

**Research to Support Visitor Management at  
Klondike Gold Rush National Historical Park**



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## **Chapter I. Introduction to the Study**

Klondike Gold Rush National Historical Park (KLG0) was authorized in 1976 to preserve and interpret the history of the Klondike Gold Rush of 1897-98, and contains cultural and natural resources of national and international significance. KLG0 is the most visited NPS unit in Alaska (797,716 recreational visits in 2010). The vast majority of the park's visitors arrive on cruise ships and visit restored gold rush era buildings in Skagway. Visitors who choose to visit the Chilkoot unit of the park (which contains portions of the Chilkoot Trail, the Taiya River and the site of the former town of Dyea) generally use commercial services to transport them to the area and to facilitate their experiences. A relatively small percentage of visitors travel to the Chilkoot unit independently. KLG0 has experienced greater visitor use over the past decade due to increased cruise ship visitation to the area.

Currently, KLG0 is conducting planning that requires managers to establish a use capacity for the park. It is important to understand visitors' attitudes and behavior to inform park planning and management within the context of contemporary management frameworks such as Visitor Experience and Resource Protection (VERP) (National Park Service, 1997; Manning, 2001; Manning, 2007). These frameworks help define quality by setting management objectives to fulfill park mandates, legislation, and policy. The VERP process involves formulating indicators and standards of quality; monitoring indicator variables; and taking management actions to ensure that quality standards for each indicator are maintained. Indicators of quality are defined as measurable, manageable variables that act as proxies for the quality of park resources and experiences. Standards define the minimum acceptable condition of these indicator variables.

Data on visitor use, user characteristics, indicators and standards of quality, and attitudes towards management at KLG0 were collected as part of a series of surveys of visitors to the Chilkoot unit of the park conducted by the University of Vermont Park Studies Laboratory. The study, which took place in 2010 and 2011, is designed to help inform planning and management efforts at the park. This report is divided into four chapters, including this introduction. Following the

introduction, Chapter II describes study methods, including visitor groups sampled, survey administration, and associated response rates. Chapter III presents survey findings including information about use and users, indicators of quality, standards of quality, and attitudes toward management. The results chapter is subdivided by the four different visitor groups described in the methods chapter. In addition, Chapter III contains analytical results that compare visitors who visited the Dyea town site on a commercial bicycle tour with visitors who arrived at the site independently. Throughout Chapter III, groups of tables and figures are placed immediately after the text in which they are discussed. Chapter IV summarizes study findings and offers a series of conclusions and recommendations. Appendices 1 and 2 include all of the survey questionnaires.

## **Chapter II. Study Methods**

### **Visitor Surveys**

The study method was a series of on-site surveys of representative samples of visitors to the Chilkoot unit of KLG0. Visitors to the Chilkoot Unit of the park experience the area in different ways, and the sampling frame for the study was designed to reflect this diversity of use. Four distinct visitor groups were studied: 1) Dyea Town Bicycle tour visitors, 2) Dyea Town independent visitors, 3) Hike and Float tour visitors, and 4) Horse Adventure tour visitors.

#### **Dyea Town Bicycle tour visitors**

Visitors to the Dyea Town site who tour the site as part of a commercial bicycle tour are transported to and from the site in a van provided by a commercial tour operator. Their experience consists of a bicycle ride through the Dyea Town site with stops at major points of interest, including the Nelson Slough, the Vining and Wilkes warehouse site, and the False Front. A tour guide provides interpretive information about the natural and gold rush history of the area.

#### **Dyea Town independent visitors**

Independent visitors to the Dyea Town site transport themselves to Dyea via personal vehicle, or via transportation provided by their hotel. Most visitors in this group participate in a National Park Service ranger-led walking tour. On this tour, independent visitors stop at the same major points of interest as bicycle tour visitors (i.e. the Nelson Slough, the Vining and Wilkes warehouse site, and the False Front).

#### **Hike and Float tour visitors**

Hike and Float tour visitors hike a portion of the Chilkoot Trail and return by raft on the Taiya River. These visitors are transported to and from the trail in a van provided by the commercial tour

operator. A tour guide provides interpretive information about the natural and gold rush history of the area. The Hike and Float tour does not include a visit to the Dyea Town site.

### **Horse Adventure tour visitors**

Horse Adventure tour visitors are transported to and from the tour starting point (at the stables owned by the tour provider) in a van provided by the commercial tour operator. On the tour, a guide provides interpretive information about the natural and gold rush history of the area. Stops include the Slide Cemetery, various spots adjacent to the Dyea town site, and the Tidal Flats. As with the Hike and Float tour, the Horse Adventure tour does not enter the Dyea Town site.

## **Survey Administration**

### **Survey Questionnaires**

Survey questionnaires were designed in consultation with park staff and after field visits to study sites. Survey questionnaires gathered information on user characteristics, visitor use patterns, indicators of quality, standards of quality and attitudes toward management. Survey questionnaires were administered to the four groups of visitors noted above between July and mid-September, 2010 and July and August, 2011. This time frame represents the park's peak use period.

Questionnaires were administered to each group on 25 randomly selected days in both 2010 and 2011. Sampling days were spread out over the week and surveying took place between 8 a.m. and 5 p.m. (the time of day when the majority of visitation occurs). Visitors were surveyed in four locations near Dyea: 1) at the Chilkoot trailhead parking lot (Dyea Town Bicycle tour visitors) 2) the Dyea Town site parking lot (Dyea Town independent visitors) 3) the raft take out point on the Taiya River (Hike and Float tour visitors) and 4) Horse Adventure tour stables (Horse Adventure tour visitors). Sampling was evenly divided between the Dyea Town site, Chilkoot trailhead and Taiya River locations in 2010 and between all four sampling sites in 2011.

A trained survey attendant approached each group as they finished their tour and asked them to participate in the survey. If members of the group agreed to participate, an eligible person in the group (age 18 or older) was asked to complete the questionnaire. Dyea Town independent visitors completed questionnaires on-site, while the other visitor groups completed questionnaires on their van ride back to Skagway. Once completed, Dyea Town independent visitors returned the completed questionnaire to the survey attendant, while Dyea Town Bicycle tour visitors, Hike and Float tour visitors, and Horse Adventure tour visitors returned completed questionnaires to their tour guide. This process continued throughout the sampling period.

In order to reduce respondent burden and improve response rates, shortened versions of the questionnaires were administered in 2011. Sufficient numbers of responses were attained during 2010 to provide managers with information about omitted questions. The questions that were omitted in 2011 included open and close-ended questions about indicators of quality; questions about standards of quality, specifically seeking information about the displacement, management action and typically seen evaluative dimensions; questions about conflict experienced in the park; questions about the quality of park facilities and services; and questions about the importance of changes to the way the park is managed. However, since Horse Adventure tour visitors were surveyed only in 2011, omitted questions were not asked of this group.

## **Response Rates**

Table 1 shows the number of completed questionnaires for each visitor group. The overall response rate for the study was 73.2%.



Table 1. Completed questionnaires.

Visitor group	Completed questionnaires	Response Rate
Dyea Town Site Bicycle Tour	150	74.6
Dyea Town Site Independent Visitors	65	74.7
Hike and Float Tour	199	71.6
Horse Adventure Tour	200	73.2

## **Chapter III. Study Findings**

### **Dyea Town Bicycle Tour Visitors**

#### **Use and Users**

Visitors to the Dyea town site who visit on a commercial bicycle tour visited in groups of family and/or friends (83.7%), with an average group size of three people (Tables 2-4). Most visitors travelled in a group of two to four people (79.9%). The vast majority of these visitors were in the area as part of a cruise vacation (91.9%) (Table 5). Most visitors reserved their tour when they booked their cruise (51.7%) or while on board their ship (31.0%) (Table 6).

Nearly all bicycle tour participants (95.2%) were first-time visitors to KLGGO (Table 7). Of those who had been to the park previously, most (85.7%) visited on one other occasion (Table 8). Average duration on this trip to the Dyea town site was about 2.3 hours (Table 9). Over three quarters of commercial bicycle tour visitors to the Dyea portion of KLGGO (77.7%) indicated that they had not visited the visitor center in Skagway (Table 10). (It is possible that some visitors may have visited the visitor center after their excursion to the Dyea area.) More than three-quarter of visitors (78.2%) learned that Dyea is within a National Historical Park from their tour leader (Tables 11 and 12). Most visitors did not know that Dyea is within a National Historical Park before they left home.

Most visitors reside in the United States (81.9%), and live in 31 states (Tables 13 and 14). The largest percentage of commercial bicycle tour visitors live in the state of California (22.3%). Respondents who did not reside in the United States visited from 7 different countries (Table 15). Most foreign visitors live in Canada (40.0%), the United Kingdom (20.0%) and Australia (20.0%).

The average age of bicycle tour participants was 47.0 years (Table 16). An equal number of males and females responded to the survey (Table 17). More than three quarters of respondents (78.4% overall) indicated that they had a four-year college degree or a graduate degree (Table 18). The vast majority of respondents (97.6%) indicated that they were not Hispanic or Latino, and 89.5% indicated that they identify their race as white, with 7.2% identifying themselves of Asian descent (Tables 19 and 20). The vast majority of respondents (96.0%) indicated that English is their primary language (Table 21). Other languages spoken by visitors include Spanish, French, German, Chinese and Dutch (Table 22).

Small percentages of visitor groups had physical conditions that made it difficult for members of their group to participate in park activities or services (3.9%) (Table 23). Groups with a member with a physical condition indicated the condition consisted of a mobility issue (50.0%) or an issue with hearing (50.0%) (Tables 24 and 25).

Bicycle tour visitors participated in a variety of activities while visiting the area (Table 26). A majority of visitors indicated that they viewed wildlife (76.4%), photographed the area (72.2%), and bicycled in the area (98.4%) during their visit. Smaller percentages of visitors indicated that they hiked on the trails (47.2%), took a van tour (30.0%), or watched birds (32.1%). Visitors also indicated that they used or visited a variety of facilities/areas (Table 27). Most visitors indicated that they visited the Vining and Wilkes warehouse site (91.5%), the False Front (96.7%), the Nelson Slough crossing (86.7%), and the Tidal Flats (91.4%). Nearly all used the trails (98.3%) and two-thirds used a restroom (66.7%).

Table 2. On this visit, what kind of personal group (not tour group) are you with?

	Frequency	Percent
Alone	9	6.1
Family	105	70.9
Friends	12	8.1
Family and friends	7	4.7
Other	15	10.1

Table 3. Other responses

	Frequency	Percent
Alone	1	7.7
Bike group	2	15.4
Cruise group	1	7.7
Spouse/Fiance	3	23.1
Guide	1	7.7
RV Caravan	1	7.7
Tour	3	23.1
Work mate	1	7.7

Table 4. How many people (including you) are in your personal group today?

	Frequency	Percent
1	12	8.3
2	71	49.3
3	27	18.8
4	17	11.8
5	5	2.8
6	5	3.5
7	2	1.4
9	1	0.7
10	2	1.4
11	1	0.7
12	1	0.7
13	1	0.7

Mean = 3.0; Median = 2.0

Table 5. Are you visiting this area as part of a cruise vacation?

	Frequency	Percent
Yes	136	91.9
No	12	8.1

Table 6. How did you reserve your place on the commercial tour you took today?

	Frequency	Percent
When I booked my cruise	30	51.7
On board my ship	18	31.0
On the dock when I got off my ship	3	5.1
Independently in town	7	12.1
Independently via the internet	0	0
Tour arrangements made by others	0	0
I am not participating in a commercial tour today	0	0
Other	0	0

Table 7. Have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
Yes	7	4.8
No	140	95.2

Table 8. If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
1	6	85.7
4	1	14.3

Mean = 1.4

Median = 1.0

Table 9. How long did you stay at Dyea today?

	Frequency	Percent
Less than 1 hour	6	4.7
1 hour to less than 2 hours	17	13.4
2 hours to less than 3 hours	72	56.7
3 to 5 hours	29	22.8
More than 5 hours	3	2.4

Mean = 2.3 hours

Table 10. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

	Frequency	Percent
Yes	33	22.3
No	115	77.7

Table 11. When did you learn that Dyea is within a National Historical Park?

	Frequency	Percent
Before I left home	6	4.1
On board my cruise ship	9	6.1
When I got off the cruise ship (on the dock or in Skagway)	5	3.4
From my tour leader	115	78.2
From this survey	1	0.7
I did not learn that Dyea is within a National Historical Park	2	1.4
Other	9	6.1

Table 12. Other responses.

	Frequency	Percent
At visitor center in Skagway	1	12.5
Read about it	1	12.5
Saw a sign today	1	12.5
Today	1	12.5
By tour guide	2	25.0
I didn't pay attention	1	12.5
When I go to town	1	12.5

Table 13. Do you live in the United States?

	Frequency	Percent
Yes	113	81.9
No	25	18.1

Table 14. State of Residence.

	Frequency	Percent
California	23	22.3
Texas	6	5.8
New York	6	5.8
Florida	5	4.9
Massachusetts	5	4.9
Indiana	5	4.9
Illinois	4	3.9
North Carolina	4	3.9
Wisconsin	4	3.9
Minnesota	3	2.9
Colorado	3	2.9
New Mexico	3	2.9
Pennsylvania	3	2.9
New Jersey	3	2.9
Ohio	3	2.9
Oregon	2	1.9
Virginia	2	1.9
Arizona	2	1.9
New Hampshire	2	1.9
Washington	2	1.9
Maryland	2	1.9
Wyoming	2	1.9
Alabama	1	1.0
Alaska	1	1.0
Arkansas	1	1.0
Kansas	1	1.0
Kentucky	1	1.0
Nevada	1	1.0
Oklahoma	1	1.0
Rhode Island	1	1.0
Tennessee	1	1.0

Table 15. If no, what country do you live in?

	Frequency	Percent
Canada	10	40.0
United Kingdom	5	20.0
Australia	5	20.0
Mexico	2	8.0
Germany	1	4.0
Netherlands	1	4.0
Switzerland	1	4.0

Table 16. Age of visitors

	Frequency	Percent
Under 20	6	5.4
20 to 29	14	12.6
30 to 39	14	12.6
40 to 49	31	27.9
50 to 59	21	18.9
60 to 69	18	16.2
70 to 79	7	6.3

Mean = 47.0 years

Table 17. What is your gender?

	Frequency	Percent
Male	62	50.0
Female	62	50.0

Table 18. What is the highest level of formal education you have completed?

	Frequency	Percent
Less than high school	4	3.2
High school graduate	5	4.0
Vocational/trade school certificate	4	3.2
Some college	6	4.8
Two-year college degree	8	6.4
Four-year college degree	52	41.6
Graduate degree	46	36.8



Table 19. Are you Hispanic or Latino?

	Frequency	Percent
Yes, Hispanic or Latino	3	2.4
No, not Hispanic or Latino	121	97.6

Table 20. What is your race?

	Frequency	Percent
American Indian or Alaska Native	0	0.0
Asian	9	7.2
Black or African American	2	1.6
Native Hawaiian or other Pacific Islander	2	1.6
White	111	89.5

Table 21. Which language do you and members of your group primarily use to communicate with each other?

	Frequency	Percent
English	121	96.0
Other	5	4.0

Table 22. Please specify other language:

	Frequency	Percent
French	1	14.3
Spanish	3	42.8
Chinese	1	14.3
Dutch	1	14.3
German	1	14.3

Table 23. Does anyone in your group have a physical condition that makes it difficult to access or participate in park activities or services?

	Frequency	Percent
Yes	5	3.9
No	122	96.1

Table 24. If yes, on this visit what activities or services did the person(s) have difficulty accessing or participating in?

	Frequency	Percent
Member of group is in wheel chair	1	25.0
All	1	25.0
Didn't go	1	25.0
Obese	1	25.0

Table 25. Because of the physical condition, what specific problems did the person(s) have?

	Frequency	Percent
Hearing (difficulty hearing guides or other staff even with a hearing aid)	3	50.0
Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)	0	0.0
Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)	3	50.0
Other	0	0.0

Table 26. Which of the following activities did you participate in today?

	Yes	No
	Percent	
a. Picnicking	0.0	100.0
b. Bicycling	98.4	1.6
c. Horseback riding	2.0	98.0
d. Hiking on a trail	47.2	52.8
e. Walking your dog	0.0	100.0
f. Viewing wildlife	76.4	23.6
g. Van tour	30.0	70.0
h. Photography	72.2	27.8
i. Bird watching	32.1	67.9
j. Other	7.7	92.3

Table 27. Which of the following facilities/areas did you visit/use today?

	Yes	No
	Percent	
a. The trails	98.3	1.7
b. The picnic area	0.0	100.0
c. A restroom	66.7	33.3
d. The Flats	91.4	8.6
e. The False Front	96.7	3.3
f. The Warehouse site	91.5	8.5
g. The Nelson Slough Crossing	86.7	13.3
h. A campground	11.5	88.5

## **Indicators of quality**

Bicycle tour visitors were asked about the importance of several reasons for visiting the Dyea area (Tables 28 and 29). While visitors evaluated most of the reasons as at least somewhat important, respondents indicated that the most important reason for visiting the area was “to participate in a recreational activity (e.g. hiking, biking, rafting)” (80% = “very important”). Other reasons that were somewhat important included “to see and learn about the natural environment of this area”, “to be with family and/or friends”, “to get some exercise” and “to learn about the history of this area.”

A series of open-ended questions was also used to determine potential indicators of quality of the recreation experience at the Dyea town site. An initial set of questions asked respondents to report in an open-ended format what they enjoyed most and least about their visit (Tables 30 and 31). A variety of responses were given to these questions. Answers were grouped into similar categories. The most commonly reported item enjoyed by respondents was “setting/scenery/natural beauty/nature” (37.5%). The information presented about human and natural history was also enjoyed most by nearly a quarter of visitors (22.7%). When asked what they enjoyed least about their visit to the Dyea town site, the most commonly reported item (19.3%) was the presence of insects, while nearly one-third of visitors (31.6%) indicated that they enjoyed everything.

Additionally, visitors were given the opportunity to report open-ended responses to the question: “If you could ask the National Park Service to change some things about the way they manage Dyea, what would you ask them to do?” Again, a variety of responses to the question were recorded (Table 32). Responses were grouped into similar categories. The most common responses were the feeling that everything in the park is fine just as it is (52.5%) and a desire for more information and interpretation (17.5%).

Visitors were asked to note any things that had changed for better or for worse since their last visit. Five individuals indicated that this was their first visit to the Dyea area in response to this question; changes were not noted by any visitors (Table 33).

Respondents were asked about whether they thought visitors to the Dyea area are having negative effects on the natural and/or historical resources or the visitor experience (Table 34). Nearly two-thirds of respondents (63.4%) indicated that they did not think visitors had negative effects on the resources or visitor experience, while 29.6% indicated that they did not know. Respondents who indicated that visitors did have negative effects were asked to indicate what effects they thought visitors were having (Table 35). A variety of responses were recorded, but generally, respondents indicated that they thought the negative effects caused by visitors were relatively minor.

Visitors were also asked what they valued most about their visit to Dyea (Table 36). Responses to this open-ended question were grouped into several categories. Respondents indicated that “views/scenery/nature/beauty” was highly valued by a substantial percentage of visitors (46.5%), as was gold rush and natural history (22.5%).

Visitors were also asked what they considered to be the most important qualities of Dyea (Table 37). Responses to this open-ended question were also grouped into several categories. Substantial percentages of respondents indicated that “beauty/scenery/natural setting” (41.5%) and history (32.3%) are the most important qualities of Dyea.

Visitor perceptions of impacts caused by recreation are a key component of developing potential indicators of quality. Therefore, a set of questions asked respondents the extent to which they felt that certain issues were a problem in Dyea (Table 38). A majority of respondents did not think that any of the issues were a “small” or “big” problem. However, some issues were perceived as “small” or “big” problems by a substantial percentage (greater than 30%). Those issues include

“large groups of people along trails,” “lack of information about Dyea,” and “lack of drinking water”.

Table 28. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea.

	Not at all Important (1)	Somewhat Important (2)	Very Important (3)	Mean
a. To learn about the history of this area	11.4	57.9	30.7	2.2
b. To see and learn about the natural environment of this area	5.8	36.2	58.0	2.5
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	6.9	13.1	80.0	2.7
d. To be with family and/or friends	14.8	22.5	62.7	2.5
e. To get some exercise	7.9	36.7	55.4	2.5
f. To experience solitude	40.9	37.2	21.9	1.8
g. Other (Please specify)	38.9	16.7	44.4	2.1

Table 29. Other responses

	Frequency	Percent
See wildlife	2	22.2
Affordability	1	11.1
Enjoy Life	1	11.1
Get off boat	1	11.1
Natural setting	1	11.1
Photography	1	11.1
Scenery	1	11.1
To see the beauty	1	11.1

Table 30. What did you enjoy most about your visit to the Dyea town site?

	Frequency	Percent
Setting/scenery/natural beauty/nature	33	37.5
Human or natural history/information	20	22.7
Exercise/walking/biking	14	15.9
Wildlife viewing/siting	11	12.5
Ranger/tour guide	5	5.7
Remains of historic buildings/sites	3	3.4
Miscellaneous	2	2.3

Table 31. What did you enjoy least about your visit to the Dyea town site?

	Frequency	Percent
Nothing/enjoyed everything	18	31.6
Insects	11	19.3
Tour/visit was too short	6	10.5
Biking mishap or difficulty	5	8.8
Potholes in road and trail	3	5.3
Miscellaneous	3	5.3
Dogs barking in the distance/noise	2	3.5
Few remains of historic structures	2	3.5
Animal scat	2	3.5
Not seeing wildlife	2	3.5
Weather/temperature/muddiness	1	1.8
Lack of scenery	1	1.8
Crowding	1	1.8

Table 32. If you could ask the National Park Service to change some things about the way they manage Dyea, what would you ask them to do?

	Frequency	Percent
Nothing/keep up the good work	21	52.5
More information/interpretation signage/brochures/maps	7	17.5
Miscellaneous	5	12.5
Better depict the town/restore/rebuild/preserve	2	5.0
Improve facilities/road/trails	2	5.0
Insect control	2	5.0
Don't know	1	2.5

Table 33. If you have visited the Dyea town site before, please note any things that have changed for the better or for the worse since your last visit.

	Frequency	Percent
First visit	5	100.0

Table 34. Do you think visitors are having any negative effects on the natural and/or historical resources of Dyea or the quality of the visitor experience?

	Frequency	Percent
Yes	5	7.0
No	45	63.4
Don't know	21	29.6

Table 35. If yes, please explain:

	Frequency	Percent
Anytime you go into a natural environment there is a good possibility nature will be altered.	1	11.1
Being one w/ nature	1	11.1
Dogs	1	11.1
I HOPE NOT!	1	11.1
Only a few probably were here compared to the Skagway crew	1	11.1
Probably the weather and the time has deteriorated the site more	1	11.1
There's nothing left!	1	11.1
Too many people	1	11.1
Use of cars through the area	1	11.1

Table 36. What do you value most about your visit to Dyea?

	Frequency	Percent
Views/scenery/nature/beauty	33	46.5
Gold rush history/natural history	16	22.5
Being outdoors/fresh air	9	12.7
Miscellaneous	6	8.5
Wildlife viewing	4	5.6
Serenity/peacefulness	2	2.8
Lack of crowding	1	1.4

Table 37. What do you consider to be the most important qualities of Dyea?

	Frequency	Percent
Beauty/scenery/natural setting	27	41.5
History	21	32.3
Quiet/solitary/uncrowded location	6	9.2
Preservation	4	6.2
Wildlife	3	4.6
Remnants of the historic town	2	3.1
Clean environment/fresh air	1	1.5
Area to recreate/open to the public	1	1.5

Table 38. Some people have suggested that the following issues might be problems at Dyea. To what extent do you think the following issues are problems?

	Not a Problem (1)	Small Problem (2)	Big Problem (3)	Don't Know	Mean
a. The number of people at Dyea	80.0	13.3	3.3	3.3	1.2
b. The number of people along trails	73.8	20.0	3.1	3.1	1.3
c. Large groups of people along trails	57.8	25.0	15.6	1.6	1.6
d. Sharing the roads and trails with other types of visitor groups (horseback, bicycles, etc.)	73.9	21.7	2.9	1.4	1.3
e. Finding your way to Dyea	76.2	17.5	3.2	3.2	1.2
f. Finding your way around Dyea	71.4	23.8	3.2	1.6	1.3
g. Visitors making too much noise	84.1	10.1	4.3	1.4	1.2
h. Too much noise from outside the park	73.5	17.6	7.4	1.5	1.3
i. Lack of information about Dyea	55.2	37.3	4.5	3.0	1.5
j. Waiting to use restrooms	77.9	14.7	1.5	5.9	1.2
k. Dogs off leash	83.6	9.8	3.3	3.3	1.2
l. Lack of picnicking facilities	77.0	18.0	1.6	3.3	1.2
m. Lack of drinking water	68.2	30.3	0.0	1.5	1.3
n. Lack of public transit access	73.3	20.0	1.7	5.0	1.2



## **Standards of quality**

To determine standards of quality for relevant indicator variables, bicycle tour visitors were asked to evaluate a range of potential social conditions that could be encountered while in the Dyea town area.

### ***Dyea Town Sites***

Photographs depicting increasing use levels were developed for the False Front, Vining and Wilkes Warehouse, and Nelson Slough Foot Bridge sites. (These photographs are shown in the study questionnaires in Appendix A.) For each series of photographs, respondents were asked a battery of evaluative questions. Respondents were first asked to evaluate the acceptability of each study photographs showing increasing levels of visitor use. Acceptability was measured using a nine-point Likert-type scale ranging from (-4) “Very Unacceptable” to (4) “Very Acceptable”. Zero represented the middle of this scale or the point of indifference. The second question in the series asked respondents to indicate the photograph that showed the use level they would prefer to see. A third question asked visitors to indicate which photograph showed the condition that would be so unacceptable that they would no longer visit the area. Further, respondents were given the opportunity to indicate that, “none of the photographs are so unacceptable that I would no longer visit this area.” The fourth question asked visitors to select the photograph representing the highest level of visitor use they thought the National Park Service should allow, or the point at which visitor use should be restricted. Additionally, respondents were given the opportunity to indicate that none of the photographs show a high enough level of visitor use to restrict use or that use should not be restricted at all. The fifth question referred to existing conditions. Respondents were asked to indicate the photograph that most represented the condition they “typically saw today”. In the abbreviated version of the questionnaire administered in 2011, only the acceptability and preference questions were asked.

**False Front** - Commercial bicycle tour visitors were asked to respond to a series of photographs depicting increasing use levels at the False Front. The first photograph showed no people at the

False Front, the second had 5, the third had 10, the fourth had 15, the fifth had 20 and the last had 25 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 12.9 people at one time (Table 39 and Figure 1). Respondents indicated that they would prefer to see an average of 5.8 people (median = 5.0) at the False Front (Table 40), while an average of 22.1 people would be so unacceptable that they would no longer visit the area (Table 41). Approximately 24% of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 13.3 people at the False Front before use should be restricted (Table 42). About 14% of respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 20.9% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 5.4 people on the day they were contacted for this study (Table 43). The number of other visitors typically seen at the False Front is fewer than the number respondents preferred to see. Table 44 summarizes the results from the previous battery of questions.

**Vining and Wilkes Warehouse** - Visitors were next asked to respond to a series of photographs depicting increasing use levels at the Vining and Wilkes Warehouse site. The first photograph showed no people at the Vining and Wilkes Warehouse site, the second had 5, the third had 10, the fourth had 15, the fifth had 20 and the last had 25 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 12.6 people at one time (Table 45 and Figure 2). Respondents prefer to see an average of 5.5 people (median = 5.0) at the Vining and Wilkes Warehouse site (Table 46). Visitors reported that an average of 19.4 people would be so unacceptable that they would no longer visit the area (Table 47). Approximately 14% of respondents selected this response indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 13.7 people at the Vining and Wilkes Warehouse site before use should be restricted (Table 48). Additionally, respondents were given the opportunity to indicate that

“none of the photographs show a high enough level of use to restrict visitors from using this area” or, that “visitor use should not be restricted”. About 5% of respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 18.6% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 5.9 people on the day they were contacted for this study (Table 49). The number of other visitors typically seen at the Vining and Wilkes Warehouse site is only slightly higher than the number respondents preferred to see. Table 50 summarizes the results from the previous battery of questions.

**Nelson Slough Bridge** - Next visitors were asked to respond to a series of photographs depicting increasing use levels at the Nelson Slough bridge. The first photograph showed no people at the Nelson Slough bridge, the second had 4, the third had 8, the fourth had 12, the fifth had 16 and the last had 20 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 12.4 people at one time (Table 51 and Figure 3). Respondents were next asked to indicate which photograph represented conditions they would prefer to see at the Nelson Slough bridge (Table 52). Respondents prefer to see an average of 4.7 people (median = 4.0) at the Nelson Slough bridge. Visitors reported that an average of 15.4 people would be so unacceptable that they would no longer visit the area (Table 53). Respondents were also given the opportunity to indicate that none of the photographs were so unacceptable that they would no longer visit. Twenty percent of respondents selected this response. Respondents indicated that the National Park Service should allow an average of 10.9 people at the Nelson Slough bridge before use should be restricted (Table 54). Additionally, respondents were given the opportunity to indicate that “none of the photographs show a high enough level of use to restrict visitors from using this area” or, that “visitor use should not be restricted”. About 8% of respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 18.3% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 5.4 people on the day they were contacted (Table 55). The number of other visitors

typically seen at the Nelson Slough bridge is only slightly higher than the number respondents preferred to see. Table 56 summarizes the results from the previous battery of questions.

### ***Bicycle Tour Characteristics***

Respondents were next asked to indicate the acceptability of different tour group sizes, tour durations, and number of other groups seen while visiting Dyea. Specifically, respondents were asked to evaluate the acceptability of tour group sizes between six to 20 people, tour lengths between two and six hours, and encounters with one to seven other groups. As with the town site photographs, nine-point Likert-type scales were used to capture these responses. On average, respondents indicated that tours consisting of about 14 people (Table 57 and Figure 4), tour durations of 5.2 hours (Table 58 and Figure 5) and approximately 5 other groups seen while visiting (Table 59 and Figure 6) were at the margin of acceptability. Respondents indicated that they saw, on average, two other groups during their visit (Table 60).

### ***Perceived Crowding and Conflict***

Bicycle tour visitors were asked to indicate how crowded they felt while visiting the Dyea town site. A 9-point crowding scale (1="Not at all crowded," 9="Extremely crowded") was used to elicit responses to this question. On average, visitors did not feel at all crowded while at the False Front (mean crowding score = 1.22), along the trails (mean crowding score = 1.35), at the Vining and Wilkes Warehouse site (mean crowding score = 1.15), at the Nelson Slough bridge (mean crowding score = 1.23) or overall during their visit (mean crowding score = 1.19) (Table 61).

No respondents who visited Dyea on a commercial bicycle tour indicated that they experienced any conflict with other visitors participating in other recreation activities while visiting Dyea (Table 62).

Table 39. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the False Front. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 people)	2.1	0.7	2.1	0.0	9.1	3.5	7.0	7.0	68.5	2.98	
Photo 2 (5 people)	0.0	1.4	0.7	1.4	2.1	9.7	18.1	23.6	43.1	2.82	
Photo 3 (10 people)	0.7	8.3	4.8	4.8	13.8	11.0	21.4	15.9	19.3	1.37	
Photo 4 (15 people)	13.9	14.6	15.3	18.8	12.5	11.1	6.9	3.5	3.5	-0.99	
Photo 5 (20 people)	42.0	16.8	16.1	7.7	8.4	3.5	0.7	2.8	2.1	-2.36	
Photo 6 (25 people)	69.5	8.5	9.2	4.3	3.5	0.0	2.1	0.7	2.1	-3.11	

Acceptability = 12.9

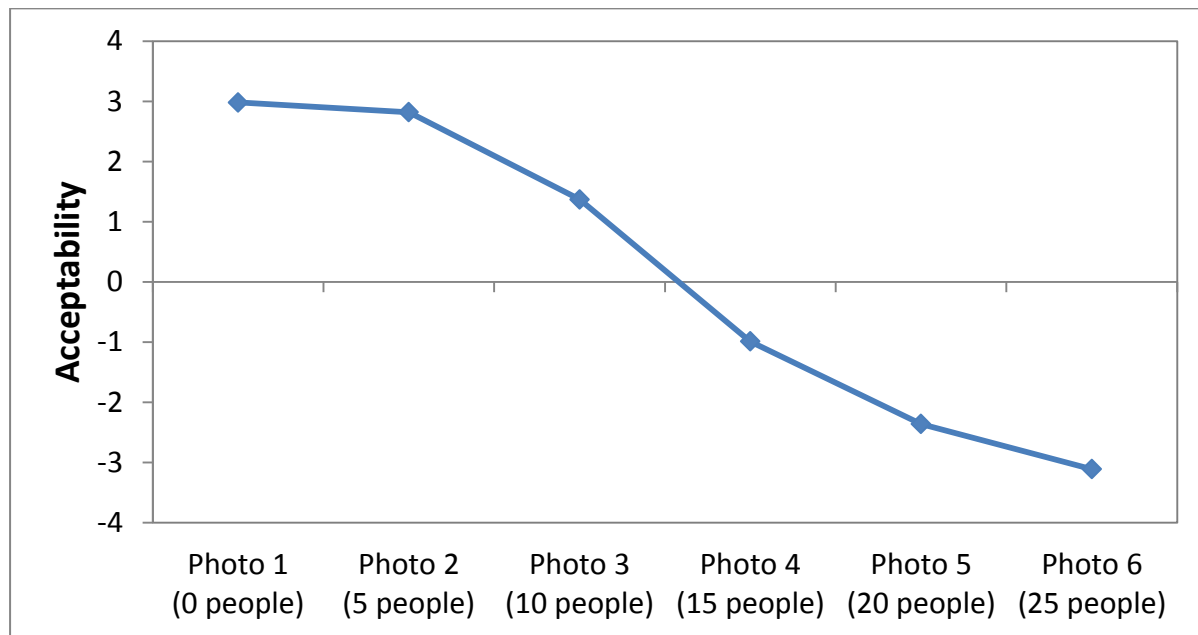


Figure 1. Social norm curve for the False Front

Table 40. Which photograph shows the level of use you would prefer to see at the False Front?

	Frequency	Percent
Photo 1 (0 people)	34	24.8
Photo 2 (5 people)	58	42.3
Photo 3 (10 people)	38	27.7
Photo 4 (15 people)	4	2.9
Photo 5 (20 people)	3	2.2
Photo 6 (25 people)	0	0.0

Mean = 5.8; Median = 5.0

Table 41. Which photograph shows the level of use that is so unacceptable that you would not come back to the False Front?

	Frequency	Percent
Photo 1 (0 people)	0	0.0
Photo 2 (5 people)	0	0.0
Photo 3 (10 people)	2	2.9
Photo 4 (15 people)	6	8.6
Photo 5 (20 people)	13	18.6
Photo 6 (25 people)	32	45.7
None of the photographs are so unacceptable that I would not come back to the False Front	17	24.3

Mean =22.1; Median = 25.0

Table 42. Which photograph shows the highest level of use that the National Park Service should allow at the False Front? In other words, at what point should visitors be restricted from visiting the False Front?

	Frequency	Percent
Photo 1 (0 people)	2	3.0
Photo 2 (5 people)	4	6.0
Photo 3 (10 people)	15	22.4
Photo 4 (15 people)	12	17.9
Photo 5 (20 people)	6	9.0
Photo 6 (25 people)	4	6.0
None of the photographs show a high enough level of use to restrict visitors from visiting the False Front	10	14.9
Visitor use should not be restricted	14	20.9

Mean =13.3; Median = 15.0

Table 43. Which photograph looks most like the number of visitors you typically saw at the False Front today?

	Frequency	Percent
Photo 1 (0 people)	12	17.9
Photo 2 (5 people)	39	58.2
Photo 3 (10 people)	14	20.9
Photo 4 (15 people)	2	3.0
Photo 5 (20 people)	0	0.0
Photo 6 (25 people)	0	0.0

Mean =5.4; Median =5.0

Table 44. Summary Table

	Mean	Median
Acceptability	12.9	
Preference	5.8	5.0
Displacement	22.1	25.0
Management action	13.3	15.0
Typically seen	5.4	5.0

Table 45. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Warehouse site. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 People)	2.9	0.7	0.7	0.0	10.9	2.2	3.6	6.6	72.3	3.03	
Photo 2 (5 People)	0.0	0.0	0.0	0.7	0.0	7.2	7.9	25.2	59.0	3.34	
Photo 3 (10 People)	2.2	7.9	2.9	12.2	11.5	15.1	15.8	21.6	10.8	1.04	
Photo 4 (15 People)	17.4	9.4	17.4	17.4	11.6	11.6	8.7	2.9	3.6	-0.98	
Photo 5 (20 People)	33.8	30.2	12.9	7.2	5.8	5.0	1.4	2.2	1.4	-2.39	
Photo 6 (25 People)	74.1	8.6	5.0	3.6	3.6	1.4	2.2	0.0	1.4	-3.24	

Acceptability = 12.6

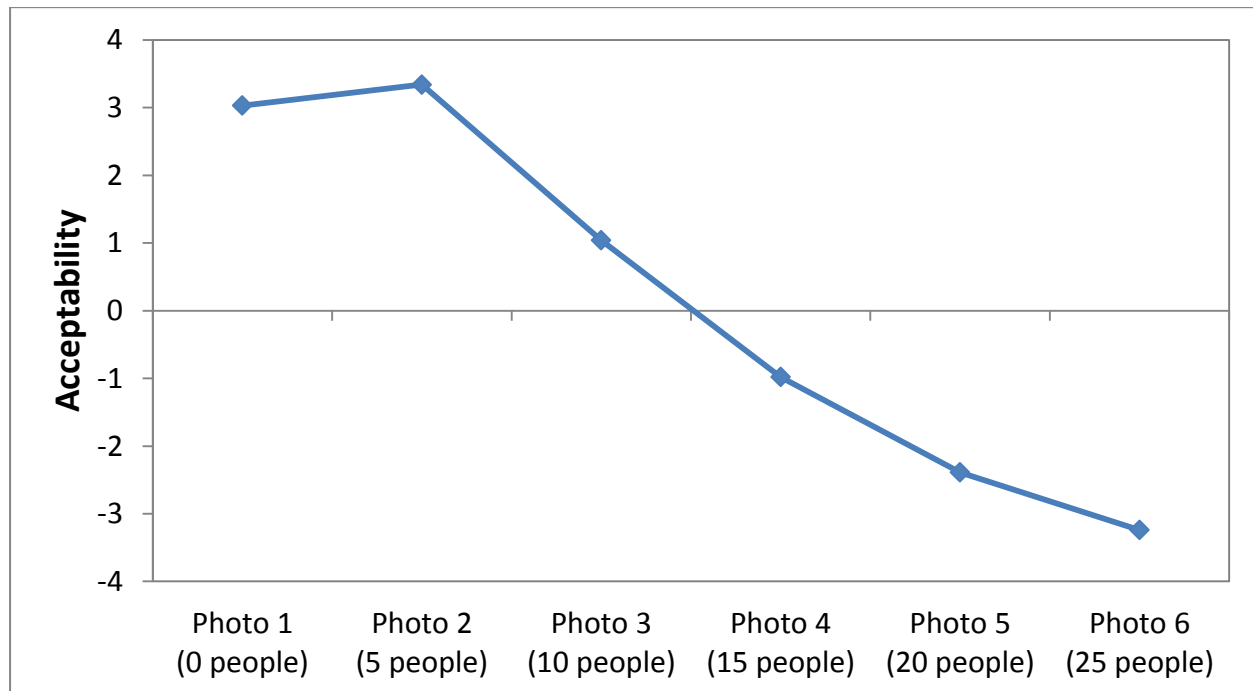


Figure 2. Social norm curve for the Vining and Wilkes Warehouse site.

Table 46. Which photograph shows the level of use you would prefer to see at the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	29	22.1
Photo 2 (5 People)	66	50.4
Photo 3 (10 People)	33	25.2
Photo 4 (15 People)	2	1.5
Photo 5 (20 People)	0	0.0
Photo 6 (25 People)	1	0.8

Mean = 5.5; Median = 5.0

Table 47. Which photograph shows the level of use that is so unacceptable that you would not come back to the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (5 People)	5	7.9
Photo 3 (10 People)	3	4.8
Photo 4 (15 People)	9	14.3
Photo 5 (20 People)	14	22.2
Photo 6 (25 People)	23	36.5
None of the photographs are so unacceptable that I would not come back to the Warehouse site.	9	14.3

Mean = 19.4; Median = 20.0

Table 48. Which photograph shows the highest level of use that the National Park Service should allow at the Warehouse site? In other words, at what point should visitors be restricted from visiting the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (5 People)	6	10.2
Photo 3 (10 People)	14	23.7
Photo 4 (15 People)	15	25.4
Photo 5 (20 People)	6	10.2
Photo 6 (25 People)	4	6.8
None of the photographs show a high enough level of use to restrict visitors from visiting the Warehouse site	3	5.1
Visitor use should not be restricted	11	18.6

Mean = 13.7; Median = 15.0



Table 49. Which photograph looks most like the number of visitors you typically saw at the Warehouse site today?

	Frequency	Percent
Photo 1 (0 People)	9	15.3
Photo 2 (5 People)	36	61.0
Photo 3 (10 People)	11	18.6
Photo 4 (15 People)	1	1.7
Photo 5 (20 People)	1	1.7
Photo 6 (25 People)	1	1.7

Mean = 5.9; Median = 5.0

Table 50. Summary Table

	Mean	Median
Acceptability	12.6	
Preference	5.5	5.0
Displacement	19.4	20.0
Management action	13.7	15.0
Typically seen	5.0	5.0

Table 51. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Nelson Slough Foot Bridge area. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 People)	2.2	0.7	1.5	1.5	9.0	3.0	0.7	11.9	69.4	3.02	
Photo 2 (4 People)	0.7	0.0	0.0	0.0	0.7	3.7	10.4	28.4	56.0	3.31	
Photo 3 (8 People)	0.8	1.5	2.3	6.8	6.1	10.6	27.3	22.0	22.7	2.03	
Photo 4 (12 People)	6.8	6.8	11.3	12.0	15.0	19.5	12.8	9.0	6.8	0.17	
Photo 5 (16 People)	25.4	17.9	14.9	18.7	11.9	2.2	4.5	2.2	2.2	-1.77	
Photo 6 (20 People)	63.4	14.9	8.2	5.2	3.0	2.2	0.7	0.7	1.5	-3.08	

Acceptability = 12.4

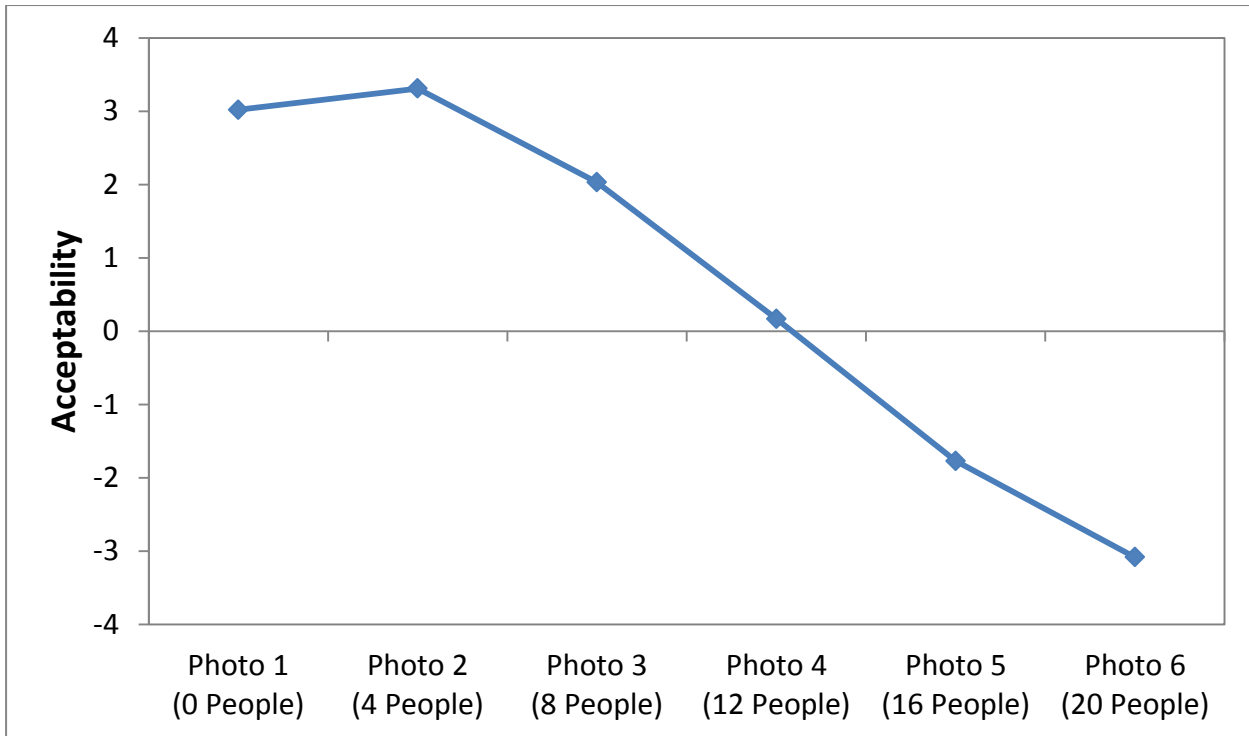


Figure 3. Social norm curve for the Nelson Slough Foot Bridge.

Table 52. Which photograph shows the level of use you would prefer to see a the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	29	22.8
Photo 2 (4 People)	59	46.5
Photo 3 (8 People)	28	22.0
Photo 4 (12 People)	10	7.9
Photo 5 (16 People)	0	0.0
Photo 6 (20 People)	1	0.8

Mean = 4.7 People; Median = 4.0

Table 53. Which photograph shows the level of use that is so unacceptable that you would not come back to the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (4 People)	1	1.7
Photo 3 (8 People)	7	11.7
Photo 4 (12 People)	12	20.0
Photo 5 (16 People)	6	10.0
Photo 6 (20 People)	22	36.7
None of the photographs are so unacceptable that I would not come back to the Nelson Slough Foot Bridge	12	20.0

Mean = 15.4 People; Median = 16.0

Table 54. Which photograph shows the highest level of use that the National Park Service should allow at the Nelson Slough Foot Bridge? In other words, at what point should visitors be restricted from visiting the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (4 People)	8	13.3
Photo 3 (8 People)	8	13.3
Photo 4 (12 People)	18	30.0
Photo 5 (16 People)	8	13.3
Photo 6 (20 People)	2	3.3
None of the photographs show a high enough level of use to restrict visitors from visiting the Nelson Slough Foot Bridge	5	8.3
Visitor use should not be restricted	11	18.3

Mean = 10.9 People; Median = 12.0

Table 55. Which photograph looks most like the number of visitors you typically saw the Nelson Slough Foot Bridge today?

	Frequency	Percent
Photo 1 (0 People)	6	10.9
Photo 2 (4 People)	31	56.4
Photo 3 (8 People)	13	23.6
Photo 4 (12 People)	4	7.3
Photo 5 (16 People)	0	0.0
Photo 6 (20 People)	1	1.8

Mean = 5.4 People; Median = 4.0

Table 56. Summary Table

	Mean	Median
Acceptability	12.4	
Preference	4.7	4.0
Displacement	15.4	16.0
Management action	10.9	12.0
Typically seen	5.4	4.0

Table 57. People can visit Dyea on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable” and a rating of +4 means you think the description is “very acceptable.”

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
6 people	0.8	0.0	0.0	0.0	0.0	0.8	3.8	4.6	90.1	3.79	
8 people	0.8	0.0	0.0	0.0	0.0	1.5	6.9	28.5	62.3	3.47	
10 people	0.0	0.0	1.5	2.3	4.5	12.9	20.5	23.5	34.8	2.58	
12 people	2.3	0.0	6.9	4.6	16.2	18.5	19.2	18.5	13.8	1.40	
14 people	10.4	5.6	12.8	16.0	12.0	18.4	16.0	4.8	4.0	-0.19	
16 people	18.5	10.8	24.6	12.3	15.4	6.9	5.4	3.1	3.1	-1.28	
18 people	33.8	26.2	10.8	10.0	9.2	3.1	3.1	0.8	3.1	-2.22	
20 people	56.5	13.7	7.6	6.9	4.6	5.3	0.8	0.8	3.8	-2.65	

Mean = 13.8 people

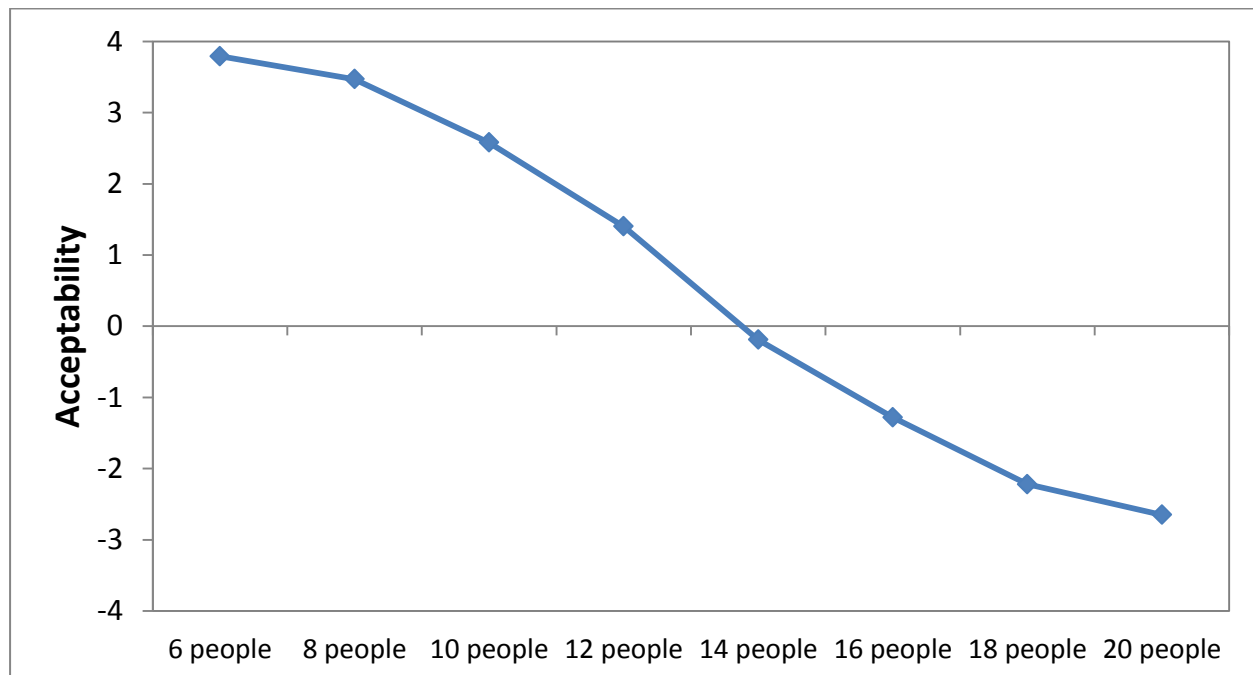


Figure 4. Social norm curve for tour group size.

Table 58. Tour Duration

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
2 hours	0.8	0.8	1.6	0.8	2.3	2.3	4.7	7.8	79.1	3.42	
3 hours	2.4	0.0	0.8	2.4	0.0	3.1	12.6	25.2	53.5	3.05	
4 hours	3.1	1.6	3.9	5.5	15.6	8.6	20.3	17.2	24.2	1.67	
5 hours	8.7	10.3	15.9	6.3	9.5	15.9	11.1	6.3	15.9	0.17	
6 hours	26.2	10.8	8.5	6.9	12.3	10.8	6.9	1.5	16.2	-0.67	

Mean = 5.2 hours

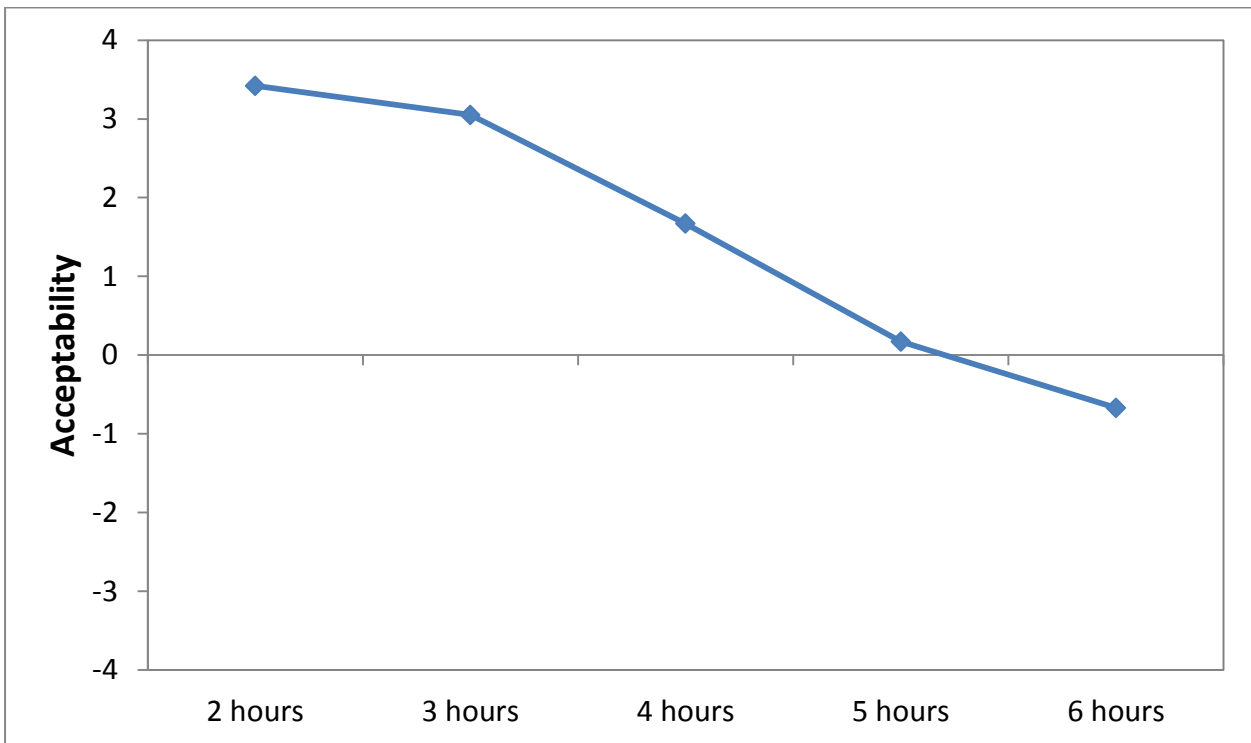


Figure 5. Social norm curve for tour duration.

Table 59. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting Dyea. Please indicate how acceptable you think the following numbers of groups are at Dyea. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.”

	Very Unacceptable					Very Acceptable				Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
1 group	0.8	0.0	0.0	0.0	0.0	4.1	1.6	9.8	83.6	3.68
2 groups	0.8	1.6	0.0	0.8	0.0	4.0	11.2	21.6	60.0	3.22
3 groups	2.5	0.0	2.5	4.2	4.2	10.0	20.0	22.5	34.2	2.35
4 groups	4.1	2.5	7.4	9.8	8.2	17.2	24.6	9.0	17.2	1.14
5 groups	13.2	7.4	16.5	15.7	14.0	9.9	10.7	6.6	5.8	-0.50
6 groups	21.1	24.4	17.9	6.5	8.1	7.3	6.5	4.1	4.1	-1.51
7 groups	47.2	14.4	8.0	4.8	8.8	3.2	8.0	1.6	4.0	-2.13

Mean = 4.7 groups

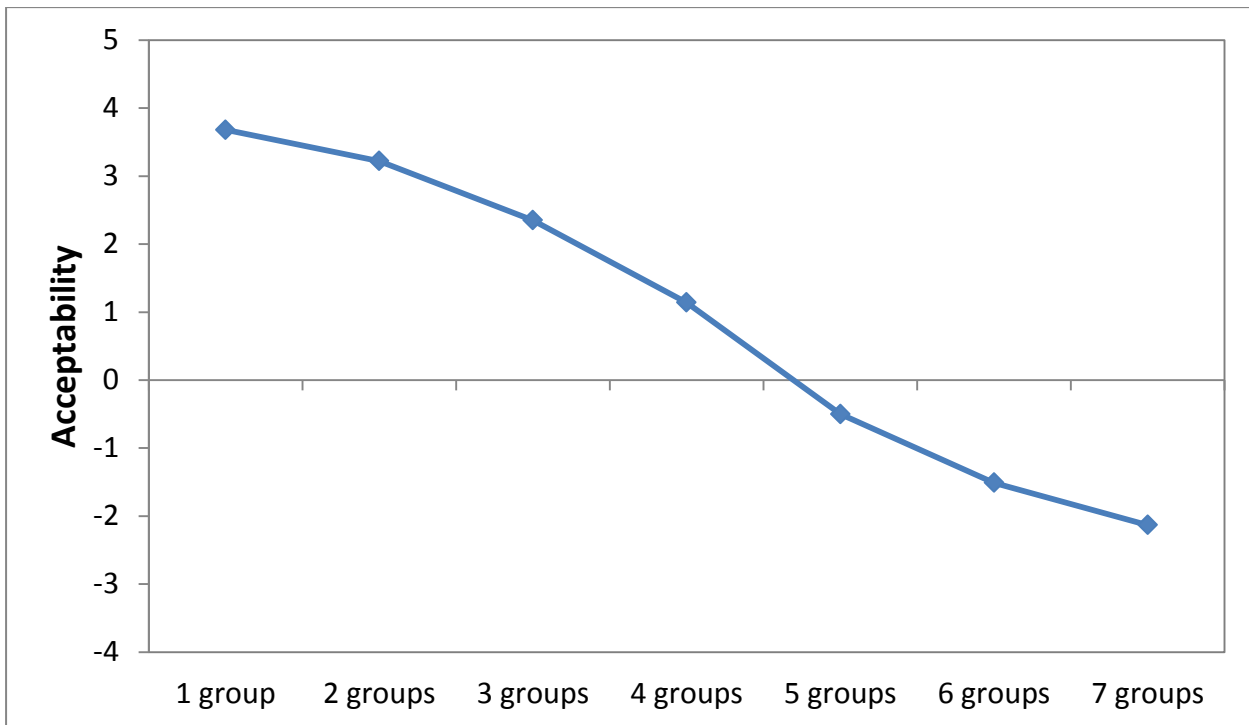


Figure 6. Social norm curve for number of groups seen.

Table 60. Approximately how many groups did you see in Dyea today?

	Frequency	Percent
0 groups	14	11.3
1 group	28	22.6
2 groups	35	28.2
3 groups	17	13.7
4 groups	18	14.5
5 groups	3	2.4
6 groups	1	0.8
Don't Know	7	5.6
Does Not Apply	1	0.8

Mean = 2.1 groups

Table 61. How crowded did you feel at the Dyea town site today?

	Not at all Crowded		Slightly Crowded		5	Moderately Crowded		Extremely Crowded		Mean
	1	2	3	4		6	7	8	9	
a. At the False Front	83.3	14.4	1.5	0.0	0.0	0.0	0.8	0.0	0.0	1.22
b. Along the trails	74.8	21.4	0.8	0.8	1.5	0.8	0.0	0.0	0.0	1.35
c. At the Warehouse site	89.3	9.2	0.0	0.8	0.8	0.0	0.0	0.0	0.0	1.15
d. At the Nelson Slough Foot Bridge	84.7	12.2	1.5	0.0	0.8	0.0	0.8	0.0	0.0	1.23
e. Overall	83.3	14.4	2.3	0.0	0.0	0.0	0.0	0.0	0.0	1.19

Table 62. Did you experience any conflicts today with visitors participating in other recreation activities at Dyea or on the trails around Dyea?

	Frequency	Percent
Yes	0	0.0
No	61	100.0

### **Attitudes toward management**

Commercial bicycle tour visitors were asked to rate facilities and services in Dyea on the following scale: 1 – “very poor”, 2 – “poor”, 3 – “average”, 4 – “good”, and 5 – “excellent”. On average, visitors rated facilities and services in the “average” to “good” range, with mean ratings ranging from 3.45 to 4.57. The amount and quality of information provided on guided tours were given the highest average ratings (mean of 4.57 and 4.48 respectively), while the availability of picnic tables (mean rating of 3.45), and the amount (mean rating of 3.79) and quality (mean rating of 3.68) of information provided by educational signs/displays and brochures were given the lowest average ratings (Table 63).

Visitors were also asked how likely they would be to ride a free transit (bus) service on a future visit if such a service were provided. Nearly two-thirds of respondents (65.1%) indicated that they would be likely or very likely to use such a service (Table 64). A majority of respondents (54.3%) indicated that they were likely to be willing to pay a fee of \$10 for this service if the funds collected remained in the park to support the bus service (Table 65).

Visitors were also asked to rate the importance of potential management actions in Dyea on a 5-point scale ranging from “not important” to “extremely important”. On average, visitors rated most management actions in the “somewhat important” to “moderately important” range, with mean ratings ranging from 2.56 to 3.15 (Table 66). The potential management actions given the highest average importance ratings were “provide more education about Native American history in the area” with an average importance rating of 3.15 and “provide more education about the natural history of the area” with an average importance rating of 3.06. Average importance ratings for all other management actions were below 3.0. The management action receiving the lowest average importance rating was “provide public transit to the Dyea town site and/or the Chilkoot trail” with an average importance rating of 2.56. Visitors were also asked how strongly they agreed with the statement that they were “able to get a sense that a town site once existed in Dyea”. A majority agreed or strongly agreed with the statement (72.3%) (Table 67).



Table 63. How would you rate the following facilities and services at Dyea?

	Very Poor (1)	Poor (2)	Average (3)	Good (4)	Excellent (5)	Mean
a. Amount of information provided by commercial guided tours	0.0	1.8	5.4	26.8	66.1	4.57
b. Amount of information provided by National Park Service guided tours	5.3	0.0	15.8	42.1	36.8	4.05
c. Amount of information provided by educational signs/displays, brochures	0.0	3.8	34.6	40.4	21.2	3.79
d. Quality of information provided by commercial guided tours	0.0	1.9	3.8	38.5	55.8	4.48
e. Quality of information provided by National Park Service guided tours	6.3	0.0	12.5	50.0	31.3	4.00
f. Quality of information provided by educational signs/displays, brochures	2.0	4.0	34.0	44.0	16.0	3.68
g. Number and quality of trails	0.0	5.4	7.1	57.1	30.4	4.13
h. Trail signage (directions, distances)	1.9	7.7	25.0	38.5	26.9	3.81
i. Availability of picnic tables	0.0	18.2	27.3	45.5	9.1	3.45

Table 64. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service?

	Frequency	Percent
Very likely	40	31.0
Likely	44	34.1
Undecided	26	20.2
Unlikely	9	7.0
Very unlikely	10	7.8

Table 65. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it?

	Frequency	Percent
Yes, likely	70	54.3
No, unlikely	21	16.3
Not sure	38	29.5

Table 66. The following ideas have been suggested to change the way in which Dyea is managed. How important would the following changes in management be to you?

	Not important (1)	Somewhat important (2)	Moderately important (3)	Very important (4)	Extremely important (5)	Mean
a. Provide public transit to the Dyea town site and/or the Chilkoot Trail.	27.8	20.4	29.6	13.0	9.3	2.56
b. Provide more education about the natural history of the area	7.4	16.7	44.4	25.9	5.6	3.06
c. Provide more education about the geological history of the area	13.0	13.0	40.7	29.6	3.7	2.98
d. Provide more education about the Klondike Gold Rush	9.6	19.2	44.2	21.2	5.8	2.94
e. Provide more education about the Dyea town site	7.4	22.2	42.6	22.2	5.6	2.96
f. Provide more education about Native American history in the area	11.3	17.0	28.3	32.1	11.3	3.15
g. Recreate some of the elements of the former town site (clear some former streets, clear historic views)	22.2	22.2	29.6	20.4	5.6	2.65

Table 67. How much do you agree or disagree with the following statement: I was able to get a sense that a town site once existed in Dyea?

	Frequency	Percent
1 – Strongly disagree	1	1.9
2 - Disagree	7	13.0
3 - Neither agree nor disagree	7	13.0
4 - Agree	28	51.9
5 – Strongly agree	11	20.4

Mean = 3.76

## **Dyea Town Independent Visitors**

### **Use and Users**

Independent visitors to the Dyea town site visited in groups of family and/or friends (80.5%) (Tables 68 and 69), with an average group size of 2.3 people (Table 70). Most visitors traveled in a group of one to three people (82.3%). The vast majority of these visitors were not in the area as part of a cruise vacation (92.3%) (Table 71), and visited the area on their own, not as part of a commercial tour group (78.6%) (Tables 72 and 73).

A majority of independent visitors (77.8%) are first-time visitors to KLGO (Table 74). Of those who had been to the park previously, most (69.2%) visited on one other occasion (Table 75). Some visitors in this group visited the park on multiple occasions, with an average number of previous visits of 3.2. Average duration on this trip to the Dyea town site was about 2.5 hours (Table 76). Over two-thirds of independent visitors to the Dyea portion of KLGO (68.8%) indicated that they had not visited the visitor center in Skagway (Table 77). It is possible that some visitors may visit the visitor center after their excursion to the Dyea area. A majority of visitors (55.6%) learned that Dyea is within a National Historical Park from a previous visit, from their time in Skagway, read about it in a guidebook, or by some other means (Tables 78 and 79). Most visitors did not know that Dyea is within a National Historical Park before they left home.

Most visitors reside in the United States (78.0%), and live in 20 states (Tables 80 and 81). The largest percentage visitors reside in the state of California (19.5%). Respondents who did not reside in the United States visited from 3 different countries (Table 82). Most foreign visitors reside in Canada (84.6%). Others reside in the United Kingdom (7.7%) and Brazil (7.7%).

The average age of survey independent visitors was 59.3 years (Table 83). More females than males (56.9% vs. 43.1%) responded to the survey (Table 84). Almost three quarters of this group of visitors (70.2% overall) indicated that they had a four-year college degree or a graduate degree (Table 85). The vast majority of respondents (96.5%) indicated that they were not Hispanic or

Latino (Table 86), and all indicated that they identify their race as white (Table 87). Most respondents (98.2%) indicated that English is their primary language (Table 88). The only other language spoken by visitors in this group was French (Table 89).

One visitor group had a member with physical conditions that made it difficult for members of their group to participate in park activities or services (1.8%). The condition consisted of a mobility issue (Tables 90 through 92).

Independent visitors participated in a variety of activities while visiting the area. A majority of visitors indicated that they viewed wildlife (71.2%), photographed the area (75.5%), and hiked on one or more trails (75.9%) during their visit. Smaller percentages of visitors indicated that they watched birds (36.2%) and picnicked (24.4%) (Table 93). Visitors also indicated that they used or visited a variety of facilities/areas (Table 94). All visitors indicated that they visited the Vining and Wilkes warehouse site (100.0%) and the False Front (100.0%). Most indicated that they visited the Nelson Slough crossing (96.1%), and the Tidal Flats (92.6%). Nearly all used the trails (92.9%), and three-quarters used a restroom (77.8%).

Table 68. On this visit, what kind of personal group (not tour group) are you with?

	Frequency	Percent
Alone	7	10.8
Family	42	64.6
Friends	8	12.3
Family and friends	3	4.6
Other	5	7.7

Table 69. Other responses

	Frequency	Percent
Alone	1	20.0
Cruise group	1	20.0
Spouse/Fiance	1	20.0
Guide	1	20.0
Ranger	1	20.0

Table 70. How many people (including you) are in your personal group today?

	Frequency	Percent
1	5	8.1
2	43	69.4
3	3	4.8
4	9	14.5
5	1	1.6
6	1	1.6

Mean = 2.3; Median = 2.0

Table 71. Are you visiting this area as part of a cruise vacation?

	Frequency	Percent
Yes	5	7.7
No	60	92.3

Table 72. How did you reserve your place on the commercial tour you took today?

	Frequency	Percent
When I booked my cruise	0	0.0
On board my ship	0	0.0
On the dock when I got off my ship	0	0.0
Independently in town	0	0.0
Independently via the internet	0	0.0
Tour arrangements made by others	0	0.0
I am not participating in a commercial tour today	41	87.2
Other	6	12.8

Table 73. Please specify other:

	Frequency	Percent
Does not apply	2	33.3
Joined in progress on trail	1	16.7
Pre-scheduled 10 am tour	1	16.7
Recommended by local	1	16.7
Self	1	16.7

Table 74. Have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
Yes	14	22.2
No	49	77.8

Table 75. If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
1	9	69.2
3	1	7.7
4	1	7.7
6	1	7.7
20	1	7.7

Mean = 3.2

Median = 1.0

Table 76. How long did you stay at Dyea today?

	Frequency	Percent
Less than 1 hour	1	1.8
1 hour to less than 2 hours	9	15.8
2 hours to less than 3 hours	31	54.4
3 to 5 hours	13	22.8
More than 5 hours	3	5.3

Mean = 2.5 hours

Table 77. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

	Frequency	Percent
Yes	44	68.8
No	20	31.3

Table 78. When did you learn that Dyea is within a National Historical Park?

	Frequency	Percent
Before I left home	12	19.0
When I got off the cruise ship (on the dock or in Skagway)	2	3.2
From my tour leader	10	15.9
From this survey	3	4.8
I did not learn that Dyea is within a National Historical Park	1	1.6
Other	35	55.6

Table 79. Other responses.

	Frequency	Percent
I've been here before/past experience	8	22.9
At visitor center in Skagway	7	20.0
Mile Post book/ read about it	5	14.3
Saw a sign today	4	11.4
From a relative	2	5.7
Today	2	5.7
Ranger	2	5.7
At the rented car office	1	2.9
Camp ground host	1	2.9
In town	1	2.9
On the ferry from Juneau	1	2.9
Yesterday	1	2.9

Table 80. Do you live in the United States?

	Frequency	Percent
Yes	46	78.0
No	13	22.0



Table 81. State of Residence.

	Frequency	Percent
California	8	19.5
Florida	4	9.8
Massachusetts	3	7.3
Texas	3	7.3
Oregon	3	7.3
New York	2	4.9
Virginia	2	4.9
Indiana	2	4.9
Minnesota	2	4.9
Missouri	2	4.9
New Hampshire	1	2.4
Pennsylvania	1	2.4
Montana	1	2.4
Illinois	1	2.4
Colorado	1	2.4
Utah	1	2.4
Arizona	1	2.4
New Mexico	1	2.4
Hawaii	1	2.4
Washington	1	2.4

Table 82. If no, what country do you live in?

	Frequency	Percent
Canada	11	84.6
United Kingdom	1	7.7
Brazil	1	7.7

Table 83. Age of visitors

	Frequency	Percent
Under 20	0	0.0
20 to 29	3	5.3
30 to 39	1	1.8
40 to 49	4	7.0
50 to 59	16	28.1
60 to 69	24	42.1
70 to 79	9	15.8

Mean = 59.3 years

Table 84. What is your gender?

	Frequency	Percent
Male	22	43.1
Female	29	56.9

Table 85. What is the highest level of formal education you have completed?

	Frequency	Percent
Less than high school	0	0.0
High school graduate	5	8.8
Vocational/trade school certificate	2	3.5
Some college	6	10.5
Two-year college degree	4	7.0
Four-year college degree	15	26.3
Graduate degree	25	43.9

Table 86. Are you Hispanic or Latino?

	Frequency	Percent
Yes, Hispanic or Latino	2	3.5
No, not Hispanic or Latino	55	96.5

Table 87. What is your race?

	Frequency	Percent
American Indian or Alaska Native	0	0.0
Asian	0	0.0
Black or African American	0	0.0
Native Hawaiian or other Pacific Islander	0	0.0
White	57	100.0

Table 88. Which language do you and members of your group primarily use to communicate with each other?

	Frequency	Percent
English	55	98.2
Other	1	1.8

Table 89. Please specify other language:

	Frequency	Percent
French	2	100.0

Table 90. Does anyone in your group have a physical condition that makes it difficult to access or participate in park activities or services?

	Frequency	Percent
Yes	1	1.8
No	56	98.2

Table 91. If yes, on this visit what activities or services did the person(s) have difficulty accessing or participating in?

	Frequency	Percent
Standing for long periods of time	1	100.0

Table 92. Because of the physical condition, what specific problems did the person(s) have?

	Frequency	Percent
Hearing (difficulty hearing guides or other staff even with a hearing aid)	0	0.0
Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)	0	0.0
Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)	1	100.0
Other	0	0.0

Table 93. Which of the following activities did you participate in today?

	Yes	No
	Percent	
a. Picnicking	24.4	75.6
b. Bicycling	4.3	95.7
c. Horseback riding	2.3	97.7
d. Hiking on a trail	75.9	24.1
e. Walking your dog	23.9	76.1
f. Viewing wildlife	71.2	28.8
g. Van tour	4.4	95.6
h. Photography	75.5	24.5
i. Bird watching	36.2	63.8
j. Other	25.0	75.0

Table 94. Which of the following facilities/areas did you visit/use today?

	Yes	No
	Percent	
a. The trails	92.9	7.1
b. The picnic area	40.0	60.0
c. A restroom	77.8	22.2
d. The Flats	92.6	7.4
e. The False Front	100.0	0.0
f. The Warehouse site	100.0	0.0
g. The Nelson Slough Crossing	96.1	3.9
h. A campground	36.2	63.8

## **Indicators of quality**

Independent visitors were asked about the importance of several reasons for visiting the Dyea area. While visitors evaluated most of the reasons as at least somewhat important, respondents indicated that the most important reasons for visiting the area were “to learn about the history of this area”, and “to see and learn about the natural environment of this area”. Other reasons that were somewhat important included “to be with family and/or friends”, and “to get some exercise” (Tables 95 and 96).

A series of open-ended questions was also used to determine potential indicators of quality of the recreation experience at the Dyea town site for independent visitors. An initial set of questions asked respondents to report in an open-ended format what they enjoyed most and least about their visit (Tables 97 and 98). A variety of responses were given to these questions. Answers were grouped into similar categories. The most commonly reported item most enjoyed by respondents was the information presented about human and natural history (41.1%). “Ranger/tour guide” was also enjoyed most by one-third of visitors (33.3%). When asked what they enjoyed least about their visit to the Dyea town site, the most commonly reported item (34.0%) was the presence of insects, while twenty percent indicated that they enjoyed everything.

Additionally, visitors were given the opportunity to report open-ended responses to the question: “If you could ask the National Park Service to change some things about the way they manage Dyea, what would you ask them to do?” Again, a variety of responses to the question were recorded. Responses were grouped into similar categories. The most common responses was a desire for more information and interpretation (32.4%) and the feeling that everything in the park is fine just as it is (38.2%) (Table 99).

Visitors who had visited the Dyea area previously were asked to note any things that had changed for better or for worse since their last visit (Table 100). Most visitors who responded indicated that

they noticed no changes. Nearly a quarter of respondents (22.2%) who answered the question indicated that the trails in the area were in better condition.

Respondents were asked about whether they thought visitors to the Dyea areas are having negative effects on the natural and/or historical resources or the visitor experience (Table 101). Nearly two-thirds of respondents (61.7%) indicated that they did not think visitors had negative effects on the resources or visitor experience, while 30.0% indicated that they did not know. Respondents who indicated that visitors did have negative effects were asked to indicate what effects they thought visitors were having (Table 102). A variety of responses were recorded, but generally, respondents indicated that they thought the negative effects caused by visitors were relatively minor and that visitors should be allowed to travel to the area.

Visitors were also asked what they valued most about their visit to Dyea. Responses to this open-ended question were grouped into several categories (Table 103). Respondents indicated that information about gold rush and natural history was highly valued by a majority of visitors (57.8%).

Visitors were also asked what they considered to be the most important qualities of Dyea. Responses to this open-ended question were also grouped into several categories (Table 104). Substantial percentages of respondents indicated that history (42.2%) and “beauty/scenery/natural setting” (21.9%) are the most important qualities of Dyea by substantial percentages of respondents.

Visitor perceptions of impacts caused by recreation are a key component of developing potential indicators of quality. Therefore, a set of questions asked respondents the extent to which they felt that certain issues were a problem in Dyea. A majority of respondents did not think that any of the issues were a “small” or “big” problem (Table 105). However, some issues were perceived as “small” or “big” problems by a substantial percentage (greater than 30%). Those issues include

“large groups of people along trails,” “sharing the roads and trails with other types of visitor groups,” “too much noise from outside the park,” and “lack of information about Dyea”.

Table 95. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea.

	Not at all Important (1)	Somewhat Important (2)	Very Important (3)	Mean
a. To learn about the history of this area	0.0	21.9	78.1	2.78
b. To see and learn about the natural environment of this area	4.8	33.3	61.9	2.57
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	43.5	32.3	24.2	1.81
d. To be with family and/or friends	33.3	30.2	36.5	2.03
e. To get some exercise	24.2	46.8	29.0	2.05
f. To experience solitude	55.0	28.3	16.7	1.62
g. Other (Please specify)	22.2	11.1	66.7	2.44

Table 96. Other responses

	Frequency	Percent
Learn	3	33.3
Curious	1	11.1
Exercise the dog	1	11.1
History	1	11.1
Ranger tour	1	11.1
Solitude	1	11.1
To run the kids	1	11.1

Table 97. What did you enjoy most about your visit to the Dyea town site?

	Frequency	Percent
Human or natural history/information	37	41.1
Ranger/tour guide	30	33.3
Setting/scenery/natural beauty/nature	11	12.2
Remains of historic buildings/sites	6	6.7
Exercise/walking/biking	3	3.3
Weather	2	2.2
Wildlife viewing/siting	1	1.1

Table 98. What did you enjoy least about your visit to the Dyea town site?

	Frequency	Percent
Insects	17	34.0
Nothing/enjoyed everything	10	20.0
Weather/temperature/muddiness	9	18.0
Dogs barking in the distance/noise	4	8.0
Lack of directional/interpretive signage	3	6.0
Tour/visit was too short	2	4.0
Few remains of historic structures	2	4.0
Potholes in road and trail	1	2.0
Animal scat	1	2.0
Not seeing wildlife	1	2.0

Table 99. If you could ask the National Park Service to change some things about the way they manage Dyea, what would you ask them to do?

	Frequency	Percent
Nothing/keep up the good work	13	38.2
More information/interpretation signage/brochures/maps	11	32.4
Better depict the town/restore/rebuild/preserve	4	11.8
Miscellaneous	2	5.9
Improve facilities/road/trails	2	5.9
More wildlife viewing opportunities	1	2.9
Provide transportation to and from the site	1	2.9



Table 100. If you have visited the Dyea town site before, please note any things that have changed for the better or for the worse since your last visit.

	Frequency	Percent
Better pathways/better	2	22.2
Building remains are in worse shape	1	11.1
Cannot remember	1	11.1
Continues to be well kept	1	11.1
Didn't notice any changes	2	22.2
Nothing	1	11.1
The weather	1	11.1

Table 101. Do you think visitors are having any negative effects on the natural and/or historical resources of Dyea or the quality of the visitor experience?

	Frequency	Percent
Yes	5	8.3
No	37	61.7
Don't know	18	30.0

Table 102. If yes, please explain:

	Frequency	Percent
Always with more vistors has many compounded effects	1	14.3
Any human interaction will leave some impact, but we need to be able to visit	1	14.3
Dyea is very loud - due to vistor tours, ex. dog tours	1	14.3
I can't imagine there aren't changes by "us"-however I think it is being as well managed as can be and still let "us" come	1	14.3
I'm sure volume of traveler negatively impacts place in some way, but is hard to avoid	1	14.3
Observers change the observed... That is physics!	1	14.3
Probably the weather and the time has deteriorated the site more	1	14.3

Table 103. What do you value most about your visit to Dyea?

	Frequency	Percent
Gold rush history/natural history	37	57.8
Views/scenery/nature/beauty	12	18.8
Miscellaneous	6	9.4
Being outdoors/fresh air	3	4.7
Serenity/peacefulness	3	4.7
Lack of crowding	2	3.1
Wildlife viewing	1	1.6

Table 104. What do you consider to be the most important qualities of Dyea?

	Frequency	Percent
History	27	42.2
Beauty/scenery/natural setting	14	21.9
Reverting back to nature	9	14.1
Preservation	7	10.9
Quiet/solitary/uncrowded location	4	6.2
Remnants of the historic town	1	1.6
Clean environment/fresh air	1	1.6
Area to recreate/open to the public	1	1.6

Table 105. Some people have suggested that the following issues might be problems at Dyea. To what extent do you think the following issues are problems?

	Not a Problem (1)	Small Problem (2)	Big Problem (3)	Don't Know	Mean
a. The number of people at Dyea	71.7	21.7	2.5	4.2	1.35
b. The number of people along trails	71.8	21.8	3.2	3.2	1.32
c. Large groups of people along trails	55.5	24.4	15.1	5.0	1.58
d. Sharing the roads and trails with other types of visitor groups (horseback, bicycles, etc.)	65.4	26.2	4.6	3.8	1.47
e. Finding your way to Dyea	73.8	19.8	4.8	1.6	1.35
f. Finding your way around Dyea	72.0	23.2	2.4	2.4	1.27
g. Visitors making too much noise	84.7	11.5	2.3	1.5	1.13
h. Too much noise from outside the park	63.8	25.2	9.4	1.6	1.59
i. Lack of information about Dyea	59.4	32.8	5.5	2.3	1.42
j. Waiting to use restrooms	86.9	7.7	2.3	3.1	1.06
k. Dogs off leash	85.2	8.2	2.5	4.1	1.10
l. Lack of picnicking facilities	82.8	13.1	0.8	3.3	1.08
m. Lack of drinking water	69.8	26.2	0.8	3.2	1.26
n. Lack of public transit access	71.1	18.4	4.4	6.1	1.34

## **Standards of quality**

To determine standards of quality for relevant indicator variables independent visitors were asked to evaluate a range of potential social conditions that could be encountered in the Dyea town area.

### ***Dyea Town Sites***

Photographs depicting increasing use levels were developed for each study site and are shown in Appendix A. For each series of photographs, respondents were asked a battery of evaluative questions. Respondents were first asked to evaluate the acceptability of each study photograph showing increasing levels of visitor use. Acceptability was measured using a nine-point Likert-type scale ranging from (-4) “Very Unacceptable” to (4) “Very Acceptable”. Zero represented the middle of this scale or the point of indifference. The second question in the series asked respondents to indicate the photograph that showed the use level they would prefer to see. A third question asked visitors to indicate which photograph showed the condition that would be so unacceptable that they would no longer visit the area. Further, respondents were given the opportunity to indicate that, “none of the photographs are so unacceptable that I would no longer visit this area.” The fourth question asked visitors to select the photograph representing the highest level of visitor use they thought the National Park Service should allow, or the point at which visitor use should be restricted. Additionally, respondents were given the opportunity to indicate that none of the photographs show a high enough level of visitor use to restrict use or that use should not be restricted at all. The fifth question referred to existing conditions. Respondents were asked to indicate the photograph that most represented the condition they “typically saw today”. In the abbreviated version of the questionnaire administered in 2011, only the acceptability and preference questions were asked.

**False Front** - Independent visitors were asked to respond to a series of photographs depicting increasing use levels at the False Front. The first photograph showed no people at the False Front, the second had 5, the third had 10, the fourth had 15, the fifth had 20 and the last had 25 people. Study findings suggest that increasing numbers of people are found to be increasingly

unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 15.1 people at one time (Table 106 and Figure 7). On average, respondents prefer to see 5.5 people (median = 5.0) at the False Front (Table 107), while an average of 19.6 people would be so unacceptable that they would no longer visit the area (Table 108).

Approximately 19% of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 14.2 people at the False Front before use should be restricted (Table 109). No respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 26.9% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 6.2 people on the day they were contacted for this study (Table 110). The number of other visitors typically seen at the False Front is only slightly higher than the number respondents preferred to see. Table 111 summarizes the findings from this battery of questions.

**Vining and Wilkes Warehouse** - Visitors were next asked to respond to a series of photographs depicting increasing use levels at the Vining and Wilkes Warehouse site. The first photograph showed no people at the Vining and Wilkes Warehouse site, the second had 5, the third had 10, the fourth had 15, the fifth had 20 and the last had 25 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 14.7 people at one time (Table 112 and Figure 8). On average, respondents prefer to see 5.6 people (median = 5.0) at the Vining and Wilkes Warehouse site (Table 113). Visitors reported that an average of 20.3 people would be so unacceptable that they would no longer visit the area (Table 114). Approximately 24% of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow 14.0 people at the Vining and Wilkes Warehouse site before use should be restricted (Table 115). Additionally, respondents were given the opportunity to indicate that “none of the photographs show a high enough level of use to restrict visitors from using this area” or, that “visitor use should not be restricted”. About 2% of respondents felt that none of the photographs showed a high enough

number of people to restrict visitor use and 28.0% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 5.5 people (Table 116). The number of other visitors typically seen at the Vining and Wilkes Warehouse site is about the same as the number respondents preferred to see. Results from this battery of questions are summarized in Table 117.

**Nelson Slough Bridge** - Next visitors were asked to respond to a series of photographs depicting increasing use levels at the Nelson Slough bridge. The first photograph showed no people at the Nelson Slough bridge, the second had 4, the third had 8, the fourth had 12, the fifth had 16 and the last had 20 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 12.6 people at one time (Table 118 and Figure 9). On average, respondents prefer to see 5.2 people (median = 4.0) at the Nelson Slough bridge (Table 119). Visitors reported that an average of 15.5 people would be so unacceptable that they would no longer visit the area (Table 120). Thirty percent of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 10.2 people at the Nelson Slough bridge before use should be restricted (Table 121). Additionally, respondents were given the opportunity to indicate that “none of the photographs show a high enough level of use to restrict visitors from using this area” or, that “visitor use should not be restricted”. About 8% of respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 29.4% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 4.9 people (Table 122). The number of other visitors typically seen at the Nelson Slough bridge is fewer than the number respondents preferred to see. Table 123 summarizes the findings from this battery of questions.

### ***Tour Characteristics***

Respondents were next asked to indicate the acceptability of different tour group sizes, tour durations and number of other groups seen while visiting Dyea. Specifically, respondents were asked to evaluate the acceptability of tour group sizes between six and 20 people, tour lengths between two and six hours, and encounters with one to seven other groups. As with the town site photographs, nine-point Likert-type scales were used to capture these responses. On average, respondents indicated that tours consisting of 13.5 people (Table 124 and Figure 10), tour durations of 3.3 hours (Table 125 and Figure 11) and 3.9 other groups seen while visiting (Table 126 and Figure 12) were at the margin of acceptability. Respondents indicated that they saw, on average, about one other group during their visit (Table 127).

### ***Perceived Crowding and Conflict***

Visitors were also asked to indicate how crowded they felt while visiting the Dyea town site. A 9-point crowding scale (1="Not at all crowded", 9="Extremely crowded") was used to elicit responses to this question. On average, visitors did not feel at all crowded while at the False Front (mean crowding score = 1.27), along the trails (mean crowding score = 1.29), at the Vining and Wilkes Warehouse site (mean crowding score = 1.26), at the Nelson Slough bridge (mean crowding score = 1.31) or overall during their visit (mean crowding score = 1.33) (Table 128).

A small percentage of independent visitors to Dyea (7.1%) indicated that they experienced conflicts with visitors participating in other activities (Table 129). These conflicts were described as interruptions to the tour they were participating in by other groups passing by, or other visitors joining the tour late or leaving early (Table 130).

Table 106. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the False Front. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 people)	5.5	0.0	1.8	0.0	3.6	0.0	5.5	3.6	80.0	3.16	
Photo 2 (5 people)	0.0	1.8	0.0	0.0	3.6	5.5	5.5	20.0	63.6	3.25	
Photo 3 (10 people)	1.8	1.8	1.8	3.6	12.5	10.7	17.9	26.8	23.2	2.00	
Photo 4 (15 people)	5.6	14.8	7.4	13.0	16.7	11.1	9.3	18.5	3.7	0.06	
Photo 5 (20 people)	33.3	16.7	18.5	9.3	11.1	5.6	3.7	1.9	0.0	-2.11	
Photo 6 (25 people)	55.6	7.4	14.8	5.6	9.3	5.6	1.9	0.0	0.0	-2.70	

Acceptability = 15.1

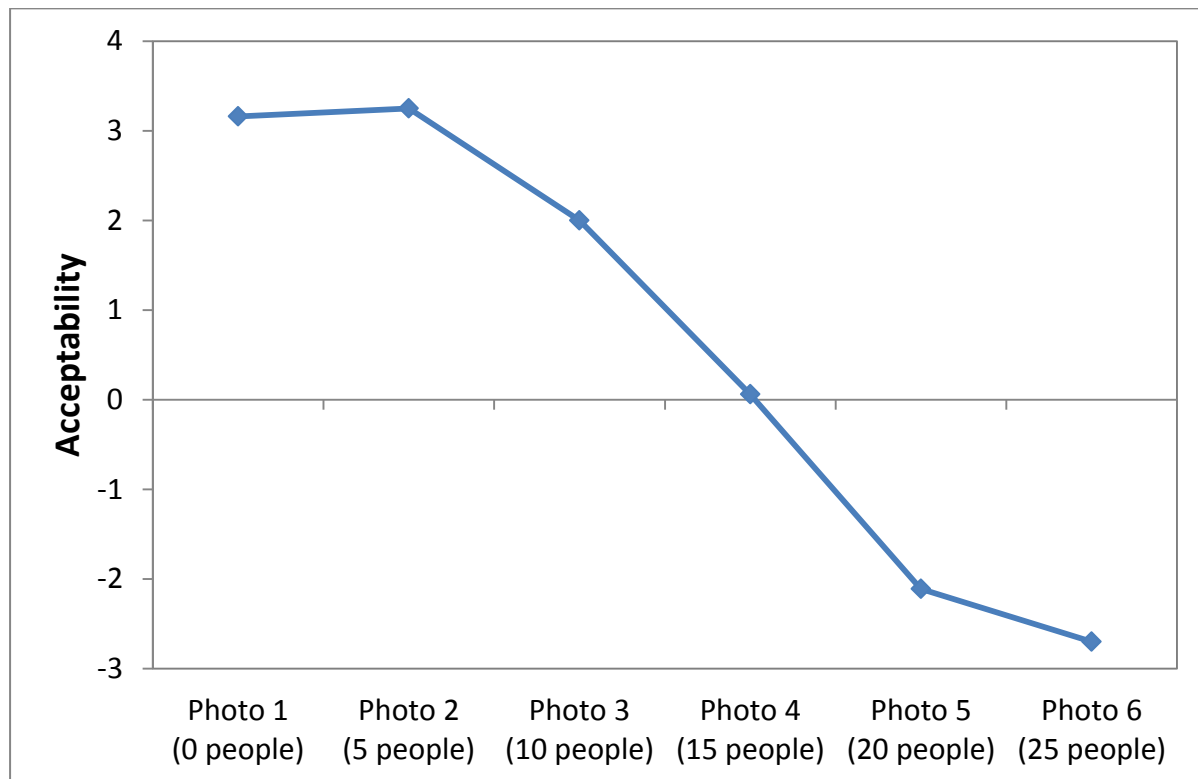


Figure 7. Social norm curve for the number of people at the False Front.

Table 107. Which photograph shows the level of use you would prefer to see at the False Front?

	Frequency	Percent
Photo 1 (0 people)	14	27.5
Photo 2 (5 people)	20	39.2
Photo 3 (10 people)	15	29.4
Photo 4 (15 people)	2	3.9
Photo 5 (20 people)	0	0.0
Photo 6 (25 people)	0	0.0

Mean = 5.5; Median = 5.0

Table 108. Which photograph shows the level of use that is so unacceptable that you would not come back to the False Front?

	Frequency	Percent
Photo 1 (0 people)	2	3.7
Photo 2 (5 people)	0	0.0
Photo 3 (10 people)	3	5.6
Photo 4 (15 people)	10	18.5
Photo 5 (20 people)	9	16.7
Photo 6 (25 people)	20	37.0
None of the photographs are so unacceptable that I would not come back to the False Front	10	18.5

Mean = 19.6; Median = 20.0

Table 109. Which photograph shows the highest level of use that the National Park Service should allow at the False Front? In other words, at what point should visitors be restricted from visiting the False Front?

	Frequency	Percent
Photo 1 (0 people)	0	0.0
Photo 2 (5 people)	2	3.8
Photo 3 (10 people)	12	23.1
Photo 4 (15 people)	16	30.8
Photo 5 (20 people)	6	11.5
Photo 6 (25 people)	2	3.8
None of the photographs show a high enough level of use to restrict visitors from visiting the False Front	0	0.0
Visitor use should not be restricted	14	26.9

Mean = 14.2; Median = 15.0



Table 110. Which photograph looks most like the number of visitors you typically saw at the False Front today?

	Frequency	Percent
Photo 1 (0 people)	10	17.5
Photo 2 (5 people)	27	47.4
Photo 3 (10 people)	17	29.8
Photo 4 (15 people)	2	3.5
Photo 5 (20 people)	1	1.8
Photo 6 (25 people)	0	0.0

Mean = 6.2; Median = 5.0

Table 111. Summary Table

	Mean	Median
Acceptability	15.1	
Preference	5.5	5.0
Displacement	19.6	20.0
Management action	14.2	15.0
Typically seen	6.2	5.0

Table 112. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Warehouse site. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 People)	3.9	0.0	0.0	2.0	3.9	2.0	2.0	3.9	82.4	3.29	
Photo 2 (5 People)	0.0	1.9	0.0	0.0	1.9	1.9	3.8	20.8	69.8	3.45	
Photo 3 (10 People)	0.0	0.0	3.8	1.9	11.3	17.0	17.0	20.8	28.3	2.17	
Photo 4 (15 People)	6.0	14.0	8.0	20.0	16.0	6.0	12.0	14.0	4.0	-0.14	
Photo 5 (20 People)	24.5	18.9	15.1	13.2	11.3	3.8	7.5	3.8	1.9	-1.60	
Photo 6 (25 People)	53.8	7.7	9.6	7.7	7.7	5.8	3.8	3.8	0.0	-2.40	

Acceptability = 14.7

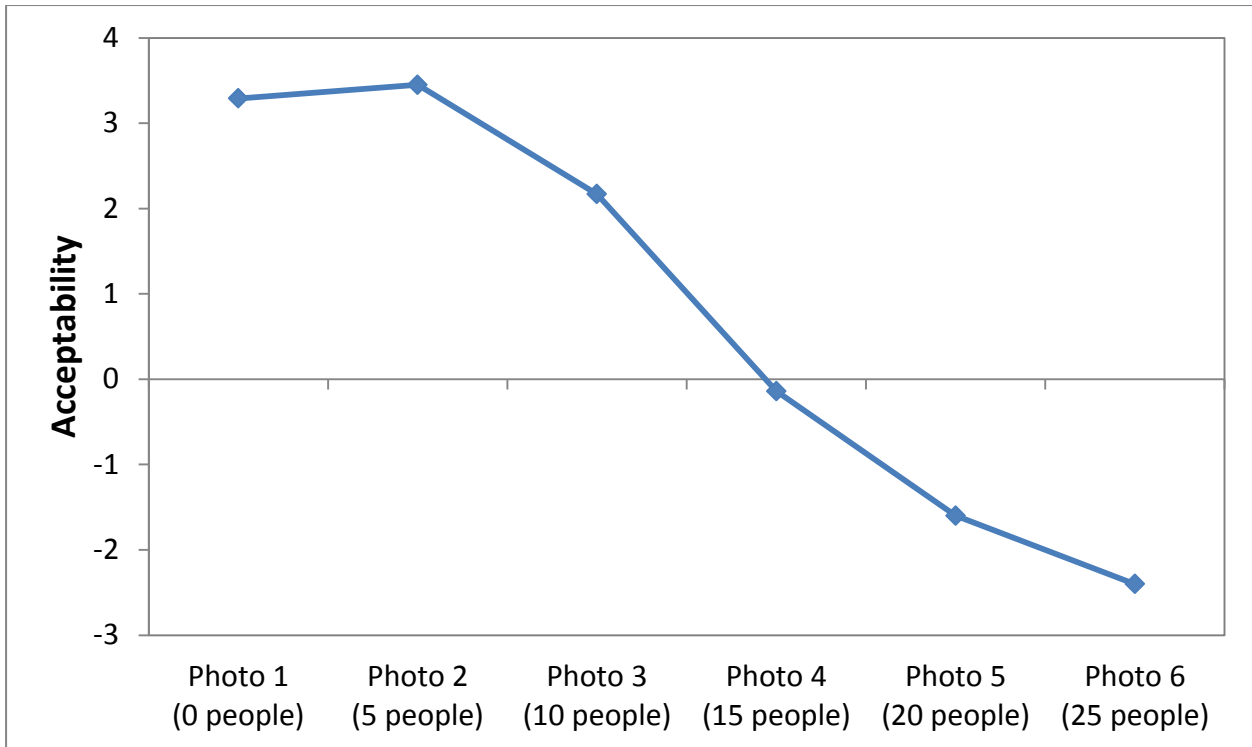


Figure 8. Social norm curve for the number of people at the Vining and Wilkes Warehouse site.

Table 113. Which photograph shows the level of use you would prefer to see at the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	9	18.8
Photo 2 (5 People)	26	54.2
Photo 3 (10 People)	11	22.9
Photo 4 (15 People)	2	4.2
Photo 5 (20 People)	0	0.0
Photo 6 (25 People)	0	0.0

Mean = 5.6; Median = 5.0

Table 114. Which photograph shows the level of use that is so unacceptable that you would not come back to the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (5 People)	0	0.0
Photo 3 (10 People)	5	10.2
Photo 4 (15 People)	6	12.2
Photo 5 (20 People)	8	16.3
Photo 6 (25 People)	18	36.7
None of the photographs are so unacceptable that I would not come back to the Warehouse site.	12	24.5

Mean = 20.3; Median = 20.0

Table 115. Which photograph shows the highest level of use that the National Park Service should allow at the Warehouse site? In other words, at what point should visitors be restricted from visiting the Warehouse site?

	Frequency	Percent
Photo 1 (0 People)	0	0.0
Photo 2 (5 People)	1	2.0
Photo 3 (10 People)	17	34.0
Photo 4 (15 People)	8	16.0
Photo 5 (20 People)	6	12.0
Photo 6 (25 People)	3	6.0
None of the photographs show a high enough level of use to restrict visitors from visiting the Warehouse site	1	2.0
Visitor use should not be restricted	14	28.0

Mean = 14.0; Median = 10.0

Table 116. Which photograph looks most like the number of visitors you typically saw at the Warehouse site today?

	Frequency	Percent
Photo 1 (0 People)	12	26.1
Photo 2 (5 People)	19	41.3
Photo 3 (10 People)	13	28.3
Photo 4 (15 People)	2	4.3
Photo 5 (20 People)	0	0.0
Photo 6 (25 People)	0	0.0

Mean = 5.5; Median = 5.0

Table 117. Summary Table

	Mean	Median
Acceptability	14.7	
Preference	5.6	5.0
Displacement	20.2	20.0
Management action	14.0	10.0
Typically seen	5.5	5.0

Table 118. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Nelson Slough Foot Bridge area. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 People)	3.9	0.0	0.0	0.0	2.0	0.0	0.0	5.9	88.2	3.55	
Photo 2 (4 People)	0.0	0.0	0.0	0.0	2.0	2.0	2.0	19.6	74.5	3.63	
Photo 3 (8 People)	1.9	0.0	1.9	1.9	3.8	3.8	30.8	25.0	30.8	2.50	
Photo 4 (12 People)	8.0	2.0	12.0	16.0	16.0	8.0	18.0	14.0	6.0	0.32	
Photo 5 (16 People)	28.8	15.4	15.4	13.5	7.7	5.8	7.7	1.9	3.8	-1.63	
Photo 6 (20 People)	47.1	15.7	11.8	7.8	9.8	2.0	2.0	2.0	2.0	-2.47	

Acceptability = 12.6

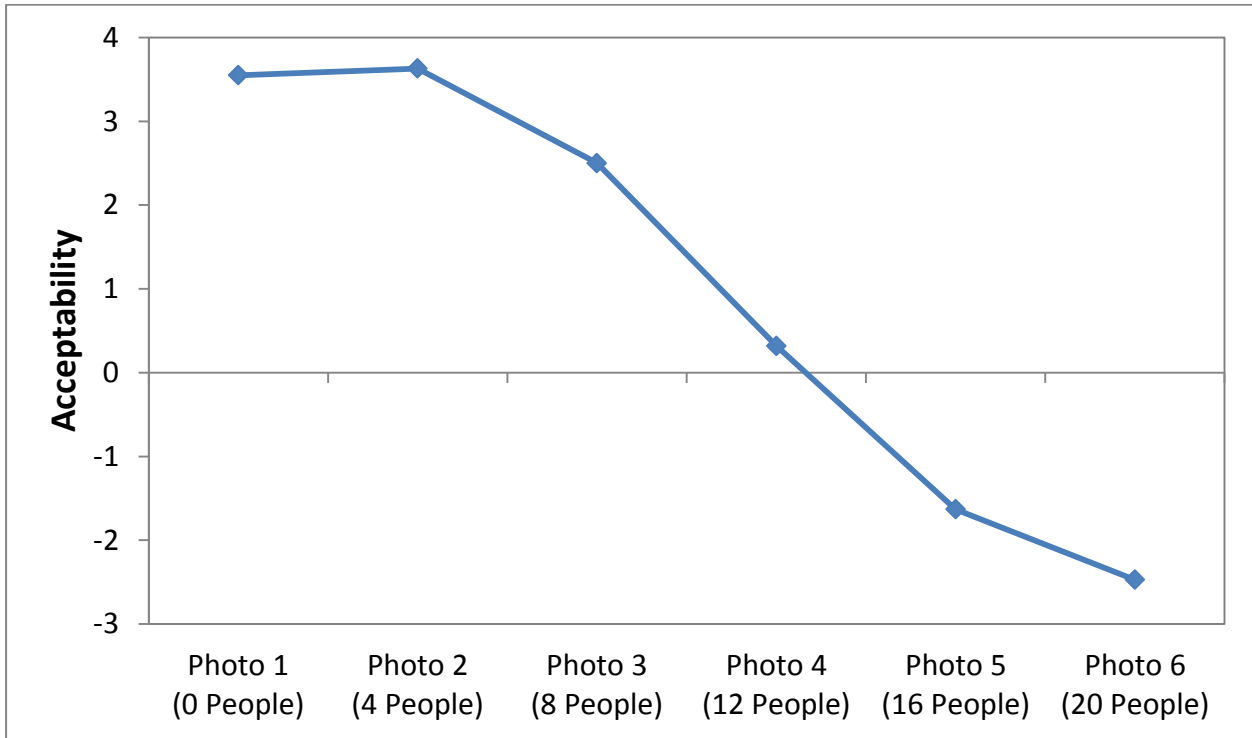


Figure 9. Social norm curve for the number of people at the Nelson Slough Foot Bridge.

Table 119. Which photograph shows the level of use you would prefer to see at the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	9	18.0
Photo 2 (4 People)	23	46.0
Photo 3 (8 People)	14	28.0
Photo 4 (12 People)	3	6.0
Photo 5 (16 People)	0	0.0
Photo 6 (20 People)	1	2.0

Mean = 5.2; Median = 4.0

Table 120. Which photograph shows the level of use that is so unacceptable that you would not come back to the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	1	2.0
Photo 2 (4 People)	1	2.0
Photo 3 (8 People)	2	4.0
Photo 4 (12 People)	9	18.0
Photo 5 (16 People)	6	12.0
Photo 6 (20 People)	16	32.0
None of the photographs are so unacceptable that I would not come back to the Nelson Slough Foot Bridge	15	30.0

Mean = 15.5; Median = 16.0

Table 121. Which photograph shows the highest level of use that the National Park Service should allow at the Nelson Slough Foot Bridge? In other words, at what point should visitors be restricted from visiting the Nelson Slough Foot Bridge?

	Frequency	Percent
Photo 1 (0 People)	1	2.0
Photo 2 (4 People)	4	7.8
Photo 3 (8 People)	13	25.5
Photo 4 (12 People)	6	11.8
Photo 5 (16 People)	6	11.8
Photo 6 (20 People)	2	3.9
None of the photographs show a high enough level of use to restrict visitors from visiting the Nelson Slough Foot Bridge	4	7.8
Visitor use should not be restricted	15	29.4

Mean = 10.2; Median = 8.0

Table 122. Which photograph looks most like the number of visitors you typically saw the Nelson Slough Foot Bridge today?

	Frequency	Percent
Photo 1 (0 People)	10	19.2
Photo 2 (4 People)	24	46.2
Photo 3 (8 People)	16	30.8
Photo 4 (12 People)	1	1.9
Photo 5 (16 People)	0	0.0
Photo 6 (20 People)	1	1.9

Mean = 4.9; Median = 4.0

Table 123. Summary Table

	Mean	Median
Acceptability	12.6	
Preference	5.2	4.0
Displacement	15.5	16.0
Management action	10.2	8.0
Typically seen	4.9	4.0

Table 124. People can visit Dyea on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations.

	Very Unacceptable					Very Acceptable				Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 people	0.0	2.0	0.0	0.0	0.0	0.0	0.0	10.2	87.8	3.76
8 people	3.8	0.0	0.0	0.0	0.0	3.8	9.6	19.2	63.5	3.19
10 people	4.0	0.0	2.0	4.0	6.0	14.0	16.0	16.0	38.0	2.22
12 people	6.0	6.0	4.0	10.0	10.0	22.0	12.0	14.0	16.0	0.92
14 people	10.2	4.1	18.4	22.4	14.3	6.1	6.1	10.2	8.2	-0.31
16 people	14.0	14.0	34.0	14.0	4.0	6.0	8.0	0.0	6.0	-1.34
18 people	26.0	30.0	20.0	4.0	8.0	6.0	0.0	0.0	6.0	-2.08
20 people	60.8	7.8	5.9	5.9	7.8	3.9	0.0	0.0	7.8	-2.49

Acceptability = 13.5 people

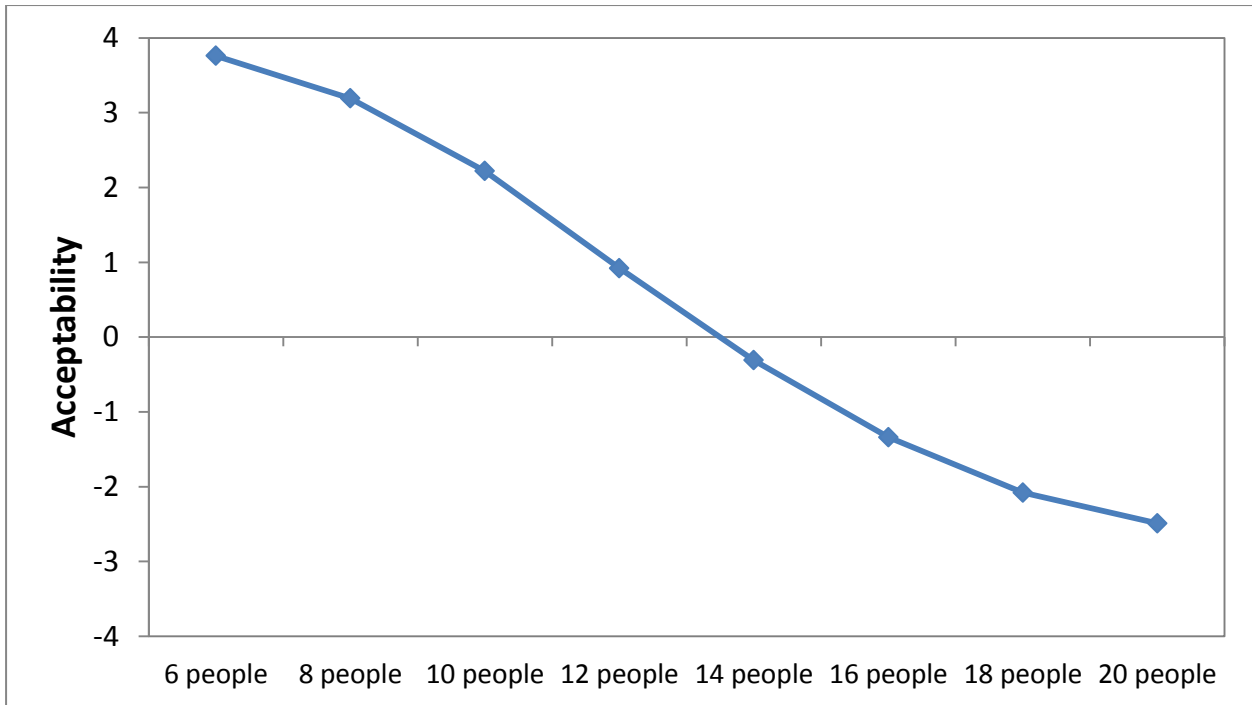


Figure 10. Social norm curve for tour group size.

Table 125. Tour duration

	Very Unacceptable				Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
2 hours	2.0	0.0	2.0	0.0	6.0	8.0	12.0	18.0	52.0	2.82
3 hours	10.2	2.0	4.1	12.2	12.2	20.4	14.3	18.4	6.1	0.61
4 hours	20.8	14.6	10.4	22.9	18.8	8.3	4.2	0.0	0.0	-1.54
5 hours	47.9	18.8	8.3	8.3	16.7	0.0	0.0	0.0	0.0	-2.73
6 hours	69.4	8.2	4.1	6.1	12.2	0.0	0.0	0.0	0.0	-3.16

Acceptability = 3.3 hours



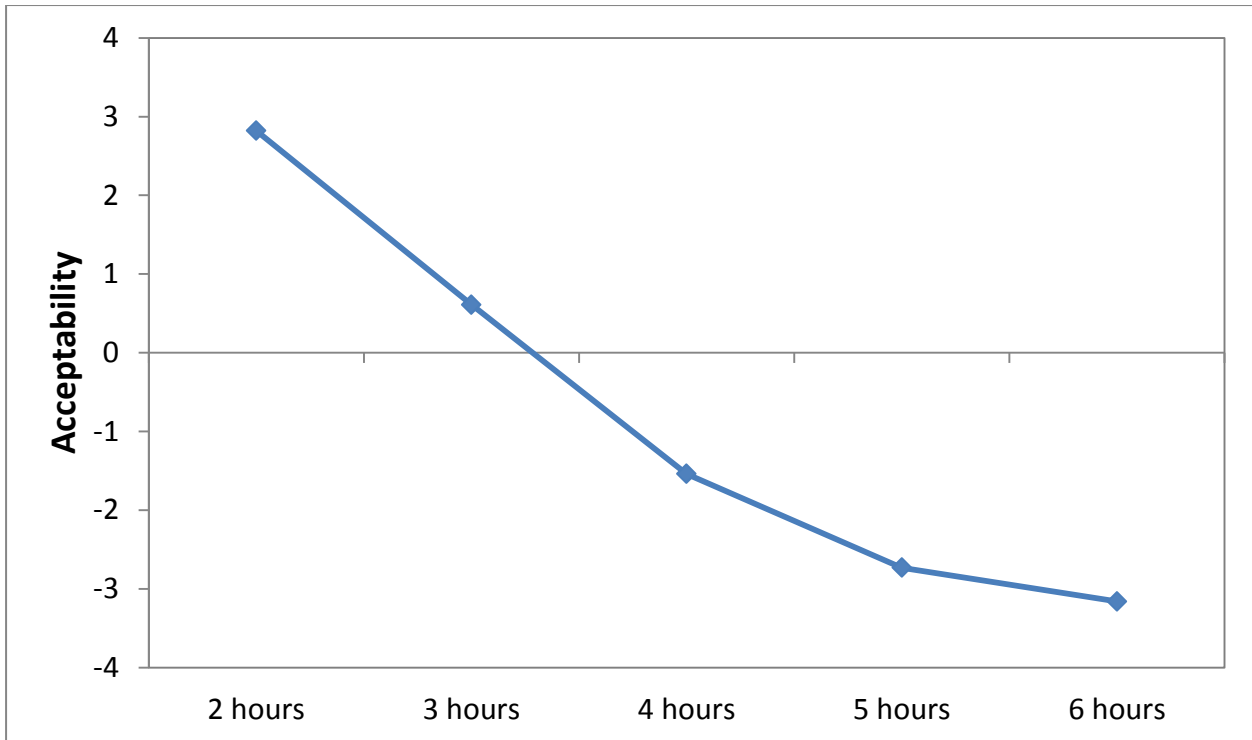


Figure 11. Social norm curve for tour duration.

Table 126. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting Dyea. Please indicate how acceptable you think the following numbers of groups are at Dyea.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
1 group	4.4	0.0	0.0	0.0	0.0	2.2	2.2	13.3	77.8	3.40	
2 groups	0.0	0.0	0.0	0.0	4.4	6.7	8.9	33.3	46.7	3.11	
3 groups	2.1	0.0	6.4	4.3	12.8	10.6	21.3	14.9	27.7	1.83	
4 groups	13.0	6.5	10.9	13.0	17.4	21.7	2.2	8.7	6.5	-0.28	
5 groups	14.9	17.0	19.1	14.9	17.0	4.3	6.4	0.0	6.4	-1.21	
6 groups	41.3	21.7	19.6	4.3	0.0	6.5	2.2	0.0	4.3	-2.46	
7 groups	60.9	13.0	10.9	2.2	4.3	4.3	0.0	2.2	2.2	-2.87	

Acceptability = 3.9 groups

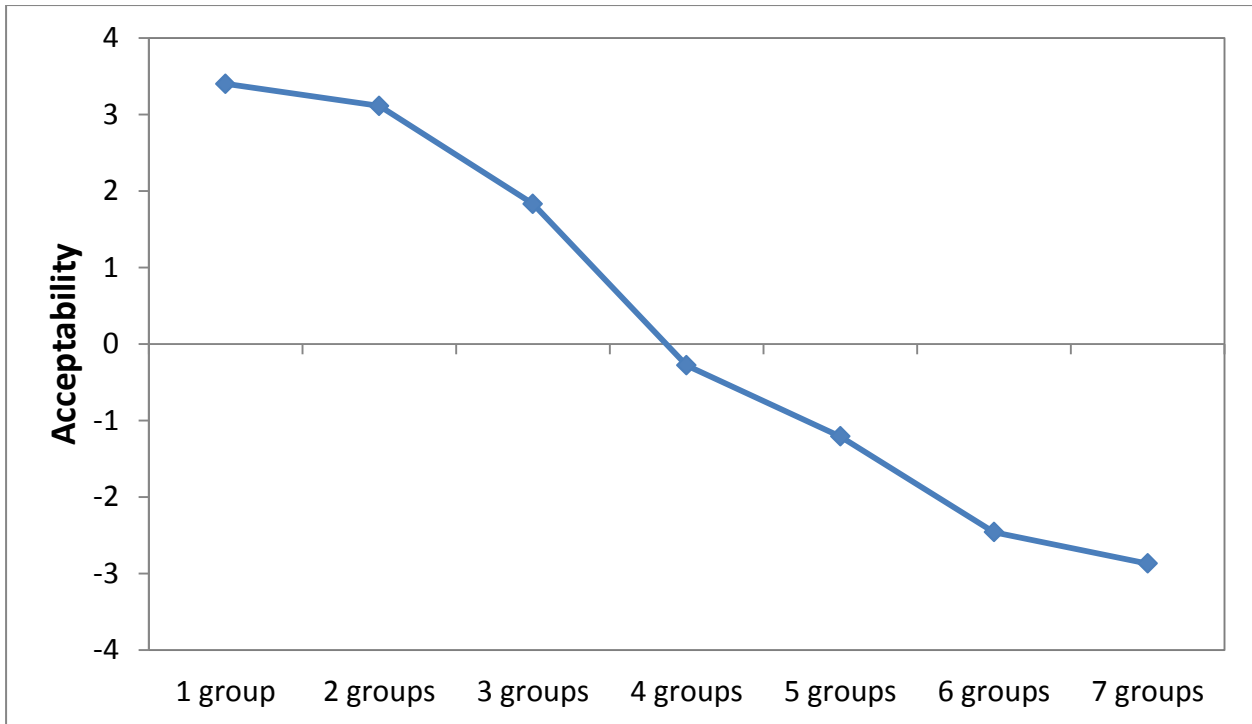


Figure 12. Social norm curve for the number of groups seen.

Table 127. Approximately how many groups did you see in Dyea today?

	Frequency	Percent
0 groups	10	22.7
1 group	19	43.2
2 groups	8	18.2
3 groups	3	6.8
4 groups	1	2.3
5 groups	1	2.3
8 groups	1	2.3
Don't Know	1	2.3

Mean = 1.4 groups

Table 128. How crowded did you feel at the Dyea town site today?

	Not at all Crowded		Slightly Crowded		5	Moderately Crowded		Extremely Crowded		Mean
	1	2	3	4		6	7	8	9	
a. At the False Front	78.2	18.2	1.8	1.8	0.0	0.0	0.0	0.0	0.0	1.27
b. Along the trails	80.0	14.5	1.8	3.6	0.0	0.0	0.0	0.0	0.0	1.29
c. At the Warehouse site	79.6	14.8	5.6	0.0	0.0	0.0	0.0	0.0	0.0	1.26
d. At the Nelson Slough Foot Bridge	78.2	12.7	9.1	0.0	0.0	0.0	0.0	0.0	0.0	1.31
e. Overall	75.9	16.7	5.6	1.9	0.0	0.0	0.0	0.0	0.0	1.33

Table 129. Did you experience any conflicts today with visitors participating in other recreation activities at Dyea or on the trails around Dyea?

	Frequency	Percent
Yes	4	7.1
No	52	92.9

Table 130. Briefly describe the conflict.

	Frequency	Percent
Crossed paths with other group, which interrupted our tour	1	50.0
One party joined our group late holding up the tour and another left the tour early	1	50.0

### **Attitudes toward management**

Independent visitors were asked to rate facilities and services in Dyea on the following scale: 1 – “very poor”, 2 – “poor”, 3 – “average”, 4 – “good”, and 5 – “excellent”. On average, this group of visitors rated facilities and services in the “average” to “excellent” range, with mean ratings ranging from 3.61 to 4.89 (Table 131). The amount and quality of information provided on National Park Service guided tours were given the highest average ratings (mean of 4.89 and 4.86 respectively). The amount and quality of information provided by commercial guided tours were also rated highly, with average ratings of 4.60 and 4.50 respectively. Trail signage (mean rating of 3.61 received the lowest average rating.

Visitors were also asked how likely they would be to ride a free transit (bus) service on a future visit if such a service were provided. Half of respondents (50%) indicated that they would be likely or very likely to use such a service (Table 132). One-third of respondents (33.3%) indicated that they were likely to be willing to pay a fee of \$10 for this service if the funds collected remained in the park to support the bus service (Table 133).

Independent visitors to the Dyea town site were asked to rate the importance of potential management actions in Dyea on a 5-point scale ranging from “not important” to “extremely important”. On average, visitors rated most management actions in the “somewhat important” to “moderately important” range, with mean ratings ranging from 2.61 to 3.70 (Table 134). The potential management actions given the highest average importance ratings were “provide more education about Native American history in the area” with an average importance rating of 3.70, “provide more education about the Dyea town site” with an average importance rating of 3.40 and “provide more education about the natural history of the area” with an average rating of 3.35. Other potential management action receiving slightly lower average importance ratings (average importance ratings ranging from 3.18 to 3.24) included “provide more education about the geological history of the area” and “provide more education about the Klondike gold rush.” Only two management actions received average importance ratings that were below 3.0. The

management action receiving the lowest average importance rating were “provide public transit to the Dyea town site and/or the Chilkoot trail” with an average importance rating of 2.61 and “recreate some of the elements of the former town site (clear some former streets, clear historic views)” with an average importance rating of 2.76. Visitors were also asked how strongly they agreed with the statement that they were “able to get a sense that a town site once existed in Dyea”. A majority agreed or strongly agreed with the statement (87.7%) (Table 135).

Table 131. How would you rate the following facilities and services at Dyea?

	Very Poor (1)	Poor (2)	Average (3)	Good (4)	Excellent (5)	Mean
a. Amount of information provided by commercial guided tours	0.0	0.0	10.0	20.0	70.0	4.60
b. Amount of information provided by National Park Service guided tours	0.0	0.0	3.8	3.8	92.5	4.89
c. Amount of information provided by educational signs/displays, brochures	0.0	5.8	13.5	50.0	30.8	4.06
d. Quality of information provided by commercial guided tours	0.0	12.5	0.0	12.5	75.0	4.50
e. Quality of information provided by National Park Service guided tours	0.0	0.0	3.9	5.9	90.2	4.86
f. Quality of information provided by educational signs/displays, brochures	0.0	4.1	22.4	36.7	36.7	4.06
g. Number and quality of trails	0.0	0.0	22.2	35.2	42.6	4.20
h. Trail signage (directions, distances)	3.6	10.7	33.9	25.0	26.8	3.61
i. Availability of picnic tables	0.0	0.0	32.4	35.3	32.4	4.00

Table 132. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service?

	Frequency	Percent
Very likely	18	32.1
Likely	10	17.9
Undecided	7	12.5
Unlikely	11	19.6
Very unlikely	10	17.9

Table 133. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it?

	Frequency	Percent
Yes, likely	19	33.3
No, unlikely	21	36.8
Not sure	17	29.8

Table 134. The following ideas have been suggested to change the way in which Dyea is managed. How important would the following changes in management be to you?

	Not important (1)	Somewhat important (2)	Moderately important (3)	Very important (4)	Extremely important (5)	Mean
a. Provide public transit to the Dyea town site and/or the Chilkoot Trail.	26.8	17.9	28.6	21.4	5.4	2.61
b. Provide more education about the natural history of the area	5.5	18.2	29.1	30.9	16.4	3.35
c. Provide more education about the geological history of the area	7.3	27.3	21.8	27.3	16.4	3.18
d. Provide more education about the Klondike Gold Rush	16.4	12.7	20.0	32.7	18.2	3.24
e. Provide more education about the Dyea town site	14.5	10.9	14.5	40.0	20.0	3.40
f. Provide more education about Native American history in the area	3.6	14.3	23.2	26.8	32.1	3.70
g. Recreate some of the elements of the former town site (clear some former streets, clear historic views)	40.0	9.1	7.3	21.8	21.8	2.76

Table 135. How much do you agree or disagree with the following statement: I was able to get a sense that a town site once existed in Dyea?

	Frequency	Percent
1 – Strongly disagree	0	0.0
2 - Disagree	4	7.0
3 - Neither agree nor disagree	3	5.3
4 - Agree	24	42.1
5 – Strongly agree	26	45.6

Mean = 4.02



## **Hike and Float Tour Visitors**

### **Use and Users**

Visitors who participated in a commercial hike and float tour on the Chilkoot Trail and Taiya River visited in groups of family and/or friends (94.4%), with an average group size of four people (Tables 136 through 138). Most visitors travelled in group of two to four people (63.0%). The vast majority of these visitors were in the area as part of a cruise vacation (94.9%) (Table 139). Visitors reserved their tour independently in Skagway (38.2%), independently on the internet (17.6%), when they booked their cruise (13.2%), on board their cruise ship (11.8%), or on the dock when they got off their cruise ship (10.3%) (Table 140).

Nearly all visitors (95.4%) were first-time visitors to KLGGO (Table 141). All visitors (100.0%) who had been to the park previously visited on one other occasion (Table 142). Nearly three quarters of visitors who participated in a commercial hike and float tour on the Chilkoot Trail and Taiya River (73.6%) indicated that they had not visited the visitor center in Skagway (Table 143). It is possible that some visitors may visit the visitor center after their excursion. Nearly two-thirds of visitors (61.5%) learned that the Chilkoot Trail and Taiya River are within a National Historical Park from their tour leader. Most visitors did not know that the Chilkoot Trail and Taiya River are within a National Historical Park before they left home (Tables 144 and 145).

Most visitors reside in the United States (90.6%), and live in 35 states and the District of Columbia (Tables 146 and 147). The largest percentage of hike and float tour visitors live in the state of California (20.4%). Respondents who did not reside in the United States visited from 7 different countries. Most foreign visitors live in Canada (33.3%), Australia (27.8%) and the United Kingdom (16.7%) (Table 148).

The average age of hike and float tour participants was 45.7 years (Table 149). More females than males (54.3% vs. 45.7%) responded to the survey (Table 150). More than three quarters of respondents (80.8%) indicated that they had a four-year college degree or a graduate degree (Table 151). The vast majority of respondents (95.1%) indicated that they were not Hispanic or Latino (Table 152), and 90.6% indicated that they identify their race as white, with 8.4% identifying themselves of Asian descent (Table 153). The vast majority of respondents (95.7%) indicated that English is their primary language (Table 154). Other languages spoken by visitors include Spanish, French, Chinese, Arabic, Flemish, Hindi, and Italian (Table 155).

Small percentages of visitor groups had physical conditions that made it difficult for members of their group to participate in park activities or services (7.3%) (Table 156). Groups with a member with a physical condition indicated the condition consisted of a mobility issue (72.7%) or an issue with vision (9.1%) or another issue with no specifics indicated (18.2%) (Tables 157 and 158).

Table 136. On this visit, what kind of personal group (not tour group) are you with?

	Frequency	Percent
Alone	10	5.1
Family	154	78.6
Friends	22	11.2
Family and friends	9	4.6
Other	1	0.5

Table 137. Other responses

	Frequency	Percent
With wife	1	100.0

Table 138. How many people (including you) are in your personal group today?

	Frequency	Percent
1	13	6.9
2	61	32.3
3	18	9.5
4	40	21.2
5	15	7.9
6	15	7.9
7	9	4.8
8	7	3.7
9	4	2.1
10	2	1.1
12	3	1.6
14	1	0.5
21	1	0.5

Mean = 4.0; Median = 2.0

Table 139. Are you visiting this area as part of a cruise vacation?

	Frequency	Percent
Yes	185	94.9
No	10	5.1

Table 140. How did you reserve your place on the commercial tour you took today?

	Frequency	Percent
When I booked my cruise	9	13.2
On board my ship	8	11.8
On the dock when I got off my ship	7	10.3
Independently in town	26	38.2
Independently via the internet	12	17.6
Tour arrangements made by others	5	7.4
I am not participating in a commercial tour today	0	0.0
Other	1	1.5

Table 141. Have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
Yes	9	4.6
No	187	95.4

Table 142. If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
1	6	100.0

Mean = 1.0; Median = 1.0

Table 143. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

	Frequency	Percent
Yes	51	26.4
No	142	73.6

Table 144. When did you learn that the Chilkoot Trail and the Taiya River are within a National Historical Park?

	Frequency	Percent
Before I left home	36	18.5
On board my cruise ship	16	8.2
When I got off the cruise ship (on the dock or in Skagway)	11	5.6
From my tour leader	120	61.5
From this survey	2	1.0
I did not learn that Dyea is within a National Historical Park	4	2.1
Other	6	3.1

Table 145. Other responses.

	Frequency	Percent
E-mail	1	20.0
Internet	1	20.0
Live here, so know that fact	1	20.0
Rafting	1	20.0
Sign at trailhead	1	20.0

Table 146. Do you live in the United States?

	Frequency	Percent
Yes	174	90.6
No	18	9.4

Table 147. State of Residence.

	Frequency	Percent
California	32	20.4
Texas	15	9.6
Florida	14	8.9
New York	8	5.1
Colorado	7	4.5
Illinois	6	3.8
Ohio	6	3.8
Washington	6	3.8
Arizona	5	3.2
Minnesota	5	3.2
Pennsylvania	5	3.2
Wisconsin	5	3.2
Michigan	4	2.5
Nevada	4	2.5
Massachusetts	3	1.9
Nebraska	3	1.9
New Hampshire	3	1.9
Virginia	3	1.9
Alabama	2	1.3
Georgia	2	1.3
Iowa	2	1.3
New Jersey	2	1.3
Utah	2	1.3
Alaska	1	0.6
Connecticut	1	0.6
District of Columbia	1	0.6
Hawaii	1	0.6
Indiana	1	0.6
Kansas	1	0.6
Kentucky	1	0.6
Maine	1	0.6
North Carolina	1	0.6
Oregon	1	0.6
Rhode Island	1	0.6
Tennessee	1	0.6
West Virginia	1	0.6

Table 148. If no, what country do you live in?

	Frequency	Percent
Australia	5	27.8
Belgium	1	5.5
Canada	6	33.3
Ireland	1	5.5
Italy	1	5.5
Taiwan	1	5.5
United Kingdom	3	16.7

Table 149. Age of visitors

	Frequency	Percent
Under 20	4	2.1
20 to 29	24	12.6
30 to 39	21	11.1
40 to 49	70	36.8
50 to 59	47	24.7
60 to 69	19	10.0
70 to 79	5	2.6

Mean = 45.7 years

Table 150. What is your gender?

	Frequency	Percent
Male	86	45.7
Female	102	54.3

Table 151. What is the highest level of formal education you have completed?

	Frequency	Percent
Less than high school	2	1.1
High school graduate	7	3.7
Vocational/trade school certificate	1	0.5
Some college	13	6.9
Two-year college degree	13	6.9
Four-year college degree	76	40.4
Graduate degree	76	40.4

Table 152. Are you Hispanic or Latino?

	Frequency	Percent
Yes, Hispanic or Latino	9	4.9
No, not Hispanic or Latino	176	95.1

Table 153. What is your race?

	Frequency	Percent
American Indian or Alaska Native	1	0.5
Asian	16	8.4
Black or African American	0	0.0
Native Hawaiian or other Pacific Islander	1	0.5
White	173	90.6

Table 154. Which one language do you and members of your group primarily use to communicate with each other?

	Frequency	Percent
English	180	95.7
Other	8	4.3

Table 155. Please specify other language:

	Frequency	Percent
Arabic	1	9.1
Chinese (Mandarin)	2	18.2
Flemmish, French, English	1	9.1
French	2	18.2
Hindi	1	9.1
Italian	1	9.1
Spanish	3	27.3

Table 156. Does anyone in your group have a physical condition that makes it difficult to access or participate in park activities or services?

	Frequency	Percent
Yes	14	7.3
No	178	92.7

Table 157. If yes, on this visit what activities or services did the person(s) have difficulty accessing or participating in?

	Frequency	Percent
A bit	1	14.3
Hiking	6	85.7

Table 158. Because of the physical condition, what specific problems did the person(s) have?

	Frequency	Percent
Hearing (difficulty hearing guides or other staff even with a hearing aid)	0	0.0
Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)	1	9.1
Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)	8	72.7
Other	2	18.2



## **Indicators of quality**

Hike and float tour visitors were asked about the importance of several reasons for visiting the area. While visitors evaluated most of the reasons as at least somewhat important, respondents indicated that the most important reason for visiting the area was “to participate in a recreational activity (e.g. hiking, biking, rafting)”. Other reasons that were somewhat important included “to see and learn about the natural environment of this area,” “to be with family and/or friends,” and “to get some exercise” (Tables 159 and 160).

A series of open-ended questions was used to determine potential indicators of quality of the recreation experience on the Chilkoot Trail and Taiya River. An initial set of questions asked respondents to report in an open-ended format what they enjoyed most and least about their visit (Tables 161 and 162). A variety of responses were given to these questions. Answers were grouped into similar categories. The most commonly reported item enjoyed by respondents was “nature/beauty/scenery” (34.4%) and “recreation activities” (24.7%). When asked what they enjoyed least about their visit to the Chilkoot Trail and Taiya River, the most commonly reported item (16.1%) was the weather.

Additionally, visitors were given the opportunity to report open-ended responses to the question: “If you could ask the National Park Service to change some things about the way they manage the Chilkoot Trail and Taiya River, what would you ask them to do?” Again, a variety of responses to the question were recorded. Responses were grouped into similar categories. The most common responses was the feeling that everything in the park is fine just as it is (44.7%). Some visitors also indicated they would ask the National Park Service to improve and add restrooms (15.8%), and provide more information/interpretation (13.2%) (Table 163).

Visitors who had visited the Chilkoot Trail and Taiya River previously were asked to note any things that had changed for better or for worse since their last visit. One visitor noted that they thought it was even more beautiful now (Table 164).

Respondents were asked about whether they thought visitors to the Chilkoot Trail and Taiya River are having negative effects on the natural and/or historical resources or the visitor experience. Nearly two-thirds of respondents (60.0%) indicated that they did not think visitors had negative effects on the resources or visitor experience (Table 165), while 32.9% indicated that they did not know. Respondents who indicated that visitors did have negative effects were asked to indicate what effects they thought visitors were having. A variety of responses were recorded, but generally, respondents indicated visitors were having impacts to plant life near the trail (Table 166).

Visitors were also asked what they valued most about their visit to the Chilkoot Trail and Taiya River. Responses to this open-ended question were grouped into several categories. Respondents indicated that the beauty of the scenery (29.1%) and naturalness of the area (24.4%) were what they valued most about their visit (Table 167).

Visitors were also asked what they considered to be the most important qualities of the Chilkoot Trail and Taiya River. Responses to this open-ended question were also grouped into several categories. A substantial percentage of respondents indicated that “naturalness/wild/pristine/unspoiled nature” of the area (39.7%) was the most important quality of the Chilkoot River and Taiya River (Table 168).

Visitor perceptions of impacts caused by recreation are a key component of developing potential indicators of quality. Therefore, a set of questions asked respondents the extent to which they felt that certain issues were a problem on the Chilkoot Trail and Taiya River. A majority of respondents did not think that any of the issues were a “small” or “big” problem (Table 169). However, some issues were perceived as “small” or “big” problems by a substantial percentage (greater than 30%). Those issues include “the number of people on the trail”, and “visitors making too much noise”.

Table 159. Why have you visited the Chilkoot Trail and Taiya River today? Please rate the importance of the following reasons for visiting.

	Not at all Important (1)	Somewhat Important (2)	Very Important (3)	Mean
a. To learn about the history of this area	22.2	58.7	19.1	1.97
b. To see and learn about the natural environment of this area	3.7	27.7	68.6	2.65
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1.0	11.3	87.6	2.87
d. To be with family and/or friends	8.4	18.4	72.6	2.65
e. To get some exercise	12.0	39.6	48.4	2.36
f. To experience solitude	37.8	41.5	20.7	1.83
g. Other (Please specify)	36.4	18.2	45.5	2.09

Table 160. Other responses

	Frequency	Percent
Cause it's beautiful	1	12.5
Enjoy natural history	1	12.5
Experience Nature	1	12.5
Less like other tourist trips	1	12.5
Nature	1	12.5
See a new area of the country	1	12.5
To see wildlife	1	12.5
Cause it's beautiful	1	12.5

Table 161. What did you like most about your visit to the Chilkoot Trail and Taiya River?

	Frequency	Percent
Nature/beauty/scenery	32	34.4
Recreation activities (hike, float)	23	24.7
Guide	14	15.1
Natural and cultural history/information	10	10.8
Peacefulness and relaxation	4	4.3
Wildlife	2	2.2
Being with family/friends	2	2.2
Miscellaneous	2	2.2
Not crowded	2	2.2
Exercise	1	1.1
Weather	1	1.1

Table 162. What did you like least about your visit to the Chilkoot Trail and Taiya River?

	Frequency	Percent
Nothing	14	25.0
Weather	9	16.1
Insects	8	14.3
Tour was too short	6	10.7
Did not see wildlife	5	8.9
Miscellaneous	5	8.9
Presence of other groups	3	5.4
Tour was too long	2	3.6
Lack of restrooms/wait for restrooms	2	3.6
Fear of wildlife	1	1.8
Road to the park	1	1.8

Table 163. If you could ask the National Park Service to change some things about the way they manage these areas, what would you ask them to do?

	Frequency	Percent
Doing a fine job/change nothing/keep up the good work	17	44.7
Miscellaneous	8	21.1
More restrooms/improve restrooms	6	15.8
Provide more information/interpretation	5	13.2
Improve the road	1	2.6
Install a water fountain	1	2.6

Table 164. If you have visited the these areas before, please note any things that have changed for the better or for the worse since your last visit.

	Frequency	Percent
Even more beautiful now	1	33.3
First time	1	33.3
Rode train last time- different view	1	33.3

Table 165. Do you think visitors are having any negative effects on the natural and/or historical resources of this area or the quality of the visitor experience?

	Frequency	Percent
Yes	5	7.1
No	42	60.0
Don't know	23	32.9

Table 166. If yes, please explain:

	Frequency	Percent
Because not all people respect the outdoors	1	12.5
Impact wear/trash	1	12.5
Keep numbers low- so much better for all	1	12.5
Rafting	1	12.5
Some damaged mushrooms from people poking sticks. They could be more careful	1	12.5
Trampled plants at raft put-in	1	12.5
Visitor use scaring away wildlife	1	12.5
Walking off track	1	12.5

Table 167. What do you value most about your visit to the Chilkoot Trail and Taiya River?

	Frequency	Percent
Beauty/scenery	25	29.1
Naturalness	21	24.4
History/knowledge gained	12	14.0
Miscellaneous	8	9.3
Experience with family and friends	7	8.1
Wildlife	5	5.8
Exercise	3	3.5
Solitude	2	2.3
Preservation	2	2.3
Fresh air	1	1.2

Table 168. What do you consider to be the most important qualities of the Chilkoot Trail and Taiya River?

	Frequency	Percent
Naturalness/wild/pristine/unspoiled	31	39.7
Beauty/scenery	15	19.2
History/information learned	8	10.3
Well maintained/good trail	7	9.0
Preservation	5	6.4
Miscellaneous	4	5.1
Activities (hiking, rafting)	2	2.6
Fresh air	2	2.6
Wildlife	2	2.6
Being with family and friends	1	1.3
Uncrowded	1	1.3

Table 169. Some people have suggested that the following issues might be problems on the Chilkoot Trail and Taiya River. To what extent do you think the following issues are problems?

	Not a Problem (1)	Small Problem (2)	Big Problem (3)	Don't Know	Mean
a. The number of people on the trail	60.3	30.1	0.0	9.6	1.33
b. The number of groups floating on the Taiya river	76.4	12.5	0.0	11.1	1.14
c. Large groups floating on the Taiya River	67.6	12.7	5.6	14.1	1.28
d. Ecological impact to the Chilkoot Trail from visitor use	52.1	26.0	1.4	20.5	1.36
e. Ecological impact to the Taiya River from visitor use	53.4	23.3	1.4	21.9	1.33
f. Visitors making too much noise	47.9	33.8	9.9	8.5	1.58
g. Too much noise from outside the park	74.6	7.0	4.2	14.1	1.18
h. Lack of information about the Chilkoot Trail	69.0	14.1	7.0	9.9	1.31
i. Lack of information about the Taiya River	62.9	20.0	8.6	8.6	1.41
j. Waiting to use restrooms	68.6	18.6	5.7	7.1	1.32
k. Dogs off leash on the Chilkoot Trail	73.2	2.8	7.0	16.9	1.20
l. Lack of drinking water	67.1	20.0	2.9	10.0	1.29
m. Lack of public transit access	65.2	11.6	1.4	21.7	1.19

## **Standards of quality**

To determine standards of quality for relevant indicator variables, hike and float tour visitors were asked to evaluate a range of potential social conditions that could be encountered while hiking the Chilkoot Trail or rafting the Taiya River.

### ***Hike and Float Sites***

Photographs depicting increasing use levels were developed for the Chilkoot Trail and the Taiya River and are shown in Appendix A. Respondents were asked a battery of evaluative questions about each series of photographs. Respondents were first asked to evaluate the acceptability of each study photographs showing increasing levels of visitor use. Acceptability was measured using a nine-point Likert-type scale ranging from (-4) “Very Unacceptable” to (4) “Very Acceptable”. Zero represented the middle of this scale or the point of indifference. The second question in the series asked respondents to indicate the photograph that showed the use level they would prefer to see. A third question asked visitors to indicate which photograph showed the condition that would be so unacceptable that they would no longer visit the area. Further, respondents were given the opportunity to indicate that, “none of the photographs are so unacceptable that I would no longer visit this area.” The fourth question asked visitors to select the photograph representing the highest level of visitor use they thought the National Park Service should allow, or the point at which visitor use should be restricted. Additionally, respondents were given the opportunity to indicate that none of the photographs show a high enough level of visitor use to restrict use or that use should not be restricted at all. The fifth question referred to existing conditions. Respondents were asked to indicate the photograph that most represented the condition they “typically saw today”. In the abbreviated version of the questionnaire administered in 2011, only the acceptability and preference questions were asked.

**Chilkoot Trail** - Hike and float tour visitors were asked to respond to a series of photographs depicting increasing use levels on the Chilkoot Trail. The first photograph showed no people on the Chilkoot Trail, the second had 4, the third had 8, the fourth had 12, the fifth had 16 and the last



had 20 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 10.0 people at one time (Table 170 and Figure 13). On average, respondents prefer to see 4.9 people (median = 4.0) on the Chilkoot Trail (Table 171), while an average of 15.2 people would be so unacceptable that they would no longer visit the area (Table 172). Approximately 31% of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 10.6 people on the Chilkoot Trail before use should be restricted (Table 173). About 16% of respondents felt that none of the photographs showed a high enough number of people to restrict visitor use and 7.3% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 5.1 people on the day they were contacted for this study (Table 174). The number of other visitors typically seen on the Chilkoot Trail is only slightly higher than the number respondents preferred to see. Results from this battery of questions are presented in Table 175.

**Taiya River** - Visitors were next asked to respond to a series of photographs depicting increasing raft use levels on the Taiya River. The first photograph showed no rafts, the second had 2, the third had 4, the fourth had 6, the fifth had 8 and the last had 10 rafts. Study findings suggest that increasing numbers of rafts on the river are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at about 5 rafts within sight (Table 176 and Figure 14). On average, respondents prefer to see 1.8 rafts (median = 2.0) on the Taiya River (Table 177), while an average of 7.4 rafts would be so unacceptable that they would no longer visit the area (Table 178). Approximately 18% of respondents indicated that none of the photographs were so unacceptable that they would no longer visit. Respondents indicated that the National Park Service should allow an average of 4.7 rafts on the river before use should be restricted (Table 179). Additionally, respondents were given the opportunity to indicate that “none of the photographs show a high enough level of use to restrict visitors from using this area” or, that “visitor use should not be restricted”. About 12% of respondents felt that none of the photographs showed a high enough number of people to restrict

visitor use and 6.7% felt that visitor use should not be restricted. Respondents reported that they typically saw an average of 1.2 rafts (Table 180). The use level typically seen on the Taiya River is lower than the use level respondents preferred to see. Results from this battery of questions are summarized in Table 181.

### ***Tour Characteristics***

Respondents were next asked to indicate the acceptability of different tour group sizes, tour durations and number of other groups seen while visiting the Chilkoot Trail and Taiya River. Specifically, respondents were asked to evaluate the acceptability of tour group sizes between six and 20 people, tour lengths between two and six hours, and encounters with one to seven other groups. As with the hike and float tour photographs, nine-point Likert-type scales were used to capture these responses. On average, respondents indicated that tours consisting of 13.0 people (Table 182 and Figure 15), tour durations of 6 hours (Table 183 and Figure 16) and 4.4 other groups seen while visiting (Table 184 and Figure 17) were at the margin of acceptability. Respondents indicated that they saw, on average, 1.6 other groups hiking on the Chilkoot Trail and one other group rafting on the Taiya River during their visit (Table 185).

### ***Perceived Crowding and Conflict***

Hike and float tour visitors were also asked to indicate how crowded they felt while visiting the Chilkoot Trail and Taiya River. A 9-point crowding scale (1="Not at all crowded", 9="Extremely crowded") was used to elicit responses to this question. On average, visitors did not feel at all crowded while hiking the Chilkoot Trail (mean crowding score = 1.62), rafting on the Taiya River (mean crowding score = 1.32) or overall during their visit (mean crowding score = 1.42) (Table 186).

One respondent participating on a hike and float trip on the Chilkoot Trail and Taiya River indicated that they experienced a conflict with visitors participating in other recreation activities

(1.4%) (Table 187). The conflict was described as a different group of hikers blocking the trail (Table 188).

Table 170. How many people do you think could use the Chilkoot Trail without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people on the trail. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 people)	2.1	1.0	1.0	0.0	3.1	1.6	2.6	6.3	82.2	3.41	
Photo 2 (4 people)	1.0	.5	1.5	1.5	7.2	10.8	12.9	19.6	44.8	2.64	
Photo 3 (8 people)	6.2	5.2	4.1	8.3	10.9	14.0	21.8	15.5	14.0	1.03	
Photo 4 (12 people)	22.3	9.8	15.5	14.5	9.8	10.4	8.8	4.1	4.7	-1.05	
Photo 5 (16 people)	40.1	17.7	16.7	5.2	5.2	6.8	3.6	1.0	3.6	-2.20	
Photo 6 (20 people)	65.3	9.3	7.8	5.7	4.1	3.6	1.0	0.0	3.1	-2.92	

Acceptability = 10.0

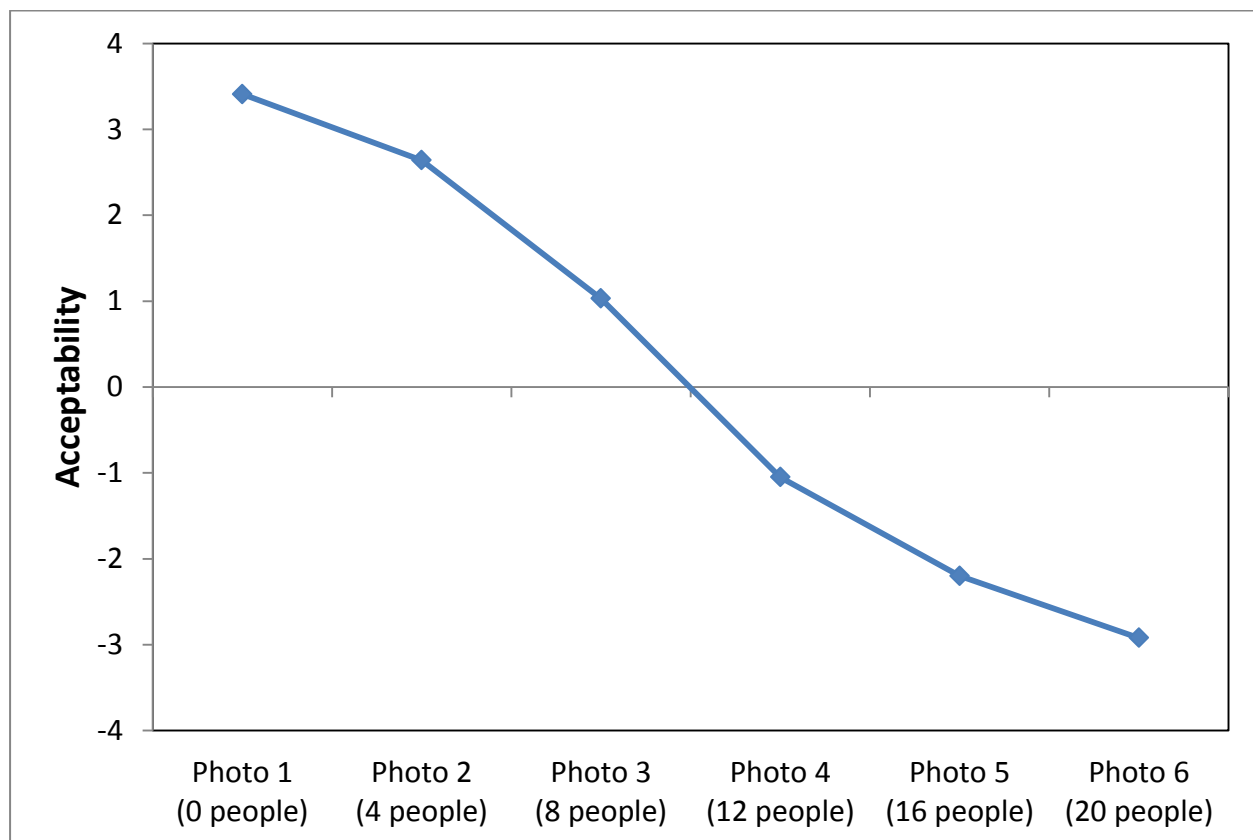


Figure 13. Social norm curve for the number of people seen on the Chilkoot Trail.

Table 171. Which photograph shows the level of use you would prefer to see on the Chilkoot Trail?

	Frequency	Percent
Photo 1 (0 people)	48	29.4
Photo 2 (4 people)	65	39.9
Photo 3 (8 people)	35	21.5
Photo 4 (12 people)	2	1.2
Photo 5 (16 people)	7	4.3
Photo 6 (20 people)	6	3.7

Mean = 4.9; Median = 4.0

Table 172. Which photograph shows the level of use that is so unacceptable that you would not come back to the Chilkoot Trail?

	Frequency	Percent
Photo 1 (0 people)	0	0.0
Photo 2 (4 people)	0	0.0
Photo 3 (8 people)	4	7.4
Photo 4 (12 people)	11	20.4
Photo 5 (16 people)	10	18.5
Photo 6 (20 people)	12	22.2
None of the photographs are so unacceptable that I would not come back to the Chilkoot Trail.	17	31.5

Mean = 15.2; Median = 20.0

Table 173. Which photograph shows the highest level of use that the National Park Service should allow on the Chilkoot Trail? In other words, at what point should visitors be restricted from visiting the Chilkoot Trail?

	Frequency	Percent
Photo 1 (0 people)	1	1.8
Photo 2 (4 people)	5	9.1
Photo 3 (8 people)	15	27.3
Photo 4 (12 people)	12	21.8
Photo 5 (16 people)	5	9.1
Photo 6 (20 people)	4	7.3
None of the photographs show a high enough level of use to restrict visitors from visiting the Chilkoot Trail.	9	16.4
Visitor use should not be restricted	4	7.3

Mean = 10.6; Median = 12.0

Table 174. Which photograph looks most like the number of visitors you typically saw on the Chilkoot Trail today?

	Frequency	Percent
Photo 1 (0 people)	12	21.8
Photo 2 (4 people)	22	40.0
Photo 3 (8 people)	18	32.7
Photo 4 (12 people)	1	1.8
Photo 5 (16 people)	1	1.8
Photo 6 (20 people)	1	1.8

Mean = 5.1; Median = 4.0

Table 175. Summary Table

	Mean	Median
Acceptability	10.0	
Preference	4.9	4.0
Displacement	15.2	20.0
Management action	10.6	12.0
Typically seen	5.1	4.0

Table 176. How many people do you think could use the Taiya River without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people floating on the river. Please rate each photograph by indicating how acceptable you think it is based on the number of rafts shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 rafts)	2.2	0.5	1.1	0.5	4.3	0.0	2.2	7.0	82.2	3.41	
Photo 2 (2 rafts)	0.5	0.5	0.5	1.1	3.2	5.4	11.8	19.9	57.0	3.11	
Photo 3 (4 rafts)	4.2	4.2	4.7	13.0	6.8	13.0	22.4	18.2	13.5	1.15	
Photo 4 (6 rafts)	14.7	14.7	17.9	14.7	11.6	10.5	10.0	2.6	3.2	-1.03	
Photo 5 (8 rafts)	40.5	18.4	15.3	10.0	5.8	3.7	1.6	2.1	2.6	-2.34	
Photo 6 (10 rafts)	71.1	6.8	10.0	3.7	3.7	0.5	1.6	0.5	2.1	-3.15	

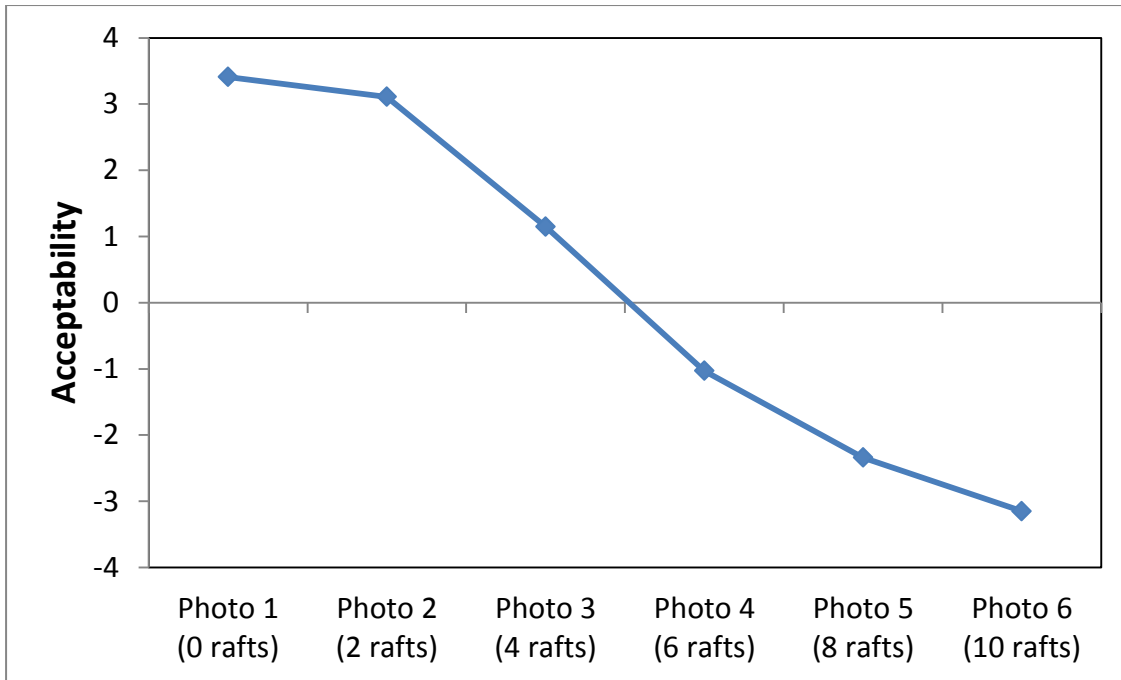


Figure 14. Social norm curve for the number of rafts on the Taiya River.

Table 177. Which photograph shows the level of use you would prefer to see on the Taiya River?

	Frequency	Percent
Photo 1 (0 rafts)	55	31.4
Photo 2 (2 rafts)	90	51.4
Photo 3 (4 rafts)	25	14.3
Photo 4 (6 rafts)	3	1.7
Photo 5 (8 rafts)	0	0.0
Photo 6 (10 rafts)	2	1.1

Mean = 1.8; Median = 2.0

Table 178. Which photograph shows the level of use that is so unacceptable that you would not come back to the Taiya River?

	Frequency	Percent
Photo 1 (0 rafts)	0	0.0
Photo 2 (2 rafts)	1	1.6
Photo 3 (4 rafts)	5	8.2
Photo 4 (6 rafts)	18	29.5
Photo 5 (8 rafts)	10	16.4
Photo 6 (10 rafts)	16	26.2
None of the photographs are so unacceptable that I would not come back to the Taiya River.	11	18.0

Mean = 7.4 rafts; Median = 8.0 rafts

Table 179. Which photograph shows the highest level of use that the National Park Service should allow on the Taiya River? In other words, at what point should visitors be restricted from rafting on the Taiya River?

	Frequency	Percent
Photo 1 (0 rafts)	0	0.0
Photo 2 (2 rafts)	6	10.0
Photo 3 (4 rafts)	24	40.0
Photo 4 (6 rafts)	15	25.0
Photo 5 (8 rafts)	4	6.7
Photo 6 (10 rafts)	0	0.0
None of the photographs show a high enough level of use to restrict visitors from visiting the Warehouse site	7	11.7
Visitor use should not be restricted	4	6.7

Mean = 4.7; Median = 4.0

Table 180. Which photograph looks most like the number of rafts you typically saw on the Taiya River today?

	Frequency	Percent
Photo 1 (0 rafts)	27	42.9
Photo 2 (2 rafts)	34	54.0
Photo 3 (4 rafts)	2	3.2
Photo 4 (6 rafts)	0	0.0
Photo 5 (8 rafts)	0	0.0
Photo 6 (10 rafts)	0	0.0

Mean = 1.2; Median = 2.0

Table 181. Summary Table

	Mean	Median
Acceptability	5.1	
Preference	1.8	2.0
Displacement	7.4	8.0
Management action	4.7	4.0
Typically seen	1.2	2.0

Table 182. People can visit the Chilkoot Trail and Taiya River on several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
6 people	1.1	0.0	0.0	0.0	0.5	2.1	5.8	11.1	79.5	3.61	
8 people	0.5	0.0	0.5	1.1	1.6	5.3	8.9	27.4	54.7	3.20	
10 people	1.6	1.0	3.1	4.2	7.8	10.9	19.3	23.4	28.6	2.15	
12 people	7.4	5.3	6.3	9.5	11.6	16.3	18.4	16.8	8.4	0.70	
14 people	18.1	5.9	15.4	14.9	12.8	11.7	10.6	6.9	3.7	-0.67	
16 people	29.3	11.2	14.4	16.5	10.6	5.9	9.0	2.1	1.1	-1.61	
18 people	43.3	16.6	12.8	9.6	5.3	5.9	4.3	1.1	1.1	-2.36	
20 people	63.4	10.5	6.8	5.2	4.7	4.2	3.7	0.0	1.6	-2.86	

Acceptability = 13.0

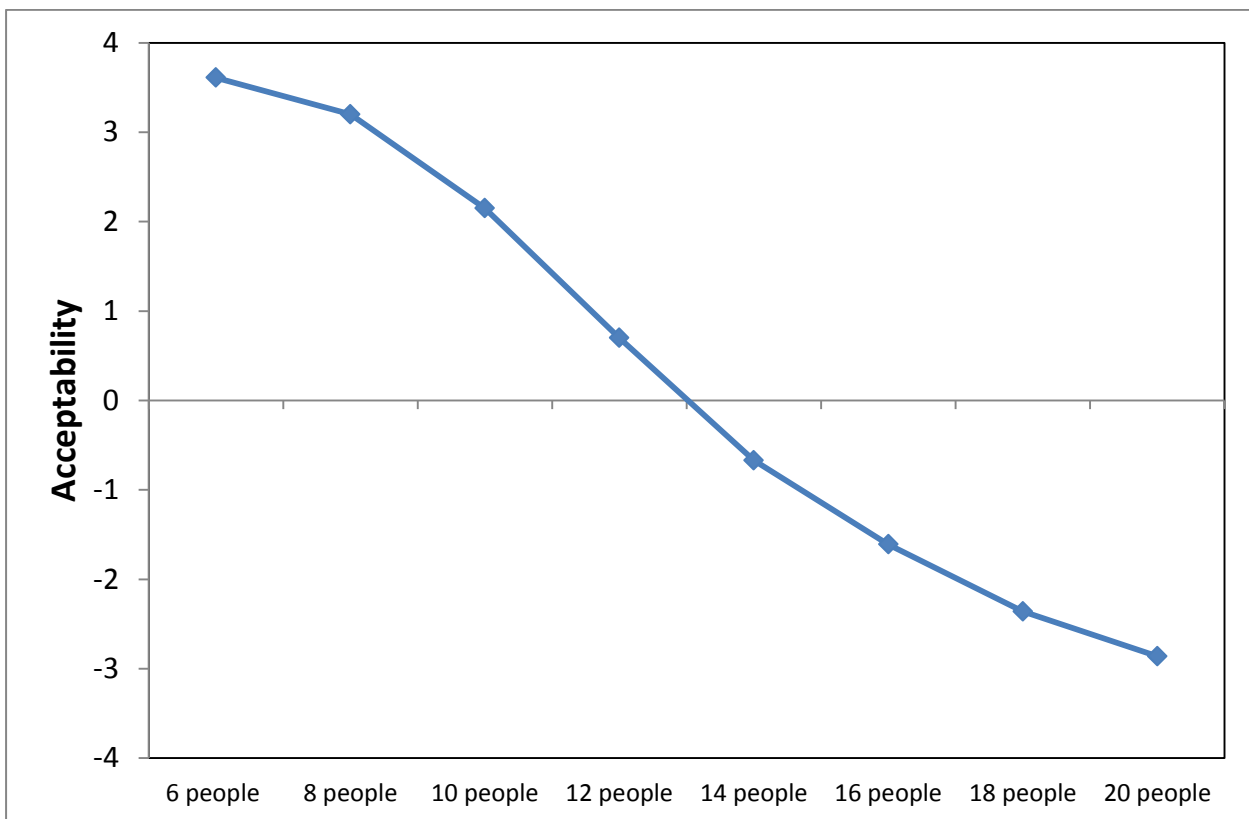


Figure 15. Social norm curve for group size.



Table 183. Tour Duration

	Very Unacceptable					Very Acceptable				Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
2 hours	3.2	1.6	3.2	3.7	4.3	9.6	9.0	6.4	59.0	2.55
3 hours	2.1	0.5	1.6	2.1	3.7	4.3	12.3	18.2	55.1	2.88
4 hours	0.5	0.5	2.1	2.6	8.5	9.0	12.2	16.4	48.1	2.65
5 hours	5.3	3.2	9.1	8.6	9.1	12.3	10.2	17.1	25.1	1.27
6 hours	13.3	6.4	10.1	9.6	11.2	10.1	10.6	7.4	21.3	0.37

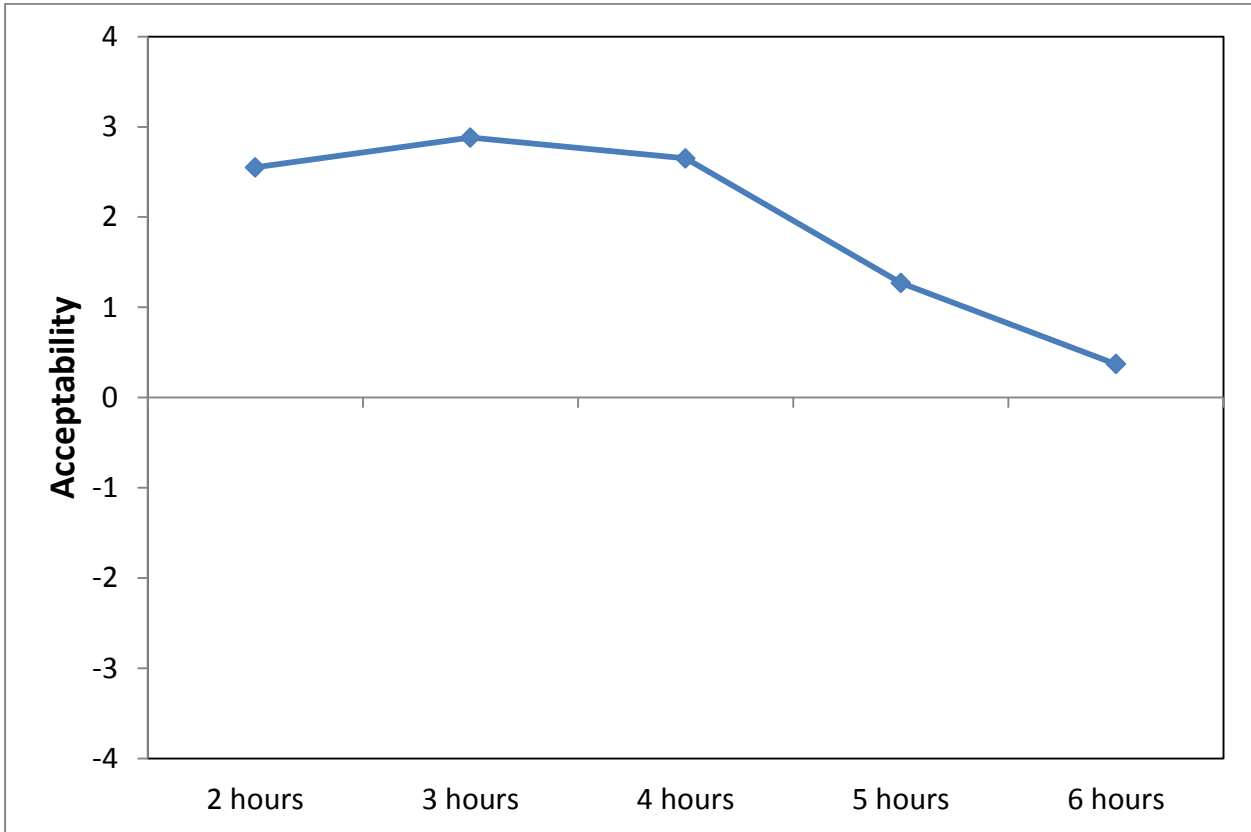


Figure 16. Social norm curve for tour duration.

Table 184. We would like to know how many tour groups (other than yours) you think it would be acceptable to see while visiting the Chilkoot Trail and Taiya River. Please indicate how acceptable you think the following numbers of groups are.

	Very Unacceptable					Very Acceptable				Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
1 group	0.5	0.0	0.0	0.5	1.1	2.2	4.9	10.8	80.0	3.62
2 groups	1.1	0.0	0.5	0.0	3.8	3.2	17.2	24.7	49.5	3.04
3 groups	1.1	1.6	1.6	3.2	9.7	16.8	18.4	22.7	24.9	2.05
4 groups	7.4	2.9	9.1	14.3	8.6	20.0	12.6	15.4	9.7	0.59
5 groups	14.1	11.4	21.7	8.7	12.5	8.7	12.5	6.0	4.3	-0.74
6 groups	28.8	20.1	13.0	9.8	8.2	9.8	3.8	3.3	3.3	-1.71
7 groups	50.3	7.6	13.5	6.5	8.6	5.4	2.2	2.7	3.2	-2.26

Acceptability = 4.4

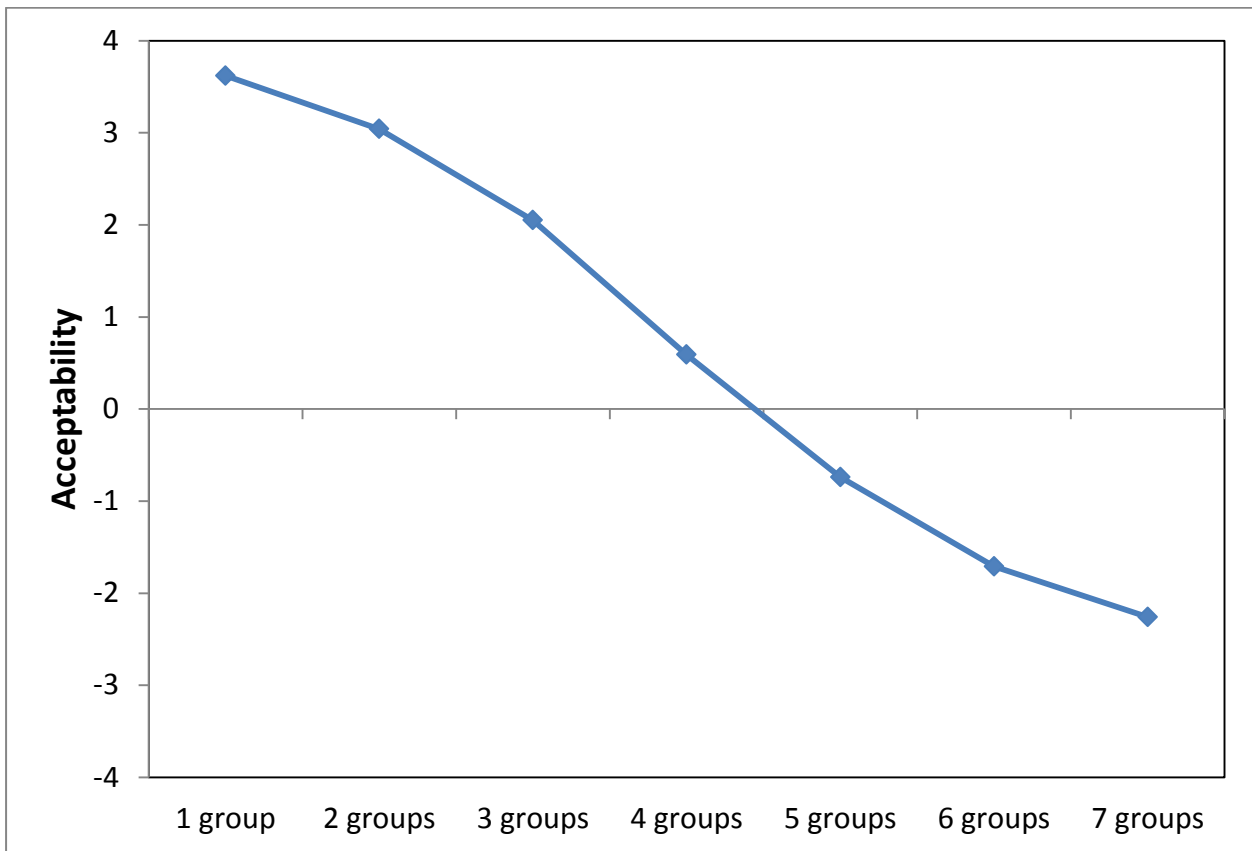


Figure 17. Social norm curve for number of groups seen.

Table 185. Approximately how many other groups did you see on the Chilkoot Trail and Taiya River today?

	Hiking Groups		Rafting Groups	
	Frequency	Percent	Frequency	Percent
0	40	22.5	55	30.7
1	59	33.1	83	46.4
2	43	24.2	28	15.6
3	19	10.7	12	6.7
4	13	7.3	1	0.6
5	1	0.6	0	0.0
6	1	0.6	0	0.0
8	1	0.6	0	0.0
15	1	0.6	0	0.0
Mean	1.6		1.0	
Median	1.0		1.0	

Table 186. How crowded did you feel on the Chilkoot Trail and Taiya River today?

	Not at all Crowded		Slightly Crowded		Moderately Crowded		Extremely Crowded		Mean	
	1	2	3	4	5	6	7	8		9
On the Chilkoot Trail	68.9	14.7	7.4	5.8	1.6	1.1	0.5	0.0	0.0	1.62
On the Taiya River	76.8	19.1	2.6	0.0	1.0	0.0	0.0	0.5	0.0	1.32
Overall	74.2	15.8	7.4	1.1	0.5	0.5	0.0	0.5	0.0	1.42

Table 187. Did you experience any conflicts today with visitors participating in other recreational activities today?

	Frequency	Percent
Yes	1	1.4
No	70	98.6

Table 188. Briefly describe the conflict.

	Frequency	Percent
People hiking the whole trail	1	100.0

## **Attitudes toward management**

Hike and float tour visitors were asked to rate facilities and services at KLGGO during their visit on the following scale: 1 – “very poor”, 2 – “poor”, 3 – “average”, 4 – “good”, and 5 – “excellent”. On average, this group of visitors rated facilities and services in the “average” to “good” range, with mean ratings ranging from 3.48 to 4.43 (Table 189). The amount and quality of information provided on commercial guided tours were given the highest average ratings (mean of 4.43 and 4.39 respectively). The amount of information provided by National Park service guided tours was also rated highly, with average ratings of 4.16. The quality of the trail surface on the Chilkoot Trail also received an average quality rating of 4.16. The cleanliness of the restrooms, amount and quality of information provided by educational signs/displays and brochures, quality of information provided by National Park Service guided tours all received average ratings below 4.00.

Visitors were also asked how likely they would be to ride a free transit (bus) service on a future visit if such a service were provided. Nearly three quarters of respondents (71.9%) indicated that they would be likely or very likely to use such a service (Table 190). Nearly two-thirds of respondents (63.5%) indicated that they were likely to be willing to pay a fee of \$10 for this service if the funds collected remained in the park to support the bus service (Table 191).

Visitors were next asked to rate the importance of potential management actions on the Chilkoot Trail and Taiya River on a 5-point scale ranging from “not important” to “extremely important”. On average, visitors rated most management actions in the “somewhat important” to “moderately important” range, with mean ratings ranging from 2.47 to 3.18 (Table 192). The potential management actions given the highest average importance ratings were “provide more education about Native American history in the area” with an average importance rating of 3.18, “provide more education about the Taiya River” with an average importance rating of 3.17 and “provide more education about the natural history of the area” with an average rating of 3.17. Other potential management action receiving average importance ratings of 3.0 or above (ranging from

3.00 to 3.09) included “provide more education about the Chilkoot Trail”, “provide more education about the Klondike gold rush” and “provide more education about the geological history of the area.” Only one management action received average importance ratings that were below 3.0. The management action receiving the lowest average importance rating was “provide public transit to the Dyea town site and/or the Chilkoot trail” with an average importance rating of 2.47.

Table 189. How would you rate the following facilities and services at Klondike Gold Rush National Historical Park during your visit?

	Very Poor (1)	Poor (2)	Average (3)	Good (4)	Excellent (5)	Mean
a. Amount of information provided by commercial guided tours	0.0	0.0	10.3	36.8	52.9	4.43
b. Amount of information provided by National Park Service guided tours	4.0	0.0	12.0	44.0	40.0	4.16
c. Amount of information provided by educational signs/displays, brochures.	1.9	3.8	39.6	43.4	11.3	3.58
d. Quality of information provided by commercial guided tours	0.0	1.5	10.4	35.8	52.2	4.39
e. Quality of information provided by National Park Service guided tours	4.0	4.0	16.0	44.0	32.0	3.96
f. Quality of information provided by educational signs/displays, brochures	2.1	6.3	33.3	45.8	12.5	3.60
g. Quality of trail surface	3.1	0.0	14.1	43.8	39.1	4.16
h. Cleanliness of restroom at the end of your hike	11.9	9.5	23.8	28.6	26.2	3.48

Table 190. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service?

	Frequency	Percent
Very likely	91	47.4
Likely	47	24.5
Undecided	41	21.4
Unlikely	6	3.1
Very unlikely	7	3.6

Table 191. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it?

	Frequency	Percent
Yes, likely	122	63.5
No, unlikely	31	16.1
Not sure	39	20.3

Table 192. The following ideas have been suggested to change the ways in which people experience the Chilkoot Trail and Taiya River. How important would the following changes in services be to you?

	Not important (1)	Somewhat important (2)	Moderately important (3)	Very important (4)	Extremely important (5)	Mean
a. Provide public transit to the Chilkoot Trail and/or Dyea	25.0	23.5	33.8	14.7	2.9	2.47
b. Provide more education about the natural history of the area	4.5	19.7	42.4	21.2	12.1	3.17
c. Provide more education about the geological history of the area	7.7	24.6	36.9	21.5	9.2	3.00
d. Provide more education about the Klondike Gold Rush	4.6	27.7	38.5	21.5	7.7	3.00
e. Provide more education about the Chilkoot Trail	4.6	21.5	43.1	21.5	9.2	3.09
f. Provide more education about the Taiya River	3.1	21.9	37.5	29.7	7.8	3.17
g. Provide more education about Native American History of the area	6.1	22.7	33.3	22.7	15.2	3.18

## **Horse Adventure Tour Visitors**

### **Use and Users**

Visitors who participated in a commercial horse adventure tour visited in groups of family and/or friends (85.8%) (Tables 193 and 194), with an average group size of 2.5 people (Table 195). Most visitors travelled in a group of one to four people (94.4%), and traveled to the area on a cruise vacation (97.4%) (Table 196).

Nearly all horse adventure tour participants (97.4%) were first-time visitors to KLGGO (Table 197). Visitors who had been to the park previously visited on three or five other occasion, with an average of four previous visits (Table 198). Average duration on this trip was about 2.8 hours (Table 199). Most visitors who participated in a commercial horse adventure tour in the Dyea area (85.3%) indicated that they had not visited the visitor center in Skagway (Table 200). (It is possible that some visitors may visit the visitor center after their excursion). Nearly three quarters of visitors (72.2%) learned that Dyea is within a National Historical Park from their tour leader. Most visitors did not know that Dyea is within a National Historical Park before they left home (Tables 201 and 202).

Most visitors reside in the United States (87.2%), and live in 36 states and the District of Columbia (Tables 203 and 204). The largest percentage of horse adventure tour visitors live in the state of California (14.3%) and Florida (13.6%). Respondents who did not reside in the United States visited from 13 different countries. Most foreign visitors live in Canada (29.2%), and the United Kingdom (16.7%) (Table 205).

The average age of horse tour participants was 42.8 years (Table 206). More females than males (67.0% vs. 33.0%) responded to the survey (Table 207). About two-thirds of respondents (65.8%) indicated that they had a four-year college degree or a graduate degree (Table 208). The vast majority of respondents (91.2%) indicated that they were not Hispanic or Latino (Table 209), and 91.3% indicated that they identify their race as white, with 4.9% identifying themselves of Asian



descent, 1.6% identifying themselves as American Indian or Alaska Native, 1.1% identifying themselves as Black or African American, and 1.1% identifying themselves as Native Hawaiian or other Pacific Islander (Table 210). The vast majority of respondents (93.6%) indicated that English is their primary language (Table 211). Other languages spoken by visitors include Spanish, French, German, Japanese, Luxemburgish, Papiamento and Tagalog (Table 212).

Small percentages of visitor groups had physical conditions that made it difficult for members of their group to participate in park activities or services (7.4%) (Table 213). Groups with a member with a physical condition indicated the condition consisted of a mobility issue (54.5%), difficulty hearing (18.2%), an issue with vision (9.1%) or another issue with no specifics indicated (18.2%) (Tables 214 and 215).

Table 193. On this visit, what kind of personal group (not tour group) are you with?

	Frequency	Percent
Alone	25	12.7
Family	137	69.5
Friends	20	10.2
Family and friends	12	6.1
Other	3	1.5

Table 194. Other responses

	Frequency	Percent
AAA Guid/Escort	1	50.0
Spouse	1	50.0

Table 195. How many people (including you) are in your personal group today?

	Frequency	Percent
1	31	15.9
2	106	54.4
3	26	13.3
4	21	10.8
5	4	2.1
6	2	1.0
9	3	1.5
10	1	0.5
16	1	0.5

Mean = 2.51; Median = 2.00

Table 196. Are you visiting this area as part of a cruise vacation?

	Frequency	Percent
Yes	191	97.4
No	5	2.6

Table 197. Have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
Yes	5	2.6
No	187	97.4

Table 198. If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

	Frequency	Percent
3	2	50.0
5	2	50.0

Mean = 4.0

Median = 4.0

Table 199. How long did you stay at Dyea today?

	Frequency	Percent
Less than 1 hour	2	1.1
1 hour to less than 2 hours	19	10.1
2 hours to less than 3 hours	71	37.8
3 to 5 hours	91	48.4
More than 5 hours	5	2.6

Mean = 2.8 hours

Table 200. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

	Frequency	Percent
Yes	29	14.7
No	168	85.3

Table 201. When did you learn that Dyea is within a National Historical Park?

	Frequency	Percent
Before I left home	11	5.7
On board my cruise ship	13	6.7
When I got off the cruise ship (on the dock or in Skagway)	5	2.6
From my tour leader	140	72.2
From this survey	13	6.7
I did not learn that Dyea is within a National Historical Park	6	3.1
Other	6	3.1

Table 202. Other responses.

	Frequency	Percent
Arrival or activity	1	16.7
Bus Driver	1	16.7
Internet	1	16.7
On the bus.	1	16.7
Today just now	1	16.7
Visitor's Center	1	16.7

Table 203. Do you live in the United States?

	Frequency	Percent
Yes	163	87.2
No	24	12.8

Table 204. State of Residence.

	Frequency	Percent
California	22	14.3
Florida	21	13.6
Texas	13	8.4
Georgia	8	5.2
Illinois	6	3.9
North Carolina	6	3.9
Oregon	6	3.9
Maryland	5	3.2
Minnesota	5	3.2
New Jersey	5	3.2
New York	5	3.2
Ohio	5	3.2
Rhode Island	4	2.6
Washington	4	2.6
Colorado	3	1.9
Massachusetts	3	1.9
Michigan	3	1.9
New Hampshire	3	1.9
Pennsylvania	3	1.9
Connecticut	2	1.3
Hawaii	2	1.3
Indiana	2	1.3
Mississippi	2	1.3
Nevada	2	1.3
Wisconsin	2	1.3
Alaska	1	0.6
Arizona	1	0.6
Arkansas	1	0.6
Delaware	1	0.6
District of Columbia	1	0.6
Iowa	1	0.6
Louisiana	1	0.6
Missouri	1	0.6
South Carolina	1	0.6
Tennessee	1	0.6
Virginia	1	0.6

Wyoming	1	0.6
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Table 205. If no, what country do you live in?

	Frequency	Percent
Australia	2	8.3
Canada	7	29.2
China	1	4.2
Germany	1	4.2
Haiti	1	4.2
Japan	2	8.3
Luxemburg	1	4.2
Mexico	1	4.2
Puerto Rico	1	4.2
Spain	1	4.2
Turkey	1	4.2
UK	4	16.7
Venezuela	1	4.2

Table 206. Age of visitors

	Frequency	Percent
Under 20	14	7.6
20 to 29	26	14.1
30 to 39	33	17.8
40 to 49	43	23.2
50 to 59	51	27.6
60 to 69	15	8.1
70 and over	3	1.6

Mean = 42.8 years

Table 207. What is your gender?

	Frequency	Percent
Male	61	33.0
Female	124	67.0

Table 208. What is the highest level of formal education you have completed?

	Frequency	Percent
Less than high school	7	3.7
High school graduate	12	6.4
Vocational/trade school certificate	8	4.3
Some college	22	11.8
Two-year college degree	15	8.0
Four-year college degree	63	33.7
Graduate degree	60	32.1

Table 209. Are you Hispanic or Latino?

	Frequency	Percent
Yes, Hispanic or Latino	16	8.8
No, not Hispanic or Latino	166	91.2

Table 210. What is your race?

	Frequency	Percent
American Indian or Alaska Native	3	1.6
Asian	9	4.9
Black or African American	2	1.1
Native Hawaiian or other Pacific Islander	2	1.1
White	169	91.3

Table 211. Which language do you and members of your group primarily use to communicate with each other?

	Frequency	Percent
English	175	93.6
Other	12	6.4

Table 212. Please specify other language:

	Frequency	Percent
French	1	7.7
German	1	7.7
Japanese	1	7.7
Luxemburgish	1	7.7
Papiamentu	1	7.7
Spanish	7	53.8
Tagalog	1	7.7

Table 213. Does anyone in your group have a physical condition that makes it difficult to access or participate in park activities or services?

	Frequency	Percent
Yes	14	7.4
No	175	92.6

Table 214. If yes, on this visit what activities or services did the person(s) have difficulty accessing or participating in?

	Frequency	Percent
Bad back.	1	10.0
Hearing directions on the trail.	1	10.0
Hiking, horseback riding	3	30.0
Osteoarthritis/Knee replacements	1	10.0
Steps	1	10.0
They didn't come	2	20.0
We left him on the ship	1	10.0

Table 215. Because of the physical condition, what specific problems did the person(s) have?

	Frequency	Percent
Hearing (difficulty hearing guides or other staff even with a hearing aid)	2	18.2
Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)	1	9.1
Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)	6	54.5
Other	2	18.2

## Indicators of quality

Horse tour visitors were asked about the importance of several reasons for visiting the Dyea area. Respondents indicated that the most important reason for visiting the area was “to participate in a recreational activity (e.g. hiking, biking, rafting)”. Other reasons that were somewhat important included “to see and learn about the natural environment of this area,” and “to be with family and/or friends” (Tables 216 and 217).

Table 216. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea.

	Not at all Important (1)	Somewhat Important (2)	Very Important (3)	Mean
a. To learn about the history of this area	31.5	53.9	14.6	1.83
b. To see and learn about the natural environment of this area	12.0	33.3	54.6	2.43
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	0.5	10.5	89.0	2.88
d. To be with family and/or friends	19.0	23.4	57.6	2.39
e. To get some exercise	31.7	41.1	27.2	1.96
f. To experience solitude	44.9	36.0	19.1	1.74
g. Other (Please specify)	31.3	18.8	50.0	2.19

Table 217. Other responses

	Frequency	Percent
Horseback riding	4	33.3
To be in nature/landscape	3	25.0
Experience something new	2	16.7
Cruise Ship	1	8.3
For fun.	1	8.3
To hear Jay's jokes	1	8.3



## **Standards of quality**

To determine standards of quality for relevant indicator variables, horse tour visitors were asked to evaluate a range of potential social conditions that could be encountered while in the Dyea town area.

### ***Dyea Town Area***

Photographs depicting increasing use levels were developed for the Dyea Road and the Tidal Flats (These photographs are shown in the study questionnaire in Appendix 2.)

For each set of photographs, respondents were asked to evaluate the acceptability of each study photographs showing increasing levels of visitor use. Acceptability was measured using a nine-point Likert-type scale ranging from (-4) “Very Unacceptable” to (4) “Very Acceptable”. Zero represented the middle of this scale or the point of indifference. The second question in the series asked respondents to indicate the photograph that showed the use level they would prefer to see.

**Dyea Road** - Horse tour visitors were asked to respond to a series of photographs depicting increasing use levels on the Dyea road. The first photograph showed no people on horseback on the road, the second had 4, the third had 7, the fourth had 11, the fifth had 14, the sixth had 18 and the last had 20 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 16.6 people at one time (Table 218 and Figure 18). Respondents indicated that they would prefer to see an average of 7.5 other people (median = 7.0) on the road (Table 219).

**Tidal Flats** - Horse tour visitors were also asked to respond to a series of photographs depicting increasing use levels on the Tidal Flats. The first photograph showed no people on horseback on the Tidal Flats, the second had 4, the third had 7, the fourth had 11, the fifth had 14, the sixth had

18 and the last had 20 people. Study findings suggest that increasing numbers of people are found to be increasingly unacceptable, and that the mean acceptability rating falls out of the acceptable range and into the unacceptable range at 13,8 people at one time (Table 220 and Figure 19). Respondents indicated that they would prefer to see an average of 6.7 other people (median = 7.0) on the Tidal Flats (Table 221).

### ***Tour Characteristics***

Respondents were next asked to indicate the acceptability of different tour group sizes, tour durations and number of other groups seen while visiting the Dyea area. Specifically, respondents were asked to evaluate the acceptability of tour group sizes between six and 20 people, tour lengths between two and six hours, and encounters with one to seven other groups. As with the town photographs nine-point Likert-type scales were used to capture these responses. On average, respondents indicated that tours consisting of 14.6 people (Table 222 and Figure 20), tour durations of 5 hours (Table 223 and Figure 21) and 4.4 other groups seen while visiting (Table 224 and Figure 22) were at the margin of acceptability. Respondents indicated that they saw, on average, 1.9 other groups during their visit (Table 225).

### ***Perceived Crowding***

Horse tour visitors were also asked to indicate how crowded they felt while visiting the Dyea area. A 9-point crowding scale (1="Not at all crowded", 9="Extremely crowded") was used to elicit responses to this question. On average, visitors felt very low levels of crowding on the road near the slide cemetery (mean crowding score = 1.54), on the road near the Dyea town site (mean crowding score = 1.81), on the Tidal Flats (mean crowding score = 1.70) or overall during their visit (mean crowding score = 1.66) (Table 226).

Table 218. We would like to know how many people you think could use the Dyea area without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people on the road. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
Photo 1 (0 people)	5.3	3.2	1.1	0.5	7.9	3.2	3.2	3.2	72.6	2.76	
Photo 2 (4 people)	1.6	1.1	2.1	1.1	2.6	6.3	7.4	16.3	61.6	3.02	
Photo 3 (7 people)	1.0	0.5	1.0	1.6	5.2	8.9	13.0	22.4	46.4	2.78	
Photo 4 (11 people)	1.5	2.6	2.6	6.7	8.2	10.3	20.1	17.0	30.9	1.99	
Photo 5 (14 people)	5.2	6.8	7.9	12.0	13.1	16.2	15.7	11.5	11.5	0.59	
Photo 6 (18 people)	11.1	11.6	13.2	14.3	12.2	11.1	11.1	6.9	8.5	-0.32	
Photo 7 (20 people)	33.9	14.8	12.2	7.9	9.0	9.0	4.2	2.1	6.9	-1.61	

Acceptability = 16.6

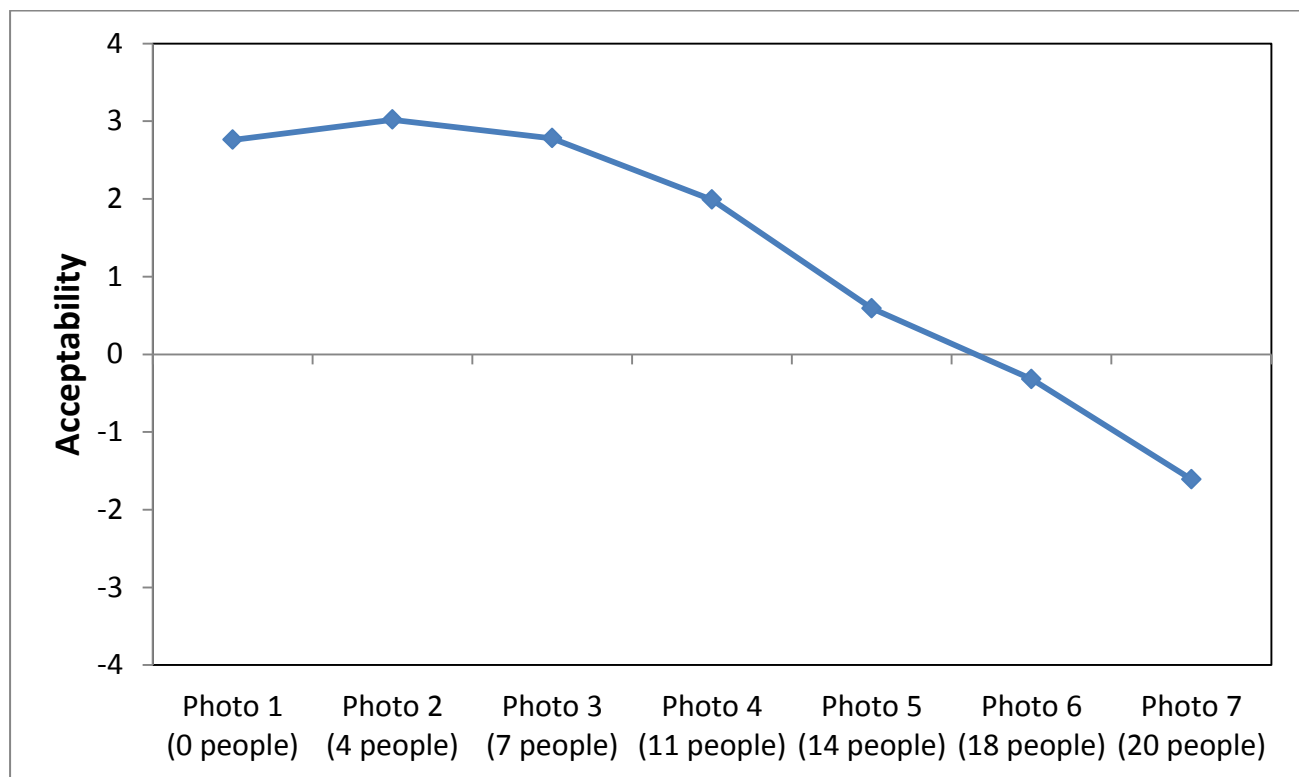


Figure 18. Social norm curve for number of people/horses on the road.

Table 219. Which photograph shows the level of use you would prefer to see on the road?

	Frequency	Percent
Photo 1 (0 people)	22	11.6
Photo 2 (4 people)	42	22.2
Photo 3 (7 people)	57	30.2
Photo 4 (11 people)	52	27.5
Photo 5 (14 people)	7	3.7
Photo 6 (18 people)	4	2.1
Photo 7 (20 people)	5	2.6

Mean = 7.46; Median = 7.00

Table 220. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people on the Tidal Flats. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown.

	Very Unacceptable					Very Acceptable				Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4	
Photo 1 (0 People)	4.8	1.1	.5	1.6	10.1	0.5	1.6	4.2	75.7	2.94
Photo 2 (4 People)	1.0	1.0	2.6	1.0	5.8	2.6	3.7	12.0	70.2	3.13
Photo 3 (7 People)	0.5	1.1	0.5	2.1	3.2	6.3	15.8	27.4	43.2	2.84
Photo 4 (11 People)	1.6	1.1	3.2	6.9	6.9	15.4	17.0	21.3	26.6	1.97
Photo 5 (14 People)	10.1	9.0	13.2	10.6	15.3	15.3	10.1	7.4	9.0	-0.11
Photo 6 (18 People)	18.5	14.8	13.8	13.8	12.2	8.5	6.3	4.2	7.9	-0.94
Photo 7 (20 People)	37.0	18.0	11.6	7.4	7.4	6.3	2.6	2.6	6.9	-1.86

Acceptability = 13.8

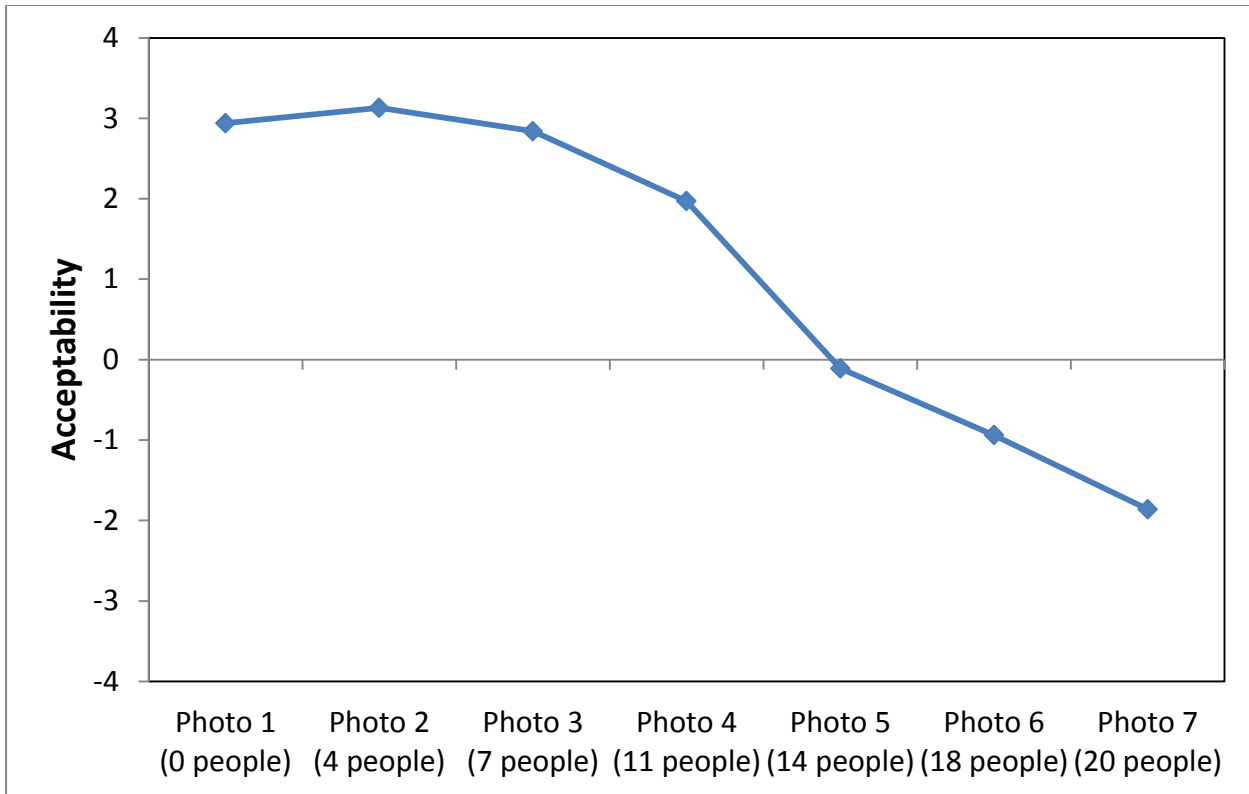


Figure 19. Social norm curve for number of people/horses on the Tidal Flats.

Table 221. Which photograph shows the level of use you would prefer to see on the Tidal Flats?

	Frequency	Percent
Photo 1 (0 People)	27	14.8
Photo 2 (4 People)	42	23.1
Photo 3 (7 People)	69	37.9
Photo 4 (11 People)	30	16.5
Photo 5 (14 People)	5	2.7
Photo 6 (18 People)	4	2.2
Photo 7 (20 People)	5	2.7

Mean = 6.72; Median = 7.00

Table 222. People can visit Dyea on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
6 people	0.6	0.0	1.1	0.6	3.4	2.8	3.9	3.4	84.4	3.53	
8 people	0.6	0.0	0.0	1.7	2.3	3.4	6.3	19.4	66.3	3.35	
10 people	2.2	1.7	1.1	3.3	6.1	6.6	14.9	24.3	39.8	2.49	
12 people	6.7	1.7	3.3	6.1	6.7	15.0	16.7	23.3	20.6	1.56	
14 people	12.1	4.6	5.2	13.8	14.9	9.8	20.1	13.8	5.7	0.28	
16 people	15.7	11.8	14.0	14.6	10.1	10.1	14.0	3.9	5.6	-0.69	
18 people	29.2	15.2	18.0	6.2	10.7	5.6	6.7	3.4	5.1	-1.55	
20 people	48.6	9.4	11.6	4.4	10.5	2.2	5.0	1.7	6.6	-2.07	

Mean = 14.6 people

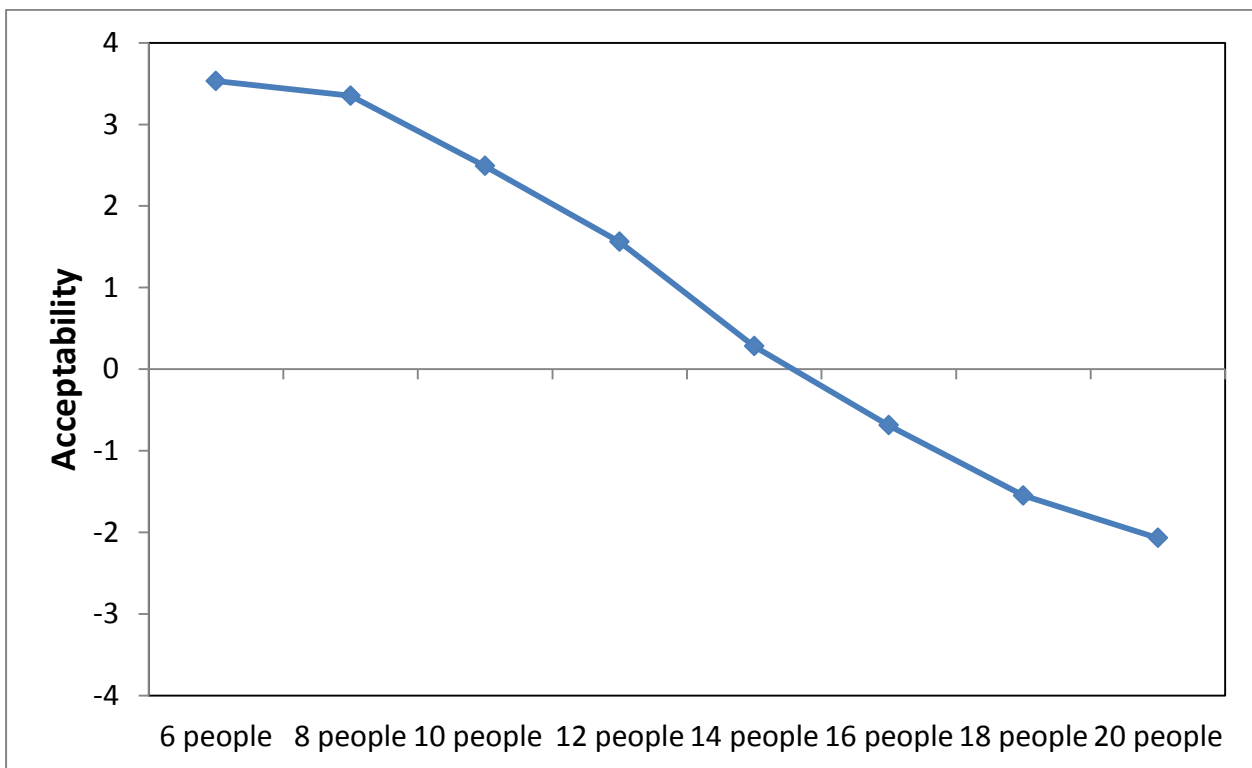


Figure 20. Social norm curve for groups size.

Table 223. Tour duration.

	Very Unacceptable					Very Acceptable					Mean
	-4	-3	-2	-1	0	+1	+2	+3	+4		
2 hours	0.0	0.6	0.6	2.3	3.4	3.4	5.7	10.9	73.1	3.35	
3 hours	1.7	0.6	1.2	0.0	5.8	5.8	13.3	26.0	39.5	2.82	
4 hours	4.7	2.3	5.2	5.8	8.7	11.6	23.8	13.4	24.4	1.55	
5 hours	13.1	10.7	8.9	10.1	15.5	11.9	7.7	7.7	14.3	-0.05	
6 hours	25.9	8.8	11.2	10.0	14.1	6.5	5.3	2.9	15.3	-0.75	

Mean = 5 hours

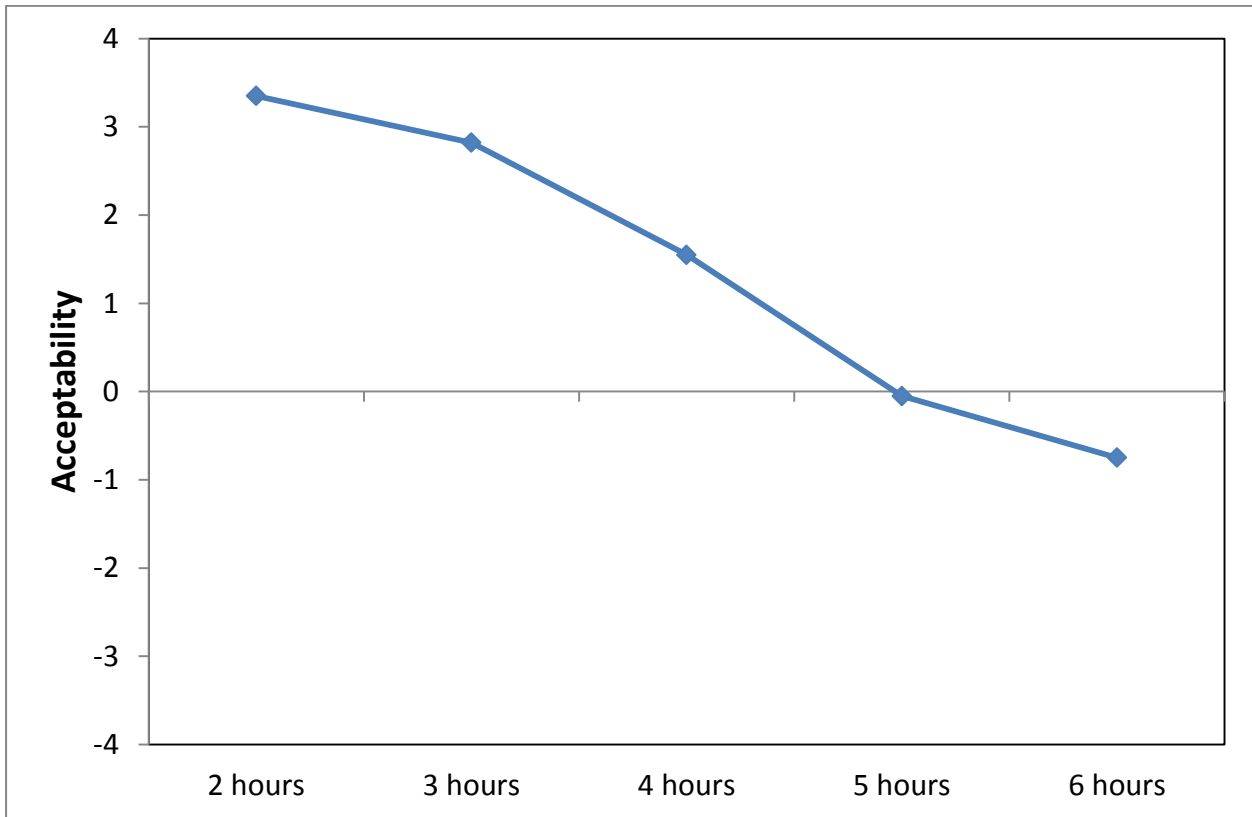


Figure 21. Social norm curve for tour duration.

Table 224. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting the Dyea area. Please indicate how acceptable you think the following numbers of groups are in the Dyea area.

	Very Unacceptable				Very Acceptable				Mean	
	-4	-3	-2	-1	0	+1	+2	+3		+4
1 group	0.0	0.6	0.6	0.6	4.2	1.2	5.4	5.4	82.0	3.53
2 groups	1.8	0.0	1.2	1.2	2.4	4.8	10.1	28.0	42.5	3.01
3 groups	5.4	1.8	1.2	6.0	6.6	10.8	23.5	17.5	27.1	1.83
4 groups	9.8	0.6	12.2	9.8	11.0	19.5	15.9	10.4	11.0	0.51
5 groups	16.6	12.9	14.1	10.4	17.2	10.4	12.3	2.5	3.7	-0.87
6 groups	29.3	16.5	11.0	18.3	6.7	7.9	5.5	3.0	1.8	-1.71
7 groups	49.1	7.3	12.7	12.7	5.5	6.1	3.0	1.2	2.4	-2.31

Mean = 4.4 groups

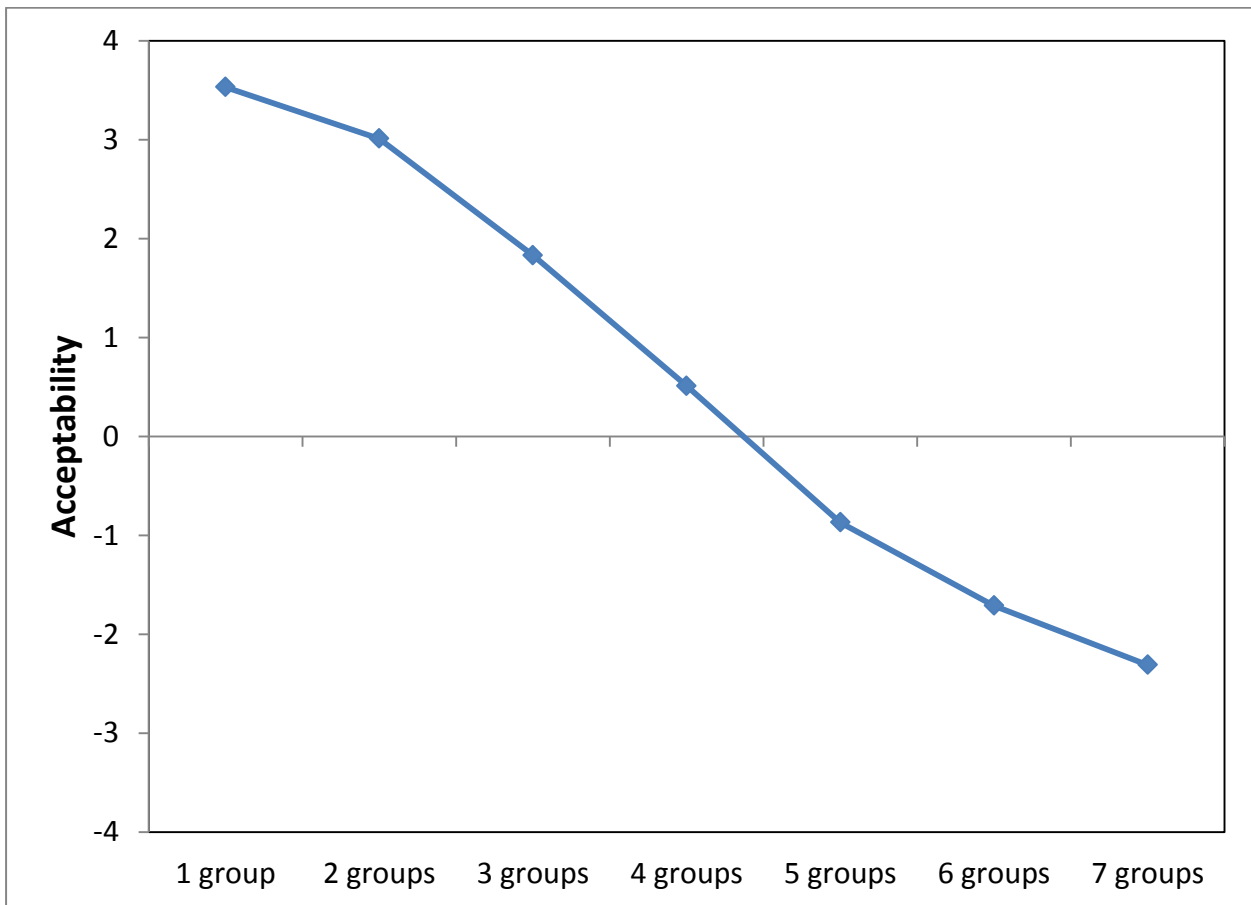


Figure 22. Social norm curve for number of groups seen.



Table 225. Approximately how many groups did you see in the Dyea area today?

	Frequency	Percent
0 groups	28	15.6
1 group	42	23.5
2 groups	37	20.7
3 groups	14	7.8
4 groups	19	10.6
5 groups	4	2.2
6 groups	1	.6
7 groups	2	1.1
10 groups	1	.6
Don't Know	24	13.4
Does Not Apply	7	3.9

Mean = 1.9 groups

Table 226. How crowded did you feel in the Dyea area today?

	Not at all Crowded		Slightly Crowded		5	Moderately Crowded		Extremely Crowded		Mean
	1	2	3	4		6	7	8	9	
a. On the road near the slide cemetery	67.9	22.3	6.0	0.0	1.1	2.2	0.0	0.0	0.5	1.54
b. On the road near the Dyea town site	57.9	26.2	7.7	2.7	1.1	1.6	1.1	1.1	.5	1.81
c. On the Tidal Flats	58.5	24.6	10.4	2.7	2.2	1.6	0.0	0.0	0.0	1.70
d. Overall	58.7	27.2	8.2	2.7	2.7	0.0	0.5	0.0	0.0	1.66

### Attitudes toward management

Horse tour visitors were asked how likely they would be to ride a free transit (bus) service on a future visit if such a service were provided. Just over two-thirds of respondents (68.1%) indicated that they would be likely or very likely to use such a service (Table 227). Nearly half of respondents (47.5%) indicated that they were likely to be willing to pay a fee of \$10 for this service if the funds collected remained in the park to support the bus service (Table 228).

Table 227. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service?

	Frequency	Percent
Very likely	73	40.1
Likely	51	28.0
Undecided	37	20.3
Unlikely	14	7.7
Very unlikely	7	3.8

Table 228. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it?

	Frequency	Percent
Yes, likely	87	47.5
No, unlikely	36	19.7
Not sure	60	32.8

## **Analytical Findings**

Commercial bicycle tour visitors and Dyea town site independent visitors experience many of the same areas during their time in and around KLGO. Given this, these visitors answered identical survey questions, making direct comparisons between the two study groups possible. Independent samples t-tests were conducted to determine statistically significant differences. Only statistically significant differences at the  $p=.05$  level between these two groups are described below. Study questions presented in the sections above, and not discussed below, did not differ significantly between the two groups of visitors.

### **Use and Users**

Commercial bicycle tour visitors were significantly more likely to be visiting the area as part of a cruise vacation than independent visitors. The vast majority of visitors on commercial bicycle tour (91.9%) were visiting as part of a cruise vacation, while only 7.7% of independent visitors were on a cruise vacation (Table 229).

On the other hand, independent visitors were significantly more likely to have visited the KLGO visitor center than commercial visitors. In fact, 68.8% of independent visitors stopped at the visitor center, as compared to 22.3% of visitors on a commercial tour (Table 230). Independent visitors were more likely to have known that Dyea is within a national park unit before leaving home, or from a source other than their tour leader than were bicycle tour visitors (Table 231). Independent Dyea visitors were also more likely to be repeat visitors to KLGO than visitors on a commercial bicycle tour. While only 4.8% of visitors on commercial tours had visited the park previously, 22.2% of independent visitors were repeat visitors (Table 232).

Independent Dyea visitors were, on average, 13 years older than visitors on commercial bicycle tours (Table 233). No other demographic differences were observed between these two groups.

Table 229. Are you visiting this area as part of a cruise vacation?

	Independent Visitors %	Commercial Bicycle Tour Visitors %
Yes	7.7	91.9
No	92.3	8.1

Table 230. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

	Independent Visitors %	Commercial Bicycle Tour Visitors %
Yes	68.8	22.3
No	31.3	77.7

Table 231. When did you learn that Dyea is within a National Historical Park?

	Independent Visitors %	Commercial Bicycle Tour Visitors %
Before I left home	19.0	4.1
On board my cruise ship	0.0	6.1
When I got off the cruise ship (on the dock or in Skagway)	3.2	3.4
From my tour leader	15.9	78.2
From this survey	4.8	0.7
I did not learn that Dyea is within a National Historical Park	1.6	1.4
Other	55.6	6.1

Table 232. Have you visited Klondike Gold Rush National Historical Park before this trip?

	Independent Visitors %	Commercial Bicycle Tour Visitors %
Yes	22.2	4.8
No	77.8	95.2

Table 233. Age of visitors

	Independent Visitors	Commercial Bicycle Tour Visitors
Under 20	0.0%	5.4%
20 to 29	5.3%	12.6%
30 to 39	1.8%	12.6%
40 to 49	7.0%	27.9%
50 to 59	28.1%	18.9%
60 to 69	42.1%	16.2%
70 to 79	15.8%	6.3%
Mean	59.3	47.0*

\*Indicates a statistically significant difference.

## Indicators of Quality

Dyea visitors on commercial bicycle tours found different aspects of their visit more important than independent visitors. Commercial visitors rated the following reasons for visiting Dyea as more important than independent visitors: to participate in a recreational activity, to be with friends and/or family, and to get some exercise (Table 234).

Table 234. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea.

	Independent Visitors	Commercial Bicycle Tour Visitors
	Mean	
a. To learn about the history of this area	2.8	2.2
b. To see and learn about the natural environment of this area	2.6	2.5
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1.8	2.7*
d. To be with family and/or friends	2.0	2.5*
e. To get some exercise	2.1	2.5*
f. To experience solitude	1.6	1.8
g. Other (Please specify)	2.4	2.1

\*Indicates a statistically significant difference.

## Standards of Quality

Independent Dyea visitors and visitors on a commercial bicycle tour also differ in their standards for tour length and the appropriate number of other groups seen while on their tour in Dyea. Independent visitors indicated that tour durations of more than 3.3 hours were unacceptable, while visitors on commercial bicycle tours indicated that tours lasting longer than 5.2 hours were unacceptable (Figure 23). Additionally, independent visitors were less tolerant of seeing other groups than were visitors on commercial tours. Independent visitors indicated that seeing more than 3.9 other groups was unacceptable, while visitors on commercial tours indicated that seeing more than 4.7 other groups was unacceptable (Figure 24). No other statistically significant differences were found between the two groups for standards of quality.

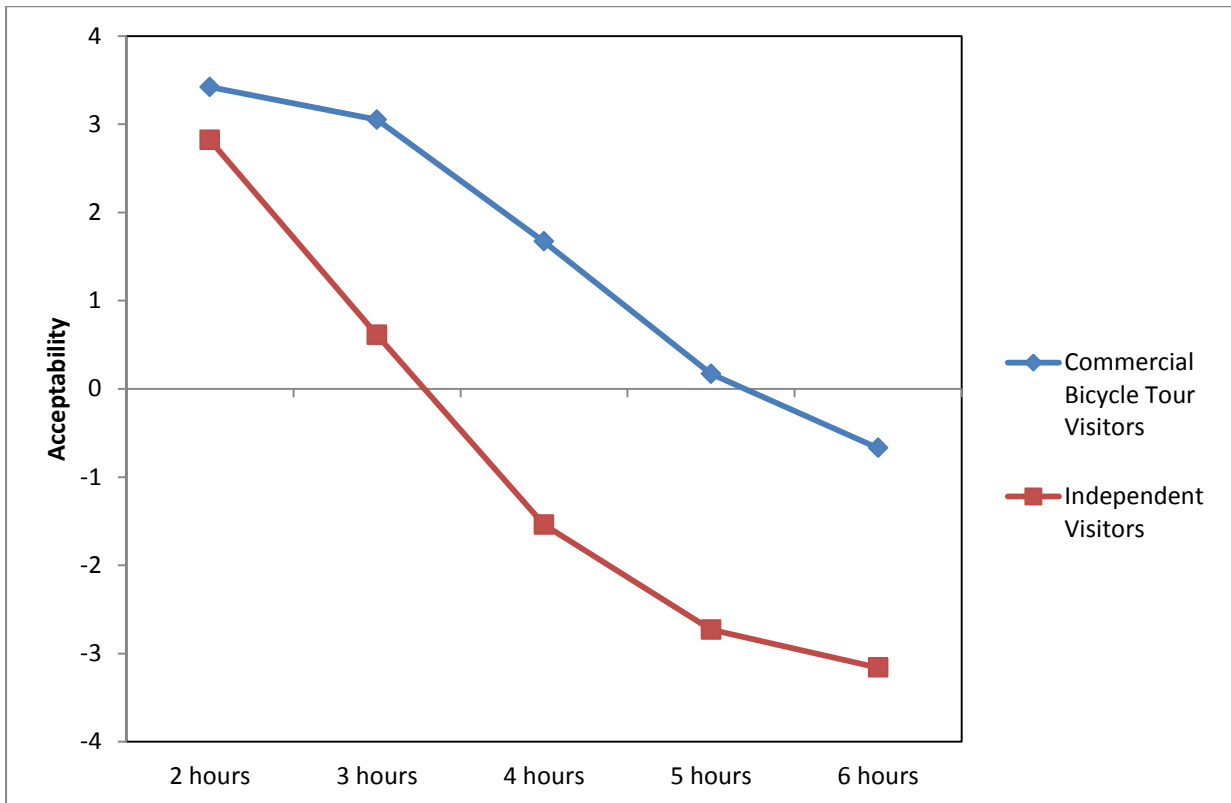


Figure 23. Social norm curves for tour duration.

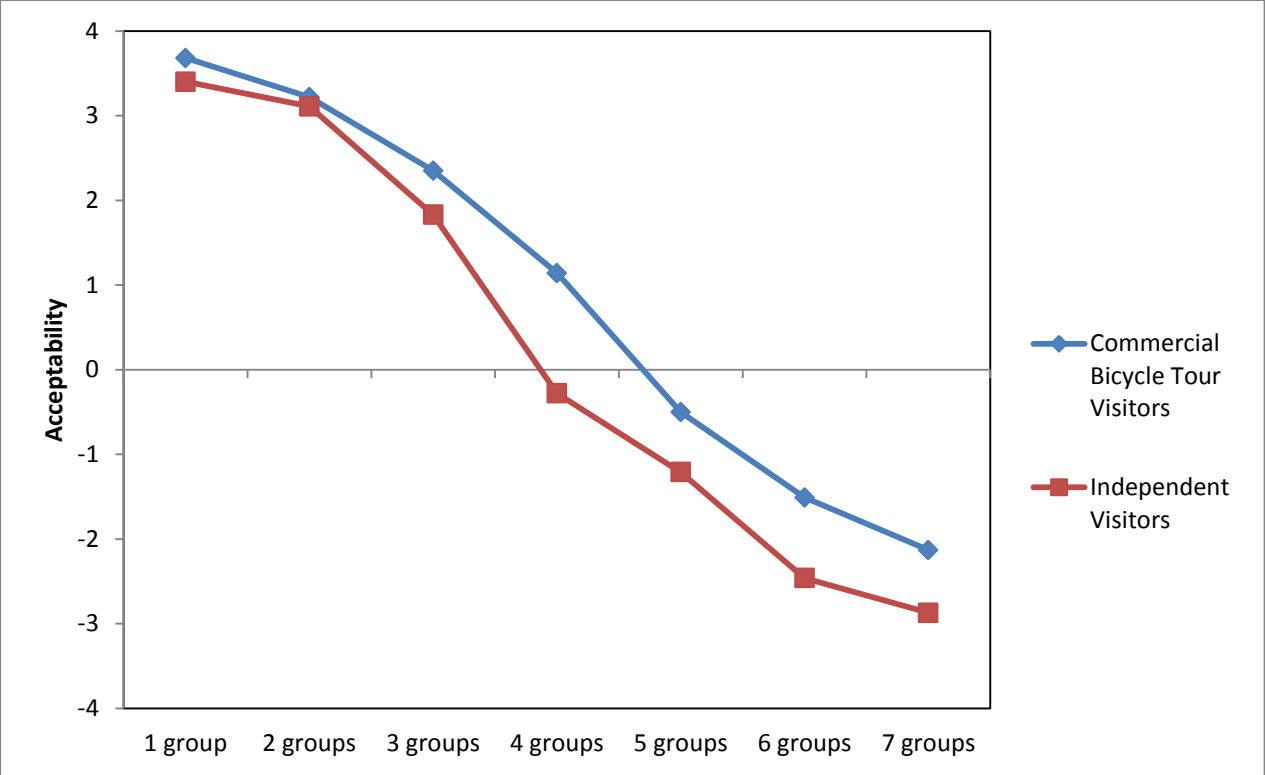


Figure 24. Social norm curve for number of groups seen.



## Attitudes Toward Management

Independent Dyea visitors rated the amount and quality of information provided by National Park Service guided tours more highly than visitors on a commercial bicycle tour (Table 235).

Independent visitors also agreed more strongly than visitors on a commercial bicycle tour that they were able to get a sense that a town once existed in Dyea (Table 236).

Table 235. How would you rate the following facilities and services at Dyea?

	Independent Visitors	Commercial Bicycle Tour Visitors
	Mean	
a. Amount of information provided by commercial guided tours	4.60	4.57
b. Amount of information provided by National Park Service guided tours	4.89	4.05*
c. Amount of information provided by educational signs/displays, brochures	4.06	3.79
d. Quality of information provided by commercial guided tours	4.50	4.48
e. Quality of information provided by National Park Service guided tours	4.86	4.00*
f. Quality of information provided by educational signs/displays, brochures	4.06	3.68
g. Number and quality of trails	4.20	4.13
h. Trail signage (directions, distances)	3.61	3.81
i. Availability of picnic tables	4.00	3.45

\*Indicates a statistically significant difference.

Table 236. How much do you agree or disagree with the following statement: I was able to get a sense that a town site once existed in Dyea?

	Independent Visitors	Commercial Bicycle Tour Visitors
1 – Strongly disagree	0.0%	1.9%
2 - Disagree	7.0%	13.0%
3 - Neither agree nor disagree	5.3%	13.0%
4 - Agree	42.1%	51.9%
5 – Strongly agree	45.6%	20.4%
Mean	4.02	3.76*

\*Indicates a statistically significant difference.

## **Chapter IV. Summary, Conclusions and Recommendations**

This final chapter summarizes the study and presents a series of conclusions and recommendations based on study findings. The goal of the study was to help inform the application of carrying capacity to the Chilkoot unit of the park. More specifically, information was obtained on characteristics of park use and users, indicators of quality, standards of quality, and attitudes toward management. Principal study methods included surveys of 614 park visitors representing four types of park users: 1) commercial bicycle tour visitors, 2) independent Dyea visitors, 3) commercial hike and float tour visitors, and 4) commercial horse adventure tour visitors. The survey achieved an average response rate of 73.2%.

A summary of principal study findings from the visitor surveys is as follows:

1. Visitors are characterized by the following information:
  - A. Most visitors (80.5% to 94.4%) come in small groups (2 to 4 people, on average) of family and/or friends.
  - B. Most visitors (78.0% to 90.6%) reside in the United States, with 45 states and Washington, D.C. represented among the sample. A plurality of visitors from all sample groups reside in California (14.3% to 22.3%).
  - C. A sizable minority of visitors (9.4% to 22.0%) reside outside the United States, with 20 countries represented among the sample groups. A plurality (a majority in the case of independent visitors) of foreign visitors reside in Canada.
  - D. The vast majority of visitors (93.6% to 98.2%) report English as their primary language.
  - E. Visitors are highly educated, with a majority of visitors in all sampling groups (65.8% to 80.8%) attaining a college degree or beyond.
  - F. The average age of visitors tends to be in the mid 40's. Independent visitors tend to be, on average, about 15 years older than visitors in other sampling groups.

- G. A majority visitors (61.5% to 78.2%) do not know that Dyea is within a National Historical Park until they arrive at the site and learn of its status from their tour guide.
  - H. The vast majority of visitors indicate that they are not Hispanic or Latino (91.2% to 97.6%) and identify themselves as white (90.6% to 100.0%).
  - I. A small number of visitor groups (1.8% to 7.4%) had a member with a physical condition that makes it difficult to access or participate in park activities or services
2. Visitor use is characterized by the following information:
- A. Visitors stay an average of two to three hours.
  - B. The vast majority of visitors (95.2% to 97.4%) on commercial tours are visiting KLGO for the first time. More than three quarters of independent visitors (77.8%) are visiting KLGO for the first time.
  - C. Nearly all visitors (91.9% to 97.4%) on commercial tours are visiting KLGO as part of a cruise vacation, while nearly all independent visitors (92.3%) are not.
  - D. Most commercial visitors (61.5% to 78.2%) learn that Dyea is within a National Historical Park from their commercial tour guide, while independent visitors tend to use other means.
  - E. Most commercial visitors (77.7% to 85.3%) do not visit the KLGO visitor center in Skagway before their trip to Dyea. Most independent visitors (68.8%) do stop visit the visitor center before they travel to Dyea.
  - F. Visitors participate in a variety of activities and use or visit a variety of facilities or services. A majority of visitors to the Dyea town site reported participating in viewing wildlife (71.2% to 76.4%) and photography (72.2% to 75.5%). They also reported using the trails (92.9% to 98.3%), restrooms (66.7% to 77.8%), and visiting the Tidal Flats (91.4% to 92.6%), the False Front (96.7% to 100.0%), the Vining and Wilkes Warehouse site (91.5% to 100.0%), and the Nelson Slough Bridge (86.7% to 96.1%).
3. Several open and close-ended questions were designed to identify potential indicators of quality for the visitor experience in the Chilkoot unit. Findings from these questions suggest

that the indicators of quality include 1) the natural scenery and beauty of the area, 2) the quantity and quality of information and education about the area's natural and cultural history, and 3) the number of other visitors encountered at study sites.

4. A majority of visitors (60.0% to 63.4%) indicated that they did not think visitors were having negative effects on the natural and/or historical resources of Dyea, or the quality of the visitor experience.
5. Several batteries of questions were used to identify potential standards of quality for the number of visitors encountered at study sites. Many of these questions used series of visual simulations to portray a range of visitor use levels, and respondents were asked to render judgments about these photographs using a number of evaluative questions. For each of the study sites and each of the four types of visitors, a range of potential standards of quality were identified. Standards of quality ranged from what respondents would prefer to experience to the conditions that were so crowded that respondents would no longer visit the study sites. This range of potential standards of quality for each study site and type of group are presented in the tables and figures in Chapter III and in Table 237 below. Respondents were also asked to indicate the study photograph that looked most like the conditions they experienced on the day the survey was administered. Generally, the conditions experienced by respondents were very close to the conditions they preferred.

Table 237. Summary Table of Standards of Quality.

	Acceptability	Preference	Displacement*	Management Action**	Typically Seen
<b>Bicycle Tour Visitors</b>					
False Front (people)	12.9	5.8	22.1	13.3	5.4
Warehouse (people)	12.6	5.5	19.4	13.7	5.0
Nelson Slough Bridge (people)	12.4	4.7	15.4	10.9	5.4
<b>Independent Visitors</b>					
False Front (people)	15.1	5.5	19.6	14.2	6.2
Warehouse (people)	14.7	5.6	20.2	14.0	5.5
Nelson Slough Bridge (people)	12.6	5.2	15.5	10.2	4.9
<b>Hike and Float Tour Visitors</b>					
Chilkoot Trail (people)	10.0	4.9	15.2	10.6	5.1
Taiya River (rafts)	5.1	1.8	7.4	4.7	1.2
<b>Horse Tour Visitors</b>					
Road (people)	16.6	7.5	n/a	n/a	n/a
Tidal Flats (people)	13.8	6.7	n/a	n/a	n/a

\*Displacement is defined as the level of use that would cause visitors to not return to the areas they are visiting. The estimates in Table 237 are underestimated since respondents were given the option to indicate that none of the use levels presented would be high enough to prevent them from returning.

\*\*Management action is the point at which respondents feel that use levels are high enough to require the NPS to limit use of the area. The estimates in Table 237 are underestimated since respondents were given the options to indicate that none of the use levels presented would be high enough to restrict use, or that use should never be restricted.

- Several other batteries of questions were used to identify potential standards of quality for tour group sizes, tour durations, and number of other groups seen. Generally, respondents reported they would find tour group sizes of up to 10-15 people to be acceptable, that the maximum acceptable length of tours is three to four hours, and that the maximum number of other groups seen was about four. Respondents reported seeing only about one other group while they were on their tour in Dyea. Results are summarized in Table 238 below.

Table 238. Summary Table of Standards of Quality for Tours.

	Bicycle Tour Visitors	Independent Visitors	Hike and Float Tour Visitors	Horse Tour Visitors
Tour group size (people)	13.8	13.5	13.0	14.6
Tour group numbers (groups)	4.7	3.9	4.4	4.4
Tour group duration (hours)	5.2	3.3	6.0+	5.0
Tour groups seen today (groups)	2.1	1.4	1.6/1.0	1.9

7. Visitors reported very low levels (mean response of 1.19 to 1.66) of perceived crowding and conflict with other users.
8. Visitors to the Chilkoot unit are generally highly satisfied with their experience. For example, in open-ended questions, many visitors reported that they like everything about the Chilkoot unit, and that they didn't dislike anything. Moreover, most facilities and services received quality ratings that were above average. And as reported above, respondents generally reported seeing the number of other visitors that they preferred to see, and that they reported very low levels of crowding and conflict.
9. A majority of visitors (50% to 71.9%) indicated that they would be "likely" or "very likely" to use a free transit (bus) service between Skagway and Dyea on a future visit. Slightly lower percentages of visitors (33.3% to 63.5) indicated that they would be likely to use such a service if a fee of \$10 were charged for the service, provided funds remained in the park to pay for the service.
10. Analytical tests were conducted to determine if there were statistically significant differences on study variables between commercial and independent visitors to the Dyea town site. Some differences were found. For example, independent visitors are more likely to participate in ranger-led tours, are more likely to have visited KLGO previously (22.2% for independent visitors versus 4.8% for commercial visitors), tend to visit the visitor center in Skagway before going to Dyea (68.8% versus 22.3%), and are not traveling in the area as part of a cruise vacation (7.7% versus 91.9%). Independent visitors tend to be older (average age of 59.3 versus 47), and know more about KLGO (as a National Historical Park) (19% versus 4.1%),

perhaps due to previous visits. Commercial visitors found different aspects of their visit more important than independent visitors. Commercial visitors considered participating in a specific recreational activity (mean response of 2.7 for commercial visitors versus 1.8 for independent visitors), being with family and friends (mean response of 2.5 versus 2.0), and getting exercise (mean response of 2.5 versus 2.1) more important than independent visitors. Independent visitors prefer tours of shorter duration (3.3 hours for independent visitors versus 5.2 hours for commercial visitors) and seeing fewer other visitor groups (3.9 groups versus 4.7 groups) than their commercial visitor counterparts. Independent visitors agreed more strongly (mean response of 4.02 versus 3.76) than commercial visitors that they were able to get a sense that a town once existed in Dyea.

These study findings lead to several conclusions and recommendations.

1. The number of people at one time at attraction sites in and around the Dyea town site may be a good indicator of quality of the visitor experience. While perceived crowding is low, respondents were able to specify the use levels that are preferred, minimally acceptable, and that would cause them to be displaced from the site. This provides park managers with a range of possible standards of quality. It may be wise to select standards of quality near the low end of the range. This would maintain a very high quality experience that offers a contrast to the visitor experience in the Skagway unit of the park and contributes to the range or spectrum of visitor experiences at KLG0.
2. Once standards of quality have been formulated for the maximum number of people at one time at study sites, those indicators should be monitored to ensure that standards of quality are maintained. This might be accomplished in two ways. First, periodic surveys of visitors can be conducted. These surveys should use the visual simulations developed for this study, and ask visitors to indicate which photograph looks most like the use level they typically saw while visiting the Dyea area. Second, direct counts of the number of people at one time could be periodically conducted by park staff.

3. Management should take action if and when monitoring suggests that a standard of quality for the maximum number of people at one time is violated. Management alternatives are wide ranging and include better scheduling of commercial tours and limiting the number, size, and duration of tours. Some of the differences between commercial and independent visitors may have management implications. Among visitors on commercial tours, the activity itself (e.g., horseback riding, bicycle riding) is rated as very important. Among independent visitors, learning about the history of the area may be more important. This may help explain why independent visitors are less tolerant than commercial visitor of encountering other groups. Distractions created by these encounters may hinder conveyance of interpretive messages. Park managers may wish to separate the two types of visitor temporally and/or spatially to limit the possibility of conflict between the two types of visitors if use in Dyea increases.
4. Several study findings suggest that learning more about the natural and cultural history of the Chilkoot unit is important to many visitors. More emphasis on visitor information, education, and interpretation may be warranted.
5. Nearly all visitors reported that the quality of the scenery and the natural beauty of the Chilkoot unit is what they value most about this area. While most visitors are generally unaware of the potential environmental impacts of outdoor recreation, the scientific and professional literature suggests that these impacts can be substantial and occur under even light levels of use (Hammit and Cole, 1998; Marion and Leung, 2001). It is recommended that the park assess these impacts and formulate indicators and standards of quality for important natural and cultural resources.
6. Most visitors (particularly on commercial tours) have little knowledge of KLGO in general, and about the Dyea area specifically. In fact, among commercial tour visitors, very few knew that Dyea was part of a national park unit before arriving in Skagway. Most learn this from their tour leader. Because commercial tour leaders are the most direct connections between cruise visitors and the park, it may be important for the park to work as closely as possible with commercial tour providers to be sure that the interpretive messages the park wishes to convey are being provided by commercial tours in the Dyea area. Other communication strategies such



as the park website, displays in the visitor center, and contact with interpretive rangers may be more effective with independent visitors.

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## **Appendix 1**

### **2010 Study Questionnaires**

DRAFT  
KLONDIKE GOLD RUSH  
DYEA VISITOR SURVEY



Location Survey Administered \_\_\_\_\_

Tour Company \_\_\_\_\_

Commercial or Private Group \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Attendant: \_\_\_\_\_

Weather: \_\_\_\_\_

- \_\_\_\_\_ Warm
- \_\_\_\_\_ Cool
- \_\_\_\_\_ Sunny
- \_\_\_\_\_ Partly sunny
- \_\_\_\_\_ Cloudy
- \_\_\_\_\_ Foggy
- \_\_\_\_\_ Rain

KLONDIKE GOLD RUSH  
DYEVA VISITOR SURVEY

Klondike Gold Rush National Historical Park celebrates the famed Klondike Gold Rush of 1898, and was created “in order to preserve in public ownership for the benefit and inspiration of the people of the United States, historic structures and trails associated with the Klondike Gold Rush of 1898” and to make this valuable part of America’s heritage available to visitors for their understanding, enjoyment, and appreciation. The National Park Service is currently developing plans to improve the condition of natural and cultural resources at the Dyea town site. The information you provide in this survey will help the National Park Service understand how visitors use this site and how you would like this site to be managed in the future.

1. How many people (including you) are in your personal group today? Your “personal group is anyone you are visiting the park with, such as spouse, family, or friends. It doesn’t include the larger group you may be traveling with, such as a tour group or school groups.

Number of people: \_\_\_\_\_

2. On this visit, what kind of personal group (not tour group) are you with? Please circle only one.

- 1. Alone
- 2. Family
- 3. Friends
- 4. Family and friends
- 5. Other (Please specify: \_\_\_\_\_)

3. On this visit, are you and your personal group with any of the following types of groups? Circle all that apply.

- 1. Commercial tour group
- 2. School/educational group
- 3. Other organized group/club (Specify: \_\_\_\_\_)

4. Are you visiting this area as part of a cruise vacation?

- 1. Yes
- 2. No

5a. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

- 1. Yes
- 2. No

b. When did you learn that Dyea is within a National Historical Park?

1. Before I left home
2. On board my cruise ship
3. When I got off the cruise ship (on the dock or in Skagway)
4. From my tour leader
5. From this survey
6. I did not learn that Dyea is within a National Historical Park
7. Other (please specify): \_\_\_\_\_

c. Have you visited Klondike Gold Rush National Historical Park before this trip?

1. Yes
2. No (Skip to question 6.)

If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

Number of previous visits: \_\_\_\_\_

6. Do you live in the United States?

1. Yes (What is your Zip code? \_\_\_\_\_)
2. No (What country do you live in? \_\_\_\_\_)

7. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea. (Circle one number for each item.)

	Not at all Important	Somewhat Important	Very Important
a. To learn about the history of this area	1	2	3
b. To see and learn about the natural environment of this area	1	2	3
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1	2	3

- |                                     |   |   |   |
|-------------------------------------|---|---|---|
| d. To be with family and/or friends | 1 | 2 | 3 |
| e. To get some exercise             | 1 | 2 | 3 |
| f. To experience solitude           | 1 | 2 | 3 |
| g. Other (Please specify _____)     | 1 | 2 | 3 |

8. These questions ask about things that made your trip more or less enjoyable.

a. What did you enjoy most about your visit to the Dyea town site?

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b. What did you enjoy least about your visit to the Dyea town site?

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c. If you could ask the National Park Service to change some things about the way they manage Dyea, what would you ask them to do?

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d. If you have visited the Dyea town site before, please note any things that have changed for the better or for the worse since your last visit.

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e. Do you think visitors are having any negative effects on the natural and/or historical resources of Dyea or the quality of the visitor experience?

- 1. Yes
- 2. No
- 3. Don't know

If YES, please explain: \_\_\_\_\_

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f. What do you value most about your visit to Dyea?

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g. What do you consider to be the most important qualities of Dyea

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9. Some people have suggested that the following issues might be problems at Dyea. To what extent do you think the following issues are problems? (Circle one number for each item.)

	Not a Problem	Small Problem	Big Problem	Don't Know
a. The number of people at Dyea	1	2	3	DK
b. The number of people along trails	1	2	3	DK
c. Large groups of people along trails	1	2	3	DK
d. Sharing the roads and trails with other types of visitor groups (horseback, bicycles, etc.)	1	2	3	DK



e. Finding your way to Dyea	1	2	3	DK
f. Finding your way around Dyea	1	2	3	DK
g. Visitors making too much noise	1	2	3	DK
h. Too much noise from outside the park	1	2	3	DK
i. Lack of information about Dyea	1	2	3	DK
j. Waiting to use restrooms	1	2	3	DK
k. Dogs off leash	1	2	3	DK
l. Lack of picnicking facilities	1	2	3	DK
m. Lack of drinking water	1	2	3	DK
n. Lack of public transit access	1	2	3	DK

10. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the False Front. Please look at the photographs on the following pages.
- a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)



	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see at the False Front?

Photo number: \_\_\_\_\_

c. Which photograph shows the level of use that is so unacceptable that you would not come back to the False Front? (If none of the photographs represent this condition, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs are so unacceptable that I would not come back to the False Front

- d. Which photograph shows the highest level of use that the National Park Service should allow at the False Front? In other words, at what point should visitors be restricted from visiting the False Front? (If use should not be restricted at any point represented by the photographs, or not restricted at all, you may indicate that.)

Photo number: \_\_\_\_\_

OR

- None of the photographs show a high enough level of use to restrict visitors from visiting the False Front.

OR

- Visitor use should not be restricted.

- e. Which photograph looks most like the number of visitors you typically saw at the False Front today?

Photo number: \_\_\_\_\_

11. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Warehouse site. Please look at the photographs on the following pages.

- a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see at the Warehouse site?

Photo number: \_\_\_\_\_

c. Which photograph shows the level of use that is so unacceptable that you would not come back to the Warehouse site? (If none of the photographs represent this condition, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs are so unacceptable that I would not come back to the Warehouse site

d. Which photograph shows the highest level of use that the National Park Service should allow at the Warehouse site? In other words, at what point should visitors be restricted from visiting the Warehouse site? (If use should not be restricted at any point represented by the photographs, or not restricted at all, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs show a high enough level of use to restrict visitors from visiting the Warehouse site.

OR

Visitor use should not be restricted.

e. Which photograph looks most like the number of visitors you typically saw at the Warehouse site today?

Photo number: \_\_\_\_\_

12. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Nelson Slough Foot Bridge area. Please look at the photographs on Poster 3.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

- b. Which photograph shows the level of use you would prefer to see at the Nelson Slough Foot Bridge?

Photo number: \_\_\_\_\_

- c. Which photograph shows the level of use that is so unacceptable that you would not come back to the Nelson Slough Foot Bridge? (If none of the photographs represent this condition, you may indicate that.)

Photo number: \_\_\_\_\_

OR

- None of the photographs are so unacceptable that I would not come back to the Nelson Slough Foot Bridge.

- d. Which photograph shows the highest level of use that the National Park Service should allow at the Nelson Slough Foot Bridge? In other words, at what point should visitors be restricted from visiting the Nelson Slough Foot Bridge? (If use should not be restricted at any point represented by the photographs, or not restricted at all, you may indicate that.)

Photo number: \_\_\_\_\_

OR

- None of the photographs show a high enough level of use to restrict visitors from visiting the Nelson Slough Foot Bridge.

OR

- Visitor use should not be restricted.

- e. Which photograph looks most like the number of visitors you typically saw at the Nelson Slough Foot Bridge today?

Photo number: \_\_\_\_\_

13. People can visit Dyea on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable” and a rating of +4 means you think the description is “very acceptable.” (Circle one number for each description.)

	Very Unacceptable					Very Acceptable				
Size of tours:										
6 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
8 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
10 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
12 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
14 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
16 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
18 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
20 people	-4	-3	-2	-1	0	+1	+2	+3	+4	

	Very Unacceptable					Very Acceptable				
Length of tour:										
2 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
3 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
4 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
5 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	

14a. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting Dyea. Please indicate how acceptable you think the following numbers of groups are at Dyea. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.” (Circle one number for each number of groups.)

	Very Unacceptable					Acceptable					Very
1 group	-4	-3	-2	-1	0	+1	+2	+3	+4		
2 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		
3 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		
4 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		
5 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		
6 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		
7 groups	-4	-3	-2	-1	0	+1	+2	+3	+4		

b. Approximately how many other groups did you see in Dyea today?

Number of other groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_

15. How crowded did you feel at the Dyea town site today? (Circle one number for each location.)

	Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	
a. At the False Front	1	2	3	4	5	6	7	8	9
b. Along the trails	1	2	3	4	5	6	7	8	9
c. At the Warehouse site	1	2	3	4	5	6	7	8	9
d. At the Nelson Slough Foot Bridge	1	2	3	4	5	6	7	8	9
e. Overall	1	2	3	4	5	6	7	8	9

16. Which of the following activities did you participate in today? (Circle one number for each item.)

	Yes	No
a. Picnicking	1	2
b. Bicycling	1	2
c. Horseback riding	1	2
d. Hiking on a trail	1	2
e. Walking your dog	1	2
f. Viewing wildlife	1	2
g. Van tour	1	2
h. Photography	1	2
i. Bird watching	1	2
j. Other	1	2



17. Which of the following facilities/areas did you visit/use today? (Circle one number for each item.)

	Yes	No
a. The trails	1	2
b. The picnic area	1	2
c. A restroom	1	2
d. The Flats	1	2
e. The False Front	1	2
f. The Warehouse site	1	2
g. The Nelson Slough Crossing	1	2
h. A campground	1	2

18.a. Did you experience any conflicts today with visitors participating in other recreation activities at Dyea or on trails around Dyea?

1. Yes
2. No (Skip to question 19.)

b. Briefly describe the conflict.

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19. How would you rate the following facilities and services at Dyea? (Circle one number for each item.)

	Very Poor	Poor	Average	Good	Excellent	Did Not Use
a. Amount of information provided by commercial guided tours	1	2	3	4	5	DNU
b. Amount of information provided by National Park Service guided tours	1	2	3	4	5	DNU
c. Amount of information provided by educational signs/displays, brochures	1	2	3	4	5	DNU

d. Quality of information provided by commercial guided tours	1	2	3	4	5	DNU
e. Quality of information provided by National Park Service guided tours	1	2	3	4	5	DNU
f. Quality of information provided by educational signs/displays, brochures	1	2	3	4	5	DNU
g. Number and quality of trails	1	2	3	4	5	DNU
h. Trail signage (directions, distances)	1	2	3	4	5	DNU
i. Availability of picnic tables	1	2	3	4	5	DNU

20. How did you reserve your place on the commercial tour you took today? (Circle all numbers that apply.)

1. When I booked my cruise
2. On board my ship
3. On the dock when I got off my ship
4. Independently in town
5. Independently via the internet
6. Tour arrangements made by others
7. I am not participating in a commercial tour today
8. Other (Please specify: \_\_\_\_\_)

21a. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service? (Circle one number)

1. Very likely
2. Likely
3. Undecided
4. Unlikely
5. Very unlikely

b. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it? (Circle one number)

- 1. Yes, likely
- 2. No, unlikely
- 3. Not sure

22. How long did you stay at Dyea today? Please list partial hours as ¼, ½, or ¾.

Number of hours \_\_\_\_\_

23. The following ideas have been suggested to change the way in which Dyea is managed. How important would the following changes in management be to you? Please circle one number for each item.)

	Not important	Somewhat important	Moderately important	Very important	Extremely important
a. Provide public transit to the Dyea town site and/or the Chilkoot Trail.	1	2	3	4	5
b. Provide more education about the natural history of the area	1	2	3	4	5
c. Provide more education about the geological history of the area	1	2	3	4	5
d. Provide more education about the Klondike Gold Rush	1	2	3	4	5
e. Provide more education about the Dyea town site	1	2	3	4	5
f. Provide more education about Native American history in the area	1	2	3	4	5

g. Recreate some of the elements of the former town site (clear some former streets, clear historic views)	1	2	3	4	5
--	---	---	---	---	---

24. How much do you agree or disagree with the following statement: I was able to get a sense that a town site once existed in Dyea?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I was able to get a sense that a town once existed in Dyea .	1	2	3	4	5

25a. In what year were you born?

Year born: \_\_\_\_\_

b. What is your gender?

1. Male
2. Female

c. What is the highest level of formal education you have completed? (Circle one number.)

1. Less than high school
2. High school graduate
3. Vocational/trade school certificate
4. Some college
5. Two-year college degree
6. Four-year college degree
7. Graduate degree

d. Are you Hispanic or Latino?

1. Yes, Hispanic or Latino
2. No, not Hispanic or Latino

e. What is your race? (Circle one or more)

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

f. Which one language do you and members of your group primarily use to communicate with each other?

1. English
2. Other (Specify): \_\_\_\_\_

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

1. Yes
2. No

a. If YES, on this visit what activities or services did the person(s) have difficulty accessing or participating in? \_\_\_\_\_

b. Because of the physical condition, what specific problems did the person(s) have? (Circle all that apply)

1. Hearing (difficulty hearing guides or other staff even with a hearing aid)
2. Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)
3. Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)
4. Other (Please describe: \_\_\_\_\_)

Thank you for your help with this survey! Please return this completed questionnaire to the surveyor.

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary and anonymous. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. **BURDEN ESTIMATE STATEMENT:** Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Dave Schirokauer, Biologist-Natural Resource Program Manager, Klondike Gold Rush National Historical Park, (907)983-9228, Dave\_Schirokauer@nps.gov.

## KLONDIKE GOLD RUSH TAIYA RIVER/CHILKOOT TRAIL HIKE AND FLOAT TOUR SURVEY



Location Survey Administered: \_\_\_\_\_

Commercial or Private Group \_\_\_\_\_

Tour Company: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Attendant: \_\_\_\_\_

Weather: \_\_\_\_\_ Warm  
\_\_\_\_\_ Cool  
\_\_\_\_\_ Sunny  
\_\_\_\_\_ Partly sunny  
\_\_\_\_\_ Cloudy  
\_\_\_\_\_ Foggy  
\_\_\_\_\_ Rain

KLONDIKE GOLD RUSH  
HIKE AND FLOAT VISITOR SURVEY

The Chilkoot Trail and the Taiya River are located within Klondike Gold Rush National Historical Park, which celebrates the famed Klondike Gold Rush of 1898, and was created “in order to preserve in public ownership for the benefit and inspiration of the people of the United States, historic structures and trails associated with the Klondike Gold Rush of 1898” and to make this valuable part of America’s heritage available to visitors for their understanding, enjoyment, and appreciation. The National Park Service is currently developing plans to better manage the natural and cultural resources and visitor opportunities on the Chilkoot Trail and Taiya River. The information you provide in this survey will help the National Park Service understand how visitors use this site and how you would like this site to be managed.

1. How many people (including you) are in your personal group today? Your “personal group is anyone you are visiting the park with, such as spouse, family, or friends. It doesn’t include the larger group you may be traveling with, such as a tour group or school groups.

Number of people: \_\_\_\_\_

2. On this visit, what kind of personal group (not tour group) are you with? Please circle only one.

1. Alone
2. Family
3. Friends
4. Family and friends
5. Other (Please specify: \_\_\_\_\_)

3. On this visit, are you and your personal group with any of the following types of groups? Circle all that apply.

4. Commercial tour group
5. School/educational group
6. Other organized group/club (Specify: \_\_\_\_\_)

4. Are you visiting this area as part of a cruise vacation?

1. Yes
2. No

5a. Have you visited one of the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

1. Yes

2. No
- b. When did you learn that the Chilkoot Trail and the Taiya River are within a National Historical Park?
1. Before I left home
  2. On board my cruise ship
  3. When I got off the cruise ship (on the dock or in Skagway)
  4. From my tour leader
  5. From this survey
  6. I did not learn that the Chilkoot Trail and Taiya River are within a National Historical Park
  7. Other (please specify): \_\_\_\_\_

- c. Have you visited Klondike Gold Rush National Historical Park before this trip?
1. Yes
  2. No (Skip to question 6.)

If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

Number of previous visits: \_\_\_\_\_

6. Do you live in the United States?
1. Yes (What is your Zip code? \_\_\_\_\_)
  2. No (What country do you live in? \_\_\_\_\_)



7. Why have you visited the Chilkoot Trail and Taiya River today? Please rate the importance of the following reasons for visiting. (Circle one number for each item.)

	Not at all Important	Somewhat Important	Very Important
a. To learn about the gold rush history of this area	1	2	3
b. To see and learn about the natural environment of this area	1	2	3
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1	2	3
d. To be with family and/or friends	1	2	3
e. To get some exercise	1	2	3
f. To experience solitude	1	2	3
g. Other (Please specify: _____ )	1	2	3

8. These questions ask about things that made your trip more or less enjoyable.

a. What did you like most about your visit to the Chilkoot Trail and Taiya River?

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---

b. What did you like least about your visit to the Chilkoot Trail and Taiya River?

---



---

c. If you could ask the National Park Service to change some things about the way they manage these areas, what would you ask them to do?

---

---

d. If you have visited the these areas before, please note any things that have changed for the better or for the worse since your last visit.

---

---

e. Do you think visitors are having any negative effects on the natural and/or historical resources of this area or the quality of the visitor experience?

- 4. Yes
- 5. No
- 6. Don't know

If YES, please explain: \_\_\_\_\_

---

f. What do you value most about your visit to the Chilkoot Trail and Taiya River?

---

---

g. What do you consider to be the most important qualities of the Chilkoot Trail and Taiya River?

---

---

9. Some people have suggested that the following issues might be problems on the Chilkoot Trail and Taiya River. To what extent do you think the following issues are problems? (Circle one number for each item.)

	Not a Problem	Small Problem	Big Problem	Don't Know
a. The number of people on the trail	1	2	3	DK
b. The number of groups floating on the Taiya river	1	2	3	DK
c. Large groups floating on the Taiya River	1	2	3	DK
d. Ecological impact to the Chilkoot Trail from visitor use	1	2	3	DK
e. Ecological impact to the Taiya River from visitor use	1	2	3	DK
f. Visitors making too much noise	1	2	3	DK
g. Too much noise from outside the park	1	2	3	DK
h. Lack of information about the Chilkoot Trail	1	2	3	DK
i. Lack of information about the Taiya River	1	2	3	DK
j. Waiting to use restrooms	1	2	3	DK
k. Dogs off leash on the Chilkoot Trail	1	2	3	DK
l. Lack of drinking water	1	2	3	DK
m. Lack of public transit access	1	2	3	DK

10. How many people do you think could use the Chilkoot Trail without you feeling too crowded?  
To help judge this, we have a series of photographs that show different numbers of people on the trail. Please look at the photographs on the following pages.

- a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)



	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
	-4	-3	-2	-1	0	+1	+2	+3	+4	
Photo 2										





	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable			
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable			
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4

b. Which photograph shows the level of use you would prefer to see on the Chilkoot Trail?

Photo number: \_\_\_\_\_

c. Which photograph shows the level of use that is so unacceptable that you would not come back to the Chilkoot Trail? (If none of the photographs represent this condition, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs are so unacceptable that I would not come back to the Chilkoot Trail

d. Which photograph shows the highest level of use that the National Park Service should allow on the Chilkoot Trail? In other words, at what point should visitors be restricted from visiting the Chilkoot Trail? (If use should not be restricted at any point represented by the photographs, or not restricted at all, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs show a high enough level of use to restrict visitors from visiting the Chilkoot Trail.

OR

Visitor use should not be restricted.

e. Which photograph looks most like the number of visitors you typically saw on the Chilkoot Trail today?

Photo number: \_\_\_\_\_

11. How many people do you think could use the Taiya River without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people floating on the river. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of rafts shown. A rating of -4 means the number of rafts is “very unacceptable” and a rating of +4 means the number of rafts is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see on the Taiya River?

Photo number: \_\_\_\_\_

c. Which photograph shows the level of use that is so unacceptable that you would not come back to the Taiya River? (If none of the photographs represent this condition, you may indicate that.)

Photo number: \_\_\_\_\_

OR

None of the photographs are so unacceptable that I would not come back to the Taiya River

d. Which photograph shows the highest level of use that the National Park Service should allow on the Taiya River? In other words, at what point should visitors be restricted from rafting on the Taiya River? (If use should not be restricted at any point represented by the photographs, or not restricted at all, you may indicate that.) \_

Photo number: \_\_\_\_\_

OR

None of the photographs show a high enough level of use to restrict visitors from rafting on the Taiya River.

OR

Visitor use should not be restricted.

e. Which photograph looks most like the number of rafts you typically saw on the Taiya River today?

Photo number: \_\_\_\_\_

12. People can visit the Chilkoot Trail and Taiya River on several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable”, and a rating of +4 means you think the description is “very acceptable”. (Circle one number for each description.)

Size of tours:	Very Unacceptable					Very Acceptable				
6 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
8 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
10 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
12 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
14 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
16 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
18 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
20 people	-4	-3	-2	-1	0	+1	+2	+3	+4	

Length of tour:	Very Unacceptable					Very Acceptable				
2 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
3 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
4 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
5 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 hours	-4	-3	-2	-1	0	+1	+2	+3	+4	

a. We would like to know how many tour groups (other than yours) you think it would be acceptable to see while visiting the Chilkoot Trail and Taiya River. Please indicate how acceptable you think the following numbers of groups are. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.” (Circle one number for each number of groups.)

	Very Unacceptable					Very Acceptable				
1 group	-4	-3	-2	-1	0	+1	+2	+3	+4	
2 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	
3 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	
4 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	
5 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	
7 groups	-4	-3	-2	-1	0	+1	+2	+3	+4	



b. Approximately how many other groups did you see on the Chilkoot Trail and Taiya River today?

Number of other hiking groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_  
 Number of other rafting groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_

13. How crowded did you feel on the Chilkoot Trail and Taiya River today? (Circle one number for each location.)

	Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	
On the Chilkoot Trail	1	2	3	4	5	6	7	8	9
On the Taiya River	1	2	3	4	5	6	7	8	9
Overall	1	2	3	4	5	6	7	8	9

14.a. Did you experience any conflicts today with visitors participating in other recreational activities today?

1. Yes
2. No (Skip to question 15.)

b. If YES, please Briefly describe the conflict.

---



---

15. How would you rate the following facilities and services at Klondike Gold Rush National Historical Park during your visit? (Circle one number for each item.)

	Very Poor	Poor	Average	Good	Excellent	Did Not Use
a. Amount of information provided by commercial guided tours	1	2	3	4	5	DNU
b. Amount of information provided by National Park Service guided tours	1	2	3	4	5	DNU

c. Amount of information provided by educational signs/displays, brochures.	1	2	3	4	5	DNU
d. Quality of information provided by commercial guided tours	1	2	3	4	5	DNU
e. Quality of information provided by National Park Service guided tours	1	2	3	4	5	DNU
f. Quality of information provided by educational signs/displays, brochures	1	2	3	4	5	DNU
g. Quality of trail surface	1	2	3	4	5	DNU
h. Cleanliness of restroom at the end of your hike	1	2	3	4	5	DNU

16. How did you reserve your place on the commercial tour you took today? (Circle all numbers that apply.)

1. When I booked my cruise
2. On board my ship
3. On the dock when I got off my ship
4. Independently in town
5. Independently via the internet
6. Tour arrangements made by others
7. I am not participating in a commercial tour today
8. Other (Please specify: \_\_\_\_\_)

17a. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service? (Circle one number)

1. Very likely
2. Likely
3. Undecided
4. Unlikely
5. Very unlikely

b. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it? (Circle one number)

- 1. Yes, likely
- 2. No, unlikely
- 3. Not sure

18. The following ideas have been suggested to change the ways in which people experience the Chilkoot Trail and Taiya River. How important would the following changes in services be to you? Please circle one number for each item.)

	Not important	Somewhat important	Moderately important	Very important	Extremely important
a. Provide public transit to the Chilkoot Trail and/or Dyea	1	2	3	4	5
b. Provide more education about the natural history of the area	1	2	3	4	5
c. Provide more education about the geological history of the area	1	2	3	4	5
d. Provide more education about the Klondike Gold Rush	1	2	3	4	5
e. Provide more education about the Chilkoot Trail	1	2	3	4	5
f. Provide more education about the Taiya River	1	2	3	4	5
g. Provide more education about Native American History of the area	1	2	3	4	5

19a. In what year were you born?

Year born: \_\_\_\_\_

b. What is your gender?

1. Male
2. Female

c. What is the highest level of formal education you have completed? (Circle one number.)

1. Less than high school
2. High school graduate
3. Vocational/trade school certificate
4. Some college
5. Two-year college degree
6. Four-year college degree
7. Graduate degree

d. Are you Hispanic or Latino?

1. Yes, Hispanic or Latino
2. No, not Hispanic or Latino

e. What is your race? (Circle one or more)

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

f. Which one language do you and members of your group primarily use to communicate with each other?

1. English
2. Other (Specify): \_\_\_\_\_

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

1. Yes
2. No

- c. If YES, on this visit what activities or services did the person(s) have difficulty accessing or participating in? \_\_\_\_\_
- d. Because of the physical condition, what specific problems did the person(s) have? (Circle all that apply)
5. Hearing (difficulty hearing guides or other staff even with a hearing aid)
  6. Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)
  7. Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)
  8. Other (Please describe: \_\_\_\_\_)

Thank you for your help with this survey! Please return this completed questionnaire to the surveyor.

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## **Appendix 2**

### **2011 Study Questionnaires**

DRAFT  
KLONDIKE GOLD RUSH  
DYEA VISITOR SURVEY



Location Survey Administered \_\_\_\_\_

Tour Company \_\_\_\_\_

Commercial or Private Group \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Attendant: \_\_\_\_\_

Weather: \_\_\_\_\_

- \_\_\_\_\_ Warm
- \_\_\_\_\_ Cool
- \_\_\_\_\_ Sunny
- \_\_\_\_\_ Partly sunny
- \_\_\_\_\_ Cloudy
- \_\_\_\_\_ Foggy
- \_\_\_\_\_ Rain

KLONDIKE GOLD RUSH  
DYEVA VISITOR SURVEY

Klondike Gold Rush National Historical Park celebrates the famed Klondike Gold Rush of 1898, and was created “in order to preserve in public ownership for the benefit and inspiration of the people of the United States, historic structures and trails associated with the Klondike Gold Rush of 1898” and to make this valuable part of America’s heritage available to visitors for their understanding, enjoyment, and appreciation. The National Park Service is currently developing plans to improve the condition of natural and cultural resources at the Dyea town site. The information you provide in this survey will help the National Park Service understand how visitors use this site and how you would like this site to be managed in the future.

1. How many people (including you) are in your personal group today? Your “personal group is anyone you are visiting the park with, such as spouse, family, or friends. It doesn’t include the larger group you may be traveling with, such as a tour group or school groups.

Number of people: \_\_\_\_\_

2. On this visit, what kind of personal group (not tour group) are you with? Please circle only one.

1. Alone
2. Family
3. Friends
4. Family and friends
5. Other (Please specify: \_\_\_\_\_)

3. On this visit, are you and your personal group with any of the following types of groups? Circle all that apply.

1. Commercial tour group
2. School/educational group
3. Other organized group/club (Specify: \_\_\_\_\_)

4. Are you visiting this area as part of a cruise vacation?

1. Yes
2. No

5a. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

1. Yes
2. No



b. When did you learn that Dyea is within a National Historical Park?

1. Before I left home
2. On board my cruise ship
3. When I got off the cruise ship (on the dock or in Skagway)
4. From my tour leader
5. From this survey
6. I did not learn that Dyea is within a National Historical Park
7. Other (please specify): \_\_\_\_\_

c. Have you visited Klondike Gold Rush National Historical Park before this trip?

1. Yes
2. No (Skip to question 6.)

If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

Number of previous visits: \_\_\_\_\_

6. Do you live in the United States?

1. Yes (What is your Zip code? \_\_\_\_\_)
2. No (What country do you live in? \_\_\_\_\_)

7. We would like to know why you visited the Dyea town site today. Please rate the importance of the following reasons for visiting Dyea. (Circle one number for each item.)

	Not at all Important	Somewhat Important	Very Important
a. To learn about the history of this area	1	2	3
b. To see and learn about the natural environment of this area	1	2	3
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1	2	3
d. To be with family and/or friends	1	2	3

- e. To get some exercise                      1                      2                      3
- f. To experience solitude                      1                      2                      3
- g. Other (Please specify  
 \_\_\_\_\_                      1                      2                      3

8. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the False Front. Please look at the photographs on the following pages.

- a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)



	Very Unacceptable					Very Acceptable			
	-4	-3	-2	-1	0	+1	+2	+3	+4
Photo 1									





	Very Unacceptable					Very Acceptable			
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4



	Very Unacceptable					Very Acceptable			
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see at the False Front?

Photo number: \_\_\_\_\_

9. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Warehouse site. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable			
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4



	Very Unacceptable					Very Acceptable			
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	



b. Which photograph shows the level of use you would prefer to see at the Warehouse site?

Photo number: \_\_\_\_\_

10. We would like to know how many people you think could use the Dyea town site without you feeling too crowded. To help judge this, we have a series of photographs that show different numbers of people at the Nelson Slough Foot Bridge area. Please look at the photographs on Poster 3.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)



	Very Unacceptable						Very Acceptable		
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see at the Nelson Slough Foot Bridge?

Photo number: \_\_\_\_\_

11. People can visit Dyea on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable” and a rating of +4 means you think the description is “very acceptable.” (Circle one number for each description.)

	Very Unacceptable					Very Acceptable				
Size of tours:	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
8 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
10 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
12 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
14 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
16 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
18 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
20 people	-4	-3	-2	-1	0	+1	+2	+3	+4	

	Very Unacceptable					Very Acceptable			
Length of tour:									
2 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
3 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
4 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
5 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
6 hours	-4	-3	-2	-1	0	+1	+2	+3	+4

12a. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting Dyea. Please indicate how acceptable you think the following numbers of groups are at Dyea. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.” (Circle one number for each number of groups.)

	Very Unacceptable					Very Acceptable			
1 group	-4	-3	-2	-1	0	+1	+2	+3	+4
2 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
3 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
4 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
5 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
6 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
7 groups	-4	-3	-2	-1	0	+1	+2	+3	+4

b. Approximately how many other groups did you see in Dyea today?

Number of other groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_

13. How crowded did you feel at the Dyea town site today? (Circle one number for each location.)

	Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	
a. At the False Front	1	2	3	4	5	6	7	8	9
b. Along the trails	1	2	3	4	5	6	7	8	9
c. At the Warehouse site	1	2	3	4	5	6	7	8	9
d. At the Nelson Slough Foot Bridge	1	2	3	4	5	6	7	8	9
e. Overall	1	2	3	4	5	6	7	8	9

14a. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service? (Circle one number)

1. Very likely
2. Likely
3. Undecided
4. Unlikely
5. Very unlikely

b. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it? (Circle one number)

1. Yes, likely
2. No, unlikely
3. Not sure

15. How long did you stay at Dyea today? Please list partial hours as  $\frac{1}{4}$ ,  $\frac{1}{2}$ , or  $\frac{3}{4}$ .

Number of hours \_\_\_\_\_

16a. In what year were you born?

Year born: \_\_\_\_\_

b. What is your gender?

1. Male
2. Female

c. What is the highest level of formal education you have completed? (Circle one number.)

1. Less than high school
2. High school graduate
3. Vocational/trade school certificate
4. Some college
5. Two-year college degree
6. Four-year college degree
7. Graduate degree

d. Are you Hispanic or Latino?

1. Yes, Hispanic or Latino
2. No, not Hispanic or Latino

e. What is your race? (Circle one or more)

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

f. Which one language do you and members of your group primarily use to communicate with each other?

1. English
2. Other (Specify): \_\_\_\_\_

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

1. Yes
2. No

e. If YES, on this visit what activities or services did the person(s) have difficulty accessing or participating in? \_\_\_\_\_

- f. Because of the physical condition, what specific problems did the person(s) have? (Circle all that apply)
1. Hearing (difficulty hearing guides or other staff even with a hearing aid)
  2. Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)
  3. Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)
  4. Other (Please describe: \_\_\_\_\_)

Thank you for your help with this survey! Please return this completed questionnaire to the surveyor.

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**  
16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary and anonymous. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. **BURDEN ESTIMATE STATEMENT:** Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Dave Schirokauer, Biologist-Natural Resource Program Manager, Klondike Gold Rush National Historical Park, (907)983-9228, Dave\_Schirokauer@nps.gov.



## KLONDIKE GOLD RUSH TAIYA RIVER/CHILKOOT TRAIL HIKE AND FLOAT TOUR SURVEY



Location Survey Administered: \_\_\_\_\_

Commercial or Private Group \_\_\_\_\_

Tour Company: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Attendant: \_\_\_\_\_

Weather: \_\_\_\_\_ Warm  
\_\_\_\_\_ Cool  
\_\_\_\_\_ Sunny  
\_\_\_\_\_ Partly sunny  
\_\_\_\_\_ Cloudy  
\_\_\_\_\_ Foggy  
\_\_\_\_\_ Rain

KLONDIKE GOLD RUSH  
HIKE AND FLOAT VISITOR SURVEY

The Chilkoot Trail and the Taiya River are located within Klondike Gold Rush National Historical Park, which celebrates the famed Klondike Gold Rush of 1898, and was created “in order to preserve in public ownership for the benefit and inspiration of the people of the United States, historic structures and trails associated with the Klondike Gold Rush of 1898” and to make this valuable part of America’s heritage available to visitors for their understanding, enjoyment, and appreciation. The National Park Service is currently developing plans to better manage the natural and cultural resources and visitor opportunities on the Chilkoot Trail and Taiya River. The information you provide in this survey will help the National Park Service understand how visitors use this site and how you would like this site to be managed.

1. How many people (including you) are in your personal group today? Your “personal group is anyone you are visiting the park with, such as spouse, family, or friends. It doesn’t include the larger group you may be traveling with, such as a tour group or school groups.

Number of people: \_\_\_\_\_

2. On this visit, what kind of personal group (not tour group) are you with? Please circle only one.

1. Alone
2. Family
3. Friends
4. Family and friends
5. Other (Please specify: \_\_\_\_\_)

3. On this visit, are you and your personal group with any of the following types of groups? Circle all that apply.

1. Commercial tour group
2. School/educational group
3. Other organized group/club (Specify: \_\_\_\_\_)

4. Are you visiting this area as part of a cruise vacation?

1. Yes
2. No

5a. Have you visited one of the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

1. Yes
2. No

b. When did you learn that the Chilkoot Trail and the Taiya River are within a National Historical Park?

1. Before I left home
2. On board my cruise ship
3. When I got off the cruise ship (on the dock or in Skagway)
4. From my tour leader
5. From this survey
6. I did not learn that the Chilkoot Trail and Taiya River are within a National Historical Park
7. Other (please specify): \_\_\_\_\_

c. Have you visited Klondike Gold Rush National Historical Park before this trip?

1. Yes
2. No (Skip to question 6.)

If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

Number of previous visits: \_\_\_\_\_

6. Do you live in the United States?

1. Yes (What is your Zip code? \_\_\_\_\_)
2. No (What country do you live in? \_\_\_\_\_)

7. Why have you visited the Chilkoot Trail and Taiya River today? Please rate the importance of the following reasons for visiting. (Circle one number for each item.)

	Not at all Important	Somewhat Important	Very Important
a. To learn about the gold rush history of this area	1	2	3
b. To see and learn about the natural environment of this area	1	2	3
c. To participate in a recreational activity (e.g. hiking, biking, rafting)	1	2	3
d. To be with family and/or friends	1	2	3
e. To get some exercise	1	2	3
f. To experience solitude	1	2	3
g. Other (Please specify: _____ )	1	2	3

8. How many people do you think could use the Chilkoot Trail without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people on the trail. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)



---

	Very Unacceptable					Very Acceptable			
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable			
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable			
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable			
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4

b. Which photograph shows the level of use you would prefer to see on the Chilkoot Trail?

Photo number: \_\_\_\_\_

9. How many people do you think could use the Taiya River without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people floating on the river. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of rafts shown. A rating of -4 means the number of rafts is “very unacceptable” and a rating of +4 means the number of rafts is “very acceptable.” (Circle one number for each photograph.)



	Very Unacceptable						Very Acceptable		
	-4	-3	-2	-1	0	+1	+2	+3	+4
Photo 1									





	Very Unacceptable					Very Acceptable			
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4



	Very Unacceptable					Very Acceptable			
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4



	Very Unacceptable					Very Acceptable			
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4



	Very Unacceptable					Very Acceptable			
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4





	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see on the Taiya River?

Photo number: \_\_\_\_\_

10. People can visit the Chilkoot Trail and Taiya River on several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable”, and a rating of +4 means you think the description is “very acceptable”. (Circle one number for each description.)

Size of tours:	Very Unacceptable Very Acceptable									
	-4	-3	-2	-1	0	+1	+2	+3	+4	
6 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
8 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
10 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
12 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
14 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
16 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
18 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
20 people	-4	-3	-2	-1	0	+1	+2	+3	+4	

Length of tour:	Very Unacceptable Very Acceptable								
2 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
3 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
4 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
5 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
6 hours	-4	-3	-2	-1	0	+1	+2	+3	+4

- a. We would like to know how many tour groups (other than yours) you think it would be acceptable to see while visiting the Chilkoot Trail and Taiya River. Please indicate how acceptable you think the following numbers of groups are. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.” (Circle one number for each number of groups.)

	Very Unacceptable Very Acceptable								
1 group	-4	-3	-2	-1	0	+1	+2	+3	+4
2 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
3 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
4 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
5 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
6 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
7 groups	-4	-3	-2	-1	0	+1	+2	+3	+4

- b. Approximately how many other groups did you see on the Chilkoot Trail and Taiya River today?

Number of other hiking groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_  
 Number of other rafting groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_

11. How crowded did you feel on the Chilkoot Trail and Taiya River today? (Circle one number for each location.)

	Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	
On the Chilkoot Trail	1	2	3	4	5	6	7	8	9
On the Taiya River	1	2	3	4	5	6	7	8	9
Overall	1	2	3	4	5	6	7	8	9



12a. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service? (Circle one number)

1. Very likely
2. Likely
3. Undecided
4. Unlikely
5. Very unlikely

b. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it? (Circle one number)

1. Yes, likely
2. No, unlikely
3. Not sure

13a. In what year were you born?

Year born: \_\_\_\_\_

b. What is your gender?

1. Male
2. Female

c. What is the highest level of formal education you have completed? (Circle one number.)

1. Less than high school
2. High school graduate
3. Vocational/trade school certificate
4. Some college
5. Two-year college degree
6. Four-year college degree
7. Graduate degree

d. Are you Hispanic or Latino?

1. Yes, Hispanic or Latino
2. No, not Hispanic or Latino

e. What is your race? (Circle one or more)

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

f. Which one language do you and members of your group primarily use to communicate with each other?

1. English
2. Other (Specify): \_\_\_\_\_

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

1. Yes
2. No

a. If YES, on this visit what activities or services did the person(s) have difficulty accessing or participating in? \_\_\_\_\_

b. Because of the physical condition, what specific problems did the person(s) have? (Circle all that apply)

1. Hearing (difficulty hearing guides or other staff even with a hearing aid)
2. Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)
3. Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)
4. Other (Please describe: \_\_\_\_\_)

Thank you for your help with this survey! Please return this completed questionnaire to the surveyor.

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary and anonymous. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. **BURDEN ESTIMATE STATEMENT:** Public reporting burden for this form is estimated to average 10 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Dave Schirokauer, Biologist-Natural Resource Program Manager, Klondike Gold Rush National Historical Park, (907)983-9228, [Dave\\_Schirokauer@nps.gov](mailto:Dave_Schirokauer@nps.gov).

## KLONDIKE GOLD RUSH HORSE ADVENTURE VISITOR SURVEY



Location Survey Administered: \_\_\_\_\_

Commercial or Private Group \_\_\_\_\_

Tour Company: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Attendant: \_\_\_\_\_

Weather: \_\_\_\_\_ Warm  
\_\_\_\_\_ Cool  
\_\_\_\_\_ Sunny  
\_\_\_\_\_ Partly sunny  
\_\_\_\_\_ Cloudy  
\_\_\_\_\_ Foggy  
\_\_\_\_\_ Rain

KLONDIKE GOLD RUSH  
HORSE ADVENTURE VISITOR SURVEY

Klondike Gold Rush National Historical Park celebrates the famed Klondike Gold Rush of 1898, and was created “in order to preserve in public ownership for the benefit and inspiration of the people of the United States, historic structures and trails associated with the Klondike Gold Rush of 1898” and to make this valuable part of America’s heritage available to visitors for their understanding, enjoyment, and appreciation. The National Park Service is currently developing plans to better manage the natural and cultural resources and visitor opportunities in the Dyea area of the park. The information you provide in this survey will help the National Park Service understand how visitors use this site and how you would like this site to be managed.

1. How many people (including you) are in your personal group today? Your “personal group is anyone you are visiting the park with, such as spouse, family, or friends. It doesn’t include the larger group you may be traveling with, such as a tour group or school groups.

Number of people: \_\_\_\_\_

2. On this visit, what kind of personal group (not tour group) are you with? Please circle only one.

1. Alone
2. Family
3. Friends
4. Family and friends
5. Other (Please specify: \_\_\_\_\_)

3. On this visit, are you and your personal group with any of the following types of groups? Circle all that apply.

7. Commercial tour group
8. School/educational group
9. Other organized group/club (Specify: \_\_\_\_\_)

4. Are you visiting this area as part of a cruise vacation?

1. Yes
2. No

5a. Have you visited the Klondike Gold Rush National Historical Park visitor center (in downtown Skagway) during your visit?

1. Yes
2. No

b. When did you learn that Dyea is within a National Historical Park?

1. Before I left home
2. On board my cruise ship
3. When I got off the cruise ship (on the dock or in Skagway)
4. From my tour leader
5. From this survey
6. I did not learn that Dyea is within a National Historical Park
7. Other (please specify): \_\_\_\_\_

c. Have you visited Klondike Gold Rush National Historical Park before this trip?

1. Yes
2. No (Skip to question 6.)

If YES, approximately how many times have you visited Klondike Gold Rush National Historical Park before this trip?

Number of previous visits: \_\_\_\_\_

6. Do you live in the United States?

1. Yes (What is your Zip code? \_\_\_\_\_)
2. No (What country do you live in? \_\_\_\_\_)

7. Why have you visited the Dyea area today? Please rate the importance of the following reasons for visiting. (Circle one number for each item.)

	Not at all Important	Somewhat Important	Very Important
a. To learn about the gold rush history of this area	1	2	3
b. To see and learn about the natural environment of this area	1	2	3
c. To participate in a recreational activity (e.g. hiking, biking, rafting, horseback riding, etc.)	1	2	3
d. To be with family and/or friends	1	2	3
e. To get some exercise	1	2	3
f. To experience solitude	1	2	3
g. Other (Please specify: _____ )	1	2	3

8. How many people do you think could use the Dyea area without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people on the road. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of people is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 7	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see on the road?

Photo number: \_\_\_\_\_

9. How many people do you think could use the Tidal Flats without you feeling too crowded? To help judge this, we have a series of photographs that show different numbers of people on the Tidal Flats. Please look at the photographs on the following pages.

a. Please rate each photograph by indicating how acceptable you think it is based on the number of people shown. A rating of -4 means the number of people is “very unacceptable” and a rating of +4 means the number of rafts is “very acceptable.” (Circle one number for each photograph.)





	Very Unacceptable					Very Acceptable				
Photo 1	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 2	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 3	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 4	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 5	-4	-3	-2	-1	0	+1	+2	+3	+4	



	Very Unacceptable					Very Acceptable				
Photo 6	-4	-3	-2	-1	0	+1	+2	+3	+4	





	Very Unacceptable					Very Acceptable				
Photo 7	-4	-3	-2	-1	0	+1	+2	+3	+4	

b. Which photograph shows the level of use you would prefer to see on the Tidal Flats?

Photo number: \_\_\_\_\_

10. People can visit the Dyea area on a several types of commercial tours. We would like to know how big tour groups should be and how long tours should last. Please rate the acceptability of the following range of tour sizes and durations. A rating of -4 means you think the description is “very unacceptable” and a rating of +4 means you think the description is “very acceptable.” (Circle one number for each description.)

	Very Unacceptable					Very Acceptable				
Size of tours:										
6 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
8 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
10 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
12 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
14 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
16 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
18 people	-4	-3	-2	-1	0	+1	+2	+3	+4	
20 people	-4	-3	-2	-1	0	+1	+2	+3	+4	

	Very Unacceptable					Very Acceptable			
Length of tour:									
2 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
3 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
4 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
5 hours	-4	-3	-2	-1	0	+1	+2	+3	+4
6 hours	-4	-3	-2	-1	0	+1	+2	+3	+4

11a. We would like to know how many groups (other than yours) you think it would be acceptable to see while visiting the Dyea area. Please indicate how acceptable you think the following numbers of groups are at Dyea. A rating of -4 means you think the number of groups is “very unacceptable” and a rating of +4 means you think the number of groups is “very acceptable.” (Circle one number for each number of groups.)

	Very Unacceptable					Very Acceptable			
1 group	-4	-3	-2	-1	0	+1	+2	+3	+4
2 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
3 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
4 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
5 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
6 groups	-4	-3	-2	-1	0	+1	+2	+3	+4
7 groups	-4	-3	-2	-1	0	+1	+2	+3	+4

b. Approximately how many other groups did you see in the Dyea area today?

Number of other groups \_\_\_\_\_ Don't Know \_\_\_\_\_ Does Not Apply \_\_\_\_\_

12. How crowded did you feel in the Dyea area today? (Circle one number for each location.)

	Not at all Crowded		Slightly Crowded			Moderately Crowded		Extremely Crowded	
a. On the road near the slide cemetery	1	2	3	4	5	6	7	8	9
b. On the road near the Dyea town site	1	2	3	4	5	6	7	8	9
c. On the Tidal Flats	1	2	3	4	5	6	7	8	9
d. Overall	1	2	3	4	5	6	7	8	9

13a. On a future visit, if a free transit (bus) service existed with service to the Chilkoot Trail, how likely would it be that you would use such a service? (Circle one number)

1. Very likely
2. Likely
3. Undecided
4. Unlikely
5. Very unlikely

b. In the future, a bus fee to the Chilkoot Trail may be considered by the National Park Service, with all of the funds collected remaining in the park to support the bus service. If a fee of \$10 were charged for bus service to the Chilkoot Trail, would you be willing to pay it? (Circle one number)

1. Yes, likely
2. No, unlikely
3. Not sure

14. How long did you stay in the Dyea area today? Please list partial hours as  $\frac{1}{4}$ ,  $\frac{1}{2}$ , or  $\frac{3}{4}$ .

Number of hours \_\_\_\_\_

15a. In what year were you born?

Year born: \_\_\_\_\_

b. What is your gender?

1. Male
2. Female

c. What is the highest level of formal education you have completed? (Circle one number.)

1. Less than high school
2. High school graduate
3. Vocational/trade school certificate
4. Some college
5. Two-year college degree
6. Four-year college degree
7. Graduate degree

d. Are you Hispanic or Latino?

1. Yes, Hispanic or Latino
2. No, not Hispanic or Latino

e. What is your race? (Circle one or more)

1. American Indian or Alaska Native
2. Asian
3. Black or African American
4. Native Hawaiian or other Pacific Islander
5. White

f. Which one language do you and members of your group primarily use to communicate with each other?

1. English
2. Other (Specify): \_\_\_\_\_

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

1. Yes
2. No

a. If YES, on this visit what activities or services did the person(s) have difficulty accessing or participating in? \_\_\_\_\_

b. Because of the physical condition, what specific problems did the person(s) have? (Circle all that apply)

9. Hearing (difficulty hearing guides or other staff even with a hearing aid)
10. Visual (difficulty in seeing exhibits, directional signs, or other aids, even with prescribed glasses or due to blindness)
11. Mobility (difficulty in accessing facilities, services, or programs, even with walking aid and/or wheelchairs)
12. Other (Please describe: \_\_\_\_\_)

Thank you for your help with this survey! Please return this completed questionnaire to the surveyor.

**PRIVACY ACT and PAPERWORK REDUCTION ACT statement:**

16 U.S.C. 1a-7 authorizes collection of this information. This information will be used by park managers to better serve the public. Response to this request is voluntary and anonymous. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. **BURDEN ESTIMATE STATEMENT:** Public reporting burden for this form is estimated to average 12 minutes per response. Direct comments regarding the burden estimate or any other aspect of this form to Dave Schirokauer, Biologist-Natural Resource Program Manager, Klondike Gold Rush National Historical Park, (907)983-9228, Dave\_Schirokauer@nps.gov.