



# Lassen Volcanic National Park Visitor Study

*Summer 2012*

Natural Resource Report NPS/NRSS/EQD/NRR—2013/739



**ON THE COVER**

Left: Kayaking on Manzanita Lake – Photo by Park Volunteer, D. Schlom

Right: Visitors at Upper Kings Creek Meadow – NPS Photo, K. Haner

Lower: Ranger Hoban and Junior Rangers – NPS Photo

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# **Lassen Volcanic National Park Visitor Study**

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## Executive Summary

This visitor study report profiles a systematic random sample of Lassen Volcanic National Park (NP) visitors during August 3–9, 2012. A total of 645 questionnaires were distributed to visitor groups. Of those, 441 questionnaires were returned, resulting in a 68.4% response rate.

<b>Group size and type</b>	Forty-four percent of visitor groups consisted of two people and 39% were in groups of three or four. Sixty-six percent of visitor groups consisted of family groups.
<b>State or country of residence</b>	United States visitors were from 29 states and comprised 91% of total visitation during the survey period, with 82% from California. Eleven percent of visitor groups were residents of the area (within 75 miles of the park). International visitors were from 14 countries and comprised 9% of total visitation during the survey period with 27% from Germany.
<b>Frequency of visits</b>	Fifty-eight percent of visitors visited the park once in the past five years. For 48% this was their first visit in their lifetime, while 26% had visited four or more times.
<b>Age, ethnicity, race, and income level</b>	Twenty-seven percent of visitors were ages 41-55 years, 25% were 56-70 years, 21% were 21-40 years old, and 18% were ages 15 years or younger. Six percent were Hispanic or Latino. Eighty-seven percent of visitors were White and 10% were Asian. Forty-one percent of respondents reported a household income of \$75,000-\$149,999.
<b>Languages preferred for speaking and reading</b>	Ninety-four percent of visitor groups preferred English for speaking and 95% preferred English for reading. Eleven percent of visitor groups felt services in the park need to be provided in languages other than English.
<b>Physical conditions</b>	Six percent of visitor groups had members with physical conditions affecting their ability to access or participate in activities or services.
<b>Information sources</b>	Most visitor groups (94%) obtained information about the park prior to their visit through the park website (53%), previous visits (46%), and friends/relatives/word of mouth (35%).
<b>Park as destination</b>	For 53% of visitor groups, the park was their primary destination and for 43%, it was one of several destinations.
<b>Primary reason for visiting the area</b>	The most common primary reasons for visiting the park area (within 75 miles) among non-resident visitor groups were to visit Lassen Volcanic NP (78%) and traveling through – unplanned visit (7%).
<b>Towns traveled through</b>	Forty percent of visitor groups traveled through Red Bluff to arrive at the park and 33% traveled through Redding.
<b>Number of park entries</b>	Fifty-four percent of visitor groups entered the park once and 25% entered twice.

## Executive Summary (continued)

<b>Overnight stays</b>	Seventy-two percent of visitor groups stayed overnight either inside Lassen Volcanic NP or in the area within 75 miles of the park. Of those visitor groups that stayed inside the park, 54% stayed one or two nights, and 69% tent camped in a developed campground. Of those visitor groups that stayed outside the park, 61% stayed one or two nights, and 62% stayed in a lodge, hotel, motel, vacation rental, B&B, etc.
<b>Length of stay</b>	Of the visitor groups that spent less than 24 hours in the park, the average length of stay was 5.6 hours. Of the visitor groups that spent 24 hours or more, the average length of stay was 3.1 days. The average length of stay for all visitor groups was 34.1 hours or 1.4 days.
<b>Sites visited</b>	The most common places visited in the park were Kohm Yah-mah-nee Visitor Center (53%), Bumpass Hell (50%), and Sulphur Works (41%).
<b>Activities on this visit and future visits</b>	The most common activities were walking/hiking/backpacking (77%), visiting visitor center (65%), and taking scenic drive/byway (64%). The most common activities that were the primary reason for visiting the park were walking/hiking/backpacking (42%), taking scenic drive/byway (16%), and camping (15%). The most common activities in which visitor groups would like to participate on future visits were walking/hiking/backpacking (84%), enjoying solitude/quiet (65%), and exploring the hydrothermal areas (64%).
<b>Trails walked/hiked in the park</b>	The most common trails walked/hiked by visitor groups were Bumpass Hell Trail (62%), Manzanita Lake Trail (32%), and Kings Creek Trail (29%). The trails that received the highest “not at all crowded” ratings were Cinder Cone Trail (74%), Devils Kitchen Trail (73%), and Manzanita Lake Trail (73%).
<b>Information services and facilities</b>	The information services and facilities most often used by visitor groups were the park brochure/map (82%), assistance from park staff (58%), and the park website (45%).
<b>Visitor services and facilities</b>	The visitor services and facilities most often used by visitor groups were restrooms (86%), parking lots (82%), and roads (78%).
<b>Concession services and facilities</b>	The concession services and facilities most commonly used by visitor groups were Manzanita Lake: food service (50%), Drakesbad Guest Ranch: food service/restaurant (31%), and Manzanita Lake: gifts (25%).
<b>Expenditures</b>	The average visitor group expenditure (inside and outside the park within 75 miles of the park) was \$291. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$159. The average total expenditure per person (per capita) was \$110.
<b>Overall quality</b>	Most visitor groups (97%) rated the overall quality of facilities, services, and recreational opportunities at Lassen Volcanic NP as “very good” or “good.” Less than 2% of visitor groups rated the overall quality as “very poor” or “poor.”

For more information about the Visitor Services Project, please contact the Park Studies Unit at the University of Idaho at (208) 885-2585 or the following website <http://www.psu.uidaho.edu>.



## **Acknowledgements**

We thank Ally Begly for compiling the report, Margaret Littlejohn for overseeing the fieldwork, Karen Haner and the staff and volunteers of Lassen Volcanic NP for assisting with the survey, and Matthew Strawn for data processing.

## **About the Authors**

Ally Begly is a research assistant for the Visitor Services Project. Yen Le, Ph.D., is Director of the Visitor Services Project at the University of Idaho, and Steven Hollenhorst, Ph.D., was the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho.



## Introduction

This report describes the results of a visitor study at Lassen Volcanic NP near Mineral, CA, conducted August 3–9, 2012 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described in the National Park Service website for Lassen Volcanic NP, “Lassen Volcanic National Park is home to steaming fumaroles, meadows freckled with wildflowers, clear mountain lakes, and numerous volcanoes. Jagged peaks tell the story of its eruptive past while hot water continues to shape the land. Lassen Volcanic offers opportunities to discover the wonder and mysteries of volcanoes and wilderness for visitors willing to explore the undiscovered.” ([www.nps.gov/lavo](http://www.nps.gov/lavo), retrieved February 2013).

## Organization of the Report

This report is organized into three sections.

### Section 1: Methods

This section discusses the procedures, limitations, and special conditions that may affect the study results.

### Section 2: Results

This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

### Section 3: Appendices

Appendix 1. *The Questionnaire*. A copy of the questionnaire distributed to visitor groups.

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of additional analyses are not included in this report.

Appendix 3. *Decision rules for Checking Non-response Bias*. An explanation of how the non-response bias was determined.

## Presentation of the Results

Results are represented in the form of graphs (see Example 1), scatter plots, pie charts, tables, and text.

### Key

1. The figure title describes the graph's information.
2. Listed above the graph, the "N" shows the number of individuals or visitor groups responding to the question. If "N" is less than 30, "**CAUTION!**" is shown on the graph to indicate the results may be unreliable.

\* appears when the total percentages do not equal 100 due to rounding.

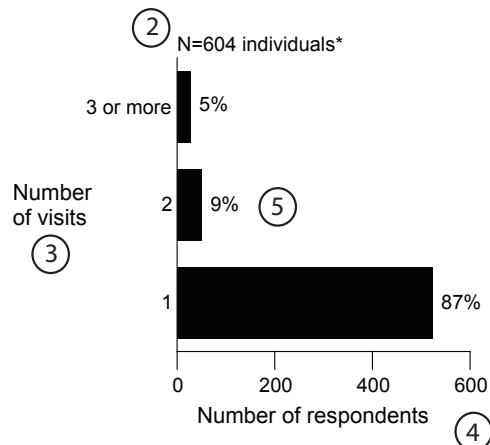
\*\* appears when total percentages do not equal 100 because visitors could select more than one answer choice.

3. Vertical information describes the response categories.

4. Horizontal information shows the number or proportion of responses in each category.

5. In most graphs, percentages provide additional information.

### Example 1



① **Figure 14.** Number of visits to the park in past 12 months

## Methods

### Survey Design and Procedures

#### *Sample size and sampling plan*

All VSP questionnaires follow design principles outlined in Don A. Dillman's book *Mail and Internet Surveys: The Tailored Design Method* (2007). Using this method, the sample size was calculated based on the park's visitation statistics of previous years.

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at five sites during August 3-9, 2012. Visitors were surveyed between the hours of 8 a.m. and 7 p.m. Table 1 shows the five locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey, 717 visitor groups were contacted and 645 of these groups (90%) accepted questionnaires. (The average acceptance rate for 277 VSP visitor studies conducted from 1988 through 2012 is 91.3%.) Questionnaires were completed and returned by 441 respondents, resulting in a 68.4% response rate for this study. (The average response rate for the 277 VSP visitor studies is 71.6%).

Table 1. Questionnaire distribution

Sampling site	Distributed		Returned		Returned* % of total
	N	%	N	% by site	
Manzanita Lake Entrance Station	288	45	191	66	43
South Entrance Station	287	44	208	72	47
Butte Lake	20	3	11	55	2
Juniper Lake	20	3	13	65	3
Warner Valley	30	5	18	60	4
Total	645	100	441		99

\* total percentages do not equal 100 due to rounding

#### *Questionnaire design*

The Lassen Volcanic NP questionnaire was developed through conference calls between the park and the VSP staff to design and prioritize questions. Some of the questions were comparable with VSP studies conducted at other parks while others were customized for Lassen Volcanic NP. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended.

No pilot study was conducted to test the Lassen Volcanic NP questionnaire. However, all questions followed Office Management and Budget (OMB) guidelines and/or were used in previous surveys; thus, the clarity and consistency of the survey instrument have been tested and supported.

## ***Survey procedure***

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Visitor groups were greeted, briefly introduced to the purpose of the study, and asked to participate. If visitors agreed, they were asked which member (at least 16 years old) had the next birthday. The individual with the next birthday was selected to complete the questionnaire for the group. An interview, lasting approximately two minutes, was conducted with that person to determine group size, group type, the age of the member completing the questionnaire, and how this visit to the park fit into their group's travel plans. These individuals were asked their names, addresses, and telephone numbers or email addresses in order to mail them a reminder/thank-you postcard and follow-ups. Participants were asked to complete the survey after their visit, and return it using the Business Reply Mail envelope provided.

Two weeks following the survey, a reminder/thank-you postcard was mailed to all participants who provided a valid mailing address (see Table 2). Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Seven weeks after the survey, a second round of replacement questionnaires was mailed to participants who had not returned their questionnaires.

Table 2. Follow-up mailing distribution

<b>Mailing</b>	<b>Date</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcards	August 24, 2012	576	51	627
1 <sup>st</sup> replacement	September 10, 2012	292	22	314
2 <sup>nd</sup> replacement	September 28, 2012	234	0	234

## ***Data analysis***

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Visitor responses were entered twice and double-key validation was performed on numeric and short text responses. The remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software. Responses to open-ended questions were categorized and summarized prior to data analysis.

Numeric data were processed and descriptive statistics were calculated using Statistical Analysis Software® (SAS).

## ***Limitations***

---

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

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of August 3-9, 2012. The results present a 'snapshot in time' and 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. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

## ***Special conditions***

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The weather during the survey period ranged from partly cloudy and warm to sunny and hot, and depending on wind direction, smoky.

Due to the Reading Fire, a lightning-caused fire that started on July 23, 2012 in the park, the park highway was closed starting on August 6 and remained closed through the rest of the survey period. This greatly affected where visitors could go and what they could do in the park. From the north, visitors could drive about 1 mile into the park or visit Butte Lake; from the south, visitors could drive as far as Summit Lake Campground, which was later evacuated. Drakesbad, Warner Valley, and Juniper Lake were not affected by the fire. The fire was eventually contained on August 22, after burning 28,079 acres, including 16,925 acres in the park.

Continuing construction to repair and rehabilitate the Lassen Peak Trail limited hiking to the top to very limited days during the summer, including August 2-5 during the survey period. The rest of the time, visitors were allowed to hike 1.3 miles from the parking area to Grandview, but could not continue to the top.

### ***Checking non-response bias***

Five variables were used to check non-response bias: participant age, group size, group type, park as destination, and participant travel distance to the park. Significant differences between respondents and non-respondents were not found in any variable except for average age (see Table 3 - Table 6). The results indicated that visitors at a younger age range (less than 45 years old) may be underrepresented. Some biases due to non-response may need to be taken into consideration. See Appendix 3 for more details on the non-response bias checking procedures.

Table 3. Comparison of respondents and non-respondents by average age and group size

<b>Variable</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (t-test)</b>
Age (years)	50.31 (N=440)	44.40 (N=205)	<0.001
Group size	3.64 (N=432)	3.95 (N=203)	0.227

Table 4. Comparison of respondents and non-respondents by group type

<b>Group type</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Alone	30 (7%)	19 (9%)	0.126
Family	285 (66%)	144 (71%)	
Friends	57 (13%)	27 (13%)	
Family and friends	58 (14%)	14 (7%)	

Table 5. Comparison of respondents and non-respondents by primary destination

<b>Destination</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Park as primary destination	231 (53%)	110 (54%)	0.464
Park as one of several destinations	194 (44%)	83 (41%)	
Unplanned visit	14 (3%)	10 (5%)	

Table 6. Comparison of respondents and non-respondents by distance from home to park

<b>Distance</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Within 100 miles	84 (20%)	50 (26%)	0.286
101-200 miles	148 (34%)	56 (29%)	
201-300 miles	42 (10%)	17 (9%)	
301 miles or more	122 (28%)	49 (26%)	
International visitors	35 (8%)	20 (10%)	



## Results

### Group and Visitor Characteristics

#### Visitor group size

##### Question 16b

On this visit, how many people, including yourself, were in your personal group?

##### Results

- 44% of visitor groups consisted of two people (see Figure 1).
- 39% were in groups of four or more.

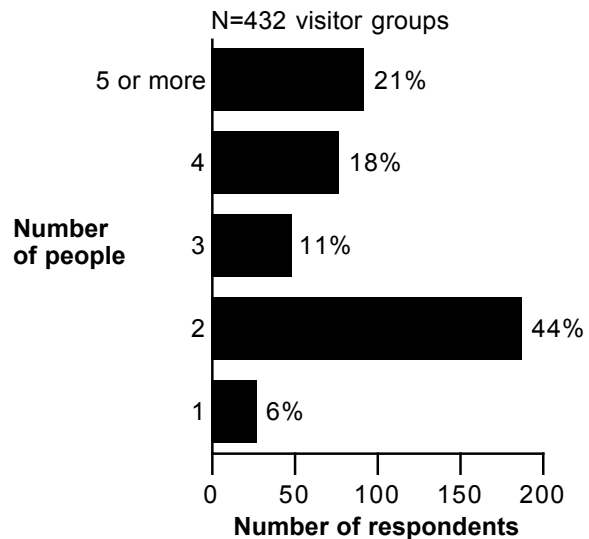


Figure 1. Visitor group size

#### Visitor group type

##### Question 16a

On this visit, what kind of personal group (not guided tour/school/other organized group) were you with?

##### Results

- 66% of visitor groups consisted of family groups (see Figure 2).
- No “other” group types (<1%) were specified.

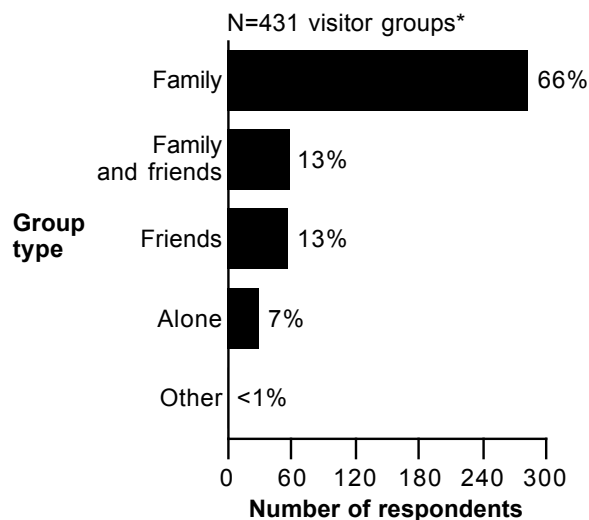


Figure 2. Visitor group type

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitors with organized groups

### Question 15a

On this visit, was your personal group with a commercial guided tour group?

#### Results

- Less than 1% of visitor groups were with a commercial guided tour group (see Figure 3).

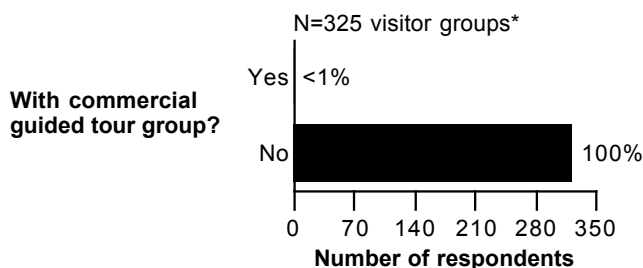


Figure 3. Visitors with a commercial guided tour group

### Question 15b

On this visit, was your personal group with a school/educational group?

#### Results

- 1% of visitor groups were with a school/educational group (see Figure 4).

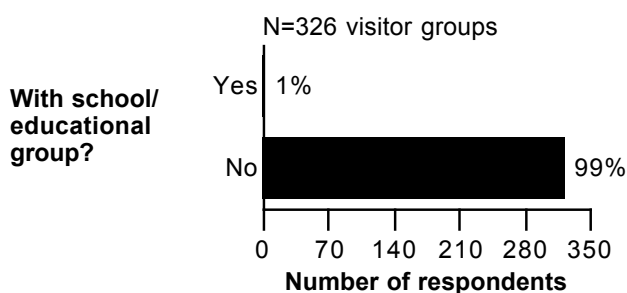


Figure 4. Visitors with a school/educational group

### Question 15c

On this visit, was your personal group with an “other” organized group (scouts, work, church, etc.)?

#### Results

- 7% of visitor groups were with an “other” organized group (see Figure 5).
- Other organized groups were:

Bicycle club  
Bike and Build  
Boy Scouts  
Heavenly Wheels  
Private sports club  
Redding Car club  
Sports club  
Square dance  
T.O.W  
Youth group

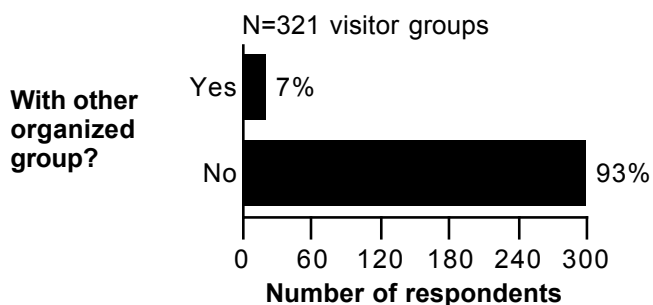


Figure 5. Visitors with an “other” organized group

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 15d**

If you were with one of these organized groups, how many people, including yourself, were in this group?

**Results – Interpret with CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 6).

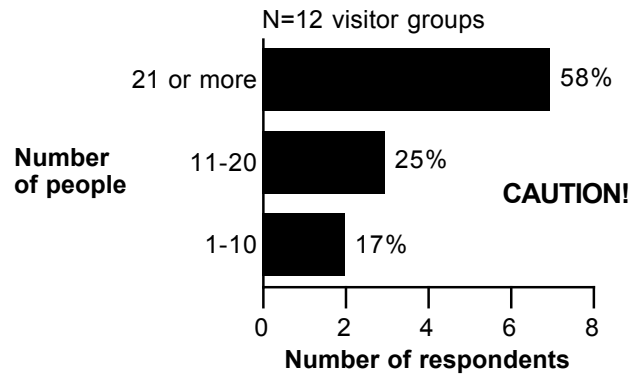


Figure 6. Organized group size

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**United States visitors by state of residence****Question 18b**

For your personal group on this visit, what is your state of residence?

Note: Response was limited to seven members from each visitor group.

**Results**

- U.S. visitors were from 29 states and comprised 91% of total visitation to the park during the survey period.
- 82% of U.S. visitors came from California (see Table 7 and Figure 7).
- 3% came from Nevada and 2% were from Washington.
- Smaller proportions came from 26 other states.

Table 7. United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=1156 individuals*	Percent of total visitors N=1269 individuals
California	946	82	75
Nevada	38	3	3
Washington	24	2	2
Texas	17	1	1
Florida	12	1	1
Oregon	12	1	1
Illinois	10	1	1
Pennsylvania	10	1	1
Utah	8	1	1
Idaho	7	1	1
Michigan	7	1	1
Minnesota	7	1	1
New York	7	1	1
Arizona	6	1	<1
Colorado	6	1	<1
14 other states	39	3	3

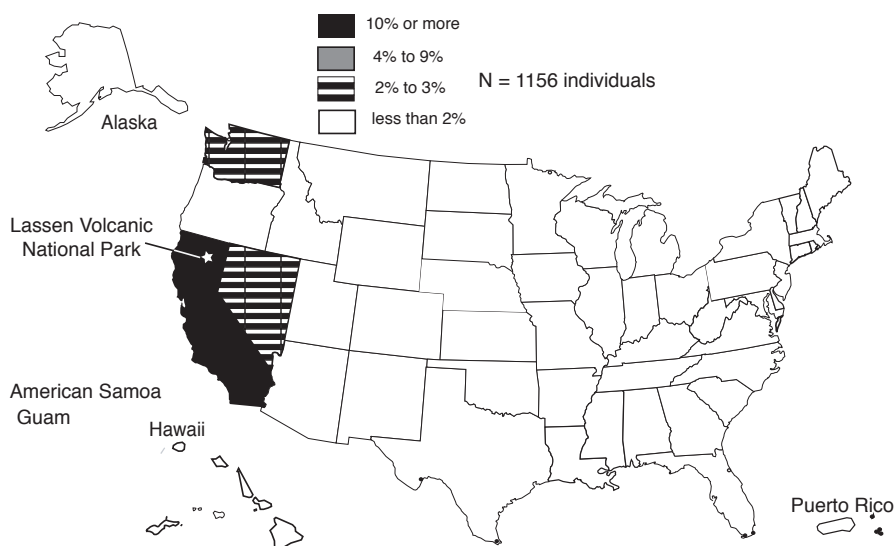


Figure 7. United States visitors by state of residence

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***Visitors from California and adjacent states by county of residence***

Note: Response was limited to seven members from each visitor group.

Table 8. Visitors from California and adjacent states by county of residence

Results

- Visitors from California and adjacent states were from 55 counties and comprised 85% of the total U.S. visitation to the park during the survey period.
- 11% came from Shasta County, CA (see Table 8).
- 10% came from Santa Clara County, CA.
- Small proportions of visitors came from 53 other counties in California and adjacent states.

<b>County, State</b>	<b>Number of visitors N=988 individuals</b>	<b>Percent*</b>
Shasta, CA	109	11
Santa Clara, CA	103	10
Sacramento, CA	73	7
Sonoma, CA	53	5
Alameda, CA	52	5
Yolo, CA	50	5
Butte, CA	40	4
Los Angeles, CA	40	4
Contra Costa, CA	39	4
San Francisco, CA	35	4
Orange, CA	32	3
San Mateo, CA	32	3
Washoe, NV	26	3
Tehama, CA	25	3
Placer, CA	23	2
Humboldt, CA	22	2
Solano, CA	20	2
Lassen, CA	19	2
Nevada, CA	19	2
36 other counties	176	18

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***International visitors by country of residence*****Question 18b**

For your personal group on this visit, what is your country of residence?

Note: Response was limited to seven members from each visitor group.

**Results**

- International visitors were from 14 countries and comprised 9% of total visitation to the park during the survey period.
- 27% of international visitors came from Germany (see Table 9).
- 15% came from Switzerland.
- 11% came from Canada and 11% came from The Netherlands.
- Smaller proportions of international visitors came from 10 other countries.

Table 9. International visitors by country of residence

<b>Country</b>	<b>Number of visitors</b>	<b>Percent of international visitors N=113 individuals*</b>	<b>Percent of total visitors N=1269 individuals</b>
Germany	30	27	2
Switzerland	17	15	1
Canada	12	11	1
The Netherlands	12	11	1
Belgium	11	10	1
United Kingdom	9	8	1
France	6	5	<1
Austria	5	4	<1
Australia	3	3	<1
China	2	2	<1
Colombia	2	2	<1
Israel	2	2	<1
Ireland	1	1	<1
Russia	1	1	<1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Number of visits to park in past five years***

#### **Question 18c**

For your personal group on this visit, how many times have you visited Lassen Volcanic NP in the past five years (including this visit)?

Note: Response was limited to seven members from each visitor group.

#### **Results**

- 58% of visitors visited the park once in the past five years (see Figure 8).
- 22% visited two or three times.

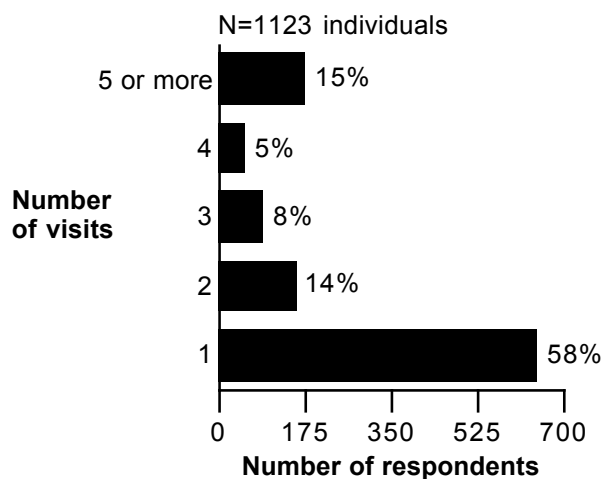


Figure 8. Number of visits to park in past five years

### ***Number of visits to park in lifetime***

#### **Question 18d**

For your personal group on this visit, how many times have you visited Lassen Volcanic NP in your lifetime (including this visit)?

Note: Response was limited to seven members from each visitor group.

#### **Results**

- 48% of visitors were visiting the park for the first time (see Figure 9).
- 26% visited four or more times.

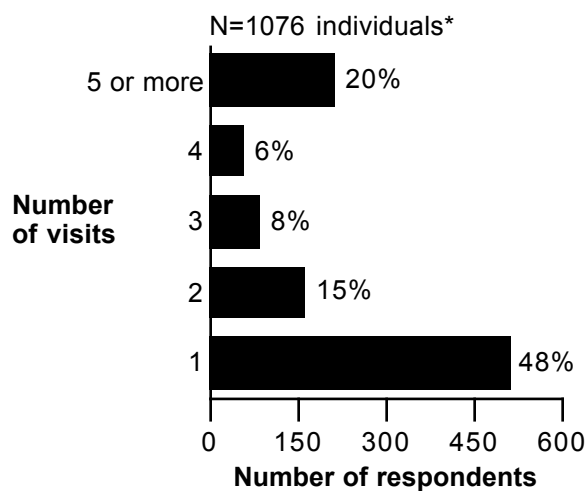


Figure 9. Number of visits to park in lifetime

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor age

### Question 18a

For your personal group on this visit, what is your current age?

Note: Response was limited to seven members from each visitor group.

### Results

- Visitor ages ranged from 1 to 93 years.
- 27% of visitors were 41 to 55 years old (see Figure 10).
- 25% were 56 to 70 years.
- 21% were 21 to 40 years.
- 18% were 15 years or younger.
- 10% were 66 years or older.

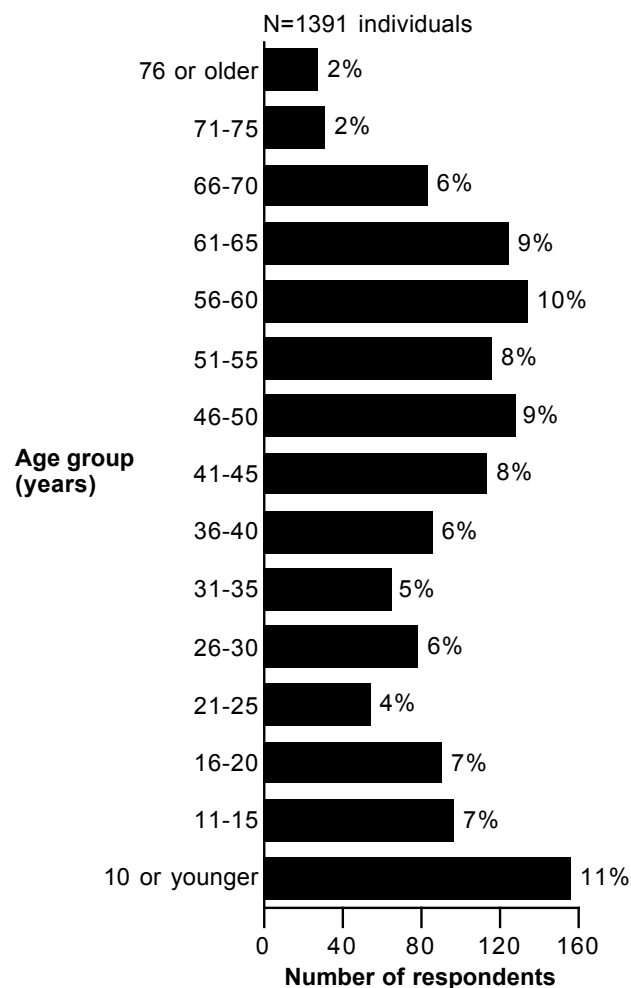


Figure 10. Visitor age

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



### Visitors of Hispanic or Latino ethnicity

#### Question 19a

Are members of your personal group  
Hispanic or Latino?

Note: Response was limited to seven  
members from each visitor group.

#### Results

- 6% of visitors were Hispanic or Latino  
(see Figure 11).

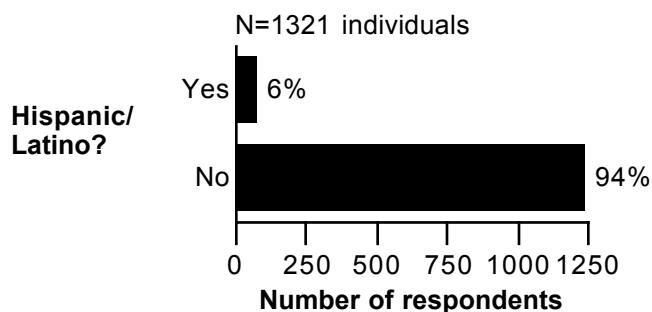


Figure 11. Visitors who were Hispanic or Latino

### Visitor race

#### Question 19b

What is the race of each member of  
your personal group?

Note: Response was limited to seven  
members from each visitor group.

#### Results

- 87% of visitors were White (see  
Figure 12).
- 10% were Asian.

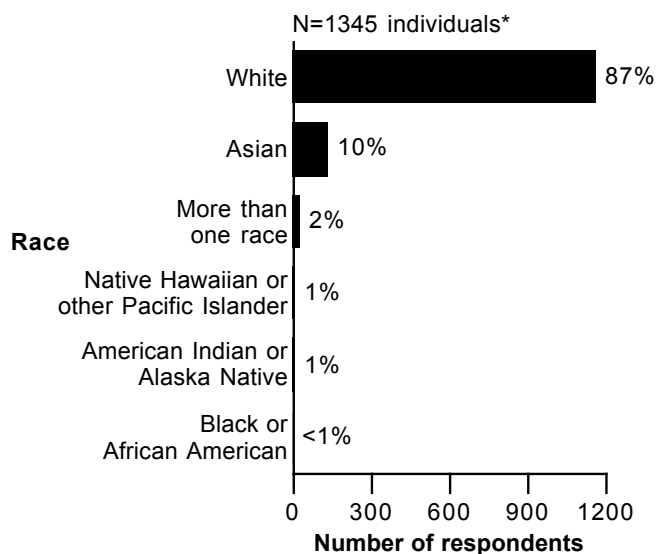


Figure 12. Visitor race

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Language used for speaking and reading

### Question 20a

When visiting an area such as Lassen Volcanic NP, which language(s) do most members of your personal group prefer to use for speaking?

#### Results

- 94% of visitor groups preferred English for speaking (see Figure 13).
- “Other” languages (4%) are listed in Table 10.

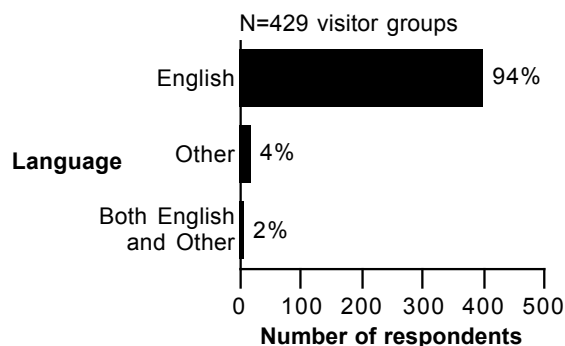


Figure 13. Language preferred for speaking

### Question 20b

When visiting an area such as Lassen Volcanic NP, which language(s) do most members of your personal group prefer to use for reading?

#### Results

- 95% of visitor groups preferred English for reading (see Figure 14).
- “Other” languages (4%) are listed in Table 11.

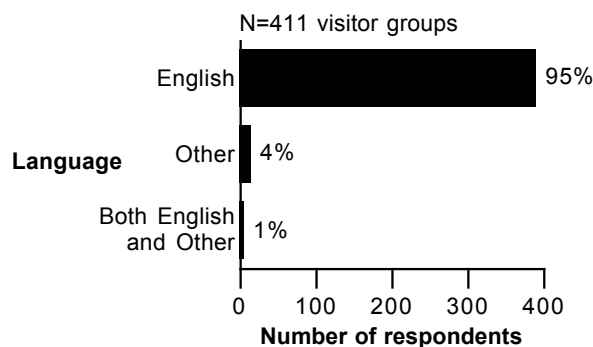


Figure 14. Language preferred for reading

Table 10. Other languages preferred for speaking (N=25 comments) – **CAUTION!**

Language	Number of times mentioned
German	8
French	6
Chinese	3
Dutch	2
Mandarin	2
Spanish	2
Italian	1
Vietnamese	1

Table 11. Other languages preferred for reading (N=21 comments) – **CAUTION!**

Language	Number of times mentioned
German	7
French	5
Chinese	2
Dutch	2
Spanish	2
Italian	1
Mandarin	1
Russian	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 20c**

What services in the park need to be provided in languages other than English?

**Results**

- 11% of visitor groups felt services in the park need to be provided in languages other than English (see Figure 15).
- 23 visitor groups listed services that need to be provided in languages other than English are listed in Table 12).

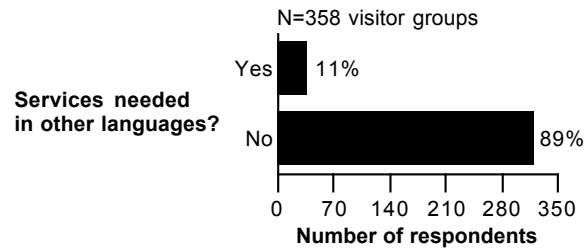


Figure 15. Visitor groups that felt services in the park need to be provided in languages other than English

Table 12. Services needed in languages other than English – **CAUTION!**  
(N=27 comments; some visitor groups made more than one comment)

Service	Number of times mentioned
Signage	6
Park brochure/map	5
Safety/emergency information	4
All	2
Directions	2
Newspaper	2
Park regulations	2
As needed	1
General information	1
Restrooms	1
Website	1

- 9 visitor groups listed languages instead of services:

Cantonese  
Chinese  
French  
German  
Italian  
Mandarin  
Russian  
Spanish

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Visitors with physical conditions affecting access/participation

#### Question 17a

Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

#### Results

- 6% of visitor groups had members with physical conditions (see Figure 16).

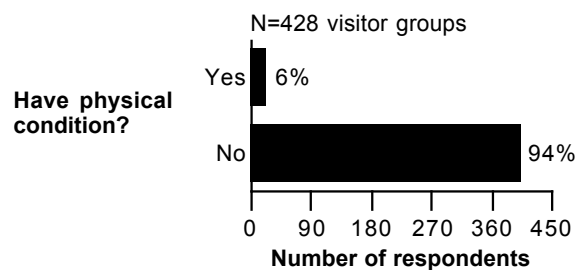


Figure 16. Visitor groups that had members with physical conditions affecting access or participation in park activities or services

#### Question 17b

If YES, what services or activities were difficult to access/participate in?  
(Open-ended)

#### Results – Interpret with **CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Table 13).

Table 13. Services/activities that were difficult to access/participate in (N=19 comments; one visitor group made more than one comment) – **CAUTION!**

Service/activity	Number of times mentioned
Hiking/trails	14
Altitude	1
Could not use service dog	1
Picnic areas	1
Restrooms	1
Waterfalls	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 17c**

Because of the physical condition, which specific problems did the person(s) have?

**Results – Interpret with CAUTION!**

- Not enough visitor groups responded to this question to provide reliable results (see Figure 17).

- “Other” problems (33%) were:

Altitude issues  
Asthma  
Cardiac issues  
PTSD

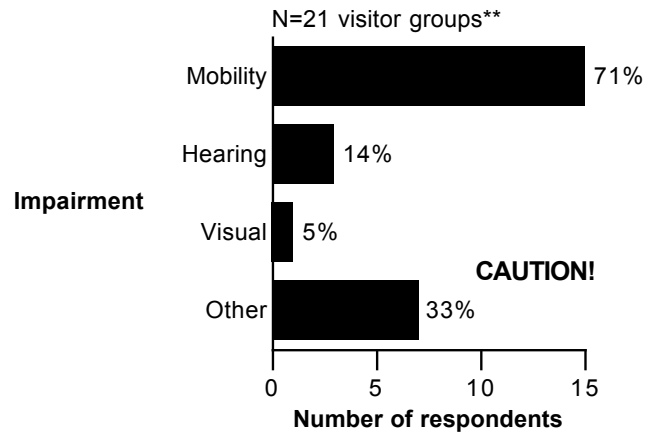


Figure 17. Specific problems experienced by visitors with physical conditions affecting access/participation

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Respondent household income***

#### **Question 23a**

For you only, which category best represents your annual household income?

#### **Results**

- 22% of respondents reported a household income of \$100,000-\$149,999 (see Figure 18).
- 19% had an income of \$75,000-\$99,999.

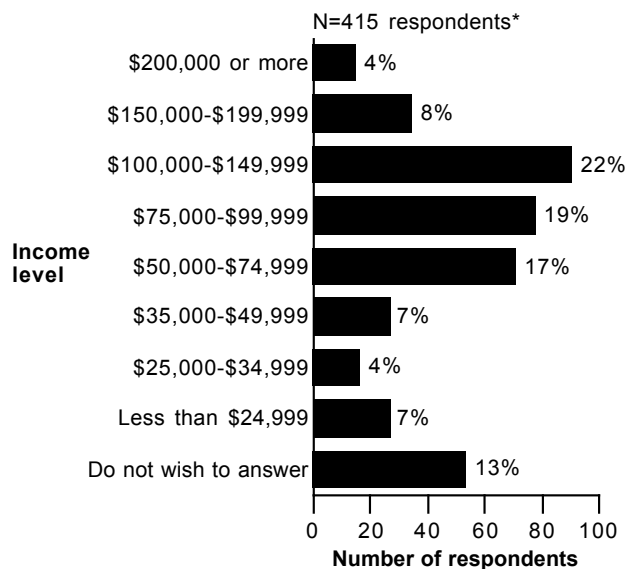


Figure 18. Respondent household income

### ***Respondent household size***

#### **Question 23b**

How many people are in your household?

#### **Results**

- 45% of respondents had two people in their household (see Figure 19).
- 29% had four or more.

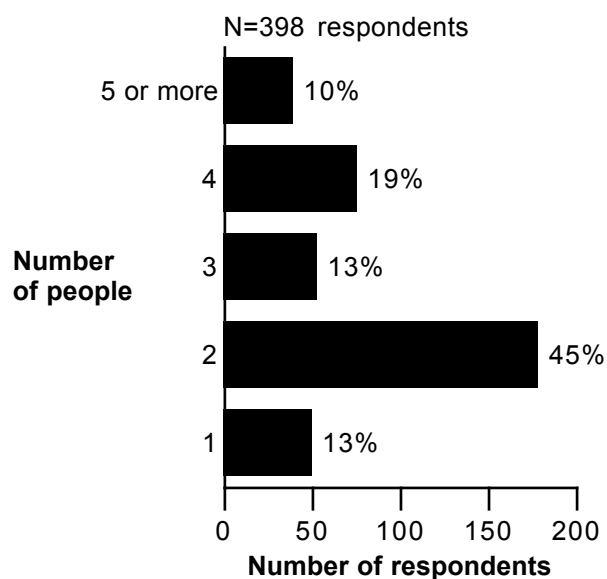


Figure 19. Number of people in respondent household

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Trip/Visit Characteristics and Preferences

### Information sources prior to visit

#### Question 1

Prior to this visit, how did your personal group obtain information about Lassen Volcanic NP?

#### Results

- 94% of visitor groups obtained information about Lassen Volcanic NP prior to their visit (see Figure 20).
- As shown in Figure 21, among those visitor groups that obtained information about Lassen Volcanic NP prior to their visit, the most common sources used were:

53% Lassen Volcanic NP website  
46% Previous visits  
35% Friends/relatives/word of mouth

- Other websites (5%) used to obtain information prior to visit were:

CA travel website  
German forum  
Personal blog spaces  
www.about.com/photo  
www.en.wikipedia.org  
www.facebook.com  
www.google.com  
www.gorp.com  
www.maps.google.com  
www.reserveamerica.com  
www.summitpost.org  
www.tripadvisor.com  
www.yelp.com

- “Other” sources (4%) were:

Bike and Build  
Books  
Curiosity - many years  
Drove by previously  
Grew up in area  
Live nearby  
Southern CA Motorcycle Association  
Work for Lassen National Forest

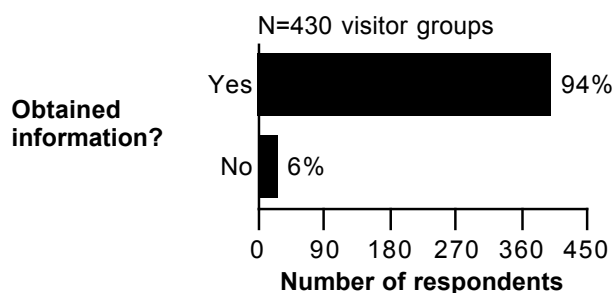


Figure 20. Visitor groups that obtained information prior to visit

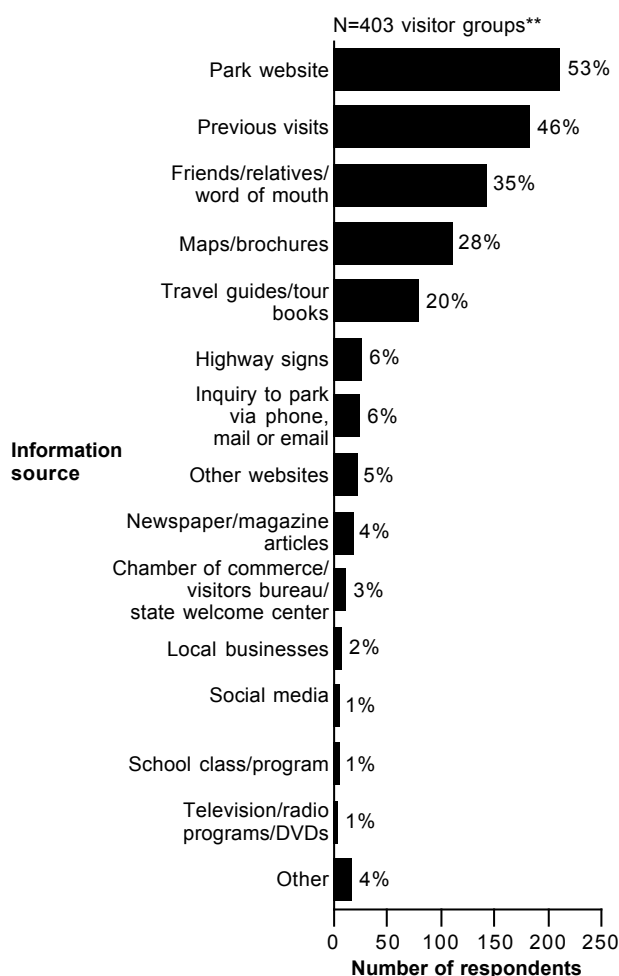


Figure 21. Sources of information used by visitor groups prior to visit

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## ***Park as destination***

### **Question from on-site interview**

A two-minute interview was conducted with each individual selected to complete the questionnaire. During the interview, the question was asked: “How did this visit to Lassen Volcanic NP fit into your personal group’s travel plans?”

### **Results**

- 53% of visitor groups said Lassen Volcanic NP was their primary destination (see Figure 22).
- 43% said the park was one of several destinations.

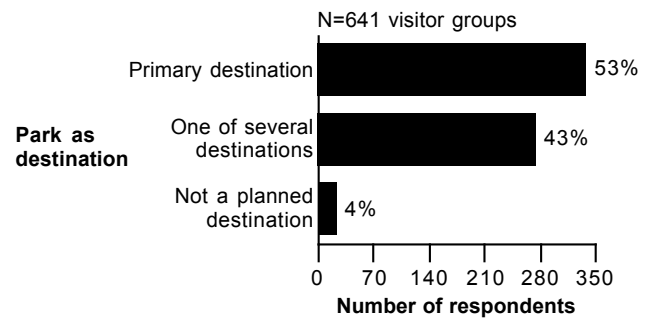


Figure 22. How visit to park fit into visitor groups' travel plans

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



### Primary reason for visiting the park area

#### Question 4

On this trip, what was the primary reason that your personal group came to the Lassen Volcanic NP area (within 75 miles of the park)?

#### Results

- 11% of visitor groups were residents of the area (see Figure 23).
- As shown in Figure 24, among non-resident visitor groups, the most common primary reasons for visiting the area (within 75 miles of the park) were:

78% Visit Lassen Volcanic NP  
7% Traveling through – unplanned visit

- “Other” primary reasons (6%) are listed in Table 14.

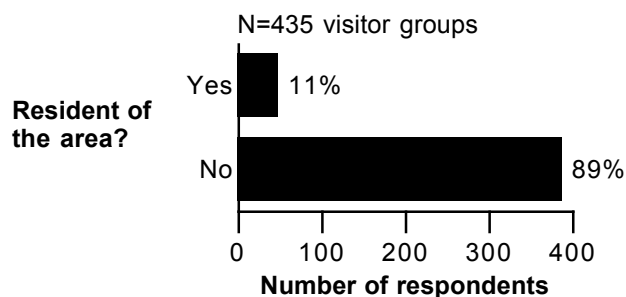


Figure 23. Residents of the area (within 75 miles of the park)

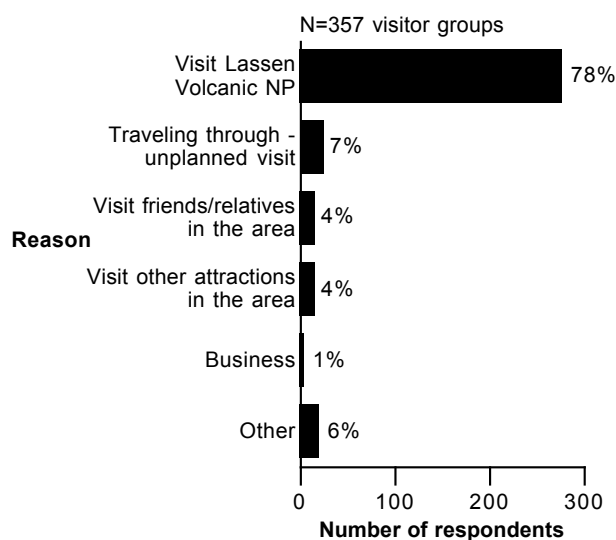


Figure 24. Primary reason for visiting the Lassen Volcanic NP area (within 75 miles of the park)

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 14. “Other” primary reasons for visiting the park  
(N=37 comments)

<b>Reason</b>	<b>Number of times mentioned</b>
A stop on a planned vacation	7
Fishing	3
Annual group campout	2
Hiking	2
Vacation	2
Annual Zimmerman family trip - 43 years now!	1
Art studio	1
As an alternative to Mt. Shasta	1
Bike ride (Mt. Shasta Summit Century)	1
Burney Falls	1
Check on property owned in the area	1
Escape from extreme temps at home	1
Fish Hat Creek	1
For a scenic day trip	1
Friends let us use their cabin at Lake Almanor	1
Group get together	1
Horseback riding	1
It was on our way home from the coast and Mt. Shasta	1
Moon	1
Preparing for school field trip	1
Quilt show in Chester	1
Sporting event - running road race	1
Square dance week in McCloud	1
Swimming	1
Visit with family from NV (reunion)	1
We own a cabin in Lake Almanor	1

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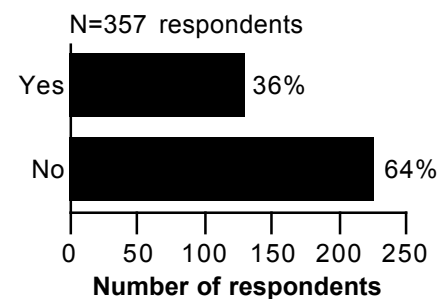
\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Alternative plans to visiting Lassen Volcanic NP****Question 22a**

For you only, if you had not chosen to visit Lassen Volcanic NP on this trip, what other recreation site would you have visited instead?

**Visit other recreation site?**

**Results**

- 36% of respondents would have visited another recreation site if they had not chosen to visit Lassen Volcanic NP on this trip (see Figure 25).

- Table 15 lists alternate recreation sites.

Figure 25. Respondents who would have visited another recreation site

Table 15. Alternate recreation sites  
(N=169 comments)

Site	Number of times mentioned
Yosemite National Park	18
Mt. Shasta	12
Burney Falls State Park	11
Crater Lake	10
Lava Beds National Monument	8
Lake Almanor	7
Whiskeytown National Recreation Area	6
Shasta	4
Trinity Alps	4
Kings Canyon National Park	3
Other national park	3
Redwood National Park	3
Tahoe	3
Yellowstone National Park	3
Another hiking area	2
Big Sur	2
Costa Rica	2
Fort Bragg	2
Glacier National Park	2
Lewiston Lake	2
Mendocino	2
Patricks Point	2
Sequoia and Kings Canyon National Park	2
Shasta Caverns	2
Sierra Nevadas	2
Other sites	52

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 22b**

How far is this alternative site from your home?

**Results**

- 52% of respondents indicated the alternative site was 1-200 miles from their home (see Figure 26).

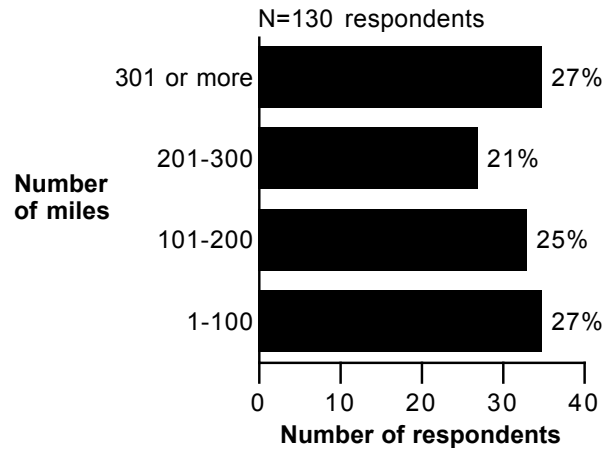


Figure 26. Distance of alternate site from home

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 2a**

On this trip, where did your personal group stay on the night before visiting Lassen Volcanic NP? (Open-ended)

**Results**

- 424 visitor groups listed where they stayed on the night before visiting Lassen Volcanic NP (see Table 16).

Table 16. Places stayed the night before visiting Lassen Volcanic NP (N=424 comments)

<b>Place</b>	<b>Number of times mentioned</b>
Redding, CA	56
Lake Almanor, CA	23
Chester, CA	19
Mineral, CA	18
Red Bluff, CA	18
Susanville, CA	18
Chico, CA	16
Shingletown, CA	14
Burney, CA	10
Hat Creek, CA	10
Sacramento, CA	10
Reno, NV	8
San Jose, CA	8
Cottonwood, CA	5
Oroville, CA	5
San Francisco, CA	5
Anderson, CA	4
El Cerrito, CA	4
Eureka, CA	4
Klamath Falls, OR	4
Corning, CA	3
Davis, CA	3
Fairfield, CA	3
Grass Valley, CA	3
Lava Beds National Monument, CA	3
McCloud, CA	3
Medford, OR	3
Mill Creek, CA	3
Mt. Shasta, CA	3
Oakland, CA	3
Old Station, CA	3
Quincy, CA	3
South Lake Tahoe, CA	3

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 16. Places stayed the night before visiting Lassen Volcanic NP (continued)

<b>Place</b>	<b>Number of times mentioned</b>
Alturas, CA	2
Ashland, OR	2
Bend, OR	2
Cassel, CA	2
Citrus Heights, CA	2
Crescent City, CA	2
Daly City, CA	2
East Palo Alto, CA	2
Elk Grove, CA	2
Folsom, CA	2
Fremont, CA	2
Gilroy, CA	2
Incline Village, NV	2
Lake Almanor West, CA	2
Lakehead, CA	2
McArthur-Burney Falls Park, CA	2
Millbrae, CA	2
Napa, CA	2
Petaluma, CA	2
Roseberg, OR	2
San Mateo, CA	2
Sebastopol, CA	2
Tahoma, CA	2
Vacaville, CA	2
Viola, CA	2
West Sacramento, CA	2
Whiskeytown, CA	2
Yuba City, CA	2
Other places	70

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\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 2b**

On this trip, where did your personal group stay on the night after visiting Lassen Volcanic NP? (Open-ended)

**Results**

- 414 visitor groups listed where they stayed on the night after visiting Lassen Volcanic NP (see Table 17).

Table 17. Places stayed the night after visiting Lassen Volcanic NP (N=414 comments)

<b>Place</b>	<b>Number of times mentioned</b>
Redding, CA	45
Chester, CA	18
Lake Almanor, CA	16
Mineral, CA	16
Red Bluff, CA	12
Sacramento, CA	12
Klamath Falls, OR	11
Susanville, CA	11
Chico, CA	10
Shingletown, CA	9
Hat Creek, CA	8
Old Station, CA	8
Mt. Shasta, CA	7
Reno, NV	7
San Francisco, CA	7
San Jose, CA	7
Cottonwood, CA	5
Ashland, OR	4
Burney, CA	4
Eureka, CA	4
Mill Creek, CA	4
Oakland, CA	4
Anderson, CA	3
Berkeley, CA	3
Crater Lake National Park, OR	3
Davis, CA	3
El Cerrito, CA	3
Lake Tahoe, CA	3
McKinleyville, CA	3
Medford, OR	3
Paradise, CA	3
Portland, OR	3

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 17. Places stayed the night after visiting Lassen Volcanic NP (continued)

<b>Place</b>	<b>Number of times mentioned</b>
Weed, CA	3
Bend, OR	2
Elk Grove, CA	2
Folsom, CA	2
Gilroy, CA	2
Lake Almanor West, CA	2
Lakehead, CA	2
Lava Beds National Monument, CA	2
McCloud, CA	2
Napa, CA	2
Roseville, CA	2
Santa Rosa, CA	2
Sebastopol, CA	2
Trinidad, CA	2
Truckee, CA	2
West Sacramento, CA	2
Whiskeytown, CA	2
Willows, CA	2
Woodland, CA	2
Yuba City, CA	2
Other places	114

---

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## ***Towns traveled through***

### **Question 5**

On this trip, through which of the following towns did your personal group travel to arrive at Lassen Volcanic NP?

### **Results**

- 40% of visitor groups traveled through Red Bluff to arrive at Lassen Volcanic NP (see Figure 27).
- 33% traveled through Redding.

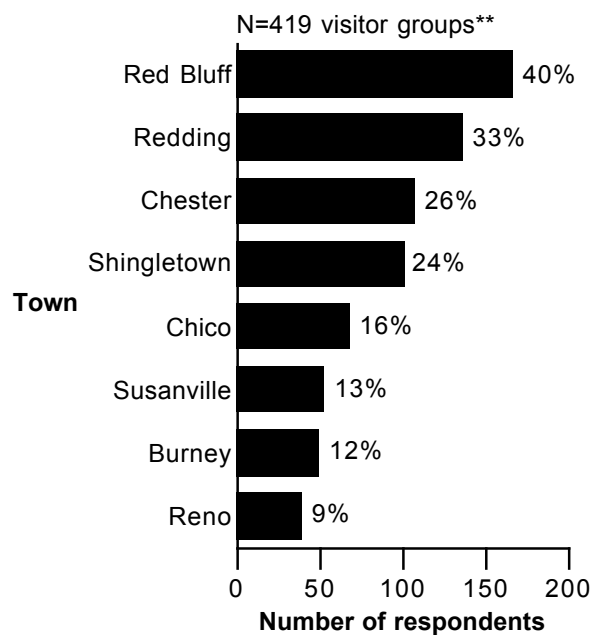


Figure 27. Towns traveled through

## ***Number of park entries***

### **Question 8b**

On this visit, how many times did your personal group enter Lassen Volcanic NP?

### **Results**

- 54% of visitor groups entered the park one time (see Figure 28).
- 25% entered twice.

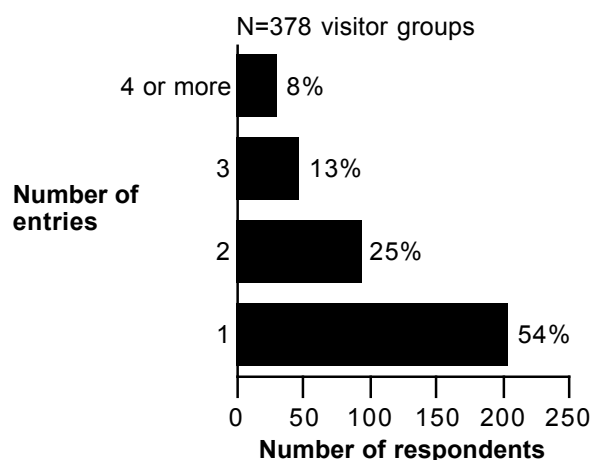


Figure 28. Number of park entries

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Number of vehicles

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### Question 5b

On this visit, how many vehicles did your personal group use to arrive at the park?

### Results

- 83% of visitor groups used one vehicle to arrive at the park (see Figure 29).

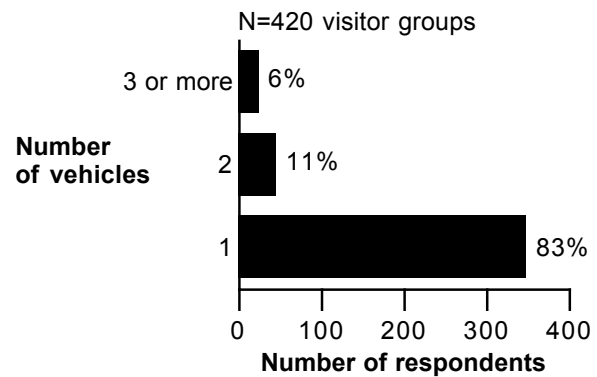


Figure 29. Number of vehicles used to arrive at the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Overnight stays

### Question 3a

On this trip, did anyone in your personal group stay overnight, away from their permanent residence, either inside Lassen Volcanic NP or within the area (within 75 miles of the park)?

#### Results

- 72% of visitor groups stayed overnight away from home inside the park or in the area within 75 miles of the park (see Figure 30).

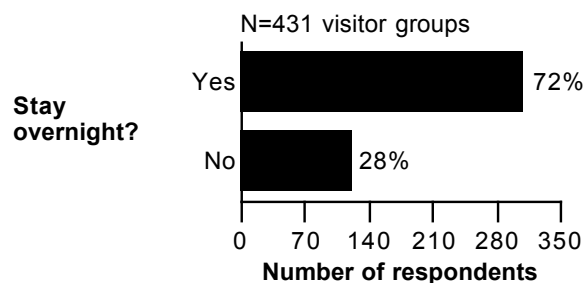


Figure 30. Visitor groups that stayed overnight inside the park or in the area within 75 miles

### Question 3b

If YES, how many nights were spent inside Lassen Volcanic NP?

#### Results

- 54% of visitor groups stayed one or two nights inside Lassen Volcanic NP (see Figure 31).
- 45% stayed three or more nights.

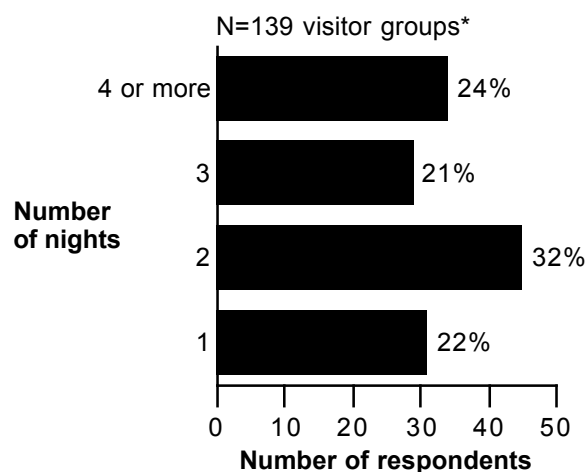


Figure 31. Number of nights spent inside the park

### Question 3b

If YES, please list the number of nights your personal group stayed outside the park within 75 miles.

#### Results

- 61% of visitor groups stayed one or two nights outside the park within 75 miles (see Figure 32).
- 39% stayed three or more nights.

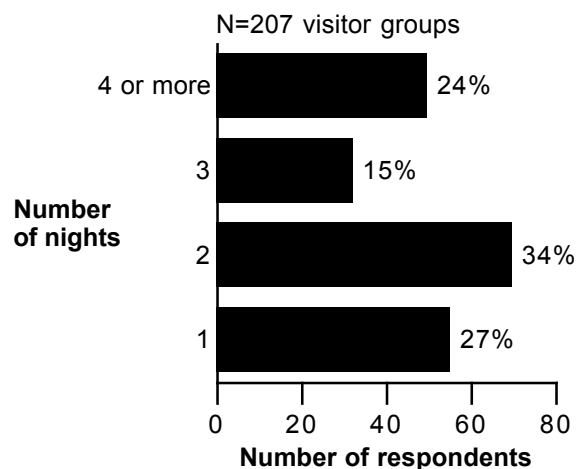


Figure 32. Number of nights spent in the area outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### ***Accommodations used inside the park***

#### **Question 3c**

In which types of accommodations did your personal group spend the night(s) inside the park?

#### **Results**

- As shown in Figure 33, among those visitor groups that stayed overnight inside the park, the most common types of accommodations used were:

69% Tent camping in a developed campground  
22% RV/trailer camping

- “Other” types of accommodations (2%) were:

Slept in vehicle  
Headquarters temporary housing

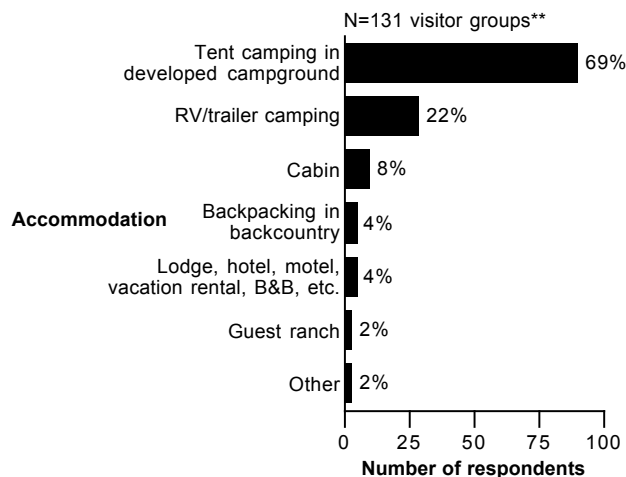


Figure 33. Accommodations used inside the park

### ***Accommodations used in the area outside the park***

#### **Question 3d**

In which types of accommodations did your personal group spend the night(s) outside park within 75 miles?

#### **Results**

- As shown in Figure 34, among those visitor groups that stayed overnight in the area outside the park, the most common types of accommodations were:

62% Lodge, hotel, motel, vacation rental, B&B, etc.  
15% RV/trailer camping

- “Other” types of accommodations (3%) were:

Fire station in Cassel  
Friend's home  
Private residence  
Relative's home  
Slept in a parking lot in my car

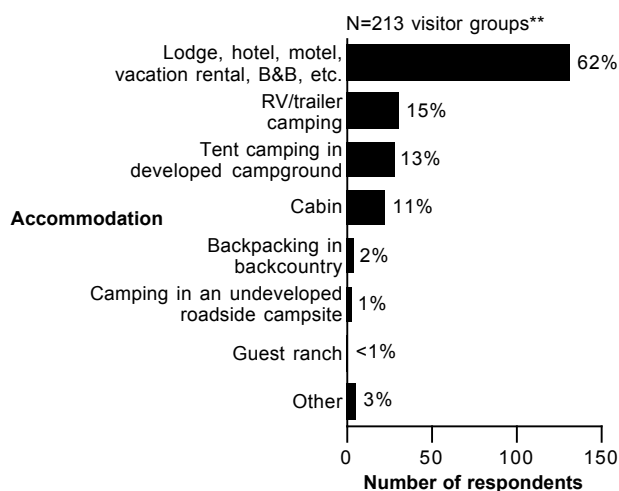


Figure 34. Accommodations used in the area outside the park within 75 miles

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## ***Length of stay in the park***

### **Question 8a**

On this trip, how long did your personal group stay at Lassen Volcanic NP?

### **Results**

#### Number of hours if less than 24

- 43% of visitor groups spent six or more hours in the park (see Figure 35).
- 27% spent four to five hours.
- The average length of stay for visitor groups who spent less than 24 hours was 5.6 hours.

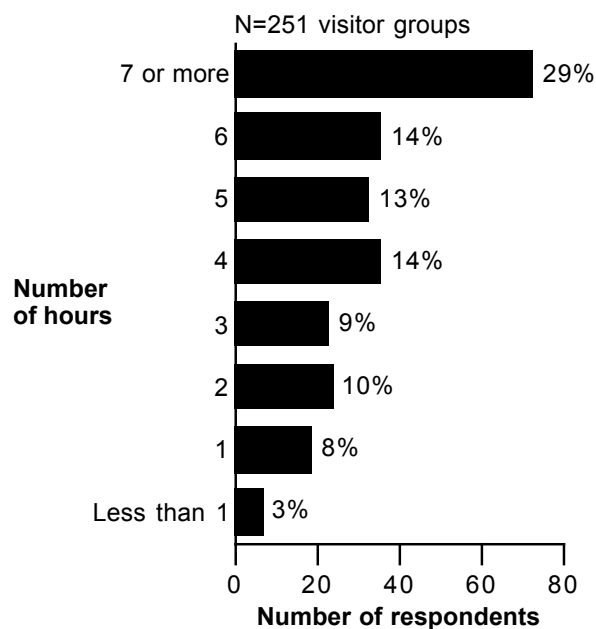


Figure 35. Number of hours spent in the park

#### Number of days if 24 hours or more

- 53% of visitor groups spent two or three days in the park (see Figure 36).
- 35% spent four or more days.
- The average length of stay for visitor groups who spent 24 hours or more was 3.1 days.

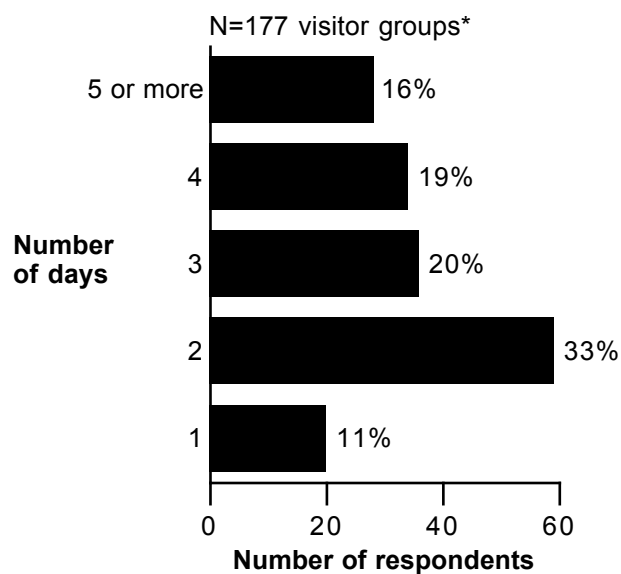


Figure 36. Number of days spent in the park

#### Average length of stay for all visitors

- The average length of stay for all visitor groups was 34.1 hours or 1.4 days.

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Sites visited in the park

### Question 10

On this visit to Lassen Volcanic NP, which park sites did your personal group visit?

### Results

- As shown in Figure 37, the most commonly visited sites by visitor groups in Lassen Volcanic NP were:

53% Kohm Yah-mah-nee Visitor Center  
50% Bumpass Hell  
41% Sulphur Works

- The least visited site was:  
6% Warner Valley
- “Other” sites (19%) are listed in Table 18.

Table 18. Other sites visited in the park (N=96 comments; some visitor groups made more than one comment)

Site	Number of times mentioned
Lake Helen	11
Cold Boiling Lake	8
Terrace Lake	8
Mill Creek Falls	6
Ridge Lakes	6
Shadow Lake	5
Crumbaugh Lake	4
Devils Kitchen	4
Kings Creek Falls	4
Chaos Jumble	3
Cluster Lakes	3
Echo Lake	3
Cliff Lake	2
Crags Lake	2
Crystal Lake	2
Emerald Lake	2
Mt. Harkness	2
Paradise Meadows	2
Snag Lake	2
Other sites	17

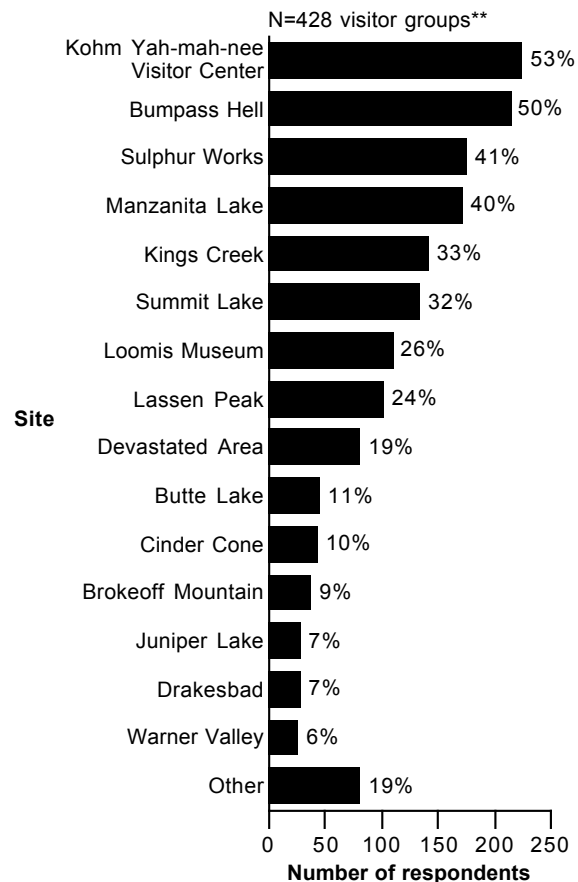


Figure 37. Sites visited in the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Activities on this visit

### Question 6a

On this visit, in which activities did your personal group participate within Lassen Volcanic NP?

### Results

- As shown in Figure 38, the most common activities in which visitor groups participated on this visit were:

77% Walking/hiking/backpacking  
65% Visiting visitor center  
64% Taking scenic drive/byway

- “Other” activities (14%) are listed in Table 19.

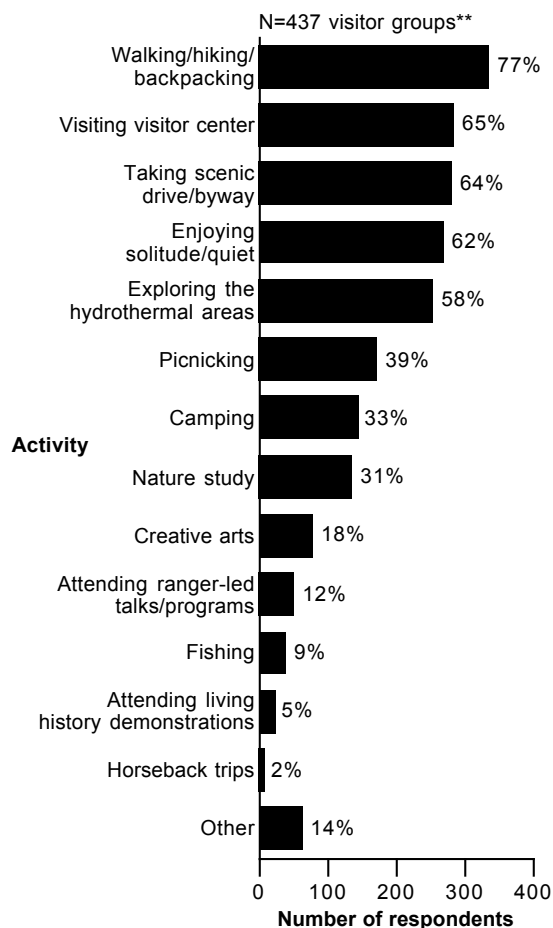


Figure 38. Activities on this visit

Table 19. Other activities on this visit  
(N=55 comments; some visitor groups made more than one comment)

Activity	Number of times mentioned
Swimming	9
Biking	7
Kayaking	7
Sightseeing	3
Canoeing	2
Enjoying nature	2
Goal of visiting all national parks	2
Ice cream	2
Visiting Bumpass Hell	2
Other activities	19

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Activity that was primary reason for visit****Question 6c**

Which one of the above activities was the primary reason your personal group visited Lassen Volcanic NP on this visit?

**Results**

- As shown in Figure 39, the most common activities that were the primary reason for the visiting the park were:

42% Walking/hiking/backpacking  
16% Taking scenic drive/byway  
15% Camping

- “Other” activities (7%) that were the primary reason for visiting the park are listed in Table 20.

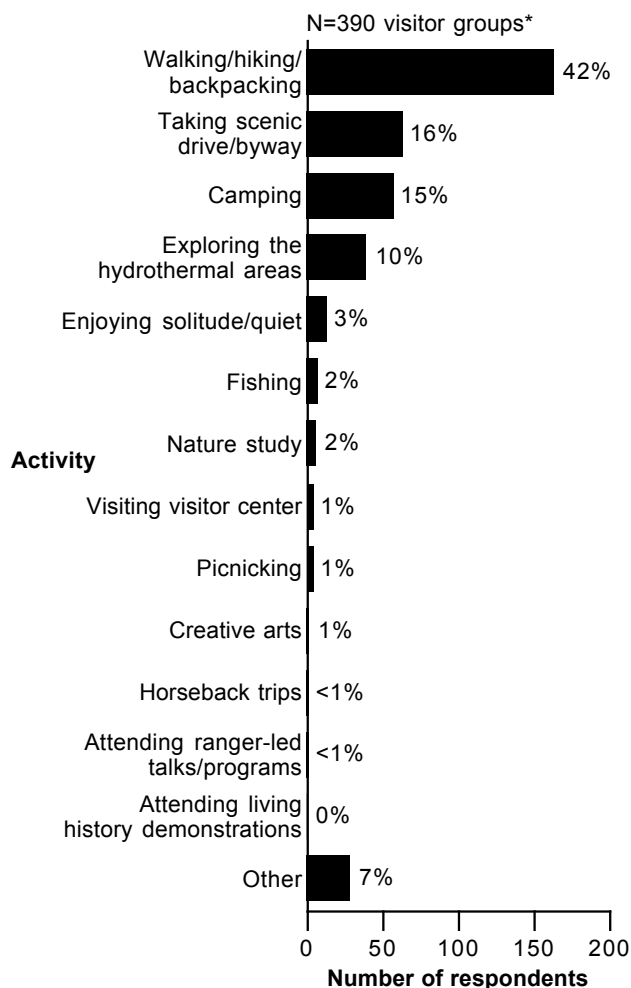


Figure 39. Activity that was primary reason for visiting the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Table 20. Other activities that were primary reason for visit  
(N=30 comments)

<b>Activity</b>	<b>Number of times mentioned</b>
Bumpass Hell	3
Drakesbad Guest Ranch	3
Bicycling	2
Enjoying nature	2
Ice cream	2
Sightseeing	2
Add another National Park to life list	1
Exploring the park	1
Family meeting	1
Husband relocated to work at Lassen Volcanic NP	1
Kayaking Lake Manzanita	1
Lassen Park Foundation grant for youth	1
Relaxing vacation	1
See what's there	1
Snow	1
Store at Manzanita Lake for refreshments	1
Swimming in the lakes	1
To take in and enjoy and be in awe of the beauty and expanse of land!	1
Touring volcanoes and volcanic areas	1
Trying to visit all national parks	1
Viewing and learning about Lassen Peak	1
Visit the national park	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Activities on future visits

### Question 6b

If you were to visit Lassen Volcanic NP in the future, in which activities would your personal group expect to participate?

### Results

- As shown in Figure 40, the most common activities in which visitor groups would prefer to participate on future visits were:

84% Walking/hiking/backpacking  
65% Enjoying solitude/quiet  
64% Exploring the hydrothermal areas

- “Other” activities (8%) are listed in Table 21.

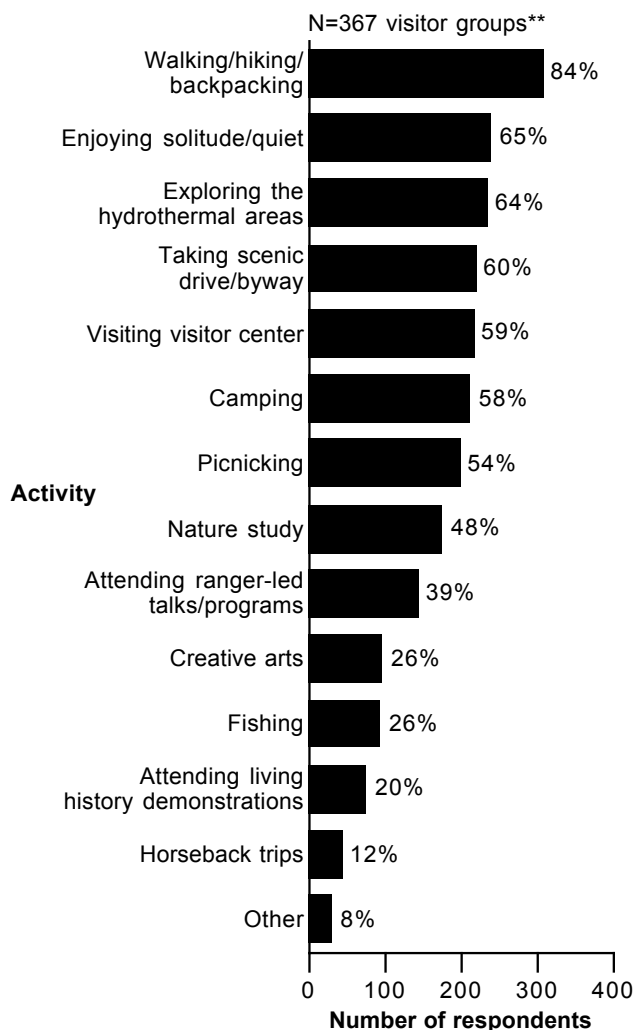


Figure 40. Activities on future visits

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 21. Other activities on future visits  
(N=32 comments)

Activity	Number of times mentioned
Kayaking	6
Biking	5
Swimming	4
Visit areas that were not accessible due to wildfires	3
Canoeing	2
Caves	1
Climbing	1
Conversations with other hikers	1
Do it all over again	1
High altitude training	1
Junior Ranger program	1
Rim hike	1
See waterfalls and creeks	1
Snowshoe	1
Stay at Drakesbad Guest Ranch	1
Visit Drakesbad	1
Wildlife biologist job please!	1

### Trails walked/hiked in the park

#### Question 7a

On this visit to Lassen Volcanic NP, which park trails did your personal group walk/hike?

#### Results

- As shown in Figure 41, the most commonly walked/hiked trails by visitor groups at Lassen Volcanic NP were:

62% Bumpass Hell Trail  
32% Manzanita Lake Trail  
29% Kings Creek Trail

- The least walked/hiked trail was:  
9% Brokeoff Mountain Trail

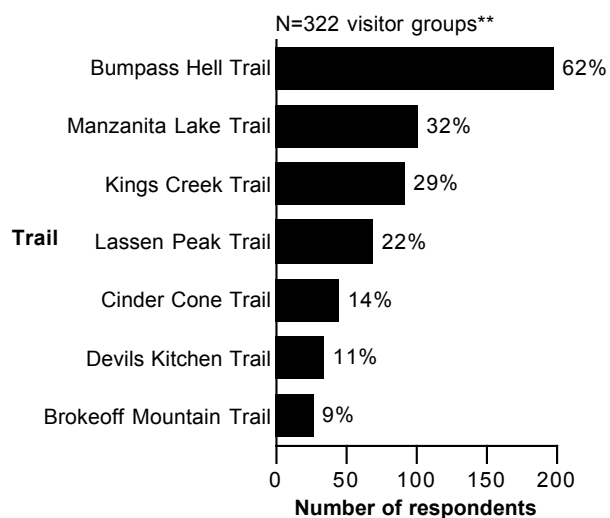


Figure 41. Trails walked/hiked in the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Level of crowding on trails****Question 7b**

For those trails that your personal group walked/hiked, please rate from 1-4 how crowded you felt.

- 1=Not at all crowded
- 2=Slightly crowded
- 3=Moderately crowded
- 4=Extremely crowded

**Results**

- Table 22 shows the ratings of the level of crowding on trails.
- The trails receiving the highest “not at all crowded” rating that were rated by 30 or more visitor groups were:
  - 74% Cinder Cone Trail
  - 73% Devils Kitchen Trail
  - 73% Manzanita Lake Trail
- The trail receiving the highest “extremely crowded” rating that was rated by 30 or more visitor groups was:
  - 12% Lassen Peak Trail

Table 22. Level of crowding on trails  
(N=number of visitor groups)

Trails walked/hiked	N	Rating (%)*			
		Not at all crowded	Slightly crowded	Moderately crowded	Extremely crowded
Brokeoff Mountain Trail – <b>CAUTION!</b>	26	69	19	12	0
Bumpass Hell Trail	176	22	36	39	4
Cinder Cone Trail	46	74	24	2	0
King Creek Trail	88	64	28	8	0
Lassen Peak Trail	68	19	37	32	12
Manzanita Lake Trail	88	73	18	8	1
Devils Kitchen Trail	30	73	13	13	0

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Ratings of Services, Facilities, Attributes, Resources, and Elements

### Information services and facilities used

#### Question 11a

Please indicate all the information services and facilities that your personal group used at Lassen Volcanic NP during this visit.

#### Results

- As shown in Figure 42, the most common information services and facilities used by visitor groups were:

82% Park brochure/map  
58% Assistance from park staff  
45% Park website

- The least used service/facility was:

4% Junior Ranger program

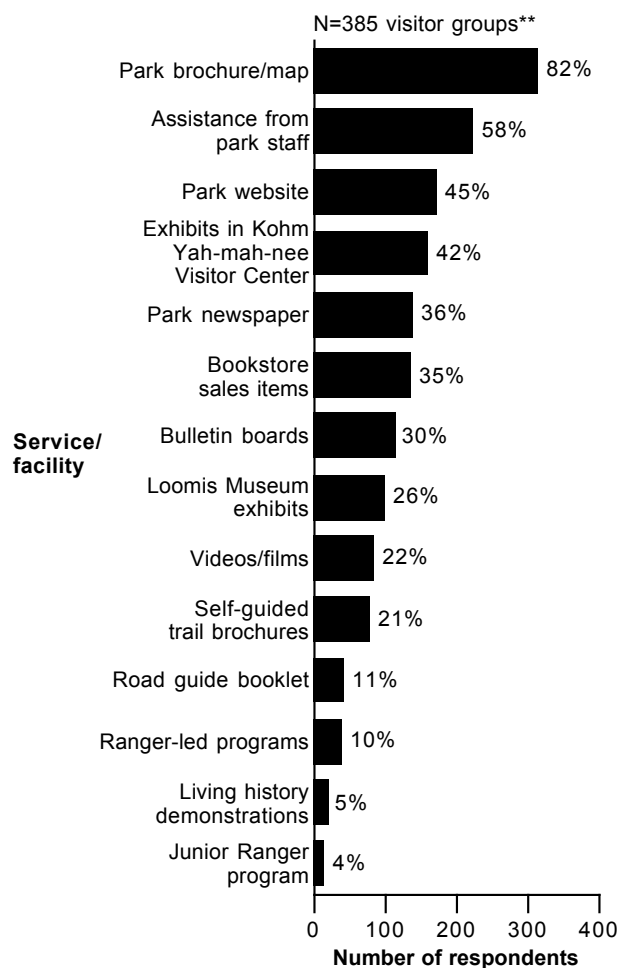


Figure 42. Information services and facilities used

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Importance ratings of information services and facilities

### Question 11b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

### Results

- Figure 43 shows the combined proportions of “extremely important” and “very important” ratings of information services and facilities that were rated by 30 or more visitor groups.
- Table 23 shows the importance ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 85% Park brochure/map
- 84% Park website
- 76% Road guide booklet

- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:

- 4% Bookstore sales items

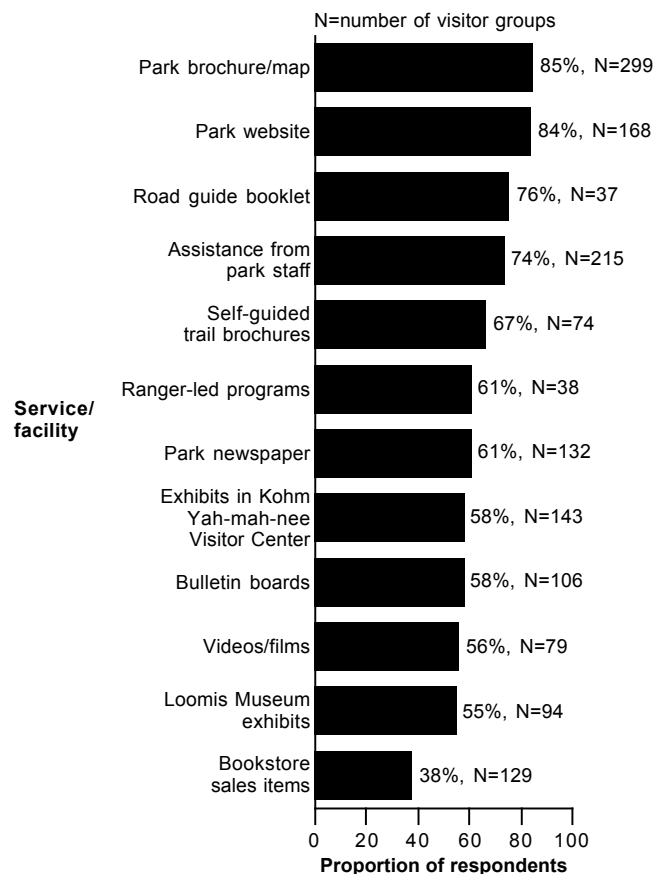


Figure 43. Combined proportions of “extremely important” and “very important” ratings of information services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 23. Importance ratings of information services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Assistance from park staff	215	1	4	20	41	33
Bookstore sales items	129	4	20	38	29	9
Bulletin boards	106	2	14	26	33	25
Exhibits in Kohm Yah-mah-nee Visitor Center	143	3	10	29	41	17
Junior Ranger program – <b>CAUTION!</b>	15	7	13	13	40	27
Living history demonstrations – <b>CAUTION!</b>	18	0	6	28	39	28
Loomis Museum exhibits	94	2	13	31	43	12
Park brochure/map	299	1	4	10	35	50
Park newspaper	132	3	11	26	35	36
Park website	168	0	2	13	38	46
Ranger-led programs	38	0	11	29	32	29
Road guide booklet	37	3	3	19	35	41
Self-guided trail brochures	74	3	11	19	35	32
Videos/films	79	0	13	32	37	19

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Quality ratings of information services and facilities

### Question 11c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

### Results

- Figure 44 shows the combined proportions of “very good” and “good” ratings of information services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:
  - 97% Ranger-led programs
  - 91% Videos/films
  - 89% Assistance from park staff
- Table 24 shows the quality ratings of each service and facility.
- The services/facilities receiving the highest “very poor” rating that were rated by 30 or more visitor groups were:
  - 1% Assistance from park staff
  - 1% Bulletin boards

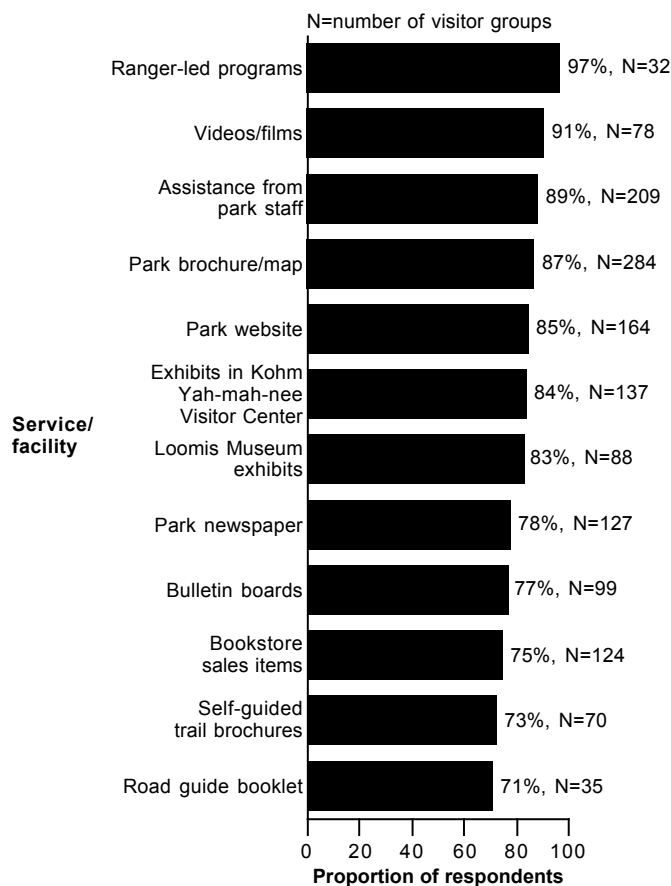


Figure 44. Combined proportions of “very good” and “good” ratings of information services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Table 24. Quality ratings of information services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Assistance from park staff	209	1	1	8	25	64
Bookstore sales items	124	0	2	23	40	35
Bulletin boards	99	1	2	19	43	34
Exhibits in Kohm Yah-mah-nee Visitor Center	137	0	1	15	38	46
Junior Ranger program – <b>CAUTION!</b>	14	0	0	7	36	57
Living history demonstrations – <b>CAUTION!</b>	19	0	0	16	26	58
Loomis Museum exhibits	88	0	0	17	42	41
Park brochure/map	284	0	1	12	35	52
Park newspaper	127	0	2	16	46	32
Park website	164	0	2	12	48	37
Ranger-led programs	32	0	0	3	34	63
Road guide booklet	35	0	3	6	34	57
Self-guided trail brochures	70	0	9	19	30	43
Videos/films	78	0	1	8	33	58

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Mean scores of importance and quality ratings of information services and facilities

- Figure 45 and Figure 46 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- All information services and facilities were rated above average in importance and quality.

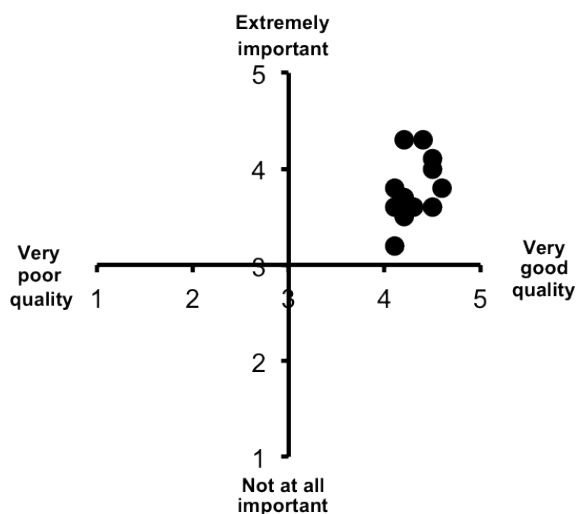


Figure 45. Mean scores of importance and quality ratings of information services and facilities

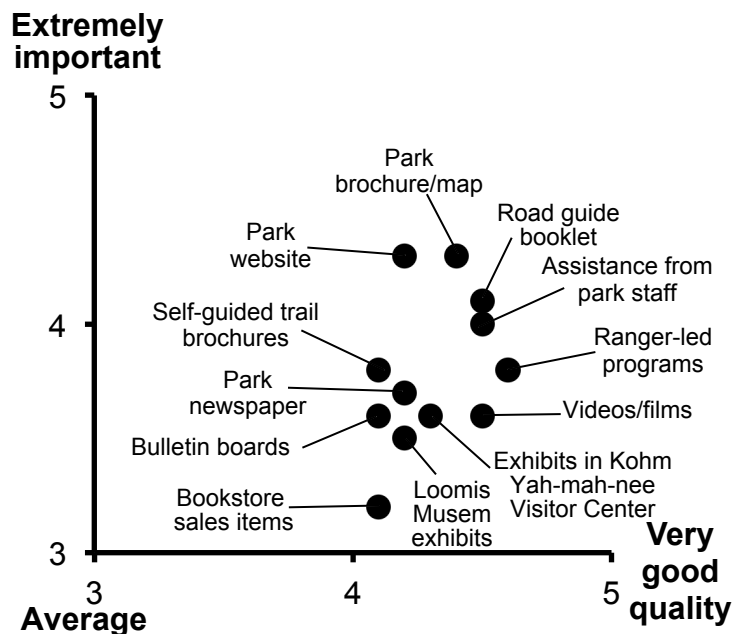


Figure 46. Detail of Figure 45

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 12a**

On this visit, what did your personal group like most about the roadside displays/exhibits along the main park road at Lassen Volcanic NP? (Open-ended)

**Results**

- 204 visitor groups made comments about what they liked most about the roadside displays/exhibits along the main park road at Lassen Volcanic NP (see Table 25).

Table 25. What visitor groups liked most about the roadside displays/exhibits along the main park road (N=262 comments; some visitor groups made more than one comment)

<b>Comment</b>	<b>Number of times mentioned</b>
Informative	57
Historical information	13
Accessibility	10
Clarity of information	9
Scenic views	8
Descriptions of geologic history	7
Bumpass Hell	6
Concise	6
General information	6
Pictures	6
Interesting	5
Sulphur Works	5
Comparison before and after eruption at devastated area	4
Easy to read	4
Fire information	4
Maps	4
Signage	4
Descriptive	3
Everything	3
Explaining volcanism	3
Pertinent information	3
Good	2
Hydrothermal information	2
Information boards	2
Nice	2
Parking	2
That they were there	2
Well-maintained	2
Well-marked mileage	2
Wildflower information	2
Other comments	74

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 12b**

On this visit, what did your personal group like least about the roadside displays/exhibits along the main park road at Lassen Volcanic NP? (Open-ended)

**Results**

- 158 visitor groups made comments about what they liked least about the roadside displays/exhibits along the main park road at Lassen Volcanic NP (see Table 26).

Table 26. What visitor groups liked least about the roadside displays/exhibits along the main park road (N=168 comments; some visitor groups made more than one comment)

<b>Comment</b>	<b>Number of times mentioned</b>
Nothing	57
Couldn't get to them because of fire	14
Limited parking	7
Crowded	5
Faded	5
Hard to find/not obvious	5
Numbers listed did not correspond to any map	5
Limited turnouts	3
More information on displays	3
Old	3
Removal of boardwalks at Sulphur Works	3
Auto audio in devastated area was startling	2
Infrequent	2
No up-to-date fire information	2
Not well-marked	2
Repetitive	2
The smoke	2
Would have liked printed information signs, not just numbers	2
Other comments	44

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor services and facilities used

### Question 13a

Please indicate all the visitor services and facilities that your personal group used at Lassen Volcanic NP during this visit.

### Results

- As shown in Figure 47, the most common visitor services and facilities used by visitor groups were:

86% Restrooms  
82% Parking lots  
78% Roads

- The least used service/facility was:

3% Guest ranch

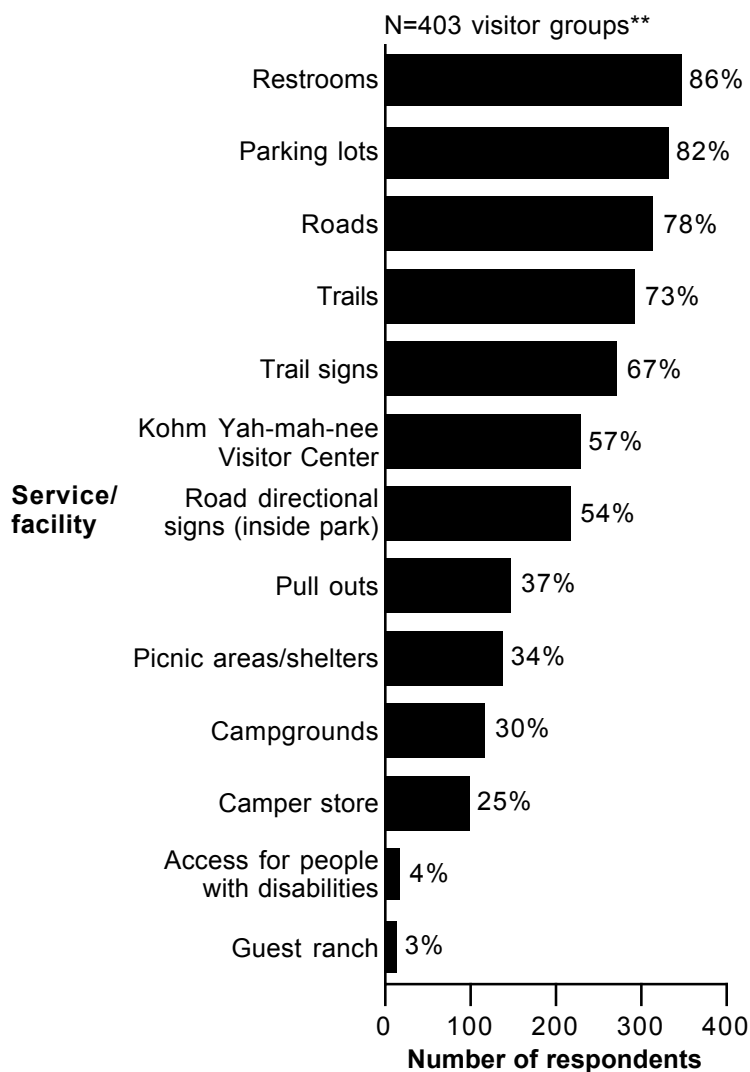


Figure 47. Visitor services and facilities used

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Importance ratings of visitor services and facilities

#### Question 13b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

#### Results

- Figure 48 shows the combined proportions of “extremely important” and “very important” ratings of visitor services and facilities that were rated by 30 or more visitor groups.

- The visitor services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

97% Campgrounds  
96% Trails  
95% Roads

- Table 27 shows the importance ratings of each service and facility.
- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:

3% Kohm Yah-mah-nee Visitor Center

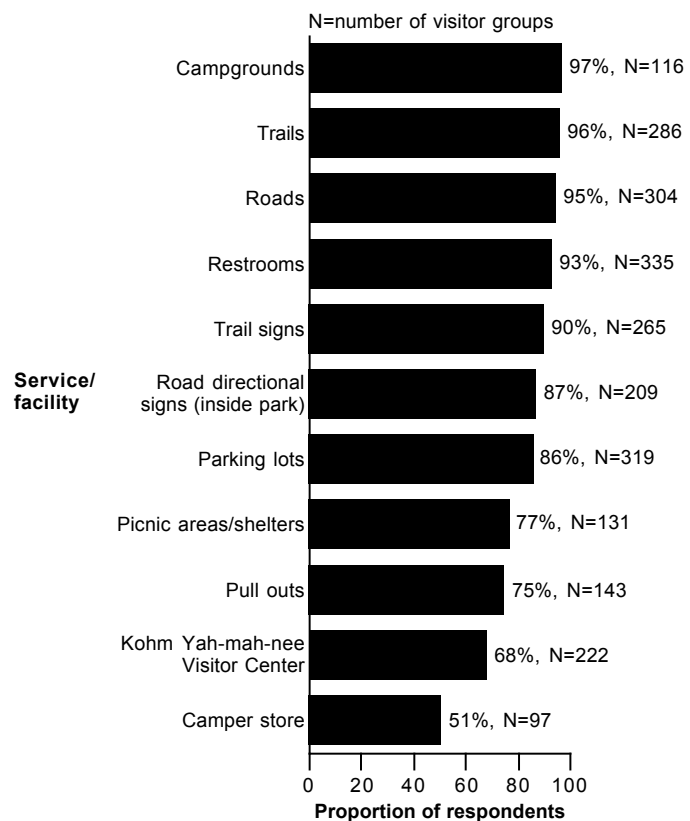


Figure 48. Combined proportions of “extremely important” and “very important” ratings of visitor services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 27. Importance ratings of visitor services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Access for people with disabilities – <b>CAUTION!</b>	17	12	0	0	47	41
Camper store	97	2	9	37	36	15
Campgrounds	116	1	1	2	20	77
Guest ranch – <b>CAUTION!</b>	13	0	8	0	31	62
Kohm Yah-mah-nee Visitor Center	222	3	5	24	36	32
Parking lots	319	1	2	12	41	45
Picnic areas/shelters	131	2	4	18	46	31
Pull outs	143	1	8	16	37	38
Restrooms	335	<1	1	6	22	71
Road directional signs (inside park)	209	0	1	11	36	51
Roads	304	1	1	3	28	67
Trail signs	265	0	1	9	27	63
Trails	286	0	1	3	22	74

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Quality ratings of visitor services and facilities

### Question 13c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

### Results

- Figure 49 shows the combined proportions of “very good” and “good” ratings of visitor services and facilities that were rated by 30 or more visitor groups.

- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:

93% Kohm Yah-mah-nee Visitor Center  
92% Trails  
91% Campgrounds

- Table 28 shows the quality ratings of each service and facility.
- The services/facilities receiving the highest “very poor” rating that were rated by 30 or more visitor groups were:

1% Picnic areas/shelters  
1% Restrooms  
1% Road directional signs (inside park)

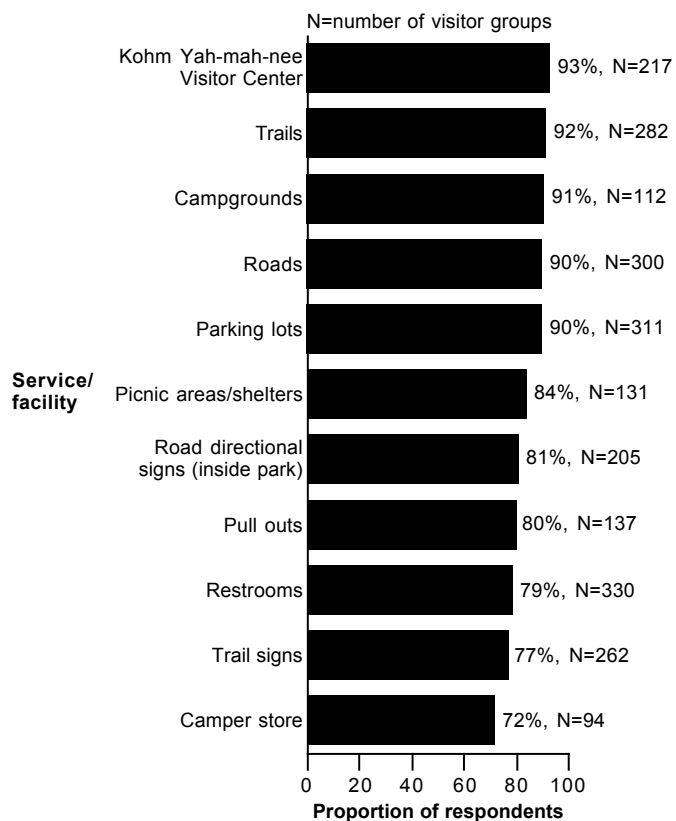


Figure 49. Combined proportions of “very good” and “good” ratings of visitor services and facilities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Table 28. Quality ratings of visitor services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Access for people with disabilities – <b>CAUTION!</b>	16	6	0	19	25	50
Camper store	94	0	4	23	40	32
Campgrounds	112	0	1	8	50	41
Guest ranch – <b>CAUTION!</b>	13	0	0	0	46	54
Kohm Yah-mah-nee Visitor Center	217	0	0	8	41	52
Parking lots	311	0	0	10	36	54
Picnic areas/shelters	131	1	1	15	40	44
Pull outs	137	0	1	20	41	39
Restrooms	330	1	3	17	40	39
Road directional signs (inside park)	205	1	2	16	40	41
Roads	300	0	2	7	36	54
Trail signs	262	<1	5	18	40	37
Trails	282	0	1	7	38	54

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Mean scores of importance and quality ratings of visitor services and facilities

- Figure 50 and Figure 51 show the mean scores of importance and quality ratings of visitor services and facilities that were rated by 30 or more visitor groups.
- All visitor services and facilities were rated above average in importance and quality.

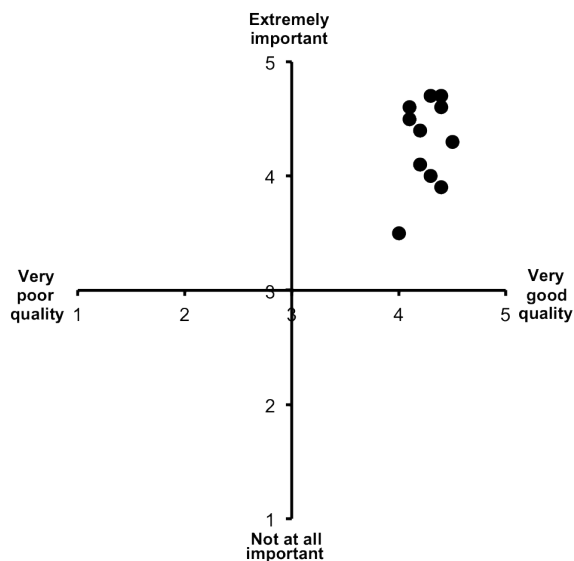


Figure 50. Mean scores of importance and quality ratings of visitor services and facilities

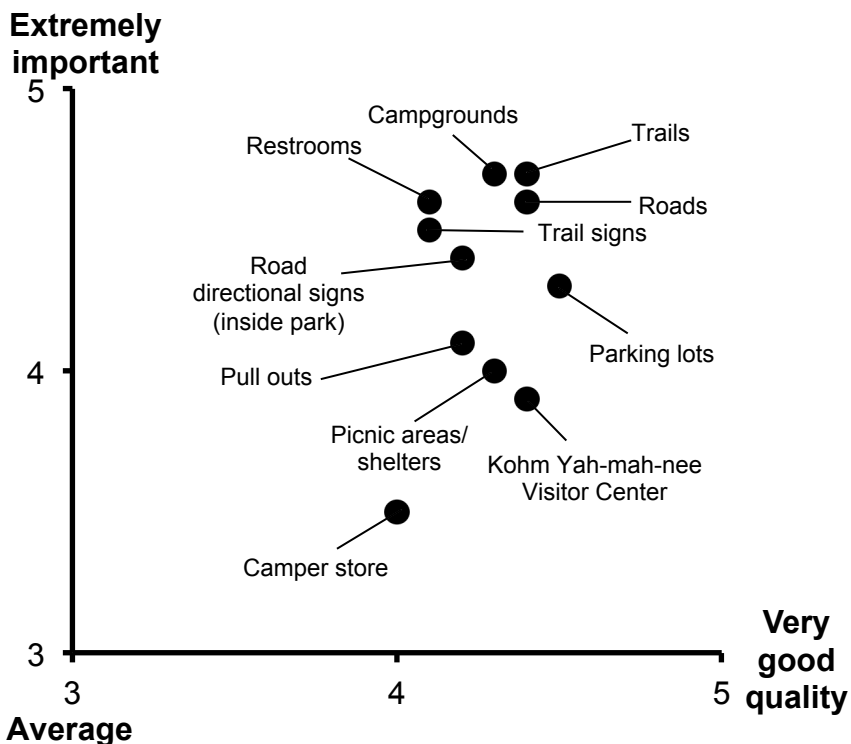


Figure 51. Detail of Figure 50

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

**Concession services and facilities used****Question 14a**

Please indicate all the concession (commercial) services and facilities that your personal group used at Lassen Volcanic NP during this visit.

**Results**

- As shown in Figure 52, the most common concession services and facilities used by visitor groups were:

50% Manzanita Lake:  
food service

31% Drakesbad Guest  
Ranch: food service/  
restaurant

25% Manzanita Lake:  
gifts

- The least used service/  
facility was:

0% Drakesbad Guest  
Ranch: massage

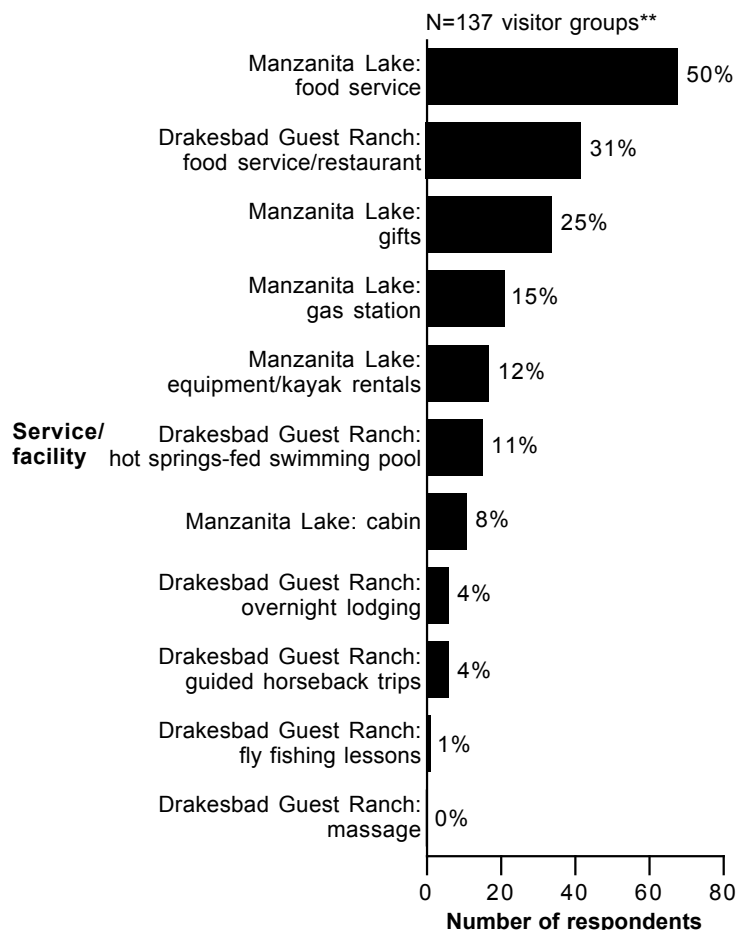


Figure 52. Concession services and facilities used

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Importance ratings of concession services and facilities

#### Question 14b

For only those services and facilities that your personal group used, please rate their importance to your visit from 1-5.

- 1=Not at all important
- 2=Slightly important
- 3=Moderately important
- 4=Very important
- 5=Extremely important

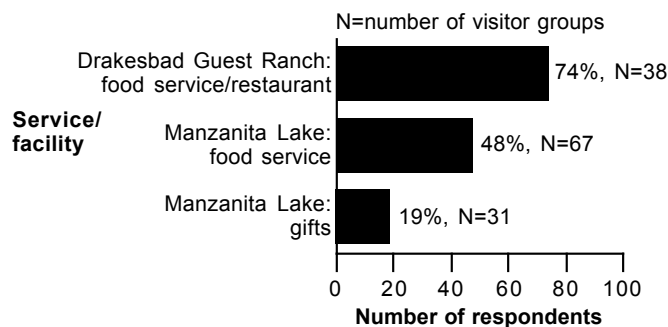


Figure 53. Combined proportions of “extremely important” and “very important” ratings of concession services and facilities

#### Results

- Figure 53 shows the combined proportions of “extremely important” and “very important” ratings of concession services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
  - 74% Drakesbad Guest Ranch: food service/restaurant
  - 48% Manzanita Lake: food service
- Table 29 shows the importance ratings of each service and facility.
- The service/facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:
  - 4% Manzanita Lake: food service

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 29. Importance ratings of concession services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Drakesbad Guest Ranch: fly fishing lessons – <b>CAUTION!</b>	1	0	0	0	0	100
Drakesbad Guest Ranch: food service/restaurant	38	3	8	16	45	29
Drakesbad Guest Ranch: guided horseback trips – <b>CAUTION!</b>	6	0	0	0	33	67
Drakesbad Guest Ranch: hot springs-fed swimming pool – <b>CAUTION!</b>	15	0	0	20	40	40
Drakesbad Guest Ranch: massage	0	--	--	--	--	--
Drakesbad Guest Ranch: overnight lodging – <b>CAUTION!</b>	6	0	0	0	50	50
Manzanita Lake: cabin – <b>CAUTION!</b>	10	0	0	0	30	70
Manzanita Lake: equipment/kayak rentals – <b>CAUTION!</b>	16	0	6	31	31	31
Manzanita Lake: food service	67	4	13	34	30	18
Manzanita Lake: gas station – <b>CAUTION!</b>	21	0	0	19	33	48
Manzanita Lake: gifts	31	3	29	48	16	3

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Quality ratings of concession services and facilities

#### Question 14c

For only those services and facilities that your personal group used, please rate their quality from 1-5.

- 1=Very poor
- 2=Poor
- 3=Average
- 4=Good
- 5=Very good

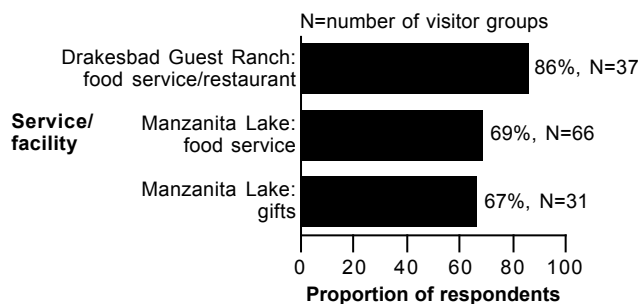


Figure 54. Combined proportions of “very good” and “good” ratings of concession services and facilities

#### Results

- Figure 54 shows the combined proportions of “very good” and “good” ratings of concession services and facilities that were rated by 30 or more visitor groups.
- The services and facilities receiving the highest combined proportions of “very good” and “good” ratings were:
  - 86% Drakesbad Guest Ranch: food service/restaurant
  - 69% Manzanita Lake: food service
- Table 30 shows the quality ratings of each service and facility.
- No services/facilities rated by 30 or more visitor groups received a “very poor” rating.

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 30. Quality ratings of concession services and facilities  
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Drakesbad Guest Ranch: fly fishing lessons – <b>CAUTION!</b>	1	0	0	0	0	100
Drakesbad Guest Ranch: food service/restaurant	37	0	3	11	43	43
Drakesbad Guest Ranch: guided horseback trips – <b>CAUTION!</b>	6	0	0	0	0	100
Drakesbad Guest Ranch: hot springs-fed swimming pool – <b>CAUTION!</b>	15	7	0	7	27	60
Drakesbad Guest Ranch: massage	0	--	--	--	--	--
Drakesbad Guest Ranch: overnight lodging – <b>CAUTION!</b>	6	0	0	17	50	33
Manzanita Lake: cabin – <b>CAUTION!</b>	11	0	0	0	9	91
Manzanita Lake: equipment/kayak rentals – <b>CAUTION!</b>	17	0	0	6	53	41
Manzanita Lake: food service	66	0	6	24	36	33
Manzanita Lake: gas station – <b>CAUTION!</b>	21	0	0	19	48	33
Manzanita Lake: gifts	31	0	0	32	35	32

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Mean scores of importance and quality ratings of concession services and facilities

- Figure 55 and Figure 56 show the mean scores of importance and quality ratings of concession services and facilities that were rated by 30 or more visitor groups.
- With the exception of Manzanita Lake: gifts, all concession services were rated above average in importance and quality.

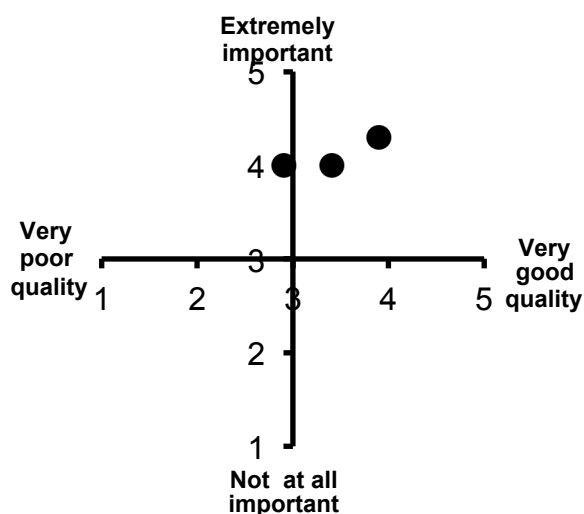


Figure 55. Mean scores of importance and quality ratings of concession services and facilities

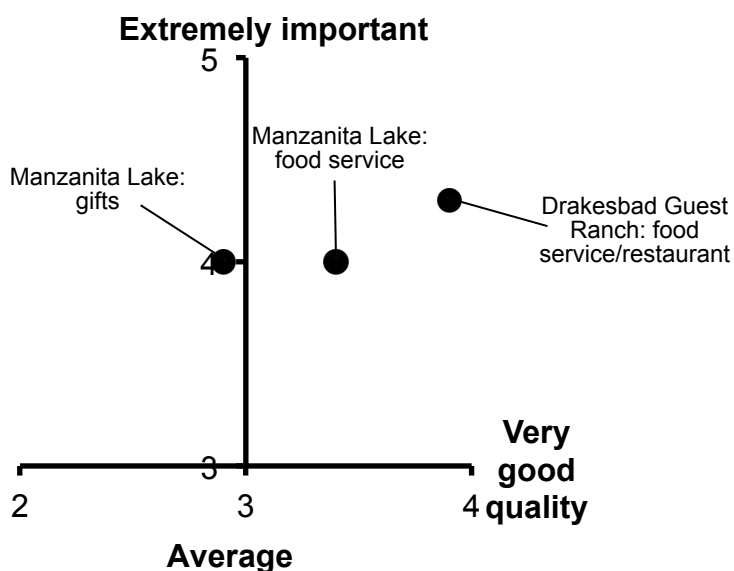


Figure 56. Detail of Figure 55

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



**Question 14d**

How could the concession services and facilities better serve your personal group on a future visit to Lassen Volcanic NP? (Open-ended)

**Results**

- 43 visitor groups made comments about how the concession services and facilities could better serve their personal group at Lassen Volcanic NP (see Table 31).

Table 31. How concession services and facilities could better serve visitors on a future visit (N=74 comments; some visitor groups made more than one comment)

<b>Comment</b>	<b>Number of times mentioned</b>
More food options	12
Lower prices	11
Clean pool – it was dirty	2
Keep them limited	2
More items in gift shop	2
Nonalcoholic beers	2
Vegetarian food	2
A fully accessible public phone without having to purchase a calling card	1
Air conditioning	1
Allow reservations for kayaks	1
Better mattresses	1
Bigger gift shop	1
Cheaper wood	1
Early park closed sign when coming from Redding (Highway 44)	1
Either have more two man kayaks or shorten rental time	1
Faster delivery of food	1
Gas at Kohm Yah-mah-nee	1
Gluten-free food	1
Greater selection of magnets	1
Grocery store	1
Hand sanitizer in restrooms	1
Healthier food	1
Increase cabin numbers at different places	1
It's very small and can get really crowded fast	1
Kayak rentals at Butte Lake or a service to shuttle kayaks there	1
Longer hours	1
Make all information available at main visitor center	1
Mobile food/drink vendor at Lassen Peak	1
More parking spots	1
More picnic tables	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Table 31. How concession services and facilities could better serve visitors on a future visit (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
More showers	1
More water fountains	1
More wood available	1
No effort by staff to fix the coin machine in laundry room	1
One hour horseback rides	1
Pay phone at visitors center didn't work	1
Post rental services/rates on website	1
Reduce crowding at pool	1
Reduce crowding at store	1
Refund for women's shower could've been handled more professionally	1
Road sign to Drakesbad needs to be more visible	1
Services should be owned and operated by NPS with profits returned to park	1
Staff should be friendlier and more welcoming	1
T-shirts with the graphic designs like the ones on the road signposts	1
Upgrade Manzanita Lake store to the level of the one at Kohm Yah-mah-nee	1
Vegan food	1
Wanted to rent a cabin at Manzanita Lake, but wasn't sure how to reserve	1
Zero calorie water drinks	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Opinions about safety

### Question 9a

For the safety issues below, please indicate how safe your personal group felt from crime and accidents during this visit to Lassen Volcanic NP.

### Results

- Table 32 shows visitor groups' ratings of how safe they felt during their visit to Lassen Volcanic NP.

Table 32. Opinions about safety  
(N=number of visitors)

Safety issue	N	Rating (%)*				
		Very unsafe	Unsafe	Neither safe nor unsafe	Safe	Very safe
Personal safety — from crime	438	2	<1	2	18	77
Personal safety — from accidents	431	2	1	6	38	52
Personal property — from crime	432	2	<1	4	30	64

### Question 9b

If you marked that you felt “very unsafe” or “unsafe” for any of the above issues, please explain why.

### Results

- Table 33 shows visitor groups' explanations of “very unsafe” or “unsafe” ratings.

Table 33. Explanations of “very unsafe” or “unsafe” ratings  
(N=17 comments; some visitor groups made more than one comment) – **CAUTION!**

Safety issue	Number of times mentioned
Fire in the park	4
A ranger pulled a gun on a friend of ours in front of my three daughters	1
Almost hit a deer. No deer signs at all in the park.	1
Drake Lake, Hells Kitchen	1
Driving by Lost Creek Campground on west side of park kid with pellet gun pointing across road and then running across road in front of traffic	1
Highway 89 is scary	1
Hikers running down trail towards you and rocks slipping under feet	1
Kings Creek Trail detour was more treacherous than actual closed trail	1
No guardrails = scary!	1
Noticed some tree stumps left quite high near water fountain outside bathroom near store/laundry room. Someone could trip.	1
Saw a bad accident on our way from Subway Cave to Viola on 8/4/12	1
Sign posted that there was recent thefts/car breaks-ins	1
The volcanic scenery can look scary at times, which led to thoughts of sudden eruptions	1
When we can't watch our stuff and it's so crowded at Manzanita	1

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures

### *Total expenditures inside and outside the park*

#### Question 21

For your personal group, please estimate all expenditures for the items listed below for this visit to Lassen Volcanic NP and the surrounding area (within 75 miles of the park).

#### Results

- 42% of visitor groups spent \$1-\$200 (see Figure 57).
- 27% spent \$401 or more.
- The average visitor group expenditure was \$291.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$159.
- The average total expenditure per person (per capita) was \$110.
- As shown in Figure 58, the largest proportions of total expenditures inside and outside the park were:

33% Lodge, hotel, motel, cabin, B&B, etc.  
 17% Gas and oil (auto, RV, boat, etc.)  
 13% Restaurants and bars  
 13% Groceries and takeout food

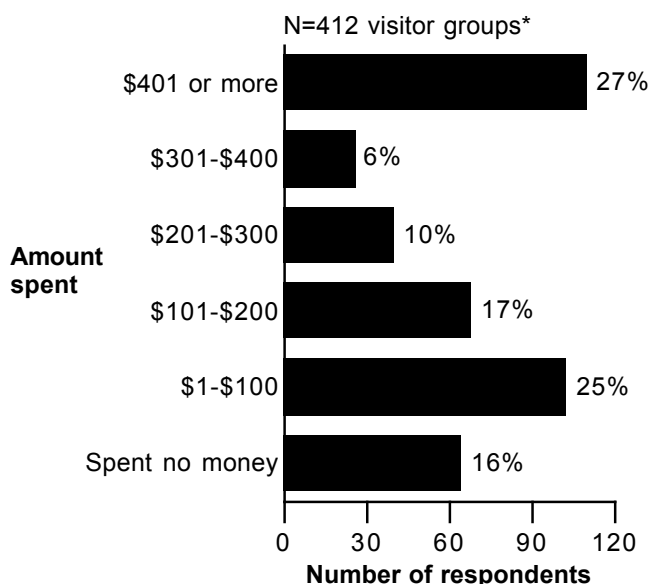


Figure 57. Total expenditures inside and outside the park

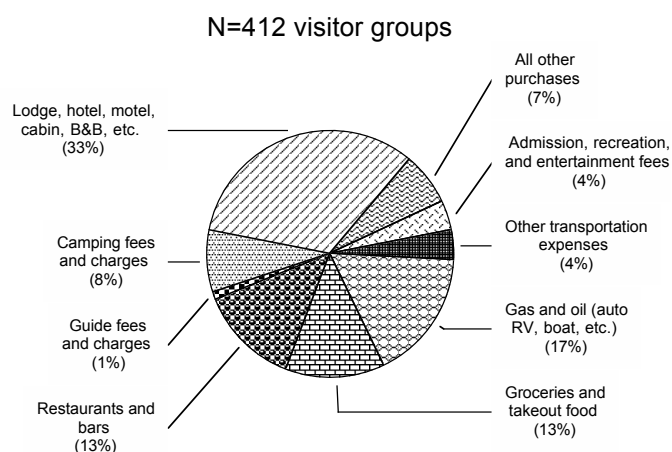


Figure 58. Proportions of total expenditures inside and outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

### Number of adults covered by expenditures

#### Question 21c

How many adults (18 years or older) do these expenses cover?

#### Results

- 64% of visitor groups had two adults covered by expenditures (see Figure 59).
- 26% had three or more adults covered by expenditures.

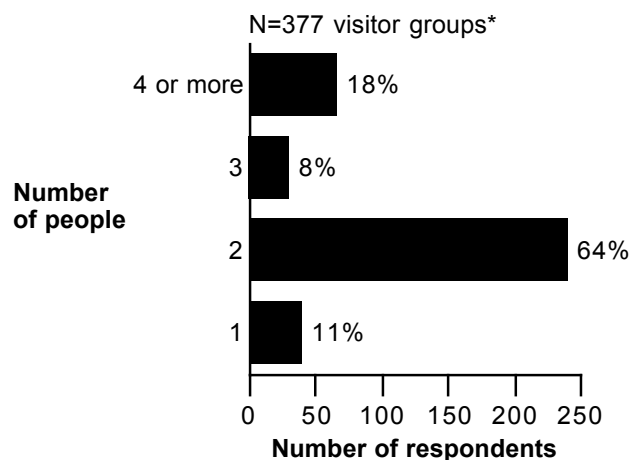


Figure 59. Number of adults covered by expenditures

### Number of children covered by expenditures

#### Question 21c

How many children (under 18 years) do these expenses cover?

#### Results

- 59% of visitor groups had no children covered by expenditures (see Figure 60).
- 30% had one or two children covered by expenditures.

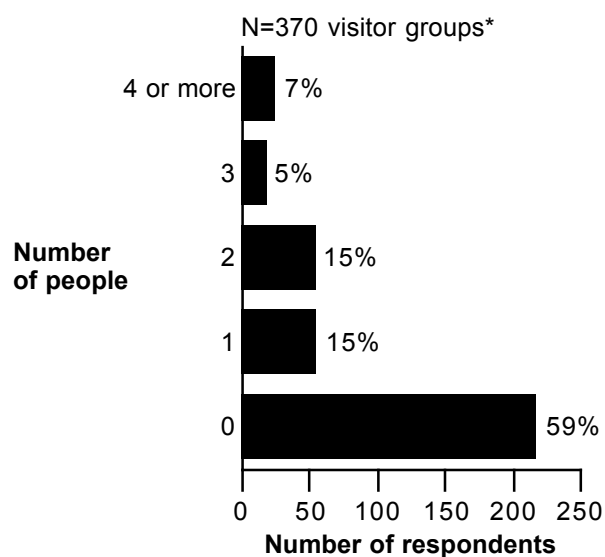


Figure 60. Number of children covered by expenditures

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures inside the park

### Question 21a

Please list your personal group's total expenditures inside Lassen Volcanic NP.

### Results

- 55% of visitor groups spent \$1-\$100 (see Figure 61).
- 24% spent no money.
- The average visitor group expenditure inside the park was \$92.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$30.
- The average total expenditure per person (per capita) was \$37.
- As shown in Figure 62, the largest proportions of total expenditures inside the park were:

26% Lodge, hotel, motel, cabin, B&B, etc.  
17% Camping fees and charges  
15% All other purchases

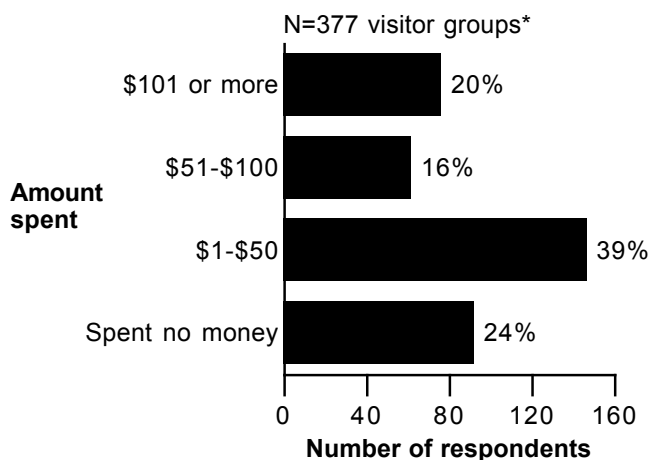


Figure 61. Total expenditures inside the park

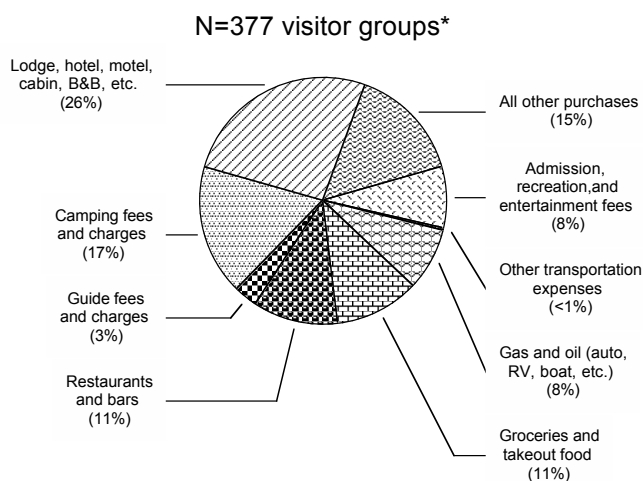


Figure 62. Proportions of total expenditures inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodge, hotel, motel, cabin, B&B, etc.

- 90% of visitor groups spent no money on lodging inside the park (see Figure 63).
- 7% spent \$101 or more.

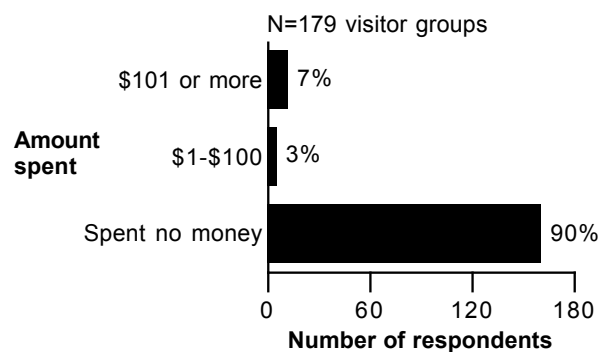


Figure 63. Expenditures for lodging inside the park

Camping fees and charges

- 58% of visitor groups spent no money on camping fees and charges inside the park (see Figure 64).
- 38% spent \$1-\$100.

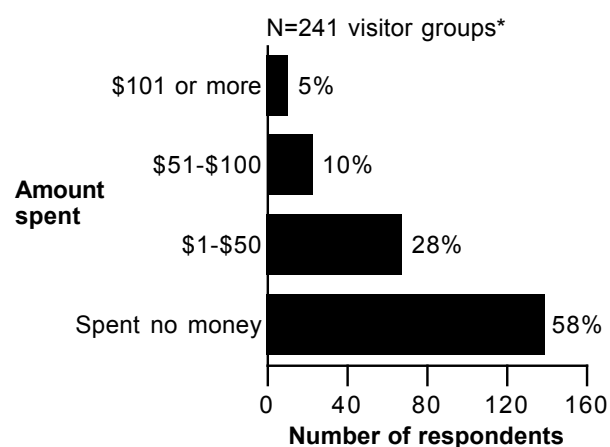


Figure 64. Expenditures for camping fees and charges inside the park

Guide fees and charges

- 94% of visitor groups spent no money on guide fees and charges inside the park (see Figure 65).
- 3% spent \$1-\$20.

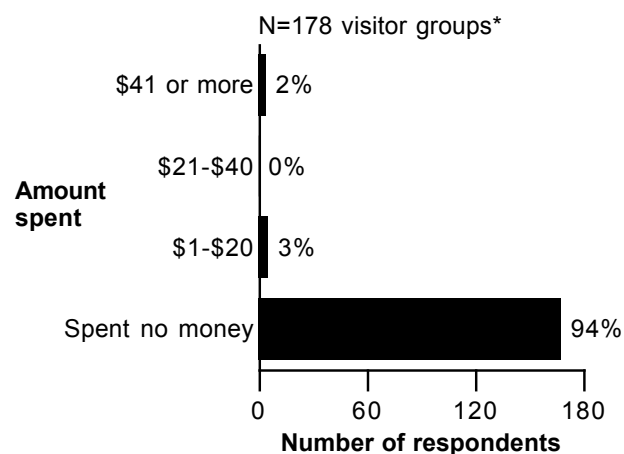


Figure 65. Expenditures for guide fees and charges inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Restaurants and bars

- 63% of visitor groups spent no money on restaurants and bars inside the park (see Figure 66).
- 29% spent \$1-\$40.

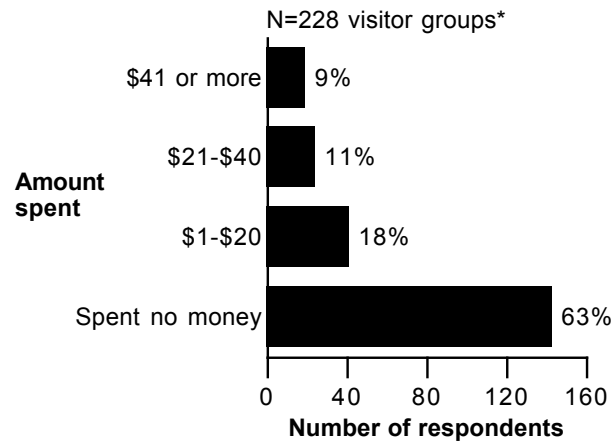


Figure 66. Expenditures for restaurants and bars inside the park

Groceries and takeout food

- 63% of visitor groups spent no money on groceries and takeout food inside the park (see Figure 67).
- 30% spent \$1-\$40.

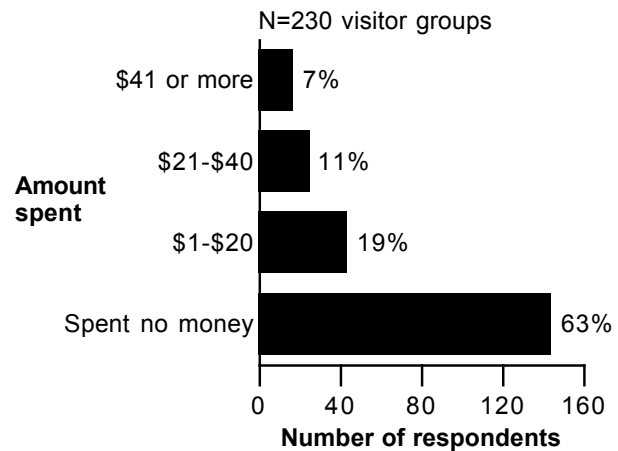


Figure 67. Expenditures for groceries and takeout food inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



Gas and oil (auto, RV, boat, etc.)

- 81% of visitor groups spent no money on gas and oil inside the park (see Figure 68).
- 17% spent \$1-\$100.

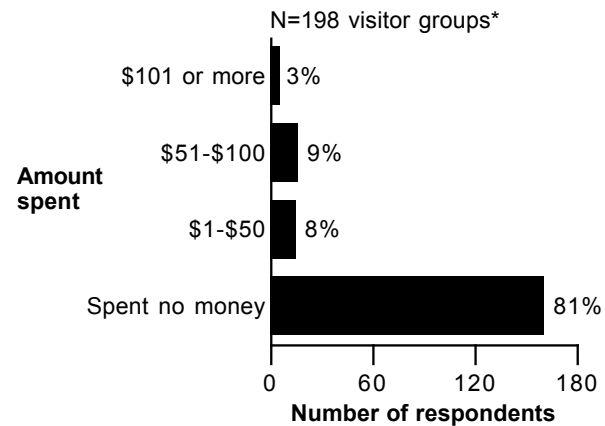


Figure 68. Expenditures for gas and oil inside the park

Other transportation expenses (rental cars, taxis, auto repairs, but NOT airfare)

- 99% of visitor groups spent no money on other transportation expenses inside the park (see Figure 69).

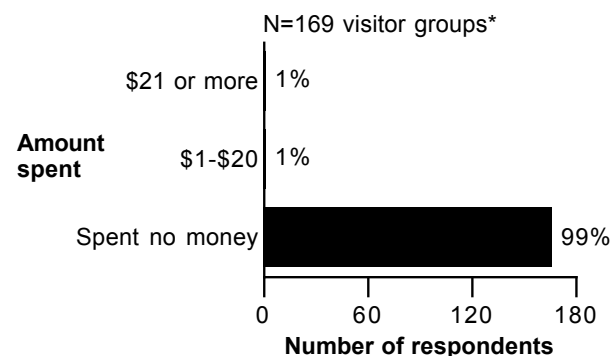


Figure 69. Expenditures for other transportation expenses inside the park

Admission, recreation, and entertainment fees

- 50% of visitor groups spent \$1-\$40 on admission, recreation, and entertainment fees inside the park (see Figure 70).
- 47% spent no money.

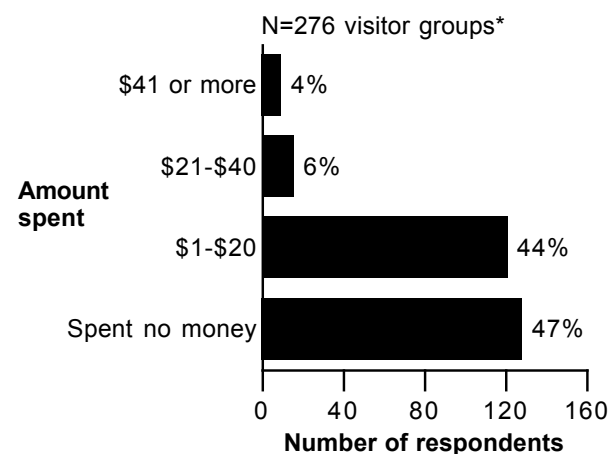


Figure 70. Expenditures for admission, recreation, and entertainment fees inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.)

- 47% of visitor groups spent no money on all other purchases inside the park (see Figure 71).
- 40% spent \$1-\$40.

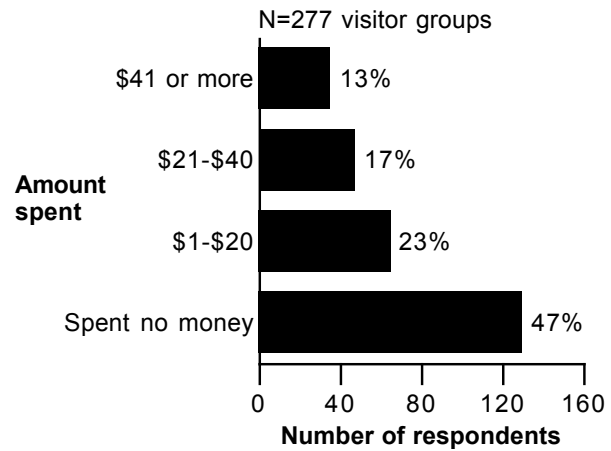


Figure 71. Expenditures for all other purchases inside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Expenditures outside the park

### Question 21b

Please list your personal group's total expenditures in the surrounding area outside the park (within 75 miles of the park).

### Results

- 56% of visitor groups spent \$101 or more (see Figure 72).
- 22% spent \$1-\$100.
- 22% spent no money.
- The average visitor group expenditure outside the park was \$255.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$140.
- The average total expenditure per person (per capita) was \$121.
- As shown in Figure 73, the largest proportions of total expenditures outside the park were:
  - 36% Lodge, hotel, motel, cabin, B&B, etc.
  - 21% Gas and oil (auto, RV, boat, etc.)
  - 14% Restaurants and bars

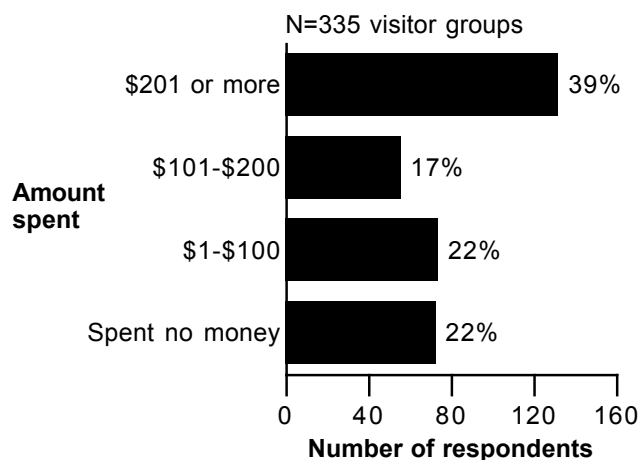


Figure 72. Total expenditures outside the park

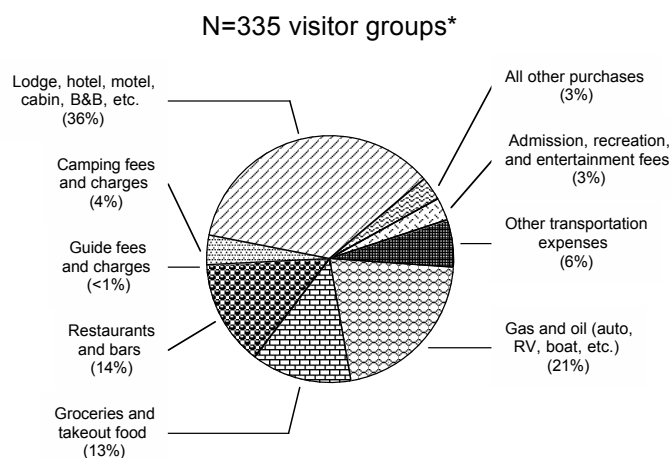


Figure 73. Proportions of total expenditures outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodge, hotel, motel, cabin, B&B, etc.

- 49% of visitor groups spent no money on lodging outside the park (see Figure 74).
- 41% spent \$101 or more.

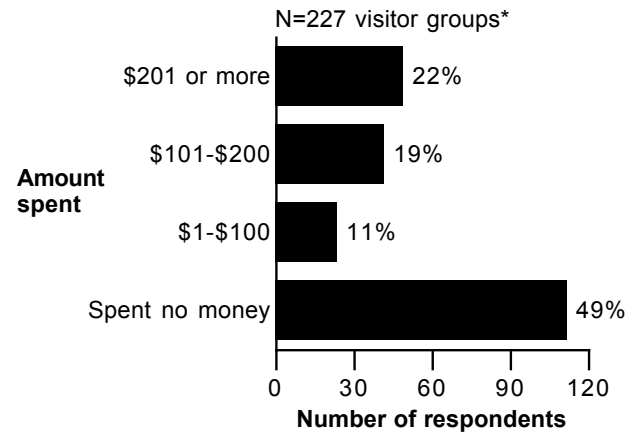


Figure 74. Expenditures for lodging outside the park

Camping fees and charges

- 76% of visitor groups spent no money on camping fees and charges outside the park (see Figure 75).
- 16% spent \$1-\$100.

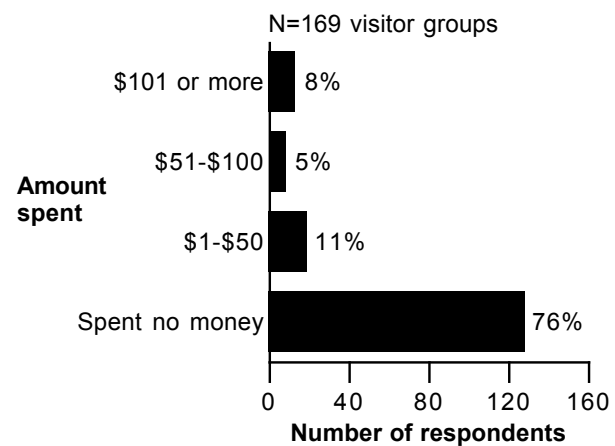


Figure 75. Expenditures for camping fees and charges outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Guide fees and charges

- 99% of visitor groups spent no money on guide fees and charges outside the park (see Figure 76).

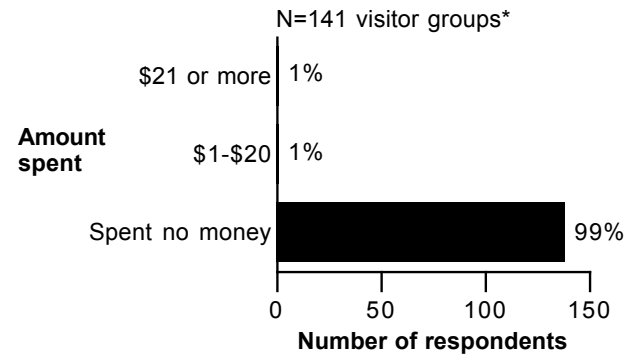


Figure 76. Expenditures for guide fees and charges outside the park

Restaurants and bars

- 45% of visitor groups spent no money on restaurants and bars outside the park (see Figure 77).
- 41% spent \$1-\$100.

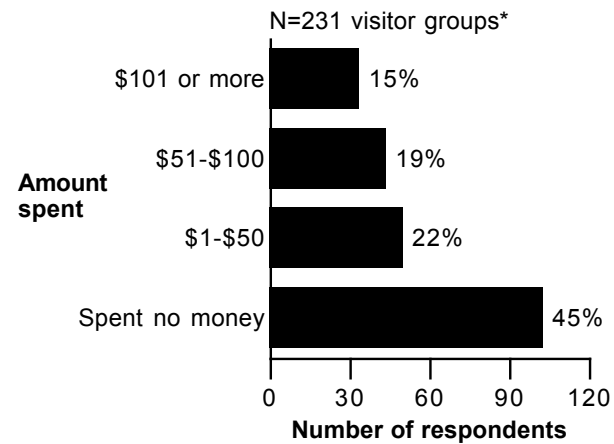


Figure 77. Expenditures for restaurants and bars outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Groceries and takeout food

- 45% of visitor groups spent \$21 or more on groceries and takeout food outside the park (see Figure 78).
- 39% spent no money.

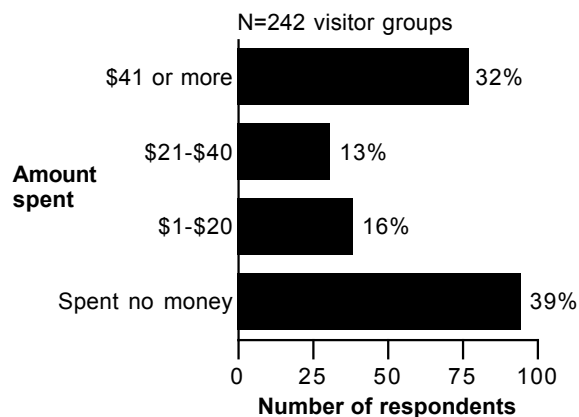


Figure 78. Expenditures for groceries and takeout food outside the park

Gas and oil (auto, RV, boat, etc.)

- 58% of visitor groups spent \$1-\$100 on gas and oil outside the park (see Figure 79).
- 28% spent no money.

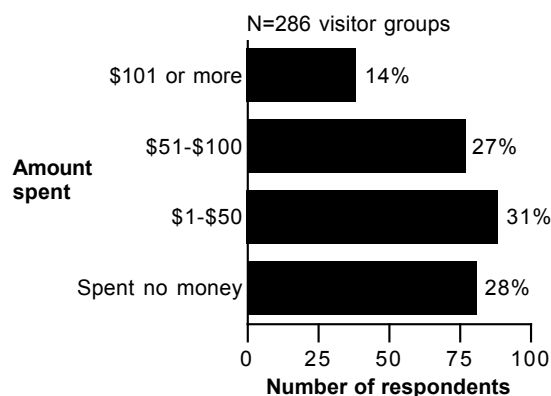


Figure 79. Expenditures for gas and oil outside the park

Other transportation (rental cars, taxis, auto repairs, but NOT airfare)

- 86% of visitor groups spent no money on other transportation outside the park (see Figure 80).
- 10% spent \$51 or more.

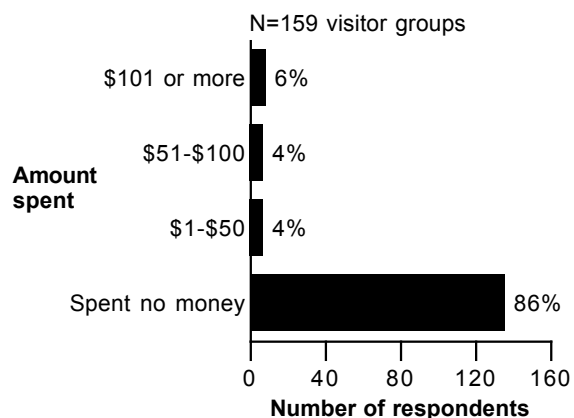


Figure 80. Expenditures for other transportation outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

Admission, recreation, and entertainment fees

- 81% of visitor groups spent no money on admission, recreation, and entertainment fees outside the park (see Figure 81).
- 11% spent \$21 or more.

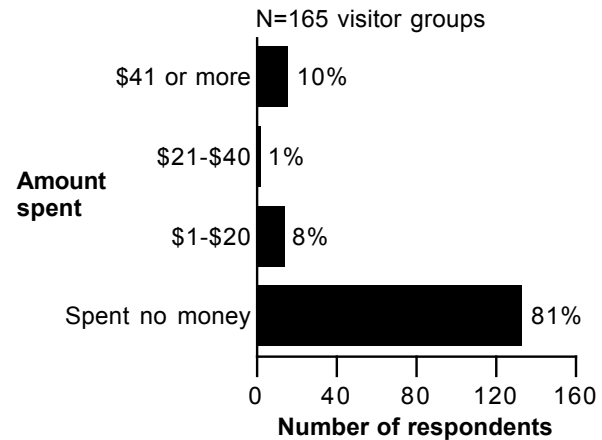


Figure 81. Expenditures for admission, recreation, and entertainment fees outside the park

All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.)

- 76% of visitor groups spent no money on all other purchases outside the park (see Figure 82).
- 15% spent \$21 or more.

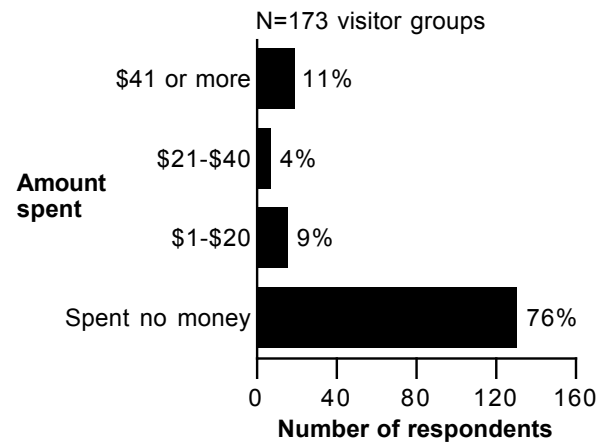


Figure 82. Expenditures for all other purchases outside the park

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

***Income forgone to make this trip*****Question 23c**

How much income did your household forego to make this trip (due to taking unpaid time off from work)?

**Results**

- 14% of respondents had forgone income to make this trip (see Figure 83).
- 58% of respondents had forgone \$501 or more (see Figure 84).

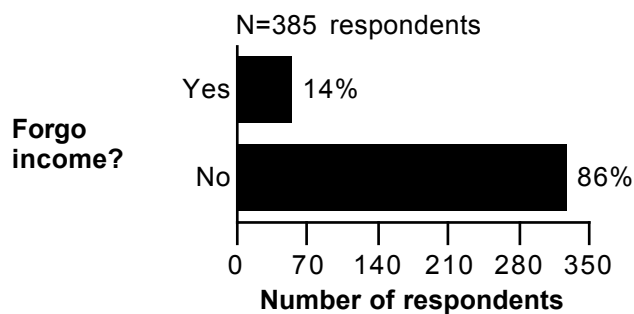


Figure 83. Respondents that had forgone income to make this trip

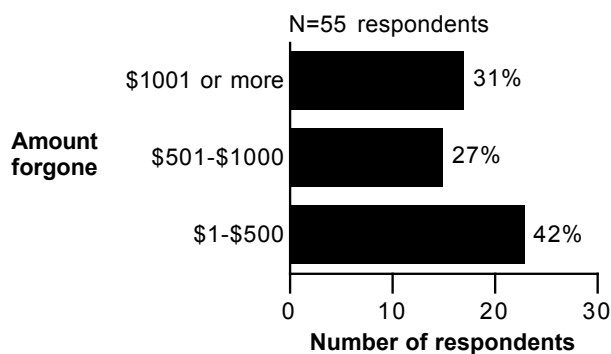


Figure 84. Income forgone to make this trip

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer



## Overall Quality

### Question 25

Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Lassen Volcanic NP during this visit?

### Results

- 97% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 85).
- Less than 2% of visitor groups rated the quality as “very poor” or “poor.”

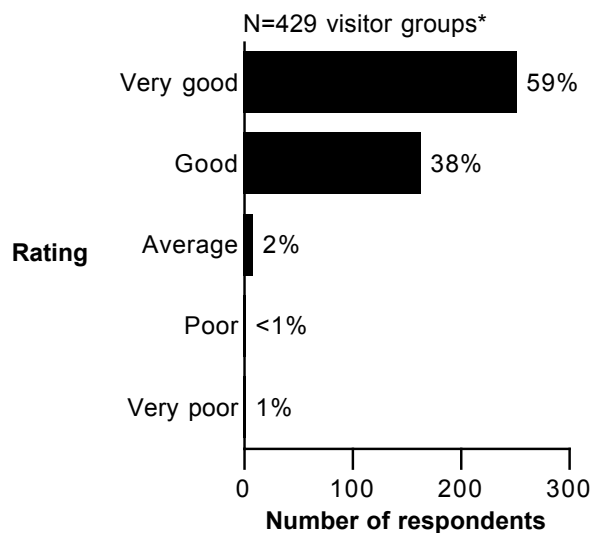


Figure 85. Overall quality rating of facilities, services, and recreational opportunities

\*total percentages do not equal 100 due to rounding

\*\*total percentages do not equal 100 because visitors could select more than one answer

## Visitor Comment Summaries

### *Additional comments*

#### Question 24

Is there anything else your personal group would like to tell us about your visit to Lassen Volcanic NP? (Open-ended)

#### Results

- 58% of visitor groups (N=256) responded to this question.
- Table 34 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

Table 34. Visitor comments about visit to Lassen Volcanic NP (N=493 comments; some visitor groups made more than one comment)

Comment	Number of times mentioned
<b>PERSONNEL (8%)</b>	
Park staff was great	13
Park staff was helpful	8
Park staff was friendly	3
Park staff was courteous	2
Park staff was knowledgeable	2
Some rangers did not have needed information	2
Other comments	7
<b>INTERPRETIVE SERVICES (2%)</b>	
Enjoyed tour	3
Other comments	9
<b>FACILITIES/MAINTENANCE (12%)</b>	
Roads need improvement	6
Trail signage needs improvement	6
Clean	4
Enjoyed visitor center	3
Road signage needs improvement	3
Restrooms need improvement	2
Well-maintained	2
Other comments	32
<b>POLICY/MANAGEMENT (11%)</b>	
Disagree with park's fire management strategies	7
Was not able to get needed information about fire closures	5
Lassen Peak Trail should be open more often	4
More signs/information about fire would have been helpful	4
Advertise more	3
Allow pets	2
Don't like question about race (question 19)	2
Other comments	28

Table 34. Visitor comments about visit to Lassen Volcanic NP (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>RESOURCE MANAGEMENT (&lt;1%)</b>	
Comments	2
<b>CONCESSION SERVICES (1%)</b>	
Comments	4
<b>GENERAL (66%)</b>	
Visit limited by fire	67
Enjoyed visit	52
Wonderful park	36
Beautiful	29
Would like to return	27
Great hiking experience	11
Liked that it was not crowded	9
Thank you	9
Great escape	5
Great scenery	3
On a road trip	3
Peaceful	3
Quiet	3
Visit often	3
Have been visiting for years	2
Keep up the good work	2
Other comments	61

**Question 24**

Is there anything else your personal group would like to tell us about your visit to Lassen Volcanic NP?  
(Open-ended)

- A gorgeous, peaceful escape
- A greater variety of accommodations within the park might be helpful. Traveling distances from Red Bluff and Redding cut into park visiting time!
- A real beauty, can't wait to come again
- A wonderful park. Thank you.
- Accurate fire information (on wildfire) was not posted at park entrance. Only after we paid to enter did we discover that park road was not open as posted. Our main reasons for returning to Lassen are the low population and the trails (Paradise Meadow and Kings Creek.)
- Along with the other sites below mentioned we found the park personnel unfailingly courteous and communicative, the appointments and services good to excellent and environmentally compatible. Good tours. Our visit to Mt. Lassen, as stipulated earlier, was in lieu of an intended visit to Mt. Shasta. Our ten-day itinerary included Mt. St. Helens, Crater Lake, redwood forests, highway one in the vicinity of Mendocino and Yosemite, and Bonneville Dam. Our visit was limited by the forest fire and time limitations. Glad we came. Ours principally a road trip due to time constraints. Accessed from the south, the intended route was interdicted by the forest fire.
- As always the USNPS is excellent and a great tourist attraction
- Beautiful
- Beautiful and underrated. Most have never heard of it. Need to advertise!
- Beautiful area, need to market it more so people know about it
- Beautiful place and I would like to return again to visit more trails
- Beautiful ranger at gate was very helpful and answered all my questions politely and with a big smile! Don't know her name but she was stunning! Keep her at the gate. Her looks and demeanor will keep more visitors coming for years. Thank you!!!
- Because of the fire we just relaxed around the area of the lake. Nice campground would like running water for RV's site.
- Because of the fire, had to access southern entrance in order to go to Bumpass Hell. Loved the volunteer rangers outside the Loomis Museum area with binoculars and telescopes to look at the sun - excellent.
- Better (and more) signs. For hiking trails/visible from road. Besides that: it was great!
- Better accessibility to water! Sorry for the forest fire - I would have doubled my stay.
- Better policing of pet owners in campgrounds picking up waste or more signs advising pet owners to pick up waste
- Better selection of souvenir magnets would be great. Auto access to Cinder Cone and Juniper Lake would help.
- Brochure showed ten miles to Terrace Lake trailhead from the S.E. Entrance, when in fact it was 8.3 miles. Hard to find. Love the park. Great escape from the valley heat!
- Butte Lake needs to be stocked with fish - I have been here three times and have never caught a fish
- Butte Lake Road is very poor in some parts
- By #8 "Park road was closed due to fire"
- Check the planks going out to Devils Kitchen. The first plank was loose, with nail exposed. Make traverse where planks were on path.
- Clean, well maintained, helpful personnel
- Control fire threat got a little out of control and forced us to take the South entrance was a little inconvenient
- Could you please provide hand sanitizers to all public restrooms for sanitary issues?

- Don't go overboard with "disabled" preferences. Set aside areas for short walk-in tents only camping. Encourage use by people "of color".
- Due to fires we could not drive through on main road (Aug 5-9). Gravel road to Butte Lake is rough - needs grading. Our visit was great! Lassen Volcano NP is a favorite place and we will return. Park staff are exceptional.
- Due to fire we were unable to leave camp in Lake Manzanita
- Due to fire, we could not get to many trails we would have. We were unable to do many of the hikes and scenic drives planned. Also very disappointed that Lassen Park Trail is only open on specific dates, and not at all during our stay!
- Enjoyed hiking, vistas, walking tour visitor center, museum, and especially the days kayaking Lake Manzanita, exception being the shower problem
- Enjoyed it
- Enjoyed it very much. Plan to come back and explore other areas I missed.
- Enjoyed the history of the volcano but we suspected the management burn was a God idea!
- Enjoyed the park very much. What we saw was beautiful, wish we could have seen the rest, but that's another trip.
- Enough with the limited "Lassen Peak Trail opening" work on Mon-Thurs. Open Fri.-Sun. Campground reservation system sucks!!! Website inaccurate!
- Even with the Reading fire (we were evacuated from the Summit Lake Campground) and smoke from the fire, had a great time. We're already planning next year's trip to the Butte Lake area that we missed this year. The hiking at Lassen is simply the best!
- Excellent experience hiking/camping backcountry trails well maintained and marked. Easy to book campground and backcountry recruits. Bathroom at Summit Lake south campground needs upgrading to accommodate day visitors.
- Faucet H2O wouldn't come on! Despite waving hand in front of sensor! It is always a beautiful escape on these hot summer days. We like to come to snowshoe walk around the Manzanita Lake!
- Fire in park during visit, roads closed, couldn't do much and it sucked big time. Manzanita Lake was nice though
- Fire prevented use of much of the park on this trip. Heard that Lassen Peak Trail was getting worked. Not a fan of that since this is an outdoor activity and you can't make everything accessible.
- Fires cut our trip short at the park and in the county - we had planned on staying 2 days instead of 5 hours
- From #6c "Forest fire curtailed walks/hikes"
- Generous service was greatly appreciated - staff of visitors center. Due to the fire and road closure trails were not available.
- Great hike, wonderful visitor center, awesome views
- Great staff, great scenery, cool, fresh air (burning should be in the spring or late fall!) July, August and September months should be set aside for tourist and controlled (should be) burns early or late in the year!
- Great time
- Great trip - wonderful and informative
- Great trip but as stated before, more educational info (about geology) would be greatly appreciated! We received great help from visitor center (need alternative route to avoid the fire)
- Great!
- Hard to find room at picnic areas
- Have been coming here for 45 years. Love this park.
- I am offended by question 19.

- I believe your park's fire management practices are suspect. Characterizing the Reading Fire as a "prescribed" burn at first misleading; then okay to manage - but not enough personnel to control it before it took over. Affected trip adversely.
- I collect national park passport stamps. Wish national parks more often carried park only commemorative stickers rather than having to buy an entire sheet.
- I hadn't visited since I was a child and found it to be still beautiful and amazing. Unfortunately, due to the fire, we weren't able to see all the sites - but we'll return to do so!
- I like the place
- I live locally. I only stopped at the park for a few minutes to check the fishing at Manzanita Lake.
- I love Lassen Volcanic NP! It is great to have such a beautiful place so close to my home. Keep the work up!
- I try to hike the Lassen Peak trail every year; only missing last year because of trail maintenance hiked Mill Creek instead. Thinking about Broke Off this fall.
- I want to thank you for allowing large RVs to overnight in the visitor center parking lot for the camping fee
- I was influenced to visit this NP through my experience working at Yellowstone NP 28 years ago and also by Ken Burns documentary.
- It was nice. The forest fire made it inconvenient because we were forced to move to another campsite. Either way, the park had no way of controlling that.
- I would like to come back when roads are open. My traveling companion was anxious to get home once we found roads were closed. We had been traveling 2 weeks and didn't want to drive to another entrance. Facilities were very good, but recreation opportunities were limited without driving way around. From question 7a: "We had hoped to hike but roads were closed 5 miles in due to fire or we'd have camped overnight."
- If we can take showers in different campgrounds, it'll be perfect. Because the weather is so hot, we're sweating all the time when we were hiking.
- Information about the senior 62+ pass was not provided at entrance
- It is 45 miles from our home and a wonderful place to get away from the valley heat
- It is a hidden gem. Would be better if surrounding towns had more amenities. Lots of restaurants boarded up. Area appears economically depressed
- It is a very serene place and I am very happy to know this place is a national forest
- It is and always will be one of our favorite places to visit
- It is so beautiful - we will be coming back as soon as possible
- It was a great experience and expect to return
- It was absolutely a perfect visit and the people worked at the visitor center where really nice!
- It was extremely disappointing that you could only travel 5 miles into the park. The rest was closed. From question 10 "Remainder was closed."
- It was fabulous!
- It was great!
- It was wonderful, especially climbing Lassen Peak for sunset. All American national parks are wonderful and very well organized.
- It was wonderful. Thank you.
- It would be helpful to have Wi-Fi hotspots at the visitor center for parties to meet and find each other when arriving separately and generally to communicate with others.
- It would be nice to have a toilet in Bumpass Hell. The rest of this park is awesome. Thanks!!
- It would be reassuring to have the roads more secure on the downhill side.
- It's a great place to get away and have some peace and quiet time.
- It's beautiful!

- Juniper Lake is wonderful, we love coming to Lassen to camp, hike, snowshoe, and cross country ski!
- Just drove in - forest was burning could not drive through
- Keep Drakesbad available! Excellent place to visit, hike, picnic, dine, and swim. Great horseback trips.
- Keep people better informed of roads that are closed - we drove to the north entrance only to find it closed due to forest fire in area north of park - a detour sign at library in Shingletown would save everyone an hour of driving to north entrance then one hour back then many miles out of the way!
- Kings Creek Trail was closed and an arduous longer detour was suggested - slippery, dangerous unexpected according to what ranger had said. Also my 8 year old went head first down incline to falls - very loose rocks!
- Lack of available/usable wood in Mazanita Lake Campground. Suggest cutting the large fallen trees into usable sections and/or dumping more wood closer to the edges of the campsite.
- Lassen is a beautiful park. I pray that the current fire doesn't change that view!
- Lassen is beautiful! Thank you for preserving the landscape.
- Lassen is our absolute favorite national park! The services and staff are excellent.
- Lassen Peak Trail was open 1 day/month at time of our visit. We stay at Eagle Lake campgrounds for 2 weeks as the main destination
- Lassen Peak Trail: Love the improvements made, great trail, but spots yet that could be dangerous for hikers where trail is narrow and drop off unprotected.
- Lassen was beautiful, the restrooms extremely clean. I would recommend the park any time.
- Lost my video camera and it was NOT recovered
- Love it - I go weekly to hike. I live only 20 miles away in Shingletown.
- Love this park - its beauty and low number of people who visit make it a great place to hike and "be with nature"
- Love this place, just disappointed a wildfire kept us out north of Summit Lake. We went around and just ducked back in to see Manzanita.
- Loved hiking!
- Loved it
- Loved it, will be back
- Loved the history
- Loved the park - wish there was more volcanic sites! The restaurant staff were EXCELLENT.
- Lovely park with great support. Can't wait to go back.
- Lovely, clean, easily navigated. Secondary goal to visit national parks with kids. They love being Junior Rangers.
- LVNP has NO electric vehicle charge locations. I had to drive a gasoline vehicle to the park because of this.
- Maybe it would be nice to have warm water at the campsite. But we love it here. Beautiful campsite, nice people (rangers) lovely surroundings.
- Mileage markers on Park Road and sites are listed as to the mileage marker. Mileage marked on maps for each trail. Altitude change net and not total.
- Missed seeing chalet, but new visitor center and entrance buildings look great!
- Missed the north half of the park because of road closures due to the fire Aug 2012 (Redding). Just will have to come back! Thought the visitor center (south) was light on displays of what could be seen and found in the park. Video was very good.
- More information/clearer markings - how long a trail is/level of difficulty/more info on #13 and #1.
- More specific trail information in the map or newsletter would have been helpful in choosing between trails

- More view stops and restrooms. Things more accessible by wheelchair and for small children. Love your park - photography by hobby.
- My answers are somewhat limited due to the Redding Fire
- My experience at Lassen National Park was limited by the closures due to wildfire. I hope to return and see the full park.
- My family loves Lassen. Truly my friend, that some ranger jerk pulled a gun on, has been coming here since he was 3. 30 years of loving this place and this happened. He will not be coming back. He was heartbroken. We might.
- Need to make sure bathrooms unlock! My son locked himself in a bathroom and had to be pulled out a window.
- Nice small NP that is not overcrowded. A shuttle service as in other parks would reduce air pollution and traffic pressure on crowded days.
- No activities planned this trip - passing through but had to return due to fires in the area
- No fires
- No it was just great
- No one told us about a generator free zone for tent campers, it wasn't in the handouts! We didn't find out until we brought up the lack of peace in the campgrounds, so many generators (off at 10 does not provide peaceful time in the am or eve)
- No year is complete without a trip to the park
- One of our hardest rides of the trip! But, completely worth it! Lassen and California are beautiful!
- One of the great NP's. Could become my favorite one.
- Our ability to utilize the park was limited due to road closure related to fire. Stayed at Manzanita Lake and could not visit most of park without 1.5 hours of travel.
- Our family grew up in Redding and spent many weekends picnicking, hiking etc. in Lassen Park. Lassen Park is a wonderful and extremely valuable place.
- Our reserved campsite was evacuated due to the Redding Fire but a ranger at the administration office was very helpful in finding us a new camping area that we were very happy with!
- Our visit coincided with a large fire. We visit Lassen at least once a year and this year's visit was impacted by the fire so we didn't do as much.
- Overall great place to visit. Awesome that trails are not overcrowded and we were able to just be out in nature, alone and naked and free.
- Park road closed due to Redding Fire. Park personnel kept me very up to date on possible dangers.
- Park staff at the north entrance was rude and was avoiding contact to answer questions about road closure due to the fire. From question 8b: Road through blocked by fire, drove around to south entrance.
- Park staff was extremely helpful and friendly
- Part of bucket list to visit all us national parks-this trip we did 13 and 6 in Canada: 10,000 miles driven
- Part of tour road cut off because of fire
- Pleasant trip as always. Streams in the park remind me of a hymn. Precious, precious blood of Jesus ever flowing free, oh believe it, oh receive it, its for thee. PS Sorry about the bad penmanship - I filled this on the car ride.
- Pleasant visit as expected. We are glad that the Lassen Peak Trail was opened for at least limited time this year.
- Please no more controlled burns during summer or dry years (common sense)
- Plow the snow earlier, mileage markers on some trail signs are poor. Also, closed trails should be marked or noted at trailhead not halfway through the hike. Kings Creek Falls, fix the trail, poor service.
- Prior visit we were able to walk around "the mud spots on a boardwalk". I had to forego descending the last portion of Bumpass Hell due to foot injury. Mud spots need to be accessed.



- Provide water fill station at the base of the Lassen Peak. Improve signage at peak.
- Question 19 does not matter, we are all Americans. Everyone does a nice job. You should confiscate park passes used by visitors who are not named on the pass.
- Rangers were very helpful - didn't see as much due to fire
- Repeatedly wrote "Park closed - fire" throughout the survey
- Restore and update numbered road markers and book to accompany points of interest
- Road was closed due to fire staging area just inside park entrance on the Redding side. (Manzanita Lake). Air quality continually shifting due to smoke. We will come back.
- Roads into Cinder Cone and Mt. Harkness need to be repaired. I would love to hike more but the driving time cuts down on the hiking time because of the roads. I love the ranger at the station on top of Mt. Harkness. He is a bomb! So helpful and friendly. He gets an A++.
- Should put out fires and not let them just burn! Great park!
- Some unruly campers at Juniper Lake. Would have been nice to have rangers come through with sites so close together.
- Staff very friendly, some rangers more knowledgeable than others - we almost went backpacking near the Summit Lake Trail - and that area was evacuated due to fire - some rangers were not sure (poor communication issue) if you knew which other areas of park closed. Dry, overall great experience - nature, lightening could not be foreseen.
- Stumbled upon it (on the map) and do not regret it. USNPS is excellent! Perhaps Lassen needs more publicity?
- Thank you for all your efforts to keep the park pristine. Great web site - I used it a lot in early spring, checking the road condition. PS Thanks for the post card reminder.
- The boat ramp at Manzanita Lake is very muddy. Should be dug out and replaced with some clean gravel. Made deeper for easier launching.
- The controlled fires smoked out a lot of the scenery and my eyes. Was hard to get good views and pictures.
- The fact the trail to Lassen Peak was closed should have been posted at Park entrance
- The fire, which spoiled our visit, and caused many members to drive an extra 3 hours, was small when we arrived and could have been extinguished - but instead it grew to 30,000 acres
- The hike from Bumpass Hell Trail to Kings Creek picnic area was the most beautiful hike I have ever done
- The park is absolutely beautiful! We definitely need to come more often.
- The park is gorgeous. We had a wonderful hike. We appreciate all the work on the Lassen Peak Trail. Thank you!
- The road beyond Manzanita Lake was closed due to fire or we would have gone at least as far as Kings Creek. This was not a typical visit to the park due to road closures because of fires. Typically I would have traveled and made more stops in the park beyond Manzanita Lake.
- The roads going to Butte Lake, Juniper Lake, and Warner Valley needs to be paved. Beautiful areas but would have more visitors if the roads were not terrible to drive on.
- There was a fire going and rangers could not tell us if evening ranger talk was canceled. Some confusion on scheduled/canceled talks. Our grandchildren are the 5th generation to enjoy the park (beginning about 1923).
- There was a fire in the park (under control). The ranger in the visitor center didn't tell us this. I had questions on several hikes and he didn't tell me that we should not go to the area where the fire is.
- Think you're doing a wonderful job - except that we're more used to camping in wilderness and didn't enjoy the crowded campgrounds - all was very nice.
- This is our first time to Lassen Volcanic National Park and we love it. We wanted to spend more time but were constrained with time and would like to visit this park again soon.

- This is the 2nd questionnaire I've filled out for this trip. I don't mind, really. However if you are comparing this one to my last one, time in between filling these out has made me not remember totally what we had done in park.
- This survey is not accurate. We were booked to stay two nights but the fire closed our campgrounds and we had to change our travel plans.
- This trip was a family vacation. Usually I'm camping and summiting.
- This was a motorcycle trip. The road was in good condition, curvy, fun to ride, scenery was spectacular, parking and pull outs convenient, not too busy! Just sad we missed part of the park!
- Toilets at Juniper Lake group camp looked like they were never cleaned this season. We plan to come back every year. For your information: you might list areas within 75 miles of the park. We had to figure out Red Bluff was.
- Trail markers in Kings Creek need to be clearer and more visible. Mileage next location and total miles was confusing. Signs did not indicate location. Further destinations.
- Trail road marking on less popular trails could be greatly improved
- Trails are not very well marked. More info (time, elevation, etc.) on the panels in front of the trails.
- Trip shortened due to fire. We were going to stay longer - wanted to summit Lassen.
- Unable to see half the park due to wildfire closures
- Unfortunately, forest fires prevented us from seeing the north half of the park
- Very beautiful and well managed. Rangers and staff were very helpful. Please keep Juniper Lake campsites on the lake. Toilet facilities on Juniper Lake may need upgrades.
- Very nice
- Very nice - thank you. Visit cut short due to fire.
- Very nice park
- Very nice. Would like to return and take a hike. There was a fire when we were there.
- Very pretty area. Next time we are hoping there aren't any fires.
- Visit was cut short due to forest fire. Missed northwest section of park. Appreciated reasonable fees (entry) and that it covered 7 days.
- Want to come back and spend time
- Was part of a 7 week road trip
- Was there during road closure due to fire. Handled well, felt safe, stayed in park for activities despite fire. Very good staff - great park.
- We absolutely love Butte Lake Campground. The bathrooms were clean and the campgrounds were clean. The park ranger was friendly. I don't know if putting showers will take away the nature feel of Butte Lake but that's one thing we'd wished the campground had.
- We all agreed that Lassen was a fantastic place to visit and that we will return again and again
- We always enjoy coming here, both for the beauty of the area and because it is not very crowded.
- We both enjoy seeing God's creation that this world has to offer. Yes I said "God."
- We came from Calgary AB Canada for one month through Oregon and California on motorcycles. Lassen Volcanic National Park was one of our top favorite destinations!! The park is small but the most beautiful!!! This was our first trip to the park
- We enjoy Lassen in all seasons. We especially enjoy hiking the diverse trails and wildflowers
- We enjoyed Ranger Chris Bentley, Sulphur Works guided tour. Kohm Yah-mah-nee location and building excellent. Cafe very convenient.
- We enjoyed it but the forest fires led to health problems.
- We enjoyed our visit in spite of the road closure due to the fire. The informal evening astronomy program was a pleasant surprise.

- We enjoyed the spectacular scenery of the park and two hikes - Mill Creek Falls and King's Creek Falls. We also enjoyed the outdoor umbrella tables at Kohm Yah-mah-nee and having a beer after our hikes there. The fact that the park was not crowded was a real bonus too!
- We feel awful for the park and the fire that has been going since mid July. Made it so we could not see 3/4 of the park.
- We found it more interesting than Yosemite
- We got stuck by the managed fire and wish information about road closure was set up earlier. We had a great time and look forward to another visit when Lassen Peak Trail is also open.
- We had a difficult time finding the turnoff for the Broke Off Mountain trailhead. The sign for it that faces drivers coming out of the park should be better.
- We had a fantastic trip!
- We had a great time. Due to the fire a little bit shorter than expected.
- We had a great time. It's too bad the Lassen Peak Trail is only open once every couple of months.
- We had a great time. Unfortunately there was a forest fire that closed highway 89, but there are the breaks. We will definitely be back to explore the rest of the park and camp.
- We had a very restful and restoring time. What a beautiful park Manzanita Lake is!
- We had been told by several local people that there wasn't much to see at Lassen. We thought it was clean, beautiful, and serene - much better than the Everglades!
- We had wanted to stay and camp one more night, but we had to evacuate the Summit Lake Campground due to the approaching fire. Nice place to camp/hike/canoe etc. with friends. I could not reach and speak with anyone to ask about the fire and the campground when I called the day before our arrival. We had originally planned to come through the north entrance, but had heard about the fire and so we came by the southwestern route.
- We have been camping at Juniper Lake for the past 18 years. We could not come last year because it was still closed due to snow. We love this campground and hope that it continues to be maintained.
- We hiked out of North Summit Lake 8/6/12, the day the Terrace LK fire crossed 89 North, we could only return to Old Station via Southern route (89 to 36 E, etc.). Park staff needs information for visitors about services outside the park in emergencies like we encountered! We had low gas - we had only 20 mile drive back to Old Station, but instead had to face a longer drive. We didn't know the best route/shortest route out. Park staff not familiar with local area services (Chester) or if short route was dirt/paved, distance possible. Need an emergency 'handout' with list of local services, phone #'s etc. Staff also needs to 'test' the information, drive the routes to get from south park entrance back to north. Having this info on a sheet of paper would have been very helpful. Also, we arrived at south visitor center at 5:45 PM! Right before closing. Stressful.
- We just drove through thru and stopped at the visitor center
- We liked the uncrowded park. We would have seen more of the park, but the fire prevented it. Went to the Shasta Caverns and Dam.
- We love it every time
- We love it. Except, that dogs are not allowed on trails. This is a major hang up for us. There should be a dog sitting place for short (i.e. 6 hours) hikes and such. It is very limiting.
- We love Lassen and have been enjoying it for 40 plus years!
- We love Lassen Volcanic National Park!! Thanks to the national park staff - everywhere!
- We love Lassen, because it is a small nice park, and it is not so crowded!
- We love Lassen!
- We love Lassen! Sadly, the charm of Lassen is that it was peaceful and quiet. Seemed pretty high traffic this time despite the fire. Also, cabins had booked up before we could reserve one two seasons in a row.

- We love LVNP, thank you for this beautiful quiet place! My husband and I really appreciate the German beer on tap and the kind German worker in the cafe at the visitor center. Friendly and hard worker! We make sure to stop by every time.
- We love the naturalist. Rangers are great.
- We love this park!
- We loved all the hiking trails!
- We loved our visit to Lassen, even though we were prevented from doing everything we wanted due to a wildfire
- We loved our visit. The park has a more intimate feel as it is not 'invaded' by people, it was stunning. The facilities were fantastic the service great. This is a top-notch park. Congratulations.
- We make numerous trips to Lassen and notice how many people speed - a reminder in the newspaper about speed limits and possible fines would be nice. Future plans for road as Sulphur Works area naturally enlarge/grow?
- We thought the bathrooms were clean, and liked that soap was provided (in the campgrounds). The visitor center was nice. We were disappointed about the fire.
- We totally love Lassen, Have been coming here for many, many years, and will be back next year!
- We visit the park quite often as we have a summer house 6 miles from the park. The park has good programs that we often use - it's a great park.
- We visited during the time of the bush fire in early August. We entered the park from the NW and were not able to visit the whole park.
- We were at Lassen during Redding Fire and were evacuated from Summit Lake campground - more signs outside the visitor centers and on road would have been helpful.
- We were hardly ever alone - but it was not too crowded! Just fun! Park was closed due to fire. We went 1.5 hours driving around to 2nd entrance. Need sanitizer at Bumpass Hell toilets. We thought it was stunning! Vistas rocked and were breathtaking! Walk to Bumpass Hell was unforgettable! More beautiful than expected.
- We were in the campsite #B23. The fire pit for the next campsite was directly outside the door to our camper. They need to move that fire pit. People would pull up and change their minds because of fire pit. There is plenty of room to move fire pits off from parking spot.
- We were in the park during the fire this summer. We were limited to Manzanita Lake except for the first day.
- We were only able to visit a small portion of the park due to forest fire closure, but in a two week vacation, it was still at the top of our favorite experiences. The park and trails we saw were amazing.
- We were very impressed by the variety and beauty of the park - but the wild fire really affected our ability to hike - air quality - and we could not arrive through the park - had to take a long side trip through Chester.
- We were very unhappy to have gone 200 miles out of our way for a 2-mile ride into your park. The fire ruined it. But it is a beautiful place. Two miles in park was closed due to fire.
- We will return to visit King Creek; specifically the falls
- We would like to come back to visit the north part of the park and Hells Kitchen. Left early because of fire (closed trails) no northern access.
- We would love to spend more time there but there was fire in the park. Need to come back!
- Well kept
- What happens if one can't make it up a trail (Bumpass Hell)? I did not see anything for a medical emergency. From question #6c: Primary reason for visiting was to visit Hat Creek, but due to fire, did Bumpass Hell Trail.
- When we visited, the road was closed due to fires. Although this isn't the park's fault, information on the road closures wasn't as clear as it could be.

- Wish I'd known there was so much backcountry to explore. Was at the end of my trip and didn't schedule time for overnight hikes.
- Wonderful park, I'll be back
- Wonderful place - I got a stress fracture in my foot so walking around wasn't an option, but I've been to Butte Lake and Drakesbad before. Gotta love Lassen.
- Wonderful scenery
- Wonderful visit. The lupines going to Bumpass Hell (and Hell itself) were spectacular. Loved the quiet morning at Manzanita Lake walk around.
- Would have driven through entire park, but could not due to fire and partial park closure
- Would like to get more information on the difference between composite volcanoes and plug dome volcanoes. Asked two park rangers, and none could tell me what made each unique.
- Would love to have more picnic sites - shady ones! Also need more safe pull out places for cars. Would love other easy trails such as Manzanita Lake. We visit the park every summer.
- (Written three times throughout survey near 6, 8, and 10) Limited due to fire closure. Would have spent one full day had the park been completely open. We were limited to 5 miles of the park from the entrance at Manzanita Lake
- Yes, me and my children, along with my group smelled and watched our two neighboring campsites freely smoke marijuana our entire visit. We will not return due to this. I cannot subject my kids to drugs. No law enforcement presence to stop other campers from smoking marijuana all day freely in campsites. I will go to state parks for this reason.
- You should allow dogs on more of your trails. People travel with dogs and it made it hard to see everything. Not bringing our dog is not an option.
- Your getting a little personal with your questions
- Your park is fantastic and the rangers were amazing! Thanks and keep up the good work!



## **Appendix 1: The Questionnaire**







Social Science Division  
National Park Service  
U.S. Department of the Interior  
Visitor Services Project

# Lassen Volcanic National Park Visitor Study



**United States Department of the Interior**  
**NATIONAL PARK SERVICE**  
Lassen Volcanic National Park  
P.O. Box 100  
Mineral, CA 96063

IN REPLY REFER TO:

August 2012

Dear Visitor:

Thank you for participating in this study. Our goal is to learn about the expectations, opinions, and interests of visitors to Lassen Volcanic National Park. This information will assist us in our efforts to better manage this park and to serve you.

This questionnaire is only being given to a select number of visitors, so your participation is very important. It should only take about 20 minutes after your visit to complete.

When your visit is over, please complete this questionnaire. Seal it in the postage-paid envelope provided and drop it in any U.S. mailbox.

If you have any questions, please contact Lena Le, VSP Assistant Director, Park Studies Unit, College of Natural Resources, P.O. Box 441139, University of Idaho, Moscow, Idaho 83844-1139, phone: 208-885-2585, email: [lenale@uidaho.edu](mailto:lenale@uidaho.edu).

We appreciate your help.




Sincerely,

*Darlene M. Koontz*

Darlene M. Koontz  
Superintendent

### DIRECTIONS

At the end of your visit:

1. Please have the selected individual (at least 16 years old) complete this questionnaire.
2. Answer the questions carefully since each question is different.
3. For questions that use circles (O), please mark your answer by filling in the circle with **black or blue ink**. Please do not use pencil.  
Like this: ● Not like this:   
4. Seal it in the postage-paid envelope provided.
5. Drop it in a U.S. mailbox.

### Your Visit To Lassen Volcanic National Park

NOTE: In this questionnaire, your **personal group** is defined as anyone with whom you are visiting the park, such as a spouse, family, friends, etc. This does not include the larger group that you might be traveling with, such as school, church, scout, or tour group.

1. Prior to your visit, how did your personal group obtain information about Lassen Volcanic National Park (NP)? Please mark (●) **all** that apply.

- ☐ Did not obtain information prior to visit → **Go to Question 2**
- ☐ Chamber of commerce/visitors bureau/state welcome center
- ☐ Friends/relatives/word of mouth
- ☐ Highway signs
- ☐ Inquiry to park via phone, mail or email
- ☐ Lassen Volcanic NP website: [www.nps.gov/lavo](http://www.nps.gov/lavo)
- ☐ Local businesses (hotels/motels, restaurants, etc.)
- ☐ Maps/brochures
- ☐ Newspaper/magazine articles
- ☐ Other websites — which one(s)? \_\_\_\_\_
- ☐ Previous visits
- ☐ School class/program
- ☐ Social media (Facebook, Twitter, etc.)
- ☐ Television/radio programs/DVDs
- ☐ Travel guides/tour books (AAA, etc.)
- ☐ Other (Please specify) \_\_\_\_\_

2. On this trip, where did your personal group stay on the **night before** and the **night after** visiting Lassen Volcanic NP? If you stayed at home, please write the name of the town/city and state where you live.

a) BEFORE visit: Town/city \_\_\_\_\_ State \_\_\_\_\_

b) AFTER visit: Town/city \_\_\_\_\_ State \_\_\_\_\_

**Paperwork Reduction Act Statement:** The Paperwork Reduction Act requires us to tell you why we are collecting this information, how we will use it, and whether or not you have to respond. This information will be used by the National Park Service as authorized by 16 U.S.C. 1a-7. We will use this information to evaluate visitor services cooperatively managed by Lassen Volcanic National Park. Your response is voluntary. Your name and address have been requested for follow-up purposes only. At the completion of this collection all names and personal information will be destroyed and in no way be connected with the results of this survey. A Federal agency may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. We estimate that it will take an average of 20 minutes to complete the survey associated with this collection of information. You may send comments concerning the burden estimates or any aspect of this information collection to Lena Le, Visitor Services Project, College of Natural Resources, University of Idaho, P.O. Box 441139, Moscow, ID, 83844-1139; email: [lenenale@uidaho.edu](mailto:lenenale@uidaho.edu).

3. a) On this trip, did anyone in your personal group stay overnight, away from their **permanent residence**, either inside Lassen Volcanic NP or within the area (within 75 miles of the park)?

☐ Yes ☐ No → **Go to Question 4**

- b) If YES, please list the number of nights your personal group stayed in Lassen Volcanic NP and the area within 75 miles of the park.

\_\_\_\_\_ Number of nights inside Lassen Volcanic NP

\_\_\_\_\_ Number of nights in the **area** outside Lassen Volcanic NP

- c) & d) In which types of lodging did your personal group spend the night(s) in Lassen Volcanic NP and/or in the area within 75 miles of the park? Please mark (●) **all** that apply.

<b>c) Inside park</b>	<b>d) Outside park</b>	<b>Accommodation</b>
<b>park</b>	<b>(within 75 miles)</b>	
<input type="radio"/>	<input type="radio"/>	Lodge, hotel, motel, vacation rental, B&B, etc.
<input type="radio"/>	<input type="radio"/>	RV/trailer camping
<input type="radio"/>	<input type="radio"/>	Tent camping in developed campground
<input type="radio"/>	<input type="radio"/>	Camping in an undeveloped roadside campsite
<input type="radio"/>	<input type="radio"/>	Backpacking in backcountry
<input type="radio"/>	<input type="radio"/>	Cabin
<input type="radio"/>	<input type="radio"/>	Guest ranch
<input type="radio"/>	<input type="radio"/>	Other (Specify) _____
<input type="radio"/>	<input type="radio"/>	Other (Specify) _____

4. On this trip, what was the **primary** reason that your personal group came to the Lassen Volcanic NP **area** (within 75 miles of the park)? Please mark (●) **one**.

- ☐ Resident of the area (within 75 miles of the park)
- ☐ Visit Lassen Volcanic NP (includes use of park facilities/services/activities)
- ☐ Visit other attractions in the area
- ☐ Visit friends/relatives in the area
- ☐ Traveling through – unplanned visit
- ☐ Business
- ☐ Other (Please specify) \_\_\_\_\_

5. On this trip through which of the following towns did your personal group travel to arrive at Lassen Volcanic NP? Please mark (●) **all** that apply.

☐ Burney ☐ Chico ☐ Red Bluff ☐ Shingletown

☐ Chester ☐ Redding ☐ Reno ☐ Susanville

6. a) On this visit, in which activities did your personal group participate within Lassen Volcanic NP? Please mark (●) **all** that apply in column (a).

- b) If you were to visit the park in the future, in which activities would your personal group prefer to participate within the park? Please mark (●) **all** that apply in column (b).

a) This visit	b) Future visit	Activity
<input type="radio"/>	<input type="radio"/>	Attending living history demonstrations
<input type="radio"/>	<input type="radio"/>	Attending ranger-led talks/programs
<input type="radio"/>	<input type="radio"/>	Camping
<input type="radio"/>	<input type="radio"/>	Creative arts (photography/drawing/painting/writing)
<input type="radio"/>	<input type="radio"/>	Enjoying solitude/quiet
<input type="radio"/>	<input type="radio"/>	Exploring the hydrothermal areas
<input type="radio"/>	<input type="radio"/>	Fishing
<input type="radio"/>	<input type="radio"/>	Horseback trips
<input type="radio"/>	<input type="radio"/>	Nature study (birdwatching, wildlife viewing, stargazing)
<input type="radio"/>	<input type="radio"/>	Picnicking
<input type="radio"/>	<input type="radio"/>	Scenic drive/byway
<input type="radio"/>	<input type="radio"/>	Visiting visitor center
<input type="radio"/>	<input type="radio"/>	Walking/hiking/backpacking
<input type="radio"/>	<input type="radio"/>	Other – this visit (Specify) _____
<input type="radio"/>	<input type="radio"/>	Other – future visit (Specify) _____

- c) Which one of the above activities was the **primary** reason your personal group visited Lassen Volcanic NP on this visit? Please list **one**.

\_\_\_\_\_

7. a) On this visit to Lassen Volcanic NP, which park trails did your personal group walk/hike? Please mark (●) **all** that apply in column (a).
- b) For the trails that your personal group walked/hiked, please rate from 1-4 how crowded you felt.

## b) If you walked/hiked trails, how crowded?

- 1=Not at all crowded  
2=Slightly crowded  
3=Moderately crowded  
4=Extremely crowded

## a) Trails walked/hiked

- ☐ Brokeoff Mountain Trail \_\_\_\_\_
- ☐ Bumpass Hell Trail \_\_\_\_\_
- ☐ Cinder Cone Trail \_\_\_\_\_
- ☐ Kings Creek Trail \_\_\_\_\_
- ☐ Lassen Peak Trail \_\_\_\_\_
- ☐ Manzanita Lake Trail \_\_\_\_\_
- ☐ Devils Kitchen Trail \_\_\_\_\_

8. a) On this visit, how long did your personal group stay at Lassen Volcanic NP? Please list partial hours or days as 1/4, 1/2, or 3/4.

\_\_\_\_\_ Number of hours, if **less than 24 hours**

-OR-

\_\_\_\_\_ Number of days, if **24 hours or more**

- b) On this visit, how many times did your personal group enter the park?

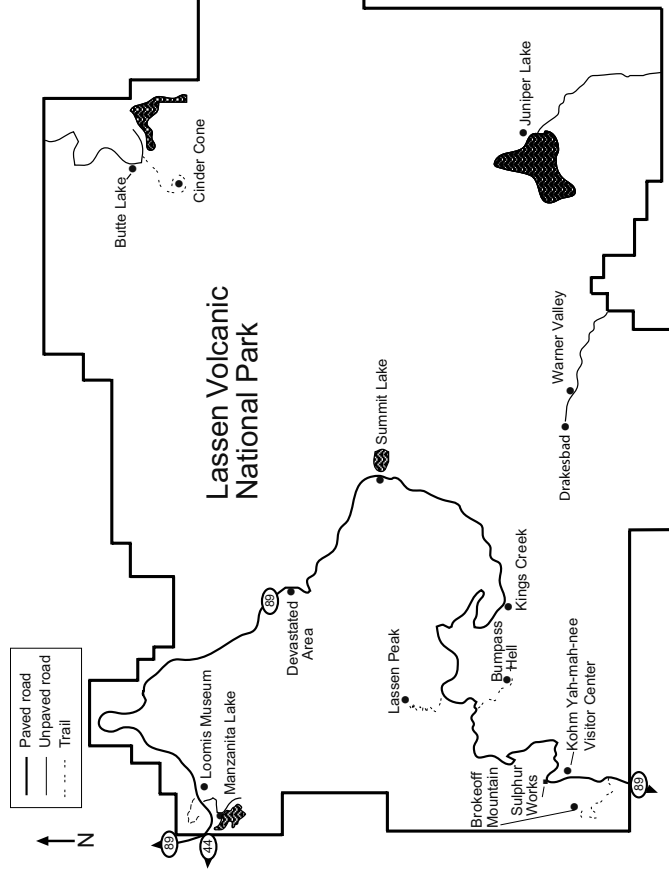
\_\_\_\_\_ Number of times entered

9. a) For the safety issues below, please indicate how safe your personal group felt from crime and accidents during this visit to Lassen Volcanic NP. Please mark (●) **one** answer for each issue.

Safety issue	How safe did you feel in the park?			
	Very unsafe	Neither safe nor unsafe	Safe	Very safe
Personal safety—from crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal safety—from accidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal property—from crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- b) If you marked that you felt “very unsafe” or “unsafe” regarding any of these issues, please explain why.

10. On this visit to Lassen Volcanic NP, which park sites did your personal group visit? Please mark (●) **all** that apply.



- ☐ Brokeoff Mountain ☐ Drakesbad ☐ Manzanita Lake
- ☐ Bumpass Hell ☐ Juniper Lake ☐ Sulphur Works
- ☐ Butte Lake ☐ Lassen Peak ☐ Summit Lake
- ☐ Cinder Cone ☐ Loomis Museum ☐ Warner Valley
- ☐ Devastated Area ☐ Kings Creek ☐ Kohm Yah-mah-nee Visitor Center
- ☐ Other (Please specify) \_\_\_\_\_

11. a) Please mark (●) **all** the information services and facilities that your personal group **used** at Lassen Volcanic NP during this visit.

b) For only those services and facilities that your personal group **used**, please rate their importance to your visit from 1-5.

c) For only those services and facilities that your personal group **used**, please rate their quality from 1-5.

a) Information service/facility used	b) If used, how important?		c) If used, what quality?	
	1=Not at all important	2=Slightly important	3=Moderately important	4=Very important
<input type="radio"/> Assistance from park staff	_____	_____	1=Very poor	5=Very good
<input type="radio"/> Bookstore sales items (selection, price, etc.)	_____	_____	2=Poor	
<input type="radio"/> Bulletin boards	_____	_____	3=Average	
<input type="radio"/> Exhibits in Kohm Yah-mah-nee Visitor Ctr.	_____	_____	4=Good	
<input type="radio"/> Junior Ranger program	_____	_____		
<input type="radio"/> Living history demonstrations	_____	_____		
<input type="radio"/> Loomis Museum exhibits	_____	_____		
<input type="radio"/> Park brochure/map	_____	_____		
<input type="radio"/> Park newspaper: <i>Peak Experiences</i>	_____	_____		
<input type="radio"/> Park website: <a href="http://www.nps.gov/lavo">www.nps.gov/lavo</a> used before or during visit	_____	_____		
<input type="radio"/> Ranger-led programs	_____	_____		
<input type="radio"/> Road guide booklet	_____	_____		
<input type="radio"/> Self-guided trail brochures	_____	_____		
<input type="radio"/> Videos/films	_____	_____		

12. a) On this visit, what did your personal group like **most** about the roadside displays/exhibits along the main park road at Lassen Volcanic NP?

b) On this visit, what did your personal group like **least** about the roadside displays/exhibits along the main park road at Lassen Volcanic NP?

13. a) Please mark (●) **all** the visitor services and facilities that your personal group **used** at Lassen Volcanic NP during this visit.

b) For only those services and facilities that your personal group **used**, please rate their importance to your visit from 1-5.

c) For only those services and facilities that your personal group **used**, please rate their quality from 1-5.

a) Visitor service/facility used	b) If used, how important?		c) If used, what quality?	
	1=Not at all important	2=Slightly important	3=Moderately important	4=Very important
<input type="radio"/> Access for people with disabilities	_____	_____	1=Very poor	5=Very good
<input type="radio"/> Camper store	_____	_____	2=Poor	
<input type="radio"/> Campgrounds	_____	_____	3=Average	
<input type="radio"/> Guest ranch	_____	_____	4=Good	
<input type="radio"/> Kohm Yah-Mah-Ne Visitor Center	_____	_____	5=Extremely important	
<input type="radio"/> Parking lots	_____	_____		
<input type="radio"/> Picnic areas/shelters	_____	_____		
<input type="radio"/> Pull outs	_____	_____		
<input type="radio"/> Restrooms	_____	_____		
<input type="radio"/> Road directional signs (inside park)	_____	_____		
<input type="radio"/> Roads	_____	_____		
<input type="radio"/> Trail signs	_____	_____		
<input type="radio"/> Trails	_____	_____		

14. a) Please mark (●) **all** the concession (commercial) services and facilities that your personal group **used** at Lassen Volcanic NP during this visit.

b) For only those services and facilities that your personal group **used**, please rate their importance to your visit from 1-5.

c) For only those services and facilities that your personal group **used**, please rate their quality from 1-5.

a) Concession service/facility used	b) If used, how important?	c) If used, what quality?
	1=Not at all important 2=Slightly important 3=Moderately important 4=Very important 5=Extremely important	1=Very poor 2=Poor 3=Average 4=Good 5=Very good

#### Drakesbad Guest Ranch

- |   |       |       |
|---|-------|-------|
| <input type="radio"/> Fly fishing lessons           | _____ | _____ |
| <input type="radio"/> Food service/restaurant       | _____ | _____ |
| <input type="radio"/> Guided horseback trips        | _____ | _____ |
| <input type="radio"/> Hot springs-fed swimming pool | _____ | _____ |
| <input type="radio"/> Massage                       | _____ | _____ |
| <input type="radio"/> Overnight lodging             | _____ | _____ |

#### Manzanita Lake

- |   |       |       |
|---|-------|-------|
| <input type="radio"/> Cabin                   | _____ | _____ |
| <input type="radio"/> Equipment/kayak rentals | _____ | _____ |
| <input type="radio"/> Food service            | _____ | _____ |
| <input type="radio"/> Gas station             | _____ | _____ |
| <input type="radio"/> Gifts                   | _____ | _____ |

d) How could the concession services and facilities better serve your personal group on a future visit to Lassen Volcanic NP? Please be specific.

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15. On this visit, was your personal group part of the following types of organized groups? Please mark (●) **one** for each.

- |                                       |                           |                          |
|---------------------------------------|---------------------------|--------------------------|
| a) Commercial guided tour group       | <input type="radio"/> Yes | <input type="radio"/> No |
| b) School/educational group           | <input type="radio"/> Yes | <input type="radio"/> No |
| c) Other group (Please specify below) | <input type="radio"/> Yes | <input type="radio"/> No |

d) If you were with one of these organized groups, how many people, including yourself, were in this group?

\_\_\_\_\_ Number of people in organized group

16. a) On this visit, what kind of personal group (not guided tour/school/other organized group) were you with? Please mark (●) **one**.

- |  |  |
|--|--|
| <input type="radio"/> Alone                  | <input type="radio"/> Friends            |
| <input type="radio"/> Family                 | <input type="radio"/> Family and friends |
| <input type="radio"/> Other (Please specify) | _____                                    |

b) On this visit, how many people, including yourself, were in your personal group?

\_\_\_\_\_ Number of people in personal group

c) On this visit, how many vehicles did your personal group use to arrive at the park? Please write "0" if you did not arrive by vehicle.

\_\_\_\_\_ Number of vehicles

17. a) Does anyone in your personal group have a physical condition that made it difficult to access or participate in park activities or services?

- |                           |   |
|---------------------------|---|
| <input type="radio"/> Yes | <input type="radio"/> No → <b>Go to Question 18</b> |
|---------------------------|---|

b) If YES, what services or activities were difficult to access/participate in?

c) Because of the physical condition, what specific problems did the person(s) have? Please mark (●) **all** that apply.

- |  |
|--|
| <input type="radio"/> Hearing (difficulty hearing ranger programs, bus drivers, audio-visual exhibits or programs, or information desk staff, even with hearing aid)     |
| <input type="radio"/> Mobility (difficulty accessing facilities, services, or programs, even with walking aid and/or wheelchair)   |
| <input type="radio"/> Visual (difficulty seeing exhibits, directional signs, or visual aids that are part of programs, even with prescribed glasses or due to blindness) |
| <input type="radio"/> Other (Please specify) _____   |

18. For your personal group on this visit, please provide the following. (If you do not know the answer, please leave it blank).

	a) Current age	b) U.S. ZIP code or name of country other than U.S.	Number of visits to Lassen Volcanic NP (including this visit)			
			c) Past 5 years	d) Lifetime		
Yourself						
Member #2						
Member #3						
Member #4						
Member #5						
Member #6						
Member #7						

19. a) Are members of your personal group Hispanic or Latino? Please mark (●) **one** for each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
--	----------	-----------	-----------	-----------	-----------	-----------	-----------

Yes, Hispanic or Latino

No, not Hispanic or Latino

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- b) What is the race of each member of your personal group? Please mark (●) **one or more** for each group member.

	Yourself	Member #2	Member #3	Member #4	Member #5	Member #6	Member #7
--	----------	-----------	-----------	-----------	-----------	-----------	-----------

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or other Pacific Islander

White

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. When visiting an area such as Lassen Volcanic NP, which language(s) do most members of your personal group prefer to use for the following?

a) Speaking: ☐ English ☐ Other (Specify) \_\_\_\_\_

b) Reading: ☐ English ☐ Other (Specify) \_\_\_\_\_

- c) What **services** in the park need to be provided in languages other than English? Please mark (●) "None" or specify a service(s).

☐ None -OR- ☐ Service (Specify) \_\_\_\_\_

21. For your personal group, please estimate all expenditures for the items listed below for this visit to Lassen Volcanic NP and the surrounding area (within 75 miles of the park). **Please write "0" if no money was spent in a particular category.**

- a) Please list your personal group's total expenditures inside Lassen Volcanic NP.
- b) Please list your personal group's total expenditures in the **surrounding area** outside the park (within 75 miles of the park).

NOTE: Surrounding area residents should only include expenditures that were **just for this visit** to Lassen Volcanic NP.

#### EXPENDITURES

a) Inside park b) Outside park

	<input type="radio"/> Spent no money (●)	<input type="radio"/> Go to (b)	<input type="radio"/> Go to (c)
Lodge, hotel, motel, cabin, B&B, etc.	\$ _____	\$ _____	\$ _____
Camping fees and charges	\$ _____	\$ _____	\$ _____
Guide fees and charges	\$ _____	\$ _____	\$ _____
Restaurants and bars	\$ _____	\$ _____	\$ _____
Groceries and takeout food	\$ _____	\$ _____	\$ _____
Gas and oil (auto, RV, boat, etc.)	\$ _____	\$ _____	\$ _____
Other transportation expenses (rental cars, taxis, auto repairs, but NOT airfare)	\$ _____	\$ _____	\$ _____
Admission, recreation, and entertainment fees	\$ _____	\$ _____	\$ _____
All other expenditures (souvenirs, books, postcards, sporting goods, clothing, donations, etc.)	\$ _____	\$ _____	\$ _____

- c) How many people do the above expenditures cover? Please write "0" if no children were covered by the expenditures.

\_\_\_\_\_ Adults (18 years or over) \_\_\_\_\_ Children (under 18 years)

22. a) For you only, if you had not chosen to visit Lassen Volcanic NP on this trip, what other recreation site would you have visited instead? Please mark (●) "None" or specify below.

☐ None      (Specify) \_\_\_\_\_

b) How far is this alternative site from your home? \_\_\_\_\_ Number of miles

23. a) For you only, which category best represents your annual **household** income? Please mark (●) **only one**.

- ☐ Less than \$24,999
- ☐ \$50,000-\$74,999
- ☐ \$150,000-\$199,999
- ☐ \$25,000-\$34,999
- ☐ \$75,000-\$99,999
- ☐ \$200,000 or more
- ☐ \$35,000-\$49,999
- ☐ \$100,000-\$149,999
- ☐ Do not wish to answer

b) How many people are in your household? \_\_\_\_\_ Number of people

c) How much income did your household forgo to make this trip (due to taking unpaid time off from work)? Please mark (●) "None" or specify the amount forgone.

☐ None   - OR -   Amount forgone \$ \_\_\_\_\_

24. Is there anything else your personal group would like to tell us about your visit to Lassen Volcanic NP?

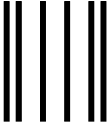
25. Overall, how would you rate the quality of the facilities, services, and recreational opportunities provided to your personal group at Lassen Volcanic NP during this visit? Please mark (●) **one**.

Very poor	Poor	Average	Good	Very good
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for your help! Please seal the questionnaire in the postage-paid envelope provided and drop it in any U.S. mailbox.

♻️ Printed on recycled paper

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL      PERMIT NO. 163      MOSCOW ID

POSTAGE WILL BE PAID BY ADDRESSEE



VISITOR SERVICES PROJECT

PARK STUDIES UNIT

COLLEGE OF NATURAL RESOURCES

UNIVERSITY OF IDAHO

875 PERIMETER DRIVE

MOSCOW ID 83843-9960

Box 1139



## Appendix 2: Additional Analysis

The Visitor Services Project (VSP) offers the opportunity to learn from VSP visitor study data through additional analysis. Two-way and three-way cross tabulations can be made with any questions.

Below are some examples of the types of cross tabulations that can be requested. To make a request, please use the contact information below, and include your name, address and phone number in the request.

1. What proportion of family groups with children attend interpretive programs?
2. Is there a correlation between visitors' ages and their preferred sources of information about the park?
3. Are highly satisfied visitors more likely to return for a future visit?
4. How many international visitors participate in hiking?
5. What ages of visitors would use the park website as a source of information on a future visit?
6. Is there a correlation between visitor groups' rating of the overall quality of their park experience and their ratings of individual services and facilities?
7. Do larger visitor groups (e.g., four or more) participate in different activities than smaller groups?
8. Do frequent visitors rate the overall quality of their park experiences differently than less frequent visitors?

The VSP database website (<http://vsp.uidaho.edu>) allows data searches for comparisons of data from one or more parks.

For more information please contact:

Visitor Services Project  
Park Studies Unit  
College of Natural Resources  
University of Idaho  
875 Perimeter Drive MS 1139  
Moscow, ID 83843-1139

Phone: 208-885-2585  
Fax: 208-885-4261  
Email: [lenale@uidaho.edu](mailto:lenale@uidaho.edu)  
Website: <http://www.psu.uidaho.edu>



## Appendix 3: Decision Rules for Checking Non-response Bias

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, we used five variables: group type, group size, age of the group member (at least 16 years old) completing the survey, whether the park was the primary destination for the visit, and visitors' place of residence proximity to the park to check for non-response bias.

Chi-square tests were used to detect the difference in the response rates among different group types, whether the park was the primary destination for this visit, and visitors' place of residence and proximity to the park. The hypothesis was that there is no significant difference across different categories (or groups) between respondents and non-respondents. If the p-value is greater than 0.05, the difference between respondents and non-respondents is judged to be insignificant.

Two independent-sample T-tests were used to test the differences between respondents' and non-respondents' average age and group size. The p-values represent the significance levels of these tests. If the p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Therefore, the hypotheses for checking non-response bias are:

1. Respondents from different group types are equally represented
2. Respondents and non-respondents are not significantly different in terms of proximity from their home to the park
3. Respondents and non-respondents are not significantly different in terms of reason for visiting the park
4. Average age of respondents – average age of non-respondents = 0
5. Average group size of respondents – average group size of non-respondents = 0

As shown in Tables 3 - 6, the p-value for respondent/non-respondent comparisons for average age was less than 0.05, indicating significant differences. P-values were larger than 0.05 in other variables, indicating insignificant differences between respondents and non-respondents. Respondents at a younger age range (45 years old or less) appear to be less responsive to the survey. Results presented in this report only reflect simple frequency of visitor responses. Further analyses need to be weighted to account for the potential effects of non-response bias.

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