



Social Science Program
National Park Service
U.S. Department of the Interior

Visitor Services Project



Capulin Volcano National Monument Visitor Study

Summer 2003

Report 146



University of Idaho
Park Studies Unit



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Visitor Services Project Report 146

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Visitor Services Project
Capulin Volcano National Monument Visitor Study
Report Summary

- This report describes the results of a visitor study at Capulin Volcano National Monument from July 10-16, 2003. A total of 357 questionnaires were distributed to visitors. Visitors returned 263 questionnaires for a 73.6% response rate.
- This report profiles Capulin Volcano National Monument visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments.
- Twenty-six percent of visitor groups were groups of two. Seventy-nine percent of the visitor groups were family groups. Fifty-two percent of visitors were aged 31-65 years and 31% were aged 15 or younger.
- United States visitors were from Texas (46%), Oklahoma (11%), and Colorado (6%), with smaller percentages from 32 other states and Washington D.C. There were not enough international visitors to provide reliable data.
- Most visitors (78%) reported this as their first visit to Capulin Volcano National Monument in the past 12 months. Thirty-one percent of visitors arrived between noon and 2 p.m. and 32% departed between 1 p.m. and 3 p.m. Nineteen percent of visitors arrived on Saturday.
- Most visitor groups (89%) said they did not have a disability or impairment that affected their visit to Capulin Volcano National Monument. Of those reporting a disability that impacted their visit, 71% reported mobility as their impairment.
- Prior to this visit, visitors often obtained information about Capulin Volcano National Monument through word of mouth (41%), previous visits (36%), and maps/brochures (35%). Twenty-two percent of the visitors received no information before their visit.
- Most visitors (74%) reported traveling through area as the primary reason for their visit to Capulin Volcano National Monument **area**, and 16% said to visit Capulin Volcano National Monument. The most common reason for visiting Capulin Volcano National Monument was to see the view from the top of the volcano (85%).
- On this visit, the most common activities were scenery/sightseeing (94%), driving to summit (93%) and walking/hiking (74%). The most common activities on past visits included scenery/sightseeing (100%), driving to summit (92%), and viewing visitor center exhibits (72%).
- Most visitor groups (65%) spent between \$1 and \$100 in total expenditures during this visit. The average visitor group expenditure during the visit was \$130. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$32. The average per capita expenditure was \$30.
- Most visitors (73%) did not spend the night away from home within one hour of Capulin Volcano NM on this trip. Of those who did, 64% stayed one night, and twenty percent stayed five or more nights.
- When asked about topics they learned on this visit, most visitor groups reported learning about geology/volcanoes (85%), history (80%), and plants and animals (66%).
- Seventy-four percent of visitors rated the overall quality of visitor services at Capulin Volcano National Monument as "very good" and 22% rated the quality as "good." No visitor groups rated the overall quality of visitor services as "very poor."

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit; phone (208) 885-7863 or visit the following website: http://www.psu.uidaho.edu

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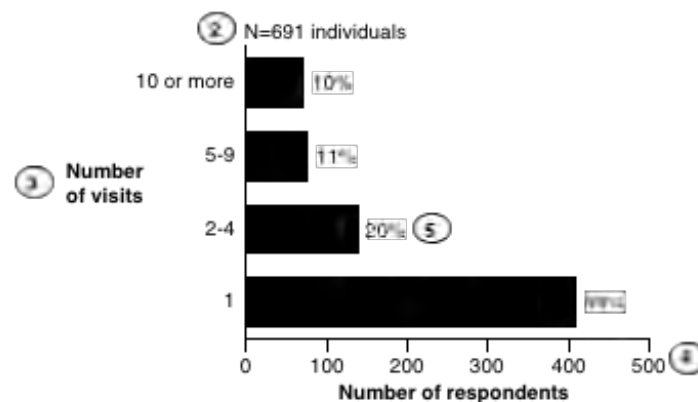
INTRODUCTION

This report describes the results of a study of visitors at Capulin Volcano National Monument (National Monument). This visitor study was conducted July 10-16, 2003 by the National Park Service (NPS) Visitor Services Project (VSP), part of the 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 to help managers request additional analyses. The final section includes a copy of the **Questionnaire**. The separate appendix includes comment summaries and visitors' unedited comments.

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

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 Visitor Services Project studies. Some of the questions were comparable with VSP studies conducted at other parks. Other questions were customized for Capulin Volcano National Monument. Interviews were conducted with, and 357 questionnaires were distributed to a sample of visitors who arrived at Capulin Volcano National Monument during the period from July 10-16, 2003. Visitors were sampled at the visitor center at the monument.

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. These individuals were asked for their names, addresses and telephone numbers in order to mail them a reminder-thank you postcard. Visitor groups were given a questionnaire asked to complete it during or after their visit and then return it by mail. The questionnaires were preaddressed and postage paid.

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 survey. Seven weeks after the survey, second replacement questionnaires were mailed to visitors who still had not returned their questionnaires.

Data Analysis

Returned questionnaires were coded and the information was entered into a computer using a standard statistical software package—Statistical Analysis System (SAS). Frequency distribution and cross-tabulations were calculated for the coded data, and responses to open-ended questions were categorized and summarized.

Sample size, missing data and reporting items

This study collected information on both visitor groups and individual group members. Thus, the sample size ("N") varies from figure to figure. For example, while Figure 1 shows information for 259 visitor groups, Figure 3 presents data for 973 individuals. A note above each graph specifies the information illustrated.

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, although Capulin Volcano National Monument visitors returned 263 questionnaires, Figure 1 shows data for only 259 respondents.

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

Limitations

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

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visit the park.
2. The data reflect visitor use patterns of visitors to the selected sites during the study period of July 10-16, 2003. 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

Weather conditions during the visitor study were mostly normal for the time of year. The weather was mostly hot and dry for the duration of the survey period from July 10-16, 2003.

RESULTS

Visitors contacted

At Capulin Volcano National Monument, 357 visitor groups were contacted, 356 of these groups (99.7%) accepted questionnaires. Questionnaires were completed and returned by 263 visitor groups, resulting in a 73.6% response rate for this study.

Table 1 compares age and group size information collected from the total sample of visitors who participated, with age and group size of visitors who actually returned questionnaires. Based on the variables of respondent age and visitor group size, non-response bias was judged to be insignificant.

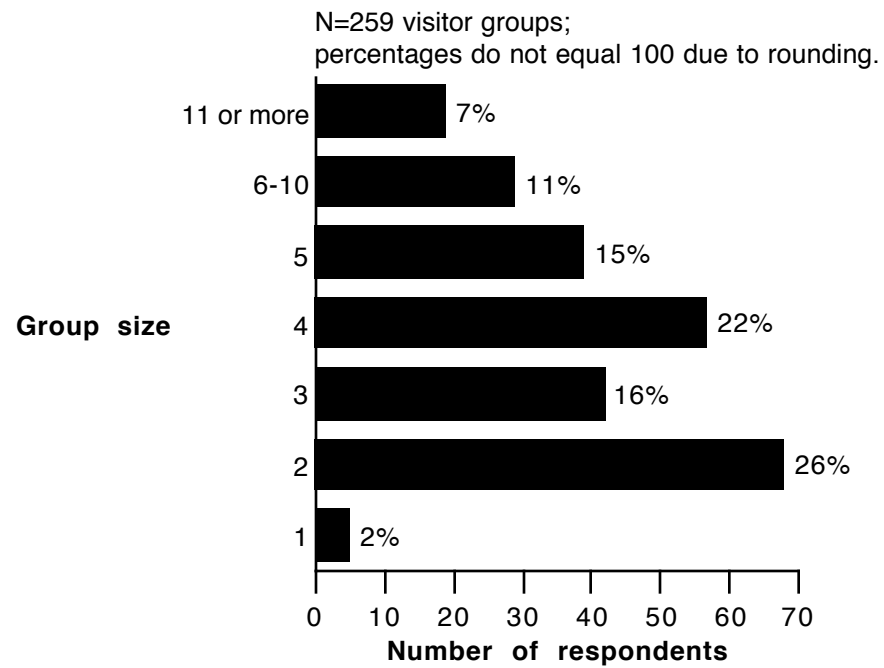
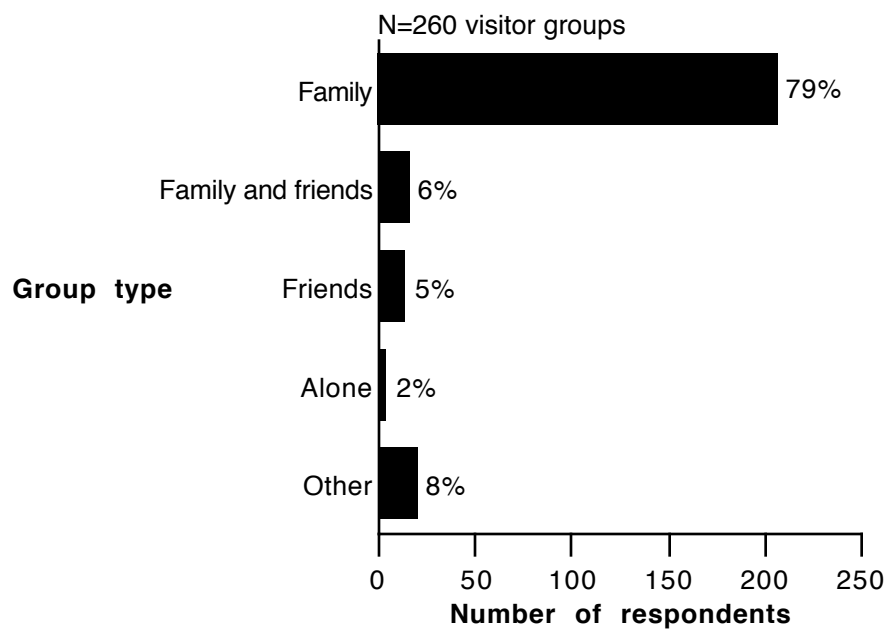
Table 1: Comparison of total sample and actual respondents

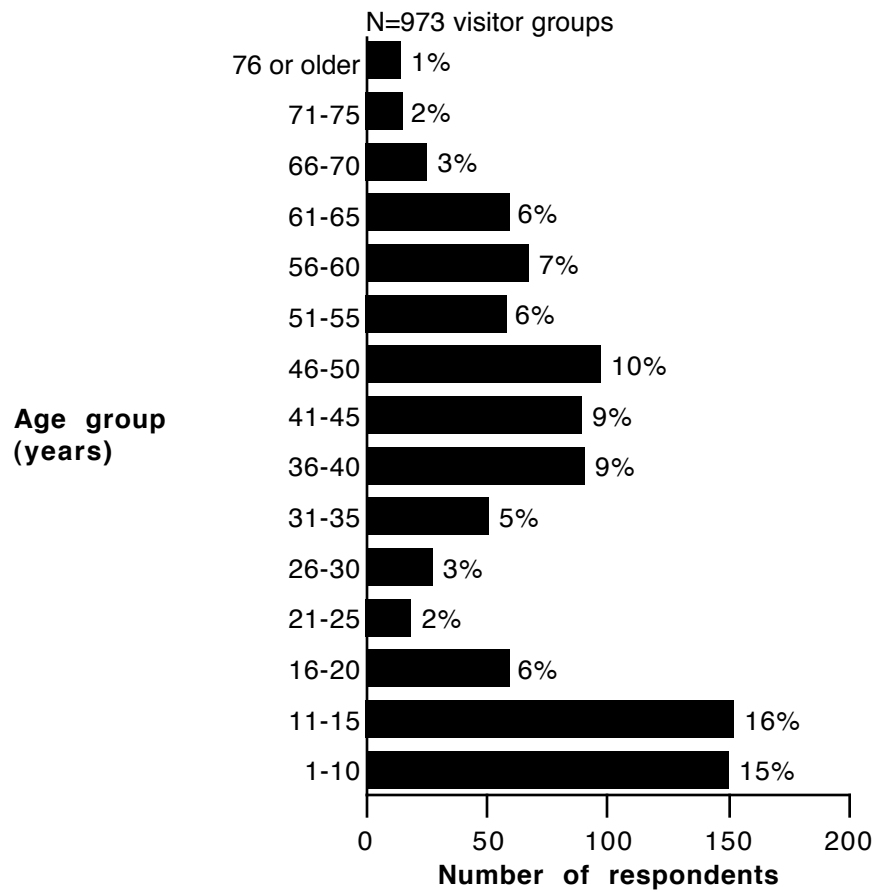
Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondents	355	46.4	259	47.1
Group size	357	4.7	259	4.7

Demographics

Figure 1 shows visitor group sizes, which ranged from one person to 35 people. Twenty-six percent of visitor groups consisted of two people, while another 38% consisted of three or four people. Eighteen percent were in groups of six or more.

Most groups (79%) were traveling with family (see Figure 2). Six percent reported traveling with family and friends and 8% specified "other" as their group type. "Other" group types included those traveling with church group, boy scouts, and college class. Thirty-one percent of visitors were 15 years old or younger (see Figure 3), and 28% were between the ages of 36 and 50.

**Figure 1: Visitor group size****Figure 2: Visitor group type**

**Figure 3: Visitor ages**

Demographics (continued)

Visitors reported the number of times each group member had visited Capulin Volcano National Monument in their lifetimes, including this visit. Most visitors (78%) reported that this was their first visit to the monument (see Figure 4). Thirteen percent of visitors have visited two times and 1% has visited eleven or more times.

There were too few international visitors to provide reliable data (see Table 2 with CAUTION). The largest proportions of United States visitors were from Texas (46%), Oklahoma (11%), and Colorado (6%). Smaller proportions of U.S. visitors came from another 32 states and Washington D.C. (see Map 1 and Table 3).

When asked, "Does anyone in your group have any disabilities/ impairments that limited their ability to visit Capulin Volcano National Monument?" 89% of respondents said "no" (see Figure 5). For those who reported having a disability or impairment that affected their visit, the impairments included mobility (71%), hearing (11%), and "other" (18%), as shown in Figure 6. "Other" impairments included panic attacks, fear of heights, bad circulation and inability to walk.

Most respondents (78%) impacted by disabilities responded that they did not encounter any service or access problems during their visit to Capulin Volcano National Monument (see Figure 7). Those who encountered service and access problems mentioned not enough seating in the visitor center and trails too steep for walking.

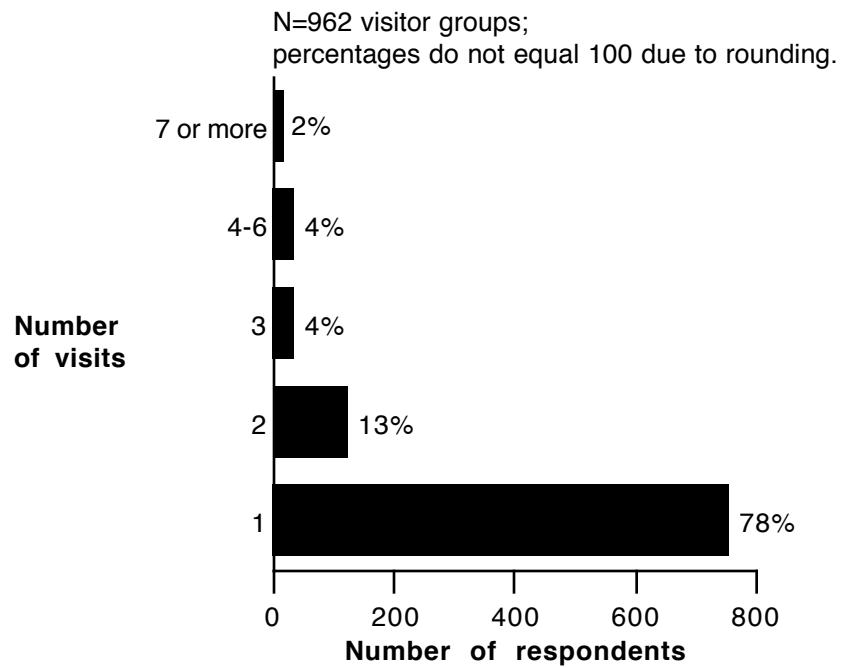
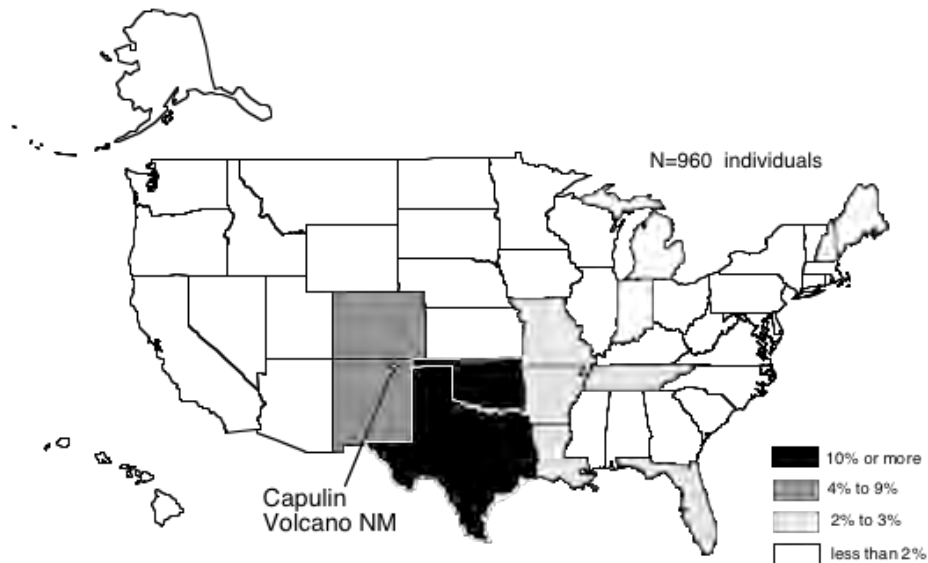


Figure 4: Number of lifetime visits (including this visit)

Table 2: International visitors by country of residence
CAUTION!

Country	Number of individuals N=10 individuals	Percent of international visitors	Percent of total N=911 individuals
Canada	4	40	<1
Germany	4	40	<1
Holland	2	20	<1



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

Table 3: United States visitors by state of residence

percentages may not equal 100 due to rounding.

State	Number of individuals N=901 individuals	Percent of U.S. visitors	Percent of total visitors N=911 individuals
Texas	416	46	46
Oklahoma	95	11	10
Colorado	53	6	6
New Mexico	43	5	5
Louisiana	27	3	3
Missouri	26	3	3
Arkansas	25	3	3
Tennessee	22	2	2
Florida	20	2	2
Mississippi	17	2	2
Kansas	14	2	2
Alabama	13	1	1
Pennsylvania	12	1	1
Maryland	11	1	1
Iowa	8	1	<1
Oregon	8	1	<1
California	7	1	<1
Georgia	7	1	<1
New York	7	1	<1
Illinois	6	1	<1
Michigan	6	1	<1
Indiana	5	1	<1
Minnesota	5	1	<1
South Carolina	5	1	<1
Wyoming	5	1	<1
10 other states and Washington D.C.	38	4	4

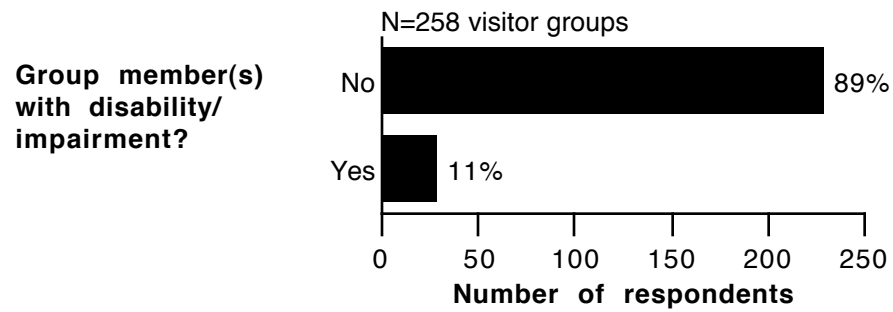


Figure 5: Visitor groups with disabilities/impairments that limited ability to visit Capulin Volcano National Monument

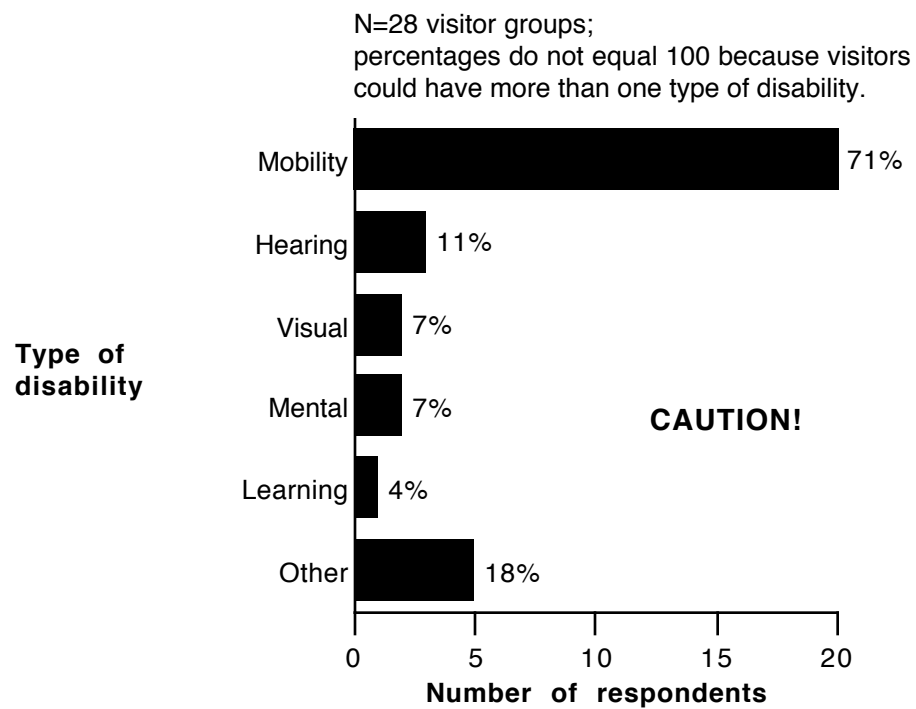


Figure 6: Type of visitor disability

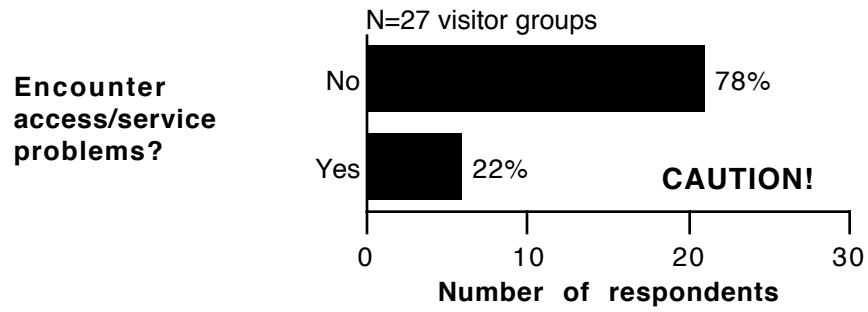


Figure 7: Encounter service or access problems due to disability?

Length of visit/arrival-departure time

Visitors were asked the number of hours they spent at Capulin Volcano National Monument on this visit. Forty-four percent spent one hour (see Figure 8), 42% spent two hours, and 11% spent three or four hours.

Thirty-one percent of respondents arrived at Capulin Volcano National Monument noon and 2 p.m. on the day they received a questionnaire (see Figure 9). Twenty-four percent responded that they arrived between 10 a.m. and noon, and 22% arrived between 2 p.m. and 4 p.m.

Visitors also reported their last departure time from Capulin Volcano National Monument. Thirty-two percent of visitors departed in the afternoon between 1 p.m. and 3 p.m., 24% departed between 11 a.m. and 1 p.m. and 23% departed between 3 p.m. and 5 p.m. (see Figure 10).

When asked which day of the week they arrived at the monument, 19% of visitors arrived on Saturday (see Figure 11). Eighteen percent arrived on Friday, and 15% arrived on Monday.

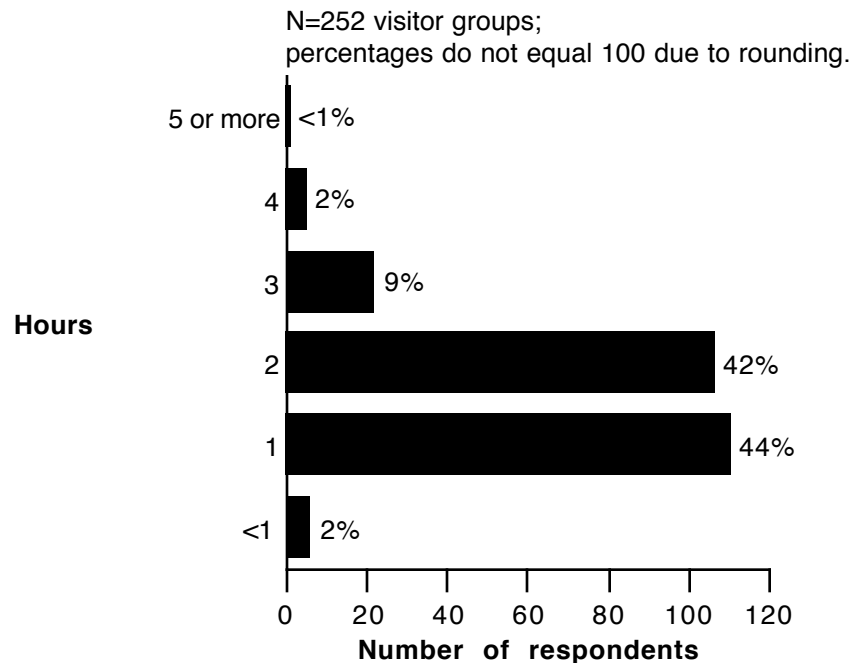


Figure 8: Hours spent at Capulin Volcano National Monument

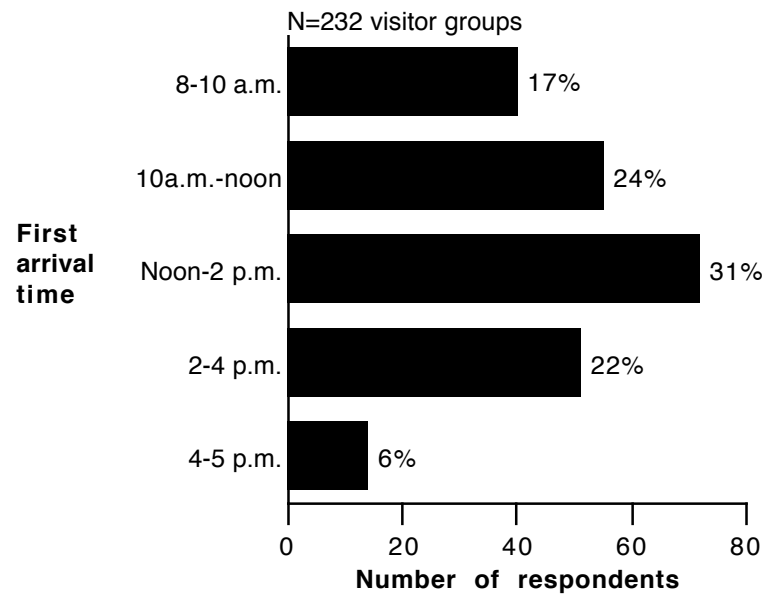


Figure 9: First arrival time by visitors at Capulin Volcano National Monument on this visit

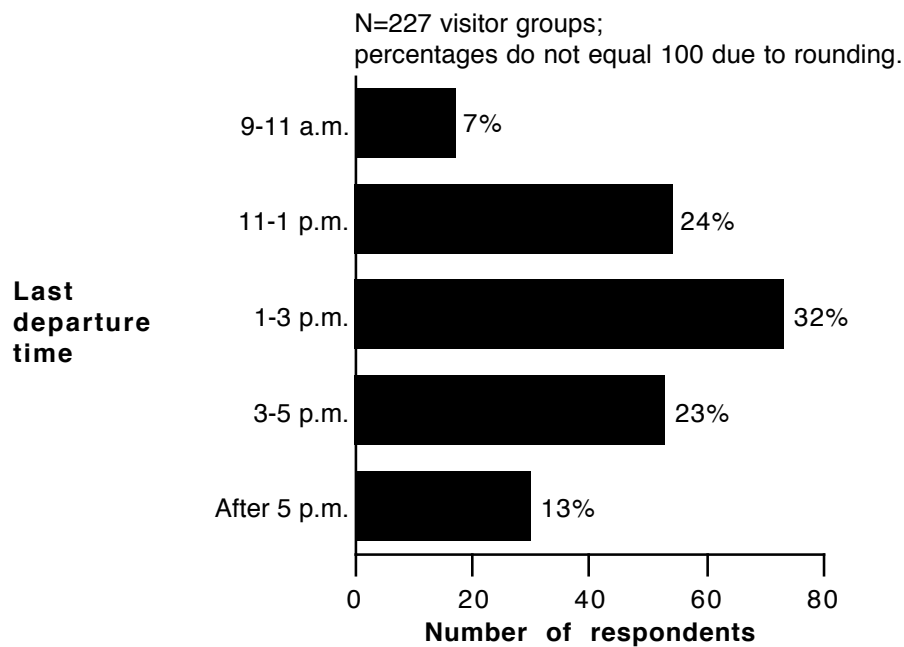


Figure 10: Last departure time of visitors at Capulin Volcano National Monument on this visit

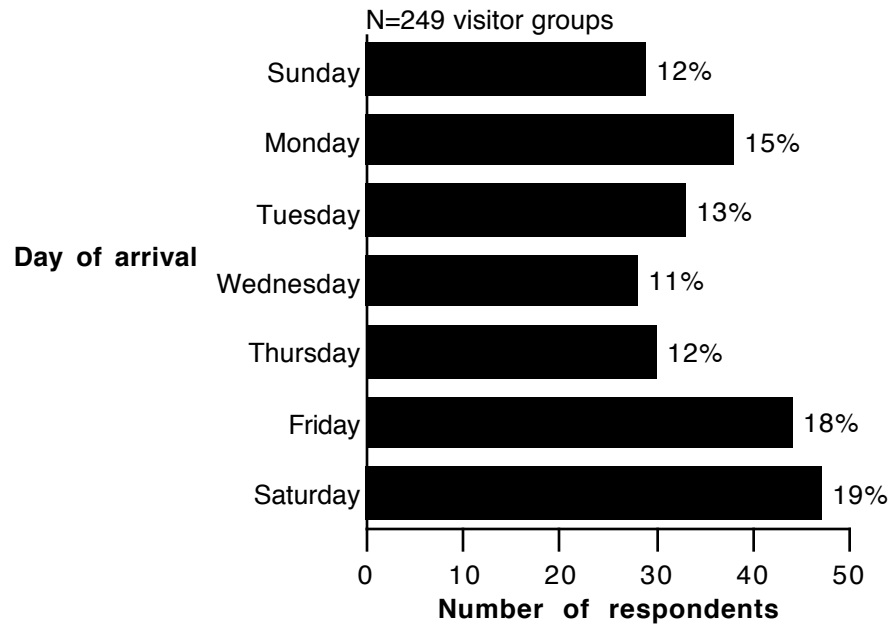


Figure 11: Day of arrival at Capulin Volcano National Monument

Sources of information

Visitors reported the sources of information they used prior to visiting Capulin Volcano National Monument. Of those groups who received information, 41% cited friends/relatives/word of mouth, 36% reported previous visits, and 35% said maps/brochures (see Figure 12). Twenty-two percent of visitor groups received no information prior to their visit. The least used source of information was television/radio/video programs (0%). "Other" sources of information used by visitors were traveling through, rest area map, road signs, and National Parks Passport.

Most visitors (92%) received the information they needed to plan their visit (see Figure 13). However 8% did not receive the information they needed. The additional information that they needed prior to their visit included methods of payment and costs, operating needs, and picnic area availability.

Most visitors (56%) would prefer to use the NPS website for planning a future visit to Capulin Volcano National Monument (see Figure 14). Additional sources of information visitors would prefer to use in the future included maps and brochures (41%), travel guides and tour books (37%) and previous visits (30%).

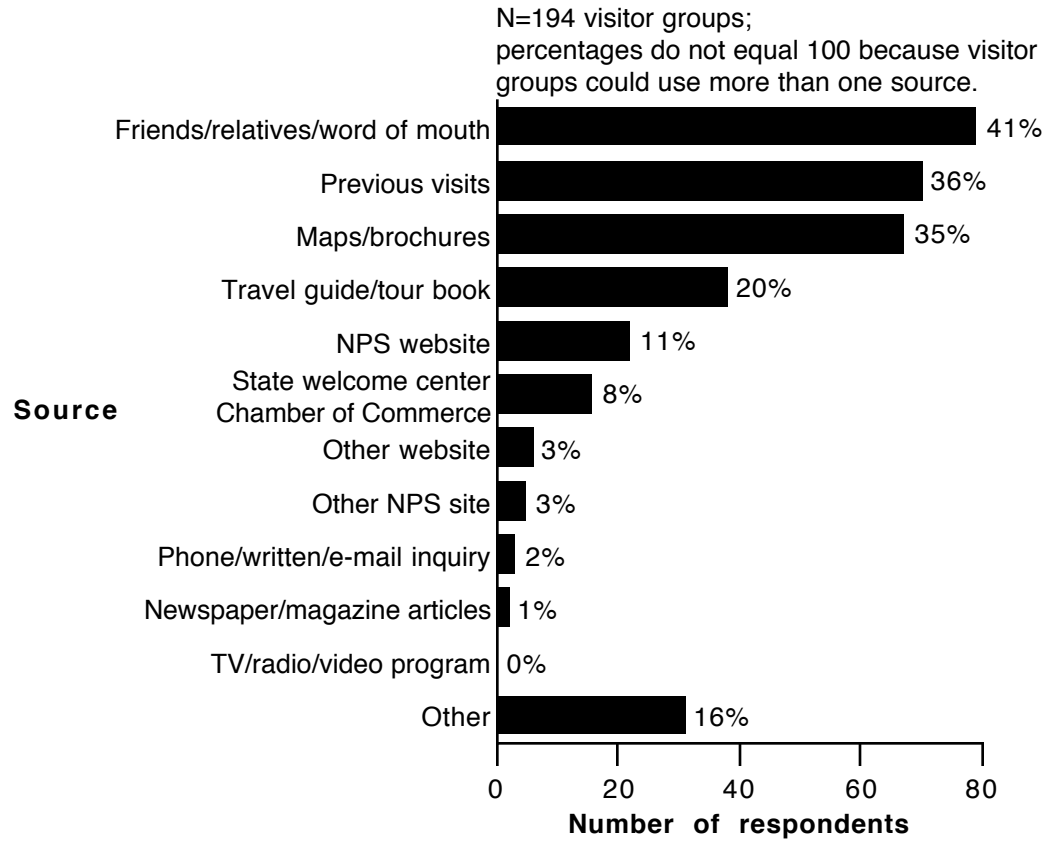


Figure 12: Sources of information used by visitors prior to this visit

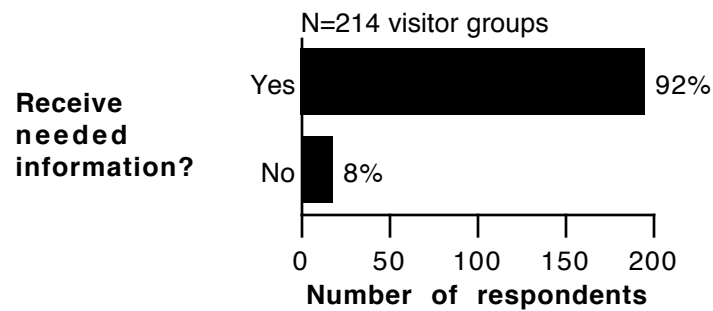


Figure 13: Receive needed information?

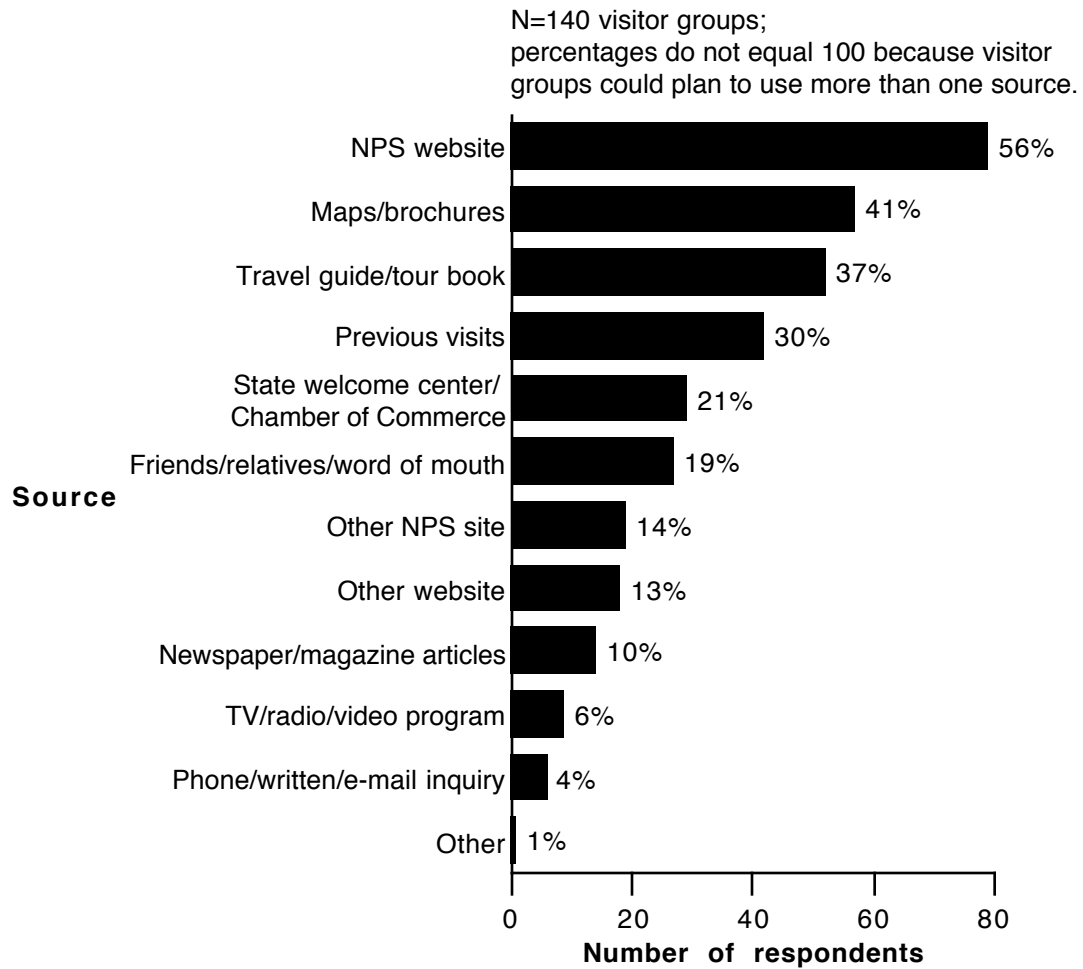


Figure 14: Source of information prior to future visits

Reason for visit/travel plans

Seventy-four percent of respondents reported traveling through the area as the primary reason for visiting the Capulin Volcano National Monument **area** (see Figure 15). Sixteen percent reported their primary reason was to visit Capulin Volcano National Monument. Other reasons included visiting other attractions in the area (7%) and visiting friends/relatives in the area (2%).

Visitors were asked how their trip to Capulin Volcano National Monument fit into their travel plans. Fifty-five percent reported that the monument was one of several destinations (see Figure 16) and 40% reported that Capulin Volcano National Monument was not a planned destination (see Figure 16).

Most visitors (85%) reported seeing the view from the top of the volcano as their reason for visiting Capulin Volcano National Monument (see Figure 17). Additional reasons included enjoying scenic beauty (81%), and driving road to top of volcano (64%). "Other" reasons included showing children, seeing volcano, photography, and walking inside volcano.

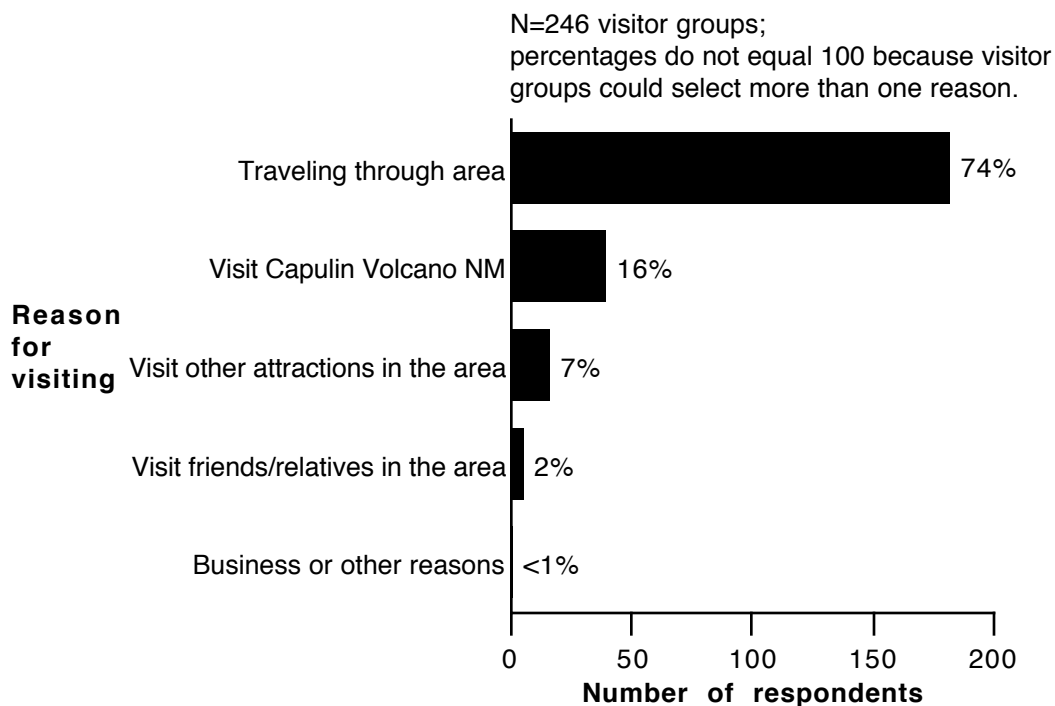


Figure 15: Primary reason for visiting Capulin Volcano National Monument area

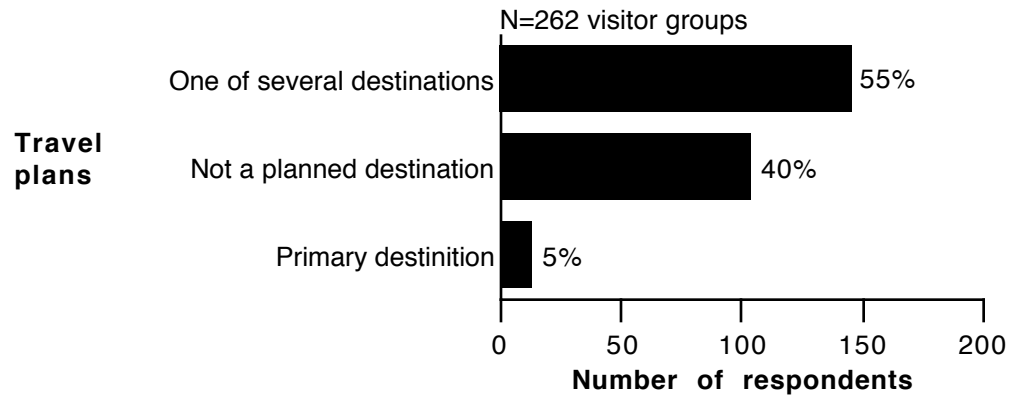


Figure 16: How Capulin Volcano National Monument visit fit into travel plans

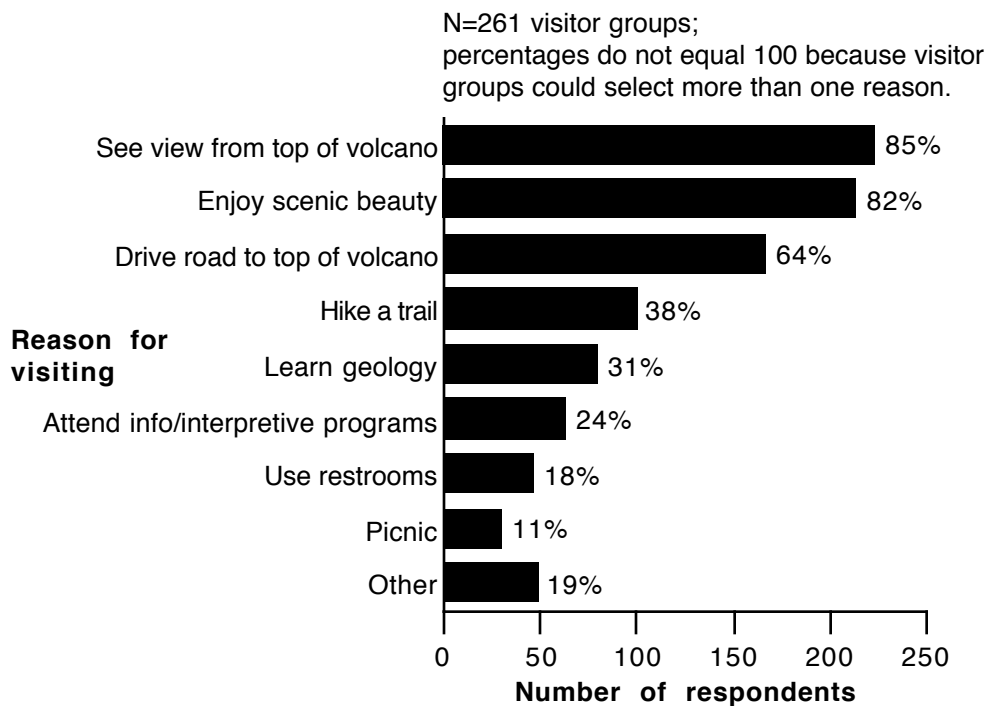


Figure 17: Reason for visiting Capulin Volcano National Monument

Overnight accommodations

Visitor groups were asked a series of questions about overnight accommodations. Most visitors (73%) did not spend the night away from home within one hour of Capulin Volcano National Monument (see Figure 18).

Number of nights: Of those visitors who stayed overnight within a one-hour drive of Capulin Volcano National Monument, 64% stayed one night and 20% stayed five or more nights (see Figure 19).

Type of accommodation used: Fifty-nine percent of visitors stayed in a lodge/motel/cabin, while 30% stayed in a campground or trailer park (see Figure 20). “Other” accommodations included NRA center, National Guard armory, and state park.

Where group stayed prior to visit: Table 4 shows the town/city where visitors stayed the night before arriving at Capulin Volcano National Monument. The towns/cities visitors most frequently stayed in were Raton, New Mexico, Colorado Springs, Colorado, and Amarillo, Texas. Visitors reported staying in 84 other cities.

Where group stayed after leaving Capulin Volcano National Monument: The cities most respondents reported staying in the night after their visit to the monument were Amarillo, Texas, Raton, New Mexico, and Colorado Springs, Colorado (see Table 5).

Number of times entered Capulin Volcano National Monument: Ninety-six percent of visitors entered the monument one time on this visit. Four percent of visitors entered two times (see Figure 21).

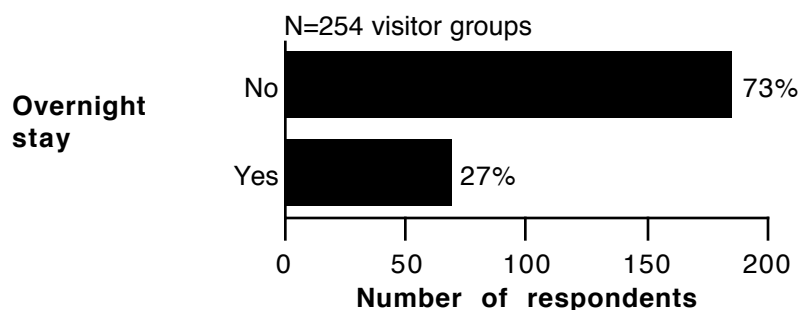


Figure 18: Overnight stays within one hour of Capulin Volcano National Monument

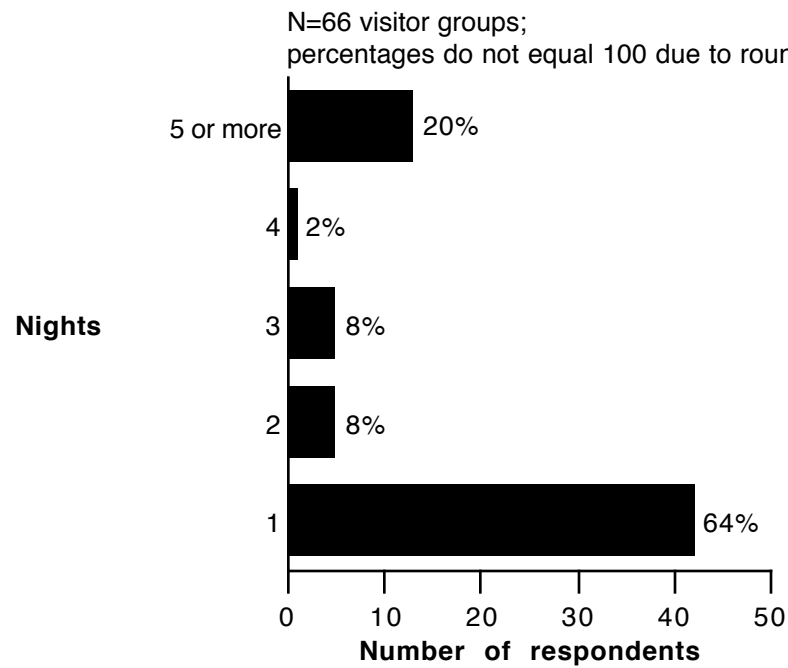


Figure 19: Number of nights visitors stayed within one hour of Capulin Volcano National Monument

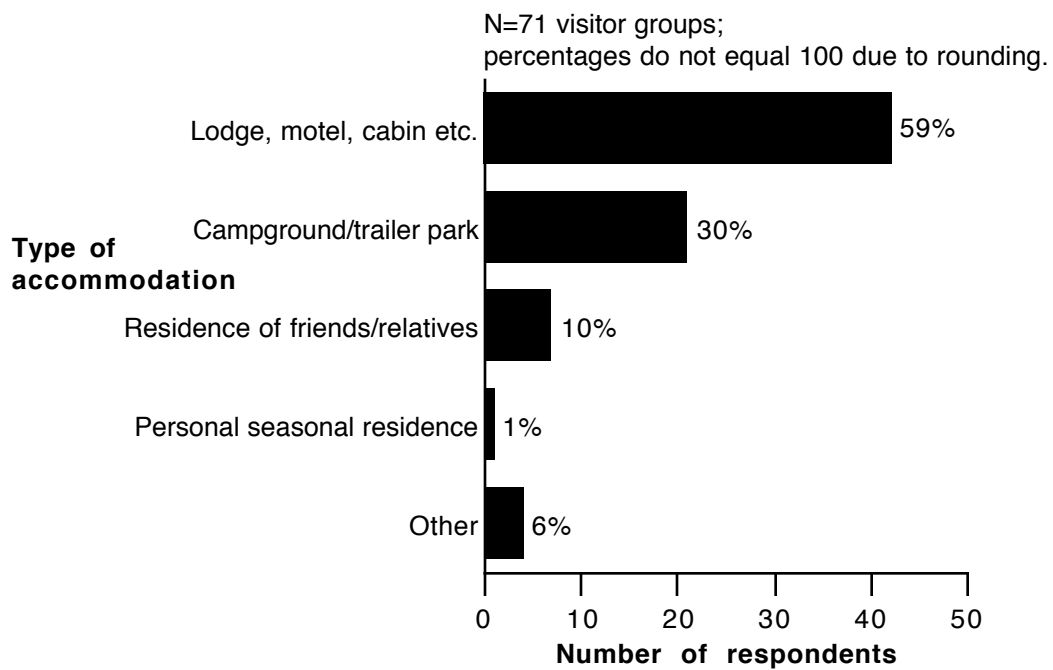


Figure 20: Overnight accommodations

Table 4: Overnight stay on night before visit

N=235 places

City/State	Number of times mentioned
Raton, NM	34
Colorado Springs, CO	18
Amarillo, TX	17
Pueblo, CO	10
Trinidad, CO	10
Cimarron-Philmont, NM	9
Denver, CO	5
Red River, NM	5
Santa Fe, NM	5
Walsenburg, CO	5
Angel Fire, NM	4
Guymon, OK	4
Oklahoma City, OK	4
Alamosa, CO	3
Albuquerque, NM	3
Buena Vista, CO	3
Great Sand Dunes, CO	3
Lubbock, TX	3
Sugarite Canyon State Park, NM	3
Taos, NM	3
Canyon City, CO	2
Canyon, TX	2
Cheyenne, WY	2
Cuchara, CO	2
Fort Worth, TX	2
Las Vegas, NM	2
Pampa, TX	2
South Fork, CO	2
Springer, NM	2
Texline, TX	2
Wichita Falls, TX	2
Antonito, CO	1
Aurora, CO	1
Balch Springs, TX	1
Big Spring, TX	1
Black Hills, SD	1
Boulder, CO	1
Branson, CO	1
Breckenridge, CO	1
Breckenridge, TX	1
Broken Arrow, OK	1
Cedar Rail Campground, NM	1
Cleveland, TX	1
Cotapaxi, CO	1
Cripple Creek, CO	1
Dallas, TX	1
Denver, CO	1
Dequeen, AR	1
Divide, CO	1

Table 4: Overnight stay on night before visit (continued)

City/State	Number of times mentioned
Dodge City, KS	1
Dumas, TX	1
Eagle Nest, NM	1
Felt, OK	1
Fort Lupton, CO	1
Fort Supply, KS	1
Fountain, CO	1
Garden City, KS	1
Garden of the Gods, CO	1
Garrison, CO	1
Goodwell, OK	1
Harrison, AR	1
Houston, TX	1
Hugoton, KS	1
La Veta Pass, CO	1
Lake Isabel, CO	1
Lake Powell, AZ	1
Lathrop State Park, CO	1
Limon, KA	1
Longmont, CO	1
Loveland, CO	1
Manitou Springs, CO	1
Meade, KS	1
Midland, TX	1
Moab, UT	1
Portales, NM	1
Roswell, NM	1
Salida, CO	1
Shatluck, OK	1
Spanish Peaks, CO	1
Springdale, AZ	1
Steamboat Springs, Co	1
Tabernash, CO	1
Thermopolis, NY	1
Ute Park, NM	1
Vaughn, NM	1
Yankee, NM	1
Yellowstone, WY	1

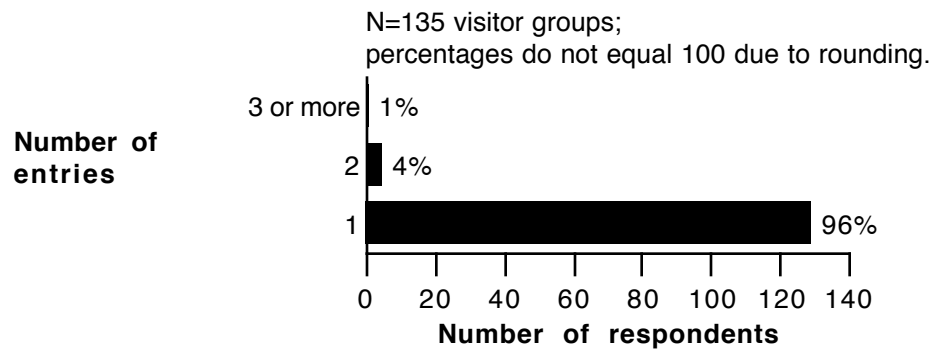
Table 5: Overnight stay on night after visit

N=242 places

City/State	Number of times mentioned
Amarillo, TX	33
Raton, NM	29
Colorado Springs, CO	13
Cimarron-Philmont, NM	8
Clayton Lake State Park, NM	7
Lubbock, TX	7
Dalhart, TX	6
Dumas, TX	6
Clayton, NM	5
Trinidad, CO	5
Childress, TX	4
Dallas, TX	4
Oklahoma City, OK	4
Taos, NM	4
Walsenburg, CO	4
Westcliffe, CO	4
Cuchara, CO	3
Denver, CO	3
Red River, NM	3
Santa Fe, NM	3
Angel fire, NM	2
Austin, TX	2
Canon City, CO	2
Estes Park, CO	2
Fort Worth, TX	2
Guymon, OK	2
Lawton, OK	2
Palo Duro Canyon, TX	2
Plano, TX	2
Pueblo, CO	2
South Fork, CO	2
Solida, CO	2
Springer, NM	2
Stratford, TX	2
Texline, TX	2
Wichita, TX	2
Arroyo Hondo, NM	1
Black Mesa, OK	1
Boise City, OK	1
Branson, CO	1
Breckenridge, CO	1
Buena Vista, CO	1
Buffalo, OK	1
Carlsbad, NM	1
Centennial, CO	1
Clovis, NM	1
Cottonwood Cove, CO	1
Creed, CO	1
Eagle Nest, NM	1
Earth, TX	1

Table 5: Overnight stay on night after visit (continued)

City/State	Number of times mentioned
Elkhart, KS	1
Englewood, CO	1
Felt, OK	1
Fort Collins, CO	1
Garden City, KS	1
Glorieta, NM	1
Goodwell, OK	1
Graham, TX	1
Granbury, TX	1
Grapevine, TX	1
Great Sand Dunes NP, CO	1
Hennessey, OK	1
Irving, TX	1
Keystone, CO	1
Lake City, CO	1
Lamar, CO	1
Las Cruces, NM	1
Las Vegas, NM	1
Liberal, KS	1
Lyons, CO	1
Members, NM	1
Mooreland, OK	1
Norman, OK	1
Odessa, TX	1
Ouray, CO	1
Portales, NM	1
Richardson, TX	1
Roswell, NM	1
San Antonio, TX	1
Snyder, TX	1
Stillwater, OK	1
Tin Cup, CO	1
Tulia, TX	1
Tulsa, OK	1
Walsh, CO	1
Woodland Park, CO	1



**Figure 21: Number of times visitors entered
Capulin Volcano National Monument**

Sites visited

Visitor groups were asked to indicate the sites they visited at Capulin Volcano National Monument on this visit. Most visitors (96%) reported visiting the visitor center, 91% visited the crater parking lot, and 66% visited the Crater Rim Trail (see Figure 22). Fifty-three percent of respondents visited the Crater Vent Trail, 17% visited the Visitor Center Nature Trail and 14% visited picnic areas. "Other" areas visitors reported visiting included restrooms and parking lots.

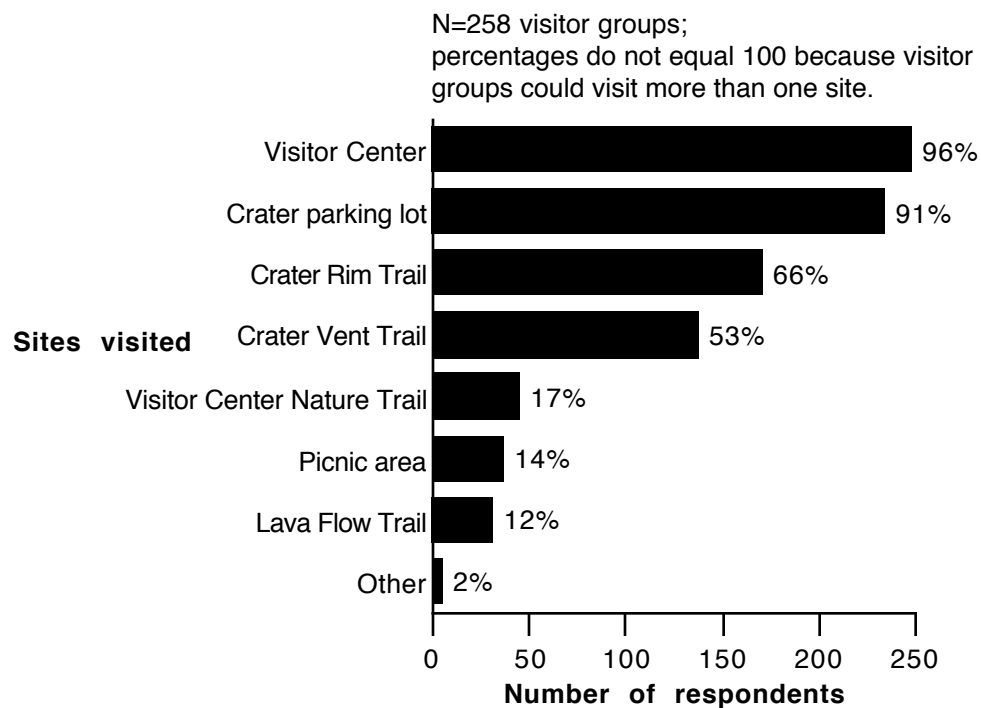


Figure 22: Sites visited on this visit

Activities

Figure 23 summarizes activities visitors participated in on this visit to Capulin Volcano National Monument. Activities that visitors participated in the most included enjoying scenery/sightseeing (94%) and driving to the volcano summit (93%). Additional activities included walking/hiking on trails (74%) and viewing visitor center exhibits (68%). “Other” activities visitors reported participating in were swatting bugs, talking to the ranger, and looking for ladybugs.

On past visits, the activities that visitors participated in the most was enjoying scenery/sightseeing (100%) and driving to volcano summit (92%), as shown in Figure 24. Completing the Junior Ranger Program and attending a ranger geology talk were the least used activities on both this visit and previous visits.

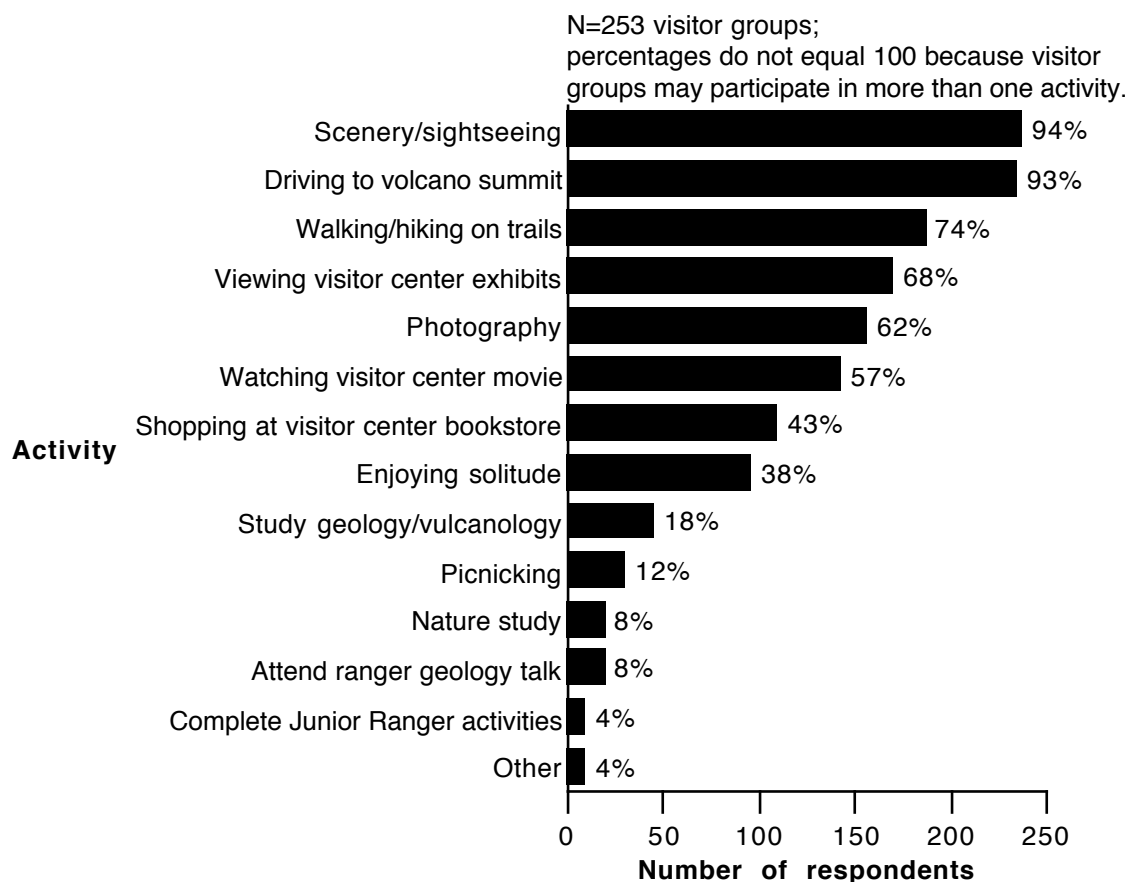


Figure 23: Visitor activities on this visit

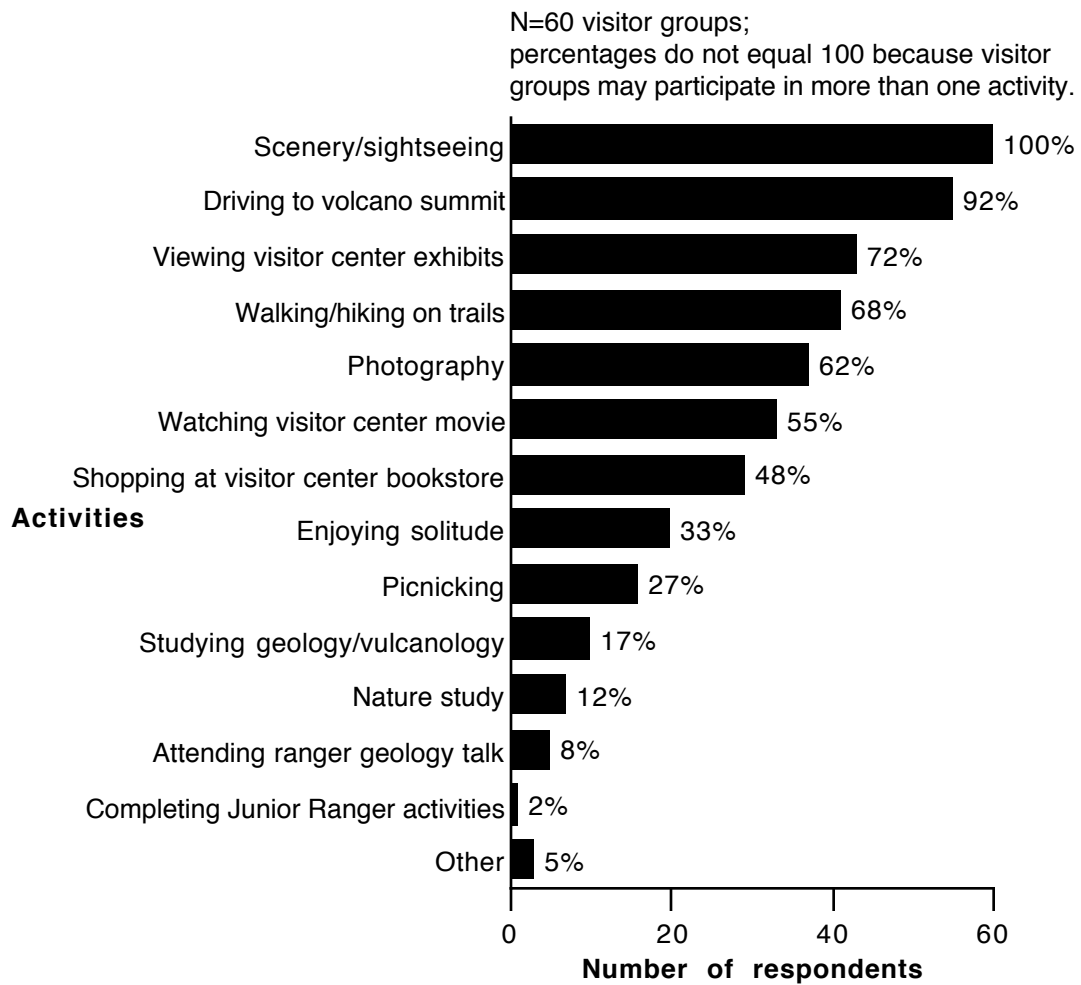


Figure 24: Visitor activities on past visits

Selected factors' effect on visitor experience

Visitors were asked to indicate how certain factors might have affected their visit to Capulin Volcano National Monument. Visitors rated whether factors such as park development, view of surrounding area and air quality added to, detracted from, or had no effect on their visit. The element most visitors (82%) rated as adding to their visit was the view of surrounding area (see Table 6). Thirty percent of visitors said park development had "no effect." Air quality "detracted from" their visit for 4% of the visitor groups. "Other" comments that visitors mentioned included enjoying the weather and helpful staff that added to their visit. Bugs and gnats most often detracted from some visitors' experience.

Table 6: Factors' effect on visitor experience N=number of respondents; percentages may not equal 100 due to rounding.				
Elements	Effect on park experience			
	Added to	No effect	Detracted from	Did not experience
	%	%	%	%
Park development (buildings, roads, housing) N=243	59	30	3	9
View of surrounding area N=244	82	14	1	3
Air quality N=240	63	29	4	4
Other N=56	16	13	66	5

Importance of visitor services and facilities

Visitors were asked to note the visitor services and facilities they used during this visit to Capulin Volcano National Monument. The most used services and facilities included parking (88%), restrooms (86%), and road (81%), as shown in Figure 25. The least used service was access for disabled persons (2%).

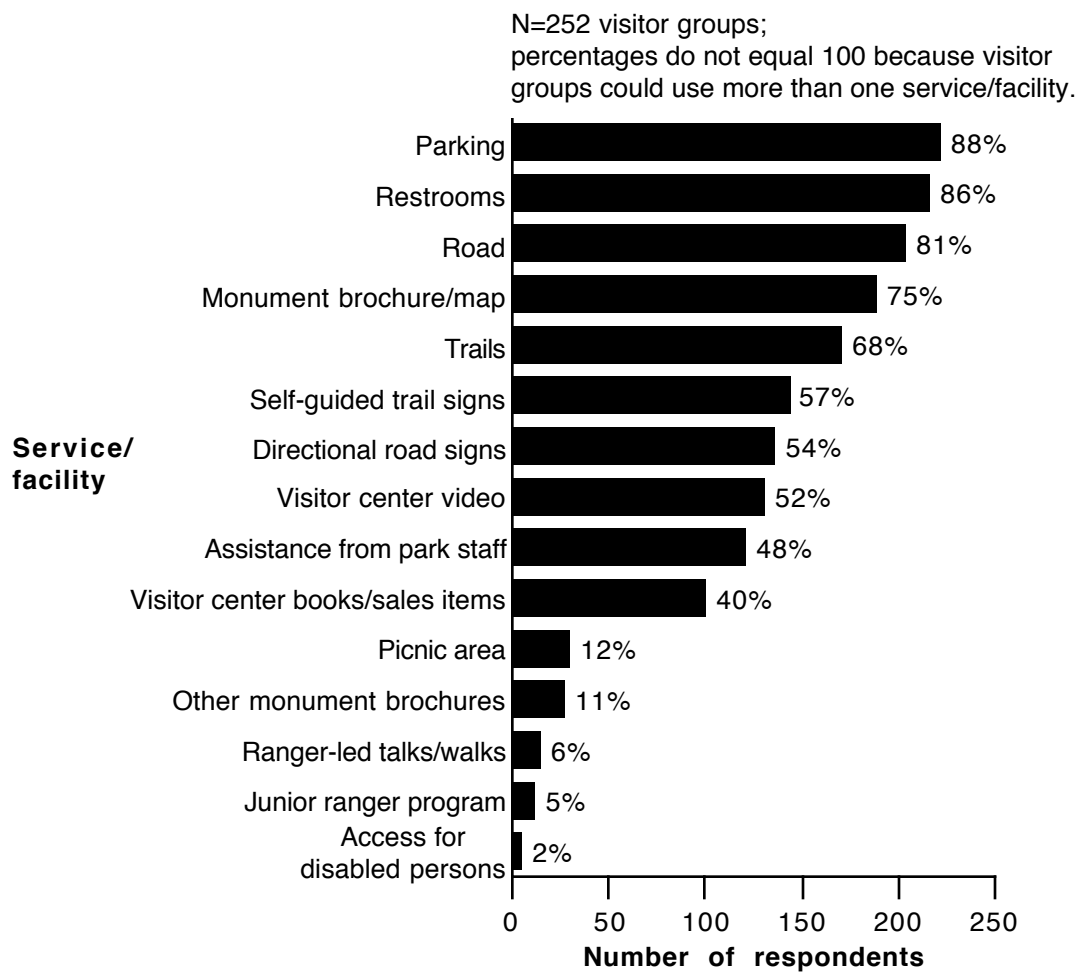


Figure 25: Services and facilities used at Capulin Volcano National Monument

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

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

The average importance and quality ratings for each service and facility were determined based on ratings provided by visitors who used each service and facility. Figures 26 and 27 show the average importance and quality ratings for each of the park services and facilities. All services and facilities were rated above average in importance and quality. Note: other monument brochures, ranger-led walks/talks, Junior Ranger Program, picnic area, and access for disabled persons were not rated by enough visitors to provide reliable data.

Figures 28-42 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” and “very important” ratings included road (76%), restrooms (72%), and trail (66%). The highest proportion of “not important” ratings was visitor center sales items (2%).

Figures 43-56 show the quality ratings that were provided by visitor groups for each of the individual facilities. Figure 58 shows the combined “very good” and “good” quality ratings of visitor services and facilities. Of those services and facilities rated, those receiving the highest proportion of “very good” and “good” ratings included monument brochure/map (95%) and assistance from park staff, self-guided trail signs, visitor center sales items, and trails (94% each).

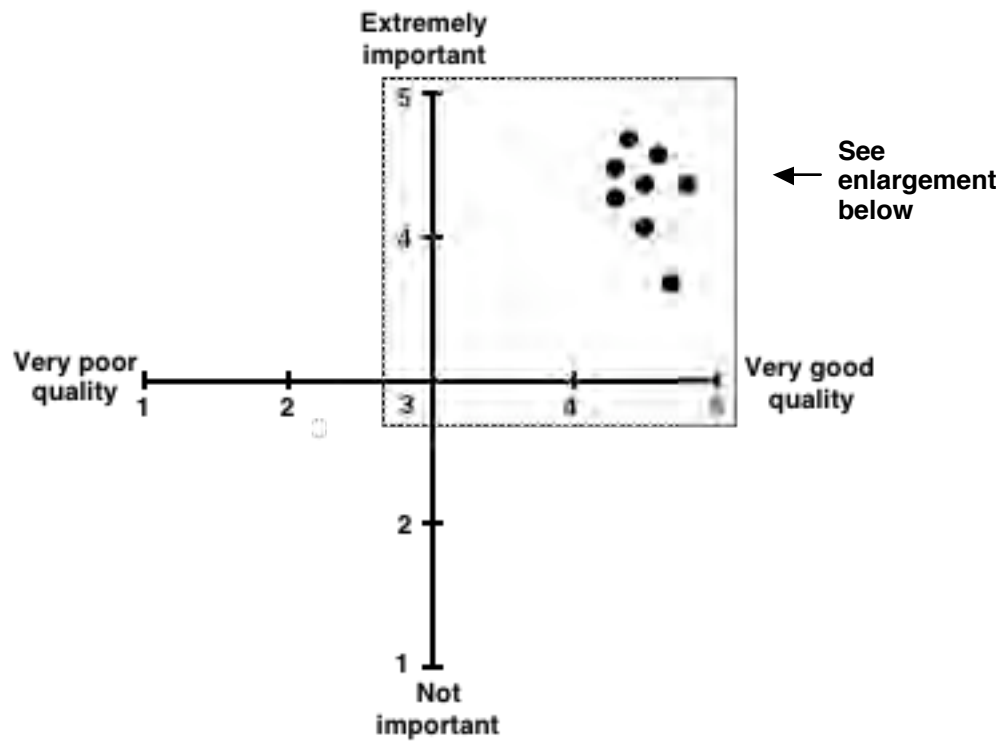


Figure 26: Average importance and quality ratings of services and facilities

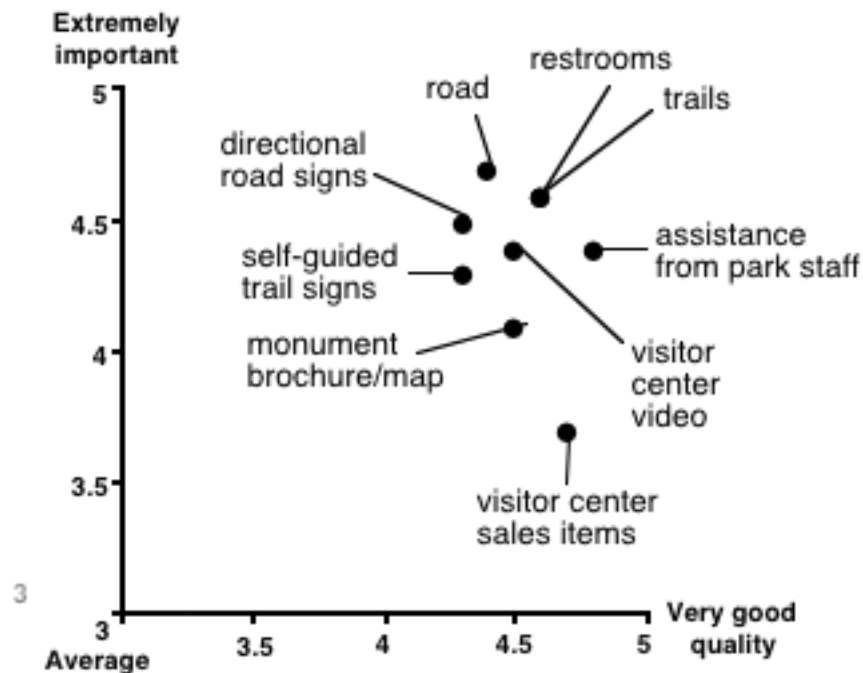


Figure 27: Detail of Figure 26

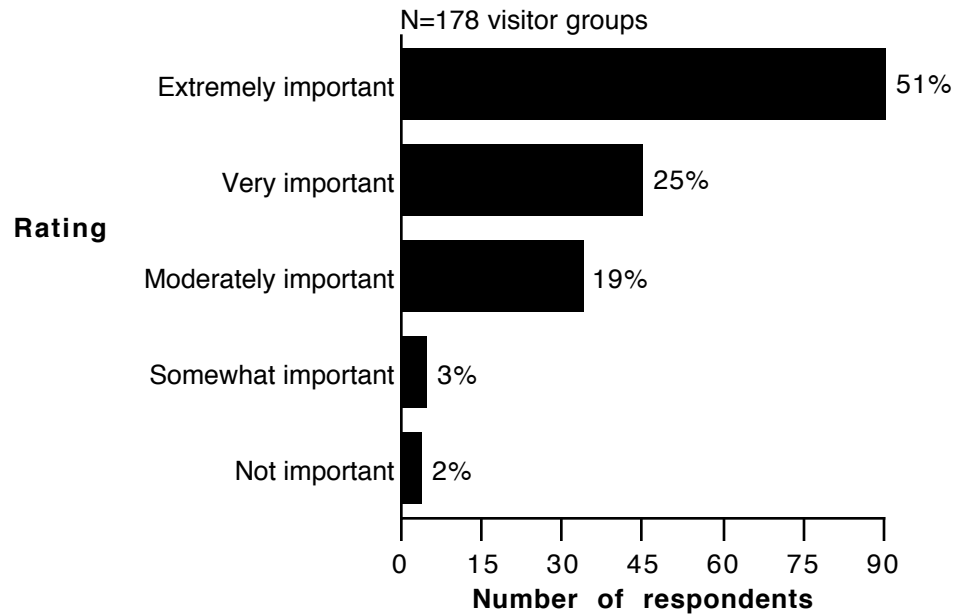


Figure 28: Importance of brochure/map

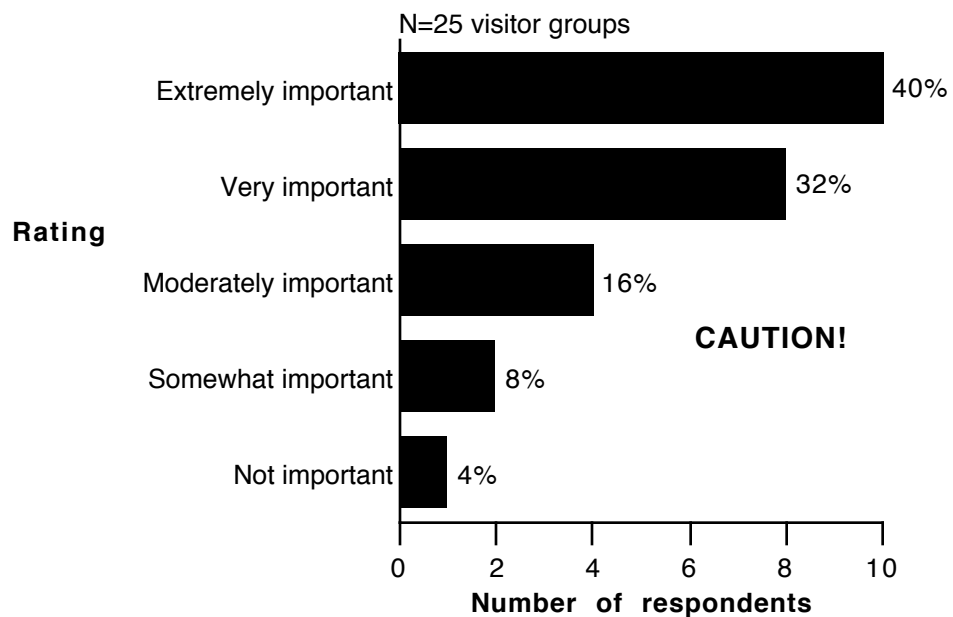


Figure 29: Importance of other monument brochures

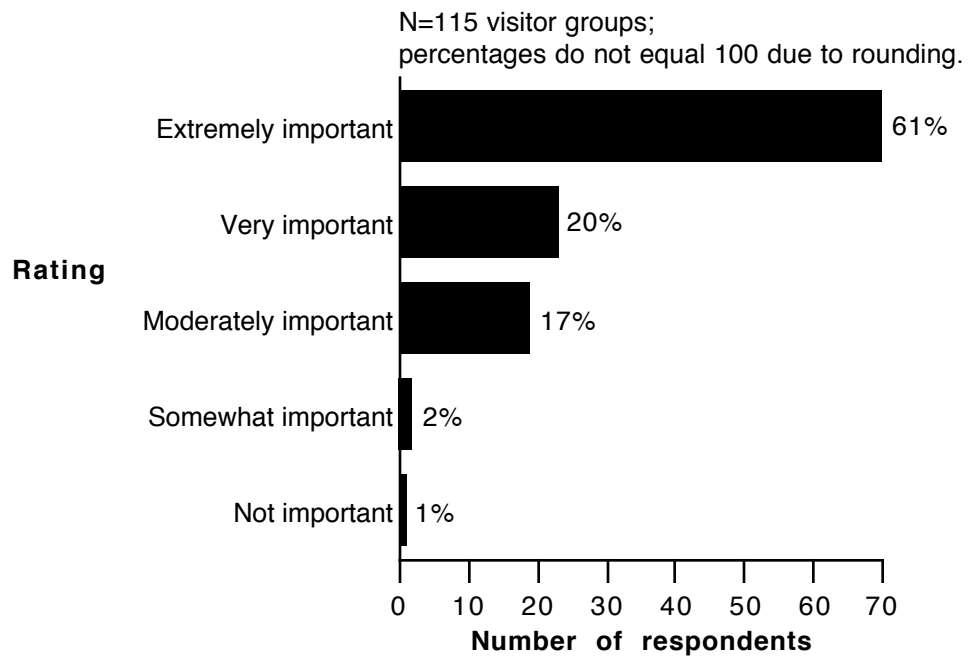


Figure 30: Importance of assistance from park staff

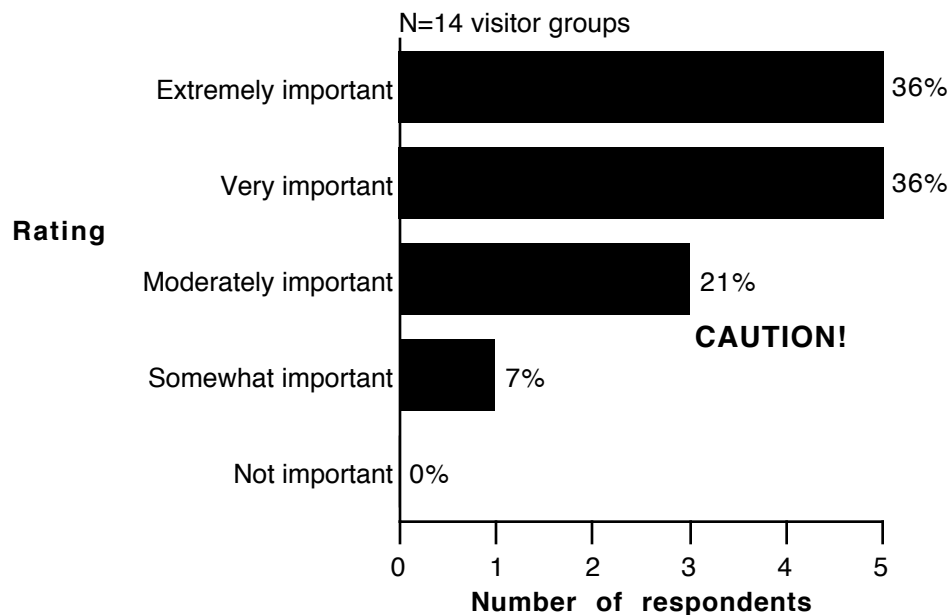


Figure 31: Importance of ranger-led walks/talks

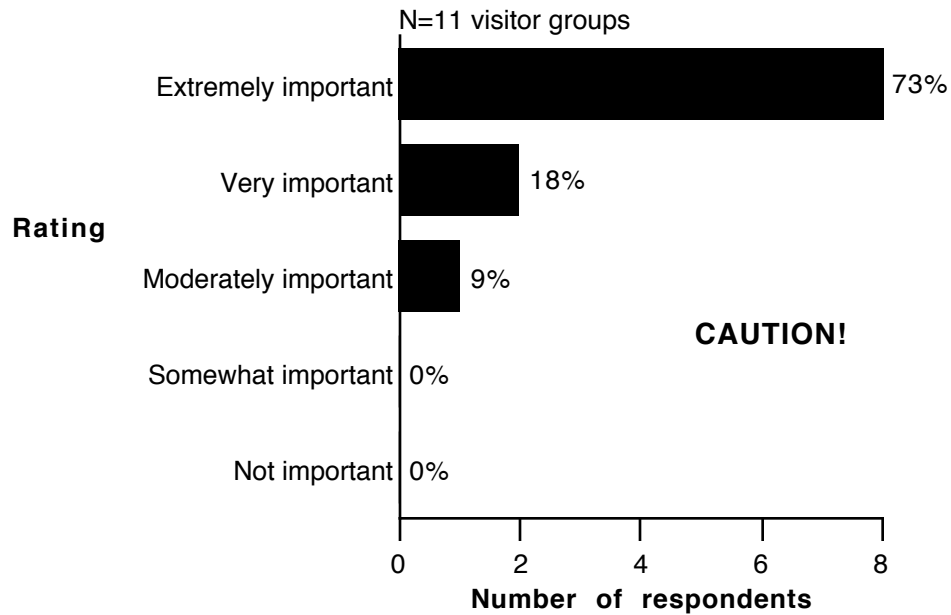


Figure 32: Importance of Junior Ranger Program

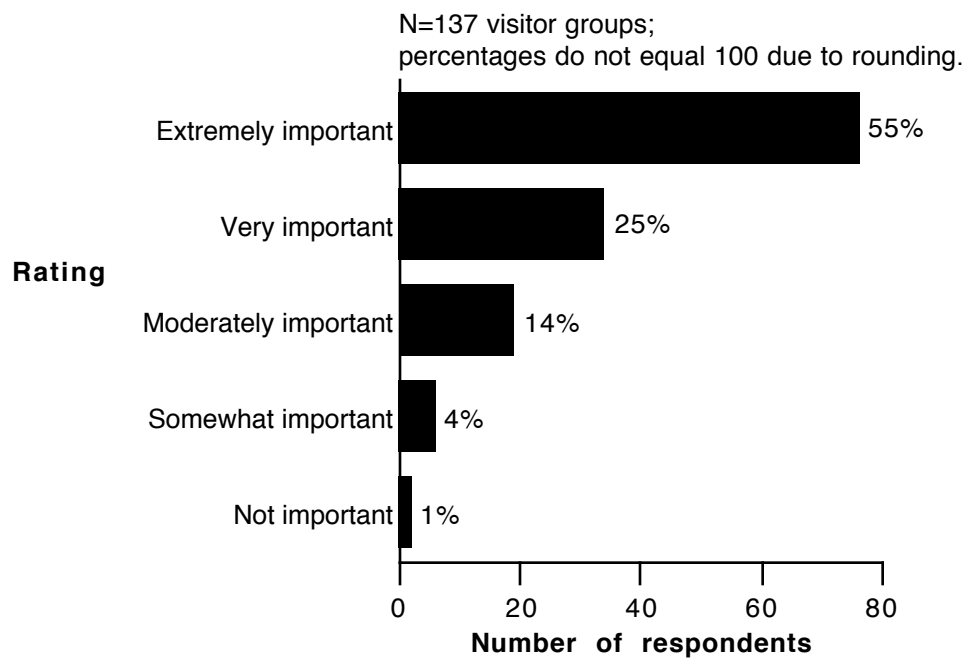


Figure 33: Importance of self-guided trail signs

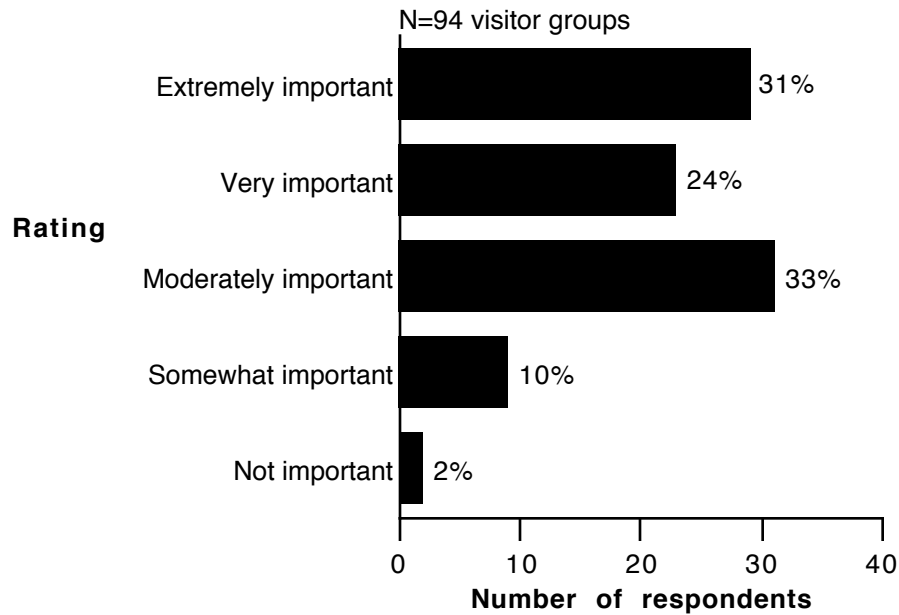


Figure 34: Importance of visitor center books/sales items

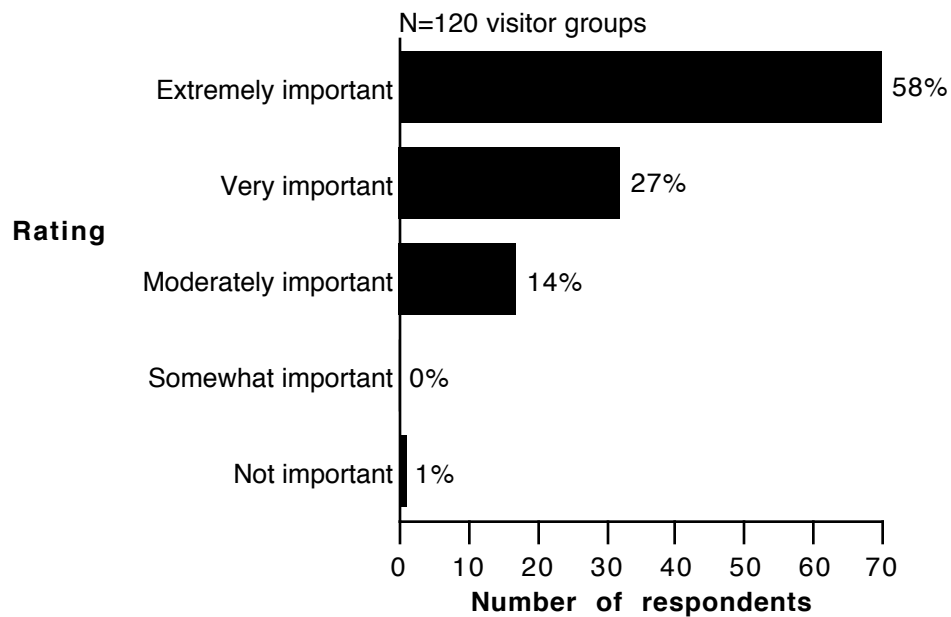


Figure 35: Importance of visitor center video

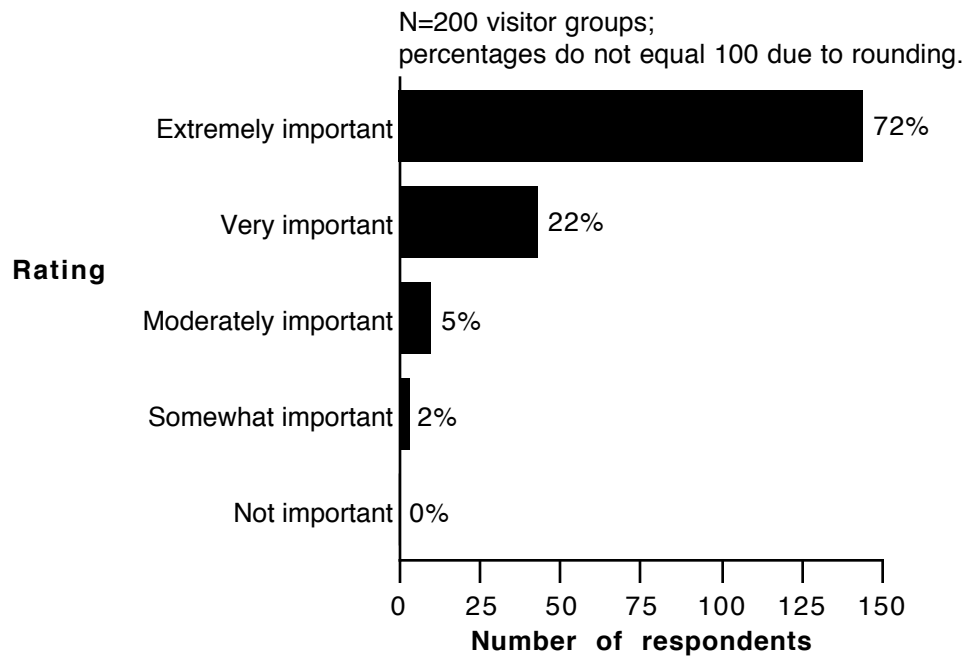


Figure 36: Importance of restrooms

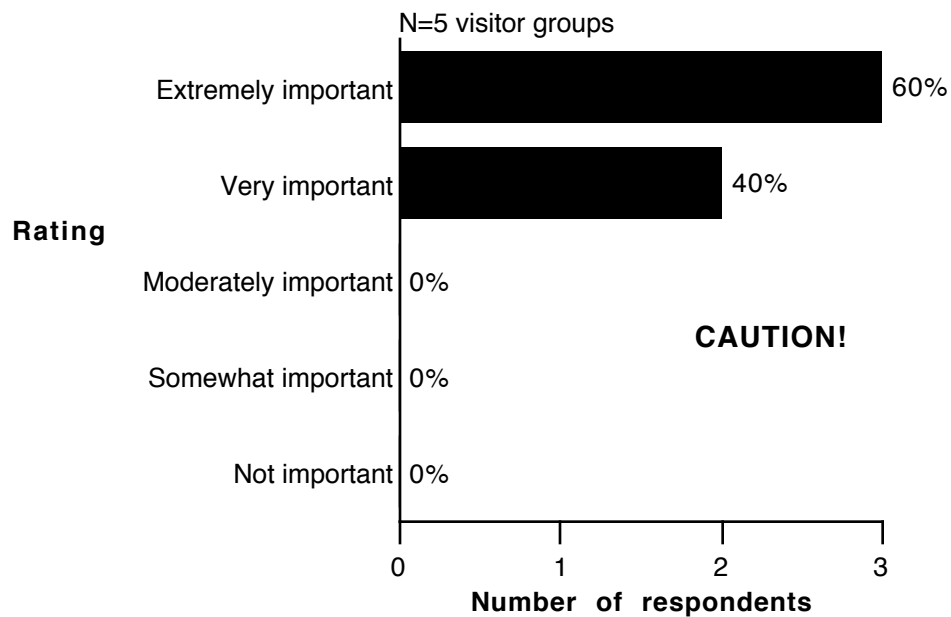


Figure 37: Importance of access for disabled persons

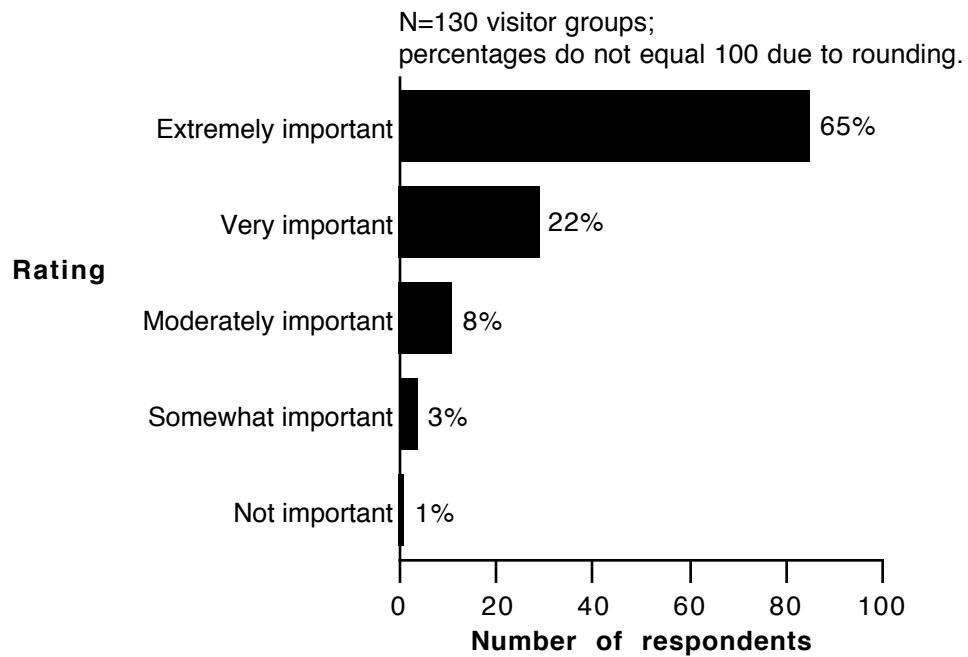


Figure 38: Importance of directional road signs

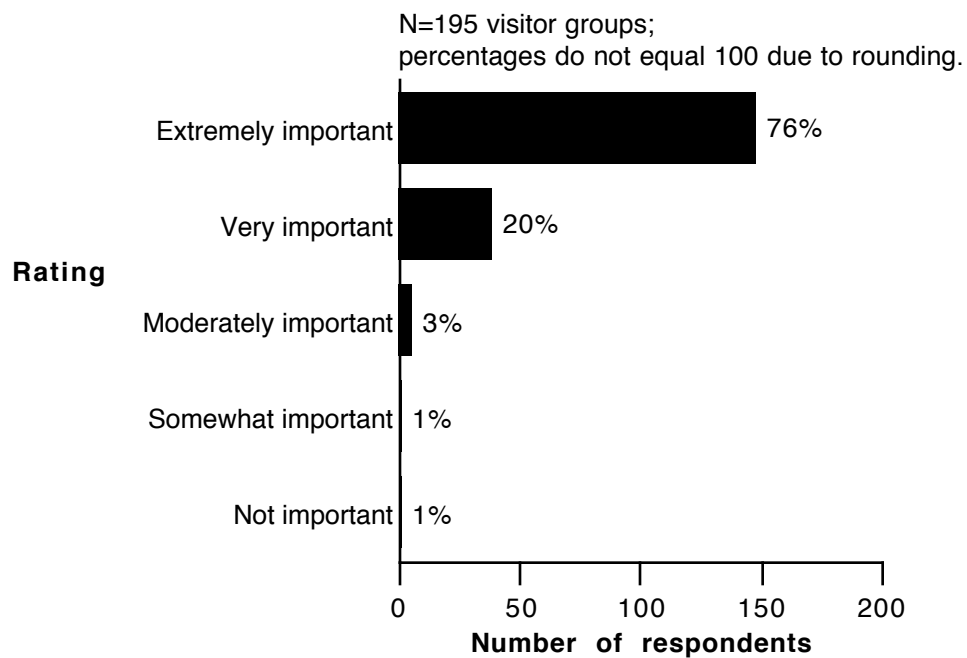
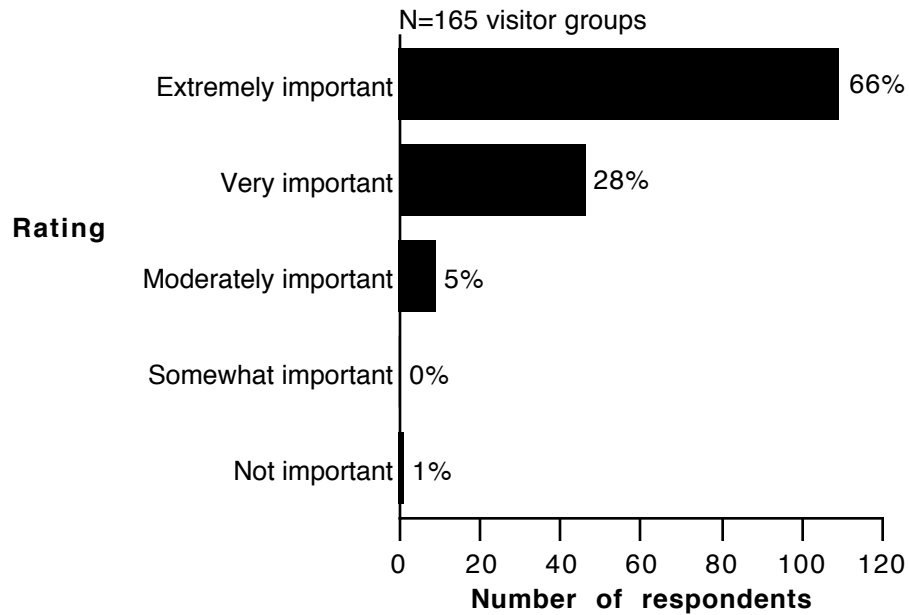
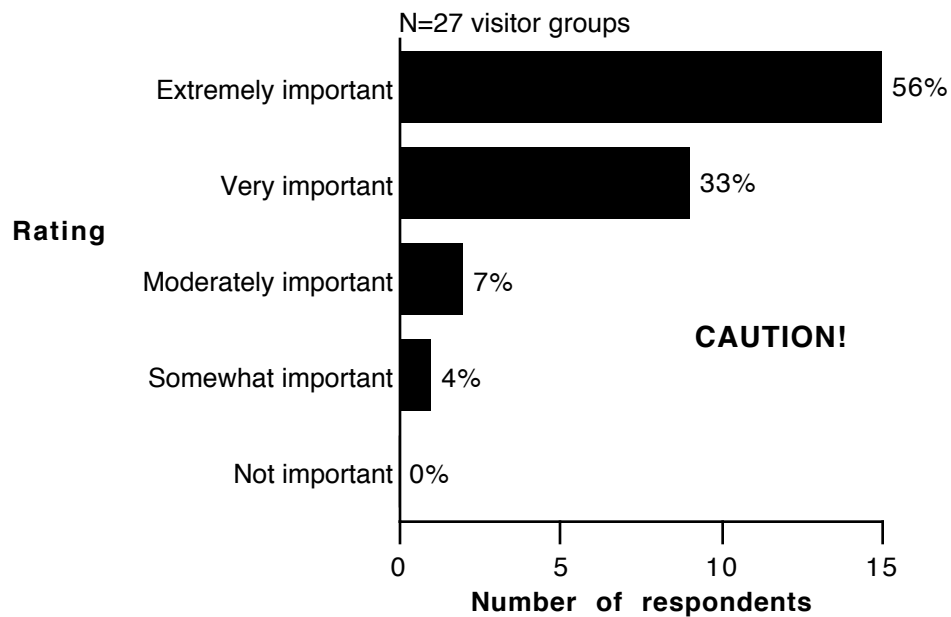
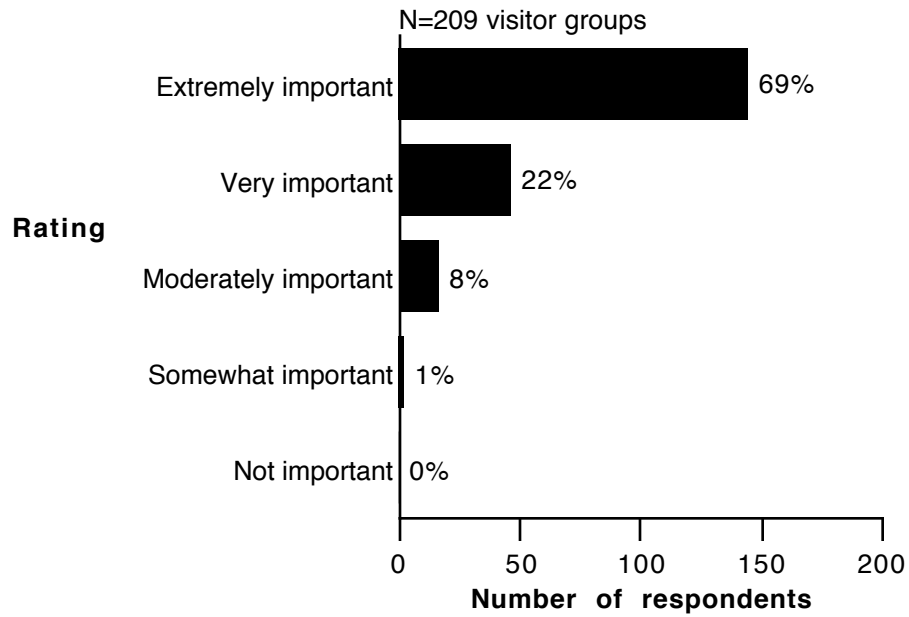
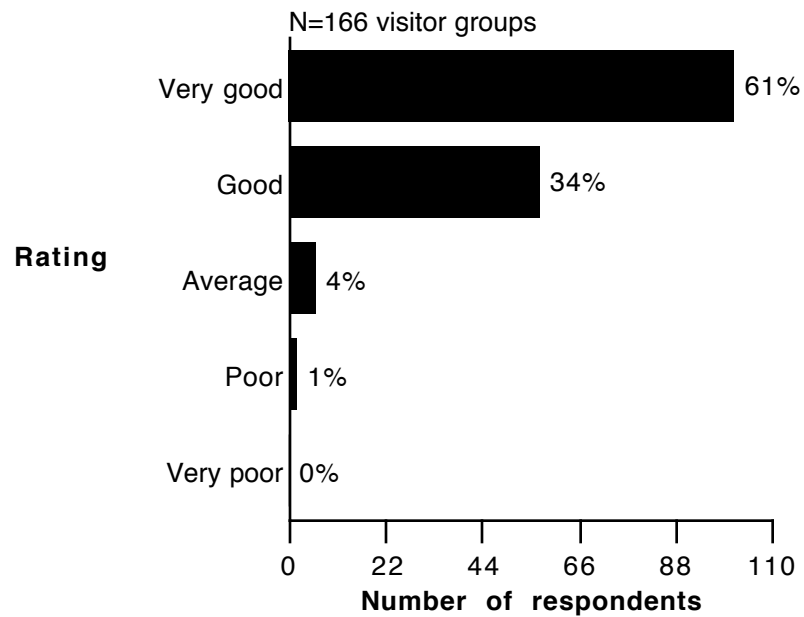


Figure 39: Importance of road

**Figure 40: Importance of trails****Figure 41: Importance of picnic area**

**Figure 42: Importance of parking****Figure 43: Quality of monument brochure/map**

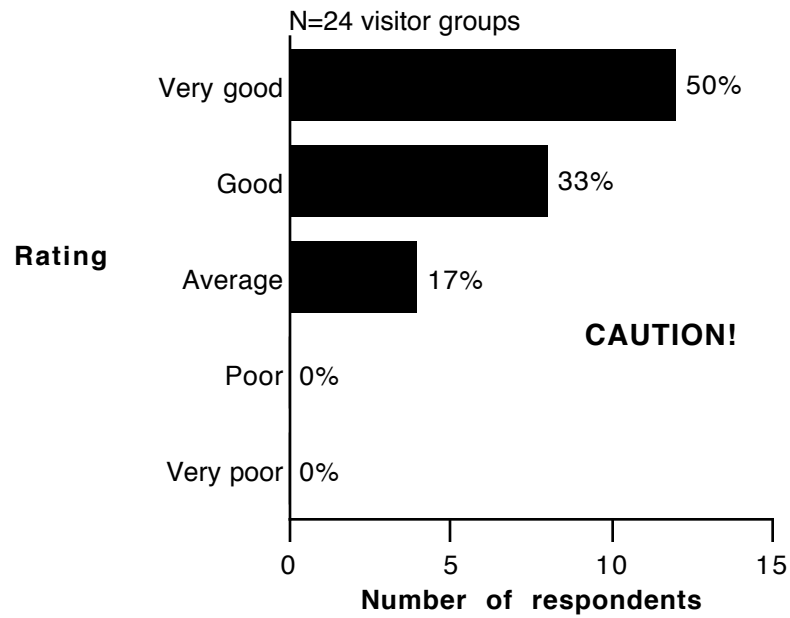


Figure 44: Quality of other monument brochures

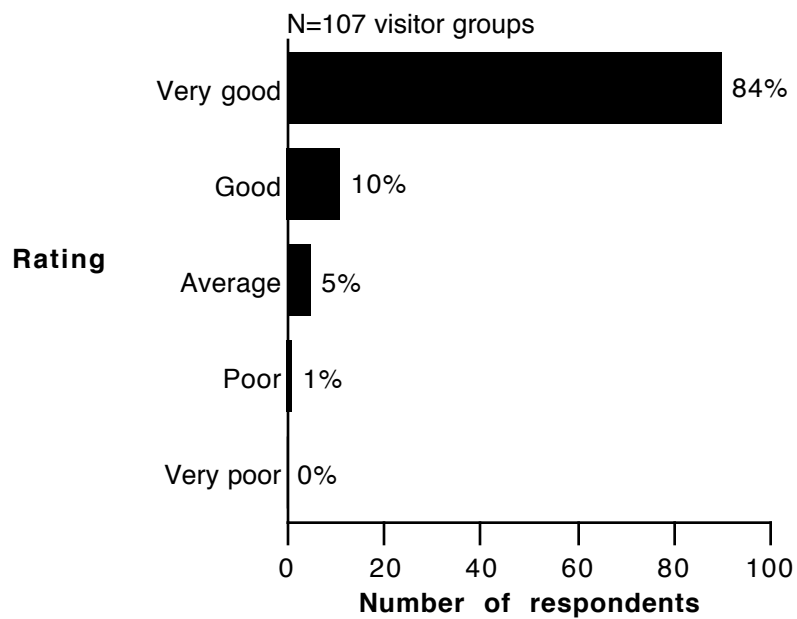
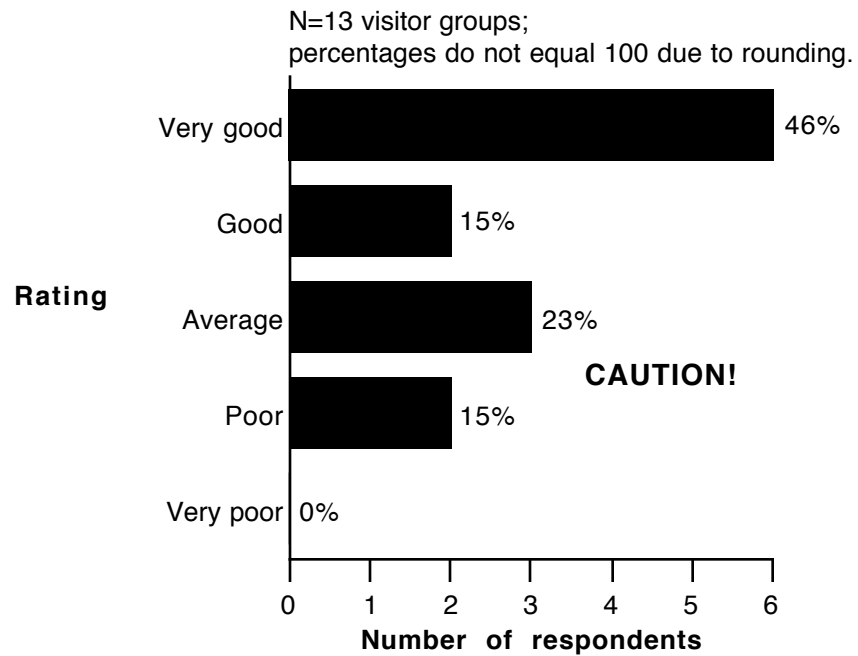
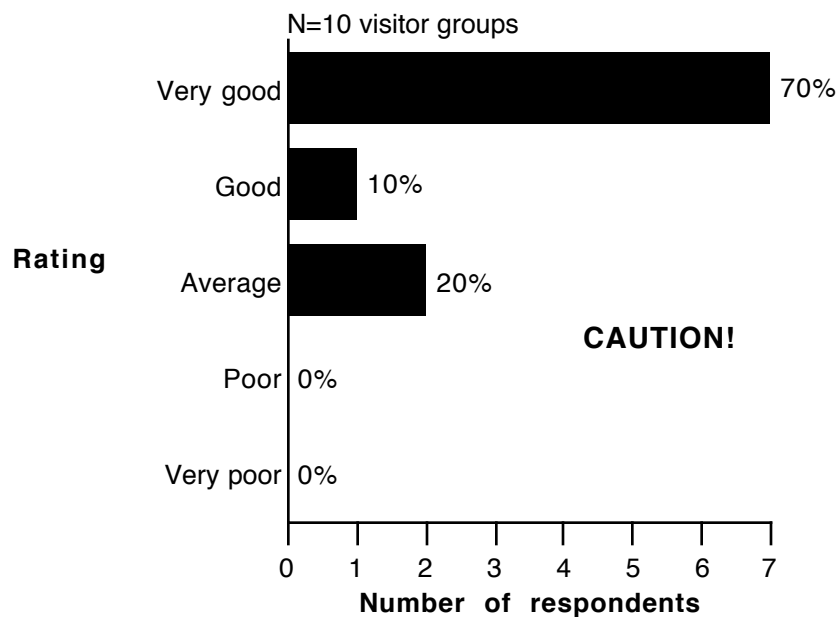


Figure 45: Quality of assistance from park staff

**Figure 46: Quality of ranger-led walks/talks****Figure 47: Quality of Junior Ranger Program**

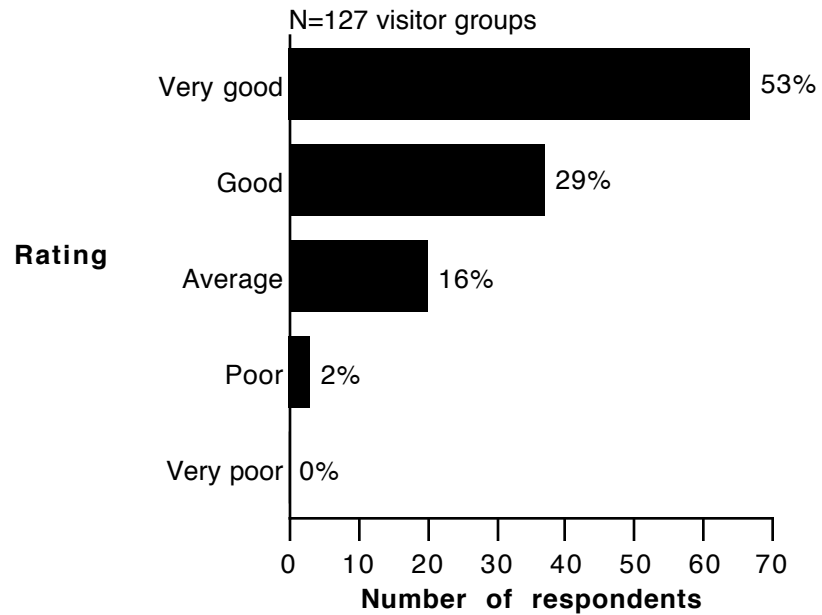


Figure 48: Quality of self-guided trail signs

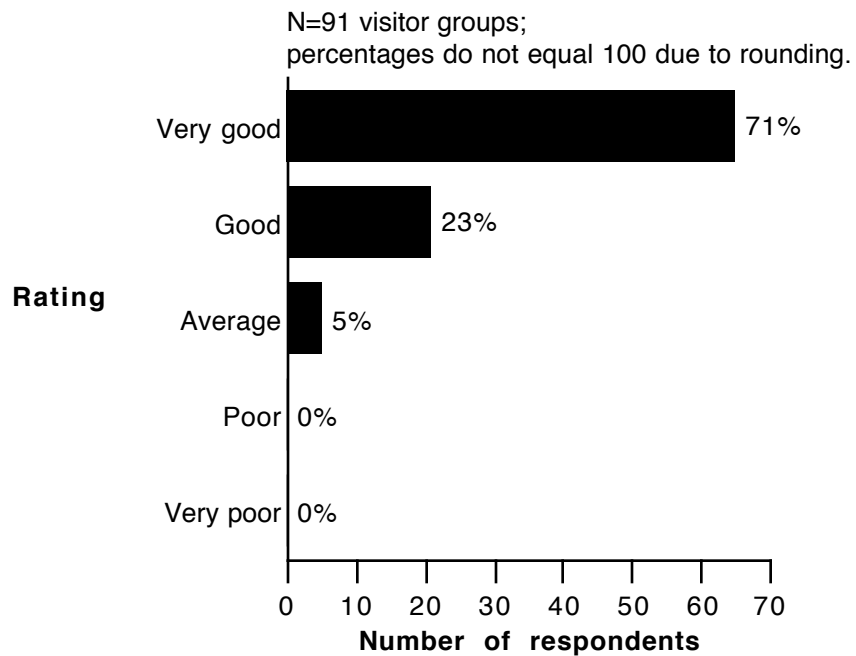


Figure 49: Quality of visitor center books/sales items

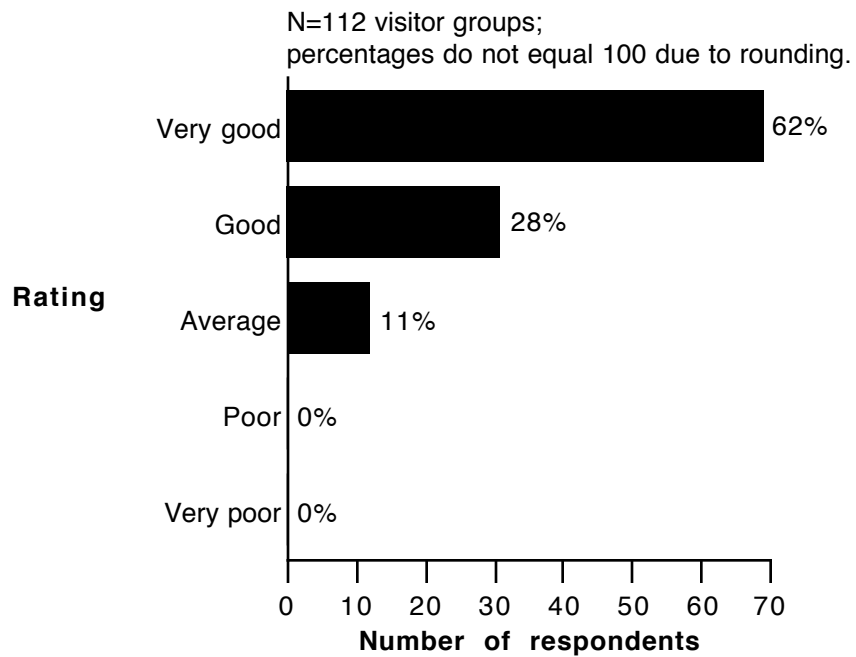


Figure 50: Quality of visitor center video

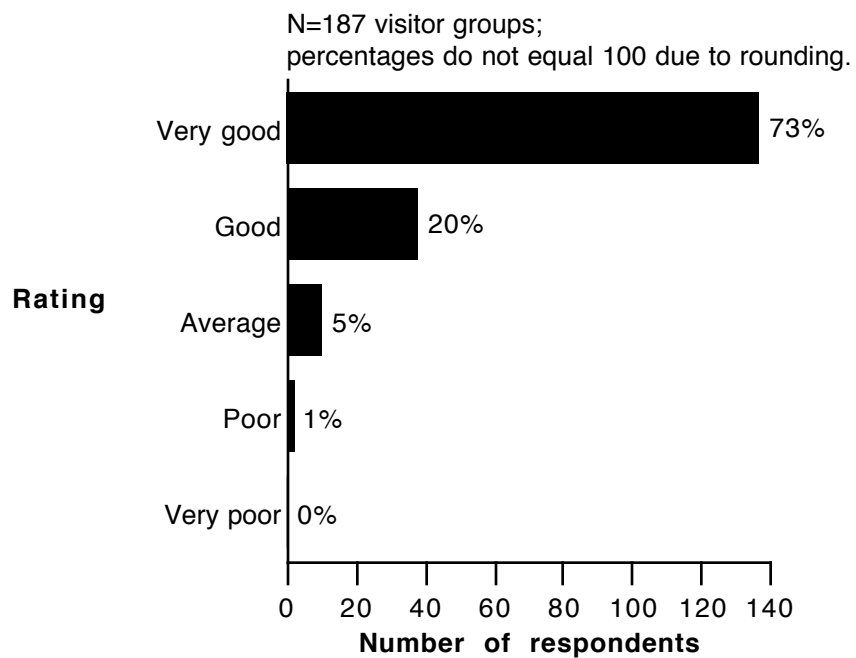


Figure 51: Quality of restrooms

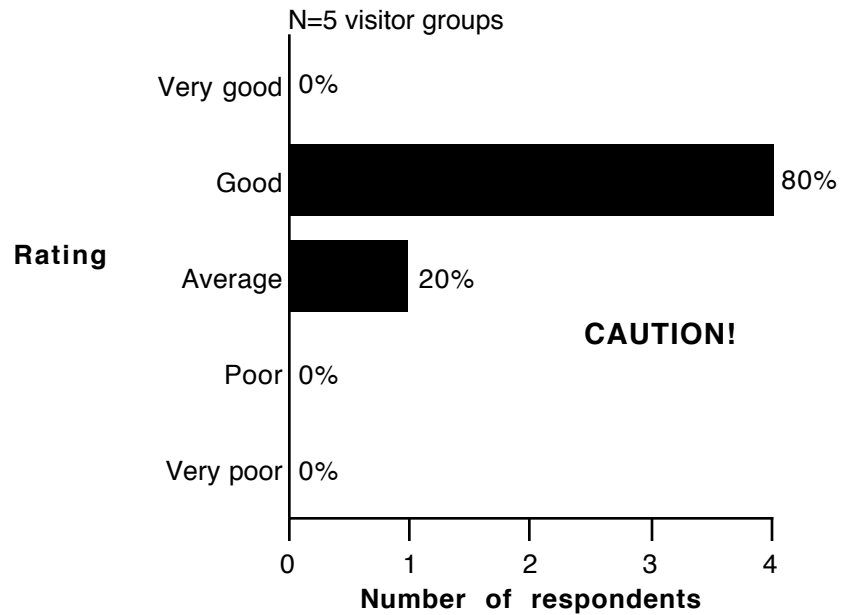


Figure 52: Quality of access for disabled persons

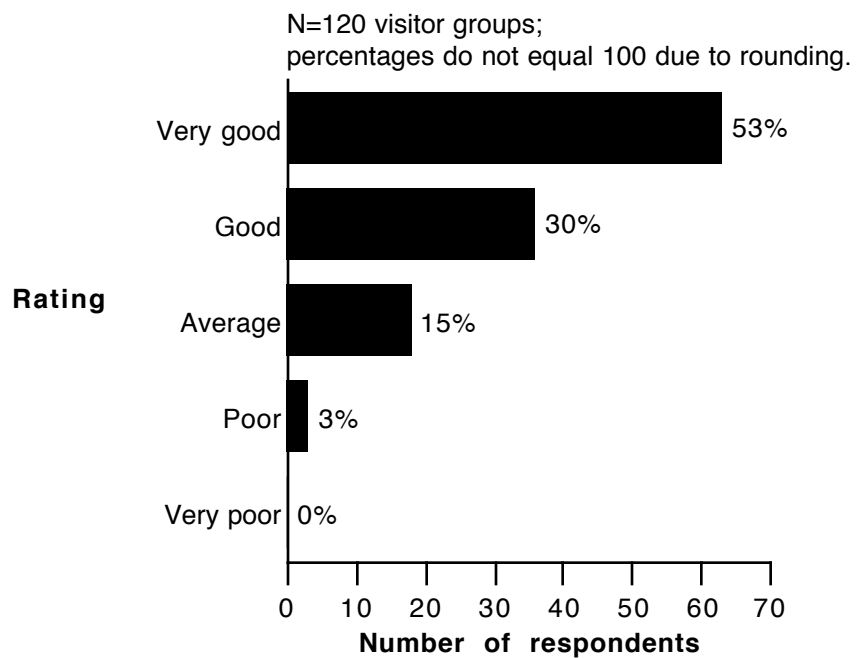
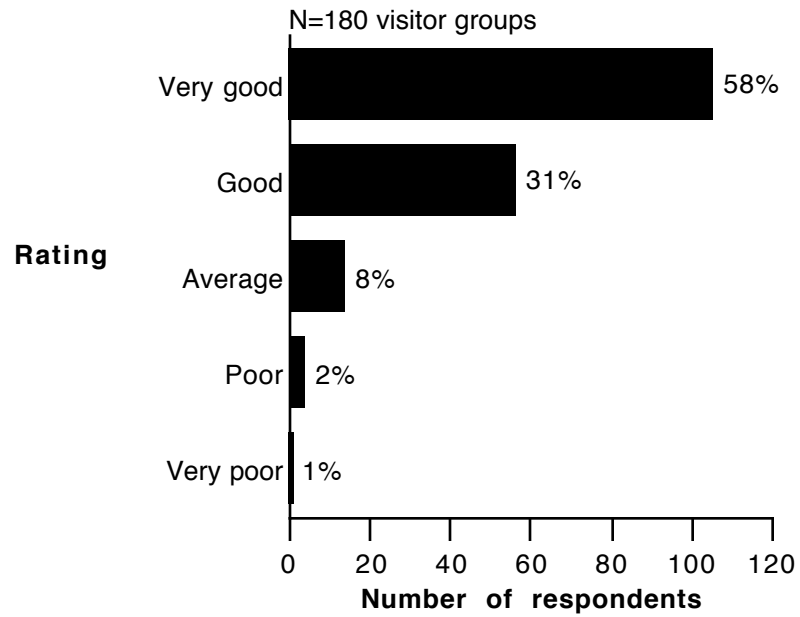
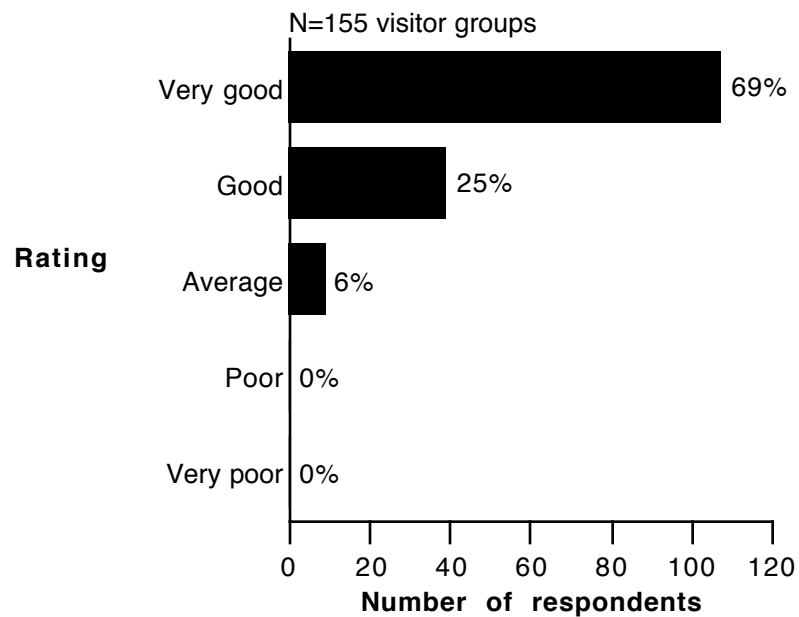


Figure 53: Quality of directional road signs

**Figure 54: Quality of road****Figure 55: Quality of trails**

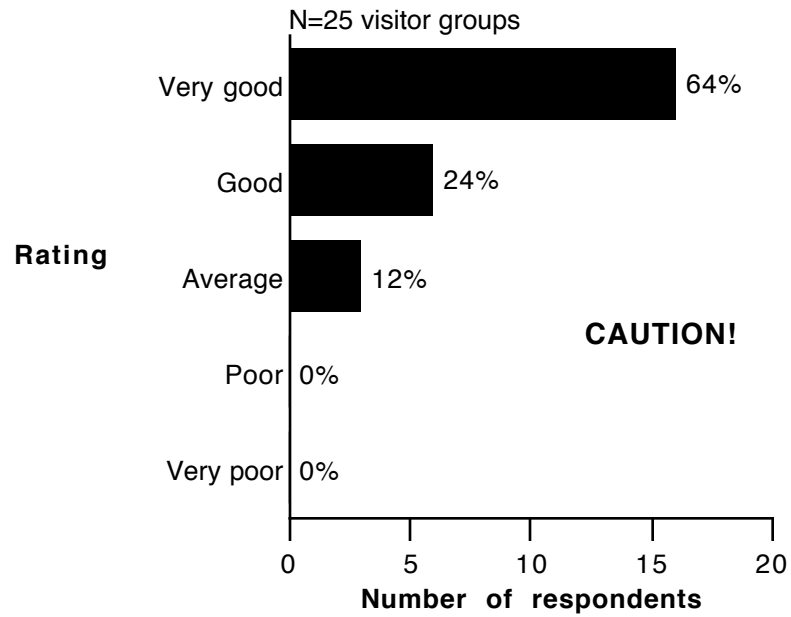


Figure 56: Quality of picnic area

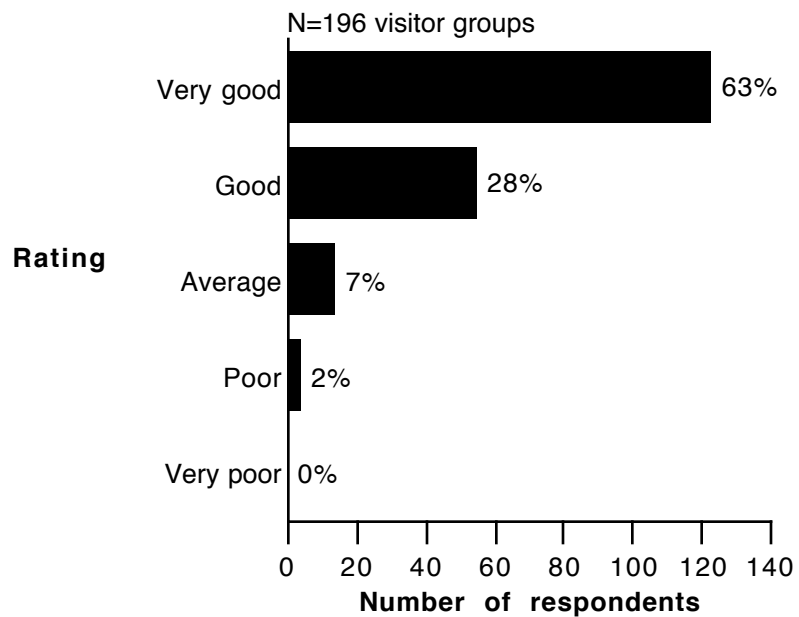


Figure 57: Quality of parking



Figure 58: Combined proportions of “very good” and “good” quality ratings for visitor services and facilities

Opinions about entrance fee and parking

When asked about the appropriateness of the entrance fee amount, most visitors (92%) responded that they felt the entrance fee to Capulin Volcano National Monument was “about right” (see Figure 59). Six percent of visitors felt the entrance fee was “too high” and 2% said it was “too low.”

Visitor groups were asked if they encountered parking problems on this visit to Capulin Volcano National Monument. Most visitor groups (96%) responded that they did not have any problems, but 4% said they did (see Figure 60). The only area where visitors reported parking problems was the summit parking lot. The problems visitors reported having were not enough spaces and that the parking spaces were too small.

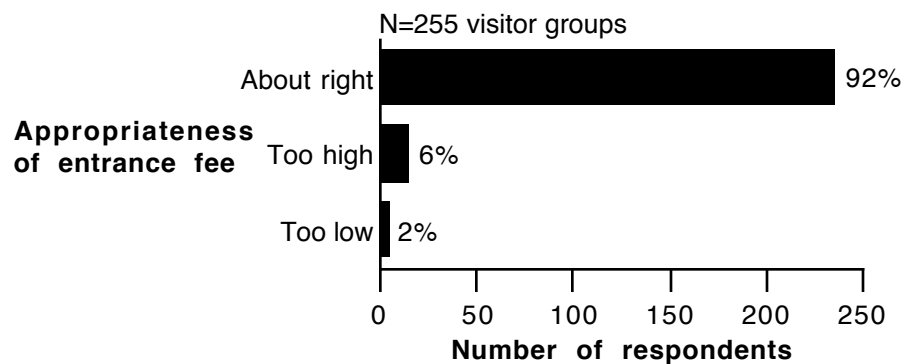


Figure 59: Visitors opinion on the appropriateness of Capulin Volcano National Monument entrance fee

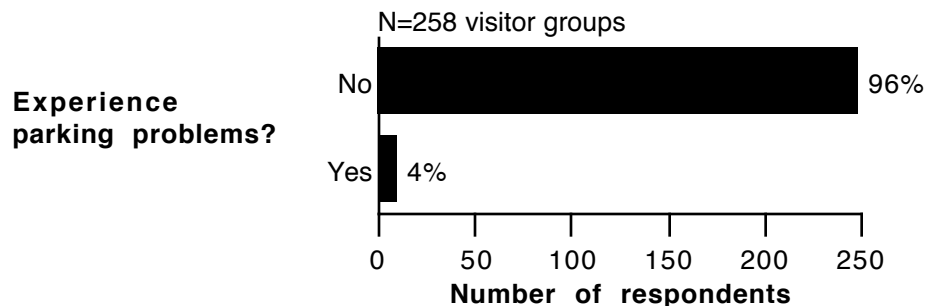


Figure 60: Experience parking problems on this visit?

Opinions about crowding

Visitors groups were asked to rate how crowded they felt during their visit to Capulin Volcano National Monument. Visitors used a scale of 1 to 5 to rate the crowding level (see box below).

1=not at all crowded
2=somewhat uncrowded
3=No opinion
4=Somewhat crowded
5=Extremely crowded

No visitors reported feeling “extremely crowded” (see Figure 61). Seventy percent of respondents said they didn’t feel crowded at all and 15% reported that they felt “somewhat uncrowded.” Those responding that they felt at least somewhat crowded were asked to identify the location in the monument where they felt crowded. The crowded locations included the parking lot, the top of the volcano and the bookstore.

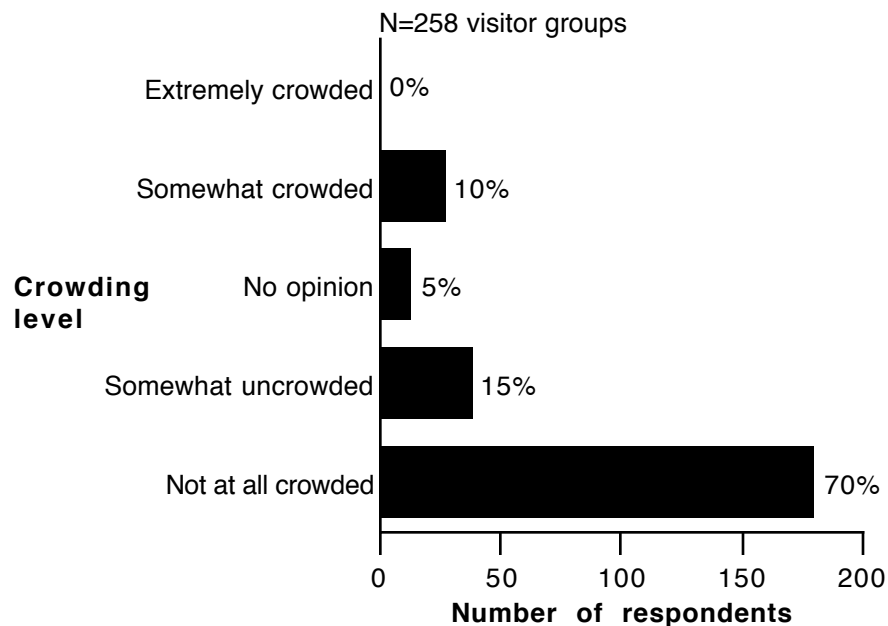


Figure 61: Feel crowded during visit?

Visitor expectations

When asked if there was anything specific they wanted to see or do but were unable to on this visit to Capulin Volcano National Monument, 86% of visitors responded that there was not (see Figure 61). Of those who had something they were unable to see or do, the responses included hiking the Rim Trail, buying volcanic rock and hiking more trails. When asked why they were unable to take part in a particular activity, the most common reasons included bugs, weather and time.

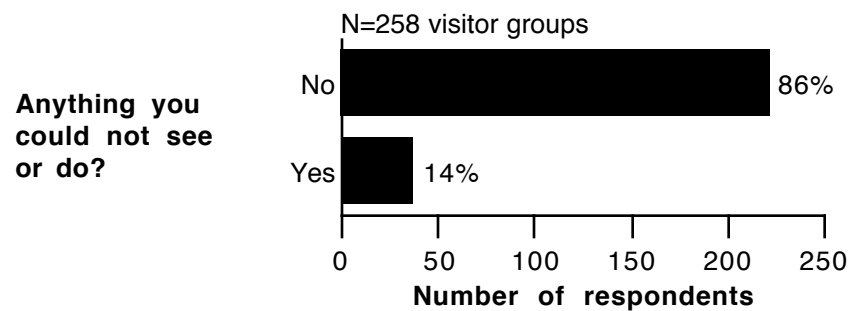


Figure 62: Unmet expectations?

Importance of protecting resources/qualities

A question about protecting monument resources/qualities was phrased as follows: "It is the National Park Service's responsibility to protect Capulin Volcano National Monument's natural, scenic and cultural resources while at the same time providing for public enjoyment. How important is protection of the following resources/qualities in the monument to you?" Visitors used the following scale to rate the importance of protection of six selected resources and qualities at Capulin Volcano National Monument.

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

Figures 63-69 show the ratings for each of the qualities/resources. Scenic views received the highest proportion of "extremely important" or "very important" ratings (96%). Solitude received the highest proportion of "not important" ratings (3%), as shown in Figure 68. Figure 69 shows the highest importance ratings for all qualities and resources rated.

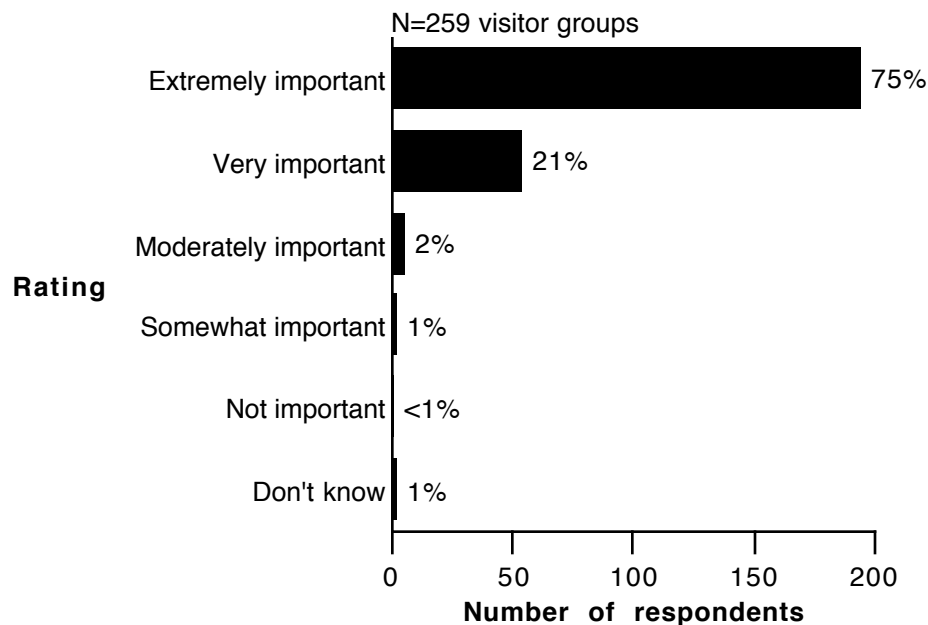
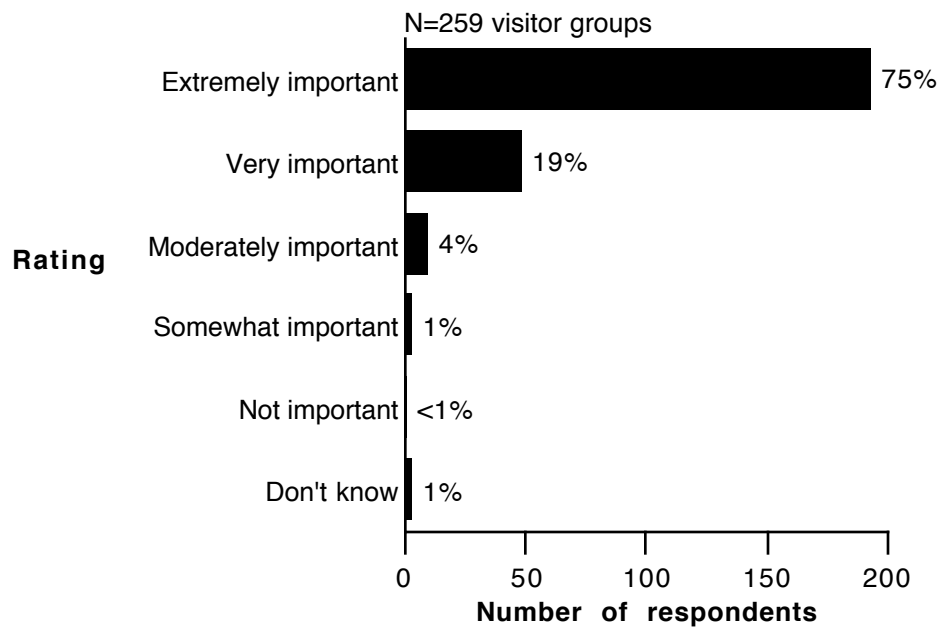
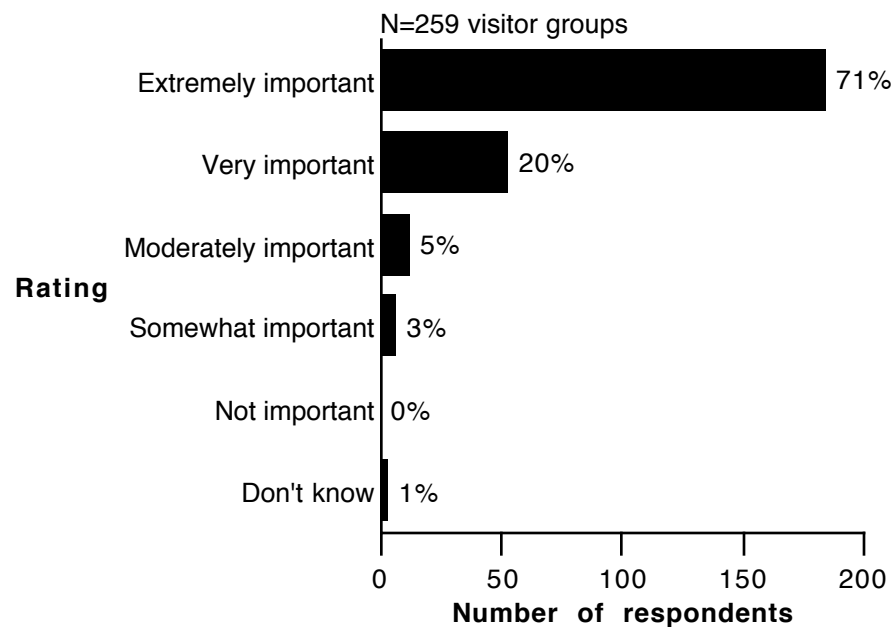


Figure 63: Importance of scenic views**Figure 64: Importance of natural setting****Figure 65: Importance of wildlife**

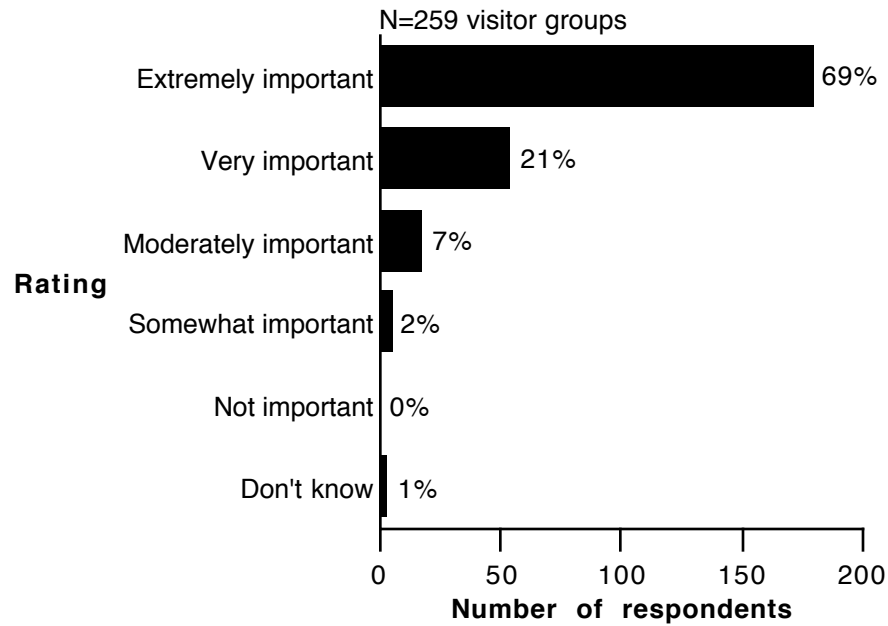


Figure 66: Importance of native plants

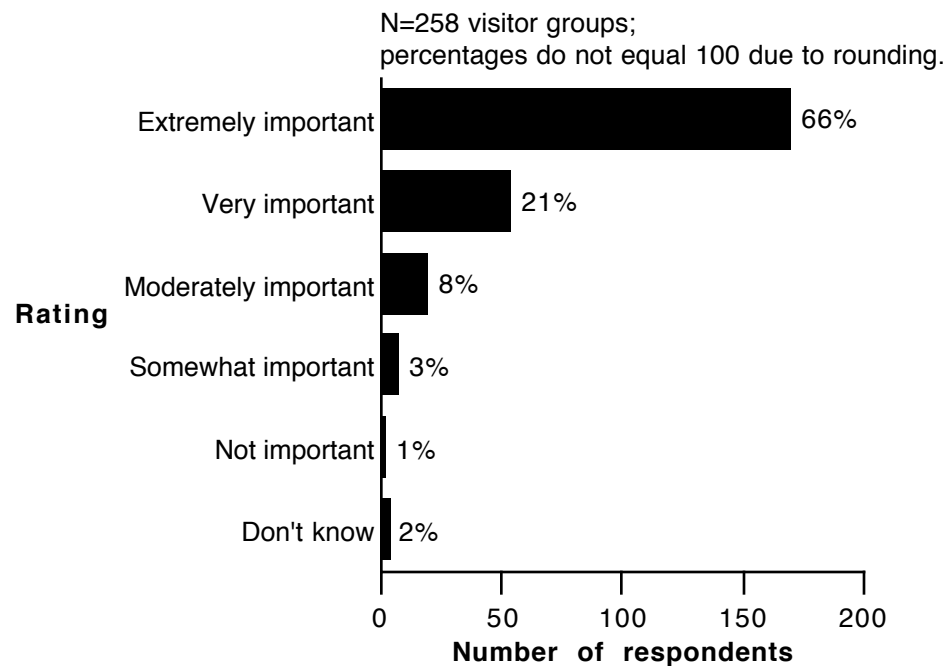


Figure 67: Importance of sounds of nature/natural quiet

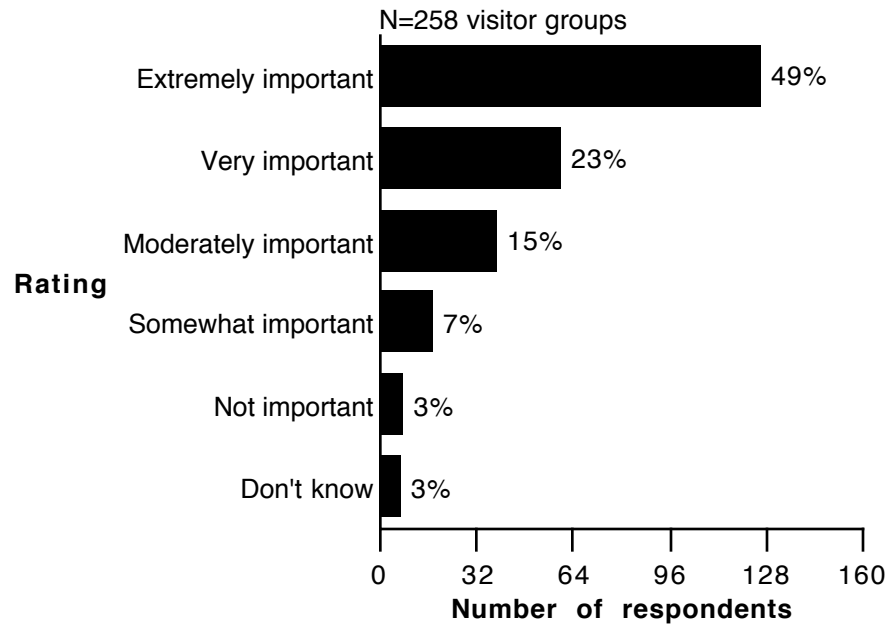


Figure 68: Importance of solitude

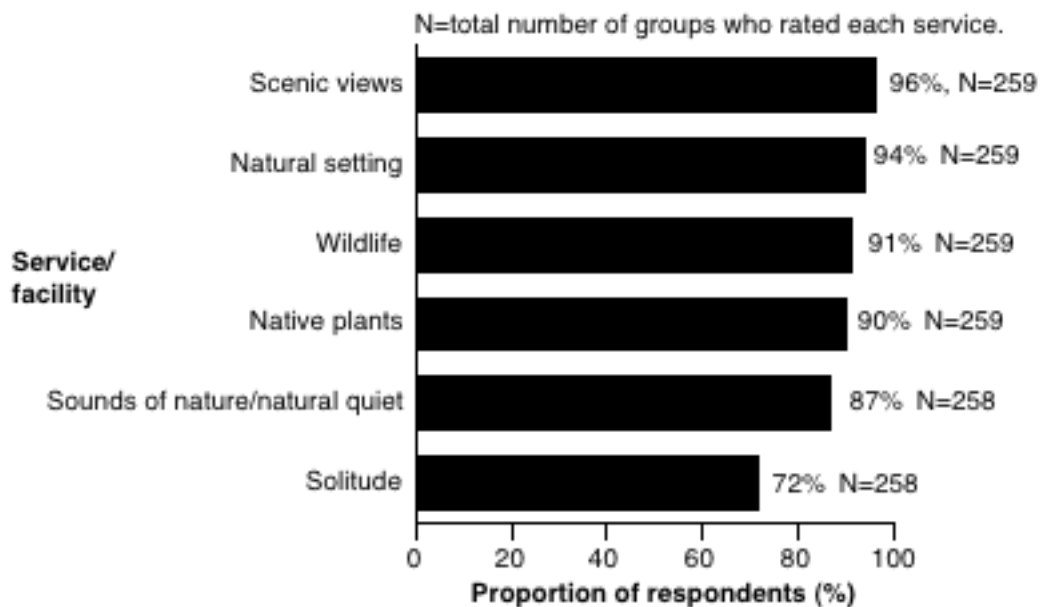
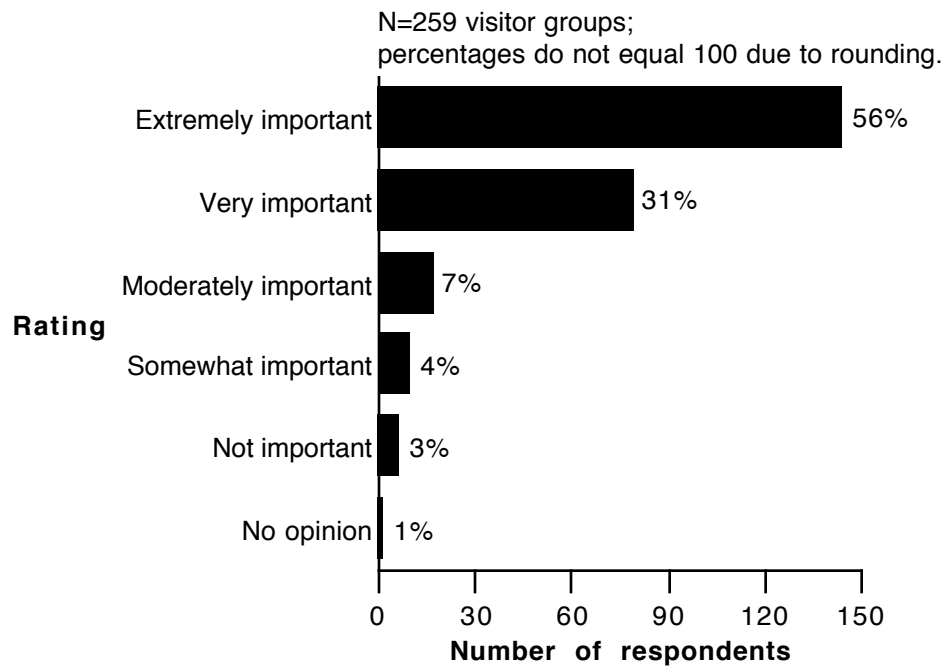


Figure 69: Combined proportions of "extremely important" and "very important" ratings of resources/qualities

Importance of selected factors to visit

Visitors were also asked the importance of driving to the top of Capulin Volcano to their visit. Most visitors (87%) said it was “extremely important” or “very important” (see Figure 70). Figure 71 shows that 49% of visitors rated importance of understanding volcanic geology as “extremely” or “very” important. Ten percent of visitors said understanding volcanic geology was “not important.”



**Figure 70: Importance of driving to top of
Capulin Volcano National Monument**

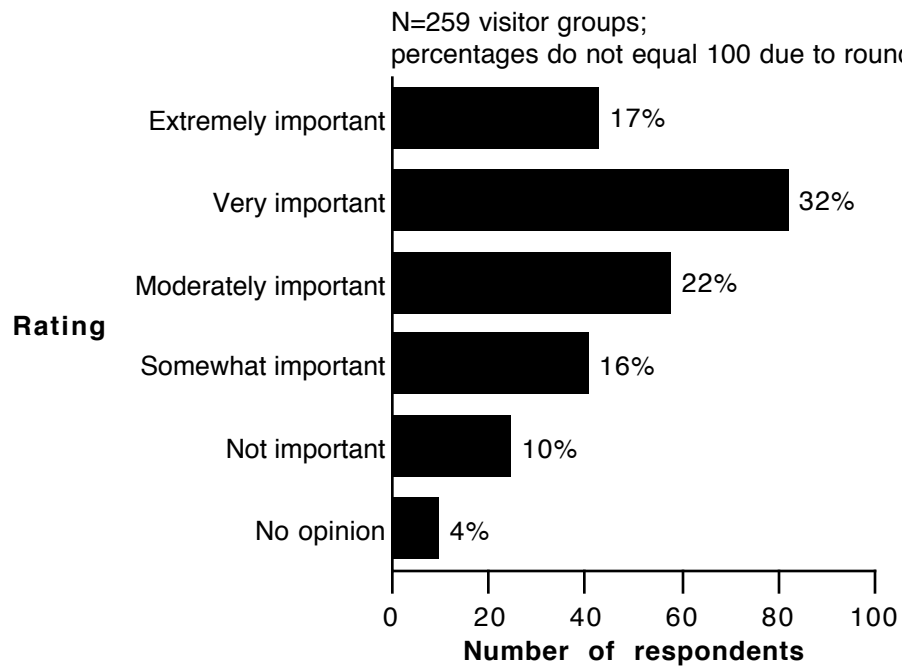


Figure 71: Importance of visit to understanding volcanic geology

Total expenditures

Visitor groups were asked to estimate the amount of money they spent on this visit in Capulin Volcano National Monument and the surrounding area (within a one-hour drive). Groups were asked to list the amounts they spent for lodging; camping fees; guide fees; restaurants and bars; groceries and take-out food; gas and oil; other transportation expenses; admissions, recreation, and entertainment fees; and all other purchases.

Total expenditures in and around the monument: Most visitor groups (65%) spent between \$1 and \$100 on this visit (see Figure 72). Of the total expenditures by groups, 24% was for hotels, motels, etc. and 16% was for restaurants and bars (see Figure 73).

The average visitor group expenditure during the visit was \$130. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$32. The average per capita expenditure was \$30.

In addition, visitors were asked to indicate how many adults (18 years or older) and children (under 18 years) were covered by their expenditures. Figure 74 show that 63% of the visitor groups had two adults. Figure 75 show that 64% had one or two children under 18 years of age.

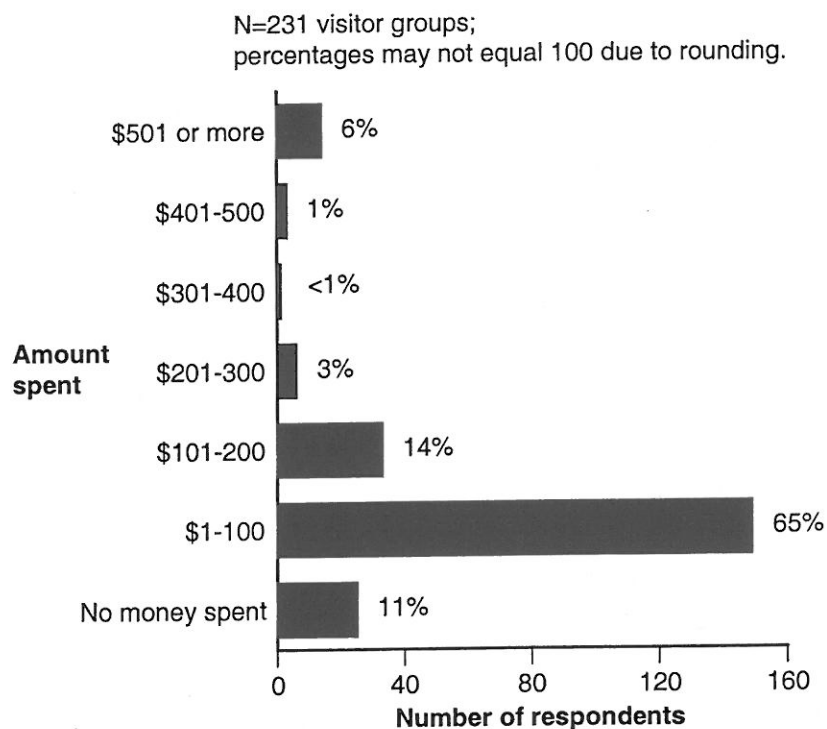


Figure 72: Total expenditures both in and out of Capulin Volcano National Monument

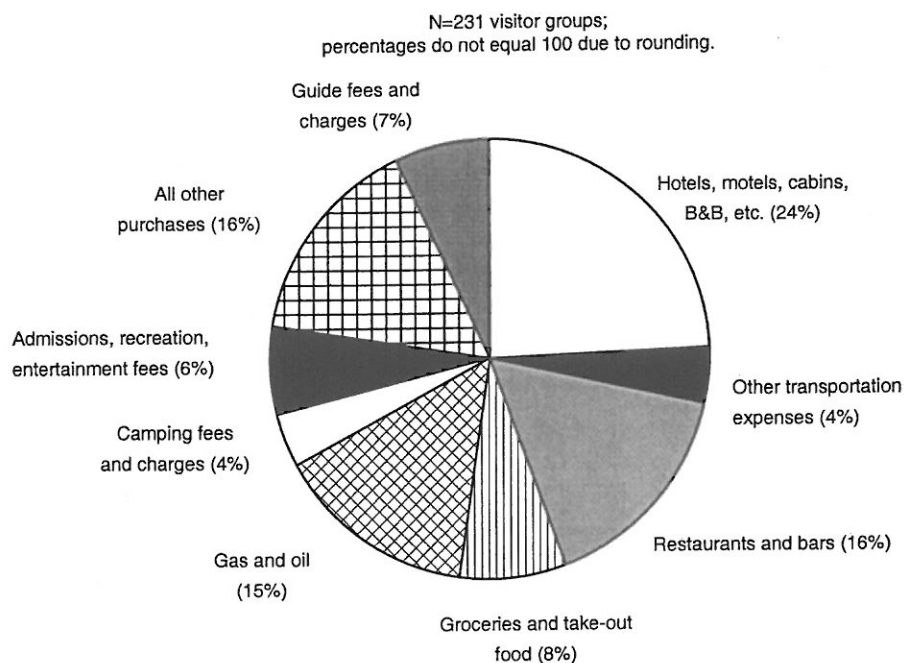


Figure 73: Proportions of expenditures in and around Capulin Volcano National Monument

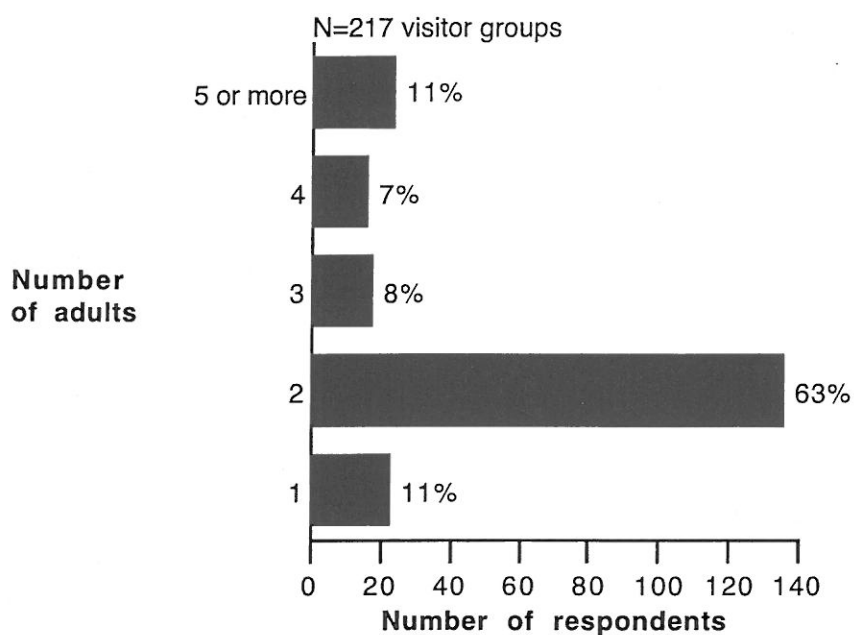


Figure 74: Number of adults covered by expenditures

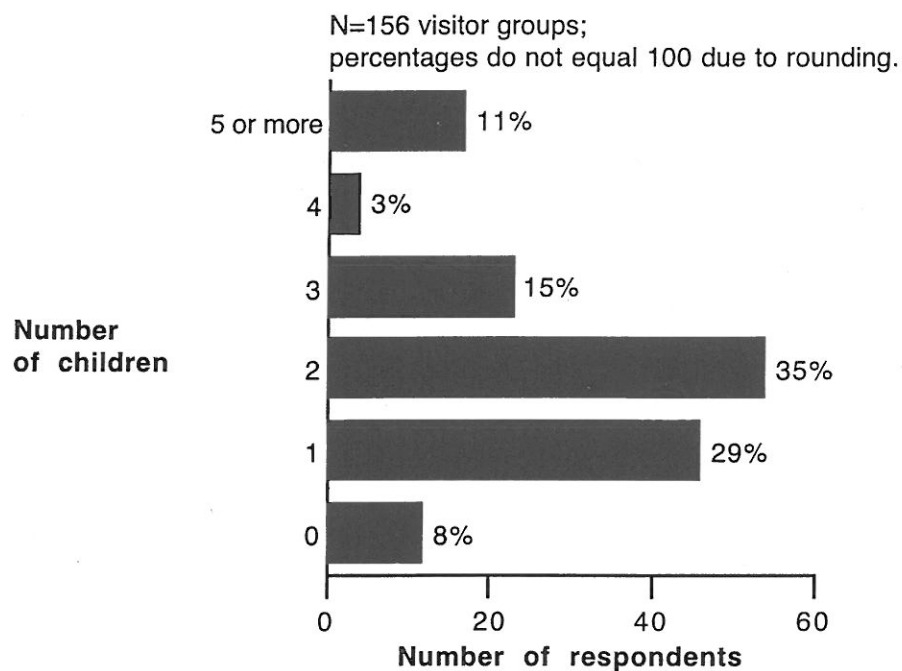


Figure 75: Number of children covered by expenditures

Expenditures within monument

Total expenditures inside monument: Fifty-seven percent of visitors spent between \$1 and \$10 and 12% spent between \$11 and \$20. Eleven percent of visitor groups spent no money (see Figure 76). Proportionately, visitors spent most of their money (76%) on "all other purchases" inside the monument, as shown in Figure 77. Admissions accounted for 24% of expenditures.

The average visitor group expenditure in the monument during this visit was \$21. The median visitor group expenditure (50% of groups spent more and 50% of groups spent less) was \$5. The average per capita expenditure was \$8.

Admissions, recreation, and entertainment fees inside monument: Most visitor groups (80%) reported spending between \$1 and \$20 on admissions, recreation, and entertainment fees inside the monument (see Figure 78). Seventeen percent spent no money in the monument.

All other purchases inside the monument: Forty-three percent of visitors spent no money on all other purchases within Capulin Volcano National Monument (see Figure 79). Twenty-five percent spent between \$1 and \$10, and 14% percent spent between \$11 and \$20.

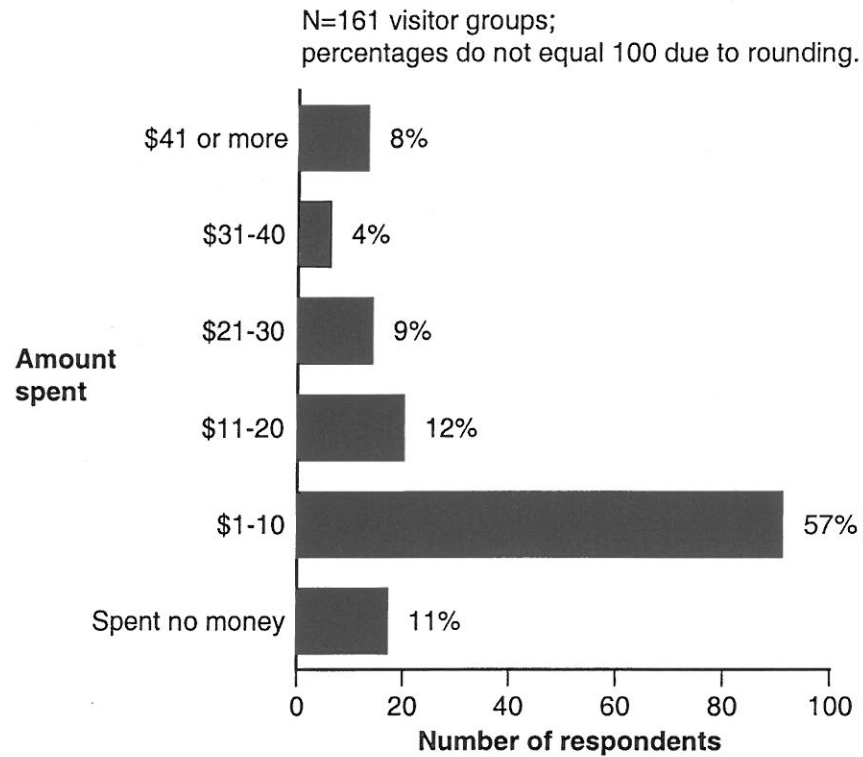


Figure 76: Total expenditures in Capulin Volcano National Monument

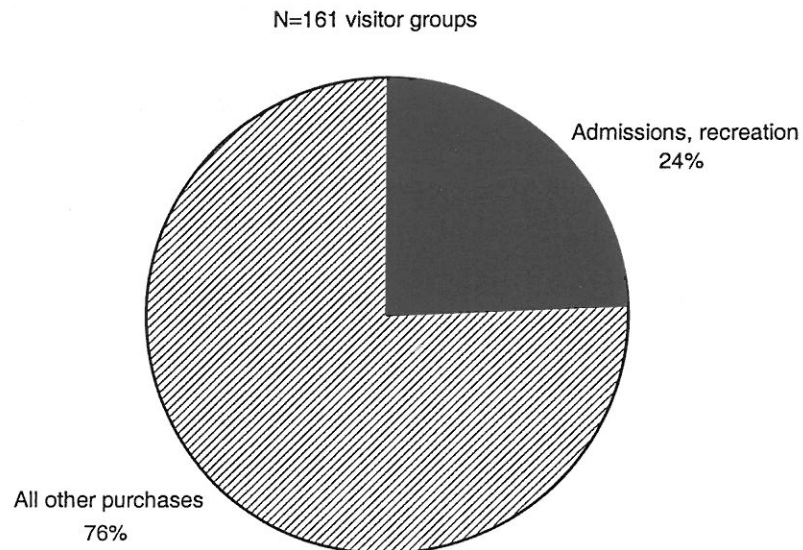


Figure 77: Proportions of expenditures in Capulin Volcano National Monument

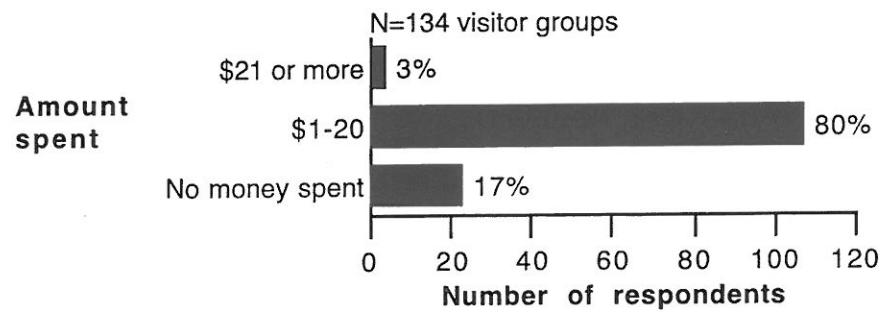


Figure 78: Expenditures for admissions, recreation, and entertainment fees inside monument

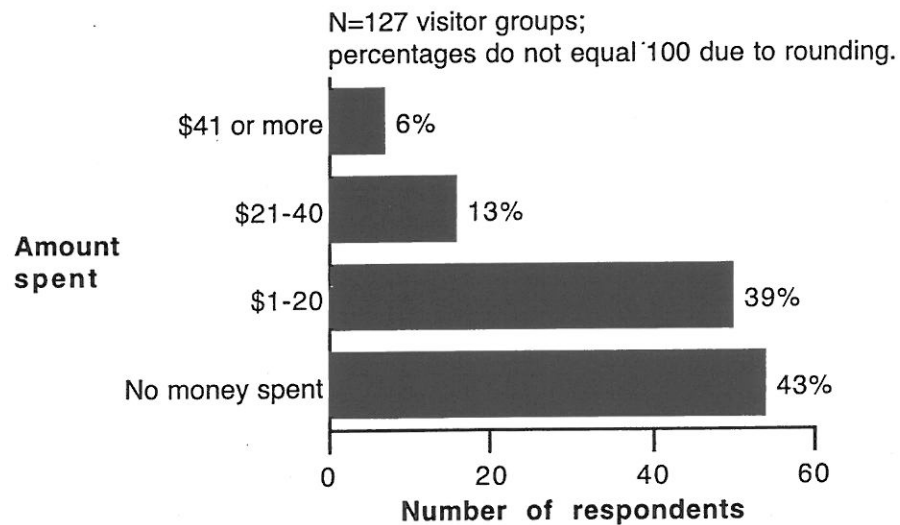


Figure 79: Expenditures for all other purchases inside the monument

Expenditures outside monument

Total expenditures outside the monument: Thirty-three percent of visitors spent between \$1 and \$50 and 31% spent no money within a one-hour drive of Capulin Volcano National Monument (see Figure 80). Ten percent spent over \$200.

The greatest proportions of money spent outside the monument were for lodging (28%) and restaurants and bars (18%), as shown in Figure 81.

The average visitor group expenditure outside of the monument during this visit was \$125. The median visitor group (50% of groups spent more and 50% of groups spent less) was \$25. The average per capita expenditure was \$40.

Hotel, motels, cabins, etc. out of the monument: Most visitor groups (75%) spent no money, while 13% spent between \$51 and \$100 (see Figure 82).

Camping fees and charges out of the monument: Most visitor groups (84%) spent no money, and 12% spent between \$1 and \$50 (see Figure 83).

Restaurants and bars out of the monument: Fifty-five percent of visitor groups spent no money while 33% spent between \$1 to \$50 outside of the monument (see Figure 84).

Guide fees and charges outside the monument: Ninety percent of visitor groups spent no money outside the monument on guide fees and charges (see Figure 85).

Groceries and take-out food out of the monument: Fifty-three percent of visitor groups spent no money outside the monument, while 28% spent between \$1 and \$20, as shown in Figure 86.

Gas and oil out of the monument: Forty-four percent of visitor groups spent no money and 23% spent between \$1 to \$20 (see Figure 87).

Other transportation expenses out of the monument: Most visitor groups (95%) spent no money (see Figure 88).

Admissions, recreation, and entertainment fees out of the monument: Most visitor groups (70%) spent no money, while 5% spent \$41 or more (see Figure 89).

Other purchases out of the monument: Sixty-four percent of visitor groups spent no money, 16% spent up to \$20 and 11% spent \$41 or more (see Figure 90).

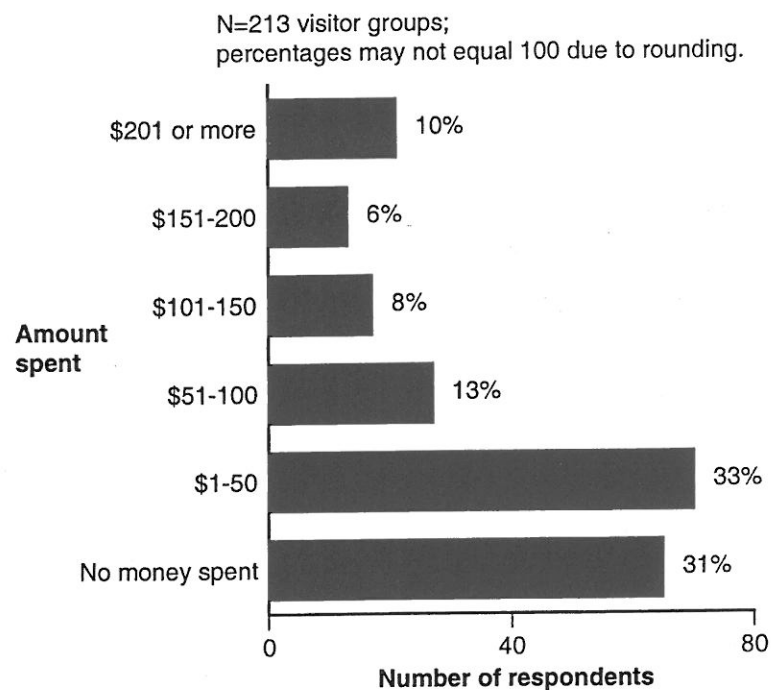


Figure 80: Expenditures outside the monument

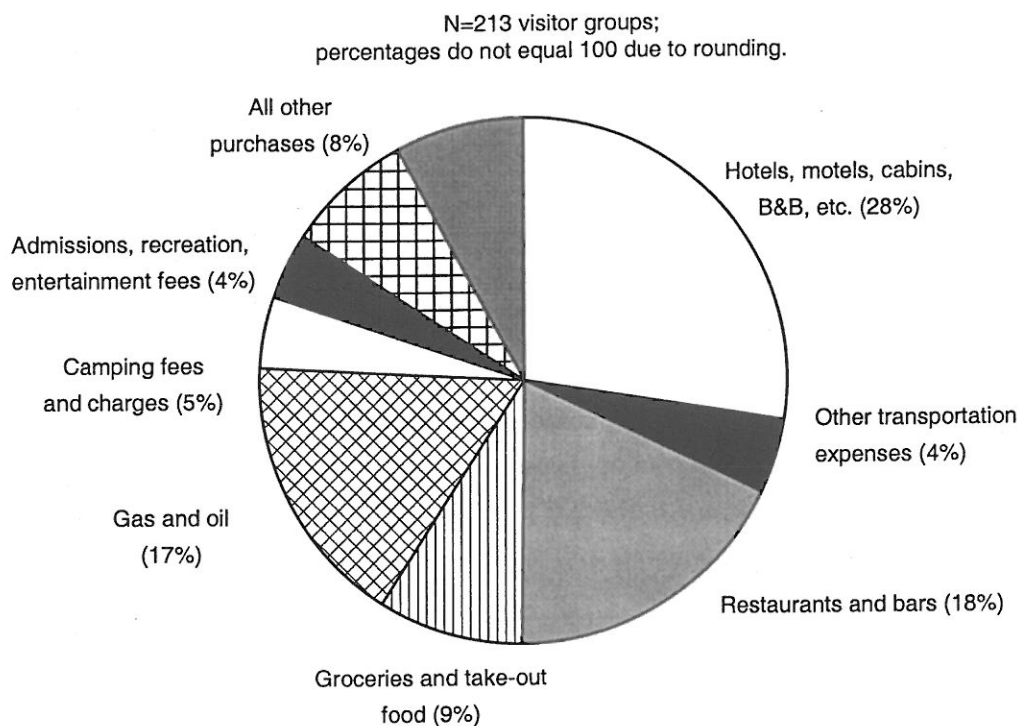


Figure 81: Proportions of expenditures outside Capulin Volcano National Monument

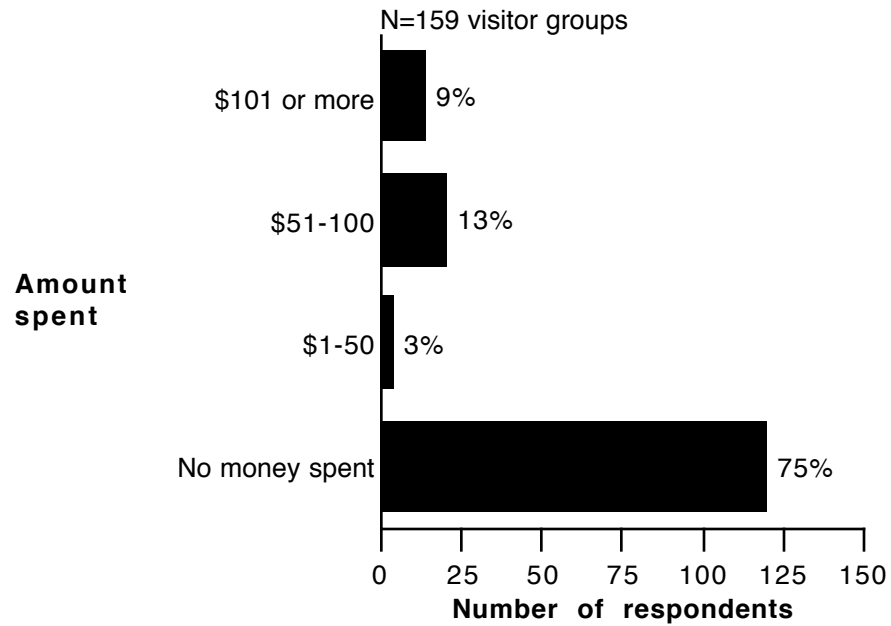


Figure 82: Expenditures for hotels, motels cabins etc. outside the monument

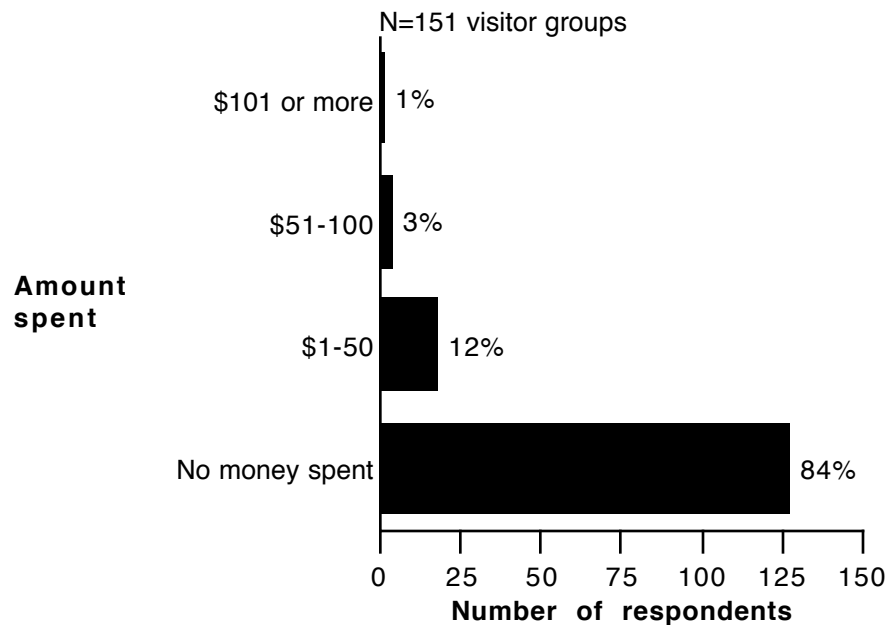


Figure 83: Expenditures for camping fees and charges outside the monument

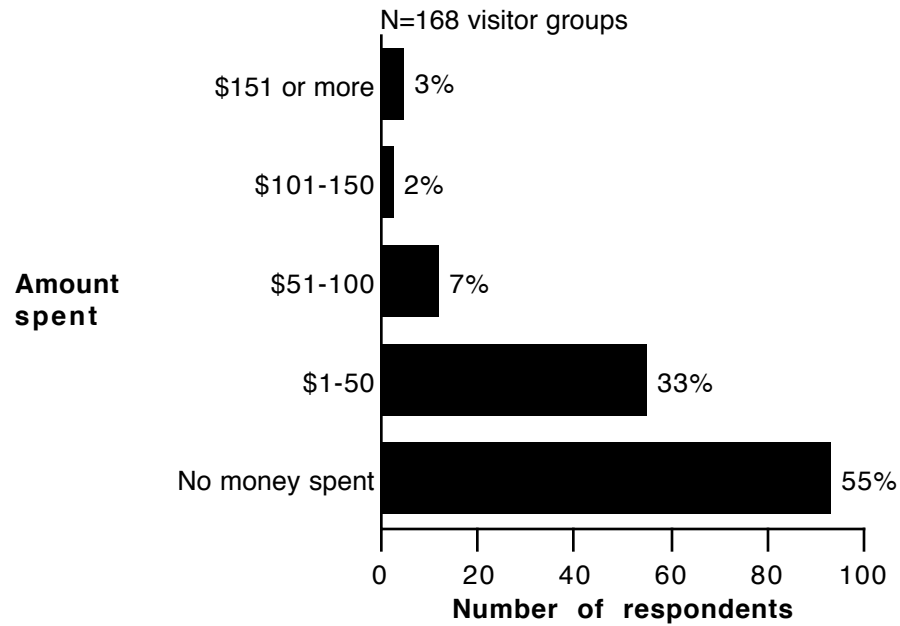


Figure 84: Expenditures for restaurants and bars outside the monument

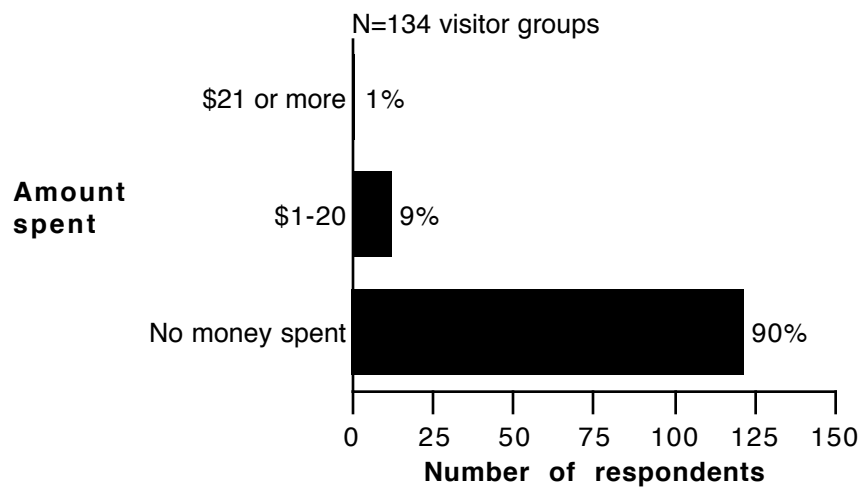


Figure 85: Expenditures for guide fees and charges outside the monument

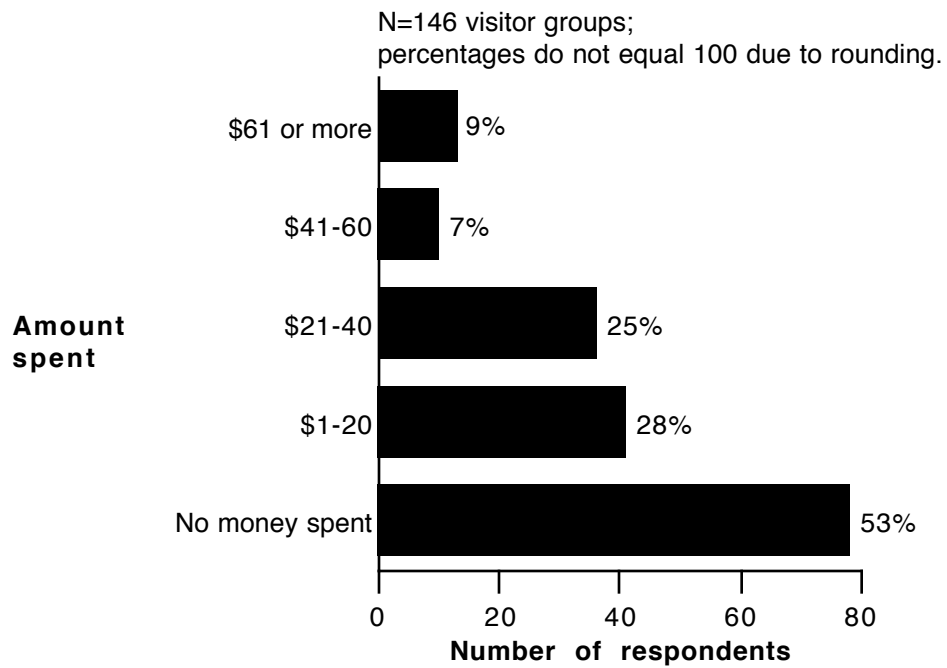


Figure 86: Expenditures for groceries and take-out food outside the monument

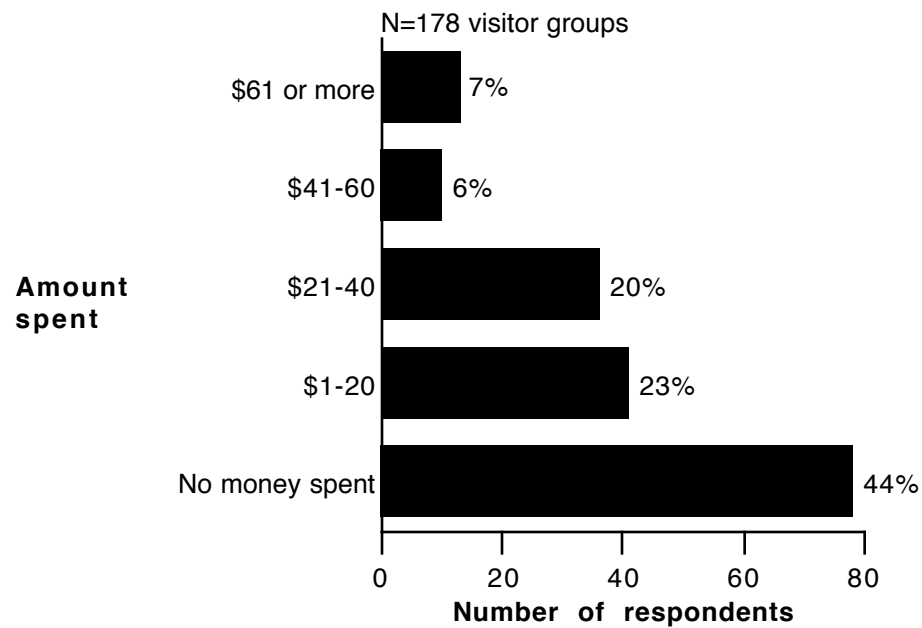


Figure 87: Expenditures for gas and oil outside the monument

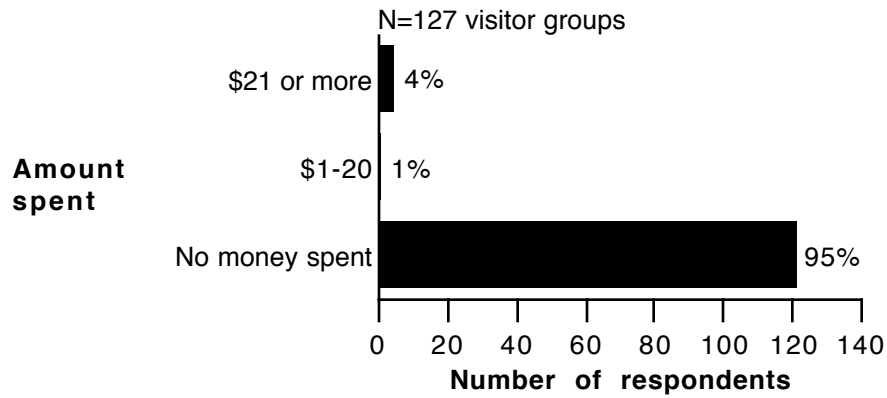


Figure 88: Expenditures for other transportation expenses outside the monument

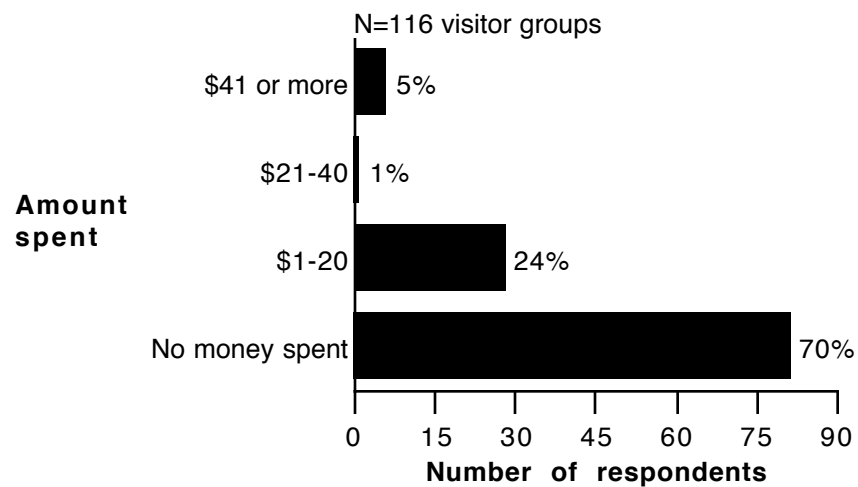


Figure 89: Expenditures for admissions, recreation, and entertainment fees outside the monument

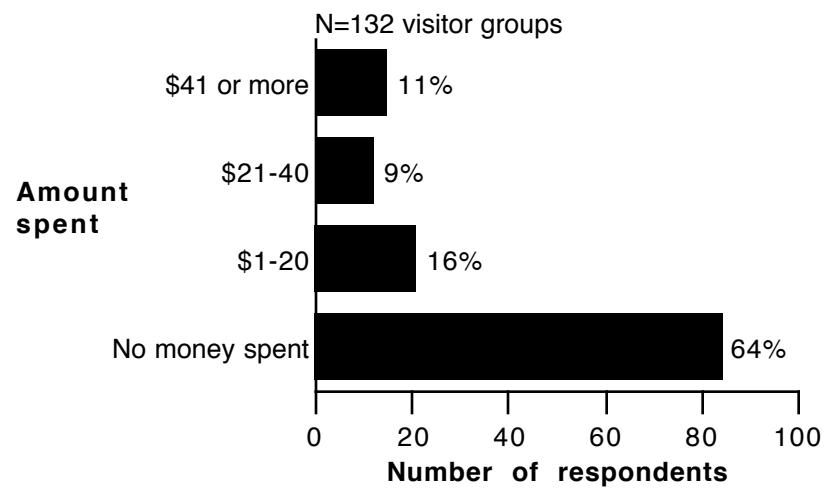


Figure 90: Expenditures for all other purchases outside the monument

Subjects learned and preferred ways of learning

Visitors were asked whether they learned about selected topics on this visit to Capulin Volcano National Monument. Most visitors reported learning about geology/volcanoes (85%), history (80%) and plants and animals (66%), as shown in Figure 91.

Figure 92 shows subjects visitors were interested in learning on future visits to Capulin Volcano National Monument. Geology/volcanoes and history received the most responses, with 89% of respondents choosing each. Seventy-nine percent of respondents chose plants and animals. "Other" subjects visitors mentioned included local history of New Mexico, future volcanic activity in area, and plants and animals.

Visitor groups were asked, "On a future visit to Capulin Volcano National Monument, how would you and your group prefer to learn about the cultural and natural history of the monument?" Eight percent of respondents were not interested in learning about the monument. Of respondents who were interested, most preferred audio-visual programs (70%), trailside exhibits (68%), printed materials (67%), indoor exhibits (56%) and roving rangers (55%) as ways to learn (see Figure 93). "Other" responses included self-guided walks, plant identification signs and outdoor website links.

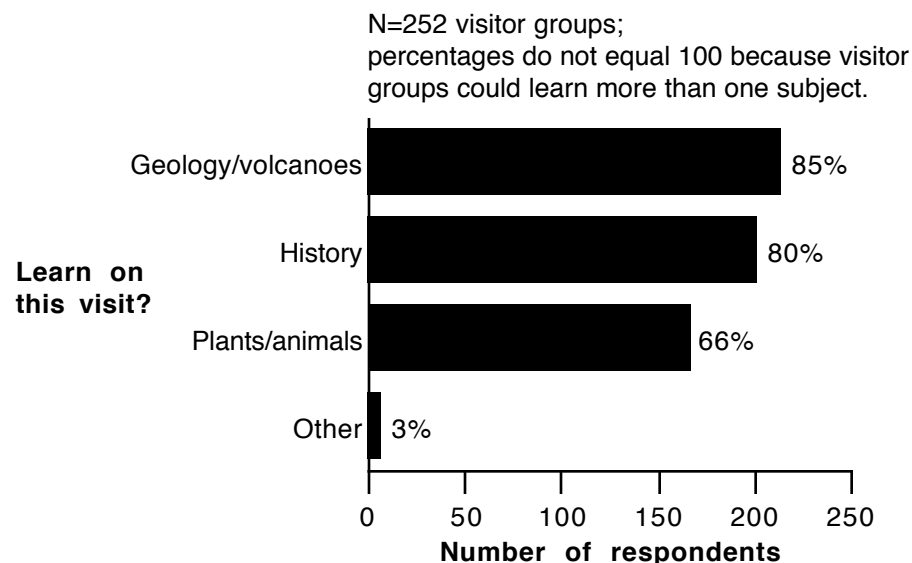


Figure 91: Subjects learned on this visit

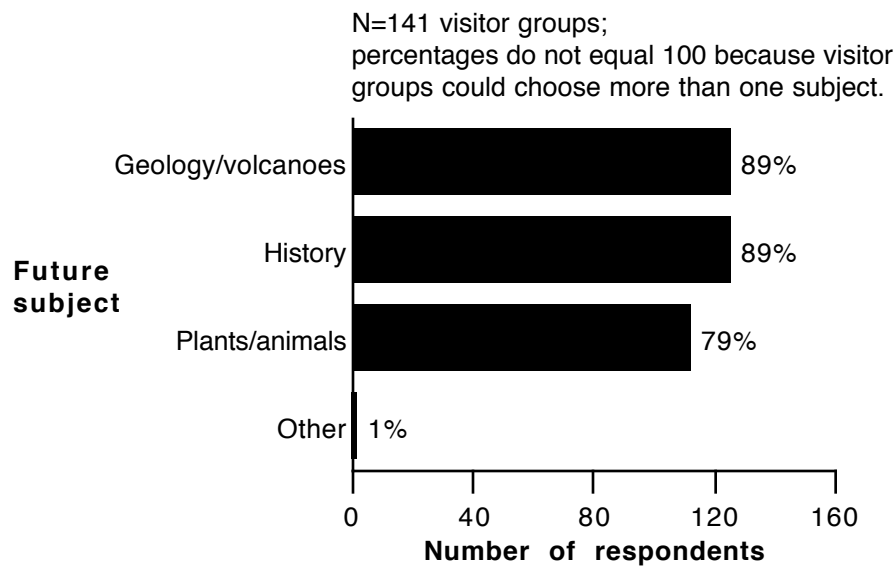


Figure 92: Subjects visitors are interested in learning on a future visit

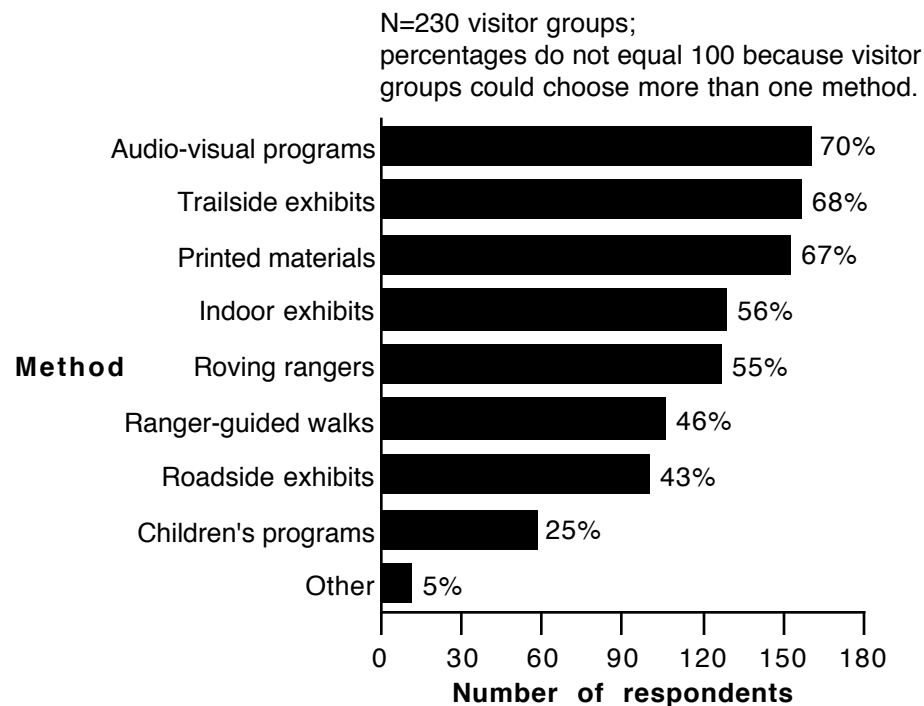
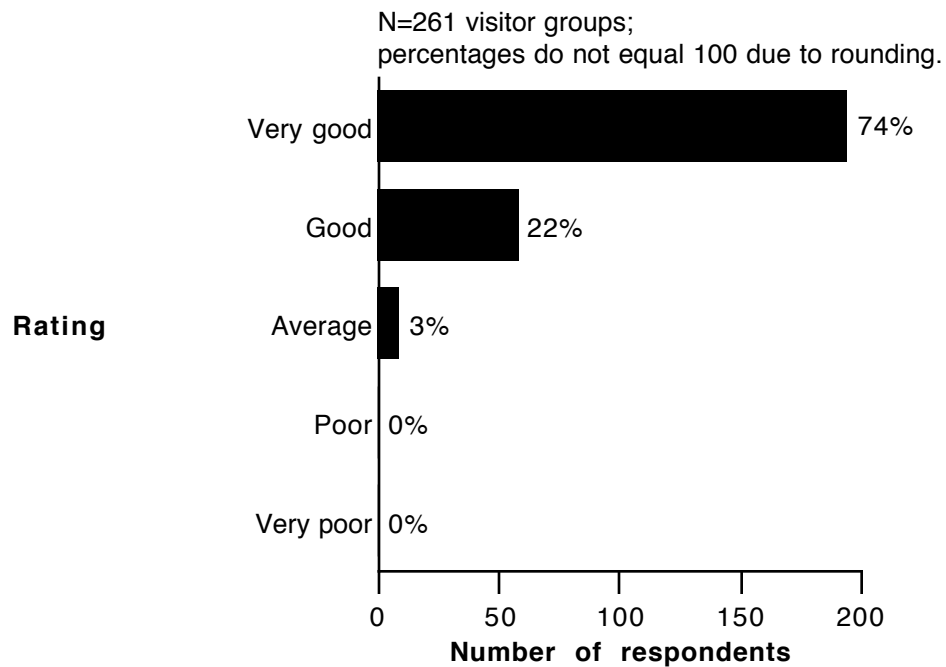


Figure 93: Preferred methods of learning during future visits to Capulin Volcano National Monument

Overall quality of visitor services

Visitor groups were asked to rate the overall quality of the visitor services provided at Capulin Volcano National Monument during this visit. Seventy-four percent thought the overall quality was "very good," while 22% responded "good" (see Figure 94). No visitors rated the overall quality of visitor services as "very poor."

**Figure 94: Overall quality of visitor services**

What visitors liked most

Visitors were asked, "What did you enjoy most about your visit to Capulin Volcano National Monument?" Ninety-two percent of visitor groups (242 groups) responded to this question; these comments are included in a separate appendix of this report. Some comments about Capulin Volcano National Monument are summarized below (see Table 7).

Table 7: What visitors liked most

N=299 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Great staff	3
Other comments	2
INTERPRETIVE SERVICES	
Learning geology	16
Video	11
Learning about volcanoes	10
History	8
Good information plaques	5
Nice visitor center	4
Other comments	3
MAINTENANCE & FACILITIES	
Drive to top	25
Good trails	8
Nice picnic areas	4
Other comments	3
RESOURCE MANAGEMENT	
Wildlife	3
Fresh air	2
Lady bugs	2
Other comments	2

Table 7: What visitors liked most (continued)

Comment	Number of times mentioned
GENERAL	
Nice views	72
Scenery	23
Hike around rim	20
Walking inside volcano	19
Seeing volcano	12
Everything	7
Good hikes	7
Natural beauty	6
Not crowded	3
Weather	3
Lava flows	2
Solitude	2
Summit	2
Walking	2
Other comments	8

What visitors liked least

Sixty-one percent of visitor groups (N=160) responded to the question, "What did you enjoy least about your visit to Capulin Volcano National Monument?" Table 8 includes a summary of those responses: a comprehensive list of comments can be found in a separate appendix to this report.

Table 8: What visitors liked least

N=182 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Comment	1
INTERPRETIVE SERVICES	
Need plant display	2
Other comment	1
MAINTENANCE & FACILITIES	
No guard rail on road	5
Need camping facilities	3
Narrow roads	2
Gravel	2
Other comments	9
MANAGEMENT/POLICIES	
Closing time	2
Other comments	6
RESOURCE MANAGEMENT	
Comment	1
GENERAL	
Bugs	92
Nothing	25
Weather	15
Not enough time	9
Steep	4
Survey	2
Other comments	10

Planning for the future

Visitor groups were asked, “If you were a manager planning for the future of Capulin Volcano National Monument, what would you propose?” Sixty-one percent of visitor groups (160 groups) responded to this question. A summary of their responses is listed below in Table 9 and complete copies of visitor responses are contained in the appendix.

Table 9: Planning for the future

N=179 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
More rangers	5
Roving rangers	2
INTERPRETIVE SERVICES	
More interpretive signs	11
Have kids activities	7
More guided tours	6
Promote/advertise	3
Identify botanicals	3
Provide historical information	2
Other comments	13
FACILITIES/MAINTENANCE	
Guard rails on road	11
Provide campground	11
Better road signage	7
Have more trails	6
Have café/snack bar	5
Provide shade structures	5
Need benches on trails	4
More parking at top	4
More restrooms	2
Other comments	6
MANAGEMENT/POLICIES	
Comments	4
RESOURCE MANAGEMENT	
Keep it natural	2
Other comments	4

Table 9: Planning for the future (continued)

Comment	Number of times mentioned
GENERAL	
Keep it as is	21
Spray/get rid of bugs	8
Warn visitors about bugs	3
It's great	2
Provide telescopes	2
Preserve	2
Sell insect repellent	2
Other comments	11

Comment summary

Forty-five percent of visitor groups (128 groups) wrote additional comments, which are included in the separate appendix of this report. Some comments about Capulin Volcano National Monument are summarized below (see Table 10). Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 10: Additional comments

N=133 comments;
some visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
Friendly/nice employees	17
Rangers were helpful	8
Other comments	3
INTERPRETIVE SERVICES	
Great visitor center	2
Need new displays	2
Other comments	4
FACILITIES/MAINTENANCE	
Clean	6
Well maintained	3
Need better road signage	2
Provide drinking water at top	2
Other comments	8
MANAGEMENT/POLICIES	
Other comments	4
GENERAL	
Enjoyed visit	37
Will visit again	8
Too many bugs	6
Nice views	5
Keep up the good work	4
Thanks	2
Will tell others	2
Other comments	8

Capulin Volcano National Monument Visitor Study Additional Analysis VSP Report 146

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

Additional Analysis

Additional analysis can be done using the park's VSP visitor study data that was collected and entered into the computer. Two-way and three-way cross tabulations can be made of any of the characteristics listed below. Be as specific as possible-you may select a single program/service/facility instead of all that were listed in the questionnaire. Include your name, address and phone number in the request.

- | | | |
|---|--|---|
| • Sources of information prior to visit | • Quality visitor services/facilities | • Total expenditures in monument |
| • Sources of information prior to future visits | • Group type | • Admissions expenditures in monument |
| • Receive needed information? | • Group size | • All other purchases in monument |
| • Time spent (hours) | * Number of vehicles | • Total expenditures in area |
| • Primary reason for visit | • Current age | • Hotels, motels expenditures in area |
| • How did visit fit into travel plans | • Zip code or country | • Camping fees expenditures in area |
| • Reasons for visiting | • Number of lifetime visits to monument | • Guide fees expenditures in area |
| • Arrival/departure time | • Disabilities that limited ability to visit? | • Restaurants & bars expenditure in area |
| • Day of week arrived | • Type of disability | • Groceries and take-out food expenditures in area |
| • Sites visited | • Encounter access/service problems because of disability? | • Gas & oil expenditures in area |
| • Activities participated in during this visit | • Entrance fee appropriateness | • Other transportation expenditures in area |
| • Activities participated in on past visits | • Rating for crowdedness | • Admissions/recreation expenditures in area |
| • Overnight stay within one-hour drive | • Selected factors effect on park visit | • All other purchases expenditures in area |
| • Number of nights stayed | • Experience parking problems? | • Number of adults covered by expenditures |
| • Type of lodging | • Unmet expectations? | • Number of children covered by expenditures |
| • Number of times entered monument | • Importance of protection of selected resources/qualities | • Learning preferences |
| • Visitor services/facilities used | • Importance of driving to volcano top | • Did you learn about selected topics on this visit |
| • Importance of visitor services/facilities | • Importance of visit in understanding volcanic geology | • Interest in selected topics for future visit |
| | * Total expenditures in and out | • Overall quality rating |

Phone/send requests to:

Visitor Services Project, PSU
College of Natural Resources
P.O. Box 441139
University of Idaho
Moscow, Idaho 83844-1139

Phone: 208-885-7863
FAX: 208-885-4261
Email: littlej@uidaho.edu

QUESTIONNAIRE

Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Park Studies Unit (UI PSU). All other VSP reports are available on the UI PSU web site: <<http://www.psu.uidaho.edu>>. All studies were conducted in summer unless otherwise noted.

1982

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

1983

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

1985

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

1986

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

1987

10. Colonial National Historical Park (summer & fall)
11. Grand Teton National Park
12. Harpers Ferry National Historical Park
13. Mesa Verde National Park
14. Shenandoah National Park (summer & fall)
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 Monument
34. Death Valley National Monument
35. Glacier National Park
36. Scott's Bluff National Monument
37. John Day Fossil Beds National Monument

1991

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

1992

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

1993

54. Belle Haven Park/Dyke Marsh Wildlife Preserve (spring)
55. Santa Monica Mountains National Recreation Area (spring)
56. Whitman Mission National Historic Site
57. Sitka National Historical Park
58. Indiana Dunes National Lakeshore (summer)
59. Redwood National Park
60. Channel Islands National Park
61. Pecos National Historical Park
62. Canyon de Chelly National Monument
63. Bryce Canyon National Park (fall)

Visitor Services Project Publications (continued)**1994**

- 64. Death Valley National Monument Backcountry (winter)
- 65. San Antonio Missions National Historical Park (spring)
- 66. Anchorage Alaska Public Lands Information Center
- 67. Wolf Trap Farm Park for the Performing Arts
- 68. Nez Perce National Historical Park
- 69. Edison National Historic Site
- 70. San Juan Island National Historical Park
- 71. Canaveral National Seashore
- 72. Indiana Dunes National Lakeshore (fall)
- 73. Gettysburg National Military Park (fall)

1995

- 74. Grand Teton National Park (winter)
- 75. Yellowstone National Park (winter)
- 76. Bandelier National Monument
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Monument
- 80. Manassas National Monument 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 combined)

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 National Historical Park & Preserve (spring)

1998 (continued)

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

1999

- 109. Big Cypress National Preserve (winter)
- 110. San Juan National Historic Site, P.R. (winter)
- 111. Saint Croix National Scenic Riverway
- 112. Rock Creek Park
- 113. New Bedford Whaling National Historical Park
- 114. Glacier Bay National Park & Preserve
- 115. Kenai Fjords National Park & Preserve
- 116. Lassen Volcanic National Park
- 117. Cumberland Gap National Historic Park (fall)

2000

- 118. Haleakala National Park (spring)
- 119. White House Tour & White House Visitor Center (spring)
- 120. USS Arizona Memorial
- 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)
- 127. Shenandoah National Park
- 128. Pictured Rocks National Lakeshore
- 129. Crater Lake National Park
- 130. Valley Forge National Historical Park

2002

- 131. Everglades National Park (spring)
- 132. Dry Tortugas National Park (spring)
- 133. Pinnacles National Monument (spring)
- 134. Great Sand Dunes National Monument and Preserve
- 135. Pipestone National Monument
- 136. Outer Banks Group (Cape Hatteras National Seashore, Wright Brothers National Monument)
- 137. Sequoia & Kings Canyon National Park
- 138. Catoclin Mountain Park
- 139. Hopewell Furnace National Historic Site
- 140. Stones River National Monument (fall)

Visitor Services Project Publications (continued)

2003

- 141. Gateway National Recreation Area - Floyd
Bennett Field (spring)
- 142. Cowpens National Battlefield (spring)
- 143. Grand Canyon National Park—North Rim
- 144. Grand Canyon National Park—South Rim
- 145. C & O Canal National Historical Park
- 146. Capulin Volcano National Monument

For more information about the Visitor Services Project, please contact the University of Idaho Park Studies Unit; phone (208) 885-7863 or go to web site: <<http://www.psu.uidaho.edu>>



