



Mount Rainier National Park Visitor Study

Summer 2012

Natural Resource Report NPS/NRSS/EQD/NRR—2013/376



ON THE COVER

Small pond in the Tatoosh Range, Mount Rainier National Park
Photograph courtesy of Mount Rainier National Park

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Summer 2012

Natural Resource Report NPS/NRSS/EQD/NRR—2013/376

Manni, M. F., Yen Le, Steven J. Hollenhorst

Visitor Services Project
Park Studies Unit
College of Natural Resources
University of Idaho
875 Perimeter Drive MS 1139
Moscow, ID 83844-1139

November 2013

U.S. Department of the Interior
National Park Service
Natural Resource Stewardship and Science
Fort Collins, Colorado

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Please cite this publication as:

Manni, M. F., Y. Le, and S. J. Hollenhorst. 2013. Mount Rainier National Park visitor study: Summer 2012. Natural Resource Report NPS/NRSS/EQD/NRR—2013/376. National Park Service, Fort Collins, Colorado.

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Executive Summary

This visitor study report profiles a systematic random sample of Mount Rainier National Park (NP) visitors during August 4–10, 2012. A total of 1,113 questionnaires were distributed to visitor groups. Of those, 702 questionnaires were returned, resulting in a 63.1% response rate.

Group size and type Forty-two percent of visitor groups consisted of two people and 32% were in groups of three or four. Sixty-seven percent of visitor groups consisted of family groups; 14% were with friends.

State or country of residence United States visitors were from 45 states, Washington, DC, and Puerto Rico, and comprised 95% of total visitation during the survey period, with 61% of visitors from Washington. Eleven percent of visitor groups were residents of the area (within 30 miles of the park). International visitors were from 17 countries and comprised 5% of total visitation during the survey period, with 36% from Canada.

Frequency of visits Many visitors (70%) visited the park once in the past 12 months and 17% visited two or three times. Fifty-five percent of visitors visited the park once in the past two to five years and 20% visited two or three times.

Age, gender, and educational level Forty-five percent of visitors were ages 41-65 years, 19% were 26-40 years old, 15% were ages 15 years or younger, and 11% were 66 years or older. Fifty-one percent of respondents were female. Forty percent of respondents had completed a graduate degree and 34% had a bachelor's degree.

Household income Nineteen percent of respondents reported a household income of \$100,000-\$149,999 and 19% had an income of \$50,000-\$74,999. Forty-five percent of respondents had two people in their household and 32% had three or four people.

Information sources Most visitor groups (85%) obtained information about the park prior to their visit through the park website (58%), previous visits (52%), and friends/relatives/word of mouth (38%). The information source receiving the highest combined proportions of “extremely important” and “very important” ratings were inquiry to park via phone, mail, or email (81%), previous visits (72%), and the park website (72%).

Park as destination During the on-site interview, 82% of visitor groups said the park was their primary destination and for 13% the park was one of several destinations.

Executive Summary (continued)

Primary reason for visiting the area	The most common primary reasons for visiting the park area (within 30 miles) among non-resident visitor groups were to visit the park (81%) and visit friends/relatives in the area (6%).
Alternative plans to visiting the park	Fifty percent of respondents would have visited another recreation site had they not visited the park on this visit. Thirty percent of respondents would have driven 201 or more miles to an alternate recreation site.
Number of park entries and number of vehicles	Seventy-three percent of visitor groups entered the park once, while 23% entered two or three times. Eighty-six percent of visitor groups used one vehicle to arrive at the park, while 9% used two vehicles.
Overnight stays and lodging used	Forty-two percent of visitor groups stayed overnight in the park or in the area within 30 miles of the park.
Overnight stays – number of nights	Of those visitor groups that stayed in the park, 64% stayed one or two nights, while 36% stayed three or more nights. Of those visitor groups that stayed in the area outside the park, 58% stayed one or two nights, while 42% of visitor groups stayed three or more nights.
Type of lodging used	Among those visitor groups that stayed overnight inside the park, 57% camped in a developed campground (either tent or RV campsite - three groups used both tent and RV campsites) and 29% stayed in an inn. Among those visitor groups that stayed overnight in the area outside of the park, 55% stayed in a lodge, hotel, motel, vacation rental, B&B, etc., 20% tent camped in a developed campground, and 14% camped in their RV.
Length of visit	Of the visitor groups that spent less than 24 hours in the park, the average length of stay was 5.4 hours. Of the visitor groups that spent 24 hours or more, the average length of stay was 2.8 days. The average length of stay for all visitor groups was 26.5 hours, or 1.1 days.
Sites visited	The most common places visited in the park were Paradise (70%), Longmire (40%), and Sunrise (30%).
Activities on this visit	The most common activities were viewing wildflowers (79%), day hiking (75%), and driving to view scenery (73%). The two most important activities were day hiking (49%) and driving to view scenery (21%). Many visitor groups (78%) hiked on this visit. Of those, 50% hiked in or near developed areas: Paradise (65%) and Sunrise (32%). Among hikers on this visit, 46% hiked more than four hours (combined), while 34% hiked between two and four hours.

Executive Summary (continued)

Shuttle bus service	Twenty-eight percent of visitor groups were aware of the shuttle bus service prior to their visit. Four percent of visitor groups had used the shuttle bus service on a previous visit. Thirteen percent of visitor groups used the shuttle bus service on the day they received their questionnaire. The most common reasons why visitor groups did not use the shuttle bus service on the day they received their questionnaire were that it was not convenient (33%) and shuttle did not stop at places visitor wanted to go (15%).
Traffic congestion in the park	Thirty percent of visitor groups felt that traffic congestion in parking areas at primary destinations was a big problem. Seventy percent of visitor groups felt that traffic congestion while driving on park roads was not a problem.
Information services and facilities	The information services and facilities most commonly used by visitor groups were the park brochure/map (75%), assistance from park staff (56%), and Paradise Visitor Center (55%).
Commercial services and facilities	The commercial services and facilities most commonly used by visitor groups were food service at Paradise Inn (33%), gift shops at Paradise Jackson Visitor Center (32%), and gift shops at Paradise Inn (30%).
Protecting park attributes, resources, and experiences	The highest combined proportions of “extremely important” and “very important” ratings of protecting park attributes, resources, and experiences included natural features (97%), clear water (94%), scenic views (93%), and clean air (93%).
Feeding wildlife	Thirteen percent of visitor groups observed wildlife begging for food. Seventy-six percent of visitor groups received/saw information about feeding wildlife. Seventy-seven percent of visitor groups were “very aware” of wildlife habituation issues before their visit, while 86% were “very aware” after their visit.
Expenditures	The average visitor group expenditure (inside and outside the park within 30 miles of the park) was \$255. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$70 and the average total expenditure per person (per capita) was \$88. Fourteen percent of respondents had forgone income (due to taking unpaid time off from work) to make this trip, of which 53% of respondents forwent \$201 or more.

Executive Summary (continued)

Fees	Twenty-one percent of visitor groups felt a \$5 fee charged for day hiking and 17% of visitor groups felt a \$20 fee charged for backpacking/wilderness camping would prevent them participating in these activities. Fifty-three percent of visitor groups would support a \$5 increase in entrance fees to support park shuttle services. Sixty-seven percent of visitor groups would support an increase in entrance fees to offset decreases in park operating budgets.
Limiting number of campfires	Forty percent of visitor groups would support limiting the number of campfires permitted within park campgrounds, while 38% would not.
Overall quality	Most visitor groups (91%) rated the overall quality of facilities, services, and recreational opportunities at Mount Rainier NP as “very good” or “good.” One percent of visitor groups rated the overall quality as “very poor” or “poor.”

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

Acknowledgements

The questionnaire was developed by park staff including Randy King (Superintendent), Roger Andrascik (Chief, Natural and Cultural Resources), Lee Taylor (Chief, Interpretation and Education), Chuck Young (Chief Ranger), Mary Wysong (Concessions Specialist), and Barbara Samora (Biologist and park lead for this project). We thank Marc Manni for compiling the report, Yen Le for overseeing the fieldwork, Nancy Karle, Aaron Zillinger, Emily Zwick, and the staff and volunteers of Mount Rainier NP for assisting with the survey, and Matthew Strawn for data processing.

About the Authors

Marc Manni is the Research Team Supervisor for the Visitor Services Project. Yen Le, Ph.D., is Director of the Visitor Services Project at the University of Idaho, and Steven Hollenhorst, Ph.D., was the Director of the Park Studies Unit, Department of Conservation Social Sciences, University of Idaho.

Introduction

This report describes the results of a visitor study at Mount Rainier National Park (NP) in Ashford, WA, conducted August 4–10, 2012 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

Mount Rainier National Park is located in the Cascade Range of west-central Washington. The park encompasses 235,625 ac (95,354 ha), of which 83% lies within Pierce County and 17% in Lewis County. Park lands include the Mount Rainier Wilderness, comprising 97% of the total park acreage. Much of the park developed areas are designated a National Historic Landmark that represents the NPS master planning process developed in the late 1920s and 1930s. The Seattle-Tacoma metropolitan area is approximately 65 miles northwest of MORA's northern boundary, and Yakima is 65 miles to the southeast of the park's southern and eastern boundaries. Park elevations extend from about 1700 ft (518 m) above sea level to 14,411 ft (4392 m) at the summit of Mount Rainier, which is an active volcano, the focal point of the park, and a prominent landmark in the Pacific Northwest.

At 14,411 feet (4392 m), Mount Rainier is the most prominent peak in the Cascade Range. It dominates the landscape of a large part of western Washington State. The glacial system on the Mount Rainier is the largest single mountain system in the contiguous 48 states consisting of 26 major glaciers. Other water resources in the park include 470 mapped rivers and streams, 405 mapped lakes and ponds, over 3000 ac (1214 ha) of other wetland types, numerous waterfalls, and mineral springs. Vegetation is diverse, reflecting the varied climatic and environmental conditions encountered across the park's 12,800-ft (3901-m) elevation gradient. More than 959 vascular plant species have been documented in the park. The park provides habitats for about 162 species of birds, 55 species of mammals, 5 species of reptiles, 14 species of amphibians, and 14 species/subspecies of native fish, and several species of introduced and non-native fish. Approximately 58% of the park is covered by forests, much of it old growth. The subalpine parkland covers approximately 23% of the park. The alpine zone extends from treeline to the mountain's summit, with approximately 50% of the zone covered by permanent snow and ice and the remainder by alpine vegetation.

The park includes significant wilderness resources and provides numerous opportunities to enjoy a relatively pristine environment located <70 mi (<113 km) from a large metropolitan area. Over 300 miles of hiking trails (mostly in the designated Wilderness), 38 Wilderness camps, 147 miles of roads, 3 frontcountry drive-in and two walk-in campgrounds exist within the park. In addition there is a long history of human activities within the park. The area was used seasonally by Native Americans for hunting and gathering, as well as for spiritual and ceremonial purposes.

Organization of the Report

This report is organized into three sections.

Section 1: Methods

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

Section 2: Results

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

Where appropriate, a comparison with the 2000 VSP visitor study results are included in italics.

Section 3: Appendices

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

Appendix 2. *Additional Analysis*. A list of sample questions for cross-references and cross comparisons. Comparisons can be analyzed within a park or between parks. Results of some additional analyses are included in this report.

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

Presentation of the Results

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

Key

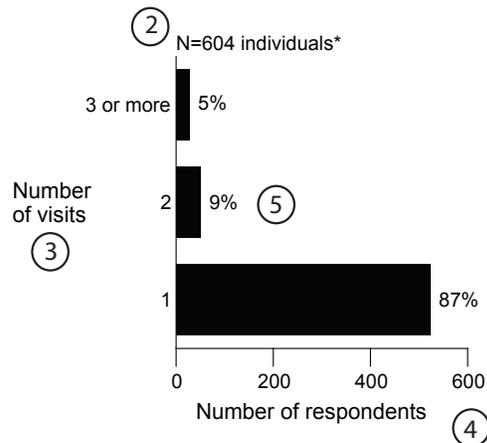
1. The figure title describes the graph’s information.
2. Listed above the graph, the “N” shows the number of individuals or visitor groups responding to the question. If “N” is less than 30, “**CAUTION!**” is shown on the graph to indicate the results may be unreliable.
- Note that although the sample size of respondents to each question does not always equal the total number of survey questionnaires returned as some visitors did not respond to all survey questions.

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

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

3. Vertical information describes the response categories.
4. Horizontal information shows the number or proportion of responses in each category.
5. In most graphs, percentages provide additional information.

Example 1



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

Methods

Survey Design and Procedures

Sample size and sampling plan

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

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at seven sites during August 4–10, 2012. Visitors were surveyed between the hours of 8 a.m. and 6 p.m. Table 1 shows the seven locations, number of questionnaires distributed, and the response rate for each location. During this survey, 1,203 visitor groups were contacted and 1,113 of these groups (92.5%) accepted questionnaires. (The average acceptance rate for 277 VSP visitor studies conducted from 1988 through 2012 is 91.3%.) Questionnaires were completed and returned by 702 respondents, resulting in a 63.1% response rate for this study. (The average response rate for the 277 VSP visitor studies is 71.6%.)

Table 1. Questionnaire distribution

Sampling site	Distributed		Returned		Returned*
	N	%	N	% by site	% of total
Ashford Shuttle stop	60	5	42	70	6
Carbon River entrance	49	4	27	55	4
Chinook Pass/Tipsoo Lake	51	5	31	61	4
Mowich Lake entrance	56	5	39	70	6
Nisqually entrance	501	45	307	61	44
Stevens Canyon entrance	198	18	132	67	19
White River entrance	198	18	124	63	18
Total	1,113	100	702		101

* total percentages do not equal 100 due to rounding

Questionnaire design

The Mount Rainier NP questionnaire was developed at a workshop held with park staff to design and prioritize questions (and later through conference calls between the park and the VSP staff to design and prioritize questions). The questions developed by park staff were focused on repeating questions asked in the 2000 visitor survey including visitor demographic, trip objectives, characteristics, and perspectives, and visitor expenditure questions in order to compare changes that have occurred over the last decade. Other questions were associated with issues of current importance to the park. Some of the questions were comparable with VSP studies conducted at other parks. Many questions ask respondents to choose answers from a list of responses, often with an open-ended option, while others are completely open-ended.

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

Survey procedure

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

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

Table 2. Follow-up mailing distribution

Mailing	Date	U.S.	International	Total
Postcards	August 27, 2012	994	36	1030
1 st replacement	September 11, 2012	554	23	577
2 nd replacement	October 1, 2012	481	0	481
3 rd replacement	November 2, 2012	378	0	378

Data analysis

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

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

Limitations

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

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of August 4–10, 2012. The results present a ‘snapshot in time’ and do not necessarily apply to visitors during other times of the year.
3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. When the sample size is less than 30, the word “**CAUTION!**” is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.
5. Note that the sample size of respondents to each question does not always equal the total number of survey questionnaires returned as some visitors did not respond to all survey questions.

Special conditions

The weather during the survey period ranged from hot and sunny to cold, overcast, and rainy with temperatures ranging from 65 to 92 degrees.

Road construction occurred in Ashford and at the Stevens Canyon entrance station. No special events occurred in the area that would have affected the type and amount of visitation to the park.

Checking non-response bias

Five variables were used to check non-response bias: participant age, group size, group type, park as destination, and participant travel distance to the park. Respondents and non-respondents were significantly different in terms of average age and proximity from home to the park (see Table 3 -Table 6). Significant differences between respondents and non-respondents were not found in other variables. The results indicated that visitors at younger age range (less than 40 years old) and visitors who live within a 50-mile radius of Ashford may be underrepresented. Some biases due to non-response may need to be taken into consideration. See Appendix 3 for more details on the non-response bias checking procedures.

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

Variable	Respondents	Non-respondents	p-value (t-test)
Age (years)	49.99 (N=697)	41.17 (N=412)	<0.001
Group size	3.36 (N=681)	3.38 (N=407)	0.886

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

Group type	Respondents	Non-respondents	p-value (chi-square)
Alone	61 (9%)	31 (8%)	0.117
Family	465 (67%)	268 (66%)	
Friends	100 (15%)	78 (19%)	
Family and friends	59 (9%)	30 (7%)	

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

Destination	Respondents	Non-respondents	p-value (chi-square)
Park as primary destination	572 (82%)	337 (82%)	0.310
Park as one of several destinations	97 (14%)	51 (13%)	
Unplanned visit	25 (4%)	22 (5%)	

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

Destination	Respondents	Non-respondents	p-value (chi-square)
Within 50 miles	176 (27%)	112 (31%)	
51-100 miles	225 (34%)	114 (32%)	
101-200 miles	27 (4%)	20 (6%)	
201 miles or more	217 (33%)	94 (26%)	
International visitors	20 (3%)	23 (6%)	
			0.012

Results

Group and Visitor Characteristics

Visitor group size

Question 22b

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

Results

- 42% of visitor groups consisted of two people (see Figure 1).
- 32% were in groups of three or four.
- 18% were in groups of five or more.

Results were similar to the 2000 survey data.

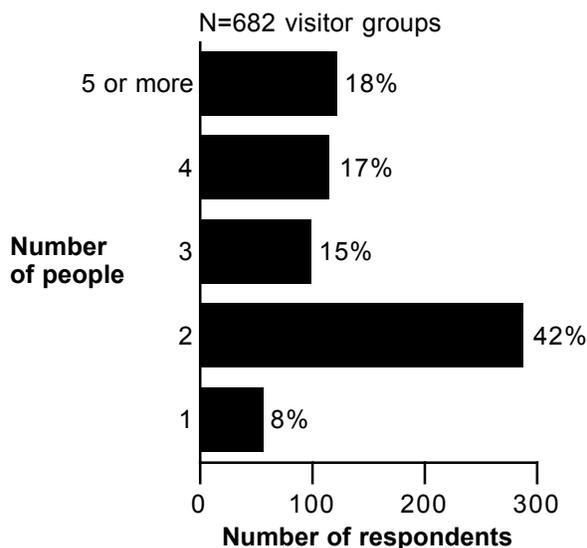


Figure 1. Visitor group size

Visitor group type

Question 22a

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

Results

- 67% of visitor groups consisted of family groups (see Figure 2).
- 14% were with friends.
- “Other” group types (1%) were:

Exchange students group
Hiking club

Results show an increase in the number of family groups visiting the park (56% in 2000), and a decrease in groups of friends (21% in 2000).

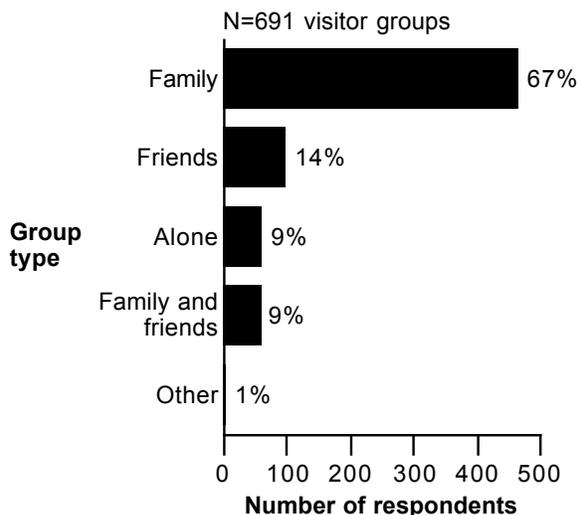


Figure 2. Visitor group type

*total percentages do not equal 100 due to rounding

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

Visitors with organized groups

Question 21a

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

Results

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

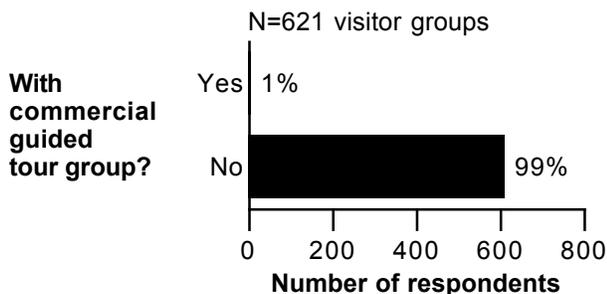


Figure 3. Visitors with a commercial guided tour group

Question 21b

What type of commercial guided tour group were you with?

Results – Interpret with CAUTION!

- Not enough visitor groups responded to this question to provide reliable results (see Table 7).

Table 7. Type of commercial guided tour group (N=4 comments) – **CAUTION!**

Tour group	Number of times mentioned
RMI Mountaineering	3
Evergreen tour	1

Question 21c

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

Results

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

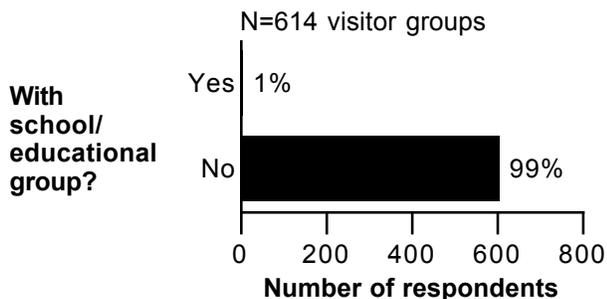


Figure 4. Visitors with a school/educational group

*total percentages do not equal 100 due to rounding

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

Question 21d

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

Results

- 2% of visitor groups were with an “other” organized group (see Figure 5).

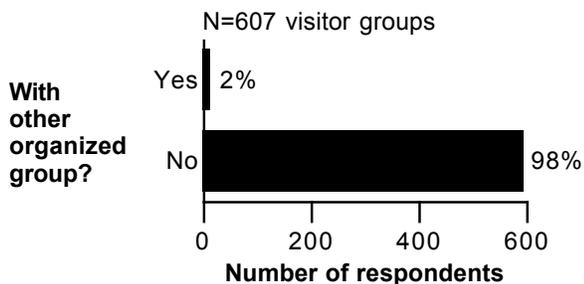


Figure 5. Visitors with an “other” organized group

Question 21e

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

Results – Interpret with CAUTION!

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

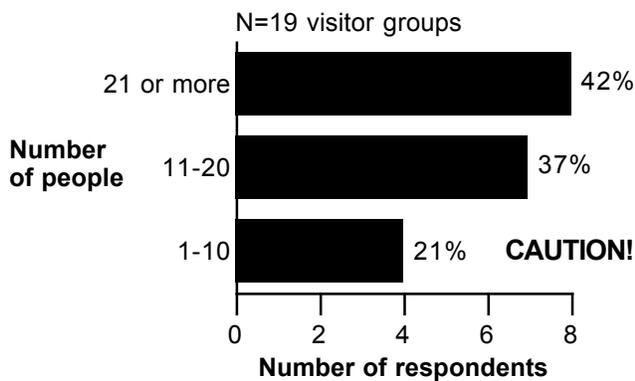


Figure 6. Organized group size

*total percentages do not equal 100 due to rounding

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

United States visitors by state of residence

Question 23c

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

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

Results

- U.S. visitors were from 45 states, Washington, DC and Puerto Rico. They comprised 95% of total visitation to the park during the survey period.
- 61% of U.S. visitors came from Washington (see Table 8 and Figure 7).
- 5% came from California and 5% were from Oregon.
- Smaller proportions came from 42 other states, Washington, DC, and Puerto Rico.

Table 8. United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=1,833 individuals*	Percent of total visitors N=1,932 individuals
Washington	1,119	61	58
California	92	5	5
Oregon	85	5	4
Florida	45	2	2
Texas	42	2	2
New York	39	2	2
Illinois	30	2	2
Pennsylvania	30	2	2
Maryland	29	2	2
36 other states, Washington, DC, and Puerto Rico	322	18	17

Results for visitor groups' state of residence are similar to the 2000 survey.

*total percentages do not equal 100 due to rounding

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

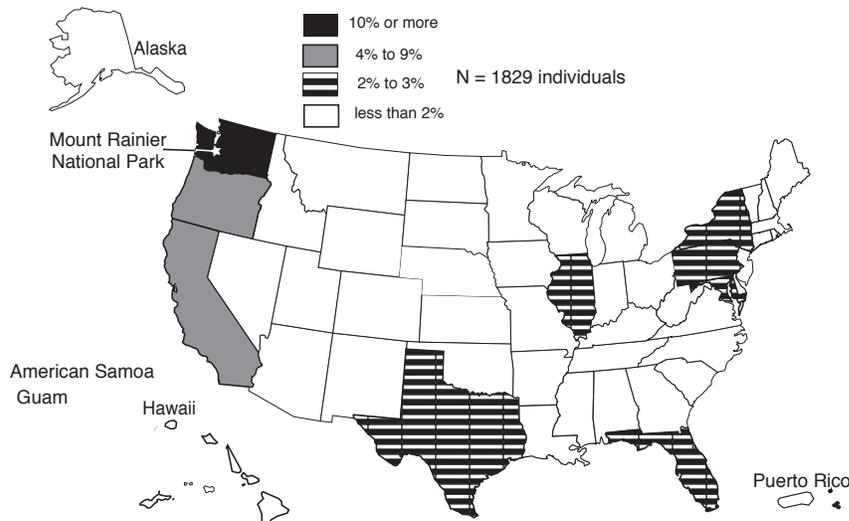


Figure 7. United States visitors by state of residence

Visitors from Washington State and adjacent states by county of residence

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

Table 9. Visitors from Washington state and adjacent states by county of residence

Results

- Visitors from Washington and adjacent states were from 60 counties and comprised 71% of the total U.S. visitation to the park during the survey period.
- 38% came from King County, WA (see Table 9).
- 20% came from Pierce County, WA.
- Small proportions of visitors came from 58 other counties in Washington and adjacent states.

County, State	Number of visitors N=1,305 individuals	Percent*
King, WA	494	38
Pierce, WA	263	20
Thurston, WA	94	7
Snohomish, WA	65	5
Yakima, WA	37	3
Benton, WA	34	3
Washington, OR	25	2
Kitsap, WA	21	2
Clark, WA	20	2
51 other counties	252	19

*total percentages do not equal 100 due to rounding

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

Residents of the area

Question 4a

Was every member in your personal group a resident of the Mount Rainier NP area (within 30 miles of the park)?

Results

- For 11% of visitor groups, all members were area residents (see Figure 8).

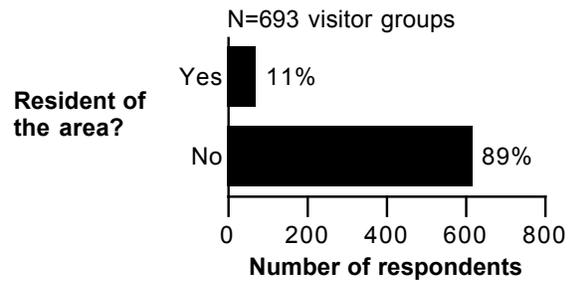


Figure 8. Visitor groups that were comprised of area residents only

*total percentages do not equal 100 due to rounding

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

International visitors by country of residence

Question 23c

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

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

Results

- International visitors were from 17 countries and comprised 5% of total visitation to the park during the survey period.
- 36% of international visitors came from Canada (see Table 10).
- 10% of international visitors came from India.
- 9% of international visitors came from France and 9% came from Japan.
- Smaller proportions of international visitors came from 13 other countries.

Table 10. International visitors by country of residence

Country	Number of visitors	Percent of international visitors N=99 individuals*	Percent of total visitors N=1,932 individuals
Canada	36	36	2
India	10	10	1
France	9	9	<1
Japan	9	9	<1
Germany	7	7	<1
The Netherlands	5	5	<1
China	3	3	<1
Australia	2	2	<1
Israel	2	2	<1
Kazakhstan	2	2	<1
Malaysia	2	2	<1
Netherlands	2	2	<1
Russia	2	2	<1
Slovakia	2	2	<1
Sweden	2	2	<1
Italy	1	1	<1
Ukraine	1	1	<1

There was an increase in visitors from Canada (8%) and India (2%) and a decrease in visitors from Japan (20%), compared to the 2000 data. In 2012, several new countries were represented that had not been previously documented (China, Malaysia, Kazakhstan, Slovakia, and Ukraine).

*total percentages do not equal 100 due to rounding

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

Number of visits to park in past 12 months

Question 23d

For your personal group on this visit, how many times have you visited Mount Rainier NP in the past 12 months (including this visit)?

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

Results

- 70% of visitors visited the park once in the past 12 months (see Figure 9).
- 20% visited two or three times.

Results are similar to the 2000 survey.

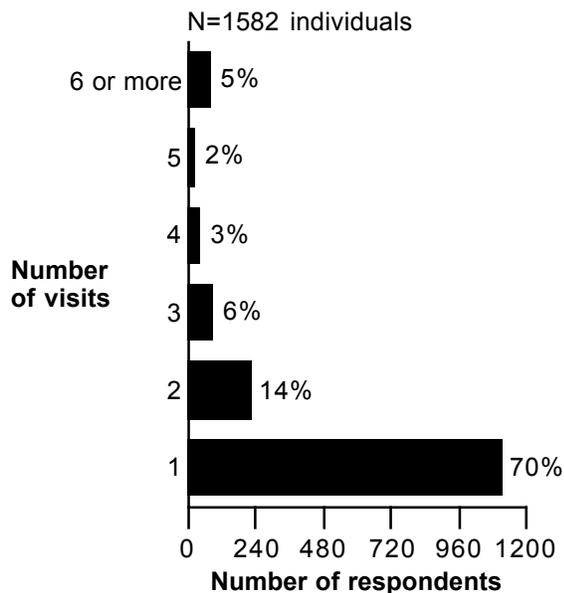


Figure 9. Number of visits to park in past 12 months

Number of visits in past two to five years

Question 23e

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

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

Results

- 33% of had not visited the park in the past two to five years (see Figure 10).
- 22% visited once.
- 25% visited four or more times.

Similar to 2000 survey, although 25% had visited zero times in 2000.

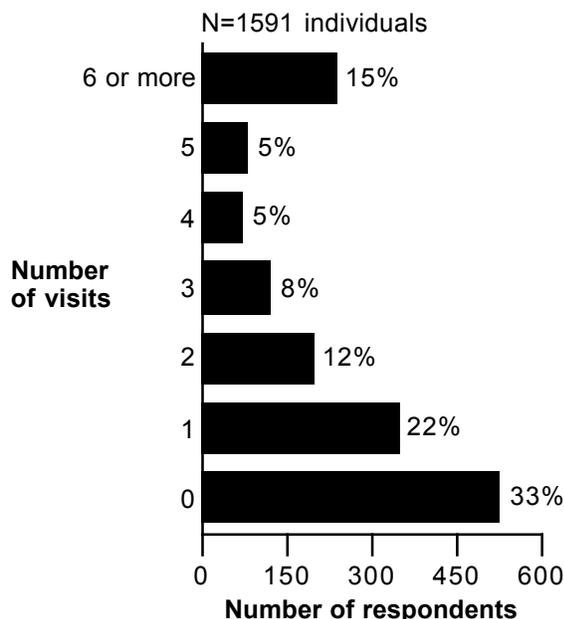


Figure 10. Number of visits to park in past two to five years

*total percentages do not equal 100 due to rounding

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

Visitor age

Question 23b

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

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

Results

- Visitor ages ranged from 1 to 94 years.
- 45% of visitors were 41 to 65 years old (see Figure 11).
- 19% were 26 to 40 years old.
- 15% were 15 years or younger.
- 11% were 66 years or older.

Results show a decrease in the proportion of visitors aged 26 to 40 years (29% in 2000) and an increase in visitors 66 or older (6% in 2000).

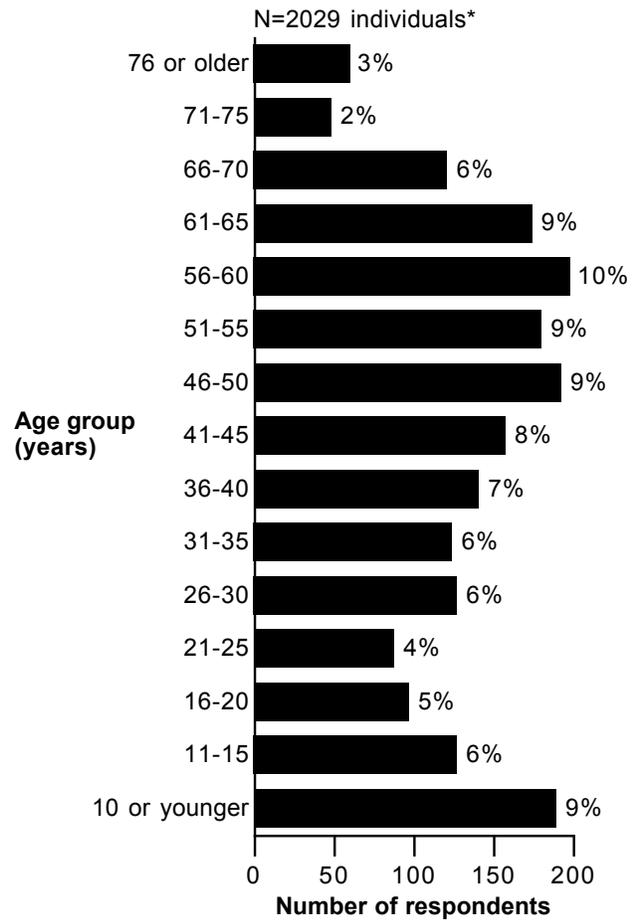


Figure 11. Visitor age

*total percentages do not equal 100 due to rounding

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

Visitor gender

Question 23a

For your personal group on this visit, what is your gender?

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

Results

- 51% of visitors were female (see Figure 12).

Results show the opposite of data collected in 2000 (male 51% and female 49%).

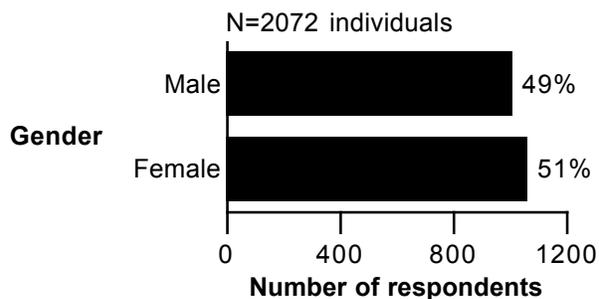


Figure 12. Visitor gender

Respondent level of education

Question 24

For you only, what is the highest level of education you have completed?

Results

- 40% of respondents had a graduate degree (see Figure 13).
- 34% had a bachelor’s degree.

Results show a significant increase in the number of visitors with graduate degrees (from 26% for group members 18 years and older in 2000).

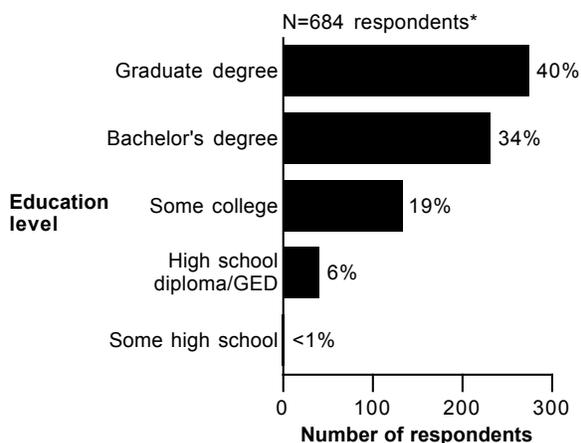


Figure 13. Respondent level of education

*total percentages do not equal 100 due to rounding

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

Respondent household income

Question 20a

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

Results

- 19% of respondents reported a household income of \$100,000-\$149,999 (see Figure 14).
- 19% had an income of \$50,000-\$74,999.
- 17% had an income of \$75,000-\$99,999.

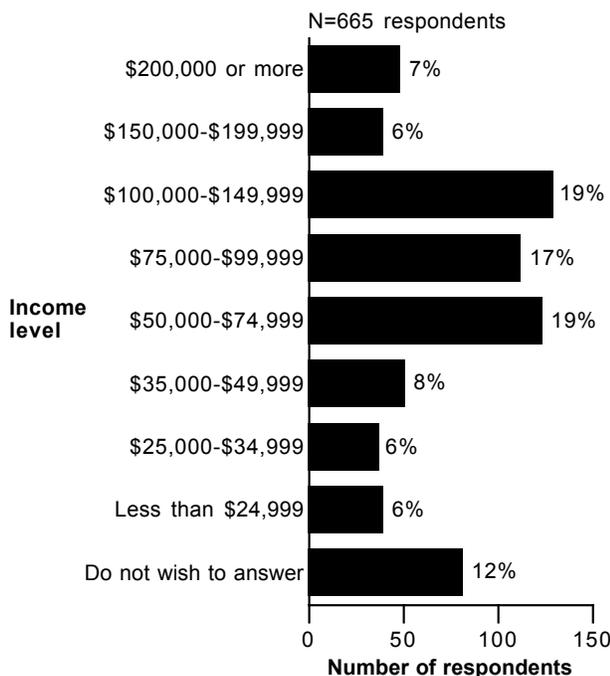


Figure 14. Respondent household income

Respondent household size

Question 20b

How many people are in your household?

Results

- 45% of respondents had two people in their household (see Figure 15).
- 32% had three or four people.
- 15% had one person.

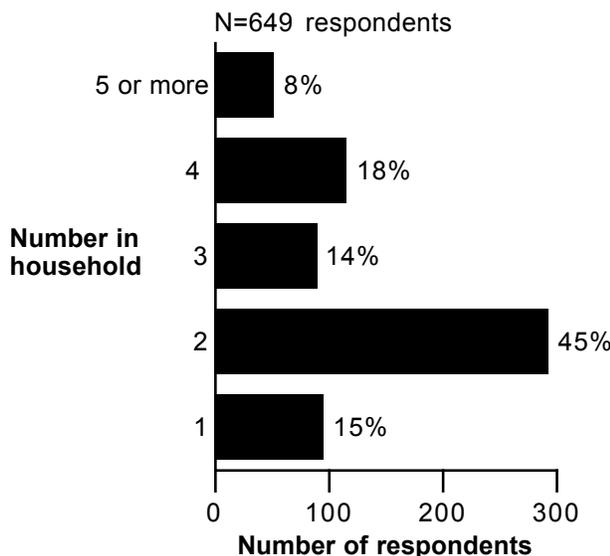


Figure 15. Number of people in respondent household

*total percentages do not equal 100 due to rounding

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

Trip/Visit Characteristics and Preferences

Information sources prior to visit

Question 1a

Prior to your visit, how did your personal group obtain information about Mount Rainier NP?

Results

- 85% of visitor groups obtained information about Mount Rainier NP prior to their visit (see Figure 16).

This is a slight decrease from the 2000 survey (90% obtained information prior to their visit).

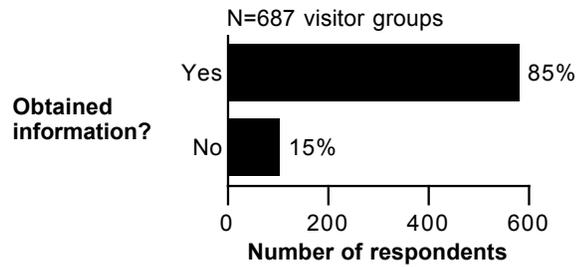


Figure 16. Visitor groups that obtained information prior to visit

*total percentages do not equal 100 due to rounding

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

- Among those visitor groups that obtained information about Mount Rainier NP prior to their visit (see Figure 17), the most common sources used were:

58% Mount Rainier NP website
 52% Previous visits
 38% Friends/relatives/word of mouth

Other websites (16%) used to obtain information prior to visit are listed in Table 11.

- “Other” sources (7%) were:

Books
 GPS App
 Have property nearby
 Hiking books
 Live in the area
 Local bus trip
 National Geographic National Parks App
 National Geographic
 National Parks Book
 Personal research
 Washington Trail Association

There were significant changes compared to the most common results for 2000 including previous visits (57%), travel guides/tour books (34%), friends/relatives (33%), and internet-park home page (24%).

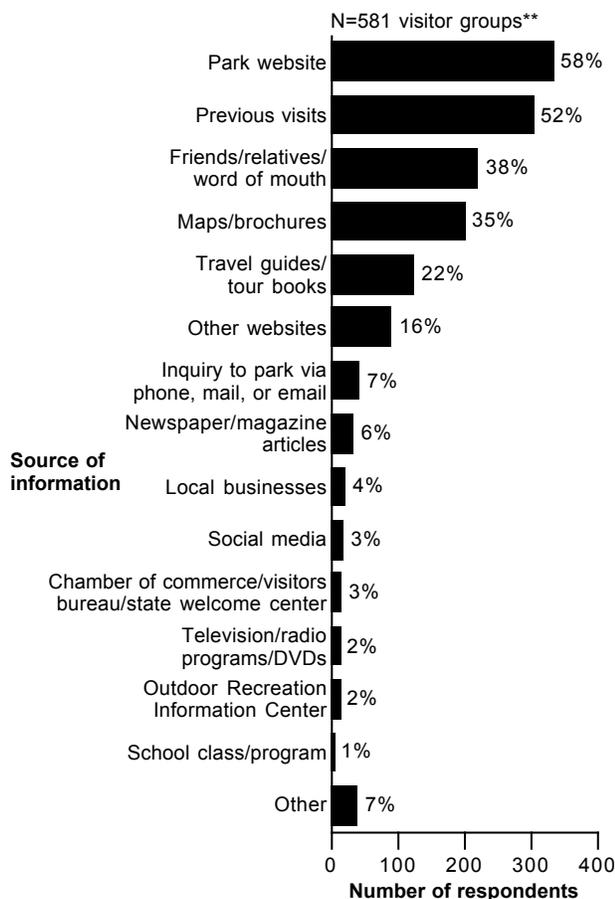


Figure 17. Sources of information used by visitor groups prior to visit

*total percentages do not equal 100 due to rounding

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

Table 11. Other websites
(N=74 comments; some visitor groups made more than one comment)

Site	Number of times mentioned
www.wta.org	14
www.google.com	10
www.maps.google.com	9
www.tripadvisor.com	6
www.visitrainier.com	4
www.mapquest.com	2
www.nwhikers.net	2
www.rmiguide.com	2
www.alltrails.com	1
www.earth.google.com	1
www.facebook.com/mtrainier	1
www.frommers.com	1
www.fs.fed.us	1
www.gorp.com	1
www.lonleyplanet.com	1
www.mrsr.com	1
www.mtrainierguestservices.com	1
www.nationalgeographic.com	1
www.nps.gov	1
www.pnsn.org	1
www.recreation.gov	1
www.reserveamerica.com	1
www.rvparkreviews.com	1
www.volcanoes.usgs.gov/observatories/cvo/	1
www.weather.com	1
www.williswall.com	1
www.wonderlandtrailguide.com	1
Campground websites	1
Climbing sites	1
Climbing weather in various locations	1
Local Mt. Rainier sites	1
States website	1
Vista hikes	1

*total percentages do not equal 100 due to rounding

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

Importance of information in planning visit

Question 1b

For the sources of information that your personal group used to plan your visit to Mount Rainier NP, please rate their importance in planning for your visit.

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

Results

- Figure 18, shows the combined proportions of “extremely important” and “very important” ratings of information sources used to plan visit that were rated by 30 or more visitor groups.
- Table 12 shows the importance ratings of each information source.
- The information source receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 81% Inquiry to park via phone, mail, or email, but for only a small number of responses, N=32
- 72% Previous visits, N=208
- 72% Park website, N=242
- 68% Friends/relatives/word of mouth, N=148
- 63% Maps/brochures, N=155

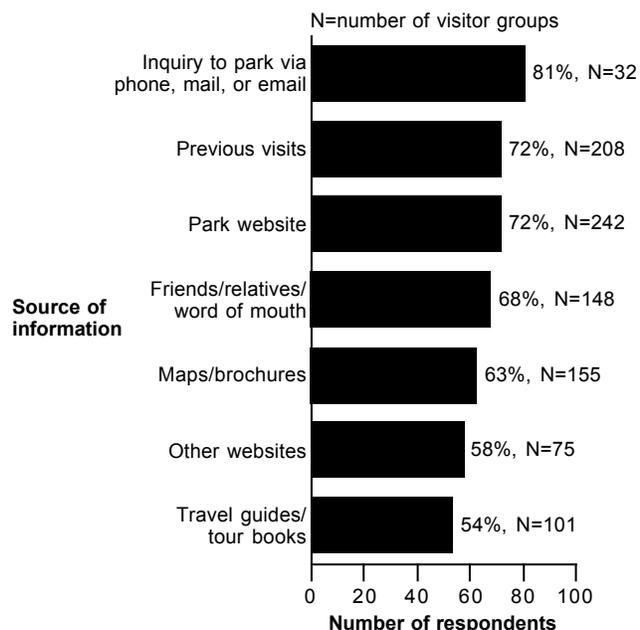


Figure 18. Importance of information in planning visit

*total percentages do not equal 100 due to rounding

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

Table 12. Importance ratings of information sources used to plan visit
(N=number of visitor groups)

Service/facility	N	Rating				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Chamber of commerce/visitors bureau/state welcome center – CAUTION!	12	17	25	17	17	25
Friends/relatives/word of mouth	148	3	9	20	42	26
Inquiry to park via phone, mail, or email	32	0	0	19	34	47
Park website: www.nps.gov/mora	242	2	8	18	36	36
Other websites	75	0	11	31	33	25
Local businesses (hotels/motels, restaurants, etc.) – CAUTION!	13	0	15	46	15	23
Maps/brochures	155	3	6	28	37	26
Newspaper/magazine articles – CAUTION!	21	0	19	52	14	14
Outdoor Recreation Information Center at the Seattle REI Store – CAUTION!	10	10	30	10	50	0
Previous visits	208	4	7	16	30	42
School class/program – CAUTION!	2	0	50	50	0	0
Social media (Facebook etc.) – CAUTION!	13	0	38	31	15	15
Television/radio programs/DVDs – CAUTION!	8	0	13	25	38	25
Travel guides/tour books (AAA, etc.)	101	1	10	36	28	26
Other – CAUTION!	26	0	4	12	27	58

*total percentages do not equal 100 due to rounding

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

Park as destination

Question from on-site interview

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

Results

- 82% of visitor groups said Mount Rainier NP was their primary destination (see Figure 19).
- 13% said the park was one of several destinations.

Results are similar to the 2000 survey where 79% of visitor groups listed the park as their primary destination

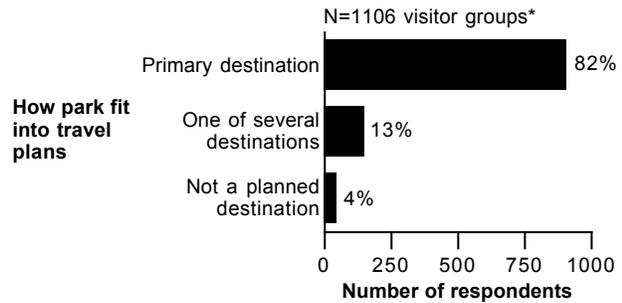


Figure 19. How visit to park fit into visitor groups’ travel plans

*total percentages do not equal 100 due to rounding

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

Primary reason for visiting the park area

Question 4b

For the nonresident members of the area (within 30 miles of the park) on this trip, what was the primary reason that your personal group came to the Mount Rainier NP area?

Results

- For 81% of visitor groups, visiting the park was the primary reason nonresident group members visited the area (see Figure 20).
- 6% were visiting friends/relatives in the area.
- “Other” attractions in the area are shown in Table 13.
- “Other” reasons (5%) were:

- 40th anniversary
- Bike ride
- Camping
- Climb Mount Rainier
- Climbing
- Cool off-love the area
- Fair at Enumclaw, WA
- Habitat for Humanity (Port Townsend)
- Hiking
- Motorcycle ride
- Research
- School internship
- Spiritual trip
- Sunday brunch
- Temporary summer employment
- To see snow for the first time
- Trail maintenance

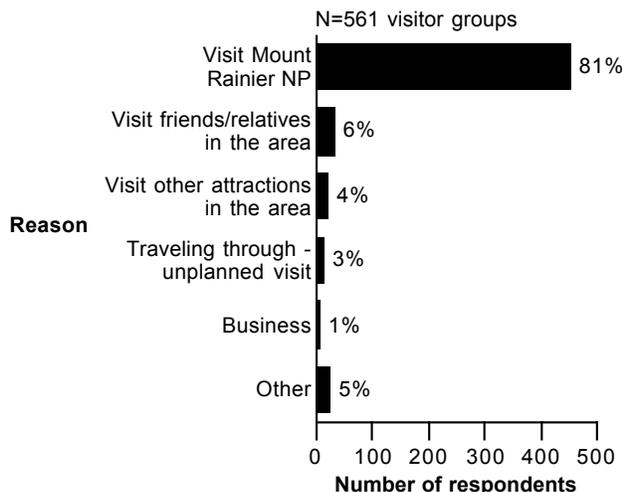


Figure 20. Primary reason nonresident members visited the area (within 30 miles of the park)

- “Other” reasons (continued):
 - Traveling through - planned visit
 - Visit staff from 2011
 - Volunteer
 - Wedding in Seattle

Results are similar to the 2000 survey.

*total percentages do not equal 100 due to rounding

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

Table 13. Other attractions in the area
(N=50 comments; some visitor groups made more than one comment)

Site	Number of times mentioned
Seattle	11
Olympic National Park	9
Mount St. Helens	6
Alaska Cruise	3
San Juan Islands	3
Railroad at Elbe and Mineral	2
Alder Lake	1
An overnight lodge near Ashford	1
Artist Point	1
Crystal Mountain gondola ride	1
Lavender Farms	1
Lewis and Clark National Historic Site	1
Pike's Place Market	1
Sculpture Park	1
Space Needle	1
Tacoma Dome concert	1
The river	1
Tree House in Ashford	1
Vancouver	1
Wenatchee National Forest	1
Whidbey Island	1

*total percentages do not equal 100 due to rounding

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

Alternative plans to visiting Mount Rainier NP

Question 12a

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

Results

- Of the visitors who responded, 50% said they would have visited another recreation site (see Figure 21).
- Table 14 lists the alternate recreation sites they would have visited.

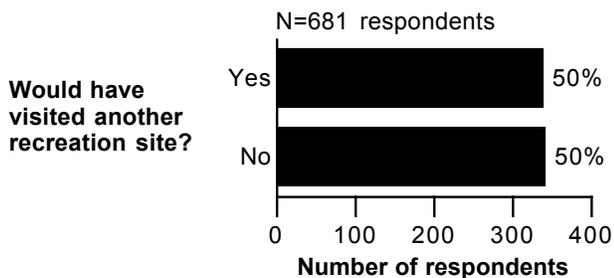


Figure 21. Respondents who would have visited another recreation site

Question 12b

How far is this alternative site from your home?

Results

- 30% of respondents would have driven 201 or more miles to an alternate recreation site (see Figure 22).
- 27% would have driven 51-100 miles.
- 27% would have driven 1-50 miles.

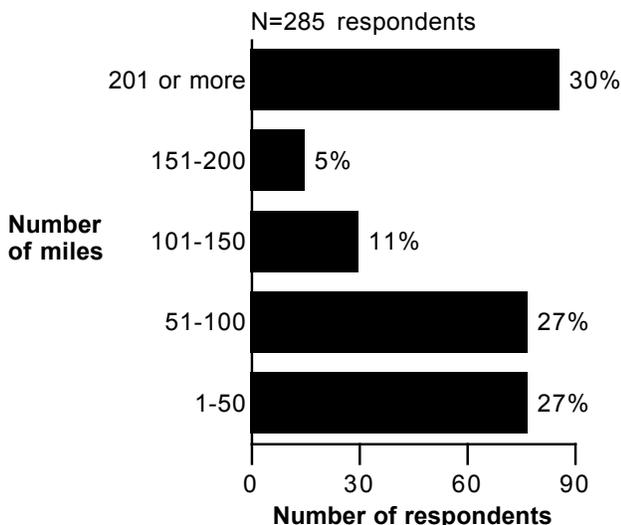


Figure 22. Distance of alternate site from home

*total percentages do not equal 100 due to rounding

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

Table 14. Alternate recreation sites
(N=360 comments; some visitor groups made more than one comment)

Site	Number of times mentioned
Mount St. Helens	65
Olympic National Park	52
Mount Baker	15
Ocean beaches	15
Cascades	11
North Cascades National Park	10
National Forest area	8
North Cascades	8
Olympic Mountains	7
Crystal Mountain	6
Hiked a different location	6
Seattle	6
Snoqualmie Pass area	6
Glacier National Park	5
Mount Adams	5
Olympic Peninsula	5
San Juan Islands	5
State park	4
Yellowstone National Park	4
Alpine Lakes Wilderness	3
Another national park	3
Gifford Pinchot National Forest	3
Bumping Lake	2
Goat Rocks	2
Grand Teton National Park	2
Hurricane Ridge	2
Mount Hood	2
Mount Olympus	2
Nisqually Wildlife Refuge	2
Other parks	2
Pacific Coast	2
Snoqualmie Falls	2
Snoqualmie National Forest	2
Three Sisters	2
Other locations	84

*total percentages do not equal 100 due to rounding

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

Number of vehicles

Question 3b

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

Results

- 86% of visitor groups used one vehicle to arrive at the park (see Figure 23).

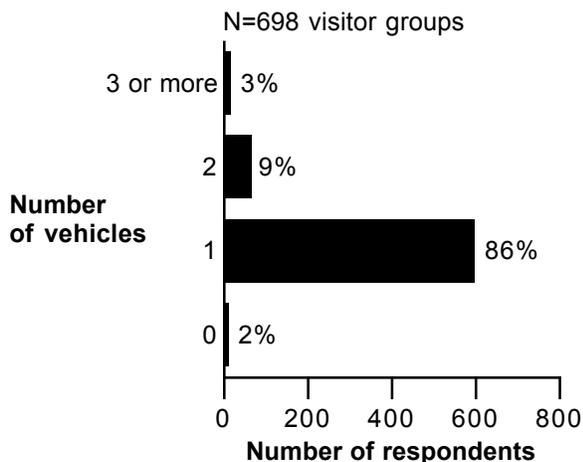


Figure 23. Number of vehicles used to arrive at the park

Number of park entries

Question 3c

On this trip, how many times did your personal group enter the park?

Results

- 73% of visitor groups entered the park one time (see Figure 24).
- 27% entered the park more than once.

2000 survey results were similar.

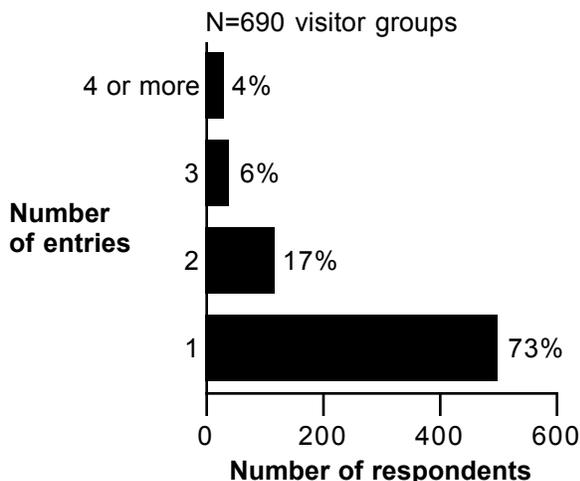


Figure 24. Number of park entries

*total percentages do not equal 100 due to rounding

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

Overnight stays

Question 5a

On this trip, did anyone in your personal group stay overnight away from their permanent residence, either inside Mount Rainier NP or within the nearby area (within 30 miles of the park)?

Results

- 42% of visitor groups stayed overnight away from home, either inside the park or within the nearby area within 30 miles of the park (see Figure 25).

Overnight stays have increased from 34% in 2000.

Question 5b

If YES, how many nights were spent inside Mount Rainier NP?

Results

- 64% of visitor groups who stayed overnight in the area, stayed one or two nights inside Mount Rainier NP (see Figure 26).
- 36% stayed three or more nights.

Compared to 2000, visitor groups who stayed overnight in the area are staying somewhat longer inside the park (30% stayed three or more nights).

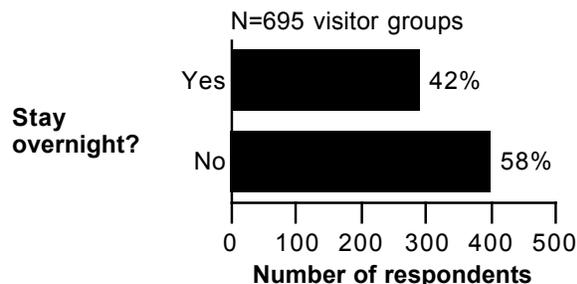


Figure 25. Visitor groups that stayed overnight away from home, either inside the park or in the area within 30 miles of the park

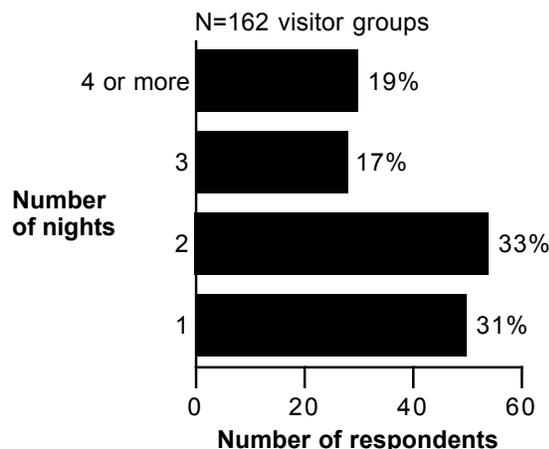


Figure 26. Number of nights spent inside the park for visitor groups who stayed overnight in the area

*total percentages do not equal 100 due to rounding

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

Question 5b

If YES, how many nights were spent outside Mount Rainier NP (within 30 miles of the park)?

Results

- 58% of visitor groups who stayed overnight in the area, stayed one or two nights outside the park within 30 miles (see Figure 27).
- 42% stayed three or more nights.

Compared to 2000, visitor groups that stayed overnight in the area are staying longer outside the park (27% stayed three or more nights).

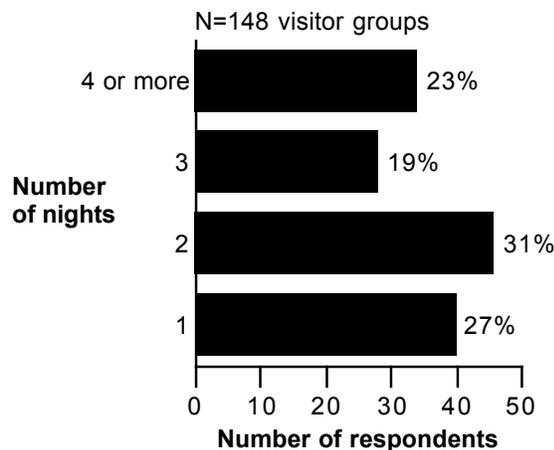


Figure 27. Number of nights spent in the area outside the park within 30 miles of the park

Lodging used inside the park

Question 5c

In which types of lodging did your personal group spend the night(s) in Mount Rainier NP?

Results

- As shown in Figure 28, among those visitor groups that stayed overnight inside the park, the most common types of lodging used were:

- 44% Tent camped in developed campground
- 29% Longmire or Paradise Inn
- 17% Wilderness campsite or crosscountry zone
- 14% RV/trailer camped

Note: 57% of visitor groups camped in developed campgrounds (either tent or RV; three groups used both types of campsites).

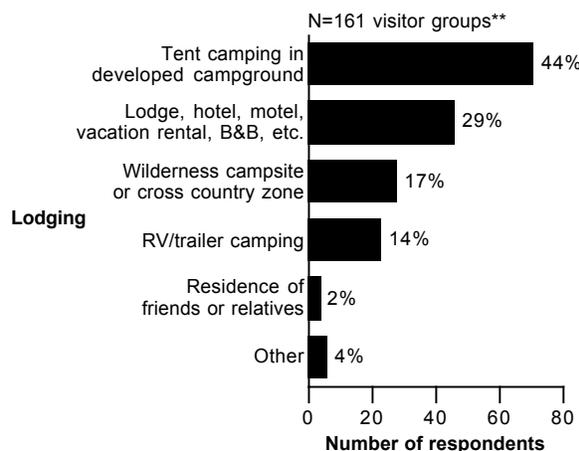


Figure 28. Lodging used inside the park

- “Other” types of lodging (4%) were:

Camp Muir
Paradise

Results are similar to 2000 visitor study.

*total percentages do not equal 100 due to rounding

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

Lodging used in the area outside the park

Question 5d

In which types of lodging did your personal group spend the night(s) outside Mount Rainier NP (within 30 miles of the park)?

Results

- As shown in Figure 29, among those visitor groups that stayed overnight in the area outside the park, the most common types of lodging were:

- 55% Lodge, hotel, motel, vacation rental, B&B, etc.
- 20% Tent camping in developed campground

- “Other” types of lodging (3%) were:

- Tree house
- Family property

Results differ from the 2000 survey results in which 64% of visitor groups stayed in a lodge, hotel, motel, etc. outside of the park.

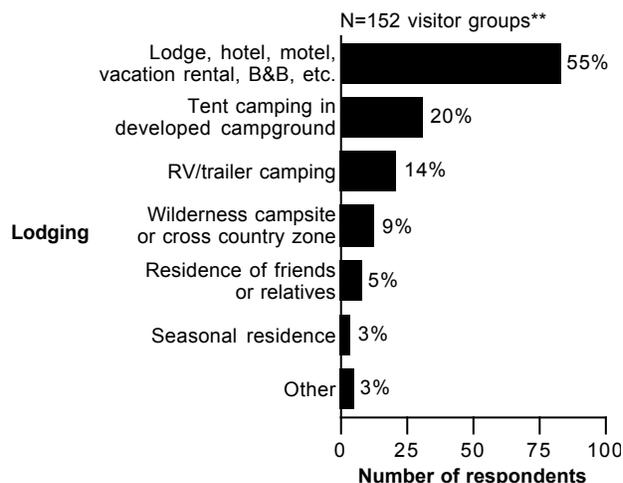


Figure 29. Lodging used in the area outside the park within 30 miles of the park

*total percentages do not equal 100 due to rounding

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

Length of stay in the park

Question 3a

On this visit to Mount Rainier NP, how long did your personal group spend visiting the park?

Results

Number of hours if less than 24 (67%)

- 46% of visitor groups spent six or more hours in the park (see Figure 30).
- 33% spent four or five hours.
- 15% spent two or three hours.
- The average length of stay for visitor groups who spent less than 24 hours was 5.4 hours.

Number of days if 24 hours or more (32%)

- 57% of visitor groups spent two or three days in the park (see Figure 31).
- 24% spent four or more days.
- 19% spent one day.
- The average length of stay for visitor groups who spent 24 hours or more was 2.8 days.

Average length of stay for all visitor groups that responded to this question

- The average length of stay for all visitor groups was 26.5 hours or 1.1 days.

Results were similar to the 2000 study.

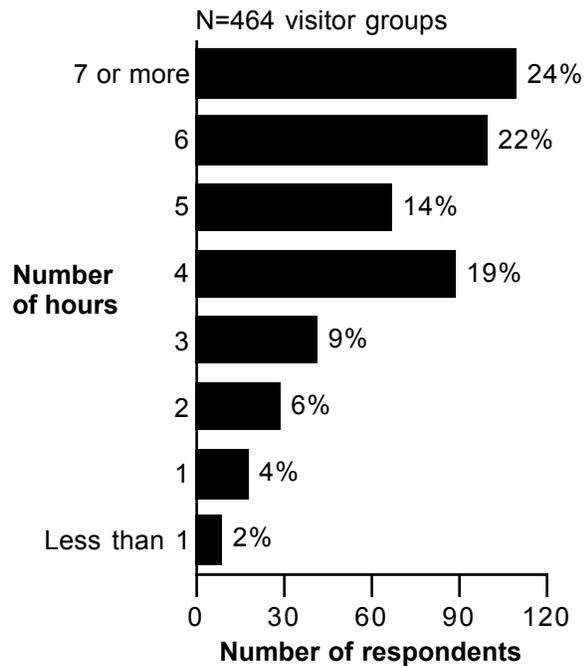


Figure 30. Number of hours spent in the park

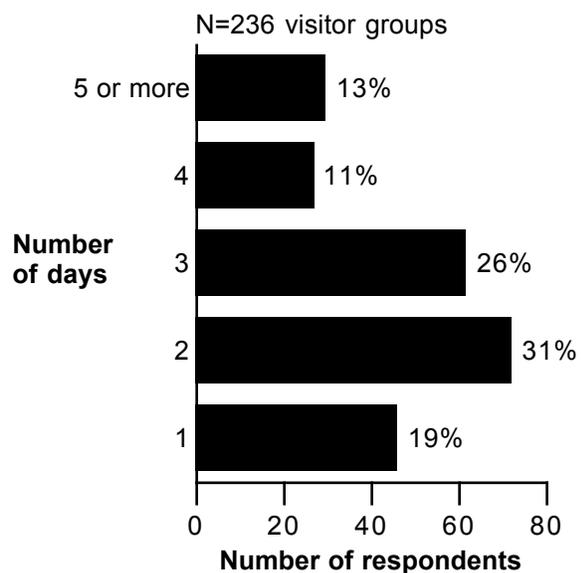


Figure 31. Number of days spent in the park

*total percentages do not equal 100 due to rounding

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

Order of sites visited in the park

Question 8

On the map below, please list the order (#1, 2, 3, etc.) in which your personal group visited the following sites (including park entrances) during this visit.

Results

- The order in which the sites were visited is shown in Table 15.
- As shown in Figure 32, the most commonly visited sites by visitor groups at Mount Rainier NP were:

- 70% Paradise
- 40% Longmire
- 30% Sunrise

- Among the least visited sites were sites on the northwest side of the park where the Carbon River road was closed in 2006 due to floods.

- 7% Mowich Lake Entrance/ Trailheads
- 5% Carbon River Entrance
- 2% Ipsut Creek Campground Trailhead/Picnic Area

Results show a decrease in visitors to the northwest corner of the park (Mowich 13%, Carbon 11%, and Ipsut Creek Campground 10% in 2000), likely due to the Carbon River road closure. Use increased at Paradise from 62% and at Ohanapecosh from 16% in 2000.

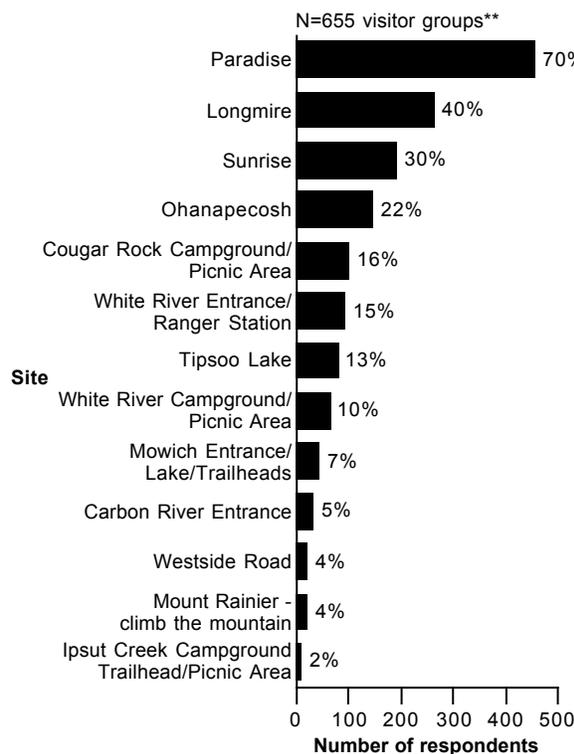


Figure 32. Sites visited in the park

*total percentages do not equal 100 due to rounding

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

Table 15. Order of sites visited
(N=number of visitor groups)

Site ¹	N	% that visited site	Order visited (%)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	33	5	82	9	3	0	6
Cougar Rock Campground/Picnic Area	101	16	19	29	32	14	7
Ipsut Creek Campground Trailhead/Picnic Area – CAUTION!	13	2	15	2	8	0	15
Longmire	262	40	35	40	15	6	4
Mount Rainier – climb the mountain – CAUTION!	21	4	10	48	29	10	5
Mowich Entrance/Lake/Trailheads	45	7	58	22	11	2	7
Ohanapecosh	144	22	51	13	13	11	12
Paradise	452	70	29	38	25	5	3
Sunrise	191	30	24	38	19	9	10
Sunshine Point Campground/Picnic Area ²	120	19	88	0	3	3	6
Tipsoo Lake	81	13	41	17	21	9	12
Westside Road – CAUTION!	23	4	30	30	9	9	22
White River Campground/Picnic Area	66	10	17	33	24	14	12
White River Entrance/Ranger Station	94	15	71	13	2	9	5

¹ Note: Nisqually entrance and Stevens Canyon entrances were accidentally left out of the options for visitors to select in the questionnaire.

² Note: Sunshine Point Campground and picnic area, located near Nisqually entrance, was destroyed in the 2006 flood. Unfortunately, the questionnaire map included this area. Visitors who selected it likely meant that they passed by it rather than “visited” the area.

*total percentages do not equal 100 due to rounding

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

Tables 15a to 15k show the details in order of visit for each site (Note: only sites that were visited by more than 30 visitor groups were reported). For example,

- Among 33 visitor groups who reported visiting Carbon River Entrance, 30% also visited Ipsut Creek Campground/Picnic Area.
- 82% of visitors to Carbon River Entrance came to Carbon River first, 6% came to Paradise first.
- 25% of visitors to Carbon River Entrance reported Ipsut Creek Campground as the second place they visited on this visit to Mount Rainier NP.

Table 15a. Order of visit for visitor who visited Carbon River (N=33)

Site	N	% of Carbon River visitors	Order visited (% of Carbon River visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	33		82	9	3	0	6
Cougar Rock Campground/Picnic Area	3	9	3	0	0	0	6
Ipsut Creek Campground Trailhead/Picnic Area	10	30	0	24	3	0	3
Longmire	6	18	0	0	3	6	9
Mount Rainier – climb the mountain	1	3	0	3	0	0	0
Mowich Entrance/Lake/Trailheads	13	39	3	24	12	0	0
Ohanapecosh	2	6	0	0	0	0	6
Paradise	7	21	6	0	0	3	12
Sunrise	9	27	3	0	12	9	3
Sunshine Point Campground/Picnic Area	0	0	0	0	0	0	0
Tipsoo Lake	2	6	0	0	0	0	6
Westside Road	1	3	0	3	0	0	0
White River Campground/Picnic Area	5	15	0	3	3	9	0
White River Entrance/Ranger Station	3	9	3	3	0	0	3

*total percentages do not equal 100 due to rounding

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

Table 15b. Order of visit for visitor who visited Cougar Rock (N=101)

Site	N	% of Cougar Rock visitor	Order visited (% of Cougar Rock visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	3	3	1	0	0	0	2
Cougar Rock Campground/Picnic Area	101		19	29	32	14	7
Ipsut Creek Campground Trailhead/Picnic Area	3	3	1	0	0	0	2
Longmire	70	70	23	26	9	7	5
Mount Rainier – climb the mountain	1	1	0	1	0	0	0
Mowich Entrance/Lake/Trailheads	6	6	3	1	0	1	1
Ohanapecosh	30	30	7	2	2	6	13
Paradise	89	89	6	30	36	15	2
Sunrise	24	24	4	2	4	2	12
Sunshine Point Campground/Picnic Area	37	37	31	0	0	0	6
Tipsoo Lake	9	9	1	1	1	2	4
Westside Road	1	3	0	3	0	0	0
White River Campground/Picnic Area	16	16	1	2	3	4	6
White River Entrance/Ranger Station	12	12	2	3	0	3	4

*total percentages do not equal 100 due to rounding

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

Table 15c. Order of visit for visitors who visited Longmire (N=262)

Site	N	% of Longmire visitors	Order visited (% of Longmire visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	6	2	2	0	0	0	0.4
Cougar Rock Campground/Picnic Area	70	27	2	8	11	5	2
Ipsut Creek Campground Trailhead/Picnic Area	2	1	0.4	0	0.4	0	0
Longmire	262		35	40	15	6	4
Mount Rainier – climb the mountain	5	2	0	0	1	1	0.4
Mowich Entrance/Lake/Trailheads	10	4	1	1	0.4	0	1
Ohanapecosh	62	24	8	2	2	5	6
Paradise	236	90	9	38	34	6	3
Sunrise	56	21	3	4	6	3	5
Sunshine Point Campground/Picnic Area	98	37	34	0	1	1	1
Tipsoo Lake	27	10	2	1	2	1	4
Westside	23	4	30	30	9	9	22
White River Campground/Picnic Area	19	8	0.4	1	1	2	3
White River Entrance/Ranger Station	21	8	3	1	0	1	2

*total percentages do not equal 100 due to rounding

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

Table 15d. Order of visit for visitors who visited Mowich (N=45)

Site	N	% of Mowich visitors	Order visited (% of Mowich visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	13	28	24	4	0	0	0
Cougar Rock Campground/Picnic Area	6	13	0	2	4	0	7
Ipsut Creek Campground Trailhead/Picnic Area	5	11	0	7	2	0	2
Longmire	10	22	2	2	4	7	7
Mount Rainier – climb the mountain	0	0	0	0	0	0	0
Mowich Entrance/Lake/Trailheads	45		58	22	11	2	7
Ohanapecosh	1	2	0	0	0	0	2
Paradise	11	24	7	4	4	4	9
Sunrise	12	27	2	9	7	4	4
Sunshine Point Campground/Picnic Area	1	2	2	0	0	0	0
Tipsoo Lake	1	2	0	0	0	2	0
Westside Road	1	2	0	0	0	0	2
White River Campground/Picnic Area	9	20	0	4	4	9	2
White River Entrance/Ranger Station	3	7	4	2	0	0	0

*total percentages do not equal 100 due to rounding

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

Question 15e. Order of visit for visitors to Ohanapecosh (N=144)

Site	N	% of Ohanapecosh visitors	Order visited (% of Ohanapecosh visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	2	1	1	0	0	0	1
Cougar Rock Campground/Picnic Area	30	21	1	5	6	6	3
Ipsut Creek Campground Trailhead/Picnic Area	0	0	0	0	0	0	0
Longmire	62	43	8	13	10	7	4
Mount Rainier – climb the mountain	1	1	0	0	0	0	1
Mowich Entrance/Lake/Trailheads	1	1	1	0	0	0	0
Ohanapecosh	144		51	13	13	11	12
Paradise	117	81	8	40	22	5	6
Sunrise	49	34	3	10	10	4	8
Sunshine Point Campground/Picnic Area	25	17	12	0	1	1	4
Tipsoo Lake	33	23	5	6	5	5	6
Westside Road	8	7	1	2	1	0	2
White River Campground/Picnic Area	20	14	3	3	2	2	4
White River Entrance/Ranger Station	23	16	6	4	1	3	1

*total percentages do not equal 100 due to rounding

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

Table 15f. Order of visit for visitors to Paradise (N=452)

Site	N	% of Paradise visitors	Order visited (% of Paradise visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	7	2	1	0.4	0	0	0.2
Cougar Rock Campground/Picnic Area	89	20	3	6	6	3	1
Ipsut Creek Campground Trailhead/Picnic Area	2	0.4	0.2	0	0.2	0	0
Longmire	236	52	18	21	8	4	2
Mount Rainier – climb the mountain	17	4	0.2	2	1	0.4	0.2
Mowich Entrance/Lake/Trailheads	11	2	0.4	1	0.4	0	0.6
Ohanapecosh	117	26	14	2	3	3	3
Paradise	452		29	38	25	5	3
Sunrise	105	23	4	6	6	3	4
Sunshine Point Campground/Picnic Area	109	24	22	0	1	0.4	1
Tipsoo Lake	43	10	3	1	3	1	2
Westside Road	23	5	2	2	0.4	0.4	1
White River Campground/Picnic Area	36	8	4	2	0	1	1
White River Entrance/Ranger Station	30	7	1	2	1	1	2

*total percentages do not equal 100 due to rounding

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

Question 15g. Order of visit for visitors who visited Sunrise (N=191)

Site	N	% of Sunrise visitors	Order visited (% of Sunrise visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	9	5	3	0.5	0.5	0	1
Cougar Rock Campground/Picnic Area	24	13	2	6	2	1	2
Ipsut Creek Campground Trailhead/Picnic Area	4	2	0	1	0	0	1
Longmire	56	29	7	7	6	5	4
Mount Rainier – climb the mountain	2	1	0	0.5	0	0	0.5
Mowich Entrance/Lake/Trailheads	12	6	2	2	1	0.5	1.5
Ohanapecosh	49	26	10	2	5	4	4
Paradise	105	55	8	16	18	6	6
Sunrise	191		24	38	19	9	10
Sunshine Point Campground/Picnic Area	14	7	5	0	0.5	0.5	1.6
Tipsoo Lake	36	19	5	4	4	3	4
Westside Road	8	4	2	1	0	0.5	0.5
White River Campground/Picnic Area	52	27	4	8	7	4	4
White River Entrance/Ranger Station	79	41	30	5	1	4	2

*total percentages do not equal 100 due to rounding

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

Table 15h. Order of visit for visitors who visited Sunshine Point (N=120)

Site	N	% of Sunshine Point visitors	Order visited (% of Sunshine Point visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	0	0	0	0	0	0	0
Cougar Rock Campground/Picnic Area	37	31	0	3	14	11	3
Ipsut Creek Campground Trailhead/Picnic Area	0	0	0	0	0	0	0
Longmire	98	82	0	66	10	4	2
Mount Rainier – climb the mountain	4	3	0	0	2	2	0
Mowich Entrance/Lake/Trailheads	1	1	0	0	0	0	1
Ohanapecosh	25	21	5	1	3	4	8
Paradise	109	91	2	19	57	11	2
Sunrise	14	12	0	2	1	1	8
Sunshine Point Campground/Picnic Area	120		88	0	3	3	6
Tipsoo Lake	12	10	2	2	1	1	5
Westside Road	7	6	0	3	0	1	2
White River Campground/Picnic Area	6	5	1	0	0	1	3
White River Entrance/Ranger Station	10	8	2	1	0	2	3

*total percentages do not equal 100 due to rounding

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

Table 15i. Order of visit for visitors who visited Tipsoo Lake (N=81)

Site	N	% of Tipsoo Lake visitors	Order visited (% of Tipsoo Lake visitors)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	2	2	1	0	0	0	1
Cougar Rock Campground/Picnic Area	9	11	3	1	0	3	4
Ipsut Creek Campground Trailhead/Picnic Area	0	0	0	0	0	0	0
Longmire	27	33	5	9	7	5	7
Mount Rainier – climb the mountain	1	1	0	0	0	1	0
Mowich Entrance/Lake/Trailheads	1	1	1	0	0	0	0
Ohanapecosh	33	41	17	7	2	5	9
Paradise	43	53	4	21	14	6	9
Sunrise	36	44	4	15	14	5	7
Sunshine Point Campground/Picnic Area	12	15	9	0	0	2	4
Tipsoo Lake	81		41	17	21	9	12
Westside Road	3	4	0	3	0	0	1
White River Campground/Picnic Area	13	16	1	4	6	2	2
White River Entrance/Ranger Station	23	28	14	7	1	2	4

*total percentages do not equal 100 due to rounding

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

Table 15j. Order of visit for visitors to White River Campground/Picnic Area (N=66)

Site	N	% White River Camp-ground	Order visited (% of White River Campground)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	5	8	4	0	0	0	3
Cougar Rock Campground/Picnic Area	16	24	3	8	5	2	7
Ipsut Creek Campground Trailhead/Picnic Area	2	3	0	0	0	0	5
Longmire	19	29	5	6	5	5	9
Mount Rainier – climb the mountain	3	5	0	2	3	0	0
Mowich Entrance/Lake/Trailheads	9	14	6	3	2	2	2
Ohanapecosh	20	30	8	3	5	3	12
Paradise	30	45	6	8	12	11	9
Sunrise	52	79	6	21	27	11	14
Sunshine Point Campground/Picnic Area	6	9	6	0	0	0	3
Tipsoo Lake	13	20	5	5	0	5	5
Westside Road	2	3	2	2	0	0	0
White River Campground/Picnic Area	66		17	33	24	14	12
White River Entrance/Ranger Station	35	53	33	9	2	5	5

*total percentages do not equal 100 due to rounding

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

Table 15k. Order of visit for visitors who visited White River Entrance/Ranger Station (N=94)

Site	N	% of White River Entrance	Order visited (% of White River Entrance/Ranger Station)*				
			1 st	2 nd	3 rd	4 th	5 th and up
Carbon River Entrance	3	3	2	0	0	0	1
Cougar Rock Campground/Picnic Area	12	13	1	3	3	1	4
Ipsut Creek Campground Trailhead/Picnic Area	1	1	1	0	0	0	0
Longmire	21	23	0	4	3	6	9
Mount Rainier – climb the mountain	2	2	0	0	2	0	0
Mowich Entrance/Lake/Trailheads	3	3	1	0	0	0	2
Ohanapecosh	23	24	7	3	4	3	6
Paradise	36	38	1	3	15	11	7
Sunrise	79	85	1	50	16	5	12
Sunshine Point Campground/Picnic Area	10	11	5	0	1	1	3
Tipsoo Lake	23	24	4	3	7	4	5
Westside Road	6	6	2	2	0	0	2
White River Campground/Picnic Area	35	37	2	16	13	2	4
White River Entrance/Ranger Station	94		71	13	2	9	5

*total percentages do not equal 100 due to rounding

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

Activities on this visit

Question 13a

On this visit, in which activities did your personal group participate at Mount Rainier NP?

Results

- As shown in Figure 33, the most common activities in which visitor groups participated on this visit were:

- 79% Viewing wildflowers
- 75% Day hiking
- 73% Driving to view scenery

Results show a large increase in viewing wildflowers (65%) and an increase in day hiking (73%), from the 2000 survey.

- “Other” activities (11%) were:

- Birding
- Climbing
- Dining at Paradise Lodge
- Fastpacking Wonderland Trail
- Having a beer after a long hike
- Having a campfire
- Junior Ranger Program
- Rock hounding
- Sightseeing
- Snow activities
- Souvenir shopping
- Spending time with family/friends
- Stargazing
- Swimming
- Trail maintenance
- Trail running
- Viewing geologic and glacial features
- Viewing Mount Rainier
- Viewing scenery
- Viewing sunrise/sunset

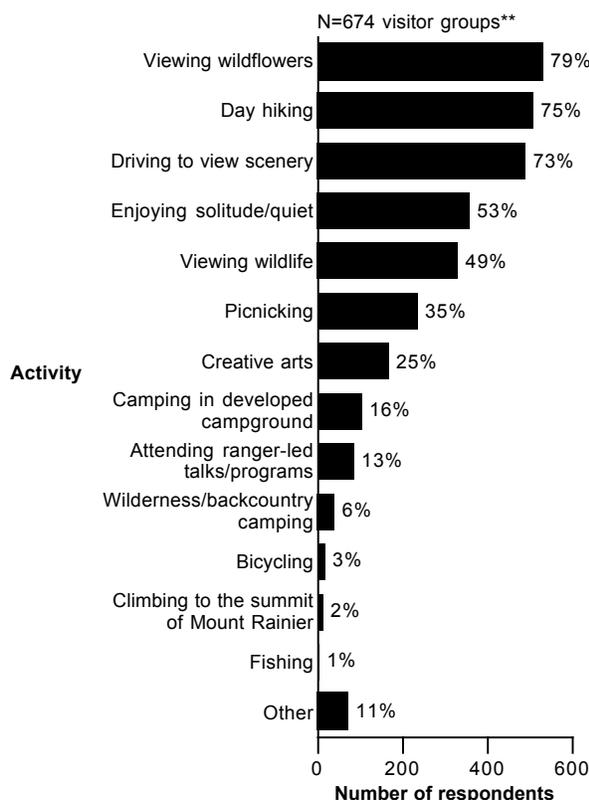


Figure 33. Activities on this visit

- “Other” activities (continued):

- Viewing visitor center exhibits
- Viewing waterfalls
- Visiting historic buildings
- Visiting Paradise Lodge
- Visiting returning 2011 staff
- Visiting visitor center
- Visiting visitor center museum

*total percentages do not equal 100 due to rounding

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

Two most important activities

Question 13c

Which two of the above activities were most important to your enjoyment of Mount Rainier NP on this visit?

Results

- As shown in Figure 34, the activities listed as “most important” to visitor groups included:

49% Day hiking
21% Driving to view scenery

- “Other” activities (2%) were:

Climbing
Dining at Paradise Lodge
Fastpacking Wonderland Trail
Research
Spending time with family/friends
Trail maintenance
Viewing Mount Rainier
Viewing scenery
Viewing sunrise/sunset
Viewing waterfalls
Visiting Paradise Lodge

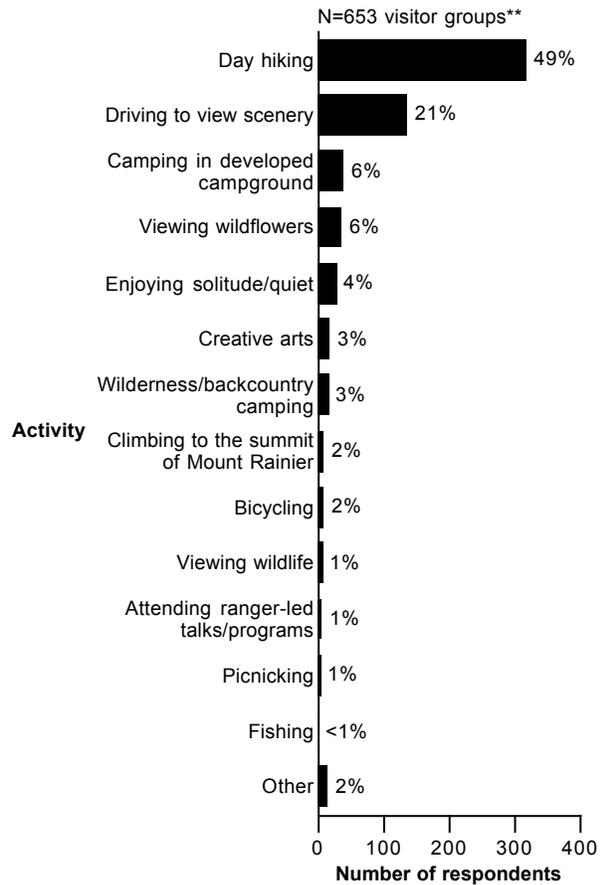


Figure 34. Two most important activities

*total percentages do not equal 100 due to rounding

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

Activities on future visits

Question 13b

If you were to visit Mount Rainier NP in the future, in which activities would your personal group prefer to participate at the park?

Results

- As shown in Figure 35, the most common activities in which visitor groups would prefer to participate on future visits were:

- 80% Day hiking
- 71% Viewing wildflowers
- 66% Driving to view scenery
- 64% Viewing wildlife

- “Other” activities (7%) were:

- Backcountry hiking
- Backcountry skiing
- Camping
- Climb to Camp Muir
- Cross country skiing
- Dining at Paradise Lodge
- Fastpacking Wonderland Trail
- Geologic study
- Having a beer after a long hike
- Having a campfire
- Hiking Wonderland Trail when kids are older
- Research
- Snowshoeing
- Spending time with family/friends
- Staying overnight
- Summit House
- Swimming
- Trail maintenance
- Viewing geologic and glacial features

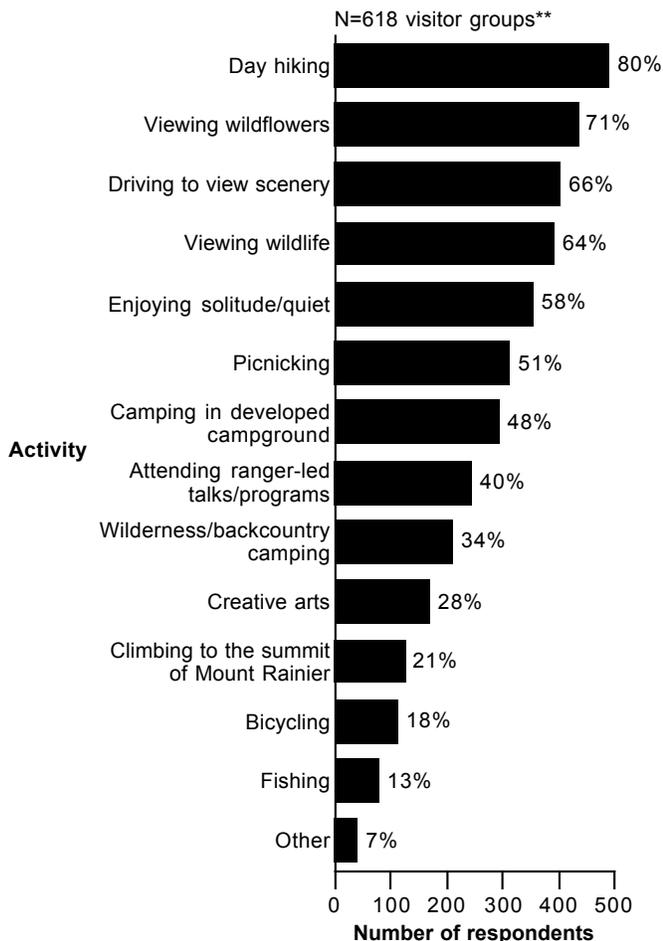


Figure 35. Activities on future visits

- “Other” activities (continued):

- Visiting historic buildings
- Visiting Paradise Lodge
- Visiting visitor center
- Visiting visitor center museums
- Volunteering
- Watch video on Mount Rainier

*total percentages do not equal 100 due to rounding

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

Hiking

Question 7a

On this visit to Mount Rainier NP, did your personal group go hiking?

Results

- 78% of visitor groups went hiking (see Figure 36).

Results are similar to survey data collected in 2000.

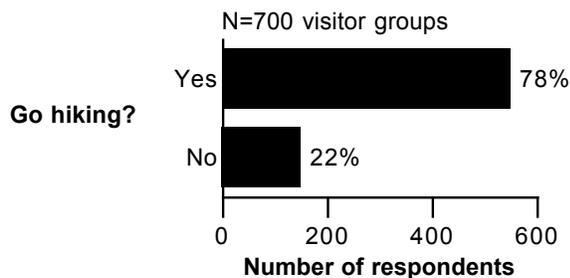


Figure 36. Visitor groups that went hiking

Question 7b

If YES, please indicate all the areas your personal group hiked on this visit to Mount Rainier NP.

Results

- 87% of visitor groups hiked trails in developed areas³ (see Figure 37).
- 16% hiked in Wilderness and/or backcountry.
- “Other” trails (20%) are shown in Table 16.

2000 survey data about trails hiked: 89% - developed areas, 32% - Wilderness and 8% - Panorama Point on Muir Snowfield. Write-in answers were not allowed.

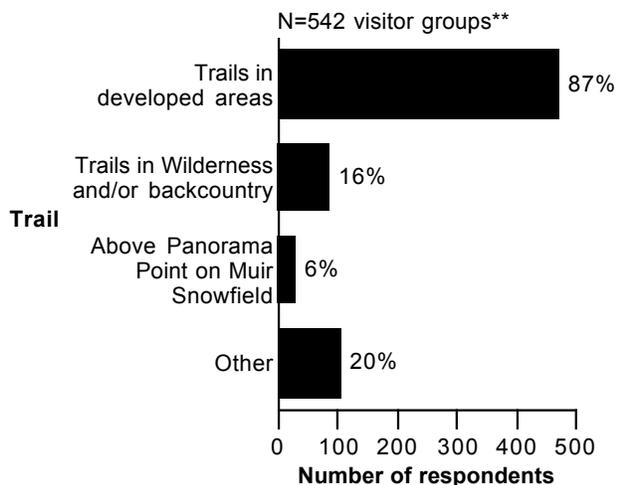


Figure 37. Trails hiked

³ Visitors may have included all hiking trails in these areas as developed even though many of the trails are actually located in designated Wilderness (e.g., Rampart Ridge and Eagle Peak in the Longmire area).

*total percentages do not equal 100 due to rounding

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

- 76% of visitor groups hiked developed area trails in Paradise (see Figure 38).
- 37% hiked trails in Sunrise developed area.

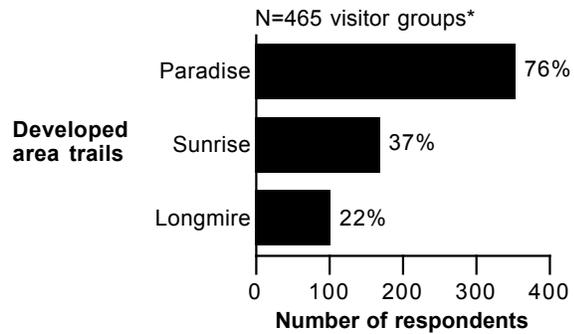


Figure 38. Trails hiked in developed areas

Table 16. Trails hiked (N=125 comments; some visitor groups made more than one comment)

Site	Number of times mentioned
Grove of the Patriarchs	11
Ohanapecosh	10
Carbon River	9
Mowich Lake	8
Spray Park	7
Snow Lake	6
Tipsoo Lake	5
Wonderland	5
Rainier summit	4
Stevens Canyon	4
Tolmie Peak	4
Chinook Pass	3
Berkeley Park	2
Naches Loop	2
Naches Peak	2
Pinnacle Peak	2
Spray Falls	2
Summerland	2
Below Muir	1
Bench Lake	1
Boundary Trail	1
Burroughs Mt.	1

*total percentages do not equal 100 due to rounding

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

Table 16. Trails hiked (continued)

Site	Number of times mentioned
Camp Schurman	1
Chenuis Falls	1
Christine Falls Area	1
Comet Falls	1
Cougar Rock	1
Cowall Pass	1
Crest Trail	1
Frozen Lake	1
Frying Pan Creek Trail to Summerland	1
Glacier Basin	1
Gobblers Knob	1
Greenlake Trail	1
Hidden Lake	1
Highway 410 on Chinook Pass	1
Inter Glacier for skiing	1
Ispat Pass	1
Lake Trails	1
Mount Fremont	1
Narada Falls Area	1
Nisqually Falls	1
Noble Knob	1
Shadow Lake	1
Sheep Lake	1
Silver Falls	1
Streams	1
Tatoosh	1
Tipsoo Lake to Chinook Pass to Sourdough Gap, PCT	1
Waterfalls	1
Louise Lake	1
Yakima Loop Trail	1

*total percentages do not equal 100 due to rounding

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

Question 7c

If YES, please indicate the amount of time (combined) that your personal group spent hiking during this visit to Mount Rainier NP.

Results

- 46% of visitor groups hiked more than four hours (see Figure 39).
- 34% hiked between two and four hours.

2000 survey data showed that visitors did not hike as much during their visit (less than two hours – 41%; more than four hours – 30%).

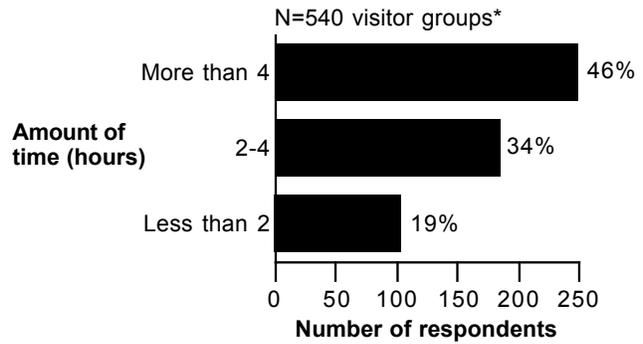


Figure 39. Total time spent hiking on this visit

*total percentages do not equal 100 due to rounding

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

Awareness of protection of park resources before and after visit

Question 25a and 25b

Public awareness is our best tool to ensure that visitors and park resources are protected. For each element, please rate from 1-3 your awareness level, both before and after your visit to Mount Rainier NP.

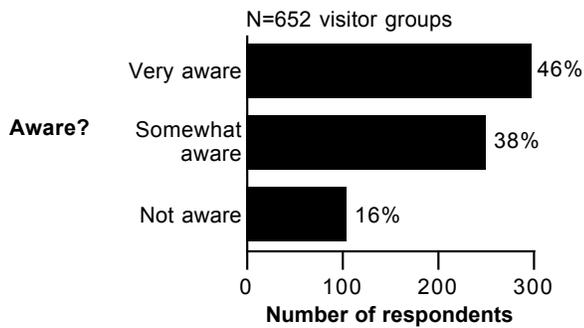


Figure 40. Awareness of air pollution effects on park ecosystems before visit

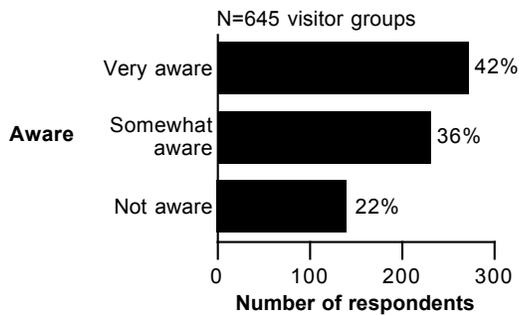


Figure 42. Awareness of airborne pollutants (including contaminants) before visit

Results

- Visitor groups' awareness of protection of park resources is shown in Figure 40 through Figure 63 and Table 17.

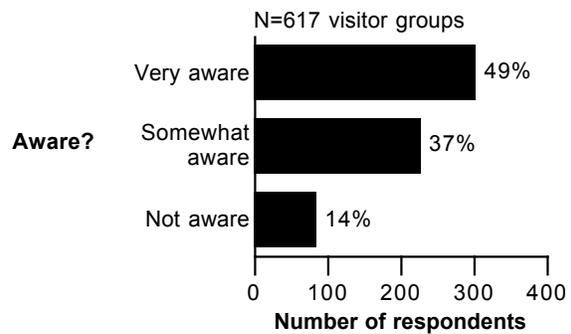


Figure 41. Awareness of air pollution effects on park ecosystems after visit

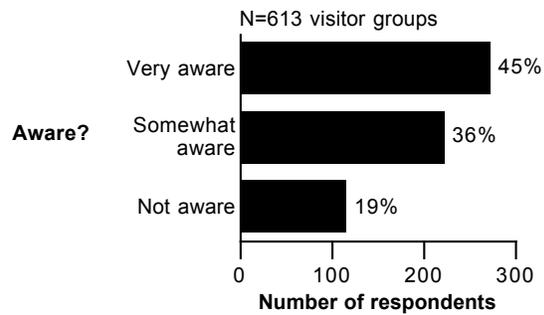


Figure 43. Awareness of airborne pollutants (including contaminants) after visit

*total percentages do not equal 100 due to rounding

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

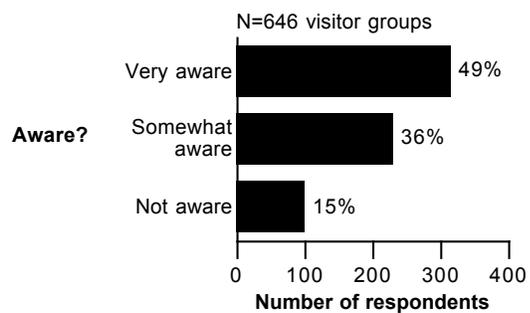


Figure 44. Awareness of climate change effects on park ecosystems and park developments before visit

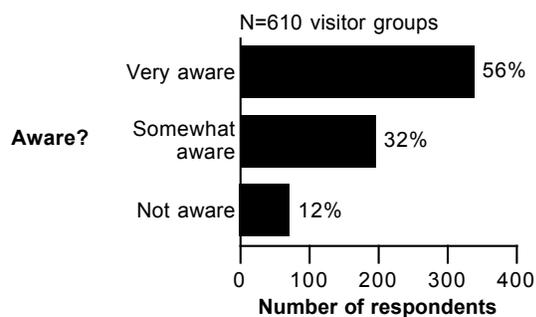


Figure 45. Awareness of climate change effects on park ecosystems and park developments after visit

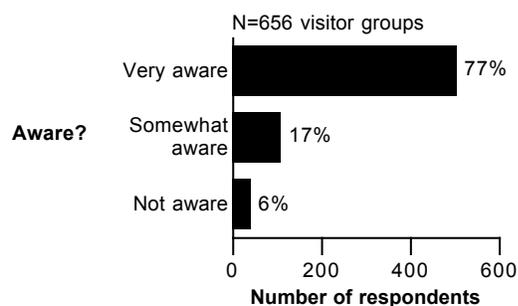


Figure 46. Awareness of feeding wildlife and habituation before visit

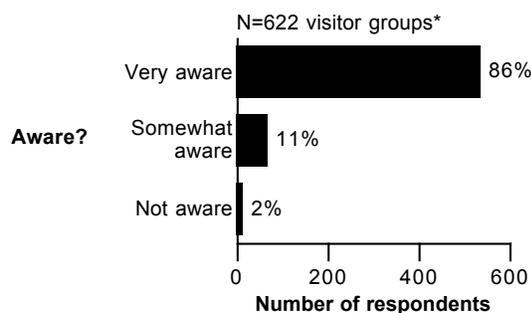


Figure 47. Awareness of feeding wildlife and habituation after visit

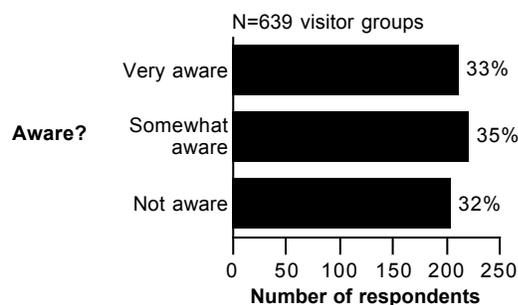


Figure 48. Awareness of geohazard issues before visit

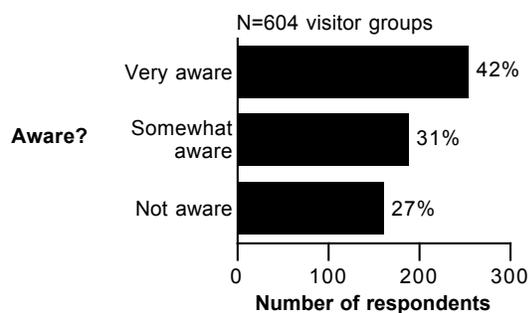


Figure 49. Awareness of geohazard issues after visit

*total percentages do not equal 100 due to rounding

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

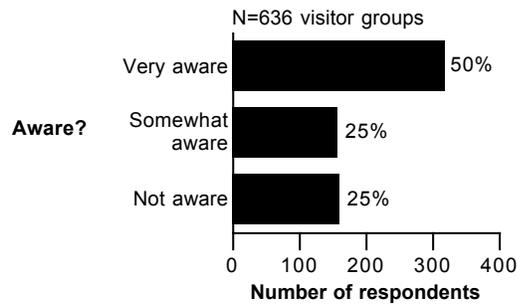


Figure 50. Awareness of hiking off trails in Paradise, Sunrise, Tipsoo and Reflection Lakes before visit

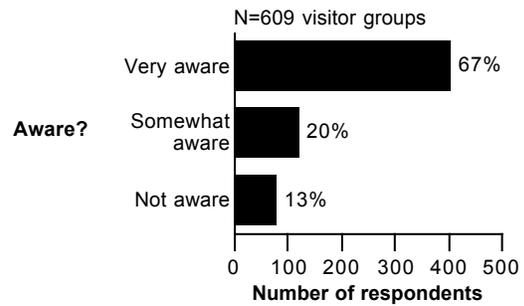


Figure 51. Awareness of hiking off trails in Paradise, Sunrise, Tipsoo and Reflection Lakes after visit

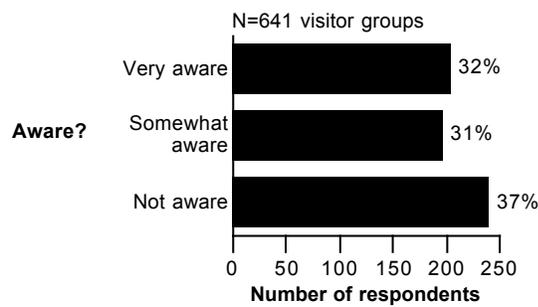


Figure 52. Awareness of introduction of exotic plants before visit

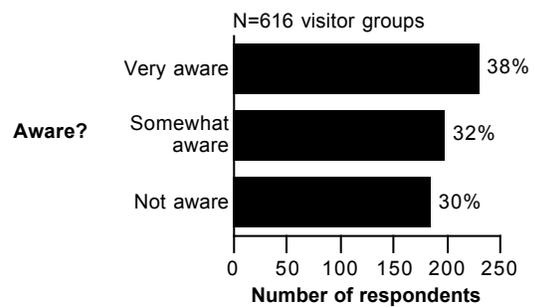


Figure 53. Awareness of introduction of exotic plants after visit

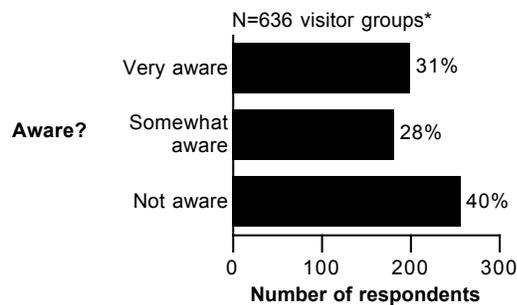


Figure 54. Awareness of introduction of invasive aquatic species before visit

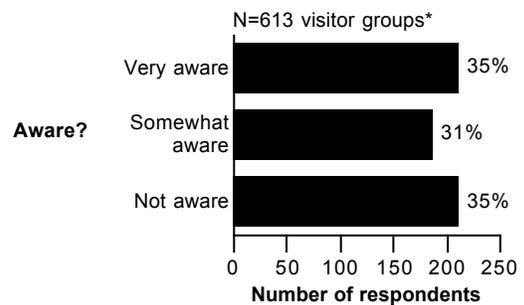


Figure 55. Awareness of introduction of invasive aquatic species after visit

*total percentages do not equal 100 due to rounding

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

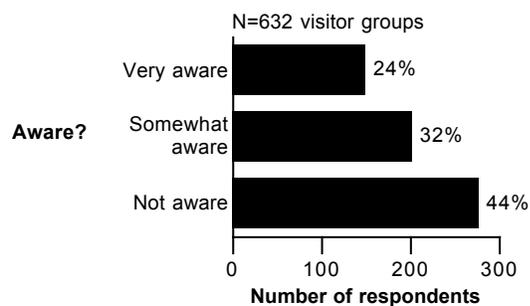


Figure 56. Awareness of introduction/ spread of diseases to park animals before visit

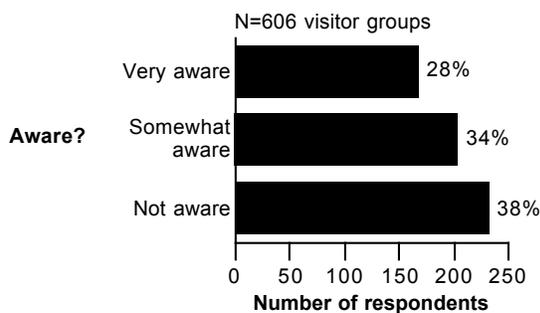


Figure 57. Awareness of introduction/ spread of diseases to park animals after visit

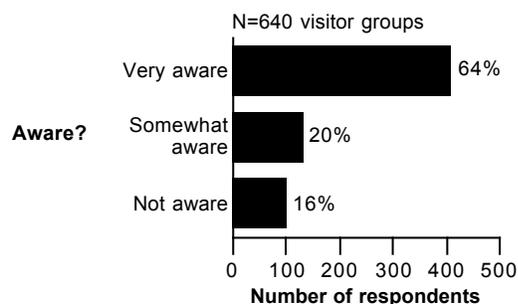


Figure 58. Awareness of Leave No Trace program and principles before visit

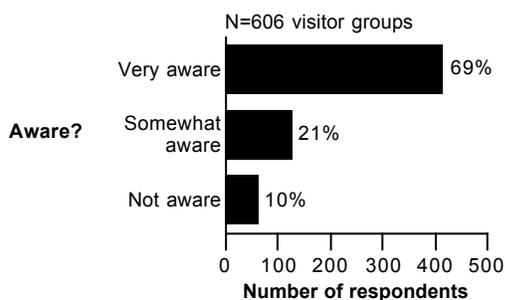


Figure 59. Awareness of Leave No Trace program and principles after visit

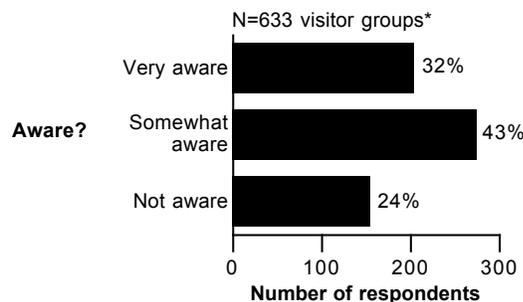


Figure 60. Awareness of Mount Rainier Wilderness before visit

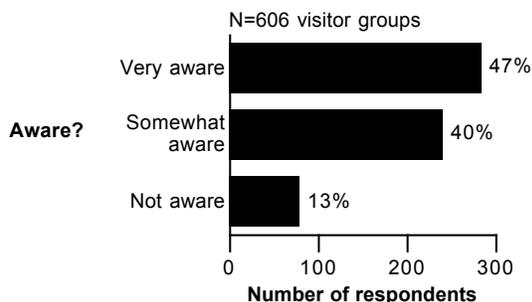


Figure 61. Awareness of Mount Rainier Wilderness after visit

*total percentages do not equal 100 due to rounding

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

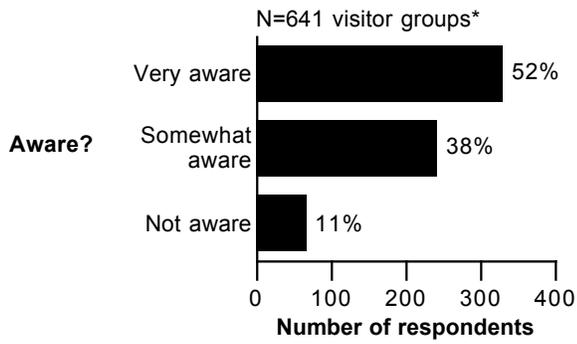


Figure 62. Awareness of wildlife hazards to visitors before visit

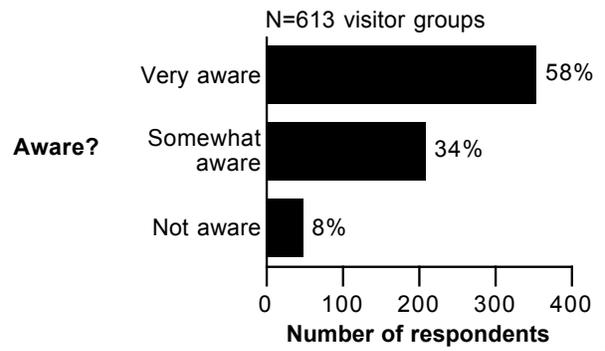


Figure 63. Awareness of wildlife hazards to visitors after visit

*total percentages do not equal 100 due to rounding

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

Table 17. Awareness of protection of park resources before and after visit

Issue	N	Level of awareness (%)*		
		Not aware	Somewhat aware	Very aware
Air pollution effects on park ecosystems – before visit	652	16	38	46
Air pollution effects on park ecosystems – after visit	617	14	37	49
Airborne pollutants (including contaminants) – before visit	645	22	36	42
Airborne pollutants (including contaminants) – after visit	613	19	36	45
Climate change effects on park ecosystems and park developments – before visit	646	15	36	49
Climate change effects on park ecosystems and park developments – after visit	610	12	32	56
Feeding wildlife and habituation – before visit	656	6	17	77
Feeding wildlife and habituation – after visit	622	2	11	86
Geohazard issues – before visit	639	32	35	33
Geohazard issues – after visit	604	27	31	42
Hiking off trails in Paradise, Sunrise, Tipsoo, and Reflection Lakes – before visit	636	25	25	50
Hiking off trails in Paradise, Sunrise, Tipsoo, and Reflection Lakes – after visit	609	13	20	67
Introduction of exotic plants – before visit	641	37	31	32
Introduction of exotic plants – after visit	616	30	32	38
Introduction of invasive aquatic species – before visit	636	40	28	31
Introduction of invasive aquatic species – after visit	613	35	31	35
Introduction/spread of diseases to park animals – before visit	632	44	32	24
Introduction/spread of diseases to park animals – after visit	606	38	34	28

*total percentages do not equal 100 due to rounding

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

Table 17. Awareness of protection of park resources before and after visit (continued)

Issue	N	Level of awareness (%)*		
		Not aware	Somewhat aware	Very aware
Leave No Trace program and principles – before visit	640	16	20	64
Leave No Trace program and principles – after visit	606	10	21	69
Mount Rainier Wilderness – before visit	633	24	43	32
Mount Rainier Wilderness – after visit	606	13	40	47
Wildlife hazards to visitors – before visit	641	11	38	52
Wildlife hazards to visitors – after visit	613	8	34	58

*total percentages do not equal 100 due to rounding

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

Shuttle bus service

Question 9a

Prior to this visit, was your personal group aware that Mount Rainier NP operates a shuttle bus service that runs between Ashford, WA and Paradise during summer weekends?

Results

- 28% of visitor groups were aware of the shuttle bus service prior to their visit (see Figure 64).

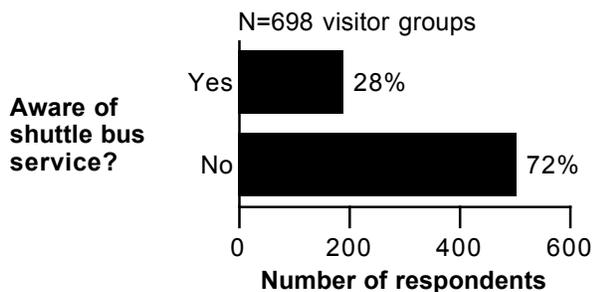


Figure 64. Visitor groups that that were aware of the shuttle bus service prior to this visit

Question 9b

Prior to this visit, had your personal group used the Mount Rainier shuttle?

Results

- 4% of visitor groups had used the shuttle bus service prior to this visit (see Figure 65).

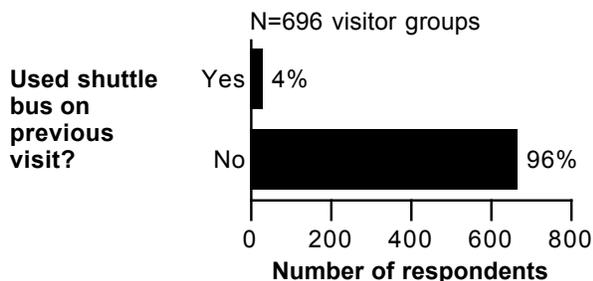


Figure 65. Visitor groups that had used the shuttle bus service prior to this visit

Question 9c

On the day you received this questionnaire, did your personal group use the Mount Rainier shuttle bus system?

Results

- 13% of visitor groups used the shuttle bus service on the day they received their questionnaire (see Figure 66).

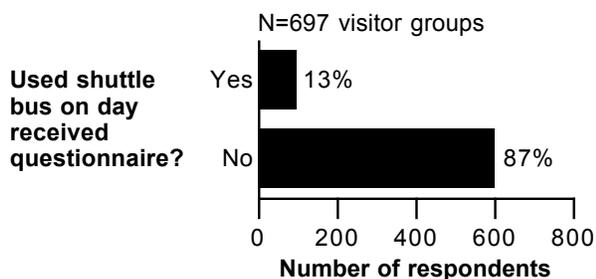


Figure 66. Visitor groups that used the shuttle bus service on the day they received their questionnaire

*total percentages do not equal 100 due to rounding

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

Question 9d

If NO, which reasons explain why your personal group did not use the Mount Rainier shuttle bus system on that day?

Results

- As shown in Figure 67, the most common reasons why visitor groups did not use the shuttle bus system were:

33% Not convenient
 15% Shuttle did not stop at places visitor wanted to go

- “Other” reasons (59%) are shown in Table 18.

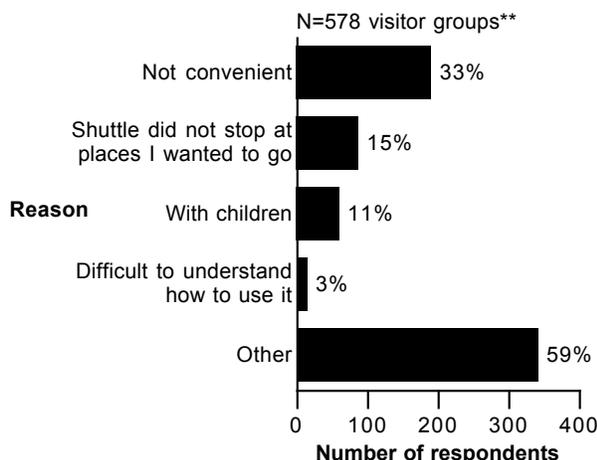


Figure 67. Reasons for not using the shuttle bus system on the day visitor groups received their questionnaire

Table 18. “Other” reasons for not using the shuttle bus system (N=353 comments; some visitor groups made more than one comment)

Reason	Number of times mentioned
Did not know about shuttle	111
Drove personal vehicle	41
Doesn't operate on weekdays	25
No shuttle for area visited	17
Not needed	17
Did not enter from that side	15
In car with supplies	12
Just passing through	11
Shuttle wasn't operating	10
Did not want schedule dictated by shuttle	8
Had a schedule to stick to	7
Pets in vehicle	7
Already had parking	6
On bus tour	6
Had other plans	5

*total percentages do not equal 100 due to rounding

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

Table 18. “Other” reasons for not using the shuttle bus system (continued)

Reason	Number of times mentioned
On bicycle	5
On motorcycle	5
Handicapped passenger	4
Rental car	4
Stayed at Paradise Inn	4
Didn't think about it	3
Not enough time	3
Did not know schedule	2
With large group	2
Didn't realize we wouldn't find parking	1
Didn't stop to get on	1
Last shuttle was early in the daylight	1
Meeting family member at a particular location	1
No reason in particular	1
Not frequent	1
Not staying overnight	1
Parked car at Longmire	1
Parking unavailable at shuttle	1
Preferred not to use it	1
Received questionnaire on our way in to park	1
Stayed close to entrance	1
Staying for late night photo shoot	1
Too crowded	1
Trail maintenance destination	1
Traveled from afar, Seattle WA	1
Unplanned visit	1
Used the day to drop cache for Wonderland Trail	1
Wanted a relaxed atmosphere	1
Was not suitable for our group	1
We also went to Reflection Lake	1
We live in Yakima, nowhere near	1
Were coming late and left at 8 pm	1

*total percentages do not equal 100 due to rounding

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

Alternate parking plans

Question 10

If, prior to entering the park, you knew that the parking lots were completely full at Paradise, which of the following would your personal group do?

Results

- 32% of visitor groups would have driven to Paradise anyway (see Figure 68).
- 28% would have gone to another location in the park where parking was available. The preferred locations (see Figure 69) included:

44% Sunrise
20% Longmire

- “Other” park locations (23%) where visitor groups would have parked are shown in Table 19.
- For visitors who would have chosen to avoid the park and go somewhere else (3%), their preferred locations were:

Alpine Lakes Wilderness Area
Anywhere that allows "pets" other than dogs
Gifford Pinchot National Forest
Go for a hike in the National Forest
Go to local pub
Mt. Baker-Snoqualmie National Forest
Olympic National Park
Stay in cabin/swim

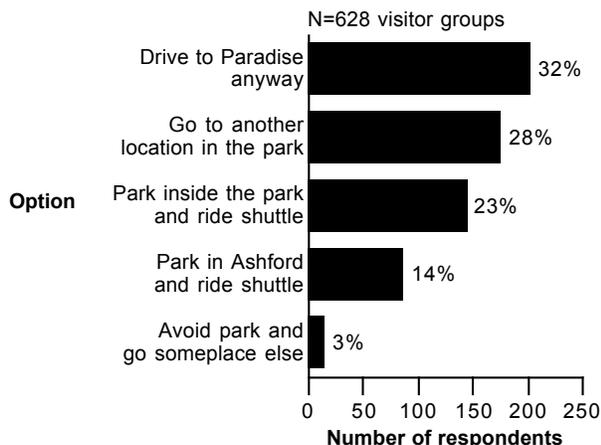


Figure 68. Alternate plans to parking at Paradise

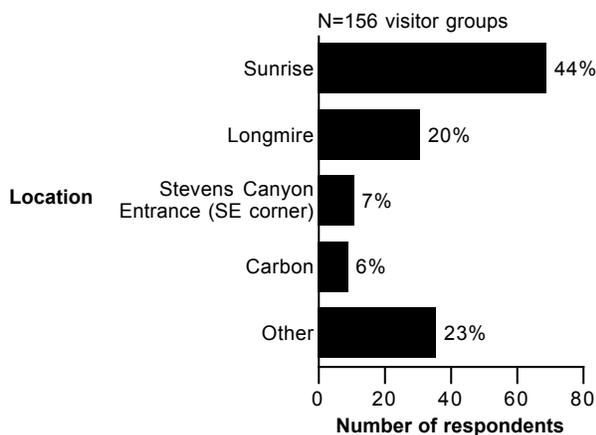


Figure 69. Alternate location in the park where parking is available

*total percentages do not equal 100 due to rounding

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

Table 19. Alternate parking location inside the park or alternative options

Location	Number of times mentioned
Drive through	7
Choose another hiking trail	3
Reflection Lake	3
Visit on a weekday	3
Along roads	2
Any place	2
Leave the park	2
Mowich	2
Use a bike	2
We knew that lodge had parking	2
White River	2
Cougar Rock Campground	1
Go early	1
Go to top	1
Park in a pullout	1
Park somewhere else near our destination	1
Picnic area at Paradise	1
Tipsoo Lake Area	1
Visit a different day	1
Wait for a parking space	1
Went anyway, prayed, and parked	1
Wherever the bus took us	1

*total percentages do not equal 100 due to rounding

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

Traffic congestion in the park

Question 11

In your opinion, how much of a problem is traffic congestion at different locations in Mount Rainier NP?

Results

- Table 20 lists visitor opinions about traffic congestion in the park.

Table 20. Traffic congestion at different park locations

Location	N	Rating (%)*		
		Not a problem	Small problem	Big problem
At park entrances/exits	667	66	28	6
Driving on park roads	665	70	27	3
In parking areas at primary destinations (e.g. Paradise, Longmire, Sunrise, etc.)	667	28	43	30
At scenic overlooks	639	59	37	5

*total percentages do not equal 100 due to rounding

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

Feeding wildlife

Question 2a

Feeding wildlife creates hazards for visitors and habituation problems for wildlife. During this visit, did your personal group observe wildlife approaching you or other visitors and begging for food?

Results

- 13% of visitor groups observed wildlife begging for food (see Figure 70).

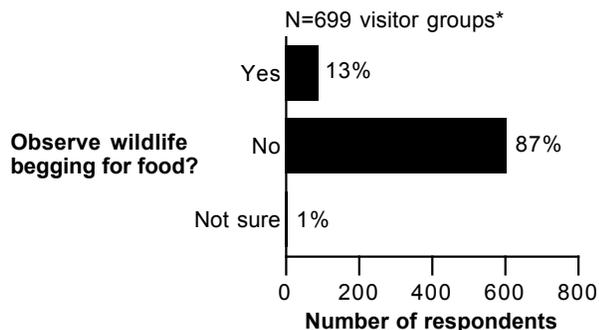


Figure 70. Visitor groups that observed wildlife begging for food

Question 2b

During this visit to Mount Rainier NP, did your personal group receive or see any information (written or verbal) about feeding wildlife in national parks?

Results

- 76% of visitor groups received/saw information about feeding wildlife (see Figure 71).

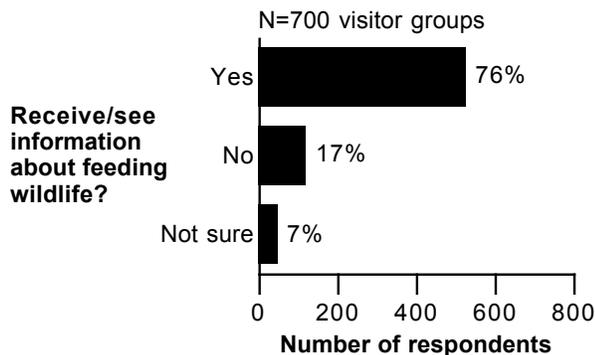


Figure 71. Visitor groups that received or saw information about feeding wildlife

*total percentages do not equal 100 due to rounding

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

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

Information services and facilities used

Question 16a

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

Results

- As shown in Figure 72, the most common information services and facilities used by visitor groups were:

75% Park brochure/map
 56% Assistance from park staff
 55% Paradise Visitor Center

- The least used service/facility was:

4% Junior Ranger program

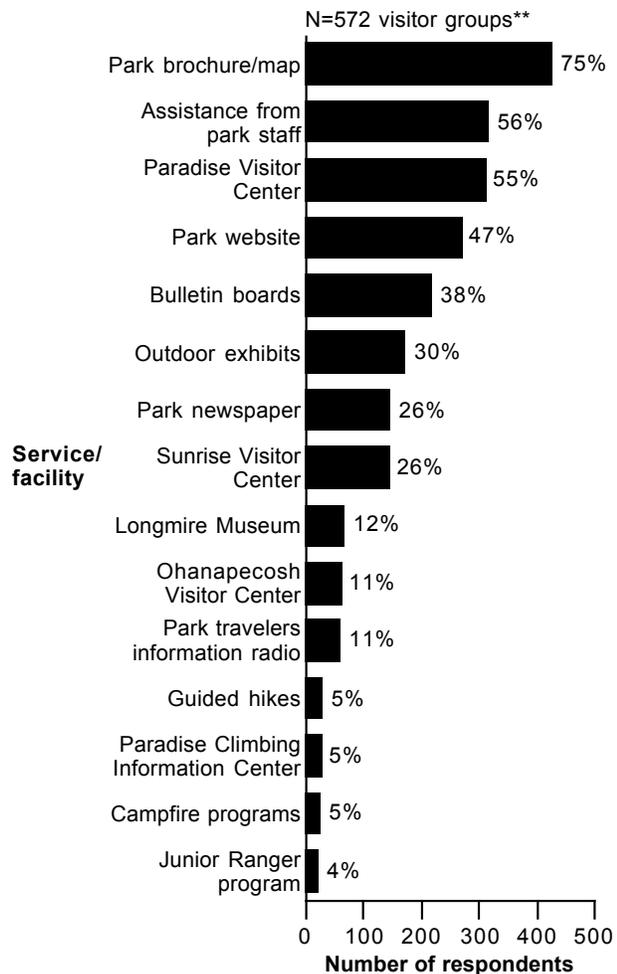


Figure 72. Information services and facilities used

*total percentages do not equal 100 due to rounding

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

Importance ratings of information services and facilities

Question 16b

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

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

Results

- Figure 73 shows the combined proportions of “extremely important” and “very important” ratings of information services and facilities that were rated by 30 or more visitor groups.
- Table 21 shows the importance ratings of each service and facility.
- The services and facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 82% Park brochure/map
- 78% Park website
- 66% Assistance from park staff
- 66% Paradise Visitor Center

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

- 11% Park travelers information radio, N=6

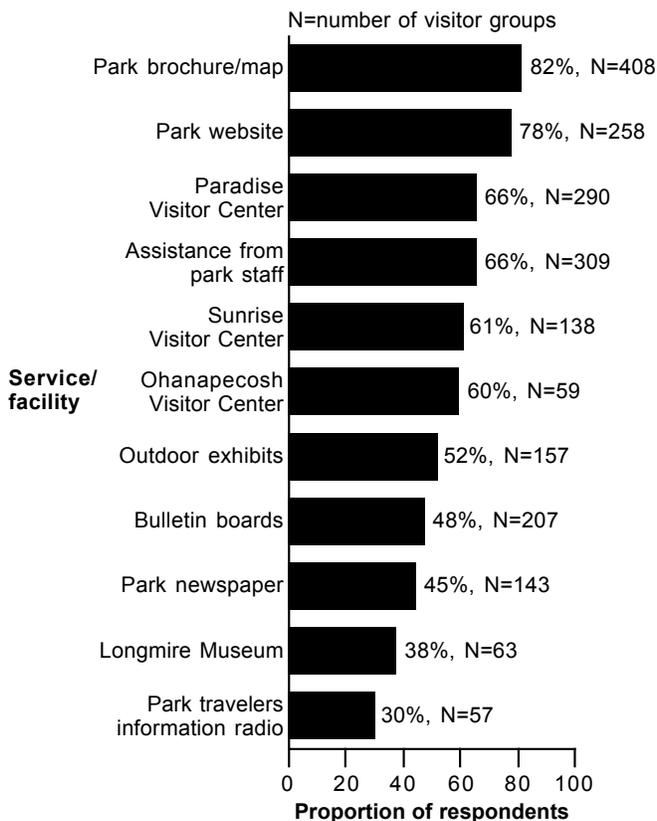


Figure 73. Combined proportions of “extremely important” and “very important” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

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

Table 21. Importance ratings of information services and facilities
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Assistance from park staff	309	1	6	27	35	31
Bulletin boards	207	1	12	39	31	17
Outdoor exhibits	157	1	9	38	33	19
Park brochure/map	408	1	4	13	33	49
Park newspaper: <i>Tahoma News</i>	143	3	17	35	31	14
Park travelers information radio station (AM1610)	57	11	28	32	19	11
Park website: www.nps.gov/mora/	258	<1	6	16	36	42
Guided hikes – CAUTION!	28	0	7	25	25	43
Campfire programs – CAUTION!	26	8	8	27	31	27
Junior Ranger program – CAUTION!	20	5	0	15	45	35
Longmire Museum	63	2	29	32	19	19
Ohanapecosh Visitor Center	59	2	8	31	36	24
Paradise Visitor Center	290	2	6	26	32	34
Paradise Climbing Information Center – CAUTION!	25	0	4	16	44	36
Sunrise Visitor Center	138	1	11	27	30	31

*total percentages do not equal 100 due to rounding

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

Quality ratings of information services and facilities

Question 16c

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

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

Results

- Figure 74 shows the combined proportions of “very good” and “good” ratings of information services and facilities that were rated by 30 or more visitor groups.

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

- 90% Assistance from park staff
- 89% Park brochure/map
- 88% Sunrise Visitor Center

- Table 22 shows the quality ratings of each service and facility.

- The service/facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:

- 14% Park travelers information radio, N=8

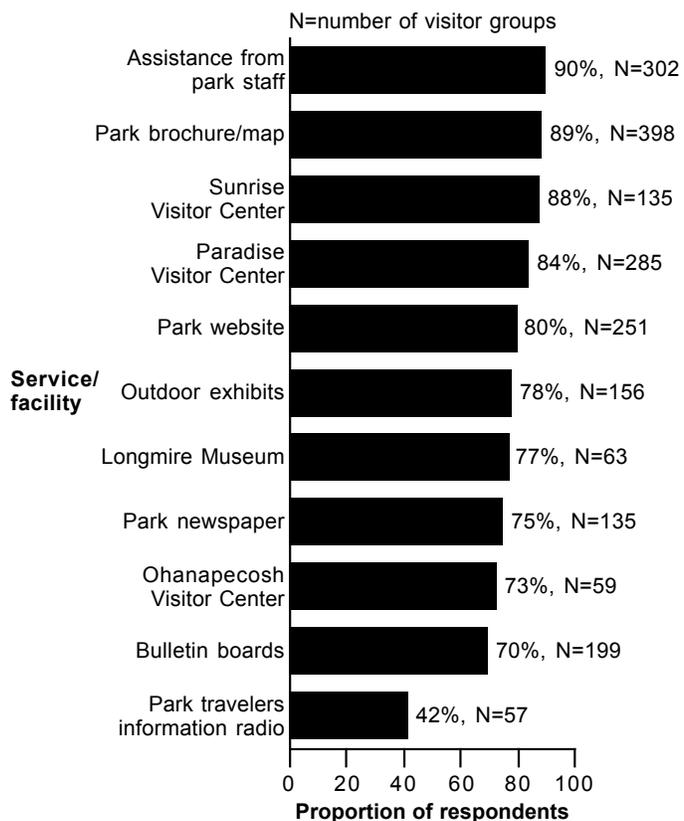


Figure 74. Combined proportions of “very good” and “good” ratings of information services and facilities

*total percentages do not equal 100 due to rounding

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

Table 22. Quality ratings of information services and facilities
(N=number of visitor groups)

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Assistance from park staff	302	<1	2	8	31	59
Bulletin boards	199	0	3	27	41	29
Outdoor exhibits	156	0	1	21	47	31
Park brochure/map	398	0	1	11	39	50
Park newspaper: <i>Tahoma News</i>	135	0	1	24	45	30
Park travelers information radio station (AM1610)	57	14	14	30	26	16
Park website: www.nps.gov/mora/	251	0	3	17	49	31
Guided hikes – CAUTION!	27	0	0	7	26	67
Campfire programs – CAUTION!	24	0	4	13	33	50
Junior Ranger program – CAUTION!	19	0	0	16	42	42
Longmire Museum	63	0	5	17	44	33
Ohanapecosh Visitor Center	59	2	7	19	36	37
Paradise Visitor Center	285	1	3	12	39	45
Paradise Climbing Information Center – CAUTION!	26	0	0	15	38	46
Sunrise Visitor Center	135	0	4	8	44	44

*total percentages do not equal 100 due to rounding

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

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

- Figure 75 and Figure 76 show the mean scores of importance and quality ratings of information services and facilities that were rated by 30 or more visitor groups.
- With the exception of the park travelers information radio, all information services and facilities were rated above average in importance. All services were above average in quality.

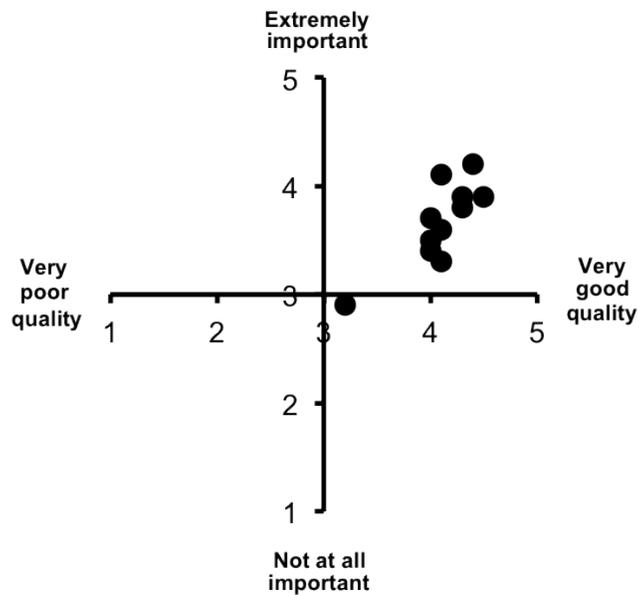


Figure 75. Mean scores of importance and quality ratings of information services and facilities

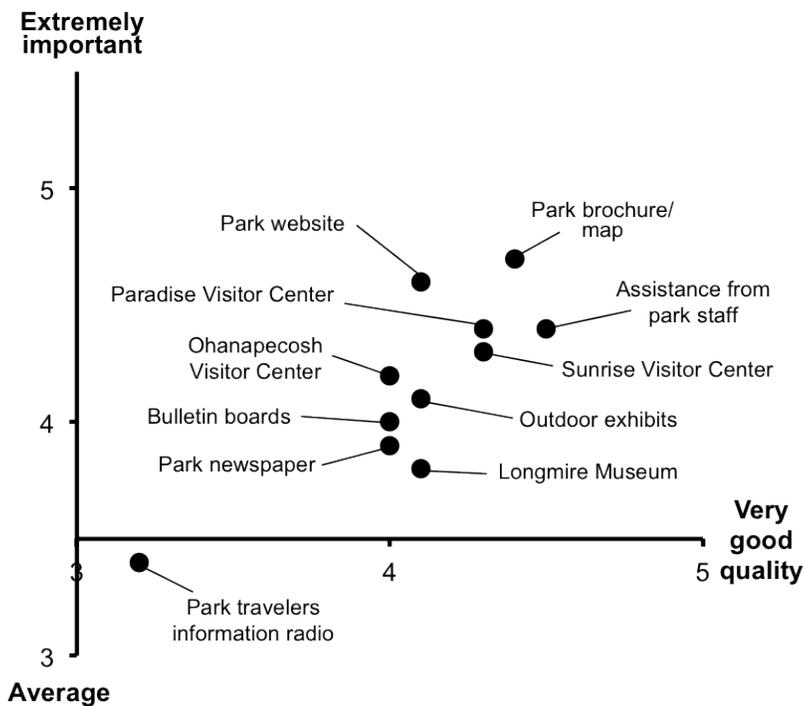


Figure 76. Detail of Figure 75 right side quadrants

*total percentages do not equal 100 due to rounding

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

Commercial services and facilities used

Question 17a

Please indicate all the commercial services and facilities that your personal group used at Mount Rainier NP during this visit.

Results

- As shown in Figure 77, the most common commercial services and facilities used by visitor groups were:

- 33% Food service at Paradise Inn
- 32% Gift shops at Paradise Jackson Visitor Center
- 30% Gift shops at Paradise Inn

- The least used service/facility was:

- 0% Guided backpacking trips

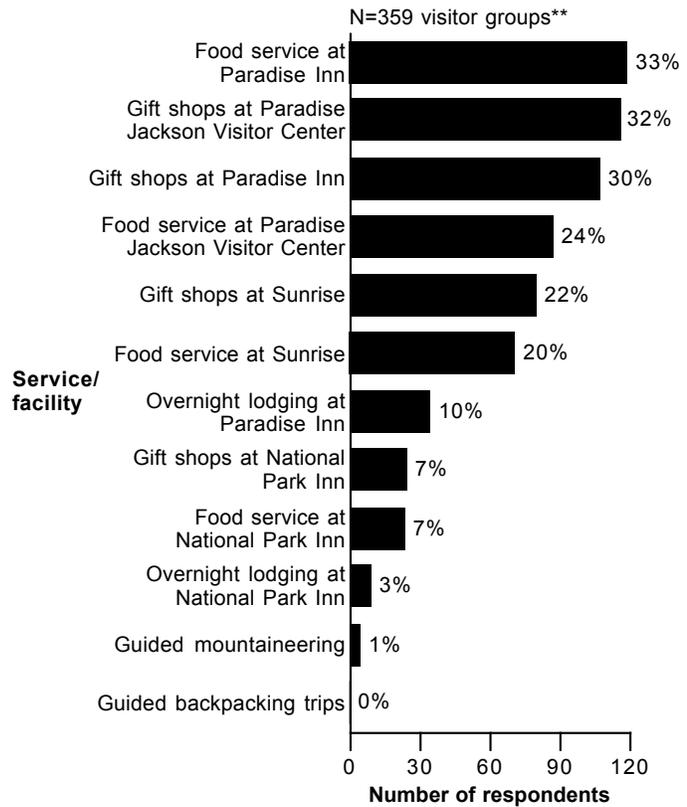


Figure 77. Commercial services and facilities used

*total percentages do not equal 100 due to rounding

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

Importance ratings of commercial services and facilities

Question 17b

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

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

Results

- Figure 78 shows the combined proportions of “extremely important” and “very important” ratings of commercial services and facilities that were rated by 30 or more visitor groups.

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

- 88% Overnight lodging at Paradise Inn
- 71% Food service at Paradise Inn
- 68% Food service at Paradise Jackson Visitor Center

- Table 23 shows the importance ratings of each service and facility.

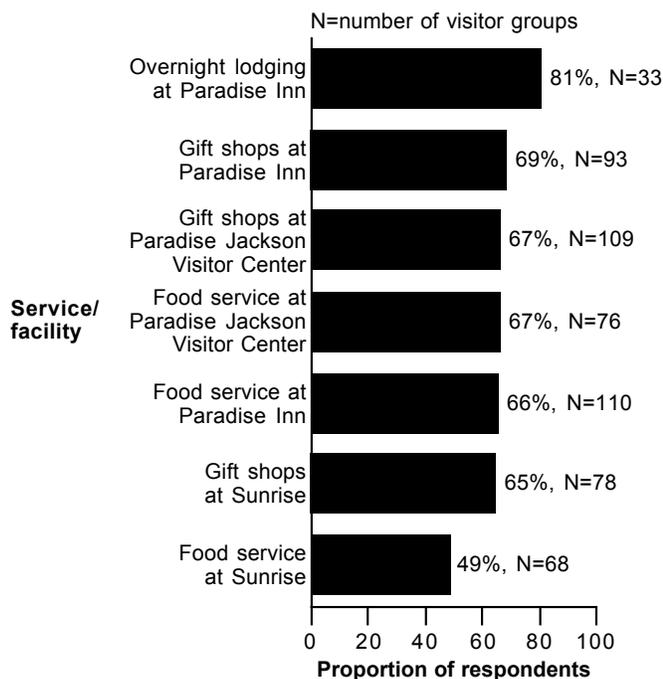


Figure 78. Combined proportions of “extremely important” and “very important” ratings of commercial services and facilities

- The services/facilities receiving the highest “not at all important” rating that were rated by 30 or more visitor groups were:

- 6% Gift shops at Paradise Jackson Visitor Center, N=7
- 6% Gift shops at Sunrise, N=5

*total percentages do not equal 100 due to rounding

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

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

Service/facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Lodging at National Park Inn – CAUTION!	8	13	0	0	25	63
Lodging at Paradise Inn	33	0	3	9	15	73
Food service at National Park Inn – CAUTION!	22	0	9	23	27	41
Food service at Paradise Inn	110	0	5	23	35	36
Food service at Paradise Jackson Visitor Center	81	1	2	28	40	28
Food service at Sunrise	67	4	6	34	28	27
Guided backpacking trips	0	--	--	--	--	--
Guided mountaineering – CAUTION!	4	0	0	0	0	100
Gift shop at National Park Inn – CAUTION!	21	0	10	43	29	19
Gift shop at Paradise Inn	97	5	20	33	27	15
Gift shop at Paradise Jackson Visitor Center	111	6	16	32	26	19
Gift shop at Sunrise	77	6	17	35	26	16

*total percentages do not equal 100 due to rounding

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

Quality ratings of commercial services and facilities

Question 17c

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

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

Results

- Figure 79 shows the combined proportions of “very good” and “good” ratings of commercial services and facilities that were rated by 30 or more visitor groups.

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

- 81% Overnight lodging at Paradise Inn
- 69% Gift shops at Paradise Inn

- Table 24 shows the quality ratings of each service and facility.
- The service/facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:

- 3% Food service at Paradise Jackson Visitor Center, N=2

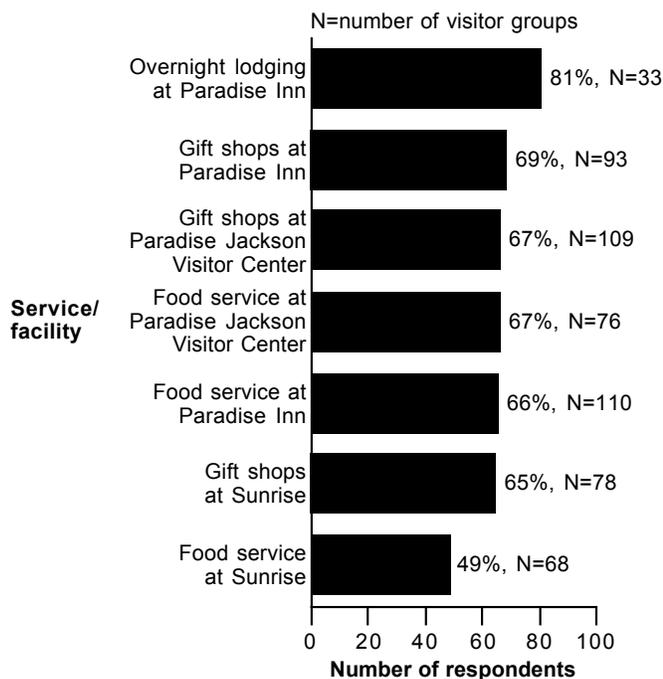


Figure 79. Combined proportions of “very good” and “good” ratings of commercial services and facilities

*total percentages do not equal 100 due to rounding

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

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

Service/facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Lodging at National Park Inn – CAUTION!	7	14	0	0	29	57
Lodging at Paradise Inn	33	0	0	18	36	45
Food service at National Park Inn – CAUTION!	19	5	5	32	32	26
Food service at Paradise Inn	110	2	7	25	32	34
Food service at Paradise Jackson Visitor Center	76	3	4	26	42	25
Food service at Sunrise	68	0	1	50	31	18
Guided backpacking trips	0	--	--	--	--	--
Guided mountaineering – CAUTION!	4	0	0	0	0	100
Gift shop at National Park Inn – CAUTION!	20	0	5	25	40	30
Gift shop at Paradise Inn	93	0	3	28	41	28
Gift shop at Paradise Jackson Visitor Center	109	0	2	31	36	31
Gift shop at Sunrise	78	0	4	31	42	23

*total percentages do not equal 100 due to rounding

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

Mean scores of importance and quality ratings of commercial services and facilities

- Figure 80 and Figure 81 show the mean scores of importance and quality ratings of commercial services and facilities that were rated by 30 or more visitor groups.
- All commercial services and facilities were rated above average.

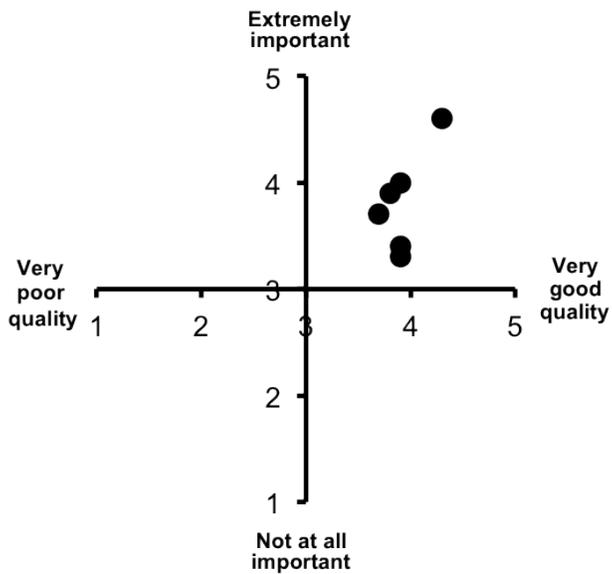


Figure 80. Mean scores of importance and quality ratings of commercial services and facilities

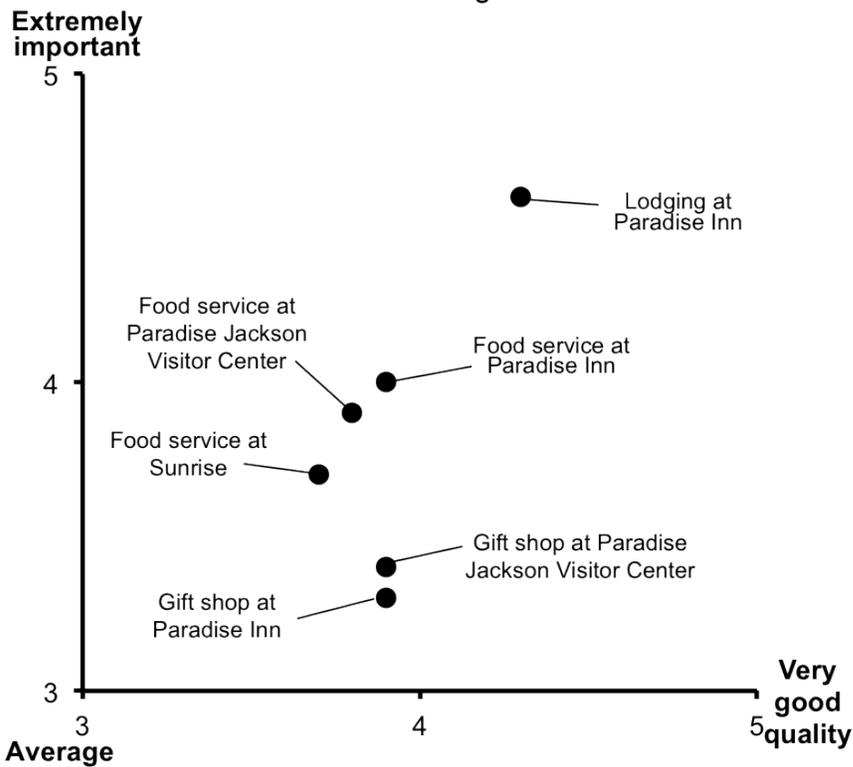


Figure 81. Detail of Figure 80 top right quadrant

*total percentages do not equal 100 due to rounding

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

Importance of protecting park attributes, resources, and experiences

Question 14

It is the National Park Service’s responsibility to protect Mount Rainier NP’s natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following park resources/attributes to your personal group?

Results

- As shown in Figure 82, the highest combined proportions of “extremely important” and “very important” ratings of protecting park resources and attributes included:

- 97% Natural features
- 94% Clean water
- 93% Clean air (visibility)
- 93% Scenic views
- 92% Natural quiet/sounds of nature
- 90% Native wildlife

- The resource/attribute receiving the highest “not at all important” rating was:

- 7% Dark night sky, N=46
As noted in Figure 82, 69% of respondents rated this resource as very or extremely important.

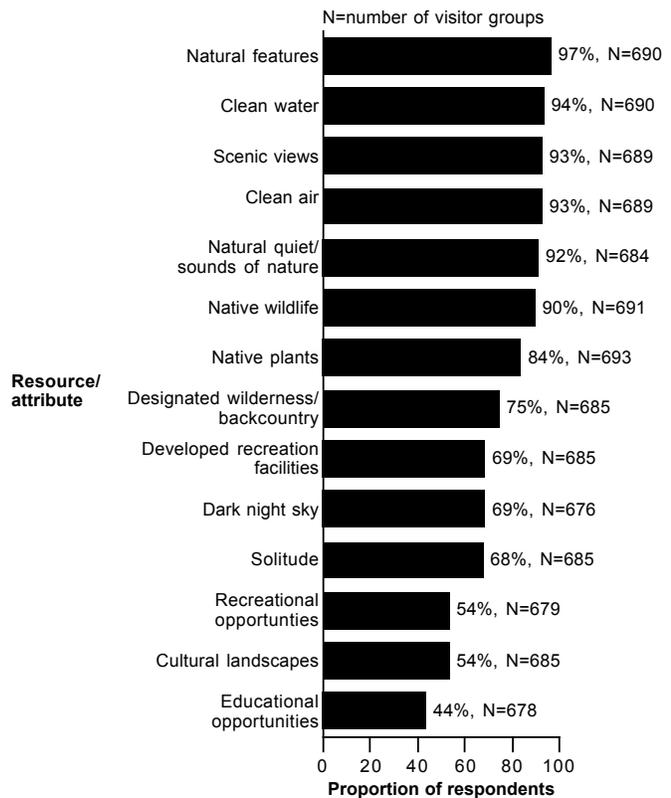


Figure 82. Combined proportions of “extremely important” and “very important” ratings of protecting park resources and attributes

- Table 25 shows the importance ratings of park resources and attributes.

2000 survey data: the attributes that visitor groups rated were different with some similar items: clean air/clean water (combined) (96%), natural quiet/sounds of nature (92%), wildlife (92%), and native plants (90%).

*total percentages do not equal 100 due to rounding

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

Table 25. Visitor rating of importance of protecting park resources and attributes
(N=number of visitors groups)

Resource/attribute	N	Rating (%) *				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Clean air (visibility)	689	<1	1	5	33	60
Clean water	690	<1	1	5	29	65
Dark night sky	676	7	4	21	31	38
Cultural landscapes (including historic roads and historic buildings)	685	3	12	31	35	19
Designated wilderness/backcountry	685	2	5	18	31	44
Developed recreation facilities (campgrounds, trails, etc.)	685	1	7	24	40	29
Educational opportunities	678	5	14	37	29	15
Native plants	693	1	3	11	31	53
Native wildlife	691	1	1	8	31	59
Natural features (such as glaciers, lakes, streams)	690	<1	<1	2	22	75
Natural quiet/sounds of nature	684	<1	2	6	31	61
Recreational opportunities	679	3	13	30	34	20
Scenic views	689	<1	1	6	29	64
Solitude	685	2	6	24	32	36

*total percentages do not equal 100 due to rounding

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

Expenditures

Total expenditures inside and outside the park

Question 19

For your personal group, please estimate expenditures for the items listed below for this visit to Mount Rainier NP and the surrounding area (within 30 miles the park).

Results

- 44% of visitor groups spent \$1-\$100 (see Figure 83).
- 20% spent \$101-\$300.
- 19% spent \$301 or more.
- The average visitor group expenditure was \$255.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$70.
- The average total expenditure per person (per capita) was \$88.

Spending from \$1-\$50 has decreased substantially (43% in 2000) while spending \$100 or more has increased (32% in 2000).

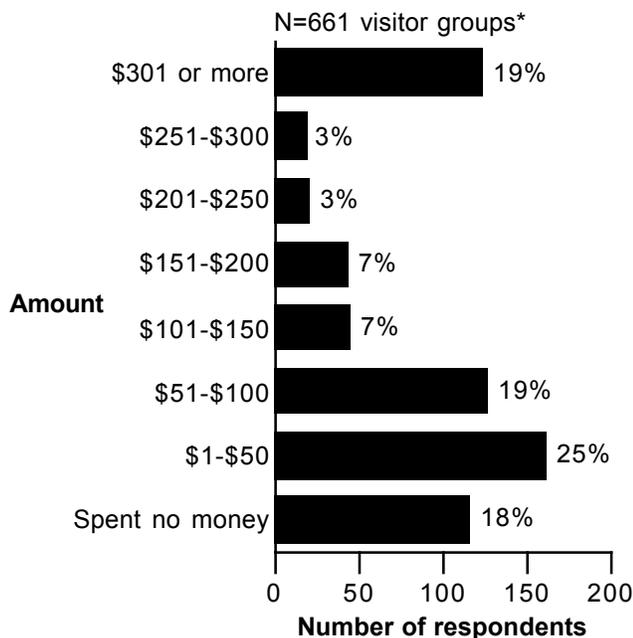


Figure 83. Total expenditures inside and outside the park

*total percentages do not equal 100 due to rounding

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

- As shown in Figure 84, the largest proportions of total expenditures inside and outside the park were:

29% Lodge, hotel, motel, cabins, B&B, etc.
 19% Restaurants and bars
 11% Guide fees and charges
 10% Gas and oil
 10% Other transportation expenses

Proportions of total expenditure results are similar to the 2000 survey.

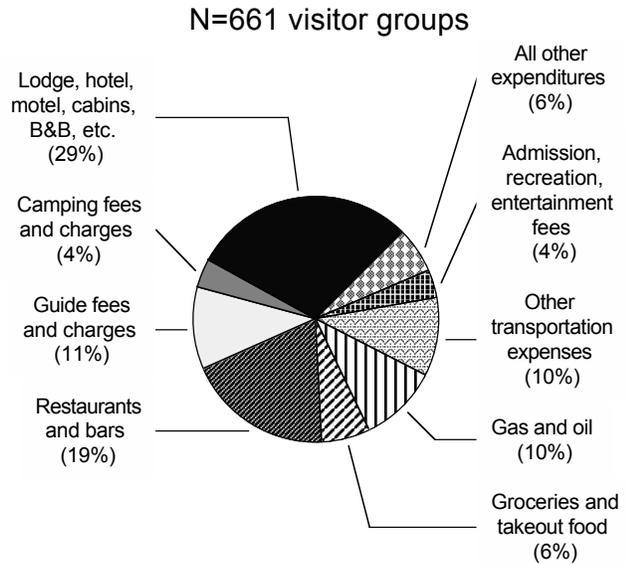


Figure 84. Proportions of total expenditures inside and outside the park

*total percentages do not equal 100 due to rounding

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

Number of adults covered by expenditures

Question 19c

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

Results

- 57% of visitor groups had two adults covered by expenditures (see Figure 85).
- 24% had three or four adults covered by expenditures.

Results are similar to 2000 data.

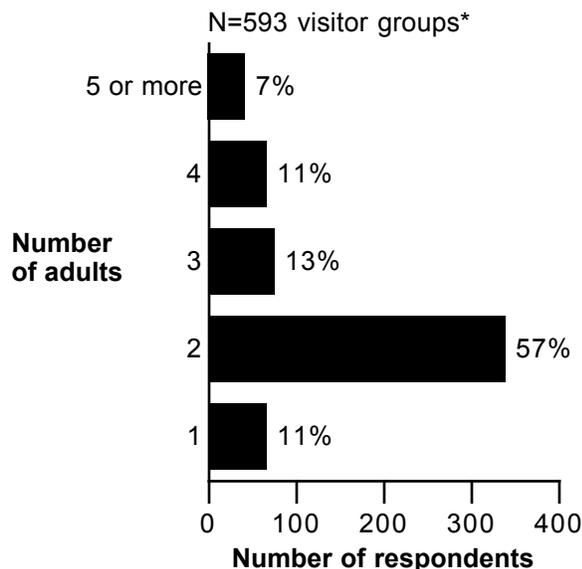


Figure 85. Number of adults covered by expenditures

Number of children covered by expenditures

Question 19c

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

Results

- 69% of visitor groups had no children covered by expenditures (see Figure 86).
- 25% had two or three children covered by expenditures.

Results are significantly different than the 2000 data: 0 children (25%), 1 child (30%), 2 children (26%).

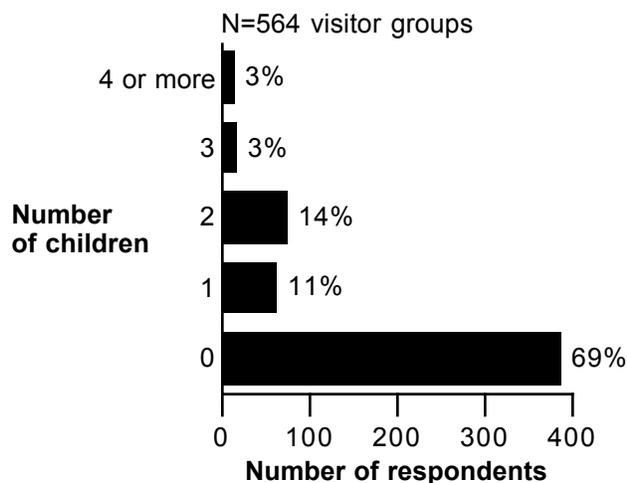


Figure 86. Number of children covered by expenditures

*total percentages do not equal 100 due to rounding

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

Expenditures inside the park

Question 19a

Please list your personal group’s total expenditures inside Mount Rainier NP.

Results

- 52% of visitor groups spent \$1-\$100 (see Figure 87).
- 30% spent no money.
- 18% spent \$101 or more.
- The average visitor group expenditure inside the park was \$85.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$27.
- The average total expenditure per person (per capita) was \$44.

In the 2000 data, 13% spent no money, 73% spent from \$1-\$100.

- As shown in Figure 88, the largest proportions of total expenditures inside the park were:

- 28% Restaurants and bars
- 27% Lodge, hotel, motel, cabins, B&B, etc.
- 16% All other expenditures

Compared to 2000, expenditure categories increased for restaurants and bars (23%) and lodge, hotel, etc. (23%).

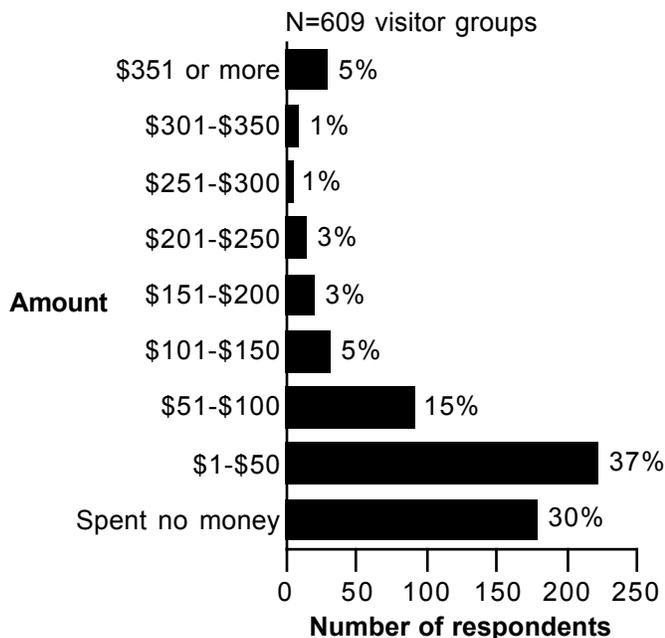


Figure 87. Total expenditures inside the park

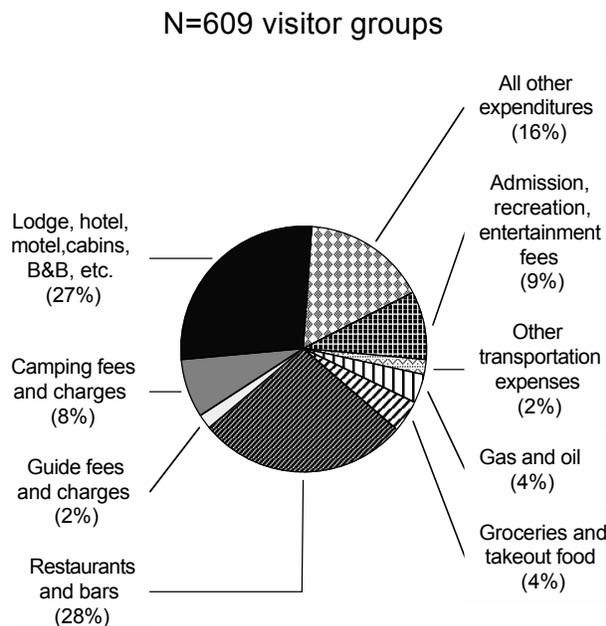


Figure 88. Proportions of total expenditures inside the park

*total percentages do not equal 100 due to rounding

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

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

- 88% of visitor groups spent no money on lodging inside the park (see Figure 89).
- 8% spent \$151 or more.

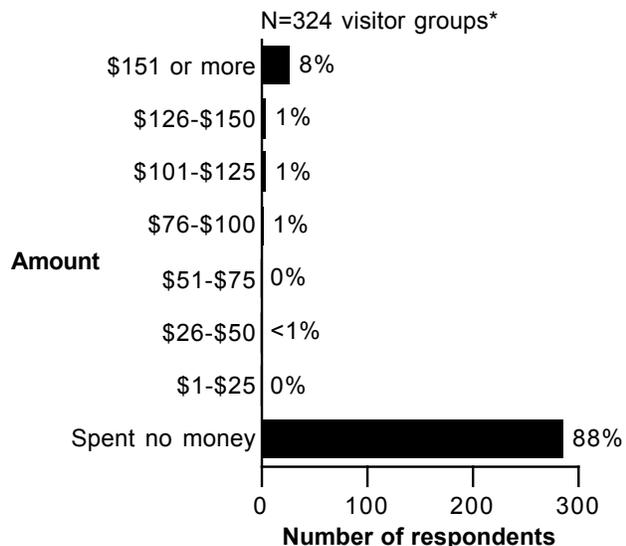


Figure 89. Expenditures for lodging inside the park

Camping fees and charges

- 76% of visitor groups spent no money on camping fees and charges inside the park (see Figure 90).
- 16% spent \$1-\$50.

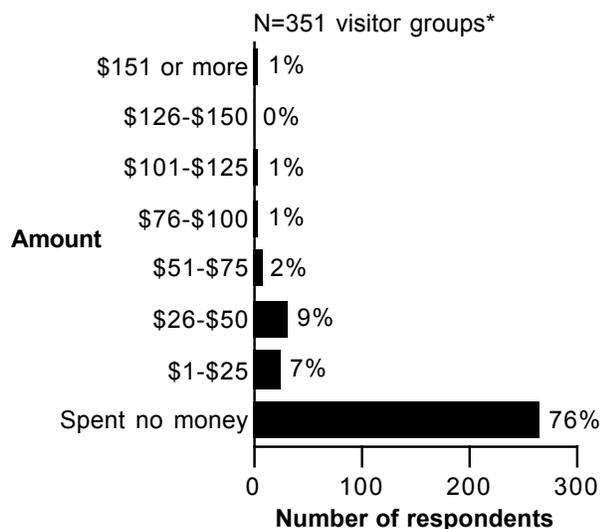


Figure 90. Expenditures for camping fees and charges inside the park

*total percentages do not equal 100 due to rounding

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

Guide fees and charges

- 99% of visitor groups spent no money on guide fees and charges inside the park (see Figure 91).

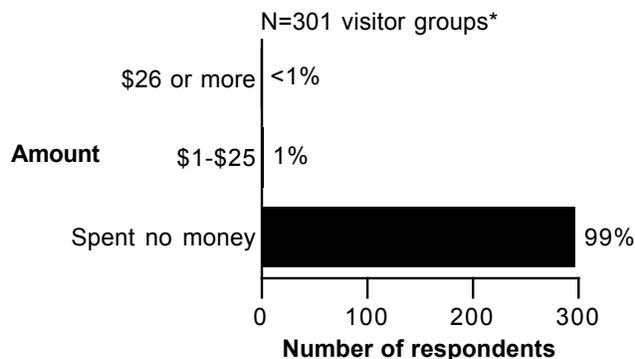


Figure 91. Expenditures for guide fees and charges inside the park

Restaurants and bars

- 53% of visitor groups spent no money on restaurants and bars inside the park (see Figure 92).
- 32% spent \$1-\$50.

There was a substantial decrease in expenditures of from \$1-\$25 in 2000 (30%).

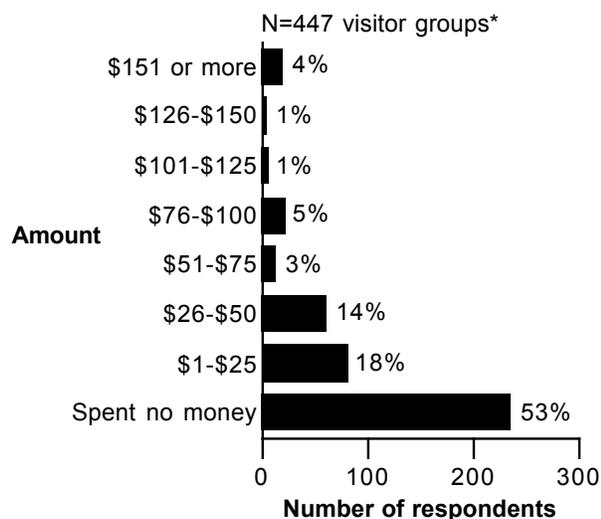


Figure 92. Expenditures for restaurants and bars inside the park

*total percentages do not equal 100 due to rounding

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

Groceries and takeout food

- 81% of visitor groups spent no money on groceries and takeout food inside the park (see Figure 93).
- 17% spent \$1-\$50.

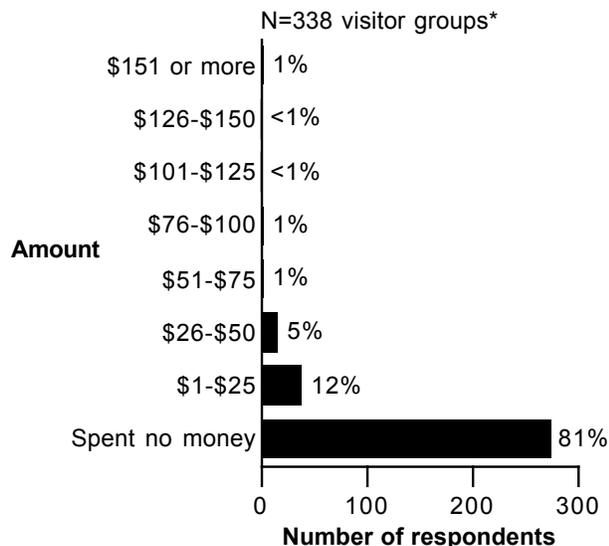


Figure 93. Expenditures for groceries and takeout food inside the park

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

- 87% of visitor groups spent no money on gas and oil inside the park (see Figure 94).
- 9% spent \$1-\$50.

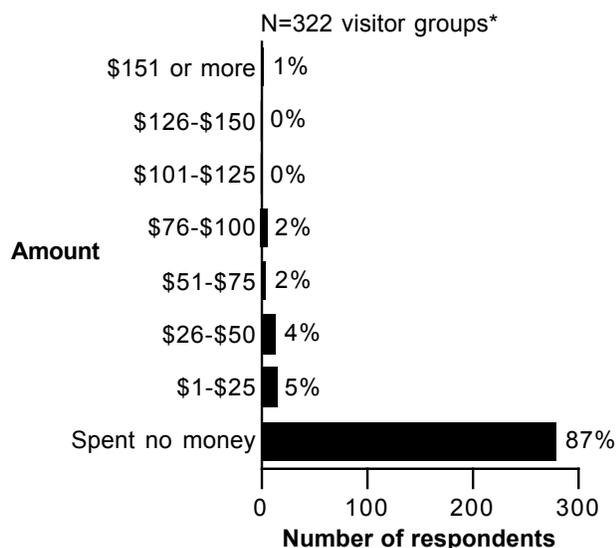


Figure 94. Expenditures for gas and oil inside the park

*total percentages do not equal 100 due to rounding

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

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

- 98% of visitor groups spent no money on other transportation inside the park (see Figure 95).

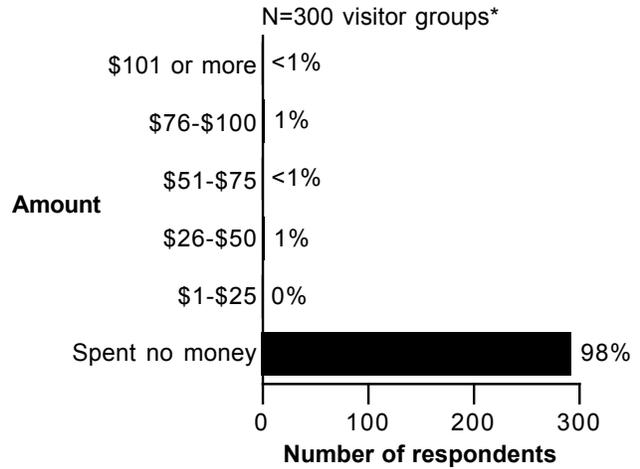


Figure 95. Expenditures for other transportation inside the park

Admission, recreation, and entertainment fees

- 48% of visitor groups spent no money on admission, recreation, and entertainment fees inside the park (see Figure 96).
- 50% of visitor groups spent \$1-\$50.

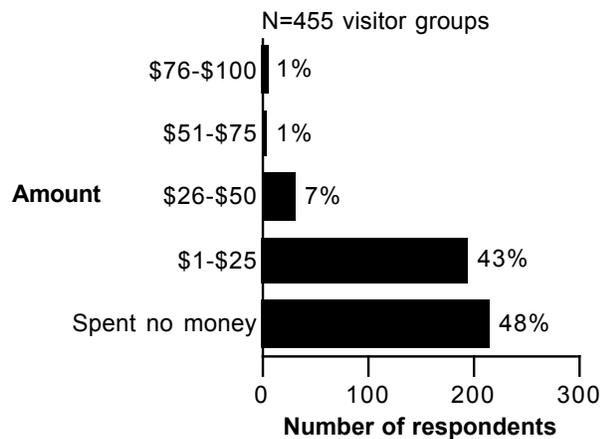


Figure 96. Expenditures for admission, recreation, and entertainment fees inside the park

*total percentages do not equal 100 due to rounding

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

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

- 53% of visitor groups spent no money on all other purchases inside the park (see Figure 97).
- 37% spent \$1-\$50.

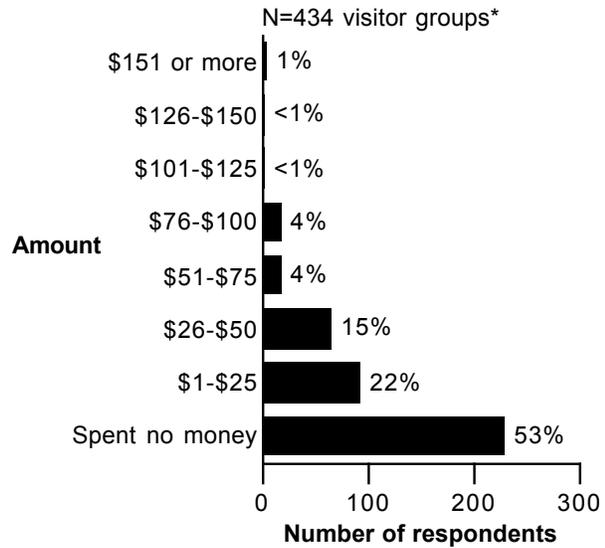


Figure 97. Expenditures for all other purchases inside the park

*total percentages do not equal 100 due to rounding

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

Expenditures outside the park

Question 19b

Please list your personal group’s total expenditures in the surrounding area outside the park (within 30 miles of the park).

Results

- 43% of visitor groups spent \$1-\$100 (see Figure 98).
- 27% spent no money.
- 17% spent \$101-\$300.
- 14% spent \$301 or more.
- The average visitor group expenditure outside the park was \$229.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$45.
- The average total expenditure per person (per capita) was \$92.
- As shown in Figure 99, the largest proportions of total expenditures outside the park were:
 - 30% Lodge, hotel, motel, cabins, B&B, etc.
 - 15% Restaurants and bars
 - 15% Guide fees and charges

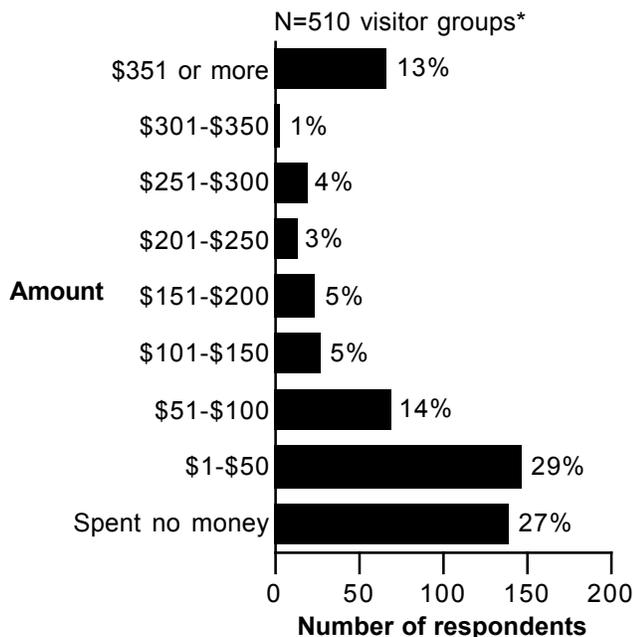


Figure 98. Total expenditures outside the park

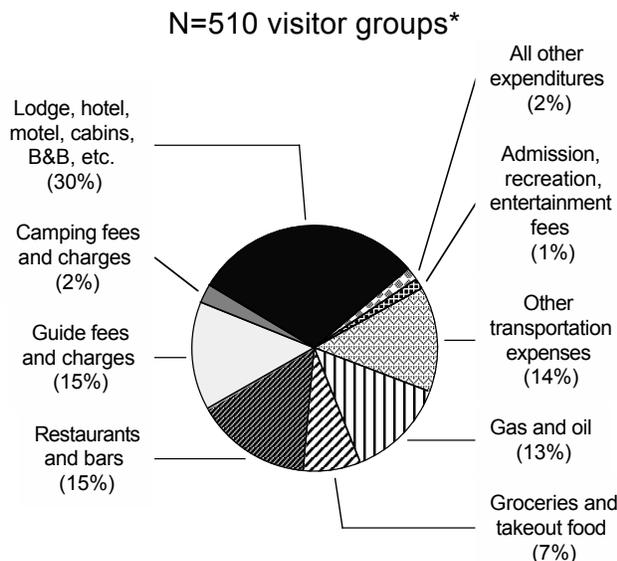


Figure 99. Proportions of total expenditures outside the park

*total percentages do not equal 100 due to rounding

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

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

- 72% of visitor groups spent no money on lodging outside the park (see Figure 100).
- 19% spent \$151 or more.

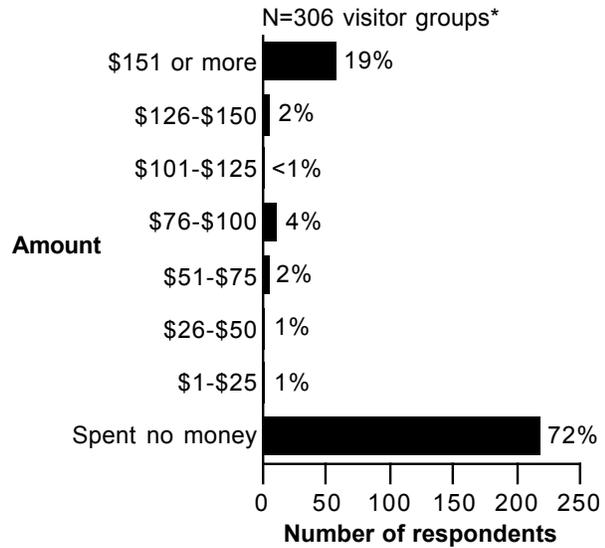


Figure 100. Expenditures for lodging outside the park

Camping fees and charges

- 89% of visitor groups spent no money on camping fees and charges outside the park (see Figure 101).

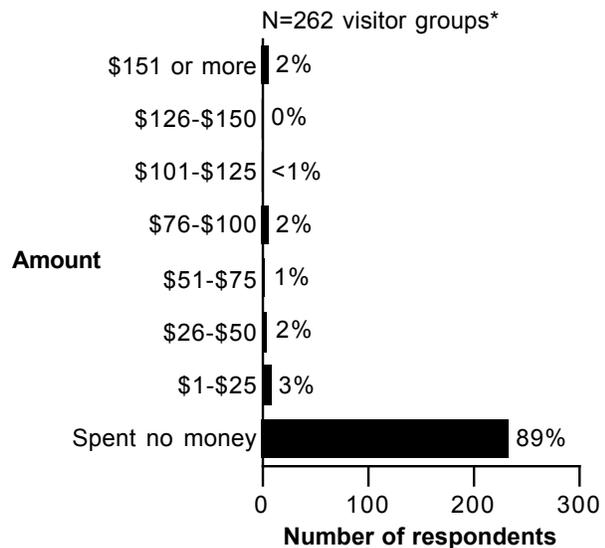


Figure 101. Expenditures for camping fees and charges outside the park

*total percentages do not equal 100 due to rounding

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

Guide fees and charges

- 98% of visitor groups spent no money on guide fees and charges outside the park (see Figure 102).

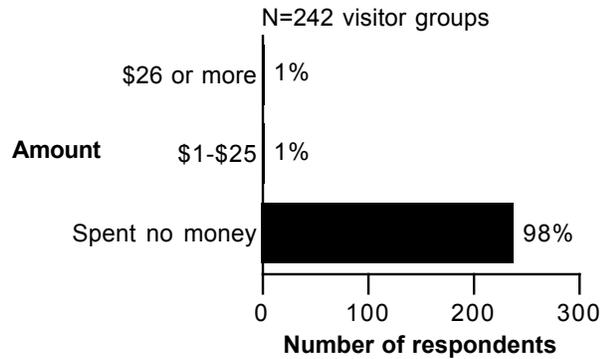


Figure 102. Expenditures for guide fees and charges outside the park

Restaurants and bars

- 53% of visitor groups spent no money on restaurants and bars outside the park (see Figure 103).
- 28% spent \$1-\$50.

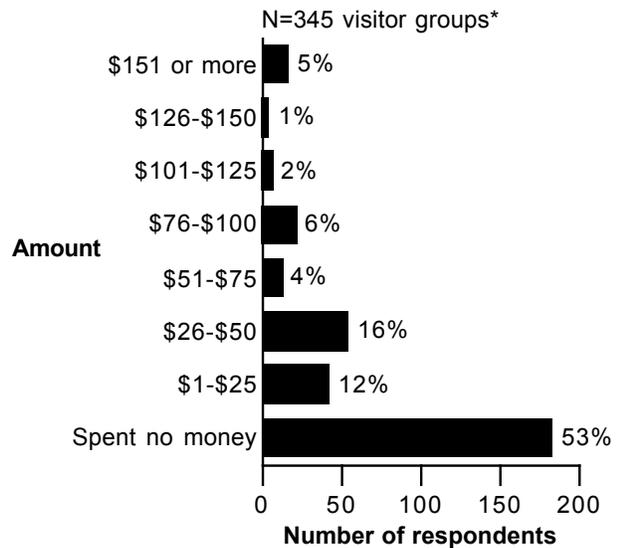


Figure 103. Expenditures for restaurants and bars outside the park

*total percentages do not equal 100 due to rounding

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

Groceries and takeout food

- 54% of visitor groups spent no money on groceries and takeout food outside the park (see Figure 104).
- 35% spent \$1-\$50.

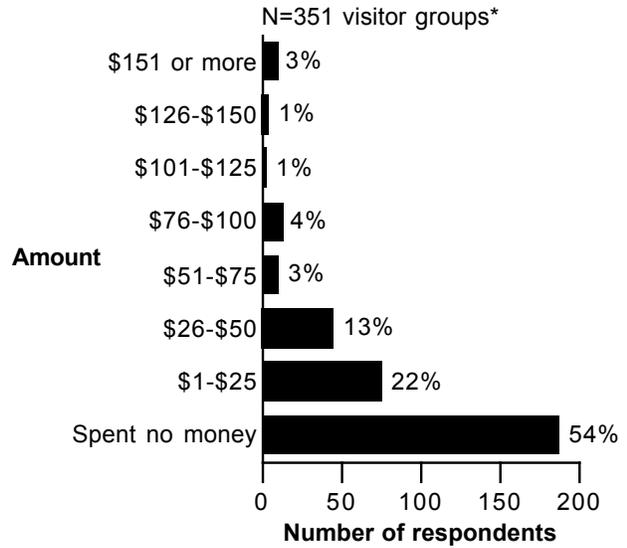


Figure 104. Expenditures for groceries and takeout food outside the park

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

- 42% of visitor groups spent \$1-\$51 or more outside the park (see Figure 105).
- 38% spent no money on gas and oil.

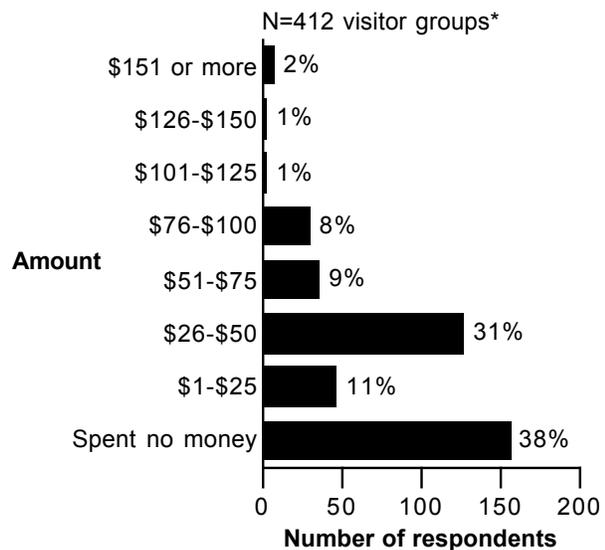


Figure 105. Expenditures for gas and oil outside the park

*total percentages do not equal 100 due to rounding

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

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

- 83% of visitor groups spent no money on other transportation outside the park (see Figure 106).
- 9% spent \$151 or more.

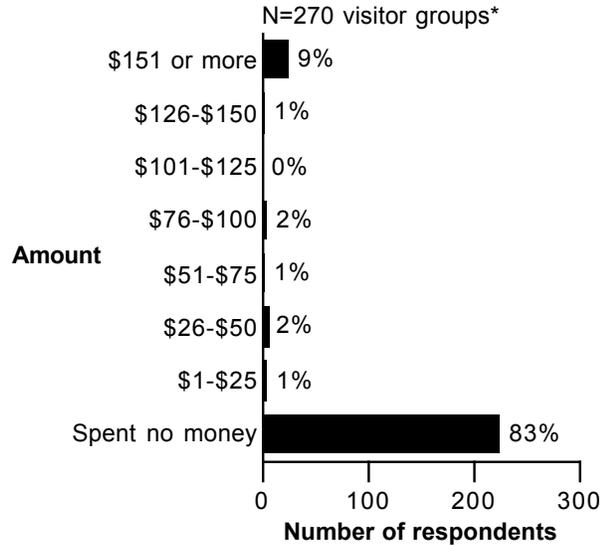


Figure 106. Expenditures for other transportation outside the park

Admission, recreation, and entertainment fees

- 87% of visitor groups spent no money on admission, recreation, and entertainment fees outside the park (see Figure 107).
- 8% spent \$1-\$50.

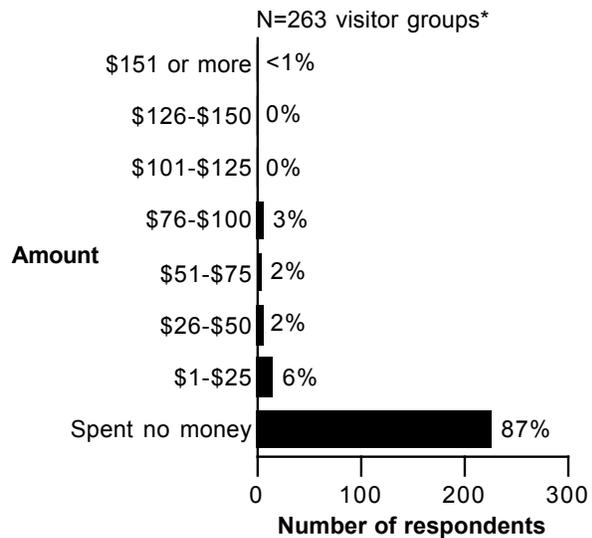


Figure 107. Expenditures for admission, recreation, and entertainment fees outside the park

*total percentages do not equal 100 due to rounding

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

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

- 87% of visitor groups spent no money on all other purchases outside the park (see Figure 108).
- 9% spent \$1-\$50.

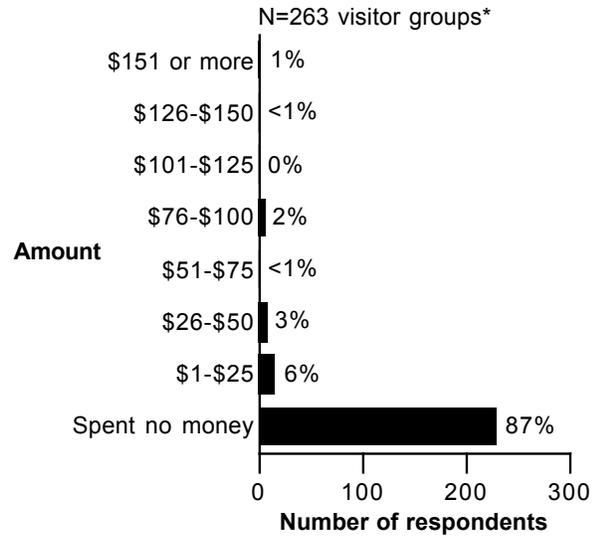


Figure 108. Expenditures for all other purchases outside the park

*total percentages do not equal 100 due to rounding

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

Income forgone to make this trip

Question 12c

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

Results

- 14% of respondents had forgone income to make this trip (see Figure 109).
- 53% of respondents forwent \$201 or more (see Figure 110).
- 31% forwent \$1-\$100.
- 15% forwent \$101-\$200.

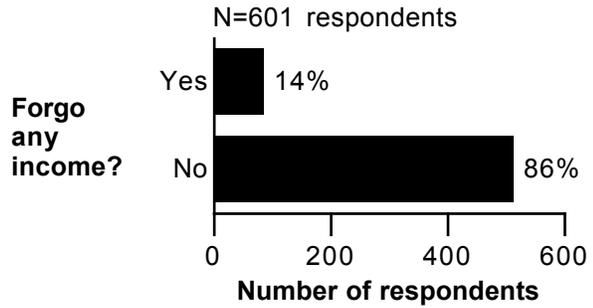


Figure 109. Respondents who had forgone income to make this trip

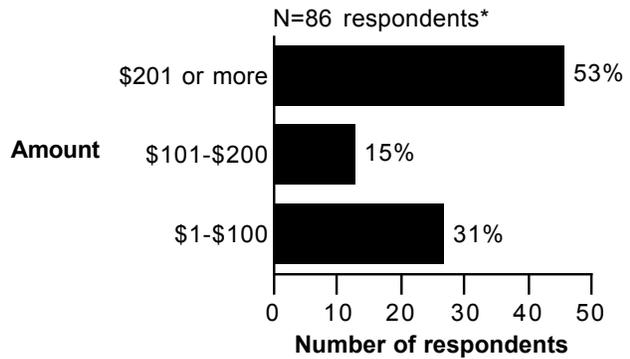


Figure 110. Income forgone to make this trip

*total percentages do not equal 100 due to rounding

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

Preferences for Future Visits

Fees for day hiking and backcountry/wilderness camping

Question 15a

If fees were charged for day hiking (\$5) and backpacking in the backcountry/wilderness (\$20) to be used to support wilderness protection, would this prevent your personal group from participating in these activities?

Results

Day hiking

- 21% of visitor groups felt that a \$5 fee charged for day hiking would prevent them from participating in this activity (see Figure 111).
- 504 visitor groups who answered Question 15a and also participated in day hiking. Of those:
 - 22% indicated the \$5 fee would prevent them from participating in hiking
 - 61% indicated the \$5 fee would not prevent them from participating in hiking
 - 18% were not sure

Backcountry/Wilderness camping

- 17% of visitor groups felt that a \$20 fee charged for backpacking/wilderness camping would prevent them participating in this activity (see Figure 112).

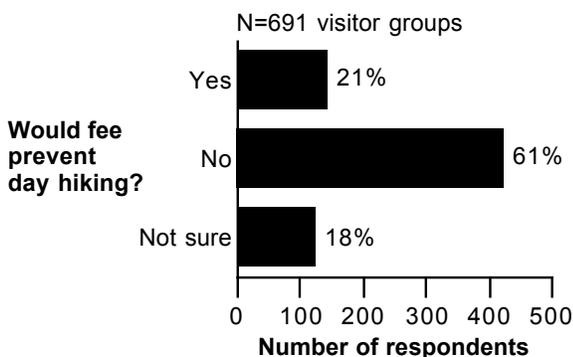


Figure 111. Visitor groups that felt a \$5 fee charged for day hiking would prevent them participating in this activity

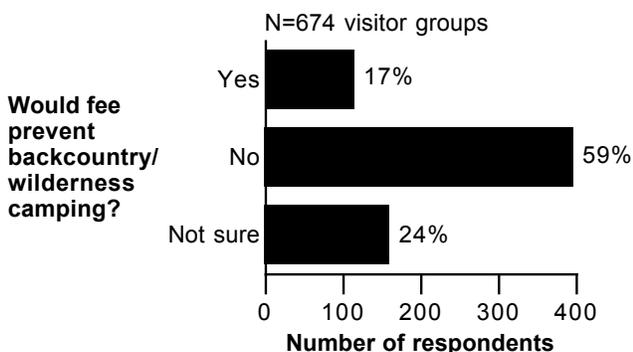


Figure 112. Visitor groups that felt a \$20 fee charged for backpacking/wilderness camping would prevent them participating in this activity

- 42 visitor groups who participated in backpacking also answered this question. Of those:
 - 17% indicated the \$20 fee would prevent them from backpacking
 - 67% indicated the \$20 fee would not prevent them from backpacking
 - 17% were not sure

*total percentages do not equal 100 due to rounding

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

Entrance fee

Question 15b

Would your personal group support an entrance fee increase of \$5 to support park shuttle services?

Results

- 53% of visitor groups would support a \$5 increase in entrance fees to support park shuttle services (see Figure 113).

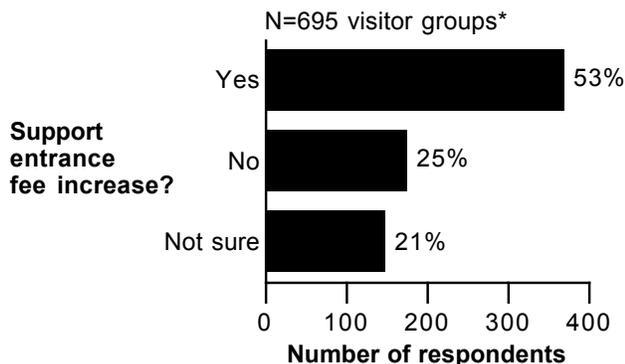


Figure 113. Visitor groups that would support a \$5 increase in entrance fees to support park shuttle services

Question 15c

Would your personal group be willing to support increased entrance fees to offset decreases in park operating budgets?

Results

- 67% of visitor groups would support an increase in entrance fees to offset decreases in park operating budgets (see Figure 114).

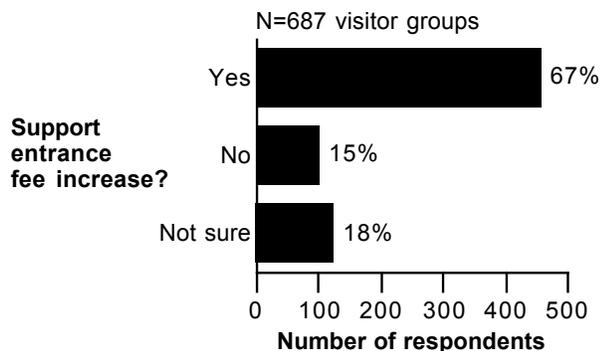


Figure 114. Visitor groups that would support an increase in entrance fees to offset decreases in park operating budgets

*total percentages do not equal 100 due to rounding

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

Limiting number of campfires

Question 6

Due to possible health concerns associated with campfire smoke, would your personal group support limiting the number of campfires permitted within park campgrounds?

Results

- 40% of visitor groups would support limiting the number of campfires permitted within park campgrounds (see Figure 115).

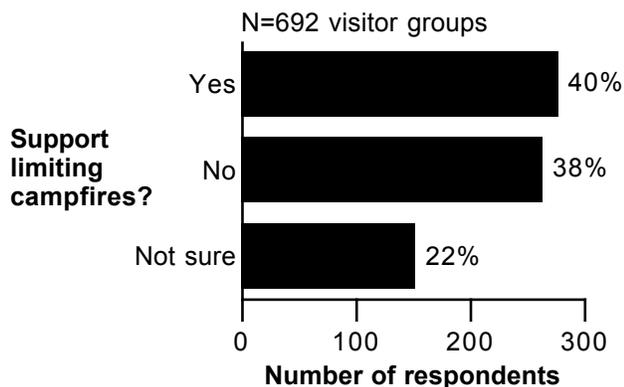


Figure 115. Visitor groups that would support limiting the number of campfires permitted within park campgrounds

*total percentages do not equal 100 due to rounding

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

Overall Quality

Question 18

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

Results

- 91% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 116).
- One percent of visitor groups rated the quality as “very poor” or “poor.”

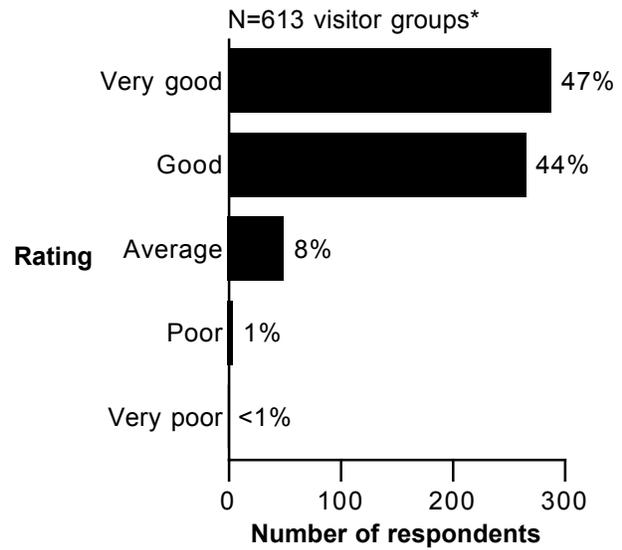


Figure 116. Overall quality rating of facilities, services, and recreational opportunities

*total percentages do not equal 100 due to rounding

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

Visitor Comment Summaries

Additional comments

Question 26

Is there anything else your personal group would like to tell us about your visit to Mount Rainier NP--including your comments on services and facilities? (Open-ended)

Results

- 53% of visitor groups (N=373) responded to this question.
- Table 26 summarizes visitor comments. Transcribed comments can be found in the Visitor Comments section.

Table 26. Additional comments
(N=650 comments; some visitor groups made more than one comment)

Comment	Number of times mentioned
PERSONNEL (6%)	
Park staff was great	8
Park staff was helpful	8
Park staff was friendly	6
Park staff was knowledgeable	4
Park staff was courteous	3
Park staff was professional	2
Other comments	7
INTERPRETIVE SERVICES (3%)	
Enjoyed ranger program	4
Park brochure needs more trails on map	2
Other comments	12
FACILITIES/MAINTENANCE (14%)	
More restrooms needed	9
Restrooms were dirty	8
Better road signage needed	7
Great trails	7
More parking needed	5
More public showers needed	4
Well-maintained	4
Enjoyed old visitor center more	3
Visitor center was great	3

Table 26. Additional comments (continued)

Comment	Number of times mentioned
FACILITIES/MAINTENANCE (14%)	
Improve toilet paper in restrooms	2
More signage for elevation	2
Need water at Box Canyon	2
Restrooms were clean	2
Update restrooms	2
Other comments	34
POLICY/MANAGEMENT (19%)	
Enforcement of "no going off trail" areas needed	7
National parks deserve more funding	7
More frequent shuttles needed	6
Fees could be raised	5
Keep it pristine as possible	4
Did not like construction	3
Please update campground info on website	3
Publicize shuttle better	3
Shuttle bus was too crowded	3
This questionnaire is in need of revision	3
Bad shuttle experience	2
Don't raise entry fees because park would become less accessible	2
Educate visitors on how to use the bathroom correctly off trail (too much TP left around)	2
Enforce speed limits	2
Please open west side road	2
Publicize volunteer opportunities more	2
Shuttles needed with stops for one-way hikes	2
Survey is too long	2
Thank you for shuttle	2
Too much smoke - limit campfire hours	2
Want locally or US-made items	2
Well-managed	2
Other comments	53

Table 26. Additional comments (continued)

Comment	Number of times mentioned
RESOURCE MANAGEMENT (2%)	
Great wildflowers	5
Comments	5
CONCESSION SERVICES (3%)	
Quality of food was very poor	3
Bring back bar to Paradise Inn	2
Food prices too high	2
Healthier food items needed	2
Other comments	11
GENERAL (54%)	
Enjoyed visit	67
Beautiful	43
Thank you	32
Would like to return	27
Love the park	22
Great park	17
Visit often	14
Crowded	5
Just driving through	5
Not enough time	5
Great scenery	4
Keep up the good work	4
A treasure	3
Fun	2
No complaints	2
Sorry for the delay in returning questionnaire	2
Other comments	95

Visitor Comments

This section contains visitor responses to open-ended questions.

Question 26

Is there anything else your personal group would like to tell us about your visit to Mount Rainier NP (including your comments on services and facilities)? (Open-ended)

- A backcountry reservation made online. Open shuttle up Westside Road.
- A bear knocked on our tent. But did not seem to be searching for food.
- A beautiful spot as usual
- A little bit too crowded at Paradise site. Maybe introducing more hiking trails than those famous ones will help. We eventually found another trail (North Vista) and really enjoyed it.
- A national treasure - we'll be back for a longer stay as soon as possible!
- A paved road to Mowich Lake would be wonderful
- A true gem! Sorry for late return of this questionnaire I was not back in Florida until recently.
- A wonderful experience! Plan to be back soon!
- Acquiring permits needs to be improved, so that I can get them before I leave home
- All facilities were well maintained. We enjoyed our trip.
- All park staff we met were very helpful!
- Although no wildlife approached us, a deer came very close-didn't fear us
- Always breathtaking, beautiful, and fresh
- As always we had an awesome visit to the park. Please keep up the great work!
- Ask concessions to serve healthier food - organic options/less fried
- Awesome - had a great time!
- Awesome great programs and rangers
- Awesome pictures
- Awesome, beautiful, and will come back!
- Beautiful
- Beautiful - keep it pristine as possible!
- Beautiful - plan to return and research more
- Beautiful area - fun
- Beautiful day and beautiful scenery. It was worth the drive, thanks!
- Beautiful NP - we will come back again
- Beautiful NP. Will visit again in the future.
- Beautiful park - we will visit again and again
- Beautiful place! Serenity should be considered for the future.
- Beautiful visit, thank you!
- Beautiful!

- Beautiful!
- Because a few things were broken while there. One stall at White River Campground. Pay station at Cougar Rock. Audio at Ohanapecosh Visitor Center. Trails were great. Overall a wonderful experience but would love to see things working (bathrooms, etc.) and public paid for showers available somewhere would be nice to have (somewhere in park).
- Best day of my life we all said. Thank you.
- Better inform about parking situation before getting to Paradise
- Better road signs and guard rails
- Big fan of NPS. Normally I avoid Paradise in summer because of crowds. Prefer backcountry camping (I've done Wonderland and many other backcountry hikes) and more remote entries.
- Bikers/cyclists need to stay over not in middle of road
- But chipmunks do hang around and pick up scraps. This is common sense.
- Campground was peaceful. Can't wait to come back. Trails were amazing. Park itself is one of the most amazing places I have ever been!
- Camping with very small children, we greatly appreciated the Junior Ranger program. The teacher we had was wonderful and our boys loved it! Thank you!
- Cleaner restrooms, more signs for plants, elevation, more pull-off areas/viewing
- Coming back for more hikes
- Construction on park roads was bad! Really slowed trip waiting for dump trucks to unload and only one lane open for two-way traffic (very bad!).
- Could raise annual pass \$5.00
- Couldn't attend ranger-talks/programs as you don't allow dogs. Bad decision!
- Crow Morning is awesome! Our personal group was greeted by her!
- Daily shuttle service needed with stops to allow one way hikes!
- Don't block off miles of pullouts just because construction may work up to them. Two pullouts should be plenty. That way slow drivers can let people past. If construction actually gets passed two, then they can by all means take the next two but shouldn't take eight pullouts in a row.
- Don't move away from its natural state. It is beautiful in every way - thanks for a great visit.
- Due to age and health we were unable to do much walking
- Employees are fantastic!
- Enforce litter laws regulations. Enforce not allowing people among wildflowers to take picture of families and friends regardless of culture.
- Enjoyed the trip - would visit again
- Enjoyed what the park had to offer. Amazing scenery, great gift shops.
- Every trip has always proven special - Thanks
- Everything we did or saw was great. Plan on returning to do some camping/hiking,
- Excellent for hiking and viewing nature
- Excellent road maintenance, need more porta-potties at Sunrise

- Excellent visit for entire family - Mount Rainier is a national treasure
- Fabulous wildflowers and views
- Far too many dogs, especially in visitor center. They were not service dogs and the day was hot.
- Food prices were outrageously high at Paradise Inn
- From Tacoma to MRNP. Local traffic is difficult
- Great experience. First backcountry trip for two of kids.
- Great place - always try to hit the peak period for flowers
- Great system of 10 cars in 15 min! Put that sign further out (10 or 15)
- Great visit. Fast packed from Mowich to Cougar Rock Campground. Longmire to Mowich next!
- Had a long wait at White River entrance when ranger spent very long time with people in car ahead of us. Long line formed behind us before we could move again. If someone has that many questions, they should pull over and wait or find some other way to answer questions.
- Had a postcard type day. Friends from Arizona stunned by the mountain.
- Helpful people, beautiful park
- Hey guys - I will be 81 in November. About Mt Rainier I have been there 200 times, hike a lot. Just stopped that day to check weather and snow.
- Hiking/trailhead signs were poorly marked and hard to find. Mt Rainier had the worst signage of all the dozens of national parks we have visited.
- I absolutely love visiting Mount Rainier and hope to continue for years to come. Thanks!
- I am truly impressed with Mt Rainier's ability to have so many different environments, animals, etc. Spectacular wildflowers! Very poor espresso drinks made me want to leave the park to get a coffee that I would have preferred to buy in the park.
- I checked website before departing to park. Did not see shuttle mentioned, nor reference to road closure on route.
- I consider myself a lifelong local patron of the park. Sorry for the delay in getting you this information.
- I don't like the idea of having to pay more to enjoy the NP, but if necessary will to pay for upkeep because it is so worth it!
- I enjoyed my visit this time as we came many years ago
- I feel there should be a limit on vehicle traffic and noisy motorcycles.
- I feel very fortunate to live so close to this NP and love to take visitors there. My concern about raising entry fees comes from less accessibility for lower income families. Being a senior citizen, I think lifetime pass should be \$25-\$50, not \$10 it would be a deal even at a higher rate and it lasts a lifetime!
- I feel very strongly that Mt Rainier NP and other NPs preserve its physical integrity. Place volunteers up and down the trails to educate, answer questions, and keep people on the marked trails so as to preserve the flora and fauna. Possibly, start taking reservations to hike at Paradise, the basic trails. It was pretty crowded. Thank you for asking my opinion. I saw many people on the trail who were not dressed properly for hiking, didn't have water or the right approach to being in nature, especially in changeable weather conditions.

- I have only lived in Washington for nine months and am new to Mt Rainier park
- I know money is short, but would appreciate someday an update to park campground bathroom facilities
- I love living close enough to come frequently
- I love Mt Rainier National Park--go as often as possible. We miss the bar at the Paradise Lodge and wish Longmire Lodge had a bar. It is nice to go in to have a beer and meet people from all over the world.
- I love this park; hike often; snowshoe; stay at National Park Inn on Thanksgiving weekend - have done so with two daughters for 20 years (only two exceptions).
- I loved it. Please place signs that say "Do not pick up flower or plants." We saw some people doing this.
- It was nice! Would come again.
- I take pleasure in the Mount Rainier NP everything but parking problem. Need more parking space.
- I very much enjoyed the visit. It has been a long time goal to see Mt Rainier. The visitor center was first class. The park-sponsored program at night at Paradise Inn was interesting. I thought the astrology program was mediocre. I thought park personnel were excellent.
- I was just driving through. This list of questions is stupid and I wish my money went somewhere else.
- I was just traveling through - due to the above answers
- I was very disappointed Box Canyon scenic stop had no drinking water! Please remodel the Stevens Canyon overlook facilities (water at least).
- I was very impressed with the space available for stopping and parking along the roads to look at scenery or wildlife. Many national parks don't make provisions for that. The hiking trails were abundant and kept up. We were impressed with the amount of picnicking available around the Paradise area. It is too bad that speed limits aren't enforced because many cars were speeding through the park even around congested areas. We had a very positive experience in the park.
- I would love to see private vehicles banned on the Paradise loop (except Inn guests), but that would require a large pool of parking elsewhere. The current shuttle is the worst of all worlds: too infrequent, poorly configured for east-to-west visitors, and missing that large pool of parking elsewhere. Plus Paradise is still a zoo.
- I'm local, not a tourist. I'm not sure my answers are typical for the average visitor.
- I've never seen the flowers look so good, in all my life since the 50's wow! I miss the ice caves at Paradise!
- Impatient driver passing at 60 MPH at blind corners and double yellow line. More enforcement please.
- It is a beautiful park and a great asset to Washington and a wonderful place to hike and view.
- It is a beautiful serene spot. We hope to visit again soon!
- It was a fantastic experience! Please update campground info on website.
- It was a great experience. Thank you!

- It was a great trip! Please continue the shuttle service. Please add more women's restroom facilities at the Paradise Visitor Center.
- It was a short visit, but wonderful
- It was a very crowded hot day - just drove to Paradise and back down
- It was amazing, one of the most beautiful things on earth. Thank you.
- It was beautiful!
- It was beautiful!
- It was beautiful. I want to come back and stay inside the park for a couple of days and also to get to Sunrise
- It was beautiful. I am glad to see our tax money being used for good improvements and to preserve this area.
- It was breathtakingly beautiful!
- It was fun! Would love to see shuttle service to enable thru hikes for backpackers.
- It was great! Munich Lake is beautiful!
- It was just a day visit to take some photos and have lunch. Everything was great!
- It was lovely
- It was very beautiful and we have no complaints
- It would be great to have a real time availability chart online for campsites (especially for White River Campground which is first come, first serve)
- It would be nice to have shuttle service every day! I would use it for sure.
- It would have been helpful had the entrance guard mentioned something about the shuttle program
- It would've been nice to know which trails were stroller appropriate
- It's always a blessing to see God's beautiful creation. We're grateful for Mt Rainier National Park. It's meant a lot to us over the years.
- Just a car trip to picnic with our dogs near Paradise. Usually I'm hiking (no dogs).
- Just drop dead wonderful!
- Keep it wild. No bikes on trails, limited access.
- Keep taking good care of this gem!
- Keep up the good work
- Keeping one out of two or three stalls locked in both women's and men's washroom while the campground is full is not very visitor friendly and rather annoying. Your attempts of preserving nature and keeping wildlife safe are honorable and admirable, but the disgusting rules at the campground are almost impossible to follow. If you want people to carry their dirty water hundreds of feet around the campground you should mention that on your website or a confirmation email so people have a chance to bring necessary buckets - otherwise it's frustrating.
- Large signs for Ashford shuttle on day of operation. Transit entrance to SW entrance.
- Like on Google earth, a virtual hike on Mount Rainier NP trails would be nice to see on the Internet!
- Loaded pistols and other firearms should be banned in the national parks
- Long wait at Sunrise Entrance (two plus hours)

- Looking forward to our next trip up! Keep up the great work! Thank you for all that you do!
- Lots: shuttle driver did not pull into designated spot at Paradise, so those waiting in line at proper location were not able to board and had to wait for next shuttle. Driver also smoked cigar right outside bus and did not clearly call out names of places she was stopping at, thus confusing many visitors.
- Love it!
- Love Ohanapecoh - we'll be back again and again
- Love parks!
- Love the park
- Love the park and the national park system. The national parks need to be better funded. If you lose them they are gone forever.
- Loved it all, but I didn't get an education discount like other parks
- Loved it!
- Loved it!
- Loved it. Wish we could have spent more time there. Website could be improved by condensing information or providing a separate section for first-time visitors. It is overwhelming especially when you don't know anything about the park
- Loved Paradise Inn and area
- Loved the visit, surprised on the abundance of wildflowers. It was a beautiful, clear, sunny day. I'm in a moving car while I filled this out (I'm messy).
- Majestic beauty! Beautiful, God's crowning achievement.
- Make entry fees more expensive
- Maybe a little more variety of food in cafeteria and bigger space for picnic area
- More bathroom facilities in the summer even if outhouses
- More guided ranger hikes would be great! More volunteers to keep hikers off meadows are needed. Please don't take away driving into park! Especially if car is a hybrid. We love Mt Rainier!
- More parking available at Paradise
- More public washrooms (too limited; compared to Canadian National Parks)
- More strenuous hikes would be good. Most of them are very easy!
- Motorcycle noise very unpleasant. Would like tent only (no RV) developed camping options.
- Mount Rainier National Park is a great asset!
- Mount Rainier National Park is my favorite place in the world
- Mount Rainier NP is a beautiful mosaic of nature
- Mt Rainier NP should try to implement a guided vehicle program with shared cars to alleviate traffic congestion. Alternatively, more frequent shuttles. Shuttle to Ashford is too periodic and hard to plan around.
- Must come more often, would like to see more educational opportunities. Ranger talks are great. Could be so much more. Maybe address above the Tahoma News. More signage on land then. A-frames about talks. I saw only geology talk with ranger. Love Mount Rainier!

- My favorite national park!
- My favorite place to go in the Seattle area. Beautiful.
- My husband filled out this questionnaire. We both very much enjoyed our visit! It was beautiful!
- My travel partner was feeling sick so we just drove through, took some pictures and left
- National parks are national treasures that should be better conserved and supported by congress. They are of immense PR value internationally. User fees should not exclude the poor in our country.
- Need awareness of where to go to the bathroom when hiking off trail, away from water and bury it! This is my #1 issue. Constantly see people's toilet paper around campsites and trails but never see any signs/education on how to go to the restroom properly! Unsanitary and ruins experience. Major forest service issue.
- Need better services for wheelchair access at lodge
- Need more and clearer signage. Thanks for a beautiful visit!
- Need more and larger trails signs on roadways to encourage people away from congested areas. Need more - Stay on trail/off meadow restoration trails in the Paradise Meadows, etc.
- Need more officers to stop off-trail people who don't seem to be able to read the signs and cite them. You need a large area to park large (over 28 foot) RV's for overnight. We don't need any services but want to stay in the park. This is a problem at most national parks.
- Need more parking at Paradise and Longmire
- New Paradise Visitor Center too small – not enough cafeteria space! Nowhere to sit particularly in cold weather when you cannot go outside.
- No complaints
- No long surveys
- No U.S. flag was displayed on the flagpole, why?
- Nope
- Not enough time
- Not enough trail information and maps
- Off trail hiking, especially in the meadows of Paradise and Sunrise, continues to be a problem
- On our visit yesterday to Paradise the shuttle buses were too crowded, with too many people standing. Need more buses or limit the number of occupants.
- One of my top five favorite places in the world - may be #1 - Thank you!
- One of the best NP I've visited
- Our country can afford to support its national parks - cut elsewhere
- Our daughter-in-law's parents had a wonderful time. They are from Kentucky.
- Our trip was wonderful. This questionnaire is in need of revision!
- Outhouse at Grove of the Patriarchs, very little parking, path poorly maintained
- Paradise Inn no longer has a bar, where people whom summited or hiked all day can celebrate and be grungy. Need more outside seating around Paradise Inn!

- Paradise Lodge staff were indifferent even supervisor and management not focused on customers. They should at least act like they care. Compared to Yosemite Park, it's shameful.
- Park brochure needs more trails on map, too crowded! I wish we knew more about the shuttle and Inn - we may have used both. Thanks!
- Park rangers and all those who work in the NP's are much appreciated! Thank you all.
- Parking lots should be one way
- Perhaps limiting number of visitors into park, per day, too many people at once
- Please do not sell firewood and encourage campfires. Please put altitude exact figure at trailheads so we can set altimeters. Would it help to give people baggies to encourage packing out their TP? Wand Wonderland (Pan Handle Gap to Indian Bar) or use cairns to prevent resource damage. Why not put toll station on 410 by CM Blvd. Everyone who drives through can pay. Bike lanes or bikes only days. Great job on Glacier Basin Trail! Thanks for bridge Crystal Peak trail. The Wonderland Trail is a national treasure! Please maintain it. Mark Wonderland Trail south through W. River camp. Make volunteer trail crew, etc. more available and accessible. August 5th: 15 trees still down on Wonderland south of Indian Bar.
- Please open Westside Road
- Please re-open the Westside Road there is a vast area we can't explore
- Please turn on the water at the Box Canyon rest stop! Our whole group expected there to be water there we ended up having to fill our water bottles in a stream. Water is critical for people doing cycle tours of the park.
- Ran info delightful and informative scientists testing
- Ranger contact (1) at entrance very amenable
- Ranger Dave's Aug 10th, 2012 Friday evening talk at paradise inn was the BEST, most informative and inspirational ranger-led activity I have ever experienced. Kudos! Paradise visitor center cafe says they're open until 7:00 but when we arrived at 6:40 all food lines had been closed. Correct closing time should be advertised. Overall excellent attitudes by all park service and concessionaire staff.
- Ranger-led programs/talks are very good!
- Ranger talks should emphasize education over dumbed down entertainment for 5 year olds
- Rangers and staff were very courteous and helpful. We love this park.
- Rangers are always very courteous
- Really enjoy the hiking and will go back for sunrise
- Reflective asphalt markings for parking spaces and handicap zones
- Restroom facilities (pit toilets in particular) are terrible (the smell). The forest service has well designed pit toilets. Locks don't work. Use forest service design and care. Install signs to notify visitors of long waits at entrances before they end up in a long line. And have difficulty turning around.
- RMI was an excellent guide service!
- Road repair work seems a bit slow. Appreciate professionalism of park rangers and staff.

- Roads are not good for cycling and I am concerned that current repair projects may make it worse. There are a lot of cyclists in the park (including me on prior trips). Would be hesitant to limit access to nature via entrance fee to people with less money, preserving access to all people is important to us. We do not like the new visitor center and please ditch the new food and bring back the old. Hiking is the only time we like to eat fries! Perhaps put some of the wildflower brochures outside Sunrise. Rainier National Park could use a real chef. We left Paradise early to avoid eating there again. I hope you will not only preserve but enhance bicycling safety and access. It's part of the solution, we have been coming every year one or two times. Keep up the good work!
- Saw a bear about 15-20 feet from the trail
- Should be a lane at entrance kiosk for passholders to zip by
- Showers at Paradise Inn annex need improvement!
- Shuttle bus (returning to Longmire) was grossly overcrowded, to the point of being unsafe!
- Shuttle buses too crowded. Spectacular park; excellent services; professional staff.
- Shuttle staff did a nice job of pointing out interesting features on the way to Paradise - would definitely take a shuttle again.
- Shuttle to Ashford should be more frequent - had to wait one hour next time might drive! Because my time is valuable. Poor food service at Longmire - no lime in gin and tonic waiter spilled beer. Also, we think local and healthy food services should be the norm, not the exception, at such an environmentally, conscious national park.
- Signs on road need to be improved and more information
- Since people love to feed animals, how about a special area where they could feed some half-wild ones?
- Skyline was the most beautiful hike I've been on. Shuttle service was very convenient.
- Someone needs to raise hell about our parks not being fully funded! The damned greedy politicians should be brought from DC, put on a chain gang, and put to work fixing the roads! Make them do honest work!
- Spectacular natural beauty and historic inn, great balance between accessibility and wilderness; abysmal food
- Spectacular, I'm grateful to NP service
- Spectacular!
- Spending time "overnight" at the lodge (our last) greatly enhanced our enjoyment and awareness of the park and hiking opportunities. This overnight stay was the key for us. To our tremendous enjoyment of the park's beauty.
- Spent two days visiting Sunrise and Stevens Canyon areas - just perfect!
- Staff were very friendly and helpful, bathrooms were nice and clean. Nisqually Vista Trail was somewhat difficult to find because the parking lot was not specifically marked like on the map.
- Suggest adding showers on user pay basis, maybe one building per loop
- Summit restaurant and cable car ride were great!
- Sunrise bathrooms were too small - very hard to maneuver with a backpack
- Sunrise was beautiful. The visitor center is great. It needs more bathrooms though.

- Thank you
- Thank you for a beautiful memory
- Thank you for doing a great job keeping our park beautiful!
- Thank you for resending the survey - we lost ours somewhere in our travels!
- Thank you for the constant maintenance of trails and roads. Problem: I'm excellent at web searching and could find no place that listed current trail conditions. (Ex: whether Naches loop hike was covered in snow.) Please make that part of the website (and current road conditions).
- Thank you for the shuttle from Ashford. Learned about it on the 1610 AM radio.
- Thank you. Wonderland Trail is a life list trip for any backpacker! Talked with many rangers, all were great resources and friendly. Trail, camps, and facilities all in good shape.
- Thanks for the great climb and summit!
- Thanks! (I did get lost on road ways)
- The 1% richest in this country needs to start paying taxes and stop robbing the rest of us. There should be no entrance fees and there are plenty of opportunities for good paying, decent fulfilling jobs in the park if they were properly funded.
- The continued funding to the NP system is absolutely critical to future generations
- The folks who run Rainier do a fantastic job!!
- The free shuttle made the Mt Rainier trip very convenient and affordable. Had nice time. Unfortunately, no restroom or outhouse on trails except Panorama Point.
- The men's urinal stunk like urine. The truck that delivered wood had excessive exhaust smell.
- The packing seems to be difficult. Enjoyed the old visitor center, felt like there was more to see. My great grandfather built the rockery going up to the mountain, lovely to see his name on a sign. Please write me back if this could be possible.
- The Paradise Visitor Center is nice but 2nd floor is far too hot and stuffy. I have asthma and had to leave. Hot air rises, people-building needs fans!
- The park is beautiful!
- The park is very well kept and the staff are very helpful, friendly, and knowledgeable. We loved our visit and hope to return soon!
- The park rangers were helpful, road construction workers courteous and efficient. The only big surprise was the cost of a single ice tea at Sunrise cafeteria. Also, hiking trails in good condition. Thanks!
- The park system is very important to all of us
- The permanent restroom facility was closed. The temporary restrooms were in unsatisfactory condition.
- The rangers at the Sunrise Visitor Center were great! Very knowledgeable.
- The restroom facilities at the first overlook, Keutz Creek, smelled like really, really bad ham
- The restrooms were adequate
- The road signage is not adequate. Not enough warning at road junctions.
- The roads are pretty bone jarring, even at slow speeds

- The shuttle service was confusing. Schedules not clear for Ashford to Longmire, Longmire to Paradise, and reverse routes. Schedule from Paradise to Longmire listed only 3 times between 5:00 pm and 7:30 pm. We wanted to make sure we had a spot so did not wait until last ones to leave. We left early to go back to Longmire only to have to wait for 1.5 hours for next shuttle to Ashford. Meanwhile, several shuttle trips were running from Paradise to Longmire - way more than what was on the schedule. We could have stayed longer at Paradise.
- The shuttle service works for visitors, who want to do the sightseeing at certain stops: falls, visitor center, scenic stops. However being avid hikers we prefer our own vehicle. Additionally I wanted to mention the disappointment we've experienced at Denali National Park. The shuttle/busing takes away the real national park experience where you can enjoy nature quietly and individually vs. a cruise like experience. We're amazed about the cleanliness of restrooms - especially about the one close to the Paradise viewpoint!
- The staff (volunteers) at Paradise could have used more information about trail conditions outside the Paradise Complex to help tailor our time in the park to our interests
- The staff at the Longmire Wilderness Center are super. Ranger at White River very informative before we started the Wonderland Trail....excellent trail conditions and super backpacking trip!
- The wildflower guide was great! We brought two field guides, but the brochure had 90% of what we looked up.
- There are poor/no instructions for season pass holders at entrance when entrance is not staffed.
- There is a lot of toilet paper waste due to it ripping too easily - one bathroom had it all over the floor, little pieces ripping off
- There should be visitor info offices at the entrance of the park and backcountry camping should be better advertised
- There was a two-hour delay/wait at the Paradise Inn Deli. Would have used the restaurant but it was closed between lunch and dinner.
- This is an area we will take a long look at for retirement
- This questionnaire has too many repeated pages/errors
- This survey needs to be revised. It is too long.
- This was a beautiful destination. The park is well kept. Best place we visited all summer.
- Toilets need to be cleaned out more often
- Too long wait for shuttle for Longmire to Ashland
- Too many people go off trail - issue some tickets! More picnic tables in areas with pleasant views. Your map on page 7 lists Sunshine Point which was a lovely picnic spot. However, it hasn't been open since 06 or 08? Can't remember which year the flood came. Something like that on the Westside would be great.
- Too much smoke - limit campfire hours. Need shuttle to Sunrise - cars hurt park.
- Top notch national park with great scenery and facilities, and staff

- Trail status (current trail status) should copy the format of the National Park Service website. We had a great trip! We live in Spokane now, but still come to the park every year for an annual trip.
- Trail to Narada Falls unsafe because of the gravel on steep grade. Younger camp rangers need better orientation about park services and opportunities.
- Unfortunately we only had time for a short drive through the park while traveling through area
- Veggie options at Sunrise could use work
- Very attractive area, service from NP personnel very good
- Very enjoyable time - one comment on restroom - were not clean/sanitary to use. Everything else was fine. Thank you for your work at these parks.
- Very friendly park personnel
- Very good
- Very good, thanks very much!
- Very nice
- Very well run park - please keep it that way - if we can end government dependency programs welfare, etc. There will be more money available for national parks!
- Visitor center doesn't open until 10 am. At 8 am the parking lot was already half full. No way to get a map of the trails.
- Visitor center services and facilities excellent
- Volunteers and staff very helpful. Great trails and wildlife sightings.
- We always appreciate having such an amazing place in our "backyard"
- We appreciate availability of restrooms. More roadside or parking lot restrooms, and more frequently emptied "honey buckets" would help folks who are not camping but just enjoying a scenic drive.
- We appreciate the diligent work of the climbing rangers
- We are coming back - had a great time but have so much more we want to see/do! We had received two surveys - we accidentally lost track of who got which number. I filled out 717, I don't know if its 716 or 718. Sorry for the confusion.
- We are exceedingly grateful for your dedication to our U.S. Armed Forces
- We are visiting all of the great lodges of the national parks and enjoyed Paradise Inn
- We backpacked in to Ipsut Creek and day hiked from there. The old growth forest was definitely a highlight for all in our group. We did not like hearing gunfire from the neighboring public land across the river.
- We believe due to the cost of accommodation the younger generation is missing out on wildlife education. Cafeteria dining is preferred.
- We encountered some graduate students doing a project on amphibians while we were on a hike, and they were very happy to tell us about their project. Thank you for allowing and encouraging research in the park!
- We enjoy being in the mountains and Sunrise/Paradise are frequent destinations. We are obviously happy with the facilities and services or that would not be our most common destination.
- We enjoy the park and believe it is well administrated with caring and professional staff

- We enjoyed our day and look forward to coming back
- We enjoyed our visit even though it was short - on our way to family reunion. Friendly atmosphere and nice facilities along with beautiful scenery.
- We enjoyed the trip to Mt Rainier NP. Was worth the trip from Seattle.
- We entered at the wrong entrance initially because signs on highways, etc. were unclear and we got lost. I wanted to ride the gondola and had no idea it was at a specific area. The brochure I had (enclosed) was not clear enough. No place to spend money where we ended up. Only the admission fee. Very frustrated because we entered the wrong area (not knowing until we drove many, many miles).
- We had a great time. Thank you!
- We had a marvelous time hiking Paradise and Sunrise! Bravo!
- We had a permit for Mystic Lake and it was full. Someone overbooked and it was not a cool experience.
- We had a short but excellent visit to the mountain
- We had a very nice first visit and will go back again. Nice place on a very hot day.
- We had a wonderful experience considering the amount of time we were able to spend in the park.
- We had a wonderful visit. I bought a passport and can't wait to see more of the park
- We had an amazing time. Rangers on the mountain were great!
- We have been bringing our families to the park yearly for 30 years and coming with our own parents for 50 years
- We have both been coming to Mt Rainier since we were young children. It is part of us!
- We have visited other and all areas of the park in the past and take visitors there. This was a drive through for scenery and photos.
- We live near Seattle and visit often. I love Mt Rainier! The National Park Service makes me proud to be American!
- We love camping at Cougar Rock in a group site every year!
- We love Mount Rainier
- We love MRNP a lot and other NP as well. PS please forward my check to NPF. Even this is a tiny drop of water, but its from our heart. Thanks.
- We love Mt Rainier Park; have visited many times over the last 35 years. Thanks for caring for our wonderful mountain and preserving the old lodges and awesome habitat. We will return whenever possible, again sincerely thank you!
- We love our mountain!
- We love seeing rangers on trails, they are helpful and friendly. Wildlife (bear, bugs) reports helpful and appreciated. Thank you!
- We love the National Park Service. Thank you.
- We love the park and come every summer!
- We love this park. Paradise is a little cramped (visitor center). Longmire Visitor Center could be updated. The entry fee for \$15 could easily be increased to \$20.
- We love visiting Mt. Rainier. We come annually and try to come with people (family and friends who live out of town.

- We loved it! Yes we would/could have paid more. Radio quality rate 3 (poor reception but good content) from question 16c. Note: we came during the week. I could totally see traffic problems on the weekend.
- We need to come back for a longer visit and hikes
- We really appreciated the beauty of this NP. It's a great escape from the big city life.
- We really like the old lodges, and we think a good stimulus for America would be making more work crews and building more lodges, like they did during the depression.
- We regret we didn't have more time to spend at Mt Rainier NP!
- We saw people walking on the meadows and told them not to. They got mad at us. The rangers should not be lazy and enforce this!
- We stayed at volunteer campground; curtains in bathroom shower were covered in mold. Before this opportunity to volunteer was told to me through Starbucks. I had no idea there was such a volunteer program. When I got home and told people about it they also had never heard of volunteer opportunities at Mount Rainier National Park. People need to be made more aware of this need for the park. High schools would be great since there is an amount of community service required.
- We stopped at NW Trek first which limited the time we had to spend at MRNP
- We think this is one of the most beautiful spots in the world
- We thoroughly enjoyed it.
- We truly enjoyed our day trip - the worst part was all the detours and roadwork to the park and back to Seattle. It was nice for the entire age range. I liked the options of hikes - we did two easy ones - tolerable for 6 year old and beautiful scenes for older ones. It was worth the three-hour drive there.
- We visit the park during the week to avoid crowds
- We visited Monday so shuttle wasn't available
- We visited on a beautiful sunny day in August with no crowds (early)
- We were extremely disappointed in the New Paradise Visitor Center. We loved the old one and missed it very much this visit. Not only missed the viewing area and exhibits but also the lack of bathrooms!
- We were only there for a very short time
- We were totally pleased all around - thank you for protecting this land!
- We were very disappointed in the visitor center. Film was broken - not much information - gift shops okay but small. Too many mosquitos. Beautiful country but I don't think we need to return. Been there - done that. Thank you for the experience though!
- We were visiting Seattle and our trip to Mount Rainier was the highlight of our trip
- We wish that parking lot at Sunrise entrance has some benches you can sit on
- We witnessed a group of 20 to 30 people smoking, drinking, screaming, and diving by Snow Lake. Not harmonious, should be prohibited.
- We would have liked more shuttles returning to Ashford in the early evening - we waited for almost 1.5 hours. But had a wonderful time otherwise!
- We would like to visit Mt Rainier more often. Let's one of our most awesome national parks!

- We would love to see campfires prohibited; air quality suffers greatly in many areas of the park.
- We would love to see mountain biking opportunities
- Weren't really there for more than a look this trip
- What a great park! You have a gem working in the Paradise dining room, Devon from Canada. Great service and a great person! Thank you for your efforts to better the park. My condolences for your fallen colleague last year.
- What a great time!
- When you have those huge, round rolls of toilet paper, people can't get them started. They break off small bits and scatter them on the floor. This makes the restrooms messy. If the custodian who inserts the rolls could start them feeding off the roll, I think it might help
- Wilderness group campsites are too small for 12 hikers (Wonderlands Trail)
- Wilderness is Euro-Cultural Construct that is offensive to Native Americans. There are no purely natural places on earth devoid of human impact.
- Wish I could spend more time
- Wish the website was more helpful details about camping was incorrect
- Wish we had time to camp in park. Electrical hookups for RV's would be helpful for us older visitors.
- Wonderful place!
- Wonderful time of the year! The wildflowers were beautiful!
- Worked at Paradise Inn in 1980. Love the park!
- Would like a more comprehensive geology/history/cultural center/museum
- Would like to see a few trails for dogs
- Would like to see better informative displays, being creative with the presentation - visitor center at St Helens had wonderful informative displays - did have a fantastic time at the park. Thank you for your efforts.
- Would like to see more local made products instead of from Pakistan or China. Wonderful trip. Amazing views.
- Would love more products made in USA to support our country
- Yes! Please see attached. I have enjoyed MRNP for many years, hiking, climbing, skiing, snowshoeing. I have observed three user types: casual, backcountry, and climbers. Employ a European model. I have observed this in the Alps. For casual: provide a popular destination, Paradise, Sunrise, etc. Provide entertaining transportation (bus is worst, cable car is best. If you design bus, that's different). Provide a patio, McDonalds, limited alcohol, and protected walk with beautiful views. For backcountry and climbing: require instruction, require reservations, require fees and permits. Do not allow casual in the backcountry or climbing. Thanks for listening.
- You need more road signs. When driving close to the edge of the road - it would be better if you had boulder/barriers to guide a driver and prevent cars going off the edge. This park is magnificent.

- You need showers! A long, long way from Longmire area camping to showers. Ridiculous for people camping that it is hours away for showers. No other national park have visited is like this. Also, ice machine at Longmire is broken and no ice nearby. Need another one somewhere for tent campers with ice chests for food storage.
- You really need to do more and better trail maintenance!
- You should promote the passports program (NP passport program)
- Your visitor services are amazing - especially considering the budget you are operating within. We appreciate your efforts. Thank you!

Appendix 1: The Questionnaire

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



Mount Rainier National Park Visitor Study



United States Department of the Interior

NATIONAL PARK SERVICE
Mount Rainier National Park
55210 238th Avenue East
Ashford, WA 98304



IN REPLY REFER TO:

Summer 2012

Dear Visitor:

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

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

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

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

We appreciate your help.

Sincerely,

Randy King
Superintendent

Your Visit To Mount Rainier National Park

DIRECTIONS

At the end of your visit:

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

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

- 1. a) Prior to your visit, how did your personal group obtain information about Mount Rainier National Park (NP)? Please mark (●) **all** that apply in column (a).
- b) For the sources of information that your personal group used to plan your visit to Mount Rainier NP, please rate their importance in planning for your visit in column (b).

b) **If used, how important?**
 1=Not at all important
 2=Slightly important
 3=Moderately important
 4=Very important
 5=Extremely important

a) **Source of information**

- Did not obtain information prior to visit → **Go to question 2**
- Chamber of commerce/visitors bureau/state welcome center
- Friends/relatives/word of mouth
- Inquiry to park via phone, mail, or email
- Mount Rainier NP website: www.nps.gov/mora
- Other websites — Which one(s)? _____
- Local businesses (hotels/motels, restaurants, etc.)
- Maps/brochures
- Newspaper/magazine articles
- Outdoor Recreation Information Center at the Seattle REI Store
- Previous visits
- School class/program
- Social media (Facebook, Twitter, etc.)
- Television/radio programs/DVDs
- Travel guides/tour books (AAA, etc.)
- Other (Please specify) _____

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

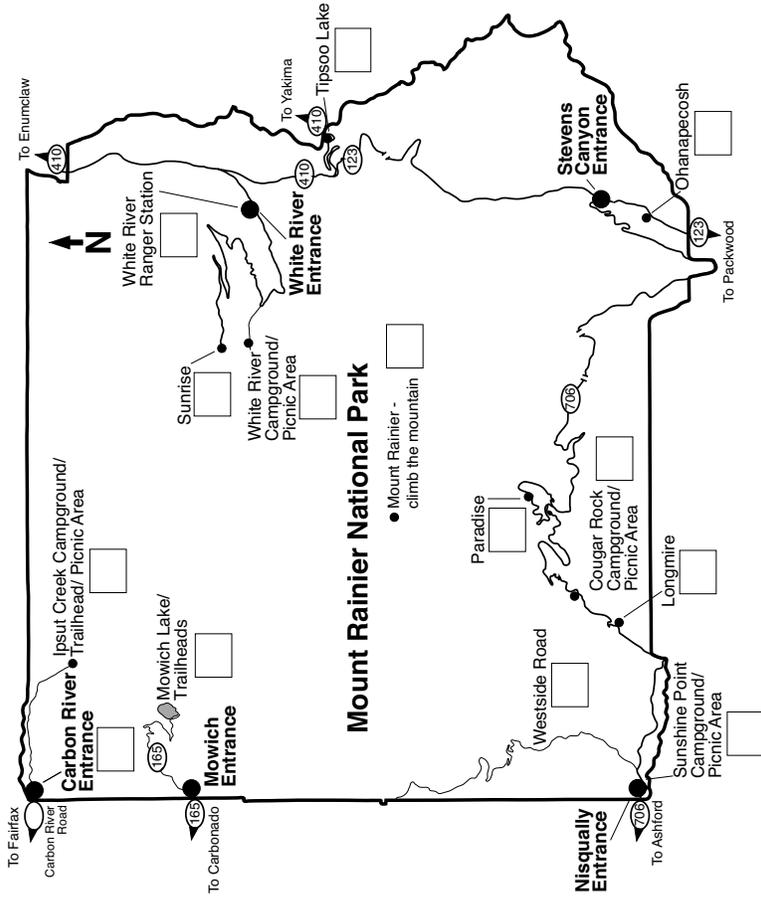
2. Feeding wildlife creates hazards for visitors and habituation problems for wildlife.
- a) During this visit, did your personal group observe wildlife approaching you or other visitors and begging for food?
 Yes No Not sure
- b) During this visit to Mount Rainier NP, did your personal group receive or see any information (written or verbal) about feeding wildlife in national parks?
 Yes No Not sure
3. a) On this visit to Mount Rainier NP, how long did your personal group spend visiting the **park**? Please list partial hours or days as 1/4, 1/2, 3/4.
 _____ Number of hours - OR - _____ Number of days
if less than 24 hours if 24 hours or more
- b) On this trip, how many vehicles did your personal group use to arrive at the park? Please write "0" if you did not arrive by vehicle.
 _____ Number of vehicles
- c) On this trip, how many times did your personal group enter the park?
 _____ Number of times entered
4. a) Was every member in your personal group a resident of the Mount Rainier NP area (within 30 miles of the park)?
 No Yes → **Go to Question 5**
- b) For the nonresident members of the area (within 30 miles of the park) on this trip, what was the **primary** reason that your personal group came to the Mount Rainier NP area? Please mark (●) **one**.
 Visit Mount Rainier NP
 Visit other attractions in the area (Specify) _____
 Visit friends/relatives in the area
 Traveling through – unplanned visit
 Business
 Other (Please specify) _____
5. a) On this trip, did anyone in your personal group stay overnight, away from their **permanent residence**, either inside Mount Rainier NP or within the nearby area (within 30 miles of the park)?
 Yes No → **Go to Question 6**

- b) If YES, how many nights were spent inside Mount Rainier NP and in the area within 30 miles of the park?
 _____ Number of nights inside Mount Rainier NP
 _____ Number of nights in the **area** outside Mount Rainier NP (within 30 miles of the park)
- c & d) In which types of lodging did your personal group spend the night(s) in Mount Rainier NP and in the area within 30 miles of the park? Please mark (●) **all** that apply.
- c) **Inside** Mount Rainier NP
 Lodge, hotel, motel, vacation rental, B&B, etc.
 Residence of friends or relatives
 RV/trailer camping
 Seasonal residence
 Tent camping in developed campground
 Wilderness campsite or cross country zone
 Other (Please specify)
- d) **Outside** Mount Rainier NP (within 30 miles of the park)
 Other inside _____ Other outside _____
6. Due to possible health concerns associated with campfire smoke, would your personal group support limiting the number of campfires permitted within park campgrounds?
 Yes No Not sure
7. a) On this visit to Mount Rainier NP, did your personal group go hiking?
 Yes No → **Go to Question 8**
- b) If YES, please mark (●) **all** the areas your personal group hiked on this visit to Mount Rainier NP.
 Trails in developed areas (Specify below)
 Longmire Paradise Sunrise
 Trails in Wilderness and/or backcountry
 Above Panorama Point on Muir Snowfield, including Muir Camp
 Other (Please specify) _____

c) If YES, please indicate the amount of time (combined) that your personal group spent hiking during this visit to Mount Rainier NP. Please mark (●) **one**.

- Hiked less than 2 hours
- Hiked between 2 to 4 hours
- Hiked more than 4 hours

8. On the map below, please list the **order** (#1, 2, 3, etc.) in which your personal group visited the following sites (including park entrances) during this visit.



9. a) Prior to this visit, was your personal group aware that Mount Rainier NP operates a shuttle bus service that runs between Ashford, WA and Paradise during summer weekends?

- Yes
- No

b) Prior to this visit, had your personal group used the Mount Rainier shuttle?

- Yes
- No

c) On the day you received this questionnaire, did your personal group use the Mount Rainier shuttle bus system?

- No
- Yes → **Go to Question 10**

d) If NO, which reasons explain why your personal group did not use the Mount Rainier shuttle bus system on that day? Please mark (●) **all** that apply.

- Not convenient
- Difficult to understand how to use it
- With children
- Shuttle did not stop at places I wanted to go
- Other (Please specify) _____

10. If, prior to entering the park, you knew that the parking lots were completely full at Paradise, which of the following would your personal group do? Please mark (●) **one**.

- Drive to Paradise anyway to try to find a parking space
- Park in Ashford, WA and ride the free shuttle to Paradise
- Park somewhere else inside the park and ride the free shuttle to Paradise
- Go to another location in the park where parking is available (which one?)
 - Carbon
 - Longmire
 - Westside Road
 - Sunrise
 - Stevens Canyon Entrance (SE corner)
 - Other (Please specify) _____

Avoid Mount Rainier NP and go someplace else (Specify below) _____

11. In your opinion, how much of a problem is traffic congestion at different locations in Mount Rainier NP? Please mark (●) **one** response for each location.

Location	Not a problem	Small problem	Big problem
At park entrances/exits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driving on park roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In parking areas at primary destinations (e.g. Paradise, Longmire, Sunrise, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At scenic overlooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. a) For you only, if you had not chosen to visit Mount Rainier NP on this trip, what other recreation site would you have visited instead? Specify or mark (●) "None."

_____ None

- b) How far is this alternative site from your home? _____ miles
- c) How much income did your household forgo to make this trip (due to taking unpaid time off from work)? Mark (●) "None" or specify the amount forgone.

None -OR- Amount forgone \$ _____

13. a) On this visit, in which activities did your personal group participate at Mount Rainier NP? Please mark (●) **all** that apply in column (a).

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

a) This visit	b) Future visit	Activity
<input type="radio"/>	<input type="radio"/>	Attending ranger-led talks/programs
<input type="radio"/>	<input type="radio"/>	Bicycling
<input type="radio"/>	<input type="radio"/>	Camping in developed campground
<input type="radio"/>	<input type="radio"/>	Climbing to the summit of Mount Rainier
<input type="radio"/>	<input type="radio"/>	Creative arts (photography/drawing/painting/writing)
<input type="radio"/>	<input type="radio"/>	Day hiking
<input type="radio"/>	<input type="radio"/>	Driving to view scenery
<input type="radio"/>	<input type="radio"/>	Enjoying solitude/quiet
<input type="radio"/>	<input type="radio"/>	Fishing
<input type="radio"/>	<input type="radio"/>	Picnicking
<input type="radio"/>	<input type="radio"/>	Viewing wildflowers
<input type="radio"/>	<input type="radio"/>	Viewing wildlife
<input type="radio"/>	<input type="radio"/>	Wilderness/backcountry camping
<input type="radio"/>	n/a	Other – this visit (Specify) _____
n/a	<input type="radio"/>	Other – future visit (Specify) _____

c) Which **two** of the above activities were most important to your enjoyment of Mount Rainier NP on this visit? Please list **only two**.

14. It is the National Park Service's responsibility to protect Mount Rainier NP's natural, scenic, and cultural resources while at the same time providing for public enjoyment. How important is protection of the following park resources/attributes to your personal group? Please mark (●) **one** answer for each resource/attribute.

Resource/attribute	Not at all important	Slightly important	Moderately important	Very important	Extremely important
Clean air (visibility)	<input type="radio"/>				
Clean water	<input type="radio"/>				
Dark night sky	<input type="radio"/>				
Cultural landscapes (including historic roads and historic buildings)	<input type="radio"/>				
Designated wilderness/backcountry	<input type="radio"/>				
Developed recreation facilities (campgrounds, trails, etc.)	<input type="radio"/>				
Educational opportunities	<input type="radio"/>				
Native plants	<input type="radio"/>				
Native wildlife	<input type="radio"/>				
Natural features (such as glaciers, lakes, streams)	<input type="radio"/>				
Natural quiet/sounds of nature	<input type="radio"/>				
Recreational opportunities	<input type="radio"/>				
Scenic views	<input type="radio"/>				
Solitude	<input type="radio"/>				

15. a) If fees were charged for day hiking (\$5) and backpacking in the backcountry/Wilderness (\$20) to be used to support Wilderness protection, would this prevent your personal group from participating in these activities?

Day hiking	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure
Backcountry/Wilderness camping	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> Not sure

b) Would your personal group support an entrance fee increase of \$5 to support park shuttle services?
 Yes No Not sure

c) Would your personal group be willing to support increased entrance fees to offset decreases in park operating budgets?

Yes No Not sure

16. a) Please mark (●) all the information services and facilities that your personal group used at Mount Rainier NP during this visit.

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

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

b) If used, how important?
 1=Not at all important
 2=Slightly important
 3=Moderately important
 4=Very important
 5=Extremely important

c) If used, what quality?
 1=Very poor
 2=Poor
 3=Average
 4=Good
 5=Very good

a) Information services/facilities used

- Assistance from park staff _____
- Bulletin boards _____
- Outdoor exhibits _____
- Park brochure/map _____
- Park newspaper: *Tahoma News* _____
- Park travelers information radio station (AM 1610) _____
- Park website: www.nps.gov/mora/ used before or during visit _____
- Ranger-led programs (Specify below)
 - Guided hikes _____
 - Campfire programs _____
 - Junior Ranger program _____
 - Longmire Museum _____
 - Ohanapeosh Visitor Center _____
 - Paradise Visitor Center _____
 - Paradise Climbing Information Center _____
 - Sunrise Visitor Center _____

17. a) Please mark (●) all the commercial services and facilities that your personal group used at Mount Rainier NP during this visit.

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

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

b) If used, how important?
 1=Not at all important
 2=Slightly important
 3=Moderately important
 4=Very important
 5=Extremely important

c) If used, what quality?
 1=Very poor
 2=Poor
 3=Average
 4=Good
 5=Very good

a) Commercial services/facilities used

Overnight lodging

- National Park Inn _____
- Paradise Inn _____

Food service - restaurant

- National Park Inn _____
- Paradise Inn _____
- Paradise Jackson Visitor Center _____
- Sunrise _____

Guided trips

- Guided backpacking trips _____
- Guided mountaineering _____

Gift shops

- National Park Inn _____
- Paradise Inn _____
- Paradise Jackson Visitor Center _____
- Sunrise _____

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

Very poor Poor Average Good Very good

19. For your personal group, please estimate expenditures for the items listed below for this visit to Mount Rainier NP and the surrounding area (within 30 miles the park). Please write "0" if no money was spent in a particular category.

- a) Please list your personal group's total expenditures inside Mount Rainier NP.
b) Please list your personal group's total expenditures in the surrounding area outside the park (within 30 miles the park).

NOTE: Surrounding area residents should only include expenditures that were just for this visit to Mount Rainier NP.

Table with columns: EXPENDITURES, a) Inside park, b) Outside park. Rows include: Spent no money, Lodge, Camping fees, Guide fees, Restaurants, Groceries, Gas and oil, Other transportation, Admission, All other expenditures, and a summary question about household coverage.

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

- Options for household income: Less than \$24,999; \$25,000-\$34,999; \$35,000-\$49,999; Do not wish to answer.

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

21. On this visit, was your personal group part of the following types of organized groups?

- a) Commercial guided tour group
b) Specify type of commercial group
c) School/educational group
d) Other (scouts, work, church)
e) If you were with one of these organized groups, how many people, including yourself, were in this group?

Number of people in organized group

22. a) On this visit, which type of personal group (not guided tour/school/other organized group) were you with? Please mark (●) only one.

- Options: Alone, Family, Other (Please specify), Friends, Family and friends.

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

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

Table with columns: Gender (M=Male, F=Female), Current age, U.S. ZIP code or name of country other than U.S., Number of visits to Mount Rainier NP (including this visit), Past 12 months, Past 2 to 5 years.

Table for visitor information with rows: Yourself, Member #2, Member #3, Member #4, Member #5, Member #6, Member #7.

24. For you only, what is the highest level of education you have completed? Please mark (●) **one**.

- Some high school
- Bachelor's degree
- High school diploma/GED
- Graduate degree
- Some college

25. Public awareness is our best tool to ensure that visitors and park resources are protected. For each element, please rate from 1-3 your awareness level, both before and after your visit to Mount Rainier NP.

<p>a) Awareness BEFORE visit to park</p> <p>1=Not aware 2=Somewhat aware 3=Very aware</p>	<p>b) Awareness AFTER visit to park</p> <p>1=Not aware 2=Somewhat aware 3=Very aware</p>
--------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------

Element	Element
_____	Air pollution effects on park ecosystems
_____	Airborne pollutants (including contaminants)
_____	Climate change effects on park ecosystems and park developments
_____	Feeding wildlife and habituation
_____	Geohazard issues
_____	Hiking off trails in Paradise, Sunrise, Tipsoo and Reflection Lakes
_____	Introduction of exotic plants
_____	Introduction of invasive aquatic species
_____	Introduction/spread of diseases to park animals
_____	Leave No Trace program and principles
_____	Mount Rainier Wilderness
_____	Wildlife hazards to visitors

26. Is there anything else your personal group would like to tell us about your visit to Mount Rainier NP (including your comments on services and facilities)?

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

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Appendix 2: Additional Analysis

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

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

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

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

For more information please contact:

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

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

Appendix 3: Decision Rules for Checking Non-response Bias

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

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

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

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

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

As shown in Table 3 - Table 6, the p-values for respondent/non-respondent comparisons for average age and proximity from home to Ashford were less than 0.05, indicating significant differences. P-values were larger than 0.05 in other variables indicating insignificant differences between respondents and non-respondents. The results indicated that there is potential non-response bias. Respondents at younger age range (40 years old or less), and respondents who live within a 50-mile radius of Ashford maybe be underrepresented.

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NPS 105/122902, November 2013

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Natural Resource Stewardship and Science
1201 Oakridge Drive, Suite 150
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