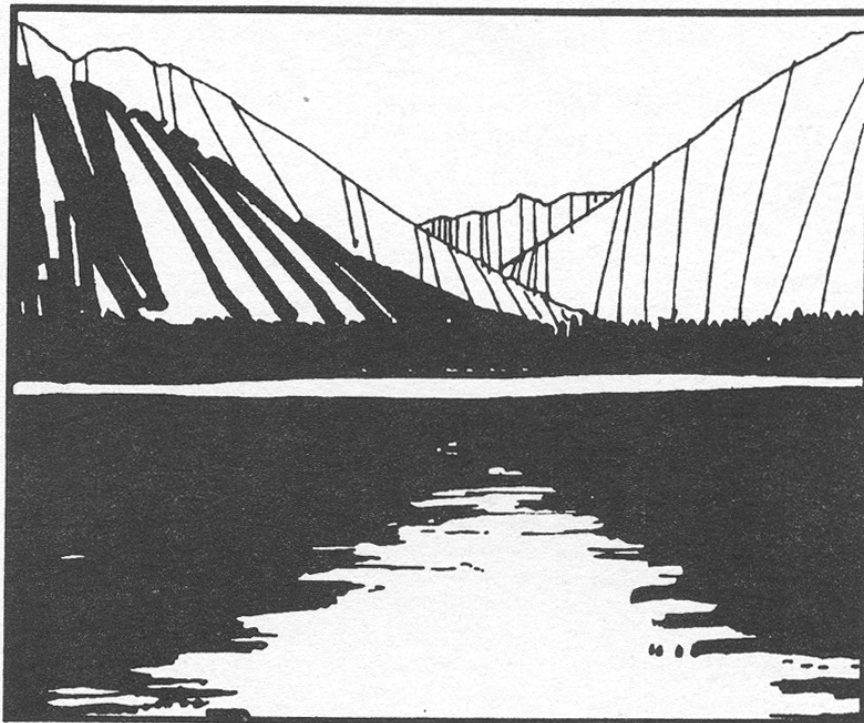


Visitor Services Project

Stehekin

North Cascades National Park

Lake Chelan National Recreation Area



Visitor Services Project Report 42
Cooperative Park Studies Unit

Visitor Services Project

Stehekin

North Cascades National Park

Lake Chelan National Recreation Area

Margaret Littlejohn

Report 42

March 1992

Ms. Margaret Littlejohn is VSP Western Coordinator, National Park Service based at the Cooperative Park Studies Unit, University of Idaho. I thank Karen Carl and staff at North Cascades National Park and Lake Chelan National Recreation Area for their assistance with this study. The VSP acknowledges the Public Opinion Lab of the Social and Economic Sciences Research Center, Washington State University for its technical assistance.

Visitor Services Project Stehekin

Report Summary

- This report describes the results of a visitor study at Stehekin during August 25-31, 1991. A total of 362 questionnaires were distributed and 299 returned, an 83% response rate.
- This report profiles Stehekin/Lake Chelan National Recreation Area visitors. Stehekin is part of the North Cascades National Park Complex and is referred to as "Stehekin" or "the park." A separate appendix has visitors' comments about Stehekin and their visit. A summary of these comments is included in this report and the appendix.
- Visitors were commonly families (61%); often in groups of two (42%) or four (22%). Forty-four percent of visitors were 31-50 years old. Most (68%) were first time visitors to Stehekin.
- Visitors from foreign countries comprised 1% of the total visitation. Americans came from Washington (65%) and Oregon (10%), with smaller numbers from other states.
- Fifty-seven percent of the visitors spent one day or more in the park. Most visitors went sightseeing (85%), visited the museum/information center (73%) and went dayhiking (53%). Stehekin Landing was the most visited site (94%) in the park, followed by Rainbow Falls (66%).
- Most visitors (93%) entered the park at Stehekin Landing. Many reasons brought visitors to the park, but most often identified was the scenery/natural setting (78%).
- The tour boats were the most frequently used arrival and departure transportation, with 97% of the visitors using one or both of the boats. While at Stehekin/Lake Chelan, visitors used the NPS shuttle bus (32%) and walking (29%) to get around.
- Over half of the visitors were aware of the shuttle bus (58%) and the camping (53%) reservation systems. Their most common sources of information on the reservation systems were friends/relatives, the Golden West Visitor Center and previous visits.
- The most used services were the Golden West Visitor Center, information from boat ranger, shuttle bus, free/sales publications and outside exhibits/bulletin boards. The shuttle bus, free/sales publications and information from Stehekin resident were the most useful services. Outside exhibits/bulletin boards and boat time program received the highest somewhat useful to not useful ratings.
- Most visitors (58%) stayed overnight in Stehekin/Lake Chelan NRA. The largest proportion stayed at the North Cascades Lodge cabins (40%). They made many additional comments.

For more information about the Visitor Services Project, please contact Dr. Gary E. Machlis, Sociology Project Leader, University of Idaho Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, Moscow, Idaho 83843 or call (208) 885-7129.

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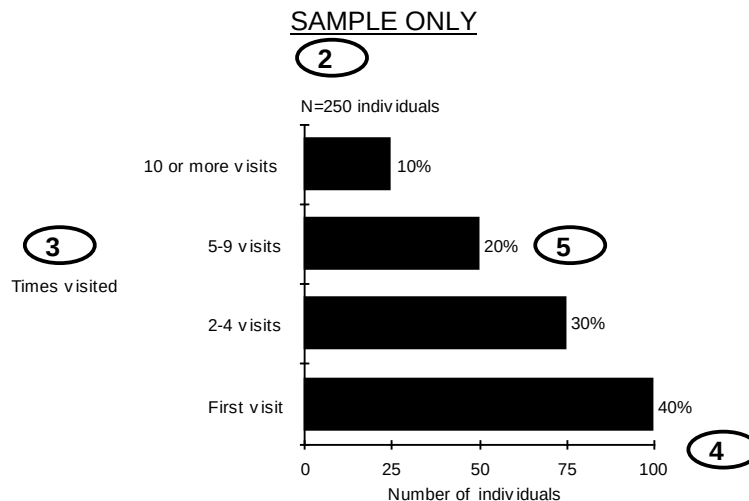
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INTRODUCTION

This report describes the results of a study of visitors at Stehekin/Lake Chelan National Recreation Area, part of the North Cascades National Park Complex (referred to as "Stehekin"). This visitor study was conducted August 25-31, 1991 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Cooperative Park Studies Unit at the University of Idaho.

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

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



(1) **Figure 4: Number of visits**

- 1: The figure title is a general description of the graph's information.
- 2: A note above gives the 'N', or number of cases in the sample, and a specific description of the information in the chart. Use **CAUTION!** when interpreting any data where the sample size is less than 30 as the results may be unreliable.
- 3: Vertical information describes categories.
- 4: Horizontal information shows the item number in each category; proportions may be shown.
- 5: In most graphs, percentages are included to provide additional explanation.

METHODS

General strategy

Interviews were conducted and questionnaires distributed to a sample of selected visitors visiting Stehekin during August 25-31, 1991. Visitors completed the questionnaire during or after their trip and then returned it by mail.

Questionnaire design and administration

The questionnaire design used the standard format of previous Visitor Services Project studies. See the end of this report for a copy of the questionnaire.

Visitors were sampled as they walked past either the main dock (in front of the North Cascades Lodge) or the public boat/plane dock just to the north of the main dock. Visitors were surveyed between 8:00 a.m. and 5:00 p.m., although the tour boats' schedules heavily concentrated visitors between the hours of 10:45 a.m. and 2:00 p.m. every day.

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

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

Data analysis

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

Sample size, missing data and reporting errors

This study collected information on both visitor groups and individual group members. Thus, the sample size ("N"), varies from figure to figure. For example, while Figure 1 shows information for 295 groups, Figure 3 presents data for 918 individuals. A note above each figure's graph specifies the information illustrated.

Occasionally, a respondent may not have answered all of the questions, or may have answered some incorrectly. Unanswered questions create missing data and cause the number in

the sample to vary from figure to figure. For example, although 299 questionnaires were returned, Figure 1 shows data for only 295 respondents.

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

Limitations

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

1. It is not possible to know whether visitor responses reflect actual behavior. This disadvantage applies to all such studies and is reduced by having visitors fill out the questionnaire as they visit the park.

2. The data reflect visitor use patterns of visitors to the selected sites during the study period of August 25-31, 1991. The results do not necessarily apply to visitors using other sites in the park or to visitors during other times of the year.

3. Caution is advised when interpreting any data with a sample size of less than 30, as the results may be unreliable. Whenever the sample size is less than 30, the word "**CAUTION!**" is included in the graph, figure or table.

4. Hikers, private boaters, private plane visitors or commercial plane passengers may have been excluded from this survey if they did not walk by the main boat dock in front of the North Cascades Lodge or in front of the public boat dock just north of the tour boat dock.

Special Conditions

During the study it rained on five of the seven days, which may have reduced the visitation during the week.

RESULTS

A. Visitors contacted

A total of 382 visitor groups were contacted; 95% accepted questionnaires. Two hundred ninety-nine visitor groups completed and returned their questionnaires, an 83% response rate.

Table 1 compares information collected from the total sample of visitors contacted and the actual respondents who returned questionnaires. Non-response bias was not significant, although respondents were slightly older than the total sample.

Table 1: Comparison of total sample and actual respondents

Variable	Total sample		Actual respondents	
	N	Avg.	N	Avg.
Age of respondent (years)	362	43.8	295	45.9
Group size	362	3.5	295	3.5

B. Characteristics

Figure 1 shows group sizes, which varied from one person to 23 people. Forty-two percent of Stehekin visitors came in groups of two people, 37% came in groups of three or four. Sixty-one percent of visitors came in family groups, while 20% came in family and friends groups, as shown in Figure 2.

Figure 3 shows a wide range of age groups; the most common were visitors aged 31-50 (44%), and children up to age 15 (16%). Most visitors (68%) were at Stehekin for the first time (see Figure 4).

Visitors from foreign countries comprised 1% of all visitation. Map 1 and Table 2 show that most foreign visitors came from Canada (67%) and Great Britain (17%). Map 2 and Table 3 show that the majority of American visitors came from Washington (65%), Oregon (10%), and California (6%) with smaller numbers from many other states.

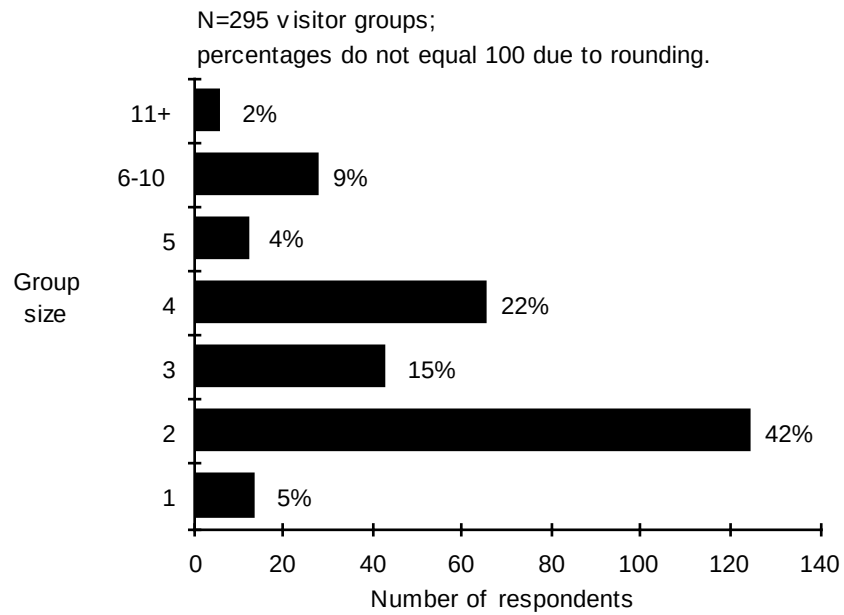


Figure 1: Visitor group sizes

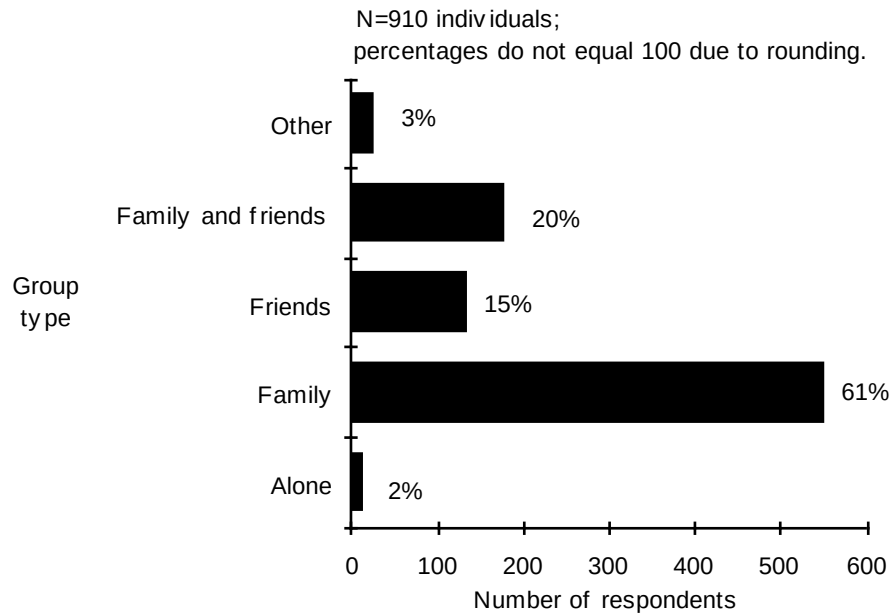


Figure 2: Visitor group types

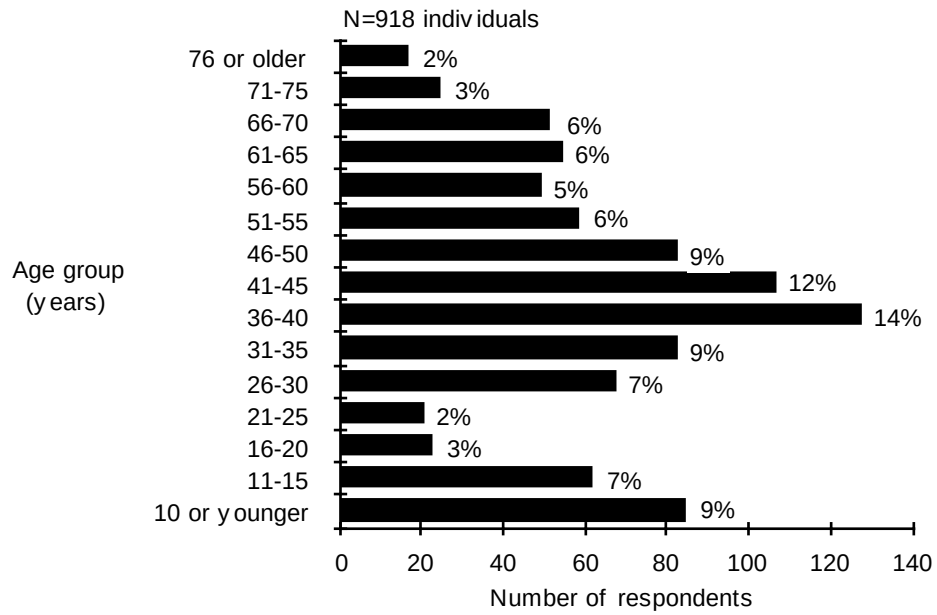


Figure 3: Visitor ages

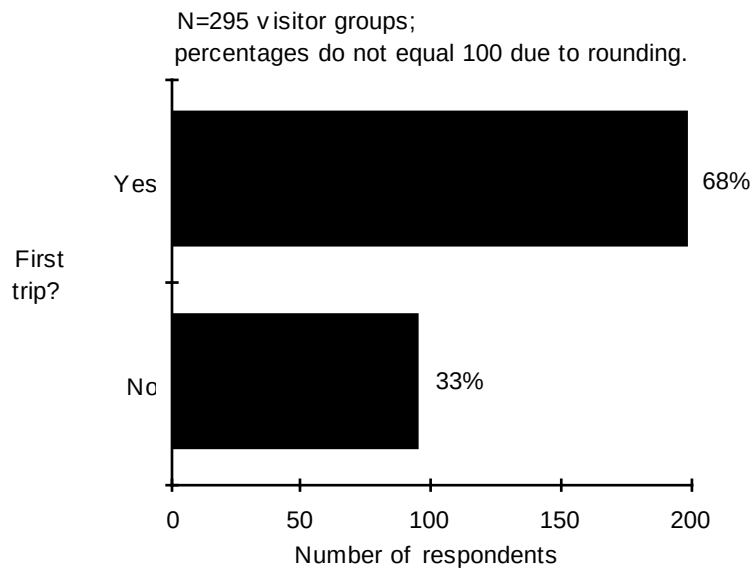
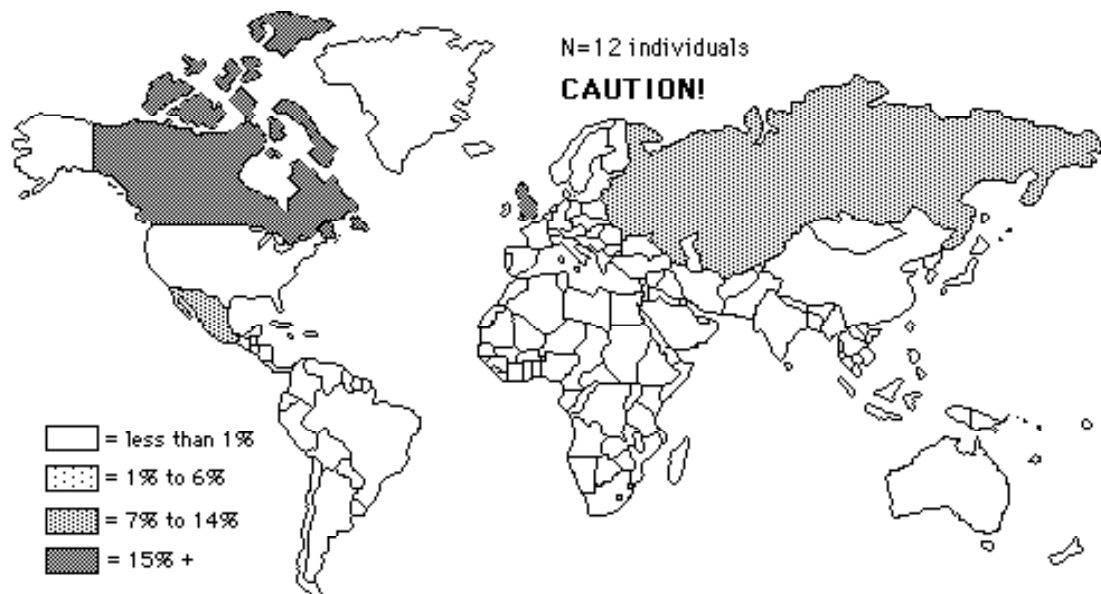


Figure 4: Number of first time visitors



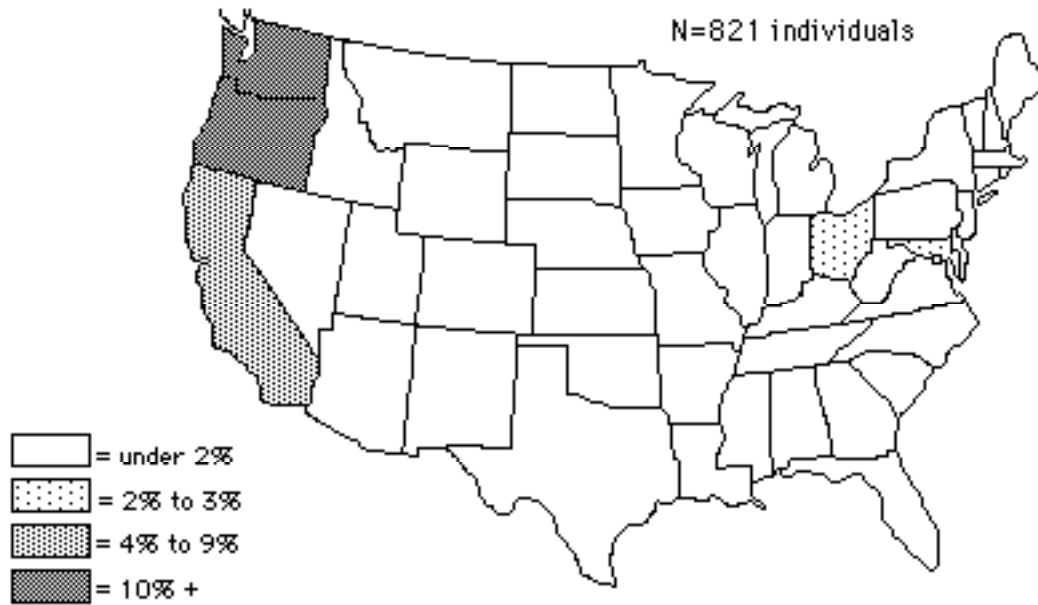
Map 1: Proportion of foreign visitors by country

Table 2: Proportion of visitors from foreign countries

N=12 individuals from foreign countries

CAUTION!

Country	Number of individuals	% of foreign visitors
Canada	8	67
Great Britain	2	17
Mexico	1	8
USSR	1	8



Map 2: Proportion of visitors from each state

Table 3: Proportion of visitors from each state

N=821 individuals;
percentages do not equal 100 due to rounding.

State	Number of individuals	% of visitors
Washington	543	65
Oregon	82	10
California	49	6
Ohio	15	2
Maryland	13	2
Florida	11	1
New Jersey	11	1
Idaho	1	
Illinois	9	1
Massachusetts	8	1
Minnesota	8	1
Michigan	7	1
Missouri	7	1
Oklahoma	6	1
New York	5	1
Washington, D.C.	5	1
Georgia	4	1
Montana	4	1
Texas	4	1
Virginia	4	1
Other states (9)	16	2

C. Length of stay

Forty-three percent of the visitors spent less than one day at Stehekin, as in Figure 5. Another 40% spent one to three days. In Figure 6, 39% of the visitors who stayed less than one day spent two hours. Twenty-six percent spent three to four hours.

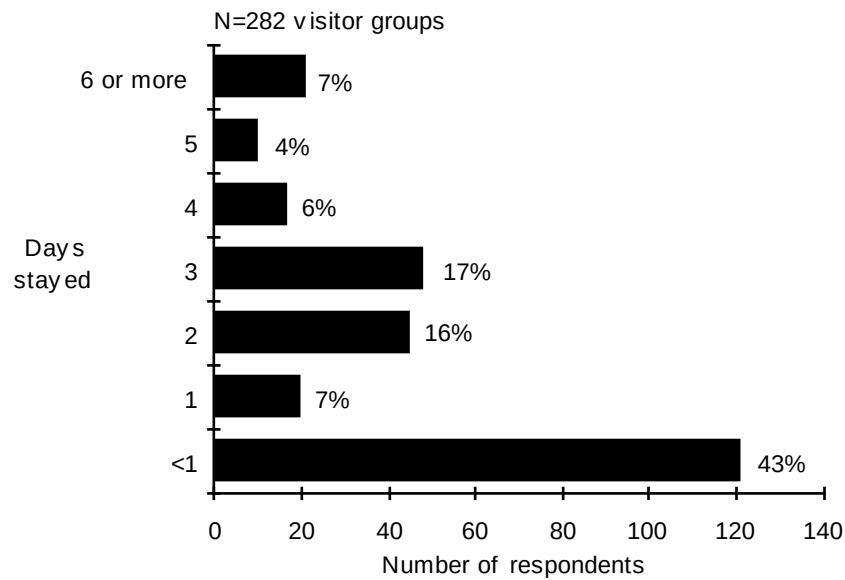


Figure 5: Length of stay by Stehekin visitors

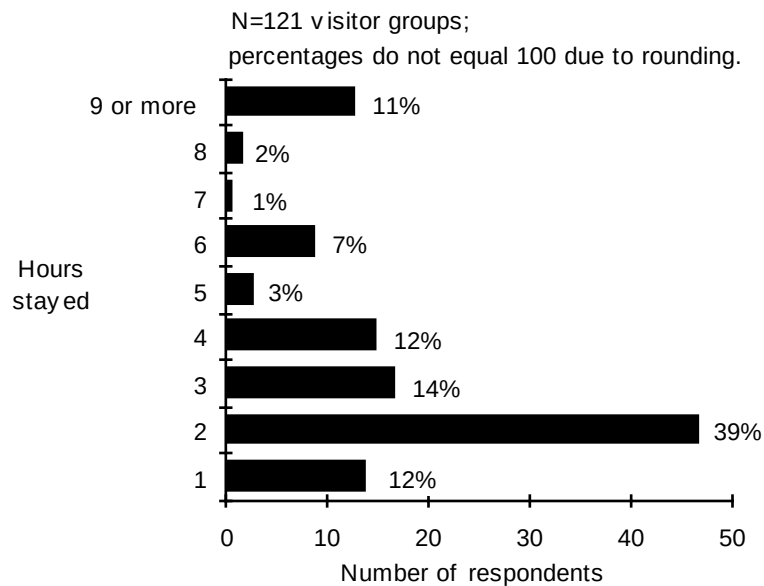


Figure 6: Length of stay for visitors who spent less than one day at Stehekin

D. Activities

Figure 7 shows the proportion of visitor groups who participated in each activity during their visit. Common activities were sightseeing (85%), visiting the museum or information center (73%), and dayhiking (53%). Almost one-third of the visitors participated in wildlife observation and photography (32%), and bicycling (30%).

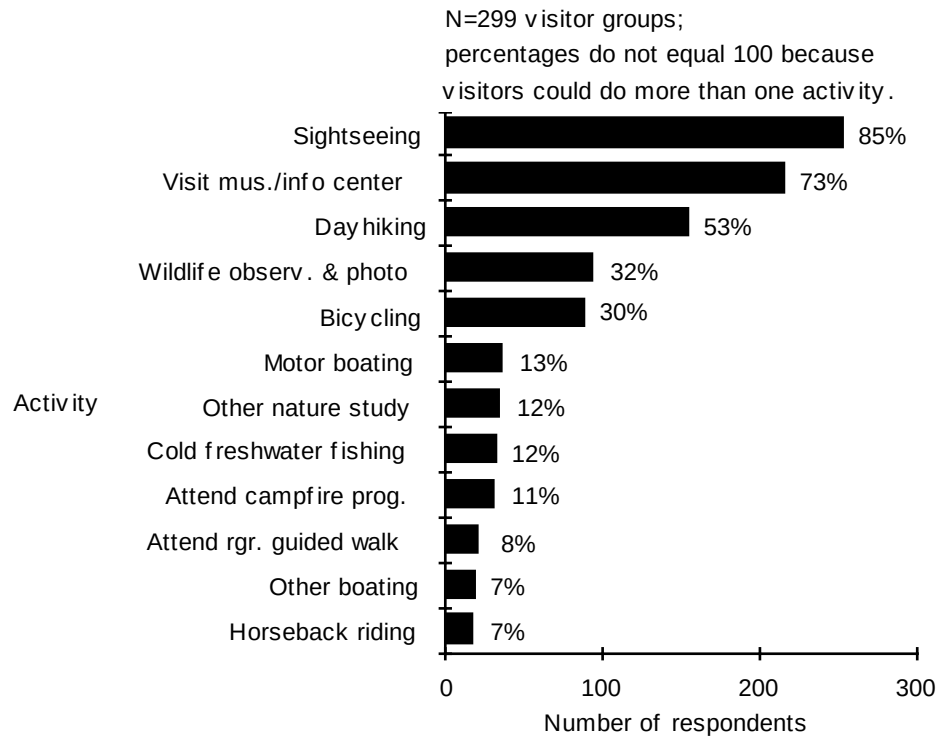


Figure 7: Proportion of visitor groups participating in each activity

E. Sites visited

Map 3 shows the proportion of visitors who visited selected sites at Stehekin. Most visitors went to Stehekin Landing (94%) and Rainbow Falls (66%). Twenty-five percent of the visitors listed other places they had visited as shown in Table 4. Map 4 shows the proportion of visitors who visited selected sites at the Stehekin Landing area. Most visitors went to the shops (84%) and the Golden West Visitor Center (75%).

N=299 visitor groups;
percentages do not equal 100 because visitors
could visit more than one site.

**Map 3: Sites visited in Lake Chelan National Recreation Area/North
Cascades National Park**

Table 4: Other places visited (not included on map)

N=89 responses

Stehekin Valley Ranch	13
Agnes Gorge	9
Cascade Pass	6
Purple Creek Trail	6
Bakery	6
School	5
Rainbow Creek Trail	5
Goode Ridge	4
Cascade Corrals	3
Coon Lake Trail	3
Holden	3
North Fork Trail	2
Cloudy Pass	2
Silver Bay	2
Flick Creek	2
McGregor Meadows	2
Pelton Basin/Basin Creek	2
Other places	14

Map 4: Stehekin Landing sites visited

N=299 visitor groups;

percentages do not equal 100 because visitors could visit more than one site.

Map 4: Sites visited in the Stehekin Landing area

F. Location entered

The majority of visitors (93%) entered Stehekin/Lake Chelan at Stehekin Landing (see Figure 8). Two percent of the visitors arrived at High Bridge and 4% arrived at other locations including Rainy Pass, Bridge Creek and several others.

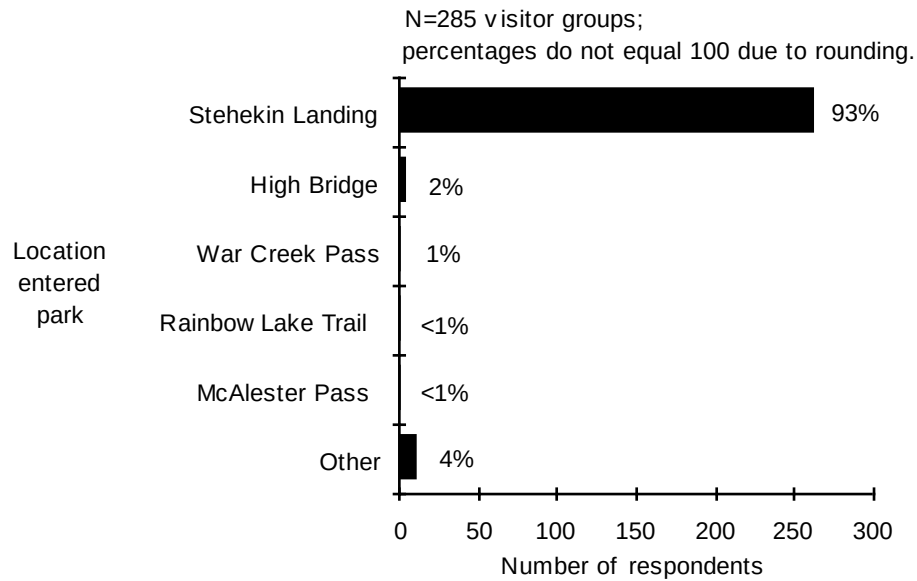


Figure 8: Locations where visitors first entered Stehekin/Lake Chelan

G. Reasons for park visit

Most visitors (78%) identified the scenery/natural setting as one of the reasons they visited Stehekin, as shown in Figure 9. Other reasons included solitude (44%), access to wilderness (37%) and wildlife (31%). Twenty percent of the visitors listed other reasons including visiting friends/relatives, checking to see if they wanted to spend more time there, curiosity, on a tour, hiking/camping, backpacking, Pacific Crest Trail access and several other reasons.

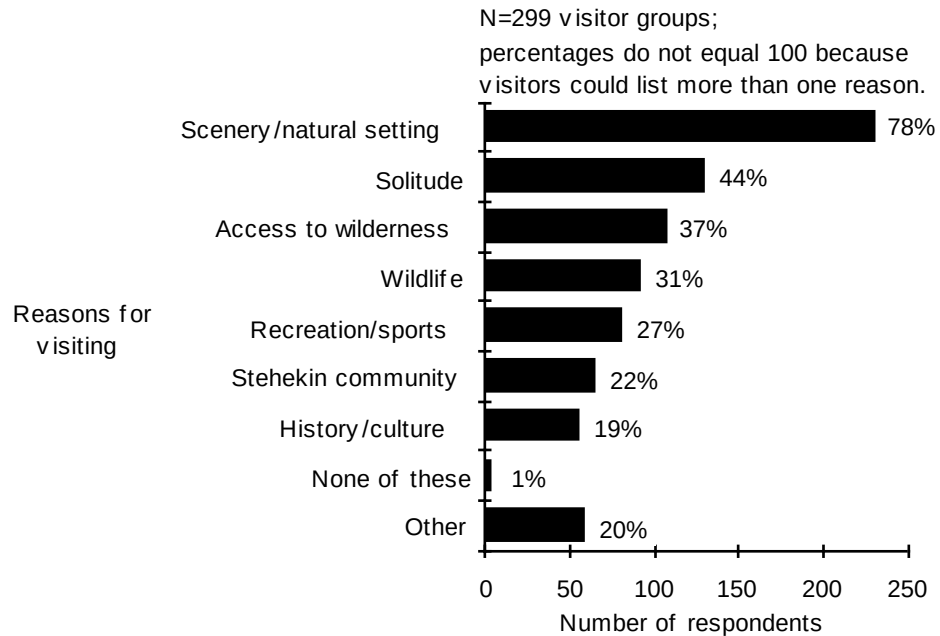


Figure 9: Visitors' reasons for visiting Stehekin

H. Forms of transportation used to get to and from Stehekin

The tour boats were the most frequently used arrival and departure transportation, with 97% of the visitors using one or both of the boats, as shown in Figure 10. Almost two-thirds of the visitors (59%) arrived at and departed from Stehekin on the 4 hour tour boat. Thirty-eight percent of the visitors (59%) arrived at and departed from Stehekin on the 4 hour tour boat. Thirty-eight percent of the visitors rode the 2 hour tour boat. Under "other" visitors listed shuttle bus and private aircraft.

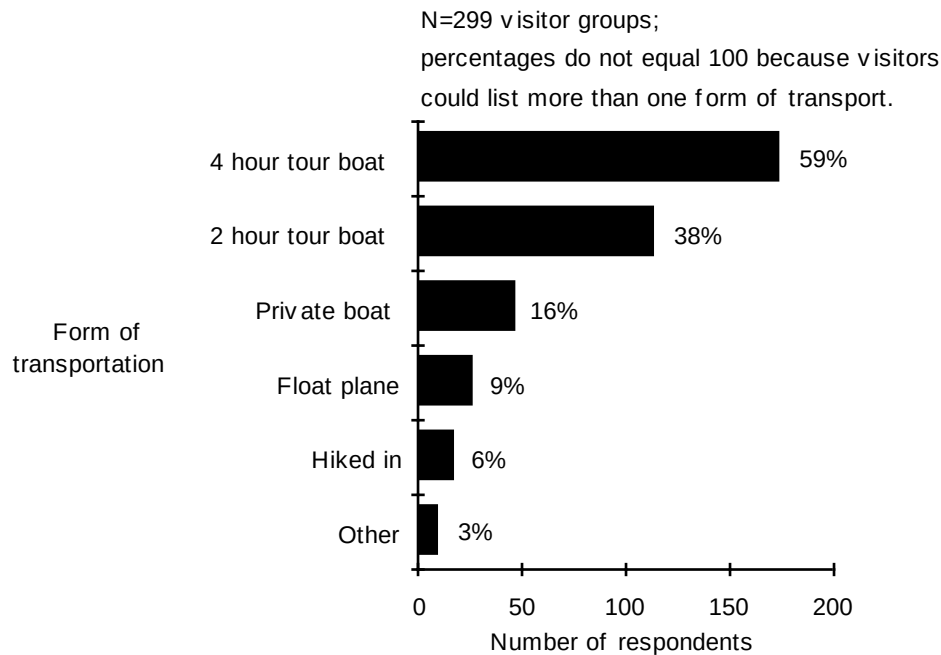


Figure 10: Forms of transportation visitors used to arrive at and depart from Stehekin

I. Forms of transportation used to get around Stehekin

The largest proportion of visitors (33%) used forms of transportation other than the ones listed to get around Stehekin/Lake Chelan, as shown in Figure 11. Of these, most visitors identified walking (29%) and some used their own bikes. The NPS shuttle bus was the next most frequently used transportation (32%), followed by the guest ranch bus (19%), Lodge bicycle rental (16%), and the blue bus (14%).

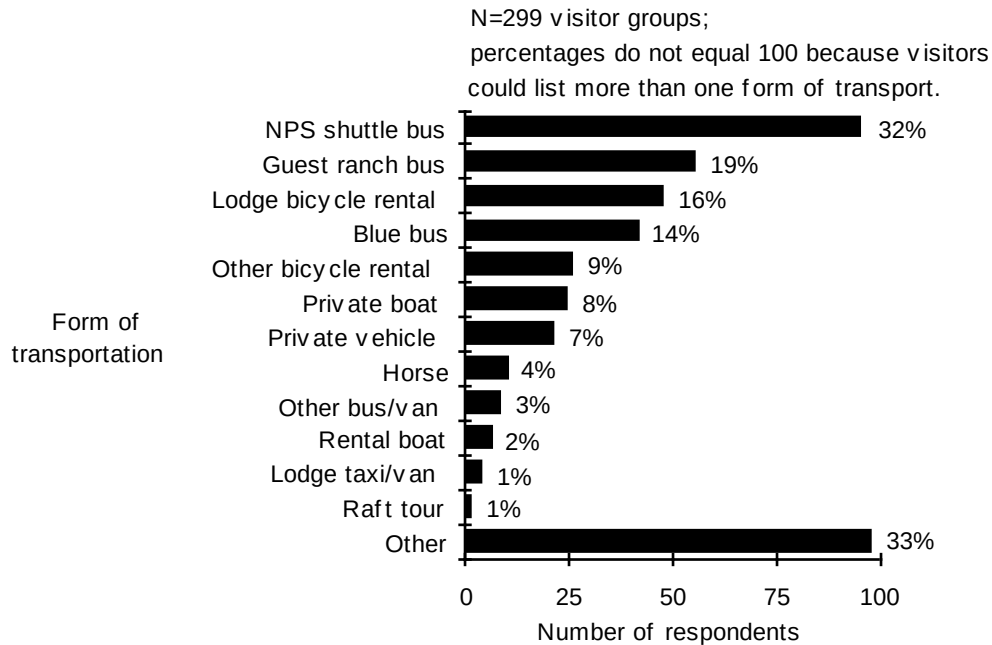


Figure 11: Forms of transportation used to get around Stehekin/Lake Chelan

J. Knowledge of shuttle bus and camping reservation systems

Visitors were asked if they knew about the park shuttle bus and camping reservation systems. Figure 12 shows that 58% of the visitors knew about the shuttle bus reservations. Fifty-three percent of the visitors knew about the camping reservations (Figure 13). The sources which were most often used to find out about the reservation systems were friends/relatives (28%), Golden West Visitor Center (28%) and previous visits (21%), as shown in Figure 14. Some visitors listed "other" sources including word of mouth, brochures, Chelan Ranger Station, Park Service book and others.

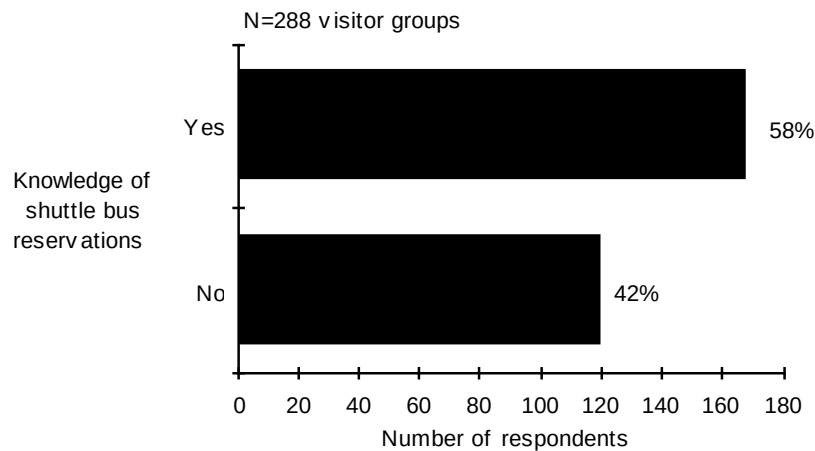


Figure 12: Knowledge of shuttle bus reservation system

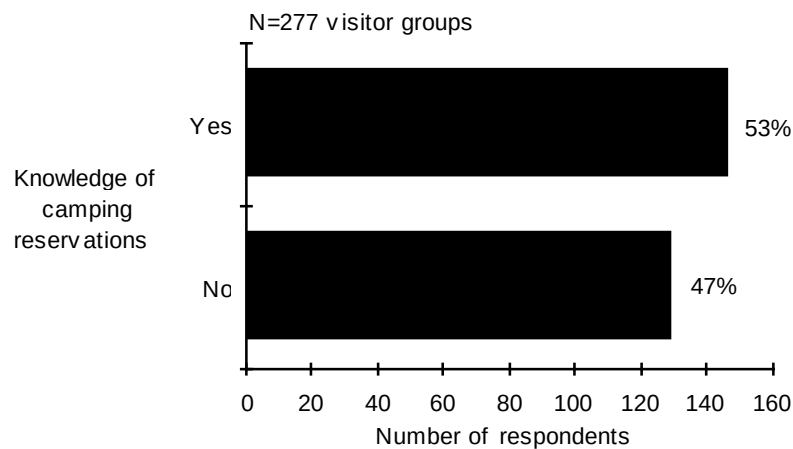


Figure 13: Knowledge of camping reservation system

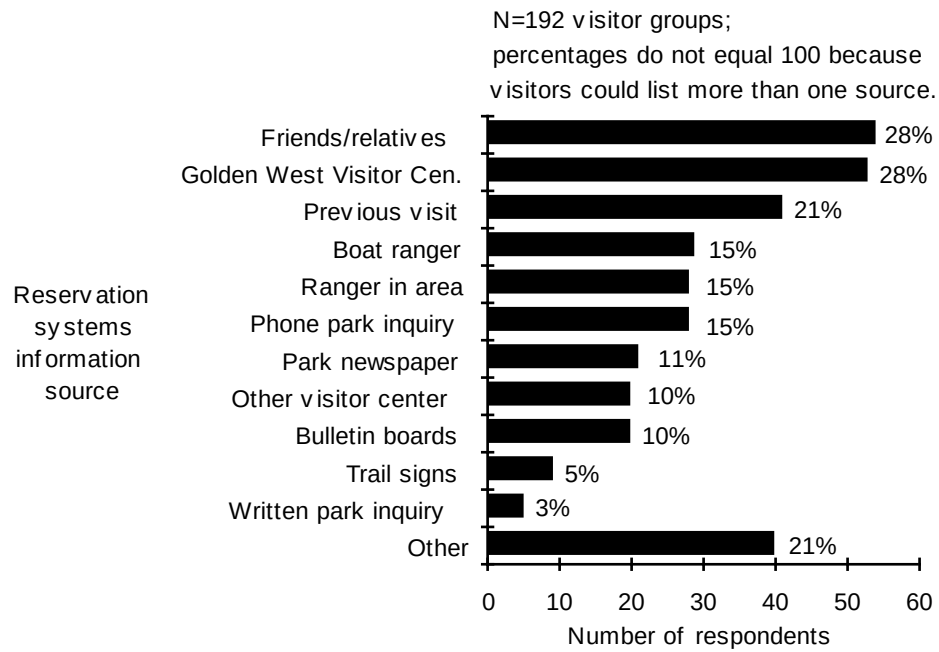


Figure 14: Information sources for reservation systems

K. Programs, services and facilities: use and usefulness evaluations

Visitors were asked if they used various programs, services and facilities during their visits and whether they found them useful. The most used service was the Golden West Visitor Center (76%), followed by information from the tour boat ranger (54%), shuttle bus (53%), free and sales publications (52%), and outside exhibits and bulletin boards (50%), as in Figure 15.

Visitors rated the usefulness of the programs, services and facilities they had used, as shown in Figures 16-25. The services rated highest in "very useful" or "useful" categories were the shuttle bus, free and sales publications, and information from Stehekin resident. The services with the highest "somewhat useful" to "not at all useful" ratings were outside exhibits/bulletin boards and the boat time program.

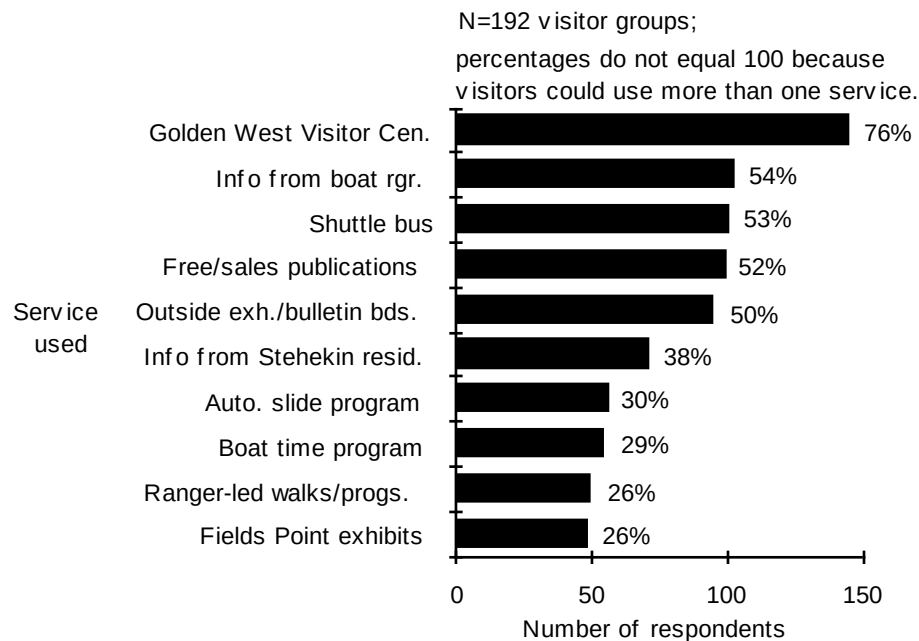


Figure 15: Programs, services and facilities used in the park

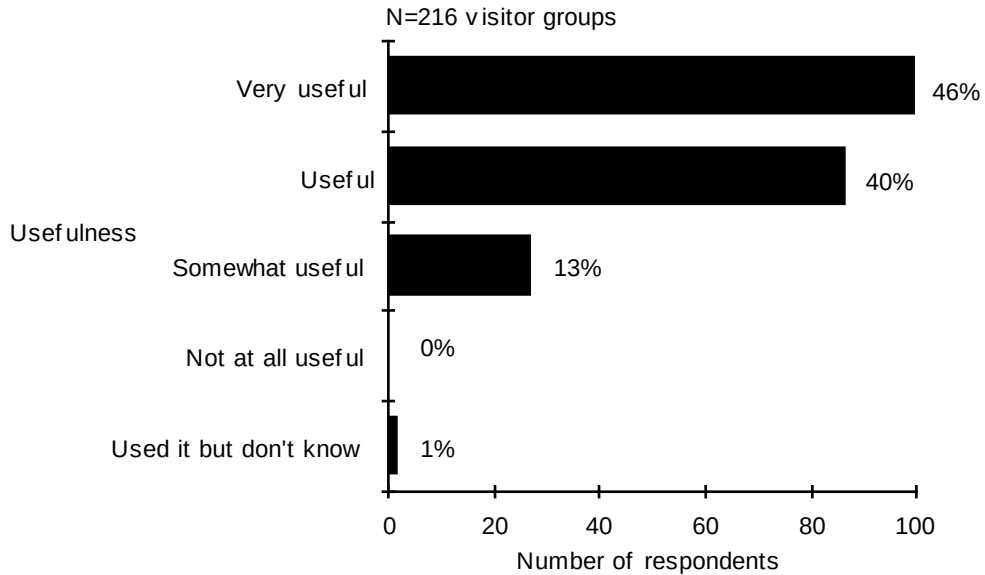


Figure 16: Golden West Visitor Center usefulness

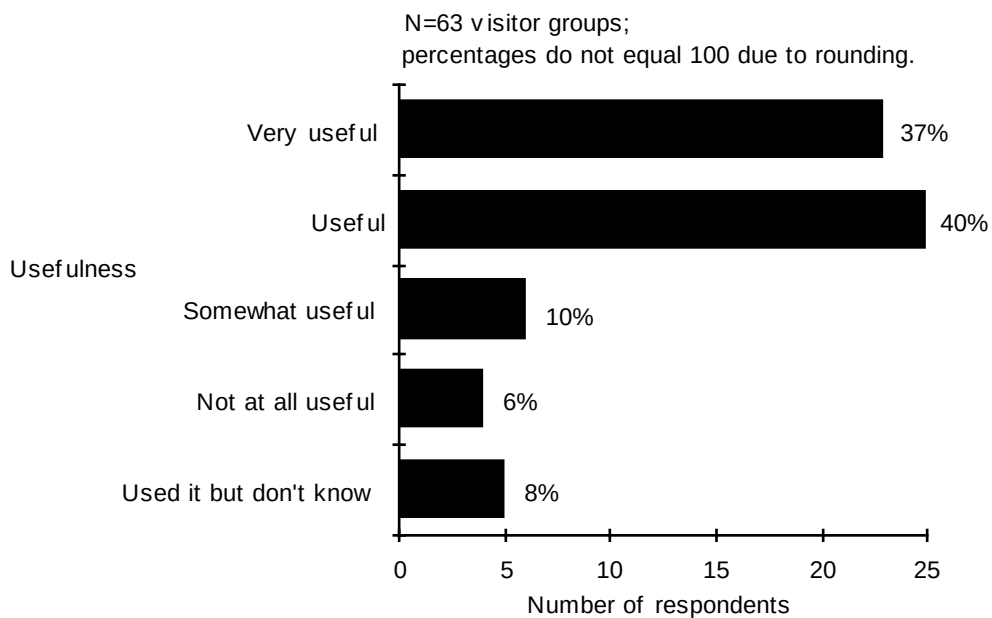


Figure 17: Ranger-led nature walks and evening programs usefulness

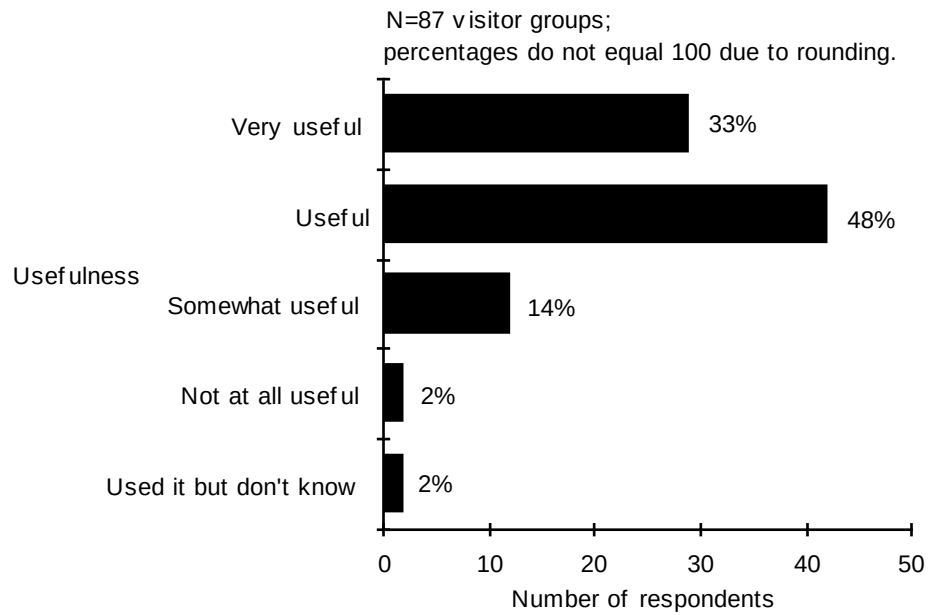


Figure 18: Automatic slide program usefulness

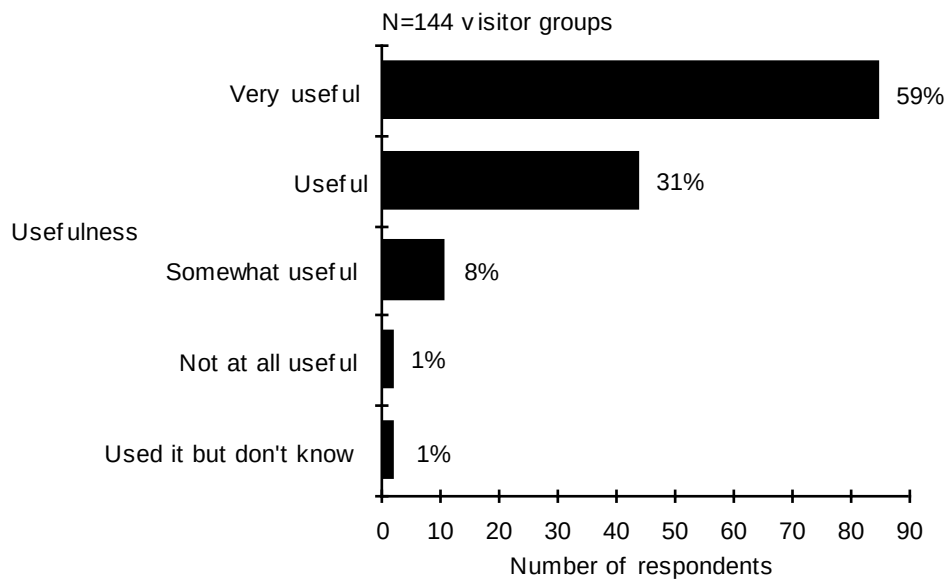


Figure 19: Free & sales publications usefulness

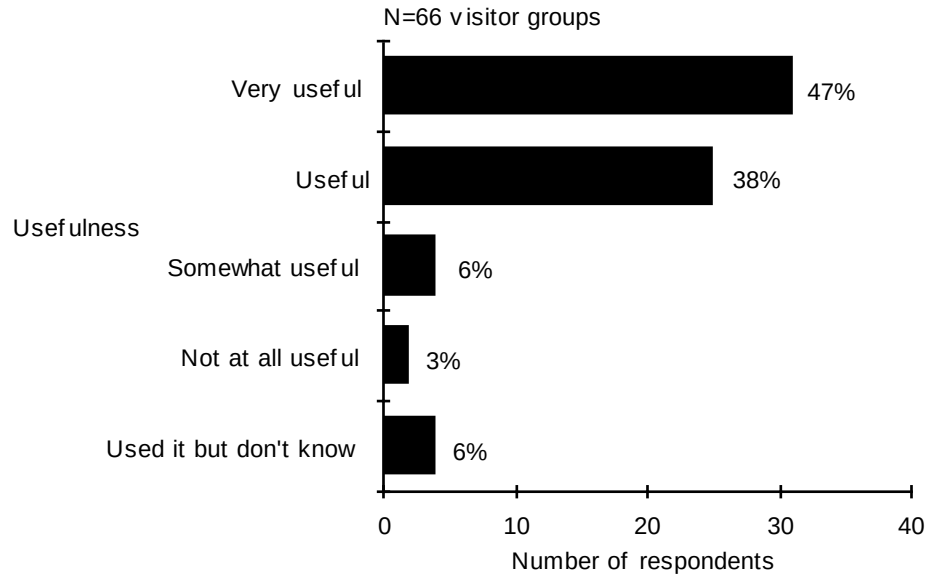


Figure 20: Fields Point exhibits usefulness

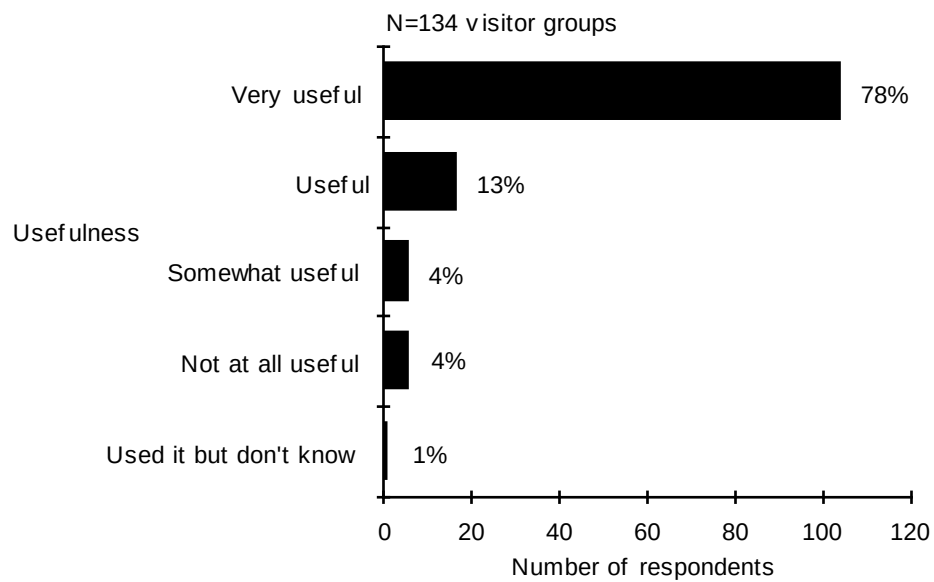


Figure 21: Shuttle bus usefulness

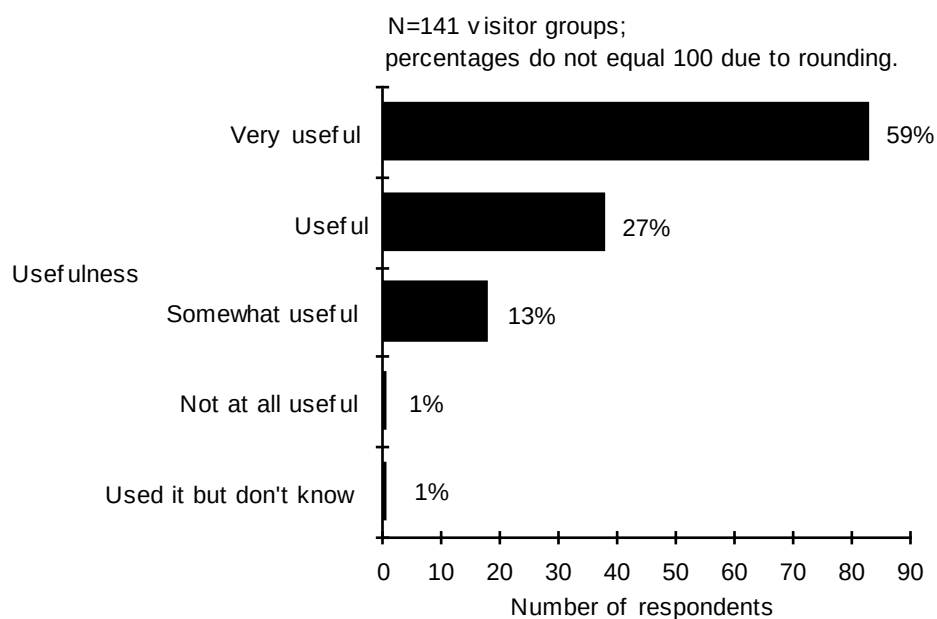


Figure 22: Information from tour boat ranger usefulness

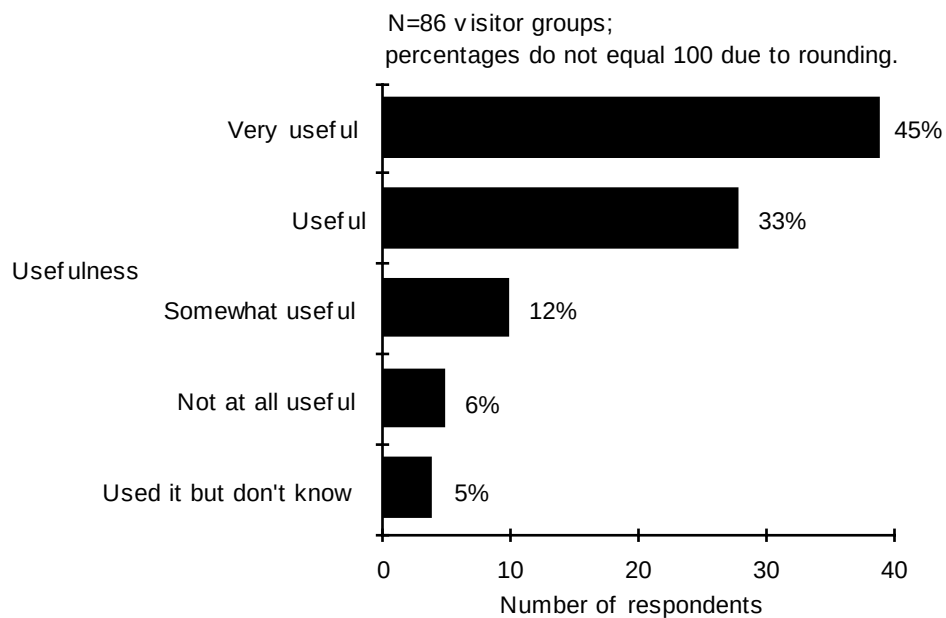


Figure 23: Boat time program usefulness

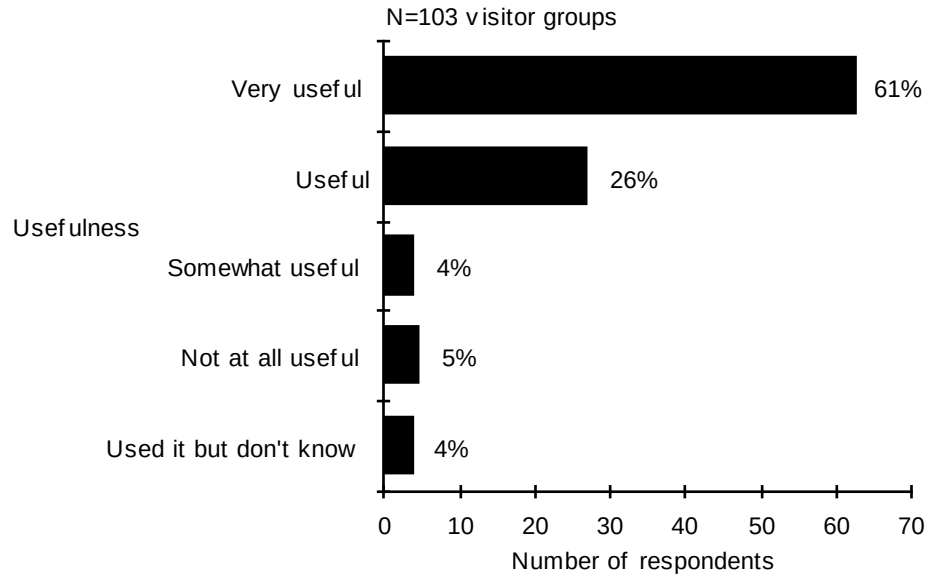


Figure 24: Information from Stehekin resident usefulness

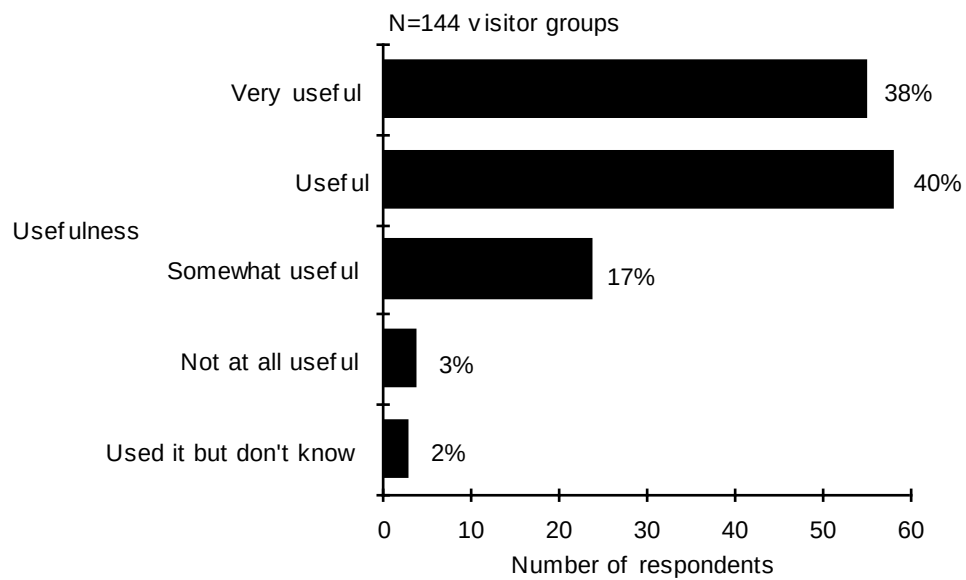


Figure 25: Outside exhibits and bulletin boards usefulness

L. Overnight use

Most visitors (58%) stayed overnight in Stehekin/Lake Chelan as shown in Figure 26. Figure 27 shows the type of accommodations most frequently used by visitors: North Cascades Lodge cabin (39%), backcountry camp (15%), and Purple Point Camp (10%). Some visitors identified other accommodations: Weaver Point, Stehekin Valley Ranch, other campgrounds and privately run accommodations.

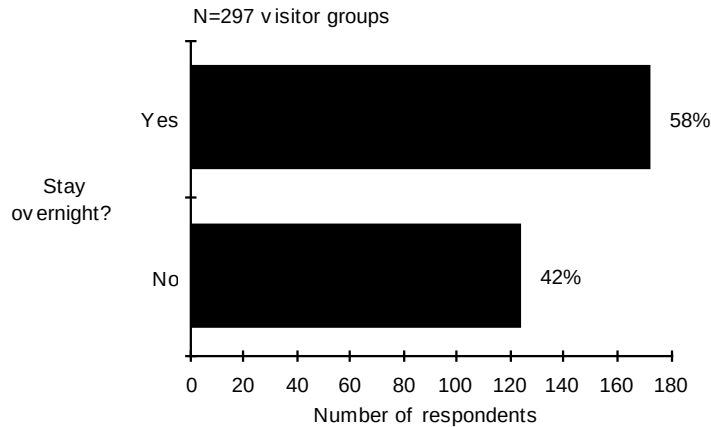


Figure 26: Overnight stay in Stehekin/Lake Chelan

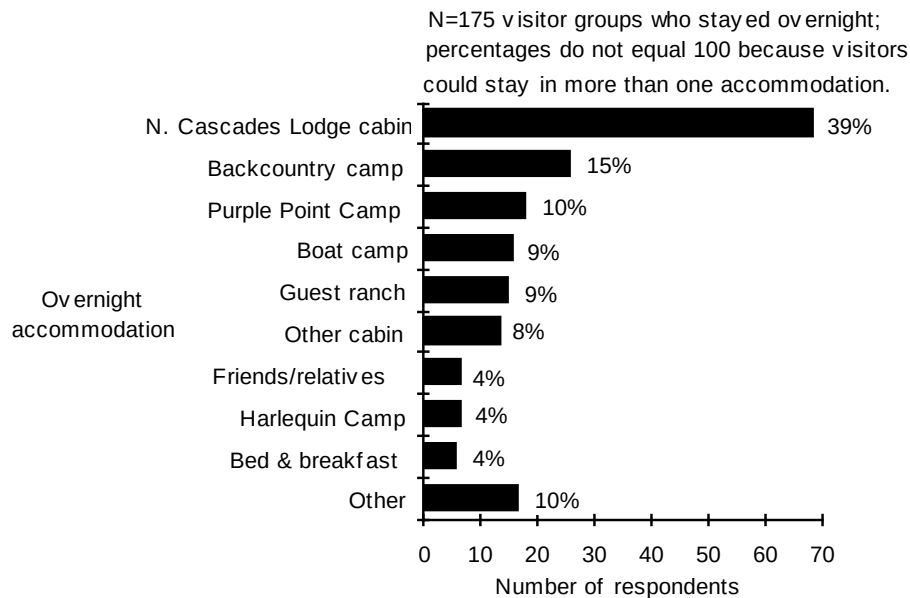


Figure 27: Overnight accommodations used at Stehekin/Lake Chelan

M. Comment summary - Introduction

The separate appendix of this report contains unedited visitors' comments. A summary of their comments appears below, and in the appendix. Some comments offer specific suggestions on how to improve visitors' visits; others describe what visitors enjoyed or did not enjoy.

Visitor Comment Summary

N=504 comments;
many visitors made more than one comment.

Comment	Number of times mentioned
PERSONNEL	
NPS	
Rangers friendly, helpful, knowledgeable	29
Shuttle bus driver entertaining/informative	5
Rangers lacked area knowledge	4
Ranger/shuttle bus employee unfriendly/rude	4
Too many rangers	4
Other comment	1
Concession	
Lodge employees unfriendly/rude	7
Blue bus driver interesting/entertaining	2
Other comment	1
Residents	
Residents helpful/friendly/knowledgeable	2
Other comment	1
Unspecified	
Everyone friendly/helpful	3
INTERPRETIVE SERVICES	
Nonpersonal	
Maps need more detail, need improvement	3
Needed more pre-trip info on services available	3
Should warn of bear frequency	2
Trail guide boxes need repaired/empty on some trails	2
Improve trail information	2
Other comments	12
Personal	
Boat ranger program interesting/useful	3
Enjoyed evening program	2
Other comments	4

SHUTTLE SYSTEM

Need more buses--adjust for peak times	13
Improve shuttle bus system	12
Appreciated shuttle bus system	7
Don't like reservations--should be first come, first served	7
Didn't know about shuttle system	3
Shuttle too expensive	3
Reservation system not publicized	3
Shuttle should run for longer hours	2
Received incorrect shuttle information by phone	2
Don't like fear of being stranded with current system	2
Unable to take shuttle--no room	2
Other comments	13

FACILITIES AND MAINTENANCE**General**

Improve maintenance of dock/landing facilities	6
Add additional facilities/services	4
Facilities well maintained	4
Overflow campground needs maintenance	3
Campground clean, well maintained	3
Pave/grade/keep road to Cottonwood open	3
Add phone service	2
Dock needs expanded/moved	2
Outhouses/sewage system odors bad	2
Keep current facilities/services	2
Other comments	2

CONCESSION

Store should carry more staples--meat, fruit, etc.	3
Lodge food needs improvement	2
Improve quality of lodge	2
Need more lodging	2
Other comments	7

TOUR BOAT

Tour boat should stay at Stehekin longer	4
Enjoyed tour boat ride	2
Disappointed not to see more wildlife from boat	2
Other comments	7

COMMUNITY

Beautiful/great community	2
Enjoyed ranch stay	2
Enjoyed bakery	2
Other comments	6

POLICIES

Change current boat docking regulations	2
Other comments	2

RESOURCE MANAGEMENT

Keep it as unspoiled/uncrowded as it is	14
Pristine	2
Saw a black bear	2
Other comments	8

VISITOR SERVICES PROJECT

Were not told purpose for survey	2
Other comments	3

GENERAL IMPRESSIONS

Enjoyed visit	51
Beautiful	44
Will/hope to return	30
Peaceful/relaxing	13
Short visit/not enough time	12
Return visit/visit often	8
First visit	6
Thanks	6
Enjoyed camping	6
Enjoyed hiking/backpacking	5
Would have liked to hike	5
Please settle differences between NPS/residents equitably	5
Keep up the good work	4
Glad of relaxed, friendly, trusting values in area	4
Won't return--disappointing trip	3
Wanted to go inside old school house	2
One of favorite places to visit	2
Rainbow Falls spectacular	2
Prefer more private enterprise	2
Support NPS goals--community should follow	2
Other comments	16

MENU FOR FURTHER ANALYSIS

Park personnel who need other tables, graphs, and maps to learn more about their visitors may request them from the VSP. Two kinds of analyses are available:

- 1) Two-way comparisons compare two characteristics. For example, to learn about the overnight use by first time visitors, request a comparison of overnight use by first time visit; to help learn about tour boat users' knowledge of shuttle bus reservations, request a comparison of tour boat arrival/departure by knowledge of shuttle bus reservations.
- 2) Three-way comparisons compare a two-way comparison to a third characteristic. For example, to learn about the sites visited by first time visitors who rode the 2 hour tour boat, request a comparison of (sites visited by first time visitors) by 2 hour tour boat users; to learn about age group participation in a site activity, request a comparison of (age group by activity) by site visited.

Consult the complete list of characteristics from Stehekin visitors; then write those desired on the order form. Be as specific as possible--ask only for information you need. Large orders may cost extra. Two order forms follow the example below.

SAMPLE

QUESTIONNAIRE

Analysis Order Form
Visitor Services Project
Report 42 (Stehekin)

Person requesting analysis: _____

Phone # (commercial): _____ Date: _____

The following list has the variables available for comparison from your park's visitor survey. Find the characteristics for which you want to request additional two-way and three-way comparisons. Be as specific as possible--e.g. you may select a single program/service/facility instead of all ten which were listed in the questionnaire.

- | | |
|---------------------------------------|-------------------------------------|
| • Group size | • Stay overnight |
| • Group members' relationship | • Type of overnight use |
| • Age | • Sites visited |
| • State residence | • Reason for visit |
| • Country residence | • Knowledge of shuttle reservations |
| • First time visitor | • Knowledge of camp reservations |
| • Length of stay | • Reservation knowledge source |
| • Location entered | • Activity |
| • Program/service/facility use | • Transportation at Stehekin |
| • Program/service/facility usefulness | • Transportation to/from Stehekin |

Two-way comparisons (please write in the appropriate variables from the above list)

_____ by _____

_____ by _____

_____ by _____

Three-way comparisons (please write in the appropriate variables from the above list)

_____ by _____ by _____

_____ by _____ by _____

_____ by _____ by _____

Special instructions _____

Mail to:
Cooperative Park Studies Unit
College of Forestry, Wildlife, and Range Sciences
University of Idaho
Moscow, Idaho 83843

Publications of the Visitor Services Project

A number of publications have been prepared as part of the Visitor Services Project. Reports 1-4 are available at cost from the University of Idaho Cooperative Park Studies Unit upon request. All other reports are available from the respective parks in which the studies were conducted.

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| 1. Mapping interpretive services: A pilot study at Grand Teton National Park, 1983. | 23. The White House Tours, President's Park, 1990. |
| 2. Mapping interpretive services: Identifying barriers to adoption and diffusion of the method, 1984. | 24. Lincoln Home National Historic Site, 1990. |
| 3. Mapping interpretive services: A follow-up study at Yellowstone National Park and Mt. Rushmore National Memorial, 1984. | 25. Yellowstone National Park, 1990. |
| 4. Mapping visitor populations: A pilot study at Yellowstone National Park, 1984. | 26. Delaware Water Gap National Recreation Area, 1990. |
| 5. North Cascades National Park Service Complex, 1985. | 27. Muir Woods National Monument, 1990. |
| 6. Crater Lake National Park, 1986. | 28. Canyonlands National Park, 1990. |
| 7. Gettysburg National Military Park, 1987. | 29. White Sands National Monument, 1990. |
| 8. Independence National Historical Park, 1987. | 30. National Monuments, 1991. |
| 9. Valley Forge National Historical Park, 1987. | 31. Kenai Fjords National Park, 1991. |
| 10. Colonial National Historical Park, 1988. | 32. Gateway National Recreation Area, 1991. |
| 11. Grand Teton National Park, 1988. | 33. Petersburg National Battlefield, 1991. |
| 12. Harpers Ferry National Historical Park, 1988. | 34. Death Valley National Monument, 1991. |
| 13. Mesa Verde National Park, 1988. | 35. Glacier National Park, 1991. |
| 14. Shenandoah National Park, 1988. | 36. Scott's Bluff National Monument, 1991. |
| 15. Yellowstone National Park, 1988. | 37. John Day Fossil Beds National Monument, 1991. |
| 16. Independence National Historical Park: Four Seasons Study, 1988. | 38. Jean Lafitte National Historical Park, 1991. |
| 17. Glen Canyon National Recreation Area, 1989. | 39. Joshua Tree National Monument, 1991. |
| 18. Denali National Park and Preserve, 1989. | 40. The White House Tours, President's Park, 1991. |
| 19. Bryce Canyon National Park, 1989. | 41. Natchez Trace Parkway, 1992. |
| 20. Craters of the Moon National Monument, 1989. | 42. Stehekin-North Cascades National Park/ Lake Chelan National Recreation Area, 1992. |
| 21. Everglades National Park, 1989. | |
| 22. Statue of Liberty National Monument, 1990. | |

For more information about the Visitor Services Project, please contact Dr. Gary E. Machlis, University of Idaho Cooperative Park Studies Unit, College of Forestry, Wildlife and Range Sciences, Moscow, Idaho 83843 or call (208) 885-7129.