



# Yellowstone National Park Visitor Study

*Summer 2011*

Natural Resource Report NPS/NRSS/EQD/NRR— 2012/539



**ON THE COVER**

The Old Faithful Inn

Photograph courtesy of Yellowstone National Park

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# **Yellowstone National Park Visitor Study**

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## Executive Summary

This visitor study report profiles a systematic random sample of Yellowstone National Park (NP) visitors during July 23-29, 2011. In total, 1314 questionnaires were distributed to visitor groups. Of those, 900 questionnaires were returned, resulting in a 68.5% response rate.

<b>Group size and type</b>	Thirty-four percent of visitor groups consisted of two people and 22% consisted of four people. Seventy-eight percent of visitor groups consisted of family groups.
<b>State or country of residence</b>	United States visitors were from 48 states and Washington, DC and comprised 88% of total visitation during the survey period, with 8% from California. International visitors were from 30 countries and comprised 12% of total visitation during the survey period with 27% from Canada.
<b>Frequency of visits</b>	Most visitors (88%) were visiting the park for the first time in the past 12 months and 55% were visiting the park for the first time in their lifetime. Fifteen percent had visited twice in their lifetime.
<b>Age, ethnicity, race, and education</b>	Forty-three percent of visitors were ages 41-65 years, 23% were ages 15 years or younger, 17% were ages 21-40, and 5% were 71 or older. Three percent were Hispanic or Latino. Ninety-two percent of visitors were White and 5% were Asian. Fifty-five percent of respondents had a bachelor's degree or graduate degree.
<b>Preferred language</b>	Most visitor groups (97%) preferred speaking and reading English. Twenty-four percent of visitor groups wanted services provided in another language.
<b>Physical conditions</b>	Nine percent of visitor groups had members with physical conditions affecting their ability to access or participate in activities and services. Of those visitor groups, 82% had problems with mobility.
<b>Household size and income</b>	Forty-two percent of the households were comprised of two people. Twenty-two percent had four people in their household. Forty percent of households had an income of \$75,000 to \$149,999. Sixteen percent had a household income of \$50,000 to \$74,999.
<b>Information sources</b>	Most visitors (91%) obtained information about the park prior to their visit through friends/relatives/word of mouth (59%), the park website (56%), and maps/brochures (55%). Most visitors (96%) received the information they needed. Seventy-four percent of visitor groups prefer to use the park website to obtain information for a future visit.
<b>Park as destination</b>	For 50% of visitor groups, the park was one of several destinations, and for 47%, the park was the primary destination.
<b>Primary reason for visiting the area</b>	Four percent of visitor groups were residents of the area (within 150 miles of the park). The most common primary reasons for visiting the park area among non-resident visitor groups were to visit the park (71%) and visit relatives/friends in the area (7%).
<b>Transportation and road signs</b>	Eighty-five percent of visitor groups used one vehicle to arrive at the park. Most visitor groups (92%) found the park signs adequate, 90% found state highways adequate, and 81% found interstate signs to be adequate.

## Executive Summary (continued)

<b>Park entries</b>	Thirty-five percent of visitor groups entered the park one time during their stay and 25% entered the park twice. Fifty-five percent of the entries were through the West Yellowstone entrance, 40% were through the South Entrance, and 29% came through the North Entrance.
<b>Overnight stays</b>	Most visitor groups (91%) stayed overnight in the area within 150 miles of the park or within the park. Of those that stayed in the park, 27% stayed five or more nights. Twenty-three percent of visitor groups stayed six or more nights outside the park in the area (within 150 miles of the park).
<b>Accommodations</b>	Sixty-four percent of visitor groups that stayed in the park used a lodge, hotel, motel, cabin, or B&B and 39% camped in a developed campground. Four percent of the visitor groups stayed overnight at the Old Faithful Inn. Those visitor groups that stayed outside the park used a lodge, motel, cabin, rented condo/home, or bed and breakfast (71%) and 29% camped in a developed campground.
<b>Length of stay</b>	Of the visitor groups that spent less than 24 hours in the park, the average length of stay was 9.9 hours. Of the visitor groups that spent 24 hours or more, the average length of stay was 5 days. The average length of stay for all visitor groups was 67.1 hours, or 2.8 days.
<b>Locations visited in the park</b>	Seventy-five percent of visitor groups visited all the locations in the park that they had planned to visit. Ninety percent of visitor groups visited Old Faithful, 69% visited Mammoth Hot Springs, and 66% visited Canyon Village.
<b>Time spent at park sites</b>	The most common length of time spent at each location was 1-2 hours. Twenty-two percent of visitor groups spent five or more hours at Old Faithful. The highest average number of days spent was four days at Madison.
<b>Activities on this visit</b>	The most common activities were sightseeing/taking a scenic drive (91%), viewing wildlife/birdwatching (82%), boardwalk/geyser basin (78%), and shopping in park stores (76%). Thirty-three percent of visitor groups visited two park visitor centers or museums on this trip.
<b>Primary reason for visiting the park</b>	Forty-three percent of visitor groups listed sightseeing/taking a scenic drive as their primary reason for visiting the park.
<b>Locating commercial services</b>	Eight percent of visitor groups indicated that they had difficulty finding commercial services. The most common reason for having difficulty finding services was signs (28%).
<b>Commercial services used</b>	Seventy-five percent of visitor groups purchased gifts/souvenirs and 75% ate at a restaurant or used other food services. Forty one percent of visitor groups purchased gas.
<b>Rating commercial services</b>	More than half of all visitor groups were able to get their first choice of lodging, campgrounds or food services. Most also indicated that the services/activities met their expectations while 15% or less services/activities were rated "worse than expected."

## Executive Summary (continued)

<b>Concession services and activities</b>	Seventy-eight percent of visitor groups were able to use the services/activities that they had planned prior to visiting the park. Specifically, 31% planned to participate in a trail ride (28% did participate), 19% planned a scenic motorized tour (18% did), 19% planned a scenic boat tour (17% did), and 17% planned a cookout (14% did).
<b>Concession value for money paid</b>	The concession services that received the highest combined “very good” and “good” ratings for money paid were campgrounds (68%), lodging (50%), and purchasing gifts/souvenirs (44%).
<b>Expenditures</b>	The average visitor group expenditure (inside and outside the park within 150 miles) was \$1268. The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$700, and the average total expenditure per person (per capita) was \$416.
<b>Technology access on future visits</b>	Seventy-four percent of visitor groups would like to have cell phone access in developed areas of the park on future visits. Fifty-six percent of visitor groups would like to have internet access.
<b>Overall quality</b>	Most visitor groups (91%) rated the overall quality of facilities, services, and recreational opportunities at Yellowstone NP as “very good” or “good.” Two percent of 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 Colleen Kulesza for compiling the report, Jim Gramann for overseeing the fieldwork, George Helfrich and the staff and volunteers of Yellowstone National Park for assisting with the survey, and David Vollmer and Matthew Strawn for data processing.

## **About the Authors**

Colleen Kulesza is a doctoral candidate at the University of Idaho and a research assistant for the Visitor Services Project. Jim Gramann, Ph.D., who oversaw the fieldwork, is a professor of Recreation, Park and Tourism Sciences at Texas A&M University. Yen Le, Ph.D., is Assistant Director of the Visitor Services Project at the University of Idaho, and Steven Hollenhorst, Ph.D., is 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 Yellowstone National Park (NP) in Wyoming, conducted July 23–29, 2011 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit (PSU) at the University of Idaho.

As described in the National Park Service website for Yellowstone NP, "...the park was established in 1872 as America's first national park—an idea that spread worldwide. A mountain wildland, home to grizzly bears, wolves, and herds of bison and elk, the park is the core of one of the last, nearly intact, natural ecosystems in the Earth's temperate zone." ([www.nps.gov/yell](http://www.nps.gov/yell), retrieved April 2012).

## Organization of the Report

This report is organized into three sections.

Section 1: **Methods**. This section discusses survey methodology procedures, limitations, and special conditions that may affect the study results.

Section 2: **Results**. This section provides a summary for each question in the questionnaire and includes visitor comments to open-ended questions. The presentation of the results of this study does not follow the order of questions in the questionnaire.

### Section 3: **Appendices**

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

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

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

## Presentation of the Results

Results are represented in the form of graphs (see example 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.

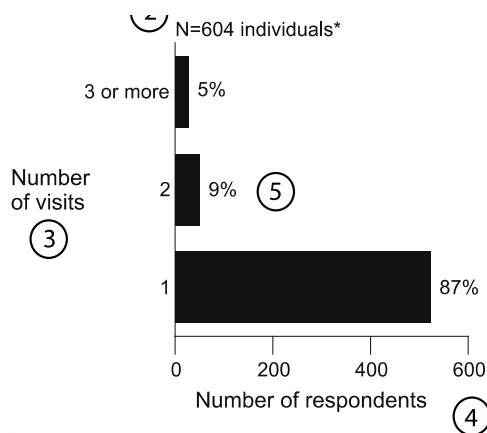
\* appears when the total percentages do not equal 100 due to rounding.

\*\* 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.



## Methods

### Survey Design and Procedures

#### *Sample size and sampling plan*

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

Brief interviews were conducted with a systematic, random sample of visitor groups that arrived at nine sites during July 23-29, 2011. Visitors were surveyed between the hours of 8 a.m. and 7 p.m. Table 1 shows the nine locations and for each location, the number of questionnaires distributed and response rate. During this survey, 1427 visitor groups were contacted and 1314 of these groups (92.1%) accepted questionnaires. (The average acceptance rate for 250 VSP visitor studies conducted from 1988 through 2011 is 91.5%.) Questionnaires were completed and returned by 900 respondents, resulting in a 68.5% response rate for this study. (The average response rate for the 250 VSP visitor studies is 72.3%.)

**Table 1.** Questionnaire distribution, summer 2011  
(N=number of questionnaires)

Sampling site	Distributed		Returned	
	N	%	N	%
West Entrance	528	40	356	67
South Entrance	269	20	189	70
Mammoth	188	14	142	76
East Entrance	166	13	115	69
Northeast Entrance	66	5	42	64
Bridge Bay	25	2	14	56
Roosevelt Corrals	25	2	16	64
Canyon Corrals	24	3	13	54
Mammoth Corrals	23	2	13	57
Total	1314	100%	900	

#### *Questionnaire design*

---

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

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

## ***Survey procedure***

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

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

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

<b>Mailing</b>	<b>Date</b>	<b>U.S.</b>	<b>International</b>	<b>Total</b>
Postcards	August 15, 2011	1107	135	1242
1 <sup>st</sup> replacement	August 29, 2011	572	70	642
2 <sup>nd</sup> replacement	September 19, 2011	446	0	446

## ***Data analysis***

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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***

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

1. This was a self-administered survey. Respondents completed the questionnaire after their visit, which may have resulted in poor recall. Thus, it is not possible to know whether visitor responses reflected actual behavior.
2. The data reflect visitor use patterns at the selected sites during the study period of July 23-29, 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. When the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure, table, or text.
4. Occasionally, there may be inconsistencies in the results. Inconsistencies arise from missing data or incorrect answers (due to misunderstood directions, carelessness, or poor recall of information). Therefore, refer to both the percentage and N (number of individuals or visitor groups) when interpreting the results.

## ***Special conditions***

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The weather during the survey period was mostly sunny and warm. July 25-27 had some cloud cover and wind. 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 proximity from home to the park. All variables were found to be insignificantly different between respondents and non-respondents except for average age (see Tables 3 - 6). Respondents at younger age ranges (especially 40 and younger) may be underrepresented in the results. 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

Variable	Respondents	Non-respondents	p-value (t-test)
Age (years)	50.50 (N=900)	42.97 (N=415)	<0.001
Group size	3.88 (N=893)	4.05 (N=414)	0.362

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

Group type	Respondents	Non-respondents	p-value (chi-square)
Alone	53	19	0.378
Family	697	313	
Friends	61	48	
Family and friends	77	27	
Other	4	4	

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

Destination	Respondents	Non-respondents	p-value (chi-square)
Park as primary destination	420	193	0.887
Park as one of several destinations	450	205	
Unplanned visit	28	15	

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

Distance	Respondents	Non-respondents	p-value (chi-square)
201-400 miles	88	46	0.058
401-600 miles	90	34	
601 miles or more	524	198	
International visitors	89	49	

## Results

### Group and Visitor Characteristics

#### *Visitor group size*

##### Question 16b

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

##### Results

- 36% were in groups of three or four.
- 34% of visitor groups consisted of two people (see Figure 1).
- 17% were in groups with 6 or more.

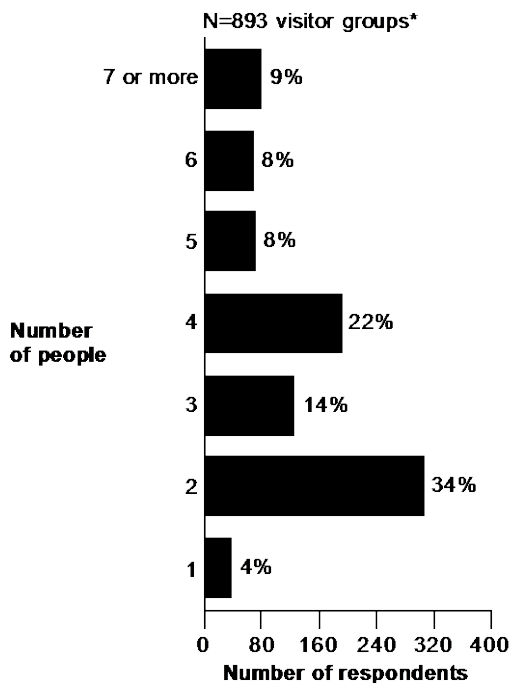


Figure 1. Visitor group size

#### *Visitor group type*

##### Question 16a

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

##### Results

- 78% of visitor groups consisted of family members (see Figure 2).
- No “other” group types (<1%) were specified.

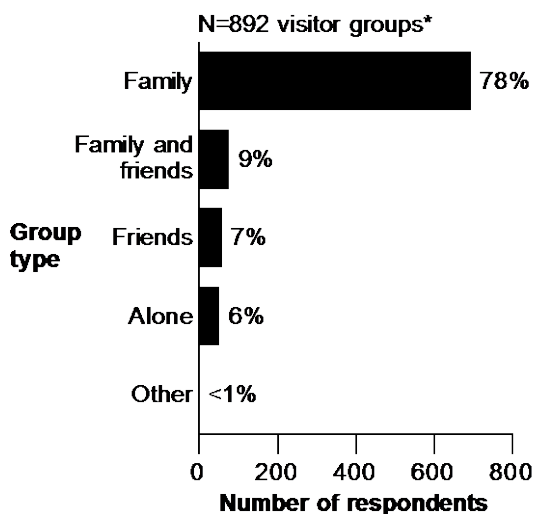


Figure 2. Visitor group type

\*total percentages do not equal 100 due to rounding

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

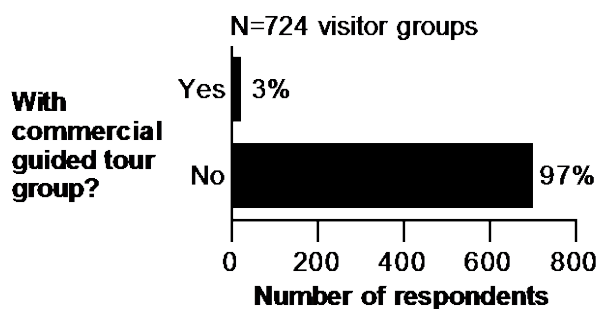
## Visitors with organized groups

### Question 15a

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

#### Results

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



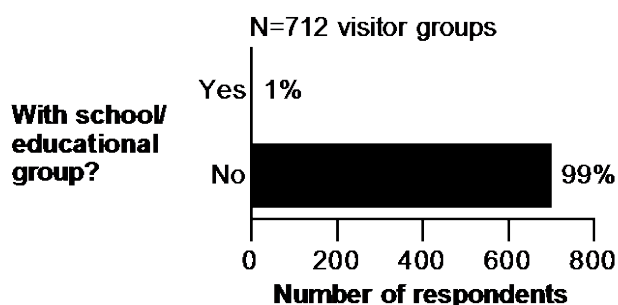
**Figure 3.** Visitors with a commercial guided tour group

### Question 15b

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

#### Results

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



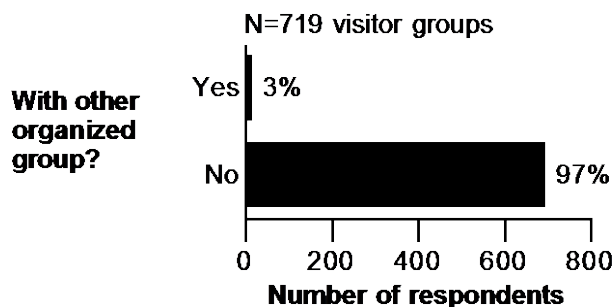
**Figure 4.** Visitors with a school/educational group

### Question 15c

On this visit, were you and your personal group with an "other" organized group (business, church, scouts, work)?

#### Results

- 3% of visitor groups were with an "other" organized group (see Figure 5).



**Figure 5.** Visitors with an "other" organized group

\*total percentages do not equal 100 due to rounding

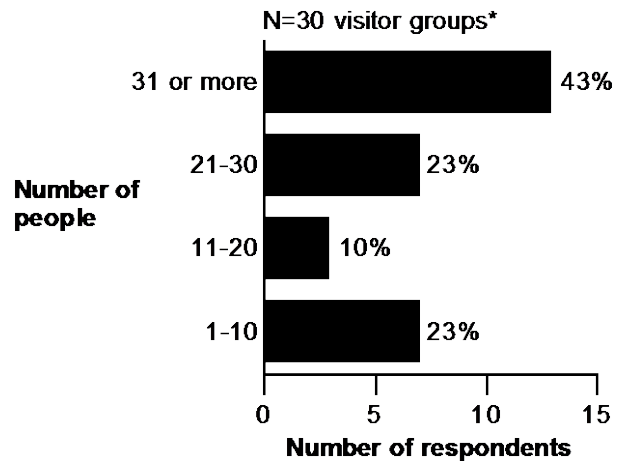
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 15d**

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

**Results**

- 43% of visitor groups who traveled with an organized group were composed of 31 or more people (see Figure 6).
- 23% were composed of 21-30 people.
- 23% were composed of 1-10 people.



**Figure 6.** Organized group size

\*total percentages do not equal 100 due to rounding

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

**United States visitors by state of residence****Question 17c**

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 48 states and Washington, DC and comprised 88% of total visitation to the park during the survey period.
- 8% came from California and 8% were from Utah (see Figure 7 and Table 7).
- Smaller proportions came from 46 other states and Washington, DC.

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

State	Number of visitors	Percent of U.S. visitors N=2589 individuals*	Percent of total visitors N=2939 individuals
California	218	8%	7%
Utah	206	8%	7%
Washington	162	6%	6%
Idaho	123	5%	4%
Colorado	119	5%	4%
Montana	117	5%	4%
Texas	116	4%	4%
Wisconsin	102	4%	3%
Illinois	85	3%	3%
Florida	82	3%	3%
Minnesota	77	3%	3%
Michigan	74	3%	3%
Missouri	74	3%	3%
Ohio	73	3%	2%
Oregon	73	3%	2%
Pennsylvania	68	3%	2%
32 other states and Washington, DC	820	32%	28%



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

\*total percentages do not equal 100 due to rounding

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

***International visitors by country of residence*****Question 17c**

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 30 countries and comprised 12% of total visitation to the park during the survey period.
- 27% of international visitors came from Canada (see Table 8).
- 11% came from the United Kingdom.
- 10% came from France and 10% came from Germany.
- Smaller proportions of international visitors came from 26 other countries.

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

Country	Number of visitors	Percent of international visitors N=350 individuals*	Percent of total visitors N=2939 individuals
Canada	94	27%	3%
United Kingdom	37	11%	1%
France	36	10%	1%
Germany	36	10%	1%
Netherlands	33	9%	1%
China	24	7%	1%
Switzerland	18	5%	1%
Sweden	8	2%	<1%
Italy	7	2%	<1%
Azerbaijan	6	2%	<1%
Belgium	6	2%	<1%
Denmark	6	2%	<1%
New Zealand	6	2%	<1%
Dominican Republic	4	1%	<1%
India	4	1%	<1%
Norway	4	1%	<1%
Korea	3	1%	<1%
Australia	2	1%	<1%
Costa Rica	2	1%	<1%
Luxembourg	2	1%	<1%
Malaysia	2	1%	<1%
Singapore	2	1%	<1%
Columbia	1	<1%	<1%
Czech Republic	1	<1%	<1%
Guatemala	1	<1%	<1%
Japan	1	<1%	<1%
Myanmar/Burma	1	<1%	<1%
Philippines	1	<1%	<1%
Thailand	1	<1%	<1%
Vietnam	1	<1%	<1%

\*total percentages do not equal 100 due to rounding

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

### ***Number of visits in past 12 months***

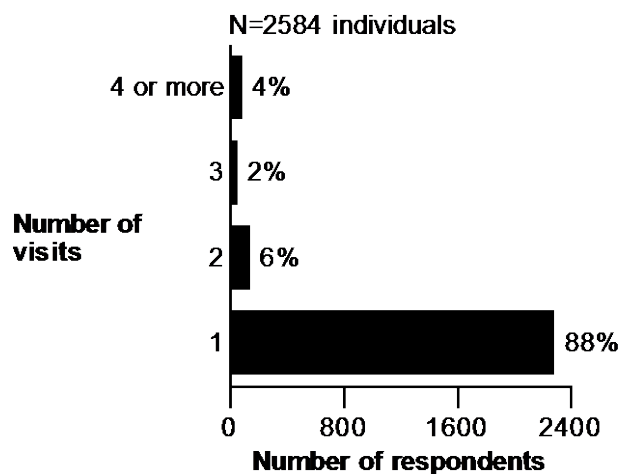
#### **Question 17d**

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

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

#### **Results**

- 88% of visitors visited the park once in the past 12 months (see Figure 8).



**Figure 8.** Number of visits to park in past 12 months

### ***Number of lifetime visits***

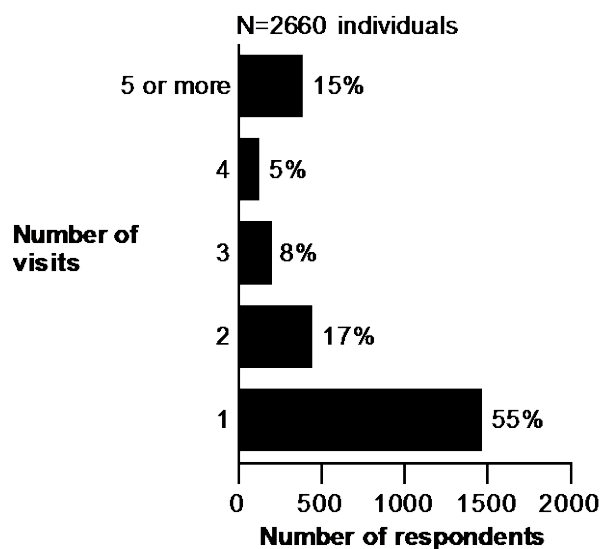
#### **Question 17e**

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

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

#### **Results**

- 72% of visitors visited the park one or two times in their lifetime (see Figure 9).



**Figure 9.** Number of visits to park in lifetime

\*total percentages do not equal 100 due to rounding

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



## Visitor age

### Question 17b

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 87 years.
- 43% of visitors were 41 to 65 years old (see Figure 10).
- 23% were 15 years or younger.
- 10% were 66 years or older.

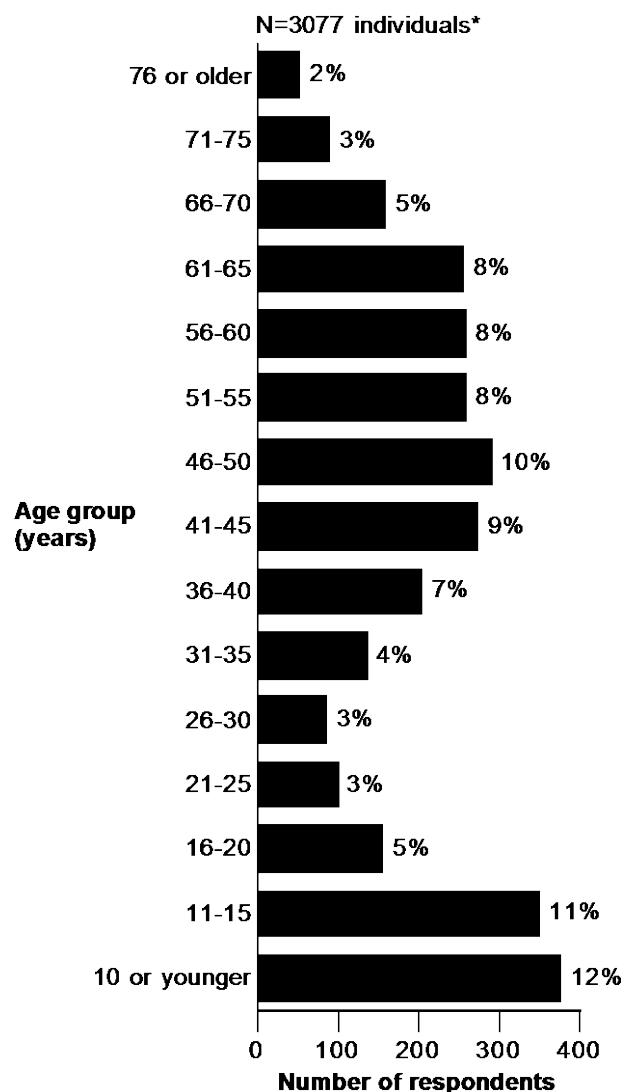


Figure 10. Visitor age

\*total percentages do not equal 100 due to rounding

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

### Visitor gender

#### Question 17a

For you and your personal group, what is your gender?

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

#### Results

- 51% of respondents were male (see Figure 11).

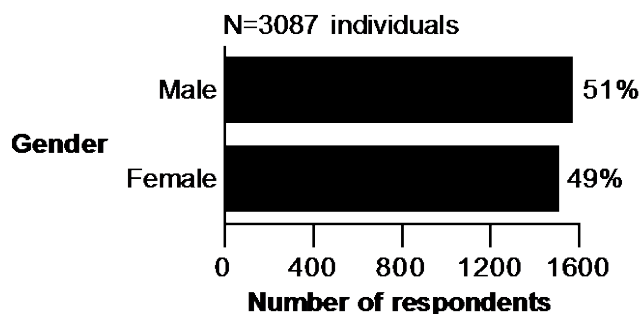


Figure 11. Visitor gender

### Visitor ethnicity

#### Question 21a

Are you or members of your personal group Hispanic or Latino?

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

#### Results

- 3% of visitors were Hispanic or Latino (see Figure 12).

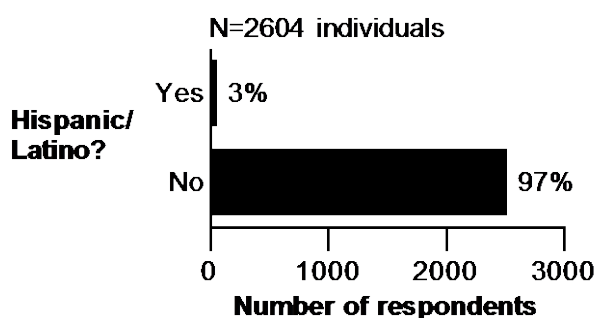


Figure 12. Visitors who were Hispanic or Latino

### Visitor race

#### Question 21b

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

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

#### Results

- 92% of visitors were White (see Figure 13).
- 5% were Asian.

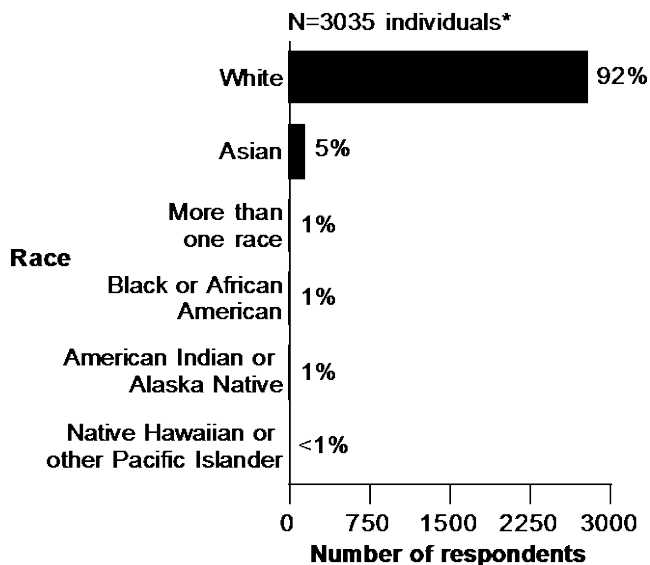


Figure 13. Visitor race

\*total percentages do not equal 100 due to rounding

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

## Language used for speaking and reading

### Question 19a

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

#### Results

- 97% of visitor groups preferred English for speaking (see Figure 14).
- Other languages (3%) are listed in Table 9.

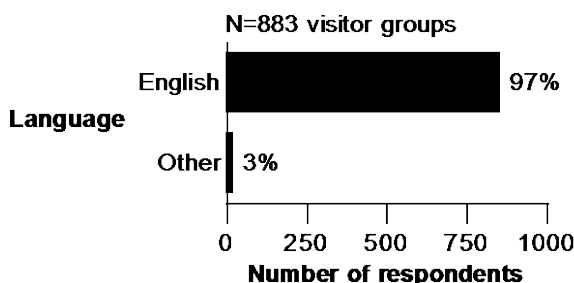


Figure 14. Language preferred for speaking

### Question 19b

When visiting an area such as Yellowstone NP, 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 15).
- Other languages (3%) are listed in Table 10.

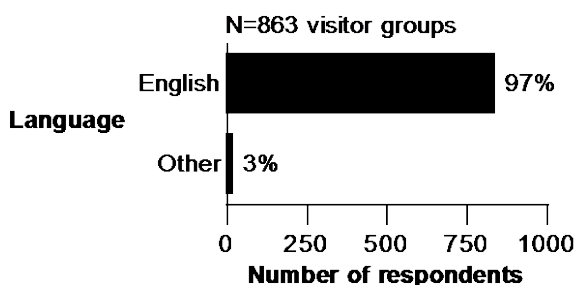


Figure 15. Language preferred for reading

Table 9. Other languages preferred for speaking (N=42 comments)

Language	Number of times mentioned
French	10
German	8
Chinese	6
Russian	4
Dutch	2
Italian	2
Spanish	2
American Sign Language	1
Azerbaijani	1
Danish	1
Gujarati	1
Hindi	1
Malayalam	1
Polish	1
Thai	1

Table 10. Other languages preferred for reading (N=35 comments)

Language	Number of times mentioned
French	10
German	7
Chinese	6
Russian	3
Dutch	2
Italian	2
Spanish	2
Azerbaijani	1
Gujarati	1
Hindi	1

\*total percentages do not equal 100 due to rounding

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

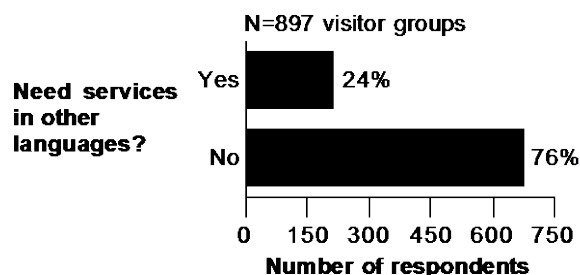
## Translation of services into other languages

### Question 19c

What services in the park need to be provided in languages other than English?  
(Open ended)

#### Results

- 24% of visitor groups would like to have services provided in languages other than English (see Figure 16).
- Table 11 shows the services that visitor groups would like to have provided in languages other than English.



**Figure 16.** Visitor groups that would like to have services provided in other languages

**Table 11.** Services needing translation to other languages  
(N=93 comments)

Service	Number of times mentioned
Everything	16
Signage	12
Medical/emergency assistance	8
Brochures	6
Safety information/signs/warnings	6
Directions and road signs	5
Guided tours and programs	5
Food	4
Maps	4
Information	3
Trail guides/markers	3
Site explanation	3
Interpretive signs and displays	2
Prices of meals/lodging	2
Restrooms	2
As many as reasonable	1
Emergency exits	1
Essential services	1
Guidebooks	1
Information centers	1
Internet portal	1
Literature	1
Location	1
Newspapers	1
Rules	1
Signs about fragile environment	1
Smartphone/App	1

\*total percentages do not equal 100 due to rounding

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

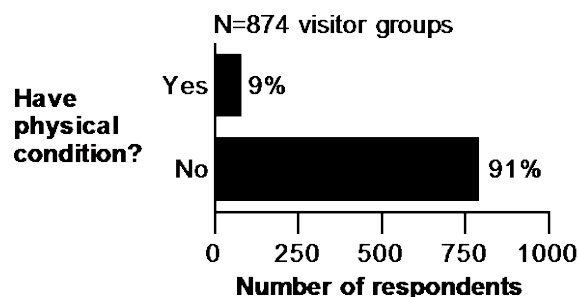
### ***Visitors with physical conditions affecting access/participation***

#### **Question 20a**

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 17).



**Figure 17.** Visitor groups that had members with physical conditions affecting access or participation in park activities or services

#### **Question 20b**

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

#### **Results**

- The activities that were difficult for some visitor groups to participate in are listed below in Table 12.

**Table 12.** Services/activities that were difficult to access/participate in  
(N=74 comments)

Service/activity	Number of times mentioned
Walking	24
Hiking	16
Stairs	7
Trails	4
Boardwalk	3
Climbing	2
Elevation change	2
Horseback riding	2
Geyser Basin	2
Anything far from parking lot	1
Auditory services	1
Backcountry	1
Canyon Falls	1
Food options	1
Picnicking	1
Tours	1
Uneven surfaces	1

\*total percentages do not equal 100 due to rounding

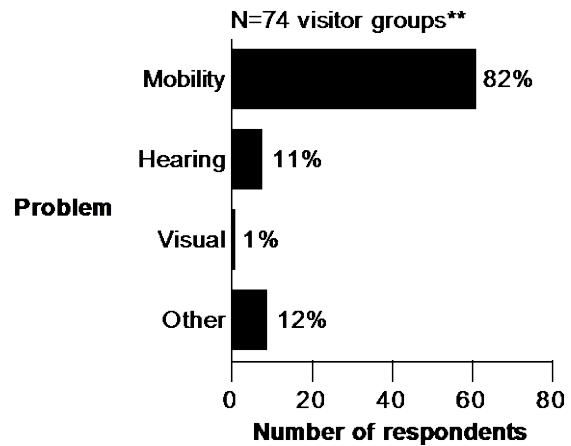
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 20c**

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

**Results**

- Of those visitor groups with members experiencing difficulty accessing or participating in park activities/services, 82% had difficulty with mobility (see Figure 18).
- 11% had difficulty hearing.
- “Other” problems (12%) were:
  - Breathing
  - Age
  - Diabetes
  - Diet
  - Distance
  - Elevation
  - Heart
  - Overweight



**Figure 18.** Specific problems incurred by visitors with physical conditions affecting access/participation

\*total percentages do not equal 100 due to rounding

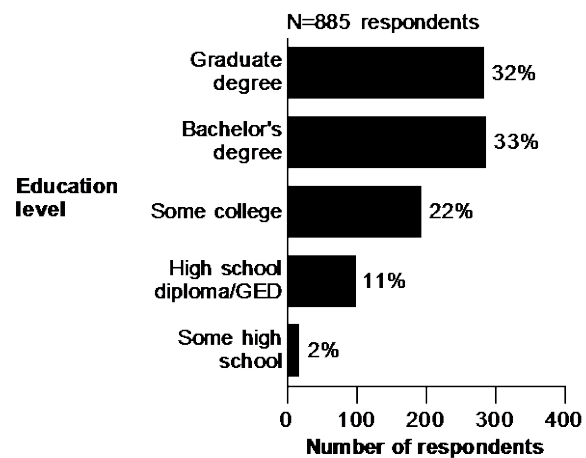
\*\*total percentages do not equal 100 because visitors could select more than one answer

***Respondent level of education*****Question 18**

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

**Results**

- 33% had a bachelor's degree (see Figure 19).
- 32% of respondents had a graduate degree.



**Figure 19.** Respondent level of education

\*total percentages do not equal 100 due to rounding

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

## Respondent household income

### Question 22a

Which category best represents your annual household income?

#### Results

- 20% of respondents reported a household income of \$100,000-\$149,999 (see Figure 20).
- 20% had an income of \$75,000-\$99,999.

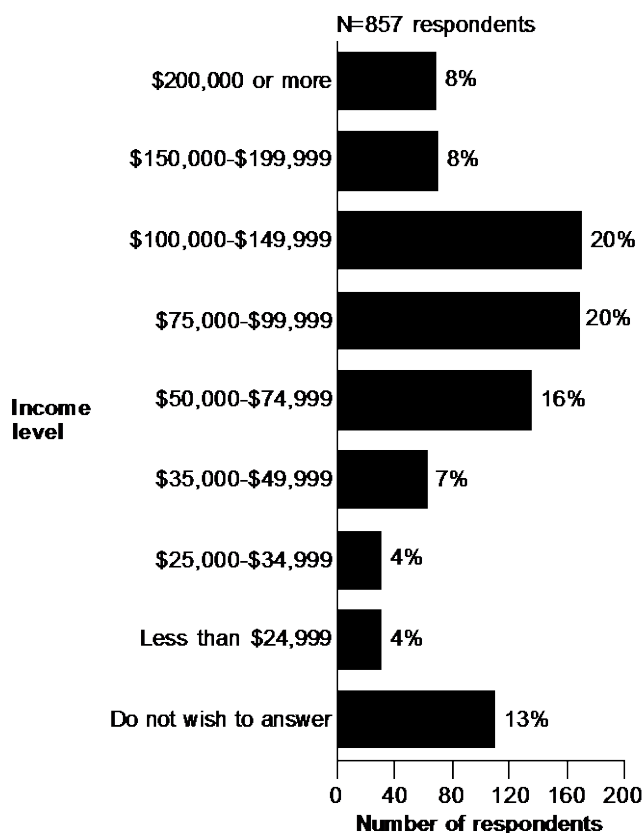


Figure 20. Respondent household income

## Respondent household size

### Question 22b

How many people are in your household?

#### Results

- 42% of respondents had two people in their household (see Figure 21).
- 22% had four people.

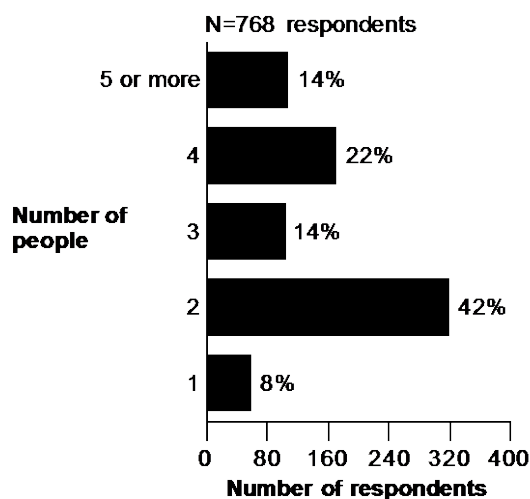


Figure 21. Number of people in household

\*total percentages do not equal 100 due to rounding

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



## Trip/Visit Characteristics and Preferences

### Information sources prior to visit

#### Question 1a

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

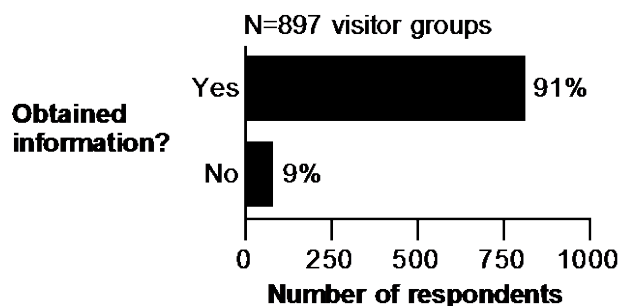
#### Results

- 91% of visitor groups obtained information about Yellowstone NP prior to their visit (see Figure 22).
- As shown in Figure 23, among those visitor groups that obtained information about Yellowstone NP prior to their visit, the most common sources were:

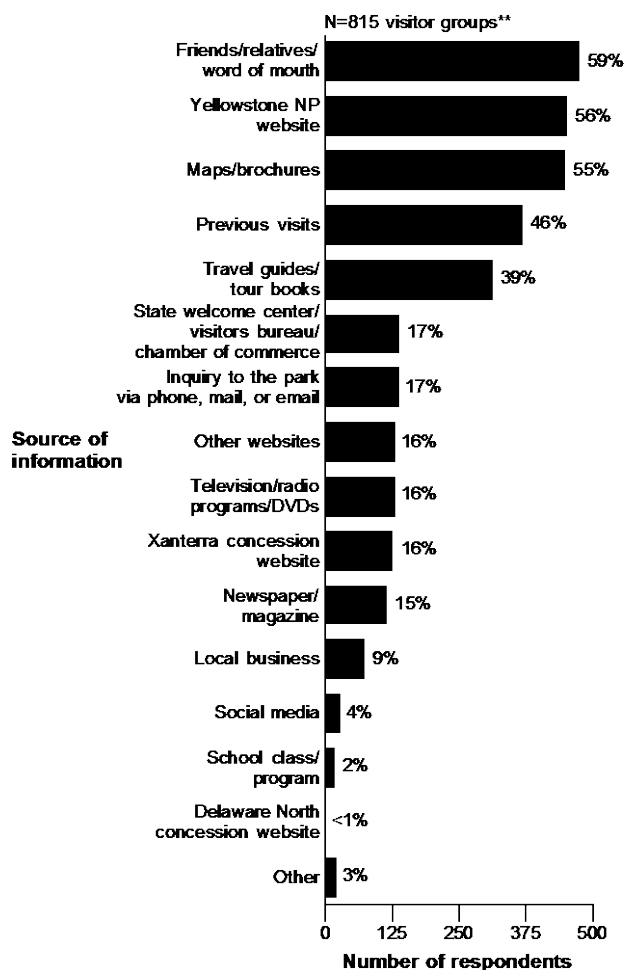
59% Friends/relatives/word of mouth  
56% Yellowstone NP website  
55% Maps/brochures

- Other sources (3%) were:

Book  
Conference  
Live in the area  
Smartphone/tablet app  
Tour company  
Travel agency  
Yellowstone Association



**Figure 22.** Visitor groups that obtained information prior to visit



**Figure 23.** Sources of information used by visitor groups prior to visit

\*total percentages do not equal 100 due to rounding

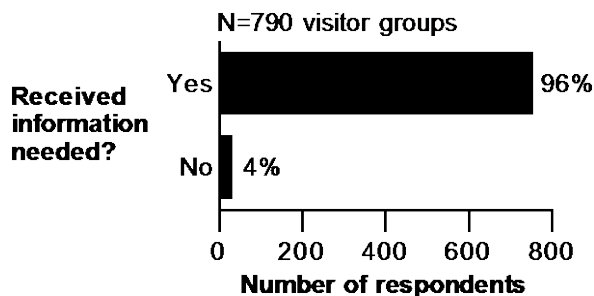
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 1c**

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**

- 96% of visitor groups received needed information prior to their visit (see Figure 24).



**Figure 24.** Visitor groups that received needed information prior to their visit

**Question 1d**

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

**Results**

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

**Table 13.** Needed information that was not available (N=35 comments; some visitor groups made more than one comment)

Information	Number of times mentioned
Available lodging in/near park	5
Detailed map of attractions	4
Detailed park map	2
Detailed trail map	2
Guidebook	2
Park specifics	2
RV sizes accommodated in campsites	2
Smartphone/apps	2
Brochure	1
Cell phone coverage	1
Day hike trail information	1
Deaf – couldn't access audio media	1
Detailed campsite map	1
Detailed road map	1
Disability access	1
Food	1
Geyser eruption schedule	1
Internet access	1
Park contact information	1
Programs – times, locations	1
Prohibited services	1
Site specific information (Morning Glory)	1

\*total percentages do not equal 100 due to rounding

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

## Information sources for future visit

### Question 1b

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

### Results

- As shown in Figure 25, visitor groups' preferred sources of information for a future visit were:

74% Yellowstone NP website  
58% Previous visits  
52% Maps/brochures

- Other source of information (1%) was:

Smartphone/tablet app

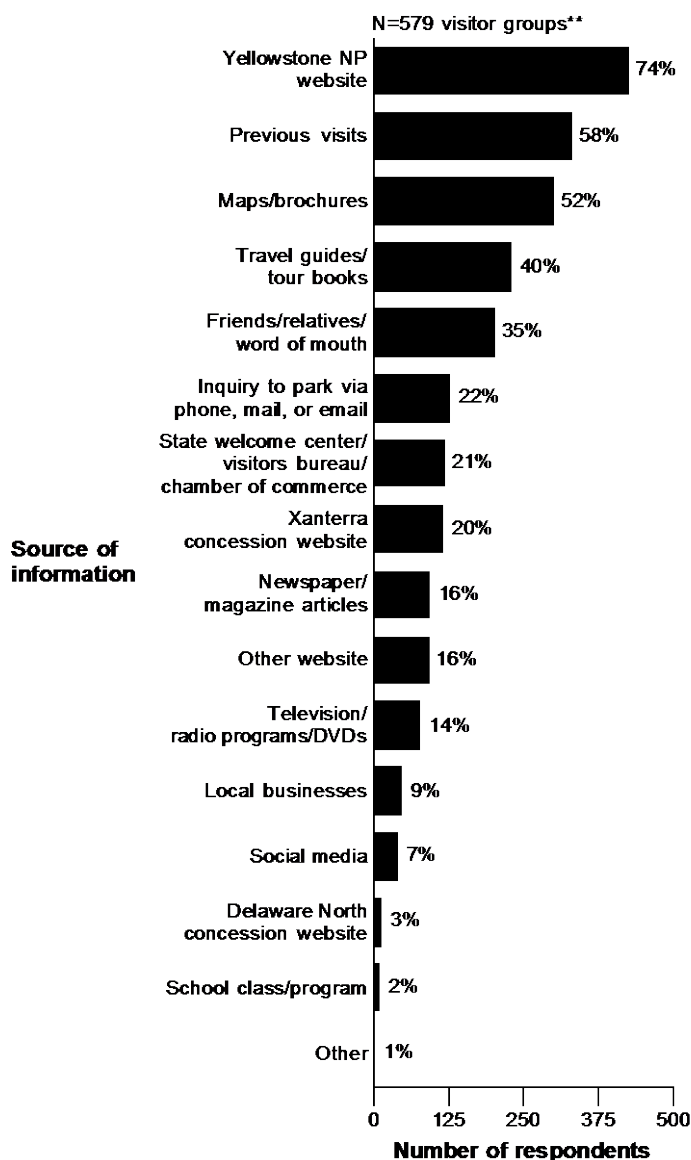


Figure 25. Sources of information to use for a future visit

\*total percentages do not equal 100 due to rounding

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

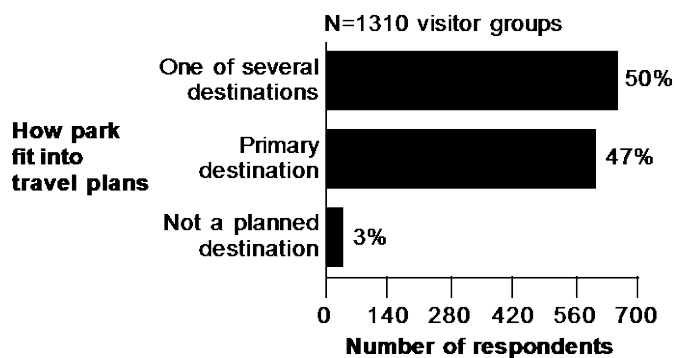
## ***Park as destination***

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

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

### **Results**

- For 50% of visitor groups, Yellowstone NP was one of several destinations (see Figure 26).
- 47% indicated that the park was their primary destination.



**Figure 26.** How visit to park fit into visitor groups' travel plans

\*total percentages do not equal 100 due to rounding

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

## Primary reason for visiting the park area

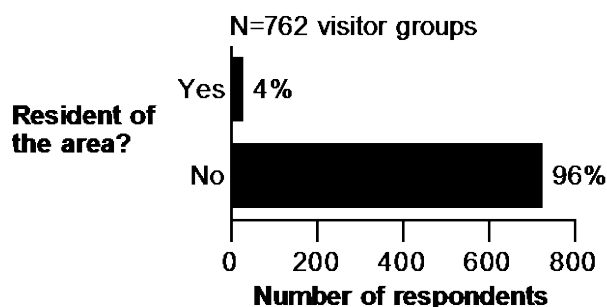
### Question 2

For this trip, what was the primary reason that you and your personal group came to Yellowstone NP area (within 150 miles)?

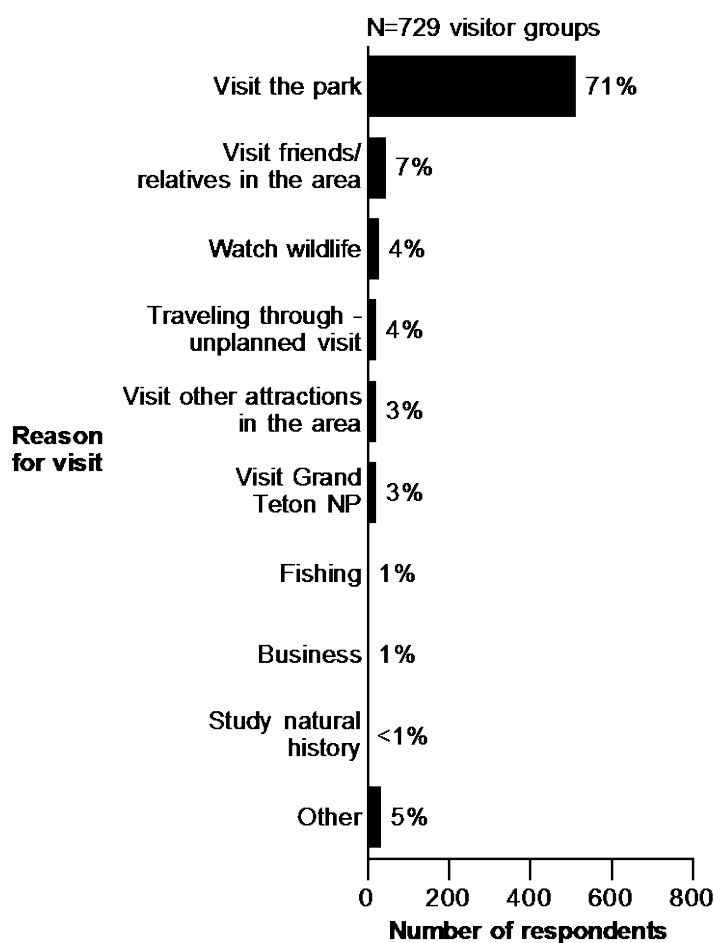
### Results

- 4% of visitor groups were residents of the area (see Figure 27).
- As shown in Figure 28, the primary reason for visiting the Yellowstone NP area (within 150 miles) of among non-resident visitor groups was:
  - 71% Visit the park
  - 7% Visit friends/relatives in the area
  - 4% Watch wildlife
  - 4% Traveling through – unplanned visit
- Other primary reasons (5%) were:

Backpacking  
 Camping  
 Canoe  
 Cultural exchange  
 Family reunion  
 Frequent visitor  
 Fun  
 Good memories of previous visits  
 Hiking  
 Honeymoon  
 Horseback riding  
 Part of a tour  
 Picnic  
 Road trip  
 Scenery  
 Soccer tournament  
 Travel through-planned  
 Visit Montana  
 Visit multiple parks  
 Wedding anniversary



**Figure 27.** Residents of the area (within 150 miles)



**Figure 28.** Primary reason for visiting the Yellowstone NP area (within 150 miles)

\*total percentages do not equal 100 due to rounding

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

## ***Adequacy of directional signs***

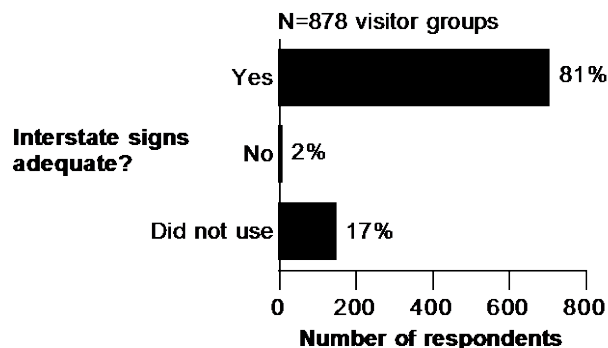
### **Question 3**

On this visit, were the signs directing you and your personal group to and within Yellowstone NP adequate?

#### **a. Signs on interstates**

##### **Results**

- 81% of visitor groups reported directional signs on interstates were adequate (see Figure 29).

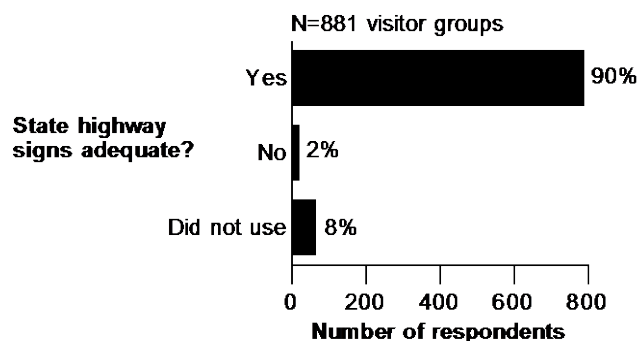


**Figure 29.** Adequacy of interstate signs

#### **b. Signs on state highways**

##### **Results**

- 90% of visitor groups reported directional signs on state highways were adequate (see Figure 30).

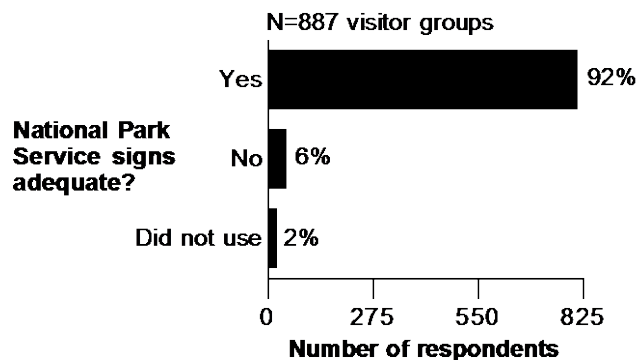


**Figure 30.** Adequacy of state highway signs

#### **c. National Park Service signs in developed areas of the park**

##### **Results**

- 92% of visitor groups reported directional signs in developed areas of the park were adequate (see Figure 31).



**Figure 31.** Adequacy of signs within Yellowstone NP

\*total percentages do not equal 100 due to rounding

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

### Number of vehicles used

#### Question 5c

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

#### Results

- 85% of visitor groups used 1 vehicle to arrive at the park (see Figure 32).
- 10% used 2 vehicles.

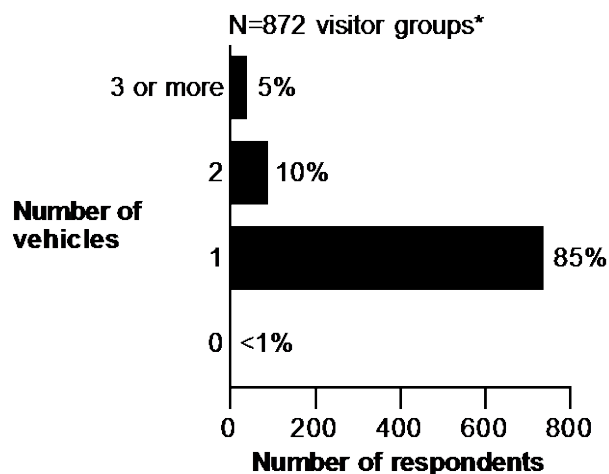


Figure 32. Number of vehicles used to enter the park

### Number of park entries

#### Question 5a

On this visit, how many times did you and your personal group enter Yellowstone NP during your stay in the area (within 150 miles)?

#### Results

- 35% of visitor groups entered the park one time (see Figure 33).
- 25% entered twice.

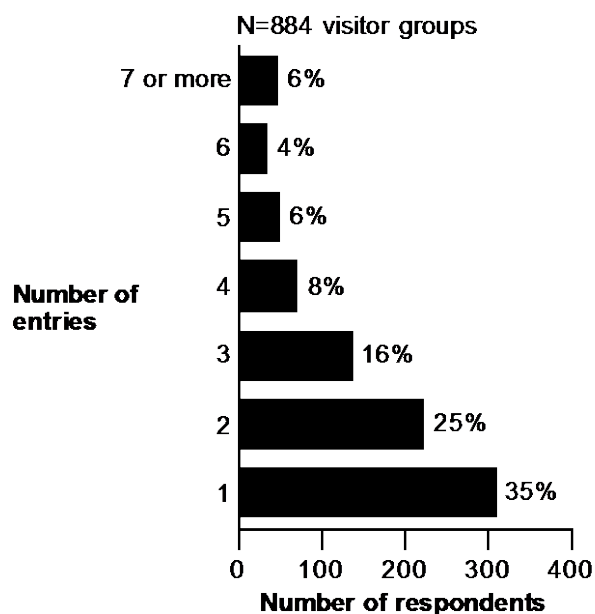


Figure 33. Number of entries

\*total percentages do not equal 100 due to rounding

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

## Park entrances used

### Question 5b

Which entrances did you and your personal group use to enter the park?

#### Results

- 55% of visitor groups entered the park through the West Yellowstone entrance (see Figure 34).
- 40% used the South Entrance.

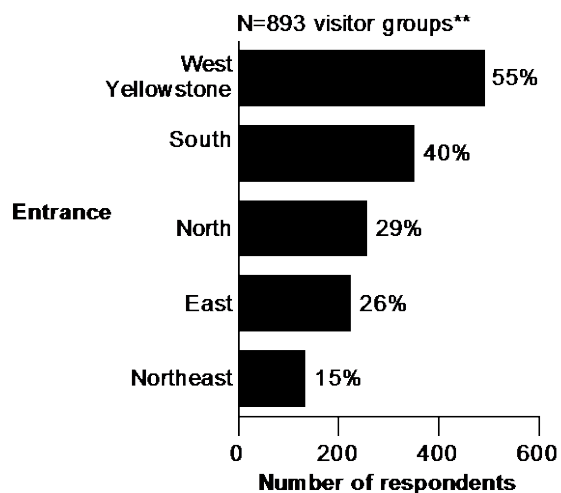


Figure 34. Entrances used to enter the park

## Overnight stays

### Question 7a

On this trip, did you and your personal group stay overnight away from home in Yellowstone NP or in the area within 150 miles of any entrance point?

#### Results

- 91% of visitor groups stayed overnight away from home in the area within 150 miles of the park (see Figure 35).

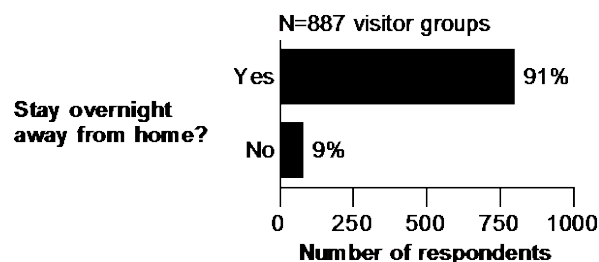


Figure 35. Visitor groups that stayed overnight in the park or within 150 miles of the park

### Question 7b

If YES, please list the number of nights you and your personal group stayed inside the park.

#### Results

- 27% of visitor groups stayed five or more nights inside Yellowstone NP (see Figure 36).
- 24% stayed three nights.

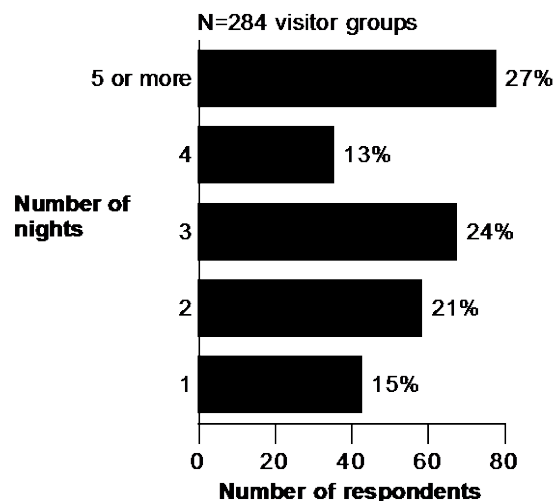


Figure 36. Number of nights spent inside the park

\*total percentages do not equal 100 due to rounding

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

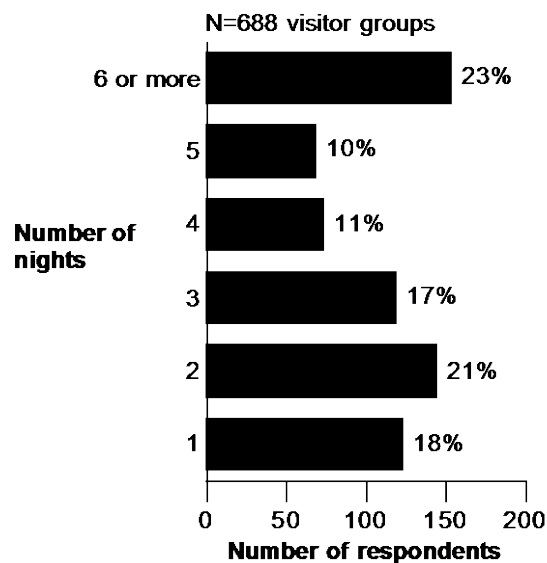


**Question 7b**

If YES, please list the number of nights you and your personal group stayed outside the park within 150 miles.

**Results**

- 38% of visitor groups stayed two or three nights outside the park within 150 miles (see Figure 37).
- 23% stayed six or more nights.



**Figure 37.** Number of nights spent in the area outside the park

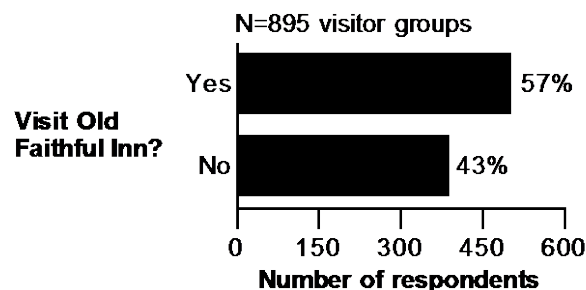
## **Old Faithful Inn**

**Question 9a**

On this visit, did you and your personal group visit the Old Faithful Inn?

**Results**

- 57% of visitor groups visited the Old Faithful Inn on this visit (see Figure 38).



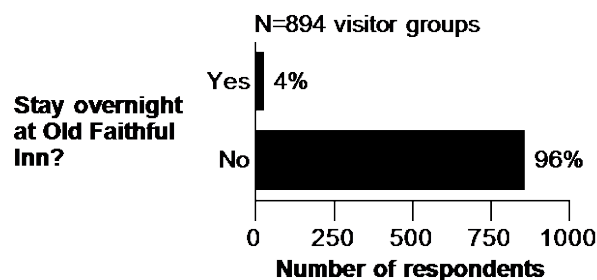
**Figure 38.** Visitor groups that visited the Old Faithful Inn

**Question 9b**

On this visit, did you and your personal group stay overnight at the Old Faithful Inn?

**Results**

- 4% of visitor groups stayed overnight at the Old Faithful Inn on this visit (see Figure 39).



**Figure 39.** Visitor groups that stayed overnight at the Old Faithful Inn

\*total percentages do not equal 100 due to rounding

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

## Accommodations used inside the park

### Question 7c

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

### Results

- As shown in Figure 40, among those visitor groups that stayed overnight inside the park, the most common types of accommodations used were:

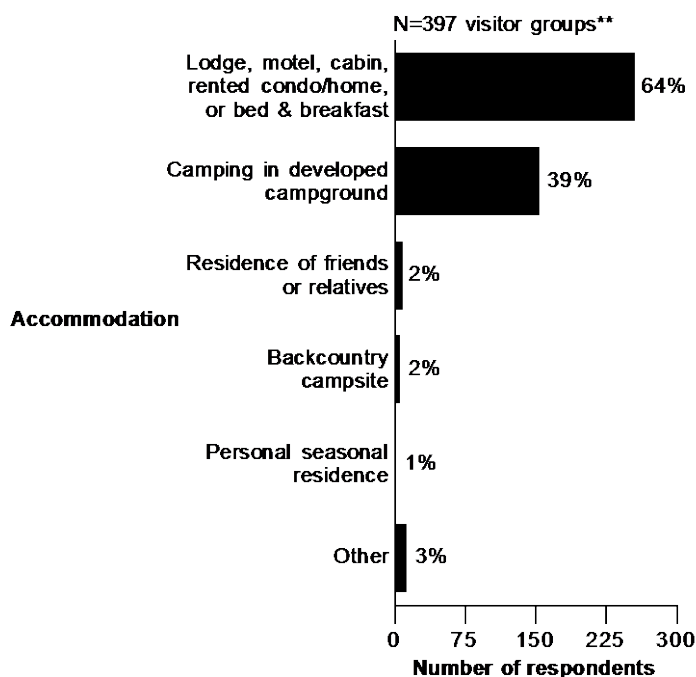
64% Lodge, motel, cabin, rental condo/home, or bed & breakfast

39% Camping in a developed campground

- Other type of accommodation (3%) was:

Recreation area

- 123 visitor groups responded to this question. Some made more than one comment.
- Table 14 shows the location and types of lodging used by visitor groups inside the park.



**Figure 40.** Accommodations used inside the park

**Table 14.** Locations and type of lodging used inside the park (N=224 visitor groups)

Location	N	Lodging %			
		Cabin	Hotel	Lodge	Not specified
Buffalo Ranch	1	0	0	0	100
Canyon Village	33	64	0	18	18
Grant Village	19	0	0	100	0
Lake Village	54	52	44	0	4
Mammoth	28	43	43	0	14
Old Faithful	48	25	0	69	6
Roosevelt	6	100	0	0	0
Not specified	6	50	33	17	0

\*total percentages do not equal 100 due to rounding

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

## Accommodations used outside the park

### Question 7d

In which types of accommodations did you and your personal group spend the night(s) outside park within 150 miles?

### Results

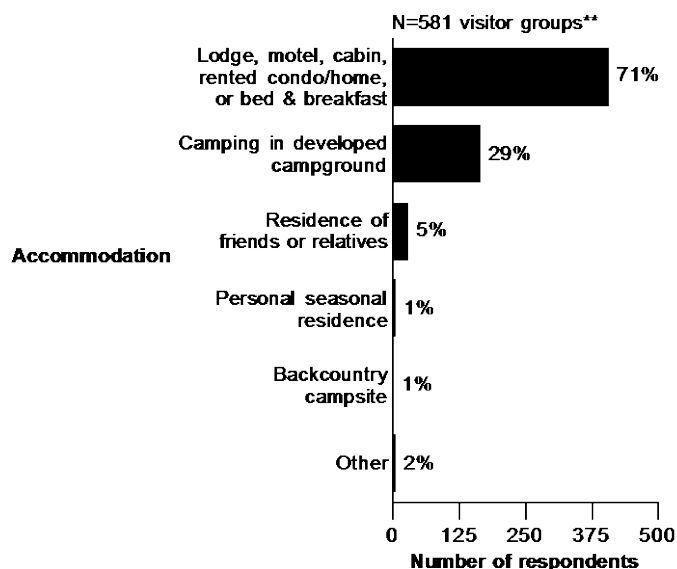
- As shown in Figure 41, among those visitor groups that stayed overnight outside the park, the most common types of accommodations used were:

71% Lodge, hotel, motel, rented condo/home, or bed & breakfast

29% Camping in a developed campground

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

Grand Teton National Park  
Ranch  
Soccer field camping  
Tent  
Van camp  
Camper



**Figure 41.** Accommodations used outside the park within 150 miles

\*total percentages do not equal 100 due to rounding

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

***Places stayed on night prior to visit*****Question 8a**

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

**Results**

- 855 visitor groups listed where they stayed on the night before visiting Yellowstone NP (see Table 15).

**Table 15.** Places stayed on the night before arrival at Yellowstone NP (N=205 places)

Place	Number of times mentioned	Percent
Cody, WY	102	12
Jackson Hole, WY	102	12
West Yellowstone, MT	58	7
Bozeman, MT	42	5
Island Park, ID	28	3
Grand Teton National Park, WY	27	3
Idaho Falls, ID	25	3
Billings, MT	24	3
Salt Lake City, UT	22	3
Gardiner, MT	18	2
Livingston, MT	17	2
Missoula, MT	17	2
Big Sky, MT	15	2
Red Lodge, MT	12	1
Rapid City, SD	11	1
Butte, MT	10	1
Helena, MT	9	1
Thermopolis, WY	9	1
Pocatello, ID	8	1
Rexburg, ID	8	1
Dubois, WY	7	1
Great Falls, MT	7	1
Buffalo, WY	6	1
Boise, ID	5	1
Casper, WY	5	1
Driggs, ID	5	1
Moran, WY	5	1
Rock Springs, WY	5	1
Sheridan, WY	5	1
Denver, CO	4	<1
Gillette, WY	4	<1
Laramie, WY	4	<1
Logan, UT	4	<1

\*total percentages do not equal 100 due to rounding

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

**Table 15.** Places stayed on the night before arrival at Yellowstone NP (continued)

Place	Number of times mentioned	Percent
Ogden, UT	4	<1
Twin Falls, ID	4	<1
Belgrade, MT	3	<1
Blackfoot, ID	3	<1
Chico Hot Springs, MT	3	<1
Cooke City, MT	3	<1
Ennis, MT	3	<1
Provo, UT	3	<1
Sturgis, SD	3	<1
Unspecified, MT	3	<1
Unspecified, WY	3	<1
Victor, ID	3	<1
Anaconda, MT	2	<1
Arco, ID	2	<1
Cheyenne, WY	2	<1
Chicago, IL	2	<1
Deadwood, SD	2	<1
Deer Lodge, MT	2	<1
Dickinson, ND	2	<1
Estes Park, CO	2	<1
Glacier National Park, MT	2	<1
Grand Teton Village, WY	2	<1
Hamilton, MT	2	<1
Kelly, WY	2	<1
Keystone, SD	2	<1
Lander, WY	2	<1
Lava Hot Springs, ID	2	<1
Macks Inn, ID	2	<1
Montrose, CO	2	<1
New York, NY	2	<1
Powell, WY	2	<1
Rawlins, WY	2	<1
San Francisco, CA	2	<1
Spearfish, SD	2	<1
Sun Valley, ID	2	<1
Taylorsville, UT	2	<1
Wapiti, WY	2	<1
Wilder, ID	2	<1
Wilson, WY	2	<1
Worland, WY	2	<1
Other places	131	15

\*total percentages do not equal 100 due to rounding

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

***Places stayed on night after visit*****Question 8b**

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

**Results**

- 831 visitor groups listed the places they stayed on the night after visiting Yellowstone NP (see Table 16).

**Table 16.** Places stayed on the night after visiting Yellowstone NP (N=210 places)

Place	Number of times mentioned	Percent
Jackson Hole, WY	104	13
Cody, WY	93	11
West Yellowstone, MT	42	5
Bozeman, MT	40	5
Grand Teton National Park, WY	37	4
Salt Lake City, UT	27	3
Island Park, ID	22	3
Idaho Falls, ID	18	2
Missoula, MT	17	2
Billings, MT	16	2
Livingston, MT	16	2
Big Sky, MT	14	2
Red Lodge, MT	14	2
Gardiner, MT	13	2
Denver, CO	12	1
Boise, ID	9	1
Great Falls, MT	9	1
Helena, MT	8	1
Cooke City, MT	7	1
Rapid City, SD	7	1
Sheridan, WY	7	1
Butte, MT	6	1
Rexburg, ID	6	1
Riverton, WY	6	1
Glacier National Park, MT	5	1
Lander, WY	5	1
Rock Springs, WY	5	1
Buffalo, WY	4	<1
Custer, SD	4	<1
Flagg Ranch, WY	4	<1
Grand Teton Village, WY	4	<1
Greybull, WY	4	<1
Kalispell, MT	4	<1
Logan, UT	4	<1

\*total percentages do not equal 100 due to rounding

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

**Table 16.** Places stayed on the night after visiting at Yellowstone NP (continued)

Place	Number of times mentioned	Percent
Moran, WY	4	<1
Pocatello, ID	4	<1
Provo, UT	4	<1
Whitefish, MT	4	<1
Belgrade, MT	3	<1
Blackfoot, ID	3	<1
Dubois, WY	3	<1
Fort Collins, CO	3	<1
Gillette, WY	3	<1
Gros Ventre Campground, WY	3	<1
Hardin, MT	3	<1
Montpelier, ID	3	<1
Ogden, UT	3	<1
Pinedale, WY	3	<1
Powell, WY	3	<1
Sundance, WY	3	<1
Thermopolis, WY	3	<1
Alder, MT	2	<1
Ammon, ID	2	<1
Boulder, WY	2	<1
Driggs, ID	2	<1
Elko, NV	2	<1
Ennis, MT	2	<1
Gallatin Gateway, MT	2	<1
Laramie, WY	2	<1
Macks Inn, ID	2	<1
Montrose, CO	2	<1
Park City, UT	2	<1
Pray, MT	2	<1
San Francisco, CA	2	<1
Sandy, UT	2	<1
Shoshone National Forest, WY	2	<1
Sioux Falls, SD	2	<1
Spokane, WA	2	<1
Taylorsville, UT	2	<1
Twin Falls, ID	2	<1
Unspecified, UT	2	<1
Victor, ID	2	<1
Unspecified, WY	2	<1
Wapiti, WY	2	<1
Wilson, WY	2	<1
Other places	135	15

\*total percentages do not equal 100 due to rounding

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

## Total length of visit

### Question 6

For this trip, please list the total time your personal group spent in Yellowstone NP.

#### Number of hours if less than 24

#### Results

- 38% of visitor groups stayed six to 10 hours at the park (see Figure 42).
- 23% spent up to five hours in the park.
- 20% spent 16 or more hours at the park.
- The average length of stay for visitor groups that spent less than 24 hours was 9.9 hours.

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

- 23% of visitor groups spent three days at the park (see Figure 43).
- 20% spent two days in the park.
- 20% spent six or more days in the park.
- The average length of stay for visitor groups that spent 24 hours or more was 5 days.

#### Average length of stay for all visitors

- The average length of stay for all visitor groups was 67.1 hours or 2.8 days.

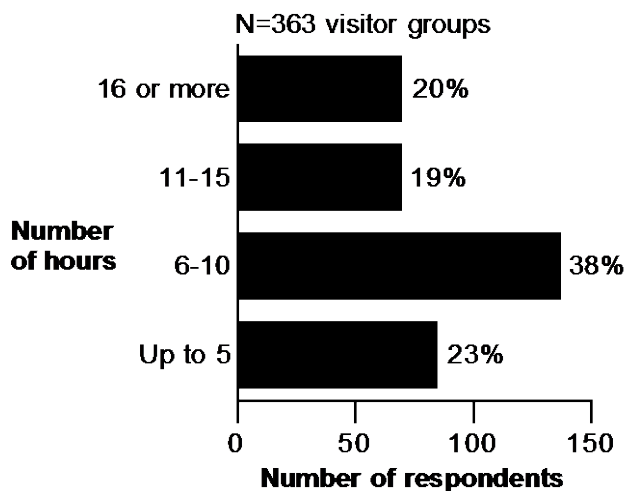


Figure 42. Number of hours spent in the park

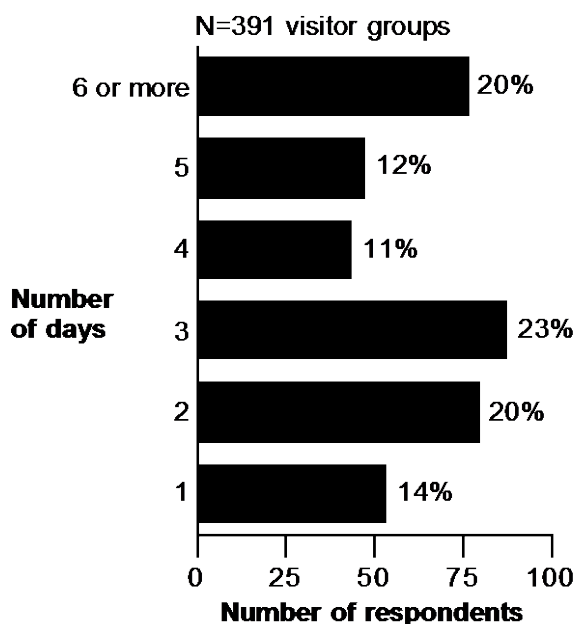


Figure 43. Number of days spent in the park

\*total percentages do not equal 100 due to rounding

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



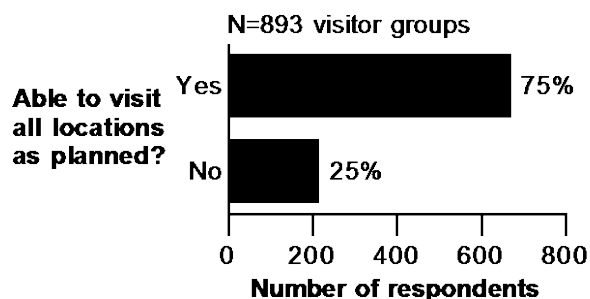
## Locations visited

### Question 6d

Were you and your personal group able to visit all the locations in Yellowstone NP that you had planned to visit?

#### Results

- 75% of visitor groups were able to visit all the locations they had planned to visit on this trip (see Figure 44).



**Figure 44.** Visitor groups that were able to visit all locations as planned

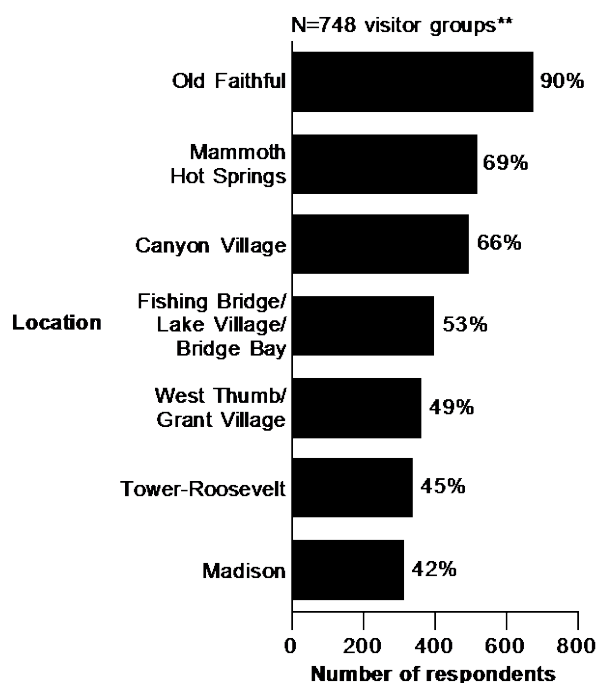
### Question 6a

For this trip, please indicate all the park locations that you and your personal group visited in Yellowstone NP.

#### Results

- As shown in Figure 45, the most common locations visited by visitor groups were:

90% Old Faithful  
69% Mammoth Hot Springs  
66% Canyon Village



**Figure 45.** Locations visited in the park

\*total percentages do not equal 100 due to rounding

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

***Reasons for not visiting locations in the park*****Question 6e**

If you were not able to visit all the locations in the park you planned to, why not?  
(Open-ended)

**Results**

- 220 visitor groups responded to this question.
- Table 17 lists visitor groups' reasons for not visiting park locations.

**Table 17.** Reasons visitor groups were unable to visit selected locations within the park (N=238 comments; some visitor groups made more than one comment.)

<b>Reason</b>	<b>Number of comments</b>
Not enough time	165
Did not realize size of park; long drives	13
Site(s) closed	9
Camping/lodging availability	6
Too crowded	6
Parking availability	5
Traffic	5
Trail closed due to bear activity	5
Passing through	4
Car trouble	2
Emergency at home	2
Fatigue, not enough energy	2
Not enough wheelchairs, physical constraints	2
Always more to do	1
Chose to spend more time at Old Faithful	1
Did not know how to get to it	1
Large group	1
Missed a couple	1
Personal interest	1
Pets not allowed on trails	1
Planned to visit Grand Teton	1
Previous visits	1
Price of lodging	1
Traveling with small children	1
Weather	1

\*total percentages do not equal 100 due to rounding

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

***Locations not visited in the park*****Question 6f**

Which locations were you and your personal group unable to visit?  
(Open-ended)

**Results**

- 163 visitor groups responded to this question.
- The locations that visitor groups were unable to visit are listed in Table 18.

**Table 18.** Locations in park that visitor groups were unable to visit on this trip  
(N=283 comments; some visitor groups made more than one comment.)

<b>Location</b>	<b>Number of times mentioned</b>	<b>Location</b>	<b>Number of times mentioned</b>
Mammoth Hot Springs	36	Gibbon Falls	2
Tower-Roosevelt	34	Grand Prismatic Spring	2
Canyon Village	18	Mount Washburn	2
Lake Village	15	Obsidian Cliffs	2
West Thumb	15	Old Faithful Inn	2
Norris Geyser Basin	14	Road from Tower to Northeast entrance	2
Lamar Valley	13	Upper Falls	2
Madison	12	From Fishing Bridge to East entrance	1
Fishing Bridge	11	From Norris to Mammoth Hot Springs	1
North area of park	7	From Norris to Old Faithful	1
East area of park	6	From West Thumb to south entrance	1
Artist Paint Pots	5	Artist Point to Uncle Tom's	1
Grand Canyon of Yellowstone	5	Bubbling mud	1
Grants Village	5	Fairy Falls	1
North loop	5	Flagg Ranch	1
Hiking trails	4	Hayden Valley	1
Hot springs	4	Inspiration Point	1
Old Faithful	4	Jackson	1
Waterfalls	4	Lookouts	1
Yellowstone Lake	4	Lower Geyser Basin	1
Geyser basins	3	Mary Mountain	1
Lakes	3	Midway Geyser	1
North entrance	3	Mount Holmes	1
South area	3	Mount Sheridan	1
West entrance	3	Museums	1
From Old Faithful to Madison	2	South entrance	1
Boiling River	2	Tetons	1
Bridge Bay	2	Wapiti Lake Trail	1
East entrance	2	West Yellowstone	1
Firehole River	2	Yellowstone Inn	1

\*total percentages do not equal 100 due to rounding

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

***Number of hours spent at selected park locations*****Question 6b**

Please list the amount of time you spent at each location (hours spent – if less than 24 hours).

**Results**

- The time spent at selected park locations is shown in Table 19.
- At each location, the most common length of visit was between 1 and 2 hours.
- The highest average number of hours spent was 5 hours, at Fishing Bridge/Lake Village/Bridge Bay.

**Table 19.** Number of hours spent at each park location  
(N=number of visitor groups)

Location	N	Mean	Time spent (%)*			
			Less than 1 hour	1-2 hours	3-4 hours	5 or more hours
Mammoth Hot Springs	496	3	7	55	26	12
Madison	287	2	18	59	14	8
Old Faithful	646	3	4	41	34	22
West Thumb/Grant Village	327	3	20	62	13	9
Fishing Bridge/Lake Village/ Bridge Bay	337	5	13	60	17	10
Tower-Roosevelt	354	2	15	57	13	15
Canyon Village	453	3	9	54	21	15

***Number of days spent at selected park locations*****Question 6c**

Please list the amount of time you spent at each location (days spent – if more than 24 hours).

**Results**

- The time spent at selected park locations is shown in Table 20.
- The highest average number of days spent was 4 days, at Madison.

**Table 20.** Number of days spent at each park location  
(N=visitor groups)

Location	N	Mean	Time spent (%)*			
			1 day	2 days	3 days	4 or more days
Mammoth Hot Springs	51	3	45	29	16	10
Madison	33	4	30	18	27	36
Old Faithful	61	3	34	36	18	11
West Thumb/Grant Village	54	2	35	30	19	17
Fishing Bridge/Lake Village/ Bridge Bay	82	2	21	38	13	28
Tower-Roosevelt	18	2	56	23	6	17
Canyon Village	69	3	36	32	17	14

\*total percentages do not equal 100 due to rounding

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

## Activities on this visit

### Question 10a

On this visit, in which activities did you and your personal group participate within Yellowstone NP?

### Results

- As shown in Figure 46, the most common activities in which visitor groups participated on this visit were:

91% Sightseeing/taking a scenic drive  
 82% Viewing wildlife/birdwatching  
 78% Boardwalk/geyser basin  
 76% Shopping in park stores

- Other activities (11%) were:

Bicycling  
 Boating  
 Canoeing  
 Conservation  
 Counted license plates  
 Driving through  
 Employee reunion  
 Exercising  
 Family vacation  
 Fishing  
 Getting engaged  
 Horseback riding  
 Junior Ranger program  
 Meeting family  
 Nature  
 Catholic mass for tourists  
 Passport stamp  
 Swimming  
 Stagecoach  
 Tour/class with Yellowstone Institute  
 Visited family member working at park  
 Viewing plant life  
 Wading  
 Yellow bus tour

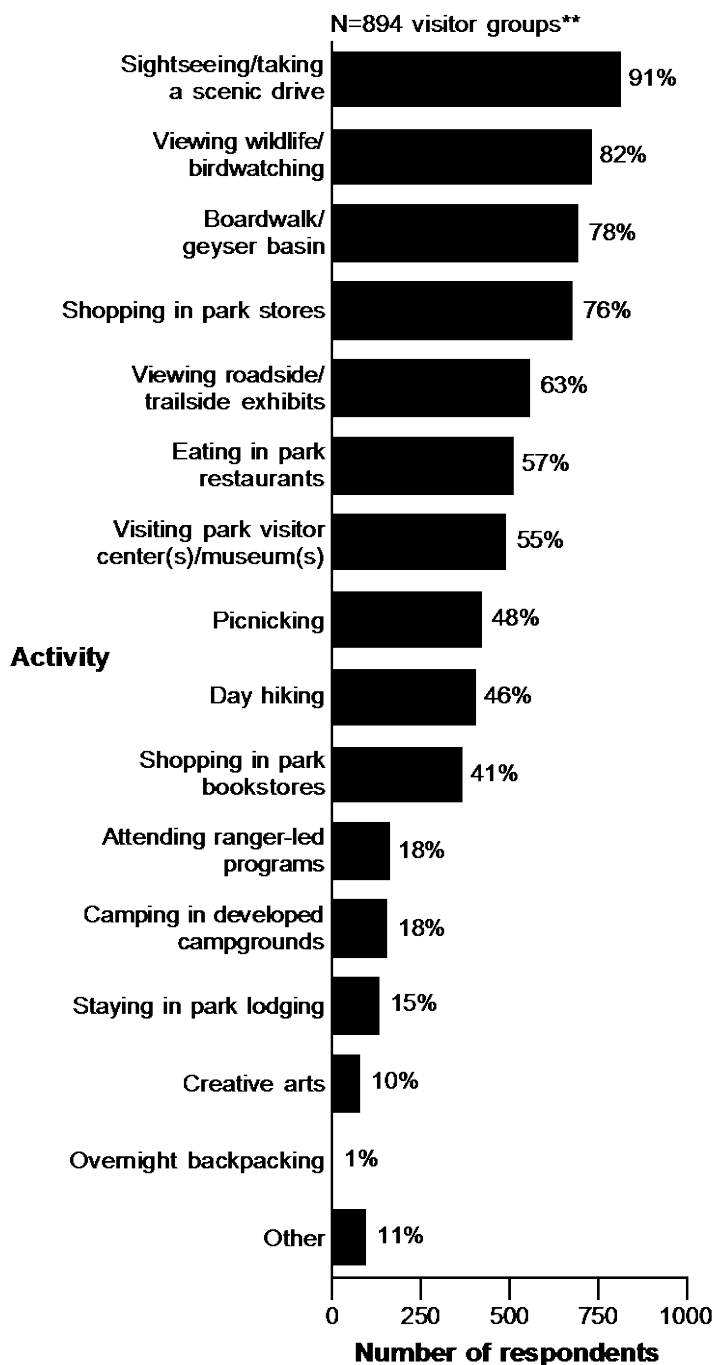


Figure 46. Activities on this visit

\*total percentages do not equal 100 due to rounding

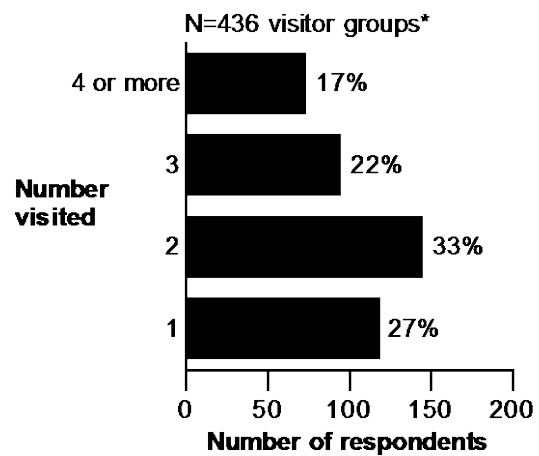
\*\*total percentages do not equal 100 because visitors could select more than one answer

**Question 10a**

On this visit, how many park visitor centers/museums did you and your personal group visit within Yellowstone NP?

**Results**

- 33% visited 2 park visitor centers/museums (see Figure 47).
- 27% visited one visitor center/museum.



**Figure 47.** Number of visitor centers/museums visited

\*total percentages do not equal 100 due to rounding

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

### Primary reason for visiting Yellowstone NP

#### Question 10b

Which one of the above activities was the primary reason you and your personal group visited Yellowstone NP on this visit? (Open ended)

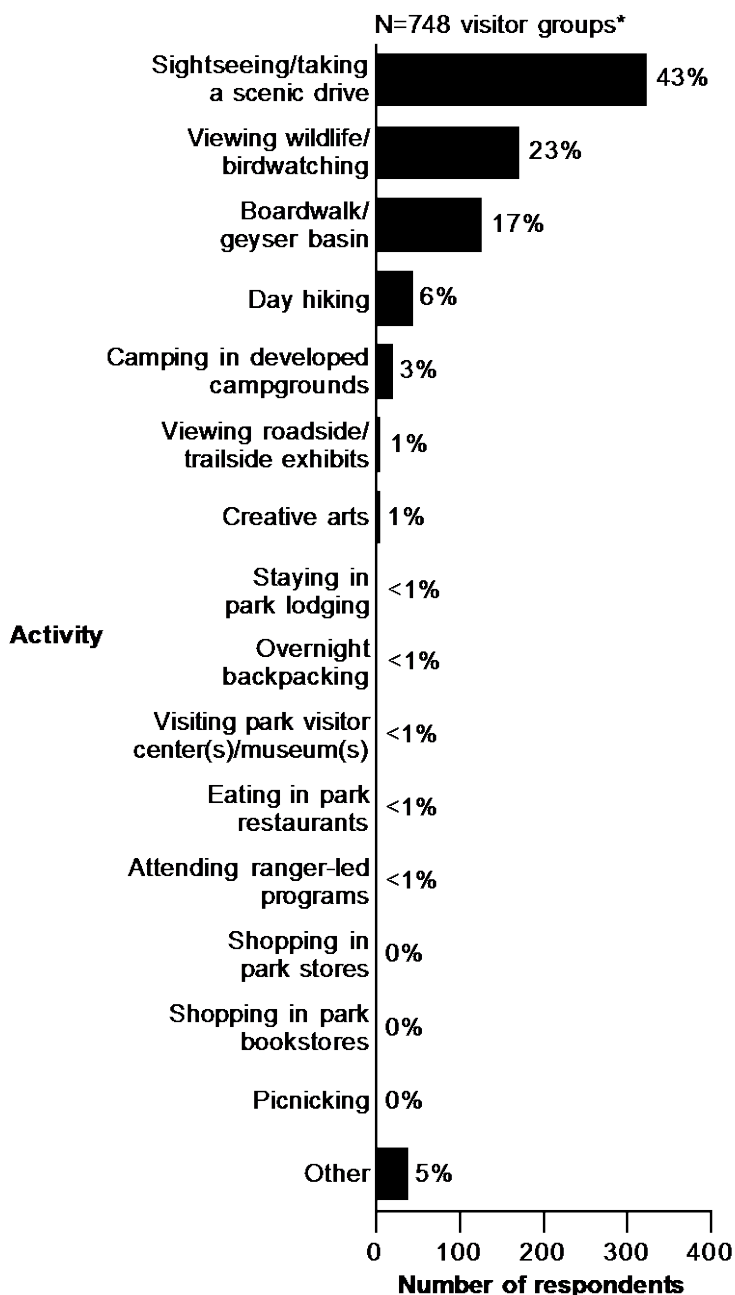
#### Results

- As shown in Figure 48, the most common activities listed as visitor groups' primary reason for visiting the park were:

43% Sightseeing/taking a scenic drive  
23% Viewing wildlife/birdwatching  
17% Boardwalk/geyser basin

- Other primary activities (5%) were:

Just driving through  
Visiting family  
Fishing  
Nostalgia



**Figure 48.** Activities that were primary reasons for visiting Yellowstone NP

\*total percentages do not equal 100 due to rounding

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

## Ratings of Concession Services and Activities

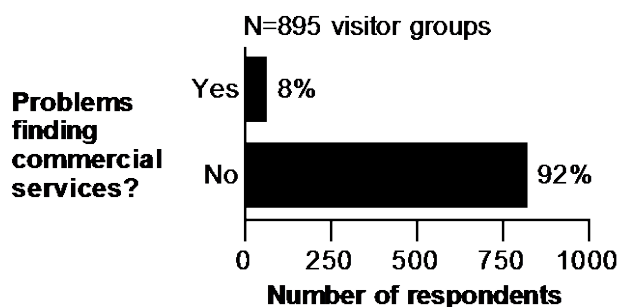
### Locating commercial services

#### Question 4a

In the park, did you and your personal group have any problems finding commercial services (such as lodging, food, gas, gift shops, etc.)?

#### Results

- 8% of visitor groups had difficulty finding commercial services on this trip (see Figure 49).



**Figure 49.** Visitor groups that had problems finding commercial services

#### Question 4b

If YES, which of the following reasons contributed to the problem?

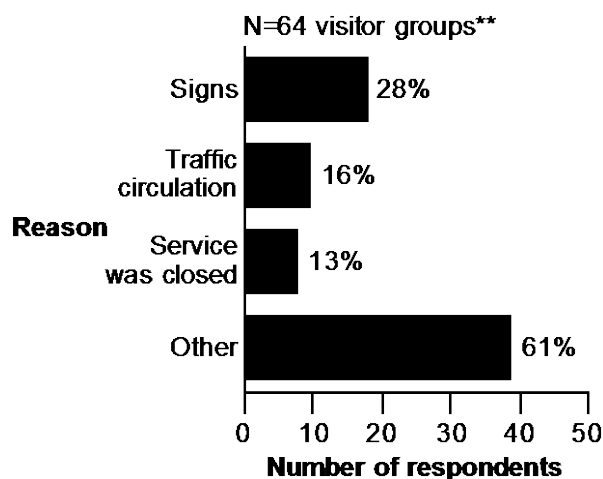
- As shown in Figure 50, the most common reasons visitor groups had for difficulty locating commercial services were:

28% Signs.

16% Traffic circulation

- Other reasons (61%) were:

Available information  
 Busy  
 Food selection/availability  
 Lack of available campsites  
 Lack of available lodging  
 Limited access  
 Not enough services  
 Map was unclear  
 Parking  
 Price



**Figure 50.** Reasons for difficulty locating commercial services

\*total percentages do not equal 100 due to rounding

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



### ***Commercial services used in Yellowstone NP***

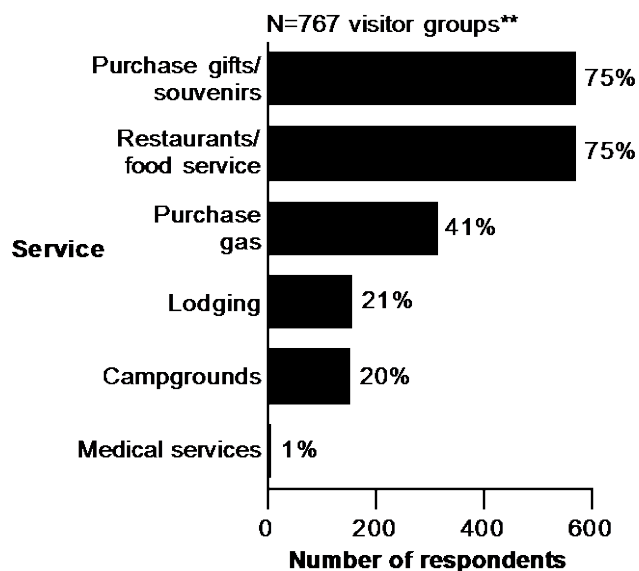
#### **Question 12a**

On this visit to Yellowstone NP, which commercial services did you and your personal group use?

#### **Results**

- As shown in Figure 51, the most commonly used commercial services were:

75% Purchase gifts/souvenirs  
75% Restaurants/food service  
41% Purchase gas



**Figure 51.** Commercial services used

\*total percentages do not equal 100 due to rounding

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

**Question 12b**

If you and your personal group used lodging, campgrounds and/or restaurants/food services, were you able to get your first choice of location?

**Results**

- As shown in Table 21, visitor groups were able to get their first choice of location for the following services:  
 93% Restaurants/food services  
 58% Campgrounds  
 57% Lodging

**Question 12c**

Did the commercial services that you and your personal group used meet your expectations?

**Results**

- As shown in Table 21, the services that exceeded visitor expectations included:  
 32% Lodging  
 29% Campground  
 25% Restaurants/food service

**Table 21.** Ability to get first choice of commercial services and whether the service met expectations (N=number of visitor groups)

Service	Able to get first choice? (%)			Did commercial service meet expectations? Rating (%)*			
	N	Yes	No	N	Worse than expected	About what was expected	Better than expected
Lodging	169	57	43	161	11	58	32
Campgrounds	166	58	42	168	15	56	29
Restaurants/food service	494	93	7	586	10	65	25
Purchase gas	n/a	n/a	n/a	294	9	80	11
Purchase gifts/souvenirs	n/a	n/a	n/a	553	3	74	24
Medical services – <b>CAUTION!</b>	n/a	n/a	n/a	9	11	33	56

\*total percentages do not equal 100 due to rounding

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

### ***Explanation of any “no” and “worse than expected” responses***

#### **Question 12e**

If you marked "No" or "Worse than expected" to part (b) or (c) of this question, please explain where and why.

#### **Results**

- 162 visitor groups responded to this question.
- Table 22 shows the categories, locations, and comments made by visitor groups who didn't get their first choice and/or whose expectations weren't met.
- 23% of the comments indicate that visitor group did not get a room or campsite in the park.
- 16% of the comments were about the poor quality of food served.
- 13% of the comments indicated that the some element of commercial services was too expensive.

**Table 22.** Explanations of “no” and “worse than expected” responses to choices and expectations for commercial services

(N=210 comments; some visitor groups made more than one comment.)

<b>Location</b>	<b>Comment</b>	<b>Number of times mentioned</b>
<b>Lodging</b>		
No specific location provided	No rooms available	3
No specific location provided	It was full when booking	2
No specific location provided	Late planning	1
No specific location provided	No rooms available	1
No specific location provided	Told no reservations allowed and when I got there people had reservations and we had to leave the park	1
Canyon Lodge cabin	Canceled second night due to condition of room	1
Canyon Lodge cabin	Run down condition; needed updating	1
Canyon Village	It was full when booking	1
Lake Hotel	Shower was cave-like, room tiny	1
Lake Lodge	Run down condition; needed updating	2
Lake Lodge	Cabin too small	1
Lake Yellowstone	No cabins available	1
Mammoth Cabin	Cabin dirty and run down	1
Mammoth Hot Springs	Did not want to stay that far north but only one available	1
Mammoth Hot Springs Hotel	No convenient parking space	1
Old Faithful	No rooms available	2
Old Faithful	Didn't get room on preferred dates	1
Old Faithful	It was full when booking	1
Old Faithful Inn	It was full when booking	2
Old Faithful Inn	No rooms available	2
Old Faithful Inn	Noisy	1

\*total percentages do not equal 100 due to rounding

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

**Table 22.** Explanations of “no” and “worse than expected” responses to commercial services used on this visit (continued)

Location	Comment	Number of times mentioned
<b>Lodging</b> (continued)		
Old Faithful Inn	Room in old section of hotel	1
Old Faithful Inn	Small room only one bed	1
Old Faithful Inn	Very expensive, overpriced for what you got	1
Old Faithful Lodge	No rooms available	2
Old Faithful Lodge	Made reservations late couldn't get cabin	1
Old Faithful Lodge Cabin	Value doesn't match price	1
Roosevelt Roughrider Cabin	Made reservations late	1
Roosevelt Roughrider Cabin	No bathroom in room; shared bathroom had bad odor	1
Yellowstone Lodge	Bad water pressure	1
Yellowstone Lodge	Hard bringing in luggage	1
<b>Campground</b>		
No specific location provided	No sites available	4
No specific location provided	Campsites too small	2
No specific location provided	Noisy	2
No specific location provided	Bathrooms poorly maintained	1
No specific location provided	Campgrounds are full by early morning	1
No specific location provided	Campsites too close together	1
No specific location provided	Dusty and dirty	1
No specific location provided	Late planning	1
No specific location provided	Need more camping at a discount for retired people	1
No specific location provided	No showers	1
No specific location provided	Not enough bathrooms	1
No specific location provided	Too crowded	1
No specific location provided	Wanted different site within campground	1
No specific location provided	Were full but entrance said open	1
Bridge Bay Campground	Campsites too close together	2
Bridge Bay Campground	Too crowded	2
Bridge Bay Campground	Wanted different site within campground	2
Bridge Bay Campground	No sites available	1
Bridge Bay Campground	Noisy	1
Bridge Bay Campground	Run down appearance	1
Bridge Bay Campground	Staff messed up our reservation	1
Canyon Campground	No sites available	2
Canyon Campground	Bathrooms poorly maintained	1
Canyon Campground	Campsites too close together	1
Canyon Campground	Full at time of reservations	1
Fishing Bridge campground	No electric hookups available	4
Fishing Bridge campground	Not enough large RV sites	2
Fishing Bridge campground	Campsites too close together	1

\*total percentages do not equal 100 due to rounding

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

**Table 22.** Explanations of “no” and “worse than expected” responses to commercial services used on this visit (continued)

Location	Comment	Number of times mentioned
<b>Campground (continued)</b>		
Fishing Bridge campground	Electricity not working in my site	1
Fishing Bridge campground	No discount	1
Fishing Bridge campground	No sites available	1
Fishing Bridge campground	Nothing available when booking in November	1
Grant Village Campground	No sites available	3
Grant Village Campground	Campsites too close together	1
Grant Village Campground	Campsites too small	1
Grant Village Campground	Full at time of reservations	1
Grant Village Campground	Need to provide hot water	1
Madison Campground	Campsites too small	1
Madison Campground	No internet or cell service	1
Madison Campground	No showers	1
Madison Campground	Not enough bathrooms	1
Madison Campground	Only got campsite for 1st of 2 nights	1
Norris Campground	Bathrooms poorly maintained	1
Norris Campground	Campers or motor homes should not be in this campground because they have their own locations	1
Norris Campground	Dusty and dirty	1
Norris Campground	Noisy	1
Norris Campground	Only got campsite for 2nd night	1
Slough Creek	No sites available	1
Throughout park	No sites available	2
Tower Falls campground	No sites available	2
<b>Restaurants/food service</b>		
No specific location provided	Bad food	4
No specific location provided	Poor choices, no diversity between locations	2
No specific location provided	Service was poor	2
No specific location provided	Dead mice smell	1
No specific location provided	Poor choices	1
Buffet at Lodge	Value doesn't match price	1
Cafeteria - no specific location provided	Horrible food	1
Restaurants - no specific location provided	Bad food	4
Restaurants - no specific location provided	Lack of choices and healthy options	4
Restaurants - no specific location provided	Busy, no seating	1
Restaurants - no specific location provided	Too expensive	1
Canyon Lodge	Poor choices	3

\*total percentages do not equal 100 due to rounding

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

**Table 22.** Explanations of “no” and “worse than expected” responses to commercial services used on this visit (continued)

Location	Comment	Number of times mentioned
<b>Restaurants/food service (continued)</b>		
Canyon Lodge	Poor food quality	1
Canyon Lodge	Too expensive	1
Canyon Lodge cafeteria	Horrible food	1
Canyon Lodge cafeteria	Noisy	1
Canyon Lodge cafeteria	Too expensive	1
Canyon Lodge deli	Bad food	1
Canyon Lodge deli	Got food poisoning	1
Canyon Lodge deli	Poor choices	1
Canyon Lodge restaurant	Bad food	1
Canyon Lodge restaurant	Claimed french fries were gluten free, but they weren't	1
Canyon Lodge restaurant	Flies landing on salad bar	1
Canyon Lodge restaurant	Service was poor	1
Fishing Bridge	Bad food	1
Grant Village	Poor choices	1
Lake Hotel dining room	Bad coffee, tea	1
Lake Hotel dining room	Bad food	1
Lake Hotel dining room	Value doesn't match price	1
Lake Lodge cafeteria	Cafeteria workers behind counter spoke very poor English, resulting in problems with meal	1
Lake Lodge cafeteria	Poor choices	1
Lake Village	Poor choices	1
Mammoth Hot Springs	Bad food	2
Mammoth Hotel dining room	Bad food	1
Mammoth Hotel dining room	Poor choices	1
Mammoth Terrace Grill	Bad food	1
Old Faithful	Bad food	2
Old Faithful	Long wait time, lines	1
Old Faithful	Only fast food type meals	1
Old Faithful	Service was poor	1
Old Faithful dining room	Busy	1
Old Faithful dining room	Too expensive	1
Old Faithful Inn	Bad food	3
Old Faithful Inn	Gorgeous old hotel, but food/presentation could have been a lot better to match the star level of the hotel	1
Old Faithful Inn	Wanted to have dinner at Old Faithful Inn	1
Old Faithful Lodge	Service in cafeteria was poor	1

\*total percentages do not equal 100 due to rounding

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

**Table 22.** Explanations of “no” and “worse than expected” responses to commercial services used on this visit (continued)

Location	Comment	Number of times mentioned
<b>Restaurants/food service</b> (continued)		
Old Faithful Lodge Cafeteria	Long wait time, lines	1
Old Faithful Snowlodge	Crowded	2
Old Faithful Snowlodge	Long wait time, lines	2
Roosevelt Lodge dining room	Long wait time, lines	2
Roosevelt Lodge dining room	No real restaurants to choose from	1
<b>Shops</b>		
No specific location provided	Limited selection	2
No specific location provided	Prices and taxes varied throughout park	1
Canyon Village	Towing services lacking, store staff not helpful with emergency	1
<b>Gas</b>		
No specific location provided	Too expensive	4
No specific location provided	Prices higher than right outside the park	3
Canyon Village	Prices higher than right outside the park	2
Gas stations in park	Difficult to locate, no directional signs	2
Grant Village	Very expensive	1
Old Faithful	Didn't offer anything but premium	1
<b>General</b>		
Parkwide	Too expensive	2
Parkwide	Crowded	1
Bridge Bay Campground	Staff are very rude	1
Canyon Village	Too expensive	3
Canyon Village	Long wait time	1
Canyon Village	Not many choices	1
Fishing Bridge	Too expensive	1
Lake Village	Poor quality	1
Lake Yellowstone	Not many choices	1
Lake Yellowstone	Too expensive	1
Mammoth Hot Springs	Not private or attractive	1
Old Faithful	Too crowded	1
Old Faithful Clinic	No wheelchairs at the clinic	1

\*total percentages do not equal 100 due to rounding

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

### Value of commercial services for money paid

#### Question 12d

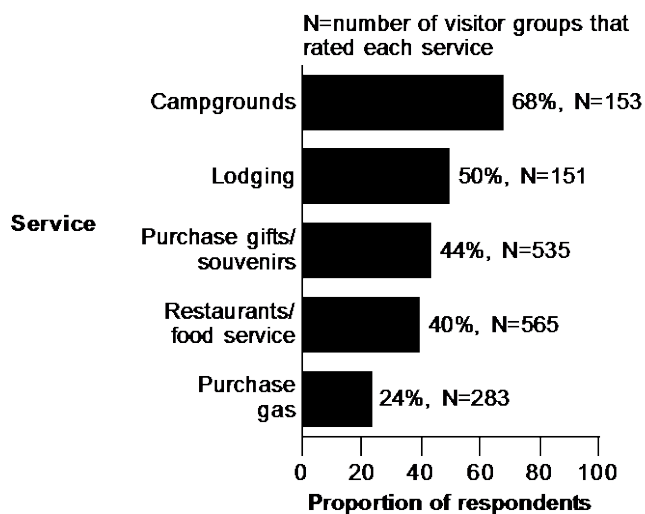
Please rate the value (from 1 to 5) of the commercial services you and personal your group used, for the money you paid.

#### Results

- As shown in Figure 52, the commercial services that received the highest combined “very good” and “good” ratings of value for money paid were:

68% Campgrounds  
50% Lodging  
44% Purchase gifts/souvenirs

- Table 23 shows the ratings of each service for money paid.



**Figure 52.** Combined proportions of “very good” and “good” ratings of value of commercial services for money paid

**Table 23.** Ratings of value of commercial services for money paid  
(N=number of visitor groups)

Service	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Lodging	151	5	9	36	37	13
Campgrounds	153	3	6	24	37	31
Restaurants/food service	565	3	12	45	30	10
Purchase gas	283	7	16	53	20	4
Purchase gifts/souvenirs	535	1	5	50	34	10
Medical services – <b>CAUTION!</b>	7	14	0	14	0	71

\*total percentages do not equal 100 due to rounding

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



### ***Explanation of “very poor” or “poor” ratings of value of commercial services for money paid***

#### **Question 12f**

If you marked "very poor" or "poor" in part (d) of this question please explain where and why.

#### **Results**

- 115 visitor groups responded to this question.
- Table 24 shows the categories, locations and comments made by visitor groups that rated the value of commercial services as either “very poor” or “poor” for money paid.
- 58% of the comments indicated that the commercial services were too expensive.
- 14% of the comments indicated that the food was low quality.

**Table 24.** Explanations of “very poor” or “poor” ratings of commercial services for money paid (N=151 comments; some visitor groups made more than one comment.)

<b>Location</b>	<b>Comment</b>	<b>Number of times mentioned</b>
<b>Lodging</b>		
No specific location provided	Too expensive	1
Canyon Lodge cabin	Cabin was cold and uncomfortable	1
Grant Village Lodge	Value doesn't match price	1
Lake Lodge	Run down condition; needed updating	1
Lake Village	Value doesn't match price	1
Lake Yellowstone hotel	Too expensive	2
Lake Yellowstone hotel	Dumpy room	1
Mammoth Cabin	Cabin dirty and run down	1
Old Faithful Inn	Bed small and mattress poor quality	1
Old Faithful Inn	Our room was in basement	1
Old Faithful Inn	Run down condition; needed updating	1
Old Faithful Inn	Very expensive	1
Roosevelt Roughrider Cabin	No bathroom facilities in cabin	1
<b>Campgrounds</b>		
No specific location provided	Prices higher in camp than rest of park	1
Bridge Bay Campground	Tables need paint	1
Bridge Bay Campground	Bathrooms poorly maintained	1
Fishing Bridge Campground	Electricity not working in my site	1
Fishing Bridge Campground	Campsites too close together	1
Grant Village Campground	No electric hookups available	1
Norris Campground	Prefer to pay more for better service	1
Pebble Creek	Too crowded	1
Pebble Creek	Setting unappealing	1
Pebble Creek	Not enough bathrooms	1

**Table 24.** Explanations of “very poor” or “poor” ratings of commercial services for money paid (continued)

\*total percentages do not equal 100 due to rounding

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

Location	Comment	Number of times mentioned
<b>Restaurants/food service</b>		
No specific location provided	Too expensive	12
No specific location provided	Bad food	2
No specific location provided	Crowded	1
No specific location provided	Not open late	1
No specific location provided	Poor choices	1
No specific location provided	Service was poor	1
No specific location provided	Too cafeteria-like	1
No specific location provided	Too many fast food type meals	1
Canyon Lodge - food services	Value doesn't match price	4
Canyon Lodge - food services	Bad food	3
Canyon Lodge - food services	Too expensive	2
Canyon Lodge cafeteria	Poor choices	2
Canyon Lodge cafeteria	Food not fresh	1
Canyon Lodge deli	Bad food	1
Canyon Lodge deli	Got food poisoning	1
Canyon Lodge restaurant	The housekeeping cart came through restaurant. Saw bathroom from our table.	1
Canyon Lodge restaurant	Poor choices	1
Canyon Lodge restaurant	Slow service	1
Grant Village food service	Too expensive	2
Lake Hotel dining room	Bad food	1
Lake Lodge cafeteria	Too expensive	2
Lake Lodge cafeteria	Bad food	1
Lake Village	Bad food	1
Mammoth Hot Springs	Lack of healthy choices	1
Mammoth Hotel dining room	Bad food	1
Mammoth Hotel dining room	Poor choices	1
Old Faithful dining room	Too expensive	1
Old Faithful food services	Bad food	4
Old Faithful food services	Poor choices	3
Old Faithful food services	Too expensive	3
Old Faithful food services	Value doesn't match price	2
Old Faithful Lodge Cafeteria	Bad food	2
Old Faithful Lodge Cafeteria	Too expensive	2
Old Faithful Snowlodge	Bad food	1
Roosevelt Lodge dining room	Bad food	1
Roosevelt Lodge dining room	Service was poor	1

**Table 24.** Explanations of “very poor” or “poor” ratings of commercial services for money paid (continued)

\*total percentages do not equal 100 due to rounding

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

Location	Comment	Number of times mentioned
<b>Shops</b>		
No specific location provided	Too expensive	2
No specific location provided	Limited selection	1
No specific location provided	Not much local art	1
No specific location provided	Sell goods made in USA, not China	1
Lake Village	Too expensive	1
Old Faithful gift shop	Too expensive	2
Old Faithful gift shop	Limited selection	1
<b>Gas</b>		
No specific location provided	Too expensive	12
No specific location provided	Prices higher than right outside the park	3
No specific location provided	Difficult to locate, no directional signs	1
No specific location provided	Not open late	1
No specific location provided	Too crowded	1
Canyon Village	Too expensive	3
Fishing Bridge	Too expensive	2
Grant Village	Too expensive	3
Mammoth Hot Springs	Prices higher than right outside the park	1
Old Faithful	Too expensive	1
Roosevelt area	Too expensive	1
Tower service station	Too expensive	2
<b>General</b>		
No specific location provided	Too expensive	7
Bathrooms	Bathrooms were very filthy	1
Bridge Bay Campground	Staff unwilling to assist; appear lazy and indifferent	1
Canyon Village	Too expensive	1
Fishing Bridge	Too expensive	2
Grant Village	Poor quality	1
Grant Village	Too expensive	1
Lake Village	Too expensive	1
Mammoth Hot Springs	Too expensive	1
Old Faithful	Too expensive	4

\*total percentages do not equal 100 due to rounding

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

### ***Explanation of “very good” ratings of value of commercial services for money paid***

#### **Question 12f**

If you marked “very good” in part (d) of this question, please explain.

#### **Results**

- 136 visitor groups responded to this question. Some made more than one comment.
- Table 25 shows comments made by visitor groups that rated the value of commercial services as “very good” for money paid.

**Table 25.** Explanation of “very good” ratings of value of commercial services for money paid (N=178 comments)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Lodging</b>	
Enjoyed our stay	3
Room well maintained, attractive	3
Cabins were nice, clean, good amenities	2
Good service	2
Old Faithful cabins were nice, clean, good amenities	2
Room was comfortable	2
Enjoyed the hot tubs at Mammoth Cabins	1
Great view from room	1
Great view from room at Old Faithful	1
Old Faithful cabins were great location	1
Staying in a cabin was convenient	1
<b>Campground</b>	
Campground was clean, well maintained	7
Reasonably priced	6
Like discount from Golden Age Passport	3
Great atmosphere - rustic, peaceful	2
Quiet campground	2
Staff were friendly	2
Beautiful location	1
Camp host was great at Indian Creek	1
Madison is our favorite location to stay	1
Nice bathrooms, laundry, showers	1
<b>Restaurants/food service</b>	
Good food	13
Reasonably priced	8
Good service	5
Staff were friendly	5
Dinner at Old Faithful was excellent	4
Ice cream was excellent	4
Lake Hotel dining was excellent	4
Variety of choices	3
Atmosphere was great	2
Canyon food was great	2

\*total percentages do not equal 100 due to rounding

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

**Table 25.** Explanation of “very good” ratings of value of commercial services for money paid (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Restaurants/food service</b> (continued)	
Food at Mammoth was great	2
Lake Lodge cafeteria was excellent	2
Good value	1
Grant Village dining room was excellent	1
Mammoth dining room was excellent	1
Restaurants convenient	1
Tower Lodge food is excellent	1
<b>Shops</b>	
Good prices	14
Quality merchandise	6
Good variety of merchandise	5
Found what we were looking for	2
Excellent service	1
Fun to shop	1
Staff were friendly	1
<b>Gas</b>	
Reasonably priced	3
Available throughout park	1
Easy to access	1
Staff were friendly	1
<b>General</b>	
Reasonably priced	8
Good service	4
Variety of choices	4
Like discount from Golden Age Passport	3
Clean, organized, well maintained	2
Easy access to services	2
Everything seemed reasonably priced	2
Good quality	2
Prices better in park than outside park	2
Staff were friendly	2
All services are very good, Thank you.	1
Lake clinic staff courteous, respectful, quick and knowledgeable	1
Medical services at Old Faithful Inn were great	1
Medical services less expensive than expected	1
Old Faithful Inn was charming	1
Quiet at night	1
Relaxing, accommodating, friendly	1

\*total percentages do not equal 100 due to rounding

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

***Planned/reserved concession services and activities*****Question 13a**

Prior to your visit to Yellowstone NP, which concession services and activities did you or your personal group plan to do, or make reservations for, before arrival?

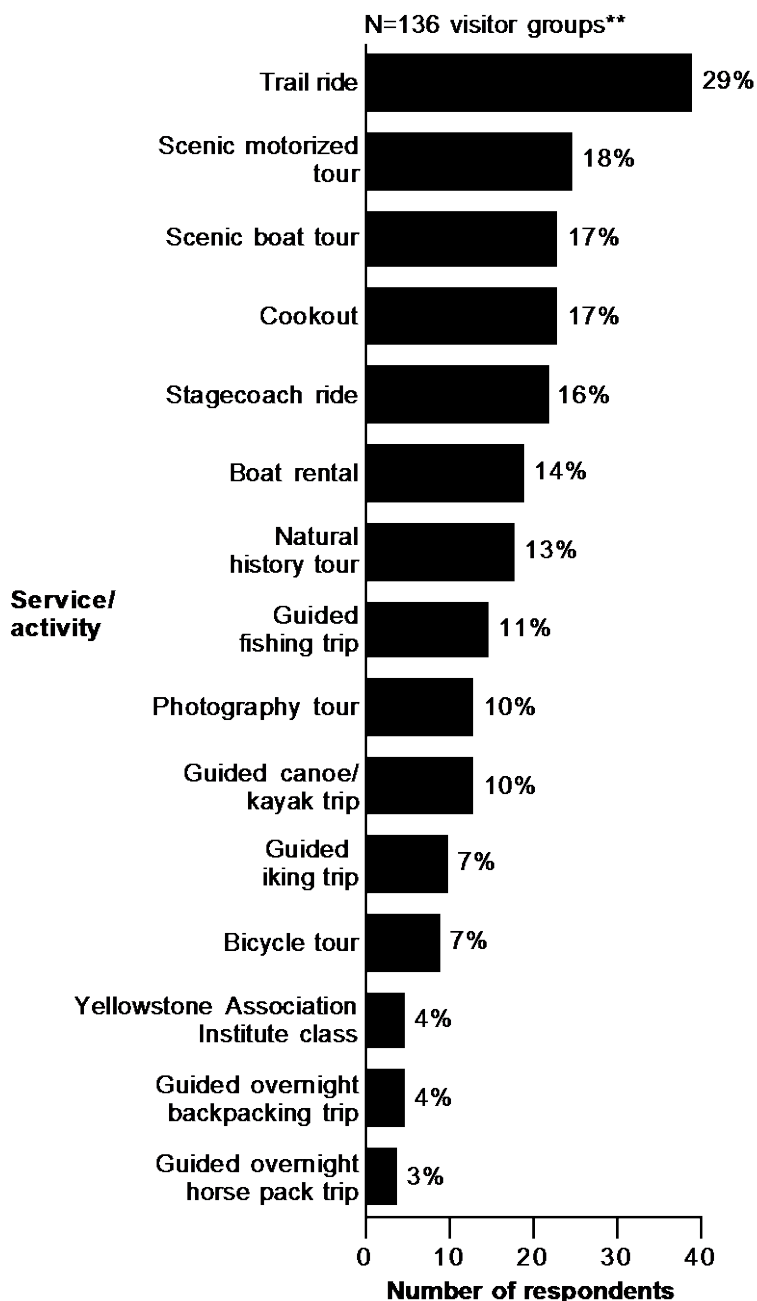
**Results**

- As shown in Figure 53, the most common concession services or activities that were planned or reserved before arrival were:

29% Trail rides  
18% Scenic motorized tour  
17% Scenic boat tour  
17% Cookout

- The concession service or activity least planned for was:

3% Guided overnight horse pack trip



**Figure 53.** Concession services or activities planned or reserved before arrival

\*total percentages do not equal 100 due to rounding

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

## Concession services and activities used

### Question 13b

Please indicate all the concession services and activities that you or your personal group used during this visit to Yellowstone NP.

### Results

- As shown in Figure 54, the most common concession services or activities used by visitor groups were:

33% Trail rides  
25% Scenic boat tour  
17% Scenic motorized tour  
13% Natural history tour

- The least used concession services/activities were:

1% Guided overnight backpacking trip  
1% Guided overnight horse pack trip

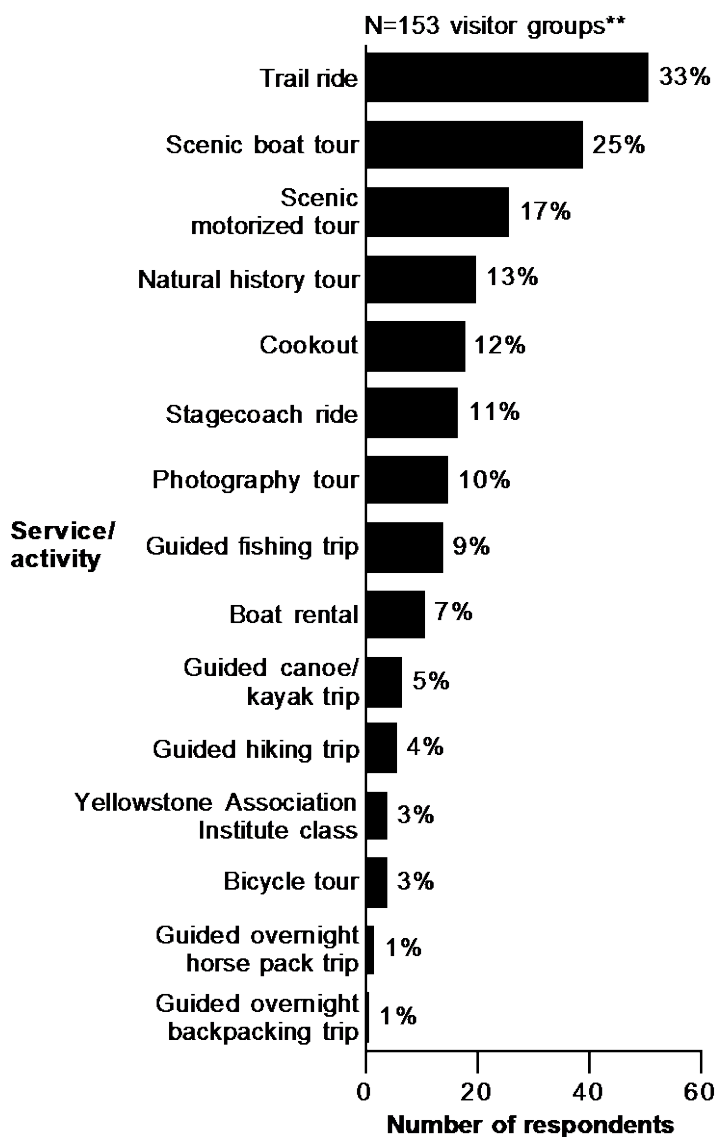


Figure 54. Concession services or activities used

\*total percentages do not equal 100 due to rounding

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

***Comparison of concession services and activities planned/reserved vs. used*****Question 13**

a) Prior to your visit to Yellowstone NP, which concession services and activities did you or your personal group plan to do, or make reservations for, before arrival?

b) Please indicate all the concession services and activities that you or your personal group used during this visit to Yellowstone NP.

**Results**

- Table 26 shows the number of visitor groups that planned/reserved an activity, and how many did or did not do what they had planned.
- 78% of visitor groups did the activity they had planned to do while at the park.

**Table 26.** Success rates of visitor groups that planned an activity and did what they planned (N=number of visitor groups)

<b>Activity</b>	<b>Planned/ reserved activity % (N=156)</b>	<b>Did activity % (n=122)</b>	<b>Did not do activity % (n=34)</b>	<b>Did what they planned %</b>
Bicycle tour	6	3	3	50
Boat rental	10	4	6	40
Cookout	17	14	3	82
Guided canoe/kayak trip	7	5	2	71
Guided fishing trip	10	7	3	70
Guided hiking trip	5	2	3	40
Guided overnight backpacking trip	4	3	1	75
Guided overnight horse pack trip	2	1	1	50
Natural history tour (not ranger-guided)	2	1	1	50
Photography tour	9	8	1	89
Scenic boat tour	19	17	2	89
Scenic motorized tour	19	18	1	95
Trail ride	31	28	3	90
Stagecoach ride	13	9	4	69
Yellowstone Association Institute class	2	2	0	100

\*total percentages do not equal 100 due to rounding

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



### ***Importance ratings of concession services and activities used***

#### **Question 13c**

Next, for only those services and activities that you or your personal group used, please rate their importance to your visit from 1-5.

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

#### **Results-Interpret results with CAUTION!**

- Table 27 shows the importance ratings of each concession service and activity.
- Results for concession services/activities rated by N<30 may be unreliable.

**Table 27.** Importance ratings of concession services and activities used on this trip  
(N=number of visitor groups)

Concession service/activity	N	Rating (%)*				
		Not at all important	Slightly important	Moderately important	Very important	Extremely important
Bicycle tour	3	0	0	33	0	66
Boat rental	9	11	33	45	11	0
Cookout	17	0	18	25	35	24
Guided canoe/kayak trip	6	0	0	17	50	33
Guided fishing	13	8	8	15	31	38
Guided hiking trip	6	0	0	17	50	33
Guided overnight backpacking trip	0	0	0	0	0	0
Guided overnight horse pack trip	1	0	0	100	0	0
Natural history tour (not ranger-guided)	17	0	0	12	53	35
Photography tour	12	0	0	8	67	25
Scenic boat tour	37	3	16	43	32	5
Scenic motorized tour	24	0	0	13	54	33
Trail ride	48	2	10	25	50	13
Stagecoach ride	14	0	36	43	21	0
Yellowstone Association Institute class	2	0	0	0	0	100

\*total percentages do not equal 100 due to rounding

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

### ***Quality ratings of concession services and activities used***

#### **Question 13d**

Finally, for only those concession services and activities that you or your personal group used, please rate their quality from 1-5.

1=Very poor

2=Poor

3=Average

4=Good

5=Very good

Results-Interpret results with **CAUTION!**

- Table 28 shows the quality ratings of each service and activity.
- Results for concession services/activities rated by N<30 may be unreliable.

**Table 28.** Quality ratings of concession services and activities  
(N=number of visitor groups)

Concession service/activity	N	Rating (%)*				
		Very poor	Poor	Average	Good	Very good
Bicycle tour	3	0	33	0	33	33
Boat rental	9	11	0	11	67	11
Cookout	17	0	0	24	47	29
Guided canoe/kayak trip	6	17	0	17	17	50
Guided fishing trip	13	0	0	8	46	46
Guided hiking trip	5	0	0	0	80	20
Guided overnight backpacking trip	0	0	0	0	0	0
Guided overnight horse pack trip	1	0	0	0	100	0
Natural history tour (not ranger-guided)	18	0	0	6	44	50
Photography tour	13	0	0	8	31	62
Scenic boat tour	37	3	5	14	49	30
Scenic motorized tour	25	0	0	4	24	72
Trail ride	50	4	0	16	38	42
Stagecoach ride	15	0	0	33	47	20
Yellowstone Association Institute class	2	0	0	0	50	50

\*total percentages do not equal 100 due to rounding

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

## Expenditures

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

#### Question 14

For you and your personal group, please report all expenditures for the items listed below for this visit to Yellowstone NP and the surrounding area (within 150 miles of any entrance point).

#### Results

- 33% of visitor groups spent \$1 to \$500.
- 20% spent \$501 to \$1000.
- 14% spent \$2501 or more.
- The average visitor group expenditure was \$1268.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$700.
- The average total expenditure per person (per capita) was \$416.
- As shown in Figure 56, the largest proportions of total expenditures inside and outside the park were:

31% Lodges, hotels, motels, cabins, B&Bs, etc.  
15% Restaurants and bars  
15% Other transportation expenses

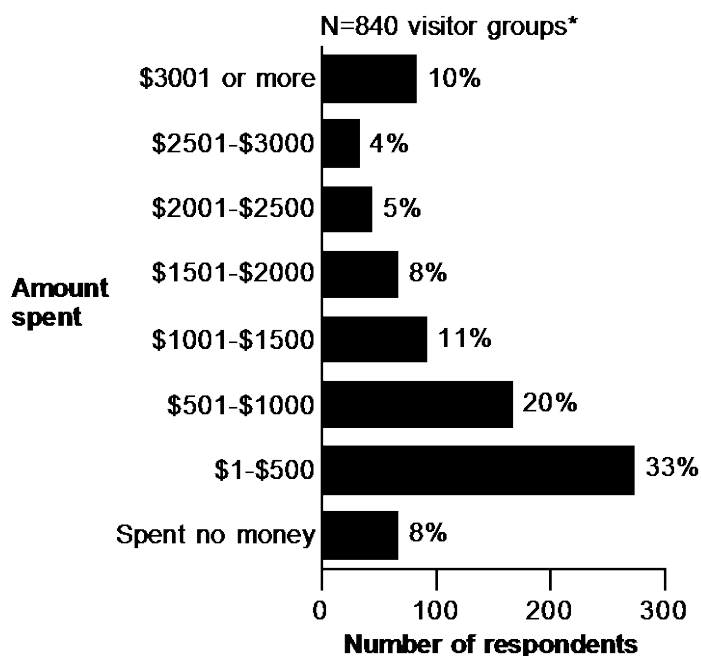


Figure 55. Total expenditures inside and outside the park

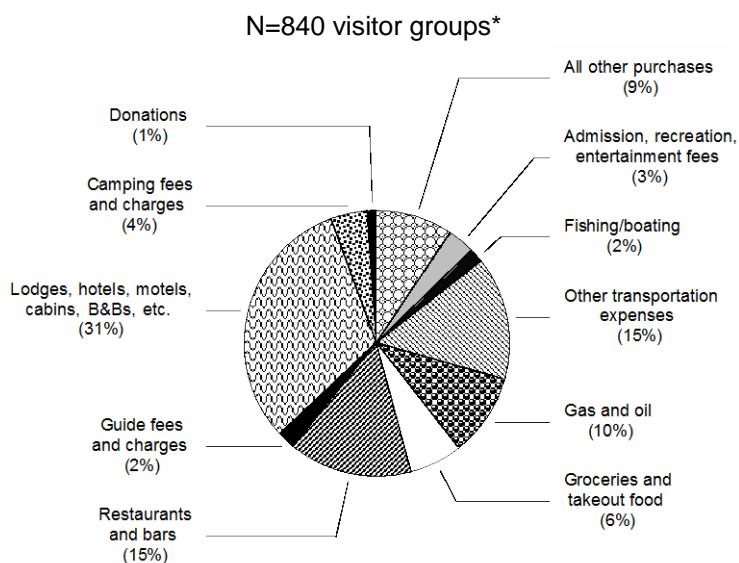


Figure 56. Proportions of total expenditures inside and outside the park

\*total percentages do not equal 100 due to rounding

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

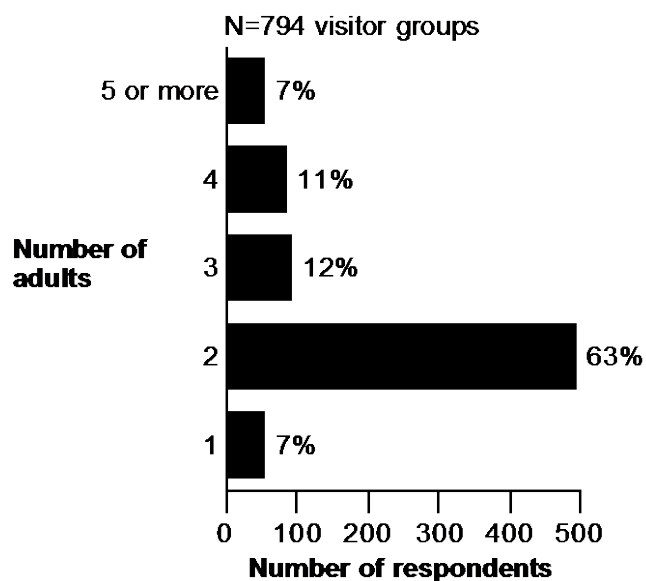
### ***Number of adults covered by expenditures***

#### **Question 14c**

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

#### **Results**

- 63% of visitor groups had two adults covered by expenditures (see Figure 57).



**Figure 57.** Number of adults covered by expenditures

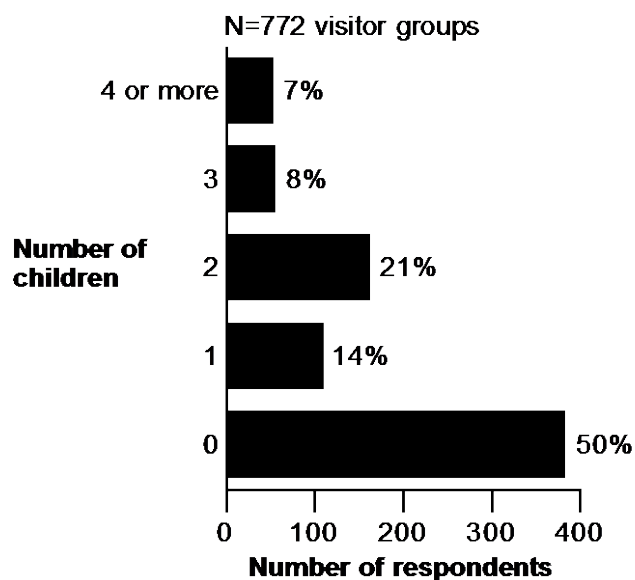
### ***Number of children covered by expenditures***

#### **Question 14c**

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

#### **Results**

- 50% of visitor groups had no children covered by expenditures (see Figure 58).
- 21% had two children.



**Figure 58.** Number of children covered by expenditures

\*total percentages do not equal 100 due to rounding

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

## Expenditures inside the park

### Question 14a

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

#### Results

- 48% of visitor groups spent \$1-\$200 (see Figure 59).
- 15% spent \$201-\$400.
- 13% spent \$801 or more.
- The average visitor group expenditure inside the park was \$382.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$140.
- The average total expenditure per person (per capita) was \$145.
- As shown in Figure 60, the largest proportions of total expenditures inside the park were:
  - 26% Lodges, hotels, motels, cabins, B&Bs, etc.
  - 22% Restaurants and bars
  - 18% All other purchases

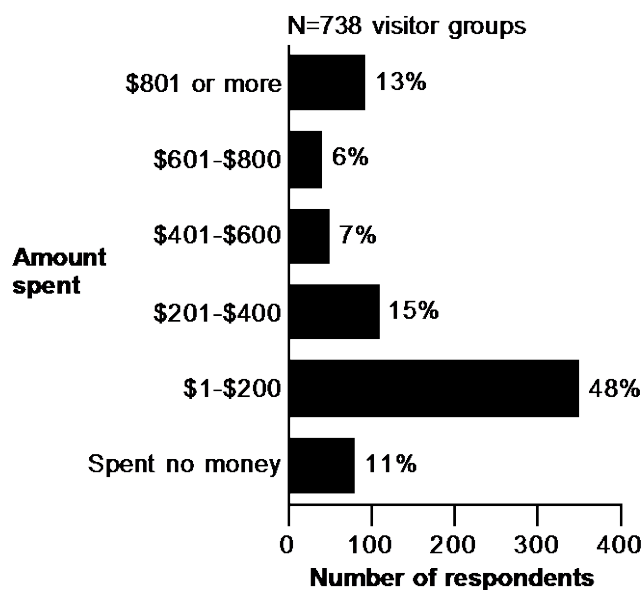


Figure 59. Total expenditures inside the park

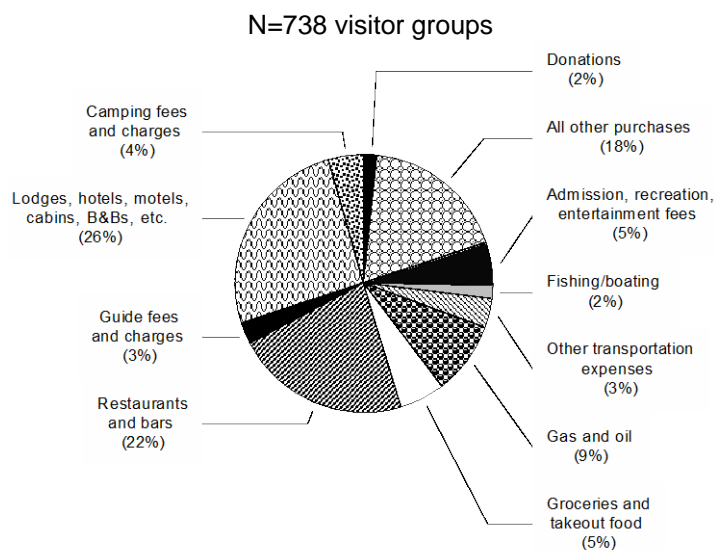


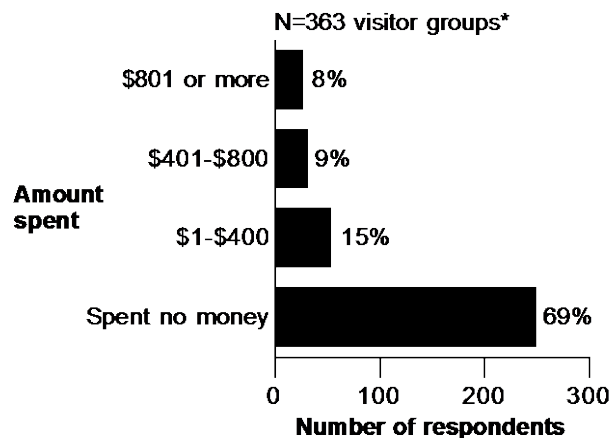
Figure 60. Proportions of total expenditures inside the park

\*total percentages do not equal 100 due to rounding

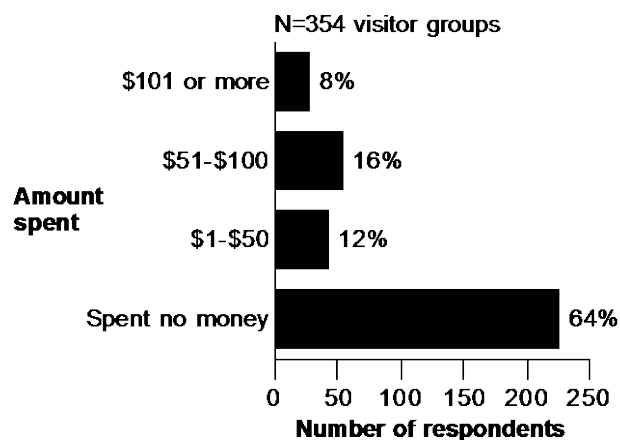
\*\*total percentages do not equal 100 because visitors could select more than one answer

Lodges, hotels, motels, cabins, B&Bs, etc.

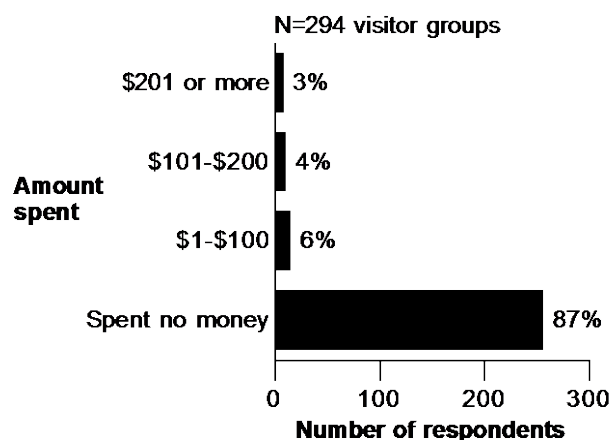
- 69% of visitor groups spent no money on lodges, hotels, motels, cabins, B&Bs, etc. inside the park (see Figure 61).
- 15% spent \$1-\$400.

**Figure 61.** Expenditures for lodging inside the parkCamping fees and charges

- 64% of visitor groups spent no money on camping fees and charges inside the park (see Figure 62).
- 16% spent \$51-\$100.

**Figure 62.** Expenditures for camping fees and charges inside the parkGuide fees and charges

- 87% of visitor groups spent no money on guide fees and charges inside the park (see Figure 63).
- 6% spent \$1-\$100.

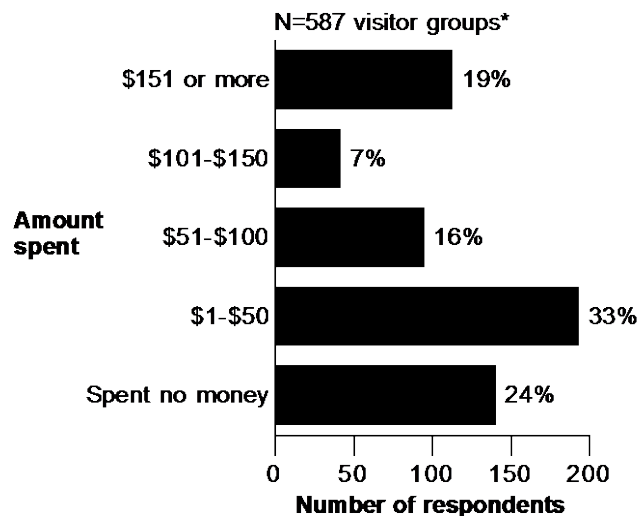
**Figure 63.** Expenditures for guide fees and charges inside the park

\*total percentages do not equal 100 due to rounding

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

Restaurants and bars

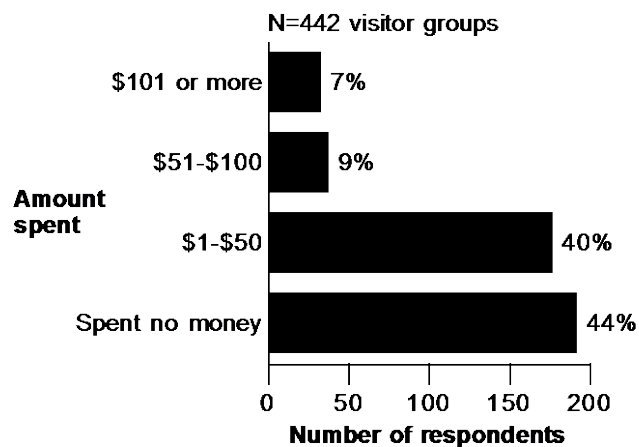
- 33% of visitor groups spent \$1-\$50 on restaurants and bars inside the park (see Figure 64).
- 24% spent no money.
- 19% spent \$151 or more.



**Figure 64.** Expenditures for restaurants and bars inside the park

Groceries and takeout food

- 44% of visitor groups spent no money on groceries and takeout food inside the park (see Figure 65).
- 40% spent \$1-\$50.
- 16% spent \$51 or more.



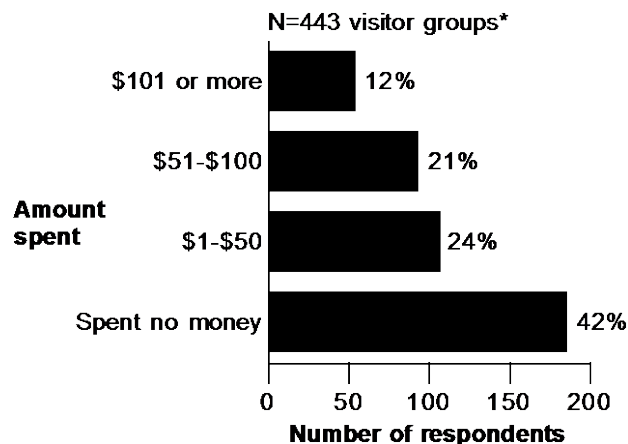
**Figure 65.** Expenditures for groceries and takeout food inside the park

\*total percentages do not equal 100 due to rounding

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

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

- 42% of visitor groups spent no money on gas and oil inside the park (see Figure 66).
- 33% spent \$51 or more.
- 24% spent \$1-\$50.

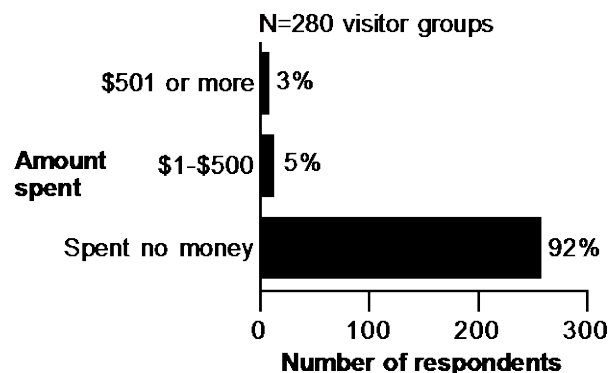


**Figure 66.** Expenditures for gas and oil inside the park

Other transportation expenses

(including airfare, rental cars, auto repairs, etc.)

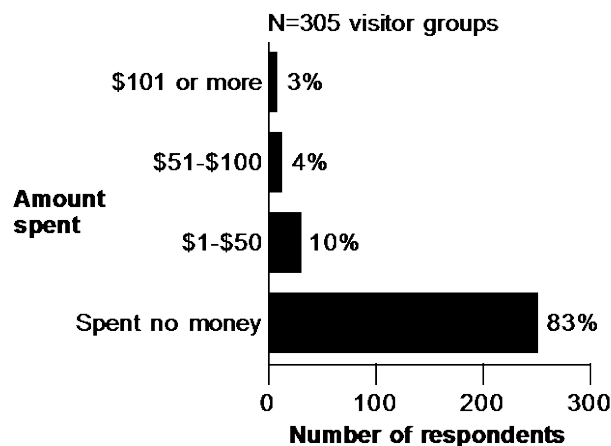
- 92% of visitor groups spent no money on other transportation expenses inside the park (see Figure 67).
- 5% spent \$1-\$500.



**Figure 67.** Expenditures for other transportation expenses inside the park

Fishing/boating

- 83% of visitor groups spent no money on fishing/boating inside the park (see Figure 68).
- 10% spent \$1-\$50.



**Figure 68.** Expenditures for fishing/boating inside the park

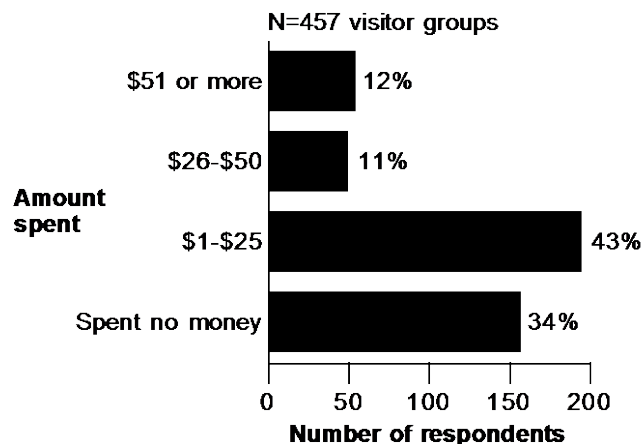
\*total percentages do not equal 100 due to rounding

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



Admission, recreation, entertainment fees

- 43% of visitor groups spent \$1-\$25 on admission, recreation, or entertainment fees inside the park (see Figure 69).
- 34% spent no money.
- 23% spent \$26 or more.

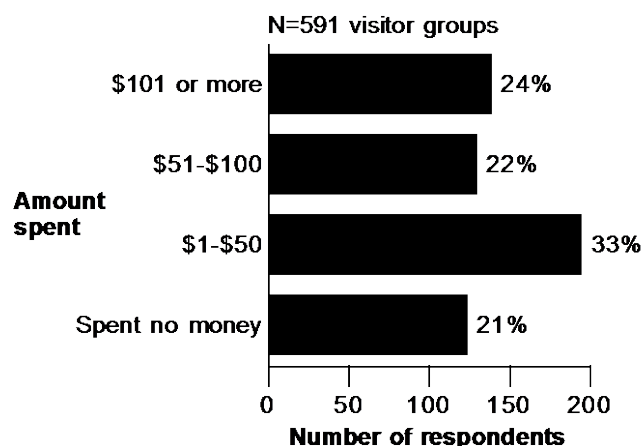


**Figure 69.** Expenditures for admission, recreation, or entertainment fees inside the park

All other purchases

(souvenirs, film, books, sporting goods, clothing, etc.)

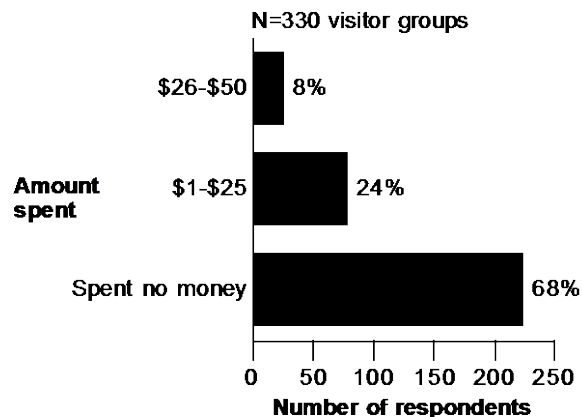
- 33% of visitor groups spent \$1-\$50 on all other purchases inside the park (see Figure 70).
- 24% spent \$101 or more.
- 21% spent no money.



**Figure 70.** Expenditures for all other purchases inside the park

Donations

- 68% of visitor groups spent no money on donations inside the park (see Figure 71).
- 24% spent \$1-\$25.



**Figure 71.** Expenditures for donations inside the park

\*total percentages do not equal 100 due to rounding

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

## Expenditures outside the park

### Question 14b

Please list your personal group's total expenditures outside the park (within 150 miles).

#### Results

- 38% of visitor groups spent \$1-\$500 (see Figure 72).
- 19% spent \$501-\$1000.
- 12% spent \$2501 or more.
- The average visitor group expenditure outside the park was \$1111.
- The median group expenditure (50% of groups spent more and 50% of groups spent less) was \$550.
- The average total expenditure per person (per capita) was \$385.
- As shown in Figure 73, the largest proportions of total expenditures outside the park were:
  - 33% Lodges, hotels, motels, cabins, B&B, etc.
  - 19% Other transportation expenses
  - 12% Restaurants and bars

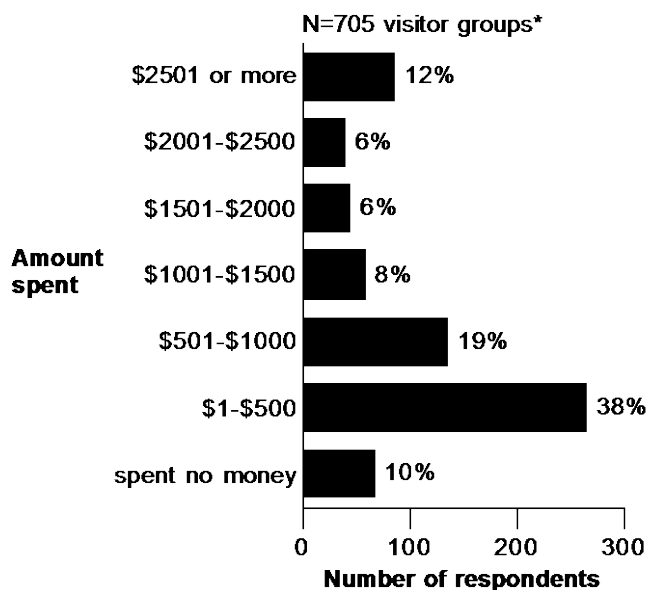


Figure 72. Total expenditures outside the park

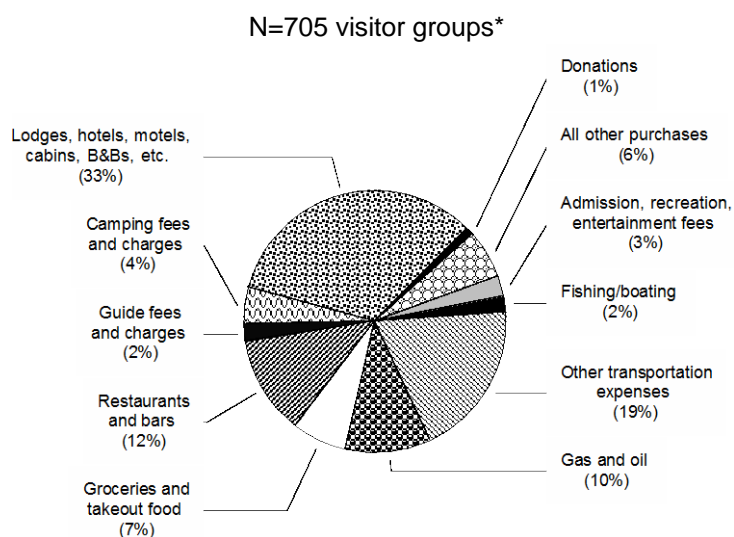


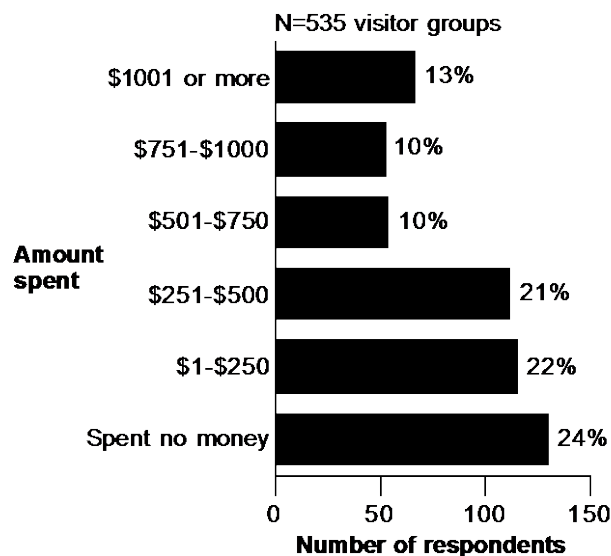
Figure 73. Proportions of total expenditures outside the park

\*total percentages do not equal 100 due to rounding

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

Hotels, motels, cabins, B&Bs, etc.

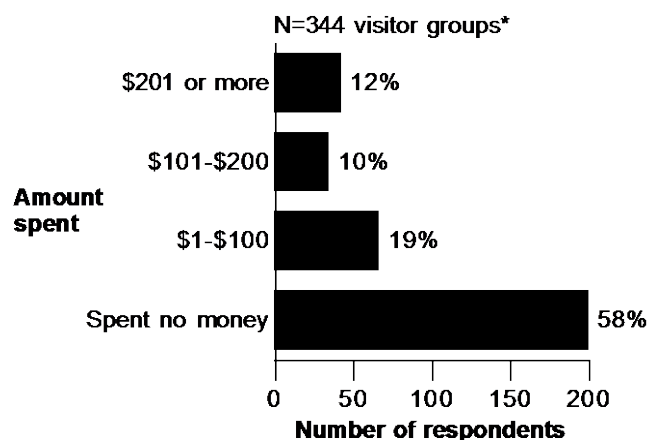
- 43% of visitor groups spent \$1-\$500 on lodging outside the park (see Figure 74).
- 24% spent no money.
- 13% spent \$1,001 or more.



**Figure 74.** Expenditures for lodging outside the park

Camping fees and charges

- 58% of visitor groups spent no money on camping fees and charges outside the park (see Figure 75).
- 19% spent \$1-\$100.



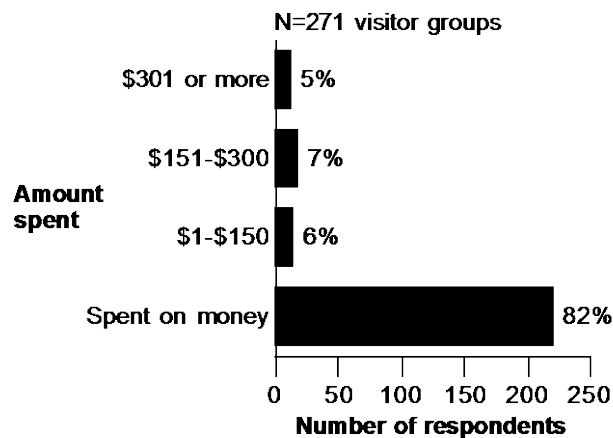
**Figure 75.** Expenditures for camping fees and charges outside the park

\*total percentages do not equal 100 due to rounding

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

Guide fees and charges

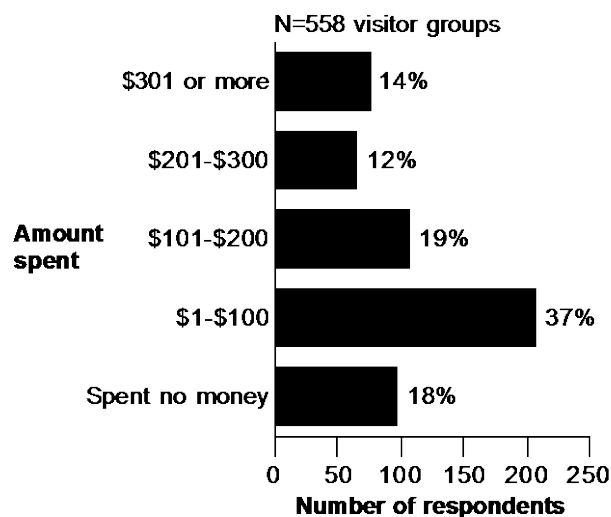
- 82% of visitor groups spent no money on guide fees and charges outside the park (see Figure 76).
- 7% spent \$151-\$300.



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

Restaurants and bars

- 37% of visitor groups spent \$1-\$100 on restaurants and bars outside the park (see Figure 77).
- 19% spent \$101-\$200.
- 18% spent no money.



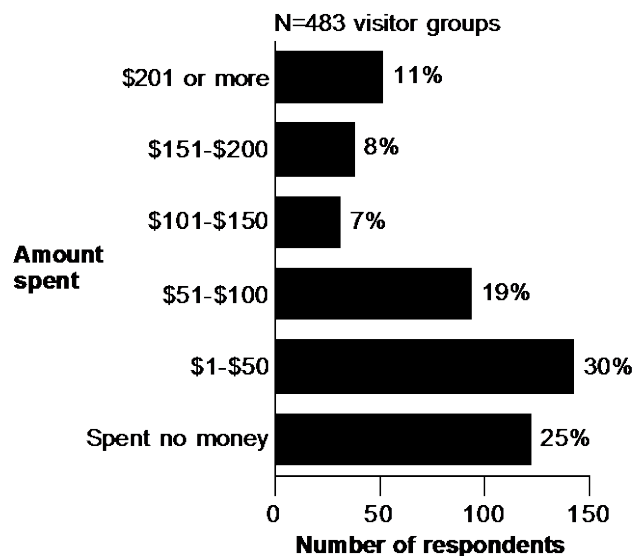
**Figure 77.** Expenditures for restaurants and bars outside the park

\*total percentages do not equal 100 due to rounding

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

Groceries and takeout food

- 30% of visitor groups spent \$1-\$50 on groceries and takeout food outside the park (see Figure 78).
- 25% spent no money.
- 19% spent \$51-\$100.

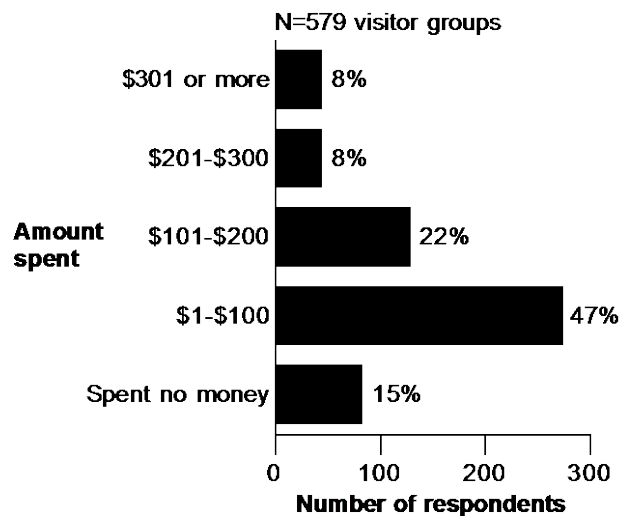


**Figure 78.** Expenditures for groceries and takeout food outside the park

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

47% of visitor groups spent \$1-\$100 on gas and oil outside the park. (see Figure 79).

- 22% spent \$101-\$200.
- 15% spent no money.



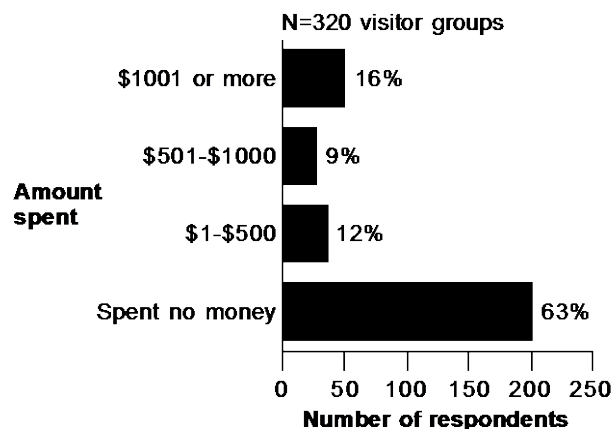
**Figure 79.** Expenditures for gas and oil outside the park

\*total percentages do not equal 100 due to rounding

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

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

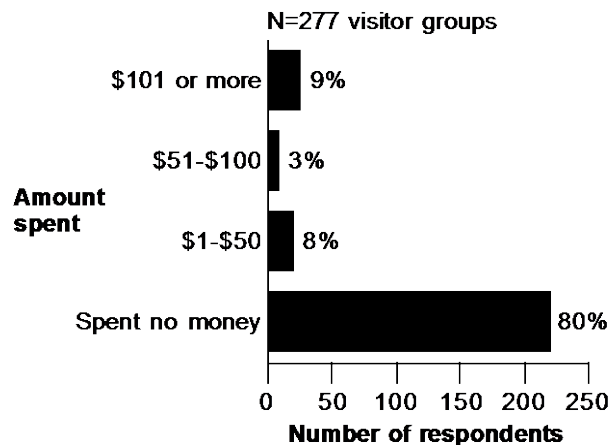
- 63% of visitor groups spent no money on other transportation outside the park (see Figure 80).
- 16% spent \$1001 or more.
- 12% spent \$1-\$500.



**Figure 80.** Expenditures for other transportation outside the park

Fishing/boating

- 80% of visitor groups spent no money on fishing/boating outside the park (see Figure 81).
- 9% spent \$101 or more.



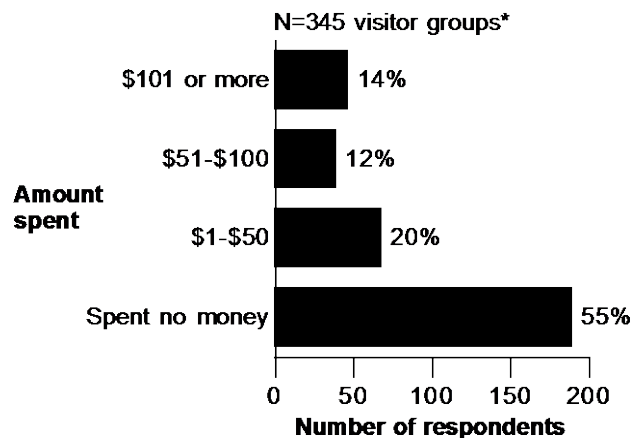
**Figure 81.** Expenditures for fishing/boating outside the park

\*total percentages do not equal 100 due to rounding

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

Admission fees

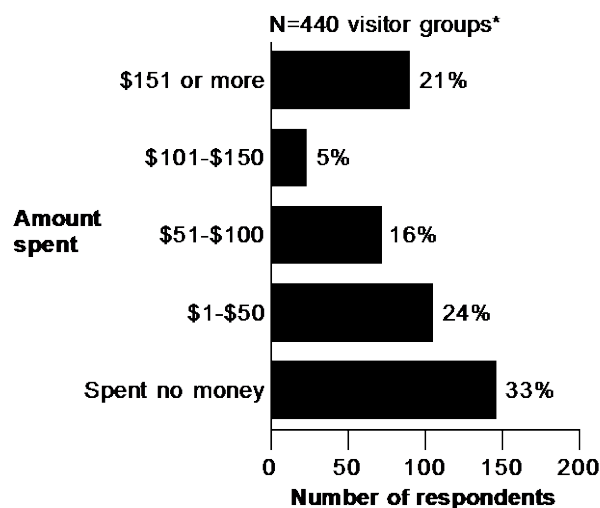
- 55% of visitor groups spent no money on admission, recreation, entertainment fees outside the park (see Figure 82).
- 20% spent \$1-\$50.
- 14% spent \$101 or more.



**Figure 82.** Expenditures for admission, recreation, entertainment fees outside the park

All other purchases (souvenirs, film, books, sporting goods, clothing, etc.)

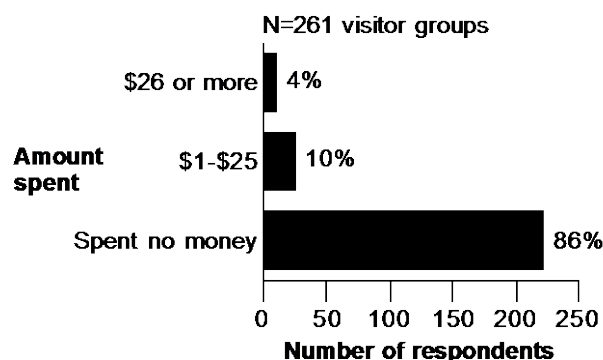
- 33% of visitor groups spent no money on all other purchases outside the park (see Figure 83).
- 24% spent \$1-\$50.
- 21% spent \$151 or more.



**Figure 83.** Expenditures for all other purchases outside the park

Donations

- 86% of visitor groups spent no money on donations outside the park (see Figure 84).
- 10% spent \$1-\$25.



**Figure 84.** Expenditures for donations outside the park

\*total percentages do not equal 100 due to rounding

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

## Preferences for Future Visits

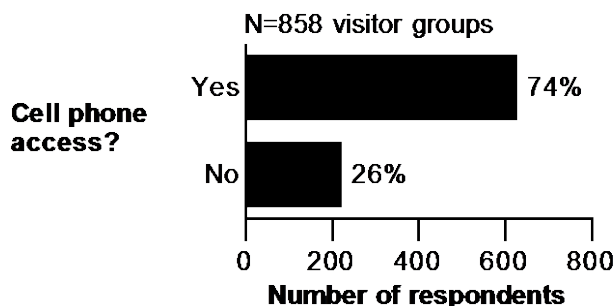
### Cell phone service

#### Question 11a

On a future visit, would you and your group like to have cell phone services available in developed areas in Yellowstone NP?

#### Results

- 74% of visitor groups were interested in having cell phone service available in developed areas of the park (see Figure 85).



**Figure 85.** Visitor groups that desired cell phone services in developed areas of the park

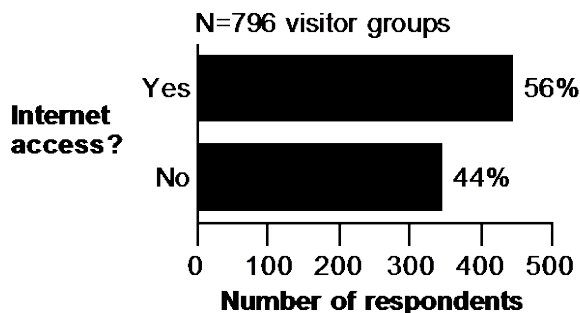
### Internet access

#### Question 11b

On a future visit, would you and your group like to have internet access available in developed areas in Yellowstone NP?

#### Results

- 56% of visitor groups desired internet access in developed areas of the park (see Figure 86).



**Figure 86.** Visitor groups that desired internet access in developed areas of the park

\*total percentages do not equal 100 due to rounding

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



## Other services

### Question 11c

On a future visit, would you and your group like to have other services available in developed areas in Yellowstone NP?  
(Open-ended)

### Results

- 70 visitor groups responded to this question.
- Table 29 shows “other” services desired in developed areas of the park.

**Table 29.** Other services visitor groups would like to have in developed areas of the park (N=80 comments; some visitor groups made more than one comment.)

Services	Number of times mentioned
Electric hookups	8
Food services - more options	5
Television	5
Campgrounds - more	4
Lodging - more	4
Restrooms - more	4
Food services - better food	3
Food services - more	3
Restrooms - better	3
Showers - campgrounds	3
Affordable lodging	2
Food services - coffee shops	2
Keep it the same	2
Radio reception/Sirius Radio	2
Restrooms - cleaner	2
Showers	2
Access to restrooms	1
Air conditioning	1
Benches	1
Better access for disabled people	1
Better road signs	1
Dog kennels	1
Emergency services	1
Extended hours for services	1
Geyser schedule	1
Improved RV accommodations	1
Keep it primitive	1
List of park activities	1
Microwave in room	1
More gas stations	1
More grocery stores	1
More/larger RV spots	1
More parking	1
More paved turn/pull outs	1
Port-a-potty at Artist Paint Pots	1
Post office	1
Price guide for overnight stays	1
Public phone	1
Restrooms - campgrounds	1
Shuttle service	1
Swimming pool	1
Water hookup	1

\*total percentages do not equal 100 due to rounding

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

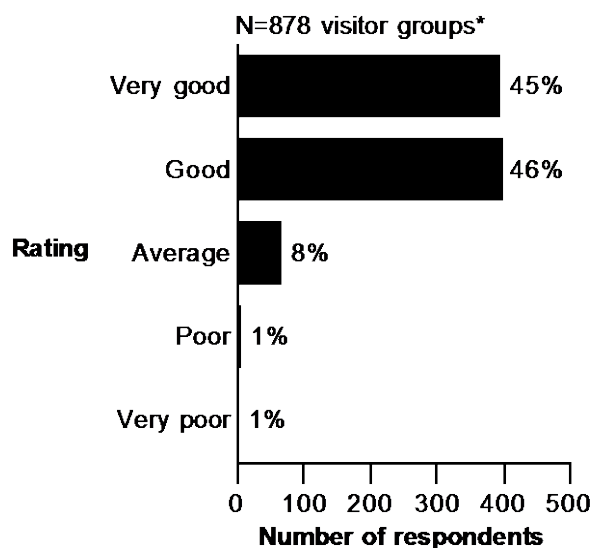
## Overall Quality

### Question 25

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

### Results

- 91% of visitor groups rated the overall quality of facilities, services, and recreational opportunities as “very good” or “good” (see Figure 87).
- 2% of visitor groups rated the quality as “very poor” or “poor.”



**Figure 87.** Overall quality rating of facilities, services, and recreational opportunities

\*total percentages do not equal 100 due to rounding

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

## Visitor Comment Summaries

### *What visitors liked most*

#### Question 23a

Commercial services at Yellowstone NP include lodging, restaurants/food service, stores, gift shops, medical clinics, gas stations, etc. On this visit, what did you and your personal group like most about the commercial services? (Open-ended)

#### Results

- 70% of visitor groups (N=626) responded to this question.
- Table 30 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

**Table 30.** What visitors liked most  
(N=804 comments; some visitor groups made more than one comment.)

Comment	Number of times mentioned
<b>Restaurants/food service (18%)</b>	
Restaurants are nice	35
Food was good	34
Ice cream	23
Food services were good	9
Old Faithful Lodge restaurant	6
Mammoth restaurant was outstanding	5
Lake Lodge/hotel restaurant	4
Reasonable prices	4
Canyon Village cafeteria was excellent	3
Grant Village dining room	3
Roosevelt restaurant was great	3
Convenience	2
Quick service	2
Things were available if/when needed	2
Variety of menus	2
Other comments	7
<b>Lodging (6%)</b>	
Lodging	26
Old Faithful Inn	5
Lodging clean and comfortable	3
Clean, quiet lodging	2
Guest information	2
Location of lodging	2
Other comments	12
<b>Gift shops/stores (20%)</b>	
Gift shops	89
Wide selection of gift items	36
Stores	11
Reasonable prices	7
Convenient locations	4
General store at Grant Village	4
Gift shop at Canyon Village	4
Good quality of merchandise	4
Variety of shops in park	3

**Table 30.** What visitors liked most (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Gas services (2%)</b>	
Gas stations	8
Gas available in the park	3
Only visited gas station	2
Other comments	3
<b>Campgrounds (2%)</b>	
Campgrounds	5
Campgrounds clean	2
Other comments	6
<b>Personnel (12%)</b>	
Friendly, nice, kind staff	65
Helpful, friendly staff	16
Good customer service	4
Polite staff	4
Rangers helpful, welcoming, professional	2
Other comments	4
<b>General (40%)</b>	
Clean atmosphere	42
Things were available if/when needed	37
Convenience	21
Variety	20
Did not use any services	18
Reasonable prices	14
Everything was good	21
Convenient locations	11
Buildings style and appearance appropriate to location	9
Accessibility	8
Clean restrooms	8
Good locations	7
Visitor centers	7
Easy to locate services/get to services	5
Nice atmosphere	5
Buildings did not detract from view	4
Good number of bathrooms in park	4
Good quality	4
Good value for money	4
Good variety of services	4
No opinion	4
Plenty of services available	4
Good condition of buildings	3
Good variety and selection of items	3
Historic buildings	3
Scenery	3
Services condensed into small areas rather than throughout park	3
Services throughout park	3
Yellow bus tour	3
All needs were met	2
Appreciated Old Faithful Inn	2

**Table 30.** What visitors liked most (continued)

Comment	Number of times mentioned
<b>General</b> (continued)	
Available parking	2
Convenient hours of operation	2
Good quality food and stores	2
Horseback riding	2
Restrooms	2
Visitor center at Old Faithful	2
Well marked services	2
Other comments	22

***What visitors liked least*****Question 23b**

On this visit, what did you and your personal group like least about the commercial services (lodging, restaurants/food service, stores, gift shops, medical clinics, gas stations, etc.)? (Open-ended)

**Results**

- 55% of visitor groups (N=495) responded to this question.
- Table 31 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

**Table 31.** What visitors liked least  
(N=549 comments; some visitor groups made more than one comment.)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Restaurants/food services (23%)</b>	
Too expensive	24
Restaurants	15
Not enough options/variety of food choices	15
Food	10
Need more restaurant options	8
Food service not good	7
Quality of food was poor	7
Food just okay	6
Should provide more fruits and vegetables, healthy options, vegetarian food	6
Cafeteria food not good	3
Busy	2
Food made me/family ill	2
Hours that places were open not sufficient	2
Restaurant at Old Faithful	2
Too long of a wait at restaurants	2
Other comments	15
<b>Lodging (9%)</b>	
No lodging available	18
Too expensive	11
Lodging	5
Lodging okay but needs improvement	3
Rooms not clean enough	2
Difficulty with reservations	2
Old Faithful lodging disappointing	2
Other comments	7
<b>Gift shops/stores (7%)</b>	
Gift shops/stores	9
Stores have same products, need more variety	6
Too crowded in shops	6
Gift shops too expensive	6
Hours that places were open not sufficient	3
Products made in China	3
Couldn't find item(s) needed	2
Other comments	3

**Table 31.** What visitors liked least (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Gas services (7%)</b>	
Too expensive	14
Gas stations	12
Slightly high prices	10
Other comments	3
<b>Campgrounds (5%)</b>	
Campground full/not available	11
Campsites too close together	4
Campground bathrooms	2
Campsite	2
No place for RV	2
Not enough showers	2
Campsites need upkeep and upgrades	2
Other comments	5
<b>Prices (12%)</b>	
Expensive, overpriced	33
Prices	20
Slightly high prices	4
Prices were high, but expected to be so	2
Other comments	5
<b>Overall experience (12%)</b>	
Too crowded	39
Long lines	5
Looks outdated, not pleasant appearance of buildings	3
Busy	2
Places were open not long enough	2
Other comments	15
<b>General (25%)</b>	
Have nothing negative to say about services	51
Parking	11
No cell phone service	9
Dirty bathrooms	7
Bathrooms	5
Did not use services	5
Need better signage in park	5
Not enough bathrooms/stalls	5
Not enough stores, restaurants, bathrooms, picnic tables etc.	4
Roads/pull-outs need improvements	3
Traffic	3
Xanterra staff rude, bad attitude	3
Crowded/lines for bathroom	2
Hours that places were open not sufficient	2
Little variety in options, same year after year	2
No internet service	2
Signs hard to read at night	2
Other comments	15

### ***Additional comments***

#### **Question 24**

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

#### **Results**

- 53% of visitor groups (N=478) responded to this question.
- Table 32 shows a summary of visitor comments. The transcribed open-ended comments can be found in the Visitor Comments section.

**Table 32.** Additional comments

(N=728 comments; some visitor groups made more than one comment.)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Personnel (6%)</b>	
Helpful, friendly, knowledgeable staff	15
Rangers very helpful, friendly, informative	15
Not as many rangers around, more volunteers instead	2
Ranger did excellent job with people and traffic management during 'bear jam'	2
Staff/rangers/visitor center staff not as helpful, kind or polite as should be	2
Other comments	9
<b>Interpretive services (8%)</b>	
Junior Ranger program is great	9
Enjoyed guided tour	5
Map was inadequate; not enough detail, put all sites/pullouts/restrooms on it	4
Need more information about wildlife sightings	3
Need to have better hiking guides	3
Ranger led interpretive programs were excellent	3
Albright visitor center exhibits needs updating	2
Good information at entrances	2
We were unaware of all the organized activities in the park	2
Website needs work	2
Other comments	23
<b>Facilities/maintenance (18%)</b>	
Parking is inadequate/more parking needed	12
Park is clean	11
Road signs inadequate	7
Roads were great	7
Roads not safe – need wider shoulders for safety/bikes/RVs	6
Outhouses/restrooms were awful	5
Bathrooms need attention and improvement	4
Need more picnic areas/picnic tables	4
Well maintained park	4
Congested parking areas	3
Rules about pets reduced our ability to experience the park	3
Traffic was congested at times and overwhelming	3
Good parking	2
Information about locating each site/overlook was confusing	2
More restrooms	2
More stalls in the restrooms	2
Need better restrooms	2
Need more law enforcement for parking on roadways	2



**Table 32.** Additional comments (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Facilities/maintenance (continued)</b>	
Place road signs further away from turns	2
Recycling should be available wherever there are trash cans	2
Road to upper terrace needs work	2
Roads need improvement	2
Roadways inadequate for traffic	2
Roadways not safe for pulling off to watch wildlife	2
Something should be done about too many people stopping on the roads	2
Thanks for clean restrooms	2
Need better directional signs on trails	2
Road signs were good	2
Visitor centers are terrific	2
Other comments	33
<b>Concession services (11%)</b>	
No lodging available; too many booked in advance	7
Lodging was too expensive	5
Campgrounds need more electric and water hook-ups	4
Food service was expensive and not very good	4
Food was good	4
Prices too high	3
Campgrounds need improvement	2
Campgrounds need more spaces	2
Campgrounds need more trees	2
Lodging was disappointing	2
Loved the covered wagon/cookout trip	2
Mammoth needs better food and facilities	2
Need more motels and restaurants inside the park	2
Restaurants close too early	2
Showers should be free/included in camping fee	2
Would like Asian food choices	2
Would like electric hook-ups at campground	2
Other comments	33
<b>Policies/management (9%)</b>	
Keep things the way they are, no more services	11
Too crowded	8
Would like cell phone access	5
Would like to have a shuttle service to reduce pollution/crowding	5
Entrance fee too high, need one day pass	3
Need internet service	3
Too commercialized and crowded, like Disneyland	3
Bikes in park were dangerous, shouldn't allow them in the park	2
Too many RVs and buses, designate separate driving route, limit their entry	2
Other comments	26

**Table 32.** Additional comments (continued)

<b>Comment</b>	<b>Number of times mentioned</b>
<b>Resource management (9%)</b>	
Loved seeing all the wildlife and scenery	24
Would like to have seen more wildlife	14
Continue preserving the park and resources	9
Impressed by geysers and warm springs	5
Disappointed in Mammoth Hot Springs	2
Other comments	13
<b>General (38%)</b>	
Park is beautiful	47
Love it!	27
Great trip	25
Amazing place and experience	22
We enjoyed the trip very much	22
We will be back	18
Wonderful	16
Not enough time to see all we wanted to see	8
Scenery was magnificent	8
We visit often and love it	8
Good job!	5
Nice/good/fine trip	4
Thank you for making so many sites accessible	4
Didn't have enough time to see what we wanted	3
Loved hiking	3
We love Yellowstone	3
Best park in the USA	2
It would be nice to provide/rent wheelchairs	2
Thank you	2
Very impressive	2
Would love to return to park in future	2
Other comments	39

## Visitor Comments

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

### Question 23a

On this visit, what did you and your personal group like most about the commercial services?

(Open-ended)

- 1. Lodging, 2. Food, 3. Gift shops, 4. Visitor centers, 5. Gas stations
- A good variety to choose from
- A lot of choice, important to have good food, and breakfast
- A lot of the stores - easy access
- Able to find bathrooms at the commercial sites, otherwise too few in park for the crowds present
- Access
- Access, parking
- Accessibility
- Accessibility, cleanliness, friendly
- Adequate. Did not appear to disturb much of the natural surroundings
- All good
- All good
- All needs met
- All nice
- All park employees were super friendly and helpful
- All services were available as needed
- All shops are in good condition staff very friendly, prices acceptable
- All staff were very nice
- All the services provided, including the shops and restaurants, were very high quality
- All too high
- All were grouped in one area, especially groceries and shopping
- All were pleasant and helpful
- An occasional stop at gift shops and restaurant
- Architectural design of buildings. It "fit" the look of Yellowstone
- At appropriate locations spread out within the park
- Atmosphere
- Atmosphere
- Attitude, efficiency, cleanliness
- Availability
- Availability
- Availability
- Availability
- Availability
- Availability
- Availability - located throughout park
- Availability and location worked well
- Availability and variety

- Availability of gas, food and medical
- Available for long hours
- Available in all quadrants of the park
- Availability if needed
- Bar at outside viewing deck of Old Faithful Inn
- Best was one program, Yellowstone for Families
- Big range of choice, good value for money
- Bookstores
- Bus tour
- Cabin at lake
- Campground was nice
- Campgrounds
- Campgrounds
- Campgrounds were easy to find and very clean
- Camping
- Canyon Lodge Gift Shop
- Canyon Lodge Western cabins were newly renovated and gorgeous
- Canyon Village, Old Faithful, Mammoth
- Canyons cafeteria had the best food options
- Cashier very friendly
- Clean
- Clean
- Clean
- Clean
- Clean
- Clean and friendly
- Clean and helpful, friendly staff
- Clean and lots of helpful people working in these areas
- Clean and not outrageous price
- Clean and well run
- Clean and well-stocked bathrooms at campgrounds and 24/7 ice machine
- Clean bathroom facilities
- Clean campgrounds
- Clean restrooms
- Clean restrooms, large restaurants
- Clean rooms, restaurants and friendly staff
- Clean well-staffed with polite efficient people
- Clean, convenient
- Clean, easily found
- Clean, friendly
- Clean, friendly
- Clean, friendly, easily accessible
- Clean, neat, decent prices
- Clean, usually open

- Cleanliness
- Cleanliness of all the areas
- Cleanliness of rooms
- Cleanliness, attentive employees
- Cleanliness, consistency
- Cleanliness, friendly staff
- Cleanliness, friendly staff
- Coffee bar, ice bar
- Cold drinks
- Comfortable/clean lodging, good variety of local goods
- Commercial services were good
- Condensed into small areas rather than throughout park
- Consistent and reliable
- Consistent with the atmosphere and feel you get that you're actually in an outdoors/nature setting
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience
- Convenience and choice
- Convenience and quality
- Convenience of finding services - gas, food, etc.
- Convenience of food at Old Faithful
- Convenience of getting to and from campsites
- Convenience, cleanliness, helpful staff, bear soaps!, adequate supplies
- Convenience, fresh products, good selection
- Convenient availability of food, gas, supplies
- Convenient food
- Convenient locations
- Convenient locations
- Convenient locations
- Convenient locations and modern facilities
- Convenient locations, varied types of lodging
- Convenient, plenty of options, good food
- Convenient, well-maintained
- Conveniently located throughout the park. Well marked.
- Conveniently located, well stocked
- Cool, comfortable. Good selection of services.
- Courteous staff

- Covered needs/friendly staff
- Decaffeinated coffee at Mammoth and Canyon Lodge
- Decent food, not too expensive
- Did not need time to visit
- Did not participate this time
- Did not take away from views
- Did not use
- Did not use
- Did not use
- Did not use
- Did not use
- Did not use any
- Did not use much except bathrooms and gas station
- Did not use services
- Did not use them
- Did not use this time
- Didn't use any
- Didn't use any
- Dining at Old Faithful
- Dinner and Old Faithful Lodge
- Don't know
- Ease of access
- Easy access
- Easy access to food
- Easy access, convenient, variety
- Easy access, good value
- Easy access. Easy to find and parking readily available.
- Easy to find, clean and friendly
- Easy to get a quick lunch, nice selection at gift shops
- Employees were al helpful and friendly
- Employees were friendly - interested in people staying there
- Enjoyed Old Faithful lodge restaurant
- Enough and well spread in the park
- Enough commercial services
- Enough restrooms
- Every visit to Yellowstone, we enjoy the gift shops and ice cream. It's a tradition.
- Everything
- Everything
- Everything was fine
- Everything was fine. I was on a bus tour.
- Everything was well organized and tidy. The staff were very friendly and helpful.
- Facilities to rest, eat, etc.
- Filled up with gas. Bought two ice cream cones.
- Finding a restaurant over by Lake Grant and it was still open, no reservations. We could bring our kids and eat by the lake at sunset.

- Fine - people were nice and pleasant
- Fine dining at Grant Village Restaurant
- Fine dining restaurants
- Flushy toilets
- Folks were friendly, park rangers helpful
- Food
- Food
- Food
- Food
- Food and gas services
- Food and gifts
- Food and souvenirs
- Food at Canyon Restaurant
- Food excellent at Old Faithful and Mammoth
- Food in the restaurant was really good
- Food service
- Food service
- Food service
- Food service
- Food service
- Food services were good; clothing/souvenirs had good selection
- Food stores
- Food was better than expected and gift store prices better than expected
- Food was fast, hot, good
- Food was good
- Food was good at Old Faithful cafeteria
- Food was good, gifts were reasonable
- Food was good, restrooms clean, gift shops - awesome; people very nice
- Food, gifts
- Food, ice, etc. available in stores
- Food, restaurants
- Food/gift shops/restrooms
- Friendliness of people
- Friendliness of staff
- Friendliness of staff
- Friendly
- Friendly
- Friendly and available
- Friendly and fast service
- Friendly and helpful park workers
- Friendly employees
- Friendly employees
- Friendly lady at gift store
- Friendly people

- Friendly people
- Friendly people
- Friendly people and acceptable prices
- Friendly people, helpful and positive
- Friendly people, selection of souvenirs, cleanliness
- Friendly service
- Friendly service from people who are from all over the country
- Friendly service, clean restrooms, comfortable places to sit and rest
- Friendly service, lots to choose from, good products, information about park at each one
- Friendly staff
- Friendly staff
- Friendly staff
- Friendly staff members
- Friendly staff, good food
- Friendly staff, good food service and quality merchandise in gift shops
- Fuel stations - very clean!
- Gas and food available when needed or wanted
- Gas in the park
- Gas stations and gift shops
- Gas stations were helpful
- Gas stations, gift shops, grocery stores
- Gas stations, guest information
- General store
- General store at Grant Village
- General stores - lots of merchandise at reasonable prices. Great ice cream.
- Gift shop
- Gift shop
- Gift shop
- Gift shop
- Gift shop
- Gift shop
- Gift shop at Canyon Village
- Gift shop, ice cream sales
- Gift shop, Old Faithful Inn
- Gift shops
- Gift shops
- Gift shops
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- Gift shops
- Gift shops
- Gift shops
- Gift shops - selection and availability
- Gift shops and restaurants, Old Faithful Inn
- Gift shops and stores
- Gift shops for clean restrooms
- Gift shops had good quality
- Gift shops had nice variety, lots of restrooms
- Gift shops nice
- Gift shops reasonable prices and variety
- Gift shops stocked very well. The staff friendly and helpful.
- Gift shops were fun to browse
- Gift shops, lodging
- Gift shops, selection, prices
- Gift shops, service stores
- Gift shops/sporting goods store
- Gift store
- Gifts available were fun
- Gifts shops

- Gift shops
- Good
- Good choices, nice atmosphere
- Good food at your restaurants, good service by all your staff
- Good food variety and prices. Wonderful quartet at Yellowstone Lodge.
- good locations
- Good number of restrooms in park
- Good price, good quality, nice customer service
- Good selection of products, food, etc. at stores
- Good selections
- Good to have available if needed
- Good value
- Good variety and selection; hotel had very friendly and was clean
- Good variety, fresh fruit
- Good, friendly service. No long lines.
- Grand old hotels, history
- Grant Village store - reasonable prices and some fun stuff for the kids
- Great choice in gift shops
- Great village restaurant was good
- Grocery stores need more items
- Guided fishing
- Hard working and pleasant
- Helpful attendants in merchandising
- Horse riding
- How clean and in good repair everything was
- I like that they are concentrated in small areas and blend in well (not an eyesore)
- I liked the rustic feel of the restaurant and gift shops
- I liked to be able to buy frozen buffalo meat
- I loved the gift shops and stores. I loved the ice cream.
- Ice cream
- Ice cream
- Ice cream
- Ice cream
- Ice cream
- Ice cream
- Ice cream at Mammoth Hot Springs
- Ice cream cones - great, big
- Ice cream shop
- Ice cream, gift shops at Canyon and Fishing Bridge
- Ice cream. Canyon's gift shop better lit than Fishing Bridge's. Staff are friendly.
- Information desk at Mammoth Hot Springs
- It is helpful to have these services readily available
- It seemed to be enough and located around the park
- It was adequate

- Just that services were available, even if expensive
- Kids loved gift shops
- Kind people
- Knowing a meal/gas/supplies/rest stop were within easy driving distance after a rigorous hike
- Lake Hotel - facility was wonderful and the dining room is the only one I recommend. The Snow Lodge is pretty good too.
- Large selection of gift items
- Like books related to area and history and non-tacky gifts
- Like the sustainability of Xanterra - great recycling, great Mammoth store
- Liked having post office available
- Liked it all
- Lines moved fast for food
- Lobby of the inn
- Location
- Location and service provided
- Locations
- Locations
- Locations
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging
- Lodging - Fishing Bridge
- Lodging - its location and simplicity
- Lodging - restaurants - gift shops
- Lodging (Old Faithful Inn)
- Lodging and gift shops
- Lodging, food, and gift shops, scenery
- Lodging, restaurants
- Lodging, restaurants, gas stations, all convenient
- Lodging/gift shops
- Lodging/restaurants in the park
- Lots of choice
- Lots of different places, reasonable quality
- Lots of great gift shops. Good restaurants.
- Lots of items in gift shops

- Loved the amount of books and choices in the gift shop
- Mainly the cleanliness
- Mammoth dining room, Grant Village dining room were awesome
- Mammoth dining room's menu and wine list
- Many gifts to pick from. Well laid out, fair prices, fresh vegetables and fruit for sale, and pre-made sandwiches.
- Maps marked where they were
- Met needs
- More than enough of them
- Most of the employees were quite friendly
- Most restaurants nicely accessed - Roosevelt, Old Faithful
- Most were courteous. Clinic excellent.
- Multiple gift shops
- New visitor center at Old Faithful was nice
- New, well-merchandized, friendly employees
- Nice and neat
- Nice buildings
- Nice campgrounds
- Nice gift shop
- Nice gift shops
- Nice people
- Nice people working in all areas
- Nice selection
- Nice selection of gifts
- Nice variety and range of prices
- No opinion
- No opinion, food was fine and price reasonable
- Not bad parking
- Not horribly overpriced
- Not too many, clean, nice architecture, fits into landscape
- Nothing - well, maybe Wilcoxson's ice cream
- Nothing in particular
- Nothing special
- Obviously apparent
- Of course, the gift stores
- Offered a good selection. Friendly staff.
- Old Faithful inn
- Old Faithful Inn - good deli and ice cream shop
- Old Faithful Inn is beautiful. Wish we could have stayed there.
- Old Faithful Inn was historic
- Old Faithful Inn, Mammoth Cabins, eating at Tower-Roosevelt, gift shops in Gardiner, Yellowstone Institute, Old Faithful area, and at Grant
- On-site (inside park) lodging
- Only made one commercial stop
- Only used gas station

- Only visited restaurant and gas stations. Both were adequate.
- Organized, clean, satisfactory
- Our guide, Betty and Doug, on the Photo Safari were wonderful
- Overwhelming variety of gift shop choices
- Packed due to season, but seemed fine
- Park rangers very professional
- Parking was convenient
- Personnel were amenable to help
- Plenty available
- Plenty of them, helpful staff
- Politeness
- Prices at each location were static - not in competition with each other but not unreasonable
- Prices at souvenirs reasonable
- Prices were much more reasonable than expected; we were amazed at the lack of "theme" park inflation
- Quality of food and stores
- Quality of food, variety of gifts
- Quality of gifts at Lodge gift Shop and authenticity of shops/buildings to area
- Quality of lodging
- Quality, friendliness
- Quick help at Lake Hospital emergency room
- Ranger museums
- Readily accessible (several locations)
- Readily available
- Reasonably priced gas
- Reasonably priced, did not feel gouged
- Recreational access
- Renting a Grady with Lainy as our guide/fishing and horseback riding at Mammoth
- Restaurant
- Restaurant
- Restaurant
- Restaurant
- Restaurant and gas station
- Restaurant at Old Faithful Lodge
- Restaurant food
- Restaurant, historic lodge, Old Faithful
- Restaurant/food
- Restaurant/food service, gift shops
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants and gift shop
- Restaurants are great

- Restaurants at Lake Lodge
- Restaurants were good
- Restaurants were nice, and for the most part, reasonably priced. Really liked Roosevelt restaurant.
- Restaurants, especially Yellowstone Lake hotel and Grant Village Restaurant
- Restaurants, food
- Restaurants, food
- Restaurants, food
- Restaurants, food
- Restaurants, food service
- Restaurants, food service. Lake House is our favorite.
- Restaurants: setting, food, service. We would have enjoyed staying in hotels in the park but no room available.
- Restrooms
- Restrooms and gas available when needed
- road conditions - restroom facilities, food service
- Roosevelt Lodge dinner, Canyon's breakfast at counter, visitor centers
- Rustic atmosphere, easy to locate
- Rustic looking, fit in with surrounds
- Sales
- Scenery
- Scenic drive
- Service and food quality/value at Lake Hotel restaurant
- Service friendly
- Service in the park was excellent. Staff was helpful and courteous. Facilities were clean, well maintained.
- Servicemen at Canyon gas station were friendly and helpful
- Services
- Services close together was convenient
- Services were easy to get to, very friendly staff
- Services were readily available. Lots of options for restaurants and grocery.
- Shops
- Shops
- Shops and restaurants
- Showers
- Soft serve ice cream at Old Faithful
- Solitude and trail quality
- Staff was friendly and helpful
- Stamping passport
- Stores
- Stores
- Stores
- Stores
- Stores
- Stores
- Stores

- Stores
- Stores - good ice cream
- Stores in every village was really enjoyable
- Stores were good
- Tasty ice cream
- That there was a good number of services available
- That there were plenty of services throughout the park
- That they are there and available
- That they were available
- That they were available
- That they were available
- That they were available at all
- That they were available in case of need
- That they were there
- That they were well staffed, and clean restrooms
- That we could get a cabin at short notice
- The accessibility
- The availability and quality of ice cream was very good
- The availability of services in general. Not too many commercial places everywhere yet enough to satisfy our needs.
- The best part about the commercial services was their locations. They were practically everywhere.
- The buildings were all fairly clean and looked pretty new
- The bus tours of the park
- The campsite just a short trail walk to the lake. The store at Grant Village. The showers.
- The customer service was very good. Everybody was friendly.
- The entire visit was wonderful and exceeded all out expectations
- The food and variety of gifts and souvenirs
- The food at the Canyon Village cafeteria was excellent
- The food was good. Souvenir shops had a wide selection.
- The gift shops/stores and then the restaurants. We looked at lodging, but did not stay in the park since it was full. Lodging was beautiful.
- The historic buildings at Lake Village
- The history
- The many gift shops with many different items to see
- The nice employees
- The people. Most (only one exception) of the food service were awesome, nice, efficient
- The rangers and all personnel welcoming
- the restaurant at Mammoth Hot Springs
- The restaurant at Mammoth Springs was outstanding
- The settings/atmosphere
- The variety of food services and gift shops
- The visitor centers were great
- The Visitor's Center at Old Faithful interactive science displays
- The wide selection of books and apparel
- There were too many opportunities to shop

- They are there if needed
- They were available when needed
- They were nice and were fast service
- They were not overly done - they were reasonable and just where needed - not too commercial - excellent quality
- They were not too far and few
- They were offered throughout the park and the staff were friendly
- They were so clean
- They were there if we needed them
- They were there when we needed them
- Thought the room in Grant Village and the food was better than expected
- Variety
- Variety
- Variety
- Variety
- Variety and affordability. Great kids menu.
- Variety and convenience of gift shops
- Variety and quality of products, good service
- Variety at Canyon Village, Mammoth, and Old Faithful
- Variety at gift shops
- Variety in gift shops. The ice cream at Canyon.
- Variety of menus in restaurants
- Variety of souvenirs - good range of prices and good quality. Not all tourist.
- Variety, mid-priced
- Variety, prices in NYP shops
- Very clean
- Very clean and easy to find and use
- Very convenient
- Very friendly, great ice cream
- Very helpful personnel, clean restrooms
- Very little gas was a lot more inside NP. People were less than nice. Clean out, start over, this happens when a commercial service has been there for too long.
- Very nice, clean, quiet lodging
- Very well run - efficient, good
- Visitor center and gift shop
- Visitor centers
- Visitor centers, yellow bus classic Yellowstone tour
- We appreciated the amiability of the staff and the large choice of products in the gift shops
- We bring our own food - rarely ever use the over-priced services
- We did not like them. Did not like Xanterra. Better when National Park Service run.
- We did not use any
- We didn't use any except for the restrooms
- We didn't use any of the services except restrooms were very clean, especially in Old Faithful
- We didn't use them
- We had a lot of stores to pick from



- We had a very nice lunch
- We had needed trans fluid, it was available
- We liked that the buildings looked nice and blended in with the environment
- We liked the cabins' cleanliness and the waitresses' friendliness
- We loved the showers and front porch at Roosevelt Lodge
- We prefer the old architecture found in places like Old Faithful and Roosevelt
- We try to visit every year and are happy with the services
- We visited the gift shop, watched the movie in the auditorium. All very good.
- Welcoming staff
- Well cared for, clean
- Well located
- Well organized, clean and tidy
- Well organized, great variety of goods, welcoming environment, clean restrooms
- Well run, good selection
- Well staffed, friendly, fairly upscale
- Wide variety of products
- Wonderful gift shops! Only ate at one restaurants, but it was very good.
- Would have liked to use bathroom at Mammoth, but no parking
- Yellowstone general stores run by Delaware North/Madison Campsite

**Question 23b**

On this visit, what did you and your personal group like least about the commercial services (lodging, restaurants/food service, stores, gift shops, medical clinics, gas stations, etc.) in Yellowstone NP?  
(Open-ended)

- A bit expensive
- Accommodations/lodging not available
- All good
- All good
- All lodging inside Yellowstone was by reservation - we did not have one. We wanted to stay one night in the park.
- All lodging was full - booked
- All okay
- All sites in all major campgrounds were reservable
- All the cars stopping in middle of road to view wildlife
- All was fine
- At the campground, hosts are not always helpful
- At times very crowded shops, etc.
- Availability of campsites
- Bad food
- Bas prices
- Bathroom facilities
- Bathrooms
- Bathrooms and the cost of a bag of ice
- Besides Rough Rider cabins - why don't you have cabins in \$40-70 range like Glacier hiking cabins
- Bike rental - my bike's seat bolt snapped off - had to walk back and really didn't see all I wanted to - Old Faithful
- Book selection better at Grand Teton. Craig Thomas Discovery and Visitor Center.
- Buildings needed updating/renovation
- Busy
- Cafeteria (price)
- Cafeteria at Canyon, food at Canyon
- Cafeteria food
- Cafeteria food was BAD! Old Faithful Inn stay was very disappointing.
- Camp sites at Fishing Bridge need a little care - electric and bigger
- Campground bathrooms and crowded sites
- Campgrounds fill very quickly
- Campgrounds were always filled up. They should be larger or more of them given the size of the park.
- Camping
- Camping - need more
- Can get crowded
- Can't say we disliked anything other than no cell phone service
- Can't think of any
- Canyon Lodge
- Canyon Village Campsite - campsites too close together

- Chairs (stools) in coffee shops at Fishing Bridge very uncomfortable
- Choices were limited in terms of range available of grocery items
- Closing times were too early
- Congested parking
- Cost
- Cost
- Cost
- Cost
- Cost - we're a captive audience in the park and have to pay the prices
- Cost of food at restaurants, lack of towing when RV broke down
- Cost of items
- Cost, overpriced
- Costly
- Could not get lodging in Yellowstone - none available
- Could not get reservations at Old Faithful inn
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded
- Crowded people between aisles
- Crowded, but not unexpectedly
- Crowded, tight spaces in shops/stores
- Crowded, uneven quality of food services
- Crowding
- Crowds
- Crowds
- Crowds
- Crowds
- Crowds
- Crowds
- Crowds
- Crowds, lines for restrooms
- Crowds, too many
- Did not use services, except to purchase gifts
- Did not use this time
- Didn't like the yellow color they painted the Yellowstone Lake Hotel and cabins - that does not fit the landscape

- Difficult to know where the nearest gas station or restaurant was until seeing a sign a few miles before it
- Difficulty in reserving lodging within park
- Directional signs at the airport
- Dirty restrooms, food just ok, too expensive
- Diversity of food selection - more ethnic foods
- Don't know
- Driving at night very hard to read signs
- Employee attitudes at some Xanterra facilities
- Everything was correct
- Everything was fine, other than the fact that things were much too expensive compared to what they are really worth
- Excessive prices caused us not to use them
- Expense
- Expense of food
- Expensive
- Expensive
- Expensive
- Expensive
- Expensive
- Expensive products
- Expensive room rate at Grant Village Lodge
- Expensive, but understandably so
- Few restaurants, few facilities like showers, etc.
- Food
- Food
- Food
- Food
- Food
- Food - always felt like we were eating fast food. Want one or two sit down meals with vegetables.
- Food - got old very quickly. Very plain, ordinary, fruits and vegetables overcooked
- Food and service was terrible. Xanterra should be removed from providing services.
- Food choices/quality
- "Food not listed on map except in Mammoth and Old Faithful."
- Food poisoning from stagecoach cookout! Vomited 21 times!
- Food prices
- Food quality
- Food selection is limited if I don't eat meat
- Food service - Old Faithful Inn - very overdone - vegetarian choices - humble
- Food service at Canyon Village
- Food service crowds
- Food services
- Food services waiters not attentive
- Food services were very busy
- Food supply, only fast food or too expensive, no breakfast with cereal supply

- Food was expensive for the and not many choices
- Food was not as tasty as it could have been
- Food was not good in cafeteria
- Food was not good. I heard other visitors with the same opinion.
- Food was overpriced, understandably
- Food was terrible institution food
- Food wasn't great. We didn't have one good meal and decided to eat outside of park because of our experiences.
- Food, no availability of lodging (all booked out)
- Gas - too expensive
- Gas price was too high
- Gas prices
- Gas prices
- Gas station
- Gas station, even though we didn't use due to the expensive price
- Gas station, needed more restroom capacity
- Gas stations
- Gas stations
- Gas stations
- Gas stations
- Gas stations
- Gas stations
- Gas stations
- Gas stations too expensive
- Gas stations were way overpriced
- Gas stations, I purchase my fuel before entering YNP because of price
- Gas stations, restaurants
- Gas too high
- Gas was a little expensive
- Gas was expensive and there wasn't much choice in restaurants
- Gas was too expensive
- Gas was too expensive inside the park
- Gas way too expensive
- Generally good all around! No problems really.
- Gift shops
- Gift shops
- Gift shops
- Gift shops
- Gift shops had so many things made in China. Would have liked to see more local or USA products.
- Gift shops overpriced for the value
- Gift stores were disappointing for kids. Need more original products.
- Gifts made in China
- Grant Village Lodge room bathrooms need to update so they feel cleaner
- Greeters or assisting people milling about would be helpful

- Groceries were extremely high priced and not much choice. Grand Teton prices were much less and greater choices.
- Grocery stores
- Grocery stores close too early and did not have that information
- Hard to read some of the wooden signs after sunset - they need white paint refreshed
- Have no complaints
- High gas
- High prices
- High prices
- High prices
- High prices
- High prices and too many people
- Higher prices
- Hot. Ice cream was a popular commodity. Hard to get to.
- Hotels were expensive
- How much food was - to make and eat - food was expensive
- I wish the lodging wasn't as expensive
- I would like a few more restaurants
- I would like to see the cafeteria (al a carte) style restaurants at other areas of the park
- In summer parking can be a problem - next visit will be September
- In the cabins at Lake Village they made just one bed, the other not
- It was all very nice
- It was crowded
- It was well organized for such a busy place. We found the geysers fascinating and all the services quite comfortable and convenient
- Lack of availability of lodging; wanted in park lodging but not available
- Lack of campgrounds
- Lack of cell phone service in certain areas
- Lack of cell service
- Lack of discounts for senior citizens and military personnel
- Lack of information re: time and location of Catholic mass
- Lack of rooms in park
- Lake Hotel Annex building was unappealing
- Lake Village services closed in early morning
- Large groups of people, busy
- Limited hours - open only at 7am
- Limited selections
- Line ups
- Lines (it was summer)
- Lodging
- Lodging
- Lodging
- Lodging - small rooms, hot and only one bedroom
- Lodging at Grant room A 227
- Lodging inside park was all full

- Lodging is hard to find without early reservations. Food is very overpriced and hard to accommodate dietary allergies.
- Lodging not safe to walk to restroom in dark
- Lodging reservations - should be entirely online including cancellations making rooms available
- Lodging seemed very expensive!
- Lodging, campsite
- Lodging, gas station
- Lodging, restaurants were expensive for basic food
- Lodging, while adequate, needs improvement
- Long lines, costly water at food service spots. Shirts for kids were poor quality and shrank excessively when washed.
- Long waits for food
- Looked for purchase of large extension cord, couldn't find one
- Looks outdated
- Loss of historic concessions that for decades were part of the Yellowstone National Park existence
- Loved everything!
- Made in China souvenir
- Made the park very crowded
- Mammoth Grill Seating (not enough), need more recycling bins
- Mammoth Hot Springs main dining room needs improved accessibility and restroom access
- Mileposts inside the park would be nice
- Minimal draft beer selection
- Need more bathrooms, kept cleaner with better toilet paper dispensers
- Need to post ingredients - one member allergic to peanuts had asthma attack after eating ice cream
- Needed a few more sandwich options (i.e. veggie)
- Needed more knowledgeable guide on commercial boat tour
- Nice in cabin
- No available lodging
- No calamine lotion
- No cell phone service
- No complaints
- No complaints
- No complaints
- No complaints about anything
- No complaints on anything listed above
- No dislikes
- No espresso in the park despite sign on building! Food could have been better, tastier, healthier, nicer presented
- No fresh vegetables
- No hot water at the campground. no clear description of where the lakeside grill restaurant was or how to access it.
- No internet, cell phone service and no cable or regular TV
- No lodging available
- No lodging available, very expensive
- No overnight parking at Old Faithful

- No place for RV
- No problems
- No soft ice cream
- None
- None
- None
- None
- None
- None
- None
- None
- None
- None
- Not at every "village". No food at Norris, for example.
- Not being able to dine at the Mammoth Hot Springs Restaurant
- Not enough bathrooms or picnic tables on the road from Cooke to Mammoth
- Not enough buildings
- Not enough camping
- Not enough camping sites available tat are non-reservable for large RV's
- Not enough choices for grocery shopping
- Not enough diversified sandwiches and food - no salad offering
- Not enough healthy food chains
- Not enough lodging
- Not enough parking
- Not enough restaurants
- Not enough restrooms along the roads
- Not enough showers
- Not enough showers for campers
- Not many food options - maybe vending machines are needed for snacks
- Not much found for lower price souvenirs and food
- Not much lodging for campers. It was full and could not get in.
- Not used
- Not very many shops
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing
- Nothing



- Nothing
- Nothing - maybe gas prices a bit high
- Nothing - they were just fine
- Nothing noted
- Nothing, we liked everything
- Nothing. Some bathrooms had line-ups.
- Only used food, restaurants
- Operating hours 9 am - 8 pm; better would be 8 am to 9 pm
- Our room at Old Faithful Inn faced out to the main entrance and was noisy
- Over crowded
- Overcrowded
- Overpriced
- Parking
- Parking
- Parking and traffic flow bad, almost dangerous at bottom of large falls and near gift shop
- Parking issue
- Parking lots were poorly laid out
- Parking was congested, but found availability ok.
- Paying extra for showers while staying at Fishing Bridge
- Poor design of showers at Roosevelt
- Poor food, not open early enough, high gas price, full campgrounds, crowded campgrounds, barren campgrounds, lack of adequate # of lodging and campgrounds, dead mice smell in several facilities
- Poor groceries. Every shop sells the same stuff.
- Poor signage
- Poor value
- Poorly kept campsites, advertisements that featured Xanterra made it seem one was in Xanterra land not Yellowstone.
- Price
- Price
- Price
- Price
- Price - everything was way overpriced
- Price fixing of gas in West Yellowstone
- Price of gas
- Price of gas
- Price of gas and some food
- Price of gas very high
- Price of gasoline
- Price of lodging
- Prices
- Prices
- Prices
- Prices
- Prices
- Prices

- Prices
- Prices
- Prices
- Prices (groceries, lodging)
- Prices (lodging)
- Prices are high
- Prices for food and souvenirs are too high, especially for families on a budget
- Prices of gas and food were high
- Prices seemed high
- Prices varied on same item in each location
- Prices were a little high
- Prices were high
- Prices were high for food
- Prices were higher in commercial store as they did not accept Yellowstone Association discounts
- Prices were higher than normal
- Prices were slightly high
- Prices were too high
- Pricing between stores next to each other
- Pull out for trailers were close to the road
- Quality and especially variety of the food. Good food equals expensive, affordable equals bad.
- Quality of food
- Quality of food for price. Hotel room for price. Insufficient handicap spots.
- Quality of food poor. Better than old days, but a long way to go.
- Remove plates and trays to trash bins after meals
- Restaurant at Old Faithful
- Restaurant food service
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants
- Restaurants - too late for breakfast, too early for lunch
- Restaurants should offer a lower priced option
- Restaurants, food
- Restaurants, food service
- Restaurants, food service
- Restaurants, food service
- Restaurants, table tops were dirty
- Restaurants/ food services. We got food poisoning at Canyon Deli. You owe us 170.91.
- Restaurants/food service
- Restaurants/food service
- Restaurants/food services
- Restrooms
- Road signs

- Road surfaces around Canyon Lodge were terrible - so many potholes
- Roads need widening and improving
- Roads were sometimes confusing - Old Faithful area
- Room at lodge was not ideal
- RV parking
- RV parks
- Same food at most areas
- Same stuff year after year
- Sanitary facilities at the campground were ridiculously inadequate
- Service in some restaurants
- Service station hours were short; lack of cell phone service
- Service was slow at restaurant
- Small in size
- Smaller restrooms were really disgustingly dirty
- So many foreign people
- Some food was not very good
- Some of restaurants are pretty dismal - 70's style dark decor - no good coffee anywhere
- Some prices seemed excessive
- Some restaurants not open for lunch
- Some restrooms, restaurant
- Some stores had very limited selection of take-out food/groceries. Lodging was full so we could not stay in the park.
- Some were very crowded
- Some things were closed a little early
- Sometimes slow service
- Sometimes very busy
- Stairs
- Store too small, too many people
- Stores
- Stores
- Stores are all the same
- Stores were too expensive
- Stroller rental would have been nice, more parking in Mammoth Springs
- Telecom infrastructure
- The attitude that they owned the park instead of the USA people
- The bathrooms were messy
- The cabins at Canyon Village need repaired and updated
- The cost
- The cost of commercial services were high, but it was expected
- The expense of souvenirs and food
- The food choices at the restaurants need to be changed to less "formal"
- The food service at Mammoth Hotel was disappointing. A little more variety on food offerings throughout.
- The lack of internet, cellphone signal
- The ladies room at Roosevelt in the main building needs a couple more stalls

- The language barrier between us and the food service workers at Lake Lodge
- The lines
- The lines were a little long
- The Old Faithful burger joint
- The park is increasingly expensive and less affordable
- The price was a bit overrated
- The prices are too high
- The prices of everything too high
- The pull offs on the roads need to be repaired and Canyon Village at Mt. Washmore
- The quality of the food in the restaurants was average
- The restroom facilities at the restaurants were minimal - not enough stalls
- The rude Xanterra staff
- The selection of food choices, needs more variety and fruits
- The waiting time for food in the restaurants
- Their existence
- There could be more variety of restaurants
- There was nothing that we had a problem with
- There was nowhere to stay
- There was the same thing in all of the stores
- They are expensive
- They are expensive and the selection is poor. Cooke City (which seems to be as remote) has a better selection and prices in their little general store.
- They were full
- They were perfect as-is
- Thought restaurants quite expensive and seemed to be serving similar food
- Tight camping area
- Toilets are okay but visitors dirty it
- Toilets need to be cleaned on regular basis
- Too crowded
- Too crowded
- Too crowded
- Too crowded
- Too crowded in gift shops
- Too expensive
- Too many gift shops, cafeteria at lake quite expensive for quality, wish we had known about snack bar option
- Too many gift shops, etc., too crowded
- Too many other people
- Too many unnecessary plastic products, e.g. bottles, cups, etc.
- Tow service is a monopoly
- Traffic
- Traffic
- Unable to obtain lodging in the park - not pet friendly
- Unaffordable lodging
- Unclean bathrooms, high food prices/poor quality

- Used them all very little - no opinion
- Varied tax rates at different locations
- Very expensive overall
- Very high standard
- Waiting at west gate since prepaid lane was closed
- Waitress service - slow
- Washrooms are either outdated or too scarce, hate the potties
- We are a family of 5 so at least one child had to sleep on the floor. Lack of cots was disappointing.
- We couldn't stay long
- We couldn't use camping because there was not enough spaces
- We did not use any
- We didn't like how we were camped so close together at Fishing Bridge
- We enjoyed picnicking, but were hard-pressed to find shaded picnic areas
- We found nothing to complain about, except lack of cell service in some areas, but that was not a problem
- We liked it all
- We needed much juice to drink, packages were too small.
- We should have been advised that ordering off the menus vs. buffet would be a much, much longer wait, i.e., 25 minutes or more!
- We were disappointed in the limited access in the Tower Falls area
- We were missing a normal grocery for shopping regular food as in Grand Teton
- We were there around noon, it was hard to get something to eat
- Wish more restaurants
- Worried a little about finding gas
- Would have liked more food options
- Would like a variety of buffalo meat beside ground. Maybe steaks?
- Xanterra website is no good, too crowded

**Question 24**

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

- \$25 is too much of an entrance fee for a day trip. It would be nice to have a \$12-15 one day pass.
- A great park - true asset to the state and the nation
- A little road repair on Upper Terrace by Mammoth would be nice. Also, a map that has all the sights marked.
- All concessionaire employees should have a good command of the English language
- All employees were very friendly and helpful. Wonderful time our girls will remember for life. First really family vacation – wonderful.
- All flags on campers should be required to be taken down at night to preclude having to illuminate them, which disturbs others nearby.
- All lodging was sold out - all four days
- All people attending to the public were very friendly, helpful, attentive and kind. Especially at gate entrances, food centers, lodging headquarters, and visitor centers
- All pull-offs not marked on maps; at first didn't know to ask for things available but not offered - e.g. day hike maps
- Allow personal selection of campsites
- Allow pets (on leash) on some park trails, not high use areas
- Always great, loved the re-growth of trees that had burned
- Amazing there is so little litter in areas with so much walking traffic. Also, speed limits were good; hardly any rude drivers
- Amazing, beautiful, wonderful family trip
- Amenities at sites, safety, roads and areas to pull off to view were great
- An amazing experience
- An enjoyable time was had by all. Roads in very good condition.
- An excellent experience
- Artist paint pots - bathrooms and more parking
- Norris Basin - more parking
- Better bathrooms in general
- As a biker (touring), larger or wider shoulder could be nice
- As always, I had a fabulous time!
- Aside from only seeing three elk and one buffalo, we really enjoyed our visit
- At night, signs on roads are difficult to read. Some small lighting or reflective paint may make them easier to read
- At the entrances more directional signage would be helpful
- Awesome
- Awesome
- Awesome. We loved the Junior Ranger program.
- Beautiful
- Beautiful and unique
- Beautiful as usual!
- Beautiful country
- Beautiful park. Hope it always stays protected! We had a good experience.
- Beautiful place

- Beautiful place, friendly park rangers, good value for virtually everything and everyone
- Beautiful scenery and plenty of wildlife to photograph. Wonderful weather. Park personnel very helpful and pleasant.
- Beautiful scenery, particularly waterfalls. Clean, well-maintained, good road access.
- Beautiful visit
- Beautiful, amazing park - keep it clean and usable for all the future.
- Beautiful! Traffic control was great and speed limits well posted.
- Beautiful! We would come again!
- Beautiful. Good use of tax dollars.
- Because we were traveling with our dog we did not experience as much of the park as we would have liked. If we return we will not bring a pet so we can do much more of the backcountry camping/hiking. It seems like the NPS is relying on volunteers more and more. We remember a time when there were more rangers, less volunteers. We recognize this is a funding issue and we support the NPS.
- Before you brought the wolves in I saw many moose, bear, elk etc. Now - nothing. That's why I won't spend a dime here, nor will any of my family, until you kill the wolves and let the moose come back.
- Better hiking guides and updated information on wildlife sighting
- Better promotion and description of day hiking trails to encourage usage. Enlarge parking facilities.
- Better restaurant cooks
- Biking made driving dangerous. Wish people would not be able to ride bikes in the park
- Campgrounds need to be improved and some of the roads. On previous visits we always enjoyed more presence of Park Rangers, this added to our feeling of safety
- Campgrounds too full, parking areas overcrowded, too primitive facilities like restrooms
- Can't wait to come back
- Cell service is needed to keep in touch with other visitors. Would love to have electric hookups so we could have stayed at Madison.
- Comment on Q11: don't care about cell phone or internet access
- Congestion in the parking area getting in and out of sightseeing areas (bus as well as cars)
- Continue preserving nature and wildlife. Good job.
- Crowded, but I would not want to jeopardize the integrity and true meaning of the park. I love the park.
- Data may not be 100 percent accurate as it was an unexpected side trip to our main trip to BYU-I and much of the data included includes money and nights spent there
- Did not feel safe not having access to cell phone
- Did not see very much wildlife, we were not camping so didn't have things prepared to stay in primitive cabin with no indoor toilet or shower - prices should have been cheaper
- Didn't expect so many burnt food. Mammoth Springs dried for over ten years, but not mentioned. Not as much wildlife as expected. Upper geyser was beyond expectations - brilliant.
- Disappointed. Yellowstone is too commercialized, busy, crowded, over used and camping was awful. Don't appreciate privatizing of services in our national parks.
- Don't think so. Pretty thorough survey.
- Door showers in campground
- Driving our motorhome around the park was easier than expected
- Employees at the backcountry camping offices were very helpful!
- Enjoyable. Some of the rest area services need to be improved-smaller units, too few, over used, smelly, etc.
- Enjoyed all of the park, scenery, animals

- Enjoyed it
- Enjoyed opportunity to stop and fly fish when we saw a good spot. Thanks.
- Enjoyed the guided tours, especially with Harlan Kredit. The park is clean. The rangers are very helpful.
- Enjoyed the wild life. Campgrounds clean
- Enjoyed visit - especially side roads to points of interest
- Enjoyed visit - one view was more spectacular than the previous. Magnificent!
- Enter park too late
- Entrances open too late in the am so revenue is lost, entrances are inadequately staffed. We were treated rudely at south entrance by harried man working. Tent camping should not be allowed. Host at Pebble Creek doesn't take bears seriously enough. He rode around on bike telling people to come see the bear and people ran through camp towards bear's location. In morning I had a grizzly (I am familiar with bears) 40 feet from camper. I told host who was not concerned. After fatality last year where we camped last year and the fatality and attack this year it is time for things to change.
- Every ranger and other employee whom we encountered were very, very pleasant and helpful. Thank you, we love the National Park Service.
- Every time I visit, I am saddened by how much more crowded things are becoming
- Everything was fine. Facilities were clean. I will come back one day. I had great holidays. Sightseeing was great. Pictures were very good. Food in cafeteria was also very good. Thanks again.
- Excellent care of park. Well maintained.
- Exceptional trip - loved every minute
- Fair warning should be given regarding some of the lack of shoulders when driving along steep cliffs, i.e., the NE loop. I became anxious and my kids were afraid. I would have preferred my husband drive the route.
- Fantastic park, but crowded!
- Fantastic place - Old Faithful Inn is a gem. Thank you to the National Park Service for making the park so accessible, yet preserving it. It made a very favorable impression on two teenage girls. Thank you.
- First time and really enjoyed ourselves. We will be back in the future.
- Food service at lodges/restaurants was expensive and average to poor. Cell coverage was very poor.
- Geysers and hot springs were amazing. We would like to have seen some more wildlife, but didn't allow enough time for hiking and getting to quieter spots.
- Granddaughter's first visit. Enjoyed hikes. Will stay in the park next time so we are not so rushed. Will be back sooner than 22 years that passed this time.
- Great family vacation
- Great good time, mild weather
- Great other than the bathrooms and the cost of a bag of ice
- Great park
- Great park, would visit again. Friendly personnel.
- Great park. Very clean and staff helpful.
- Great place would like to come back in spring
- Great place!
- Great rangers! Really enjoyed with them while hiking/walking on boardwalk at hot springs
- Great stay as usual - very, very busy this season
- Great trip, would do it again



- Great trip! Would love to come back!
- Great vacation
- Great visit, took Xanterra tour with Janice and Geoff (super tour guides)
- Great website. Need better traffic control at wildlife jams.
- Had a great time!
- Had a lovely time. Loved the Wolf and Bear Rescue Center in West Yellowstone.
- Had a wonderful time and are looking forward to next year's trip
- Had a wonderful time. Grand kids (ages 6 and 9) thoroughly enjoyed Junior Ranger program - looked forward to the learning experience each day.
- Had the best malt ever at Lake Village soda fountain and a beautiful hike up Elephant Back Trail
- Hard on car brakes
- Hard to communicate with each other - little cell phone access
- Having a 10 year old with us it would have helped if we received a brochure of specific children's programs when entering the park. Programs were good but not discovered until reading after first day.
- Having hand sanitizers in outdoor restroom was great
- Hiker/biker campsites at Old Faithful
- Hot boiling springs - no high water. Why not open?
- I am not sure we would return - too many people, like Disneyworld
- I am old school. A park purist - from the old days. You would not (repeat: not) like my answers
- I appreciate the desire to make the ecology pure, but do not go so far as to allow such a buildup of predators (grizzlies and wolves) that people will not be able to experience the park in the wild in the future
- I enjoyed that there was a guest photographer at one of the gift shops
- I enjoyed what I saw; I will need to plan ahead and spend more time as our trip was a spur of the moment idea
- I go there to see a world that doesn't exist anyplace else I see. The animals and scenery are fantastic.
- I grew up picnicking in Yellowstone and it was fun to introduce my grandson to it for the first time
- I think some parking lots need to be expanded or monitored. We had to circle around in the Artists Paint Pots four time and still couldn't park our RV. All the cars took RV spots and blocked areas, which made it very difficult to turn. We couldn't fit into many handicapped spots, either.
- I think you should have more electric and water hookups for campers other than Fishing Bridge RV Park. Get rid of Xanterra.
- I very much appreciated the narrow roads (no shoulder), made me feel to be really inside the park, not driving through
- I was not able to find a single room for even a single night in any of the Yellowstone lodges through Xanterra. AAA travel told me this was because rooms were bought up and sold on EBay. I started looking 7 months before my trip.
- I was not pleased that your form is identified back to my name and address and I considered not sending it to you
- I was very disappointed because we thought we would see more animals
- I wish I would have known which landmarks smelled bad, so I could avoid them. I would have also liked more advanced "pit" toilets in some locations.
- I would have liked more information on hiking trails - where they were, difficulty and length
- I would like to have more trees on campgrounds and less rain and more service, free showers, more animals

- I would like to know which hikes we could take our 8 year old disabled child in a 3-wheel stroller. We have done Harlequin Fairy Falls, Lone Star, the Boardwalks. We'd like to know more options.
- I would like to see the forest areas better maintained - the government made a grave decision on how they did not manage the Pine Beetle - Shame on you!
- I would like to thank all of the hard workers that build and maintain the walkways and stairs so that we can enjoy so much of this incredible place. All of the workers everywhere should know how much we appreciate all of their hard work - thank you!
- I would love to camp inside the park, but I need electric service. I breathe with a CPAP machine. Would love to see full hookups.
- If staying at Fishing Bridge, showers should be included. Make other outside campers coming to site pay.
- Inadequate restrooms on geyser basins, viewing sights, rest stops, pullouts, etc.
- Incident at Canyon Corral where wranglers ran 1/2 dozen bull bison through crowded parking lot. Very dangerous to people in parking lot. Wranglers were irresponsible!
- Increase the efforts to control the Lake trout population in Yellowstone Lake - and who is responsible
- Information from park rangers on different places was very appreciated.
- It is a beautiful part of God's creation. If you can't see God in Yellowstone NP, you won't see Him anywhere.
- It is a beautiful place
- It is beautiful - a picture every place you look
- It is beautiful. We hope we could have more time.
- It is hard to get a campground site even if you are already in the park and it is early in the morning
- It is very clean! Everywhere are restrooms, enough parking, mostly enough parking along the road, personnel in the gift store was very slow
- It seems like a lot less animals. I like to see a lot of animals when I come. Better street signs at Mammoth Hot Springs area.
- It was a brief drive through
- It was a good trip
- It was a great experience!
- It was a great park to visit, but at times it just felt so cramped because of the multitudes of people
- It was a most enjoyable and satisfying trip to see this part of God's creation; please don't let commercialism ruin it
- It was a wonderful experience. The park is well maintained and we really enjoyed the wildlife!!
- It was a wonderful trip for my wife and me as we hosted our grandson. It was great that the NP made visits to most of the sites available.
- It was a wonderful visit. We enjoyed the wildlife, but when it came to communication, it was frustrating.
- It was a wonderful visit. The bathrooms in the Grant Village Lodge could use some updating but just to make them feel cleaner, e.g. new grout at sinks.
- It was awesome, we love Yellowstone!
- It was awesome. One member took an independent study class from San Diego State University and the information in visitor centers and boards was informational and helpful. Information was presented at a reasonable level for all members to enjoy and learn.
- It was beautiful as always
- It was beyond expectations. The views, the animals, the roads.
- It was difficult to find lodging inside and outside the park.
- It was fantastic
- It was fantastic. One of the greatest places on earth. Ranger programs were great.

- It was great
- It was great fun
- It was great. I've waited 45 years for this experience and it was well worth it. The wildlife abundance is indescribable.
- It was one of best places I've even visited in my life. My family and I really enjoyed our brief visit. We want to return again.
- It was particularly difficult for us to find a hotel near the park. The only one hotel we could stay in was far from the park and too expensive for the quality of service provided.
- It was the first time we have been there and I loved it. My kids 15 and 11 enjoyed. We hiked Mount Washburn and hiked in the Tetons. I wish we could go back soon.
- It was very beautiful and enjoyed very much
- It was wonderful. I am considering applying to work in Yellowstone National Park next summer. If not work, then visit again.
- It was wonderful. The park is very clean and beautiful. The animals are fantastic. We will be back.
- It would be great if we could have gotten a map prior to getting to the park - better to plan maps are available online - but they are not the same
- It would be helpful to say in the brochure the best location to see animals, best view of Fall - for example which gives full view of Fall - you could have picture and say "view from "x" point". I missed seeing a full view of Yellowstone Falls - couldn't tell which overlook.
- It would be nice to provide free wheelchair for elders
- It'd be great if there were more animals and less people
- It's a great park
- It's a unique and marvelous place. Well sign posted, good parking and helpful guides/rangers.
- It's beautiful and breathtaking, even at its busiest. Lots to see and do. Would like to see some type of eco-friendly public transport offered from West Yellowstone.
- It's beautiful! I want to return before it goes super-volcano!
- It's great and we keep coming back
- Just a very enjoyable visit. We will be back.
- Karen was our "yellow bus" tour guide and she was excellent
- Keep the park location areas as is. Do not add or develop more. We loved the wildlife in the north and the geysers and quiet in the south part of park.
- Keep up the great work - I'll be back
- Liked the information that was given out when we first came into park. Loved the kids programs, need more of them.
- Locations need more specific description for emergencies
- Love camping at Bridge Bay with our group (have for years), but issues with the staff need to be addressed. Considering staying in West Yellowstone in future.
- Love it
- Love it
- Love the place
- Love the recycling. Limit noise levels of motorcycles. Why no campground at Old Faithful? More bicycle friendly (safety). Can you please limit the buffalo traffic control? Put up signs saying "viewing of wildlife prohibited from the road." Clean up the burnt trees.
- Loved how well the park was maintained
- Loved it and would like to go back. For children spotting animals was the most fun. It would be helpful to have more rangers with scopes.
- Loved it! Hope to be back!!
- Loved it. Back soon.

- Loved overall. Would like to see more casual coffee/sandwich places with fresh, high quality ingredients - less frozen/fried foods.
- Loved the park - amazing place. Admission charge is almost too reasonable - i.e. \$25 per week. I think \$2 per person per day would be fair and raise more revenue for park. Only service that was overpriced was Yellowstone Lake scenic tour. Should be about \$6-7 per person, not \$15.
- Loved the park and natural beauty, very clean, friendly folks to help
- Loved the thermal features and wildlife
- Loved the trip
- Loved visitor centers, ranger talks in the evening and drive along north rim; can't wait to come back with older kids and do more hiking
- Maybe, if you can organize trail (hard one) with rangers, because on our own is very hard because of the wildlife. So, we just did small trail.
- Missing signs announcing picnic area or other places ahead of time
- More benches and rails on boardwalks and trails, rides to the geysers that were far away at Old Faithful, and more notices on estimated Old Faithful times.
- More detailed maps on website on hiking and attraction areas.
- More hotels
- More restrooms in visitors areas like Old Faithful away from visitor centers, especially geyser and lake areas. Great area to visit - commercial services are well suited - do not detract from natural areas. Food choices good- local and fresh very important
- More than Old Faithful needs to be advertised. The canyon area was awesome and I didn't know anything about it until I started researching for trip.
- Most of my visits are short because I love so close, but occasionally stay at Cooke. I think YNP is a fabulous place, somebody does a good job taking care, Thank you.
- Most time hiking. Awesome.
- My friend from New York City was totally amazed. She loved all of it. We also had a great visit, but come several times a year.
- My husband and son thought the stagecoach tour was lack luster. All the bear warnings scared me to death - on our next visit I would stay at a lodge or hard-sided camper
- My husband grew up in Idaho and had never been to Yellowstone until this visit. He is now 63 years old. He loved it. We will be back soon, hopefully.
- My interest was in collecting every available passport cancelation. Hard to identify every possible location. Need a clear and accurate published list. West Yellowstone and Mammoth had differing lists. Other places had none.
- My wife and I are former employees returning for a visit after many years
- Need better restrooms at Tower
- Need better signage prior to the area to avoid fast breaking on roadway!
- Need more lodging closer to park entrance. Too much difficult driving involved.
- Need more parking
- Need more parking at Old Faithful
- Need more picnic areas. Need more parking at attraction sights. Signs and maps need to match.
- Need more picnic tables at pull-offs. Need more pull-offs for people viewing wildlife - caused some long traffic delays.
- Need to have more local and made in the USA items in gift shops
- Need to have more motels and good restaurant inside Yellowstone Park, like Mammoth

- Need to rent small scooter, jeep, etc., so people don't have to drive expensive gas motorhome all through the park. Gas was very expensive to go back and forth. I made reservation at Grant Village was nice, but for the early arrival had to stay outside the park. Also, wish you would rent scooters so motorhomes don't have to drive everywhere.
- Need to repaint directional signs
- Need to ticket cars parked in bus parking spots
- Need to widen roads to have a small shoulder on each side. Next time we will stay in park and not in nearby towns. Just too far to drive.
- Needs to be protected as a wonder of the world!
- Next time I would know what tours are available. We wanted to go on a tour, but it was booked up and we were not able to go.
- Nice job on Gibbon Falls. Mammoth needs better food, facilities. Nice job on roads - they needed it. Pave the Canyon Parking Lot, please. What are you planning for the old picnic area below Gibbon Falls? It's weird.
- Nice park
- No complaints, our visit was amazing as it always is
- No place to have a picnic unless you sit in the car. Provide better restrooms and picnic tables for visitors. No place to enjoy the park with a picnic lunch. Much better in for forest for creature comforts.
- None of signs in Canyon area say "Lower Falls" or "Grand Canyon of the Yellowstone." The sign "North Rim Drive" doesn't tell feature seen.
- Nope. All in all it was fantastic!
- Not at this time
- Not enough law enforcement or interpreters' presence. So incredibly beautiful.
- Not enough parking at Old Faithful and the Paint Pots
- Not possible to get a sleep place arrangement even 3-4 months ahead
- Obviously, we like coming to YNP or we wouldn't have visited about 1/2 times
- One in our group was very upset that the fishing in rivers was only for fly-fishing. Seems unfair.
- Other drivers were dangerous with sudden stops and pulling over quickly because of scenic views or animal sightings
- Other national parks should be so nice
- Our first trip - I don't know why we waited so long - see you next year. Would like to work one summer there when I retire. Thank God for the men who had vision and set all of this aside for America.
- Our guide/driver Melanie was excellent, very knowledgeable, accommodating, cares about Yellowstone. Foreign tourist were very noisy and rude should be given a list of common courtesy rules.
- Our vacation to Yellowstone was on of the top two vacations I/we have ever been on
- Overall a wonderful trip we will remember forever!
- Overall, great trip
- Overall, with the number of people going there, you do a heck of a job. Beautiful scenery.
- Park rangers and other staff were all very nice and knowledgeable. I hadn't been to Yellowstone since I was a kid and forgot how much there was to see and do. Next time, we'll plan a longer trip.
- Park rangers very kind considering ignorant people to deal with
- Park was beautiful. Animals were fantastic. Hotel facilities in and around park are prohibitively expensive and require "much" planning ahead of time.
- Park was crowded and overused. However, protection of features and wilderness areas was very good.

- Parking at Geysers very poor for motorhomes
- Parking at old Faithful was crowded and confusing. Thanks for all the clean restrooms. We loved the hiking and animal viewing; however, crazy people parked in middle of road to take photos.
- Parking seemed to be worse this trip compared to previous visits. Also, seemed to be more RVs and trailers.
- Parking with RVs is difficult. Parking lots are missing and if available, then often used by other vehicles. Shuttle buses like in Glacier National Park would be helpful.
- Pave all the turnouts! Gravel doesn't get it, too unsafe for motorcycle use
- People are dangerous because they are always unaware that the park is a "wild" place and not a zoo
- People need to know that the best time to visit is in the middle of the week
- Personnel at Canyon Camp office didn't tell me I could reserve campsites in other areas. Wasted most of a day driving around looking for campsites.
- Picnic areas closed, no RV camping
- Plan to come back every 3-4 years
- Please develop good (multi-lingual) online information systems in the developed areas of the park
- Please do not add any more services or structures in the park. Please keep as primitive as possible.
- Please get more informative signs
- Please keep things the way they are - a minimum of biking, cycling, boating, climbing, etc., to preserve wildlife
- Please keep working on repairing the asphalt roads - I would be willing to pay \$5 more for this
- Please make a bike lane or put signs up that they must share the road with bikes
- Policy makes the park into a pseudo-wilderness. The parks history needs to be emphasized more. Humans make parks, not nature.
- Provide more information to uneducated visitors on wildlife - distance to stay away from, how to park when pulling over to view wildlife
- Public bathrooms at Upper and Lower Falls need attention
- Public outhouses were universally awful - dirty, crowded, urine on floor, etc.
- Put some fast food restaurants inside Yellowstone NP
- "Q 14 note: I am only giving expenditures for our visit to Yellowstone Park, not what we spent on our entire annual vacation to this area - that would be too time consuming.
- I love visiting Yellowstone - just had difficulty finding Morning Glory Pool
- "Q11: would like to have Asian vegetarian food available
- Yellowstone NP is not as well known in India, unlike Grand Canyon of Niagara; more publicity is needed"
- "Q3: Signs to Lower Falls inadequate, all others okay
- It was a wonderful visit! Rangers (met 2) informative and friendly. Only complaint - we had problems finding the Lower Falls - no signs on road, signs we did see were confusing"
- Quite beautiful. Put recycle bins close to trash bins. Need more handicap spots.
- Ranger-led programs and interpretive programs were excellent. Junior ranger program very well done. Have Wi-Fi at key facilities that can provide interpretive information via I-pad, I-phone application (in language of choice). Or use QR codes to allow visitors to pick up information that way.
- Rangers at both entrances were very helpful and professional
- Rangers doing an excellent job!!
- Rangers should be informed that there is a wheelchair access guide. Access guide could be improved to indicate where there are stairs, specifically as differentiated from steep or uneven ground.
- Rangers speak French, viewing wildlife, boardwalk/geyser basin

- Rangers were friendly and helpful; liked park so much, we went there on return trip, different entrances; will look into guided tour opportunities on next visit, not very aware of their availability, will check later.
- Really sad to see the condition of the Mammoth Cabins. Very upset about service and food at Mammoth dining room.
- Really, just the food needs improvement
- Recycling should be available everywhere there are trash receptacles. Ranger-led programs were great. We plan to return to YNP in a few years
- Residents close to park should receive annual pass and/or discounts. Restrooms were atrocious, littered with paper and trash.
- Road Scholar program (All park fees and accommodation/food covered by the purchased deal, except one day on our own)
- Road signs not big enough. Too few toilets in the restrooms. Had to queue for a long time.
- Roads are narrow and winding. We drove a Class A motorhome in and out of park. Very dangerous when bicycles are on narrow roads.
- RV parks cannot accommodate many large RV's. Roads are dangerous and many have no guard rails. Pullouts often drop off roadway due to repaving.
- RVs everywhere. Perhaps consider an alternative driving route for truckers/RVs.
- Saw wonderful things and had a fabulous time
- Scenery, wildlife, geysers, etc., made it a very nice trip despite poor value of services
- Shorten your Junior Ranger program. The exhibit Albright Visitor Center seems old. Update the video at Albright Visitor Center. Clean bathrooms.
- Signal Mountain Lodge needs to cut the grass/weeds around the cabins to diminish the overwhelming mosquito attacks once you walk out your door. You cannot even bear to be outside. No other area of the park was even close to this miserable.
- Signs for "public" telephones
- Some hiking trails need to be kept clear of fallen trees and overgrowth of bushes
- Some people cannot manage a week's trip - perhaps a one or two day options should be available
- Some sights had a Disneyland feel which we did not like
- Something needs to be done about people stopping in the road
- Spectacular scenery, etc. Clean, toilets excellent. Lack of wildlife! Would have liked to hire wheelchair at park entrance, or individual attractions.
- Surprised with power boats used inside this national park
- Tell people to bring binoculars and spotting scopes. Cafeteria selection and quality needs to be improved at Canyon.
- Thank you
- Thank you for all the volunteers who helped us have a great and safe trip
- Thank you for the junior park ranger activities and the attention the children get from the rangers. Our visit was amazing, we'll be back.
- Thank you. It was a privilege to visit such an amazing place.
- Thanks for asking via this survey - compared to visit last year, food was better at Lake Lodge this year
- Thanks, it was great
- The buildings in the lake area need a little updating. If I'm going to pay over \$200 a night its expected to be updated. Canyon cabins had a better presentation for less money

- The campgrounds were full, we could not use your services - GET MORE CAMPING SPACES!!!  
Need more parking. Signs further away from turns. Enforce parking rules. Cars took RV spots and parked on shoulders preventing other vehicles from driving on roads and getting to parking areas.
- The choices for food is really few though it's same as other national parks. Variety of foods helps us US national parks to improve much better. Choice: American, pizza, salad, sandwich.
- The covered wagon trip out to the cookout was SPLENDID! Otherwise it was just amazing natural wonders!
- The entry people could be more friendly. It sets a tone for the park.
- The experience exceeded our expectations. We will certainly come visit again. The only negative experience we had was using very smelly port-a-potties. Thank you.
- The fee for entrance is too high. Should be a one-day fee or pass.
- The fly fishing sport looked intriguing
- The guide should stop soliciting for tips at the end of the boat ride (scenic). You can place a box where the tips can be dropped.
- The lodging in the park was disappointing; clean beds but the cabins need to be modernized, renovated or new, 1950's condition
- The mainstays (Old Faithful, Mammoth Springs, Canyon Village, for example) were just the right amount of distance in between them to see great views and get to your next destination
- The national park service does a good job
- The park is beautiful. We love it.
- The park is fine. Cell phone range would be nice, though
- The park needs better restrooms at the campgrounds. Also, more showers and laundry facilities. Canyon needs an RV dump station, too.
- The park rangers were excellent. We were very concerned about the waste of plastic in hotels outside the park, e.g. plates, cutlery, Styrofoam cups. Yellowstone is world famous, so surrounding towns, e.g. West Yellowstone and Bozeman, should not be throwing away so much plastic. It's a bad look.
- The park was beautiful
- The park was very clean, but could use more signs telling of coming attractions
- The park was very clean. No television is a good idea. Please limit commercial services to those that exist now.
- The place is incredible. I will be back.
- The price and availability of food and lodging doesn't live up to Yellowstone National Park reputation
- The roads are inadequate for the traffic
- The roads are sufficient for travel, but not for random pull-offs to observe wildlife. Dangerous also, create traffic delays. Ironic.
- The Roosevelt Cookout/Wagon ride was the most enjoyable activity that we participated in! Very well done!
- The scenery coming into the northeast entrance and looping back to Cody was awesome. Very beautiful.
- The selection in Yellowstone groceries was inadequate and too expensive
- The three of us were on motorcycles and \$20 per person seems a bit high. If the three of us had been in one car, the cost would've been considerably less.
- The toilets were horribly dirty in the non-developed areas. We would have liked to know the animals' migration pattern so we could have seen more wildlife.
- The traffic congestion was at times overwhelming
- The Young Scientist and Jr. Ranger Programs were great! Park rangers were very, very good, patient and helpful! Learning about the Caldera was a lot of fun! Thank You!



- There are enough commercial services in the YNP - anymore will make the place too much like an amusement park - keep it wild
- There should be many more picnic tables available near Old Faithful. There is so much information available, but it was really not clear which site or outlook was where. Beauty everywhere. We had a wonderful time and love this national treasure.
- There's enough segregation problems without you putting people in that position with your questions
- Things I don't appreciate: dogs, bad drivers, tail-gaiters, speeders, people passing, need more traffic patrol. Things I do appreciate: your employees are friendly. Thank you.
- This is America - the language is English, don't try to change it
- This is the BEST park in the USA. We will be back next year with friends
- This was a wonderful experience. I will return to Yellowstone. I brought my grandsons and they loved it. I will bring my other two grandsons when they're older.
- This was an amazing place, very well sign posted with generous and kind staff
- Too many pets
- Took lots of pictures. Saw all wildlife, except moose. Fun trip.
- Traveling with 2 grandchildren, a great nature experience
- Try to keep/renovate the older buildings, add additional historical features. Campground at Bridge Bay (in the middle) could use more trees
- Upper terrace at Mammoth needs attention regarding road
- Very clean; beautiful; would like either cell phone coverage or emergency call boxes along the roads. More wayside rests with bathrooms.
- Very enjoyable
- Very enjoyable
- Very enjoyable experience. We loved the scenery and hospitality, and the wildlife.
- Very impressive
- Very impressive. Would love to come back and allow more time to see everything at a slower pace.
- Very nice trip
- Very well organized, educational. Easy to get around and get information.
- Visit to park was fun and relaxing
- Was great. Not as touristy packed as I thought it would be.
- Way too crowded. Too many giant camper buses. Limit number allowed in park at one time and limit size of vehicle allowed on roads. Need more buses like Glacier.
- We always have a great time! The cost of lodging has increased too much
- We are from the Netherlands and visit this park because we where curious about this park
- We are very proud of this park. We have brought youth here and other friends to see this wonderful place. Thank you. We will be back. God bless America and this great park.
- We brought our dog with us. Before coming we inquired on the website [www.ups.gov/yell](http://www.ups.gov/yell) and it stated that dogs were allowed on trail, but almost everywhere we went they had no dog signs. This was very misleading.
- We completely underestimated how long it would take to reach the various locations within the park, which meant we were unable to see as much as we planned - we hope to visit again someday
- We could have used restrooms marked on the map so we could plan ahead on longer drives
- We did a day hike from Biscuit Basin to the overlook and to Mystic Falls. The trail signs were not helpful, so we were, at times, guessing which path.
- We did not spend as much time in the park as we thought we would because there were way too many people. No place to park with the crowds.
- We did see a bear between Tower and Mammoth.

- We didn't have enough time to spend there, so we would like to come again sometime
- We didn't realize that it took so long to drive from point A to point B. This place is huge. Awesome. We thank God for making it and thank the National Park Service to preserve it.
- We drove through the park to Cody, WY. We encountered bicyclist on narrow roads, which impeded traffic, and motorists that obstructed traffic stopping in areas that were too narrow to allow passing.
- We encountered a ranger at a Dunraven Pass "bear jam" who handled the ever-increasing crowd with skill, patience and tact. Great guy - we were most impressed. Loved the park.
- We enjoy the visit. We are excited about the park. Thanks for all things. Keep it wild.
- We enjoyed it very much. Awesome.
- We enjoyed it. Forgot how big it is. Would like to plan it better personally to see all the sites.
- We enjoyed meeting and speaking with John Collins (maintenance department) at Yellowstone National Park
- We enjoyed our trips to Yellowstone. We appreciated how the trees are allowed to complete a natural cycle of a tree - birth to decomposition to return to the earth. The ranger explained it was better for forest. Even fire helps to open seeds to sprout.
- We enjoyed our visit
- We enjoyed our visit. The scenery was magnificent. Access was very good - roads and directions. Park personnel professional, friendly and knowledgeable. We intend to return.
- We enjoyed the improvements made to the park since our last visit 3 years ago
- We enjoyed touring the park!
- We experienced numerous cars stopping in middle of road to take pictures of wildlife. Also, lack of rangers keeping individuals and children safe and following rules.
- We feel that the National Parks are way underfunded by the federal government
- We felt some of the roads in the park could have been marked better. Road name signs would help. We went the wrong way at least twice.
- We felt waterfalls could be used to power electricity for the park. Generators could be hidden and never change the scenery.
- We go every other year - we used to camp with camper but couldn't afford gas so stayed at \$50 accommodations at Cody. More maintenance on facilities as some are run down
- We had a fabulous time. Sights were beautiful. We were fortunate to see a lot of wildlife.
- We had a good time. Wished we had seen more animals.
- We had a good visit, beautiful wildlife and views. It's regretful that not all visitors have the good behaviors/manners with respect to the animals and other humans.
- We had a great time
- We had a great time, saw a lot of wildlife. Kids learned a lot and had fun. So glad we were able to overnight in park.
- We had a great time! It was a treat to see a grizzly along with so much other wildlife
- We had a great time! Thanks!
- We had a great time. Traffic congestion and lack of ability to park was hard, but I wouldn't want more of that either. Nature is too beautiful to develop further. Overall, I thought that NPS did a great job balancing necessary development via park natural resources. There was also a lot of easily accessible with children and it was not that hard to get away from crowds once at a location.
- We had a wonderful experience and hope that more Americans start visiting Our Beautiful National Parks!
- We had a wonderful time again. Wish we could have seen more wildlife. Have to come earlier in year, or later.
- We had a wonderful time and are excited to return someday

- We had hoped to see more wildlife. We only saw a snake - not the park's fault. That's life.
- We happened upon a "Wolf Project" group, which was in the process of spotting a wolf. The next time we are in the park I will try to hook up with them earlier.
- We like the way to protect environments. Most of services are better than expected. It will be great to have Asian style food services or restaurants.
- We live 80 miles from the West entrance to the park so we have the opportunity to visit often. We love seeing the wildlife and the beautiful scenery - Don't change things
- We live in Livingston and have an annual pass, so questions like 9a - "Did you visit Old Faithful?" apply to some of our day trips, but not others. Sometimes we spend money in park but yesterday did not.
- We love and enjoy the park. It is difficult to secure desired lodging - we planned 9 months in advance.
- We love it all four seasons
- We love it. Go several times, except winter, a year.
- We love the Jr. Ranger program and the Young Science Program
- We love Yellowstone National Park and Grand Teton National Park. We love to animal watch, fish and hike.
- We loved it! The visitor centers are terrific.
- We loved our trip to Yellowstone and have told our family and friends that it is a trip they all should do
- We loved our visit and seeing the wildlife. Would love more shoulder areas on road to pull-off to see wildlife.
- We loved our visit to Yellowstone
- We loved the Junior Ranger program. You should collect on that service.
- We loved the Lamar Valley. Keep it undeveloped.
- We plan to return and spend much more time hiking and exploring
- We planned a small family reunion and chose the Yellowstone area because we had all wanted to go but had never been
- We read a lot about bears and what to do if we meet one, but we did not know what to do if we meet a wolf (and we did)
- We really enjoyed ourselves. Even though there are thousands of visitors, it does not seem like it. It is being kept natural.
- We really enjoyed the trip. Lots of beautiful sights and wildlife to view. Would love to do it again sometime.
- We saw 7 grizzlies. Rangers were there or arrived early to manage the bear jams, call back fisherman and observers in the area, and answer our questions in a pleasant and informative manner. Kudos to the park service.
- We saw lots of road maintenance with "loads" of stonework. Let's keep the park safe and beautiful without getting too gaudy. Keep it simple.
- We stopped at the south entrance and the gentlemen at the gate said I needed a new golden age pass. I had an old one with a wheelchair on it. It was a handicap pass. After leaving the booth I realized he gave me a regular golden age pass? What can I do about that pass?
- We stopped at the Visitors Center/gift shop by Old Faithful - wished the restaurant there stayed open later. Other than that we loved Yellowstone especially the scenery and want to go back.
- We think it is an awesome place and love driving and looking for wildlife
- We thoroughly enjoyed our visit and plan to come again
- We thoroughly enjoyed ourselves and plan on returning. We went on two Yellowstone bus tours - one with Nat from Pennsylvania and John out of Old Faithful lodge - both were excellent. Guides were informative, friendly, and you could feel their enthusiasm.
- We tried to get reservations 3 months in advance of our trip, however, no rooms were available

- We truly loved seeing all the scenery. We enjoyed seeing the animals, but wish we would have seen a wolf, black bear and moose.
- We went on a day hike to Heart Lake (7-28-11) and ran out of water. On the way back we met a female park ranger; she gave us her water and possibly saved us. We are very grateful and impressed by her actions.
- We were impressed by how organized and easy to maneuver the park is. Staff very friendly as well. We had a great experience.
- We were impressed with the beauty of the park. Impressed by geysers and warm springs.
- We were impressed with the Sunday morning worship service in Madison Campground. The Christian Ministry in the parks is a great college group of young people.
- We will return
- We will return - we had forgotten how long the drive is in the park - we were short on time and did not see/do much of anything
- We wish we'd had time to hike and stay all night there
- We wished we could have seen more wildlife. We had seen more on previous visits.
- We would have liked to have camped within the park, however, our RV could not be accommodated. Yellowstone should have a campground with full hookups and 50 amp service.
- We would have liked to rent a fishing boat, but \$50 an hour is ridiculous for a boat rental
- We would have liked to spend more time. We would also like to be able to swim in the rivers.
- We would like to see and know type of science and research on Yellowstone NP
- Temp of water of geysers, type of microorganism geyser's - like a Science Center
- We would need many more weeks to explore Yellowstone NP
- We, jokingly, say - You need to release the animals more frequently! We saw several elk and a few bison - but no bears, moose, or wolves on this trip! Rate the care and cleanliness of the park - A+++!
- We'll be back!!
- Website was poor for planning suggested routes, hot spots and lodging activities - follow Disney to help families
- Well, pleased with operation of park. Keep up good work.
- While I understand the number of visitors makes it difficult to take much time with visitors, many of the visitor center's staff seemed disinterested and curt. The wildlife brigade folks were impatient and rude. They would force cars to pass agitated bison that were in the middle of the road with a drop-off on the other side. One car was rammed and sustained damage.
- Wish there were more lodging in the park; everything was booked or too expensive
- Wish we had had more time
- Wish we had had more time to spend there. Were unhappy with dining room at Old Faithful Inn - not nearly the quality of Lake Lodge dining room
- With a minor key problem, all options were not presented to me. This is a noncompetitive contract and not helpful to consumer.
- With regard to my answer to question 25, everything was very good except the price of the food was too high considering the quality of the food and the restaurants closed too early
- Woefully inadequate parking available at Grand Prismatic, Black Sands and others in the Upper/Midway Geyser Basins
- Wonderful
- Wonderful
- Wonderful family vacation. Yellowstone National Park employees were friendly and helpful.
- Wonderful holiday!
- Wonderful park. Very nice and helpful rangers and other YNP coworkers. We'll be back!

- Would like you to consider overflow camping, perhaps in parking lots. We would have spent another day while in the park.
- Would love if the park opened up its cliffs to rock-climbing
- Would really like to see more accessibility in the form of footpaths (paved) in places like the lower falls. That wounded veterans miss out on this breaks my heart.
- Yellowstone has been in my vacation plans since 1992; the campgrounds have fallen behind. That is our park and efforts need to be made to meet the growing number of older campers. Electric sites would stop need of generators
- Yellowstone is magnificent. The greatest problem is the traffic congestion. Shuttle buses would eliminate animal injuries, congestion for photographic opportunities and pollution problems. Yellowstone would rate #1 for variety and diversity. I've been to about 30 parks.
- Yellowstone National Park does a wonderful job managing a huge volume of visitors. We enjoyed the many picnic pullout areas as we drove the park.
- Yellowstone National Park website not good. You need a "top ten things to see" link with pictures and maps of those places. Have a weather.com link. Your map should be more interactive so you can click on an area and see the nearby geysers, stores, visitor centers, etc.
- Yellowstone NP is a magical place for us. We just can't get enough of it. We arrived in June and will leave in October and return in January/February
- Yes, I remembered the eruption clock in Old Faithful Lodge from when I was eleven years old.
- Yes, the park seems to center now around motor homes, throngs of people and no longer the wildlife and land that it was originally set aside to protect. There needs to be more rangers to ticket speeders. That way more animals would be saved.
- Yes, we would like to know what is available to see at each location. No internet so we could not look up. Bought a CD/book with information but only a few places mentioned.
- YNP maps inadequate. Bought Trails Illustrated map, but still wanted more detail. No off-road bicycle trails. Traffic congested at most parking facilities
- YNP needs to be all Wi-Fi friendly, 3G friendly
- You need better traffic controls within Old Faithful site
- You need more RV camping sites with electric hookups
- Younger rangers are not as courteous or helpful as they should be. We were not aware of the many organized activities that are available in the park.
- Zero construction, roads were great



## **Appendix 1: The Questionnaire**





## Appendix 2: Additional Analysis

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

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

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

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

For more information please contact:

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P.O. Box 441139  
University of Idaho  
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Phone: 208-885-2585  
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Email: [lenale@uidaho.edu](mailto:lenale@uidaho.edu)  
Website: <http://www.psu.uidaho.edu>



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

There are several methods for checking non-response bias. However, the most common way is to use some demographic indicators to compare between respondents and non-respondents (Dey 1997; Salant and Dillman 1994; Dillman and Carley-Baxter 2000; Dillman, 2007; Stoop 2004). In this study, 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 different in terms 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. Proximity from home to the park

As shown in Tables 3-6, respondents and non-respondents were not significantly different in terms of group size, group type, primary reason for travelling to the area, and proximity from home to the park. The p-value for respondent/non-respondent average age is less than 0.05, indicating a significant difference 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 the 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 indicate younger respondents may be underrepresented but overall non-response bias is judged to be insignificant.

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