



Mojave National Preserve

Visitor Study Spring 1997

Report 94
Visitor Services Project
Cooperative Park Studies Unit



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University of Idaho



Mojave National Preserve

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Spring 1997

Margaret Littlejohn

**Visitor Services Project
Report 94**

November 1997

Margaret Littlejohn is VSP Coordinator, National Park Service, based at the Cooperative Park Studies Unit, University of Idaho. I thank Sandy Watson, Mark Patterson, Taylor Pittman, David Martell and the staff of Mojave National Preserve for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

Visitor Services Project Mojave National Preserve Report Summary

- This report describes part of the results of a visitor study at Mojave National Preserve during April 5-13, 1997. A total of 671 questionnaires were distributed. Visitors returned 527 questionnaires for a 79% response rate.
- This report profiles Mojave National Preserve visitors. A separate appendix has visitors' comments about their visit; this report and the appendix contain a comment summary.
- Half of the visitors (50%) were in family groups. Forty-eight percent of Mojave National Preserve visitors were in groups of two; 20% were alone. Three percent of visitors were in organized tour groups; 5% were with an educational group. Many visitors (44%) were aged 36-55 and 12% were aged 15 years or younger.
- Among Mojave National Preserve visitors, 7% were international visitors. They were from Canada (30%), United Kingdom (18%), Germany (17%) and 12 other countries. United States visitors were from California (69%), Nevada (12%), Washington (2%), 36 other states, Washington, D.C. and Saipan.
- Over one-half of the visitors (54%) were repeat visitors to Mojave National Preserve. More than half of the visitors (61%) stayed less than one day. Over one-fourth (29%) stayed three to four days. Common activities at Mojave National Preserve were sightseeing (61%), driving paved roads (56%), driving unpaved roads (51%), nature study (49%) and day hiking (41%).
- Visitors identified the other places they visited or planned to visit during this trip to Mojave National Preserve. The most listed places were Las Vegas, Nevada; Joshua Tree National Park, California and Baker, California. The places where most visitors started and ended their trip on the day(s) they visited Mojave were Las Vegas, Nevada; Twentynine Palms, California and Barstow, California.
- The most visited places in Mojave National Preserve were Kelso Depot (66%), Kelso Dunes (57%) and Hole-in-the-Wall Campground (35%). The southern end of Kelbaker Road was the most used entry (33%) and exit (32%) from the park.
- For the use, importance and quality of services and facilities, it is important to note the number of visitor groups who responded to each question. The most used services or facilities by 412 respondents were the roads (78%), directional signs (57%), park brochure/map (47%) and restrooms (45%). According to visitors, the most important services were RV camping (90% of 30 respondents), roads (85% of 292 respondents), directional signs (79% of 222 respondents) and the park brochure/map (79% of 187 respondents). The best quality services were ranger-assistance from employees (87% of 115 respondents), Baker Visitor Center (81% of 64 respondents) and picnic area (81% of 37 respondents).
- During this visit, the average visitor group expenditure within a one hour drive of the preserve was \$108. The average per capita expenditure was \$33. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$40.
- Over three-fourths of the visitors felt the preserve was "not at all crowded" in the number of people (80%) and vehicles (77%) present during their visit. Seventy-one percent of the visitors felt "very safe" during their preserve visit. The three most important features/qualities of the preserve which visitors identified were wilderness/open space, solitude/quiet and clean air.
- Most visitors (76%) rated the overall quality of services in the park as "good" or "very good." Visitors made many additional comments.

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| For more information about the Visitor Services Project, please contact the University of Idaho Cooperative Park Studies Unit; phone (208) 885-7129 or 885-7863 |
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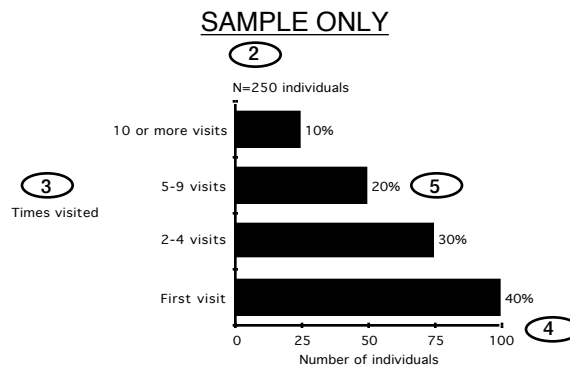
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INTRODUCTION

This report describes the results of a study of visitors to Mojave National Preserve. This visitor study was conducted April 5-13, 1997 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

A **Methods** section discusses the procedures and limitations of the study. A **Results** section follows, including a summary of visitor comments. Next, an **Additional Analysis** page helps managers request additional analyses. The final section has a copy of the **Questionnaire**. The separate appendix includes comment summaries and visitors' unedited comments.

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



1 Figure 4: Number of visits

- 1: The figure title describes the graph's information.
 - 2: Listed above the graph, the 'N' shows the number of visitors responding and a description of the chart's information. Interpret data with an 'N' of less than 30 with **CAUTION!** as the results may be unreliable.
 - 3: Vertical information describes categories.
 - 4: Horizontal information shows the number or proportions in each category.
 - 5: In most graphs, percentages provide additional information.
-

METHODS

Questionnaire design and administration

The questionnaire design used the standard format of previous Visitor Services Project studies. A copy of the questionnaire is included at the end of this report.

Interviews were conducted and questionnaires distributed to a sample of selected visitors visiting Mojave National Preserve during April 5-13, 1997. Visitors completed the questionnaire after their visit and then returned it by mail. Visitors were sampled as they stopped at the Baker Visitor Center, Kelso Depot, Kelso Dunes parking lot, Hole-in-the-Wall Visitor Center, Hole-in-the-Wall Campground, Mid Hills Campground, Cima Store, and Mojave Road/Cedar Canyon Road Junction (see Table 1).

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

| Location: | Questionnaires distributed | |
|------------------------------------|----------------------------|-----|
| | Number | % |
| Kelso Depot | 203 | 30 |
| Cima Store | 201 | 30 |
| Kelso Dunes parking lot | 77 | 12 |
| Hole-in-the-Wall Visitor Center | 56 | 8 |
| Mojave Road/Cedar Canyon Road Jct. | 47 | 7 |
| Baker Visitor Center | 41 | 6 |
| Mid Hills Campground | 18 | 3 |
| Hole-in-the-Wall Campground | 17 | 3 |
| GRAND TOTAL | 671 | 99% |

Visitor groups were greeted, briefly introduced to the purpose of the study and asked to participate. If visitors agreed, the interview took approximately two minutes. These interviews included determining group size, group type and the age of the adult who would complete the questionnaire. This individual was asked his or her name, address and telephone number for the later mailing of a reminder-thank you postcard.

Two weeks following the survey, a reminder-thank you postcard was mailed to all participants. Replacement questionnaires were mailed to participants who had not returned their questionnaires four weeks after the survey. Eight weeks after the survey, a second replacement questionnaire was sent to visitors who had not returned their questionnaires.

Returned questionnaires were coded and the information entered into a computer. Frequency distributions and cross-tabulations were calculated using a standard statistical software package. Respondents' comments were summarized.

Data analysis

This study collected information on both visitor groups and individual group members. Thus, the sample size ('N'), varies from figure to figure. For example, while Figure 1 shows information for 524 groups, Figure 5 presents data for 1,302 individuals. A note above each figure's graph specifies the information illustrated.

Sample size, missing data and reporting errors

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions create missing data and cause the number in the sample to vary from figure to figure. For example, although 527 questionnaires were returned by visitors, Figure 1 shows data for only 524 respondents.

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

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

Limitations

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire soon after they visit the park.
 2. The data reflect visitor use patterns of visitors to the selected sites during the study period of April 5-13, 1997. The results do not necessarily apply to visitors during other times of the year.
 3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. If the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure or table.
-

During the study week, weather conditions at the survey locations in Mojave National Preserve were fairly typical of April with temperatures in the 60's to 70's during the day and 30's to 40's at night. There were occasional strong winds (in excess of 30 mph) during the week.

Special conditions

MOJAVE NATIONAL PRESERVE RESULTS

Visitors contacted

At Mojave National Preserve, 732 visitor groups were contacted; 92% (671 groups) accepted questionnaires. A total of 527 visitor groups completed and returned their questionnaires, a 79% response rate.

Table 2 compares information collected from the total sample of visitors contacted and the actual respondents who returned questionnaires. The non-response bias is insignificant.

Table 2: Comparison of total sample and actual respondents

| Variable | Total sample | | Actual respondents | |
|---------------------------|--------------|------|--------------------|------|
| | N | Avg. | N | Avg. |
| Age of respondent (years) | 663 | 46.5 | 520 | 48.1 |
| Group size | 642 | 2.7 | 524 | 3.2 |

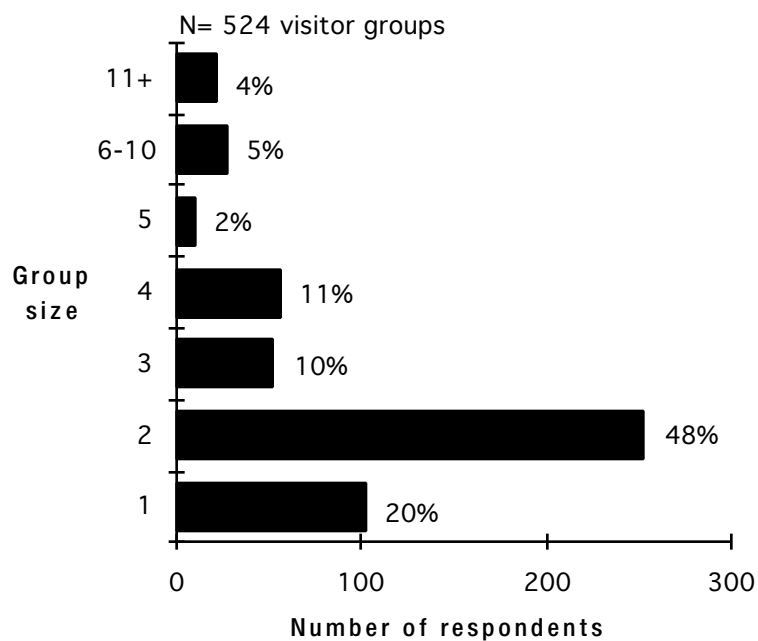
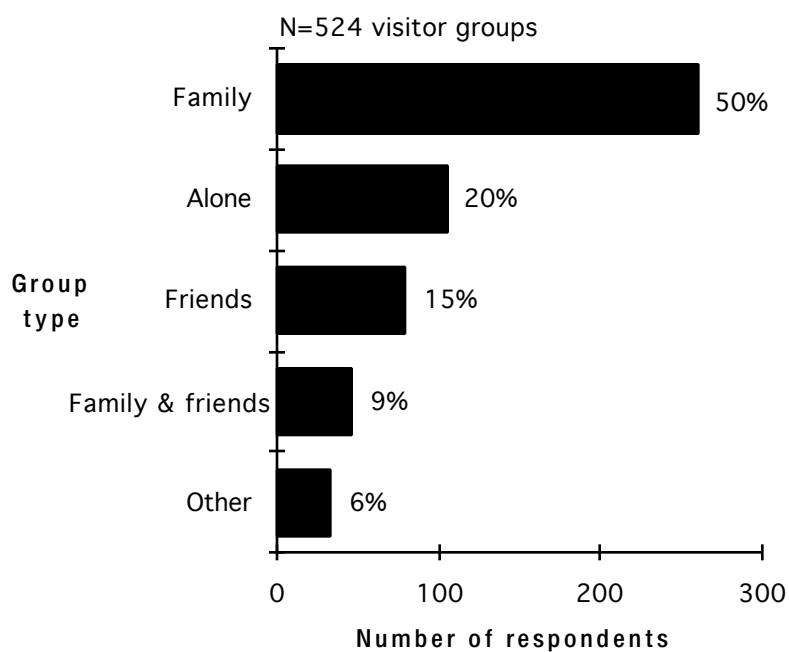
Demographics

Figure 1 shows group sizes, which varied from one person to 60 people. Almost half (48%) of visitors came in groups of two; 20% were alone. Half of the visitors (50%) were with families (see Figure 2). "Other" groups included business associates, Sierra Club, college class, Boy Scouts and boyfriend/girlfriend. Three percent of the visitors were traveling with an organized tour group (see Figure 3). Five percent of the visitors were traveling with an educational group (see Figure 4).

The most common visitor ages were 36-55 years (44%), as shown in Figure 5. Twelve percent of visitors were aged 15 years or younger.

Over one-half of the visitors (54%) said they were repeat visitors (see Figure 6).

International visitors comprised 7% of Mojave visitors. They were from Canada (30%), United Kingdom (18%), Germany (17%) and 12 other countries, as shown in Table 3. United States visitors were from California (69%), Nevada (12%), Washington (2%), 36 other states and Washington, D.C. and Saipan, as shown in Map 1 and Table 4.

**Figure 1: Visitor group sizes****Figure 2: Visitor group types**

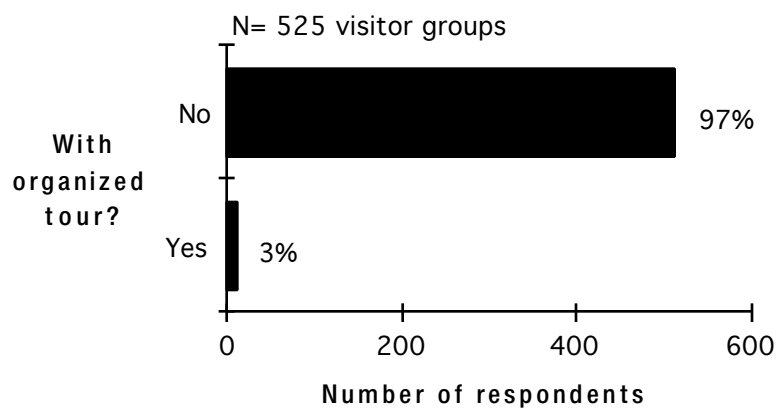


Figure 3: Visitors traveling with an organized tour group

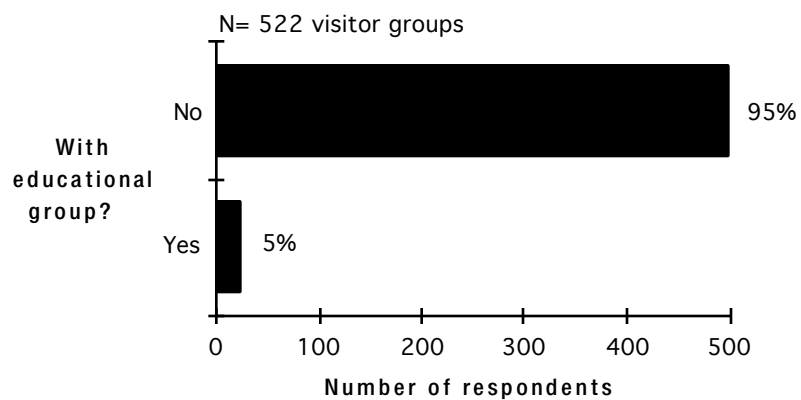


Figure 4: Visitors traveling with an educational group

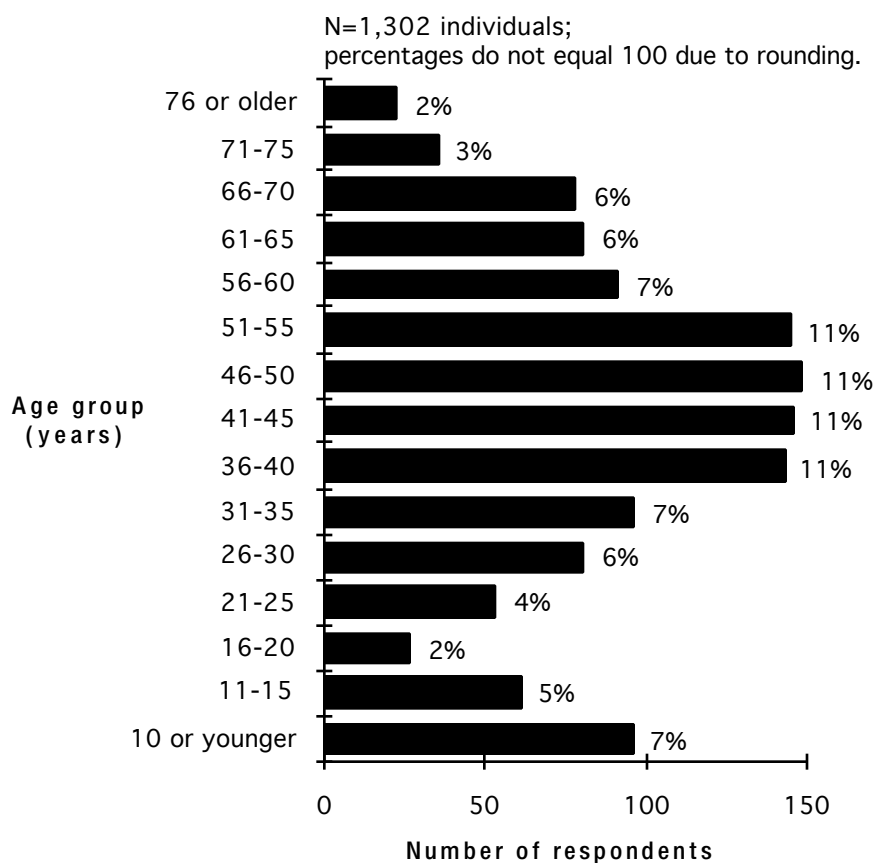
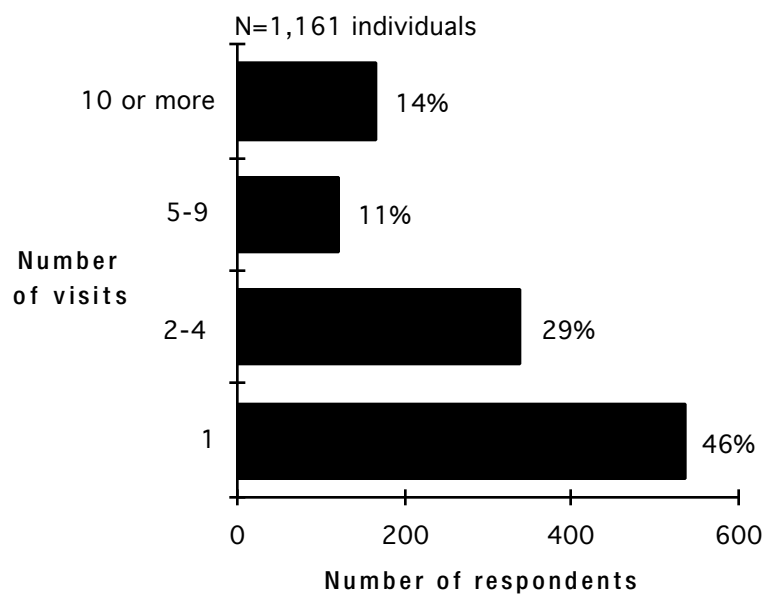
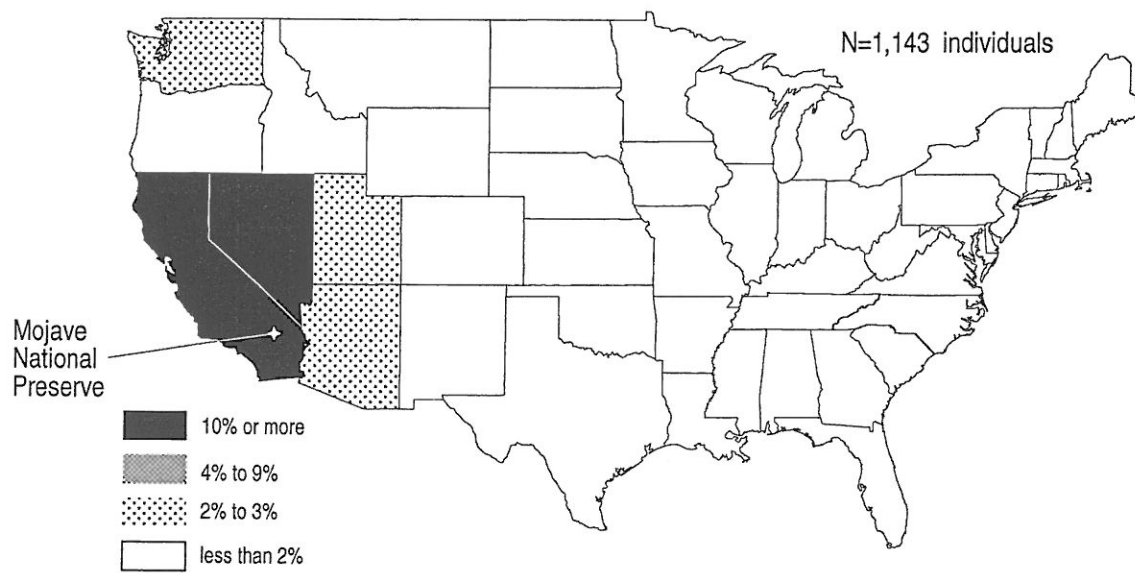
**Figure 5: Visitor ages****Figure 6: Number of visits**

Table 3: Proportion of visitors from each foreign country

N=87 individuals;
percentages do not equal 100 due to rounding.

| Country | Number of individuals | % of international visitors | % of total visitors |
|----------------|--------------------------|--------------------------------|------------------------|
| Canada | 26 | 30 | 2 |
| United Kingdom | 16 | 18 | 1 |
| Germany | 15 | 17 | 1 |
| France | 7 | 8 | 1 |
| Belgium | 4 | 5 | <1 |
| Holland | 4 | 5 | [|
| Austria | 2 | 2 | |
| Finland | 2 | 2 | |
| Norway | 2 | 2 | |
| Philippines | 2 | 2 | |
| Spain | 2 | 2 | |
| Switzerland | 2 | 2 | |
| Denmark | 1 | 1 | |
| Egypt | 1 | 1 | |
| Sweden | 1 | 1 | |



Map 1: Proportion of United States visitors from each state

Table 4: Proportion of United States visitors from each state

N=1,143 individuals;
percentages do not equal 100 due to rounding.

| State | Number of individuals | % of U.S. visitors | % of total visitors |
|--|--------------------------|-----------------------|------------------------|
| California | 784 | 69 | 64 |
| Nevada | 133 | 12 | 11 |
| Washington | 27 | 2 | 2 |
| Arizona | 20 | 2 | 2 |
| Utah | 18 | 2 | 2 |
| Colorado | 14 | 1 | 1 |
| Illinois | 13 | 1 | 1 |
| Florida | 12 | 1 | 1 |
| New York | 10 | 1 | 1 |
| Indiana | 9 | 1 | 1 |
| Wyoming | 9 | 1 | 1 |
| Oregon | 8 | 1 | 1 |
| Michigan | 7 | 1 | 1 |
| Pennsylvania | 7 | 1 | 1 |
| Maryland | 6 | 1 | 1 |
| Minnesota | 6 | 1 | 1 |
| Louisiana | 5 | <1 | <1 |
| Massachusetts | 4 | <1 | ↓ |
| Montana | 4 | <1 | |
| West Virginia | 4 | <1 | |
| Wisconsin | 4 | <1 | |
| Other states (18) + Washington, D.C. + Saipan | 39 | 3 | 3 |

Visitors were asked how long they stayed in Mojave National Preserve. More than half of the visitors (61%) stayed less than one day (see Figure 7). Over one-fourth (29%) stayed three to four days. Four percent stayed seven days or more.

Length of stay

Of those visitor groups who spent less than one day in the park, 52% stayed two to four hours (see Figure 8). Another 29% stayed six hours or more.

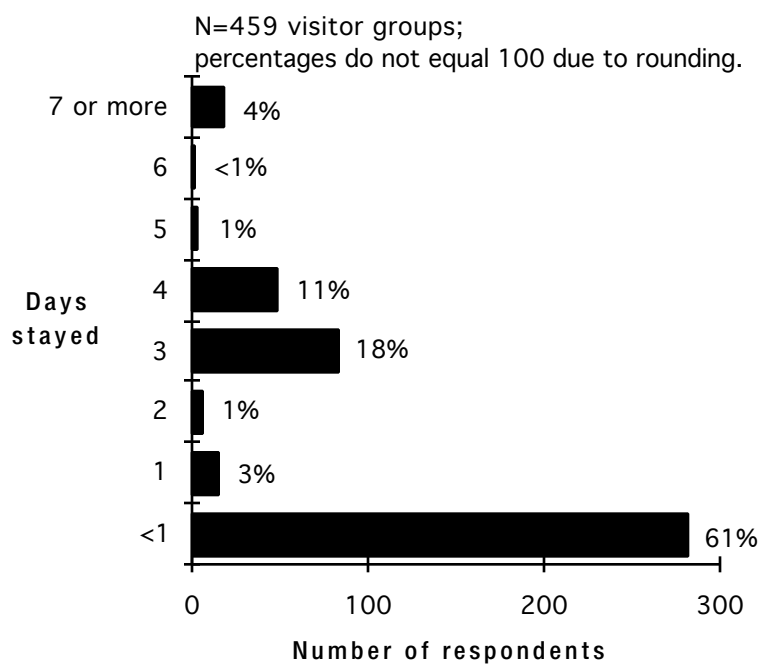


Figure 7: Length of stay (days)

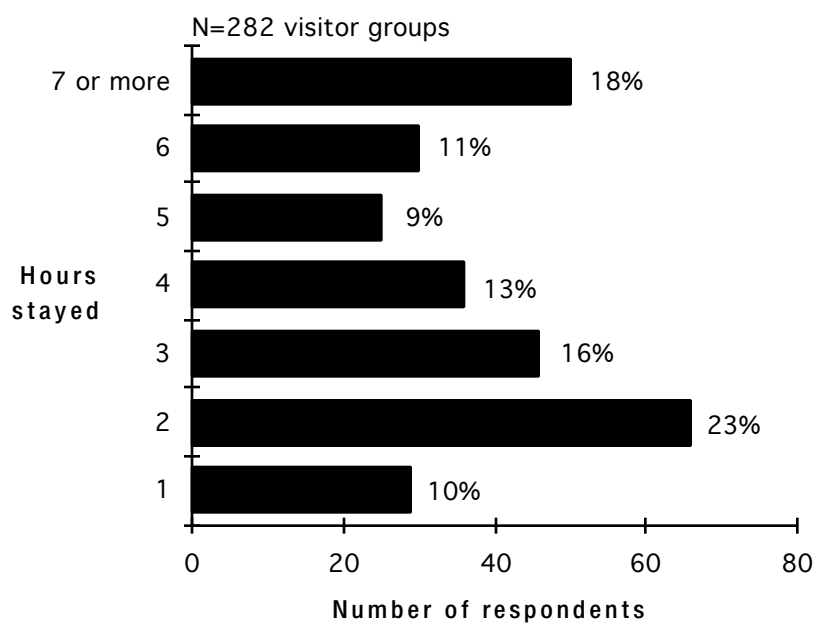


Figure 8: Length of stay (hours)

Activities

During this visit, common visitor activities included sightseeing (61%), driving paved roads (56%), driving unpaved roads (51%), nature study (49%) and day hiking (41%), as shown in Figure 9. The least common activity was horseback riding (<1%). Nineteen percent of the visitors identified "other" activities they did including photography, visiting dunes, observing Hale-Bopp comet, visiting Mitchell Caverns, watching trains, picnicking and birding.

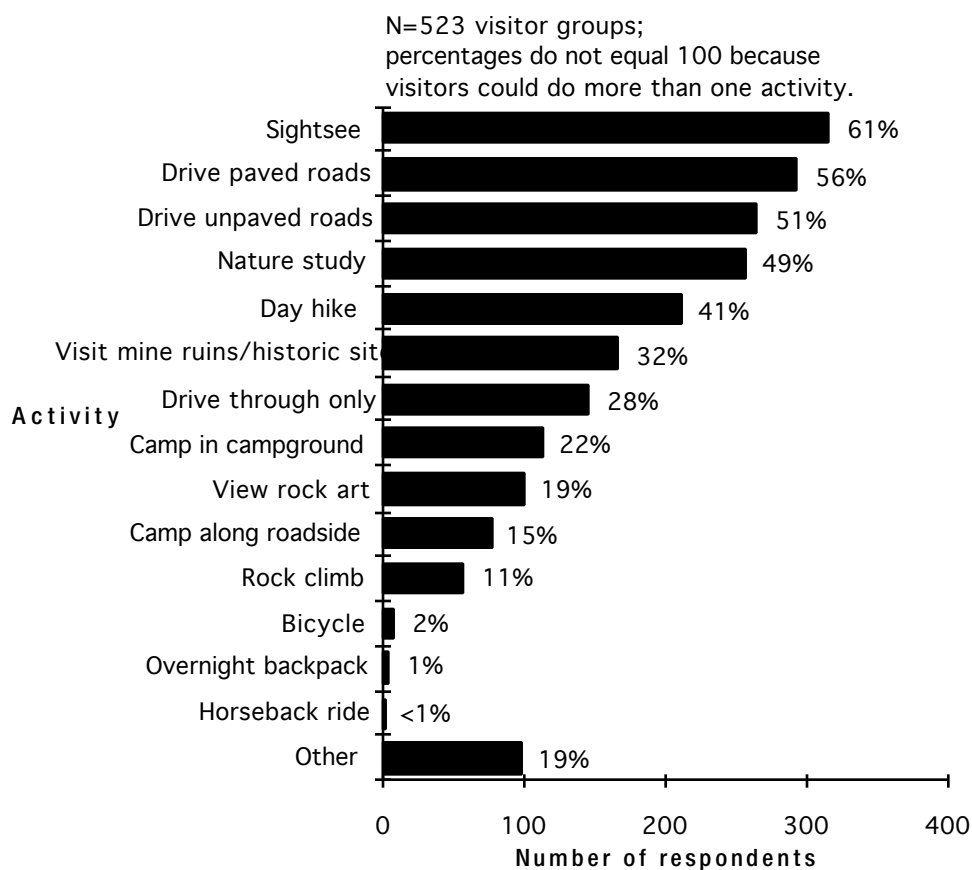


Figure 9: Visitor activities

Visitors were asked to identify the other places they visited or planned to visit during this trip to Mojave National Preserve. The most listed places were Las Vegas, Nevada (56%), Joshua Tree National Park (35%), Baker, California (34%) and Death Valley National Park (27%), as shown in Figure 10. The least visited place was the factory outlet mall in Barstow, California (6%).

Thirty-three percent of the visitors listed "other" places which they visited including Laughlin, Nevada; Palm Springs, California; Afton Canyon, California; Twentynine Palms, California; Mitchell Caverns State Park, California; Anza-Borrego Desert State Park, California; Zion National Park, Utah and many other places.

Places visited on trip

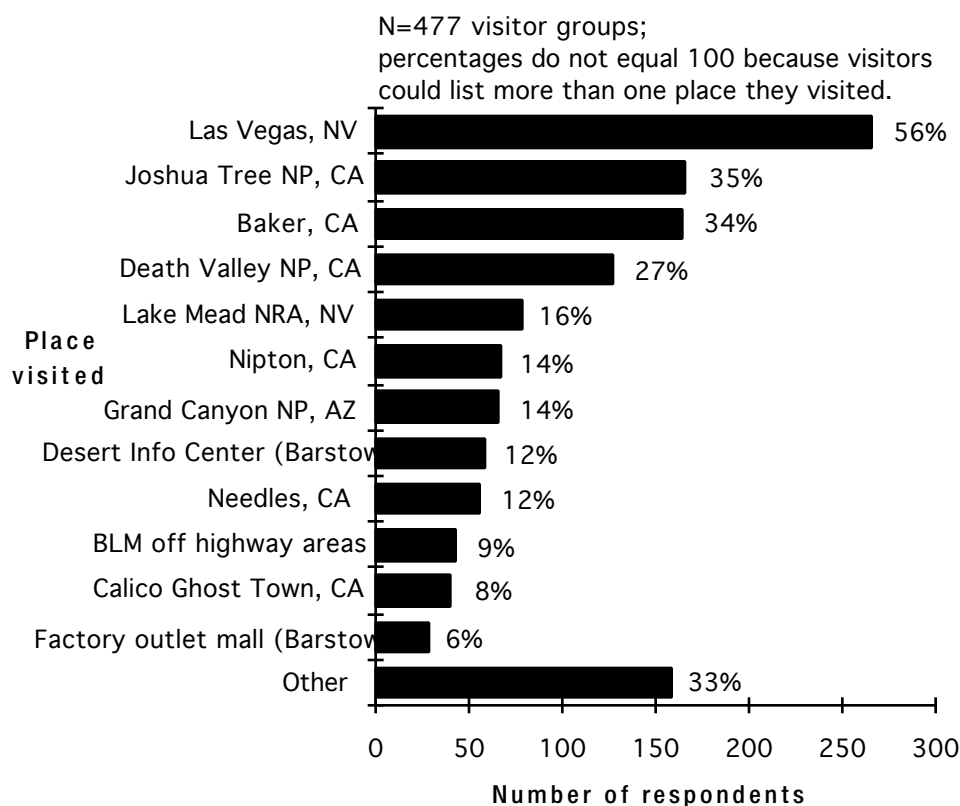


Figure 10: Places visited

Starting point on arrival day/destination on departure day Visitors were asked "Where did you and your group start your trip on the day you visited Mojave National Preserve?" The most often listed starting points were Las Vegas, Nevada; Twentynine Palms, California; and Barstow, California, as shown in Table 5.

Visitors were also asked where they planned to spend the night when they left Mojave National Preserve. The same three towns were the most often listed destinations: Las Vegas, Nevada; Twentynine Palms, California; Barstow, California, as shown in Table 6.

Table 5: Starting points on day of visit

N=509 places

| Place | Number of times mentioned |
|------------------------|---------------------------|
| Las Vegas, NV | 101 |
| Twentynine Palms, CA | 39 |
| Barstow, CA | 29 |
| Palm Springs, CA | 28 |
| Baker, CA | 26 |
| Los Angeles, CA | 20 |
| Yucca Valley, CA | 14 |
| Joshua Tree NP, CA | 11 |
| Desert Hot Springs, CA | 10 |
| Palm Desert, CA | 9 |
| San Diego, CA | 9 |
| Laughlin, NV | 8 |
| Death Valley NP, CA | 7 |
| Needles, CA | 7 |
| San Bernardino, CA | 7 |
| Cathedral City, CA | 6 |
| Primm (Stateline), NV | 5 |
| Beaumont, CA | 4 |
| Orange County, CA | 4 |
| Rancho Mirage, CA | 4 |
| Victorville, CA | 4 |
| Apple Valley, CA | 3 |
| Bakersfield, CA | 3 |
| Boulder City, NV | 3 |
| Covina, CA | 3 |
| Kelso, CA | 3 |
| Nipton, CA | 3 |
| St. George, UT | 3 |
| Santa Barbara, CA | 3 |
| Santa Clarita, CA | 3 |
| Walnut, CA | 3 |
| Arcadia, CA | 2 |
| Bishop, CA | 2 |
| Borrego Springs, CA | 2 |

| | |
|----------------------|---|
| Bullhead City, AZ | 2 |
| Flagstaff, AZ | 2 |
| Fullerton, CA | 2 |
| Fresno, CA | 2 |
| Hemet, CA | 2 |
| Indio, CA | 2 |
| Lancaster, CA | 2 |
| Loma Linda, CA | 2 |
| Long Beach, CA | 2 |
| Mojave, CA | 2 |
| Morongo Valley, CA | 2 |
| Pahrump, NV | 2 |
| San Francisco, CA | 2 |
| Tecopa, CA | 2 |
| Yermo, CA | 2 |
| Afton Canyon, CA | 1 |
| Altadena, CA | 1 |
| Amboy, CA | 1 |
| Anaheim, CA | 1 |
| Apache Junction, AZ | 1 |
| Bagdad, CA | 1 |
| Big Bear, CA | 1 |
| Blythe, CA | 1 |
| Brian Head, UT | 1 |
| Bryce Canyon, UT | 1 |
| Canyon Country, CA | 1 |
| Carlsbad, CA | 1 |
| Cedar City, UT | 1 |
| Cima, CA | 1 |
| Claremont, CA | 1 |
| Clifton, CO | 1 |
| Crestline, CA | 1 |
| Downey, CA | 1 |
| Eagle Rock, CA | 1 |
| Escalante, CA | 1 |
| Essex, CA | 1 |
| Fremont, CA | 1 |
| Garden Grove, CA | 1 |
| Glendora, CA | 1 |
| Helena, MT | 1 |
| Huntington Beach, CA | 1 |
| Incline Village, UT | 1 |
| Ivanpah, CA | 1 |
| Jackpot, NV | 1 |
| Julian, CA | 1 |
| Kingman, AZ | 1 |
| La Quinta, CA | 1 |
| La Verre, CA | 1 |
| Laguna Beach, CA | 1 |
| Lake Elizabeth, CA | 1 |
| Lake Forest, CA | 1 |
| Lake Havasu City, AZ | 1 |
| Lakewood, CA | 1 |
| Landers, CA | 1 |
| Lone Pine, CA | 1 |
| Menike, CA | 1 |
| Mitchell Caverns, CA | 1 |
| Nephi, UT | 1 |

| | |
|---------------------------------|---|
| Newberry Springs, CA | 1 |
| Newport Beach, CA | 1 |
| Niland, CA | 1 |
| Norco, CA | 1 |
| Oceanside, CA | 1 |
| Ojai, CA | 1 |
| Organ Pipe Cactus NM, AZ | 1 |
| Palmdale, CA | 1 |
| Panamint Springs, CA | 1 |
| Parker, AZ | 1 |
| Phoenix, AZ | 1 |
| Playa del Rey, CA | 1 |
| Providence Mts., CA | 1 |
| Redondo Beach, CA | 1 |
| Richfield, UT | 1 |
| Running Springs, CA | 1 |
| Salt Lake City, UT | 1 |
| Salton Sea, CA | 1 |
| San Clemente, CA | 1 |
| San Jose, CA | 1 |
| San Juan Capistrano, CA | 1 |
| Santa Ana, CA | 1 |
| Santa Cruz, CA | 1 |
| Santa Monica, CA | 1 |
| Seal Beach, CA | 1 |
| Sierra Madre, CA | 1 |
| Searchlight, NV | 1 |
| Sky Valley, CA | 1 |
| Spreckels, CA | 1 |
| Tehachapi, CA | 1 |
| Temple City, CA | 1 |
| Taft, CA | 1 |
| Thousand Oaks, CA | 1 |
| Torrance, CA | 1 |
| Tucson, AZ | 1 |
| Valencia, CA | 1 |
| Ventura, CA | 1 |
| Vidal Junction, CA | 1 |
| Walnut Creek, CA | 1 |
| Yosemite, CA | 1 |
| Yucaipa, CA | 1 |
| Yuma, AZ | 1 |
| Zzyzx, CA | 1 |
| California (unspecified places) | 4 |
| Utah (unspecified place) | 1 |

Table 6: Destinations on departure day

N=502 places

| Place | Number of times mentioned |
|--------------------------------|------------------------------|
| Las Vegas, NV | 127 |
| Twentynine Palms, CA | 34 |
| Barstow, CA | 17 |
| Laughlin, NV | 17 |
| Baker, CA | 16 |
| Los Angeles, CA | 15 |
| Joshua Tree NP, CA | 14 |
| Palm Springs, CA | 14 |
| Death Valley NP, CA | 13 |
| Primm (Stateline), NV | 9 |
| San Diego, CA | 8 |
| Palm Desert, CA | 6 |
| Yucca Valley, CA | 6 |
| San Bernardino, CA | 5 |
| Bakersfield, CA | 4 |
| Bullhead City, CA | 4 |
| Desert Hot Springs, CA | 4 |
| Indio, CA | 4 |
| Jean, NV | 4 |
| Long Beach, CA | 4 |
| Needles, CA | 4 |
| Pahrump, NV | 4 |
| Victorville, CA | 4 |
| Boulder City, NV | 3 |
| Covina, CA | 3 |
| Fullerton, CA | 3 |
| Mojave, CA | 3 |
| Orange County, CA | 3 |
| Salt Lake City, UT | 3 |
| St. George, UT | 3 |
| San Jose, CA | 3 |
| Shoshone, CA | 3 |
| Tecopa, CA | 3 |
| Apple Valley, CA | 2 |
| Arcadia, CA | 2 |
| Borrego Springs, CA | 2 |
| Irvine, CA | 2 |
| Fresno, CA | 2 |
| Kelso, CA | 2 |
| La Quinta, CA | 2 |
| Laguna Beach, CA | 2 |
| Lake Havasu City, AZ | 2 |
| Lone Pine, CA | 2 |
| Morongo Valley, CA | 2 |
| Nipton, CA | 2 |
| Oakland, CA | 2 |
| Rancho Mirage, CA | 2 |
| Red Rock Canyon State Park, NV | 2 |
| Riverside, CA | 2 |
| San Francisco, CA | 2 |

| | |
|---------------------------|---|
| Santa Ana, CA | 2 |
| Santa Barbara, CA | 2 |
| Santa Clarita, CA | 2 |
| Searchlight, NV | 2 |
| Seattle, WA | 2 |
| Tonopah, NV | 2 |
| Walnut, CA | 2 |
| Alamo Lake State Park, AZ | 1 |
| Altadena, CA | 1 |
| Battleground, WA | 1 |
| Beaumont, CA | 1 |
| Beatty, NV | 1 |
| Big Pine, CA | 1 |
| Bishop, CA | 1 |
| Black Canyon City, AZ | 1 |
| Border Town, NE | 1 |
| Boulder Beach, NV | 1 |
| Costa Mesa, CA | 1 |
| Carlsbad, CA | 1 |
| Cedar City, UT | 1 |
| Canyon Country, CA | 1 |
| Capistrano Beach, CA | 1 |
| Crestline, CA | 1 |
| Dana Point, CA | 1 |
| Del Mar, CA | 1 |
| Downey, CA | 1 |
| Dumont Dunes, CA | 1 |
| Eagle Rock, CA | 1 |
| El Segundo, CA | 1 |
| Essex, CA | 1 |
| Frazier Mt., CA | 1 |
| Flagstaff, AZ | 1 |
| Fullerton, CA | 1 |
| Glendora, CA | 1 |
| Grand Canyon NP, AZ | 1 |
| Highland, CA | 1 |
| Huntington Beach, CA | 1 |
| Julian, CA | 1 |
| Kingman, AZ | 1 |
| Lake Elizabeth, CA | 1 |
| Lake Faest, CA | 1 |
| Lake Mead NRA, NV | 1 |
| Landers, CA | 1 |
| Loma Linda, CA | 1 |
| Lakewood, CA | 1 |
| Little Rock, CA | 1 |
| Logan, UT | 1 |
| Ludlow Campground, CA | 1 |
| Malibu, CA | 1 |
| Mojave, CA | 1 |
| Monrovia, CA | 1 |
| Morgan Hill, CA | 1 |
| Newberry Spring, CA | 1 |
| Norris Camp, CA | 1 |
| Oceanside, CA | 1 |
| Overton, NV | 1 |
| Palo Alto, CA | 1 |
| Panaca, NV | 1 |

| | |
|---------------------------------|---|
| Parker, AZ | 1 |
| Phoenix, AZ | 1 |
| Pinon Hills, CA | 1 |
| Pioneer Town, CA | 1 |
| Provo, UT | 1 |
| Running Springs, CA | 1 |
| Salton City, CA | 1 |
| San Clemente, CA | 1 |
| San Luis Obispo, CA | 1 |
| San Marino, CA | 1 |
| Santa Monica, CA | 1 |
| Sherman Oaks, CA | 1 |
| Sierra Madre, CA | 1 |
| Stockton, CA | 1 |
| Sunnyvale, CA | 1 |
| Tehachapi, CA | 1 |
| Tempe Bar, AZ | 1 |
| Temple City, CA | 1 |
| Thousand Oaks, CA | 1 |
| Three Rivers, CA | 1 |
| Torrance, CA | 1 |
| Tucson, AZ | 1 |
| Turlock, CA | 1 |
| Vancouver, BC | 1 |
| West Valley, UT | 1 |
| Westminster, CA | 1 |
| Woody, CA | 1 |
| Yermo, CA | 1 |
| Yuma, AZ | 1 |
| Zion NP, UT | 1 |
| Zzyzx, CA | 1 |
| California (unspecified places) | 2 |
| Unplanned | 2 |
| Nevada (unspecified place) | 1 |

**Places
visited in
preserve**

Visitors were asked to identify the places they visited in Mojave National Preserve. About two-thirds of the visitors (66%) stopped at Kelso Depot (see Figure 11). Kelso Dunes (57%), Hole-in-the-Wall Campground (35%) and Mid Hills Campground (25%) were the next most visited places. Zzyzx was the least visited place (4%).

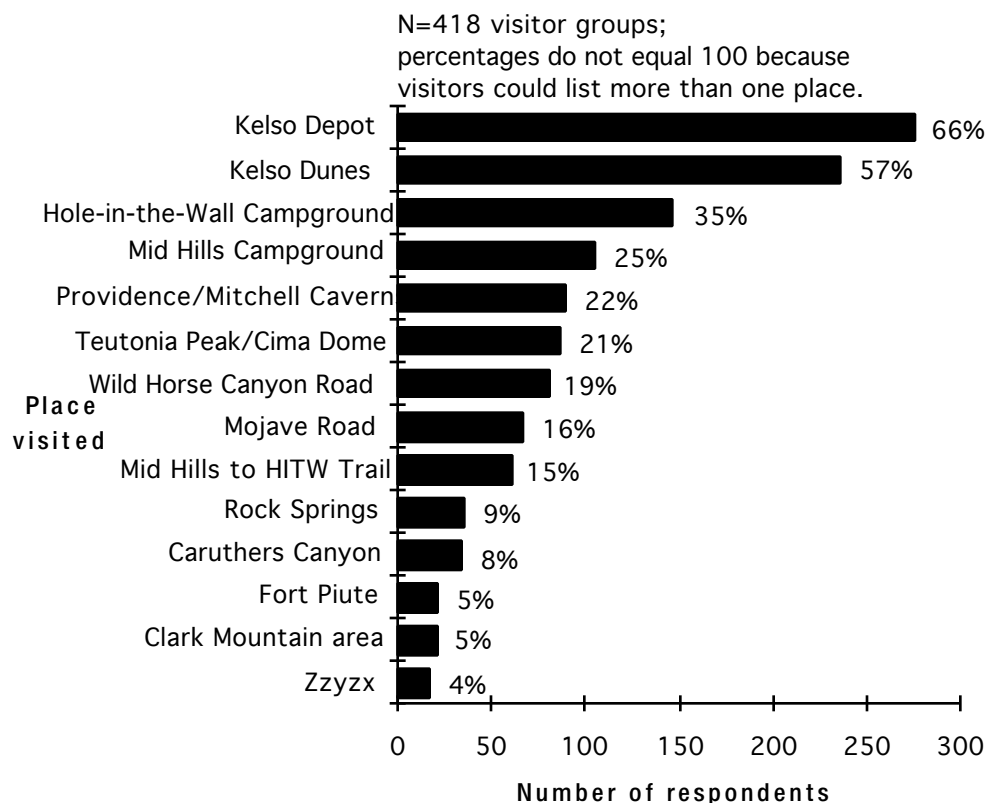


Figure 11: Places visited in preserve

Visitors were asked to identify where they first entered Mojave National Preserve. About one-third of the visitors (33%) entered the preserve at the southern end of Kelbaker Road (see Figure 12). Less than one-fourth of the visitors (22%) entered from the north at Ivanpah Road. The least used entrance was Goffs (3%).

**First entry/
exit locations
in preserve**

Visitors were asked where they left Mojave National Preserve. The southern end of Kelbaker Road was the most used exit (32%) from the preserve (see Figure 13). The next most used exit was Ivanpah Road (24%). The least used exit was Goffs (3%).

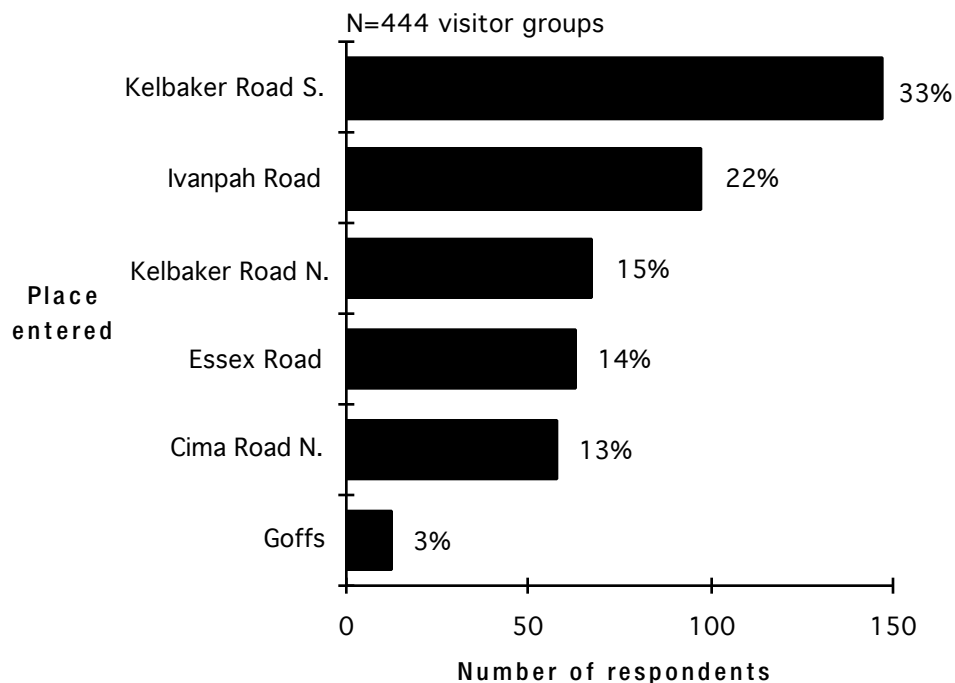
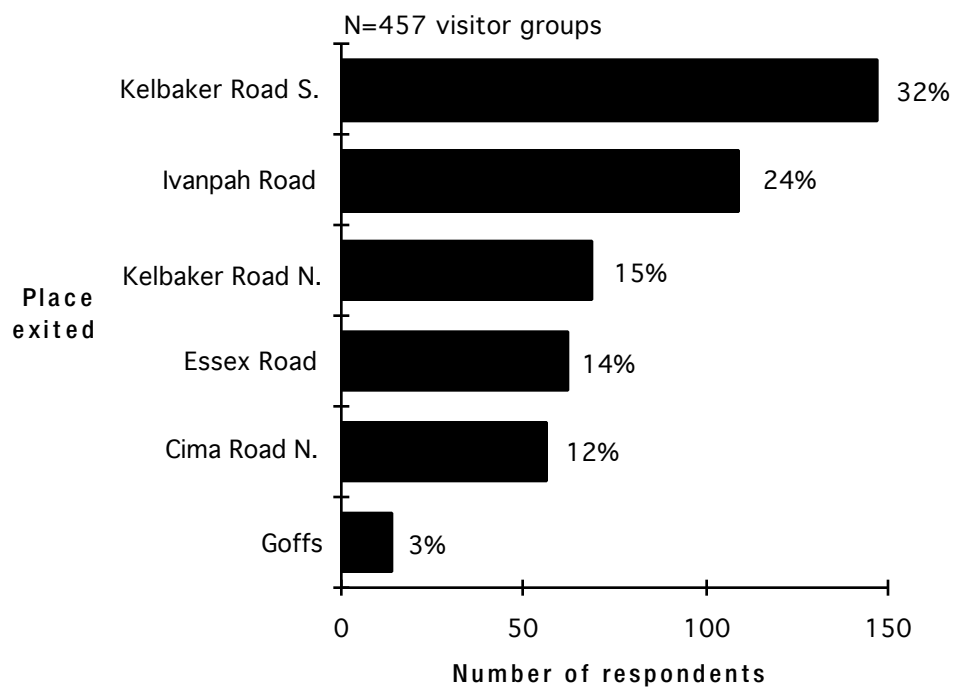


Figure 12: First entry locations

**Figure 13: Exit locations**

The most commonly used visitor services and facilities at Mojave National Preserve were the roads (78%), directional signs (57%), park brochure and map (47%) and restrooms (45%), as shown in Figure 14. The least used service was the ranger-led programs (3%).

**Visitor
services and
facilities:
use,
importance
and quality**

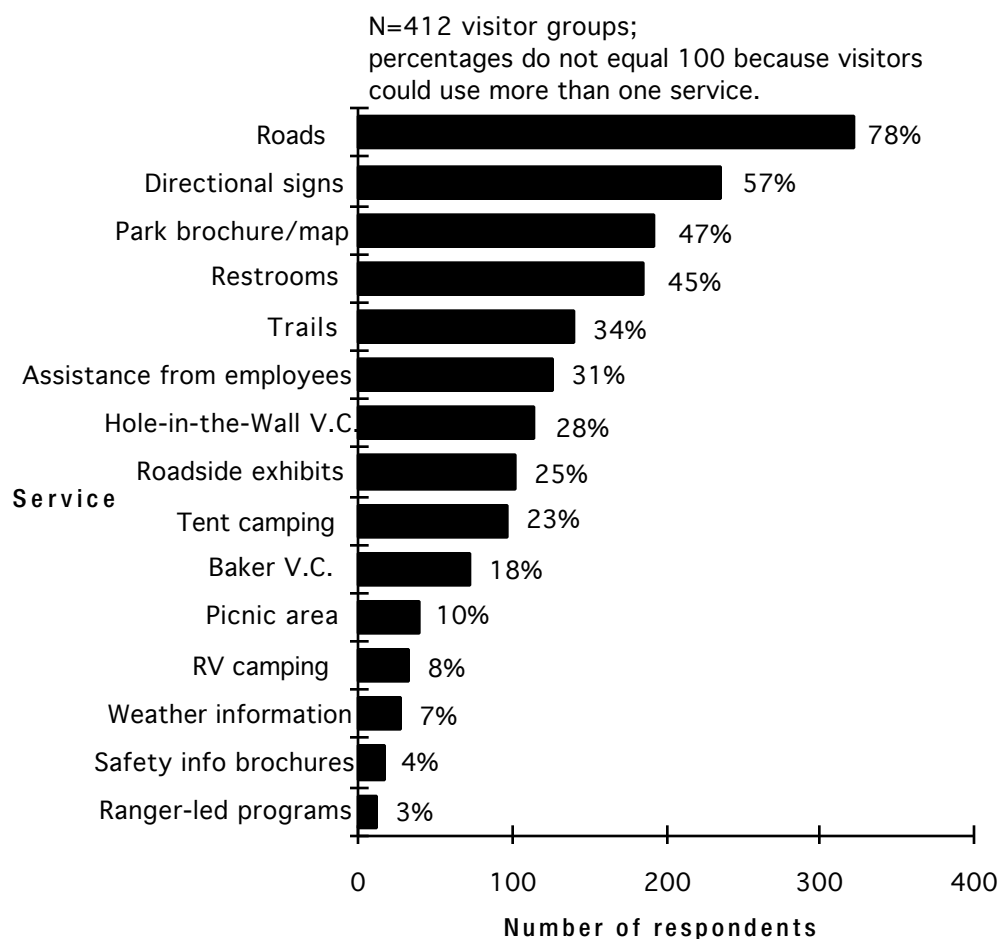


Figure 14: Use of visitor services and facilities

Visitors rated the importance and quality of each of the visitor services and facilities they used. They used the following five point scales (see boxes below).

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

Figure 15 shows the average importance and quality ratings for each service. An average score was determined for each service based on ratings by visitors who used that service. This was done for both importance and quality. The results were plotted on the grid shown in Figure 15. All services were rated above average in importance and quality. Note that four services (ranger-led programs, weather information, safety information brochures and RV camping) were not rated by enough groups to provide reliable information.

Figures 16-30 show that several services received the highest "very important" to "extremely important" ratings: RV camping (90%), roads (85%), directional signs (79%) and park brochure/map (79%). The highest "not important" rating was for picnic areas (13%).

Figures 31-45 show that several services were given high "good" to "very good" quality ratings: assistance from employees (87%), Baker Visitor Center (81%), picnic areas (81%) and tent camping (75%). The services which received the highest "very poor" quality rating were directional signs and restrooms (each 10%).

Figure 46 combines the "very good" and "good" quality ratings and compares those ratings for all of the services.

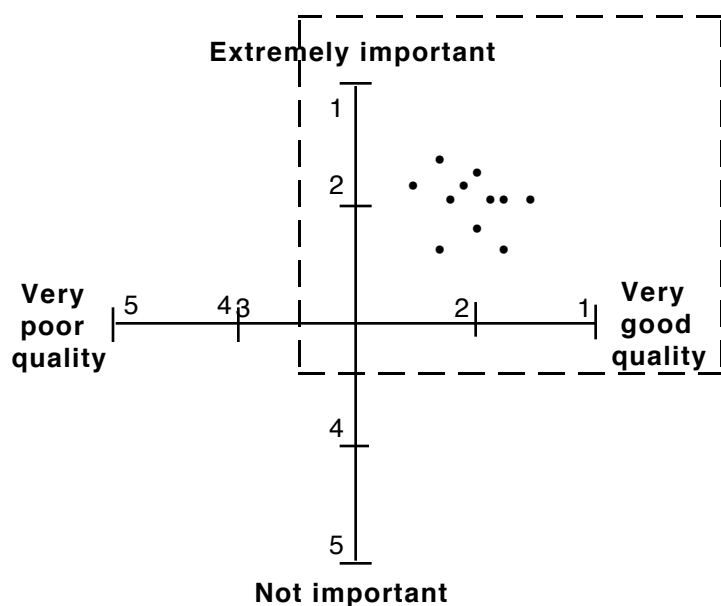
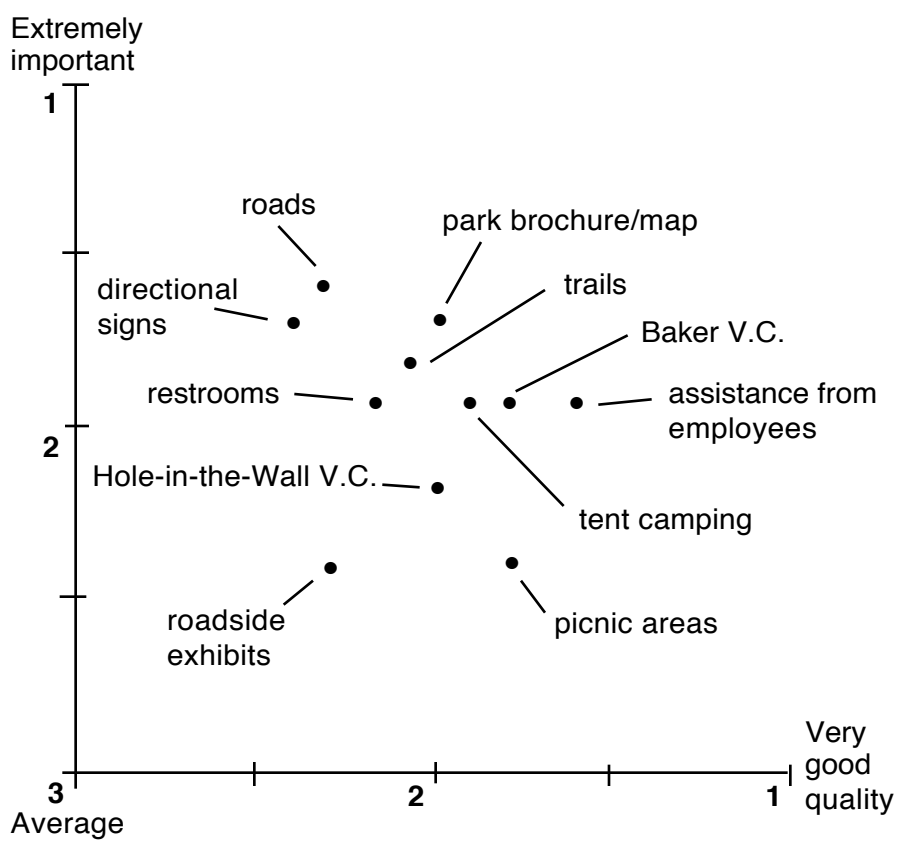


Figure 15: Average ratings of visitor service and facility importance and quality



Fig

ure 15: Detail

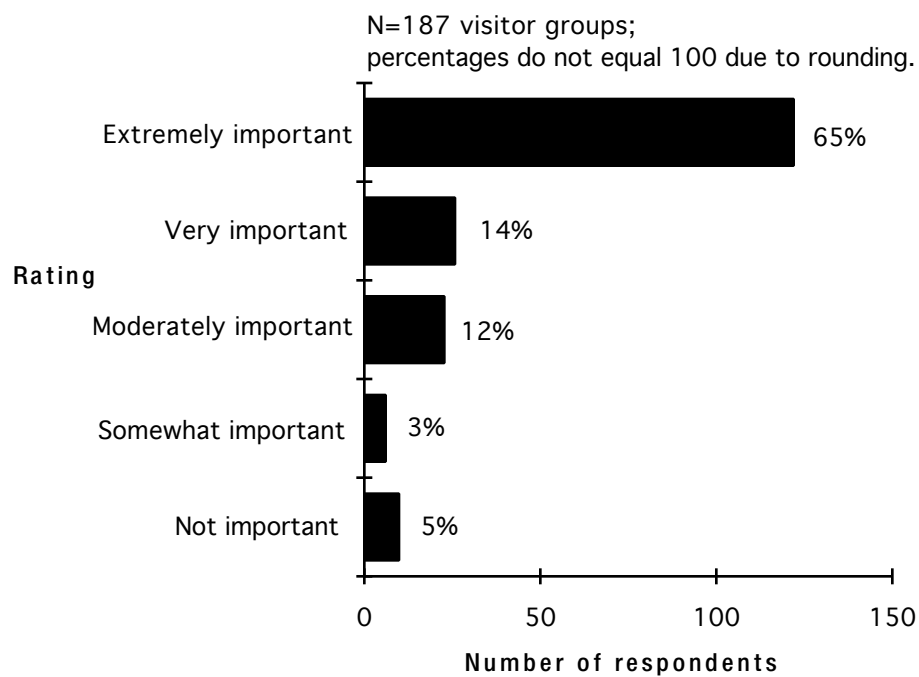


Figure 16: Importance of park brochure/map

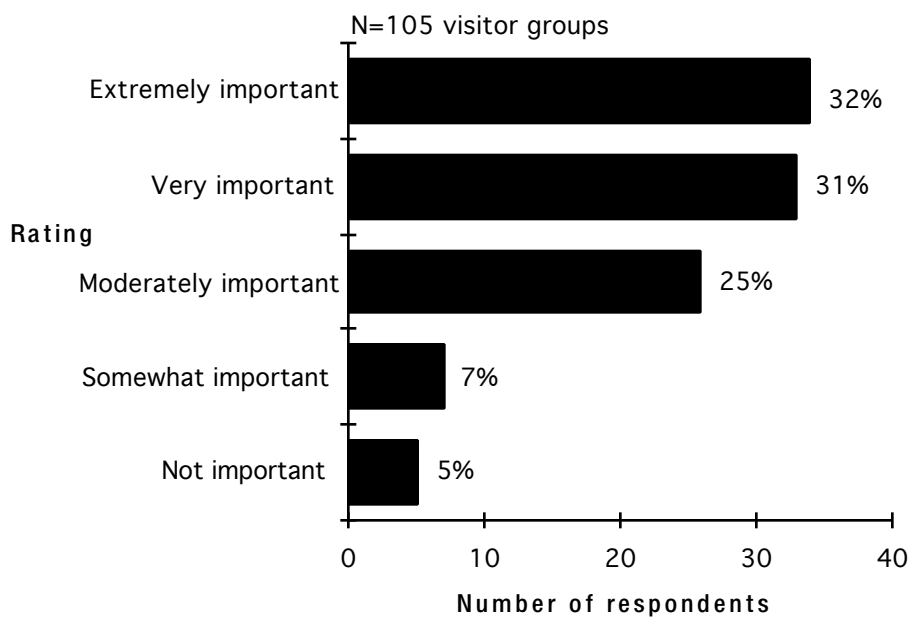


Figure 17: Importance of Hole-in-the-Wall Visitor Center

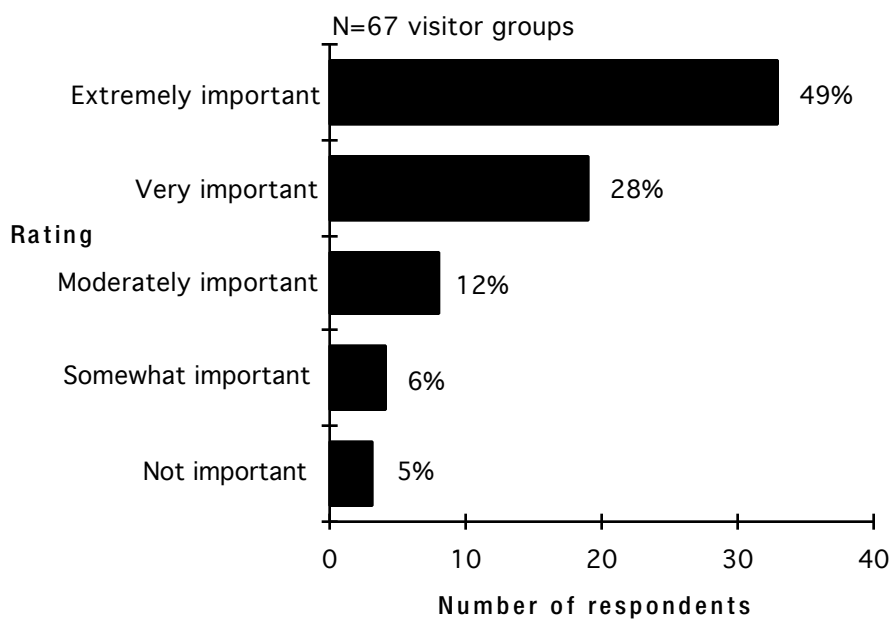


Figure 18: Importance of Baker Visitor Center

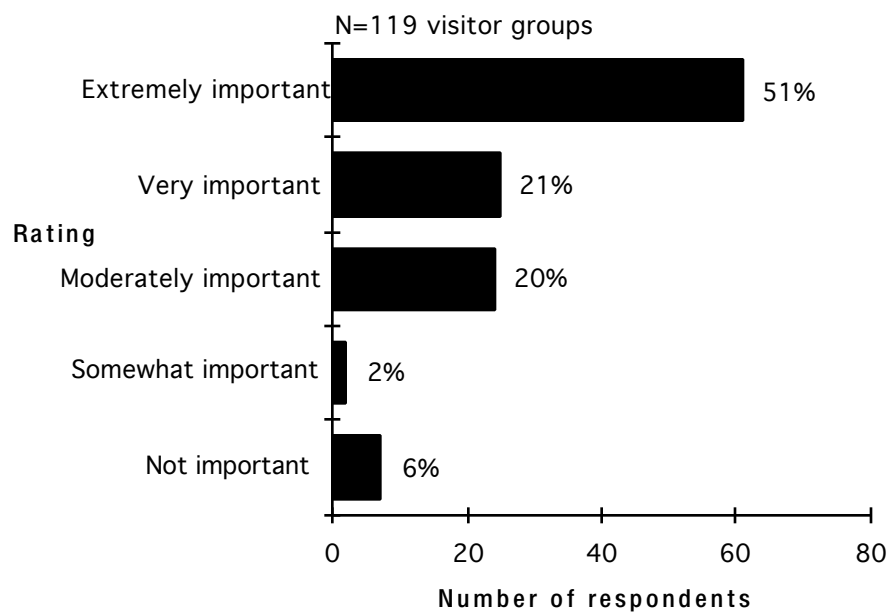


Figure 19: Importance of assistance from park employees

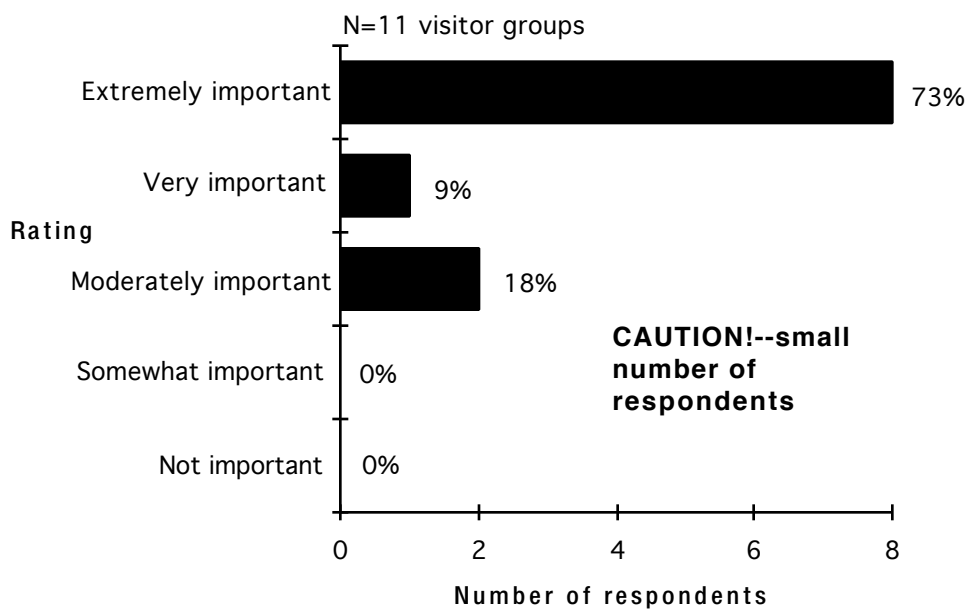


Figure 20: Importance of ranger-led programs

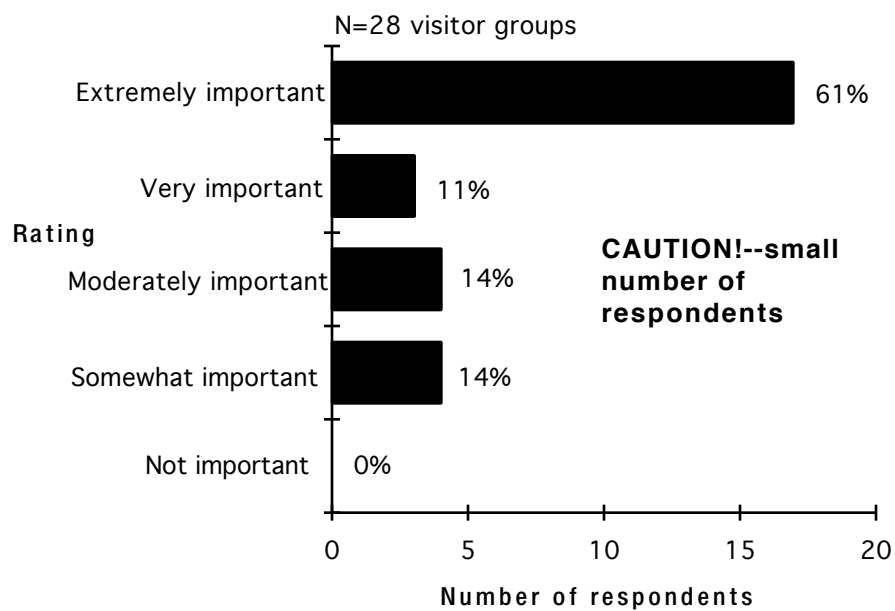


Figure 21: Importance of weather information

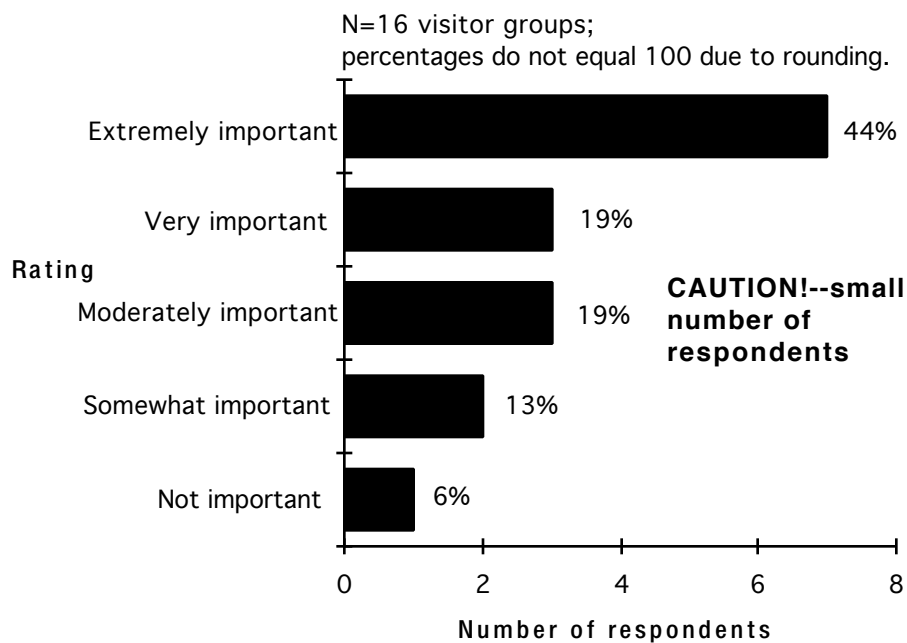


Figure 22: Importance of safety information brochures

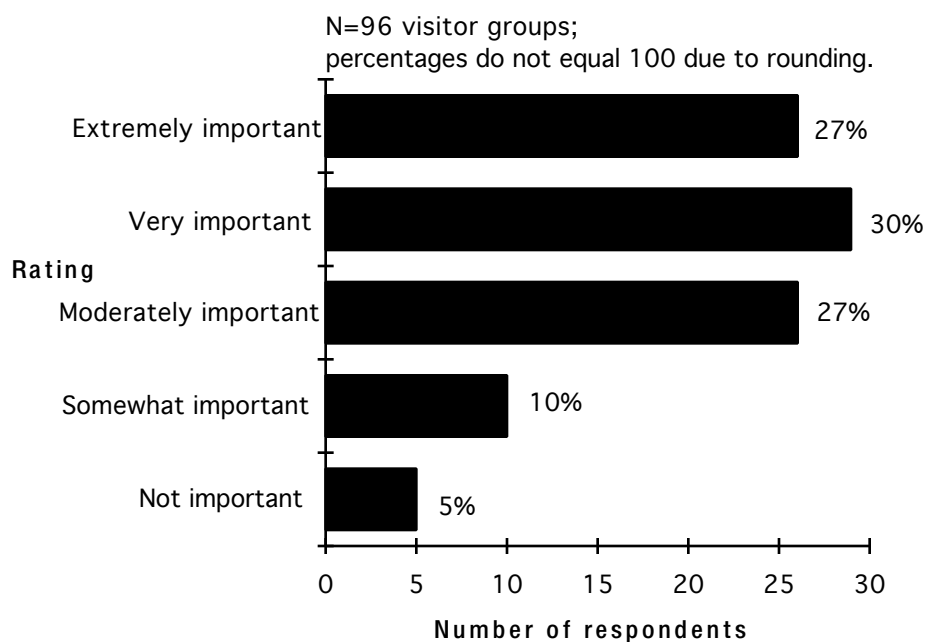


Figure 23: Importance of roadside exhibits

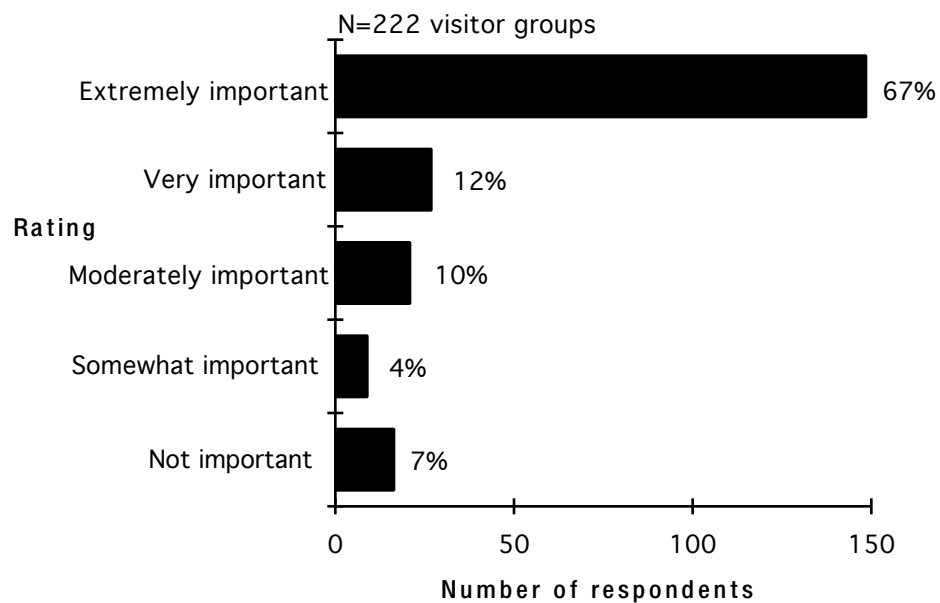


Figure 24: Importance of directional signs

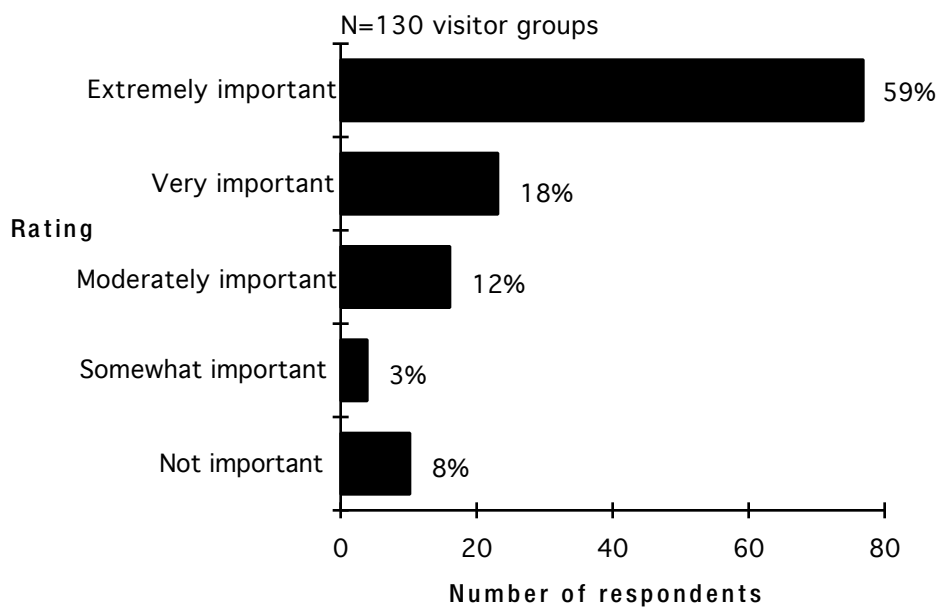
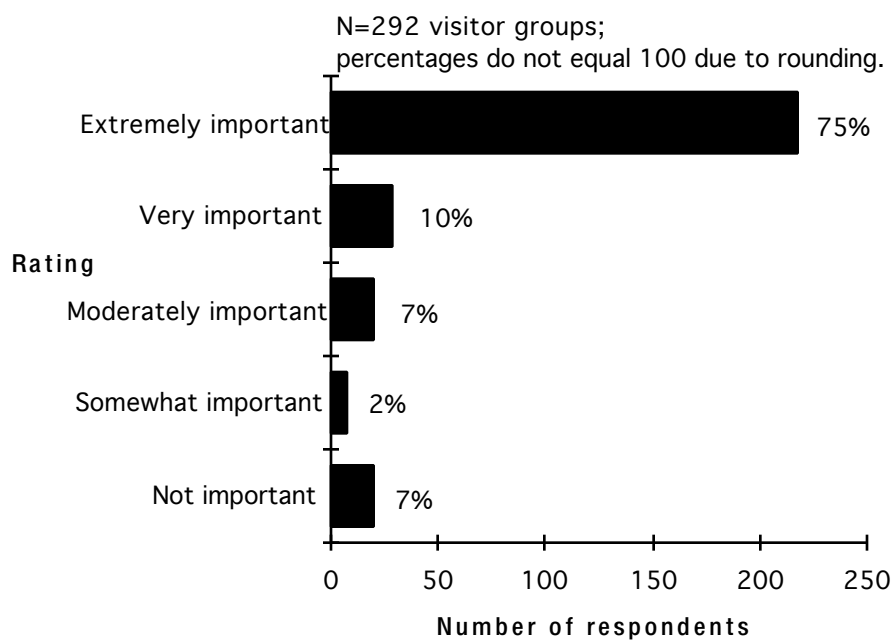
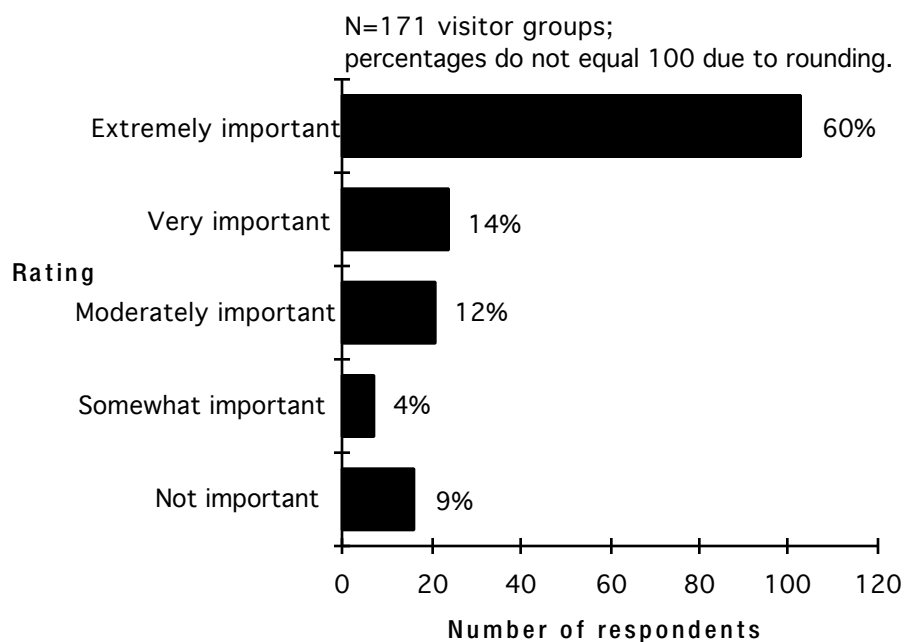
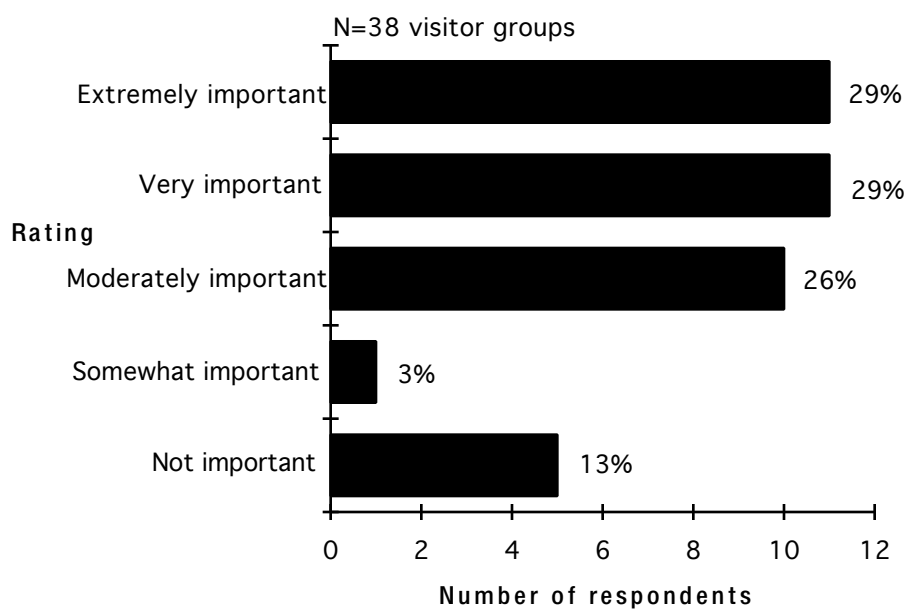
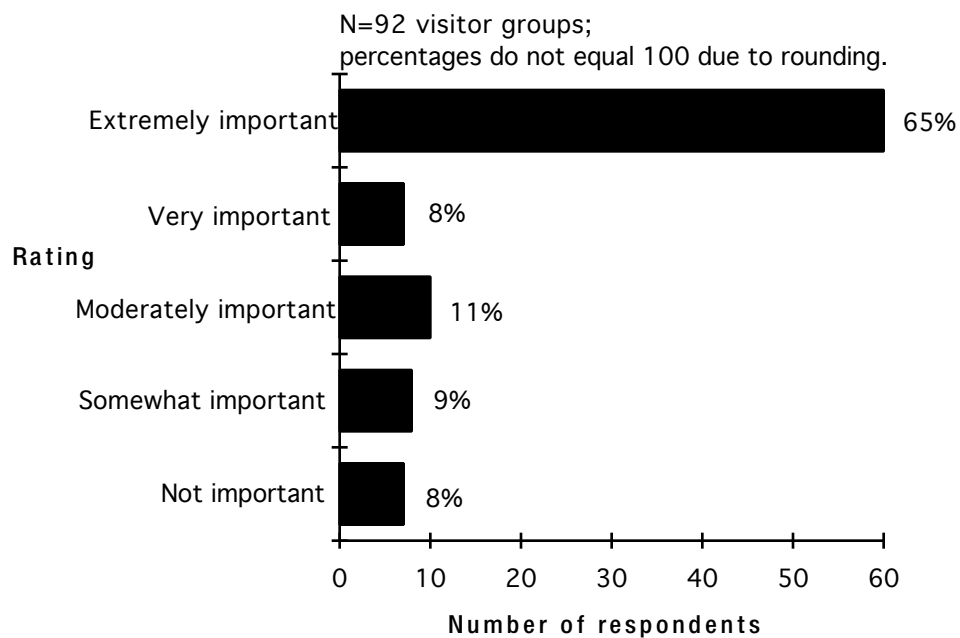


Figure 25: Importance of trails

**Figure 26: Importance of roads****Figure 27: Importance of restrooms**

**Figure 28: Importance of picnic area****Figure 29: Importance of tent camping**

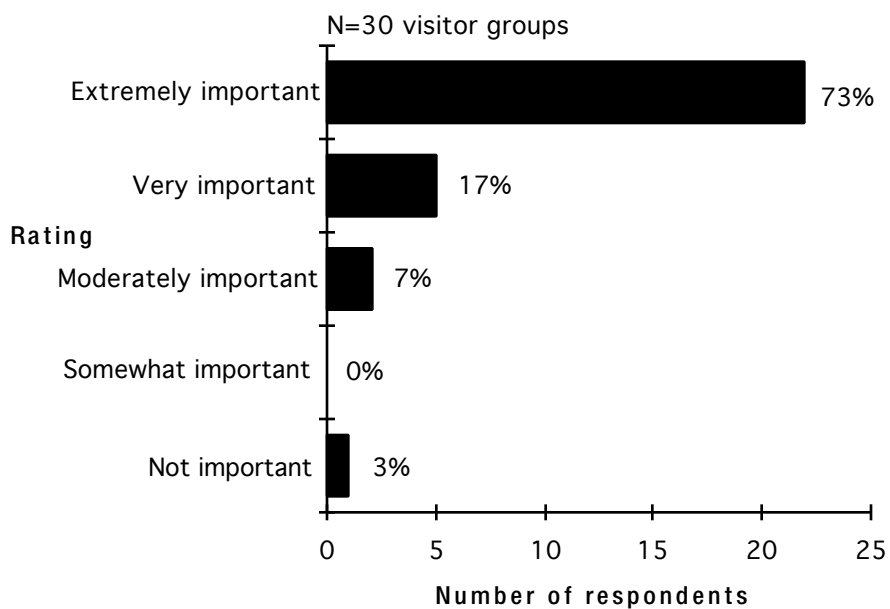


Figure 30: Importance of RV camping

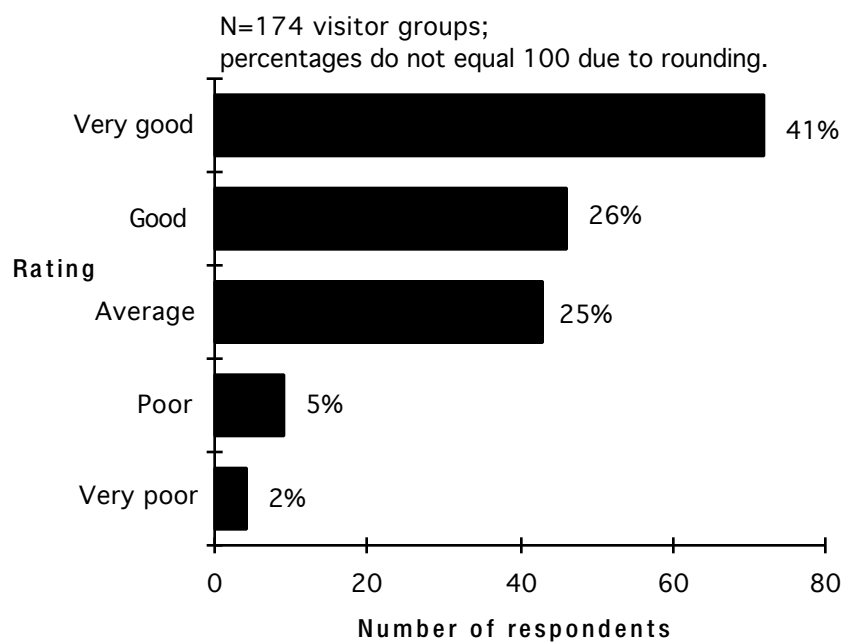


Figure 31: Quality of park brochure/map

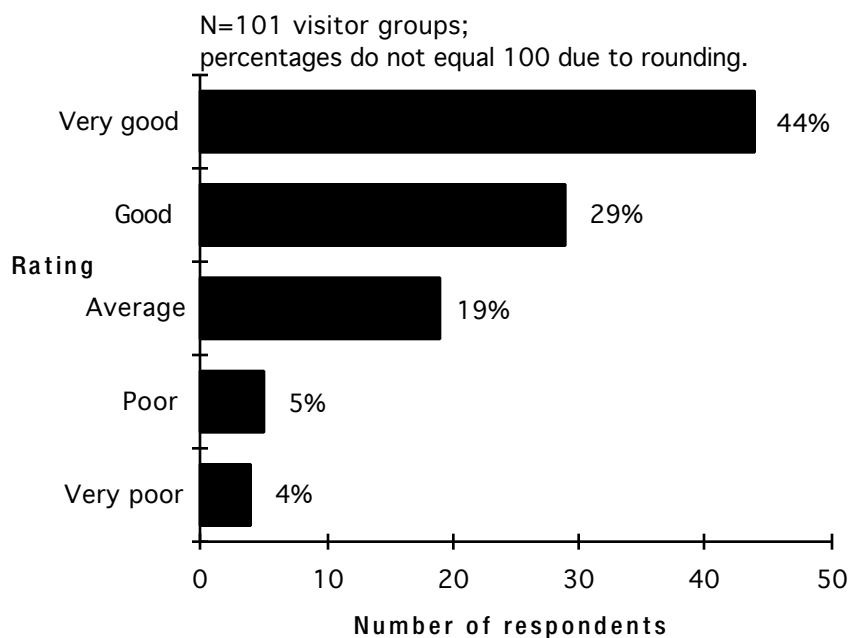


Figure 32: Quality of Hole-in-the-Wall Visitor Center

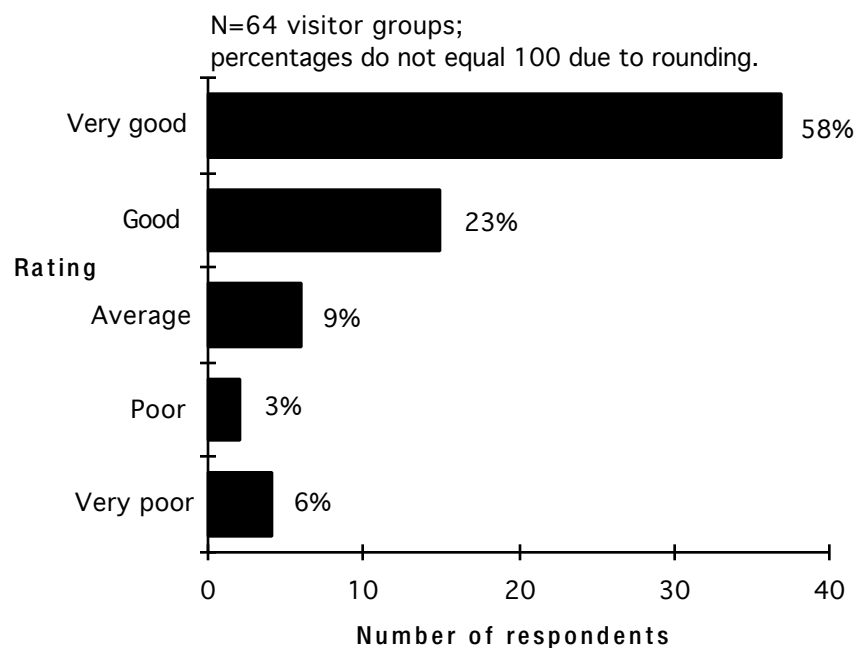


Figure 33: Quality of Baker Visitor Center

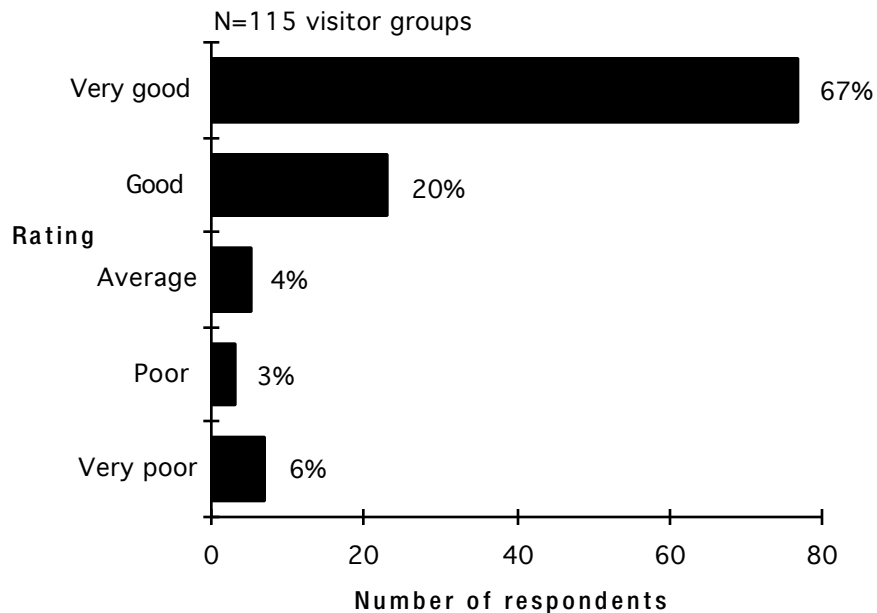


Figure 34: Quality of assistance from park employees

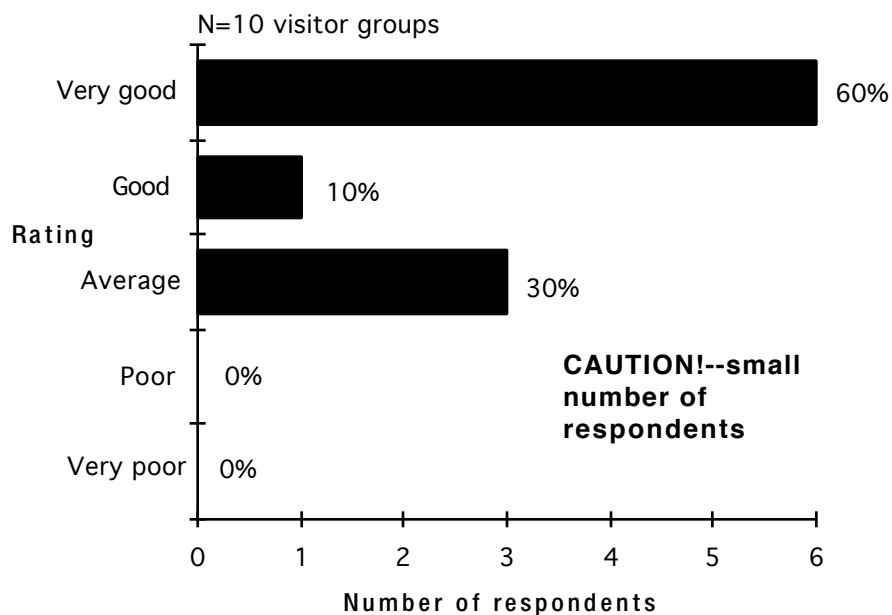


Figure 35: Quality of ranger-led programs

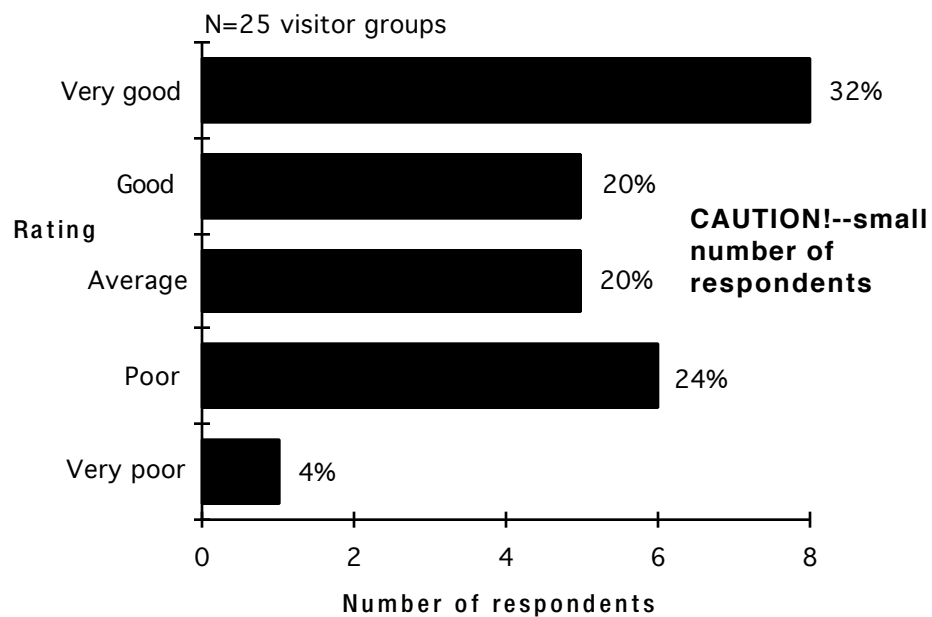


Figure 36: Quality of weather information

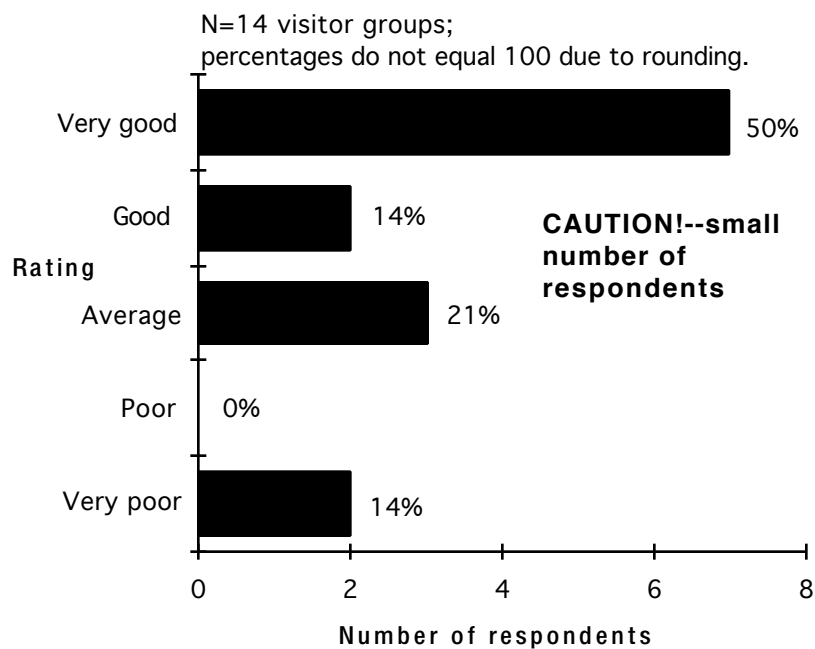
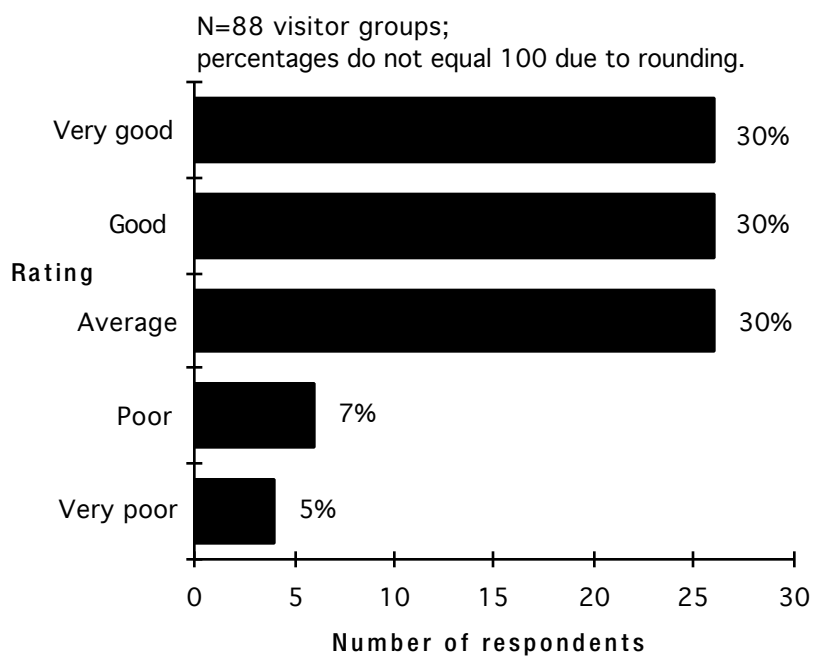
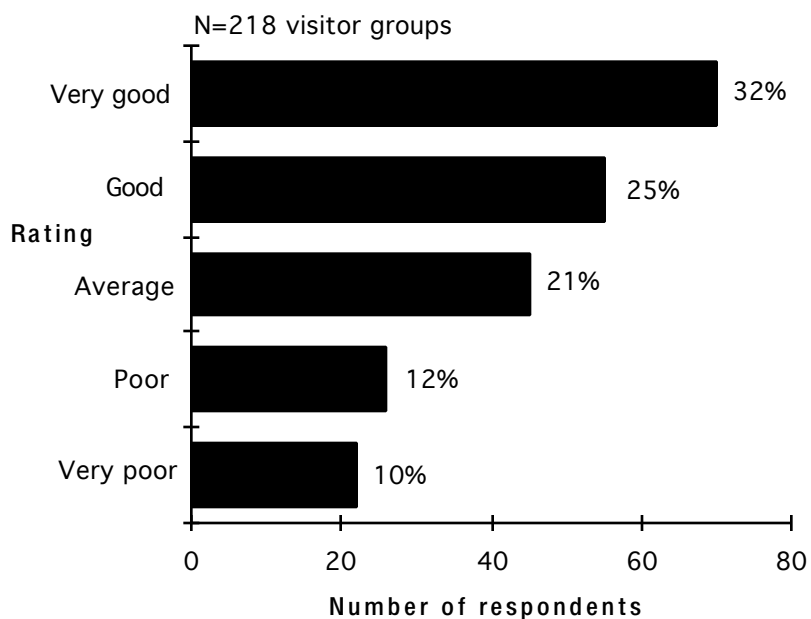
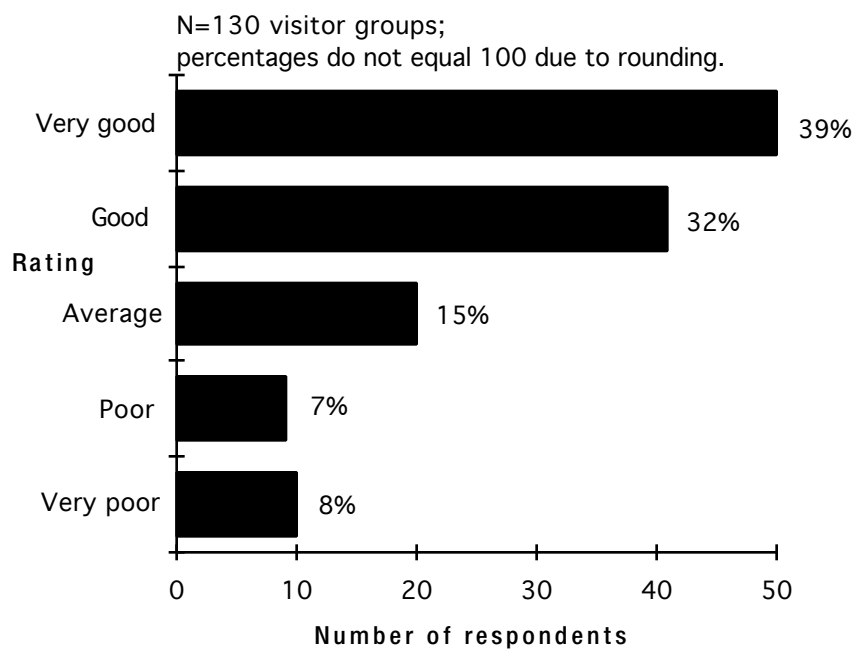
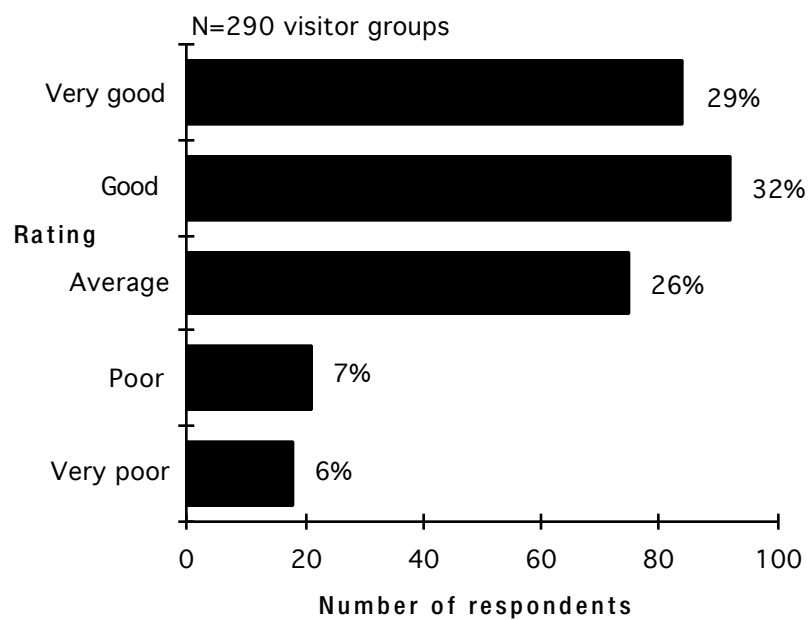
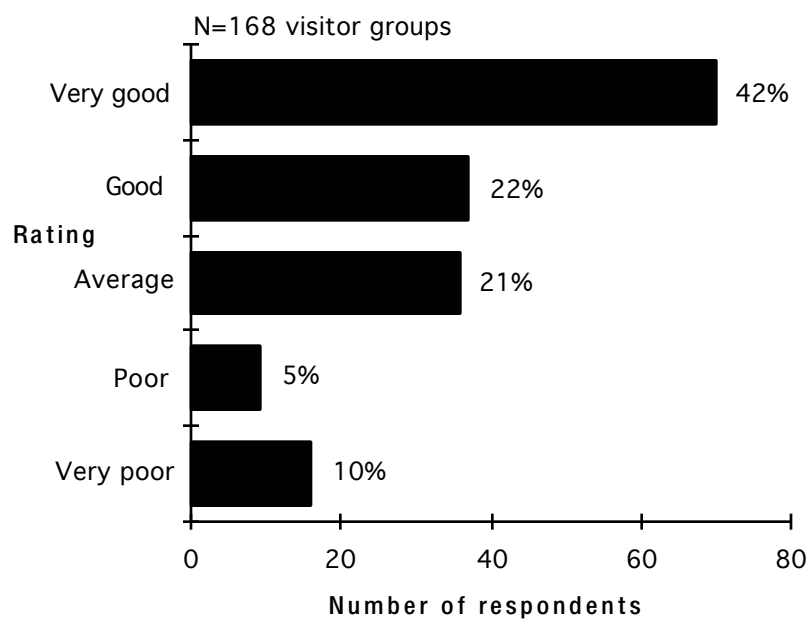
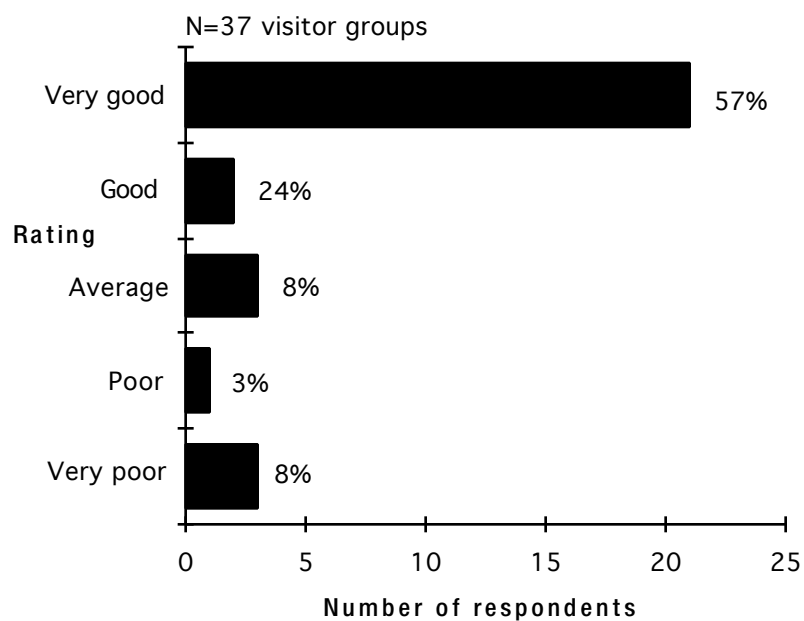
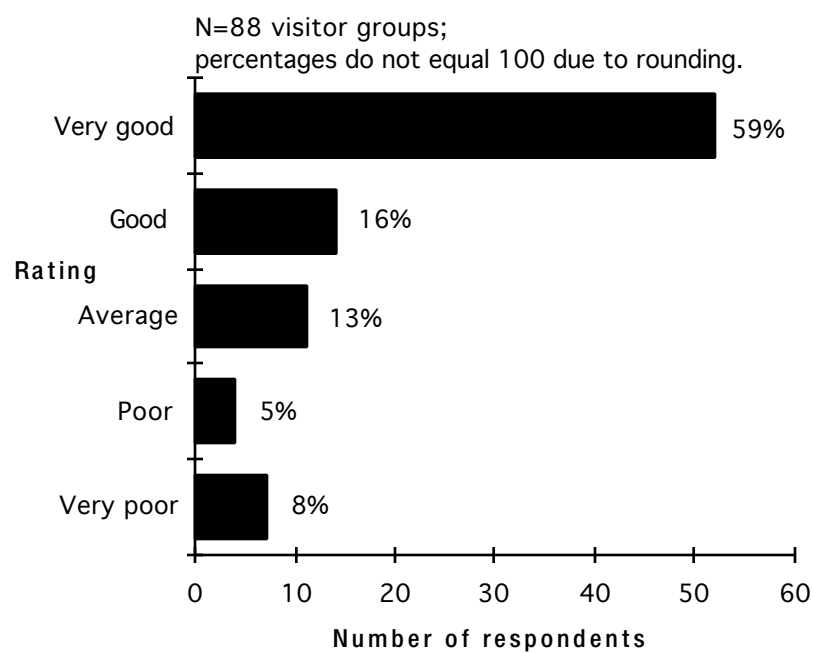
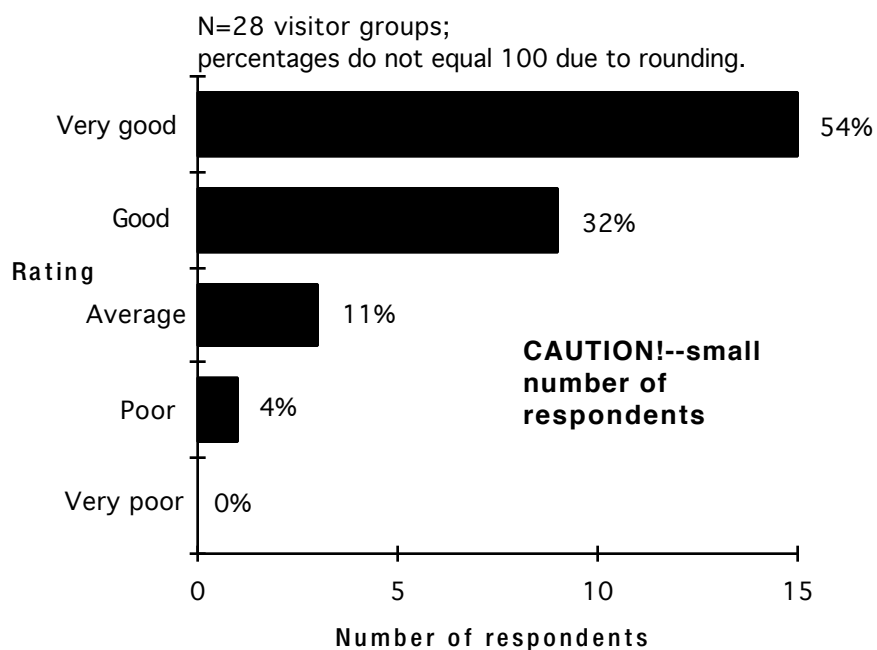


Figure 37: Quality of safety information brochures

**Figure 38: Quality of roadside exhibits****Figure 39: Quality of directional signs**

**Figure 40: Quality of trails****Figure 41: Quality of roads**

**Figure 42: Quality of restrooms****Figure 43: Quality of picnic area**

**Figure 44: Quality of tent camping****Figure 45: Quality of RV camping**

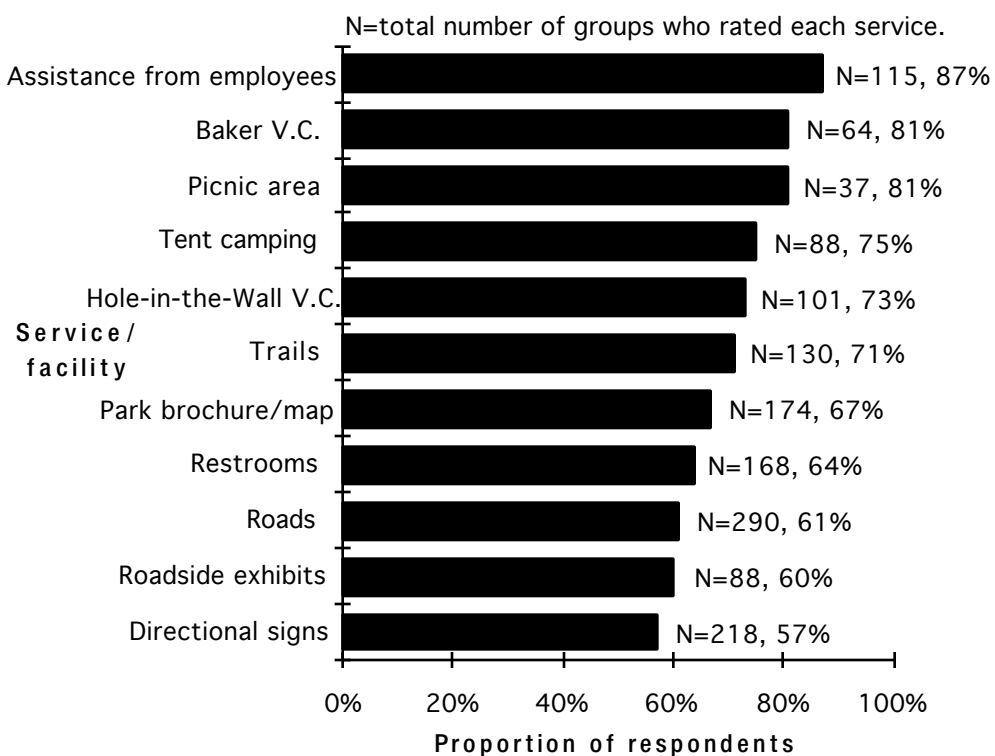


Figure 46: Combined proportions of "very good" and "good" quality ratings for services/facilities used by visitors

Expenditures

During this visit to Mojave National Preserve, visitors were asked to list their expenditures within a one hour drive of the preserve. This area includes Shoshone, Primm (State Line), Needles, Laughlin, Barstow and Twentynine Palms, but not Las Vegas. They were asked how much money they spent for lodging (hotel, motel, camping, etc.), travel (gas, car rental, etc.), food (restaurant, groceries, etc.), and "other" items (souvenirs, books, maps, film, gifts, etc.).

Total expenditures: Over one-third of the visitor groups (38%) spent up to \$50 in total expenditures during this visit (see Figure 47). Another 25% spent from \$51 to \$150 on this visit.

The largest proportion of visitors' money was spent for travel (33%) and lodging (30%), as shown in Figure 48.

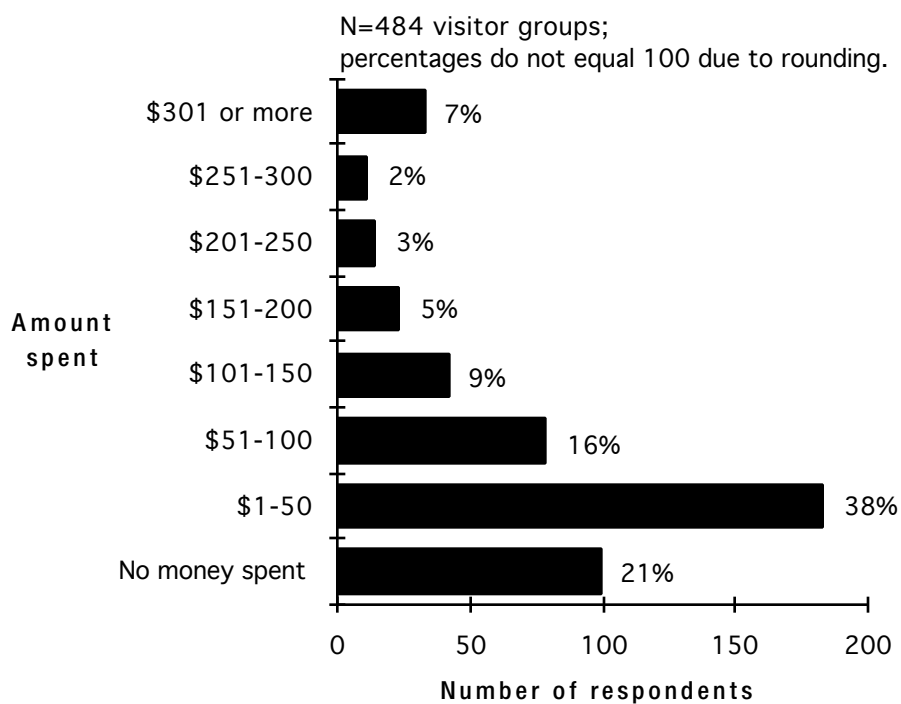
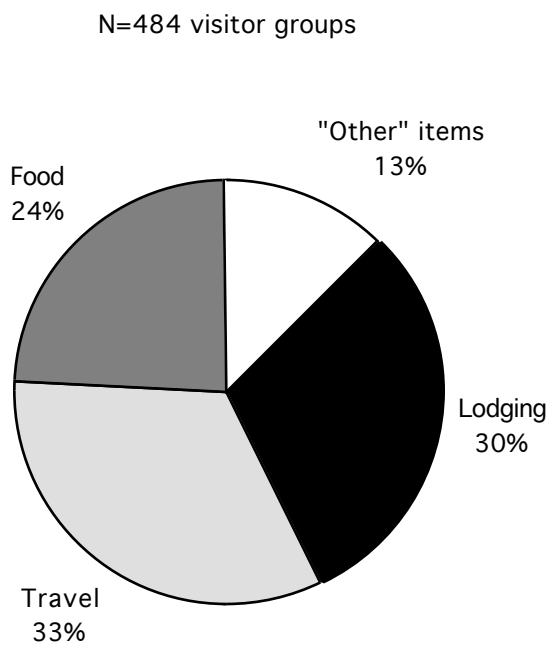
Lodging: Fifty-nine percent of visitors spent no money for lodging on this visit (see Figure 49). Twenty-three percent spent up to \$50 for lodging during this visit.

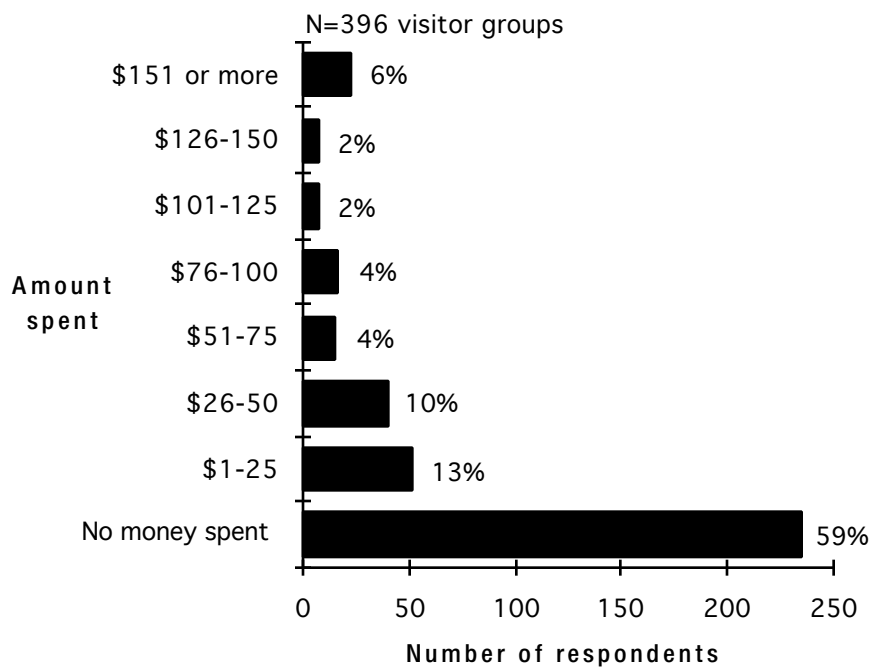
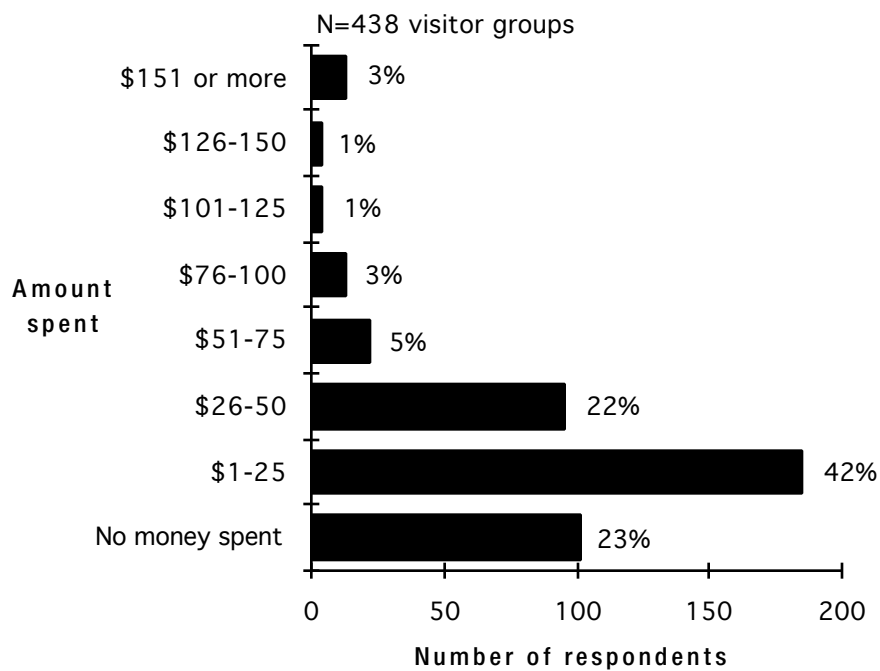
Travel: For travel, 64% of the groups spent up to \$50 (see Figure 50). Twenty-three percent spent no money.

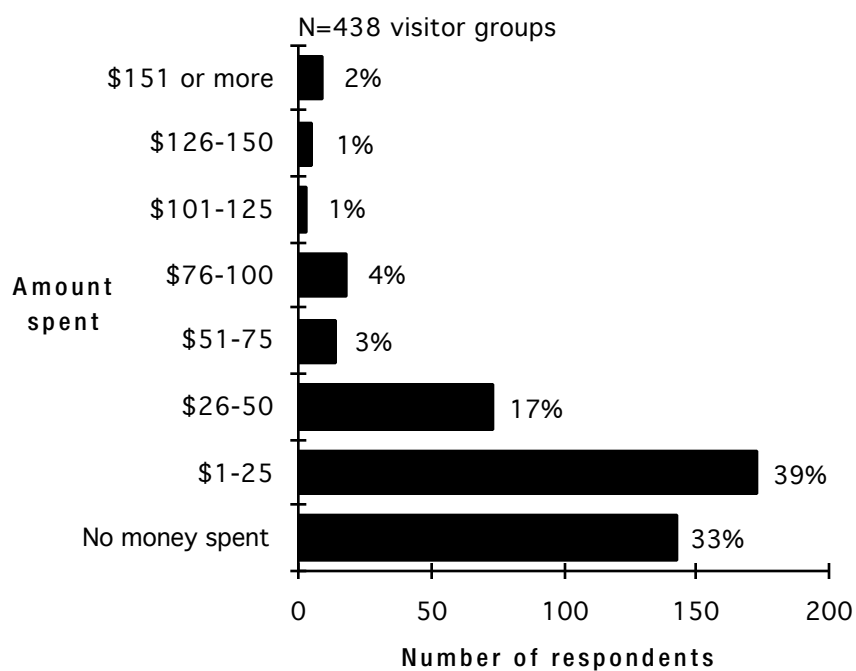
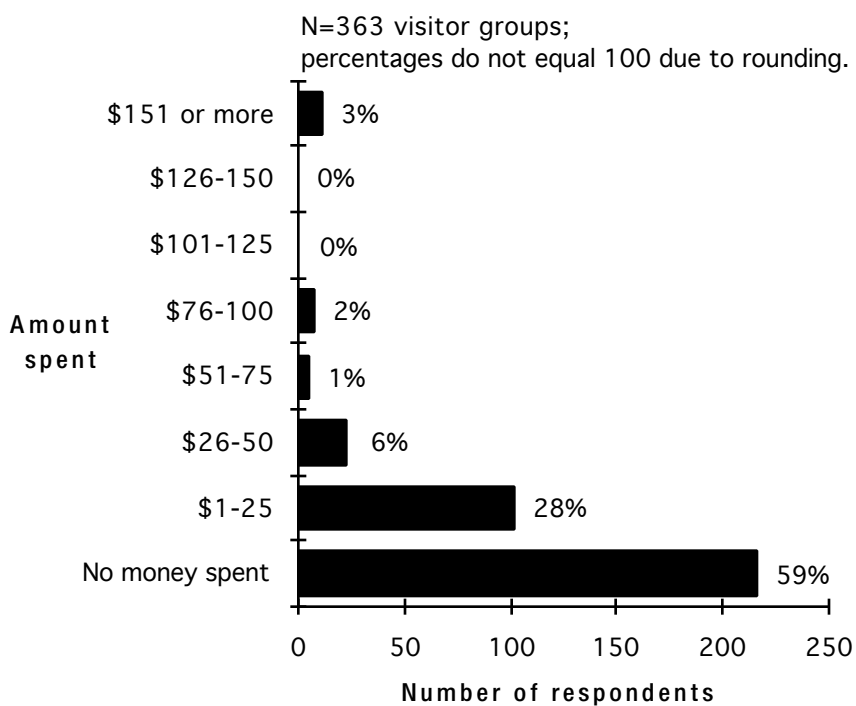
Food: For food, 56% of the groups spent up to \$50 (see Figure 51). About one-third (33%) spent no money.

"Other" items: Fifty-nine percent of the groups spent no money for "other" items (see Figure 52). Another 28% spent up to \$25.

During this visit, the average visitor group expenditure within a one hour drive was \$108. The average per capita expenditure was \$33. The median visitor group expenditure (50% of groups spent more; 50% spent less) was \$40.

**Figure 47: Total expenditures****Figure 48: Proportion of expenditures**

**Figure 49: Expenditures for lodging****Figure 50: Expenditures for travel**

**Figure 51: Expenditures for food****Figure 52: Expenditures for "other" items**

**Willingness
to pay
future
entrance fee**

Visitors were asked "If it would increase funds to operate Mojave National Preserve, would you be willing to pay an entrance fee of \$5 to \$10 per vehicle on a future visit?" Forty-three percent of the visitors responded that they would be willing to pay an entrance fee on a future visit (see Figure 53). Over one-third of the visitors (36%) said they would not be willing to pay a fee and 22% were not sure.

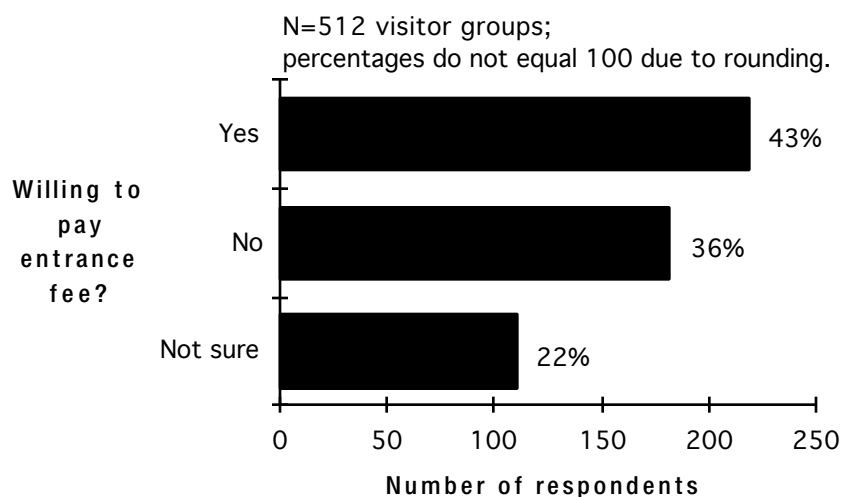


Figure 53: Willingness to pay entrance fee

Visitors were asked how crowded they felt in the number of people and vehicles present during their visit.

Opinions about crowding

Most visitor groups (80%) said they felt "not at all crowded" in the number of people present during their visit (see Figure 54). One percent of the groups felt "extremely crowded."

Visitors gave a similar response in rating the number of vehicles present during their visit. Seventy-seven percent of the visitors felt "not at all crowded" in the number of vehicles present (see Figure 55). Two percent of the groups felt "extremely crowded" by vehicles during their visit.

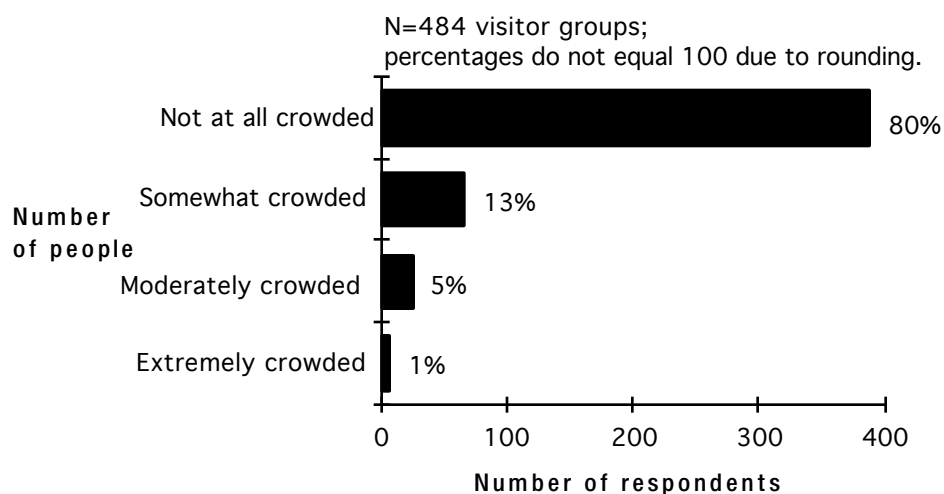


Figure 54: People crowding

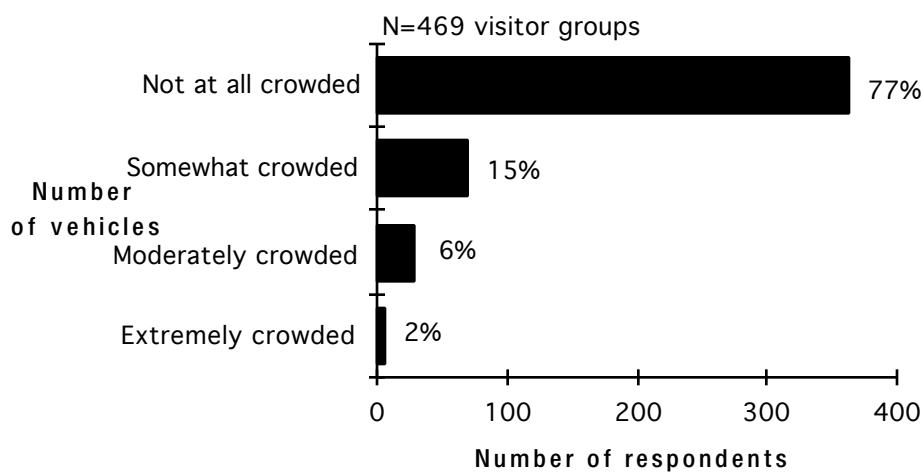


Figure 55: Vehicle crowding

Opinions about preserve safety

Visitors were asked to rate how safe they felt while visiting Mojave National Preserve. Almost three-fourths of the visitors (71%) said they felt "very safe" (see Figure 56). Eighteen percent felt "safe" and 1% felt "very unsafe."

When asked to describe the reasons they felt unsafe, visitors listed the unpaved, rough roads without pullouts and fear of getting stuck, the area's desolation/isolation, and the long distances between services, as shown in Table 7 below.

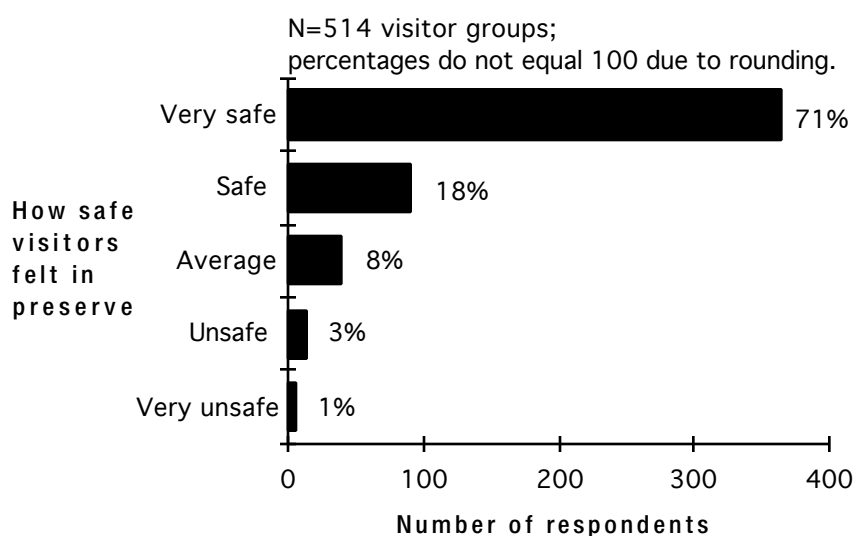


Figure 56: Visitors' safety ratings of the preserve

Table 7: Reasons for feeling unsafe

N=53 comments

| Comment | Number of times mentioned |
|--|---------------------------|
| Unpaved road conditions, lack of pullouts--afraid of getting stuck | 6 |
| Area very desolate | 5 |
| Distance between services | 5 |
| Fear of people who might help/use the area | 4 |
| Cattle/other animals in road | 4 |
| Lack of law enforcement officers/other help | 4 |
| Snakes | 4 |
| Lack of directional signs | 3 |
| Lack of people | 3 |
| Speeding cars | 3 |
| Desert/heat | 2 |
| Lack of light on highway | 2 |
| Risk of falling off rocks | 2 |
| Other comments | 6 |

Visitors were asked to rate the importance of certain park features or qualities during their visit to Mojave National Preserve. The features or qualities included scenic vistas, desert experience, viewing wildlife, viewing wildflowers, clean air, solitude/quiet, wilderness/open space, stargazing/night sky, historic/prehistoric site preservation, touring 4 X 4 backcountry unpaved roads and hunting.

Importance of park features or qualities

As shown in Figures 57-67, the qualities which received the highest "very important" and "extremely important" ratings were wilderness/open space (87%), solitude/quiet (86%) and clean air (84%). The feature which received the highest "not important" rating was hunting (87%).

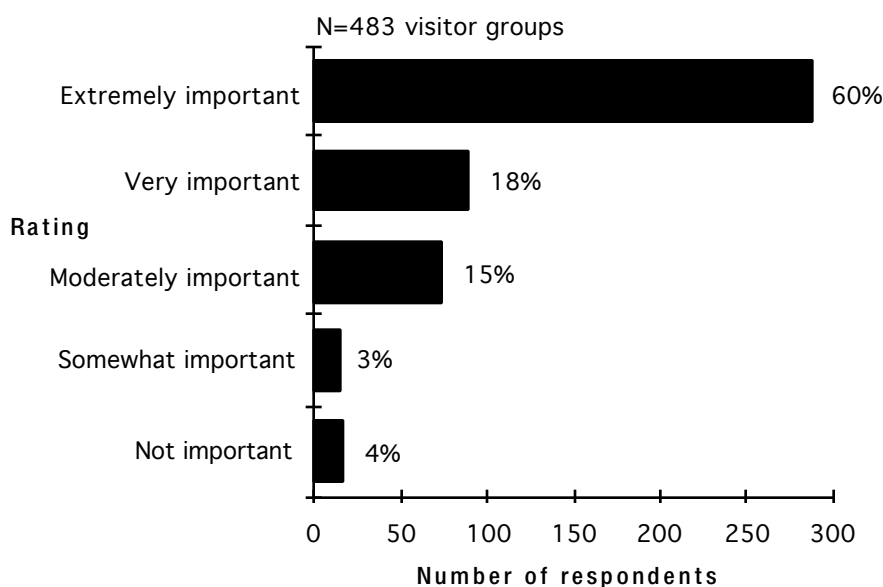
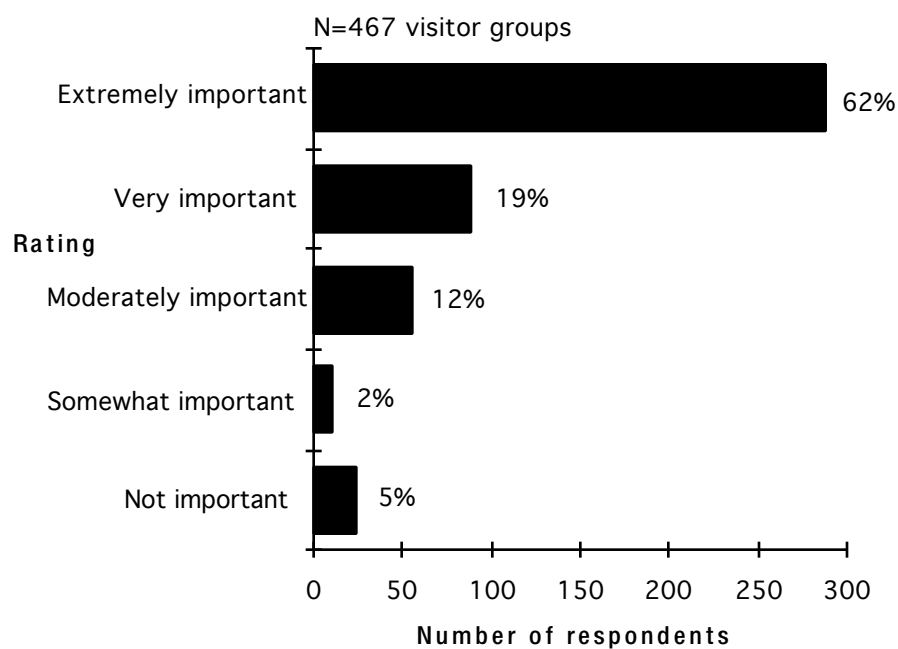
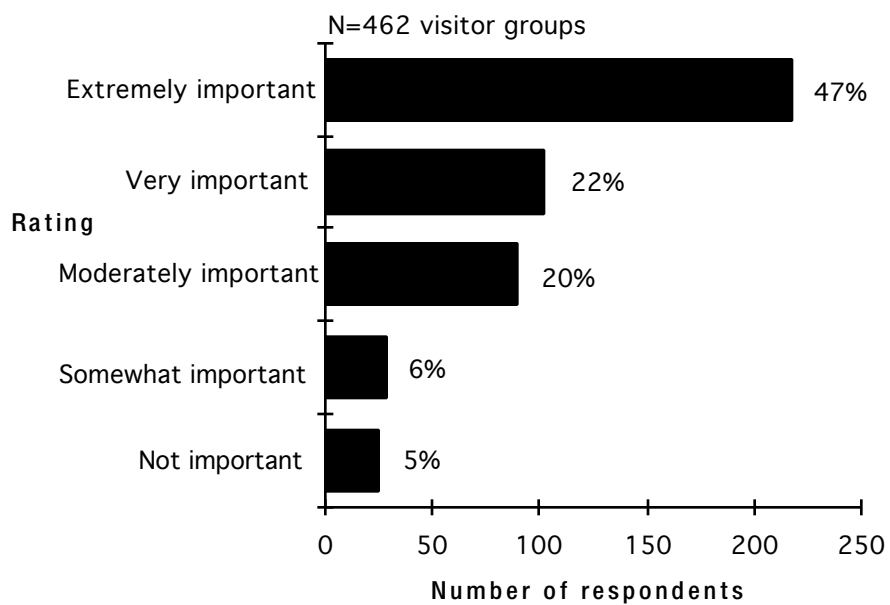


Figure 57: Importance of scenic vistas

**Figure 58: Importance of desert experience****Figure 59: Importance of viewing wildlife**

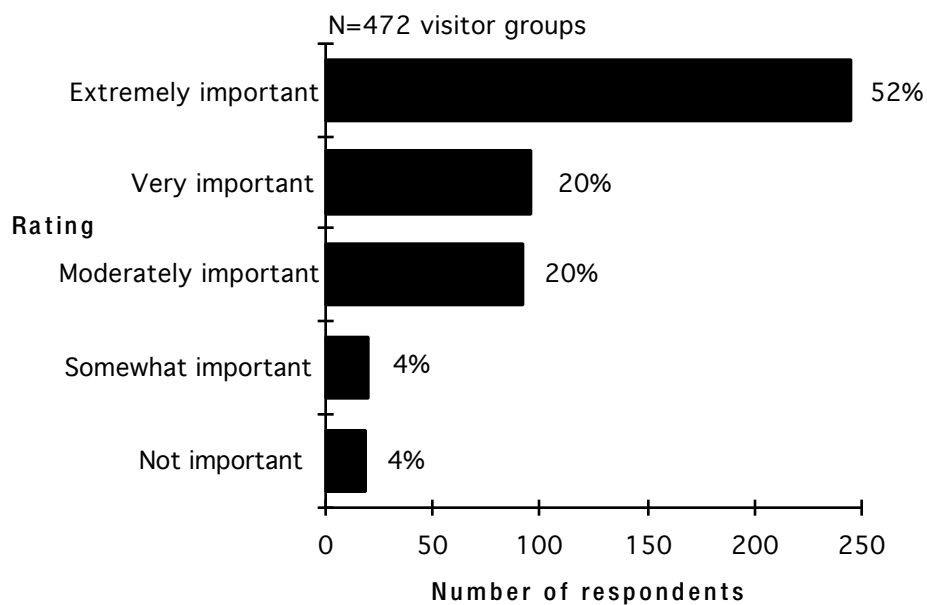


Figure 60: Importance of viewing wildflowers

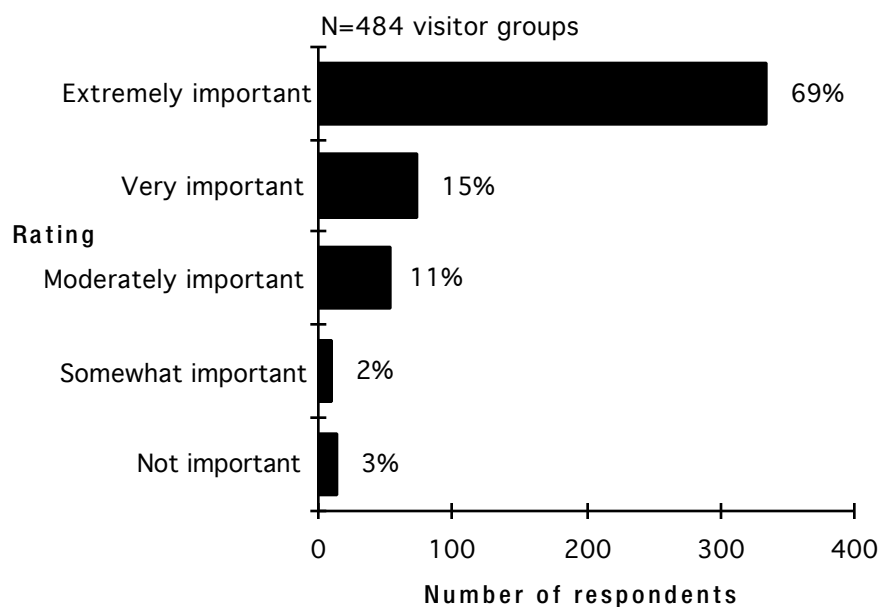


Figure 61: Importance of clean air

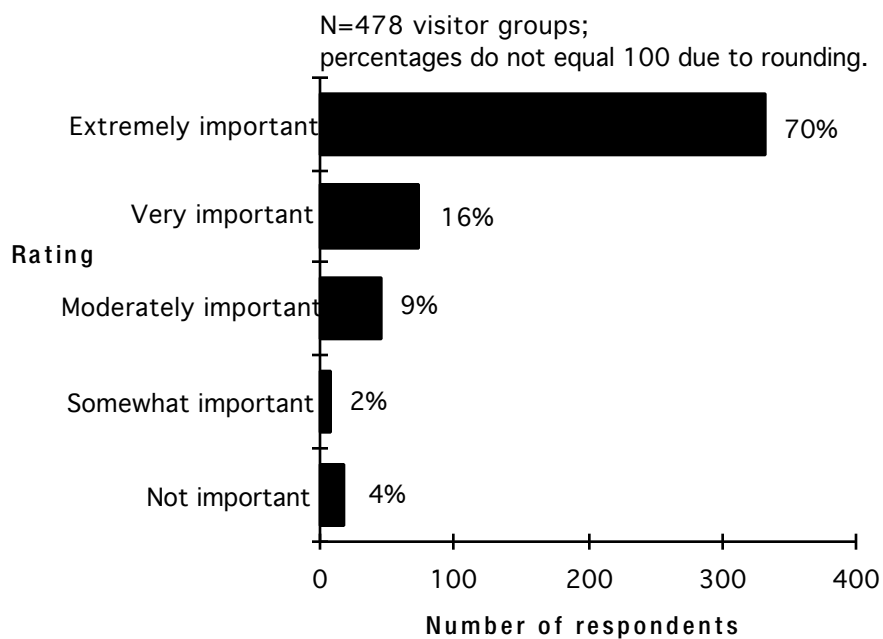


Figure 62: Importance of solitude/quiet

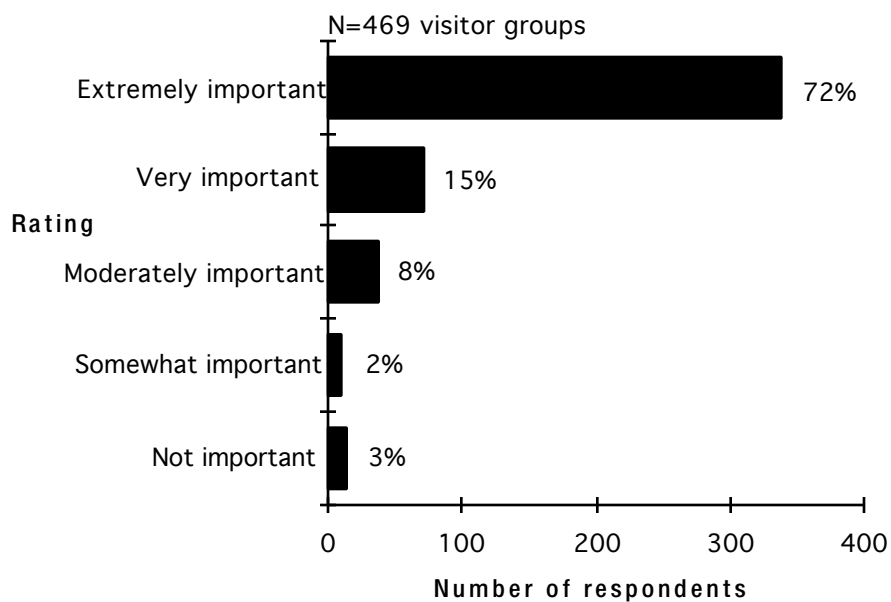


Figure 63: Importance of wilderness/open space

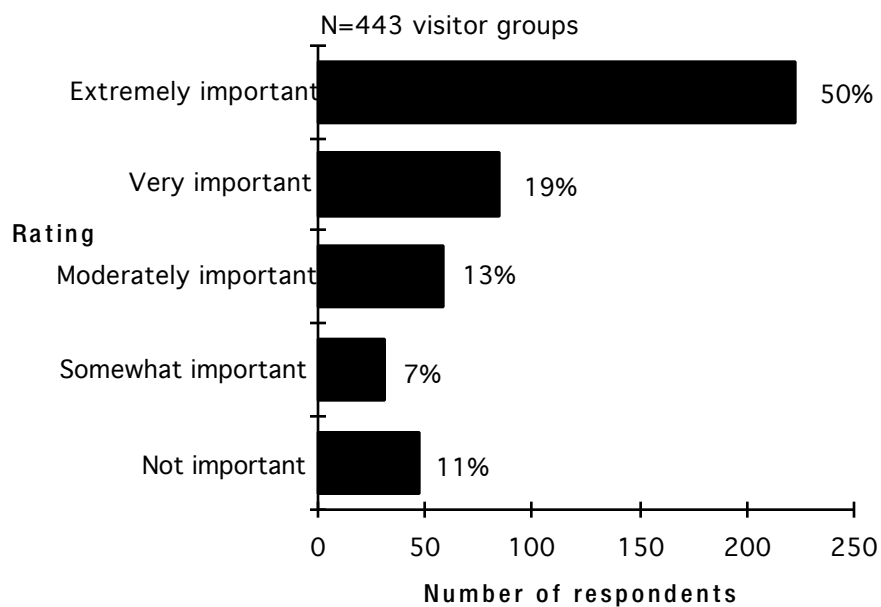


Figure 64: Importance of stargazing/night sky

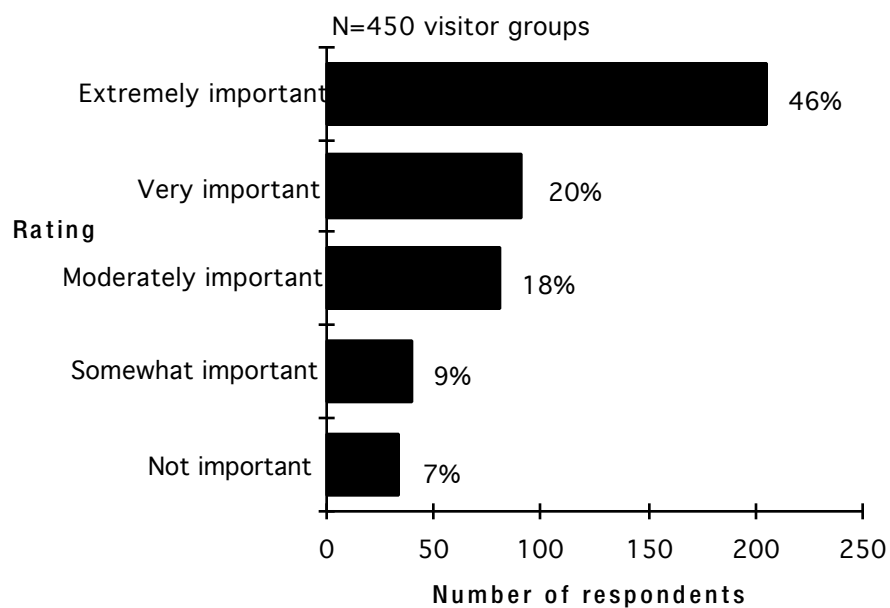


Figure 65: Importance of historic/prehistoric site preservation

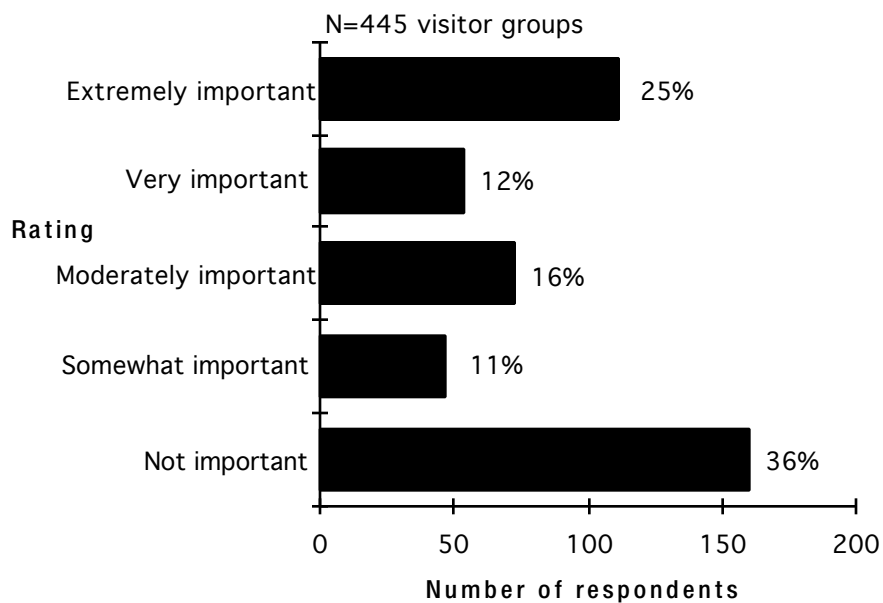


Figure 66: Importance of touring 4x4 backcountry unpaved roads

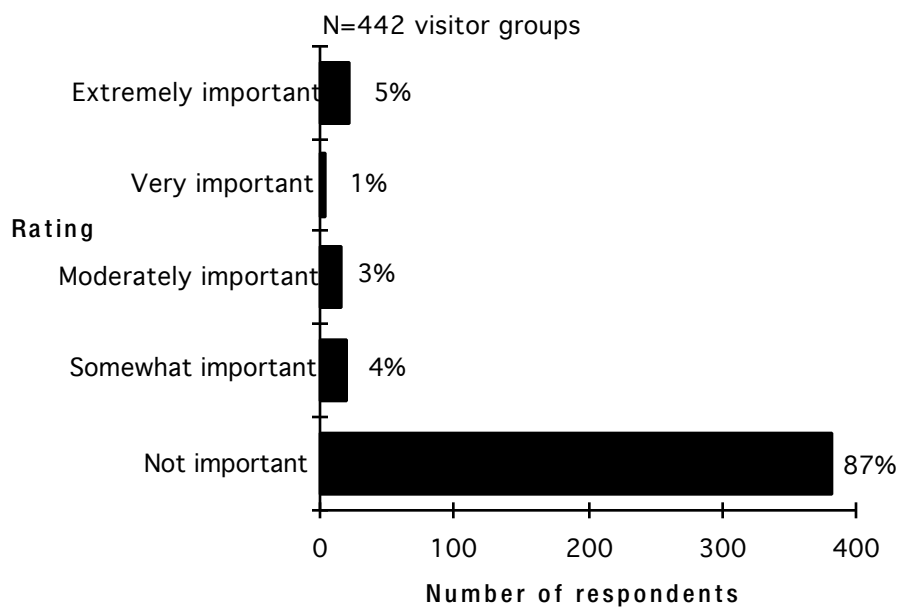


Figure 67: Importance of hunting

Visitors were asked whether they would like to see more, less or the present number of facilities in the preserve on a future visit. The facilities they were asked about included visitor centers, restrooms, campgrounds, picnic areas, roads, pullouts, directional signs, roadside exhibits and trails.

For each of the facilities listed, the greatest proportion of visitors preferred to keep the same number as presently exist (see Figures 68-76).

Opinions about number of preserve facilities

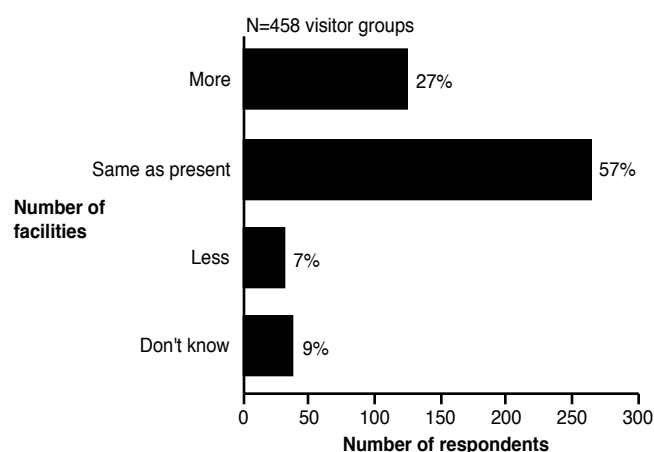


Figure 68: Visitor centers

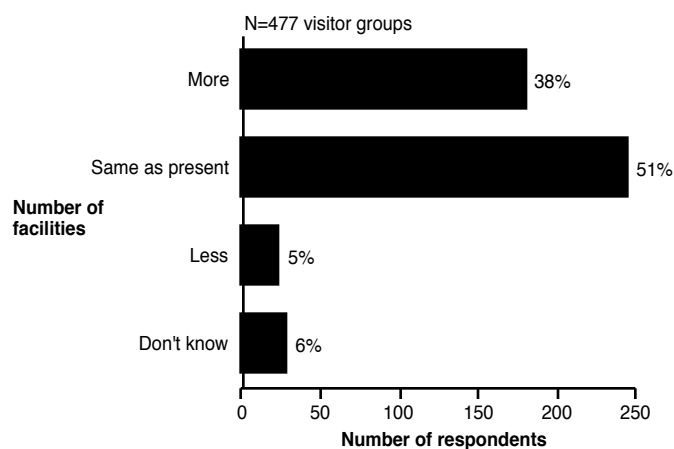
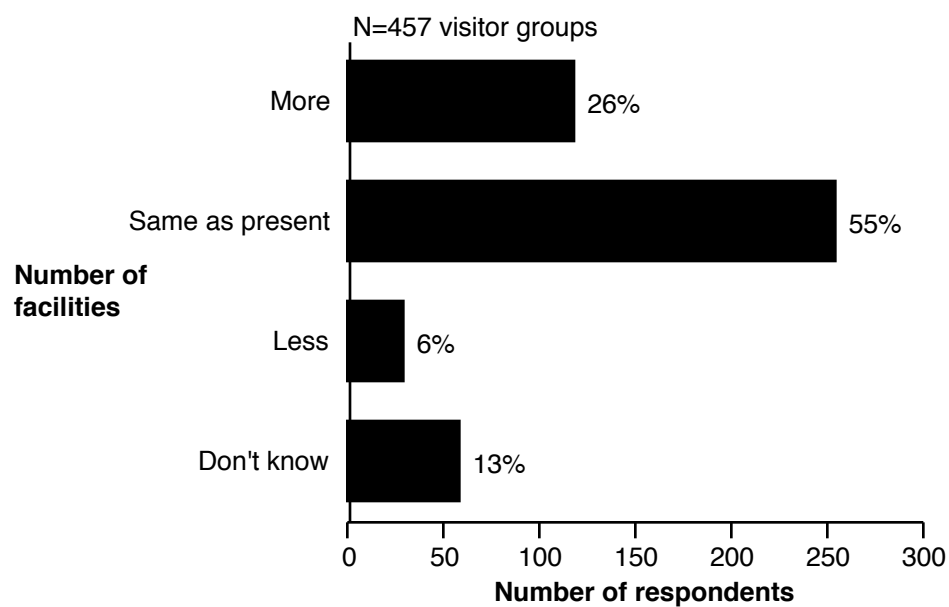
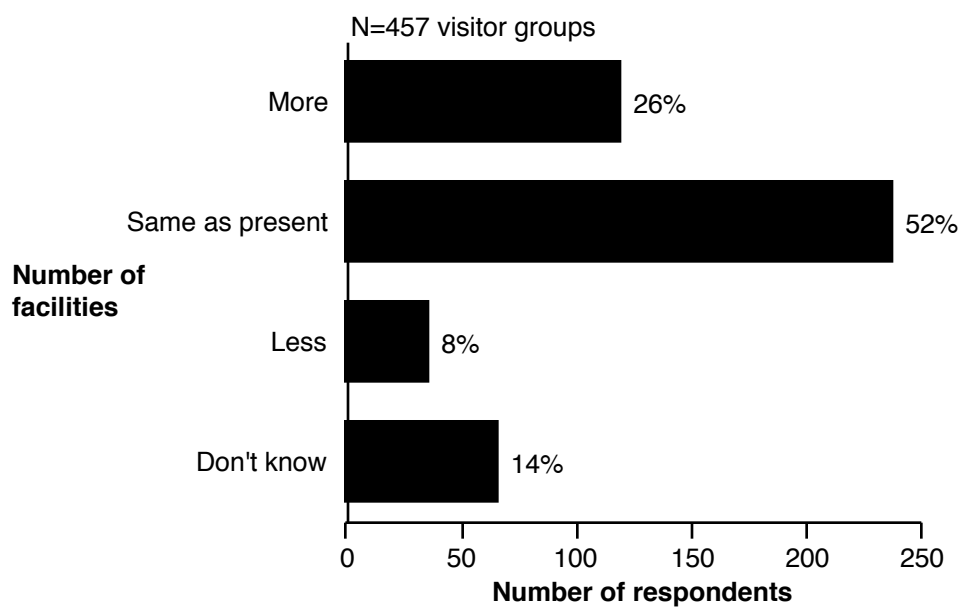
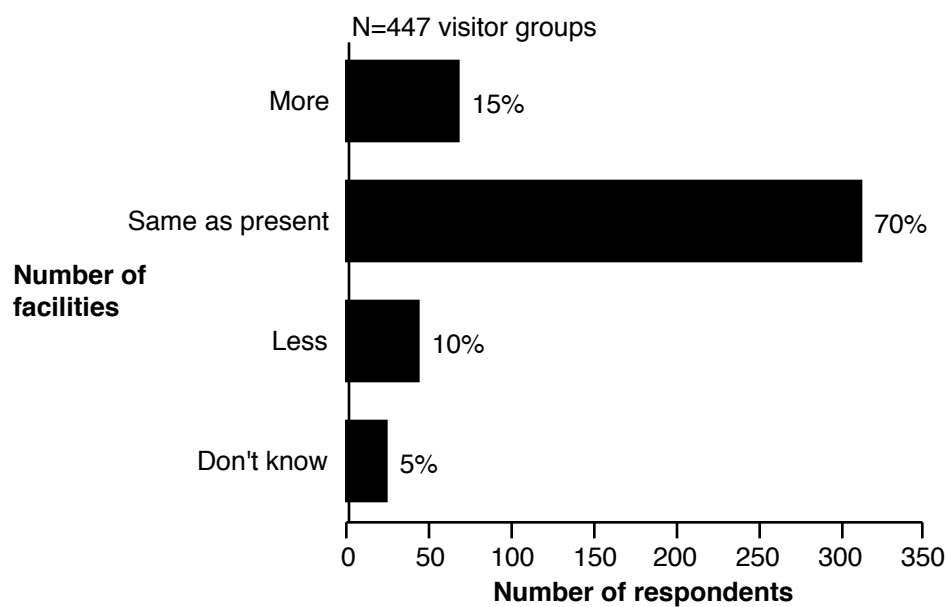
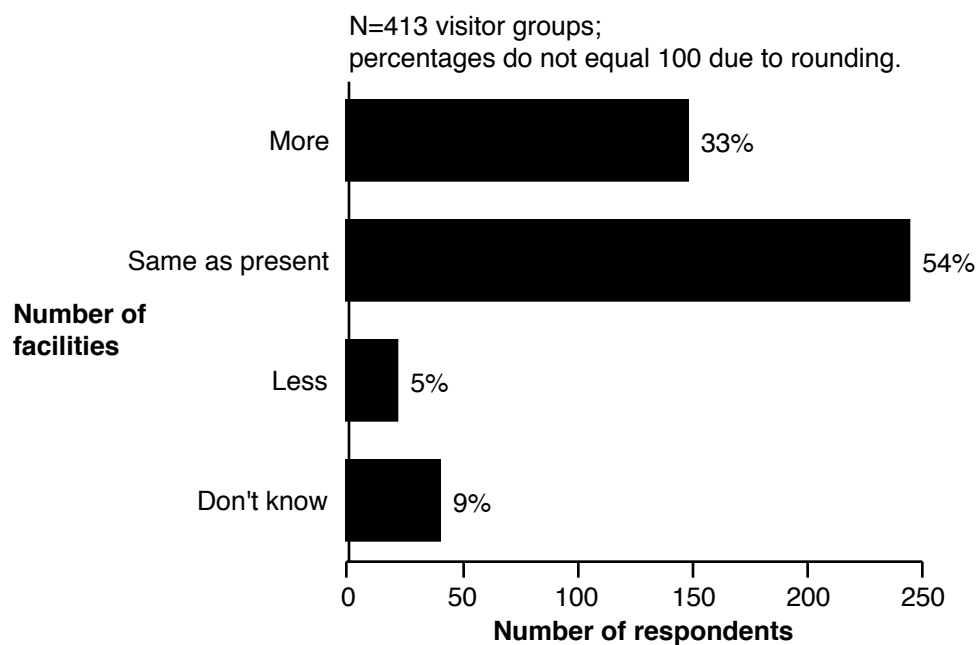
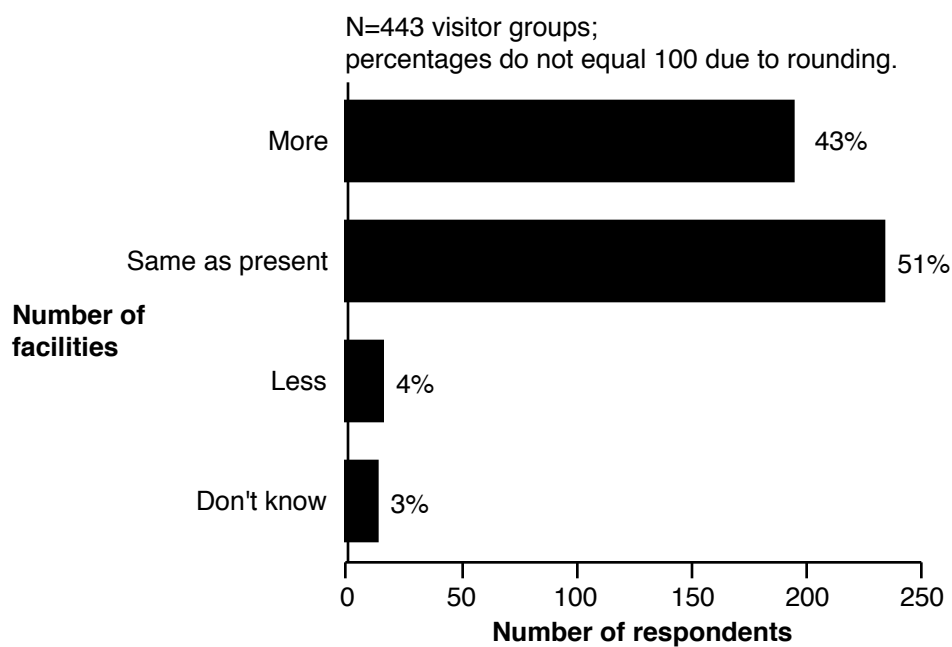
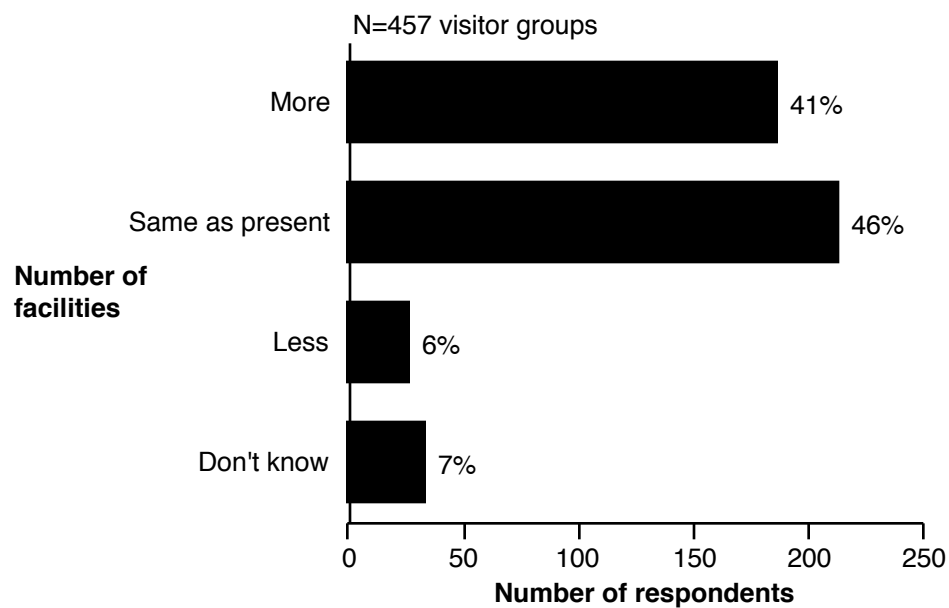
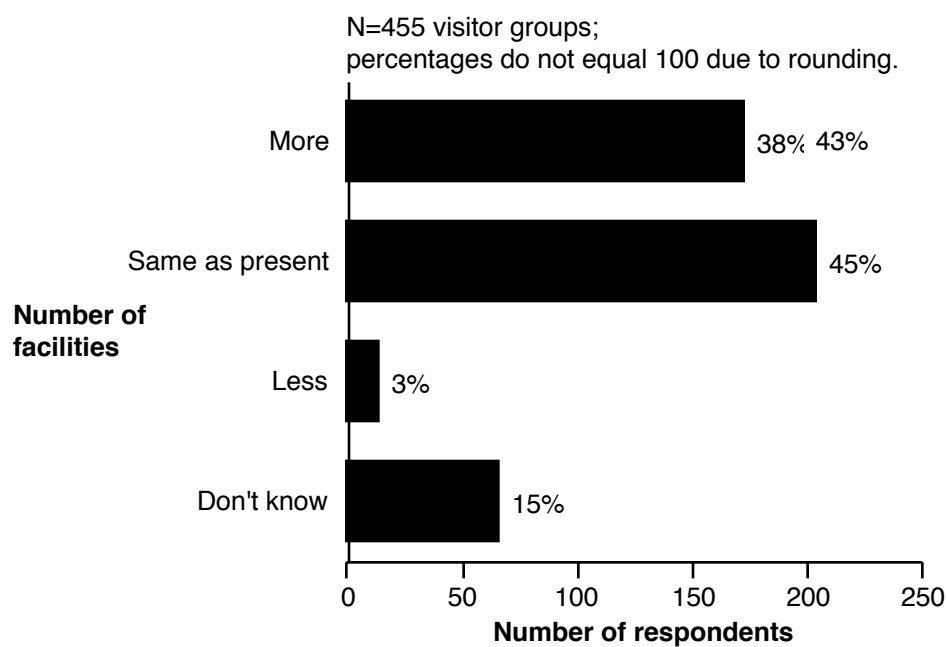


Figure 69: Restrooms

**Figure 70: Campgrounds****Figure 71: Picnic areas**

**Figure 72: Roads****Figure 73: Pullouts**

**Figure 74: Directional signs****Figure 75: Roadside exhibits**

**Figure 76: Trails**

**Overall
rating of
service
quality**

Visitors were asked to rate the overall quality of the visitor services provided at Mojave National Preserve during this visit. Most visitors (76%) rated the services as "good" or "very good," (see Figure 77). Two percent of the visitors said the overall quality of services was "very poor."

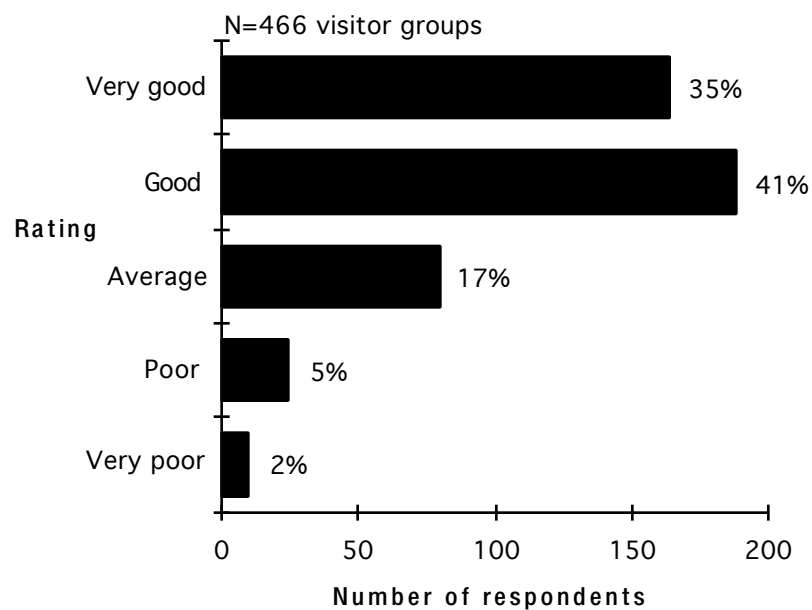


Figure 77: Overall quality rating of services

Visitors were asked "If you were a manager planning for the future of Mojave National Preserve, what would you propose? Please be specific." A summary of the responses from 379 groups is listed in Table 8 below and in the appendix.

Planning for the future

Table 8: Planning for the future
N=834 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|---------------------------|
| PERSONNEL | |
| Increase ranger presence | 4 |
| Need staff with more specific knowledge | 3 |
| Provide full time resident ranger | 3 |
| INTERPRETIVE SERVICES | |
| Provide more interpretive programs/guided walks | 16 |
| Need visitor center within park | 12 |
| Provide more information on wildflowers/native flora | 11 |
| Educate visitors about balance between desert and humans | 10 |
| Advertise preserve more | 9 |
| Provide more brochures | 9 |
| Provide more roadside interpretive exhibits | 9 |
| Provide more history information | 8 |
| Provide better quality map | 6 |
| Provide information at preserve entrances | 6 |
| Provide a road map with points of interest | 5 |
| Emphasize importance of not trampling animal habitat | 5 |
| Provide geology information/exhibits | 4 |
| Provide list of locations that sell gas/groceries | 3 |
| Improve trailhead information | 3 |
| Provide way to make suggestions | 2 |
| Provide topographic maps | 2 |
| Provide more access to national park information | 2 |
| Provide self-guided tours | 2 |
| Post rules | 2 |
| Other comments | 9 |
| FACILITIES AND MAINTENANCE | |
| Restore Kelso Depot | 25 |
| Improve road conditions | 20 |
| Provide more directional signs on roads | 21 |
| Increase number of campgrounds | 20 |
| Improve directional signs | 14 |
| Create better/more trails | 13 |
| Do not pave any more roads | 11 |
| Do not build any more facilities | 9 |
| Provide water in campgrounds | 8 |
| Keep roadside/primitive camping | 8 |

| Comment | Number of times mentioned |
|---|---------------------------|
| Add restrooms at Kelso Dunes and Kelso Depot | 7 |
| Provide camping at Kelso Depot | 6 |
| Pave/improve road to Kelso Dunes | 6 |
| Maintain roads | 6 |
| Provide more pullouts | 6 |
| Provide phones for emergencies | 6 |
| Provide more picnic areas | 5 |
| Improve handicapped accessibility | 5 |
| Keep backcountry trails network | 5 |
| Good balance of paved and unpaved roads | 4 |
| Primitive camping for motor homes | 4 |
| Provide covered shelter in campgrounds | 4 |
| Provide restrooms in primitive campgrounds | 4 |
| Provide better signage on some roads | 3 |
| Add primitive camping | 3 |
| Provide water at Kelso | 3 |
| Encourage dispersed camping | 3 |
| Keep roads and trails in present condition | 3 |
| Provide more rest areas | 3 |
| Indicate unpaved road conditions | 3 |
| Roads scary--poorly maintained | 2 |
| Keep facilities in great shape as they are | 2 |
| Do not provide improved campsites | 2 |
| Add more 4 X 4 roads | 2 |
| Add trees & shrubs to Hole-in-the-Wall Campground | 2 |
| Make entrance more inconspicuous | 2 |
| Provide more signs for ORV roads | 2 |
| Other comments | 13 |
| PRIVATE BUSINESSES | |
| Establish gas stations/stores | 11 |
| Provide hotel in Kelso Depot | 4 |
| Provide medical center/emergency services | 3 |
| Other comments | 7 |
| POLICIES | |
| Limit/eliminate off road vehicles | 20 |
| Charge entrance/use fee | 10 |
| Maintain/increase off road vehicle areas | 8 |
| Ban hunting | 7 |
| Preserve should be managed by BLM | 4 |
| Do not charge entrance fee | 4 |
| Ban motorized dirt bikes | 4 |
| Open more areas to public | 4 |
| Do not create too many rules/regulations | 3 |
| Fine campers who leave trash | 3 |
| Ban shooting | 3 |
| Do not allow rock hounding | 3 |
| Do not allow dumping | 3 |
| Provide year-long passes | 2 |
| Punish offenders | 2 |
| Ban airplane/helicopter overflights | 2 |
| Keep existing dirt roads open | 2 |
| Open part of Kelso Dunes to off road vehicles | 2 |
| Other comments | 27 |

| Comment | Number of times mentioned |
|--|------------------------------|
| RESOURCE MANAGEMENT | |
| Keep preserve as it is | 57 |
| Keep preserve natural/undeveloped | 43 |
| Turn Kelso Depot into a visitor center | 30 |
| Phase out cattle grazing | 26 |
| Restrict commercial development | 20 |
| Limit number of visitors | 14 |
| Preserve the solitude | 12 |
| Extend wilderness areas | 11 |
| Keep it simple | 9 |
| Protect wildlife | 8 |
| Stop all mining | 7 |
| Phase out hunting | 6 |
| Keep as wilderness preserve | 4 |
| Do not let recreation compromise ecological integrity | 4 |
| Allow/keep "working" ranches | 3 |
| Eliminate burros | 3 |
| Restrict development to reduce excessive vehicle traffic | 3 |
| Consider rail access instead of auto | 3 |
| Protect plant life | 2 |
| Preserve geology & biology | 2 |
| Other comments | 8 |
| GENERAL IMPRESSIONS | |
| Just driving through | 8 |
| Good job | 2 |
| Other comment | 1 |

**Comment
summary**

Many visitors (291 groups) wrote additional comments, which are included in the separate appendix of this report. The comments are summarized in Table 9 below and in the appendix. Some comments offer specific suggestions on how to improve the park; others describe what visitors enjoyed or did not enjoy about their visit.

Table 9: Visitor comment summary

N=582 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|------------------------------|
| PERSONNEL | |
| Rangers helpful and enjoyable | 5 |
| Not enough personnel | 4 |
| Friendly and knowledgeable ranger at Hole-in-the-Wall | 2 |
| Other comments | 3 |
| INTERPRETIVE SERVICES | |
| Provide more information/brochures about preserve | 9 |
| Provide brochures on historic sites | 4 |
| Provide more roadside exhibits | 4 |
| Advertise more | 4 |
| Post hours/schedule for visitor centers | 3 |
| Provide information at park entrances | 2 |
| Provide more information for children/school groups | 2 |
| Provide brochures on flora | 2 |
| Provide brochures on fauna | 2 |
| Provide more maps | 2 |
| Provide more information for overseas visitors (foreign language, etc.) | 2 |
| Other comments | 4 |
| FACILITIES AND MAINTENANCE | |
| Don't add any more facilities/buildings | 10 |
| Provide more road signs | 8 |
| Like primitive camping | 6 |
| Improve roads | 6 |
| Restore Kelso Depot | 5 |
| Good roads | 5 |
| Improve campgrounds | 5 |
| Clean park | 5 |
| Enjoyed Hole-in-the-Wall campground | 3 |
| Improve road signs | 3 |
| Provide more rest areas | 2 |
| Improve rest areas | 2 |
| Provide more restrooms | 2 |
| Warn of limited access on certain roads | 2 |
| Maintain roads | 2 |
| Provide information on road conditions | 2 |
| Add campsites | 2 |
| Do not create more campsites | 2 |

| Comment | Number of times mentioned |
|---|------------------------------|
| Campgrounds excellent | 2 |
| Restore Kelso Depot for new uses | 2 |
| Make Kelso Depot a visitor center | 2 |
| Campsites were clean | 2 |
| Provide showers | 2 |
| Hole-in-the-Wall Visitor Center too elaborate/expensive | 2 |
| Reduce number of Kelso Dunes parking areas/trails | 2 |
| Keep it clean | 2 |
| Did not know facilities existed | 2 |
| Other comments | 16 |

PRIVATE BUSINESSES

| | |
|----------------------------|---|
| Provide gas at Kelso Depot | 2 |
| Other comments | 4 |

POLICIES

| | |
|---|----|
| Keep no fee/no permits needed | 6 |
| Do not close off more areas | 5 |
| Limit access | 4 |
| Expand 4 X 4 access | 4 |
| Keep all roads open | 2 |
| Charge a user fee | 2 |
| Fine violators | 2 |
| Campground prices increase with no increase in services | 2 |
| Campgrounds expensive | 2 |
| Other comments | 12 |

RESOURCE MANAGEMENT

| | |
|--------------------------------------|----|
| Enjoyed solitude--keep it uncrowded | 23 |
| Don't over-commercialize/overdevelop | 20 |
| Glad it's protected | 16 |
| Discontinue cattle/grazing | 7 |
| Enjoyed seeing wildlife | 4 |
| Saw lots of wildflowers and cacti | 3 |
| Uncrowded | 3 |
| Don't allow mining | 2 |
| Did not see any wildlife | 2 |
| Protect areas from off road vehicles | 2 |
| Saw tortoise | 2 |
| Consider wildlife before people | 2 |
| Preserve natural ecosystems | 2 |
| Wonderful diversity/desert ecology | 2 |
| Protect the dunes | 2 |
| Like clean air | 2 |
| Too crowded | 2 |
| Other comments | 7 |

| Comment | Number of times mentioned |
|---------------------------------------|------------------------------|
| GENERAL IMPRESSIONS | |
| Enjoyed visit | 57 |
| Beautiful/scenic | 41 |
| Visit often | 23 |
| Want/plan to come back | 22 |
| Keep it like it is | 21 |
| Just passing through | 15 |
| Did not spend enough time to comment | 8 |
| Enjoy the drive | 8 |
| Enjoy open space | 6 |
| Thank you | 5 |
| Enjoyed history | 5 |
| Visit was too short | 4 |
| Know the area well | 4 |
| Saw few people | 4 |
| Enjoy opportunity for discovery | 3 |
| Kelso Depot is great | 3 |
| Enjoyed the desert atmosphere | 3 |
| We love the NPS | 3 |
| Enjoyed comet/night skies | 3 |
| Saw no traffic | 2 |
| Like sense of wilderness | 2 |
| Very windy | 2 |
| Unaware that it is a preserve | 2 |
| The preserve has unrealized potential | 2 |
| Enjoyed the simplicity | 2 |
| Keep up the good work | 2 |
| Other comments | 20 |

**Mojave National Preserve
Additional Analysis
VSP Report # 94**

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

Additional Analysis:

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

- | | | |
|------------------------------|-------------------------------|------------------------------------|
| • Places visited on trip | • Group type | • Travel expenditures |
| • Activities | • Age | • Food expenditures |
| • Length of stay | • Zip code | • "Other" expenditures |
| • Places visited in preserve | • Country of residence | • Willingness to pay entrance fee |
| • Entry location | • Number of visits | • Crowding - people |
| • Exit location | • Services/facilities used | • Crowding - vehicles |
| • Group size | • Service/facility importance | • Preserve safety |
| • With organized tour group? | • Service/facility quality | • Importance of features/qualities |
| • With educational group? | • Total expenditures | • Number of preserve facilities |
| | • Lodging expenditures | • Overall quality of services |

Database

A database, which became operational in April 1996, contains all the VSP visitor studies results from 1988 through the present. To use the database it is necessary to have a database catalog, which lists the information contained in the database. Queries to the database will be accepted by phone, mail, cc:Mail, e:mail or fax and the same forms of media can be used to return the answer to you. Through the database, you can learn how the results of this VSP visitor study compare with those across the nation, or within a specific region, with other natural areas, or sorted in many other ways.

Phone/send database requests to:

**Visitor Services Project, CPSU
College of Forestry, Wildlife and Range
Sciences
University of Idaho
Moscow, Idaho 83844-1133**

**Phone: 208-885-2819
FAX: 208-885-4261
cc:Mail: VSP Database
e:mail: vspdatabase@uidaho.edu**

QUESTIONNAIRE

Visitor Services Project Publications

Reports 1-6 (pilot studies) are available from the University of Idaho Cooperative Park Studies Unit. All other VSP reports listed are available from the parks where the studies were conducted.

1982

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

1983

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

1985

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

1986

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

1987

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

1988

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

1989

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

1990

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

1991

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

1992

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

1993

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

Visitor Services Project Publications (continued)

1994

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

1995

- 74. Grand Teton National Park (winter)
- 75. Yellowstone National Park (winter)
- 76. Bandelier National Monument
- 77. Wrangell-St. Elias National Park & Preserve
- 78. Adams National Historic Site
- 79. Devils Tower National Monument
- 80. Manassas National Battlefield Park
- 81. Booker T. Washington National Monument
- 82. San Francisco Maritime National Historical Park
- 83. Dry Tortugas National Park

1996

- 84. Everglades National Park
- 85. Chiricahua National Monument
- 86. Fort Bowie National Historic Site
- 87. Great Falls Park, Virginia
- 88. Great Smoky Mountains National Park (summer)
- 89. Chamizal National Memorial
- 90. Death Valley National Park
- 91. Prince William Forest Park
- 92. Great Smoky Mountains National Park (summer & fall)

1997

- 93. Virgin Islands National Park
- 94. Mojave National Preserve

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

Mojave National Preserve

Visitor Study

Appendix

Spring 1997

Mojave National Preserve Visitor Study

Appendix

Spring 1997

Margaret Littlejohn

Visitor Services Project Report 94

November 1997

This volume contains summaries of visitors' comments for Questions 17 and 18.
Each summary is followed by their unedited comments.

Margaret Littlejohn is VSP Coordinator, National Park Service, based at the Cooperative Park Studies Unit, University of Idaho. I thank Sandy Watson, Mark Patterson, Taylor Pittman and the staff and volunteers of Mojave National Preserve for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University, for its technical assistance.

Planning for the future

N=834 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|--|------------------------------|
| PERSONNEL | |
| Increase ranger presence | 4 |
| Need staff with more specific knowledge | 3 |
| Provide full time resident ranger | 3 |
| INTERPRETIVE SERVICES | |
| Provide more interpretive programs/guided walks | 16 |
| Need visitor center within park | 12 |
| Provide more information on wildflowers/native flora | 11 |
| Educate visitors about balance between desert and humans | 10 |
| Advertise preserve more | 9 |
| Provide more brochures | 9 |
| Provide more roadside interpretive exhibits | 9 |
| Provide more history information | 8 |
| Provide better quality map | 6 |
| Provide information at preserve entrances | 6 |
| Provide a road map with points of interest | 5 |
| Emphasize importance of not trampling animal habitat | 5 |
| Provide geology information/exhibits | 4 |
| Provide list of locations that sell gas/groceries | 3 |
| Improve trailhead information | 3 |
| Provide way to make suggestions | 2 |
| Provide topographic maps | 2 |
| Provide more access to national park information | 2 |
| Provide self-guided tours | 2 |
| Post rules | 2 |
| Other comments | 9 |
| FACILITIES AND MAINTENANCE | |
| Restore Kelso Depot | 25 |
| Improve road conditions | 20 |
| Provide more directional signs on roads | 21 |
| Increase number of campgrounds | 20 |
| Improve directional signs | 14 |
| Create better/more trails | 13 |
| Do not pave any more roads | 11 |
| Do not build any more facilities | 9 |
| Provide water in campgrounds | 8 |
| Keep roadside/primitive camping | 8 |
| Add restrooms at Kelso Dunes and Kelso Depot | 7 |
| Provide camping at Kelso Depot | 6 |
| Pave/improve road to Kelso Dunes | 6 |
| Maintain roads | 6 |
| Provide more pullouts | 6 |
| Provide phones for emergencies | 6 |
| Provide more picnic areas | 5 |
| Improve handicapped accessibility | 5 |
| Keep backcountry trails network | 5 |

| Comment | Number of times mentioned |
|---|------------------------------|
| Good balance of paved and unpaved roads | 4 |
| Primitive camping for motor homes | 4 |
| Provide covered shelter in campgrounds | 4 |
| Provide restrooms in primitive campgrounds | 4 |
| Provide better signage on some roads | 3 |
| Add primitive camping | 3 |
| Provide water at Kelso | 3 |
| Encourage dispersed camping | 3 |
| Keep roads and trails in present condition | 3 |
| Provide more rest areas | 3 |
| Indicate unpaved road conditions | 3 |
| Roads scary--poorly maintained | 2 |
| Keep facilities in great shape as they are | 2 |
| Do not provide improved campsites | 2 |
| Add more 4 X 4 roads | 2 |
| Add trees & shrubs to Hole-in-the-Wall Campground | 2 |
| Make entrance more inconspicuous | 2 |
| Provide more signs for ORV roads | 2 |
| Other comments | 13 |
| CONCESSIONS/PRIVATE BUSINESS | |
| Establish gas stations/stores | 11 |
| Provide hotel in Kelso Depot | 4 |
| Provide medical center/emergency services | 3 |
| Other comments | 7 |
| POLICIES | |
| Limit/eliminate off road vehicles | 20 |
| Charge entrance/use fee | 10 |
| Maintain/increase off road vehicle areas | 8 |
| Ban hunting | 7 |
| Preserve should be managed by BLM | 4 |
| Do not charge entrance fee | 4 |
| Ban motorized dirt bikes | 4 |
| Open more areas to public | 4 |
| Do not create too many rules/regulations | 3 |
| Fine campers who leave trash | 3 |
| Ban shooting | 3 |
| Do not allow rock hounding | 3 |
| Do not allow dumping | 3 |
| Provide year-long passes | 2 |
| Punish offenders | 2 |
| Ban airplane/helicopter overflights | 2 |
| Keep existing dirt roads open | 2 |
| Open part of Kelso Dunes to off road vehicles | 2 |
| Other comments | 27 |

| Comment | Number of times mentioned |
|--|------------------------------|
| RESOURCE MANAGEMENT | |
| Keep preserve as it is | 57 |
| Keep preserve natural/undeveloped | 43 |
| Turn Kelso Depot into a visitor center | 30 |
| Phase out cattle grazing | 26 |
| Restrict commercial development | 20 |
| Limit number of visitors | 14 |
| Preserve the solitude | 12 |
| Extend wilderness areas | 11 |
| Keep it simple | 9 |
| Protect wildlife | 8 |
| Stop all mining | 7 |
| Phase out hunting | 6 |
| Keep as wilderness preserve | 4 |
| Do not let recreation compromise ecological integrity | 4 |
| Allow/keep "working" ranches | 3 |
| Eliminate burros | 3 |
| Restrict development to reduce excessive vehicle traffic | 3 |
| Consider rail access instead of auto | 3 |
| Protect plant life | 2 |
| Preserve geology & biology | 2 |
| Other comments | 8 |
| GENERAL IMPRESSIONS | |
| Just driving through | 8 |
| Good job | 2 |
| Other comment | 1 |

Visitor comment summary

N=582 comments;
many visitors made more than one comment.

| Comment | Number of times mentioned |
|---|------------------------------|
| PERSONNEL | |
| Rangers helpful and enjoyable | 5 |
| Not enough personnel | 4 |
| Friendly and knowledgeable ranger at Hole-in-the-Wall | 2 |
| Other comments | 3 |
| INTERPRETIVE SERVICES | |
| Provide more information/brochures about preserve | 9 |
| Provide brochures on historic sites | 4 |
| Provide more roadside exhibits | 4 |
| Advertise more | 4 |
| Post hours/schedule for visitor centers | 3 |
| Provide information at park entrances | 2 |
| Provide more information for children/school groups | 2 |
| Provide brochures on flora | 2 |
| Provide brochures on fauna | 2 |
| Provide more maps | 2 |
| Provide more information for overseas visitors (foreign language, etc.) | 2 |
| Other comments | 4 |
| FACILITIES AND MAINTENANCE | |
| Don't add any more facilities/buildings | 10 |
| Provide more road signs | 8 |
| Like primitive camping | 6 |
| Improve roads | 6 |
| Restore Kelso Depot | 5 |
| Good roads | 5 |
| Improve campgrounds | 5 |
| Clean park | 5 |
| Enjoyed Hole-in-the-Wall campground | 3 |
| Improve road signs | 3 |
| Provide more rest areas | 2 |
| Improve rest areas | 2 |
| Provide more restrooms | 2 |
| Warn of limited access on certain roads | 2 |
| Maintain roads | 2 |
| Provide information on road conditions | 2 |
| Add campsites | 2 |
| Do not create more campsites | 2 |
| Campgrounds excellent | 2 |
| Restore Kelso Depot for new uses | 2 |
| Make Kelso Depot a visitor center | 2 |
| Campsites were clean | 2 |
| Provide showers | 2 |
| Hole-in-the-Wall Visitor Center too elaborate/expensive | 2 |
| Reduce number of Kelso Dunes parking areas/trails | 2 |
| Keep it clean | 2 |
| Did not know facilities existed | 2 |
| Other comments | 16 |

| Comment | Number of times mentioned |
|---|------------------------------|
| CONCESSIONS/PRIVATE BUSINESSES | |
| Provide gas at Kelso Depot | 2 |
| Other comments | 4 |
| POLICIES | |
| Keep no fee/no permits needed | 6 |
| Do not close off more areas | 5 |
| Limit access | 4 |
| Expand 4 X 4 access | 4 |
| Keep all roads open | 2 |
| Charge a user fee | 2 |
| Fine violators | 2 |
| Campground prices increase with no increase in services | 2 |
| Campgrounds expensive | 2 |
| Other comments | 12 |
| RESOURCE MANAGEMENT | |
| Enjoyed solitude--keep it uncrowded | 23 |
| Don't over-commercialize/overdevelop | 20 |
| Glad it's protected | 16 |
| Discontinue cattle/grazing | 7 |
| Enjoyed seeing wildlife | 4 |
| Saw lots of wildflowers and cacti | 3 |
| Uncrowded | 3 |
| Don't allow mining | 2 |
| Did not see any wildlife | 2 |
| Protect areas from off road vehicles | 2 |
| Saw tortoise | 2 |
| Consider wildlife before people | 2 |
| Preserve natural ecosystems | 2 |
| Wonderful diversity/desert ecology | 2 |
| Protect the dunes | 2 |
| Like clean air | 2 |
| Too crowded | 2 |
| Other comments | 7 |
| GENERAL IMPRESSIONS | |
| Enjoyed visit | 57 |
| Beautiful/scenic | 41 |
| Visit often | 23 |
| Want/plan to come back | 22 |
| Keep it like it is | 21 |
| Just passing through | 15 |
| Did not spend enough time to comment | 8 |
| Enjoy the drive | 8 |
| Enjoy open space | 6 |
| Thank you | 5 |
| Enjoyed history | 5 |
| Visit was too short | 4 |
| Know the area well | 4 |
| Saw few people | 4 |

| Comment | Number of times mentioned |
|---------------------------------------|------------------------------|
| Enjoy opportunity for discovery | 3 |
| Kelso Depot is great | 3 |
| Enjoyed the desert atmosphere | 3 |
| We love the NPS | 3 |
| Enjoyed comet/night skies | 3 |
| Saw no traffic | 2 |
| Like sense of wilderness | 2 |
| Very windy | 2 |
| Unaware that it is a preserve | 2 |
| The preserve has unrealized potential | 2 |
| Enjoyed the simplicity | 2 |
| Keep up the good work | 2 |
| Other comments | 20 |
