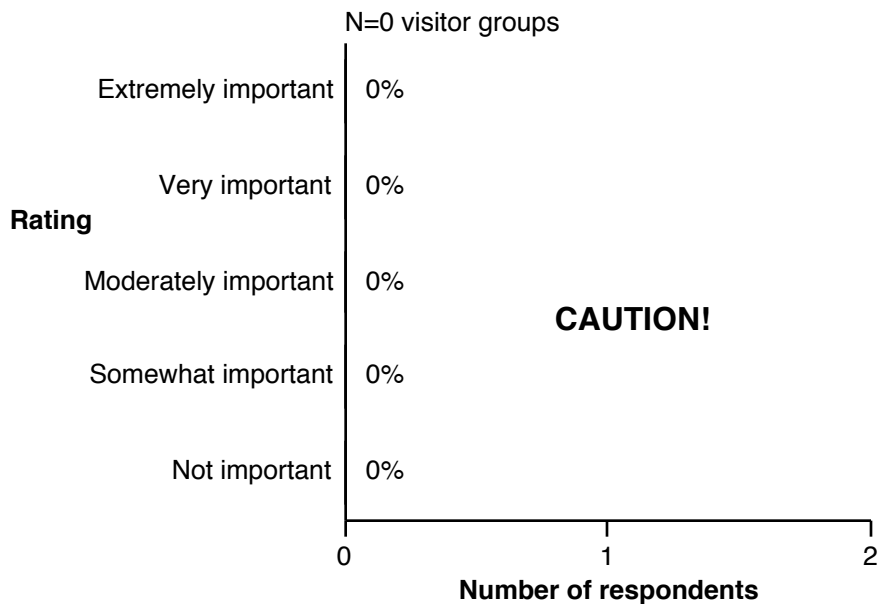


Figure 146: Importance of wilderness camping permit system (Kipahulu)

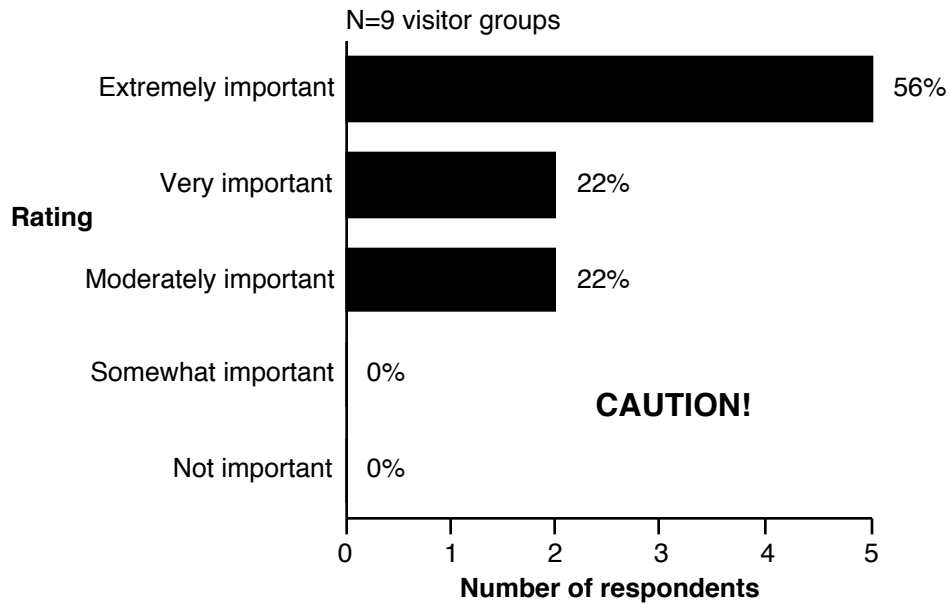


Figure 147: Importance of Hosmer Grove Campground (Summit)

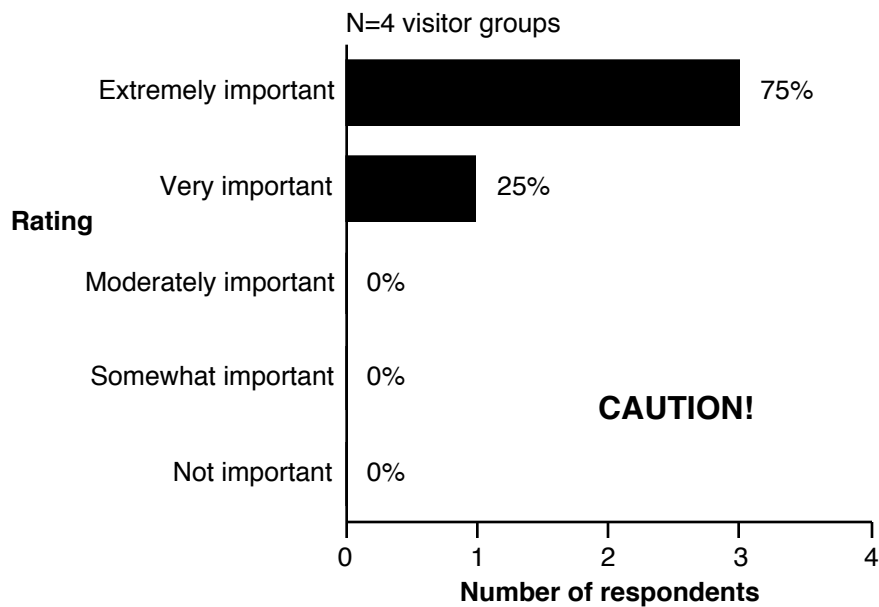


Figure 148: Importance of Hosmer Grove Campground (Kipahulu)

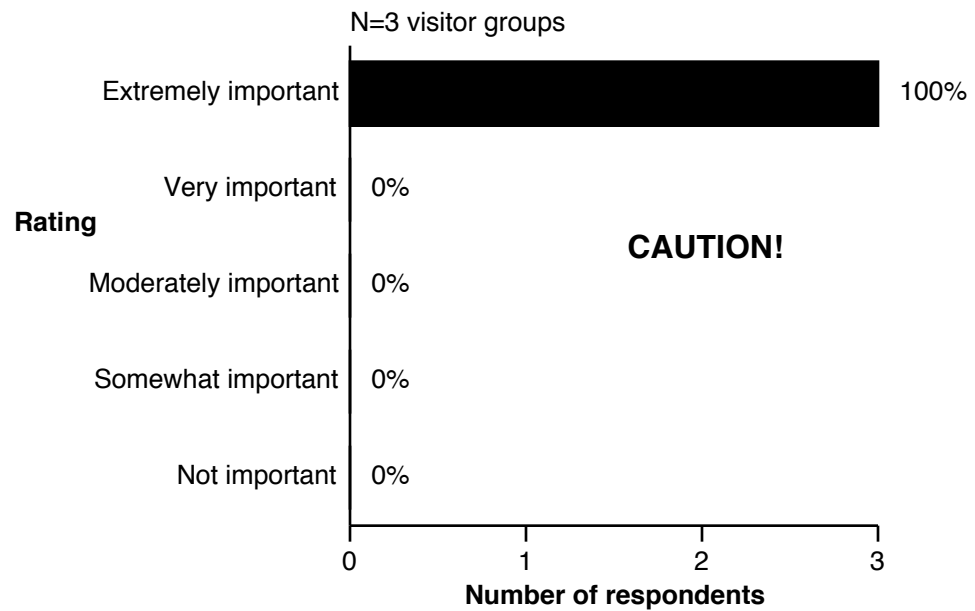


Figure 149: Importance of Kipahulu Campground (Summit)

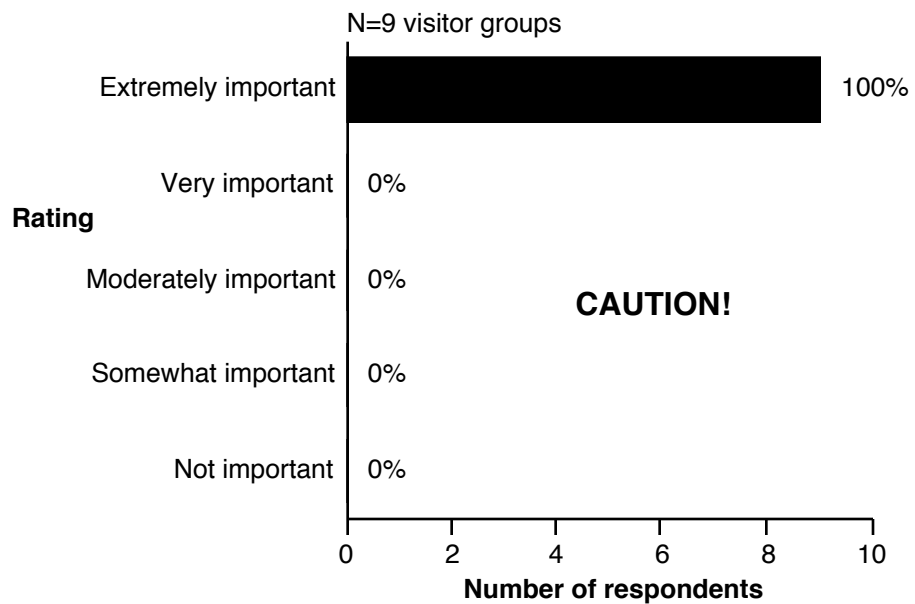


Figure 150: Importance of Kipahulu Campground (Kipahulu)

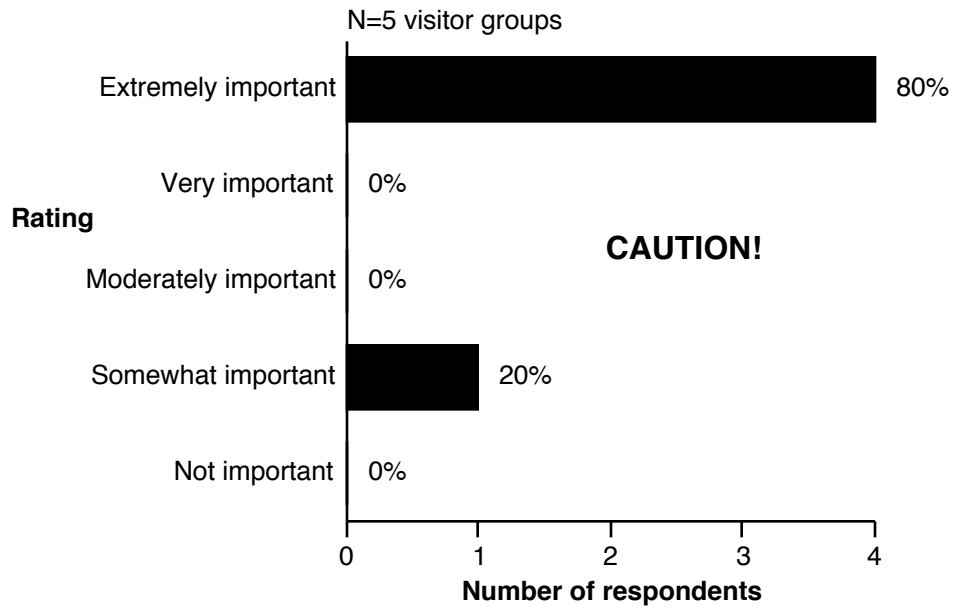


Figure 151: Importance of access for disabled persons (Summit)

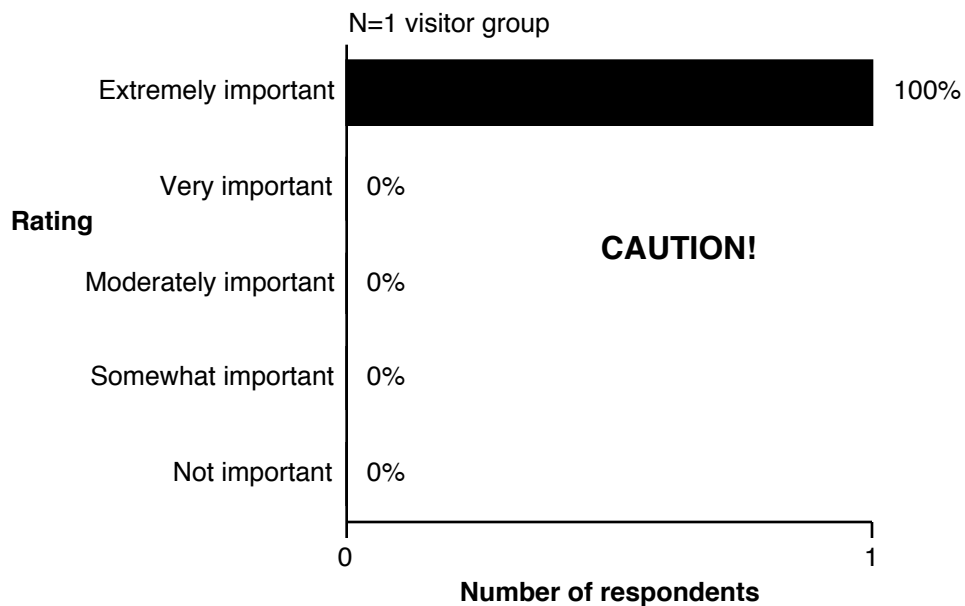


Figure 152: Importance of access for disabled persons (Kipahulu)

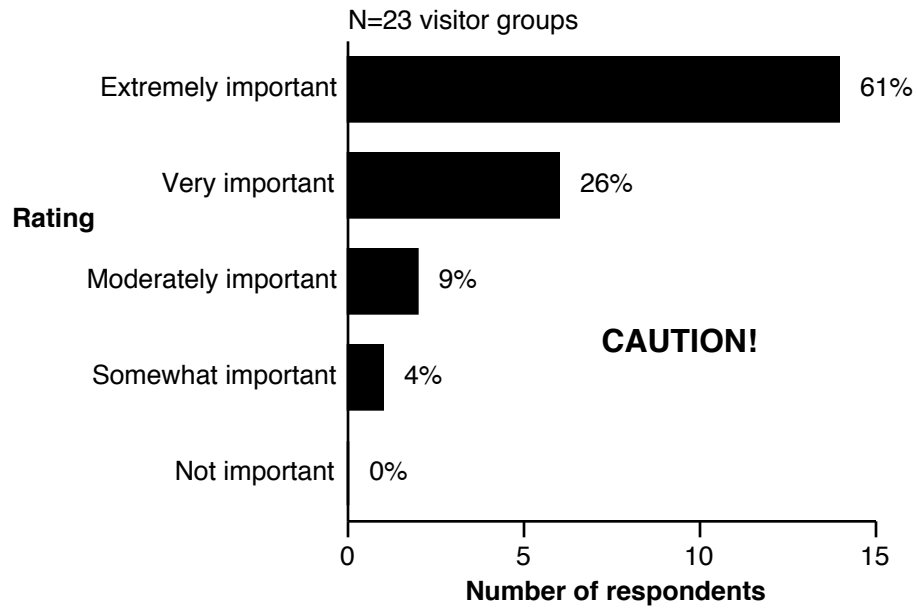


Figure 153: Importance of access to potable drinking water (Summit)

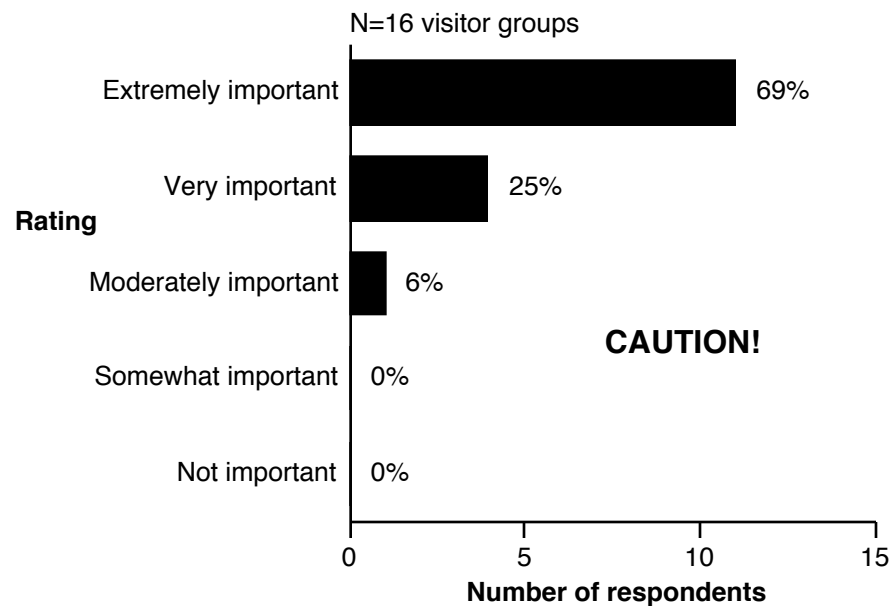


Figure 154: Importance of access to potable drinking water (Kipahulu)

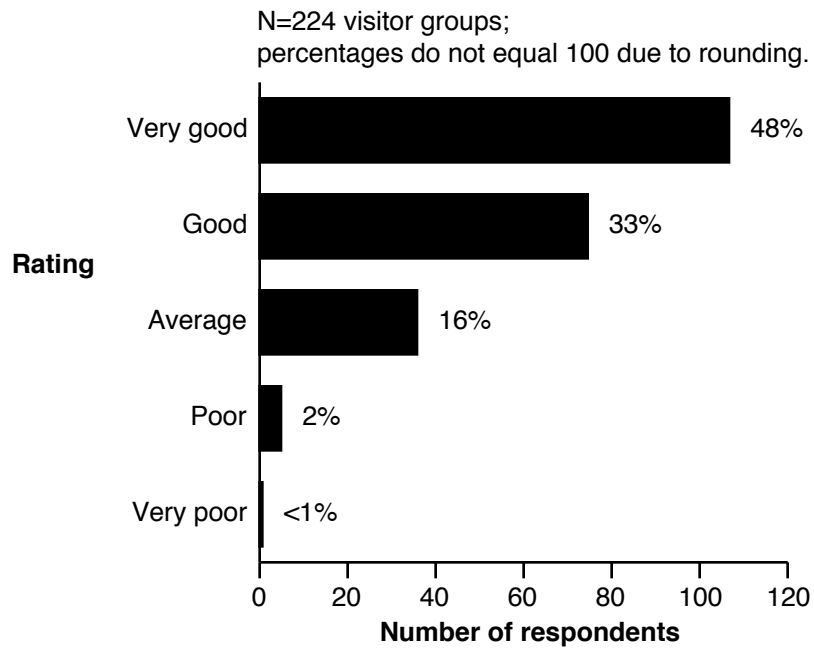


Figure 155: Quality of directional road signs (Summit)

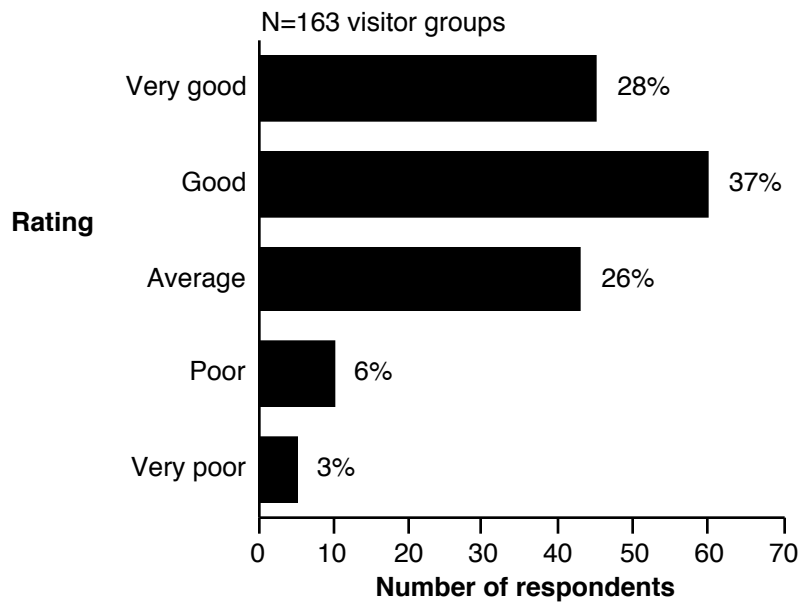
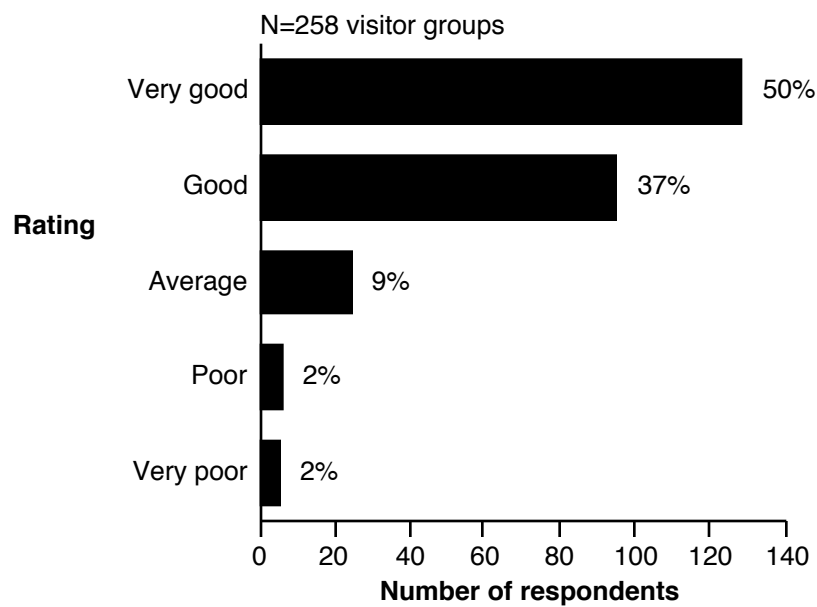
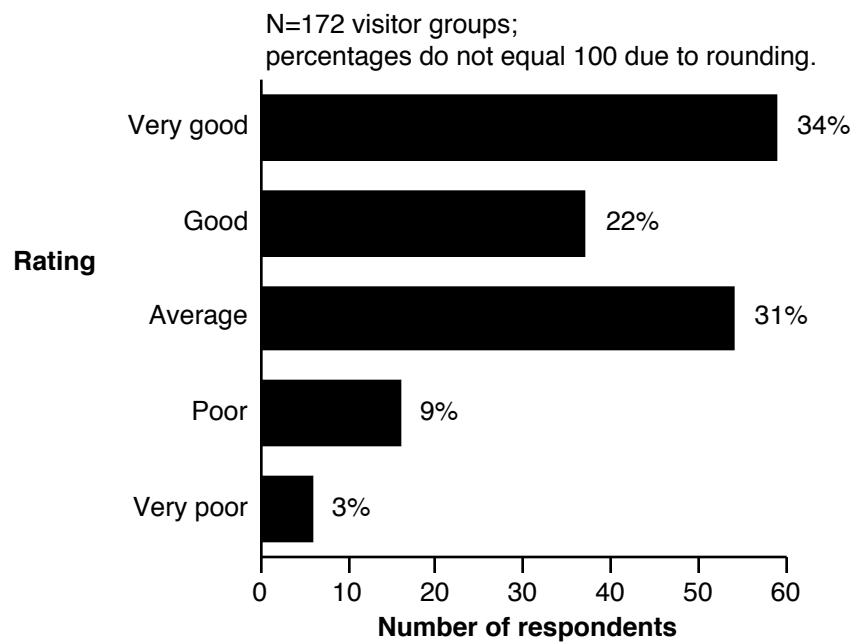


Figure 156: Quality of directional road signs (Kipahulu)

**Figure 157: Quality of roads (Summit)****Figure 158: Quality of roads (Kipahulu)**

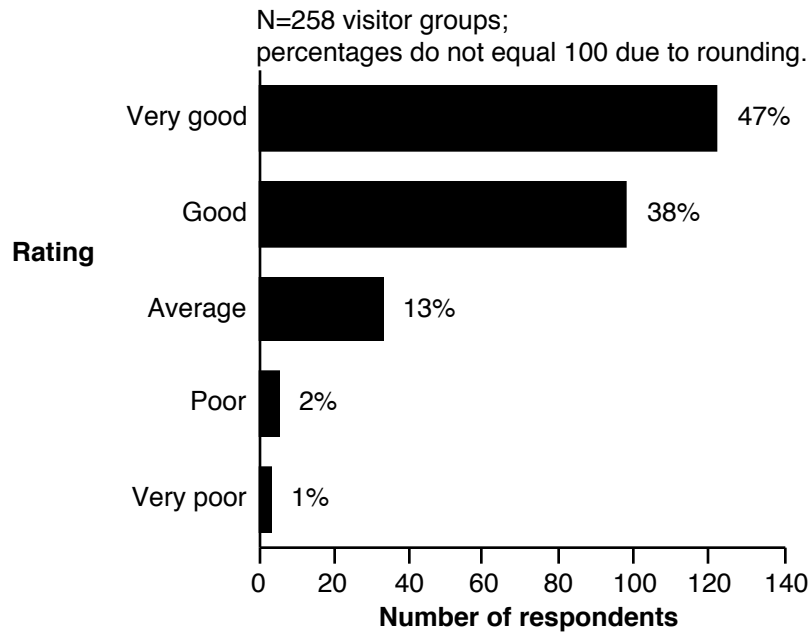


Figure 159: Quality of parking lots (Summit)

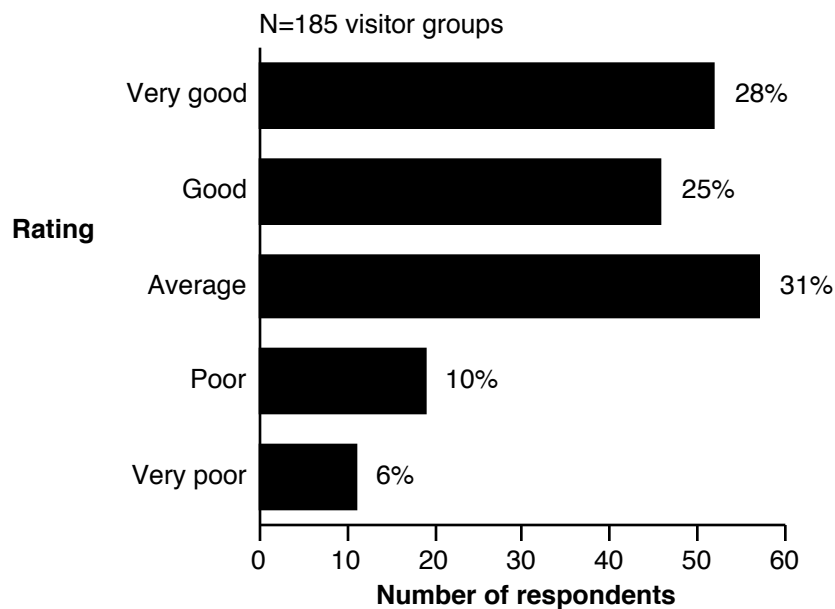
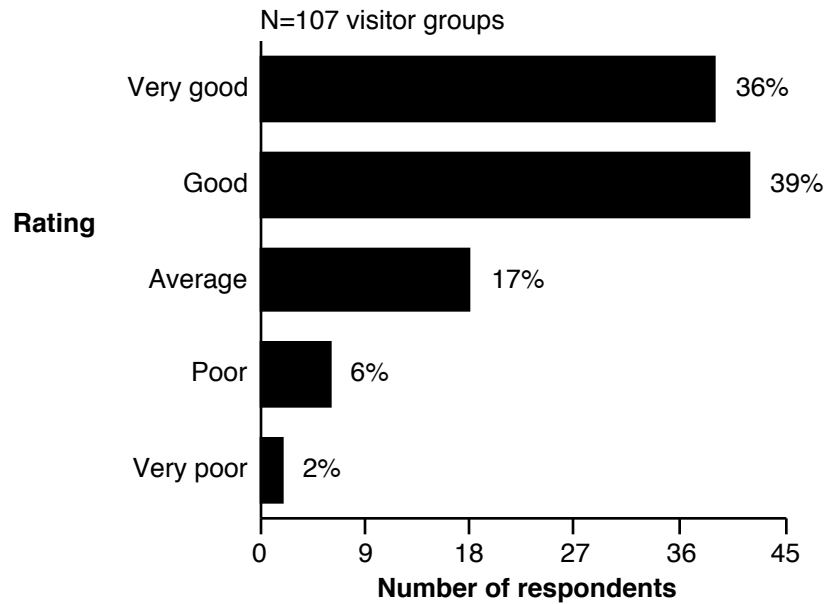
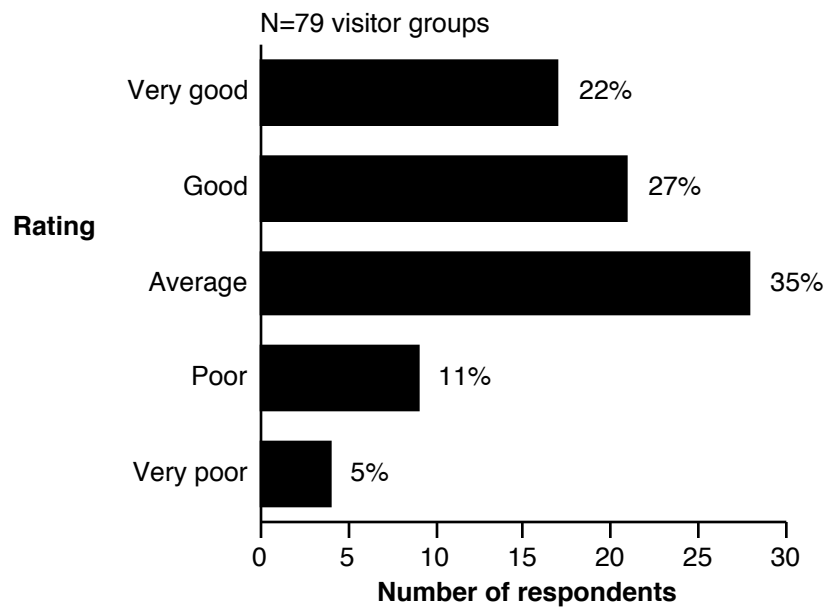


Figure 160: Quality of parking lots (Kipahulu)

**Figure 161: Quality of pullouts (Summit)****Figure 162: Quality of pullouts (Kipahulu)**

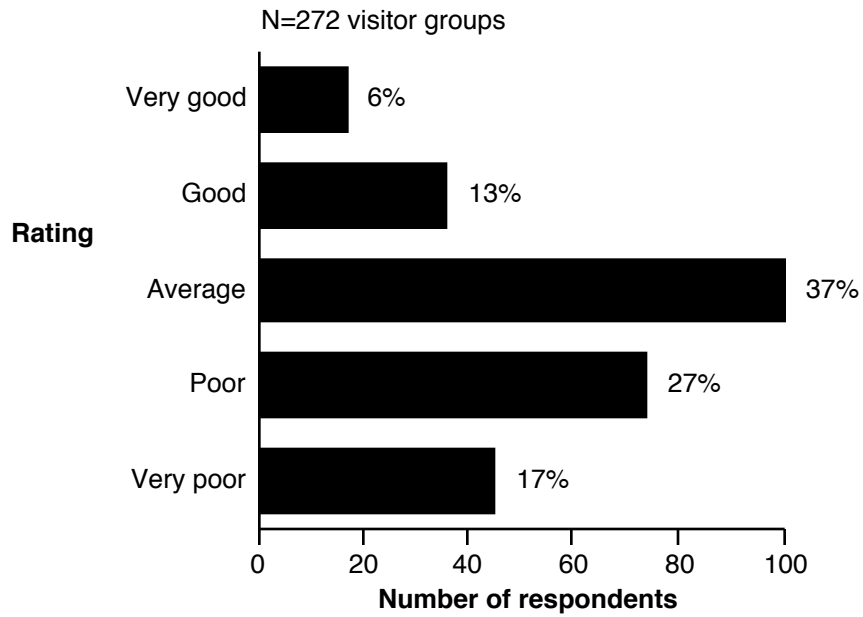


Figure 163: Quality of restrooms (Summit)

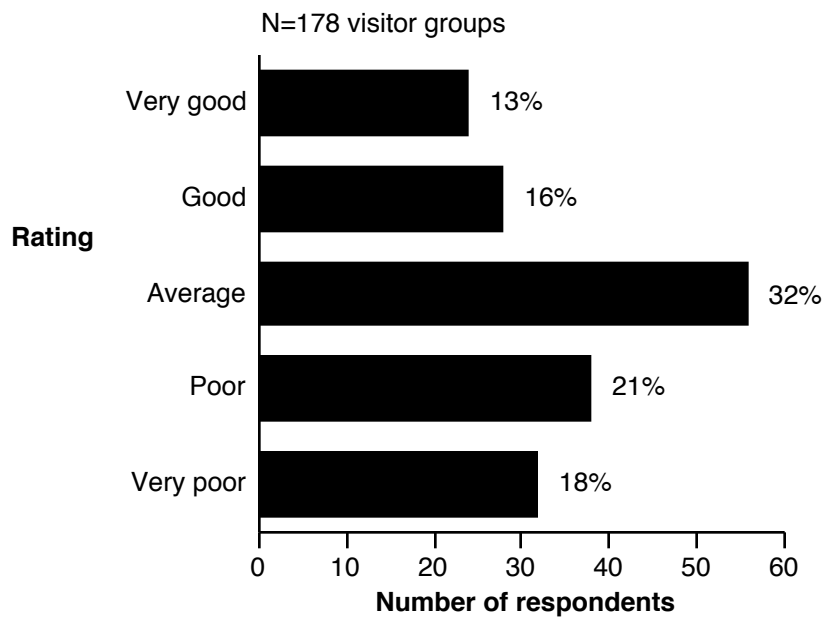
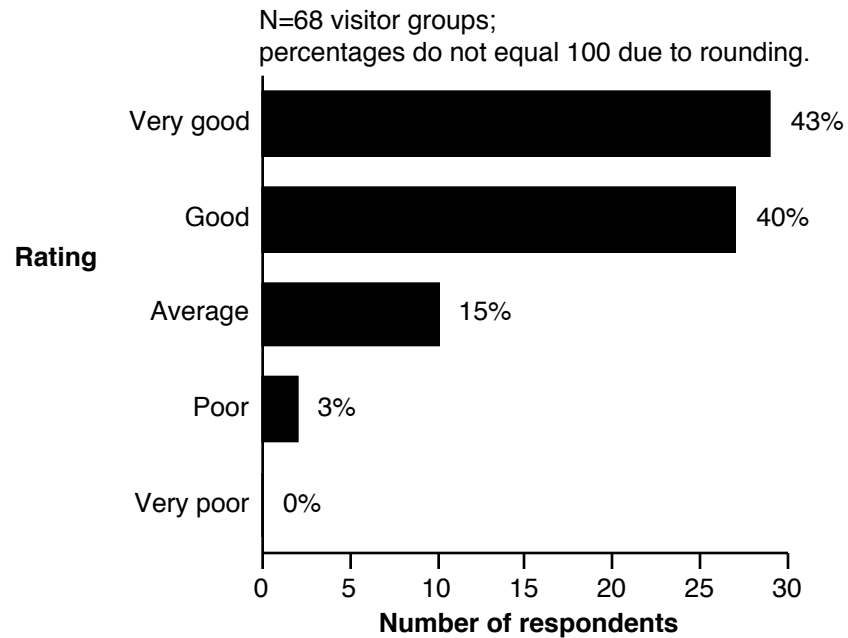
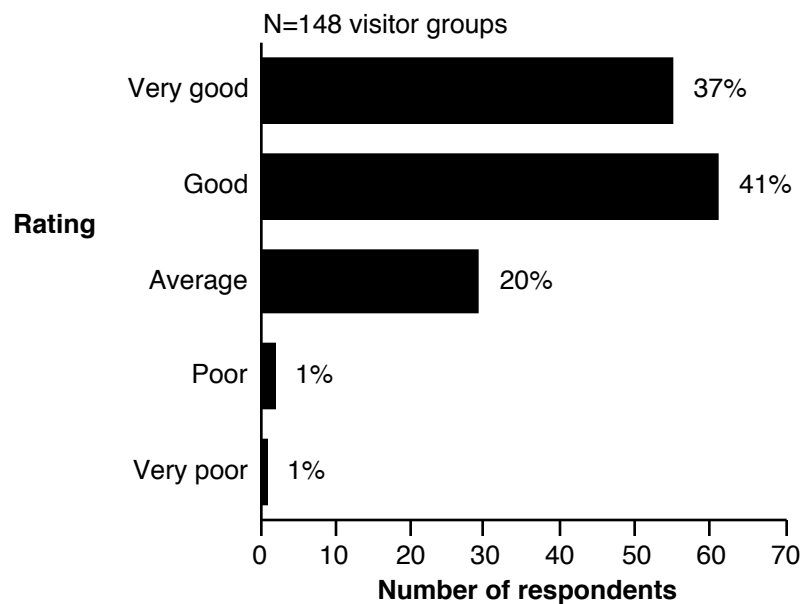


Figure 164: Quality of restrooms (Kipahulu)

**Figure 165: Quality of short trails (Summit)****Figure 166: Quality of short trails (Kipahulu)**

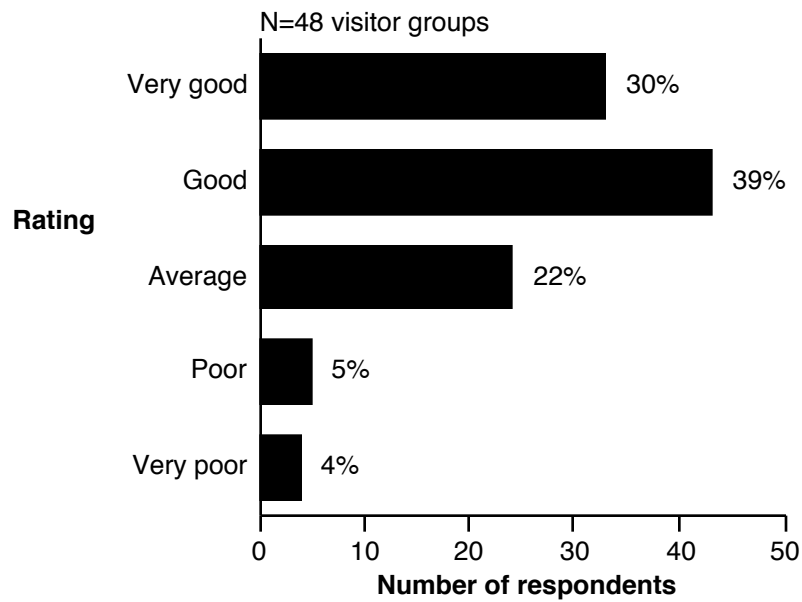


Figure 167: Quality of signs on short trails (Summit)

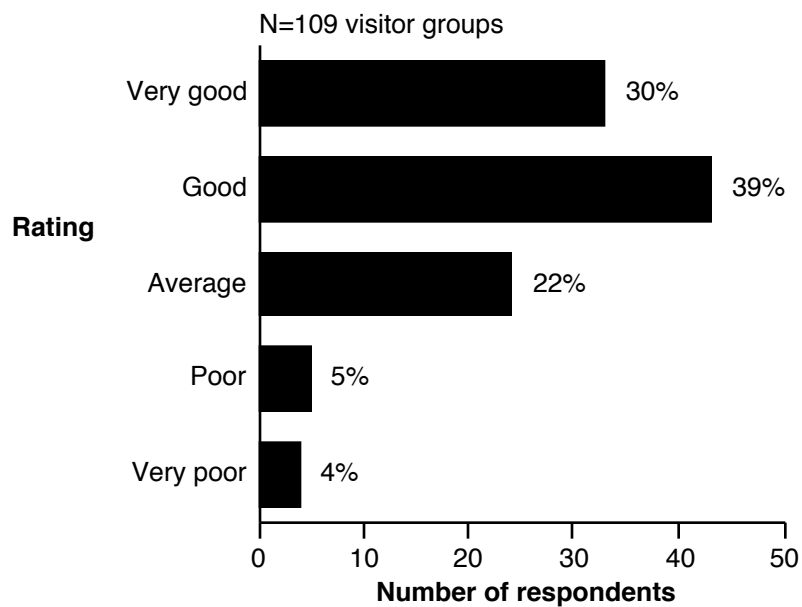


Figure 168: Quality of signs on short trails (Kipahulu)

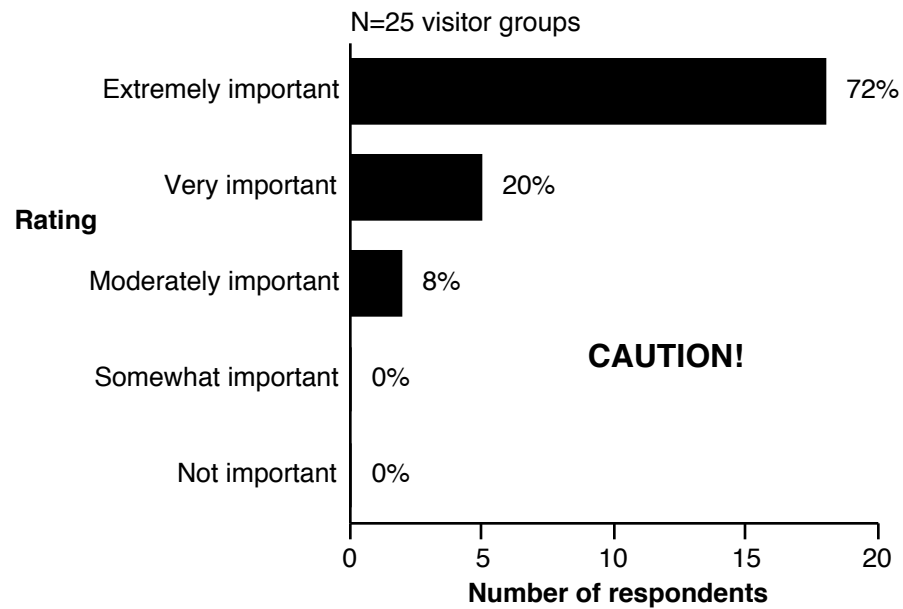


Figure 169: Quality of backcountry trails (Summit)

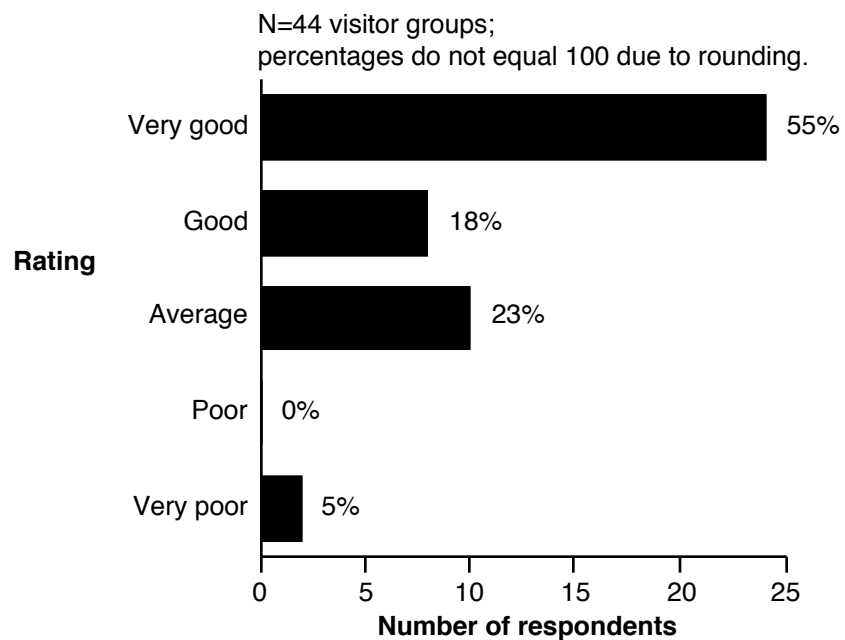


Figure 170: Quality of backcountry trails (Kipahulu)

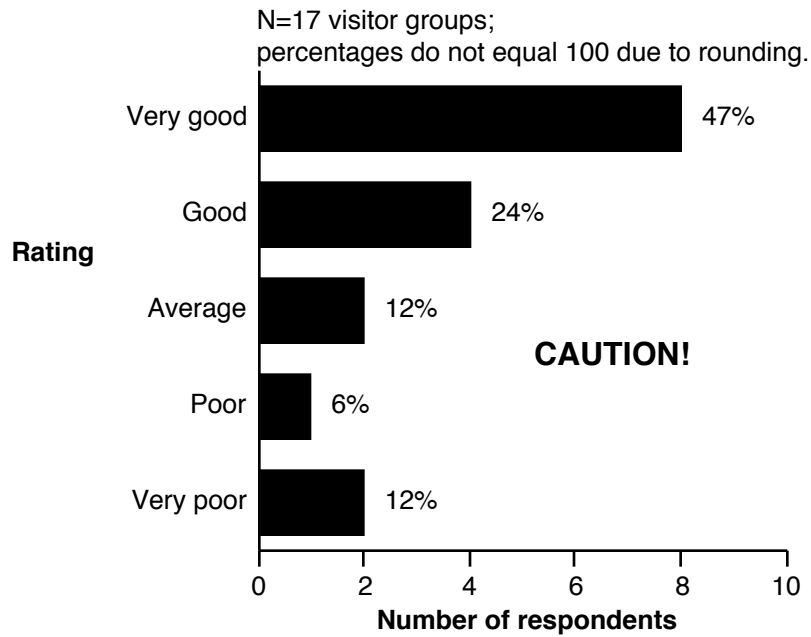


Figure 171: Quality of signs on backcountry trails (Summit)

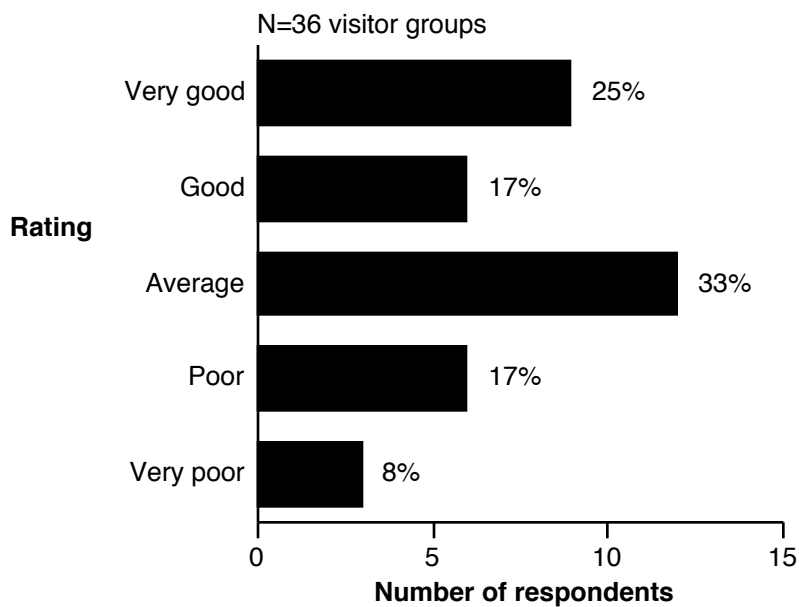


Figure 172: Quality of signs on backcountry trails (Kipahulu)

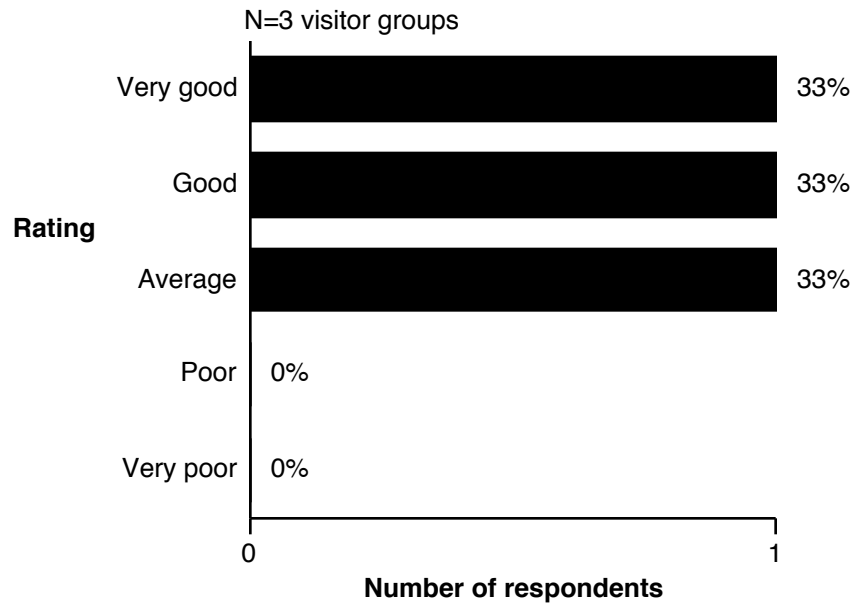


Figure 173: Quality of backcountry campgrounds (Summit)

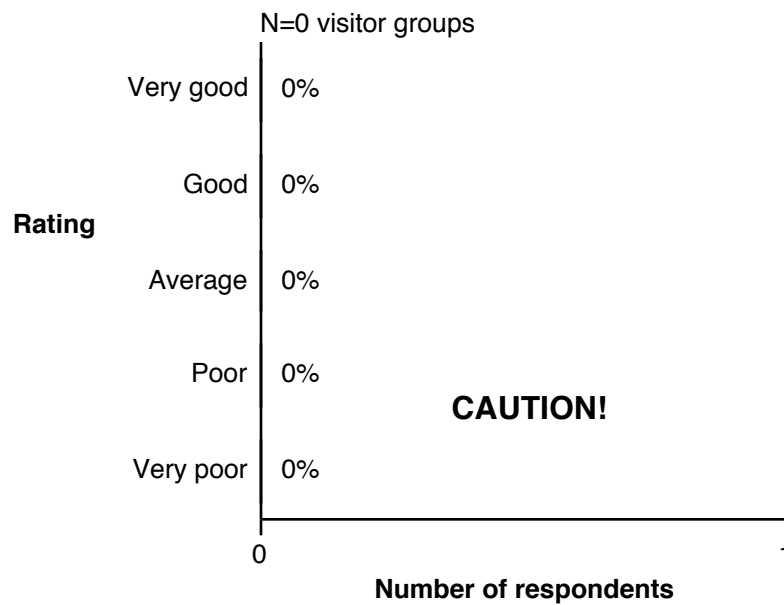


Figure 174: Quality of backcountry campgrounds (Kipahulu)

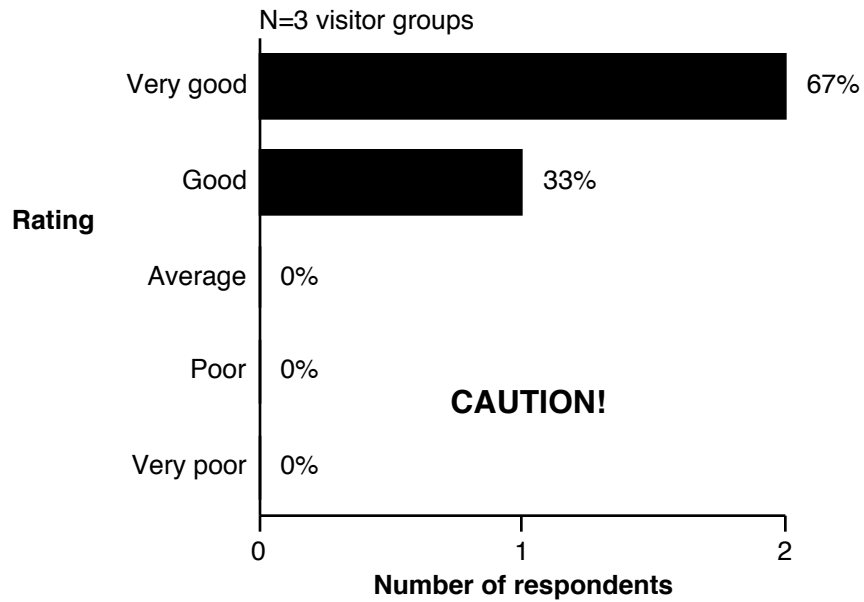


Figure 175: Quality of wilderness camping permit system (Summit)

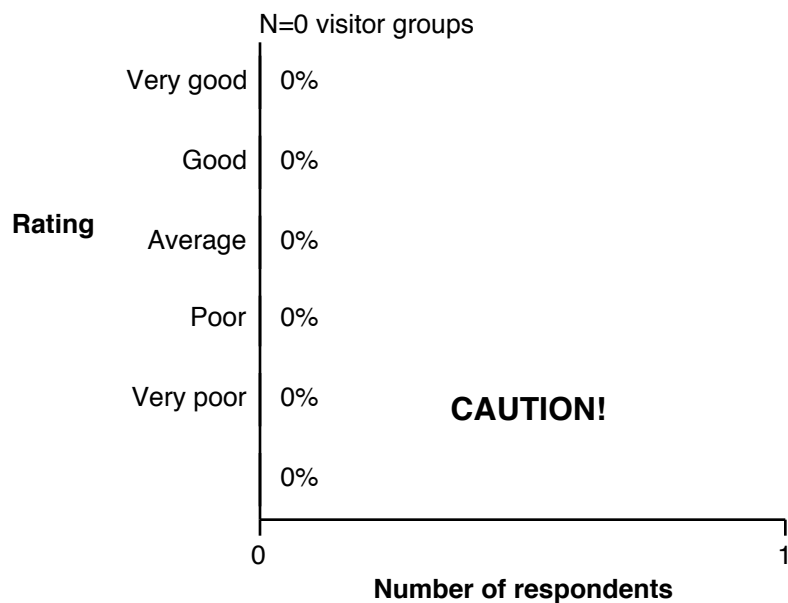


Figure 176: Quality of wilderness camping permit system (Kipahulu)

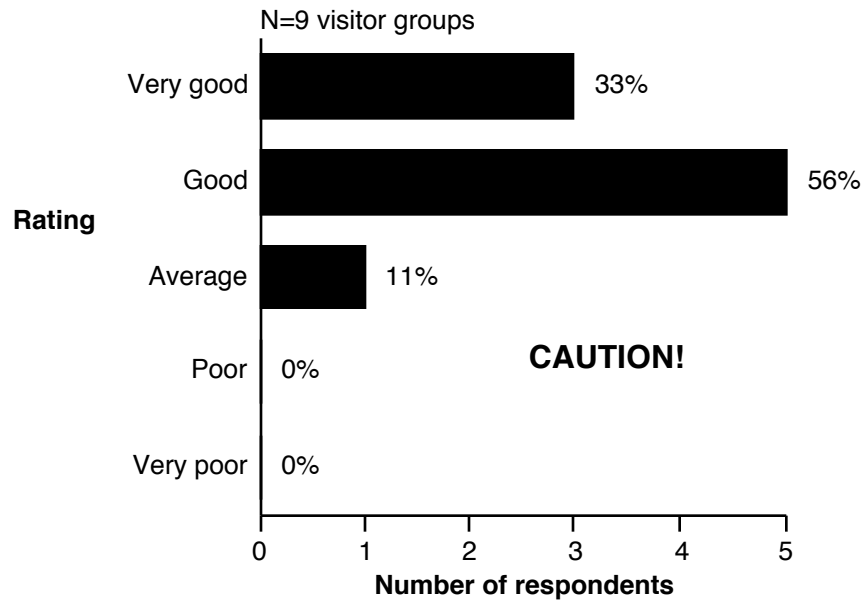


Figure 177: Quality Hosmer Grove Campground (Summit)

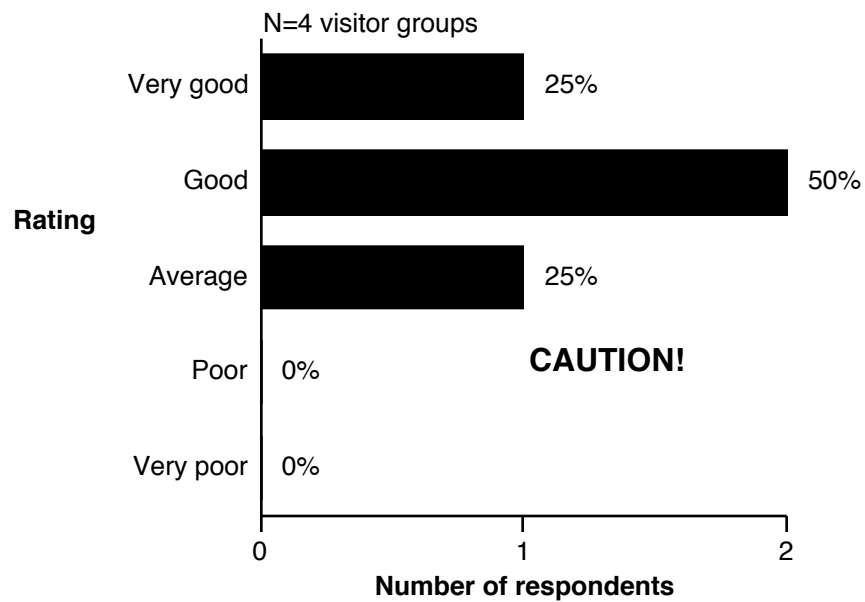


Figure 178: Quality of Hosmer Grove Campground (Kipahulu)

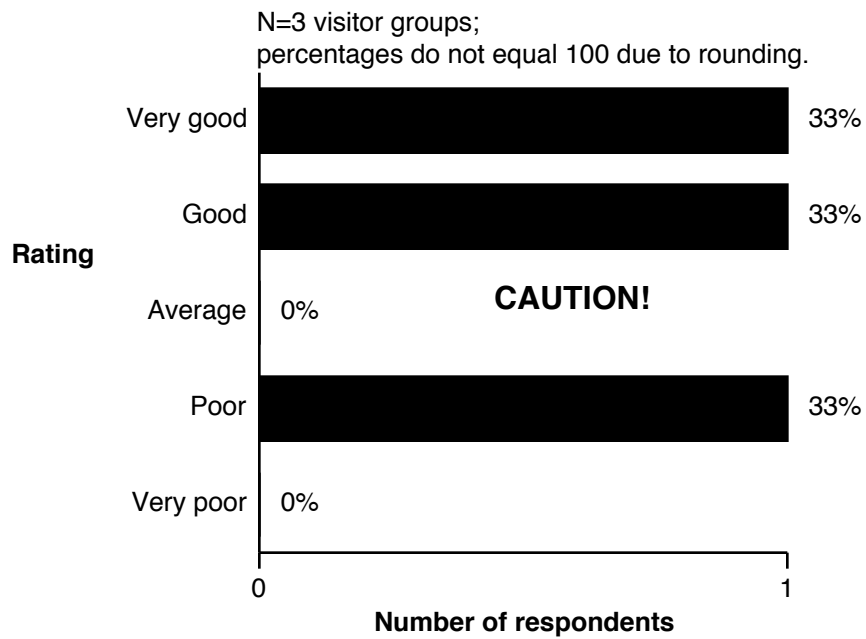


Figure 179: Quality of Kipahulu Campground (Summit)

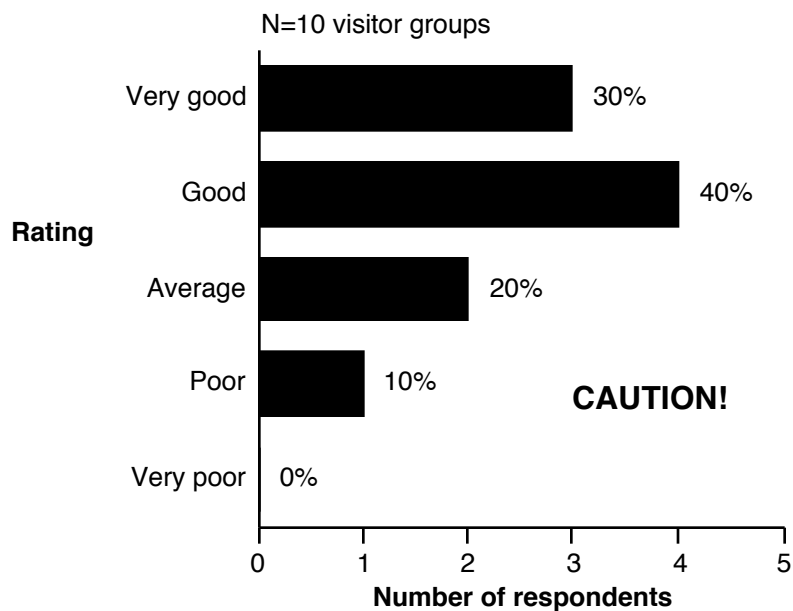


Figure 180: Quality of Kipahulu Campground (Kipahulu)

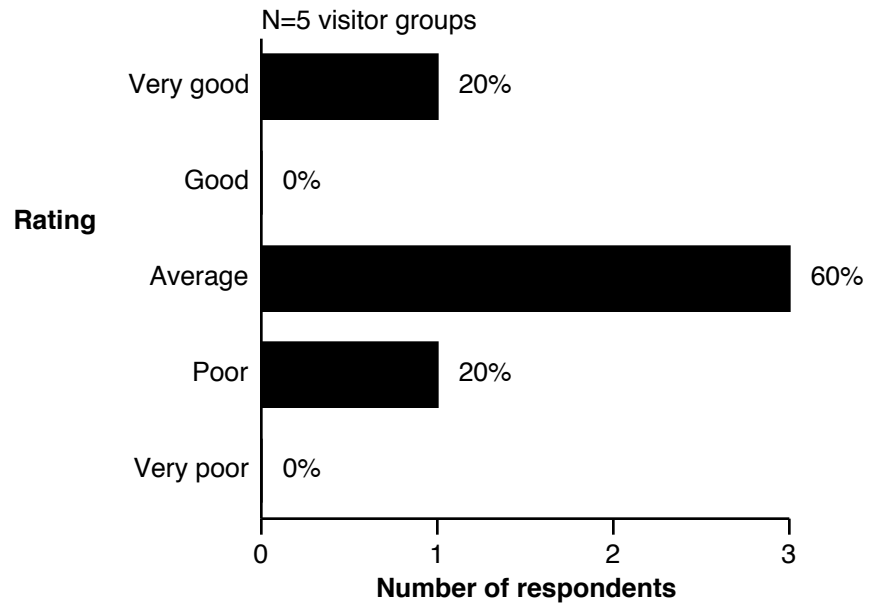


Figure 181: Quality of access for disabled persons (Summit)

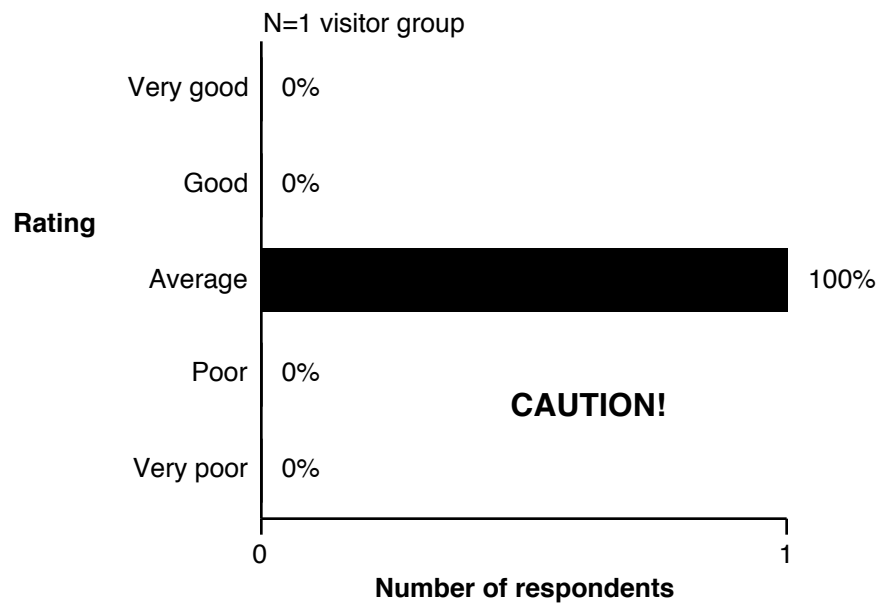


Figure 182: Quality of access for disabled persons (Kipahulu)

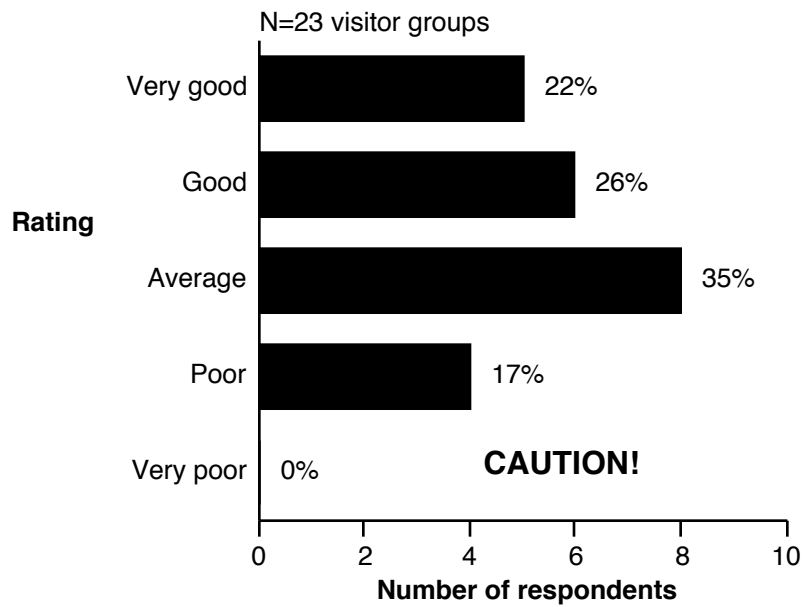


Figure 183: Quality of access to potable drinking water (Summit)

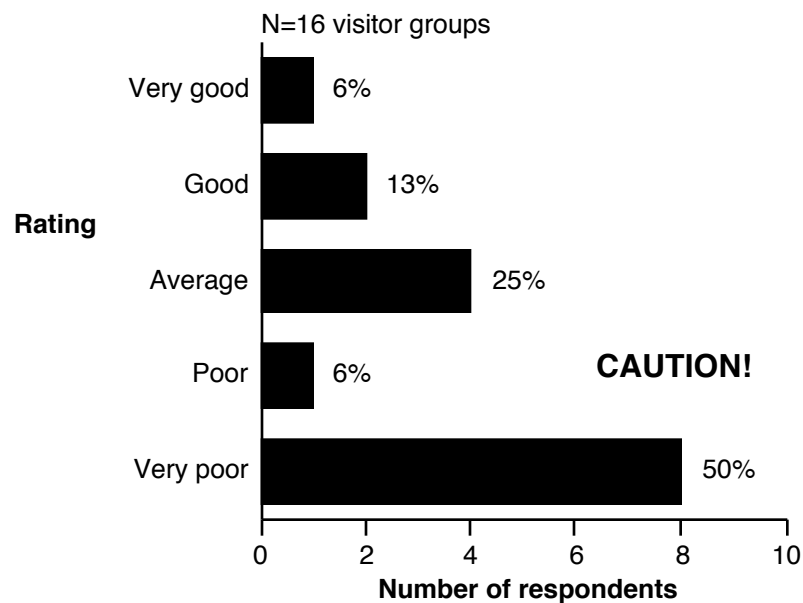


Figure 184: Quality of access to potable drinking water (Kipahulu)

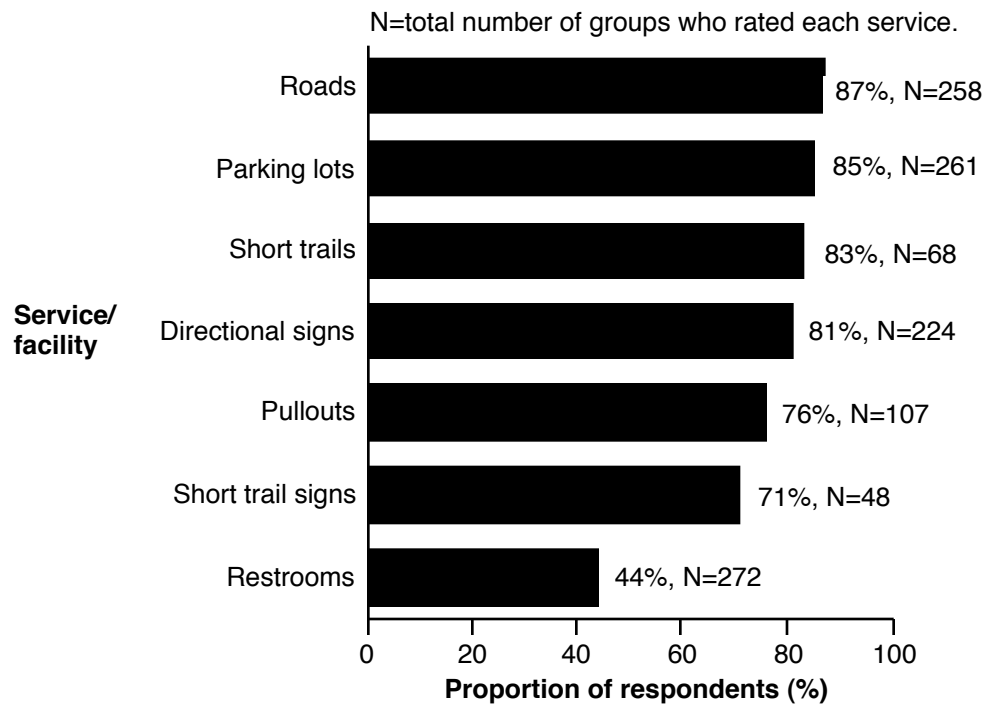


Figure 185: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities (Summit)

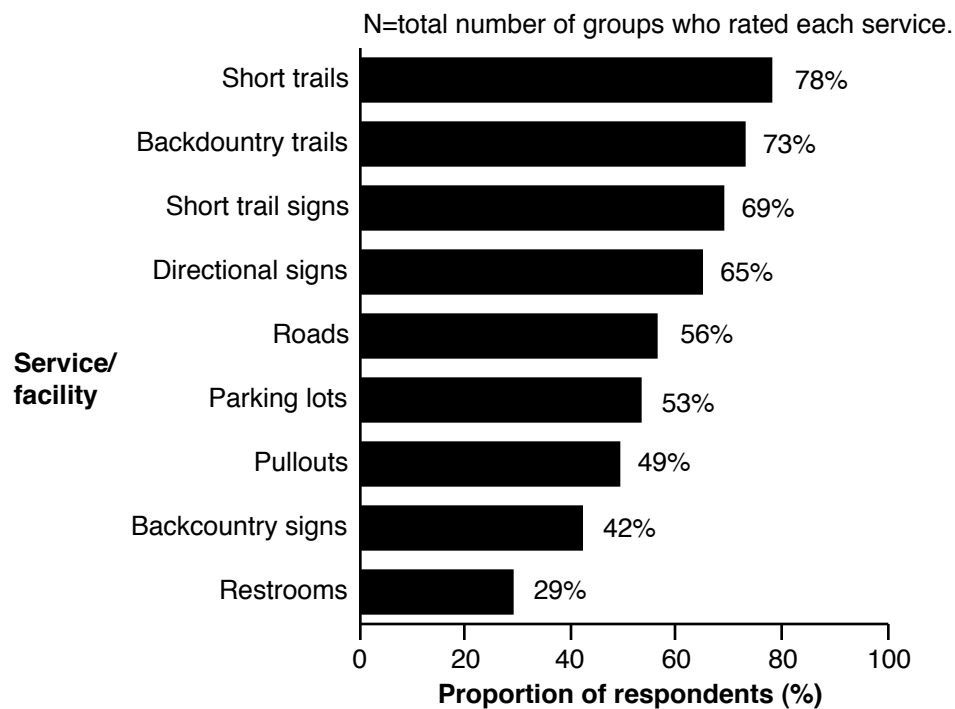


Figure 186: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities (Kipahulu)

Summit and Kipahulu visitor groups were asked to rate the appropriateness of fifteen selected activities in Haleakala NP. Some of the activities that were rated included hiking off trails, commercial bicycling and bringing pets into the park (see Figures 187-216).

Appropriateness of activities

Summit: The activities that received the highest “always” appropriate rating were: commercial hiking tours (18%), cabins in the wilderness (17%), and private bicycling (16%). The highest “never” appropriate ratings included collecting plant material (41%), bringing pets to the park (40%), building rock piles (39%), and open fires (36%).

Kipahulu: The activities that received the highest “always” appropriate rating were: swimming in streams (22%), cabins in the wilderness area (17%), hiking off trails (14%), and commercial hiking tours (14%). The highest “never” appropriate ratings included building rock piles (47%), collecting plant material (43%), and collecting rocks (38%).

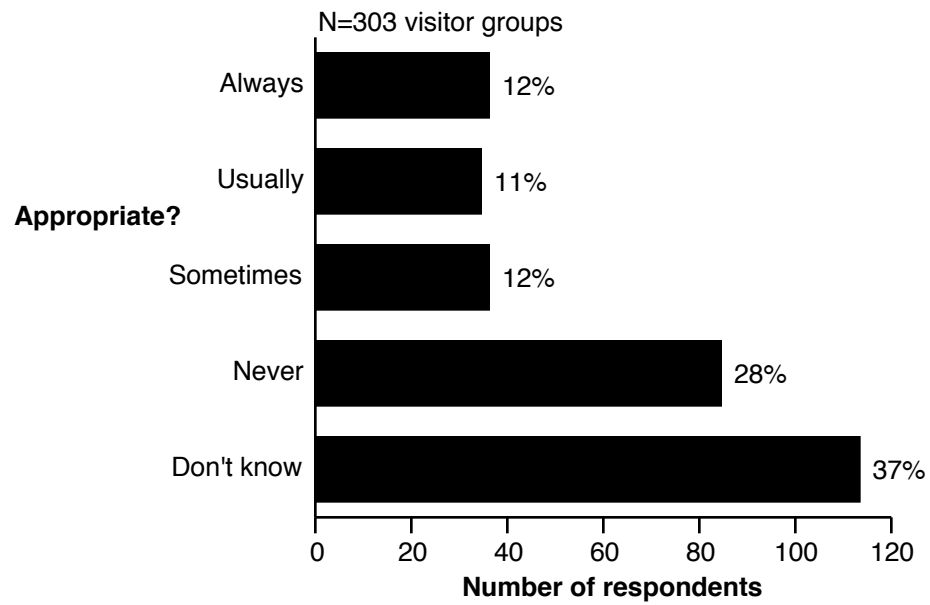


Figure 187: Appropriateness of hiking off trails (Summit)

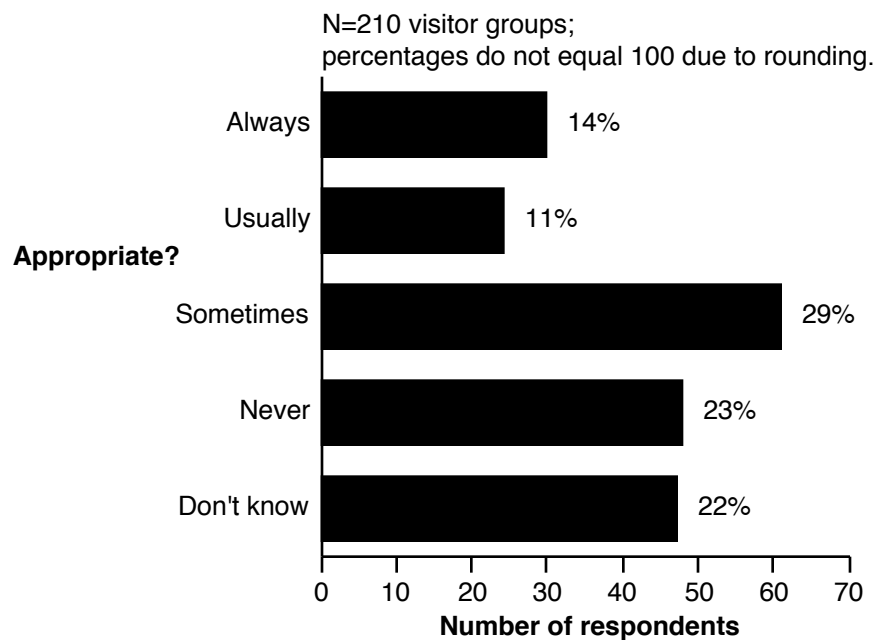


Figure 188: Appropriateness of hiking off trails (Kipahulu)

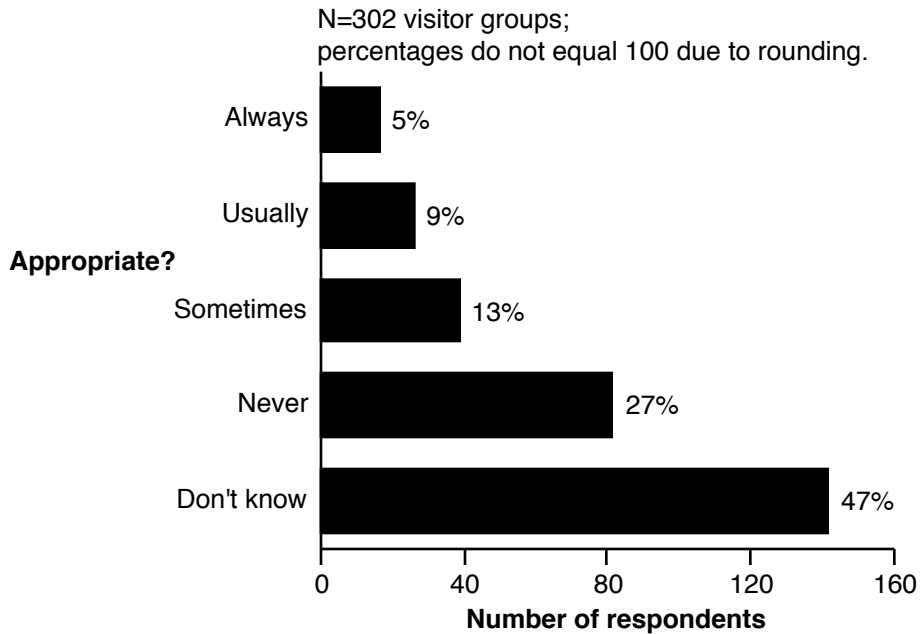


Figure 189: Appropriateness of camping at archeological sites (Summit)

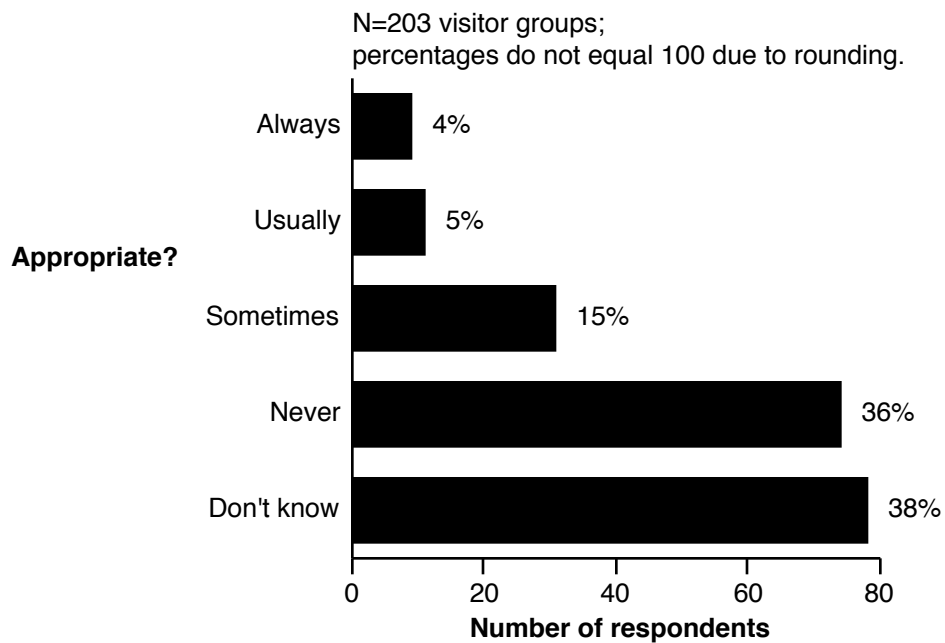


Figure 190: Appropriateness of camping at archeological sites (Kipahulu)

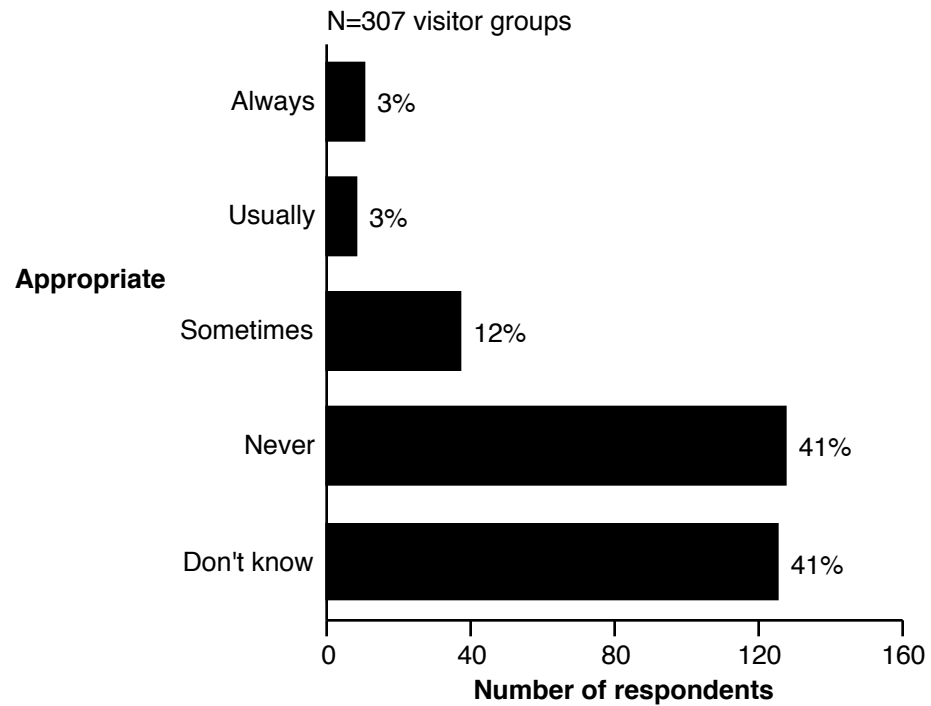


Figure 191: Appropriateness of collecting plant material (Summit)

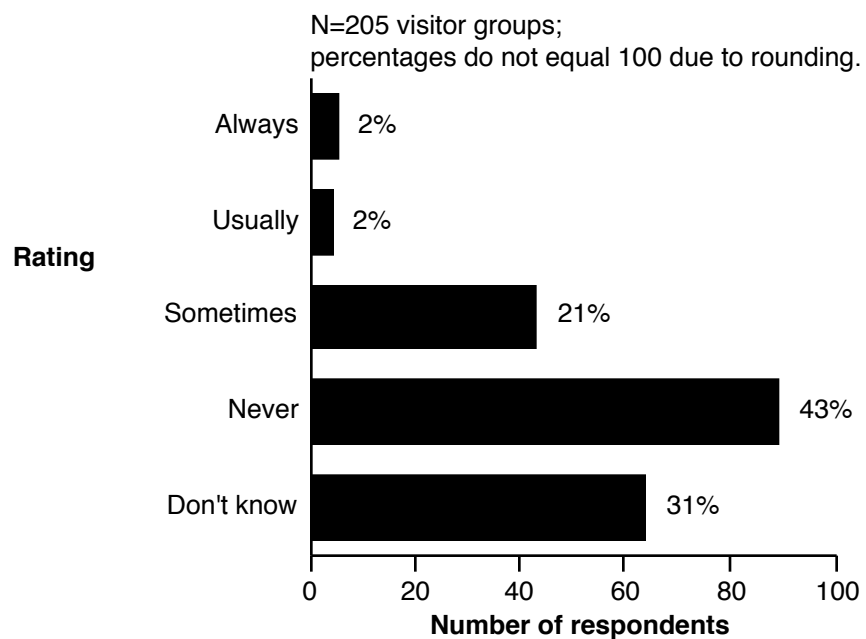


Figure 192: Appropriateness of collecting plant material (Kipahulu)

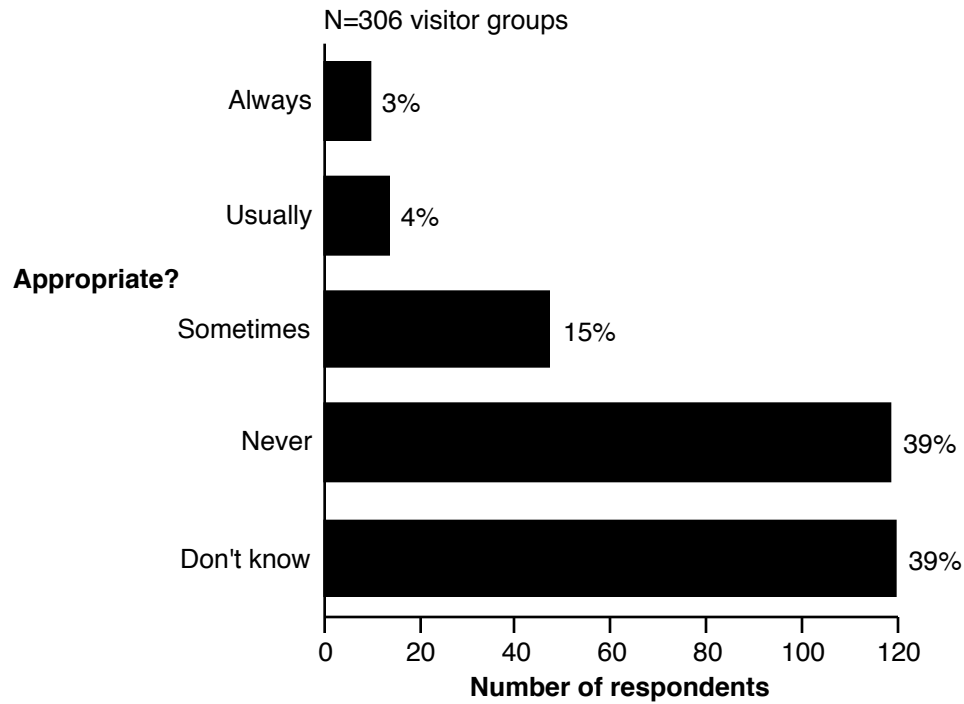


Figure 193: Appropriateness of collecting rocks (Summit)

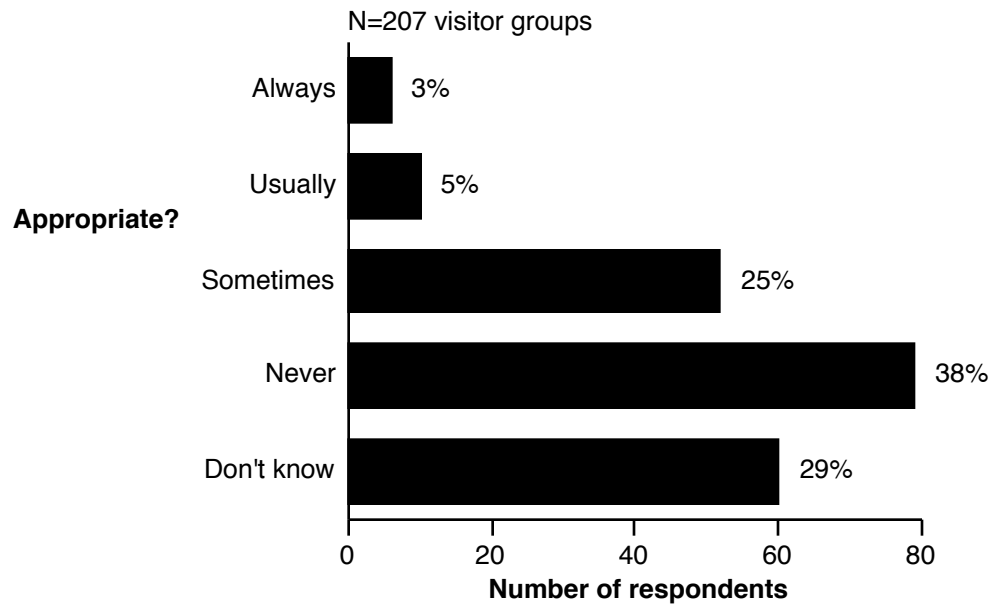


Figure 194: Appropriateness of collecting rocks (Kipahulu)

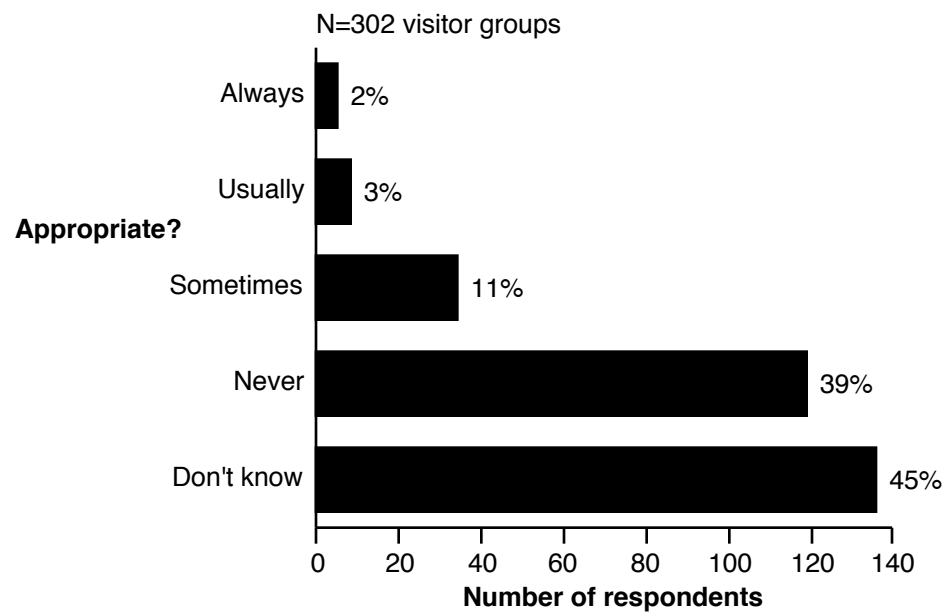


Figure 195: Appropriateness of building rock piles (Summit)

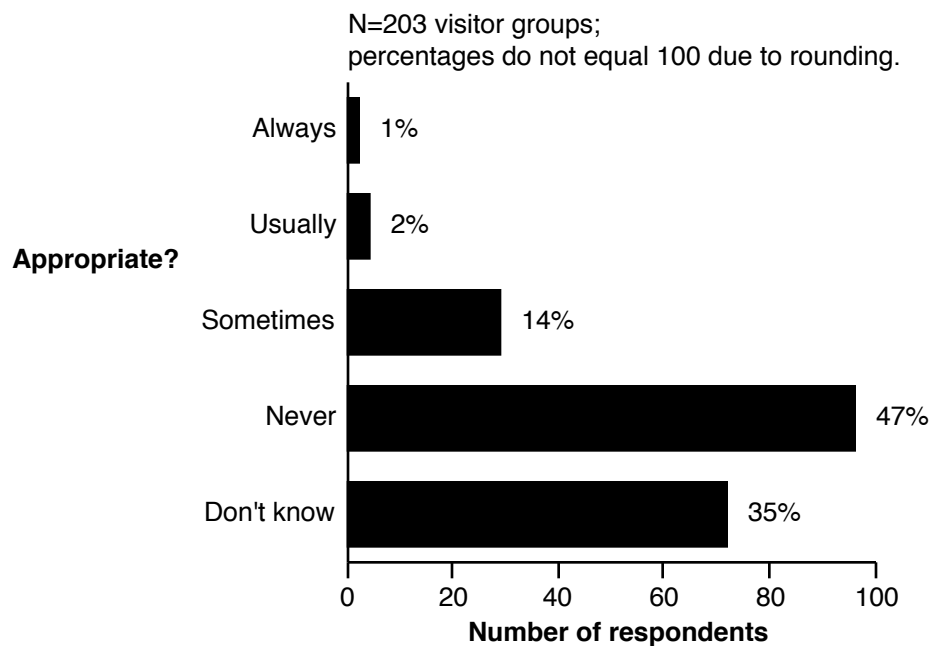


Figure 196: Appropriateness of building rock piles (Kipahulu)

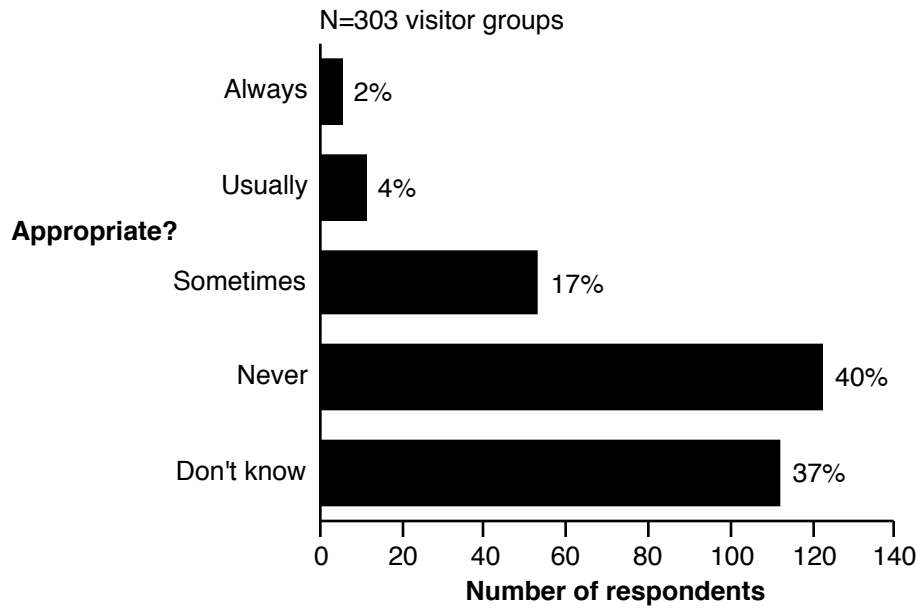


Figure 197: Appropriateness of bringing pets to the park (Summit)

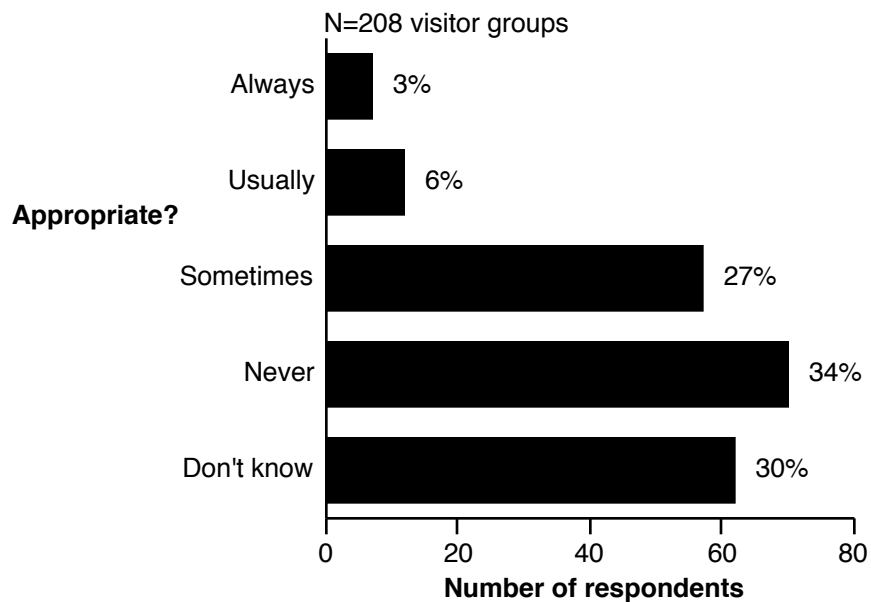


Figure 198: Appropriateness of bringing pets to the park (Kipahulu)

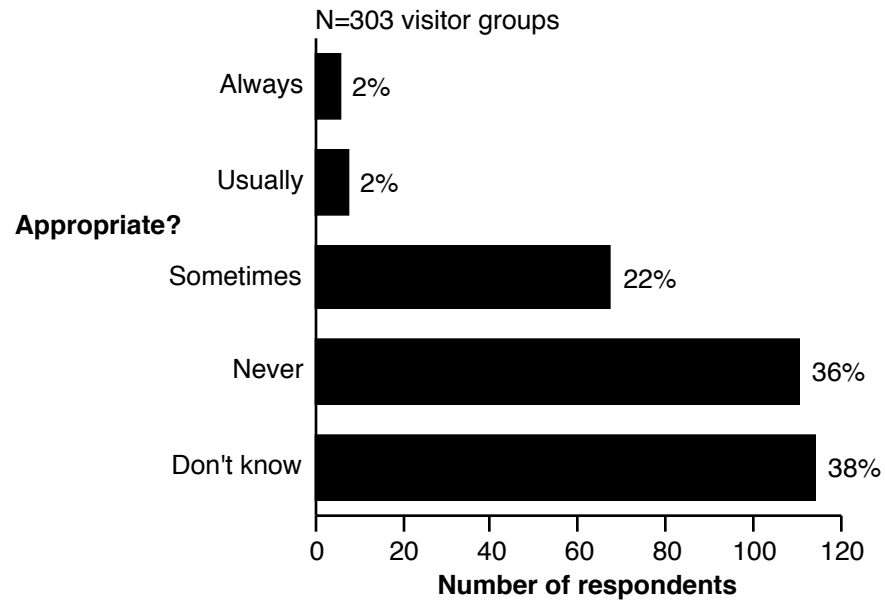


Figure 199: Appropriateness of open fires (Summit)

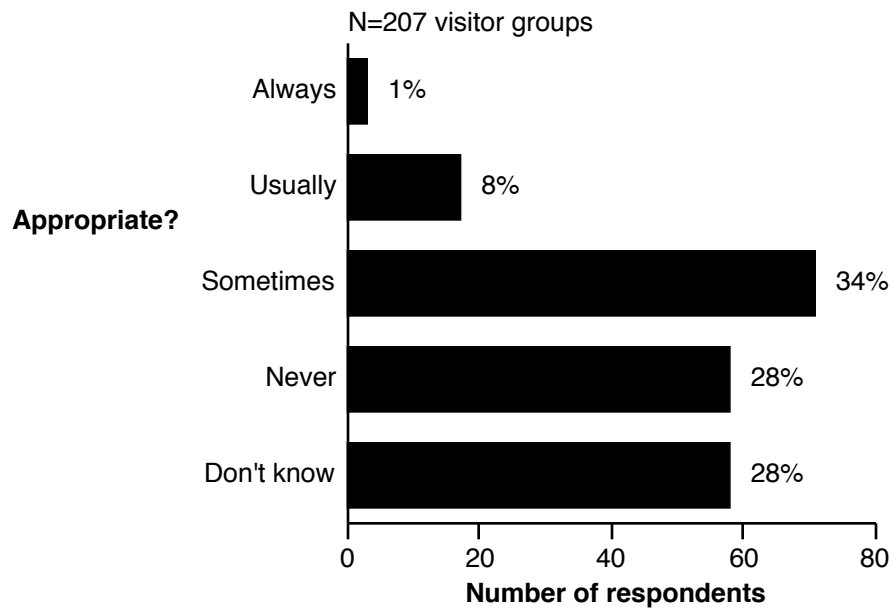


Figure 200: Appropriateness of open fires (Kipahulu)

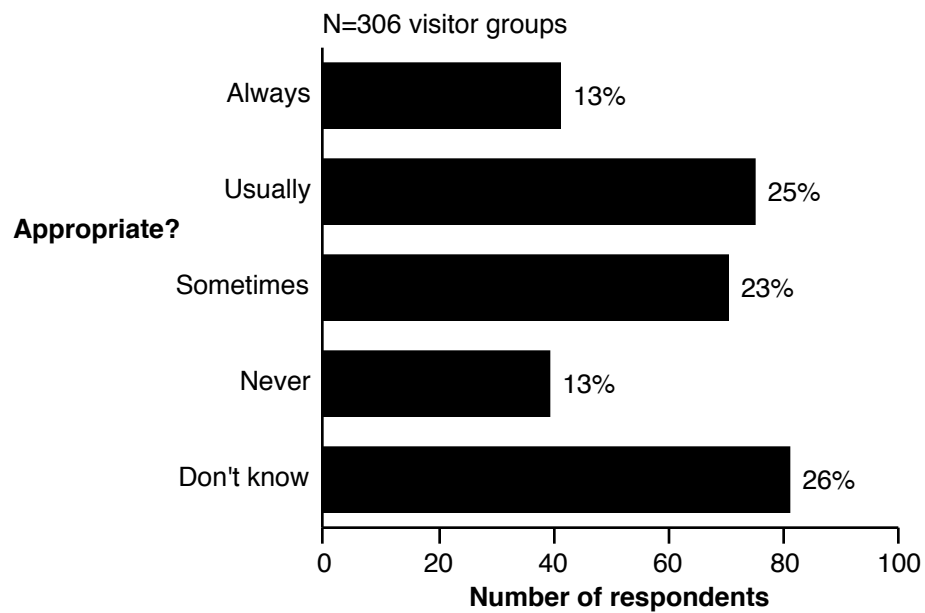


Figure 201: Appropriateness of commercial bicycling (Summit)

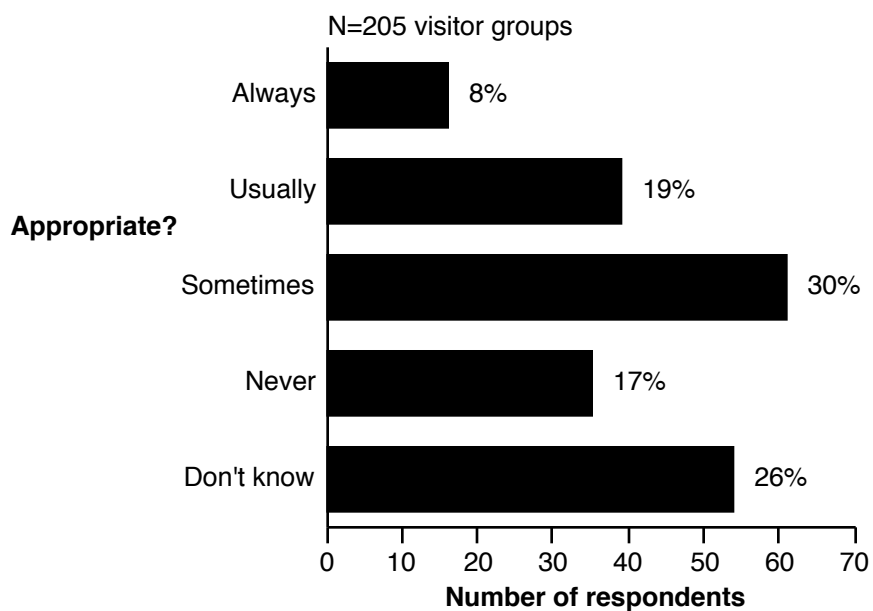


Figure 202: Appropriateness of commercial bicycling (Kipahulu)

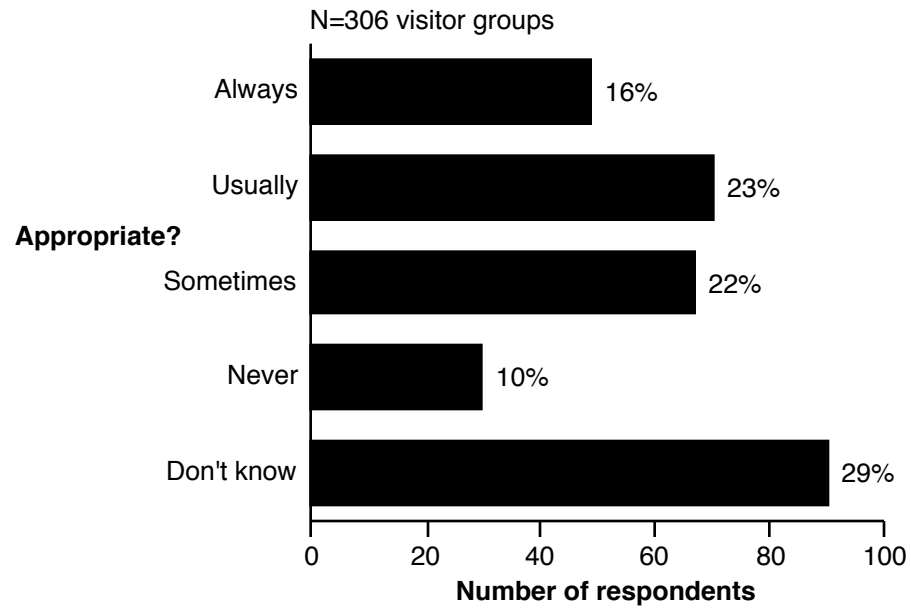


Figure 203: Appropriateness of private bicycling (Summit)

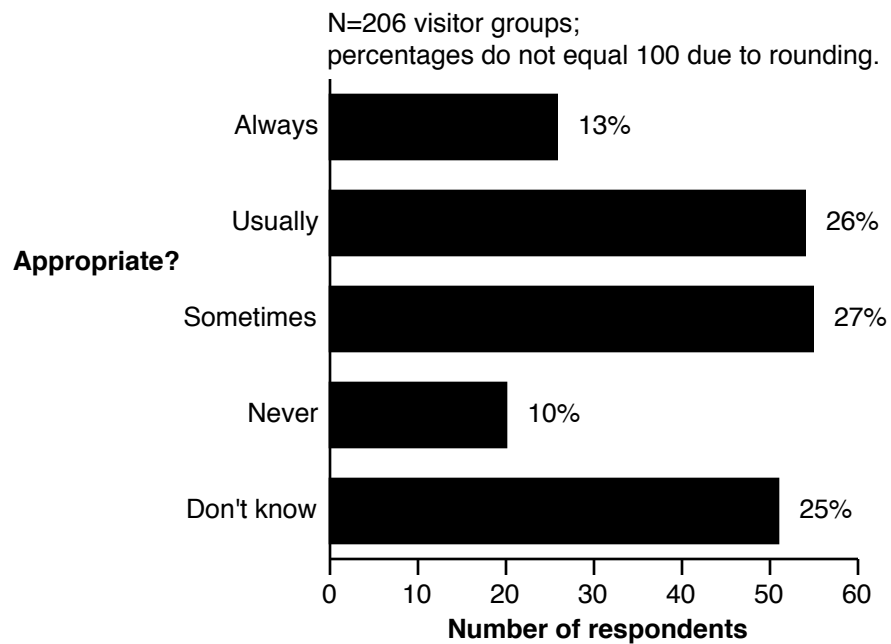


Figure 204: Appropriateness of private bicycling (Kipahulu)

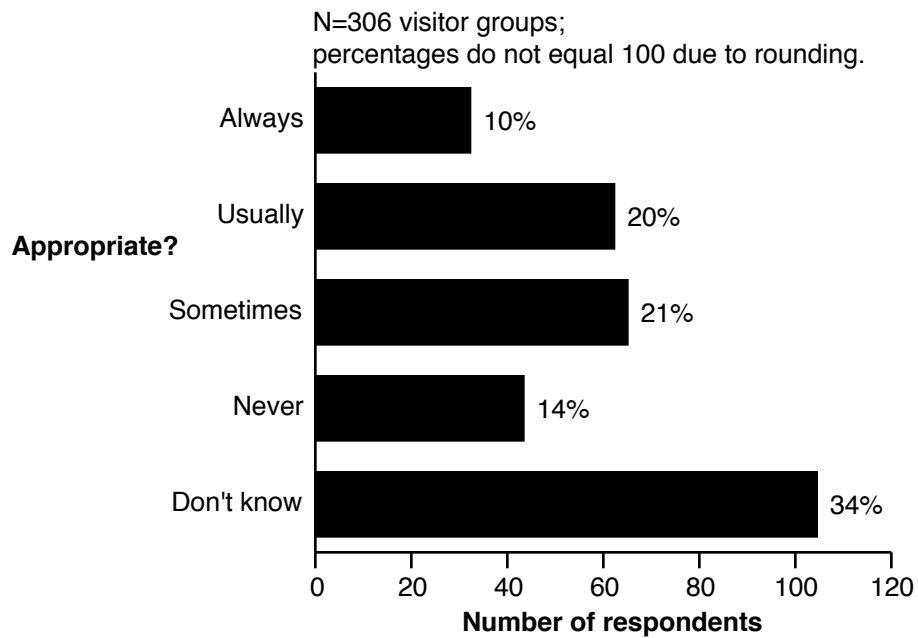


Figure 205: Appropriateness of commercial horseback riding on trails (Summit)

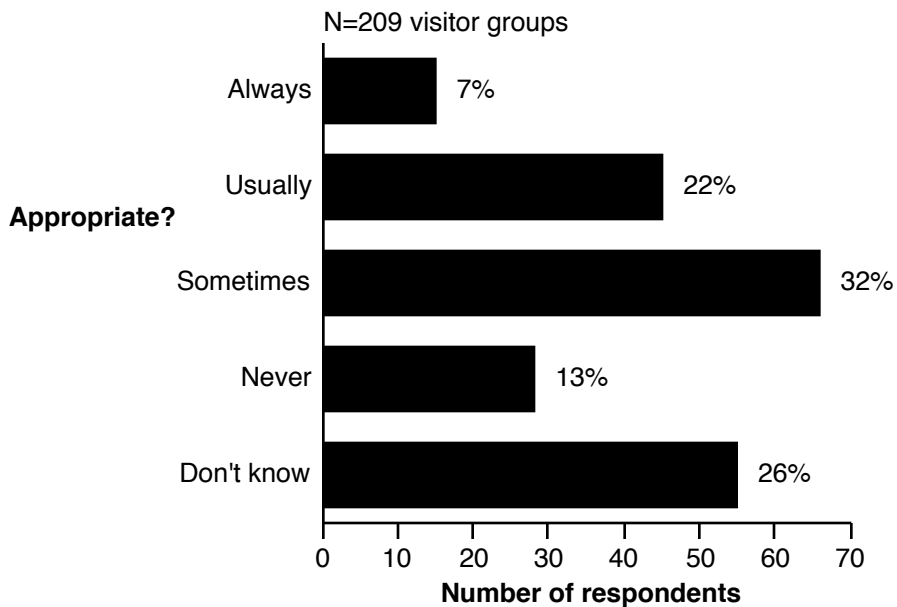


Figure 206: Appropriateness of commercial horseback riding on trails (Kipahulu)

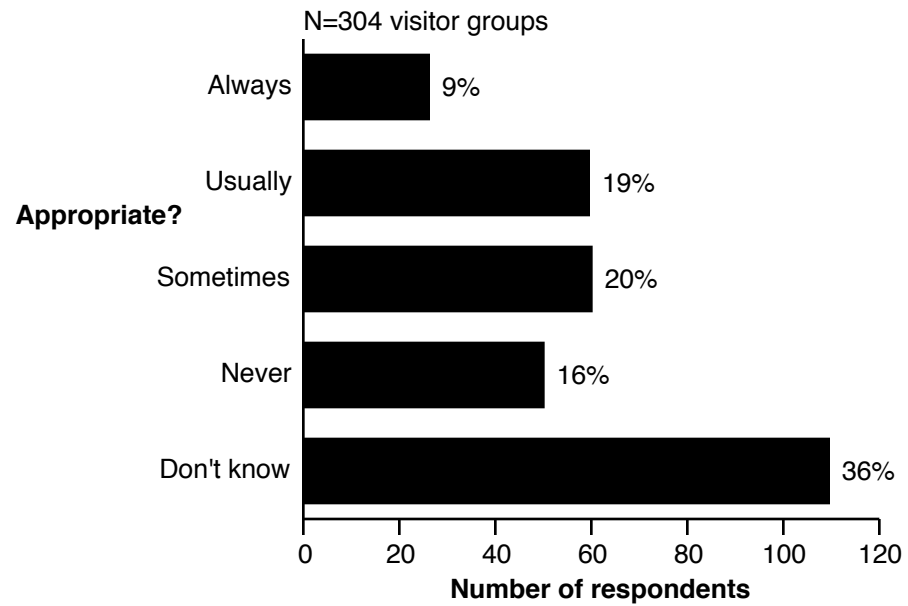


Figure 207: Appropriateness of private horseback riding on trails (Summit)

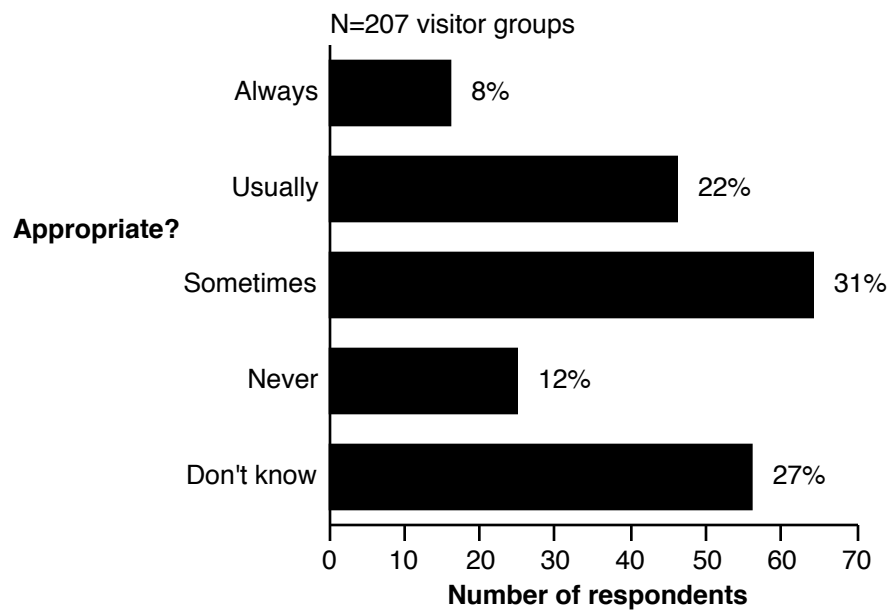


Figure 208: Appropriateness of private horseback riding on trails (Kipahulu)

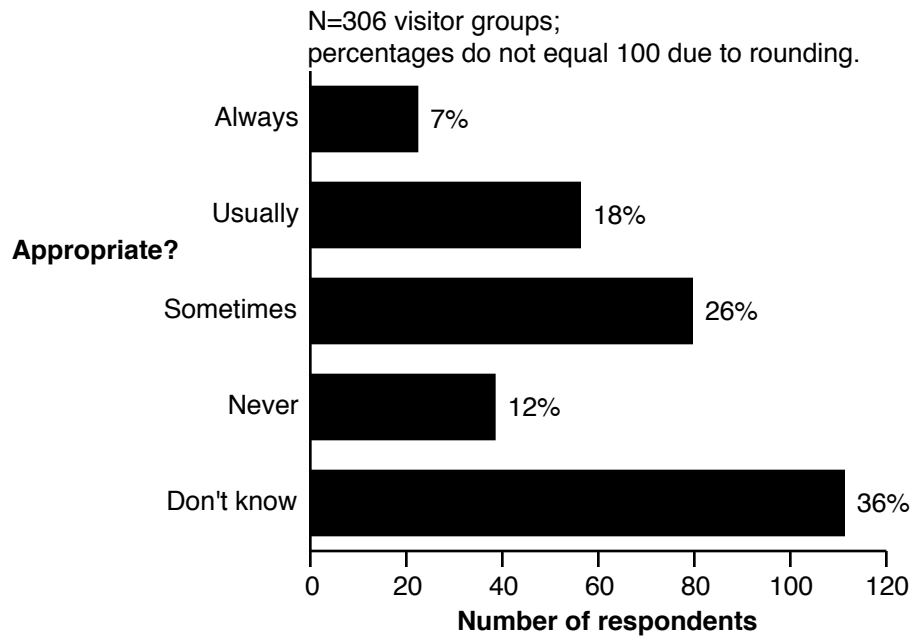


Figure 209: Appropriateness of swimming in streams (Summit)

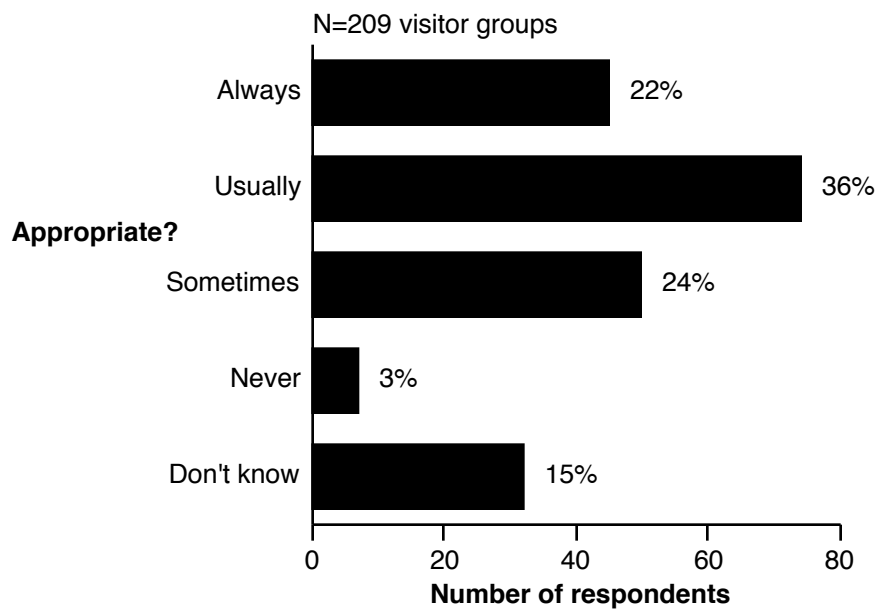


Figure 210: Appropriateness of swimming in streams (Kipahulu)

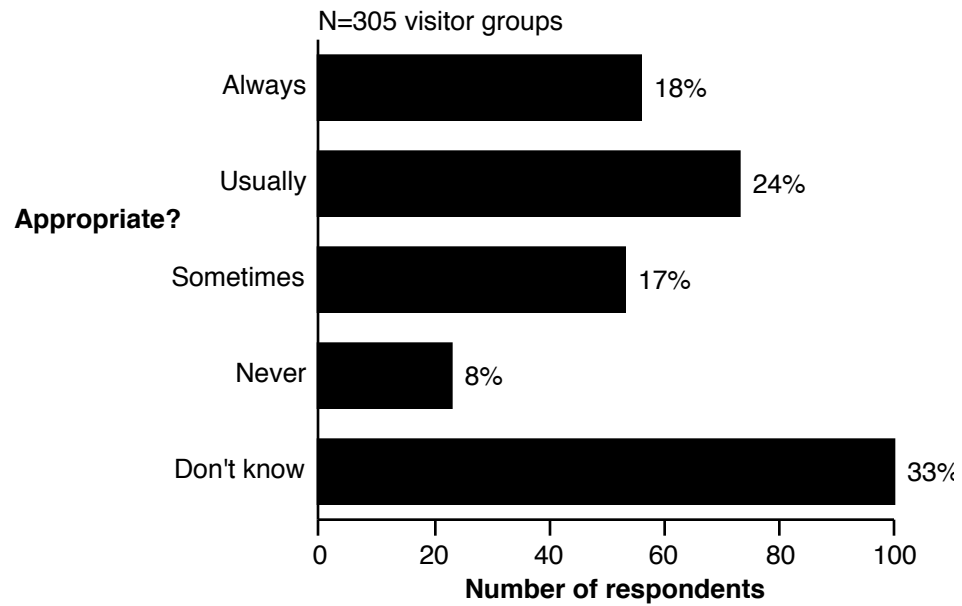


Figure 211: Appropriateness of commercial hiking tours (Summit)

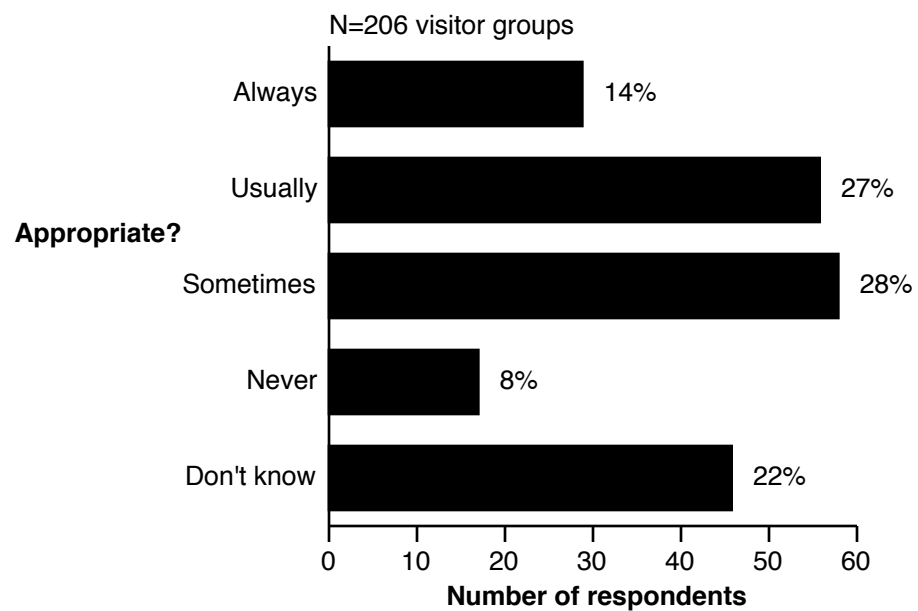


Figure 212: Appropriateness of commercial hiking tours (Kipahulu)

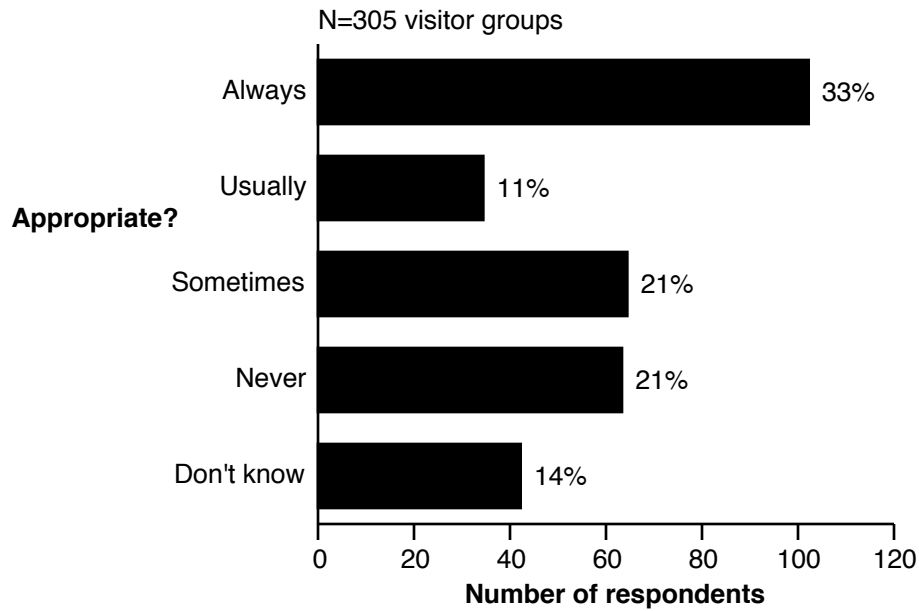


Figure 213: Appropriateness of commercial camping tours (Summit)

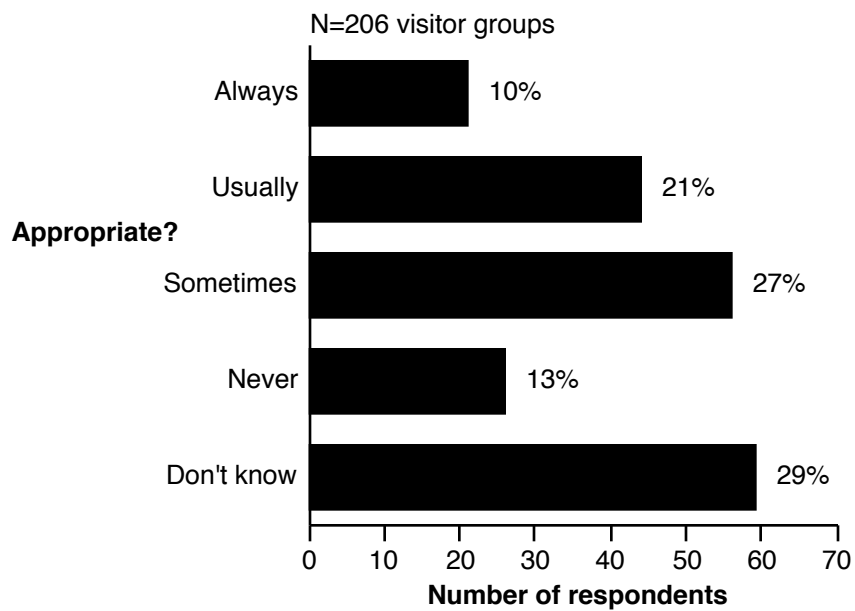


Figure 214: Appropriateness of commercial camping tours (Kipahulu)

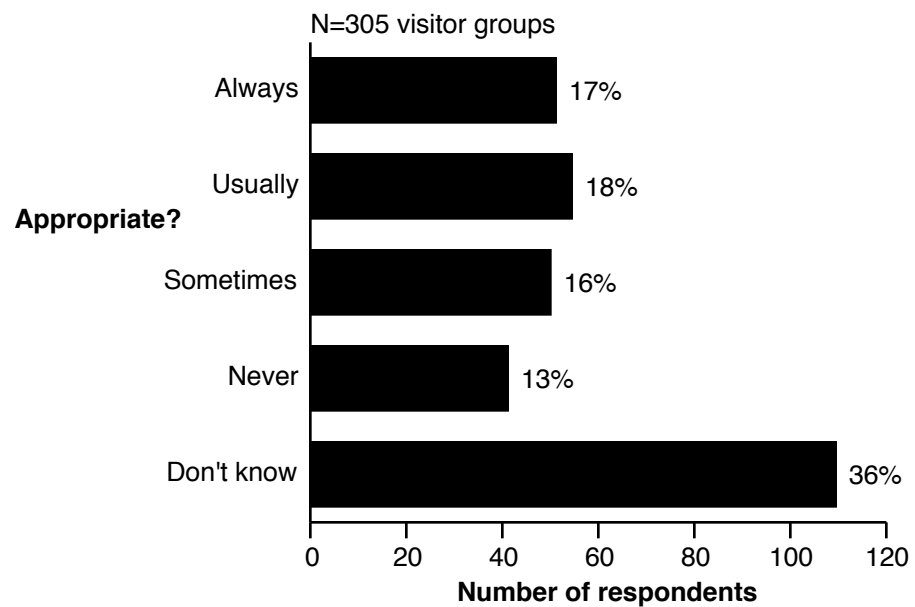


Figure 215: Appropriateness of cabins in the wilderness area (Summit)

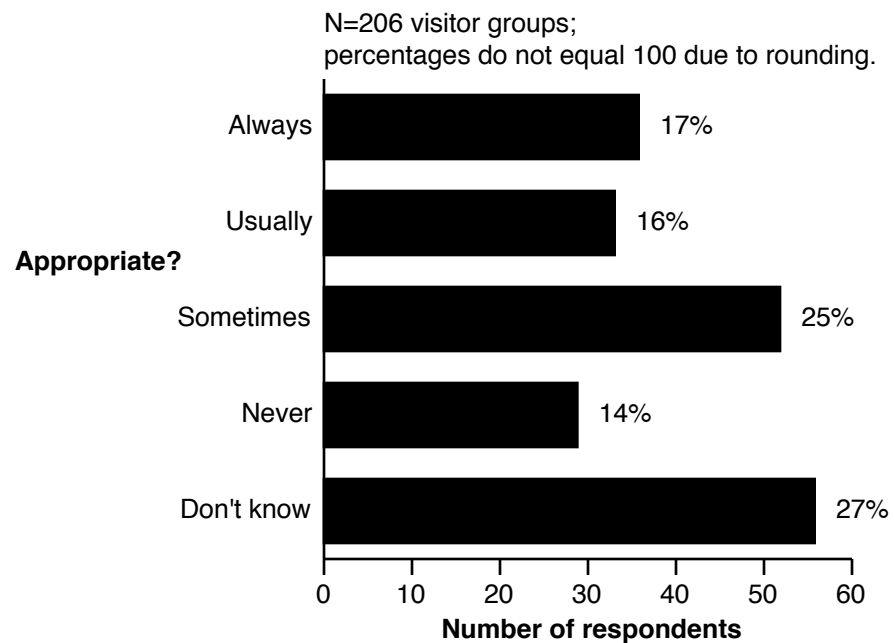


Figure 216: Appropriateness of cabins in the wilderness area (Kipahulu)

Visitors were asked to rate how safe they and their group felt on this visit to Haleakala NP. If groups felt unsafe they were asked to explain why. **Visitor safety**

Summit: Most visitor groups (84%) indicated that they either felt “very safe” or “somewhat safe” while visiting Haleakala NP (see Figure 217). Three percent indicated that they felt “very unsafe.” Reasons why visitors felt unsafe are included in Table 11.

Kipahulu: Most visitor groups (90%) indicated that they either felt “very safe” or “somewhat safe” while visiting the park (see Figure 218). One visitor group responded that they felt “very unsafe.” See Table 12 for the reasons that visitors felt unsafe.

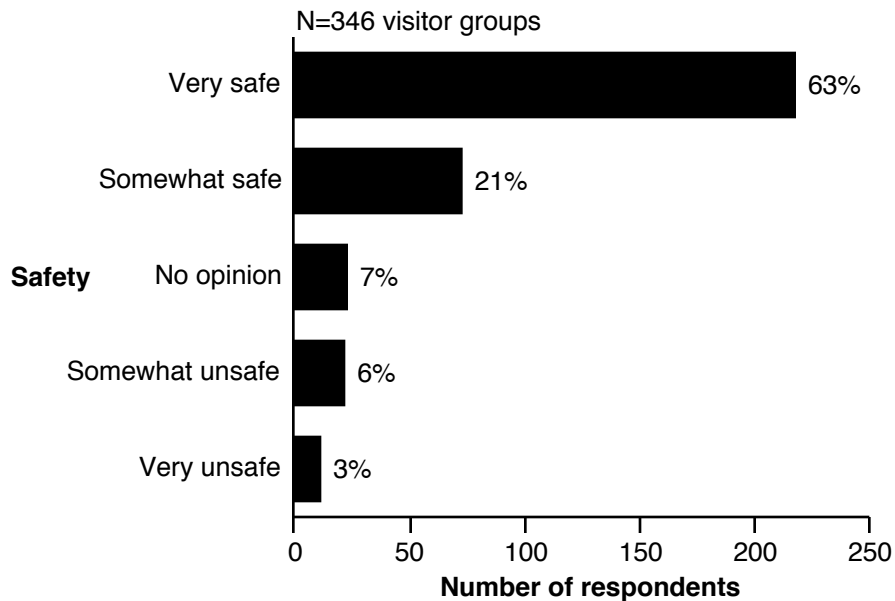


Figure 217: Perceived level of safety (Summit)

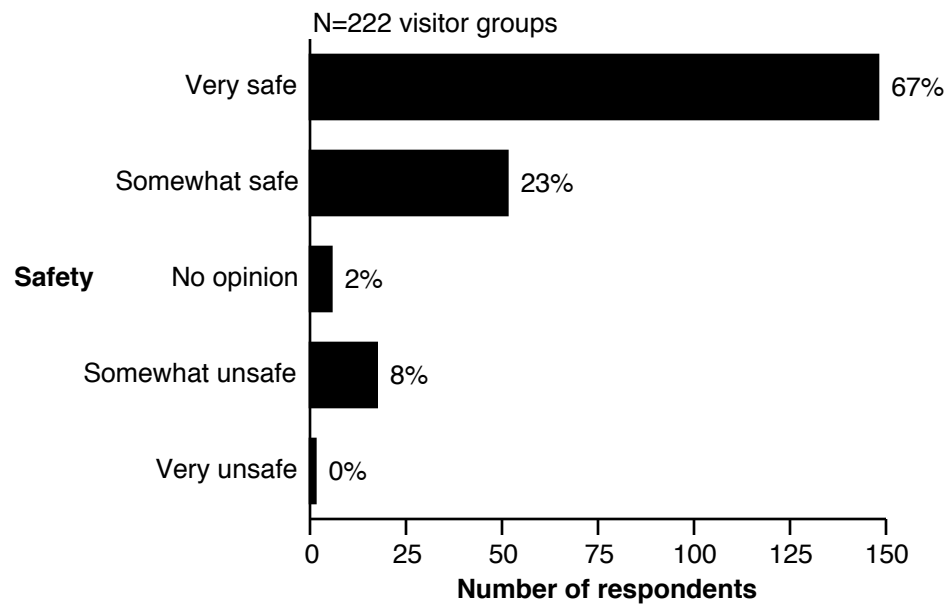


Figure 218: Perceived level of safety (Kipahulu)

Table 11: Reasons for feeling "unsafe" (Summit)

N=36 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|------------------------------|
| Weather conditions; rain and fog | 10 |
| Roads; narrow and windy | 7 |
| Need more guard rails | 7 |
| Bicycles on road | 5 |
| Other cars; bus speed, cars stopping on road | 3 |
| Other comments | 4 |

Table 12: Reasons for feeling "unsafe" (Kipahulu)

N=26 comments;
many visitors made more than one comment.

CAUTION!

| Comment | Number of times mentioned |
|------------------------|------------------------------|
| Road to Pools of Ohe'o | 13 |
| Hiking/ slippery rocks | 3 |
| Lack of road signs | 3 |
| Other comments | 7 |

Summit and Kipahulu visitor groups were asked, "If vehicle congestion at Haleakala NP reaches a point when the number of passenger vehicles must be limited, which of the following alternatives for entering the park would you find most acceptable?"

**Preferred ways
to limit vehicle
congestion**

Over one-third of Summit visitor groups (47%) and Kipahulu visitor groups (39%) preferred the shuttle system alternative to ease vehicle congestion within the park (see Figures 219 and 220). The groups who preferred a first-come, first-served alternative included 26% of Summit visitor groups and 34% of Kipahulu visitor groups. Twenty-one percent of both Summit and Kipahulu visitors favored a reservation system.

"Other" suggestions from Summit visitors included a combination of proposed alternatives, cable cars and limiting buses.

"Other" suggestions from Kipahulu visitors included electric vehicles, not letting more cars in until some come out, and a combination of proposed alternatives.

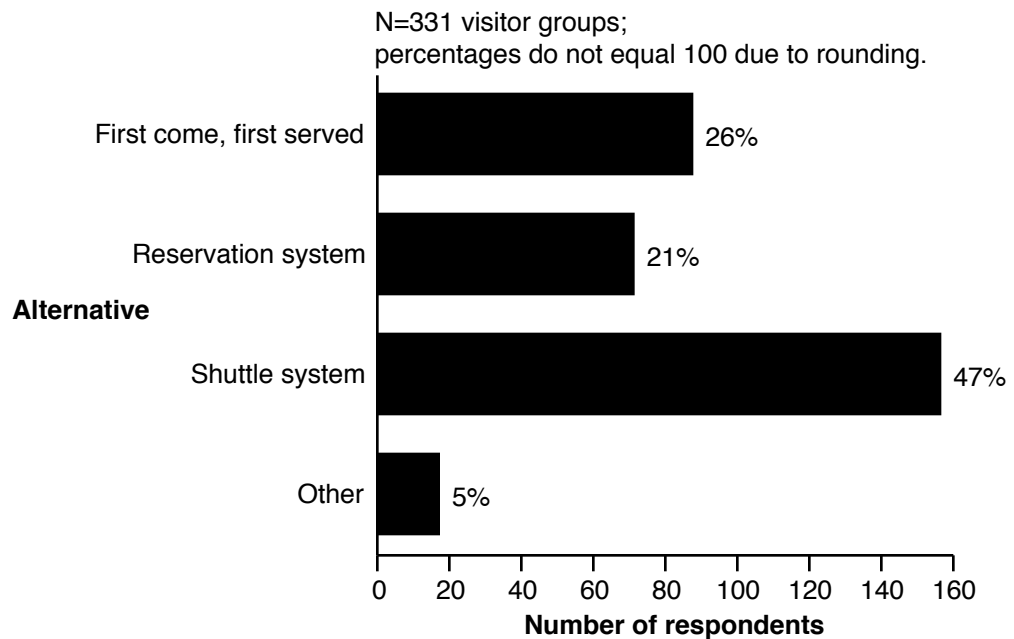


Figure 219: Preferred ways to limit vehicle congestion (Summit)

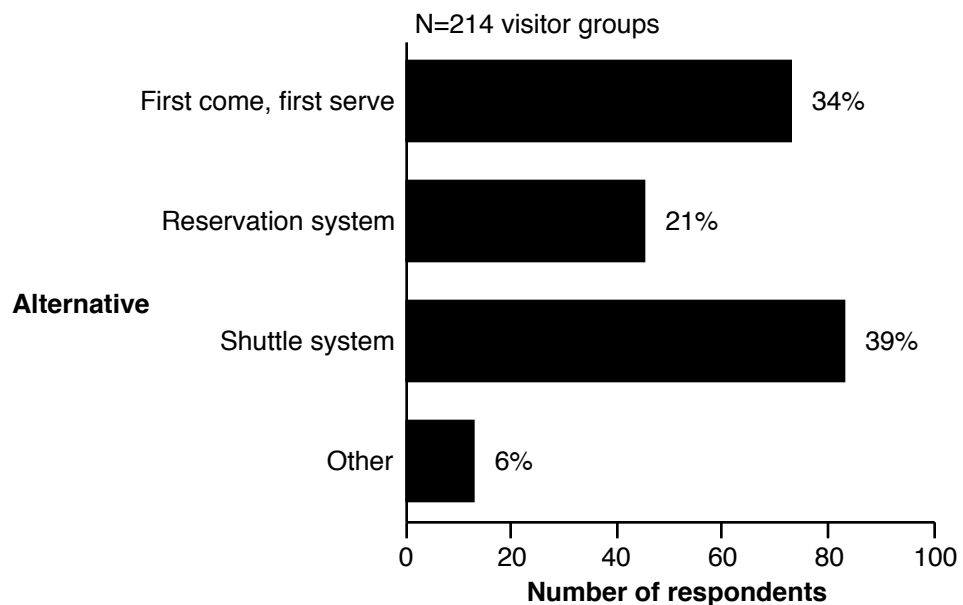


Figure 220: Preferred ways to limit vehicle congestion (Kipahulu)

Summit and Kipahulu visitor groups were asked to rate how crowded they felt by other people during their visit to Haleakala NP. Then they were asked to indicate where in the park they felt crowded. Finally, visitor groups were asked to indicate what time of day they felt crowded.

Opinions about crowding

Summit: Forty-four percent of the visitor groups said that they did not feel crowded at all, while 2% indicated that they felt "extremely crowded" (see Figure 221). Table 13 illustrates where in the park visitor groups felt crowded by other visitors. Just over one-fourth of the visitor groups (27%) indicated that they felt most crowded during the morning hours of the day (see Figure 223).

Kipahulu: Twenty-eight percent of the visitor groups said that they did not feel crowded at all, while 2% indicated that they felt "extremely crowded" (see Figure 222). Table 14 lists where in the park visitor groups felt crowded by other visitors. More than one-third of the visitor groups (39%) indicated that they felt most crowded during the afternoon hours of the day (see Figure 224).

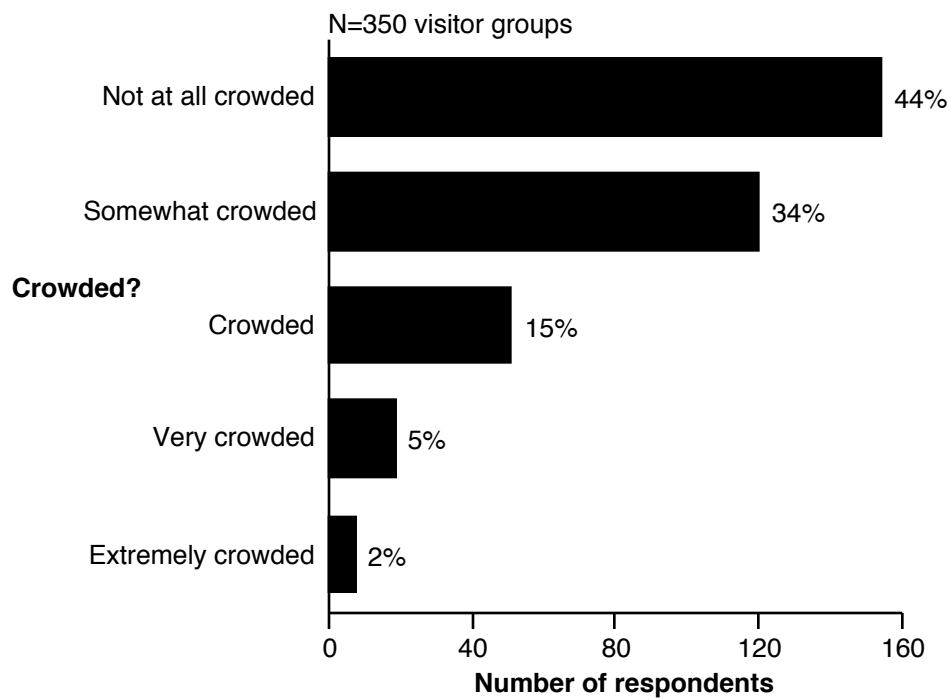


Figure 221: Level of crowding by people (Summit)

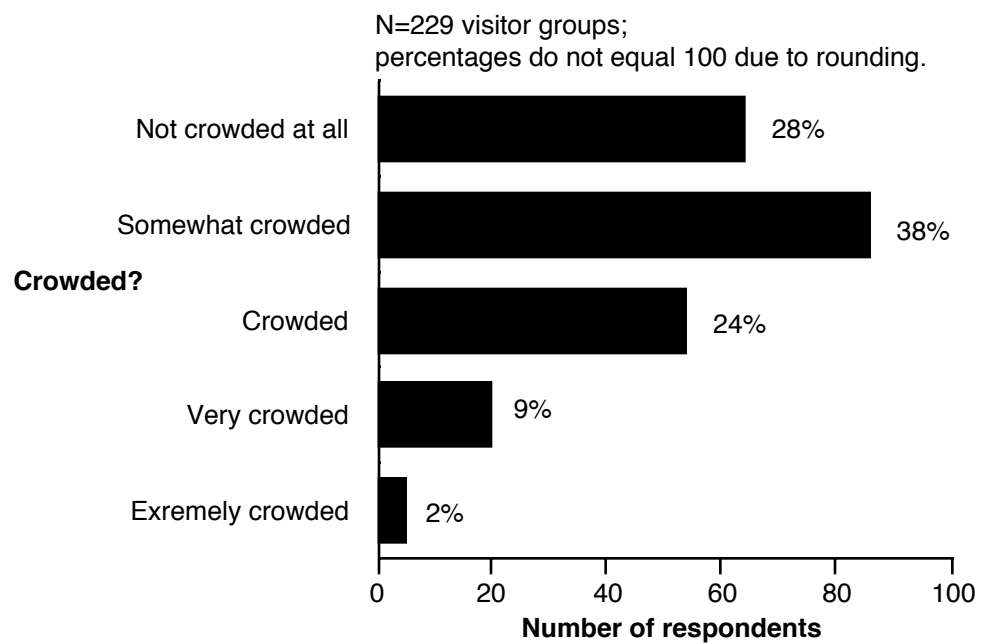


Figure 222: Level of crowding by people (Kipahulu)

**Table 13: Park locations where visitors felt crowded
(Summit)**

N=90 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|------------------------------|
| Observation building/ summit at sunrise | 44 |
| Haleakala Visitor Center | 8 |
| Bicycling/ Bikes on road | 8 |
| Restrooms | 7 |
| Visitor center | 7 |
| Cars on road to summit | 5 |
| Parking lot | 3 |
| Pools of Ohe'o | 3 |
| Headquarters Visitor Center | 2 |
| Other comments | 3 |

**Table 14: Park locations where visitors felt crowded
(Kipahulu)**

N=105 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---------------------------------|------------------------------|
| Pools of Ohe'o/ waterfalls | 49 |
| Parking lot | 19 |
| Sunrise at summit | 10 |
| Kuloa Loop Trail | 9 |
| Road to Hana and Pools of Ohe'o | 5 |
| Pull-outs on roads | 5 |
| Ranger station/ visitor center | 3 |
| Restrooms | 3 |
| Other comments | 2 |

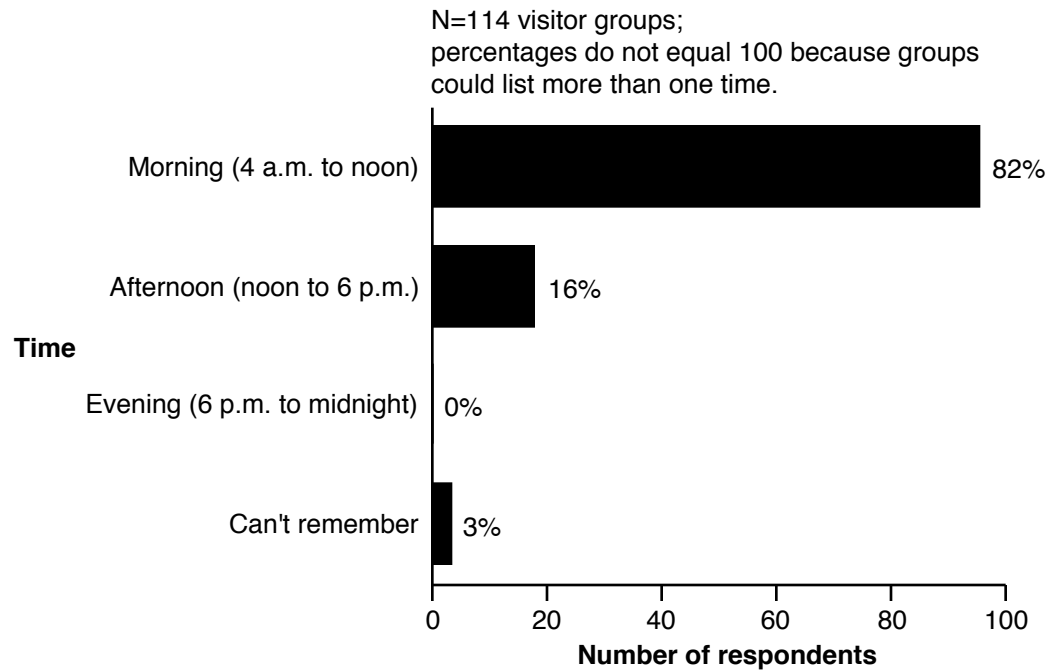


Figure 223: Time of day visitors felt crowded (Summit)

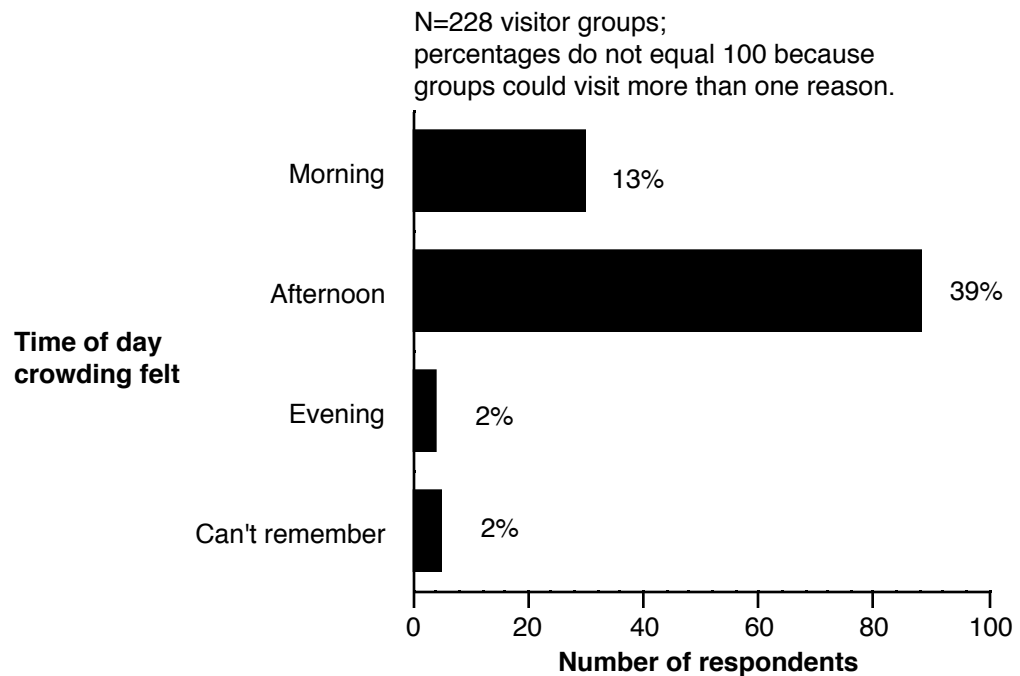


Figure 224: Time of day visitors felt crowded (Kipahulu)

Over one-half of the Kipahulu visitor groups (61%) said they only visited the Kipahulu during this visit to the park (see Figure 225). When they were asked whether they would be willing to pay a modest entrance fee (in the range of \$5 - \$10/ group) at Kipahulu, 46% of the visitor groups indicated “yes, likely” while 34% said “no, unlikely” (see Figure 226).

**Future
willingness to
pay entrance fee
at the Kipahulu
area**

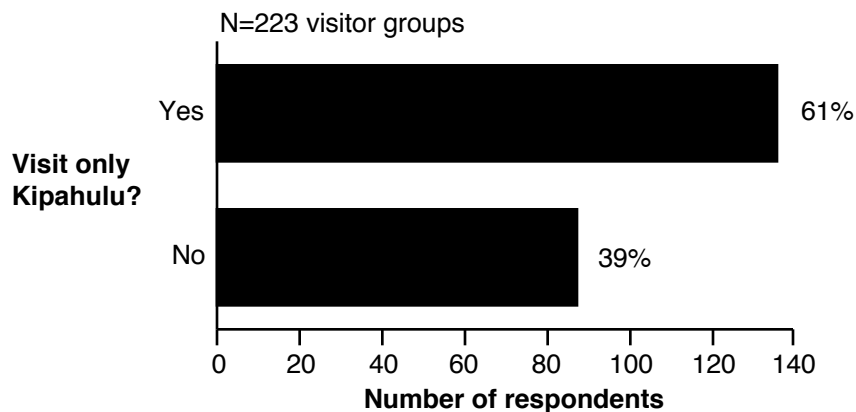


Figure 225: Visit only Kipahulu (Kipahulu)

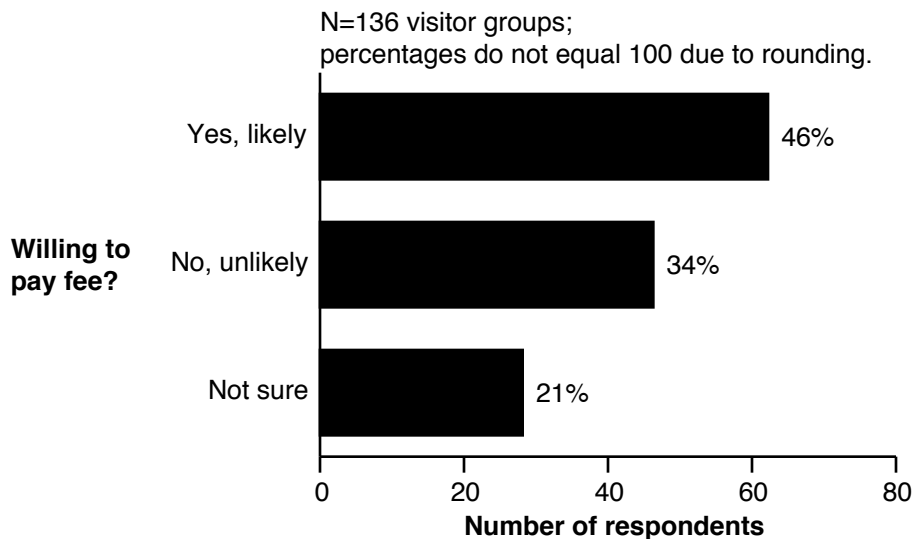


Figure 226: Willingness to pay entrance fee at Kipahulu area (Kipahulu)

Preferred subjects of interest/ methods of learning for future visits

Summit: Visitor groups were asked what subjects they would be interested in learning about on a future visit. Most visitor groups (89%) were interested in learning about Haleakala NP. Of those interested in learning, the following subjects were of the most interest: volcanoes/ geology (85%), history (57%), and natural history/ nature study (56%), as shown in Figure 227. "Other" subjects visitor groups were interested in learning about on a future visit included summit weather conditions and ranger qualification requirements.

Visitors were also asked how they would prefer to learn about the park's cultural and natural history on a future visit. Most visitor groups (97%) were interested in learning. Of the groups interested in learning, most visitors prefer learning about park history through visitor center exhibits (74%), printed materials (65%), and ranger-led walks/ tours/ programs (46%), as shown in Figure 229. "Other" preferred methods of learning included a cassette driving tour and mule rides up and down the crater.

Kipahulu: Visitor groups were asked what subjects they would be interested in learning about on a future visit. Most visitor groups (87%) were interested in learning about Haleakala NP. Of the groups interested in learning, the top subjects included volcanoes/ geology (85%), Hawaiian culture (67%), and history (65%), as shown in Figure 228. "Other" subjects visitor groups were interested in learning about were waterfalls, subjects specific to the area and more ranger-led hikes.

Visitor groups were also asked how they would prefer to learn about the park's cultural and natural history on a future visit. Most visitor groups (97%) were interested in learning. Of the groups interested in learning, most visitors wanted to learn about the park through visitor center exhibits (68%), printed materials (64%), and trailside exhibits (58%), as shown in Figure 230. No "other" preferences were listed.

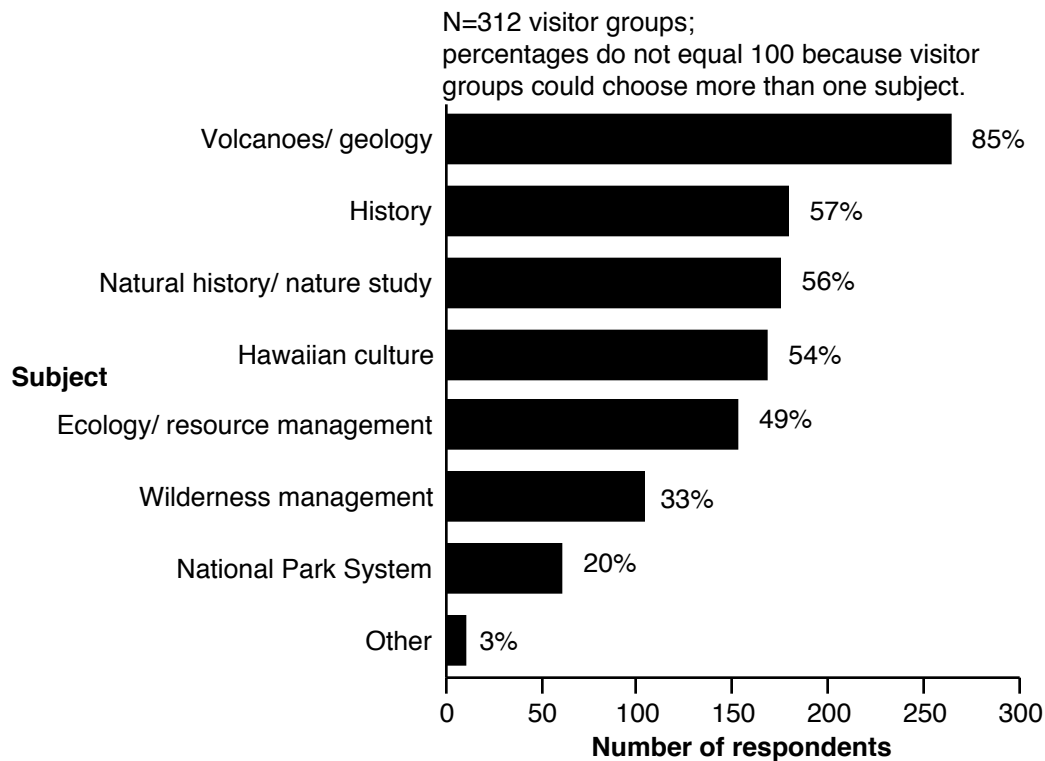


Figure 227: Subjects of interest on future visits (Summit)

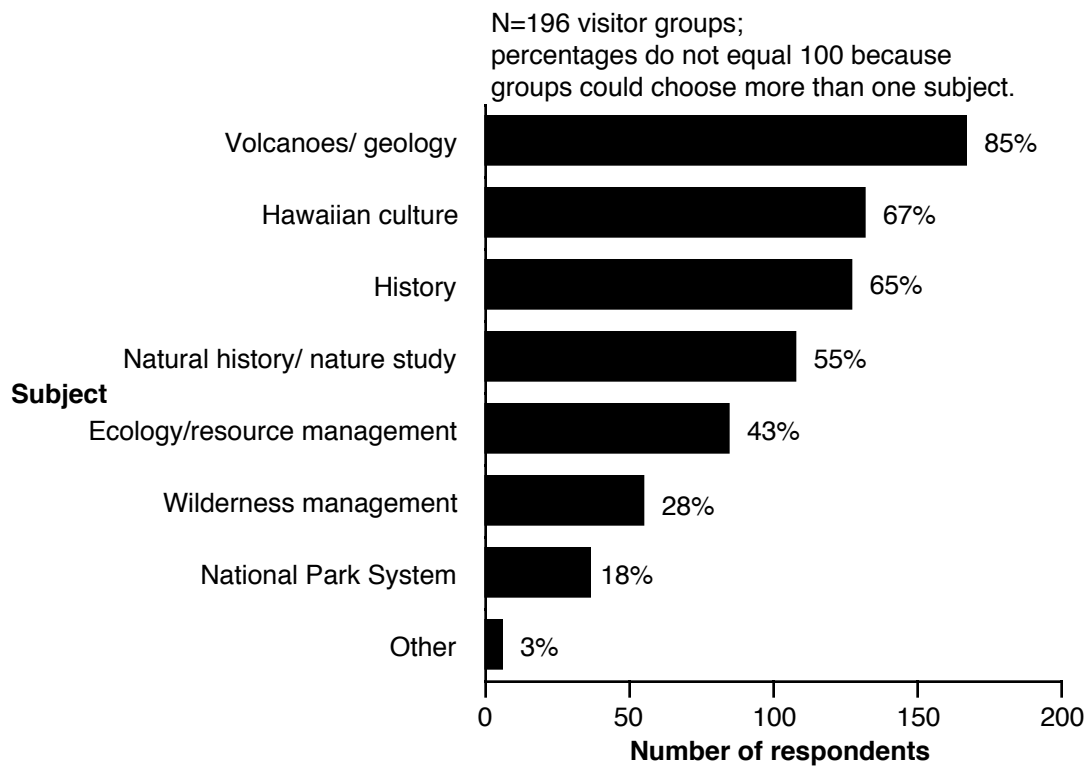


Figure 228: Subjects of interest on future visits (Kipahulu)

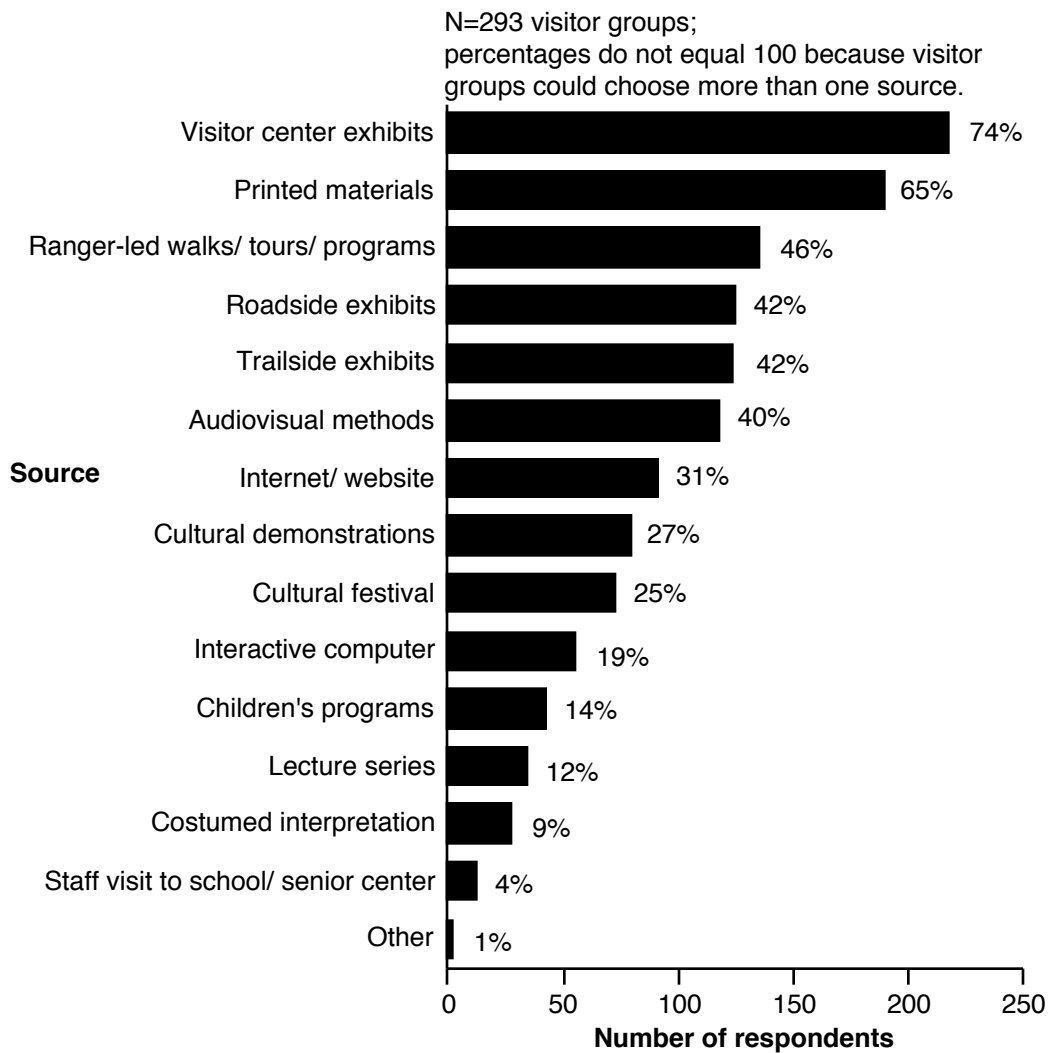


Figure 229: Preferences for learning about park's cultural and natural history (Summit)

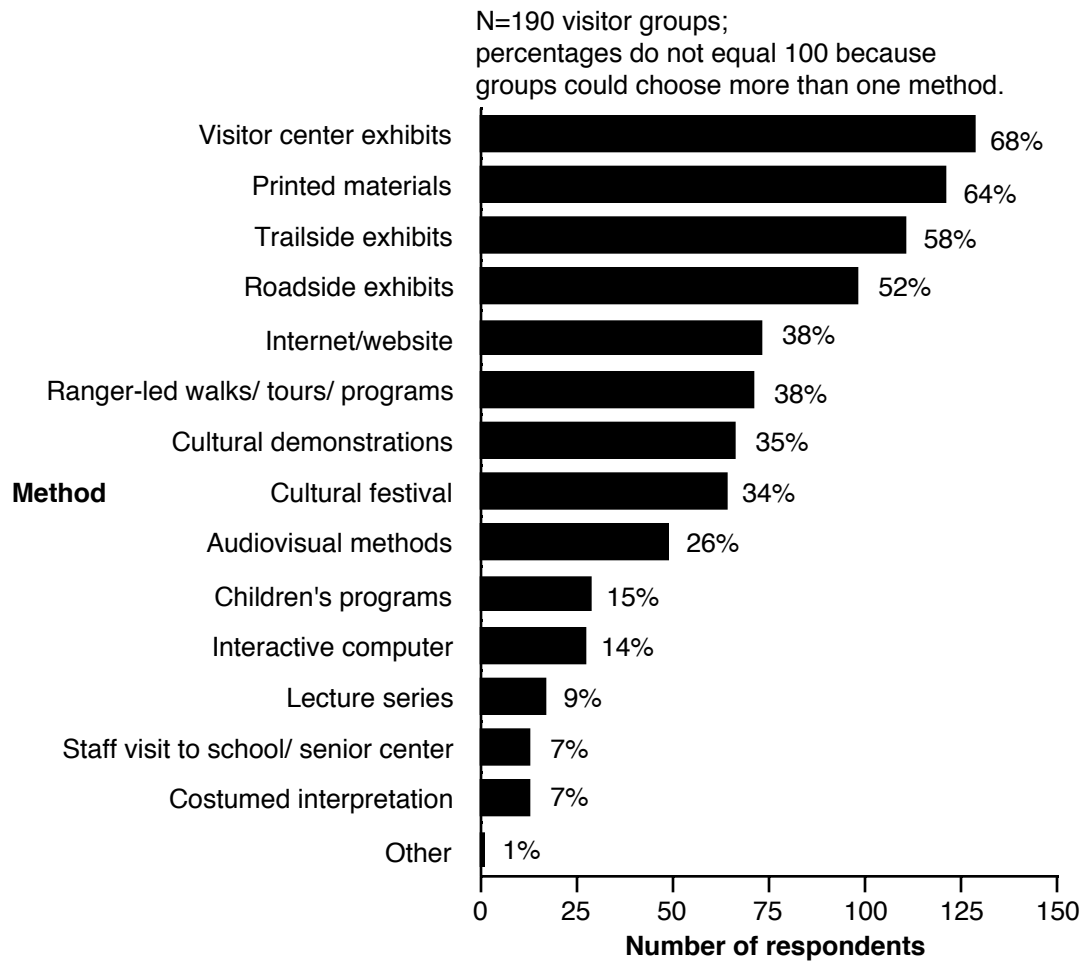


Figure 230: Preferences for learning about park's cultural and natural history (Kipahulu)

**Overall quality
of visitor
services**

Visitor groups were asked to rate the overall quality of the visitor services provided at Haleakala NP during this visit. Most Summit visitor groups (79%) and Kipahulu visitor groups (81%) rated services as “very good” or “good” (see Figures 231 and 232). No Summit and Kipahulu visitor groups rated the overall quality of services provided at Haleakala NP as “very poor.”

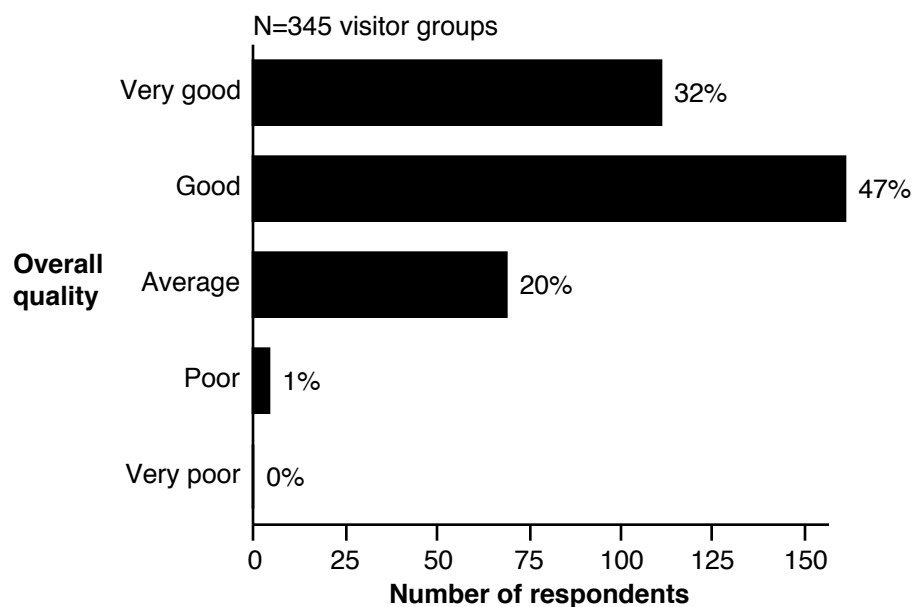


Figure 231: Overall quality of services (Summit)

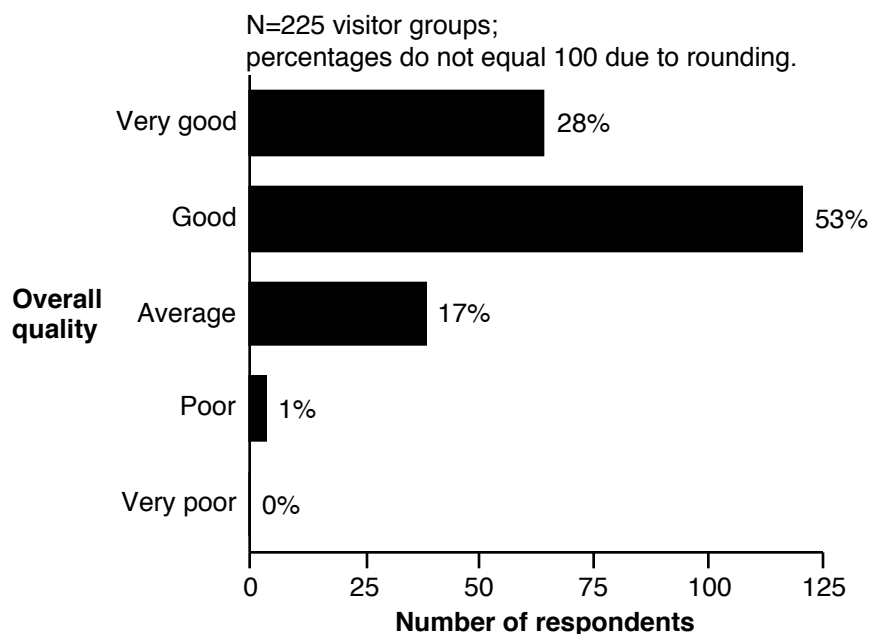


Figure 232: Overall quality of services (Kipahulu)

Visitor groups were asked, "What did you and your group like most about your visit to Haleakala National Park?" Eighty percent of visitor groups (289 groups) responded to this question. A summary of their responses is listed below in Table 15 and complete copies of visitor responses are contained in the appendix.

**What visitors
liked most
(Summit)**

Table 15: What visitors like most (Summit)

N=351 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|-----------------------------------|------------------------------|
| PERSONNEL | |
| Friendly, informative rangers | 2 |
| INTERPRETIVE SERVICES | |
| Visitor center exhibits | 5 |
| Island history | 4 |
| Visitor center | 3 |
| Information about volcanoes | 2 |
| Ranger program at Summit | 2 |
| Highway directional signs | 2 |
| Ranger-led programs | 2 |
| Other comments | 2 |
| FACILITIES AND MAINTENANCE | |
| Hiking trails | 6 |
| Summit area | 6 |
| Roads | 6 |
| Cleanliness | 4 |
| Overlooks | 3 |
| Well maintained roads | 3 |
| Other comments | 3 |
| RESOURCE MANAGEMENT | |
| Crater/ volcano area | 33 |
| Wilderness area | 7 |
| Geology | 5 |
| Silver Swords | 4 |
| Unspoiled natural environment | 4 |
| Protected park status | 3 |
| Climatic zones | 3 |
| Plant life | 3 |
| Cinder cones | 2 |
| Other comments | 4 |
| GENERAL IMPRESSIONS | |
| Scenery | 80 |
| Natural beauty | 31 |
| Sunrise | 30 |
| Biking | 18 |
| Scenic driving | 14 |
| Weather | 9 |

| Comment | Number of times mentioned |
|--|------------------------------|
| GENERAL IMPRESSIONS (continued) | |
| Everything | 9 |
| Hiking | 7 |
| Peaceful | 4 |
| Hiking into crater | 3 |
| Swimming in pools | 2 |
| Contrasting landscape | 2 |
| Getting down mountain safely | 2 |
| High altitude | 2 |
| Horseback riding | 2 |
| Other comments | 13 |

Visitor groups were asked, "What did you and your group like most about your visit to Haleakala National Park?" Eighty-two percent of visitor groups (169 groups) responded to this question. A summary of their responses is listed below in Table 16 and complete copies of visitor responses are contained in the appendix.

**What visitors
liked most
(Kipahulu)**

Table 16: What visitors like most (Kipahulu)

N=268 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|-----------------------------------|------------------------------|
| PERSONNEL | |
| Friendly, informative rangers | 2 |
| INTERPRETIVE SERVICES | |
| Visitor center exhibits | 4 |
| Visitor center information | 4 |
| Other comments | 2 |
| FACILITIES AND MAINTENANCE | |
| Hiking trails | 7 |
| Cleanliness | 5 |
| Roads | 4 |
| Parking lots | 3 |
| Solar toilets | 2 |
| Historical/ cultural preservation | 2 |
| Other comments | 3 |
| POLICY | |
| Comment | 1 |
| RESOURCE MANAGEMENT | |
| Natural beauty | 40 |
| Pools | 15 |
| Waterfalls | 13 |
| Unspoiled natural environment | 8 |
| Pools of Ohe'o | 6 |
| Bamboo forest | 6 |
| Geology | 5 |
| Crater/ volcano area | 5 |
| Not too crowded | 4 |
| Waimoku Falls | 3 |
| Plant life | 3 |
| Black sand beach | 3 |
| Absence of commercialism | 2 |
| Diverse ecosystems | 2 |
| Other comments | 8 |

| Comment | Number of times mentioned |
|----------------------------|------------------------------|
| GENERAL IMPRESSIONS | |
| Scenery | 43 |
| Hike to falls | 10 |
| Swimming in pools | 8 |
| Quiet | 5 |
| Easy/ open access | 5 |
| Scenic drive | 5 |
| Hiking | 5 |
| Solitude | 4 |
| Watching sunrise | 3 |
| Hiking in crater | 2 |
| Uniqueness of park | 2 |
| Peaceful | 2 |
| Other comments | 12 |

Visitor groups were asked, "What did you and your group like least about your visit to Haleakala National Park?" Seventy-four percent of visitor groups (267 groups) responded to this question. A summary of comments is listed below in Table 17 and complete copies of visitor responses are contained in the appendix.

**What visitors
liked least
(Summit)**

Table 17: What visitors like least (Summit)

N=285 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|-------------------------------------|------------------------------|
| PERSONNEL | |
| Comment | 1 |
| INTERPRETIVE SERVICES | |
| Visitor center was closed | 4 |
| Other comments | 4 |
| FACILITIES AND MAINTENANCE | |
| Narrow/ winding roads | 12 |
| Restrooms | 7 |
| Crowded restrooms | 5 |
| Lack of restrooms at Summit area | 3 |
| Parking lots | 3 |
| Chemical toilets | 2 |
| Litter | 2 |
| Other comment | 1 |
| POLICY | |
| Bicycles on roadway | 7 |
| People driving too fast | 2 |
| Other comment | 1 |
| RESOURCE MANAGEMENT | |
| Crowded | 7 |
| Other comment | 1 |
| GENERAL IMPRESSIONS | |
| Weather | 74 |
| Nothing | 43 |
| Cloudy/ foggy—no visibility | 40 |
| Weather prevented enjoyment of park | 8 |
| Drive to summit | 6 |
| Traffic | 5 |
| Unprepared for weather conditions | 5 |
| Bike tour crowds | 3 |
| Getting up early for sunrise | 3 |
| Inconsiderate visitors at sunrise | 3 |
| People hiking off of trails | 2 |
| Not enough time | 2 |
| Elevation sickness | 2 |
| Commercial bikers | 2 |
| Biking | 2 |

| Comment | Number of times mentioned |
|--|------------------------------|
| GENERAL IMPRESSIONS (continued) | |
| Lack of souvenir shop | 2 |
| Lack of food/ beverage vendors | 2 |
| Other comments | 19 |

Visitor groups were asked, "What did you and your group like least about your visit to Haleakala National Park?" Seventy-four percent of visitor groups (178 groups) responded to this question. A summary of comments is listed below in Table 18 and complete copies of visitor responses are contained in the appendix.

**What visitors
liked least
(Kipahulu)**

Table 18: What visitors like least (Kipahulu)

N=201 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--------------------------------------|------------------------------|
| PERSONNEL | |
| Rude rangers | 2 |
| INTERPRETIVE SERVICES | |
| Lack of park information | 3 |
| Other comments | 4 |
| FACILITIES AND MAINTENANCE | |
| Restrooms | 26 |
| Narrow/ winding roads | 15 |
| Lack of drinking water | 6 |
| Parking lots | 6 |
| Not enough restroom facilities | 6 |
| Poorly marked trails | 2 |
| Road to Hana | 2 |
| Other comments | 6 |
| POLICY | |
| Bicycles on roadway | 2 |
| RESOURCE MANAGEMENT | |
| Crowded | 20 |
| GENERAL IMPRESSIONS | |
| Nothing | 26 |
| Weather | 22 |
| Long drive | 17 |
| Bicycle tours | 5 |
| Bus tours | 3 |
| Not enough time | 3 |
| No visibility at summit | 3 |
| Mud | 2 |
| Car sickness | 2 |
| Water in pools too high for swimming | 2 |
| Other comments | 16 |

Planning for the future (Summit)

Visitor groups were asked, "If you were a park manager planning for the future of Haleakala National Park, what would you propose?" Fifty-two percent of visitor groups (188 groups) responded to this question. A summary of their responses is listed in Table 19 and complete copies of visitor responses are contained in the appendix.

Table 19: Planning for the future (Summit)

N=207 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|---------------------------|
| PERSONNEL | |
| Make rangers more visible to public | 2 |
| Comments | 3 |
| INTERPRETIVE SERVICES | |
| Provide summit weather and visibility information | 16 |
| Increase environmental education programming | 8 |
| Provide more roving interpreters | 7 |
| Provide programs about volcanoes | 6 |
| Extend visitor center hours | 5 |
| Provide more interpretation trails | 4 |
| Provide more historical interpretation | 4 |
| Provide indoor activities/ programs | 3 |
| Provide more detailed hiking guides | 3 |
| Provide more exhibits | 2 |
| Provide plant identification tags | 2 |
| Install recorded interpretation messages at pull-outs | 2 |
| Provide ranger-led sunrise programs | 2 |
| Other comments | 9 |
| FACILITIES AND MAINTENANCE | |
| Expand summit viewing area | 6 |
| Construct bike lane on roads | 5 |
| Expand/ improve parking lots | 5 |
| Provide more restroom facilities | 5 |
| Expand visitor center | 3 |
| More road maintenance | 2 |
| More traffic control | 2 |
| Construct guardrails on road | 2 |
| Construct more pull-outs on road | 2 |
| Construct more useful Kipahulu Ranger Station | 2 |
| Improve road to Hana | 2 |
| Expand campgrounds | 2 |
| Construct new visitor center | 2 |
| Other comments | 8 |

POLICY

| | |
|------------------------------|----|
| Limit commercial tours | 4 |
| Limit bicycle tour operators | 4 |
| Ban bicycle tours | 3 |
| Limit commercial bus tours | 3 |
| Ban all bicycles | 2 |
| Other comments | 11 |

RESOURCE MANAGEMENT

| | |
|----------------------------|---|
| Keep area in natural state | 7 |
| Prevent park overcrowding | 3 |
| Preserve native species | 2 |
| Other comment | 1 |

GENERAL IMPRESSIONS

| | |
|-----------------------------|----|
| Develop shuttle system | 12 |
| Provide food/ drink vendors | 8 |
| Provide souvenir shop | 3 |
| Provide cable car to summit | 2 |
| Other comments | 16 |

**Planning for
the future
(Kipahulu)**

Visitor groups were asked, "If you were a park manager planning for the future of Haleakala National Park, what would you propose?" Fifty-three percent of visitor groups (126 groups) responded to this question. A summary of their responses is listed in Table 20 and complete copies of visitor responses are contained in the appendix.

Table 20: Planning for the future (Kipahulu)

N=168 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|------------------------------|
| PERSONNEL | |
| Comments | 3 |
| INTERPRETIVE SERVICES | |
| Provide more information brochures | 2 |
| Do not publicize park | 2 |
| Provide more environmental/ wilderness education | 2 |
| Warn visitors about high water | 2 |
| Provide current weather information | 2 |
| Other comments | 8 |
| FACILITIES AND MAINTENANCE | |
| Provide better roads | 11 |
| Provide better signs for trails | 11 |
| Improve restrooms | 10 |
| Develop more/ larger pull-out areas | 7 |
| Provide more drinking water | 5 |
| Construct more trails | 4 |
| Pave parking lot at Kipahulu | 3 |
| Pave road to pools | 3 |
| Provide better parking | 3 |
| Do not pave road to Hana | 2 |
| Provide more road directional signs | 2 |
| Provide more handicapped access | 2 |
| Install more signs discouraging littering | 2 |
| Better road markings | 2 |
| Improve/ expand campgrounds | 2 |
| Place mirrors on blind corners | 2 |
| Keep it clean | 2 |
| Other comments | 14 |
| POLICY | |
| Develop reservation system to limit traffic | 3 |
| Provide more enforcement of rules/ regulations | 3 |
| Limit vehicle traffic to Kipahulu area | 2 |
| Limit tour buses | 2 |
| Expand park boundaries | 2 |
| Other comments | 5 |

| Comment | Number of times mentioned |
|-----------------------------------|------------------------------|
| RESOURCE MANAGEMENT | |
| Protect natural qualities of park | 7 |
| Control overcrowding | 6 |
| Avoid commercialization | 4 |
| Protect the park | 3 |
| Endangered plant recovery | 2 |
| Other comment | 1 |
| GENERAL IMPRESSIONS | |
| Provide food/ drink vendors | 7 |
| Develop a shuttle system | 5 |
| Other comments | 8 |

**Comment
summary
(Summit)**

Thirty-nine percent of visitor groups (140 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Haleakala National Park are summarized below (see Table 21). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 21: Additional comments (Summit)

N=149 comments;

many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|------------------------------|
| PERSONNEL | |
| Friendly/ helpful/ knowledgeable rangers | 9 |
| INTERPRETIVE SERVICES | |
| Promote park weather better | 6 |
| Improve resource protection signs (messages) | 4 |
| Provide more ranger-led programs | 3 |
| Provide more information about volcanoes | 2 |
| Increase park advertising | 2 |
| Provide more information about park ecosystem | 2 |
| Other comments | 6 |
| FACILITIES AND MAINTENANCE | |
| Expand summit viewing area | 3 |
| Trails well maintained | 2 |
| Construct more roadside pull-outs | 2 |
| Other comments | 6 |
| POLICY | |
| Well managed park | 8 |
| Other comment | 1 |
| RESOURCE MANAGERS | |
| Provide more resource protection efforts | 2 |
| Good combination of commercial/ natural features | 2 |
| Other comment | 1 |
| GENERAL IMPRESSIONS | |
| Good experience | 31 |
| Weather prevented us from park activities | 10 |
| Beautiful park | 6 |
| Plan future visit | 5 |
| Visit too short | 3 |
| Next time, will call for weather conditions first | 2 |
| Enjoyed crater area | 2 |
| Thank you | 2 |
| Bicycle ride was highlight of trip | 2 |
| Other comments | 25 |

Thirty-five percent of visitor groups (84 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Haleakala National Park are summarized below (see Table 22). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

**Comment
summary
(Kipahulu)**

Table 22: Additional comments (Kipahulu)

N=102 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|---------------------------------|
| PERSONNEL | |
| Friendly/ helpful/ knowledgeable rangers | 4 |
| Uninformative/ unfriendly rangers | 2 |
| INTERPRETIVE SERVICES | |
| Provide more information about hiking opportunities | 2 |
| Visitor center was closed | 2 |
| Other comments | 7 |
| FACILITIES AND MAINTENANCE | |
| Provide better road directional signs | 2 |
| Other comments | 4 |
| POLICY | |
| Good job managing park | 9 |
| No fees | 3 |
| Other comments | 2 |
| RESOURCE MANAGEMENT | |
| Enjoyed bamboo forest | 2 |
| Crowded | 2 |
| Other comments | 3 |
| GENERAL IMPRESSIONS | |
| Good experience | 21 |
| Plan future trip | 7 |
| Thank you | 3 |
| Wonderful | 3 |
| Will not visit park again | 2 |
| Participated in bicycle tour | 2 |
| Visit too short | 2 |
| Second visit to park, better than first | 2 |
| Enjoyed hiking | 2 |
| Other comments | 14 |

Haleakala National Park Additional Analysis VSP Report 118

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 | • Route used to reach Kipahulu | • Use of visitor services/ facilities |
| • Enough information received? | • Return by same route? | • Importance of services/ facilities |
| • Amount of information received | • Order visited Kipahulu sites? | • Quality of services/ facilities |
| • Reasons for visiting | • Group type | • Perceived safety in park |
| • All Hawaiian island residents? | • Group size | • Appropriateness of activities |
| • Number of days in Hawaiian islands | • Age | • Crowding |
| • All Maui residents? | • Zip code/ state of residence | • Time of crowding |
| • Number of days on Maui | • Country of residence | • Preferred system to limit crowding |
| • Length of stay at Summit | • Number of visits-past 12 months | • Visiting Kipahulu? |
| • Length of stay at Kipahulu | • Number of visits-past 5 years | • Willing to pay entrance fee at Kipahulu? |
| • Haleakala NP primary destination? | • With guided tour group? | • Preferred subjects to learn |
| • Activities | • Use of information services | • Preferred methods to learn |
| • Order visited Summit sites | • Importance of information services | • Overall quality rating |
| • Visit Kipahulu? | • Quality of information services | |

Database

The VSP database is currently under development, but requests can be handled through Washington State University, by contacting the VSP.

Phone/send requests to:

**Visitor Services Project, CPSU
College of Natural Resources
University of Idaho
P.O. Box 441133
Moscow, Idaho 83844-1133**

**Phone: 208-885-7863
FAX: 208-885-4261**

QUESTIONNAIRES
(English and Japanese)

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

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)

**Visitor Services Project Publications
(continued)**

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)
- 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
- 100. Lowell National Historical 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
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historical Park

2000

- 118. Haleakala National Park

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

