



# Denali National Park and Preserve Visitor Study

*Summer 2011*

Natural Resource Report NPS/NRSS/EQD/NRR— 2012/524



**ON THE COVER**

Mount McKinley reflected in Reflection Pond

Photograph courtesy of Denali National Park and Preserve

|

---

# **Denali National Park and Preserve Visitor Study**

*Summer 2011*

Natural Resource Report NPS/NRSS/EQD/NRR— 2012/524

Marc Manni, Yen Le, Gail Vander Stoep, Steven J. Hollenhorst

Visitor Services Project  
Park Studies Unit  
University of Idaho  
Moscow, ID 83844-1139

May 2012

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

The National Park Service, Natural Resource Stewardship and Science office in Fort Collins, Colorado publishes a range of reports that address natural resource topics of interest and applicability to a broad audience in the National Park Service and others in natural resource management, including scientists, conservation and environmental constituencies, and the public.

The Natural Resource Report Series is used to disseminate high-priority, current natural resource management information with managerial application. The series targets a general, diverse audience, and may contain NPS policy considerations or address sensitive issues of management applicability.

All manuscripts in the series receive the appropriate level of peer review to ensure that the information is scientifically credible, technically accurate, appropriately written for the intended audience, and designed and published in a professional manner.

Data in this report were collected and analyzed using methods based on established, peer-reviewed protocols and were analyzed and interpreted within the guidelines of the protocols.

Views, statements, findings, conclusions, recommendations, and data in this report do not necessarily reflect views and policies of the National Park Service, U.S. Department of the Interior. Mention of trade names or commercial products does not constitute endorsement or recommendation for use by the U.S. Government.

This report is available from the Social Science Division (<http://www.nature.nps.gov/socialscience/index.cfm>) and the Natural Resource Publications Management website (<http://www.nature.nps.gov/publications/nrpm/>).

This report and other reports by the Visitor Services Project (VSP) are available from the VSP website (<http://www.psu.uidaho...u/c5/vsp/vsp-reports/>) or by contacting the VSP office at (208) 885-7863.

Please cite this publication as:

Manni, M. F., Y. Le, G. A. Vander Stoep, & S. J. Hollenhorst. 2012. Denali National Park and Preserve visitor study: Summer 2011. Natural Resource Report NPS/NRSS/EQD/NRR—2012/524. National Park Service, Fort Collins, Colorado.

# Contents

	Page
Executive Summary .....	v
Acknowledgements .....	viii
About the Authors .....	viii
Introduction.....	1
Organization of the Report .....	1
Presentation of the Results .....	2
Methods.....	3
Survey Design and Procedures.....	3
Sample size and sampling plan .....	3
Questionnaire design .....	3
Survey procedure.....	4
Data analysis.....	4
Limitations.....	5
Special conditions.....	5
Checking non-response bias.....	6
Results.....	7
Group and Visitor Characteristics .....	7
Visitor group size .....	7
Visitor group type.....	7
Visitors with organized groups.....	8
United States visitors by state of residence .....	10
International visitors by country of residence .....	11
Number of visits to park in last 5 years.....	12
Number of visits to park during lifetime .....	12
Visitor age .....	13
Language used for speaking and reading .....	14
Visitors with physical conditions affecting access/participation .....	16
Trip/Visit Characteristics and Preferences .....	18
Information sources prior to visit.....	18
Primary source of information to plan visit.....	20
Information sources for future visit.....	22
Park as destination.....	24
Primary reason for visiting the park area .....	25
Forms of transportation .....	26
Train used to arrive at park.....	26
Number of park entries or visits to the Talkeetna Ranger Station .....	27
Adequacy of directional signs .....	27
Overnight stays.....	29
Accommodations used inside the park.....	30
Accommodations used in the local area (Nenana to Talkeetna) .....	31
Length of stay in the park.....	32
Activities on previous visits .....	33

## Contents (continued)

	Page
Activities on this visit.....	34
Importance ratings of activities .....	37
Park trails.....	39
Reasons for hiking/walking park trails.....	41
Satisfaction with existing network of trails in the park.....	42
Travel within the park .....	44
VTS shuttle or camper bus use along the park road.....	46
Vehicles seen beyond Mile 14.....	48
Crowding by vehicles beyond Mile 14.....	49
Importance of limiting vehicles beyond Mile 14 .....	51
Experience of viewing wildlife along the park road .....	52
Ratings of Services, Facilities, Attributes, Resources, and Elements .....	53
Visitor facilities used on past visits.....	53
Visitor facilities used on this visit .....	54
Importance ratings of visitor facilities.....	55
Quality ratings of visitor facilities.....	57
Mean scores of importance and quality ratings of visitor facilities .....	59
Reasons for “very poor” or “poor” ratings of facilities.....	60
Services used on past visits .....	62
Services used on this visit .....	63
Importance ratings of services.....	64
Quality ratings of services.....	66
Mean scores of importance and quality ratings of services.....	68
Reasons for “very poor” or “poor” ratings of services.....	69
Reservation services used on this visit.....	71
Quality ratings of reservation services .....	72
Recommended changes to the current reservation system.....	77
Difficulty accessing/using services/facilities by visitor groups with children under 12 years old and/or under 4 years old.....	81
Preferences for Future Visits .....	83
Learning about the park’s cultural and natural history on a future visit .....	83
Overall Quality .....	84
Visitor Comment Summaries .....	85
Additional comments .....	85
Visitor Comments.....	87
Appendix 1: The Questionnaire .....	101
Appendix 2: Additional Analysis.....	103
Appendix 3: Decision Rules for Checking Non-response Bias .....	135
Appendix 4: Visitor Study Comparisons: 1988, 2006, 2011 .....	137
References .....	160

## Executive Summary

This visitor study report profiles a systematic random sample of Denali National Park and Preserve (Denali) visitors during July 19-25, 2011. A total of 1031 questionnaires were distributed to visitor groups. Of those, 735 questionnaires were returned, resulting in a 71.3% response rate.

Group size and type	Forty-seven percent of visitor groups consisted of two people, 30% were in groups of three or four, 19% were in groups of five or more and 4% were alone. Sixty-six percent of visitor groups consisted of family groups, while 19% consisted of friends. Thirty-seven percent of visitor groups were part of a commercial guided tour group.
State or country of residence	United States visitors were from 50 states and Washington, DC and comprised 91% of total visitation during the survey period with 12% from California, 10% from Alaska, 6% from Texas (6%), and smaller portions from 47 other states and Washington, DC. International visitors were from 24 countries and comprised 9% of total visitation during the survey period, with 24% from Canada, 12% from Switzerland, and 10% from Germany.
Frequency of park visits in past five years or lifetime	On this visit, most visitor groups (89%) were visiting the park for the only time in the last five years. Eighty percent of visitors were visiting the park for the first time in their lifetime, while 15% had visited two or three times in their lifetime.
Age, language used	Fifty-one percent of visitors were ages 51-70 years, 31% were ages 16-50, 9% were 71 years or older, and 8% were ages 15 years or younger. Most visitor groups preferred English for speaking (96%) and reading (97%).
Physical conditions	Nine percent of visitor groups had members with physical conditions affecting their ability to access or participate in activities and services. Of those, 84% had difficulty accessing trails and 16% had difficulty accessing or participating in bus tours or transportation.
Information sources	Most visitors (90%) obtained information about the park prior to their visit. The most common sources were friends/relatives/word of mouth (59%), maps/brochures/travel guides/tour books (58%), and the park website (52%). Most visitors (92%) received the information they needed. Many visitor groups (80%) would prefer to use the park website to obtain information for a future visit.
How park visit fit into travel plans	For 80% of visitor groups, the park was one of several destinations, and for 19%, the park was the primary destination.
Primary reason for visiting the area	Two percent of visitor groups were residents of the area (from Nenana to Talkeetna). Among non-residents, the most common primary reasons for visiting the park area were to visit the park (83%) and visit other attractions in the area (8%).
Transportation	Thirty-six percent of visitor groups used a train to arrive at Talkeetna or the entrance area of Denali, while 28% traveled by private car, and 26% traveled by tour motorcoach.
Adequacy of directional signs	Most visitor groups (93%) felt directional signs in the park were adequate.

## Executive Summary (continued)

Number of entries	On this trip, 53% of visitor groups entered the park or visited the Talkeetna Ranger Station two or more times, while 47% of visitor groups entered or visited once. Visitors were asked to count one entry per 24 hours.
Overnight stays/ Number of nights stayed	Most visitor groups (85%) stayed overnight inside Denali or in the local area (from Nenana to Talkeetna). Of these, 40% stayed two nights inside the park and 42% stayed two nights in the local area. NOTE: visitors may not have known if their accommodations were inside or outside the park.
Accommodations	Inside the park, 33% of visitor groups RV camped in a developed campground, while 30% stayed in Kantishna area lodges/cabins and 28% tent camped in a developed campground. In the local area, 84% of visitor groups stayed in a lodge, motel, rented condo/home, or bed and breakfast.
Length of stay	Among visitor groups that spent less than 24 hours in the park (40%), the average length of stay was 9.3 hours. Of the visitor groups that spent 24 hours or more (60%), the average length of stay was 2.9 days. The average length of stay for all visitor groups was 44.7 hours, or 1.9 days.
Activities on previous visits	Eleven percent of visitor groups had visited the park previously. On their previous visits, the most common activities were viewing scenery (88%), viewing wildlife (83%), and riding a park road bus (66%).
Activities on this visit	On this visit, the most common activities were viewing scenery (88%), viewing wildlife (80%), and riding a park road bus (77%).
Trails	Forty-seven percent of visitor groups hiked/walked trails in the park. The most common trails hiked/walked were Savage Canyon Loop (31%), Roadside (23%), and Taiga (21%). Most visitor groups (81%) were “very satisfied” or “satisfied” with the existing network of trails in the park.
Travel beyond Mile 14	On this visit, most visitor groups (81%) traveled past Mile 14 on the park road. The most common types of transportation used to travel past Mile 14 were the VTS shuttle bus (45%) and Tundra Wilderness Tour (30%). The distance most often traveled was to Eielson Visitor Center--MP 66 (30%).
VTS (shuttle or camper) bus use	Seventeen percent of visitor groups had to wait for a VTS bus. Of those, 38% waited 21 or more minutes, while 20% waited 11-15 minutes. Seventy-eight percent of visitor groups rated the acceptability of the wait time as “very acceptable” or “acceptable.” Sixty percent of visitor groups felt a wait of 31 or more minutes for a VTS bus would be unacceptable.
Vehicles seen beyond Mile 14	At wildlife stops, 65% of visitor groups saw 1-3 vehicles. While moving along Denali Park Road, 27% of visitor groups saw 1-3 vehicles. At restroom stops, 29% of visitor groups saw 1-3 vehicles.
Crowding by vehicles beyond Mile 14	At wildlife stops, 59% of visitor groups felt “not at all crowded;” 41% felt “slightly,” “moderately,” or “very” crowded; and no visitor groups felt “extremely crowded.” While moving along Denali Park Road, 62% felt “not at all crowded;” 38% felt “slightly,” “moderately,” or “very” crowded; and <1% felt “extremely crowded.” At restroom stops, 40% felt “not at all crowded;” 59% felt “slightly,” “moderately,” or “very” crowded, while 1% felt “extremely crowded.”



## Executive Summary (continued)

Importance of limiting vehicles beyond Mile 14	At wildlife stops, 50% of visitor groups rated the importance of limiting vehicles as “extremely important” or “very important.” While moving along Denali Park Road, 45% of visitor groups rated the importance of limiting vehicles as “extremely important” or “very important.” At restroom stops, 26% of visitor groups rated the importance of limiting vehicles as “extremely important” or “very important.”
Experience of viewing wildlife along the park road	Eighty-four percent of visitor groups rated their satisfaction with viewing wildlife along the park road as “very satisfied” or “satisfied.”
Visitor facilities used on past visits	On past visits, the visitor facilities most commonly used by visitor groups were the Denali Visitor Center (83%) and Wilderness Access Center (40%).
Visitor facilities used on this visit	On this visit, the visitor facilities most commonly used by visitor groups were the Denali Visitor Center (90%) and Wilderness Access Center (45%).
Services used on past visits	On past visits, the services most commonly used by visitor groups were the park brochure/map (66%) and assistance from information desk staff (61%).
Services used on this visit	On this visit, the services most commonly used by visitor groups were the park brochure/map (64%) and assistance from information desk staff (57%).
Reservation services	The most common reservation services used by visitor groups were park bus reservations in person (41%) and park bus reservations by Internet (37%).
Difficulty accessing/using services/facilities with children under 12 years of age	Twelve percent of visitor groups had children under 12 years old. Of these, 76% of visitor groups had children 4-11 years of age, 5% had children 3 years of age and younger, and 19% had children in both of these age groups. Of all of these groups (N=83), 5% had difficulty accessing/using service/facilities.
Learning about the park’s cultural and natural history on a future visit	Most visitor groups (95%) were interested in learning about the park through a tour bus driver-naturalist (77%), printed materials (49%), and ranger-led activities (49%).
Overall quality	Most visitor groups (96%) rated the overall quality of facilities, services, and recreational opportunities at Denali as “very good” or “good.” Less than 1% 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) 885-7863 or the following website <http://www.psu.uidaho.edu>.

## **Acknowledgements**

We thank Marc Manni and Mystra Samuelson for compiling the report, Dr. Gail Vander Stoep for overseeing the fieldwork, Randa Celley of the Visitor Services Project, Andrew Ackerman, Lucy Tyrrell, Ned Wiberg, and Melanie Reed of Denali for assisting with the survey, and David Vollmer and Matthew Strawn for data processing.

## **About the Authors**

Marc Manni is the Research Team Supervisor of the Visitor Services Project. Gail Vander Stoep, Ph.D., is an Associate Professor at Michigan State University. Yen Le, Ph.D., is the Assistant Director of the Visitor Services Project at the University of Idaho, and Steven Hollenhorst, Ph.D., is 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 Denali National Park and Preserve (Denali) in Denali Park, Alaska, conducted July 19-25, 2011 by the Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho, a cooperating partner of the National Park Service (NPS).

As described in the National Park Service website for Denali, “Denali is six million acres of wild land, bisected by one ribbon of road. Travelers along it see the relatively low-elevation taiga forest give way to high alpine tundra and snowy mountains, culminating in North America's tallest peak, 20,320' Mount McKinley. Wild animals large and small roam unfenced lands, living as they have for ages. Solitude, tranquility and wilderness await.” ([www.npas.gov/dena](http://www.npas.gov/dena), retrieved December 2011).

## Organization of the Report

This report is organized into three sections.

### Section 1: Methods

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

### Section 2: Results

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

### Section 3: Appendices

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

Appendix 2: *Additional Analysis*. Cross-references and cross comparisons of selected variables.

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

Appendix 4: *Visitor Study Comparisons: 1988, 2006, 2011*.

## Presentation of the Results

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

### SAMPLE

1. The figure title describes the graph's information.

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

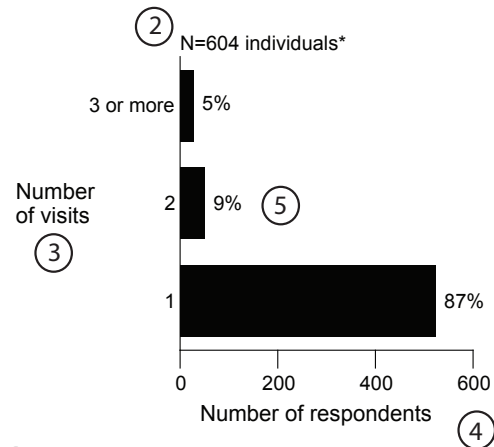
\* appears when the total percentages do not equal 100 due to rounding.

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

3. Vertical information describes the response categories.

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

5. In most graphs, percentages provide additional information.



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

## Methods

### Survey Design and Procedures

#### *Sample size and sampling plan*

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

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at seven sites during July 19-25, 2011. Visitors were surveyed between the hours of 7 a.m. and 8 p.m. Table 1 shows the seven locations, number of questionnaires distributed at each location, and the response rate for each location. During this survey, 1144 visitor groups were contacted and 1031 of these groups (90.1%) accepted questionnaires. (The average acceptance rate for 250 VSP visitor studies conducted from 1988 through 2010 is 91.5%.) Questionnaires were completed and returned by 735 respondents, resulting in a 71.3% response rate for this study. (The average response rate for the 250 VSP visitor studies is 72.3%)

**Table 1.** Questionnaire distribution

Sampling site	Distributed		Returned: % of total		Return Rate by site	Refusals by site	
	N	%	N	%	%	N	%
Wilderness Access Center	291	28	199	27	68	25	22
Denali Visitor Center	248	24	192	26	77	61	54
Denali Train Depot	198	19	146	20	74	7	6
Talkeetna Ranger Station	99	10	71	10	72	4	4
Murie Science and Learning Center	78	8	51	7	65	6	5
Talkeetna Museum	69	7	46	6	67	8	7
Riley Creek Mercantile	48	5	30	4	63	2	2
Total	1031	100	735	100		113	100

#### *Questionnaire design*

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

No pilot study was conducted to test the Denali 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, 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 and addresses, and telephone numbers or email addresses in order to mail a reminder/thank-you postcard and follow-ups. Participants were asked to complete the questionnaire after their visit, and return it in the Business Reply Mail envelope provided.

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

**Table 2.** Follow-up mailing distribution

<b>Mailing</b>	<b>Date</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcards	August 9, 2011	806	90	896
1 <sup>st</sup> Replacement	August 23, 2011	370	40	410
2 <sup>nd</sup> Replacement	September 13, 2011	296	0	296

## ***Data analysis***

---

Returned questionnaires were coded and the responses were processed using custom and standard statistical software applications—Statistical Analysis Software® (SAS), and a custom designed FileMaker Pro® application. Descriptive statistics and cross-tabulations were calculated for the coded data; responses to open-ended questions were categorized and summarized. Double-key data entry validation was performed on numeric and text entry variables and the remaining checkbox (bubble) variables were read by optical mark recognition (OMR) software.

## ***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 the 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 July 19-25, 2011. 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. Whenever the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

## ***Special conditions***

---

The weather during the survey period varied from sunny, warm, with temperatures in the 60s to overcast, periods of rain, cool, with temperatures in the 40s. 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. Some variables were found to be significantly different between respondents and non-respondents (see Tables 3 - 6). The results indicate some biases may occur due to non-response. Alaskan visitors in the younger age ranges (especially 40 and younger), with a relatively large personal group, were under-represented in the survey results. However, the group type and whether the park was the primary reason for visitors to be in the area were not significantly different between respondents and non-respondents. While demographic results may need to be interpreted with some caution, non-response did not appear to be a significant bias in visitors' perceptions of park resources and quality. See Appendix 3 for more details of the non-response bias checking procedures.

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

<b>Variable</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (t-test)</b>
Age (years)	54.74 (N=733)	48.52 (N=288)	<0.001
Group size	3.46 (N=728)	4.11 (N=294)	0.008

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

<b>Group type</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Alone	39 (6%)	20 (7%)	0.419
Family	463 (66%)	174 (60%)	
Friends	130 (18%)	58 (20%)	
Family and friends	69 (10%)	37 (13%)	
Other	5 (1%)	3 (1%)	

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

<b>Destination</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Park as primary destination	132 (18%)	65 (23%)	0.265
Park as one of several destinations	594 (82%)	222 (77%)	
Unplanned visit	2 (<1%)	1 (<1%)	

**Table 6.** Comparison of respondents and non-respondents by place of residence

<b>Distance</b>	<b>Respondents</b>	<b>Non-respondents</b>	<b>p-value (chi-square)</b>
Alaska	54 (8%)	15 (15%)	0.045
Other U.S. states	590 (82%)	157 (71%)	
International visitors	74 (10%)	30 (14%)	



## Results

### Group and Visitor Characteristics

#### Visitor group size

**Question 19a**

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

**Results**

- 47% of visitor groups consisted of two people (see Figure 1).
- 30% were in groups of three or four.
- 19% were in groups of five or more.

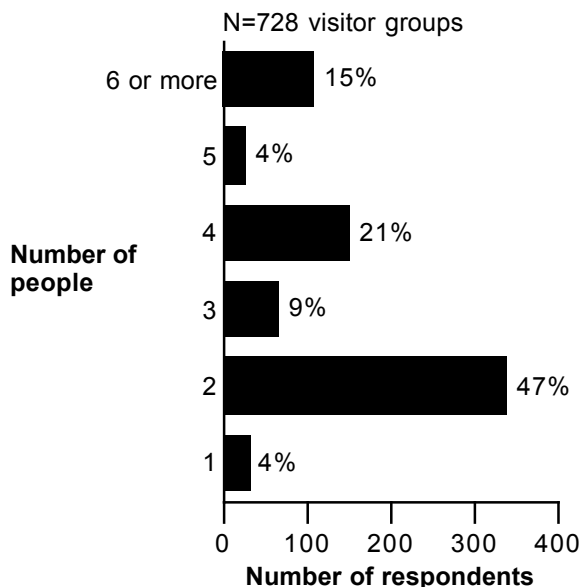


Figure 1. Visitor group size

#### Visitor group type

**Question 18**

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

**Results**

- 66% of visitor groups consisted of family members (see Figure 2).
- 19% were with friends.
- No “other” group types (<1%) were specified.

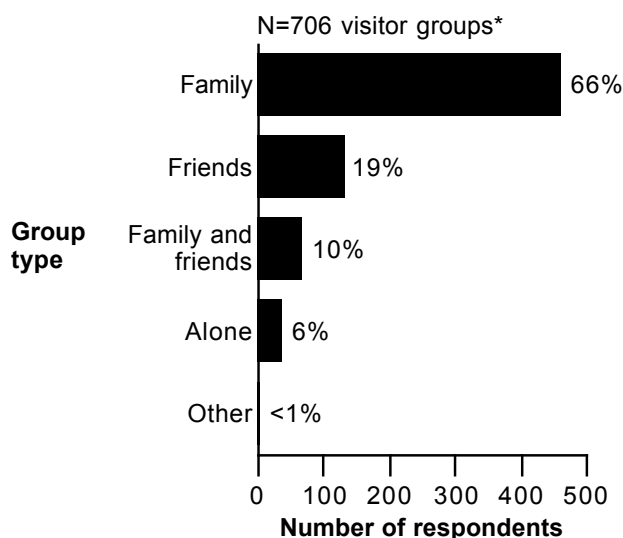


Figure 2. Visitor group type

### Visitors with organized groups

#### Question 20a

On this visit, were you and your personal group with a commercial guided tour group?

#### Results

- 37% of visitor groups were with a commercial guided tour group (see Figure 3).

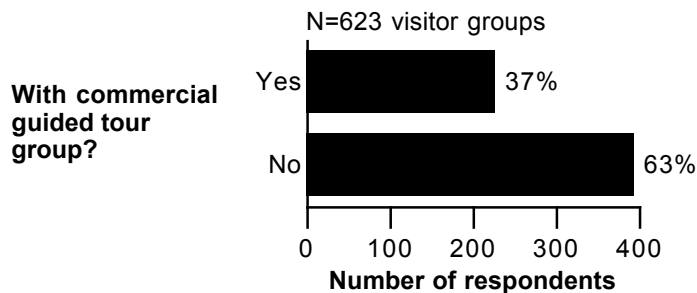


Figure 3. Visitors with a commercial guided tour group

#### Question 20b

On this visit, were you and your personal group with a school/educational group?

#### Results

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

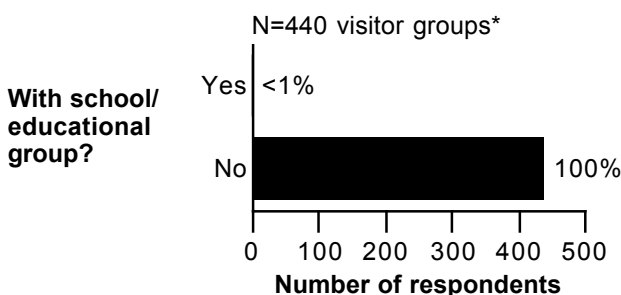


Figure 4. Visitors with a school/educational group

#### Question 20c

On this visit, were you and your personal group with an “other” organized group (such as business group, scout group, etc.)?

#### Results

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

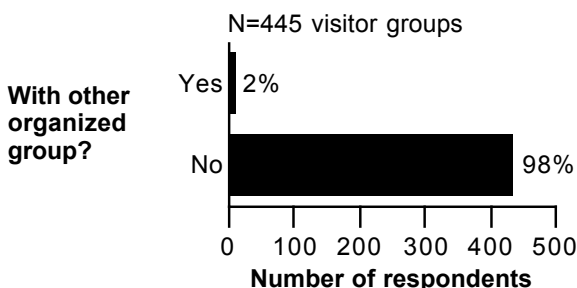


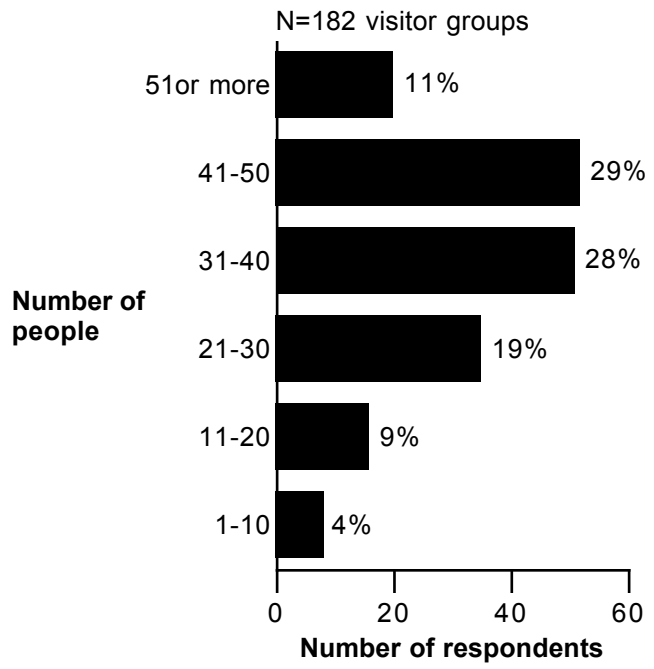
Figure 5. Visitors with an “other” organized group

**Question 20d**

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

**Results**

- 29% of visitor groups consisted of 41-50 people (see Figure 6).
- 28% were in groups of 31-40 people.
- 19% were in groups of 21-30 people.
- 9% were in groups of 11-20 people.
- 4% were in groups of 1-10 people.



**Figure 6.** Organized group size

**United States visitors by state of residence**

**Question 23b**

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

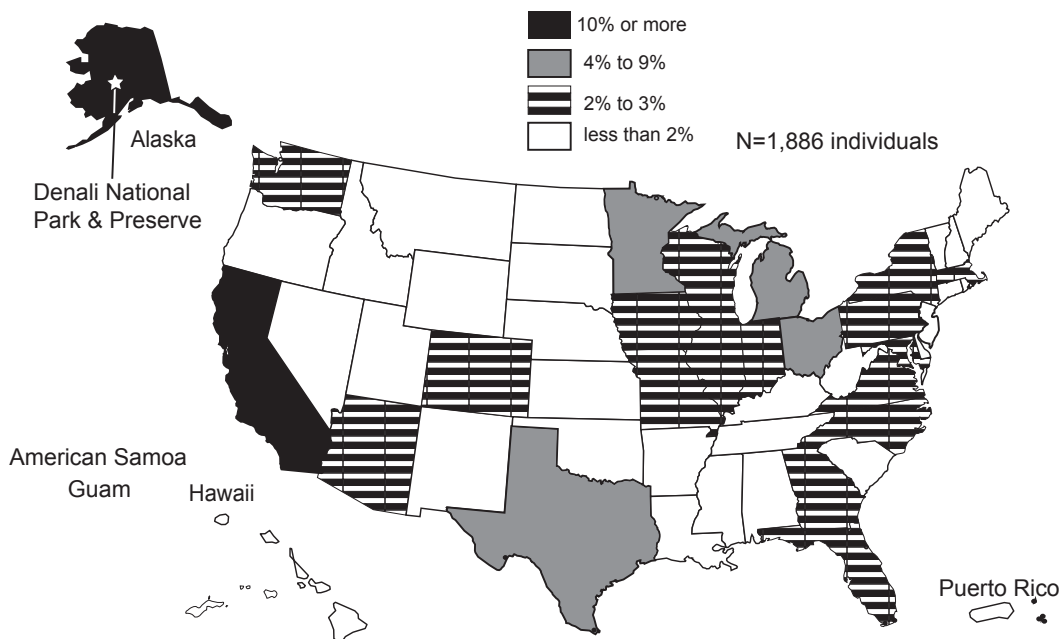
Note: Response was limited to seven members from each visitor group.

**Results**

- U.S. visitors were from 50 states and Washington, DC, and comprised 91% of total visitation to the park during the survey period.
- 12% of U.S. visitors came from California (see Table 7 and Figure 7).
- 10% came from Alaska and 6% were from Texas.
- Smaller proportions came from 47 other states and Washington, DC.

**Table 7.** United States visitors by state of residence

State	Number of visitors	Percent of U.S. visitors N=1886 individuals	Percent of total visitors N=2067 individuals
California	219	12%	11%
Alaska	182	10%	9%
Texas	114	6%	6%
Michigan	84	4%	4%
Minnesota	84	4%	4%
Ohio	79	4%	4%
Washington	70	3%	3%
Colorado	61	3%	3%
Wisconsin	60	3%	3%
Illinois	57	3%	3%
Iowa	55	3%	3%
Florida	53	3%	3%
Pennsylvania	49	3%	2%
Indiana	45	2%	2%
Virginia	41	2%	2%
Arizona	40	2%	2%
Massachusetts	38	2%	2%
Georgia	37	2%	2%
New York	36	2%	2%
North Carolina	35	2%	2%
Missouri	34	2%	2%
Maryland	31	2%	1%
28 other states and Washington, DC	382	20%	18%



**Figure 7.** United States visitors by state of residence

***International visitors by country of residence*****Question 23b**

For you and 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 24 countries and comprised 9% of total visitation to the park during the survey period.
- 24% of international visitors came from Canada (see Table 8).
- 12% came from Switzerland.
- 10% came from Germany.
- Smaller proportions came from 21 other countries.

**Table 8.** International visitors by country of residence

State	Number of visitors	Percent of international visitors N=181 individuals*	Percent of total visitors N=2067 individuals
Canada	44	24%	2%
Switzerland	22	12%	1%
Germany	18	10%	1%
United Kingdom	15	8%	<1%
France	12	7%	<1%
Australia	11	6%	<1%
Netherlands	8	4%	<1%
Czech Republic	7	4%	<1%
Belgium	5	3%	<1%
New Zealand	5	3%	<1%
Ireland	4	2%	<1%
Mexico	4	2%	<1%
Norway	4	2%	<1%
Austria	3	2%	<1%
Brazil	3	2%	<1%
China	3	2%	<1%
Denmark	2	1%	<1%
Hungary	2	1%	<1%
Italy	2	1%	<1%
Japan	2	1%	<1%
Sweden	2	1%	<1%
Bermuda	1	1%	<1%
Spain	1	1%	<1%
Thailand	1	1%	<1%

**Number of visits to park in last 5 years**

**Question 23c**

For you and your personal group on this visit, how many times have you visited Denali in the last 5 years (including this visit)?

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

**Results**

- 89% of visitors visited the park once in the last 5 years (see Figure 8).
- 9% visited two or three times.

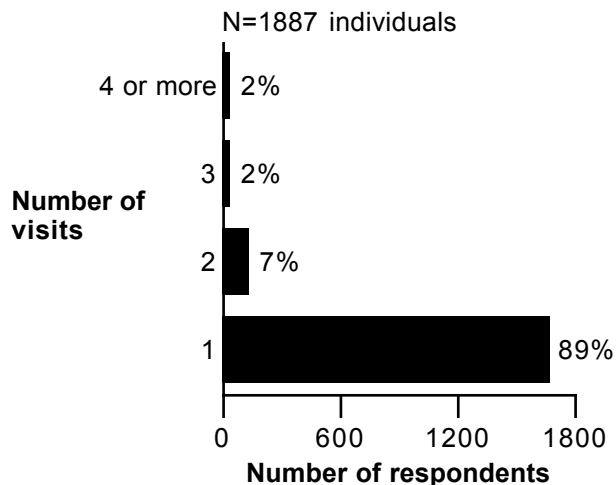


Figure 8. Number of visits to park in last 5 years

**Number of visits to park during lifetime**

**Question 23d**

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

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

**Results**

- 80% of visitors visited the park once in their lifetime (see Figure 9).
- 15% visited two or three times.

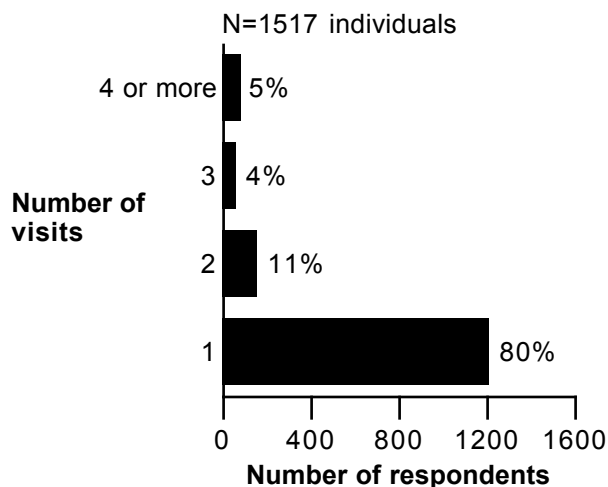


Figure 9. Number of visits to park in lifetime

**Visitor age**

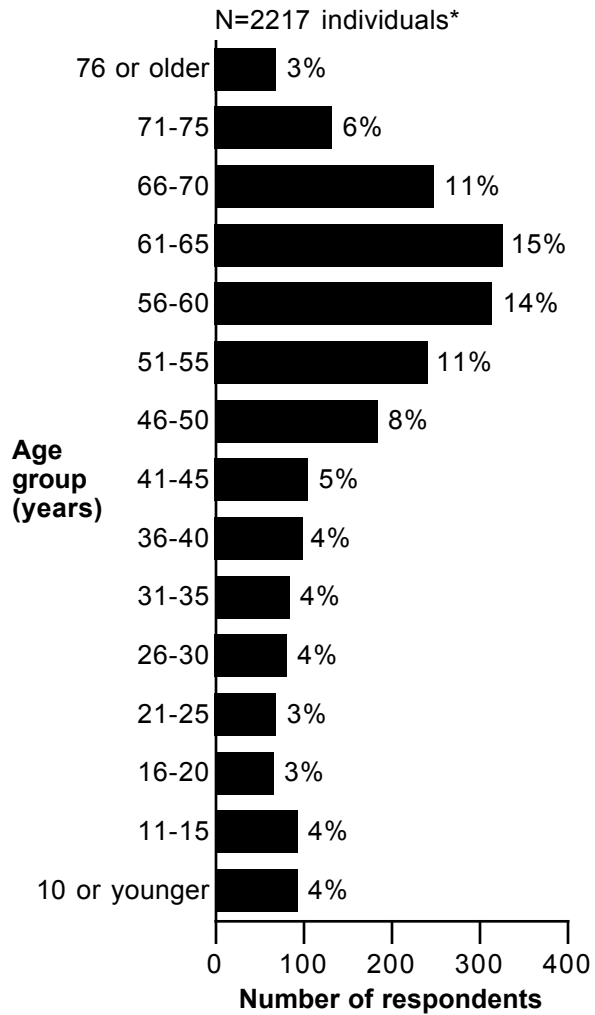
**Question 23a**

For you and 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 86 years.
- 51% of visitors were 51 to 70 years old (see Figure 10).
- 9% were 71 years or older.
- 8% of visitors were in the 15 years or younger age group.



**Figure 10.** Visitor age

## Language used for speaking and reading

### Question 22a

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

#### Results

- 96% of visitor groups preferred English for speaking (see Figure 11).
- “Other” languages (4%) are listed in Table 9.

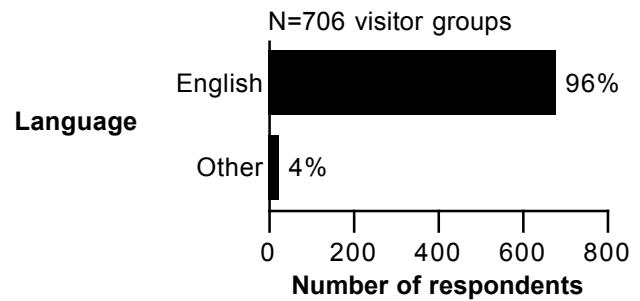


Figure 11. Language preferred for speaking

### Question 22b

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

#### Results

- 97% of visitor groups preferred English for reading (see Figure 12).
- “Other” languages (3%) are listed in Table 10.

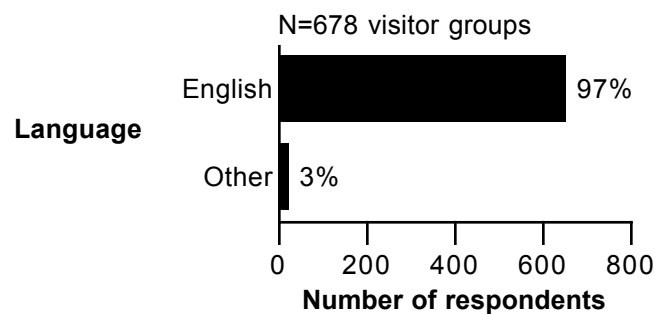


Figure 12. Language preferred for reading

Table 9. Other languages preferred for speaking (N=16 comments) – **CAUTION!**

Language	Number of times mentioned
German	10
Spanish	4
French	2

Table 10. Other languages preferred for reading (N=19 comments) – **CAUTION!**

Language	Number of times mentioned
German	10
French	4
Spanish	4
Italian	1

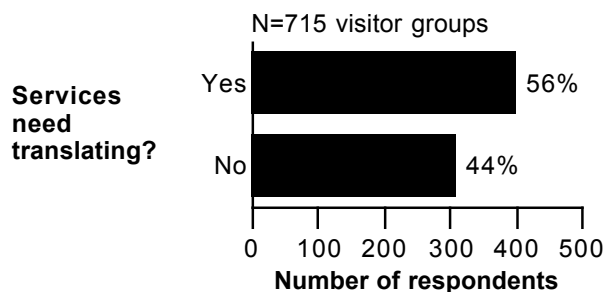


**Question 22c**

Please list any services in Denali that you would like to have translated into the language you use.

**Results**

- 56% of visitor groups felt there were services that needed translation (see Figure 13).
- 7 visitor groups listed services needing translation into languages other than English (see Table 11) – **CAUTION!**



**Figure 13.** Visitor groups that felt services needed translation into languages other than English

**Table 11.** Services needing translation into languages other than English (N=9 comments; some visitor groups made more than one comment) – **CAUTION!**

Service	Number of times mentioned
Brochures	2
Website information	2
Bus driver	1
Exhibits	1
Reception staff	1
Wilderness Access Center desk staff	1
Wilderness information	1

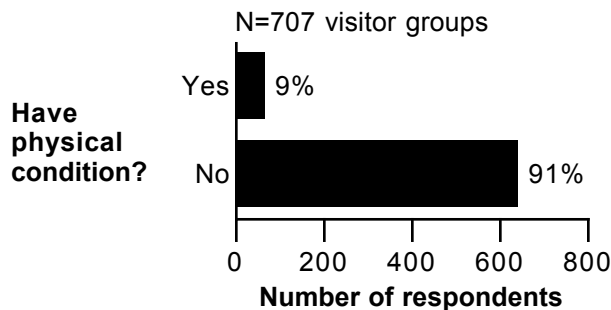
**Visitors with physical conditions affecting access/participation**

**Question 21a**

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

**Results**

- 9% of visitor groups had members with physical conditions (see Figure 14).



**Figure 14.** Visitor groups that had members with physical conditions affecting access or participation in park activities or services

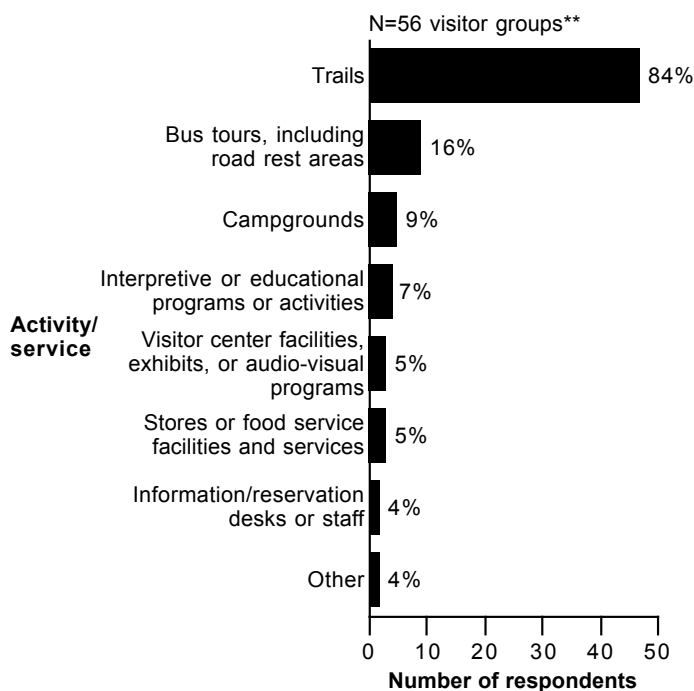
**Question 21b**

If YES, which activities or services did the person(s) have difficulty accessing or participating in?

**Results**

- 84% visitor groups had difficulty accessing trails (see Figure 15).
- 16% had difficulty accessing or participating in bus tours or transportation.
- “Other” activity or service (4%) was:

Backcountry camping



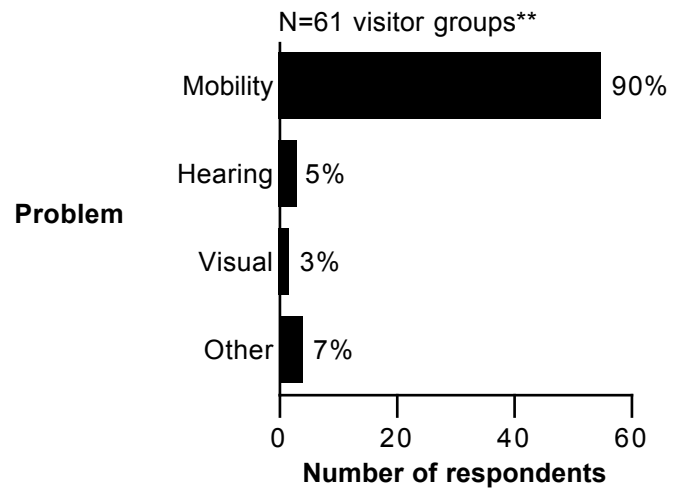
**Figure 15.** Activities or services that visitor groups had difficulty accessing or participating in

**Question 21c**

Because of the physical condition, which specific problems did the person(s) have during this visit to Denali?

**Results**

- Of those visitor groups with members experiencing difficulty accessing or participating in park activities/services, 90% had difficulty with mobility (see Figure 16).
- 5% had difficulty hearing.
- “Other” problems (7%) were:
  - Size of bus seats
  - Terminal illness/fatigue



**Figure 16.** Specific problems incurred by visitors with physical conditions affecting access/participation

## Trip/Visit Characteristics and Preferences

### Information sources prior to visit

#### Question 1a

Prior to this visit, how did you and your personal group obtain information about Denali?

#### Results

- 90% of visitor groups obtained information about Denali prior to their visit (see Figure 17).
- As shown in Figure 18, among those visitor groups that obtained information about Denali prior to their visit, the most common sources were:

- 59% Friends/relatives/ word of mouth
- 58% Maps/brochures/ travel guides/tour books
- 52% Park website
- 37% Package tours

- Other websites (18%) used to plan visit are shown in Table 12.
- “Other” sources of information (1%) were:

- Library
- Mile 269 rest stop
- Woodland Park Zoo

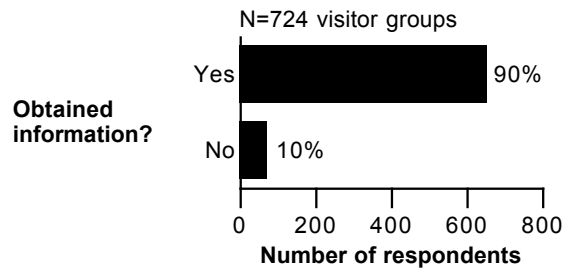


Figure 17. Visitor groups that obtained information prior to visit

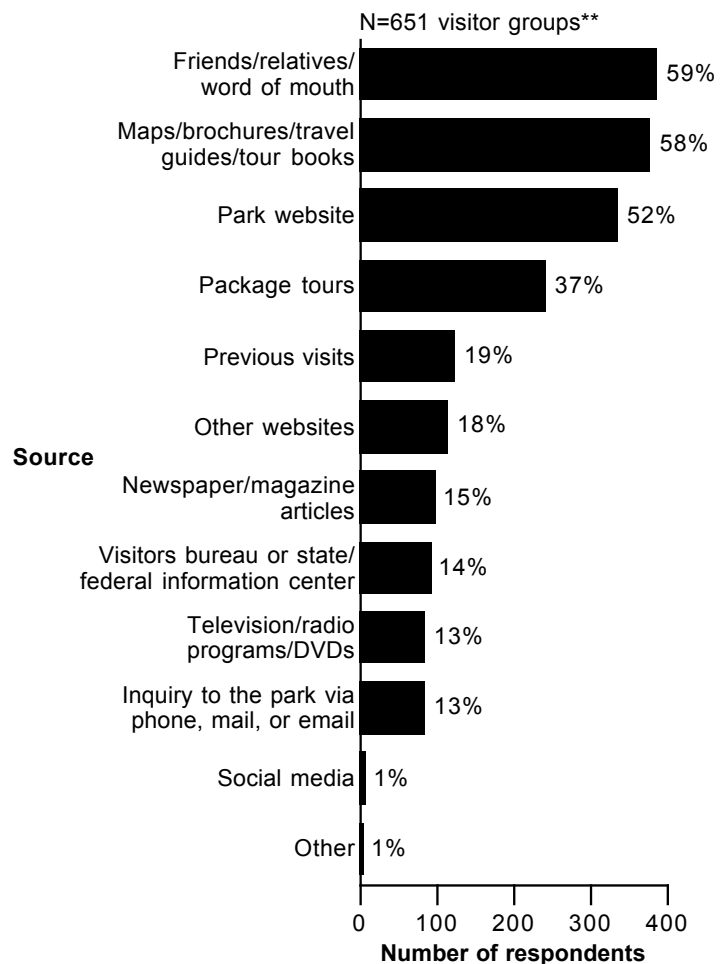


Figure 18. Sources of information used by visitor groups prior to visit

**Table 12.** Other websites used to plan visit  
(N=92 comments; some visitor groups made more than one comment)

<b>Website</b>	<b>Number of times mentioned</b>	<b>Website</b>	<b>Number of times mentioned</b>
Tripadvisor.com	10	Camp Denali	1
Princess Cruise Line	8	Canada Rail	1
Google	5	Celebrity.com	1
Alaska.com	4	Denali Backcountry Lodge	1
Alaska tourism	4	Denali cabins canoeing	1
Alaska Railroad	3	Denali lodges	1
Alaska.org	3	Denali RV Park	1
Backpacker.com	3	Denali Tours	1
National Park Service	3	Denali vacations	1
Reservedenali.com	3	Denaliparkresorts.com	1
Alaska state	2	Discover Tours Denali Park	1
Alaska Tours	2	Dogfriendly.com	1
Cruisecritic.com	2	Doyon	1
Holland America	2	Frommer's	1
Many different ones	2	Google maps	1
The Alaska application	2	Grayline	1
Travelsalaska.com	2	Kantishna Roadhouse	1
AAA.com	1	Lodging	1
Alaska Adventure.com	1	Muriel Science & Learning Center	1
Alaska Geographic	1	RV.net forums	1
Alaska Gold Stan Train	1	Tour Savers	1
Alaska national parks	1	Travel	1
Alaska related	1	VisitAlaska.com	1
Alaska Travel and Tour	1	Yelp.com	1
Aramark	1		

**Primary source of information to plan visit**

**Question 1c**

Prior to this visit, what was the primary source of information that you and your personal group used to plan your visit?

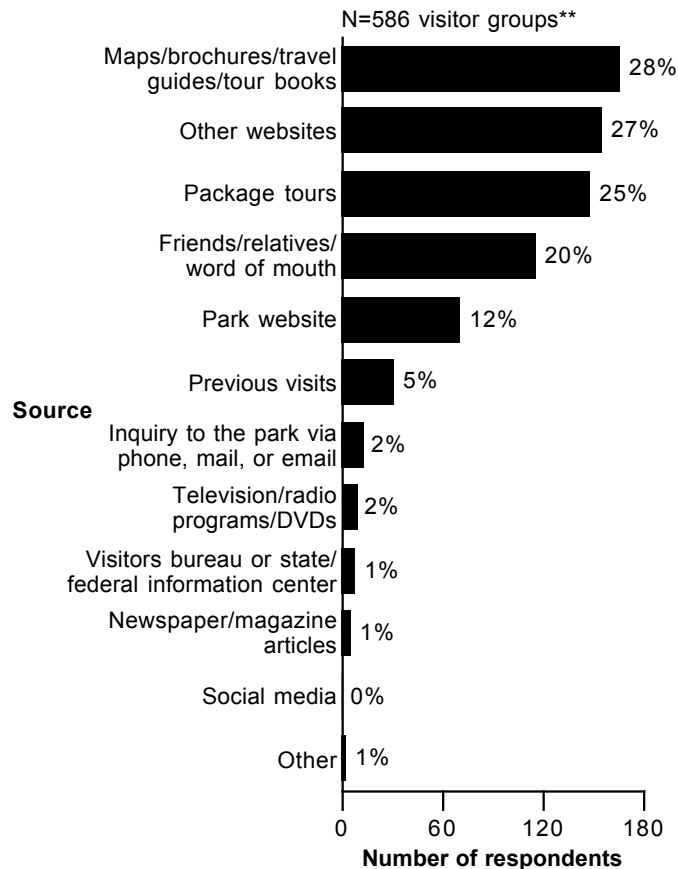
**Results**

- As shown in Figure 19, visitor groups' most common primary sources of information to plan their visit were:

- 28% Maps/brochures/travel guides/tour books
- 27% Other websites
- 25% Package tours

- “Other” sources of information (1%) were:

- Murie Science Center
- NPS desk at REI-Seattle
- World of Wolves program



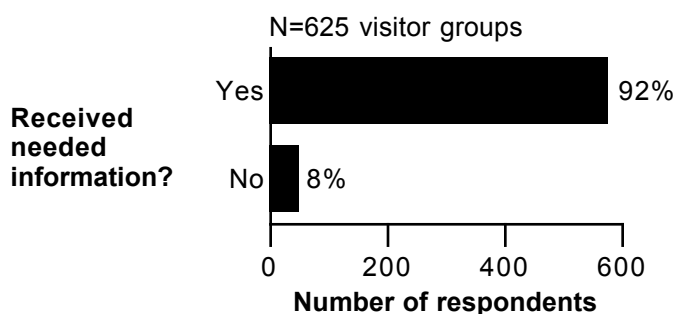
**Figure 19.** Primary sources of information used to plan visit

**Question 1d**

From the sources you used prior to this visit, did you and your personal group receive the type of information about the park that you needed?

**Results**

- 92% of visitor groups received needed information prior to their visit (see Figure 20).



**Figure 20.** Visitor groups that received needed information prior to their visit

**Question 1e**

If NO, what type of park information did you and your personal group need that was not available? (Open-ended)

**Results**

- 43 visitor groups listed information they needed but was not available (see Table 13).

**Table 13.** Needed information that was not available (N=53 comments; some visitor groups made more than one comment)

<b>Information</b>	<b>Number of times mentioned</b>
Bus schedules	6
Bus prices	3
Hiking trails	3
Maps	3
How to see more animals	2
More information about the park	2
Short trip ideas	2
Specific information	2
Tour descriptions	2
Activities	1
Accurate description of the TWT	1
All lodges in park	1
Brochures	1
Camping site sizes	1
Campsite information	1
Correct phone number on park website	1
Cost of tours	1
How to contact park via email	1
How to enjoy park off the bus (day trips and driving pass)	1
Junior Ranger program	1
Length of stay	1
More information on opportunities	1
Necessity of topographical maps for day hikes	1
Off-trail hikes	1
Park bus operations	1
Park tours	1
Phone information	1
Reservations	1
Take food on bus	1
Tek Pass information	1
Times for dog tour	1
Tour guides	1
Tour van sizes	1
Train station	1
Visitor Information Center	1
Way to get park guide prior to visit	1
Where to buy bear spray	1

**Information sources for future visit**

**Question 1b**

If you were to visit Denali in the future, how would you and your personal group prefer to obtain information about the park?

**Results**

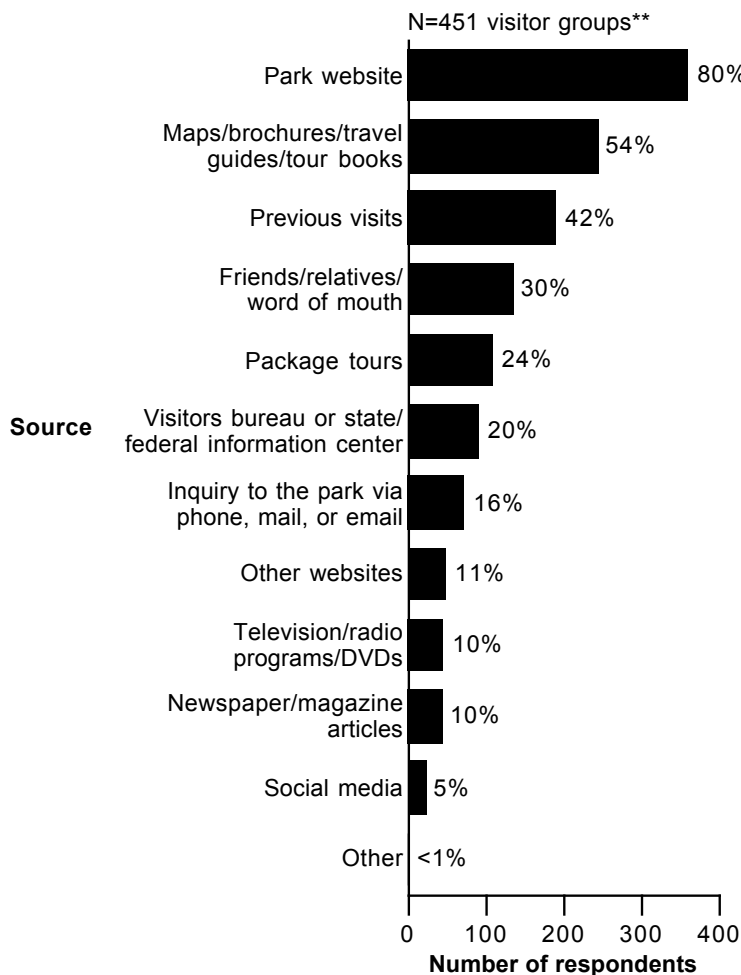
- As shown in Figure 21, visitor groups' preferred sources of information for a future visit were:

80% Park website  
 54% Maps/brochures/  
 travel guides/tour  
 books  
 42% Previous visits

- Other websites (11%) to plan a future visit are shown in Table 14).

- "Other" sources of information (<1%) were:

Local library  
 Mailings



**Figure 21.** Sources of information to use for a future visit



**Table 14.** Other websites to plan a future visit  
(N=37 comments; some visitor groups made more than one comment)

<b>Website</b>	<b>Number of times mentioned</b>
Tripadvisor.com	10
Alaska tourism	3
Backpacker.com	2
Google.com	2
Princess Cruise Line	2
Alaska Railroad	1
Alaska sites	1
Alaska Travel and Tour	1
All national parks	1
Camp Denali	1
Cruisecritic.com	1
Denali Backcountry Lodge	1
Denali cabins canoeing	1
Jkozar@mts.net	1
Kantishna Roadhouse	1
Lodging	1
Nationalparks.com	1
Reservedenali.com	1
RV.net forums	1
The Alaska application	1
Travel Alaska	1
Visitalaska.com	1
Yelp.com	1

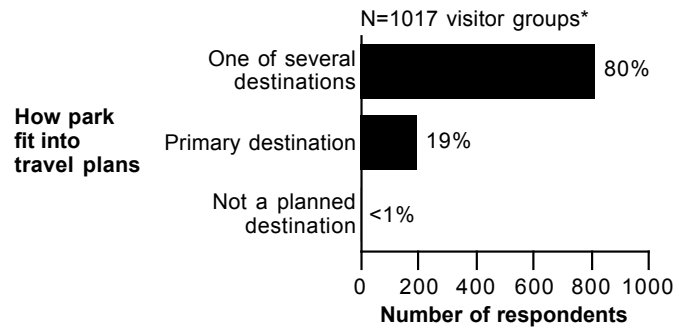
## ***Park as destination***

---

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 Denali NP and Preserve fit into your personal group’s travel plans?”

### Results

- For 80% of visitor groups, Denali was one of several destinations (see Figure 22).
- 19% indicated that the park was the primary destination.



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

**Primary reason for visiting the park area**

**Question 2**

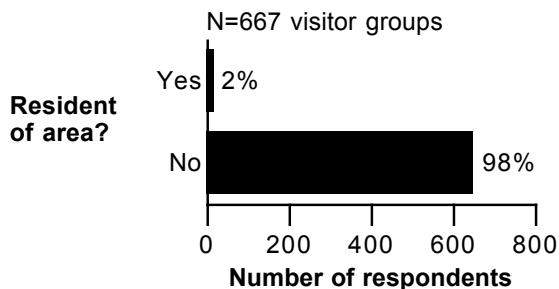
On this trip, what was the primary reason that you and your personal group visited the Denali area (from Nenana to Talkeetna)?

**Results**

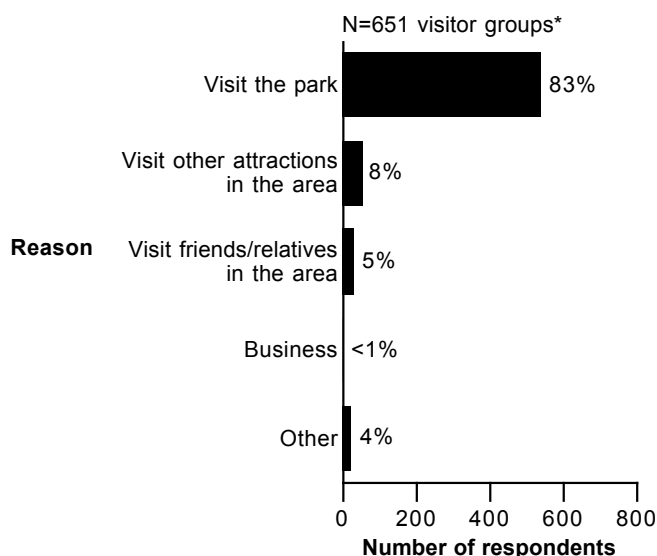
- 2% of visitor groups were residents of the area (see Figure 23).
- As shown in Figure 24, the primary reason for visiting Denali area among non-resident visitor groups were:

83% Visit the park  
8% Visit other attractions in the area

- “Other” reasons (4%) were:
  - Christmas gift
  - Considering move to Alaska
  - Flightseeing
  - Geological research
  - Meeting at University of Alaska
  - Motorcycle trip to Alaska
  - Photography
  - Pleasure
  - Previous visit
  - Sightseeing
  - Summer internship
  - Teacher training program
  - Travel to Fairbanks
  - Traveling across Alaska in a motorhome
  - Visiting Alaska
  - Wedding
  - Wilderness race
  - Won a train ride and hotel room
  - Work in area
  - Work/camping opportunity



**Figure 23.** Residents of the area (from Nenana to Talkeetna)



**Figure 24.** Primary reason for visiting the Denali area (from Nenana to Talkeetna)

**Forms of transportation**

**Question 5**

On this trip, which forms of transportation did you and your personal group use to arrive at Talkeetna or the entrance area of Denali (from Healy to Cantwell)?

**Results**

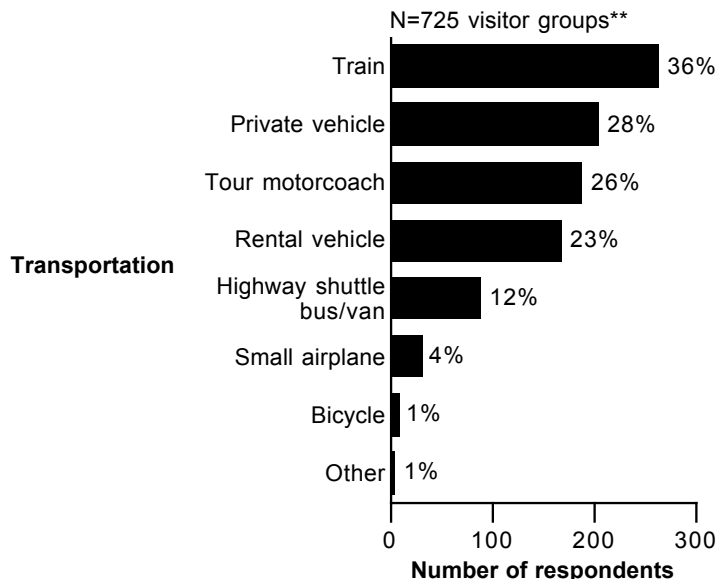
- As shown in Figure 25, forms of transportation used by visitor groups to arrive at the park were:

- 36% Train
- 28% Private vehicle
- 26% Tour motorcoach

NOTE: Visitor groups were allowed to make more than one answer choice for this question.

- “Other” forms of transportation (1%) were:

- Rideshare
- Walk

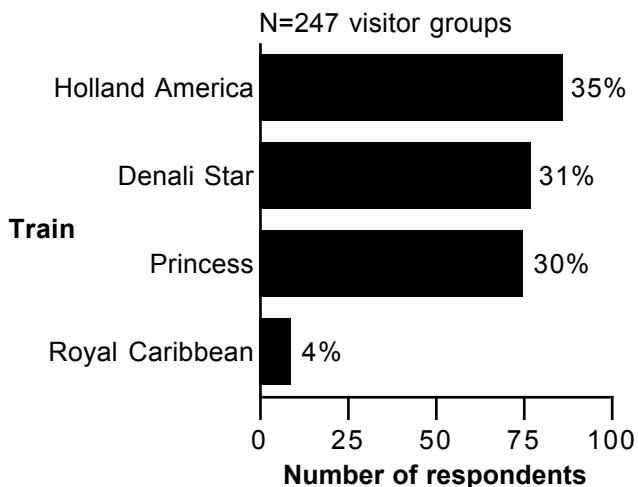


**Figure 25.** Forms of transportation used to arrive at Talkeetna or the entrance area of Denali (from Healy to Cantwell)

**Train used to arrive at park**

**Results**

- Of those visitor groups who traveled by train to arrive at the park, 35% traveled on the Holland America (see Figure 26).
- 31% traveled on the Denali Star (AK Railroad).
- 30% traveled on the Princess.



**Figure 26.** Train used to arrive at park

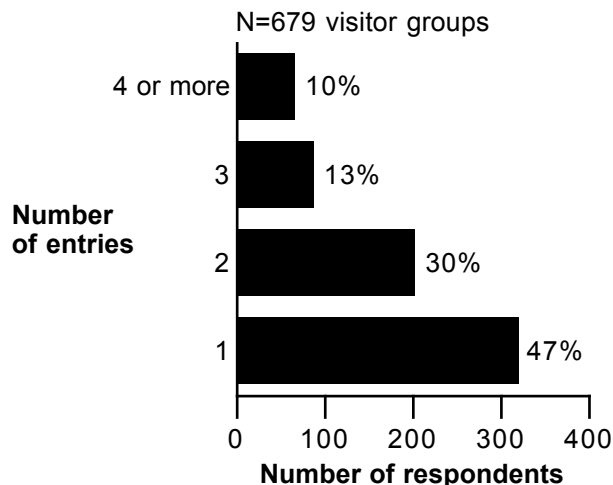
**Number of park entries or visits to the Talkeetna Ranger Station**

**Question 4b**

On this trip, how many times did you and your personal group enter the park or visit the Talkeetna Ranger Station, including any entries by aircraft that landed in the park? (Only count one entry per 24 hours.)

**Results**

- 47% of visitor groups entered the park or visited the Talkeetna Ranger Station one time (see Figure 27).
- 30% entered or visited twice.
- The average number of park entries or visits to Talkeetna Ranger Station was 2.09.



**Figure 27.** Number of park entries or visits to the Talkeetna Ranger Station

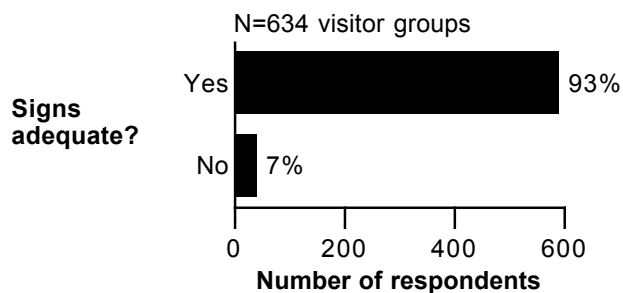
**Adequacy of directional signs**

**Question 6a**

Inside the park, were the signs directing you and your personal group to facilities and sites adequate?

**Results**

- 93% of visitor groups felt the directional signs in the park were adequate (see Figure 28).
- 12% of visitor groups (N=720) did not use directional signs in the park.



**Figure 28.** Adequacy of directional signs in the park

**Question 6b**

If NO, what would have helped you to find your way? (Open-ended)

**Results**

- 40 visitor groups provided suggestions to improve park directional signs (see Table 15).

**Table 15.** Suggestions to improve park directional signs  
(N=47 comments; some visitor groups made more than one comment)

<b>Suggestions</b>	<b>Number of times mentioned</b>
Better signage on trails	6
Better signage to tour buses	3
More signs	3
Clarify McKinley Station Trail signage	2
Add sign on the corner of Park Road	1
Better map to Triple Lakes trailhead	1
Better signage for tour bus routes	1
Bullet points	1
Cite warnings for specific trails	1
Clearer map boards near visitor center	1
Clearer signage on walkways to trails, train, restroom	1
Directional signs leading from visitor center to trailheads	1
Directions from Skyline Lodge	1
Engraved maps along trails	1
Entry to park is confusing	1
Improve arrow signs from campsites to visitor center	1
Improve directional signage	1
Improve entrance sign at Southern Entrance	1
Improve parking near Riley Creek walk-in tent	1
Improve signs leading to Triple Lakes Trailhead	1
Information kiosk with ranger at entrance	1
Less confusing hiking trail signs near visitor center	1
"Long term parking" sign needed	1
Map of entrance area	1
Maps of trails	1
Mile markers on the Triple Lakes trail	1
More	1
More detailed maps	1
More distance signage	1
More speed limit signs	1
Names of centers are too similar and confusing	1
Parking signs	1
Post walking distances on trails	1
Provide a paper map for hikers	1
Ranger station in Talkeetna was hard to find	1
Trailhead signs	1
Visitor Center and Wilderness Access Center are two different places, this was confusing	1

## Overnight stays

### Question 3a

On this trip, did you and your personal group stay overnight away from home inside Denali or in the local area (from Nenana to Talkeetna)?

#### Results

- 85% of visitor groups stayed overnight away from home inside the park or in the local area (see Figure 29).

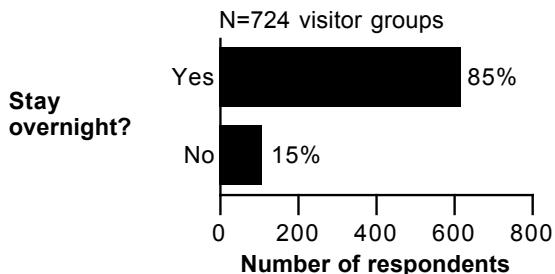


Figure 29. Visitor groups that stayed overnight inside the park or in the local area (from Nenana to Talkeetna)

### Question 3b

If YES, please list the number of nights you and your personal group stayed inside Denali (including Kantishna).

#### Results

- Of groups staying overnight away from home, 36% stayed inside the park.
  - 40% of visitor groups stayed two nights inside the park (see Figure 30).
- The average number of nights stayed inside the park was 2.7.

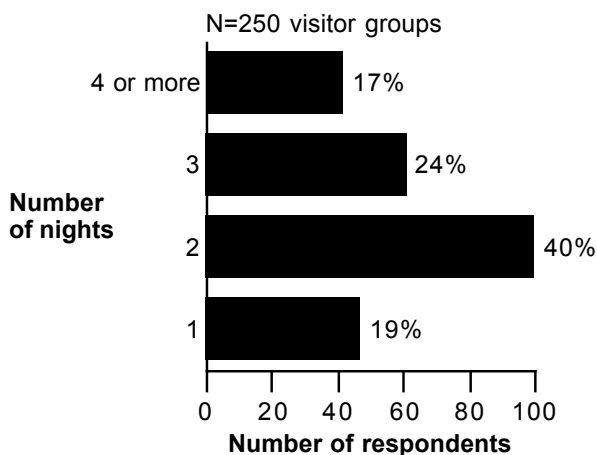


Figure 30. Number of nights spent inside the park

### Question 3b

If YES, please list the number of nights you and your personal group stayed in the Denali area (Nenana to Talkeetna).

#### Results

- Of groups staying overnight away from home, 64% stayed outside the park.
  - 42% of visitor groups stayed two nights in the Denali area (see Figure 31).
- The average number of nights stayed in the area was 2.7

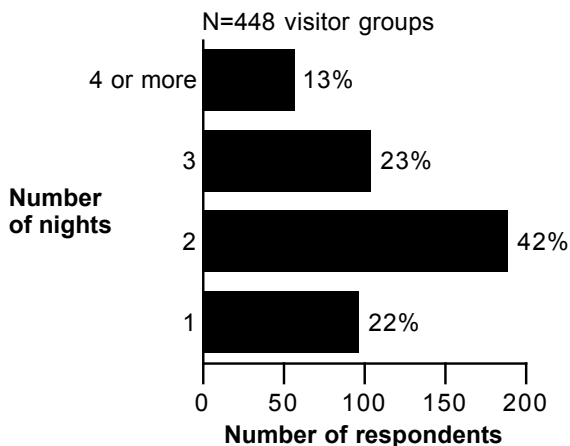


Figure 31. Number of nights spent in the Denali area (Nenana to Talkeetna)

**Accommodations used inside the park**

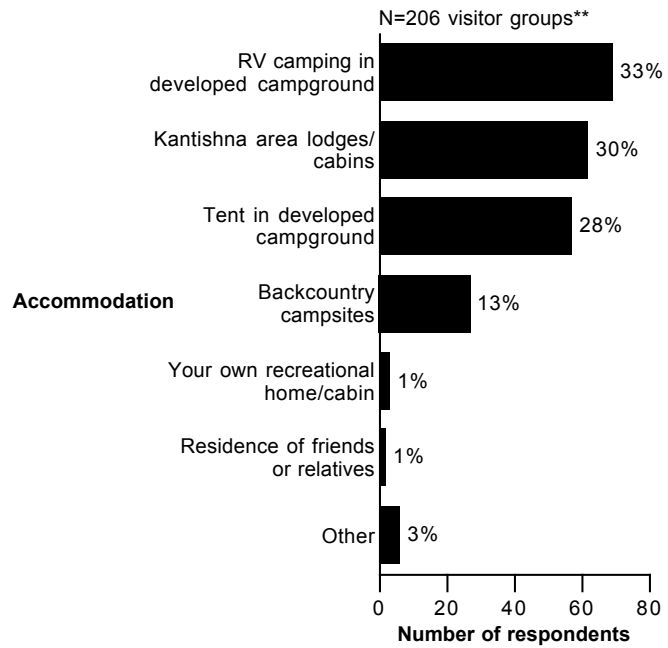
**Question 3c**

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

**Results**

- 33% of visitor groups were RV camping in a developed campground (see Figure 32).
- 30% stayed in Kantishna area lodges/cabins.
- 28% were tent camping in a developed campground.
- “Other” accommodations (3%) were:

- Murie Research camp platform tent
- RV in visitor center parking lot
- Tent



**Figure 32.** Accommodations used inside the park

NOTE: Visitor groups may not have been clear on whether their lodging was inside or outside the park.



**Accommodations used in the local area (Nenana to Talkeetna)**

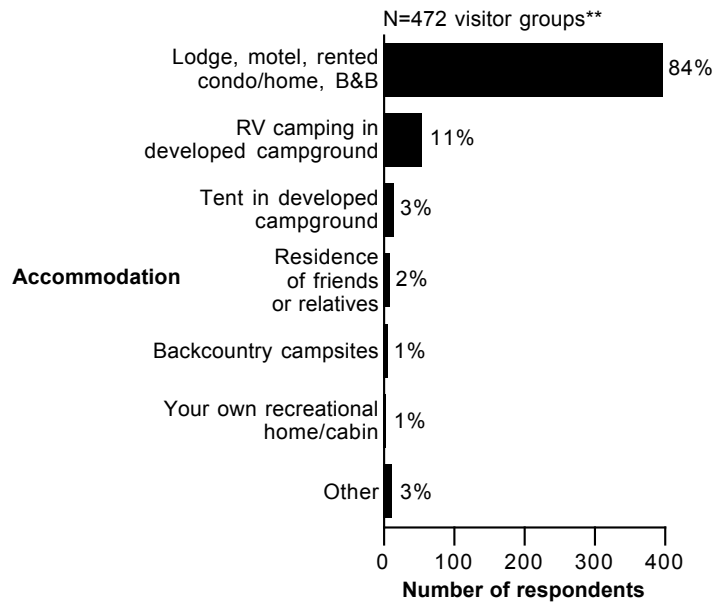
**Question 3d**

In which types of accommodations did you and your personal group spend the night(s) in the local area?

**Results**

- 84% of visitor groups stayed in a lodge, motel, rented condo/home, or bed & breakfast (see Figure 33).
- 11% were RV camping in a developed campground.
- “Other” accommodations (3%) were:

- Dry-docked in RV Vehicle
- Vehicle along roadside
- Vehicle in parking lot



**Figure 33.** Accommodations used in the local area (Nenana to Talkeetna)

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

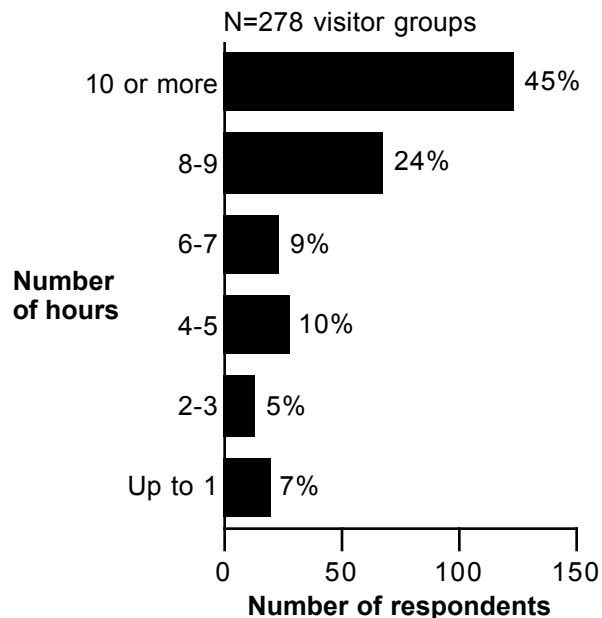
**Question 4a**

On this visit, how long did you and your personal group stay at Denali?

**Results**

**Number of hours if less than 24**

- 45% of visitor groups spent 10 or more hours (see Figure 34).
- 24% spent 8-9 hours.
- The average length of stay for visitor groups who spent less than 24 hours was 9.3 hours.



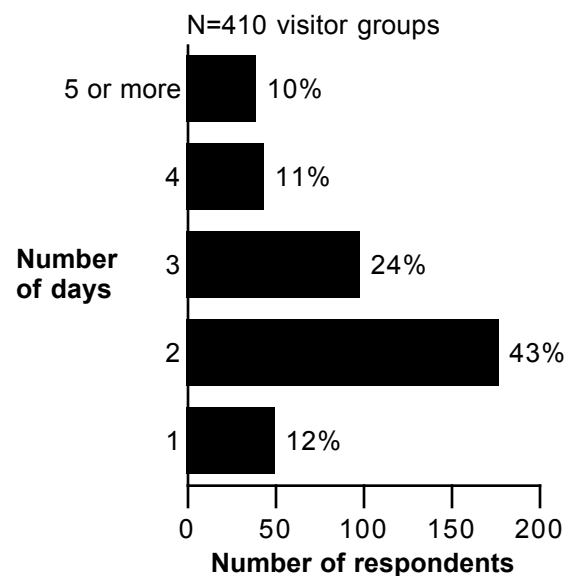
**Figure 34.** Number of hours spent in the park

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

- 43% of visitor groups spent 2 days (see Figure 35).
- 35% spent 3-4 days.
- The average length of stay for visitor groups who spent 24 hours or more was 2.9 days.

**Average length of stay**

- The average length of stay for all visitor groups was 44.7 hours or 1.9 days.



**Figure 35.** Number of days spent in the park

**Activities on previous visits**

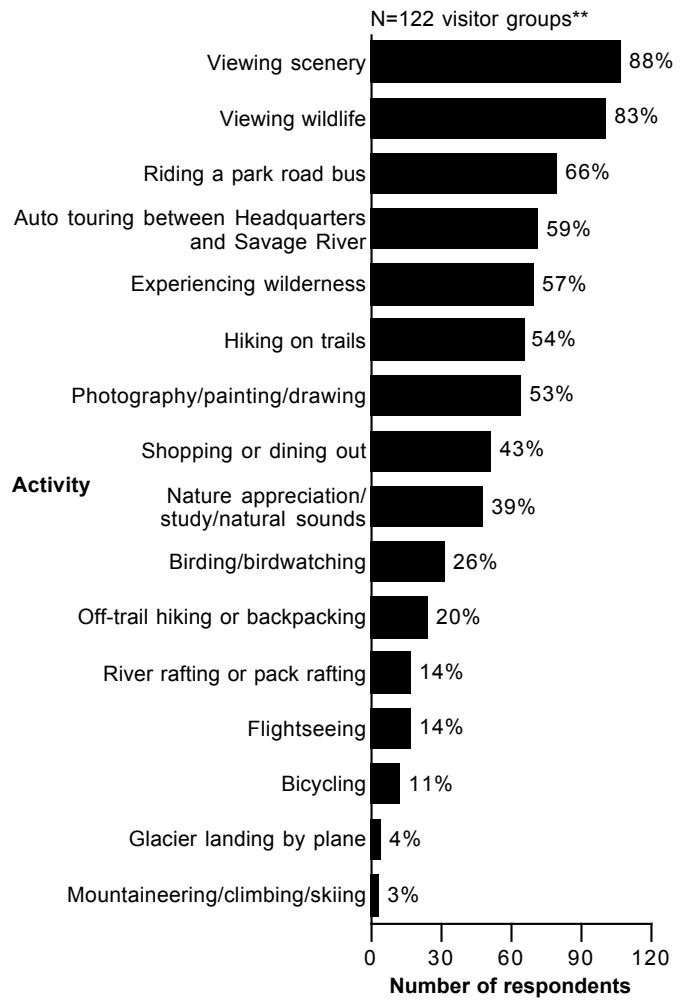
**Question 8c**

Please indicate all the activities in which you and your personal group participated on previous visits to the park.

**Results**

- As shown in Figure 36, the most common activities in which visitor groups participated on previous visits were:

88% Viewing scenery  
 83% Viewing wildlife  
 66% Riding a park road bus



**Figure 36.** Activities on previous visits

**Activities on this visit**

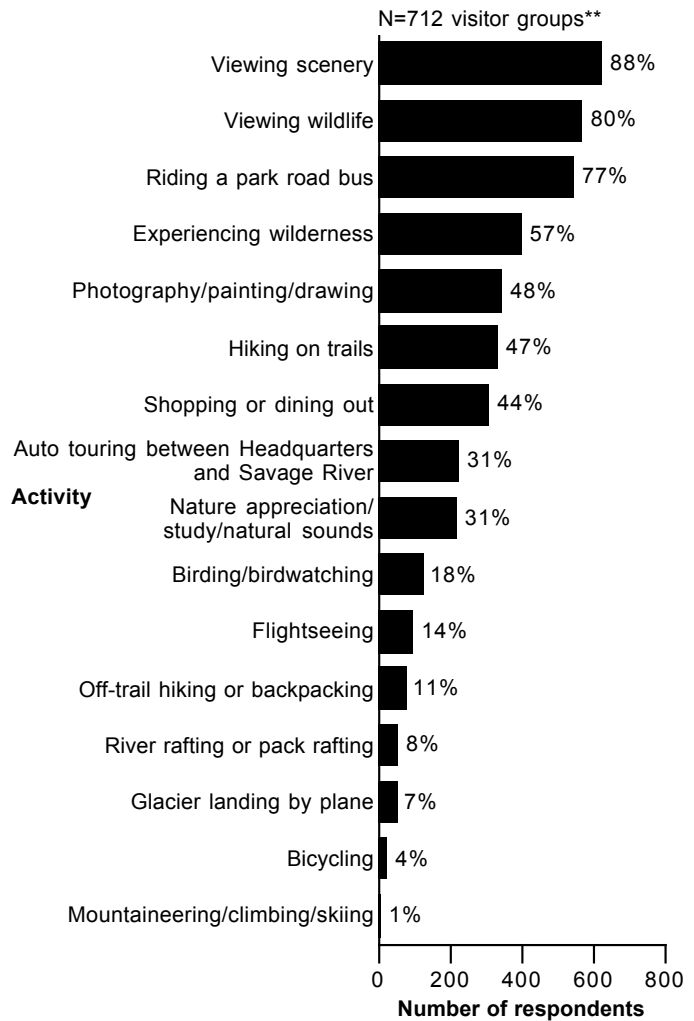
**Question 8a**

On this visit to Denali, in which activities did you and your personal group participate?

**Results**

- As shown in Figure 37, the most common activities in which visitor groups participated on this visit were:

- 88% Viewing scenery
- 80% Viewing wildlife
- 77% Riding a park road bus



**Figure 37.** Activities on this visit

**Question 8d**

Please list all other activities in which you and your personal group participated within Denali on this visit. (Open-ended)

**Results**

- 127 visitor groups listed other activities participated in on this visit (see Table 16).

**Table 16.** Other activities participated in on this visit  
(N=210 comments; some visitor groups made more than one comment)

<b>Activity</b>	<b>Number of times mentioned</b>
Dog sled demonstration	41
Ranger-led programs	25
Visit visitor center	23
Ranger-led hikes/walks	15
Viewed park film/movie	14
Visit museum	9
Viewed exhibits	8
Camping	7
Visit Murie Science Center	7
ATV ride	5
Junior Ranger program	5
Sightseeing	5
Fishing	4
ATV tour	3
Gold panning	3
Husky Homestead Tour	3
Watched movies	3
Cabin Nite Dinner Theater	2
Non-NPS bus ride	2
Ranger-led evening programs	2
Rode train	2
Berry picking	1
Educational programs	1
Horseback riding	1
Information gathering for future trips	1
Jet boat ride	1
Meeting other campers	1
Mushrooming	1
Obtain national park passport stamp	1
Obtain water	1
Off-road jeep tour	1
Picnicking	1
Played softball	1
Relaxation	1
River crossing/getting wet	1
Running	1
RV camping	1
Speaking with rangers	1

**Table 16.** Other activities participated in on this visit (continued)

<b>Activity</b>	<b>Number of times mentioned</b>
Used bathrooms	1
Visit gift and coffee shop	1
Visit interpretive centers	1
Visited bookstore	1
Visited Wilderness Access Center	1

**Importance ratings of activities**

**Question 8b**

For those activities in which you and your personal group participated on this visit, please rate on a scale from 1-5 the importance of each activity to your park experience.

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

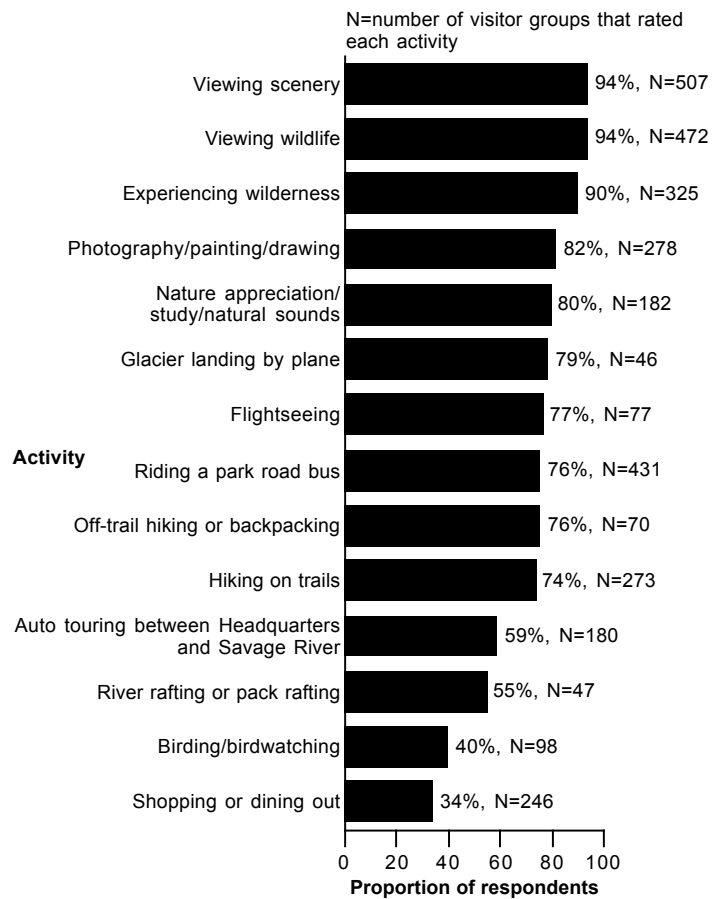
**Results**

- Figure 38 shows the combined proportions of “extremely important” and “very important” ratings of activities that were rated by 30 or more visitor groups.
- The activities receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 94% Viewing scenery
- 94% Viewing wildlife
- 90% Experiencing wilderness

- Table 17 shows the importance ratings of each activity.
- The activity receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:

- 7% Shopping or dining out



**Figure 38.** Combined proportions of “extremely important” and “very important” ratings of activities

**Table 17.** Importance ratings of activities  
(N=number of visitor groups that rated each activity)

Activity	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Auto touring on park road between Headquarters and Savage River (Mile 14)	180	3	8	29	28	31
Bicycling – <b>CAUTION!</b>	21	14	10	24	29	24
Birding/birdwatching	98	4	19	36	20	20
Viewing wildlife (other than birdwatching)	472	1	1	4	20	74
Experiencing wilderness	325	<1	1	9	27	63
Flightseeing	77	4	4	16	29	48
Glacier landing by plane in park	46	2	11	9	22	57
Hiking on trails	273	1	4	20	35	39
Mountaineering/climbing/skiing – <b>CAUTION!</b>	4	50	0	25	0	25
Nature appreciation/study/natural sounds	182	1	5	14	32	48
Off-trail hiking or backpacking	70	0	7	17	26	50
Photography/painting/drawing	278	1	4	13	32	50
Riding a park road bus	431	4	6	15	25	51
River rafting or pack-rafting	47	4	11	30	21	34
Shopping or dining out	246	7	25	34	17	17
Viewing scenery	507	<1	<1	5	19	75



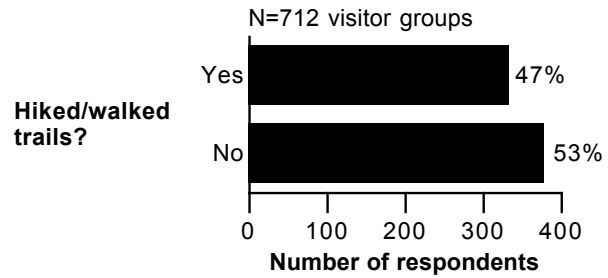
**Park trails**

**Question 9a**

On this visit, did you or your personal group hike/walk any trails in Denali?

**Results**

- 47% of visitor groups hiked/walked trails in the park (see Figure 39).



**Figure 39.** Visitor groups that hiked/walked trails in the park

**Question 9b**

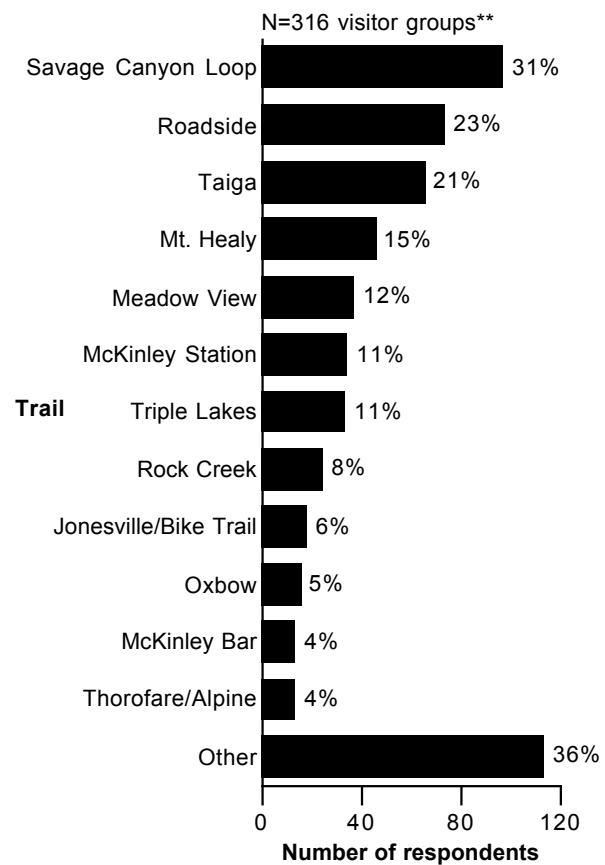
If YES, please indicate all the trails that you and your personal group used on this visit.

**Results**

- As shown in Figure 40, the most common trails in which visitor groups used on this visit were:

31% Savage Canyon Loop  
 23% Roadside  
 21% Taiga

- “Other” trails (36%) are shown in Table 18.



**Figure 40.** Trails hiked/walked in the park

**Table 18.** Other trails used on this visit  
(N=124 comments; some visitor groups made more than one comment)

<b>Trail</b>	<b>Number of times mentioned</b>
Horseshoe Lake	49
Eielson area trails	15
Visitor center trails	6
Kantishna area trails	5
Polychrome Pass trails	5
Spruce Forest	5
Wonder Lake	5
Morino	4
Blueberry Hill	3
Mountain View	3
Riley Creek Campground trails	3
Campground area trails	2
Discovery	2
Mount Margaret	2
Backcountry lodge	1
Bison Creek Trail	1
Camp Denali	1
Cathedral area	1
Cathedral Mountain	1
Exit Glacier	1
Igloo Road	1
Mile 14 checkpoint	1
Mirror Lake	1
Moose Creek Trail	1
Murie Science Center trails	1
Quigleys Cabin trail	1
Savage Patrol Cabin	1
South side Denali	1
Wickersham Dome	1

### ***Reasons for hiking/walking park trails***

---

#### **Question 9c**

Why did you and your personal group choose to hike/walk the trails that you did? (Open-ended)

#### **Results**

- 271 visitor groups listed reasons why they chose to hike/walk trails on this visit (see Table 19).

**Table 19.** Reasons visitor groups hiked/walked on this visit (N=439 comments; some visitor groups made more than one comment)

<b>Reason</b>	<b>Number of times mentioned</b>
Time constraint	44
Length of hike	39
Level of difficulty (easy, moderate, difficult, etc.)	39
Scenic views	29
Part of guided tour	24
Accessibility	20
View wildlife	19
Proximity to lodging/campsite	17
Trail was recommended	15
Physical ability/limitation	13
Exercise	12
Proximity to visitor center	12
Visit specific location	11
Convenience	8
Proximity	8
Enjoy hiking	7
No particular reason	7
See more of park	7
On bus route	6
Safety	6
Access to shuttle bus	5
Access to/from dog kennels	5
Composition of group (young/old)	5
Previous experience	5
Experience wilderness	4
Solitude	4
Enjoy the beauty	3
Experience park	3
Fast	3
For fun	3
Stretch legs	3
Trail close by	3
Trail was well marked	3
View wildflowers	3
Weather	3
Access to Internet	2

**Table 19.** Reasons visitor groups hiked/walked on this visit (continued)

Reason	Number of times mentioned
Accessible by car	2
Enjoy outdoor setting	2
Experience open spaces	2
Exploring	2
It was free	2
Killing time	2
Last trail before buses only	2
Seemed interesting	2
Take photographs	2
View Mt. McKinley	2
View nature	2
Other reasons	17

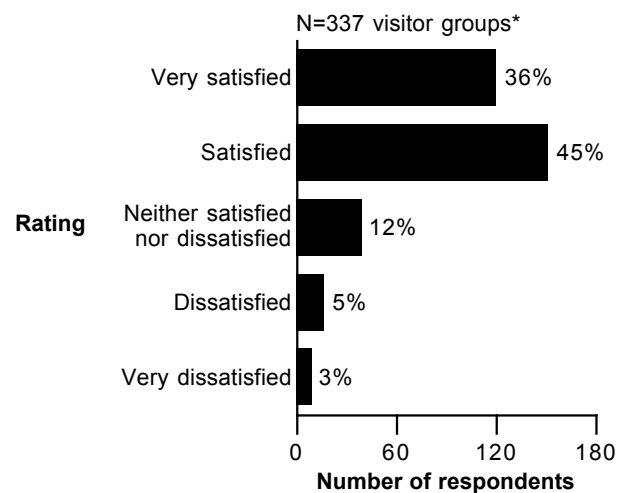
### ***Satisfaction with existing network of trails in the park***

#### **Question 9d**

On this visit, how satisfied were you and your personal group with the existing trail network in Denali?

#### **Results**

- 81% of visitor groups rated their satisfaction with the existing network of trails in the park as “very satisfied” or “satisfied” (see Figure 41).
- 12% were neither satisfied nor dissatisfied.
- 8% rated their satisfaction as “very dissatisfied” or “dissatisfied.”



**Figure 41.** Satisfaction with existing network of trails in the park

**Question 9e**

If you responded to part d above with “very dissatisfied” or “dissatisfied,” please explain. (Open-ended)

**Results – Interpret with CAUTION!**

- 28 visitor groups listed reasons why they were “very dissatisfied” or “dissatisfied” with the existing network of trails in the park (see Table 20).

**Table 20.** Reasons visitor groups were “very dissatisfied” or “dissatisfied” with the existing network of trails in the park (N=30 comments; some visitor groups made more than one comment) – **CAUTION!**

<b>Reason</b>	<b>Number of times mentioned</b>
Not enough trails	3
Because of the ranger	1
Didn't have enough time to hike all trails we would have liked	1
Horseshoe - didn't know where to go or how to begin from shuttle with no trail	1
Horseshoe - not enough wilderness feeling	1
If you put someone on the bus, a trail is nice to walk	1
Limited trails	1
Longer developed trails further into park	1
More access roads needed	1
More accessible trails without paying for bus ride	1
Need better signage to trailheads	1
Need longer trails	1
Need more accessible trails in middle of park	1
Need more choices of easy or moderate hikes on trails near public toilets	1
Need more difficult hikes	1
Need more difficult trails	1
Need more options at stops on shuttle bus	1
Need more short hikes	1
Not enough free trails	1
Please post distance markers on trails	1
Prefer trails, not traversing without trails	1
Savage Trail - a longer trail would be great	1
Taiga - followed signs, but got lost	1
Trails near entrance too close to road	1
We were on a clock and needed times	1
Wonder Lake - need more hiking	1
Would like to see some trails pets can be taken on	1
Would like trails at rest stops, e.g. Toklat	1

***Travel within the park***

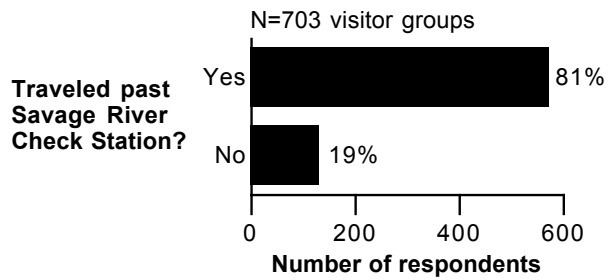
**Question 10a**

On this visit, which of the following did you and your personal group use to travel past Savage River Check Station (Mile 14)?

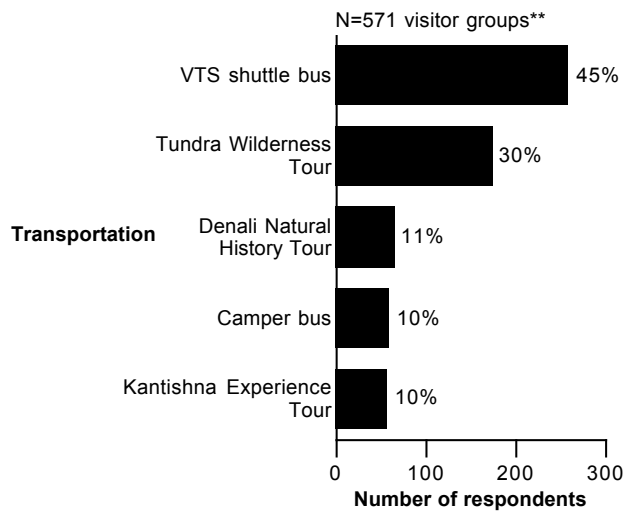
**Results**

- 81% of visitor groups used transportation to travel past Mile 14 (see Figure 42).
- As shown in Figure 43, the most common transportation used to travel past Mile 14 on this visit were:

- 45% VTS shuttle bus
- 30% Tundra Wilderness Tour



**Figure 42.** Visitor groups that traveled past Mile 14



**Figure 43.** Transportation used to travel past Mile 14

**Question 10b**

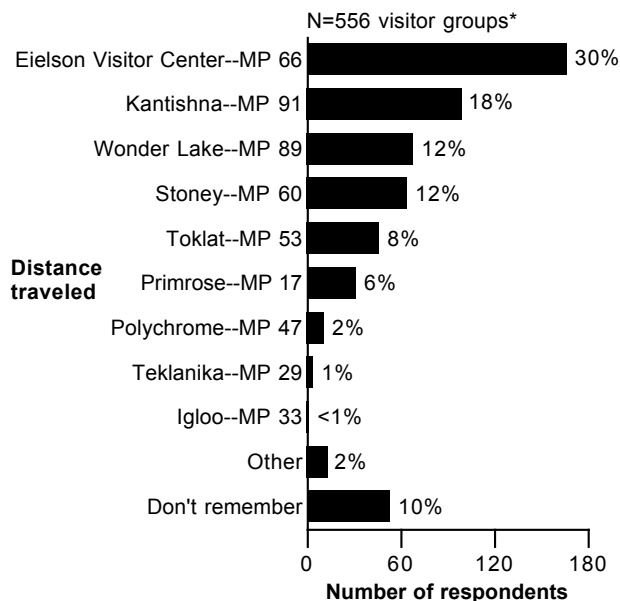
On this visit, how far along the park road did your and your personal group go? (MP=Milepost)

**Results**

- As shown in Figure 44, the distances most common traveled along the park road on this visit were:

30% Eielson Visitor Center--MP 66  
 18% Kantishna--MP 91  
 12% Wonder Lake--MP 89  
 12% Stoney--MP 60

- “Other” distances traveled (2%) are shown in Table 21.



**Figure 44.** Distance traveled along the park road

**Table 21.** “Other” distances traveled on the park road (N=15 comments; some visitor groups made more than one comment) – **CAUTION!**

Distance	Number of times mentioned
Savage Area	6
Tundra Tour end point	4
Denali Backcountry Lodge	2
6.5 shuttle bus	1
Backcountry Adventure Tour	1
Between Polychrome and Stoney	1
Discovery Hike	1
Sled dog kennels	1

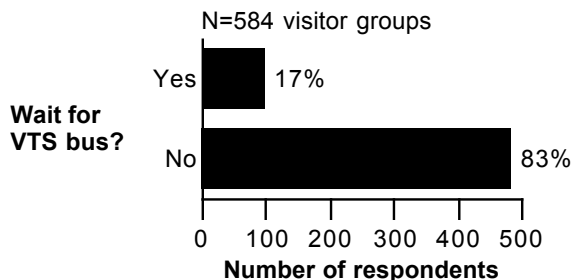
**VTS shuttle or camper bus use along the park road**

**Question 11a**

During this visit, did you and your personal group have to wait for any VTS buses (shuttle or camper) to pick you up along the park road? This does NOT include courtesy buses in the entrance area.

**Results**

- 17% of visitor groups waited for a VTS bus (see Figure 45).



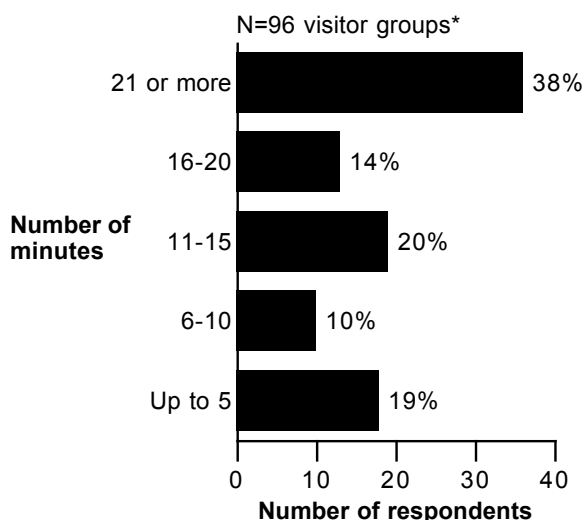
**Figure 45.** Visitor groups that waited for any VTS buses

**Question 11b**

If YES, how long did you and your personal group have to wait?

**Results**

- Of the visitor groups that had to wait for a VTS bus, 38% waited 21 or more minutes (see Figure 46).
- 20% waited 11-15 minutes.
- 19% waited up to 5 minutes.



**Figure 46.** Length of wait for VTS bus

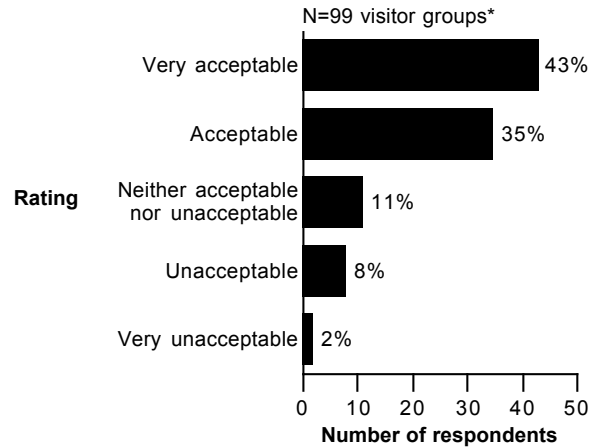


**Question 11c**

How acceptable was this wait time?

**Results**

- 78% of visitor groups rated the acceptability of their wait for the VTS bus of as “very acceptable” or “acceptable” (see Figure 47).
- 10% rated the acceptability of their wait as “very unacceptable” or “unacceptable.”



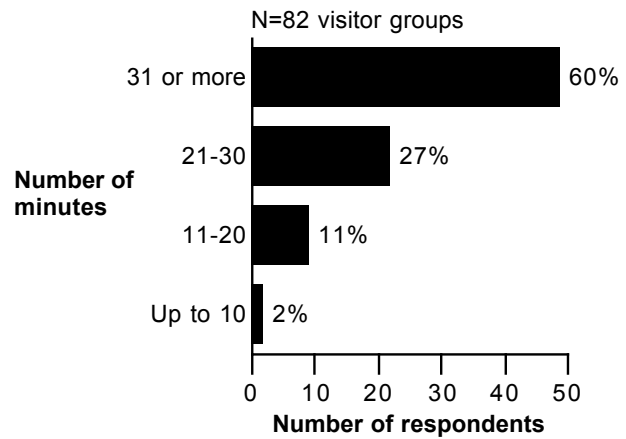
**Figure 47.** Acceptability of length of wait for VTS bus on this visit

**Question 11d**

In your opinion, at what point is the wait time for a roadside shuttle no longer acceptable?

**Results**

- 60% of visitor groups felt a wait of 31 or more minutes for a VTS bus would be unacceptable (see Figure 48).
- 27% felt a wait of 21-30 minutes would be unacceptable.



**Figure 48.** Opinions about unacceptable length of wait for VTS bus

***Vehicles seen beyond Mile 14***

**Question 12a**

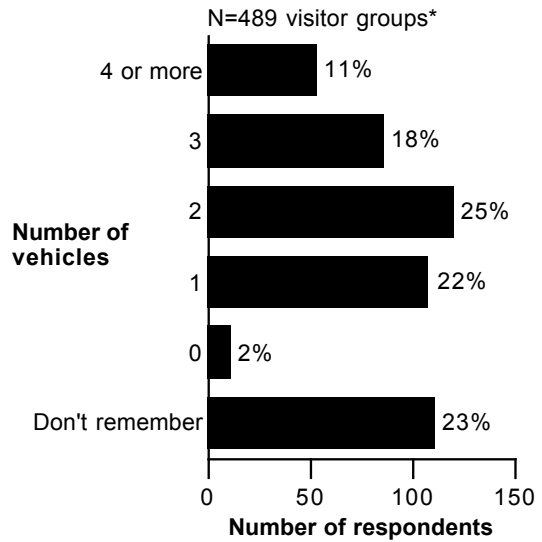
For this visit, on your first bus ride on the Denali Park Road beyond Mile 14, how many other vehicles did you see at each of the following locations?

**Results**

Number of vehicles seen

At wildlife stops

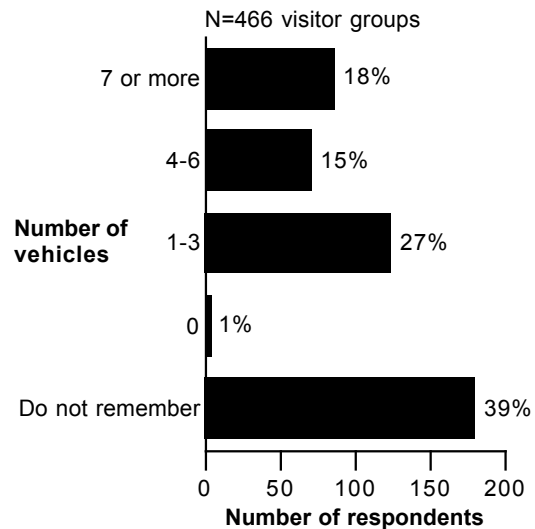
- 25% of visitor groups saw 2 vehicles (see Figure 49).
- 23% did not remember how many vehicles they saw.
- 22% saw 1 vehicle.



**Figure 49.** Number of vehicles seen at wildlife stops

While moving along Denali Park Road

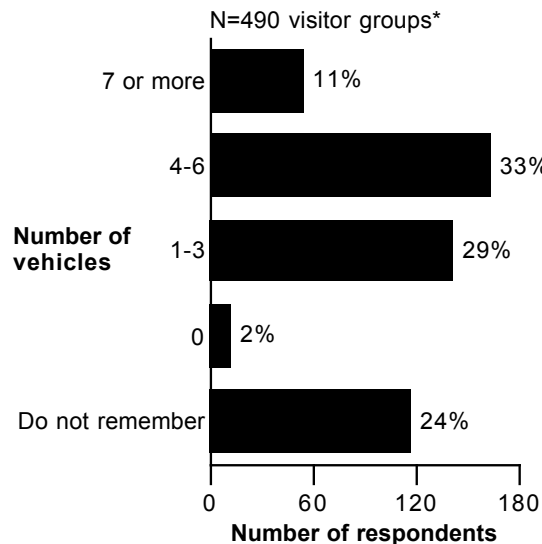
- 39% of visitor groups did not remember how many vehicles they saw (see Figure 50).
- 27% saw 1-3 vehicles.
- 18% saw 7 or more vehicles.



**Figure 50.** Number of vehicles seen while moving along the Denali Park Road

At restroom stops

- 33% of visitor groups saw 4-6 vehicles (see Figure 51).
- 29% saw 1-3 vehicles.
- 24% did not remember how many vehicles they saw.



**Figure 51.** Number of vehicles seen at restroom stops

***Crowding by vehicles beyond Mile 14***

**Question 12b**

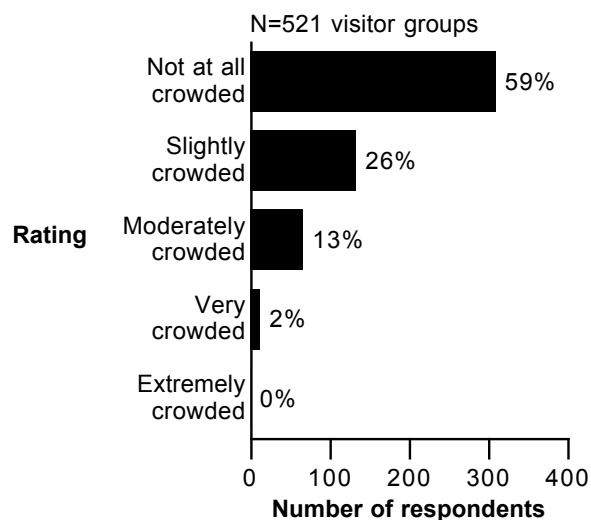
Given the number of other vehicles, how crowded did you feel at these locations?

**Results**

**Crowding by vehicles**

At wildlife stops

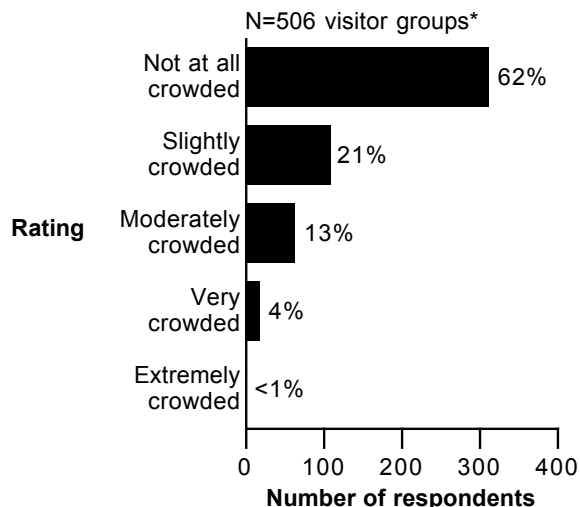
- 59% of visitor groups rated crowding by vehicles at wildlife stops as “not at all crowded” (see Figure 52).
- 41% rated crowding by vehicles as “slightly crowded” or “moderately crowded” or “very crowded.”



**Figure 52.** Crowding by vehicles at wildlife stops

While moving along Denali Park Road

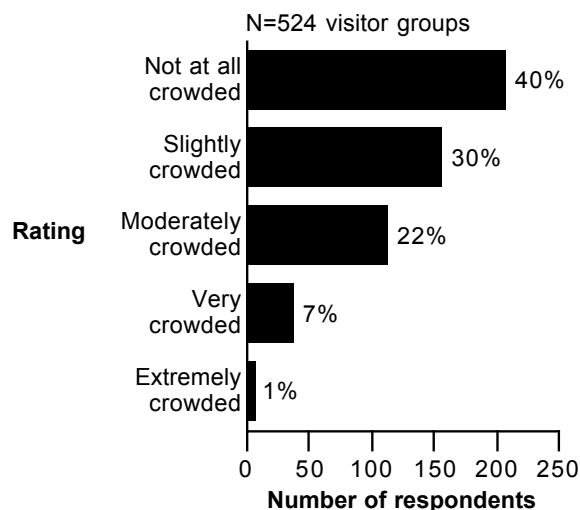
- 62% of visitor groups rated crowding by vehicles while moving along Denali Park Road as “not at all crowded” (see Figure 53).
- 38% rated crowding by vehicles as “slightly crowded” or “moderately crowded” or “very crowded.”



**Figure 53.** Crowding by vehicles while moving along the Denali Park Road

At restroom stops

- 40% of visitor groups rated crowding by vehicles at restroom stops as “not at all crowded” (see Figure 54).
- 59% rated crowding by vehicles as “slightly crowded” or moderately crowded” or “very crowded.”



**Figure 54.** Crowding by vehicles at restroom stops

## Importance of limiting vehicles beyond Mile 14

### Question 12c

In your opinion, how important is it for park managers to limit the number of vehicles to ensure an enjoyable visitor experience?

#### Results

#### Importance of limiting vehicles

##### At wildlife stops

- 50% of visitor groups rated the importance of limiting vehicles at wildlife stops as “extremely important” or “very important” (see Figure 55).
- 9% rated the importance of limiting vehicles as “not important.”

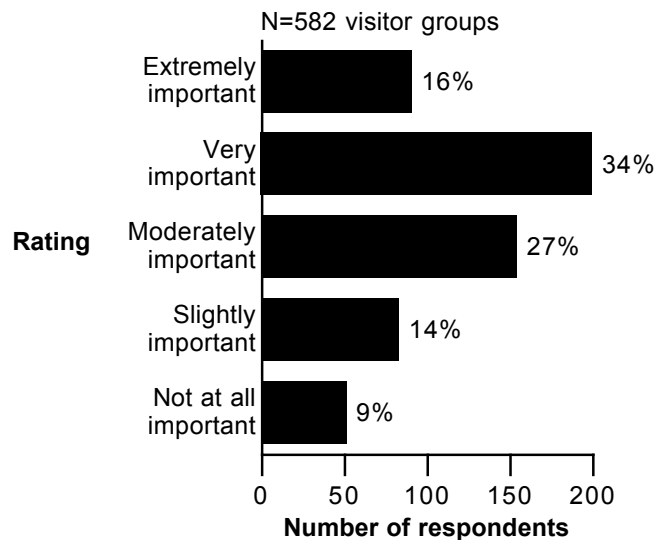


Figure 55. Importance of limiting vehicles at wildlife stops

##### While moving along Denali Park Road

- 45% of visitor groups rated the importance of limiting vehicles while moving along Denali Park Road as “extremely important” or “very important” (see Figure 56).
- 8% rated the importance of limiting vehicles as “not important.”

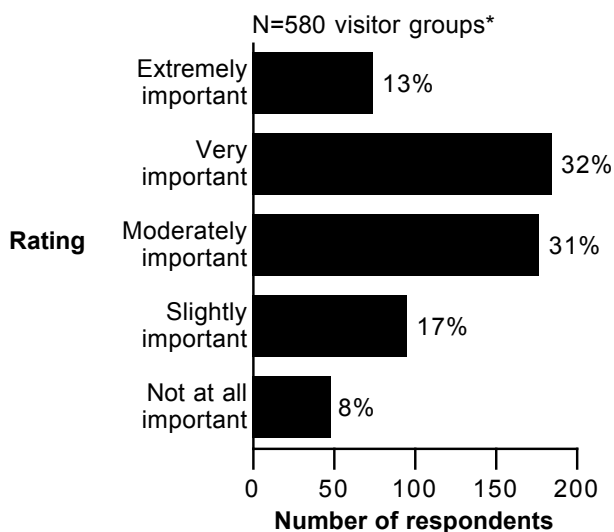
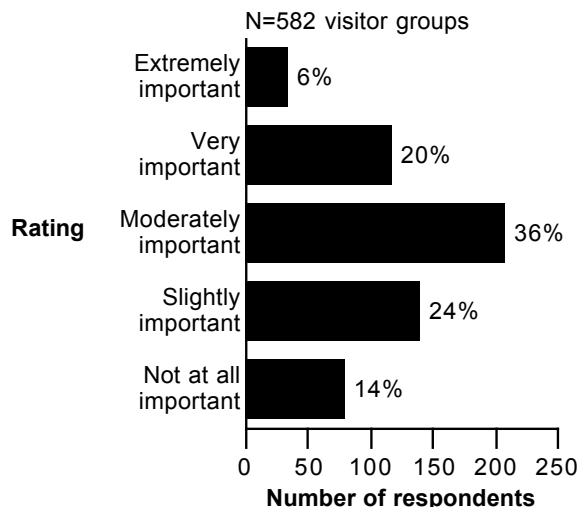


Figure 56. Importance of limiting vehicles while moving along the Denali Park Road

At restroom stops

- 26% of visitor groups rated the importance of limiting vehicles at restroom stops as “extremely important” or “very important” (see Figure 57).
- 14% rated the importance of limiting vehicles as “not important.”



**Figure 57.** Importance of limiting vehicles at restroom stops

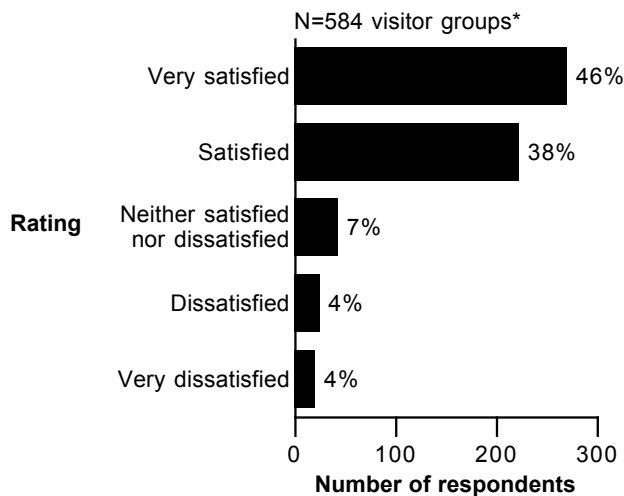
***Experience of viewing wildlife along the park road***

**Question 12d**

How satisfied were you with the experience of viewing wildlife on the park road during your bus trip?

**Results**

- 84% of visitor groups rated their satisfaction with viewing wildlife along the park road as “very satisfied” or “satisfied” (see Figure 58).
- 8% rated their satisfaction as “very dissatisfied” or “dissatisfied.”



**Figure 58.** Satisfaction with experience of viewing wildlife along the park road

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

### *Visitor facilities used on past visits*

**Question 14d**

Finally, please indicate all the visitor facilities that you and your personal group have used on past visits.

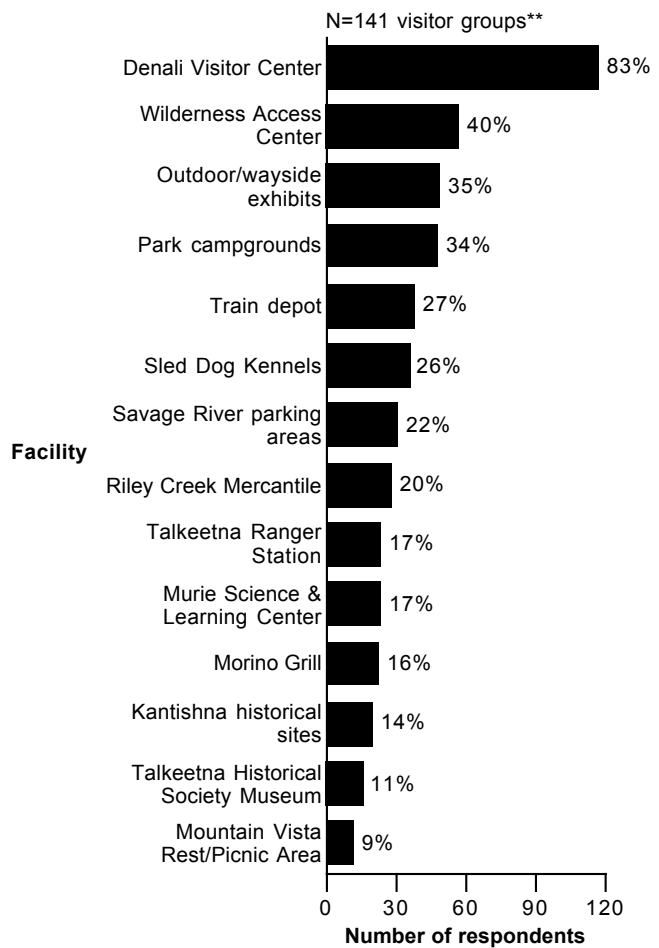
**Results**

- As shown in Figure 59, the most common visitor facilities used by visitor groups on past visits were:

83% Denali Visitor Center  
 40% Wilderness Access Center  
 35% Outdoor/wayside exhibits  
 34% Park campgrounds

- The least used facility was:

9% Mountain Vista Rest/Picnic Area



**Figure 59.** Visitor facilities used on past visits

**Visitor facilities used on this visit**

**Question 14a**

Please indicate all of the visitor facilities that you and your personal group used during this visit to Denali.

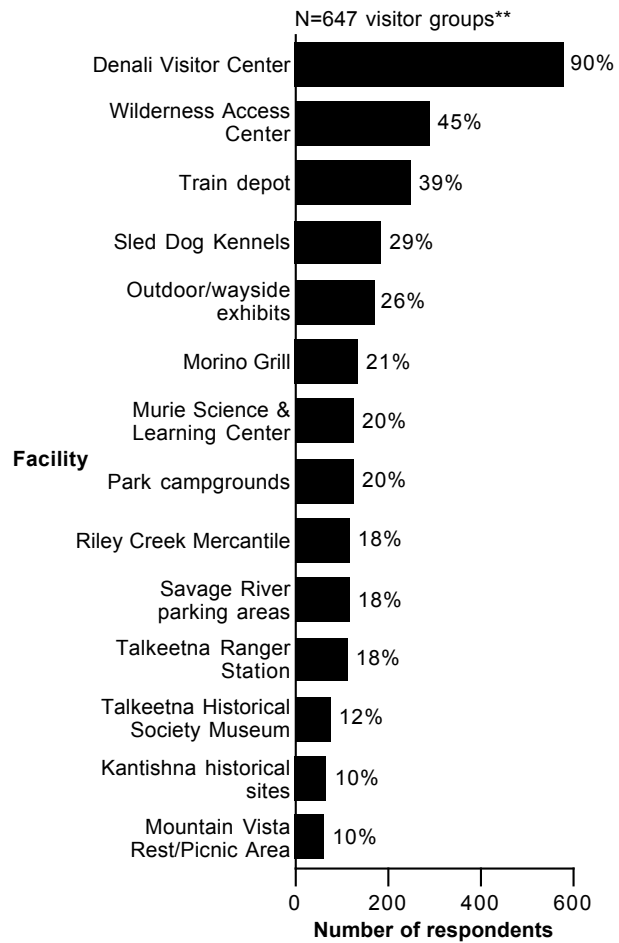
**Results**

- As shown in Figure 60, the most common visitor facilities used by visitor groups on this visit were:

90% Denali Visitor Center  
 45% Wilderness Access Center  
 39% Train depot

- The least used facilities were:

10% Kantishna historical sites  
 10% Mountain Vista Rest/Picnic Area



**Figure 60.** Visitor facilities used on this visit



### Importance ratings of visitor facilities

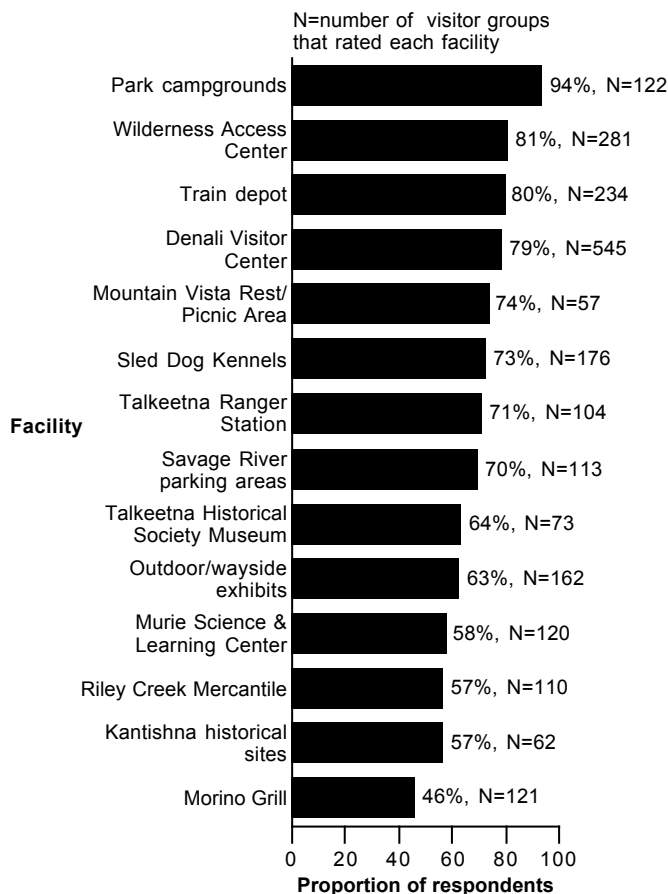
#### Question 14b

For only those visitor facilities that you and your personal group used on this visit, please rate their importance from 1-5.

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

#### Results

- Figure 61 shows the combined proportions of “extremely important” and “very important” ratings of visitor facilities that were rated by 30 or more visitor groups.
- The facilities receiving the highest combined proportions of “extremely important” and “very important” ratings were:
  - 94% Park campgrounds
  - 81% Wilderness Access Center
  - 80% Train depot
- Table 22 shows the importance ratings of each facility.
- The facility receiving the highest “not at all important” rating that was rated by 30 or more visitor groups was:
  - 7% Morino Grill



**Figure 61.** Combined proportions of “extremely important” and “very important” ratings of visitor facilities

**Table 22.** Importance ratings of visitor facilities  
(N=number of visitor groups that rated each facility)

Facility	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Denali Visitor Center	545	1	5	15	32	47
Kantishna historical sites	62	2	13	29	31	26
Morino Grill	121	7	9	39	30	16
Mountain Vista Rest/ Picnic Area	57	0	9	18	46	28
Murie Science & Learning Center	120	4	15	23	28	30
Outdoor/wayside exhibits	162	1	7	28	40	23
Park campgrounds	122	0	2	4	21	73
Riley Creek Mercantile	110	2	13	29	22	35
Savage River parking areas	113	1	2	27	39	31
Sled Dog Kennels	176	1	6	20	35	38
Talkeetna Historical Society Museum	73	4	4	27	34	30
Talkeetna Ranger Station	104	1	6	23	33	38
Train depot	234	2	3	16	30	50
Access Center	281	1	3	15	33	48

**Quality ratings of visitor facilities**

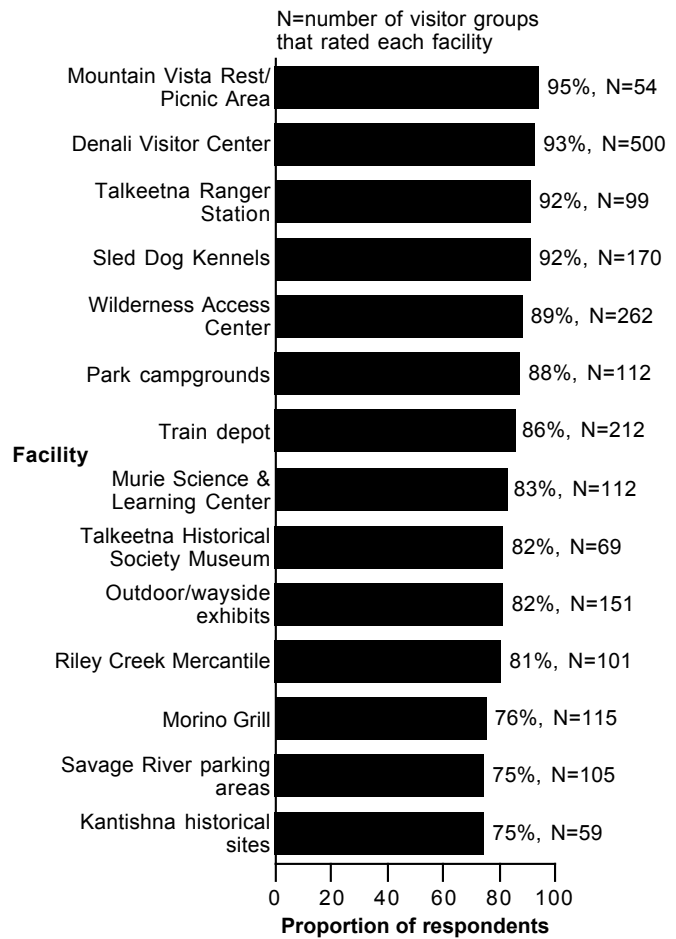
**Question 14c**

For only those visitor facilities that you and your personal group used on this visit, please rate their quality from 1-5.

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

**Results**

- Figure 62 shows the combined proportions of “very good” and “good” ratings of visitor facilities that were rated by 30 or more visitor groups.
- The facilities receiving the highest combined proportions of “very good” and “good” ratings were:
  - 95% Mountain Vista Rest/Picnic Area
  - 93% Denali Visitor Center
  - 92% Talkeetna Ranger Station
  - 92% Sled Dog Kennels
- Table 23 shows the quality ratings of each facility.
- The facility receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:
  - 2% Kantishna historical sites



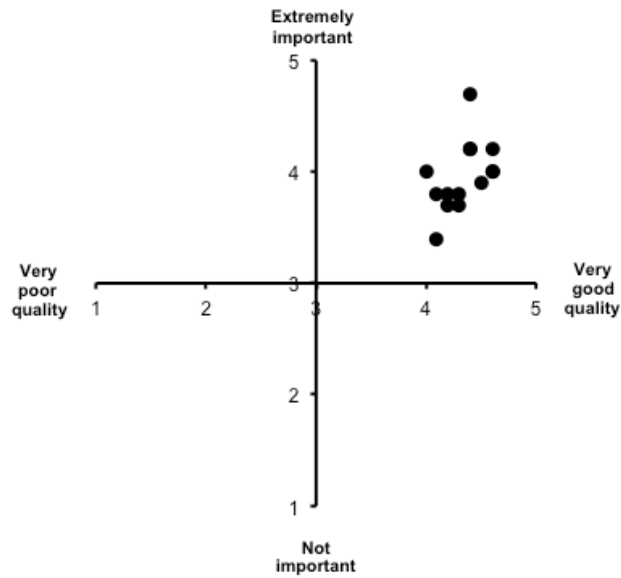
**Figure 62.** Combined proportions of “very good” and “good” ratings of visitor facilities

**Table 23.** Quality ratings of visitor facilities  
(N=number of visitor groups that rated each facility)

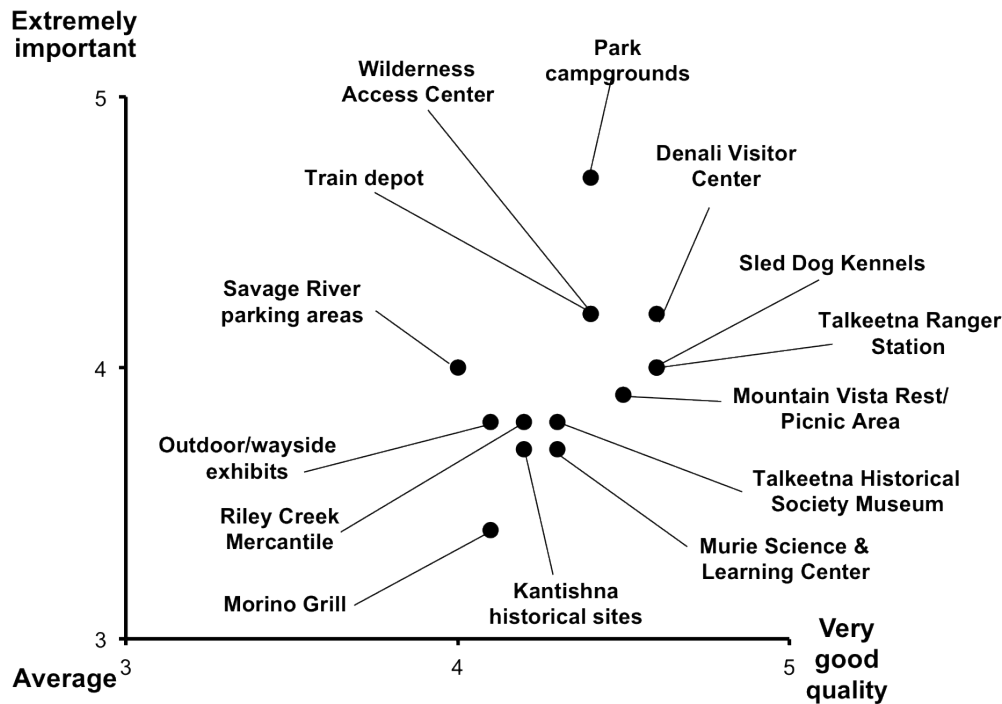
Facility	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Denali Visitor Center	500	<1	1	6	30	63
Kantishna historical sites	59	2	5	19	22	53
Morino Grill	115	1	3	20	40	36
Mountain Vista Rest/ Picnic Area	54	0	0	6	43	52
Murie Science & Learning Center	112	0	2	16	37	46
Outdoor/wayside exhibits	151	0	1	17	49	33
Park campgrounds	112	0	3	9	38	50
Riley Creek Mercantile	101	0	3	17	39	42
Savage River parking areas	105	1	7	17	40	35
Sled Dog Kennels	170	0	1	8	26	66
Talkeetna Historical Society Museum	69	0	3	15	36	46
Talkeetna Ranger Station	99	0	0	8	29	63
Train depot	212	0	1	12	36	50
Access Center	262	<1	2	9	34	55

**Mean scores of importance and quality ratings of visitor facilities**

- Figures 63 and 64 show the mean scores of importance and quality ratings of visitor facilities that were rated by 30 or more visitor groups.
- All visitor facilities were rated above average.



**Figure 63.** Mean scores of importance and quality ratings of visitor facilities



**Figure 64.** Detail of Figure 63

### ***Reasons for “very poor” or “poor” ratings of facilities***

#### **Question 14e**

If you rated any of the above facilities as “very poor” or “poor,” please explain why.  
(Open-ended)

#### **Results**

- 51 visitor groups listed reasons why they rated visitor facilities as “very poor” or “poor” (see Table 24).

**Table 24.** Reasons visitor groups rated facilities as “very poor” or “poor” (N=67 comments; some visitor groups made more than one comment)

<b>Facility</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Denali Visitor Center	Crowded	1
	More restrooms needed	1
	Sent to wrong area	1
	Video totally uninformative	1
	Visitor Center and Wilderness Access Center should be located on same site – two places to go to book Discovery Hike	1
Kantishna historical sites	A long way for very little	1
	Locked, barren, looked uninvited in. No guide there to bring it to life.	1
	Not much historical information from shuttle bus	1
	Rapid travel through area on shuttle bus	1
Morino Grill	Overpriced	2
	Poor service	2
	Poor quality	2
	Mediocre selection	1
	Opening hours	1
	Slow	1
	Undercooked	1
	Wanted lunch/dinner hours extended for Morino Grill	1
Murie Science & Learning Center	Expected more exhibits	1
	No information on flora/plants of Denali	1
Outdoor/wayside exhibits	Crowded	1
	Difficult to read from car	1
	Few	1
Park campgrounds	Noise from aircraft	1
	Noisy use of other peoples' generators not appreciated; recommend no generator loops	1
	Poor facilities (e.g. toilets, tables)	1
	Poor condition compared to other national and state parks visited in Alaska	1
	Riley Creek showers too expensive	1
	Wonder Lake campgrounds too close to each other; noise was an issue	1

**Table 24.** Reasons visitor groups rated facilities as “very poor” or “poor” (continued)

<b>Facility</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Riley Creek Mercantile	For the price and having to stay on rocks	1
	Had no fresh vegetables, fresh fruit, first aid supplies or over-the-counter cold medicines, or camping supplies, like trash bags, etc.	1
	Line was too long	1
	Showers dirty	1
	Some of the employees were very rude	1
	The girls that helped get a ticket on the green tour bus were the most rude people I and the rest of our party met on our entire vacation, including Canada and Alaska	1
Savage River parking areas	Need more parking spaces	8
	No path back to parking after finishing loop trail	1
Sled Dog Kennels	Dog kennel bus driver was not appropriate in trying to get us all to do as he instructed	1
	Ranger talked too much about wilderness when we were all really interested in the dogs	1
Talkeetna Historical Society Museum	Man was rude, irritable, and hostile	1
	Only "gifts"	1
	Roped off	1
Talkeetna Ranger Station	Difficult to find	1
	Need signs in town to find Talkeetna Ranger Station	1
Train depot	Didn't see any signs	1
	Limited restrooms	1
	Not enough clear information once off train for Denali stay and going to accommodations. 1 hour before we knew what coach train, the same situation. As independent/Princess Dome travelers from UK, not helpful.	1
	Not enough staff	1
	Restrooms were out of order	1
	Restrooms - only half of women's stalls working	1
	Too crowded	1
	Uninformed staff	1
	Very unorganized	1
	Waited 15 minutes for luggage	1
Wilderness Access Center	Poor service	1
	Poor information provided	1
	Ticket seller was not polite, no smile, impatient	1
	Two not so friendly/helpful people at desk for reservations. We were surprised that they didn't smile and seemed almost annoyed.	1

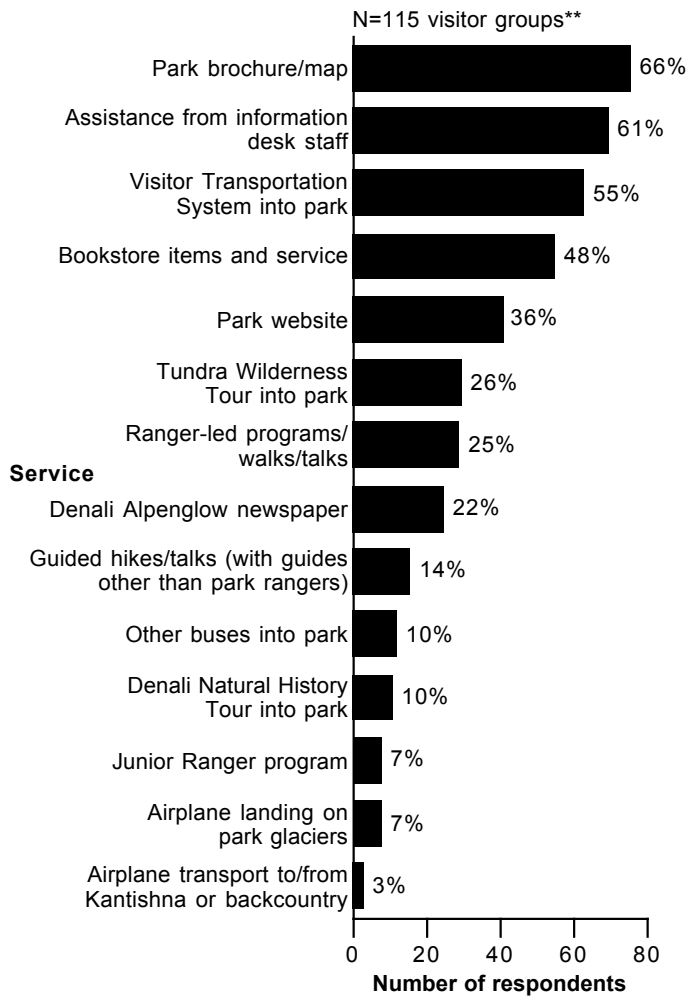
**Services used on past visits**

**Question 15d**

Finally, please indicate all the services that you and your personal group have used on past visits.

**Results**

- As shown in Figure 65, the most common services used by visitor groups on past visits were:
  - 66% Park brochure/map
  - 61% Assistance from information desk staff
  - 55% Visitor Transportation System into park
- The least used service was:
  - 3% Airplane transport to/from Kantishna or backcountry



**Figure 65.** Services used on past visits



**Services used on this visit**

**Question 15a**

Please indicate all of the services that you and your personal group used during this visit to Denali.

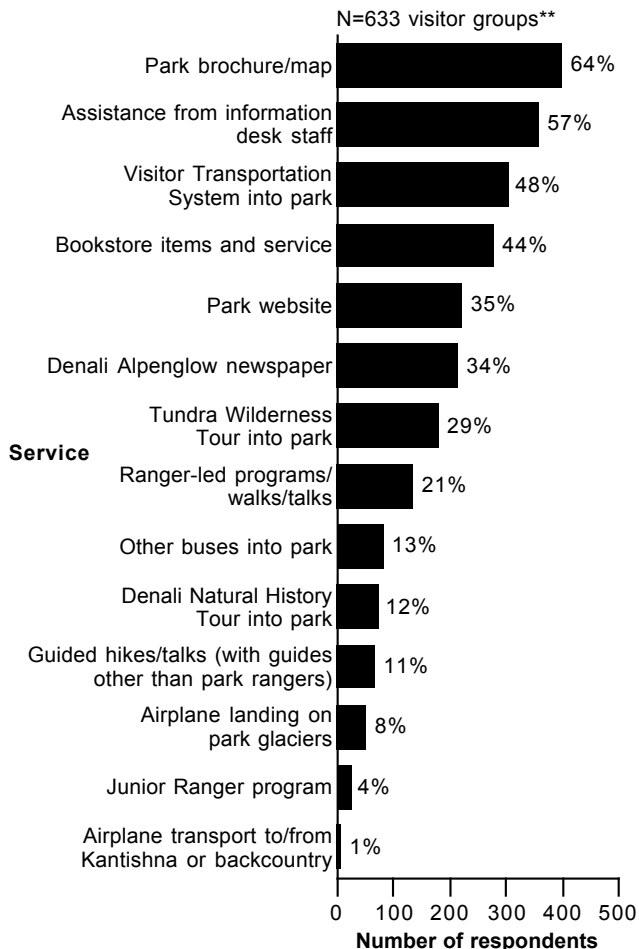
**Results**

- As shown in Figure 66, the most common services used by visitor groups on this visit were:

- 64% Park brochure/map
- 57% Assistance from information desk staff
- 48% Visitor Transportation System into park

- The least used service was:

- 1% Airplane transport to/from Kantishna or backcountry



**Figure 66.** Services used on this visit

**Importance ratings of services**

**Question 15b**

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

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

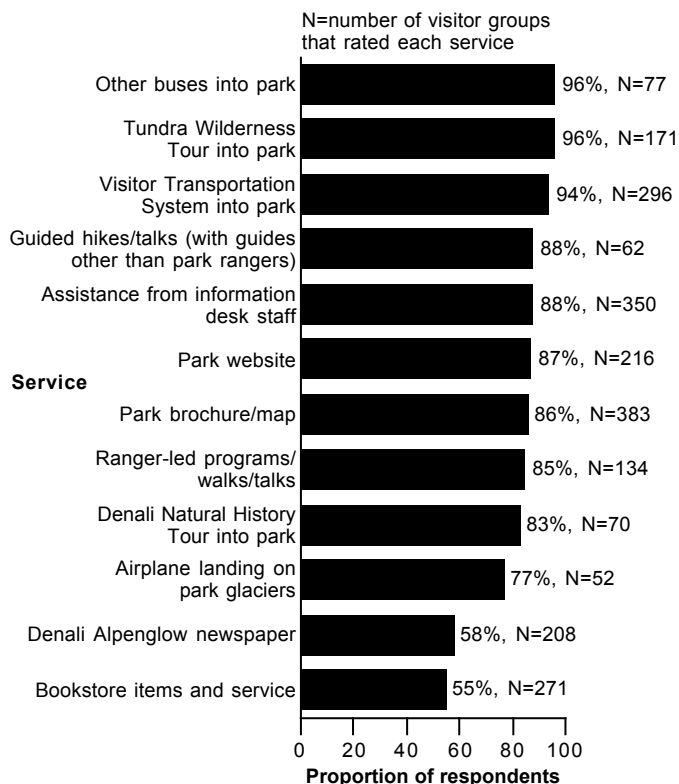
**Results**

- Figure 67 shows the combined proportions of “extremely important” and “very important” ratings of services that were rated by 30 or more visitor groups.
- The services receiving the highest combined proportions of “extremely important” and “very important” ratings were:

- 96% Other buses into park
- 96% Tundra Wilderness Tour into park
- 94% Visitor Transportation System into park

- Table 25 shows the importance ratings of each service.
- The service receiving the highest “not important” rating that was rated by 30 or more visitor groups was:

- 2% Airplane landing on park glaciers



**Figure 67.** Combined proportions of “extremely important” and “very important” ratings of services

**Table 25.** Importance ratings of services  
(N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Airplane landing on park glaciers	52	2	2	19	25	52
Airplane transport to/from Kantishna or backcountry – <b>CAUTION!</b>	8	0	0	13	13	75
Assistance from information desk staff	350	0	1	11	37	51
Bookstore items and service	271	1	10	34	31	24
Denali Alpenglow newspaper	208	1	10	31	29	29
Guided hikes/talks (with guides other than park rangers)	62	0	0	11	32	56
Junior Ranger program – <b>CAUTION!</b>	24	0	4	21	17	58
Denali Natural History Tour into park (tan bus, 3-4 hours)	70	1	0	16	26	57
Tundra Wilderness Tour (TWT) into park (tan bus, 6-8 hours)	171	1	1	2	23	73
Visitor Transportation System (VTS) into park (green shuttle bus)	296	0	1	5	22	72
Other buses into park (to Kantishna)	77	0	1	3	17	79
Park brochure/map	383	<1	1	13	31	55
Park website (www.nps.gov/dena)	216	1	2	10	31	56
Ranger-led programs/walks/talks	134	0	2	13	33	52

### Quality ratings of services

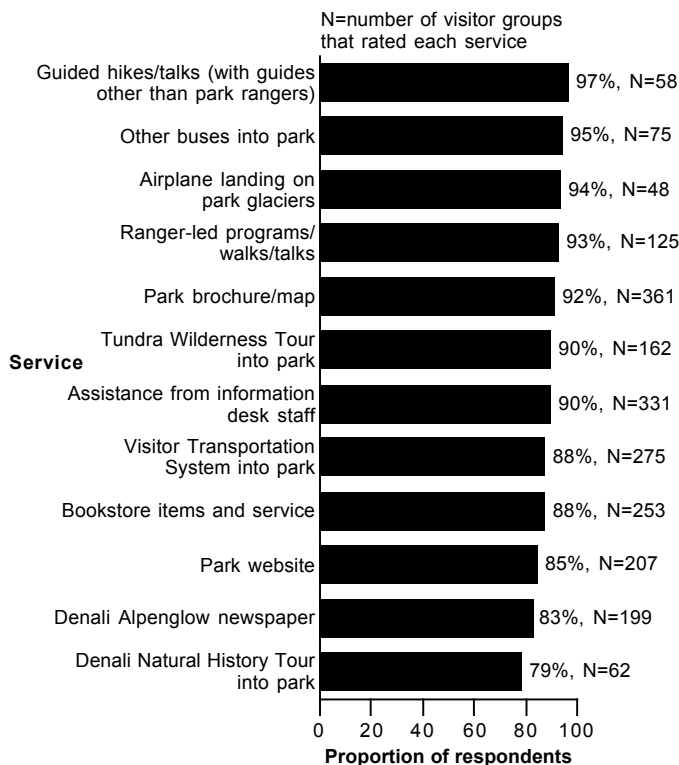
#### Question 15c

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

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

#### Results

- Figure 68 shows the combined proportions of “very good” and “good” ratings of services that were rated by 30 or more visitor groups.
- The services receiving the highest combined proportions of “very good” and “good” ratings were:
  - 97% Guided hikes/talks (with guides other than park rangers)
  - 95% Other buses into park
  - 94% Airplane landing on park glaciers
- Table 26 shows the quality ratings of each service.
- The service receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:
  - 3% Denali Natural History Tour into park



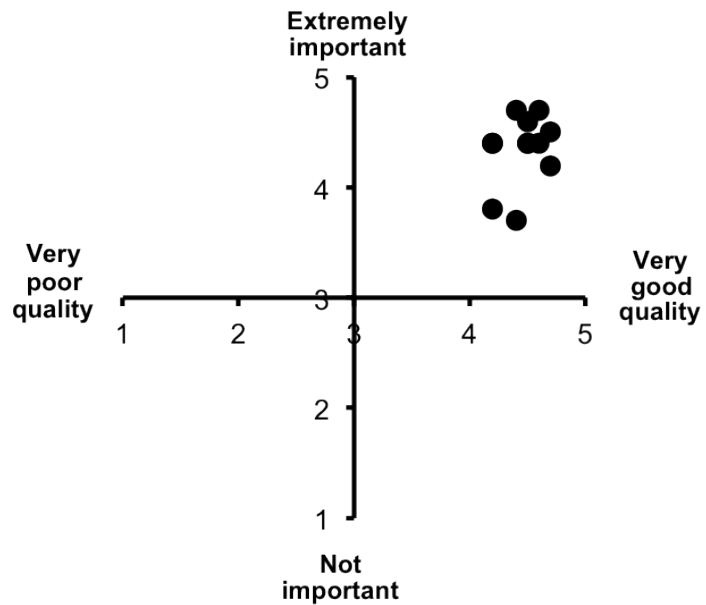
**Figure 68.** Combined proportions of “very good” and “good” ratings of services

**Table 26.** Quality ratings of services  
(N=number of visitor groups that rated each service)

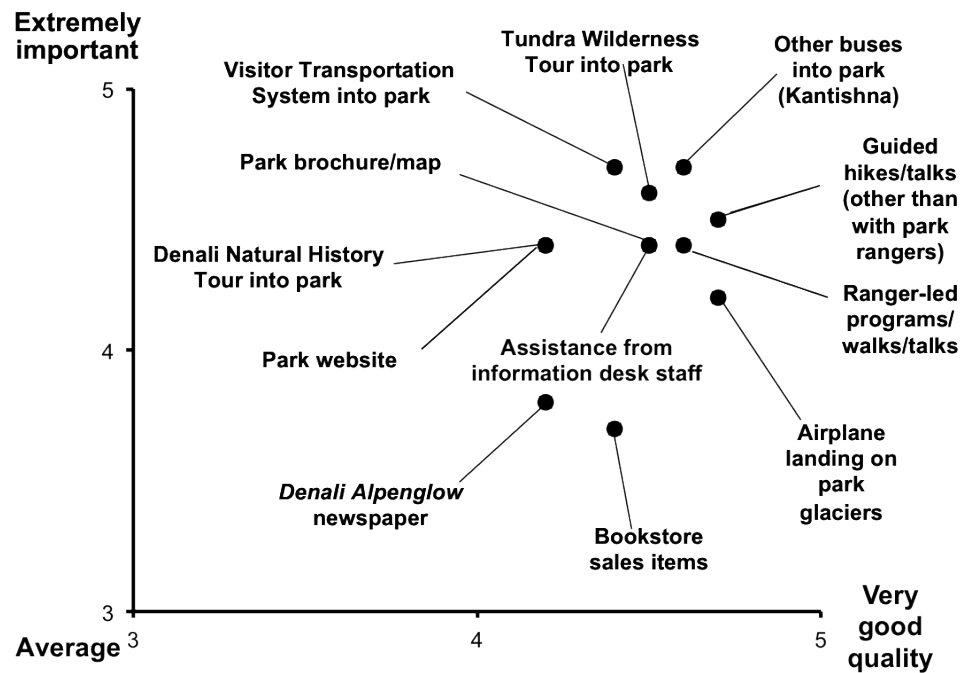
Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Airplane landing on park glaciers	48	0	2	4	13	81
Airplane transport to/from Kantishna or backcountry – <b>CAUTION!</b>	6	0	0	0	0	100
Assistance from information desk staff	331	<1	2	8	30	60
Bookstore items and service	253	0	1	11	40	48
Denali Alpenglow newspaper	199	0	1	16	45	38
Guided hikes/talks (with guides other than park rangers)	58	0	0	3	28	69
Junior Ranger program – <b>CAUTION!</b>	22	0	0	0	36	64
Denali Natural History Tour into park (tan bus, 3-4 hours)	62	3	3	15	24	55
Tundra Wilderness Tour (TWT) into park (tan bus, 6-8 hours)	162	2	2	5	19	71
Visitor Transportation System (VTS) into park (green shuttle bus)	275	1	2	9	29	59
Other buses into park (to Kantishna)	75	0	0	5	32	63
Park brochure/map	361	0	<1	7	34	58
Park website (www.nps.gov/dena)	207	0	1	14	45	40
Ranger-led programs/walks/talks	125	0	1	6	23	70

**Mean scores of importance and quality ratings of services**

- Figures 69 and 70 show the mean scores of importance and quality ratings of services that were rated by 30 or more visitor groups.
- All services were rated above average.



**Figure 69.** Mean scores of importance and quality ratings of services



**Figure 70.** Detail of Figure 69

### ***Reasons for “very poor” or “poor” ratings of services***

#### **Question 15e**

If you rated any of the above services as “very poor” or “poor,” please explain why. (Open-ended)

#### **Results**

- 42 visitor groups listed reasons why they rated services as “very poor” or “poor” (see Table 27).

**Table 27.** Reasons visitor groups rated services as “very poor” or “poor” (N=62 comments; some visitor groups made more than one comment)

<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Assistance from information desk staff	Did not explain tour options clearly until prodded	1
	Felt like it surprised them that we were asking questions	1
	No backcountry experience or information	1
	Staff member at WAC was rude	1
	They were annoyed by the request	1
	Train depot – still had luggage. Not clear and no one arrived. Waited 1 hour and nothing happened.	1
	Wanted handout of evening ranger programs – no go	1
	We required information regarding the trails near Wonder Lake Campground. The receptionist was not helpful and he could not give us the information needed.	1
Bookstore items and service	Gift selection was low	1
Denali Alpenglow newspaper	Just fluff	1
	Not attractive	1
	Not correct	1
Denali Natural History Tour	Didn't see any wildlife	2
	Bus guide didn't stop for wildlife	1
	Bus guide was terrible – recited bad poetry throughout	1
	Bus guide was terrible – seemed hung over	1
	Denali tour bus driver talked non-stop, much of which was not relevant to Denali	1
	Denali tour bus driver was rude	1
	Not enough room	1
Too short	1	
Park brochure/map	Not detailed enough	1
Park website	Confusing	1
	Lots of pictures, but little information	1
	Not enough information	1
	Not helpful for backcountry information, no maps, etc.	1
	Poor information	1
	Unclear about trails available for unguided day hikes	1

**Table 27.** Reasons visitor groups rated services as “very poor” or “poor” (continued)

<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Ranger-led programs/ walks/talks	Discovery Hike – boring ranger with very little knowledge	1
	Discovery Hike – easy stroll instead of strenuous hike	1
	Not enough ranger walks	1
	Ranger walks not offered often enough	1
	Was full – very disappointed	1
Tundra Wilderness Tour	Bus bad	1
	Bus didn't stop for pictures – couldn't walk around	1
	Bus had windows open – cold and rainy	1
	Bus too crowded	1
	Could not see animals	1
	Did not know what window of time bus actually left – had to wait 2 hours with 4 kids (unhappy)	1
	Food - poor lunch	1
	It took 9 hours and one hour was enough – way too long	1
	Not a tour bus – seating terrible	1
	Poor value – expensive	1
	Poor value – only short trip into park	1
	Road wasn't paved	1
	Saw very little wildlife	1
	Too many people crowded onto bus	1
	Too many people rushing/crowding to get photos of wildlife that can't be seen for the most part, except with the help of binoculars and camera	1
Very poor experience due to lack of comfort	1	
Visitor Transportation System	Bus breakdown; had to wait for replacement	1
	Bus trip	1
	Difficulty differentiating from other services	1
	Expensive	1
	Inbound driver bad attitude	1
	Outdated	1
	Ride too hard	1
	Smell from engine/exhaust	1
	Terrible driver	1
	Terrible guide – did not talk, was not friendly	1
Uncomfortable	1	
Very rough	1	



**Reservation services used on this visit**

**Question 16a**

On this trip to Denali, did you or any members of your group use the following reservation services?

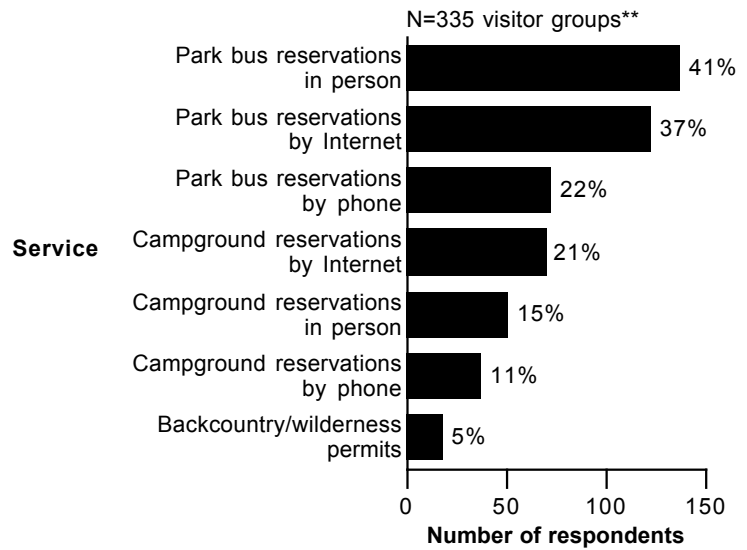
**Results**

- As shown in Figure 71, the most common reservation services used by visitor groups were:

- 41% Park bus reservations in person
- 37% Park bus reservations by Internet
- 22% Park bus reservations by phone

- The least used service was:

- 5% Backcountry/wilderness permits



**Figure 71.** Reservation services used

## ***Quality ratings of reservation services***

---

### **Question 16b**

For each reservation service that you and your personal group used, please rate the quality on a scale from 1-5 for each of the following features.

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

### **Results**

- Table 28 shows the combined proportions of “very good” and “good” ratings of reservation services.
- Of the reservation services rated by 30 or more visitor groups, those receiving the highest combined proportions of “very good” and “good” ratings in each category are listed below.
  - Campground reservations in person:
    - 91% Sufficiency of information provided
  - Campground reservations by phone:
    - 91% Assistance from reservation staff
  - Park bus reservations in person:
    - 84% Efficiency of service
  - Park bus reservations in person:
    - 87% Ease of use
  - Park bus reservations in person:
    - 95% Accuracy of reservation or permit
- Tables 29-33 show the quality ratings of each service.
- The reservation service receiving the highest “very poor” rating that was rated by 30 or more visitor groups was:
  - Park bus reservations by Internet:
    - 5% Ease of use
  - Park bus reservations by Internet:
    - 5% Accuracy of reservation or permit

**Table 28.** Combined proportions of “very good” and “good” ratings of reservation services (N=number of visitor groups that rated each service)

Service	Rating (%)*				
	Sufficiency of information provided	Assistance from reservation staff	Efficiency of service	Ease of use	Accuracy of reservation or permit
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	78%	84%	73%	83%	100%
	N=18	N=18	N=18	N=18	N=18
Campground reservations by Internet	78%	79%	79%	75%	93%
	N=64	N=39	N=62	N=63	N=60
Campground reservations by phone	80%	91%	80%	83%	88%
	N=36	N=34	N=35	N=35	N=34
Campground reservations in person (Wilderness Access Center desk)	91%	80%	77%	79%	90%
	N=44	N=45	N=43	N=43	N=39
Park bus reservations by Internet	70%	84%	79%	78%	84%
	N=112	N=68	N=99	N=108	N=104
Park bus reservations by phone	81%	85%	75%	80%	89%
	N=63	N=63	N=64	N=64	N=64
Park bus reservations in person (Wilderness Access Center desk)	83%	82%	84%	87%	95%
	N=127	N=128	N=123	N=125	N=119

**Table 29.** Quality ratings of reservation services: Sufficiency of information provided (N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	18	6	6	11	39	39
Campground reservations by Internet	64	0	3	19	39	39
Campground reservations by phone	36	3	6	11	22	58
Campground reservations in person (Wilderness Access Center desk)	44	0	5	5	34	57
Park bus reservations by Internet	112	3	6	21	32	38
Park bus reservations by phone	63	2	6	11	33	48
Park bus reservations in person (Wilderness Access Center desk)	127	1	2	13	29	54

**Table 30.** Quality ratings of reservation services: Assistance from reservation staff (N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	18	0	0	17	28	56
Campground reservations by Internet	39	0	8	13	38	41
Campground reservations by phone	34	3	0	6	32	59
Campground reservations in person (Wilderness Access Center desk)	45	0	2	18	33	47
Park bus reservations by Internet	68	1	3	12	40	44
Park bus reservations by phone	63	2	3	11	29	56
Park bus reservations in person (Wilderness Access Center desk)	128	1	3	14	26	56

**Table 31.** Quality ratings of reservation services: Efficiency of service  
(N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	18	0	6	22	17	56
Campground reservations by Internet	62	2	5	15	39	40
Campground reservations by phone	35	3	3	14	29	51
Campground reservations in person (Wilderness Access Center desk)	43	2	5	16	37	40
Park bus reservations by Internet	99	4	4	12	33	46
Park bus reservations by phone	64	2	3	20	23	52
Park bus reservations in person (Wilderness Access Center desk)	123	1	0	15	30	54

**Table 32.** Quality ratings of reservation services: Ease of use  
(N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	18	6	0	11	22	61
Campground reservations by Internet	63	2	6	17	37	38
Campground reservations by phone	35	0	3	14	34	49
Campground reservations in person (Wilderness Access Center desk)	43	2	7	12	42	37
Park bus reservations by Internet	108	5	3	15	38	40
Park bus reservations by phone	64	2	5	14	33	47
Park bus reservations in person (Wilderness Access Center desk)	125	1	2	10	36	51

**Table 33.** Quality ratings of reservation services: Accuracy of reservation or permit (N=number of visitor groups that rated each service)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Backcountry/wilderness permits (Backcountry Information Center) – <b>CAUTION!</b>	18	0	0	0	28	72
Campground reservations by Internet	60	0	3	3	23	70
Campground reservations by phone	34	0	3	9	12	76
Campground reservations in person (Wilderness Access Center desk)	39	0	5	5	23	67
Park bus reservations by Internet	104	5	3	9	23	61
Park bus reservations by phone	64	2	3	6	20	69
Park bus reservations in person (Wilderness Access Center desk)	119	1	2	3	24	71

### ***Recommended changes to the current reservation system***

---

#### **Question 16c**

If you or your group used any of the above reservations services, please describe any changes you would recommend to the current system. (Open-ended)

#### **Results**

- 67 visitor groups listed reasons why they rated services as “very poor” or “poor” (see Table 34).

**Table 34.** Recommended changes to the current reservation system (N=77 comments; some visitor groups made more than one comment)

<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Backcountry/ wilderness permits	Give more information about the section of backcountry that is being used	1
	Information on difficulty was not accurate. Daughter just hiked SUI and person almost didn't let her go on hike. I don't think he "assessed" what her hiking skill was correctly.	1
	Lacks information about animal scats	1
	Ran out of higher resolution maps; National Geographic map is not helpful for backcountry travel	1
Campground reservations by Internet	Better costing information for Vietnam veterans	1
	Didn't allow reservation to be completed	1
	Don't offer camper bus separately. Don't charge entrance fee up front.	1
	Faster confirmation	1
	Fix it. Website payment processing was not working, had to call anyway. Then they lost my reservation.	1
	Inform users that you check in at the Riley Creek Mercantile	1
	Overbooking allowed, but not permitted at WAC later on	1
	Put on <a href="http://www.recreation.gov">www.recreation.gov</a>	1
	The confirmation email was not necessary at all. The confirmation number was sent by the first email.	1
	The staff was not knowledgeable. Inefficient, got reservation wrong several times and had to call me back.	1
We had to wait to check in to our camp while others got information. Have a separate check-in desk for people with camping reservations from the people who want information on hikes and backcountry camping buses.	1	

**Table 34.** Recommended changes to the current reservation system (continued)

<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Campground reservations by phone	Ask age – we were asked if we had senior pass. Ask if we qualify for one.	1
	More personnel; it took 30-45 minutes to check in and out	1
	Train the personnel better. Have a telephone number directly to the park, not to an operator who is not familiar with the park.	1
	We were told that the Tek Pass would let us get back up to Riley Creek Mercantile during our stay. Also told us we needed car seat for our five year old, so we lugged it around Alaska to use in Denali.	1
Campground reservations in person	Better staff	1
	It should be possible to change campground reservation within 24 hours	1
	More information on different options	1
	Not all staff trained on how to give reservation refund after purchase of National Park Pass Golden Eagle	1
	National Park Service fee needs to be revisited	1
	We were going to be charged \$20 for driving into the park in order to make a future campground reservation. Day staff should have the flexibility to waive that fee since we weren't actually going to spend time at the park that day.	1
	Wrong site on campground B site with bicycle. No food locker.	1
Park bus reservations by Internet	Accuracy of where to pick up the bus could be much better	1
	All the various options available were not clear to me – VTS, historical, cultural, wilderness	1
	Better confirmation communication	1
	Better explanation and how to best use the bus services	1
	Clearly indicate that children are free	1
	Didn't know 3-day advance was needed	1
	Difficult to navigate	1
	Do not charge for each day entrance fee (which was later refunded)	1
	Email confirmation of tickets; I had to call to get confirmation I had tickets	1
	Easy to get dropped from Internet	1
	Had trouble getting a confirmation number for reservation	1
	Have the system return the correct time of reservation	1
	Improved accuracy	1
	Indicate that you will see more wildlife and scenery if you sit on the left side of the bus	1
National park pass discount online	1	
Send email confirmation	1	



**Table 34.** Recommended changes to the current reservation system (continued)

<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Park bus reservations by Internet (continued)	Show what information is required to reserve, credit card information, and the possibility of entering other phone numbers as American	1
	Someone to answer the phone	1
	Tell the truth about tour bus and how it works. Liars never win.	1
	The confirmation email was not necessary at all. The confirmation number was sent by the first email.	1
	The staff was not knowledgeable. Inefficient, got reservation wrong several times and had to call me back.	1
	Update that you can get reservations online. Late night reservation confirmation needs instructions as to how to get tickets next day. Train WAC as to who to get assistance from.	1
	Very inflexible to make changes, book late. Allow booking on specified times, first come first serve. Allow late changes.	1
	We did not know we needed to get our tickets from the WAC the day before our 6am trip. Poor instructions. We got lucky because we asked a question. This needs to be explained on the reservation. Also, bus pick up time was 6:10am and we did not get the bus until 6:40. That was annoying.	1
	We did not receive the email confirmation. No problem as it turns out, but we were supposed to bring it.	1
	We had to email for our confirmation number then were not told we needed to convert that to an actual ticket. Had the front desk at our hotel not told us to call, we'd have missed the tour.	1
Park bus reservations by phone	Aramark tour issues tickets online and shuttle buses like airlines do	1
	Ask age – we were asked if we has senior pass. Ask if we qualify for one.	1
	Highlight time required	1
	Reservation agent not familiar with how to get from hotel to WAC	1
	Reservations were for 1pm, but when we picked up tickets they were for 2:15pm	1
	Someone at park to talk to or someone more knowledgeable, or schedule online	1
	Very inflexible to make changes, book late. Allow booking on specified times, first come first serve. Allow late changes.	1
	We were told that the Tek Pass would let us get back up to Riley Mercantile during our stay. Also told us we needed car seat for our five year old, so we lugged it around Alaska to use in Denali	1

**Table 34.** Recommended changes to the current reservation system (continued)

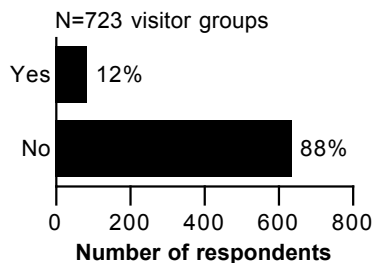
<b>Service</b>	<b>Comment</b>	<b>Number of times mentioned</b>
Park bus reservations in person	Advise visitors that green bus may cause motion sickness in those that get it. Bus was very rough.	1
	Be nice to have friendly and engaging staff (we were never told that lunch was provided) – only "cloudy" moment was here	1
	Better staff	1
	Difficult to arrange days before in person – call or online would help	1
	Electronic kiosk	1
	Faster service when buying tickets	1
	Green bus to Eielson – more than 2 days advance reservations	1
	Larger WAC with more staff, staff in training in customer service	1
	Make reservations possible by phone and hotel	1
	More information on different options	1
	More personnel to check in and out; took 30 minutes to get ticket	1
	Ranger-led hikes and accompanying bus were booked in two different locations. Should be combined.	1
	Seems expensive	1
	Stand-by possibilities to get on buses (i.e., at check station) without having a prepaid ticket	1
	Very impersonal, feels like a train station	1
	We were scheduled to wait 1.5 hours for next bus out; wish the time waiting was not so long, not sure how to resolve	1
	Would stress that earlier morning tours see more animals. Would talk more about benefit of going to Wonder Lake. I wish we had opted for that trip.	1

***Difficulty accessing/using services/facilities by visitor groups with children under 12 years old and/or under 4 years old***

**Question 7a**

On this visit to Denali, did you have any children under 12 years old and/or under 4 years old in your personal group?

**Children under 12 and/or 4 years in group?**



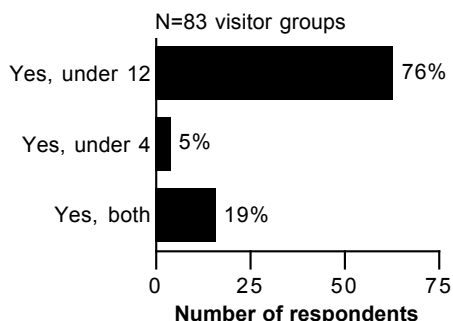
**Results**

- 12% of visitor groups had children under 12 years old and/or under 4 years old in their personal group (see Figure 72).
- As shown in Figure 73, among those visitor groups that had children under 12 years old and/or under 4 years old in their personal group:

- 76% had children under 12 years old
- 19% had children both under 12 years old and under 4 years old

**Figure 72.** Visitor groups that had children under 12 years old and/or under 4 years old in their personal group

**Children under 12 and/or 4 years of age in group?**

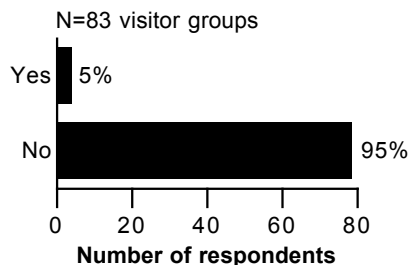


**Figure 73.** Children under 12 years old and/or under 4 years old in personal group

**Question 7b**

If YES, did your personal group have any difficulties accessing/using services or facilities while visiting Denali?

**Difficulty accessing/using services/facilities?**



**Results**

- 5% of visitor groups with children under 12 years old and/or under 4 years old in their personal group had difficulty accessing/using service or facilities (see Figure 74).

**Figure 74.** Visitor groups with children 12 years old and/or under 4 years old that had difficulty accessing/using services or facilities

**Question 7c**

If YES, what problems did you and your personal group encounter? (Open-ended)

**Results – Interpret with CAUTION!**

- 4 visitor groups listed problems encountered with children under 12 years old and/or under 4 years old (see Table 35).

**Table 35.** Problems encountered with children under 12 years old and/or under 4 years old (N=4 comments) **CAUTION!**

<b>Activity</b>	<b>Number of times mentioned</b>
Couldn't find diaper changing room	1
Need to know that car seats are required for 2-year olds on buses	1
Purchased shuttle bus ticket for 9-year old; website wasn't clear that it was free for a 9-year old child	1
Wanted to camp in backcountry, but was over 4-person limit because of young children in group. Make an exception to limit if group includes children since they have a lower impact	1

## Preferences for Future Visits

### *Learning about the park’s cultural and natural history on a future visit*

**Question 13**

If you were to visit Denali in the future, how would you and your personal group prefer to learn about the park’s cultural and natural history?

**Results**

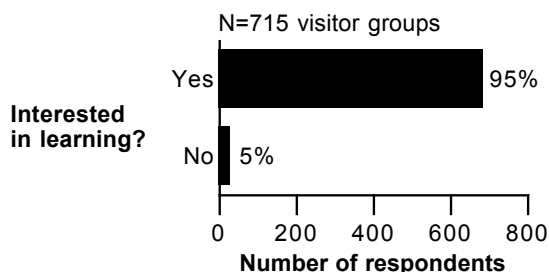
- 95% of visitor groups were interested in learning about the park’s cultural and natural history on a future visit (see Figure 75).

- As shown in Figure 76, among those visitor groups interested in learning about the park, the most common methods of learning were:

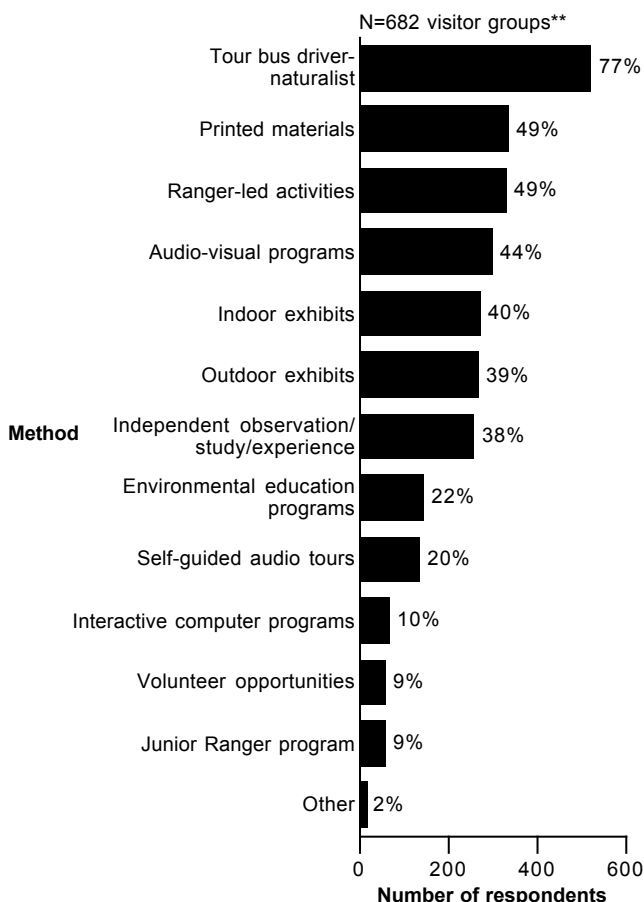
- 77% Tour bus driver-naturalist
- 49% Printed materials
- 49% Ranger-led activities

- “Other” methods (2%) were:

- Asking questions
- More ways to spend in park without large tour group
- Online/website
- Smaller group activities
- Smart phone application
- Smaller tour groups
- Trail guides
- Travel agent
- Video and download



**Figure 75.** Visitor groups that were interested in learning about the park’s cultural and natural history on a future visit



**Figure 76.** Preferred methods of learning

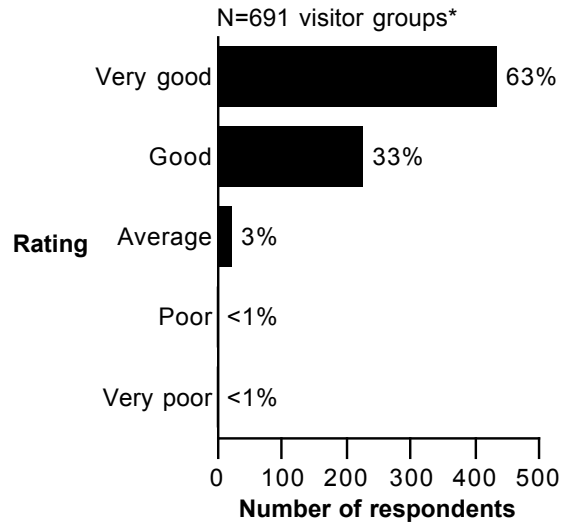
## Overall Quality

### Question 17

Overall, how would you and your personal group rate the quality of facilities, services, and recreational opportunities at Denali during this visit?

### Results

- 96% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 77).
- Less than 1% of visitor groups rated the quality as “very poor” or “poor”.



**Figure 77.** Overall quality rating of facilities, services, and recreational opportunities

## Visitor Comment Summaries

### *Additional comments*

---

#### Question 24a

Is there anything else you and your personal group would like to tell us about your visit to Denali? (Open-ended)

#### Results

- 53% of visitor groups (N=392) responded to this question.
- Table 36 shows a summary of visitor comments. A copy of hand-written comments can be found in the Visitor Comments section.

**Table 36.** Additional comments

(N=511 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
<b>PERSONNEL (16%)</b>	
Bus driver was great	19
Staff was friendly and helpful	12
Bus drivers were excellent and knowledgeable	10
Rangers were great	5
Tundra Tour guide was great	5
Rangers were helpful	4
Bus driver did not attend to our needs	2
Bus driver was not informative enough	2
Other comments	20
<b>INTERPRETIVE SERVICES (9%)</b>	
More ranger-led hikes	3
Loved junior ranger program	2
Provide more information regarding hikes	2
Sled dog demonstration was great	2
Talkeetna rangers and programs are excellent	2
Trail maps were confusing	2
Other comments	31
<b>BUS SERVICES (10%)</b>	
Appreciate bus service	5
Buses are too small	4
Bus was uncomfortable	3
Bus windows got too dirty	3
Bus ride is too long	2
Buses should be propane or electric	2
Loved the Tundra Tour because you get to see more wildlife	2
More bathroom stops on bus tours	2
Other comments	27

**Table 36.** Additional comments (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>FACILITIES/MAINTENANCE (8%)</b>	
Impressed by cleanliness of facilities and park	3
Lack of adequate camp sites	3
Widen park road	3
Facilities were great	2
Parks should be upgraded for RV parking and hookups	2
Savage River parking areas need more parking spots	2
Thank you for trail near visitor center	2
Wonder Lake Campground was great	2
Other comments	21
<b>POLICY MANAGEMENT (9%)</b>	
Continue limiting vehicle access	7
Allow greater vehicle access	5
Keep it wild	5
Did not enjoy survey	2
Need a gate at entry; people are likely not paying for their entrance into the park	2
Thank you for preserving the park	2
Other comments	23
<b>RESOURCE MANAGEMENT (5%)</b>	
Great wildlife viewing	11
Expected more wildlife	6
Disappointed not to see specific wildlife	3
Didn't feel safe on trails due to wildlife	2
Other comments	2
<b>CONCESSIONS (3%)</b>	
Comments	13
<b>GENERAL (42%)</b>	
Enjoyed visit	92
Loved it	17
Beautiful park	14
Plan to return	14
Thank you	13
Beautiful scenery	12
Needed more time for visit	9
Keep up the good work/well done	6
Great park	4
Great weather	3
Saw the mountain	3
Other comments	26



## Visitor Comments

**This section contains visitor responses to open-ended questions.**

### Question 24a

Is there anything else you and your personal group would like to tell us about your visit to Denali? (Open-ended)

"#17) Only complaint - stopped too often for animals too far away to see - kept taking pictures of some animals on way back as we had see on way up!

#24) If bus driver didn't stop so often trip could be cut by at least one hour"

#8) Visitor centers- this visit - very informative, rangers helpful. Eielson has very nice display especially about Mt. McKinley history/hikes to summit, etc. (#24) We had Wayne for a driver to Eielson; he was very informative and made the bus ride pleasant/entertaining/learned more. Our bus ride back to WAC was with a driver who hardly talked to us. I don't even remember his name. Many questions he didn't know the answer to. It would make the bus experience better if drivers inform us about the park.

1. Camper buses should only pick up campers! On past trips, we have sat on the side of the park road for hours, since the Camper buses picked up day hikers instead. This makes coming out of the backcountry/backpackers difficult. 2. The Mercantile store/WAS should always have a supply of white gas and matches. When you come via train, you cannot carry these items. This is always a logistical worry for us. 3. Denali is a treasure. My first visit was in 1984. The conditions of the park have improved over the years! My last visit was the best ever. Thank you for protecting Denali, a world treasure.

8 hours on a school bus is a very long time

A clear map showing the difference between shuttle buses and the campground buses for stops, times. We found all the rangers very nice, friendly and helpful. All staff meeting the public were very pleasant.

A wonderful experience

Access to small step stool to enter/exit park buses

Access too limited and costly

Add information to park website indicating the number of days Mount Denali/McKinley is visible. This was an important reason to visit park and during the three visits to this area we were not able to view it. Otherwise, the visit was outstanding. Thanks.

All very clean and well-kept. Alaska takes good care of its land.

Although I live here I had never taken the train. What an experience. This should be the main form of access for all National Parks.

Amazing

Amazing

An awesome experience

An excellent visit, comfortable stay at McKinley Lodges and park rangers very knowledgeable and fun!

Are you hiring? Extremely enjoyed our visit, can't wait to come back. I would like to have had more information on independent hiking. Thank you.

Arrived too late - we wish we could've spent one night in order to take in a tour. Could only go to mile 14. Better planning on our part.

As a courtesy, bottled water aboard bus - one/person

Awesome

Backcountry lodge enhanced experience. It was a spectacular, unique nature experience, particularly for 15 year old grandson and photographer.

Bathrooms are very clean

Beautiful

Beautiful area

Beautiful park, friendly staff

Beautiful park! Thank you for sharing it with us.

Beautiful park. We prefer the Tundra Tour as you see more wildlife.

Beautiful place

Beautiful place

Beautiful scenery

Beautiful, but would like electric or natural gas bus tours. So many, am concerned about pollution and invasion of animals' natural sites

Beautiful. Great wildlife. We've been to Yellowstone and truly didn't mind the traffic, so we were skeptical of the bus system. Congratulations - it worked well. Driver Wayne was a huge plus - energetic, informative, safety conscious.

Beautiful. I can't wait to return again.

Beautiful. Wish we had more time.

Best experience

Big thanks to Mike Dyas for a perfect driving and explanation during the shuttle bus tour

Bus driver should be less officious

Bus driver was very informative - shared respect for park with us. Appreciated the natural pristine environment of park - national treasure.

Bus is okay. We understand the eco-reasons, but I like a more accessible park.

Bus we had to take not comfortable - rushed and couldn't get off except to go to bathroom

Buses too close to each other, scared off wildlife. Saw too little wildlife.

Campground (Wonder Lake) was fantastic. Great facilities in the park.

Clarify shuttle bus tour online. Would like to see restaurant open.

Considering its location we thought the facilities and programs were great. Appreciated cleanliness of all restroom facilities also.

Continue to keep cars out of preserve beyond 14 mile mark

Denali Backcountry Lodge exceptional. Bench at Wonder Lake would have been nice - sitting on dock difficult. Please keep park and preserve as wild as possible - area is a true treasure - would not increase traffic past mile 14 - limit to current vehicles - cherish the wildlife.

Did a good job with all the people. Way cool park.

Did not like having to leave park at night when RV slots filled and the parking lots were empty. Sleeping in RV overnight in RV should be allowed in parking lots when RV spaces filled. I probably will not come back because of this.

Did not spend enough time. We'll come back.

Did not understand why park service was harassing buses (to private lodges) by limiting access to park

Didn't allocate enough time. Would have liked to have seen more.

Disappointed we did not see moose or bear on the natural history tour. Happy to see mountain.

Disappointed with the crowds and lack of adequate camping sites

Do shuttle bus drivers provide information during drive into park?

Dog kennels, day care. We were supplied phone numbers, but all were no longer operating. More bear bins/garbage bins in Riley Creek Campground - i.e. near bathrooms.

Don't change anything

Don't really enjoy the bus system, but understand

Driver could please clean all bus windows when get so dirty. Could have soda machine.

Enjoyed day at Denali

Enjoyed our visit

Enjoyed our visit and look forward to the next one

Enjoyed the park so much we stayed extra day. Would like to have been told other Alaskan parks had Junior Ranger program.

Every staff person we dealt with was cheerful and said they have the world's best job. We saw Denali and we were delighted. Not too much wildlife, maybe next time. Thanks for a wonderful experience.

Everyone is helpful and cheerful

Excellent overall however lack of concern and information. This had nothing to do with accommodation or transport Denali River excellent always cabins. Ref - Princess Train Reps, led to worry and luggage delays arriving and leaving. As we are strangers to Alaska Denali it needs sorting out.

Expected more wildlife, but it just wasn't there this trip

Expected Murie Center to have better exhibits and organized interpretive programs

Fabulous visit. Thank you.

Fabulous, thanks a million

Fabulous. Driver was most informative and an excellent driver.

Fantastic

Fantastic

Fantastic time

Felt like prices were high and gift options were not great for the money. Beautiful country.

Food at Eielson seemed to attract a grizzly. Seems this could be a problem.

For bikers: fewer park vehicles. Too many VTS/tour/camper buses.

For people from abroad the tour guides should speak clear and slower

Friendliness and enthusiasm of all "hosts" is contagious

Gary (pony tail) was excellent. It is obvious that he loves his job and Denali.

Good volunteers. Good bus driver.

Great

Great bus drivers, very knowledgeable

Great experience

Great experience

Great experience. Can't wait to come back.

Great job

Great overall. Staff friendly, helpful. Great place. Thanks for all you do.

Great park. Bus driver of the camper bus should not be a driver.

Great staff, great visit, we'll be back!

Great time

Great visit and services

Great visit, keep up the good work

Great visit, will return

Great visit. Look forward to returning.

Great!

Had a great time. Beautiful scenery.

Had a great. Plan to return with children and spend more time, possibly camp.

Had a wonderful bus/guide (Aaron) who was excellent guide

Had a wonderful experience

Had a wonderful time. Will be back soon.

Had an awesome trip and beautiful park. Wished we had more time.

I admire how untouched you keep the park

I didn't like being stopped on the road to take another survey - not this one. All US national parks should be modernized and enlarged to take larger RVs. Need hookups. Website needs to show more information (site sizes) on campgrounds.

I enjoyed the tourist buildings and the food there

I found all media about the park a good source of information. All facilities are great. Savage river parking areas need more parking spots! Due to nice weather we had a very nice time at the park. I visited the park twenty years ago. It has changed a lot to the good.

I had a great time experiencing Denali National Park. Thanks.

I had binoculars, but other tour members did not (we shared). A rental service would be helpful, perhaps.

I really enjoyed reading Mary Lovell's book "Journey to a Dream." It was even autographed by the author.

I think it was unfair that other bus groups could exit the but, but our private one couldn't (Backcountry Lodge)

I think many people are not paying to enter the park. I suggest a gate/entry at the front of Park Road. You will make more money and easy of access. If they want to upgrade to a passport just keep the receipt for DVS.

I was very concerned about dogs. Big dogs on leashes slobbering on people, etc., was not good. I was concerned they would bite. I don't think they should be allowed at WAC or "people areas" at the park, on leash on trails - ok, but away from the public areas. Thank you. Else wise, a good visit.

I wish there was more information given for short hikes and other guided activities. Maybe available at train depots, etc.

I wish we'd had the time to explore Denali National Park and Preserve further

I would be more careful on the temporary kids that are hired. A lot of them were rude and kind of burnt out. Did not take them very seriously.

I would have liked a map of hikes with difficulty and time needed from each of the rest stops, or from any of the areas where a trail could be accessed

I would have liked to see the Iditarod dog but did not learn about it until our last day

I would have liked to spend more time in Denali National Park and Preserve

I would have preferred the longer tour, but wasn't given that option by my travel agent

I would like to see more day hike opportunities like Mount Healy and Savage Canyon Loop

I would suggest promoting Denali more as a preserve and far less as a national park due to the relative lack of access and lack of recreational opportunities. Still, it is lovely.

I'll be back again.

If you do not live in or near, a little bit of history goes a long ways. When animals are in their natural habitat it is very unlikely you see them, which is disappointing.

Impressive, calm and patient driver

Is it possible for bus/tour guides to share information with others (including rangers) to increase chances of wildlife sightings?

It is a beautiful park - we hate to leave but take away great memories - hope to come back some day!

It is a beautiful park. The visitor center was awesome. I could have spent several days there just learning. The views were spectacular, too.

It is apparent the Park Service has high standards for its employees. Thank you.

It is beautiful beyond words

It is unfortunate that personal vehicles are not allowed past mile 15

It was a beautiful experience

It was a good visit and tour. I got many great pictures.

It was a great experience. Lack of private vehicles inside of park made it much more enjoyable than other parks

It was a great trip - beautiful weather

It was a truly beautiful and exciting experience. We all were so glad we visited Denali.

It was a very fine trip to Denali National Park. Thanks.

It was a wonderful experience, all persons were extremely friendly and helpful

It was a wonderful trip

It was absolutely great! Wonderful stay at Wonder Lake campground with view on Mt. McKinley - we'll be back! Thanks!

It was amazing and beautiful and so interesting. We had a wonderful visit.

It was awesome

It was beautiful

It was beautiful but it was a long distance experience (very big).

It was difficult to make accurate plans prior to arrival at park knowing we needed reservations for buses, but not sure how much time we really needed

It was fabulous

It was great

It was great

It was great!

It was very beautiful everywhere

It was very beautiful place! Thank you.

It was wonderful. Our national parks are exceptional in every way: employees, facilities, maintenance.

They and the people are shining lights. Wish I had know about them when I was younger. Would have applied for a job. Let's keep funding national parks. Thanks.

It was wonderful. Thank you for protecting and preserving a true national treasure. Keep it up.

It's amazing. Thank you.

It's an awesome place. We just wish the weather had been nicer.

It's beautiful. We really enjoyed ourselves. Thank you for your card.

It's special. Keep on taking good care of it.

Jay the ranger at Talkeetna is fabulous. Everyone in this National Park Service station is very helpful.

Jen (our driver) was excellent.

Just Alaskans being tourist

Just came to make reservations

Just went to visitor center

Keep controlling access to the wilderness. It's what differentiates the park and makes it so special.

Keep doing the way you are. It is great.

Keep the bears free. I love Denali.

Keep the current bus system - it's great!

Keep up the good work. We had an incredible vacation time. Thank you.

Kelly at the WAC was awesome!

Last visit on Tundra Wilderness Tour - bus was full of tour group. My family had to sit in three different places in bus. Driver should know how many people he is picking up at WAC and save seats for them together. We paid full price for tickets yet had to be separated for the entire tour.

Liked to see the wolf kill of caribou. Keep it wild, not safe.

Lots of history by rangers informed us what to do always. The four boys were mauled the day we flew home. They did not have time to get out their bear spray and should have been more educated so the attack could of not happened. I loved the experience. It was the best vacation in my lifetime. Would be interested in an Alaskan husky retired from the dog sleds and would like you to put my name on the list.

Lots of our fellow visitors, like us, were at Denali for just a few days. Because of the 9 hour TWT we didn't get to do much else. I wouldn't recommend doing the TWT to anyone - it was unpleasant and wasted much of our time at Denali. 130 miles on a school bus on gravel!

Love the Denali National Park. Wilderness at it's best. Only suggestion is to improve quality of buses for access to the park. I feel this deters many people going further into the park than the first 15 miles. Keep up the preservation of this wonderful treasure. I plan to return.

Loved it

Loved it

Loved it

Loved it - just magnificent

Loved it. Mount McKinley was awesome. The buses used for the Tundra Wilderness Tour are small and very crowded, not at all comfortable. Seats for 8 hours are not comfortable.

Loved it. Keep it a wilderness.

Loved it. Thanks.

Loved our visit. Will be back next year.

Loved the park. Saw the mountain, but only a few animals.

Loved the scenery. The bus driver was very helpful.

Lucky with weather. Great bus driver and commentary.

Make sure all agents understand bus shuttle system. Thanks!

Manny Lubansky, our driver guide was outstanding! I would like the Visitor Center and the WAC to be one center in the same location. It was a wonderful visit. We like it that it is kept so pristine, with a focus on wildlife. It's not overcrowded with people. Friendly and attentive help.

Mary, the bus driver, was great. We will never forget her.

More buses traveling park road to pick up hikers, some concessions/food options on park road

More frequent rest stops would be appreciated

More parking spaces should be provided in all areas of the park to accommodate the visitor

More time at wildlife stops would be nice. Often hard to see while on bus.

Mountain Vista Rest Area should be advertised as a good place to walk (in groups). Most people have said it is for restroom facilities and so buses can turn around. We walked the path and loved it.

The problem we had was there was no one else on the trail and it didn't feel safe - i.e. bears and moose, etc., could be in the area. More people on the trail would take care of this problem.

My 9-year old commented that this was the best day ever after seeing a brown bear walking down the road

National parks are great resource. Did not like area north of park entrance. Keep up good work.

Ned was a wonderful bus driver

Need better explanation on how to get around between hotels and park

Need more southern access

Need more time to explore

Next time we'll enter the park. Thank you for taking such good care of things.

Nice park - however our tour guide left a not so great impression - staff need to stick to history of park and not ramble on about their life - I would not take this tour again but would try the Tundra tour.

Thanks!

Nice that it wasn't packed with visitors

Nicely done. As an American, I'm very proud of the park.

No campsites were available when I attempted to make reservations on the internet.

No, everything was great

No, had a great time

Not enough time allowed at Denali by the tour with which we traveled

Not necessary to purchase additional lunch on bus - too difficult to eat on bus. Bus driver, Jason, very knowledgeable. Excellent tour guide.

"Note from Q11a: Our shuttle driver would not let us off the bus until it was a scheduled bus stop area.

Note from Q15aa: We had a scheduled flight with K2 Aviation, but due to rain, we were only able to fly around the area and see glaciers from above. We"

One of our best vacations

Only frustrated that we could not travel past natural tour, but this was because our little travelers would never have been able to handle a longer tour

Open ticket office earlier, allow changes without cost, do not allow cars inside park roads

Our bus driver was amazing - very personable and full of information. We all loved the bus tour.

Our bus driver was fantastic (patient knowledgeable, caring, courteous) 7-20-11, 11:45 tour, Eilson name: Gloria.

Our bus driver was Tom Richards and he was wonderful!

Our bus driver, Robert, was so good, friendly and knowledgeable. We forget his last name, but said it was his first year driving. We went on 7/20 - 6.5 hours and was the last bus of the day. Robert was so nice and made sure we saw all wildlife possible.

Our bus driver/tour guide for the Tundra Wilderness Tour was exceptional (Scott Johnson)

Our hotel - Grand Denali Lodge - was really bad. Carpet dirty. Horrible.

Our tour bus driver was excellent, however, he counted his tip in front of some of our group! That was somewhat distasteful and disappointing.

Our visit to Denali National Park was one of the highlights of our Alaska/Yukon adventure. Visiting was a lifelong dream fulfilled.

Our visit was awesome. We enjoyed our bus driver. The scenery was incredible and we loved the wildlife viewing.

Our VTS Bus driver to Wonder Lake was great.

Outstanding experience

Outstanding visit, thank you

Overall good work here. Keep it up.

Overall, our visit was wonderful. Our days were filled, fun, and all at the park were friendly. We learned a lot. All that was missing was a view of Denali.

Park buses need more leg room for tall people and senior citizens

Park road should be wider

Pleas and thank you for keeping it as it was

Please continue to keep park access limited

Please keep it wild forever

Please provide more hiking activities and ranger walks for the vacationing hiker

Polychrome Pass in the afternoon is one of the greatest photo opportunities in the world (without rain or snow). I love Denali NP and Alaska in general.

Poor parking in Talkeetna

Post time for presentations somewhere more prominent. We missed the dogs.

Professional staff, very helpful and enthusiastic. Workers in shops less so. Wish we could have seen Mount McKinley. We will have to return.

"Q14: Would like Morino Grill open for dinner Q 24: We don't like giving our \$\$ to concessionaires. We want to engage with the NPS. Lack of coordination and consideration between the two entities (e.g. dog sled demo should be coordinated with tour bus return). Do more with the interactive exhibits, use technology, too - the improvement are great (new Eielson), keep doing more! Especially to engage kids."

Q8): Riding on a park bus was important as route to scenery and wildlife, not in themselves. Q12d): Of course, wanted to see more and at closer range. Also rained, so windows got dirty. Q24): I think you do a great job moving people through the park

Ranger Chuck's advice was lifesaving. We saw children mock charged by a grizzly bear and we knew what to do. Nobody got hurt.

Ranger Jay (past senator) is such a treasure at Talkeetna. Thank you for all you do.

Ranger not real helpful with directions when lost

Rangers should smile when picture taken for Alpenglow

Rangers were fantastic. More information prior to arriving about the Discovery hikes.

Rangers, website should tell hikers to buy a topographic map for day hikers. Buses for day hiking from Wonder Lake are very limited. We needed mid morning departure for Eielson or mid afternoon return.

Really enjoyed

Retired LA for National Park Service and feel the silence in the campgrounds could better be preserved by designation of no generator areas or loops. Campground - came in on Monday and were told none available until Tuesday (difficult to believe) - went to BLM one night.

Rick Miller was our tundra wildlife tour guide and he was great!

Roads with no guardrails were unnerving

Saw every type of animal we wanted to see. Loved our VTS bus drivers. Keep regular cars off of park. Buses help limit visitors and preserve wildlife.

School buses are very cramped, not enough room

Shuttle bus concessionaire was grouchy - can't really blame him - other than that, everyone was very hospitable and helpful. Loved Junior Ranger program

Shuttle bus drivers are very good and educated

Shuttle bus to Eielson was great but several members on the bus had issues with the width of the road on the pass prior to Eielson - Not a lot of room for buses to pass and it's a long way down

Signs at entry of park are confusing. What is the purpose of the Wilderness Access Center?

Some parts of the road seem to be dangerous - to avoid their oncoming traffic by technical means (i.e. traffic lights, other signals)

Spectacular

Spend more time in park

Staff was helpful and pleasant

Steven Travis should be fired. No one on bus liked him. He spoke maybe 40 words - no information. He did not see wildlife, people on bus saw it.

Super - would love to come back the wildlife was great and to see Mt. McKinley

Talkeetna rangers and programs are excellent

Terrific place. Well arranged. Hope to have had more time to spend at Denali.

Thank you

Thank you

Thank you for a wonderful experience. Guides were professional and made an extra effort to help us view wildlife. Also they were knowledgeable. A beautiful place to visit and it seems unspoiled

Thank you for having a very short hiking trail near the visitor center, otherwise we wouldn't have been able to do that with a toddler



Thank you for keeping it wild. Love the sled dogs and good bus drivers.

Thank you for tremendous experience. Can't wait to come back.

Thank you for wanting visitors to the park to have wonderful experiences in it

Thanks for limiting the traffic inside park. Water is tasty. Northern view point, which isn't your fault, isn't marked well.

Thanks!

Thanks. Had a great time.

Thanks. We had a swell time.

The best national park experience I've ever had

The best scenery and wildlife sightings we have seen

The bus driver (green) was very good - been driving about 30 years

The bus driver should have been more informative (he didn't say much)

The bus ride to Eielson and back is too long

The bus windows were too dirty

The dog demonstration was fantastic. The overall experience was awesome.

The graduate student intern that gave us this questionnaire - genuine, pleasant, knowledgeable

The roads concerned us on the sides of the mountains for safety reasons. Otherwise, we thoroughly enjoyed our shuttle bus ride and our driver (Jennifer's) descriptions, friendliness, and thoughtfulness. We loved the beautiful scenery and animals too!

The sales person at Chocolate Center was very rude. We left not purchasing anything.

The trip exceeded our expectations

The wildlife was great, even saw a lynx. Thought there would be more to do around entrance.

The window in the seat in front of us wouldn't stay closed, and we couldn't get the bus driver to pay attention to the problem and my friends' health was degraded on account of being chilled. We loved seeing the wildlife and Mt. Denali!

There are a lot of choices regarding tours and if you have never been there they need to be clearly explained. We appreciated having few cars on the road so the animals would come out.

There was just one speed limit sign near campground and hidden by bushes. None on open road. Frustrated when slapped with ticket (expensive). Warning would have been sufficient. It was late evening, no one else on road to Savage area. Put a real damper on our visit.

There was little or no information on the mycology of Denali

This is an amazing national park. I think in order to preserve it you should charge a higher entrance fee.

This was the most wonderful visit I've ever had

Thoroughly enjoy visit. Awestruck by Denali

Too busy focused on looking for wildlife not counting buses. Looking at scenery. Always an enjoyable trip especially in the fall with the road lottery.

Too long

Too much noise from general aviation

Tour buses are horrible

Trail map was a bit confusing regarding "Meadow View Trail relative to other trails. especially Roadside Trail". Park naturalist told us only about one fifth of visitors make it past the Visitor's Center - by any means. How sad (on their part, not yours).

Trail maps a bit confusing but it was even harder to find someone to ask questions about the trails

Train ride from Anchorage before noon. Most of day wasted on 2 night stay. Train leaving Denali after 5 pm to be able to do more activities

Trip of a lifetime. Can't wait to get back. Thank you.

Triple Lakes map says round trip but then means one way. This was confusing. I thought the survey was well designed and hopefully provides high quality data for this important research.

Tundra tour bus was a little rough, but keeping vehicles to a minimum is important

Tundra visit was awesome as was tour guide, Clay Walker

Tundra Wilderness Tour - get more comfortable tour buses. We were ill waiting for a bathroom stop.

Tundra Wilderness Tour guide (Bob T.) - great

Unbelievable. Beautiful and wild.

Unless more parking becomes available at Savage River, is there some way to find out about available parking there before heading out 15 miles by car to that location? I found it disturbing that anyone can drive in to the park without paying daily or annual fees. No checks. No pass is required. We fully intended to buy a parks pass, but the center was so crowded and the procedure so unclear that we never did pay our park entrance, nor did anyone in our group on this visit, or (according to our leaders) on their past visits. The park is missing out on much income by not having a tollbooth entry. Is this intentional?

Very enjoyable. We wish we had more time to spend there.

Very friendly, knowledgeable, well-trained staff. Junior Ranger backpack was phenomenal.

Very good

Very interesting and beautiful

Very interesting, beautiful, enjoyed every day and every activity.

Very nice

Very nice

Very nice

Veterans need to be doing this free. Subway and good food available for bus trip.

Virtual tours online of campgrounds

Visit was great. This survey was too much.

Was a wonderful experience as always

Was really a great experience!

Was surprised that all tour, shuttle and other buses were not filled by LNG or LPG. This would reduce diesel fuel pollution in the park.

Wasn't important to see to me, on tour so no choice. Discontinue the natural history tour and replace it with something more interesting - the "Indian" was pathetic!

We (my husband and I) have visited 345 national park units, Denali facilities and park are outstanding. A super park and facilities.

We all really enjoyed our visit. Our bus driver was a great driver. Great visit.

We appreciate the bus driver which was the guide for the bus tour. I don't remember her name, but she was very good, took time to explain, let us time to see. She appears to like the wildlife and we could feel it.

We came to see Mount McKinley/Denali. Because of travel restrictions in park we never did see the mountain. We returned two weeks later and still couldn't see it. Sunny, clear days on days we didn't have a tour reservation. Could "rain-check" discount tickets be offered on a standby basis for empty seats for passengers who had reservations on overcast days? Visitor centers downplay the mountain. The state is mostly wilderness so that aspect of the park did not interest us at all.

We did not see a bear. Great visit.

We enjoyed it - it was beautiful

We enjoyed our 12 days in Alaska

We enjoyed our tundra tour and seeing the animals, birds and beautiful scenery

We got engaged here and loved everything. Once again, we are in awe of the American sense of organization. What a change from France.

We had a fantastic visit. It was difficult to get back on a green bus after one broke down and the passengers needed to be distributed. We had 2 young children with us and if some passengers on the 3rd bus to turn us down hadn't volunteered to get off so we could get on, we would have been stranded. Children should be given special priority. Someone should have been sent for us. Otherwise, we had a fabulous adventure. The rangers were all fantastic. Both kids wanted to become rangers when they grow up.

We had a flat tire and Ed, the Savage River Camp Host, provided us excellent and quick help to change it. Thank you.

We had a great time! Thank you!

We had a great time. Thank you.

We had a pleasant stay here. Thanks for your effort preserving such treasure for future generation.

We had a ranger-led hike by Cinnamon. She was excellent.

We had a wonderful experience. I was impressed with the facilities, trails, tours, parking, rail station and all the exhibits.

We had a wonderful visit and look forward to returning soon

We had a wonderful visit, especially in the backcountry. Keep it pristine.

We had an absolutely awesome first visit to Denali. Thank you.

We had some difficulty reading (understanding) complicated bus schedule

We liked the bus system, that kept the amount of vehicles down

We love it

We loved everything about the park - all rangers so helpful, especially Magali. We didn't have a campsite host at Wonder Lake - late July 2011.

We loved it

We loved it

We loved it - especially how wild and untouched it felt. An amazing place to visit. So glad there's one road.

We loved it and can't wait to come back again

We loved it! Ride was a little bumpy and long but worth it

We loved it. Beautiful. Breathtaking.

We loved our bus drivers - loved the system - so much better than traffic jams in the Smokies or Yellowstone or Yosemite

We loved the Denali National Park and want to return asap!

We loved the visit. Keep it wild.

We really enjoyed it - all of it. We were having such a good time. We may not have answered questions accurately. We were caught up in the beauty of the natural environment and the many animals and birds we saw. The scenery was breathtaking. We'll be back.

We really enjoyed our visit. Surprised how few animals and birds in such a vast area. Are numbers declining? And looking at the dahl sheep habitat, maybe stocking rates are correct.

We really were impressed with the ease of picking a campsite at Riley Creek Campground

We thought it was great

We thought the Tundra Wilderness Tour was a little too long - maybe should be about 6 hrs. instead of 8.

We took the Denali Natural History Tour. However, we now believe that there were more wildlife viewing opportunities on the Tundra Wilderness Tour.

We wanted information on the geology - how the landscapes were formed. We never saw that anywhere and had to find it in a book at the bookstore.

We were amazed with the grand scenery

We were disappointed not to see more animals, especially up close

We were impressed with the emphasis on protecting the wilderness and wildlife. Overall, the experience was fantastic!

We were recently visitors to Denali and I feel I should bring to your attention the problem I had in making reservations and getting information via the telephone. After we arrived in Tek tried to phone the 800 number for information about the bus reservations for a trip to Wonder Lake. The young man I spoke with was of no help at all. I was trying to find out approximately how much time we should allow to secure a spot on the bus. For example, do the majority of people get seats in 24, 48, 72 hours? He explained it being like a city bus and you can't tell from one minute to the next whether it will be sold out. I do understand that but the people at the visitor center in Tek knew that most people are able to get a seat in 24 hours. Then several days later I called again and got the same young man. His name begins with a J - Jason, Josh, Jonathon, something like that. This time I asked when the first opening was for the campground at Teklanika. He said I needed to give him a date we would arrive. I explained we could be there that day or the next. He checked the date, approximately 7/17 and said there were no openings. I asked him to check 7/18, he said there were no openings. Then 7/19, 20, 21. Then I asked him again if he didn't have some way to see when Tek had an opening. He replied no. Then I asked about Riley Creek or Savage River for 7/18. No openings. I asked about the bus, whether or not he would make reservations for a ticket to Mirror Lake. He made some remark about not knowing where Mirror Lake is. It seems to me that since I was trying to make a reservation for Tek he might have guessed I meant Wonder Lake. He did explain how the ticket for the bus and securing a spot at Tek work together. Then out of frustration I asked him to check 7/21, forgetting that I had already asked him that date, when he replied "I already told you there aren't any openings for that date." I told him we would call back. I find his entire attitude terrible. He obviously does not like his job and should not be in customer service. I have worked for many years in customer service and realize full well how dealing with the public is sometimes very difficult. I ended up getting on the website myself at another campground and making our reservations. I didn't think it took very long at all even though I had to go in one date at a time. I don't understand why "J" couldn't have done time himself since we knew we were flexible in our time and wanted to stay at Tek. I eventually spoke with Melinda about a night at Riley Creek and Amanda checked us in when we arrived at the Mercantile and explained in depth how our bus tickets would work when we purchased them from her. Both ladies were very professional. In closing, may I suggest "J" be transferred to job more in line with his skills. Perhaps sweeping out the restrooms would be better suited to his personality.

We were sad when leaving on our last day there. It is a very special place! We were fortunate and had a clear day to see Denali!

We were surprised that all accommodations are outside the viewing area of "the mountain" Denali and still somewhat perplexed. How and why? Thanks.

We were very impressed with our driver, was lucky enough to see the big 5. Had a great visit. Would do it again.

We will be back and explore the backcountry

We will come back. It was very nice.

- We would have been interested in the ranger-led tours, but they seemed to be overly complicated and inconvenient for the average visitor
- We would have liked for the Wilderness Access Center to be open when the bus returned
- We'd love to see more ranger-led hikes
- Well done
- Well done
- Well done, thanks
- Well preserved from commercial development. Keep up good work.
- Were impressed with the cleanliness of the park and facilities; friendly and knowledgeable staff.
- Will do again in future
- Wish our Green Bus tour had been narrated
- Wonderful
- Wonderful - everyone very helpful. Number of vehicles should not be increased.
- Wonderful experience supported by very good services and committed staff
- Wonderful experience. Thank you for all the work you do.
- Wonderful national park and preserve. We keep trying to get Denali named for the mountain, too. Very important to the native Alaskans and their heritage.
- Wonderful naturalist guide. Loved everything about the beautiful "well-preserved park."
- Wonderful park and very well organized
- Wonderful trip. Really loved the Eielson Visitor Center and park ranger hike.
- Wonderful weather made this a dream visit
- Wonderful. Bus driver/naturalist "Mr. Touralot" was grand.
- Would appreciate volunteer info or seasonal position info
- Would have been nice to have a "free" narrated on/off shuttle for 0-14 mile part of park, similar to that used in Zion National Park
- Write just one brochure. Too much information upon entry. Include an index. Include a recycling box for this material when exiting the park.
- Yes; I think it's a travesty that nearby hotels are so pricey and gouge visitors to Alaska. Unless one camps, it ends up an activity only for people who can afford high cost of motel. Park should impose restrictions on hotels and require less expensive housing so more can enjoy. Park, facilities, and cost are great.
- You really don't see enough variety of wildlife on the four hour tour. Would rather have fewer stops and go further in. The wildlife and scenery were the primary attractions for us.
- Your "tour bus" is a school bus for kids - not adequate for an 8 hour trip for adults. Note - park should be more accessible without bus usage as is. Terrible bus service at WAC. You wait for your "tour bus" only to find out that cruise lines already have filled it and only the shit seats are left. I refused to go on bus and got my money back. Your program stinks.



## **Appendix 1: The Questionnaire**





## Appendix 2: Additional Analysis

### 1. Group type by day of visit

- Day of visit was determined by the day the questionnaire was distributed. It is not possible to determine whether visitors received the questionnaire on the first day, second day or last day of their trip.
- Table 1.1 shows comparisons for each day of the week; Table 1.2 shows comparisons of weekends vs. weekdays.
- Groups with children are defined as a group with at least one group member under 18 years of age.
- Chi-square test shows no difference between groups.

**Table 1.1.** Day of the week by family groups with children

Day of week		Group type				Total
		Families with children	Families with no children	Other groups with children	Other groups with no children	
Sunday	Count	14	58	0	25	97
	% within day	14.4%	59.8%	.0%	25.8%	100.0%
	% within group type	12.4%	16.6%	.0%	11.2%	13.8%
Monday	Count	22	51	5	31	109
	% within day	20.2%	46.8%	4.6%	28.4%	100.0%
	% within group type	19.5%	14.6%	25.0%	13.9%	15.5%
Tuesday	Count	11	34	3	26	74
	% within day	14.9%	45.9%	4.1%	35.1%	100.0%
	% within group type	9.7%	9.7%	15.0%	11.7%	10.5%
Wednesday	Count	13	55	2	39	109
	% within day	11.9%	50.5%	1.8%	35.8%	100.0%
	% within group type	11.5%	15.8%	10.0%	17.5%	15.5%
Thursday	Count	22	60	3	39	124
	% within day	17.7%	48.4%	2.4%	31.5%	100.0%
	% within group type	19.5%	17.2%	15.0%	17.5%	17.6%
Friday	Count	15	54	4	28	101
	% within day	14.9%	53.5%	4.0%	27.7%	100.0%
	% within group type	13.3%	15.5%	20.0%	12.6%	14.3%
Saturday	Count	16	37	3	35	91
	% within day	17.6%	40.7%	3.3%	38.5%	100.0%
	% within group type	14.2%	10.6%	15.0%	15.7%	12.9%
Total	Count	113	349	20	223	705
	% within day	16.0%	49.5%	2.8%	31.6%	100.0%
	% within group type	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.631 <sup>a</sup>	18	.549
Likelihood Ratio	19.123	18	.384
N of Valid Cases	705		

a. 7 cells (25.0%) have an expected count of less than 5. The minimum expected count is 2.10.

Note: Sundays and Saturdays were combined as “weekend” and other days of the week were combined as “weekday.”

**Table 1.2.** Weekends and weekdays by family groups with children

Type of day		Group type				Total
		Families with children	Families with no children	Other groups with children	Other groups with no children	
Weekday	Count	83	254	17	163	517
	% within survey day	16.1%	49.1%	3.3%	31.5%	100.0%
	% within group type	73.5%	72.8%	85.0%	73.1%	73.3%
Weekend	Count	30	95	3	60	188
	% within survey day	16.0%	50.5%	1.6%	31.9%	100.0%
	% within group type	26.5%	27.2%	15.0%	26.9%	26.7%
Total	Count	113	349	20	223	705
	% within survey day	16.0%	49.5%	2.8%	31.6%	100.0%
	% within group type	100.0%	100.0%	100.0%	100.0%	100.0%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2- sided)
Pearson Chi-Square	1.454 <sup>a</sup>	3	.693
Likelihood Ratio	1.629	3	.653
N of Valid Cases	705		

a. 0 cells (.0%) have an expected count of less than 5. The minimum expected count is 5.33.

## 2. Distance traveled on park road by group type

**Table 2.1.** Distance traveled on park road by group type

Distance traveled		Group type				Total
		Families with children	Families with no children	Other groups with children	Other groups with no children	
Don't remember	Count	4	25	0	18	47
	% within Distance traveled on the park road	8.5%	53.2%	.0%	38.3%	100.0%
Primrose--MP 17	Count	5	17	1	9	32
	% within Distance traveled on the park road	15.6%	53.1%	3.1%	28.1%	100.0%
Polychrome--MP 47	Count	2	2	0	6	10
	% within Distance traveled on the park road	20.0%	20.0%	.0%	60.0%	100.0%
Eielson Visitor Center--MP 66	Count	32	81	9	39	161
	% within Distance traveled on the park road	19.9%	50.3%	5.6%	24.2%	100.0%
Teklanika--MP 29	Count	0	2	1	1	4
	% within Distance traveled on the park road	.0%	50.0%	25.0%	25.0%	100.0%
Toklat--MP 53	Count	14	17	2	11	44
	% within Distance traveled on the park road	31.8%	38.6%	4.5%	25.0%	100.0%
Wonder Lake--MP 89	Count	9	31	2	26	68
	% within Distance traveled on the park road	13.2%	45.6%	2.9%	38.2%	100.0%
Igloo--MP 33	Count	0	2	0	0	2
	% within Distance traveled on the park road	.0%	100.0%	.0%	.0%	100.0%
Stoney--MP 60	Count	7	30	0	20	57
	% within Distance traveled on the park road	12.3%	52.6%	.0%	35.1%	100.0%
Kantishna--MP 91	Count	13	51	2	31	97
	% within Distance traveled on the park road	13.4%	52.6%	2.1%	32.0%	100.0%
Other	Count	2	4	1	4	11
	% within Distance traveled on the park road	18.2%	36.4%	9.1%	36.4%	100.0%

**Table 2.1.** Distance traveled on park road by group type (continued)

Distance traveled		Group type				Total
		Families with children	Families with no children	Other groups with children	Other groups with no children	
Don't remember	Count	4	25	0	18	47
	% within group type	4.5%	9.5%	.0%	10.9%	8.8%
Primrose--MP 17	Count	5	17	1	9	32
	% within group type	5.7%	6.5%	5.6%	5.5%	6.0%
Polychrome--MP 47	Count	2	2	0	6	10
	% within group type	2.3%	.8%	.0%	3.6%	1.9%
Eielson Visitor Center--MP 66	Count	32	81	9	39	161
	% within group type	36.4%	30.9%	50.0%	23.6%	30.2%
Teklanika--MP 29	Count	0	2	1	1	4
	% within group type	.0%	.8%	5.6%	.6%	.8%
Toklat--MP 53	Count	14	17	2	11	44
	% within group type	15.9%	6.5%	11.1%	6.7%	8.3%
Wonder Lake--MP 89	Count	9	31	2	26	68
	% within group type	10.2%	11.8%	11.1%	15.8%	12.8%
Igloo--MP 33	Count	0	2	0	0	2
	% within group type	.0%	.8%	.0%	.0%	.4%
Stoney--MP 60	Count	7	30	0	20	57
	% within group type	8.0%	11.5%	.0%	12.1%	10.7%
Kantishna--MP 91	Count	13	51	2	31	97
	% within group type	14.8%	19.5%	11.1%	18.8%	18.2%
Other	Count	2	4	1	4	11
	% within group type	2.3%	1.5%	5.6%	2.4%	2.1%

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	39.223 <sup>a</sup>	30	.121
Likelihood Ratio	39.780	30	.109
Linear-by-Linear Association	.277	1	.599
N of Valid Cases	533		

a. 21 cells (47.7%) have an expected count of less than 5. The minimum expected count is .07.

### 3. Distance traveled on park road by residence

- Analysis is based on respondent's zip code.
- "Local" is defined as anyone who checked "yes" on question 3a (from Nenana to Talkeetna).
- Too many cells with 0 value to provide reliable Chi-square test.

**Table 3.1.** Distance travelled on park road by residence

Distance traveled	Residence				Total	
	Locals	Alaskan	Lower 48	International		
Don't remember	Count	0	0	45	5	50
	% within resident	.0%	.0%	9.8%	8.6%	9.1%
Primrose--MP 17	Count	0	0	31	1	32
	% within resident	.0%	.0%	6.7%	1.7%	5.8%
Polychrome--MP 47	Count	0	0	11	0	11
	% within resident	.0%	.0%	2.4%	.0%	2.0%
Eielson Visitor Center--MP 66	Count	5	7	136	16	164
	% within resident	55.6%	31.8%	29.6%	27.6%	29.9%
Teklanika--MP 29	Count	0	0	4	0	4
	% within resident	.0%	.0%	.9%	.0%	.7%
Toklat--MP 53	Count	3	5	36	3	47
	% within resident	33.3%	22.7%	7.8%	5.2%	8.6%
Wonder Lake--MP 89	Count	0	5	51	12	68
	% within resident	.0%	22.7%	11.1%	20.7%	12.4%
Igloo--MP 33	Count	0	0	2	0	2
	% within resident	.0%	.0%	.4%	.0%	.4%
Stoney--MP 60	Count	0	0	52	8	60
	% within resident	.0%	.0%	11.3%	13.8%	10.9%
Kantishna--MP 91	Count	1	4	80	13	98
	% within resident	11.1%	18.2%	17.4%	22.4%	17.9%
Other	Count	0	1	12	0	13
	% within resident	.0%	4.5%	2.6%	.0%	2.4%
Total	Count	9	22	460	58	549
	% within resident	100.0%	100.0%	100.0%	100.0%	100.0%

**Table 3.1.** Distance travelled on park road by residence (continued)

Distance travelled		Residence				Total
		Locals	Alaskan	Lower 48	International	
Don't remember	Count	0	0	45	5	50
	% within Distance traveled on the park road	.0%	.0%	90.0%	10.0%	100.0%
Primrose--MP 17	Count	0	0	31	1	32
	% within Distance traveled on the park road	.0%	.0%	96.9%	3.1%	100.0%
Polychrome--MP 47	Count	0	0	11	0	11
	% within Distance traveled on the park road	.0%	.0%	100.0%	.0%	100.0%
Eielson Visitor Center--MP 66	Count	5	7	136	16	164
	% within Distance traveled on the park road	3.0%	4.3%	82.9%	9.8%	100.0%
Teklanika--MP 29	Count	0	0	4	0	4
	% within Distance traveled on the park road	.0%	.0%	100.0%	.0%	100.0%
Toklat--MP 53	Count	3	5	36	3	47
	% within Distance traveled on the park road	6.4%	10.6%	76.6%	6.4%	100.0%
Wonder Lake--MP 89	Count	0	5	51	12	68
	% within Distance traveled on the park road	.0%	7.4%	75.0%	17.6%	100.0%
Igloo--MP 33	Count	0	0	2	0	2
	% within Distance traveled on the park road	.0%	.0%	100.0%	.0%	100.0%
Stoney--MP 60	Count	0	0	52	8	60
	% within Distance traveled on the park road	.0%	.0%	86.7%	13.3%	100.0%
Kantishna--MP 91	Count	1	4	80	13	98
	% within Distance traveled on the park road	1.0%	4.1%	81.6%	13.3%	100.0%
Other	Count	0	1	12	0	13
	% within Distance traveled on the park road	.0%	7.7%	92.3%	.0%	100.0%
Total	Count	9	22	460	58	549
	% within Distance traveled on the park road	1.6%	4.0%	83.8%	10.6%	100.0%

**Table 3.2.** Distance traveled on park road by Alaska residents

Distance traveled		Area of Alaska					Total
		Other Alaska	Talkeetna-Trapper Creek	Cantwell-Nenana	Fairbanks area	Anchorage area	
Eielson Visitor Center--MP 66	Count	5	0	1	2	4	12
	% within local	55.6%	.0%	50.0%	50.0%	30.8%	41.4%
Toklat--MP 53	Count	3	1	0	2	1	7
	% within local	33.3%	100.0%	.0%	50.0%	7.7%	24.1%
Wonder Lake--MP 89	Count	1	0	0	0	4	5
	% within local	11.1%	.0%	.0%	.0%	30.8%	17.2%
Kantishna--MP 91	Count	0	0	1	0	3	4
	% within local	.0%	.0%	50.0%	.0%	23.1%	13.8%
Other	Count	0	0	0	0	1	1
	% within local	.0%	.0%	.0%	.0%	7.7%	3.4%
Total	Count	9	1	2	4	13	29
	% within local	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

- Mileposts that did not appear in the table had a zero frequency (no visitors from Alaska went to the milepost).
- Chi-square test cannot be performed due to high number of zero frequency cells.

**4. Family groups traveling with children and only 1 or 2 adults**

(Total number of respondents = 62 groups)

**Table 4.1.** Activities and importance of activities by family groups with children and 1 or 2 adults

Activity	Participated in activity		Rating of activity importance (%)				
	Frequency	%	Not at all	Slightly	Moderately	Very	Extremely
Auto touring on park road between Headquarters and Savage River (Mile 14)	20	32	0	11	22	39	28
Bicycling	4	7	0	0	33	0	67
Birding/birdwatching	13	21	0	18	27	27	27
Viewing wildlife (other than birdwatching)	53	86	0	0	8	16	76
Experiencing wilderness	38	61	0	0	9	11	80
Flightseeing	7	11	0	0	50	25	25
Glacier landing by plane in park	4	7	0	0	33	33	33
Hiking on trails	35	57	0	3	23	32	42
Mountaineering/climbing/skiing	0	0	0	0	0	0	0
Nature appreciation/study/natural sounds	23	37	0	5	10	25	60
Off-trail hiking or backpacking	7	11	0	0	29	14	57
Photography/painting/drawing	36	58	0	3	16	22	59
Riding a park road bus	46	74	2	2	19	19	57
River rafting or pack-rafting	13	21	0	0	39	23	39
Shopping or dining out	28	45	8	15	39	15	23
Viewing scenery	58	94	0	0	6	14	81



**Table 4.2.** Distance traveled on park road by families with children and 1 or 2 adults

Distance traveled	Frequency	Percent
Don't remember	1	2.1
Primrose--MP 17	1	2.1
Eielson Visitor Center--MP 66	17	36.2
Toklat--MP 53	6	12.8
Wonder Lake--MP 89	5	10.6
Stoney--MP 60	5	10.6
Kantishna--MP 91	10	21.3
Other	2	4.3
Total	47	100.0

### 5. Residence by mode of arrival

**Table 5.1.** Residence by mode of arrival

Mode of arrival		Place of residence			
		Local	Alaskan	Lower 48	International
Small airplane	Frequency	0	4	25	1
	% within small airplane	0	13	83	3
Rental vehicle	Frequency	1	3	131	27
	% within rental vehicle	1	2	81	17
Private vehicle	Frequency	11	29	147	14
	% within private vehicle	5.5	14.4	73.1	7
Train	Frequency	1	9	228	22
	% within train	<1	4	88	9
	Denali Star	1	3	72	6
	Holland	0	1	78	8
	Princess	0	1	71	6
	Royal	0	0	8	2
Bicycle	Frequency	0	2	5	1
	% within bicycle	0	25	63	13
Highway shuttle bus/van	Frequency	1	4	74	9
	% within highway shuttle	1	5	84	10
Tour motorcoach	Frequency	0	1	166	19
	% within tour	0	1	89	10
Other	Frequency	0	0	4	0

**Table 5.2.** Mode of arrival by visitors from Alaska only

Mode of arrival		Area of Alaska				
		Other Alaska	Talkeetna-Trapper Creek	Cantwell-Nenana	Fairbanks area	Anchorage area
Small airplane	Frequency	1	0	0	0	3
	% within small airplane	25	0	0	0	75
Rental vehicle	Frequency	2	1	0	0	1
	% within rental vehicle	50	25	0	0	25
Private vehicle	Frequency	11	1	1	11	16
	% within private vehicle	27.5	2.5	2.5	27.5	40
Train	Frequency	2	0	1	1	5
	% within train	22	0	11	11	56
	Denali Star	0	0	1	1	1
	Holland	1	0	0	0	0
	Princess	1	0	0	0	0
Royal	0	0	0	0	0	
Bicycle	Frequency	1	0	0	1	0
	% within bicycle	50	0	0	50	0
Highway shuttle bus/van	Frequency	1	0	0	0	3
	% within highway shuttle	25	0	0	0	75
Tour motorcoach	Frequency	0	0	0	0	1
	% within tour	0	0	0	0	0
Other	Frequency	0	0	0	0	0

## 6. Common facilities and services used by local residents

**Table 6.1.** Park facilities used by visitors from Alaska  
Total number of responses = 49

Distance traveled	Area of Alaska				
	Other Alaska	Talkeetna-Trapper Creek	Cantwell-Nenana	Fairbanks area	Anchorage area
Denali Visitor Center	14	2	2	8	15
Kantishna historical sites	0	0	1	0	3
Morino Grill	2	0	1	4	4
Mountain Vista Rest/Picnic Area	0	0	2	0	1
Murie Science & Learning Center	2	0	1	1	0
Outdoor/wayside exhibits	3	0	2	3	4
Park campgrounds	4	0	1	3	5
Riley Creek Mercantile	5	0	1	3	1
Savage River parking areas	2	0	2	7	0
Sled Dog Kennels	1	1	1	0	6
Talkeetna Historical Society Museum	1	1	1	0	6
Talkeetna Ranger Station	1	0	0	0	7
Train depot	2	0	2	1	4
Wilderness Access Center	2	0	2	1	4

**Table 6.2.** Services used by local residents  
Total number of responses = 40

Service	Area of Alaska				
	Other Alaska	Talkeetna-Trapper Creek	Cantwell-Nenana	Fairbanks area	Anchorage area
Airplane landing on park glaciers	0	1	0	0	0
Airplane transport to/from Kantishna	0	0	0	0	0
Assistance from information desk staff	11	0	1	4	9
Bookstore items and service	5	0	1	6	6
<i>Denali Alpenglow</i> newspaper	4	0	1	3	3
Guided hikes/talks (with guides)	1	0	0	2	1
Junior Ranger program	1	0	1	4	0
Denali Natural History Tour	0	0	0	0	1
Tundra Wilderness Tour (TWT)	0	0	1	1	0
Visitor Transportation System (VTS)	11	0	1	2	10
Other buses into park (to Kantishna)	0	0	0	0	1
Park brochure/map	6	1	2	7	7
Park website ( <a href="http://www.nps.gov/dena">www.nps.gov/dena</a> )	7	0	0	5	9
Ranger-led programs/walks/talks	1	1	1	0	1

## 7. Comparison of Kantishna visitors between 2006 and 2011 surveys

- Kantishna visitor is defined as anyone who stayed at Kantishna area lodges or cabins.
- Kantishna visitors in 2006 tend to be older and from other states (0 from Alaska) and more likely to be first time visitor to DENA.
- It was not significant difference in term of group type or whether the group traveled with children under 18.

**Table 7.1.** Comparison of Kantishna visitors by group type

Survey		Group type				
		Alone	Family	Friends	Family and friends	Other
2006	Count	1	20	0	5	6
	% within 2006	3%	63%	0%	16%	19%
2011	Count	2	39	11	6	1
	% within 2011	3%	66%	19%	10%	2%

**Table 7.2.** Comparison of Kantishna visitors by group type with children

Survey		Group type			
		Family with children	Family with no children	Other group with children	Other group with no children
2006	Count	5	15	1	11
	% within 2006	16%	47%	3%	34%
2011	Count	9	29	1	19
	% within 2011	16%	50%	2%	33%

**Table 7.3.** Comparison of Kantishna visitors by place of residence

Survey		Place of residence		
		Alaska	Lower 48	International
2006	Count	0	64	5
	% within 2006	0%	93%	7%
2011	Count	5	106	3
	% within 2011	4%	93%	3%

**Table 7.4.** Comparison of Kantishna visitors by age group

Age group	2011		2006	
	Frequency	Percent	Frequency	Percent
10 or younger	5	4	2	3
11-15	9	7	4	6
16-20	3	2	4	6
21-25	1	1	0	0
26-30	7	6	3	4
31-35	5	4	0	0
36-40	2	2	1	1
41-45	5	4	1	1
46-50	12	10	8	12
51-55	12	10	8	12
56-60	22	18	4	6
61-65	20	16	12	17
66-70	12	10	6	9
71-75	5	4	10	15
76 or older	6	5	6	9

**Table 7.5.** Comparison of Kantishna visitors with commercial guided tours and number of first time visitors

Survey		Groups with commercial guided tours	First time visitors
2006	Count	22	33
	% within 2006	71%	94%
2011	Count	34	50
	% within 2011	65%	73%

## 8. Visitor segmentation

To answer the question of what would constitute “typical” visitors to Denali National Park, visitor segmentation was used. Respondents to the survey questionnaire were clustered into groups based on their demographic and visit characteristic commonalities.

**Method of clustering:** K-means.

**Method for determining number of clusters:** Silhouette index.

**Appropriate number of clusters identified:** 2.

After each respondent was assigned to a cluster, tests for statistical significance between the characteristic (question) values for the two clusters were conducted (Chi-square crosstab or ANOVA). Significant differences reported in Table 1 are based on  $p < 0.05$ .

**Defining characteristics of clusters:**

All defining characteristics are comparative, that is, in relation to the other cluster.

Cluster 1 “Independent visitors” (46% of cases). The visitors in this cluster are more likely to be on a trip primarily to visit Denali NP. They are more likely to stay overnight in the park or in the park area, and they spend more days in the park. They are more likely to have participated in activities in the park, and used facilities in the park, except the Train Depot. They are more likely to have used park services, except the Denali Natural History Tour and the Tundra Wilderness Tour. They are younger, but interestingly, they are more likely to have a physical condition that hindered access or participation (probably because they wanted to go places or participate in activities that were not of interest to the other cluster). They have made more trips to Denali NP.

Cluster 2 “On the tour” (54%). The visitors in this cluster are defined as more likely to arrive at Denali NP by train or motorcoach. They spend less time in the park and area, have visited Denali NP fewer times in the past, and are less likely to participate in park activities. They use park facilities less, except the Train Depot, because they are more likely to have arrived by train. They use park services less, except the Denali Natural History Tour and the Tundra Wilderness Tour. They are older.

**Table 8.1.** Characteristics of DENA clusters

<b>Characteristic</b>	<b>Independent visitors</b>	<b>On the tour</b>
Resident of area (Q2)	No difference	No difference
Primary destination (Q2)	More likely	Less likely
Overnight in park or local area (Q3)	More likely	Less likely
Nights in park (Q3)	More	Less
Backcountry campsite	More likely	Less likely
Kantishna area lodges/cabins	No difference	No difference
Residence of friend or relative	No difference	No difference
RV camping in developed campground	More likely	Less likely
Tent in developed campground	More likely	Less likely
Your own recreational home/cabin	No difference	No difference
Nights in area (Q3)	More	Less
Backcountry campsite	No difference	No difference
Lodge, motel, rented condo/home, B&B	Less likely	More likely
Residence of friend or relative	More likely	Less likely
RV camping in developed campground	More likely	Less likely
Tent in developed campground	More likely	Less likely
Your own recreational home/cabin	No difference	No difference
Days in park (Q4)	More	Less
Transportation to park (Q5)		
Small plane	No difference	No difference
Rental vehicle	More likely	Less likely
Private vehicle	More likely	Less likely
Train	Less likely	More likely
Bicycle	No difference	No difference
Highway shuttle bus/van	No difference	No difference
Tour motorcoach	Less likely	More likely
Age of respondent (Q23a)	Younger	Older
Limiting physical condition (Q21a)	More likely	Less likely
Visits to park in last 5 years (Q21c)	More	Less
Visits to park in lifetime (Q21d)	More	Less



**Table 8.1.** Characteristics of DENA clusters (continued)

<b>Characteristic</b>	<b>Independent visitors</b>	<b>On the tour</b>
<b>Activities on this visit (Q8a)</b>		
Auto touring on park road btw HQ and Savage	More likely	Less likely
Bicycling	More likely	Less likely
Birding/bird watching	More likely	Less likely
Viewing wildlife	More likely	Less likely
Experiencing wilderness	More likely	Less likely
Flightseeing	No difference	No difference
Glacier landing by plane	More likely	Less likely
Hiking on trails	More likely	Less likely
Mountaineering/climbing/skiing	No difference	No difference
Nature appreciation/study/natural sounds	More likely	Less likely
Off-trail hiking or backpacking	More likely	Less likely
Photography/painting/drawing	More likely	Less likely
Riding a park road bus	More likely	Less likely
River rafting or pack-rafting	No difference	No difference
Shopping or dining out	More likely	Less likely
Viewing scenery	More likely	Less likely
<b>Facility used (Q14a)</b>		
Denali Visitor Center	More likely	Less likely
Kantishna historical sites	More likely	Less likely
Morino Grill	More likely	Less likely
Mountain View Rest/Picnic Area	More likely	Less likely
Murie Science & Learning Center	More likely	Less likely
Outdoor/wayside exhibits	More likely	Less likely
Park campgrounds	More likely	Less likely
Riley Creek Merchantile	More likely	Less likely
Savage River parking areas	More likely	Less likely
Sled Dog Kennels	More likely	Less likely
Talkeetna Historical Society Museum	No difference	No difference
Talkeetna Ranger Station	No difference	No difference
Train Depot	Less likely	More likely
Wilderness Access Center	More likely	Less likely

**Table 8.1.** Characteristics of DENA clusters (continued)

Characteristic	Independent visitors	On the tour
<b>Services used (Q15a)</b>		
Airplane landing on park glaciers	More likely	Less likely
Airplane trans. to/from Kantishna or backcountry	No difference	No difference
Assistance from information desk staff	More likely	Less likely
Bookstore items and service	More likely	Less likely
<i>Denali Alpenglow</i> newspaper	More likely	Less likely
Guided hikes/talks	More likely	Less likely
Junior Ranger program	More likely	Less likely
Denali Natural History Tour	Less likely	More likely
Tundra Wilderness Tour	Less likely	More likely
Visitor Transportation System	More likely	Less likely
Other buses into park	No difference	No difference
Park brochure/map	More likely	Less likely
Park website	More likely	Less likely
Ranger-led programs/walks/talks	More likely	Less likely

Note: Some “No difference” may be due to small frequencies (cell sizes) in crosstabs (Chi-square).

### 9. Crowding perception among bus users

- Crowding perception was measure on a 5-point interval scale with 1= not at all crowded and 5= extremely crowded.
- Table 9 shows that there is a difference among groups of bus users on perception of crowding.
- Tables 9.1 to 9.3 show post-hoc pairwise comparison using Least Square Distance method.
- Table 9.1 shows that at Wildlife Stops, people who used camper bus or more than one bus often felt more crowded than other group. No significant difference between people who used Tundra, Kantishna, or Denali bus. No significant difference between people who used camper bus and who used more than one bus.
- Table 9.2 shows that while moving park road, people who used camper bus or more than one bus felt more crowded than other groups. People who rode Kantishna bus felt more crowded than people who rode Denali bus. People who rode VTS felt more crowded than people who rode Tundra or Denali bus.
- Table 9.3 shows that people who rode more than one bus felt more crowded than other groups (except for people who rode camper bus). People who rode Denali bus had the least problem with crowding.

**Table 9.** ANOVA comparisons perception of crowding among bus users

<b>Dependent variable</b>		<b>Sum of Squares</b>	<b>df</b>	<b>Mean Square</b>	<b>F</b>	<b>Sig.</b>
Crowding by vehicles: At wildlife stops	Between Groups	11.215	5	2.243	3.514	.004
	Within Groups	319.103	500	.638		
	Total	330.318	505			
Crowding by vehicles: While moving along Denali Park Road	Between Groups	19.630	5	3.926	5.438	.000
	Within Groups	350.880	486	.722		
	Total	370.510	491			
Crowding by vehicles: At restroom stops	Between Groups	26.884	5	5.377	5.442	.000
	Within Groups	498.991	505	.988		
	Total	525.875	510			

**Table 9.1.** Post hoc pair-wise comparison for crowding at wildlife stops

Dependent variable	(I) Bus used to travel inside park	(J) Bus used to travel inside park	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Crowding by vehicles: At wildlife stops	Tundra	Kantishna	-.055	.138	.690	-.33	.22
		Denali	.053	.129	.684	-.20	.31
		VTS	-.159	.088	.073	-.33	.02
		Camper bus	-.424*	.148	.004	-.71	-.13
		More than one bus	-.447*	.151	.003	-.74	-.15
	Kantishna	Tundra	.055	.138	.690	-.22	.33
		Denali	.108	.163	.509	-.21	.43
		VTS	-.104	.133	.437	-.37	.16
		Camper bus	-.369*	.178	.039	-.72	-.02
		More than one bus	-.392*	.181	.031	-.75	-.04
	Denali	Tundra	-.053	.129	.684	-.31	.20
		Kantishna	-.108	.163	.509	-.43	.21
		VTS	-.211	.124	.088	-.45	.03
		Camper bus	-.477*	.171	.006	-.81	-.14
		More than one bus	-.499*	.174	.004	-.84	-.16
	VTS	Tundra	.159	.088	.073	-.02	.33
		Kantishna	.104	.133	.437	-.16	.37
		Denali	.211	.124	.088	-.03	.45
		Camper bus	-.266	.143	.064	-.55	.02
		More than one bus	-.288*	.146	.050	-.58	.00
Camper bus	Tundra	.424*	.148	.004	.13	.71	
	Kantishna	.369*	.178	.039	.02	.72	
	Denali	.477*	.171	.006	.14	.81	
	VTS	.266	.143	.064	-.02	.55	
	More than one bus	-.022	.188	.905	-.39	.35	
More than one bus	Tundra	.447*	.151	.003	.15	.74	
	Kantishna	.392*	.181	.031	.04	.75	
	Denali	.499*	.174	.004	.16	.84	
	VTS	.288*	.146	.050	.00	.58	
	Camper bus	.022	.188	.905	-.35	.39	

**Table 9.2.** Post hoc pair-wise comparison for crowding while moving along Denali Park Road

Dependent variable	(I) Bus used to travel inside park	(J) Bus used to travel inside park	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Crowding by vehicles: While moving along Denali Park Road	Tundra	Kantishna	-.189	.145	.193	-.47	.10
		Denali	.251	.139	.071	-.02	.52
		VTS	-.251*	.096	.009	-.44	-.06
		Camper bus	-.566*	.161	.000	-.88	-.25
		More than one bus	-.052	.165	.751	-.38	.27
	Kantishna	Tundra	.189	.145	.193	-.10	.47
		Denali	.441*	.172	.011	.10	.78
		VTS	-.061	.139	.660	-.34	.21
		Camper bus	-.376*	.191	.049	-.75	.00
		More than one bus	.137	.194	.480	-.24	.52
	Denali	Tundra	-.251	.139	.071	-.52	.02
		Kantishna	-.441*	.172	.011	-.78	-.10
		VTS	-.502*	.133	.000	-.76	-.24
		Camper bus	-.817*	.186	.000	-1.18	-.45
		More than one bus	-.304	.189	.109	-.68	.07
	VTS	Tundra	.251*	.096	.009	.06	.44
		Kantishna	.061	.139	.660	-.21	.34
		Denali	.502*	.133	.000	.24	.76
		Camper bus	-.315*	.156	.044	-.62	-.01
		More than one bus	.198	.160	.216	-.12	.51
Camper bus	Tundra	.566*	.161	.000	.25	.88	
	Kantishna	.376*	.191	.049	.00	.75	
	Denali	.817*	.186	.000	.45	1.18	
	VTS	.315*	.156	.044	.01	.62	
	More than one bus	.513*	.206	.013	.11	.92	
More than one bus	Tundra	.052	.165	.751	-.27	.38	
	Kantishna	-.137	.194	.480	-.52	.24	
	Denali	.304	.189	.109	-.07	.68	
	VTS	-.198	.160	.216	-.51	.12	
	Camper bus	-.513*	.206	.013	-.92	-.11	

**Table 9.3.** Posthoc pairwise comparison for crowding at restroom stops

Dependent variable	(I) Bus used to travel inside park	(J) Bus used to travel inside park	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
Crowding by vehicles: At restroom stops	Tundra	Kantishna	.057	.170	.736	-.28	.39
		Denali	.586*	.165	.000	.26	.91
		VTS	.020	.109	.852	-.19	.23
		Camper bus	-.228	.182	.210	-.58	.13
		More than one bus	-.479*	.188	.011	-.85	-.11
	Kantishna	Tundra	-.057	.170	.736	-.39	.28
		Denali	.529*	.205	.010	.13	.93
		VTS	-.037	.164	.821	-.36	.28
		Camper bus	-.285	.219	.193	-.72	.14
		More than one bus	-.537*	.224	.017	-.98	-.10
	Denali	Tundra	-.586*	.165	.000	-.91	-.26
		Kantishna	-.529*	.205	.010	-.93	-.13
		VTS	-.566*	.158	.000	-.88	-.25
		Camper bus	-.814*	.215	.000	-1.24	-.39
		More than one bus	-1.065*	.220	.000	-1.50	-.63
	VTS	Tundra	-.020	.109	.852	-.23	.19
		Kantishna	.037	.164	.821	-.28	.36
		Denali	.566*	.158	.000	.25	.88
		Camper bus	-.248	.176	.158	-.59	.10
		More than one bus	-.499*	.182	.006	-.86	-.14
Camper bus	Tundra	.228	.182	.210	-.13	.58	
	Kantishna	.285	.219	.193	-.14	.72	
	Denali	.814*	.215	.000	.39	1.24	
	VTS	.248	.176	.158	-.10	.59	
	More than one bus	-.251	.233	.281	-.71	.21	
More than one bus	Tundra	.479*	.188	.011	.11	.85	
	Kantishna	.537*	.224	.017	.10	.98	
	Denali	1.065*	.220	.000	.63	1.50	
	VTS	.499*	.182	.006	.14	.86	
	Camper bus	.251	.233	.281	-.21	.71	

\*. The mean difference is significant at the 0.05 level.

## 10. Length of visit by activities

- The sub-samples are not mutually exclusive because visitors can participate in more than one activity or use multiple facilities.

**Table 10.1.** Length of visit by type of activities

Activity	Frequency	Length of visit			
		Mean	Median	Max	Min
Auto touring on park road between Headquarters and Savage River (Mile 14)	209	49.7	48	0.5	336
Bicycling	22	72	72	10	168
Birding/birdwatching	118	62.3	57	0.75	336
Viewing wildlife (other than birdwatching)	545	48.6	48	0.25	1248
Experiencing wilderness	383	54.9	48	0.5	1248
Flightseeing	91	54.9	48	0.25	336
Glacier landing by plane in park	48	54.1	48	0.25	336
Hiking on trails	317	58.1	48	0.5	1248
Mountaineering/climbing/skiing	5	81.6	72	24	168
Nature appreciation/study/natural sounds	209	59.2	48	0.5	1248
Off-trail hiking or backpacking	74	87.7	72	7	396
Photography/painting/drawing	332	52.4	48	0.5	1248
Riding a park road bus	519	49.6	48	0.25	1248
River rafting or pack-rafting	50	62.6	30	0.25	1248
Shopping or dining out	293	48.7	48	0.25	1248
Viewing scenery	588	46.7	48	0.25	1248

**Table 10.2.** Length of visit by used of park facilities

Facility used	Frequency	Length of visit (hours)			
		Mean	Median	Max	Min
Denali Visitor Center	549	46	48	0.25	1248
Kantishna historical sites	61	54	48	8	168
Morino Grill	127	57	48	0.5	396
Mountain Vista Rest/Picnic Area	60	55	48	4	336
Murie Science & Learning Center	120	57	48	0.5	396
Outdoor/wayside exhibits	164	50	48	0.75	336
Park campgrounds	122	84	72	4	396
Riley Creek Mercantile	113	81	72	6	396
Savage River parking areas	113	57	48	0.75	336
Sled Dog Kennels	173	63	48	0.25	1248
Talkeetna Historical Society Museum	74	41	24	0.5	192
Talkeetna Ranger Station	108	47	48	0.25	192
Train depot	237	46	30	0.25	1248
Wilderness Access Center	74	41	24	0.5	192



**11. Trails hiked by age class****Table 11.1.** Trails hiked by visitor groups with children

<b>Trail hiked</b>	<b>Group type</b>			
	No children under 12 (n=266)	Children under 12 (n=35)	Children under 4 (n=4)	Children under 12 and 4 (n=9)
Did not hike any trail	279	37	3	9
Triple Lakes	31	2	0	1
Mt. Healy	38	7	0	0
Roadside	60	8	1	4
Jonesville/Bike Trail	17	1	0	0
Meadow View	32	5	0	0
Rock Creek	21	3	0	1
Taiga	58	8	0	0
Oxbow	14	2	0	0
McKinley Station	27	5	0	2
Savage Canyon Loop	76	11	3	6
Thorofare/Alpine	12	2	0	0
McKinley Bar	12	1	0	0
Other	96	18	1	1

**Table 11.2.** Trails hiked by group type with children

<b>Trail hiked</b>	<b>Group type</b>			
	Family with children (n=62)	Family with no children (n=149)	Other group with children (n=11)	Other group with no children (n=87)
Did not hike any trail	45	185	7	124
Triple Lakes	3	18	1	10
Mt. Healy	6	23	1	15
Roadside	18	31	3	21
Jonesville/Bike Trail	4	11	0	2
Meadow View	6	20	2	9
Rock Creek	4	12	0	9
Taiga	10	35	2	17
Oxbow	2	5	1	6
McKinley Station	6	19	0	9
Savage Canyon Loop	25	39	3	28
Thorofare/Alpine	2	5	1	6
McKinley Bar	2	5	0	7
Other	25	56	5	7

**Table 11.3** Trails hiked by respondent's age

Trail hiked	Number of respondents	Respondent age			
		Average age	Median age	Minimum age	Maximum age
Triple Lakes	34	52	52	20	78
Mt. Healy	46	47	44	20	71
Roadside	70	53	53	30	84
Jonesville/Bike Trail	18	49	50	26	62
Meadow View	36	54	56	22	71
Rock Creek	25	49	52	25	70
Taiga	65	51	52	20	80
Oxbow	16	55	55	23	81
McKinley Station	34	47	50	20	76
Savage Canyon Loop	95	51	53	20	79
Thorofare/Alpine	14	46	46	26	77
McKinley Bar	14	45	50	27	66
Other	110	51	53	18	83

**12. Trails hiked by tour groups and non-tour groups****Table 12.1.** Comparison between tour groups and non-tour groups

Trail hiked	Group type	
	Tour group (n1=85)	Non-tour group (n2=187)
Did not hike any trail	93	193
Triple Lakes	12	21
Mt. Healy	5	29
Roadside	17	46
Jonesville/Bike Trail	8	8
Meadow View	11	21
Rock Creek	7	14
Taiga	21	33
Oxbow	4	11
McKinley Station	6	24
Savage Canyon Loop	17	66
Thorofare/Alpine	1	13
McKinley Bar	2	11
Other	37	64

### 13. Off-trail by age class

- Non-family groups with no children were most likely to hike off-trail.
- Non-family groups with children were least likely to hike off-trail.
- Respondents who hiked off-trails were younger than respondents who did not hike off trails.

**Table 13.1.** Cross comparison of family groups traveling with children and groups that hike off trail

	Group type				Total
	Families with children	Families with no children	Other groups with children	Other groups with no children	
Did not hike	102	306	20	180	608
Hike off trail	10	34	0	32	76
Total	112	340	20	212	684

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.871 <sup>a</sup>	3	.076
Likelihood Ratio	8.827	3	.032
Linear-by-Linear Association	3.615	1	.057
N of Valid Cases	684		

a. 1 cell (12.5%) has an expected count of less than 5. The minimum expected count is 2.22.

**Table 13.2.** Cross comparison of groups travelling with children and groups that hike off trail

	Group type				Total
	Groups with no children under 12	Groups with children under 12	Groups with children under 4	Groups with children under 12 and under 4	
Did not hike	551	59	3	15	628
Hike off trail	69	4	1	1	75
Total	620	63	4	16	703

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.561 <sup>a</sup>	3	.464
Likelihood Ratio	2.589	3	.459
Linear-by-Linear Association	1.170	1	.279
N of Valid Cases	703		

a. 3 cells (37.5%) have an expected count of less than 5. The minimum expected count is .43.

**Table 13.3.** Average age comparison of respondents who hiked off trail and those who did not hiked off trail

<b>Activities this visit: Off-trail hiking or backpacking</b>	N	Mean	Std. Deviation	Std. Error Mean	t	Sig. (2-tailed)
Yes, hiked off trail	76	43.43	13.965	1.602	-7.488	0.0000
No, did not hike off trail	635	56.03	12.943	.514		

#### 14. Auto touring between HQ and Savage

- Tables 14.1 to 14.3 show comparison of groups taking auto tour between HQ and Savage by personal group type, whether the group was traveling with children, and respondent's place of residence.
- No significant difference was found in any of the variable.

**Table 14.1.** Cross comparison between personal group type and groups that took auto tour between HQ and Savage

Take the tour?	Personal group type					Total
	Alone	Family	Friends	Family and friends	Other	
Did not take tour	29	308	84	44	4	469
Took the tour	9	145	40	21	1	216
Total	38	453	124	65	5	685

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.488 <sup>a</sup>	4	.829
Likelihood Ratio	1.573	4	.814
Linear-by-Linear Association	.119	1	.731
N of Valid Cases	685		

a. 2 cells (20.0%) have an expected count of less than 5. The minimum expected count is 1.58.

**Table 14.2.** Cross comparison between visitor groups with/without children and groups that took auto touring between HQ and Savage

Take the tour?	Group type				Total
	Families with children	Families with no children	Other groups with children	Other groups with no children	
Did not take the tour	73	234	12	149	468
Took the tour	39	106	8	63	216
Total	112	340	20	212	684

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.567 <sup>a</sup>	3	.667
Likelihood Ratio	1.535	3	.674
Linear-by-Linear Association	.547	1	.460
N of Valid Cases	684		

a. 0 cells (.0%) have an expected count of less than 5. The minimum expected count is 6.32.

**Table 14.3.** Comparison between respondent's place of residence and groups that took auto tour between HQ and Savage

	Residence				Total
	Locals	Alaskan	Lower 48	International	
Did not take the tour	9	32	388	53	482
Took the tour	5	9	185	21	220
Total	14	41	573	74	702

**Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.344 <sup>a</sup>	3	.504
Likelihood Ratio	2.459	3	.483
Linear-by-Linear Association	.005	1	.943
N of Valid Cases	702		

a. 1 cell (12.5%) has an expected count of less than 5. The minimum expected count is 4.39.

**Table 14.4.** Comparison between groups that took the auto tour between HQ and Savage and groups that did not take the tour in length of visit

<b>Activities this visit: Auto touring between Headquarters and Savage River</b>	<b>N</b>	<b>Mean</b>	<b>Std. Deviation</b>	<b>Std. Error Mean</b>
Did not take the tour	462	42.6066	70.11584	3.26208
Took the tour	209	49.6746	43.66300	3.02023

**Table 14.4.** Comparison between groups that took the auto tour between HQ and Savage and groups that did not take the tour in length of visit (continued)

	<b>Levene's Test for Equality of Variances</b>		<b>t-test for Equality of Means</b>						
	F	Sig.	t	df	Sig. 2-tailed)	Mean Diff.	Std. Error Diff.	95% Confidence Interval of the Difference	
								Lower	Upper
Equal variances assumed	.002	.962	-1.344	669	.179	-7.06804	5.2593	-17.394	3.25882
Equal variances not assumed			-1.590	604.9	.112	-7.06804	4.4455	-15.798	1.66257





## 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, group type, group size, age of the group member (at least 16 years old) completing the survey, whether the park was the primary reason for being in the area, and respondent's place of residence were five variables that were used to check for non-response bias.

Two independent-sample T-tests were used to test the differences between respondents and non-respondents. The p-values represent the significance levels of these tests. If the p-value is greater than 0.05, the two groups are judged to be insignificantly different.

Chi-square tests were used to detect the difference in the group types, whether the park is the primary reason for being in the area, and respondent's place of residence. The hypotheses were there would be no significant difference between respondents and non-respondents in terms of who they travelled with, why they were in the area, or where they came from. If the p-value is greater than 0.05, the differences are judged to be insignificant.

The hypotheses for checking non-response bias are: Respondents and non-respondents are not significantly difference in term of

1. Average age
2. Number of people they were travelling with in a personal group
3. Type of group which they were travelling with
4. Primary reason for travelling to the area
5. Place of residence

As shown in Tables 3-6, significant differences were found in age, group size, and place of residence. The p-value for respondent/non-respondent group type and primary reason for being in the area test is greater than 0.05, indicating insignificant differences between respondents and non-respondents. In regard to age difference, various reviews of survey methodology (Dillman and Carley-Baxter 2000; Goudy 1976, Filion 1976, Mayer and Pratt Jr. 1967) have consistently found, that in public opinion surveys, average respondent ages tend to be higher than average non-respondent ages. This difference is often caused by other reasons such as availability of free time rather than problems with survey methodology. In addition, because unit of analysis for this study is a visitor group, the group member who received the questionnaire may be different than the one who actually completed it after the visit. Sometimes the age of the actual respondent is higher than the age of the group member who accepted the questionnaire at the park. The results indicated that some sub-group of visitors such as those from Alaska may be underrepresented in overall demographic information.



## Appendix 4: Visitor Study Comparisons: 1988, 2006, 2011

### Study dates: July 19-25, 2011

Visitor groups contacted:	1,144	
Questionnaires distributed:	1,031	10.0% refusal rate
Questionnaires returned:	735	71.3% response rate

### Study dates: August 1-7, 2006

Visitor groups contacted:	1,067	
Questionnaires distributed:	1,008	5.5% refusal rate
Questionnaires returned:	815	80.9% response rate

### Study dates: July 26 – August 1, 1988

Visitor groups contacted:	507	
Questionnaires distributed:	483	4.7% refusal rate
Questionnaires returned:	428	88.6% response rate

Questionnaire distribution

Summer, 2011:

**Table 1.** Questionnaire distribution, summer 2011

Sampling site	Distributed		Returned: % of total		Return Rate by site		Refusals by site	
	N	%	N	%	%		N	%
Wilderness Access Center	291	28	199	27	68		25	22
Denali Visitor Center	248	24	192	26	77		61	54
Denali Train Depot	198	19	146	20	74		7	6
Talkeetna Ranger Station	99	10	71	10	72		4	4
Murie Science and Learning Center	78	8	51	7	65		6	5
Talkeetna Museum	69	7	46	6	67		8	7
Riley Creek Mercantile	48	5	30	4	63		2	2
Total	1031	100	735	100			113	100

Summer, 2006:

**Table 1: Questionnaire distribution location**

N=number of questionnaires distributed.

Sampling site	N	Percent
Talkeetna	49	5
Wilderness Access Center	246	24
Train Depot	465	46
Denali Visitor Center	248	25
Total	1008	100

Summer 1988:

All questionnaires were distributed at Savage River entrance station. Transportation options included riding a wildlife tour bus, park provided shuttle bus, or obtaining a private vehicle permit. All of these visitors were included in the survey.

# Visitor ages

Summer, 1988

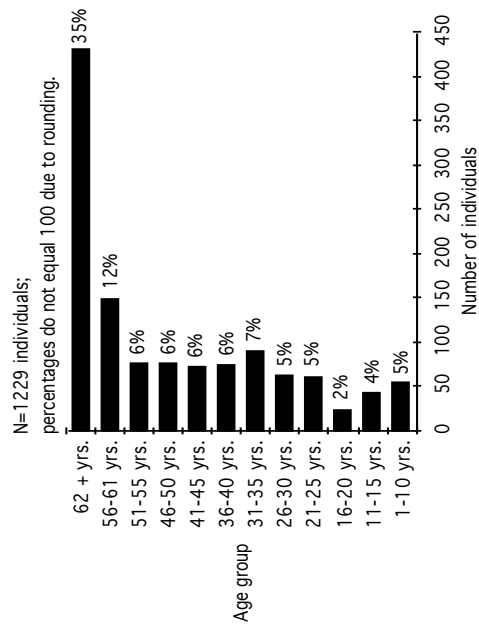


Figure 3: Visitor ages

Summer, 2006

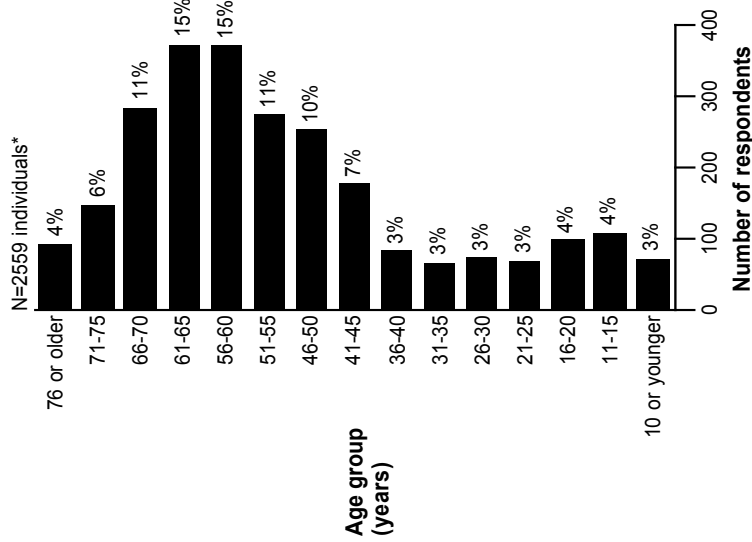


Figure 6. Visitor ages

Summer, 2011

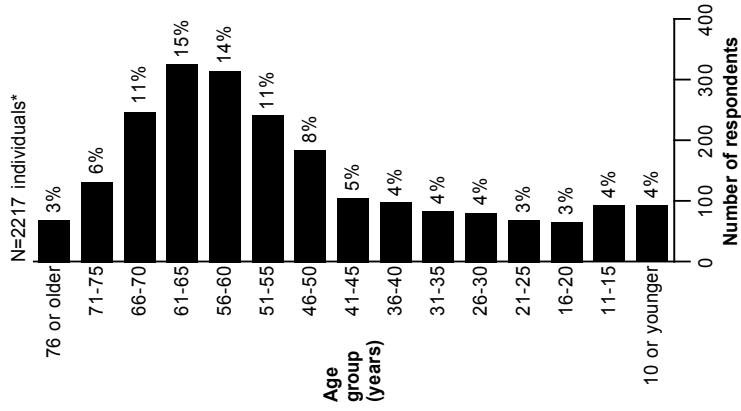


Figure 10. Visitor ages

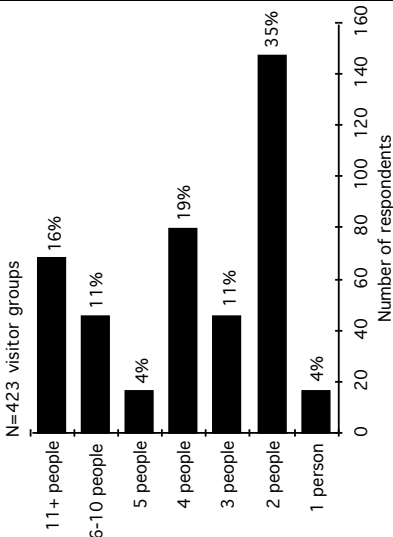
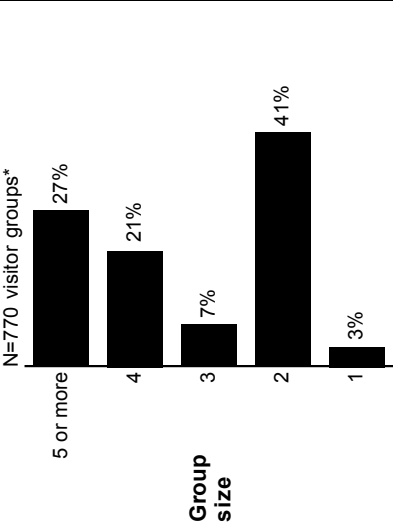
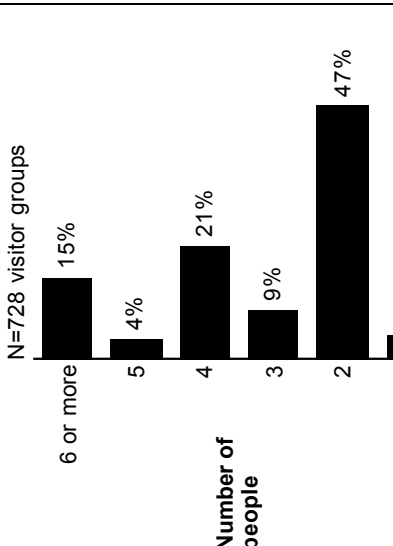
## International visitors

Summer, 1988: 12% international N=123 individuals 11 countries	Summer, 2006: 8% international individuals 18 countries	Summer, 2011: 9% international individuals 24 countries																																																																																																																																																																																	
<p>Table 2: Proportion of visitors from foreign countries</p> <table border="1"> <thead> <tr> <th>Country</th> <th>Number of individuals</th> <th>% of foreign visitors</th> </tr> </thead> <tbody> <tr> <td>Asia</td> <td>12</td> <td>10</td> </tr> <tr> <td>Japan</td> <td>11</td> <td></td> </tr> <tr> <td>Taiwan</td> <td>1</td> <td></td> </tr> <tr> <td>Europe</td> <td>83</td> <td>67</td> </tr> <tr> <td>Austria</td> <td>6</td> <td></td> </tr> <tr> <td>Belgium</td> <td>1</td> <td></td> </tr> <tr> <td>Germany</td> <td>46</td> <td></td> </tr> <tr> <td>Italy</td> <td>4</td> <td></td> </tr> <tr> <td>Netherlands</td> <td>2</td> <td></td> </tr> <tr> <td>Sweden</td> <td>3</td> <td></td> </tr> <tr> <td>Switzerland</td> <td>15</td> <td></td> </tr> <tr> <td>U.K.</td> <td>6</td> <td></td> </tr> <tr> <td>North America</td> <td></td> <td>23</td> </tr> <tr> <td>Canada</td> <td>28</td> <td></td> </tr> </tbody> </table>	Country	Number of individuals	% of foreign visitors	Asia	12	10	Japan	11		Taiwan	1		Europe	83	67	Austria	6		Belgium	1		Germany	46		Italy	4		Netherlands	2		Sweden	3		Switzerland	15		U.K.	6		North America		23	Canada	28		<p>Table 4: International visitors by country</p> <table border="1"> <thead> <tr> <th>Country</th> <th>Number of visitors</th> <th>Percent of international visitors</th> </tr> </thead> <tbody> <tr><td>Canada</td><td>55</td><td>28</td></tr> <tr><td>Switzerland</td><td>24</td><td>12</td></tr> <tr><td>Australia</td><td>23</td><td>12</td></tr> <tr><td>England</td><td>23</td><td>12</td></tr> <tr><td>Germany</td><td>15</td><td>8</td></tr> <tr><td>New Zealand</td><td>15</td><td>8</td></tr> <tr><td>Spain</td><td>13</td><td>7</td></tr> <tr><td>France</td><td>5</td><td>3</td></tr> <tr><td>Sweden</td><td>5</td><td>3</td></tr> <tr><td>Czech Republic</td><td>3</td><td>2</td></tr> <tr><td>Greece</td><td>3</td><td>2</td></tr> <tr><td>Netherlands</td><td>3</td><td>2</td></tr> <tr><td>Taiwan</td><td>3</td><td>2</td></tr> <tr><td>Mexico</td><td>2</td><td>1</td></tr> <tr><td>Northern Ireland</td><td>2</td><td>1</td></tr> <tr><td>Philippines</td><td>2</td><td>1</td></tr> <tr><td>Austria</td><td>1</td><td>1</td></tr> <tr><td>Bulgaria</td><td>1</td><td>1</td></tr> </tbody> </table>	Country	Number of visitors	Percent of international visitors	Canada	55	28	Switzerland	24	12	Australia	23	12	England	23	12	Germany	15	8	New Zealand	15	8	Spain	13	7	France	5	3	Sweden	5	3	Czech Republic	3	2	Greece	3	2	Netherlands	3	2	Taiwan	3	2	Mexico	2	1	Northern Ireland	2	1	Philippines	2	1	Austria	1	1	Bulgaria	1	1	<table border="1"> <thead> <tr> <th>State</th> <th>Number of visitors</th> <th>Percent of international visitors N=181 individuals*</th> </tr> </thead> <tbody> <tr><td>Canada</td><td>44</td><td>24%</td></tr> <tr><td>Switzerland</td><td>22</td><td>12%</td></tr> <tr><td>Germany</td><td>18</td><td>10%</td></tr> <tr><td>United Kingdom</td><td>15</td><td>8%</td></tr> <tr><td>France</td><td>12</td><td>7%</td></tr> <tr><td>Australia</td><td>11</td><td>6%</td></tr> <tr><td>Netherlands</td><td>8</td><td>4%</td></tr> <tr><td>Czech Republic</td><td>7</td><td>4%</td></tr> <tr><td>Belgium</td><td>5</td><td>3%</td></tr> <tr><td>New Zealand</td><td>5</td><td>3%</td></tr> <tr><td>Ireland</td><td>4</td><td>2%</td></tr> <tr><td>Mexico</td><td>4</td><td>2%</td></tr> <tr><td>Norway</td><td>4</td><td>2%</td></tr> <tr><td>Austria</td><td>3</td><td>2%</td></tr> <tr><td>Brazil</td><td>3</td><td>2%</td></tr> <tr><td>China</td><td>3</td><td>2%</td></tr> <tr><td>Denmark</td><td>2</td><td>1%</td></tr> <tr><td>Hungary</td><td>2</td><td>1%</td></tr> <tr><td>Italy</td><td>2</td><td>1%</td></tr> <tr><td>Japan</td><td>2</td><td>1%</td></tr> <tr><td>Sweden</td><td>2</td><td>1%</td></tr> <tr><td>Bermuda</td><td>1</td><td>1%</td></tr> <tr><td>Spain</td><td>1</td><td>1%</td></tr> <tr><td>Thailand</td><td>1</td><td>1%</td></tr> </tbody> </table>	State	Number of visitors	Percent of international visitors N=181 individuals*	Canada	44	24%	Switzerland	22	12%	Germany	18	10%	United Kingdom	15	8%	France	12	7%	Australia	11	6%	Netherlands	8	4%	Czech Republic	7	4%	Belgium	5	3%	New Zealand	5	3%	Ireland	4	2%	Mexico	4	2%	Norway	4	2%	Austria	3	2%	Brazil	3	2%	China	3	2%	Denmark	2	1%	Hungary	2	1%	Italy	2	1%	Japan	2	1%	Sweden	2	1%	Bermuda	1	1%	Spain	1	1%	Thailand	1	1%
Country	Number of individuals	% of foreign visitors																																																																																																																																																																																	
Asia	12	10																																																																																																																																																																																	
Japan	11																																																																																																																																																																																		
Taiwan	1																																																																																																																																																																																		
Europe	83	67																																																																																																																																																																																	
Austria	6																																																																																																																																																																																		
Belgium	1																																																																																																																																																																																		
Germany	46																																																																																																																																																																																		
Italy	4																																																																																																																																																																																		
Netherlands	2																																																																																																																																																																																		
Sweden	3																																																																																																																																																																																		
Switzerland	15																																																																																																																																																																																		
U.K.	6																																																																																																																																																																																		
North America		23																																																																																																																																																																																	
Canada	28																																																																																																																																																																																		
Country	Number of visitors	Percent of international visitors																																																																																																																																																																																	
Canada	55	28																																																																																																																																																																																	
Switzerland	24	12																																																																																																																																																																																	
Australia	23	12																																																																																																																																																																																	
England	23	12																																																																																																																																																																																	
Germany	15	8																																																																																																																																																																																	
New Zealand	15	8																																																																																																																																																																																	
Spain	13	7																																																																																																																																																																																	
France	5	3																																																																																																																																																																																	
Sweden	5	3																																																																																																																																																																																	
Czech Republic	3	2																																																																																																																																																																																	
Greece	3	2																																																																																																																																																																																	
Netherlands	3	2																																																																																																																																																																																	
Taiwan	3	2																																																																																																																																																																																	
Mexico	2	1																																																																																																																																																																																	
Northern Ireland	2	1																																																																																																																																																																																	
Philippines	2	1																																																																																																																																																																																	
Austria	1	1																																																																																																																																																																																	
Bulgaria	1	1																																																																																																																																																																																	
State	Number of visitors	Percent of international visitors N=181 individuals*																																																																																																																																																																																	
Canada	44	24%																																																																																																																																																																																	
Switzerland	22	12%																																																																																																																																																																																	
Germany	18	10%																																																																																																																																																																																	
United Kingdom	15	8%																																																																																																																																																																																	
France	12	7%																																																																																																																																																																																	
Australia	11	6%																																																																																																																																																																																	
Netherlands	8	4%																																																																																																																																																																																	
Czech Republic	7	4%																																																																																																																																																																																	
Belgium	5	3%																																																																																																																																																																																	
New Zealand	5	3%																																																																																																																																																																																	
Ireland	4	2%																																																																																																																																																																																	
Mexico	4	2%																																																																																																																																																																																	
Norway	4	2%																																																																																																																																																																																	
Austria	3	2%																																																																																																																																																																																	
Brazil	3	2%																																																																																																																																																																																	
China	3	2%																																																																																																																																																																																	
Denmark	2	1%																																																																																																																																																																																	
Hungary	2	1%																																																																																																																																																																																	
Italy	2	1%																																																																																																																																																																																	
Japan	2	1%																																																																																																																																																																																	
Sweden	2	1%																																																																																																																																																																																	
Bermuda	1	1%																																																																																																																																																																																	
Spain	1	1%																																																																																																																																																																																	
Thailand	1	1%																																																																																																																																																																																	

U.S. visitors

<p>Summer, 1988: 88% U.S. visitors N=999 individuals 47 states</p>	<p>Summer, 2006: 92% U.S. visitors N=2,176 individuals 50 states</p>	<p>Summer, 2011: 91% U.S. visitors N=1,886 individuals 50 states</p>																																																																																																																																																																																																																																																																																																																		
<p><b>Table 3: United States visitors by state of residence*</b></p> <table border="1"> <thead> <tr> <th>State</th> <th>Number of visitors</th> <th>Percent of U.S. visitors</th> </tr> </thead> <tbody> <tr><td>Alaska</td><td>156</td><td>16</td></tr> <tr><td>California</td><td>144</td><td>14</td></tr> <tr><td>Illinois</td><td>46</td><td>5</td></tr> <tr><td>Ohio</td><td>44</td><td>4</td></tr> <tr><td>Pennsylvania</td><td>44</td><td>4</td></tr> <tr><td>Washington</td><td>42</td><td>4</td></tr> <tr><td>Florida</td><td>39</td><td>4</td></tr> <tr><td>Michigan</td><td>36</td><td>4</td></tr> <tr><td>Colorado</td><td>35</td><td>4</td></tr> <tr><td>New York</td><td>33</td><td>3</td></tr> <tr><td>Minnesota</td><td>31</td><td>3</td></tr> <tr><td>Oregon</td><td>26</td><td>3</td></tr> <tr><td>Arizona</td><td>23</td><td>2</td></tr> <tr><td>New Jersey</td><td>22</td><td>2</td></tr> <tr><td>Kansas</td><td>21</td><td>2</td></tr> <tr><td>Texas</td><td>21</td><td>2</td></tr> <tr><td>Wisconsin</td><td>19</td><td>2</td></tr> <tr><td>Indiana</td><td>17</td><td>2</td></tr> <tr><td>Iowa</td><td>17</td><td>2</td></tr> <tr><td>North Carolina</td><td>15</td><td>2</td></tr> <tr><td>Maryland</td><td>14</td><td>1</td></tr> <tr><td>Oklahoma</td><td>12</td><td>1</td></tr> <tr><td>Georgia</td><td>11</td><td>1</td></tr> <tr><td>Missouri</td><td>10</td><td>1</td></tr> <tr><td>Montana</td><td>10</td><td>1</td></tr> <tr><td>Arkansas</td><td>8</td><td>1</td></tr> <tr><td>Nebraska</td><td>8</td><td>1</td></tr> <tr><td>North Dakota</td><td>8</td><td>1</td></tr> <tr><td>South Carolina</td><td>8</td><td>1</td></tr> <tr><td>Utah</td><td>8</td><td>1</td></tr> <tr><td>Connecticut</td><td>7</td><td>1</td></tr> <tr><td>Maine</td><td>7</td><td>1</td></tr> <tr><td>Massachusetts</td><td>7</td><td>1</td></tr> <tr><td>Nevada</td><td>6</td><td>1</td></tr> <tr><td>Wyoming</td><td>6</td><td>1</td></tr> <tr><td>11 other states and Washington, DC</td><td>38</td><td>4</td></tr> </tbody> </table>	State	Number of visitors	Percent of U.S. visitors	Alaska	156	16	California	144	14	Illinois	46	5	Ohio	44	4	Pennsylvania	44	4	Washington	42	4	Florida	39	4	Michigan	36	4	Colorado	35	4	New York	33	3	Minnesota	31	3	Oregon	26	3	Arizona	23	2	New Jersey	22	2	Kansas	21	2	Texas	21	2	Wisconsin	19	2	Indiana	17	2	Iowa	17	2	North Carolina	15	2	Maryland	14	1	Oklahoma	12	1	Georgia	11	1	Missouri	10	1	Montana	10	1	Arkansas	8	1	Nebraska	8	1	North Dakota	8	1	South Carolina	8	1	Utah	8	1	Connecticut	7	1	Maine	7	1	Massachusetts	7	1	Nevada	6	1	Wyoming	6	1	11 other states and Washington, DC	38	4	<p><b>Table 3: United States visitors by state</b></p> <table border="1"> <thead> <tr> <th>State</th> <th>Number of visitors</th> <th>Percent of U.S. visitors</th> </tr> </thead> <tbody> <tr><td>California</td><td>266</td><td>12</td></tr> <tr><td>Alaska</td><td>130</td><td>6</td></tr> <tr><td>Texas</td><td>116</td><td>5</td></tr> <tr><td>Pennsylvania</td><td>102</td><td>5</td></tr> <tr><td>Illinois</td><td>88</td><td>4</td></tr> <tr><td>Minnesota</td><td>87</td><td>4</td></tr> <tr><td>Wisconsin</td><td>87</td><td>4</td></tr> <tr><td>Florida</td><td>84</td><td>4</td></tr> <tr><td>Ohio</td><td>84</td><td>4</td></tr> <tr><td>Virginia</td><td>78</td><td>4</td></tr> <tr><td>New Jersey</td><td>72</td><td>3</td></tr> <tr><td>New York</td><td>70</td><td>3</td></tr> <tr><td>Michigan</td><td>68</td><td>3</td></tr> <tr><td>Colorado</td><td>64</td><td>3</td></tr> <tr><td>Massachusetts</td><td>54</td><td>2</td></tr> <tr><td>Iowa</td><td>49</td><td>2</td></tr> <tr><td>North Carolina</td><td>48</td><td>2</td></tr> <tr><td>Arizona</td><td>46</td><td>2</td></tr> <tr><td>Oregon</td><td>42</td><td>2</td></tr> <tr><td>Indiana</td><td>37</td><td>2</td></tr> <tr><td>Oklahoma</td><td>36</td><td>2</td></tr> <tr><td>Washington</td><td>36</td><td>2</td></tr> <tr><td>Georgia</td><td>35</td><td>2</td></tr> <tr><td>Maryland</td><td>32</td><td>1</td></tr> <tr><td>Connecticut</td><td>29</td><td>1</td></tr> <tr><td>Kansas</td><td>27</td><td>1</td></tr> <tr><td>Missouri</td><td>27</td><td>1</td></tr> <tr><td>Tennessee</td><td>27</td><td>1</td></tr> <tr><td>Utah</td><td>25</td><td>1</td></tr> <tr><td>Arkansas</td><td>23</td><td>1</td></tr> <tr><td>Louisiana</td><td>21</td><td>1</td></tr> <tr><td>Nevada</td><td>19</td><td>1</td></tr> <tr><td>South Carolina</td><td>17</td><td>1</td></tr> <tr><td>Idaho</td><td>16</td><td>1</td></tr> <tr><td>North Dakota</td><td>16</td><td>1</td></tr> <tr><td>Maine</td><td>15</td><td>1</td></tr> <tr><td>New Hampshire</td><td>14</td><td>1</td></tr> <tr><td>Mississippi</td><td>11</td><td>1</td></tr> <tr><td>South Dakota</td><td>11</td><td>1</td></tr> <tr><td>11 other states and Puerto Rico</td><td>67</td><td>3</td></tr> </tbody> </table>	State	Number of visitors	Percent of U.S. visitors	California	266	12	Alaska	130	6	Texas	116	5	Pennsylvania	102	5	Illinois	88	4	Minnesota	87	4	Wisconsin	87	4	Florida	84	4	Ohio	84	4	Virginia	78	4	New Jersey	72	3	New York	70	3	Michigan	68	3	Colorado	64	3	Massachusetts	54	2	Iowa	49	2	North Carolina	48	2	Arizona	46	2	Oregon	42	2	Indiana	37	2	Oklahoma	36	2	Washington	36	2	Georgia	35	2	Maryland	32	1	Connecticut	29	1	Kansas	27	1	Missouri	27	1	Tennessee	27	1	Utah	25	1	Arkansas	23	1	Louisiana	21	1	Nevada	19	1	South Carolina	17	1	Idaho	16	1	North Dakota	16	1	Maine	15	1	New Hampshire	14	1	Mississippi	11	1	South Dakota	11	1	11 other states and Puerto Rico	67	3	<p><b>Table 7. United States visitors by state of residence</b></p> <table border="1"> <thead> <tr> <th>State</th> <th>Number of visitors</th> <th>Percent of U.S. visitors</th> </tr> </thead> <tbody> <tr><td>California</td><td>219</td><td>12%</td></tr> <tr><td>Alaska</td><td>182</td><td>10%</td></tr> <tr><td>Texas</td><td>114</td><td>6%</td></tr> <tr><td>Michigan</td><td>84</td><td>4%</td></tr> <tr><td>Minnesota</td><td>84</td><td>4%</td></tr> <tr><td>Ohio</td><td>79</td><td>4%</td></tr> <tr><td>Washington</td><td>70</td><td>3%</td></tr> <tr><td>Colorado</td><td>61</td><td>3%</td></tr> <tr><td>Wisconsin</td><td>60</td><td>3%</td></tr> <tr><td>Illinois</td><td>57</td><td>3%</td></tr> <tr><td>Iowa</td><td>55</td><td>3%</td></tr> <tr><td>Florida</td><td>53</td><td>3%</td></tr> <tr><td>Pennsylvania</td><td>49</td><td>3%</td></tr> <tr><td>Indiana</td><td>45</td><td>2%</td></tr> <tr><td>Virginia</td><td>41</td><td>2%</td></tr> <tr><td>Arizona</td><td>40</td><td>2%</td></tr> <tr><td>Massachusetts</td><td>38</td><td>2%</td></tr> <tr><td>Georgia</td><td>37</td><td>2%</td></tr> <tr><td>New York</td><td>36</td><td>2%</td></tr> <tr><td>North Carolina</td><td>35</td><td>2%</td></tr> <tr><td>Missouri</td><td>34</td><td>2%</td></tr> <tr><td>Maryland</td><td>31</td><td>2%</td></tr> <tr><td>28 other states and Washington, DC</td><td>382</td><td>20%</td></tr> </tbody> </table>	State	Number of visitors	Percent of U.S. visitors	California	219	12%	Alaska	182	10%	Texas	114	6%	Michigan	84	4%	Minnesota	84	4%	Ohio	79	4%	Washington	70	3%	Colorado	61	3%	Wisconsin	60	3%	Illinois	57	3%	Iowa	55	3%	Florida	53	3%	Pennsylvania	49	3%	Indiana	45	2%	Virginia	41	2%	Arizona	40	2%	Massachusetts	38	2%	Georgia	37	2%	New York	36	2%	North Carolina	35	2%	Missouri	34	2%	Maryland	31	2%	28 other states and Washington, DC	382	20%
State	Number of visitors	Percent of U.S. visitors																																																																																																																																																																																																																																																																																																																		
Alaska	156	16																																																																																																																																																																																																																																																																																																																		
California	144	14																																																																																																																																																																																																																																																																																																																		
Illinois	46	5																																																																																																																																																																																																																																																																																																																		
Ohio	44	4																																																																																																																																																																																																																																																																																																																		
Pennsylvania	44	4																																																																																																																																																																																																																																																																																																																		
Washington	42	4																																																																																																																																																																																																																																																																																																																		
Florida	39	4																																																																																																																																																																																																																																																																																																																		
Michigan	36	4																																																																																																																																																																																																																																																																																																																		
Colorado	35	4																																																																																																																																																																																																																																																																																																																		
New York	33	3																																																																																																																																																																																																																																																																																																																		
Minnesota	31	3																																																																																																																																																																																																																																																																																																																		
Oregon	26	3																																																																																																																																																																																																																																																																																																																		
Arizona	23	2																																																																																																																																																																																																																																																																																																																		
New Jersey	22	2																																																																																																																																																																																																																																																																																																																		
Kansas	21	2																																																																																																																																																																																																																																																																																																																		
Texas	21	2																																																																																																																																																																																																																																																																																																																		
Wisconsin	19	2																																																																																																																																																																																																																																																																																																																		
Indiana	17	2																																																																																																																																																																																																																																																																																																																		
Iowa	17	2																																																																																																																																																																																																																																																																																																																		
North Carolina	15	2																																																																																																																																																																																																																																																																																																																		
Maryland	14	1																																																																																																																																																																																																																																																																																																																		
Oklahoma	12	1																																																																																																																																																																																																																																																																																																																		
Georgia	11	1																																																																																																																																																																																																																																																																																																																		
Missouri	10	1																																																																																																																																																																																																																																																																																																																		
Montana	10	1																																																																																																																																																																																																																																																																																																																		
Arkansas	8	1																																																																																																																																																																																																																																																																																																																		
Nebraska	8	1																																																																																																																																																																																																																																																																																																																		
North Dakota	8	1																																																																																																																																																																																																																																																																																																																		
South Carolina	8	1																																																																																																																																																																																																																																																																																																																		
Utah	8	1																																																																																																																																																																																																																																																																																																																		
Connecticut	7	1																																																																																																																																																																																																																																																																																																																		
Maine	7	1																																																																																																																																																																																																																																																																																																																		
Massachusetts	7	1																																																																																																																																																																																																																																																																																																																		
Nevada	6	1																																																																																																																																																																																																																																																																																																																		
Wyoming	6	1																																																																																																																																																																																																																																																																																																																		
11 other states and Washington, DC	38	4																																																																																																																																																																																																																																																																																																																		
State	Number of visitors	Percent of U.S. visitors																																																																																																																																																																																																																																																																																																																		
California	266	12																																																																																																																																																																																																																																																																																																																		
Alaska	130	6																																																																																																																																																																																																																																																																																																																		
Texas	116	5																																																																																																																																																																																																																																																																																																																		
Pennsylvania	102	5																																																																																																																																																																																																																																																																																																																		
Illinois	88	4																																																																																																																																																																																																																																																																																																																		
Minnesota	87	4																																																																																																																																																																																																																																																																																																																		
Wisconsin	87	4																																																																																																																																																																																																																																																																																																																		
Florida	84	4																																																																																																																																																																																																																																																																																																																		
Ohio	84	4																																																																																																																																																																																																																																																																																																																		
Virginia	78	4																																																																																																																																																																																																																																																																																																																		
New Jersey	72	3																																																																																																																																																																																																																																																																																																																		
New York	70	3																																																																																																																																																																																																																																																																																																																		
Michigan	68	3																																																																																																																																																																																																																																																																																																																		
Colorado	64	3																																																																																																																																																																																																																																																																																																																		
Massachusetts	54	2																																																																																																																																																																																																																																																																																																																		
Iowa	49	2																																																																																																																																																																																																																																																																																																																		
North Carolina	48	2																																																																																																																																																																																																																																																																																																																		
Arizona	46	2																																																																																																																																																																																																																																																																																																																		
Oregon	42	2																																																																																																																																																																																																																																																																																																																		
Indiana	37	2																																																																																																																																																																																																																																																																																																																		
Oklahoma	36	2																																																																																																																																																																																																																																																																																																																		
Washington	36	2																																																																																																																																																																																																																																																																																																																		
Georgia	35	2																																																																																																																																																																																																																																																																																																																		
Maryland	32	1																																																																																																																																																																																																																																																																																																																		
Connecticut	29	1																																																																																																																																																																																																																																																																																																																		
Kansas	27	1																																																																																																																																																																																																																																																																																																																		
Missouri	27	1																																																																																																																																																																																																																																																																																																																		
Tennessee	27	1																																																																																																																																																																																																																																																																																																																		
Utah	25	1																																																																																																																																																																																																																																																																																																																		
Arkansas	23	1																																																																																																																																																																																																																																																																																																																		
Louisiana	21	1																																																																																																																																																																																																																																																																																																																		
Nevada	19	1																																																																																																																																																																																																																																																																																																																		
South Carolina	17	1																																																																																																																																																																																																																																																																																																																		
Idaho	16	1																																																																																																																																																																																																																																																																																																																		
North Dakota	16	1																																																																																																																																																																																																																																																																																																																		
Maine	15	1																																																																																																																																																																																																																																																																																																																		
New Hampshire	14	1																																																																																																																																																																																																																																																																																																																		
Mississippi	11	1																																																																																																																																																																																																																																																																																																																		
South Dakota	11	1																																																																																																																																																																																																																																																																																																																		
11 other states and Puerto Rico	67	3																																																																																																																																																																																																																																																																																																																		
State	Number of visitors	Percent of U.S. visitors																																																																																																																																																																																																																																																																																																																		
California	219	12%																																																																																																																																																																																																																																																																																																																		
Alaska	182	10%																																																																																																																																																																																																																																																																																																																		
Texas	114	6%																																																																																																																																																																																																																																																																																																																		
Michigan	84	4%																																																																																																																																																																																																																																																																																																																		
Minnesota	84	4%																																																																																																																																																																																																																																																																																																																		
Ohio	79	4%																																																																																																																																																																																																																																																																																																																		
Washington	70	3%																																																																																																																																																																																																																																																																																																																		
Colorado	61	3%																																																																																																																																																																																																																																																																																																																		
Wisconsin	60	3%																																																																																																																																																																																																																																																																																																																		
Illinois	57	3%																																																																																																																																																																																																																																																																																																																		
Iowa	55	3%																																																																																																																																																																																																																																																																																																																		
Florida	53	3%																																																																																																																																																																																																																																																																																																																		
Pennsylvania	49	3%																																																																																																																																																																																																																																																																																																																		
Indiana	45	2%																																																																																																																																																																																																																																																																																																																		
Virginia	41	2%																																																																																																																																																																																																																																																																																																																		
Arizona	40	2%																																																																																																																																																																																																																																																																																																																		
Massachusetts	38	2%																																																																																																																																																																																																																																																																																																																		
Georgia	37	2%																																																																																																																																																																																																																																																																																																																		
New York	36	2%																																																																																																																																																																																																																																																																																																																		
North Carolina	35	2%																																																																																																																																																																																																																																																																																																																		
Missouri	34	2%																																																																																																																																																																																																																																																																																																																		
Maryland	31	2%																																																																																																																																																																																																																																																																																																																		
28 other states and Washington, DC	382	20%																																																																																																																																																																																																																																																																																																																		

Group size

Summer, 1988	Summer, 2006	Summer, 2011																																										
<p data-bbox="365 1522 389 1690">N=423 visitor groups</p>  <p data-bbox="771 1396 803 1743"><b>Figure 1: Visitor group sizes</b></p> <table border="1" data-bbox="365 1262 755 1795"> <thead> <tr> <th>Group size</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>11+ people</td> <td>16%</td> </tr> <tr> <td>6-10 people</td> <td>11%</td> </tr> <tr> <td>5 people</td> <td>4%</td> </tr> <tr> <td>4 people</td> <td>19%</td> </tr> <tr> <td>3 people</td> <td>11%</td> </tr> <tr> <td>2 people</td> <td>35%</td> </tr> <tr> <td>1 person</td> <td>4%</td> </tr> </tbody> </table>	Group size	Percentage	11+ people	16%	6-10 people	11%	5 people	4%	4 people	19%	3 people	11%	2 people	35%	1 person	4%	<p data-bbox="397 892 422 1060">N=770 visitor groups*</p>  <p data-bbox="901 1050 933 1249"><b>Figure 1. Group size</b></p> <table border="1" data-bbox="397 726 787 1249"> <thead> <tr> <th>Group size</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 or more</td> <td>27%</td> </tr> <tr> <td>4</td> <td>21%</td> </tr> <tr> <td>3</td> <td>7%</td> </tr> <tr> <td>2</td> <td>41%</td> </tr> <tr> <td>1</td> <td>3%</td> </tr> </tbody> </table>	Group size	Percentage	5 or more	27%	4	21%	3	7%	2	41%	1	3%	<p data-bbox="332 304 357 472">N=728 visitor groups</p>  <p data-bbox="885 514 917 714"><b>Figure 1. Group size</b></p> <table border="1" data-bbox="332 161 722 703"> <thead> <tr> <th>Number of people</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>6 or more</td> <td>15%</td> </tr> <tr> <td>5</td> <td>4%</td> </tr> <tr> <td>4</td> <td>21%</td> </tr> <tr> <td>3</td> <td>9%</td> </tr> <tr> <td>2</td> <td>47%</td> </tr> <tr> <td>1</td> <td>4%</td> </tr> </tbody> </table>	Number of people	Percentage	6 or more	15%	5	4%	4	21%	3	9%	2	47%	1	4%
Group size	Percentage																																											
11+ people	16%																																											
6-10 people	11%																																											
5 people	4%																																											
4 people	19%																																											
3 people	11%																																											
2 people	35%																																											
1 person	4%																																											
Group size	Percentage																																											
5 or more	27%																																											
4	21%																																											
3	7%																																											
2	41%																																											
1	3%																																											
Number of people	Percentage																																											
6 or more	15%																																											
5	4%																																											
4	21%																																											
3	9%																																											
2	47%																																											
1	4%																																											



Group type

Summer, 1988	Summer, 2006	Summer, 2011																																						
<p><b>Figure 2: Visitor group types</b></p> <table border="1"> <caption>Visitor Group Types - Summer 1988</caption> <thead> <tr> <th>Group type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td>4%</td> </tr> <tr> <td>Tour group</td> <td>21%</td> </tr> <tr> <td>Family and friends</td> <td>9%</td> </tr> <tr> <td>Friends</td> <td>13%</td> </tr> <tr> <td>Family</td> <td>48%</td> </tr> <tr> <td>Alone</td> <td>5%</td> </tr> </tbody> </table>	Group type	Percentage	Other	4%	Tour group	21%	Family and friends	9%	Friends	13%	Family	48%	Alone	5%	<p><b>Figure 2. Group type</b></p> <table border="1"> <caption>Visitor Group Types - Summer 2006</caption> <thead> <tr> <th>Group type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Family</td> <td>58%</td> </tr> <tr> <td>Friends</td> <td>16%</td> </tr> <tr> <td>Family &amp; friends</td> <td>14%</td> </tr> <tr> <td>Alone</td> <td>4%</td> </tr> <tr> <td>Other</td> <td>8%</td> </tr> </tbody> </table>	Group type	Percentage	Family	58%	Friends	16%	Family & friends	14%	Alone	4%	Other	8%	<p><b>Figure 2. Group type</b></p> <table border="1"> <caption>Visitor Group Types - Summer 2011</caption> <thead> <tr> <th>Group type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Family</td> <td>66%</td> </tr> <tr> <td>Friends</td> <td>19%</td> </tr> <tr> <td>Family and friends</td> <td>10%</td> </tr> <tr> <td>Alone</td> <td>6%</td> </tr> <tr> <td>Other</td> <td>&lt;1%</td> </tr> </tbody> </table>	Group type	Percentage	Family	66%	Friends	19%	Family and friends	10%	Alone	6%	Other	<1%
Group type	Percentage																																							
Other	4%																																							
Tour group	21%																																							
Family and friends	9%																																							
Friends	13%																																							
Family	48%																																							
Alone	5%																																							
Group type	Percentage																																							
Family	58%																																							
Friends	16%																																							
Family & friends	14%																																							
Alone	4%																																							
Other	8%																																							
Group type	Percentage																																							
Family	66%																																							
Friends	19%																																							
Family and friends	10%																																							
Alone	6%																																							
Other	<1%																																							

Organized group type

Summer, 1988	Summer, 2006	Summer, 2011
<p>Not asked</p>	<p>Figures 3-5. Organized group type            Commercial guided tour group: 51%, N=735            School/educational group: 1%, N=422            Other organized group (business, scout, etc.): 4%, N=430</p>	<p>Figures 3-5. Organized group type            Commercial guided tour group: 37%, N=623            School/educational group: &lt;1%, N=440            Other organized group (business, scout, etc.): 2%, N=445</p>

# Number of visits

Summer, 1988	Summer, 2006	Summer, 2011																																														
<p>Lifetime visits:</p> <p>N=1185 individuals: percentages do not equal 100 due to rounding.</p> <table border="1"> <tr><th>Times visited</th><th>Percentage</th></tr> <tr><td>10+ visits</td><td>1%</td></tr> <tr><td>5-9 visits</td><td>4%</td></tr> <tr><td>2-4 visits</td><td>16%</td></tr> <tr><td>First visit</td><td>80%</td></tr> </table> <p>Figure 4: Number of visits</p>	Times visited	Percentage	10+ visits	1%	5-9 visits	4%	2-4 visits	16%	First visit	80%	<p>Lifetime visits</p> <p>N=1695 individuals*</p> <table border="1"> <tr><th>Number of visits</th><th>Percentage</th></tr> <tr><td>3 or more</td><td>7%</td></tr> <tr><td>2</td><td>7%</td></tr> <tr><td>1</td><td>85%</td></tr> </table> <p>Figure 13. Number of lifetime visits to park</p> <p>Visits in last 5 years:</p> <p>N=2148 individuals</p> <table border="1"> <tr><th>Number of visits</th><th>Percentage</th></tr> <tr><td>3 or more</td><td>3%</td></tr> <tr><td>2</td><td>6%</td></tr> <tr><td>1</td><td>91%</td></tr> </table> <p>Figure 12. Number of visits to park in last 5 years</p>	Number of visits	Percentage	3 or more	7%	2	7%	1	85%	Number of visits	Percentage	3 or more	3%	2	6%	1	91%	<p>Lifetime visits:</p> <p>N=1517 individuals</p> <table border="1"> <tr><th>Number of visits</th><th>Percentage</th></tr> <tr><td>4 or more</td><td>5%</td></tr> <tr><td>3</td><td>4%</td></tr> <tr><td>2</td><td>11%</td></tr> <tr><td>1</td><td>80%</td></tr> </table> <p>Figure 9. Number of visits to park in lifetime</p> <p>Visits in last 5 years:</p> <p>N=1887 individuals</p> <table border="1"> <tr><th>Number of visits</th><th>Percentage</th></tr> <tr><td>4 or more</td><td>2%</td></tr> <tr><td>3</td><td>2%</td></tr> <tr><td>2</td><td>7%</td></tr> <tr><td>1</td><td>89%</td></tr> </table> <p>Figure 8. Number of visits to park in last 5 years</p>	Number of visits	Percentage	4 or more	5%	3	4%	2	11%	1	80%	Number of visits	Percentage	4 or more	2%	3	2%	2	7%	1	89%
Times visited	Percentage																																															
10+ visits	1%																																															
5-9 visits	4%																																															
2-4 visits	16%																																															
First visit	80%																																															
Number of visits	Percentage																																															
3 or more	7%																																															
2	7%																																															
1	85%																																															
Number of visits	Percentage																																															
3 or more	3%																																															
2	6%																																															
1	91%																																															
Number of visits	Percentage																																															
4 or more	5%																																															
3	4%																																															
2	11%																																															
1	80%																																															
Number of visits	Percentage																																															
4 or more	2%																																															
3	2%																																															
2	7%																																															
1	89%																																															

Languages spoken/read

Summer, 1988	Summer, 2006	Summer, 2011
<p>Not asked</p>	<p>94% spoke and read English as their primary language</p> <p>Other languages spoken/read, N=18 CAUTION!:</p> <ul style="list-style-type: none"> <li>39% Spanish</li> <li>33% German</li> <li>33% French</li> <li>6% American sign language</li> </ul> <p>Services that need to be provided in other languages:</p> <ul style="list-style-type: none"> <li>Brochures</li> <li>Maps</li> <li>Park website</li> <li>Alaskan Railroad</li> <li>Bus tour</li> <li>Visitor center information</li> <li>Information on bear encounters</li> <li>Wilderness information</li> </ul>	<p>96% preferred English for speaking</p> <p>97% preferred English for reading</p> <p>Other languages spoken (N=16) or read (N=19) CAUTION!:</p> <ul style="list-style-type: none"> <li>German</li> <li>French</li> <li>Spanish</li> <li>Italian</li> </ul> <p>Services that need to be provided in other languages:</p> <ul style="list-style-type: none"> <li>Brochures</li> <li>Website information</li> <li>Bus driver</li> <li>Exhibits</li> <li>Reception staff</li> <li>Wilderness Access Center desk staff</li> <li>Wilderness information</li> </ul>

Physical conditions affecting access or participation in activities or services

Summer, 1988	Summer, 2006	Summer, 2011
<p>Not asked</p>	<p>9% of visitor groups had someone with a physical condition that affected their ability to visit Denali, N=797</p> <p><b>Activity/ service</b></p> <ul style="list-style-type: none"> <li>Trails: 59%</li> <li>Bus tours/transportation, including park road rest areas: 44%</li> <li>Stores or food service facilities &amp; services: 13%</li> <li>Interpretive/educational programs/activities: 13%</li> <li>Campgrounds: 11%</li> <li>Visitor center facilities, exhibits, or audio-visual programs: 11%</li> <li>Information/reservation desks/staff: 7%</li> <li>Other: 15%</li> </ul> <p>Figure 10. Activities or services which were difficult to access or participate in</p> <p>Specific problems encountered, N=60:            93% Mobility            13% Hearing            2% Visual            12% Other</p>	<p>9% of visitor groups had someone with a physical condition that affected their ability to visit Denali, N=707</p> <p><b>Activity</b></p> <ul style="list-style-type: none"> <li>Trails: 84%</li> <li>Bus tours or transportation: 16%</li> <li>Campgrounds: 9%</li> <li>Interpretive or educational programs or activities: 7%</li> <li>Visitor center facilities, exhibits, or audio-visual programs: 5%</li> <li>Stores or food service facilities and services: 5%</li> <li>Information/reservation desks or staff: 4%</li> <li>Other: 4%</li> </ul> <p>Figure 9. Activities or services which were difficult to access or participate in</p> <p>Specific problems encountered, N=61:            90% Mobility            5% Hearing            3% Visual            7% Other</p>

Primary reason for visit

Summer, 1988	Summer, 2006	Summer, 2011																								
<p>Not asked</p>	<p>1% of visitor groups were residents of the area (Healy to Trapper Creek/Talkeetna)</p> <p><b>Primary reason for visiting the Denali NP and Pres area</b></p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Visit Denali NP &amp; Pres</td> <td>84%</td> </tr> <tr> <td>Visit other attractions in the area</td> <td>8%</td> </tr> <tr> <td>Visit friends/relatives in the area</td> <td>3%</td> </tr> <tr> <td>Business</td> <td>&lt;1%</td> </tr> <tr> <td>Other</td> <td>5%</td> </tr> </tbody> </table> <p>N=778 visitor groups*</p>	Reason	Percentage	Visit Denali NP & Pres	84%	Visit other attractions in the area	8%	Visit friends/relatives in the area	3%	Business	<1%	Other	5%	<p>2% of visitor groups were residents of the area (Nenana to Talkeetna)</p> <p><b>Reason</b></p> <table border="1"> <thead> <tr> <th>Reason</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Visit the park</td> <td>83%</td> </tr> <tr> <td>Visit other attractions in the area</td> <td>8%</td> </tr> <tr> <td>Visit friends/relatives in the area</td> <td>5%</td> </tr> <tr> <td>Business</td> <td>&lt;1%</td> </tr> <tr> <td>Other</td> <td>4%</td> </tr> </tbody> </table> <p>N=651 visitor groups*</p>	Reason	Percentage	Visit the park	83%	Visit other attractions in the area	8%	Visit friends/relatives in the area	5%	Business	<1%	Other	4%
Reason	Percentage																									
Visit Denali NP & Pres	84%																									
Visit other attractions in the area	8%																									
Visit friends/relatives in the area	3%																									
Business	<1%																									
Other	5%																									
Reason	Percentage																									
Visit the park	83%																									
Visit other attractions in the area	8%																									
Visit friends/relatives in the area	5%																									
Business	<1%																									
Other	4%																									

Figure 24. Primary reason for visiting the Denali area (from Nenana to Talkeetna)

Figure 20. Primary reason for visiting the Denali area (Healy to Trapper Creek/ Talkeetna)

Sources of information used

Summer, 1988	Summer, 2006	Summer, 2011																																																								
<p>Not asked</p>	<p>94% of visitor groups obtained information about park prior to visit, N=810</p> <table border="1"> <caption>Figure 15: Sources of information used prior to visit (Summer 2006)</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Travel guides/tour book</td><td>64%</td></tr> <tr><td>Friends/relatives/word of mouth</td><td>49%</td></tr> <tr><td>Package tours</td><td>40%</td></tr> <tr><td>NPS Park website</td><td>31%</td></tr> <tr><td>Maps/brochures/calendar</td><td>26%</td></tr> <tr><td>Travel agent</td><td>21%</td></tr> <tr><td>TV/radio program/videos</td><td>19%</td></tr> <tr><td>Other websites</td><td>18%</td></tr> <tr><td>Newspaper/magazine articles</td><td>16%</td></tr> <tr><td>Previous visit(s)</td><td>14%</td></tr> <tr><td>Telephone/written/email inquiry</td><td>6%</td></tr> <tr><td>Chambers of Commerce/visitor centers in other Alaska towns</td><td>6%</td></tr> <tr><td>Alaska Public Lands Information Center</td><td>4%</td></tr> <tr><td>Other</td><td>6%</td></tr> </tbody> </table> <p>Figure 15. Sources of information used prior to visit</p> <p>88% of visitor groups obtained the information they needed about Denali prior to their visit, N=745</p>	Source	Percentage	Travel guides/tour book	64%	Friends/relatives/word of mouth	49%	Package tours	40%	NPS Park website	31%	Maps/brochures/calendar	26%	Travel agent	21%	TV/radio program/videos	19%	Other websites	18%	Newspaper/magazine articles	16%	Previous visit(s)	14%	Telephone/written/email inquiry	6%	Chambers of Commerce/visitor centers in other Alaska towns	6%	Alaska Public Lands Information Center	4%	Other	6%	<p>90% of visitor groups obtained information about park prior to visit, N=724</p> <table border="1"> <caption>Figure 18: Sources of information used prior to visit (Summer 2011)</caption> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Friends/relatives/word of mouth</td><td>59%</td></tr> <tr><td>Maps/brochures/travel guides/tour books</td><td>58%</td></tr> <tr><td>Park website</td><td>52%</td></tr> <tr><td>Package tours</td><td>37%</td></tr> <tr><td>Previous visits</td><td>19%</td></tr> <tr><td>Other websites</td><td>18%</td></tr> <tr><td>Newspaper/magazine articles</td><td>15%</td></tr> <tr><td>Visitors bureau or state/federal information center</td><td>14%</td></tr> <tr><td>Television/radio programs/DVDs</td><td>13%</td></tr> <tr><td>Inquiry to the park via phone, mail, or email</td><td>13%</td></tr> <tr><td>Social media</td><td>1%</td></tr> <tr><td>Other</td><td>1%</td></tr> </tbody> </table> <p>Figure 18. Sources of information used prior to visit</p> <p>92% of visitor groups obtained the information they needed about Denali prior to their visit, N=625</p>	Source	Percentage	Friends/relatives/word of mouth	59%	Maps/brochures/travel guides/tour books	58%	Park website	52%	Package tours	37%	Previous visits	19%	Other websites	18%	Newspaper/magazine articles	15%	Visitors bureau or state/federal information center	14%	Television/radio programs/DVDs	13%	Inquiry to the park via phone, mail, or email	13%	Social media	1%	Other	1%
Source	Percentage																																																									
Travel guides/tour book	64%																																																									
Friends/relatives/word of mouth	49%																																																									
Package tours	40%																																																									
NPS Park website	31%																																																									
Maps/brochures/calendar	26%																																																									
Travel agent	21%																																																									
TV/radio program/videos	19%																																																									
Other websites	18%																																																									
Newspaper/magazine articles	16%																																																									
Previous visit(s)	14%																																																									
Telephone/written/email inquiry	6%																																																									
Chambers of Commerce/visitor centers in other Alaska towns	6%																																																									
Alaska Public Lands Information Center	4%																																																									
Other	6%																																																									
Source	Percentage																																																									
Friends/relatives/word of mouth	59%																																																									
Maps/brochures/travel guides/tour books	58%																																																									
Park website	52%																																																									
Package tours	37%																																																									
Previous visits	19%																																																									
Other websites	18%																																																									
Newspaper/magazine articles	15%																																																									
Visitors bureau or state/federal information center	14%																																																									
Television/radio programs/DVDs	13%																																																									
Inquiry to the park via phone, mail, or email	13%																																																									
Social media	1%																																																									
Other	1%																																																									

Activities on this visit

Summer, 1988	Summer, 2006	Summer, 2011																																																																																														
<p>N=428 visitor groups; percentages do not equal 100 because visitors could report more than one activity.</p> <p><b>Figure 7: Proportion of visitor groups participating in each activity</b></p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Proportion of respondents</th> </tr> </thead> <tbody> <tr><td>Attend interp. talk</td><td>28%</td></tr> <tr><td>Attend interp. walk</td><td>13%</td></tr> <tr><td>Backcountry camp</td><td>7%</td></tr> <tr><td>Devlpd. cmprgd. camp</td><td>33%</td></tr> <tr><td>Hike/walk</td><td>49%</td></tr> <tr><td>Observe wildlife</td><td>95%</td></tr> <tr><td>View wildflowers</td><td>83%</td></tr> <tr><td>Photography</td><td>90%</td></tr> <tr><td>River raft</td><td>15%</td></tr> <tr><td>Fish</td><td>2%</td></tr> <tr><td>Picnic</td><td>56%</td></tr> <tr><td>Eat at rest./cafe</td><td>43%</td></tr> <tr><td>Flightsee</td><td>4%</td></tr> <tr><td>Other</td><td>19%</td></tr> </tbody> </table>	Activity	Proportion of respondents	Attend interp. talk	28%	Attend interp. walk	13%	Backcountry camp	7%	Devlpd. cmprgd. camp	33%	Hike/walk	49%	Observe wildlife	95%	View wildflowers	83%	Photography	90%	River raft	15%	Fish	2%	Picnic	56%	Eat at rest./cafe	43%	Flightsee	4%	Other	19%	<p>N=794 visitor groups**</p> <p><b>Figure 56. Visitor activities on this visit</b></p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr><td>Viewing scenery</td><td>93%</td></tr> <tr><td>Viewing wildlife</td><td>91%</td></tr> <tr><td>Experiencing wilderness</td><td>57%</td></tr> <tr><td>Photography/painting/drawing</td><td>50%</td></tr> <tr><td>Shopping</td><td>39%</td></tr> <tr><td>Hiking on trails</td><td>36%</td></tr> <tr><td>Birding/birdwatching</td><td>31%</td></tr> <tr><td>Nature appreciation/study</td><td>25%</td></tr> <tr><td>Auto touring on park road between Headquarters and Savage River</td><td>19%</td></tr> <tr><td>River rafting</td><td>15%</td></tr> <tr><td>Flightseeing</td><td>15%</td></tr> <tr><td>Off-trail hiking or backpacking</td><td>14%</td></tr> <tr><td>Bicycling</td><td>3%</td></tr> <tr><td>Mountaineering/climbing</td><td>2%</td></tr> </tbody> </table>	Activity	Number of respondents	Viewing scenery	93%	Viewing wildlife	91%	Experiencing wilderness	57%	Photography/painting/drawing	50%	Shopping	39%	Hiking on trails	36%	Birding/birdwatching	31%	Nature appreciation/study	25%	Auto touring on park road between Headquarters and Savage River	19%	River rafting	15%	Flightseeing	15%	Off-trail hiking or backpacking	14%	Bicycling	3%	Mountaineering/climbing	2%	<p>N=712 visitor groups**</p> <p><b>Figure 37. Visitor activities on this visit</b></p> <table border="1"> <thead> <tr> <th>Activity</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr><td>Viewing scenery</td><td>88%</td></tr> <tr><td>Viewing wildlife</td><td>80%</td></tr> <tr><td>Riding a park road bus</td><td>77%</td></tr> <tr><td>Experiencing wilderness</td><td>57%</td></tr> <tr><td>Photography/painting/drawing</td><td>48%</td></tr> <tr><td>Hiking on trails</td><td>47%</td></tr> <tr><td>Shopping or dining out</td><td>44%</td></tr> <tr><td>Auto touring between Headquarters and Savage River</td><td>31%</td></tr> <tr><td>Nature appreciation/study/natural sounds</td><td>31%</td></tr> <tr><td>Birding/birdwatching</td><td>18%</td></tr> <tr><td>Flightseeing</td><td>14%</td></tr> <tr><td>Off-trail hiking or backpacking</td><td>11%</td></tr> <tr><td>River rafting or pack rafting</td><td>8%</td></tr> <tr><td>Glacier landing by plane</td><td>7%</td></tr> <tr><td>Bicycling</td><td>4%</td></tr> <tr><td>Mountaineering/climbing/skiing</td><td>1%</td></tr> </tbody> </table>	Activity	Number of respondents	Viewing scenery	88%	Viewing wildlife	80%	Riding a park road bus	77%	Experiencing wilderness	57%	Photography/painting/drawing	48%	Hiking on trails	47%	Shopping or dining out	44%	Auto touring between Headquarters and Savage River	31%	Nature appreciation/study/natural sounds	31%	Birding/birdwatching	18%	Flightseeing	14%	Off-trail hiking or backpacking	11%	River rafting or pack rafting	8%	Glacier landing by plane	7%	Bicycling	4%	Mountaineering/climbing/skiing	1%
Activity	Proportion of respondents																																																																																															
Attend interp. talk	28%																																																																																															
Attend interp. walk	13%																																																																																															
Backcountry camp	7%																																																																																															
Devlpd. cmprgd. camp	33%																																																																																															
Hike/walk	49%																																																																																															
Observe wildlife	95%																																																																																															
View wildflowers	83%																																																																																															
Photography	90%																																																																																															
River raft	15%																																																																																															
Fish	2%																																																																																															
Picnic	56%																																																																																															
Eat at rest./cafe	43%																																																																																															
Flightsee	4%																																																																																															
Other	19%																																																																																															
Activity	Number of respondents																																																																																															
Viewing scenery	93%																																																																																															
Viewing wildlife	91%																																																																																															
Experiencing wilderness	57%																																																																																															
Photography/painting/drawing	50%																																																																																															
Shopping	39%																																																																																															
Hiking on trails	36%																																																																																															
Birding/birdwatching	31%																																																																																															
Nature appreciation/study	25%																																																																																															
Auto touring on park road between Headquarters and Savage River	19%																																																																																															
River rafting	15%																																																																																															
Flightseeing	15%																																																																																															
Off-trail hiking or backpacking	14%																																																																																															
Bicycling	3%																																																																																															
Mountaineering/climbing	2%																																																																																															
Activity	Number of respondents																																																																																															
Viewing scenery	88%																																																																																															
Viewing wildlife	80%																																																																																															
Riding a park road bus	77%																																																																																															
Experiencing wilderness	57%																																																																																															
Photography/painting/drawing	48%																																																																																															
Hiking on trails	47%																																																																																															
Shopping or dining out	44%																																																																																															
Auto touring between Headquarters and Savage River	31%																																																																																															
Nature appreciation/study/natural sounds	31%																																																																																															
Birding/birdwatching	18%																																																																																															
Flightseeing	14%																																																																																															
Off-trail hiking or backpacking	11%																																																																																															
River rafting or pack rafting	8%																																																																																															
Glacier landing by plane	7%																																																																																															
Bicycling	4%																																																																																															
Mountaineering/climbing/skiing	1%																																																																																															

Facilities used

Summer, 1988	Summer, 2006	Summer, 2011																																																																												
<p>N=428 visitor groups; percentages do not equal 100 because visitors could use more than one service.</p> <p><b>Figure 17: Proportion of visitors that used each concession service</b></p> <table border="1"> <thead> <tr> <th>Service</th> <th>Proportion of respondents</th> </tr> </thead> <tbody> <tr> <td>Grocery store</td> <td>41%</td> </tr> <tr> <td>Gift shop</td> <td>59%</td> </tr> <tr> <td>Gas station</td> <td>23%</td> </tr> <tr> <td>Dining room</td> <td>35%</td> </tr> <tr> <td>Snack shop</td> <td>34%</td> </tr> <tr> <td>Cocktail bar</td> <td>12%</td> </tr> <tr> <td>Other</td> <td>16%</td> </tr> </tbody> </table>	Service	Proportion of respondents	Grocery store	41%	Gift shop	59%	Gas station	23%	Dining room	35%	Snack shop	34%	Cocktail bar	12%	Other	16%	<p>N=787 visitor groups**</p> <p><b>Figure 73. Visitor facilities used on this visit</b></p> <table border="1"> <thead> <tr> <th>Facility</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr> <td>Denali Visitor Center</td> <td>85%</td> </tr> <tr> <td>Train depot</td> <td>51%</td> </tr> <tr> <td>Wilderness Access Center</td> <td>26%</td> </tr> <tr> <td>Sled Dog Kennels</td> <td>21%</td> </tr> <tr> <td>Outdoor/wayside exhibits</td> <td>18%</td> </tr> <tr> <td>Savage River parking areas</td> <td>17%</td> </tr> <tr> <td>McKinley Mercantile</td> <td>15%</td> </tr> <tr> <td>Park campgrounds</td> <td>14%</td> </tr> <tr> <td>Morino Grill</td> <td>13%</td> </tr> <tr> <td>Murie Science and Learning Center</td> <td>12%</td> </tr> <tr> <td>Savage Cabin</td> <td>9%</td> </tr> <tr> <td>Talkeetna Ranger Station</td> <td>8%</td> </tr> <tr> <td>Talkeetna Historical Society Museum</td> <td>7%</td> </tr> <tr> <td>Lodges at Kantishna</td> <td>7%</td> </tr> </tbody> </table>	Facility	Number of respondents	Denali Visitor Center	85%	Train depot	51%	Wilderness Access Center	26%	Sled Dog Kennels	21%	Outdoor/wayside exhibits	18%	Savage River parking areas	17%	McKinley Mercantile	15%	Park campgrounds	14%	Morino Grill	13%	Murie Science and Learning Center	12%	Savage Cabin	9%	Talkeetna Ranger Station	8%	Talkeetna Historical Society Museum	7%	Lodges at Kantishna	7%	<p>N=647 visitor groups**</p> <p><b>Figure 60. Visitor facilities used on this visit</b></p> <table border="1"> <thead> <tr> <th>Facility</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr> <td>Denali Visitor Center</td> <td>90%</td> </tr> <tr> <td>Wilderness Access Center</td> <td>45%</td> </tr> <tr> <td>Train depot</td> <td>39%</td> </tr> <tr> <td>Sled Dog Kennels</td> <td>29%</td> </tr> <tr> <td>Outdoor/wayside exhibits</td> <td>26%</td> </tr> <tr> <td>Morino Grill</td> <td>21%</td> </tr> <tr> <td>Murie Science &amp; Learning Center</td> <td>20%</td> </tr> <tr> <td>Park campgrounds</td> <td>20%</td> </tr> <tr> <td>Riley Creek Mercantile</td> <td>18%</td> </tr> <tr> <td>Savage River parking areas</td> <td>18%</td> </tr> <tr> <td>Talkeetna Ranger Station</td> <td>18%</td> </tr> <tr> <td>Talkeetna Historical Society Museum</td> <td>12%</td> </tr> <tr> <td>Kantishna historical sites</td> <td>10%</td> </tr> <tr> <td>Mountain Vista Rest/Picnic Area</td> <td>10%</td> </tr> </tbody> </table>	Facility	Number of respondents	Denali Visitor Center	90%	Wilderness Access Center	45%	Train depot	39%	Sled Dog Kennels	29%	Outdoor/wayside exhibits	26%	Morino Grill	21%	Murie Science & Learning Center	20%	Park campgrounds	20%	Riley Creek Mercantile	18%	Savage River parking areas	18%	Talkeetna Ranger Station	18%	Talkeetna Historical Society Museum	12%	Kantishna historical sites	10%	Mountain Vista Rest/Picnic Area	10%
Service	Proportion of respondents																																																																													
Grocery store	41%																																																																													
Gift shop	59%																																																																													
Gas station	23%																																																																													
Dining room	35%																																																																													
Snack shop	34%																																																																													
Cocktail bar	12%																																																																													
Other	16%																																																																													
Facility	Number of respondents																																																																													
Denali Visitor Center	85%																																																																													
Train depot	51%																																																																													
Wilderness Access Center	26%																																																																													
Sled Dog Kennels	21%																																																																													
Outdoor/wayside exhibits	18%																																																																													
Savage River parking areas	17%																																																																													
McKinley Mercantile	15%																																																																													
Park campgrounds	14%																																																																													
Morino Grill	13%																																																																													
Murie Science and Learning Center	12%																																																																													
Savage Cabin	9%																																																																													
Talkeetna Ranger Station	8%																																																																													
Talkeetna Historical Society Museum	7%																																																																													
Lodges at Kantishna	7%																																																																													
Facility	Number of respondents																																																																													
Denali Visitor Center	90%																																																																													
Wilderness Access Center	45%																																																																													
Train depot	39%																																																																													
Sled Dog Kennels	29%																																																																													
Outdoor/wayside exhibits	26%																																																																													
Morino Grill	21%																																																																													
Murie Science & Learning Center	20%																																																																													
Park campgrounds	20%																																																																													
Riley Creek Mercantile	18%																																																																													
Savage River parking areas	18%																																																																													
Talkeetna Ranger Station	18%																																																																													
Talkeetna Historical Society Museum	12%																																																																													
Kantishna historical sites	10%																																																																													
Mountain Vista Rest/Picnic Area	10%																																																																													



Importance and quality of facilities used

Summer 1988	Summer, 2006	Summer, 2011
<p>Not asked</p>		
<p>Figure 104. Detail of Figure 104 (mean importance and quality ratings of visitor facilities)</p>	<p>Figure 105. Detail of Figure 104 (mean importance and quality ratings of visitor facilities)</p>	<p>Figure 64. Detail of Figure 63 (mean importance and quality ratings of visitor facilities)</p>

Overnight stays

Summer, 1988	Summer, 2006	Summer, 2011																																																		
<p>Inside and outside park combined:</p> <p>N=391 visitor groups; percentages do not equal 100 due to rounding.</p> <table border="1"> <caption>Figure 5: Number of nights visitors spent in Denali area</caption> <thead> <tr> <th>Nights stayed</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 or more</td> <td>10%</td> </tr> <tr> <td>3-4</td> <td>12%</td> </tr> <tr> <td>2</td> <td>27%</td> </tr> <tr> <td>1</td> <td>41%</td> </tr> </tbody> </table> <p>Figure 5: Number of nights visitors spent in Denali area</p>	Nights stayed	Percentage	5 or more	10%	3-4	12%	2	27%	1	41%	<p>74% stayed overnight in or out of park</p> <p>Inside park (34%):</p> <p>N=224 visitor groups</p> <table border="1"> <caption>Figure 42: Number of nights spent inside Denali</caption> <thead> <tr> <th>Number of nights</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>4 or more</td> <td>17%</td> </tr> <tr> <td>3</td> <td>20%</td> </tr> <tr> <td>2</td> <td>30%</td> </tr> <tr> <td>1</td> <td>33%</td> </tr> </tbody> </table> <p>Figure 42: Number of nights spent inside Denali</p> <p>Outside park (66%):</p> <p>N=438 visitor groups</p> <table border="1"> <caption>Figure 43: Number of nights in Denali area (Healy to Talkeetna)</caption> <thead> <tr> <th>Number of nights</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>4 or more</td> <td>12%</td> </tr> <tr> <td>3</td> <td>17%</td> </tr> <tr> <td>2</td> <td>44%</td> </tr> <tr> <td>1</td> <td>27%</td> </tr> </tbody> </table> <p>Figure 43: Number of nights in Denali area (Healy to Talkeetna)</p>	Number of nights	Percentage	4 or more	17%	3	20%	2	30%	1	33%	Number of nights	Percentage	4 or more	12%	3	17%	2	44%	1	27%	<p>85% stayed overnight in or out of park</p> <p>Inside park (36%):</p> <p>N=250 visitor groups</p> <table border="1"> <caption>Figure 30: Number of nights spent inside Denali</caption> <thead> <tr> <th>Number of nights</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>4 or more</td> <td>17%</td> </tr> <tr> <td>3</td> <td>24%</td> </tr> <tr> <td>2</td> <td>40%</td> </tr> <tr> <td>1</td> <td>19%</td> </tr> </tbody> </table> <p>Figure 30: Number of nights spent inside Denali</p> <p>Outside park (64%):</p> <p>N=448 visitor groups</p> <table border="1"> <caption>Figure 31: Number of nights spent in Denali area (Nenana to Talkeetna)</caption> <thead> <tr> <th>Number of nights</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>4 or more</td> <td>13%</td> </tr> <tr> <td>3</td> <td>23%</td> </tr> <tr> <td>2</td> <td>42%</td> </tr> <tr> <td>1</td> <td>22%</td> </tr> </tbody> </table> <p>Figure 31: Number of nights spent in Denali area (Nenana to Talkeetna)</p>	Number of nights	Percentage	4 or more	17%	3	24%	2	40%	1	19%	Number of nights	Percentage	4 or more	13%	3	23%	2	42%	1	22%
Nights stayed	Percentage																																																			
5 or more	10%																																																			
3-4	12%																																																			
2	27%																																																			
1	41%																																																			
Number of nights	Percentage																																																			
4 or more	17%																																																			
3	20%																																																			
2	30%																																																			
1	33%																																																			
Number of nights	Percentage																																																			
4 or more	12%																																																			
3	17%																																																			
2	44%																																																			
1	27%																																																			
Number of nights	Percentage																																																			
4 or more	17%																																																			
3	24%																																																			
2	40%																																																			
1	19%																																																			
Number of nights	Percentage																																																			
4 or more	13%																																																			
3	23%																																																			
2	42%																																																			
1	22%																																																			

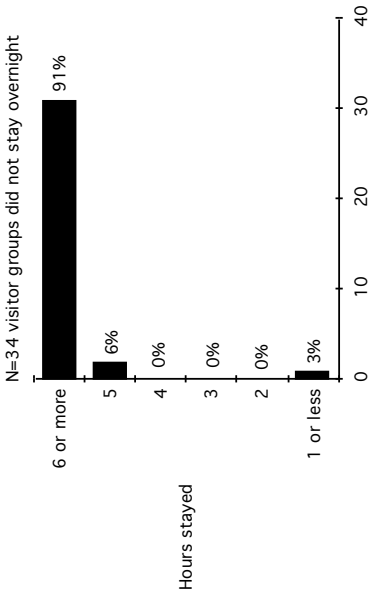
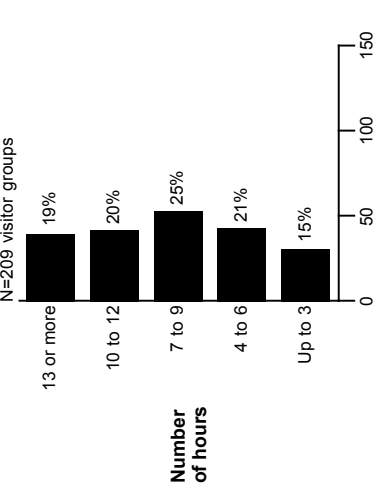
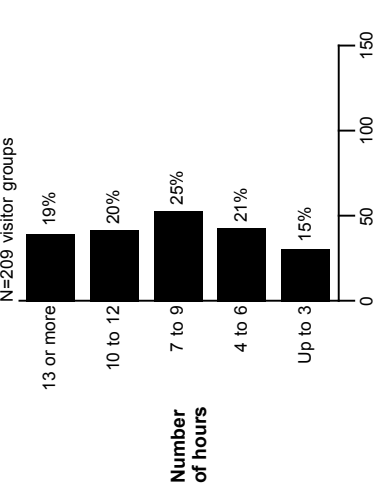
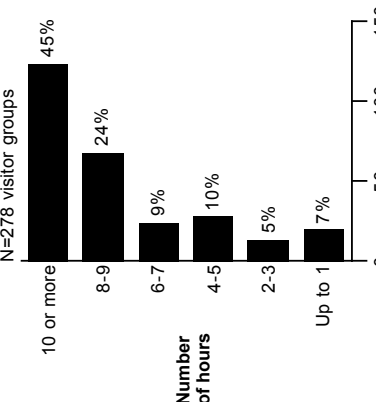
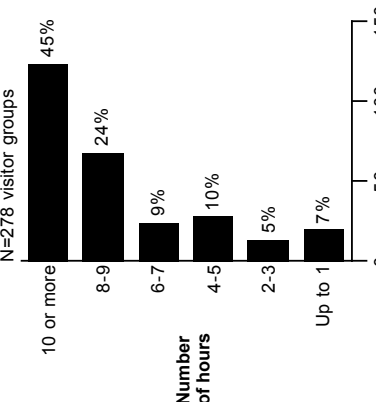
Types of accommodations used

Summer, 1988	Summer, 2006	Summer, 2011																																																																
<p>Not asked</p>	<p>Inside park: N=189 visitor groups**</p> <table border="1"> <caption>Figure 44. Accommodations used inside</caption> <thead> <tr> <th>Accommodation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Tent in developed campground</td><td>28%</td></tr> <tr><td>RV camping in developed campground</td><td>21%</td></tr> <tr><td>Kantishna Lodge</td><td>18%</td></tr> <tr><td>Backcountry campsites</td><td>14%</td></tr> <tr><td>Recreational home/cabin</td><td>2%</td></tr> <tr><td>Residence of friends or relatives</td><td>1%</td></tr> <tr><td>Other</td><td>27%</td></tr> </tbody> </table> <p>Figure 44. Accommodations used inside</p> <p>Outside park: N=444 visitor groups**</p> <table border="1"> <caption>Figure 42. Accommodations used outside park (Healy to Talkeetna)</caption> <thead> <tr> <th>Accommodation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Lodge, motel, cabin, rented condo/home, or B&amp;B</td><td>82%</td></tr> <tr><td>RV camping in developed campground</td><td>9%</td></tr> <tr><td>Tent in developed campground</td><td>5%</td></tr> <tr><td>Residence of friends or relatives</td><td>1%</td></tr> <tr><td>Recreational home/cabin</td><td>1%</td></tr> <tr><td>Backcountry campsites</td><td>&lt;1%</td></tr> <tr><td>Other</td><td>4%</td></tr> </tbody> </table> <p>Figure 42. Accommodations used outside park (Healy to Talkeetna)</p>	Accommodation	Percentage	Tent in developed campground	28%	RV camping in developed campground	21%	Kantishna Lodge	18%	Backcountry campsites	14%	Recreational home/cabin	2%	Residence of friends or relatives	1%	Other	27%	Accommodation	Percentage	Lodge, motel, cabin, rented condo/home, or B&B	82%	RV camping in developed campground	9%	Tent in developed campground	5%	Residence of friends or relatives	1%	Recreational home/cabin	1%	Backcountry campsites	<1%	Other	4%	<p>Inside park: N=206 visitor groups**</p> <table border="1"> <caption>Figure 32. Accommodations used inside</caption> <thead> <tr> <th>Accommodation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>RV camping in developed campground</td><td>33%</td></tr> <tr><td>Kantishna area lodges/cabins</td><td>30%</td></tr> <tr><td>Tent in developed campground</td><td>28%</td></tr> <tr><td>Backcountry campsites</td><td>13%</td></tr> <tr><td>Your own recreational home/cabin</td><td>1%</td></tr> <tr><td>Residence of friends or relatives</td><td>1%</td></tr> <tr><td>Other</td><td>3%</td></tr> </tbody> </table> <p>Figure 32. Accommodations used inside</p> <p>Outside park: N=472 visitor groups**</p> <table border="1"> <caption>Figure 33. Accommodations used outside park (Nenana to Talkeetna)</caption> <thead> <tr> <th>Accommodation</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Lodge, motel, rented condo/home, B&amp;B</td><td>84%</td></tr> <tr><td>RV camping in developed campground</td><td>11%</td></tr> <tr><td>Tent in developed campground</td><td>3%</td></tr> <tr><td>Residence of friends or relatives</td><td>2%</td></tr> <tr><td>Backcountry campsites</td><td>1%</td></tr> <tr><td>Your own recreational home/cabin</td><td>1%</td></tr> <tr><td>Other</td><td>3%</td></tr> </tbody> </table> <p>Figure 33. Accommodations used outside park (Nenana to Talkeetna)</p>	Accommodation	Percentage	RV camping in developed campground	33%	Kantishna area lodges/cabins	30%	Tent in developed campground	28%	Backcountry campsites	13%	Your own recreational home/cabin	1%	Residence of friends or relatives	1%	Other	3%	Accommodation	Percentage	Lodge, motel, rented condo/home, B&B	84%	RV camping in developed campground	11%	Tent in developed campground	3%	Residence of friends or relatives	2%	Backcountry campsites	1%	Your own recreational home/cabin	1%	Other	3%
Accommodation	Percentage																																																																	
Tent in developed campground	28%																																																																	
RV camping in developed campground	21%																																																																	
Kantishna Lodge	18%																																																																	
Backcountry campsites	14%																																																																	
Recreational home/cabin	2%																																																																	
Residence of friends or relatives	1%																																																																	
Other	27%																																																																	
Accommodation	Percentage																																																																	
Lodge, motel, cabin, rented condo/home, or B&B	82%																																																																	
RV camping in developed campground	9%																																																																	
Tent in developed campground	5%																																																																	
Residence of friends or relatives	1%																																																																	
Recreational home/cabin	1%																																																																	
Backcountry campsites	<1%																																																																	
Other	4%																																																																	
Accommodation	Percentage																																																																	
RV camping in developed campground	33%																																																																	
Kantishna area lodges/cabins	30%																																																																	
Tent in developed campground	28%																																																																	
Backcountry campsites	13%																																																																	
Your own recreational home/cabin	1%																																																																	
Residence of friends or relatives	1%																																																																	
Other	3%																																																																	
Accommodation	Percentage																																																																	
Lodge, motel, rented condo/home, B&B	84%																																																																	
RV camping in developed campground	11%																																																																	
Tent in developed campground	3%																																																																	
Residence of friends or relatives	2%																																																																	
Backcountry campsites	1%																																																																	
Your own recreational home/cabin	1%																																																																	
Other	3%																																																																	

Forms of transportation used – asked differently in each visitor study

Summer, 1988	Summer, 2006	Summer, 2011																																																				
<p>N=428 visitor groups; percentages do not equal 100 because visitors could report more than one type of transport.</p> <table border="1"> <thead> <tr> <th>Transport type</th> <th>Proportion of respondents</th> </tr> </thead> <tbody> <tr> <td>Private vehicle</td> <td>45%</td> </tr> <tr> <td>Tour bus</td> <td>33%</td> </tr> <tr> <td>Airplane</td> <td>11%</td> </tr> <tr> <td>Train</td> <td>23%</td> </tr> <tr> <td>Rental vehicle</td> <td>15%</td> </tr> <tr> <td>Commercial bus</td> <td>1%</td> </tr> <tr> <td>Other</td> <td>14%</td> </tr> </tbody> </table>	Transport type	Proportion of respondents	Private vehicle	45%	Tour bus	33%	Airplane	11%	Train	23%	Rental vehicle	15%	Commercial bus	1%	Other	14%	<p>N=802 visitor groups**</p> <table border="1"> <thead> <tr> <th>Type of transportation</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr> <td>Train</td> <td>47%</td> </tr> <tr> <td>Tour motorcoach</td> <td>28%</td> </tr> <tr> <td>Rental vehicle</td> <td>22%</td> </tr> <tr> <td>Private vehicle</td> <td>20%</td> </tr> <tr> <td>Airplane</td> <td>12%</td> </tr> <tr> <td>Intercity bus/van</td> <td>3%</td> </tr> <tr> <td>Bicycle</td> <td>&lt;1%</td> </tr> <tr> <td>Other</td> <td>3%</td> </tr> </tbody> </table>	Type of transportation	Number of respondents	Train	47%	Tour motorcoach	28%	Rental vehicle	22%	Private vehicle	20%	Airplane	12%	Intercity bus/van	3%	Bicycle	<1%	Other	3%	<p>N=725 visitor groups**</p> <table border="1"> <thead> <tr> <th>Transportation</th> <th>Number of respondents</th> </tr> </thead> <tbody> <tr> <td>Train</td> <td>36%</td> </tr> <tr> <td>Private vehicle</td> <td>28%</td> </tr> <tr> <td>Tour motorcoach</td> <td>26%</td> </tr> <tr> <td>Rental vehicle</td> <td>23%</td> </tr> <tr> <td>Highway shuttle bus/van</td> <td>12%</td> </tr> <tr> <td>Small airplane</td> <td>4%</td> </tr> <tr> <td>Bicycle</td> <td>1%</td> </tr> <tr> <td>Other</td> <td>1%</td> </tr> </tbody> </table>	Transportation	Number of respondents	Train	36%	Private vehicle	28%	Tour motorcoach	26%	Rental vehicle	23%	Highway shuttle bus/van	12%	Small airplane	4%	Bicycle	1%	Other	1%
Transport type	Proportion of respondents																																																					
Private vehicle	45%																																																					
Tour bus	33%																																																					
Airplane	11%																																																					
Train	23%																																																					
Rental vehicle	15%																																																					
Commercial bus	1%																																																					
Other	14%																																																					
Type of transportation	Number of respondents																																																					
Train	47%																																																					
Tour motorcoach	28%																																																					
Rental vehicle	22%																																																					
Private vehicle	20%																																																					
Airplane	12%																																																					
Intercity bus/van	3%																																																					
Bicycle	<1%																																																					
Other	3%																																																					
Transportation	Number of respondents																																																					
Train	36%																																																					
Private vehicle	28%																																																					
Tour motorcoach	26%																																																					
Rental vehicle	23%																																																					
Highway shuttle bus/van	12%																																																					
Small airplane	4%																																																					
Bicycle	1%																																																					
Other	1%																																																					
<p><b>Figure 16: Proportion of visitor groups that used various types of transport to get to Denali</b></p>	<p><b>Figure 37. Transportation used to travel between accommodations and Denali</b></p> <p>Number of park entries, N=794:  1—46%  2—31%  3—14%  4 or more—10%</p>	<p><b>Figure 25. Transportation used to arrive at Talkeetna or the entrance area of Denali</b></p> <p>Number of Talkeetna or park entries, N=680:  1—47%  2—30%  3—13%  4 or more—10%</p>																																																				

Length of visit

Summer, 1988	Summer, 2006	Summer, 2011																																																														
<p>Question varies from recent studies</p>  <p>N=34 visitor groups did not stay overnight</p> <table border="1"> <thead> <tr> <th>Hours stayed</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>6 or more</td> <td>91%</td> </tr> <tr> <td>5</td> <td>6%</td> </tr> <tr> <td>4</td> <td>0%</td> </tr> <tr> <td>3</td> <td>0%</td> </tr> <tr> <td>2</td> <td>0%</td> </tr> <tr> <td>1 or less</td> <td>3%</td> </tr> </tbody> </table> <p>Number of respondents</p>	Hours stayed	Percentage	6 or more	91%	5	6%	4	0%	3	0%	2	0%	1 or less	3%	<p>Hours (27%):</p>  <p>N=209 visitor groups</p> <table border="1"> <thead> <tr> <th>Number of hours</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>13 or more</td> <td>19%</td> </tr> <tr> <td>10 to 12</td> <td>20%</td> </tr> <tr> <td>7 to 9</td> <td>25%</td> </tr> <tr> <td>4 to 6</td> <td>21%</td> </tr> <tr> <td>Up to 3</td> <td>15%</td> </tr> </tbody> </table> <p>Number of respondents</p> <p>Figure 46. Number of hours spent in Denali</p> <p>Days (73%):</p>  <p>N=557 visitor groups</p> <table border="1"> <thead> <tr> <th>Number of days</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>4 or more</td> <td>15%</td> </tr> <tr> <td>3</td> <td>25%</td> </tr> <tr> <td>2</td> <td>47%</td> </tr> <tr> <td>1</td> <td>13%</td> </tr> </tbody> </table> <p>Number of respondents</p> <p>Figure 47. Number of days spent in Denali</p>	Number of hours	Percentage	13 or more	19%	10 to 12	20%	7 to 9	25%	4 to 6	21%	Up to 3	15%	Number of days	Percentage	4 or more	15%	3	25%	2	47%	1	13%	<p>Hours (40%):</p>  <p>N=278 visitor groups</p> <table border="1"> <thead> <tr> <th>Number of hours</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>10 or more</td> <td>45%</td> </tr> <tr> <td>8-9</td> <td>24%</td> </tr> <tr> <td>6-7</td> <td>9%</td> </tr> <tr> <td>4-5</td> <td>10%</td> </tr> <tr> <td>2-3</td> <td>5%</td> </tr> <tr> <td>Up to 1</td> <td>7%</td> </tr> </tbody> </table> <p>Number of respondents</p> <p>Figure 34. Number of hours spent in Denali</p> <p>Days (60%):</p>  <p>N=410 visitor groups</p> <table border="1"> <thead> <tr> <th>Number of days</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>5 or more</td> <td>10%</td> </tr> <tr> <td>4</td> <td>11%</td> </tr> <tr> <td>3</td> <td>24%</td> </tr> <tr> <td>2</td> <td>43%</td> </tr> <tr> <td>1</td> <td>12%</td> </tr> </tbody> </table> <p>Number of respondents</p> <p>Figure 35. Number of days spent in Denali</p>	Number of hours	Percentage	10 or more	45%	8-9	24%	6-7	9%	4-5	10%	2-3	5%	Up to 1	7%	Number of days	Percentage	5 or more	10%	4	11%	3	24%	2	43%	1	12%
Hours stayed	Percentage																																																															
6 or more	91%																																																															
5	6%																																																															
4	0%																																																															
3	0%																																																															
2	0%																																																															
1 or less	3%																																																															
Number of hours	Percentage																																																															
13 or more	19%																																																															
10 to 12	20%																																																															
7 to 9	25%																																																															
4 to 6	21%																																																															
Up to 3	15%																																																															
Number of days	Percentage																																																															
4 or more	15%																																																															
3	25%																																																															
2	47%																																																															
1	13%																																																															
Number of hours	Percentage																																																															
10 or more	45%																																																															
8-9	24%																																																															
6-7	9%																																																															
4-5	10%																																																															
2-3	5%																																																															
Up to 1	7%																																																															
Number of days	Percentage																																																															
5 or more	10%																																																															
4	11%																																																															
3	24%																																																															
2	43%																																																															
1	12%																																																															

Shuttle bus wait time

Summer, 1988	Summer, 2006	Summer, 2011																						
<p>Hours waited from time of receiving bus token:</p> <table border="1"> <caption>Figure 15: Number of hours visitors waited for NPS shuttle buses</caption> <thead> <tr> <th>Hours waited</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>25 or more</td> <td>6%</td> </tr> <tr> <td>17-24</td> <td>50%</td> </tr> <tr> <td>9-16</td> <td>25%</td> </tr> <tr> <td>8 or less</td> <td>19%</td> </tr> </tbody> </table> <p>Figure 15: Number of hours visitors waited for NPS shuttle buses</p>	Hours waited	Percentage	25 or more	6%	17-24	50%	9-16	25%	8 or less	19%	<p>Not asked</p>	<p>17% of visitor groups had to wait for a VTS bus.</p> <table border="1"> <caption>Figure 25: Length of wait for VTS bus</caption> <thead> <tr> <th>Number of minutes</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>21 or more</td> <td>38%</td> </tr> <tr> <td>16-20</td> <td>14%</td> </tr> <tr> <td>11-15</td> <td>20%</td> </tr> <tr> <td>6-10</td> <td>10%</td> </tr> <tr> <td>Up to 5</td> <td>19%</td> </tr> </tbody> </table> <p>Figure 25: Length of wait for VTS bus</p>	Number of minutes	Percentage	21 or more	38%	16-20	14%	11-15	20%	6-10	10%	Up to 5	19%
Hours waited	Percentage																							
25 or more	6%																							
17-24	50%																							
9-16	25%																							
8 or less	19%																							
Number of minutes	Percentage																							
21 or more	38%																							
16-20	14%																							
11-15	20%																							
6-10	10%																							
Up to 5	19%																							

Use and ratings of reservation services

Summer, 1988	Summer, 2006	Summer, 2011																																
<p>Not asked</p>	<p>N=299 visitor groups**</p> <table border="1"> <thead> <tr> <th>Reservation service</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Park bus reservations in person</td> <td>46%</td> </tr> <tr> <td>Park bus reservations by phone</td> <td>35%</td> </tr> <tr> <td>Park bus reservations by Internet</td> <td>28%</td> </tr> <tr> <td>Campground reservations in person</td> <td>17%</td> </tr> <tr> <td>Campground reservations by phone</td> <td>14%</td> </tr> <tr> <td>Campground reservations by Internet</td> <td>11%</td> </tr> <tr> <td>Backcountry/wilderness permits</td> <td>9%</td> </tr> </tbody> </table>	Reservation service	Percentage	Park bus reservations in person	46%	Park bus reservations by phone	35%	Park bus reservations by Internet	28%	Campground reservations in person	17%	Campground reservations by phone	14%	Campground reservations by Internet	11%	Backcountry/wilderness permits	9%	<p>N=335 visitor groups**</p> <table border="1"> <thead> <tr> <th>Service</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Park bus reservations in person</td> <td>41%</td> </tr> <tr> <td>Park bus reservations by Internet</td> <td>37%</td> </tr> <tr> <td>Park bus reservations by phone</td> <td>22%</td> </tr> <tr> <td>Campground reservations by Internet</td> <td>21%</td> </tr> <tr> <td>Campground reservations in person</td> <td>15%</td> </tr> <tr> <td>Campground reservations by phone</td> <td>11%</td> </tr> <tr> <td>Backcountry/wilderness permits</td> <td>5%</td> </tr> </tbody> </table>	Service	Percentage	Park bus reservations in person	41%	Park bus reservations by Internet	37%	Park bus reservations by phone	22%	Campground reservations by Internet	21%	Campground reservations in person	15%	Campground reservations by phone	11%	Backcountry/wilderness permits	5%
Reservation service	Percentage																																	
Park bus reservations in person	46%																																	
Park bus reservations by phone	35%																																	
Park bus reservations by Internet	28%																																	
Campground reservations in person	17%																																	
Campground reservations by phone	14%																																	
Campground reservations by Internet	11%																																	
Backcountry/wilderness permits	9%																																	
Service	Percentage																																	
Park bus reservations in person	41%																																	
Park bus reservations by Internet	37%																																	
Park bus reservations by phone	22%																																	
Campground reservations by Internet	21%																																	
Campground reservations in person	15%																																	
Campground reservations by phone	11%																																	
Backcountry/wilderness permits	5%																																	

Figure 142. Reservation services used

Figure 71. Reservation services used

Use and ratings of reservation services (continued)

Summer, 2006

Reservation service	Rating (%)				
	Sufficiency of information provided	Assistance from reservation staff	Efficiency of service	Ease of use	Accuracy of reservation or permit
Campground reservations by phone	77, N=38	84, N=32	81, N=32	84, N=31	82, N=33
Campground reservations in person	75, N=47	83, N=46	75, N=41	73, N=45	88, N=44
Park bus reservations by phone	79, N=99	80, N=89	77, N=87	79, N=87	85, N=83
Park bus reservations by internet	76, N=78	73, N=54	69, N=67	71, N=70	80, N=67
Park bus reservations in person	85, N=130	83, N=126	79, N=119	84, N=116	93, N=107

**Table 22: Combined proportions of “very good” and “good” quality ratings**

N=number of visitor groups who rated each reservation service; percentages may not equal 100 due to rounding.



Use and ratings of reservation services (continued)

Summer, 2011

**Table 28.** Combined proportions of “very good” and “good” ratings of reservation services (N=number of visitor groups that rated each service)

Service	Rating (%)*				
	Sufficiency of information provided	Assistance from reservation staff	Efficiency of service	Ease of use	Accuracy of reservation or permit
Backcountry/wilderness permits (Backcountry Information Center) – CAUTION!	78% N=18	84% N=18	73% N=18	83% N=18	100% N=18
Campground reservations by Internet	78% N=64	79% N=39	79% N=62	75% N=63	93% N=60
Campground reservations by phone	80% N=36	91% N=34	80% N=35	83% N=35	88% N=34
Campground reservations in person (Wilderness Access Center desk)	91% N=44	80% N=45	77% N=43	79% N=43	90% N=39
Park bus reservations by Internet	70% N=112	84% N=68	79% N=99	78% N=108	84% N=104
Park bus reservations by phone	81% N=63	85% N=63	75% N=64	80% N=64	89% N=64
Park bus reservations in person (Wilderness Access Center desk)	83% N=127	82% N=128	84% N=123	87% N=125	95% N=119

## References

- Dey, E. L. (1997). Working with Low Survey Response Rates: The Efficacy of Weighting Adjustment. *Research in Higher Education*, 38(2): 215-227.
- Dillman, D. A. (2007). *Mail and Internet Surveys: The Tailored Design Method, Updated version with New Internet, Visual, and Mixed-Mode Guide*, 2<sup>nd</sup> Edition, New York: John Wiley and Sons, Inc.
- Dillman, D. A. and Carley-Baxter, L. R. (2000). *Structural determinants of survey response rate over a 12-year period, 1988-1999*, Proceedings of the section on survey research methods, 394-399, American Statistical Association, Washington, D.C.
- Filion, F. L. (Winter 1975-Winter 1976). Estimating Bias due to Non-response in Mail Surveys. *Public Opinion Quarterly*, Vol 39 (4): 482-492.
- Goudy, W. J. (1976). Non-response Effect on Relationships Between Variables. *Public Opinion Quarterly*. Vol 40 (3): 360-369.
- Mayer, C. S. and Pratt Jr., R. W. (Winter 1966-Winter 1967). A Note on Non-response in a Mail Survey. *Public Opinion Quarterly*. Vol 30 (4): 637-646.
- Salant, P. and Dillman, D. A. (1994). *How to Conduct Your Own Survey*. U.S.: John Wiley and Sons, Inc.
- Stoop, I. A. L. (2004). Surveying Non-respondents. *Field Methods*, 16 (1): 23.

The Department of the Interior protects and manages the nation's natural resources and cultural heritage; provides scientific and other information about those resources; and honors its special responsibilities to American Indians, Alaska Natives, and affiliated Island Communities.

NPS 184/114183, May 2012

**National Park Service**  
**U.S. Department of the Interior**



---

**Natural Resource Stewardship and Science**  
1201 Oakridge Drive, Suite 150  
Fort Collins, CO 80525

[www.nature.nps.gov](http://www.nature.nps.gov)

**EXPERIENCE YOUR AMERICA™**