



Standard Operating Procedure 1: Data Acquisition and Retention Version 1.0

Monitoring visitor use in Southwest Alaska Network



ON THE COVER

Visitors bear watching at Brooks Falls, Katmai National Park and Preserve
NPS

Standard Operating Procedure 1: Data Acquisition and Retention Version 1.0

Monitoring visitor use in Southwest Alaska Network

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Change History

Version #	Date of Revision	Revised By	Changes	Justification
1.0	08/31/2018	Shepherd	–	Original Version

This standard operating procedure (SOP) outlines methods for Commercial Use Authorization (CUA) visitor use data acquisition and retention. Visitor use data structures and data entry/validation workflow processes have been established by concessions working groups from Alaska park units, administrative offices, and the Inventory & Monitoring Program's Southwest Alaska Network (SWAN). This SOP serves as a user's guide to the activity reports and SWAN's visitor use database and outlines steps required for reviewing and uploading CUA activity reports.

Commercial Use Authorization Activity Reports

Activity Report – Field Definitions

CUA (Commercial Use Authorization) operators log their activities in park units into formatted Microsoft Excel spreadsheets (Activity Reports) developed by SWAN. The spreadsheets are electronically delivered to the Alaska Regional Office Concession Specialists and the designated parks' CUA Managers following the parks' CUA permit requirements (typically the tourist season from April to early October). The following data structure defines the information collected from CUA operators during their operating year in the SWAN parks.

Each park unit has its own Excel file that includes park-specific locations, or visitor use monitoring areas, in a separate drop-down list. There is an Excel file (Activity Report) for Lake Clark (LACL), Aniakchak (ANIA), Brooks Camp (in Katmai (KATM)), and KATM (all locations except Brooks Camp), including the Alagnak Wild River (ALAG) locations. See Figure 1 for a screen capture of an Excel form.

- **Park Unit:** The Park Unit is the national park or region of a national park in which the CUA operator is operating. Activity reports are filed by CUA operators for the following park units or areas within parks (e.g. Brooks Camp):
 - Aniakchak National Monument (ANIA)
 - Brooks Camp, Katmai National Park and Preserve
 - Katmai National Park and Preserve (KATM)
 - Lake Clark National Park and Preserve (LACL)
 - Alagnak Wild River (ALAG; managed by Katmai National Park and Preserve; Alagnak locations are recorded in the Katmai report)
- **Name of Business:** The business name is the legal name of a CUA operator.
- **CUA Number:** The CUA number is an administrative identifier assigned to a CUA operator.

- **CUA Did Not Operate:** The “CUA Did Not Operate” indicates that the CUA operator did not convey passengers to the designated park unit during a given tourist season.
- **Summary:** The summary block consists of two calculated fields:
 - Total Clients: This field is the sum of clients for a given report based on the field 4, "Total # of Clients."
 - Total Payment: This field is the sum of fees collected by a CUA for a given report based on the field 5, "Total Fee."
- **Accounting:** The accounting subrecord consists of the following fields:
 - Start Date: The start date is the date on which a CUA operator brings clients into the park for a given trip.
 - End Date: The end date is the date on which a CUA operator leaves the park with clients for a given trip (if the clients are on an unguided trip, the End Date will be the same as the Start Date or a one day trip).
 - Total Number of Days: The total number of days is a computed field equal to the difference between the end date and the start date plus one. If there is an error with the dates' e.g., incorrectly formatted dates or dates entered in reverse where start date is after end date, then 'Check Dates' will be shown in the cell as depicted in Figure 2.
 - Total Number of Clients: The total number of clients (not employees) the CUA have on a trip.
 - Total Fee: The total fee is a computed value for a given trip. The formula for the fee is (Total Number of Days + Total Number of Clients)*fee, where “fee” is a value determined by park administrators.
- **Natural Resources Management:** The natural resource management subrecord consists of the following fields:
 - Total Number of Guides: This is the count of the total number of guides on a trip.
 - Total Number of People: The total number of people is a calculated field which is the sum of the number of clients and the number of guides for a given excursion.
 - Unguided Overnight Drop-off: The unguided overnight drop-off field indicates whether visitors were transported to a park unit and stayed overnight without being accompanied by a guide.
 - Location: A location is a geographic area in a park where visitors were transported (not present in a Brooks Camp report). Locations are shown as 'visitor use monitoring areas' (Figures 2-4) in the protocol narrative.
 - Activity: The activity field classifies the primary purpose of going to a park location (see Table 1: Activity Codes.)
 - Visitor Use Days: The value for this field is provided by the CUA operator and is not calculated. This field is the number of people taken to a location, multiplied by the number of days those individuals are at the location.
 - Optional Additional Location 2: This additional location, or visitor use monitoring area, is part of the natural resources management subrecord. It is not present in a Brooks Camp report and consists of the following fields:

- Location 2: This is a second location, or visitor use monitoring area, to which visitors were conveyed during a trip.
- Activity 2: The activity field classifies the primary purpose of going to the location two.
- Visitor Use Days 2: This is the number of people multiplied by the number of days at the location (see Visitor Use Days 1, above).
- Optional Additional Location 3:
 - Location 3: This is a third location to which visitors were conveyed during a trip and is not present in a Brooks Camp report.
 - Activity 3: The activity field classifies the primary purpose of going to the location three.
 - Visitor Use Days 3: This is the number of people multiplied by the number of days at the location (see Visitor Use Days 1, above).

Activity Report Format

Figure 1 depicts an Excel spreadsheet used to enter a CUA's activity report. The first two rows of the visitor use log that are highlighted in yellow are examples and are not inserted into the visitor use database.

National Park Service Commercial Use Authorization (CUA) Activity Report and Bill of Collection											Katmai National Park and Preserve / Alagnak Wild River					
Name of Business: Test LLC CUA Number: CUA0002										☐ Check this box if you DID NOT OPERATE this year.		Summary 10 Total Clients \$258.00 Total Payment				
<- Accounting											Natural Resources Report ->		Optional Additional Location 2		Optional Additional Location 3	
1) Start Date (MM/DD/YYYY)	2) End Date (MM/DD/YYYY)	3) Total # of Days	4) Total # of Clients	5) Total Fee (Box 3 x Box 4 = \$)	6) Total # of Guides	7) Total # of People (Box 4 x Box 6)	8) Unguided Overnight (Drop off? Check, if "Yes")	9) Choose location from dropdown list (use boxes to the right for additional locations) *Only use placenames found on attached map*	10) Choose activity from dropdown list	11) Visitor Use Days (Box 7 x # of Days at Location)	Location 2	Activity 2	Visitor Use Days 2	Location 3	Activity 3	Visitor Use Days 3
8/11/2011	8/14/2011	4	10	\$240.00	2	12	X	Bay of Islands	AT - Air Taxi	48	... SAMPLE ...					
8/15/2011	8/15/2011	2	5	\$60.00	1	6		Contact Creek	KT - Kayak Tours	6	Cape Douglas	CB - Charter Boat	6	... SAMPLE ...		
7/5/2014	7/8/2014	5	3	\$90.00	1	4		Bay of Islands	SF - Sport fishing	12	American Creek	SF - Sport fishing	12			
7/5/2014	7/5/2014	1	2	\$12.00	1	3		Moraine Drainage	BV - Bear Viewing	3						
7/8/2014	7/8/2014	2	4	\$48.00	1	5		Hallo Bay	BV - Bear Viewing	5						
7/8/2014	7/12/2014	4	3	\$72.00	0	3	X	Fourpeaked Area	BP - Backpacking	12						
7/15/2014	7/15/2014	1	2	\$12.00	1	3		Above Braids (ALAG)	SF - Sport fishing	3						
7/18/2014	7/18/2014	1	4	\$24.00	2	8		Valley of 10000 Smokes	PH - Photography	8						

Figure 1: Sample Activity Report (MS Excel) (KATM report shown as an example).

2	8/15/2011	8/16/2011	2	5	
3	6/22/2014	6/22/2014	1	3	
4	7/15/2014	7/13/2014	Check Dates		
5					

Figure 2: Error message that appears when dates are entered incorrectly (e.g. end date of trip is erroneously entered as earlier than start date of trip).

A	B
National Park Service	
Commercial Use Authorization (CUA)	
Activity Report and Bill of Collection	
Payment Instructions	
Reports and payment must be postmarked OR electronically submitted by November 15:	
Send Hard Copies and Payments to: National Park Service, Concessions Office 240 West 5th Avenue #114 Anchorage, AK 99501	Send Electronic Files to: Email to: AKRO_CUA_admin@nps.gov Mail payment to address at the left. <i>*Payment must be postmarked by November 15.</i>
Any amount not paid with this report will be subject to a late fee of \$50 for each 30-day period, or period thereof, plus an administrative charge of \$5.00 for each transaction related to the unpaid balance.	
CUA Stipulation: Exhibit B. 8(A)8(B).	
Authority to collect fee: Public Law 105-391	
Report Instructions	
1. Enter start date in MM/DD/YYYY format	
2. Enter end date in MM/DD/YYYY format (same as start date if this is a one-day guided trip in the park unit).	
3. Enter the total number of days; include both the start and end dates in this total. Calculated automatically (if reporting electronically).	
4. Enter the total number of clients.	
5. The "total fee" amount is automatically calculated via a spreadsheet formula (if reporting electronically).	
6. Enter the total number of guides.	
7. The "total number of people" is automatically calculated via a spreadsheet formula (if reporting electronically).	
8. If you are an air taxi operator dropping off clients for an unguided activity, please check this box.	
9. Choose the location from the dropdown list. If there is more than one location, use the "Optional Additional Location". Please use the attached map for location assistance! Only use placenames found on the attached map!	
10. Choose the primary activity conducted at that location from the dropdown list	
11. Enter the number of "Visitor Use Days" at the location (= Total # of People X # of Days at the Location)	
Use the "Optional Additional Location" boxes to enter in additional locations and activities if necessary, as well as visitor use days.	

Figure 3: Instructions Tab

Table 1: Activity Codes available from the activity reports (activities allowed vary by park).

Activity Code	Activity Name
AT	Air Taxi
BP	Backpacking
BR	Boat Rental (non-motorized)
BT	Boat Trip
BV	Bear Viewing
CB	Charter Boat
DS	Dog Sledding
GH	Hiking Tour
HT	Big Game Transporters
IT	Incidental Hunt Transporters
KT	Kayak Tours
MT	Mountaineering
PB	Paddelboarding
PH	Photography
PWH	Underwater Photography
SF	Sport Fishing
SK	Skiing
SKL	Snorkeling
SN	Snowshoeing
WTX	Water Taxi

With the exception of Brooks Camp, the Excel files for all park units look similar to KATM's Activity Report, as shown in Figure 1. The Brooks Camp file includes neither 'Location' nor 'Optional Additional Location' fields.

Blank CUA Activity Reports (the Excel files) are available to NPS personnel from SWAN's CUA web site. Also, they are available to everyone from the [Alaska Regional Office, Activity Reporting Commercial Use Authorizations' web site](https://www.nps.gov/locations/alaska/activity-reporting.htm) (<https://www.nps.gov/locations/alaska/activity-reporting.htm>; accessed 8/16/2017). Maps of visitor use monitoring areas (i.e., locations) are also available from the Alaska Regional Office, Commercial Use Authorizations' web site. SWAN data management staff are responsible for maintaining the Excel files.

Proofing submitted CUA Activity Reports

CUA permit holders are required to submit their activity reports electronically to the Regional Concessions Office and corresponding park, according to the CUA permit requirements. A shared email inbox has been established for the electronic submission of activity reports (katm_lacl_activityreports@nps.gov). Regional concessions staff and parks' CUA Managers have access to this inbox. The submitted files are saved to a network drive. Once received, regional and park personnel review the Excel files and correct errors and/or add missing information. Once the data have been reviewed and corrected in the Excel file, they are ready for upload into the database.

Before a park's CUA Manager (or delegate) enters an activity report into the database, the report should be reviewed for accuracy and missing information. One of the biggest errors is with the 'Visitor Use Days' field. One should note that this field is calculated as the total number of people multiplied by the number of days at a location (a half day at a spot should be seen as full day for calculating the Visitor Use Days value).

The majority of trips recorded by the commercial operators are one day, one location trips. In this case, the 'user days' value is the total number of people. If a trip is a one day, multiple location trip, the user days value for each location is the total number of people (part of a day at a location is treated as one whole day for the calculation of user days). If a trip is a multiple days but at one location, then the user days value is computed as the total number of days multiplied by the total number of people on the trip. If the trip is a multiple day, multiple location and the commercial operator did not provide user days or the value seems incorrect, then the data entry person will need to contact the operator to find out how many days visitors stayed at each location.

If there is no location or no activity recorded for a given trip, then the data entry staff will need to contact the commercial operator to get that information.

The current version of the activity report used by SWAN has the calculated fields locked so that formulas cannot be overwritten. However, the worksheet is not password protected, so it is possible to turn off the cell protection and override the formulas. In addition, some operators may be using an older version of the activity report that does not have the formulas incorporated. In either instance, identifying errors in the data becomes more difficult because the activity report does not include auto-calculated values. In addition, with an older or unlocked Excel file, 'location' or 'activity' may not be limited to the current version's drop-down lists. Spreadsheets that contain locations which are not present in the database's location table will cause the uploaded data to be rejected.

If errors are being generated by attempting to load an activity report, one option is to copy and paste the provided data into the current version the activity report. Some of the older activity report versions do not match the current version when mapping the spreadsheet's columns. If an operator uses an old Activity Report, the importing process will fail. The operator or park person will need to enter the data into the new version of the spreadsheet.

SWAN's CUA Database Interface

The SWAN CUA database interface is a series of web pages hosted on a server at the Alaska Regional Office. The web interface can be access through the URL: <http://inpakrovmswandv.nps.doi.net/VisitorUse/Default.aspx> (use Internet Explorer to access the web pages). Access to the application must be granted before a person can use the web interface. The interface's home page or main menu is depicted in Figure 4. From the main menu, one can access the CUA data or load data from activity reports into the database.

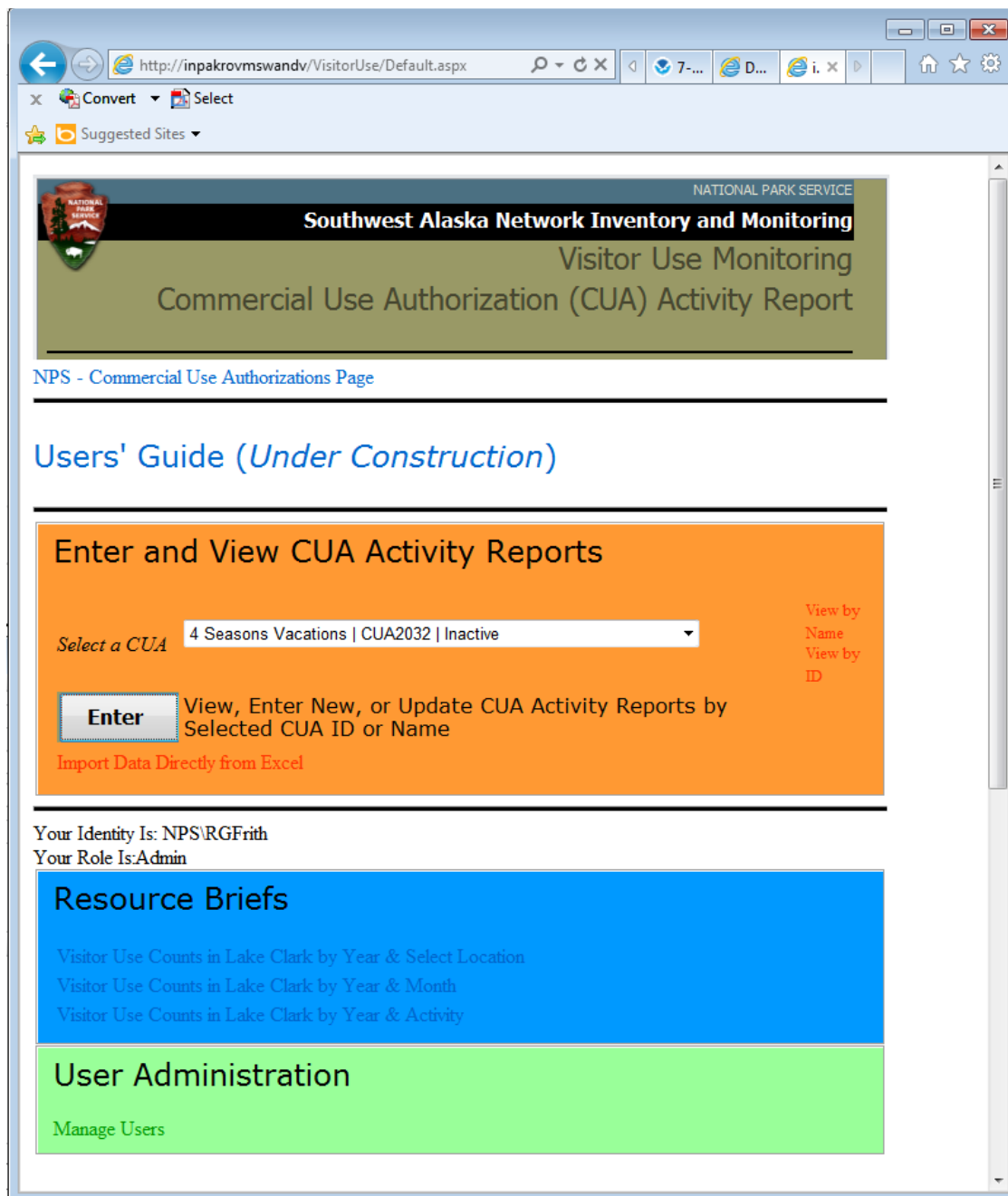


Figure 4: Screen capture showing the Main Menu (Home page) of SWAN's CUA database interface.

Import Activity Reports (Excel files) into the database

In preparation for loading the Excel files into the database, one will most likely need to rename the files. The importing process keys off of the file name in order to determine which park the data are being added to. The file naming conventions is *CUAName_ParkCode_Year* (e.g. RustsFlyingService_LACL_2014). If the data are from a Brooks Camp report, then one will need to use "Brooks" in place of the park code (e.g. CrystalCreekLodge_BROOKS_2014).

To load the data electronically, the Excel file needs to be saved to a comma-separated value (CSV) format. A separate directory folder should be created in order to keep the CSV files separate from the Excel files. In Windows Explorer, the file icon for an Excel file and CSV file look very similar, so separate directory folders will help when selecting the correct file for importing.

To add a CUA's report electronically, one will need to click on the "Import Data Directly from Excel" link on the Main Menu (see Figure 4). The link will take you to the Excel Import page (Figure 5). On this page, one can download a blank version of a park's CUA Activity Report file as an Excel spreadsheet or one can click the link to visit the Alaska Regional Office's Commercial Use Authorization web site where the Excel file are also available.

(A note about the Excel files: The "Did Not Operate" check box is a graphical feature in the Excel file. When you convert the Excel file to a CSV file, this information is lost and not converted in the new file. If you import a CSV from an Excel file that had "did not operate" checked, the Account Year record for the company will be created, but the 'Did Not Operate' will be unchecked (you will need to manually check the box in the database). You can also create a new Account Year record manually and fill in the necessary data.)

[Back to Menu](#)
Special Note: You must export your Excel Worksheets to CSV files before using this page.

The following forms will upload to the database after they are saved as CSV files.

Use the following forms to load paper-based data.

1. [ANIAKCHAK CUA Report -Online 2012](#)
2. [BrooksCamp CUA Report-Online 2012](#)
3. [Katmai 2012 Excel Form](#)
4. [Lake Clark 2012 Excel Form](#)

[NPS - Commercial Use Authorizations Page](#)

CUA Account Year:

Select an Visitor Use Spreadsheet from Your Computer

CUA Name:

CUA ID:

Done

Figure 5: Screen capture of the Excel Import page.

Once on the Excel Import page, enter the account year in the blue text box "CUA Account Year" (e.g. 2015). Click on the "Browse" button, navigate to where the CSV version of the file was saved and click the "Open" button. The path and file name are displayed in the box to the left of the browse button. Once the file is selected, click on the "Import Spreadsheet" button. This will initiate the process of taking the data from the CSV file and putting that data into the database.

With a successful import, the CUA's name and ID appear below the import button. The background color of the box below the CUA name and ID should turn green and contain a list of the data that

were imported. After importing the data, the user should review the data and verify that the data were input correctly. Scroll through the text box to review the data or use the web interface to view the data.

The screenshot shows the 'NPS - Commercial Use Authorizations Page'. At the top, there is a field for 'CUA Account Year' with the value '2020' entered. Below this, a green text prompt says 'Select an Visitor Use Spreadsheet from Your Computer'. Underneath are two buttons: 'Browse...' and 'Import Spreadsheet'. Further down, the text 'CUA Name:Test' and 'CUA ID:CUA0002' is displayed. A large green text box contains the following information: 'Excel load complete.', followed by a separator line, and then 'Report Record Inserted:'. Below this, a table-like structure shows: 'Visitation Report ID : ec655f91-c9b0-44b9-9ef8-c6269eed9c5b', 'Report Park Code : KATM', 'Report File Name : SampleData_KATM_2014.csv', 'Report Form Type : KATM-FORM-2012', and 'Report Account Year : 2020'.

Figure 6: Screen capture of a successful data import.

If the importing process fails, a box will show a red background and will display a message indicating what the problem may be.

The screenshot shows the same interface as Figure 6, but with an error message. The 'CUA Name' and 'CUA ID' fields are empty. The large text box now has a red background and contains the following text: 'A CUA with the given ID does not exist in the database.', 'Warning - Failed to store excel spreadsheet into database - contact administrator.', and a blank line.

Figure 7: Example of an unsuccessful import; in this case, there was no CUA ID in the spreadsheet.

Potential reasons the importing process may fail:

- The CSV file name is not formatted correctly in the form "CUAName_ParkCode_year." The park code will either be a four letter park code or "Brooks" for a Brooks Camp report.

- An old version of the CUA spreadsheet was used that does not match the current version's field names.
- The entered Account Year is a future year.
- The CUA ID is missing in the Excel file.
- The CUA ID is not in the database; the company ID has not been entered into the database.
- The Account Year and year of a Start or End date does not match.
- There is a problem with the Start or End dates (e.g. not formatted as a date, or the end date is earlier than the start date).
- The location does not exist in the database, or there is no location entered in the Excel file.
- The activity is not included in the picklist in the database, or activity is missing in the Excel file.
- The commercial operator did not provide a value in the Visitor Use Days field.
- The person entering the data does not have data entry permission.

If there are issues with the web server or database server, separate from checks on the CSV import process, you will get an error not associated with importing data.

After data are imported from the CSV file, review the data to ensure that they were imported correctly.

In the Excel spreadsheet, there is a check box for indicating if the CUA did not operate in the park (take clients into the park). This is a graphical element in the Excel file and is not retained when the file is converted to the CSV format. In this instance, create the record through the database interface. When doing so manually check the box for “Did not Operate” in the database interface.

Navigating the Web Interface to view and review CUA Data

The following section provides a user's guide to navigating and reviewing the data. The data should always be checked after being imported, as sometimes errors are not captured during the import and only some of the data make it into the system. The following instructions also enable a user to view a specific company's data.

From the main menu of the CUA web interface, you can select a CUA operator and view their activity. Using the drop-down pick list, select the operator of interest and click the “Enter” button. To find a particular operator, sort the list by the operator's name (click “View by Name”) or by the CUA ID (click “View by ID”). These sorts are enabled as links to the right of the drop-down list (see Figure 8). You can select the operator of interest and click on the “Enter” button to see the associated data.



NATIONAL PARK SERVICE

Southwest Alaska Network Inventory and Monitoring

Visitor Use Monitoring

Commercial Use Authorization (CUA) Activity Report

[NPS - Commercial Use Authorizations Page](#)

Users' Guide (*Under Construction*)

Enter and View CUA Activity Reports

Select a CUA

4 Seasons Vacations | CUA2032 | Inactive

4 Seasons Vacations | CUA2032 | Inactive

40-Mile Air, Ltd. | CUA0001 | Inactive

4-W Air | CUA1027 | Inactive

AAA Outdoor Filming, Rainbow Expeditions | CUA0327 | Inactive

ABECs Alaska Adventure, LLC | CUA0042 | Active

Adventure Airways | CUA2163 | Active

Adventure Alaska Tours, Inc. | CUA1095 | Inactive

Adventure Cycling Association | SUP1098 | Inactive

Adventure Kodiak LLC | CUA2099 | Active

Adventure Sixty North, LLC | CUA2055 | Active

Adventure Trekker, Inc. | CUA2005 | Inactive

Adventures Cross Country, Inc. | CUA0389 | Inactive

Adventures in Good Company, Inc. | CUA2073 | Inactive

Aerial Boundaries, LLC | CUA2045 | Inactive

African Way Travel Agency | CUA2158 | Active

AIE Tours | CUA2091 | Active

Air Excursions, LLC | CUA0520 | Active

Air Juneau, Inc. | CUA0907 | Inactive

Air Madura, LLC | CUA0395 | Active

Air North, Yukons Airline | CUA0351 | Active

Airline Support, Inc. | CUA0715 | Inactive

Airventures Alaska | CUA2186 | Active

Airventures Alaska, Inc. | CUA2168 | Active

AK Adventures, Inc. | CUA1026 | Active

AK Salmon Charters, LLC | CUA2159 | Active

Alagnak Lodge | CUA0837 | Active

Alakshak Expeditions | CUA0930 | Inactive

Enter

Import Data Dir

View by

Name

Your Identity Is: NE

Your Role Is:Admin

Resource

[Visitor Use Cou](#)
[Visitor Use Cou](#)
[Visitor Use Cou](#)

User Adr

Manage Users

Figure 8: Pick list of available CUA identifiers and their current business names.

Once Enter is clicked, the data associated with the selected CUA will be displayed. The first group of data is the account year summary data. The CUA's name and ID will be visible at the top of the page (see Figure 9).

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NATIONAL PARK SERVICE
Southwest Alaska Network Inventory and Monitoring
 Visitor Use Monitoring
 Commercial Use Authorization (CUA) Activity Report

CUA Name: Test
 CUA ID: CUA0002
[Main Menu](#)

Caution: Use the "Main Menu" link to navigate away from this page. Do not use the browser back arrow.

Accounting
 (Visitation Report Table)

Notes:
 1. After clicking a New link on a row, then that row will appear as the first row in the table.
 2. You have the option to upload your Excel spreadsheet with the data. See the bottom of this page.

Report ID	Park Code	Form Type	Account Year	CUA ID	CUA Name	Check if Did NOT Operate	Rpt Missing	Total Client Cost	Total Payment Amount	Remarks
Edit Delete New Select ec6558b1-c9b0-44b0-9a6b-c8249ed8c5b0	KATM KATM	KATM-FORM-2012 KATM-FORM-2012	2020	CUA0002	Test	☐	☐	\$8	\$258.00	
Edit Delete New Select 24b78b92-77d3-4155-9816-6b44c78e5cb	LACL LACL	LACL-FORM-2007 LACL-FORM-2007	2015	CUA0002	Test	☐	☒		\$0.00	

1

Figure 9: Web interface showing the Account Year data for the CUA Test.

To return to the Main Page/Menu, click the link “Main Menu” at the top of the page.

Going from left to right across the data grid (Accounting or Account Year record), the following fields makeup the data record:

- A set of links (these links are available with the other data grids):
 - **Edit:** This link will put the record in edit mode. When clicked, the links change to:
 - **Update:** Save changes made to the record and to exit edit mode.
 - **Cancel:** Undo changes to the record and to exit edit mode.
 - **Delete:** Clicking on this link will delete the selected record and all associated dependent records.
 - **New:** This will create a new blank record for the CUA.
 - **Select:** This will select the account year record and show associated trip information.
- **Report ID:** This field is referenced by the database and web interface to link related data together. Individual trip records will have the same Report ID.
- **Park Code:** This is the park to which a record is associated. When editing a record, the drop-down list controls what is show in the green box below it. Note: ALAG locations may be under a KATM report.
- **Form Type:** The form type is the version of the report used by the CUA. When editing a record, the drop-down list controls which form type is shown in the green box below it.
- **Account Year:** This is the year of operation.

- **CUA ID:** This is the ID assigned by concessions office.
- **CUA Name:** This is the name of the company.
- **Did NOT Operate:** This is a checkbox indicating that the CUA did not operate in a park for a given accounting year.
- **Rpt. Missing:** This is a checkbox indicating if a report for a given year is missing.
- **Total Client Cnt.:** This is the total number of clients a CUA had for a given year and is calculated based on associated trip records.
- **Total Payment Amnt.:** This is the total fees collected during an accounting year and is calculated based on associated trip records.
- **Remarks:** These are data entry remarks/observations concerning notable/exceptional details of the CUA's data for an accounting year.

In the Accounting data grid and others, the data shown are limited to ten records. If more data are present, then page numbers will be shown in the green footer of the table.

When an account year record is selected by clicking on the "Select" link, the record will turn green and corresponding trip records will be displayed (see Figure 10). The trip records may be referred to as the client count or line table.

Report ID	Park Code	Form Type	Account Year	CUA ID	CUA Name	Check if Did NOT Operate	Rpt Missing	Total Client Cnt	Total Payment Amnt	Remarks
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	KATM	KATM-FORM-2012	2020	CUA0002	Test	☐	☐	18	\$258.00	
Edit Delete New Select 24b7b92-77d3-4153-b816-b944b78e4c5b	LACL	LACL-FORM-2007	2015	CUA0002	Test	☐	☒		\$0.00	
1										

Client Count Table
(Visitation Report Line Table)

Report ID	Line Num	Trip Start Date	Trip End Date	Trip Duration	Client Cnt	Fee Amnt	Guide Cat	Total Cat	Unguided Dropoff?	Remarks
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	6	7/19/2014 12:00:00	7/19/2014 12:00:00	1	4	\$24.00	2	6	No	
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	5	7/15/2014 12:00:00	7/15/2014 12:00:00	1	2	\$12.00	1	3	No	
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	4	7/8/2014 12:00:00	7/12/2014 12:00:00	4	3	\$72.00	0	3	Yes	
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	3	7/8/2014 12:00:00	7/9/2014 12:00:00	2	4	\$48.00	1	5	No	
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	2	7/5/2014 12:00:00	7/5/2014 12:00:00	1	2	\$12.00	1	3	No	
Edit Delete New Select ec555b91-c9b0-44b9-9a6b-c6269eed9c5b	1	7/5/2014 12:00:00	7/9/2014 12:00:00	5	3	\$90.00	1	4	No	

Figure 10: Screen capture showing the selected account year record and associated trip records.

Client Count Table

(Visitation Report Line Table)

Report ID	Line Num	Trip Start Date	Trip End Date	Trip Duration	Client Cnt	Fee Amnt	Guide Cnt	Total Cnt	Unguided Dropoff?	Remarks
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	6	7/19/2014 12:00:00	7/19/2014 12:00:00	1	4	\$24.00	2	6	No	
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	5	7/15/2014 12:00:00	7/15/2014 12:00:00	1	2	\$12.00	1	3	No	
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	4	7/8/2014 12:00:00	7/12/2014 12:00:00	4	3	\$72.00	0	3	Yes	
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	3	7/8/2014 12:00:00	7/9/2014 12:00:00	2	4	\$48.00	1	5	No	
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	2	7/5/2014 12:00:00	7/5/2014 12:00:00	1	2	\$12.00	1	3	No	
Edit Delete New Select ec555f1-c9b0-44b9-9a8b-c6269eed9c3b	1	7/5/2014 12:00:00	7/9/2014 12:00:00	5	3	\$90.00	1	4	No	

Figure 11: Closer view of the trip records.

Going from left to right across the data grid (Client, Line, or Trip record), the following fields make up the record.

- A set of links:
 - **Edit:** This link will put the record in edit mode. When clicked, the links change to:
 - **Update:** Save changes made to the record and to exit edit mode.
 - **Cancel:** Undo changes to the record and to exit edit mode.
 - **Delete:** Clicking on this link will delete the selected record and all associated dependent records.
 - **New:** This will create a new blank record for the CUA.
 - **Select:** This will select the trip record and show associated detail information.
- **Report ID:** This field is referenced by the database and web interface to link related data together. Individual trip records from the same Account Year will have the same Report ID.
- **Line Num:** This is a sequential number indicating a unique trip record within an account year record. This number is based on the order trips are entered into the associated Excel file (usually chronologically). The data are displayed in descending line number order.
- **Trip Start Date:** This is the date that a trip starts.
- **Trip End Date:** This is the date a trip ends.
- **Trip Duration:** This is a calculate field for the total number of days that a CUA is with the clients. The trip duration is the end date minus the start date plus one.
- **Client Cnt:** This is the number of clients on a trip.
- **Fee Amnt:** This is a calculated field for total fees collected for a given trip. The fee rate is per person per day with the rate set by the park and location within a park.
- **Guide Cnt:** This is the number of guides on a trip.
- **Total Cnt.:** This is the calculated field for the total number of people and is equal to clients plus guides.
- **Unguided Dropoff?:** This is a yes/no value which indicates that clients were dropped off with or without a guide.

- **Remarks:** These are data entry remarks/observations concerning notable/exceptional details of that trip record.

In older records, some CUAs aggregated monthly activity into one trip report. The start and end dates are the beginning and end of the month with the client count being the total number of clients the CUA managed during the month.

When a trip record is selected, it will turn green and the associated detail record will be displayed (see Figure 12 and 13). The detail records will show the location(s) where clients were transported and the primary activity they engaged in at that location, plus the visitor use days for the location.

The screenshot shows a web application interface. At the top, there are two green header bars. The first bar contains fields for 'Delete New Select', a date range '7/5/2014 12:00:00' to '7/5/2014 12:00:00', and other controls. The second bar is similar but includes a '3' in a box. Below these is a section titled 'Activity Detail' with the subtitle '(Visitation Report Detail Table)'. Underneath is a 'Selected Line Number' field. The main part of the screen displays a table with two rows of detail records. Each row has columns for 'Line Num', 'Park Code', 'Location Name', 'Activity', and 'Visitor Days'. The first row shows '1' for Line Num, 'ALAG' and 'KATM' for Park Code, 'American Creek' for Location Name, 'AT - Air Taxi' for Activity, and '12' for Visitor Days. The second row shows '1' for Line Num, 'ALAG' and 'KATM' for Park Code, 'Bay of Islands' for Location Name, 'AT - Air Taxi' for Activity, and '12' for Visitor Days. Each row has an 'Edit Delete New Select' link to its left.

Line Num	Park Code	Location Name	Activity	Visitor Days
1	ALAG KATM	American Creek	AT - Air Taxi	12
1	ALAG KATM	Bay of Islands	AT - Air Taxi	12

Figure 12: Screen capture showing the selected trip record and associated detail records.

This is a close-up view of the detail records from Figure 12. It shows the same table structure with two rows. The first row has '1' in the Line Num column, 'ALAG' and 'KATM' in the Park Code column, 'American Creek' in the Location Name column, 'AT - Air Taxi' in the Activity column, and '12' in the Visitor Days column. The second row has '1' in the Line Num column, 'ALAG' and 'KATM' in the Park Code column, 'Bay of Islands' in the Location Name column, 'AT - Air Taxi' in the Activity column, and '12' in the Visitor Days column. Each row has an 'Edit Delete New Select' link to its left.

Line Num	Park Code	Location Name	Activity	Visitor Days
1	ALAG KATM	American Creek	AT - Air Taxi	12
1	ALAG KATM	Bay of Islands	AT - Air Taxi	12

Figure 13: Close up view of the Detail records.

Going from left to right across the data grid (Activity or Detail record), the following fields make up the record.

- A set of links:
 - **Edit:** This link will put the record in edit mode. When clicked, the links change to:
 - **Update:** Save changes made to the record and to exit edit mode.
 - **Cancel:** Undo changes to the record and to exit edit mode.
 - **Delete:** Clicking on this link will delete the selected record.
 - **New:** This will create a new blank record.
 - **Select:** This will select the detail record.
- **Line Num:** This is a number relating to the trip record the detail record is associated with.
- **Park Code:** This is the park where location is placed.
- **Location Name:** This is the name of the park area where the visitors attended. Note: location names are restricted to the park selected in the previous field.
- **Activity:** This is the primary activity the CUA or visitors were engaged in (see table 1).
- **Visitor Days:** This is the total number of people times the number of days at a location (half or partial day at one location should be counted as a whole day in calculating visitor use days).

The reporting and analysis of the data are conducted on the Visitor Days value.

At the bottom of the web page, there are buttons to either attach/upload a CUA Excel file report to an account year record or to retrieve a previously saved file (see Figure 14).

Figure 14: Screen capture showing the buttons to upload or retrieve a CUA report.

When importing data from a CSV file, that file is automatically loaded into the database. If desired, the saved CSV file can be overwritten with the original Excel that was used to create the CSV. One advantage to this is that a CSV file loses all of the formatting present in the Excel file.

To attach/upload a file, select an account year record, which becomes highlighted in green. Click on the "Browse" link button and navigate to where the file is located. The path and file name should show in the text box to the left. Click the "Upload File" button to attach the file. The web interface reloads when the process is finished. This will overwrite the existing CSV or other uploaded file.

To retrieve/view a file stored in the database, click the "Retrieve Visitor Use File Attachment" button. If nothing seems to happen, there is no file associated with the account year record (many older records do not have files associated with them). If a file is present, a pop-up box appears and prompts you to "Open", "Save" or "Cancel" the operation.

Comparing the Excel file to the Database Interface

The header information of the Excel file (CUA Name and ID, and summary information on clients and total fees) gets entered into the Account Year grid.

The information about a trip comes from the first eight columns of the spreadsheet (see Figure 15).

8	<= Accounting					Natural Resources Mgmt =>		
9								
10	1) Start Date [MM/DD/YYYY]	2) End Date [MM/DD/YYYY]	3) Total # of Days	4) Total # Clients	5) Total Fee (Box 3 x Box 4 x \$6.00)	6) Total # of Guides	7) Total # People (Box 4 + Box 6)	8) Unguided Overnight Drop off? Check, if Yes
11								
12	8/11/2011	8/14/2011	4	10	\$240.00	2	12	X
13	8/15/2011	8/16/2011	2	5	\$60.00	1	6	
14	7/5/2014	7/9/2014	5	3	\$90.00	1	4	
15	7/5/2014	7/5/2014	1	2	\$12.00	1	3	
16	7/8/2014	7/9/2014	2	4	\$48.00	1	5	
17	7/9/2014	7/12/2014	4	3	\$72.00	0	3	X
18	7/15/2014	7/15/2014	1	2	\$12.00	1	3	
19	7/19/2014	7/19/2014	1	4	\$24.00	2	6	

Figure 15: Showing the columns that become the trip data in the database.

The information in the other columns of the spreadsheet are entered into the activity detail table. One difference between the spreadsheet and web interface is with the optional locations. In the spreadsheet, they are grouped on one line, whereas on the web interface the locations are stacked on top of each other (see Figure 16).

			Optional Additional Location 2			Optional Additional Location 3		
9) Choose location from dropdown list (use boxes to the right for additional locations) <i>*Only use placenames found on attached map!*</i>	10) Choose activity from dropdown list	11) Visitor Use Days (Box 7 X # of Days at Location)	Location 2	Activity 2	Visitor Use Days 2	Location 3	Activity 3	Visitor Use Days 3
Bay of Islands	AT - Air Taxi	48	... SAMPLE ...					
Contact Creek	KT - Kayak Tours	6	Cape Douglas	CB - Charter Boat	6	... SAMPLE ...		
Bay of Islands	SF - Sport fishing	12	American Creek	SF - Sport fishing	12			
Moraine Drainage	BV - Bear Viewing	3						
Hallo Bay	BV - Bear Viewing	5						
Fourpeaked Area	BP - Backpacking	12						
Above Braids (ALAG)	SF - Sport fishing	3						
Valley of 10000 Smokes	PH - Photography	6						

Line Num	Park Code	Location Name	Activity	Visitor Days
Edit Delete New Select 1	ALAG		AT - Air Taxi	12
	KATM	American Creek	SF	
Edit Delete New Select 1	ALAG		AT - Air Taxi	12
	KATM	Bay of Islands	SF	

Figure 16: Comparing the location data between the spreadsheet and web interface.

Reviewing Data

Once the data are entered into the database, a summarized output can be used to look for anomalies in the number of visitor use days. To help further spot anomalies in the data, the summarized data are incorporated into a pivot (crosstab) table in order to examine the visitor use days by a company within a park across years. Large changes in visitor use numbers may require a detailed examination of the data for a particular year in order to determine if information is missing from a given year. A large change will be relative to the size of the commercial operation. A small operation may only have tens or hundreds of visitor use days within a year whereas a large operation will have thousands of visitor use days in a year.

Table 2. An example of a pivot table to review the visitor use days by company and year. Missing values or big changes in numbers across the years could indicate an issue with the data in the database. Data shown here have been anonymized and are not representative of a given operator(s). An example of a

pivot table to review the visitor use days by company and year. Missing values or big changes in numbers across the years could indicate an issue with the data in the database. Empty cells have a '–'.

Company	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	Grand Total
Company A	501	929	630	755	786	761	873	818	671	1365	8089
Company B	358	175	162	342	413	452	509	522	448	382	3763
Company C	–	–	–	146	278	176	200	131	113	0	1044
Company D	64	262	484	931	1262	845	897	877	893	512	7027
Company E	–	–	291	405	360	296	354	304	218	267	2495
Company F	–	–	–	–	0	294	250	674	681	–	1899
Company G	493	477	378	406	470	359	435	580	573	1053	5224
Company H	29	35	52	93	20	56	54	104	90	110	643
Company I	896	1356	723	769	983	529	938	646	425	–	7265
Grand Total	3107	4326	3719	4932	5730	4768	5560	5784	5306	4908	4870

In the sample data in Table 2, a zero visitor use days (Company C in 2016) indicates that the CUA operator submitted a report for which they did not operate in the park that year. The blanks in 2016 for companies F and I indicates that there are no reports in the database for these companies. Reasons for this are either the CUA operator did not have a valid permit, no report was turned in, or entered into the database. The account year record may be marked as "Report Missing." Large changes in number between years need rechecked between the submitted reports and values in the database. Companies A and G are showing a large increase and company D a decrease in the visitor use day values. These numbers should be checked against the submitted reports to ensure that there was not an error in getting the data into the database.

To remedy errors, reexamine the activity report against the database for the given year. Blank fields may indicate that the report was either turned in late or was missed when data were entered into the database. Searching through submitted reports may turn up the missing report, which can then be entered into the database.

As you go through the pivot table examining the values across the years, it would be useful to have a list of commercial operators that had a permit for the current year. This way you can verify that an account year record was created for those companies. They should either have a number for user days (a number greater than zero (they did business in the park) or zero (they did not operate in the park)); if there is no number for the current year, there is no report entered for the company. As a reminder, if a company's account year is marked as 'report missing', they will have a blank value for that year.

If the visitor use days value is suspect, then review that year's report (the file turned in by the CUA operator) and check the visitor use days column in the spreadsheet for errors in the calculation of user days. In some cases the total number of people were entered on multi-day trips, whereas in other cases the total number of days was entered. The visitor use days calculation is equal to the number of days multiplied by the total number of people.

Literature

This standard operating procedure was written in support of the visitor use protocol.

Shepherd, T. and R. Frith. 2018. Monitoring visit use in the Southwest Alaska Network using Commercial Use Authorization (CUA) Reports. Natural Resource Report NPS/SWAN/NRR—2018/1693. National Park Service, Fort Collins, Colorado.

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

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U.S. Department of the Interior

