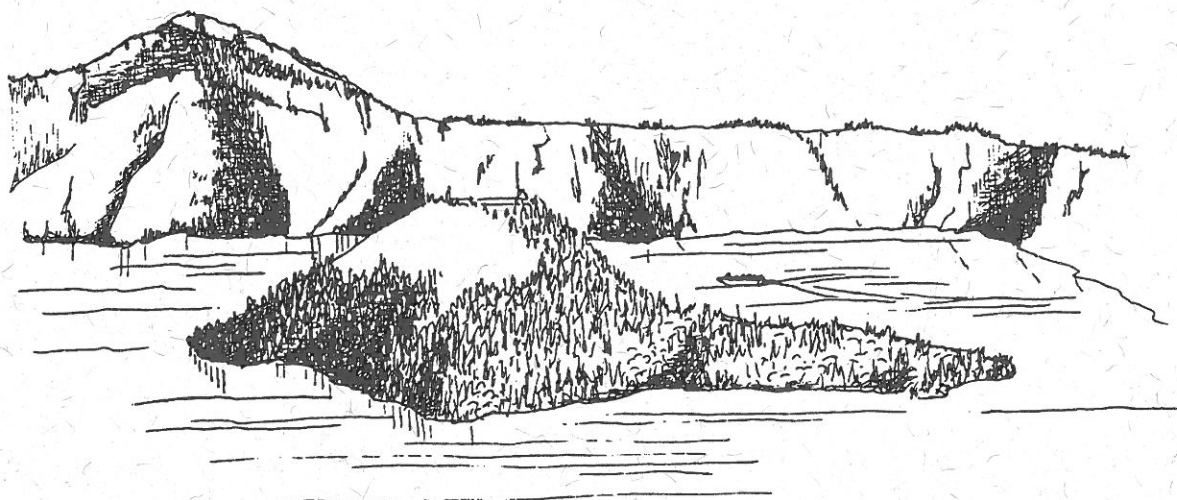




**National Park Service
U.S. Department of the Interior**

The Visitor Services Project



Crater Lake National Park Visitor Study

Summer 2001

Report 129





National Park Service
U.S. Department of the Interior
The Visitor Services Project

Crater Lake National Park

Visitor Study **Summer 2001**

Margaret Littlejohn

Visitor Services Project
Report 129

April 2002

Margaret Littlejohn is VSP Coordinator, National Park Service Visitor Services Project, based at the University of Idaho Cooperative Park Studies Unit. I thank the staff and volunteers of Crater Lake 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.

**Visitor Services Project
Crater Lake National Park
Report Summary**

- This report describes the results of a visitor study at Crater Lake National Park (NP) during August 3-9, 2001. A total of 600 questionnaires were distributed to visitors. Visitors returned 484 questionnaires for an 80.7% response rate.
- This report profiles Crater Lake NP visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Almost three-fourths of the visitor groups (71%) were family groups. Forty-seven percent of visitor groups were in groups of two; another 32% were in groups of three or four. Thirty-nine percent of visitors were aged 36-55 years, while 20% were aged 15 years or younger.
- United States visitors were from Oregon (32%), California (27%), Washington (12%), and 40 other states. International visitors, who comprised 7% of the total visitors, were from Canada (36%), England (19%), Japan (7%) and 13 other countries.
- Most visitors (83%) had at least some college. The most common income level was \$30,000 or less (36%), followed by \$30,001 to \$50,000 (28%). Three percent of the respondents were of Hispanic or Latino ethnicity. The most common racial backgrounds of respondents were White (92%), Asian (5%) and American Indian/Alaska Native (3%).
- The sources of information most used by visitor groups were friends/relatives/word of mouth (42%), previous visits (36%), and travel guide/ tour book (34%). For most visitors (75%), the park was the primary reason for visiting the area.
- Most visitors (93%) had visited Crater Lake NP once during the past 12 months. Most visitors (81%) spent less than one day (24 hours) at the park. The most used park entrance and exit was the North Entrance - Highway 97 with 32% of visitors entering and exiting there. The primary reason for visiting the area (within 100 miles of the park) was to visit Crater Lake NP (75%).
- Visitors' most common activities at Crater Lake NP were sightseeing/scenic driving (94%), viewing Crater Lake (71%) and photography (63%). During their visit, 65% of the visitors did not have a conversation with a ranger other than at the entrance station. Thirty-four percent of the visitors did talk with a ranger. Over one-third (37%) of the visitors hiked on this visit to Crater Lake NP. The most commonly hiked trails included Cleetwood Cove Lake Trail (49%), Watchman Peak (25%) and Castle Crest Wildflower Trail (20%).
- The most visited places in the park were Rim Village (85%), West Rim Drive (70%) and Rim Village Visitor Center (61%). Seventy percent of visitors stayed overnight away from home within 100 miles of the park. The most used accommodations in the park were campground/trailer park (58%) and lodge/motel (37%). Outside the park, lodges/motels (63%) and campgrounds/trailer parks (31%) were the most used.
- With regard to use, importance and quality of services and facilities, it is important to note the number of visitor groups that responded to each question. The most used visitor services and facilities were roads (93%) and park brochure/map (88%). The most important services/facilities were pullouts/overlooks (96%), roads (96%) and restrooms (95%). The best quality service/facilities were backcountry trails (94%), park brochure/map (93%) and pullouts/overlooks (93%).
- The most used concession service/facility was the gift store (76%). The most important services/facilities were Mazama Campground (95%), boat tour (94%) and gas station (90%). The best quality service/facilities were Crater Lake Lodge (88%), boat tour (87%) and Mazama Campground (82%).
- The average visitor group expenditure in and out of the park during this visit was \$289. The median visitor group expenditure in and out of the park (50% of groups spent more; 50% spent less) was \$149. The average per capita expenditure was \$95.
- Most visitor groups (92%) rated the overall quality of visitor services at Crater Lake 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.

TABLE OF CONTENTS

	Page
INTRODUCTION	1
METHODS	2
RESULTS	5
Visitor groups contacted	5
Demographics	5
Length of visit	14
Sources of information	16
Opinions about safety	18
Primary reason for visiting area	19
Park entrances/exits used/number of entries	20
Activities	22
Conversation with ranger	24
Hiking/trails used	25
Places visited	27
Overnight accommodations used	28
Use, importance and quality of visitor services and facilities	31
Use, importance and quality of concession services and facilities	51
Importance of selected park attributes	66
Total expenditures	72
Expenditures inside the park	75
Expenditures outside the park	81
Most important information learned	88
Preferred subjects to learn about on future visits	89
Future visits and shuttle bus preferences	90
Winter visits and preferences	92
Overall quality of visitor services	94
Planning for the future	95
Additional comments summary	97
ADDITIONAL ANALYSIS	99
QUESTIONNAIRE	101
VISITOR SERVICES PROJECT PUBLICATIONS	103

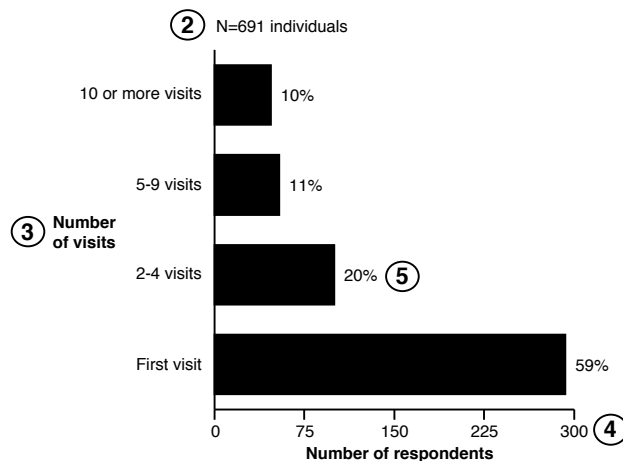
INTRODUCTION

This report describes the results of a study of visitors at Crater Lake National Park (NP). The visitor study was conducted August 3-9, 2001 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 Crater Lake NP.

Interviews were conducted with, and questionnaires distributed to, a sample of visitors who arrived at Crater Lake NP during August 3-9, 2001. Visitors were sampled at six different entrances throughout the park (see Table 1).

Table 1: Questionnaire distribution locations

Location	Questionnaires distributed
Annie Springs Entrance	313 (52%)
North Entrance	287 (48%)
TOTAL	600

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.

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.

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 473 visitor groups, Figure 4 presents data for 1,408 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 484 visitors to Crater Lake NP returned questionnaires, Figure 1 shows data for only 473 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 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 3-9, 2001. 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 early August. The weather was mostly sunny and warm (80's).

RESULTS

A total of 656 visitor groups were contacted, and 600 of these groups (91%) agreed to participate in the survey. Questionnaires were completed and returned by 484 visitor groups, resulting in a 80.7% 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	594	46.0	464	47.8
Group size	600	3.4	473	3.9

Figure 1 shows visitor group sizes, which ranged from one person to 80 people. Forty-seven percent of visitor groups consisted of two people, while another 32% were people visiting in groups of three or four.

Demographics

Seventy-one percent of visitor groups were made up of family members and 14% consisted of friends (see Figure 2). "Other" group types included youth choir, Masonic Lodge, bicycle touring company, and foreign exchange student. Two percent of visitors were traveling with guided tour groups (see Figure 3).

Thirty-nine percent of visitors were between the ages of 36 and 55 (see Figure 4). Twenty percent of visitors were aged 15 years or younger. Fifty-two percent of the visitors were female and 48% were male (see Figure 5).

Most visitors had at least some college, with 29% of those having bachelor's degrees and 27% a graduate degree (see Figure 6). Fifteen percent were high school graduates or had a GED.

The most common income levels were \$50,000 or less (64%), as shown in Figure 7. Nineteen percent earned \$70,000 or more.

Demographics continued

Three percent of respondents' ethnic backgrounds were Hispanic or Latino (see Figure 8). Most (97%) were not of Hispanic or Latino ethnic background. Most respondents (92%) were white, followed by 5% Asian, and 3% American Indian or Alaska Native (see Figure 9). Other racial backgrounds visitors listed included Jewish and European-American.

Ninety-three percent of visitors were visiting Crater Lake for the first time during the past twelve months (see Figure 10). Sixty-five percent of visitors had not visited during two to five years ago (see Figure 11).

International visitors from 16 countries comprised 8% of the total visitation to Crater Lake NP (see Table 3). The countries most often represented, besides the United States, were Canada (36%), England (19%), Japan (7%) and Germany (6%).

The largest proportions of United States visitors were from Oregon (32%), California (27%), and Washington (12%), as shown in Map 1 and Table 4. Smaller proportions of U.S. visitors came from 40 other states.

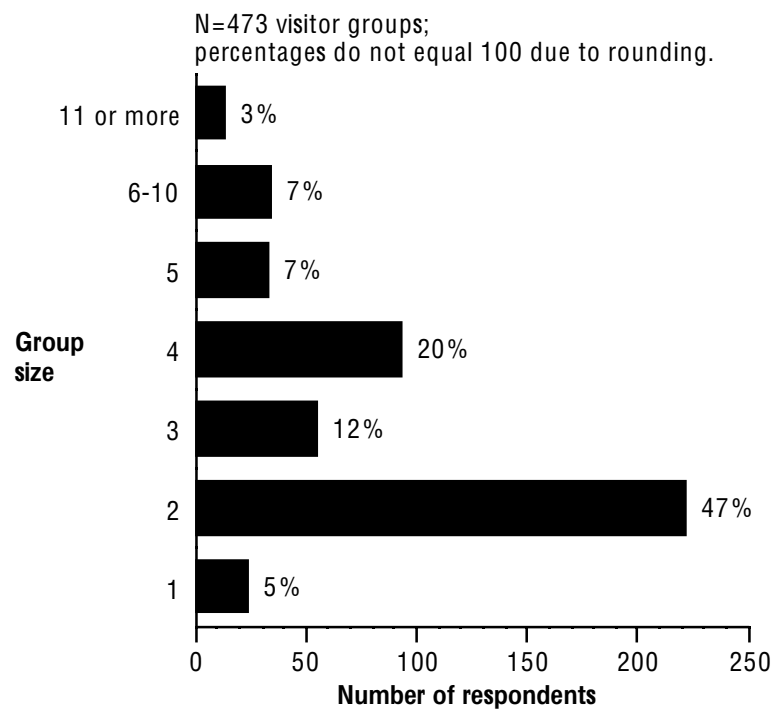


Figure 1: Visitor group sizes

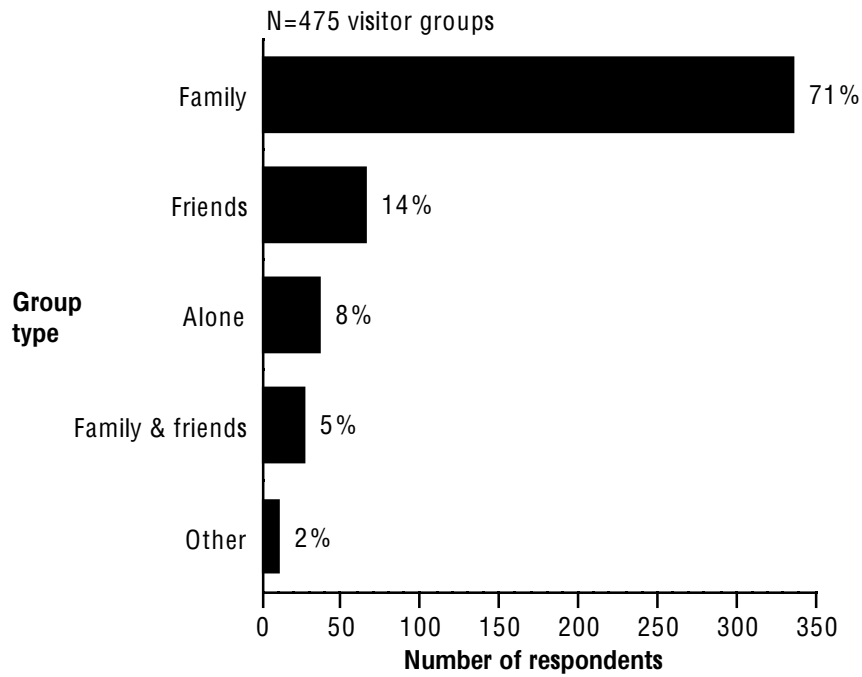


Figure 2: Visitor group types

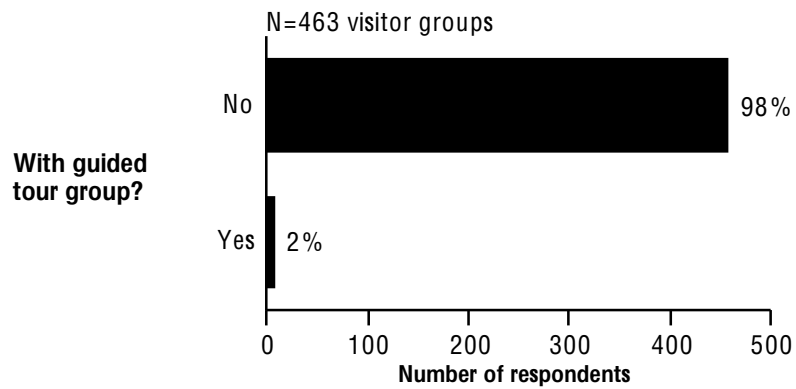


Figure 3: Visitors with guide tour groups

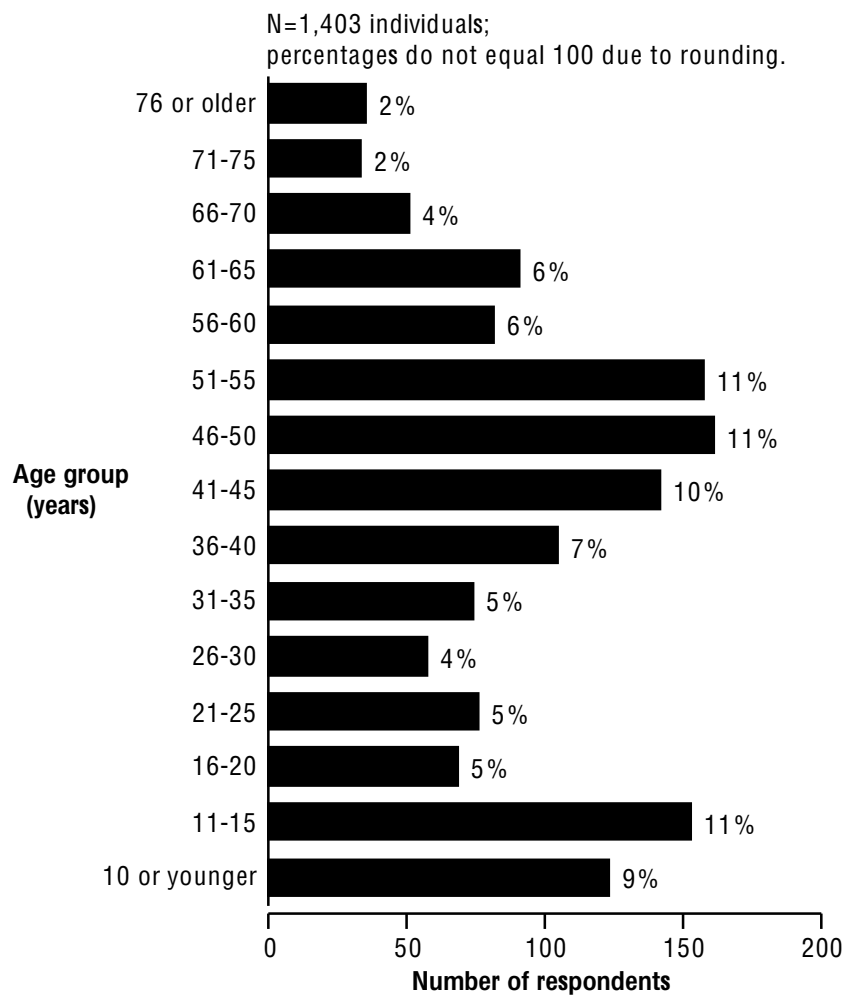


Figure 4: Visitor ages

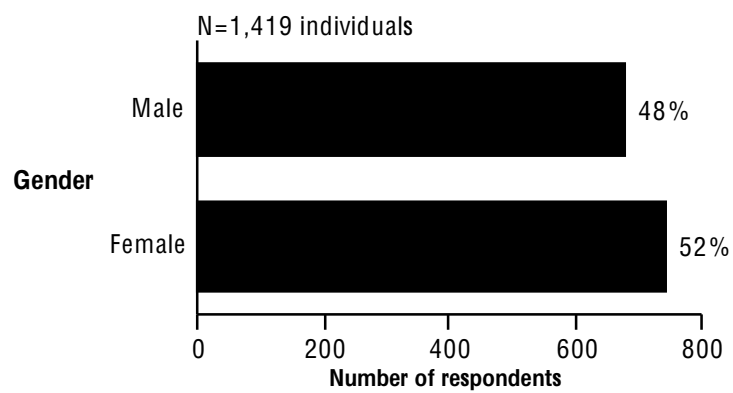


Figure 5: Visitor gender

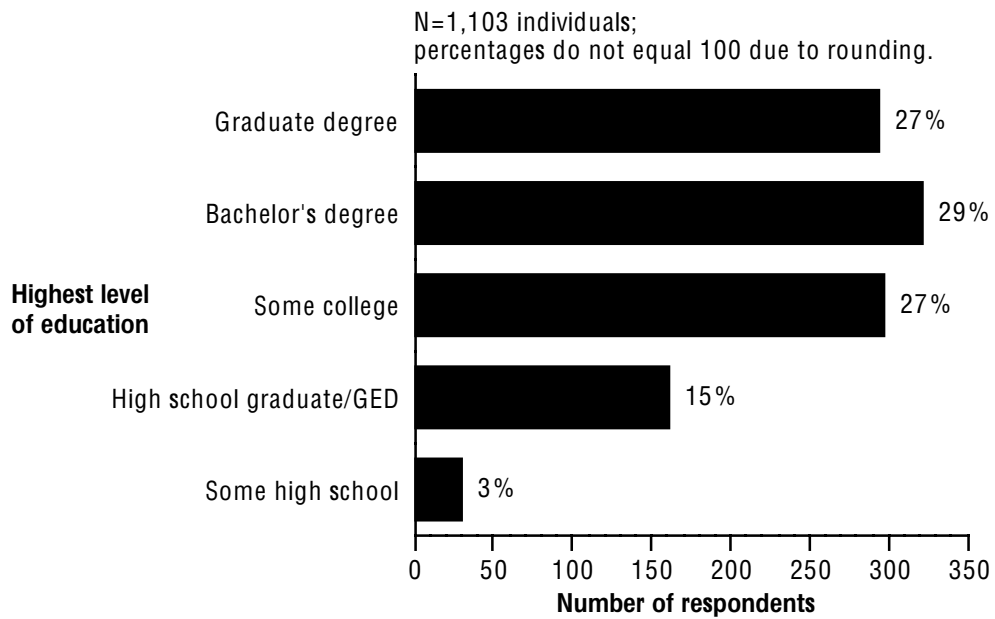


Figure 6: Visitors' highest level of education

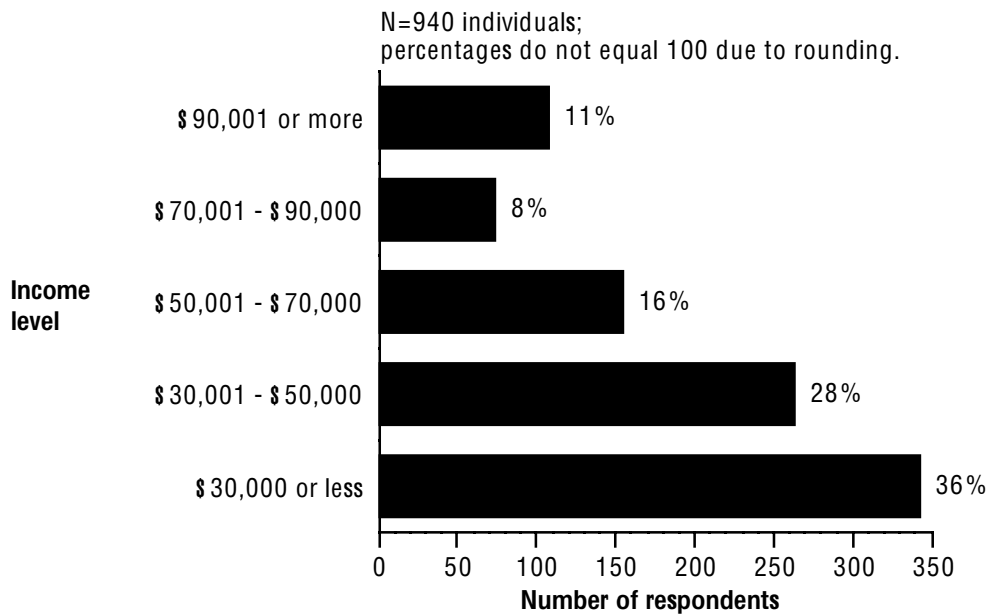


Figure 7: Visitor income level

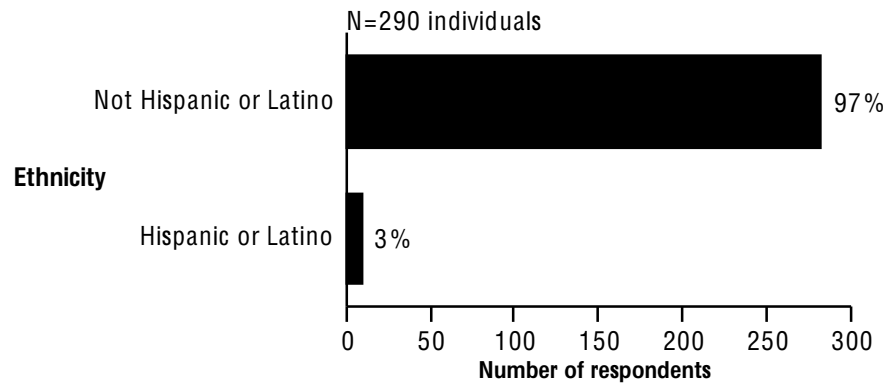


Figure 8: Visitor ethnicity

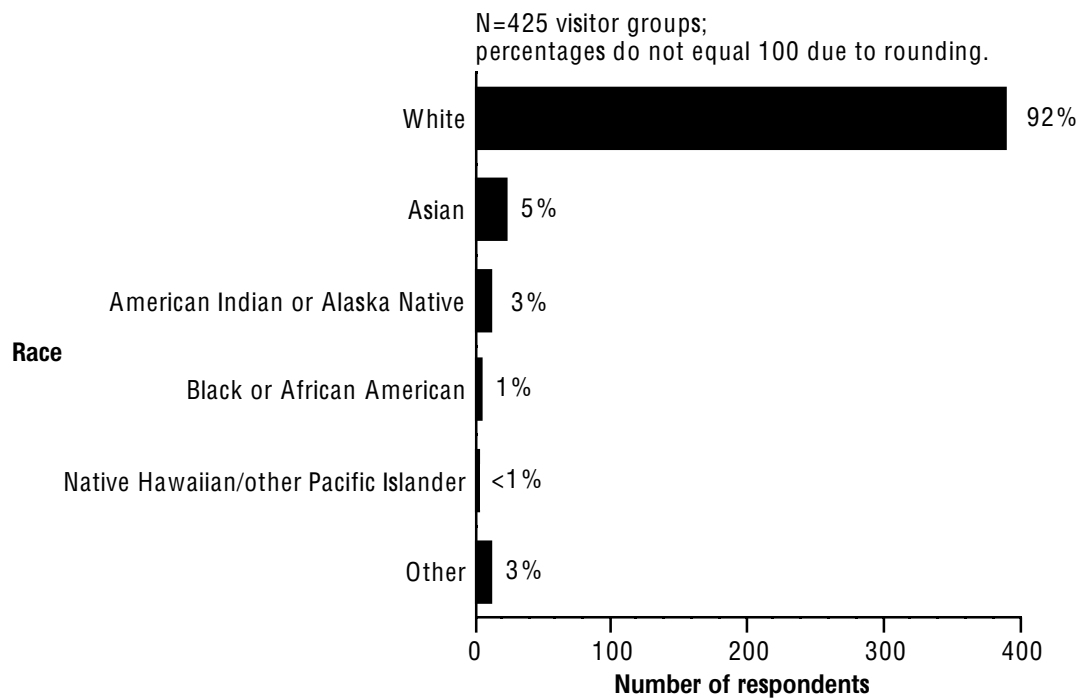


Figure 9: Visitor race

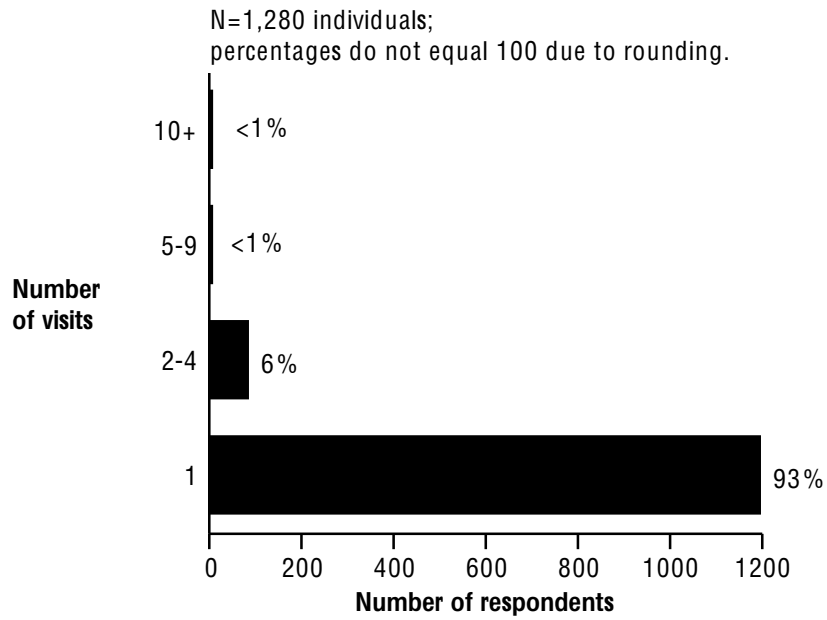


Figure 10: Number of visits in past 12 months

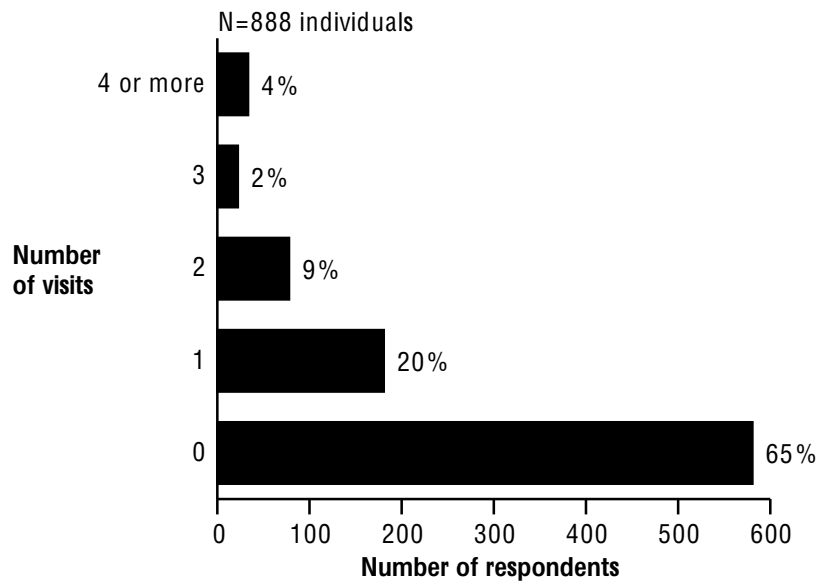
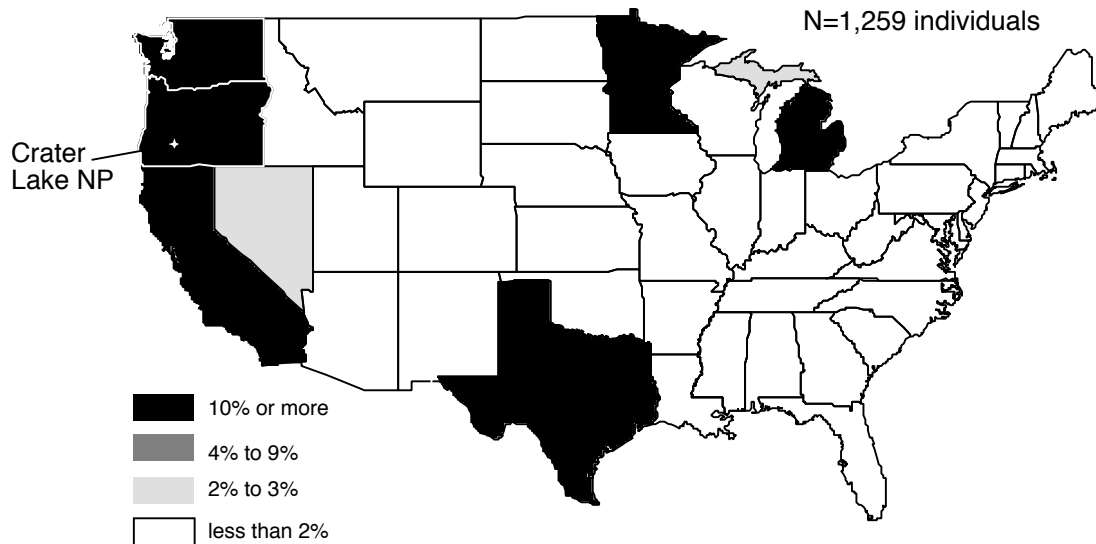


Figure 11: Number of visits in past 2 to 5 years

Table 3: International visitors by country of residence

N=97 individuals;
percentages do not equal 100 due to rounding.

Country	Number of individuals	Percent of international visitors	Percent of total visitors
Canada	35	36	3
England	18	19	1
Japan	7	7	1
Germany	6	6	<1
Holland	5	5	<1
Indonesia	5	5	<1
Korea	4	4	<1
France	3	3	<1
Taiwan	3	3	<1
Australia	2	2	<1
Finland	2	2	<1
Hong Kong	2	2	<1
New Zealand	2	2	<1
Chile	1	1	<1
China	1	1	<1
Sweden	1	1	<1



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

Table 4: United States visitors by state of residence

N=1,259 individuals;
percentages do not equal 100 due to rounding.

State	Number of individuals	Percent of U.S. visitors	Percent of total visitors
Oregon	397	32	29
California	335	27	25
Washington	146	12	11
Texas	28	2	2
Minnesota	20	2	2
Michigan	19	2	1
Nevada	19	2	1
Colorado	17	1	1
Illinois	17	1	1
Wisconsin	17	1	1
Massachusetts	16	1	1
Florida	14	1	1
New York	14	1	1
Ohio	14	1	1
Kansas	11	1	1
Utah	11	1	1
Virginia	11	1	1
Iowa	10	1	1
Idaho	9	1	1
Missouri	9	1	1
North Carolina	9	1	1
Arizona	8	1	1
Indiana	8	1	1
New Jersey	8	1	1
Hawaii	7	1	1
Maine	7	1	1
Nebraska	7	1	1
New Mexico	7	1	1
15 other states	64	5	5

Length of visit

Visitor groups were asked how much time they spent at Crater Lake National Park. Most visitors (81%) spent less than 24 hours (less than one day) at the park, as shown in Figure 12. Fourteen percent spent two or more days at the park.

Of the groups that spent less than 24 hours at the park, 56% spent two to four hours (see Figure 13). Seventeen percent spent 7 hours or more.

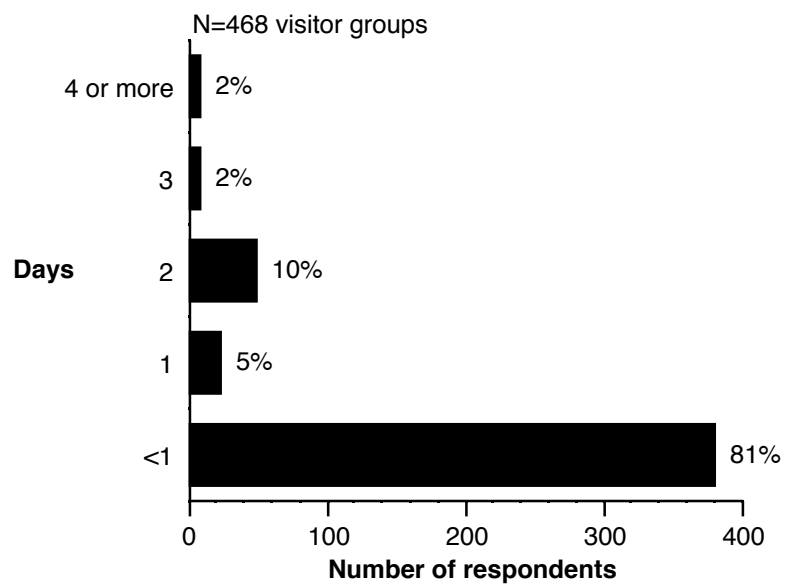


Figure 12: Days spent at Crater Lake NP

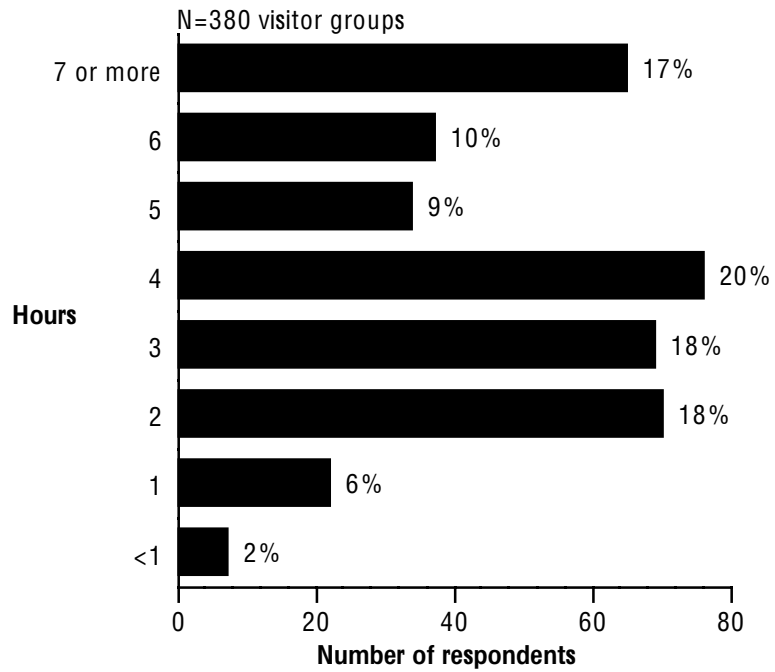


Figure 13: Hours spent at Crater Lake NP by visitors who spent less than 24 hours

Sources of information

Visitor groups were asked to indicate the sources they used to obtain information about Crater Lake NP prior to their visit. The most common sources of information were friends/relatives/word of mouth (42%), previous visits (36%), and travel guides/tour books (34%), as shown in Figure 14. Twelve percent of visitors received no information prior to their visit. Eight percent of visitors obtained information from "other" sources including the American Automobile Association, college course, motel pamphlet rack, and maps.

Visitors were also asked if they received the type of information that they needed. Most visitors (87%) said they did, as shown in Figure 15. Seven percent said they did not receive the type of information that they needed and 6% were not sure. Table 5 shows the types of information that visitors needed.

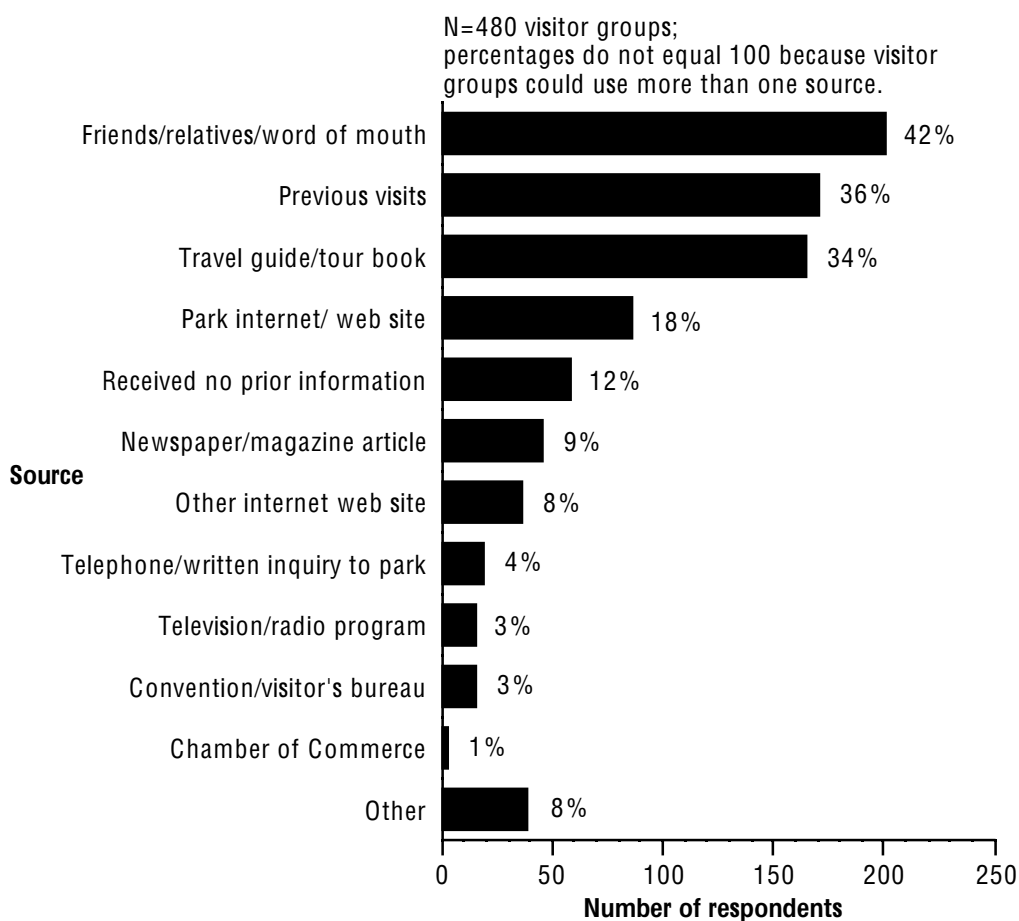


Figure 14: Sources of information this visit

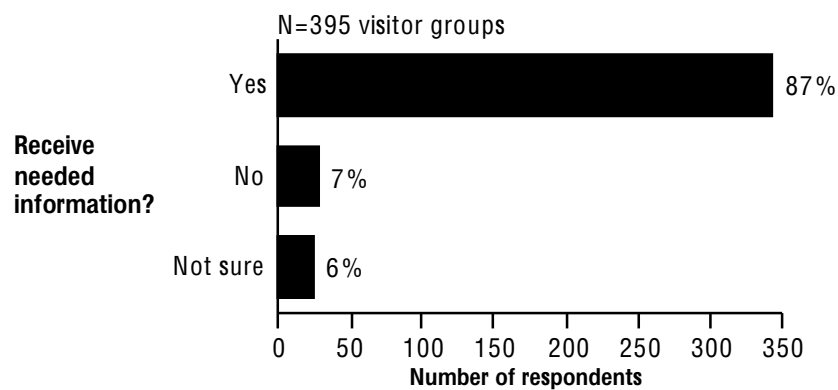


Figure 15: Receive needed information?

Table 5: Information needed but not available

N=28 comments

CAUTION!

Comments	Number of times mentioned
General park information	11
Camping information/reservations	7
Boat tour times/availability	4
Lodging reservations	3
Detailed hiking information	3

Opinions about safety

Visitor groups were asked, "Prior to your visit, did you and/or your group have any safety concerns about visiting Crater Lake NP?" Most visitor groups (96%) did not have any safety concerns prior to visiting (see Figure 16). Two percent said they did have safety concerns and 1% were not sure. Table 6 shows the safety concerns that visitors listed.

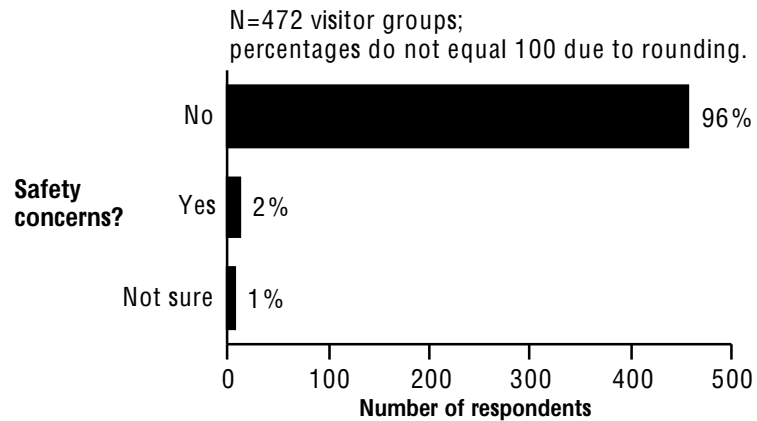


Figure 16: Visitor concerns about safety prior to visiting

Table 6: Safety concerns

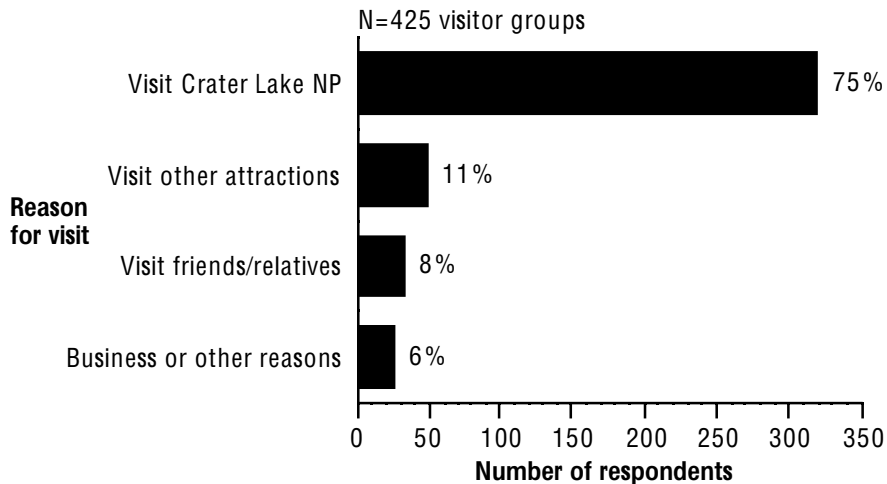
N=6 comments

CAUTION!

Comments	Number of times mentioned
Staying away or keeping children away from edge	4
Bikes on roadway	1
Handicapped accessibility	1

Visitors were asked their primary reason for visiting the Crater Lake National Park area (within 100 miles of the park). Seventy-five percent of the visitor groups said their primary reason for visiting the area was to visit Crater Lake NP, as shown in Figure 17. For 11% of the groups, visiting other area attractions was the primary reason for coming to the area and 8% were visiting friends and relatives.

**Primary reason for
visiting area**



**Figure 17: Primary reason for visiting Crater Lake NP area
(within 100 miles of the park)**

**Park entrances/
exits used/
number of entries**

Visitors were asked to identify the entrances they used to enter the park. The most used entrance was the North entrance from Highway 97 (32%), followed by the South entrance from Klamath Falls (27%) and West entrance from Medford (26%), as shown in Figure 18.

Visitors were also asked which entrances they used to exit. The entrances most used for exiting were the North entrance to Highway 97, West entrance to Medford (29%), and North entrance to Roseburg (24%), as shown in Figure 19.

When asked how many times they had entered the park on this trip, 86% said they had entered once (see Figure 20).

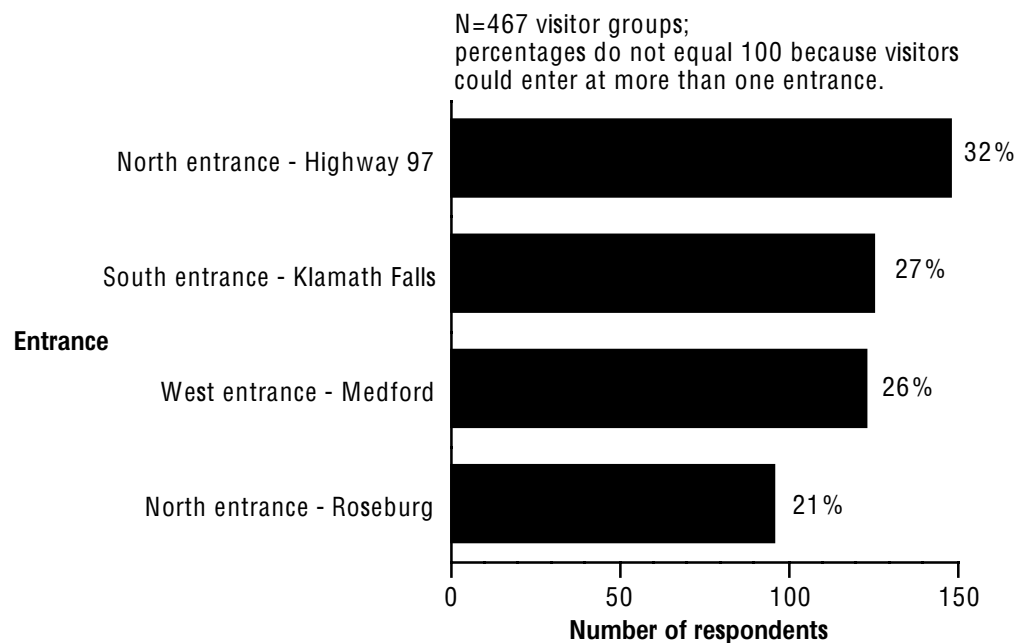
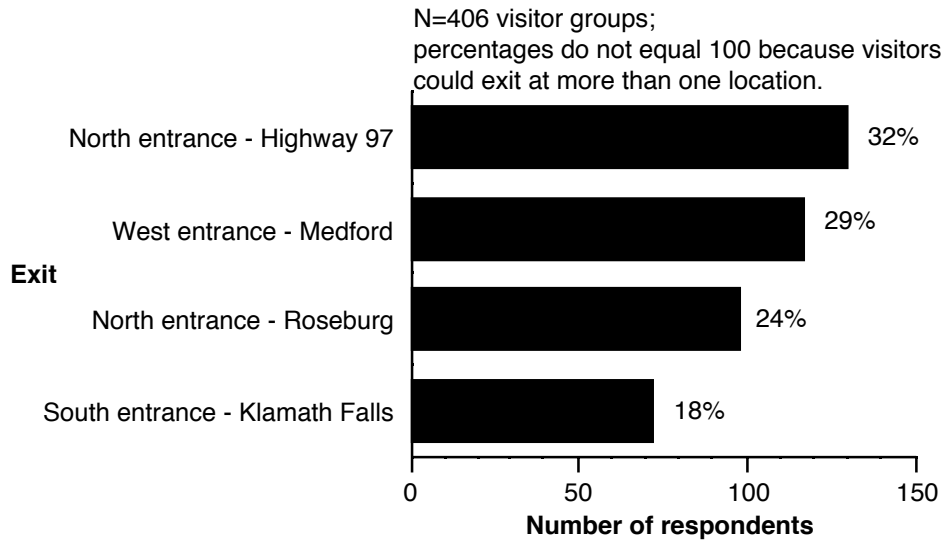
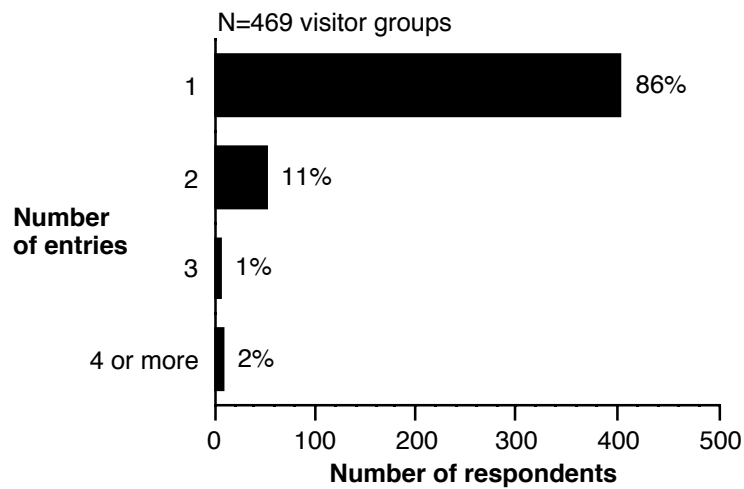


Figure 18: Park entrance(s) used

**Figure 19: Park exit(s) used****Figure 20: Number of park entries on this trip**

Activities

Visitor groups were asked what activities they had participated in on this visit to Crater Lake NP. The most common activities were sightseeing/scenic drive (94%), viewing Crater Lake (71%), and photography (63%), as shown in Figure 21. The least common activity was overnight backpacking (<1%). "Other" activities included swimming, shopping, watching film at visitor center, and hiking down to boat.

Visitors were also asked what activities they might participate in on a future visit to Crater Lake NP. Over one-half of the visitors said they would sightsee/take a scenic drive (63%), hike (61%), take a boat tour (52%) and view Crater Lake (50%), as shown in Figure 22. The least common activity for future visits was snowshoeing (7%). "Other" future activities included staying at the lodge, swimming and hiking the Rim Trail.

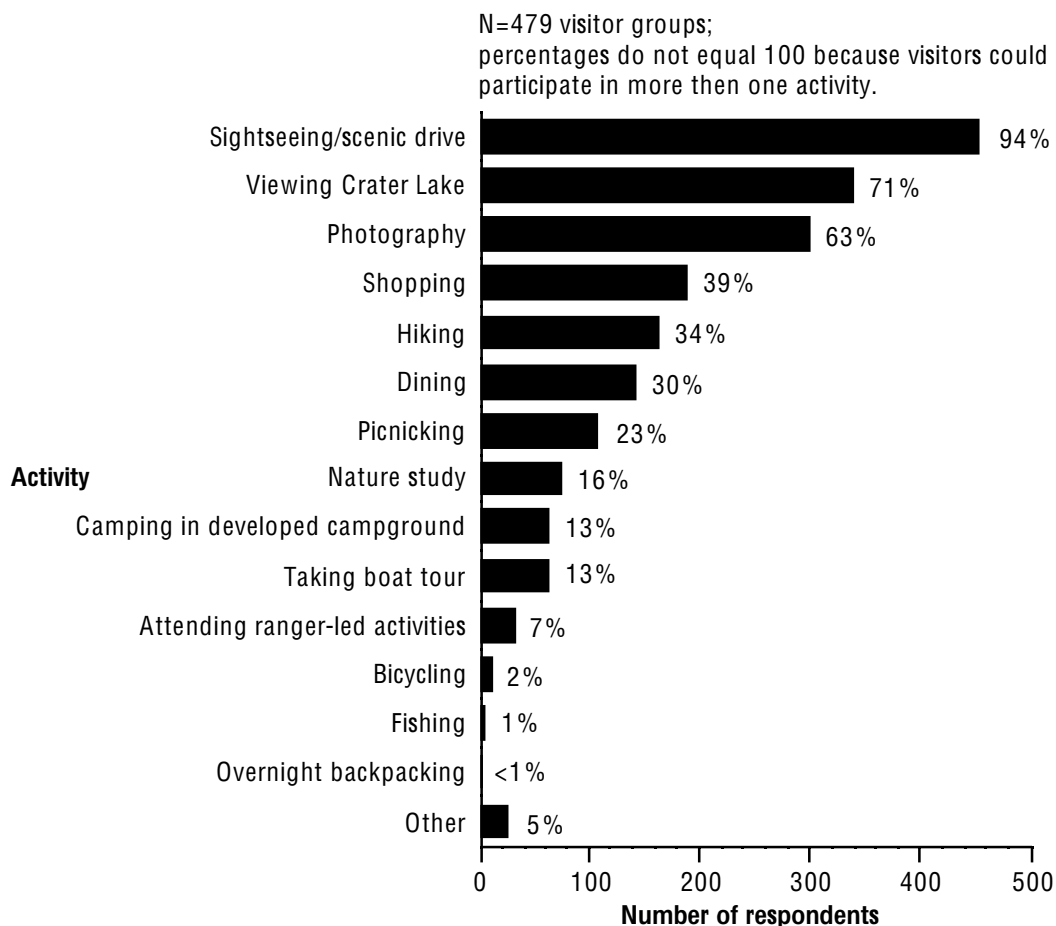


Figure 21: Visitor activities on this visit

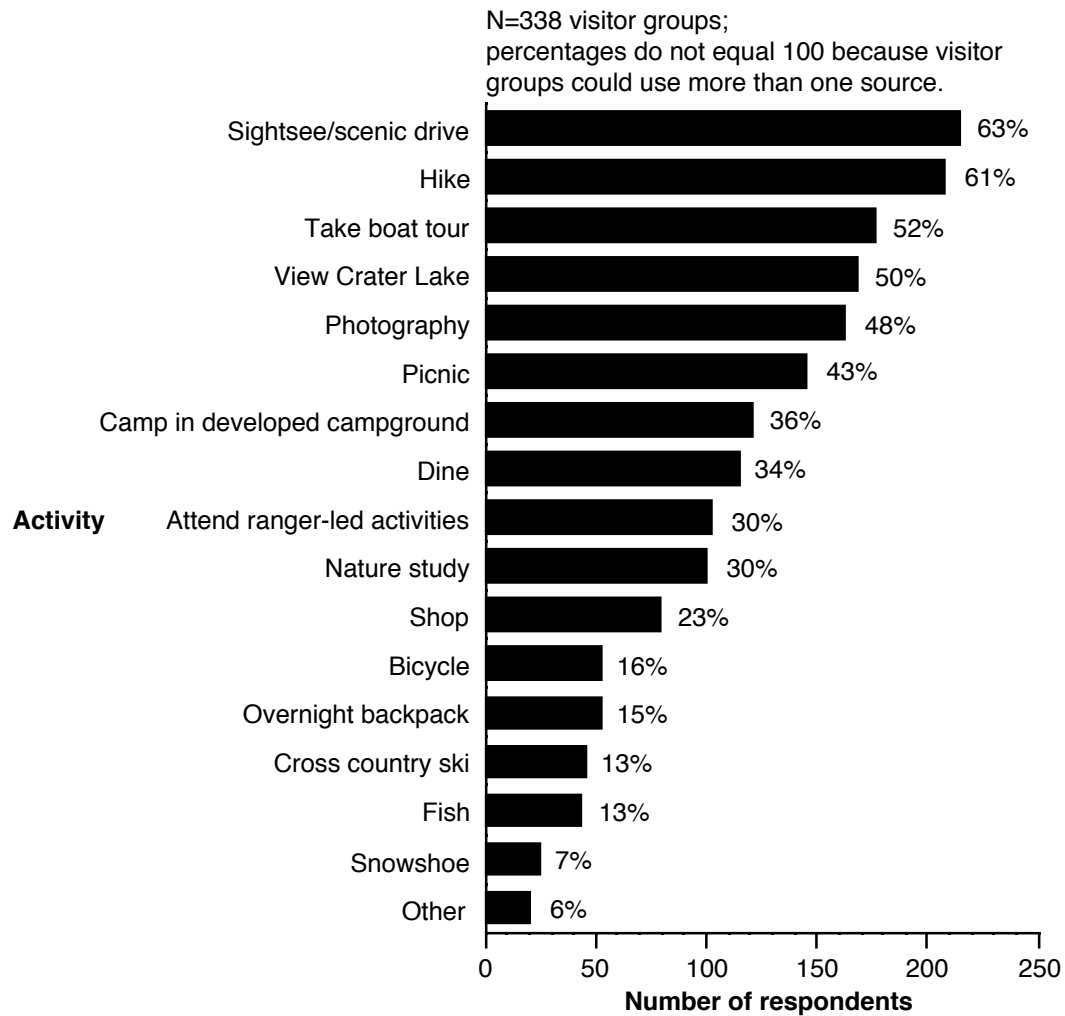


Figure 22: Visitor activities on future visits

**Conversation
with ranger**

Visitor groups were asked, "During this visit, did you and your group have a conversation with a ranger other than at the entrance station?" Most visitor groups (65%) did not have a conversation with a ranger (see Figure 23). About one-third of the visitor groups (34%) had a conversation with a ranger.

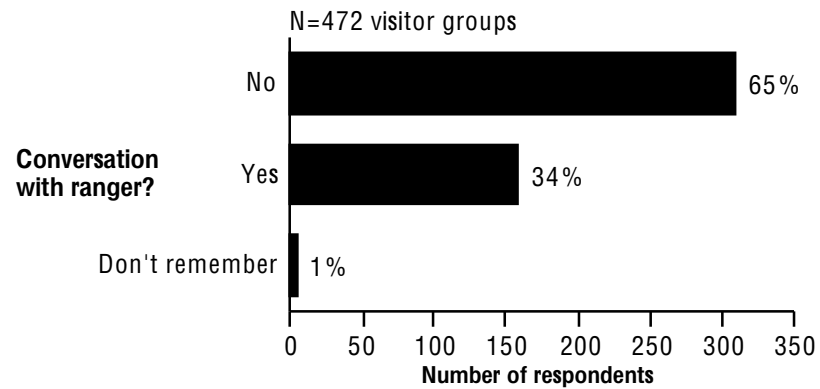


Figure 23: Conversation with ranger other than at park entrance station?

Visitor groups were asked if they went hiking during this visit to Crater Lake NP. Over one-third of the visitor groups (37%) said they went hiking on this visit (see Figure 24). Sixty-three percent of the visitors did not hike on this visit.

The most commonly hiked trails included Cleetwood Cove Lake Trail (49%), Watchman Peak (25%) and Castle Crest Wildflower Trail (20%), as shown in Figure 25. The least hiked trail was Munson Valley Historical Trail (1%). Visitors identified "other" trails they hiked including Wizard Island, portion of Rim Trail, Kerr Notch and Pinnacles Trail.

Hiking/trails used

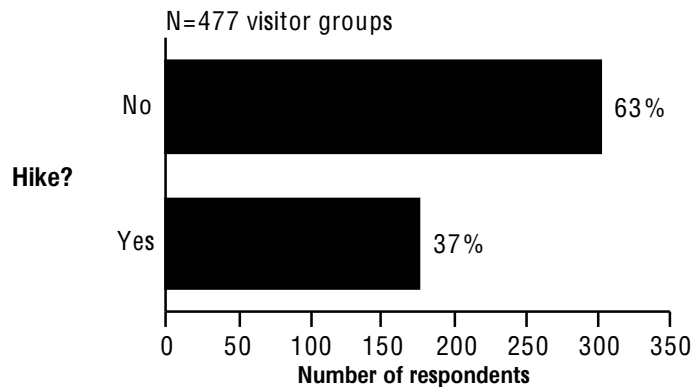
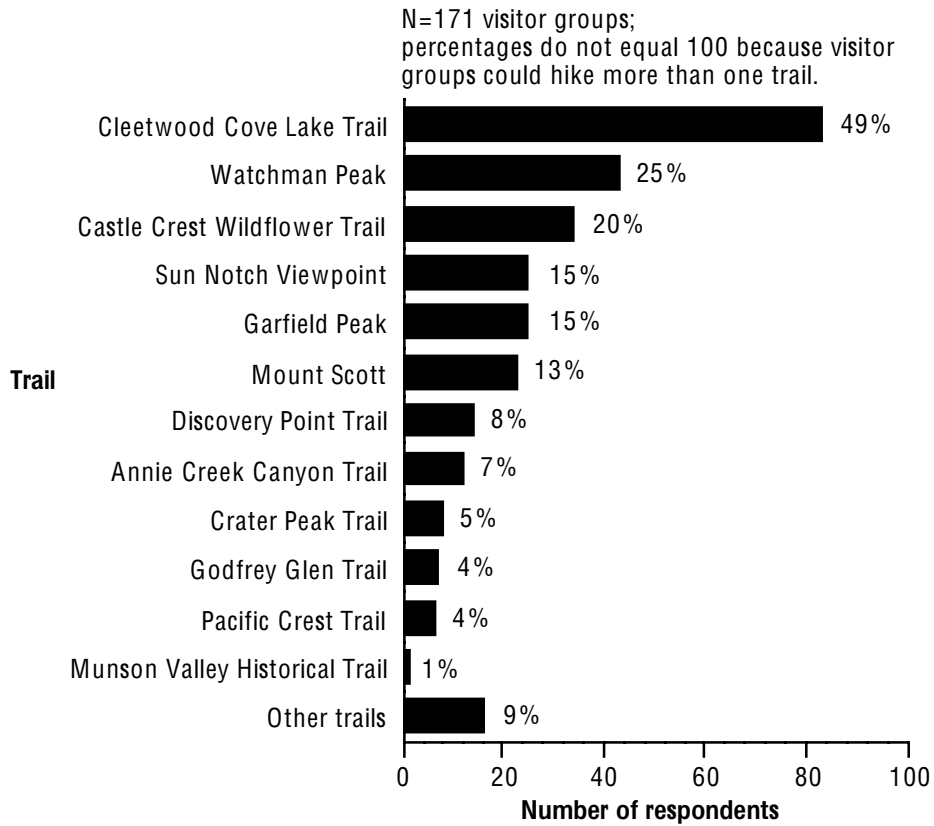


Figure 24: Visitors who hiked on this visit

**Figure 25: Trails hiked**

Visitor groups identified the places they visited during this visit to Crater Lake NP. The most visited places included Rim Village (85%), West Rim Drive (70%) and Rim Village Visitor Center (61%), as shown in Figure 26. The least visited place was the Grayback Motor Nature Trail (3%). "Other" places that visitors listed included Crater Lake Lodge, Rim Drive, trails, and lakeshore.

Places visited

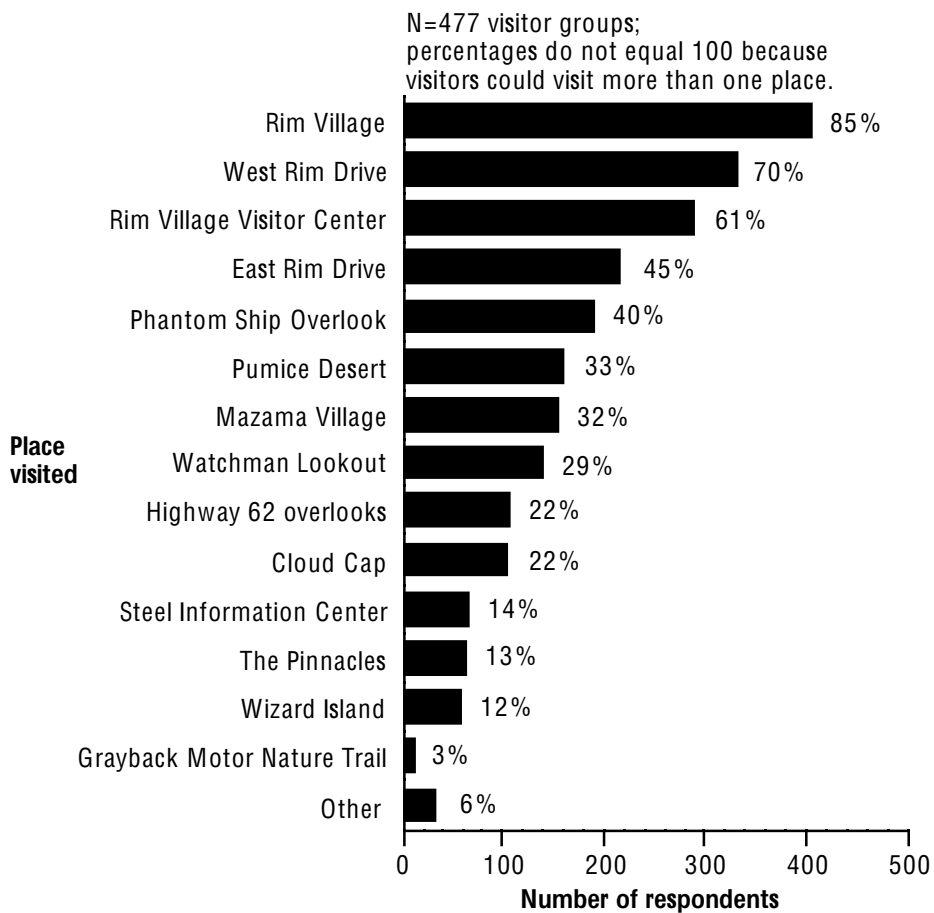


Figure 26: Places visited

Overnight accommodations used

Visitors were asked if they stayed overnight away from home within a 100-mile radius of Crater Lake NP on this trip. Seventy percent of the visitors responded that they had stayed away from home within a 100-mile radius of the park (see Figure 27).

Visitors were then asked to list the number of nights they had stayed in the park or outside the park within 100 miles. Thirty-nine percent of visitors did not stay in the park; 53% stayed one or two nights in the park (see Figure 28). Outside the park, 61% stayed one or two nights within a 100-mile radius of the park (see Figure 29). "Other" lodging used in the park included RVs.

In the park, the most used types of accommodations were campgrounds/trailer parks (58%) and lodges (37%), as shown in Figure 30. Outside the park, lodges, motels, cabins, rented condos or homes and bed and breakfasts (63%) were the most used accommodations, followed by campgrounds/trailer parks (31%), as shown in Figure 31. "Other" types of lodging used included RVs and lodges.

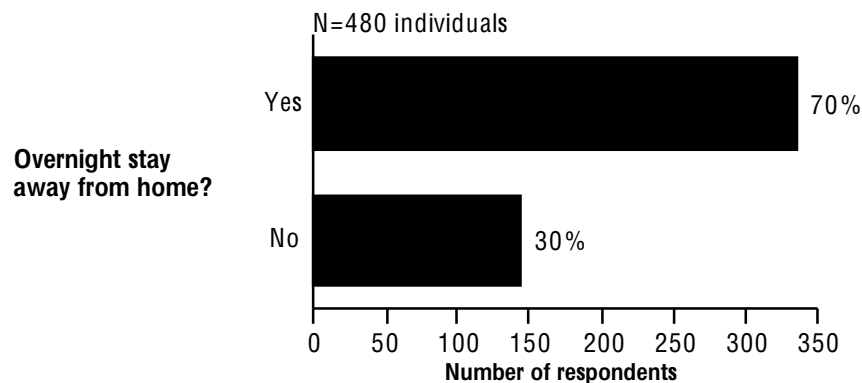


Figure 27: Overnight stays away from home within 100-mile radius of Crater Lake NP

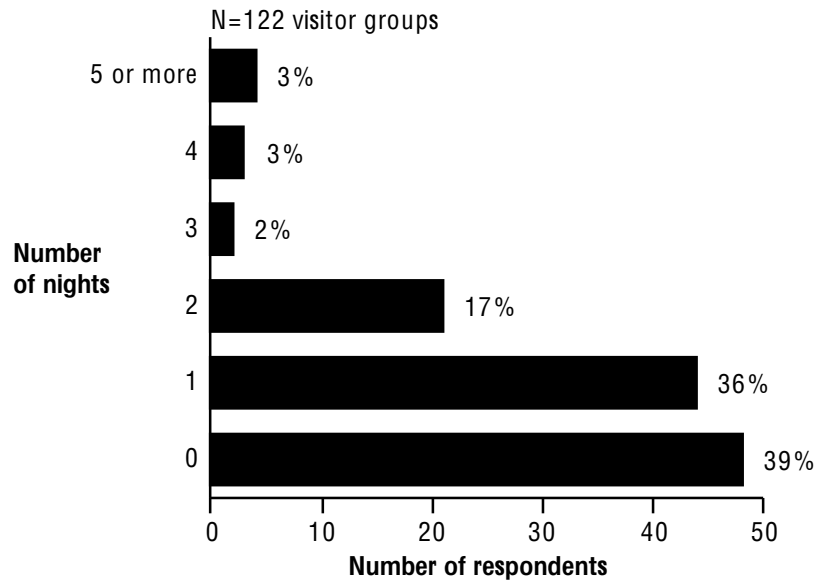


Figure 28: Number of nights in park

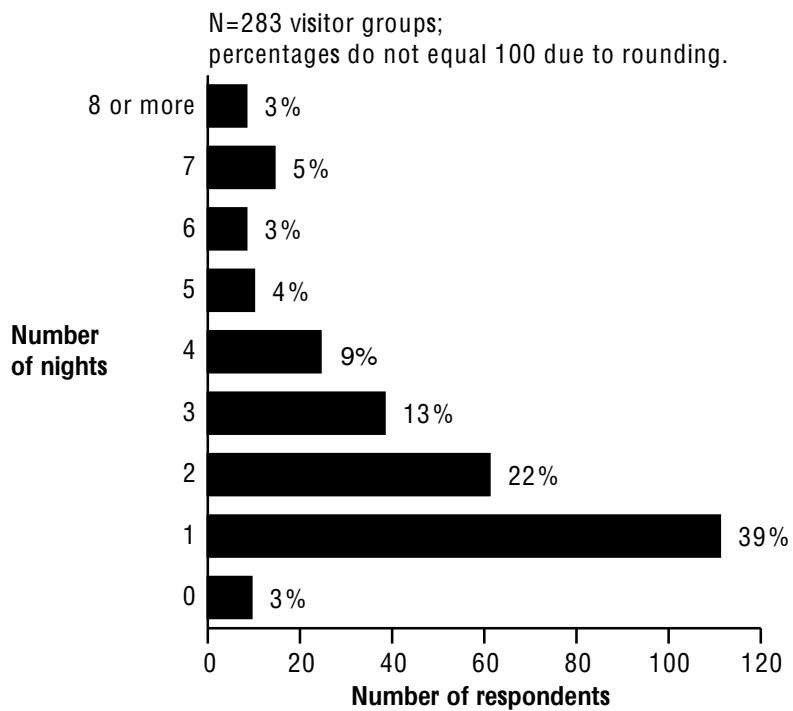


Figure 29: Number of nights outside park

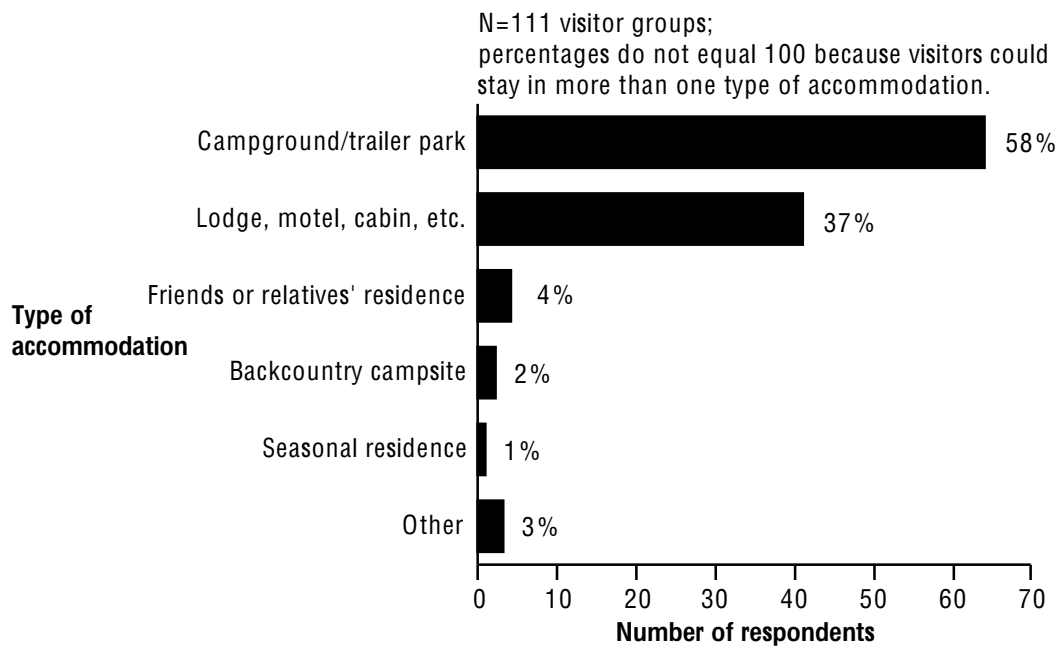


Figure 30: Type of accommodations in park

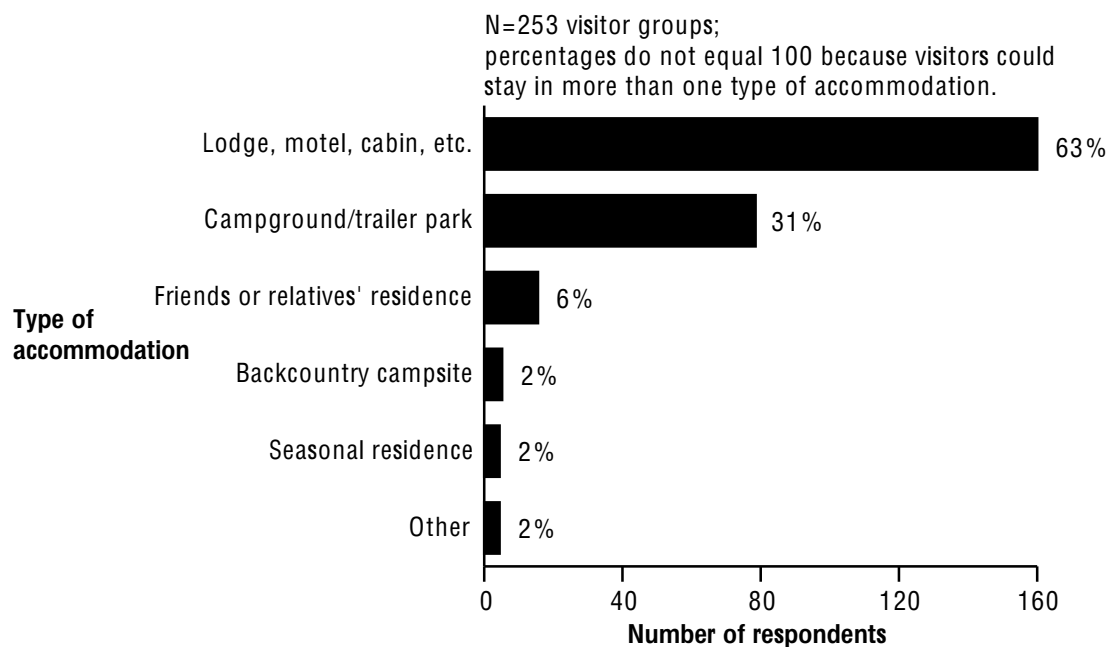


Figure 31: Type of accommodations outside the park within a 100-mile radius

Visitors were asked to identify visitor services and facilities they used during this visit to Crater Lake NP. The most used services and facilities included roads (93%), park brochure/map (88%), parking lots (86%), pullouts/ overlooks (85%) and restrooms (81%), as shown in Figure 32. The least used service was backcountry campsites (1%).

**Use, importance
and quality of
visitor services
and facilities**

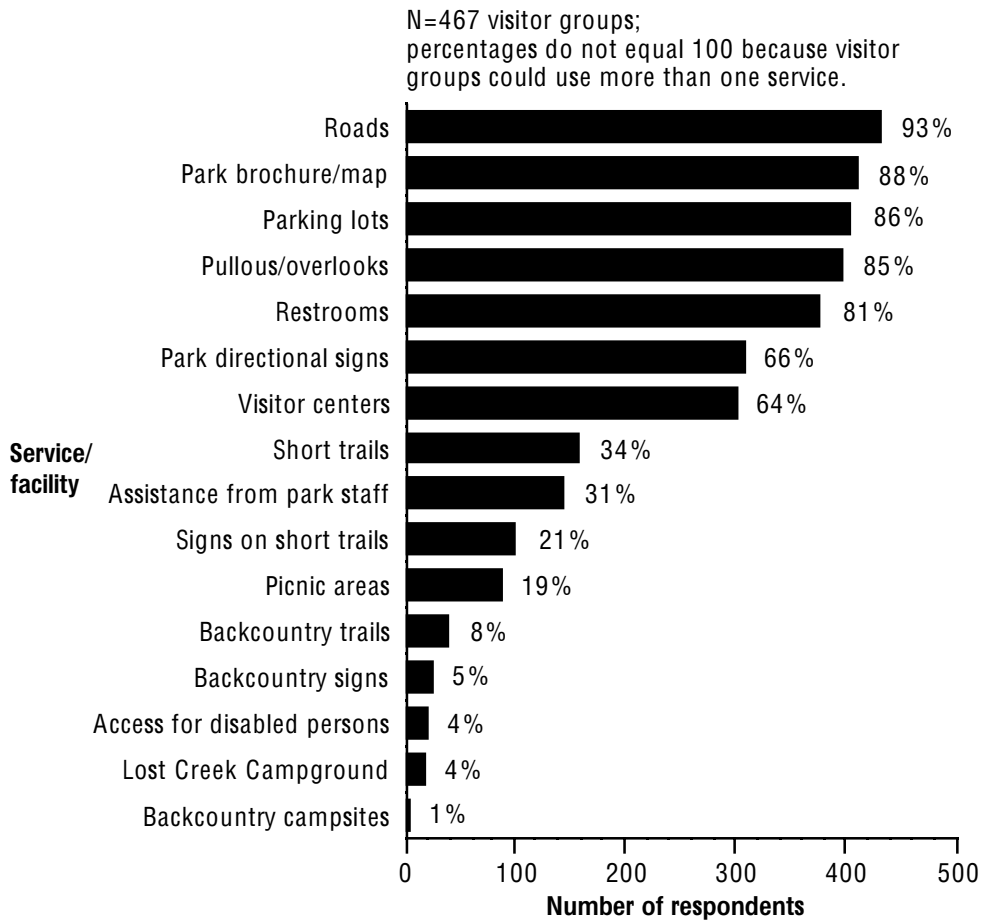


Figure 32: Visitor services and facilities used

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

IMPORTANCE	QUALITY
5=extremely important	5=very good
4=very important	4=good
3=moderately important	3=average
2=somewhat important	2=poor
1=not important	1=very poor

The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used each service and facility. Figures 33 and 34 show the average importance and quality ratings for each of the park facilities. All facilities were rated above average in importance and quality. NOTE: Access for disabled people was not rated by enough visitors to provide reliable information.

Figures 35-50 show the importance ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of “extremely important” or “very important” ratings included pullouts/overlooks (96%), roads (96%), restrooms (95%) and short trails (93%). The highest proportion of “not important” ratings was for backcountry trails (3%).

Figures 51-66 show the quality ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of “very good” or “good” ratings included backcountry trails (94%), park brochure/map (93%), pullovers/lookouts (93%) and roads (89%). The highest proportion of “very poor” ratings were for staff assistance and signs on short trails (each 2%).

Figure 67 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

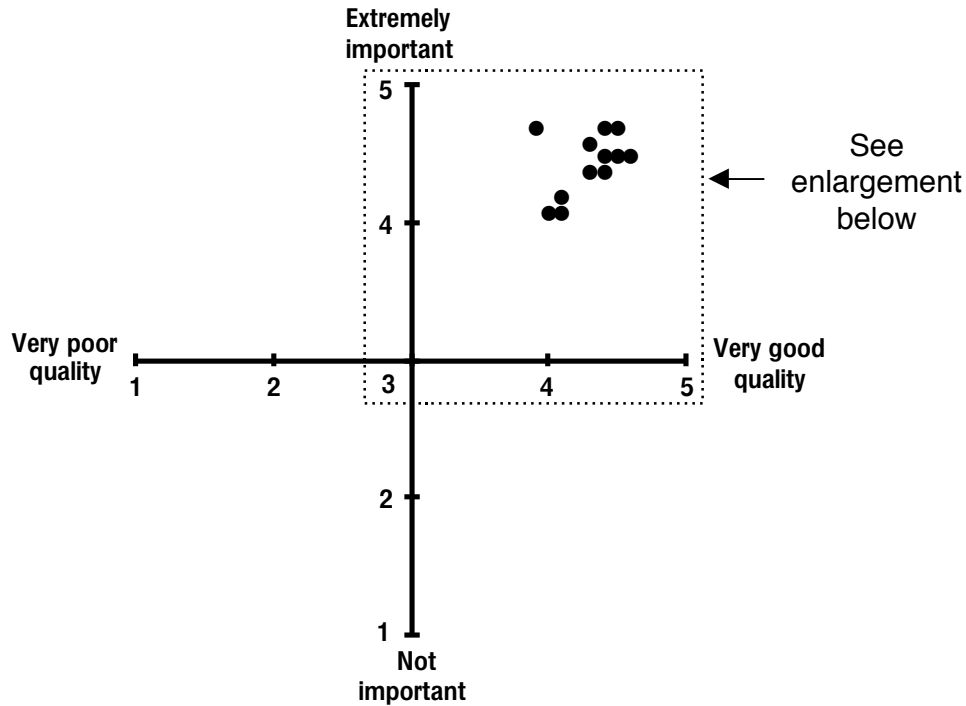


Figure 33: Average ratings of interpretive/ visitor service importance and quality

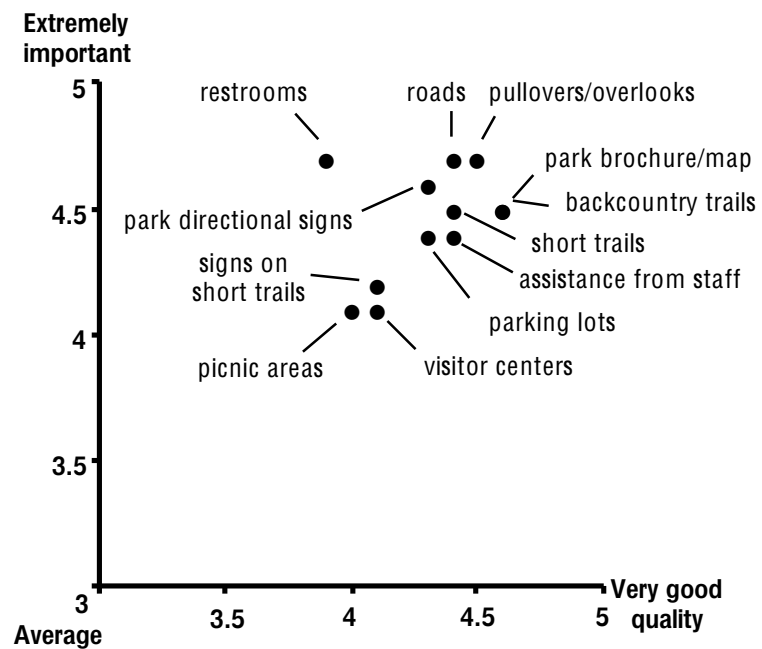


Figure 34: Detail of Figure 33

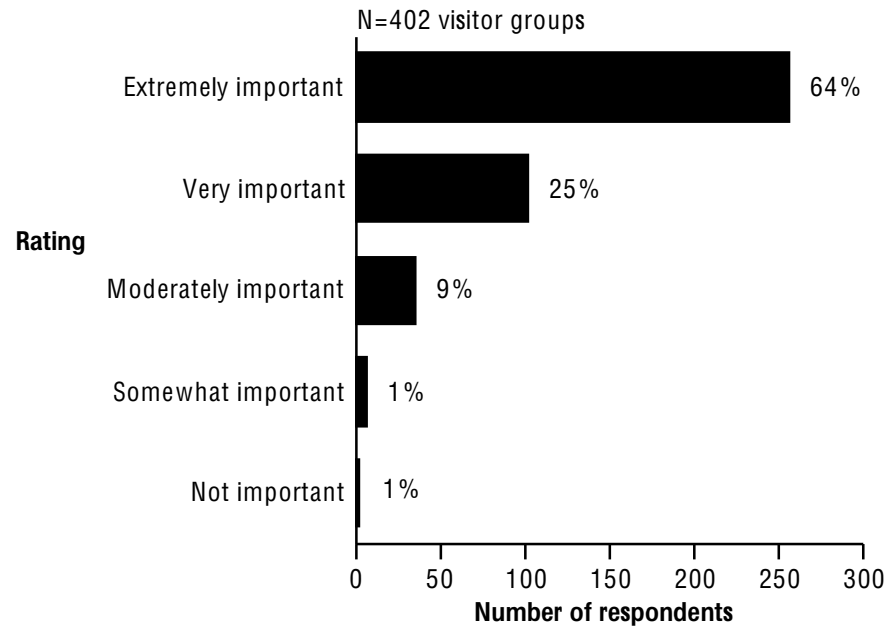


Figure 35: Importance of park brochure/map

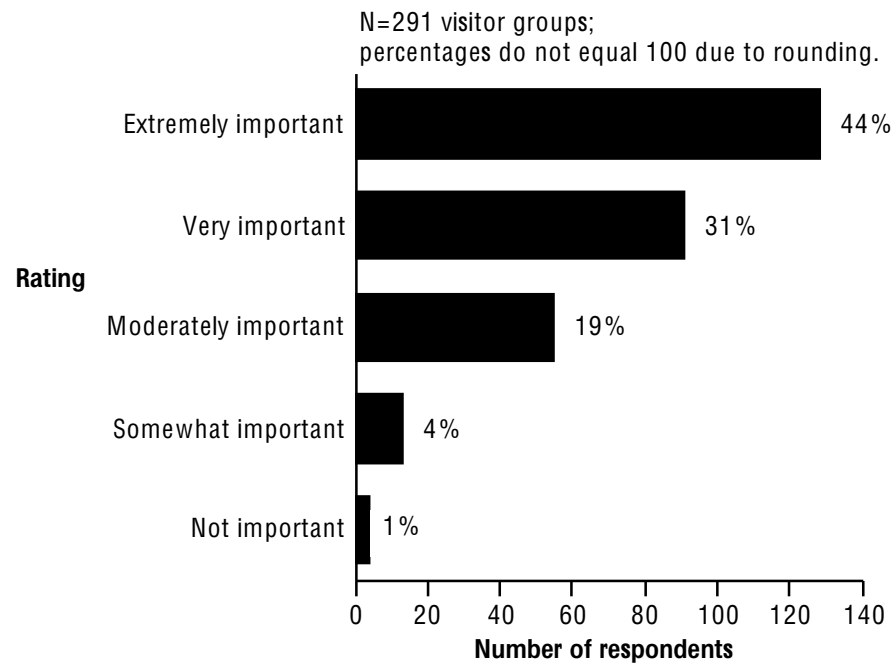


Figure 36: Importance of visitor centers

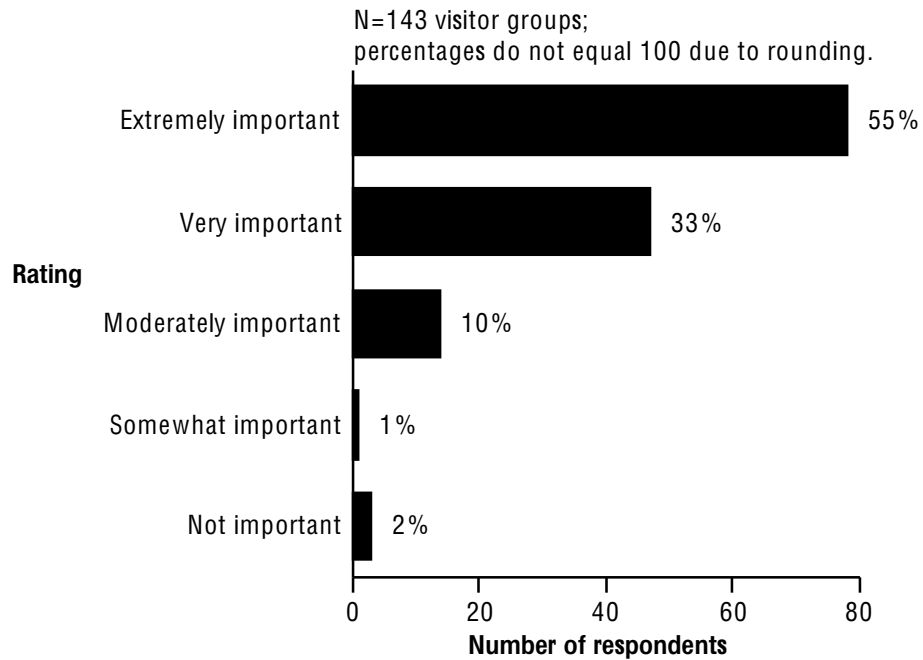


Figure 37: Importance of assistance from park staff

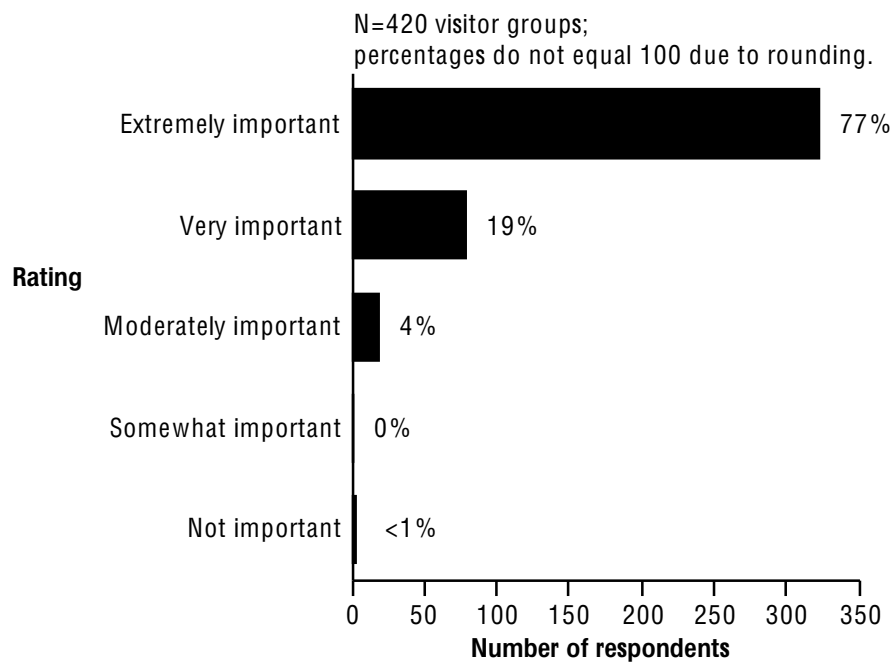


Figure 38: Importance of roads

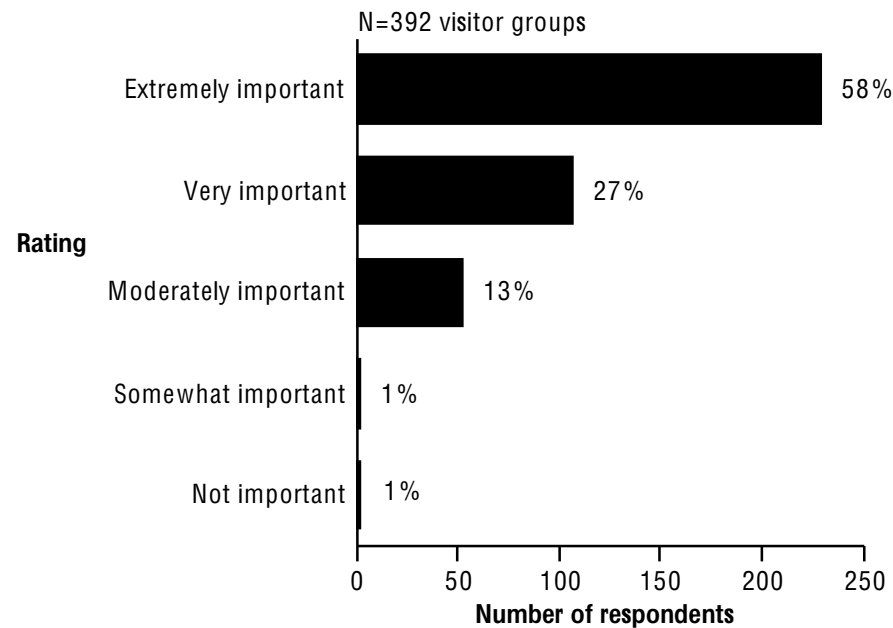


Figure 39: Importance of parking lots

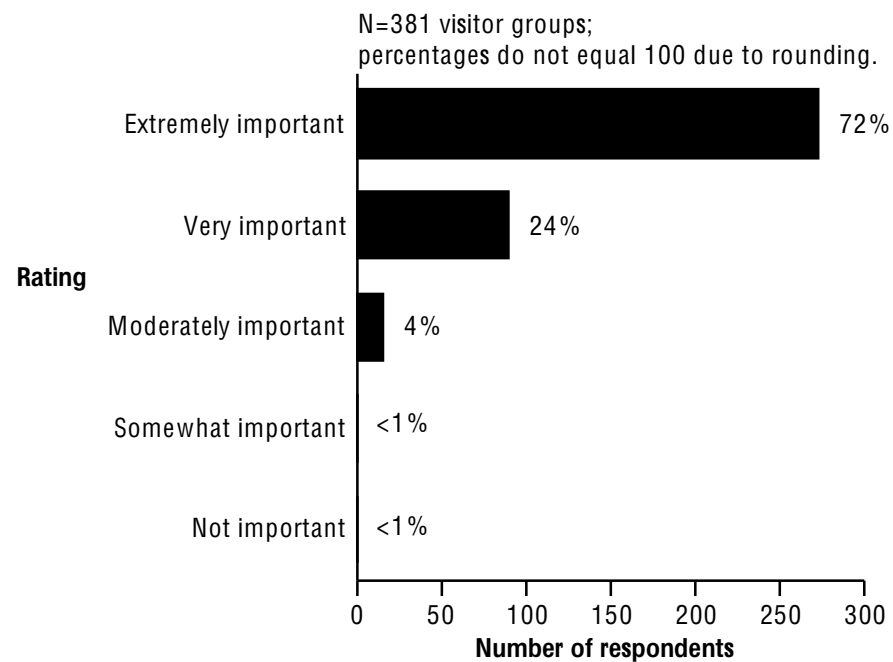


Figure 40: Importance of pullouts/overlooks

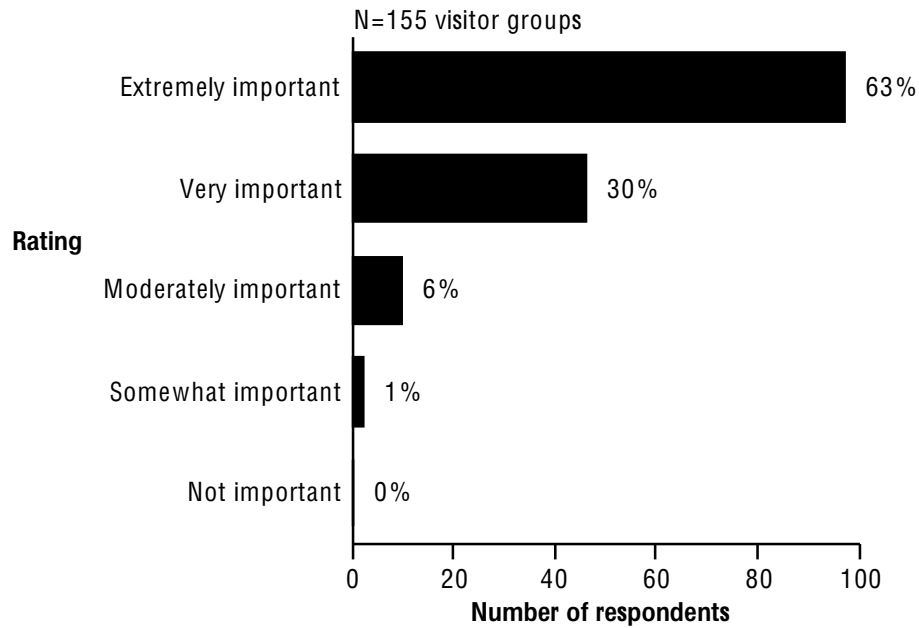


Figure 41: Importance of short trails (1 hour or less in length)

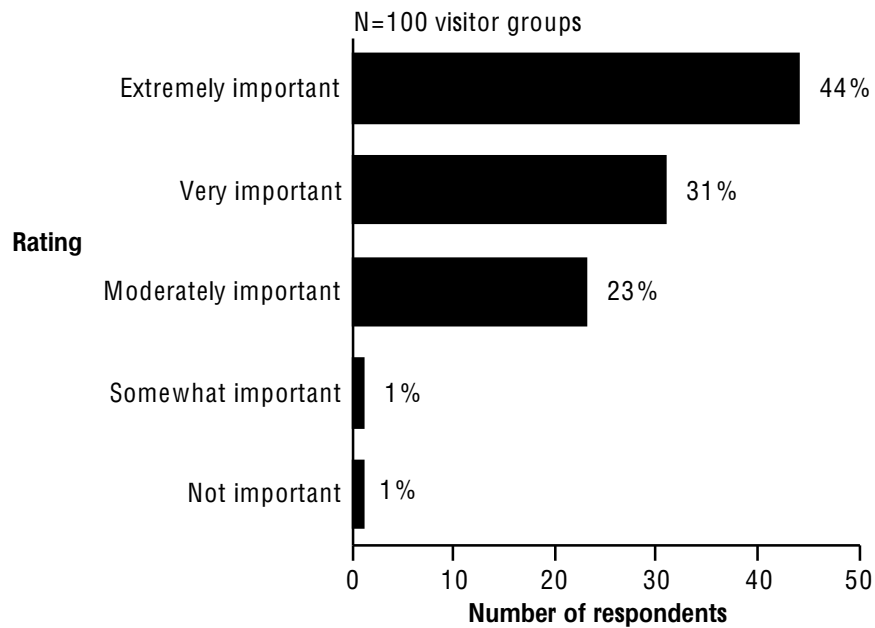


Figure 42: Importance of signs on short trails

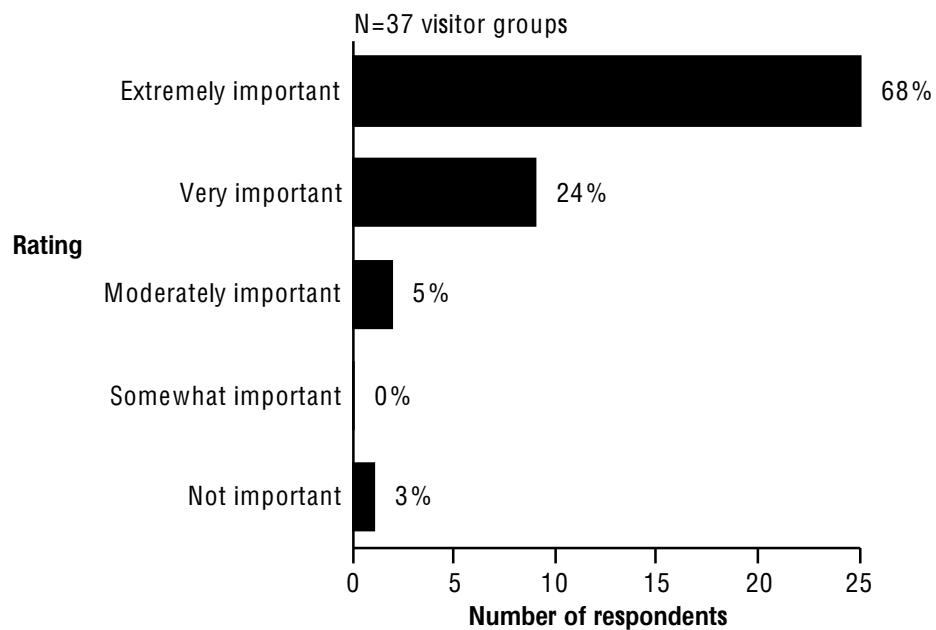


Figure 43: Importance of backcountry trails (1 or more hours in length)

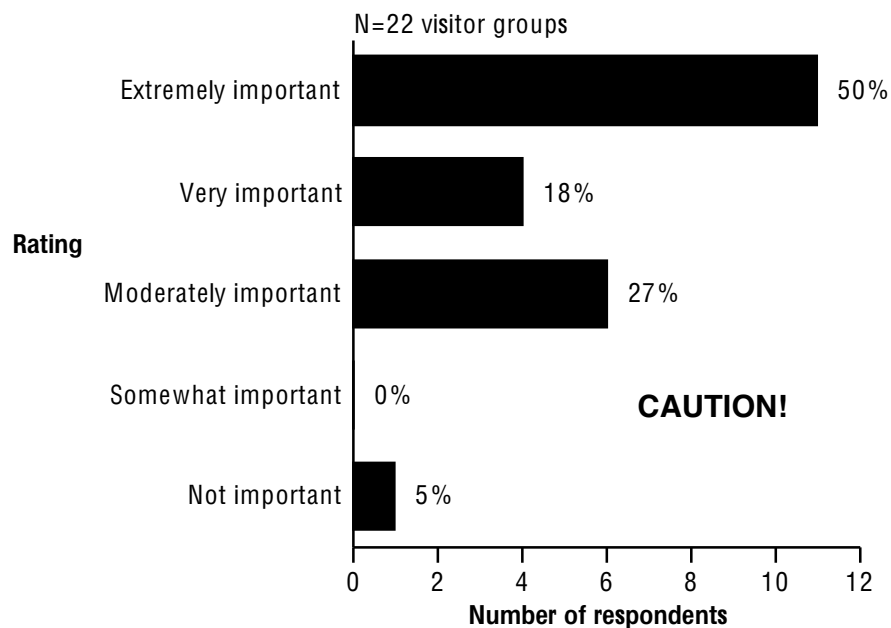


Figure 44: Importance of signs on backcountry trails

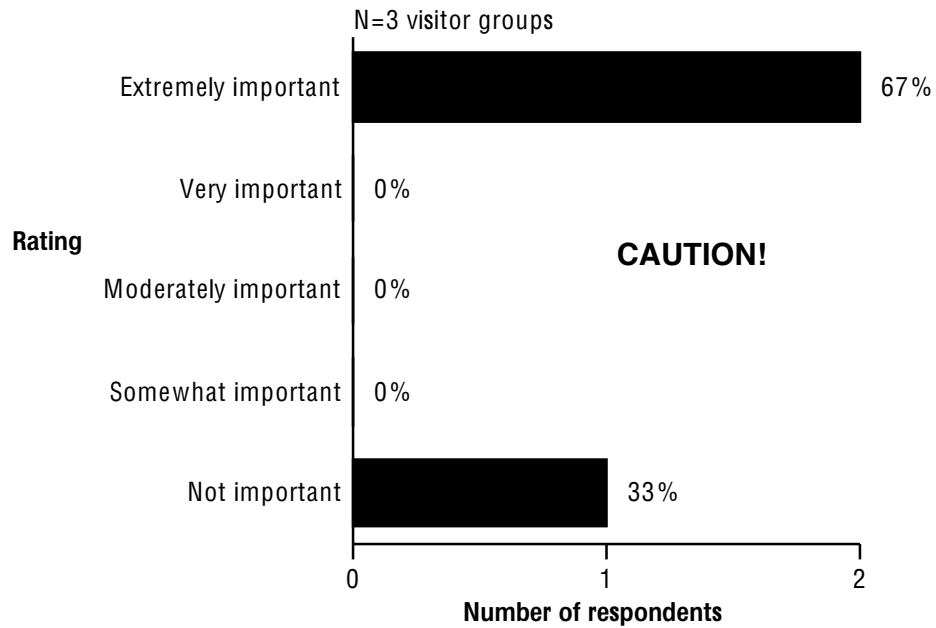


Figure 45: Importance of backcountry campsites

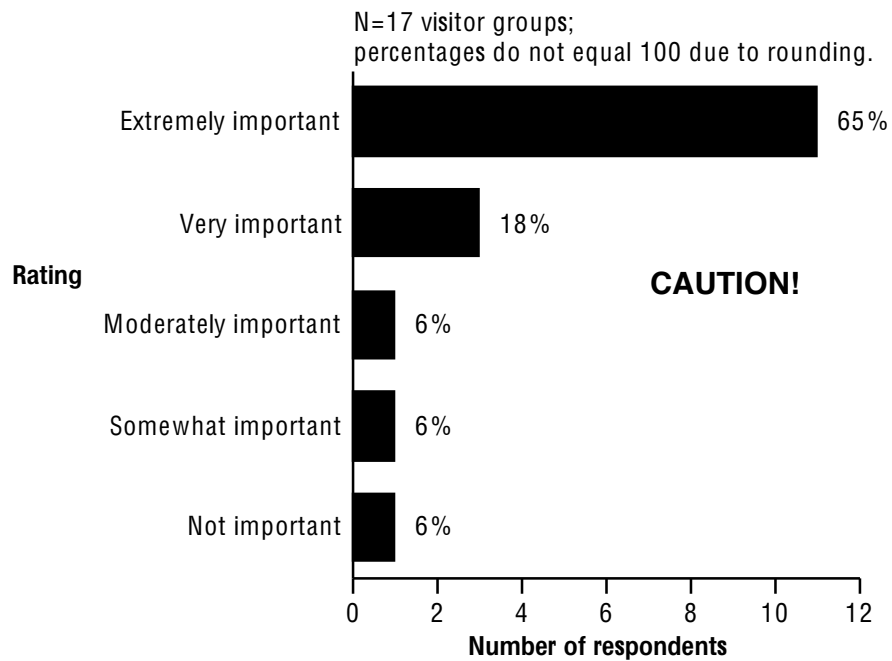


Figure 46: Importance of Lost Creek Campground

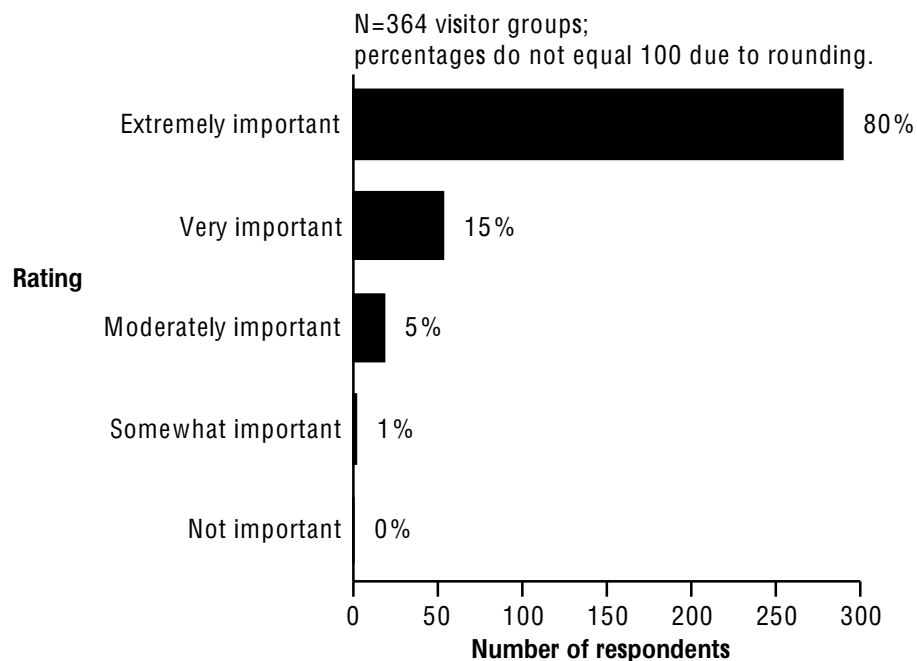


Figure 47: Importance of restrooms

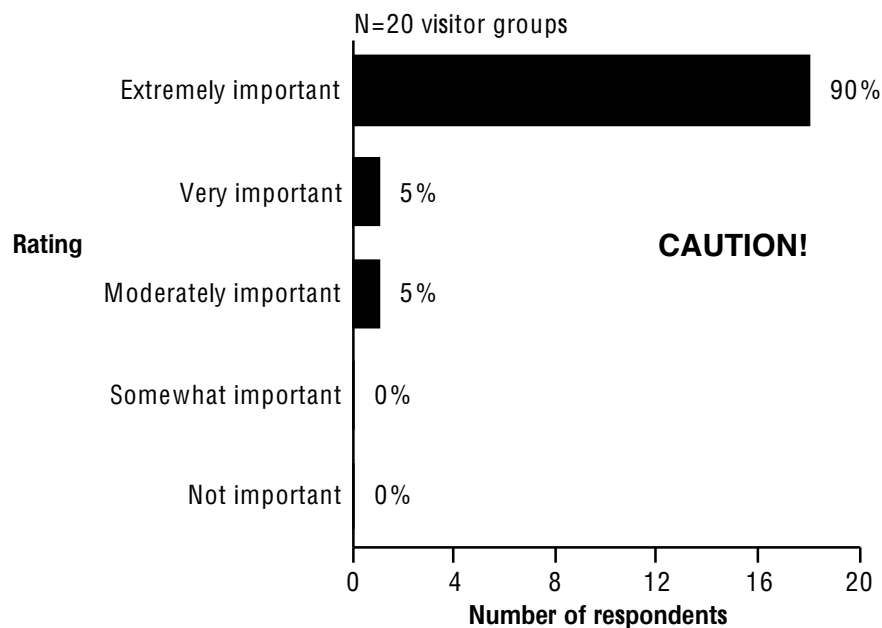


Figure 48: Importance of access for disabled persons

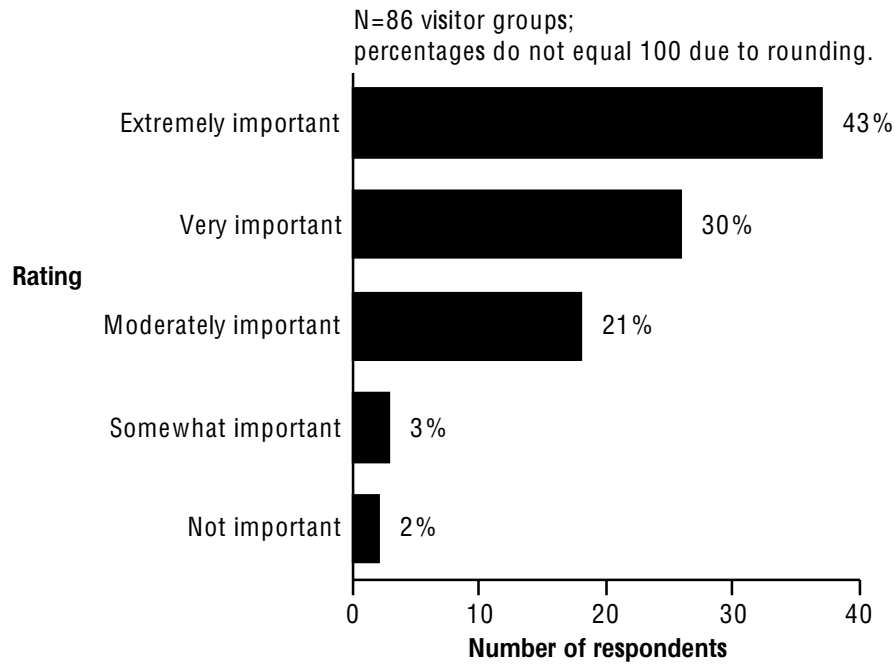


Figure 49: Importance of picnic areas

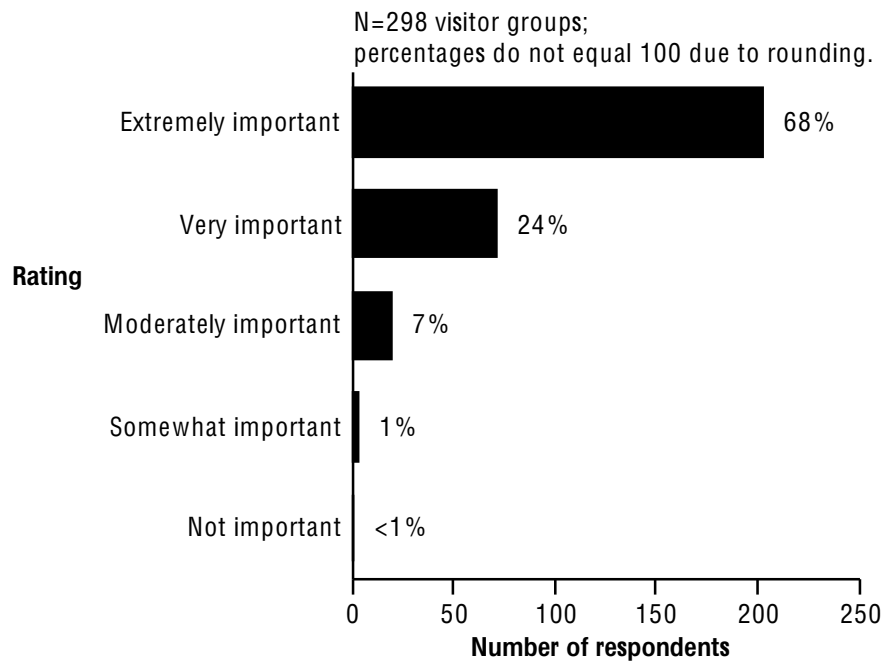
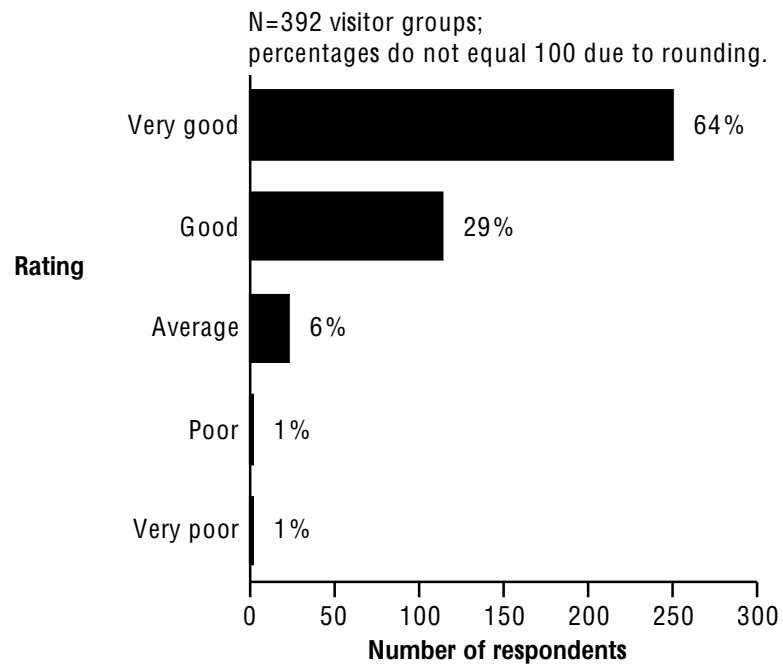
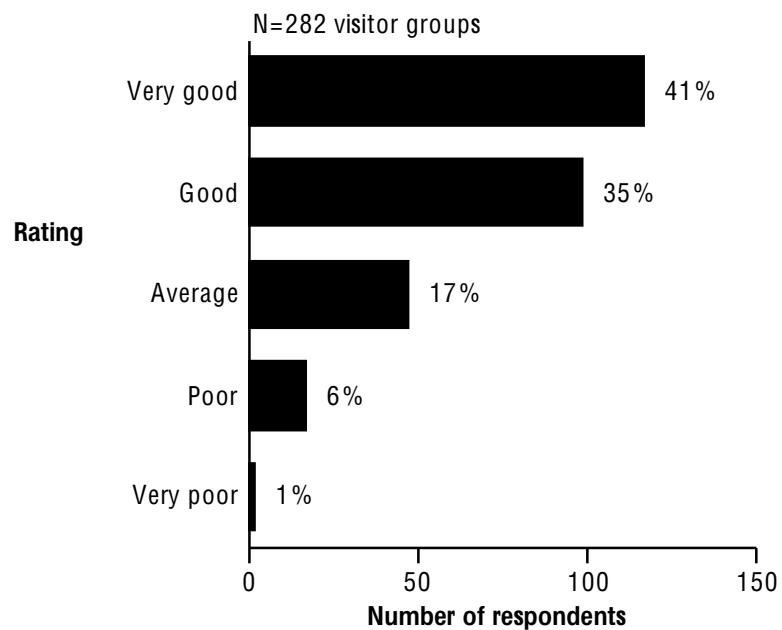


Figure 50: Importance of park directional signs

**Figure 51: Quality of park brochure/map****Figure 52: Quality of visitor centers**

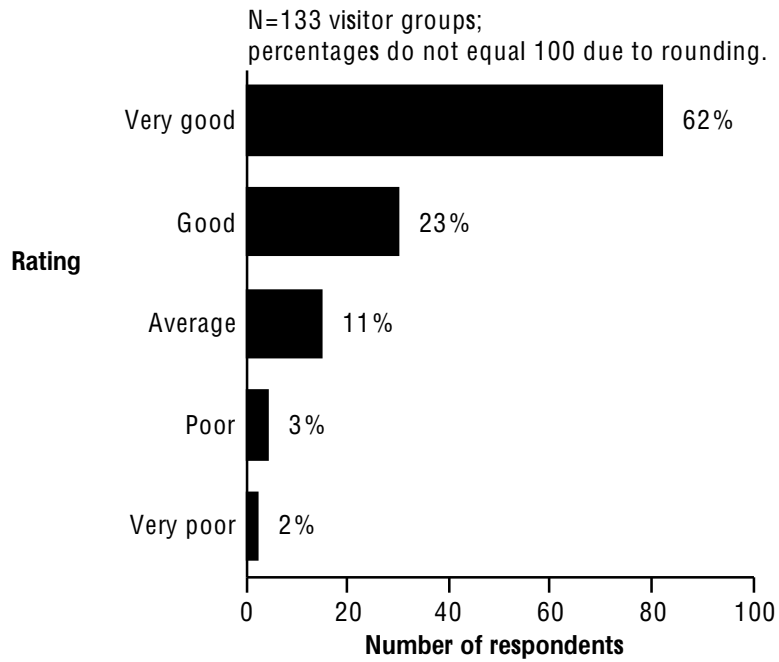


Figure 53: Quality of assistance from park staff

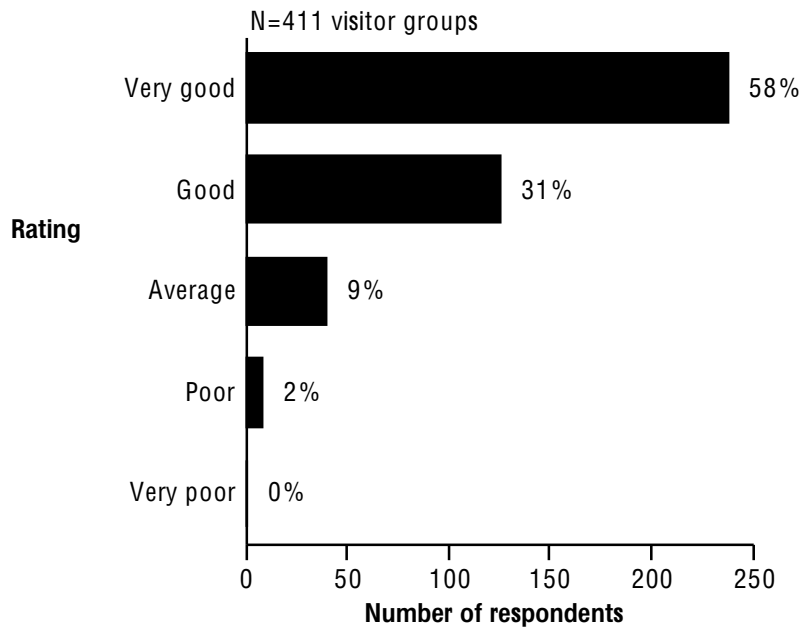


Figure 54: Quality of roads

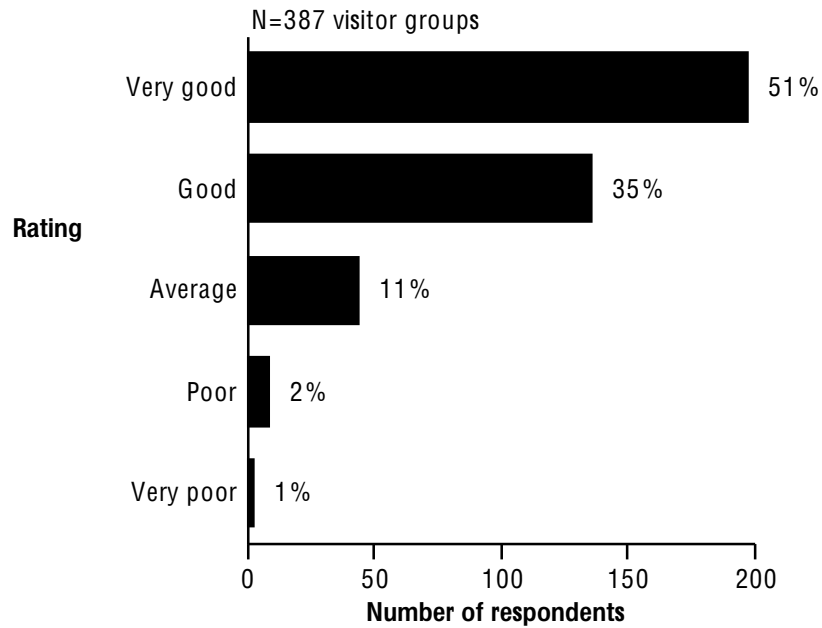


Figure 55: Quality of parking lots

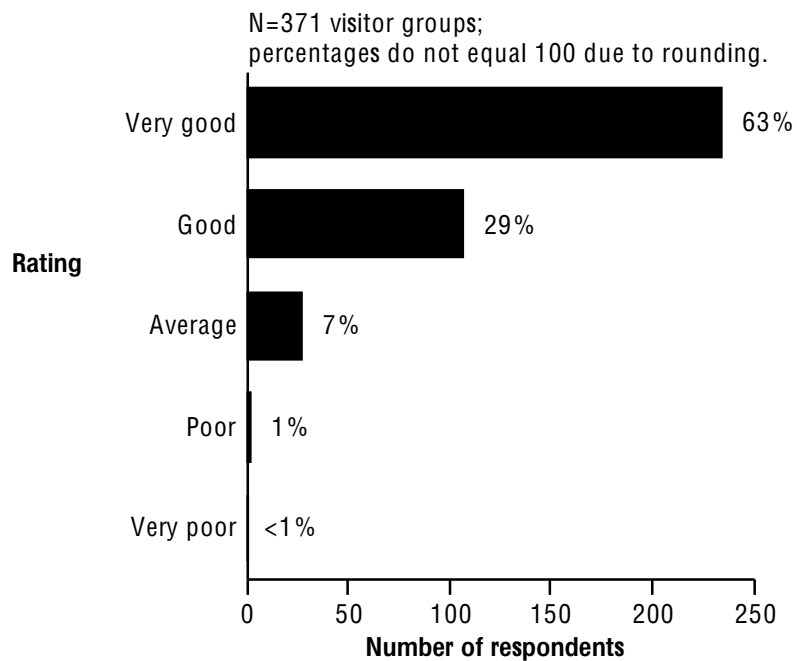


Figure 56: Quality of pullouts/overlooks

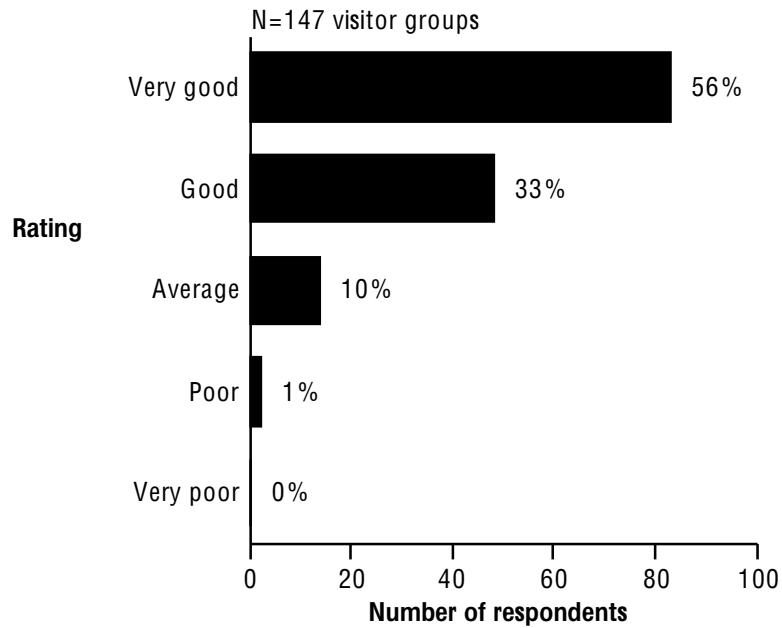


Figure 57: Quality of short trails (1 hour or less in length)

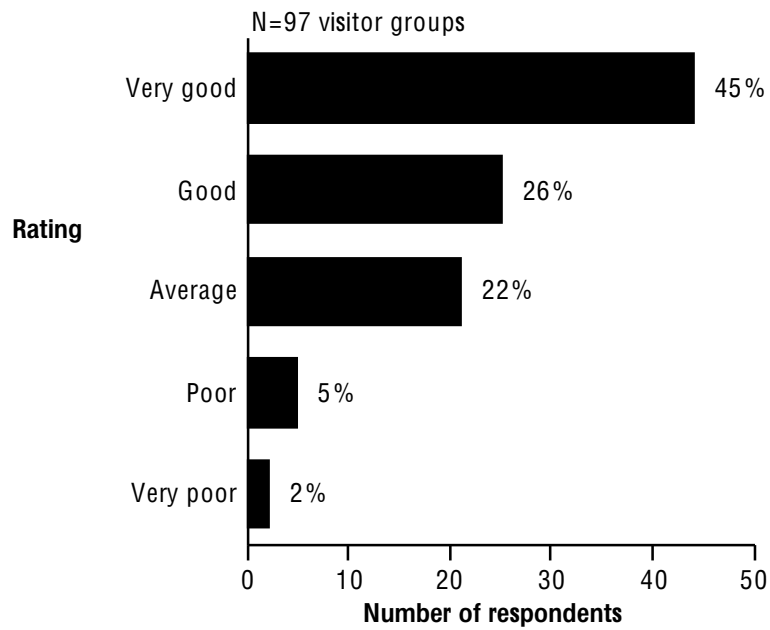


Figure 58: Quality of signs on short trails

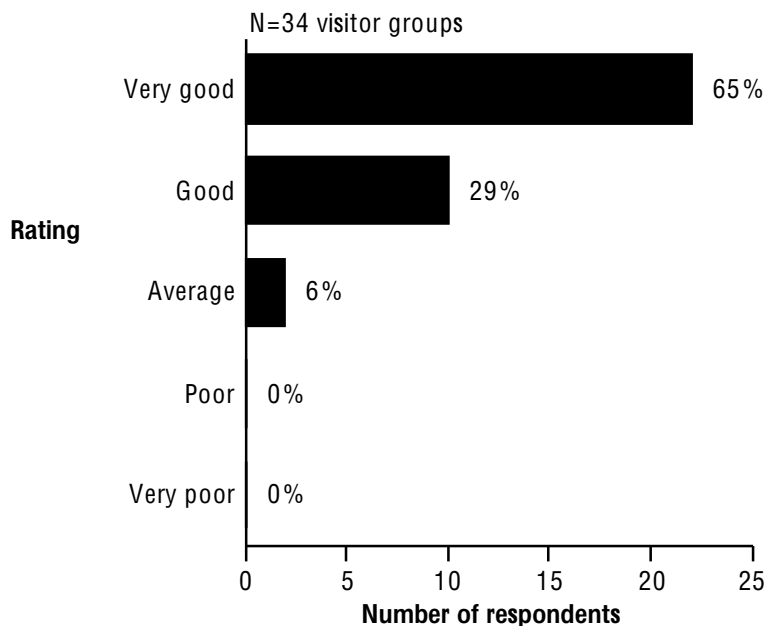


Figure 59: Quality of backcountry trails (1 or more hours in length)

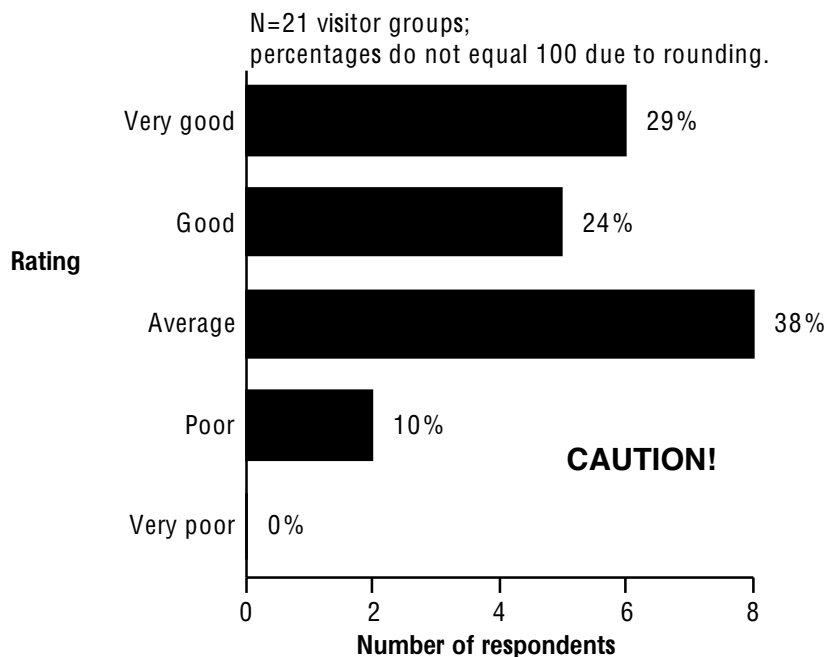


Figure 60: Quality of signs on backcountry trails

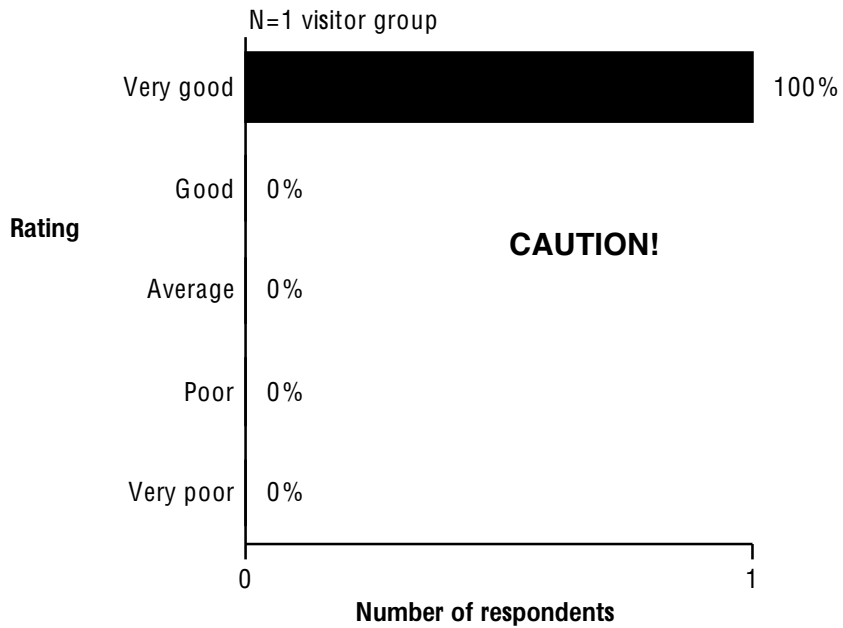


Figure 61: Quality of backcountry campsites

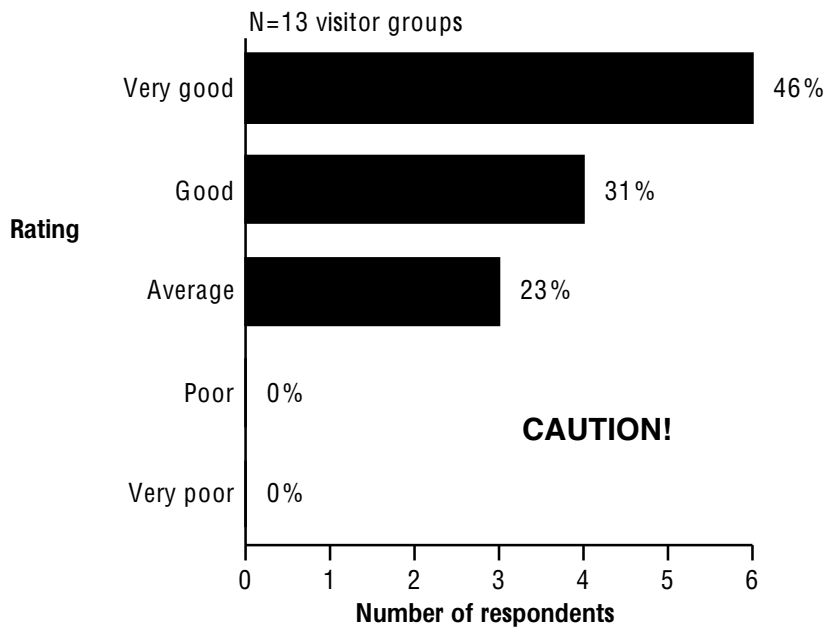


Figure 62: Quality of Lost Creek Campground

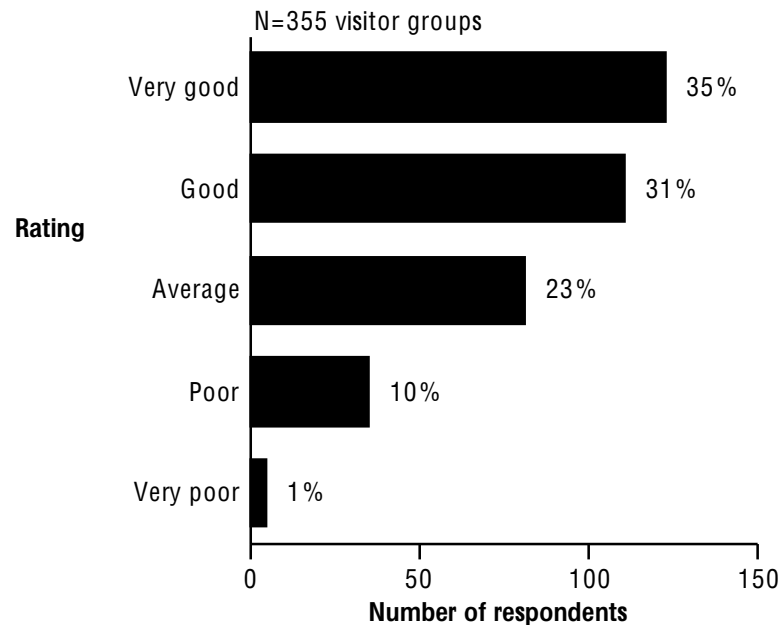


Figure 63: Quality of restrooms

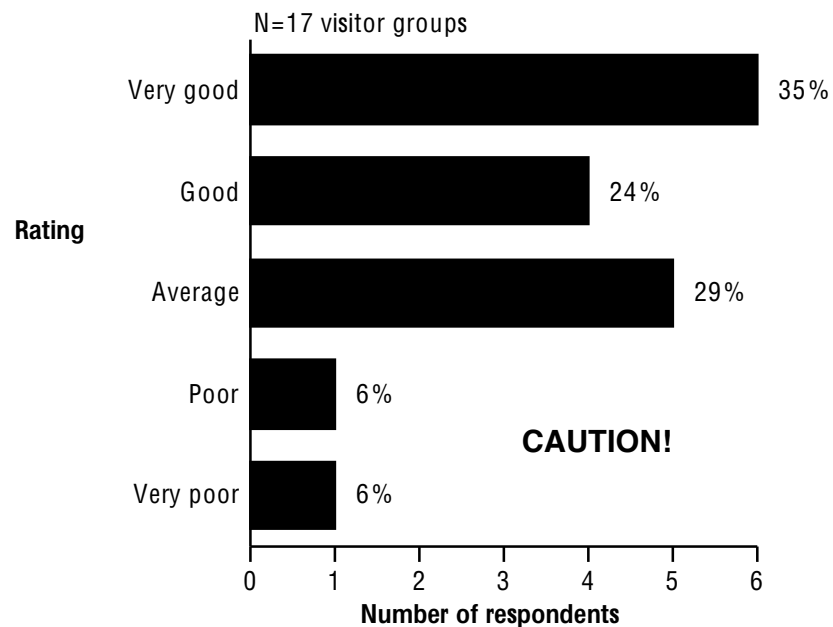


Figure 64: Quality of access for disabled persons

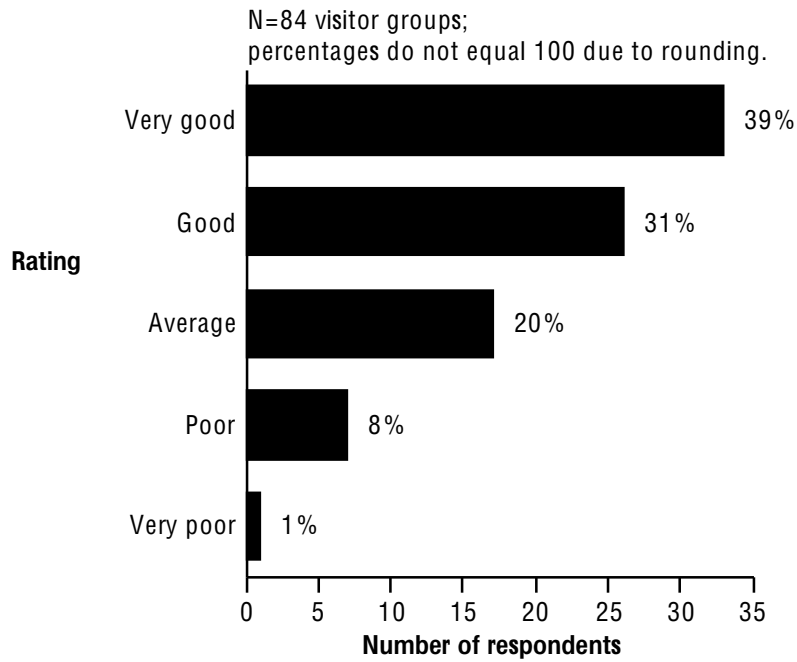


Figure 65: Quality of picnic areas

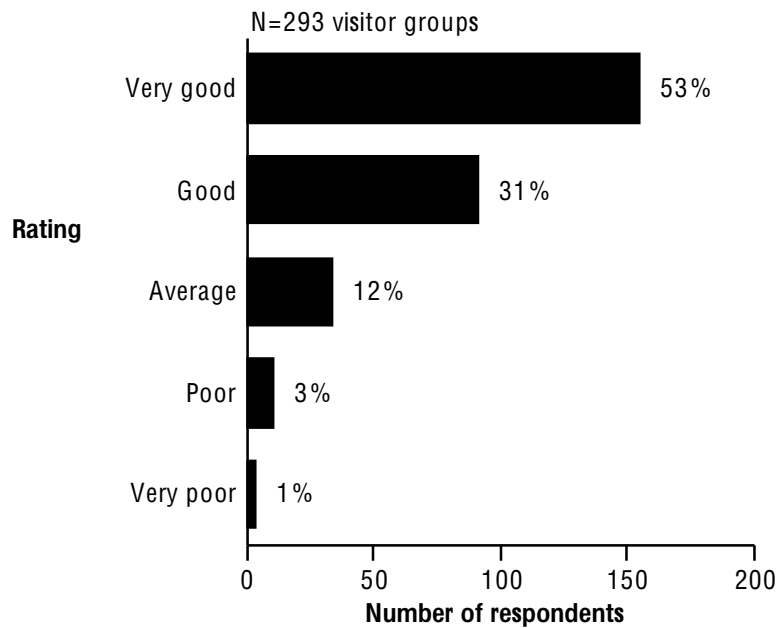


Figure 66: Quality of park directional signs

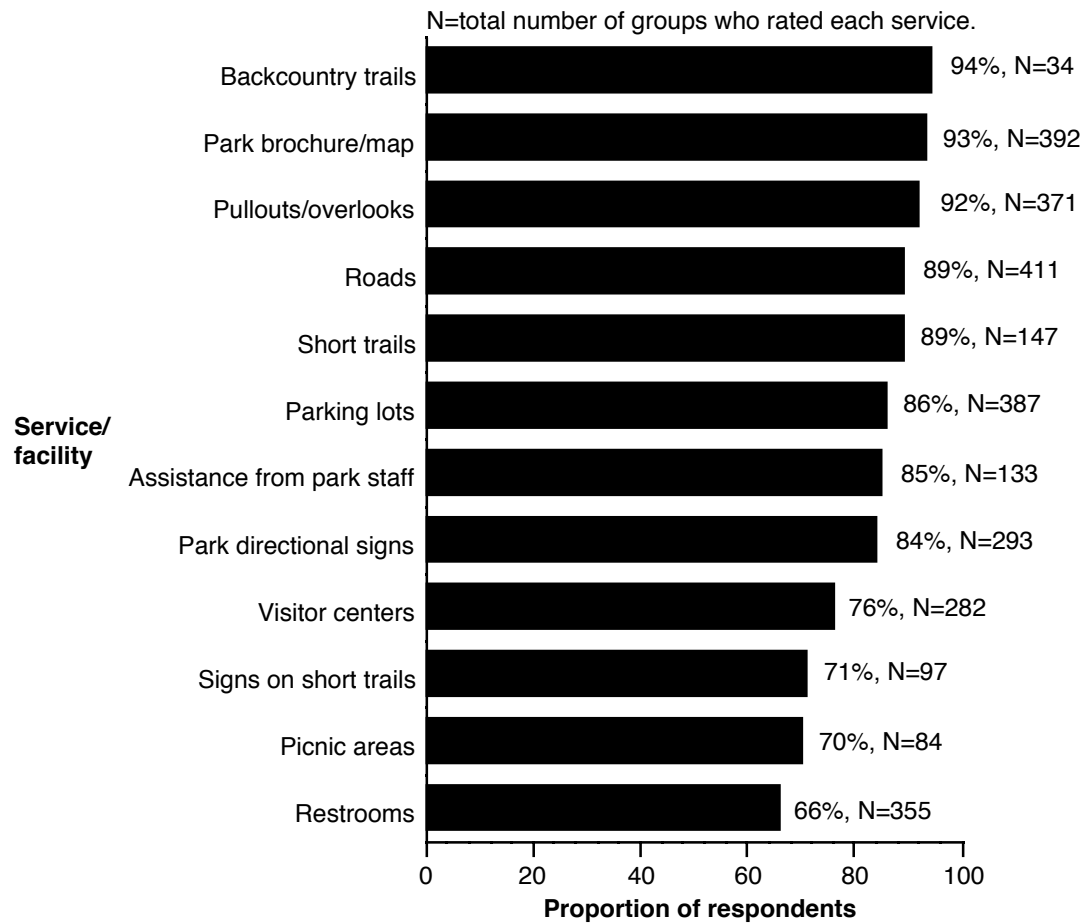


Figure 67: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

Visitors were asked to identify the concession services and facilities they used during this visit to Crater Lake NP. The most used concession service was the gift shop (70%), followed by the cafeteria (38%), as shown in Figure 68. The least used concession service or facility was the laundromat (2%).

**Use, importance
and quality of
concession
services and
facilities**

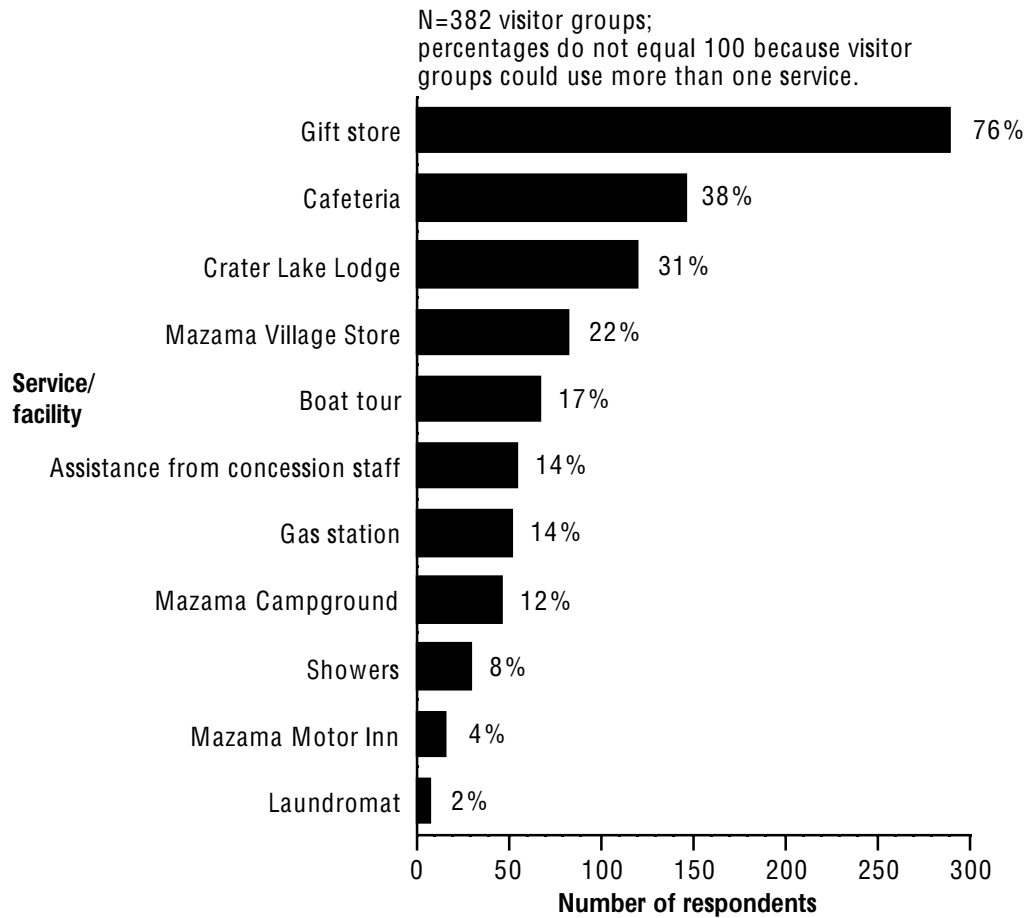


Figure 68: Concession services and facilities used

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

IMPORTANCE	QUALITY
5=extremely important	5=very good
4=very important	4=good
3=moderately important	3=average
2=somewhat important	2=poor
1=not important	1=very poor

The average importance and quality ratings for each concession service and service and facility were determined based on ratings provided by visitors who used each service or service and facility. Figures 69 and 70 show the average importance and quality ratings for each of the concession services and facilities. All services and facilities were rated above average in importance and quality. NOTE: The gas station was not rated by enough visitors to provide reliable information.

Figures 71-81 show the importance ratings that were provided by visitor groups for each of the individual services and facilities. Those services and facilities receiving the highest proportion of “extremely important” or “very important” ratings included Mazama Campground (95%), boat tour (94%) and gas station (90%). The highest “not important” rating was for the gift store (5%).

Figures 82-92 show the quality ratings that were provided by visitor groups for each of the individual facilities. Those facilities receiving the highest proportion of “very good” or “good” ratings included Crater Lake Lodge (88%), boat tour (87%) and Mazama Campground (82%). The highest proportion of “very poor” ratings was for assistance from concession staff (4%).

Figure 93 combines the “very good” and “good” quality ratings and compares those ratings for all of the services and facilities.

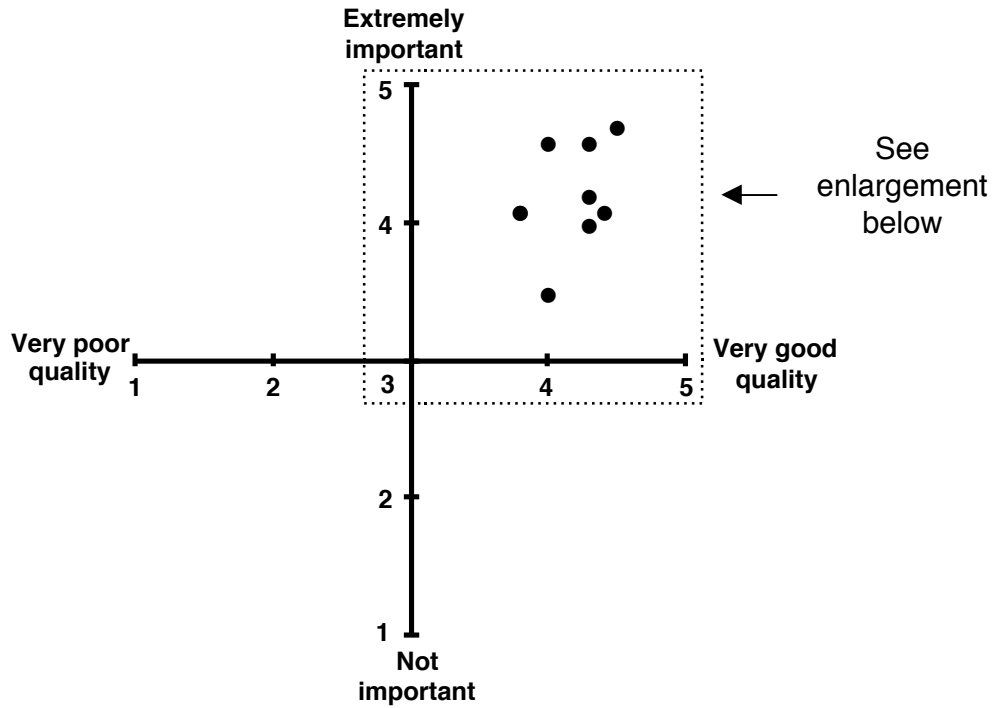


Figure 69: Average ratings of concession service importance and quality

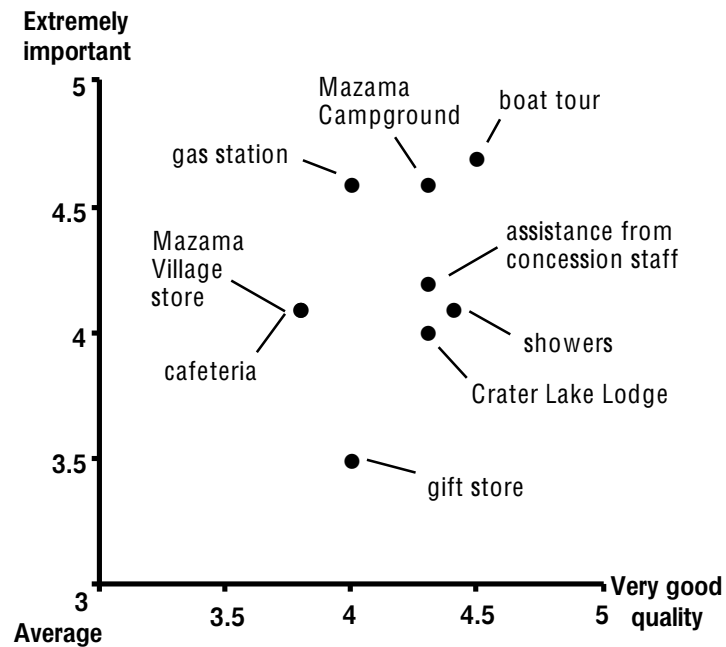


Figure 70: Detail of Figure 69

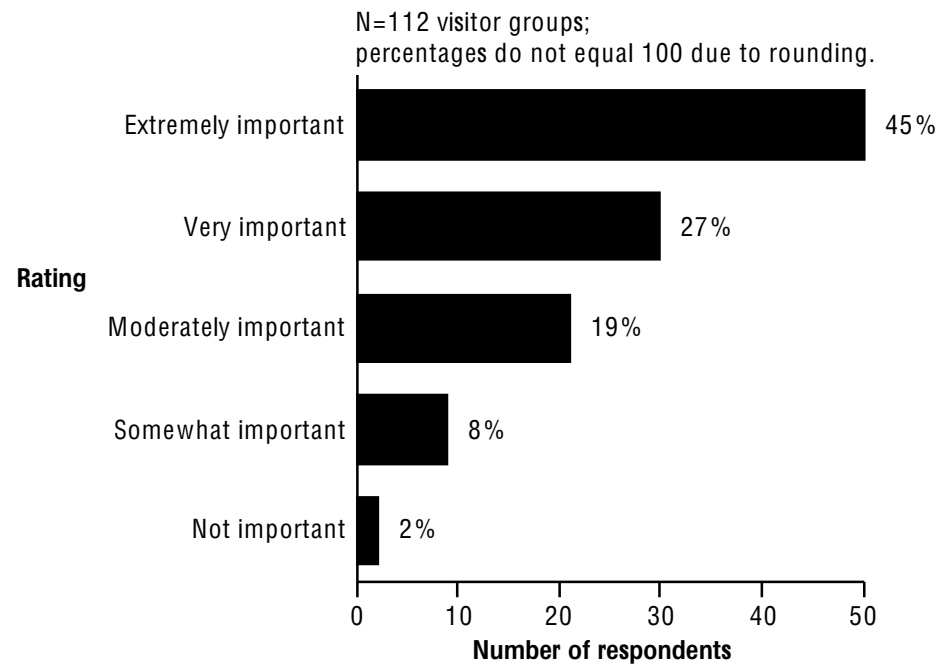


Figure 71: Importance of Crater Lake Lodge

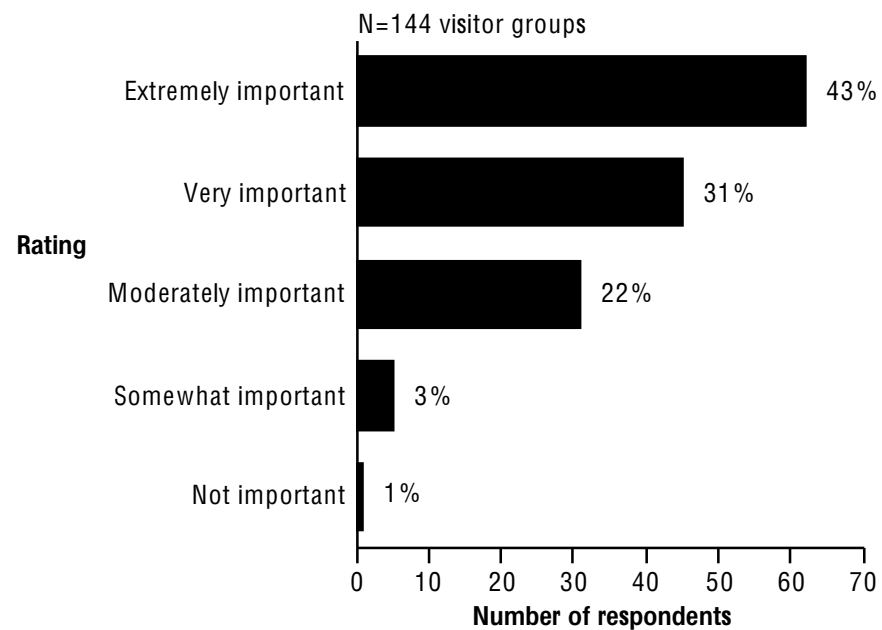


Figure 72: Importance of cafeteria

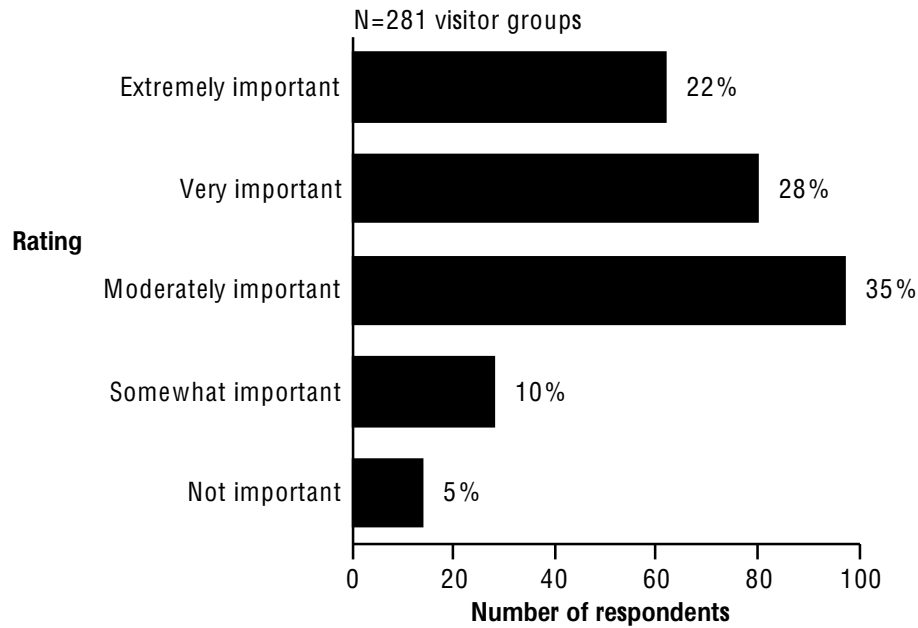


Figure 73: Importance of gift store

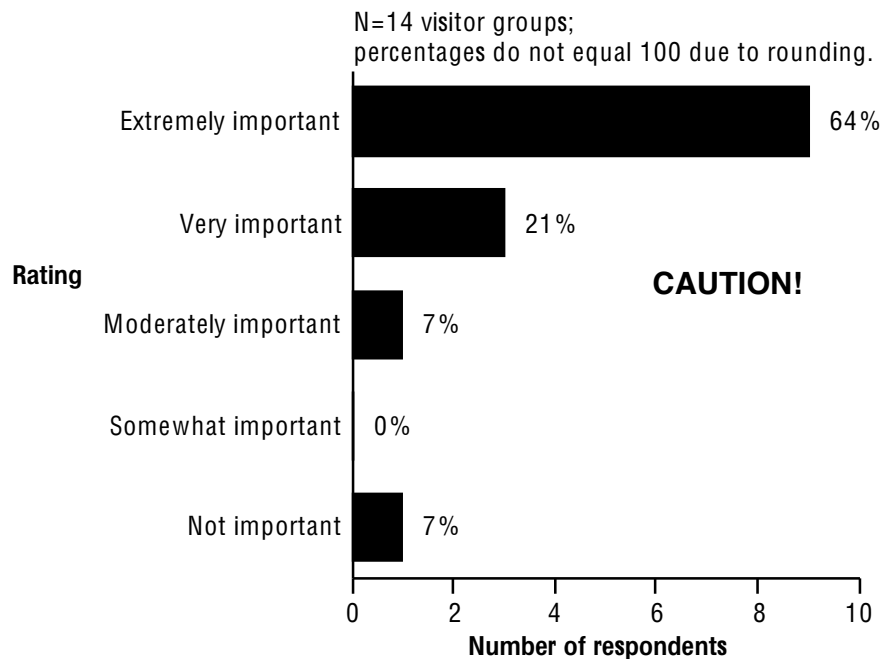


Figure 74: Importance of Mazama Village Motor Inn

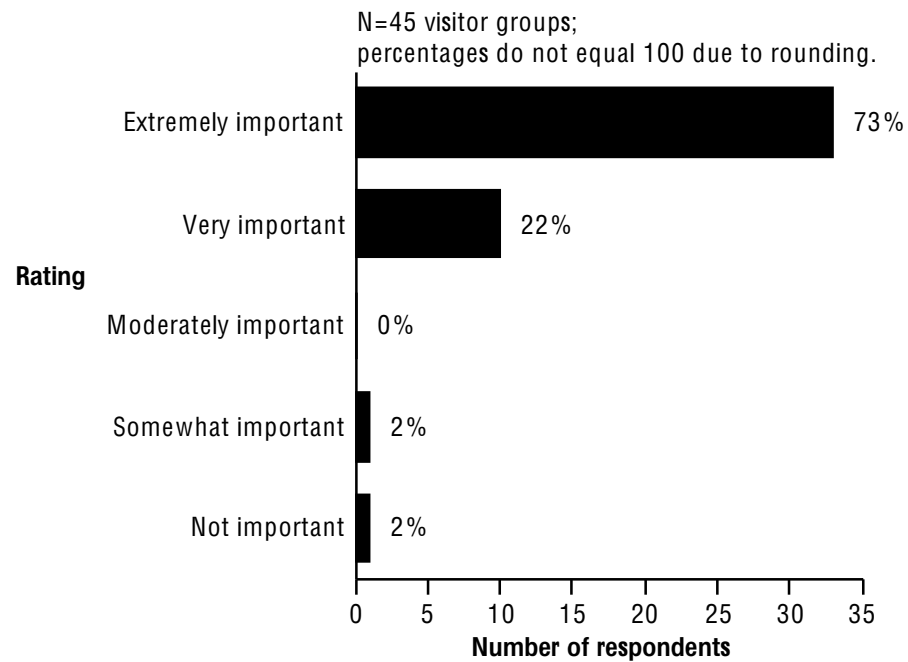


Figure 75: Importance of Mazama Campground

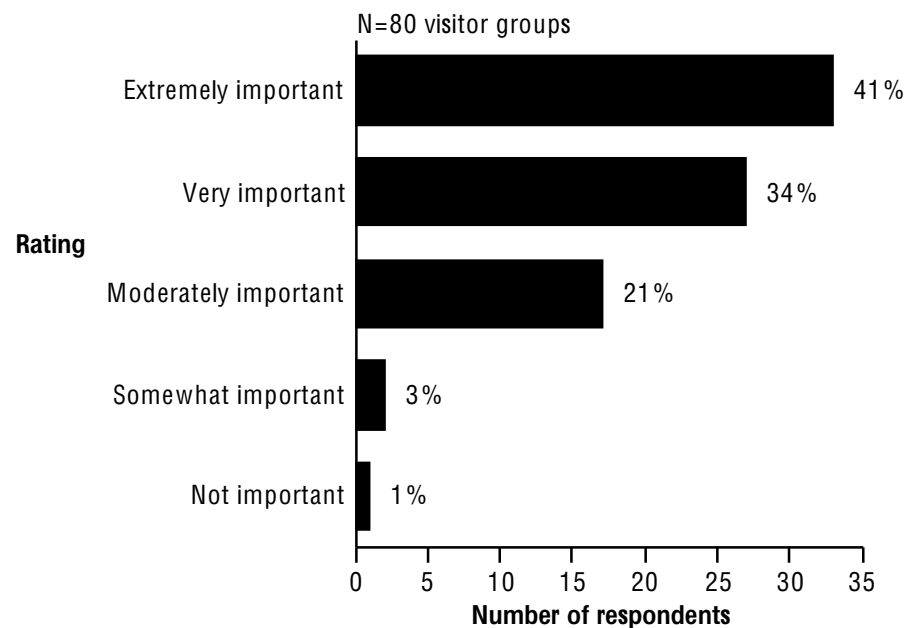


Figure 76: Importance of Mazama Village Store

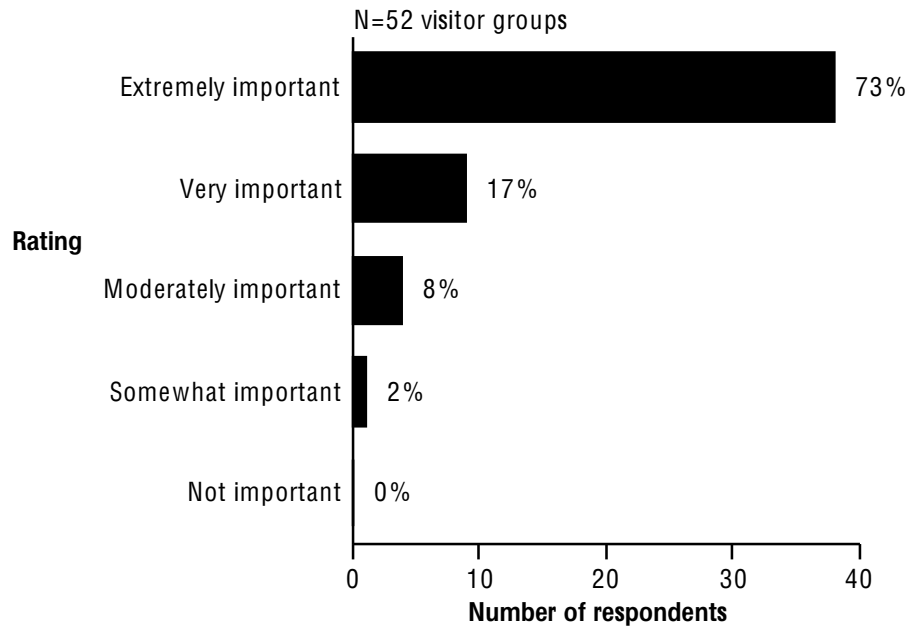


Figure 77: Importance of gas station

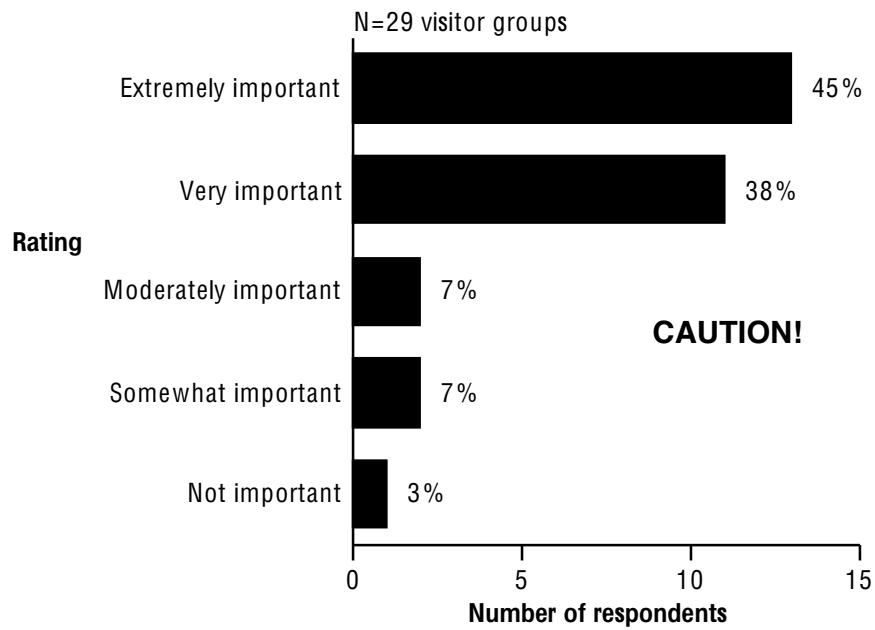


Figure 78: Importance of showers

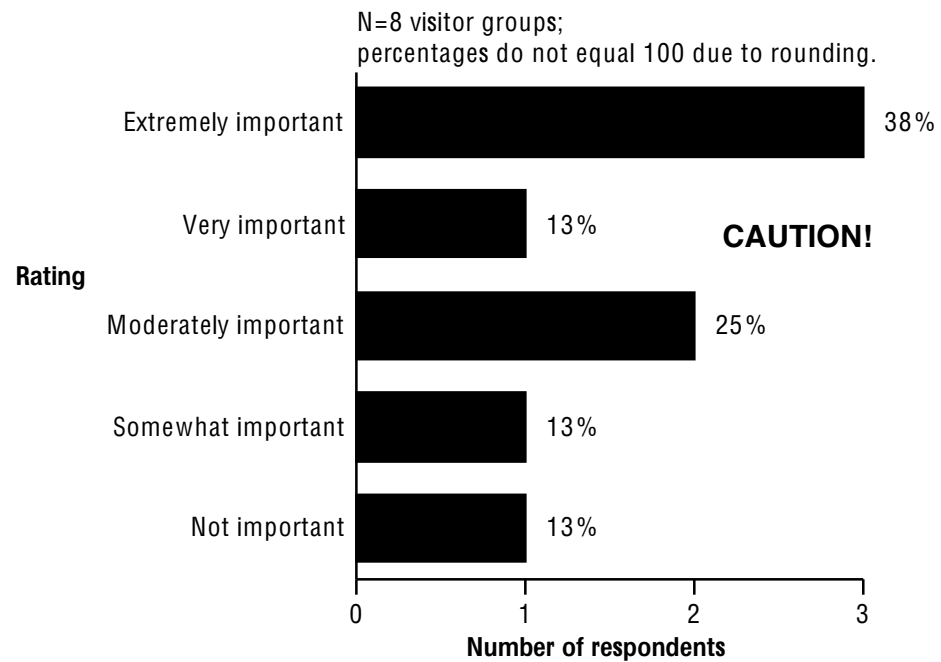


Figure 79: Importance of laundromat

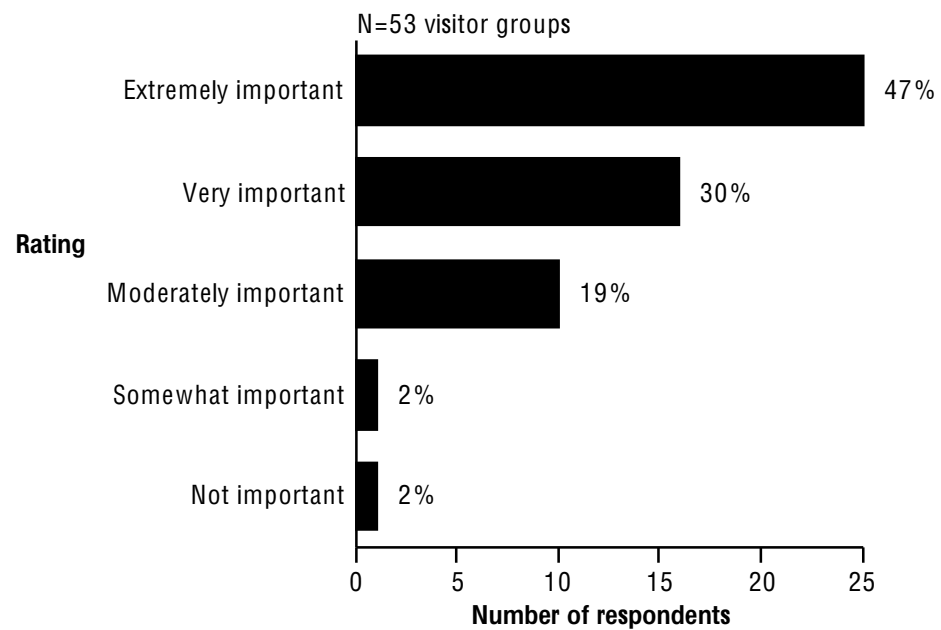


Figure 80: Importance of assistance from concession staff

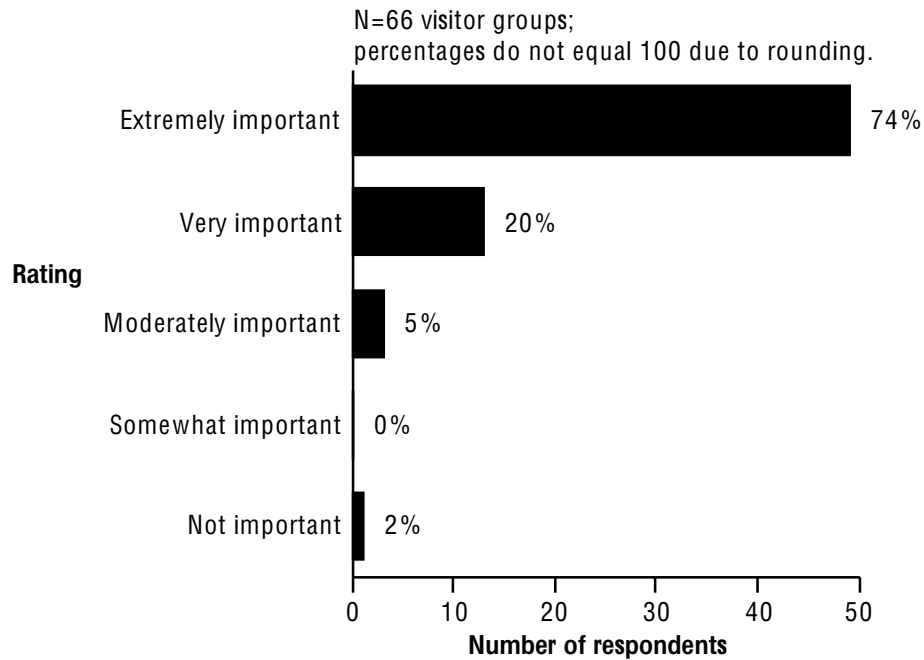


Figure 81: Importance of boat tour

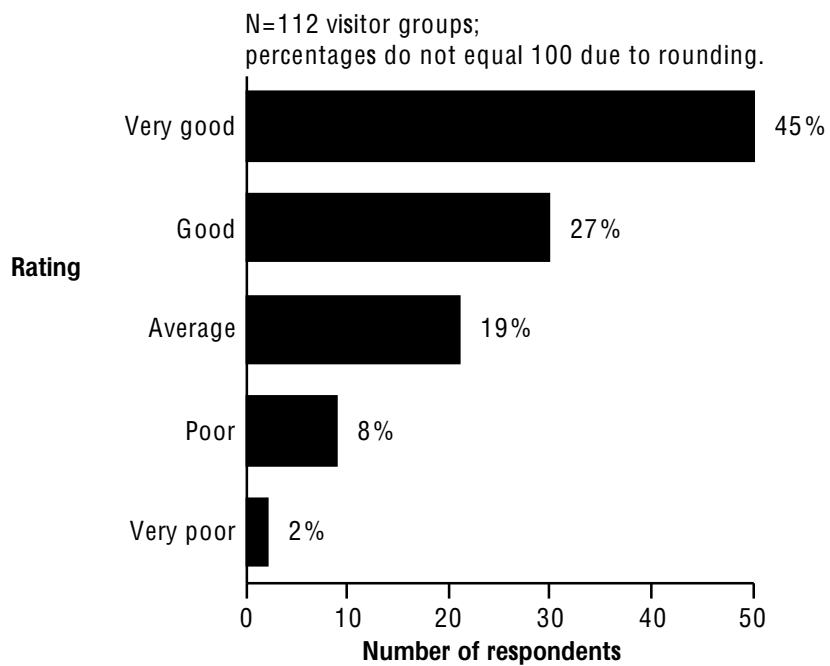


Figure 82: Quality of Crater Lake Lodge

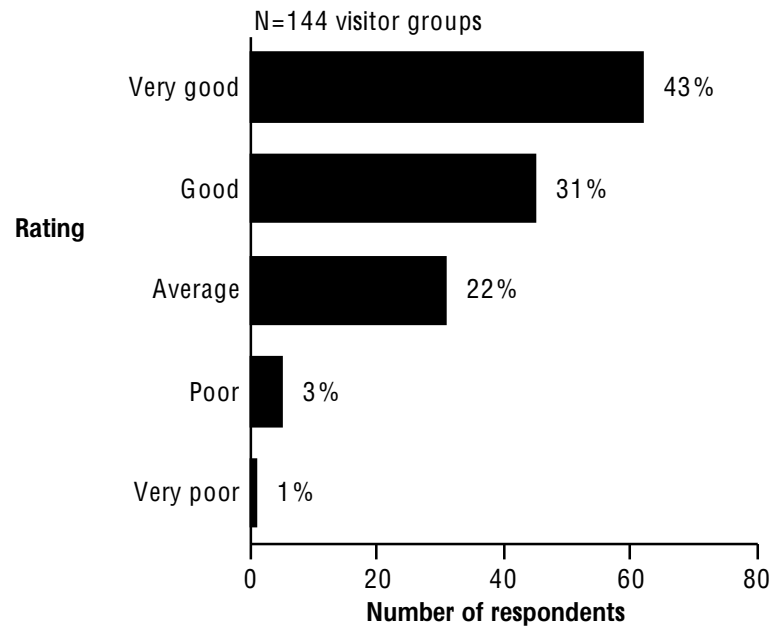


Figure 83: Quality of cafeteria

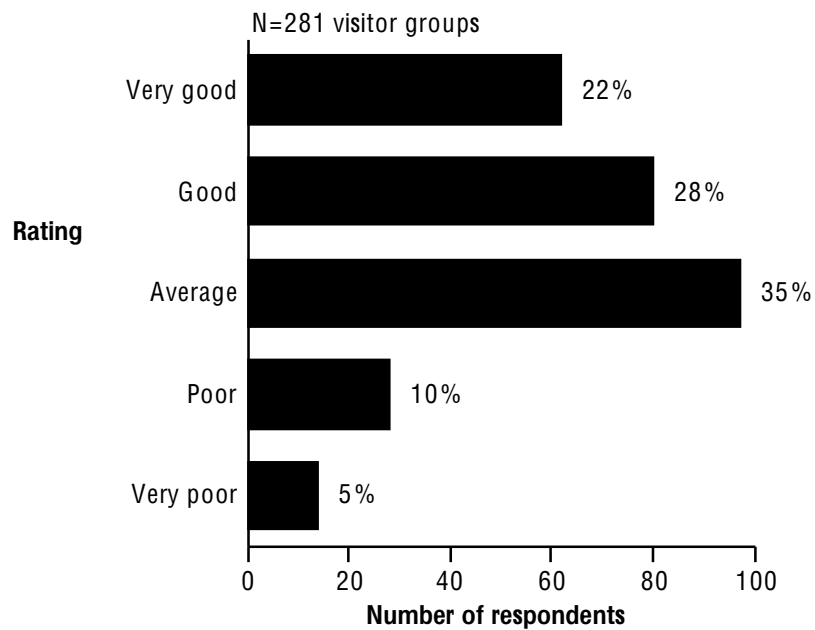


Figure 84: Quality of gift store

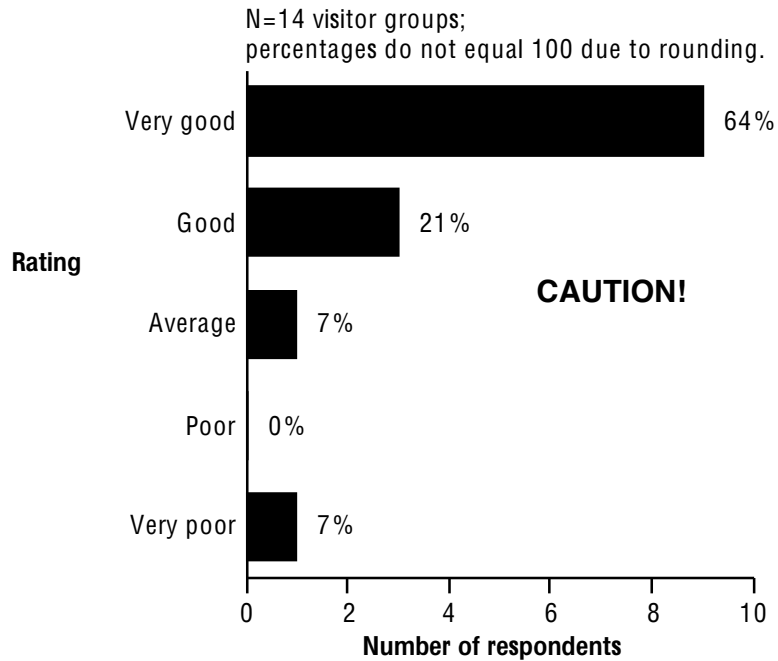


Figure 85: Quality of Mazama Village Motor Inn

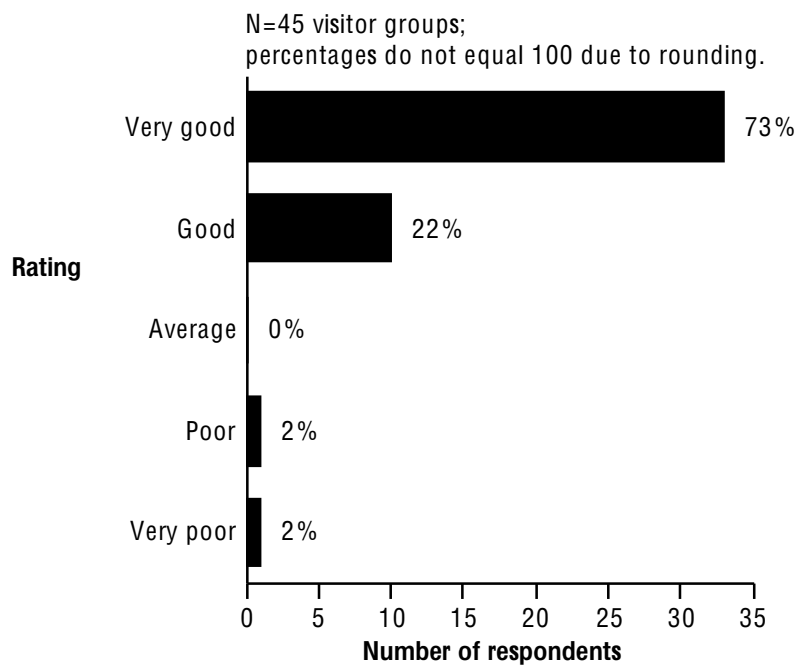


Figure 86: Quality of Mazama Campground

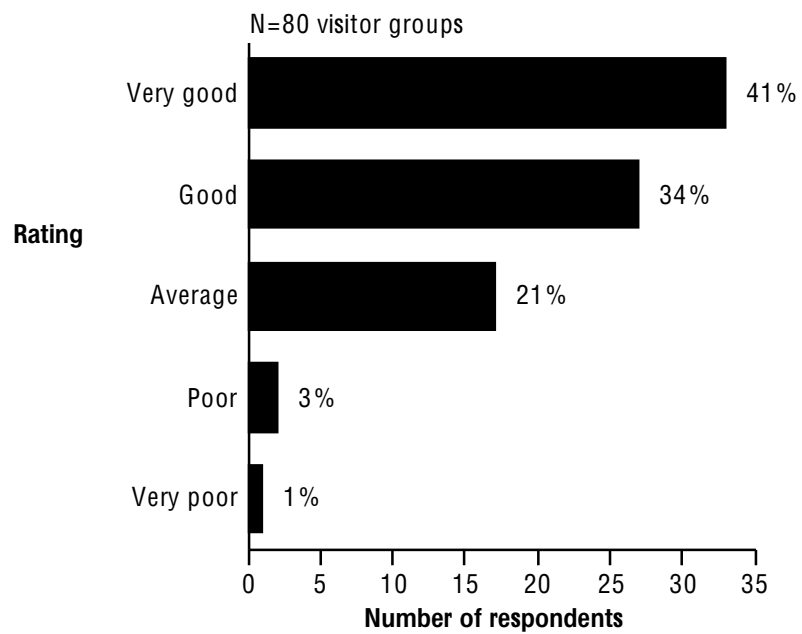


Figure 87: Quality of Mazama Village Store

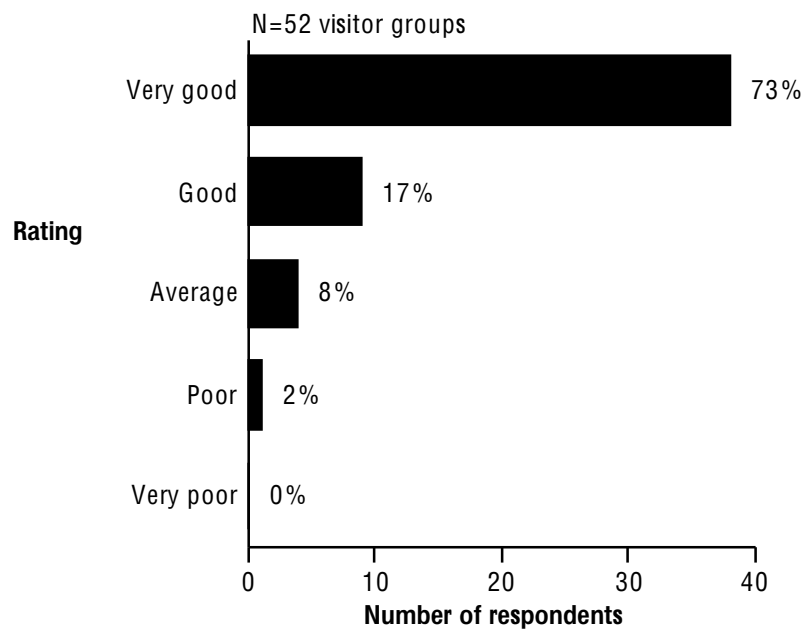


Figure 88: Quality of gas station

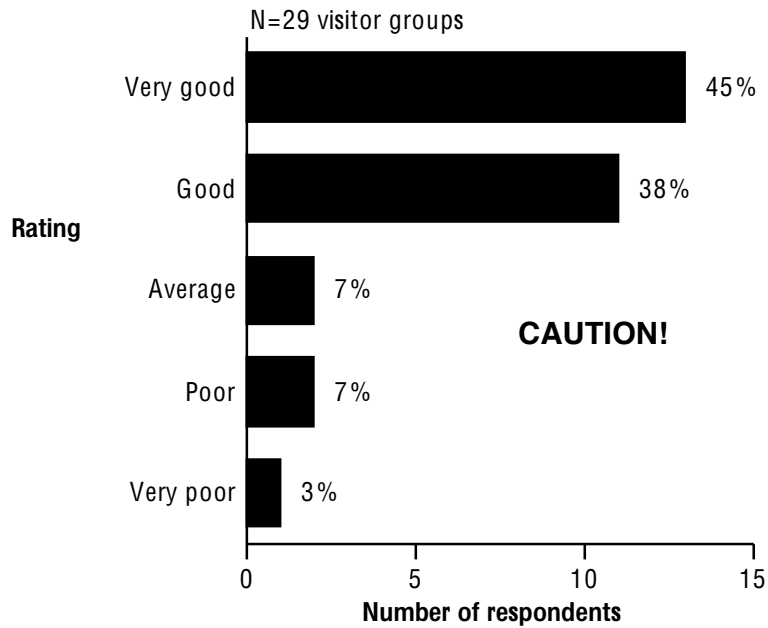


Figure 89: Quality of showers

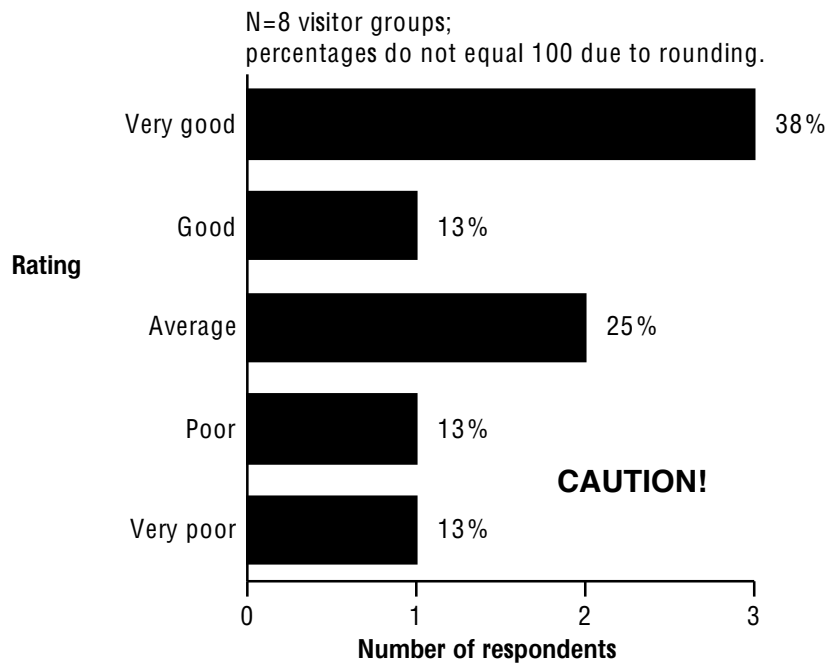


Figure 90: Quality of laundromat

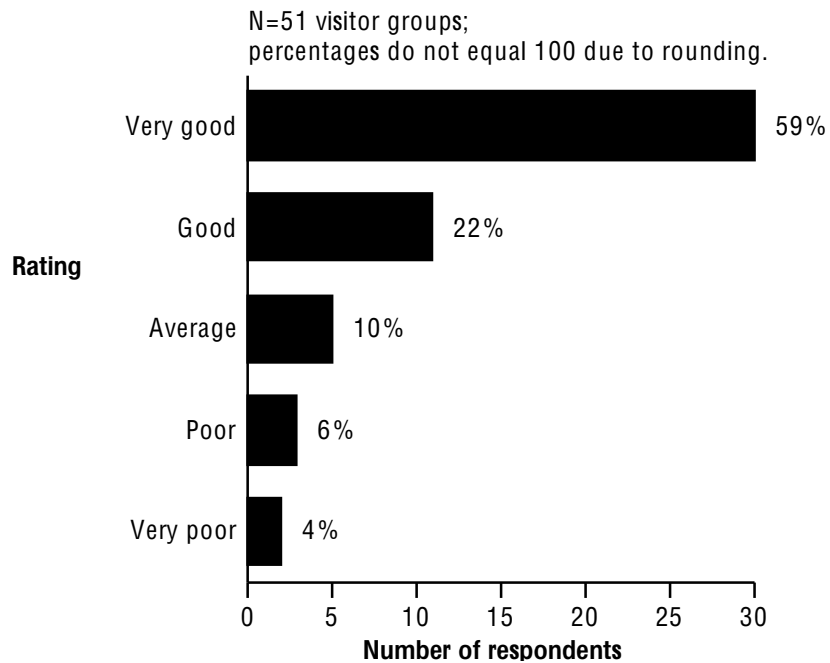


Figure 91: Quality of assistance from concession staff

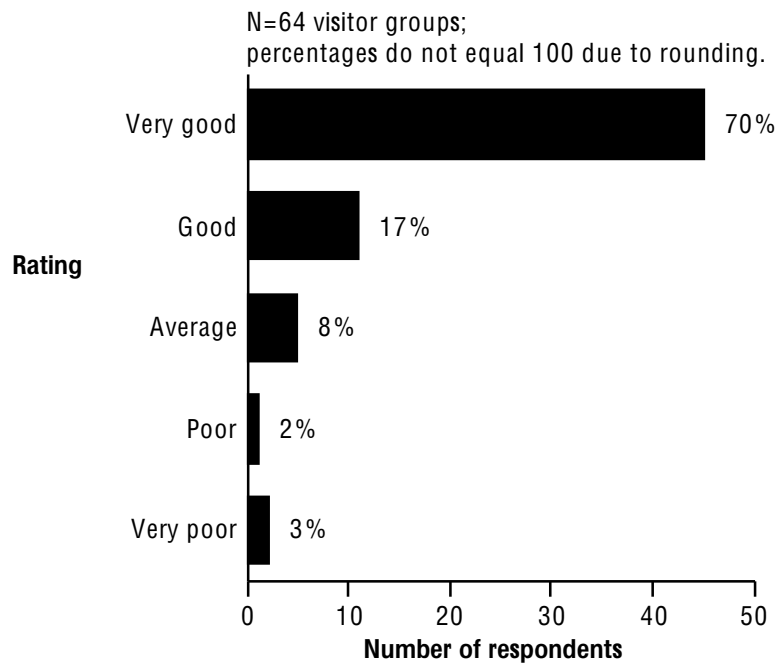


Figure 92: Quality of boat tour

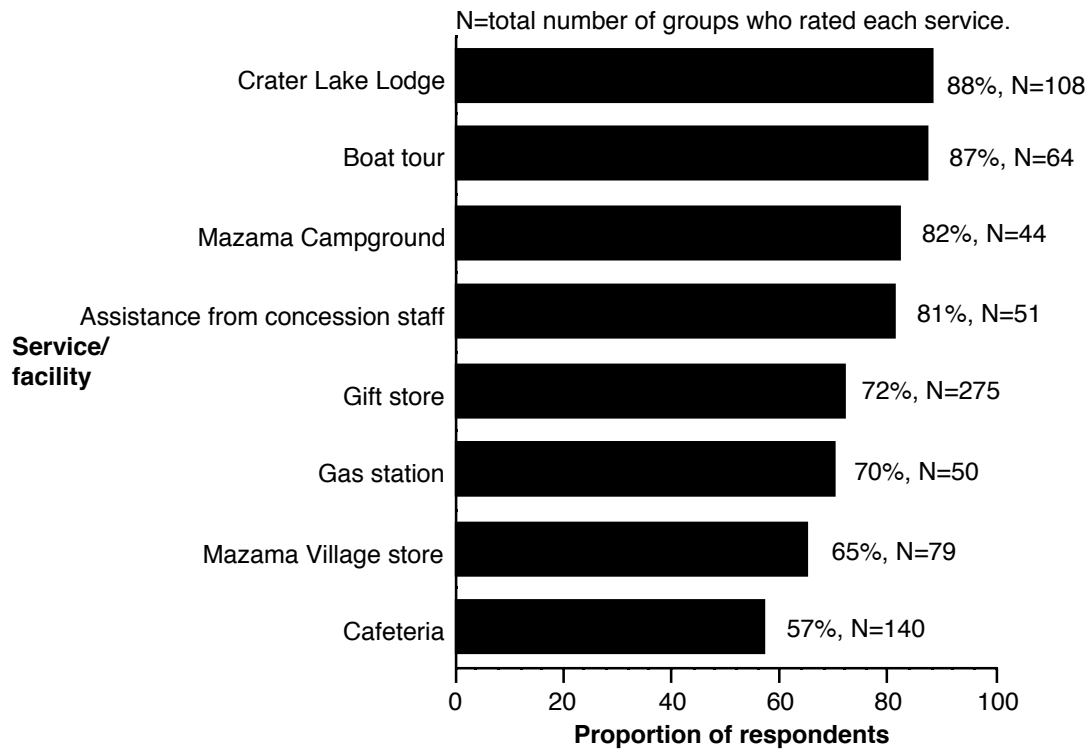


Figure 93: Combined proportions of “very good” and “good” quality ratings for concession services and facilities

**Importance of
selected park
attributes**

Visitors were asked to rate the importance of ten selected park attributes in planning for the preservation of the Crater Lake NP for future generations. The ratings for the individual attributes are shown in Figures 94-103. The attribute that received the highest "not important" rating was night sky/stargazing (5%). The attributes which received the highest "extremely important" and "very important" ratings included clean air/water (96%), natural quiet/sounds of nature (89%), wildlife (88%) and native plants (81%), as shown in Figure 104.

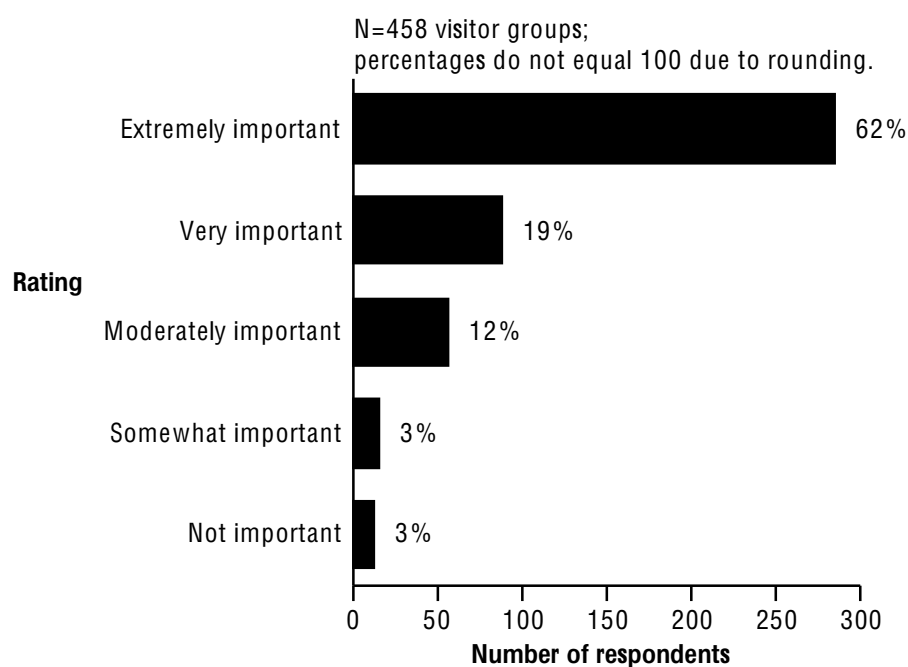
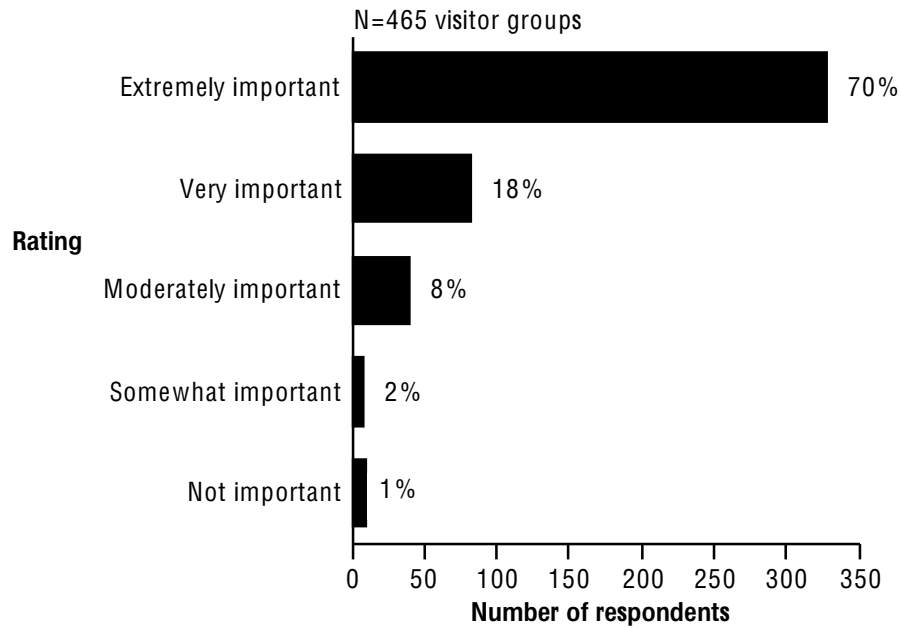
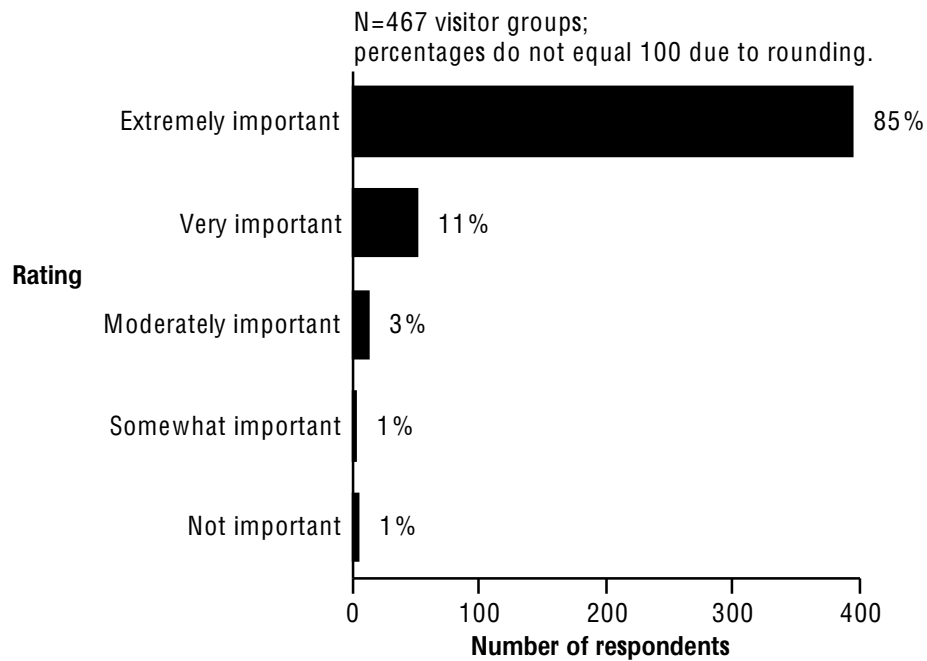


Figure 94: Importance of native plants

**Figure 95: Importance of wildlife****Figure 96: Importance of clean air/water**

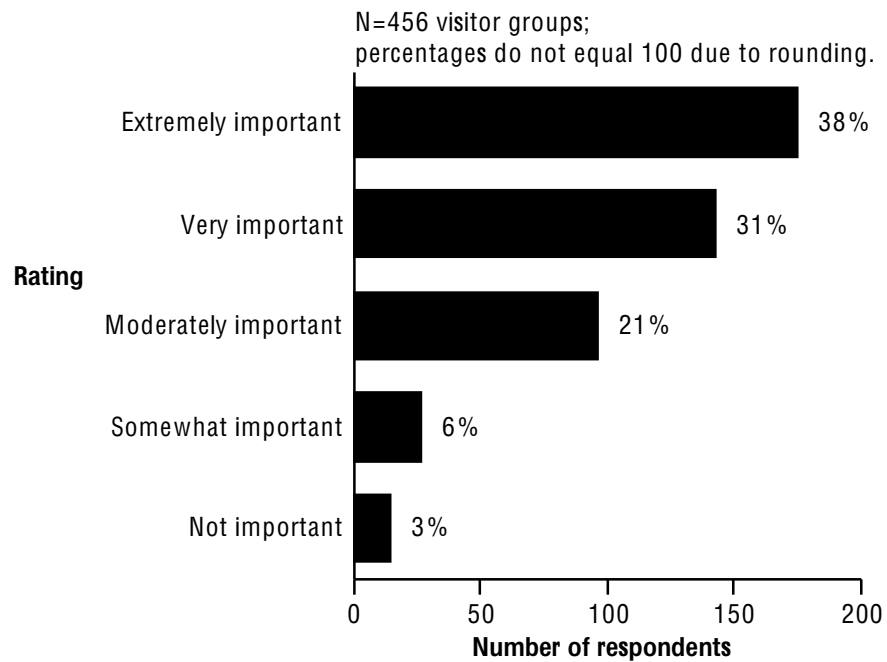


Figure 97: Importance of historic buildings/archeological sites

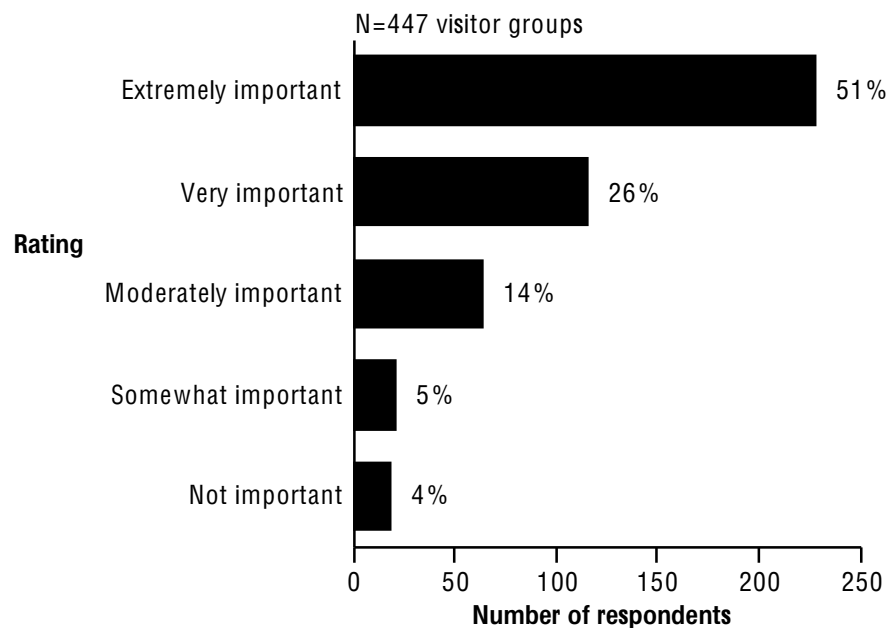


Figure 98: Importance of designated wilderness/backcountry

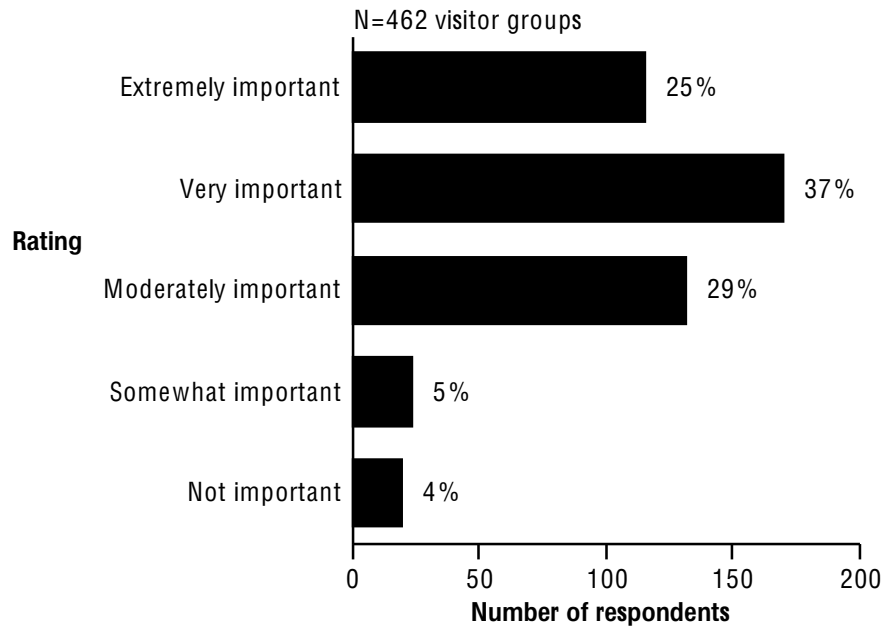


Figure 99: Importance of developed recreational facilities (campgrounds, trails, etc.)

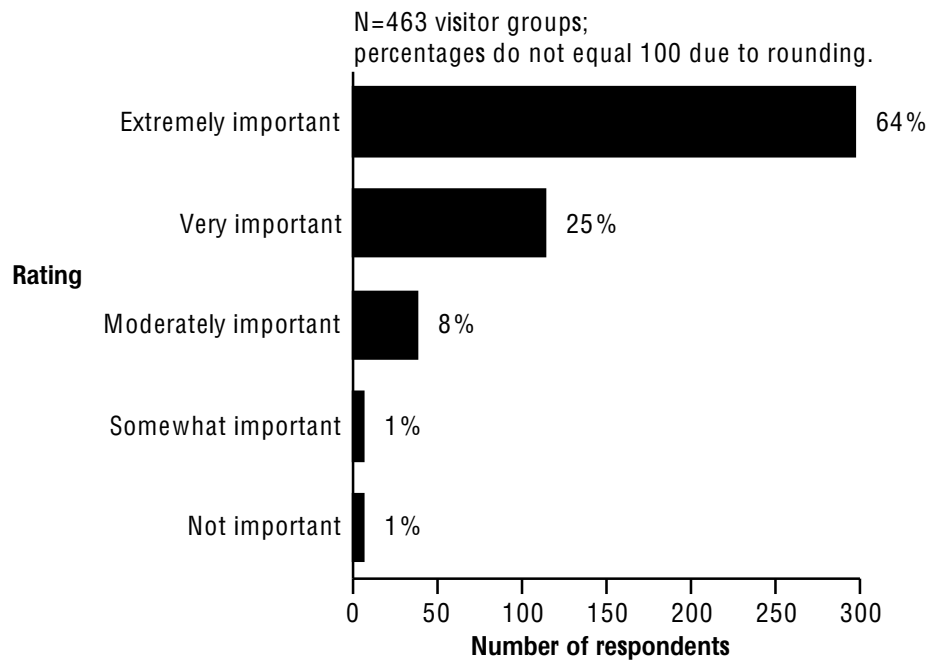


Figure 100: Importance of natural quiet/ sounds of nature

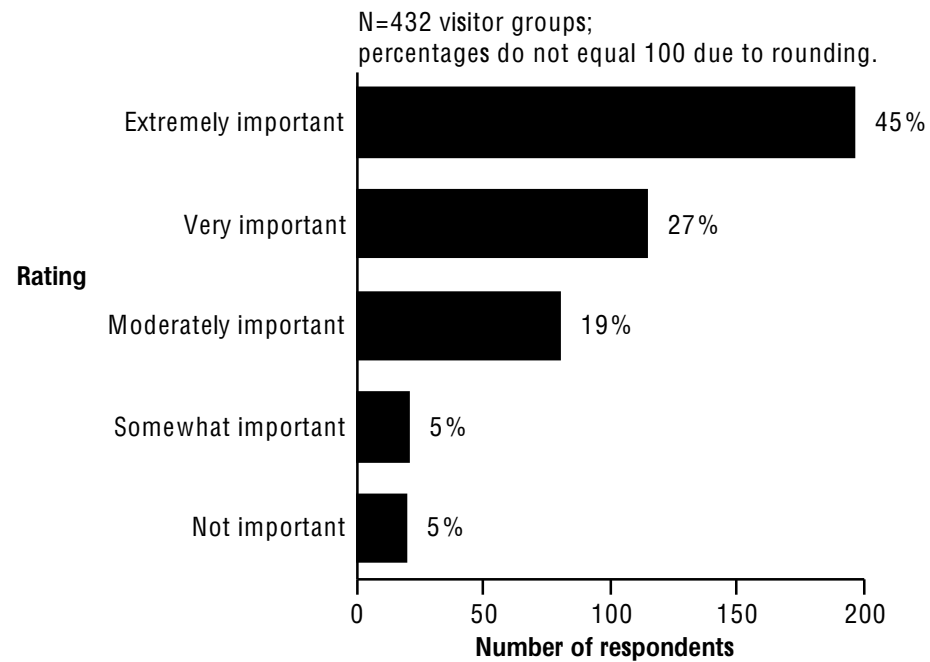


Figure 101: Importance of night sky/stargazing

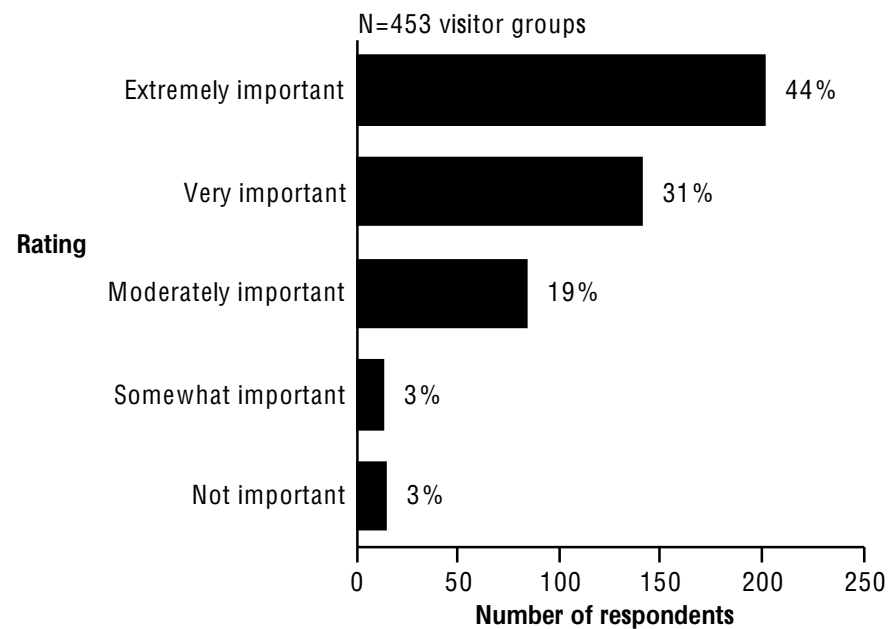


Figure 102: Importance of solitude

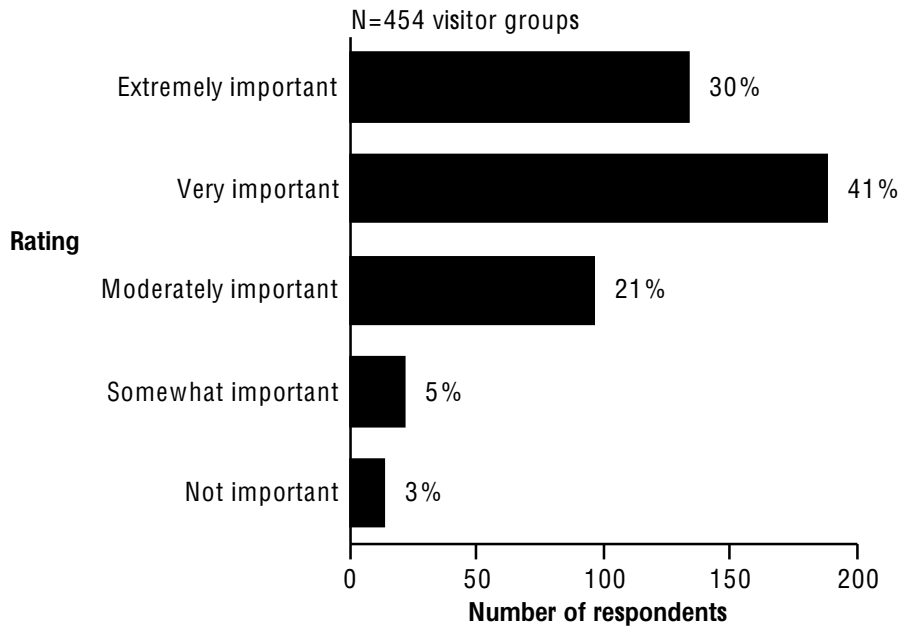


Figure 103: Importance of educational programs

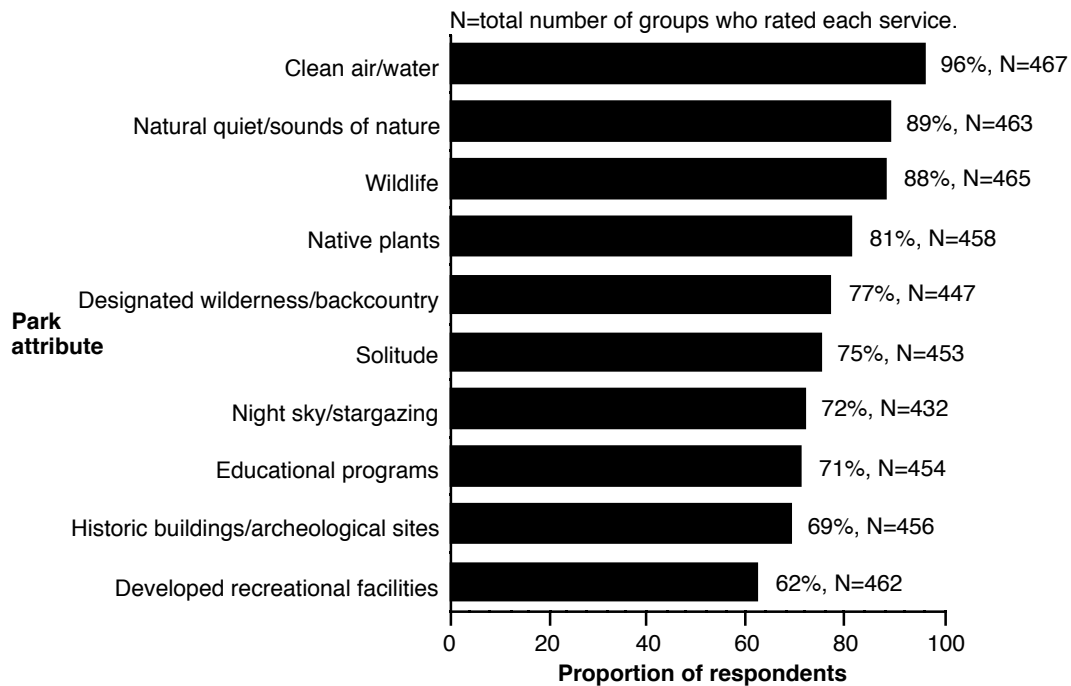


Figure 104: Combined proportions of "extremely important" and "very important" ratings for park attributes

**Total
expenditures**

Visitors were asked to list their expenditures during their trip for both inside and outside of Crater Lake NP. They were asked how much money they spent for hotels/ motels/ cabins, camping fees, restaurants/ bars, groceries/ take out food, gas/ oil, other transportation expenses, admissions/ recreation/ entertainment fees, and all other purchases.

Total expenditures in and out of park: Over one-third of the visitors (59%) spent between \$ 1 and \$ 200 in total expenditures both inside and outside Crater Lake NP (see Figure 104). The average visitor group expenditure in and out of the park during this visit was \$ 289. The median visitor group expenditure in and out of the park (50% of groups spent more; 50% spent less) was \$ 149. The average per capita expenditure was \$ 95.

Hotels/ motels accounted for the greatest proportion of total expenditures in and out of the park (32%), followed by restaurants and bars (20%), as shown in Figure 105.

In addition, visitors were asked to indicate how many adults (18 years and older) and children (under 18 years) were covered by their expenditures. Figure 106 shows that 65% of the visitor groups had two adults. Figure 107 shows that 61% of the visitor groups had no children under 18 years of age. Twenty-nine percent had one or two children.

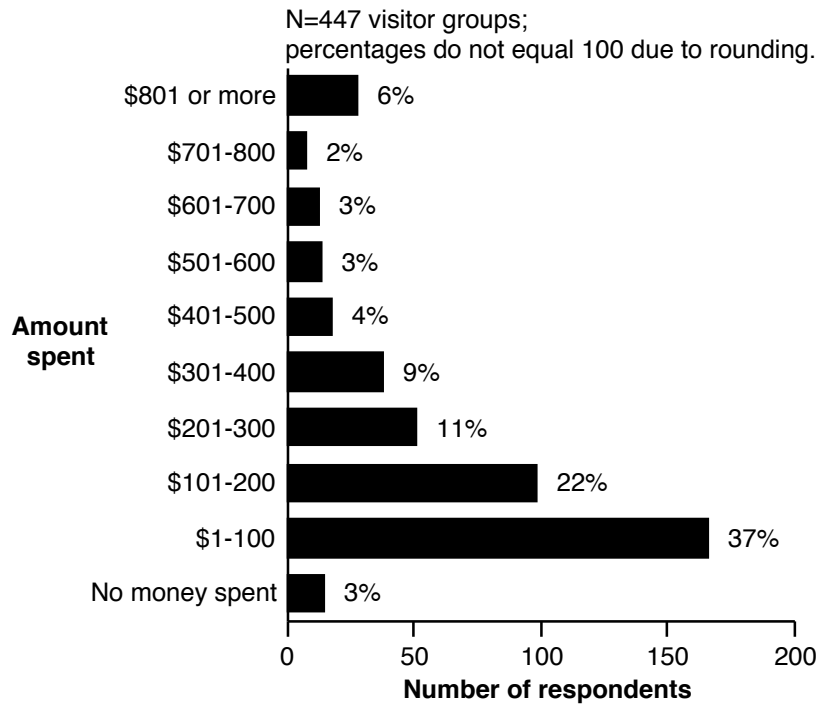


Figure 104: Total expenditures in and out of park

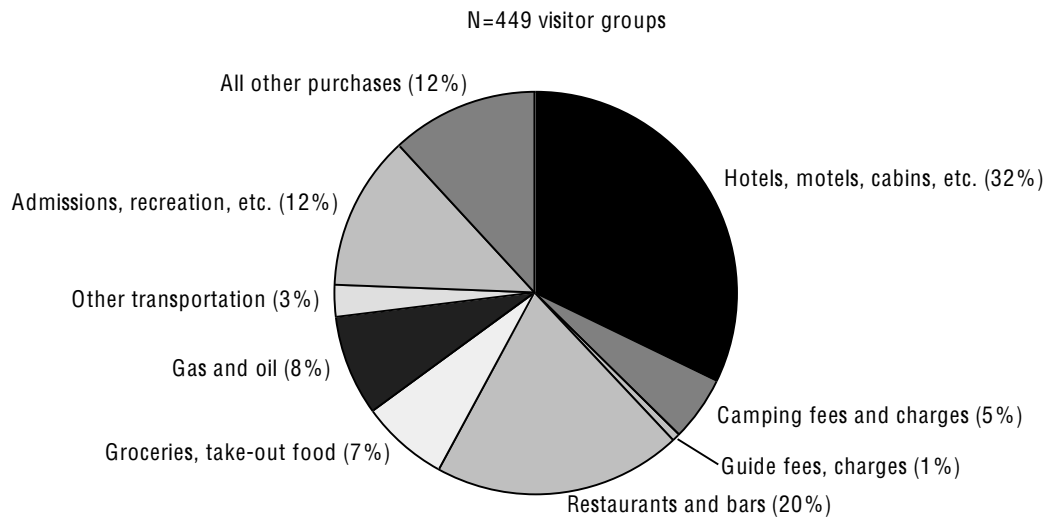


Figure 105: Proportion of total expenditures in and out of park

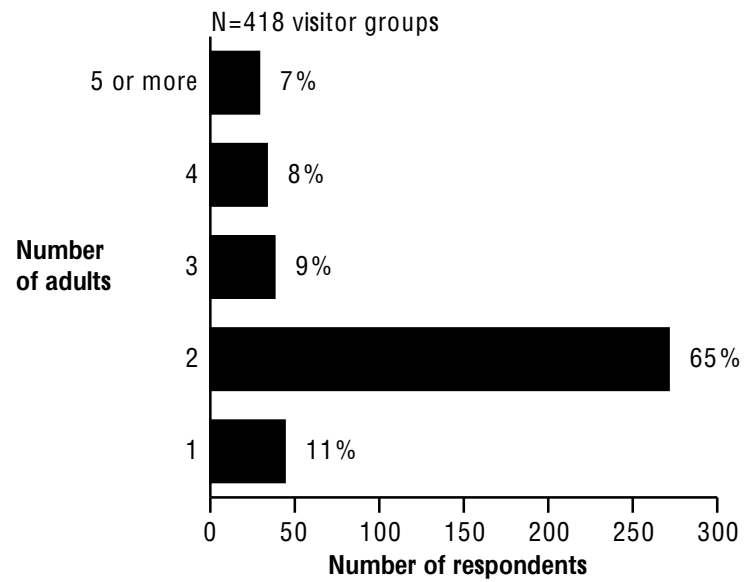


Figure 106: Number of adults that the expenses cover

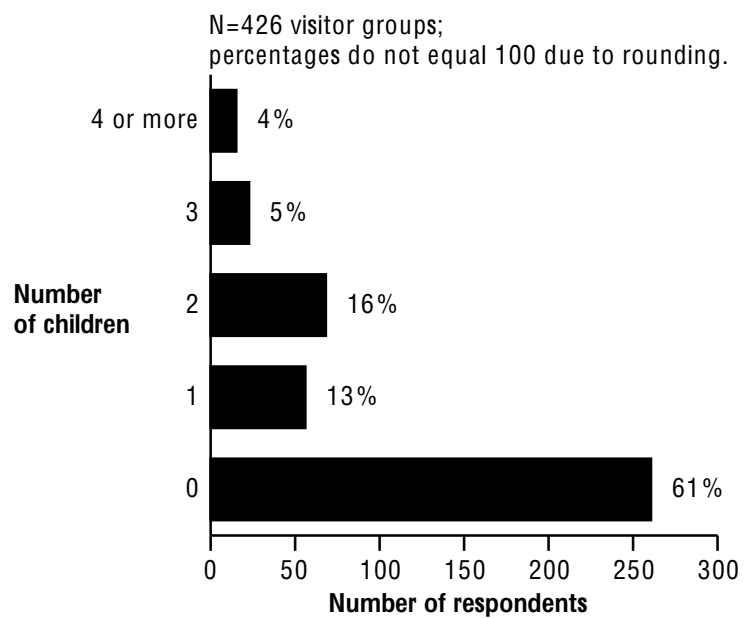


Figure 107: Number of children that the expenses cover

Total expenditures in the park:	Expenditures inside park
<p>Over two-thirds of the visitor groups (70%) spent between \$ 1 and \$ 200 in total expenditures in the park during this trip (see Figure 108). The average <u>visitor group</u> expenditure in the park during this visit was \$ 114. The <u>median</u> visitor group expenditure in the park (50% of groups spent more; 50% spent less) was \$ 40. The average <u>per capita</u> expenditure was \$ 35.</p>	
<p>Hotels/ motels accounted for the greatest proportion of total expenditures in the park (24%), followed by restaurants and bars (23%), and admissions, recreation and entertainment fees (22%), as shown in Figure 109.</p>	
<p>Hotels/ motels in the park: Most visitor groups (78%) said they spent no money for hotels/ motels in the park (see Figure 110).</p>	
<p>Camping fees in the park: For camping fees, 64% spent no money in the park (see Figure 111). Thirty-three percent spent between \$ 1 and \$ 50.</p>	
<p>Restaurants/ bars in the park: For restaurants/ bars, 37% spent no money in the park (see Figure 112). Almost one-half of visitor groups (48%) spent between \$ 1 and \$ 50.</p>	
<p>Groceries/ take-out food in the park: For groceries/ take-out food, 53% spent no money in the park (see Figure 113). Forty-four percent spent between \$ 1 and \$ 50.</p>	
<p>Gas/ oil in the park: For gas/ oil, 63% spent no money in the park (see Figure 114). Thirty-five percent of visitors spent between \$ 1 and \$ 50.</p>	
<p>Other transportation in the park: For other transportation, 97% spent no money in the park (see Figure 115).</p>	
<p>Admissions/ entertainment fees in the park: For admissions/ entertainment fees, 62% spent between \$ 1 and \$ 50 in the park (see Figure 116). Twenty-two percent spent no money.</p>	
<p>Other purchases in the park: For other purchases, 65% spent from \$ 1 to \$ 50 and 20% spent no money in the park (see Figure 117).</p>	

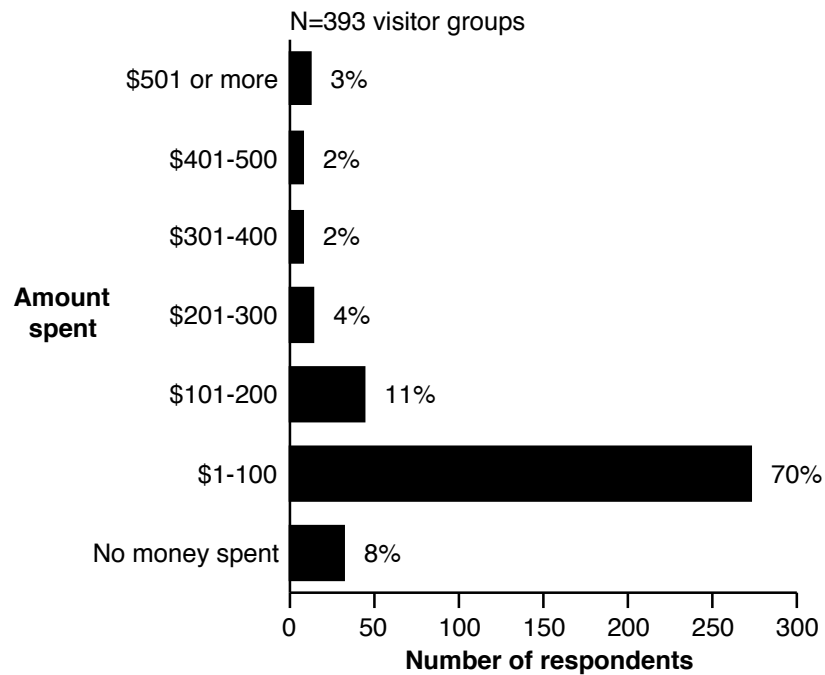


Figure 108: Total expenditures in park

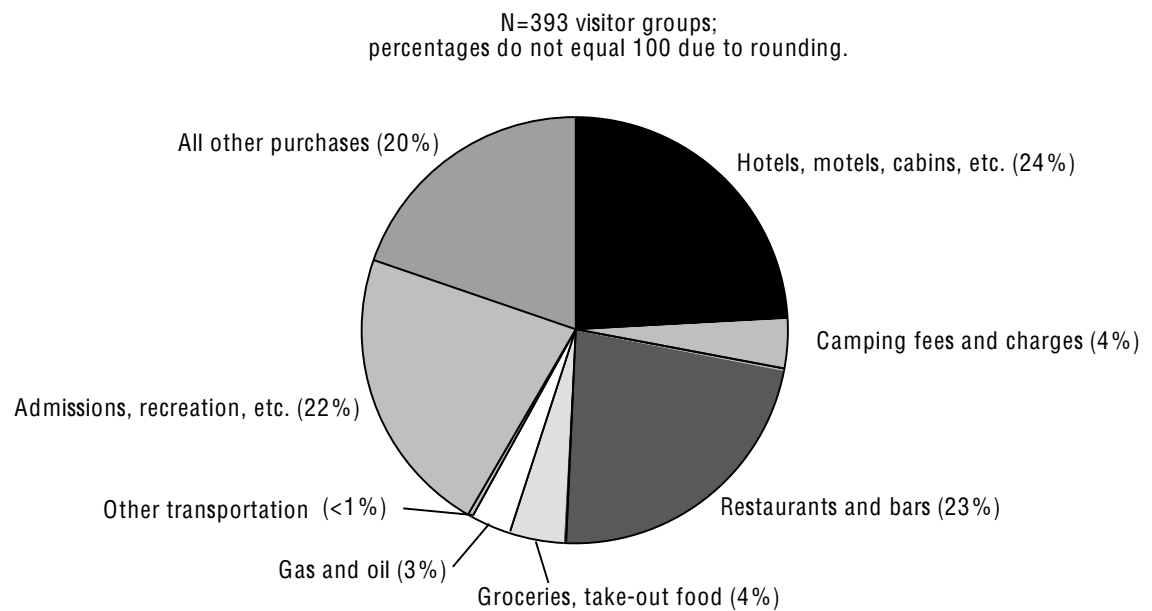


Figure 109: Proportion of expenditures in park

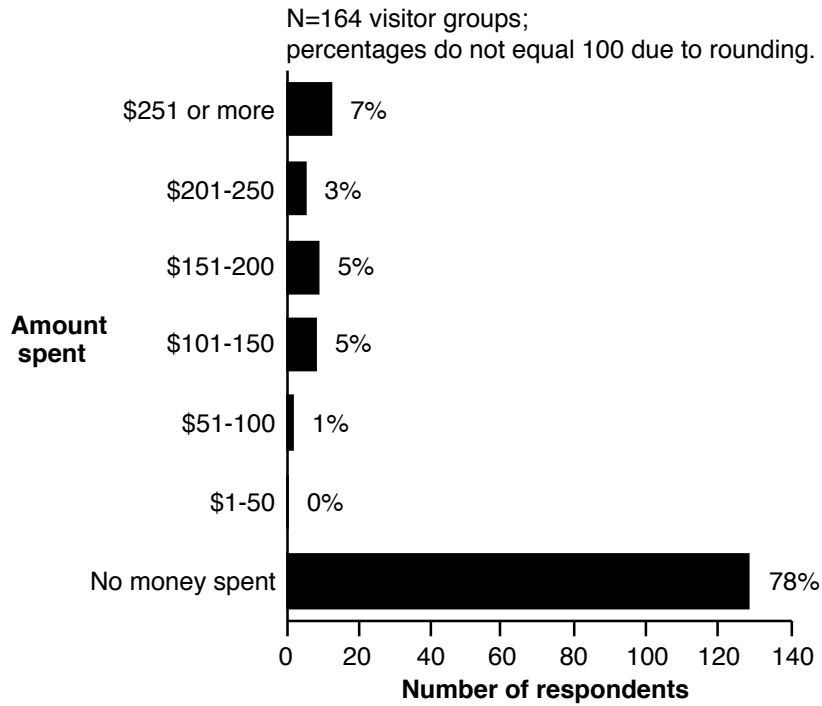


Figure 110: Expenditures for hotels/ motels in park

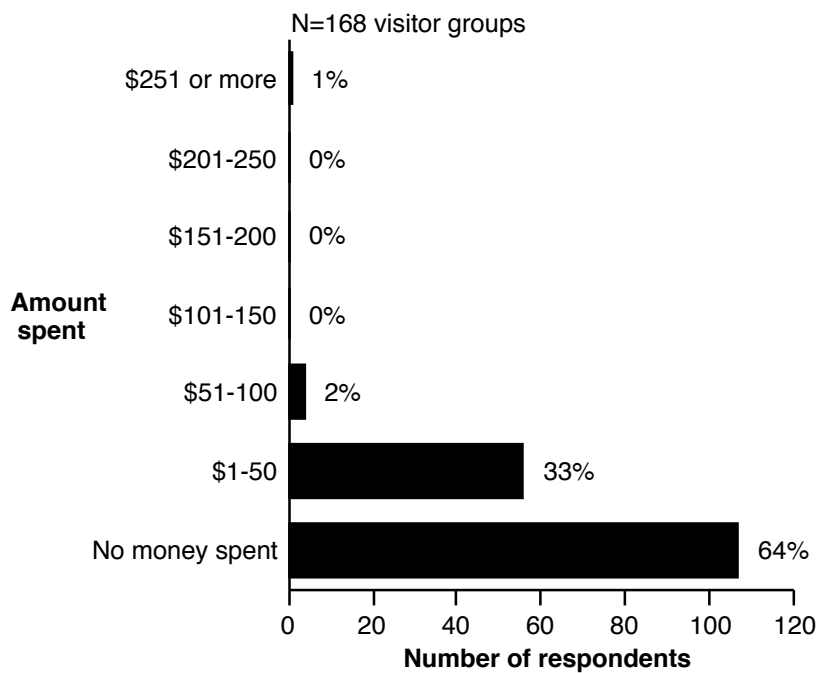


Figure 111: Expenditures for camping fees in park

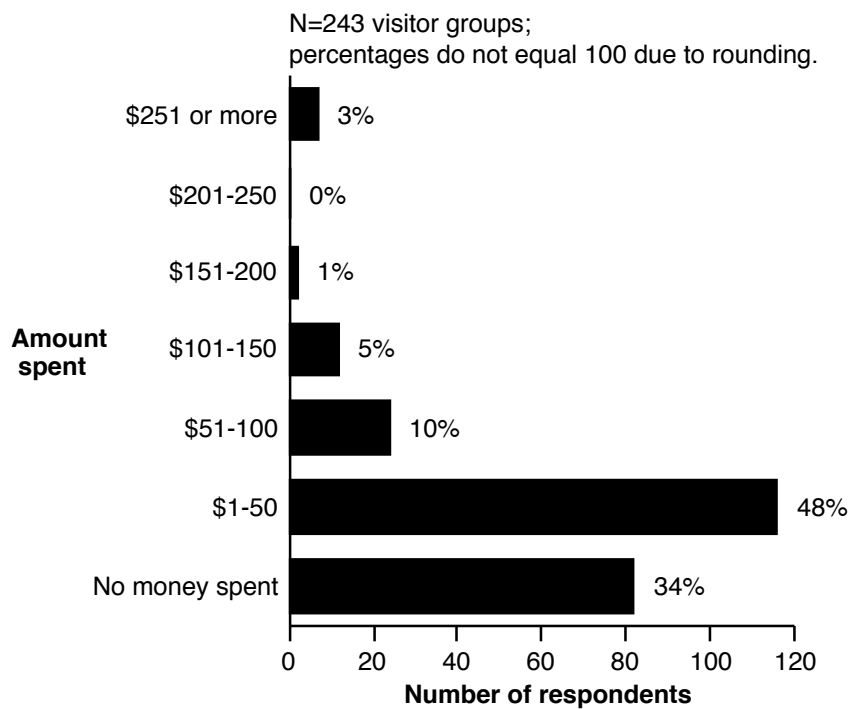


Figure 112: Expenditures for restaurants/ bars in park

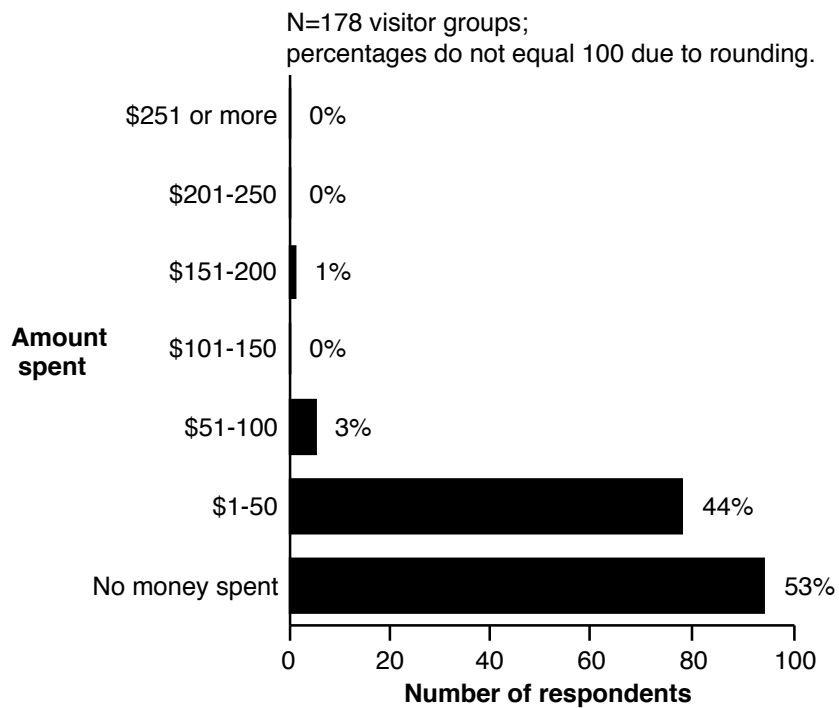


Figure 113: Expenditures for groceries/ take-out food in park

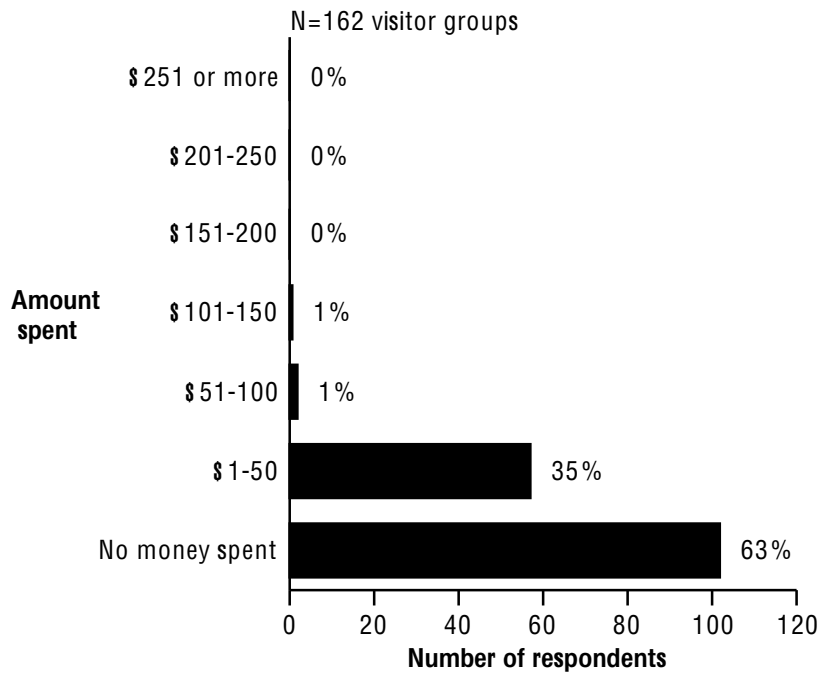


Figure 114: Expenditures for gas/ oil in park

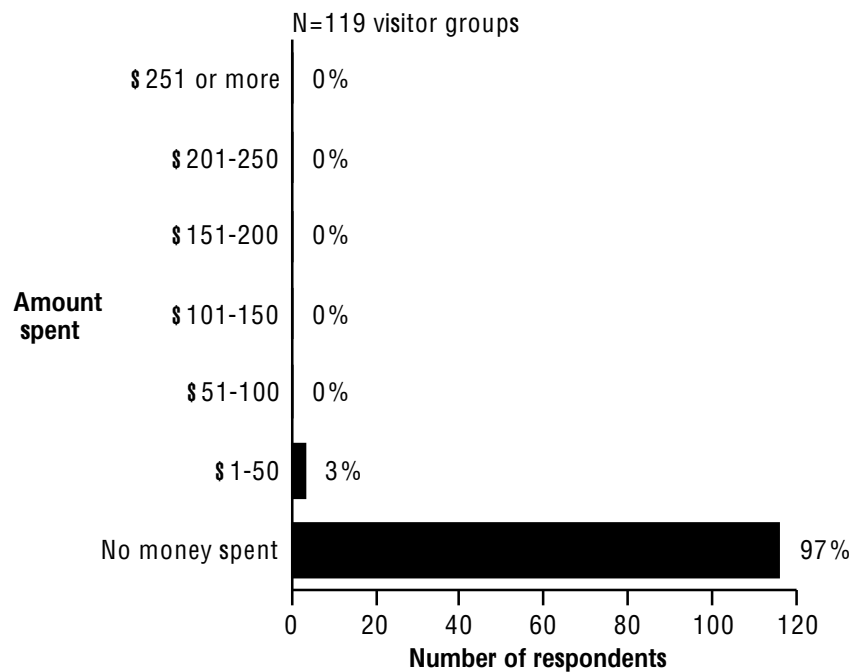


Figure 115: Expenditures for other transportation in park

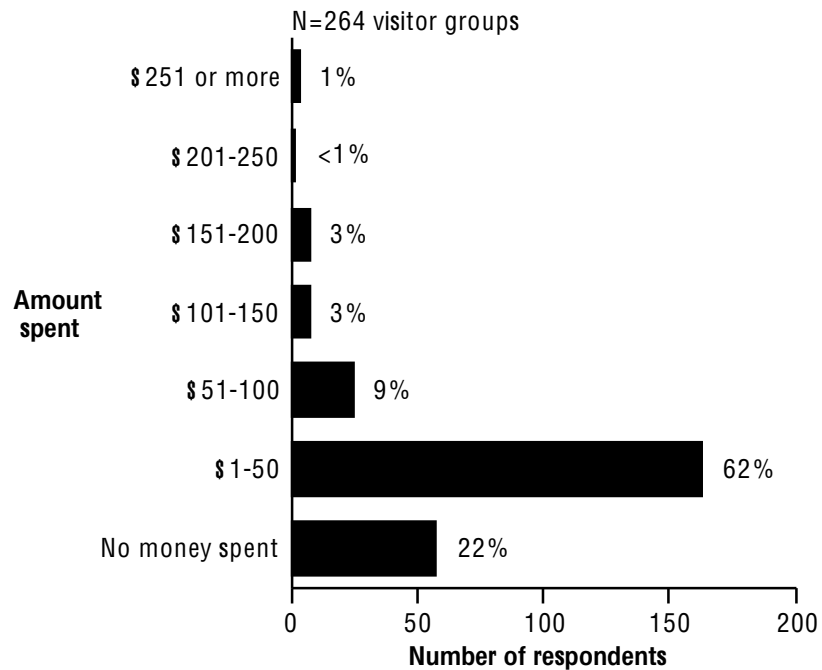


Figure 116: Expenditures for admissions/ entertainment fees in park

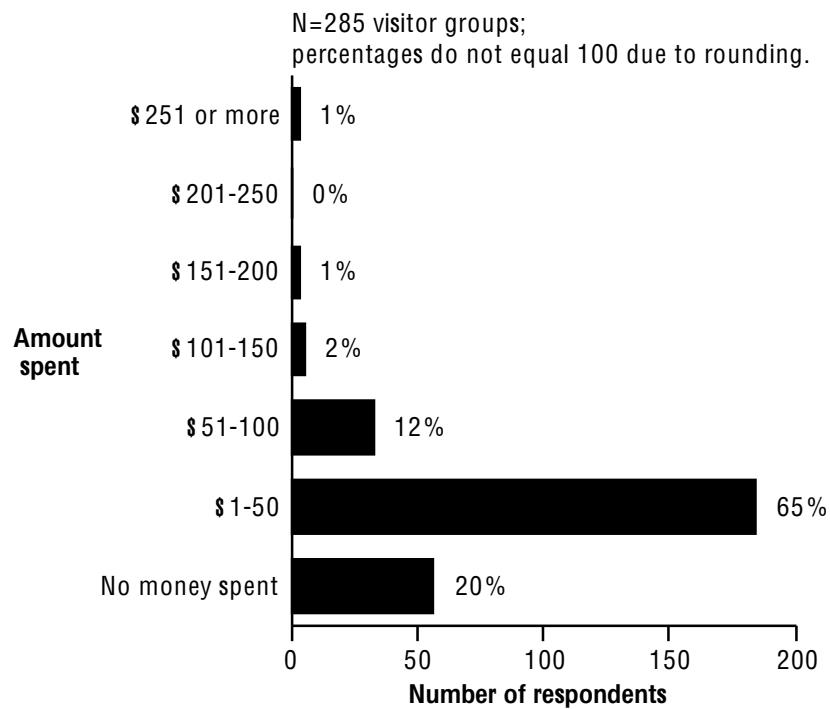


Figure 117: Expenditures for other purchases in park

<p>Total expenditures out of the park: Over one-half of the visitor groups (55%) spent between \$ 1 and \$ 200 in total expenditures out of the park during this trip (see Figure 118). The average <u>visitor group</u> expenditure out of the park during this visit was \$ 263. The <u>median</u> visitor group expenditure out of the park (50% of groups spent more; 50% spent less) was \$ 128. The average <u>per capita</u> expenditure was \$ 103.</p>	<p>Expenditures outside park</p>
<p>Hotels/ motels accounted for the greatest proportion of total expenditures out of the park (37%), followed by restaurants/ bars (19%), as shown in Figure 119.</p>	
<p>Hotels/ motels out of the park: Of visitor groups reporting expenditures for hotels/ motels out of the park, 32% spent no money (see Figure 120). Thirty-one percent of groups spent \$ 1 to \$ 50. Thirteen percent spent \$ 251 or more.</p>	
<p>Camping fees out of the park: For camping fees, 56% spent no money out of the park (see Figure 121). Twenty-eight percent of groups spent between \$ 1 and \$ 50.</p>	
<p>Guide fees and charges out of the park: Most visitor groups (90%) spent no money for guide fees and charges (see Figure 122).</p>	
<p>Restaurants/ bars out of the park: For restaurants/ bars, 42% spent between \$ 1 and \$ 50 out of the park and 24% spent no money; (see Figure 123).</p>	
<p>Groceries/ take-out food out of the park: Over one-half of groups (58%) spent between \$ 1 and \$ 50 out of the park (see Figure 124). Thirty percent spent no money.</p>	
<p>Gas/ oil out of the park: Most groups (75%) spent between \$ 1 and \$ 50 out of the park for gas and oil (see Figure 125).</p>	
<p>Other transportation out of the park: For other transportation, 90% spent no money out of the park (see Figure 126).</p>	
<p>Admissions/ entertainment fees out of the park: For admissions/ entertainment fees, 57% spent no money (see Figure 127). Twenty-three percent spent between \$ 1 and \$ 50.</p>	
<p>Other purchases out of the park: For other purchases, 42% spent no money and 41% spent from \$ to \$ 50 (see Figure 128).</p>	

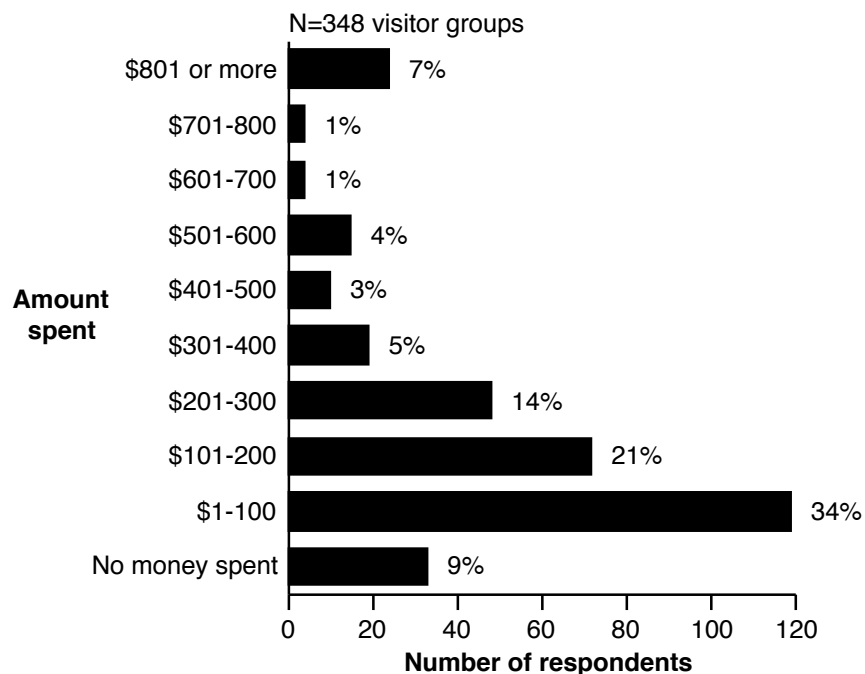


Figure 118: Total expenditures out of park

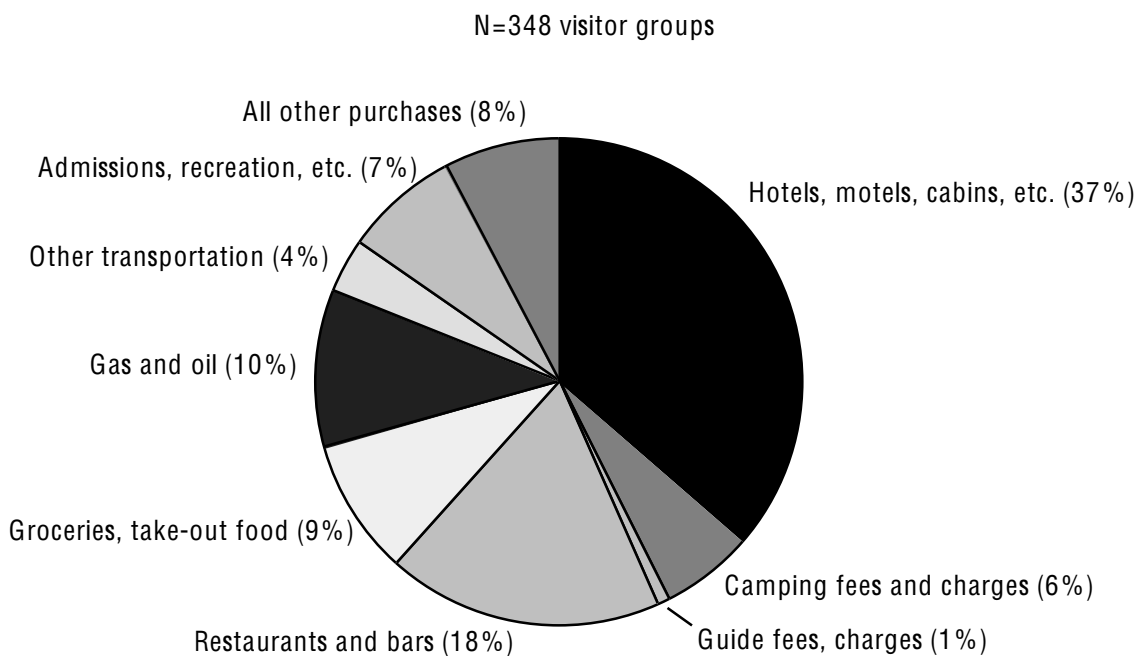


Figure 119: Proportion of expenditures out of park

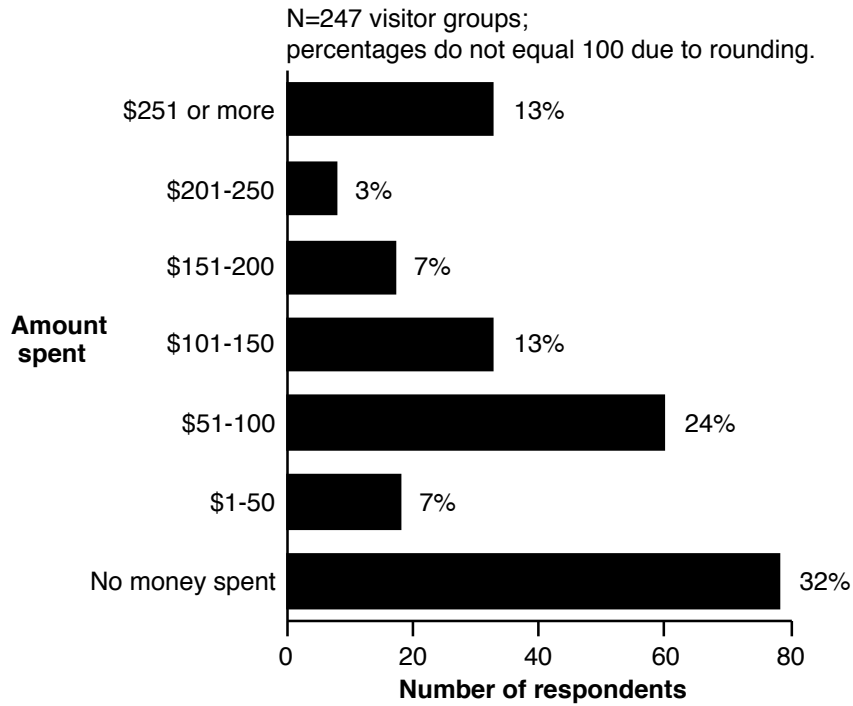


Figure 120: Expenditures for hotels/ motels out of park

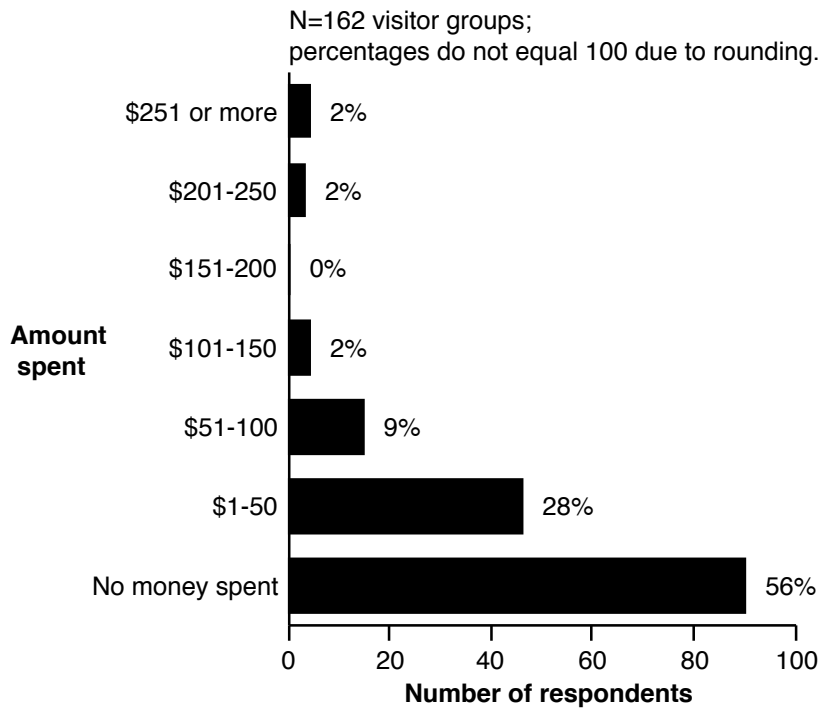


Figure 121: Expenditures for camping fees out of park

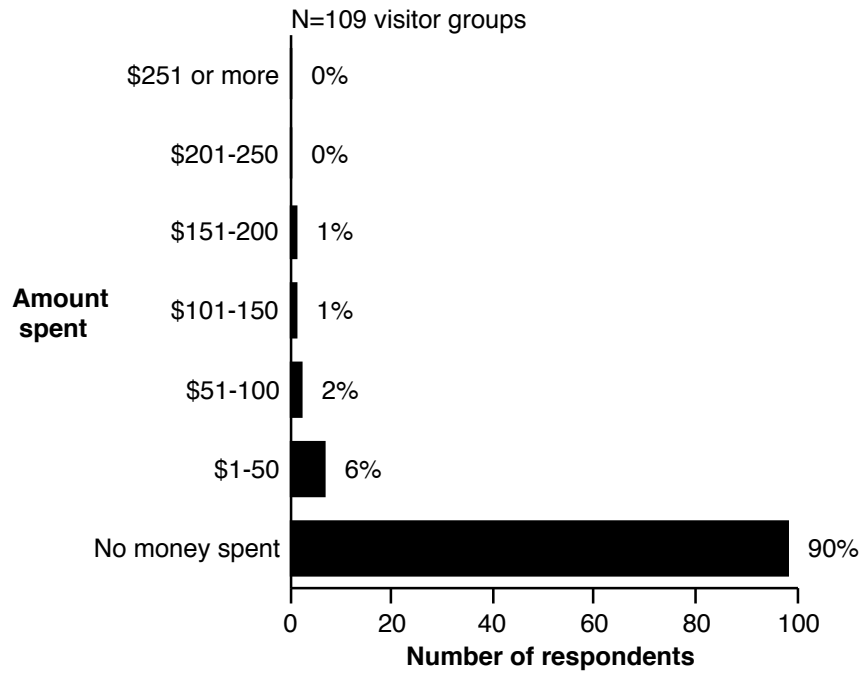


Figure 122: Expenditures for guide fees and charges in park

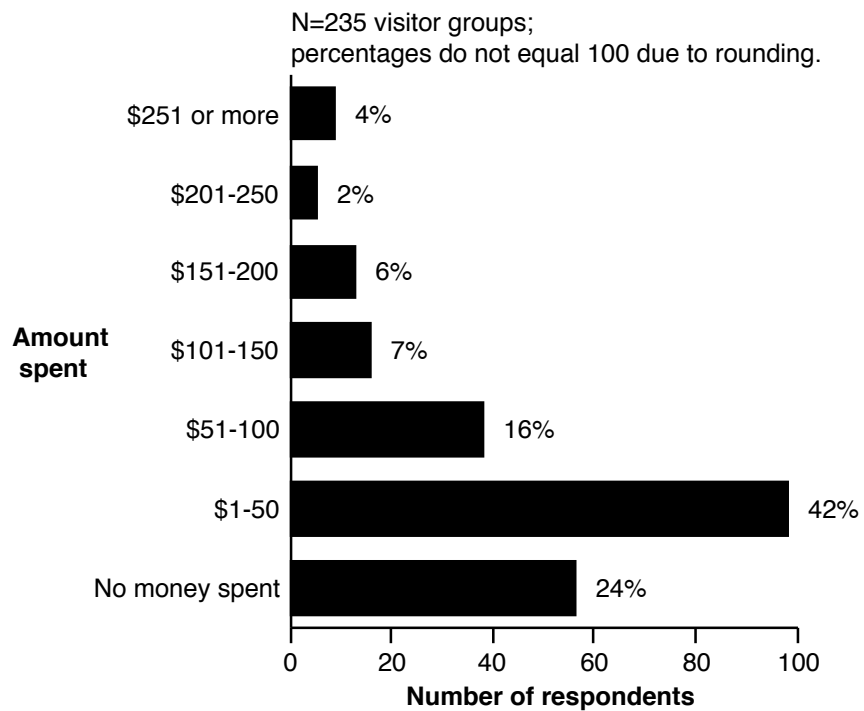


Figure 123: Expenditures for restaurants/ bars out of park

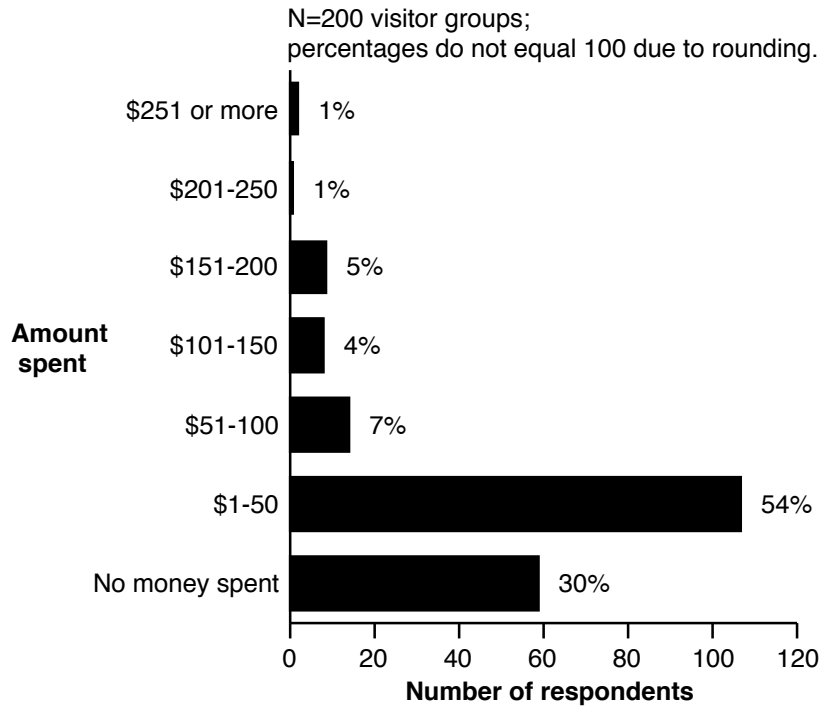


Figure 124: Expenditures for groceries/ take-out food out of park

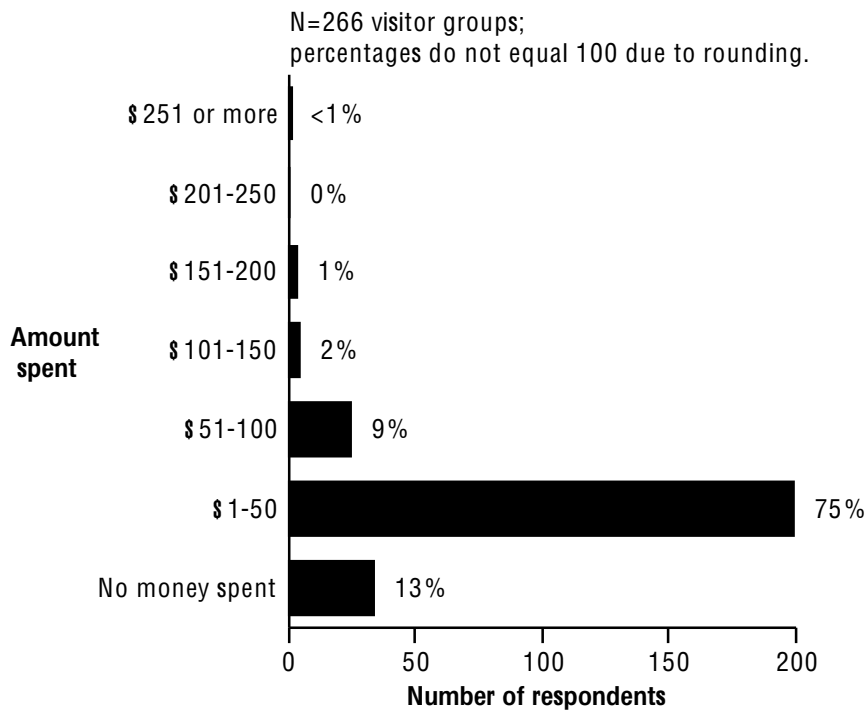


Figure 125: Expenditures for gas/ oil out of park

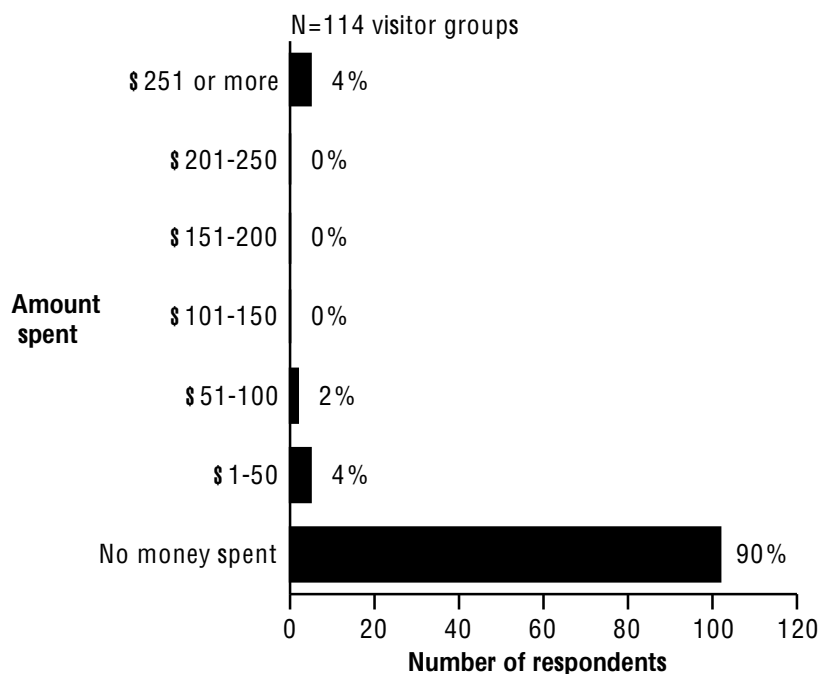


Figure 126: Expenditures for other transportation out of park

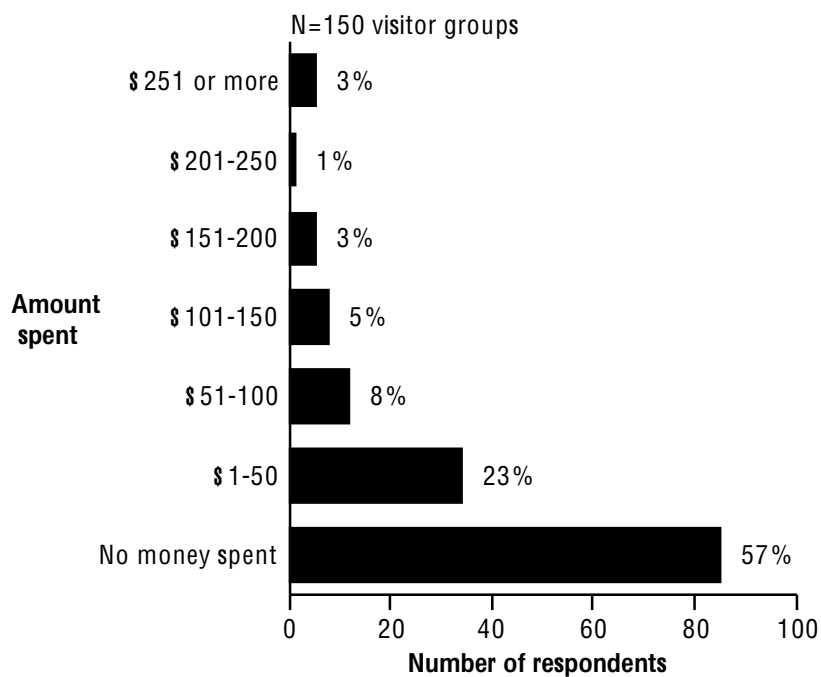


Figure 127: Expenditures for admissions/ entertainment fees out of park

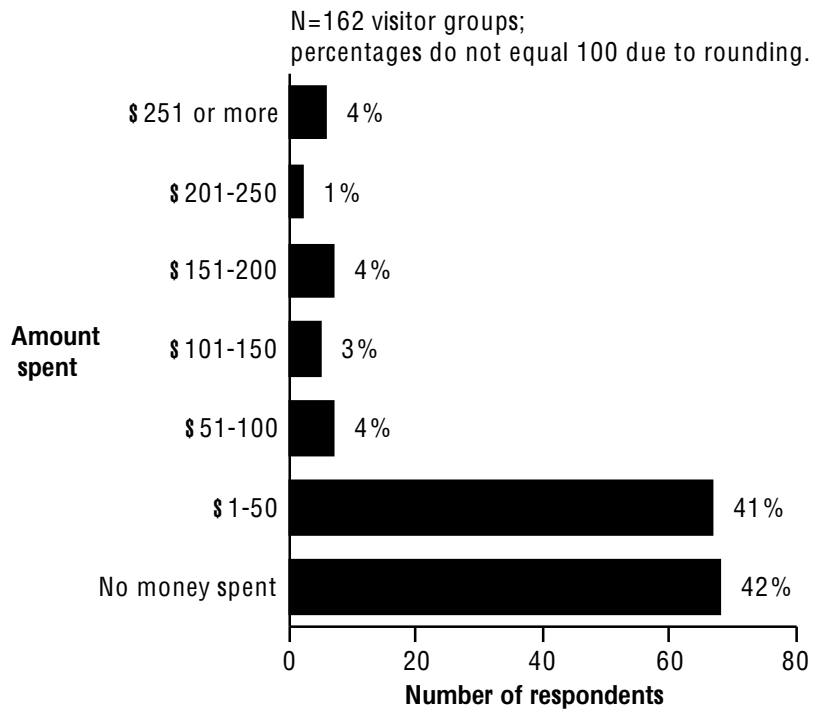


Figure 128: Expenditures for other purchases out of park

Most important information learned

Visitors were asked, "In your opinion, what was the most important information that you learned during this visit to Crater Lake NP?" Visitors responses are listed below in Table 7, with the greatest number citing the geological history of the formation of the lake.

Table 7: Most important information learned during visit

N=347 comments;
many visitors made more than one comment.

Comments	Number of times mentioned
Geological history of lake formation	129
That it is deepest lake in U.S.	48
Awareness of unique beauty	28
General information about area	27
Why it is important to preserve environment	25
Volcanic activity	17
Why lake is so blue	13
History of park establishment	12
Water in lake not from river	8
Purity of park environment	7
History of lodge	7
Information about fish/aquatic life in lake	6
Native American archeology	5
Wildlife	4
Park management cares about visitor opinions	3
Need early reservation for park lodging	3
Need to get to boat tour earlier	3
Visitors should not feed chipmunks/squirrels	2

Visitor groups were asked what subjects they would be most interested in learning about on a future visit. Seven percent of the visitors said they were not interested in learning about the park. The most preferred subjects were geology/vulcanism (81%), park animals and plants (66%), park ecosystems (52%) and wilderness (51%), as shown in Figure 129. The least preferred topic was "preserving the park" (41%). "Other" topics that visitors suggested included astronomy, archeological findings, Native American legends, and preserving nature.

**Preferred
subjects to learn
about on future
visits**

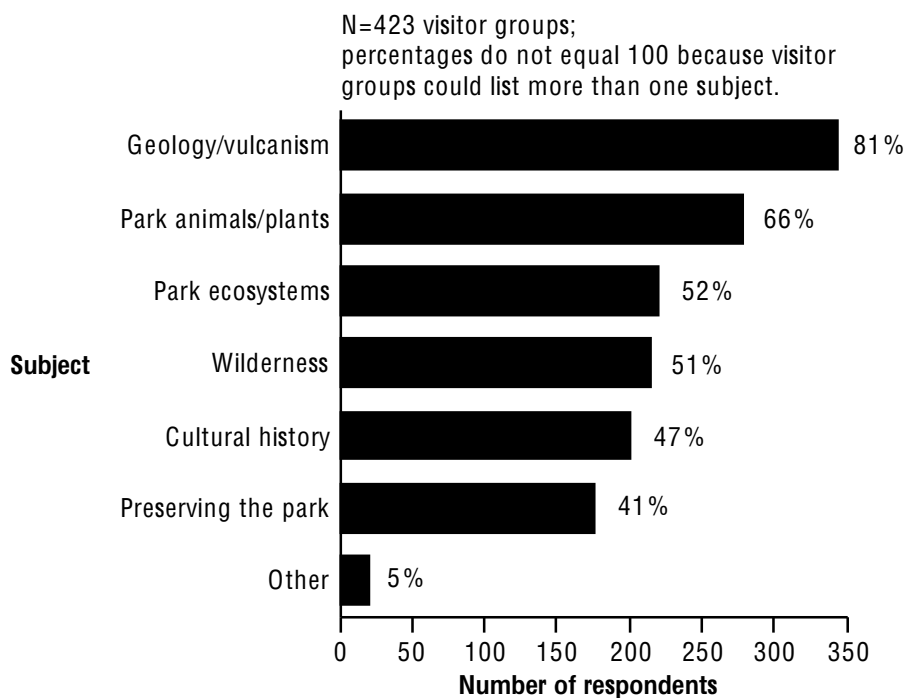


Figure 129: Future subjects preferred for learning

Future visits and shuttle bus preferences

Visitor groups were asked if they would likely visit Crater Lake NP again in the future. They were also asked if, on a future visit to the park, they would be willing to ride a shuttle bus around Rim Drive rather than drive their own vehicle, even if it meant waiting for a modest time or paying a modest fee. Finally, visitors were asked if they would be willing to pay a modest fee to ride a shuttle bus around Rim Drive if it provided a park interpreter to inform them as they traveled around the lake.

Sixty-one percent of the groups said it is likely that they will visit again in the future (see Figure 130). Fifteen percent of visitors said it is not likely that they will visit again and 24% were unsure.

Almost one-half of the visitor groups (48%) said it was unlikely that they would be willing to ride a shuttle bus around Rim Drive rather than drive their own vehicle, if it might mean waiting for a modest time or paying a modest fee (see Figure 131). Thirty-one percent of the visitors said they would likely a shuttle bus around Rim Drive on a future visit and 21% said they were "unsure."

Forty-six percent of the visitors said they would be willing to pay a modest fee to ride a shuttle bus around Rim Drive if it included a park interpreter to inform them as they traveled around the lake (see Figure 132). Thirty-five percent of visitors said they were unlikely to be willing to pay a modest fee to ride a shuttle bus and 19% said they were "unsure."

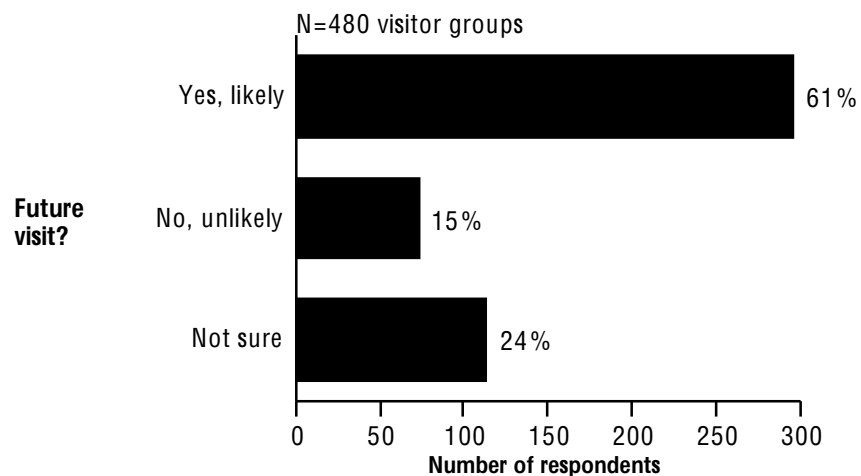


Figure 130: Likely to visit again in future?

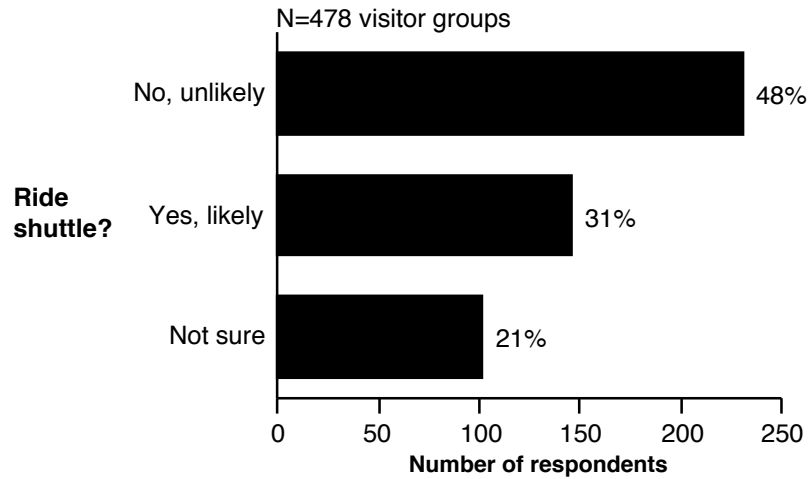


Figure 131: Willingness to ride shuttle bus around Rim Drive on future visit

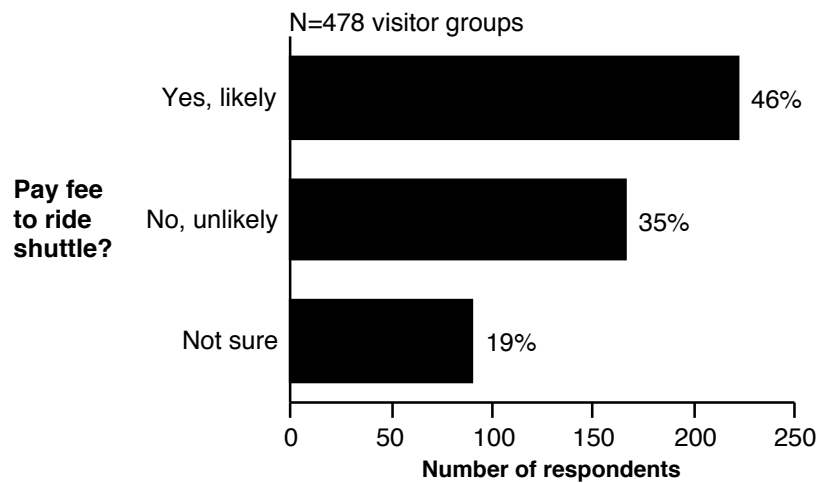


Figure 132: Willingness to pay fee to ride shuttle bus with interpreter around Rim Drive on future visit

**Winter visits
and preferences**

Visitor groups were asked if any members of their group had visited Crater Lake NP during the winter months (November through April). Next, they were asked if they would consider visiting Crater Lake NP in the winter in the future. Finally, they were asked if they would be willing to pay a modest fee to take a bus or over-snow vehicle to the rim to see Crater Lake in the winter when the road is closed to private vehicles.

Most visitor groups (88%) said they had not visited Crater Lake NP in the winter (see Figure 133). Ten percent visitors had visited in winter and 2% were not sure.

Thirty-nine percent of the visitors said they would consider a future visit to Crater Lake NP in the winter (see Figure 134). Thirty-seven percent of visitors said they would not consider a winter visit to the park and 24% were "unsure."

Over one-half of the groups (51%) said they would be willing to pay a modest fee to take a bus or over-snow vehicle to the rim in winter (see Figure 135). Twenty-nine percent of groups would likely be willing to pay a fee to ride a bus or over-snow vehicle to the rim in winter; 20% were "unsure."

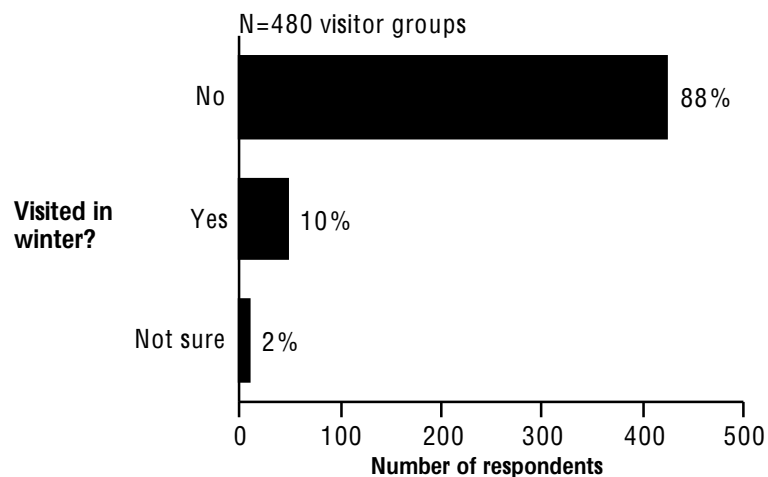


Figure 133: Visited in winter?

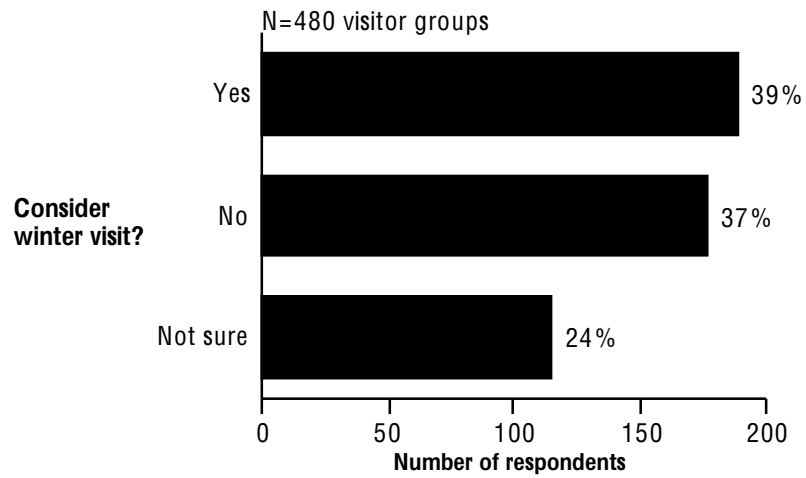


Figure 134: Consider future winter visit to Crater Lake?

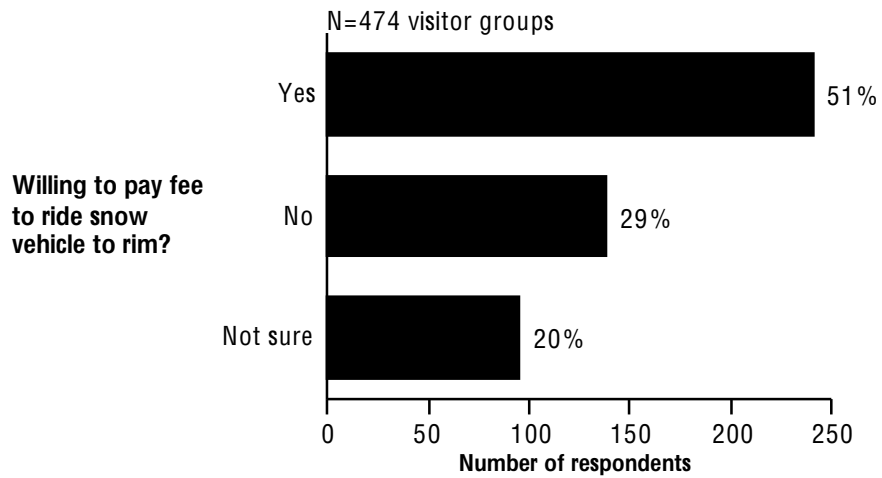


Figure 135: Willingness to pay a modest fee to take a bus or over-snow vehicle to the rim in winter?

**Overall quality of
visitor services**

Visitor groups were asked to rate the overall quality of the visitor services provided at the Crater Lake NP during this visit. Most visitor groups (92%) rated services as "very good" or "good" (see Figure 136). No visitor groups rated the services as "very poor."

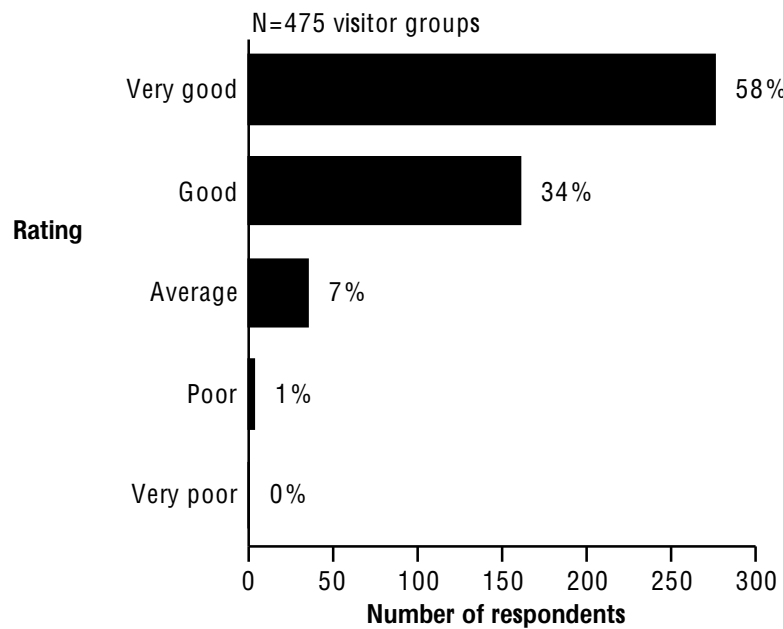


Figure 136: Overall quality of services

Visitor groups were asked, "If you were a manager planning for the future of Olympic NP, what would you propose?" Fifty-seven percent of visitor groups (277 groups) responded to this question. A summary of their responses is listed in Table 8 and complete copies of visitor responses are contained in the appendix.

Planning for the future

Table 8: Planning for the future
N=365 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers should be more visible	9
INTERPRETIVE SERVICES	
Bus with interpreter good idea, but give visitors choice	24
Provide more educational materials/programs	20
Provide more interpretive signs	17
Provide more ranger-led talks/programs	11
Bus with interpreter good idea; make mandatory	8
Provide more information on history	3
Add new visitor center to present wildlife information	3
Provide spotting scope at overlooks (for pay)	2
FACILITIES/ MAINTENANCE	
Provide more restroom facilities	14
Provide more winter access	14
Build guard rails around Rim Drive	10
Roads dangerous—need more maintenance	10
Improve road signage	9
Add more hiking trails	9
Provide more primitive campgrounds	8
Improve access for bicycles	6
Provide more picnic areas	4
Provide more recycling	4
Provide more parking lots	2
Other comment	1
POLICIES	
Prohibit motor boats on lake	6
Prohibit snowmobiles in winter	3
Charge RVs more	3
Reduce number of private vehicles in park	3
Prohibit RVs in park	2
Provide RV parking outside park	2
Allow snowmobiles in winter	2
Other comments	5

Table 8: Planning for the future (continued)

Comment	Number of times mentioned
CONCESSIONS	
Easier access to boat tour for elderly/handicapped	18
Provide more lodging	12
Provide more boat tours	6
Provide better gift shop	5
Offer package tour	5
Provide variety of organic foods	4
Upgrade cafeteria	3
Cafeteria unclean	2
Cafeteria food too expensive	2
Other comments	
RESOURCE MANAGEMENT	
Preservation is most important management task	35
Do not commercialize	21
Balance access with preservation	8
Limit number of visitors in park	7
Add new species	3
GENERAL IMPRESSIONS	
Well managed, do not change	20

Fifty percent of visitor groups (241 groups) wrote additional comments, which are included in the separate appendix of this report. Their comments about Crater Lake NP are summarized below (see Table 9). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Additional comments summary

Table 9: Additional comments
N=237 comments;
Some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff helpful/professional	15
Unhelpful park personnel	7
INTERPRETIVE SERVICES	
Park map does not provide enough information	4
Provide more information about plants/wildlife	4
Provides great learning opportunity	2
Improve park website	2
FACILITIES/ MAINTENANCE	
Directional signs confusing	5
Road too dangerous	3
Trails well maintained	3
Provide shaded parking for visitors with pets	2
Roads well maintained	2
Park clean	2
Provide more restrooms	2
Trail signs should provided detailed mileage information	2
POLICIES	
Provide trails where pets are allowed	5
Prohibit swimming in lake	2
Prohibit snowmobiles in winter	2
CONCESSIONS	
Food quality very good	7
Enjoyed boat tour	6
Improve advertising about boat tour	4
Lodging facilities good	4
Nice lodge restoration	2
Lodge rooms should have phones	2

Table 9: Additional comments (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Impressed with park preservation	15
Park preservation is top priority	8
GENERAL IMPRESSIONS	
Beautiful park	51
Enjoyed visit	43
Peaceful/quiet	11
Hope to return in near future	8
Favorite destination for vacation	5
Spiritual/inspiring scenery	3
Golden Age Passport a great idea	2
Park well managed	2

Crater Lake National Park Additional Analysis VSP Report 129

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/ service and facility instead of all that were listed in the questionnaire. Include your name, address, and phone number in the request.

- | | | |
|--|--|---|
| • Sources of information | • Type of lodging used in park | • Total expenditures - out park |
| • Receive needed information? | • Type of lodging used outside park | • Expenditures hotels in park |
| • Safety concerns | • Use of visitor services/facilities | • Expenditures camping in park |
| • Primary reason for visiting | • Importance of visitor services/facilities | • Expenditures restaurants in park |
| • Length of stay - hours | • Quality of visitor services/facilities | • Expenditures groceries in park |
| • Length of stay - days | • Use of concession services/facilities | • Expenditures gas and oil in park |
| • Activities this visit | • Importance of concession services/facilities | • Expenditures other transport in park |
| • Activities future visits | • Quality of concession services/facilities | • Expenditures admissions in park |
| • Visit during winter? | • Group type | • Expenditures other purchases in park |
| • Consider winter visit in future? | • Group size | • Expenditures hotels out park |
| • Willingness to pay fee to ride over-snow vehicle | • Guided tour groups | • Expenditures camping out park |
| • Hike? | • Gender | • Expenditures guide fees out park |
| • Trails hiked | • Age | • Expenditures restaurants out park |
| • Conversation with ranger? | • U.S. zip code | • Expenditures groceries out park |
| • Importance of interpretive/visitor services | • Foreign country | • Expenditures gas & oil out park |
| • Quality of interpretive/visitor services | • Number of visits - 12 months | • Expenditures other transport out park |
| • Entrances used to enter | • Number of visits - 2 to 5 years ago | • Expenditures admissions out park |
| • Entrances used to exit | • Highest education level | • Expenditures other purchases out park |
| • Places visited | • Income | • Return visit in future? |
| • Number of park entries | • Ethnicity | • Willingness to ride shuttle on Rim Drive |
| • Overnight stays in area | • Race | • Willingness to pay fee to ride shuttle on Rim Drive |
| • Number of nights inside park | • Total expenditures - in and out park | • Subjects of interest in future |
| • Number of nights outside park | • Total expenditures - in park | • Overall quality rating |
-

Additional Analysis (continued)

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. Crater Lake 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

1990 (continued)

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)

1994-1999

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)

Visitor Services Project Publications (continued)

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

1999 (continued)

- 116. Lassen Volcanic National Park
- 117. Cumberland Gap NHP (fall)

2000

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

2001

- 125. Biscayne National Park (spring)
 - 126. Colonial National Historical Park—Jamestown Island
 - 127. Shenandoah National Park
 - 128. Pictured Rocks National Lakeshore
 - 129. Crater Lake National Park
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Crater Lake National Park

Visitor Study Summer 2001

Appendix

Margaret Littlejohn

Visitor Services Project **Report 129**

April 2002

This volume contains a summary of visitors' comments for Questions 27 and 28. The summary is followed by visitors' unedited comments.

Margaret Littlejohn is VSP Coordinator, National Park Service. I thank the staff and volunteers of Crater Lake 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.

Question 27: Planning for the future

N=365 comments;

many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Rangers should be more visible	9
INTERPRETIVE SERVICES	
Bus with interpreter good idea, but give visitors choice	24
Provide more educational materials/programs	20
Provide more interpretive signs	17
Provide more ranger-led talks/programs	11
Bus with interpreter good idea; make mandatory	8
Provide more information on history	3
Add new visitor center to present wildlife information	3
Provide spotting scope at overlooks (for pay)	2
FACILITIES/ MAINTENANCE	
Provide more restroom facilities	14
Provide more winter access	14
Build guard rails around Rim Drive	10
Roads dangerous—need more maintenance	10
Improve road signage	9
Add more hiking trails	9
Provide more primitive campgrounds	8
Improve access for bicycles	6
Provide more picnic areas	4
Provide more recycling	4
Provide more parking lots	2
Other comment	1
POLICIES	
Prohibit motor boats on lake	6
Prohibit snowmobiles in winter	3
Charge RVs more	3
Reduce number of private vehicles in park	3
Prohibit RVs in park	2
Provide RV parking outside park	2
Allow snowmobiles in winter	2
Other comments	5
CONCESSIONS	
Easier access to boat tour for elderly/handicapped	18
Provide more lodging	12
Provide more boat tours	6
Provide better gift shop	5
Offer package tour	5
Provide variety of organic foods	4
Upgrade cafeteria	3
Cafeteria unclean	2
Cafeteria food too expensive	2
Other comments	

Question 27: Planning for the future (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT	
Preservation is most important management task	35
Do not commercialize	21
Balance access with preservation	8
Limit number of visitors in park	7
Add new species	3
GENERAL IMPRESSIONS	
Well managed, do not change	20

Question 28: Additional comments

N=237 comments;

Some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Staff helpful/professional	15
Unhelpful park personnel	7
INTERPRETIVE SERVICES	
Park map does not provide enough information	4
Provide more information about plants/wildlife	4
Provides great learning opportunity	2
Improve park website	2
FACILITIES/ MAINTENANCE	
Directional signs confusing	5
Road too dangerous	3
Trails well maintained	3
Provide shaded parking for visitors with pets	2
Roads well maintained	2
Park clean	2
Provide more restrooms	2
Trail signs should provided detailed mileage information	2
POLICIES	
Provide trails where pets are allowed	5
Prohibit swimming in lake	2
Prohibit snowmobiles in winter	2
CONCESSIONS	
Food quality very good	7
Enjoyed boat tour	6
Improve advertising about boat tour	4
Lodging facilities good	4
Nice lodge restoration	2
Lodge rooms should have phones	2
RESOURCE MANAGEMENT	
Impressed with park preservation	15
Park preservation is top priority	8
GENERAL IMPRESSIONS	
Beautiful park	51
Enjoyed visit	43
Peaceful/quiet	11
Hope to return in near future	8
Favorite destination for vacation	5
Spiritual/inspiring scenery	3
Golden Age Passport a great idea	2
Park well managed	2