

Appendix E: Perceived Deficiencies and Planning Options to Address Them

A survey of Glacier National Park visitors was conducted in August, 2000. This survey, in part, asked questions designed to reveal public opinions about the quality of their visit to Glacier, the quality of transportation in Glacier, perceptions regarding transportation and visitor use deficiencies at Glacier, and suggestions for what services or facilities need to be improved or expanded.

From this survey, Question 20 in particular was aimed at obtaining information on perceived transportation and visitor use deficiencies. A summary of the results of this question follows (Additional results are summarized in *Appendix B: Glacier National Park Survey of Visitors*):

- **Question 20:** What services or facilities would you like to see more of in the Glacier National Park area? (1,319 respondents)

Service / Facilities	%
Hiking Trails	18%
Bike Trails	11%
More information signs and viewing sites	21%
Services, such as restaurants and gift stores	9%
Lodging	8%
Planned tours, such as guided river trips, sightseeing tours, etc.	11%
Activities designed for children	5%
Places to stop along Going-to-the-Sun Road	24%
Other	21%
None	29%
Less services and facilities	7%

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Relevant information from the results of question 20 regarding perceived deficiencies is included in the tables that follow, with management options to address them. Perceived deficiencies taken from the survey results are identified within the table.

In addition to the surveys, interviews were conducted with individuals from the Glacier National Park staff and administration. In these interviews, questions were asked regarding perceived deficiencies, problems, and strengths of transportation and visitor use at Glacier. In some cases, the responses provided in these interviews were reflective of the interviewees' opinions based on their own experience and observation. In other cases, the responses were based on feedback and comments frequently heard from visitors with whom they come in contact.

A summary of the perceived transportation and visitor use deficiencies obtained from the above described survey, and from interviews and additional discussion with Park Service personnel, is provided in the following tables. In addition, the tables include options meant to serve as a starting point for discussion on how each item might be addressed by the park.

It is important to note that not all comments included in the summary of information represent opinions held by a large number of people; nor is the park compelled to address all comments. Conversely, ideas contributed by only one person may have real merit. The information presented in this appendix is for the park's information, to use at its professional discretion.

Planning Priorities

In addition to the options presented for each perceived deficiency in the tables, a planning priority for each option is also presented: short-term (S), construction phasing (C), and/or long-term (L). The purpose is to provide guidelines and a general time frame for consideration and/or implementation of the option.

Some of the options are assigned more than one planning priority. This indicates that some issues may need to be considered not just during construction phasing, for example, but must also be considered as a long-term consideration for the park.

Short-Term (S). Short-term priorities are those issues that need immediate attention from the park. These deficiencies require immediate attention regarding the preservation and protection of traditional visitor experiences, resources, services, and facili-

ties. These are issues that are currently having a negative impact on transportation or visitor use in the park.

Short-term priorities are also those that could be carried out somewhat easily, without extensive planning efforts or funding, while providing benefits to the transportation system and/or visitor use within the park.

Construction Phasing (C). These planning priorities address rehabilitation of the Road, including construction phasing and other issues that would need to be addressed during rehabilitation. Keeping the Road open during construction and rerouting visitor use is the highest priority. The construction phasing priorities include activities on the Going-to-the-Sun-Road based on a rehabilitation strategy and mitigation strategies chosen from those presented in the *Going-to-the-Sun Road Engineering Study* and in the *Going-to-the-Sun Road Socioeconomic Study*. These are issues, such as traffic and parking management, that would be necessary to lessen impacts to the transportation system, visitor use, and park resources during construction. The priority of these solutions could be short-term or long-term, depending on the duration of rehabilitation of the Road.

Long-Term (L). The long-term priorities include those issues that might eventually need to be addressed, but resolution of the deficiency is not urgent. These issues might have current negative impacts on the transportation and visitor use systems in the park, but they are not severe. Long-term priorities should be considered after short-term and/or construction priorities have been addressed. Based on indicators and standards that may be set for long-term priorities, these may eventually become short-term priorities if conditions worsen to an unacceptable degree. Re-prioritization and immediate attention would then be required.

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-1: Transportation System

Item	Management Options	S	C	L
Existing transportation system doesn't link well with other regional transportation systems	Institute public process and partnering program with outlying communities, businesses, transit services, etc. to develop better connections with regional service		x	x
	Based on forecasts of a 35 percent increase in air travel over the next ten years, create more transit connections with the airport			x
	Provide scheduled service from the airport, railway stations, and other areas outside the park			x
	Provide seasonal service connections with Big Mountain or Blacktail ski areas			x
	Tie in with Eagle Transit or other local service			x
Lack of visitor knowledge about air transportation services and airport shuttle	Under current regulations, begin to develop a plan to improve communications to potential visitors before they get to the park	x		x
Transportation system doesn't provide good opportunities for people to leave car at any point in park and ride transit system	Provide better information to visitors on existing transit options and tours within the park	x	x	
	Provide needed parking for transit users at Apgar Visitor Center			x
	Provide opportunities for the visitor to park and ride transit at a number of points in the park		x	x
Existing transportation system encourages private vehicles	Develop more info on transit alternatives for experiencing the park	x	x	
	Analyze current services and create plan to improve current system – new routes, schedules, fees, fleet expansion, etc.	x	x	
Transit system is not "easy"	Provide better information to visitors on transit options within the park	x	x	
	Analyze current services and create plan to improve current system – new routes, schedules, fees, fleet expansion, etc.	x	x	
	Build bus shelters at certain stops along the route (compatible with the historic character of the park)		x	x
Going-to-the-Sun Road shuttles are too infrequent	Analyze current services and create plan to improve current system – new routes, schedules, and services	x	x	

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Improved/expanded transit will require increased costs	Analyze and create a funding plan to improve current system – new routes and schedules, including fees, etc.	x		x
	Consider fee and assessment options – add-on to entrance fee, small user fee plus subsidy, transparent fee for private vehicles driving over pass, discounts for groups (i.e. entrance and parking fees), discounted entrance fees or other incentives for those taking transit, and/or variable fee structure		x	x
Transit ends too early	Proposed hours from 7 a.m. to 10 p.m. (includes increased peak period service)	x		
	Analyze current services and create plan to improve current system – new routes, schedules, fees, fleet expansion, etc.	x	x	
Scheduled routes are limited and only provide access to certain areas of the park	Analyze current services and create plan to improve current system – new routes, schedules, fees, etc.	x	x	
	Possible additional routes – Swiftcurrent and Many Glacier (more service), and East Glacier (new service)		x	x
Transit schedules not dependable	Improve dependability	x	x	x
	Analyze current services and create plan to improve current system – new routes, schedules, fees, fleet expansion, etc.	x	x	
Transit capacities are limited	No change, unless transit improvements are necessary	x		
	Analyze current services and create plan to improve current system – new routes, schedules, fees, fleet expansion, etc.	x	x	
Not all vehicles are ADA-compliant	Analyze current services and create plan to improve current system with more ADA-compliant vehicles and services	x		
	Consider ADA-compliant vehicles as old vehicles are replaced		x	x
	Bring all vehicles into compliance for accessibility		x	x
Lacking employee shuttle for those who live in outlying communities	Institute public process and partnering with local communities, businesses, transit services, etc. to develop regional ties and regional TDM strategies			x
	Tie in with Eagle Transit or other local service			x
	Set up employee shuttle or vanpool program between communities such as Whitefish, Kalispell, and the Blackfeet Nation; incorporate TDM strategies such as a ‘guaranteed ride home’ program.			x
Inadequate transit service for day hikers	Integrate the existing “hiker shuttle” into the expanded transit system and provide regular transit service at trailheads	x	x	x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Parking lots are not adequate for transit service	Use parking and transportation management techniques to encourage transit and reduce parking needs within the park	X	X	
	Create increased parking spaces in existing lots and/or create new area(s) to accommodate transit services and stops		X	X
	Create more parking at Apgar during the rehabilitation of the Road		X	
	Coordinate parking areas with transit service		X	X
	Change functions of some parking areas to be accessible by transit service only (no parking for private vehicles)		X	X
Parking & pullout areas are not well managed	Develop a parking plan for locations and management of parking areas; determine where extra parking areas or spaces are feasible and reasonable		X	X
	Remove dangerous parking areas	X		
	Increase signage that tell visitors of immediate pullouts and parking along roadways	X		
	Incorporate expanded transit system routes with parking area locations		X	X
Parking & pullout areas are not clearly designated	Increase signage that tells visitor of immediate and upcoming parking and pullouts along roadways			X
	Update and improve park maps to indicate pullouts and parking along the roadways	X		
Not enough parking areas or spaces	Level use demand by providing services in more areas or removing services from crowded areas	X	X	X
	Increase enforcement activities at parking areas	X		
	Use restrictions such as day use-only lots or hikers-only lots	X		
	Install real-time parking information media at visitor centers, entrance stations, or other areas to alert visitors to crowded conditions		X	X
	Limit parking duration at certain times and/or seasons at some locations through a TDM program	X	X	X
	Implement parking credits system (visitor is allotted certain amount of parking credits for a day)			X
	Limit functions of sites			X
	Implement paid parking measures such as parking meters or pay stations			X

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L	
Not enough parking areas or spaces, continued	Implement peak period parking limitations			x	
	Increase amount of parking spaces at parking areas where there is a current or future deficiency		x	x	
	Develop transportation hubs with increased parking at high visitor use areas such as Apgar or Rising Sun		x	x	
	Expand transit system to decrease the need for parking inside the park		x	x	
	Create parking areas for private vehicles that are farther away from attraction, with transit drop-off in front of attraction				x
	Designate certain areas accessible only by transit or other alternative forms of transportation, (Lake McDonald Lodge or Rising Sun areas)		x	x	
Some visitor parking & pullouts are dangerous (i.e. across the Road from attractions) such as Avalanche, Sunrift Gorge, The Loop, and Wild Goose Island	Traffic calming techniques, signage/crosswalks	x	x		
	Reconstruct dangerous parking areas on the same side of the road as attraction		x	x	
	Remove dangerous pullouts		x		
	Designate these attractions/areas as transit accessible only; eliminate parking areas and leave space for transit only		x	x	
Parking areas funnel too many visitors to same locations, creating overcrowding	Develop parking plan for management of existing parking areas			x	
	Remove or reduce parking in crowded areas; create parking spaces in underutilized areas to disperse visitor use		x	x	
	Coordinate expanded transit system routes with parking area locations		x	x	
	Designate some parking areas as transit-accessible only		x	x	
Congestion on Going-to-the-Sun Road	Pay to drive over Logan Pass	x	x	x	
	Provide discounts for vehicles with a certain number of people (groups)	x	x	x	
	Prohibit use of cars on the Road during peak hours (transit use only), charge variable fees, provide group discounts, etc.	x	x	x	
	Provide alternatives for visitors – alternative times, locations, and visitor experiences; promote other areas/roadways in and around the park; promote alternative forms of transportation such as boat service from Apgar to Lake McDonald Lodge (see <i>Commercial Services Plan</i>)	x	x	x	

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Congestion on Going-to-the-Sun Road, continued	Provide better information to educate visitors on how to avoid congestion	x	x	x
	Reduce “magnets” in congested areas	x	x	x
	Improve transit system	x	x	x
	Provide more maintenance for roadways	x		x
	Develop monitoring plan using traffic counts based on indicators and standards			x
	Use travel demand management (TDM) techniques to manage the amount of traffic on the road	x	x	x
Structural and maintenance problems on Going-to-the-Sun Road; insufficient widths at parking & pullouts (see <i>Going-to-the-Sun Road Engineering Study</i>)	Focus on reconstruction of roadway to accommodate higher capacities and visitor use. This approach would be framed by requirements to maintain historic character and other environmental concerns regarding damage to the resource (see <i>Going-to-the-Sun Road Engineering Study</i>)		x	
	Rehabilitate roadway to minimize future maintenance		x	
	Make improvements to road to maintain an acceptable level of safety, such as improved driving surface (within context of historical landmark guidelines)		x	
	Expand transit system to manage the amount of traffic on road	x	x	x
	Expand maintenance and snowplowing program	x		
Pedestrian & bicycle paths in front country are in poor condition/dilapidated	Make improvements to trails to maintain an acceptable level of safety	x		
	Find alternative route for bike lane along existing roadways – along Lake McDonald, Camas Road, Inside North Fork Road, and/or Many Glacier Road area			x
	Improve design and update			x
	Build new trails in areas where feasible			x
	Promote use of trail for visitors as alternative form of recreation and/or transportation		x	x
	Focus on maintaining those that provide good dispersion and visitor experience			x
Conflicts arising from shared use of trails by hikers, bicyclists, and horseback riders	Limit concessions on trails	x		

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Conflicts arising from shared use of trails by hikers, bicyclists, and horseback riders, continued	Increase visitor education and awareness so conflicts will be lessened	x		
	Consider designating new trails for hiking or horseback riding only			x
Pedestrian paths inaccessible to the physically challenged	Make improvements and provide more paths that are accessible to the physically challenged	x	x	x
Not enough pedestrian/bicycle paths/mileage <i>*11% of 1,319 respondents from visitor survey would like to see more bike trails in the park</i>	Find alternative routes for bike paths along existing roadways, such as along Lake McDonald, Camas Road, Inside North Fork Road, and/or Many Glacier Road			x
	Build new trails where feasible (would require studies to create a trails plan for the park)			x
	Make pedestrian improvements in other areas of park such as Two Medicine and Many Glacier, including pedestrian pathways and other improvements			x
Bicycle paths in front country serve a limited number of people and types of groups	Promote use of trails as alternative form of recreation and/or transportation for visitors	x	x	x
	Provide more services for visitors with bicycles	x	x	x
	Improve pedestrian circulation in areas such as Apgar with addition of more pedestrian trails, sidewalks, etc.		x	x
	Build new trails where feasible (would require studies to create a trails plan for the park)			x
	Find alternative route for bike path that would allow for more use by different groups (explore potential sites along north shore of Lake McDonald)			x
Pedestrian/bicycle use along Going-to-the-Sun Road is dangerous	Build new trails where feasible (would require creating a new trails plan for the park)		x	x
	Find alternative routes for bike lane (along existing roadways)			x
	Continue to regulate time during day that bicycles are allowed on the Road			x
	Provide for bicycle carriage (bike racks) on transit vehicles during bicycle restriction times on Going-to-the-Sun Road		x	x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Pedestrian/bicycle trail in Apgar area is confusing as it goes through employee housing area	Find alternative routes for bike lane (along existing roadways)		x	x
	Build new trails where feasible (would require creating a new trails plan for the park)			x
Not enough short, easy pedestrian/bicycle trails on west side for those with children or problems with altitude	Build new trails where feasible			x
Several miles of backcountry trails have been eliminated, increasing demand on remaining trails	Focus on maintaining those that are still in use to provide good dispersion and visitor experience			x
	Build new trails where feasible			x
	Provide transit service for backcountry trailheads to disperse visitor use of trails	x	x	
Not all back country trails are maintained, leading to higher use on maintained trails	Provide maintenance and/or upgrades for those paths that could disperse visitor use within the park, and increase the number of trails that are accessible to all visitors			x
	Provide transit service for backcountry trailheads to disperse visitor use of trails	x	x	
Lack of funding for pedestrian/bike paths	Reallocate fee demo money as a priority			x
	Make priority of building new trails for funding			x
	Reallocate fee demo money as a priority for alternative forms of transportation			x
	Develop other funding options			x
Mapping inadequate	Update maps to include comfort stations, entrance gates, orientation, and interpretive experiences			x
Roadside interpretation and viewing areas need more information; not enough information on next place to stop if parking areas or pullouts are full	Provide signage or comprehensive maps at existing sites with interpretive information	x		
	Provide signage or comprehensive maps on services available in park at all roadside areas	x		

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Not enough roadside interpretation and viewing areas <i>*21% of respondents from the visitor survey would like to see more interpretive and viewing areas in the park</i>	Provide interpretive information on expanded shuttle system such as a limited, guided talk about locations along the route			x
	Add more interpretive information through use of a park-wide interpretive plan (based on placement of parking areas and pullouts)			x
Need more interactive experiences that require better technology at roadside interpretation and viewing areas	Research appropriate technologies and determine which types are most cost-effective			x
	Provide more self-guided interpretive tours			x
Not enough enforcement of vehicle restrictions	Provide stricter enforcement of vehicle restrictions, to involve more ticketing and personnel	x		x
	Increase enforcement activities at parking areas	x		
	Add restrictions such as day-use-only lots or hikers-only lots	x		
	Institute traffic calming techniques and signage			x
	Revisit vehicle length restrictions for transit vehicles			x
More roadways in park need vehicle restrictions, such as North Fork area	Use expanded transit for other areas of park besides Going-to-the-Sun Road in conjunction with vehicle restrictions; restrictions would give priority to transit to manage increased traffic volume			x
	Add and enforce vehicle restrictions on all paved or major roadways in park based upon standards to be determined			x
Not enough enforcement of bicycle restrictions	Provide stricter enforcement of bicycle restrictions, to involve more ticketing and personnel	x		
	Provide bike racks on transit system			x
	Address rules and regulations to ease conflicts between hikers, horses, vehicles, and bicycles			x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-1: Transportation System (Continued)

Item	Management Options	S	C	L
Boundary of winter closure area has been expanded too much, such as the closure at Lake McDonald Lodge Note: the winter closure issue is addressed in the GMP where it was determined that winter services would not be expanded.	Maintain winter closures as they are to protect wildlife and park resources, as stated in the GMP	x		
	Decrease winter closure area and increase visitor services for normally closed areas to increase visitor use in shoulder seasons			x
	Decrease winter closure area in conjunction with limited transit or transit-only service		x	x
No indicators or standards to monitor Going-to-the-Sun Road experience	Select indicators and specify standards for the Going-to-the-Sun Road. These elements should be related to services that are part of the overall experience on the Road	x	x	x
	Create indicators and specify standards for all planned, expanded transportation systems	x	x	x
	Continue to revise and update all indicators and standards and implement on continuous monitoring plan			x
Lacking a comprehensive, sustainable transportation system	Educate the public on the environmental benefits of a sustainable transportation system and encourage use of the transit systems, via local communities and businesses (i.e., distribute informational brochures, posters, etc.)	x	x	x

Table E-2: Visitor Use

Item	Management Options	S	C	L
Lack of compliance with 1978 law requiring establishment of carrying capacities within all national parks	Create carrying capacities for visitor use areas to comply with regulation and manage areas for these capacities			x
	Increase services and/or facilities as needed to accommodate the maximum established capacities			x
	Create carrying capacities for visitor use areas in combination with expanded transit system to manage visitor use			x
Visitor use is not given adequate attention due to lack of funding	Designate visitor use as a priority issue and appropriate more funding to manage visitor use programs. Alternatively, no change if funding is not available or is determined to be of low priority			x

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Lack of partnering and good rapport with local communities	Use partnerships for a regional transit system (i.e. partnerships with local service such as Eagle Transit or Big Mountain transit services) that would create better connections for visitors between local communities and the park		x	x
Infrastructure being built up to accommodate increased use, rather than managing each area for a set carrying capacity	Create carrying capacities for visitor use areas and manage each area for capacities			x
	Manage in combination with expanded transit system to decrease need for parking by designating areas as transit-accessible-only		x	x
	Use carrying capacities as a means to control infrastructure growth			x
Lack of communication with visitors before they enter the park	Increase communication with local communities and businesses (such as area Chambers of Commerce) to be better equipped to inform and educate visitors of park conditions – this will allow for better management of crowded conditions within the park		x	x
	Based on forecasts of more internet use, provide more information on website regarding fees, tour overviews, construction information, etc.		x	x
	Increase visitor information services through potential Discovery Center in the Apgar area (see GMP) or visitor center built before the entrance to the park		x	x
	Integrate expanded regional transit system with visitor information, i.e. educate drivers and stations with park conditions and information so they can inform visitors of conditions before entering the park		x	x
Lack of communication with international visitors before they enter the park	Based on forecasts of a 98% increase in international visitors over the next 20 years, create more opportunities for international information		x	x
Lack of outreach beyond the park	Partner with outlying communities and businesses to educate visitors on off-peak times and seasons for interpretive and other information about the park		x	x
	Develop visitor information center(s) outside of park to educate visitor on park opportunities before entering			x
	Advertise and market the park with tools such as the internet, newspapers, and brochures		x	x
	Use expanded regional transit service to access the park and provide information for potential visitors to the park and foreknowledge for those in transit to the park			x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
No real time information	Provide a real-time electronic information display during construction of the Road. This display would tell Glacier's story, past and present, in an interactive and interesting way using the latest technology		x	x
	Provide information regarding dispersion of guests in the park to help visitors make choices on where to go to avoid crowds		x	x
Consider changes to the operating season for St. Mary Visitor Center	Keep current seasonal closures in place to better manage visitor use in the park	x		
	Open visitor center longer and increase visitor use during the shoulder seasons			x
	Consider keeping visitor center open longer in the season in conjunction with limited transit service along the Road		x	x
Not enough interpretive activities (NPS programs)	Increase personnel			x
	Provide more services in spring and fall			x
	Provide interpretive information on expanded shuttle system such as a limited, guided talk about locations along the route		x	x
	Provide more historical, cultural, and environmental interpretive experiences			x
	Promote the interpretive experience with shuttles as a way to limit vehicles		x	x
Signs and information not well-placed	Manage interpretive information through the use of a plan based on placement of parking areas and pullouts			x
	Add additional interpretive information as necessary to provide more options for the visitor based on an interpretive plan	x		
	In conjunction with an expanded transit service, provide interpretive information in areas designated as transit-accessible-only		x	x
Lack of interpretive programs & guided tours	Increase staff/personnel			x
	Work with current tour schedules to accommodate more throughout the day, to make better use of existing staff and aid in dispersion of visitor use in the park during key times	x		x
	Provide more interpretive information along the Road	x		

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Lack of interpretive programs & guided tours	Provide interpretive information on expanded shuttle system such as a limited, guided talk about locations along the route		x	x
	Expand programs for campgrounds, historic hotels, visitor centers, and private sector facilities to tell Glacier's story to park visitors			x
	Create a promotional/marketing program to expand service so the visitor knows what will be available during the trip prior to arrival		x	x
Need to schedule interpretive activities during off-peak times	Work with current tour schedules to accommodate more throughout the day (esp. early morning and evening), and in combination with expanded transit service, to make better use of existing staff and aid in dispersion of visitors in the park during these times			x
	Provide more services in spring and fall, and in combination with limited transit service		x	x
	After construction of the Discovery Center at Apgar, create more opportunities related to the visitor center during off-peak times such as short informational videos to be played in the center, guided tours through the center, and other interpretive activities to draw visitors			x
	Provide more guided tours to accommodate off-peak visitors			x
Need better technology/tools	Research available technologies and implement those which are most appropriate and cost-effective			x
	Use appropriate technologies in combination with expanded shuttle service such as talks, DVD's, and interactive educational programs during the trip		x	x
	Increase visitor educational opportunities, e.g., provide more information regarding the disappearing glaciers in the park and other information about ongoing climate changes and geological phenomena			x
	Provide more cultural and historical information on how the Road was originally built and plans for rehabilitation		x	x
Need more visitor education opportunities	Manage existing visitor centers/facilities to disperse visitor use so that employees have adequate time and space to educate visitors	x		

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Need more visitor education opportunities, continued	Provide more information about the hidden areas in the park to educate visitors about less popular (and often less crowded) destination options		x	x
	Provide more informational sessions and talks	x		
Lack of good facilities in which to educate visitors	Construct a new Discovery Center and Museum inside the park in the Apgar area. This would be a full-service, year-round facility offering information, interpretive and educational programs, and innovative exhibits			x
	Use the Discovery Center to provide staging for tours and educational experiences throughout the park			x
	Use the Discovery Center to highlight and develop Glacier's role as an International Peace Park; offer resources for groups seeking solutions for critical issues and conflicts facing the world			x
	Create more opportunities at visitor centers throughout the park for educational talks in combination with transit tours	x	x	
	Manage current visitor centers/facilities for dispersed visitor use so that employees have adequate time and space to educate visitors	x		
	Create times at visitor centers (early mornings or evenings) for information sessions/talks only	x		
	Provide transit service to and from all visitor centers at these times	x	x	
Campgrounds and picnic areas run down and in need of rehabilitation	Provide real-time information for filling of campgrounds at visitor centers and/or entrance stations		x	x
	Make improvements to campgrounds to provide for an acceptable level of safety and provide basic maintenance	x		x
	Redesign and/or reconstruct to modernize campgrounds and provide for a more comfortable visitor experience			x
No "tents-only" campground available	Designate appropriate existing campgrounds as "tents-only" to decrease impacts on natural resources from large RV's or other vehicles			x
	Build new campgrounds for RV's and upgrade existing campgrounds and designate as "tents-only"			x
	Make some "tents-only" campgrounds accessible by transit only and eliminate parking in these areas			x

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
No campground shower facilities	Coordinate with existing lodging facilities to provide use of showers for visitors using campgrounds to avoid impacts created by building new shower facilities			x
	Conduct a study to determine where shower facilities would be feasible and build at appropriate campgrounds			x
	Provide transit service between campgrounds and shower facilities (feasibility dependent on the distance between campground and shower facilities)			x
Not enough picnic areas along Going-to- the-Sun Road	Relocate selected picnic areas in high visitor use areas to underutilized areas such as Packer’s Roost and/or Logan Pit (after rehabilitation because Logan Pit is currently a construction staging area)			x
	Conduct a study to determine where picnic facilities would be feasible and place where appropriate to accommodate higher visitor use. Possible areas for this include Apgar, Packer’s Roost, and/or Logan Pit			x
	Designate some picnic areas as transit-accessible-only			x
	Use visitor management techniques to decrease the need for facilities, such as dispersing current picnic areas to underutilized areas, parking management techniques at picnic areas (time limits, limited space, pay parking, etc.), requiring advance reservations, and/or providing real-time information on filled campgrounds and picnic areas			x
	Manage picnic areas in combination with an expanded transit system, e.g., giving visitors who use transit top priority in making reservations to use picnic facilities			x
Picnic areas not clearly marked	Update and improve park maps to clearly designate picnic areas	x		
	Increase signage along Going-to-the-Sun Road to alert visitors of immediate and upcoming picnic areas (determine whether increased signage is appropriate in some areas based on the type of signage and how it fits in with the character of the area)	x		
	Use expanded transit system to inform guests of picnic opportunities on the Road		x	x
No accommodations for longer RVs or other vehicles in campgrounds	Keep existing configurations of campgrounds to minimize impacts to natural resources from larger vehicles	x		

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
No accommodations for longer RVs or other vehicles in campgrounds	Provide basic maintenance facilities and services (e.g., pumping stations)			x
	Conduct a study to determine where expansion of a campground or individual spaces would be feasible to accommodate larger vehicles, based on forecasts of a larger proportion of RV ownership			x
	Redesign/reconstruct new campgrounds to modernize current facilities and accommodate larger vehicles			x
	Keep RV areas separate from tents-only areas			x
Comfort stations poorly located	Relocate comfort stations to areas with less visitor use to disperse parking and visitor use more adequately	x		
	Add more comfort stations in appropriate locations as necessary to provide as much convenience for visitors as possible	x		
	Manage placement of comfort stations by looking at overall layout throughout the park	x		
Comfort stations poorly maintained and need attention	Increase funding for comfort station maintenance and implement safety and sanitation improvements to existing facilities	x		x
	Provide new, updated facilities where feasible to reduce maintenance issues			x
Inadequate signage and information regarding location of comfort stations	Provide updated mapping of existing comfort stations throughout the park so that all locations are known and to lessen crowding at popular areas	x		
	Increase signage within the park to direct visitors to new and existing comfort stations	x		
Not enough comfort stations	Provide better management of existing comfort stations so that visitors have information on all options available through the use of better mapping and information at park entrances and visitor centers	x		
	Conduct studies to determine where additional facilities are feasible and add more as necessary			x
Need for additional comfort stations during rehabilitation of the Road	Provide portable comfort stations at traffic stops		x	

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Glacier Park, Inc. (GPI) manages most concessions, but primarily serves guests in lodging and not other park visitors	To be addressed by <i>Commercial Services Plan</i>			
Lack coordination with other amenities such as lodging	To be addressed in <i>Commercial Services Plan</i>			
Complaints from some guests on room size, food, staffing, costs, etc.	To be addressed by <i>Commercial Services Plan</i>			
Shower/laundry facilities inadequate	To be addressed by <i>Commercial Services Plan</i>			
Transit system concessioners are inadequate	See <i>Chapter 3: Transportation System Options</i> and <i>Commercial Services Plan</i>			
No bicycle concessioners <i>Note: This service has been offered in the past in Apgar and West Glacier. Demand was not sufficient to sustain the operations. One of the raft companies in West Glacier is offering bicycles for rent again this summer.</i>	To be addressed by <i>Commercial Services Plan</i>			
Need additional and better advertised commercial tours & shuttles <i>*11% of 1,319 respondents from the visitor survey would like to see more planned tours in the park</i>	Determine if current tours could be expanded or if visitors could be better informed of the opportunities available for tours within the park		x	x
	Determine what additional tours are desired and create plan to develop new tours (to be addressed by <i>Commercial Services Plan</i>)			x
	Partner with outlying communities and businesses to educate visitors of opportunities		x	x
	Determine if more opportunities are available to incorporate tours with expanded shuttle service within the park		x	x
Lacking commercial historic tours	To be addressed by <i>Commercial Services Plan</i>			x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
<p>Not enough hiking trails</p> <p><i>*18% of 1,319 respondents from the visitor survey would like to see more trails in the park</i></p>	Upgrade and improve self-guided trail maps and information regarding all the kinds of hiking experiences available in the park	x		
	Provide better education for visitors on locations of trails and ability levels, manage parking areas for these trails to disperse visitor use, and/or try to manage trails for set carrying capacities or encounter rates	x		x
	Create additional short hikes along the Road			x
	Conduct studies to determine where more trails could be built within the park			x
	Manage visitor use on existing trails within the park in combination with an expanded transit system		x	x
	Use techniques such as designating certain trailheads as transit accessible only and eliminate parking at these areas except for shuttle pullouts		x	x
	Upgrade existing trails and provide more maintenance	x		x
<p>Lack of emphasis on horseback experiences</p>	To be addressed in <i>Commercial Services Plan</i>			
	Provide easy access to this activity via transit			x
<p>Lack of emphasis on boat experiences</p>	To be addressed in <i>Commercial Services Plan</i>			
	Provide easy access to this activity via transit			x
<p>Lack of emphasis on bicycling experience</p>	Expand seasonal use of bikes along existing roadways as an alternative experience	x		
	Build more bike lanes and paths			x
<p>Not enough accessible areas, services, and/or facilities for the physically challenged</p> <p><i>(Note: These issues have been given a short-term priority based on forecasts of a larger proportion of disabled visitors to the park over the next ten years)</i></p>	Make necessary improvements to existing facilities lacking accessibility to bring into compliance with federal regulations concerning accessibility	x	x	x
	Construct barrier-free facilities in all areas of the park where feasible – i.e., build ramps, comfort stations, etc.	x		
	Update maps and other informational materials to inform visitors with accessibility needs of all such areas, services, and/or facilities	x		
	Provide experiences especially designed for wheelchairs, hearing impaired, and the blind visitor, e.g., a Braille Trail with tactile experience			x

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Not enough accessible areas, services, and/or facilities for the physically challenged, continued	Make improvements to and provide more barrier-free paths and walks.	x		
	Provide barrier-free facilities for all transit improvements	x		
Lack of funding for areas, services, and/or facilities for the physically challenged	Make issue a priority and increase funding (based on recommendations) to bring all areas into ADA compliance	x		
	Possibly allocate more fee demo money to this end, especially shuttle vehicles, as not all are currently in ADA compliance			x
	Update maps and other informational materials to inform guests of all accessible areas, services, and/or facilities	x		
Need universal design standards for barrier-free areas, services, and/or facilities	Create universal specifications for the design of all future accessible areas, services, and/or facilities to be used, especially shuttle vehicles	x		
	Reconstruct and/or reconfigure existing facilities in addition to adding new services of that same design	x		
Existing transportation system does not emphasize the visitor experience	Provide better information to visitors on existing transit options within the park	x	x	x
	Replace vans that are currently in use with refurbished and/or prototype "red busses" to provide a more unique experience for visitors; the new vehicles would use energy efficient fuel, be fun to ride, and possibly have a removable top			x
	Provide good opportunities for people to get off the transit system and get back on at any point, thereby giving the visitor the opportunity to set their pace for experiencing the park		x	x
Need more options for the private vehicle experience	Maintain the roadway as a motorized nature trail and a high-quality, slow-paced experience that defines the visitor experience	x		
	Expand the Transportation Information System (TIS) along the Road to provide more audio information		x	x
	Provide private vehicles with a portable computer programmed for a self-guided driving and interpretive experience			x

Appendix E: Perceived Deficiencies and Planning Options to Address Them

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Not enough solitude	Encourage solitude. Educate visitors to maintain a quiet atmosphere to better experience the “spiritual connection” to the awesome natural wonders of the park, at viewing areas, and on the trails and hiking paths	x		x
	Make visitors more aware of the park’s effect on all five senses	x		x
Lack of consistency in staff knowledge about the park	Incorporate training concerning information of all park areas into general training for new and/or seasonal employees to better equip employees to address the visitor experience	x		x
	Train transit drivers as tour guides	x		
Lack of consistency in staff knowledge and tools regarding visitor experience and customer service	Incorporate training concerning visitor experience levels into general training for new and/or seasonal employees to better equip employees to address the visitor experience	x	x	x
Limited staff	Increase staff for better management of visitor use areas and to provide more staff on hand for visitor inquiries			x
Interpretive staff is gone during shoulder seasons	Increase funding for interpretive activities/personnel so that more activities are available for visitors in the shoulder seasons			x
	Increase funding for interpretive activities/personnel following construction of the Discovery Center at Apgar to provide incentives for guests to visit in shoulder seasons			x
Volunteer program inadequate	Provide better incentives for park volunteers, such as lodging or a free employee shuttle from outlying communities			x
	Expand use of volunteers, i.e., college students and/or retired persons to assist the park with visitor orientation during the construction of the Road		x	x
	Expand use of volunteers, i.e., college students and retired persons to assist the park with visitor experience throughout the park			x
	Create special position of a volunteer coordinator			x
	Create special staff for visitor use within the park, i.e., ambassadors to guests providing orientation to the park and its resources			x

Table E-2: Visitor Use (Continued)

Item	Management Options	S	C	L
Not enough pedestrian areas with seating	Enhance existing walking and pedestrian areas	x	x	x
	Create additional walking and pedestrian opportunities			x
	Provide more opportunities for people to leave transit for walks and then get back on the transit system (provides visitors the opportunity to set their pace for experiencing the park, including more places to sit down, spend time and relax)		x	x
Lack of use of Glacier's lower elevation areas	Increase emphasis on less-used areas of the park to relieve congestion in crowded areas	x	x	x
Lack of measurable standards for visitor use impacts	Develop indicators, standards, and a monitoring plan for the existing visitor use in the park; review and update on an ongoing basis	x		x
Visitor season not long enough at areas such as Two Medicine	Maintain winter closures as they are to protect the resource including wildlife	x		
	Consider longer seasons with increased visitor services for normally closed areas to increase visitor use in shoulder seasons			x
	Consider longer seasons for normally closed areas in conjunction with limited transit or transit-only service to encourage dispersed visitor use in shoulder seasons			x
Need special events to provide alternatives for visitors during potential construction closures of the Road	Plan and promote special events that would provide a focused activity that could occur during a road closure for short periods to allow intensified construction. Special events could focus on walking, hiking, horseback, boating, and bicycle experiences appropriate to the park		x	