

Mount Rainier National Park Visitor Study

Summer 2000

Report 124
Visitor Services Project
Cooperative Park Studies Unit



University of Idaho



Mount Rainier National Park

Visitor Study **Summer 2000**

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Visitor Services Project **Report 124**

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Visitor Services Project Mount Rainier National Park Report Summary

- This report describes the results of a visitor study at Mount Rainier National Park August 18-27, 2000. A total of 1,043 questionnaires were distributed to visitors. Visitors returned 790 questionnaires for a 75.7% response rate.
- This report profiles Mount Rainier National Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Over one-half of the visitor groups (56%) were family groups. Forty-two percent of visitor groups were groups of two; another 32% were in groups of three or four. Fifty-seven percent of visitors were aged 26-55 years, while 18% were aged 15 years or younger.
- Fifty-one percent of visitors were male. Thirty-two percent of visitors had Bachelor's degrees, 27% had some college and 26% had graduate degrees. Two percent were of Hispanic or Latino ethnicity. Most (94%) were of White racial background; 6% were Asian and 5% were of other backgrounds. Most visitors (90%) spoke English as their primary language; 10% spoke 28 other languages. Ninety-two percent of visitors had no disabilities. Five percent of those with disabilities encountered access/ service problems in the park.
- United States visitors were from Washington (64%), California (6%) and 44 other states, Puerto Rico and Washington, D.C. Six percent of all visitors were international: 20% percent were from Japan and another 15% were from Germany.
- The sources of information most used by visitor groups were previous visits (57%), travel guide/ tour book (34%), and friends/ relatives (33%).
- Most visitors (70%) were visiting Mount Rainier National Park for the first time. Sixty-nine percent spent less than 24 hours at the park. Sixty-six percent of the visitors did not stay overnight in the area within 30 miles of the park. Most visitors (79%) said their primary reason for visiting the area was to visit Mount Rainier NP. Most (79%) arrived in the park in a private vehicle.
- On this trip, the most commonly visited park sites were Paradise (62%), Longmire (38%) and Sunrise (27%). Visitors' first stops were most often Paradise (23%), Sunshine Point Campground/ Picnic Area (15%) and Longmire (12%).
- The activities that visitors most often participated in were dayhiking (73%), viewing wildflowers (65%), driving to view scenery (63%), photography (56%) and visiting visitor centers (53%).
- The most visited nearby sites included Olympic NP (66%), Mount Baker/ Snoqualmie NF (60%), Mount St. Helens NVM (58%) and North Cascades NP (54%).
- The average visitor group expenditure during this visit was \$164. The average per capita expenditure was \$69. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$20.
- Visitors rated the following park attributes as most important for future preservation of the park: clean air/ water (96%), natural quiet/ sounds of nature (92%), wildlife (92%) and native plants (90%).
- The subject visitors were most interested in learning on a future visit was volcanoes/ geology (78%). Their most preferred method of learning for the future was visitor center exhibits (70%).
- Most visitor groups (90%) rated the overall quality of visitor services at Mount Rainier National Park 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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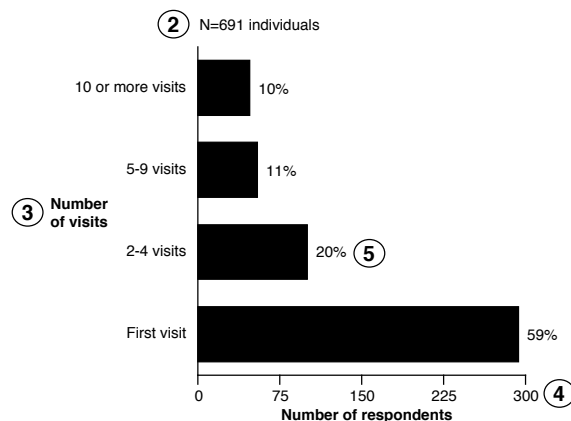
INTRODUCTION

This report describes the results of a study of visitors at Mount Rainier National Park (NP). The visitor study was conducted August 18-27, 2000 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

The report is organized into four sections. The **Methods** section discusses the procedures and limitations of the study. The **Results** section provides summary information for each question in the questionnaire and includes a summary of visitor comments. An **Additional Analysis** section is included which will help managers request additional analyses. The final section includes a copy of the **Questionnaire**. A separate appendix includes comment summaries and visitors' unedited comments.

Most of the graphs in this report resemble the example below. The circled numbers refer to explanations following the graph.

SAMPLE ONLY



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 VSP studies. Some of the questions are comparable with VSP studies conducted at other parks. Other questions are customized for Mount Rainier NP.

Interviews were conducted with, and questionnaires distributed to, a sample of visitors who arrived at Mount Rainier NP during August 18 - 27, 2000. Visitors were sampled at six different entrances throughout the park (see Table 1).

Table 1: Questionnaire distribution locations

Location	Questionnaires distributed
Nisqually Entrance	500
White River Entrance	199
Stevens Canyon Entrance	105
Carbon River Entrance	105
Mowich Entrance	105
Silver Creek Information Station (USFS)	29
TOTAL	1,043

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 for his or her name, address, and telephone number in order to mail 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. Seven weeks after the survey a second replacement questionnaire was mailed to visitors who still had not returned their questionnaires.

**Questionnaire
design and
administration
(continued)**

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

Data analysis

This study collected information on both visitor groups and individual group members. Thus, the number of respondents ('N'), varies from figure to figure. For example, while Figure 1 shows information for 783 visitor groups, Figure 4 presents data for 2,336 individuals. A note above each graph specifies the number of respondents.

**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 790 visitors to Mount Rainier NP returned questionnaires, Figure 1 shows data for only 783 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.

Limitations

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

1. It is not possible to know whether visitor responses reflect actual behavior. This applies to all such studies, but is reduced by having visitors fill out the questionnaire soon after they visited the park.
2. The data reflect visitor use patterns of visitors to the selected sites during the study period of August 18–27, 2000. The results do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure or table.

**Special
Conditions**

During the study week, weather conditions were fairly typical of late August. The weather included some cool, overcast, rainy days and some warm, sunny days.

RESULTS

A total of 1,076 visitor groups were contacted, and 1,043 of these groups (97%) agreed to participate in the survey. Questionnaires were completed and returned by 790 visitor groups, resulting in a 75.7% response rate for this study.

Visitor groups contacted

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

Table 2: Comparison of total sample and actual respondents

Variable	Total sample		Actual Respondents	
	N	Avg.	N	Avg.
Age of respondents	1,043	40.9	770	43.4
Group size	1,043	3.4	783	3.4

Figure 1 shows visitor group sizes, which ranged from one person to 77 people. Forty-two percent of visitor groups consisted of two people, while another 32% were people visiting in groups of three or four.

Demographics

Fifty-six percent of visitor groups were made up of family members and 21% consisted of friends (see Figure 2). Groups listing themselves as "other" group type included boyfriend, partner, Scouts, church, and co-workers. One percent of visitors were in a guided tour group (see Figure 3).

Fifty-seven percent of visitors were between the ages of 26 and 55 (see Figure 4). Eighteen percent of visitors were aged 15 years or younger.

Over one-half of the visitors (51%) were male; 49% were female (see Figure 5).

Visitors were asked to identify the level of education that each group member had achieved. Thirty-two percent had bachelor's degrees, 27% had some college and 26% had graduate degrees (see Figure 6).

**Demographics
continued**

Most visitors (98%) identified themselves as not Hispanic or Latino in ethnic background (see Figure 7). Most visitors (94%) identified their racial background as White (see Figure 8). Six percent of visitors identified themselves as Asian and smaller percentages reported other racial backgrounds.

Seventy percent of visitors were visiting Mount Rainier for the first time during the past twelve months (see Figure 9). Over one-half of the visitors (52%) had visited more than once during the past two to five years (see Figure 10).

Visitor groups were asked to identify the primary language that their group spoke. Most groups (90%) identified English as their primary language (see Figure 11). There were 29 "other" primary languages spoken, of which German, Japanese and Spanish were the most often listed (see Table 3).

Ninety-two percent of the visitors said no group members had disabilities or impairments (see Figure 12). Of those with disabilities, 6% identified mobility problems and 2% had hearing problems. "Other" disabilities included heart problems, asthma, emphysema, and bronchitis. Of those who listed disabilities or impairments, 5% encountered access/service problems because of their disability or impairment (see Figure 13). The problems included the ramp at Sunrise, lack of handicapped parking, and smoke from fire at Paradise that impaired ability to breathe.

International visitors to Mount Rainier NP comprised 6% of the total visitation (see Table 4). The countries most often represented (besides the United States) were Japan (20%), Germany (15%), and Holland (8%).

The largest proportions of United States visitors were from Washington (64%), California (6%), and Oregon (3%), as shown in Map 1 and Table 5. Smaller proportions of U.S. visitors came from 43 other states, Washington D.C., and Puerto Rico.

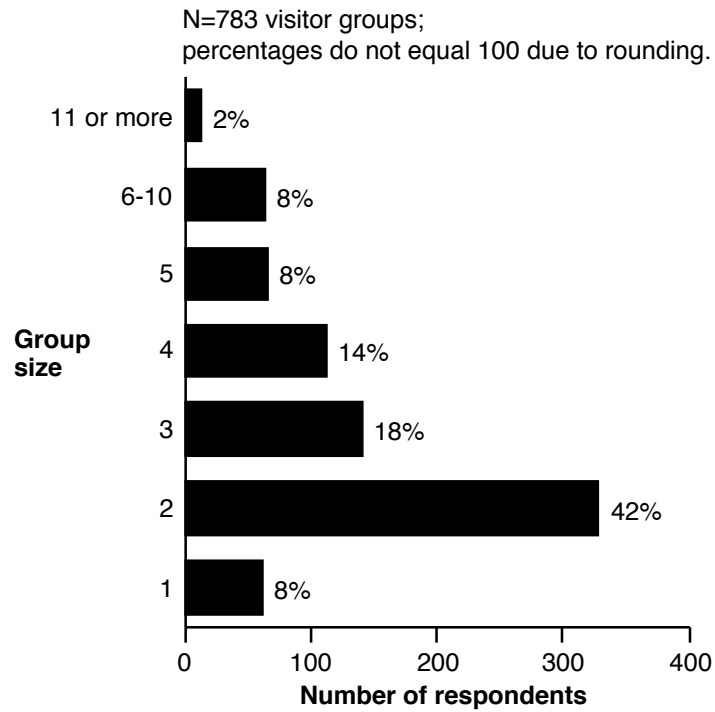


Figure 1: Visitor group sizes

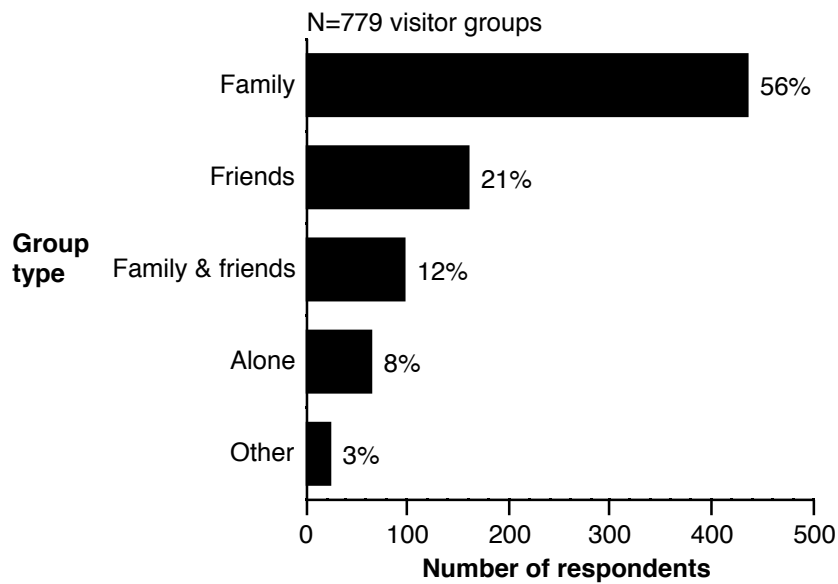
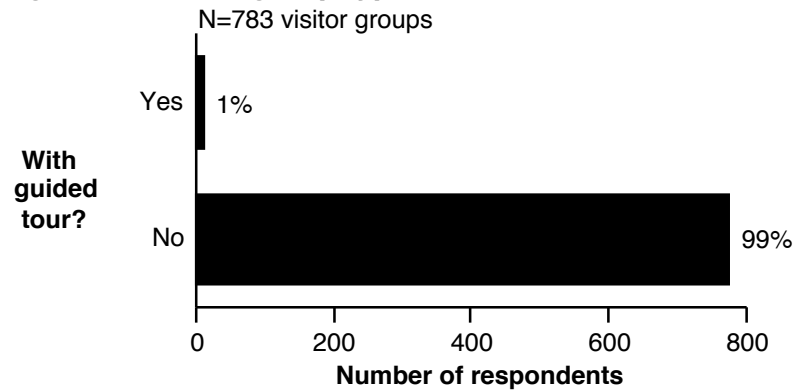
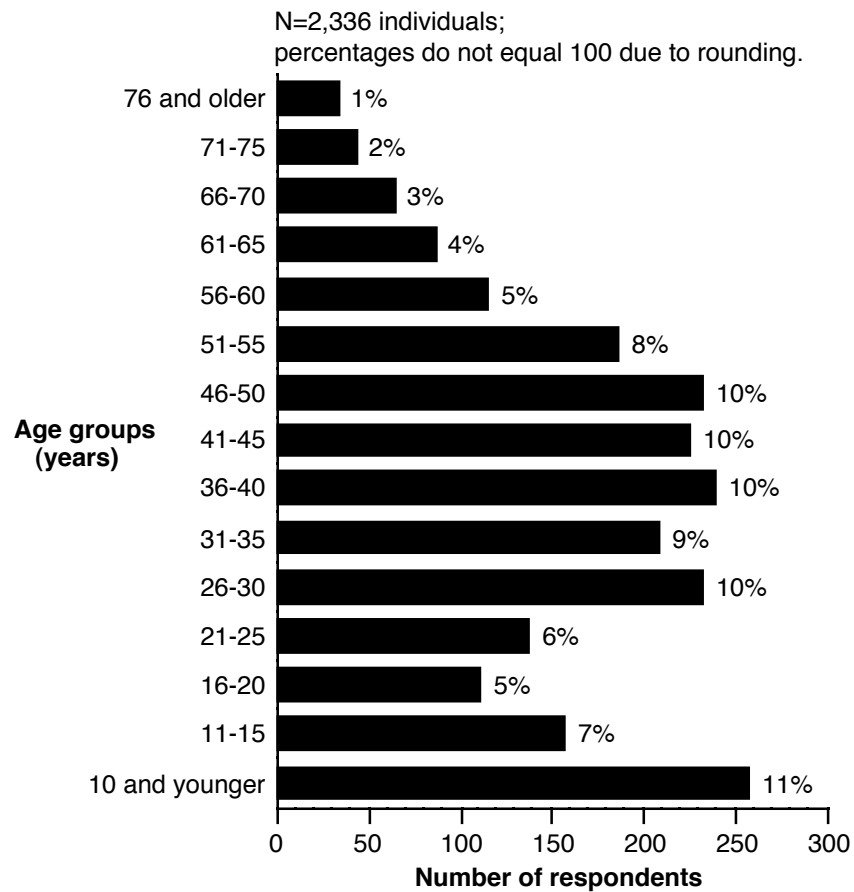


Figure 2: Visitor group types**Figure 3: Visitors as part of a guided tour group****Figure 4: Visitor ages**

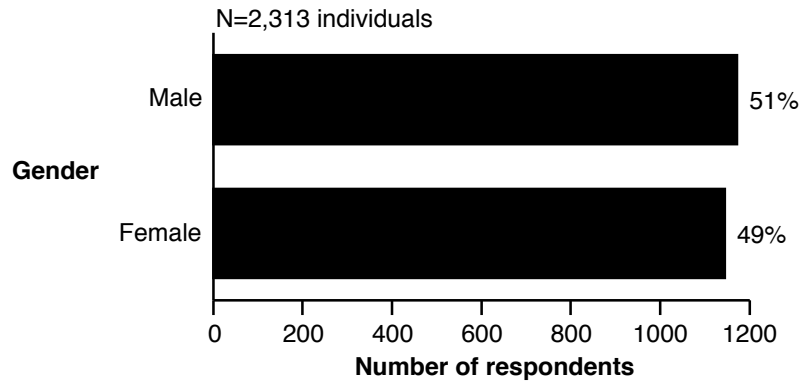


Figure 5: Visitor gender

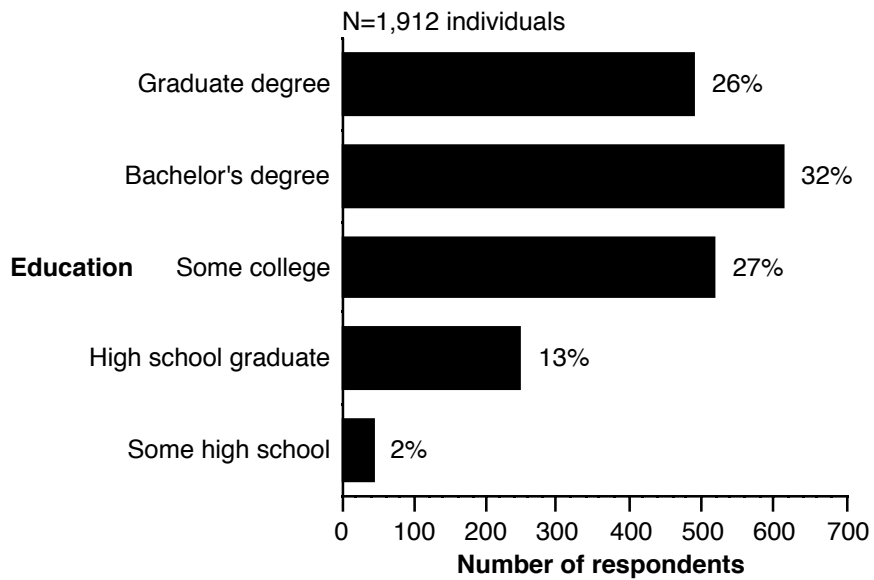


Figure 6: Visitor level of education

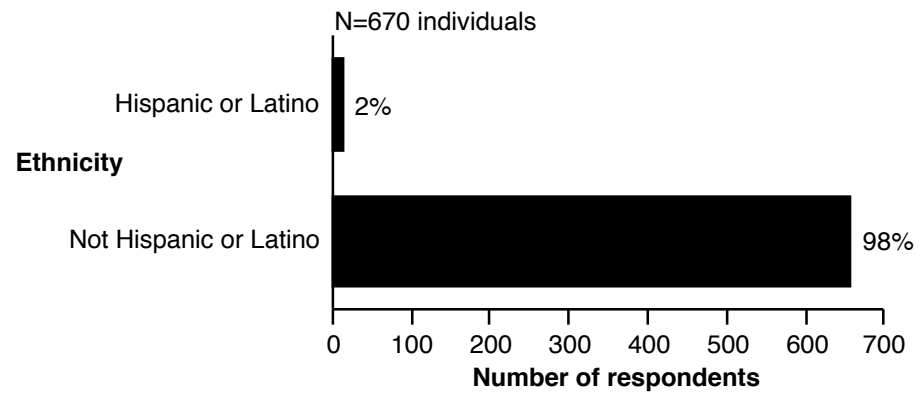


Figure 7: Visitor ethnicity

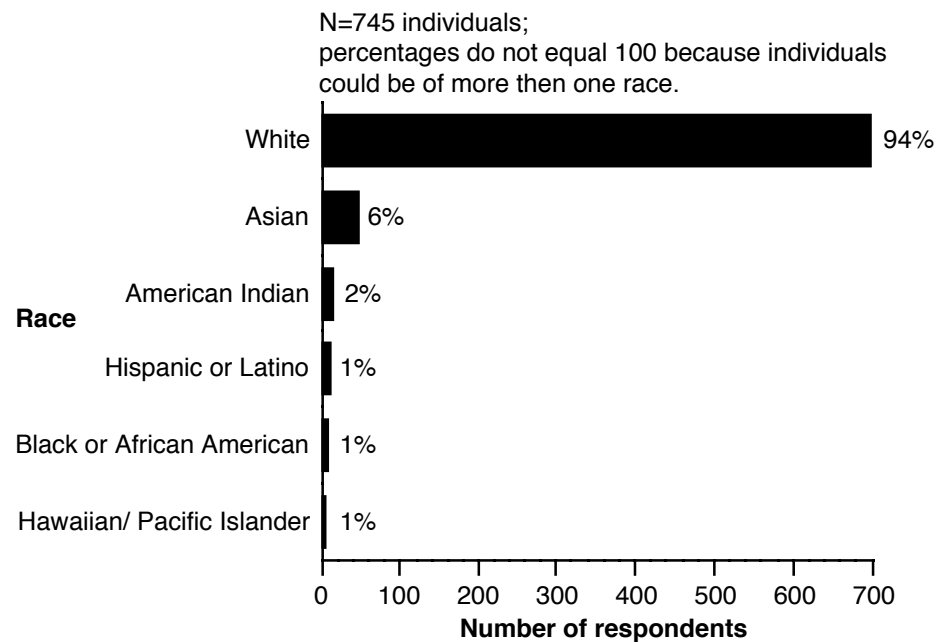


Figure 8: Visitor race

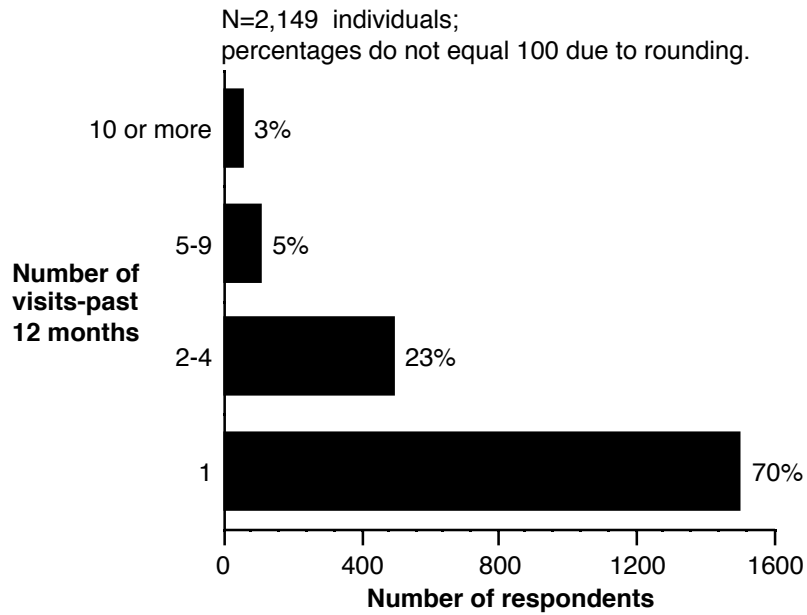


Figure 9: Number of visits in past 12 months

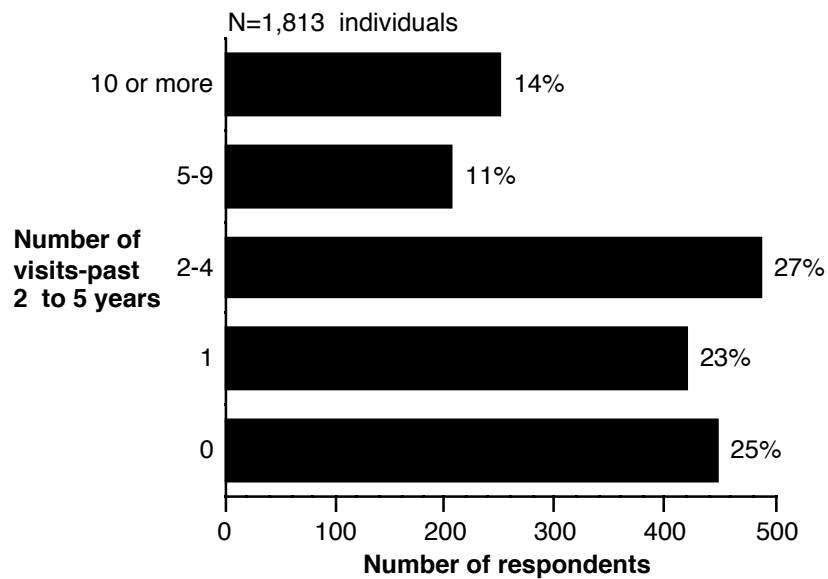


Figure 10: Number of visits in past 2 to 5 years

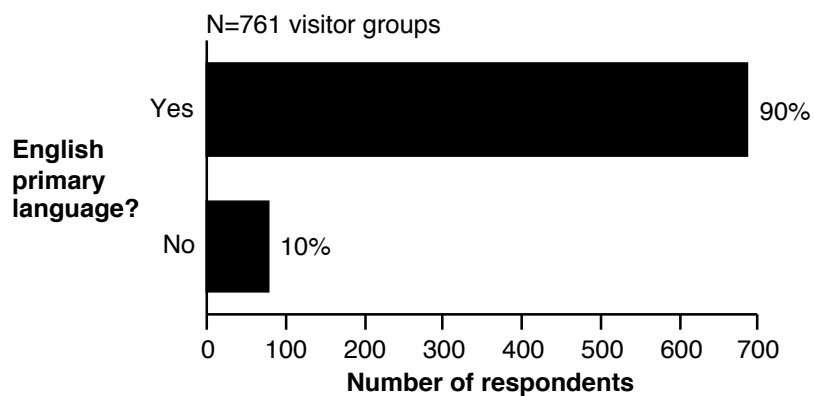


Figure 11: English as primary language

Table 3: Other languages spoken

N=71 languages

Language	Number of times mentioned
German	9
Japanese	8
Spanish	8
Chinese	5
French	5
Dutch	4
Korean	3
Urdu	3
Finnish	2
Hindu	2
Italian	2
Swedish	2
Taiwanese	2
Turkish	2
Other	14

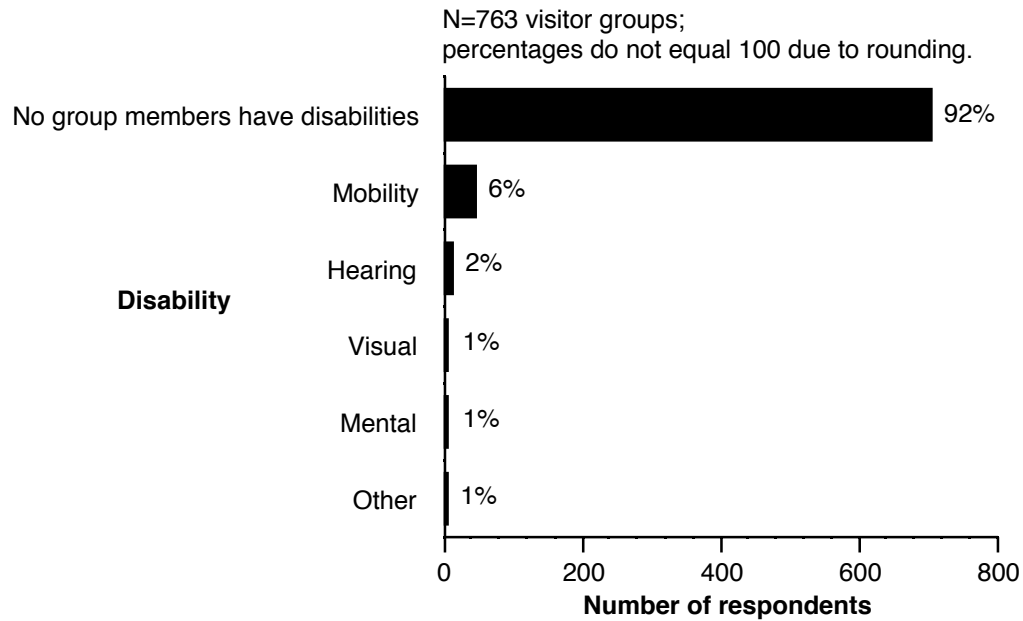


Figure 12: Visitor disabilities or impairments

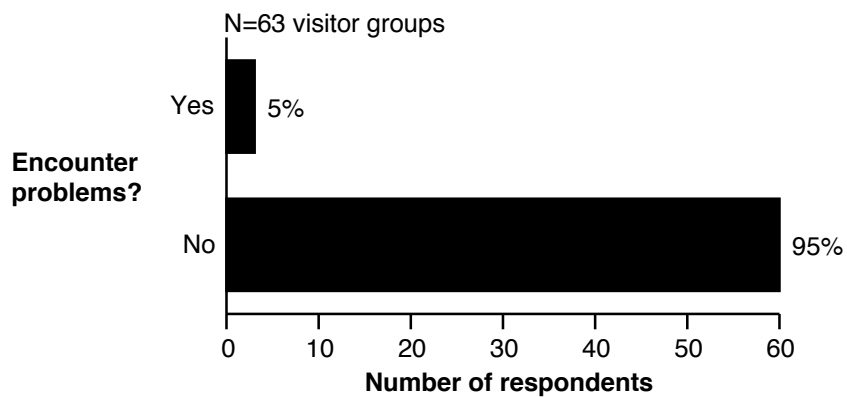
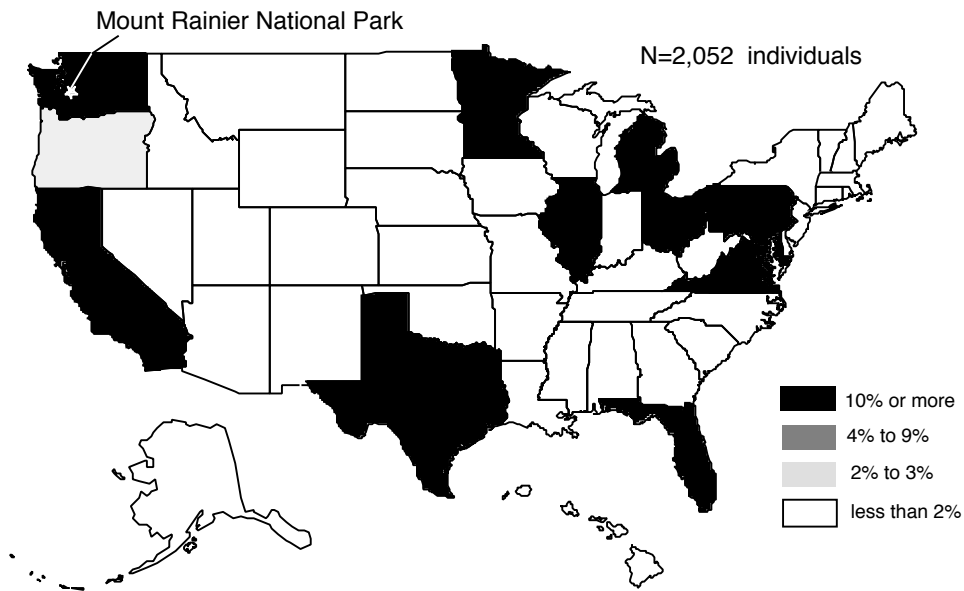


Figure 13: Visitor access/ service problems in park for visitors with disabilities or impairments

Table 4: International visitors by country of residence

N=132 individuals;
percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of international visitors	Percent of total visitors
Japan	27	20	1
Germany	20	15	1
Holland	11	8	1
Canada	10	8	<1
England	9	7	<1
France	6	5	<1
Taiwan	6	5	<1
Pakistan	5	4	<1
Switzerland	4	3	<1
Venezuela	4	3	<1
Colombia	3	2	<1
Ecuador	3	2	<1
Australia	2	2	<1
Czechoslovakia	2	2	<1
Finland	2	2	<1
India	2	2	<1
Ireland	2	2	<1
Israel	2	2	<1
Romania	2	2	<1
Russia	2	2	<1
South Africa	2	2	<1
6 other countries	6	5	<1



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

Table 5: United States visitors by state of residence

N=2,052 individuals;
percentages do not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors	Percent of total visitors
Washington	1,316	64	60
California	116	6	5
Oregon	64	3	3
Texas	48	2	2
Pennsylvania	43	2	2
Florida	40	2	2
Minnesota	39	4	2
Illinois	37	4	2
Ohio	34	2	2
Massachusetts	28	1	1
New Jersey	19	1	1
New York	19	1	1
Virginia	17	1	1
Connecticut	15	1	1
Maryland	15	1	1
Wisconsin	15	1	1
Michigan	14	1	1
Georgia	13	1	1
Colorado	12	1	1
North Carolina	12	1	1
Arizona	11	1	1
25 other states, Puerto Rico and Washington D.C.	125	15	14

Length of visit

Visitor groups were asked how much time they spent at Mount Rainier National Park. Sixty-nine percent of visitors spent less than 24 hours (less than one day) at the park, as shown in Figure 14. Twelve percent spent two days, and 7% spent three days at the park. Of the groups that spent less than 24 hours at the park, 82% spent four hours or more (see Figure 15).

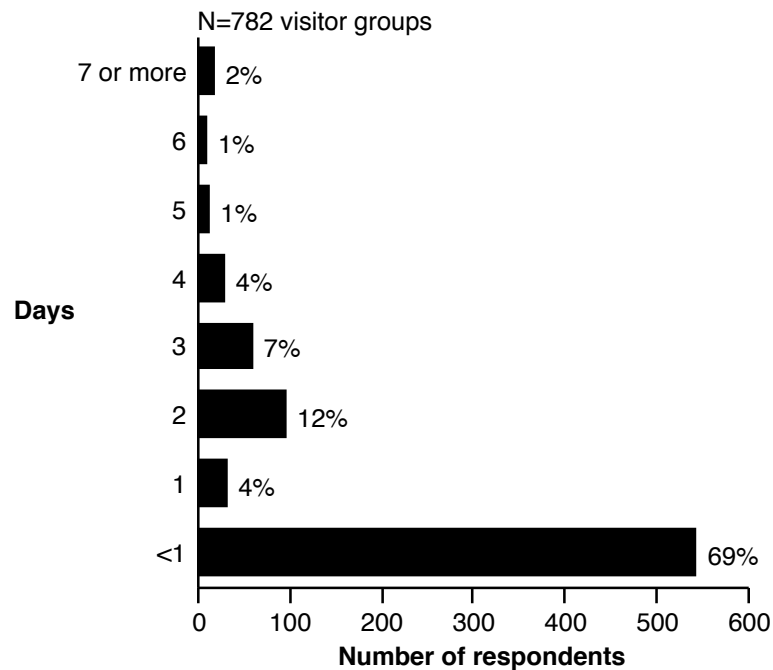


Figure 14: Days spent at Mount Rainier NP

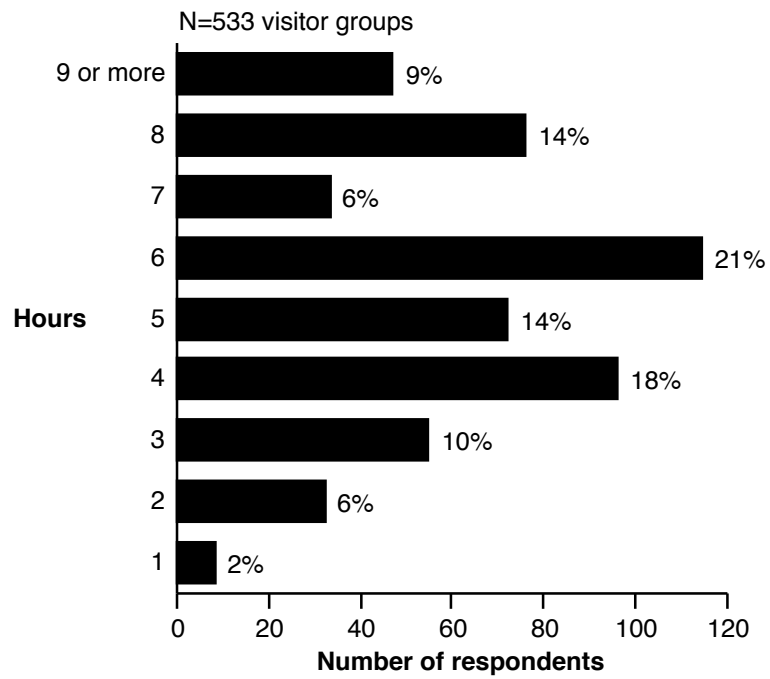


Figure 15: Hours spent at Mount Rainier NP by visitors who spent less than 24 hours

Sources of information

Visitor groups were asked to indicate the sources they used to obtain information about Mount Rainier NP prior to their visit. Figure 16 shows the proportions of visitor groups who used each method of obtaining information prior to their visit to Mount Rainier NP. The most common sources of information were previous visits (57%), travel guide/ tour book (34%), and friends/ relatives (33%). Ten percent of visitors received no information prior to their visit. Nine percent of visitors obtained information from "other" sources. "Other" sources of information included hiking books, local residents, Washington state maps and American Automobile Association books.

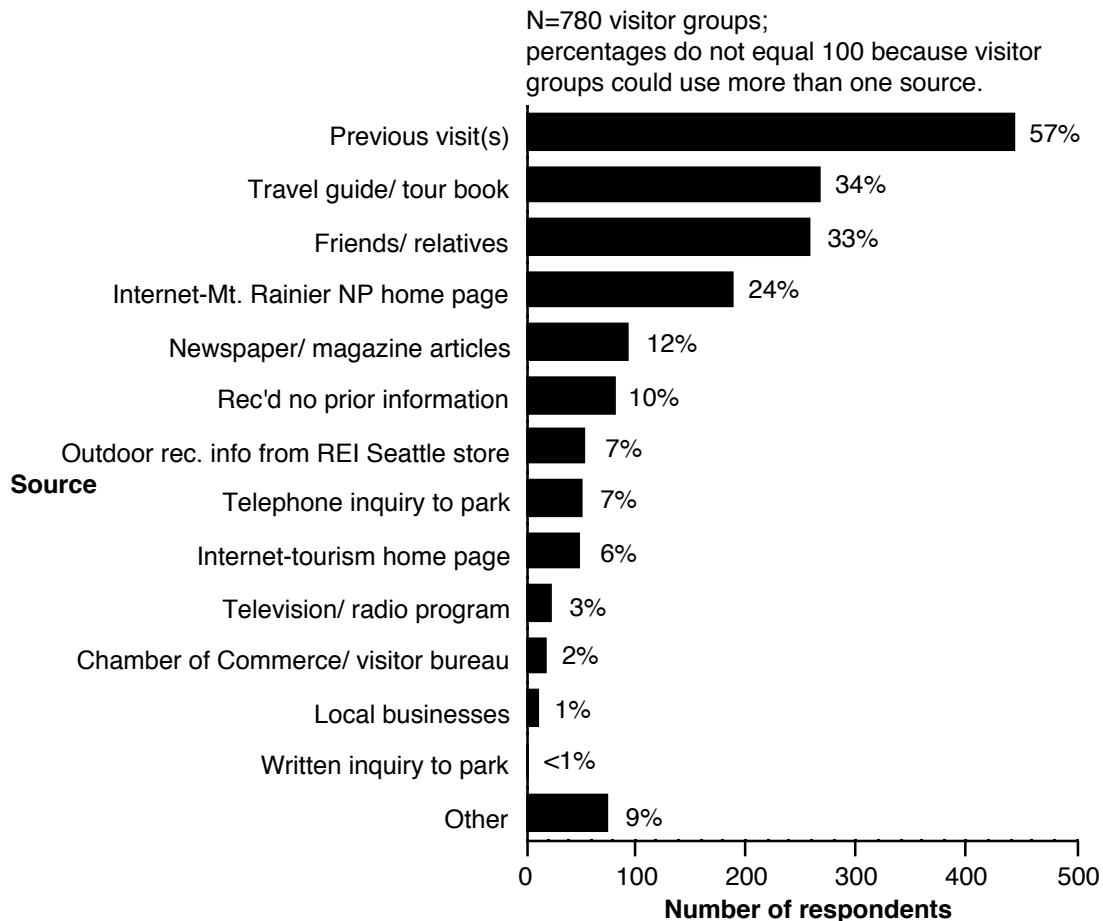


Figure 16: Sources of information

Visitor groups were asked to indicate their primary reason for visiting the Mount Rainier NP area. As shown in Figure 17, 79% of visitor groups indicated that visiting Mount Rainier NP was their primary reason for visiting the area. Nine percent were visiting friends/ relatives in the area, and 8% were visiting other attractions.

**Primary reason
for visiting the
area**

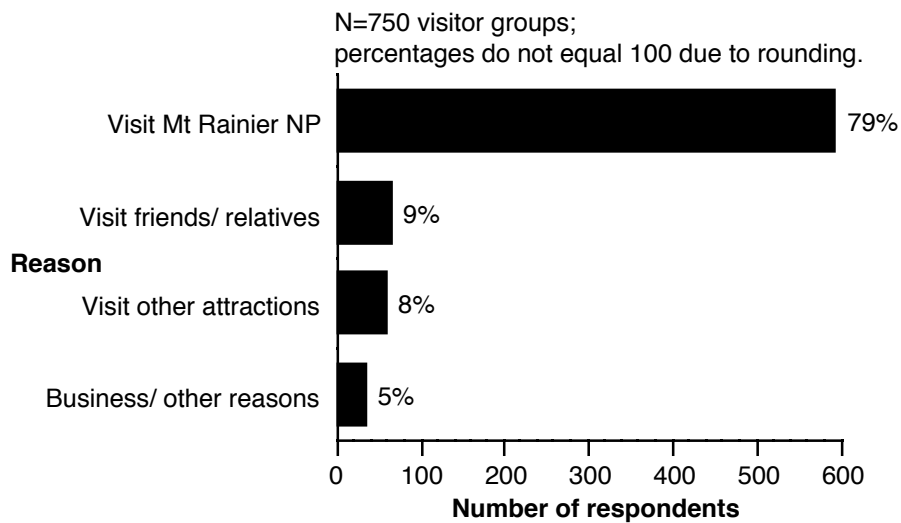


Figure 17: Primary reason for visiting the area

Transportation used

Visitors were asked to identify the modes of transportation they used to reach Mount Rainier NP on this visit. Seventy-nine percent of visitor groups used a private vehicle (see Figure 18). Another 20% of visitor groups used a rental vehicle and 13% of visitor groups used commercial airlines to Seattle-Tacoma airport.

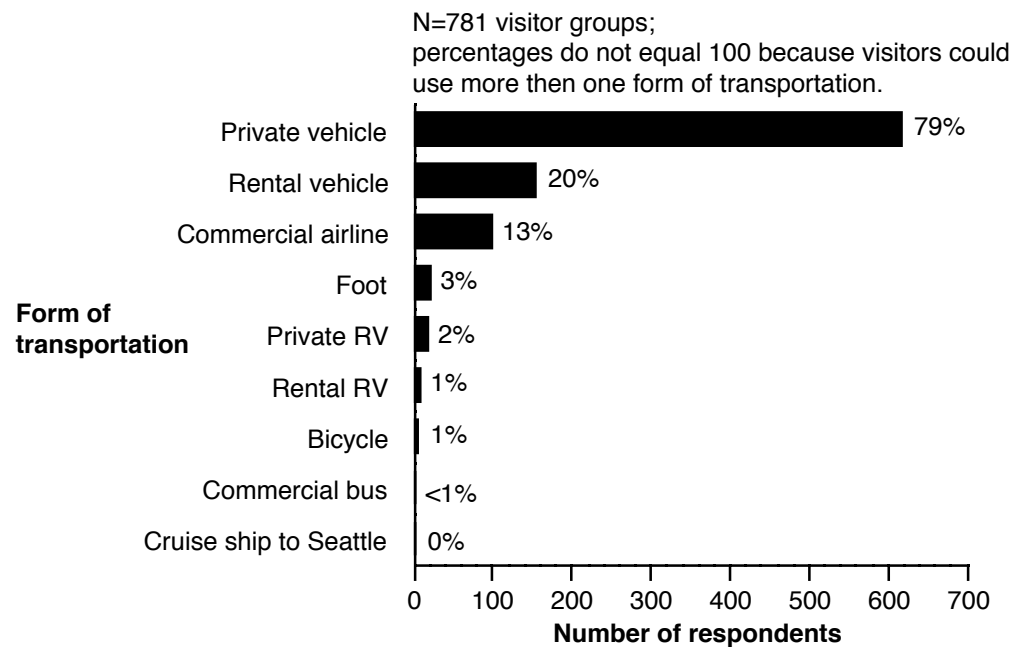


Figure 18: Form of transportation used to arrive at Mount Rainier NP

Visitors were asked to identify the park entrances where they entered the park on this trip. Figure 19 shows that 54% of the visitors entered at Nisqually, while 26% entered at White River.

**Park entrances
used/ number of
entries**

Visitors were also asked which roads they used to exit the park on this trip. Almost one-half of the visitors (49%) used Highway 706 to Ashford (see Figure 20). About one-third of the visitors (33%) used Highway 410 to Enumclaw.

Visitor groups were asked the number of times they entered the park during this trip. Figure 21 shows that 68% entered once, while 32% entered more than once.

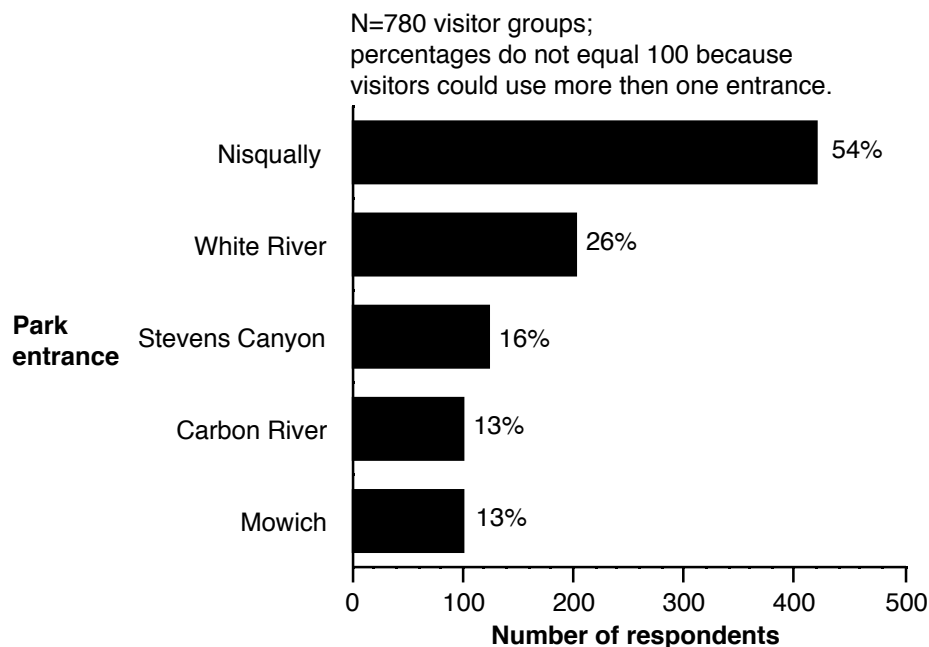


Figure 19: Park entrance used to enter Mount Rainier NP

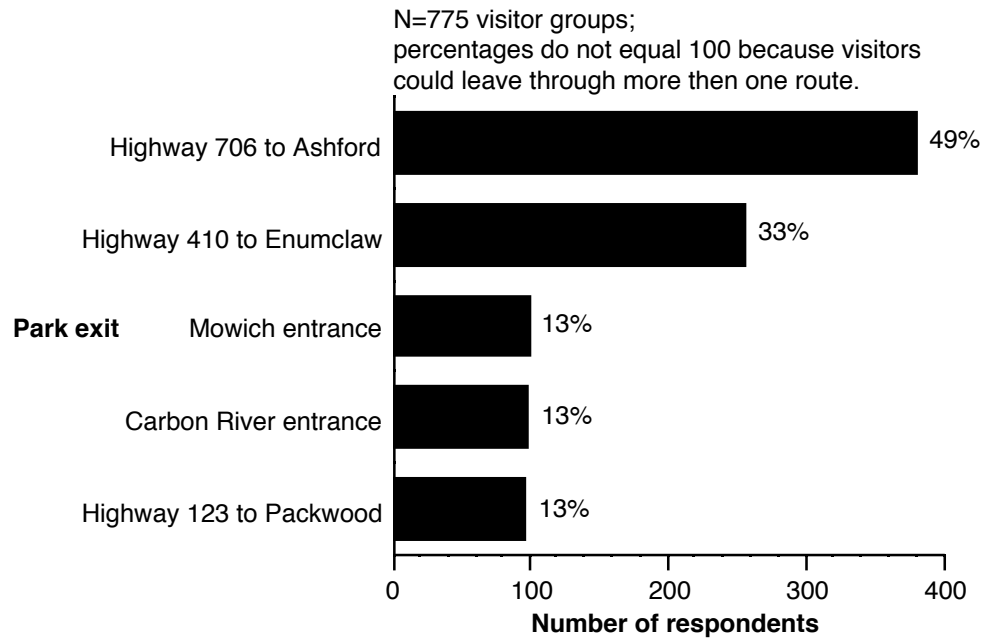


Figure 20: Roads used to exit Mount Rainier NP

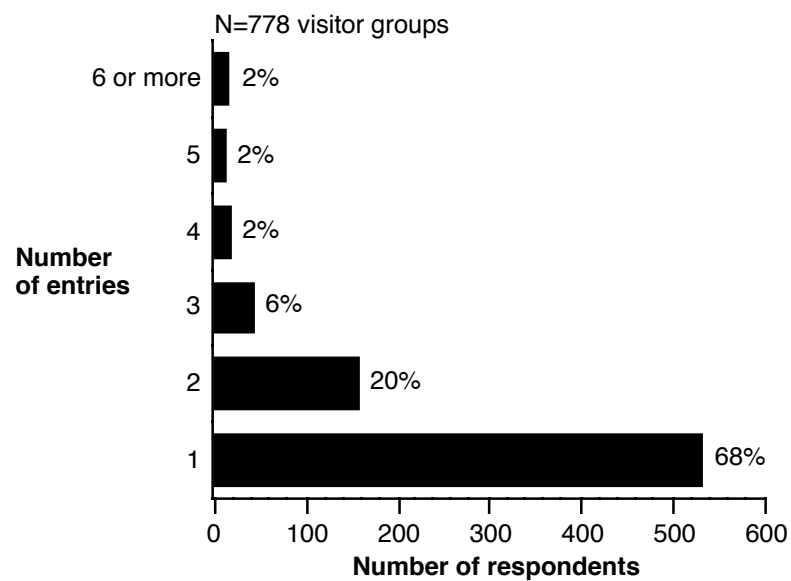


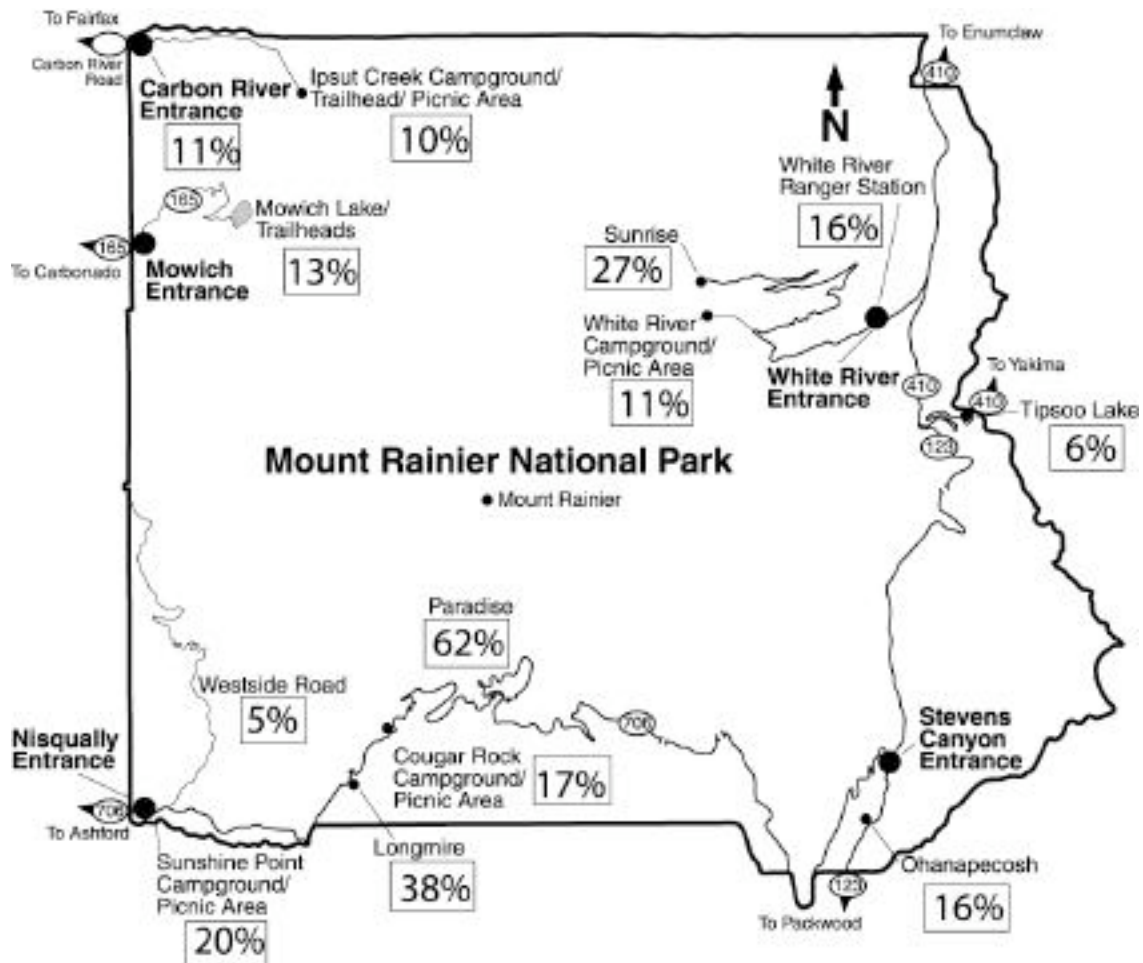
Figure 21: Number of entries into Mount Rainier NP on this trip

Visitor groups were asked to list the order in which they visited selected sites in Mount Rainier NP. The most visited locations were Paradise (62%), Longmire (38%) and Sunrise (27%), as shown in Map 2. The least visited site was the Westside Road (5%), which is open for three miles from the intersection with the Nisqually to Longmire Road.

Park sites visited/ order visited

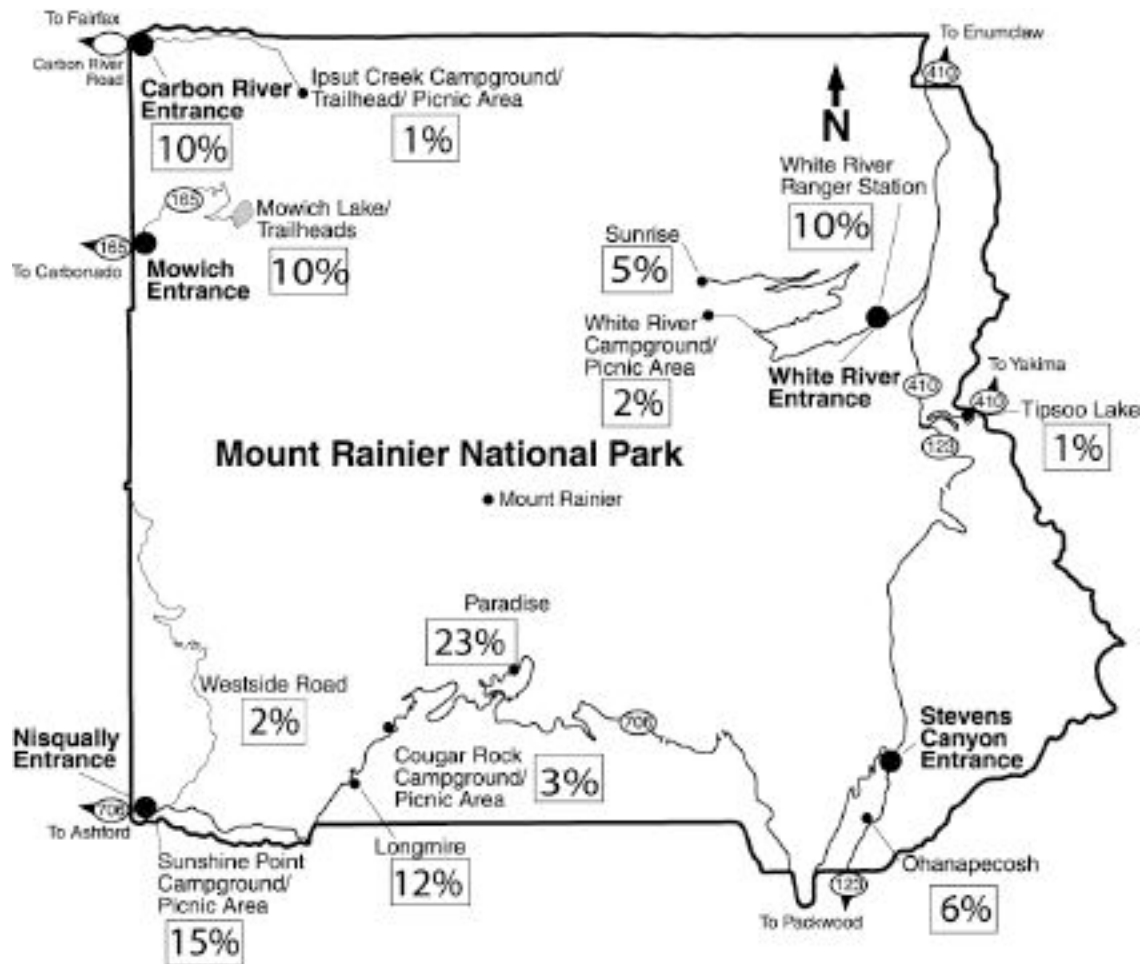
The sites most often visited first at Mount Rainier NP were Paradise (23%), Longmire (12%), White River Ranger Station (10%), Carbon River (10%) and Mowich Lake/ Trailheads (10%), as shown in Map 3. The least visited sites were Tipsoo Lake and Ipsut Creek Campground/ Trailhead/ Picnic Area (each 1%).

N=560 visitor groups;
percentages do not equal 100 because visitors could visit more than one site.



Map 2: Sites visited

N= 525 visitor groups



Map 3: Sites visited first at Mount Rainier NP

Visitor groups were asked the number of times they visited sites near Mount Rainier NP in the last 12 months. As indicated in Table 6, Olympic NP was the most visited site (66%), followed by Mt. St. Helens NVM (58%) and Mt. Baker/ Snoqualmie NF (58%). The least visited site was White Pass Ski Area (23%).

**Other sites
visited during
the past 12
months**

Table 6: Number of visits to nearby sites—past 12 months

N=667 visitor groups who visited at least one site;
percentages do not equal 100 because visitors could visit more than one site.

Nearby site	Number of visits					Total # and % of groups who visited site	
	1	2	3	4	5 or more	number	%
Olympic NP N=391	150	57	19	10	22	258	66
Mt. Baker/ Snoqualmie NF N=354	93	38	25	10	46	212	60
Mt. St. Helens NVM N=394	183	37	3	4	1	228	58
North Cascade NP N=340	114	43	15	5	7	184	54
Crystal Mtn. Ski Resort N=313	67	24	14	7	23	135	43
Chinook Pass N=296	73	31	11	8	6	129	44
Gifford Pinchot NF N=298	63	39	11	2	11	126	42
Stevens Pass Ski Resort N=288	51	26	8	10	20	115	40
White Pass Ski Area N=260	30	14	3	3	11	61	23

Activities

Visitor groups were asked what activities they participated in during this visit to Mount Rainier NP. The most common activities included dayhiking (73%), viewing wildflowers (65%), driving to view scenery (63%), photography (56%), and visiting visitor centers (53%), as shown in Figure 22. The least common activity was bicycling (1%). "Other" activities included being inspired, view waterfalls, eat lunch, climb to Camp Muir, and snowboard.

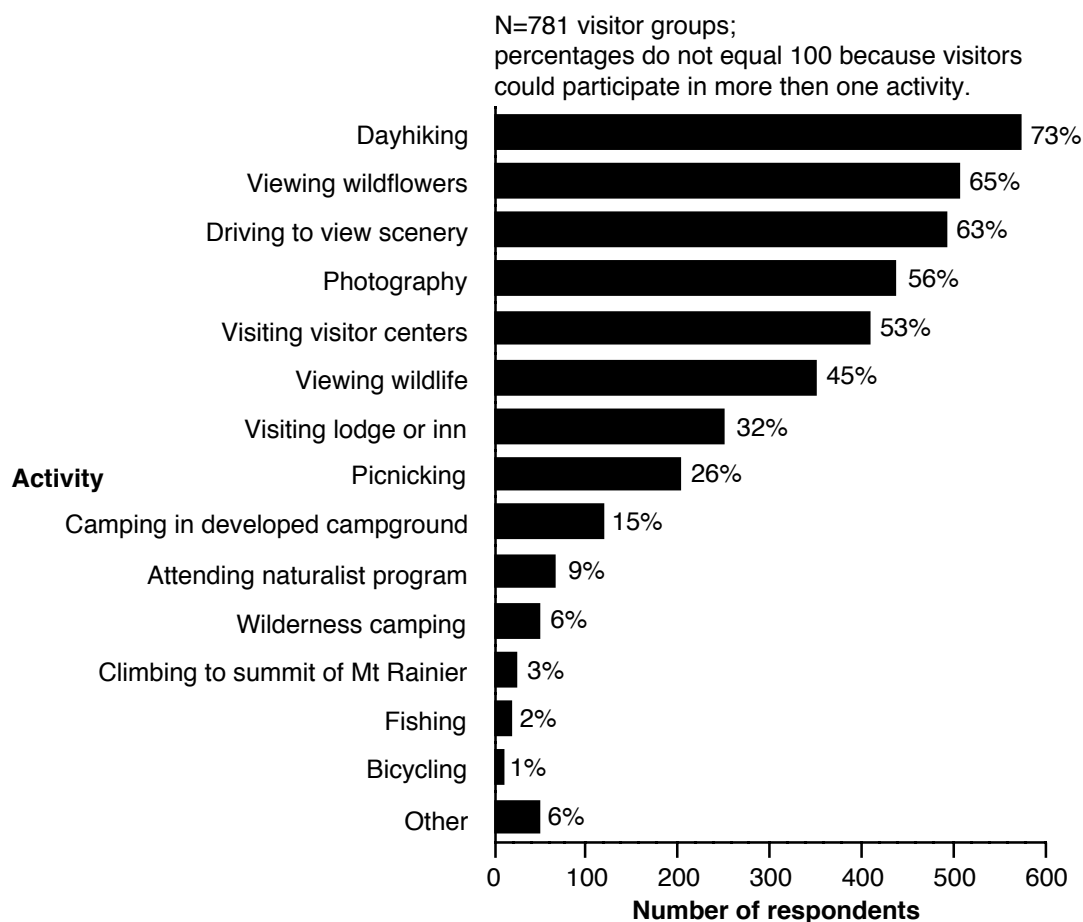


Figure 22: Visitor activities

Hiking

Visitors were asked several questions related to hiking. Most visitors to Mount Rainier NP (79%) hiked on this trip (see Figure 23).

Of those who hiked, the majority (89%) hiked on trails in developed areas (see Figure 24). Thirty-two percent hiked in a designated wilderness area and 8% hiked above Panorama Point on the Muir Snowfield.

The lengths of hikes visitors took varied. Forty-four percent took hikes between two and four hours long, while 41% took hikes less than two hours long (see Figure 25). Thirty percent took hikes more than four hours long.

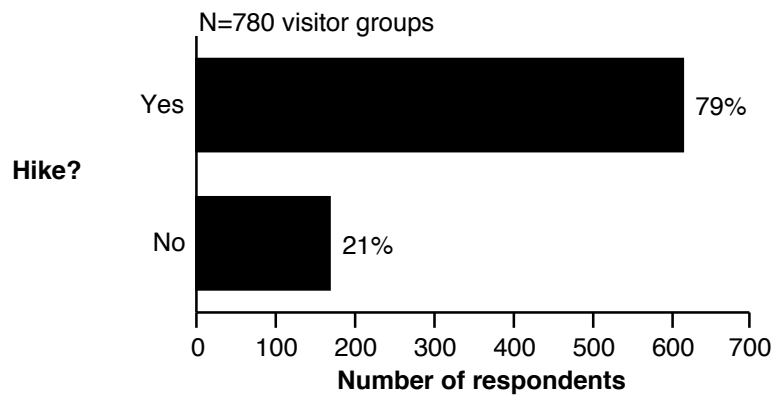
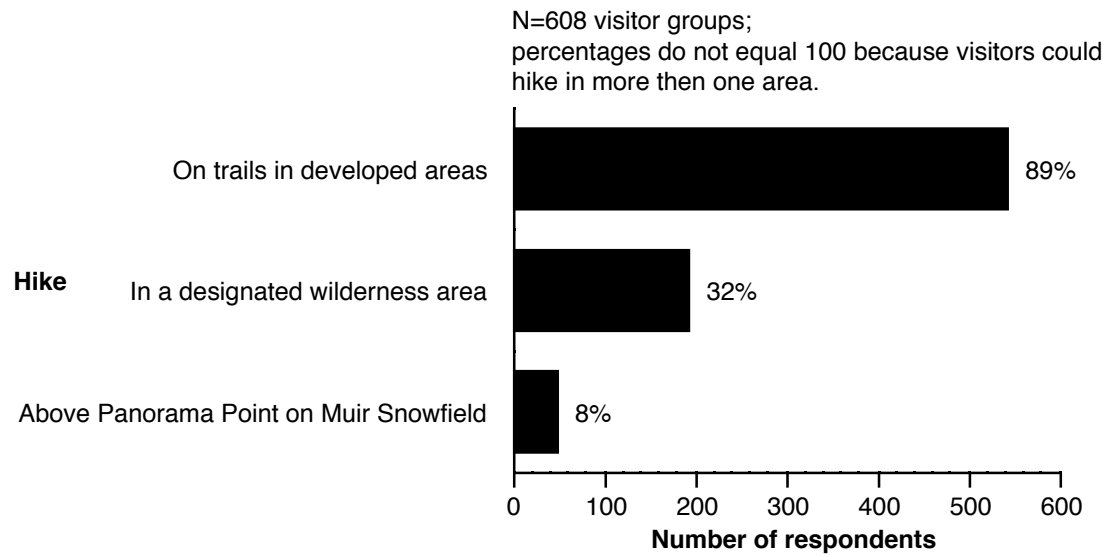
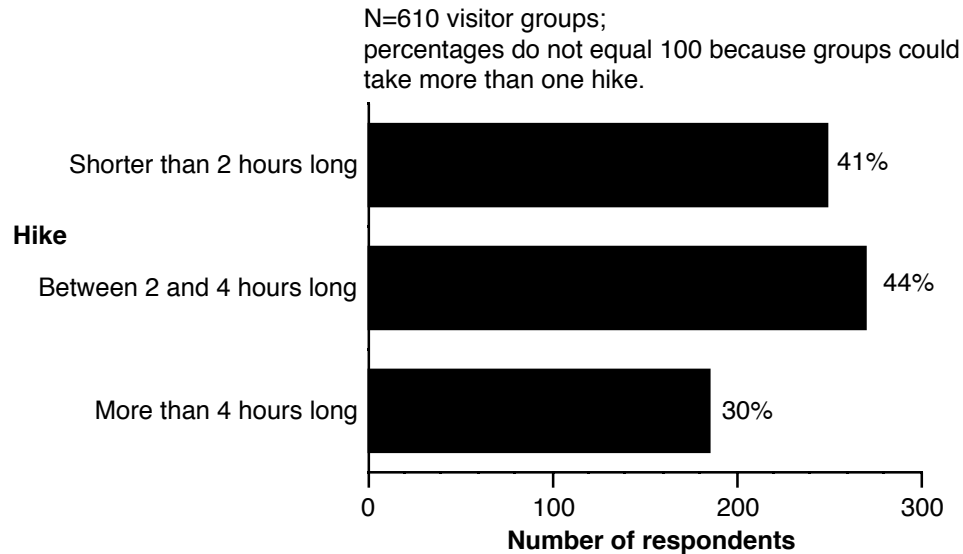


Figure 23: Visitors who hiked at Mount Rainier NP

**Figure 24: Types of trails hiked****Figure 25: Length of hikes taken**

Overnight stays

Visitors were asked if they stayed overnight within 30 miles of Mount Rainier NP. Most visitor groups (66%) did not stay overnight in this area (see Figure 26). Thirty-four percent of visitors stayed overnight within 30 miles of Mount Rainier NP.

Visitors who stayed overnight were then asked the number of nights they stayed in and outside the park. In the park, 57% stayed one or two nights (see Figure 27). Eighteen percent did not stay in the park. Outside the park, 62% of visitors stayed one or two nights (see Figure 28). Fifteen percent did not stay outside the park.

Finally, visitors who stayed overnight were asked to identify the types of lodging where they stayed either in or outside Mount Rainier NP. In the park, the most used types of lodging included campground/trailer park (52%), lodge/ motel/ cabin, etc. (33%) and wilderness camps (20%), as shown in Figure 29. Outside the park, lodges/ cabins/ motels, etc. were the most used type of lodging (64%), followed by campground/trailer parks (19%), as shown in Figure 30. "Other" lodging included staying in car on side of road and in RV in parking lot.

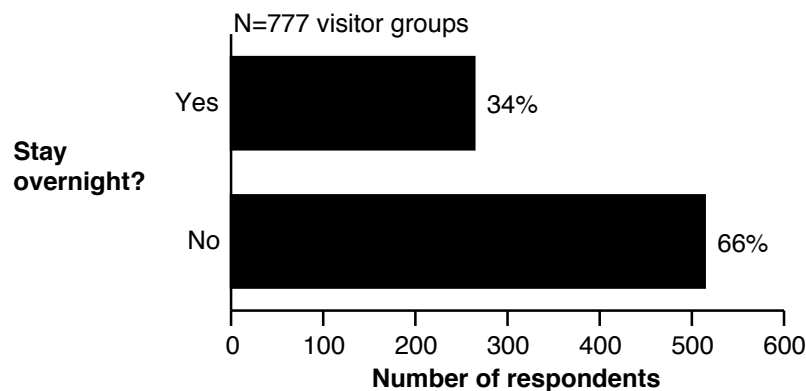


Figure 26: Overnight stays within 30 miles of Mount Rainier NP

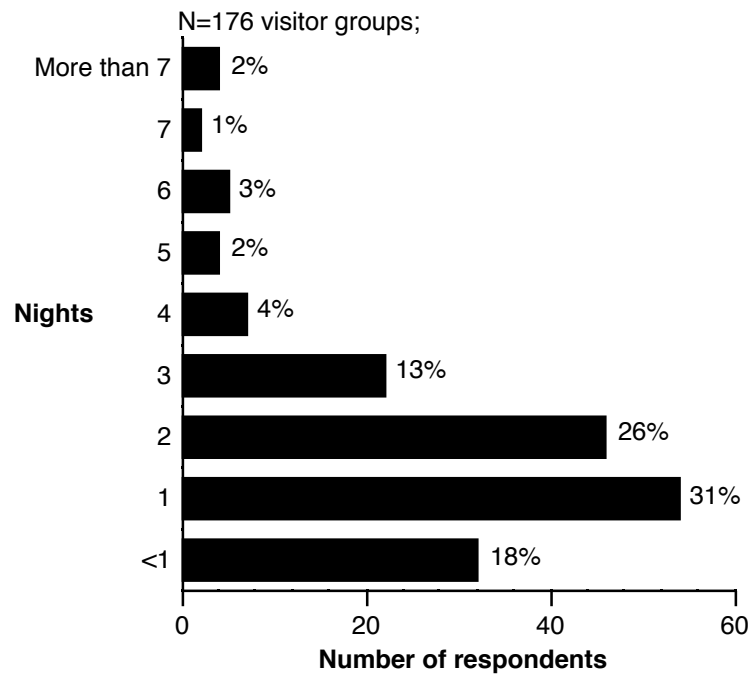


Figure 27: Number of nights in park

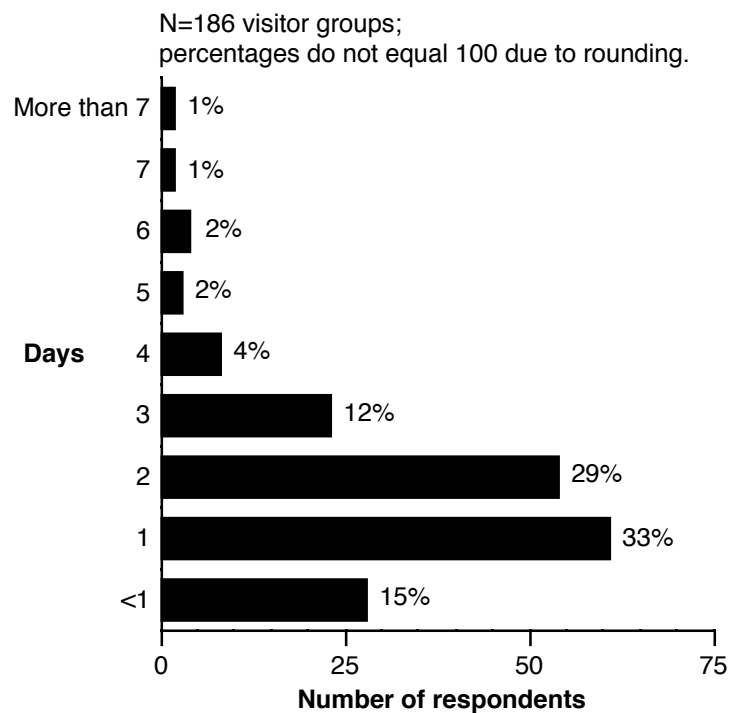


Figure 28: Number of nights outside park

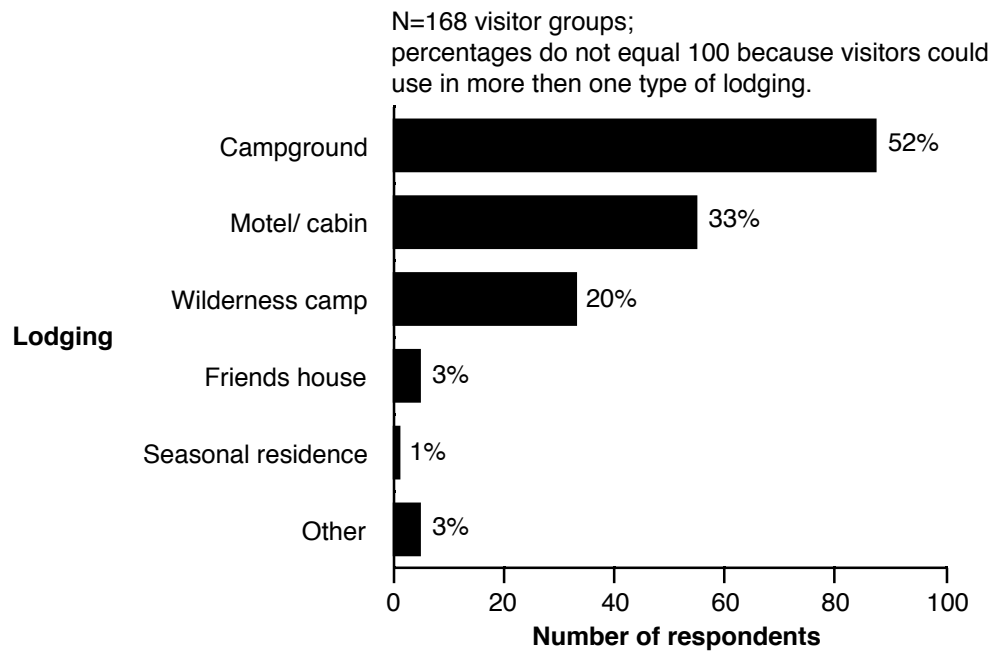


Figure 29: Types of lodging used in park

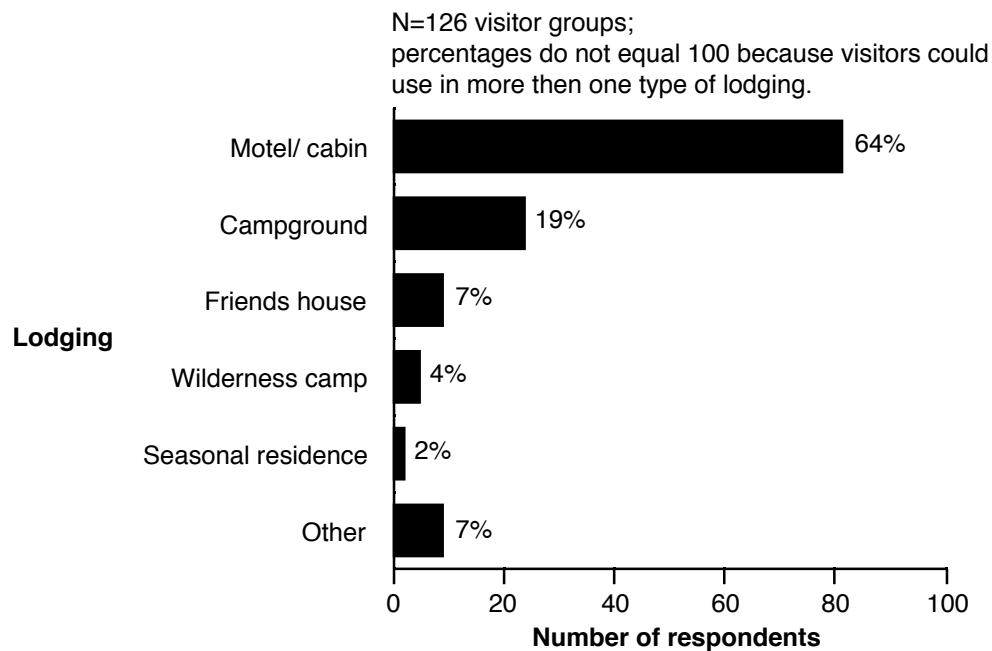


Figure 30: Types of lodging used outside park

**Total
expenditures**

Visitors were asked to list the amount of money they spent in Mount Rainier NP and in the surrounding area (within 30 miles of the park). Groups were asked to indicate the amounts they spent for lodging; camping fees; restaurants and bars; groceries and take-out food; gas and oil; other transportation expenses; admissions, recreation, and entertainment fees; and all other purchases. NOTE: "gas and oil" should have been omitted from the questionnaire under "inside park" since none is available inside the park.

Total expenditures (inside and outside of park): Forty-three percent of the visitor groups spent from \$1 to \$50, and another 18% spent from \$51 to \$100 (see Figure 31). Twelve percent of the visitor groups spent \$351 or more, and 6% spent no money. Of the total expenditures by groups, 27% was for lodging, 19% was for restaurants and bars, and 16% was for "other" purchases (see Figure 32).

The average visitor group expenditure during this visit was \$205. The average per capita expenditure was \$69. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$53. In addition, visitors were asked to indicated how many adults (18 years and older) and children (under 18 years) were covered by their expenditures. Figure 33 shows that of these visitors, 60% of the visitors groups had two adults. Figure 34 shows that 56% of the visitor groups had one or two children, while 25% had no children.

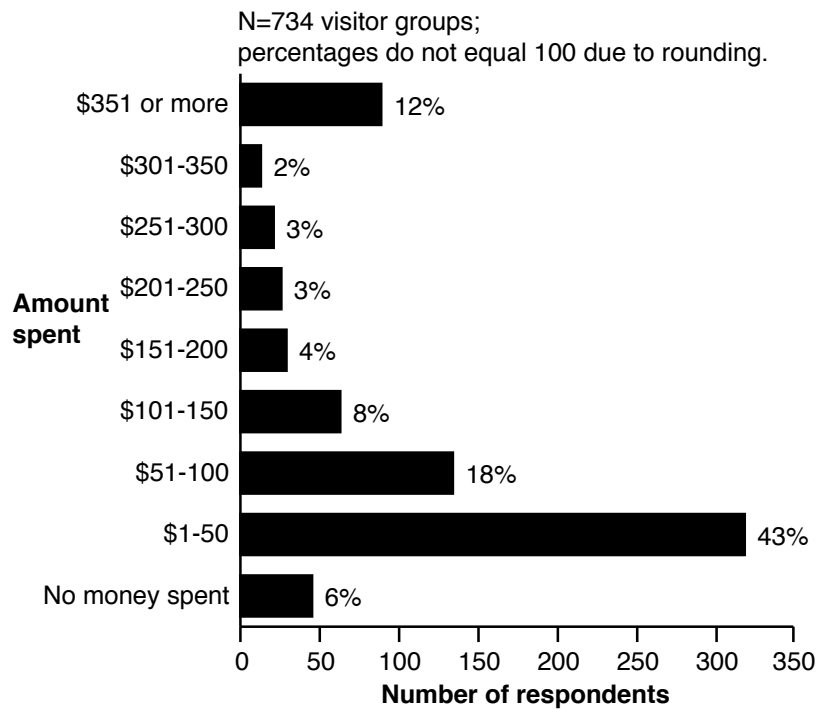


Figure 31: Total expenditures in Mount Rainier NP and surrounding area

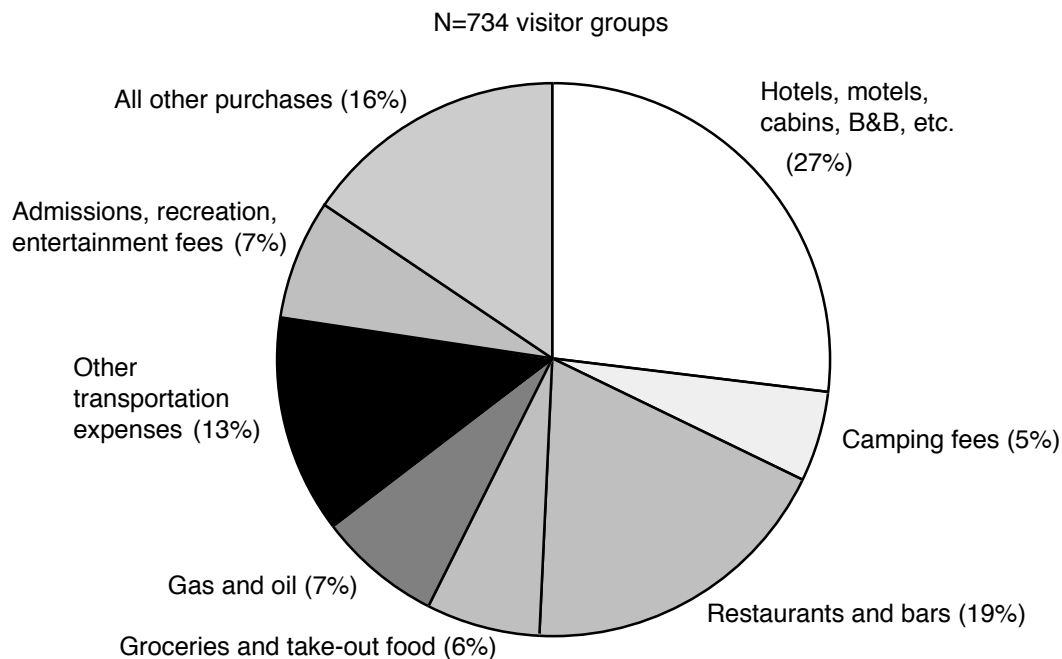


Figure 32: Proportions of expenditures in Mount Rainier NP and surrounding area

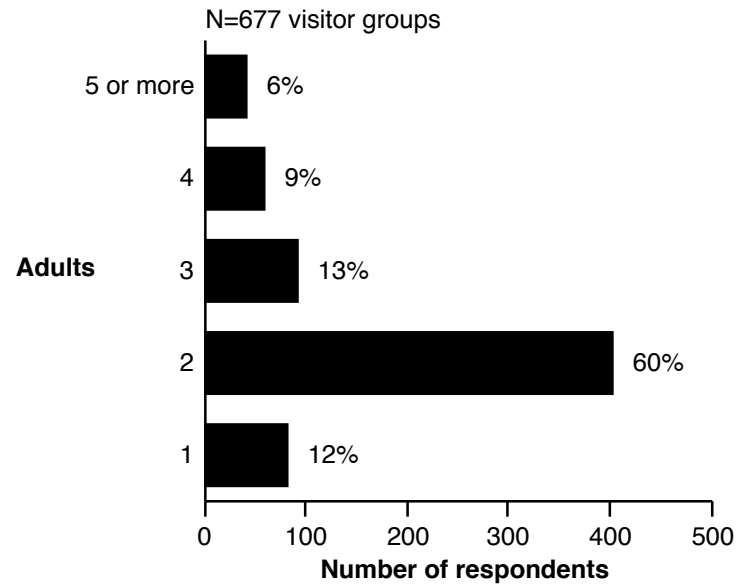


Figure 33: Number of adults covered by the expenses

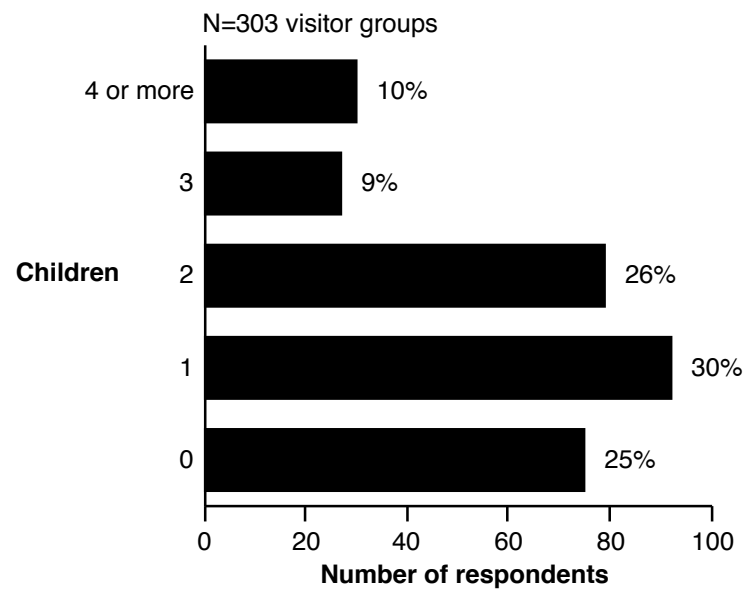


Figure 34: Number of children covered by the expenses

Total expenditures in the park: Fifty-eight percent of visitors spent between \$1 and \$50 in the park on this trip (see Figure 35).

Expenditures inside park

Proportion of expenditures (inside park): Of the total expenditures by visitor groups inside Mount Rainier NP, 26% was for "other" purchases, 23% was for lodging, and 23% was for restaurants and bars (see Figure 36).

Lodging (inside park): Eighty-nine percent of visitor groups spent no money for lodging in Mount Rainier NP (see Figure 37). Six percent of visitor groups spent \$151 or more for lodging.

Camping fees (inside park): Sixty-six percent of visitor groups spent no money for camping fees in Mount Rainier NP (see Figure 38). Twenty-one percent of visitor groups spent from \$1 to \$25 for camping fees.

Restaurants and bars (inside park): Almost one-half of visitor groups (48%) spent no money at restaurants and bar in Mount Rainier NP (see Figure 39). Thirty percent of visitor groups spent from \$1 to \$25 at restaurants and bars.

Groceries and take-out food (inside park): Most visitor groups (79%) spent no money for grocery and take-out food (see Figure 40).

Other transportation expenses (inside park): Ninety-eight percent of visitor groups spent no money for other transportation expenses in Mount Rainier NP (see Figure 41).

Admissions, recreation, entertainment fees (inside park): Sixty-eight percent of visitor groups spent from \$1 to \$25 for admissions, recreation, and entertainment fees in Mount Rainier NP (see Figure 42). Twenty-eight percent of visitor groups spent no money for admission, recreation, and entertainment fees.

All other purchases (inside park): Forty-two percent of visitor groups spent no money for other purchases in Mount Rainier NP (see Figure 43). Forty-six percent of visitor groups spent from \$1 to \$50 for other purchases.

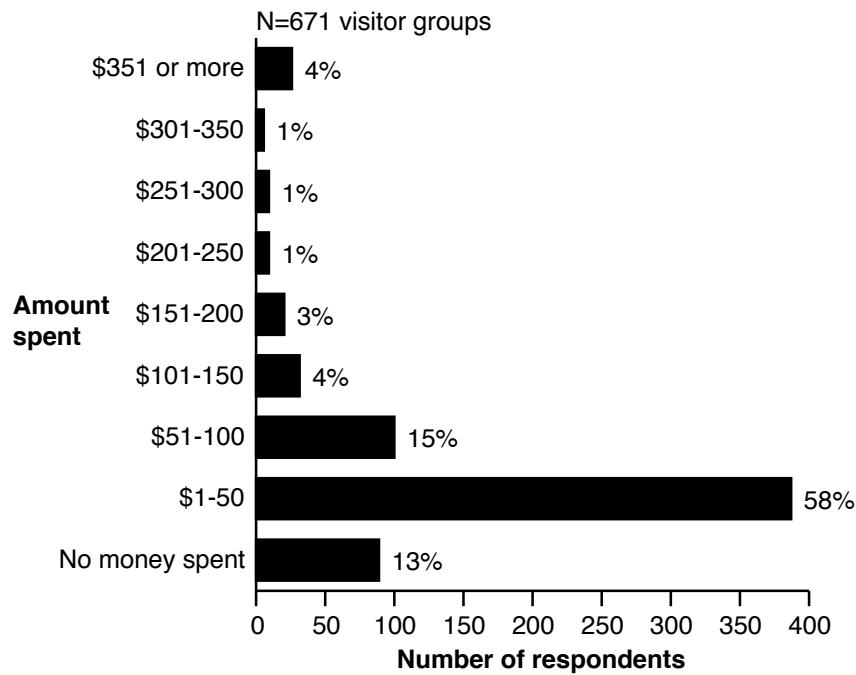


Figure 35: Total expenditures inside park

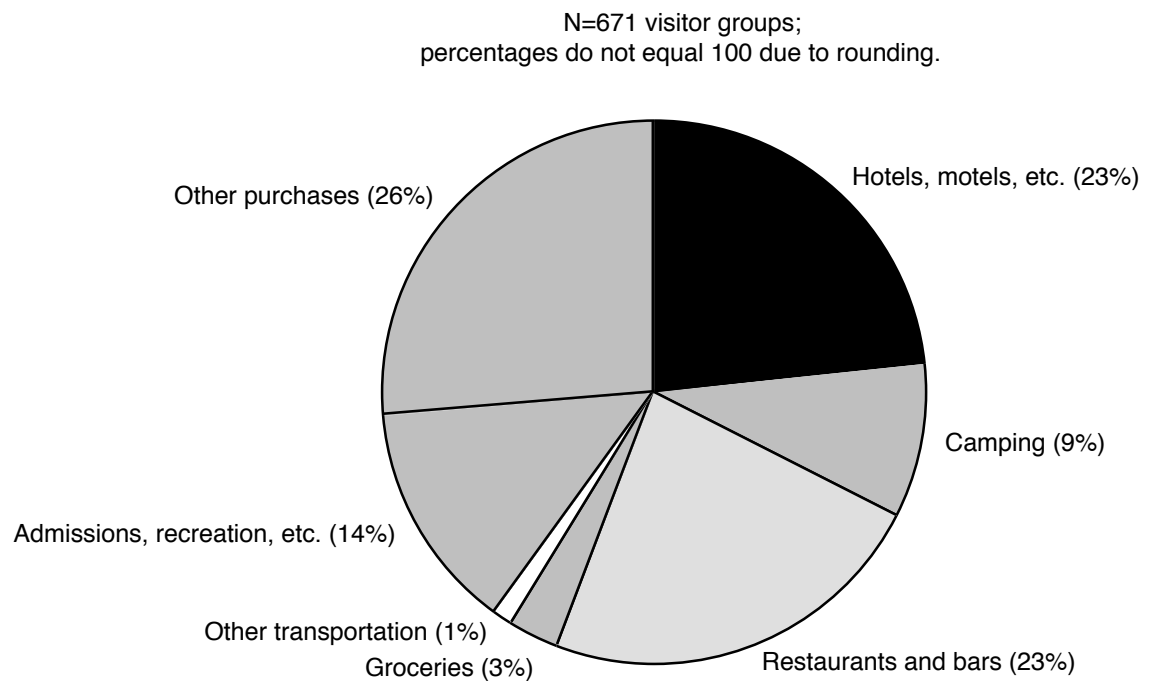


Figure 36: Proportions of expenditures in Mount Rainier NP

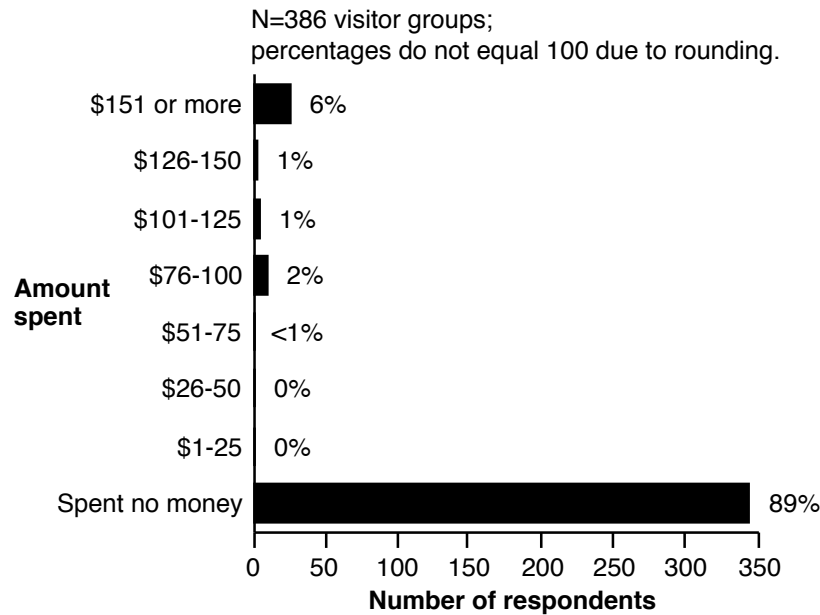


Figure 37: Expenditures for hotels, motels, cabins, B & B, etc. inside park

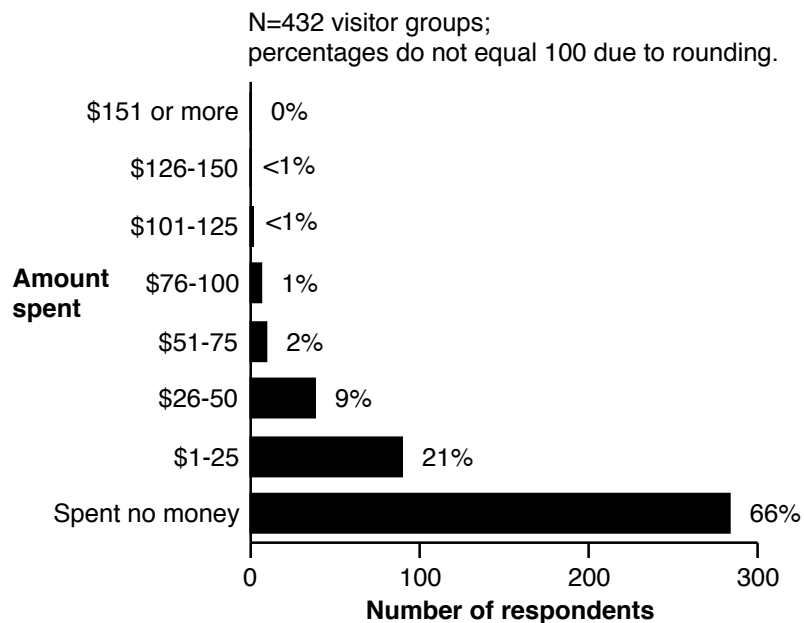


Figure 38: Expenditures for camping fees and charges inside park

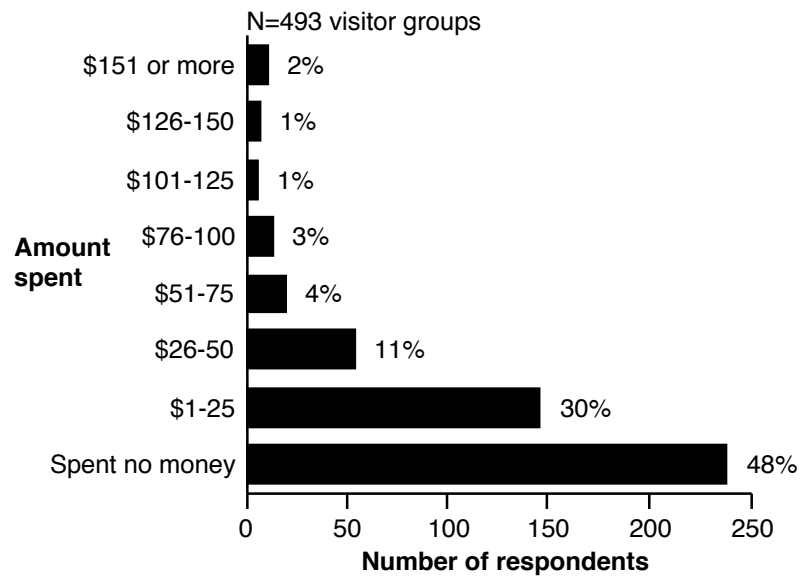


Figure 39: Expenditures for restaurants and bars inside park

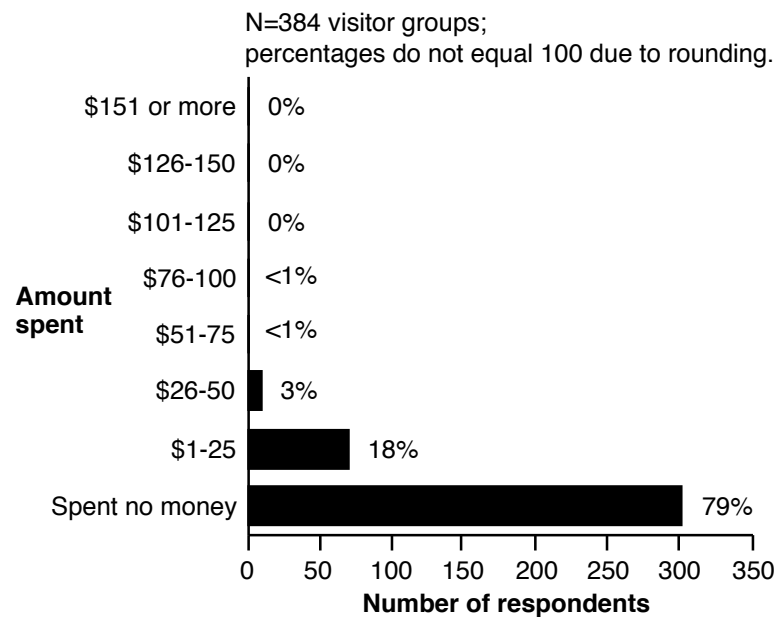


Figure 40: Expenditures for groceries and take out food inside park

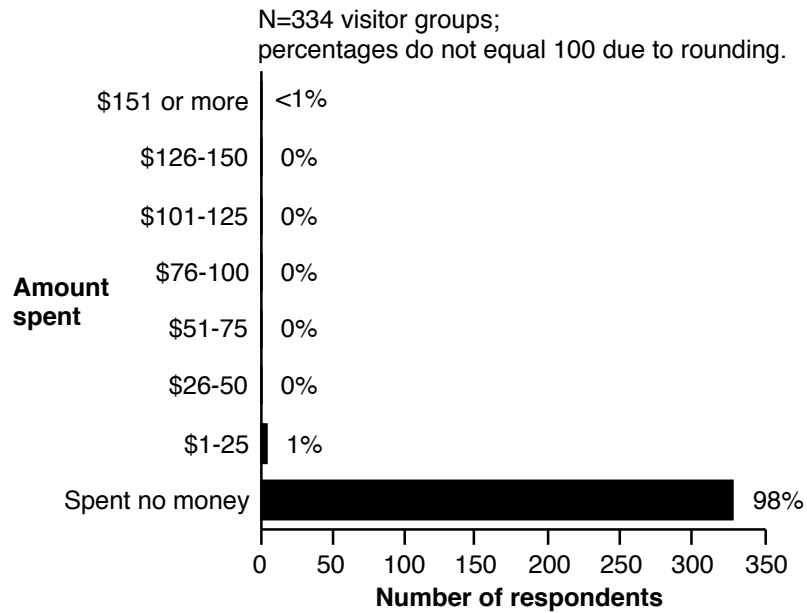


Figure 41: Expenditures for other transportation expenses inside park

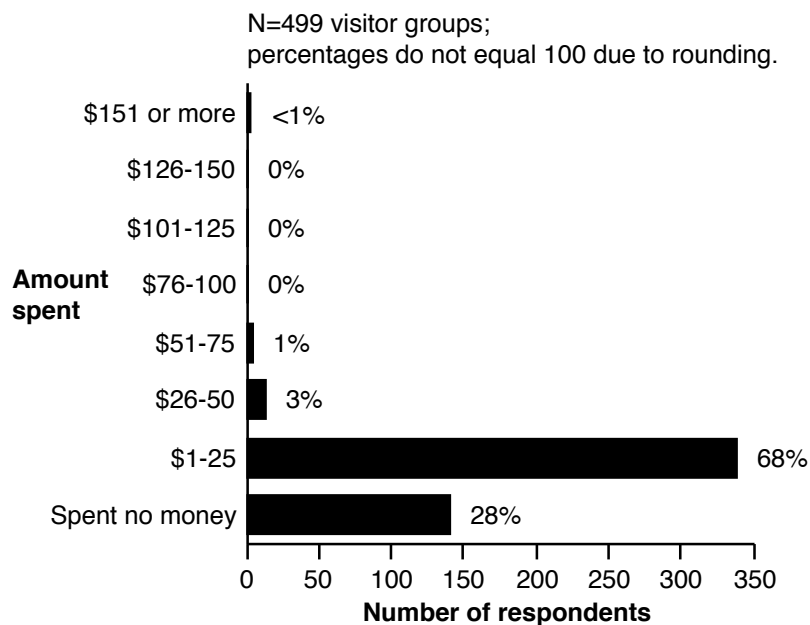


Figure 42: Expenditures for admissions, recreation, entertainment fees inside park

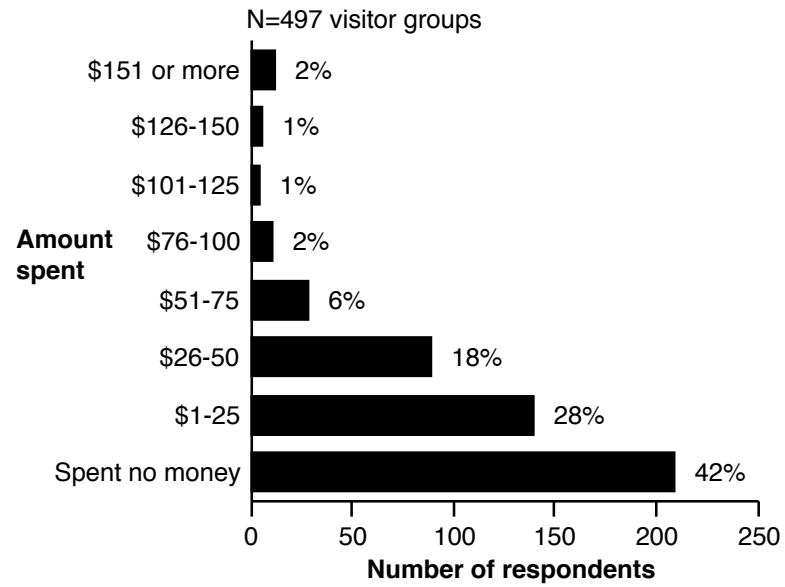


Figure 43: Expenditures for all other purchases inside park

Total expenditures outside park (within 30 miles): Forty-four percent of the groups spent between \$1 and \$50 as their total expenditure outside Mount Rainier NP (within 30 miles) on this trip (see Figure 44).

**Expenditures
outside park
(within 30 miles)**

Proportion of expenditures outside park: Of the total expenditures by visitor groups outside the park, 29% was for lodging, 20% was for other transportation expenses, and 16% was for restaurants and bars (see Figure 45).

Lodging outside park: Seventy-three percent of visitor groups spent no money for lodging outside of Mount Rainier NP (see Figure 46).

Camping fees outside park: Most visitor groups (90%) spent no money for camping fees outside of Mount Rainier NP on this trip (see Figure 47).

Restaurants and bars outside park: Over one-half of the groups (51%) spent no money outside the park at restaurants and bars on this trip (see Figure 48). Thirty-three percent spent from \$1 to 50.

Groceries and take-out outside park: Fifty percent of the visitors spent no money for groceries and take-out food outside the park on this trip (see Figure 49). Thirty-five percent spent between \$1 and \$25.

Gas and oil outside park: Almost two-thirds of the visitor groups (65%) spent between \$1 and \$50 for gas and oil outside the park on this trip (see Figure 50). Thirty-two percent spent no money.

Other transportation expenses outside park: Eighty-seven percent of the visitors spent no money for other transportation outside of the park on this visit (see Figure 51).

Admissions, recreation, and entertainment fees outside park: Most visitors (86%) spent no money outside of the park for admissions, recreation and entertainment fees on this visit (see Figure 52).

All other purchases outside park: Seventy-three percent of the visitors spent no money for other purchases outside of the park on this visit (see Figure 53).

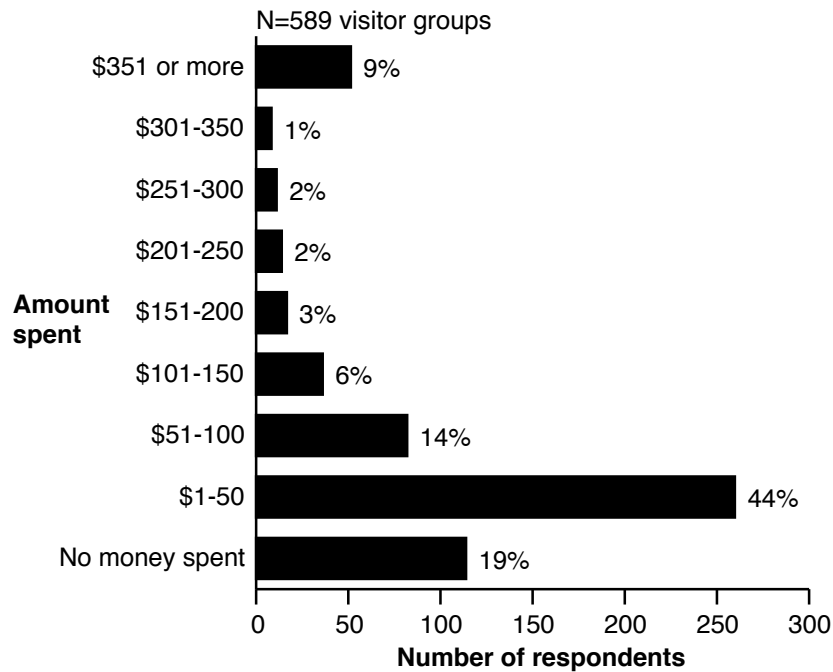


Figure 44: Total expenditures outside park (within 30 miles)

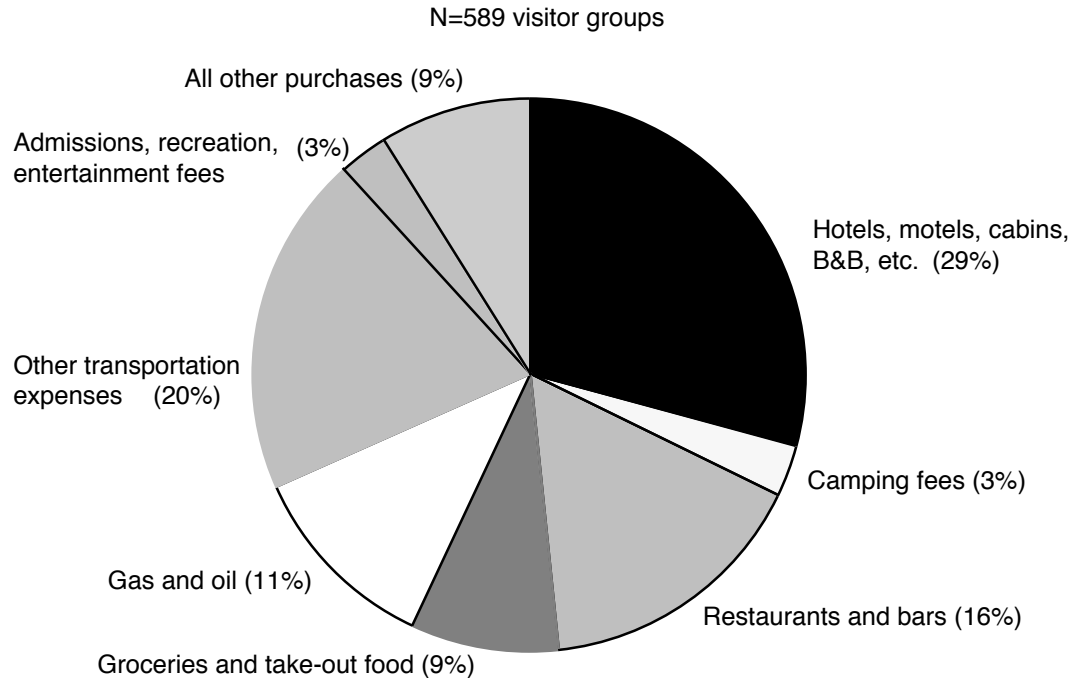


Figure 45: Proportion of expenditures outside Mount Rainier NP (within 30 miles)

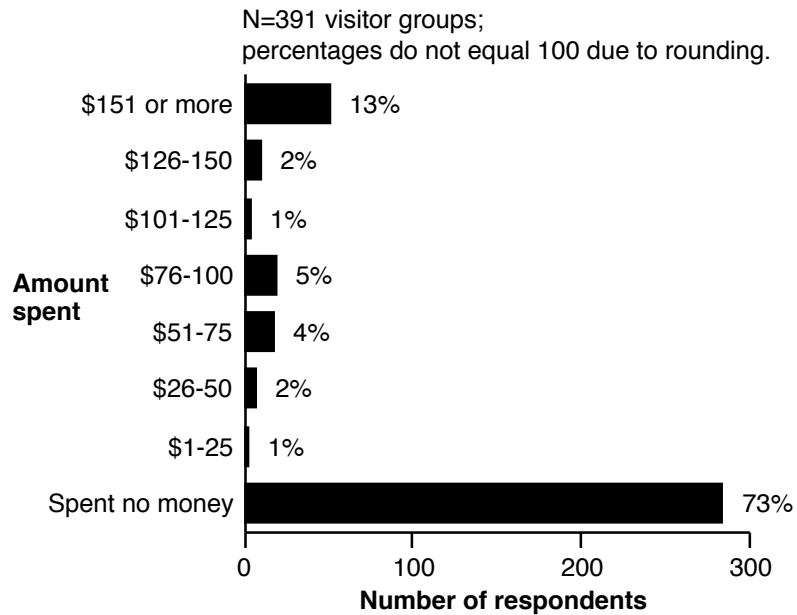


Figure 46: Expenditures for hotels, motels, cabins, B & B, etc. outside park (within 30 miles)

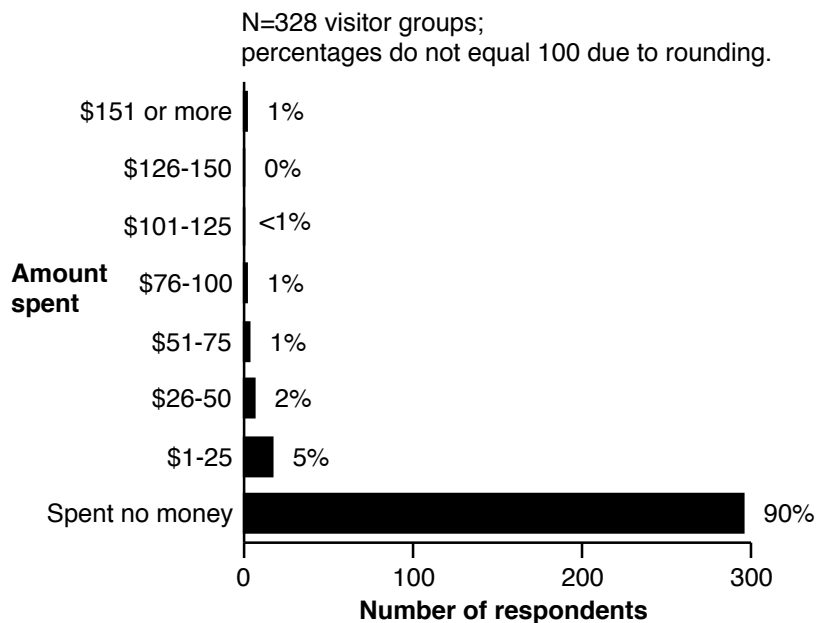


Figure 47: Expenditures for camping fees and charges outside park (within 30 miles)

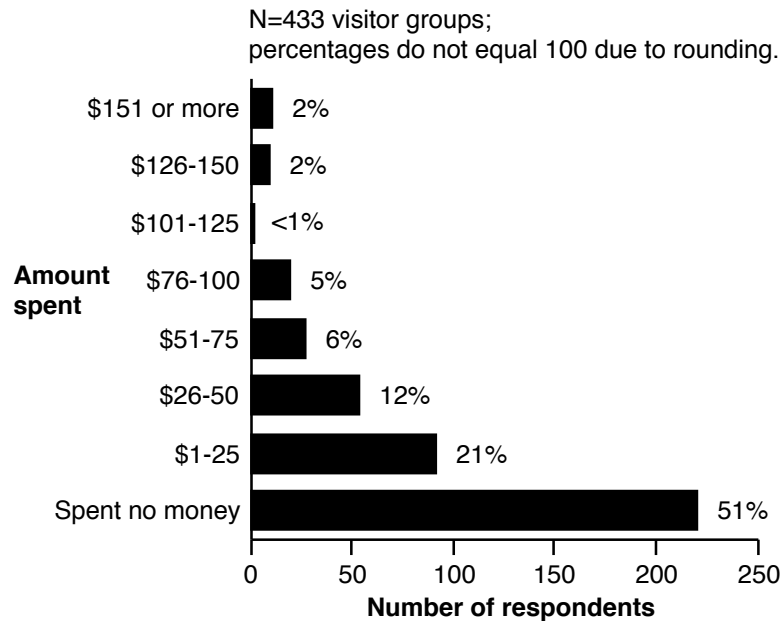


Figure 48: Expenditures for restaurants and bars outside park (within 30 miles)

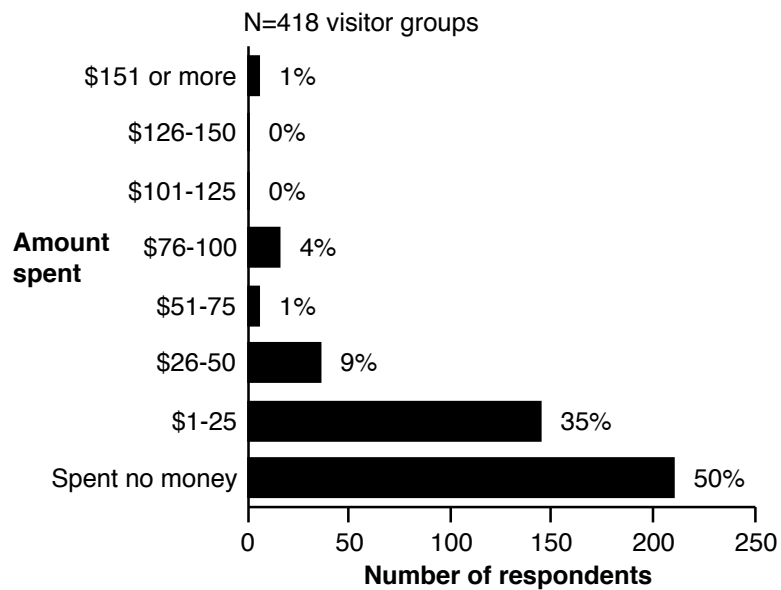


Figure 49: Expenditures for groceries and take out food outside park (within 30 miles)

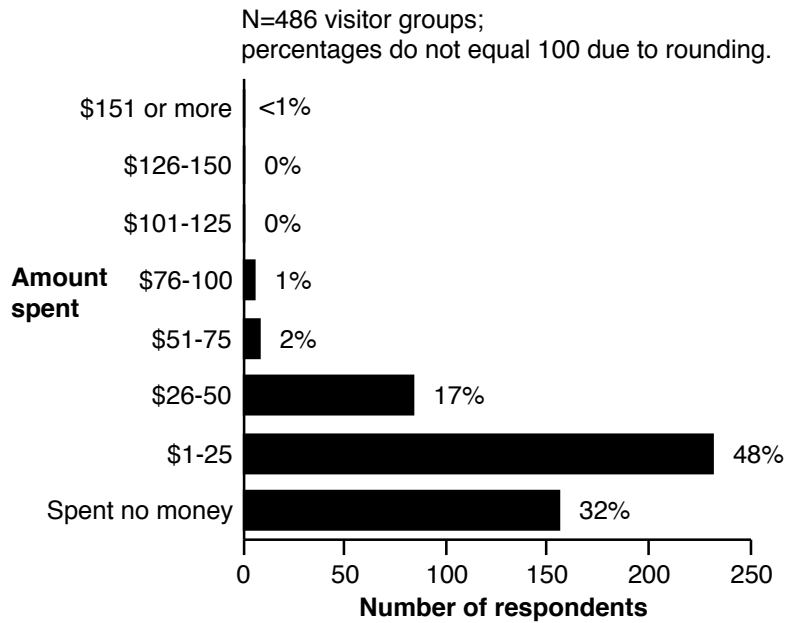


Figure 50: Expenditures for gas and oil outside park (within 30 miles)

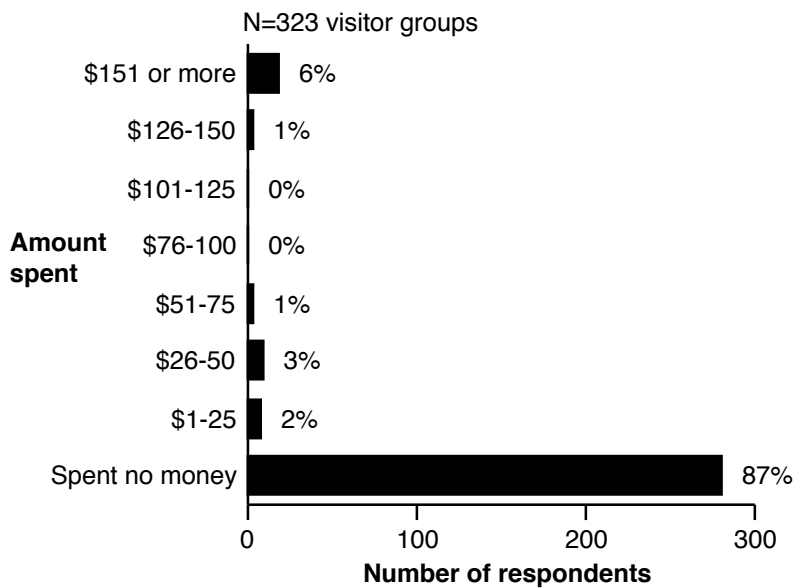


Figure 51: Expenditures for other transportation expenses outside park (within 30 miles)

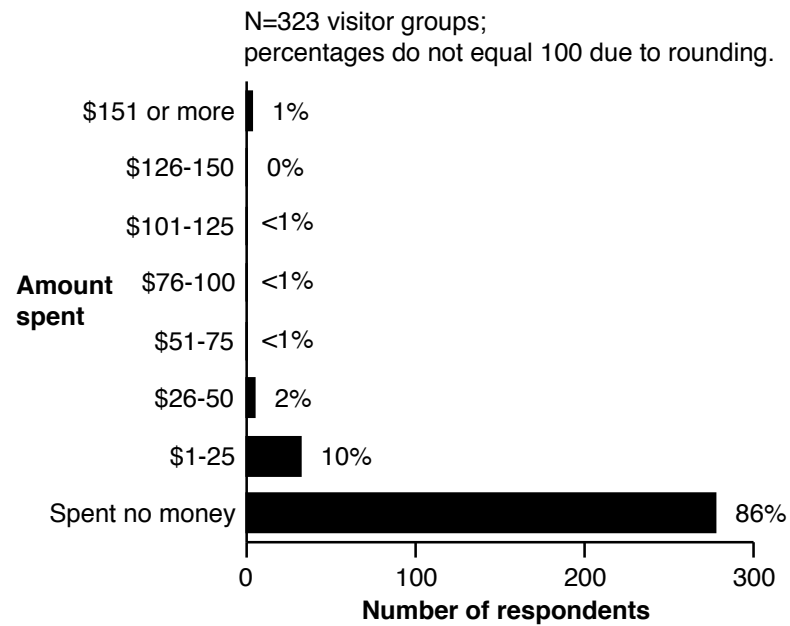


Figure 52: Expenditures for admissions, recreation, entertainment fees outside park (within 30 miles)

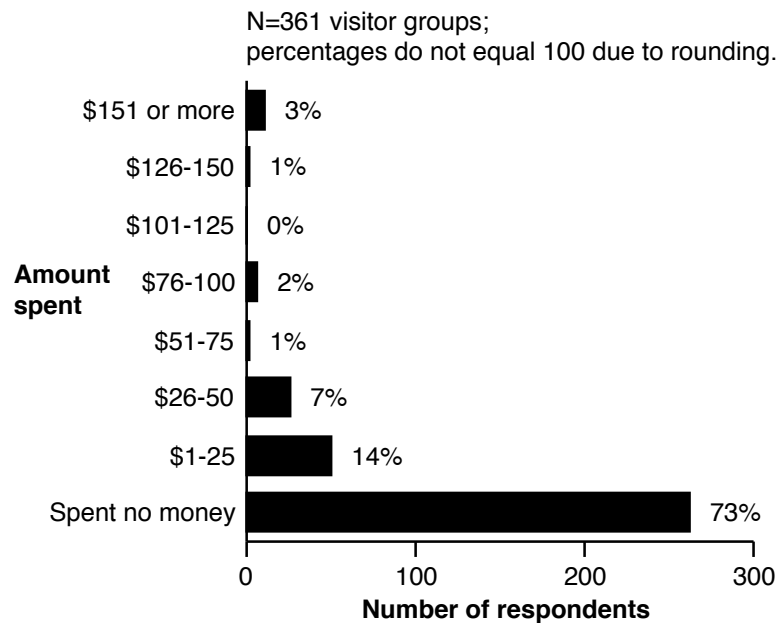


Figure 53: Expenditures for all other purchases outside park (within 30 miles)

Visitor groups were asked, "For each of the following attributes of Mount Rainier National Park, please rate its importance (from 1 to 5, or DK for 'don't know') in planning for the preservation of the park for future generations." Visitors were asked to rate the following attributes: native plants, wildlife, clean air/ water, historic buildings/ archeological sites, designated wilderness backcountry, developed recreational facilities, natural quiet/ sounds of nature, and educational programs.

Importance of park attributes for future preservation of the park

As shown in Figures 54-61, the attributes that received the highest "extremely important" and "very important" ratings were: clean air/ water (96%), natural quiet/ sounds of nature (92%), wildlife (92%) and native plants (90%). The highest "not important" rating was for historic buildings/ archeological sites (4%).

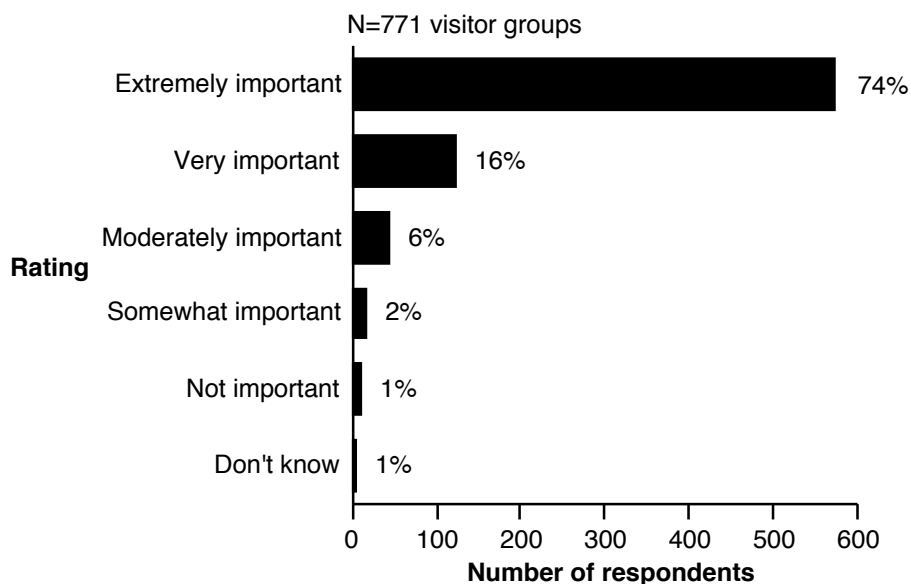
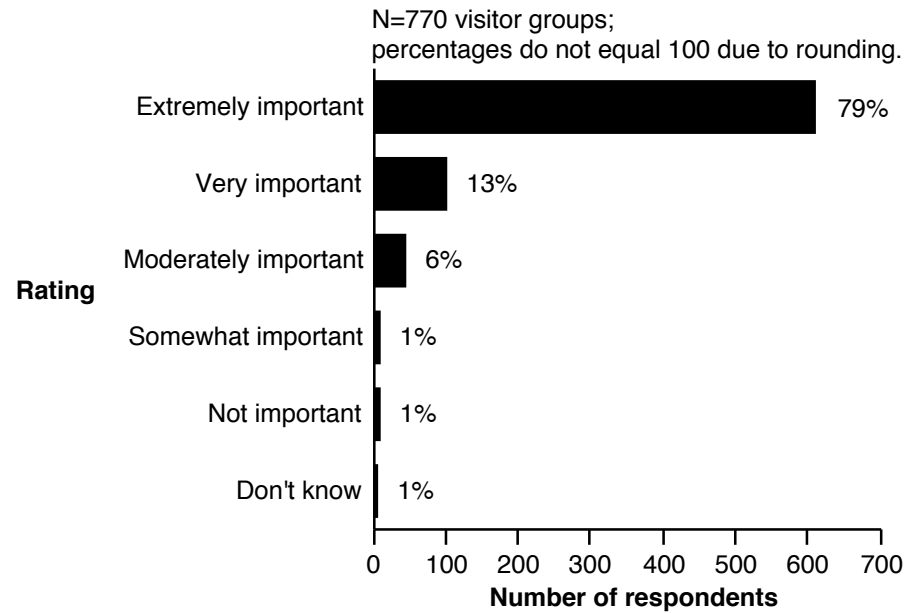
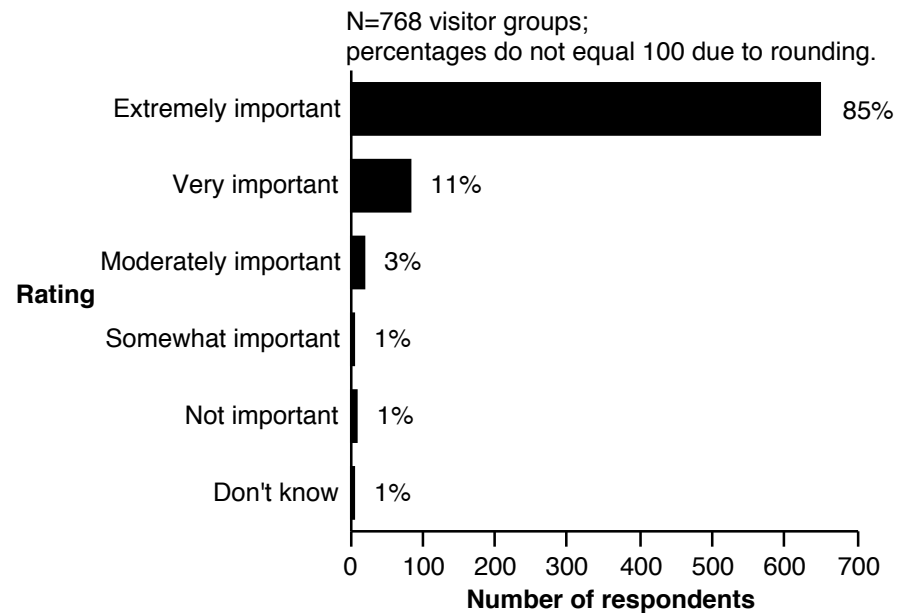


Figure 54: Importance of native plants

**Figure 55: Importance of wildlife****Figure 56: Importance of clean air/ water**

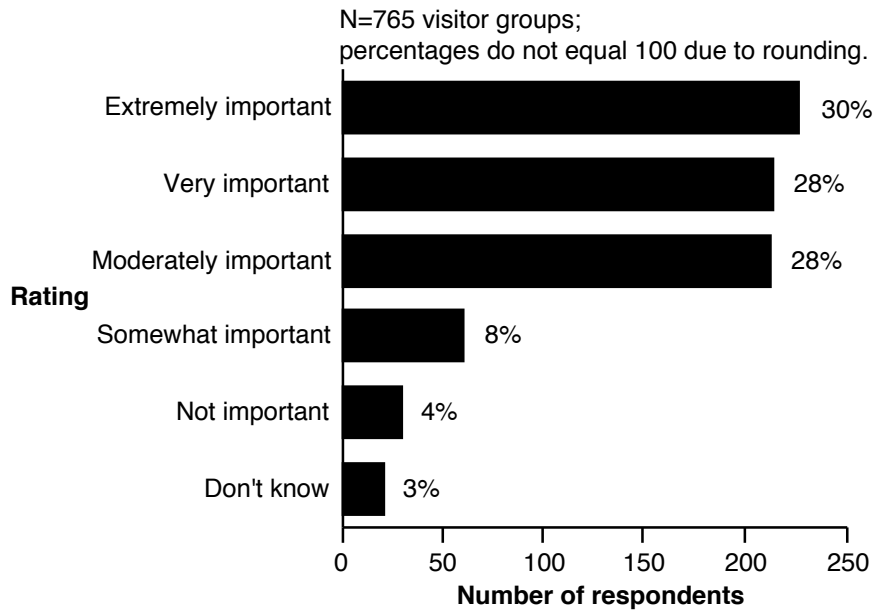


Figure 57: Importance of historic buildings/ archeological sites

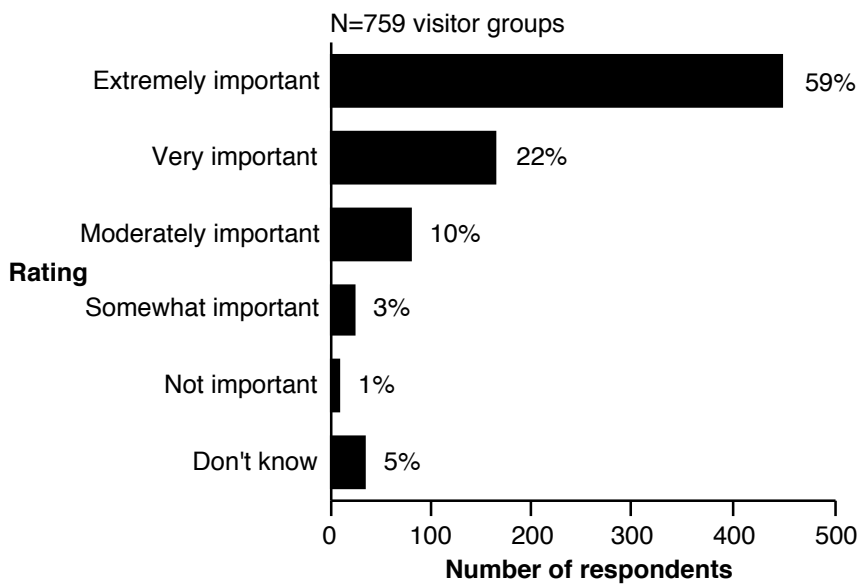


Figure 58: Importance of designated wilderness backcountry

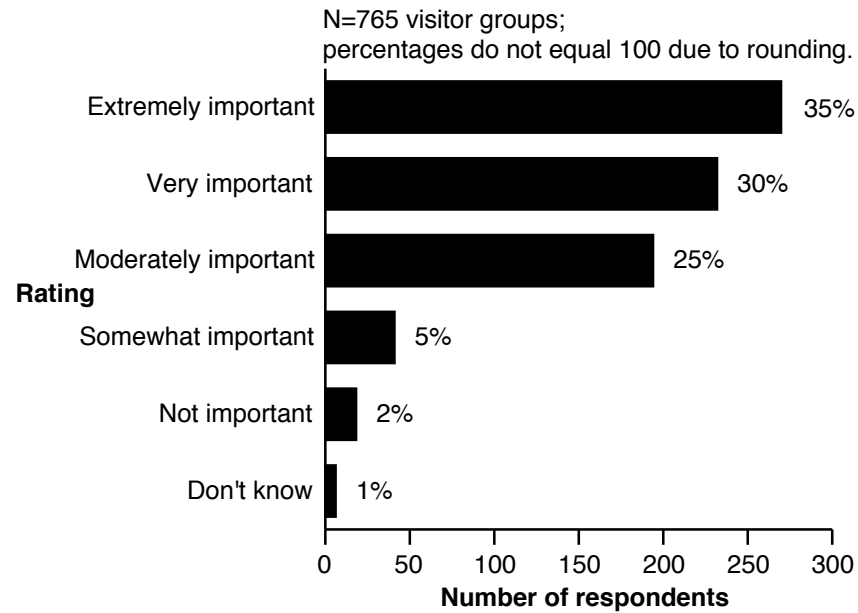


Figure 59: Importance of developed recreational facilities

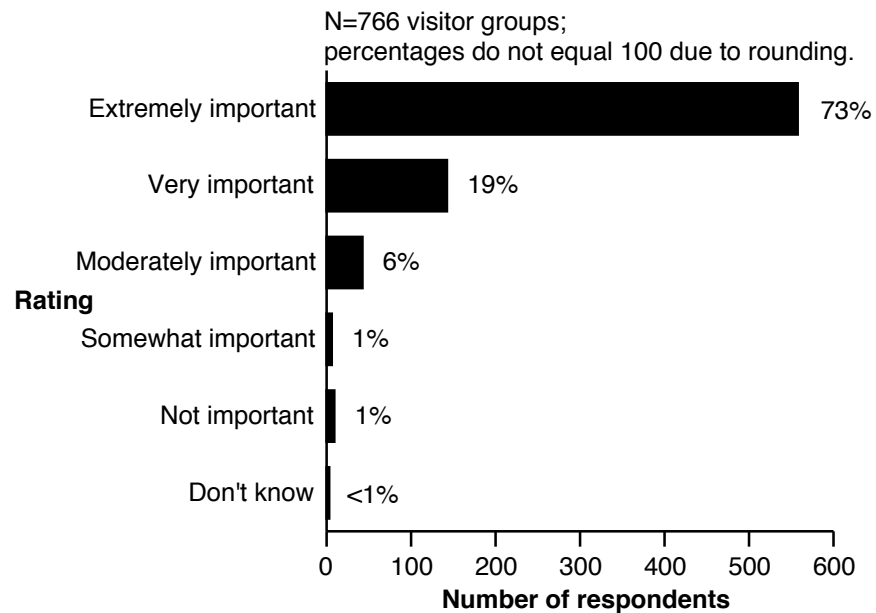


Figure 60: Importance of natural quiet/ sounds of nature

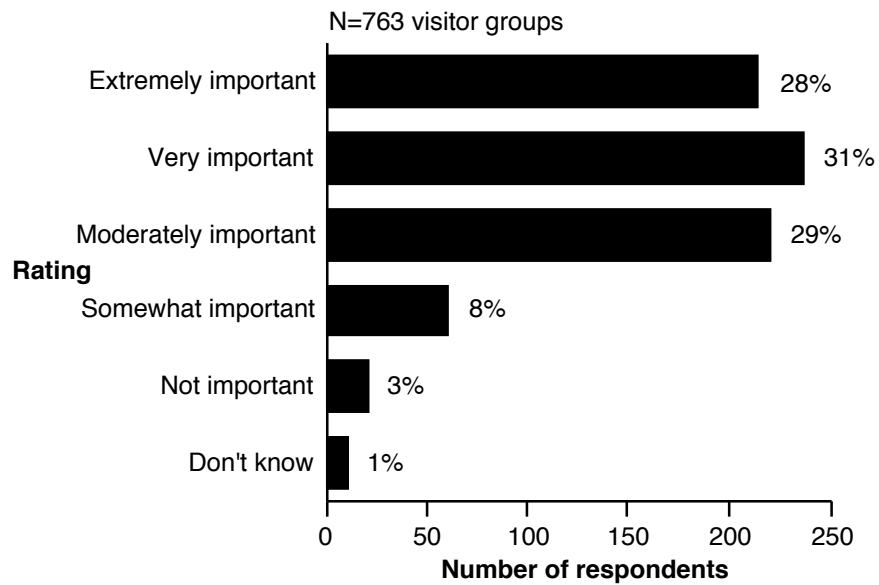


Figure 61: Importance of educational programs

Entrance fee use preferences

Visitor groups were asked how they would like to see Mount Rainier NP entrance fees used in the future. The uses most often chosen included educating visitors about ecology (61%), wilderness management (60%) and protecting park resources (57%), as shown in Figure 62. The least preferred answer choice was management of historic buildings/ archeological sites (38%). "Other" uses for fees are included in Table 7.

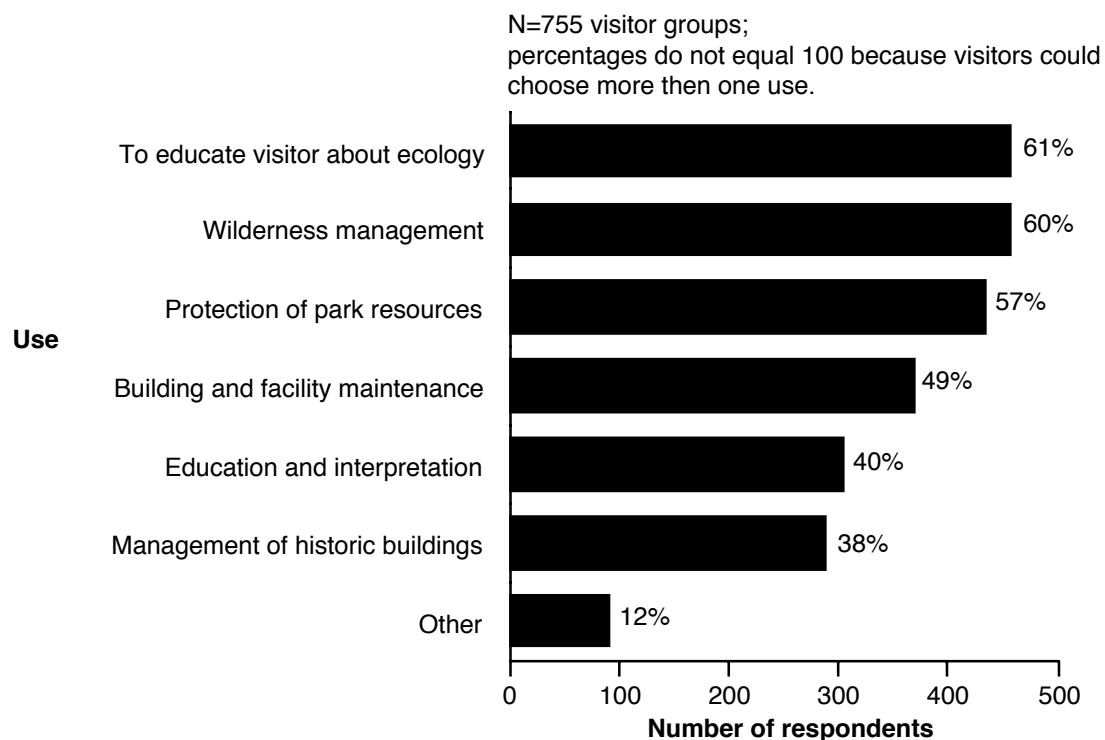


Figure 62: Entrance fee use preferences

Table 7: Preferences for use of fees

N=99 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
Maintain/ improve trails	18
Improve roads	16
Preserve/ protect resources	8
NPS should make decision/ doing a good job	5
Provide for visitor enjoyment	4
Improve interpretive services	4
Provide more trails	3
Provide restroom maintenance	3
Maintain buildings/ facilities	3
Manage wilderness	3
Educate visitors	3
Improve parking	2
Improve Westside Road	2
Better enforce trail rules	2
Provide more campgrounds	2
Provide a shuttle bus	2
Leave park alone	2
Lower fees	2
More restaurants/ food services	2
Improve camp services	2
Volunteer/ Summit guide program	2
Other comments	9

Subjects of interest for future visits/ preferred methods of learning

Visitor groups were asked what subjects they would be interested in learning about on a future visit. Among the respondents interested in learning, the subjects of the most interest included volcanoes/ geology (78%), natural history (58%), wilderness management (47%), and history (47%), as shown in Figure 63. Twelve percent of visitors were not interested in learning about the park. "Other" subjects of interest included wildlife, plant identification, hiking trails and backcountry skills.

Visitor groups were asked how they would prefer to learn about Mount Rainier NP on a future trip. Four percent of the visitors were not interested in learning. Of those who wanted to learn, the methods they preferred included visitor center exhibits (70%), printed materials (62%), trailside exhibits (57%), and visitor center personnel (52%), as shown in Figure 64. "Other" methods of learning included providing more information, films and/ or books at visitor centers and information at ranger stations.

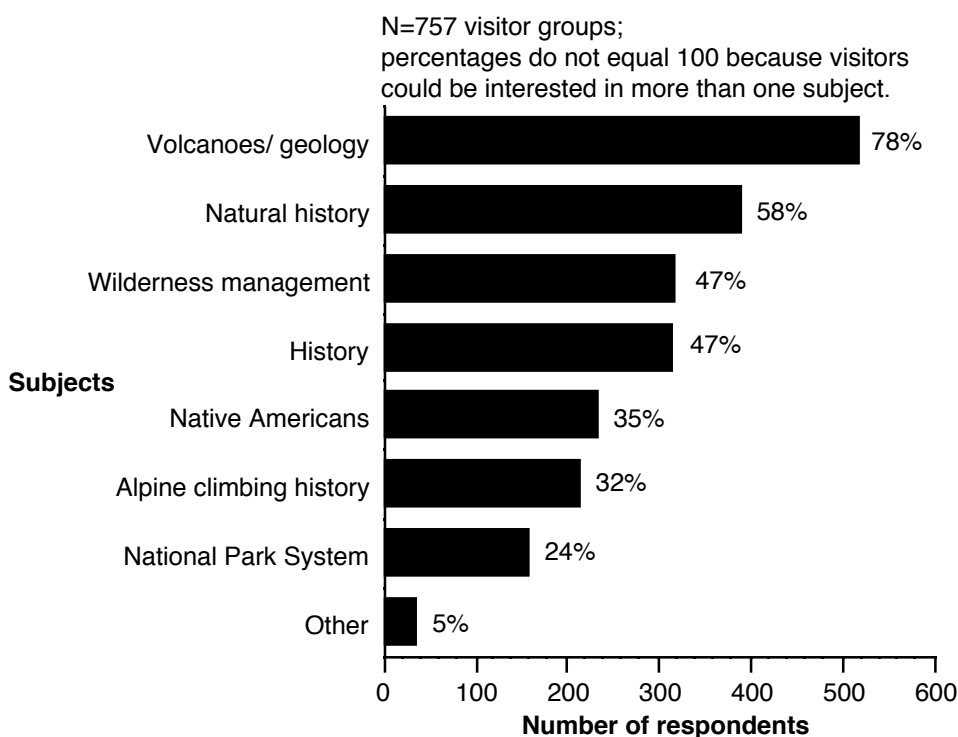


Figure 63: Future subjects of interest to visitors

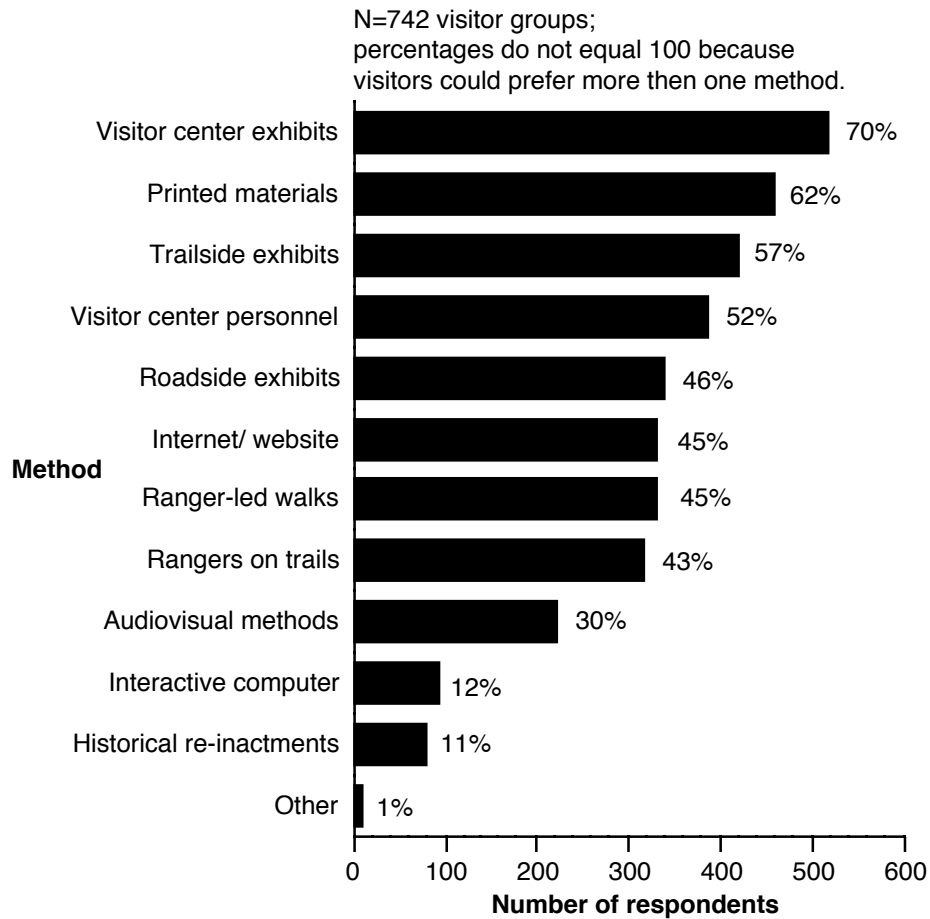


Figure 64: Preferred methods of learning about Mount Rainier NP

**Opinions about
use restrictions**

Visitors were asked their opinions about whether or not they would support use restrictions at Mount Rainier NP. They were asked to rate two types of restrictions: required reservations and temporary closures of popular areas (during peak periods such as summer weekends).

The largest proportion of visitors were unlikely to support required reservations (46%), as shown in Figure 65. Thirty-five percent of visitors would likely support required reservations and 19% were "not sure."

Regarding temporary closures, 42% of visitors said their support would be unlikely (see Figure 66). Thirty-five percent said they would likely support temporary closures and 23% were "not sure."

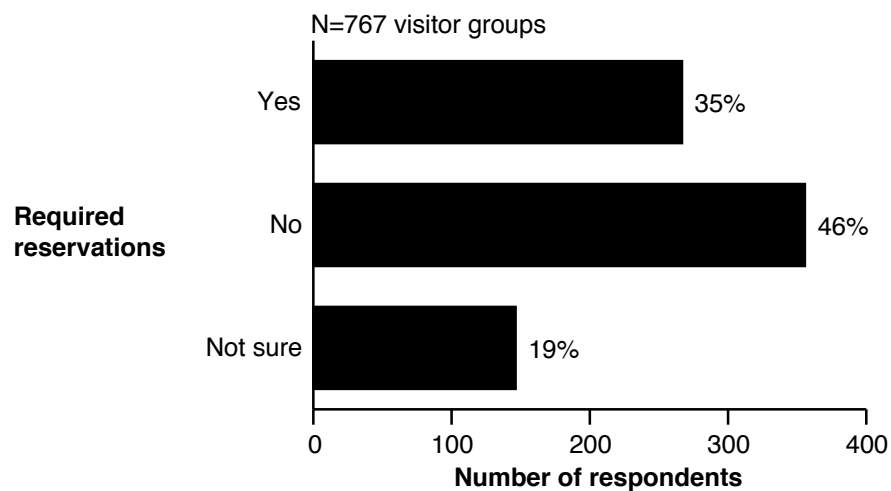


Figure 65: Opinions about required reservations

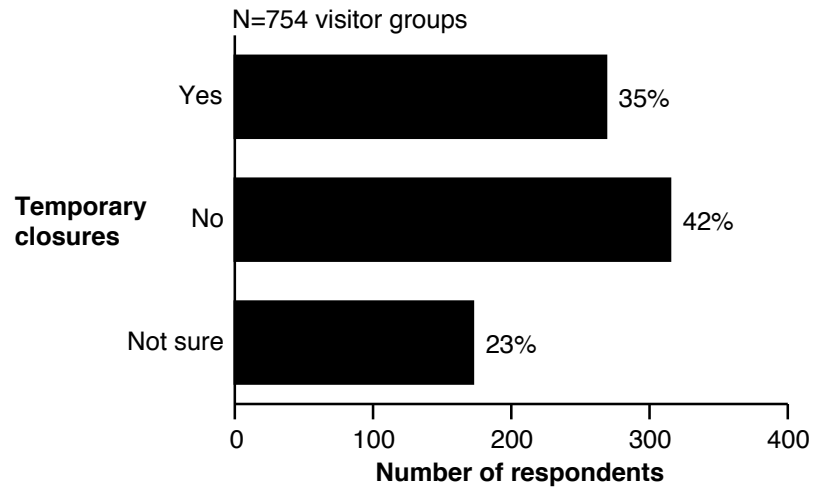


Figure 66: Opinions about temporary closures of popular areas

**Willingness to
ride transport
bus**

Visitors were asked to respond to the following information and question, "On a future trip, if the number of vehicles in Mount Rainier National Park needs to be limited at some times of the year, would you and your group be willing to park your vehicle and ride a **free** transport bus to visit major park attractions?" Seventy percent of visitors said they would probably ride a free transport bus (see Figure 67). Twenty percent said they would not be willing and 9% were "not sure."

Visitors were also asked their willingness to pay up to \$10 to ride a transport bus to major park attractions. Figure 68 shows that 53% of the visitors were unlikely to pay to ride a transport bus. Twenty-nine percent were willing to pay up to \$10 to ride a transport bus and 18% were "not sure."

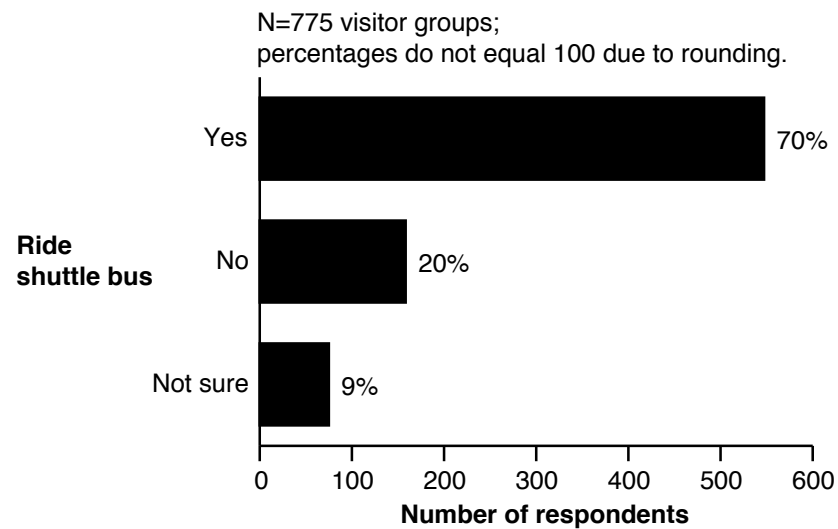


Figure 67: Willingness to ride free transport bus to major park attractions

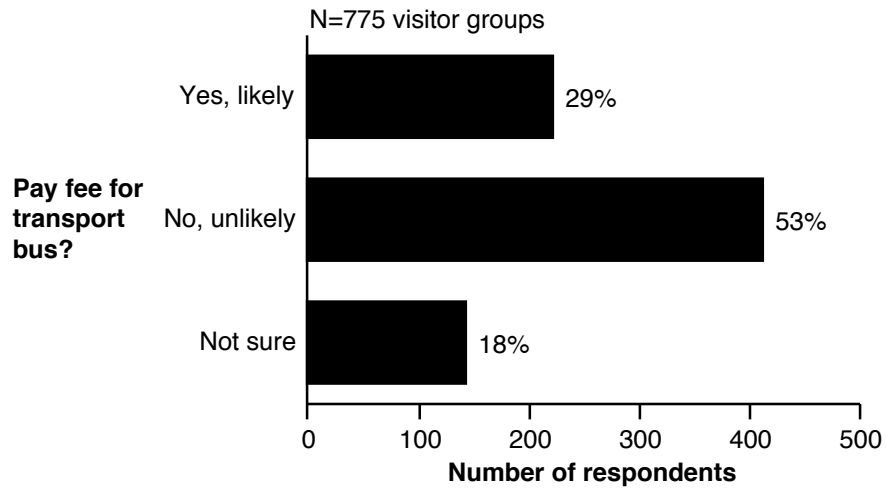


Figure 68: Willingness to pay up to \$10 to ride a transport bus to major park attractions

Public transportation and Mount Rainier NP air quality

Visitors were asked several questions related to whether they were Puget Sound residents and if they were, whether significant deterioration of Mount Rainier NP's air quality would affect their use of public transportation and their driving habits.

Over one-half of the respondents (53%) were residents of Puget Sound (see Figure 69). These respondents were then asked, "Would you consider significant deterioration of the air quality at Mount Rainier National Park as a major factor in deciding to use public transportation in your daily commute to work?" Forty-five percent of the visitors said they would likely consider significant deterioration of Mount Rainier NP's air quality as a major factor (see Figure 70). Over one-third (39%) said they would not consider Mount Rainier's air quality a major factor and 17% were "not sure."

Visitors were also asked, "Would you consider significant deterioration of the air quality at Mount Rainier National Park as a major factor in making a decision to alter your driving habits (e.g. carpooling)?" Sixty-one percent of Puget Sound residents said they would consider Mount Rainier's air quality deterioration as a major factor in deciding to change their driving habits (see Figure 71). Twenty-six percent said it was unlikely they would consider Mount Rainier's air quality deterioration as a major factor and 18% were "not sure."

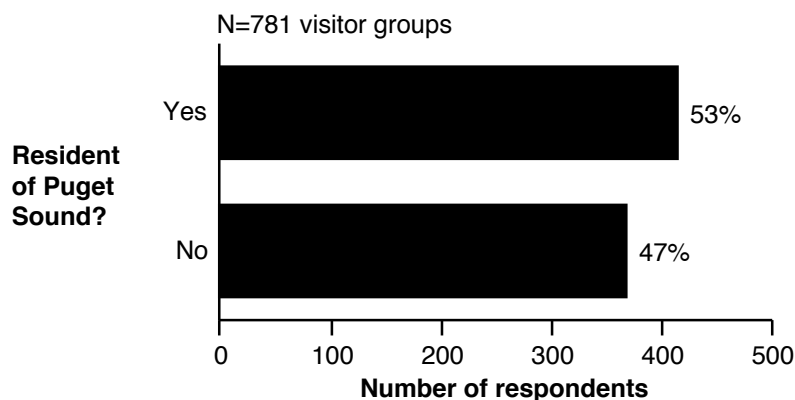


Figure 69: Resident of Puget Sound metropolitan area

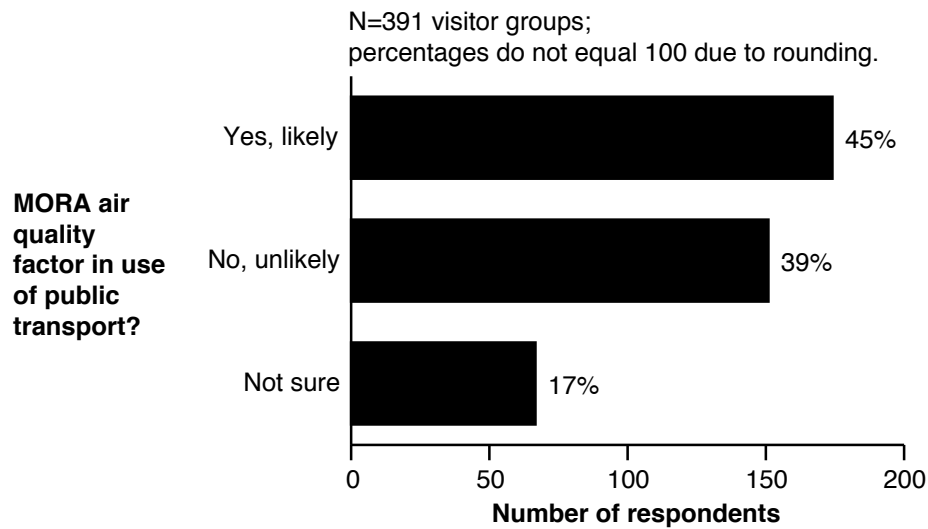


Figure 70: Significant deterioration of Mount Rainier NP's air quality a major factor in deciding to ride public transport to work?

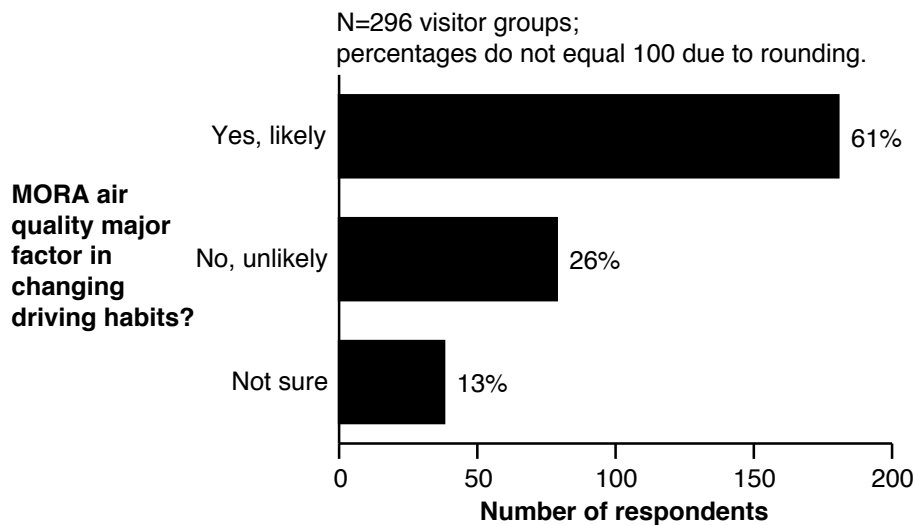


Figure 71: Significant deterioration of Mount Rainier NP's air quality a major factor in deciding to change driving habits (e.g. carpool)?

**Overall quality of
visitor services**

Visitor groups were asked to rate the overall quality of the visitor services provided at the Mount Rainier National Park during this visit. Most visitor groups (90%) rated services as "very good" or "good" (see Figure 72). No visitor groups rated the services as "very poor."

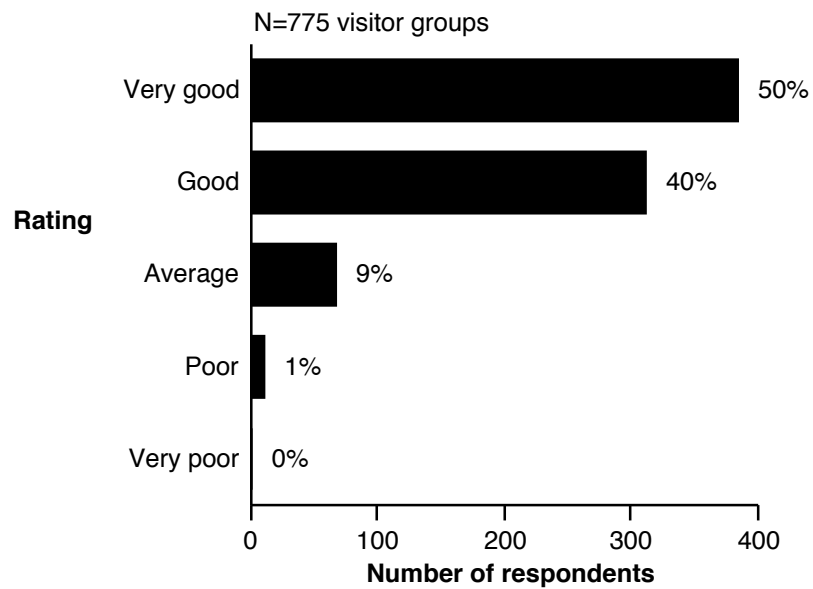


Figure 72: Overall quality of services

Visitor groups were asked, "In your opinion, what is the National Park Service's mission at Mount Rainier National Park?" Eighty-eight percent of visitor groups responded to this question (410 groups). A summary of their responses is listed in Table 8.

National Park Service mission at Mount Rainier NP

Table 8: NPS Mission at Mount Rainier NP

N=914 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
Preserve, protect, maintain park resources	366
Keep public access	142
Educate visitors	120
Maintain park for future generations	58
Provide visitor services/ visitor enjoyment	35
Maintain buildings/ facilities	27
Preserve beauty of park/ mountain	26
Keep visitors safe	25
Maintain park for current and future generations	20
Manage visitation	20
Protect from development	15
Protect wilderness	12
Keep park clean	11
Keep doing same good job	7
Maintain trails	4
Develop trails	3
Keep park safe from politics	3
Allow use of all areas of park	2
Maintain roads	2
Keep park affordable for all people	2
Harass visitors/ campers	2
Other comments	12

Planning for the future

Visitor groups were asked, "If you were a park manager planning for the future of the Mount Rainier National Park what would you propose?" Fifty-six percent of visitor groups responded to this question (445 groups). A summary of their responses is listed in Table 9 and complete copies of visitor responses are contained in the appendix.

Table 9: Planning for the future

N=500 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
More staff needed	12
More rangers on trails	6
More knowledgeable rangers	2
Rangers need to be more friendly	2
INTERPRETIVE SERVICES	
More environmental stewardship education	19
More educational signs along trail	10
More educational programs	7
Appreciate informational signs	3
More guided tours	3
Provide more weather information on web site	3
Improve visitor center	2
Other comments	7
FACILITIES/ MAINTENANCE	
Build more hiking trails	6
Maintain roads	6
More parking	6
Maintain infrastructure	5
More eco-friendly toilets	4
Improve trails	3
More backcountry campsites	3
Mowich Lake road in bad shape	3
Improve facilities for water supply	2
More campsites in sunny areas	2
Remove non-natural structures	2
Showers at campgrounds	2
Trails in good shape	2
Other comments	13

Comment	Number of times mentioned
POLICIES	
Provide shuttle system	85
Limit cars in park	36
Implement reservation system	25
Keep development limited	22
Limit number of visitors	13
Increase fees	12
Keep people on trails	11
Limit access	7
Alternative fuel shuttles	6
Keep fees low	6
Plan for increased use	5
Acquire more funding	4
Less rules	4
Year-round access	4
Charge more for private vehicles	3
Longer hours at visitor center	3
No motorized vehicles in park	3
Reduced fees for bicyclist and hikers	3
Shuttle system must be well run	3
Cheaper fee for carpoolers	2
Encourage volunteerism	2
Land acquisition	2
Other comments	21
RESOURCE MANAGEMENT	
Strict resource protection	33
Keep natural	15
Reduce clear-cutting	2
Close areas for recovery	2
Other comments	8
CONCESSIONS	
More choices for food and clothes	6
Different types of lodging	2
More camping outside park	2
More money to park from concessions	2
Other comments	4
GENERAL IMPRESSIONS	
Keep up the good work	7

Additional comments summary

Visitor groups wrote additional comments, which are included in the separate appendix of this report . Their comments about Mount Rainier National Park are summarized below (see Table 10). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 10: Additional comments

N=376 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Helpful, knowledgeable employees/ volunteers	29
Park staff should be friendly	2
More rangers on trails	2
Other comment	1
INTERPRETIVE SERVICES	
More exhibit signs/ improve signs	4
Programs good	3
More information on human history	3
Provide more information about day hikes	2
Provide more planning information	2
Provide exhibits about wildlife habitat	2
Other comments	8
FACILITIES/ MAINTENANCE	
Well maintained park and roads	11
Improve roads	8
Trails well maintained	7
Mowich Lake Road needs improvement	5
Grove of Patriarchs boardwalk not an improvement	2
Improve road sign clarity	2
Park clean	2
Clean restrooms more frequently	2
Improve trail signs	2
Provide more showers	2
Provide more parking	2
Provide more camping	2
Other comments	9

Comment	Number of times mentioned
POLICIES	
Lower U.S. resident fee	4
Implement shuttle bus	4
Prohibit RVs	3
Improve reservation system	3
Set maximum visitation	2
Do not use reservation system	2
Other comments	11
CONCESSIONS	
Provide more options for obtaining food in park	4
Food poor quality	3
Lodge needs improvement	3
Paradise food quality poor	2
Reduce prices	2
Provide more lodging near park	2
Other comments	7
RESOURCE MANAGEMENT	
Keep park natural	10
Too crowded	2
Other comments	5
GENERAL IMPRESSIONS	
Park beautiful	72
Enjoyed visit	65
Will return	20
Appreciate NPS' hard work	20
Could not see mountain	7
Too much rain	4
Saw the mountain	3
Other comments	2

Mount Rainier National Park Additional Analysis VSP Report 124

The Visitor Services Project (VSP) 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 | • Disabilities/ impairments | • Total expenditures outside park |
| • Forms of transportation | • Access problems because of disability? | • Lodging expenditures outside park |
| • Nearby sites visited - past 12 mo. | • English primary language | • Camping expenditures outside park |
| • Length of stay - hours | • Gender | • Restaurant expenditures outside park |
| • Length of stay - days | • Age | • Groceries expenditures outside park |
| • Primary reason for visiting park | • U.S. Zip code or residence | • Gas and oil expenditures outside park |
| • Activities | • Country of residence | • Other transport expenditures outside park |
| • Hiking | • Number of visits - 12 months | • Admissions/ recreation expenditures outside park |
| • Type of hike | • Number of visits - 2 to 5 years | * Other purchases expenditures outside park |
| • Length of hike | • Level of education | • Number of adults covered by expenses |
| • Importance of attributes | • Ethnicity | • Number of children covered by expenses |
| • Overnight stay within 30 mi. of park | • Race | • Subjects of interest for future |
| • Number of nights in park | • Preference for spending entrance fees | • Preferred future methods of learning |
| • Number of nights outside park | • Total expenditures - in/ outside park | • Support future required reservations to use park? |
| • Type of lodging in park | • Total expenditures in park | • Support future temporary closures to use park? |
| • Type of lodging outside park | • Lodging expenditures in park | • Willing to ride future free transport bus? |
-

Additional Analysis (continued)

- Entrance used to enter park
- Number of park entries
- Order of sites visited in park
- Roads used to exit park
- Group type
- Group size
- Guided tour group
- Camping expenditures in park
- Restaurant expenditures in park
- Groceries expenditures in park
- Gas and oil expenditures in park
- Other transport expenditures in park
- Admissions/ recreation expenditures in park
- * Other purchases expenditures in park
- Willing to pay to ride future transport bus?
- Puget Sound resident
- MORA air quality deterioration as major factor in using public transport
- MORA air quality deterioration as major factor in changing driving habits?
- Overall quality of services in park

Phone/send requests to:

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

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

QUESTIONNAIRE

Visitor Services Project Publications

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

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

21. Everglades National Park (winter)
22. Statue of Liberty National Monument
23. The White House Tours, President's Park (summer)
24. Lincoln Home National Historical Site
25. Yellowstone National Park
26. Delaware Water Gap National Recreation Area
27. Muir Woods National Monument

1990

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

1991

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

1992

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

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)
- 92. Great Smoky Mountains National Park (summer & fall)

1997

- 93. Virgin Islands National Park (winter)
- 94. Mojave National Preserve (spring)
- 95. Martin Luther King, Jr., National Historic Site (spring)
- 96. Lincoln Boyhood 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 NHP & 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 NHP, 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 NHP (fall)


2000

- 118. Haleakala National Park
- 119. White House Tour & White House Visitor Center
- 120. Mount Rainier National Park
- 121. Olympic National Park
- 122. Eisenhower National Historic Site
- 123. Badlands National Park
- 124. Mount Rainier National Park

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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November 2001

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Mount Rainier National Park

Visitor Study **Summer 2000**

Appendix

Todd Simmons

Margaret Littlejohn

Wayde Morse

Visitor Services Project **Report 124**

November 2001

Todd Simmons is a Scientific Aide with the Visitor Services Project based at the Cooperative Park Studies Unit, University of Idaho. Margaret Littlejohn is VSP Coordinator, National Park Service. Wayde Morse was a Research Assistant with the CPSU. We thank Krista Mitchell and the staff and volunteers of Mount Rainier National Park for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

Table 9: Planning for the future

N=500 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
More staff needed	12
More rangers on trails	6
More knowledgeable rangers	2
Rangers need to be more friendly	2
INTERPRETIVE SERVICES	
More environmental stewardship education	19
More educational signs along trail	10
More educational programs	7
Appreciate informational signs	3
More guided tours	3
Provide more weather information on web site	3
Improve visitor center	2
Other comments	7
FACILITIES/ MAINTENANCE	
Build more hiking trails	6
Maintain roads	6
More parking	6
Maintain infrastructure	5
More eco-friendly toilets	4
Improve trails	3
More backcountry campsites	3
Mowich Lake road in bad shape	3
Improve facilities for water supply	2
More campsites in sunny areas	2
Remove non-natural structures	2
Showers at campgrounds	2
Trails in good shape	2
Other comments	13

Comment	Number of times mentioned
POLICIES	
Provide shuttle system	85
Limit cars in park	36
Implement reservation system	25
Keep development limited	22
Limit number of visitors	13
Increase fees	12
Keep people on trails	11
Limit access	7
Alternative fuel shuttles	6
Keep fees low	6
Plan for increased use	5
Acquire more funding	4
Less rules	4
Year-round access	4
Charge more for private vehicles	3
Longer hours at visitor center	3
No motorized vehicles in park	3
Reduced fees for bicyclist and hikers	3
Shuttle system must be well run	3
Cheaper fee for carpoolers	2
Encourage volunteerism	2
Land acquisition	2
Other comments	21
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Strict resource protection	33
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Close areas for recovery	2
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CONCESSIONS	
More choices for food and clothes	6
Different types of lodging	2
More camping outside park	2
More money to park from concessions	2
Other comments	4
GENERAL IMPRESSIONS	
Keep up the good work	7

Table 10: Additional comments

N=376 comments;
many visitors made more than one comment.

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Helpful, knowledgeable employees/ volunteers	29
Park staff should be friendly	2
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Other comment	1
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Programs good	3
More information on human history	3
Provide more information about day hikes	2
Provide more planning information	2
Provide exhibits about wildlife habitat	2
Other comments	8
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Well maintained park and roads	11
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Trails well maintained	7
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Grove of Patriarchs boardwalk not an improvement	2
Improve road sign clarity	2
Park clean	2
Clean restrooms more frequently	2
Improve trail signs	2
Provide more showers	2
Provide more parking	2
Provide more camping	2
Other comments	9
POLICIES	
Lower U.S. resident fee	4
Implement shuttle bus	4
Prohibit RVs	3
Improve reservation system	3
Set maximum visitation	2
Do not use reservation system	2
Other comments	11

Comment	Number of times mentioned
CONCESSIONS	
Provide more options for obtaining food in park	4
Food poor quality	3
Lodge needs improvement	3
Paradise food quality poor	2
Reduce prices	2
Provide more lodging near park	2
Other comments	7
RESOURCE MANAGEMENT	
Keep park natural	10
Too crowded	2
Other comments	5
GENERAL IMPRESSIONS	
Park beautiful	72
Enjoyed visit	65
Will return	20
Appreciate NPS' hard work	20
Could not see mountain	7
Too much rain	4
Saw the mountain	3
Other comments	2
